How to make a withdrawal from your Payer Account

Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.

There may be occasions where it is necessary to make a withdrawal from your Parent Account, such as when a high value school trip is refunded, or when you no longer have a child attending a ParentPay enabled school.

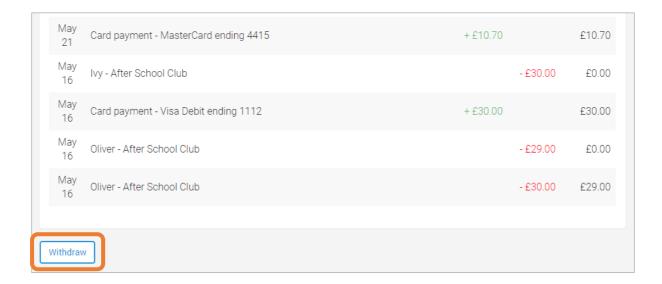
NOTE: This process only allows withdrawals of funds already in your Parent Account. Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

Making a withdrawal

- 1. Go to www.parentpay.com and log into your ParentPay account
- 2. Navigate to Parent Account

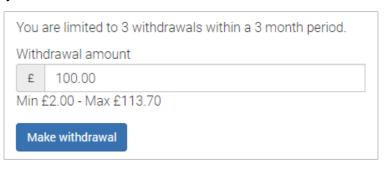


- 3. Your statement will then be displayed
- 4. Select Withdraw from beneath the statement.



- 5. Enter the amount to be withdrawn. This can be a minimum of £2.00, and a maximum of the total amount in your Parent Account
- 6. Select Make withdrawal
- 7. Confirm the withdrawal
- 8. Confirmation of the withdrawal will be displayed.

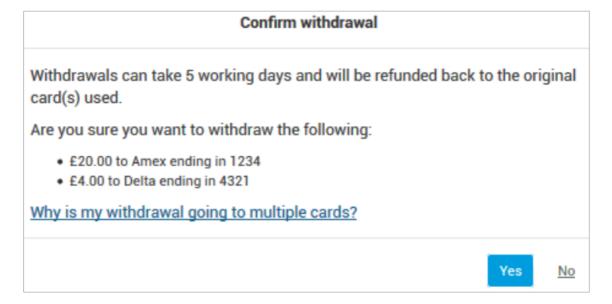
The withdrawal may take up to 5 working days to be credited back to the card/bank account that the original payment was taken from.





Things to be aware of

• If the withdrawal will result in amounts being credited to multiple cards/bank accounts, the confirm withdrawal notification will display what will be refunded to which cards. Select **Why is my withdrawal going to multiple cards?** for further advice.



• If the withdrawal is declined, an error message will be displayed informing you that the system has been unable to process the withdrawal. You will be prompted to contact ParentPay Support.

Sorry, we are unable to process a withdrawal back to your card automatically. Please contact ParentPay support.

- Only 3 withdrawals can be made against each Parent Account every 3 months.
- Withdrawn funds will always be credited back to the card/bank account the original payment was made from.
- Payments made via cash, cheque, PayPoint, or manual adjustments (such as childcare vouchers) cannot be refunded back to the Parent Account, and therefore cannot be withdrawn. The refund must be processed by the school.