

# Family Resource Center's Refund Policies

In the spirit of transparency, and in order to avoid any confusion, FRC wants applicants to know what fees are refundable and under what circumstances. Unless otherwise stated below all fees paid to FRC are non-refundable. In three of the following four situations outlined below, FRC fees or "expenses" are refundable provided that those fees or expenses meet the criteria set forth in each applicable section.

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## I. Phase I or Home Study Fee

A portion of the Phase I or Home Study Fee is refundable under the following circumstances:

A] If an applicant submits an application to FRC and withdraws<sup>1</sup> it within 72 hours of the time it has been received by FRC, all but \$250 of the Phase I or Home Study Fee is refundable.

B] If an applicant submits an application to FRC and withdraws it within 21 days of the time it has been received by FRC, all but \$1,000 of the Phase I or Home Study Fee is refundable.

C] There shall be no refund of the Phase I or the Home Study Fee once an FRC worker enters an applicant's home and begins an in-home visit and interview even if this interview and visit begins prior to the 21 day period referenced above in section [B].

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## II. FRC's TAP Program Placement Fee

FRC's TAP Program Placement Fee is refundable under the following circumstances:

In legal risk situations involving unknown putative fathers, the actual amount of the placement fee paid by an adoptive parent(s) will be fully refunded by Family Resource Center in the event that the adoptive placement of the child is reversed prior to the finalization of the adoption, due to (1) a successful legal challenge brought by a putative/biological father and (2) loss of custody of the child by the adoptive parent(s). This refund will be made by FRC to the adoptive parent(s) within 60 days after **both** the entry of the final court order and the return or surrender of the child to FRC or the putative/biological father. The 60 day period will begin after the second of the aforementioned events occurs.

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## III. Agency Assisted Program "Expense Fund"

This section only applies to participants in FRC's Agency Assisted Adoption Program. The unused portion of an applicant's "Expense Fund" in FRC's Agency Assisted Adoption Program is refundable as per the terms set forth in FRC's Agency Assisted Adoption Program Agreement entered into between FRC and program participants/applicants and signed by the applicants.

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## IV. No other FRC fees are refundable

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<sup>1</sup> An applicant's application shall be considered "withdrawn" by FRC when a) the applicant(s) sends a timed and dated email concurrently to FRC's Executive Director and Associate Director indicating their desire to withdraw their application, and, b) when this email is followed by a "withdrawal notice" letter to FRC's office, sent via certified mail and postmarked within one business day of the date the "withdrawal notice" email was sent.