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## 432 RELIEF FREQUENTLY ASKED QUESTIONS

### **What is 432 Relief?**

432 Relief is The Springs' ministry to members with a financial need. 432 comes from Acts 4:32  
"Now the full number of those who believed were of one heart and soul, and no one said that any of the things that belonged to him was his own, but they had everything in common."

### **Why a ministry like 432 Relief?**

"If one member suffers, all the members suffer..." (1 Corinthians 12:26)

- We are a church that desires to take care of brothers and sisters who have entered into a covenant membership with us.
- A member is someone that has completed new member classes, in a community group, and actively serving. In other words, we know you. Those you serve with know you. You are connected to our "body." You are not living in isolation.
- Our desire is to share resources with anyone who might have need, (Acts 2:45) that there might not be a needy person among us in our body. (Acts 4:34)

### **Why full financial transparency?**

- As your brothers and sisters in Christ, we must do our best to determine the cause and long-term solution for your financial need. And we must be good stewards of the resources God has entrusted to us as a church.
- Some needs are due to circumstances beyond your control while others are due to irresponsible financial decisions. If the latter, there may need to be additional steps first. Therefore, this process requires you to be fully transparent with your story and financial information.
- We understand this is a painful season in your life. Our desire is to be compassionate throughout this process. Know that we care.

### **What does 432 Relief provide assistance for?**

- Food (Debit Card)
- Rent or Mortgage (paid directly to landlord or mortgage company)
- Clothing (Debit Card)

We do not provide assistance for:

- Medical bills
- Insurance (home, car, health)
- Home and car repairs
- Education costs
- Debt repayment

However, when 432 Relief provides financial assistance for food and/or housing this frees up funds that can be used for areas where we do not provide assistance.

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**Can I give directly to my community group member in need what I would be giving to The Springs?**

Yes. You, the community group, are the church. If you have a brother or sister in need in your CG, we believe you should meet that financial need if possible, without requesting the larger body of believers to come alongside.

For a season, we recommend that the CG members cut back their giving to Springs Community Church, so that they can give directly to the brother or sister in need. This is all done with full disclosure and accountability within the CG.

Do not be surprised by this recommendation. This is the church being the church!

For example, if the monthly financial shortfall is \$1,000, we recommend that together the members in the CG determine what they can each commit to in order to meet that need. The 432 Relief plan allows each member to decrease their monthly giving to The Springs by the financial amount needed by community group member(s).

**Can I make a contribution to The Springs and designate my gift to a member in my community group?**

Due to IRS regulations this is not allowed. Instead you'll be able to give directly to your brother or sister in need sitting right across from you.

**Will I receive a tax receipt if I give directly to my brother or sister in my CG?**

No, The Springs will not issue a tax receipt. Receiving a tax receipt is not a requirement for generosity and meeting needs. Generosity should never be limited to, or based on, receiving tax receipts.

**Do I need to cut or eliminate non-essentials in order to qualify for financial assistance?**

A normal part of the process for anyone in a financial crisis is cutting back or eliminating non-essentials. We know everyone needs a cell phone today. However, we would recommend you downsize your cell phone plan to only cover the basics. Same for home internet and cable TV. You don't need the Cable Plus or a super bundle in order to meet basic internet and TV needs. We would also assume during this season, non-essentials like eating out, movies, professional sporting events, purchase of unnecessary clothing and travel would be eliminated. This is not a lifetime judgment, but a temporary "let's do everything we can to get through this financial crisis."

**If I am a member and submit an application, am I guaranteed to receive financial assistance?**

- Not everyone qualifies for financial assistance.
- There are numerous factors that go into making each decision.
- Community will play an important role in any decision.

**Does The Springs provide cash?**

The Springs offers help in many ways, but due to financial accountability and stewardship, we do not give cash to anyone: member or non-member.

**How will I receive financial assistance?**

All rent or mortgage payments will be mailed directly to mortgage company or landlord. A debit card will be issued for food and clothing needs.

**Who should I ask for financial assistance?**

432 Relief should not be the first line of financial assistance. We recommend that the people who know and love you be informed of your need before assistance is requested from 432 Relief.

- Ask Family First (in most cases) (1 Timothy 5:8)
- Community Group

**If I have equity in my home, will I be required to sell my home, refinance, or take a home equity loan?**

In most cases the answer will be no. However, we will take a careful look at each case and make recommendations that we believe will be in your best interest.

Two examples:

1. If you are allocating 50% or more of your income to housing (mortgage, property taxes, insurance, and utilities) we would probably recommend you consider finding different housing. Fifty percent of a family's income going toward housing is unsustainable.
2. If we determine your current mortgage interest rate is over 1.5% the current interest rate, we would recommend you consider refinancing, but only if all other criteria is in place:
  - You plan to remain in the home for several years
  - Closing costs are reasonable
  - Market value of home is adequate
  - Income is adequate to qualify to refinance

We will prayerfully evaluate every case and make recommendations.

**Investments**

**If I have non-retirement investments (for example mutual funds) do I qualify for 432 Relief financial assistance?**

If you have invested funds, we would expect you to withdraw funds to meet the needs of your family before 432 Relief would begin financial assistance.

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**401(k)/403(b) Withdrawals**

**If I have funds in my 401(k) or 403(b). Do I qualify for 432 Relief financial assistance?**

**The use of 401(k), 403(b), IRA funds will be based on many factors:**

- Age
- Health
- Amount in your fund (\$1,000,000 or \$1,000)
- Projected timeline for need
- Current or projected income

We view 401(k), 403(b) funds in a similar way as home ownership. In most cases, we do not ask a person to sell their home before they receive 432 Relief financial assistance. But, there have been situations where selling a home is the best long-term path.

Similarly, we make decisions about using your 401(k), 403(b) on a case by case basis. We will be leaning on the collective wisdom of your community group, community, 432 Relief and Springs leadership. Our goal is to meet a short-term financial need without you having to withdraw funds.

**If I have funds in my 401(k) or 403(b), should I consider taking a 401(k) or 403(b) loan during this season?**

This decision will be based on many factors:

- Age
- Health
- Amount in your fund
- Projected timeline for need
- Current or projected income

You will find some excellent articles online that explain the pros and cons of a loan. Google: 401(k) loan rules.

**Membership and 432 Relief**

**I'm not sure I am a Member. Do I qualify for 432 Relief?**

432 Relief is a ministry that serves Springs members. The 432 Relief process starts in the context of community. However, there are certain circumstances where the 432 Relief team will partner with an individual not currently in a community group.

**I have completed steps 1-3 of the membership process but am missing step 4: community. Can I apply for 432 Relief financial assistance?**

If we know you have been faithfully pursuing a community group, our 432 Relief team will work with you directly to determine if you are able to apply for 432 Relief financial assistance. The process however will be a little different. You will still be asked to fill out the Financial Fact Gathering information and 432 Relief application, but you will instead discuss your financial situation with a small group selected by the 432 Relief team.

**I recently transitioned out of my community group and am presently between community groups. Do I qualify for 432 Relief financial assistance?**

In most cases, yes. Our 432 Relief team will connect with you directly to better understand your current community situation.

1. The 432 Relief team will determine if the best next step is for you to meet with your most recent community group to discuss your financial situation. Together you will look at your financial data and process your need within community.
2. If the 432 Relief team determines it would not be best to meet with your past community group, the 432 Relief team will connect you with a team to come alongside you, your former community director, and possibly some other Springs members you have served with over the years to discuss your current financial situation.

**I just started the membership process but have not completed it. Do I qualify for 432 Relief financial assistance?**

If you are just beginning or in the middle of the membership process, you will not qualify for financial assistance at this time.

**If you have questions that we did not cover, please email [jdennis@springsnb.org](mailto:jdennis@springsnb.org).** Be sure to cc your CG leader. This will help us keep everyone in the loop.

**Know We Care**

We are praying for you and your community group as you discuss the 432 Relief process. We are confident that you and your community group will be trusting the Lord during this season and asking Him for wisdom. (Proverbs 3:1-18; James 1:1-12)

*Let us know if you have any questions.*

**Springs Leadership and 432 Relief Team**

Springs Community Church