

## **PRE-PAID CARDS (PPCs): INFORMATION FOR CUSTOMERS**

### *What are the advantages for me?*

- You will no longer need to set up and manage a Direct Payment bank account, retain receipts for each payment, or send receipts and bank statements to the council.
- You will be able to use your PPC for Point of Sale payments, telephone payments, and internet payments.
- A PPC is easy to use and can be carried instead of cash.

### *When will my card be delivered?*

Our card provider, Allpay will send the card by post direct to you. The council will then load your Direct Payment onto your card for the next payment period.

### *What do I need to do when my card arrives?*

- You will need to activate your card by following the instructions in the letter which you will receive with your PPC. This will ask you to make a simple phone call to an automated phone line. You will be asked to enter 6 digits access code which you need when each time you ring to make payments and will give you your PIN, and you will then be able to start using your card.
- We expect that most customers will want to set up standing orders to pay their care agency: you can do this by logging onto the Allpay customer portal via the internet, by telephoning the Customer Service Line (see details below), or contacting DP Team on 0116 4541543/0116 4541985. (Care agencies can set up Direct Debit if the agency has the facility )
- If you make a contribution to the cost of your support, we would encourage you to set up a weekly standing order to pay this onto your PPC.

### *If you already receive a Direct Payment and manage it yourself:*

You will need to transfer any remaining balance from your Direct Payment bank account to your PPC, close your Direct Payment bank account and send the final bank statement and any remaining receipts to the council. The council will load your Direct Payment onto your PPC, and you will no longer have to keep receipts and send them to the council.

### *If you already receive a Direct Payment and use the Managed Service:*

The managed service provider will be instructed by the council to pay any remaining invoices and then transfer any remaining balance for you onto your PPC account. If you need one-off support for recruitment or ongoing PAYE support for your Personal Assistants (PAs), this will still be available to you from the managed service provider.

### *How do I obtain help if I need it?*

For any assistance once you have received your PPC, you should call the Customer Services Line on the telephone number provided with the PPC. The line is open 24/7 OR you can contact Leicester City council DP team on 0116 4541985/0116 45451543

### *Why should I switch from a managed Direct Payment?*

A PPC is easy to use and requires none of the paperwork or bank set-up that may have put you off managing your own Direct Payment previously. Using it at Point of Sale, over the telephone and via the internet is very easy. It is also safer to carry a PPC than cash.

*If you have been recently assessed as a new Direct Payment recipient, you may have a backdated contribution to make to the cost of your support. If so, please pay this onto your PPC. You can do this either as a transfer from a bank account or setting up weekly standing order with your bank,*