



Dear Cardholder,

### IMPORTANT NOTICE: Regarding your ICE Prepaid Currency Card

Following the news regarding International Currency Exchange (ICE) regrettably going into administration, we have reviewed the level of support we can continue to offer you as a cardholder and have made the hard decision to discontinue your currency card.

This closure will not happen immediately. Your card will continue to work as normal until the 30<sup>th</sup> April 2022.

Key dates and timings are provided below.

#### **What does this mean for you?**

- After 31<sup>st</sup> January 2022, you will no longer be able to reload your card.
- The 30<sup>th</sup> April 2022, 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.

Alternatively, you can obtain a cash out by calling Card Services. We will cash out your card to your nominated UK bank account. There will be no cash out fee charged for using this service and it will take between 3-5 business days for you to receive the funds.

- You can obtain your account balance by by visiting My Account at <https://myaccount.iceplc.com/login/>, by using the ICE Clear Card, or by contacting Card Services on 0800 056 0572 and following the automated prompts.

### **What are your options after 30<sup>th</sup> April 2022?**

- 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 to complete the cash out.

### **Forgotten your PIN?**

- You can obtain a PIN reminder by calling the number on the back of your card and following the automated prompts.

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

Yours faithfully,

The Card Services Team