



# THE IG UPDATE



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## New Army Emergency Relief (AER) Process

On 17 Mar 2025, Army Emergency Relief (AER) launched a new online **AER Portal** for eligible recipients to use when seeking AER assistance. The Soldier's unit leadership is still integral to the overall process, and Soldiers should discuss their needs and application with their company/battery/troop First Sergeant and Commander. If a Soldier cannot use the portal, they can still use the traditional method by going directly to their unit leaders to get started. Deployed Soldiers' spouses should contact the unit's rear detachment or local AER office. Eligible Family members outside a 50-mile radius of an Army installation should contact the American Red Cross at 877-272-7337 for assistance.

AER is prepared to provide financial aid to selected ranks of active-duty Soldiers, their Families, and other eligible recipients (see the box below). Assistance depends on Soldiers' needs and repayment of these loans will be made through payroll allotments. As the official nonprofit of the U.S. Army, AER assists more than 30,000 Soldiers and Army Families annually and supports well-being by alleviating financial stress and promoting economic stability. As shown on the portal, AER is all about 'Helping the Army Take Care of Its Own' and is committed to Army Families.

AER can rapidly provide zero-interest loans to Soldiers for essential household needs in times of difficulty. Financial assistance is offered first to Soldiers E-1 through E-6 and their Families. AER will assist other ranks by exception based on their financial situations. When a Soldier is approved for assistance, funds will be transferred rapidly via Zelle or within 24-48 hours by direct deposit.

The Soldier's company/battery/troop leadership must validate the Soldier's circumstances and determine the appropriate dollar amount for an interest-free AER loan. The AER loan amount will be based on an assessment of the immediate needs of the Soldier and their Family.

The new portal offers several functions. In addition to applying for assistance, you can: make a donation, either through an allotment or a one-time donation; make a payment on an existing loan, through e-check, credit card or PayPal; view your loan/grant history; take the financial literacy exam; and submit inquiries.

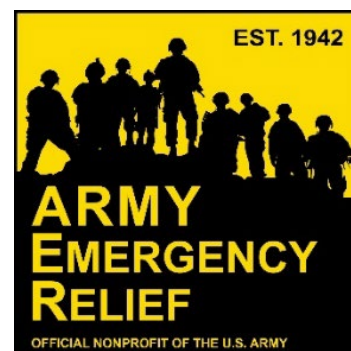
**Additional information about AER can be found at:**  
[www.armyemergencyrelief.org](http://www.armyemergencyrelief.org)

**The portal's direct address is:**  
<https://aerprod.powerappsportals.us/>



AER portal

**AER on the socials**  
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**The Inspector General**  
LTG Gregory J. Brady

**The IG Sergeant Major**  
SGM Delia Quintero



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### Who's eligible for AER assistance?

*See AR 930-4, para 2-1a-d.*

- Active Duty Soldiers and eligible Family members
- ARNG & USAR Soldiers on Title 10 orders for more than 30 consecutive days and eligible Family members
- Retired Soldiers and eligible Family members
- Surviving spouses and children of eligible Soldiers who died on Active Duty or after retirement.