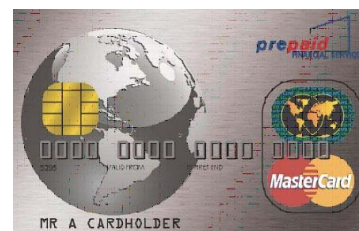


The Camden direct payments card: Making it easier to be in control

Life has just got easier for people who get direct payments from Camden Council. The Camden direct payments card has now been launched for all direct payments users.

How will the new card help me?

- You can use it to make payments without the need for a separate bank account.
- It's easy to use to make all of your payments, including paying personal assistants.
- The council will receive spending reports directly from the card supplier, so no more regular financial monitoring to worry about.
- Online access is available at any time of the day, seven days a week.
- Telephone banking is available for those without internet access, and can be used to check your card balance
- Monthly paper statements are also available on request
- You cannot become overdrawn as you are only able to spend the money that is on the card.



How does it all work?

A colleague from DISC or Age UK can come to your house and show you how to use the card if you wish. However it's very simple to get started and each month in advance we will automatically top up the card with your direct payments.

How you can use your card

Over the telephone or online.

If you are making payments over the telephone or online then you will need to give your 16-digit card number, the expiry date and the three-digit security number printed on the signature strip on the back of your card. You can make a bank transfer over the telephone via a telephone helpline (contact details will be provided with the card). All calls to the helpline will require you to have your card at hand. If you are making a payment over the telephone you will need to answer a security question that you will set up when you activate your card.



We can show you how to do this, if required and will be given the website address and telephone number of the call centre.

With any service provider who accepts MasterCard.

Each time you need to make a payment towards the cost of your service, just present your Camden direct payments card, remembering that you will need to enter your confidential PIN number. The value of the payment will then be deducted from your card.



You can also make payments from your card into another bank account online, for example to pay your personal assistant.

How do I make a financial contribution?

If you are assessed as needing to make a financial contribution into your direct payments account then nothing could be easier. There are two simple methods to do this



- 1) By bank transfer from your personal bank account.
- 2) Or if you prefer, you can use your personal bank card to make a payment to your Camden direct payments card.

What does the card cost?

The card is free – it won't cost you a penny to set up. However there will be charges for some transactions, for example cash withdrawals, unless they have been previously arranged with Camden. The cost of these charges will be taken directly from your Direct Payments account.

Find out more

For more information about the Camden direct payments card, please contact:

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