



FAQs for parents

Peterborough City Council is continuing to support eligible families accessing free school meals (FSM). Look out for an email or text message from Evouchers with a link to access your voucher.

What kind of support is available?

Peterborough City Council are leading several initiatives to support residents and their families, which you can view on their website.

<https://www.peterborough.gov.uk/council/benefits/household-support-fund> The criteria for access are set by the local authority, if your child is eligible you will automatically receive a voucher.

What if I don't need my voucher?

If you do not want/need your voucher please contact your school office. Please do not claim the voucher, this way we can reallocate your voucher to a family in need.

How do I access and use my voucher?

- Download the Evouchers app to make the process of claiming and managing your vouchers even easier.
- **App store**
<https://apps.apple.com/gb/app/evouchers-com/id1566608045>
- **Android**
https://play.google.com/store/apps/details?id=com.wonde.evouchers&hl=en_GB&gl=US&pli=1
- You will receive a text message from Evouchers or an email from Evouchers.com (no-reply@evouchers.com).
- Follow the steps in the message you have received to claim your voucher. Once you have selected your chosen supermarket you will receive your voucher to use in-store or online (if applicable).
- You can then view or download your voucher and scan it at the chosen supermarket.
- **Please note:** Once you have selected your supermarket and claimed the voucher, the chosen supermarket can not be changed. You can choose a different supermarket for each voucher you receive.

- Any vouchers previously assigned to your email or phone number will appear in your account. Once you have used your voucher with your chosen retailer, you can archive this within the app to avoid confusion with any future vouchers you might receive.

I have claimed my voucher but I haven't received it yet?

Most vouchers arrive within 30 minutes, but sometimes there can be a few reasons for a delay.

If I don't spend the whole voucher on one visit, can I keep it for my next shop?

Yes, you can.

When will my voucher expire?

First, you must claim your voucher by selecting your supermarket of choice. Each supermarket has slightly different expiry dates, but all last up to a year, here's a summary of some of the supermarkets you can choose from.

| Brands | Use in-store | Use online | Expiry date (once claimed) |
|---------------|-------------------------------------|-------------------------------------|--------------------------------------|
| Aldi | <input checked="" type="checkbox"/> | X | 5 Years |
| ASDA | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 2 Years |
| B&M | <input checked="" type="checkbox"/> | X | 1 Year |
| Farmfoods | <input checked="" type="checkbox"/> | X | 2 Years |
| Iceland | <input checked="" type="checkbox"/> | X | 1 Year |
| Morrisons | <input checked="" type="checkbox"/> | X | 1 Year |
| M&S | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 2 Years |
| Sainsbury's | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 2 Years |
| Tesco | <input checked="" type="checkbox"/> | X | 5 Years |
| Waitrose | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 2 Years |

What do I do if you do not receive a text message or email?

Please contact your school if you haven't received anything by Tuesday 28th May. **Please include your child's name and the school/nursery setting.** It may take up to five days to get a reply.

Are there any restrictions on what the voucher can be used for?

Yes. Vouchers are not permitted for the purchase of alcohol or tobacco products, lottery, top-ups or gambling-related items.

For questions on eligibility or to make an application for Free School meals.

Please go to:

<http://www.peterborough.gov.uk/residents/schools-and-education/free-school-meals>

For any questions regarding your voucher.

Please visit the Evouchers online help centre with FAQs, help articles and step-by-step guides. www.help.evouchers.com.

If you still can't find what you're looking for, you can email the Evouchers support team at support@evouchers.com.