

## **CLOSURE FAQ**

### **Why is the Im Card program closing?**

As we're constantly working to develop inspiring products which will enrich your travelling experiences, we've taken the difficult decision to withdraw the Im Card from the UK market so that we can redirect our resources elsewhere.

### **What will happen to the balance on my Im Card and how can I get it refunded?**

You can still withdraw your Im Card's available balance at any ATM before 14 July 2020, both domestically or internationally. Alternatively, you can contact our customer support team to close your account and get a refund for the remaining balance via bank transfer.

To do this you need to email us at [lmcard-support@wirecard.com](mailto:lmcard-support@wirecard.com) from your registered email id the following information:

- your instruction to request a refund along with your bank account details (Sort Code, Account Number)
- proof of your bank details (this can be a screenshot from your online banking app, copy of your bank card blanking out your 16 digit card number or copy of your bank statement). Providing such proof with your account name and relevant bank details will allow us to process your request.

Upon verifying the details, the outstanding balance on the Im Card account will be transferred to your bank account. Please be advised we cannot return your balance to a third party and payment may take up to 21 days.

If you are unable to supply bank details please contact our team and we will be happy to discuss arranging a cheque.

### **Till what time can I apply for a refund of the available balance?**

Your Im Card will still be operational for a period of 2 months, until 14 July 2020. During this time you will be able to use your Im Card in order to withdraw your available balance at any ATMs which accept Visa cards.

You can redeem any outstanding balance left on your Im Card up to 6 years after the programme's closure date by writing to [lmcard-support@wirecard.com](mailto:lmcard-support@wirecard.com). If any balance remains on the Im Card more than 6 years after the programme closure date, it will no longer be refundable.

### **Do I need to activate my card before the closure date?**

If you have not yet activated your Im Card, please do so before 14 July 2020 or your account will be closed and the funds still held there will no longer be accessible.

### **How do I get in touch with your Customer Services team?**

If you have any queries or would like to contact us directly, you can reach our customer support team at [lmcard-support@wirecard.com](mailto:lmcard-support@wirecard.com).

The Im Card telephone support line will be available until 14 July 2020, after which time it will cease to be functional.

### **Do I need to destroy my Im Card?**

Yes, you'll need to destroy your Im Card.

Here are some quick tips on how best to do this:

- De-magnetise the magnetic strip by running a fridge magnet along it;
- Cut up the electronic chip;
- Cut the card up across the numbers & name so that they're less legible.

### **Can I still access the Im Card app?**

The app will be withdrawn from app stores after 14 Jul 2020 and It will cease to function on the same date. You can contact our customer support at [lmcard-support@wirecard.com](mailto:lmcard-support@wirecard.com) if you have any further questions about this.

### **Will I need to delete the app?**

Yes, you should delete the app once your Im Card account is closed and your balance is refunded. You also will not be able to re-install it after the programme closure date.

**I've deleted the app and need information but it's no longer available – what do I do?**

If you've already deleted the app, you'll no longer be able to download it from the app stores after the programme closure date. If you have any queries or would like to contact us directly, you can reach our customer support at [lmcard-support@wirecard.com](mailto:lmcard-support@wirecard.com).

**I've just noticed a problem with a transaction on my lm Card, what do I do and who do I contact?**

If you suspect there is a problem with a transaction on your lm Card, please contact our customer support at [lmcard-support@wirecard.com](mailto:lmcard-support@wirecard.com).

**Do I need to notify my bank about lm Card closing?**

No, there is no need to notify your bank or credit card provider.

**Do I need to unlink my bank cards and remove them from the app?**

No, there is no need to unlink your bank cards from the app.

**How long will you store my data for?**

Your personal information (including card details and transaction history) will be securely stored by the card Issuer, Wirecard Card Solutions Limited, for up to six years as per regulatory obligations. If you have given us your marketing consent, you will continue to receive marketing communications from us unless you choose to opt-out of them. You can find the lm Visa Card privacy policy [here](#).

**Will I still receive marketing communications from lastminute.com?**

Yes, if you have previously opted in to receiving marketing communications from lastminute.com. If you want to opt-out, you can write to [privacy.en@lastminute.com](mailto:privacy.en@lastminute.com) or you can also object at any time by clicking on the unsubscribe link which we provide in each communication sent to you.