



GRANT APPLICATION FAQ

What is the Heart Travels Relief Fund?

It was created to help team members who are facing financial hardship immediately after a natural disaster or an unforeseen personal hardship. The Heart Travels Relief Fund relies primarily on support from Holiday Inn Club Vacations Incorporated, as well as individual donations from team members. Every contribution helps and, when combined with others, can provide a tax-free grant to help a fellow team member in need when facing the unexpected.

Who can apply for assistance from the fund?

Applicants must be employed by Holiday Inn Club Vacations Incorporated on the date of the application, making less than \$250,000 annually and:

- working full-time or part-time; or
- on approved medical leave or approved leave of absence for less than one year

How large of a grant can I apply for?

The maximum amount available for each incident is \$2,500, and the minimum amount that can be requested is \$500.

What are the criteria to qualify for a grant?

While there are many factors that determine if a grant can be made, the review process is geared toward providing each grant when possible. To meet regulations, the objective review process is complex. The first step is to determine if your situation meets the most basic criteria by answering the following questions:

1. Did one of the fund events in the chart below happen to you?
2. Would your application meet the following general criteria?
 - a. You are applying within 180 days after the event.
 - b. You have not had more than one application submission approved within 12 months.
 - c. If you had a previous application that was not approved, you have waited at least 6 months before reapplying.
3. Did you have one or more of the expenses related to the event that is part of the fund criteria in the chart below?
4. Do you have the documentation for the event and expenses that provide necessary details such as date of the expense, person responsible for the bill and other details listed in the application?
5. Is the event documentation within 60 days of the application date?

While there are additional criteria, applications that do not meet these basic criteria cannot be approved.

The **Qualified Events/Expenses Matrix** on the next page is a complete listing of events and expenses.

The expenses that are eligible depend on the event, and checkmarks indicate which expenses are associated with each event.



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Model Employee Relief Fund

DATE APPROVED
 __/__/2017

		Qualified Expenses that are covered by grants																					
		Misc				Medical Expenses			Housing *				Transportation **			Misc							
		Food – immediate needs only (usually applicable up to 2-4 weeks after the Event)	Clothing – immediate needs only (usually applicable up to 2-4 weeks after the Event)	Reasonable evacuation expenses resulting from an Event	Reasonable funeral, travel and burial expenses	Significant medical expenses not eligible for insurance reimbursement	Prescription medications not covered by insurance	Travel expenses related to the medical care	Rent: temporary housing up to 30 days	Reasonable repairs to damaged property	Essential appliances and furnishings	Essential utilities (gas, water and electricity)	Security deposits (for new housing if unable to inhabit existing home)	Mortgage or rent assistance for primary residence	Adaptive improvements and solutions related to the Event	Repairs other than routine maintenance, or repairs that could not have been avoided	Cost of public or commercial transportation	Cost of car rental up to 30 days	Psychological counseling deemed by a physician to be necessary following an Event and is in excess of what is covered by insurance	Expenses resulting from flight from domestic violence such as temporary	Unable to work due to the event	Unexpected child care up to 60 days	
Qualified Events that are covered by grants	Natural disaster such as flood, fire, tornado, earthquake, tsunami, volcanic eruption, blizzard, drought, cyclone, hurricane, typhoon or severe storms.	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
	Terrorist actions	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
	Disaster resulting from an accident involving a common carrier such as buses, trains, ferry, planes or trucks	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
	Military Deployment (employee, spouse or domestic partner called to active duty)								✓			✓		✓								✓	
	Impacts primary residence: fire, flood or unusual life-altering expense not covered by insurance	✓	✓						✓	✓	✓	✓	✓	✓									
	Serious illness or injury – not covered by insurance for employee or eligible dependent	✓	✓				✓	✓	✓			✓		✓						✓			✓
	Non-routine/exceptional medical expense – not covered by insurance for employee or their eligible dependent						✓	✓	✓											✓			
	Victim of a violent crime						✓	✓	✓											✓			✓
	Domestic abuse																			✓	✓		
	Death of employee or their immediate family member				✓															✓			

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* Primary residence only and excluding insurance deductibles

** Excludes insurance deductibles

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Do you need help from the Heart Travels Relief Fund but don't know how to apply? Are you having trouble with the application or the documentation required?

The best thing to do is to find someone you trust to help you through the process, such as a supervisor or human resources representative. The important thing to remember is that you have a better chance of getting your application approved if you complete it accurately and supply all necessary backup documentation.

How do I apply for assistance from the Heart Travels Relief Fund?

Go to the **Heart Travels Relief Fund** web page at <https://hicv.com/heart-travels/relief-fund> for grant application forms and instructions.

What does “unable to work due to the event” mean?

An applicant is “unable to work due to the event” if forced to take five or more days off work. These days off must be due to either a serious illness or injury to the applicant (or their dependent) or the applicant being a victim of a violent crime.



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What expenses are not covered?

Only the expenses included in the matrix above meet the grant criteria. Grants are not available for other expenses.

Who does the Heart Travels Relief Fund include as eligible dependents?

The Heart Travels Relief Fund considers the team member's spouse, minor children and other dependents for whom the team member is financially responsible as eligible dependents. Parents, grandparents or other relatives are **not** considered dependents, unless the team member can show that they are claimed as a dependent on the team member's IRS (or government) tax returns.

Which family members does the Heart Travels Relief Fund consider as eligible immediate family?

An applicant may be eligible for assistance if financially responsible for funeral, burial or travel expenses due to the death of an immediate family member. The **Heart Travels Relief Fund** defines an eligible immediate family member as any of the following:

- Spouse • Spousal grandparent
- Parent (mother, father, legal guardian) • Aunt, uncle, niece or nephew
- Child • Father in law or mother in law
- Sibling • Brother in law or sister in law
- Grandparent • Son in law or daughter in law
- Grandchild

What is the turnaround time to process a grant application?

Normally, applications are processed within 10 business days. The **Heart Travels Relief Fund** is administered by Emergency Assistance Foundation, Inc. (EAF), which is a 501c(3) tax-exempt, public, nonprofit organization with IRS approval specifically for Employee Hardship and Disaster Relief Funds. EAF strives to maintain a quick response time when receiving a completed application. However, processing time will be extended in cases where documentation or signatures are missing or other information is needed. Please take care to double-check your application before sending it for review. You will be notified if there is missing information.

How will I be notified of the decision?

The Emergency Assistance Foundation will notify you by email when your application is approved, missing information, missing documentation or not approved.

Are funds received as a grant taxable?

Grants received in the U.S. are not considered part of your taxable income. Outside of the U.S., they may or may not be taxable.



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Do I have to repay the grant?

No. Amounts granted under the fund are not loans and do not have to be repaid.

What information does the fund need when reviewing an application?

In each case, the **Heart Travels Relief Fund** requires a completed application form along with needed documentation regarding the qualifying incident. The application 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.

Will my information remain confidential?

Yes. Your personal information is only used to determine your eligibility for a grant and the grant amount to be provided. Applications to the fund are reviewed by Emergency Assistance Foundation, Inc. and treated in a confidential manner. However, non-identifying statistical information will be reported to Holiday Inn Club Vacations Incorporated on a periodic basis to help it improve the fund.

I borrowed money from my friends and family to help me get caught up on my bills. Will the Heart Travels Relief Fund reimburse me so I can pay them back?

No. The **Heart Travels Relief Fund** is available for those team members who do not have the means or other resources available to pay their living expenses.

Can I apply on behalf of another team member?

No. If you think a coworker would benefit from the **Heart Travels Relief Fund**, please pass along information about the fund for follow-up. In the case of a team member who is incapacitated, a family member or manager can apply on the team member's behalf.

Who do I contact for technical support or application status questions?

The Heart Travels Relief Fund is administrated by the Emergency Assistance Foundation. Any technical support or application status questions should be addressed to them at hearttravelsrelief@emergencyassistancefdn.org or (888) 303-4369.

Note: All applications are kept confidential through the foundation, and no team members with Holiday Inn Club Vacations Incorporated have access to any applications submitted.