



# Emergency Financial Relief

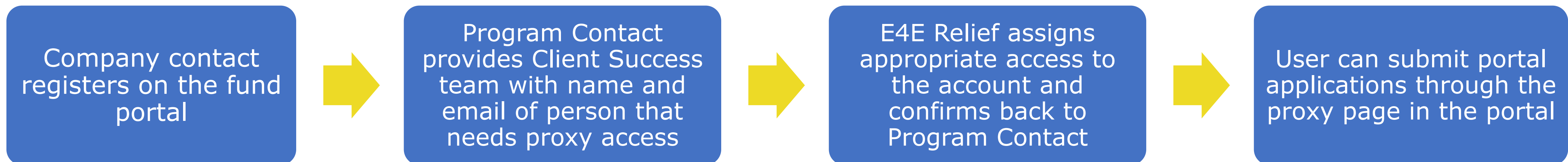
*Client Proxy Application Guide*

# Proxy Application Summary

- A proxy application is an application that is completed on behalf of an eligible employee/applicant.
- When should a proxy application be completed?
  - The applicant does not have access to a computer or electronic device.
  - The applicant is in a disaster region with no internet or cell phone service.
  - The applicant is not in a good physical or mental state.
  - The applicant is a family member of an eligible employee and cannot register on the portal (i.e. – for death of employee event).

# Assigning Proxy Users

- The Program Contact provides the name and email address of approved company contacts that can have proxy access for the program.
  - Before proxy access can be granted, authorized users will need to register on the portal (if they do not already have an account).
- An E4E Relief Client Success team member will confirm when proxy access has been assigned to a user, and they can begin submitting applications.



# Submitting A Proxy Application

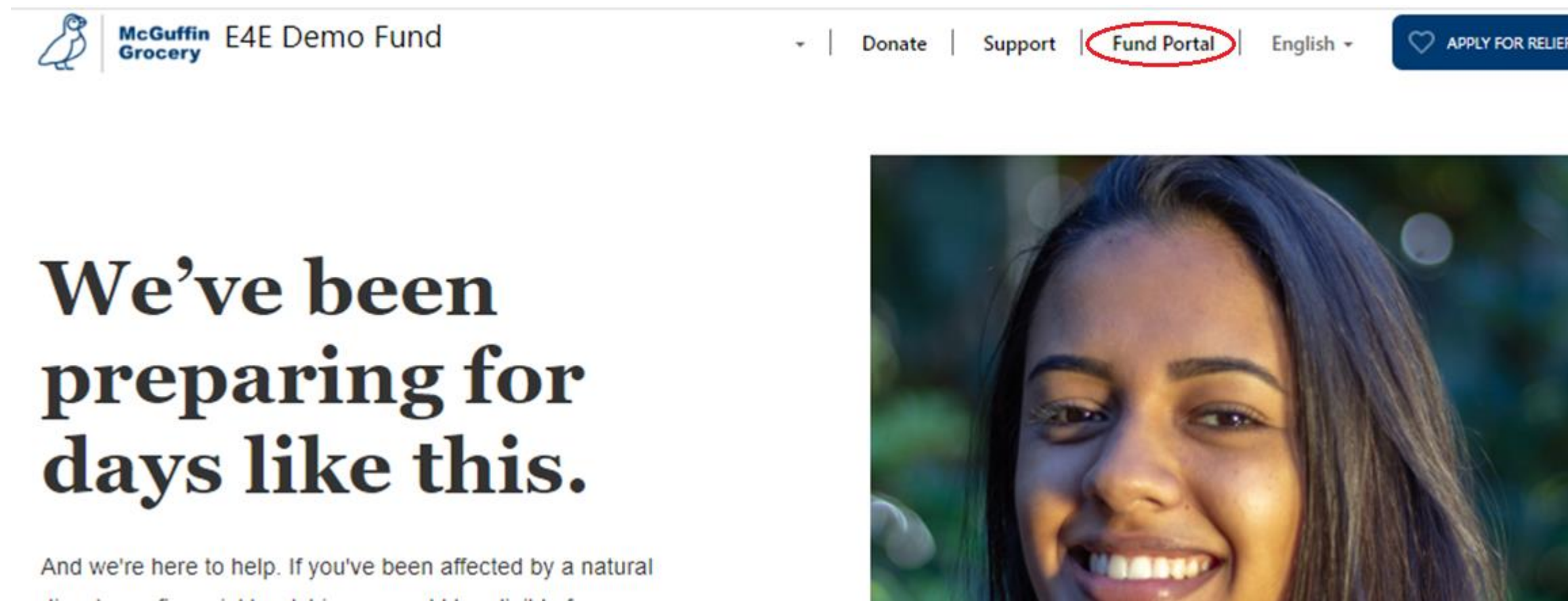
- First determine the qualifying event for the applicant. The program's eligible events can be found on the portal homepage.

QUICK CHECK	
<div><div><div>✓</div></div><div>Are you eligible for assistance?</div></div> <p>Your program covers the employment types and events below - confirm you're eligible before applying.</p>	
Eligible	
Employment Type	<ul style="list-style-type: none"><li>Active Full Time</li><li>Active Part Time</li><li>Approved Leave Without Pay</li><li>Full Time on FMLA</li><li>Full Time Short Term Disability</li><li>Part Time on FMLA</li></ul>
Disasters	Complex Humanitarian Emergency, Disaster resulting from an accident on a commercial airplane, passenger train, bus, ferry (Common Carrier/Public Transportation), Earthquake, Flood, Heat Wave, House Fire, Hurricane, Landslide, Nuclear Hazard/Pollution, Sinkhole, Tornado, Tropical Storm, Typhoon, Volcanic Eruption, Wild Fire, Winter Storm
Hardships	Crime, Death, Domestic Abuse/Violence, Home Damage (leaks or broken pipes), Housing Crisis, Unexpected Medical Condition, Vehicle Accident

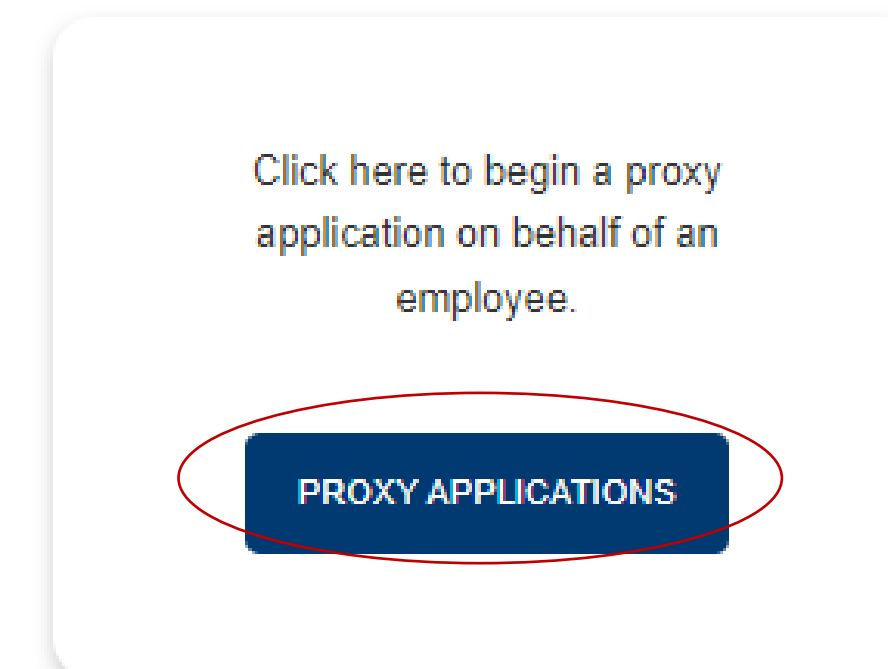


# Submitting A Proxy Application

- Go to the program portal and log in to your account.
- Once logged in, click the “Fund Portal” tab.



- Then click the “PROXY APPLICATIONS” button.








# Submitting A Proxy Application

- Review the event cards and click the “APPLY” button on the tile that best coincides with the applicant’s situation.

**Disaster | Evacuation or Power Outage**

I experienced a disaster in the past 45 days and evacuated to a safe location  
OR  
I stayed in my home during the disaster and lost power or water.

**When should I select this?**  
Click **APPLY** below for relief in advance of, or within 45 days after, a disaster. Examples of expenses include food, shelter, or other immediate needs because of a disaster.






**APPLY →**

What documents will I need?

**Long-Term | Repair & Recovery**

I need help with repairs to my home, or other recovery related expenses caused by a disaster. I have the supporting documents ready to upload for the relief I'm requesting.

**When should I select this?**  
Click **APPLY** below for relief following a disaster. Examples of expenses include home repair or other recovery related expenses caused by a disaster.






**APPLY →**

What documents will I need?

**Hardships**

I have experienced an unexpected financial hardship resulting from an event such as a death of a family member, domestic violence situation or vehicle accident.

**When should I select this?**  
Click **APPLY** below after confirming that your hardship event is listed on the eligibility table on the portal homepage.






**APPLY →**

What documents will I need?

**Complex Humanitarian Emergency**

I need help with emergency food, shelter, transportation, or other immediate needs due to a military conflict or other complex humanitarian emergency. Supporting documents may be required.

**When should I select this?**  
Click **APPLY** below for relief during an emergency related to a military conflict or other complex humanitarian emergency. Examples of expenses include food, shelter, transportation, or other immediate needs.



**APPLY →**

What documents will I need?

CONFIDENTIAL & PROPRIETARY

6

e4e  
relief

# Submitting A Proxy Application

- Provide contact information and other details for the **employee/applicant**. *For a death of an employee event, please enter contact information for the family member who is applying for assistance.*

### Contact Information

To receive timely payment, the information you provide must be your legal name. Our payment partners do not accept accented or special characters.

First Name (no nicknames) \*

Middle Name(s)

Last Name (surname) \*

Suffix

Email (used for all communications) \*

Mobile Number (excluding country code) \*

Provide a telephone number

### Primary Address

Enter the address where you live as your primary residence.

Country \*

Street 1 \*

Street 2

City \*

State or Province \*

ZIP/Postal Code \*

### Additional Details

This information is used along with your application details to determine your eligibility for a grant award.

Employment Start Date \*

M/D/YYYY

Employment Type \*

Estimated Annual Household Income (USD) \*

Number of people in household for whom you are financially responsible, including yourself \*

Do you own your home? \*

Select

### Mailing Address

Enter the address where you receive mail if different from Primary Address.

Mailing Address Same as Primary?

☐ No ☒ Yes

### Consent and Acknowledgement

☐ Acknowledgement of Policies \*

I have read and agree to E4E Relief's [Privacy Policy](#) and [Cookie Policy](#).

☐ Communication Consent \*

I am the account holder of the email and mobile number that I provided or have permission from the account holder to use them both. I consent to receive emails and text messages regarding my application. I understand that messaging fees may apply from my carrier.

☐ Statement of Correct Information \*

All information I have provided is accurate. If awarded an emergency relief grant, this information is used to pay the grant. Inaccuracies will delay or cancel payment. I understand that intentionally providing inaccurate information may be considered fraud, subject to civil or criminal penalties, and reported to necessary parties.

# Submitting A Proxy Application

- Complete the “Event Details” page.

Event Details

Please select your event: \*

What was the date of your event? \*

M/D/YYYY

Have you evacuated, or are you planning to evacuate? \*

Select

Did this event cause you to lose power at your primary residence for more than 4 hours? \*

Select

To provide the most efficient review process please use this box to enter additional details explaining what happened to you.





# Submitting A Proxy Application

- Complete the remaining application questions, providing as much detail and supporting documentation as possible.
- For **Recovery Information**: Check the box for all expenses the applicant needs assistance with. Additional details and proof/documentation will be asked for on the next page for any expense that is selected.

Recovery Information

Please select which expense(s) you have incurred, related to recovering from your event, that you need financial assistance in order to pay

<input type="checkbox"/> <b>Home Repair Expenses (for your primary residence only)</b> Examples: Repairs to the primary structure of your home including windows, doors, roofs, ceilings, or flooring. **Note that repairs to structures such as detached garages, carports, sheds, fences, and pools are not allowed.**	<input type="checkbox"/> <b>Replace Furnishings (essential appliances and furnishings)</b> Examples: Beds, sheets, towels, dining table, stove, refrigerator and cookware. **Washer and Dryer replacement are not covered**
<input type="checkbox"/> <b>Home Insurance</b> Examples: Insurance deductibles and premium for primary home.	<input type="checkbox"/> <b>Mortgage/Rent</b> Examples: Monthly mortgage or rent, homeowners association dues, and property taxes.
<input type="checkbox"/> <b>Basic Utility Expenses</b> Examples: Electricity, gas, water, sewer, internet, telephone (landlines, cell phone, mobile phone)	<input type="checkbox"/> <b>Food Replacement</b> Examples: Wasted/spoiled food because of a long-term power outage.
<input type="checkbox"/> <b>Medical Expenses</b> Examples: Reasonable medical, dental vision and hearing expenses that are not already covered by other sources such as your insurance.	<input type="checkbox"/> <b>Public Transportation Needs</b> Examples: Cost related to your use of public transportation such as fares for bus, Jeepney, matatu, train, ferry, or other mode of public transportation.
<input type="checkbox"/> <b>Vehicle Expenses</b> Examples: Repairs to your primary vehicle that were related to the event you experienced which may include your monthly insurance or premium payments.	<input type="checkbox"/> <b>Funeral and Burial</b> Examples: Funeral invoice or burial services costs
<input type="checkbox"/> <b>Childcare Expenses</b> Examples: Costs related to the care of your child such as childcare/daycare. **Note that your childcare provider must be appropriately licensed.**	<input type="checkbox"/> <b>Travel Expenses</b> Examples: Meal allowance, hotel/lodging, mileage, plane tickets, rental cars

Based on the event and expenses you selected, please describe why you need financial assistance: \*

Example: "Hurricane X hit my home and we were ordered to evacuate. I had to pay for meals and stay at a hotel for my family. When I returned home a tree fell on our roof and now we have major repair work to fix our home."

Expenses

Please enter expense amounts and supporting documents. Click drop down arrow to begin.  
Acceptable supporting documents include receipts, invoices, billing statements, and/or estimates. Supporting documents should clearly show:  
1) your name and address  
2) details of the goods and/or services purchased  
3) the name, address, and contact information for the company that provided you the goods and/or services.

Expense Type ↑	Expense Request
Home Repair	<input checked="" type="checkbox"/> Update Expense


For required uploads, a blank pdf can be attached as a placeholder if documentation is not available at the time of submission. The E4E Relief team will reach out and request the required documentation during the review process (please note the applicant has **21 days** to provide the requested information until the application closes).

# Submitting A Proxy Application

- Once submitted, you will see a screen confirming the application has been submitted and the application number.

## Relief Application

1. SIGN UP2. PREPARE3. QUESTIONNAIRE4. TRACK PROGRESS5. RECEIVE RELIEF



### 4 Track Progress


You can track the progress of your application at any time.

STAY IN THE LOOP


### Application Status:

Application - **NRSP-####**

Application Received



Next Step  
Review in Progress



Your application has been received. For status updates please return to your applicant portal.

NEED HELP?

### Application Frequently Asked Questions

How long should it take to review my application?


Once we have received all required supporting documentation, a grant specialist will review your application. If additional information is needed you will receive a notification. The review process typically takes 3-5 business days. If approved, a grant distribution will be made based on your payment preference selected in your applicant profile.

How can I check on the status of my application?

You can easily check the status of your application on this portal. Once you've submitted

# Tracking An Application

- All submitted applications can be found on the proxy landing page where you can track the application status.
- You can also return to applications in progress from this page.



McGuffin Grocery

E4E Demo Fund

▾

Donate

|


Support

|


Fund Portal


|

English ▾

 APPLY FOR RELIEF

### My Proxy Applications



Name	Event Need	Applicant	Event	Status Reason	Submitted On ↑
Application - NRSP-02804	Hardship	Jane Doe	Death	In Progress	
Application - NRSP-02805	Natural Disaster - Short Term	Jane Doe	Tornado	Application Received	6/13/2023 11:53 AM



# Questions About Submitted Applications

- For questions about an application, you can email the program email address or call the applicant support line.
- Additional documentation or information for an application can also be sent to the program email address.
- Contact information can be found on the “Applicant Support” page on the program portal.

