

## **Subject: Update to your prepaid card terms and conditions**

Dear Cardholder,

We are writing to let you know that we are changing the e-money issuer of your card.

Currently, your e-money issuer is Wirecard Card Solutions Ltd, and from Thursday 5<sup>th</sup> November 2020, your new e-money issuer will be Prepay Technologies Ltd (PPS), with its registered office at Floor 6, 3 Sheldon Square, London W2 6HY UK. PPS is authorised and regulated by the UK Financial Conduct Authority for the issuance of e-money with firm reference number 900010.

You do not need to do anything, this change will happen automatically. During the switch there will be no interruptions to your service and your card will continue to work as normal.

The updated card terms and conditions will be available on the website from Thursday 5<sup>th</sup> November 2020. Should you have any concerns with the issuer change, you can request any remaining balance(s) and close your account with no cash out fee until Thursday 31<sup>st</sup> December 2020.

We look forward to continuing to help you manage your money today and into the future.

The Card Services team

### **Cardholder FAQs**

#### **Who is PPS?**

Prepay Technologies Ltd (PPS) is a Mastercard Principal Member and a UK Financial Conduct Authority (FCA) authorised and regulated Electronic Money Institution, offering a range of payment services. PPS is authorised and regulated by the FCA for the issuance of e-money with firm reference number 900010.

#### **What is a card issuer?**

A card issuer is responsible for issuing a card and setting the terms and conditions associated with its usage.

#### **What does it mean for me?**

You do not need to do anything, this change will happen automatically. During the switch there will be no interruptions to your service and your card will continue to work as normal.

#### **Will I be sent a new card?**

No, your current card will continue to work until the expiry date on the front of your card. During the switch there will be no interruptions to your service and your card will continue to work as normal.

**How will I know when the Issuer has changed?**

The card issuer will change to PPS from Thursday 5<sup>th</sup> November 2020.

**Will this affect the terms and conditions of my program?**

Aside from the change in contracting party, all other terms and conditions of your program continue to be honoured.

**How do I check my balance?**

For all information about your card program, including how to check your balance, please visit the website. The web address is written on the back of your card.

**How do I cash out?**

You can cash out via the usual channels. Please check the website for further details. Should you have any concerns with the issuer change, you can request any remaining balance(s) and close your account with no cash out fee until Thursday 31<sup>st</sup> December 2020.

Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

Multi-currency Cash Passport is issued by Wirecard Card Solutions Ltd ("WDCS") pursuant to license by Mastercard International Inc. WDCS is authorised by the Financial Conduct Authority to conduct electronic money service activities under the Electronic Money Regulations 2011 (Ref: 900051).

