



Everything you need to know about **Prepaid Cards** in the London Borough of Hillingdon

What is a prepaid card?

A prepaid card is similar to a debit card, which is given to you by the council, for you to pay for the social care support identified in your support plan. With a pre-paid card, there is no requirement for you to open a bank account.

How does the prepaid card work?

The card works just like any of the other bank debit cards we use in our everyday lives. If you wish to purchase a product or service you can use the card in person, by phone or over the internet.

You can use the card to make either one-off or regular payments. You will only be able to make purchases when there are sufficient funds on the card.

Your card will be set up for you by PFS (Pre-paid financial services) on behalf of the London Borough of Hillingdon. You can view all your spend activity online and this information is retained and available to print at your convenience.

What can I use my prepaid card for?

You can use your prepaid card to buy the services that meet the needs that are set out in your support plan. For example, buying care from an agency, paying for educational needs, transport and/or leisure activities that will meet your assessed needs and as agreed in your support plan. The card can also be used to make payments to your personal assistants. If you are eligible for continual health care funding from Hillingdon CCG and in receipt of a Personal Health budget you can also purchase services to meet your health needs. The cost of these will then be deducted from your prepaid card.

You are not able to use your card on anything that is illegal or for any service, activity or product that does not meet your assessed social care needs and outcomes. You will also not be able to withdraw cash using your card because we want to help to reduce the amount of paperwork you have to keep for audit purposes

If you need to pay your personal assistants from your prepaid card, we recommend that you use a payroll provider that can take the necessary funds from your card and pay both your personal assistants and the related payroll taxes directly. All you will need to do each month is submit the timesheets to the payroll provider who does everything else. This is particularly helpful if you do not have internet access. Details of payroll providers can be found on www.connecttosupporthillington.org

How often is my personal budget money loaded onto my prepaid card?

Your personal budget money will be transferred to your prepaid card every four weeks and in advance of the period the money is intended to cover. You will be advised of these payment dates.

When will I receive my prepaid card?

Once your Social Care support plan/Educational Health Care Plan/Personal Health Budget plan has been agreed with the council/ or responsible CCG and you have decided that you will receive your personal budget via a direct payment, the process of setting your card up and sending it to you will take approximately two weeks. We will then inform you when you can expect the first transfer of money onto your prepaid card.

How do I activate my prepaid card?

Once you receive your card from Prepaid Financial services you will receive a covering letter which outlines how you activate your card .

In order to use your card you must first follow these simple steps:

1. Sign your name on the reverse of the card.
2. Activate your card and get your PIN by phoning any of the following numbers:

+44 (0)203 327 1991

+44 (0)203 468 4112

+44 (0)207 183 2248

You will be asked to enter the 16 digit card number on the front of your card and your date of birth. Once you have entered this information correctly your card will be activated and your PIN will be revealed. Please keep your PIN safe and do not share it with anyone.

Once you have completed these steps your card will be ready for use.

For full Terms and Conditions for your card, information on usage, fees and charges, help and FAQs, please see the website www.prepaidfinancialservices.com/hillingdon or call our customer services on **+44 (0)207 127 4178**.

If you wish to access your card account online you will need to login at the following website-

www.prepaidfinancialservices.com/hillingdon

You will need your card number and your PIN.

Where can I use my prepaid card?

You can use your prepaid card anywhere that displays the MasterCard acceptance mark. You can also login to your online account and make payments to any UK bank account directly.

Can I overdraw my prepaid card?

No. You can only spend the money that is currently available on your prepaid card.

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Can I transfer my own money onto my prepaid card?

Yes you can transfer funds from your bank account via a bank transfer. Once received, PFS will then load the funds to your card on your

- **Sort Code :23-75-24**
- **Account No : 01040486**
- **Account Name : Prepaid Financial Services**
- **Bank Name : Barclays**

Please quote your 8 digit account and 2 character payment type (total 10 characters) as a reference otherwise your funds MAY NOT be deposited on to your card. Please only use one of the following references

nnnnnnnTP Top-Up by service User

nnnnnnnCC Client Contribution

Where nnnnnnnn this should be your 8 digit account number

Example

If your account number is 00001212 and you wish to complete a Top-Up towards your care you should enter 00001212TP as your reference when making a transfer.

How can I access my account information and card balance?

You can access your balance and account information by logging on at the following website-

www.prepaidfinancialservices.com/hillingdon , with your card number and PIN.

Alternatively you can call the PFS Customer service centre on 0207 127 4178 or by phoning any of the numbers to obtain your balance.

How do I get help if I have questions about my card or a problem?

If you have questions about how you can use your card to purchase items or services agreed in your support plan you can call Prepaid Financial Services.

For full Terms and Conditions for your card, information on usage, fees and charges, help and FAQs, please see the website www.prepaidfinancialservices.com/hillingdon or call PFS's customer services on **+44 (0)207 127 4178**.

If you have a query about your direct payment please call the Direct Payment team on 01895 ~~277680556694~~ or ~~01895 250296~~ or email directpaymentsteam@hillingdon.gov.uk

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Contact details

Prepaid Financial Services 02071274178
Customer Service and lost
card line
Prepaid Financial Services **0203 327 1991**
numbers **0203 468 4112**
0207 183 2248

Are there any fees for using my card?

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

We will provide your card for free and replace it every 2 years when it expires if you still have a direct payment.

However, if you lose your card or it is stolen, there may be a small charge to replace it. Details of this cost will be in the terms and conditions provided for you by PFS.

For the first time this happens there will be no replacement cost but any other subsequent occasions there will be a £5 charge for this service.

Can I change the PIN assigned to me?

You are not able to change the PIN that is assigned to you

If you have forgotten your PIN you call one of the numbers located on the letter delivered with your card. These numbers are available 24 hours a day.

If you have lost your PIN number or feel like its security has been compromised, you can call PFS Customer Services and they will send a new card and PIN to your address - you will be charged a small fee for this. For the first time this happens this will be free of charge but any other subsequent occasions there will be a £5 charge for this service.

There is a payment I do not recognise on my prepaid card. What should I do?

You should contact the Prepaid Financial Services customer line on **+44 (0)207 127 4178** as soon as possible to inform them of the unrecognised charge. If they cannot help you to identify the charge they may ask you to complete a form so that they can contact the organisation that took money from your card and attempt to recover the funds. If you are uncertain how to proceed, you can call the Direct Payments team at the council. Their number is 01895 [277680556858](tel:277680556858).

[A payment doesn't seem to have gone through. What should I do?](#)

[Before submitting the payment again please wait for a period of time and check your payment history as due to your internet speed the payment may take up to an hour to process. If you are still experiencing problems or not sure contact Prepaid Financial Services Customer service line on +44 \(0\)207 127 4178 or the Direct Payments Team on 01895 277680 who will be able to support you.](#)

What should I do if my card is lost or stolen?

You will need to call the Prepaid Financial Services Customer service line immediately on **+44 (0)207 127 4178** to report a lost or stolen card and to order a replacement. It is

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important that you contact Prepaid Financial Services as soon as you find out that your prepaid card is missing as this will help to reduce fraud.

Does my prepaid card ever expire?

Yes. You can find the expiry date on the front of your card. If your card is about to expire, but is still active, please contact Prepaid Financial Services Customer Service line on **+44 (0)207 127 4178** if you have not already received a new card.

How do I change my address?

If you have moved, or the address to which your card was sent has an error, please contact London Borough Hillingdon Direct Payments Team who will be able to update your details.

Contact details are- 01895 ~~556858~~ 277680 or email directpaymentsteam@hillingdon.gov.uk

How do I purchase services online using my card?

Purchasing online is easy with just four straightforward steps:

1. Select the service you wish to buy
2. Proceed to "check out"
3. Select Master Card as your payment option
4. Enter the 16-digit card number and the 3-digit Security Code on the back of the card.

What if the amount of my purchase is more than my available balance?

In this case your whole purchase will be declined. It is not possible for your card to become overdrawn.

Is the card safe and secure to use?

As with all credit and debit cards we use, every precaution needs to be taken to keep the card safe and the PIN secure. Also if you have someone who you wish to manage your budget on your behalf a card can be issued to that person instead of you having the card in your own name, provided a Letter of Authority has been completed and submitted in advance.

The card also reduces the need to carry large amounts of cash.

Do I need to keep receipts and documents relating to payments made from my prepaid card?

Yes. You will need to keep copies of receipts, invoices and payroll records relating to the payments made from your prepaid card. If you have lost a receipt or if you weren't able to get one, just make a note of this and put this in with your other receipts. You do not need to keep receipts for any payments under £10.

We have a responsibility to make sure that your personal budget is being used to help achieve the outcomes shown on your support plan and not on other things. From time to time we may ask to see your payment records for audit purposes.

Can the council see what I am spending the direct payments on?

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Yes. We can view regular reports of the money spent from each prepaid card and the balance held on those cards. This helps us to monitor the activity on the cards and quickly identify situations where we may need to contact someone to discuss their expenditure.

What happens if I go into hospital?

If you go into hospital your direct payments will continue so that you can still pay your personal assistants and any other bills related to paying your PA that you might receive while in hospital. After around four weeks from your admission we will review your situation and, in conjunction with you, make a decision about continuing your direct payments or putting alternative arrangements in place.

If you are in receipt of a Personal Health Budget then you can use your funds to meet your medical needs as agreed with your allocated nurse.

How do I transfer my financial contribution onto my prepaid card?

From April 2013, we now pay all prepaid card direct payments on a gross basis. This means that you will receive all of your personal budget money via your prepaid card every fourth week. Your contributions will be dealt with separately and you will be expected to set up a regular standing order to pay these to the council.

Comment [Sh1]: Arent we moving to net does this need to be updated? In answer the decision has been made to move to net but Sasha is still working on the comms to service users on this so no date of when this will be implemented?

Can the council take money back from my prepaid card?

The council will only take money back from your prepaid card if your direct payments cease. Some examples of when this might occur are if you move out of the borough or if you die.

If we notice that the balance on your prepaid card is increasing and is becoming excessive compared to the expected costs in your support plan, we will contact you to discuss the situation to ensure you are receiving the support you have been identified as needing. We will then agree a plan with you to reduce the balance on your card in line with your support plan – this may require you to make a payment back to the council. In such circumstances we will not take money directly from your prepaid card. As a result of our discussions with you, we may decide that your support plan and possibly your needs will require review and revision.

What happens if I die?

In the unfortunate circumstances of your death we will cease your direct payment from the date of your death, close down your prepaid card and recover any remaining balance back to the council. We will then write to your next of kin or your executor and ask them to determine how much needs to be paid to terminate your support plan arrangements. This might include your last agency invoices or final payments, including notice pay and redundancy payments to any personal assistants. We will then arrange to pay this amount directly to your estate to settle these outstanding costs.