

COVID-19 Cash Handling for Individuals



Fact Sheet

If you are self-isolating because of the Coronavirus you may be worried about getting your essential supplies and medication. Giving your money to someone to do this for you may be an option but if you don't know them, there are some ways in which you can make yourself safer.

- Try online deliveries. Many of the larger supermarket chains have delivery services. If you are struggling to get a slot try a smaller local shop. Many small independent shops are offering help and support within their local communities.
- Click and collect is also a service offered by the larger supermarkets. This is where you place and pay for your order online and someone can pick it up for you and drop it to your home.
- Most pharmacies deliver. Ask your local pharmacist or your GP about these services.
- If any of these don't work you may need to ask for help. Ask someone you trust in the first instance – family, friends or neighbours. Avoid giving cash to someone you don't know if you can and it is not recommended that you give out your bank card. A bank transfer is recommended as the best option as there will then be a record.
- If you don't know the person, ask to keep some ID or take a photograph of them before they leave with your money. Someone genuine wouldn't mind this being done as you are only protecting yourself.
- Ask where the volunteer has come from – if it is a neighbour where do they live and have you seen them before? If the person is from an organisation ask for details so that you can check them out.
- Only ask for the essential supplies that you need to ensure you are not giving out any more than you have to.
- Always maintain social distancing, don't invite anyone into your home and wash your hands before touching anything.

