

28th April 2020

Dear Parents/Carers

Free School Meals

We would firstly like to apologise to those experiencing issues with the new national EdenRed system for providing free school meals support. We have contacted the system administrator on multiple occasions to advise them of our ongoing issues, and we hope for these to be resolved as quickly as possible.

As a trust we have uploaded all details required for those entitled to free school meal vouchers, and they should now be with you.

Advice on claiming ecodes

Once you receive your email from EdenRed – please click on the link provided or visit www.freeschoolmeals.co.uk where you can enter your 16 digit ecode.

Please note it is best to type this in manually as copying and pasting can pick up/lose proceeding 0's which can cause an error.

The webpage is using a queueing system; at peak times this can take up to an hour to enter the site – please do not refresh your browser as this will move you to the back of the queue again.

We have established that the system is more efficient during off peak times.

Peak Times – 9am to 3pm Monday to Friday.

Still having issues claiming ecodes?

If you have not received an email from EdenRed with an ecode please check in your junk folders.

If you still cannot locate it please email freeschoolmeals@cmatrust.net ensuring you have included the name and school of your child along with the correct email address for you.

We will investigate and get back to you as soon as possible.

If you have received an ecode and after trying advice above and following the guide attached you still have issues, please contact freeschoolmealsparentscarers@edenred.com As a trust we are able to resend ecodes only.

Frequency of vouchers

As a trust we have chosen to send vouchers fortnightly – therefore for each child eligible you will receive a £30 voucher each fortnight. The first voucher from EdenRed covers fortnight commencing 20th April and 3rd May.

Further Information

If you have any immediate financial difficulties having not received your latest voucher, please contact your school directly to discuss this with them at worried@elycollege.co.uk

We will do all we can to support.

As per previous communications, please still be mindful of scams relating to free school meals that are going around – Edenred who are supplying vouchers will **NOT** be asking you for any bank details.

We understand these times are difficult for all, and we do apologise for any delay in your latest vouchers.

Kind Regards,

CMAT Finance