

## 1. YOUR CARD

This card – the Aspen Card - has been issued to you because your application for Asylum Support has been successful. It is your only means for collecting Asylum Support.

Your card is Chip-and-Pin enabled. It is not a credit card and does not create a bank account. You can only spend funds which have been assigned to you and you must ensure that you have sufficient funds available before making a purchase.

The amount of Asylum Support for which you are eligible, the way in which you access that Support and the conditions attached to provision of Support are determined by the Home Office. Only the Home Office and its authorised agents can place funds on your card. Neither you nor any third party has the facility to do so.

## 2. YOUR TERMS

This is an agreement between 'us', The Home Office, and 'you', the person to whom we give Asylum Support and/or any dependents.

Please read the conditions carefully as throughout the agreement we refer to 'you' but this also applies to your dependants. It is your responsibility to make sure that you and all your dependants comply with the terms and conditions of this agreement where applicable.

Failure to comply with any one or more of the terms set out below may result in the temporary or permanent suspension or discontinuation of support. Recovery of support already paid may take place where it transpires that you were not eligible for the support, or where there has been an overpayment.

The Conditions of Use quoted here do not supersede, replace or render obsolete any other terms and conditions relating to the payment of Asylum Support, which continue to apply in full.

## 3. CONDITIONS FOR THE PROVISION OF SUPPORT

1. You will reside at your Authorised Address. That is the address assigned to you by the Home Office or Home Office contractors, or, in the case of

subsistence-only support, the address you have told the Home Office you are staying at.

2. You will notify the Home Office of any change in your circumstances that may affect your eligibility for support, or your claim for asylum in the UK. Relevant changes of circumstance are set out at annex A.
3. You will not engage in violent, aggressive or anti-social behaviour or any criminal activity.
4. You will comply with any conditions relating to the provision of Dispersal Accommodation (your Authorised Address) by the Home Office or Home Office contractors. Any such conditions will be communicated to you separately by the Home Office or its contractors.
5. You will comply with any Reporting Requirements set by an Immigration Officer.
6. You will comply with requests from the Home Office or Home Office Contractors to provide information relating to your asylum claim or asylum support claim.
7. Asylum Support is paid weekly for the purpose of preventing destitution. The Home Office may suspend or discontinue the payment of support when evidence indicates that you may no longer be destitute.
8. If it is suspected that you have not complied with these terms and conditions your support may be suspended or discontinued.

#### **4. CONDITIONS OF USE OF YOUR ASPEN CARD**

By activating your Aspen Card you are agreeing that you will comply with the following conditions:

You will not disclose your PIN to anyone. If you do disclose your PIN you may not be reimbursed if funds are lost.

You agree to the Home Office and authorised contractors collecting and storing information about card usage for the purposes of fraud prevention and ensuring

compliance with the conditions of use of the Aspen card and conditions relating to the provision of Asylum Support or other payments made available to you via the card. The Home Office undertakes to ensure that this information is not used for purposes other than those disclosed and not to disclose this information to third parties except where criminal investigations and prosecutions occur.

### **Individual Support Profile:**

The card you have been issued is currently profiled to provide "Section 4" support. This means that:

- You may use your Aspen Card to pay for goods purchased from affiliated retail outlets only, up to the value of your available balance or any limits imposed by the Home Office or Card Issuer. A list of affiliates is attached to these terms and conditions.
- You may use your Aspen Card at an ATM to check your remaining balance, but not to withdraw cash. The "Cash-Back" facility provided by some retailers is also unavailable.
- You are not permitted to use your Aspen Card outside the affiliated network. Should you attempt to do so the transaction will be declined.
- You cannot use the Aspen card for contactless payment.
- You cannot use the Aspen card for telephone or internet transactions.
- You cannot use the Aspen card overseas.
- You may be restricted from using your card to purchase certain goods and services, please contact your card provider for full details.
- The Aspen Card is not transferrable and is to be used only by the person to whom the PIN has been assigned.

For any general enquiries regarding your Aspen Card or relating to these conditions of use including prohibited goods/services and card limits please contact your Card Provider, Sodexo on 01276 687099

Should your card become lost, damaged, or stolen, please contact 0808 8000 631 as soon as practicable to cancel your card.

This service is managed by Sodexo UK on behalf of The Home Office. Sodexo UK administers and services the Prepaid Card on our behalf and is available to give you support if you have any queries or complaints (see Customer Services contact details above).

ASPEN is issued by R. Raphael & Sons plc, pursuant to license by Visa Europe Ltd. Raphaels Bank is a UK Bank authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (registration number 161302) and is permitted to issue e-money. Head office and registered office at 19-21 Shaftesbury Ave, London W1D 7ED, company registration number 01288938.

Home Office. Aspen Terms and Conditions S4 Profile March 2017 .