



# Has COVID-19 hurt your finances?

## Not sure which public programs can help?

### The District of Columbia is providing FREE help to District residents over the phone!

In response to the COVID-19 pandemic impact on District residents' finances, the Department of Insurance, Securities and Banking has launched the "Financial Navigators Program" in coordination with United Planning Organization. When you speak with a **Financial Navigator**, you will be talking to a live person who will provide you guidance **over the phone** to help you manage financial issues, identify immediate action steps and make referrals to available programs all at no cost to you!

### Sign Up for Financial Navigator Services

#### Step One

- Call **202-231-7908**, email [fn@upo.org](mailto:fn@upo.org) or visit [finnav.org/interest-dc](https://finnav.org/interest-dc) to sign up.

#### Step Two

- Register for a call with a "Navigator" by providing your:
  - Name
  - ZIP Code
  - Language preference
  - Phone and/or email address

#### Step Three

- A Navigator will call you to begin your FREE 30-minute session.

#### What Happens In your FREE Financial Navigation Session?

The free session will last between 30 minutes to an hour. During the session, your Financial Navigator will work with you to identify next steps and email them to you. Navigators can help you address concerns including:

- **Meeting daily living expenses** like housing, food and insurance;
- **Maximizing income by** accessing benefits, emergency cash assistance and emergency loans;
- **Managing debt** from credit cards, student loans, child support, etc.;
- **Avoiding predatory scams**;
- **Budgeting** for future loss of income; and
- **Accessing other social service**

You spoke with a Navigator but have new questions? You can sign up for another FREE appointment (although we cannot guarantee it will be with the same Navigator).

*Please note - Financial Navigators provide personalized information; they cannot provide direct financial assistance like cash or loans.*



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