



Food and Beverage Relief Fund Frequently Asked Questions (FAQs)

GENERAL QUESTIONS:

For detailed program information, [click here](#).

Q1. I have a few questions regarding if I am eligible for the program. How can I get my questions answered?

A1. Most eligibility questions can be answered by reviewing the detailed program information provided on the [Food and Beverage Relief Website](#). If after reading the information in detail you still have a question, and to ensure the most efficient service, please submit your questions online to the following address based on the type of questions/issues you are experiencing:

Program Eligibility/Other	kyfbrf.other@ky.gov
Website issues	kyfbrf.technical@ky.gov

Q2. When should I expect a response to my question(s) that I submitted online?

A2. Please be patient with us and don't leave multiple messages. Based upon the volume of questions received, our Support Line will be responding as quickly as possible so please do not duplicate any question submittals. Also, please do not leave a recorded message on the Support Line if you have already submitted a question(s) online, as this will slow our response rate.

Q3. I submitted a question by email but have not received a response yet.

A3. Check your email's spam/junk folder to ensure the response was not routed to that area.

Q4. Can I call the Support Line and ask that someone complete my application over the phone?

A4. Due to the nature of the information required, applications can only be completed online. You can complete the application from either a computer or a mobile device, including uploading pictures of the required documentation.

Q5. I just left a voice mail on the Food and Beverage Relief Fund Support Line, when should I expect a return call?

A5. Email is your best bet. Due to the high demand, there could be a delay in returning voice messages so we are strongly encouraging everyone to email in their questions versus calling the Support Line.

Q6. I submitted my online application. How do I know the status of my application?

A6. You can always check the status of your application by returning to the confirmation email you received upon submitting your application and clicking on the status link. The statuses are as follows:

Status	Description
Application Initiated	The first status after an application has been initiated
Application Ready for Review	The status after the application is submitted by the owner/applicant

Application Incomplete	When administrators mark a claim as incomplete and will reach out to owner/applicant
Application Re-Submitted	When the owner/applicant resubmits the missing documents
Application Denied	When administrators denies an application
Application in Review	When administrators add review comments on the application
Final Approval	When administrators have ALL documentation and payment can be made
Paid and Closed	When administrators mark the application paid and therefore closed-out
Application Withdrawn	When the applicant withdraws the application administrators can apply this status

Q7. What hours can I call the Food and Beverage Relief Fund Support Line?

A7. A recorded message can be left at any time on the Support Line. Recorded calls left on the support line will be returned Monday-Friday, 8 am to 5pm. All calls will be returned from the 1-833-332-8457 number, so please be sure to answer the call.

Q8. What happens if I miss a call?

A8: If you miss your call, do not call back. Your message will be placed back in the call return queue and an associate from the Support Line will return your call. All calls will be returned from the 1-833-332-8457 number, so please be sure to answer the call.

Q9. I submitted my application online, what type of response should I expect?

A9. Applications are accepted starting on November 30, 2020. Beginning on November 30, 2020 Public Protection Cabinet (PPC) will begin reviewing and processing applications. Do not expect any communication from PPC until after December 8, 2020. However, you are encouraged to check your application status to ensure you completed the application and uploaded all necessary documents.

Q10. How do you decide whom to pay first?

A10. Food and Beverage relief lump sum payments will be made to owners on a first-completed, first-paid basis. Once the owner/applicant COMPLETED their application, they have reserved a place in line to receive payment, if approved.

Q11. If my claim is denied, can I appeal?

A11. Awards made from the Food and Beverage Relief Fund are made purely as a matter of grace. As such, no appeals shall be accepted from an applicant to the Food and Beverage Relief Fund.

Q12. What types of documents can I upload with my application?

A12. Valid document types include: pdf, jpg, jpeg, doc, docx, png, txt, and gif. The maximum file size is 10MB and the file name cannot exceed 50 characters.

Q13. What do I need to submit for proof of expenses?

A13. We need proof that the expense was incurred for an eligible expense and that the expense was actually paid. So, for instance, if you provide payroll records, we also need proof that thy employees

were actually paid – i.e., provide a summary from your payroll software and a bank statement that shows the checks were sent (or cancelled checks, etc.). We can also accept invoices from a vendor that shows they have been paid. The key information required is: 1) the expense was incurred by your business, 2) that the expense is eligible for reimbursement, and 3) that you have paid the bill and are seeking reimbursement.