



Important information about your Pingit registration

With Pingit, you can securely send and receive money in seconds using just a mobile number. Pretty handy, isn't it?

Make sure you can keep using Pingit

If you want to continue using Pingit we need your help to do two things.

- 1) Because of new regulations, we need to verify your identity in order to keep your Pingit account open. Unfortunately, this means that we have to ask you to visit a Barclays branch with a few forms of ID before 12 March 2018.
- 2) Our systems show that you last logged in to Pingit using an older version of the app, so you'll also need to download the app using a device with either iOS 9.3 or Android 4.4.2 or above and log in before 12 March 2018.

How to keep your Pingit account open

Please visit a Barclays branch with the following before 12 March 2018:

- Photo ID (eg driving license, passport or national identity card)
- Proof of address that's under 3 months old (eg a paper bill, a Job Centre letter or a bank statement that hasn't been printed from the internet)

Unfortunately, if you don't do this we'll need to close your Pingit account and refund any remaining balance to your linked bank account.

If you don't have any items from the list, but want to keep your Pingit account open, please get in touch with us and we'll do everything we can to help.

Any questions?

Call us on +44 (0) 333 200 1012, quoting OALM3.* We're on hand to help 24 hours a day, 7 days a week.

To find out more about Pingit, visit Pingit.com

We use advanced Mobile Banking security to help protect you and your money when you're banking on your mobile.



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