Support Rate Policy

Applications are manually reviewed. Completed forms and supporting documents should be emailed to hello@paycyclebudgeting.co.uk.

You may be eligible

The Support Rate is designed to make practical household budgeting support more accessible. It is not automatic, and every application is manually reviewed before a decision is made.

What to send

Return the completed form with all forms of household income, the number of earners in the household, and the specified supporting documents for your eligibility route.

48-hour document window

Once evidence is requested or the application is submitted, there is a 48-hour window to supply documents for review. If documents are not supplied within that window, the application may be rejected.

Eligibility routes

Customers receiving a UK-wide benefit or tax credit, low-income households including working households, emergency services personnel, serving military personnel, veterans and military households may apply.

What the Support Rate does not cover

The Support Rate does not cover free services, digital downloads such as low-cost templates, Budget Club subscriptions, already-discounted offers, bundles, promotions or previous purchases already paid for.

Evidence and redaction

You may hide National Insurance numbers, claim reference numbers, bank account details, payroll or service numbers, unrelated transactions and private information not needed for the decision.

Important boundary

Pay Cycle Budgeting UK provides household budgeting support only. This is not financial advice, debt advice, benefits advice, tax advice, mortgage advice, pension advice, investment advice, accountancy, bookkeeping or payroll advice.