



## **Savings Matching Program FAQ's**

### **1. How does the program work?**

Our Savings Matching Program is a trust-based savings program that eliminates common restrictions many survivors face. Participants will self-report their savings each month through a short survey and FreeFrom will match up to \$40 a month for six months.

Participants will be provided with support from our staff as well as resources to encourage financial wellness they can incorporate during and after the program.

### **2. Who can join?**

Anyone who is a survivor of gender-based violence.

### **3. How many times can I join the program?**

You can join the program once.

### **4. When can I join the program?**

For the most up to date enrollment information, contact Em Jackson (they/them) at [em.jackson@freefrom.org](mailto:em.jackson@freefrom.org).

### **5. What if life circumstances make it difficult for me to participate once I join the program?**

We understand that there are circumstances that can take place that are out of your control and may affect your ability to save throughout the program. Whatever those circumstances may be, it is okay. If something comes up that will prevent you from saving while you are enrolled in the program, please reach out to Em Jackson (they/them) at [em.jackson@freefrom.org](mailto:em.jackson@freefrom.org). They will assist you in determining how long you will need to extend the program to make up for the month's that you missed.

### **6. Do I need to have a bank account to participate?**

No, you can choose one of the other payment options that works the best for you to save and track your savings.

If you are saving with cash, set aside the cash you are saving in an envelope, special wallet, or jar, and keep track on your phone or in a notebook how much cash you put aside or use every month.

If you are using a money app like PayPal or Venmo, go to your profile or history and add up any deposits and subtract any withdrawals you made into the account this month.

**7. Do I need to have a social security number to participate?**

No, you do not need to have a social security number to participate.

**8. Do you require any proof of savings?**

No, this is a trust-based program. We trust that the amount you say that you saved is the amount that you saved. We do not require any documents to show proof that you saved each month.

**9. How do I calculate my monthly savings?**

FreeFrom will be matching the amount you save each month, up to \$40. If you saved less than \$40 then we will match that amount.

A simple way to figure this out is to add up how much you contributed to your savings and subtract how much you used from your savings from the first day of the month to the last day of the month. The total will give you the amount you saved this month.

*Example 1: Tannia deposited \$100 on 3/5/2021 and used \$50 on 3/25/2021 so for the month of March 2021, Tannia saved \$50 ( $\$100 - \$50 = \$50$ ). So Tannia will report saving \$50 and will be matched \$40 since this is the maximum match amount.*

*Example 2: Em deposited \$25.35 on 5/12/2021 and did not take any money out so for the month of May 2021, Em saved \$25.35. So Em will report saving \$25.35 and have \$25.35 matched.*

**10. How do I submit my monthly saving amounts?**

You will receive an email with a link to the survey on the 1st of each month during your participation in the program.

**11. When do I need to submit my monthly survey?**

You report savings to us for each month by the 10th day of the following month. *For example, if you are reporting savings for the month of September, your monthly savings survey form is due on October 10. If you are reporting savings for the month of October, your monthly savings survey form is due on November 10, etc.*

**12. When does my savings matching begin?**

You will receive a detailed email letting you know when your participation in the program begins and when you will receive your first savings match.

**13. When will I receive my match**

Once you submit your monthly savings to us, we will match your savings, up to \$40, and send you a payment via your preferred method on the 15th of the month (unless the 15th falls on a weekend, in which case we will need an extra day or two). You can expect to receive your payment in 7-10 business days after the 15th.

*For example, if you submit your survey saying that you saved \$35.77 in September by October 10th, we will send you a matching payment of \$35.77 on October 15th, which you can expect to receive 7-10 business days later.*

**14. When will I receive my one-time \$20 bonus payment?**

You will receive your bonus payment of \$20 along with your 6th and final matching payment.

**15. How will I receive my matching payments?**

You will receive your matching payments based on the payment option that you chose (e.g. venmo, paypal, check in the mail) when you completed the intake survey. If you need to make any changes to your payment method, you will be asked to share the 4 digit security pin you selected on your intake survey.

**16. Who should I contact if I have questions about my matching payments?**

You can reach out to our Cash Assistance Manager, Anakaren (AK) Alcocer (She/Her) at [savings@freefrom.org](mailto:savings@freefrom.org).

**17. Can I use my savings before the 6 months are up?**

Yes, there is no requirement that you have to wait until the program is complete to use your savings.

**18. Who should I contact if I have more questions about the Savings Matching Program**

You can reach out to our Director of Peer Engagement & Support, Em Jackson (They/Them) at [em.jackson@freefrom.org](mailto:em.jackson@freefrom.org).