**Important Update: Transition to Virtual Wallet**

Dear [Recipient's Name],

We are writing to inform you of an exciting new development that will soon impact how you manage your direct payment funding.

As part of our ongoing commitment to improving the services we provide, **[organisation]** will be introducing Virtual Wallet to all direct payment recipients.

Virtual Wallet is a secure online solution that is specifically designed to support individuals with managing their direct payments and payroll, bring greater flexibility, transparency, and control over your direct payment funding.

Starting from the new financial year, we will be migrating all current direct payments, supported accounts and payroll to Virtual Wallet. We are confident that this change will enhance your experience and make managing your direct payment simpler and more efficient.

Your personal journey and timescales will be determined by the way in which you currently manage your direct payment:

**If you currently receive a Direct Payment into a bank account:**

You will be migrated to a Self-Service Virtual Wallet Account, allowing you to take full control of your payments and spending. The self-service option gives you the freedom to manage your funds at your convenience, with the added benefit of online tools to track spending and book services.

**If you currently have a Managed Account with a framework support provider:**

Your account will be moved to a Virtual Wallet Supported Account, meaning that in addition to the option of managing your direct payment yourself online, you have the added assurance of full support from the Virtual Wallet support team with administering your Virtual Wallet account

**If you currently use a 3rd Party Payroll Service:**

You will be transitioned to Virtual Wallet Payroll, which includes online timesheets to streamline the payment process to your PAs. This online timesheet solution will make it easier to submit, track, and manage your payroll details, saving you time and reducing paperwork.

These changes will be **rolled out over the next few months**, and we are fully committed to ensuring a **smooth and seamless transition**. We understand that change can raise questions, and we want to provide all the support you need during this process.

To find out more about how Virtual Wallet services can benefit you, we invite you to meet our team at **[location] on [date]**.

The Virtual Wallet team will be available to answer your questions and provide guidance on how to make the most of this new system.

If you have any immediate questions, please don’t hesitate to contact us at **[insert contact details]**.

**Yours sincerely,**  
[Your Name]  
[Your Position]  
[Organisation]