



## Frequently Asked Questions

### Giving Fund Process Questions:

**1. When does the Giving Fund Committee meet?**

The committee meets once per month, typically the first Wednesday of the month.

**2. When is documentation due?**

All documentation must be submitted within 4-months of the date of the emergency, to be eligible for assistance. Documentation is due prior to the Monday before the meeting to allow adequate time for the committee to review the request before the meeting.

**3. What if my documentation comes in on the Monday or Tuesday directly before the meeting?**

It will need to wait until the next monthly meeting. See #10 for emergency situations.

**4. Is documentation required?**

Yes. You must provide tangible documentation that supports the emergency or catastrophic event to be eligible for assistance. (ie. paystubs, doctor notes, statements from your insurance company, copy of eviction notice, police report, etc.)

**5. Why do you need supporting documentation?**

The Giving Fund guidelines have been approved by the IRS and they require that every check issued, has proper documentation that supports the emergency or catastrophic event; without documentation, the Foundation risks losing its nonprofit status.

**6. What is the definition of an Emergency?**

An emergency is a situation which poses an immediate risk to health, life, property or environment.

**7. What is the definition of a Catastrophic Event?**

A catastrophic event is extremely harmful; bringing physical or financial ruin.

**8. What is the definition of a progressive situation and why are they not eligible?**

A progressive situation has been gradually happening for a long period of time. Only sudden

and unexpected events that have occurred within the past 4-months are eligible for assistance under the Giving Fund guidelines.

**9. Is my Giving Fund application confidential?**

Yes. Your application is strictly confidential and will only be shared with your supervisor (who approved/signed your request) and the Giving Fund Committee (who is required to review your documentation to determine the approval amount).

**10. Can you ever make an emergency approval without having to wait for the next meeting?**

Yes, but only if there is an eviction or utility shut-off scheduled before the date of the next meeting or if there has been a death and the funeral home will not proceed with the service until paid.

**11. If my request is approved, when and how do I receive the money?**

The committee has up to 7-days to issue checks although they are typically issued the same day as the monthly meeting. They are sent to your restaurant location via FedEx.

**12. Where can I find a Giving Fund application form?**

It is located on Yammer and [www.redrobinfoundation.org](http://www.redrobinfoundation.org).

**13. I have enrolled to donate to the Giving Fund through payroll deductions. Where does that money go?**

The funds received through payroll deductions are tax-deductible donations that go directly to the Giving Fund and Team Members in need of assistance.

**14. I believe a Team Member at my location has made a fraudulent request for assistance, what should I do?**

We take fraudulent requests very seriously! Please send an email to [Foundation@redrobin.com](mailto:Foundation@redrobin.com) or call us at 303-846-5492. Your name will remain confidential.

**15. Where do I submit an application and documentation?**

Please email to [foundation@redrobin.com](mailto:foundation@redrobin.com) or fax to 720-493-2724.

**16. What is the maximum amount of assistance?**

The maximum amount of assistance is \$5,000 per emergency/catastrophic event.

## Eligibility Questions:

**1. What if I have fallen behind on my bills, is the Giving Fund able to help?**

The Giving Fund guidelines state that there must have been an emergency or catastrophic event that has occurred within the past 4-months causing you to fall behind on your bills to be eligible for assistance otherwise it is considered a progressive situation which is not eligible.

**2. Are robberies/theft eligible emergencies?**

The guidelines do not cover stolen personal property items such as cash, computers, phones, etc. However, it does assist with necessary items that were damaged due to the robbery such as broke windows/doors, cost of new locks, etc.

**3. The Giving Fund application states that the fund helps Team Members and their immediate family members. Who are considered immediate family members?**

The fund covers Team Members and their spouse or children.

**4. Does the Giving Fund help with veterinarian bills?**

No.

**5. I no longer work for Red Robin but I have suffered a financial hardship, am I eligible to apply for assistance?**

No, the Giving Fund is only available for current Red Robin Team Members who are active in the system. This includes full-time and part-time employees.

**6. Someone in my family has passed away, can the Giving Fund help?**

The funeral guidelines are able to help with one week of lost wages and up to \$800 in travel assistance to attend the funeral of a spouse, child, parent, sibling, grandparent, or legal guardian only. It does not cover aunts, uncles, cousins, in-laws, or friends.

The necessary expenses for a funeral service may be covered for your spouse or child and in some extreme cases your parent or legal guardian if you are solely responsible for the funeral expenses.

**7. Are evictions or foreclosures eligible for assistance?**

Yes, but only if the Team Member has suffered an emergency or catastrophic event within the past 4-months that led them to fall behind on their payments. The emergency event must be supported with documentation.

**8. Are pregnancy costs eligible for assistance?**

Typical pregnancy costs for a normal term and delivery are not covered as this is an expected event. If there are any unexpected complications with the pregnancy that prevent the Team Member from working or add additional costs such as a premature delivery, etc. are eligible for assistance.

**9. I am going through a divorce, can I apply for assistance?**

Since divorces are planned events, the majority of them are not eligible for assistance. In some rare cases, the Giving Fund may be able to assist with emergency shelter, IF domestic abuse is confirmed with a police report.

**10. Are traffic tickets or court fees eligible for assistance?**

No.

For additional questions, please contact the Red Robin Foundation at:

[Foundation@redrobin.com](mailto:Foundation@redrobin.com)

303-846-5492