

## Save the Children in Bangladesh Frequently Asked Questions (FAQ)

### 1. How can I foster a more personal relationship with my sponsored child?

Letters and photos are a great way to get to know your sponsored child and are highly valued items for sponsored children. Letters and cards are translated into Bangla by our staff before they are delivered to the children in their communities.



Likewise, children's reply letters are collected by our field staff and sent to the central office in Dhaka, where other Save the Children staff members translate them into English. The process takes at least four weeks, so we kindly ask for your patience.

### 2. Can my friends, family members or my students correspond with my sponsored child?

Yes they can! However, since it is not feasible for your sponsored child to send replies to multiple correspondents at a time, he/she will send a common reply to all.

### 3. Can I send gifts to my sponsored child?

Yes you can! We encourage small gifts that fit into an envelope, such as postcards, photos, hair ribbons, combs, stickers, coloring books, pencils, stationery, posters, and/or small soft toys. Please do not send cash or checks.

If you wish to send a magazine subscription to your sponsored child (e.g. *National Geographic* or any children's magazine) ask the publishing company to mail the documents directly to our office. Also, it is great if you are able to find books in Bangla to send to your child.

Please note that we discourage costly and frequent gifts since they can create tension among other families in the economically deprived areas where we work. The issue is that some children receive gifts while others do not, which can lead to hurt feelings for children who do not receive anything from their sponsors. Additionally, large, expensive items are subject to high duties and the postal service in Bangladesh is not always reliable, so packages might be vandalized, lost or stolen. The best gift you can send is your friendship, expressed through occasional cards, letters and small gifts on special occasions. Through their communication with you the children can learn many things, like about your country and about caring people like you.

### 4. Where should I send letters and gifts?

Please clearly label all letters, packages and magazine subscriptions, including your donor ID and your sponsored child's name and ID.

Donor ID .....  
Donor Name .....  
Address .....  
.....

Child Name .....  
Child ID .....  
Save the Children in Bangladesh  
House- CWN (A) 35, Road- 43  
Gulshan- 2, Dhaka- 1212  
Bangladesh

Please keep in mind that it can take over a month or more for the letter/pouch to arrive in our Dhaka Office, as well as additional time to deliver to your sponsored child. Please send items at least 60 days before you wish your sponsored child to receive them.

### 5. How does my contribution help my sponsored child and his/her community?



**Save the Children**

Save the Children combines your gifts with those of other sponsors to support projects that help make life better for many children in the sponsorship communities.

Donations are never given directly to the children or their families.



## 6. How often can I expect to receive updates/reports?

Each year by November, we will mail you an Annual Status Report of your sponsored child, which includes an updated photo and information on his/her participation in sponsorship programs. In addition, you will have the opportunity to read blogs and watch short videos from the field, and will receive a special holiday greeting at the end of the year.

## 7. Can I visit my sponsored child?

Yes! We welcome you to visit your sponsored child always. However, to initiate this process please contact our Headquarters in Fairfield, CT (1-800-728-3843 or via email at [ChildVisits@savechildren.org](mailto:ChildVisits@savechildren.org)) about your interest in traveling to Bangladesh at least eight weeks in advance. This way we can ensure a smooth and well-organized visit to Bangladesh and to your sponsored child's community in Meherpur district.

## 8. How far does my sponsored child live from the capital city, Dhaka?

The Meherpur District, where your sponsored child lives, is situated 250 kilometers southwest of Dhaka. It is approximately eight hours by car from the capital city Dhaka.



## 9. When are children on school vacation in Meherpur district?

The school year runs from January to December. Children are on short vacations throughout the year, such as summer vacation in May - June, Ramadan/Eid festival vacation in July, again on religious vacation (Puja and Eid) in October, and then winter/Christmas vacation in December. The vacations vary from about one week to 20 days in length.

## 10. Why is it taking so long for my child's response to reach me?

During school vacation and in festival time the children go to visit their relatives. Delivering correspondences and gathering replies may take longer during those months.

In addition, our office is closed during the two Eid festivals, Puja, and Christmas. Staff go on vacation to enjoy the festivals themselves and take annual leave in December. Please expect a delay in receiving a reply from your sponsored child during these time periods.

## 11. Can I sponsor more than one child, and for how long can I sponsor?

Yes you can! And you may continue your sponsorship(s) as long as you wish and your child remains eligible for sponsorship programs.

## 12. Where can I send queries regarding my sponsored child and the Bangladesh sponsorship program?

Please e-mail questions about your sponsored child or our sponsorship programs to: [sponsorship.bangladesh@savethechildren.org](mailto:sponsorship.bangladesh@savethechildren.org).

You can also communicate with Supporter Services through 1-800-728-3843 or via email, [supportercare@savechildren.org](mailto:supportercare@savechildren.org). We always appreciate your queries and suggestions, it helps us improve our program!

***Also we very much appreciate your continued partnership in meeting the needs of the children and communities in Bangladesh in the days to come! Thank you.***