



December 2014

Dear Colleague,

Re: Childcare Voucher Registration, Care-4

Further to communication and discussion during consultation I am pleased to advise you that this benefit will continue to be provided by Viapath via its preferred childcare voucher supplier; 'care-4' post transfer.

The care-4 scheme works in the same way as the Fidelity childcare voucher scheme. It is an electronic childcare voucher scheme which enables you to make payments direct to your nominated carer's bank account, without the need for paper vouchers. This scheme offers assistance with childcare arrangements, such as temporary or emergency childcare and includes a 24 hour helpline for advice on health, education and general parenting.

From your January 2015 pay your childcare vouchers will be paid into your own personal care-4 account and then ongoing each month thereafter. You can then authorise payments direct to your nominated carer's bank account, either online, or via the dedicated helpline. In addition, if you make regular payments to your carer, you can set up a standing order online.

IMPORTANT INFORMATION

You need to register your own personal care-4 account by 22 December 2014 – it only takes 5 minutes, if you do not register your care-4 account you will not be able to continue to make payments to your chosen carer from your January pay.

You can register by contacting the care-4 helpline on 0844 800 1444 or by going online at www.care-4.co.uk and selecting "Register". When registering you will be prompted for your unique reference which is: "SERCO"

You will need the following information to register, visit www.care-4.co.uk

***Your full address including postcode and telephone number**

***The names and dates of birth of your child or children**

***The full address including postcode and telephone number of your carer(s)**

***The Client Unique Identifier of: "SERCO"**

***Your Payroll Number as it appears on your pay slip, i.e. your current Trust payroll number (this number will be overwritten in due course with your new payroll number)**

You will receive an online welcome pack confirming your registration details and your membership number along with a parent and guardian brochure providing information on the scheme.

Please note that if you have any outstanding childcare vouchers provided by Fidelity, they do not expire, so you may continue to use your Fidelity account to pay your carer until they are used up.



If you have any problems registering please do not hesitate to contact the care-4 team via the helpdesk on 0844 800 1444, by sending an email to info@care-4.co.uk or by going online at www.care-4.co.uk. If you wish to discuss the content of this letter feel free to contact Janice Francis on 020 7188 2500, or by *email*: janice.francis@viapath.co.uk