

## Supported Account FAQs

### Who do I ask for when I have a finance query?

We have four Finance Officers and all would be happy to help with any finance queries you may have. How and who to contact will be in your welcome pack.

### When do I need to send my invoices / claim forms in?

The deadline for Equal Lives Finance Service is to receive invoices/claim forms on a Thursday to be paid for Friday the following week. If anything is received after the deadline it will be processed in the following week.

### How do I instruct you to make payments out of my supported account?

All requests must be in writing by yourself or your nominated person in order for us to release any money from your supported account.

### How do I send in invoices / claim forms?

**By Post:** Equal Lives, 15 Manor Farm Barns, Fox Road, Framingham Pigot, Norwich, NR14 7PZ

**Email:** Email your scanned documents to [timesheets@equallives.org.uk](mailto:timesheets@equallives.org.uk)

If you don't have access to a scanner you can still use the email service please get into contact with one of our Financial Officers to find out how.

**Fax:** Fax your documents to 01508 491216

### What if my account runs low?

If you are aware that your account is running low you will need to contact your social worker or Norfolk County Council's Social Care Centre for Expertise on 0344 800 8020.

### What if am unable to sign and authorise my invoices/claim forms?

We do require an authorised signature for us to process your invoices/claim forms. However if you are unable please contact the Finance team who will discuss alternative options in getting your authorisation.

## **Does my provider need to sign invoices?**

Although we recommend that your provider signs to agree their invoice this is not strictly necessary for us to pay your provider as long as you have authorised this.

## **What if I don't require your support anymore?**

There may come a time when you no longer need this service. Please contact the finance team who will talk you through what needs to be done

If you require further information or would like this factsheet in an alternative format you can contact us by calling: 01508 491210, by emailing: [info@equallives.org.uk](mailto:info@equallives.org.uk), or by writing to: Equal Lives, 15 Manor Farm Barns, Fox Road, Framingham Pigot, Norfolk, NR14 7PZ