

AER (Army Emergency Relief): (719) 526-4783 or (719) 526-4590, option 1

<https://www.armyemergencyrelief.org/>

AFAS (Air Force Aid Society):

Peterson AFB: (719) 556-6141

Schriever AFB: (719) 567-3920

USAFA: (719) 333-3444

• **Who is eligible for AER assistance?**

- Soldiers on **Active Duty** and their eligible Family members.
- Soldiers **Retired from Active Duty because of longevity** and their eligible Family members.
- **Retired Army Reserve and National Guard** Soldiers receiving retired pay and their Family members.
- **Medically Retired** Soldiers and their Family members, including both those placed on the Permanent Disability Retired List (PDRL) or Temporary Disability Retirement List (TDRL).
- **Surviving Spouses and Children** of Soldiers who died while on Active Duty (including those on Title 10 Orders) or in an eligible Retired status.
- **Members of the Reserve Component** of the Army (National Guard and Army Reserve **under Title 10 U.S.C**) on **Active Guard Reserve (AGR) tours** and their eligible Family members.
- **Members of the Reserve Component** of the Army (National Guard and Army Reserve **under Title 10 U.S.C**) on continuous Active Duty **for more than 30 consecutive days** and their eligible Family members.

NOTE: Any Soldier, regardless of rank, and their eligible military identification card holding dependents in the eligible categories listed above can seek assistance from AER.

• **Can my Spouse obtain AER assistance if I'm deployed or TDY?**

Yes, a Spouse or other eligible dependent may seek AER assistance without their sponsor being present when the Soldier is unavailable.

Unavailable is defined as:

1. When the Soldier is outside the same geographic area as the dependent due to TDY, field exercise, or deployment.
2. When the Soldier is inside the same geographic area and determined by the chain of command that the Soldier will be unavailable to visit the local AER office in a timely manner to meet a valid emergency need.

3. When the Retired Soldier is working outside the local/primary area where the Family resides, hospitalized, incarcerated or otherwise unavailable for a legitimate reason that would prevent them from requesting assistance.

Options for requesting assistance when the Soldier is unavailable:

4. **Special Power of Attorney (SPOA)**

- Spouses or other authorized dependent must have a valid SPOA from their Sponsor granting them authority to act as the Sponsor's attorney-in-fact to "establish, change, or stop allotments" as required by Financial Management Regulation DoD 7000.14-R, para 400803.
- Note: *"A general power of attorney is not acceptable to establish, change or stop and allotment."* (FMR 7000.14-R, para 400803)

5. **Account Allotment and Authorization Form (AER Form 55)**

- Allows Active Duty or Retired Soldiers to provide one-time authority for a Spouse or other eligible dependent to obtain financial assistance in the name of the Soldier when they are unavailable. Upon request, the AER Form 55 will can be initiated by the local AER Officer. The AER Officer will email the form directly to the Active Duty or Retired Soldier for signature on behalf of the eligible Family member.

6. **Email from the Active Duty Soldier's .mil account stating they concur with the assistance, dollar amount and repayment**

- Under no circumstance can a personal email account be used to provide concurrence.

Army Community Service (ACS) • Fort Carson, Colorado
Army Emergency Relief (AER) • (719) 526-4783

Portal ACTIVE DUTY – Checklist for Army Emergency Relief (AER) Assistance

Please read before submitting your application: Army Emergency Relief has moved into the 21st century and we are requiring Soldiers to apply online. Customers who qualify for Army Emergency Relief assistance will receive an EFT payment deposited directly into their bank account. Please follow the checklist below and upload your application with all supporting documents. Any request received without supporting documentation will be returned as **incomplete/disapproved** and the applicant will have to reapply. **Applications submitted after 1200 will be processed on the next business day. Please allow up to 48 to 72 hours for your caseworker to reach out to you.**

Applications submitted on weekends or during federal holidays will be processed on the next day business. **All Document highlighted in Red are mandatory.**

SOLDIER CHECKLIST

- Personal Budget Worksheet (**Required and completed**)
- Current LES and/or Pay Stubs (**Required**)
- Additional Documentation (**Required see below**)

FAMILY MEMBER CHECKLIST

- Power of Attorney (Special Power of Attorney stating AER assistance can be received)/ AER Form 53 Special Power Of Attorney
- AER Form 101 (**Required**)
- Personal Budget Worksheet (**Required and completed**)
- Current LES and/or Pay Stubs (**Required**)
- Red Cross Case Number for emergency travel (**Required**)
- Additional Documentation (**Required see below**)

REQUIRED ADDITIONAL DOCUMENTATION

Car Note (Overdue)

- Vehicle insurance
- Vehicle registration
- Driver's license
- Letter from creditor stating dollar amount owed

Car Repair

- Vehicle insurance
- Vehicle registration
- Driver's license
- One independent estimate
- Kelly Blue Book Value of Vehicle
- SM understands if work is authorized prior to AER approval the case May not be approved.

Emergency Travel

- **Signed DA form 31 with control # (Must be marked as emergency or ordinary under Emergency Conditions has to be placed in the remarks Block 17.**
- Type of Travel:
 1. *Driving - Travel route with mileage (MapQuest)*
 2. *Flying - Flight itinerary with dollar amount owed.*
 - Cheap Tickets, Priceline Quotes
 3. Hotel cost if needed.
 4. Rental Car, food and gas if needed.

Mortgage

- Letter from creditor stating amount owed.

Rent (Demand for payment)

- Demand for payment document. This is a legal document in El Paso County or if the rental is through an individual rather than a company, then it may be acceptable to present a signed note with the landlord's contact information.

Rent (Initial Security Deposit/First Month's Rent)

- Copy of lease; to include dollar amount due for initial security deposit and first month's rent.

Utilities

- Current documents including, utility bill, cable, phone and internet.

**ARMY EMERGENCY RELIEF (AER)
ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION AND PROMISSORY NOTE**

Effective Date _____ DODID or AER Client ID: _____

NAME: _____

STREET ADDRESS: _____

CITY, STATE, ZIP CODE: _____

TELEPHONE: _____

EMAIL ADDRESS: _____

I hereby authorize AER to (1) directly deposit funds into the bank account listed below, or (2) to correct any EFT errors or overpayments by debiting my account to correct the error, or (3) in the event I am provided an interest-free loan, to debit monthly payments to AER through EFT from this same account. This form serves as a promissory note to establish repayment in conjunction with AER Form 52 (Allotment Authorization/Promissory Note).

I have attached a voided check, deposit slip or screenshot for the account specified below. This authorization is to remain in force until Army Emergency Relief (AER) receives my written authorization to either terminate or change my direct deposit or my loan is paid in full.

Signature: _____ Date: _____

ACCOUNT INFORMATION

NAME OF FINANCIAL INSTITUTION: _____

STREET ADDRESS: _____

CITY, STATE, ZIP CODE: _____

TELEPHONE: _____

NAME OF ACCOUNT HOLDER: _____

TYPE OF ACCOUNT (Check one): Checking Savings

ACCOUNT NUMBER: _____

BANK/ABA ROUTING NUMBER: _____

Please mail or fax completed form to: **Army Emergency Relief
2530 Crystal Drive
13th Floor, Room 13161
Arlington, VA 22202**

Fax: 703-602-9944

AER Form 575 (October 2019)

