

REIMBURSEMENT POLICY: DONOR EXPENSES

Universal standards dictate that no incentive is given to volunteer donors. Therefore, any reimbursement provided by Anthony Nolan must fall within strict guidelines.

Please use the guidelines set out below as the basis on which you complete your Claim for Reimbursement of Donor Expenses form.

TRAVEL EXPENSES

Claims for both you (the donor) and your companion's travel expenses can be made.

- Travel costs incurred on the day of your medical assessment and your donation day(s) will be reimbursed (where possible we will make these arrangements for you in advance).
- If you drive your car, as part of your entire journey to and from your medical assessment and your donation day(s), you will be able to claim **£0.45p per mile** for mileage, and for any normal parking costs.
- Appropriate evidence must be provided (e.g. itemised receipts, bank statements, travel cards or tickets) with your expenses claim form.

FOOD & DRINK

Claims for both you (the donor) and your companion's food expenses can be made.

- Costs incurred for food on the day of your medical assessment and your donation day(s) will be reimbursed up to the value of **£35 per person per day**.
- Appropriate evidence must be provided (e.g. itemised receipts) with your expenses claim form.
- **Please note we will not reimburse for any alcoholic beverage(s).**

LOSS OF EARNINGS

Anthony Nolan reserves the right to seek further clarification if the evidence of loss of earnings is insufficient.

A. Claims for any loss of earnings can be made for you (the donor) OR your companion. We are unable to process claims for both of you.

- As many employers support the work of Anthony Nolan, it may be possible to gain support from them for paid time off. However, if you are required to take unpaid leave from work in order to attend your medical assessment and/or donation day(s), we will reimburse loss of earnings **up to a maximum of £250/day**.
- In order to make a claim for loss of earnings pertaining to any of these days, we will require your employer to complete the Loss of Earnings Confirmation form which you have been provided with, giving the earnings details and dates of absence for the medical assessment and/or the donation day(s) confirming that this amount has not been paid to you.
- This claim should not include any pay in respect of overtime or commission which might have been payable.
- The gross amount stipulated in your employer's letter (**up to a maximum of £250/day**) will be reimbursed directly to your employer. Claims will only be reimbursed directly to you, if your employer stipulates this on the Loss of Earnings Confirmation form.
- Anthony Nolan will reimburse donors' loss of earnings for the day of the medical assessment and:
 - For a PBSC donation, the donation day(s) plus two working days, if required, post-donation.
 - For a Bone Marrow donation, the donation day(s) plus five working days post-donation.

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- In cases where employers fully complete the Loss of Earnings Confirmation form, we will also reimburse for loss of earning due to inability to work during G-CSF injections; or for the fourth G-CSF injection, where you had to travel to the Collection Centre.
- Any claims for more than these stipulated days will require a letter from your GP/a physician detailing why you were unable to work. This letter will be reviewed by Anthony Nolan's medical team, in order to authorise any additional payments.
- **If you are self-employed**, your claim (**up to a maximum of £250/day**) must be accompanied by completing the relevant section of the Loss of Earnings Confirmation form and providing the documentary evidence required with the form.
Unfortunately, we will not be able to process your re-imburement if you do not complete the form and provide the required evidence for our records.

B. Claims for you (the donor) and your companion can be made for unpaid leave taken.

- A claim relating to unpaid leave can be made for either the donor or their companion.
- To make this claim, all the points relating to **A.** above apply for both you (the donor) and your companion.

OTHER / MEDICAL EXPENSES

- Any medical expenses incurred must be arranged or approved by our medical team in writing prior to the expense being incurred. Please note that we do not reimburse any losses due to cancellations of prior arrangements (such as holidays) or appointments (such as counselling sessions).
- To ensure that you are reimbursed for any other expenses, please obtain written authorisation before the expense is incurred.

GENERAL NOTES

- We will not reimburse any travel or parking fines incurred e.g. a fine for failing to pay the London Congestion Charge/ULEZ in time, or a parking fine.
- We will not reimburse items for which evidence is not provided, without any justification why not.
- We will not reimburse for food purchased or consumed that is not directly related to your medical or donation i.e. takeaways or food purchased to be consumed at home.
- We will only reimburse food and drink items for which itemised receipts are provided. A credit/debit card payment receipt (or statement) does not show itemised items and will not be accepted as appropriate evidence.
- Bank statements are appropriate evidence for reimbursement of travel costs
- Anthony Nolan will credit your account directly (except when to an employer for loss of earnings).
- Authorisation of claims for reimbursement is given by the Transplantation Services manager (or Divisional Management team, where appropriate) based on the information on the Claim for Reimbursement of Donor Expenses form meeting our reimbursement guidelines.
- We will, on occasion, for auditing purposes, seek your permission for us to contact your employer to confirm the content of letters regarding reimbursement for loss of earnings. Authorisation of such claims will be dependent on further verification from your employer.
- Please provide your account details on the expenses claim form.
- Reimbursement will normally take 5-10 working days on receipt of the expenses claim form.