



Enfield E-card

The best way to receive your Direct Payment.

What is the Enfield E-card?

The Enfield E-Card is a secure and convenient way of receiving your Direct Payments for community support and assistance. It is a chip and PIN Visa card provided by EML Payments which does not need a separate bank account. You can use it to pay for your personal care and activities in the same way as using a Visa card*.



How does it work and what are the benefits?

Enfield Council will load your Direct Payments money onto the E-Card instead of paying it into a bank account. You will have instant access to funds once your prepaid card is approved and it works like any other bank debit card:

- ▶ You can use the card in person, over the internet or over the telephone.
- ▶ You can set up Direct Debits or Standing Orders to make regular monthly payments and add your own assessed contribution to the card.
- ▶ You can check and manage your account online at any time.

The E-Card is safer and more convenient than carrying cash and there is no need to manage a separate bank account or submit paper returns to the Council every quarter.

*Please note that if you are paying a company or organisation they must be able to accept Visa card payments.

How can I get one?

1. The person who carried out your Care Act assessment will make a referral to the Direct Payments Support Team.
2. The Direct Payment Support Team will contact you to arrange a suitable time and date for you to complete the E-Card application form.
3. If you have nominated someone (an agent) to manage your Direct Payments on your behalf, they will also need to attend the meeting with you.
4. To receive an E-Card, you and your agent (where applicable) will need to provide personal identification and proof of address. The Direct Payment Support Officer will let you know the type of documents required.
5. The E-Card should arrive within 2 weeks of the application being completed.

Where can I get more information?

Please contact your care manager, social worker or care co-ordinator for more information.

Or visit the council website www.enfield.gov.uk

If your E-Card is lost or stolen it can be cancelled immediately by contacting:

- › EML Payments: ☎ 0203633 0354
or
- › Exchequer Services: ☎ 020 8379 8009

How to contact us

E-card Helpline:

☎ **020 8379 8009**

Email: DPPfinance.Team@enfield.gov.uk

Address:

Exchequer Services
Accounts Payable Team
Finance Resources & Customer Services
PO Box 54
Civic Centre
Enfield
EN1 3XF

If you require this factsheet in another language or format, please contact Adult Social Care on ☎ **020 8379 1001**.

We want to hear from you if you have a comment, compliment or complaint. Please contact us on the above number, pick up a leaflet at a council building or visit www.enfield.gov.uk