

## Help Musicians' Coronavirus Financial Hardship Fund: Phase Two Frequently Asked Questions

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### Eligibility

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#### **I have received slightly more than £2,000 from other hardship funds, it seems unfair that I am ineligible**

Due to the level of demand for this fund we have had to prioritise individuals who have not had access to additional financial support. You are welcome to apply if you have received grants that amount to less than £2,000.

#### **How will I know if I'm eligible for the fund before I apply?**

Please carefully read all guidance notes for [Route 1](#) and [Route 2](#) prior to applying to check our criteria to decide which application route applies to your situation. Route One is for individuals on Universal Credit. Route Two is for individuals ineligible for Universal Credit. Route Three is for those with complex needs that go beyond financial hardship who may wish to speak with our Health and Welfare Team.

#### **I am a full-time undergraduate student, why can I not apply?**

Unfortunately we are unable to support full-time undergraduate students. Due to level of demand, we have had to prioritise those who are working full-time as a professional musician. We appreciate that this may be disappointing. If you have a performance-related health issue then you may wish to apply to our [Emerging Musicians Health Scheme](#).

#### **My Universal Credit amount is £0, can I still apply?**

If your Universal Credit statement balance states that 'your payment this month is £0' then you will not be eligible for hardship support at present, should your Universal Credit payment change in future statements to evidence a payment above £0 then we would encourage you to consider making an application at this point.

## **I have applied for Self Employed Income Support (SEISS), can I still apply?**

This fund is for individuals who are ineligible for government emergency safety nets or unable to survive on what they receive. If you have received support through SEISS and you are still in severe financial hardship (unable to pay your rent/mortgage or buy food) then you may wish to apply. You will need to record your SEISS as income.

## **Does SEISS count as income or a grant?**

Please record SEISS as income and not as a grant. We do not include SEISS as part of the £2,000 grant limit.

## **I'm receiving support from the Government (ESA, Working Tax Credits etc.) that is not Universal Credit, which route do I apply to?**

Please apply for Route 2 and detail the other support you receive in the income section.

## **I received support from the Help Musicians Coronavirus Hardship Fund, does this make me ineligible?**

If you received support from the first phase of Help Musicians Coronavirus Hardship Fund then you are still welcome to apply for this fund. Please note in your application that you received this grant.

## **Can each member of my band apply separately?**

We assess applications on each individual's specific circumstances, so each band member should apply separately. This also applies to members of the same household.

## **Application form**

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### **Can I change or add anything once my application form has been submitted?**

Once your application form has been submitted you are unable to make changes so it is important that you read all guidance before applying. Please make sure all the correct information is included and attached to your application before you submit. Applications are assessed on priority need, not on a first come first served basis.

### **Can I talk to you about my application form and my individual situation?**

We are not able to discuss individual applications due to the level of demand. Please refer to our guidance notes to answer any queries you may have. If you have specific accessibility issues then please e-mail [hardshipfund@helpmusicians.org.uk](mailto:hardshipfund@helpmusicians.org.uk) with the title 'access enquiry'.

### **I'm a musician without a main website or CV how do I give evidence?**

We will need to see either a website or CV in order to assess each application. We can accept social media accounts as long as they are your professional accounts. We are not able to accept personal social media links.

## **I have applied for Universal Credit but don't have a statement?**

You will need to wait to receive your statement, or a payment amount is updated on your online portal before you are able to apply for Route One of this fund.

## **I have a name longer than 18 characters and it won't fit on the bank details section of the form**

If you have a shortened version of your name that you use with your bank, please use this version of your name on your application.

## **Other**

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### **Someone I know received money before me, why is this?**

We often have a high volume of applications, this means sometimes although you applied at similar times your application will be processed at a different time.

### **I didn't receive a confirmation email**

Please check your junk email after one hour first. If a confirmation is not here, please email [hardshipfund@helpmusicians.org.uk](mailto:hardshipfund@helpmusicians.org.uk) with 'missing confirmation email' in the subject line and we will look into this.

### **Is there a deadline when you are planning to close this fund?**

We opened the fund with £2.55m and have experienced the level of demand we anticipated and were prepared for. We monitor all applications against the capacity of our funds and would pause applications if we reached a time where we were unable to fulfil more. We have the ability to expand capacity of Hardship Funding with fundraising and continue to do this to ensure we can help as many musicians as possible.

### **My question isn't listed above in these FAQs - how do I go about getting an answer, and how long will it take for the team to reply?**

Please email [hardshipfund@helpmusicians.org.uk](mailto:hardshipfund@helpmusicians.org.uk). We are aiming to respond in 5 working days but due to very high demand response times could vary.

### **If my application is successful how much money will I be given?**

All applications will be assessed individually, and grants will be awarded based on your specific circumstances.

### **If I am rejected can I apply again?**

If there is a significant change in your circumstances then you can apply again to the fund.