

Dear Cardholder

IMPORTANT NOTICE: Regarding Your Cash Passport Single Currency Card

We are writing to advise you that we will be discontinuing your single currency Cash Passport ("Card").

This closure will not happen immediately. Your Card will continue to work until 8th April 2021.

Key dates and timings are provided below.

What does this mean for you?

- After 8th April 2021 you will no longer be able to reload your Card or use your Card to make purchases or withdraw funds from an ATM. Please ensure you spend or withdraw your funds on your Card before this date as any remaining balance will be subject to the inactivity fee set out in the Card Terms and Conditions.
- You can obtain your account balance by contacting Card Services on 0800 056 0572 and follow the automated prompts.

What are your choices before 8th April 2021?

- Until 8th April 2021, you should use up any remaining funds on your Card at merchants and ATMs.
- You can obtain a cash out of any available balance on your Card at a participating branch of the retailer where you purchased your Card or by calling Card Services on 0800 056 0572. There will be no cash out fee charged for using this service.

What happens after 8th April 2021?

- You can still obtain a cash out of any remaining funds on your Card by calling Card Services. We will cash out your Card to your nominated UK bank account. There will be no cash out fee charged for using this service and it will take between 3-5 business days for you to receive the funds.
- If your personal information has recently changed, we may ask for supporting documents in order to complete the cash out.
- If you have any general enquiries about your Card, please visit www.cashpassport.com

Forgotten your PIN?

- You can obtain a PIN reminder by calling the number on the back of your Card and following the automated prompts or and following the prompts.

We appreciate your use of the Card and thank you for your co-operation in this matter.

Yours faithfully,

The Card Services Team