

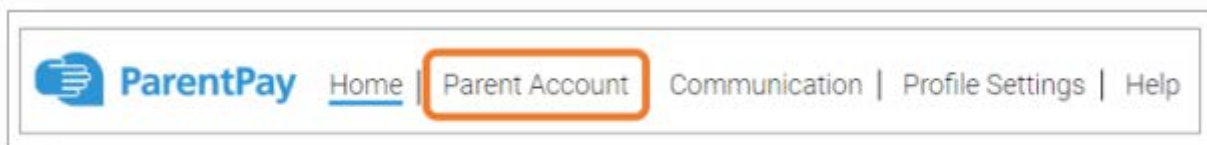
How to make a withdrawal from your Parent Account

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 Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

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



3. Go to www.parentpay.com and log into your ParentPay account
4. Navigate to Parent Account



The screenshot shows a list of transactions in the Parent Account. A 'Withdraw' button is highlighted with an orange box at the bottom left of the table.

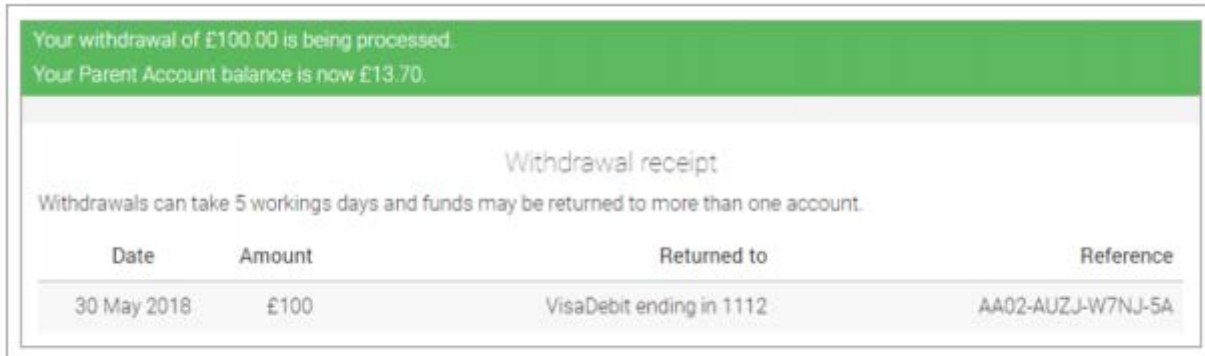
May 21	Card payment - MasterCard ending 4415	+ £10.70	£10.70
May 16	Ivy - After School Club	- £30.00	£0.00
May 16	Card payment - Visa Debit ending 1112	+ £30.00	£30.00
May 16	Oliver - After School Club	- £29.00	£0.00
May 16	Oliver - After School Club	- £30.00	£29.00

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 Enter the amount to be withdrawn.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



The screenshot shows the withdrawal form. It includes a message: "You are limited to 3 withdrawals within a 3 month period." Below this is a "Withdrawal amount" field with a currency selector set to "€" and a value of "100.00". The minimum and maximum values are shown as "Min £2.00 - Max £113.70". A "Make withdrawal" button is at the bottom.

6. Select **Make withdrawal**
7. Confirm the withdrawal
8. Confirmation of the withdrawal will be displayed.



Note: The withdrawal may take up to 5 working days to be credited back to the card/bank account detailed on the withdrawal screen

Note: 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.