



#FirstServeOthers

The FirstService Relief Fund

EMPLOYEE INTRODUCTION & OVERVIEW



FirstService

FirstService Relief Fund



Introduction

The companies of FirstService are united in our belief that our people are our greatest asset. While we each offer different benefits packages, there is one benefit that's available throughout all of our companies and Brands, the **FirstService Relief Fund**.

The FirstService Relief Fund was established to help our people during times of personal financial hardship. This short presentation will provide a high level overview of the Fund, including how it works, eligibility criteria, what types of events would warrant applying for a grant and information on what types of expenses are not covered.

On our Social Purpose website (purpose.firstservice.com), under Our People, we provide detailed information – in English and Spanish – on the Fund along with helpful FAQ guides.

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Purpose.FirstService.com



Relief Fund information is
available in English &
Spanish



OUR SOCIAL PURPOSE

OUR PEOPLE

OUR COMMUNITY

OUR ENVIRONMENT

STORIES

EVENTS

OUR PEOPLE

FIRSTSERVICE RELIEF FUND

SOCIAL PURPOSE AND YOU

Looking to engage in Social Purpose activities in your area?
Our Event Calendar makes it easy to locate events of interest to you!

READ MORE

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FirstServiceRelief.com

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Creating value one step at a time


FIRSTSERVICE RELIEF FUND

Administered by Emergency Assistance Foundation, Inc.



Emergency
Assistance
Foundation Inc.
charity begins at work™

More than 100 languages are supported using Google translate!

 Select Language ▼

firstservicerelief@emergencyassistancefdn.org | 888-303-4369

DONATIONS AND SUPPORT

The FirstService Relief Fund was created to help employees, franchisees and employees of franchisees who are facing financial hardship immediately after a natural disaster or an unforeseen personal hardship. The Fund relies primarily on individual donations from employees, franchisees and employees of franchisees with support from our companies. Every contribution helps and when combined with the donations of others can provide a tax-free grant (USA) to those in need when they are facing the unexpected.

MAKE A DONATION

You can make a voluntary ongoing gift or one-time gift through our secure site using your credit/debit card. To donate directly through payroll, contact your local human resource or payroll administrator.

[Donation FAQ - English](#)

[Donation FAQ - Spanish](#)

[Donate](#)

All donations to the fund at the Emergency Assistance Foundation, Inc. are tax deductible in the U.S. The EIN# for the Emergency Assistance Foundation is 45-1813056.

APPLY FOR A GRANT

If you are experiencing a personal hardship or the effects of a qualified disaster, you can apply for a grant for financial assistance. Please read the Application FAQs to see if you qualify.

[Application FAQ - English](#)

[Application FAQ - Spanish](#)

[Apply for a Grant](#)

[Already registered? - Sign in](#)

The Emergency Assistance Foundation, Inc. will manage all fund activities, and when needed assist applicants with their grant applications. FirstService Corporation will not have any insight into the grant process unless a grant recipient chooses to share his or her story.

[Community Resources](#)

The Community Resource is for individuals looking for help from local community programs.

FirstService Relief Fund



What is the FirstService Relief Fund?

- ❑ The FirstService Relief Fund was established to help our people during times of natural disasters or personal financial hardship
- ❑ Those who have experienced “Qualified Events” may apply for grants ranging from \$500 - \$3000, USD
- ❑ Funds awarded are grants, not loans. The grant recipient is not obligated to pay the money back
- ❑ A third-party administrator, Emergency Assistance Foundation, oversees the Fund and works with applicants to answer any questions they may have
- ❑ The application process is confidential – EAF contacts companies only to verify employment status

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How it works

- ❑ FirstService Corporation pays all administrative costs to maintain the Fund
- ❑ 100% of individual donations are directed to those who qualify for a grant
- ❑ Money awarded may be paid directly to vendors including landlords, mortgage companies, medical providers, etc. which is why it's necessary to provide documentation when applying for a grant

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Eligibility criteria

- ❑ On the date of application, you must be an employee or employee of a franchisee who is employed, on average, at least 30 hours of service per week, or at least 130 hours of service in a calendar of month
- ❑ If you are on approved medical leave or an approved leave of absence, it has been for no longer than one year
- ❑ Your “Qualified Event” must have occurred within the last 90 days
- ❑ Applicants must establish a financial need and document the expenses for which the grant is being requested. Payments cannot be made without copies of current bills or invoices so it’s important that you have these documents

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Examples of Qualified Events

- ☐ Natural disaster such as flood, wildfire, tornado, earthquake, tsunami, volcanic eruption, blizzard, drought, cyclone, hurricane, typhoon or severe storm
- ☐ Terrorist actions
- ☐ Disaster resulting from an accident involving a common carrier such as buses, trains, ferry, planes or trucks
- ☐ Military deployment (employees, franchisees and employees of franchisees, spouse or domestic partner called to active duty)
- ☐ Impacts to primary residence such as fire, flood or other unusual life-altering expense not covered by insurance
- ☐ Serious illness or injury which is not covered by insurance
- ☐ Non-routine/exceptional medical expense – not covered by insurance
- ☐ Victim of a violent crime
- ☐ Domestic abuse
- ☐ Death of an employee, immediate family member of an employee, franchisee and employee of franchisee

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Examples of expenses that are NOT covered

- Legal fees
- Funeral, travel and burial expenses upon the death of the employee/franchisee/independent affiliate's relative other than an immediate family member or eligible dependent
- Lost compensation due to missed time from work
- Electronics and non-essential appliances/furnishings
- Non-essential utilities (internet service, cable television, etc.)
- Personal security items
- Prepaid expenses
- Expenses incurred before the employee, franchisee and employee of a franchisee became eligible for assistance
- Payment for maternity/paternity leave unless medical complications to the mother or child occur
- Routine car maintenance
- Credit card debt
- Pay day loans
- Medical expenses not related to a Qualified Event including: Long-term medical expenses, expenses for elective medical procedures, routine or maintenance medical procedures
- Non-medical insurance co-pays, premiums or deductibles, or items covered by or to be reimbursed by insurance
- School tuition
- Expenses associated with divorce or child custody matters

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How to donate

- ☐ You may opt to make a one-time or recurring donation
- ☐ Automatic payroll deduction is the preferred method of donating to the Fund. No amount is too small – even just \$1 a pay period makes a difference
- ☐ To donate, please visit FirstServiceRelief.com
- ☐ United States employees are also able to donate via text
- ☐ Please visit our Donation FAQs for information on tax deductions

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The FirstService Relief Fund

- \$366,000 in donations to date
- 71% from payroll deductions
- \$201,084 in grants awarded
- 83 total grant recipients

Now
available in
Spanish!

As of February 24, 2020

**Adjusted for administration fees that are 100% paid for by FirstService Corporation*

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