

How to make a withdrawal from your Parent Account

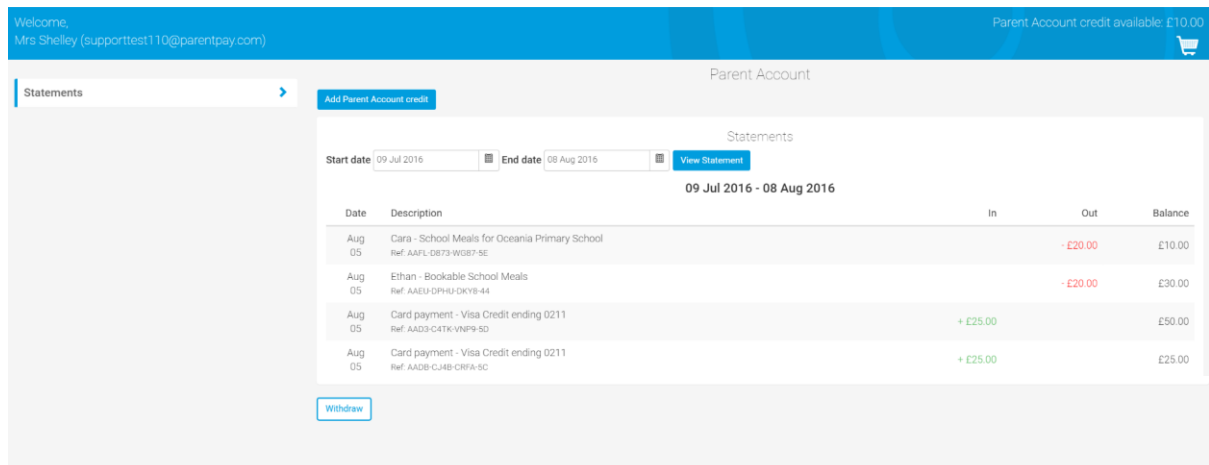
Parent Account enables you to use your available funds for any child associated with your account, for any school or organisation that they are linked to. On occasion, it may be necessary for you to withdraw funds from your balance, such as when you no longer have children at an eligible ParentPay school.

To withdraw money from your account:

1. Navigate to www.parentpay.com and log in
2. Navigate to the **Parent Account** tab



3. You will now see your Statement



The screenshot shows the 'Parent Account' page with a statement for the period 09 Jul 2016 - 08 Aug 2016. The statement table is as follows:

Date	Description	In	Out	Balance
Aug 05	Cara - School Meals for Oceania Primary School Ref: AAF-L0873-WGB7-5E		- £20.00	£10.00
Aug 05	Ethan - Bookable School Meals Ref: AAEU-DPHJ-DK19-44		- £20.00	£30.00
Aug 05	Card payment - Visa Credit ending 0211 Ref: AAD3-C4TK-VNP9-5D	+ £25.00		£50.00
Aug 05	Card payment - Visa Credit ending 0211 Ref: AADB-CJ4B-CRFA-5C	+ £25.00		£25.00

A 'Withdraw' link is located at the bottom of the statement summary.

4. At the end of the statement summary, select the **Withdraw** link
5. Enter an amount between the minimum and maximum shown
6. Select **Make withdrawal**
7. Confirm the details of the withdrawal and select **Yes** or **No** (as appropriate)
8. You will receive a withdrawal confirmation message

Your withdrawal of £10.00 is being processed.
Your Parent Account balance is now £0.00.

Withdrawal receipt

Withdrawals can take 5 working days and funds may be returned to more than one account.

Date	Amount	Returned to	Reference
08 Aug 2016	£10	Visa ending in 0211	AAD3-C4TK-VNRQ-37

NOTE: if the withdrawal will result in amounts being settled to different payment sources, the confirm withdrawal notification will show this. If you require further information on why the withdrawal is being refunded to multiple cards, you can click on the **Why is my withdrawal going to multiple cards?** link for further advice.

Confirm withdrawal

Withdrawals can take 5 working days and will be refunded back to the original card(s) used.

Are you sure you want to withdraw the following:

- £20.00 to Amex ending in 1234
- £4.00 to Delta ending in 4321

[Why is my withdrawal going to multiple cards?](#)

NOTE: if the withdrawal request is declined, an error message will appear informing you that the system has been unable to process the withdrawal and will prompt you contact ParentPay support.

Withdrawals

Sorry, we are unable to process a withdrawal back to your card automatically. Please contact [ParentPay support](#).

You are limited to 3 withdrawals within a 3 month period.

Withdrawal amount

£ 55.00

Min £2.00 - Max £185.00

NOTE: you are able to withdraw any Parent Account funds up to the value currently held in your balance (minimum withdrawal £2.00). Our procedures may require us to carry out various checks to prevent fraud before we can process your withdrawal request. Most withdrawals are processed immediately, however, funds can take up to 10 days to appear on your account.

NOTE: you are limited to 3 withdrawal attempts within a 3 month period.

NOTE: withdrawn funds will always be sent back to the originating payment card

NOTE: it is not possible to withdraw funds that have been paid via a manual service i.e. cash / cheque / voucher / PayPoint. You will need to seek advice from the school in order to request this refund.

NOTE: this process only allows refunds from your Parent Account balance. For money that you have paid to a school or organisation, you will first need to arrange a refund before you can process a withdrawal request for the money returned.