



Next steps

# **Your emergency fuel voucher application**



# HI, WE'RE FUEL BANK FOUNDATION

**Your application for an emergency  
fuel voucher has been sent to us.**

## **When will I find out if I can get a voucher?**

You will receive your voucher the week after you received your food parcel, normally by Wednesday of the following week. If your need is urgent, please call the Food Bank Fuel team 07747 288162.

## **WHAT HAPPENS NEXT?**



### **If I can get a voucher**

We will send one to you, either by text, email or in person. This depends on what you said you preferred in your application. You can find out how to use your fuel voucher on the next page.

### **If I can't get a fuel voucher**

Our online advice center will help you get the support you need. Find out more by visiting [\*\*fuelbankadvice.org\*\*](https://fuelbankadvice.org)

### **If I need help now**

If you have already lost your fuel supply or are likely to before we can issue you a fuel voucher, contact your energy supplier and ask for their support. You can find out about the support they must offer you here: [\*\*fuelbankadvice.org/supplier\*\*](https://fuelbankadvice.org/supplier)

# HOW TO USE YOUR FUEL VOUCHER

- 1.** Find your nearest shop that has PayPoint or Post Office, depending on the type of voucher you've received. You can use the store finders on the PayPoint and Post Office websites to do this.
- 2.** If you have prepayment meters for gas and electricity, check your meters and decide how much of your voucher you'd like to use on each.
- 3.** Gather your:
  - ➔ Fuel voucher code
  - ➔ Gas and/or electricity key, **and**
  - ➔ ID like your driving licence, a utility bill, or a letter from your bankThen take them to your chosen shop that has PayPoint or Post Office. Take this leaflet, too.
- 4.** Tell the retailer how you'd like to split your voucher between your gas and electricity meters, and give them the instructions on the back page of this leaflet.
- 5.** Keep hold of your receipt until the top-up is showing on your meter.

## Things you need to know

- ➔ Depending on which voucher you receive, you can use it at either a shop that has PayPoint or at a Post Office.
- ➔ You have to use all your voucher in one visit.
- ➔ You can split the voucher between your gas and electricity if you want to.
- ➔ You must take ID and this leaflet when you use your voucher to top up.

**If you have questions about using your voucher, or need help**

Call: **0300 1237 597\***

Visit: **[fuelbankfoundation.org/faqs](https://fuelbankfoundation.org/faqs)**

\*Monday to Friday, 9 am to 5 pm, except bank holidays.

Calls to 03 numbers are charged at standard UK rates and may vary from mobiles. These calls are included in any inclusive packages.

Please show this to the PayPoint or Post Office cashier:

# INSTRUCTIONS FOR THE RETAILER

Please follow the simple steps below and PayPoint will credit the value of voucher in three working days. You will also receive commission for every CashOut payment.

1. Check the customer's proof of identity.
2. When the screen displays **CONFIRM TRANSACTION** check the amount on the screen matches the amount printed, then select **CONFIRM**.
3. Take the customer's key or card and process the transaction.
4. Put the e-coupon redemption receipt that your PayPoint terminal prints into your till.
5. The voucher amount will be credited to your bank account by PayPoint within **three working days**.



## If the customer barcode will not scan, or the customer has an SMS voucher:

- Select the CASHOUT button on the PayPoint terminal followed by I-MOVO PAYOUT on the touch screen and enter the barcode number
- Continue from number 2 in the above instructions.

## Please follow these simple steps for a Post Office PayoutNow voucher.

1. Check the customer's proof of identity.
2. Manually enter the barcode number to launch the transaction.

