

Hayle Academy

14th April 2020

Dear Parent/Carer

GOVERNMENT FSM VOUCHER SCHEME

For Parents with email addresses

I have been informed today that the order for the FSM vouchers for those families with an email address has been fulfilled and the eCodes are being generated. I have been contacted by one parent who has received her eCode so hopefully they are beginning to filter through although this could take up to 72 hours.

When you receive your eCode please follow the instructions below:

1. Copy the eCode from your email
2. Go to www.freeschoolmeals.co.uk
3. Enter the 16 digit eCode (you can enter more than one eCode if you have more than one to redeem)
4. Select a Supermarket
5. Enter the amount and add to basket
6. Checkout and enter the email address you would like the eGift card sent to
7. Your eGift card will be processed and sent (please allow up to 3 hours for it to be delivered to your inbox) **As the process is very slow at the moment due to the volume it may take a bit longer than the estimated 3 hours.**

For parents without email addresses

Unfortunately the order for the vouchers for us to post to you is still showing as 'Pending' on the website. The Company has assured us that they are working to clear those orders as soon as possible.

In the meantime if anyone needs support urgently, we do have some food left over from the food boxes that were not collected before the holidays. Please contact Mrs Halsey, on 07471 103092 if you would like more information.

Thank you all for your on-going patience and support through this difficult situation.

Kind regards

Dan Mather
Head of school



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