

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE YOU  
ACTIVATE YOUR POKKIT CARD

Updated March 2023

## 1. Introduction

1.1 Pockit Limited (“Pockit”) is a limited company registered in England and Wales, number 07157877. Our registered office address is Suite 19, 45 Salisbury Road, Cardiff, Wales, CF24 4AB.

1.2 Pockit provides a prepaid Mastercard card (“Pockit Card”) and an electronic account (“Pockit Account”) to users of its service.

1.3 The Pockit Card is issued by PSI-Pay Ltd, which is authorised and regulated by the Financial Conduct Authority (“FCA”) under firm reference number 900011.

1.4 The Pockit Account is issued by Modulr FS Limited (through its authorised agent and sister company Modulr Finance Limited) (“Modulr”), a Company registered in England and Wales with company number 09897919 and ICO Registration: ZA183098 and regulated by the Financial Conduct Authority for issuance of electronic money (FRN 900573). The terms and conditions for the Pockit Account are available to read [Modulr Account Terms and Conditions](#)

1.5 The Pockit Card and Pockit Account are promoted by Pockit.

1.6 The Pockit Account and Pockit Card are e-money products and, as such, are not covered by the Financial Services Compensation Scheme. In the unlikely event that Pockit, PSI Pay Ltd or Modulr becomes insolvent, your e-money is protected and held in safeguarded Accounts. Your funds will not be used by us for any other purpose. In the unlikely event that the credit institution which holds the safeguarded funds becomes insolvent your funds may be at risk.

1.7 A Pockit Card is a Mastercard prepaid card. It is not a guarantee card, charge card or credit card.

1.8 All Pockit Cards remain our property.

1.9 When you apply for a card it will be in a stated currency. All references to that currency in these terms and conditions are relevant to you.

1.10 You will not earn any interest on your Account Balance.

1.11 These terms and conditions are available online at [pockit.com/terms](https://pockit.com/terms).

## 2. Definitions

In these terms and conditions, the following words and phrases have the meanings shown next to them:

Term	Definition
Account Balance	The value of funds currently held in your Pockit Account and available for use;

Balance Limit	The maximum value of funds that can be held in your Pockit Account any one time.
Cash withdrawal in pounds in the UK	The customer takes cash out of the customer's account in pounds at a cash machine, bank or Post Office in the UK
Cash withdrawal in foreign currency outside the UK	The customer takes cash out of the customer's account in foreign currency at a cash machine or, where available, a bank outside the UK
Customer Service	The contact centre for dealing with queries about your Pockit Card and Pockit Account. Email <a href="mailto:help@pockit.com">help@pockit.com</a> .
Debit card load	The customer loads money to their Pockit Account Balance via a debit card
Direct debit	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary
EEA	The European Economic Area which includes all the member states of the European Union, Iceland, Norway and Liechtenstein.
Fees	A variety of charges that can be raised for purchase and ongoing use of the Pockit Card and Pockit Account, detailed in the Summary Box;
Fee Box	Means paragraph 30 of these terms and conditions which sets out the fees, charges and other relevant information associated with the Pockit Card and Pockit Account;
Full Limit Account Holder	We have been able to verify your identity and give you access to more generous limits, which are detailed in the Summary Box;
Issuer	PSI-Pay Ltd, a private limited company registered in England, company number 05899168 whose registered office is Afon Building, Worthing Road, Horsham, West Sussex, RH12 1TL, England.. PSI-Pay Ltd is authorised and regulated in the UK by the Financial Conduct Authority as an Authorised Electronic Money Institution (Firm Reference Number: 900011).

Maintaining the account	The account provider operates the account for use by the customer
Monthly Usage Fee	A fee charged to all customers holding an open Pockit account regardless of usage. This fee is charged until you officially request the account is closed.
Prepaid card payment in pounds	The customer uses their prepaid card to make a payment in pounds. This can be a shop, online, or over the phone
Prepaid card payment in foreign currency	The customer uses their prepaid card to make a payment in foreign currency. This can be in a shop, online or over the phone
Receiving money from outside the UK	When money is sent to the customer's account from an account outside the UK
Refusing a payment due to lack of funds	The account provider refuses a payment from the customer's account because there is not enough money in it
PayPoint	The 27,000 outlets across the UK where you can transfer cash to your Pockit Account in ways set out on the Website. The limits are detailed in the Summary Box;
Pockit App	The mobile application provided by Pockit to access the services associated with your Pockit Account;
Pockit Card	Has the meaning given to such term in paragraph 1.2 and, where the context permits, includes any replacement card or additional cardholder's card.
Pockit Extra billing cycle	The period in which the customer has access to Pockit Extra benefits, that commences on the date of the first monthly payment.
PIN	Your personal identification number for use with your Pockit Card;

Recipient	A party that you send a payment to from your Pockit Account;
Sending money within the UK	The account provider transfers money, on the instruction of the customer from the customer's account to another account in the UK
Sending money outside the UK	The account provider transfers money, on instruction of the customer, from the customer's account to another account outside of the UK
Simple Limit Account Holder (This is only applicable to current Simple Limit Account Holders)	Means we have not been able to verify your identity and therefore the limits on your card are restricted, you cannot order additional cards and can only load via Bank transfer in and PayPoint. The limits are detailed in the Summary Box;
Supplier	A retailer, merchant or other supplier of goods and/or services which accepts the Pockit Card whether by card number, PIN or card and signature;
Supplier's Bank	The organisation, known as a merchant acquirer, used by a Supplier for the purposes of receiving payments arising from transactions;
Verification and identity	Means confirming personal identity and address of you by conducting electronic verification of your details or by you providing documentation of identity;
Virtual Card	Means a digital card that only exists in your Pockit mobile and web apps
Website	Means the website, <a href="http://www.pockit.com">www.pockit.com</a> , operated by Pockit;
We / us / our	Means PSI-Pay Ltd, Modulr or Pockit acting on their behalf;

Year	A 12-month period following the date when your Pockit Card is issued to you and each subsequent 12-month period;
You / your	Means the person who has opened a Pockit Account and is authorised to use the card and account as provided for in these terms and conditions.

### 3. Pockit Account

3.1 A Pockit Account is an e-money account with additional banking features (if you are a Full Limit or Enhanced Limit Account Holder) that comes with a Mastercard prepaid card.

3.2 This document sets out the general terms and conditions that apply to your Pockit Account and Pockit Card and forms an agreement between you and us governing the possession and use of your Pockit Account and Pockit Card. Before applying for a Pockit Account, you will be required to accept and agree to these terms and conditions. By applying for a Pockit Account you indicate to us that you have accepted and agree to these terms and conditions. Following your application for a Pockit Account, we will send a confirmation email to the email address you provide us during registration that marks the start of the agreement between you and us (the "Agreement"). By entering into the Agreement you agree and confirm:

3.2.1 all the information you have provided is accurate and correct, you are the person whose details you have provided; and will notify us immediately if your contact details change;

3.2.2 you can enter into a legally binding agreement with us;

3.2.3 you will only use your Pockit Account for purposes as envisaged by these terms and conditions;

3.2.4 you are 18 years of age or over and capable of taking responsibility for your own actions;

3.2.5 you are acting as a principal and not as an agent on behalf of a third party; and

3.2.6 you authorise us, at any time, to use any means that we consider necessary to verify your identity with any third party providers of information. Please refer to the Privacy Policy for details of steps we undertake to do this;

3.2.7 you authorise us to carry out a soft credit check on you.

3.3 You must provide us with all information requested during the application process and comply with all our identification and anti-money laundering requirements to enable us to comply with all laws, regulations, rules and regulatory guidance applicable to us.

3.4 We reserve the right, in our sole discretion, to refuse to register you for a Pockit Account for any reason and we are not required to provide a reason.

3.5 Upon verifying your identity and being accepted for a Pockit Account we will issue you with a Pockit Card and an account number and sort code.

3.6 Your Pockit Account will have some maximum limits, including your Account Balance and Payments in and Payments out of your Pockit Account. The limits are detailed in the Summary Box.

3.7 You can decide whether information about your Pockit Account should be actively provided by us (e.g. in a monthly statement sent to your email address) or instead made available for you to obtain (e.g. via your online account, without an accompanying email notification).

3.8 We charge you £1.99 per month as an administration fee (as set out in the Summary Box) for your Pockit Account. This fee will be automatically deducted from your Account Balance each month.

3.8.1 If you do not have a sufficient balance at the time of fee collection a partial fee will be deducted. Missed fees may be accrued. These accrued fees may be automatically deducted from your balance at the point of top up or thereafter.

## **4. Payments in to your Pockit Account and Payments out**

### **Payments in**

4.1 You may make payments into your Pockit Account in ways set out in the table below. For information about frequency, limits, charges and fees, see the Summary Box.

4.2 When you purchase your Pockit Card, you may use a debit card to complete the purchase. Refunds for debit card loads will be returned to the loading debit card.

4.3 Depositing funds into a Pockit Account can be completed via wages or benefits, bank transfer, cash deposit (via PayPoint terminal) or Debit card.

4.4 The time that it takes for your Account Balance to be updated when you make a Payment in depends on the method that you use and the time that it takes for the funds to be sent to the Modulr. If Modulr receives the funds on a Business Day, your Pockit Account will be updated with the amount on the same Business Day. If Modulr receives the funds on a day that is not a Business Day, Modulr will update your balance on the next Business Day.

4.5 Please see the Fee Information Document for the list of fees that Pockit charges.

### **Payments out**

4.6 Only Full Limit or Enhanced Limit Account Holders can make payments from their Pockit Account in the ways set out on the Website. For information about frequency and limits, see the Summary Box. Payments out can only be made on a Business Day. Please see the Fee Information Document for the list of fees that Pockit charges.

4.7 It is your responsibility to ensure that you enter the correct name, account number and sort code when making a payment out of your Pockit Account.

4.8 Should you send a payment to an account using incorrect details we will assist you in attempting to retrieve the funds; however, there is no guarantee that the funds can be retrieved.

4.9 You will find information about how you can give instructions to make payments via the Website. Instructions must be given by 4pm on a Business Day, which you should adhere to if you wish a payment to be made on that same Business Day, i.e. not at weekends or bank holidays.

4.10 If you make a Payment in, you cannot make a Payment out from your Pockit Account against the amount of the Payment in until your Pockit account is updated by Modulr and the money you have paid in appears in your Account Balance.

- 4.11 If you make a Payment out to another Pockit Account that is above the Pockit to Pockit limits but within the Payment out limits detailed in the Summary Box then the payment will be treated as a Payment out and charged accordingly.
- 4.12 You cannot make a Payment out that would put your Pockit Account into a negative balance.
- 4.13 You may cancel an instruction to make a payment where it is possible for a payment to be cancelled, i.e. if the payment has not yet been processed; the criteria by which you can do so are set out on the Website.
- 4.14 We or Modulr may refuse to make a payment if (i) it is not in accordance with these terms and conditions and/or the information provided on the Website, (ii) the applicable fees would take you into negative balance, (iii) the payment is to an organisation to which payments are proscribed by law, or to an organisation to which Modulr does not make payments.
- 4.15 If you believe there to be an error relating to a payment, you should contact us in ways set out on the Website.
- 4.16 If you give us the wrong details for a payment or you tell us about an incorrect payment more than 13 months after it was made, we won't give you a refund but we'll try and trace it for you. We may charge you a reasonable fee to cover our costs in doing this.
- 4.17 Charges, frequency and limits relating to payments are set out in the Summary Box.
- 4.18 It is your responsibility to ensure that you have sufficient funds in your Pockit Account to cover a payment leaving your account; this must include the funds to cover any fees (if applicable). Payments due to leave your Pockit Account where there are insufficient funds to cover both the payment and the Fee for the payment will fail.
- 4.19 We are unable to accept international payments into your Pockit account.

## 5. Remittances

- 5.1 Full and Enhanced Limit Account Holders, with a bank account number and sort code, can use the Remittances Service. This service enables you to send money from your Pockit Account to family members based in countries to which Pockit sends remittances.
- 5.2 This service is subject to our satisfactory verification of your identification documents and a satisfactory remittance instruction. Additional documentation may be required and failure to provide it may delay completion of the transaction. Similarly, incorrect or incomplete provision of the Recipient's bank details will delay the transaction.
- 5.3 This service is additional to the services provided by Pockit.
- 5.4 A transaction fee and FX Mark-Up fee will be charged for use of this service. The amount of these fees can be found in the Summary Box.
- 5.5 The use of the Remittance Services is governed by the Pockit's <https://www.pockit.com/privacy>

### 6. Direct Debit

- 6.1 Full and Enhanced Limit Account Holders, with a bank account number and sort code, can set up Direct Debit mandates for Suppliers to debit funds directly from your Pockit Account (the "Direct Debit Service").
- 6.2 The Direct Debit Service is additional to the existing services we provide, and we reserve the right to choose which users have access to the service and we are not required to provide a reason for rejecting a user to have access to this service.

- 6.3 We charge a transaction fee to use the Direct Debit Service, which can be found in the Summary Box.
- 6.4 You cannot set up international Direct Debit payments.
- 6.5 It is your responsibility to check your Account Balance is sufficient before any Direct Debit payment is due. If your Account Balance is insufficient, a Direct Debit payment will be rejected.
- 6.6 We may cancel a Direct Debit mandate at our discretion if your Account Balance falls below £50 and a Direct Debit is due within 7 Business Days.
- 6.7 We reserve the right to debit from your Account Balance up to £15 per rejected Direct Debit at our discretion.
- 6.8 We reserve the right to withdraw Direct Debit functionality from your account if you have a rejected Direct Debit.
- 6.9 You may cancel a Direct Debit up to 2 Business Days prior to the Business Day the payment is due to be taken. To cancel a Direct Debit, you should notify us via our customer service line or using our app or Website. You should also advise the person or organisation you are paying that the instruction has been cancelled. You will still be responsible for any money you owe. If you do not cancel a Direct Debit by the deadline specified above, we cannot accept responsibility for any payments that are subsequently taken, and you will need to contact the person or organisation you are paying.
- 6.10 The provisions of the UK Direct Debit Guarantee Scheme will apply where a refund of a Direct Debit is requested.

## **7. Use of the Pockit Card and Pockit Account**

- 7.1 The Pockit Card is a prepaid card which can be used to pay for goods and services at Suppliers that display the Mastercard Acceptance Mark. To use the Pockit Card, present it at the time of payment. Use it in full or part payment of your purchase.
- 7.2 When you receive your Pockit Card, you must activate it in the ways described on the Website.
- 7.3 You must not make purchases that exceed the balance of funds available on your Pockit Account. Your balance will be reduced by the amount of each purchase you make. If any purchase takes you over your Account Balance or then Balance Limit in force from time to time and sets out on the Website (e.g. ATM withdrawal limit), the transaction will be declined.
- 7.4 Simple Limit Account Holders may only use their Mastercard at ATM machines in the UK only, and at Suppliers within the UK only.
- 7.5 Full and Enhanced Limit Account holders may use their Mastercard at ATM machines and Suppliers at any location around the world.
- 7.6 We reserve the right to request information or proof of income at any time regarding the source of the funds used to pay into your Pockit Account. We may also suspend your Pockit Account and use of your Pockit Card, pending the satisfactory resolution of our queries. When we restrict your Pockit Account and Card we will work as quickly as possible to resolve the case, unfortunately we are unable to give a timeframe for this review.
- 7.7 We may also suspend your Pockit Account and use of your Pockit Card if, in our sole discretion, we think you are using your Pockit Account or Pockit Card in a manner that it was unintended. We reserve the right to request documentation to assist in satisfactorily resolving our queries.

- 7.8 You can use your Pockit Card to make purchases in-person, via the internet or over the phone. The card can be used to obtain cash through ATMs.
- 7.9 You must not use your Pockit Card for:
- 7.9.1 pre-authorised regular payments;
  - 7.9.2 transactions at self-service petrol pumps;
  - 7.9.3 transactions for cash (other than ATM withdrawal) including for example, cash from a bank, money orders, travellers' cheques and foreign exchange;
  - 7.9.4 any illegal purposes; and
  - 7.9.5 a limited number of specified other transactions as set out on the Website.
  - 7.9.6 Using your account for business usage
- 7.10 Your Pockit Card cannot be used in situations where it is not possible for the Supplier to obtain online authorisation that you have sufficient balance for the transaction. For example: some transactions on trains, ships, and some in-flight purchases.
- 7.11 We may close, suspend or restrict your Pockit Account, Pockit Card or PIN on reasonable grounds relating to:
- 7.11.1 the security of your Pockit Account, Pockit Card, card number or PIN;
  - 7.11.2 the suspected unauthorised or fraudulent use of your Pockit Account, Pockit Card, card number or PIN. We will, if possible, inform you before stopping, suspending or restricting your Pockit Account, Pockit Card or PIN that we intend to do so and the reasons for doing this. If we are unable to do so then we will inform you as soon as reasonably possible afterwards. The requirement to inform you does not apply where it would compromise reasonable security measures, or it would be unlawful to do so; and/or
  - 7.11.3 at our discretion if you abuse our staff in any way.
- 7.12 We are not responsible for the quality, safety, legality, or any other aspect of any goods or services purchased with your Pockit Account or Pockit Card. We are not liable for the failure of any Supplier to honour your Pockit Card.
- 7.13 We reserve the right to suspend or close your Pockit Account indefinitely if you are deemed to have breached any provisions of this paragraph 7.

## **8. Simple Limit Account Holder Verification**

8.1 Simple Limit Account Holders must upgrade their Pockit Account to a Full Limit Account Holder at any time by submitting verification documents, uploaded through the Pockit App. Full details of acceptable documents can be found on our website or within the App. This section applies to current Simple Limit Account holders.

8.2 If you haven't received an update on your upgrade after 96 hours, please contact Customer Services for further information.

## **9. Transactions**

9.1 You agree that any use of your Pockit Account, Pockit Card, card number or PIN constitutes your authorisation and consent to a transaction.

9.2 The time of receipt of a transaction order is when it is received by us. If a transaction order is received after 4pm on a Business Day, then it will be deemed to have been received on

the next Business Day. If receipt does not fall on a Business Day, then it will be deemed to have been received on the next Business Day.

9.3 You cannot stop a transaction (whether an instant transaction or a pre-authorised transaction) after you have authorised it, and it has been transmitted to us.

9.4 We may refuse a transaction or suspend or terminate your right to make a Payment in to your Pockit Account. We may do this if the relevant telephone or computer link is busy. We may also do this if:

9.4.1 a transaction might take you over your Account Balance; or

9.4.2 a transaction might take you over any of your Pockit Account or Pockit Card limits; or

9.4.3 we reasonably believe that we need to do so to keep to the rules of the payment system under which your card is issued; or

9.4.4 we reasonably believe that there are needs to do so to comply with any law or as a matter of good practice.

9.5 We can return money paid to your Pockit Card by mistake. However, if you do not think a payment made to you from a payment service provider in the EEA was a mistake, we may also be allowed to share your personal information with the paying payment service provider so that you can be contacted directly. This is because we are required to cooperate with other payment service providers and share all relevant information in order to assist with tracing money which is sent to the wrong person.

## **10. Foreign currency transactions**

10.1 The Pockit Card can be used for transactions which are not in the currency of the Pockit Card. We charge a transaction fee for using your Pockit Card in overseas ATMs. The fees are detailed in the Summary Box.

10.2 If you make a transaction in a currency other than the currency of the Pockit Card, we will change the amount into the currency of the Pockit Card at the wholesale market rate or any rate that a government may set from time to time. We charge a Fee for such a transaction, detailed in the Summary Box.

10.3 Exchange rates may change, and the exchange rate which applies on the date that you make your transaction may not be the same as the exchange rate we use on the date that we convert the transaction charge and deduct the FX Fee from your balance. The exchange rate applied will include this FX Fee. Your online statement will show the exchange rate and service charge.

10.4 You will not have to pay Fees for anyone you make a payment to within the EEA (regardless of the currency of the transfer).

## **11. Checking your balance**

11.1 To check the available balance on your card or to review your transactions visit the Website, the Pockit App, or any additional channels listed on the Website.

## 12. Managing your balance

12.1 It is your responsibility to ensure that you manage the Account Balance on your Pockit Account within the limits set for your Pockit Account.

12.2 It is your responsibility to ensure that any payments into your Pockit Account do not exceed the Balance Limit. Please refer to your Pockit Account for your Balance Limit.

12.3 Should a payment be sent to your Pockit Account that would exceed your Balance Limit, the full payment will be returned to the sender. The payment will be sent back to the sender as soon as reasonably possible. Pockit accepts no liability for any costs or detriment incurred by you as a result of the funds being returned.

12.4 It is your responsibility to ensure there are sufficient funds in your Pockit Account to cover any payments that you make.

12.5 Your Pockit Account is designed so that in the majority of cases you will not go overdrawn. There are some rare occasions where your Account Balance may be a negative amount. It is your responsibility to pay funds into your Pockit Account immediately to cover any negative balance on your Pockit Account. If you persistently have a negative balance or fail to make an immediate Payment in to cover a negative balance, we reserve the right to close your Pockit Account.

12.6 A negative balance on your Pockit Account will not affect your credit rating, if your Pockit Account is operated in accordance with these terms and conditions.

12.7 In cases where there is a negative balance on your Pockit Account where you have not paid into your Pockit Account to cover the negative balance, we will contact you to request an immediate Payment in.

12.8 Pockit reserves the right to engage the services of a third-party debt collection agency to assist in the collection of any negative balance(s) on your Pockit Account and we may take legal action to recover any outstanding amounts. This may have an adverse impact on your credit rating.

## 13. When your card expires

13.1 Your Pockit Card's expiry date is printed on the card. You must not use the Pockit Card after its expiry date.

13.2 If you have used your Pockit Card in the period of 3 months before its expiry date, we will automatically transfer the Account Balance to a new physical Pockit Card. The new Pockit Card will be issued to you free of charge and sent to you at the current address you have provided to us via your Pockit Account within two weeks of the expiry date. This renewal will not apply to additional cardholder cards. Please note, if you are a Simple Limit Account Holder, you will not be provided with a replacement card.

13.3 If your card has not been used in the period of 3 months prior to its expiry date, we will automatically transfer the Account Balance to a new virtual Pockit Card. You will be able to swap your Virtual card to a physical Pockit card in your Pockit account free of charge.

13.4 If you renew your Pockit Card in circumstances under paragraphs 13.1 or 13.2, these terms and conditions will continue to apply.

13.5 In case you do not wish to renew your card you can close your Pockit account. Please refer to the Cancellation rights section for more information.

13.6 If any balance remains on your Pockit Account for more than 6 years after the expiry date, it will not be refunded.

## **14. Redemption**

14.1 You can redeem all or part of your balance by contacting us in ways described on the Website up until the date that is 6 years after the expiry date shown on your Pockit Card. We will transfer any redeemed funds into a bank account which is in your name. We may request proof from you of the account name.

## **15. Additional cardholders**

15.1 You can request that additional cardholders are issued cards with either a shared balance with the primary cardholder or an additional card that has a separate balance and we will be charged a fee per card (as detailed in the Summary Box). Both the shared balance and separate balance additional cards can only receive funds (top-up) by load from the primary card. All transactions or charges on the shared balance card will be deducted from your Account Balance. All transactions or charges on the separate balance card will be deducted from the balance on that additional card.

15.2 For standard additional cards you must provide personal information of name and address and date of birth about an additional cardholder who has given authority to you to provide this data. We reserve the right to request evidence of the Identity and Residency of Additional cards

15.3 For additional cards on Pockit Senior Accounts details of the additional cardholder are not required of the carer / helper in possession of the cards however the main cardholder takes liability for the usage conducted on the cards.

15.3 Any additional cardholder must be at least 13 years old. This is your responsibility to demonstrate to us, and we may ask for proof of age.

15.4 You must make sure that any additional cardholder complies with the requirements of these terms and conditions in respect of their card.

15.5 You must make sure that any additional cardholders under 18 years old do not use a card for any purpose for which the minimum age is 18 or higher, e.g. gambling, adult entertainment, purchase of alcohol.

15.6 If you are a Simple Limit Account Holder you cannot order any additional cards.

15.7 If your Pockit Card expires or the Agreement is terminated, access to your Account Balance will cease for any additional cardholder and any additional cardholder cards will expire or terminate as applicable. This will happen even if the expiry date printed on an additional cardholder's Pockit Card is later than that on your Pockit Card.

## **16. Third party providers**

16.1 You can choose to allow a Third Party Provider ("TPP") to access information on your Pockit Account, to combine and display information about your Pockit Account with information from accounts you have with other payment service providers, and, if applicable to your Pockit Card, to make payments for you from your Pockit Account, provided the TPP is authorised by the FCA or another European regulator and you have given your explicit consent.

16.2 If you do, you must keep us informed of any incorrect or unauthorised transactions that happen so we can take steps to stop further misuse of your Pockit Card and arrange any refund you've been entitled to.

16.3 If you are thinking of using a TPP, it is important you check with the regulator whether it is authorised before you use it.

16.4 We can refuse or stop access to a TPP if we're concerned it isn't authorised or if we believe it is fraudulent or acting fraudulently. If that happens, we'll contact you to explain why unless we believe that would compromise our security or it would be unlawful.

## **17. Liability**

17.1 Nothing in these terms and conditions excludes or limits either our, or your, liability for fraud (including fraudulent misrepresentation or concealment), breach of contract, wilful default, negligence or any other liability which cannot be lawfully excluded or limited (including any liability with respect to death and personal injury resulting from our or your negligence, or that of our employees, agents or subcontractors).

17.2 Any liability arising out of a breach of these terms and conditions will be limited to any loss or damage that is a reasonably foreseeable consequence of such a breach and which arises directly from the actions of the defaulting party. Neither party shall be liable for any loss of profits, sales, business or revenue.

17.3 Our liability in connection with these terms and conditions (whether arising in contract, tort (including negligence), breach of statutory duty or otherwise) shall be subject to the following exclusions and limitations:

17.3.1 we shall not be liable for any default resulting directly or indirectly from any cause beyond our reasonable control which would have been unavoidable despite all efforts to the contrary, including but not limited to, a lack of funds and/or failure of network services at cash machines, maximum withdrawal limits set by cash machine operators and failure of data processing systems, an act of state or government, war, riot or terrorism, any act of God, the suspension of any market, postal or other strikes or similar industrial action;

17.3.2 where the Pockit Card is faulty due to our default, our liability shall be limited to replacement of the Pockit Card, or at our choice, redemption of the Account Balance;

17.3.3 where sums are incorrectly deducted from your Account Balance due to our default, our liability shall be limited to payment to you of an equivalent amount;

17.3.4 in all other circumstances of our default, our liability will be limited to redemption of the Account Balance; and

17.3.5 any person refusing to accept payment.

17.4 The above exclusions and limitations set out in this paragraph 17 shall apply to any liability of our affiliates such as Mastercard, or other suppliers, contractors, agents or distributors and any of their respective affiliates (if any), to you, which may arise in connection with these terms and conditions.

## **18. Cardholder liability and authorisations**

18.1 You must sign your Pockit Card as soon as you receive it and keep it safe. You must always make sure that you:

18.1.1 do not allow anyone else to use your Pockit Card;

18.1.2 do not reveal your PIN and never write down your password(s), PIN or any security information you have given us unless you do this in a way that would make it impossible for anyone else to recognise any of that information;

18.1.3 only release the Pockit Card, card number or PIN to make (or try to make) a transaction.

18.2 You should treat the e-money on your Pockit Card like cash in a wallet. If you lose your Pockit Card or it is stolen you may lose any e-money on it in just the same way as if you lost your wallet. If your card is lost or stolen or someone else finds out the PIN or if you think your Pockit Card, card number or PIN may be misused, you must:

18.2.1 log onto the Website or Pockit App and block your Pockit Card if it is lost/stolen using the card management area;

18.2.2 report the card lost/stolen by email us at [help@pockit.com](mailto:help@pockit.com) so that we can cancel and replace your Pockit Card; and

18.2.3 if we ask, write to us within seven days to confirm the loss, theft or possible misuse (the address is Pockit Limited, PO Box 75178, London, NW1W 9YE), and stop using your Pockit Card, card number or PIN immediately. If you find your Pockit Card after you have reported it lost, stolen or misused, you must cut it up and tell us as soon as you can. If your Pockit Card is lost or stolen, once you have reported it you can request a replacement by contacting us in ways described on the Website. We may charge a Fee for the replacement card (as detailed in the Summary Box).

18.3 You may not be liable for any use of your Pockit Card, card number or PIN by another person who does not have your permission to use it or if it is lost, stolen or destroyed, unless:

18.3.1 you agreed to that person having your Pockit Card, card number or PIN, or through your gross negligence or carelessness, failed to comply with paragraph 18.1, in which case you may be liable for any use that occurs before you tell us in accordance with these terms and conditions; or

18.3.2 you acted fraudulently then, to the extent permitted by law, you may be liable for misuse of your Pockit Card, card number or PIN.

18.4 You may only be liable to a maximum of £35 resulting from transactions arising from the use of a lost or stolen card or from the misappropriation of the payment instrument where the cardholder has failed to keep security features of the card safe. The £35 liability limit is applicable to each instance of loss, theft or misappropriation and not each transaction. If your card is used without your permission, or is lost, stolen or if you think your Pockit Card may be misused, we may disclose to law enforcement agencies any information which we reasonably believe may be relevant.

18.5 In case of errors or disputes about transactions, contact us in ways described in our Website.

18.6 We may restrict or refuse to authorise any use of your Pockit Card in any legal jurisdiction if using the Pockit Card is causing or could cause a breach of these terms and conditions or if we have reasonable grounds for suspecting that either you or a third party has committed or is about to commit a crime or other abuse in connection with the Pockit Card.

## **19. Altering these Terms and Conditions**

19.1 We may change any of these terms and conditions by notifying you by email, or by a notification within the Pockit App, including changes to Fees and to introduce new terms.

19.2 We may make changes to these terms and conditions:

- 19.2.1 to reflect changes in relevant laws and regulatory requirements;
- 19.2.2 to implement minor technical adjustments which do not adversely affect you; and
- 19.2.3 to introduce new products and services.

Such changes will take effect immediately upon notification to you in the ways described in our Website (provided you have supplied us with up-to-date information).

19.3 If we make any other changes to these terms and conditions, we will give you 60 days prior notice in the ways described in our Website (provided you have supplied us with up-to-date information). You will be deemed to have accepted such change by continuing to use your Pockit Card or Pockit Account after the 60 day period unless you notify us of any objection before the proposed date of the change. Between receipt of the notice and the proposed date of change, if you notify us that you do not accept the change, the Agreement will immediately come to an end and your Pockit Account will be closed in accordance with paragraph 21.

19.4 All new terms and conditions will be available at [www.pockit.com/terms](http://www.pockit.com/terms) from the date we notify you of the change.

## **20. Cancellation rights**

20.1 If you change your mind about having the Pockit Account and Pockit Card, you can close your Pockit Account within 14 days of the date you receive confirmation of your application being approved by contacting us in ways described on the Website. You will not be charged for closing your Pockit Account and cancelling your Pockit Card during this period. We will refund to you your Account Balance and any Fees that you have paid, but you will not be entitled to a refund of money you have already spent on transactions you have already made. If you have breached any of the terms and conditions during this period we will require you to satisfy any requests prior to refunding any funds on the account.

20.2 You can also close your Pockit Account and cancel your Pockit Card any time after the 14 day period subject to an account closure fee as set out in the Summary Box by contacting Customer Services. You should also cut your Pockit Card in half through the signature box, magnetic strip and chip.

20.3 To close your account any outstanding balance must be returned to the Account Holder. This has to be done via transfer to a UK bank account. We reserve the right to request proof of the recipient account or address. We reserve the right to return funds back to their source in the event the Account Holder fails to provide an UK bank account and satisfactory proof of the account in a timely manner and to which we are satisfied.

## **21. Ending the Agreement**

21.1 We may terminate the Agreement at any time. Unless there are exceptional circumstances, including abuse of staff, breach of these terms and conditions and complying with legal requirements, we shall give you 60 days' prior notice.

21.2 Reasons for ending the Agreement may include, but not limited to:

21.2.1 if the Agreement or your Pockit Card expires;

21.2.2 if you break an important part of the Agreement, or repeatedly break the agreement and fail to resolve the matter in a timely manner;

21.2.3 if you act in a manner that is threatening or abusive to our staff, or any of our representatives; or

21.2.4 if you fail to pay fees or charges that you have incurred or fail to pay back any negative balance on your Pockit Card.

21.3 We may also close your Pockit Account and cancel your Pockit Card immediately if we suspect fraud or misuse of your Pockit Account or Pockit Card or have any other security concerns, or need to do so to comply with the law.

21.4 We may close your Pockit Account if you operate it in a manner that could be classed as non-standard use of a Pockit Account e.g. solely for gambling purposes or business use.

21.5 You can terminate the Agreement by contacting us in ways described on the Website, subject to paragraphs 14 and 19.

21.6 Once the termination of your Pockit Account commences all payment mandates (such as Direct Debits) out of your Pockit Account will be cancelled. Any payments into your Pockit Account will be returned to the sender.

21.7 We reserve the right to return any funds held in your account either back to the senders of the payments or to Account Holder subject to satisfying the conditions in Section 20.3.

21.8 If a payment is in the process of being paid out when the closure process commences there is a possibility that the payment may still go through; it is your responsibility to ensure that you have made alternate arrangements for payments into and from your Pockit Account. We do not accept liability for any payments made or missed as a result of the account termination process commencing.

21.9 If you do not redeem your full balance within 6 years of your Pockit Card's expiry date, the Agreement terminates.

21.10 If you waive any remaining balance in your Pockit Account upon closure the funds will be transferred into an account held by us and your Pockit Account will be closed.

## **22. General**

22.1 By entering into these terms and conditions, you agree that we may use your information in accordance with the 'How we use your information' section of these terms and conditions, as set out in paragraph 27.

22.2 We may monitor and/or record telephone calls between you and us or service providers.

22.3 We may record all communications you have with Pockit including social media interactions.

22.4 You must provide us with an email and postal address and phone number and let us know of any changes. You must advise us as soon as possible of any changes to the details we hold for you; it is your responsibility to ensure that your details are up-to-date at all times. You agree that we may communicate with you by email for issuing any notices or information about your Pockit Account or Pockit Card and therefore it is important that you ensure you keep your email address updated on the Website.

22.5 We may transfer our rights and/or obligations under these terms and conditions or arrange for any other person to carry out such rights and/or obligations under these terms and conditions. If we transfer our rights, we will contact you before the transfer becomes effective and you will have the right to close your Pockit Account before the transfer comes into effect.

22.6 You may not transfer any of your rights and/or obligations under these terms and conditions.

22.7 We can delay enforcing our rights under these terms and conditions without losing them.

22.8 If we cannot enforce any paragraph, condition or part of a paragraph or condition under these terms and conditions, it will not affect any of the other paragraphs, conditions or the other part of the paragraph or condition in these terms and conditions.

22.9 If any provision of these terms and conditions is or becomes illegal, invalid or unenforceable that will not affect the legality, validity or enforceability of any other provision of these terms and conditions.

22.10 A person who is not a party to these terms and conditions has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these terms and conditions.

22.11 These terms and conditions apply however you decide to access your Pockit Account (including through the Website or through any mobile device application).

22.12 The language of these terms and conditions is English, and all notices and information given under these terms and conditions will be in English.

22.13 These terms and conditions and the Agreement are governed by English law, but if you are using your Pockit Account as a consumer, you may have the right to have your dispute or claim heard by the courts in your home jurisdiction. If for whatever reason you do not have the right to take action in the courts of a jurisdiction outside of England & Wales, by entering into this Agreement, you agree to submit to the non-exclusive jurisdiction of the courts of England & Wales to resolve any legal matter arising from these terms and conditions and the Agreement.

## 23. Intellectual property

23.1 We are the owner or the licensee of all intellectual property rights in the Website and the Pockit Account and in the material published on them. These works are protected by copyright laws and all such rights are reserved.

23.2 Pockit and the Pockit logo are trademarks of Pockit Limited. Pockit Limited is the sole owner of the same. You will not make any unauthorised use of the Pockit trade marks and any unauthorised use can result in legal action being taken against you.

23.3 [www.pockit.com](http://www.pockit.com) is the uniform resource locator ("URL") of our company. You will not make any use of this URL (or any other URL owned by us) on another website or digital platform without our prior written consent.

23.4 Any data licensed to Credit Peers from third parties is provided for use on the Website only and may not be used for any commercial purposes without the consent of such third parties.

## 24. Payment services information

24.1 This paragraph only applies if the Supplier's bank is located within the European Economic Area (EEA) and the payment services being carried out are transacted in Euro, or another currency of an EEA member state.

24.2 We will ensure that a transaction you make is credited to the Supplier's bank, or that returned funds following redemption or cancellation are credited to your bank within these timescales:

Type of Transaction	Timescale
---------------------	-----------

Transaction carried out in a currency other than Euro (€) or Pounds Sterling (£) Or Transaction involving more than one currency	By the end of the fourth Business Day following the day on which the transaction or order is received
Any other Transaction	By the end of the Business Day following the day on which the transaction order is received

24.3 If you use your Pockit Card or provide your card details to a Supplier to make a transaction before you know the amount which is going to be charged to your Pockit Card, then you may be entitled to request a refund if the amount is unexpectedly large, provided that you tell us within eight weeks from the date the transaction is deducted from your Account Balance but you will NOT be entitled to a refund if you have been told by us, or the Supplier, of the amount of that transaction at least four weeks before the transaction is due to be deducted from your balance, and you consented to the transaction.

24.4 On receipt of such a request under paragraph 24.3, we may require you to provide us with the information to ascertain whether the conditions in paragraph 24.3 have been met. Within 10 Business Days of receiving a request from you under paragraph 24.3 or of receiving any additional information required under this paragraph, we will provide a refund or justify why we are refusing the request.

24.5 We are liable for the correct execution of the transaction unless we can prove that the transaction was received by the Supplier’s bank, in which case the Supplier’s bank is liable to the Supplier. You may request that we make immediate efforts to trace an incorrectly executed transaction and notify you of the outcome.

24.6 When a Supplier initiates a transaction, it is the Supplier’s bank which is liable for the correct transmission of the relevant details to us. If the Supplier’s bank can prove that it is not responsible for a transaction which has failed or has been incorrectly executed, we will be responsible to you.

24.7 If we are responsible for an incorrect amount of a transaction being deducted from your Account Balance, we will correct the error. If we are responsible for a transaction being deducted from your balance which you did not authorise, we will refund the amount of the transaction to your balance and treat the transaction as if it had never occurred. You must inform us of an unauthorised or incorrect transaction as soon as possible and in any event no later than 13 months after the debit date. If you do not do so, we may not be liable.

24.8 If you're due a refund for an unauthorised transaction, we'll make sure you receive this no later than the end of the next Business Day.

24.9 We are not liable if you incorrectly identify the Supplier under a transaction. In such a case, we will make reasonable efforts to recover the funds involved.

24.10 If you are able to make payments directly from your Pockit Account to another person and if a payment you asked us to make within the EEA arrives later than it should have, you can ask us to contact the receiving bank and ask them to treat it as if it was made on time.

24.11 For card-based payment transactions where you do not know the exact amount of the payment transaction at the time you authorise it, we will not block funds on your Pockit Card unless you authorise the exact amount to be blocked. This could be the case for payments you make at hotels or at fuel stations for example. We shall release any blocked funds without undue delay as soon as we are aware of the exact amount of the payment transaction and immediately after receipt of the relevant payment order.

## **25. Complaints and how to contact us**

25.1 We consider a complaint to be an expression of dissatisfaction made by you in relation to any of the services we provide. We will try to resolve any complaints you have about your Pockit Card or the service we provide to you within 15 Business Days of receiving your complaint and, in exceptional circumstances, within 35 Business Days (and we will let you know if this is the case).

25.2 If you would like to make a complaint, or contact us for any other reason connected to these terms and conditions please contact us in ways described on the Website. We have procedures in place to make sure that we handle your complaint in a fair, reasonable and timely manner.

25.3 If you feel that your complaint or grievance has not been dealt with satisfactorily, you have the right to refer your complaint to the Financial Ombudsman Service. If you have not received a final response letter from us within 15 business days of raising your complaint, or the final response letter has been received but is not satisfactory to you, you have the right to bring your complaint to the Financial Ombudsman Service, but you must do so within six months. You can contact the Financial Ombudsman at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR; Telephone: 0800 023 4 567 from landlines, 0300 123 9 123 from mobile phones or +44 20 7964 0500 for calls from outside the UK and e-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk).

25.4 If you do refer your complaint to the Financial Ombudsman Service, this will not affect your right to take legal action.

## **26. Contacting you in an emergency**

26.1 We may need to contact you urgently if we suspect or find fraudulent activity has occurred on your account (provided we are not prohibited from doing so by law) or if we suffer a security threat. To do so, we may (for example) send you a text message instead of calling or emailing you, if we think this is the quickest way to contact you. When we contact you, we will also give you information on how you can minimise any risk to your Pockit Card depending on the nature of the security threat.

26.2 We'll use the same contact details which you have already provided us with when contacting you. You must inform us immediately if your personal details or contact information change.

## 27. How we use your information

27.1 We shall transfer information relating to you to a third party which will search your record at credit reference and fraud prevention agencies. These searches are to check your identity and we do not carry out full credit reference checks or credit scoring for this purpose. We will use an automated decision-making system to assess your application and verify your identity.

27.2 We reserve the right to run a soft credit check using the information provided to us during your application. We will not use this to automate decision-making, but to provide us with additional insight into your eligibility for any credit products we choose to offer.

27.3 If we are unable to verify your identity adequately, we may ask you to provide some documentary evidence to help confirm your identity and address.

27.4 Credit reference agencies may check the details you supply against any particulars on any database (public or otherwise) to which they have access. An unrecorded enquiry will be made. An unrecorded enquiry is a search that was not made for lending purposes. It cannot affect your credit rating or score when you apply for credit. It is not seen by lenders other than the one that carried out the search. It is included on your credit report, so you know the search was made but does not affect your credit rating, or score, when you apply for credit.

27.5 If you give us false or inaccurate information and we identify fraud, we will record this with fraud prevention agencies. Law enforcement agencies may access and use this information.

27.6 The fraud prevention agencies will share records with other organisations. We and other organisations may access and use the information recorded by fraud prevention agencies overseas.

27.7 Please contact us in ways described on the Website if you would like details of those credit reference and fraud prevention agencies. You have a legal right to these details.

27.8 You have certain rights to receive a copy of any information we hold about you. Please contact us in ways described on the Website. We may charge you for this service.

27.9 Some information held by credit reference and fraud prevention agencies will be disclosed to us and other organisations to, for example, to prevent fraud and money laundering, by checking applications for credit, credit-related or other facilities, proposals and claims for all types of insurance, job applications and employee records, and to verify your identity.

27.10 The information held by these agencies may also be used for other purposes for which you give your specific permission or, in very limited circumstances, when required by law or where permitted under the terms of the Data Protection Act 1998 and any applicable or succeeding legislation including Regulation (EU) 2016/679 (General Data Protection Regulation).

27.11 When you have an agreement with us we may use the following types of information about you:

27.11.1 information you give us, or we already hold about you, including any phone number you call us from, which we may record;

27.11.2 information we receive when making a decision about your application or agreement, including information we receive from enquiries and searches made in your name with credit reference and fraud prevention agencies;

27.11.3 information (including details of payments and transactions) we may hold about any managed account or policy which you hold with or through us; and

27.11.4 information we receive from anyone who is allowed to provide us with information about you.

- 27.12 We will process, use, manage, control, release and record information about you to:
- 27.12.1 search credit reference and fraud prevention agencies' records (including information from overseas) to manage your account;
  - 27.12.2 manage your accounts and policies, and manage any application, agreement or correspondence you may have with us;
  - 27.12.3 carry out, monitor and analyse our business;
  - 27.12.4 contact you by post, by phone or in another way about other products and services which we consider may interest you – if you consent to us doing so;
  - 27.12.5 fight fraud, money-laundering, terrorism and other crimes; and
  - 27.12.6 keep to any laws or regulations in any country.
- 27.13 We may reveal information about you:
- 27.13.1 to any person working for us or our co-brand partner;
  - 27.13.2 to fraud prevention agencies;
  - 27.13.3 to any organisation which backs any of our products which you hold;
  - 27.13.4 to any payment system under which we issue your card;
  - 27.13.5 if a payment is processed through a worldwide payment system, to certain authorities in order to detect and prevent terrorism (including authorities outside the UK);
  - 27.13.6 to any person to whom we transfer any of our rights or obligations under any agreement we may have with you;
  - 27.13.7 to a third-party debt collection agency to assist in the collection of any negative balance(s) on your account; and
  - 27.13.8 to anyone you authorise us to give information about you to.
- 27.14 Processing your information, as described above, may involve sending it to other countries outside of the EEA including the United States of America. In such circumstances we are responsible for making sure that your information continues to be protected.
- 27.15 We will keep information about you for only as long as we need to or are required to meet legal obligations.

## **28. Partnership Accounts**

- 28.1 If you are a partnership account holder you are only eligible to receive funds from your employer into your account.
- 28.2 If you wish to upgrade your account to a full limit account, you can do so at any time by contacting customer service.

## **29. Cashback**

- 29.1 [Pockit](#) offer cash back on online and instore transactions made at qualifying retailers. Please check full terms and conditions for cashback on this page.

## 30. Fee Information Document

### Fee Information Document

Name of the account provider: Pockit Limited

Account Name: Pockit Prepaid Mastercard

1. This document informs you about the fees for using the main services linked to the payment account. It will help you to compare these fees with those of other accounts.
2. Fees may also apply for using services linked to the account which are not listed here. Full information is available in the Pockit Terms and Conditions.
3. A glossary of the terms used in this document is available free of charge.

Service	Fee
General account services	
Obtaining Pockit Mastercard, including delivery charge. Card gets dispatched upon successful account verification.	Basic: £0.99 Standard £4.99 Express: £9.99 Courier: £19.99
Maintaining the account: Monthly Usage Fee (Pockit Standard):	Monthly £1.99 Total annual fee £23.88
Pockit Extra	Monthly £5.99 Total annual fee £71.88
Payments (excluding cards)	
Sending money within the UK: (Not available for Basic Account Holders)	£0.99

Sending money outside of the UK:	£0.99 (Not available for basic Account Holders)
Sending Money Outside of the UK Foreign Exchange Fee:	May vary depending on the remittance transaction amount, region and currency. You agree to pay the Foreign exchange fee provided to you prior to your final authorisation of the money transfer.
Cards and Cash	
Paying in with cash:	£1.99
Adding money via debit card load	£1.99
Cash withdrawal in pounds in the UK: (ATM and / or PayPoint stores)	£1.49
Prepaid card payment in pounds	Free
Prepaid card payment in a foreign currency	4% of transaction value
Overdrafts and related services	
	Service not available
Other services	
Cash withdrawal in foreign currency outside the UK:	£2.25
Receiving money from outside of the UK	Service not available

Direct Debit	£0.99
Additional Card Fee (up to maximum of 3) (Not available for basic account holders)	Standard £3.99 Express: £9.99 Courier: £19.99
Card Replacement Fee:	Standard 3.99 Express £9.99 Courier: £19.99
Missed Direct Debit Fee:	£15.00
Customer Service Line	Standard Network charges Apply 9p per minute to BT customers

Package of Services	Fee
	Service not available

Information on additional services Information on fees for services exceeding the quantity of services covered by the package of services (excluding fees listed above)	
Service	Fee
Pockit	Service not available

## 31. SUMMARY BOX

### Limits

These tables summarise key product features and information is not intended to replace the terms and conditions of the product. The limits that apply to each price point of the Pockit Account are set out below:

Monthly limits are based around the anniversary of your account opening and apply on a 30-day rolling basis.

		Simple Account Holder	Full Account Holder*	Enhanced Limit Account Holder*	Additional card account holder (separate balance)	Additional card account holder (shared balance)
Account balance	Maximum account balance at any time	£200	£5,000	£30,000	£5,000	£5,000
Adding money via bank transfer BACS & FasterPayments share limits	Maximum value at any one time	£120	£3,000	£5,000	not available	not available
	Daily amount	£120	£3,000	£5,000	not available	not available
	Daily number of transactions	2	25	5	not available	not available
	Monthly amount	£120	£10,000	£10,000	not available	not available
	Monthly number of transactions	15	75	35	not available	not available

	Annual amount	£1,440	£40,000	£120,000	not available	not available
	Annual number of transactions	200	250	250	not available	not available
Adding cash at Paypoint store	Maximum cash load at any one time	£120	£249	£249	not available	not available
	Minimum cash load at any time	£10	£10	£10	not available	not available
	Daily amount	£120	£249	£249	not available	not available
	Daily number of transactions	10	10	10	not available	not available
	Monthly amount	£120	£2,500	£2,500	not available	not available
	Monthly number of transactions	30	50	50	not available	not available
	Annual amount	£1,440	£15,000	£30,000	not available	not available
	Annual number of transactions	120	500	500	not available	not available

Adding money via debit card	Maximum cash load at any one time	not available	£50	£50	not available	not available
	Minimum cash load at any time	not available	£10	£10	not available	not available
	Daily amount	not available	£250	£250	not available	not available
	Daily number of transactions	not available	10	10	not available	not available
	Monthly amount	not available	£3,000	£3,000	not available	not available
	Monthly number of transactions	not available	75	75	not available	not available
	Annual amount	not available	£20,000	£20,000	not available	not available
	Annual number of transactions	not available	250	250	not available	not available
Sending money in the UK	Maximum value at any one time	not available	£2,500	£5,000	not available	not available

FasterPayments and Direct Debits share the limits	Minimum transfer at any time	not available	£1	£1	not available	not available
	Daily amount	not available	£2,500	£5,000	not available	not available
	Daily number of transactions	not available	5	10	not available	not available
	Monthly amount	not available	£5,000	£10,000	not available	not available
	Monthly number of transactions	not available	30	100	not available	not available
	Annual amount	not available	£30,000	£60,000	not available	not available
	Annual number of transactions	not available	1,000	1,000	not available	not available
Sending money abroad	Maximum value at any one time	not available	£2,500	£3,750	not available	not available
	Minimum transfer at any time	not available	£1	£1	not available	not available
	Daily amount	not available	£2,500	£3,750	not available	not available

	Daily number of transactions	not available	5	10	not available	not available
	Monthly amount	not available	£5,000	£10,000	not available	not available
	Monthly number of transactions	not available	30	100	not available	not available
	Annual amount	not available	£30,000	£60,000	not available	not available
	Annual number of transactions	not available	1,000	1,000	not available	not available
Taking cash out at ATM UK & Abroad	Maximum value at any one time	£50	£250	£250	£250	£250
	Daily amount	£50	£250	£500	£250	£250
	Daily number of transactions	10	10	10	10	10
	Monthly amount	£80	£5,000	£5,000	£5,000	£5,000
	Monthly number of transactions	30	150	150	75	150
	Annual amount	£80	£15,000	£30,000	£15,000	£15,000

	Annual number of transactions	50	180	1,800	180	180
Paying with your Pockit card UK & abroad, online and in-store	Maximum value at any one time	£120	£5,000	£5,000	£2,000	£5,000
	Daily amount	£120	£5,000	£5,000	£2,000	£5,000
	Daily number of transactions	20	20	20	10	10
	Monthly amount	£120	£10,000	£10,000	£5,000	£10,000
	Monthly number of transactions	600	600	600	50	600
	Annual amount	£1,440	£30,000	£120,000	£30,000	£30,000
	Annual number of transactions	600	1,000	7,300	400	1,100
Adding money from other	Daily amount	not available	£1,000	£2,500	£250	not available

Pockit accounts	Daily number of transactions	not available	5	5	10	not available
	Monthly amount	not available	£2,500	£5,000	£5,000	not available
	Monthly number of transactions	not available	30	30	75	not available
	Annual amount	not available	£15,000	£60,000	£15,000	not available
	Annual number of transactions	not available	360	360	180	not available
Sending money to other Pockit accounts	Daily amount	not available	£1,000	£2,500	not available	not available
	Daily number of transactions	not available	5	5	not available	not available
	Monthly amount	not available	£2,500	£5,000	not available	not available
	Monthly number of transactions	not available	30	30	not available	not available
	Annual amount	not available	£15,000	£60,000	not available	not available

	Annual number of transactions	not available	360	360	not available	not available
Sending money to your Additional card	Daily amount	not available	£2,000	£2,000	not available	not available
	Daily number of transactions	not available	10	10	not available	not available
	Monthly amount	not available	£5,000	£5,000	not available	not available
	Monthly number of transactions	not available	50	50	not available	not available
	Annual amount	not available	£30,000	£30,000	not available	not available
	Annual number of transactions	not available	400	400	not available	not available
		Simple Account Holder	Full Account Holder*	Enhanced Limit Account Holder*	Additional card account holder (separate balance)	Additional card account holder (shared balance)
Account balance	Maximum account balance at any time	£200	£5,000	£30,000	£5,000	£5,000

Adding money via bank transfer BACS & FasterPayments share limits	Maximum value at any one time	£120	£3,000	£5,000	not available	not available
	Daily amount	£120	£3,000	£5,000	not available	not available
	Daily number of transactions	2	25	5	not available	not available
	Monthly amount	£120	£10,000	£10,000	not available	not available
	Monthly number of transactions	15	75	35	not available	not available
	Annual amount	£1,440	£40,000	£120,000	not available	not available

\*Limits may be increased at Pockit's discretion

Contactless	Simple Limit Account Holder and Full Limit Account Holder
Maximum payment per transaction	£45
Maximum total amount before PIN transaction required	£135 (Multiple payments)
Number of back to back transactions before PIN transaction required	5

## **32. Transactional Addons**

32.1 We reserve the right to amend these addon terms at any time without notice of these terms

32.2 These amendments will take effect immediately upon amendment and will be available to view in your Pockit account from the date of amendment.

32.3 You will be deemed to have accepted such amendments by continuing to use your Pockit card / account – unless you notify us of any objections within 5 working days

32.3.1 If you notify us that you do not accept such amendments your Agreement will immediately come to an end and your Pockit account will be closed in accordance with Paragraph 21.

## **33. Virtual Cards**

33.1 Upon creating a Pockit account, customers may be issued a Virtual Card.

33.1.1 This Virtual Card will be available to use as soon as the Pockit account is created.

33.1.2 Customers will then have the ability to order a physical card – subject to Paragraph 2.

33.2 Customers will have access to information about their Virtual Card in mobile and web applications.

33.3 Customers will be able to use their virtual card for online transactions only.

33.3.1 Customers will not be able to use their virtual card for point of sale (POS) transactions or for the withdrawal of cash at ATMs.

## **34. ‘Know Your Customer’ (KYC) review**

34.1 The firm is obliged to monitor customers and their transactions on an ongoing basis. This can be done through an ongoing ‘Know Your Customer’ (KYC) review.

34.2 Enforcing ongoing due diligence checks on the existing client base to assist the firm with complying with its AML regulatory obligations, which does not end after onboarding new customers.

34.3 KYC Refreshers will be undertaken every 12-24 months. You will be provided with an in-app notification if the KYC Refresher is needed to be completed.

34.4 If a customer fails to adequately complete the KYC Refresher, Pockit reserves the right to terminate the account in accordance with Section 21.1.

## **35. Pockit Extra**

35.1 Pockit Extra is an optional subscription plan offered by Pockit Limited (“Pockit”) which aims to provide customers with added benefits for a fixed monthly cost.

35.2 This document sets out the terms and conditions applicable to the Pockit Extra subscription, with a comprehensive list of its benefits and costs.

## Pockit Extra benefits

### 35.3 Cashback

35.3.1 Pockit Extra offers customers the opportunity to earn 1% cashback on purchases and Direct Debits made with the subscribed card.

35.3.2 This cashback only applies to purchases and Direct Debits of up to £250 in each Pockit Extra monthly billing cycle and will be paid by Pockit.

35.3.3 The Pockit monthly billing cycle is defined as the date you commence your subscription up to and including the 30 days thereafter

35.3.4 In order to qualify for the cashback offer, you must comply with the following:

35.3.5 You must maintain an active Pockit Extra plan and Pockit account in accordance with the relevant terms & conditions. Terms & conditions pertaining to your Pockit account can be found at <https://app.pockit.com/policies/terms>

35.3.6 You must make any eligible payments using your Pockit Extra account.

35.3.7 You must spend any amount between £1 and £250 during the Pockit Extra monthly billing cycle.

35.3.8 This Cashback offer is governed by the terms in (29.1) as eligible purchases are subject to vendor validation.

35.3.9 A representative example of how the Cashback offer works can be seen in the table below:

#### 35.3.10

Date of Account Pockit Extra upgrade	Monthly End Date	Total Spend	Remaining Allowance where cashback can be paid on	Cashback paid by Pockit for this period
20/09/2022	20/10/2022	£150	£100	£1.50

35.3.11 This cashback promotion excludes purchases made from certain merchants, for a list of these excluded merchants please see [the link here](#)

35.3.12 In the event the account holder is no longer subscribed to Pockit Extra, the cashback offer will not be paid on any transactions made during this time of non-subscription.

35.3.13 You are considered unsubscribed in the event there are insufficient funds to cover your Pockit Extra membership, and 10 days have elapsed since the first missed payment.

35.3.14 Cashback will not be paid for any purchases made during these 10 days, should the account still remain unsubscribed.

## Additional Benefits

36.1 As a member of Pockit Extra you are entitled to the following additional benefits:

36.1.1 You are entitled to One free bank transfer within the UK every monthly billing cycle

36.1.2 You are entitled to Two free Direct Debits every monthly billing cycle

36.1.3 You are entitled to One free card replacement every year

36.1.4 You are entitled to free Account Maintenance fees

36.2 All respective transactions made outside of these monthly allowances will be charged according to our standard account pricing.

36.3 In the event the account holder is no longer subscribed to Pockit Extra, the above-mentioned free allowances will not apply, and you will be charged according to our standard pricing plan. For details of our standard pricing please see the Fee Information table

## **Costs of Pockit Extra**

37.1 Pockit Extra will be charged at a monthly rate of £5.99. Each monthly billing cycle will commence from the date of your first monthly payment.

37.2 As Pockit Extra is an upgrade to the Standard account, the £1.99 Standard account fee will be omitted and not charged concurrently with the Pockit Extra £5.99 monthly fee.

37.3 In the event you do not have sufficient funds in your Pockit account to cover the monthly subscription fee on the Monthly Billing cycle due date, a 10 calendar day period is given whereby you may top up your account for the payment to be taken.

37.4 By failing to keep adequate funds in your account after this period, your account will be downgraded, being downgraded involves your account reverting to a Pockit Standard account and all relevant Pockit Extra benefits will no longer apply to your account.

37.5 You are able to downgrade at anytime, however the following restrictions apply:

37.5.1 On sign-up to Pockit Extra you are given a 3 month cooling off period, commencing on the date you begin your subscription.

37.5.2 If you choose to downgrade, or are downgraded due to insufficient funds on your account within this 3 month period, you will have to wait 3 months before you are able to sign up to Pockit Extra again. This is 3 months from the date you are downgraded.

37.5.3 If you choose to downgrade outside of the 3 month cooling off period you are able to upgrade to Pockit Extra at any time.