



East Lothian Payment Card for Direct Payments

What is a payment card?

A payment card is like a bank or debit card. East Lothian Health and Social Care Partnership will put the amount agreed for your four-weekly Direct Payment on to it every four weeks. Other sources can also put money into this account.

It works like a debit card and has an online user account—just like an online bank account. You can use the card:

- in person (for over-the-counter sales)
- for Bank transfers
- for BACS payments
- for Direct Debits
- for Standing Orders
- online
- over the phone.

Each card is protected by a Personal Identity Number (PIN) like your debit or credit card. It's not a credit card—you can only spend what's on the card. You cannot withdraw cash with it. You can't pay by cheque with it. There is no contactless facility on it .

Who are these cards for?

They are for anyone using Direct Payments in East Lothian. The person who is responsible for the Direct Payment signs an Agreement Form so that they can receive a Direct Payment. The

Agreement sets out what they are responsible for when they choose Direct Payments and agree to manage them. This includes being issued with a Prepaid Financial Services (PFS) payment card. We will send the responsible person's name, address and date of birth to PFS. PFS will then send the card back to them with clear and simple instructions on what to do next. **Find out more about PFS** at <https://prepaidfinancialservices.com/en/>

Why change to a payment card?

With more people using Direct Payments, we need to put better, more efficient monitoring in place. The payment card will mean that no one will have to make quarterly submissions any more [and you will be able to check your balance online at any time] There will no longer be any need for people to open special bank accounts for Direct Payments, so it will be much quicker to set Direct Payments up.

When will the payment cards be introduced?

We will be sending out letters to people who already have direct payments with us in January 2019. We will phase the introduction of the cards and will write again to let you know when it's available for you.

I need more information

You can find more information about this at www.eastlothian.gov.uk/prepaidcards

This includes:

- A Helpful Guide to Direct Payments
- A Guide to Spending Direct Payments
- Frequently Asked Questions (FAQs) about prepayment cards
- New agreement form

You can also:

- phone our Business Finance Administration Team on 01620 827 904
- email us at community_caredp@eastlothian.gov.uk
- write to the Business Finance Administration Team, Randall House, Macmerry Business Park, Macmerry EH33 1RW.

East Lothian
Health & Social Care Partnership



Versions of this leaflet are available on request on audiotape, in Braille or in your own language.
☎ 01620 827199