

Dear Cardholder,

**IMPORTANT NOTICE: Regarding Your Thomas Cook Multi-currency Cash Passport™ Prepaid Mastercard®**

We write to inform you that we will be discontinuing your currency card. Following the news regarding Thomas Cook 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 and your card will continue to work. Key dates and timings are provided below.

**What does this mean for you?**

After **6th April 2020** you will no longer be able to use your card or reload.

You should aim to have spent all funds on your card before **6th April 2020** as any remaining balance will be subject to the monthly inactivity fee set out in the card Terms and Conditions. You can continue to use your card to make purchases (including online) or withdraw funds from an ATM until this date.

You can obtain your account balance by accessing 'My Account' at <https://thomascook.cashpassport.com//login/?returnurl=/my-account/>, by using the Cash Passport mobile app or by calling Card Services on our UK Freephone number 0800 023 2098 or calling +44 203 901 9620 from abroad.

Up until the **6th April 2020**, you can reload at <https://thomascook.cashpassport.com//login/?returnurl=/my-account/>, by using the Cash Passport mobile app or by calling Card Services on our UK Freephone number 0800 023 2098 or calling +44 203 901 9620 from abroad. Please remember your card will not work after the **6<sup>th</sup> April 2020**.

**What do you need to do?**

Prior to **6th April 2020**, you should use up any remaining funds on your card until the balance reaches zero.

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 charges for using this service and it will take between 3-5 business days for you to receive the funds.

If your personal information has recently changed, we may ask for supporting documents in order to complete the cash out. You can edit your contact information (phone number & email address) within 'My Account'.

After **6<sup>th</sup> April 2020**, you have up to six (6) years to obtain a cash out of the balance of your card, after which time you will no longer be entitled to the funds.

**Forgotten your PIN?**

You can obtain a PIN reminder within 'My Account' or 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 Sincerely,

**The Card Services Team**