

Dear Cardholder

IMPORTANT NOTICE: Regarding Your Cash Passport™ Prepaid Mastercard® Currency Card

We are writing to let you know that we will be discontinuing the Cash Passport Prepaid Mastercard Currency Card ("Card") from 1st February 2024.

What does this mean for you?

- Our records show that you have a balance on your account but that your Card has expired and therefore cannot be used. You can obtain your account balance by logging into your account at www.cashpassport.com/uae, via the mobile app, or by contacting Card Services on 8000 440 628.
- Until 31st January 2024, you can cash out any remaining funds on your Card at any participating branch of the business where you purchased the Card. There will be no cash out fee charged for using this service.

General Enquiries, Account Balance and Forgotten PIN

- You can get a PIN reminder until 31st January 2024 by calling Card Services and following the automated prompts, or where available, in My Account or via the mobile app. For general enquiries and your account balance, please visit www.cashpassport.com/uae or call Card Services on 8000 440 628.

We appreciate your use of the Card and thank you for your co-operation in this matter.

Kind regards,

The Card Services Team