



13th February 2024

Following a review of the **Vox Money Account**, we have made the difficult decision to close the programme at this time, whilst we work to relaunch an exciting new product with additional features and functionality. Today, we are therefore officially providing 60 days' notice, to terminate your account.

What does this mean?

On **15th April 2024**, we will be formally closing the Vox Money product.

After this date, you will no longer be able to access or use your Vox Money account and card, and you will need to contact us to redeem any remaining funds on your account.

To assist you in withdrawing the remaining funds from your account, we are also, with immediate effect, removing the £0.15 fee for making a faster payment out of your account.

In addition, with immediate effect, we will no longer pay cashback on new purchases made at qualifying merchants and any existing cashback owed will be credited to your account by 1st March 2024.

What you need to do?

Using your remaining funds:

Until 15th April 2024, you can continue to use your account and card as usual. If you currently have available funds on your Vox Money account, we strongly recommend that you transfer the funds to an alternative account before 15th April 2024. We have waived the fee for faster payments out of your account to assist you with this process. Alternatively, you can withdraw funds at an ATM or make purchases by shopping in-store or online.

Direct Debits / Standing Orders

If you currently have direct debits and/or standing orders set up on the account, these will stop as of the 15th April 2024.

We recommend that you make alternative arrangements as soon as possible to ensure there is no disruption to your payments.



Benefits / Pension / Salary

If you receive your benefits, pension or salary into the account, you will no longer receive these payments after the 15th April 2024, and any funds received will be returned to source. We recommend that you share updated bank details to the remitters as soon as possible to ensure there is no disruption to you receiving your money.

Applying for a refund:

After the 15th April 2024, when you are unable to access your account, we would be happy to arrange for your remaining balance to be transferred to your bank account. To initiate this, please email us and quote 'Refund Required.' Please note that you will be asked to provide proof of your bank details in the form of a recent bank statement, and we recommend that you include your name and customer ID number in the email.

For data security, we recommend that you encrypt your bank statement before sending it, either using encryption zip software or by simply password-protecting the document. Please send the password in a separate email. If you need assistance in encrypting your statement, please contact us at the email address referenced below.

How Long do I have to redeem my funds?

We will continue to safeguard your funds in accordance with the Financial Conduct Authority Safeguarding obligations, for six years after the closure date of your account. You can redeem your funds at any time up to the six years by contacting us on the below details.

Need Help?

You can use our Frequently Asked Questions on the website, where we're sure you'll find the answer to your question www.voxmoney.co.uk or you can email us at customerservice@voxmoney.co.uk or call us on **+44 (0)1233 542 296***

Kind regards,

Team Vox

*Our Customer Service line is open Monday to Friday 09:00 – 17:30, excluding bank holidays. Calls will be charged at your standard network rate.