



Revised process for making an application to the Mark Benevolent Fund to issue to Provincial Grand Almoners

- Almoner to make contact by phone as normal and arrange to call back at a convenient time when they have documents to hand. Encourage a family member to help them if they are unable to get this together themselves. Although a lot of applicants are not computer literate it may be that a family member or friend can help with a WhatsApp / Facetime / Skype etc, video chat.
- Conduct a telephone interview at prearranged time.
- Assess the current financial situation as best they can by completing the application form and income/expenditure sheet.
- For those long-standing applications the Almoner can review figures from the last application to identify any significant changes.
- Almoner to assess any urgency in works that may need attending to and help make arrangements for completion if a grant has been made to pay for it.
- All documents to be sent to MMH by email. Post is **not** to be used due to revised homeworking schedule and a possible reduction in the reliability of deliveries.
- MBF Petitions Committee will review the application in the normal way. If appropriate a grant will be made based on the excess/surplus from the income and expenditure figures or other extenuating circumstances.
- Face to face visits to resume when appropriate.