

Dear Cardholder

**IMPORTANT NOTICE: Regarding Your Cash Passport Prepaid Mastercard® Currency Card**

We are writing to let you know that we will be discontinuing the Cash Passport Prepaid Mastercard Currency Card ("Card") from 1<sup>st</sup> December 2021, and making a change to the terms of your cardholder agreement with immediate effect.

**What does this mean for you?**

- After 30<sup>th</sup> April 2021 you will no longer be able to reload your Card.
- 30<sup>th</sup> November 2021 will be the final day for using your Card at merchants or withdrawing funds from an ATM ("Termination Date").
  - **Please ensure you spend or withdraw the funds on your Card before this date as any remaining balance will continue to be subject to the inactivity fee, charged after six (6) months without any use of your Card, i.e. reloading, withdrawal of funds at an ATM, or paying for transactions, as set out in the cardholder agreement. The inactivity fee will continue to be charged after the Termination Date in respect of the maintenance of your remaining funds, following six (6) months of inactivity.**
- Until 30<sup>th</sup> November 2021, you can cash out the remaining funds on your Card at any participating branch of the business where you purchased the Card. There will be no cash out fee charged for using this service.

**What are your choices after 30<sup>th</sup> November 2021?**

- At any time, you can transfer the funds on your Card to your nominated bank account by calling Card Services. There will be no cash out fee charged for using this service, and it will take up to 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 refund.

**General Enquiries, Account Balance and Forgotten PIN**

- You can get a PIN reminder by calling Card Services and following the automated prompts, or where available, in My Account or via the mobile app. For general enquiries and your account balance, please visit [www.cashpassport.com](http://www.cashpassport.com) or call Card Services on 0800 8923560.

**Change to the terms of your cardholder agreement.**

- We have updated the terms of your cardholder agreement following the implementation of the General Data Protection Law:
  - You will not be charged a fee for requesting a copy of your personal information.

- You may withdraw your consent to our use or processing of your personal information, as long as: (a) we reasonably believe there are no legal requirements for the use of your personal information; and (b) withdrawing your consent does not result in our inability to fulfil our obligations to you under the terms and conditions.

If you are dissatisfied with this change to the terms and you wish to cash out and close your Card with no cash out fee, please visit any participating branch of the business where you purchased the Card or call Card Services.

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

Kind regards,

**The Card Services Team**