Credit Card FAQs

General

How does a Credit Card work?

A Credit Card is a form of payment that enables you to pay for goods and services in shops or online. Once you have obtained a Credit Card, you have an agreed credit limit with your provider which is the maximum amount you can spend using the card. You are required to pay off any balances on the card in full at the end of each month, otherwise you are charged interest on the amount outstanding on your account. You can also use Credit Cards to transfer balances from other cards, and to withdraw cash.

What sort of borrowing should you use a Credit Card for?

A Credit Card is designed to provide short-term credit. As such it is not suitable for long-term borrowing as it would be an expensive source of such credit.

Applying for a Credit Card

Will I need a credit check?

Yes. A credit check will be completed to ensure that the Post Office Money Credit Card you’ve applied for is right for you. This search will be recorded by the agency we use and may impact your ability to get credit in the short term.

Details of the account, if opened, will be passed to Credit Reference Agencies and information about the running of the account such as the limit and balances as well as payment performance may be used by others.

Who do I contact if I do not receive my card?

Contact us on 0345 607 6500 straight away.

What can I do if my Post Office Money Credit Card application is declined and I would like to appeal?

If you would like to appeal our decision you may do so by calling our Customer Service Team on 0800 169 2000. You may be asked to provide additional information to support your appeal, although there is no guarantee that our original decision will be changed.

Interest and Charges

Where can I find out about interest rate and charges?

You can find detailed information about our charges and interest rates in the summary box.

How is interest calculated?

Your Credit Card may have different rates of interest for purchases, balance transfers and cash withdrawals.
You’ll find your interest rates on your statement.

Interest is calculated as a percentage on the amount you borrow. The longer it takes you to pay off your balance, the more interest you will have to pay.

**Balance Transfers**

**How do I make a balance transfer?**

You can request a balance transfer during the application process. You’ll need the card details you wish to transfer the funds from including the card number and amount to be transferred.

If you’ve already applied and wish to make a balance transfer you can do this through your online account or you can call **0345 607 6500** and we can do this over the phone for you.

The total balances we can transfer will depend on your credit limit. It may take between 2 and 3 weeks to process your application. Until then you may need to make a payment to your other Credit Card.

**Security and Payments**

**What is MasterCard® SecureCode™?**

MasterCard® SecureCode™ is a new service providing you with increased security when shopping online using your Post Office Money Credit Card. MasterCard SecureCode allows you to add a personal security password to your existing Post Office Money Credit Card which you then use to validate each online transaction. This helps to protect you from unauthorised use when shopping online. Please make sure you read and agree to the Terms of Use, as activating the service indicates you have done so. For those online retailers who do not offer this service, simply follow the regular checkout process.

**What do I do if I have problems during the activation process?**

You can contact us on our Post Office Money Credit Card customer service line on **0345 607 6500**. We will be happy to assist you with any problems and answer any questions you may have.

**What is a Contactless payment?**

Contactless is a fast, easy and secure way to pay for goods and services under £30 without entering a PIN. To make a payment, all you have to do is follow the instructions on the terminal and place your contactless card over the contactless reader.

**How will I know what my PIN is?**

Your PIN will be sent to you after your card. Make sure you memorise it and destroy any record of it. Never tell anyone else what your PIN is. Don’t forget you still need to sign the back of your card.

**Will I be able to change my PIN?**

Yes. You can change your PIN at most MasterCard branded cash machines, but you’ll need to know what your existing PIN is to be able to do this.
What happens if I forget my PIN or get it wrong?

You’ll have 3 chances to enter your PIN correctly when you’re trying to pay. If you enter it incorrectly 3 times in a row your PIN will be locked and you’ll need to unlock it before you can use it again. To unlock it call customer services on 0345 607 6500. If you’ve forgotten your PIN you can view your PIN through your online account or you can call customer services on 0345 607 6500 and they can send you a new one by post.

Managing your account

Can I manage my account online and over the phone?

Yes, there are three ways you can manage your account; through our mobile app, online and over the phone.

Can I get help if I get into financial difficulty?

If you do get into financial difficulty, it’s important that you let the Customer Service Team know as soon as possible so they can take steps to help. You can call them on 0345 607 6500.

Where can I get independent financial advice?

The following organisations offer completely independent financial advice:

The Financial Service Authority’s Money Advice Service - moneyadviceservice.org.uk
Citizen’s Advice Bureau - citizensadvice.org.uk
Consumer Credit Counselling Service - cccs.co.uk
The National Debtline - nationaldebtline.co.uk

Servicing your account online

What services are available through online servicing?

- View your current balance, credit limit, amount available to spend, minimum payment and payment due date
- Make a payment
- View your recent and historic transactions
- Make a balance transfer
- View and change your PIN
- Amend your details
- Set up and amend a Direct Debit
- Notify us of your travel plans
How do I register for online servicing?

To register for online servicing all you need to do is enter your Date of Birth, Mother’s Maiden name, and also your Post Office Money Credit Card number, name on card and expiry date. You must enter your name exactly as it appears on your card; if your title is displayed on your card ensure you include this too. You’ll then be asked to create a username, password and set a security question.

Is my balance up to date?

Your available balance will include all transactions that have been posted on your account. Sometimes, they can take time to reach us so might not show straight away.

Can I view and download my statement online?

Yes you can view and download your statement online. You can also opt out of receiving paper statements.

Can I opt back in to receive paper statements?

Yes you can change your statement preference at any time by logging into your online account and selecting ‘Statements’ from the options on the left hand side and then select ‘Manage statements’.

Servicing your account through our mobile app

Do I need to register for Post Office Money Credit Card mobile app?

Yes. To register for the app, once you’ve downloaded it from the App Store or Google Play, you’ll need to enter a few details. All you need to do is enter your Date of Birth, Postcode and Mother’s Maiden name, and also your Post Office Money Credit Card number and expiry date. Other than that, you only need to setup a passcode and enter an activation code and you’re done!

Is the Post Office Money Credit Card app free to use?

Yes. Your mobile app is free to download and use. Charges from your mobile network may apply, so please remember this – especially when you’re abroad.

Is my app secure?

Your app is protected by your passcode, which is unique to your mobile device. For an extra layer of security, as your passcode is specific to your mobile device, anytime you change or upgrade your mobile phone you will need to re-register for the app.

The app will automatically log you out after 2 minutes of inactivity to ensure your data is kept secure. It will also automatically log you out each time you exit your app. Besides this, you should:

- Always lock your phone or keypad
- Never share your passcode
- Never respond to texts that you haven’t requested
**What if I lose my phone?**

Access to your app is protected by your passcode, so without this your account is secure. If you ever leave your phone unattended, your app will automatically time out after 2 minutes of inactivity. If you would like some added peace of mind, you can contact us on 0345 607 6500 and we can block your app on a particular mobile device.

To use your app on a new device, please download it as before and complete the registration process, setting up a new passcode unique to that device – simple.

**Is my balance up to date?**

All your transactions show the time and date they were last updated. Sometimes, they can take time to reach us so might not show straight away.

Also, because you’re using a mobile network, your data connection may occasionally be lost. Rather than cutting out, your app will continue to display the most recent data it has.

So the available funds shown might not be exactly up to the minute, but if you have an available data connection your app will never be more than 30 minutes out of date. You can see how up to date the information is from the date and time at the bottom of your screen.

**Servicing your account over the phone**

**How do I manage my account over the phone?**

You’ll be sent a 6 digit security number which you can use to access your account over the phone. You can also register to manage your account online and via our mobile app.

**What is my 6 Digit Security number?**

Your 6 Digit Security number enables you to access your Credit Card account over the phone. We will send you this automatically when you successfully apply for a Credit Card. Your security number will automatically be activated the first time you call us.

**Can I change my 6 Digit Security number?**

Yes, once your original 6 Digit Security number has been activated you can change it to one of your own choice by calling 0345 607 6500.

**I have lost / forgotten my 6 Digit Security number. How do I get a new one?**

If you lose or forget your 6 Digit Security number simply call us and we will issue you with a new one. When you receive the new one call us to activate it.

**Small print**

Credit is subject to status to UK residents aged 18 years or over.

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