

## Frequently Asked Questions:

Q: Why are you changing your process?

A: We are changing our process to improve our ability to process requests in a timely fashion. It also provides you with a specific timeframe during which you can expect a decision.

Q: What if my request is missing some necessary information? Will the company contact me?

A: Submissions that are missing required documentation will be rejected and you will be notified. If any documentation requires clarification or additional detail, we will contact you. Requests for additional documentation must be completed within 10 business days.

Q: How do I determine when to apply?

A: The deadline for submission of your application will depend on the date of your program. You may apply well in advance of the program if you have all of the required documentation in place. For example, you may apply in January, March or May for a program with a start date of July 1, 2009, or later. It is important to consider our notification dates when deciding which period to submit your application. For example, if you wait until May to submit an application for a July 1 program, you will not be notified of our decision until the end of June.

Q: If my grant request is approved and the program takes place shortly after the notification period, will I receive my payment in time for the program?

A: If your grant request is approved, we will do our best to process your contract and payment in a timely fashion, but cannot guarantee that you will receive payment prior to your program date.

Q: Will this process continue in subsequent years?

A: We review our processes on an annual basis. If there are any changes to the process in subsequent years, we will communicate those changes in advance on our website.

Q: What will happen to the online submission system during the months that you are not accepting applications?

A: You will only be able to access the submission page during the months that we are accepting applications. However, the remainder of the information on [www.ttgrants.com](http://www.ttgrants.com) (eg, guidelines, forms, FAQs) will be available all year round.

Q: Are the deadlines the same for requests for charitable contributions given that such requests are not submitted online?

A: Yes. Charitable contribution requests should be emailed or faxed as directed on the website. Requests that are received during the months when we are not accepting grant applications online will be held and processed according to the same timelines as all other incoming requests. Beginning in early 2009, all requests (including those for charitable contributions) will be able to be submitted electronically.

Q: What if I miss the application window? Can I apply late or by another method?

A: Late requests will not be accepted. We are communicating the application periods and this change in process early to provide you with enough time to develop and submit your request in a timely fashion.