



How to bank at a Post Office branch

We've teamed up with the Post Office to give you a range of helpful services for your current accounts with Virgin Money. You'll be able to:

1. Pay in cash
 2. Withdraw cash
 3. Check your account balance
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Who can use this Post Office service?

All of our current account customers. You'll need your Virgin Money Debit Card with you.

This leaflet gives you a summary of the Post Office service. Ask us if there are any bits you don't understand. Or give us a call on 0345 600 6103.



How to use the Post Office service

1. Paying in cash*

Using your debit card

This is a quick and easy way to pay in cash. You'll just need your debit card to hand. Here's how to do it:

- > Just tell the Post Office cashier you want to make a cash deposit using your debit card.
- > Tell them the amount and hand over the cash.
- > They'll ask you to insert your card into the card reader – but you won't have to enter your PIN.
- > The cash will be counted and checked in front of you.
- > You'll be asked to press 'Enter' on the PIN pad to confirm the amount.
- > The cash will be paid into your account straightaway.
- > You'll get a printed receipt to show the amount you've paid into your account and when you paid it in.

Don't forget

If you are paying money into your account to cover outgoing payments such as Direct Debits or standing orders, you'll need to make sure you pay it in before 2pm – please see your account terms for more information.

*Some Post Office branches can't accept cash deposits over £1,000. If you think you'll pay in more than this, you should check if the Post Office branch you want to use will accept this.

2. Withdrawing cash

You can use your debit card and PIN to withdraw cash, in line with your terms and conditions. This will be reflected in your account balance straightaway. Your daily cash withdrawal account limit of £500 will still apply, subject to the money being available in your account.

Here's how to get your cash out:

- > Just tell the Post Office cashier you want to make a cash withdrawal using your debit card.
- > Tell them the amount and they'll ask you to insert your card into the card reader.
- > You'll be asked to confirm the amount and enter your PIN.
- > If the withdrawal is approved, the cash will be counted out and handed to you.
- > You'll get a printed receipt to show the amount you've withdrawn.

3. Check your account balance

Here's how to check your balance:

- > Just tell the Post Office cashier you want to check your account balance using your debit card.
- > They'll ask you to insert your card into the card reader.
- > You'll be asked to enter your PIN.
- > You'll be given the balance on a printed receipt.

Paying in cheques

You can't use the Post Office to pay cheques into your current accounts with Virgin Money. But you can do this at your nearest Virgin Money Store. Use our Store finder at [virginmoney.com/store-finder](https://www.virginmoney.com/store-finder) or you can post your cheque(s) to:

Current Accounts
Virgin Money
Jubilee House
Gosforth
Newcastle Upon Tyne
NE3 4PL

You can also get this information in large print, Braille and audio. Speak to one of our team to find out more.



Current accounts



Savings



Investments



Mortgages



Credit cards



Pensions



Insurance



Currency

[virginmoney.com](https://www.virginmoney.com)