

DWP Stakeholder Partners

06 February 2018

**Simple Payment service – replacement service**

The Simple Payment service is to be replaced by HM Government Payment Service.

DWP benefit/pension recipients who are unable to open a bank, building society, Post Office or credit union account may currently be receiving payment by the Simple Payment service. This service is coming to an end in March 2018 and customers are being moved to HM Government Payment Service.

DWP is writing to all Simple Payment customers who are actively using their account to tell them that they will be moving to the new service by 20 March 2018. Most customers will continue to receive payment by the same method (SMS text or card). Customers will be issued with a new card where appropriate. Payment will continue to be through PayPoint outlets in the same way as the Simple Payments service.

New customers who are unable to open and/or manage a bank or other account will be paid by the HM Government Payment Service from 1 February 2018. They will be given the option to be paid by text, pdf email containing a voucher or card.

There are a few changes from the current service:

* Benefits or pensions issued under the new service will need to be withdrawn within 30 days of receipt or the customer will need to contact DWP to have the payment voucher reissued.
* Overall payments will remain the same but will be paid in sums up to £100. For recipients this will mean that if their benefit or pension is over £100 they will receive multiple vouchers requiring separate transactions to collect the money. For example, for those receiving payment by card, to collect a payment of £165 the payment card will need to be used twice, firstly to collect £100 and then again to collect the remaining £65. For those receiving payment via text or email with pdf vouchers they will receive two codes one for £100 and the other for £65. As long as funds at the PayPoint outlet are sufficient this can be done in the same visit.
* Customers can use any of the 29,000 PayPoint outlets to encash payment subject to funds being available at the outlet.

DWP has also been writing to customers who have Simple Payment accounts which have not been used recently, telling them the account will be closed and requesting that they withdraw any balance. If there are any outstanding balances when the account is closed these will be held centrally and the customer will need to contact DWP to arrange payment to an alternative account.

More detailed information will appear on Gov.uk in the near future. We will let you know when this is ready.