

Monday 17th March 2025

Dear Parents/Carers,

RE: WEDUC and sQuid Payments

Firstly, I would like to thank you for your support in transitioning from our previous platform, WEDUC, to our new system, My Child at School (MCAS). MCAS will enable us to communicate with you more effectively, and over time, we will introduce additional features such as attendance and behaviour modules. Your child's school will inform you as these features when they become available.

In our previous communication, we advised you to log into your sQuid account and withdraw any remaining funds, with the expectation that sQuid would process refunds within 10 working days. However, we have now been informed that sQuid has introduced a £10 administration fee per user for refunding stored balances. Originally WEDUC and sQuid agreed to waive any refund fees, but sQuid have now changed their stance on this and are starting to implement this charge which has caused significant frustration for WEDUC, schools and parents.

WEDUC, which partners with sQuid, has publicly condemned this decision, calling it a breach of trust, and has confirmed that they are seeking legal advice to challenge the enforcement of this fee. Unfortunately, as these funds are held directly by sQuid and not by the Trust, we are unable to intervene directly in. However, we will continue to monitor the situation closely alongside WEDUC in the hope that sQuid reverses this decision.

sQuid has set a deadline of Monday 14th April 2025 for refund requests, but we strongly encourage all parents to log into their sQuid accounts and request their refunds as soon as possible.

We will continue to keep you updated with any further developments. If you have any questions, we have included the contact details for both sQuid and WEDUC below.

sQuid Payments	Reach More Parents by WEDUC
Email: customerservice@squidcard.com	Email: support@weduc.com Phone: 01509 221 349

Many thanks



Mr Lance Goodby
Trust Operations Manager