



## Max cards – FAQs

### **Why do I buy a card from the PFBA and not from the Max Card organisation directly?**

The company that sends us the cards is called Dubit. They sell cards to groups like us and we resell them to families. Other organisations and support groups in the area may also issue them.

### **Why can't I get a Max Card from the PFBA if I don't live in the Bradford area?**

The PFBA represents parent carers in the Bradford council district, so we are only able to issue them to families who live in the area, or if the child/young person attends a school in the area. Please don't apply if you live elsewhere – it can take quite a while to refund your money back!

### **I have more than one child with additional needs, can I have two cards?**

Yes, the card is issued to the child/young person so you can have one for each, as long as the required evidence is supplied for each one.

### **Does the PFBA make a profit from these?**

No, we do not. We pay £3 for each card and sell them to families for £3, plus £1 to cover first class post and a bit for the envelope and admin.

### **Why do I have to provide a copy of a DLA/PIP letter?**

When we started to issue the cards, the representative from Max Cards advised that using DLA or PIP as criteria for qualifying for a card would give clear guidance. Other groups may use different criteria for issuing cards.

### **What happens after I fill in the application/renewal form?**

We check your online form, including the DLA/PIP evidence, and once a week the person who deals with our accounts lets us know who has paid, so we are then able to post out the card.

### **How long will I have to wait for my card?**

Usually it will be 1-2 weeks. We get a list of amounts received once a week, so if a payment has been made, but does not yet show on the PFBA's balance, the card cannot be sent and will be issued the following week.

**What if I can't pay by online bank transfer?**

If you do not have internet or phone banking, we are able to accept cash payments at our office. However, this has had to be suspended during the covid period – please check our Contact page for updates on when we can have visitors again.

If you are unable to pay by bank transfer during this time, please get in touch and we will do our best to help you.

**Where can I use my card?**

To find out where you can use the card, visit [www.mymaxcard.co.uk](http://www.mymaxcard.co.uk) It is worth checking the website before you set off somewhere new, even if you have previously seen what is offered, and the discounts can often change and occasionally be withdrawn altogether.

**How much can I save?**

It varies from place to place, but usually you only need to use it once or twice to save the £3 you spent on the card!

**How long is the card valid for?**

The card will be valid for at least two years.

**Any more questions? Email us on  
[supportnews@pfba.org.uk](mailto:supportnews@pfba.org.uk)**