



Dear customer,

Your CannyApp Prepaid Mastercard®

Due to the closure of the CannyApp relationship with Transact Payments Limited, your Prepaid card issuer, and Modulr FS Ltd, your e-money account issuer, your CannyApp Prepaid Mastercard and e-money account has now been suspended pending final closure of your account.

What does this mean for me?

If your CannyApp account and cashback balances are zero no action is required.

You are no longer able to use your card online, in store or at ATMs or to make a payment out from your account.

What happens to the funds on my card?

Your money is safe. We will return any remaining funds via bank transfer to a bank account in your name.

Please contact us at the email address below, from the email address your card is registered to, as soon as possible and provide us with the following information:

- The name your CannyApp Prepaid Mastercard is registered to
- The last 4 digits of your Prepaid Mastercard, if available
- Bank Name
- Bank Sort Code
- Bank Account Number
- Account Name (Where you want the funds sent. The receiving account must match the full name and address associated with your prepaid card.)

If you do not use your funds or request a bank transfer, we will hold your funds and allow you to redeem them for the legally permitted timeframe in your jurisdiction. Please note that inactivity/redemption fees may apply, as stated in the CannyApp Terms and Conditions.

If you wish to redeem your funds before 21st November 2023, please contact us by email at support@cannyapp.co.uk.

After the 21st November, redemptions will be managed by Lerex Technology who can be contacted at support@lerextech.com.

Yours Sincerely,

CannyApp

Customer Service Team