



WEATHERBYS  
BANK

YOUR NEW DEBIT CARD  
FREQUENTLY ASKED QUESTIONS

## 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 please speak to your private banking team or relationship manager in the first instance. You can also contact the Private Bank on **+44 (0) 1933 543 600** or the Racing Bank on **+44 (0) 1933 543 543**.

## 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 use my debit card with Google Pay and Apple Pay?

Yes, you can use your debit card with Google Pay and Apple Pay.

## 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](http://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, please speak to your private banking team or relationship manager in the first instance. You can also contact the Private Bank on **+44 (0) 1933 543 600** or the Racing Bank on **+44 (0) 1933 543 543**. We will ensure you receive a replacement card and have access to funds as soon as possible.

## Why are my card details 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.

## 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 contact your private banking team or relationship manager. You can also contact the Private Bank on **+44 (0) 1933 543 600** or the Racing Bank on **+44 (0) 1933 543 543**.

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

If you are concerned about this, or have any questions, please contact your private banking team or relationship manager. You can also contact the Private Bank on **+44 (0) 1933 543 600** or the Racing Bank on **+44 (0) 1933 543 543**.

## **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 'Card PIN'. If you haven't downloaded the Weatherbys Card app, please contact your private banking team or relationship manager. You can also contact the Private Bank on **+44 (0) 1933 543 600** or the Racing Bank on **+44 (0) 1933 543 543**. We will then arrange for one to be sent out.

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

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

### **WEATHERBYS BANK**

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