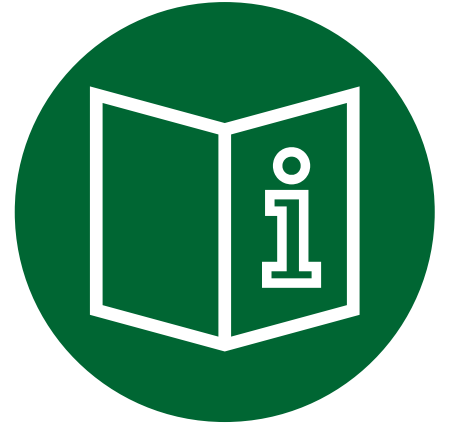


DIRECT PAYMENTS

from Bromley Council

FACT SHEET



Prepaid card - information sheet

(Adult Social Care)

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How is money loaded onto my prepaid card?

Bromley Council will load your Direct Payment onto your prepaid card.

Where you have been financially assessed as needing to contribute to your personal budget you will need to pay your client contribution by loading funds onto the card. You will be advised how much this is and will be required to load this onto the card by standing order or bank transfer from your personal bank account. If you require assistance please visit www.allpayprepaid.net/cardholder or contact Allpay Customer Services on **0330 808 0102**.

Can I withdraw cash using my prepaid card?

You should not need to use your prepaid card for cash payments to meet your care and support needs. However, Bromley Council recognises that cash payments might be required (for example, attending a community group where only cash is accepted), so a prepaid card can be used to withdraw cash from ATMs. **If you do withdraw cash then you must keep ATM receipts and receipts for any services purchased with cash.** You will need to be prepared to submit these receipts to the financial monitoring team when requested. You must not pay Personal Assistants with cash under any circumstances unless this is agreed with Bromley Council.

Are there any fees for using the prepaid card?

There are no fees for making purchases or using the card online to pay organisations that accept MasterCard or for making payments to your personal assistants or a care agency.

How do I manage my prepaid card balances and transactions?

You can check your balance and transactions:

- Online by visiting www.allpayprepaid.net/cardholder - this service is free.
- Over the telephone by calling the Allpay Customer Services on **0330 808 0102**. This service will cost the same as a local rate call from your landline and mobile and is included in your inclusive calls plan, if you have one.

How do I change my PIN?

You can change your PIN by calling Allpay Customer Services on 0330 808 0102 and at any UK ATM where this service is available.

PIN Best Practice:

- Never share your PIN with anyone.
- Select a PIN that cannot be easily guessed. Do not use birth date or partial account numbers and try to avoid using sequential numbers like 1234, or repeated numbers like 1111.
- Memorise your PIN, do not write it down on your card or keep it on a piece of paper with your card.
- Do not use your PIN as a password for other bank services.
- Do not use the same PIN for all of your cards.
- Be aware of others nearby when entering your PIN at a point of sale or ATM.
- Check your transactions regularly for unfamiliar transactions.

What if I lose my prepaid card, or if it is stolen?

In the event of loss or theft of the card, you are responsible for reporting this as soon as possible to Allpay Customer Services on 0330 808 0102 and selecting the Lost & Stolen option. As soon as this is done the card will be blocked, protecting you from unauthorised usage.

What do I do if there is a transaction I do not recognise?

If you see a transaction on your account that you do not recognise, you should contact Allpay Customer Services on 0330 808 0102 straight away. If, after discussing the transaction, Allpay Customer Services believe that it was not authorised by you, you will be refunded as soon as possible, and we will investigate on your behalf. Allpay Customer Services may need to cancel and replace your card for security reasons. If Allpay Customer Services need to do so, you will not be charged for a new card and your remaining balance will be transferred across to the new card.

What if I need support to manage my prepaid card?

You can nominate a trusted person to help run the account with you. This person will need to sign a letter of authority and have seen a copy of the Direct Payment Agreement you signed to say that they agree with it. This person will then be issued with their own card that will be linked to your account.

How long is my Prepaid Card valid for?

The prepaid card is valid until the expiry date shown on the front of your card. A new one will then be issued if required.

Who to contact?

Allpay

Visit: www.allpayprepaid.net/cardholder

Telephone: 0330 808 0102



For general information and advice regarding direct payments please contact:

Vibrance

Telephone: 020 8290 6639

Email: bdp@vibrance.org.uk

Address: Vibrance, Suite 4 Baker House, 4A Rodway Road, Bromley BR1 3JL

Other downloads

You can download the supporting leaflets referenced in this leaflet from
www.bromley.gov.uk/directpayments

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