



Virgin Money  
Unit Trust Managers Ltd  
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[virginmoney.com](http://virginmoney.com)



## Dates for your diary

Remember, all the changes are happening over a few days in January 2024. Here's the important info:

- ✔ **Wednesday 3 January (up to 5pm)** – last chance to make any transactions (including making payments). Online Service will stop at 5pm and restart on Monday 8 January.
- ✔ **Thursday 4 to Sunday 7 January** – no transactions allowed.
- ✔ **Monday 8 January (from 8am)** – everything up and running, and your new Terms kick in. We'll have new contact details too (you'll find these in the enclosed 'Important info' leaflet).

You can call us as usual during this time – we're here 8am to 9pm Wednesday to Friday, and 9am to 6pm on Saturday.

Hello

## Not long now – your Pension's getting even better

We got in touch back in September to tell you about some exciting improvements coming to your pension. We've been working on getting things ready, and can now confirm that we'll be making these changes between 4 and 8 January 2024.

Read on for all the important info you need to get up and running with your new pension and Online Service. If you'd like a reminder of what we sent in September, head to [virginmoney.com/newservice](http://virginmoney.com/newservice)

### Direct Debits

If you're paying by Direct Debit, you don't need to do a thing. But if your Direct Debit is due between 4 and 18 January, we'll collect it on 19 January instead. If it's due outside these dates, we'll take the payment on the usual day. Everything will be back to normal from February.

From 8 January we'll be using a new reference for our Direct Debits. There's nothing you need to do or remember, but you can check out the enclosed 'Important info' leaflet for more info.

### Online service

You'll get a brilliant new feature-packed Online Service from Monday 8 January – and for the first time you'll have access to our handy app. If you already use Online Service, you can get going on that day. When you sign in, we'll ask you for a few simple details to get you up and running.

Continued overleaf...

Once we've made the changes, it's the perfect time to give Online Service a go if you're not using it yet. Head to [virginmoney.com/newservice](https://virginmoney.com/newservice) for all the info on how to register.

Just so you know, we won't be taking any new online registrations or PIN requests for our existing online service from 13 December.

## Help is at hand

There's plenty of info online, including FAQs and copies of everything we've sent you. You'll find it all at [virginmoney.com/newservice](https://virginmoney.com/newservice) – this is also where we'll let you know if any of the important dates and details change.

You can chat with us on **03456 10 10 39\***. This is a dedicated number, so we'll know you're calling about these changes. If you're overseas, please use **0044 1268 44 39 47**. We're here 8am to 9pm Monday to Friday, and 9am to 6pm on Saturday and we'll do everything we can to help.

If you're calling after 8 January, please use the new numbers in the enclosed '**Important info**' leaflet.

## The team at Virgin Money

\*Calls may be monitored and recorded. Calls to 03 numbers cost the same as calls to 01 and 02 numbers and they are included in inclusive minutes and discount schemes in the same way.

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