

If any of the below apply, DO NOT SEND the money transfer. Once the money is picked up- which can happen quickly- you cannot get a refund, even if you were a victim of fraud.

**NEVER SEND MONEY:**

- To a utilities company (for example phone, internet or electricity suppliers) to settle bills or outstanding payments, or for any other reason
- To someone you don't know personally, or whose identity you cannot verify.
- For an internet purchase of any kind, to receive an inheritance or to claim lottery or prize winnings.
- To prove to someone that you have available funds to buy a car or other goods, rent a property, or obtain a loan or credit of any kind. This is not a trust service.
- o Finally, NEVER provide any details about this transaction to anyone other than your intended receiver.
- o Victim of fraud? Call: +17203625024

**Terms and Conditions**

**1. INTRODUCTION**

1.1 The MoneyGram® money transfer service ("Service") is provided by Payment Systems Inc., ("MoneyGram", "we" or "us") through a network of agents, authorized delegates, or other permitted entities ("Agents"). These Terms and Conditions, along with the Documentation (as defined in Section 1.3) used in connection with the Service to which these Terms and Conditions may be included or attached, constitute the entire agreement ("Agreement") between MoneyGram and you, the individual recipient of the Service ("you" or "Receiver").

1.2 This Agreement and the Service allow you to receive a money transfer (a "Transfer") that has been sent using our Service from an individual ("Sender"). The Transfer has been sent to you in a currency and amount specifically designated by the Sender. MoneyGram will not charge you any fees for receiving the Transfer. The Service is available to you only in your individual capacity known to the Sender.

1.3 You must sign any other documentation related to the Transfer, including all forms, receipts, or acknowledgments (collectively, the "Documentation") fully and accurately in order to use the Service.

1.4 By using, or attempting to use, the Service in any capacity, you are acknowledging that you (i) accept the terms of this Agreement, (ii) have read the Documentation relating to the Transfer and that the information as described on the Documentation is accurate, and (iii) have received from the Agent the currency and amount described in this Agreement and/or the Documentation. To the extent you desire to exchange the Transfer into a currency other than the currency as described in this Agreement, you further acknowledge and agree that any

subsequent exchange of the Transfer is a separate transaction from the Service and is subject to the provisions of Section 6 of this Agreement.

1.5 You must provide the Agent with valid identification to receive Transfer. While you will receive a reference number that corresponds to your Transfer (“Reference Number”), such Reference Number is not always required to receive a Transfer where other identification means (such as test questions set by the Sender) are utilized. We will not have any liability in the event that the Transfer is disbursed, when and as applicable, to an individual who properly answers a test question, provides a valid identification to the Agent describing such person as the Receiver (even if such identification was false or forged), or provides a Reference Number.

## 2. **RESTRICTIONS ON SERVICE**

2.1 You acknowledge that the Sender or MoneyGram, in certain circumstances, may cancel the Transfer designated for you at any time prior to your receipt and that upon such event, you will not be entitled to receive the Transfer.

2.2 The Service, or your ability to receive the Transfer, may also be delayed, restricted or unavailable depending upon the Service selected by the Sender, Agent hours of operation, the amount of the Transfer, currency availability, and legal, and regulatory compliance, including ID requirements. We will not disburse the Transfer to you if we believe that the Transfer or the Service is being used in any way to violate applicable laws, regulations, codes or MoneyGram’s policies and procedures, including any association with fraud, anti-money laundering laws, or other illegal activity.

2.3 If the Transfer is not disbursed to you, you may contact MoneyGram to inquire into the status of the Transfer and MoneyGram may be able to assist you, subject to all applicable laws and regulations relating to our Services and MoneyGram’s policies and procedures

## 3. **GENERAL**

3.1 If the Transfer is not made properly or never arrives, we may be liable to the Sender. We will not be liable to you, except that nothing in this Agreement excludes or limits our liability to the extent that we are unable to exclude or limit it by law.

3.2 The Transfer and use of the Service does not involve you having a “deposit” or an account with MoneyGram or an Agent.

3.3 Our Service is for persons 18 years and over and may not be used for escrow or trust or gambling purposes, and may only be used for a lawful purpose. In the event of any conflict between the English version of the Agreement and any translated version of the Agreement, the English version of the Agreement shall govern and MoneyGram will communicate with you in English.

3.4 This Agreement does not and is not intended to confer any rights or remedies upon any person other than you and MoneyGram.

## 4. **DATA PROTECTION AND PRIVACY**

4.1 By continuing with the transaction, you consent to the collection, use, disclosure, and transfer (including cross-border transfer) of your personal information as described in our Privacy Notice, which is available on our website at [www.moneygram.com/privacy-notice](http://www.moneygram.com/privacy-notice)

## 5. CONTACT DETAILS AND CUSTOMER SERVICE INFORMATION

5.1 We are committed to ensuring that you receive high quality service from MoneyGram. In the event that you are dissatisfied with our Service or believe that an error has occurred with your Transfer, please contact us as soon as possible. For full details of our complaints procedure or consumer protection advice, or to submit a complaint, you can:

- visit our website [www.moneygram.com](http://www.moneygram.com) and submit the online form;
- send an email to us at [customerservice@moneygram.com](mailto:customerservice@moneygram.com); or
- write to us at: MoneyGram, Konstruktorska Business Centre, 13 Konstruktorska Street, Warsaw, Poland 02-673.

## 6. SEPARATE ARRANGEMENTS

In addition to their offering of our Service, Agents may offer you their own products or services such as currency exchange. These additional products or services are separate and independent from the Service, are offered under the Agent's own terms and conditions, and do not involve MoneyGram in any way. These additional products and services are likely to have their own fees associated with them.

## PRIVACY NOTICE

**LAST UPDATED: MAY 25, 2018**

MoneyGram is a global provider of innovative money transfer services, and is recognized worldwide as a financial connection to friends and family. This Privacy Notice describes our data privacy practices and policies when you interact with us. If our practices and policies change, we will update this Privacy Notice. You may find information on how we use cookies here.

### Scope of this Privacy Notice

This Privacy Notice applies when you interact with MoneyGram, anywhere in the world. If you live in the United States, please see our U.S. Privacy Statement.

This Privacy Notice applies when you interact with MoneyGram anywhere in the world. For example, this Privacy Notice applies when you:

- Use MoneyGram's services, either directly or through our agents, mobile applications, or websites;
- Interact with MoneyGram on social media;
- Contact MoneyGram's call center; or
- Apply to become a MoneyGram agent.

This Privacy Notice does not apply to the policies and practices of companies that are not related to MoneyGram. We are not responsible for other company's privacy

policies and practices. We don't endorse other company's policies and practices when we provide a link to a website. We do not knowingly attempt to solicit or receive information from children or minors per local law.

### **Why We Collect and Process Personal Information**

We collect and process personal information so we can interact with you.

We collect and process personal and other information so we can operate our business and provide our services, to interact with our consumers, employees and agents, to answer inquiries, and to process applications. We collect and process some information because we required to by law. You are not required to provide personal information to us, but if you don't we may not be able to provide you with our services, answer your inquiries, or process your applications.

### **Personal Information We Collect**

When you interact with us we may collect personal information that identifies you as an individual.

When you interact with us we may collect personal information that identifies you as an individual or relates to you as an identifiable individual. Personal information we collect may include your:

- First and last name;
- Address;
- Phone number;
- Date of birth; and
- Information to confirm your identity.

Depending on how you interact with us, we may collect additional information, such as your country of birth or your government identification. Unless we specifically request it, please do not share with us sensitive personal information (*e.g.*, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, criminal background or trade union membership).

### **How We Collect Personal Information**

We collect personal information directly from you, and from other sources.

We and our service providers collect personal information in a variety of ways, including:

- Directly from you: when you interact with us. For example, we collect personal information from you if you use our services, call our call center, or apply to become an agent. If you provide information about someone else, you represent that you have permission to do so.
- Indirectly from other sources: such as public databases, joint marketing partners, social media platforms (including from people with whom you are friends or otherwise connected), and from other third parties. If you connect your MoneyGram profile to your social media account(s), some personal information from your social media account will be shared with us, which may include personal information that is part of your profile or your friends' profiles.

### **Other Information We Collect**

We may also collect information that by itself doesn't identify you.

We may also collect other information that by itself doesn't identify you. Other information we collect may include:

- Browser and device information;
- Mobil application usage data;
- Information collected through cookies, pixel tags and other technologies;
- Demographic information and other information provided by you that does not reveal your specific identity; and
- Information that has been aggregated in a manner that it no longer reveals your specific identity.

We may merge personal information and other information.

We will treat this information as personal information if we are required to by law.

### **How We Collect Other Information**

We collect other information in a variety of ways, including:

- Through your browser or device: most browsers collect certain information automatically through your device, such as your Media Access Control (MAC) address, computer type (Windows or Macintosh), screen resolution, operating system name and version, device manufacturer and model, language, or internet browser. We use this information to ensure that the services we provide function properly. version, device manufacturer and model, language, or internet browser. We use this information to ensure that the services we provide function properly.
- Through your IP address: An IP (Internet Protocol) address is a unique identifier that electronic devices use to identify and communicate with each other on the internet. We may identify your IP address and log it into our server log files when you access our websites or mobile applications, along with the time and page(s) you visit. When you visit our website, we may view the IP address of the computer or device you use to connect to the internet. Collecting IP addresses is standard practice and is done automatically by many websites, applications and other services. We use IP addresses for a variety of reasons, such as calculating usage levels, diagnosing server problems and administering the services.
- Through the MoneyGram mobile application: if you download and use a MoneyGram mobile application, we may track and collect usage data, such as the date and time your device accesses our servers and which information and files have been downloaded.
- From your physical location: we may collect the physical location of your device by, for example, using satellite, cell phone tower or Wi-Fi signals. We may use your device's physical location to provide you with personalized location-based services and content. We may also share your device's physical location, combined with information about advertisements you view and other information we collect, with our marketing partners to enable them to provide you with more personalized content and to study the effectiveness of advertising campaigns. You may be able to allow or deny such uses and/or sharing of your device's location, but if you do, we and/or our marketing partners may not be able to provide you with personalized services and content.

How We Use Personal and Other Information  
We use personal and other information for our legitimate business interests.

We use personal and other information for our legitimate business interests, including to:

- Complete your transactions, respond to your questions, and provide you with customer service;
- Send you transactional and other administrative messages;
- Personalize your experience when you use our services;
- Invite you to participate in sweepstakes, contests and similar promotions, and to administer these activities, which may have additional notices about how we use and disclose your information;
- Operate and grow our business (e.g.,

conduct data analysis; audit our activities; develop new products; enhance, improve and modify our services; identify usage trends; determine the effectiveness of our promotional campaigns);

- Monitor and prevent fraud, money laundering, abuse, and other actual and potential prohibited or illegal activities;
- Meet legal, auditing, regulatory, insurance, security and processing requirements;
- Report to credit bureaus;
- Respond to court orders and legal investigations;
- Deliver marketing communications to you about our services and other companies' services, including offers, coupons or incentives we believe may be of interest to you. These marketing communications may come from us directly, or through our affiliates or third parties, including our agents who facilitate transactions on our behalf;
- Comply with applicable laws, which may include laws outside your country of residence;
- Respond to requests from public and government authorities, which may include authorities outside your country of residence;
- Cooperate with law enforcement, or for other legal reasons
- Enforce our terms and conditions; and
- Protect our rights, privacy, safety or property, and/or that of our affiliates, you or others.

We may also use information in other ways with your consent or as permitted or required by applicable law.

### **How We Share and Disclose Personal and Other Information**

We share and disclose information with our affiliates, vendors, and other third parties.

We share and disclose information with:

- Our subsidiaries and affiliated entities for the purposes described in this Privacy Notice (MoneyGram Payment Services, Inc. is the party responsible for the management of jointly-used personal information);
- Our vendors that provide us with services related to information technology, such as website hosting, data analysis, payment processing, order fulfillment, information technology and related infrastructure provision, customer service, and email delivery;
- Our vendors that provide us with services related to our marketing communications and campaigns, consistent with your choices, including any applicable choices we provide for you to opt into such sharing;
- Our vendors that assist us with sweepstakes, contests and other promotions;
- Your social media connections, other website users and your social media account providers if you connect your MoneyGram profile with your social media account(s); and
- Other third parties in the event of reorganization, merger, sale, joint venture, assignment, transfer or other disposition of our business, assets or stock, or in any bankruptcy or similar proceedings.

### **We May Use Third Parties to Deliver Advertising**

We sometimes use third parties to help deliver advertising and marketing messages that may interest you.

We may rely on third parties to deliver advertisements about goods and services that may be of interest to you. These companies may place or recognize a unique cookie on your browser (including pixel tags). They may also use these technologies, along with information they collect about your online use, to recognize

### **Our Information Security**

We are committed to using reasonable organizational, technical and administrative measure to protect personal and other information.

### **Your Marketing Choices**

You have control over the marketing communications you receive from us.

### **Accessing Your Personal Information**

You can access, change or suppress your personal information.

### **How Long We Keep Information**

**We keep information only as long as necessary.**

you across the devices you use, such as a mobile phone and a laptop. For more information, and to learn how to opt out of these technologies, visit

[http://www.networkadvertising.org/managing/opt\\_out.asp](http://www.networkadvertising.org/managing/opt_out.asp) and <http://www.aboutads.info/>.

You may download the AppChoices app at [www.aboutads.info/appchoices](http://www.aboutads.info/appchoices) to opt out in mobile apps.

We use reasonable organizational, technical and administrative measures to protect personal and other information. Please know, however, that no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please contact us immediately.

You can opt out from receiving marketing communications from us by:

- Updating your choices on your MoneyGram profile;
- Clicking on the “unsubscribe” link at the bottom of a MoneyGram marketing email;
- Replying “STOP” to a text or SMS message; or
- Contacting us at: [privacyprogramoffice@moneygram.com](mailto:privacyprogramoffice@moneygram.com)

We will respond to your request as soon as reasonably practicable. Please note that if you opt-out of receiving marketing-related emails from us, we may still send you transactional or administrative messages.

You can review, correct, update, suppress, restrict or delete personal information that you have given to us, or receive an electronic copy of your personal information to transmit it to another company (to the extent provided to you by applicable law), by contacting us at: [privacyprogramoffice@moneygram.com](mailto:privacyprogramoffice@moneygram.com).

We keep information if necessary for the purpose it was collected or for a longer retention period as required or permitted by law. Once information is no longer needed for its initial purpose it is deleted in accordance with our policies and procedures.

**Jurisdiction and Cross-Border Data Transfers**  
**We are based in and operate from the United States. When you interact with us, your information may be sent to a country other than your own, including the United States, for processing and storage.**

MoneyGram is based in and operates from the United States. When you interact with us, you understand and agree that your information may be transferred to a country other than your own, including the United States, for processing and storage. You also understand and agree that data protection rules of other countries may be different from those of your country. In certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other countries may be entitled to access your information.

Personal information collected in the European Economic Area is controlled by MoneyGram International SPRL in Brussels, Belgium.

MoneyGram maintains adequate measures, such as Model Contractual Clauses approved by the European Commission, for the international transfer of personal information collected in the EEA and Switzerland. Please contact us if you would like more information.

## **Contacting Us**

Generally: MoneyGram Payment Systems, Inc. is the company responsible for the collection, use and disclosure of your personal information under this Privacy Notice.

If you have questions about this Privacy Notice or our privacy practices, or would like to request access to your information, please contact our Global Data Protection Officer at [privacyprogramoffice@moneygram.com](mailto:privacyprogramoffice@moneygram.com) or:

MoneyGram Payment Systems, Inc.  
Attn: Global Data Protection Officer  
2828 N. Harwood Street  
15th Floor  
Dallas, TX 75201  
U.S.A.

**In the EEA:** If you live in the EEA and have questions about this Privacy Notice or our privacy practices, or would like to access your information, please contact our EU Data Protection Officer at [privacyprogramoffice@moneygram.com](mailto:privacyprogramoffice@moneygram.com) or:

MoneyGram International SPRL  
Attn: EU Data Protection Officer  
Rue des Colonies 11  
Brussels 1000  
Belgium

You also have the right to lodge a complaint  
with a supervisory authority competent for your  
country or region.