



Post Office card account

Moving your payments to a new account

We created our Post Office card account (POca) for customers who didn't have another account to receive their pension or benefits. These days, however, it's much easier to open an account with a bank, building society or credit union.

Many of our customers have already moved their benefit or pension payments into another account and are still withdrawing their money at their local Post Office.

This leaflet gives you more information on opening another account so you can switch your pension and benefits payments, and still withdraw your money at your local branch.



I already have a different bank, building society or credit union account – so how do I switch my payments?

It's easy. Just phone the dedicated helpline on **0800 085 7133** (textphone **0800 085 7146**) and tell them you want to switch. They will then ask for your bank account number and sort code, so please have these ready when you call. Once your payments have been switched, you can still withdraw your cash from your local Post Office.

How do I open a new bank, building society or credit union account?

There are lots of bank accounts available and you can find impartial advice and how to apply through the Money Advice Service website at www.moneyadvice.org.uk/en/articles/how-to-choose-the-right-bank-account. Or if you prefer, you can call Money Advice Service on **0800 138 7777**. Once your new account is open you can then switch your payment quickly and easily using the helpline on **0800 085 7133**.

What if I don't feel comfortable sharing my details over the phone?

Don't worry. You should have already been sent – or will be soon – a switching payment form and pre-paid envelope by the Government Department that pays your benefit or pension. Just complete the form and return it for free in the envelope supplied.

Can I continue to use my local Post Office to withdraw my money?

Yes you can. You can access almost all UK bank accounts in your local Post Office which means you will still be able to withdraw cash from your regular branch – the same as you always have. For a list of all bank accounts you can access from your local branch – just ask them. You can check our Personal Banking leaflet or visit www.postoffice.co.uk/everydaybanking

What do I need to do next?

Once you have checked which banks, building societies and credit union accounts are accessible from your local Post Office, just follow the steps we explained in **'How do I open a new bank, building society or credit union account?'**

How do I close my POca and transfer existing balances?

Once you have switched your payments you will need to close your POca and transfer your existing balances into your new bank account. Simply pick up an account closure form from your local Post Office, fill it in and hand it back to us. We will then check the details and forward it for processing. Even if you only have a small balance left in your account, it is very important that you complete the closure process. This can take up to 10 working days, and once it is done, your POca balances will be transferred to your new account.

If you'd like to chat further about any of this, just call the dedicated helpline on 0800 085 7133.

www.postoffice.co.uk/poca