As you may be aware, the LA/ICB has recently *[conducted a review of / established new contracts for]* support arrangements for direct payments.

Having listened to the views of lots of direct payment holders, we are now working in partnership with an organisation called **People Places Lives** to implement their **Virtual Wallet** solution.

Virtual Wallet is our preferred way of people managing the financial aspects of a direct payment as it is safe & secure, easy to use, removes a lot of the hassle & paperwork and the Virtual Wallet support team are on hand to help whenever needed.

*[Your direct payment will start being paid in to your Virtual Wallet unless you opt-out / tell us otherwise by dd-mmm-yy].* ***OR****.*

*[You have the choice to move across to a Virtual Wallet, or keep your existing arrangements in place].*

The benefits of moving to Virtual Wallet are:

* Less paperwork - You will no longer need to keep receipts, invoices and paperwork.
* Integrated payroll - once a timesheet is approved, your PA will be automatically paid within 5 days.
* Easier audit - You will not need to submit anything to [the council/NHS org] as part of the annual audit process.
* Help is one call away - Virtual Wallet has a dedicated support team that understands every aspect of direct payments

The move will **not** affect the amount of your direct payment or what you spend it on.

If you wish to *[opt-out of the switch / switch to Virtual Wallet]*, please reply by *[dd-mm-yy]*. To find out more about Virtual Wallet, take a look at [www.myvirtualwallet.co.uk](http://www.myvirtualwallet.co.uk).

*Consider enclosing ‘Self-service’ postcard.*