



The Navajo Nation Office of the Controller

FOR IMMEDIATE RELEASE

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Text messages being sent to provide status of application, checks for the Navajo CARES Act Hardship Assistance Program

WINDOW ROCK, Ariz. — The Navajo Nation Office of the Controller has launched a text messaging campaign that will notify applicants of the status of their application or check processing for the Navajo CARES Act Hardship Assistance Program.

This effort is in response to the unprecedented phone call volumes into the Support Center. Many phone calls are simply to verify the status of an application or check.

The text messages will notify applicants in one of the following scenarios:

Mailed/Pending Print: This means your application has been approved, it has been included in a check batch and is either in the mail or will be mailed in the next one to two days.

Approved: Your application was approved prior to the last cutoff for the most recent check batch. These checks will be included on the next batch of checks after the final step of reviewing for duplicate applications occurs. This is expected to occur the week of Feb. 1.

The text messages will come from a variety of phone numbers with area codes beginning with 505 to accommodate the large volumes of text messages to nearly 140,000 application holders. The text messages will be going out today, Jan. 27 and tomorrow, Jan. 28. To ensure legitimacy, the information contained in the text messages has been included below:

Mailed/Pending Print text message:

"Hello, this is the Navajo Nation Hardship Assistance Program Support Center. We are confirming your application has been approved and checks for all eligible applicants that you included on your application are on the way. Please allow 2-3 weeks for standard U.S. Postal Service processing before contacting our support center with questions. Thank you for your patience! Please reply STOP to opt out of future messages."

Approved text message:

"Hello, this is the Navajo Nation Hardship Assistance Program Support Center. We are confirming your application has been approved, pending review for duplicate applicants and checks for all eligible applicants that you included on your application will be printed soon. Please allow 3-4 weeks for processing and standard U.S. Postal Service delivery before contacting our support center with questions. Thank you for your patience! Please reply STOP to opt out of future messages."

Applicants should refrain from calling into the Support Center to check on the status of their applications or checks if they have received a text message. The text message does not guarantee the completeness of your application, such as ensuring that you included all of your intended family members or relatives on the application you submitted.

The application period is closed, so no new applicants are able to be added. If you received your check(s) and believe you are missing an applicant, please call into the Support Center at that time. The Support Center's phone number is 1-833-282-7248.

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LINK: Press Release dated January 26, 2021:

Hardship Assistance Program checks mailed out, 370 duplicate checks sent in error and will be voided

<http://www.nnooc.org/Documents/CARES Act/210126 BT NNOOC Check Update Duplicates FINAL.pdf>