



Recipient name  
Address line 1  
Address line 2  
Town/City  
Postcode

### **Closure of your Post Office Money Card**

Dear <<Customer name>>

We are writing to advise you that unfortunately we have decided to discontinue our Post Office Money Card product, which means that your account is soon to be closed and your card will be cancelled.

The closure of your Post Office Money Card is in accordance with section 14.1 of our terms and conditions and means your card will stop working on 10<sup>th</sup> January 2017. Any remaining money on the card will of course be returned to you, by Mid-February 2017.

Until 10<sup>th</sup> January 2017 you can continue to use your card as normal by loading in a branch or through our website; spending through retailers that accept MasterCard and withdrawing cash from ATM's that carry the MasterCard logo. All of these services will remain in place until the closure date.

No other changes are being made to your terms and conditions.

Should you have any questions regarding this please call us on 020 7272 1764. Please also see overleaf for the answers to some questions you may have.

We would like to apologise for any inconvenience caused and thank you for using the Post Office Money Card. We hope that you continue to use the Post Office for your financial needs.

Yours sincerely

The Post Office Money Card team

## Some questions answered

Why is the product closing?

- *We are constantly reviewing our product offering and after re-evaluating the Post Office Money Card we have decided to withdraw the current product.*

What happens if I have money left on when you close the product?

- *Any remaining money will be refunded back to you by mid-February 2017. This will be refunded in the form of a letter that will need exchanging for cash in any Post Office. ID will be required to cash the letter.*

Is there another Post Office product that I can move my money to?

- We offer a Travel Money Card which is also a prepaid MasterCard and you can load your money on to it in the same way. We also offer Current Accounts. Unfortunately we cannot move money for you and we also recommend you read the terms and conditions carefully of any new product before you make a decision about which would be best for you.

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