**HOW WILL YOU PAY FOR YOUR CARE SERVICE?**

**Easiest and safest way to pay**

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**Time:** 15 minutes

**Difficulty:**

**Time:** 30+ minutes

**Difficulty:**

**Bank Giro Credit**
Payment can be made free of charge at any Barclays Bank. However, you may incur a fee for this service if you make payments at any other bank. Complete the bank giro credit slip on your invoice and present this with your payment. Cheques or postal orders should be made payable to ‘Worcestershire County Council’ and crossed ‘A/C Payee’, with your Invoice Reference and Customer Account Number written clearly on the reverse.

**Automated Telephone Payments**
Call xxxx xxx xxxx. You will need your invoice number and debit or credit card details to hand. Your privacy and security is our prime concern and our payments system encrypts your personal information. Calls will be charged at the local call rate. If you have a calling plan which includes free local calls, then 0300 calls are also free and if you have a mobile contract, they are also included as part of any free minutes.

**By Post**
Cheques or Postal Orders should be made payable to ‘Worcestershire County Council’ and crossed ‘A/C Payee’ with your Invoice Reference and Customer Account Number written clearly on the reverse. Put your payment and the Bank Giro Slip (on your invoice) in an envelope and post to: Payments and Client Charging team, Worcestershire County Council, County Hall, Spetchley Road, Worcester WR5 2NP. Please do not send cash through the post. Receipts will only be issued if requested.

**BACS/Online Banking**
Sort Code: xx-xx-xx | Account Number: xxxxxxxx. This is the most reliable, simple and secure way to make a payment. Please include the Invoice Reference. If you are paying more than one invoice, quote your Customer Account Number as your reference.

**Internet Payment Facility**
Pay your invoice online at any time using your debit or credit card. We accept Delta, JCB, Maestro, MasterCard, Solo, Switch, Visa Electron & Visa. To make a payment online go to www.worcestershire.gov.uk and click on PAY. Go to the secure online payments site link and Select Debtor Invoices. When making online payments you can add multiple invoice numbers by selecting “add to list”. Your privacy and security online is our prime concern and our payments system encrypts your personal information.

**Direct Debit**
Please note, this method of payment is only suitable if you are making regular monthly payments. You can pay automatically through Direct Debit. We will ask your bank to make the payment and will notify you in advance of the amount to be requested each month. To set up Direct Debit please call the Payments and Client Charging Team on xxx xxxx xxxx.

**Time:** 15 minutes

**Difficulty:**

**Time:** Less than 5 minutes

**Difficulty:**

**By Letter:** Payments and Client Charging team, Worcestershire County Council,County Hall, Spetchley Road, Worcester WR5 2NP

**By phone:** xxx xxx xxx
We are open: Monday to Friday 8:30am-5:00pm

**If you need to contact us... Please have your Customer Account Number and Invoice Reference ready**