



Your direct
payment
**prepaid
card**



What is a direct payment prepaid card and how does it work?

A direct payment prepaid Mastercard card works in the same way as a bank card for a current account. We load the direct payment on to the card for you to use.

What can I use my card for?

You can use the card to pay for the support we have agreed to in your support plan. This can include but is not limited to the following:

- a) payments to your care agency; and
- b) payments to your personal assistant.

If you want to use the card to pay for other support or services that are not in your support plan you will need to ask us to review your support plan.

What are the benefits of having a card?

- You no longer have to send us monthly bank statements.
- It's easy to manage the payments for your care and support.
- You have safe online access to your account information 24 hours a day, 7 days a week.
- If you cannot manage your account online, allpay, the card issuer, provides prepaid card customer services for telephone banking.
- You can choose up to three additional cardholders to help you manage your direct payment.
- As with a normal bank account, the money on your card will be protected if your card is reported as lost or stolen.



What am I not allowed to use my card for?

- You cannot use your card to withdraw cash unless this has been agreed in your support plan.
- You will not be able to go overdrawn as there is no credit limit on your card.
- You cannot use your card to pay for any services that do not meet your needs as set out in your support plan.
- You cannot use your card to get cashback.

This is not a complete list. Please speak to your social care worker for more information.

Will it cost me anything?

No.

Contributing to the cost of your support

If you have been asked to pay an assessed contribution to the cost of your care, you will need to pay this into your prepaid card account by standing order.

Other formats

If you would like more copies of this leaflet or need this information in another format, for example, large print, easy read or audio CD, or in a different language, please call Adults' CarePoint on **01243 642121** or email **socialcare@westsussex.gov.uk**. You can also use NGT Text Relay **18001 01243 642121**. Available on computers, tablets and smart phones if you download the free app.

Do you have to carry out any checks before the card is issued?

Yes. Under financial regulations we must carry out some identity checks. As we are setting up the prepaid card on your behalf, we will ask you to provide:

- proof of your identity;
- proof of your address; and
- your National Insurance number.

What support is there to help with the card if I need it?

allpay prepaid card Customer Services are available Monday to Friday from 8am to 6pm. Call on 0330 808 0102 or 0330 123 2041. Calls will be charged at standard rates. Outside of these hours a 24-hour automated service is available.

If you would like to access your prepaid card account online, you will need to provide an email address.

If you would like more information on the alternative options for receiving a direct payment, please speak to your social care worker.



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