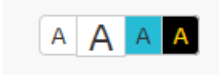
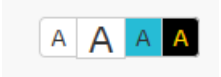
Facebook Small Business Grant Programme Frequently Asked Questions

Category	Question	Answer
Accessibility	How can I make the font larger?	 On the Login page top right, you can set the font to be large or normal.
Accessibility	How can I increase the colour contrast?	 On the Login page top right, you can set the colour contrast to be high or normal.
Application submissions	It says I'm eligible. When does my application open?	Applications will open up across Europe, the Middle East, and Africa over the coming weeks. If you signed up to receive more information, you should receive an email with next steps soon. If you would like to sign up for this notification email, please visit **this page** and register your email address in the 'How do I apply?' section.
Application submissions	I've heard some people are submitting applications, it says I'm eligible, why am I not able to apply?	Programme eligibility is based on the country, city, and location your business is registered or trading in. All other eligible regions will open in the coming weeks, if you signed up to receive more information you should receive an email with next steps when grants open in your country. If you would like to sign up for this notification email, please visit **this page** and register your email address in the 'How do I apply?' section.
Application submissions	Can you explain better what documents do I have to upload?	For Part D 4.1 you are required to upload a business identification document. More clarity on this is provided in the guidance note for Part D 4.1 on the application form. For Part D 4.2 you are required to upload your business' latest financial statements or accounts. Both the business identification document and financial statements must be uploaded before your application can be submitted.

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		Financial statements are written records of a business' financial situation. At a minimum, the financial statements you provide should include a balance sheet and an income statement/profit or loss statement. A balance sheet typically includes a summary of all of your business' assets and liabilities. For example assets include items such as cash, balances due from your customers, buildings owned by your business, stock held by your business etc. For example, liabilities include balances due to your suppliers, loans due to financial institutions etc. An income statement/profit or loss statement includes a summary of your income, expenses and profit for a year. There are specific documents required at different stages of the grant application process. Further documents will be requested at a later stage in the process.
Award winners	How will you choose who gets picked for this grant?	We're focused on helping the businesses who need it most in this time of crisis. We have engaged a third party partner to lead the selection process. In EMEA (Europe, Middle East and Africa) we are partnering with Deloitte and grants platform Quest, and these partners will be responsible for reviewing applications, selecting grant awardees, and distributing the grants to the selected applicants. Grants will be awarded based on the third party partners' agreed decision-making metrics. As there is a limited number of grants, not all eligible businesses will be awarded a grant. Interested businesses will need to meet the eligibility criteria in order to submit an application. Business owners can check to see if they are eligible for a grant on this site. We are committed to providing as much support as possible. Unsuccessful applicants are invited to visit the **Facebook Business Resource Hub** for additional resources to help during this challenging time.

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Data privacy	How do I view the personal data stored?	In the top right corner you will see three bars. Click on this icon to see your profile. You can select 'Full Profile' to view and export a copy of your personal data stored, as the applicant. On that screen you can also select to 'View my application personal details' to see what personal information is stored in your application form.
Data privacy	How do I cancel my application?	You can go open the 'My Application' section of your Inbox to cancel your draft application.
Data privacy	How can I delete my user?	In the top right corner you will see three bars. Click on this icon to see your profile. You can select 'Full Profile' to see the option to De-Register from the platform. Before you can de-register you will need to cancel your draft application.
Data privacy	What happens if I delete my user?	You will see a message that says 'Your request for Deletion is being processed'. When this request is processed all of your personal data will be made permanently unreadable, including your email and password.
Eligible business types	I own a franchise. Am I eligible?	Provided you are the business owner and meet the other qualifying requirements, you will be eligible to apply for the Facebook Small Business Grants Programme.
Eligible business types	I'm a sole proprietor with 1099 contractors that function just like employees. Am I eligible?	Due to the finite number of grants available, we are focused on small business entities with 2-50 employees. While you may be ineligible for this grant, we have curated a series of **free resources** designed to help businesses of all sizes navigate these difficult times.
Eligible business types	Are these grants available for non-profit organisations?	While our small business grants aren't available for non-profits, we have created a series of free resources designed to help you navigate these difficult times. We are also working tirelessly to further support the work organisations like yours do to reach and assist vulnerable communities during this time.

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Eligibility	I don't see my city or location listed?	This means your city or location are not eligible. To view which regions are eligible, please check the eligible cities and locations **here**. We understand that this is a really difficult time for small businesses, and while we would love to give grants in every city and every country, unfortunately that's not possible. Further information on our criteria can be found here: https://www.facebook.com/business/boost/grants While your location is not eligible to apply for the Facebook Small Business Grants Programme, we have curated an online resource [https://www.facebook.com/business/resource] with useful content to support communities and help businesses like yours navigate these challenging times.
Eligibility	I don't fit the eligibility criteria, but am in need of a grant. Can you reconsider my business?	If you find yourself ineligible, we are still committed to providing as much support as possible. Please visit the **Facebook Business Resource Hub** for resources to help you during this challenging time.
Eligibility	Are bars and restaurants eligible to apply?	Yes, bars and restaurants are eligible, subject to the other eligibility criteria. If you are a Facebook advertiser, this includes complying with **Facebook's Advertising Guidelines.**
Facebook definitions	How is Facebook defining elected-officials?	An-elected official includes: Officials, employees, representatives or anyone else acting in an official capacity for or on behalf of a government, government agency or other administrative authority or judicial or quasi-judicial body (whether elected or appointed). For example: Legislators, regulators, police, judges, tribunal members, federal, state or local council members, state-owned/controlled enterprises and executives at state-controlled enterprises, political parties or campaigns, public international organizations (e.g., UN

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		officials), candidates for public office and any person acting on behalf of or any relatives of any of those listed. This does not include former Government Officials; employees of public academic institutions (e.g., professors/teachers) or volunteer work in a non-official capacity (e.g., local Parent Teacher Association).
Grant payments	What type of bank account do I need to receive funds?	You need to have an active business current account to receive grant payments. We cannot pay the grant into personal bank accounts or savings accounts.
Grant payments	How do I receive ad credits?	If you opt into receive ad credits as part of your grant application, ad credits will be applied directly to the ad account you identified during your grant application.
Letter of Offer	How do I sign my letter of offer?	The signed Letter of Offer needs to be submitted to us in digital format and you have two ways to do so. You will receive the Letter of Offer in PDF format and you can sign it by: • Using the 'add comment' function in Adobe Acrobat to add your signature and date. You will need to make sure you already have a digital copy of your signature to add it to the document. • You can print off the Letter of Offer, manually sign and date, and then scan or take a picture of each page. You will then need to upload the scan of each page of the Letter.
My application	When will I receive a response about my application?	We are working hard to review all applications and you will hear back from us roughly 6 weeks after your application has been submitted. After this initial phase, there will be additional selection phases. Time-frames for these subsequent phases will be communicated to applicants in due course.
My application	Is there any flexibility around the documents that need to be provided in the application?	There are specific documents required at different stages of the grant application process. You will initially be asked to provide business financial statements and a

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		business registration document. Further documents will be requested at a later stage in the process. Applicants will receive instructions regarding which documents to upload, and will have opportunities to seek assistance from our support team should it be required.
My application	What if I don't have the documents required?	We require certain documents in order to verify identity and to carry out legal checks. These are mandatory requirements so unfortunately you will not be able to apply for the grant without them. Ineligible applicants are invited to visit the **Facebook Business Resource Hub** for additional resources to help during this challenging time.
My application	I have two businesses, can I apply for a grant for both of them?	Yes, we would be delighted to receive applications from both of your businesses. Please ensure you submit separate applications for each business.
My application	I didn't receive any update emails from you about my application?	We will have sent an email to the address you used to create your account. Please check your SPAM folder if you have not received any email from us. If the email is in the spam/junk folder, please mark it as trustworthy and add the email address that it came from to your safe sender list. This is to ensure that future emails from us are delivered directly to your inbox, and to prevent you from missing any important communications relating to your application. Alternatively, please feel free to contact our helpdesk and they will assist you.
My application	If I am in the middle of writing my application, can I save it and continue working later?	Yes you can. The application platform allows you to save your application at any stage and come back to complete at a later date. Please make sure you submit your application before the closing date. You will receive a reminder 2 days before the closing date.

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My application	How can I tell if my application has been received?	You will receive an email to acknowledge that your application has been received.
My application	Whom should I contact if I have a question concerning the online application?	Please contact our helpdesk and we will assist you with any queries you might have.
My application	How do I save my draft application?	Click on 'Save Draft' button provided on the bottom of each section of your form to save your draft.
My application	Can I quit my application form and return to complete it later?	Yes. Click on 'Save and Exit'. This will return you to your Inbox. Your draft application will be in your Inbox in the 'Things To Do' section.
My application	How can I access my draft application?	Log into your application. You will always find your draft application in your Inbox, in the 'Things To Do' section.
My application	How can I view my submitted application?	You can go open the 'My Applications' section of your Inbox to view your submitted application. Click on the Application ID number to see all forms and documents linked to your application.
My application	How can I see the status of my application?	You can go open the 'My Application' section of your Inbox to see the status of your application.
Partners	Who are Deloitte and Quest?	Deloitte and Quest are our partners who will be administering our application process.
Payment	How will the grant payments be distributed?	Once grant recipients are vetted and selected, specific instructions detailing the distribution process will be provided to the successful applicants.
Payment	What is the value of the grant?	Please refer to the Terms & Conditions document, *'The Grant and Ad Coupons'* section for ease of reference, by clicking **here.**

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Payment of grants	When can I expect the grant to be paid into my account?	If you are successful in your application, grant payment will happen within one week of your Letter of Offer being signed, return and verified.
Privacy	Are the grant recipient names (and their application answers) made public later or kept private?	Grant recipient names may be made public subject to the programme terms and conditions but we would reach out to individuals in advance of publishing any identifiable information
Registration and login	What should I do if I can't see successful registration email in my inbox?	Please check your SPAM folder. Our confirmation email may have gone to your SPAM folder rather than your Inbox. The registration confirmation email will come from noreply@apply-aims-grants.com. If the email is in the spam/junk folder, please mark it as trustworthy and add the email address that it came from to your safe sender list. This is to ensure that future emails from us are delivered directly to your inbox, and to prevent you from missing any important communications relating to your application.
Registration and login	How do I set my password to register my account?	Password strength must reach 100%. Passwords must be at least 12 characters long, include at least 1 number, 1 upper or lower case character and have one or more special characters e.g. (! ? <)
Registration and login	What should I do if I forget my password and I am unable to login?	You can click on Forgot your password? link provided on the login page and follow the instructions to reset your password.
Registration and login	What should I do if I have not received the registration information email and it is not in my junk folder?	It is important to ensure that you can receive email notifications as your application progresses. For that reason, we would like you to register with an alternative email address, Gmail, for example.
Support	How do I email the support desk?	If your question is not answered here please contact fbgrants@deloitte.ie. Please put the name of your country of residence in your email subject header. The helpdesk will be available from 8am to 5pm Irish Summer time, Monday to Friday.