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Policy Regarding Repayment of Emergency Awards

The Crime Victims Compensation Board recognizes that allowing claimants to request emergency awards crucially benefits crime victims during times of extreme financial hardship. Occasionally, however, claimants are granted emergency awards, but their claims are ultimately denied following a completed investigation.

Pursuant to KRS 49.360(2)(c), any claimant that receives an emergency award and their claim is subsequently denied shall repay the Board the amount of the emergency award, up to \$1,000.00. Thus, the Board hereby issues the following policy in collecting emergency awards from claimants whose claims were ultimately denied.

Upon the Board's denial of a claim that previously had been granted an emergency award:

- a) The Board's collections staff shall send a demand letter to the Claimant, detailing when the emergency award was issued, its amount, and repayment options, including monthly payment plans, and potential consequences for failing to respond or refusing to enter a repayment plan.
- b) If the Claimant fails to respond, or otherwise fails to satisfy the repayment agreement, collections staff shall send a Notice of Intercept Letter to the Claimant, notifying the Claimant that the Board seeks to intercept the Claimant through the Department of Revenue and that failure to contact collection staff prior to the date the claim is to be

referred for interception shall result in interception of the Claimant's potential tax refunds or other financial benefit conferred by the Commonwealth of Kentucky.

- c) As a last resort, should the above methods prove unsuccessful, Board counsel may file a collections action in the state district court where the claimant resides. The Board shall approve any proposed suit prior to filing.

Effective Date: December 9, 2025