Customer Service Centre

Cosham

Post Handling Site B

Wolverhampton

WV99 2FJ

[www.gov.uk](http://www.gov.uk)

Telephone: 0800 085 7133

Textphone: 0800 085 7146

Your reference:

Our reference:

The information in this letter is about [Name] and so we use the word 'you' as if we were writing to them directly.

We wrote to you recently and asked you to tell us how you would like to be paid after your Post Office card account is closed. You have not contacted us with your account details yet.

**You need to take action now.** It is quick and easy to update your account details. You can:

* call us on **0800 085 7133** or
* complete and return the enclosed form

We can pay your benefit or pension into any bank, building society or credit union account. You can still use your local Post Office to access most UK bank accounts.

If you do not have an account, the Money Advice Service can help you find an account that is right for you. Call them on   
**0800 138 7777** or find information by searching ‘choosing a bank account’ on **www.moneyadviceservice.org.uk**

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| Closure of your Post Office card account **We are changing the way we pay you**  Dear |
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| **Switch your payment quickly and easily by calling our helpline on 0800 085 7133**.  **Calls to 0800 numbers are free from personal mobiles and landlines.**  We have many different ways we can communicate with you.  If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter. |
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| **If you do not give us your account details in the next 4 weeks, we will start to move you to the Payment Exception Service.** The Payment Exception service is for people who do not have an account to collect their benefit or pension payments. There is more information at the back of this letter. You will also be sent information about this separately.  **Closing your Post Office card account**  Your Post Office card account is closing. You need to withdraw any money still in your Post Office card account. The Post Office can help you withdraw your money. Contact them on  **0345 722 3344** (call charges may apply) or go to **www.postoffice.co.uk/poca** for more information.  Once you have withdrawn your money, they will close your account and you will no longer have access to it.    If you have any questions or need some help to decide what is best for you, you should contact us now on **0800 085 7133**.  Yours sincerely,  Office manager |  |  |
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| **Equality and Diversity**  We treat people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. |
| **Call charges**  Calls to 0800 numbers are free from personal mobiles and landlines. |
| **Why DWP needs personal information and how we treat it**  We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at [**www.gov.uk/dwp/personal-information-charter**](http://www.gov.uk/dwp/personal-information-charter) |

**Talk to us**

Call us to tell us your account details or to discuss your options. Our telephone number is

**0800 085 7133** (textphone **0800 085 7146**).

We will ask you for your National Insurance number which is:

We will also ask you some basic security questions.

Before you call us it might be useful to:

* keep this page to hand
* have your sort code and account number ready

**Help with managing your money**

For help with money and financial decisions you can ask Money Advice Service. Call them on **0800 138 7777** or find out information about the type of account that is right for you by searching ‘choosing a bank account’ on **www.moneyadviceservice.org.uk**

**Payment Exception Service**

The Payment Exception Service is a way for people who do not have a bank account to collect benefit or pension payments. It is only available in very limited circumstances.

You will be issued with vouchers. These will be loaded onto a payment card.

To get your money, you will need to exchange your vouchers in full at a payment outlet.

There is a limited time period to do this in. If the payment is not collected in time, the money gets returned to DWP to check why it has not been cashed. It will only be re-issued once those checks are complete.

The Payment Exception Service is not an account. It cannot be used to save money and you cannot transfer any of the balance in your Post Office card account to the Payment Exception Service.

Go to **www.gov.uk/payment-exception-service** for more information.

**Everyday banking at the Post Office**

You can access almost all UK bank accounts at the Post Office. You can take money out of your account, pay money in and check your balance at the Post Office branch you usually use. More information is available on their website at **www.postoffice.co.uk/everydaybanking** or by asking in your local branch.