



ADDITIONAL HELP AVAILABLE

May 2024

Red Cross Offering Financial Assistance Program

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.

This round of Financial Assistance programs for survivors of the recent flooding will begin on **May 28, 2024**. If your home was destroyed or suffered significant structural damage from the recent flooding, then you will likely receive an invitation to complete an application through an email, text message, or phone call directly from the Red Cross.

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.
- their head of household is able to provide proof of identity and residence.
- their primary residence is assessed to be 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.

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.

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](https://www.redcross.org).

**OUTREACH EXAMPLES ON BACK
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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



**American
Red Cross**

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.

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AYUDA ADICIONAL DISPONIBLE

Mayo de 2024

La Cruz Roja ofrece programa de asistencia financiera

Gracias a la generosidad de nuestros donantes, la Cruz Roja Americana está ofreciendo asistencia financiera para aquellos que necesitan ayuda para recuperarse y cuyas residencias principales fueron destruidas o sufrieron daños estructurales elegibles.

Esta ronda de programas de asistencia financiera para los supervivientes de las recientes inundaciones comenzará el **25 de mayo de 2024**. Si su casa fue destruida o sufrió daños estructurales significativos a causa de las recientes inundaciones, es probable que reciba una invitación para completar una solicitud a través de un correo electrónico, mensaje de texto o llamada telefónica directamente de la Cruz Roja.

Para ser elegible para la asistencia financiera basada en daños de la Cruz Roja, los hogares deben solicitar el programa y cumplir con los siguientes tres requisitos:

- su residencia principal antes del desastre (inquilino o propietario) se encuentra en un área geográfica confirmada afectada por el desastre.
- su jefe de hogar puede proporcionar una prueba de identidad y domicilio.
- se estima que su residencia principal está destruida o ha sufrido daños estructurales significativos que requieren reparaciones extensas. Una residencia que está destruida es aquella que es una pérdida total o con daños tan severos que las reparaciones no son viables.

La única forma de recibir esta asistencia es a través de una llamada, mensaje de texto o correo electrónico de la Cruz Roja.

Si tiene preguntas sobre la asistencia financiera, llame al 1-800-RED CROSS (800-733-2767) para hablar con un representante de la Cruz Roja.

Todos los servicios de la Cruz Roja, incluida la asistencia financiera, están disponibles para las personas independientemente de su estado de ciudadanía, nacionalidad, raza, orientación sexual, identidad de género, creencias religiosas, clase u opiniones políticas. La Cruz Roja es una organización benéfica, no una agencia gubernamental y las personas no necesitan ser ciudadanos estadounidenses para recibir nuestra ayuda. La asistencia financiera de la Cruz Roja no es un préstamo y nunca tendrá que ser reembolsada.

Nuestra misión

La Cruz Roja Americana previene y alivia el sufrimiento humano ante las emergencias movilizando el poder de los voluntarios y la generosidad de los donantes.

Para obtener más información sobre nuestro trabajo, visite CruzRojaAmericana.org.

**EJEMPLOS DE DIVULGACIÓN EN EL
REVERSO DE LA PÁGINA**

EJEMPLOS DE DIVULGACIÓN: Esto NO es una estafa/correo no deseado

- Los correos electrónicos procederán de "Cruz Roja Americana" con la dirección de correo clientservices@rccare.redcross.org
- El número de teléfono del que proviene el mensaje de texto puede variar.

EJEMPLO DE MENSAJES DE TEXTO QUE PUEDE RECIBIR

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Thank you,
American Red Cross

Hola,
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Gracias,
Cruz Roja

EJEMPLO DEL MENSAJE DE CORREO ELECTRÓNICO QUE PUEDE RECIBIR

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Thank you.

EJEMPLOS DE DIVULGACIÓN EN EL REVERSO DE LA PÁGINA