

[Home](#) ▶ [Deposit & Withdraw](#)

INSTANT BANK TRANSFERS – FAQs

What are Instant Bank Transfers?

Instant Bank Transfers are a new deposit and withdrawal payment method for Paddy Power users in the UK and Ireland, available to mobile users.

How do Instant Bank Transfer work?

Instant Bank Transfer is a new type of payment method, powered by Open Banking. It's easier than traditional bank transfers and more secure than card payments. Your funds can settle in seconds – and you can do it all from within the app.

What is Open Banking?

Banking enables you to securely connect to your bank and authorise an instant bank transfer to your gaming account, instead of using a card or an alternative payment method. Its designed to give you more transparency and control over your money.

What is TrueLayer?

We partner with TrueLayer, an FCA (Financial Conduct Authority) approved provider, to help you connect to your bank and process your payment. With instant bank transfer, you authenticate the payment with your bank meaning you benefit from bank-level security and your personal details are never shared with anyone. For more information on TrueLayer and Open Banking, please click [here](#).

How secure are instant bank transfers?

With instant bank transfer, we authenticate with your bank meaning you benefit from bank-level security and your personal details are not stored or shared with anyone. For more information on TrueLayer and Open Banking, please click [here](#).

What are the benefits to me?

Start playing right away and cash out instantly – payments can settle instantly enabling you to gameplay and the ability to withdraw your winnings instantly.

Highly secure and increased protection against fraud – payments are authenticated directly with your bank, and login credentials are never stored or shared with anyone.

Easy Registration - You don't even have to type in your bank details!

What are Instant Bank Transfers?

Using Instant Bank Transfers, you can benefit from:

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)





› I Register?

! You don't need to input your bank account details like account number or IBAN to ; you simply add Instant Bank Transfers as a deposit method and link your bank account Paddy Power account. Get started and start by depositing using Instant Bank Transfers clicking [here](#).

› In use Instant Bank Transfers?

ajority of Paddy Power users in the UK or Ireland will have access to instant bank rs, with most banks currently eligible. For the full list of bank availability click [here](#) for the lick [here](#) for Ireland.

ase note there are a few differences in the offering for UK and Irish customers!

customers:

or UK customers you need to be using £ as your preferred currency and have an eligible ank Account.

oth Instant Deposits and Withdrawals are available for eligible banks!

customers:

or Irish customers you need to be using € as your preferred currency and have an eligible Bank Account.

stant Deposits are now available for eligible banks.

: present, Instant Withdrawals are available for Revolut users. We plan to be able to offer more customers soon, as more Irish banks enable the functionality needed!

on-Instant Withdrawals are typically received within 2 – 6 hours!



› Are the Limits for Depositing and Withdrawing using Instant Bank Transfers?

Deposits:

maximum limit of £/€ 5,000 [Per transaction]

minimum of £/€ 5 [Per transaction]

Withdrawals:

one!

note there may be some slight differences on the offering for UK and Irish customers:

UK customers:

oth Instant Deposits and Withdrawals are available for eligible banks!

Irish customers:

stant Deposits are now available for eligible banks.

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more customers soon, as more Irish banks enable the functionality needed!

on-Instant Withdrawals are typically received within 2 – 6 hours!

Power has appeared on my past transactions and transfer list in my Revolut App, can I deposit directly into my Paddy Power account from my Revolut App?

Please note that all Instant Bank Transfer Deposits must be made through the Paddy Power app. Any transactions attempted outside of this will have to be returned to your Revolut account, please note you may need to contact customer service to ensure this transaction is successful.

How long do IBT withdrawals take?

IBT withdrawals will allow at least 90 minutes for first time IBT withdrawals. After your first time, withdrawals will be instant!

see the IBT desktop deposit journey below.

sit

Popular Other methods

Instant bank transfers , including withdrawals, are now available in Ireland. Click add method below to get started.

VISA

Revolut

⚡ Instant Bank Transfer

Amount
€ 5.00

Safer Gambling [Find out More](#)
 Deposit Limit remaining: €463.50

By continuing you are permitting TrueLayer to initiate a payment from your bank account. You also agree to our [End User Terms of Service](#) and [Privacy Policy](#).

Connect to your bank

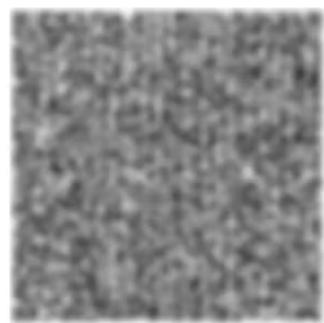


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How do you want to login?

You can pay faster with Mobile App.
Just scan the QR code below and confirm payment.



or

Continue on Desktop



Time to go back to Paddy Power

To proceed, please navigate to the Paddy Power page you were in before the transaction.



Woohoo!

Your €5.00 has been credited to your account.

OK

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Cash Card - How to Use

Once registered and activated, your card can be scanned at a sports betting machine or inserted into a card reader at the counter or at a gaming machine. You'll see just above the slot.

Press the Cash Card button on the main menu to enter the Cash Card menu.

Choose one of the options from the Card Menu.

Select Complete Transaction. Once you've completed your transaction, scan again to complete the next transaction.

Once finished you should select Close/Return to home menu to ensure your balance isn't charged to the next customer.

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

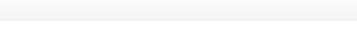
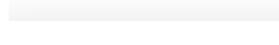
[Why can't I always choose how I withdraw my funds?](#)

[What Are Net Deposits?](#)

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INSTANT BANK TRANSFERS – Useful Information

Ily connect your bank account and deposit funds instantly with Open Banking. Unlock Withdrawals after your first deposit!

Bank Transfers are a new deposit and withdrawal payment method for Paddy Power users in the UK and Ireland, available to mobile users!

Method allows our customers to link a bank account to your Paddy Power account, enabling deposit and withdraw instantly!

› Instant Bank Transfer work?

Instant Bank Transfer is a new type of payment method, powered by Open Banking. It's easier than traditional bank transfers and more secure than card payments. Your funds can settle seconds instantly – and you can do it all from within the app.

› Where are Instant Bank Transfers?

Partnered with TrueLayer, an FCA (Financial Conduct Authority) approved provider, to easily connect to your bank and process your payment. With Instant Bank Transfers, you authenticate the payment with your bank meaning you benefit from bank-level security and your personal details are never shared with anyone. For more information on TrueLayer and Open Banking, please click [here](#).

› In use Instant Bank Transfers?

The majority of Paddy Power users in the UK or Ireland will have access to instant bank transfers, with most banks currently eligible. For the full list of bank availability click [here](#) for the UK or click [here](#) for Ireland.

note there are a few differences in the offering for UK and Irish customers!

UK customers:

For UK customers you need to be using £ as your preferred currency and have an eligible Bank Account.

Both Instant Deposits and Withdrawals are available for eligible banks!

Irish customers:

For Irish customers you need to be using € as your preferred currency and have an eligible Bank Account.

Instant Deposits are now available for eligible banks.

At present, Instant Withdrawals are available for Revolut users. We plan to be able to offer more customers soon, as more Irish banks enable the functionality needed!

Non-Instant Withdrawals are typically received within 2 – 6 hours!

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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Highly secure and increased protection against fraud – payments are authenticated with your bank, and login credentials personal details are never stored or shared with

Easy Registration - You don't even have to type in your bank details!

Are the Limits for Depositing and Withdrawing using Instant Bank Transfers?

Deposits:

maximum limit of £/€ 5,000 [Per transaction]

minimum of £/€ 5 [Per transaction]

Withdrawals:

none!

Note there may be some slight differences on the offering for UK and Irish customers:

UK customers:

Both Instant Deposits and Withdrawals are available for eligible banks!

Ireland customers:

Instant Deposits are now available for eligible banks.

Please note that after your initial Instant Bank Transfer Deposit, you will not be able to withdraw for a period of up to 24 hours. Please note that this will only happen after your first deposit, as we aim to protect our customers and keep your funds safe.

At present, Instant Withdrawals are available for Revolut users. We plan to be able to offer more customers soon, as more Irish banks enable the functionality needed!

Non-Instant Withdrawals are typically received within 2 – 6 hours!



How do I use Instant Bank Transfers?

Step 1:

Click on “Deposit”, scroll right, click on “Add method” and select “Instant Bank transfer”

Select your bank from the list. Make sure that it's your personal or joint account and you are the account holder.

Once you've chosen your bank, enter an amount and click “Connect to your Bank”

Click “Confirm payment” and you'll then be taken to your bank app where you can log in to complete the payment.

Once authenticated with your bank, navigate back to the app to proceed.

Wait for the payment to complete. You will be informed if your deposit has been successful. It should settle instantly in your account once complete.

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have some additional questions on Instant Bank Transfers?

OK! Please click [here](#) where we have answered some of the Frequently Asked Questions about Instant Bank Transfers which will hopefully help with your query.

How long do IBT withdrawals take?

It can take up to 90 minutes for first time IBT withdrawals. After your first time, withdrawals will be instant!

See the IBT desktop deposit journey below.

sit

[Popular](#) Other methods

Instant bank transfers including withdrawals, are now available in Ireland. Click add method below to get started.



Amount
€ 5.00

Safer Gambling [Find out More](#)
Deposit Limit remaining: €463.50

By continuing you are permitting TrueLayer to initiate a payment from your bank account. You also agree to our End User Terms of Service and [Privacy Policy](#).

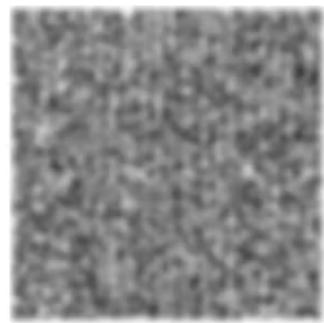
[Connect to your bank](#)

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How do you want to login?

You can pay faster with Mobile App.
Just scan the QR code below and confirm payment.



or

Continue on Desktop



Time to go back to Paddy Power

To proceed, please navigate to the Paddy Power page you were in before the transaction.



Woohoo!

Your €5.00 has been credited to your account.

OK

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Payment Methods FAQs

At Paddy Power, you can deposit and withdraw using variety of payment methods in a swift and easy process! Please see a full list of accepted payment methods [here](#).

We have also included some additional information which we hope will help answer your questions on the below methods!

Debit Card

| | Deposits | Withdrawals |
|------------------|-------------|-----------------------------|
| Minimum Amount: | £/€5 | £/€0.01 |
| Time to Process: | Immediately | 2-5 working days*/Instant** |

When using Debit Cards withdrawals can take 2-3 working days to reach your account. Please note that, due to bank processing times, withdrawals can take up to 5 working days to reach your account.

Customers using a Visa Debit or Prepaid card, including those linked to Apple Pay, can withdraw funds much quicker! The withdrawal must be made to an eligible Visa Debit or Prepaid card - this can take up to 2 hours in some cases. (Limits apply)

How do I reverse/cancel my withdrawal?

You can cancel your card withdrawal:

Card withdrawals made prior to 8pm GMT on a given day will be available to cancel up to 11pm on the same day.

Card withdrawals made after 8pm will be available to cancel until midnight the following day. If cancelled, the funds will return directly to your Paddy Power account balance.

Please note, this feature is not currently available to UK & Irish customers.

How long will it take for a withdrawal to appear in my bank account?

The funds will leave your Paddy Power account immediately, withdrawals take 2-3 working days to reach your account. Please note that, due to bank processing times, withdrawals can take up to 5 working days to reach your account.

Will Paddy Power place a charge on debit card transactions?

Paddy Power does not charge for debit card transactions. Paddy Power will absorb any fees. You will need to contact your bank to confirm any charge they may command.

What if my withdrawal is still not in my bank account, even after the 5 working days have passed? What should I do?

If the funds have not appeared in your bank account after 5 working days have passed, contact our Customer Support Team and a trace can be placed on the transaction for you.

Why do transactions from Paddy Power appear on my bank statement?

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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Instant Bank Transfer

| | Deposits | Withdrawals |
|------------------|-------------|-------------|
| Maximum Amount: | £/5 | £/€0.01 |
| Time to Process: | Immediately | Immediately |

For more information on Instant Bank Transfers, a payment method powered by Open Banking, which can offer both Instant Deposits and Instant Withdrawals to eligible customers, please [click here](#).

For more information: [Adding a Payment Method](#) | [Depositing](#) | [Withdrawing](#)

Bank Transfer

| | Deposits | Withdrawals |
|------------------|------------------|------------------|
| Maximum Amount: | £/€20 | £/€10 |
| Time to Process: | 1-5 working days | 1-5 working days |

Why is the deposit I made by bank transfer not showing in my Paddy Power account?

Your bank account username must be used as the reference for bank transfer deposits, otherwise we will not be able to identify your payment. If you have forgotten to do this, please contact our Customer Support.



How long does it normally take for a bank transfer deposit to be credited to my account?

Deposits are usually credited within 2-3 working days, but it can take up to 5 working days under exceptional circumstances.

What happens if I make a withdrawal by bank transfer but it has not reached my bank account, why is this?

For security reasons, before you make your first Bank Transfer withdrawal, you must provide us with a copy of your bank statement along with a form of Photo ID. Your withdrawal transaction will not be processed until these documents have been received by our Security Team.

How long does it take for a withdrawal transfer to show in my bank account?

UK GBP Bank Transfer Withdrawals made before 10.30am will reach your Bank account that same day, otherwise the funds will reach your bank account Next day.

A EURO Bank Transfer Withdrawals made before 10.30am will be processed as 'Next Day' and will reach your bank account the Next day. Otherwise it will take 2 days.

International Bank Transfer Withdrawals will take 3-5 days to reach the customers bank account.

For more information: [Adding a Payment Method](#) | [Depositing](#) | [Withdrawing](#)

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| | | |
|-------------------------|-----------|------------|
| Minimum Amount: | £/€20 | £/€1 |
| Time to Process: | 1–4 hours | 4–24 hours |

How long will it take for a withdrawal to show in my NETeller account?

It can take up to 24 hours for NETeller withdrawals to be processed during busy periods.

NETeller deposit has been declined. Why?

A NETeller deposit can be declined for a number of reasons. Unfortunately, we aren't able to process the deposit if you have exceeded your daily limit. If your deposit has been declined, but if you contact NETeller's customer service department they should be able to help.

For more information: [Adding a Payment Method](#) | [Depositing](#) | [Withdrawing](#)

Next

| | Deposits | Withdrawals |
|-------------------------|-------------|-------------|
| Minimum Amount: | £/€20 | £/€1 |
| Time to Process: | Immediately | 4–24 hours |



How long will it take for a withdrawal to show in my PayPal account?

It can take up to 24 hours for PayPal withdrawals to be processed, during busy periods.

Is it possible to deposit via PayPal using a bank transfer within my PayPal account?

It is possible to deposit this way - UK customers will need a debit/credit card registered to their PayPal account. They can also use a bank transfer as a back up payment method in case the bank transfer deposit fails. Irish customers can use the 'Top Up' function within their account to top up from a bank account. This takes two days. They will then be able to use the balance to deposit into their Paddy Power account.

PayPal deposit has been declined. Why?

A PayPal deposit can be declined for a number of reasons. Unfortunately, we aren't able to process the deposit if you have exceeded your PayPal deposit limit. If your deposit has been declined, but if you contact PayPal's customer service department they should be able to help.

If I try to add PayPal, I don't get redirected to the PayPal site.

Please ensure you have disabled your pop-up blocker, as this may interfere with the connection to the PayPal site.

Can I add a PayPal that is not in my name?

Unfortunately, customers are not permitted to use someone else's payment method on their Paddy Power account. To ensure the highest level of security for our customers, it is our policy that all payment methods used on the site must belong to the Paddy Power account holder.

How do I add Pay Pal but it is in my maiden/married name which is different than what is listed on my Paddy Power account?

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I entered my email address and password correctly but I get an error message, why?

osit with PayPal you must use the email address that is visible on the PayPal icon on the
tive Methods page. If you have updated your PayPal email address since registering with
Power, you will need to use the original email address registered.

If your original email address has since been deleted from your PayPal account, you must contact our customer service team and they will update your Paddy Power account with your new PayPal address.

information: [Adding a Payment Method](#) | [Depositing](#) | [Withdrawing](#)

afeCard

| | Deposits | Withdrawals |
|-------------------------|-------------|-------------|
| Minimum Amount: | £/€20 | N/A |
| Time to Process: | Immediately | N/A |

Can I withdraw if I have deposited with a PaySafeCard?

ave deposited using PaySafeCard, you can withdraw any winnings from your Paddy account by Bank Transfer.

try to add my PaySafeCard, I don't get redirected to their site.

ure you have disabled your pop-up blocker, as this may interfere with the connection to the SafeCard site.

ySafeCard deposit option isn't available, why is this?

eCard is only currently available in the following countries. If your country isn't on this list, I not be able to deposit using the PaySafeCard:

stria

land

Germany

of Man

v

rv

eden

2/2

United Kingdom

Worthington

information. [Adding a Payment Method](#) | [Depositing](#) | [Withdrawing](#)

11

| | Deposits | Withdrawals |
|-------------------------|-------------|-------------|
| Minimum Amount: | £/€20 | £/€1 |
| Time to Process: | Immediately | 4-24 hours |

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My deposit has been added but I don't get redirected to their site.

ure you have disabled your pop-up blocker, as this may interfere with the connection to
ill site.

**a deposit and it is showing leaving my skrill account but it is not reflected in my Paddy
account balance.**

me to time there maybe a connectivity issue when you are processing the deposit and the
nay become "stuck". Please contact a member of our customer service team to help
this issue.

**be aware that there are some important restrictions with regards to credit card deposits,
Irish and UK customers. For more information, click [here](#).**

information: [Adding a Payment Method](#) | [Depositing](#) | [Withdrawing](#)

Rapid Transfer

| | Deposits | Withdrawals |
|------------------|-------------|-------------|
| Minimum Amount: | £/€20 | £/€0.01 |
| Time to Process: | Immediately | Immediately |



What is Rapid Transfer?

Rapid Transfer is a fast bank transfer payment option that allows customers to pay instantly
their familiar online banking details.

How do I use Rapid Transfer?

Click the Rapid Transfer logo on the cashier and type the amount you wish to deposit, you will
be redirected to the Rapid Transfer redirection page, where you will continue the journey by
selecting the Bank you want to use to complete the deposit.

How do I withdraw via Rapid Transfer?

After your first deposit has been successfully credited to your Paddy Power account, you will
be able to withdraw via Rapid Transfer. Please note that our [Net Deposits policy](#) will apply.

I try to add Rapid Transfer, I don't get redirected to their page.

ure you have disabled your pop-up blocker, as this may interfere with the connection to
Rapid Transfer page.

a deposit but it is not reflected in my Paddy Power account balance.

me to time there may be a connectivity issue when you are processing the deposit and the
deposit may become "stuck". Please contact a member of our customer service team to help
this issue.

Rapid Transfer option isn't available, why is this?

Rapid Transfer is only currently available in the following countries. If your country isn't on this list
you will not be able to use Rapid Transfer.

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ngary
stria
nmark
.via

information: [Adding a Payment Method](#) | [Depositing](#) | [Withdrawing](#)

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What Are Net Deposits?

Deposits are the difference between the Total Deposits and Total Withdrawals you've made via a particular payment method - such as a debit or credit card. The Net Deposit figure is worked out simply by taking the Total Withdrawals amount from the Total Deposits amount.

If you have deposited more than you have withdrawn to a payment source you will have **Positive Net Deposits**.

If you have withdrawn more than you have deposited to a payment source you will have **Negative Net Deposits**.

For example: Total Deposits of £3,050 minus Total Withdrawals of £3,000 equals Net Deposits of £50. This is a positive Net Deposit figure.



| Type | Details | Total Deposits (£) | Total Withdrawals (£) | Net Deposits (£) | Options |
|------|------------|--------------------|-----------------------|------------------|----------------------------------|
| VISA | 43****9102 | 3,050.00 | 3,000.00 | 50.00 | Edit Remove Deposit Add new card |

Each payment method you use on your account will have a separate Net Deposit figure. If you've registered more than one payment method registered with positive Net Deposits it will impact how you withdraw your funds. Take a look [here](#) for more info.

Important: Please note we are currently unable to display net deposit figures for e-wallets. If you'd like to know what your e-wallet net deposit is, then please contact our Customer Service.

Here's some answers our other punters found useful

How Long Do Card and Apple Pay Withdrawals Take?

Payment Methods FAQs

How To Withdraw

Why can't I always choose how withdraw my funds?



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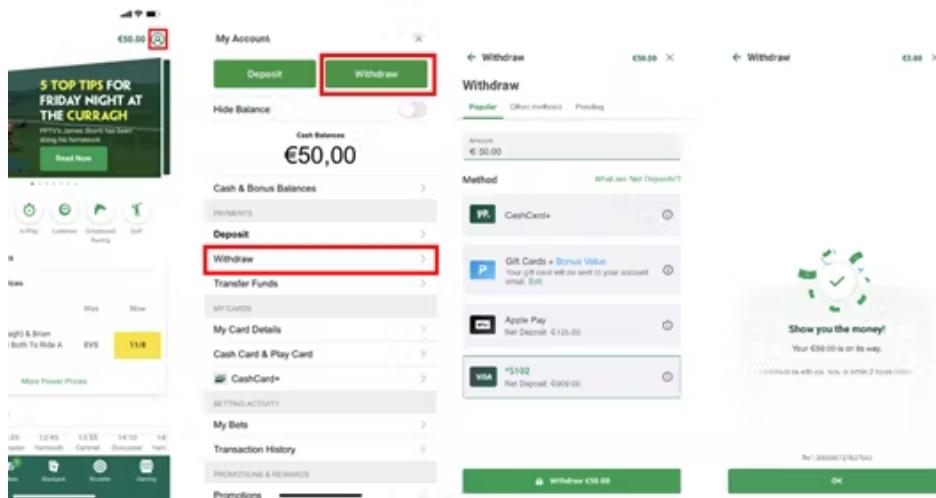
If you're looking to withdraw from your Paddy Power Account now, please visit our Withdrawals page [here](#).

If you just had a win and fancy making a withdrawal to bank those winnings, we explain below how to process a withdrawal in a few quick and easy steps.

Withdrawing:

Withdrawing with a mobile device or desktop is quick and easy. Follow the below steps for withdrawing by debit card, Apple Pay, or by other payment methods.

Withdraw by Debit Card, Apple Pay, CashCard+ or Prizeout:



Withdraw by Other Payment Methods:

By selecting the Other Methods tab at the top of the page you can withdraw using alternative payment methods by selecting the payment type you wish to withdraw with. Your Registered Payment Methods will be displayed here to show you your options to withdraw.

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[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[Why can't I always choose how to withdraw my funds?](#)

[What Are Net Deposits?](#)

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note that you must withdraw to each payment method at least the total amount specified before you are able to withdraw any 'additional' winnings via another chosen payment method. More Information [here](#).

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Pending Withdrawals

Info You do not have any pending withdrawals. You will be able to cancel your future withdrawals at any time before they are fully processed here. This will not affect the time it takes for your withdrawal to process.

our Registered Methods

| TYPE | DETAILS | FEE | AMOUNT | Withdraw |
|---------------|---|-----|--------|-----------------|
| Bank Transfer | Enter in amount and click on Withdraw to initiate transaction | - | - | Withdraw |

nuvei
Secured

Important notes:

- You can only withdraw from your Main Wallet. If you've got funds in another wallet (Poker count) you'll need to transfer those funds back to your Main Wallet.
- Standard withdrawals can take up to 2-5 working days to reach your bank, however weekends and bank holidays are not deemed working days which you'll need to consider when working out when you'll receive your payment.
- Instant Direct/Fast Fund withdrawals enable customers to withdraw their funds instantly or within 2 hours.



What's the best way to withdraw my funds?

It is important to withdraw to each payment method at least the total amount deposited, before you are able to withdraw any 'additional' winnings via another chosen payment method."

Under our closed loop policy customers must withdraw the same amount as deposited to all methods before they can withdraw any additional funds (winnings).

For more information [here](#).

To make a withdrawal from your Paddy Power Account now, please visit our Withdrawals page [here](#).

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'can't I always choose how I withdraw my funds?

**Paddy Power Closed Lo...****Here's some answers our other punters found useful**[How Long Do Card and Apple Pay Withdrawals Take?](#)[Payment Methods FAQs](#)[How To Withdraw](#)[What Are Net Deposits?](#)

regulations, Paddy Power operate what's called a 'Closed Loop Policy' when it comes to withdrawing funds. This means that if you have deposited into your Paddy Power account using one payment method, you will have to withdraw back onto that same payment method.

Notice that every time you make either a deposit or a withdrawal, the 'Net Deposits' figure on the card details page relating to that payment method, will change. Your 'Net Deposits' are the difference between the 'Total Deposits' and the 'Total Withdrawals' that you have made from that payment method, such as a debit card.

Deposits - Total Withdrawals = Net Deposits

If you have deposited more than you have withdrawn to a payment source, you will have Positive Net Deposits.

If you have deposited less than you have withdrawn to a payment method, you will have Negative Net Deposits.

If you have used more than one payment method, for example, a debit card and a PayPal account, you will need to balance any Positive Net Deposits on both methods, before you can withdraw more than you have deposited on either method.

In This Situation:

You have Funds

[Debit Card](#) [Alternative Methods](#)

Pending Withdrawals



You do not have any pending withdrawals. All withdrawals showed here are not yet processed and you can cancel them anytime. Once your withdrawal has left this section, you can expect to receive the funds within the next 2-5 working days.

Registered Payment Methods

| DETAILS | TOTAL DEPOSITS (€) | TOTAL WITHDRAWALS (€) | NET DEPOSITS (€) | AMOUNT (€) |
|-------------|--------------------|-----------------------|------------------|--------------------------|
| 43*****3406 | 70.00 | 0.00 | 70.00 | Withdraw |

You have deposited €70 from your Visa Card and €50 from your PayPal Account into your Paddy Power account. Therefore, your Net Deposits from your Visa Card are €70, and your Net Deposits from your PayPal Account are €50.



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Deposits on that payment method to you, before you can withdraw the rest onto your PayPal account.

In the above example, you would prefer to withdraw the €150 back onto your Visa Card, you would still need to withdraw €70 onto your Visa Card and the €50 back onto your PayPal account exceeding the Net Deposit.

Please note we are currently unable to display net deposit figures for e-wallets. If you would like to know what your e-wallet net deposit is, then please contact our Customer Service team.

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ing a Payment Method

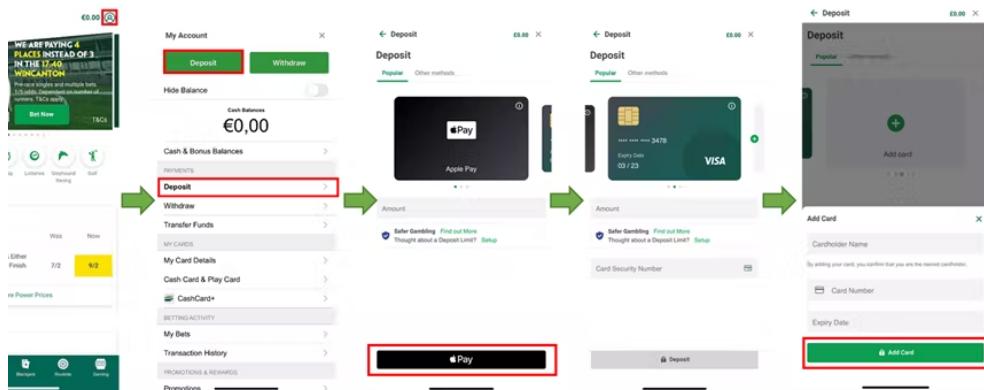
In Paddy Power, you can add a variety of payment methods in a swift and easy process! To make deposits and withdrawals to and from your Paddy Power account, you must first set up a payment method.

Please [Access the Deposit Page, where you can Add a Payment Method, please click here.](#)

Add a Payment Method on Mobile:

a new Card or Apple Pay on mobile

To add up to three debit cards to your Paddy Power account. To add a new debit card or Apple Play, please follow the steps below:



Can I not add a card?

The card is already in use on another Paddy Power account.

The card number has been entered incorrectly.

add Other Payment Methods on mobile

Selecting the Other Methods tab at the top of the page, you can add alternative payment methods to your Paddy Power Account, by selecting the payment type you wish to deposit with. The 'Other Methods' tab will have a scrolling bar across the top, which will show you what payment methods are available to you in your country.

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how I withdraw my funds?](#)

[What Are Net Deposits?](#)



HELP CENTRE



can I see more information on these payment methods?

Clicking the information icon beside Payment Information for further details about the payment type chosen along with any restrictions or conditions associated.

When you have decided which payment type you wish to use, enter the amount using free text in the field provided or with one of the pre-determined amount buttons then click 'Deposit' to confirm.

The minimum deposit is shown to the right-hand side of the Deposit Funds screen along with the processing time and indicating if any fees apply. (Paddy Power will not charge any fees)

Can I not add an alternative payment method?

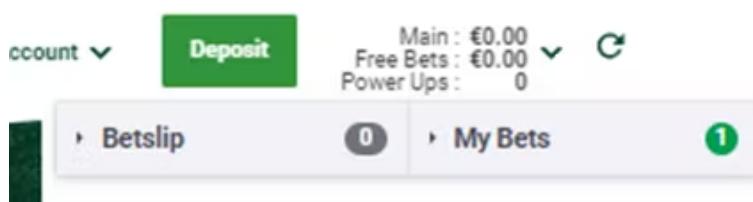


Your eWallet (e.g. PayPal) account has been added to another Paddy Power account previously.

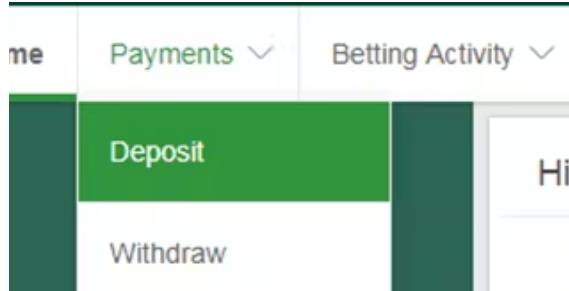
You can't add more than one PayPal account to your Paddy Power account

Add a Payment Method on Desktop:

Go to the Deposit page, available [here](#), or by choosing the option next to the balance in the upper right-hand corner of the home page.



Alternatively, you can navigate to My Account > Payments > Deposit



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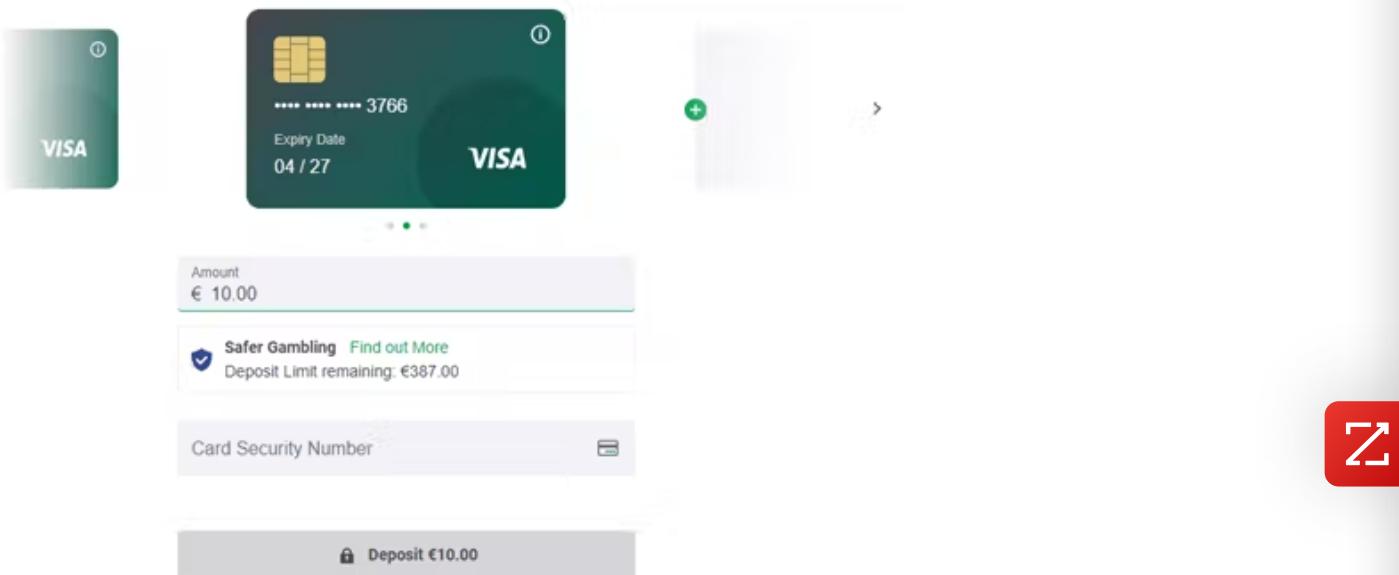


Popular Other methods

a Debit Card on Desktop

Deposits you can select which card to deposit from or add a new card using the Add option to enter your new card details.

ular Other methods



a new card, scroll across and select the '+' sign.

ular Other methods



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lding your card, you confirm that you are the named
older.

3 Card Number

piry Date

Add Card

an Alternative Payment Method on Desktop

The Deposit Funds screen - select the "Other Methods" tab at the top of the page then
the payment type you wish to deposit with. You will have a scrolling bar across the top
I show you what payment methods are available to you in your country.
structions are provided below:

sit



Popular [Other methods](#)

£/€5 minimum deposit for Debit Card or Apple Pay.
£/€20 minimum deposit for all other methods.

>

Payment Information Min. Deposit: €20 | Processing: Instant

) Enter the amount you wish to transfer and click on "Deposit".
) Confirm your details on PaySafeCard website and complete the transfer.
) Please be patient and do not close the window until the page is fully loaded.

Enter deposit amount (€20 - €1,000):

OR

minimum deposit is shown to the right-hand side of the Deposit Funds screen along with the
sing time and indicating if, any fees apply.

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Enter the amount you would like to deposit. You can enter the amount in free text or use one of the pre-determined amount buttons. Paysafecard can be used for depositing money into your PaddyPower account but not for withdrawing money from your PaddyPower account. Withdrawals from your PaddyPower account must be made by another method.

€100 **€50** **€25**

OR

€ 20

Deposit

After entering the amount you would like to deposit, click the Deposit button. This will take you to the Deposit Page, where you can Add a Payment Method, please click [here](#).

If you have decided which payment type you wish to use, enter the amount using free text in the amount field or with one of the pre-determined amount buttons then click Deposit to proceed.

Please note that the information icon beside Payment Information – This will give you further information about the payment type chosen along with any restrictions or conditions associated.



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How to Deposit

At Paddy Power, you can deposit using variety of payment methods in a swift and easy way! Customers can deposit into their accounts via Debit Cards, Apple Pay, and by other payment methods, also known as alternative payment methods.

To make a deposit into your Paddy Power Account now, please visit our Deposit page available

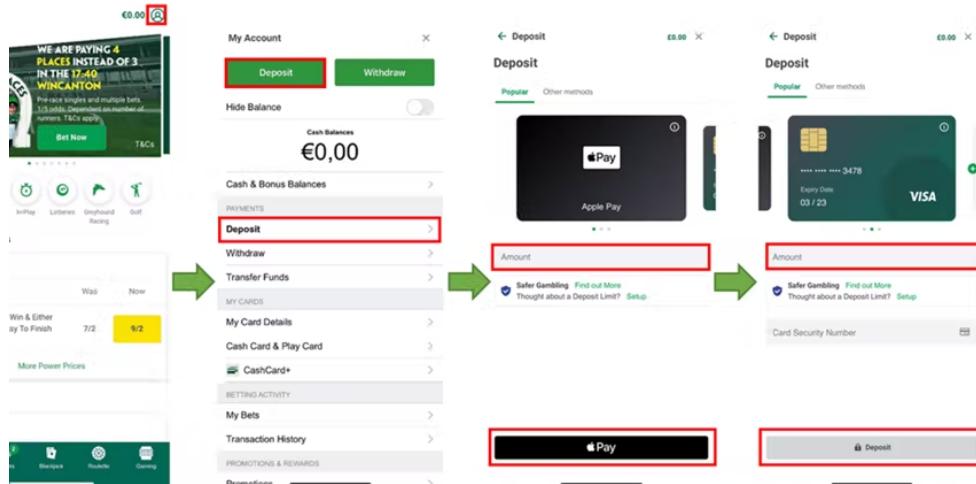
When you make deposits and withdrawals and from your Paddy Power account, you must first select a payment method on the Deposit page, more information on how to do this is available

How to Make a Deposit on a Mobile Device:

Making a deposit with a mobile device is quick and easy. Follow the below steps for advice on making a deposit by debit card, Apple Pay, or by other payment methods.

How to Make a Deposit by Apple Pay or Card

You can add up to three debit cards to your Paddy Power account.



How to Make a Deposit by Other Payment Methods

By selecting the Other Methods tab at the top of the page you can deposit using alternative payment methods by selecting the payment type you wish to deposit with. Alternative Payment Methods such as these will have a scrolling bar across the top that will show you what payment methods are available to you in your country.

Here's some answers our other punters found useful

How Long Do Card and Apple Pay Withdrawals Take?

Payment Methods FAQs

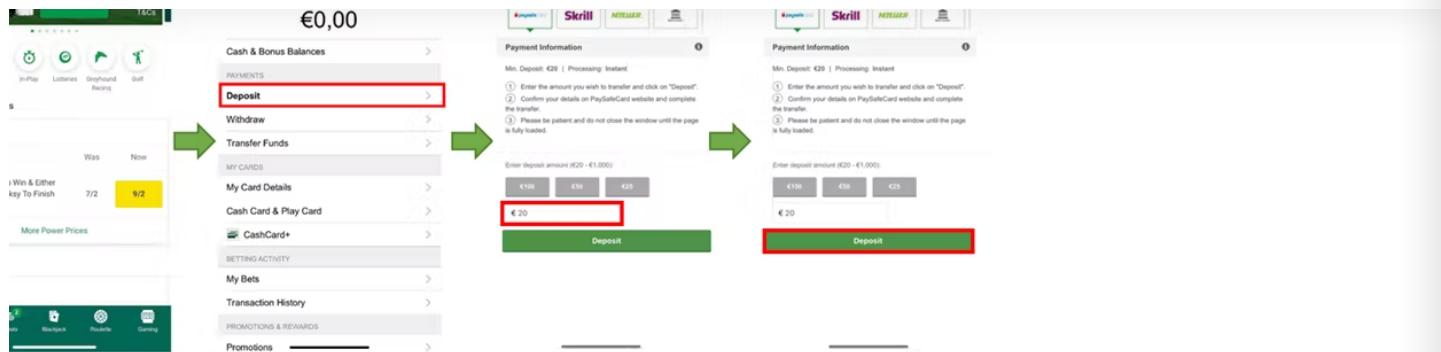
How To Withdraw

Why can't I always choose how withdraw my funds?

What Are Net Deposits?



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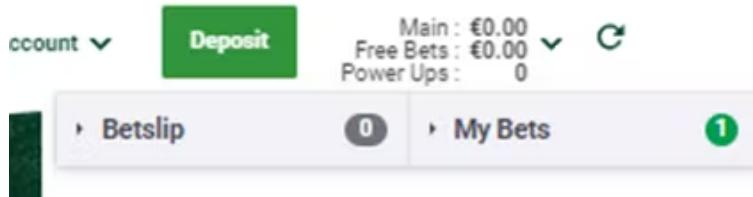
Highlight the information icon beside Payment Information for further details about the payment type chosen along with any restrictions or conditions associated.

When you have decided which payment type you wish to use, enter the amount using free text in the field provided or with one of the pre-determined amount buttons then click 'Deposit' to confirm.

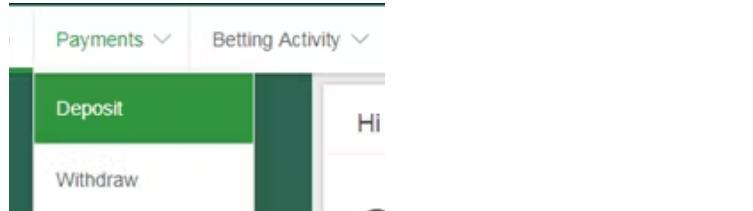
The minimum deposit is shown to the right-hand side of the Deposit Funds screen along with the processing time and indicating if any fees apply. (Paddy Power will not charge any fees)

Make a Deposit on Desktop:

The easiest way to get to the deposit page is from the 'Deposit' button in the top right of the page, or by clicking [here](#).



Alternatively, you can navigate to My Account > Payments > Deposit



You can choose between Popular and Other Methods by using the toggles at the top of the section.

Popular [Other methods](#)

Under Deposits you can select which card to deposit from or add a new card using the Add option to enter your new card details.

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Amount
€ 10.00

Safer Gambling [Find out More](#)
Deposit Limit remaining: €387.00

Card Security Number

Deposit €10.00

a new card, scroll across and select the '+' sign.

ular Other methods



Add card

Card

Cardholder Name

By adding your card, you confirm that you are the named cardholder.

Card Number

Expiry Date

Add Card

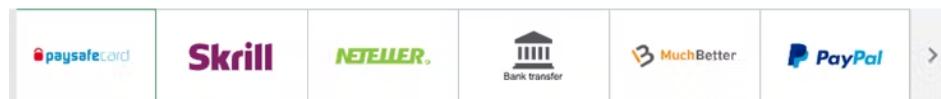
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sit

Popular Other methods

£/€5 minimum deposit for Debit Card or Apple Pay.
£/€20 minimum deposit for all other methods.



Payment information ⓘ

Min. Deposit: €20 | Processing: Instant

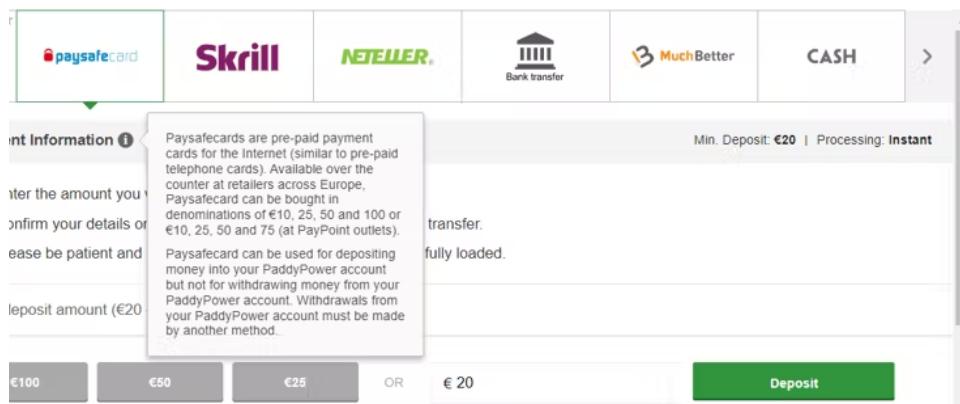
-) Enter the amount you wish to transfer and click on "Deposit".
-) Confirm your details on PaySafeCard website and complete the transfer.
-) Please be patient and do not close the window until the page is fully loaded.

Enter deposit amount (€20 - €1,000):

| | | | | | |
|------|-----|-----|----|-----------------------------------|--|
| €100 | €50 | €25 | OR | <input type="text" value="€ 20"/> | <input type="button" value="Deposit"/> |
|------|-----|-----|----|-----------------------------------|--|



Minimum deposit is shown to the right-hand side of the Deposit Funds screen along with the processing time and indicating if, any fees apply.



Clicking the information icon beside Payment Information – This will give you further details about the payment type chosen along with any restrictions or conditions associated.

You have decided which payment type you wish to use, enter the amount using free text input provided or with one of the pre-determined amount buttons then click Deposit to proceed.

Please make a deposit into your Paddy Power Account now, please visit our Deposit page available

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Bank Transfer - Registration

At Paddy Power, you can deposit using variety of payment methods in a swift and easy way! Customers can deposit into their accounts via Debit Cards, Apple Pay, and by other payment methods, which includes Bank Transfers.

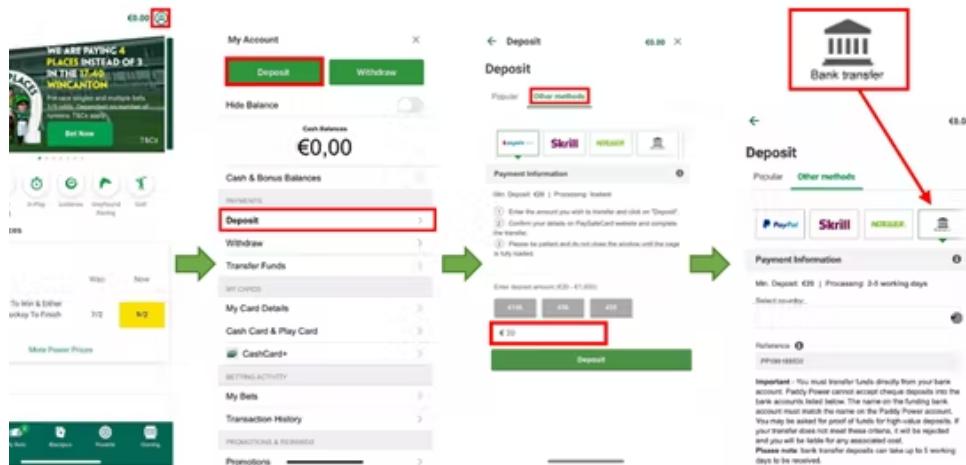
A Bank Transfer allows you to fund your Paddy Power account by transferring funds directly from your personal bank account to Paddy Power.

To make a deposit into your Paddy Power Account now, please visit our Deposit page available

Transfers on Mobile

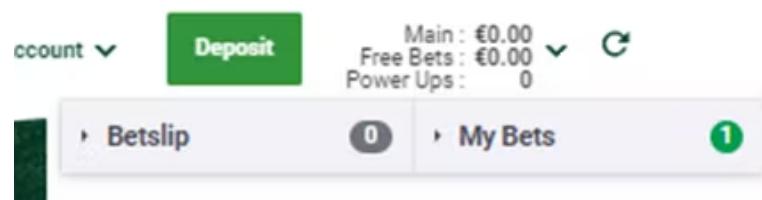
Transferring with a mobile device is quick and easy. Follow the below steps for advice on making a deposit by Bank Transfer.

Selecting the Other Methods tab on the deposit page you can deposit using alternative payment methods, which includes Bank Transfers. By selecting the Bank Transfer icon as shown you will be given the option to review the information on this method and instructed on how to process a Bank Transfer Deposit to your account.



Transfers on Desktop

To make a deposit to your Paddy Power account via Bank Transfer on Desktop, navigate to the Deposit page from the 'Deposit' button in the top right of the home page.



Here's some answers our other punters found useful

How Long Do Card and Apple Pay Withdrawals Take?

Payment Methods FAQs

How To Withdraw

Why can't I always choose how to withdraw my funds?

What Are Net Deposits?



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Hi

-

You can choose between Popular and Other methods by using the toggles at the top of the page. Select Other methods and then select 'Bank Transfer' from the list and you will be guided on how to process a Bank Transfer Deposit to your account.

:it

[Popular](#) [Other methods](#)

£/€5 minimum deposit for Debit Card or Apple Pay.
£/€20 minimum deposit for all other methods.

>

Bank Information ⓘ Min. Deposit: €20 | Processing: 2-5 working days

Important - You must transfer funds directly from your bank account. Paddy Power cannot accept cheque deposits into the bank accounts listed below. The name on the funding bank account must match the name on the Paddy Power account. You may be asked for proof of funds for high-value deposits. If your transfer does not meet these criteria, it will be rejected and you will be liable for any associated cost.

Note: bank transfer deposits can take up to 5 working days to be received.

Select country: United Kingdom - EUR - National W... Print the bank details

Reference ⓘ PP46724839

Bank: National Westminster Bank

Bank Address: 280 Bishopsgate, London EC2M 4RB



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How do I Change or Unregister my Card?

Information and assistance for amending your currently registered card details or removing a card you can add another, please see below:

What card details can I change/edit?

Expiry date

V/CV2 (This will have updated when your card's expiry changed)

What card details that cannot be Edited

Cardholder's name

Card Number

Card Type

How do I Change or Unregister my Card Details

Mobile:

Click on the person icon in the top right corner of the page, which will bring you to the My Account menu

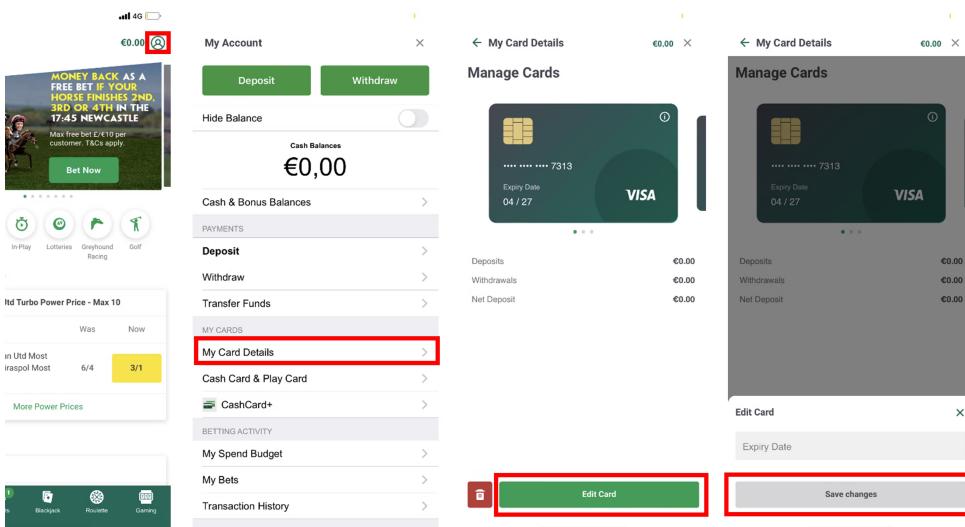
From the list select 'My Cards Details' under the 'MY CARDS' section.

You will now see your currently registered cards by scrolling to the right

Click the 'Edit Card' button on the bottom of the screen to open the window

The Expiry date can now be edited here by inputting the new details

Click the 'Save Changes' button to update



Desktop

Click 'My Account' in the top right corner of the page, then click 'My Account' from the dropdown menu.

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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The expiry date can now be edited here using the available drop downs and a link to the 'Details' page is provided to change your billing address.

When finished, click 'Update' to save your changes.

| Type | Details | Total Deposits (£) | Total Withdrawals (£) | Net Deposits (£) | Options |
|------|-----------------|--------------------|-----------------------|------------------|---|
| VISA | 43*** **** 5102 | 770.00 | 14.50 | 755.50 | Edit Remove Deposit |
| VISA | 45*** **** 3704 | 315.00 | 1,130.10 | -815.10 | Edit Remove Deposit |

[Add new card](#)

A safer bet with Paddy Power - You can [set deposit/loss limits](#) with us at any time, over a time frame of your choice.
You can trust Paddy Power with your card details: Paddy Power protects sensitive customer data using SSL encryption during transmission and uses 128-bit SSL Verisign Class 3 Certificates.

If I have a new card, what do I need to do?

If you have a new card, look at the long number across the front of the card and compare this with your previous card's number.

If the **long card number** is the same as the previous card

you simply can change the expiry date.

If the **long card number has changed** from the previous card you will need to register the card as a new card.

Details:

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The screenshots illustrate the card management process. The first image shows the main menu with 'My Card Details' highlighted. The second image shows the 'Edit Card' button. The third image shows the 'Add Card' button.

a Payment method, card or otherwise, can also be done via the deposit page [here](#). For information on adding a payment method click [here](#).

remove an old card?

If you be able to unregister a card online, similar to the above you can follow the below steps to remove a card from your account:

obile:

The screenshots illustrate the card management process on mobile. The first image shows the main menu with 'My Card Details' highlighted. The second image shows the 'Delete Card' button.

ktop:

The screenshot shows the 'My Card Details' section of the Paddy Power website. It lists two cards: a VISA card with number 43** **** 5102 and another VISA card with number 45** **** 3704. The 'Remove' button for the first card is highlighted with a red box.

can't I remove my card?

If you do not have the option to remove your card, you may be required to supply some identification to unregister your old card.

This could be due to the **Net Deposits** on your card, the length of time the card has been used or if you have not yet completed the customer verification process.

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Credit Card Restrictions – UK and Irish customers

At Paddy Power, we're fully of the opinion that betting and gaming should be a bit of fun.

is in mind, there are some **important restrictions to note with regards to credit card** ts, for both Irish and UK customers. Please note these differ for UK and Irish customers, have outlined the relevant restrictions below.

Card Restrictions For UK Customers:

tside of our own Safer Gambling initiatives, the laws in the UK have changed, which that betting companies can't accept top-ups to your account from Credit Cards. We're pportive of the changes and won't be taking any funds that come from Credit Cards from h of April 2020.

ditionally, as per UK Gambling Commission guidance, this restriction for UK customers cludes any deposits or top-ups to accounts made via alternative methods such as PayPal, e cards, etc; in cases where the balance was initially funded by Credit Cards.

u can still withdraw funds to the Credit Cards attached to your account.

Card Restrictions for Irish Customers:

better protect our Irish customers, and as part of our internal safer gambling initiatives, e also committed to no longer accepting top ups or deposits from Credit Cards to your t.

om the 31st of March 2021, we will no longer accept credit card deposits to Irish ts.

e will continue to accept deposits from Revolut cards and alternative payment methods s Paysafe cards or Neteller as usual, however any deposits which originate from a credit ll not be accepted.

u can still withdraw funds to the Credit Cards attached to your account.

With the New Credit!

orry though, we can still accept debit cards as usual (the ones that use money from your ccount) – so if you don't have one of them linked to your account, we'd recommend one up now. If you do, then you can continue using it as normal with no changes d.

ck on 'My Account' icon

Payments section, click on 'My Card Details'

ld new card

Next step:

ck on 'My Account' Icon

https://helpcenter.paddypower.com/app/answers/detail/p/6/a_id/4009/

Here's some answers our other punters found useful

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[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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More details on how to add a Debit Card please click [here](#).

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Payment Method Security

legal compliance, Paddy Power strive to ensure all payment methods used on site belong to account holder. Outlined below are the requirements for each payment method:

Card and Credit Card

ensure that you use a card registered in your own name. Please also ensure we hold your billing address for the registered card. Unfortunately, any discrepancy in the name or address could lead to the suspension of your account.

Business cards

Inately Paddy Power cannot accept business cards. This policy applies for both personal and company cards. If it comes to our attention that you have used a business card, Paddy Power reserves the right to void any bets placed. Please ensure that all cards used are in your name only.

PayPal account that is registered on your Paddy Power account must be in your name. If it's not, your account may be closed, open bets voided and the available funds returned to the account.

r

Teller account that is registered on your Paddy Power account must be in your name. If it's not, your account may be closed, open bets voided and the available funds returned to the account.

bookers

Moneybooker account that is registered on your Paddy Power account must be in your name. If it's not, your account may be closed, open bets voided and the available funds returned to the Moneybooker account.

Bank transfer

Note that the bank account must be in your name and must be located in the same country from where the card was issued. For security reasons before you make your first Bank transfer you must provide us with a copy of your bank statement along with a form of Photo ID. You will only have to provide these details once.

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Why can't I always choose how withdraw my funds?

What Are Net Deposits?



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I need a Paddy Power cash card which will also require you to display photo identification. For details on cash cards see [here](#).

y

I deposit and withdraw using your Entropay virtual credit card. This is subject to a transaction check on the name and billing address. Please ensure the Entropay account is in your name and address only.

e

Paddy Power now allow PaySafe as a deposit method for users from Austria, Norway, Sweden, the Isle of Man, the Channel Islands and the United Kingdom.

If we cannot verify your age with PaySafe, we will have to request a copy of official identification from you (Passport, Driving Licence or Government Issued card).

winnings safe with Paddy Power?

Ent funds are retained by Paddy Power in segregated accounts held with highly-rated separate from our operating accounts, to ensure that there is always enough money for players to withdraw from their Paddy Power balances - even in the highly unlikely event of the insolvency of the company. These accounts are audited independently by internal and external auditors, and balances are monitored regularly by the relevant regulatory authorities.



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What are the differences between the CashCard+ and Play Card?



| | |
|--|--|
| I can withdraw cash from an ATM using my PP winnings | I can deposit and withdraw from my PP account in a PP store |
| I can purchase items in a shop using my PP winnings | I can place a bet in a PP shop using my online PP balance |
| I can purchase items online using my PP winnings | The winnings from my Play Card bets settle directly to my PP balance |
| | I can gain extra rewards for using my card in a PP shop |

Play Card is a new and improved version of the Cash Card. You can have both a CashCard+ and Play Card.

Play Card allows you to deposit and withdraw from your Paddy Power balance in cash. The card also allows you to transact with your Paddy Power balance in shop and get great rewards.

CashCard+ is an entirely different card. It enables you to get instant access to your Paddy Power winnings.

CashCard+ is a prepaid Mastercard®, which means that the card can be used anywhere that card is accepted.

CashCard+ is only available to customers in Ireland and the UK. For useful information on CashCard+, please click [here](#).

CashCard+ Prepaid Mastercard is issued by EML Money DAC pursuant to licence by EML Money International Inc. The e-money associated with your card is issued by EML Money DAC authorised by the Central Bank of Ireland under the European Union (Payment Services) Regulations 2018 (Ref C95957).



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[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

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Cash Card and Play Card Terms and Conditions

Terms and Conditions

The Paddy Power Cash Card and Play Card are only available to existing Dial-a-Bet or paddypower.com account holders.

Only one Paddy Power Cash Card or Play Card per account is allowed at any given time. Cash withdrawals are only available once your Dial-a-Bet or paddypower.com account has been open for 24 hours.

A passport or an Irish or UK Driving Licence must be produced to activate your Paddy Power Cash Card or Play Card in a shop.

A change of PIN requires the Paddy Power Cash Card or Play Card to be reactivated. There may be instances where proof of ID and/or credit card will be requested prior to subsequent cash withdrawals being processed.

Customers are responsible for the security of their PIN. Customers will be held liable for all cash withdrawals made using their card and correct PIN.

Cash withdrawals will only be allowed if a Customer has their Cash Card or Play Card with them in a shop at time of withdrawal and their PIN confirmed.

Only Sterling may be deposited or withdrawn in shops in the UK and Euro in shops in the Republic of Ireland.

Sterling deposits/withdrawals to/from a Euro account and Euro deposits/withdrawals from a Sterling account will be converted using the daily Paddy Power currency conversion rate.

Payments placed with the Cash Card or Play Card in shops will be subject to Paddy Power's Shop Policies (a copy of which is available in store and at helpcenter.paddypower.com/app/answers/detail/p/6/a_id/2457)

Payments placed with the Cash Card or Play Card will automatically settle to the account holder's online account.

The minimum cash deposit/withdrawal is €10/£10.

Cash Deposits are limited to a daily maximum limit of €2,500/£2,500.

Cash withdrawals are always dependent on the cash available in-shop.

Cash withdrawals are limited to a daily maximum of €2000/£2000.

Touchless bet placement on the Play Card is limited to a maximum limit of €100/£100 per transaction. PIN validation will be required for every sixth bet.

The funds available for withdrawal are subject to Paddy Powers Closed Loop Policy.

You cannot withdraw using a Paddy Power Cash Card if you have deposited with Ukash.

Credit cards cannot be used to fund a deposit to or receive a withdrawal from a Cash Card or Play Card.

Funds from a non-verified credit/debit card will not be available for withdrawal from a Paddy Power Cash Card.

In order to withdraw cash held in your Poker/Casino/Games wallet, funds must first be transferred to your Sportsbook account.

Paddy Power reserves the right to recover from you any overpaid amounts made in error as a result of a cash withdrawal.

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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For gambling limits applied to a customer's online account will also apply to card play in Paddy Power Online (on either Cash Card or Play Card). Self-exclusion from Paddy Power Online will result in the immediate cancellation of the Cash Card or Play Card (as applicable).

We will use reasonable endeavours to ensure that you comply with the terms of your self-exclusion but you agree and acknowledge that we have no responsibility or liability whatsoever if you continue to gamble and place bets with us and we fail to recognise or determine that you have requested to be self-excluded.

It is your responsibility to ensure that any information provided by you to us is accurate and up-to-date at all times and we shall not be liable to you for any claims, damages or losses suffered by you as a result of your failure to provide us with accurate information and to keep such information up-to-date for any reason whatsoever including, without limitation, any claims, damages or losses suffered by you arising out of or in connection with any failure by you to provide accurate information which results in the receipt of marketing.

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[Back to top](#)

[Privacy Policy](#)

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[Cookie Policy](#)

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[Rules & Regulations](#)

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fied by Visa

Improved Card Security ✓



New security measures are being implemented by

leading credit card companies **Mastercard** and Visa. The Visa security measure is known as Verified by Visa. Across the banking industry these new security measures are known as 3D Secure. As all banks roll out these new security measures over the next few months it will be necessary to use 3D Secure on all websites, in the same way that Chip & Pin is used in retail outlets.

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[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)

is Verified by Visa?

We developed a new anti-fraud scheme to reduce the risk of a customer's card being used fraudulently. It works by means of a secret password, much like your PIN, which you choose. Now on you will be asked to enter your password before your card can be used to make a purchase online. This means that even if someone does manage to get hold of your card details, they won't be able to use them online without knowing your password.

Do I get my Password?

If you have not already set up your password, the next time you attempt to deposit to Paddy Power using your credit or debit card, you will be prompted to register for Verified by Visa and set a password.

I will be asked to input your card details and some other personal information to prove your identity. This varies by bank but may include information such as your date of birth, your mother's maiden name or your credit limit. Although you are inputting this information via the Paddy Power website, you are communicating directly with your bank through a secure link, so Paddy Power or anyone else does not see this information.

I will also be asked to create a password. This password must include alphabetic characters and numbers. Once you have created the password you will be able to use this password for all payments on any website, much like you use your PIN to make withdrawals at ATMs, or purchases in shops. It is therefore important that you remember this password. If you do forget it, your bank can assist you in changing it.

Does this Apply to all Cards?

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ord. You can contact your bank for further details on when they plan to implement it.

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Missing Withdrawals and your Tracing Number

Card Withdrawals

If you're missing a withdrawal, please allow up to 2-5 working days for this to arrive in your bank account.

If that timeframe has passed, if your withdrawal still isn't available, you can reach out to our customer support team and they will provide you with a Tracing number to provide to your bank account.

Direct/Fast Funds/Rapid Withdrawals

Direct will enable customers who have an eligible Visa debit or prepaid card to withdraw funds instantly to this Visa card. This withdrawal typically arrives in your account instantly. However, the odd occasion takes up to 2 hours.

Tracing (ARN) Number

ARN stands for Acquirer reference number. This is a unique number that tags a credit card transaction when it goes from the merchant's bank (The Acquiring Bank) through the card network to the cardholder's bank (The Issuer).

The ARN can be used to track a payment or refund.

How to use this

I need to pass the ARN Number onto your bank; to either the card issuing or the charge department, and they should be able to find the missing money.

What happens if the bank cannot find the money, even with the Tracing (ARN) number?

This means that a trace is needed. Thus, you would need to request a letter from the bank which states that they could not find the money and we will be able to trace the funds.

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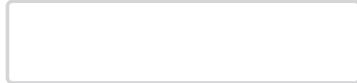
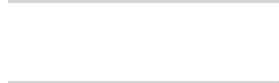
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my winnings safe with Paddy Power?

Funds are retained by Paddy Power in segregated accounts held with highly-rated separate from our operating accounts, to ensure that there is always enough money for users to withdraw from their Paddy Power balances - even in the highly unlikely event of the insolvency of the company. These accounts are audited independently by internal and external auditors, and balances are monitored regularly by the relevant regulatory authorities.

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[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how to withdraw my funds?](#)

[What Are Net Deposits?](#)

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[Message us](#)

[Back to top](#)

[Privacy Policy](#)

[Terms & Conditions](#)

[Cookie Policy](#)

[Underage gambling is an offence](#)

[Rules & Regulations](#)

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CashCard+ Portal

shCard+ Portal

shCard+ Portal makes it simple to keep track of your winnings and spending, and super check your PIN and manage your card.

› [the CashCard+ Portal here.](#)

shCard+ Portal is powered by the card issuer EML Money DAC.

an I do in the portal?

shCard+ Portal enables you to:

check your PIN online (or have it sent to your mobile)

check your CashCard+ balance

view your CashCard+ statement

spend your card, which will prevent your card from being used and block any further withdrawals to the card

› I register for the portal?

ed to register for a CashCard+ Portal account before you can log in. To do so, you need to create a username and password using the same email address as your Paddy Power account.

› [er for the CashCard+ Portal here.](#)

› I register for the portal?

ed to register for a [CashCard+ Portal](#) account before you can log in. To do so, you need to create a username and password using the same email address as your Paddy Power account.

› I log in?

n log in to the CashCard+ Portal using your username and password that you create during registration. Remember, you need to use the same email address as your Paddy Power account.

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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Log in to your account

Email Address

Enter Email Address

Password

Enter Password 

Forgot your password?

[Create Account](#)

Log In 

Have a card but don't have an account? [Sign Up](#)

I want to use my card again after I've suspended it?

You can suspend your card in the CashCard+ Portal, which will temporarily lock the card and prevent any withdrawals to the card, as well as block card transactions at an ATM, in store or

· re-activate your card within the CashCard+ Portal too, in case you find your card in that · of jeans you washed.

If the card lost, stolen or damaged, or cancel your card, and permanently block your card+, please [Contact Us](#).

to remember

shCard+ Portal is managed by EML Money DAC.

¹ find the full CashCard+ terms and conditions [here](#).

shCard+ Prepaid Mastercard is issued by EML Money DAC pursuant to licence by card International Inc. The e-money associated with your card is issued by EML Money authorised by the Central Bank of Ireland under the European Union (Payment Services) Regulations 2018 (Ref C95957).

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[Back to top](#)[Privacy Policy](#)[Terms & Conditions](#)[Cookie Policy](#)[Underage gambling is an offence](#)[Rules & Regulations](#)

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Apple Pay

What is Apple Pay

ay provides an easy and secure way to make payments through iOS apps, watchOS apps, bsites in Safari. By using Face ID, Touch ID, or double-clicking Apple Watch, users can and securely provide their payment.

uthorize payments using credentials that are securely stored on their Apple device.

Who can use Apple Pay

ners who have Apple Pay set up on the below devices
 iPhone SE or later with at minimum iOS 10 installed
 iPad Air 2 or later with at minimum iOS 10 installed
 Mac models with Touch ID bar with a minimum macOS 10.12



Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)

Deposit and Withdrawal Processing Times

| Deposits | Withdrawals |
|----------|------------------|
| Instant | 2-5 working days |

Deposit Limits

| Currency | Min Limit | Max Limit |
|----------|-----------|-----------|
| GBP | 5 | 99,999 |
| EUR | 5 | 99,999 |

Withdrawal Limits

| Currency | Min Limit | Max Limit |
|----------|-----------|-----------|
| GBP | 0.01 | 35,000 |
| EUR | 0.01 | 30,000 |

What else is helpful?

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[Cookie Policy](#)

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[Rules & Regulations](#)

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Prizeout - Useful Information

What - A better way to withdraw your money!

Prizeout

What is Prizeout?

It is a **withdrawal method** available for **Paddy Power customers in the UK and Ireland**.

Using with **Prizeout** will allow you the option to withdraw your winnings via a Gift Card or withdrawing to your bank or to another payment method.

A Gift Card will be sent to you by Prizeout within minutes to your email address registered on your Paddy Power account. Please note that in certain situations there may be a slight delay, as we aim to help best protect our customers and keep your funds safe.

It offers exclusive deals and offers to users in the form of digital Gift Cards and will often offer attractive offers with great brands.

Why should I use Prizeout?

Using your winnings with Prizeout offers you an alternative to withdrawing to regular banking methods. There are many benefits associated with withdrawing with Prizeout, including:

Get More for your Money

What do we mean when we say *more for your money*? We mean that Prizeout's offer allows Paddy Power customers to often receive a higher value on the Gift Card than the amount they withdraw from their account.

Receive your Gift Card via email in minutes

Want your winnings instantly? Prizeout allows you to withdraw your money to a Gift Card that is sent directly to your email (make sure your email address is correct), meaning you can get to shop sooner. You'll get the Gift Card in minutes and often for a higher value than your withdrawal amount!

Please note that in certain situations there may be a slight delay, as we aim to protect our customers and keep your funds safe.

Send your Gift Card online or in store

Prizeout Gift Cards can be spent online by using the details received in the email to redeem them at your chosen brand. To redeem in store, scan the barcode on the claim page on your mobile device or print out the claim page and present the barcode to the cashier.

Is there a catch?

There is none!

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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Will I receive my Gift Card?

Your Gift Card details will be sent by Prizeout to the email address on your Paddy Power account. You can use the Gift Card Code and Pin received in the email to redeem online. To withdraw in store, scan the barcode on the claim page on your mobile device or print out the claim page and present the barcode to the cashier.

Please make sure before you decide to Withdraw with Prizeout that you have checked your address on file for Paddy Power is up to date and is where you wish to receive your Gift Card. You can check this by reviewing the details on your account [here](#).

How do I withdraw with Prizeout?

Simply navigate to the withdrawals page, or click [here](#). Once there, you can withdraw to it the same way you would to any other Payment Method.

Select the amount you think you might want to withdraw – once you are taken to Prizeout you will be able to edit this. Whatever amount you select on the 'Withdraw' page in your Paddy Power account is not automatically withdrawn, you can change your mind in Prizeout and toggle the switch up or down, to find the Gift Card that suits you best.

Please note there are some limits on Prizeout withdrawals. The minimum withdrawal using this method is £/€5 per transaction and the maximum withdrawal is £/€500 per transaction. This relates to the withdrawal value being taken out of your Paddy Power account balance, not the monetary value of the Gift Card. You can also only choose one Gift Card per withdrawal.



Do I have some additional questions on Prizeout?

OK! Please [click here](#), where we have answered some of the Frequently Asked Questions about Prizeout which will hopefully help with your query.

Note that once you have chosen a Gift Card and made a successful withdrawal with it, the Gift Card will be sent to your Paddy Power email.

Please note that we have provided sufficient information on Prizeout in both the above article, and the [Prizeout FAQs section](#), available [here](#).

If you have any questions after this Prizeout article are best placed to answer these – we advise referring to their Help Centre Page or contacting them directly using the links below.

[Contact Prizeout Help Centre](#)

[Contact Prizeout](#)

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[Back to top](#)

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[Terms & Conditions](#)

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[Underage gambling is an offence](#)

[Rules & Regulations](#)

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Prizeout - FAQs

Prizeout

It is a **withdrawal method** available for **Paddy Power customers in the UK and Ireland**.

Using **With Prizeout** will allow you the option to withdraw your winnings via a Gift Card or withdrawing to your bank or to another payment method.

It offers exclusive deals and offers to users in the form of digital Gift Cards and will often have attractive offers with great brands.

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)

Will I receive my Gift Card?

Your Gift Card details will be sent by Prizeout to the email address on your Paddy Power account. Please be sure to check your junk folders in case it has been received from Prizeout. You can use the Gift Card Code and Pin received in the email to redeem online. To redeem online, scan the barcode on the claim page on your mobile device or print out the claim page and present the barcode to the cashier.



What email address will my Gift Card be sent to?

Please make sure before you decide to Withdraw with Prizeout that you have checked your email address on file for Paddy Power is up to date and the one where you wish to receive your email. You can check this by reviewing the details on your account by clicking [here](#).

How long will it take to receive the email with the Gift Card details?

Your Gift Card will be sent within minutes to your email address registered on your Paddy Power account. Please note that in certain situations there may be a slight delay, as we aim to protect our customers and keep your funds safe. Please be sure to check your junk folders in case the email from Prizeout has gone here.

How do I claim my Gift Card from the email received?

The email received from Prizeout will detail how to claim your Gift Card, using the Gift Card Code. You can go through the claim process as many times as you need. If you ever delete your Gift Card, you can reclaim it with the link and pin/token you received in the original email.

Open the email from Prizeout with the subject "Claim Your XXXXXXXX Giftcard!".

Click on Claim Your Gift Card.

You will then be prompted to enter a secure Security Number depending on what brand Gift Card you are claiming.

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What happens if I choose a Gift Card with a lower value than my original withdrawal?

If you have chosen the amount to withdraw and take to Prizeout, you will be able to edit the filter to review what Gift Cards are on offer. Whatever amount you select on the 'Withdraw' page, your Paddy Power account is not automatically withdrawn, you can change your mind in the Prizeout app and toggle the filter up or down, to find the Gift Card that suits you best.

The amount used to fund your gift card will be taken from your Paddy Power balance, the same as it would be with a regular withdrawal.

How do I receive an email with my Gift Card – what should I do?

Please check your email address on file for Paddy Power is up to date, as this will be where your Gift Card is sent to. You can check this by reviewing the details on your account by clicking [here](#). If you have not received your Gift Card, or do no longer have access to this email address, we recommend that you update your details on your Paddy Power account and contact Prizeout directly regarding the Gift Card, by clicking [here](#).

Please be sure to check your junk folders in case the email from Prizeout has been received.

How do I exchange my Gift Card?

If a Gift Card is redeemed and Prizeout has sent you an email to claim it, we are unable to exchange the Gift Card or cancel the Gift Card and refund your account.

If you have additional questions on this topic we recommend referring to the Prizeout Help Centre by clicking [here](#).



What do I do if I can't find my Gift Card Code/Pin?

If you are unable to locate your Gift Card/Pin – you should reach out to Prizeout, who will be happy to help. The best way to do this is to refer to their Help Centre Page, [here](#), or to contact them directly [here](#).

How do I get a physical Gift Card?

Prizeout only offer digital Gift Cards, the details of which will be sent to the email address on your Paddy Power account. You can use the Gift Card Code and Pin received in the email to redeem online. To redeem in store, scan the barcode on the claim page on your mobile device or print out the claim page and present the barcode to the cashier.

How do I cancel my Gift Card and get a refund?

If a Gift Card is redeemed and Prizeout has sent you an email to claim it, we are unable to cancel the Gift Card, refund your account or exchange it for another Gift Card. If you have any questions with this, Prizeout will be best placed to answer and we would advise referring to their Help Centre Page, [here](#).

What are the limits for withdrawing with Prizeout?

Please note there are some limits on Prizeout withdrawals. The minimum withdrawal using the app is £/€5 per transaction and the maximum withdrawal is £/€500 per transaction. This

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note that once you have chosen a Gift Card and made a successful withdrawal with it, the Gift Card will be sent to your Paddy Power email.

If you have any questions after this Prizeout are best placed to answer these – we advise referring to their Help Centre Page or contacting them directly using the links below if your question is not covered in the above article.

[Prizeout Help Centre](#)

[Contact Prizeout](#)

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[Back to top](#)

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[Terms & Conditions](#)

[Cookie Policy](#)

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[Rules & Regulations](#)

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deposit in cash with PayPoint (UK only)

re PayPoint deposits?

e expanded the number of UK locations where you can deposit in cash into your Paddy account in cash via your Cash Card, Big Rewards Card or Play Card.

your nearest PayPoint outlet, use our shop locator [here](#). N.B. Not all PayPoint outlets accept Paddy Power deposits.

osit cash into your Paddy Power account at a PayPoint outlet, follow the below steps.
cate a PayPoint outlet with our [shop locator](#).

t the shop assistant know that you want to deposit to your Paddy Power account.

ve the shop assistant your **Cash Card, Big Rewards Card or Play Card** and the money you want to deposit

ay presto! The money will be in your account within 10 minutes (Just so you're aware, you won't be able to deposit again via PayPoint until the first deposit has successfully processed).

ave any questions, contact our Customer Service team.

T&Cs:

re Cash Card and Play Card T&Cs [here](#).

ash Withdrawals are not available in PayPoint outlets.

redit Cards cannot be used to fund a PayPoint deposit.

ly Sterling may be deposited in PayPoint outlets.

re minimum cash deposit is £10.

re maximum deposit per transaction is £399.

ash Deposits are limited to a daily maximum limit of €2,500/£2,500.

ddy Power reserves the right to refuse at our sole discretion a Customer's application for Cash Card, Big Rewards Card or Play Card, or to revoke a Customer's Cash Card, Big Rewards Card or Play Card at any time.

ustomer transactions may be suspended if customers attempt to deposit and then immediately withdraw cash. This is an anti-money laundering restriction.

PayPoint deposits cannot be reversed.

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[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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[Back to top](#)

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A - Frequently Asked Questions

[What is SEPA?](#)

[Will this affect you?](#)

[Where can you find IBAN and BIC?](#)

[What is SEPA?](#)

Single Euro Payments Area) is a European-wide initiative to standardize the way we make cross electronic payments in Europe. The goal is to make payments throughout Europe as safe and efficient as possible.

There are 32 countries in the SEPA area. These are the existing 27 EU member states of European Union, together with Iceland, Lichtenstein, Monaco, Norway and Switzerland.

Countries of the European Union are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, France, Estonia, Finland, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Portugal, Malta, Netherlands, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Sweden & United Kingdom.

Comes into full effect on 1 February 2014, changing the way euro electronic payments are made across Europe. It will mean that you can make and receive payments seamlessly, via a direct debit on any euro account or make a credit transfer to any euro account within

[Will this affect you?](#)

[What is to Republic of Ireland Euro customers of Paddy Power.](#)

Traditional sort codes and account numbers will be replaced by an International Bank Account Number (IBAN) and a Bank Identifier Code (BIC).

From November 5th 2013, if you are a new Paddy Power customer or updating an existing account with new Bank Transfer details, you will be required to provide your BIC & IBAN.

[How do I find my BIC & IBAN?](#)

You can locate your own BIC & IBAN information in a number of ways:

Check your Bank statement today.

Or use the [BIC & IBAN calculator](#) to convert your sort code and account number to the equivalent BIC & IBAN.

Contact your Bank.

Information site.

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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[Back to top](#)

[Privacy Policy](#) [Terms & Conditions](#) [Cookie Policy](#) [Underage gambling is an offence](#) [Rules & Regulations](#)



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Cash Card - Deposit

Min Deposit:

£/€10

Max Deposit:

£/€2500

Time to Process:

Immediately

You can deposit cash to your online account in any of our shops across Ireland and the UK as follows:

- Bring your cash to the desk and quote your username or account number to the cashier.

We will process your deposit and the funds will be in your account straight away.

Card Cards:

If you have lost or misplaced your Cash Card, you can get a new one from any of our shops free and then contact Customer Services, who will link the new card to your account.

Here's some answers our other punters found useful

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[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)

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[Message us](#)

[Back to top](#)

[Privacy Policy](#)

[Terms & Conditions](#)

[Cookie Policy](#)

Underage gambling is an offence

[Rules & Regulations](#)

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Cash Card - Withdrawal

Minimum Withdrawal: €1 / £1

Maximum Withdrawal: €/£1000

Time to Process: Immediately

To withdraw your winnings or cash from your Account:

1. Go to one of our shops in the UK and Ireland.
2. Scan your Cash Card on a betting machine.
3. Click on **Withdraw**.

Print a ticket from our betting machine and collect your cash at the counter.

Notice a difference between online balance and withdrawable balance:

Sometimes we have restrictions on what you can withdraw due to free bets we gave you, a bet deposit or in the case of gaming machines because you have credit card funds in your account.

We have daily limits on cash transactions which are €/£2,500 deposit. €/£ 1,000 withdrawal. These are 24 hour limits.

If you have lost or misplaced your Cash Card, you can get a new one from any of our shops free and then contact Customer Services, who will link the new card to your account.

Note that your withdrawal value will appear under the description 'PP Online' on your bank statement.



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[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)

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Cash Card - FAQ

Deposit / Withdrawal Process times & Minimum Amount

DEPOSIT WITHDRAWALS

Minimum Amount: €1 / £1 €1 / £1

Process: Immediately Immediately

How can I use my Cash Card to earn RM Rewards Points?

First insert your activated Cash Card into any gaming machine.

Enter your mobile number and PIN and accept our T&Cs.

If you're an existing member of RM Rewards and you wish to join Cash Card:

[Register and activate](#) your Cash Card.

Insert your new Cash Card into the card reader on any gaming machine.

[Check Transfer Account](#).

Enter the mobile number and PIN you used to register for RM Rewards.

Once you've got an all-in-one RM Rewards and Cash Card and you keep your RM Points in your old account.

What Issues with your card?

Card isn't working

There are 4 reasons why this could be happening:

Your card is damaged; try it in another machine to confirm. If it still doesn't work then talk to our friendly shop team who will help you get a new one.

If the machine is faulty, try another machine to confirm if your card works in another machine, let our shop team know who will report the fault.

If the shop is having technical difficulties, ask our friendly team for more help.

Your account might be locked. Click [here](#) for more information.

What message appears when I use my card

Ask any member of our friendly shop teams for help activating your card. Have the following ready:

Your PaddyPower.com username (the one you use to log-in)

Your address

A valid passport, driver's licence or national ID card

If your card is linked to your Paddy Power account: check step 8 to 9 of the Registration process.

What message "Insufficient Funds" appears on the machine

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mes the barcode can get damaged in your pocket / wallet or fade over time which will scanning. You can either pick up a new card or follow these simple steps if you wish to our old card:

- › Go to a betting machine and select Deposit or Withdrawal (without scanning).
- › Annually enter your 16 digit card ID located on the front or back of your Cash Card.
- › Complete your transaction as normal.

stuck in the machine

If you haven't logged out, press the collect button at the bottom left of the main menu. The card reader might be faulty. Ask a member of our friendly shop team for some help.

Card Security:

Will you trace me / track my play?

Cash Card is about offering our customers a convenient way to access their cash. We won't track you and using Cash Card will have no impact on your chances of winning.

What happens if I forget to log-out when I finish playing?

On a betting machine or gaming machine, you will automatically be logged out after 2 minutes of inactivity. Your PIN number is required to make a withdrawal so your cash is safe as long as you keep your PIN safe.

Will I have to give my mobile number to sign up to RM Rewards? / What will my mobile number be used for?

We ask for mobile numbers for three reasons:

- To send free PIN reminders
- To occasionally send free bets or updates on a promotion (if opted in for marketing)
- As a unique ID number for the customer

Power stores your data securely and will not be shared with any third parties.

Power complies with all relevant data protection legislation.

I only asked question about Cash Transactions :

I have been asked to send in a copy of the front of my Credit/Debit Card before I can withdraw cash.

i. Why is this?

A credit/debit card is the active deposit method on your account, we must verify the details of the card before we can allow a cash withdrawal. If the Security Team can not verify the card, we request a copy of the front of the card.

What is the Maximum Daily Withdrawal?

Withdrawals are limited to a daily maximum of €2000/£2000. The daily period refers to a 24 hour period which follows your daily withdrawal. For example, if you were to withdraw £2000 at 9.00am on a Monday you cannot make a withdrawal to this card until 9.00am the following day.

I received an error message saying that I had exceeded my Weekly Limit, what do I do?

Your weekly limit is set by you on your online account. For more information, click here.



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Please! But you will miss out on all the great offers and benefits that Cash Card offers.

What can I do with a Cash Card?

You can do 2 things with a Cash Card:

You can withdraw cash from your PaddyPower.com account to play / bet with in our shops or to take cash.

You can deposit winnings or cash while in shop into your PaddyPower.com.

You can also use your Cash Card to collect RM Rewards points while playing on gaming machines (UK Only).

If you have lost or misplaced your Cash Card, you can get a new one from any of our shops for £10 and then contact Customer Services, who will link the new card to your account.

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How Long Do Card and Apple Pay Withdrawals Take?

Ily, card and Apple Pay **withdrawals** take **2-3 working days** to reach your account. Please at, due to bank processing times, **withdrawals** can take **5 working days** to reach your t.

Can I Get My Money Quicker?

Customers using a **Visa** Debit or Prepaid card, **withdrawals** can be in your account **quicker**. For eligible cards, **withdrawals** can be in your bank account within a **matter of s**. The withdrawal must be made to an eligible Visa Debit or Prepaid card - this can take **hours** in some cases.

apply.

In rare occasions, your bank may not be able to process the payment **withdrawals** can be **unsuccessful**. This is nothing to worry about and it is recommended that **again later**.

Bank must be able to process payments this quickly too, and **not all issuing banks are** **ready to do this**, but banks are increasingly making this available for their customers.



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My Bank Isn't Ready?

| Withdrawal Day | Earliest Receive Day* | Latest Receive Day* | If your bank isn't ready, your withdrawal will take |
|----------------|-----------------------|---------------------|---|
| Monday | Tuesday | Following Monday | 1 day |
| Tuesday | Wednesday | Following Tuesday | 2 days |
| Wednesday | Thursday | Following Wednesday | 3 days |
| Thursday | Friday | Following Thursday | 4 days |
| Friday | Monday | Following Friday | 5 days |
| Saturday | Tuesday | Following Friday | 6 days |
| Sunday | Tuesday | Following Friday | 7 days |

It would take 2-5 working days.

As an indication of when you should expect to receive your **withdrawal** to a **card**, please refer to the below table:

Please note that the above timescales are given as estimations. In a small number of cases, these scales can be extended due to factors outside our control, e.g. incorrect expiry dates, address details etc.

It is important to note that your **withdrawal** value will appear under the description 'PP Online' on your bank statement.

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I on multiple accounts error

We told that your card is active on multiple accounts, it may be because you previously had account. You can only have your card registered to one account at any one time. If you member any of the details for the old account, you can try and [retrieve your password](#). Card is not registered in your name then you can't register it on your account for security s.

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Cash Card - PIN

You activate your account card, you will receive create a PIN number.

If you have lost your PIN, for a reminder to be sent to your phone or:

[Contact Us](#) and we will reset your PIN for you. Go to one of our shops in UK and Ireland and we'll give you a new PIN. Please bring a photo ID with you.

If you simply wish to change your PIN, just ask our friendly shop team who can do it in shop for you straight away. You'll need to have your card and old PIN to hand and your new PIN must be different from your old PIN.

We require a PIN for all withdrawals from and balance checks on your PaddyPower.com account.

Your PIN ensures the cash in your account is kept safe and can only be used by you.

Customer data is stored securely and will not be shared with any third parties.

Paddy Power complies with all relevant data protection legislation.

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[Payment Methods FAQs](#)

[How To Withdraw](#)

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Cards

hursday, March 31st 2011 banks will no longer process Solo cards and therefore Paddy will be unable to process transactions made with Solo cards.

re a Solo card holder you should already have been notified by your card-issuing bank of nge, and you were probably issued with a new card to replace it.

would like to know how to change your payment method on Paddy Power from Solo to w card, please read ahead to this article:

[anging or updating payment method](#)

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[How To Withdraw](#)

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[What Are Net Deposits?](#)

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Withdrawals - Bank Holidays

Take a debit/credit card withdrawal or a bank transfer withdrawal during a Bank Holiday and it will probably take an extra day to reach you.

Here are the guidelines for debit/credit card withdrawals and bank transfer withdrawals that are occurring a bank holiday weekend:

Generally, withdrawals take 2-3 working days to reach your account. If a bank holiday falls this time it may take an extra day.

Note that, due to bank processing times, sometimes withdrawals can take up to 5 working days to reach your account.

You can cancel your card withdrawal up to 11.30pm on the day of the withdrawal request. If cancelled, the funds will return directly to your Paddy Power account balance.

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If made before 10.30am will reach your Bank account that Same Day, otherwise the funds will appear in your bank account Next day. If the withdrawal was made on a bank holiday you will need to add an extra day.

If made before 10.30am will be processed as 'Next Day' and will reach your bank account the next day. Otherwise it will take 2 days. If the withdrawal was made on a bank holiday you will need to add an extra day.

It can take 3-5 days to reach the customers bank account. If the withdrawal was made on a bank holiday you will need to add an extra day.

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& IBAN - SEPA Regulation

Is to Republic of Ireland Euro customers of Paddy Power.

ember 5th 2013, **BIC & IBAN** will replace Sort Code & Account Number as the main bank r identifiers for all *Deposits* and *Withdrawals* with Paddy Power.

be implementing a number of changes in Paddy Power to meet requirements set out new EU SEPA Regulations. These will include:

tomatically updating your existing account details with BIC & IBAN on your behalf

ou are a new customer or updating an existing account with new Bank Transfer details, u will be required to provide your BIC & IBAN.

do I find my BIC & IBAN?

h locate your own BIC & IBAN information in a number of ways:

your Bank statement today.

t the **BIC & IBAN calculator** to instantly convert your sort code and account number to the ent BIC & IBAN.

itact your Bank.

communicate further updates to you over the coming months.

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Mobile - Card on multiple accounts error

We told that your card is active on multiple accounts, it may be because you previously had account. You can only have your card registered to one account at any one time. If you member any of the details for the old account, you can try and [retrieve your password](#).

If your card is not registered in your name then you can't register it on your account for security reasons.

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tercard Securecode

Improved Card Security ✓



nted by the two leading credit card companies MasterCard and [Visa](#). The MasterCard security measure is referred to as Mastercard Securecode. Across the banking industry these security measures are referred to as 3D Secure. As all banks roll out these new security measures over the next few months it will be necessary to use 3D Secure on all websites, in the same way that Chip & Pin is required in retail outlets.

New security measures are being

What is Mastercard Securecode?

card have developed a new anti-fraud scheme to reduce the risk of a customer's card being used fraudulently. It works by means of a secret password, much like your PIN, which you

ow on you will be asked to enter your password before your card can be used to make a purchase online. This means that even if someone does manage to get hold of your card details, they won't be able to use them online without knowing your password.

How do I get my Password?

If you have not already set up your password, the next time you attempt to deposit to Paddy Power using your credit or debit card, you will be prompted to register for Mastercard Securecode.

I will be asked to input your card details and some other personal information to prove your identity. This varies by bank but may include information such as your date of birth, your mother's maiden name or your credit limit. Although you are inputting this information via the Paddy Power website, you are communicating directly with your bank through a secure link, so Paddy Power or anyone else does not see this information.

I will also be asked to create a password. This password must include alphabetic characters and numbers. Once you have created the password you will be able to use this password for all payments on any website, much like you use your PIN to make withdrawals at ATMs, or purchases in shops. It is therefore important that you remember this password. If you do forget it, your bank can assist you in changing it.

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Iired to go through this process and can continue to deposit as normal. Once your bank is Verified by Visa and Mastercard Securecode, you will be required to register your card. You can contact your bank for further details on when they plan to implement it.

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Barclaycard Fees

Barclaycard have made the decision to directly impose a 2.99% fee on their credit card holders who make deposits to the gaming and betting sector from 28th March. This includes any deposits to Paddy Power online. This fee will NOT be subjected to Barclaycard debit card holders.

The introduction of this fee is solely the decision of Barclaycard, and is in no way related to or agreed by Paddy Power.

We think it is completely unfair to you the customer, if you wish to avoid this fee Paddy Power offer several other payment methods, including:

Barclaycard debit card, (including a Barclaycard debit card).

Barclaycard credit card from another bank.

Paddy Power Cash Card.

PayPal.

Moneybookers.

Teller.

SafeCard.

Barclaycard debit card, (including a Barclaycard debit card)

Barclaycard credit card from another bank

Paddy Power Cash Card

PayPal

Moneybookers

Teller

SafeCard

Cash

By Mobile

Bank Transfer

Debit

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[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how withdraw my funds?](#)

[What Are Net Deposits?](#)



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Strong Customer Authentication (SCA)

What is Strong Customer Authentication (SCA)?

From 14th September 2021, it's mandatory for all card payments made online to be processed via SCA.

Financial regulation means that your bank may ask you to complete extra security checks when making payments online. This regulation will apply from:

From: 31st December 2020
To: 14th September 2021

This regulation applies to electronic payments throughout all countries within the European Economic Area (EEA), including card deposits made with Paddy Power.

This means that, before processing your deposit, your bank may ask you to confirm that it is you who is trying to make the payment to help keep your money safe and secure.

>

The added level of security is known as Strong Customer Authentication (SCA), and it's a new way that banks are helping to protect consumers from fraud.

SCA will most often be completed through your mobile banking app, if you use it, or otherwise via a one-time passcode or a card reader.

What do I need to do?

You don't need to take any immediate action as the change will be made by your bank.

We recommend that your contact details are kept up to date both on your Paddy Power account and with your bank.

What else can I do?

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[How To Withdraw](#)

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Why is my deposit being declined?

If your card deposit is being declined, it is because the card issuer is denying us permission to withdraw funds from your card/bank account. If your deposit is being declined automatically, contact our customer service team who can try to deposit manually for you. Sometimes, if you make multiple online transactions, your card issuer will refer transactions for manual authorisation to check the integrity of the card. If this is the case, our customer service team may be able to help manually for you.

If it isn't the case, the card issuer is declining the transaction for another reason. There are a range of reasons why a bank may decline. In order to maintain your privacy, your bank do not disclose the reason for your transaction declination. You can contact your bank if there has been a decline and they should be able to provide a reason for you.

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Cash Card - Upgrade Your Card

Upgrade your Cash Card in order to get access to all the great new functionality being rolled out across our betting terminals, including sports betting machines!

If you would like to upgrade, please follow these simple steps:

Visit your nearest shop and request an upgrade. Don't forget to bring a photo ID with you as we will need it to activate your new card. You will be asked to swipe your old card and enter your PIN. Our shop assistant will provide you with your new card. You will also be asked to confirm your new PIN.

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[Payment Methods FAQs](#)

[How To Withdraw](#)

[Why can't I always choose how I withdraw my funds?](#)

[What Are Net Deposits?](#)

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[Back to top](#)

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[Terms & Conditions](#)

[Cookie Policy](#)

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Cash Card - How to Use

Once registered and activated, your card can be scanned at a sports betting machine or inserted into a card reader at the counter or at a gaming machine. You'll see just above the slot.

Press the Cash Card button on the main menu to enter the Cash Card menu.

Choose one of the options from the Card Menu.

Select Complete transaction. Once you've completed your transaction, scan again to complete the next transaction.

Once finished you should select close/return to home menu to ensure your balance isn't charged to the next customer.

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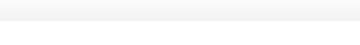
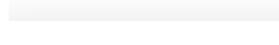
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INSTANT BANK TRANSFERS – FAQs

What are Instant Bank Transfers?

Instant Bank Transfers are a new deposit and withdrawal payment method for Paddy Power users in the UK and Ireland, available to mobile users.

How do Instant Bank Transfer work?

Instant Bank Transfer is a new type of payment method, powered by Open Banking. It's easier than traditional bank transfers and more secure than card payments. Your funds can settle in seconds – and you can do it all from within the app.

What is Open Banking?

Banking enables you to securely connect to your bank and authorise an instant bank transfer to your gaming account, instead of using a card or an alternative payment method. Its designed to give you more transparency and control over your money.

What is TrueLayer?

We partner with TrueLayer, an FCA (Financial Conduct Authority) approved provider, to help you connect to your bank and process your payment. With instant bank transfer, you authenticate the payment with your bank meaning you benefit from bank-level security and your personal details are never shared with anyone. For more information on TrueLayer and Open Banking, please click [here](#).

How secure are instant bank transfers?

With instant bank transfer, we authenticate with your bank meaning you benefit from bank-level security and your personal details are not stored or shared with anyone. For more information on TrueLayer and Open Banking, please click [here](#).

What are the benefits to me?

Start playing right away and cash out instantly – payments can settle instantly enabling you to gameplay and the ability to withdraw your winnings instantly.

Highly secure and increased protection against fraud – payments are authenticated directly with your bank, and login credentials are never stored or shared with anyone.

Easy Registration - You don't even have to type in your bank details!

What are Instant Bank Transfers?

Using Instant Bank Transfers, you can benefit from:

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[Payment Methods FAQs](#)

[How To Withdraw](#)

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› I Register?

! You don't need to input your bank account details like account number or IBAN to ; you simply add Instant Bank Transfers as a deposit method and link your bank account Paddy Power account. Get started and start by depositing using Instant Bank Transfers clicking [here](#).

› In use Instant Bank Transfers?

ajority of Paddy Power users in the UK or Ireland will have access to instant bank rs, with most banks currently eligible. For the full list of bank availability click [here](#) for the lick [here](#) for Ireland.

ase note there are a few differences in the offering for UK and Irish customers!

customers:

or UK customers you need to be using £ as your preferred currency and have an eligible ank Account.

oth Instant Deposits and Withdrawals are available for eligible banks!

customers:

or Irish customers you need to be using € as your preferred currency and have an eligible Bank Account.

stant Deposits are now available for eligible banks.

: present, Instant Withdrawals are available for Revolut users. We plan to be able to offer more customers soon, as more Irish banks enable the functionality needed!

on-Instant Withdrawals are typically received within 2 – 6 hours!



› Are the Limits for Depositing and Withdrawing using Instant Bank Transfers?

Deposits:

maximum limit of £/€ 5,000 [Per transaction]

minimum of £/€ 5 [Per transaction]

Withdrawals:

one!

note there may be some slight differences on the offering for UK and Irish customers:

UK customers:

oth Instant Deposits and Withdrawals are available for eligible banks!

Irish customers:

stant Deposits are now available for eligible banks.

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more customers soon, as more Irish banks enable the functionality needed!

on-Instant Withdrawals are typically received within 2 – 6 hours!

Power has appeared on my past transactions and transfer list in my Revolut App, can I deposit directly into my Paddy Power account from my Revolut App?

Please note that all Instant Bank Transfer Deposits must be made through the Paddy Power app. Any transactions attempted outside of this will have to be returned to your Revolut account, please note you may need to contact customer service to ensure this transaction is successful.

How long do IBT withdrawals take?

IBT withdrawals will allow at least 90 minutes for first time IBT withdrawals. After your first time, withdrawals will be instant!

see the IBT desktop deposit journey below.

sit

Popular Other methods

Instant bank transfers , including withdrawals, are now available in Ireland. Click add method below to get started.

VISA

Revolut

⚡ Instant Bank Transfer

Amount
€ 5.00

Safer Gambling [Find out More](#)
 Deposit Limit remaining: €463.50

By continuing you are permitting TrueLayer to initiate a payment from your bank account. You also agree to our [End User Terms of Service](#) and [Privacy Policy](#).

Connect to your bank

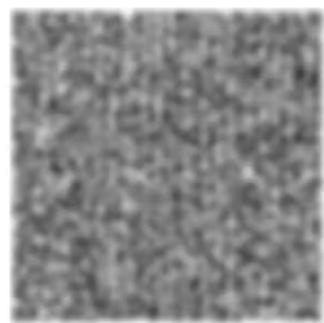


HELP CENTRE



How do you want to login?

You can pay faster with Mobile App.
Just scan the QR code below and confirm payment.



or

Continue on Desktop



Time to go back to Paddy Power

To proceed, please navigate to the Paddy Power page you were in before the transaction.



Woohoo!

Your €5.00 has been credited to your account.

OK

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Cash Card - How to Use

Once registered and activated, your card can be scanned at a sports betting machine or inserted into a card reader at the counter or at a gaming machine. You'll see just above the slot.

Press the Cash Card button on the main menu to enter the Cash Card menu.

Choose one of the options from the Card Menu.

Complete your transaction. Once you've completed your transaction, scan again to complete the next transaction.

Once finished you should select close/return to home menu to ensure your balance isn't charged to the next customer.

Here's some answers our other punters found useful

[How Long Do Card and Apple Pay Withdrawals Take?](#)

[Payment Methods FAQs](#)

[How To Withdraw](#)

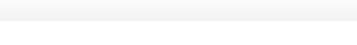
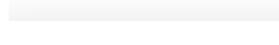
[Why can't I always choose how I withdraw my funds?](#)

[What Are Net Deposits?](#)

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