

Dear Cardholder,

IMPORTANT NOTICE: Regarding Your Cash Passport™ MasterCard® Card

We are writing to advise you that Cash Passport Mastercard (“Card”) will be discontinued on 20th December, 2017.

What does this mean for you?

After 20th December, 2017 you will no longer be able to reload your Card or purchase a new card

You can continue to access any remaining funds by using your Card to make purchases instore or online or withdraw funds from an ATM until 22nd June, 2018.

Check your account balance by accessing ‘My Account’ at www.cashpassport.com or by contacting our Service Centre using the number on the back of your Card and following the automated prompts.

What do you need to do?

- Prior to 22nd June 2018, you can return to the location where you purchased your Card to request a cashout of your balance on the Card or you should use up any remaining funds on your Card in store or online or by withdrawal from an ATM *.
- Alternatively, you can redeem the remaining balance on your Card, by calling the number on the back of your Card.
- If you cash out the balance on your Card, a Cash out Fee and Commission Fee will apply as referenced in the [Product User Guide](#).
- Please ensure your contact information (address, phone number & email address) is correct on ‘My Account’ at www.cashpassport.com
- If you have any general enquiries about Cash Passport please visit www.cashpassport.com

Forgotten your PIN?

You should login to your online Web account on <http://www.cashpassport.com> and use PIN select option to change your PIN.

Thank you for using Cash Passport and should you have any questions please contact customer service via the contact number at the back of your Card.

Yours sincerely,

The Cash Passport™ Team

* Merchant transactions and ATM withdrawals in a currency other than the currency of the Card will be converted into the currency on the Card at an exchange rate determined by MasterCard® on the day the transaction is processed and increased by 2%.

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Frequently Asked Questions

1. Why do I need to close my Cash Passport account and request a cash out?

Due to changing market strategy, Travelex Card Services Limited has decided that it will no longer offer the Cash Passport product for the China market. Hence you will either be required to spend or withdraw the available balance on their card before 22 June, 2018 or request a cash out of your card balance.

2. Can I continue to use the card after June 22, 2018?

22nd June 2018 will be the final day for using your card at merchants or withdrawing funds from an ATM. So if you have available balance on your card, you should ensure you have spent all funds on your card before this date.

Remember you may be able to use your remaining funds at participating merchants for partial payments prior to 22 June 2018 if your Card balance is not sufficient for the whole transaction.

3. Is the balance on my card still safe and secure?

Your funds will continue to be held securely as required by law.

4. What if I have a zero balance on my Card?

If you have a zero balance on your Card, you should destroy the card, because it cannot be used after June 22, 2018.

5. Where can I go to review my cardholder agreement?

You can access the "Cash Passport "Agreement by visiting our website at (www.cashpassport.com)

6. Where can I go if I have a question?

You can call our service hotline:

Domestic Hotline: 400-888-0147

Overseas Hotline: +44 20 7166 7822

7. Can distributing banks provide a load/reload service to customer before June 22nd 2018?

All new sales/loads and reloads will cease on 20th December 2017.

8. How can I cash out my card balance before June 22, 2018?

You can visit the location where the card was purchased to fill out a cash-out form or alternatively call the number printed on the card to speak with the Mastercard Card Services team regarding a cash-out.

9. Can I request a replacement card if my Cash Passport card has expired?

No. Mastercard Prepaid Management Services will not replace expired cards.

If there is available balance on the expired card, you should visit the location where the card was purchased to arrange a cash-out before 22 June 2018 or contact the Mastercard Card Services team requesting a cashout.

If there is zero balance on the expired card, you should destroy the card as it can no longer be used after 22 June 2018.

10. How can I perform a cashout of my funds on the card?

You can call the MasterCard Card Services team using the number printed on the back of your card to request a cash out and receive a reference number if you are outside of China. This reference number along with ID can be taken to any Western Union location to pick up the cash in the local currency.

If you are within China and want your balance on the Card to be cashed out, you can call the MasterCard Card Services Team and provide your bank account details for the funds to be transferred. This process takes 1-3 business days.

11. Can I withdraw the money from the overseas bank counter after June 22, 2018?

No, all transactions and withdrawal options from ATM will cease after 22 June, 2018. You should contact the Mastercard Cards Services team by using the number printed on the back of your card and request a cash-out of your funds on the card.

Banks overseas are unable to support cash-out services.

12. If I forget my password. How can the password be reset?

To reset the password, please login to the website on the back of the Card (www.cashpassport.com) for registration of the network account, and then set the new password in the personal password function item. The old password is not needed when setting the new password

13. How can I check the balance and transaction records?

You can use your login details to access your online account on www.cashpassport.com or the call service hotline (400-888-0147/+44 2071667822)

14. What should I do if I enter the wrong PIN more than 3 times during overseas payments?

You can call the Domestic Hotline: 400-888-0147

Or can call the Overseas Hotline: +44 20 7166 7822

15. Can I withdraw the money in an ATM overseas before June 22, 2018? What's the commission? How much money can I withdraw per day?

You can withdraw the money on the overseas ATM. The fee for each withdrawal is 2%, and the maximum amount within 24 hours is US1000, EUR700 and GBP600. Refer [Product User Guide](#).