

Homeowner Assistance Fund

Self-Service Resources for Commonly Asked Questions

1. System Support – Login.gov and ID.me

1.1. Where can I receive login.gov support?

Please refer to the Login.gov Help Center or Contact Us pages for assistance with your Login.gov account:

- The Help Center page is login.gov/help.
- The Contact Us page is login.gov/contact.

2. ID.me System Support

2.1. Where can I receive ID.me Support?

If you are having difficulty registering on ID.me, please refer to ID.me Contact Support for assistance. ID.me's support website can be found at help.id.me. Please also refer to [ID.me Guidance](#) on creating an ID.me account on the HAF website, which can be found [here](#).

2.2. What is login.gov?

Login.gov is a secure sign in service used by the public to sign in to participating government agencies. Users who log in using Login.gov can only gain access to the Compliance Reporting sections of the portal; they cannot access Submissions or HAF Plan Submissions. To gain access to Submissions, users must log in using ID.me.

2.3. How do I set up login information through Login.gov?

First, be sure that your Account Administrator has added you to the Account and has used the correct email address. Then, navigate to [Portal.Treasury.gov/Compliance/s](https://portal.treasury.gov/Compliance/s) and select 'Create an account'. Then, follow the instructions.

2.4. Do I have to use Login.gov if I already have login information through ID.me? / Will my ID.me login no longer be valid?

Users who have previously registered through ID.me may continue to access Treasury's Portal through that method at [Portal.Treasury.gov/Cares/S/Slit](https://portal.treasury.gov/Cares/S/Slit). You are not required to register again with Login.gov. However, you can choose to do so by going to [Portal.Treasury.gov/Compliance/s](https://portal.treasury.gov/Compliance/s). Both Login.gov and ID.me are valid ways to log into the Treasury Portal and both methods will continue to remain open going forward.

Users who log in using Login.gov can only gain access to the Compliance Reporting sections of the portal; they cannot access Submissions or HAF Plan Submissions. To gain access to Submissions, users must log in using ID.me. through [Portal.Treasury.gov/Cares/S/Slit](https://portal.treasury.gov/Cares/S/Slit).

- 2.5. If I already have login information through ID.me, will creating new login information through Login.gov cause any issues?

Users can login using both ID.me and Login.gov provided they set up their Accounts with the same Email Address.

- 2.6. I'm trying to create an Account or login through Login.gov and am receiving an error stating: "No matching contact record was found. Please contact your Account Administrator to create a Contact Record for you in the system, then return to login.gov to complete your registration."

In order to create a Login Account through Login.gov, your Account Administrator must first add you as a Contact to the Account using your Email Address. Once your Account Administrator has added you, you can go to Login.gov to set up your login information.

You will need to set up your Account with Login.gov using the same Email Address that your Account Administrator used to add you.

- 2.7. What is ID.me? Why do I need to use ID.me?

ID.me is a technology partner to multiple Government Agencies and Healthcare Providers. It provides secure Digital Identity Verification to those Government Agencies and Healthcare Providers to make sure that you are you – and not someone pretending to be you – when you request access to online services.

- 2.8. ID.me is asking for my personal information, but I'm trying to apply for HAF on behalf of my government entity. Do I really have to provide ID.me with my personal information?

ID.me provides secure Digital Identity Verification to those Government Agencies and Healthcare Providers to make sure that you are you – and not someone pretending to be you – when you request access to online services. Because ID.me verifies your individual identity (and not your company or agency identity), you will need to provide some personal information during the ID.me verification process.

If you are having difficulty registering on ID.me, please refer to ID.me Contact Support for assistance. ID.me's support website can be found at help.id.me. Please also refer to [ID.me Guidance](#) on creating an ID.me account on the HAF website, which can be found [here](#).

- 2.9. How long will it take me to register with ID.me?

If you have all the required documents, the process should take only a few minutes.

- 2.10. What steps do I need to complete in ID.me?

You will need to verify your identity with ID.me. Please refer to help.id.me for more details on the verification process.

- 2.11. I'm having issues with my existing ID.me account, can you help?

Please refer to ID.me Contact Support for assistance with your ID.me account. Their support website is help.id.me.

3. System Support – SAM.gov

3.1. Where can I go for SAM.gov Support?

If you are having difficulty registering on SAM.gov, we recommend you review the SAM.gov webpage for full instructions or refer to the [Federal Service Desk \(fsd.gov\)](https://fsd.gov) for assistance with your SAM.gov account. You can also call the Federal Service Desk at fsd.gov or (866) 606-8220 between 8am – 8pm EST.

Please note that SAM.gov registration can take up to three weeks; delay in registering with SAM.gov could impact timely payment of funds.

3.2. Why do I need to sign up at SAM.gov?

Registration with SAM.gov is required for any entity that wants to do business with the Federal Government. SAM validates information and electronically shares the secure and encrypted data with the Federal Agencies' finance offices to facilitate paperless payments through Electronic Funds Transfer (EFT).

4. System Support – Treasury Portal CAQs

4.1. How do I create an account?

You can create a Treasury Portal User Account by accessing one of the following sites:

- To create a Treasury Portal User Account through ID.me, please navigate to Portal.Treasury.gov/Cares/S/Slr.
- To create a Treasury Portal User Account through Login.gov, please navigate to Portal.Treasury.gov/compliance/s.

Both are valid methods of creating an Account. Users who log in using Login.gov can only gain access to the Compliance Reporting sections of the portal; they cannot access Applications or Application Information. To gain access to applications, users must log in using ID.me. through Portal.Treasury.gov/Cares/S/Slr.

4.2. Why am I unable to log in? / How do I reset my password?

First, please check to see if you are logging in at the correct location:

- If you have an ID.me account, you will need to login at Portal.Treasury.gov/Cares/S/Slr.
- If you have a Login.gov account, you will need to login at Portal.Treasury.gov/compliance/s.

As a reminder, you must login using the Single Sign-On account that you created using ID.me or Login.gov. Please check the self-service options available online and your spam folder.

Please make sure you are using a *supported* browser. The Treasury Portal supports most modern browsers including Microsoft Edge, Google Chrome and the most recent version of Safari.

The Treasury Portal *does not* work well on Internet Explorer.

To find the self-service options for ID.me, go to [Portal.Treasury.gov/Cares/S/Slit](https://portal.treasury.gov/Cares/S/Slit) and select the “Forgot password” link and follow the instructions.

4.3. My account is locked, can you unlock it?

Use the Self-Service Options available on the website: id.me or login.gov.

4.4. How do I edit my individual account information?

When logged into the Treasury Portal, click on the Avatar in the top, right-hand corner of the screen. Select the ‘Settings’ link. That will bring up the Account Update screen. From there, you can make any appropriate edits and click save.

4.5. Who is my entity’s Authorized Representative for the application/notice of funds process? / Who should sign this agreement?

The Authorized Representative is the individual with legal authority to bind the Payee or the Chief Executive Officer of the government entity. The Authorized Official must sign the award terms for them to be valid. For more specific guidance, please visit Treasury.gov/HAF and select “[Guidance](#)” on the left hand side navigation. Then select “[Financial Assistance Agreement Template](#)” from the list.

4.6. I would like to edit/change my Point(s) of Contact for Reporting.

The Account Administrator for your entity would need to make any updates to points of contact or roles within Treasury’s Portal. If you are not the Account Administrator, then you can reach out to that individual and request that they follow these steps. If you are the Account Administrator or would like to become the Account Administrator then you can:

- Log into Treasury’s Portal via ID.me or Login.gov.
- Click on the three horizontal lines in the upper left.
- Click on Account.
- Then, click into the specific Account link.
- If you want to become the Account Administrator, then go to Certification on the left hand-side and submit the certification to become the Account Administrator.
- Select the Designation form on the left-hand side.
- From here, you can designate the role of any Contact or designate new Contacts.

4.7. I’m trying to do something in the Treasury Portal and it’s not working. What do I do?

Please check your browser. The best browsers to use are Microsoft Edge, Chrome or the most recent version of Safari.

4.8. I'm having some issues with DocuSign.

Required Fields

When all required fields have been completed on the DocuSign page, the Finish button will appear. If the Finish button is not appearing, it is due to one or more incomplete required fields. Use the Auto Navigation feature (yellow tab) to help you navigate. When the 'Finish' button becomes active, you can complete the signing.

Signature Adoption

The first time you click a SIGN or INITIAL field, you are asked to adopt a Signature and Initials.

First, verify that your Name and Initials are correct. If not, you can change them as needed. If you would like to change your Name or Initials, type the changes in the Full Name and Initials fields. Choose if you want to select a preformatted Signature Style or if you will draw your Signature.

Email Issues

If you did not receive the email, it could be because it was blocked by either your Email Server, Firewall, Email Provider or Email Client. Please check your junk email, confirm your email address with the Sender and select to trust all emails from DocuSign. If the email is still not found, users can request the email to be re-sent from within the Treasury Portal. For further assistance, reach out to support.docusign.com.

4.9. What is the Unique Entity Identifier (UEI) number?

On April 4, 2022, the Federal Government transitioned from the DUNS number issued by Dun and Bradstreet in order to uniquely identify entities. Now, entities doing business with the Federal Government must use a Unique Entity Identifier (UEI) number assigned in [SAM.gov](https://sam.gov) and will no longer use a third-party website to obtain their identifier number.

Entities are able to manage organizational information, such as legal business name and physical address associated with a UEI number, directly from [SAM.gov](https://sam.gov).

4.10. What does the Change to UEI Number mean for Recipients?

No action is required if you have an existing and active registration in [SAM.gov](https://sam.gov). If you are registered in [SAM.gov](https://sam.gov), your UEI number has already been assigned and is viewable in your [SAM.gov](https://sam.gov) account. Your UEI number is located below the DUNS number on your Entity Registration Record.

Please ensure your legacy DUNS number is accessible for historical reference where needed, as the DUNS number will no longer be visible to users in [SAM.gov](https://sam.gov) after April 4, 2022. Similarly,

Treasury will automatically populate your existing account records with the GSA-issued UEI number in the Treasury.gov Application and Compliance portal, as applicable.

4.11. Where can I get more information on the Transition to UEI Number?

For further information on the transition to UEI Number, access [SAM.gov](https://sam.gov). Look for the “Register Your Entity” or “Get a Unique Entity ID” section on the page then click “Learn More” to display detailed information about the DUNS to Unique Entity ID (UEI) transition.

Detailed questions about the conversion from DUNS number to UEI number should be directed to GSA by creating an incident ticket with the Federal Service Desk online at fsd.gov or by calling (866) 606-8220. Information about the UEI transition can be found by accessing [GSA.gov](https://sam.gov) and searching on ‘Unique Entity Identifier Update’.

4.12. I have subrecipients to report that have a DUNS, but no UEI. How do I report them?

All Recipients and Subrecipients can obtain a Unique Entity Identifier (UEI) number on the [SAM.gov](https://sam.gov) website and register for an account if needed:

- New SAM.gov registrants will be assigned a UEI number as part of their SAM registration.
- All existing Entities with an existing and active registration with [SAM.gov](https://sam.gov) will be assigned a UEI number that can be used for reporting activities.

For more information, please access the [SAM.gov](https://sam.gov) website.

4.13. The UEI Number in SAM.gov is different from the UEI Number listed on the Treasury Portal. What do I need to do?

If you have identified a difference between the number listed in [SAM.gov](https://sam.gov) for the legal entity (participating in one or more Treasury programs) with the UEI Number that is specific to Treasury or experienced another issue with the UEI Number on the Treasury Portal, please reach out to our team at HAF@Treasury.gov or HAF_Tribal@Treasury.gov.

Please note that the GSA manages the issuance of UEI Numbers and [SAM.gov](https://sam.gov) registration.

5. Procedure – Notice of Funds/Application & Financial Assistance Agreement

5.1. What does a Tribe, Tribally Designated Housing Entity (TDHE), or the Department of Hawaiian Home Lands need to do to receive payment from the HAF?

For a Tribe, Tribally Designated Housing Entity (TDHE), or the Department of Hawaiian Home Lands, a submission of a notice of funds request should have been completed by December 15th, 2021. Eligible entities would have received their initial payments from HAF after entering into a financial assistance agreement with Treasury. To receive the remainder of its allocation, an eligible entity must develop and submit a plan for its use of HAF funding (the HAF plan). Treasury will review the HAF Plan and upon approval of a HAF plan, in whole or in part, Treasury will inform the HAF participant of the schedule for disbursements to the participant for

purposes of the approved portions of the HAF Plan.

5.2. What is the Financial Assistance Agreement?

Each eligible entity approved to receive payment from HAF must enter into a Financial Assistance Agreement with Treasury. The Financial Assistance Agreement template can be viewed and downloaded at [Guidance | U.S. Department of the Treasury](#).

5.3. How do I submit the Financial Assistance Agreement?

The Financial Assistance Agreement can be viewed and downloaded at [Guidance | U.S. Department of the Treasury](#). Eligible Entities must submit their Financial Assistance Agreement through the program portal located at [Portal.Treasury.gov/cares](#) via ID.me.

5.4. What is a Notice of Funds request?

The American Rescue Plan requires eligible Entities to notify Treasury of their request to receive payment from HAF. The Notice of Funds file can be found on the [Guidance | U.S. Department of the Treasury](#) page.

5.5. How do I submit my Notice of Funds request?

Eligible Entities were able to submit their Notice of Funds at the program portal located at [Portal.Treasury.gov](#).

However, the deadline to submit this form has *passed* for all eligible Non-Tribal Entities and Tribal Entities.

5.6. What is our FAIN (Federal Award Identification Number)?

Federal Award Identification Numbers (FAIN) are available on the [USASpending.gov](#) website. Using your organization's name and the CFDA number of 21.026, you should be able to find your FAIN using the search function on [USASpending.gov](#). Note that [USASpending.gov](#) refers to the FAIN as 'Award ID'.

6. Procedure – HAF Plan

6.1. Am I required to submit a plan?

To receive the remainder of its allocation, an eligible entity must develop and submit a plan for its use of HAF Funding. These HAF plans will describe in detail the needs of homeowners within the relevant jurisdiction, the design of each program that the eligible entity proposes to implement using HAF Funds, performance goals and information regarding the eligible Entity's readiness to implement the programs.

For more information regarding a HAF plan, see the HAF Guidance document published at [Guidance | U.S. Department of the Treasury](#) and click "Homeowner Assistance Fund Guidance."

6.2. Where do I submit my HAF plan?

All HAF plans must be submitted through the online portal. You can locate the portal at [Portal.Treasury.gov/cares](https://portal.treasury.gov/cares) (via ID.me).

6.3. What is the process for creating a HAF plan? What information does the plan need to include?

Treasury has provided HAF Plan Templates which are located on the program website at [Guidance | U.S. Department of the Treasury](#). The HAF Plan Template provided by Treasury includes sample language and [Term Sheet templates](#) that HAF Participants may use to develop their plans. Treasury encourages HAF Participants to use these examples and templates to promote consistency across programs, minimize operational complexity and promote a common understanding of eligibility criteria.

If deviating from these examples and templates, HAF Participants should specifically explain how their approach would further the objectives of the HAF, including the targeting and prioritization requirements.

For more information regarding what to include in your HAF plan, see the HAF Guidance document published at [Guidance | U.S. Department of the Treasury](#) and click “Homeowner Assistance Fund Guidance.”

6.4. Do I need to use the HAF plan templates provided by Treasury?

Treasury encourages HAF Participants to use the templates to promote consistency across programs, minimize operational complexity, and promote a common understanding of eligibility criteria. If deviating from these examples and templates, HAF Participants should specifically explain how their approach would further the objectives of the HAF, including the targeting and prioritization requirements.

6.5. What is the deadline for submitting a HAF plan?

There is no established deadline for submitting a HAF plan. However, in order for Entities to receive the remaining 90% of funding allocated, a HAF plan will need to be submitted.

6.6. What is the status of my HAF Plan?

On the Treasury portal, you should be able to see if your plan is Not Submitted or Submitted. Beyond that, there are no further details on the Status available. However, once your HAF plan is approved, you will be notified.

6.7. How quickly will HAF plans be reviewed?

Treasury began reviewing HAF plans promptly after submission. Treasury is working to review HAF plans as quickly as possible. Once your HAF plan is approved, you will be notified.

6.8. How does Treasury assess the HAF plans?

Treasury may approve a HAF plan in whole or in part. If Treasury approves a HAF plan only in part, the HAF Participant will be provided an opportunity to address the weaknesses identified by Treasury. Treasury may also return a HAF plan to the HAF Participant with recommendations for improvement and resubmission to Treasury for reconsideration.

For a detailed breakdown of how Treasury assesses HAF plans, see the HAF Guidance document published at [Guidance | U.S. Department of the Treasury](#) and click “Homeowner Assistance Fund Guidance.”

6.9. How do I make an edit to a HAF plan while it is under review?

Once a HAF plan has been submitted, it is locked for editing. If you wish to make changes to your HAF plan while it is still under review for approval, please reach out to Treasury via e-mail at haf@treasury.gov to unlock your plan.

6.10. What happens after my HAF plan is approved?

After Treasury approves a HAF plan in whole or in part, Treasury will inform the HAF Participant of the schedule for disbursements to the Participant for purposes of the approved portions of the plan.

7. Policy – Eligibility

7.1. What Entities are eligible?

The American Rescue Plan Act provides up to \$9.961 billion for States, the District of Columbia, U.S. Territories, Tribes or Tribal Entities and the Department of Hawaiian Home Lands. The HAF was created to provide relief for our country’s most vulnerable homeowners.

For more information on eligibility, see the HAF Guidance document published at [Guidance | U.S. Department of the Treasury](#) and click “Homeowner Assistance Fund Guidance.”

7.2. What homeowners are eligible?

Homeowners are eligible to receive amounts allocated to a HAF Participant under the HAF if they experienced a financial hardship after January 21, 2020 (including a hardship that began before January 21, 2020 but continued after that date) and have incomes equal to or less than 150% of the Area Median Income (AMI) or 100% of the median income for the United States, whichever is greater.

For information on Homeowner Eligibility, see the HAF Guidance document published at [Guidance | U.S. Department of the Treasury](#) and click “Homeowner Assistance Fund Guidance.”

7.3. How much money am I eligible to receive?

The Homeowner Assistance Fund (HAF) provides a minimum of \$50 million for each State, the District of Columbia and Puerto Rico, \$498 million for Tribes or Tribally Designated Housing Entities and the Department of Hawaiian Home Lands, and \$30 million for the Territories of Guam, American Samoa, the U.S. Virgin Islands, and the Commonwealth of the Northern Mariana Islands.

For specific Allocation Information or more information on Allocation Methodology, please visit the program website at [Allocations, Payments, and Award Terms | U.S. Department of the Treasury](#) and select “Data and Methodology for State and Territory Allocations under the Homeowner Assistance Fund”.

7.4. How did the government calculate these amounts? / What is our allocation amount? / What was the allocation methodology?

Treasury made allocations for each State, the District of Columbia and Puerto Rico based on homeowner need, determined by the average number of unemployed individuals and the number of mortgagors with mortgage payments that are *more than* 30 days past due or mortgages in foreclosure.

Treasury made allocations to Tribes and Tribal Entities based on the allocation formulas used for the Emergency Rental Assistance (ERA) program.

For specific allocation information or more information on Allocation Methodology, please visit the program website at [Allocations, Payments, and Award Terms | U.S. Department of the Treasury](#).

8. Policy – Eligible Uses of Funds

8.1. What are the eligible uses for these funds?

HAF Participants may use funding from the HAF only for the purpose of preventing homeowner mortgage delinquencies, homeowner mortgage defaults, homeowner mortgage foreclosures, homeowner loss of utilities or home energy services, and displacements of homeowners experiencing financial hardship. No more than 15% of HAF funds in aggregate is permitted to be used for planning, community engagement, needs assessment and administrative expenses.

For a full list of eligible uses of funds, see the HAF Guidance document published at [Guidance | U.S. Department of the Treasury](#) and click “Homeowner Assistance Fund Guidance.”

8.2. How do I know if a specific use is eligible?

For a full list of Eligible Uses of Funds, see the HAF Guidance document published at [Guidance | U.S. Department of the Treasury](#) and click “Homeowner Assistance Fund Guidance.”

8.3. What can I use the initial payment for?

Treasury encouraged HAF Participants to use these initial payments to create or fund pilot programs to serve targeted populations and to focus on programs that are most likely to deliver resources most quickly to targeted populations, such as mortgage reinstatement programs. No more than 50% of the initial payment was permitted to be used for planning, community engagement, needs assessment, and administrative expenses.

For a full list of eligible uses of funds, see the HAF Guidance document published at [Guidance | U.S. Department of the Treasury](#) and click “Homeowner Assistance Fund Guidance.”

9. Policy – Disbursement/Payment

9.1. How do I receive payment (Wire, ACH)?

Entities can request to receive payment to Fed ACH (Automatic Clearing House) and Fedwire bank accounts. These options are provided on the Notice of Funds document which can be found on [Guidance | U.S. Department of the Treasury](#).

9.2. When will I receive payment?

In order to receive the *initial* payment, eligible Entities are required to enter into the Financial Assistance Agreement with Treasury and commit to use the funds only for qualified expenses.

The remainder of the funds will be sent after the Entity’s HAF plan has been approved. Treasury works to review HAF plans as quickly as possible. Once your HAF plan is approved, you will be notified.

9.3. Will we receive the full payment in one transaction? Or will there be multiple transactions?

HAF payments are distributed in two transactions. Eligible entities have already received an amount equal to 10% of the total amount allocated to the eligible entity. Treasury made initial payments to the eligible entity or agency of the eligible entity identified on the eligible entity’s Notice of Funds Request.

The remainder of the funds will be sent after the Entity’s HAF plan(s) have been approved.

9.4. How soon after HAF Plan approval will I receive the funds?

Treasury begins reviewing HAF plans promptly after submission. Treasury is working to review HAF plans as quickly as possible. Once your HAF plan is approved, you will be notified.

10. Reporting

10.1. What reporting is required for HAF recipients?

HAF Participants are required to submit Quarterly and Annual Performance Reports. The table below outlines Treasury reporting requirements:

Recipient	Quarterly Report	Annual Performance Report
States	By June 10, 2022, and then 45 days after the end of each quarter thereafter.	By November 15, 2022, and annually thereafter by mid-November.
Tribal Governments with Allocation > \$5M		
Tribal Governments with Allocation < \$5M & Department of Hawaiian Home Lands	By November 15, 2022, and annually thereafter by mid-November.	

In addition to Treasury reporting, HAF Participants will still be responsible for their required Federal Subaward Reporting System (FSRS) Reporting and [Sam.gov](https://www.sam.gov) registration. We are aware that the system for reporting subaward information, <https://www.fsr.gov>, does not currently have the ability to accept data from prime recipients for awards that are not considered grants or cooperative agreements. This includes HAF participants. We understand that the U.S. General Services Administration is working to resolve this issue in the near term. Treasury will inform HAF participants when the issue has been resolved and subaward reporting can resume in <https://www.fsr.gov>. HAF participants are still required to collect and retain subaward information and make this information available to Treasury, Treasury’s Office of Inspector General, the Comptroller General of the United States, and any of their authorized representatives upon request.

10.2. What information is required on the Reports?

All reports should be entered and submitted through the Treasury Portal. Treasury recommends reviewing the following reporting resources to learn more about reporting requirements available on the [Reporting | U.S. Department of the Treasury](#) site:

- [HAF Quarterly Report User Guide](#)
- [HAF Guidance on Participant Compliance and Reporting Responsibilities](#)
- [HAF Reporting FAQs](#)

10.3. What are the 3 HAF Reporting Roles?

The 3 roles for HAF reporting are: Account Administrator, Point of Contact for Reporting and Authorized Representative for Reporting.

Account Administrator – Account Administrator for the HAF award has the administrative role of maintaining the names and contact information of the designated individuals for HAF

reporting. The Account Administrator is also responsible for working within your organization to determine its designees for the roles of Point of Contact for Reporting and Authorized Representative for Reporting and providing their names and contact information via Treasury's Portal. The Account Administrator can also view and submit reports.

Finally, the Account Administrator is responsible for making any changes or updates as needed over the award period. We recommend that the Account Administrator identify an individual to serve in their place in the event of staff changes.

Point of Contact for Reporting – The Point of Contact for Reporting is the primary contact for receiving official Treasury notifications about reporting on the HAF award, including alerts about upcoming reporting, requirements and deadlines. The Point of Contact for Reporting is responsible for completing the HAF Reports but cannot certify and submit the reports.

Authorized Representative for Reporting – The Authorized Representative for Reporting is responsible for certifying and submitting official reports on behalf of the HAF Award Recipient. Treasury will accept reports or other official communications only when submitted by the Authorized Representative for Reporting.

The Authorized Representative for Reporting is also responsible for communications with Treasury on extension requests and amendments of previously submitted reports. The official reports may include special reports, monthly reports, quarterly reports, and final reports.

For more information on these Reporting Roles, go to [Reporting | U.S. Department of the Treasury](#), click on the [HAF Quarterly Report User Guide](#) link then go to Appendix A – Designating HAF Points of Contact by HAF Account Administrators.

11. Complaints

11.1. Where do I send a complaint about the program?

Members of the public may file a complaint with the Treasury Office of Inspector General (OIG) by accessing the OIG website at oig.treasury.gov then clicking the “[Learn How to Report](#)” link on the right-hand side of the page.