



## **Air Force Aid Society (AFAS) Emergency Travel Assistance Frequently Asked Questions**

**1. How do I apply for emergency travel assistance?**

Eligible members with a financial need should call the American Red Cross (ARC) at **1-877-272-7337** to receive application guidance.

**2. Why am I calling the American Red Cross if AFAS assists with emergency travel?**

Emergency travel financial assistance is requested and processed through the American Red Cross (ARC) on behalf of Air Force Aid Society.

**3. I was just notified my mother has passed away and I have no money to travel home to attend her funeral. Am I able to request financial assistance?**

Yes. Assistance is available for emergency travel airfare cost when members assigned CONUS have a financial need due to an immediate family member's serious illness, imminent death, or death.

**4. I am assigned to an OCONUS location. Do I apply through ARC for emergency travel financial assistance due to serious illness, imminent death or death of an immediate family member?**

No. IAW the Joint Travel Regulation (JTR), Section 0402, members on emergency leave traveling to Home of Record **OCONUS to CONUS or CONUS to OCONUS**, including travel to Alaska, Hawaii, and Guam, are funded by assigned unit. Contact your First Sergeant or Commander to request an AF Form 972, *Request And Authorization For Emergency Leave Travel* to fund the emergency travel.

**5. I spoke with my unit leadership, and they do not have unit funding to pay for the emergency travel transportation cost required by the JTR. Will AFAS pay for the emergency travel transportation cost?**

No. This is a military entitlement to the member under the JTR and AFAS does not step in front of such entitlements. The unit leadership **must** support the emergency transportation requirement.

**6. Who is considered an immediate family member?**

The definition of an immediate family member is outlined in DAFI 36-3003, Para. 3.1.3.1. and consists of the member's spouse and member's or spouse's parents (including stepparents), children (including illegitimate children and stepchildren), brothers and sisters or in loco parentis person (defined in Table 3.3, Rule 1).

**7. Is a grandparent considered as an immediate family member?**

No, although financial assistance may be provided to attend a grandparents' funeral for active-duty members or their spouses, but not both, during the emergency travel.

**8. What documentation will I be required to provide?**

ARC will guide you on required documentation. Be prepared to provide an AF Form 988, *Leave Request/Authorization* and "Type of Leave" is marked as "Emergency", the airfare itinerary to show total cost for airfare (self or with dependents) if you choose to receive approved funds to purchase your airfare ticket(s).

**9. Am I able to have ARC purchase my ticket(s)?**

Yes. Inform ARC you would like the ticket(s) to be purchased through their travel agency. They will coordinate the date and time of travel and once concurrence from you is received, payment to the travel agency will be made, a copy of the itinerary will be provided to you and an e-ticket will be accessible.

**10. Do I have to travel by airfare, or can I request funds for gas and drive my POV to the emergency location?**

Gas assistance can be provided if it is feasible to drive to the emergency location.

**11. How will I receive the approved funds to purchase my ticket(s)?**

ARC utilizes the Hyper wallet payout platform which allows you to choose the method of funds transfer.

**12. I was informed AFAS provides emergency travel assistance as a grant. Why is ARC approving my assistance as an interest free loan?**

ARC processes all emergency assistance applications but is not authorized as a grant. The servicemember's airfare cost may be converted to a grant after ARC submits completed case with all required documentation to AFAS.

**13. How will AFAS determine if my loan will be converted to a grant?**

Service members with an AF Form 988, *Leave Request/Authorization* and "Type of Leave" is marked as "Emergency" due to serious illness, imminent death or death of an immediate

family member are eligible for assistance with airfare cost for service member only, as a grant.

**14. How will I be notified if my emergency travel assistance loan has been converted to a grant?**

You will be contacted by AFAS Loan Management through e-mail to provide a receipt for paid airfare cost and any other missing documentation. Determination will be made after review of documentation and another e-mail will be sent with the final decision prior to any loan repayment start date.

**15. Will I have to pay money back if the amount provided by ARC is over what I paid for airfare cost or I did not travel to the emergency?**

Yes. The return of these funds allows AFAS to assist other eligible members with their financial needs. Any amount over the actual cost of airfare will remain as a loan and a monthly payment schedule will be made. Contact the Loan Management Dept. at 703-972-2605 if you received funding and the emergency travel is cancelled.

**16. Will my dependents' airfare cost who travelled with me to the emergency location also be converted to a grant?**

No. Dependent family members traveling with the member for such emergency will remain as a zero-interest free loan.

**17. My spouse and I are a Mil-to-Mil couple. Will both of us be considered to receive a grant for emergency travel airfare cost?**

Yes. AF Form 988, *Leave Request/Authorization* with "Type of Leave" marked as "Emergency" will be required for both.

**18. My unit provided an AF Form 972, *Request an Authorization for Emergency Leave Travel* to fund my emergency travel. I'm now being told the allowable government rate under the City Pair Program does not cover the full cost of the airfare. Can I apply for assistance to pay for the cost difference if I have a financial need?**

Yes. Apply through the AFAS Member Portal at <https://portal.afas.org> within 5 days of your return from your emergency travel. Be prepared to upload a copy of your AF Form 972, airfare itinerary and document showing the variance of the airfare cost and the government allowance.

**19. I am a Guard/Reserve member not on active duty and do not have an AF Form 988, *Leave Request/Authorization*. Can I still apply for emergency travel assistance?**

Yes. Call the Emergency Assistance Section at 703-972-2604 for guidance.

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