

NMCRS Financial Assistance Update: Frequently Asked Questions (FAQ)

Supporting long-term financial stability for Sailors, Marines, and their families

1. Is NMCRS still providing financial assistance?

Yes. Absolutely.

NMCRS continues to respond promptly to essential needs through **interest-free financial assistance and grants**. That support remains at the heart of what we do.

The change is *how* we determine the best assistance for each client, not whether assistance is available.

2. What exactly is changing?

NMCRS has **retired the Quick Assist Loan® (QAL)** as a *stand-alone, automatic \$1,000 loan*.

Instead, all requests now go through **one unified financial assistance process** where:

- Each client's full situation is understood,
- Budgets are reviewed to find the best path forward,
- Assistance (loan or grant) is tailored to the client's real needs,
- Clients receive guidance to prepare for future emergencies/hardships.

You still receive help—often the same day—but now with more support behind it.

3. Why did NMCRS retire the QAL?

Over time, our data showed that most financial crises such as high housing costs, food insecurity, paycheck timing issues, and unexpected life events can't be solved with a quick \$1,000 loan alone.

A “fast fix” didn't always lead to long-term stability. In fact, many clients needed additional support soon after receiving a QAL.

This improved model helps clients:

- Understand their full financial picture,
- Build confidence and stronger money habits,
- Prepare for unexpected events
- Access assistance that truly fits their situation.

4. Does this mean I will be judged or denied help?

No.

Our process is **supportive, confidential, and non-judgmental as it has been since our founding in 1904.**

The goal is to understand your needs—not to criticize how you got there.

We want to work with you to get you the help and relief you need

5. Can I still get assistance quickly if I have an urgent need?

Yes.

If you're facing an urgent situation, our team will work with you to move quickly.

The difference is that instead of capping assistance at \$1,000, we'll work with you to determine the right level and type of support for your specific circumstances.

6. Why can't I just get a quick \$1,000 loan anymore?

The old QAL model allowed active-duty Sailors and Marines to request up to \$1,000 without assessing whether that amount would:

- Address the issue,
- Create new financial strain,
- Be repayable within their budget, or
- Match the real cost of the financial need.

Now, the amount of assistance—whether a loan or a grant—is based on **your actual needs and your budget**, ensuring the solution supports your long-term financial well-being.

7. Will the new process take longer?

Most clients still complete the process **the same day**, often within the same visit or call.

The conversation is designed to ensure you walk away with both **relief today and a plan for tomorrow**.

8. What kinds of situations does NMCRS still cover?

We continue to assist with essential needs such as:

- Food
- Housing and utilities
- Transportation
- Childcare
- Emergency travel
- Essential household needs
- Unexpected financial hardships
- Other mission-critical needs
- Medical and dental co-pays not covered by TRICARE

If you're unsure, reach out—our team is willing to review your request and help you gain financial stability.

9. How does this support financial readiness?

Financial readiness isn't just about solving today's crisis—it's about preparing for the next one.

By reviewing your budget and identifying stress points, we help:

- Build stronger financial habits,
- Identify resources you may not know about,
- Strengthen confidence in handling money,

- Reduce the risk of future emergencies,
- Improve overall readiness for you and your family.
- Prepare you for unexpected events

This is about **empowering you**, not slowing you down.

10. What if I'm embarrassed or nervous to talk about my finances?

You're not alone. Many clients feel that way at first.

Our trained team—mostly volunteers with shared military life experience—provides:

- A welcoming, **confidential** environment
- Compassionate, judgment-free support
- Practical tools you can use right away
- A partnership based on respect and trust

We're here to help you succeed, not to make you uncomfortable.

11. How can I get started?

Visit your local NMCRS office or call to schedule an appointment. You can also walk in during business hours.

Being prepared now can give you a stronger footing for whatever comes next.