



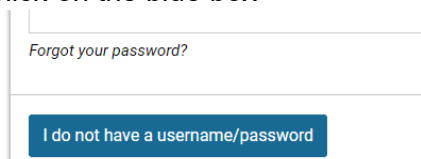
Targeted Short Breaks Allowance Pre-Paid Card

Quick Guide

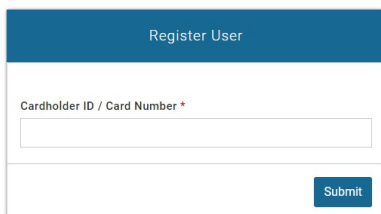
When you receive your card in the post you can set up an online banking account.
Follow this link

<https://clients.prepaidfinancialservices.com/herefordshire>

Click on the blue box



Follow the prompts on screen. You will need your **card number** and **your date of birth** to hand.



You will be able to set up a username, password and security question / answer. Then you can log on at any time to use online banking using the web address in the link above.

When logged in you can

- Check your balance
- View your transactions
- Set up direct debits or standing orders
- Transfer money to pay a carer or yourself when the pre-paid card is not accepted and you have used your own debit card or cash to pay for something. **Please record the spend in the description clearly and retain proof i.e. receipts/invoices (monthly transaction checks are carried out and you may be asked for it)**

If you are having any trouble online or need help with anything card related you can speak to someone from the card company by calling

0203 633 1105

Monday-Friday 8am - 9pm

There is also a 24 hour automated service to

1 Retrieve your PIN

2 Check card balance

3 Report your card lost or stolen

0203 327 1991



If you have any queries or problems with the above please do not hesitate to contact the Short Breaks Team on **01432 260123** or shortbreaks@herefordshire.gov.uk