

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 1<sup>st</sup> February 2024.

**What does this mean for you?**

- Until 31<sup>st</sup> January 2024, you can continue to reload and use your Card as normal. You should aim to have spent all funds on your Card before this date.
- You can cash out any remaining funds on your Card at any participating branch of the business where you purchased the Card until 31<sup>st</sup> January 2024. There will be no cash out fee charged for using this service.
- From 1<sup>st</sup> February 2024, you will no longer be able to reload your Card, use your Card at merchants, or withdraw funds from an ATM.

**General Enquiries, Account Balance and Forgotten PIN**

- You can get a PIN reminder until 31<sup>st</sup> 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](http://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**