



CARING HEART FUND

Safelite's Caring Heart Fund Program Guidelines

The Caring Heart Fund was established in 2005 to provide financial support to associates who have experienced financial hardship resulting from an unexpected, emergency hardship or qualified disaster due to reasons beyond their control as outlined in the guidelines below.

[Click here to complete an application.](#)

All completed requests are thoroughly reviewed by The Columbus Foundation, a third-party administrator of the Safelite Caring Heart Fund. Each request is reviewed carefully based on the following hardship guidelines. All information provided is confidential and independent of Safelite.

Documentation is required for each hardship application.

Safelite's Caring Heart Fund General Requirements:

- Associate must provide documentation of eligible hardship event **AND** eligible expenses related to the hardship event. If documents are not provided with the application, the employee will be contacted via email with a list of requested documents (see chart below). ***The IRS requires documentation for approval.***
- Associate has *60 days* from the initial follow-up email to provide documents or the application will be closed. Associates may re-apply if documents can be provided at a later date.
- All documentation should have associate's name and address (if applicable). Mobile phone app screenshots are accepted but must show name and address (if applicable) of associate.
- This program does not reimburse the associate for fees to obtain documents such as death certificates.

Safelite's Caring Heart Fund DOES NOT help in the following events:

- Accumulated financial distress due to the employee's extravagance, poor economic planning or gross negligence that results in the employee not having enough income to cover regular monthly bills, including situations where pay is decreased, work hours have been reduced or scheduled hours are not enough to pay the bills due to Leave Without Pay (LWOP) or Day Without Pay (DWOP).
- Loan/debt payments.
- Any loss of employment or household income.
- Vehicle repair - Unless related to an event due to an accident or crime.
- Circumstances resulting from a divorce/separation.
- Maternity/paternity leave is not considered an unexpected, emergency. If an employee is put on bed rest prior to due date due to complications, this could be considered a short-term illness under the guidelines.
- Inflation, higher gas prices, increase in the cost of living.

Employment Eligibility: To be eligible for Safelite's Caring Heart Fund, **all the following** employment criteria must be met:

- Hardship event date must have happened after the program start date of January 1, 2024.
- Associate must be a current full-time or part-time Safelite associate with at least 6 months of service.
- Requested expenses must be the result of an event that has occurred after the associate's hire date.
- The associate has exhausted all other financial resources for aid prior to applying for this grant including requesting assistance from family members, social service agencies, 401(k) loans, etc. and Safelite's vendor, SupportLinc.
- Associates must be in good standing with the company.

Those not eligible to receive support from the Caring Heart Fund include:

- Contract or temporary associates, interns, or retirees.

Grant Amount & Frequency Eligibility:

Safelite's Caring Heart Fund allows for the following grant amounts and frequency of grants:

- Minimum amount of \$250 and maximum amount of \$2,500*
 - The maximum amount for death-related expenses of a Safelite associate is \$3,500.
- Associates may apply twice within a rolling 12 months, not to exceed \$2,500 annually.
- Applications must be received within 180 days of hardship event date.
- Lifetime maximum gift per associate is \$5,000.

Eligible Hardships Events, Documents and Expenses: Below are eligible hardship events and types of expenses that are covered as a result of the hardship event for this program. Documentation is required for an application to be reviewed and approved. This is not an all-inclusive list so if an employee is not able to provide what is listed the program can accept alternative documentation. Please contact your program via caringheartfund@columbusfoundation.org or 614-545-7582 if you have questions about documents.

- *You may be asked to provide your essential monthly bills for ALL hardships to determine how the event and expenses create a hardship to your household.*
- *All documents must contain your name and or address to be accepted. Notes with a manager's signature are acceptable as well as mobile app screenshots documenting hardship, but they must include the employee's name and/or address.*

Qualified Hardships	Hardship Documentation Examples	Related Eligible Expenses
<p>Acts of nature/Government declared disaster that affect an associate’s primary residence (e.g. floods, lightning strikes, hurricane, tornado, ice storm, wild fires, earthquakes)</p> <p>Federal or State declared natural disaster or emergency</p>	<p>News articles, weather reports, insurance claims</p>	<ul style="list-style-type: none"> • Food (receipts) • Clothing (receipts) • Temporary housing (hotel receipts) • Reasonable evacuation expenses (receipts) • Damage repair (House or vehicle) (estimates/invoices/insurance claims) • Medical expenses* (bills/statements/receipts/estimates) <p><i>*must prove injury was sustained during natural disaster</i></p>
<p>House fire</p>	<p>Fire Marshal’s report, insurance claims, news reports</p>	<ul style="list-style-type: none"> • Food (receipts) • Clothing (receipts) • Temporary housing (hotel receipts) • Reasonable repairs (estimates/invoices) • Essential appliances & furnishings (receipts) • Moving or storage expenses (invoices/statements/receipts) • Medical expenses* (bills/statements/receipts/estimates) <p><i>*must prove injury was sustained during disaster</i></p>
<p>Victim of vehicular accident</p> <p>(Unless caused by the associate’s or applicable family member’s negligence, recklessness, or intent)</p>	<p>Accident/Police Report, Insurance Claim</p>	<ul style="list-style-type: none"> • Rent/mortgage • Utilities (electric, water/sewage, natural gas, internet) • Food (monthly bills/statements, receipts) • Non-routine maintenance or repairs, cost of public or commercial transportation, and cost of rental car (monthly bills, professional estimates, receipts) • Ride share’s to and from work. • Medical expenses* (bills/statements/receipts/estimates) <p><i>*must prove injury was sustained during accident</i></p>

Qualified Hardships	Hardship Documentation Examples	Related Eligible Expenses
<p>Homelessness*</p> <ul style="list-style-type: none"> - Landlord sells property - Landlord negligence - 30% (or more) increase in rent. <p><i>*You can not be in violation of your lease agreement i.e not paying your rent/eviction</i></p>	<p>New lease, security deposit</p>	<ul style="list-style-type: none"> • Rent • Temporary housing (hotel) • Security Deposit • Moving expenses
<p>Crime victim (Nonviolent or violent)</p>	<p>Police report, insurance claim, court documents</p>	<ul style="list-style-type: none"> • Rent/mortgage/security deposits (estimates, receipts, lease agreements) • Utilities (electric, water/sewage, natural gas, internet) • Food (monthly bills receipts) • Clothing (receipts) • Temporary housing (hotel) • Reasonable evacuation expenses resulting from the event (receipts), • Reasonable repairs • Essential appliances and furnishings • Non-routine maintenance or repairs, cost of public or commercial transportation, and cost of rental car (monthly bills, professional estimates, receipts) • Medical expenses* (bills/statements/receipts/estimates) <p><i>*must prove injury was sustained during event</i></p>
<p>Death of an associate or family member*</p>	<p>Death certificate, obituary or birth certificate that lists the applicant as an eligible family member</p>	<ul style="list-style-type: none"> • Funeral home invoice • Travel receipts such as airfare, hotel, food, gas • Funeral home payment receipt[^] <p><i>[^]If you are financially responsible for the funeral expenses., Applicant's name must be on invoice or receipt for funeral home to be an eligible expense.</i></p>

Qualified Hardships	Hardship Documentation Examples	Related Eligible Expenses
Travel expenses for medically necessary treatment <i>*Must have health insurance to qualify.</i>	Medical documents, dr.'s excuses, leave of absence or FMLA paperwork	<ul style="list-style-type: none"> • Travel receipts such as airfare, hotel, food, gas
Emergency travel for critically ill family members*	Receipts, family members medical documentation	<ul style="list-style-type: none"> • Travel receipts such as airfare, hotel, food, gas

Ineligible Expenses: *This list is not all-encompassing and is at the discretion of the Review Committee.*

- Non-essential household utilities: cable/television, cell phone, etc.
- Routine car maintenance or cosmetic repairs that are not the result of an accident
- New vehicle purchase
- Legal fees
- Wage garnishments
- Any debt
- Pay day loans
- Expenses incurred due to lack of homeowners or medical insurance
- Private school or higher education tuition
- Expenses associated with divorce or child custody settlements
- Veterinary expenses
- Employee benefits during waiting periods of coverage

***Definition of Family Member:** Family members listed below (including in-law/step).

- Spouse/Partner
- Child of associate or of associate's partner
- Grandparent/Grandchild
- Parent
- Brother/Sister

The Caring Heart Fund is made possible with support from the Safelite Foundation and the generous contributions of our associates supporting other associates.

