

DWP service update



As of this morning restrictions placed on accounts for which Wirecard is the parent company such as Pockit have been lifted, meaning customers will now be able to use their pre-payment cards again.

This means that if you receive payments of any kind from the Department for Work and Pensions (DWP), into accounts held by companies associated with Wirecard, they will continue to be paid into these accounts as normal.

If you are still experiencing issues receiving or accessing these payments, please call the enquiry line specific to the benefit or pension you receive.

These numbers can be found at the top of any correspondence customers have received from the DWP and are listed on the [existing benefit claims](#) page. More information can be accessed on the relevant [benefit pages](#).

Media enquiries for this press release – 020 3267 5144

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