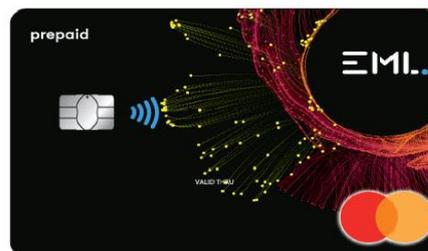


# Flintshire Direct Payment Prepaid Card Account



## How to set up online banking and how to make a payment

### How do I set up the online banking?

Go to; <https://prepaidfinancialservices.com/en/>

From the “Select your Council/NHS” drop down, select “Flintshire County Council” and click **log in**

Alternatively you can go straight to the Flintshire login page here <https://clients.prepaidfinancialservices.com/flintshire/login.aspx>

To use the internet banking, you will need to set up your own unique username and password. To do this select **I do not have a username/password**.

Enter your Credentials to login

Username \*

[Forgot Username?](#)

Password \*

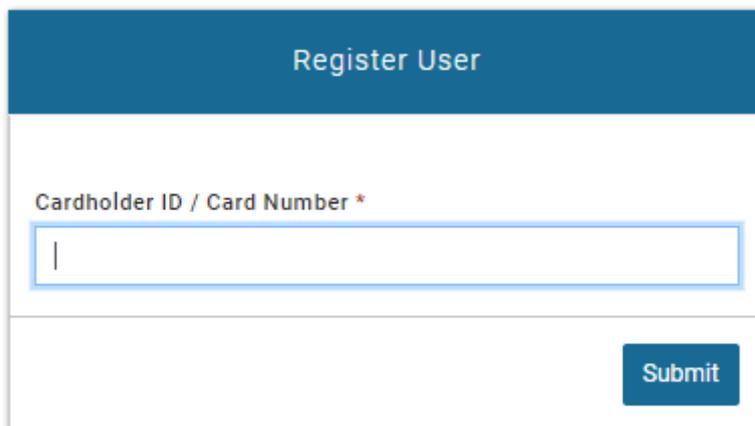
[Forgot your password?](#)

[I do not have a username/password](#) [Login](#)

If you haven't received your card yet, you can call telephone banking on 020 3633 1319 to make payments until your card arrives.

If you have any issues logging in you can call customer services on 020 3633 1319.

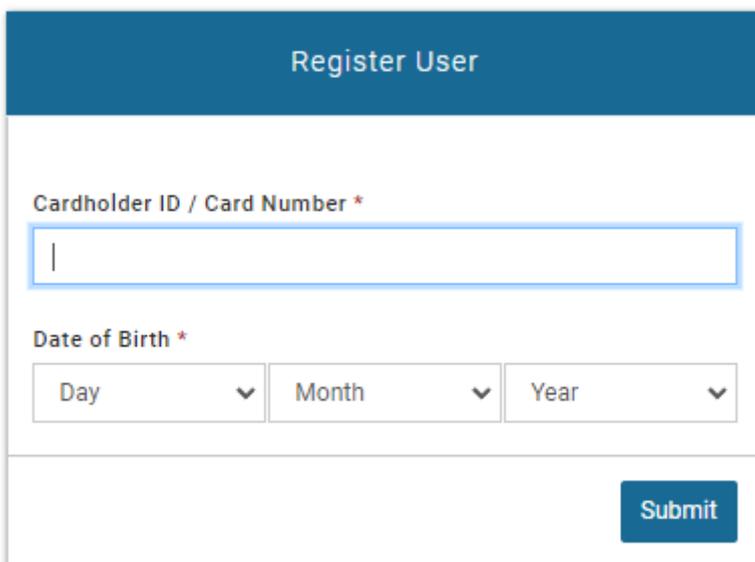
The next screen will ask for your 16 digit card number, enter this and click “**Submit**”.



The screenshot shows a web form titled "Register User" with a blue header. Below the header is a white form area. The first field is labeled "Cardholder ID / Card Number \*" and contains a single vertical bar cursor. A blue "Submit" button is located at the bottom right of the form area.

[Return to Login](#)

You will then need to enter your date of birth as registered on your account.



The screenshot shows the same "Register User" form. The "Cardholder ID / Card Number \*" field is still present. Below it is the "Date of Birth \*" field, which consists of three dropdown menus labeled "Day", "Month", and "Year". A blue "Submit" button is located at the bottom right of the form area.

[Return to Login](#)

You will then be asked to set up a username, password and to choose a security question and answer for the account.

**Register User**

**Username \*** **Confirm Username \***

Username must be between 6-20 characters and can only consist of alphanumeric characters and the following special symbols: \_ . @

**Password \*** **Confirm Password \***

The password must be between 8 and 20 characters without spaces , one uppercase letter , one lowercase , number and a minimum of two special characters, £ , \$ , % , & , \* , \_ , @ , ! , - .

**Security Question \*** **Security Answer \***

Select ▼

[Return to Login](#)

**Tip:**

For your password use 2 different special characters from the following list  
**£ \$ % & \* \_ @ ! -**

On your **online account** you will be able to see statements, make bank payments / transfers, set up standing orders and top up your account.

Alternatively, there is a telephone banking service available Monday to Friday 8am to 9pm on 020 3633 1319

You can also contact Interactive Voice Response (IVR) 24 hours a day to check your PIN, check your balance or report your card lost or stolen:

020 3468 4112 or

020 3327 1991 or

020 7183 2248

**How to reset your username or password**

Once you have set your username, password and security question, these details can be used if you forget your username or password.

Select either **Forgot Username?** or **Forgot your password?**

### Enter your Credentials to login

**Username \***

*Forgot Username?*

**Password \***

*Forgot your password?*

[I do not have a username/password](#) [Login](#)

And you will see the following screen.  
Complete the details requested to reset your username or password

### Forgotten Username

**Card Number \***

**DOB \***

Day	Month	Year
-----	-------	------

**Security Question \***

Select

**Security Answer \***

[Submit](#)

[Return to Login](#)

## How to pay an invoice or a person by bank transfer?

Once you have logged into your online banking account, select “Payment Request Form” from the left hand side of your screen.

The screenshot shows the 'prepaid FINANCIAL SERVICES' logo in the top left and a 'LOGOUT' link in the top right. A sidebar on the left contains a list of menu items: View Account Details, Edit Account Details, View Transaction History, Register Loading Card, Load Funds, **Payment Request Form** (highlighted), Direct Debits, Block/Unblock/Lost & Stolen, Upload Supporting Documents, FAQs, Terms and Conditions, and Contact Us. The main content area is titled 'PAYMENT REQUEST FORM' and contains the following text: 'Please ensure the services you access are in line with your support plan.', 'Fill in the details of the account you wish to credit from your PFS Prepaid MasterCard®, in association with Flintshire County Council, below. We will deduct the requested amount from your card balance, and send the payment on your behalf.', and 'Please enter the account information carefully to ensure your transaction is processed correctly.' Below this text is a light blue box showing 'Current Available Balance' as 'GBP 1,261.52'. Underneath is a 'Payment Frequency' section with three radio button options: 'Make a one off payment', 'Make a set number of payments and then stop', and 'Make payments until a specified date'.

From here, there will be a choice of 3 options.

1. Make a one-off payment.
2. Make a set number of payments and then stop
3. Make payments until a specified date.

Options 2 and 3 are to set up a standing order.

**If you are making a one of payment, select option 1.**

This close-up shows the 'Payment Frequency' section with three radio button options. The first option, 'Make a one off payment', is selected, indicated by a blue filled circle. The other two options, 'Make a set number of payments and then stop' and 'Make payments until a specified date', are unselected, indicated by empty white circles.

### Make a one-off payment

Select your **payment type** from the drop down. If there isn't an exact match, pick the closest option.

Payee or Beneficiary Details	
Payment Type *	Select
Payee Type *	<ul style="list-style-type: none"> <li>Select</li> <li>Care Agency</li> <li>Carer</li> <li>Day Activities</li> <li>Day Care</li> <li>Equipment</li> <li>Leisure/Social Activities</li> <li>PA Insurance</li> <li>PA Tax</li> <li>Personal Assistant (PA)</li> <li>Reimbursement</li> <li>Respite/Shortbreak</li> <li>Return Surplus Balance</li> <li>Social Opportunities</li> <li>Transport</li> </ul>
Payee Name *	
Payee Surname *	
Account Number *	

From the drop down in payee type, if you are paying a person select “Individual”. If you are paying an agency or organisation select “Organisation”

Payee Type *	Individual
Payee Name *	<ul style="list-style-type: none"> <li>Individual</li> <li>Organisation</li> </ul>

Complete the boxes below;

(if you don't have these details you cannot make the payment)

- Payee Name (first name and surname if you are paying a person)
- Account number
- Sort Code
- Amount

Payee or Beneficiary Details	
Payment Type *	Select
Payee Type *	Individual
Payee Name *	
Payee Surname *	
Account Number *	
Bank Sort Code e.g. 20 - 13 - 00 *	

Payment Details	
Amount *	
The payment amount format is 123.23	
Payment Reference *	

Additional Information	
Invoice No / Ref No	
Note	
▲ 255 Characters left	

Submit

In the **Payment Reference** and **Invoice no / Ref No** boxes, add the invoice number or a brief payment description, for the payee to identify the payment. For example “Invoice 12345” or “April Wages”

If you wish to provide more information about the payment for the Council to see, or for future reference, you can do so in the **Note** box

Once all the details have been entered select submit.

A pop-up window will appear with the summary of the payment that will be made, so that the details of the payment can be checked before paying. If you are happy with the payment select confirm **once**.

If there are any issues, select **cancel**.

The payment will be taken from your account instantly, although may take 5 minutes to appear on your transaction history. Your payee should receive the funds within 1 working day.

The details of the payee will be saved in the list of previous payees for next time.

Payee or Beneficiary Details	
Select Previous Payee	<input type="text" value="New payee"/>

## Contacts

If you have any questions do not hesitate to contact:

### Prepaid Financial Services

Telephone banking and customer services: 020 3633 1319

### Direct Payment Support Team

Telephone: 01352 701100

E-mail: [dp.support@flintshire.gov.uk](mailto:dp.support@flintshire.gov.uk)

### Financial Assessment and Charging Team

Telephone: 01352 701319

E-mail: [direct.payments.flintshire@flintshire.gov.uk](mailto:direct.payments.flintshire@flintshire.gov.uk)