
Frequently Asked Questions and Answers for
Recipients of an Emergency Financial Aid Grant Under the CARES Act

- Q1. Does this Emergency Financial Aid Grant need to be repaid to the federal government or to my school?**
- A1. No. This is a grant provided to you as an eligible student through the CARES Act. There will be no request from the U.S. Department of Education or our school for it to be repaid.
- Q2. What types of things should I consider using this Emergency Financial Aid Grant for?**
- A2. The CARES Act by law requires our school to provide this grant to eligible students for expenses related to the disruption of our school's operations due to the Coronavirus including expenses such as food, housing, course materials, technology, health care, and childcare.
- Q3. How was the amount of the Emergency Financial Aid Grant determined for each eligible student?**
- A3. The U.S. Department of Education provided guidance to all colleges and universities to develop a methodology for the amount each student receives prioritized by financial need. Our school's methodology included a student's eligibility for a Pell Grant, their Expected Family Contribution (EFC) to financing their education and housing needs for students who relocated to attend school.
- Q4. What students are eligible to receive this Emergency Financial Aid Grant from the CARES Act?**
- A4. Only students who are eligible to participate in federal student aid programs may receive these grants.
- Q5. How will I receive the Emergency Financial Aid Grant from my school?**
- A5. You will receive a letter from ADP that will include a Wisely Debit Card along with instructions on how to activate and use your card. A picture of the envelope and the card can be found at the bottom of this FAQ document. **PLEASE CHECK TO MAKE SURE YOUR ADDRESS IS CORRECT IN YOUR MYLINCOLN STUDENT PORTAL.** If this information is not correct, it could impact the timing of when you receive the Emergency Financial Aid Grant. You should contact the business office of your school immediately if your address is not correct.
- Q6. I have received an ADP Wisely Debit Card with the Emergency Grant funding. How do I determine the amount on the Wisely Debit Card?**
- A6. You can determine the amount of your grant by activating your Wisely Debit Card at www.activatewisely.com or with the *myWisely* mobile app that can be downloaded on any Apple or Android phone.
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Q7. Can I use the debit card to obtain cash at an ATM?

A7. Yes. There are over 70,000 in-network and surcharge-free ATMs that can be used to obtain cash. Please check *myWisely* mobile app to see a list of these ATM's.

Q8. What happens if I am having problems with my ADP Wisely Card?

A8. Please contact ADP at their 24/7 Cardholder Services toll free telephone number at (866) 313-6901.

Q9. I lost my ADP Wisely Card and there are still grant funds available for me to use. What should I do?

A9. Please contact ADP at their 24/7 Cardholder Services toll-free telephone number at (866) 313-6901. Up to one free card will be issued if you lost your card.

Q10: I am a student who received an Emergency Financial Aid Grant under the CARES Act. Will the grant funds be included in my gross income for 2020?

A10: No. Emergency Financial Aid Grants under the CARES Act for unexpected expenses, unmet financial need, or expenses related to the disruption of campus operations on account of the COVID-19 pandemic, such as food, housing, course materials, technology, health care, or childcare are qualified disaster relief payments under section 139 of the Internal Revenue Code. This grant will not be included in your gross income.

Q11. I have a question as to the amount of funding I received in my Emergency Financial Aid Grant under the CARES Act. Who should I contact?

A11. Please contact the business office of your school and describe your question and they will be able to assist you.

Q12. Where can I find additional information about the CARES Act?

A12. You can find more information on the CARES ACT and the Higher Education Emergency Relief Fund at <https://www2.ed.gov/about/offices/list/ope/caresact.html>.

