

Rebuild Hope Frequently Asked Questions (FAQs)

1. What is unique about Rebuild Hope?

Rebuild Hope is the first national 501(c)(3) non-profit that

- Supports self-directed donations to severely injured active servicemen and women, veterans and their families through an online financial support network
- Provides up to \$2400 in transitional financial assistance over a 6 to 12-month period.
- Distributes 100% of donations designated for beneficiaries

2. What is the mission of Rebuild Hope?

Rebuild Hope mobilizes and enables individual Americans to financially assist veterans and active members of the military who were severely injured during the wars in Iraq and Afghanistan - and their care-giving families. *Rebuild Hope helps them deal with moderate short term financial problems as they strive to achieve and maintain longer term economic stability.* Our decision to provide financial aid considers their overall efforts and the likely impact that Rebuild Hope assistance will have on their success. Typically, their financial problems result from either a temporary interruption or reduction of income or the occurrence of unexpected one-time expenditures like a major car repair or an apartment deposit.

Through Rebuild Hope donors help individuals and families who are

- experiencing short term unforeseen financial problems,
- committed to finding solutions that bring them financial stability within a year of applying to Rebuild Hope,
- developing a credible plan to achieve this objective
- would significantly benefit from our help

The beneficiary, Rebuild Hope and our donors form a team that works together to help the veteran get through financially tough times. We will continue to help members as long as we feel they are making sound economic and financial decisions.

3. How does Rebuild Hope work?

The Rebuild Hope online financial support network “connects” individual donors to beneficiaries. Beneficiary members publish thumbnail stories (“personal profiles”) that describe their situations and specific needs for financial assistance. Donors view beneficiary profiles, either advise Rebuild Hope as to how they would like their donations to be distributed or ask Rebuild Hope to make this decision in their behalf, and make donations either online or via mail.

4. Who is eligible to receive financial assistance?

Membership in Rebuild Hope is based on four primary considerations:

Injured Military - Rebuild Hope assists current and former members of the regular U.S. military services, National Guard and Reserves who have suffered severe injuries since September 11, 2001. Injuries can be physical and/or non-physical in nature and need not be combat-related.

Medical Disability - Either the US Department of Veterans Affairs has already assigned you a combined medical disability rating of at least 50% or you have filed a claim with medical documentation that would decisively support such a determination.

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Financial Situation - Rebuild Hope assists individuals and families who are following a realistic plan to balance their income and basic living expenses including outstanding debt within 6 to 12 months time of your application. If you are currently unable to make required mortgage and credit card payments you must demonstrate that debt providers are willing to restructure debt.

Impact of Rebuild Hope Aid - Rebuild Hope must believe the financial support of its donors will likely have a meaningful impact on your progress towards financial stability.

5. What types of needs qualify? How much assistance is provided?

Rebuild Hope provides “*transitional financial assistance*”, that is, funds designed to help beneficiaries deal with financial problems during transitional times of up to 12 months in duration. At this time up to \$2400 is available in any 12 month period. While this may not seem like a lot, it *does* make a big difference in reducing financial hardships. It equates to an extra \$200 a month towards apartment rental or childcare for a year or \$400 a month for a half year. Rebuild Hope intends to raise the amount provided to individuals as our donor capacity allows. Visit www.rebuildhope.org/request_criteria.php to view the kinds of needs that are eligible.

6. Does Rebuild Hope provide immediate “*emergency financial assistance*”?

Generally Rebuild Hope cannot distribute large one-time grants as it typically takes many donors and several months to fulfill a particular need. In the future Rebuild Hope might offer some form of emergency financial assistance where donations of \$500 to \$1000 could be immediately distributed from a special fund.

7. How does Rebuild Hope screen recipients?

Rebuild Hope works with the military, the National and State Department of Veterans Affairs and other private sector military support organizations to identify and qualify beneficiaries. Applicants must submit copies of ALL the following items:

- A completed Rebuild Hope application including all financial information
- Either a DD-214 or documentation of military medical hold
- Either a VA service-connected compensation letter or military pension documentation
- Most recent mortgage, loan and credit card statements. Receipts for any future monthly or one-time expenditures that exceed \$100 (e.g. utilities, rent) for which assistance is being requested

8. How are specific needs identified and verified?

Applicants submit specific requests along with transaction documents and affidavits.

9. Does Rebuild Hope require recipients to publicly disclose personal information?

Rebuild Hope respects the privacy of its beneficiaries. While we do encourage them to share some personal information in the form of an on-line personal so donors can respond to who they are and what they need, the beneficiaries decide what specific information is actually displayed on our website.

10. What percentage of donations is actually distributed to beneficiaries?

100% of donations *designated for beneficiaries* are distributed.

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11. How can donors direct their donations?

Donors can choose one of the following options:

- a. Designate a donation to be distributed to a specific beneficiary
- b. Advise Rebuild Hope to distribute a donation to a specific beneficiary
- c. Authorize Rebuild Hope to select a beneficiary for a donation
- d. Designate a donation to be used to fund Rebuild Hope operations

12. Are donations tax-deductible?

Rebuild Hope is a public benefit corporation with a tax exemption under rule 501(c)(3) of the Internal Revenue Service so donations made under options (b), (c) and (d) are eligible for a tax deduction. The IRS does NOT allow donations made with option (a) to be tax deductible.

13. How often can a donor make a donation?

This is entirely up to the donor. Some options:

- Make a one-time donation to a single beneficiary
- Donate many times to a single beneficiary
- Donate to several different beneficiaries
- Donate to Rebuild Hope

14. How are donations made?

Donations can be made with either a credit card (on-line) or a check. Checks should be made payable to Rebuild Hope Inc. and sent to Rebuild Hope 365 Ambar Way, Menlo Park, and CA 94025.

15. What is the history of Rebuild Hope?

Rebuild Hope was founded in November 2007 by a small team of Silicon Valley executives and publicly announced on June 10, 2008. Initial service planning and website development began in the summer of 2007.

16. How does Rebuild Hope pay for its “overhead”?

Rebuild Hope accepts donations designated for its operations and will pursue grants in the future. Overhead consists primarily of web development, marketing expenses and online transaction fees.

17. Does Rebuild Hope need volunteers?

Rebuild Hope is run entirely by volunteers and we are currently expanding rapidly. Visit our website to learn about our team and volunteer opportunities. We look forward to talking to you.

Contact Information

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