

# 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](http://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](http://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](http://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.

Home
Payments & Transfers
Services
Rewards & Offers
Sign Off

Welcome to Virgin Money Online! RICHARD BRANSON Last Login: 28 Feb 2016 at 12:19 PM | My Profile | Messages

---

## REWARDS & OFFERS

CREDIT CARD REWARDS ▾

- Rewards Home
- Rewards History

---

MY OFFERS

### Reward Home

Credit Card: Virgin Flyer XXXXXXXXXXXXXXXX    Reward Points: 1

You must be a member of the Velocity Frequent Flyer Program to earn Velocity Points. If you're not a member, sign up at [virginaustralia.com/velocity](http://virginaustralia.com/velocity), it's free! After you've joined, make sure you update your membership number here.

Once you've provided us with your Velocity Membership number, we'll automatically transfer the points earned from your Virgin Flyer Credit Card to your Velocity Frequent Flyer account within 3 days after the close of each statement period.

If you'd like to check on the number of points sent to your Velocity Frequent Flyer account after each statement, click on [Redemption History](#)

Modify Details
Rewards History

## 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.

1

Home Payments & Transfers **Services** Rewards & Offers Sign Off

Welcome to Virgin Money Online! My Profile Login: 28 Feb 2016 at 12:19 PM | My Profile | 0 Messages

MY PROFILE

- MY PROFILE
- E-STATEMENTS AND E-NOTICES
- MY MESSAGE
- MY CONTACT DETAILS
  - 2 Update Email
  - Update Phone Numbers
  - Contact Details Update
  - Consent to Contact

### Update your phone number(s)

Phone Type	Country Name	Country Code	Area Code	Phone Number	Extn
Primary Mobile	AUSTRALIA	61			?
Linked to your One Time Password(OTP)					
Home number	AUSTRALIA	61	61		?
Office number	AUSTRALIA	61			?

Cancel EDIT 3

## 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.

1

Home Payments & Transfers **Services** Rewards & Offers Sign Off

Welcome to Virgin Money Online! My Profile Login: 28 Feb 2016 at 12:19 PM | My Profile | 0 Messages

MY PROFILE

- MY PROFILE
- E-STATEMENTS AND E-NOTICES
- MY MESSAGE
- MY CONTACT DETAILS
  - 2 Update Email
  - Update Phone Numbers
  - Contact Details Update
  - Consent to Contact

### Update your Email Address

Primary Email Address

Other Email Address

Cancel EDIT 3