How to make a withdrawal from your Parent Account

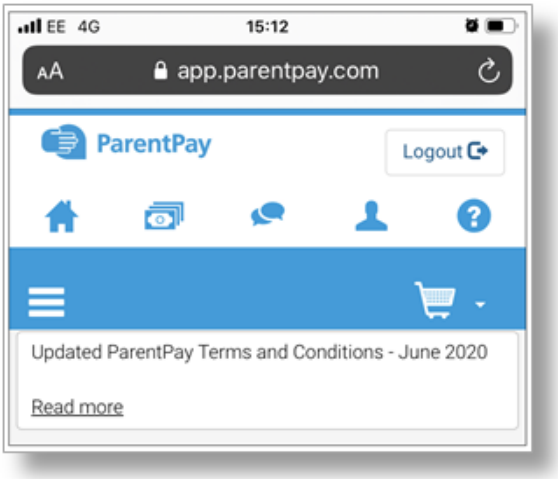
Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.

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.

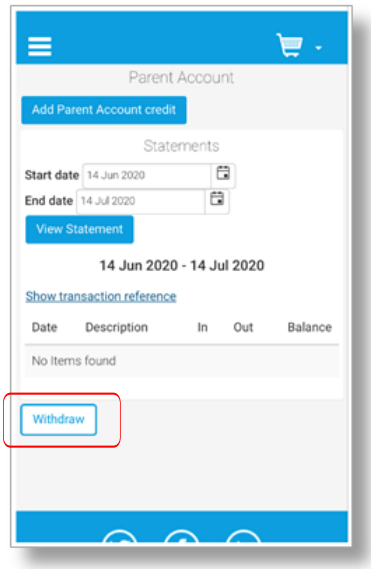
NOTE: This process only allows withdrawals of funds already in your Parent Account. Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

To withdraw funds using a mobile device

1. Go to **www.parentpay.com** and log into your ParentPay account
2. Select the bank notes icon

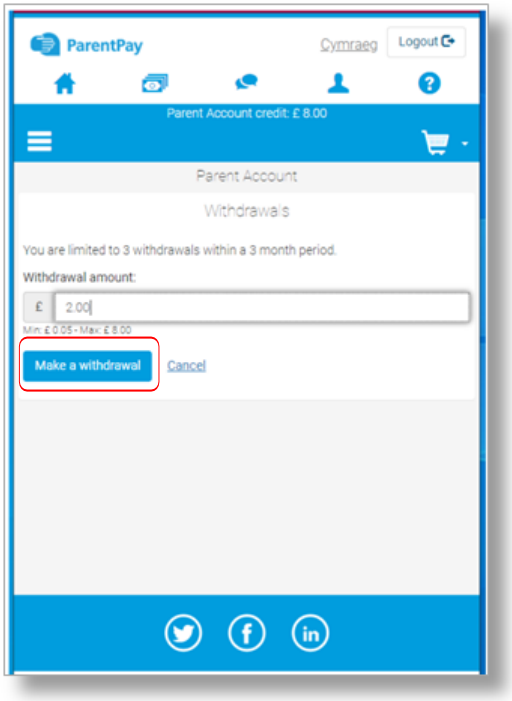


3. Select **Withdraw**

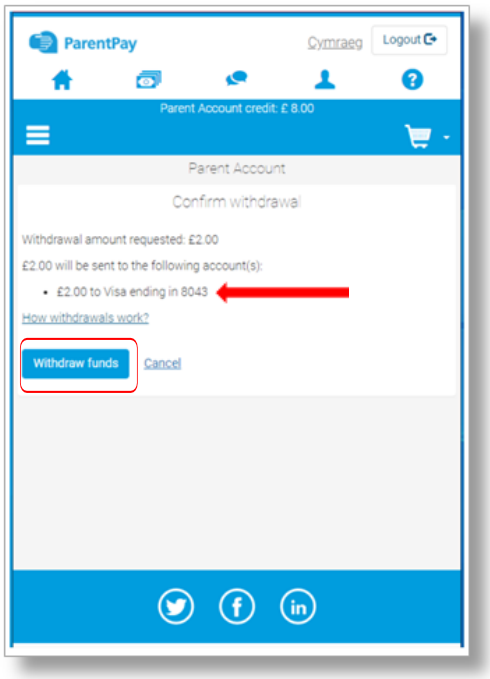


4. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account

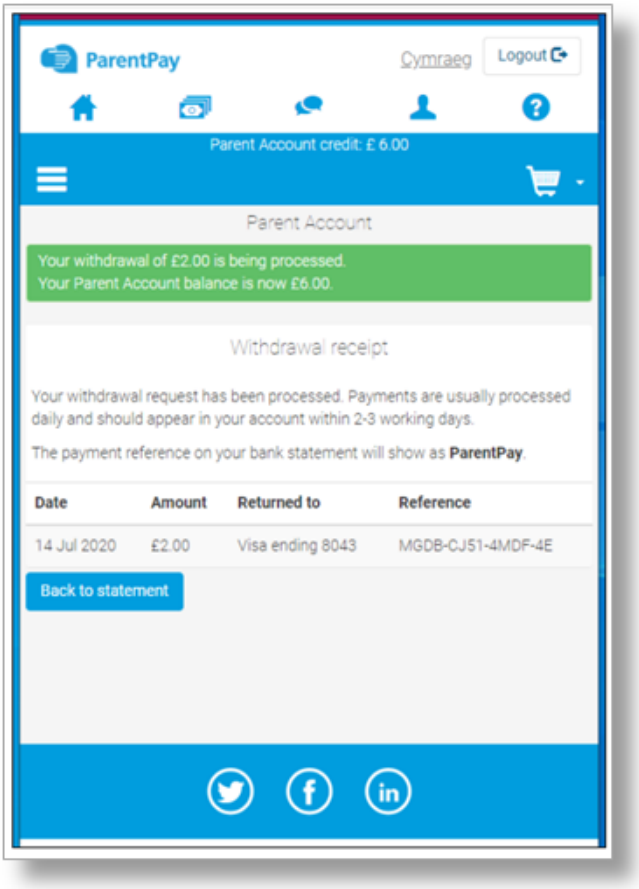
NOTE: The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.



5. Select **Make a withdrawal**

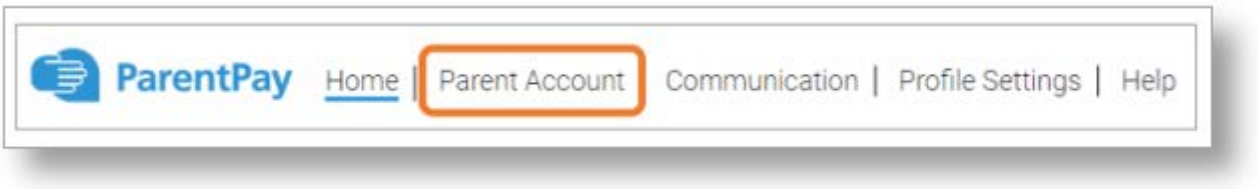


6. Confirm the details are correct and click **Withdraw funds**
7. Confirmation of the withdrawal will be displayed.

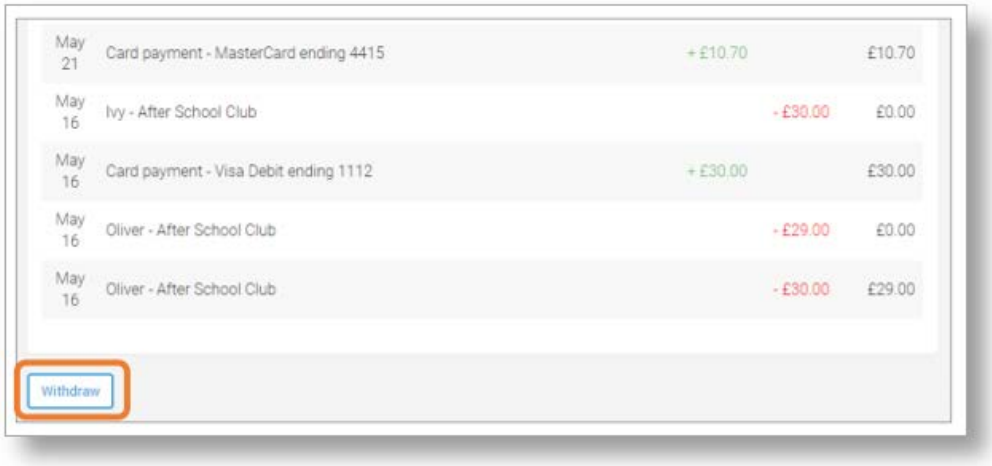


To withdraw funds using a desktop / laptop

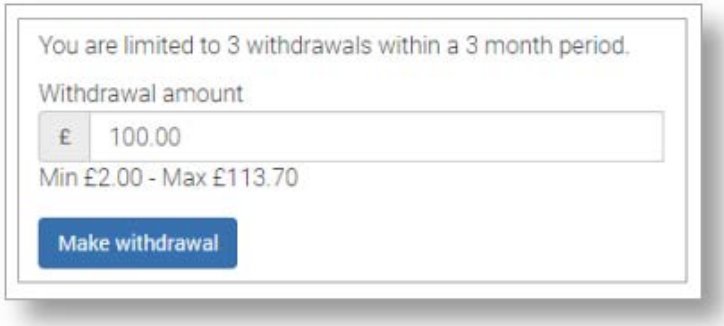
1. Go to www.parentpay.com and log into your ParentPay account
2. Navigate to **Parent Account**



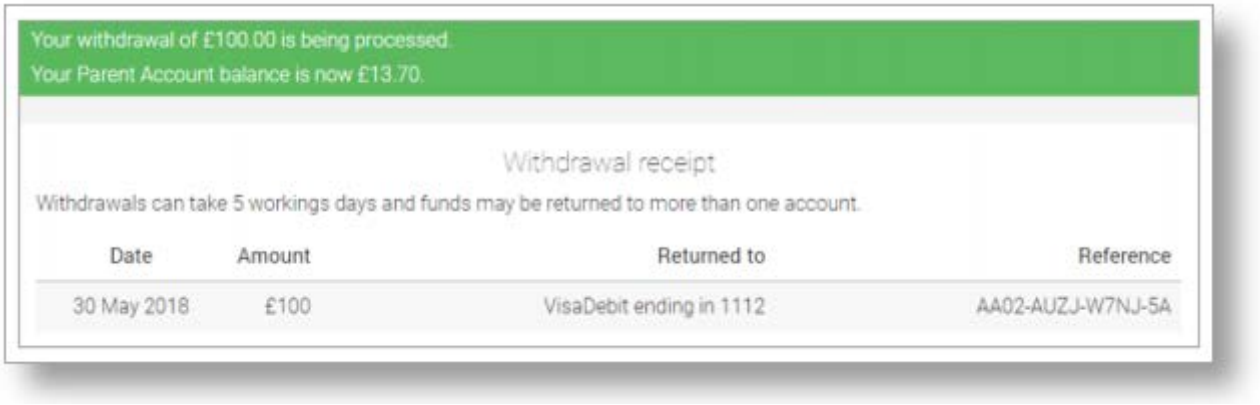
3. Go to www.parentpay.com and log into your ParentPay account
4. Navigate to Parent Account



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.



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.