## COVID-Related Appeal Request

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| 10871 Pepper Way  Loma Linda, CA 92354  909-649-1080  www.missionenrollment.com  evans@missionenrollment.com | Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,  Thank you for your email/call. We understand that our community has been deeply impacted by the Covid-19 pandemic and our goal is to support families as best we can through these uncertain times. With that in mind, I can place your family on our emergency aid request list if that is an avenue that you would like to pursue.   |  | | --- | | I recommend not offering answers on emergency aid until minimally May 1, then share more details on how they can apply. |   We typically award financial aid to applicant families annually based on prior year tax data. We do not use a monthly review given the fluctuations throughout the year depending on their profession and other factors that impact a family budget. As we all face uncertainty right now, we encourage you to consider a few alternatives before applying for temporary emergency financial aid. As you can imagine, we have a limited reserve set aside for emergency situations that come up with our families and do not have enough aid to support everyone at this time. But we do want to offer you some additional options to help relieve the financial stress of this time:  (insert options)   1. Transition from annual payment/2 payment/10-month plan 2. Delayed annual payment by 2 months (seek board approval and Fin Committee may have to appropriate equity line to cover the gap that is normally filled by annual payments coming in April-June) 3. If you do not offer the ability to pay by credit card, offering it as a one-time service and split the cost of the fee or reduce the processing fee.   If your financial situation has drastically changed, and you would like to complete the application for emergency financial aid, we will send you details on how to apply and what documents we will need to process your request by (insert date). We will then need you to apply and upload all documents by (insert date) as our team will be meeting to allocate the limited emergency aid shortly.     |  | | --- | | Insert links to FA platform application if you do not want to create an emergency aid list and just offer it right away. Let parents know it is important to give as much detail as possible and try to give best estimates on expected annual income (not zero). |   Please let me know how you would like to proceed. We hope you and your family remain well during this time.  Thanks!  School Name |