



*Letter*  
*Fact Sheet*  
*Customer Information - Changing to a Prepaid Card*

Your Practitioner will discuss and share information about Prepaid Cards (PPC)

Your practitioner will need to ask you some questions about how you pay for your care and support

*Are Cash withdrawals required? (with approval from LP)*  
*Do you need support to set up your account e.g. setting up a Payee?*

Your Practitioner will complete the paperwork to request your Prepaid Card Account for you.

You will receive your PPC Cardholder Agreement to sign and return to the Direct Payments (DP) Team

*The sooner you return the signed Cardholder Agreement the quicker you receive your Prepaid Card*

*Please follow the instructions to activate your Prepaid Card, You will not be able to use it however, until funds have been paid into your account.*

You will receive your Prepaid Card, together with information on how to activate and use it. Your PIN will be posted separately for security reasons.

You will receive a letter informing you of the date when funds will be paid into your new Prepaid Account

You will need to transfer any funds from your existing DP bank account into your Prepaid Account on the date stated in your letter and close your old account.

*Please ensure that you keep all of your bank statements together with any receipts and invoices as you will be required to provide these for audit purposes*