



WEATHERBYS
PRIVATE BANK

YOUR NEW DEBIT CARD

FREQUENTLY ASKED QUESTIONS

YOUR NEW DEBIT CARD

Why have I received a new card?

This new card will bring increased functionality such as the Weatherbys Card app together with both Apple and Google Pay.

How long will it take for my card to arrive?

Your card should be with you in 5-7 working days.

Will my card be active when I receive it?

No, for security purposes you will need to call the Weatherbys Bank helpdesk number on +44(0)01933 543543 to activate. If you have the Weatherbys Card app, you can also activate your card on here.

Is this card contactless?

Yes, you can make contactless transactions up to a limit of £100. Occasionally you may be asked to enter your PIN as an extra security measure.

Can I change my PIN?

Yes, at any ATM machine displaying the VISA logo.

Will my card work in all ATMs?

You can use your card in the majority of UK ATMs, however you will be unable to use an ATM that only displays the 'LINK' logo, these are generally located within Post Offices. To find your nearest Visa ATM please use VISA's ATM locator www.visa.com/atmlocator

Can I use my card abroad?

Yes, you can use your Weatherbys debit card abroad without incurring any additional charges.

What do I do if I lose my card?

You can use the Weatherbys Card app to block the card while trying to locate it. Alternatively, call the Bank Helpdesk team on +44(0)1933 543543 who will ensure you receive a replacement card and have access to funds as soon as possible.

Why are my card details now on the back of my card?

Your card number is printed in blocks of 4 digits to make it easier to read. The number is not overprinted in silver, meaning that it will not rub off and be harder to read over time.

Why is the old Weatherbys Bank contact number on my card?

We have recently changed our contact number. However, should you use this number during the life of the card, you will still be able to reach us.

Do I still need to sign the back of my card?

Yes, this is an extra security measure.

Is there a limit that I can spend on my card?

All of our cards carry an upper spending limit, unique to each individual. If you are concerned about this, or have any questions, please either contact your Relationship Manager or the Bank Helpdesk team on +44(0)1933 543543 for further information.

I want to make a large payment and I am worried it might be declined.

Simply call your Relationship Manager or the Bank Helpdesk on +44 (0)1933 543543 and they will be able to help ensure that you can make the payment you need.

I have received a new card, but I have a few other cards in the old style, why have these not been sent together?

The change to the new style card is being done gradually, you will receive new cards over the next couple of months. In the meantime your old style cards will continue to work.

What if I can't remember my PIN?

If you have downloaded the Weatherbys Card app, click on the image of your card and select 'View PIN'. If you haven't downloaded the Weatherbys Card app, please call the Bank Helpdesk on +44(0)01933 543543 and we will arrange for one to be sent out.

Will I have to change any payment details I have saved online?

Yes, your card have changed so this will be necessary.

FOR MORE INFORMATION ON:

lost cards, card functions and our Card app go to
<https://www.weatherbys.bank/help>

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