

You cannot use your card to withdraw cash at an ATM or for cashback.

Changing your PIN

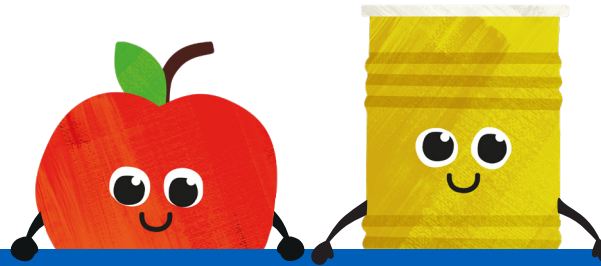
You'll be given a PIN when you activate your card. You can change it to a memorable number using the "change PIN" function at an ATM. Do not share your PIN with anyone else.

Top tips

If your card isn't working in store, check that:

- you have activated your card
- you have entered your card into the card reader and entered your PIN before attempting to use contactless payments
- you are using the right PIN
- you have enough balance on your card to cover the transaction
- the retailer accepts Mastercard® payments
- the items you are purchasing are eligible NHS Healthy Start items

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How to get in touch

Call **0300 330 2090** to:

- activate your card
- get your PIN
- check your balance
- report your card as lost or stolen

This is an automated service available 24 hours a day, 7 days a week.

For help, advice, or if you need an interpreter, call **0300 330 7010** or email **healthy.start@nhsbsa.nhs.uk**
All calls are charged at a local rate.

Find out more about the scheme at:
www.healthystart.nhs.uk

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Shopping with your NHS Healthy Start card

Where to shop

You can use your NHS Healthy Start card in most places that sell milk, infant formula, fruit and vegetables and display the Mastercard® acceptance mark (excluding limited acceptance merchants in EU/EEA that do not accept prepaid cards).

If you try to use your card anywhere else, the card will be declined. You cannot use your card outside of the UK, including the Republic of Ireland. You cannot use your card online.



What you can buy

You can use your card to buy:

- **fresh, frozen or tinned fruit and vegetables**
- **plain cow's milk** – this can be pasteurised, sterilised, long-life or ultra-heat treated (UHT)
- **fresh, dried or tinned pulses**
- **infant formula based on cow's milk** – this should be suitable from birth

Find out more about what you can buy by scanning the QR code or visiting

www.healthystart.nhs.uk/what-you-should-buy



Shopping with your card

The first time you shop with your card, you'll need to enter it into the card reader and use your PIN. After that, you can make contactless payments up to £45. You must have enough balance on your card to cover the transaction.

If you are buying NHS Healthy Start items alongside the rest of your shopping, you may be able to split payments between your NHS Healthy Start card and your normal bank card or cash. Some shops will need to do this as separate transactions.

At self-checkout machines you can only split payments between your NHS Healthy Start card and cash, not another bank card.

Collect free Healthy Start vitamins

You can also collect free Healthy Start vitamins by showing your NHS Healthy Start card. You do not need to pay for the vitamins and no money or details from your card should be taken. You can get:

- vitamin drops for children up to four years old
- women's vitamins for those who are pregnant or have a baby under one.

If you live in England, find your nearest Healthy Start vitamins provider at www.healthystart.nhs.uk/getting-vitamins

If you live in Wales, ask your midwife or health visitor where to get your free vitamins.

If you live in Northern Ireland, we will send you a letter explaining how to request your free vitamins.



How to use your NHS Healthy Start card

Activating your card

Your card will come loaded with your first payment. Before you can use your card, you'll need to activate it by calling 0300 330 2090. You'll need your card number and client ID - this is on the letter that came with your card so keep it somewhere safe.

Look after your card – it'll be topped up with a new payment every four weeks.

Using contactless payments

After the first time you've used your card by putting it into the card reader, you can make contactless payments up to £45.

For extra security, you will sometimes be asked to insert your card into a card reader and enter your PIN to make a transaction. If your card is declined when you're trying to make a contactless payment, try inserting it into the card reader.

Checking your balance

You can check your balance at an ATM or by calling 0300 330 2090. This is an automated service available 24 hours a day, seven days a week.