

## Paying and being paid during coronavirus

Many of us may find ourselves shopping for friends, family or neighbours who are vulnerable or self-isolating. The question is how can we transfer money safely.

Whether you're self-isolating or volunteering, it's important to stay safe around money. This means never giving anyone your bank or credit card, especially never giving out your pin and where possible avoiding exchanging any account details.

Handing over cash (as well as being limited by its availability during isolation) should be used sparingly; cash has the potential to pass on the virus.

Getting a weekly shop can be a large expense for anyone and having an effective and safe means of transferring money is important. We've explored some of solutions available.

### Volunteer Cards

Some supermarkets have created Volunteer Cards to make it easier to shop on someone else's behalf. They work very much like an online gift card:

1. User will buy online
2. Send to their volunteer (or print and leave for them in a safe place)
3. Repeat or if available top up with extra funds online

The following supermarkets provide clear information on how to use their Volunteer Cards:

- Asda: [view here](#)
- Marks & Spencers: [view here](#)
- Waitrose: [view here](#)

The Post Office have recently launched two new schemes called Payout Now and Fast Pace.

### Payout Now

Payout Now allows the recipient to arrange for a nominated amount of cash to be picked up from any Post Office branch. It works as follows:

- User contacts their bank, building society or credit union who will be able to issue a barcode voucher
- The one-time use barcode voucher will be issued for a nominated amount and will be sent via SMS text, email or post



Borders  
Third Sector  
Interface



- The barcode voucher can be exchanged in a Post Office branch on their behalf by a family member, friend, carer or volunteer for cash

The Post Office works with most banks, building societies and credit unions, however, as this is a new service during coronavirus, we'd advise that users contact their own bank.

## Fast Pace

Fast Pace allows the recipient to arrange for a nominated cheque amount to be cashed that day from any Post Office branch. It works as follows:

- User contacts their bank and informs them that they want to withdraw cash using the Fast Track Cheque Encashment service
- The bank will then inform the Post Office of the maximum cheque amount they are allowed to cash
- The user completes the cheque as normal, payable to 'The Post Office' and prints the name on the back of the cheque of the third party collecting it for them and signs that side too
- The customer can then arrange for any family member, friend, carer or volunteer to collect the cheque from them
- That person then presents the cheque with their own ID such as bank card or driving licence at any Post Office
- They can be reimbursed or take the cash back to the individual (following safe social distancing guidelines) as appropriate

## Other money transfers

Services such as Paypal or Revolut allow individuals to send money to each other without exchanging bank account details. Bank transfers can also be arranged over the phone or online but these require sharing account details. Remember, it's much easier during this lockdown for someone to pose as someone they're not. **A good rule of thumb is to avoid sending money through these less secure routes, especially to anyone that you don't know personally.**

If you've heard of other methods for transferring money that are safe and have low barriers to use - please let us know through [enquiries@vcborders.org.uk](mailto:enquiries@vcborders.org.uk)