

## Benefits to you

- You won't need to open and manage a separate bank account
- You can pay in person over the phone or online – no need to write and post a cheque or withdraw large amounts of cash
- You save time and there's a lot less paperwork
- You can pay any provider of services using the card
- The Direct Payments Team will have greater opportunity to support you.

## What to do next

If you have not already had an assessment of your social care needs, please contact **Care Direct** on:  
**0845 1551 007**

If you have already been assessed and want to speak to someone about the Devon Card, contact the Direct Payments Team on:  
**01392 383126** email **direct.payments@devon.gov.uk** or write to: Direct Payments Team, The Annexe, County Hall, Topsham Road, Exeter EX2 4QR

There is more information about the Devon Card on our website (address) or you can phone **01392 383126** and ask for information to be posted to you.

**If you need more information or a different format phone 0845 155 1015 email customer@devon.gov.uk text 80011 (start your message with the word Devon), textphone 0845 155 1020 or write to: Devon County Council, County Hall, Topsham Road, Exeter EX2 4QD**

## The Devon Card

the safe and efficient way to pay for services, for people who manage their own support using direct payments.



## What is the Devon Card?

- This is a new secure and convenient way of receiving your direct payments
- It is an easy way to pay for your support
- It is a chip and PIN VISA card that does not need a bank account
- You can use it to pay for your support in the same way as using a VISA debit card
- You can pay your personal assistant online or by making a telephone call.

## How does it work?

- Devon County Council will load your direct payments money onto your card instead of into a bank account
- You can pay your service providers in person, over the internet or by telephone
- You can pay any provider of services in one of these ways
- You can check your balance at any ATM, by text message or online.

## How do I get one?

- If you are new to direct payments, your care manager will tell you about the card
- If you are an existing direct payments user, your care manager will tell you about the card at your review
- We will help you fill in the direct payments agreement form
- Show some identity documents (this is required for security)
- Your card and PIN should arrive within two weeks.

