



COVID-19

INFORMATION FOR FAMILIES AND VISITORS

NEW ONLINE FACILITY TO TRANSFER MONEY TO THOSE IN OUR CARE

COVID-19 is impacting on all areas of life including those we care for in prisons and their families. Due to the restrictions introduced by the government about non-essential travel, you can no longer hand in money or property at establishments.

We recognise the difficulty that this causes many families and we have been quickly working on introducing a process where money can be transferred to those in our care electronically.

From today, the SPS can now accept money for prisoners transferred via an online banking facility, set up to support those in custody during the COVID 19 outbreak. This will provide a safe way of sending money to friends and family.

SPS will aim to make the funds available to the prisoner within 2-3 working days of the payment being received into our prisoner funds bank account.

To send money to a prisoner through online banking, please follow the steps below. It is extremely important that **all information is completed accurately**, otherwise the payment will be returned to you.

Please do not send any more than **£50. Any amount exceeding £50 will be returned to the sender in full within 10 working days.**

Please note that this facility cannot be used for those in custody at HMPs Kilmarnock and Addiewell. These establishments have their own facility for online transfers. Information on how to send money to these establishments is included at the end of this notice.

As well as this new facility, families and friends can continue to send in money direct to the establishment.

Instructions on how to set up this facility are outlined on the next page. If you experience any issues with the process, please contact the relevant establishment between the hours of 9.30am to 3.30pm.

HOW DO I SEND MONEY THROUGH ONLINE BANKING TO A PUBLIC SECTOR PRISON?

1. From your own online banking account, you need to set-up a new online payment to the following account details:

Account Name: Scottish Prison Service Prisoner Funds Central
Sort Code 83-06-08
Account Number 21170685

Please ensure that you check the bank details have been entered correctly. The number of characters you are allowed to type in the account name may be restricted however, please type the name in full until you run out of characters – do not use abbreviations.

2. Enter the amount to be sent – **Please do not send any more than £50**. Any amount exceeding £50 will be returned.
3. In the reference field, enter only the following information;
 - a. **the prisoner number,**
 - b. **their date of birth in format DDMMYY and**
 - c. **2 digit code of the establishment they are located in (see table below for details).**

Example

To send a payment to Mr Joe Bloggs , Prisoner Number 123456, Date of Birth 15/04/1966 who is located in Barlinnie, you would enter the following into the reference field:

123456 150466 BE

It is important to ensure these details are correct, otherwise the payment will not reach the intended recipient and will instead be refunded. Refunds may take up to 10 working days to be returned to the sending account.

4. Authorise the payment.

2 Digit Establishment Codes

Establishment	2 Digit Code
Barlinnie	BE
Castle Huntly	CH
Cornton Vale	CV
Dumfries	DS
Edinburgh	EH
Glenochil	GL
Greenock	GK
Grampian	GN
Inverness	IS
Low Moss	LM
Perth	PH
Polmont	PT
Shotts	SS

HOW DO I SEND MONEY THROUGH ONLINE BANKING TO A PRIVATE SECTOR PRISON?

HMP Addiewell.

HMP Addiewell has now stopped all money being handed into the establishment. Money can be sent in via Royal Mail or through their Secure Payment Service

To transfer money, you must follow these steps

1. Log into www.secure-payment-services.com and follow steps to sign up or log in
2. Click add recipient if first time user (Establishment, Name and Number)
3. Click make transfer and select recipient from list
4. Input amount and confirm bank details

Just to advise there is a maximum amount of £50 per recipient per transfer. This is a total amount for ALL SECURE PAYMENT SERVICES USERS, not just your account, so if the recipient has already received payments from other people you may not be able to send any funds to them until after the next working day transfer has been made. Also if you have multiple recipients an overall payment limit will apply and you can send a maximum of 10 transactions per week with a maximum total value of £250. There is a minimum amount of £5.

This information has been communicated to all residents within HMP Addiewell.

HMP Kilmarnock

Transferring money via online banking is already in place at HMP Kilmarnock. Money can only be paid in using Secure Payment Services – www.secure-payment-services.com

To transfer money, you must follow these steps.

1. Log into www.secure-payment-services.com and follow steps to sign up or log in
2. Click add recipient if first time user (Establishment, Name and Number)
3. Click make transfer and select recipient from list
4. Input amount and confirm bank details