A Hand Up ... Not A Hand-Out
Asking For Help Is A Sign of Strength

AER is part of the Army ...  
People First – Winning Matters

- $2 billion to nearly 4 million Soldiers and Families since 1942, $1 billion since 9/11
- 90 cents of every dollar donated goes directly to Soldier and Family assistance
- $70 million in grants, zero-interest loans, and scholarships to Soldiers and Families every year
- Over 30 categories of assistance (home/auto repair, appliance replacement, rent & deposit, and more)

Response to COVID-19 ...
Take Care of My Squad

- Financial assistance portal: ArmyEmergencyRelief.org/covid19
- Special online process for rapid electronic funds transfer to Soldiers and Families
- Assistance available for reserve component
- Keep Soldiers & Families informed ... Full-court press on media engagement

ArmyEmergencyRelief.org  |  @AERHQ  |  Facebook  |  Instagram  |  Twitter
AER COVID-19 SOLDIER & FAMILY SUPPORT

• **Operating at Increased Readiness:** Implemented an electronic application processing procedure, with Electronic Fund Payment directly to Soldier’s Bank Account - Support Soldier and Family Readiness

• **Over 30 Categories of Assistance:** Most Common Historical Assistance is for POV Repair and Maintenance, Initial Rent/Deposit, Basic Living Expenses, Emergency Travel, etc.

• **How do Soldiers get assistance?**
  - See Chain of Command or In-person at ACS (if office is open), or electronic application processing through Secure DoD portal with Up-load Link Provided by each local AER Officer (all via digital)
  - Web portal for COVID-19 (and Routine Assistance Guidance): [ArmyEmergencyRelief.org/covid19](http://ArmyEmergencyRelief.org/covid19)
  - Soldiers Receive Funds via EFT within 1 day or Hard Copy Check in Person at Local AER office
  - American Red Cross is Backup to In-person / On-line: Call 877-272-7337 ... 24 hours 7 days a week

• **Expanded support for COVID-19 to U.S. Army Reserve (USAR) and Army National Guard (ARNG) Soldiers:**
  - Extend eligibility for assistance to non-Title 10 Soldiers for Financial Hardship due to a Canceled Deployment, current DOD Travel Ban and TRICARE/SGLI/FSGLI premium payments.
  - Extend eligibility for assistance to Title 10 USAR and Title 10 or 32 ARNG Soldiers activated in support of COVID relief efforts for Financial Hardship for Basic Living Expenses, Personal Transportation and Dignified Storage of Remains

• **COVID-19 Most Common Assistance Issues:** Spouse Loss of Pay / DoD Travel Ban / PCS Stop Movement / Quarantine

• **Routine NON–COVID-19 Assistance:**
  - AER Officers continue to Process Routine Cases, either In Person or Electronically... Depending on Garrison Leadership Guidance, with the safety of Staff and Soldiers Paramount

• **Scholarships:** Children’s Annual Scholarship Applications Were Accepted through 1 April 2020 and are in the Review Process; will be awarded in the June timeframe. Spouses can Apply for Scholarships Year-round on our Website.