EMERGENCY ASSISTANCE PROGRAM
E-PAYMENTS

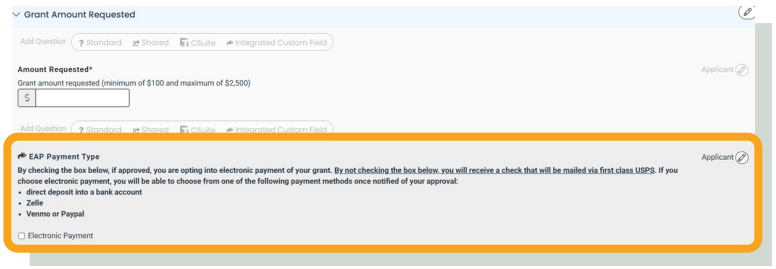
A STEP-BY-STEP GUIDE

The Columbus Foundation understands the need to get funds to those experiencing financial hardship fast and efficiently. We are proud to partner with PNC Bank to offer electronic payment options for approved Emergency Assistance Program grants.

STEP 1

When completing their application, applicants will have the option to opt in to receive electronic payment. After their application is approved, the applicant will choose their preferred method of electronic payment. Options include:

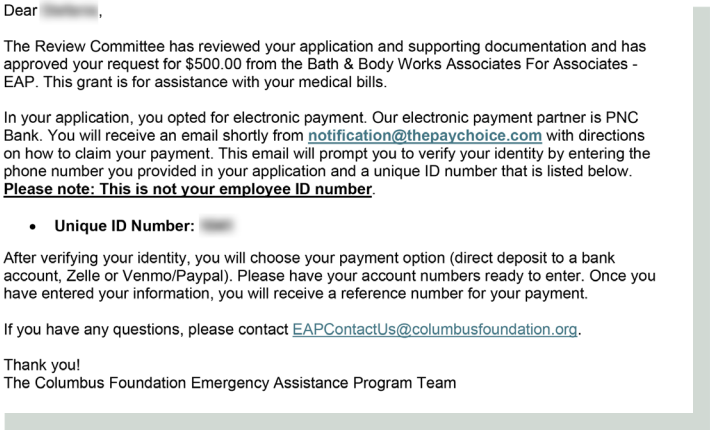
- Direct deposit into a bank account
- Zelle
- PayPal or Venmo



If the applicant does not opt in to an electronic payment method, they will receive a mailed check to the address listed in their profile.

STEP 2

Approved applicants will be notified via email from no-reply@fcsuite.com of the amount approved. The email will also provide more information on how applicants can claim their payment in the payment portal.



Dear [redacted],

The Review Committee has reviewed your application and supporting documentation and has approved your request for $500.00 from the Bath & Body Works Associates For Associates - EAP. This grant is for assistance with your medical bills.

In your application, you opted for electronic payment. Our electronic payment partner is PNC Bank. You will receive an email shortly from notification@thepaychoice.com with directions on how to claim your payment. This email will prompt you to verify your identity by entering the phone number you provided in your application and a unique ID number that is listed below. **Please note: This is not your employee ID number**.

- **Unique ID Number:** [redacted]

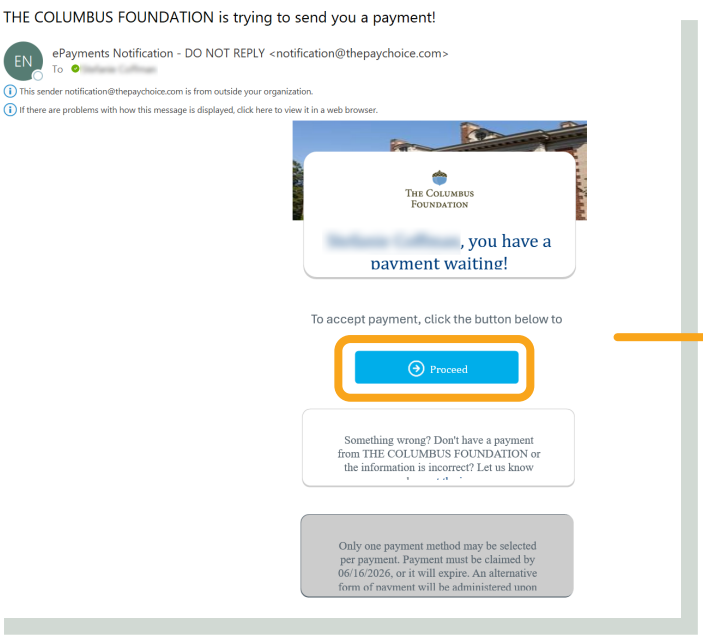
After verifying your identity, you will choose your payment option (direct deposit to a bank account, Zelle or Venmo/Paypal). Please have your account numbers ready to enter. Once you have entered your information, you will receive a reference number for your payment.

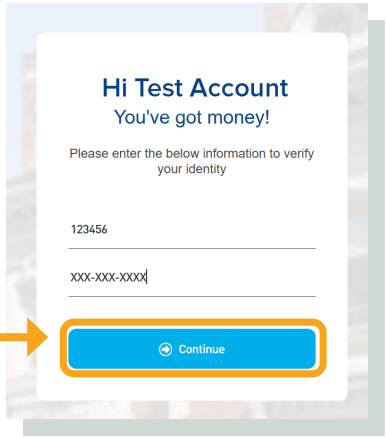
If you have any questions, please contact EAPContactUs@columbusfoundation.org.

Thank you!
The Columbus Foundation Emergency Assistance Program Team

STEP 3

Applicants will receive a second email from notification@thepaychoice.com notifying them that their payment is ready to claim. Click **Proceed** to claim the payment.

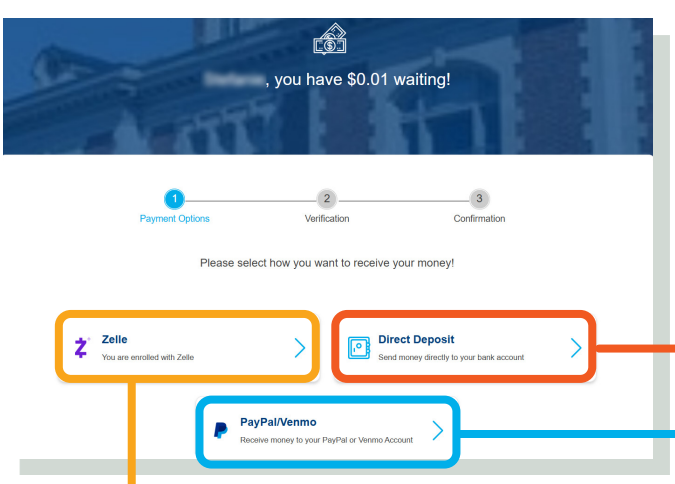




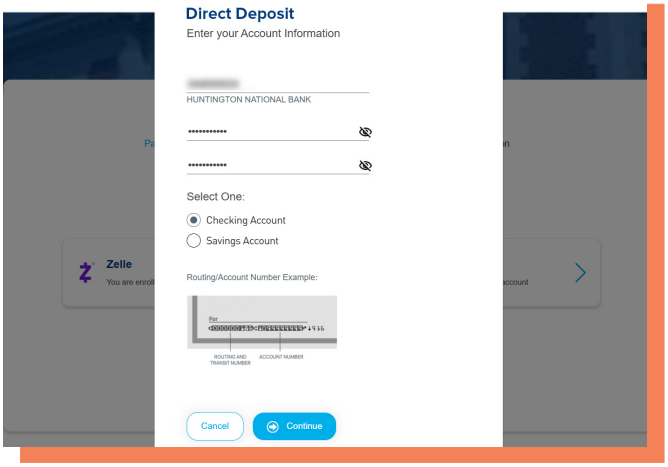
The applicant will log in using the Unique ID Number provided in the email from no-reply@fcsuite.com. Enter the number and click **Continue**.

STEP 4

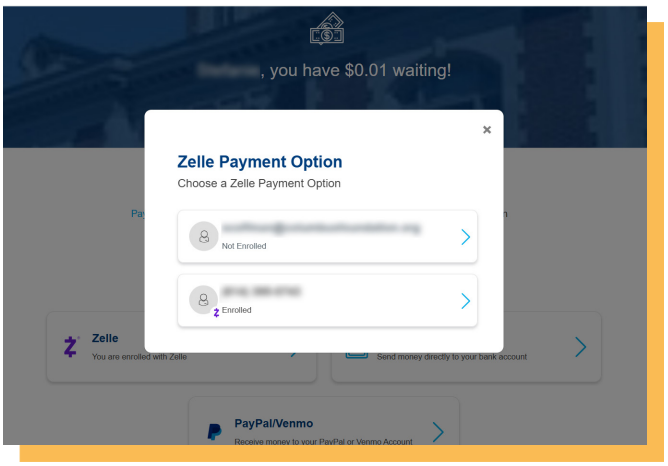
Next, applicants will choose their payment delivery option and enter their banking or app information.



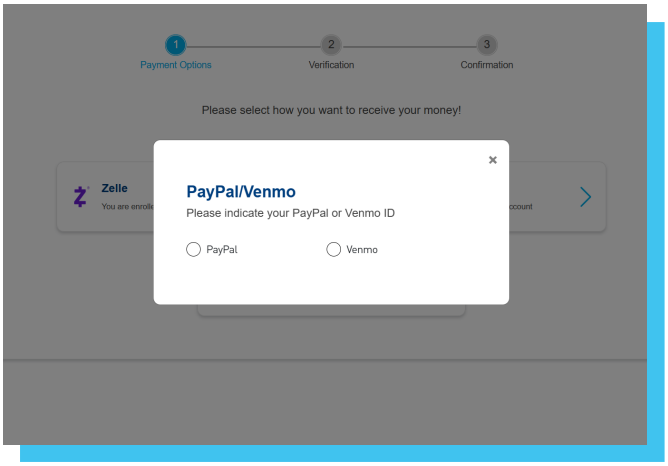
Direct Deposit



Zelle

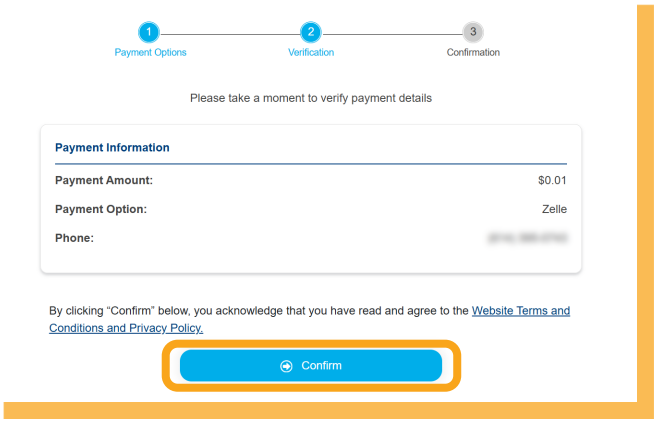


PayPal/Venmo

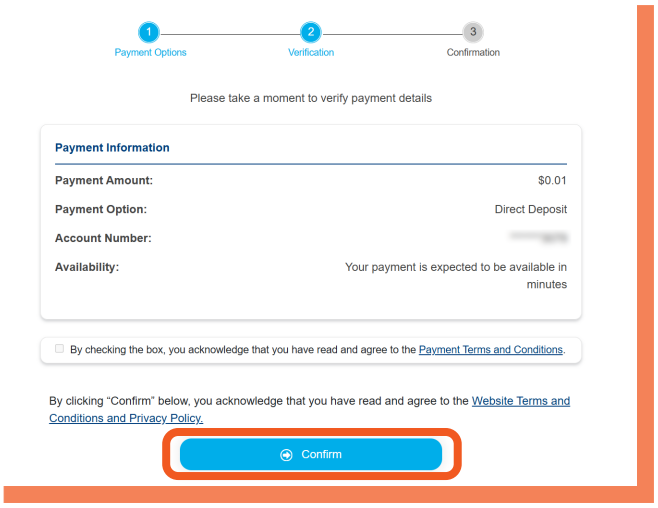


Once the payment delivery method is completed, the applicant will receive a confirmation page with a reference number. Please click **Confirm** to finish the payment process.

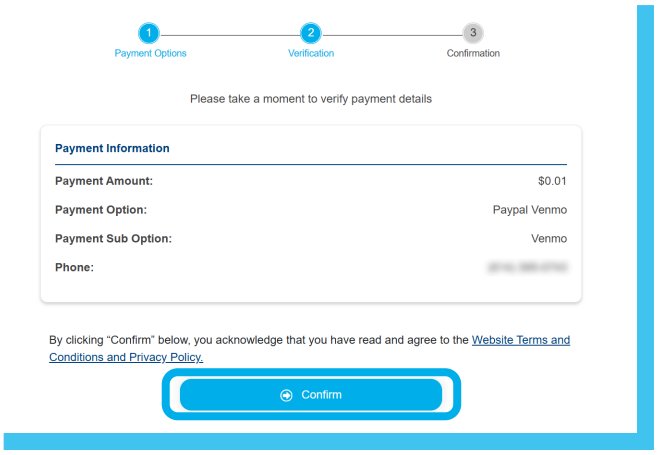
Zelle



Direct Deposit



PayPal/Venmo



TIPS

- Please check your junk or spam folders for emails. If your email is received in your junk or spam folder, you must move the email to your inbox for the links to work. This is a security feature to protect against bank fraud.
- Do not forward the email to another email address. This will break the security feature, and the links will not work.
- Applicants have **five days** to claim their payment. If the applicant does not claim their payment within five days, a check will be mailed to the address in the applicant's profile the following week.
- Applicants are allowed five attempts to log in correctly. After the fifth failed login attempt, the payment will be canceled, and a check will be mailed the following week.
- The Unique ID Number in your approval email is **NOT** your employee ID number. Using your employee ID number to login to the PNC portal will cause a failed login attempt.
- Applicants should use the phone number provided in their application profile to login to the PNC portal. Using the wrong phone number will cause a failed login attempt.
- All failed electronic payments will result in the applicant receiving a mailed check the following week.
- All checks will be mailed via USPS first class mail. No tracking information will be provided.

QUESTIONS?

Please email us at EAPContactUs@columbusfoundation.org.