



Buckinghamshire
Council

What is a prepayment card

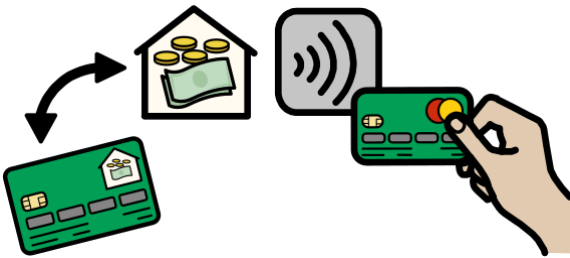
What you need to know about direct
payment prepayment cards



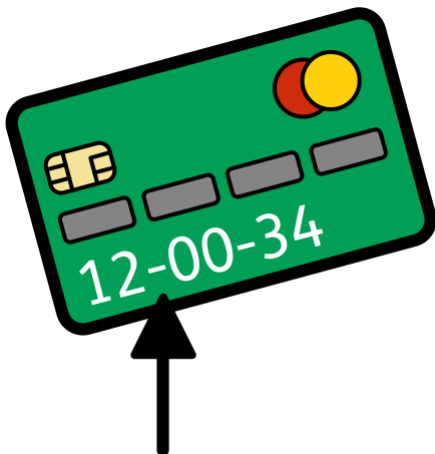
What is a prepayment card?



This guide will tell you about prepayment cards and how you can use them.



The prepayment card works like a debit card.

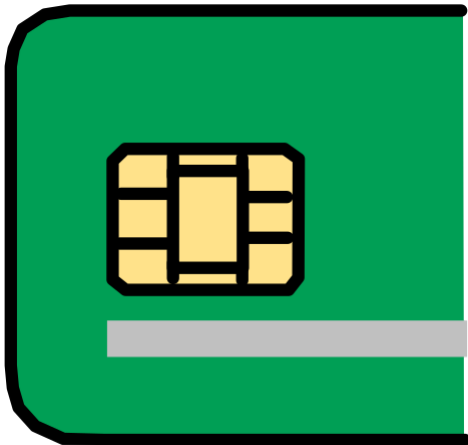


Your sort code and bank account number are on the bottom of the card.

What is a prepayment card?



You can use the card for online purchases as agreed in your care and support plan.

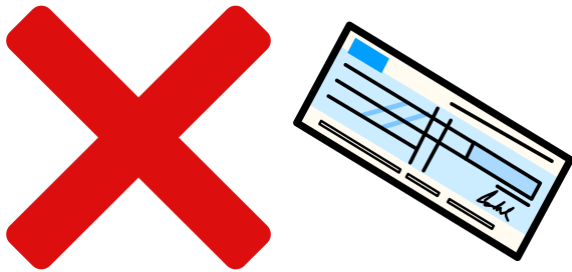


The card has a chip and PIN.



You cannot use the card at cash machines (ATMs).

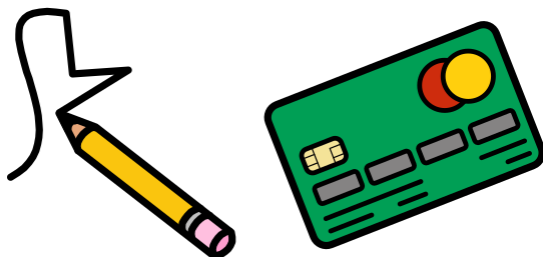
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The card does not come with a cheque book.

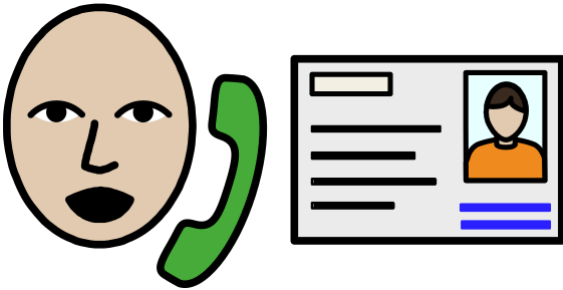


When you get your card you should:



1. Sign the strip on the back of the card

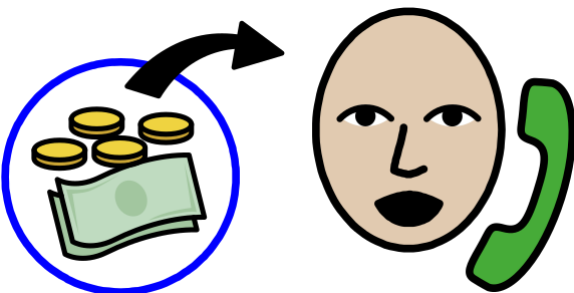
What is a prepayment card?



2. Activate the card and PIN by calling 02033 271 991. You will need your card account number, full name, date of birth, and address.



3. If you want to use online banking, you need to register. Instructions will be in your welcome letter.



4. To make payments or check your balance, call the Prepayment Card Customer Services team on 02036 334 514.

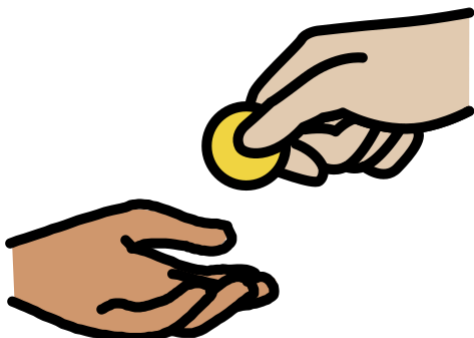
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There are three ways you can pay your providers:

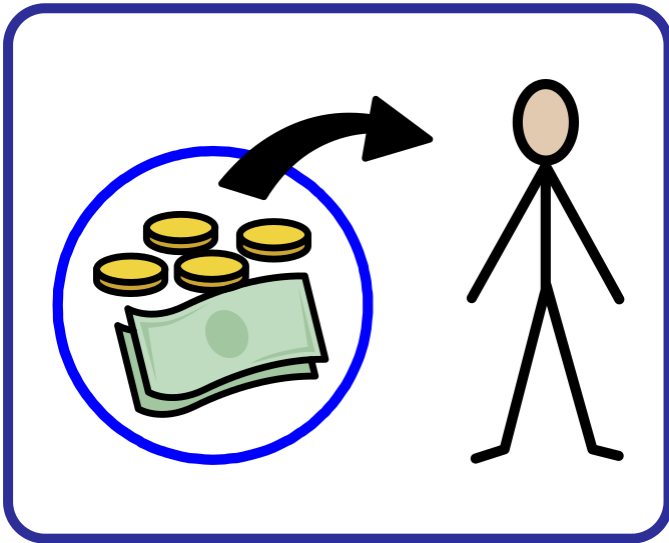


1. Set up a standing order from your card account online or by contacting Customer Services.

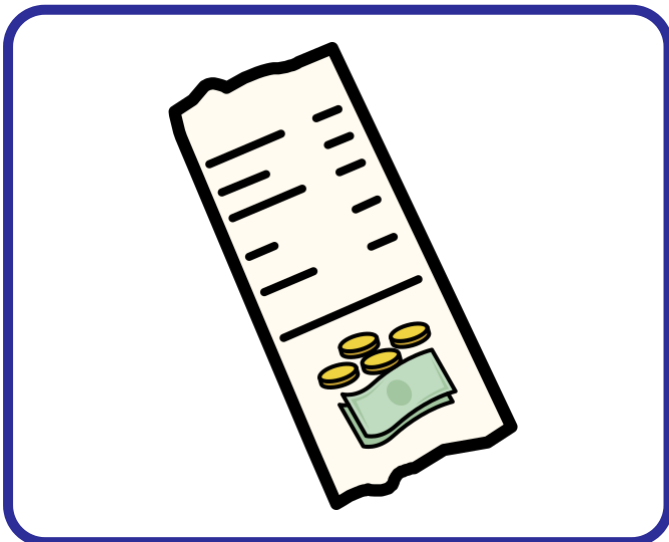


2. Make one-off payments from your card account online or by contacting Customer Services.

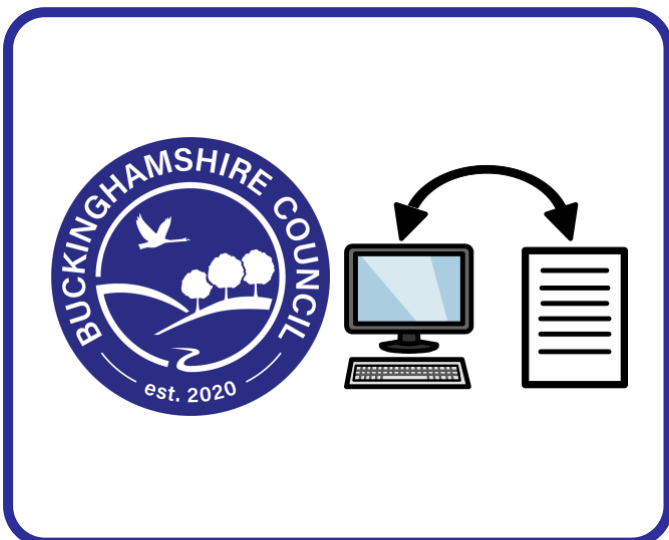
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3. Set up direct debits from your card account. Contact your provider for more information.



You should keep receipts and invoices from your care provider as proof of payment.

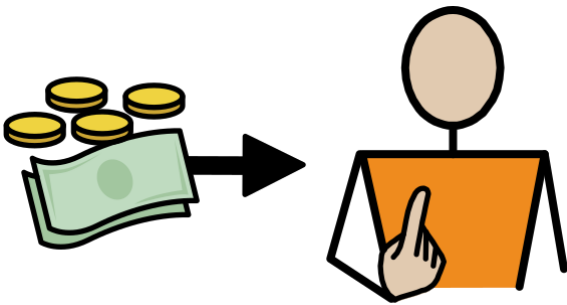


You can upload receipts and invoices to the prepayment card system

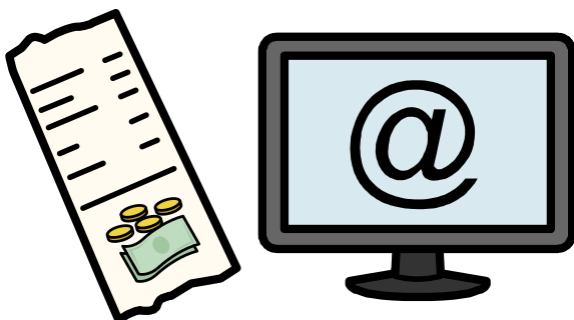
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You can pay for care with your own money while you wait for the direct payment.

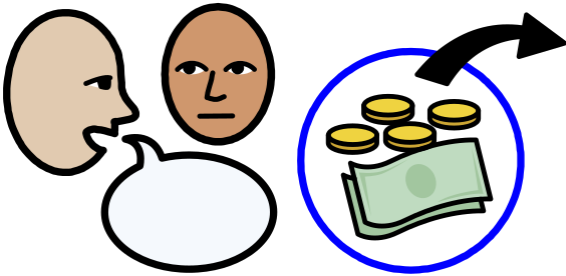


You can then pay yourself from the card account once you get the direct payment. This needs to be approved.



Send the invoice for the amount to be repaid to directpayments@buckinghamshire.gov.uk.

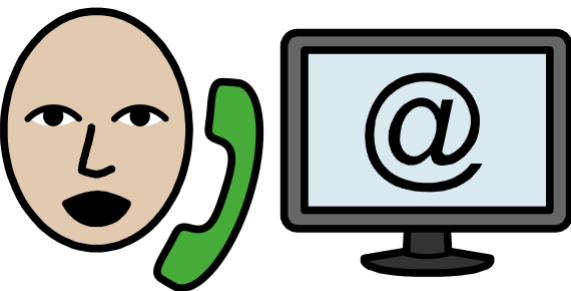
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The payment will be checked. If approved, you will be told when you can pay yourself.



You can contact the Team by:



Call: 02036 334 514
Email: directpayments@buckinghamshire.gov.uk