



ADVICE FOR PEOPLE IN ISOLATION NEEDING TO ACCESS CASH

The Post Office is offering new ways to get cash during the Covid19 crisis. Self-isolating or vulnerable people affected by the coronavirus pandemic can now contact their financial institution and arrange to withdraw cash quickly from their normal accounts through any local Post Office branch, with the help of a friend, family member, carer or volunteer. And they won't even need to reveal any personal details such as their pin or even giving them their debit card.

Payout Now

This service is a 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, which can be exchanged for cash in any Post Office branch.

In order to take advantage of this service offered by Post Office, a customer needs to:

- Contact their bank, building society or credit union to see if they're part of the scheme
- Let them know the amount to be collected and give the details of the person collecting it.
- A one-time use barcode voucher will be issued for the nominated amount and will be sent to the customer via SMS text, email or post
- The barcode voucher can be given to the person collecting the cash, who exchanges it in a Post Office branch for the cash. They will need to take ID with them.

Fast PACE

This is a pre-authorized cheque encashment service which is available to all the UK's banks, building societies and credit unions to offer to any of their customers.

This enables vulnerable customers to contact their bank and arrange to cash a cheque at a Post Office branch. Customers can name an individual, such as a carer or family member, to cash a pre-authorized cheque on their behalf at a Post Office branch.

In order to take advantage of this service offered by Post Office, a customer needs to:

- Contact their bank, building society or credit union to see if they're part of the scheme
- Let them know you want to withdraw cash using the Fast Pace Cheque Encashment service
- The bank will then inform the Post Office of the maximum cheque amount they are allowed to cash
- The customer can arrange for any family member, friend, carer or volunteer to collect the cheque from them. They complete the cheque as normal, payable to 'The Post Office', print the name on the back of the cheque of the third party collecting it for them and sign that side too.

That person then presents the cheque with their own ID such as a bank card or driving licence. They can do this at their local Post Office or any other Post Office that is open.

NatWest, RBS or Ulster Bank customers

If you have the NatWest, RBS or Ulster app, you can use the 'Get Cash' function to generate a one-time code, valid for three hours. Send this code to your volunteer and they'll be able to get cash out from a NatWest, RBS, Ulster or Tesco Bank ATM without needing a debit card.

You set the amount you want them to be able to withdraw, but there's a maximum of £130 a day (unless your debit card has a lower limit). Read more on how to generate the code here: [NatWest](#), [RBS](#), [Ulster](#).

Accessing cash from your Post Office Card Account whilst shielding

Post Office Card Account customers who are shielding and unable to access their pensions and benefits in the usual way can be sent next day cash deliveries.

If you are eligible for the scheme you'll be contacted directly by the Department for Work and Pensions (DWP) and asked if you need to have cash delivered.

If you do need a cash delivery, you can agree the amount to be sent from the funds in your Post Office Card Account. No extra cash can be sent.

The DWP will then notify the Post Office, which will arrange for the cash to be sent by Royal Mail Special Delivery, arriving by 9pm the following day.