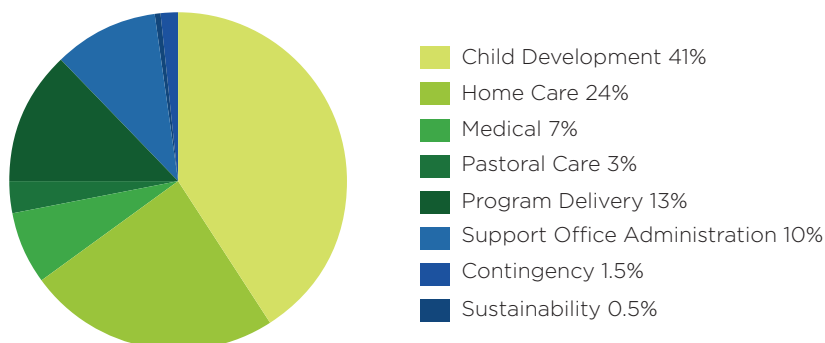


IMPACT OF YOUR WATOTO MOTHER SPONSORSHIP

Thank you for your generosity. You are a hero to us—and to the mother you are sponsoring. When you sponsor a Watoto mother, you help us provide food, clothing, medical care, and a home so our moms can have everything they need to raise our children with love and dignity.

Each mother has multiple sponsors in order to give them the full care that every person needs to thrive. Please know you—and every one of our sponsors—are critical to the work we're doing in Africa, and your sponsorship is making a lasting difference not only in the life of the mother you sponsor, but also in the lives of her Watoto children.

This chart shows a detailed breakdown of your sponsorship at work:



STATEMENTS AND UPDATES

WHAT TYPES OF STATEMENTS AND UPDATES WILL I RECEIVE?

You will receive a sponsorship update annually. You may also choose to receive periodic updates via email about the impact of your sponsorship as well as updates about what's happening at Watoto. And a detailed statement of your giving may be provided for tax purposes upon request.

OUR GIFT POLICY

CAN I SEND GIFTS TO THE MOTHER I SPONSOR?

We love the generosity of our sponsors. Monetary gifts are welcome and will be pooled into a gift fund so that all our sponsored children and mothers receive gifts on special occasions such as their birthday, Christmas, or graduation. .

If you'd like to make a special gift donation, please connect with the Watoto Global Support Office closest to you and specify the purpose of the gift.

For those who would like to send a physical gift, please know in order to be fair to all those in our care, we are not able to designate gifts to your individual sponsored child or mother. All gifts received are pooled and distributed evenly for special occasions. Please mail those directly to the Watoto Office in Uganda at the following address:

Watoto Child Care Ministries
c/o Sponsorship Department
PO Box 26366
Kampala, Uganda

NOTE: It is advised that you refrain from mailing expensive parcels as these items must be cleared by customs in Uganda and unfortunately, there is a risk that valuable items could be seized.

WRITING TO YOUR SPONSORED WATOTO MOTHER

MAY I WRITE TO THE WATOTO MOTHER I SPONSOR?

Absolutely. Your Watoto mother can't wait to hear from you. The simple act of receiving an email or letter from you encourages them, and lets them know they are valued and loved.

HOW OFTEN SHOULD I WRITE TO THE WATOTO MOTHER I SPONSOR, AND WILL I RECEIVE A REPLY?

We encourage you to write at least once or twice a year. Yes, you will receive a reply—the Watoto mother you sponsor can't wait to write and tell you about themselves and what's going on in their lives. All replies from your sponsored mother will be sent via email. Should you prefer to receive letters by mail, please contact the Watoto office nearest you to make arrangements accordingly. Due to logistics please allow 6-8 weeks for processing emails and 12-14 weeks for processing letters via mail.

While the mother you sponsor would like to hear from you, we know that people lead busy lives and might not be able to write consistently. We understand, so we've made the process easier for you to stay connected—you can send a brief message by clicking below or emailing them via our Sponsorship Department..

Of course, either way, your sponsored mother is incredibly grateful for what you are doing for them. Your support is truly making a huge impact on their lives. They look forward to sending you updates about themselves twice a year and they'll be praying for you.

CORRESPONDENCE POLICY & PROTECTING YOUR PERSONAL INFORMATION

Please note, the security of our sponsors' personal information and the protection of the women and children in our care are of the utmost importance. Please only use the approved channels as listed below to contact the person you sponsor.

- Direct contact through social media is against our policy and could put your personal information at risk, as well as the security of our children.
- Should the person you sponsor reach out to you on social media, please do not engage or communicate with them in that manner. Instead, we welcome you to reply via one of the approved ways listed below.

WAYS TO WRITE TO YOUR SPONSORED MOTHER

- **CLICK HERE** and take a few minutes to send them a short message now
- **EMAIL** them at uganda.sponsor@watoto.com
 - Please include your sponsored mother's full name in the subject line, and please **do not** include attachments.
- **REPLY** to the email that is sent by Watoto with a letter from the mother you sponsor
- **MAIL** them a letter or card to
 - Watoto Child Care Ministries
 - c/o Sponsorship Department
 - P.O. Box 26366
 - Kampala, Uganda

When sending a letter via mail, please:

- Include your full name and address on the envelope.
- Clearly print your sponsored mother's full name on the back of the envelope. All envelopes are kept confidential in the Watoto office and your contact details will not be shared with anyone.

SOME HELPFUL TIPS WHEN WRITING TO YOUR SPONSORED MOTHER

Your letters are an encouragement to our mothers and children. Hearing from you means the world to them. Thanks for taking time to feed into their lives. Here are a few tips we hope you find helpful:

- Keep it short and simple. English is a second language for most of our mothers and children, so this helps them better understand and reply to you. Plus for some of our children and mothers, your letters may need to be translated.
- Share a bit about yourself and your family or friends, so they can get to know you better.
- You may want to ask them a few questions.
 - If you sponsor a child or mother, you can ask about their Watoto family and what they like to do together.
 - If you sponsor a child, you can ask about their favorite subject in school and what they want to be when they grow up.
- Let them know you're praying for them, and encourage them in the different areas of their lives.

WRITING TO YOUR SPONSORED WATOTO MOTHER (CONTINUED)

WHEN MAILING A LETTER OR CARD, IS THERE ANYTHING I CAN INCLUDE?

Yes, photos and small items that personalize your letter and help them connect with you are great.

Here are a few suggestions:

- Photos of you and your family or friends
- Stickers
- Bookmarks or scripture cards

IS THERE INAPPROPRIATE CONTENT THAT I SHOULD NOT INCLUDE?

To protect both you, and the child or mother that you sponsor, please do not include any of the following in your correspondence:

- Your personal contact information such as address, phone number, email, or social media details
- Promises of additional financial assistance over and above your sponsorship
- Suggestions that your sponsored child or mother should come visit you
- References to expensive gifts or material possessions as this can make them feel deprived and uncomfortable, or can provide unrealistic expectations
- Cash, checks or credit card information in any correspondence

Please note, correspondence containing inappropriate content will not be delivered.

WHAT TYPE OF UPDATES WILL I RECEIVE?

In addition to receiving letters from the mother you sponsor via email (or mail if you prefer), you will receive a sponsorship update about them annually. You may also choose to receive regular general updates from us about Watoto, including how your generosity is impacting lives.

SPONSORSHIP TERMS OF SERVICE

COMMITMENT TO PRIVACY

Watoto respects the privacy of our sponsors, as well as that of the children and mothers in our care. Each person has a right to be treated courteously, fairly and have their privacy protected, and we are committed to ensuring this happens.

Personal information is given in good faith by sponsors and donors, and will only be used to maintain or enhance their relationship with Watoto and the child or mother they sponsor. Only sponsors' names and country of residence are shared with the person they sponsor.

Similarly, Watoto protects our children and mothers, providing only information deemed necessary and appropriate to foster the relationship with their sponsors.

PROTECTING YOUR INFORMATION

Watoto has procedural, physical, and electronic safeguards to secure the personal information of our sponsors.

- We verify the security and privacy provisions of other organizations to whom we provide information about sponsors, including our bank, merchant services and mailing services (as applicable).
- We do not trade, share, rent or sell information that you provide to us with other organizations.
- Sponsors' personal information, whether collected on paper, stored on a database, or recorded on other means, will be collected and managed appropriately. Safeguards have been put in place to ensure this under the General Data Protection Regulation (GDPR).
- Secure Socket Layer (SSL) Encryption is used when collecting or transferring credit card information via the internet, ensuring a secure environment for the transfer of your confidential data from your browser to our financial institution using the latest encryption technology.

SPONSORSHIP TERMS OF SERVICE (CONTINUED)

CORRECTING YOUR INFORMATION

Watoto is committed to keeping our records up to date, ensuring sponsors are able to easily update their personal information as needed.

When needed, our Watoto staff will clearly identify themselves when contacting sponsors, and all letters and marketing materials will contain the Watoto logo and contact details.

RATES AND PAYMENTS

Sponsorship payments may be made monthly or annually. Here are the rates by country:

STANDARD RATE PER MONTH: US \$40 / CAN \$45 / UK £28 / AUS \$43 / NZ \$48 / DE €35 / NO Kr 400 / SE Kr 390 / NL €35
STANDARD RATE PER YEAR: US \$480 / CAN \$540 / UK £336 / AUS \$516 / NZ \$576 / DE €420 / NO Kr 4800 / SE Kr 4680 / NL €420

*NOTE: The rates above are for our Standard Sponsorship. You may also choose Sponsorship Plus and/or Sponsorship of a child with special needs. The rates for those options are different than Standard Sponsorship and can be found under a specific Sponsorship profile on our website, or you may connect with the Watoto Office nearest you for further details.

Unless other arrangements are made with our Watoto Global Support Office in the region where your sponsorship is administered, the sponsorship payment amount will be processed monthly.

To make a sponsorship payment, you may:

- Pay by Visa, MasterCard or American Express
- Pay by direct debit from your checking or savings account

For other payment options, please contact the Watoto Global Support Office in the region where your sponsorship is administered. Sponsorship payments are tax deductible. A detailed statement of your giving may be provided for tax purposes upon request.

NOTE: If you're in the UK, Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. You will need to provide us with your address to identify you as a current UK taxpayer for these purposes.

REFUND POLICY

Sponsorship payments are non-refundable once the payment information is provided and the funds are remitted.

LATE PAYMENTS

We are grateful for your sponsorship that provides holistic care for our mothers and children. We understand circumstances may arise that delay your ability to make a payment on the set date. If you miss a payment, our friendly team will connect with you to help make arrangements for you to continue the good work that you've started.

If you are unable to make a payment for two months, and we're not able to connect with you to make alternative arrangements, unfortunately we will need to cancel your sponsorship so that we can ensure the consistent care of the mother or child you sponsor. Of course, please feel free to reach out if something happens and you are unable to continue your sponsorship as we value you and would love to connect and pray with you.

TERMINATING YOUR SPONSORSHIP

If you choose to cancel your sponsorship for any reason, please contact our Watoto Global Support Office in the region where your sponsorship is administered and we would be happy to help. To cancel future sponsorship payments, notice must be given seven days prior to the payment due date. If payments are processed beyond the agreed stop date, Watoto will reverse the transaction through our bank or the payment service provider. In the case of deductions or transactions made in error on our part, we will incur the transaction fees.