January 4, 2016

Dear Singing Angels Families:

The Board of Directors met on November 24, 2015 and one of the discussions dealt with delinquent accounts receivable balances.   In order to continue to be a strong and vibrate organization we can no longer accommodate carrying the old balances longer than normal payment plan dates. Here is what actions have been taken to handle this situation:

1. The week of Dec 15, 2015 33 letters were sent out to 33 families who still owed fees from fall 15 which totaled over $11,000. These families were told their fees must be paid by December 31, 2015 or come Jan 23, 2016 ,the first rehearsal, any balance due must be paid in full plus their spring 16 fees, and they are no longer eligible for any credit with The Singing Angels. If this isn't possible then they are to contact their administrator and withdrawal their child from our program.

2. The week of January 4, 2016 this letter is going to all families informing everyone that your Spring fee's for current families are due February 6, 2016 and any new families must have their fees paid by February 20, 2016. Anyone can request a payment plan by contacting Robin Johnson. All fees **must be** paid in full by **May 7, 2016,** if not, your child will **not be allowed to perform** in the Spring Benefit Concert on May 15, 2016. There will no refunds for any fees that have been paid, including for their uniform or for tickets you may have purchased for the show. Also your child will not be allowed to perform any futures concerts or participate in any Singing Angels events until the balance is paid in full.

For many of you this will not be an issue and we are saddened to have to institute this policy, however it is for the good and well-being of the entire organization. Thank you for your understanding.

Please feel free to contact me with questions or concerns. I can be reached at either robin@singingangels.org or 216.432.5555 x1000

Sincerely,

The Singing Angels

Robin D. Johnson
Executive Director   *Make Music   Make Friends   Make a Difference*