



16th April 2024

We are writing to inform you that following the notice sent on the 13th February 2024, which provided you with 60 days' notice to terminate your Vox Money account, the time period has now ended, and your Vox Money account is now closed. We thank you for using Vox Money.

What does this mean?

You are now no longer able to:

- Log in to your account
- Receive any payments such as salary / benefits / pension/ faster payments (any funds received will be automatically returned to the sender)
- Make outbound payments such as standing orders or faster payments.
- Make direct debits (any requests will not be paid)
- Use your card to make any ATM withdrawals, reoccurring, online or in-store purchases (all transactions will be declined)

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I don't have a balance on my account

If you have already withdrawn all of the funds from your account, and cancelled any future incoming or outgoing payments, you do not need to take any further action. Your account has automatically been closed.

I have a balance on my account

If your account has a balance, you need to follow the process below, 'Applying for a refund,' to redeem any remaining funds.

Applying for a refund:

If you currently have a balance on your account, to redeem the funds you will need to contact us to request a refund of the funds to a bank account in your name.



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, by either using encryption zip software or by simply password-protecting the document. Please send the password in a separate email. If you need assistance 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.