



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.

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 180 days upon application; and have closed a minimum of one transaction.
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 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;

However the policy shall be open-ended and include persons affected by a current disaster and those who may be affected by future disasters.

6. Those persons who meet the above criteria shall be part of the “Benefitted Class.
7. Those persons who submit an Application shall be referred to as an “Applicant.”

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, including, without limitation, natural disasters, illness, and accidents, and in the case of dependents or designated beneficiaries, the death of their respective eXp World Holdings, Inc. or subsidiary employee or independent contractor agent family member. 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 or if the charity determines otherwise, 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 Financial Hardship Committee. The Financial Hardship Committee shall be independent in that a majority of the members of the Financial Hardship Committee consists of persons who are not in a position to exercise substantial influence over the affairs of eXp World Holdings, Inc. Each Trustee on the Board of the Fund will serve as a member of the Financial Hardship Committee. The term for each Trustee's service as



a member of the Financial Hardship Committee will be coterminous with such Trustee's service on the Board.

The Financial Hardship Committee will appoint from its members a Program Administrator.

The Financial Hardship Committee will appoint a Working Committee.

The purpose of the Financial Hardship Committee will be to receive and deliberate over the Applications submitted by individuals in the Benefitted Class, and determine whether any financial hardship payments will be awarded to such individuals, and if so, the amounts, frequency and duration that such payments will be made to such individuals.

The Financial Hardship Committee will have the sole and absolute discretion to determine whether any individual is a member of the Benefitted Class.

Neither the Trustees nor their families are eligible to be recipients of grants from the eXtend a Hand Fund. The Financial Hardship Committee will not discriminate on the basis of race, color, religion, sex, handicap, familial status, national origin, status as a disabled veteran, sexual orientation, or gender identity. The Financial Hardship Committee must make a specific assessment that a recipient of aid is financially or otherwise in need. Individuals do not have to be totally destitute to be financially needy; they may merely lack the resources to obtain basic necessities. Funds cannot be distributed to individuals merely because they are victims of a disaster. The Financial Hardship Committee's decision about how its funds will be distributed shall be based on an objective evaluation of the victims' need.

Once a recipient is approved by the Financial Hardship Committee, a determination will be made as to the amount of oversight which will be exerted over the expenditure of the granted funds. The Foundation will require accountings of the actual distributions of funds from those recipients including such evidence of appropriate expenditure as deemed necessary including but not limited to receipts.

In the event it comes to the attention of the Financial Hardship Committee that any of the Fund's funds have been misused, the Fund will attempt to recover the funds from



the misuser and will terminate any further distributions of funds to the misuser. If the infraction is based on a failure to make reports by the recipient the Fund will not make additional payments under the grant until the appropriate reports are received.

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. Applicants 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 Decisions Considerations

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

1) 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.

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 of an Application is automatically emailed to the applicant.
2. The Program Administrator receives notification of new submissions via the extendahand@exprealty.net email account.
3. Each member of the Working Committee reviews the application within 1-week of submission. Each member of the Working Committee 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 a recommendation for approval of an Application should be made or declined and the dollar amount awarded for those Applications recommended for approval.
5. The full Financial Hardship Committee will review recommendations from the Working Committee and approve or deny the Application



6. The Program Administrator notes the decision on the Application Tracking spreadsheet.
7. After each determination, the Program Administrator Fund Administrator shall email the Applicant to notify them of the decision. The Application indicates that it may take up to one month to process an Application.
8. The Program Administrator initials and dates Application Tracking Spreadsheet upon sending the decision email to the Applicant.
9. In special case scenarios (such as Applicants who request more than grant limit), the Application will also be reviewed by the full eXtend a Hand Board of Trustees.

SECTION 3: Communication of Decision

SECTION 3.1 Approved for Funds:

1. The Program Administrator will notify the Applicant by email with the full details of their application status [\[see email templates here\]](#).
2. If an Application has been approved, the Program Administrator will reach out to 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 Program Administrator will email Accounts Payable at 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 Program Administrator.
3. All Applicants who have had their Applications 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 Application is denied, the eXtend a Hand Administrator will notify the Applicant by email with the full details of their application status [\[see email templates here\]](#).
2. All Applicants who have had their Application 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 Financial Hardship 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 Applications 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 Administrator manages the day-to-day operations of eXtend a Hand Fund. These responsibilities include: reviewing applications, managing the application process including forms and documentation, making recommendations to members of the Financial Hardship Committee regarding



Applicants, communicating to Applicants and maintaining an adequate level of funding. At the present time the Financial Hardship Committee members include:

- Annie Pellegrini, Program Manager- Program Administrator

2. Working Committee

At the present time the Working Committee members include:

- Annie Pellegrini

3. Financial Hardship Committee

At the present time the Financial Hardship Committee members include:

- **James Bramble**
- **Jason Gesing**
- **Wendy Forsythe**
- **Annie Pellegrini**

The Financial Hardship Committee Reviews recommendations from the Working Committee and approve or deny the Application. The Working Committee may also occasionally consult the full Financial Hardship Committee regarding legal matters.

4. Accounting Contacts

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