Virgin Australia Gift Voucher Request

To request your Virgin Australia Gift Voucher you need to ensure that the contact details you enter in the online form at virginmoney.com.au/giftvoucher match the details on your Virgin Money credit card account.

It's important to note that if you make changes to your account details, you will need to allow up to 10 business days for these to take effect before requesting your Gift Voucher.

If you still need to speak with our Customer Care Team after following the instructions below, please call them anytime on 13 37 39.

If your question relates to how to use the Travel Bank, please refer to the Virgin Australia Travel Bank guide.

How-To Guide: how to check and make updates to your account details
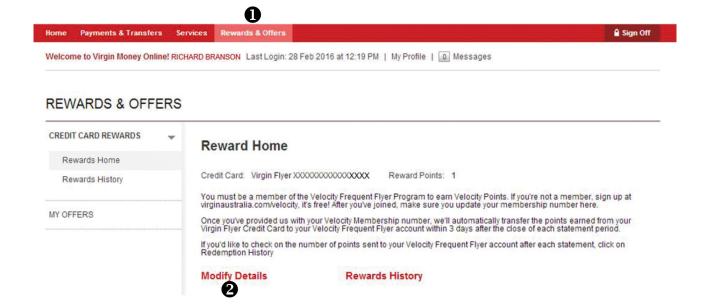
Account Name
The easiest way to check the name on your account is to see what is recorded on the front of your Virgin Australia Velocity Flyer or High Flyer Card. If you need to update your Account Name, head to the credit card section of virginmoney.com.au, and then select 'Making account changes' in the 'Using your card' section.

> To check the following details, you need to be logged into Virgin Money Online:
> - Log in at my.virginmoney.com.au
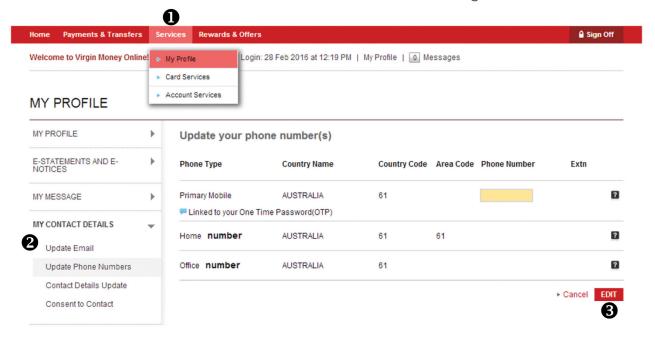> - Keep your mobile phone handy to enter your OTP (One-Time PIN) when requested

Velocity Member Number
1. Head to 'Rewards & Offers'
2. On the Rewards Home screen select 'Modify Details'
3. If the listed Velocity Number is incorrect, you can enter the correct number and then click 'Submit' for the change to be applied to your account.

Mobile Number
1. Head to 'Services' and select 'My Profile'
2. Click on 'My Contact Details' and then 'Update Phone Numbers'
3. If you need to update your listed phone number, select 'Edit' and make the change
4. Click 'Next' to review and then 'Confirm' to submit the change.

Email Address
1. Head to 'Services' and select 'My Profile'
2. Click on 'My Contact Details' and then 'Update Email'
3. If you need to update your listed Email Address, select 'Edit' and make the change
4. Click 'Confirm' to submit the change.

Note: you will need to enter your *Primary Email Address* in the Gift Voucher form.