

# How to make a withdrawal from your Parent Account

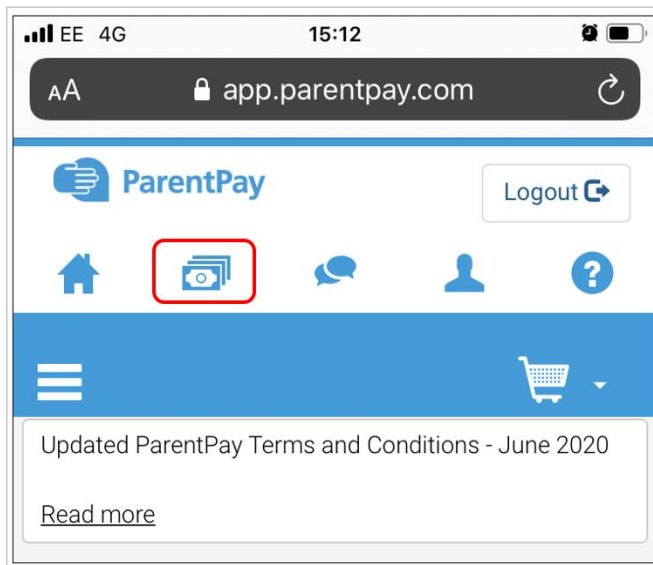
Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.

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.

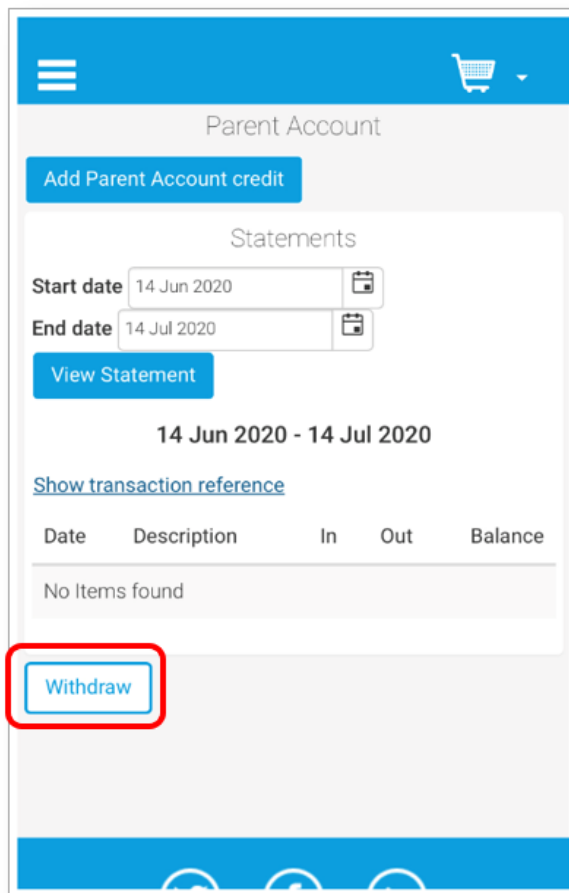
NOTE: This process only allows withdrawals of funds already in your Parent Account.

## 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

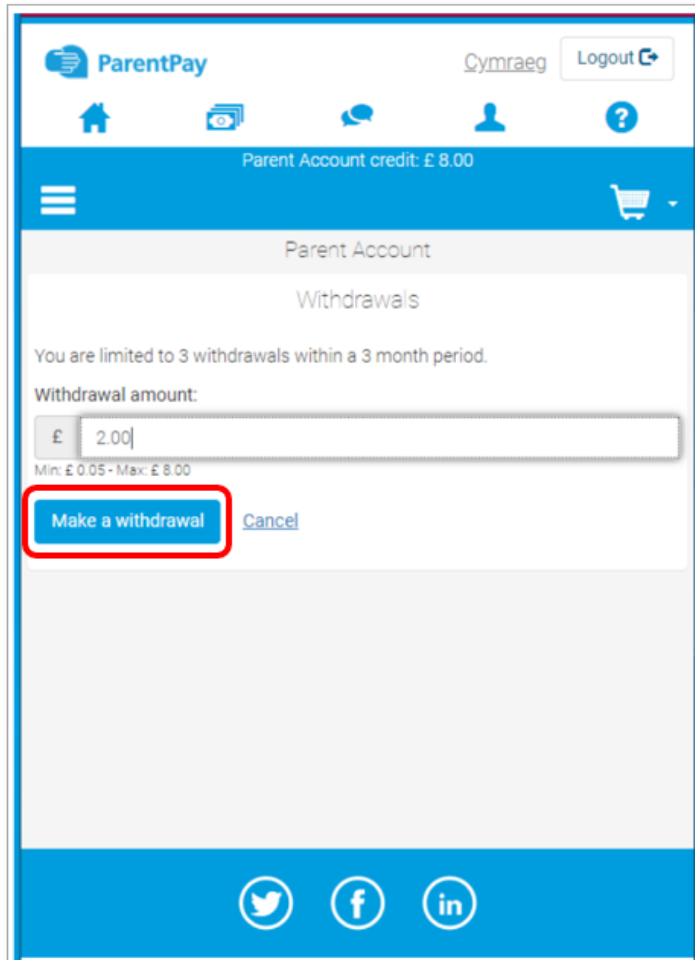


### 3. Select **Withdraw**

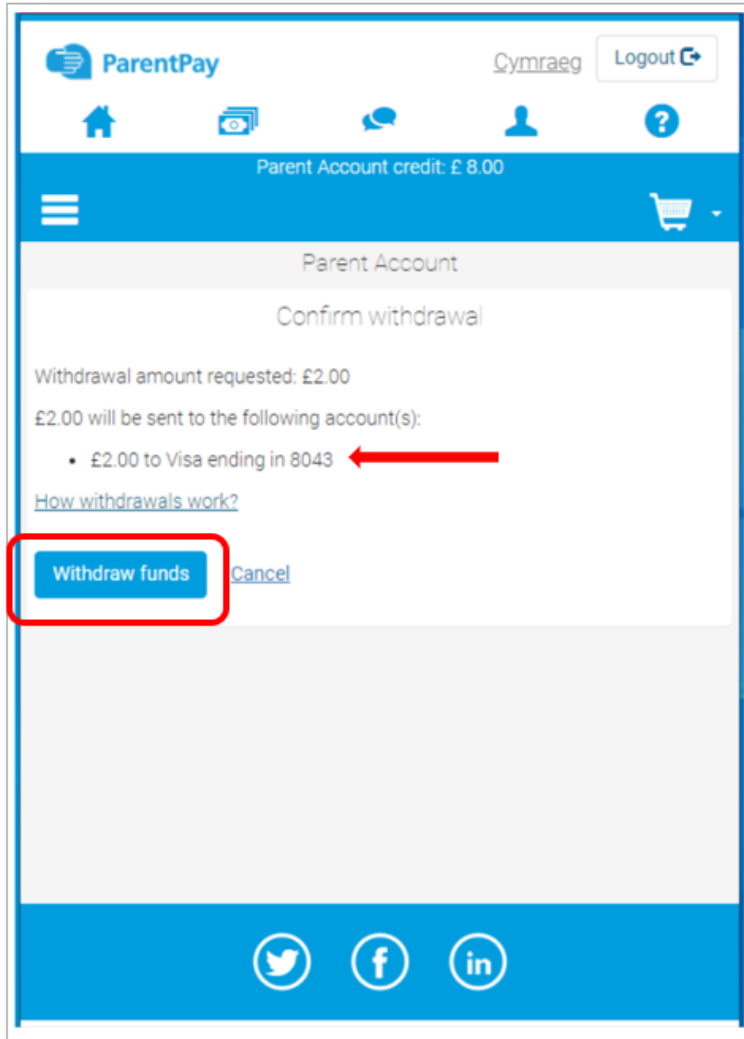


4. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account

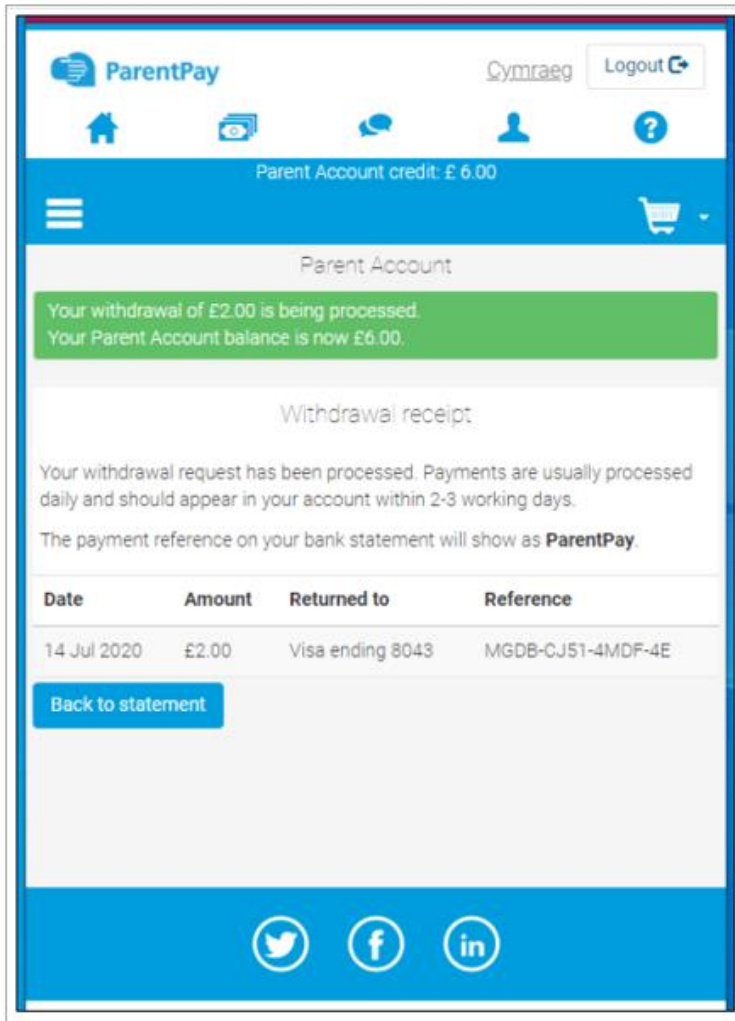
**NOTE:** The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.



5. Select **Make a withdrawal**

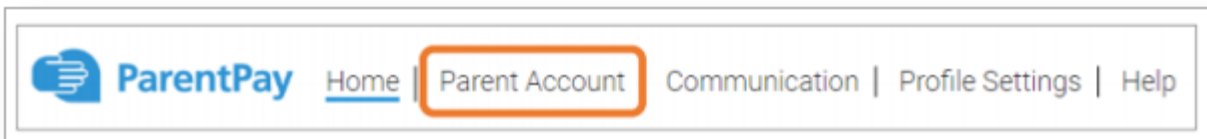


6. Confirm the details are correct and click **Withdraw funds**
7. Confirmation of the withdrawal will be displayed.



## To withdraw funds using any other device

1. Go to [www.parentpay.com](http://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

|        |                                       |          |        |
|--------|---------------------------------------|----------|--------|
| 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 |

[Withdraw](#)

5. 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.

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

Withdrawal amount

£ 100.00

Min £2.00 - Max £113.70

[Make withdrawal](#)

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

Your withdrawal of £100.00 is being processed.  
Your Parent Account balance is now £13.70.

Withdrawal receipt

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

| Date        | Amount | Returned to              | Reference         |
|-------------|--------|--------------------------|-------------------|
| 30 May 2018 | £100   | VisaDebit ending in 1112 | AA02-AUZJ-W7NJ-5A |

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.