

2020 ANNUAL REPORT



A note from the founders

Here at Miles4Migrants, our goal has always been to help displaced persons reunite and reach safe, supportive communities. Last year certainly challenged our ability to deliver on our mission. Alongside everyone else in the world, we saw our social fabric torn apart in 2020. Many of us experienced a loneliness and a longing that we had never experienced before.

We took the time this past year (when we weren't rebooking flights canceled for the umpteenth time due to COVID) to reflect on the mental toll it takes to seek asylum in a new country, to have been forced to lose the connections to the life to which one was accustomed because of the sheer danger that remaining in that situation would bring. We feel that our collective experience of life during COVID has made us, and hopefully has made others, more empathetic to the plight of those forced to seek refuge in foreign lands.

Amidst our reflection, and frustrations, we were inspired by the generosity of our community, who traded their disrupted travel plans for the opportunity to fly refugee families and individuals to safety with their miles. With your support, our team flew over 1,300 people to new homes and loved ones in 2020.

As we look towards the future, we envision a world where our services are no longer needed, but until then, Miles4Migrants will continue to stand with our partners and supporters to fill the gap and fly as many people as we can.

Andy, Nick, and Seth
Miles4Migrants Co-Founders



who we are

MISSION

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.

VALUES

EMPOWERMENT

We commit to build 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.

AWARENESS

We commit to learn about the environment and policies affecting displaced persons. We seek to understand so that our actions align with the needs of the community.

COMPASSION

We ingrain compassion and empathy for displaced persons into our day-to-day decisions. We commit 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.

COMMUNICATION

We value open communication with one another. As a virtual organization, we understand the importance of taking the time to understand the speaker's intent, and if there are misunderstandings, we commit to resolve them empathetically through direct and honest conversation.

ACTION

The environment we work in is constantly changing and requires planning under uncertainty. We have a bias toward action whenever the action aligns with our mission and values.

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 to honor commitments.

TRUST

We trust and value each others' commitment. Whether volunteer or paid staff, we work because we have a shared passion and dedication to the mission. We keep this top of mind, especially during times of conflict.

GRACE

As we move quickly, mistakes will happen. We commit to forgive unintentional mistakes and to extend trust when a teammate commits to do better.

highlights

JAN

FEB

MAR

APR

MAY

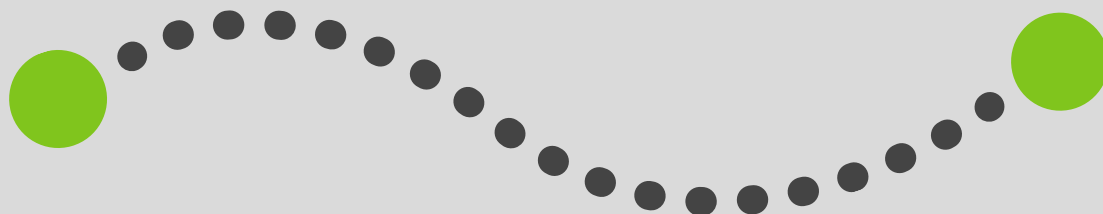
JUN

One of our highest number of passengers flown in a single month: 223!

Hired our first full time marketing staff member

COVID-19 caused a rapid shut-down of international borders and cancelled flights. The M4M Booking Team went into overdrive finding new flights to help passengers reach their destinations. Even with all the cancellations, 42 people were still able to fly in March and reach safe homes before lockdowns.

Cancelled trips were transformed into a force for good! In honor of World Refugee Day, our community rallied to spread the word about donating unused and returned miles, points, and travel credit. Together, we raised 8 million miles!



JUL

AUG

SEP

OCT

NOV

DEC

The Miles4Migrants community showed its strength by completing our second successful 5 million mile campaign with United- the first and only charity partner to do so!

We surpassed using 50 million miles! Our first 50 million miles helped almost 3,000 people from 60 countries of origin reach safe homes in 14 new countries!

Thanks to another successful United campaign and an Instagram post that went viral, we raised almost **18M miles** in December alone- that's 40% of what we raised in all of 2019!

by the numbers



721

families reunited

1,336

passengers flown

10

destination countries

55

countries of origin

23.7M

miles redeemed

3.8M

miles flown (distance)

\$477K

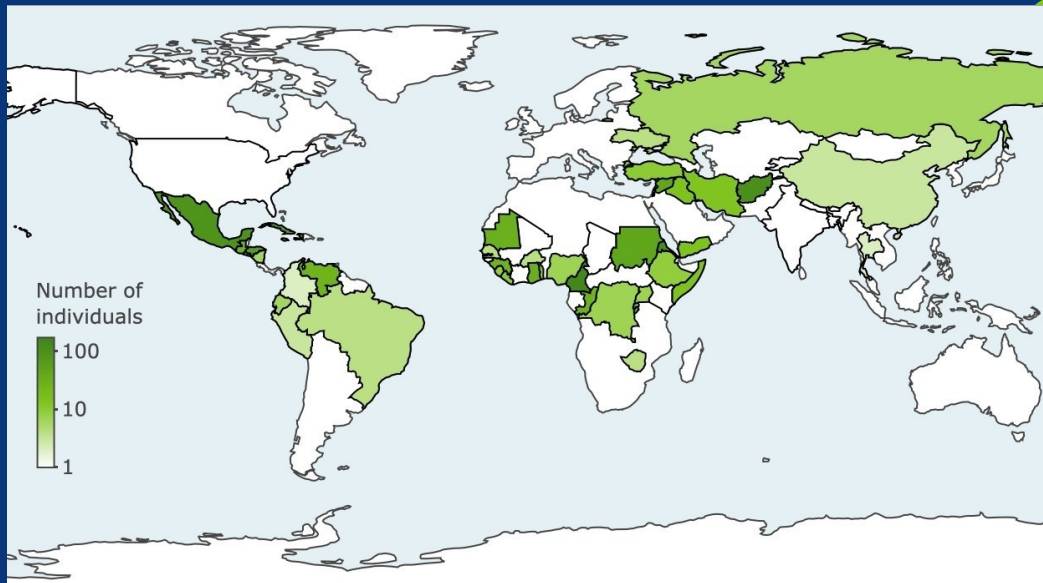
cash value of flights booked

\$53K

cash paid for flights, taxes, and fees

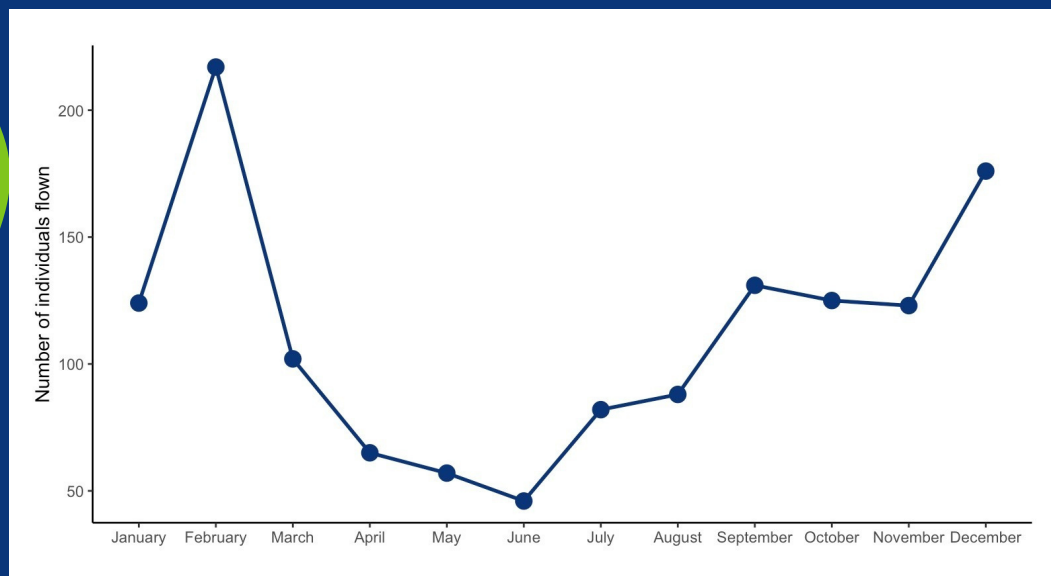
COUNTRIES OF ORIGIN

In 2020, Miles4Migrants flew individuals from 55 countries of origin from all corners of the world, including Thailand, Venezuela, Burundi, Afghanistan, Russia, Palestine and Jamaica. These individuals were flown to safe new homes across Europe, the U.K., the U.S., Canada, and Brazil.



EFFECT OF COVID-19

COVID-19 had a significant impact on operations at Miles4Migrants, but even with travel restrictions and limited flight operations, our team worked hard to coordinate travel for individuals when and where it was safe and possible to do so.



passenger stories

ARSH, AFGHANISTAN

This 5-year-old, Arsh, was reunited with his parents just days after his 5th birthday! Ellmarjan, Arsh's father, worked for four years as a translator for the U.S. Army. The Taliban asked him to leak information, but he refused. In retaliation, the Taliban threw a hand grenade at him. Ellmarjan was severely wounded and stayed for half a year in the hospital. After his recovery, one day, he and his father went to the bakery to buy some bread. Suddenly, they heard gunfire, and his father was killed.

As it was no longer safe to be in Afghanistan, Ellmarjan and his family were forced to flee the country. In one of the toughest of decisions, Ellmarjan and his wife decided the trip was too dangerous and risky for them to bring their youngest child, Arsh, along. He stayed behind with his grandmother.

After a horrific trip through Iran, Turkey, Greece, Bulgaria, and the Balkans that lasted seven and a half months, they arrived in Belgium in seeking asylum. Almost nine months later, they were granted the official status as a refugee in Belgium, opening the possibility to bring Arsh over. After another long procedure, Arsh was finally granted the visa to be with his parents and his new brother! Thanks to Miles4Migrants supporters, Arsh flew to Belgium, where he and his family can live in peace, no longer living in constant fear for their lives.



AMILCAR & ALEXI, EL SALVADOR

Meet Amilcar and Alexi, two gay men who left their native country of El Salvador to save their lives from the discrimination and death threats they received from the MS-13 gang. Miles4Migrants donors used their United MileagePlus miles to help them fly to a safe new home. This donation of United miles allowed them to, in their words, "once again see the light of the stars and finally be happy as a couple... [and] ensure that we would not fail. Thanks, a thousand thanks from the bottom of our hearts."



ABRAHAM, SOUTH SUDAN

"I have been living in Antwerp, Belgium since May 2018. My family was living in Eritrea after my wife went from Juba, South Sudan because of the pregnancy and delivery of my two sons. The Eritrean Government has an unjust policy, it doesn't allow any Eritrean newborn child to go abroad legally. I had not seen my two children since they were born in Eritrea. After long up and down challenges, for the first time I hugged and kissed my two sons (7 and 4 years) in Brussels Airport arrival on the 25th of October, 2020. Praise The Lord who helped me through this organization. I don't know how I can explain my overjoyed, when my family arrived in Belgium and saw them physically. It was beyond my understanding, and I have been very happy and enjoyed day to day together with them since they arrived in Belgium. Moreover my children feel self confidence and very glad after our reunification in Belgium. Unless this organization helped me to buy the flight tickets soon, my family coming to Belgium may be delayed because of financial problems. So thank you so much that you helped my dream become real so fast. No more loneliness and missing my family. We are living here in love and peace together."



IBRAHIM, PALESTINE

It was that life-altering week in March when the whole world seemed to change. Over the span of one short week, borders rapidly closed, travel halted, and the world moved indoors. But Ibrahim, a Palestinian refugee, boarded a plane just in time to reach a place he'd never truly had before: home.

Ibrahim was born and raised in Lebanon but has never held citizenship of any country. He's Palestinian, the third generation of his family to live in Lebanon, and is a refugee, like 5.5 million Palestinians across the Middle East.

Ibrahim took a big risk: He set out to study nursing, even though Palestinians are prohibited in most cases from legally working in healthcare professions. Ibrahim was among the lucky few able to secure a coveted position at a hospital, where he completed rotations as part of his Bachelor's degree. Here, Ibrahim developed a strong work ethic and attention to detail while caring for patients. However, it wasn't enough to support himself and his wife. Palestinians are systematically underpaid compared to Lebanese citizens. Ibrahim took a position at another hospital in 2017 and started working between 16 and 24 hours each day.

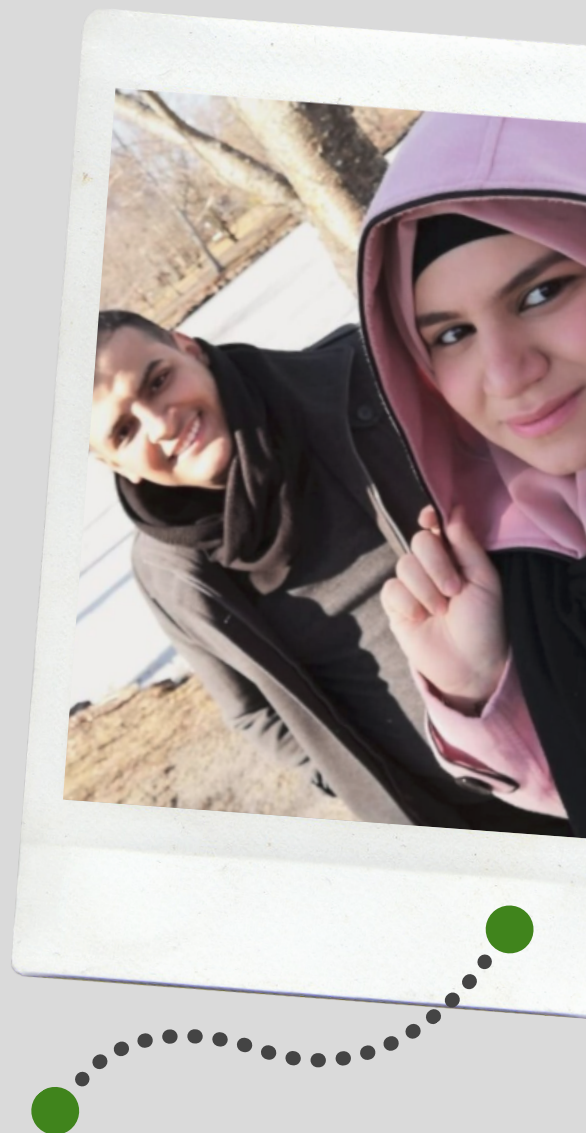
Ibrahim and his wife lived with precarious status in Lebanon. They were unable to plan for their futures, to access many public services, or to earn decent wages. The couple even lived separately, with their own families, because they couldn't afford their own home.

Ibrahim registered with Miles4Migrants nonprofit partner, Talent Beyond Boundaries, in the hope of a different life for himself and his wife, and their future family. After rounds of interviews, Ibrahim was offered a job in Halifax with in-home healthcare provider, Closing the Gap Healthcare. The company is a "designated" employer under a Canadian pilot program to attract and retain talent to Atlantic Canada, a region struggling with shortages in the healthcare sector.

Just weeks before borders closed amidst the COVID-19 pandemic, Ibrahim and his wife were granted entry in the country. Using frequent flyer miles generously pledged by Miles4Migrants supporters, Miles4Migrants' Booking Team worked quickly to secure flight tickets for the couple before borders shut down.

It was not an easy start in a new country: The couple faced two weeks in strict quarantine, government office closures, and all the challenges that come with renting an apartment and starting-up in lockdown. But they are settling into a new routine in their home in Halifax.

Ibrahim's days are now filled with patient visits. Some are elderly and others have profound physical needs. He's paid a good salary and supported by a compassionate team. Ibrahim is a permanent resident of Canada and will be eligible to apply for citizenship in just three years. Canadian citizenship will be his first.



NGO partners

Each flight request Miles4Migrants receives comes from charitable organizations which directly serve refugees, asylees, and asylum-seekers. In 2020, our NGO partnerships continued to grow and, in total, we provided airline tickets for passengers referred to us by 28 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.



community love

“

“Giving to Miles4Migrants felt like a return to normalcy amongst the craziness of 2020 and the COVID pandemic.

The crisis stopped a big family trip back to my home country that I had planned to use my miles on. While I couldn't travel I'm glad I can help someone else make the most important journey of their lives. Honestly it felt good to just be searching routes again and booking a ticket. As someone whose family immigrated to America the work of Miles4Migrants really resonates with me. I'm glad I was able to help another family reconnect and start a new chapter in their lives. I hope they prosper in their new country and one day can also plan a homecoming themselves.”

-NAZARY NEBELUK, MILES4MIGRANTS DONOR

“We are so deeply grateful for the work of Miles4Migrants. They have allowed for dozens of our clients to be reunited with their families and sponsors. Oftentimes, our clients are released from detention with little more than the clothes on their back with no way of getting to their next destination. That's where Miles4Migrants steps in. They play such an integral role in the work we do of reuniting families and we're proud and thankful to have them as partners.”

-MELISSA FLORES, NGO PARTNER CONTACT AT AL OTRO LADO

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“Choosing Miles4Migrants to participate in United's Miles on a Mission campaign program has provided our customers an opportunity to have a meaningful direct impact on the lives of the refugee community. To date, MileagePlus members have given 20 million miles to Miles4Migrants - the highest amount for any Miles on a Mission charity campaign. Because of their success, we're thrilled to announce that we will be making Miles4Migrants a permanent charitable partner of our program.”

**-NICOLE LEE, DIRECTOR, SOCIAL IMPACT OPTIMIZATION
AT UNITED AIRLINES**

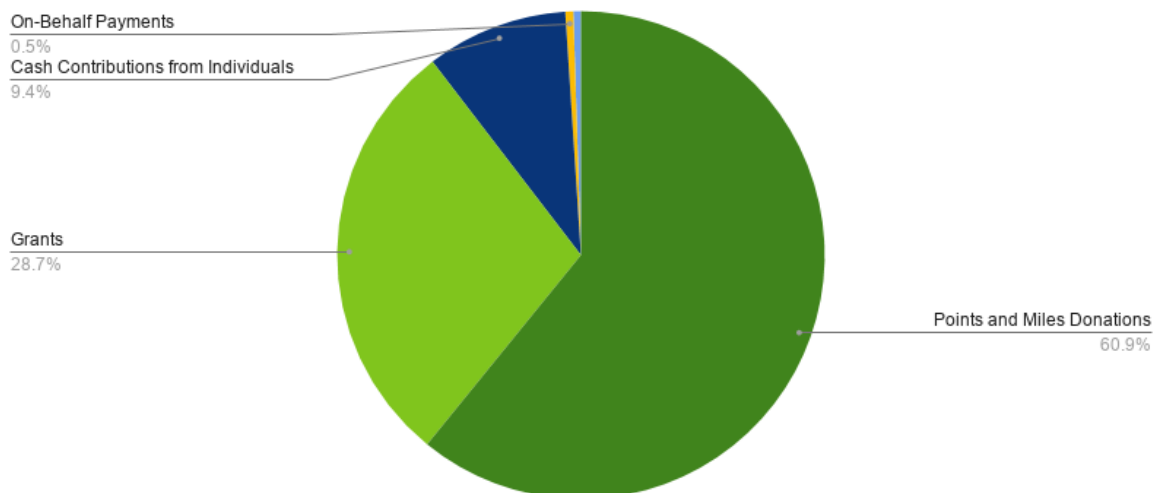
financials

Despite the COVID-19 pandemic throwing a wrench into our growth plans, Miles4Migrants remains on stable financial footing. We used the lull in travel to continue to build out technology infrastructure, and we hired a full time marketing professional to the staff! Continued monetary support, both from the community and from The Shapiro Foundation, were essential in ensuring that Miles4Migrants begins 2021 on a stable financial footing, ready to deal with a surge in demand as the pandemic eases and air travel continues to normalize.

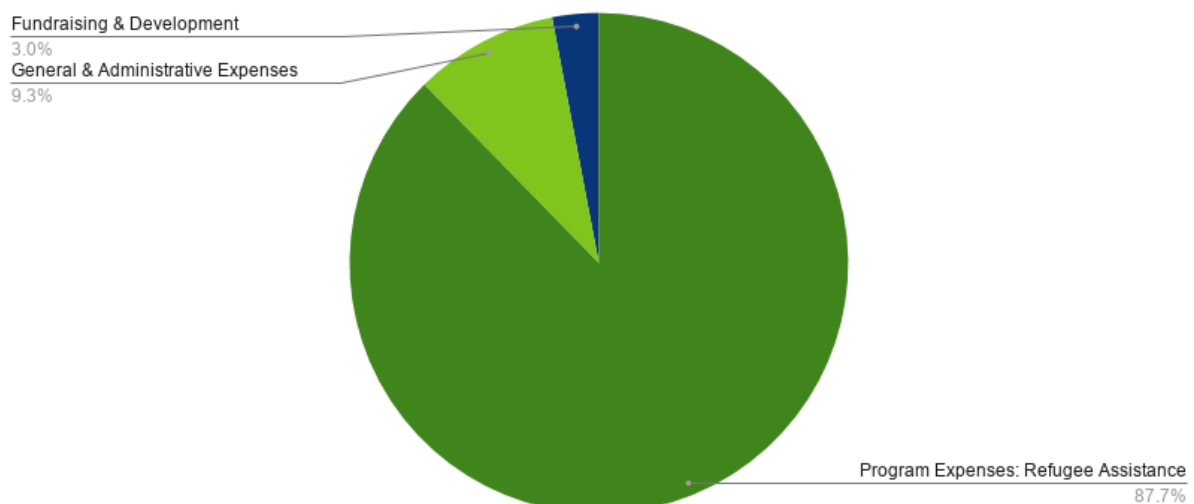
HOW WE USED OUR FUNDING

Note: The cash value of points and miles donations 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.

Support Received



Expenses



financials cont.

Miles4Migrants
Statement of Financial Position
As of December 31, 2020 and 2019

	2020	2019
ASSETS		
Current Assets		
Cash and Cash Equivalents	\$ 370,967	\$ 466,732
TOTAL ASSETS	<u>\$ 370,967</u>	<u>\$ 466,732</u>
LIABILITIES & NET ASSETS		
Current Liabilities		
Payables	\$ 1,328	\$ 4,630
Accrued Withholdings	16,188	4,625
TOTAL LIABILITIES	17,516	9,255
Net Assets		
Without Donor Restrictions	353,451	457,477
TOTAL LIABILITIES & NET ASSETS	<u>\$ 370,967</u>	<u>\$ 466,732</u>



financials cont.

Miles4Migrants

Statement of Activities, Functional Expenses, and Changes in Net Assets For the Years Ended December 31, 2020 and 2019

	2020	2019
REVENUES AND SUPPORT:		
Non-Cash Contributions - Points and Miles Donations*	\$ 423,816	\$ 596,517
Cash Contributions	265,398	581,649
Cash Contributions - On-Behalf Payments	3,682	18,829
Interest Income	3,468	463
TOTAL REVENUES AND SUPPORT	\$ 696,364	\$ 1,197,458
EXPENSES BY FUNCTION		
Program Expenses: Refugee Assistance		
Non-Cash Travel Costs - Points and Miles Redemptions*	\$ 423,816	\$ 596,517
Salaries & Wages	194,128	56,196
Travel Costs	57,267	97,083
Payroll Taxes & Employee Benefits	22,520	8,977
Software	2,927	-
Payroll Reimbursements	890	-
Total Program Expenses: Refugee Assistance	701,548	758,773
General & Administrative Expenses		
Salaries & Wages	46,466	13,428
Software and Website	8,606	1,193
Professional Services	5,984	15,863
Payroll Reimbursements	3,466	1,439
Insurance	2,534	1,381
Payroll Taxes & Employee Benefits	2,129	884
Travel Costs	1,973	865
Supplies	1,942	-
Payroll Processing	870	-
Meals	265	546
Bank Fees	248	-
Postage	132	-
Advertising	95	-
Dues and Subscriptions	15	-
Other Expenses	-	820
Uniforms	-	626
Total General & Administrative Expenses	74,725	37,045
Fundraising & Development		
Advertising	15,322	831
Salaries & Wages	8,172	-
Payroll Taxes & Employee Benefits	625	-
Travel Costs - Development Team	-	330
Total Development Expenses	24,119	1,161
TOTAL EXPENSES	\$ 800,392	\$ 796,979
CHANGE IN NET ASSETS	\$ (104,028)	\$ 400,479
BEGINNING NET ASSETS	457,479	56,998
ENDING NET ASSETS	\$ 353,451	\$ 457,477

*Value of airline miles, credit card points, and airline vouchers donated and redeemed.

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
- **Amy Yu, Angela He, Chris Scully, Claudia Coffey, Ken Robbins, Rebecca Yang, Salman Sheikh, Sam Lent, Sam Tarin, Samantha Toback, Yoni Shrira** and all our volunteers who contributed to our 2020 programs
- **Joey Martin, Autumn Romanchek, & Tom Leddy:** 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
- **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



looking ahead

The past year has shown us the importance of having a safe home and a supportive community. We have all experienced loss, pain, and isolation in ways large and small.

Despite the challenges of the past year, at Miles4Migrants we are hopeful for what's ahead - a new administration committed to restoring America as a place where refugees and asylum-seekers are welcomed, and a world that continues to recover from the pandemic.

Already in 2021, we have seen so much to celebrate - we flew more individuals in March of 2021 than any other month in our history, and with more people being allowed to continue their own journeys to safe, new homes, our work is still only beginning.

We are grateful for the support of our continually growing and ever dedicated community - for your support in 2020 and encouragement in the years ahead.

Thank you all!



ways to get involved

DONATE YOUR MILES

We accept frequent flyer miles and credit card points from most major carriers and companies. It takes less than a minute to pledge your miles or points on our website!

DONATE YOUR DOLLARS

Cash donations are tax-deductible and help cover airport taxes, booking fees, and sometimes airfare. You can make a one-time payment or set up a recurring monthly donation on our website.

LAUNCH A CAMPAIGN AT YOUR WORKPLACE

Create a culture of giving in your workplace by launching a miles-raising campaign. Our team will work closely with your company to set up a dedicated campaign page on our website and provide you with stories on the impact of your company's support. Contact us at support@miles4migrants.org

VOLUNTEER

We love our volunteers! If you have skills you can offer Miles4Migrants, we would love to find a way you can contribute. Our volunteers help in a variety of ways, ranging from photographing airport reunions, organizing data, booking flights, writing blog posts, and more. Visit miles4migrants.org/volunteer.

GIVE THROUGH AMAZON SMILE

You can support Miles4Migrants with every Amazon purchase you make! Visit smile.amazon.com, set Miles4Migrants as your charity of choice, and AmazonSmile will donate 0.5% of each purchase to M4M when you shop through smile.amazon.com.

SPREAD THE WORD

Whether you've donated or not, sharing Miles4Migrants' story and educating others about our mission and impact has a huge effect. Many of our donors, volunteers, and advocates learn about M4M from friends and family members.

contact

WEBSITE

miles4migrants.org

EMAIL

contact@miles4migrants.org

SOCIAL MEDIA

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