ANNUARE PORSOLO 19



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MILES4MIGRANTS
A 501(C)(3) NONPROFIT
CHARITY













We envision a world where displaced persons of all backgrounds find safety and community in their new homes.

LETTER FROM THE FOUNDERS

If told when Miles4Migrants was launched in the Fall of 2016, that in just over 3 years we would have helped fly over 2,000 people using donated miles, have a dedicated team of 5 paid staff and many more passionate volunteers, and have a network of over 35 world-class non-profit partners, we're not sure we would have believed it. As we reflect on our journey, each year represents a new stage filled with growth, changes, and new challenges.

2017 was a year focused on taking our mission from idea to concept. Working hand-in-hand with a small number of partners and donors, we flew just under 100 people. We figured out what worked, and more importantly what did not.

As time has passed, 2018 now feels like a year of survival. A viral tweet helped us grow our audience and supply of miles, but going from booking a handful of airline tickets per month providing airfare for well over 100 passengers per month would not have been possible without the heroic efforts of our volunteers and partners who supported our work, doing whatever needed to be done. We closed 2018 having flown 417 individuals more than quadrupling our impact from the prior year.

We entered 2019 with a great deal of momentum, but also a healthy degree of exhaustion. We started and had supported Miles4Migrants as an 100% volunteer-run organization. We set a goal to fly 1,000 people in 2019, but had serious concerns if that would be possible if we were relying on volunteer dedication alone. When we came together for the our first Miles4Migrants Summit in New Orleans last April, we discussed many topics,

including our ability to hit our goals without additional resources. By that time, we had continued to expand our partner network and monthly flights; it was clear that we needed more resources to continue to grow at this pace.

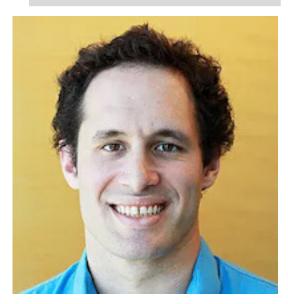
Thankfully, we had started building strong relationships with two incredible organizations - The Shapiro Foundation and Tripadvisor. These two champions of refugees and asylumseekers shared our values and appreciated all we had achieved as а volunteer-run organization. They gave us our most generous gift to date - an \$800K grant which allowed us to hire our first paid employees, three of whom were already our volunteers, and begin to invest in the infrastructure to improve our donor and partner experience to fuel our growth.

As we reflect on all we accomplished in 2019, the first word to come to mind is 'wow.' We flew 1,557 individuals using your miles incredible. The rest of this annual report will break down all we accomplished, but suffice it to say, we are humbled by your continued support for our work.

Looking ahead, 2020 will be a challenging year due to COVID-19. Despite this, our team remains energized about the future for Miles4Migrants. We now have the team, the partners, and the focus to continue our journey. But we know there is much to be done, this year and beyond, and continuing to grow is not something we can do alone. Our one ask of you is simple - tell someone today vour experience working with Miles4Migrants, and encourage them to consider donating their miles to reunite a family.

- SETH. ANDY. AND NICK CO-FOUNDERS OF MILES4MIGRANTS

TRIBUTE TO MARK



Our team was saddened to have lost our passionate and dedicated volunteer, Mark Ayoub, in 2019. We are forever grateful to have known Mark as our friend and as part of the Miles4Migrants family. He tirelessly worked to reunite separated families and to provide equality to those who lacked opportunity. He kept us laughing, focused, inspired, and joyful. We miss him dearly and are honored to have worked alongside him on one of the issues he cared about most. Through his loss, we have been fortunate to connect and share memories with his mom Gretchen, sister Corinne, and fiancée Angie. The reflections below were shared by our team, as part of a tribute we prepared for Mark's family.

"Mark was always willing to help and added fun and an incredible wealth of knowledge to our flight booking chat group. It won't be the same without him."

-len

"Mark was such a passionate, enthusiastic person, so dedicated to engendering positive social change, obviously loving the opportunities he had to explore the world, helping people. I'm glad I had a chance to meet him in March. He's going to be hugely missed everywhere."

-Annette

"I met Mark in Tibet a few years ago. He was open, incredibly giving, selfless, and had a giant (literally and figuratively) zest for life. He was the kind of person who invited you to his parents' for Thanksgiving because you were new in town without family; over turkey, I found that many of his own family had gotten used to many strangers-turned-friends in their home because of his big heart. He also introduced me - and many others - to Miles4Migrants, as a function of his love for travel and commitment to equality and justice. He loved food and puns and was great at both. He was an inspiration all-around to live fully, live well and live selflessly."

-Amy

"I'm at a loss for words. I remember when he came to Austin to compete in a pun competition - I wished I knew him more."

-Angel

WHO WE ARE

From our beginnings as a 501(c)(3) in 2016, Miles4Migrants' mission has focused on the critical need for refugees, asylees, and asylum-seekers to reunite with their families in a safe location. Miles4Migrants alleviates displaced persons from the financial burden of expensive airfare, and eases their logistical concerns in making complex travel arrangements. We provide this relief through unconventional means by redeeming millions of frequent flyer miles and credit card points, donated by thousands of people around the world, to fly the people we help to their new homes.

As our organization has grown steadily, so too has our impact in assisting those individuals and families, whom we call "heroes." Since flying our first family -Syrians - to safety and reunion in Belgium in November 2016, we have multiplied this impact year after year, from providing airfare for fewer than 100 individuals in 2017, to flying over 1,500 heroes in 2019. Along the way, we've been humbled by the generosity and support of donors who selflessly contribute their points and miles, changing the lives of our heroes forever.

Who are our "heroes"?

The refugees, asylees, and asylum-seekers who show extraordinary bravery and perseverance to prevail over trauma and adversity. They do so to keep their families, children, and themselves safe, continuing onward towards a better future.

We've also built a network of connections with charities large and small around the globe, whom our small fiercely dedicated team at Miles4Migrants work with to safely reunite our heroes with their families.



OURMISSION



Donate miles. Reunite families.

Miles4Migrants is a 501(c)(3) charity, dedicated to using donated frequent flyer miles to help people impacted by war, persecution, or disaster start a new beginning in a new home. We partner with other nonprofits to identify refugees, asylees, asylum-seekers, and their immediate family members who have legal approval to travel, but cannot afford airfare. Together, we can transform miles into a life-changing force for good.

OUR VALUES

The individuals that we support are the heroes of Miles4Migrants. They have survived extraordinary situations for the betterment of their families and to live in a safe environment. We are honored to play a small part in their journey to a new life and community. Our values reflect our commitment to and respect for displaced persons and our community of co-workers, volunteers, donors, and partners.



EMPOWERMENT

We are committed to building connections that allow individuals, communities, and organizations to make a direct impact in the lives of displaced persons. We empower volunteers and donors to stand in solidarity with those we support.



COMPASSION

Compassion and empathy for displaced persons and our donors and partners are ingrained in our mission and inspire our day-to-day decisions. We strive to act in an accepting and mindful manner.



COLLABORATION

We believe in the value of working with others, achieving exceptional outcomes through the combined efforts and expertise of our network. Though our teammates and partners occupy different roles, we are united by a common cause.



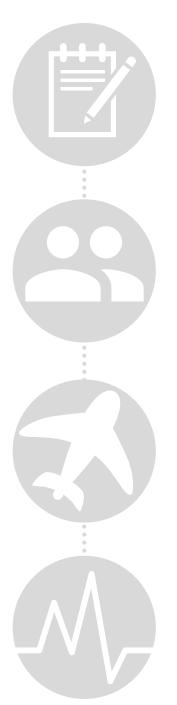
ACCOUNTABILITY

We hold ourselves and our partners to high standards that we will not compromise. We value the dedication of our organization and partners to maintain integrity and honor our commitments.

HOW WE WORK

Miles4Migrants partners with charities working directly with refugees, asylees, and asylum-seekers to identify those in need of flights to their new homes. If you work for a charity and would like to know more about partnering, please contact us at miles4migrants.org/contact.

The standard Miles4Migrants process is completed in four steps:



PLEDGE

A donor pledges miles or points to Miles4Migrants through our website.

MATCH

A refugee, asylee, or asylum-seeker working with one of our charity partners requests assistance with flights. Our partner vets the request and, if the recipient qualifies, submits an application to us. We then identify a donor's pledge that will fulfill the flight request.

BOOK

Miles4Migrants works with the matched donor to redeem miles/points for airfare to fly the recipient(s) to their destination.

REUNITE

People are flown to safety! Families are reunited!

^{*}Based on variables such as routes a particular airline flies, availability of award travel seats on short notice, and the number of miles required, there can often be a significant wait of several weeks to months, possibly longer, before a match is made to a donor's pledge. We appreciate the patience of each donor in keeping their miles available for our use.



2019 IN REVIEW

Like any new organization, we're still facing growing pains and are working through ways to make sure that the individuals we assist, our donors, and our NGO partners each have a positive experience with the service we provide and interactions with our team. To assist and improve on our services, we continue to seek additional opportunities to partner with corporate sponsors – not just for miles-raising campaigns, but who can also offer the tools, technology and expertise to improve our processes.







CAMPAIGNS



STATS



NGO PARTNERS



OUR HEROES





HIGHLIGHTS

OF 2019

OUR FIRST MILES4MIGRANTS APR **SUMMIT IN NEW ORLEANS**

Team members met to discuss our growth strategy and operational improvements.

OUR 1,000TH PERSON JUN **FLOWN**

An Afghan teenager who had fled the Taliban was reunited with his family in Belgium, thanks to our partner Caritas Belgium and two incredible donors.

GRANTS FROM TRIPADVISOR JUL **FOUNDATION AND THE** SHAPIRO FOUNDATION

Thanks to generous grants from Tripadvisor and The Shapiro Foundation, we were able to bring on our first full-time staff members, converting Jen and Annette from passionate volunteers to the first Miles4Migrants employees!

OCT RAICES CAMPAIGN **LAUNCHES**

We kicked off our miles campaign with our friends at RAICES. To date, the campaign has raised over 7.8 million miles and counting. We can't wait to launch more partner campaigns in 2020.

UNITED MILES ON A NOV MISSION CAMPAIGN

We launched and successfully met our 5 million mile goal as part of United Airlines Miles on a Mission campaign.

OUR 2,000TH PERSON DEC **FLOWN**

It took us 2.5 years to fly the first 1,000 heroes, and less than six months to fly the next 1,000.

THE STATS

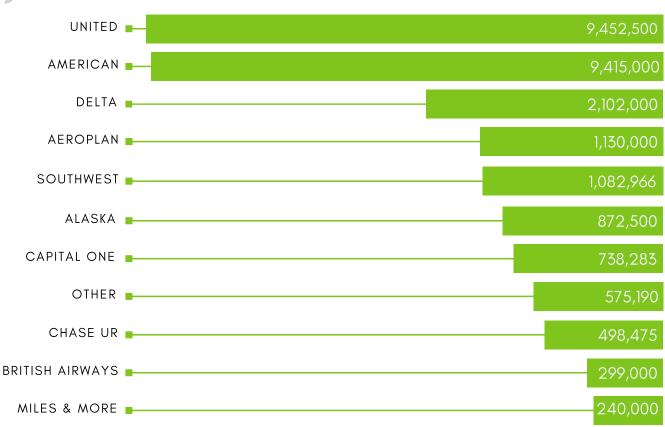


2019 DONATION USAGE





ES USED BY PROGRAM



CAMPAIGNS

In 2019, Miles4Migrants began donation campaigns with a number of charity partners and corporations. In a campaign, an organization that is interested in raising miles and points for Miles4Migrants will reach out to its employees or constituents to reach the campaign's goal. We provide a toolkit to help jump-start the giving process, design a co-branded donation page, and will work closely with the organization to decide on a miles goal, launch date and theme, as well as provide support in promoting the campaign.

This past Fall, we were honored to be chosen by United Airlines as one the inaugural charities in their Miles on a Mission donation program. During this campaign, charitable organizations set a miles target, up to a maximum of five million miles, with a goal of raising that number of miles from members of United's frequent flyer miles program -MileagePlus - within a 28 day period.

Not only did Miles4Migrants set the maximum target of raising five million miles with United's campaign, but we exceeded it, raising 5,072,065 from 477 different donors in only 22 days. This marks the first time that a U.S.-based airline allowed our charity to pool miles, and we hope that in 2020 we will have the opportunity to expand partnerships with both U.S. and international airlines in direct pooling of pledged miles from their frequent flyer program members.



Mileage**Plus**. Miles on a Mission

"We want to make a difference in the communities where our customers and employees live, work, and fly. Miles on a Mission not only allows us to connect with even more organizations than before but also gives our customers a new way to use their miles in a way that supports the charities and causes that mean the most to them."

- Sharon Grant, Vice President and Chief Community Engagement Officer at United Airlines.

CAMPAIGNS

In 2019 we had an extremely successful campaign with our charity partner, RAICES, raising over eight million miles. We also had corporate campaigns with Tripadvisor, Xandr, Accenture Boston, and Latinoforce, an Employee Resource Group of Salesforce. We are looking forward to expanding our corporate outreach in 2020. If you would like to start a miles-raising campaign, or know of an organization that may be interested, please contact us!



"Xandr was thrilled to be able to lend our support to refugees in such a smart way. And the Miles4Migrants team made it extremely easy to run a successful campaign, with help on everything from a dedicated landing page to marketing and donation tracking. We'd love to work with them again!"

> - Lynn Chealander Director, Product Management at Xandr







**xandr accenture

GRANTS

Miles4Migrants is extremely honored to have received significant funding from both the Tripadvisor Foundation and The Shapiro Foundation in 2019, allowing us to bring on our first full-time employees as well as build our IT infrastructure which will allow scalability in future years.

"We're thrilled to support Miles4Migrants on their journey to solve a societal issue we care deeply about. There's a massive number of refugees, asylees and asylum-seekers around the globe in need of travel assistance and literally trillions of frequent flyer miles available to meet this critical need."

Ed Shapiro, The Shapiro Foundation

"Tripadvisor is keen to help organizations that solve challenges in a different way. That's why we're proud to be a sponsor of Miles4Migrants, an organization that fills a void and helps alleviate the burden of debt for so many vulnerable families."

Tali Golan, Director of Social Impact at Tripadvisor

The Shapiro Foundation



MILES4MIGRANTS IN THE NEWS



March 31, 2019

Americans' donated airline miles have helped reunite hundreds of families separated at the border by Trump administration

Newsweek



August 30, 2019

Tears of relief: disabled migrant reunited with family The Guardian



October 28, 2019

The Power of Purpose: How Miles4Migrants is reuniting families using your airline miles for good Forbes

OUR NGO PARTNERS

Each flight request Miles4Migrants receives comes from charitable organizations who are directly serving refugees, asylees, and asylum-seekers. In 2019, Miles4Migrants experienced a large increase in NGO partnerships and, in total, we provided airline tickets for passengers referred to us by 32 partner organizations throughout the world.

Our partners range from small grassroots groups to large global organizations. The humanitarian support our partners offer is incredible – they pay immigration detention bonds, help find employment opportunities, and provide legal representation, trauma counseling, access to healthcare and education, housing support, and monthly grocery deliveries. In addition to direct services, our partners have an important advocacy role in protecting the rights of refugees. Miles4Migrants appreciates the opportunity to play a small part in the journeys of the displaced persons our partners serve. Through the combined efforts and expertise of our partners, we are able to achieve more than we each could alone.

Partnership growth by the numbers:



UR NGO PARTNERS



303 heroes



169 heroes



167 heroes



142 heroes



126 heroes



100 heroes



91 heroes



79 heroes



52 heroes

*Number shown under each partner reflects number of passengers flown in 2019. Partner logos shown are those who submitted at least one flight request in 2019.

Miles4Migrants has been an invaluable partner in ensuring that the families we serve are able to reunite with their families safely and quickly. When we are able to tell an asylum-seeking family that we help with their travel costs and that they will be home with their family within a few days, they are often overcome with relief and gratitude. The M4M team has taken late night requests for us, worked extra hard to support families with special needs, and made us confident that every single family we serve will be reunited at the end of their journey.

-Beth Strano

Asylum Seekers & Families Coordinator, IRC Phoenix Welcome Center

OUR NGO PARTNERS







51 heroes

51 heroes

47 heroes



27 heroes



18 heroes



18 heroes



17 heroes



16 heroes



16 heroes

"Miles4Migrants has helped Catholic Charities access resources and reunite refugee families to their sponsors in the US. Families arrive overwhelmed and are so appreciative of our services to reunite them with their families quickly and effectively. It has blessed so many families, especially new mothers with infants who have been able to reach their final destination quickly rather than traveling by bus which can take several days. Thank you for reuniting families with your generous gift."

-Lizzy Perales

Executive Director - Catholic Charities Guadalupe Community Center

OUR NGO PARTNERS







11 people

9 heroes

7 heroes







7 heroes

7 heroes

5 heroes







4 heroes

3 heroes

3 heroes







3 people

3 heroes

2 heroes





2 heroes

1 hero





OUR HEROES

Throughout our work at Miles4Migrants, we hear of the extraordinary circumstances which our heroes have overcome. Our actions are inspired every day by their powerful stories: a Palestinian mother and four children reunited with their husband and father, fleeing persecution in Gaza, inspires us to be brave; the son of a Salvadoran asylum-seeking family reunited with his loved ones after months separated at the U.S. border, reminds us to keep hope; and a Cameroonian asylum-seeker finding peace in his new home following his treacherous journey to safety, emboldens us to stay strong. Though we wish we could share all of our heroes' stories, here we present the moving experiences of several individuals we helped in 2019. We're truly privileged to cross paths with these remarkable people; their stories are our purpose.

JOSE'S STORY



Marta had suffered through sleepless months waiting for this day, the moment when her son, José, was once again safely in her arms.

Five months prior, José made the long journey from El Salvador with his cousin to the U.S. border at El Paso, Texas. They were following family members before them, seeking asylum from horrific gang violence in their home country. Upon arriving at the border, José was separated from his cousin and forced to remain in Mexico. For José, this judgment was more than a serious setback, because his cousin was not only his companion - he was also his caregiver.

José, a 28 year old man, suffers from significant cognitive disabilities that render him with the mental capacity of a 4 year old. José's cousin had taken care of him during their long journey to the U.S.



Pictured: Jose hugs his family after their reunion. The names in this story have been changed to protect the identities of the family members. Jose's story was also covered by The Guardian in August of 2019.

Prepared with a note from his doctor detailing his cognitive deficiencies, the two expected José to be exempt from the Migrant Protection Protocols program at the border.

After being sent back to Mexico, José had no money or means to communicate with his family. During this traumatizing experience, José was kidnapped and extorted. He was later taken in by a shelter, where immigration advocates eventually found him.

A three month long court battle was fought, with José's lawyers arguing that given his disability, he should not be forced to stay in Mexico alone. During this process, the results of a renewed psychiatric exam were presented to the immigration court in El Paso. In addition to José's prior condition, the new report also noted that he was suffering from anxiety and depression.

Through the tireless efforts of José's legal team and support from his family, he was granted release under humanitarian parole. The very next day, he was reunited with his mom. When José's flight landed, he was greeted by his mom, brother, sister...and a colorful swell of balloons. Marta held her son in a tight embrace, her face covered with tears of joy. Her sleepless nights were over. "Our family is complete now."

A HIGH SCHOOL **TEACHER'S STORY**



Cameroon > USA

l am a 29 year old High School Teacher from Cameroon. Between 2016 to 2018. participated in several protests against the killings and maltreatment of Englishspeaking Cameroonians (Anglophones) by government security forces. In December 2018, after a killing in my area by separatist fighters, I was arrested, detained, tortured and accused of being a separatist. I was in detention for eight days and escaped when they were transferring me to another prison. We were attacked by some gunmen from the Ambazonian Restoration forces, and I escaped in the course of the shooting. I fled to Nigeria because the police were still after me.

From Nigeria, I took a flight to Ecuador, traveled to Colombia, where I lost my money to policemen and some citizens because they threatened to take me to detention and deport me, since I had no legal documents in their country. I sailed through the high seas in Caporganá and entered the Panama Jungle, where I spent five nights with little food and security. I arrived at the Panama Settlement and was kept in a refugee camp for eight days.

I left Panama for Costa Rica, Nicaragua, Honduras, Guatemala, altogether about three weeks, sometimes sleeping on the roadside, and finally arrived in Mexico. In Mexico, I was in an immigration camp at Tapachula for a week.

A DONOR'S **PERSPECTIVE**



Miles donated by

DANIEL K.

Bryn Mawr, Pennsylvania, USA

"I first heard about Miles4Migrants through a local immigration advocacy group, which was encouraging members to sign up. I gladly volunteered, as I'd much rather help a refugee in need than to get a free subscription to People magazine. I was amazed to hear that even a small number of miles (too few to ever be useful to me) was enough to make a difference. I only wish I had known about Miles4Migrants earlier, before many of my unused miles had expired! The process of booking the tickets was super easy, and the feeling of having made a positive impact on someone's life was amazing, especially when I later read the incredible story of the person I'd helped."

A HIGH SCHOOL **TEACHER'S STORY**



I was given permission to go to Tijuana around February 22, 2019. I spent two weeks in Tijuana, while working as a helper in a construction site. I entered the U.S. through the San Ysidro Port of Entry on March 12, 2019, to seek asylum.

I was kept in the hielera (icebox room where asylum-seekers are held by Border Patrol) for seven days, with a single set of clothing on my body. I was interviewed in regards to the reason I came to the United States without legal documents, and they asked what I wanted the United States to do for me. I told them I needed asylum to protect my life. We were transferred to San Luis detention in Arizona with chains on our arms, legs and waist.

I spent four days in Arizona and was transferred to Adelanto Detention Center on March 23, 2019. I spent seven months there. I underwent several immigration proceedings such as "Credible Fear" interview, and court proceedings. organization helped me with a lawyer, and I was granted asylum on October 7, 2019. Without my lawyer, I would have been lost in immigration court.

When I won my asylum status, I thought that I had no one to support me, but then I was helped by [Freedom for Immigrants] who paid for my taxi into Los Angeles, gave me a place to stay for a few nights, and told me about Miles4Migrants. I am grateful for the humanitarian support that I received!



Map pictured: A High School Teacher's multiple stops on his long journey to a new home

TARIQ'S STORY



My name is Tariq and I am 36 years old.

I am Palestinian from Gaza. I attended university outside of Palestine, but after graduating and returning to Gaza, I was shocked by the harsh reality. I worked as a news producer and journalist and then founded my own media company. Within a year, the Gaza war occurred, and the circumstances shattered my dreams. I lost my company, and my health began to suffer. After the war, I tried to help others who had faced injustice, however, I faced harsh problems as a result of my efforts.



Pictured: Three of Taria's children in Brazil

The situation left me no choice but to make a decision - either to stay in Gaza and remain subject to this oppression, or leave Gaza until darkness no longer reigns over the city. On a dark night, I took my wife and baby daughter, and we fled the Gaza strip to Egypt.

Life in Egypt was a challenge. After two years, we searched for where to go next. Our family applied for Brazilian visas and were successful in our application, but we could not afford flights for all of us. We made the difficult decision that I would go to Brazil first, with the hope that we would have enough money in the coming months for my family to join me. We spent more than a year apart.

I managed to receive refugee status in Brazil. A few months later, my application for my family to join was approved, and that's when I learned of Miles4Migrants. I spoke to Seth, who recommended that I get in touch with an amazing lawyer from Caritas, Mr Diego, who worked quickly to help. Within a day of [Miles4Migrants] receiving our flight request, flight tickets were booked for my wife and four children, arriving in two weeks! I felt as if I were dreaming, I was so happy.

The day of the flight, I was waiting for them in the airport, feeling extreme happiness, amazement, and nervousness. Finally, there she was: my beloved wife, my angel, the mother of my children and my best friend! And my dear children who were my everything. I saw them and hugged them deeply. My wife cried, and I wiped her tears, while thanking God that we were together again. I felt my soul return when I saw my family, a feeling I had not had in two years.

Many thanks for the miracle of reuniting my family with me, to Miles4Migrants, and a big thank you to Seth for securing the flights and providing a helping hand. After years of hardship, I was with my family again... meeting my baby son for the first time.

SAMMY'S STORY



Over three years ago, Sammy came to the U.S. from his home in South Sudan to attend his sister's wedding. While in the US., fighting broke out in his home, making it unsafe for Sammy to return home. He was granted asylum to remain in the U.S., and he has been living and working in the Boston area since that time. Meanwhile, Sammy's wife and ten children fled from South Sudan to Kenya. Sammy petitioned for them to join him in America, and the family received visas in the fall of 2019.

In late December, Sammy was finally reunited with his wife and children at the airport, including his youngest son who he met for the first time! Sammy's family enjoyed their Christmas celebration together for the first time in four years, all thanks to a generous donation of nearly 480,000 United miles.



Pictured: Sammy reuniting with his family at Boston Logan International Airport.

AFGHAN FAMILY REUNITED WITH TEENAGE SON



Afghanistan > Belgium

After four years of being separated from his family, today was the day Mohammad (16 years old) never dared to dream of.

In his time alone in Belgium, he always chose "the safe path." He went to school perfectly, learned Dutch very fast and did everything expected from a youngster and even more. He grew up to be a responsible young adult.

When the topic 'family reunification' came up, he kept on being realistic and didn't dare to look forward, fearing this will fail. But with every step forward in this long procedure (it took us one year and nine months) the hope became bigger. When the visa was granted, there was a huge obstacle: the plane tickets. The whole family feared that their efforts were for nothing, as they couldn't pay for the tickets. Due to the major help of Steunpunt Asiel & Migratie, Miles4Migrants and our generous donor, we found a way to overcome this obstacle. When this news reached Mohammad and his family, emotions were overwhelming.

Today was the day that Mohammad talked with the littlest brother in person for the first time, because when he left, Mojtaba was too little to speak. Today was the day that his mother hugged me for minutes and could thank me in person to look after her oldest son. Today was the day that the whole family is reunited again, even if they thought this was never possible. Today was a good day. Thank you.



Pictured: Mohammad and his family during their reunion after four years apart in a Belgian airport.

Written by Femke Swalus, Mohammad's guardian while he was an unaccompanied minor in Belgium

A WINTER HOLIDAY STORY



Cameroon > USA

Leading up to the December 26th flight which would reunite him with brother in Northern California, this Cameroonian man had spent memorable week with friends from our charity partner, Minority Humanitarian Foundation. A fresh haircut, new clothes, winter crafts, holiday foods, gifts, and even a cigar pajama party were among the many experiences he'd share with his new friends. In addition to all the festivities, the flight themselves, seemed to be a holiday miracle in their own right. Behind his warm smile, this young man had endured harrowing traumas, escaping persecution in his homeland. He says his Catholic faith gave him strength to survive his ordeal. When donor Sister Judy, a Catholic nun, was matched to fulfill his travel request, it seemed an amazing coincidence for this man's amazing story.



Pictured: Our hero enjoys the holidays with our partners at Minority Humanitarian Foundation.

A DONOR'S PERSPECTI



Miles donated by

SISTER JUDY

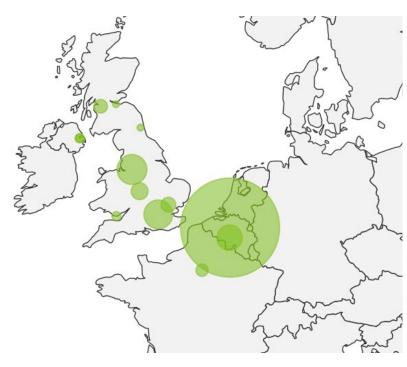
Maine, USA

"This Christmas Eve I had the profound joy of receiving a text message from a M4M volunteer... bearing such great news: my few donated miles (and MANY M4M volunteer hours) had helped a Cameroonian man finally reunite with his brother after traveling for six months and spending seven weeks in detention. What a privilege to have played a small role in this lifechanging reunion. What would I have done with those miles? Saved a few bucks on my next flight?... Squandered them on some magazine subscription that I really didn't even want? Let them expire? What a simple and painless way to make such a difference. I am honored to have contributed in a small way to the big work of M4M and their amazing volunteers!"

WHERE OUR HEROES FLEW IN 2019

Europe

The destination of passengers flown is largely based on the location of Miles4Migrants' NGO partners. European partners are concentrated in the United Kingdom and Belgium.



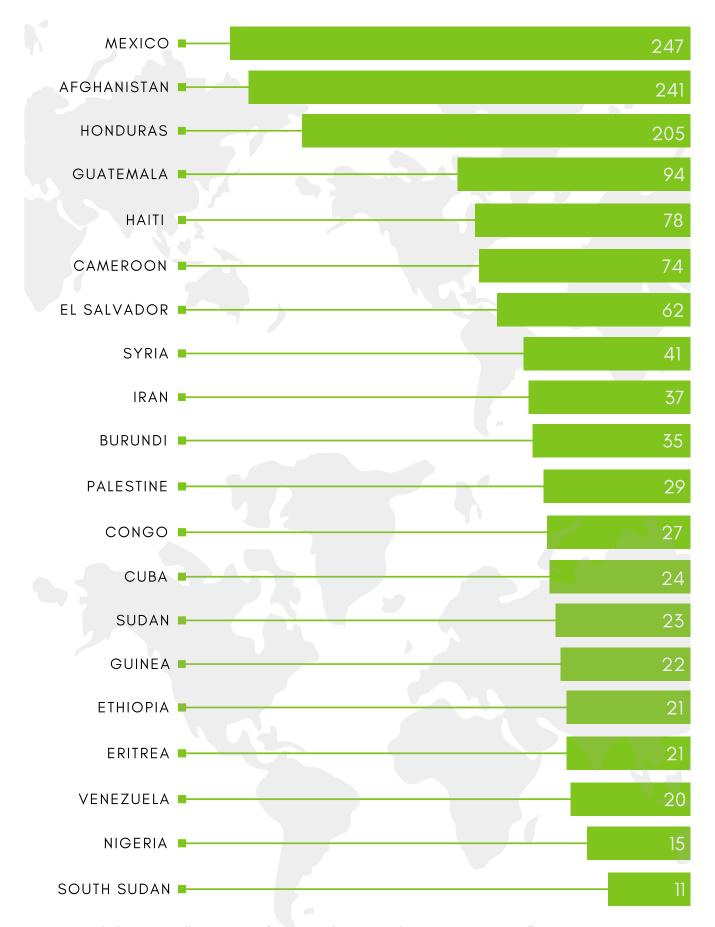
10

North and South America

The majority of U.S. flights provided are for passengers traveling from the U.S.-Mexico border to other parts of the U.S..



WHERE THEY'RE FROM



Note: Listed above are all countries of origin with greater than ten passengers flown.

DONOR STORIES

It is impossible to adequately express our appreciation for the selfless and compassionate support we receive from our amazing donors, who have made it possible for families around the world to reunite. In 2019 alone, we used over 26 million airline miles and credit card points, as well as \$99,000 in cash to cover award ticket taxes and fees and in some cases tickets when it made more sense to purchase airfare in cash than to use points. While we cannot always use a pledge as quickly as we would like, we hope that all of our donors understand the importance of their support – allowing us an array of choices so that on very short notice, we are able to arrange a needed flight. Whether a pledge is used for a single person, or to fly an entire family, every single donation counts, and allows us to offer our services to meet an expanding need. Though we wish we could showcase everyone, we would like to highlight a few donors who helped us make such an impact in 2019.



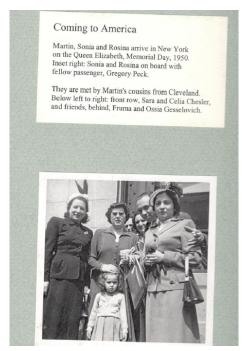
"I don't remember how I discovered Miles4Migrants, but I do know what encouraged me to donate. I had felt helpless watching families being separated, and Miles4Migrants gave me the opportunity to do something positive.



I travel a fair amount and have credit cards with which I earn miles. In the past I've used those miles to upgrade to First Class on long flights. The first time I traveled in that way I was astonished by what a difference it made in my experience. A comfortable seat, good food, a bathroom shared with a handful of people, one of the first off the plane – what's not to like?

As much as I enjoyed that luxury, the first time Miles4Migrants sent me a photo of a family reunion that my donated miles helped make happen it felt better than any First Class trip ever felt. The flight lasts a few hours, knowing I've helped bring a family back together lasts forever. So I've returned to economy for all flights, even the long ones, and although I'm a little less comfortable, I do meet more interesting people back there. Who knows, one day I might meet one of the families."





"As the daughter of refugees who came to the U.S. after the Holocaust, I felt compelled to do something to assist the refugees currently being denied entry to the U.S. As a result of my family's admission, we... enjoy a middle-class life.

But the issues facing today's refugees seemed overwhelming and I didn't know how to make a difference meaningful until learned Miles4Migrants. In addition to donating my own airline miles, I wrote to my entire contact list and got an enthusiastic response. While there's much more to be done, the feeling of satisfaction when I was notified that my modest contribution helped an Afghan family of six reunite in Belgium was profound.

My contacts shared similar experiences Miles4Migrants kept them posted with throughout the entire process. To all those who want to make a meaningful difference despite busy schedules and day-to-day demands, there is no more effective way I know than through Miles4Migrants."

"Of the many charities I support,

I have never felt as good about my contribution have as Miles4Migrants. I know exactly who my miles helped: two young women who were reunited with their families. This tangible outcome is often hard for other charities to measure and I was moved by their story. In fact, I took out a credit card just to get more miles to donate to Mikes4Migrants.

In a world where it often feels hard to make a difference, Miles4Migrants makes it easy to do so. If you want to make а concrete difference someone else's life, and feel great in the process, Miles4Migrants is the way to go."







"It is frustrating and heartbreaking to see the barriers put in place against people who just want to come to the U.S. for a better and safer life for their families. When I learned about Miles4Migrants, I saw an opportunity to not only contribute, but to know that my gift would directly make a positive impact on someone's life and future. Like many of us, I had a pile of airline miles sitting for use 'someday.' The M4M crew matched my miles with a family so much like mine, answered all of my questions, made the process super easy, and I received updates along the way. The satisfaction of knowing that the family had made it on the plane and to their destination, and could provide safety for their children, was worth 1000x the 'value' of the miles.

Thanks, M4M!"



SPOKANE, WA

"When I received a text message on the 28th December of from Miles4Migrants flight booker notifying me that my airline miles were needed, I felt as giddy as if I had won a lottery. remarked to my partner that I had just received the best gift ever! A wonderful family of five children and both parents needed to travel together on the same flight, and I increased my donation to help without hesitation.

Even a month later, it still brings me a great sense of joy. I actually saved the original text, and when I feel a sense of despair about what is going on in the world, I look at the message and it reminds me that there are many good people out there working to 'right some of the wrongs.'

Today, I'm saving up some more miles so I can make another donation soon."



FINANCIALS

2019 was a transformational year for Miles4Migrants.

Thanks to our first significant grants – from Tripadvisor and The Shapiro Foundation - we were able to take major steps in operationalizing our organization and setting a foundation for future growth. We are grateful that the increased funding allowed us to hire our first staff of four dedicated employees, with a fifth team member joining us in early 2020. The funding also enabled us to dramatically improve our technology infrastructure, creating a more streamlined experience for our nonprofit partners and donors alike.

HOW WE USED OUR FUNDING



^{*}In-Kind Donations are non-cash donations, which include airline miles and credit card points. The cash value of airline miles is calculated based on the lowest cost reasonable flight itinerary on the day that we scheduled a flight. We define reasonable itinerary as one layover or fewer and exclude low cost airlines because these airlines often charge additional fees beyond the base fare price.

FINANCIALS

Statement of Activities, Functional Expenses, and Changes in Net Assets For the Year Ended 12/31/2019 and 12/31/2018

REVENUE AND SUPPORT		2019		2018*
Non-Cash Contributions - Points and Miles Donations	\$	596,517	\$	671
Cash Contributions	\$	581,649	\$	73,773
Cash Contributions - On-Behalf Payments	\$	18,829		-
Interest Income	\$	463	\$	342
Total Revenues and Support**	\$	1,197,458	\$	74,786
EXPENSES BY FUNCTION				
Program Expenses: Refugee Assistance				
Non-Cash Travel Costs - Points and Miles Redemptions	\$	596,517		-
Travel Costs - Taxes & Fees	\$	97,083	\$	19,948
Salaries & Wages	\$	56,196		-
Payroll Taxes & Employee Benefits	\$	8,977		-
Total Program Expenses: Refugee Assistance	\$	758,773	\$	19,948
General & Administrative Expenses				
Professional Services	\$	15,863		-
Salaries & Wages	\$	13,428		-
Payroll Reimbursements	\$ \$ \$ \$ \$ \$	1,439		-
Insurance	\$	1,381		-
Software and Website	\$	1,193	\$	196
Payroll Taxes & Employee Benefits	\$	884		-
Travel Costs	\$	865		-
Other Expenses	\$	820		-
Uniforms	\$	626		-
Meals	\$	546		-
Total General & Administrative Expenses	\$	37,045	\$	196
Fundraising & Davelonment				
Fundraising & Development Advertising	\$	831	\$	671
Travel Costs - Development Team	۶ \$	330	Y	-
Total Development Expenses	\$	1,161	\$	671
Total Expenses**	\$	796,979	\$	20,815
Change in Net Assets	\$	400,479	\$	53,971
Beginning Net Assets	\$	56,998	\$	3,026
ENDING NET ASSETS	\$	457,477	\$	56,998

^{*}Before 2019 points and miles used were not integrated into the financial statement. If 2018 was recalculated based on our 2019 methods the 2018 non-cash contributions and points and miles redemption totals would be \$207,934.

^{**}Only pledged and redeemed miles are included in the total. Miles pledged but not used are not included due to the difficulty of assigning a cash value to unused miles.

HOW YOU CAN HELP

Miles4Migrants offers a way for everyone to get involved: whether it's by donating your dollars or miles, volunteering your time, or simply lending your voice to spread the word, here's how you can help refugee and asylum-seeking families right now.



Donate your miles

Frequent flyer mile donations are the basis of how Miles4Migrants works: by giving your unused miles, you can provide a flight that will help a refugee or family reach their new home and supportive community. Because Miles4Migrants coordinates flights for both domestic (U.S.-Mexico border) and international cases, we accept miles and points from almost all airline and credit card programs. While the minimum amount of miles needed varies by airline, a donation of as little as 12,500 miles can fly one person in the U.S. When donating your miles, our team will work with you every step of the way to ensure a smooth and transparent flight booking that will bring a family back together. Donate your unused frequent flyer miles or credit card points at www.miles4migrants.org/donate.



Make a cash donation

Don't have miles but still want to donate? No problem! Cash donations help reunite families by covering airport taxes and booking fees that miles and points are unable to cover. Cash donations to Miles4Migrants are tax-deductible as contributions to a registered 501(c)(3) nonprofit, and you will receive a statement from us identifying their tax-deductibility. Your cash donation can be one-time or you can donate on an automatically recurring monthly basis. All donations are greatly appreciated, no matter the size! Donate cash at www.miles4migrants.org/donate.



Spread the word

Whether you've donated or not, you can make a huge impact just by sharing Miles4Migrants' story and educating others on how they can donate. Join the conversation on Twitter, Facebook or Instagram.

HOW YOU CAN HELP



Launch a corporate campaign Launching a corporate campaign at your workplace is a great way you can

Launching a corporate campaign at your workplace is a great way you can encourage others to donate to Miles4Migrants. Our team will work closely with yours, setting up a dedicated donation page on our website, assisting with marketing ideas, and providing "success stories" when your colleagues' miles are used to reunite a family. Interested in launching a campaign? Contact us at www.miles4migrants.org/corporate-partners.



Volunteer with us

Miles4Migrants could not operate without its powerful team of passionate volunteers, and we are always looking for more support! Our volunteers support us remotely at all hours from all corners of the globe, and are responsible for organizing data, sharing M4M's story, engaging with donors, booking flights, and more. By contributing your time, energy, and unique skills as a M4M volunteer, you'll be playing a critical role in putting donations into action to reunite families. Contact us about volunteering at www.miles4migrants.org/contact-us



Give through Amazon Smile

Set up your AmazonSmile account to benefit Miles4Migrants. Every purchase you make through AmazonSmile will help us cover taxes and fees for families' flights — as of November 2019, we have received over \$3,000 through this program! All you have to do is choose us as your charity of choice at smile.amazon.com/ch/81-3844393 and then make sure to visit smile.amazon.com when you want to shop on Amazon.com. Hint: To make sure that your browser is always set to land on AmazonSmile, you can download a browser extension such as Smile Always.



LOOKING AHEAD IN 2020

In these uncertain times, ensuring everyone is able to live safely in a supportive community is more important than ever. The current pandemic will drastically impact our economy and our communities, and require time to recover. At Miles4Migrants our commitment to helping displaced people from across the global remains unwavered, and we look forward to expanding our partnerships, our supporter base, and the number of heroes we are able to fly. Our goal for 2020 is to continue our growth. While the travel restrictions related to COVID-19 may slow our rate of growth, we continue to fly individuals wherever it is possible and safe to do so. We look forward to sharing updates along our journey and are forever grateful for your support.



















SPECIAL THANKS

We would like to extend our tremendous gratitude to the following loyal volunteers and supporters. Their contributions of time, talent and commitment to the Mission of Miles4Migrants have enabled us to grow our outreach and impact to meet the needs of hundreds more refugee and asylum-seeking families in need of reunification. We appreciate our supporters' spirit of generosity and welcome them as part of the Miles4Migrants family.

- Ed Shapiro & Larry Tobin, The Shapiro Foundation: grant funding & strategic counsel
- Tali Golan, Tripadvisor: grant funding & strategic counsel
- Joey Martin, Autumn Romanchek, & Tom Letty: Salesforce pro-bono strategic advisors
- Hugh Tallents, Marguerite Vernes, Katie Paolano, cg42: brand advisory services
- Anthony Rutledge, CPA: preparation of financial statements
- David Baghdassarian, K&L Gates LLP: legal counsel
- Brendan Wackenreuter: grant writing and development
- Slack, Inc: communications
- The /r/churning subreddit
- Kemari Ombonga: web development
- The family and friends of Mark Ayoub... for continuing to support Miles4Migrants and Mark's legacy of love for all humankind

OUR TEAM

FOUNDERS

Seth Stanton

Nicholas Ruiz

Andy Freedman

STAFF

Jen Durham

Annette Ross

Dan Moore

Arthur Stevens

AMBASSADORS

Amy Yu

Ken Robbins

VOLUNTEERS

Mark Ayoub

Kieren Baack

Alex Barragan

Mitch Coleman

Erin Engelhardt

Caroline Francisco

Anna Kornovich

Lauren Krzyzostaniak

Sam Lent

Dan Moshkovich

Courtney Rossbach

Frika Schwartz

Josh Shapiro

Dan Tak

Angel Wang

Rebecca Yang

Jonathan Yau

A special thank you to our volunteers, Amy Yu and Rebecca Yang, for their eye for design, dedication to producing this report, embracing every revision requested, and bringing a fresh perspective. We appreciate you immensely!











Website:

miles4migrants.org

Facebook:

facebook.com/miles4migrants

Instagram:

@miles4migrants

Twitter:

@miles4migrants