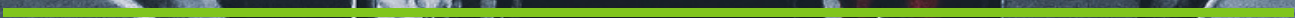




ANNUAL REPORT 2021



A message from the Executive Director



2021 marked unprecedented generosity and growth for Miles4Migrants. We received resources to fly tens of thousands of displaced individuals, engaged in new partnerships, strengthened our relationships in the airline industry, hired four new team members, and in two months scaled our flight operations tenfold! Because of this growth, we can now begin work with additional non-governmental organization (NGO) partners to reunite as many families as our resources will allow.

Thank you to every donor, NGO partner, airline partner, the AMEX Global Business Travel team, the International Organization for Migration (IOM) staff, and our volunteers. With your support, we were able to fly over 15,000 passengers in 2021, reuniting and relocating more than 5,800 families from over 70 countries to reach new homes. In response to the unthinkable desperation in Afghanistan, our donors gave generously to support Afghan evacuees. As a result, we were able to fly 11,729 Afghans from U.S. military bases to their new homes.

As we celebrate your generosity, we continue to focus on our vision of a world where displaced persons of all backgrounds find safety and community in new homes. The need for flights to safety continues with the on-going mass displacement happening across the world—from Afghanistan's collapse under the Taliban, to the family separations at the U.S.-Mexico Border, and the recent Russian invasion of Ukraine. Together, we can make a difference, one flight at a time.

And a huge thank you to the amazing staff and Board of Miles4Migrants. You are an inspiration.

I am so grateful to have served as the inaugural Executive Director at Miles4Migrants. Sadly, I will be leaving my role as I shift my focus to the needs of my family. I will continue to support the mission and work of this incredible organization.

With gratitude,
Diane

What's inside

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About Us

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 nonprofit organizations 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.

VISION

At Miles4Migrants, we envision a world where displaced persons of all backgrounds find safety and community in their new homes.

VALUES

Accountability, Action, Awareness, Collaboration, Compassion, Communication, Empowerment, Grace, Trust





Mapping

In 2021, Miles4Migrants provided flights for individuals from over 70 countries of origin including Afghanistan, Bangladesh, China, Eritrea, Guatemala, Honduras, Iran, Palestine, the Philippines, Senegal, Sudan, and Syria. These individuals were flown to safe new homes across Brazil, Canada, Europe, the U.K., and the U.S.

Our Mission



2021 Impact



15,806
passengers flown



5,885
families reunited

Flight Funding From



171M
miles and points



\$1M
cash



\$24K
vouchers/credit

\$4.2M

in airfare costs saved



73
countries
of origin

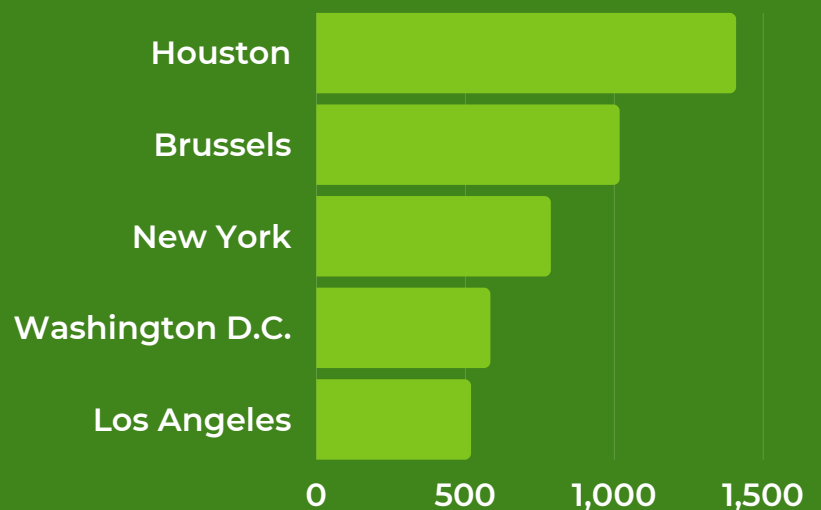


16
destination
countries



9,772,864
total miles flown

Top Destination Cities



Reflecting on a Year of Growth

In 2021, Miles4Migrants celebrated its 5th year of helping displaced persons to reach safe new communities. In addition to hiring our first Executive Director, we celebrated new partnerships with two of the largest resettlement organizations in the world, United Nations High Commissioner for Refugees (UNHCR) and International Organization for Migration (IOM), and developed partnerships with Delta, JetBlue, and Frontier to expand flight options. These partnerships, along with several viral moments, helped Miles4Migrants raise more donations and support more families in 2021 than in all previous years combined.

JAN 14

Miles4Migrants is featured in a Washington Post article, generating donations of 5.4 million miles.

MAY 31

UNHCR announces partnership with Miles4Migrants. The first passengers flown under this new partnership are an Eritrean family that had been separated for seven years.

JUN 19

Working with the U.S. government's Family Reunification Task Force and our partner Al Otro Lado, M4M begins to reunite families forcibly separated at the border.

AUG 15

When news hits that Kabul has fallen to the Taliban, Miles4Migrants receives increased media coverage, and celebrity social media posts calling out the need to assist Afghan evacuees. Within weeks, Miles4Migrants receives more than twice the number of donations received in our entire five year history.



AUG 23

Miles4Migrants begins a partnership with the International Organization for Migration to fly tens of thousands of Afghan evacuees from U.S. military bases to their new homes in the U.S.

SEP 25

The first flight departs in our largest undertaking to date, Project Afghan Arrival.

SEP 27

Miles4Migrants hires additional team members, achieving a staff of seven full time employees.

OCT 31

Miles4Migrants celebrates 5 years of reuniting families.

NOV 18

Miles4Migrants surpasses 10,000 total people flown since our founding in 2016.

NOV 29

Following Delta and Frontier, JetBlue becomes the third airline partner of 2021 to open a pooled account, allowing donors to easily and directly transfer their miles to M4M.

DEC 31

With the help and support of many new partners and donors, 2021 marks Miles4Migrants' most productive year to date, with over 15,000 passengers flown to safety in new communities.

Spotlight

Family Reunification Taskforce

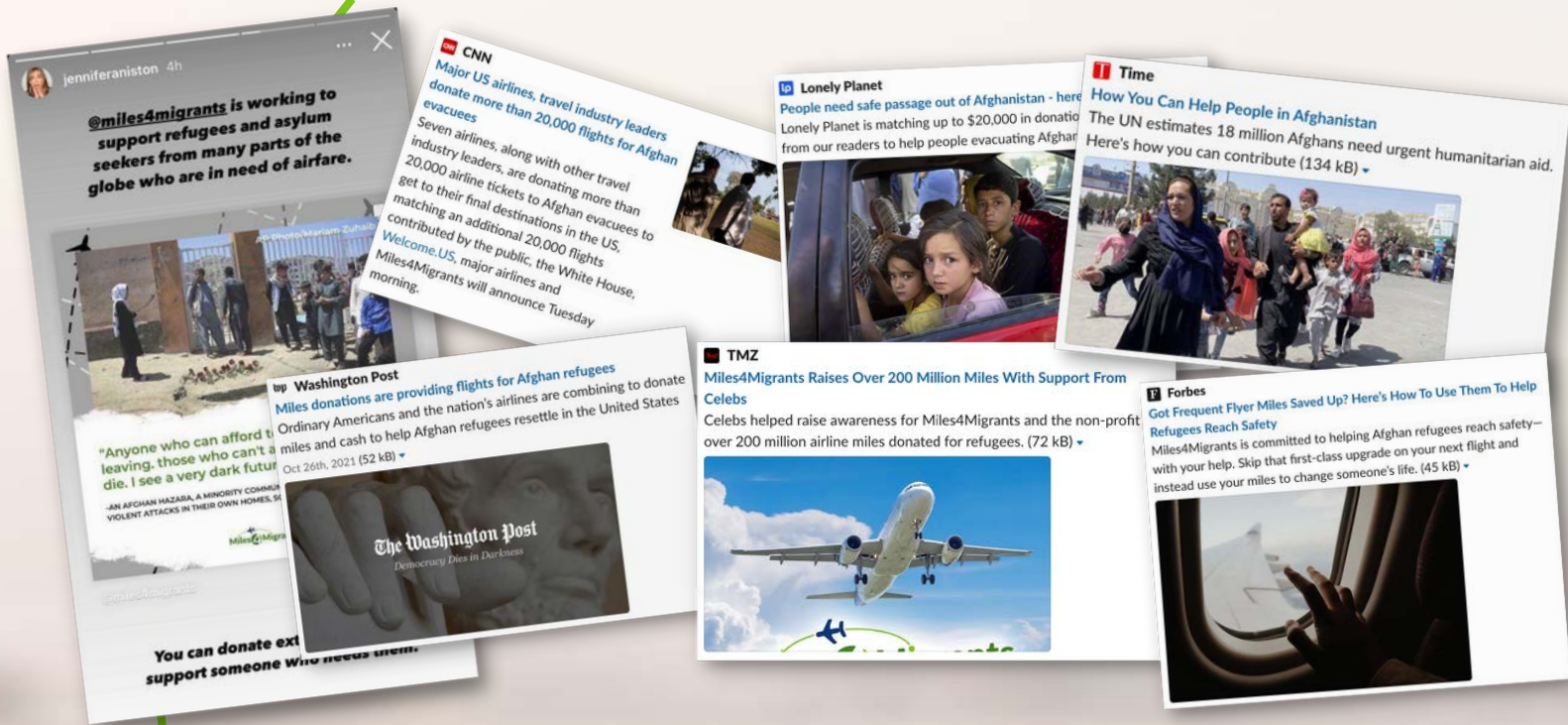
In the summer of 2018, the American people became aware that asylum-seeking parents and children at the U.S.-Mexico border were being forcibly separated. In response, thousands of miles were donated by concerned citizens to Miles4Migrants. At the time, the federal government was not keeping records on the individuals that needed to be reunited, and Miles4Migrants' ability to reunite these families became an impossible task. In early 2021, the new Family Reunification Task Force (Task Force), a U.S. Government executive-level initiative to reunite these separated families was formed, enabling Miles4Migrants to use your donated miles to make reunions happen. Together with the advocacy organizations Al Otro Lado, KIND, Together and Free, Task Force, and IOM, we worked to help reunited families make a fresh start in the U.S.



Spotlight



Project Afghan Arrival



The fall of Kabul to the Taliban

In August 2021, the world watched in disbelief as news footage showed Afghans desperately clinging to the last U.S. military planes leaving Afghanistan after the Taliban takeover. Donations increased rapidly as awareness of Miles4Migrants mission grew through media coverage and mentions by public figures.

Since 2017, Miles4Migrants has worked with nonprofit partners around the globe to fly Afghan refugees, including those who worked alongside the U.S. military, to safe homes. In the weeks leading up to the takeover of Kabul, commercial air travel out of the country became unstable and a new approach to evacuation flights was needed.

Governments stepped in to sponsor flights that transported more than 100,000 evacuees to safety on U.S. military bases around the world. Many Afghans had escaped the danger and uncertainty of Taliban rule, but they were still far from a new home. Unable to afford transportation to their final destinations, tens of thousands of Afghans were temporarily housed on military bases across the U.S., awaiting reunions with their family members and transportation to safe communities.

Project Afghan Arrival (cont.)

Seeing an opportunity to use the hundreds of millions of miles we had received in response to the events in Afghanistan, Miles4Migrants partnered with IOM to assist the U.S. government in the relocation of Afghan evacuees.

In September 2021, we began booking flights for Afghan evacuees to communities across the United States. To support the overwhelming increase in flight requests, we quickly worked to expand our internal team, adding additional flight booking and operations assistance.

Combined with tripling the size of our Flight Booking Team, we also enlisted the assistance of American Express Global Business Travel (GBT). GBT generously donated their services, providing a team of 40 travel coordinators who helped secure flights for over 7,000 Afghan evacuees. In addition, United Airlines built an innovative “Flight Booking Bot”, automating the booking process for United flights.

Thanks to the support of our partners and community, Miles4Migrants was able to successfully help 11,729 Afghan evacuees reach safe homes.

2021 project impact

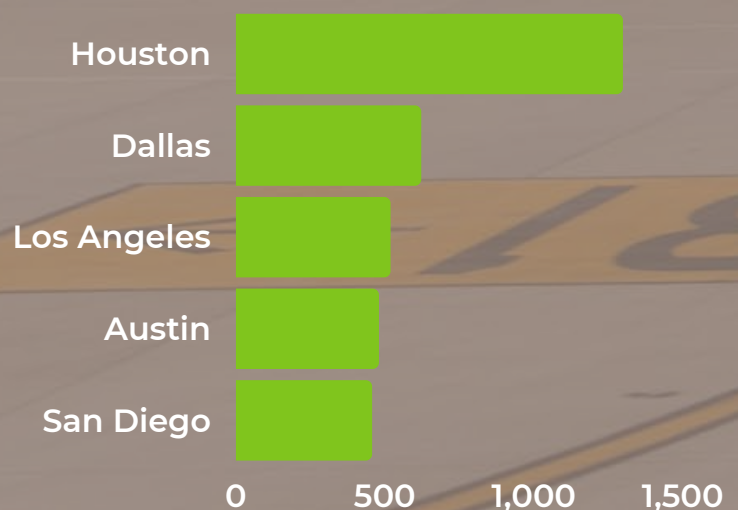
112M
miles used

11,729
passengers
flown

4,510
children

\$2.8M
cash value

Top Destination Cities



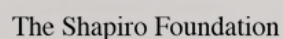
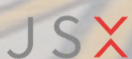
Miles4Migrants & Welcome.US raise support from leaders in the travel and aviation industries

To fund the Project Afghan Arrival efforts, Miles4Migrants called upon U.S. corporations and the public to join together in an unprecedented effort: funding airfare so that every Afghan evacuee temporarily housed on U.S. military bases could be provided a free flight to a safe new home.

This effort was launched in partnership with Welcome.US, an organization that launched in September 2021 to welcome Afghan families and whose honorary co-chairs include President Barack Obama and Michelle Obama, President George. W. Bush and Laura Bush, and President William J. Clinton and Secretary Hillary Clinton.

"A pilot on our recent Afghan refugee charter flight reported back: 'They had nothing – no luggage, just hope.' And that's exactly why we're stepping up to lend a hand. This cause is close to my heart. My parents immigrated from Italy to Canada in the 1950s and I understand how challenging it can be to start rebuilding a new life in an unfamiliar place. Showing the Afghan people that we care is the best thing we can do. That's why I'm so proud to contribute to this collective effort, which represents the best of who we are in the airline industry and in our country."
- Ben Minicucci, CEO of Alaska Airlines

Major Campaign Supporters

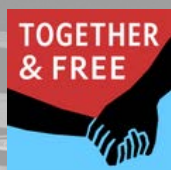
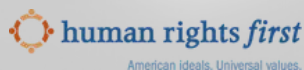


Travel Request Partners

Achieving more together

Miles4Migrants partners with NGOs around the world. These Travel Request partners (TRPs) identify refugees, asylees, asylum-seekers, and their immediate family members in need of airfare. While Miles4Migrants supplies the flight tickets, the TRPs ensure that people arriving to new homes are welcomed and have the resources needed to thrive. Our TRPs range from small, grassroots groups to large global organizations. Each partner works tirelessly to get asylum seekers released from detention, raise money to pay for resources, greet families at the airport, help find employment for newly arrived refugees, and so much more. Miles4Migrants is grateful to be one stop in the journey to provide safety and security to families fleeing war, persecution, and disaster. We could not do this work without the support of these trusted partners, and we are thankful for their continued dedication to transforming lives.





*Travel Request Partners listed requested flights in 2021

Success



Bujumbura --> Brussels
72k United miles

KWIZERA, BURUNDI

Meet Kwizera, a mother from Burundi who was forced to leave her two daughters behind while she sought refuge in Belgium. With the help of our partner Convivial, Miles4Migrants was able to use United MileagePlus miles to help fly Kwizera's two daughters, ages 11 and 18, to reunite with their mother. Unfortunately, right before the flight, the eldest daughter tested positive for COVID-19. M4M rebooked their tickets just in time for the eldest daughters' 18th birthday. The daughters finally arrived safely in Belgium for a long-awaited reunion with their mother. Kwizera writes, "I am a political refugee in Belgium, and I am originally from Burundi. Convivial helped me with family reunification and made the connection with you. You helped bring my children to me. I am a widow and finding my children is my happiness. Thank you infinitely, with all my heart for your help."



Harlingen --> Louisville
\$300 United voucher

"S," HONDURAS

With the implementation of Title 42 at the beginning of the pandemic, many families were impacted. "S," an asylum seeker from Honduras, was separated from her ten-year-old daughter for four months until she was granted humanitarian parole and allowed to enter the United States. She crossed the border into McAllen, Texas, and our partner Each Step Home submitted a request for her flight. Thanks to a donated United Airlines voucher, Miles4Migrants was able to book her on a flight to reunite with her daughter in Kentucky, where they had a tearful reunion.

Stories

"N," AFGHANISTAN

"N" was an interpreter for the U.S. military who applied for a special immigrant visa. He left his native town of Kandahar, Afghanistan in April to pick up his visa from the U.S. Embassy in Kabul. Two hours after leaving Kandahar, the airport was attacked with rockets by the Taliban. With his hometown in the hands of the Taliban, he could not return to say goodbye to his family or friends. Keeping Our Promise (KOP) submitted an urgent request to Miles4Migrants to get "N" on a flight to Rochester, NY, where they had secured emergency housing and enlisted a team of volunteers to help him. Using 42,500 donated Alaska miles, Miles4Migrants booked "N" to fly out of Kabul to safety the day after he received his visa. When he arrived he gave big hugs to the KOP team, and said "Thank you for saving my life."



Kabul --> New York
42.5k Alaska miles

"A," IRAN

Previously unable to live freely as a lesbian couple in Iran, this photo taken at the airport shows "A" and her spouse's first moments of living openly, no longer having to hide their relationship. Our long-standing partner, Together Now, helped connect us with "A" and reunite her with her wife in the U.K. 20,000 miles funded their ticket to a new beginning.



Tehran --> Manchester
20k airline miles

Donor spotlight



Using over 160,000 of Tera's donated airline miles, Miles4Migrants was able to fly 7 individuals to their new homes, including reuniting a mother and daughter from Guatemala who had been separated at the U.S. border.

Tera writes, "I am so happy to be able to help a little bit with the process of at least helping this mother and daughter get here safely and start healing together. Thank you for helping them and organizing their safe travel."

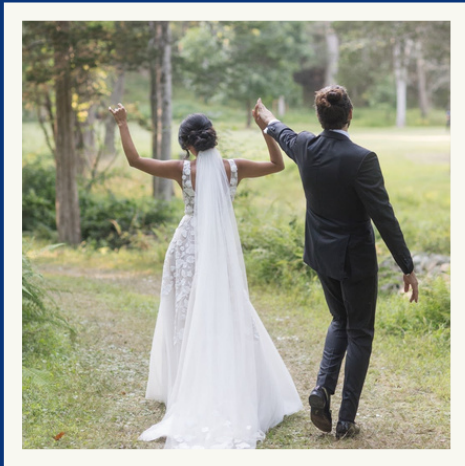
”

“

This is Oscar (name changed). He and his family left Haiti to seek asylum in the United States. Oscar had been working at a gas station in Tijuana while he and his family waited for the asylum process to move forward. After four years of waiting, the family was finally admitted to the United States. Unfortunately, they were transferred from the Tijuana port of Entry all the way to El Paso before being released.

This is when our donor Brianne stepped in. Using over 50,000 miles of her Southwest pledge, Miles4Migrants was able to help the family fly to their sponsor in San Diego. Brianne writes, *"This organization is amazing and you all are doing such wonderful things."*





Our donor Azita wanted to *"share the love outwards."* She initially donated 100,000 Delta miles and then spontaneously offered the rest of her Delta SkyMiles after her first time assisting us in booking a flight – an additional 305,000 miles – in celebration of her upcoming wedding. Thanks to Azita, Miles4Migrants was able to fly a total of 18 passengers safely to their new homes. Her (now) husband James then pledged 555,000 United MileagePlus miles.



Miles4Migrants was able to use 194,500 of Carol's donated Delta SkyMiles to help 11 individuals, including an Afghan evacuee family, to reach their new homes. The family was told that they needed to pick up their visas without any information about an evacuation flight. Thanks to Carol and our partner - Keeping Our Promise - the family was able to reach their new home in New York safely.

Carol shared, *"I had been saving my miles for 'someday...'"* When I saw that my miles could be used to make a real difference and help people in need I jumped! The process was so easy and quick - and BAM! There's a whole family that benefitted, plus more. A MUCH better use for my miles!"



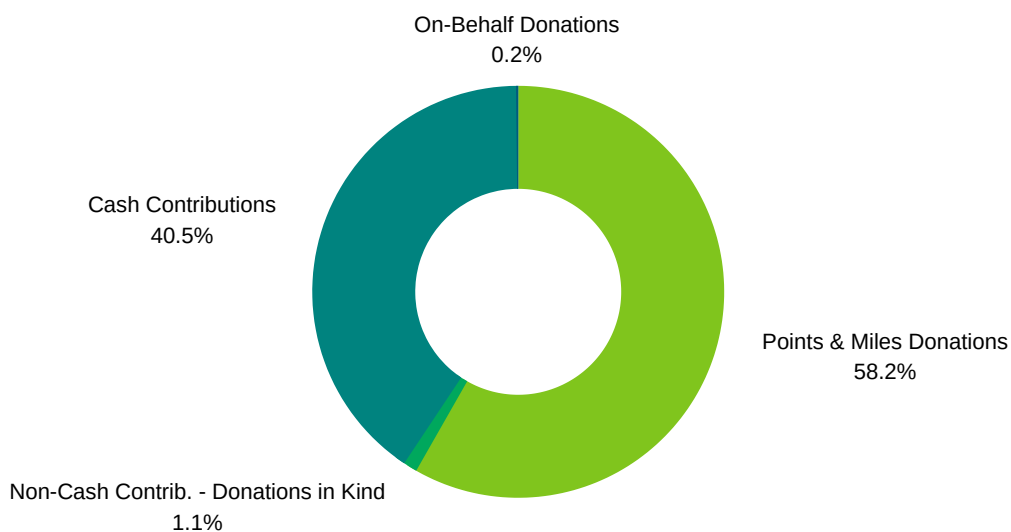
Financials

2021 by all measures was a year of transformation for Miles4Migrants. Due to an overwhelming level of support for Miles4Migrants after the Taliban takeover of Afghanistan, we were able to scale our program impact more than tenfold. We were also able to expand our operational resources, hiring for a number of critical positions to support our growth. In addition, the organization continued to receive critical financial support from the community and long time funders including The Shapiro Foundation and TripAdvisor, while expanding our funding network with support from Boeing and the Welcome Fund.

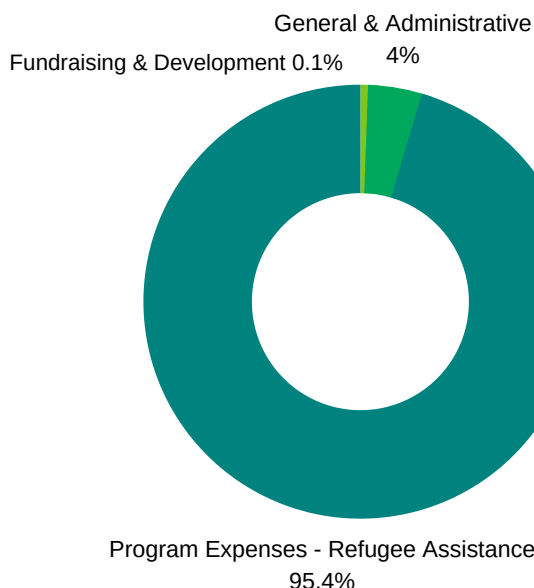
Support and Expenses

Note: The cash value of points and miles donations is calculated based on the lowest cost reasonable flight itinerary on the day a flight is scheduled. We define reasonable itinerary as one layover or fewer and exclude low cost airlines as these airlines often charge additional fees beyond the base fare price.

Support Received

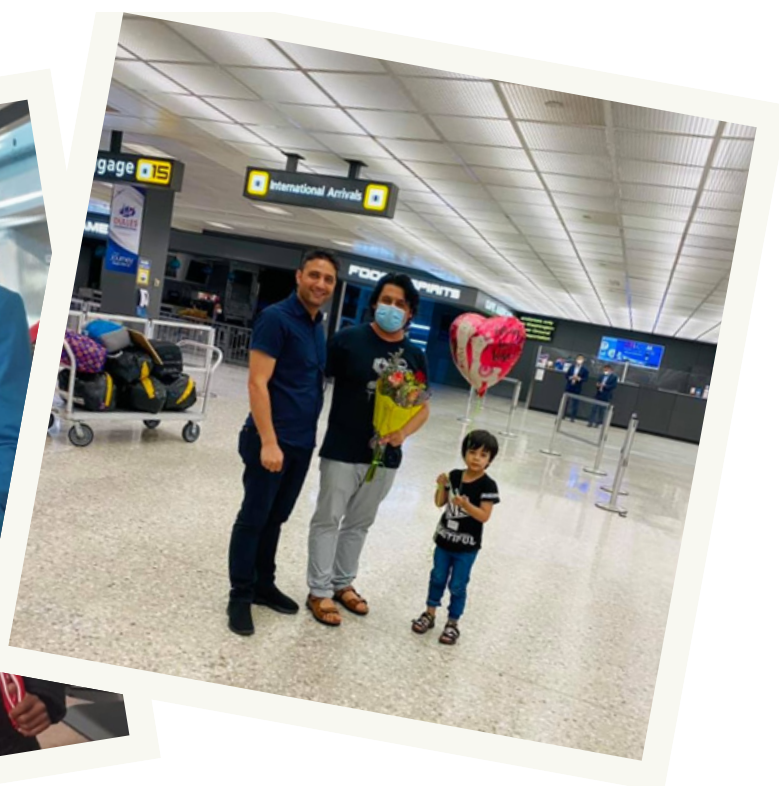


Expenses



Miles4Migrants
Statement of Financial Position
As of December 31, 2021 and 2020

| | 2021 | 2020 |
|---|---------------------------|-------------------------|
| ASSETS | | |
| Current Assets | | |
| Cash and Cash Equivalents | <u>\$1,688,661</u> | <u>\$370,967</u> |
| TOTAL ASSETS | <u><u>\$1,688,661</u></u> | <u><u>\$370,967</u></u> |
| LIABILITIES & NET ASSETS | | |
| Current Liabilities | | |
| Payables | \$892 | \$1,328 |
| Accrued Withholdings | <u>\$39,108</u> | <u>\$16,188</u> |
| TOTAL LIABILITIES | \$40,000 | \$17,516 |
| Net Assets | | |
| Without Donor Restrictions | <u>\$1,648,662</u> | <u>\$353,451</u> |
| TOTAL LIABILITIES & NET ASSETS | <u><u>\$1,688,661</u></u> | <u><u>\$370,967</u></u> |



Financials cont.

Miles4Migrants

Statement of Activities, Functional Expenses, and Changes in Net Assets
For the Years Ending December 31, 2021 and 2020

| | 2021 | 2020 |
|--|---------------------|---------------------|
| Income | | |
| 4010 Non-Cash Contributions - Points & Miles Donations | 4,199,817.00 | 423,816 |
| 4020 Non-Cash Contributions - Donations in Kind | 78,852.15 | 0.00 |
| 4030 Cash Contributions | 2,919,246.60 | 265,398 |
| 4040 Cash Contributions - On-Behalf Donations | 12,365.94 | 3,682 |
| 4060 Interest Income | 1,089.81 | 3,468 |
| Total Income | 7,211,371.50 | \$ 696,364 |
| Gross Profit | 7,211,371.50 | \$ 696,364 |
| EXPENSES BY FUNCTION | | |
| Program Expenses: Refugee Assistance | | |
| Non-Cash Travel Costs - Points and Miles Redemptions | 4,199,817.00 | \$ 423,816 |
| Salaries & Wages | 241,700.06 | 194,128 |
| Travel Costs | 1,174,477.46 | 57,267 |
| Payroll Taxes & Employee Benefits | 26,678.83 | 22,520 |
| Software | 2,869.90 | 2,927 |
| Payroll Reimbursements | | 890 |
| Total Program Expenses: Refugee Assistance | 5,645,543.24 | 701,548 |
| General & Administrative Expenses | | |
| Salaries & Wages | 64,453.35 | 46,466 |
| Software and Website | 11,479.60 | 8,606 |
| Professional Services | 112,853.16 | 5,984 |
| Payroll Reimbursements | 327.96 | 3,466 |
| Insurance | 3,439.03 | 2,534 |
| Payroll Taxes & Employee Benefits | 7,114.35 | 2,129 |
| Travel Costs | 12,639.43 | 1,973 |
| Supplies | 3,889.20 | 1,942 |
| Payroll Processing | 1,111.92 | 870 |
| Meals | | 265 |
| Bank Fees | 18,371.35 | 248 |
| Postage | | 132 |
| Advertising | | 95 |
| Dues and Subscriptions | 996.08 | 15 |
| Other Expenses | 600.00 | - |
| Uniforms | | - |
| Total General & Administrative Expenses | 237,275.43 | 74,725 |
| Fundraising & Development | | |
| Advertising | 15,450.33 | 15,322 |
| Salaries & Wages | 16,113.34 | 8,172 |
| Payroll Taxes & Employee Benefits | 1,778.59 | 625 |
| Travel Costs - Development Team | | - |
| Total Development Expenses | 33,342.26 | 24,119 |
| TOTAL EXPENSES | 5,916,160.93 | \$ 800,392 |
| CHANGE IN NET ASSETS | 1,295,210.57 | \$ (104,028) |
| BEGINNING NET ASSETS | 353,451.00 | 457,479 |
| ENDING NET ASSETS | 1,648,661.57 | \$ 353,451 |

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



Acknowledgements

We'd like to express our deep appreciation for the compassionate community of donors, funders, and volunteers who have given so generously in support of Miles4Migrants' mission. During an extended period of uncertainty and upheaval in the world, your commitment has enabled Miles4Migrants to provide free airfare for tens of thousands of individuals.

A special thank you to those who have supported our work and provided us with knowledge and resources, from critical financial support to strategic counsel.

- **Ed Shapiro & Larry Tobin, The Shapiro Foundation:** grant funding & strategic counsel
- **Tali Golan & Kayla Mottola, Tripadvisor:** grant funding & strategic counsel
- **International Organization for Migration:** coordinated transporting Afghans off U.S. military bases
- **Cheri Carter and Jason Pak, Boeing:** for your generosity in supporting our effort to support Afghan evacuees
- **AMEX Global Business Travel:** booking & operational support - your partnership has been invaluable
- **Choose Love, Fish Family Foundation, K&S Family Fund, AIG, Glencoe Family Foundation:** grant funders—thank you for your generous support of our work
- **FWD.us:** for your partnership in advocating for the dignity of all
- **Welcome.US:** for your dedication to creating a more welcoming nation, and your partnership in flying thousands of Afghans to new communities
- **The Points Guy/Lonely Planet:** miles-raising partnership—thank you for your support
- **United Airlines, JetBlue, Delta Air Lines, Alaska Airlines, Air Canada and Frontier Airlines:** for providing a process by which your customers can help support our mission and donate unused frequent flyer miles
- **Anthony Rutledge, CPA:** preparation of financial statements
- **David Baghdassarian, K&L Gates, LLP:** legal counsel
- **Joey Martin, Autumn Romanchek, & Tom Letty:** Salesforce pro-bono strategic advisors
- **Angela-Jo Touza Medina, intellegō Consulting Services:** strategic planning consultant





Looking Ahead

2021 was a transformative year for Miles4Migrants. As the world continued to navigate a global pandemic, and an administration change in the U.S. offered new opportunities and new challenges, the need for our services continued to grow. Our small but dedicated team led with compassion and creativity as the number of individuals we were flying grew exponentially month by month.

The continued growth of Miles4Migrants made it clear that in order for our organization to thrive and deliver on our mission, our time leading the organization as a volunteer board was no longer sufficient. The search for an inaugural Executive Director of Miles4Migrants led to a large and diverse group of candidates—all of them talented and passionate about our mission. Diane Padilla evolved the way we work to meet the growing needs of our community, while holding fast to our core values. We are sorry to see her go, but we wish her luck in all of her endeavors as we begin a search for a new Executive Director.

While we envision a world where our services are no longer required, and where local communities welcome and support all people, the levels of humanitarian crisis we see daily across the globe make it clear that this vision is still far away. The numbers and reflections in this year's Annual Report tell a story of how the world needs organizations like Miles4Migrants and our incredible network of non-profit partners across the globe, to respond to the needs of people around the world who desperately seek safety.

We are grateful to the Miles4Migrants community for always being by our side, willing and eager to donate your miles and your money and sharing the work we do together with communities of your own. As we continue to fly individuals and families from over 70 countries around the globe—from Afghanistan and Honduras to Ukraine and Cameroon—we are thankful for your support now more than ever.

With gratitude,
Andy, Nick, and Seth
Co-Founders and Board Members



Get Involved

DONATE MILES AND POINTS

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 at miles4migrants.org

DONATE CASH OR CRYPTOCURRENCY*

Cash and cryptocurrency 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.

PLANNED GIVING/BENEFICIARY DESIGNATIONS

Your support of refugees can continue for years to come. Include a bequest to Miles4Migrants in your will, trust or as a beneficiary of assets, such as life insurance.

LAUNCH A CAMPAIGN AT YOUR WORKPLACE

Create a culture of giving in your workplace by launching a fundraising campaign. We can assist you in setting up a successful campaign and provide you with impact stories of your company's support.

GIVE THROUGH AMAZON SMILE

Select Miles4Migrants as the charity of your choice, and AmazonSmile will donate 0.5% of every purchase to M4M when you shop through smile.amazon.com.

SPREAD THE WORD

Sharing Miles4Migrants' story and educating others about our mission and impact has a huge effect. Many of our donors, funders, and advocates learn about M4M from friends and family members.



Get in touch

WEBSITE

miles4migrants.org

EMAIL

contact@miles4migrants.org

SOCIAL MEDIA



[@miles4migrants](https://www.instagram.com/miles4migrants)