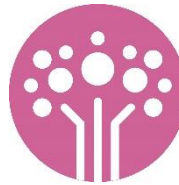




START WITH STRENGTHS



Social Care & Support

Please save a copy of this document before making changes

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 have received your card and what you should **STOP** doing. You may want to tick the box to remind you when you have done each task.

START	STOP	TICK
Getting started		
Once you receive the card, sign the signature strip, and activate the card.		<input type="checkbox"/>
Social Care Contribution		
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.	<input type="checkbox"/>
Transferring monies from the Direct Payment bank account		
Transfer the money from your Direct Payments bank account onto the prepaid card account. First, check if you have any payments pending and ensure these have	Your Direct Payments bank account should show a zero balance	<input type="checkbox"/>

completed before transferring the remaining balance.		
Paying your Personal Assistant or agency		
<p>Start paying your Personal Assistant and/ or agency from your prepaid card once you have monies in the account. You can pay in several ways such as by telephone, bank transfer or online banking.</p> <p>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).</p> <p>Direct debit. The payee would then be able to automatically withdraw varying amounts, depending on the invoice costs.</p>	<p>Stop paying from your Direct Payments bank account and cancel any direct debits, standing orders or payment arrangements to avoid any costs being charged to you.</p>	<input type="checkbox"/>
Receipts/ invoices		
<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>	<input type="checkbox"/>
Closing the Direct Payment bank account		
<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 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>	<input type="checkbox"/>

If you need support to do this correctly you can receive initial support from a Direct Payments Support Team officer: Please contact on 01926 413908 or email DPSTofficers@warwickshire.gov.uk

For 'Frequently Asked Questions' about Direct Payments visit: www.warwickshire.gov.uk/directpayments