



## ***eXtend a Hand (EAH) Fund Policies and Procedures***

### **SECTION 1 History and Eligibility:**

#### **History of eXtend a Hand Fund**

When Hurricane Harvey hit the US Gulf Coast in 2017, bringing with it significant flooding across portions of Texas and Louisiana, eXp state brokers, agents, and leaders took swift action. A group of over 30 people met in eXp World on a Sunday to organize efforts to connect with agents in the affected areas. The goal was to reach out to agents to check in on their status, to provide them with information about local resources, and most importantly, to let them know their eXp family cared. eXp's founder, Glen Sanford, established a GoFundMe account to raise funds which collected over \$40,000 in just a few days. It was clear then, as now, that agent wellbeing is at the heart of eXp. In December of the same year, a request was made to use some of the funds raised during hurricane season to help an agent with a sudden life-threatening illness; making it clear that there was a need *and* the desire to help agents and staff in times of crisis. In January of 2018, a formal proposal was presented to the Agent Advisory Council to establish a permanent fund and process for this purpose. From that time, eXtend a Hand has continued to raise funds, has granted support funds to over 75 applicants (as of August 2020), and has applied for formal designation as a 501(c)(3) organization.

#### **eXtend a Hand Fund Eligibility:**

The eXtend a Hand Fund:

1. Is reserved for agents and staff who have been with eXp for at least 90 days upon application;
2. Is for eXp Realty Agents and Staff in good standing (current on eXp fees);
3. Is for the benefit of eXp agents and staff and their immediate families (with the exception of natural disasters for agents and staff only);



4. Is reserved for a current crisis that occurred after the applicant joined eXp Realty;
5. Provides assistance to eXp agents or staff who are in need as a result of a currently-experienced catastrophic event;

Definition of "catastrophic": A tragedy, disaster and/or misfortune that would prevent an eXp agent or staff member from working or being able to support their family. All of the above would cause hardship, incapacity or loss of work. It does NOT cover negligence-by-intent (i.e. drugs/alcohol/mismanagement of finances or hardship due to changes in the real estate marketplace, or lack of insurance coverage);

6. Limits awards to \$1,000 US per agent or staff member annually (beginning from the date of first award).

#### **eXtend a Hand Fund Additional Considerations**

1. eXtend a Hand Fund will not be used to pay current or past fees and/or dues to eXp, real estate boards or MLS's.
2. All applications are subject to review by the eXtend a Hand Fund Working Committee and Trustees.
3. Payments for approved applications will be made directly to the bank account on record for the eXp agent or staff member via direct deposit. Payments will not be made outside of the direct deposit account on file.
4. All eXtend a Hand Fund application information is confidential.
5. Candidate will not publicly or privately share the specific amount awarded by the eXtend a Hand Fund.

\*\*For more information on annual precedent considerations for the eXtend a Hand Fund, please review the final section of this form labeled "Grant Award Decision Considerations."



## **Grant Award Decision Considerations**

Please be advised that all grant award decisions will be consistent with consideration of the following guidelines and/or limitations:

- 1) All grants awarded starting August 2018 from the eXtend a Hand Fund will be made precedent for all further award decisions made until August 2019 (12-month period) OR until eXtend a Hand has been granted 501(c)(3) status.\*
- 2) Upon each 12-month renewal, the eXtend a Hand Fund will be reviewed for the following items to readjust assessment and allocation criteria as needed:
  - a) The average monthly donations provided to the eXtend a Hand Fund
  - b) The average balance of the eXtend a Hand Fund
  - c) The average amount requested (in total) from all eXp agents / staff per month
  - d) The average amount requested by individual applicants (taken as an average of all applicants in the calendar year)
  - e) Feedback from all awarded applicants on whether their award was sufficient to meet their needs

With the criteria listed in 2a - 2e, the eXtend a Hand Team will annually review the eXtend a Hand Fund's grant award allocations to determine whether the parameters of the eXtend a Hand Fund adequately provide the support required by eXp agents and staff in times of hardship.

\*In addition to an annual review of the eXtend a Hand Fund precedents and current allowances, upon obtaining 501(c)(3) status for eXtend a Hand, the eXtend a Hand Fund will be reassessed for the legal requirements associated with obtaining federal non-profit status.



## **SECTION 2: Application Process**

### **Access to Application**

The eXtend a Hand Fund Application is accessible to eXp Staff and Agents via:

1. The eXtend a Hand group on Workplace
2. Direct Link to active form: <https://extendahandcharity.org/form/>

### **Once Application is Submitted**

1. A receipt of submission is automatically emailed to the applicant.
2. The EAH Program Manager receives notification of new submissions via the [extendahand@exprealty.net](mailto:extendahand@exprealty.net) email account.
3. Each member of the EAH Voting Committee reviews the application within 1-week of submission. Each reviewer documents his or her recommendation and any notes on the Google Form response spreadsheet.
4. The Working Committee meets weekly to discuss applications, determine if requests are approved or declined and the dollar amount awarded for those approved.
5. The EAH Administrator notes the decision on the Application Tracking spreadsheet.
6. After each meeting, the EAH Fund Administrator emails each applicant to let them know of the decision. The application notes that it takes up to one month to process an EAH application.
7. The Administrator initials and dates Application Tracking Spreadsheet upon sending the decision email to the applicant.
8. In special case scenarios (such as applicants who request more than grant limit), the application will also be reviewed by the eXtend a Hand Board

## **SECTION 3: Communication of Decision**

### **SECTION 3.1 Approved for Funds:**



1. The eXtend a Hand Administrator will notify the candidate by email with the full details of their application status [\[see email templates here\]](#).
2. If an eXtend a Hand Fund applicant has been approved, administrator will reach out to [accountsreceivable@exprealty.com](mailto:accountsreceivable@exprealty.com) to ensure the agent is current on dues. If current, Administrator will confirm direct deposit account on file with the applicant. Once confirmed, the eXtend a Hand Administrator will email Accounts Payable at [ap@exprealty.com](mailto:ap@exprealty.com) to request a direct deposit transfer from the eXtend a Hand Fund to the agent/staff member's account on file. This request is accompanied by the [Approval Template](#) amended for the particular applicant including the last 4 digits of the staff/agent's direct deposit account on file and signed by the eXtend a Hand Administrator.
3. All candidates who have been approved will have the approved funds sent to their direct deposit account on file. Once approval is sent to Accounts Payable, the deposit is typically made within 2 business days.

### **SECTION 3.2 Application Denied Funds:**

1. If an eXtend a Hand Fund candidate is denied, the eXtend a Hand Administrator will notify the candidate by email with the full details of their application status [\[see email templates here\]](#).
2. All candidates who have been denied will be notified of the criteria they were lacking in order to receive funds and will be given the opportunity to resubmit their application if they feel they inaccurately described their situation. The eXtend a Hand Working Committee will review any resubmissions from denied applicants and make a final decision.
  - a. If denied applicants choose not to resubmit their applications with more detail, no further steps are required on their behalf (as noted in the email template).

### **SECTION 4: Documenting / Archiving eXtend a Hand Fund Applications**

Regardless of the outcome of all eXtend a Hand Fund Applications, they will all be documented in the following places:



1. The eXtend a Hand Fund Application Tracking Spreadsheet
2. All applications are saved in the “Responses” section of the eXtend a Hand Fund Google Form. If the number of responses ever needs to be reduced, the current responses will be downloaded as an excel spreadsheet and uploaded to the 501-c3 Documents Google Drive in the folder “eXtend a Hand Fund Application Archive.”

#### **SECTION 4: eXtend a Hand - Who’s Who**

##### **1. Fund Administration**

The Program Manager manages the day-to-day operations of eXtend a Hand. These responsibilities include: reviewing applications, managing the application process including forms and documentation, making recommendations to trustees regarding applicants, communicating to applicants and maintaining an adequate level of funding. Working committee members include:

- Annie Pellegrini, Program Manager- eXtend a Hand Fund Administrator
- Lexy Sanchez, Agent Volunteer Administrator and Voting member

##### **2. Trustees (to be added to process)**

Trustees review recommendations from the working committee and approve the delegation of funds. The working committee may also occasionally consult trustees regarding legal matters.

- Jim Bramble, Legal

##### **3. Accounting Contacts**

- Accounts Receivable - to verify agent applicants are current on dues  
accountsreceivable@exprealty.com
- Accounts Payable - transfers awards to recipient’s direct deposit account