



**FirstService**

## FirstService Relief Fund

Administered by Emergency Assistance Foundation, Inc.

**DONATIONS**

**FREQUENTLY ASKED QUESTIONS**

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## Donation FAQs

### Who can donate to The FirstService Relief Fund?

Anyone, this includes employees, franchisees and employees of franchisees, customers, vendors and community groups. We hope that everyone donates, and no amount is too small. Every donation makes a difference and can be made as a one-time gift or an ongoing contribution.

### Why should we donate to The FirstService Relief Fund?

Every dollar donated will help members of the FirstService group of companies, franchisees and independent affiliates who have been impacted by a personal hardship. This is a wonderful way to live our values and make a difference in each other's lives.

### How much of my donation goes to fellow employees, franchisees and employees of franchisees?

Our goal is to enable employees, franchisees and employees of franchisees to personally help as many team members as possible, and therefore 100% of donations support fellow FirstService employees, franchisees and employees of franchisees. Company contributions will aim to cover the cost of all Fund operating expenses to ensure that this is the case.

### Are donations tax deductible?

#### United States

- Yes, all donations are tax-deductible for U.S. donors to the full extent permissible by law.

#### Canada

- It depends. For Canadians, the rules are a little more complicated
- EAF is a United States based 501c(3) tax-exempt charity and does **not** qualify as a Registered Canadian Charity which is required per the Canada Revenue Agency
- Grants are taxable, and individuals receiving a grant must report the income on their personal tax returns
- 🔗 There are circumstances where a Canadian individual or company can claim an income tax deduction, for more information visit (<https://www.canada.ca/en/revenue-agency/services/charities-giving/giving-charity-information-donors/claiming-charitable-tax-credits.html>)

### How can donations/contributions be made?

- Credit / Debit cards - click on the "Donate" button at [www.firstservicerelief.com](http://www.firstservicerelief.com). You can make a one-time donation or set up a recurring monthly donation.
- Text to Give – In the U.S. you can donate by texting "**FSVRF**" to 71777 and donate by credit/debit card.
- Check - Please make your check out to: Emergency Assistance Foundation, Inc. with "**For FirstService Relief Fund**" in the memo or the cover letter and mail to Dept # 9884, Emergency Assistance Foundation, P O Box 850001, Orlando, FL 32885-9884.
- Securities - For in-kind publicly traded securities, direct the assets to:
  - Custodian: Fidelity Investments

- ACAT/DTC Number: 0226
- Account Name: Emergency Assistance Foundation, Inc.
- Account Number: Z73657727
- Memo/Reference: EAF – “**FirstService Relief Fund**”.
- Have the broker/donor notify [doug@emergencyassistancefdn.org](mailto:doug@emergencyassistancefdn.org) when the transfer is made so we can sell upon receipt.
  - Please note that the transfer of securities by your broker may take several.

### How do I stop the credit/debit card monthly donation on the Online Application system?

If you wish to stop recurring credit/debit card donations that you set up using the online portal, please email [firstservice@emergencyassistancefdn.org](mailto:firstservice@emergencyassistancefdn.org) with a request to cancel the recurring donation.

### Can I setup automatic payroll deductions for a recurring donation

Contact your local human resource or payroll representative for more information.

### Can donations be directed to a specific employee, franchisee or employee of a franchisee?

No. Regulations do not allow for donations to be earmarked for specific individuals. All donations are added to the fund so as to support as many FirstService employees, franchisees and employees of franchisees as possible.

### Do I get a receipt for my donation?

#### United States

All donors who make a donation via credit card in any amount, or by check in the amount of \$250 or greater, will receive an acknowledgement from Emergency Assistance Foundation.

Check images and credit/debit card statements are acceptable forms of documentation for gifts under \$250 in the U.S. If you choose to make donations via payroll deduction you will need to use your paystubs for documentation.

#### Canada

Each donor of \$250 or more will receive an acknowledgement from Emergency Assistance Foundation.

### Do I have to contribute to the Fund to be eligible to apply for assistance?

No. Donating to the Fund is completely voluntary. Eligibility for assistance is based upon need, eligibility criteria and qualified events.

### Who can I contact for more information?

You may also contact the Emergency Assistance Foundation at 1-888.303.4369 for more information about the Fund.