

Employee Assistance Fund Frequently Asked Questions (FAQ)

What is the Employee Assistance Fund (EAF)?

The Permobil EAF (the “EAF” or “Fund”) helps employees who are experiencing economic hardship and are unable to afford housing, utilities, and other basic living needs because of a natural disaster, life-threatening illness or injury, death, or other catastrophic or extreme circumstances beyond the employee’s control.

Who can apply for assistance?

All Permobil employees who are 1) currently employed by Permobil; 2) in good standing with Permobil; and 3) past the 90-day introductory probationary period are eligible to apply for the EAF. Temporary employees are not eligible to apply. An employee can only be approved for assistance once within a 12-month period.

What types of situations qualify?

- **Natural Disaster:** situations such as a wildfire, flood, tornado, hurricane, severe storms or earthquake, that have damaged or destroyed the employee’s primary residence. The Fund cannot pay to repair other property (fencing, garages, storage buildings, etc.) and cannot pay to replace non-essential items, such as electronics or furnishings. Photographs, insurance reports, or other documentation of damage will be required.
- **Life-Threatening or Serious Illness or Injury:** the employee suffers a serious or life-threatening illness or injury that causes economic hardship. The Fund is not a substitute for medical insurance and is not intended to cover insurance deductibles. In order to qualify under this type of situation the injury must result in financial need, including an inability to pay basic living expenses. Medical documentation will be required.
- **Catastrophic or Other Extreme Circumstances:** This includes but is not limited to: fire, major home damage (not caused by natural disaster) that could not be prevented, serious crime against the employee (robbery, arson, assault, domestic abuse, extreme vandalism), Presidentially declared disaster (such as Covid-19), or another reportable incident beyond the applicant’s control that impacts the ability to afford basic needs. Catastrophic or extreme circumstances do not include: a layoff or furlough, credit card debt, home foreclosure, wage garnishment, child support payment, car repair, taxes, or accumulated debt, among other things. Documentation of the incident including financial impact will be required.

How does this process work?

Employees submit requests for assistance directly to the Permobil Foundation as directed on the application and Foundation staff will work with each applicant to help them complete the process.

Who will see my application for assistance?

Your application will be reviewed by one member of your local Permobil HR team, along with the Permobil Foundation staff, and the Permobil Foundation Board of Directors. Your application will remain confidential and will not be shared with anyone outside of this review committee. However, if The Foundation discovers any information to be untrue, it shall have the right to unilaterally waive its confidentiality and report its findings to Permobil.

After I submit my application, when will I hear if my grant is approved?

You should receive a response within 10 business days after submitting your application, including all required documentation. If the application is approved, payments will typically be made on your behalf to the vendor(s) you list. Grants are paid directly to vendors as bill payments and you will not be reimbursed if you pay the vendor directly. A letter will be emailed to you listing all payments made on your behalf, including the amount and date sent. Submission of this application does not defer your responsibility to make payments and it is recommended that you communicate with your vendor.

I have already spent money in order to address immediate needs following my incident. Can I be reimbursed for those funds?

No. The EAF can only make payments directly to vendors on your behalf. Money cannot be paid directly to any applicant.

Can the EAF reimburse friends or family who assisted with my paying my bills?

No, the EAF provides assistance for employees who have no alternative resources to pay their expenses.

How long does it take for payments to be sent out?

Once an application is approved it typically takes 2 business days for payments to be made. The bulk of the “processing” time is spent requesting and submitting documentation that was not originally included with the application.

What types of expenses can be paid through the program?

- Rent, mortgage or other housing payments
- Temporary housing and security deposits for temporary/new housing incurred during incident
- Essential utility bills (electricity, heat, water)
- Medical expenses incurred within past 60 days, related to the incident and not covered by insurance
- Minor home repairs needed to maintain home safety and liveability

What types of expenses CANNOT be paid through the program?

- Insurance premiums or deductibles
- Cable, phone or internet service
- Car payments, repairs or car insurance
- Furniture, appliances, electronics
- Funeral expenses or grave markers
- Accumulated financial issues or credit card debt
- Accidental damages due to negligence
- Legal fees, legal fines or court costs

How is the Permobil EAF Funded?

The EAF is primarily funded by the generous donations of Permobil employees, along with Permobil Inc. and the Permobil Foundation.

Do you have any additional questions?

The Permobil Foundation staff is available to answer your questions. Send inquiries to: EAF@permobilfoundation.org