


Suggestions

- **Bank transfer** (online or telephone). Ask if family members of people who might not have online banking can transfer money instead.
- **Paypal app** (beware of fees of up to 6% Paypal may remove from your transfer, so the person helping isn't short-changed!)
- **Cash** (in envelope/sealed plastic bags, having washed hands, disinfect with soapy water when received)
- **Cheque** (in envelope/sealed plastic bags, having washed hands)
- **Open a tab:** Taking photos of the receipts before giving them to the person with their items, logging the total so when they are able to go out and withdraw some money, they can pay you back. *Only If you know the person/maybe direct neighbours and there's no other option. Don't spend more than you can afford to lose.*
- **Phone shop to pay** whilst the person doing your shopping is at the till. Or pre-arrange pay with the shop. *Only some small shops will do this.*
- **A gift in kind** (e.g. cooking dinner when this is over!?) 😊

Advice

- **Never pay for anything up front.** Always after you've physically had the shopping delivered to you. Contact us if you've been asked to pay in advance on:  Receipts should be provided with bank details on the back—or photo of receipt via WhatsApp.
- **Don't give out payment cards** to people to buy help in order to buy essentials on their behalf as this is a safeguarding risk.
- **Volunteers should avoid large purchases** (>£100) for any person or family in self-isolation. 
- **Keep a record of any payments made** take a photo of any receipt before delivery
- **Substitutions:** Ask people to give you a shopping list via phone call or text message before you go to the shop, agree whether or not they will accept substitutions, ask if they have any allergies or dietary requirements.
- **Be careful!** If taking cash or cheque, wear gloves and disinfect