



Emergency, I need my money!

Emergency Withdrawals

1. **ONLY** Monthly Savings Deposits may be withdrawn (no matched funds).
2. Contact the IDA Program office as soon as possible to notify the IDA Program Coordinator of the emergency. The IDA Program Coordinator will then approve your withdrawal with BBVA Compass Bank.
3. You may go to BBVA Compass Bank and withdraw your funds. You will need a photo-id.
4. Complete and submit an **Emergency Withdrawal** (available on the website) form and return it to the IDA Program office within five days of making your withdrawal. You may return it via fax, email or 'snail mail'
5. The emergency withdrawal must be re-deposited within 12 months to reclaim matching funds.

Specific emergency withdrawal uses allowed:

- a. For medical care or expenses necessary to obtain medical care for participant, their spouse or dependents;
- b. To prevent eviction or termination of services for the participants principal residence;
- c. Living expenses incurred directly following the loss of a participant's job.

Questions? Don't hesitate to call or email!

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