

VIRTUALWALLET



Puts the entire management of your Direct Payment in one place – your hands.

What is Virtual Wallet?

Virtual Wallet is a user-friendly solution that enables you to manage your Direct Payment in a secure online environment, giving you full control of the budget you are allocated and the support you receive.

How does it work?



Your Local Authority adds funds to your Virtual Wallet



You book your care and support



Virtual Wallet pays your care provider

What are the benefits?

Direct Payments have always been attractive. Now they just got easy.



Easy to use



24-Hour access, real-time updates



Eliminates the need to manage a bank account



Safe and secure



Reduces the need for paper records



Puts you at the heart of your support

What do I need to do?

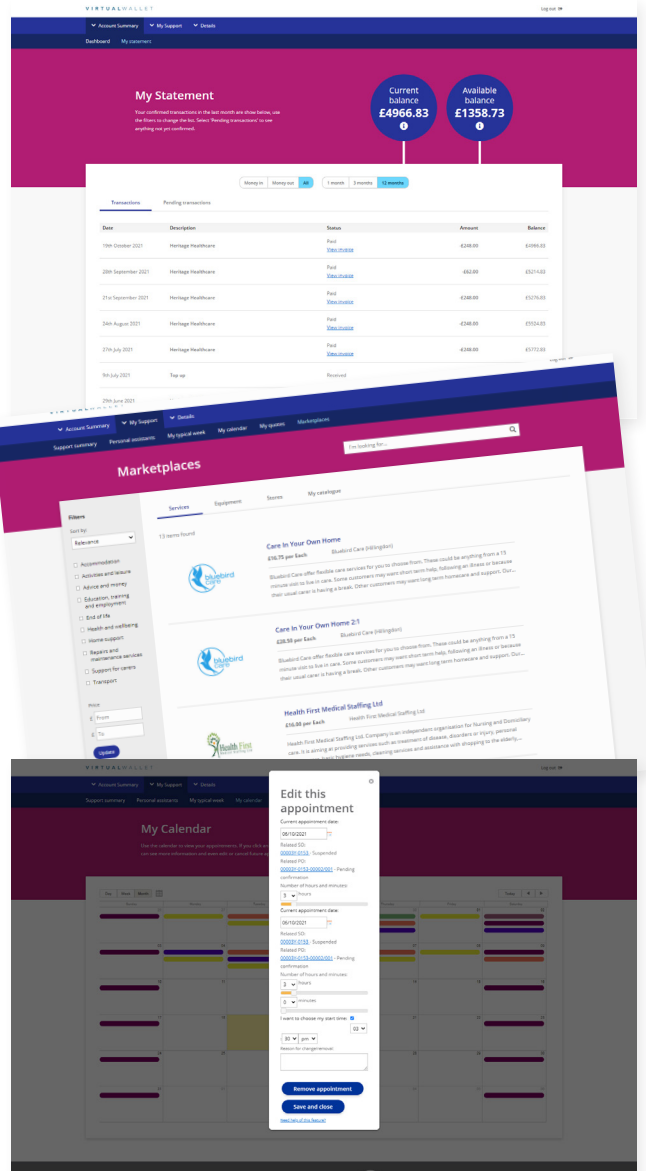
1. We work with Your Local Authority to get you and your support providers set up in Virtual Wallet.
2. Our support team send your Virtual Wallet login details and a useful 'How to get started' guide to you via email.
3. You log into your Virtual Wallet and create bookings with your chosen support providers.
4. Your support providers generate invoices via your Virtual Wallet for you to review and approve.
5. Virtual Wallet makes payment to your support providers.

What does it look like?

Check your balance, and see your money in and out (just like a bank statement)

Search for different providers, PAs, services and products in the marketplace

View your calendar of support and edit your appointments



You can access your Virtual Wallet on any web-enabled device 24/7. Take a full tour at www.myvirtualwallet.co.uk

The Virtual Wallet Support Team are available to assist, you can contact them on the following:

☎ 03300 582692 (Monday – Friday 8.30am to 5pm)

@ info@myvirtualwallet.co.uk

