



41 Madison Ave, 28th Floor  
New York, NY 10010  
212.689.9199  
smiletrain.org

August 10, 2015

Michael Thatcher  
Charity Navigator  
139 Harristown Road Suite 101  
Glen Rock, NJ 07452

Dear Mr. Thatcher,

I am writing to you today on behalf of Smile Train, Inc. We are a large international charity that provides life-changing cleft surgeries to children in the developing world. We have provided more than one million free cleft surgeries across 85+ countries since 1999. Our sustainable "teach a man to fish" model provides both free surgeries to children suffering from clefts and the necessary funding and training to empower local doctors to continue our work on the ground in each country.

Smile Train, Inc. had over \$185 million in revenues and \$157 million in expenses in fiscal year 2014. A large and equal amount of these revenues and expenses is comprised of in-kind contributions, without which we would not be able to provide our life-changing services. In-kind contributions refer to donations of non-cash items and include donated services, materials, use of facilities and equipment. The majority of Smile Train, Inc.'s \$57 million of in-kind contributions in fiscal year 2014 are from hospitals, doctors and other providers performing surgeries and related services that are compensated at contract rates below the rates they charge based on their respective fee schedules. The in-kind contributions of their services are determined based on the excess of the fair value rates for their work over their reduced contract rates with Smile Train, Inc.

It is our understanding that Charity Navigator does not currently have a system in place to rank organizations whose work relies heavily on such large in-kind contributions. I am writing to ask if Charity Navigator would be willing to provide Smile Train, Inc. with a formal letter on your stationery clarifying why you are unable to rank our organization. Although we are an accredited charity with the Better Business Bureau Wise Giving Alliance seal of approval, our lack of ranking on Charity Navigator has a significant negative impact on our ability to acquire new donors and fulfill our mission. It is our hope that the letter you provide will enable us to bring clarity to our donor base. This letter would help dispel the misconception that we are not a well-run and efficient organization since we are not ranked by Charity Navigator.

I am, of course, available to speak with you directly to discuss this issue further. Thank you for considering this request.

Sincerely,

Susannah Schaefer  
Chief Executive Officer