

## ***FSM Vouchers – Frequently Asked Questions***

### ***My child receives FSM, am I entitled to receive vouchers?***

Each child in receipt of FSM (including Sixth Form FSM students) will receive a £15 per week voucher to spend on groceries.

### ***What if I have more than one eligible child?***

Each child will receive £15 per week.

### ***How will I receive these vouchers?***

If you have an email address registered on our school system, you will receive an email with code attached to allow you to download your voucher. The voucher will be sent to the parent/carer email listed as priority on our school system. Please note the email will be sent by Edenred who are administering this on behalf of schools and it will not come from the Hanson email address.

If we do not have an email address registered, the vouchers will be printed and posted home.

### ***When will I receive the emails/vouchers?***

The scheme started from 6<sup>th</sup> April, however Edenred are experiencing a high number of orders from schools and there are delays in processing the orders. Once the backlog has been cleared, we hope that vouchers will be emailed or posted out each Monday.

Vouchers/emails for week beginning 6<sup>th</sup> April have now been processed and parents should have received an email by Thursday 16<sup>th</sup> April. Printed vouchers were posted home on 15<sup>th</sup> April.

Vouchers/emails for week beginning 13<sup>th</sup> and 20<sup>th</sup> April have been ordered, but haven't yet been processed by Edenred. They will be emailed or posted as the order has been fulfilled and processed.

### ***I have not received the email.***

Please check your junk emails. If you have not received anything within 24 hours, please contact school and we will check the email address is correct. If this is incorrect, we can cancel previous unused orders and re-issue to the correct address.

### ***What if I change my email address?***

Please contact school and update your email address as soon as possible. If you are unable to access your previously registered email address and the vouchers have not been downloaded, we are able to cancel and redirect voucher codes.

### ***How can I download and redeem my vouchers?***

**See [Edenred parents information on the school website](#). [Free school meals Compliments Select Parent & Carer FAQs](#)**

### ***What happens if I have a smartphone but no data when I'm at the supermarket?***

We suggest ordering your eGift card at home when connected to WIFI before you go to the supermarket. Take a screenshot of the eGift card barcode before going to the supermarket as this should still scan ok in-store. Please note it will need to be processed at the checkout as a gift card not a voucher.