

Planet Prepaid Visa Card Fees

This document informs you about the fees for using the main services linked to the card. Fees may also apply for using services linked to the card which are not listed here. A glossary of the terms used in this document is available free of charge.

Service	Fee	Annual cost/frequency
General card services		
Set costs		
Online or call centre registration	N/A	
Card cost	Free	
Card cost for joint change accounts	N/A	
Maintaining the online statement monthly cost (per account not per card)	Free	Annual cost £ (you will be charged this fee at the beginning of the following month upon agreeing to the terms and conditions)
Payments (excluding cards)		
Payments and transfers		
Transferring within your card account	N/A	
Sending money in the UK (faster payment)	N/A	Per payment - when transaction occurs this cost will be taken out immediately
Standing order from wallet (scheduled payment)	N/A	Per payment - when transaction occurs this cost will be taken out immediately
Purchase transaction in currency of card (in store or online)	Free	
ATM declined transaction	N/A	
Direct debits		
Direct debit	N/A	Per payment - when transaction occurs this cost will be taken out immediately
Refusing payment due to lack of funds	N/A	
Cards and cash		
UK withdrawals		
Cash withdrawal in pounds in the UK (ATM)	N/A	
Retailers who provide cashback at POS	N/A	
Bureaux de change	N/A	When transaction occurs this cost will be taken out immediately

Service	Fee	Annual cost/frequency
Paying in fees		
Receiving money from the UK	Single load only	
Regular payments in (i.e. Salary and benefits)	Single load only	
Other services		
Viewing balance		
Online and mobile app balance	Free	Via www.planetprepaid.com
ATM balance	N/A	
ATM balance abroad	N/A	
Information and alerts		
Payment alerts online and via mobile app	N/A	
Payment alerts by email	N/A	
Payment alerts by SMS	Free	When you receive the sms, this payment will be taken out immediately
Service costs		
Dormancy fee	£2.00	Per month after 6 month expiry
Abroad - international		
Purchase transaction out of card currency (in store or online)	2.75%	
Cash withdrawal in foreign currency outside the uk (ATM)	N/A	When transaction occurs this cost will be taken out immediately
ATM declined transaction	N/A	
Security		
Replacement card	Free	
Replacement card (when damaged and you are not responsible)	Free	
Fraud investigation	Free	
Account closure		
Cancellation	Free	
Customer service		
Customer services	Call +44 (0) 2035 0303 0290 This line is open 24 hours a day, 7 days a week. Calls are charged at your standard network rate, calls from mobiles may be higher.	
Lost/stolen card	Call +44 (0) 2035 030 29 This line is open 24 hours a day, 7 days a week. Calls are charged at your standard network rate, calls from mobiles may be higher. Your card can also be temporarily blocked via www.planetprepaid.com	
Pin retrieval website	Online via www.planetprepaid.com	

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