

## **VtoV Employee Relief Fund FAQs**

### **Who is e4e Relief?**

[e4e Relief](#) is a wholly owned subsidiary of Foundation For The Carolinas, a 501(c)(3) public charity (Tax ID 56-6047886). With more than a decade of experience serving clients across the United States, E4E Relief is the nation's leading administrator and provider of employee disaster and hardship funds.

### **What if I've been impacted by a disaster?**

The VtoV Fund is not a first responder. In the event of a natural or personal disaster, contact the American Red Cross, National Domestic Violence Hotline or another local support organization for on the ground and/or immediate assistance.

Within the online application system, a specially designed application was created for Verizon employees affected by a natural or personal disaster. The Employee Assistance Program (EAP) is also available for support. EAP is available 24 hours a day, 365 days a year, and is provided at no cost to employees. Anthem EAP can be reached at **1.888.441.8674** or visit [www.anthem.com/eap/verizon](http://www.anthem.com/eap/verizon).

The National Domestic Violence Hotline can be reached at **1.800.799.SAFE** (7233) or [www.thehotline.org](http://www.thehotline.org). If you have been affected by domestic violence, please contact your Human Resources Business Partner to find out more about available services and assistance.

### **What happens to the applications?**

The VtoV Fund is administered by e4e Relief. As a non-Verizon entity, e4e Relief has been designated to manage the grant processing and administrative aspects of the VtoV Program. Information provided is held in strict confidence.

### **Who makes the final decision on the applications?**

e4e Relief manages the grant processing and administrative aspects of the VtoV Fund on behalf of Verizon. This ensures confidentiality and impartial decision-making. Their expertise of this subject matter allows them to make sound decisions on qualifying events.

### **How long do I have to wait for a decision?**

Decisions are made within 3-5 business days from the time all documentation is received. Expedited turnaround times are in place for those with immediate needs due to a disaster.

### **Will everyone know if I apply or if I receive a payment?**

No. As our third party vendor, e4e Relief administers the program; ensuring all applications are confidential. As part of the process, you will be asked if you are willing to share your personal story about the grant you have received from the VtoV Fund. Sharing your story is entirely voluntary.

### **If I receive payment from the fund, do I have to pay taxes or pay back the fund?**

No. Grants from the VtoV Fund are non-taxable to the employee. They are provided as an assistance grant and do not need to be repaid.