

## VtoV Employee Relief Fund FAQs

### **Who is e4e Relief, which manages to VtoV Employee Relief Fund?**

**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 your local police/fire/ambulance, American Red Cross, National Domestic Violence Hotline or another local support organization for on-the-ground and/or immediate assistance.

There's an online application system for Verizon employees have had to evacuate their home as a result of a natural or personal disaster such as hurricane, tornado, flood, fire, or as a result of domestic violence.

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 VtoV Employee Relief Fund applications?**

The VtoV Fund is administered by e4e Relief, which processes employee applications for grants. A non-Verizon entity, e4e Relief has been designated to manage grant review, processing and other administrative aspects of the VtoV Program. Information provided to e4e Relief 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 and ensures all applications are kept 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.