

## F EBT Benefit Issuance and Availability - Emergency Benefits

Expedited NA benefits may not be available to the participant by the seventh calendar day or the need for emergency benefits may be required. When either of these situations occurs, the following must be completed:

- The EI completes the following:  
Authorizes the case.  
Reviews the reason for requesting immediate access to benefits with the Supervisor.  
Documents the case file and CADO indicating the reason for the request. (See [EBT CA Expedited Benefits](#) and [EBT NA Expedited Benefits](#))
- The Supervisor approves the request and completes the EBT Emergency Benefits/Cancellation of Benefits (FAA-1003A) e-form.

NOTE When the e-form or e-mail is unavailable FAXing the request is acceptable.

### WARNING

When non-expedited benefits are not available to the participant by the appropriate [new application time frames](#), see [EBT Same Day Availability](#).

- The Supervisor immediately e-mails or FAXes the request, with the attached FAA-1003A, to one of the following:

The [FAA Customer Service Unit](#), when the amount is less than \$500.

The Program Manager (PM), when the amount is \$500 or more.

NOTE When unavailable, it is the responsibility of the PM to advise staff of the designees who can authorize emergency benefits.

Upon approval, the PM, or their designee, forwards the e-mail to the FAA Customer Service Unit.

The FAA Customer Service Unit makes benefits available on the day the request is received. (See [EBT Same Day Availability](#))