

## **TFA Do's and Don'ts**

Do fax completed applications and requested additional information to Department Headquarters fax nbr: 804-358-1940.

Do clearly print or type when completing the application. Use black or blue ink for best results.

Do completely fill out the entire application. "N/A" or incomplete sections will most likely result in denial or a delay of the application.

Do completely document that all other sources are exhausted as required.

Do attach all required documentation requested in the application.

Do submit copies of all expenses to be considered. All bills to be considered must include the most current statement or letter from the creditor.

Do submit completed applications in a timely manner.

Do call with questions/concerns! You may call Marty Rhyne at 703-221-4848, or Jason Kees at National Headquarters 317-630-1377.

Do submit requested additional information as soon as possible for consideration.

Don't expect payment for a bill that was not submitted with the application. Payment will not be authorized without accompanying documentation.

Don't expect approval for applications that do not clearly demonstrate that the veteran is eligible for Legion membership. (DD214 with correct eligibility period, and honorable service or you may obtain a printout from the VA with their service dates and character of service)

Don't include original supporting documents. Documents will not be returned.

Do include an Investigators report using a separate memo detailing the cause of their indebtedness, what are they doing to assist themselves, how will they sustain themselves once they receive our assistance.

Don't fax bad copies of the application and/or supporting documentation. Mailing them instead will actually be faster.

Don't give the applicant our phone number to follow-up with their application. NO information is released to applicants. No exceptions. Instead, the investigator should check with the Department Headquarters.

Don't send applications directly to National HQ. All applications must be routed through Department Headquarters and signed off by the Department Children and Youth Chairman.

Don't promise the applicant or creditors ANYTHING.

Don't be afraid to tell an applicant that they do not qualify.