EIP Non-Filer Eligibility Worker Materials -- Assister

These materials include a template email, SMS message and voice mail message for workers who will **assist** clients with filing the form. There are also scripts for workers to refer clients to help or simply to notify clients of their potential eligibility.

E-mail Script - Assister

*NOTE: Please customize text in red as appropriate, including local resources that can support non-filers with filing out the form, or if they don’t have access to a computer/internet or a permanent address.*

Subject Line: Get $1,200 for what you need most

Greetings, [Mr./Mrs./Ms. \_\_\_\_\_\_\_\_]. I’m your [SNAP/Medicaid/TANF] worker. I was just looking at your case, and you may be eligible to get an Economic Impact Payment (EIP), or “stimulus check.” Don’t miss out on this important money to help you with what you need most. Many people get their checks automatically from the IRS. Some people have to sign up to get their check. If you did not get yours, I want to make sure you know what to do.

Most Americans are eligible to get money from the government to help with the impact of COVID-19. **Individuals get up to $1,200. Married couples get up to $2,400. Families with children get even more.** Did you file federal taxes in 2018 or 2019? If not, you need to sign up to get your stimulus check. If you qualify, know that it is YOUR money. Economic Impact Payments are not a loan. They are non-taxable and will not count against cash assistance, SNAP or Medicaid.

Sign up to get your Economic Impact Payment, or “stimulus check,” online at the [IRS website](https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here). You have to sign up by **November 21st** to get your payment this year. You can fill out the form using a smart phone, but it is harder to do than using a computer.

You just need **5 pieces of information about yourself**:

1. Full name
2. Mailing address
3. Email address
4. Date of birth, and
5. Social Security number

I can help you fill out the form, get an email address, or get a mailing address where you can have your check sent. If you need help let me know at [ \_\_\_\_\_\_\_] or by calling me at (XXX) XXX-XXXX. You can also call the United Way’s 211 hotline for help.

Best wishes,

[Signature Block]

P.S. Beware! There are companies committing fraud related to stimulus checks. The IRS will NOT contact you by phone, email, text message, or social media to request personal information – especially banking details – or ask you to provide a “processing” fee. The IRS will only send you letters in the mail.

SMS Script– Assister

*NOTE: Please customize text in red as appropriate, including local resources that can support non-filers with filing out the form, or if they don’t have access to a computer/internet or a permanent address.*

Hello, [Mr./Mrs./Ms. \_\_\_\_\_\_\_\_]. This is [Name] from [Agency]. I want to let you know you might be able to get a stimulus check from the federal govt. Many people get these checks automatically, but you might have to sign up to get the check. Don’t miss out! Payments start at $1,200 and increase by $500 for each eligible child. Sign up at [IRS.gov](https://www.irs.gov/coronavirus/get-my-payment) by Nov 21. If you need help, text me back or call me at [XXX-XXX-XXXX]. You can also get help from United Way’s 211 hotline.

Voicemail Script– Assister

*NOTE: Using a natural speaking voice, this script should result in a 1-minute message, approximately. Please customize text in red as appropriate with your contact information.*

Greetings. You have reached [Worker Name] with [Agency Name]. I’m sorry I’ve missed your call. Please leave a message with your name, case number, and the reason you’re calling, and I’ll get back to you as soon as I can. To skip the rest of this message, please press [X].

While I have you, I’d like to tell you how you can get twelve hundred dollars for what you need most.

Most Americans are eligible to get money from the government to help with the impact of COVID-19. **Individuals get up to $1,200. Married couples get up to $2,400. Families with children get even more.**

But if you didn’t file federal taxes in that past few years, and you don’t plan to this year, you need to sign up to get your stimulus check. You can register for your payment by filling out a simple form at IRS dot gov slash EIP. You have to fill out the form by November twenty-first to get your money this year.

I can help you fill out the form if you don’t have access to a computer with Internet, an email address, or a mailing address where your check can be mailed. When you leave your message, just let me know you need my help getting your stimulus check.

You can also get help with the form by calling United Way’s 211 hotline.

Thanks, and have a good day.