

Dear Customer,

This is an important notice regarding your expired Moneycorp Explorer Card Mastercard® (“card”).

Since 2014, Moneycorp has gradually exited its retail operations, closing 77 branches including sites at Oxford Street, Heathrow Airport and Stansted Airport. The last remaining retail site within Gatwick Airport closed earlier this year, marking an end to the Group’s retail franchise and an important step in its evolution from a UK foreign exchange business to a global payments and banking services provider.

As part of this strategic change, the decision has been taken to close down your card.

This closure will not happen immediately, and your card will continue to work until 28th February 2023.

What does this mean for you?

- After 29th November 2022 you will no longer be able to reload your card.
- 28th February 2023 will be the final day for using your card at merchants or withdrawing 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 logging into your account at www.moneycorpcard.com or via the mobile app, or by contacting Card Services on 03300 101 808 and following the automated prompts.
- If you have a Red Explorer Card, you can also log onto your account at www.moneycorp.com and transfer the balance from your card into your Moneycorp account by 28th February 2023.

What are your choices after 28th February 2023?

- You have up to six (6) years to obtain a cash out of the balance of your Card to your UK nominated bank account by calling Card Services on 0800 056 0572. There will be no cash out fee charged for using this service which will take between 3-5 business days for you to receive the funds. After this time you will no longer be entitled to 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 the **FAQ section on www.moneycorpcard.com**.

What action do I need to take right now?

As mentioned above, you don't need to do anything right now. Your card will continue to work until 28th February 2023, so rest assured you can continue to use your funds for any upcoming holidays. Please ensure you spend or withdraw the funds on your card by 28th February 2023, at which point your card will be closed.

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

Yours faithfully,

The Card Services Team

explorer® multi-currency card is issued by PrePay Technologies Limited pursuant to license by Mastercard International. PrePay Technologies Limited is authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 (FRN: 900010) for the issuing of electronic money and payment instruments. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated