

# How to bank at the Post Office

mONEY



There are around 11,500 Post Office branches across the country – perfect if you need to do some banking but you're not near a Virgin Money Store.

## Who can use the Post Office Services?

Any Virgin Money customer<sup>1</sup> with a current or savings account can bank at the Post Office. Check below to see the things you'll need to take with you:

Service	What you'll need
1. Cash deposit	Debit card
2. Cheque or Postal Order deposit <sup>1</sup>	Pre-printed bank giro credit slips and a Post Office Service cheque deposit envelope
3. Cash withdrawal	Debit card and PIN
4. Balance check	

If you need a debit card or pre-printed bank giro credit slips, please call the number in the 'Other important info' section on the back of this leaflet or speak to the team in Store. Not all accounts provide these so you may need to change your account if you want to use the Post Office Service. Cheque Deposit envelopes are available at all Post Office branches and by calling the number on the back.

## The lowdown on using the Post Office Services

### 1. Cash deposit

#### Using your debit card

The cash will be credited to your account and available to use straightaway (if paid in before 4pm on a working day). If you deposit cash this way after 4pm, or at the weekend, the money will show in your account immediately but won't be processed until the next working day.

#### For example:

- If you pay in £50 cash using your debit card before 4pm on Monday, it will be credited to your account and be available to use that day. If you pay it in using your debit card after 4pm that day, it will be available to use straightaway but not processed until Tuesday.
- If you pay in £200 in cash using your debit card before 4pm on Friday, it will be credited to your account and be available to use that day. If you pay it in using your debit card after 4pm that day, it will be available to use straightaway but not processed until Monday.

## Cash deposit limits

There are limits to the amount of cash that you can deposit at the Post Office per day and in a 12 month period. For more info, check out the Tariff for your account.

### 2. Cheque or Postal Order deposit

Place the cheque or postal order and the fully completed pre-printed bank giro credit slip into the Post Office Service Cheque Deposit envelope. Cheques and Postal Orders must be payable to the account name on the pre-printed bank giro credit slip and crossed 'Account Payee'. You should complete all the information on the front of the envelope, then seal and hand it to the Post Office cashier (they'll give you a receipt).

The sealed envelope will be sent to us for processing. It can take up to three business days for this to reach us but might take longer if you make a deposit after the Post Office branch cut-off time. Once we receive this envelope, we'll process the cheque or Postal Order in line with your account Terms. We'll usually process cheques by 23:59 the next working day after it reaches us. However, it can sometimes take longer.

There can sometimes be delays due to transportation or sorting issues, although this is rare. If you need a cheque or Postal Order deposit to reach your account by a certain day, get in touch to see what your options are as the Post Office Service won't be suitable for this.

Remember, you can also deposit cheques of less than £1,000 (to a total of £5,000 per day) using our mobile banking app.

### 3. Taking out cash

Let the Post Office cashier know how much you'd like to withdraw and they'll ask you to insert your card into the card reader. You'll then need to confirm the amount and enter your PIN. The transaction will be authorised or declined.

If authorised, you'll be handed the cash and a receipt. Your account balance is updated straightaway with the amount you've withdrawn. These transactions are part of the daily cash withdrawal limit on your card and are subject to having enough money in your account at the time.

### 4. Balance enquiry

The Post Office cashier will ask you to insert your debit card into the card reader and enter your PIN. The balance will be given to you on a printed receipt.

<sup>1</sup> For sort codes starting "82" or "05"

## Other important info

You'll be given a printed receipt for any transactions – please keep this as proof.

Remember, you can only deposit pounds sterling at the Post Office.

For full details about the Post Office's banking services, head to our Post Office Service Terms and Conditions at [virginmoney.com/post-office-banking](https://www.virginmoney.com/post-office-banking) or in Store. Please read these T&Cs before using the service.

If you've got any questions, please get in touch on **0800 121 7365**. We're here 7am to 9pm Monday to Saturday and 10am to 5pm on Sundays. We'll do everything we can to help.

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## Large print, Braille and audio

This leaflet is also available in large print, Braille and audio if needed. Let us know if you'd like more details.

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