

# Frequently Asked Questions

NHS Wales Shared Services Partnership is now offering individuals with a confirmed diagnosis of coeliac disease or dermatitis herpetiformis, the choice to have a prepaid subsidy card instead of gluten free food (GFF) on prescription.

Below is a list of questions which hopefully we have answered for you but you may have further questions – if this is the case please contact us, details are on the front page.

## **Q1: Where can I use the card and what can I buy with it?**

A: When you receive your card, you will notice that it is a contactless, chip & pin Mastercard®. There will be a nominated value on the card and this will be valid for 6 months from the issue of the card. When you use your subsidy card for the first time, you will need to enter the PIN.

After the 3 month period, the card will be topped up again for another 3 months so please - **DO NOT THROW YOUR CARD AWAY** or there may be a charge to replace it.

You can only spend your card when purchasing the following GFF ranges:

- bread, flours, baking sundries, mixes, pasta, breakfast products and savoury products.

The card is accepted in all major supermarkets and you can also use your card in local shops and pharmacies that display the Mastercard® acceptance mark, excluding limited acceptance Merchants in EU/EEA that do not accept prepaid cards.

You may use the subsidy card to purchase gluten free food online, however please note some supermarkets have a minimum spend or may incur a service charge.

## **Q2: Can I use the card for any GF food?**

A: You can only spend your card when purchasing the following gluten free food ranges: bread, flours, baking sundries, mixes, pasta, breakfast products and savoury products. There may be a need to separate your GFF shopping from your other items at the till. This is so you can pay for your gluten free items with your allpay card and then pay for the rest with bank card or cash. You may use the card in any retailer that supplies gluten free food and displays the Mastercard® acceptance mark, excluding limited acceptance Merchants in EU/EEA that do not accept prepaid cards. The card can also be used contactless.

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NHS Wales Shared Services Partnership welcomes correspondence in Welsh and English



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### **Q3: What will be the value on the card?**

A: The Health Board will top up your card every 3 months. The monthly subsidy has been calculated taking into account:

- The cost difference between gluten free and gluten containing foods available to buy in supermarkets across a range of products
- Population calorie requirements (for age and gender)

The subsidy amount the health board offers will be reviewed annually. Individuals who are pregnant or breastfeeding should contact us as their nutritional needs increase during this time.

### **Q4: How will I know how much money is on my card?**

A: You can check your balance online, over the phone or at an ATM.

### **Q5: How will my card be topped up and when?**

A: NHS Wales Shared Services Partnership will be responsible for adding money to your card every 3 months (usually the last Friday of that month). However when you first join the service, the money will be calculated from the date you activate the card to the next scheduled load date. For example, if you join 2 months before the next scheduled load date, your card will be topped up with 2 months' worth of money instead of the usual 3. We suggest the card should be used on a monthly basis to ensure that the next quarter's fund is loaded. After every 6 months any unspent funds will be returned to the health board, the day before your next top up.

### **Q6: If I sign up for a subsidy card, how long will it be until I receive it?**

A: Once we have received your consent form, we estimate it will take 1 month for us to process your details and allpay to issue and post your card to you. Please see question 12 for how to activate your card once you receive it.

### **Q7: Can children have a card?**

A: Anyone under the age of 18 is unable to hold a card of this type. Therefore the card will need to be allocated to a parent or legal guardian who is responsible for the child.

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### **Q8: Who will you be sharing my personal details with?**

A: You should have received a consent form from the NHS Wales Shared Services asking for you to share your Name & Address and Date of Birth with a company called allpay Ltd. allpay Ltd are the company who will be providing the pre-paid subsidy card and who will be available for ongoing technical support with your card. Therefore we will need your details to issue you with a card and provide regular top ups. allpay Ltd are compliant with all NHS Information Governance and Data Protection policies and will NOT be sharing or using your data for any other purpose than those stated.

**NB: You will not be issued a card until you have completed and returned the consent form to NWSSP.**

### **Q9: Will I need to keep shopping receipts as proof of purchase?**

A: No, you will not need to keep receipts on an ongoing basis. However twice a year we will randomly select a small number of patients to keep receipts for a 3 month period (advance notice will be given) - then send or email them to the health board. This is to provide evidence that the card has been used to support a healthy gluten free lifestyle.

### **Q10: Will the card be labelled with the NHS badge?**

A: No, the card will be unbranded and therefore will look like a standard debit/credit card, but will say prepaid on the card.

### **Q11: Is there a helpline if I have a problem with the card?**

A: Yes, allpay Ltd have a dedicated helpline number: **0330 135 9512** which is available Monday to Friday, 08:00-18:00hrs. **The Interactive voice response phone line (IVR) is 24/7** and lost or stolen cards can be reported at any time out side of the opening hours by calling the helpline **0330 808 0102**.

### **Q12. How do I activate my card? How do I confirm I have received my card?**

A. You can activate your card online or over the phone by following the instructions which will be sent with your card. Should you experience any issues, please contact allpay 0330 135 9512 hotline as detailed on your card carrier or the "Contact Us" area on the website. When you have received and activated your card you will need to confirm this with us. You can do this by emailing:

[nwssp-primarycareservices@wales.nhs.uk](mailto:nwssp-primarycareservices@wales.nhs.uk) using the reference GFF Subsidy Card Service.

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### **Q13. Can I change my PIN?**

A. Yes, you can change your PIN to suit your needs and the easiest way to do this is at an ATM. You can also call the IVR. However if changed via the IVR you will need to access an ATM to confirm the PIN change.

### **Q14. Can I spend more than the funds on my card?**

A. No, the payment will be rejected if you have insufficient money on your card to pay for the goods, however you can use your card for part payment. Please inform the till operator of the value you wish to take from the card at the time of the purchase.

### **Q15. What happens if I lose my card or it is stolen?**

A. If you lose your card or it is stolen then you will need to contact allpay Ltd on **0330 808 0102** or **0330 135 9512** and NHS Wales Shared Services Partnership by emailing [nwssp-primarycareservices@wales.nhs.uk](mailto:nwssp-primarycareservices@wales.nhs.uk) using the reference GFF Subsidy Card Service.

The card will then be cancelled immediately. You may be liable to a fee of £10 for the re-issuing of the card and for paying the outstanding balance on the card when it was lost or stolen but this will be assessed on an individual basis.

Please call the hotline as detailed in the "Contact Us" area on the website and press option 2 for 'lost and stolen'. You should treat this card as cash in your wallet.

### **Q16. What happens if I forget my PIN number?**

A. Please request a PIN reminder from allpay Ltd by calling **0330 808 0102** and select option 1 then 3 for 'forgotten PIN'.

### **Q17. Can I get my balance when I am out shopping?**

A. Yes, you can check your balance at an ATM. allpay's Ltd website is mobile enabled, allowing you to log on and check your balance quickly and easily. Alternately you can call the IVR on **0330 808 0102**

### **Q18. What do I do if I have a complaint?**

A. Complaints regarding any element of the service provided by allpay Ltd can be sent by email to [enquiries@allpay.net](mailto:enquiries@allpay.net) or by calling their Customer Service team. All complaints will be subject to their complaints procedure. They will provide you with a copy of their complaints procedure upon request and, if they receive a complaint from you, a copy of their complaints procedure will automatically be sent to you.

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If they fail to resolve your complaint to your satisfaction you may refer your complaint to an independent ombudsman by sending a request to Financial Ombudsman Service, Exchange Tower London, E14 9SR or email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

For any complaints about your treatment by NHS Wales Shared Services Partnership please see complaints procedure on page 5

### **Q19. My card was declined, what could the problem be?**

A. Have you:

- Got sufficient funds on the card to cover the purchase?
- Activated the card?
- Used the correct PIN?
- Are you trying to withdraw cash? (this service is not available)

### **Q20. What if my personal details change? (E.g. move house, leave GP practice)**

A: Please make contact with NHS Wales Shared Services Partnership via email :

[nwssp-primarycareservices@wales.nhs.uk](mailto:nwssp-primarycareservices@wales.nhs.uk) using the reference GFF Subsidy Card Service. If any of your details change so we can update them to make sure you continue to receive the money on your card.

The allpay prepaid card is issued by allpay Ltd pursuant to license by Mastercard International Incorporated. allpay Ltd is a company regulated by the Financial Conduct Authority (FRN 900539) for the issuance of electronic money. Head office and registered address: Fortis et Fides, Whitestone Business Park, Hereford, HR1 3SE (Company No 02933191). Mastercard is a registered trademark of Mastercard International Incorporated.

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**For all up to date information about the GFF subsidy card scan the QR code or follow the link below.**

<https://nwssp.nhs.wales/ourservices/primary-care-services/our-services/gluten-free-foods-subsidy-card-service/>

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