

## **Contact us**

### **Write to us**

STA Travel Cashcards  
PO Box 3753  
Chester  
CH1 9UH

### **Call customer care**

0845 872 0812 or +44 (0) 20 7096 9441

### **Email customer care**

customer care@statravelprepaid.co.uk

### **Need to check the amount of money on your STA Travel MasterCard Prepaid Cashcard?**

If you have registered your mobile number with us, text BAL to 80777 to get a text with your available balance on it. If overseas, text to +44 778 1474 776 (overseas and standard network rates apply).

You can also check your balance online or by calling our automated service 24/7 on 020 7070 4907 (from overseas dial +44 20 7070 4907 - calls charged at uk local network rates, network rates vary abroad).

### **Is your card lost or stolen?**

If you lose your cashcard or it's stolen, don't worry. Simply call us anytime immediately on 0845 241 4278 or +44 (0)20 7101 6599 if overseas.

We will cancel your card and issue you a new one, onto which your existing funds can be transferred. Please note there is a fee of £4.99 for this replacement card.

You can also send us a text with LOST or STOLEN to 80777 to report your cashcard lost or stolen (standard network rates apply). This Card service is only available if you have registered your Mobile number with us.

The STA Travel Prepaid MasterCard Cashcard are issued by IDT Financial Services Limited pursuant to a license from MasterCard International Incorporated. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated. IDT Financial Services Limited is a regulated bank, licensed by the Financial Services Commission, Gibraltar. Registered Office: 57-63 Line Wall Road, Gibraltar. Registered No. 95716. All communications should be sent to STA Travel, PO Box 3753, Chester, CH1 9UH.