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.

Lots of people are able to manage their Virtual Wallet account themselves. For those that can’t (and don’t have a suitable friend or family member to help them), there is the option of a **Supported Account**. A Virtual Wallet Supported Account is a more modern version of the managed account provided to by *XYZ*.

*[Your managed account will be moved from the XYZ to a Virtual Wallet Supported Account unless you opt-out / tell us otherwise by dd-mmm-yy].* ***OR****.*

*[You have the choice to move across to a Virtual Wallet Supported Account, or keep your managed account with XYZ].*

The benefits of moving to a Virtual Wallet Supported Account are:

* Switching is easy. You will have a named contact at Virtual Wallet who will manage the whole switching process for you.
* It is cost-neutral for you. The amount of your direct payment won’t be impacted.
* Its more modern. You can check your account balance and see your PAs timesheets online at any time.
* You’re still in control. None of your day-to-day support changes, Virtual Wallet just makes things quicker & easier for you and your PAs & providers.
* You’re in good company. Hundreds of people have a Virtual Wallet supported account and are happy with the service they receive.

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 ‘Supported Account’ postcard and/or ‘Switch’ postcard.*