

Information on how to draw cash when self-isolating

The Post Office Payout Now Scheme

'Payout Now' is the Post Office's one time voucher service that is available to all banks, building societies and credit unions to enable them to send a barcode voucher to their customers via text, email or in the post and which can be exchanged for cash in any Post Office branch. The initiative allows those at risk to access money without sharing their card details.

The customer tells their bank exactly how much they want to withdraw from their account, up to a limit set by the bank, and ask for a barcode to be texted to a trusted friend or relative who can then cash it in any Post Office branch.

The Post Office Fast Pace System

Customers can now name an individual, such as carer or family member, to cash a pre authorised cheque on their behalf at a Post Office branch.

Under the Fast PACE system, the customer should contact their bank and check they can use the service. They would then write a cheque to "The Post Office", print the name on the back of the cheque of the person collecting it for them and sign that side too.

That individual can then collect the cash from a Post Office branch after their ID is verified.

The Post Office Cash Delivery Service

The Post Office has launched a cash delivery service to help vulnerable customers, with the help of the Department for Work and Pensions (DWP). Thousands of vulnerable people in England who are shielding at home and receive benefits such as pensions will be able to have cash payments delivered directly to them. The Post Office has repurposed part of its foreign exchange cash delivery business to enable the overnight delivery of cash and meet the demand for the initiative.

This new cash delivery option has initially been made available to those Post Office Card Account customers who are shielding at home and are the most at risk from the virus. There are around 27,000 Post Office Card Account (POCA) customers to whom this could apply and they are being actively contacted to ensure they are able to regularly access their payments. State benefits such as pensions can be paid into Post Office Card accounts.

The DWP has initially identified 27,000 vulnerable customers, in England, who are shielding at home and are proactively contacting people in this group to make sure they can still access their payments and let them know cash can potentially be delivered directly to their door.

DWP will tell the Post Office who needs cash deliveries. The Post Office will then make sure money is sent to their home by special delivery, arriving by 9pm the following day.