

## Transferring to a Direct Payment Prepaid card account

### Customer checklist



**Thank you for requesting to transfer to a Direct Payment prepaid card account. Here are a few tips to help your transfer run smoothly.**

They tell you what you should **START** doing once you've received your card and what you should **STOP** doing. You may want to tick the box to remind you that you've done each task.

START	STOP	TICK
<b>Getting started</b>		
Once you receive the card, sign the signature strip and activate the card.		
<b>Social Care Contribution</b>		
All Direct Payments are paid gross and you will be invoiced for you social care contribution. Start paying your invoices when you receive them.	If you are paying your contributions into your existing Direct Payments account, stop.	
<b>Transferring monies from the Direct Payment bank account</b>		
Transfer the money from your Direct Payments bank account onto the Pre-Paid card account. First check if you have any payments pending and ensure these have completed before transferring the remaining balance.	Your Direct Payments bank account should show a zero balance	
<b>Paying your Personal Assistant or agency</b>		
Start paying your Personal Assistant and/ or agency from your prepaid card once you have monies in the account. You can pay in various ways such as by	Stop paying from your Direct Payments bank account and cancel any direct debits, standing orders or payment arrangements	

<p>telephone, bank transfer or online banking. Regular standing order. (Please note: if your invoices are monthly, a standing order would not work as they can only pay a set amount and monthly invoices would vary). Direct debit. The payee would then be able to automatically withdraw varying amounts, depending on the invoice costs.</p>	<p>to avoid any costs being charged to you.</p>	
<p><b>Paying HMRC</b></p>		
<p>Start to pay HMRC from the card, you can register online at <a href="https://clients.prepaidfinancialservice.com/warwickshire/login.aspx">https://clients.prepaidfinancialservice.com/warwickshire/login.aspx</a> Here you can set them up on your prepaid card account in order to make future payments.</p>	<p>Stop paying HMRC from your personal account and close any payment arrangements you have in place from your Direct Payments account</p>	
<p><b>Receipts/ invoices</b></p>		
<p>Start uploading all your receipts/ invoices onto your prepaid card account.</p>	<p>If you upload receipts / invoices please cease sending them in.</p>	
<p><b>Closing down the Direct Payment bank account</b></p>		
<p>Send your final Direct Payments bank account statements to the Direct Payments Monitoring Team or upload it to the pre-paid account for the final check of your existing account.</p>	<p>You can now close down your Direct Payments bank account once you have a copy of your final bank statement which you should send to the Monitoring Team in order for them to complete the final audit on your Direct Payments bank account. As this is your own private bank account, if you choose to, you can close this account. However no further money will be paid into this account by the Council.</p>	

**If you need support to do this correctly you can receive initial support from an Independent Living Team Officer: Please contact on 01926413908 or email [ilt@warwickshire.gov.uk](mailto:ilt@warwickshire.gov.uk)**

**For Frequently Asked Questions about Direct Payments visit: [www.warwickshire.gov.uk/directpayments](http://www.warwickshire.gov.uk/directpayments)**