APPLICATION FOR ASSISTANCE GUIDELINES

Making Lives Better with Alorica (“MLBA”) is a non-profit 501(c)(3) organization dedicated to providing assistance to Alorica employees, their families and the people, organizations and communities who support them.

In order to be eligible for assistance from MLBA:

- You must certify and demonstrate that you have an immediate and heavy financial need that necessitates assistance.
- You must certify that you have no other source of funds to cover this hardship expense/financial need, including but not limited to, any insurance funds, 401k plans or any other retirement plans.
- It is recommended that you be a current Alorica employee in good standing or have a sponsor who is an Alorica employee in good standing write a written recommendation. However, if you are not in good standing, please make sure to explain why in your application.
- You must not have had more than one grant from MLBA in any calendar year.

If you are an individual requesting financial assistance you must demonstrate one of the following hardship requirements:

1) Unpaid medical expenses for self, spouse or qualified dependent and do not have insurance that pays for such expenses. The individual must demonstrate a plan to payoff such medical expenses which MLBA may assist in.
   Appropriate documentation includes:
   - Copies of medical bills (dated within the last 60 days)
   - Payment plans
   - Explanation of Benefits (EOB) documents from the insurance company (if any). Insurance documents/statements should include patient name, service dates and insurance payment information.

2) Prevent eviction from principal residence.
   Appropriate documentation includes:
   - Copy of the eviction notice (the eviction notice must clearly indicate that legal proceedings for eviction are imminent, have already begun, or will commence within a specified timeframe if payment is not made by a specified date.)
   - Statement signed by the applicant that this home is his/her principal residence.

3) Funeral or burial expenses for deceased parent, spouse, child or qualified dependent.
   Appropriate documentation includes:
   - Copies of funeral home and cemetery bills/estimates.

4) Expenses to repair damage to principal residence to a livable condition.
   Appropriate documentation includes:
   - Copies of bill(s) or estimate(s) for the repair(s)

5) For organizations requesting financial assistance:
   - You must be a registered and approved 501(c)(3) organization

6) Any other hardship due to unexpected, unforeseen circumstances not within the applicant’s control as determined solely in the discretion of MLBA.

*Please note if approved, MLBA will only pay third party vendors directly for individual grants and not the individual grantees themselves unless approved by the MLBA Executive Board.

MLBA Application for Assistance
February 2016