

EXHIBIT 11

Resources and Frequently Asked Questions During the COVID-19 Pandemic

Governor Hogan declared a State of Emergency for Maryland on March 5, 2020 and has issued several Executive Orders since then to protect the health and welfare of Marylanders. Several Executive Orders have impacted the normal operations of businesses, government entities, and non-profits, while others provide protection for households during this crisis. The following guide attempts to answer some FAQs on current resources that might be available to Maryland residents.

For more resource information please visit:

[Governor's COVID-19 webpage](#)

[Governor's Office of Service and Volunteerism](#)

[Department of Labor \(unemployment\)](#)

[Maryland Hunger Solutions \(food\)](#)

[Public Justice Center \(landlord/tenant and evictions\)](#)

[Maryland Legal Aid \(legal questions answered in regards to COVID-19\)](#)

[Maryland Consumer Law Center \(consumer information\)](#)

[Maryland Office of Attorney General \(complaints about violations of State of Emergency prohibitions on terminating internet, cable, wireless, or private water services by service providers or landlords\)](#)

[COVID-19 Consumer Information](#)

RESOURCE O&As

FOOD

I don't have any food in my home and cannot afford groceries. Where can I receive free food for myself/my family?

You may be eligible for food benefits through SNAP (Food Stamps). SNAP provides income eligible households with a debit card that has a monthly allotment. You can apply [online](#) or call 800-332-6347 to receive help. If you are having trouble getting in touch with SNAP because of longer than normal wait times, Maryland Hunger Solutions may be able to help you access SNAP benefits. To connect with Maryland Hunger Solutions visit the [Maryland Hunger Solutions website](#) or call 410-528-0021. You can also call HPRP's SNAP Legal Hotline if you are having issues with applying at 800-613-2518.

Throughout the state there are free pop-up food market giveaways, food pantries, and free food delivery to those in need of assistance. To locate resources for free food options dial 2-1-1 and ask for your local food resources.

Several grocery stores across Maryland are offering special shopping times for coronavirus-vulnerable customers, including people aged 60+, those who are pregnant, people who are

