IDK Support 4 You Ltd

First Floor Suite

Unit 6, Park Square

Thorncliffe Park

Chapeltown

Sheffield

S35 2PH

**Date:**

LETTER OF INVITATION TO THE PREPAID DEBIT CARD SCHEME

As IDK Support 4 You Ltd continues to grow and develop, we continually review the support we offer our clients to optimise the services we deliver.

We have reviewed the cash delivery service we currently offer and have concluded that a pre-paid debit card offers benefits in service delivery not achievable with the existing system.

The decision has been taken to introduce a pre-paid debit card system in place of cash delivery to our clients. The benefits of introducing the pre-paid debit cards are as follows:

* Security – A debit card is safer than carrying cash or keeping cash at the property.
* Money can easily be loaded to the card by submitting an email request.
* The prepaid debit card can be used in the same way as cash to make purchases.
* You can withdraw cash using an ATM.
* Large item purchases can be made upon request.
* Debit card transactions will be monitored and recorded

Client card information will be stored on a secure database to enable easy resolution of issues by e-mail, for example; A forgotten Pin number or a lost/stolen card.

We are inviting you to complete and return the enclosed form within 14 days to confirm your acceptance of the pre-paid debit card scheme.

We aim to deliver the card and PIN within 10 working days of receipt of your signed letter of acceptance.

Charges associated with the use of the card are outlined below:

|  |  |
| --- | --- |
| Item | Fees |
| First Issue of card and Pin included in the Full Appointee Service | Free |
| Lost / Stolen or Replacement Card one off card fee | £37.50 |
| Additional pp cards will be charged at weekly rate | £5.00 per week |
| Domestic Withdrawal ATM | £1.00 |

The appointee service including the pre-payment card is £30 per week. Additional pp cards will be charged at £10 per week. All our prices are on our website [www.IDKSupport4you.co.uk](http://www.IDKSupport4you.co.uk)

Should you have any queries please contact:

Lisa Johnson 0114 275 3880 [lisa.johnson@idksupport.co.uk](mailto:debbie.paskell@idksupport.co.uk)

Tracy Utley 0114 275 3880 [tracy.utley@idksupport.co.uk](mailto:tracy.utley@idksupport.co.uk)

Luke Rawlings 0114 2753880 [luke.rawlings@idksupport.co.uk](mailto:ivy.fearnley@idksupport.co.uk)

Send all new Appointee referrals to [debbie.machin@idksupport.co.uk](mailto:debbie.machin@idksupport.co.uk)