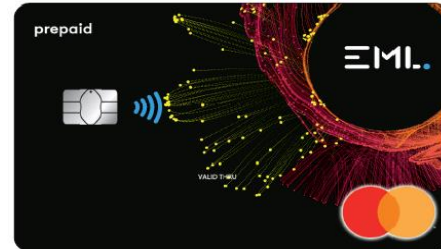


Flintshire Direct Payment Prepaid Card Account



What is the Direct Payment Prepaid Card Account?

It is like any normal current account. You will be given your own individual account number, sort code and credit card.

Flintshire County Council will pay your direct payment into this account and you can use it to meet the outcomes agreed in your care and support plan.

What can the account be used for?

- Bank transfers and Faster payments – same or next working day
- Standing orders
- Direct debits
- Telephone banking
- Online banking

What can't you do?

- Write cheques
- Withdraw cash
- Go into a branch

Why do you receive a card?

- Your account number and sort code will be on the front and you will need this if you are completing direct debit forms for payroll or setting up standing orders or bank transfers into the account if you need to make a contribution
- You need the card to set up the online banking and to use telephone banking,
- Some organisations accept card payment, for example when purchasing your Employers Liability Insurance or paying a larger Care Agency
- If you don't need to use the card please keep it safe

How will it benefit you?

- No need to open a separate bank account
- It is a secure way to make and manage your payments
- Easier and faster than going into branch or waiting for cheques to clear

How will it benefit the Council?

- Access to statements online means less paperwork to check and store
- The ability to make instant emergency payments when needed
- Real time account information

What happens next?

Once we have issued your account, your card will be sent through the post from EML (previously known as Prepaid Financial Services).

When you receive your account details, if you want to, you can create your online account, by visiting;

www.prepaidfinancialservices.com/flintshire/login.aspx

On your **online account** you will be able to see statements, make bank payments / transfers, set up standing orders and top up your account.

Alternatively, there is a telephone banking service available Monday to Friday 8am to 9pm

Telephone banking and customer services: 020 3633 1319

You can also contact Interactive Voice Response (IVR) 24 hours a day to check your PIN, check your balance or report your card lost or stolen:
020 3468 4112 or
020 3327 1991 or
020 7183 2248

You must activate your account by either setting up the online banking or telephoning one of the IVR numbers above – you only need to do this once.

Contacts

If you have any questions do not hesitate to contact us:

Gemma Wellstead

Direct Payments Financial Support Officer
Telephone: 01352 701417
E-mail: gemma.wellstead@flintshire.gov.uk

Mark Cooper

Direct Payments Team Manager
Telephone: 01352 701101
E-mail: Mark.Cooper@flintshire.gov.uk

The Financial Assessment and Charging Team

Telephone: 01352 701319

E-mail: direct.payments.flintshire@flintshire.gov.uk

EML / Prepaid Financial Services

Telephone banking and customer services: 020 3633 1319

Automated telephone banking (IVR) to check your PIN, your balance or report your card lost or stolen:

020 3468 4112 or

020 3327 1991 or

020 7183 2248

Email: flintshire@prepaidfinancialservices.com

Website: www.prepaidfinancialservices.com/en/

Frequently Asked Questions

Will I have to pay for the account? What are the charges?

No, Flintshire County Council will cover the cost of the account. You may be charged if you lose your credit card as there is a cost to reissue these. Please keep your card safe.

Set up the account and first card issue – free to you

Reissue card if lost or stolen - £4.00

I have been assessed to make a contribution, how do I pay this in?

You can make a bank transfer or set up a standing order from your personal account to your Direct Payment Account using the account number and sort code on the front of your card. You can also top up the account using a debit card on your online account or at a post office.

How do I pay for my insurance?

You can renew or pay for your insurance in one of 3 ways;

1. Using the online or telephone banking to pay the insurance by bank transfer
2. Calling the insurer and paying over the telephone using your credit card
3. Requesting the insurance company to set up a direct debit from your new account

What happens if I change my address or my circumstances change?

You should notify Flintshire County Council.

How do I set up the online banking?

Go to; <https://prepaidfinancialservices.com/en/>

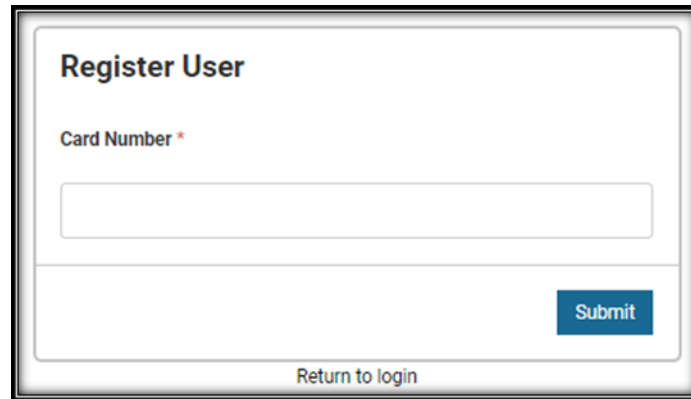
From the “Select your Council/NHS” drop down, select “Flintshire County Council” and click **log in**

Alternatively you can go straight to the Flintshire login page here

<https://clients.prepaidfinancialservices.com/flintshire/login.aspx>

In order to use the internet banking, you will need to set up your own unique username and password. To do this select **I do not have a username/password**.

The next screen will ask for your 16 digit card number, enter this and click “**Submit**”. *If you haven’t received your card yet, you can call telephone banking on 020 3633 1319 to make payments until your card arrives.*

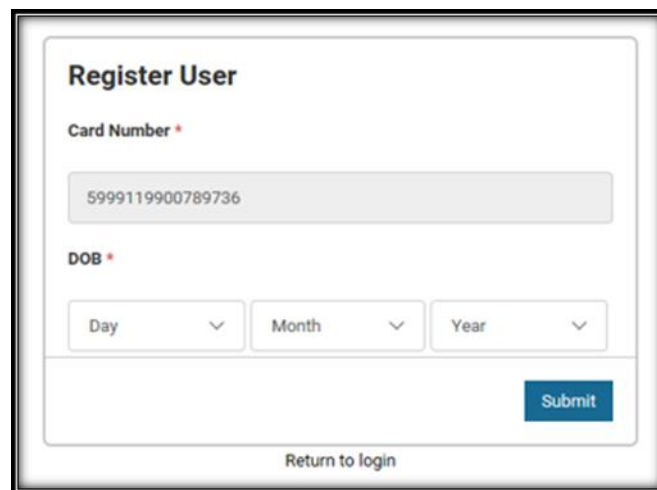


Register User

Card Number *

[Return to login](#)

You will then need to enter your date of birth as registered on your account.



Register User

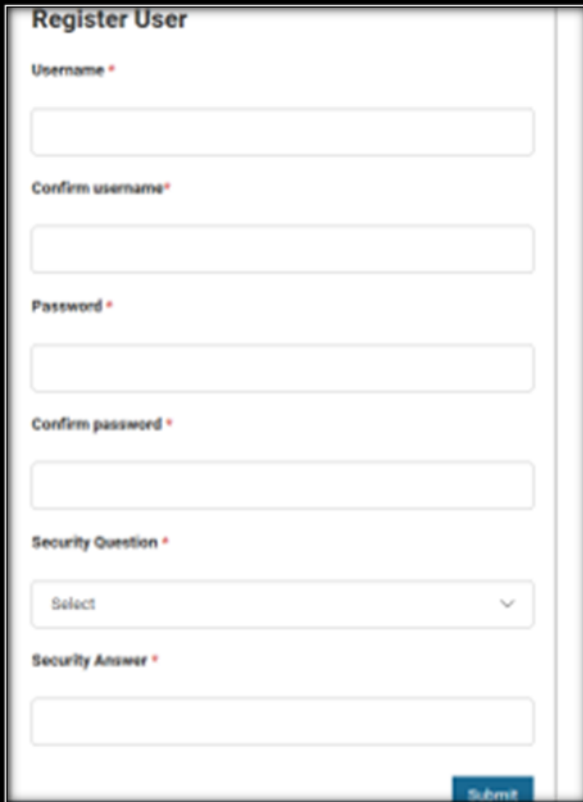
Card Number *

DOB *

Day ▼ Month ▼ Year ▼

[Return to login](#)

Once the data has been verified against your account, you will then be asked to set up a username, password and to choose a security question and answer on the account.



Register User

Username *

Confirm username *

Password *

Confirm password *

Security Question *

Select ▼

Security Answer *

Submit

Feedback

We are committed to working with you to make managing your direct payment as easy as possible.

Please let us know how this new system is working for you. We will treat your comments as confidential and use them to continually improve the Flintshire direct payments scheme.

Telephone: 01352 701101

E-mail: Mark.Cooper@flintshire.gov.uk