

## STARBUCKS EMEA PARTNER RELIEF FUND - FREQUENTLY ASKED QUESTIONS (FAQs)

### What is the Starbucks EMEA Partner Relief Fund?

The Starbucks EMEA Partner Relief Fund provides financial assistance to those eligible partners financially affected by the COVID-19 crisis

### Who is the Emergency Assistance Foundation?

The Emergency Assistance Foundation (EAF) is a leading non-for-profit organisation that focuses on providing relief in crisis situations. EAF oversee the immediate response program, which in this instance includes managing and processing all grant applications on behalf of Starbucks EMEA Partner Relief fund

### How do I know if I am eligible for the Starbucks EMEA Partner Relief Fund?

The partner must meet the following criteria to be eligible:

1. The applicant's primary residence was affected by "Covid-19" causing the applicant to be evacuated, displaced, stranded, quarantined or significantly impacted.
2. The applicant needs food, clothing, or other basic immediate needs, such as financial support with cost of living.
3. The applicant has exhausted all other options and resources, including pay and savings and that they can demonstrate in their application that this is a genuine hardship case
4. The applicant must be a Starbucks partner

### Is the scheme only to directly benefit Starbucks partners, or could I apply with a view to supporting my friends and family too?

This offering is to directly benefit Starbucks partners.

### Can I still apply if I am on maternity leave or off work through illness?

Any partner who is actively employed by Starbucks, whether on approved leave or sick leave, is eligible to apply for a grant.

### Is the relief fund a loan and do I need to pay the money back?

The Starbucks EMEA Partner Relief Fund is a grant, not a loan, and therefore you will not be required to pay anything back.

### How much funding can I apply for?

To help efficiently administer grants during the COVID-19 crisis, the Fund is currently utilizing the Immediate Response Program, which includes a set dollar amount limitation per applicant. The grant is fixed at a set amount of \$500 USD

### Who can apply for a grant?

The Starbucks EMEA Partner Relief Fund is only available to Starbucks partners who most critically need it and who have exhausted all other available options and resources, including any pay and any savings which they may have.

The qualifying criteria for grants include financial hardship directly related to covid-19 impacts to cover expenses such as those due to loss of household income, urgent travel needs, funeral costs, and back up childcare. A partner whose grant

application is approved is eligible to receive a one-time grant of \$500 (USD), as well as an additional uplift allowance to contribute towards any potential partner tax liabilities.

### How long would it take for my application to be reviewed and who shall review it?

EAF review all grant applications against the criteria set, EAF will endeavor to review applications and respond to applicants within 48 hours of receipt of the application.

### What happens if I leave the business after my application has been submitted?

If you are not actively employed or on an approved leave or sick leave at the time your application is being reviewed and validated, your grant will not be processed.

### How will I know if my application has been successful?

You will receive an email direct from EAF stating that your application meets the criteria and has been approved. The email will also outline next steps, including the process for facilitating and issuing the grant.

### I've been successful and awarded a grant, can I apply again in the future for a further grant should my circumstances require it?

No, you can only apply for a one-time grant.

### How do I apply for the Starbucks Relief Fund?

Firstly, make sure that you meet the application criteria as outlined. You will need to declare that your case is a genuine one of financial hardship

To get started:

- visit [IRPstart.com](https://www.starbucks.com/partnerrelief)
- select Starbucks EMEA Partner Relief Fund.
- Type in your Fund Access Code as issued as part of your invitation email
- The applicant must apply in the country which they reside and provide the following information:
  1. Legal First Name
  2. Legal Last Name
  3. Birth Year
  4. Last four digits of partner number, or the 4-digit unique ID number as provided to you by your employer

After completing the above, you will need to answer all fields in the short application and submit it for review.

### If successful, how do I receive my grant?

Once you are verified as being a Starbucks EMEA partner and meet the IRP criteria, your application will be approved, and your grant awarded in the form of an electronic wire transfer into your bank account.

Upon approval then within 48 business hours you will receive a secure DocuSign form to provide EAF with your bank information. The form will arrive from: [grantpaymentsupport@emergencyassistancefdn.org](mailto:grantpaymentsupport@emergencyassistancefdn.org)



Emergency  
Assistance  
Foundation Inc  
charity begins at work<sup>SM</sup>



[www.EmergencyAssistanceFdn.org](http://www.EmergencyAssistanceFdn.org)

All information including your full name, email address, phone number must match what the bank has for you. In addition, you are required to provide the name and address of your bank, the bank sort code, and your account number. Other information such as a birthdate or national ID may also be required depending on your country's regulations.

Once all information is received, EAF will process and wire your grant via American Express. The grant can take up to 7 business days to appear in your account. For quickest grant payment, please be sure to respond to the DocuSign email promptly. Before submitting the grant application:

- The applicant should triple-check that all personal contact information is correct.
- The applicant should also check their spam or junk mail folder for notification of awarded grant

#### **Is the grant received in dollars (\$USD)?**

The grant will be issued in dollars. The grant will be for the one-time amount value of \$500, plus an additional allowance for tax. At the point of payment your grant will be exchanged, as per the daily exchange rate, to the relevant currency of your country. You will not be charged for any currency exchange.

#### **Will I be taxed on the grant/financial assistance I receive?**

Depending on your country's tax laws, tax may be due on the financial assistance received. To compensate for any such tax likelihoods, EDF will increase your grant to \$700, which will help provide a contribution towards any tax liabilities.

Your grant will be shown on your next available pay-slip with the necessary tax being deducted at this point and from your net pay. It's important therefore that you maintain and hold the surplus monies over the standard \$500 one-off grant from EDF

#### **How long will the Starbucks EMEA Partner Relief Fund be open and available for?**

At this time, we anticipate that the fund will be available through May 2020. However, we are monitoring the rapidly evolving situation with covid-19 and will determine if adjustments are warranted.