

Letter out (Benefits)
Press Release
Fact sheet
Customer Journey

Discuss Prepaid Cards (PPC) with customer at Scheduled Review
Provide PPC Fact Sheet and Customer Information - Changing to PPC

Are cash withdrawals required? (With approval from LP)

Complete the necessary sections in MOSAIC for a Review and submit to the DP Team for processing

Complete the KYC Declaration - this process has been simplified for the purpose of migration.

Cardholder Agreement and Quickstart leaflet

Process change and send out Key Documents

The notification can be created using an admin step in the Change in Care Package Delivery Section
(Closed step)

Receive signed Cardholder Agreement and order card. Send out confirmation of date of switch letter and create notification in MOSAIC to show Audit Team that customer has changed to a Prepaid Card

Letter also details when to move funds from existing bank account over to new Prepaid bank account and what information must be kept for Audit purposes

Send out Audit letter requesting the relevant information and bring forward scheduled Audit

Anything of concern, refer back to Practitioner as per existing process

KEY:

Practitioner

SERCO Direct Payments

LCC Audit