<<Today>>

<<FirstParent.RelatedContact\_Name>>

<<Contact\_MailingStreet>>

<<Contact\_MailingCity>>, <<Contact\_MailingState>> <<Contact\_MailingPostalCode>>

Dear <<FirstParent.RelatedContact\_Name>>,

We hope this note finds you and <<Contact\_FirstName>> doing well. It’s been [insert amount of time] since we’ve heard from you. We understand how quickly the days pass by and know that your family must be very busy at this time.

On <<Case\_Diagnosis\_Verification\_Receive\_Date>>**,** Make-A-Wish® received medical approval of <<Contact\_FirstName>>’seligibility for a wish. We consider it a privilege to have the opportunity to do something very special for <<Contact\_FirstName>>. We look forward to bringing your family unforgettable moments and memories; unfortunately, we are unable to continue to the next step in our wish-granting process until we hear from you.

It would be our pleasure to grant <<Contact\_FirstName>>’swish*.* Please contact your volunteer wish-granters: ***<<Case\_Wish\_Granter\_1>> – <<Case\_Wish\_Granter\_1\_Cell>>*** or ***<<Case\_Wish\_granter\_2>> – <<Case\_Wish\_Granter\_2\_Cell>>*** or our office at **(888) 888-8888** to discuss your interest in pursuing a wish for <<Contact\_FirstName>>.

Due to the number of other children on our pending wish list, we cannot keep <<Contact\_FirstName>>’swish on hold indefinitely.If we do not hear from you in the next 30 days, we will place <<Contact\_FirstName>>’sfile on inactive status. After 90 days, on [Date at least 90 days in future], we will officially close <<Contact\_FirstName>>’swish file.

We understand that your family may not be ready to have <<Contact\_FirstName>>’swish granted at this time.If, at any point after <<Contact\_FirstName>>’s file is closed on [*date referenced above*], you again decide to pursue a wish through Make-A-Wish, you will need to refer <<Contact\_FirstName>> once more to our organization, and <<Contact\_FirstName>> will need to be recertified by a medical professional as meeting all the Foundation’s eligibility criteria in place at that time. Please understand that if <<Contact\_FirstName>>’smedical condition changes or the Foundation changes its medical eligibility criteria, there is a possibility that <<Contact\_FirstName>>’scondition at the time of re-referral may no longer qualify [*him/her*] to receive a wish.

Seeing the delighted smile of a child who is receiving a wish is powerful inspiration for all of us at Make-A-Wish. A wish is especially important to those children who are living with the realities of a life-threatening medical condition. A wish can rejuvenate them, offering a new sense of hope and encouragement.

We hope <<Contact\_FirstName>> is doing well, and we look forward to hearing from you soon.

Sincerely,

<<CaseOwner\_FullName>>

<<CaseOwner\_Title>>