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**POLICY ON REQUESTING**

**MONEY FROM TRUST**

**Rules applying to requests for money from your trust:**

1. All requests must be submitted in writing using the Trust Fund Requisition form, with attachments if applicable.
2. You may email (trust@coastmentalhealth.com), fax (604-879-2363), mail or drop off your Requisition form. Emails or faxes that are not sent to the appropriate address will not be processed.
3. You must submit a Requisition form **before Monday 4:00 pm to receive payment that same week**.
4. If Monday is a holiday, the requisition deadline will be extended to **Tuesday 12:00 noon**.
5. If you miss the requisition deadline, you will receive your cheque the following week.
6. Coast Foundation Society must agree to the disbursement.
7. If your request is approved you may receive your funds by cheque on **Thursday after 2:00 pm**, or by direct deposit into your bank account on **Friday morning**.
8. Cheques can only be picked up from the Coast office during business hours (Monday to Friday 8:00 am to 12:00 noon, and 1:00 pm to 4:00 pm).
9. Coast Foundation Society will not provide confirmation of receipt of your Requisition form, unless you contact us to request that we confirm receipt.
10. Clients may request that funds be advanced by electronic transfer to their bank account. However, Coast will not approve electronic transfer for all clients, and may require you to pick up your cheque or may mail your cheque to your care team, if it is thought to be in your best interests.
11. If your Requisition form is incomplete, your request may not be approved.
12. You may attach an explanation of your expenditures, as well as copies of receipts and invoices to the Requisition form, which will make your request more likely to get approved.
13. Coast Foundation Society reserves the right to deny your request or require you to attach **copies** of receipts, invoices and explanations in order to receive money from your trust.
14. It is **your** duty to keep all original receipts and records of all your expenditures and deposits as the Ministry can request them from you at any time.
15. There are no exceptions to these rules.