



Los Angeles County HOUSEHOLD RELIEF GRANT

Revised 03/04/25

Important Notes Before You Begin

The LA County Household Relief Grant (the “**Program**”) is a program offered by the Los Angeles County Department of Consumer and Business Affairs, or “**DCBA**,” through its administrator, The Center for Strategic Economic Studies and Institutional Development, Inc. (the “**Administrator**”).

The Administrator administers the Program on behalf of DCBA and may utilize third-party service providers, including B.S.D. Capital, Inc. dba Lendistry (“**Lendistry**”), to execute specific elements of this Program. Neither Administrator nor its third-party service providers determine Program scope, eligibility criteria, communication strategy, or timelines; all program requirements are put into place by DCBA.

Information in any reference materials provided are subject to change.

Funding for the LA County Household Relief Grant Program is limited. It is possible that the number of applicants that meet the eligibility requirements will exceed the available funds. Submitting an application, meeting the eligibility requirements, and/or being approved does not guarantee you will receive funding.

This grant is intended to provide immediate and temporary relief and, as such, generally **may not be considered taxable income** and **is unlikely to impact eligibility for public benefits**. However, individual circumstances may vary. Recipients should consult with a **tax professional** or their **benefits provider** to understand any potential implications specific to their situation. The County of Los Angeles and its partners are not responsible for any impact(s) on taxes or benefits resulting from the acceptance of this grant.

Program Overview

The **LA County Household Relief Grant** aims to offer immediate financial assistance to impacted households, helping bridge financial gaps and promote the general welfare of affected individuals and families until insurance or government recovery resources become available.

Application Period

- Application Period Opens: February 26, 2025, at 9:00 a.m. PT
- Application Period Closes: March 12, 2025, at 5:00 p.m. PT

You must submit your application by **5:00 p.m. PT on March 12, 2025**. Applications that are incomplete or not submitted, including required documentation, by the deadline will **not** be considered for a grant.

Who Can Apply

You may be eligible if you are a Los Angeles County resident (homeowner or tenant) who has been physically displaced due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events and meet any of the following criteria:

- Your primary residence was completely destroyed by the 2025 Los Angeles County Eaton and Palisades fire and windstorm events.
- Your primary residence is within the impacted zones for the 2025 Los Angeles County Eaton and Palisades fire and windstorm events and was partially destroyed or severely damaged as a result thereof, making it uninhabitable.
- Your household experienced a death related to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events.

Priority will be given to the most impacted households based on need, including insurance status, social and economic vulnerability, loss of life, health conditions, and other risk factors.

Eaton: Click [here](#) to see if your primary residence was impacted.

Palisades: Click [here](#) to see if your primary residence was impacted

Continued next page.

Program Overview

Grant Amounts

Eligible households* can receive grants in the amount of \$6,000, \$12,000, or \$18,000 depending on household size and composition.

Household of Two (2) or less (\$6,000)

A household consisting of one (1) or two (2) members, including individuals living alone or couples without dependents.

Household of Three (3) or More (\$12,000)

Households with at least three (3) people, where at least one (1) person is a dependent minor or a dependent adult.

Multigenerational Household (\$18,000)

Households with at least four (4) people that include dependent minors and/or dependent adults and consist of at least three (3) separate generations.

*This program defines a household as “All the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.”

*This program defines a household as “All the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.”

Please note: *Only one grant will be awarded to each address. The maximum amount of relief funds an affected address can receive from this Program is \$18,000.*

Use of Funds

Grant funds can only be used for costs and/or expenses associated with **unmet recovery needs** arising out of 2025 Los Angeles County Eaton and Pacific Palisades fires and windstorm events and **not covered by other forms of assistance**.

Note

This grant aims to bridge financial gaps and promote the general welfare of affected households until insurance or government recovery resources become available. Funds awarded from this Program cannot be used on the same expenses covered by other assistance, including but not limited to, FEMA aid, insurance, or other relief programs. For questions on how this grant may impact other aid, consult FEMA, legal aid, or a tax professional.

Required Documentation

Required Documents

The following documents are necessary for the Applicant (see [page 33](#) for reference) to complete the application for relief. This list notes the primary documentation and alternate documentation (should primary documentation not be available).

1. Applicant Certifications

- This is a required document for all applicants.

2. Proof of Residence

- **Primary Documentation**
 - Most recently filed personal federal tax returns (unaltered) - 2022, 2023, or 2024
- **Alternate Documentation**
 - Utility Bill (sewer/gas/electric/water, etc.)
 - Vehicle Registration
 - Rental/Lease Agreement

3. Proof of Identity

- **Primary Documentation**
 - Valid Driver's License
- **Alternate Documentation**
 - National ID
 - Passport
 - Municipal ID
 - Passport Card
 - Permanent Resident Card
 - Travel Document
 - Visa Work Permit
 - Tribal ID

Continued next page.

Required Documentation

4. Proof of Household Size

- **Primary Documentation**
 - Most recently filed personal federal tax returns (unaltered) - 2022, 2023, or 2024
- **Alternate Documentation**
 - Lease agreement listing all household members
 - School enrollment records for children
 - Public benefits documentation (SNAP, TANF, etc.) showing household size
 - Current homeowner/renter insurance policy listing household members
 - FEMA registration showing household members
 - Red Cross or other disaster relief organization registration
 - Evacuation center or temporary housing placement documentation
 - Local government disaster assistance registration
 - **For Children:**
 - Birth certificates
 - School records
 - Court documents showing custody/guardianship
 - Childcare records

- **Special Circumstances:** If household size has changed and is not reflected in the Applicant's documentation.
 - Recently Changed Household Size:
 - Marriage Certificates
 - Divorce Decrees
 - Custody Agreements
 - Birth Certificates
 - Legal Guardianship Papers
 - Elder Care



Los Angeles County HOUSEHOLD RELIEF GRANT

How to Complete the Applicant Certifications



Applicant Certifications

As part of the application process, you are **required** to self-certify the truthfulness and accuracy of the information you provide on your application and supporting documents by signing the **Applicant Certifications**.

The Applicant Certifications will be available in electronic form for you to download and complete. **A signed copy of the Applicant Certifications is a required document for this Program and will need to be uploaded to the Application Portal as a PDF file.**


Download the Applicant Certifications and save the file to your device. You can complete the Applicant Certifications electronically or print the file and complete it manually.

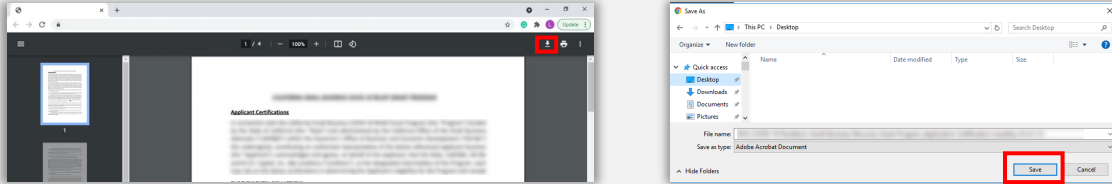
[CLICK HERE to download the Applicant Certifications](#)

Continued next page.

How to Complete Your Applicant Certifications Electronically

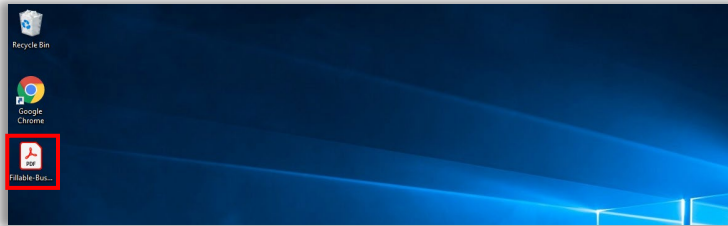
Step 1

Click the download  icon to download the Applicant Certifications and save the file on your device.



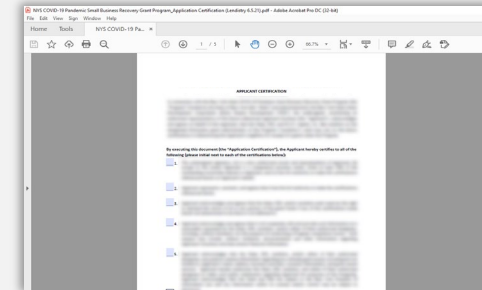
Step 2

Locate the Applicant Certifications on your device and open the file. Your Applicant Certifications will open as a PDF file.



Step 3

Complete the Applicant Certifications by entering your initials next to the numbered items and add your signature on the last page.



Step 4

After completing the Applicant Certifications, **save the file again** by going to **File > Save** or by pressing **CTRL+S** on your keyboard.


Step 5

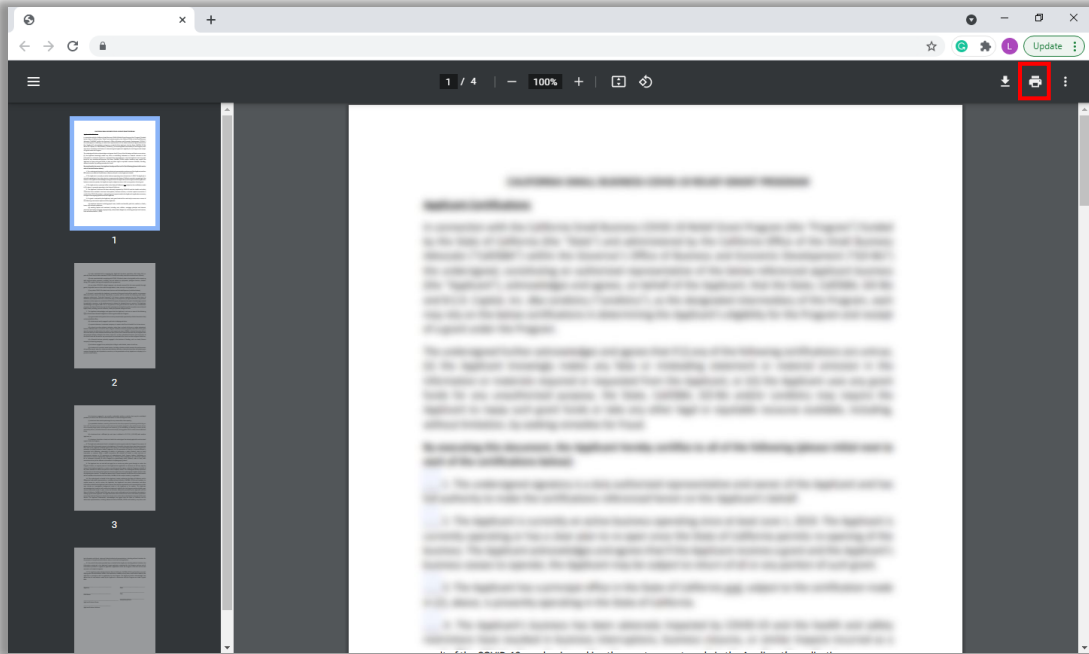
Upload the completed Applicant Certifications as PDF file in the Application Portal.

Continued next page.

How to Complete Your Applicant Certifications Manually

Step 1

Print the Applicant Certifications by clicking the printer  icon which is highlighted by the red box below.



Step 2

Fill out the Applicant Certifications using a dark pen and legible handwriting.

Step 3

Scan the completed Applicant Certifications and save the file on your device as a PDF.

Step 4

Upload the completed Applicant Certifications as a PDF file in the Application Portal.



Los Angeles County HOUSEHOLD RELIEF GRANT

Tips for Applying



Tip #1: Use Google Chrome

For the best user experience, please use Google Chrome throughout the entire application process.

Other web browsers may not support our interface and can cause errors in your application.

If you do not have Google Chrome on your device, you can download it for free at <https://www.google.com/chrome/>.

Before you begin the application, please do the following on Google Chrome:

1. **Clear Your Cache**
2. **Use Incognito Mode**
3. **Disable Pop-Up Blockers**

Clear Your Cache

Cached data is information that has been stored from a website or application and is primarily used to make the browsing process faster by auto-populating your information. However, cached data may also include outdated information such as old passwords or information you have previously entered incorrectly. This can create errors in your application and may result in it being flagged for potential fraud.

Use Incognito Mode

Incognito mode allows you to enter information privately and prevents your data from being remembered or cached.

Disable Pop-Up Blocker

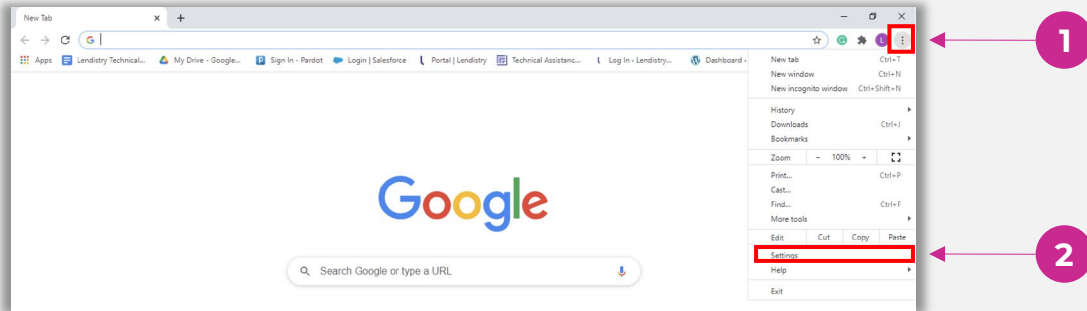
Our application includes multiple pop-up messages to collect information. You must disable the pop-up blocker on Google Chrome to see these messages.

Continued next page.

How to Clear Your Cache

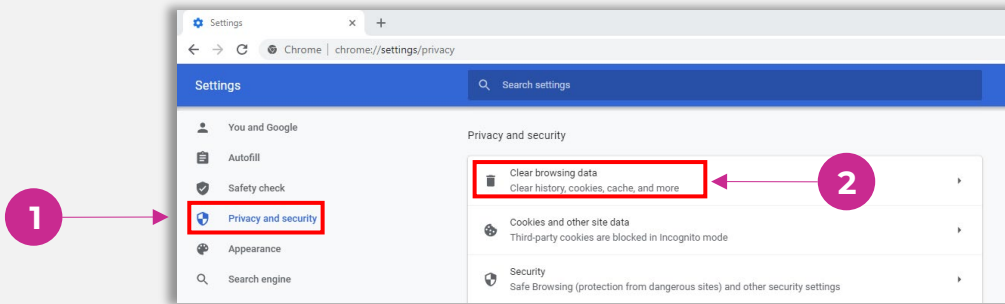
Step 1

Open a new Google Chrome window, click the three dots in the upper right corner, and then go to **"Settings."**



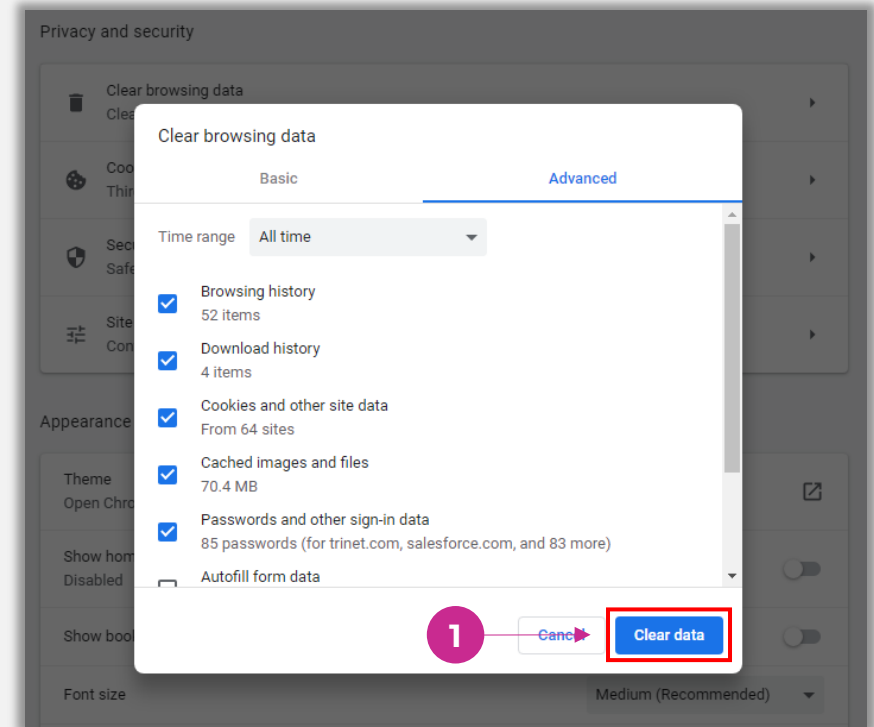
Step 2

Go to **"Privacy and Security"**, and then select **"Clear Browsing Data."**



Step 3

Select **"Clear Data."**

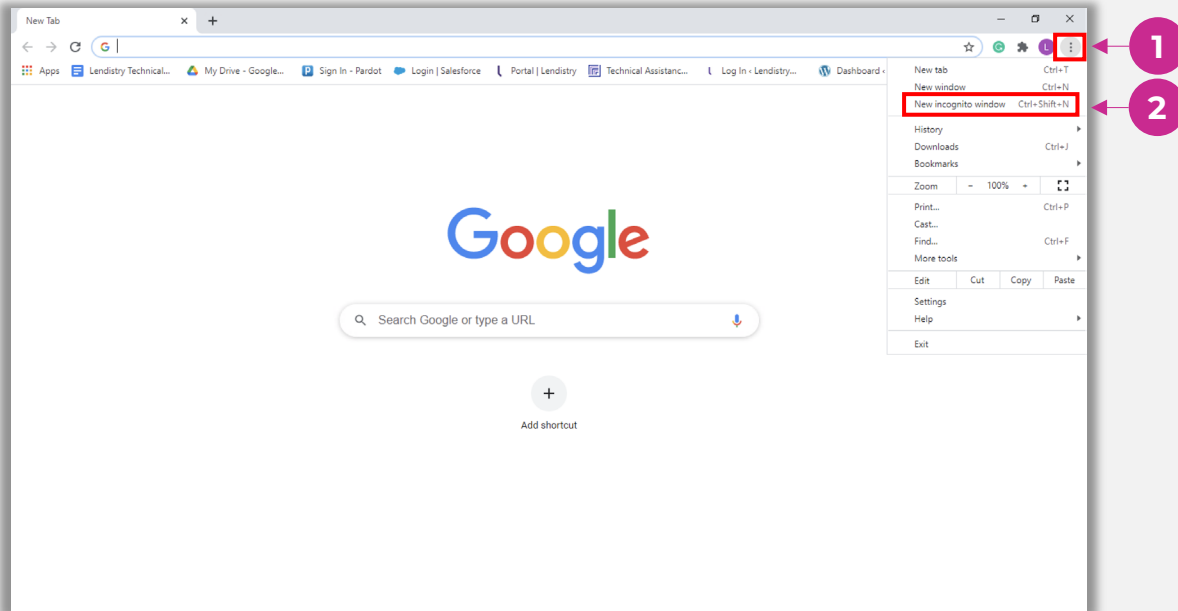


Continued next page.

How to Use Incognito Mode

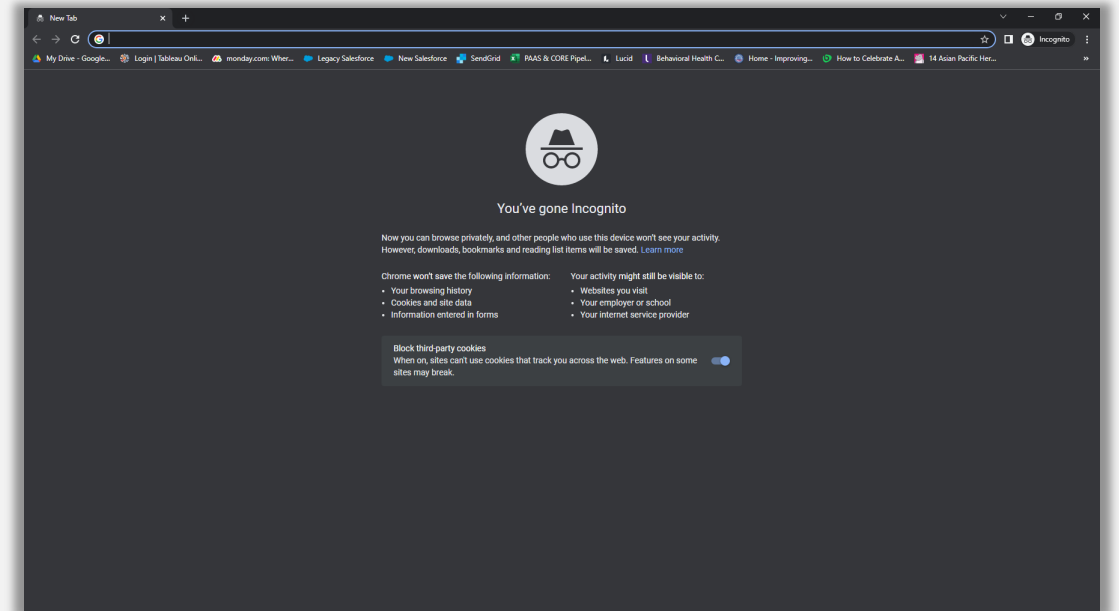
Step 1

Click the three dots in the upper right corner of your web browser, and then select “**New incognito window.**”



Step 2

Your browser will open a new Google Chrome window. Use incognito mode throughout the entire application process.

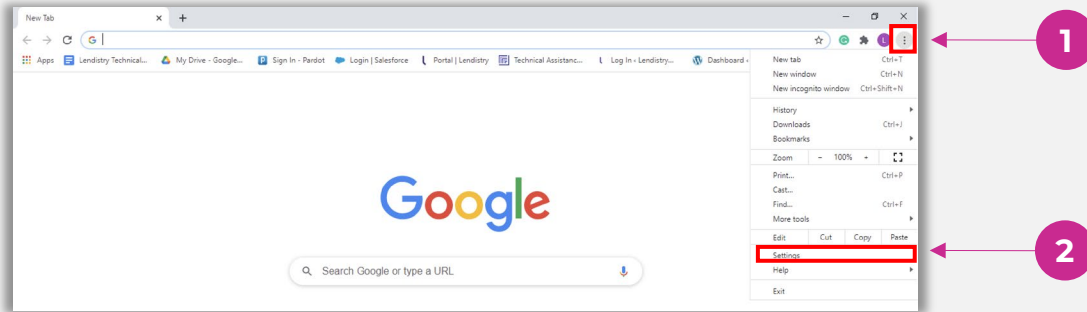


Continued next page.

How to Disable Pop-Up Blockers

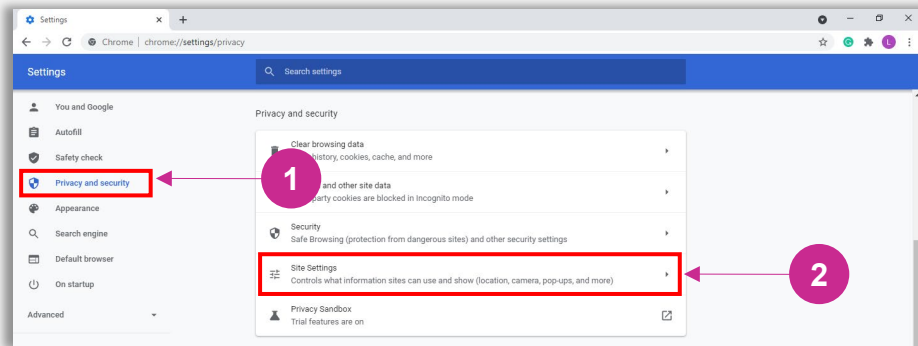
Step 1

Open a new Google Chrome window, click the three dots in the upper right corner, and then go to **“Settings.”**



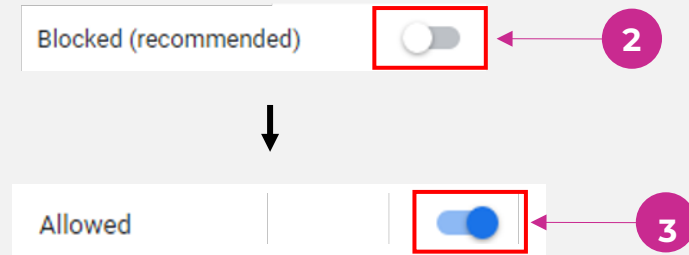
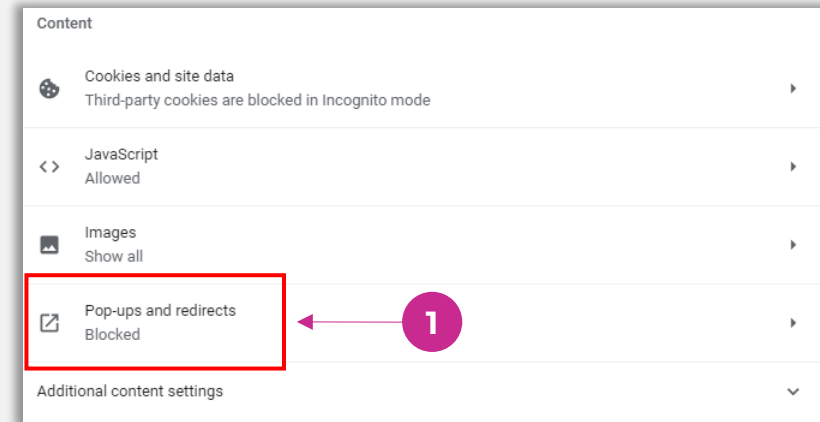
Step 2

Go to **“Privacy and Security,”** and then select **“Site Settings.”**



Step 3

Select **“Pop-ups and Redirects.”** Click the button so that it turns blue and the status changes from **“Blocked”** to **“Allowed.”**



Tip #2: Prepare Your Documents in PDF Format

All required documents must be uploaded to the Portal in PDF format only.

The documents must be clear, aligned straight, and contain no disruptive backgrounds when uploaded.

Important Notes for Uploading Documents:

1. All documents must be submitted in PDF format.
2. File size must be under 15MB.
3. The file name CANNOT contain any special characters (!@#\$%^&*()_+).
4. If your file is password protected, you will need to enter the password.

Don't have a scanner?

We recommend downloading and using a free mobile scanning app.

Genius Scan

Apple | [Click Here to Download](#)
Android | [Click Here to Download](#)

Adobe Scan

Apple | [Click Here to Download](#)
Android | [Click Here to Download](#)

Tip #3: Use a Valid Email Address

Please make sure you are using a valid email address and that it is spelled correctly in the application.

- Updates and additional guidance for your application will be sent to the email address you provide.
- Certain email addresses cannot be recognized in the application portal and may cause delays in communication regarding your application. Refer to the list on the right for examples of invalid email addresses.

If you used an incorrect or invalid email address in your application, please contact our Customer Experience Center at 888-788-0335 to update your information.

Our hours are:

- Seven (7) days a week, 7:00 a.m. PT - 7:00 p.m. PT (only from February 26 -March 12, 2025)
- Monday - Friday 8:00 a.m. PT - 5:00 p.m. PT (starting March 13, 2025)

DO NOT submit a new application. Submitting multiple applications may be detected as potential fraud and may disrupt the review process for your application.

Invalid Email Addresses

The following email addresses will not be accepted or recognized in our system:

Emails *beginning* with **info@**

Example: info@mycompany.com

Emails *ending* with **@contact.com** or **@noreply.com**

Example: mycompany@contact.com

Example: mycompany@noreply.com

Tip #4: Review Best Practices to Successfully Complete Persona

What is Persona?

Persona is a third-party platform utilized for this Program's fraud prevention and mitigation process. The Persona platform enables us to verify an individual's identity and protect against identity spoofing by automatically comparing the individual's selfie to their ID portrait with a 3-point composite and biometric liveness check.

- Applicants will be required to verify their identity using Persona by uploading a picture or taking a picture of a valid government-issued photo ID.
- Applicants will also need to scan their faces using a device with a front-facing camera to complete the Persona verification.

For more help with Persona, visit <https://help.withpersona.com/for-end-users/>.

Best Practices to Successfully Complete Persona

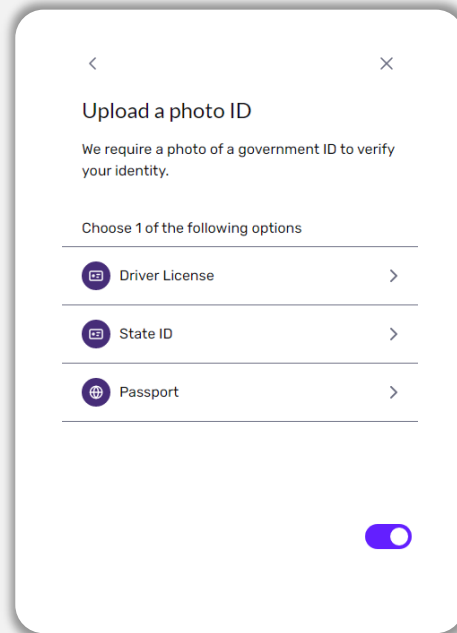
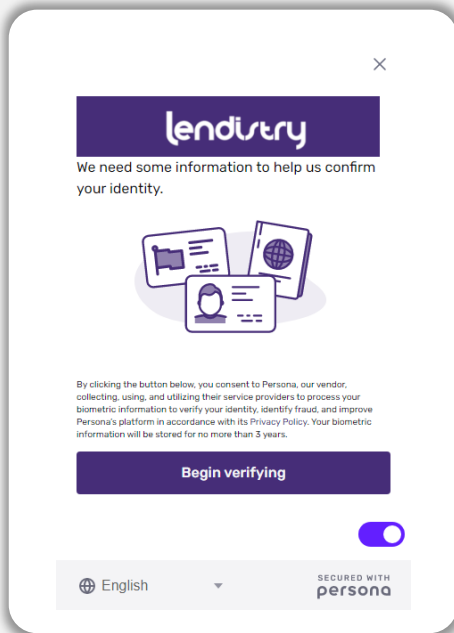
1. Use a front-facing device. If you work on your application on a laptop or computer that does not have a camera, you will be given the option to complete Persona using a mobile device at any time by clicking "Continue on another device." Once you scan the QR code, you can request a link via SMS or Email.
 - Once you complete Persona on your mobile device, you will be automatically redirected to your application on your laptop or computer.
2. Be prepared and take a picture of the front and back of your government-issued ID *before* starting Persona.
 - Place your government-issued ID on a plain white surface and use adequate lighting.
 - Do not use flash as it may cause a glare.
3. When taking your picture, use adequate lighting pointed toward your face while avoiding bright light sources from behind.
 - Stand in front of a blank wall or door and avoid busy backgrounds.
 - Do not use flash as it may cause a glare.

Continued next page.

Tip #4: Review Best Practices to Successfully Complete Persona

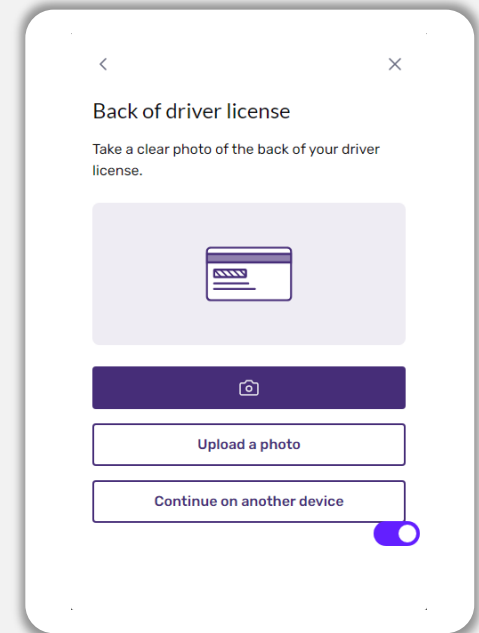
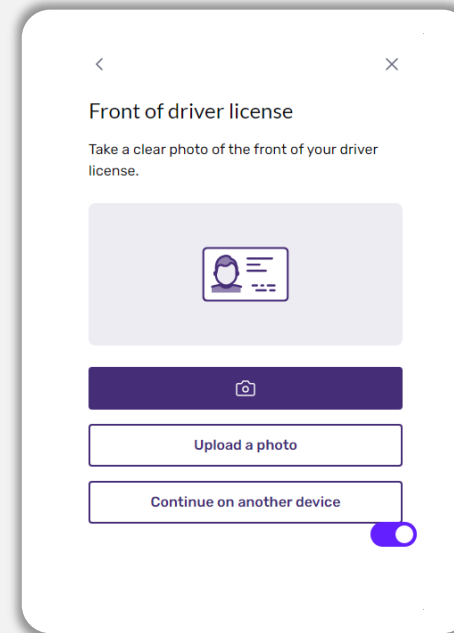
Step 1

Click on **“Begin Verifying,”** and then select the type of government-issued ID you will use to verify your identity.



Step 2

Take or upload a picture of the **front** side of your ID. Select **“Use this File”** to continue. See [page 18](#) for best practices on how to complete this step.

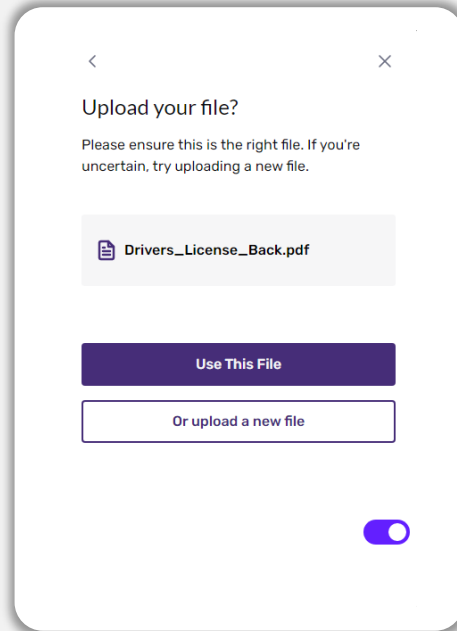
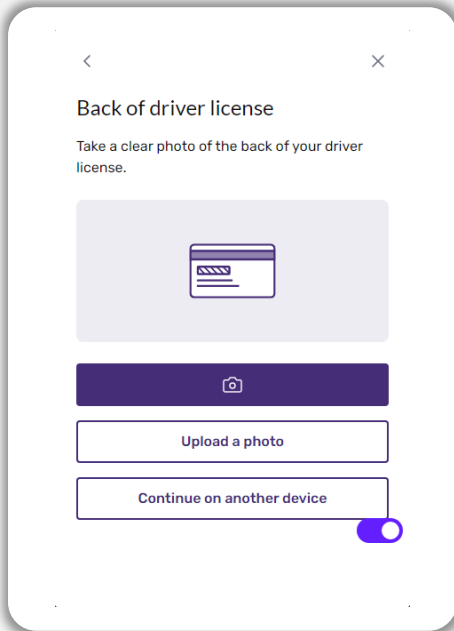


Continued next page.

Tip #4: Review Best Practices to Successfully Complete Persona

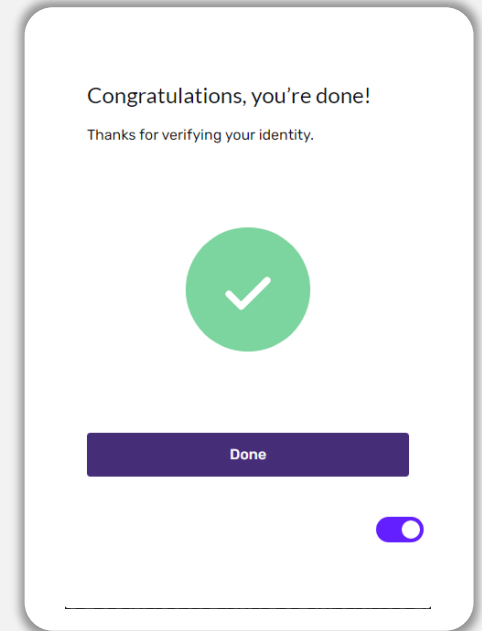
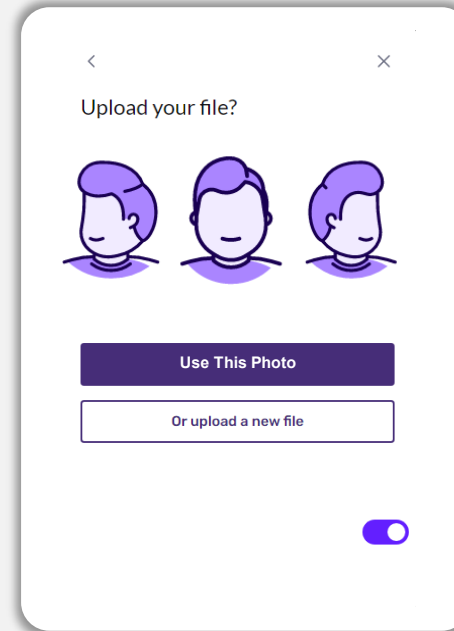
Step 3

Take or upload a picture of the **back** side of your ID. Select “Use this File” to continue. See [page 18](#) for best practices on how to complete this step.



Step 4

Using a **front-facing** device with a camera, follow the prompt on the screen to take a selfie by looking forward, left, and then right. See [page 18](#) for best practices on how to complete this step. Once complete, select “Done” and you will be redirected to the application.





Los Angeles County HOUSEHOLD RELIEF GRANT

How to Start an Application



Where to Apply

Apply for this Program at www.lacountyrelieffund.com/apply.

To access and submit the application, you are required to create an account for the Application Portal. You can do this by clicking **“Create a New Account.”**

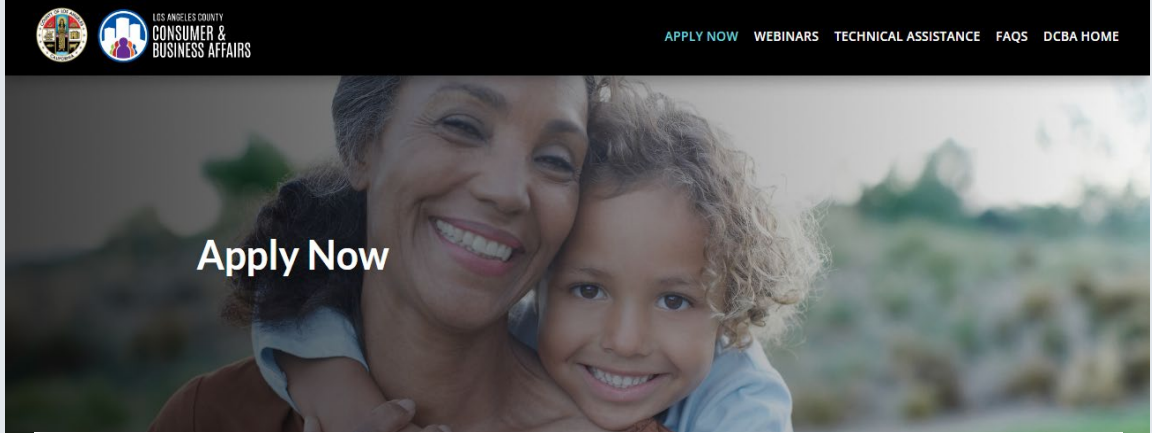
You can access the Application Portal 24/7 by clicking **“Sign in to Existing Account.”**

In the Portal, you will be able to:

- Complete your application.
- Upload required documents.
- Check the status of your application.

Applications that are incomplete or not submitted by 5:00 p.m. PT on March 12, 2025, will not be considered for a grant.

- Please make sure you click “Submit Application for Review” after you review your application for accuracy. You will receive a confirmation email once your application has been successfully submitted.



The screenshot shows the application portal website for the LA County Household Relief Grant. The header includes the Los Angeles County Consumer & Business Affairs logo and navigation links: APPLY NOW, WEBINARS, TECHNICAL ASSISTANCE, FAQs, and DCBA HOME. The main banner features a smiling woman and child with the text "Apply Now". Below the banner, there are two columns: "Important Notes" and "Quick Links".

Important Notes

- Click [here](#) to see if your primary residence was impacted.
- Application Period Opens: February 26, 2025, at 9:00 a.m. PT.
- Application Period Closes: March 12, 2025, at 5:00 p.m. PT.
- Submit only one application per household.
- Only one grant will be awarded to each address.
- **Funding for the LA County Household Relief Grant Program is limited.** It is possible that the number of applicants that meet the eligibility requirements will exceed the available funds. Submitting an application, meeting the eligibility requirements, and/or being approved does not guarantee that you will receive funding.

Quick Links

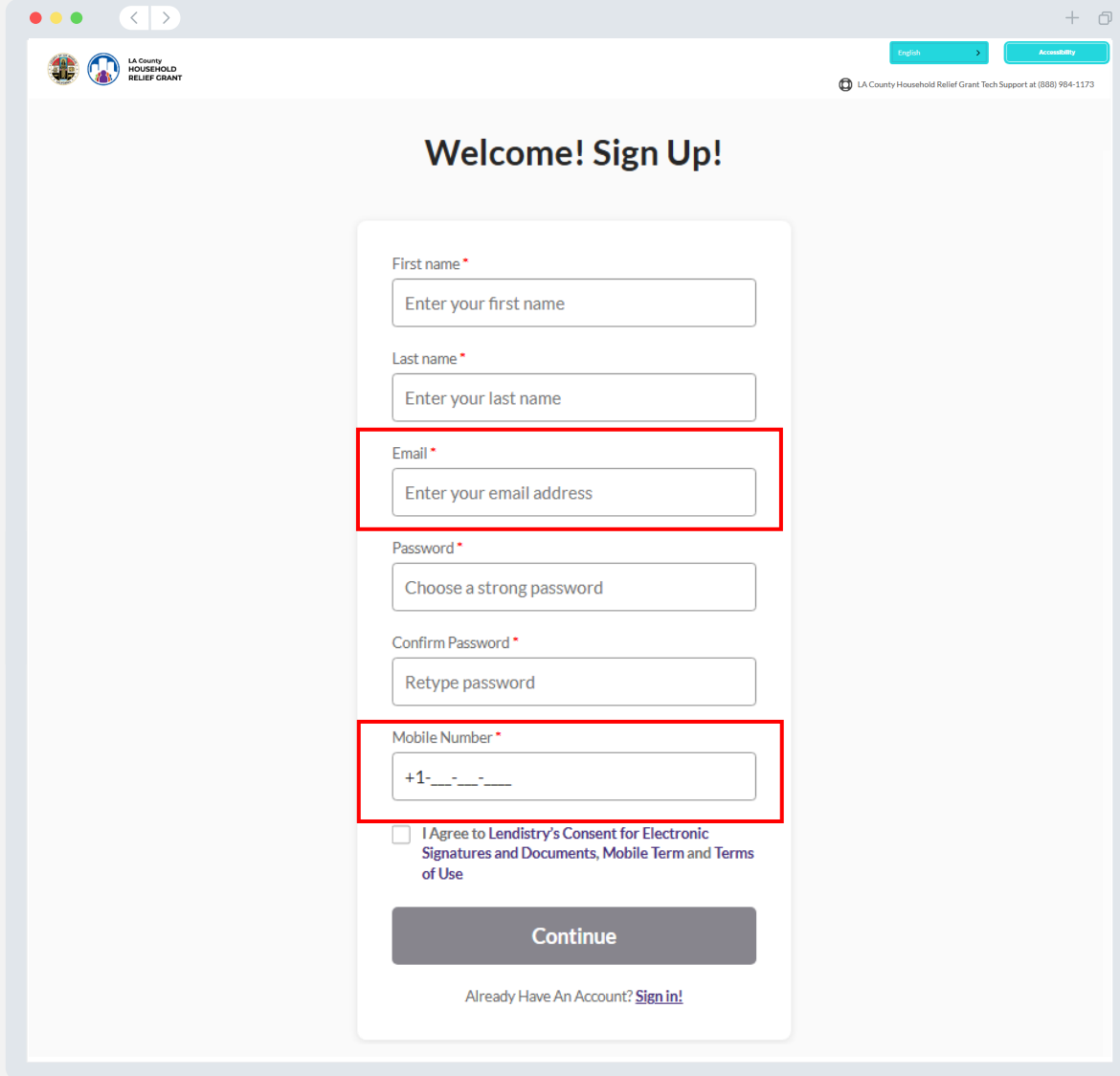
- ▶ [Who Can Apply](#)
- ▶ [Grant Amounts](#)
- ▶ [Program and Application Guide](#)

At the bottom, there are two buttons: "Create a New Account" and "Sign in to Existing Account".

Create an Account for the Application Portal

Register the email address and mobile number of the person who will be listed as the “Applicant” in the application (see [page 27](#) for reference). This is where you will receive important information and status updates regarding your application.

Signing into the Application Portal requires Multi-Factor Authentication. Each time you sign in, a unique confirmation code will be texted to the mobile number that you registered. You will need this code to access your account.



The screenshot shows a web browser window displaying the registration page for the LA County Household Relief Grant. The page title is "Welcome! Sign Up!". The form contains the following fields and elements:

- First name ***: Text input field with placeholder "Enter your first name".
- Last name ***: Text input field with placeholder "Enter your last name".
- Email ***: Text input field with placeholder "Enter your email address", highlighted with a red box.
- Password ***: Text input field with placeholder "Choose a strong password".
- Confirm Password ***: Text input field with placeholder "Retype password".
- Mobile Number ***: Text input field with placeholder "+1-__-__-____", highlighted with a red box.
- I Agree to Lendistry's Consent for Electronic Signatures and Documents, Mobile Term and Terms of Use
- Continue**: A dark grey button.
- Already Have An Account? [Sign in!](#)

Set Your Security Questions in Application Portal

You will be required to set a series of security questions to protect and allow you to unlock your account if there were too many failed attempts to access it.

The security questions are meant to prevent unauthorized access to your Portal account. You can select any question available in the drop-down menu; however, it is important that you select questions and answers that are unique to you.

- Do not share the answers with any other individuals.
- Make note of the answers to your security questions. They are case-sensitive, and you will need to enter them exactly as you set them when unlocking your account.

Review [pages 46-50](#) for instructions on how to troubleshoot or unlock your account.

The screenshot shows a registration form titled "Security Questions". Below the title is a sub-header: "This is in place to provide an additional layer of security and privacy to your data on our platform." The form contains three sets of input fields, each consisting of a question field and an answer field. The first set is labeled "Security Question 1" and "Answer 1", the second "Security Question 2" and "Answer 2", and the third "Security Question 3" and "Answer 3". Each question field is empty, and each answer field contains the placeholder text "Enter answer for question 1", "Enter answer for question 2", and "Enter answer for question 3" respectively. At the bottom of the form is a dark grey "Register" button. Below the button is a link: "Already Have An Account? [Sign in!](#)".



Los Angeles County HOUSEHOLD RELIEF GRANT

The Application Process



Section 1: Prequalification

Prequalification

To prequalify for this Program, the primary residence for this application must be within the impacted zone.

1. Based on the LA County's Damage Inspection (DINs)¹ database, was your primary residence impacted by the 2025 Los Angeles County Eaton and Palisades fire and windstorm events that began on January 7, 2025?

Click [here](#) to see if your primary residence was directly impacted by the Eaton Fire.

Click [here](#) to see if your primary residence was directly impacted by the Palisades Fire.*

- Yes
- No

2. If you selected "Yes," please select which of the following applies to you:
 - Primary residence has been permanently destroyed
 - Primary residence is uninhabitable

¹The Damage Inspections (DINS) database is used to document structures damaged and destroyed by wildland fire.

Prequalification

To prequalify for this Program, the primary residence for this application must be within the impacted zone.

Based on the LA County's Damage Inspection (DINs) database, was your primary residence impacted by the 2025 Los Angeles County Eaton and Palisades fire and windstorm events that began on January 7, 2025?

Click [here](#) to see if your primary residence was directly impacted by the Eaton Fire. Click [here](#) to see if your primary residence was directly impacted by the Palisades Fire.*

Select an option

Yes

No

Continue

Prequalification

To prequalify for this Program, the primary residence for this application must be within the impacted zone.

Based on the LA County's Damage Inspection (DINs) database, was your primary residence impacted by the 2025 Los Angeles County Eaton and Palisades fire and windstorm events that began on January 7, 2025?

Click [here](#) to see if your primary residence was directly impacted by the Eaton Fire. Click [here](#) to see if your primary residence was directly impacted by the Palisades Fire.*

Yes

If you selected "Yes," please select which of the following applies to you *

Select an option

Select an option

Primary residence has been permanently destroyed

Primary residence is uninhabitable

Save & Continue Later

Continue

Section 2: Applicant Information

Applicant Information

We will directly communicate via email and phone with the person listed in this section to provide updates and/or request additional information for the application.

1. Applicant First Name¹
2. Applicant Last Name²
3. Applicant Preferred Name
4. Tax Identification Number or Social Security Number³
5. Date of Birth
6. Contact Information
 - Phone
 - Email
 - Current Mailing Address⁴
 - Address of Impacted Primary Residence⁵
7. Applicant Preferred Language
8. Applicant to Accept SMS Policy⁶

¹ The primary residence of this Applicant must be at the address directly impacted by the 2025 Los Angeles County Eaton and Palisades fire and windstorm events. Supporting documents are required for proof of residences.

² This applicant must live at the Primary Residence. Supporting documents are required for proof of residence.

³ This information will be used to confirm that the Applicant is not on the OFAC list. If you need assistance, please schedule an appointment with the Program's Technical Assistance provider. For resources on how to apply for an Individual Taxpayer Identification Number (ITIN), please visit www.lacountyrelieffund.com/faq

⁴ The current mailing address is the location where the Applicant is currently residing.

⁵ The impacted primary residence address is the location that was directly impacted by the 2025 Los Angeles County Eaton and Palisades fire and windstorm events.

⁶ Status updates for your grant application may be provided by SMS/text; to receive updates by SMS/text, please provide consent after reading the disclosure attached.

Applicant Information
Lendistry will directly communicate via email and phone with the person listed in this section to provide updates and/or request additional information for the application.

Applicant First Name *
Applicant Last Name *
Applicant Preferred Name *
Tax Identification Number *
Date of Birth *
Phone Number *
Email *
Current Mailing Address Line 1 *
Address of Impacted Residence Line 1 *
Applicant Preferred Language
 I accept the SMS/Text Policy

Save Applicant
Save & Continue Later
Submit

Section 3: Household Information

Household Information

The information requested in this section is required for **all** household members.¹

1. Do you own or rent the impacted primary residence listed in the previous section?
2. Have you previously applied for and/or received assistance from the Los Angeles County Department of Economic Opportunity's (DEO) relief fund?²
3. Total number of household members
4. Total Annual Gross Household Income
5. Do you have any displaced pets?³
 - If yes, how many?
 - Alternate Household Phone Number

¹ This Program defines a household as "All the people who occupy a housing unit (such as a house or apartment) as their usual place of residence."

² <https://opportunity.lacounty.gov/small-business-worker-relief-funds/>

³ A displaced pet is an animal that has been separated from its home or owner due to circumstances such as natural disasters, accidents, emergencies, or unexpected events. These pets may be lost, stray, or temporarily in the care of shelters, foster families, or rescue organizations while efforts are made to reunite them with their owners.

⁴ The LA County Household Relief Grant Program defines "household members" as all people who occupy the same housing unit, such as a house or an apartment, as their primary place of residence.

⁵ This program defines a household as "All the people who occupy a housing unit (such as a house or apartment) as their usual place of residence." Please note: Only one grant will be awarded to each address.

Continued next page.

The screenshot shows a web browser window with a progress bar at the top indicating the current step is 'Household Info'. The form title is 'Household Information' and includes a sub-header: 'The information requested in this section is required for all household members. This Program defines a household as "All the people who occupy a housing unit (such as a house or apartment) as their usual place of residence."'

The form contains the following fields and sections:

- Do you own or rent the impacted residence listed in the previous section?***: A dropdown menu with 'Select an option'.
- Have you previously applied and/or received assistance from the Los Angeles County Department of Economic Opportunity's (DEO) relief fund?***: A dropdown menu with 'Select an option'.
- Total number of household members***: A dropdown menu with 'Select an option'.
- Total Annual Gross Household Income***: A text input field.
- Do you have any displaced pets?***: A dropdown menu with 'Select an option'.
- Please list all household members including the applicant listed in the previous section**: A section with a plus icon and a list of fields for each member:
 - First Name***: Text input field.
 - Last Name***: Text input field.
 - Date of Birth***: Three dropdown menus for month (e.g., 'December'), day (e.g., '03'), and year (e.g., '1991').
 - Is this household member included on the primary applicant's tax return?***: A dropdown menu with 'Select an option'.
 - Relationship to Applicant***: A dropdown menu with 'Select an option'.
 - Race***: A dropdown menu with 'Select an option'.
 - Ethnicity***: A dropdown menu with 'Select an option'.
 - Gender***: A dropdown menu with 'Select an option'.
- Add additional household member**: A checkbox with a plus icon.
- Save & Continue Later**: A button.
- Continue**: A green button.

Section 3: Household Information

Household Information

The information requested in this section is required for **all** household members.

1. Please list all household members including the applicant listed in the previous section: ⁴

- Full Name
- Date of Birth
- Relationship to Applicant
- Race
 - American Indian or Alaska Native
 - Asian
 - Black or African American
 - Native Hawaiian or Other Pacific Islander
 - White
 - Other Multi-Racial
 - Decline to Answer
- Ethnicity
 - Hispanic or Latino
 - Non-Hispanic or Latino
 - Decline to Answer
- Gender:
 - Female
 - Male
 - Transgender/Gender non-conforming/Nonbinary/Intersex/Two spirit
 - Decline to Answer

2. Add additional household member⁵

⁴The LA County Household Relief Grant Program defines "household members" as all people who occupy the same housing unit, such as a house or an apartment, as their primary place of residence.

⁵This program defines a household as "All the people who occupy a housing unit (such as a house or apartment) as their usual place of residence." Please note: Only one grant will be awarded to each address.

Prequalification Applicant **Household Info** Impact Assessment Verify Identity Upload Documents Bank Info

Household Information

The information requested in this section is required for all household members. This Program defines a household as "All the people who occupy a housing unit (such as a house or apartment) as their usual place of residence."

Do you own or rent the impacted residence listed in the previous section? ^{*}

Select an option

Have you previously applied and/or received assistance from the [Los Angeles County Department of Economic Opportunity's \(DEO\) relief fund](#)? ^{*}

Select an option

Total number of household members ^{*}

Select an option

Total Annual Gross Household Income ^{*}

Do you have any displaced pets? ^{*} ⓘ

Select an option

Please list all household members including the applicant listed in the previous section ⓘ

First Name ^{*}

Last Name ^{*}

Date of Birth ^{*}

December 03 1991

Is this household member included on the primary applicant's tax return? ^{*}

Select an option

Relationship to Applicant ^{*}

Select an option

Race ^{*}

Select an option

Ethnicity ^{*}

Select an option

Gender ^{*}

Select an option

Add additional household member ⓘ

Save & Continue Later Continue

Section 4: Impact Assessment

Impact Assessment

This section evaluates the impacts that may have occurred to a primary residence due to the recent 2025 Los Angeles County Eaton and Palisades fire and windstorm events.

Please review the following statements and select all that apply for each section.

Immediate Risk(s) (Select all that apply)

- No access to alternative housing options
- Displaced from public/affordable housing

Health Impact(s) (Select all that apply)

- Household member(s) deceased due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events (if checked, text field to provide name will appear)
- Household member(s) suffered a serious injury/medical condition due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
- Household member(s) lost essential medical equipment/medication due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events

Continued next page.

The screenshot shows a web application interface for the Impact Assessment section. At the top, a progress bar indicates the current step is 'Impact Assessment', with previous steps (Prequalification, Applicant, Household Info) marked as complete and subsequent steps (Verify Identity, Upload Documents, Bank Info) pending. The main content area contains the following sections:

- Impact Assessment**
This section evaluates the impact(s) that may have occurred to a primary residence due to the recent 2025 Los Angeles County Eaton and Palisades fire and windstorm events.
- Please review the following statements and select all that apply for each section.
- Immediate Risk(s) (Select all that apply)**
 - No access to alternative housing options
 - Displaced from public/affordable housing
- Health Impact(s) (Select all that apply)**
 - Household member(s) deceased due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
 - Household member(s) suffered a serious injury/medical condition due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
 - Household member(s) lost essential medical equipment/medication due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
- Vulnerable Population Indicators (Select all that apply)**
 - Household member(s) with disabilities/special health needs
 - Children under 18 in household
 - Adult dependent(s) in household
 - Household member(s) over 60 years old
 - Foster youth or transition-aged youth
 - Disrupted childcare/dependent care arrangements ⓘ
- Financial Stress Indicators (Select all that apply)**
 - No homeowners/renters insurance
 - Lost employment equipment/tools
 - Lost primary transportation
 - Lost income, employment and/or homebased business due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
 - Household is eligible for or has a Household Income Level within the eligibility limits for certain public benefits

At the bottom of the form, there are two buttons: 'Save & Continue Later' and 'Continue'.

Section 4: Impact Assessment

Impact Assessment (continued)

Vulnerable Population Indicators (Select all that apply)

- Household member(s) with disabilities/special health needs
 - Number of Household members
- Children under 18 in household
- Adult dependent(s) in household
- Household member(s) over 60 years old
- Foster youth or transition-aged youth
- Disrupted childcare/dependent care arrangements¹

Financial Stress Indicators (Select all that apply)

- No homeowner's/renter's insurance
- Lost equipment/tools necessary for work or business
- Lost primary transportation
- Lost income, employment and/or homebased business due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
- Household is eligible for or has a Household Income Level within the eligibility limits for certain public benefit

¹ Disrupted childcare/dependent care arrangements refer to situations where regular caregiving for a child, elderly person, or dependent individual is unexpectedly interrupted. This can occur due to emergencies, caregiver unavailability, school or daycare closures, natural disasters, or other unforeseen circumstances, potentially impacting the dependent's well-being and the caregiver's ability to fulfill work or personal responsibilities.

Impact Assessment
This section evaluates the impact(s) that may have occurred to a primary residence due to the recent 2025 Los Angeles County Eaton and Palisades fire and windstorm events.

Please review the following statements and select all that apply for each section.

Immediate Risk(s) (Select all that apply)

- No access to alternative housing options
- Displaced from public/affordable housing

Health Impact(s) (Select all that apply)

- Household member(s) deceased due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
- Household member(s) suffered a serious injury/medical condition due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
- Household member(s) lost essential medical equipment/medication due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events

Vulnerable Population Indicators (Select all that apply)

- Household member(s) with disabilities/special health needs
- Children under 18 in household
- Adult dependent(s) in household
- Household member(s) over 60 years old
- Foster youth or transition-aged youth
- Disrupted childcare/dependent care arrangements ¹

Financial Stress Indicators (Select all that apply)

- No homeowners/renters insurance
- Lost employment equipment/tools
- Lost primary transportation
- Lost income, employment and/or homebased business due to the 2025 Los Angeles County Eaton and Palisades fire and windstorm events
- Household is eligible for or has a Household Income Level within the eligibility limits for certain public benefits

[Save & Continue Later](#) [Continue](#)

Section 5: Persona ID Verification

Persona and ID Verification

In this section, you will need to verify your identity using Persona by uploading or taking a picture of your valid government-issued ID.

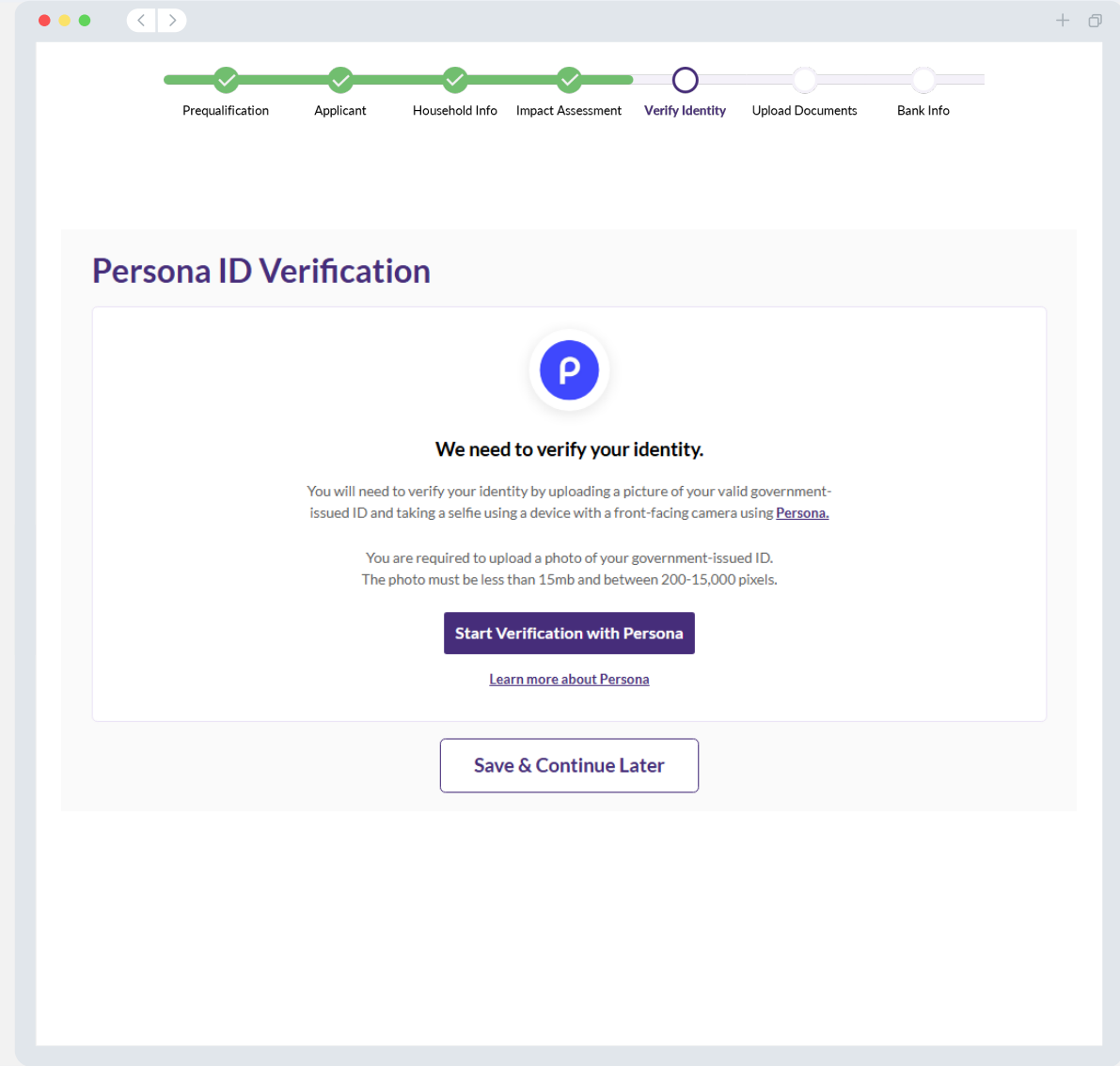
Acceptable forms of government-issued ID include:

- Driver's License
- State ID or Foreign Matricula Card
- U.S. Passport or Foreign Passport
- Tribal ID

You will also need to scan your face on a device with a front-facing camera. Review [slides 18-19](#) for best practices to successfully complete Persona.

What is Persona?

Persona is a third-party platform utilized by the Administrator and Lendistry in its fraud prevention and mitigation process. The Persona platform enables the Administrator and Lendistry to verify an individual's identity and protect against identity spoofing by automatically comparing the individual's selfie to their ID portrait with a 3-point composite and biometric liveness check.




Section 6: Documentation


Documentation

Upload the Applicant Certifications and any supporting documents for your application. No additional documentation is required if the address of the primary residence and household dependents are accurately reflected on the applicant's most recently filed tax returns.

Step 1

Select the upload  icon to locate the document file on your device or drag and drop the file onto the icon.

Step 2

If your file requires a password to be viewed, click on the three dots  and select **"Set Password"** to enter the password. You can also click on the three dots to view, replace, or delete the file.

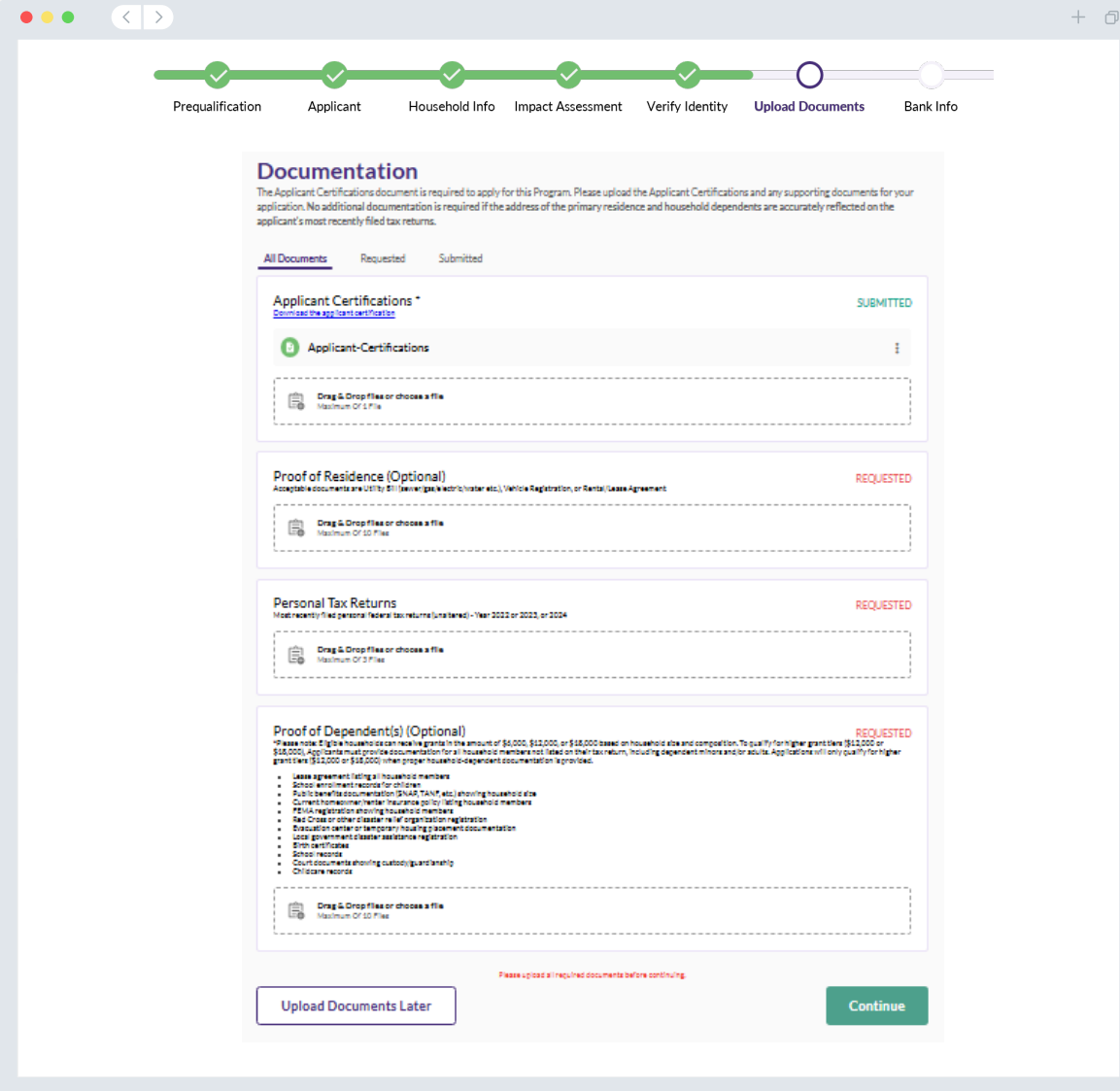
Step 3

Once your file has been uploaded, its status will change from **REQUESTED** to **SUBMITTED**.

Step 4

Repeat the steps above until all required documents have been uploaded.

Continued next page.



Prequalification Applicant Household Info Impact Assessment Verify Identity Upload Documents Bank Info

Documentation

The Applicant Certifications document is required to apply for this Program. Please upload the Applicant Certifications and any supporting documents for your application. No additional documentation is required if the address of the primary residence and household dependents are accurately reflected on the applicant's most recently filed tax returns.

All Documents Requested Submitted

Applicant Certifications SUBMITTED
[Download the applicant certification](#)

Applicant-Certifications

Drag & Drop file or choose a file
Maximum Of 3 File

Proof of Residence (Optional) REQUESTED
Acceptable documents are Utility Bill (Water, Gas, Electric/Internet, etc.), Vehicle Registration, or Rental Lease Agreement

Drag & Drop file or choose a file
Maximum Of 10 File

Personal Tax Returns REQUESTED
Most recently filed personal federal tax returns (unretaxed) - Year 2022 or 2023, or 2024

Drag & Drop file or choose a file
Maximum Of 3 File

Proof of Dependent(s) (Optional) REQUESTED
*Please note: Single household can receive grants in the amount of \$5,000, \$12,000, or \$18,000 based on household size and composition. To qualify for higher grants (\$12,000 or \$18,000), applicants must provide documentation for all household members not listed on their tax returns, including dependent minors and/or adults. Applicants will only qualify for higher grants if \$12,000 or \$18,000 when proper household-dependent documentation is provided.

- Lease agreement listing all household members
- School enrollment records for children
- Public benefits documentation (SNAP, TANF, etc.) showing household size
- Current non-emotional/mental insurance policy listing household members
- FDIC registration showing household members
- Religious or other charitable/institutional registration
- Educational center or temporary housing program documentation
- Local government disaster assistance registration
- Birth certificates
- School records
- Court documents showing custody, guardianship
- Childcare records

Drag & Drop file or choose a file
Maximum Of 10 File

Please upload all required documents before continuing.

Upload Documents Later Continue

Section 7: Bank Information - Plaid

Bank Information

We need to verify your banking information. Plaid is a quick, seamless and secure way for you to provide that information. It replaces the need to scan and upload documents, making it easier for you and giving us an opportunity to provide you with a decision faster.

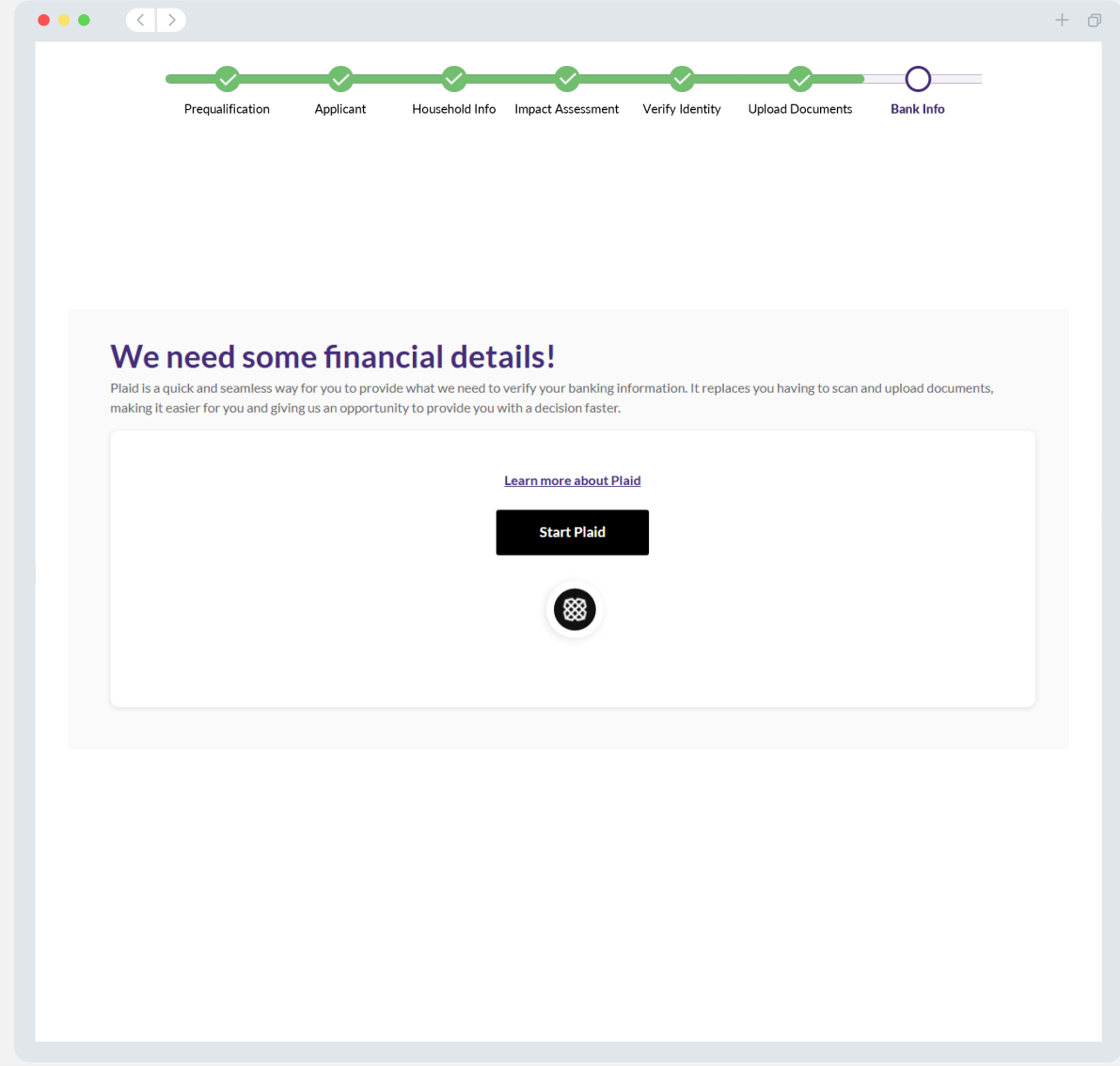
Why is your banking information needed?

Lendistry uses Plaid, a third-party technology service provider to verify your bank account and set up ACH transfers by connecting accounts from any bank or credit union in the U.S. to an app like the Application Portal. **Plaid uses encryption and other security measures to protect your data, does not share your personal information without your permission and does not sell or rent it to unauthorized third parties without your consent.**

This method of bank verification is preferred but will not always work if your banking institution is not available through the provider. If an applicant does not have an online banking setup, or their bank account cannot be verified through Plaid, you can manually enter your account information. See [page 38](#).

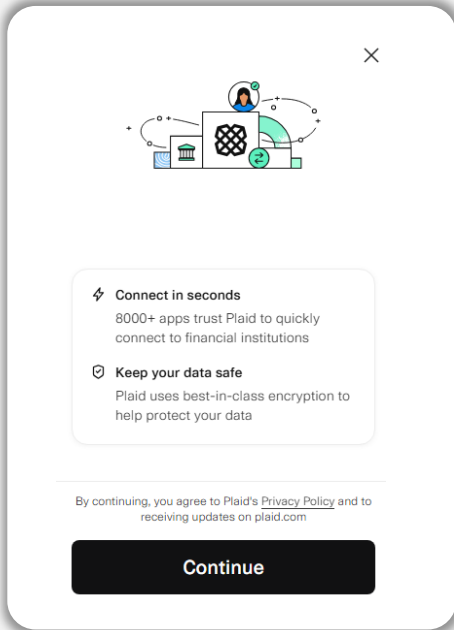
Important Note: The bank account must be registered in the name of the applicant listed in the application.

Continued next page.



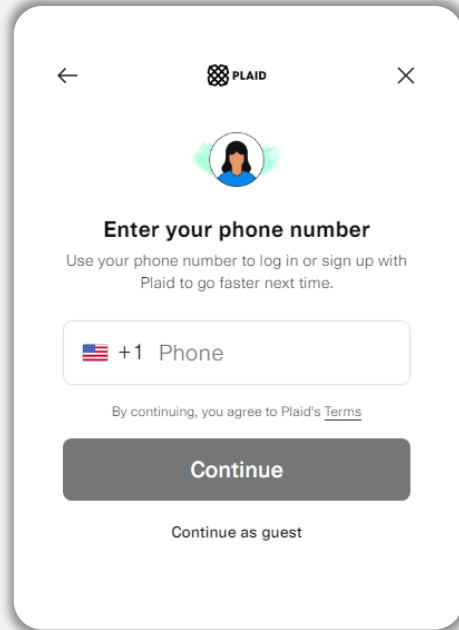
Section 7: Bank Information - Plaid

1



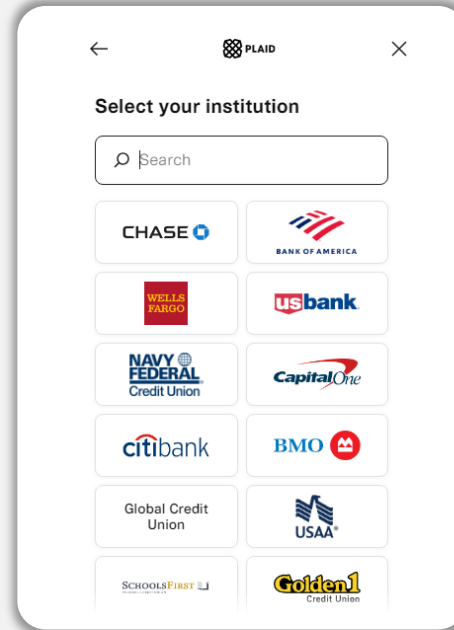
Continue to Plaid.

2



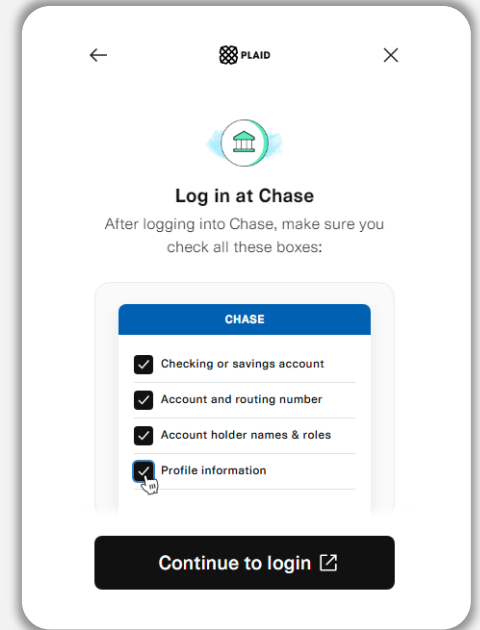
If you have an existing Plaid account, enter the number you registered with it. If you do not have an account, continue as guest.

3



Select your banking institution.

4

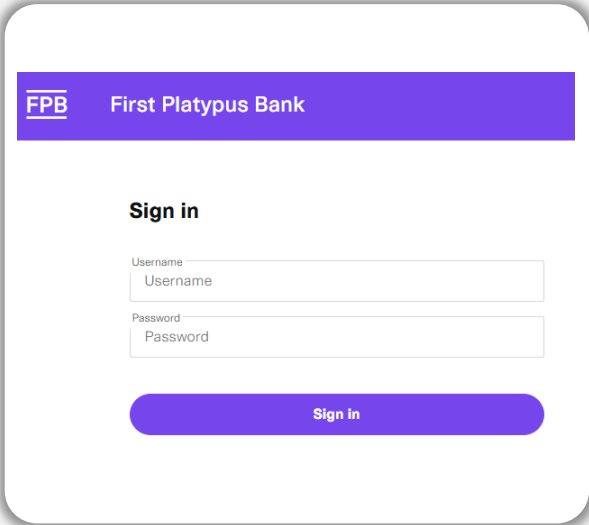


Continue to log into your account.

Continued next page.

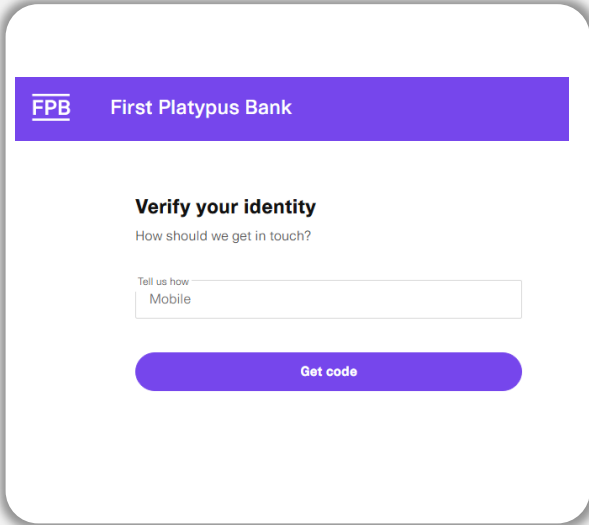
Section 7: Bank Information - Plaid

5



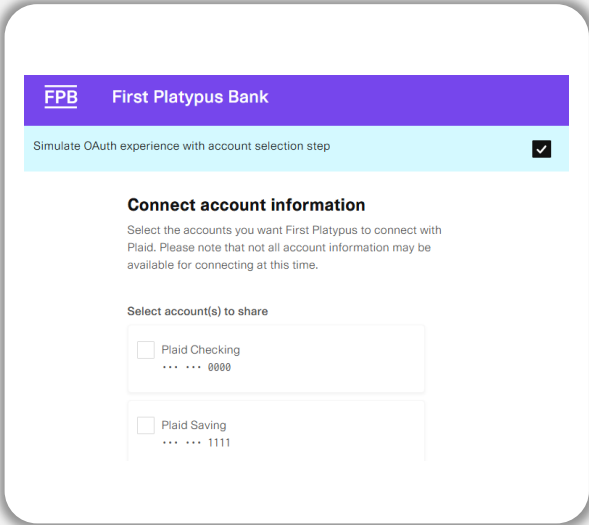
Log into your banking institution.

6



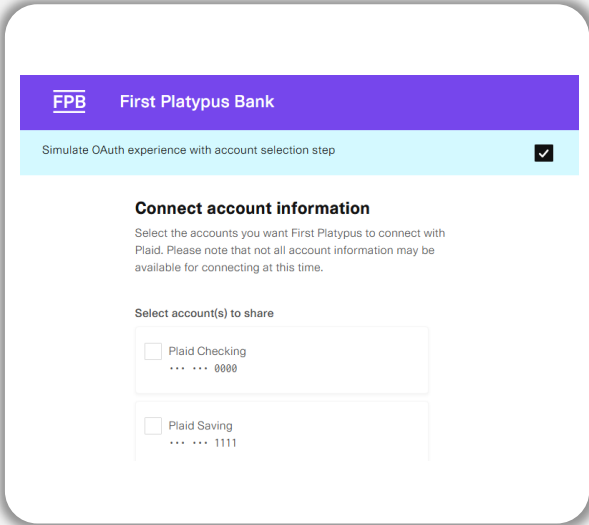
Verify your identity.

7



Select the account you want to receive grant funds via ACH

8

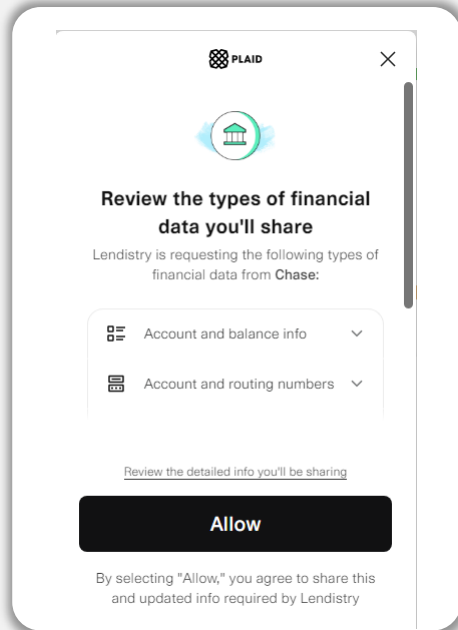


Read Plaid's Terms and Conditions, and then connect your account information to the Application Portal

Continued next page.

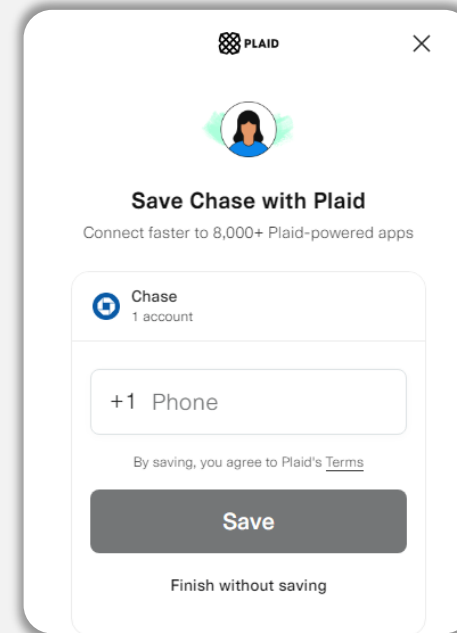
Section 7: Bank Information - Plaid

9



Review and confirm the type of data you will share.

10



Enter your mobile number if you want to save your account with Plaid. Otherwise, finish without saving.

Continued next page.

Section 7: Bank Information – Alternate Method

Alternative Method for Inputting Bank Information

If an applicant does not have an online banking setup, or their bank account cannot be verified through Plaid, you can manually enter your account information. To do so, you will need to upload your two most recent bank statements into the Application Portal along with the Financial Information about the account.

You can locate your account and routing number at the bottom of a check. The routing number is the first set of numbers, and the account number is the second set of numbers.

If you do not have a physical check, most financial institutions provide the account and routing numbers under the account information. Contact your financial institution for assistance in locating these numbers.

The screenshot shows a web application interface for adding bank information. At the top, a progress bar indicates the current step is 'Bank Info', with previous steps (Prequalification, Applicant, Household Info, Impact Assessment, Verify Identity, Upload Documents) marked as complete. The main heading is 'Please add your bank statements'. Below this, a sub-heading reads 'Most Recent Bank Statement for Month 1 - All Pages and Unaltered (required for manual banking input) - REQUESTED'. A file upload area labeled 'bankStatement1' contains a dashed box with the text 'Drag & Drop file or choose a file' and 'Maximum of 5 file'. Below the upload area is a 'CHECK BOOK' image with two boxes highlighting the routing number '123456789' and the account number '1234567890'. Red and green arrows point from these boxes to the 'Routing Number' and 'Account Number' labels respectively. To the right of the check book image is a 'Financial Info' section with the following fields: 'Account Holder Name *', 'Your Routing Number *' (with a placeholder 'XXXXXXXXXX'), 'Confirm Routing Number *' (with a placeholder 'XXXXXXXXXX'), 'Your Account Number *' (with a placeholder 'XXXXXXXXXX'), 'Confirm Account Number *' (with a placeholder 'XXXXXXXXXX'), and 'Bank Account Type *' (with a 'Select' dropdown). At the bottom of the 'Financial Info' section is a checkbox labeled 'By checking here, you confirm that this is the bank account you want to be funded.' Below the 'Financial Info' section is a link that says 'I want to try to use PLAID again'. At the very bottom of the form is a 'Continue' button.

Section 8: Application Review

Application Review

Please review your application before submitting it to ensure all responses are accurate. **Once you submit your application, you will NOT be able to make edits.**

1. To edit the responses on your application, click on “**I have some edits**”.
2. Check the box to attest and authorize the following:
 - By checking this box, you agree to these terms and conditions.
3. Enter your E-signature (legal first and last name) to consent to your authorization listed above.
4. If you need more time to review or complete your application, click on “**Save & Continue Later**”.
5. If your application is ready for submission, click on “**Submit Application for Review**”.

You must submit your application by **5:00 p.m. PT on March 12, 2025**. Applications that are incomplete or not submitted, including required documentation, by the deadline will **not** be considered for a grant.

The screenshot shows a web browser window with the title "Application Review". Below the title is a warning: "Once you submit your application, you will not be able to change your responses. Please review your application and ensure all information is correct." The form is divided into two main sections: "Prequalification" and "E-signature".

Prequalification section:

- Question 1: "Based on the LA County's Damage Inspection (DINs) database, was your primary residence impacted by the 2025 Los Angeles County Eaton and Palisades fire and windstorm events that began on January 7, 2025?"
- Question 2: "Click here to see if your primary residence was directly impacted by the Eaton Fire. Click here to see if your primary residence was directly impacted by the Palisades Fire." (with a link icon)
- Question 3: "If you selected 'Yes,' please select which of the following applies to you" (with a dropdown menu)
- Callout 1: A pink circle with the number "1" points to the "I have some edits" button.

E-signature section:

- Callout 2: A pink circle with the number "2" points to a checkbox labeled "By checking this box, you agree to these [terms and conditions](#)."
- Callout 3: A pink circle with the number "3" points to the "Type for consent" input fields for both "Legal First Name" and "Legal Last Name".
- Callout 4: A pink circle with the number "4" points to the "Legal Last Name" label.
- Callout 5: A pink circle with the number "5" points to the "Submit Application for Review" button.
- Buttons: "Save & Continue Later" and "Submit Application for Review".
- Footer text: "You must click 'Submit Application for Review' to be considered for a grant. Once you submit your application, you will not be able to change responses."

Application Submission

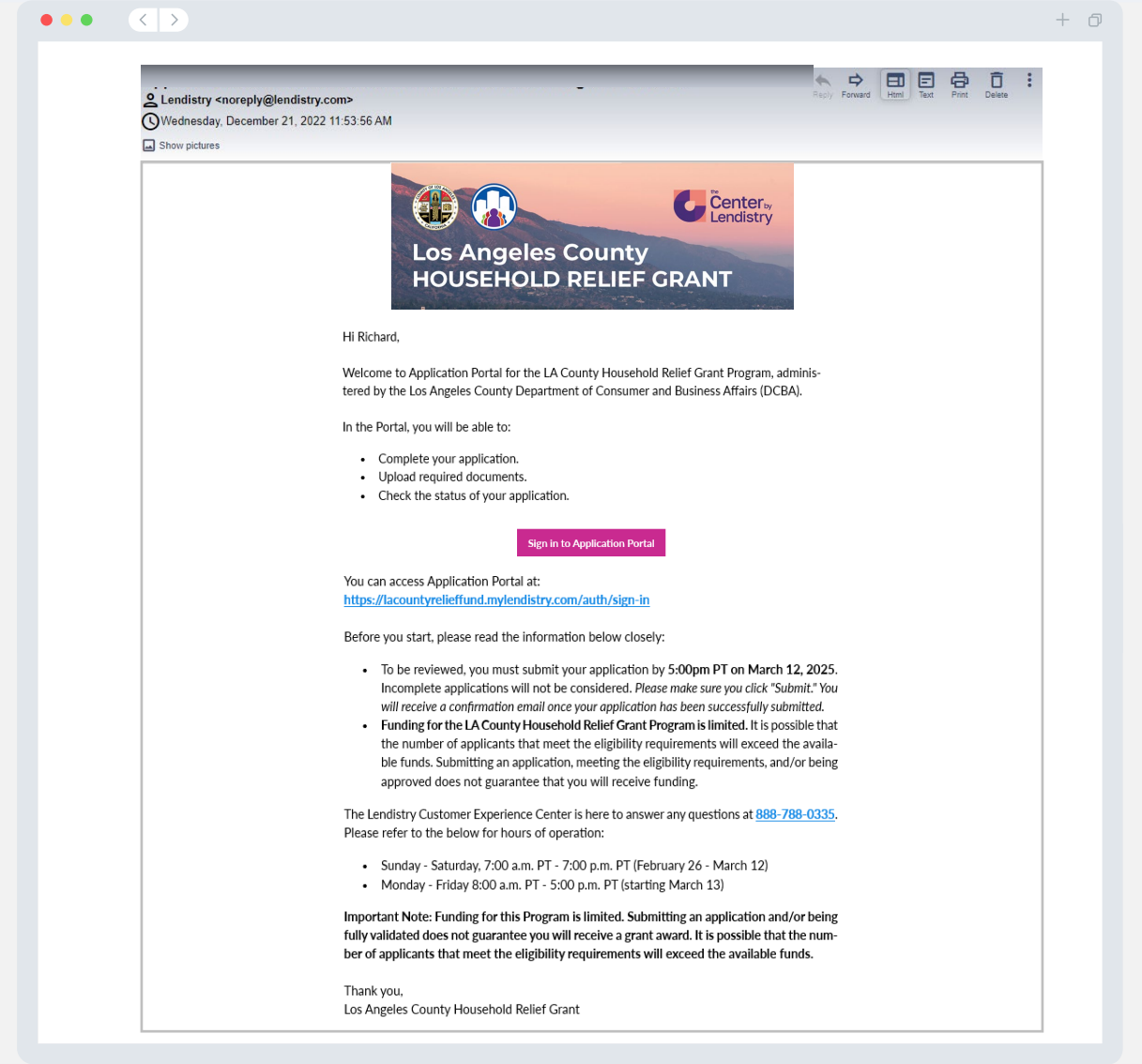
You will receive a confirmation email from noreply@lendistry.com to confirm your application was submitted successfully.

If you did not receive a confirmation email after submitting your application:

- Check your spam folder for emails from noreply@lendistry.com and add the email address to your email account's safe sender list.
- Sign into the Application Portal and make sure you clicked on "Submit Application for Review" (see [page 40](#) for reference).

Lendistry may contact you via email or phone if additional information and/or documentation is needed to review your application.

You must respond to all requests to keep your application in the review process.





Los Angeles County HOUSEHOLD RELIEF GRANT

The Review Process



Review Process

How will I know if I was awarded a grant?

The application process for this program contains multiple stages of validation. You must first meet the program's minimum eligibility requirements to be considered for a grant.

The LA County Household Relief Fund Grant may attempt to contact an Applicant multiple times via email and/or phone if additional information and/or documentation(s) is needed to validate their application. An Applicant may be declined if such requests are not completed.

Once you are determined to be eligible for this Program, your application will go through a final validation stage during which the accuracy and truthfulness of the information and documentation you provided is validated.

Important Note: Funding for the LA County Household Relief Grant Program is limited. It is possible that the number of applicants that meet the eligibility requirements will exceed the available funds. **Submitting an application, meeting the eligibility requirements, and/or being approved does not guarantee that you will receive funding.**

Once your application is fully validated, you will receive an email from to notify you if you have been approved or declined for grant funding.

How do I check the status of my application?

You can check the status of your application at any time by signing into Application Portal using the username, password, and mobile number that you registered. Once signed in, the status will appear on the dashboard.

Sign into the Application Portal here:

<https://lacountyrelieffund.mylendistry.com/auth/sign-in>

My documents and bank information have been fully validated, and I have been approved for funding. When will I receive funding?

Once your application has been fully validated and approved for grant funding, your Grantee Agreement and W-9 form will become available to you as a **DocuSign document** in Application Portal. Sign in and follow the instructions from DocuSign to initial, sign, and date both documents.

Sign into Application Portal here:

<https://lacountyrelieffund.mylendistry.com/auth/sign-in>

Important Note: Your funds will not be released until your Grantee Agreement and W-9 are signed. Awardees who do not execute both of these documents may have their award revoked, Agreement voided, and/or application declined from the Program.

Application Status

Status	What it Means	Action Required by Applicant
<i>Incomplete</i>	Your application is incomplete or has not been submitted.	Submit application by 5:00 p.m. PT on March 12, 2025 . Incomplete or unsubmitted applications will not be reviewed or considered for a grant. You will receive a confirmation email if your application was submitted.
<i>Application Submitted</i>	You have successfully submitted your application. Check your email for confirmation. If you do not receive this email, contact our dedicated Customer Experience Center.	No further action is required by the Applicant. The LA County Household Relief Grant will reach out to the Applicant once it is determined if they are eligible or ineligible for a grant.
<i>Application submitted, but additional docs required.</i>	You have submitted an application, but additional information and/or documentation is needed to validate the information you provided..	Sign into the Application Portal and upload the information and/or documentation that were requested. Your application cannot be processed until this is complete.
<i>Application under review for minimum eligibility requirements.</i>	Your application and documentation have been processed. Your application is now under review for eligibility.	No further action is required by the Applicant. The LA County Household Relief Grant will reach out to the Applicant once it is determined if they are eligible or ineligible for a grant.
<i>Your application is INELIGIBLE because it does not meet the program's minimum eligibility requirements.</i>	Your application did not meet the Program's minimum eligibility requirements and will not be considered for a grant award.	Applicants will be notified via email if they are ineligible for this grant Program. If there was an error in the information and/or documentation the Applicant provided on the application, contact our dedicated Customer Experience Center within 30 days of receiving this email. Please note that this will not guarantee eligibility. Additional information and/or documentation may be requested to further validate an application. If we do not hear from the Applicant within this timeframe, their application will remain ineligible, and their file will be closed.
<i>Your application meets the Program's minimum eligibility requirements and will move to the next validation stage.</i>	Your application meets the Program's minimum eligibility requirements and will go through validation to determine if you are approved or declined for a grant award.	No further action is required by the Applicant. The LA County Household Relief Grant will reach out to the Applicant only if additional information and/or documentation(s) are needed to validate their application. .

Continued next page.

Application Status

Status	What it Means	Action Required by Applicant
<i>Additional documents are needed in order for your application to continue through the validation stage.</i>	Additional documents or information are needed to fully validate your application.	Upload all requested information and/or documentation into the Application Portal. Applications will not be validated until all requests are completed.
<i>Application Declined</i>	Your application has been declined for a grant award.	Applicants will be notified via email if they are ineligible for this grant Program. If there was an error in the information and/or documentation(s) the Applicant provided on the application, contact our dedicated Customer Experience Center within 30 days of receiving this email. Please note that this will not guarantee eligibility. Additional information and/or documentation may be requested to further validate an application. If we do not hear from the Applicant within this timeframe, their application will remain declined, and their file will be closed.
<i>Application Approved</i>	Your application has been approved for a grant award.	If an Applicant is approved for funding, their Grantee Agreement and W-9 will be available as a DocuSign document in the Application Portal. Approved Applicants will need to follow the instructions from DocuSign to initial, sign, and date both documents.
<i>Application Approved, Grants Docs Pending</i>	Your Award Disbursement Agreement and W-9 are available as a DocuSign document in the Application Portal.	Sign into the Application Portal and follow the instructions from DocuSign to initial, sign, and date both documents. Important Note: Your funds will not be released until your Grantee Agreement is signed. Awardees who do not execute their Grantee Agreement may have their award revoked, Agreement voided, and/or application declined from the Program .
<i>Grant Docs Received</i>	We have received your fully executed Grantee Agreement. Your banking information will go through one last validation before funding. You will receive funds via ACH.	No further action is required by the Applicant. The LA County Household Relief Grant will reach out to you reach out to you if there are issues setting up an ACH transfer to your bank account.
<i>Grant Funded</i>	You have been fully funded for your eligible grant award.	No further action is required by the Applicant. Their file is now closed.



Los Angeles County HOUSEHOLD RELIEF GRANT

How to Troubleshoot Your Account



 the
Center by
Lendistry⁴⁵

Email Cannot Be Found

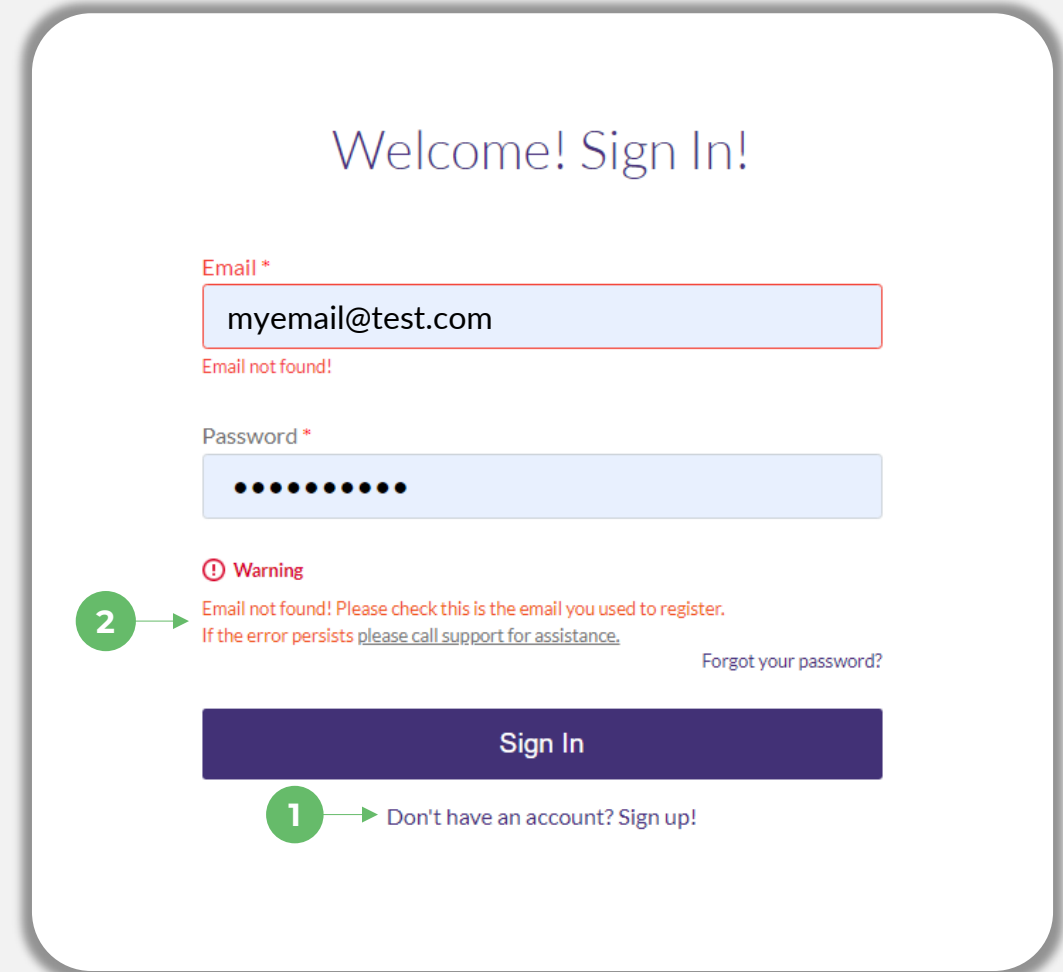
What should you do if your email address cannot be found in Application Portal?

If your email address cannot be found in the Application Portal, you may not have an account, or you may be using the incorrect email address to sign in.

1. To start an application, you are required to create an account for the Application Portal by registering a valid email address and mobile phone number (See [page 23](#) for reference). If you have not created an account, please do so by clicking **“Don’t have an account? Sign up!”**.
2. If you already have an account but your email address cannot be found, you may have used the incorrect email to sign in. Please make sure you have entered it correctly. If this problem persists, please contact our dedicated Customer Experience Center at **888-788-0335**.

To retrieve your email address from our Customer Experience Center, you may be required to verify certain information, which may include but is not limited to your full name, date of birth, and the last four digits of your Social Security Number or Tax Identification Number.

Continued next page.



Incorrect Password

What should you do if your password is incorrect?

If the password you entered is incorrect, please check the spelling and try again. You have five attempts to use the correct password before your account is locked.

We strongly recommend that you reset your password immediately after your second failed attempt.

How to Reset Your Password:

1. Click on “Forgot your password?”
2. Enter the email address registered to your account.
3. A six-digit confirmation code will be sent to the mobile phone number you registered. Enter the code to confirm your account.
4. Enter and confirm your new password.

Continued next page.

1 Welcome! Sign In!

Email *
myemail@test.com

Password *
••••••••

▲ Incorrect password.

⚠ Warning
It looks like you are having problems signing in. You have 5 attempts remaining before your account is locked. Would you like to change your password?

Forgot your password?

2 Reset password

Email *
myemail@test.com

Reset password

Return to form

Don't have an account yet? Please sign up!

3 We just sent you a text

Please confirm your phone number. We just sent a confirmation code to the phone number registered to your account, ending in 90

Type your 6-digit security code here

□ □ □ □ □ □

Confirm

Didn't receive the code? Resend code

4 Enter New Password

Password *
Enter your password

Confirm Password *
Enter your password

Save password

Don't have an account yet? Please sign up!

Your Account is Locked

What should you do if your account is locked?

Your account will be locked after five failed attempts to sign in. You can unlock your account by answering your security questions.

How to Unlock Your Account

1. Select “Click here to unlock your account.”
2. Enter the first name, last name, email address, and mobile phone number registered to your account. This information must be entered correctly for you to proceed. If you need assistance verifying your account information, please contact our dedicated Customer Experience Center at **888-788-0335**.
3. A six-digit confirmation code will be sent to the mobile phone number you registered. Enter the code to confirm your account.
4. Answer the security questions correctly to unlock your account. If you are unable to provide the correct answers, please contact our dedicated Customer Experience Center to reset your security questions.

To reset the security questions, you may be required to verify certain information, which may include but is not limited to your full name, date of birth, and the last four digits of your Social Security Number or Tax Identification Number.

Continued next page.

1 Welcome! Sign In!

Email *
unlockaccount@noreply.com

Password *
••••••••

▲ Your account is locked.
[Click here to unlock your account](#) [call support for assistance](#) [Forgot your password?](#)

Sign In

Don't have an account? Sign up!

2 Unlock Your Account

Please provide your account information so we can verify your identity

First name *
Enter your first name

Last name *
Enter your last name

Email Address *
Enter your email address

Phone Number *
+1-____-____

Cancel **Verify Account**

3 We just sent you a text

Please confirm your phone number. We just sent a confirmation code to the phone number registered to your account, ending in 90

Type your 6-digit security code here

Confirm

Didn't receive the code? Resend code

4 Unlock Your Account

Please answer your security questions to unlock your account.

What was your High School mascot? *
Enter answer for question 1

What is your first pet's name? *
Enter answer for question 2

What is your nickname? *
Enter answer for question 3

Unlock Account

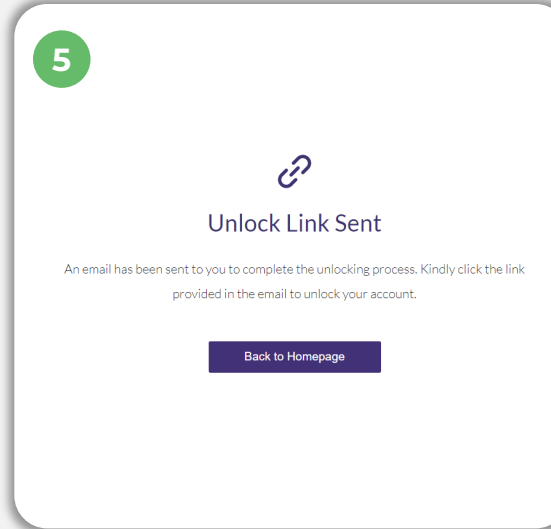
Your Account is Locked

How to Unlock Your Account

5. Once your security questions have been answered correctly, you will be emailed a link to unlock your account.
6. Click on the link to unlock your account.
7. After you unlock your account, you will have the option to sign into the Application Portal using your existing password or reset it. We recommend resetting your password after unlocking your account.

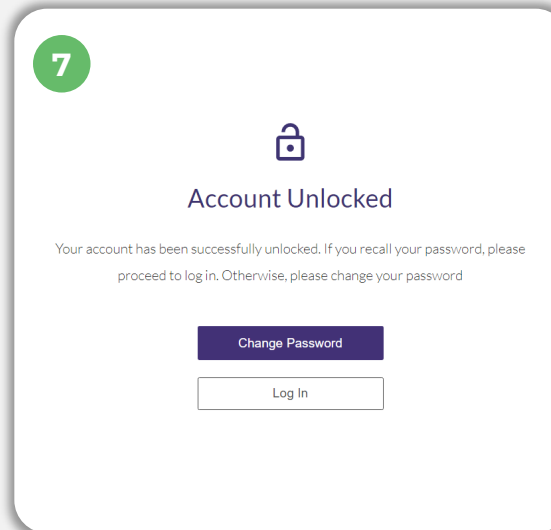
Continued next page.

5



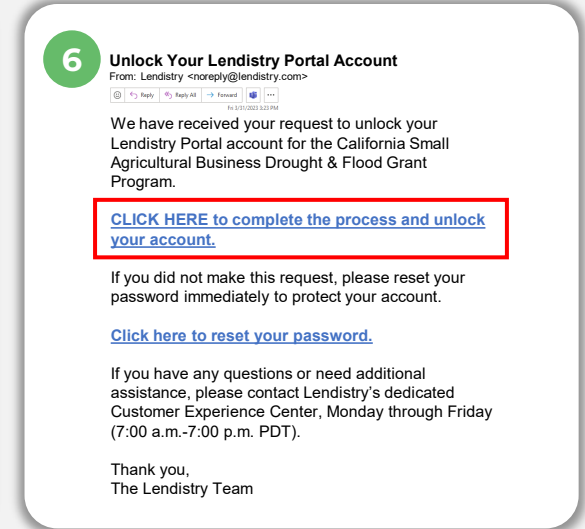
The screen displays a green circle with the number 5 in the top left corner. In the center, there is a blue link icon above the text "Unlock Link Sent". Below this, a message states: "An email has been sent to you to complete the unlocking process. Kindly click the link provided in the email to unlock your account." At the bottom, there is a dark blue button labeled "Back to Homepage".

7



The screen displays a green circle with the number 7 in the top left corner. In the center, there is a blue padlock icon above the text "Account Unlocked". Below this, a message states: "Your account has been successfully unlocked. If you recall your password, please proceed to log in. Otherwise, please change your password." At the bottom, there are two buttons: a dark blue button labeled "Change Password" and a white button with a grey border labeled "Log In".

6



The screenshot shows an email interface. At the top, it says "6" in a green circle. The email header reads "Unlock Your Lendistry Portal Account" and "From: Lendistry <noreply@lendistry.com>". Below the header, there are icons for Reply, Reply All, Forward, and a menu icon. The main body of the email contains the text: "We have received your request to unlock your Lendistry Portal account for the California Small Agricultural Business Drought & Flood Grant Program." A red rectangular box highlights a blue link: "CLICK HERE to complete the process and unlock your account." Below the link, it says: "If you did not make this request, please reset your password immediately to protect your account." and "Click here to reset your password." At the bottom, it says: "If you have any questions or need additional assistance, please contact Lendistry's dedicated Customer Experience Center, Monday through Friday (7:00 a.m.-7:00 p.m. PDT)." and "Thank you, The Lendistry Team".

Los Angeles County HOUSEHOLD RELIEF GRANT

Customer Experience Center

888-788-0335

Seven (7) days a week,
7:00 a.m. PT - 7:00 p.m. PT
(only from February 26 -March 12, 2025)

Monday - Friday
8:00 a.m. PT - 5:00 p.m. PT
(starting March 13, 2025, and thereafter)

Closed on all federal holidays.

Quick Links

[Program Overview](#)

[Required Documentation](#)

[How to Complete the Applicant Certifications](#)

[Tips for Applying](#)

[How to Start an Application](#)

[The Application Process](#)

[The Review Process](#)

[How to Troubleshoot Your Account](#)

