



23 April 2020

**RE: FREE SCHOOL MEALS – EDENRED UK**

Dear Parent/Carer

I do hope that this letter finds you and your family well.

Following my letter issued on 2 April 2020, I wanted to provide you with some more information on the Free School Meal (FSM) vouchers which are now issued by Edenred UK.

Edenred UK are working with the Department for Education (DfE) to deliver supermarket vouchers to families with children entitled to FSM. As of Monday 20 April, Edenred UK will be issuing to you the FSM vouchers. You will receive an eCode in one of the following formats:

- An eCode which allows you to redeem online from a selection of supermarket 'eGift cards' or;
- If you do not have an email address or access to the internet, we will print off the voucher, or 'eGift card', and post it to your home address, or arrange a collection if easy and safe to do so.

**What is an eCode?**

This is the 16 digit code which will be sent to you. You'll need this code to access [www.freeschoolmeals.co.uk](http://www.freeschoolmeals.co.uk) and choose your supermarket eGift card. **You cannot use the eCode directly with the retailer, it must be exchanged for an eGift card.**

Emails from Edenred may go into your junk / spam folder so please ensure you check this. If you are unable to locate your eCode please email [meals@harrogatehighschool.co.uk](mailto:meals@harrogatehighschool.co.uk) and we will request for this to be resent to you.

**Redeeming the voucher**

Once you have received your voucher, you will be able to redeem this in store at the selected retailer by either:

- presenting the voucher on a smartphone or tablet
- presenting a paper copy of the voucher

The vouchers should not be redeemed for any age-restricted items, such as alcohol, cigarettes or lottery tickets.





### What supermarkets are available?

- Morrisons
- Tesco
- Sainsbury's
- Asda
- Aldi
- Waitrose
- M&S Food

### How often will I receive the supermarket voucher?

We have advised Edenred to issue you with eCodes weekly and on a Monday.

The full list of parent / carer FAQs can be found here:

[https://www.edenred.co.uk/Documents/DfE/DfE\\_FreeSchoolMeals\\_ParentCarerFAQs.pdf](https://www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_ParentCarerFAQs.pdf)

### Be aware of scam emails

The DfE have informed us that some parents have received an email stating the following:

'As schools will be closing, if you're entitled to free school meals, please send your bank details and we'll make sure you're supported'.

**We can confirm that this is a scam email and is not official. We urge parents that if you receive any emails like this, please do not respond, and delete it immediately.**

If you do not currently receive free school meals, but think your child may be entitled to them, as your circumstances have changed, please visit <https://www.gov.uk/apply-free-school-meals>

With best wishes to you and your family.

Your faithfully,

**Mrs C Clarke**  
Academy Head

