



1. In order to process your payment, Emergency Assistance Foundation (EAF) will request your banking information via email. The request will come from EAF Western Union (WesternUnion@EmergencyAssistanceFdn.org). Be sure to check filtered inboxes and spam/junk folders.
2. When you receive the email from EAF Western Union, you will need to provide your bank account information by completing the International Bank Account Information Form at this link: <https://gpm.convera.com/R/EA2267>.

When completing the form, you will need to provide the following information. If you are unsure about any of the required information, please contact your bank.

- Your unique Payment ID (will be included in the email from EAF Western Union)
- The exact name listed on your bank account
- Your bank account number
- The routing/transit number for your bank (in some areas an IBAN may be required)
- Your bank's name and address
- Your full name, date of birth, and address

The screenshot shows the 'INTERNATIONAL BANK ACCOUNT INFORMATION FORM' for 'EMERGENCY ASSISTANCE FOUNDATION, INC.' The form includes instructions for users, a section for REFUGEES to enter their current location, and an IMPORTANT NOTE about payment confirmation. At the bottom, there is a field for 'Payment ID *' with a sub-label 'Invitation Number'.

3. If you do not have a bank account, you can collect the payment in person at a Western Union Retail location by completing the Cash Pickup Form (<https://gpm.convera.com/R/EA2267-rp>) instead of the International Bank Account Information Form.
4. After submitting the form, your screen will display a "Successful Submission" message. **Please do not submit more than once, as duplicate submissions will delay your payment.** If your submission is incomplete, you will hear directly from Western Union. Otherwise, you can expect to receive your payment within 10 business days.

QUESTIONS?

If you have any questions while completing a Western Union form, please email the Western Union Global Pay Customer Service center at VendorManagement@convera.com.

For questions related to your grant, please contact EAF at 1-888-303-4369 or email applicantssupport@emergencyassistancefdn.org.