



Frequently Asked Questions

General

Why did Vox Money Close?

We have made the difficult decision to close the programme whilst we work to relaunch a new product with additional features and functionality.

When did Vox Money Close?

Your Vox Money account closed on the 15th April 2024. You are no longer able to log in or transact on your account, and you will need to contact us to redeem any remaining funds.

I get my salary / benefits / pension paid into my account, what should I do?

We recommend that you contact the sender of the funds as soon as possible and provide them with alternative account details. Any funds received after the 15th April 2024 are automatically declined and returned to source.

I have a direct debit set up on my Vox Money account, what shall I do?

We recommend that you contact and update the bank details attached to your direct debit as soon as possible. Any direct debits received after the 15th April 2024 will be declined and not be paid.

My account has been closed but I still have a balance, what should I do?

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 customerservice@voxmoney.co.uk.



I'm not sure if I have a balance on my account

If you are unsure if you have a balance or what it is please contact us at customerservice@voxmoney.co.uk and we will be able to assist you

I have a transaction I do not recognise on my account what should I do?

If you do not recognise a transaction on your card please contact us as soon as you realise so we can investigate for you.

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.

Is my money safe?

We continue to safeguard your money in accordance with Section 24 of the Terms and conditions. You can redeem the funds at any time up to 6 years after the 15th of April 2024.

Customer Service

What should I do if I need help with my Vox Money account?

Contact us by emailing customerservice@voxmoney.co.uk

How do I make a complaint?

If you have a complaint let us know and we will do all we can to help you. Get in touch by calling us or by emailing customerservice@voxmoney.co.uk

What are the opening hours and the contact number for Customer Services?

Customer Services are open Monday to Friday 09:00 – 17:30, excluding UK bank holidays.



Security and Legal

What do I do if I need to return an item which I have purchased with my Vox Money Visa Debit Card?

Once an account has been closed, we are unable to process any refunds. However, each retail store has its own return policy. To find out the return policy of the store where you purchased an item, please contact them directly. Let them know that the Visa card you used to purchase the item has been closed.

Is my Vox Money account covered by the Financial Services Compensation Scheme?

The Vox Money Visa Debit Card is an electronic money product and although it is a product regulated by the Financial Conduct Authority, it is not covered by the Financial Services Compensation Scheme. Your money is protected under FCA rules through a process known as safeguarding, these rules are designed to ensure that if an e-money institution fails, your funds are protected.

What do I do if I do not recognise my transactions or if I think there is fraudulent activity on my Vox Money account?

If you do not recognise your transactions or you believe there could be fraudulent activity on your account please get in touch by contacting us on customerservice@voxmoney.co.uk

*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.