

November 5, 2025.

To the Board of Advisors of Fount NYC,

First off, I want to thank you for your time in simply reading my letter. I know what it's like to build the church in a small capacity and can only imagine what your schedules are like. Your time is valuable and I appreciate you currently investing it in what I have to say.

I have worked at Fount for the last 7 years and prior to that was a summer intern. This church changed my relationship with God and people in the best ways. I've learned what it is to forgive people, I reconciled with my family, and one of my favorite things I learned early on that has shaped the way I live to date is giving people the benefit of the doubt. Truly seeing the best in people is something that did not come natural to me and was not easy. In walking into church to hear about this topic in a sermon some 7 to 8 years ago, something shifted - I took that with me and have experienced that sown seed grow. Even now, this experience has been contrary to what I expected within the church setting, but know we are all human, with human reactions, feelings, and flaws.

Working alongside Mike Lark, our previous CFO & Treasurer, has been the greatest learning experience. His example helped me constantly grow in the area of grace, patience, and kindness. Learning the ropes in the finances came with lots of ups and downs. Learning how a church constantly works by faith and that the finances do not always look so bright, called Mike and I to pray more, seek God, and be filled with faith. I have seen God do the greatest of things in weeks we didn't know we were going to financially pull it off.

As I received more responsibilities, it was important for me to have conversations with Mike to truly understand the way church expenses were approved, paid off, recorded, and communicated with the church. He created the space and security for me to question anything I did not initially see as "correct". I learned the nuances of pastoral coffees, meals, time taken, and how expenses were made to build and strengthen the church. There were expenses I felt safe enough to ask about, and saw first hand the boldness and responsibility Mike took to inquire about its ministry purpose.

In undergoing an audit in 2021 for the 2020 year with Capin Crouse, we learned many, *many* ways we as an organization had to improve. In the long run, these improvements were going to grant us access to the trust larger donors rely on as they invest in churches, non-profits, and other companies. Growth was ahead. However, we did not complete this audit. Partially due to the business church life brings. One area being the lack of receipts and descriptions we simply did not receive.

2 years later and the opportunity to be ECFA accredited behind us, we found it important to really communicate the need to properly submit reports moving forward. This has always been an area of growth for our team, but we continued to try new ways of explaining, encouraging, and enforcing new policies with staff. We began spreadsheets, and regular follow ups. I

continued to pass on my questions to Mike, listing them off in tabs, and grabbing receipts the AMEX site provided (but were not voluntarily submitted).

As Mike prepared for his departure, I expressed to him my lack of desire for this role. Not because I didn't think God could call or equip me, but because I did not want to be responsible to question the items I once felt safe to bring up to him. I was advised the board is there for the benefit of the church, and should feel confident in reaching out to David and/or Franke with any concerns I may have. I was also advised to make clear what would help me decide to accept the position. I brought up my desire to be ECFA accredited and emphasized the importance of its benefits for our church, giving, and donor health - making it clear it would be impossible to undergo an audit without receipts, just as we saw in the past. This led me to zoho financial policies - one for staff - one for the executive team/lead pastors. It was agreed upon and so my role began. I requested receipts from staff, and from Josh and Georgie. Georgie kicked off strong and though there was a gap, I felt she was responsible and honest with what she needed to be invoiced for. For Josh, I was encouraged by Georgie to ask for logins, offer my help in gathering receipts, and keep her "out of it" as it was my responsibility to enforce the need for these receipts as a finance manager. To be clear, I could still CC her in the emails - it was simply an encouragement for me to step into my new role - something I am grateful for as someone who is naturally timid.

Upon Josh's return for sabbatical, with continued lack of receipts, I brought up to Georgie, the 3 month mark and that the board would be informed. I was quickly informed that the policy had to now be approved by Josh as he was back and that his spending was within his budgets, board approved, and he would present his own updates to them and continue to adjust as needed. I understood, and emailed him to make him aware. I once again was encouraged to leave Georgie out of it as I continued to step into the boldness of my role. After receiving an email in return that he was never asked for them in the past by Mike and just wasn't good at them but would improve, I replied with appreciation of an update. However, as someone who was CC'd and BCC'd on receipt requests in the past, I knew this was untrue.

Within my role, I admit, I felt uncomfortable and had the desire to remain silent for some time. Some of the contributing factors being:

I was told to not reply to questions I had received from the board regarding my financial reports to them as it would inundate them and that it was the prerogative of the lead pastors to reply. Something I did not understand as I was the financial point of contact. As the finance manager, I was reminded that it was my responsibility to freeze AMEX cards if staff reports were late (per policy) - but on the other hand, I had to simply continue reminding the lead pastors to submit receipts with no true accountability. As I saw our small hard working staff work tirelessly to make things happen, grow the team, and reduce paid worship/creative/production contractors, I was the one who had to enforce the budget cuts and stops because we did not have the funds. However, the executive AMEX cards were still active, lacking receipts, and with no accountability to their spending and little to no budget cuts from last year.

It wasn't until Ryan left, with the pastors move back to Australia up in the air, Franke fired, Paris becoming autonomous, and our church officially detached from the C3 Global movement, that I grew in my discomfort. It did not help that I felt I was not being communicated with accuracy and full truth. I was not advised of the board shifts until I asked after hearing it from team. I was told to not reach out to Ryan. I spoke to Paris weekly as we worked together with financial updates and planning and was informed the opposite of what I had heard directly from the Kelsey's. On one hand, where a few weeks prior, Paris was not ready to launch a second service and be financially secure, a few weeks later, I was hearing they had done such a good job and were ready to be autonomous with no loan repayment, as a gift. On the other hand, I was made aware of Paris board concerns and decisions, and unpleasant conversations with Josh.

After sitting on months of financial concerns, and weeks of more church related concerns, I sought advice, prayed, and decided to go to the board. I made my concerns clear: I felt things were not being told to me timely or truthfully, I felt isolated from the board, and after 2 quarters of not going to the board for missing receipts, per the previously approved policy upon my promotion, I am still not receiving receipts from Josh but am seeing our team work hard and still having to freeze cards and stick to budget cuts (that is, until we reached crisis management).

A list of 2025 expenses and updates led to the questioning of previous spending patterns. The concern that the pastors budgets were not clearly communicated to the board was discovered. To add, more was uncovered as I learned the financial support to move back to Australia, housing deposit and agreement that was said to be board approved, actually was not. This led to where we are today. I believed in the initial raise of these concerns, the board would be met with cooperation to clarify miscommunication, ownership that proper procedures were not adhered to in the past, and an agreement that *moving forward*, there would be an effort to make a shift.

Contrarily, as this all transpired, I found myself receiving "urgent" calls and messages than I ever had for a simple question that would normally be in an email, locked out of the credit card account, my title removed from the website and a new title given to a new staff member, and still being called attention to my lack of reports I no longer could compile due to the lack of access I had. I also heard the Board was just as quickly fired. In my current capacity, I now see budgets being approved without my knowledge, little communication directed to purposefully inform me of things coming up, and a lack of response for my financial updates & requests unless there is a need on their end. After years of commitment, even my work ethic is being wrongly questioned while others continue to have delayed responses to my own requests and necessary report submissions.

Before the eyes of God, I feel confident I have done my part to simply raise my concerns, defend what I could as we remain the body of Christ, and pass it on. I know our now previous board has done their part and have done right in the eyes of God to raise up concerns. If this matter goes nowhere as it stands before you, we stand firm in knowing we did what we knew was correct before God.

For your review, attached is a preliminary review from auditors at CapinCrouse for the expenses in question. To reiterate, on our end, there is an understanding that ministry can include a variety of activities and meals. However, with unclear details and severe delays, it is hard to find justification in many of these. Please note, our staff is required to be as detailed as possible with vague receipts and though a challenge to receive receipts, they are made well aware of the responsibility to justify the expense and have done so upon their own questioning.

I think I can confidently speak for David and Chris, nobody wants to take legal action. We simply want there to be honesty and accountability here - especially in a city where people are already hurt, bitter, and skeptical of the Church. Perhaps the past remains the past, but moving forward, I believe the church will only thrive if there is honesty, accountability, proper oversight, and where the lead pastors truly lead by example to their staff and congregation.

With gratitude,

A handwritten signature in black ink, appearing to read 'Isabella Aguilar', with a stylized, cursive script.

Isabella Aguilar