

What happens if I make a mistake and buy something not listed on the card?

Anyone can make a mistake, it won't affect any of your other benefits or payments.

Can I use it with Apple Pay and Google Wallet?

No – payments can only be made using the card itself.

Can I top up the card myself?

No – only Social Security Scotland can make payments to your card.

Who do I contact with a query about eligibility for Best Start Foods or how much I've been paid?

Social Security Scotland will be happy to help with questions about eligibility, payments or your application. You can call them on **0800 182 2222**.

What do I do if my card is lost, blocked or stolen?

You should contact our card provider, allpay, for any queries about your card on **0808 196 1687**. If your card is lost or stolen, they will be able to cancel it and issue a replacement.

This leaflet can be provided in alternative languages or formats by calling 0800 182 2222.

COMMS/Best Start Foods Flyer/V1.0/July 2019

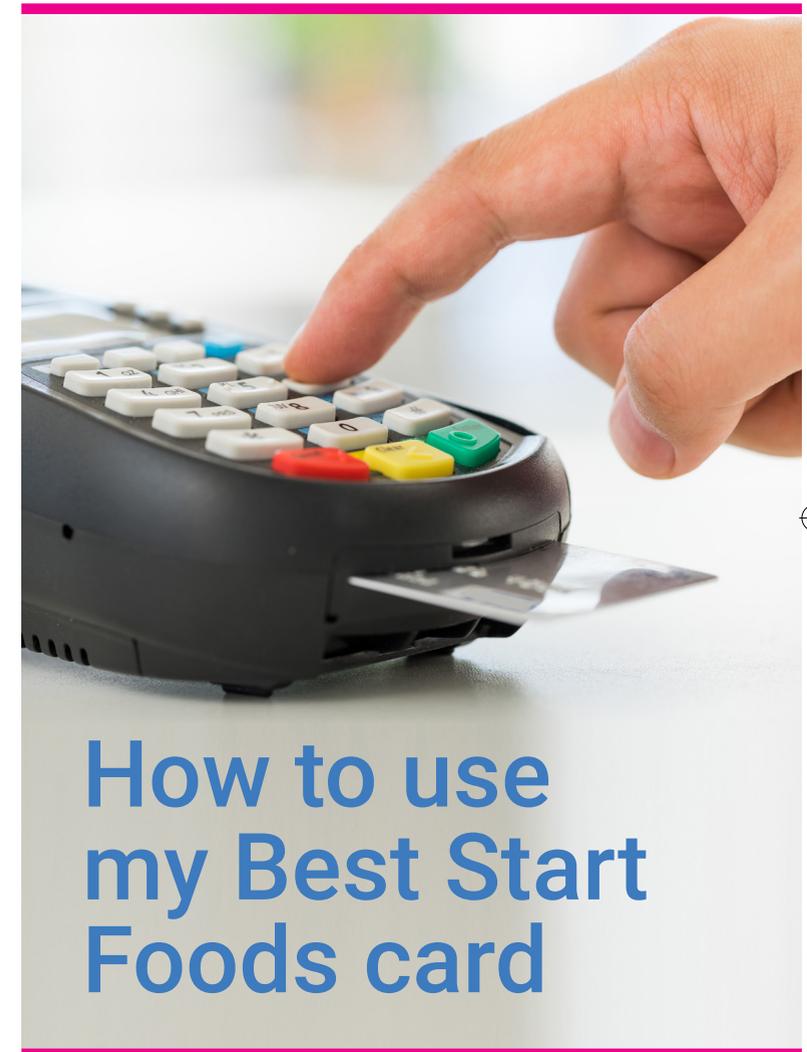
The Scottish Government is replacing the UK Government's Healthy Start Vouchers with the Best Start Foods card. The card will replace the paper vouchers used in the existing Healthy Voucher Scheme, giving people more flexibility how they use it and where they shop.

These payments will be made to eligible families for any children aged up to three, including during pregnancy.

You will get £17.00 every four weeks for every child under three and this payment increases to £34.00 for any child under one.

The Scottish Government has established Social Security Scotland to administer a number of new benefits and they will be loading the payments onto your Best Start Foods card.

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What can I buy with my card?

You can use the card to buy any of the following healthy foods: fresh eggs, milk (plain cow's milk and first infant formula), fruit/vegetables (fresh, frozen or tinned - those with added sugar are excluded), pulses (e.g. peas, lentils and beans - dried, fresh, frozen or tinned).

Where can I use it?

You can use your Best Start Foods card in large supermarkets and smaller local shops. As long as the shop sells the healthy foods listed on your card, and takes bank card payments, you can use your Best Start Foods card there. If the shop does not, your card may be declined.

What is the card?

The Best Start Foods card is a Mastercard provided by our card supplier. You can use it like a bank card using contactless or Chip & PIN.

Is my card ready to use?

When your card arrives, you will need to call our card supplier, allpay, to activate it. They will give you your PIN number during this call. Once activated, the card will be loaded with your first payment. This may take a number of days.

Can I use my card to withdraw cash from a cash machine?

No.

How can I use it?

Your new card allows you to make contactless transactions up to the value of £30. For extra security, you will periodically be asked to enter your four-digit PIN for contactless transactions. For transactions over £30, you will be asked to enter your four-digit PIN.

Can I use it for online shopping?

You can use your card to pay online, as long as you gave us your mobile number when you applied. If you did not give your mobile number when you applied, you can give it to Social Security Scotland by calling their free helpline on **0800 182 2222**.

How do I check how much money is on my card?

You can check your balance and what payments you've made by:

- going online: www.allpayprepaid.net/cardholder - this service is free
- calling allpay customer services on **0808 196 1687** - this a free helpline.

Can I go overdrawn?

Your card is a prepaid card. This means that you can only spend the money that's been paid on to the card.

How often will I get paid?

You will be paid every four weeks. The first payment may take slightly longer to arrive. It may cover a longer period than four weeks, starting from the beginning of your claim.

Do I need to spend the money every four weeks? Will it expire?

You do not need to spend the money in each four week window - any money left will remain on your card until you use it. Your card will automatically expire after three years.

What happens if I've been charged for a payment I didn't make?

If you think someone else has spent money on your Best Start Foods card without you knowing, you should call allpay on **0808 196 1687** to report it. If allpay think your card has been misused, allpay will check if they can give you a refund. allpay may also need to cancel and replace your card. The money you had on your old card will be moved to your new card.

Can I get a refund on the card?

Yes – these will be paid onto your card by the retailer for any items they have agreed to refund.

If I am buying the healthy foods listed on the card while also buying other shopping, can I split the payments?

Just tell the cashier you want to do this. You will also need to tell them how much you want to spend on your Best Start Foods card and how much you want to spend on your other bank card or in cash.

