

1<sup>st</sup> May 2020

Dear Parent/Carer

**Re. Supermarket Vouchers**

I am aware that a number of families are still experiencing problems redeeming the supermarket vouchers issued by Edenred in recent weeks.

This issue is being reported nationwide and we are advised that Edenred are making continual improvements to their website to make it easier for families to access the site and enter codes.

I do appreciate that in the current climate it is vital that families are able to access these funds quickly and efficiently. In acknowledgment of this, the school took the decision to issue this week's vouchers through Wonde, as previously their system had worked well. We will continue to use them until the issues with Edenred are fully resolved.

The school is currently looking at ways to re-issue vouchers which have not yet been redeemed, to ensure that all families are in receipt of their full entitlement. I hope to be able to provide more information on this early next week.

Your patience while these issues are resolved is greatly appreciated.

Yours faithfully

Julie Cook  
Family Support Worker

**Lime Academy Ravensbourne**

Neave Crescent, Romford, Essex RM3 8HN **Tel:** 01708 341800 **Email:** [office@limeacademyravensbourne.london](mailto:office@limeacademyravensbourne.london)

The Lime Academy Trust, trading as Lime Academy Ravensbourne is a company limited by guarantee and exempt charity.

**CN:** 09297519 **RO:** England and Wales 70–72 New Road, London E4 8ET

[www.limeacademyravensbourne.london](http://www.limeacademyravensbourne.london)