

## Farmfood Vouchers FAQ's

Q - Why have I received this Voucher?

A - The council is committed to assist the most vulnerable children in the city to access food provisions during the current school closures

Q- How much is the award?

A - You will receive a card for each child in receipt of a footwear and clothing grant and/or a free school meal. The card will be preloaded with £20, equivalent to £2 per school day. It will be topped up on the dates specified on your letter.

Q- I haven't received vouchers for all my children

A- Cards are being issued on a school by school basis, phased over the coming week.

Q- Can I only use it in Farmfoods?

A- Yes

Q - What happens if I don't spend the whole amount?

A - It doesn't need to be spent all at once. The credit will remain on the card for two years.

Q- Why have I not received a voucher?

A- Vouchers have been distributed to vulnerable families across Glasgow if in receipt of footwear and clothing grant and/or free school meals.

Q-How do I know if I am due a voucher?

A-Vouchers have been distributed to vulnerable families across Glasgow if in receipt of footwear and clothing grant and/or free school meals.

Q-I am due a voucher but I haven't received it

A-Cards are being issued on a school by school basis, phased over the coming week. If you haven't received a card by **Monday 6 April call 0141 276 1177**.

Q-What do I do if I have lost my vouchers or they have been damaged

A-**Call 0141 276 1177**