

This account is free to use, so you won't be charged for things like missed payments. We'll charge you if you want to send money to another country, or receive money from another country. You need to be age 16 or over to open an account, and you can't borrow any money from us.

How can the M Account help me?

The M Account can be managed in a Virgin Money store, over the phone or online.

You get all this with an M Account

- An easy way for you to do all your everyday banking
- An account to pay in your salary, money from the UK Government or other income
- An account to set up Direct Debits and standing orders to manage your bills
- A linked savings account paying an attractive credit interest rate
- A handy mobile app for clever money management
- A Mastercard contactless debit card with Apple Pay and Google Pay to make purchases. You can also use the card to withdraw money at a cash machine (ATM), in Virgin Money stores, or at the Post Office
- The ability to withdraw up to £350 a day from any cash machine
- Free debit card transactions when travelling overseas or spending online
- Cashback when spending with participating retailers
- Handy alerts to help stay in control of your money and keep track of spending
- Round-the-clock customer support with live online chat

The M Account doesn't come with:

- The option to borrow money
- A cheque book

Card and PIN

You will get a contactless debit Mastercard for your M Account to make purchases in shops and online. You can also use it to withdraw up to £350 each day from cash machines.

To help keep your money safe, you may be asked to enter your Personal Identification Number (PIN) for contactless purchases.

Some online transactions will need to be verified in the Virgin Money Mobile Banking app. If you don't have the app, a One-Time Passcode will be sent to your registered phone number.

You can register your debit card for Apple Pay or Google Pay. If you see the Apple Pay, Google Pay or Contactless symbol, you can place your phone next to the contactless reader to pay. You can also use Apple Pay or Google Pay to make purchases within apps and websites.

To help protect your account, we'll post out your card and PIN separately – usually within three to five working days.

Important Information:

M Account Terms

You will receive the M Account terms, which explain how your account and linked saver account work. We'll also tell you how you can complain, although we hope you won't need to.

You will also get details of interest rates, fees, and charges.

Privacy Notice

You will receive a copy of our Privacy Notice which explains your privacy rights and how we gather, use and share information about you. You can read the full version at virginmoney.com/privacy

Financial Services Compensation Scheme

If Virgin Money stopped trading for any reason, there are protections in place for your money.

Your eligible deposits with Virgin Money are protected up to a total of £85,000 per person by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme.

If you have a joint account, your money is protected up to a total of £170,000.

Cancellation

Once your documents are emailed to you have up to 14 days to cancel your account.

Post Office services

You can also carry out some activities on your Virgin Money account in Post Offices. As long as you have your debit card and PIN you can:

1. Take money out over the counter
2. Put money into your account
3. Deposit a cheque into your account
4. Check your account balance

Full details of these services can be found at: virginmoney.com/service/post-office-banking

Supporting our customers

We want to support our customers and make it easy for everyone to use our products and services.

Please tell us if you need any extra support to use your bank account. If you agree, we will take a note of this information on our system, to enable us to tailor the service to you. You can visit one of our stores to update or remove this information at any time.

This document has been translated for you. We may supply some information about the account in languages other than English. We will normally only communicate with you in English.