



ADDITIONAL HELP AVAILABLE

August 2023

Red Cross Offering First of Several Financial Assistance Programs

Thanks to the generosity of our donors, the American Red Cross is offering financial assistance for those who need help recovering and whose primary residences were destroyed or sustained eligible structural damage. The Red Cross also provides financial assistance to displaced survivors in Red Cross shelters or hotel emergency lodging and to next of kin who have experienced a disaster-caused fatality.

This first of several Red Cross Financial Assistance programs for survivors of the Hawaii Wildfires will begin on **Monday, August 21, 2023**. If your home was destroyed or suffered significant structural damage from the wildfires and you registered with FEMA, then you will likely receive an invitation to complete an application directly from the Red Cross through an email, text message, or phone call.

On **Monday, August 28, 2023**, households who have not received a call, text, or email from the Red Cross and believe they have qualifying damage will have the opportunity to make an in-person appointment to enroll for assistance. More information on how to schedule an appointment and locations of these fixed enrollment sites will be shared publicly before August 28.

To be eligible for Red Cross damage-based financial assistance, households apply for the program and meet the following three requirements:

- Their pre-disaster primary residence (renter or homeowner) is in a confirmed disaster-impacted geographic area in Maui County.
- The head of household must be able to provide proof of identity and residence.
- Their primary residence is either destroyed or has suffered significant structural damage that requires extensive repairs. A residence that is destroyed is one that is a total loss or with damage so severe that repairs are not feasible.

The only way to receive this assistance is through a call, text, or email from the Red Cross or by making an appointment to meet with a Red Cross caseworker once appointments are open after August 28. Red Cross workers at hotels or service sites will be able to provide additional information on how to register for financial assistance.

We ask that people apply for federal Disaster Assistance at disasterassistance.gov or by calling **800-621-3362**. However, approval for FEMA assistance is not a requirement to receive the Red Cross financial assistance.

If you have questions about financial assistance, please call 1-800-RED CROSS (800-733-2767) to speak to a Red Cross representative.

All Red Cross services, including financial assistance, are available to individuals regardless of citizenship status, nationality, race, sexual orientation, gender identity, religious beliefs, class, or political opinions. The Red Cross is a charity, not a government agency and people do not need to be American citizens to receive our help. Red Cross financial assistance is not a loan and will never need to be repaid.

See examples of text and email you may see on the back of this notice.

Our Mission

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. To learn more about our work, please visit redcross.org.

Thousands of affected households will receive an invitation to complete an application through an email, text message or phone call directly from the American Red Cross. Please follow the instructions in the message and call **1-800-RED CROSS (800-733-2767)** to enroll, confirm eligibility, and receive individual financial assistance. We are working through this process as quickly as we can to get you the help you need.

OUTREACH EXAMPLES: This is NOT a Scam/Spam

- Emails will come from “American Red Cross” with the email address clientservices@rccare.redcross.org
- The phone number the text message comes from may vary.

EXAMPLE of TEXT MESSAGES YOU MAY RECEIVE

Hello,
The Red Cross invites you to apply for assistance. Our records indicate your home was damaged and you may be eligible for financial assistance. To apply, please call [1-800-RED-CROSS \(1-800-733-2767\)](tel:1-800-RED-CROSS) by xx/xx/xxxx. Your reference number is Inv-XXXXX and is unique to your household. We don't ask for social security or bank info.

Thank you,
American Red Cross

Hola,
La Cruz Roja le invita a solicitar asistencia. Nuestros registros indican que su vivienda sufrió daños y es posible que usted pueda optar a recibir asistencia financiera. Para solicitar, llame al [1-800-RED-CROSS \(1-800-733-2767\)](tel:1-800-RED-CROSS) antes de xx/xx/xxxx. Su referencia es Inv-XXXXX y es solo para su hogar. No pedimos información bancaria o seguro social.

Gracias,
Cruz Roja

OUTREACH EXAMPLE of THE EMAIL MESSAGE YOU MAY RECIEVE

Hello,

The American Red Cross is inviting you to apply for a disaster relief program. Our records indicate that your home was destroyed or sustained major damage during and you may be eligible for financial assistance.

This program closes on xx/xx/xxxx– you will not be able to participate in this program after this date.

If you already have a case related to xxxx, you can disregard this message. To apply, please call 1-800-RED-CROSS (1-800-733-2767). Your reference number when speaking to an agent is xxxxxx.

Please note that this email is personalized to the recipient and will not work if it is forwarded to other people for their use. The invitation to participate in this program is intended for one recipient per household. The Red Cross will not ask you for your bank account information or social security number to process your request for assistance.

As always, Red Cross financial assistance is not a loan and will not need to be repaid. If you need additional assistance with your disaster recovery, you can call 2-1-1 or visit [American Red Cross Disaster Resources](#).

Thank you,