

What is a prepayment card?

What you need to know
about direct payment
prepayment cards

What is a prepayment card?

How can the prepayment card be used?

The prepayment card account works in a similar way to a debit card. Your sort code and bank account number are at the bottom left of your card, and the card can be used for online purchases as agreed in your Care Plan. The card is also chip and PIN-enabled.

There are some restrictions with the prepayment card. It cannot be used in cash machines (or ATMs) and is blocked for cash withdrawals. The prepayment card does not come with a cheque book.

What to do when you receive your card

1. Sign the signature strip on the reverse of the card.
2. Activate the card and PIN number by calling the automated telephone number, **020 332 71 991**. You will need your card account number, full name, date of birth and address.
3. If you are intending to use online banking, you will need to register. There will be separate information enclosed with your welcome letter explaining how to do this.
4. Payments and a balance request of the account can be made over the phone by calling the Prepayment Card Customer Services team on **020 3633 4514**.

If you have registered on line banking, you can log into your account to make payments, view the transactions and balance of the account at www.prepaidfinancialservices.com.

How can I pay my providers?

There are three ways to pay your providers.

Standing orders

A standing order can be set up by you from the card account either online or by contacting Customer Services.

One-off payments

One-off payments can be made by you from the card account either online or by contacting Customer Services.

Direct Debit

Direct Debits can be set up from this account. Please contact your provider for further information.

Keeping invoices and receipts

Please ensure you keep receipts and invoices from your care provider. This is evidence of the payments made with your card. You can either:

- Upload your receipts and invoices on the prepayment card system. If you require help, please contact Customer Services for assistance
- or
- Keep receipts and invoices for six years plus current year. You may be asked to provide these receipts and invoices for auditing purposes

Top up and contribution towards your Direct Payment

If you have a contribution or top up to pay towards your Direct Payment, you will need to pay this into the prepayment card account. You can do this by setting up a standing order or making one-off payments from your own account. This will top up the prepayment card account. This will ensure there are enough funds to pay for your care.

For more information about direct payments, please see **Fact Sheet: 'What is a Direct Payment?'**.

What happens if I pay for care out of my personal funds?

If you have already paid your care provider using your personal funds whilst waiting for the direct payment to be processed, you can reimburse yourself for the payments made from the card account once your direct payment has been paid in.

Please send invoice(s) for the value of the amount to be repaid to directpayments@buckinghamshire.gov.uk.

This is checked and a note will be made on our system to authorise this payment. We will let you know when this has been done so you can reimburse yourself.

How to contact us

For general enquiries regarding your direct payment, please contact the personalisation team by email:

📧 **Email:** directpaymentsupportservice@buckinghamshire.gov.uk

If you need help with managing your card or want to check your balance, make payments or report a lost or stolen card, please contact the Prepayment Card Account Customer Services team:

☎ **Call:** 020 3633 4514

For any other queries, you can contact the direct payments finance team:

📧 **Email:** directpayments@buckinghamshire.gov.uk



Use this space to write down things you need to remember to tell us

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How to contact us


Adult Care Services

To get more information about adult social care services you can:


-  **Go online:** buckinghamshire.gov.uk and click on 'Care for Adults'
-  **Call:** 01296 383204

Are you worried about somebody?



If you or someone you know is at risk of abuse or neglect:

-  **Call:** 0800 137915 (24 hours a day)

If you would like to give us feedback

-  **Go online:** Please complete the online form at buckinghamshire.gov.uk

If you prefer you can:

-  **Call:** 01296 387844
-  **Email:** complimentsandcomplaints@buckinghamshire.gov.uk