

## Application Checklist & Process

Understanding how the FirstService Relief Fund application process works will help ensure a quicker and more streamlined experience for you. We encourage all employees to familiarize themselves with this information BEFORE you may find yourself in need of assistance. This will also be helpful for managers and others who may be aware of a colleague in need of help.

### Checklist

- Are you a current employee or employed by a franchise at least 30 hours a week or 130 calendar hours in a month? OR Are you on approved medical leave or an approved leave of absence for no more than 12 months?
- Did your event happen within the last 90 days?
- Is your event on the list of Qualified Events\*?
  - Impacts to primary residence (fire, flooding, etc.)
  - Death of colleague or colleague's spouse, domestic partner, or child
  - Victim of violent crime or domestic abuse
  - Non-routine exceptional medical expense not covered by insurance
  - Military deployment
  - Disaster resulting from commercial carrier accident (e.g., bus, train, plane, etc.)
  - Terrorist actions

\* If you don't see your event on this list, please contact EAF at 888-497-4114 or [firstservicerelief@emergencyassistancefdn.org](mailto:firstservicerelief@emergencyassistancefdn.org) to discuss your specific situation

- Are you requesting an amount between \$500 - \$3,000?
- Are the expenses you are seeking help with on the Covered Expenses list?
- Are you able to provide documentation to support your event?
  - Photos
  - Insurance claim
  - Repair estimates
  - FMLA documentation
  - Doctor's note
  - Police report
  - Obituary
- Will you be able to provide documentation to support your claim?
  - Receipts
  - Repair estimates
  - Car rental receipt (no more than 30 days)
  - Mortgage statement or signature page of lease agreement
  - Receipts for household goods, clothes, etc.
  - If unable to purchase needed goods, a wish-list from an online retailer

If you answered yes to each of these, we encourage you to begin the application process.

**NOTE:** If you are anticipating future expenses related to your event, do not hit Submit until you have all documentation in hand. The reason for this is once an application is approved you cannot reapply for support under the same event and we want you to receive all the funds you are eligible to. You may apply for a grant every 12 months.

## How to Apply

We offer multiple ways to apply for your grant:

1. Online or via your mobile device by visiting [www.FirstServiceRelief.com](http://www.FirstServiceRelief.com). You may take photos of your documentation and upload them from your mobile phone
2. By calling EAF at **888-497-4114** and having an agent help you complete your application

## What Happens After You Submit Your Application

- 1) You will receive an email confirmation from EAF immediately. If you do not receive this confirmation please check your spam or junk folders. If you don't see it there, please call EAF at **888-497-4114** to follow up
- 2) EAF will verify your application by contacting your employer. Your employer will not be told the nature of your application, only asked to confirm that you meet the eligibility requirements
- 3) Once your application is verified, it goes into Initial Review. If information is missing you will be contacted by EAF. If EAF does not hear back from you within 45 days, your application will be closed out.
- 4) Within 48 hours your application of your application passing Initial Review, it will undergo a final quality check
- 5) If the application checks out, your grant will be released. This entire process can take less than one week. In fact 32% of EAF's grants are processed within a week.

**Tip: The more thorough you are with your application materials and documentation, the faster your grant can be approved and paid**



[www.FirstServiceRelief.com](http://www.FirstServiceRelief.com)