

Dear Customer,

We are writing to inform you that the **PBXPay programme is closing**. Do not worry though, It will be replaced by a new Probinexpay programme in the near future.

In the meantime please follow these instructions:

As a result of this announcement, you will then have until 10 May 2024 to either spend the remaining funds on your account or to transfer the funds to an account outside of your PBXPay account.

After midnight on 10 May 2024 your account will be Closed. If there are still funds remaining on your PBXPay account, you will be able to request these funds back.

You can follow our [social media](#) for the current development of Probinexpay.

Considering this announcement, and in line with your Account Holder Terms and Conditions you are now being given notice of the PBXPay programme closure. You can access these Account Holder Terms and Conditions on your account portal: <https://pbxpay.com>

Your funds are available for redemption by contacting either support@pbxpay.com or clientsupport@orenda.finance at any time before the end of the 6 years after the date on which this Agreement, after which time your Available Balance will no longer be redeemable to you and we are entitled to retain the corresponding funds. Where an Available Balance remains for more than one year after the date on which this Agreement ends, we are not required to safeguard the corresponding funds in a Customer Funds Account, but you can still request redemption for up to 6 years. We may deduct from the proceeds of redemption of any such Available Balance the amount of any Late Redemption Fee.

Provided that your request for redemption is made less than 12 months following the date on which this Agreement ends, redemption will not incur any Late Redemption Fee. If you make a request for redemption more than 12 months after the date on which this Agreement ends an Account Closure Fee may be charged (where specified).

We shall have the absolute right to set-off, transfer, or apply sums held in the Account(s) in or towards satisfaction of all or any liabilities and Fees owed to us that have not been paid or satisfied when due. To facilitate this request, please email support@pbxpay.com or clientsupport@orenda.finance, providing the following information:

1. Account Number
2. Proof of ID
3. Proof of address
4. Details of the bank account you wish the funds to be sent to.
5. The funds can only be returned to an account held in the account holder's name. You will also need to supply a scanned copy of your bank statement dated in the last 3 months, with all four corners visible, the bank statement must have the same address as your Proof of Address.

There is an administration fee for this request £5.00 per transfer inside the SEPA area and £20.00 outside the SEPA area.