

Tefillin Bank FAQ's for Shluchim

About:

The Tefillin Bank - established in conjunction with The Shul of Bal Harbour under the philanthropic leadership of Mr. and Mrs. Charles Kushner - provides a pair of Tefillin for a minimum fee to any Jewish male throughout the world who commits to putting on Tefillin daily. (Currently this program is restricted to outside Eretz Yisroel.)

Who is the Tefillin Bank for?

- Jewish men who have made the new resolution to begin putting on Tefillin **daily** and will not or cannot purchase a pair of their own.
- The Tefillin Bank is not intended to supply Tefillin to those who would purchase their own pair of Tefillin, nor is it intended to supply a replacement for a lost, stolen, unkosher or older pair of Tefillin.
- The Tefillin Bank is also not intended for Hebrew School students who have reached Bar Mitzva age and need a pair of Tefillin.
- The only exception to this would be a boy who has become a ba'al teshuvah of his own accord and his parents do not wish to buy a pair of Tefillin for him.

How do I order Tefillin?

1. Go to The Shluchim Office website at <http://www.shluchim.org/tefillin> .
2. Enter your username and password. (If you do not know your username, follow the instructions on the website).
3. Update your information. (one time registration)
4. Fill out the Tefillin request form and print.
5. Have the applicant sign the form.
6. Have the applicant write a short letter (not more than one page) stating his commitment to begin putting on Tefillin. The letter can be emailed directly from the applicant to The Tefillin Bank (tefillinbank@shluchim.org).
7. Fax the signed form together with the *pan* to The Shluchim Office at 718-221-0985. Make sure the applicant has emailed his letter to us.

Can I just fax an order?

No, all orders must be submitted by a shliach filling out the online form. The only fax submitted should be the one with the participant's signature and the *pan*.

How do I check the status of my order?

1. Go to The Shluchim Office website at <http://www.shluchim.org/tefillin>.
2. Click on the Status link.

How long does it take to get Tefillin?

We ship Tefillin once a week. We only ship the Tefillin once we have received the signed form, the letter and the *pan* and after we have spoken with the applicant. However, sometimes we experience higher than usual order volume and our supplier finds it hard to keep up with the overwhelming orders, so we may occasionally have a small backlog.

Can Tefillin be shipped?

The Tefillin Bank ships free of charge to all shlichim within the United States. Orders from international Shlichim are held and can be picked up at The Shlichim Office. Please let us know in advance when you're coming so we can have your order ready for pick up. (if the shliach is willing to pay for the international postage, we can ship them internationally.)

Can the Tefillin be sent directly to the applicant?

The Tefillin Bank ships directly to the shliach only. The shliach must then forward the Tefillin to the recipient.

What will we be doing with the applicant's information you collect?

The information is primarily for verification purposes. We will be making random calls or e-mails to Tefillin Bank applicants. We are also planning to send an e-newsletter to applicants from which they can unsubscribe.

What is the quality of the Tefillin being distributed?

The Tefillin are at the level of what is widely known as "*Pshutim Mehudorim*".

Can I upgrade the Tefillin by adding money and get a better pair?

As of now, this option is not available.

What if I find a problem with the kashrus of one of the Tefillin?

Please contact us immediately at The Shlichim Office at 718-221-0500. Don't correct any "*pesulim*" that you may find in the Tefillin. This will help us verify the source of the problem and we can go back to the Tefillin *socher* that provided them to us. We may ask you to ship the Tefillin back to us.