

FAQs Factsheet

1. Why am I receiving this email?

You are receiving this email as a customer of Thomas Cook or Cooperative Travel having purchased a prepaid travel money card. Your card programme is managed by Card Services team on behalf the Issuer Wirecard Card Solutions Limited (Wirecard). As we are discontinuing your card, we are legally required to inform you and provide options on how you can retrieve any remaining funds.

2. If I don't spend or cash out immediately are my funds secure?

Yes, your funds are safe and you can continue to access your funds as normal. Your funds are not held by Thomas Cook, but by Wirecard as the Issuer of your card. Just remember that you will not be able to use your card after 6th April 2020.

3. I'm travelling soon, can I still use my card?

Yes. Your card will continue to work as normal until the 6th April 2020. You'll be able to use all currencies, spend abroad, in the UK or online, reload or use the mobile app (where available) until this date.

4. How can I check if I have any funds left on my card?

You can check your balance by accessing My Account, using the mobile app (where available) or by calling our Card Services team.

5. How do I get my money back?

You can access any funds via an ATM, spending the funds as normal or alternatively you can call our Card Services dedicated UK Freephone number on 0800 023 2098 to arrange a cash out. A cash out will take between 3-5 business days for you to receive the funds to your nominated UK bank account.

6. Is there another product to transfer my money to?

Unfortunately we cannot transfer your funds directly to another card.

7. What do I do with my card if I no longer have any funds on it?

We recommend securely destroying your card once you have zero balance. All cards will be automatically closed after the 6th April date passes.

8. What exchange rate will I get if I cash out?

Exchange rates vary on a daily basis. Your funds will be exchanged at the rate of exchange on the day of your cash out request.

9. What if I do not clear my funds before 6th April?

After the 6th April 2020, you have up to six years to obtain a cash out of your balance of your card, but your funds are still governed by the Terms and Conditions. Please refer to the Terms and Conditions for more information, including applicable fees. After the end of the six years, you will no longer be entitled to the funds. The only way you will be able to access your funds after the 6th April 2020 is to contact Card Services.

10. Is there a cash out fee?

As the programme is being closed, we are waiving the cash out fee.