

Coronavirus Office Closure - Beneficiary FAQs for Charitable Grants

Question	Answer
I would like to apply for a grant. What should I do?	<p>We are unable to accept new grant applications whilst our office is closed and you should contact us when our office reopens.</p> <p>Our website will be kept updated with the latest information about our service and availability.</p>
I sent in my application form but haven't heard anything?	<p>If we received your application before the office closure you will have been contacted to let you know we have received it.</p> <p>If you have submitted an online application you will have seen an automatic confirmation that it was received.</p> <p>When the office reopens we will contact you to let you know when you can expect an update on your application.</p> <p>Royal Mail are holding any post that they have been unable to deliver due to the closure. We will contact you to confirm receipt when the office reopens.</p>
I need to provide you with some additional information or a demonstration report for my application for a grant. How can I do this?	<p>Whilst the office is closed, please do not send any additional information.</p> <p>Please continue to check our website for the latest information about our service and availability.</p> <p>Royal Mail are holding any post that they have been unable to deliver due to the closure. We will contact you to confirm receipt when the office reopens.</p>
I am waiting for a decision on my grant application, when will I hear from you?	<p>We are currently unable to review any applications whilst our office is closed.</p> <p>Please continue to check our website for the latest information about our service and availability.</p>
I haven't received confirmation of what my grant award will be. Can I place an order for my new vehicle or adaptations?	<p>You are still able to apply for a vehicle on the Motability Scheme. However we are unable to award any charitable grants whilst our office is closed.</p> <p><i>Please note that we are unable to award grants retrospectively for any vehicle or adaptation which you have already taken delivery of.</i></p>

<p>Your Mobility Driving Advisor visited me and I am waiting for an update.</p>	<p>Whilst the office is closed we are currently unable to consider applications for charitable grants.</p> <p>Please continue to check our website for the latest information about our service and availability.</p>
<p>I have an appointment with a Mobility Driving Advisor, will this go ahead?</p>	<p>If your Mobility Driving Advisor is unable to attend any pre-booked appointments, they will contact you to reschedule them.</p>
<p>I have received a letter confirming my grant award but I have questions.</p>	<p>We are currently unable to answer questions whilst our office is closed.</p> <p>Please continue to check our website for the latest information about our service and availability.</p>
<p>I have an appointment with a Mobility Driving Advisor but I would like to cancel / reschedule it.</p>	<p>If you would like to reschedule your appointment you can call your Mobility Driving Advisor directly.</p>
<p>I have sent in documentation by post, what will happen to this?</p>	<p>Royal Mail are holding any post that they have been unable to deliver due to the closure. We will contact you to confirm receipt when the office reopens.</p>
<p>You have sent me some login details for an online grant application but they are not working. What should I do?</p>	<p>If your login details do not work, please reply to the original email that you were sent to request new details. This will be provided to you when our office reopens.</p>
<p>Can I still complete my grant application online?</p>	<p>If we have already sent you an email with login details within the last 30 days, you will still be able to complete your application online.</p> <p>You will have seen confirmation that the application was submitted and we will contact you to discuss it when the office reopens.</p>
<p>You are currently considering my application for a charitable grant and the lease on my current Scheme vehicle is coming to an end, what do I do?</p>	<p>Whilst the office is closed, we are unable to consider applications.</p> <p>Please visit www.motability.co.uk/contact to speak to a Scheme advisor.</p>
<p>I have been awarded a grant for my driving lessons. Can I continue to book and take lessons?</p>	<p>Following Government advice, and to ensure the safety of driving instructors and pupils, all driving lessons are now suspended for the foreseeable future.</p> <p>If there are any changes or additions needed in relation to your lessons that can only be dealt with by</p>

	<p>Motability, the Charity, we will be unable to review these whilst our office is closed.</p>
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