Foromo ya go Romela / Send Form

TSWEETSWEE DIRISA DITLHAKAKGOLO FA O TLATSA FOROMO ENO
PLEASE COMPLETE IN BLOCK CAPITALS

MoneyGram money transfer

S102EN-TW Botswana 1119

DITLHAGISO TSA TSIETSO! EMA! / FRAUD WARNINGS! STOP!

Tsibogo ya Bonweenwee Kaga Phetiso ya Madi a Gago
Boloka madi a gago a sireletsegile. A o romela madi go:
- setheo sa puso, setheo sa lekgetho, kgotsa mapodise?
- mongwe yo o sa mo itseng, go akaretsa le motho yo o mo kgatlhegelang mo inthanete?
- tsala kgotsa wa losika yo o reng o tlhoka thuso?
- kopo ya boswa kgotsa sekgele kgotsa go busa madi a a duetsweng phetelela?
- bona karata ya kerediti "e e tlhomamisitsweng", kadimo madi, kgotsa tshepiso ya tiro?
- romela madi ka "escrow" go hira lefelobonno kgotsa go reka koloi, ntšanyana, kgotsa sepe fela?

Fa o re EE: Ema pele. Se romele madi ape. Ke bonweenwee mme mongwe o leka go utswa madi a gago. Fa o romela madi, a ka nna a duelwa ka bonako, mme o ka nna wa seka wa kgona go boa wa bona gape.
Barekisi le papatso ya ka mogala ga ba kgone go tsaya madi a a fetisiwang go tswa mo bathong mo US mabapi le sengwe se ba se rekisang ba dirisa papatso ya ka mogala.
O seka wa neela ope nomore ya gago ya reference go na le motho yo o lebeletseng gore a amogele madi.
Fa o latlhegetswe ke madi ka ntlha ya bonweenwee ka MoneyGram, leletsa MoneyGram go 00 2698003003223 kgotsa etela www.moneygram.com go tsenya pego ya bonweenwee.

Fraud Warning About Your Money Transfer
Keep your money safe. Are you sending money to:
- a government agency, taxing authority, or the police?
- someone you don't know, including an online love interest?
- a friend or relative who says they need help?
- claim an inheritance or prize or return an overpayment?
- get a "guaranteed" credit card, loan, or job offer?
- send "escrow" money to rent an apartment or buy a car, puppy, or anything else?

If YES: Stop. Don't send any money. It's a scam and someone is trying to steal your money. If you send money, it can be paid out quickly, and you may not be able to get a refund.
Sellers and telemarketers can't take money transfer payments from people in the US for something they're selling through telemarketing.
Never give your transaction reference number to anyone other than the person you intend to receive the money.
If you've lost money to a scam via MoneyGram, call MoneyGram at 00 2698003003223 or visit www.moneygram.com to file a fraud report.

KWA A YANG GONE / DESTINATION

Naga / Country

Toropo / City

SENDER / SENDER

Thaetele (tsweetswee tshwaya) / Title (please tick) ☐ Rre Mr. ☐ Mme Mrs. ☐ Mos. Miss. E nngwe Other (tsweetswee tlhalosa) (please state)

Leina / First Name
Leina le Lengwe / Middle Name
Sefane / Surname
Letsatsi la Matsalo / Date of Birth (D D M M Y Y Y Y)
Naga ya Botsalo / Country of Birth
Aterese / Address
Motse/Toropo / Town/City
Khouto ya poso / Postcode
Naga / Country
Nom. ya Mog. *Tsweetswee tsenya le khouto ya lefelo*
Contact Tel No. *Please include area code*
Motswedi wa Matlole / Source of Funds
Boikaelelo Jwa Papadisano / Purpose of Transaction

YO O AMOGELANG / RECEIVER

Thaetele (tsweetswee tshwaya) / Title (please tick) ☐ Rre Mr. ☐ Mme Mrs. ☐ Mos. Miss. ☐ E nngwe Other (tsweetswee tlhalosa) (please state)

Leina / First Name
Leina le Lengwe / Middle Name
Sefane / Surname

THOMELO / TRANSACTION

Madi a a romelwang / Amount to be sent
Ka mafoko / In words

Ka dipalo / In figures

☐ Lefelo la Kemedi ya Moneygram (Moneygram Agent Location) ☐ Diposite ya Akhaonto (Account Deposit) ☐ Diposite ka Karata (Card Deposit) ☐ Thomelo Gae (Home Delivery)

Akhaonto ya Banka/ Bank Account _____ Leina la Banka/ Bank Name _____

Akhaonto/IBAN/ Account/IBAN _____ Go Dira Tsela/IBIC/IFIC/ Routing/IBIC/IFIC _____

Imeile/ Email _____ Nomoro ya Founo ya Selula/ Mobile Phone Number _____

Molaetsa *Max 10 words /*
Message *Max 10 words*

YO O ROMELANG / SENDER

Lefa lena le thehiloe ho latela maemo le maemo a kakaretso e fanoeng. Ka kopo hlokomela hore chelete ena ha e sa lefshoa matsatsing a 90.
Haeba u tsoelapele ka chelete ena, u lumellana le litemoso tse boletsoeng ka holimo; u netefatsa hore ke uena ea nang le chelete ena, mme ha ho na motho e mong, le hore ha u romeloe ke mang kapa mang hore a romelle chelete ena; u lumellana le ho tlosoa, ho sebelisoa, ho tiisitsoe, le ho romelloa (hammoho le ho romeloa) eseng se boletsoeng ka uena joalokaha se hlalositsoe ka Leano la Bophelo, se ka fumanoang ho www.global.moneygram website. litsebiso tsa boitsebiso ba boipheliso. / This transaction is subject to the provided general terms and conditions. Please note that this transaction is no longer capable of execution after 90 days.
By continuing with this transaction, you acknowledge the fraud warnings set out above; you confirm that you are the sole beneficiary of the assets and are not sending the money on behalf of a third party; 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.global.moneygram.com/privacy-notice.

Mosaeno wa Yo o Romelang / Sender's Signature _____ Letlha / Date (D D M M Y Y Y Y)

KAROLO YA MOEMEDI FELA / AGENT USE ONLY

Leina la Ofise /Setempe / Office Name/Stamp

Letlha / Date (D D M M Y Y Y Y)

Nomoro ya Itshupo ya Modirisi wa MoneyGram / MoneyGram Operator ID Number

Madi a a Rometsweng / Amount Sent
Madi a a Duelwang ke Modirisi* / Consumer Fee*
Madi Otlhe a a Tshwanetseng go Amogelwa / Total to be Collected

*A dira mo dinageng dingwe tse di amogelang madi/
*Applicable for the designated receive country/

Dithomelo tse di tlhokang Nomoro ya Itshupo:- / For transactions requiring ID:-

(Go latelwe melao ya lefelo) / (Local regulations apply)

Mofuta wa Itshupo *(ga o felelwe ke nako)* Type of ID *(not expired)*
Nomoro ya Itshupo ID Number
Letlha la go felelwa ke nako ga tsela ya Itshupo / ID Date of expiry (D D M M Y Y Y Y)

Porofense/Naga e Thomelo e Dirwang mo go Yone (State/Country) / Issuing Jurisdiction (State/Country)

Letlha la Itshupo / ID Date of issue (D D M M Y Y Y Y)

Dithomelo tse di tlhokang tshedimosetso e e oketsegileng: (Go latelwa melao ya lefelo) / **For transactions requiring additional information:** (Local regulations apply)

Tiro ya Yo o Romelang / Sender's occupation

Fa yo o romelang e le moagi wa US, nom. ya boagi: / If sender is a US citizen, social security no.:

Letsatsi la botsalo la Yo o Romelang / Sender's date of birth (D D M M Y Y Y Y)

Tshedimosetso ya go Amogela / Receive Information

Tlatsa karolo eno fela fa madi a setse a rometswe / Only complete this once the transaction has been sent

A amogelwe ka madi a naga efe / Receive currency
Selekanyo sa kananyo / Exchange rate
Madi a a amogetsweng / Received amount

Nom. ya Tshupiso / Reference No.

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Eno ke Sete ya Multipart. Tsweetswee dirisa Pene – / This is a Multipart Set. Please use a Ball Point Pen

Khopi e e Kwa Tlase – ya Modirisi
Bottom Copy – Customer

KABO: Khopi e e mo Godimo – ya Moemedi
DISTRIBUTION : Top Copy – Agent

Melawana le Dipeelo

1. **MATSENO**

1.1 Tirelo ya thomelo ya madi ya MoneyGram® ("Tirelo") e neelwa ke MoneyGram Payment Systems, Inc. ("rona") re dirisa neteweke ya rona ya badiredi, baemedi ba ba mo molaong, kgotsa ditheo tse di letleletsweng („Badiredi"). Melawana le Dipeelo tseno, mmogo le Ditokumente (jaaka go tlhalositswe go Karolo 1.3 fa tlase) tse di dirisiwang malebana le Tirelo e Melawana le Dipeelo tseno di ka tswang di akareditswe mo go yone kgotsa di mametleletswe, di bopa tumalano yotlhe („Tumalano") fa gare ga rona le wena, moromedi ka nosi wa Tirelo („wena" kgotsa „Moromedi").

1.2 Tumalano eno le Tirelo di go letla go dira thomelo ya madi ("Thomel") go motho yo o kwadilweng mo foromong („Moamogedi„) mme e ba letla go (i) tsaya madi kontane kwa lefelong la MoneyGram (tirelo ya rona ya„madi go madi"); kgotsa (ii) go amogela madi mo akhaontong ya bone ya banka kgotsa mofuta ope fela wa akhaonto ya mmatota kgotsa e e itiretsweng, ka sekai akhaonto ya mobile wallet (tirelo ya rona ya„madi go akhaonto"). Melawana le dipeelo tseno di dira go ditirelo tsoopedi, ntle fa re bua gore di dira fela mo go nngwe ya ditirelo.

1.3 O tshwanetse go saena ditokumente dipe fela tse di tsamaisanang le Thomelo, go akaretsa diforomo tsotlhe, dirasiti, kgotsa dikamogelo (tsotlhe, ke "Ditokumente") gore o kgone go dirisa Tirelo.

1.4 Ka go dirisa, kgotsa go leka go dirisa, Tirelo ka tsela lefa e le efe, o dumela gore o (i) amogela melawana ya Tumalano eno le gore (ii) o buisitse Ditokumente tse di amanang le Thomelo le gore tshedimosetso e e tlhalositsweng mo Ditokumenteng e nepagetse.

1.5 Malebana le Dithomelo tsa madi go madi, o ka romela madi mo nageng e e tshwanang kgotsa kwa nageng e sele „naga ya go amogela madi". Moamogedi a ka ya go tsaya madi kwa nageng ya go amogela madi e e supilweng mo foromong. Fa Moemedi a diragaditse foromo eno mme a abetswe madi a gago, Moamogedi a ka kgona go tsaya madi kwa lefelong lepe fela la MoneyGram kwa nageng ya go amogela madi mo metsotsong e sekae (ka nako ya fa go butswe) e le kontane, ka mofuta wa madi a a tlhalositsweng mo foromong ntle le fa peelo ya 2.2 fa tlase fano e dira. Ga re kitla re ikgolaganya le Moamogedi fa madi a setse a siametse go tsewa, ka jalo ke wena yo o tlileng go tshwanelwa ke go mmolelela.

1.6 Ga re abe Tirelo eno mo dinageng tsotlhe. O ka nna wa re founela, wa etela webosaete ya rona kgotsa wa botsa Moemedi gore Tirelo ya rona e gone kwa kae, le diaterese le dinako tsa go bula tsa mafelo a a abang Tirelo.

2. **DITEFISO LE THEFOSANYO YA MADI**

2.1 O tshwanetse go re duela tefiso e e bontshitsweng mo foromong. Ga re na re go lefisa madi ape a mangwe a Thomelo. O ka romela madi fela ka mofuta o o rileng wa madi kgotsa mefuta e e rileng ya madi. Moemedi o tla go bolelela fa e le gore mofuta wa madi a tuelo a gone kwa nageng e madi a amogelwang kwa go yone le gore (fa e le gore a farolegane le mofuta wa madi o a dirisang go re duela) go tla dira tekanyo efe ya thefosanyo ya madi Mofuta wa madi a o a tlhophileng, tekanyo e go dumelanweng ka yone tha thefosanyo le madi a a fetotsweng di tla tlhalosiwa mo foromong.

2.2 Malebana le Dithomelo tsa madi go madi kwa dinagent tse di rileng: (i) fa e le gore madi a Thomelo a supilwe e le Didolara tsa U.S., le gore Moemedi wa Moamogedi ga a duelwe ka mofuta oo wa madi, madi a tla fetolelwa mo mofuteng wa lefelo leo wa madi go dirisiwa tekanyo ya bone e e tlhomameng ya thefosanyo ya madi kgotsa tekanyo ya MoneyGram; (ii) fa madi (le fa a ka tswa a romelwa ka mofuta ope fela wa madi wa naga e sele) a sa tle go tswewa mo malatsing a le 45, Moemedi wa Moamogedi a ka nna a bala bosha madi a a fetoletsweng ka nako fa madi a tla go tsewa, a dirisa tekanyo ya bone e e tlhomameng ya thefosanyo ya madi kgotsa tekanyo ya MoneyGram.

3. **DITEKANYETSO MO DITHOMELONG**

3.1 Go na le ditekanyetso malebana le gore o ka kgona go romela bokae. Moemedi, o tla go bolelela dilekanyo tseno fa go tlhokega. Re ka nna ra gana go romela madi kgotsa go a letla gore a tsewe fa re dumela gore: (a) fa re dira jalo re ka nna ra tlola molao ope fela, tekanyetso, molaotheo kgotsa boikarabelo bope fela jo bongwe jo bo dirang mo go rona; (b) go dira jalo go ka nna ga re baya mo kotsing ya gore re tseelwe kgato ke puso kgotsa molao ope fela o mongwe; kgotsa (c) go ka nna ga amana le tiro epe fela ya bokebekwa kgotsa e e seng kafa molaong.

4. **GO KHANSELA LE GO BUSETSA MADI A THOMELO**

4.1 Ga o na tshwanelo ya go khansela Thomelo. Le fa go ntse jalo, re ka nna ra kgona go e khansela pele Moamogedi a e tsaya kgotsa a amogela madi. Fa o batla go khansela Thomelo mme o kopa go busediwa madi a Thomelo, o ka kopa Moemedi kgotsa wa re kwalela o tsenya khopi ya foromo ya gago e e tladitsweng. Re ikemiseditse go diragatsa dikopo tse di ntseng jalo ka bonako mme mo mabakeng a mangwe mo malatsing a le 30.

5. **DITUELO TSE DI FETILWENG KE NAKO**

5.1 Fa o re kopa gore re Duele madi a a tla tsewang a le seatleng me Madi ao a ise a tsewe mo malatsing a le 90, re tla tsaya gore Tuelo eo ga e sa tlhola e ka kgona go dirwa. („Tuelo e e Fetilweng ke Nako"). Morago ga malatsi a le 90, re tla bo re sa tlamege go dira Tuelo e e Fetilweng e Nako. Fa go diragala gore Tuelo e bo e Fetilwe ke Nako, o tla bo o na le tshwanelo ya go busediwa madi a Tuelo e e Fetilweng ke Nako. Fa o lemoga gore madi a a neng a tshwanetse go duelwa motho mongwe ga a tsewa tsweetswee ikgolaganye le rona mme o kope gore re go busetse madi ao.

6. **BOITSHUPO LE TUELO YA DITHOMELO TSA MADI GO MADI**

6.1 Gore o kgone go tsaya madi le go wetsa Thomelo, o tshwanetse go re tlamela ka dilo tse di latelang: (i) Boitshupo; (ii) dintlha ka ga moamogedi go tswa mo foromong; (iii) leina la Moromedi; le (iv) madi a Thomelo.

6.2 Mo Dithomelong tse dingwe (go ikaegile ka naga e madi a amogelwang kwa go yone le gore madi ke bokae--Moemedi wa gago o na le dintlha) karabo ya teko e o e tlhomileng mo foromong, le/ kgotsa nomoro ya tshupiso ya didijite di le 8 e o e filweng ka nako ya Thomelo, e ka nna ya kopiwa ka nako ya fa go tla go tsewa madi.

6.3 Ga o a tshwanela go naya ope dintlha tse di umakiwang mo peelo 5.1 kgotsa (fa a kopiwa go ya go tsaya madi) mo peelo 5.2 ntle le Moamogedi wa madi yo o mo tlhophileng. Gape o tshwanetse go dira sotlhe se o ka se kgonang go tlhomamisa gore ga go ope yo mongwe yo o ka bonang dintlha tseno – ka sekai (i) ka go sa letle ope go bona foromo; (ii) ka go se kwale potso ya teko le karabo kgotsa nomoro ya tshupiso mo ei ka bonwang ke mongwe, kgotsa go letla ope fela a utlwa o bolelela Moamogedi wa madi dintlha tseo; le (c) go se ikanye motho ope fela (ntle go Moamogedi wa madi) yo o lekang go go tlhomamisetsa gore go babalesegile go mmolelela dintlha dingwe kgotsa dintlha tseo tsotlhe.

7. **DIPEELO TSE DI OKETSEGILENG MALEBANA LE DITHOMELO TSA MADI GO AKHAONTO**

7.1 Re tla romela madi kwa akhaontong e o e tlhalosang mo foromong. Go bona tshedimosetso malebana le gore tuelo e tla tsenngwa leng mo akhaontong eo, o tshwanetse go ikgolaganya le motlamedi wa akhaonto ya Moamogedi.

7.2 Motlamedi wa akhaonto ya Moamogedi a ka nna a tsenya dituediso tsa gagwe tsa Thomelo, tse di sa ameng rona.

7.3 Fa o re kopa go romela madi mo akhaontong mme Thomelo e sa dirwa sentle kgotsa e sa goroga, re tla go busetsa madi ka bonako le go tsenya tuediso ya rona--ntle le fa re ka bontsha gore motlamedi wa akhaonto o amogetse madi kgotsa go nnile le phoso mo dintlheng tsa akhaonto ya Moamogedi tse o re fileng tsone.

8. **DITHULAGANYO TSE DI KWA THOKO**

Mo godimo ga gore Baemedi ba tlamele ka Tirelo ya rona, ba ka nna ba go abela dikuno kgotsa ditirelo tsa bone tse di jaaka thefosanyo ya mofuta wa madi. Dikuno kgotsa ditirelo tseno tse di oketsegileng di kwa thoko e bile ga di a ikaega ka Tirelo, di abelwa go ya ka melawana le dipeelo tsa Moemedi, mme ga di akaretse MoneyGram ka tsela epe fela. Go ka direga gore dikuno le ditirelo tseno di nne le ditefiso tsa tsone.

9. **BOIKARABELO JWA RONA**

9.1 Ga re na re ikarabela mo go wena fa re kgaotsa Tumalano eno ka ntlha ya: (i) maemo a a sa tlwaelegang le a a sa lebelelwang a a fetang taolo ya rona mo re neng re ka se ka ra kgona go tila go kgaotsa Tumalano le fa go direlwe matsapa mangwe go fetola seemo--seno se ka akaretsa, ka sekai, go diega kgotsa go palelwa mo go bakwang ke ditshupetso, mathata le thulaganyo kgotsa neteweke e nngwe, go robega ga dilo tsa botegeniki kgotsa go palelwa ga phetiso ya tshedimosetso; kgotsa (ii) maikarabelo a rona a a laolwang ke Seesemane kgotsa melao mengwe e e dirang e re ka tswang re le kafa tlase ga yone.

9.2 Ga re ikarabelele go go naya madi a a fetang a o a rometseng le tuediso ya rona. Ga re na re ikarabelele tatlhegelo e e ka bakwan ke seemo sengwe, e se ka tlhamalalo, e le seemo se se kgethegileng kgotsa sa mabaka mangwe kgotsa ditshenyegelo tse o ka nnang le tsone, kgotsa, jaaka Tumalano eno e dirilwe go akanyeditswe wena khasetomara, ditatlhegelo kgotsa ditshenyegelo dipe tsa kgwebo (jaaka go tatlhegelo ya merokotso kgotsa ditshono tsa kgwebo).

9.3 Tirelo ya rona ke ya batho ba dingwaga tse 18 le go feta mme e ka se dirisediwe mekgatlho ya boraro kgotsa matlole kgotsa go betsha, mme e ka dirisediwa fela mabaka a leng kafa molaong. Tsweetswee buisa le ditsiboso tsa bokebekwa tse di leng mo foromong. Fa o re kopa gore re duele mongwe yo kwa bofelo a go direlang bokebekwa, kgotsa yo o sa diragatseng maikarabelo a gagwe mo go wena, ga re na le rwala maikarabelo a diphelelo tsa seo.

10. **MELAWANA E MENGWE**

10.1 Re tla begela batlhankedi bape fela ba puso ka dithomelo tsa madi fa molao o batla gore re dire jalo.

10.2 Thomelo le tiriso ya Tirelo ya rona ga di akaretse wena kgotsa Moamogedi ka go bo "deposita" madi kgotsa o na le akhaonto mo MoneyGram.

10.3 Dipeelo tseno di rulagantswe, me di tla diragadiwa, ka puo ya Seesemane, e e tla nnang puo e e kgolo e e tla dirisiwang mo mabakeng otlhe. Fa go nna le go se utlwane gongwe magareng ga karolo ya Seesemane ya Tumalano le thanolo epe ya Tumalano eno, karolo ya Seesemane ya Tumalano ke yone e e tla tsewang tsia mme re tla buisana le wena ka Seesemane.

11. **TSHIRELETSO YA TSHEDIMOSETSO LE POLOKODIPHIRI**

11.1 Haeba u tsoela pele ka mofani ona, u lumellana le ho kopitsoa, ho sebelisoa, ho tlotlisoa, le ho romeloa (hammoho le ho romeloa) bakeng sa tlhahisoleseding e mabapi le uena joalokaha e hlalositsoe ho Leano la Boipheliso, le ka bontsweng hosaeteng ea rona ea www.moneygram.com/privacy -ba lekola.

12. **DINTLHA TSA BOGOLAGANI LE TSHEDIMOSETSO YA TIRELO YA KHASETOMARA**

12.1 Re ikemiseditse go tlhomamisa gore re go naya tirelo ya maemo a a kwa godimo. Fa go ka direga gore o se ka wa kgotsofalela Tirelo ya rona kgotsa o dumela gore go nnile le phoso ka Thomelo ya gago, tsweetswee ikgolaganye le rona ka bonako jo bo ka kgonegang. Go bona dintlha ka botlalo ka thulaganyo ya rona ya dingongorego kgotsa kgakolo ka tshireletsego ya khasetomara, kgotsa go romela ngongoregong, o ka:

a) re leletsa mo mogaleng wa rona wa mahala wa 00 2698003003223 (o ka nna wa duedisa fa o founela nomoro eno ka selulafouno);

b) re etela mo webosaeteng ya rona ya www.moneygram.com le go romela foromo mo inthaneteng;

c) re kwalela imeile go customerservice@moneygram.com; kgotsa o re kwalele go: MoneyGram, Konstruktorska Business Centre, 13 Konstruktoraska Street, Warsaw, Poland 02-673.

Terms and Conditions

1. **INTRODUCTION**

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

1.2 This Agreement and the Service allow you to send a money transfer (a "Transfer") to the person named on the form (the „Recipient„) and allows them (i) to collect in cash at a MoneyGram location (our „cash to cash" service); or (ii) to receive into their bank account or other type of physical or virtual account, for example a mobile wallet account (our „cash to account" service). These terms and conditions apply to both services, except where we say they apply to only one of them.

1.3 You must sign any other documentation related to the Transfer, including all forms, receipts, or acknowledgments (collectively, the "Documentation") 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 and (ii) have read the Documentation relating to the Transfer and that the information as described on the Documentation is accurate.

1.5 For cash to cash Transfers, you can either send money within the same country or to a different„receive country".The Recipient can only collect the money in the receive country stated in the form. Once the Agent has processed this form and been given your money, the Recipient can collect the money at any MoneyGram location in the receive country within minutes (during opening hours) in cash, in the currency stated in the form unless condition 2.2 below applies. We will not contact the Recipient when the money is ready to collect, so this is something you will need to do.

1.6 We do not offer the Service in all countries. You can call us, visit our website or ask an Agent to find out the availability of our Service, and addresses and opening times of locations offering the Service.

2. **CHARGES AND CURRENCY EXCHANGE**

2.1 You must pay us the fee stated in the form. We will not charge you any other fee for the Transfer. You can only send money in a certain currency or currencies. The Agent will tell you whether a payout currency is available in the receive country and (if different to the currency in which you pay us) what exchange rate will apply. Your chosen currency, the agreed exchange rate and the converted amount will be stated in the form.

2.2 For cash to cash Transfers to certain countries: (i) if the Transfer amount is stated in U.S. Dollars, and the Recipient's Agent does not pay out in that currency, they will convert the money into the local currency using either their or MoneyGram's standard exchange rate; (ii) if the money (whatever foreign currency it is sent in) is not collected within 45 days, the Recipient's Agent may recalculate the converted amount at the time of collection, using their or MoneyGram's standard exchange rate.

3. **RESTRICTIONS ON TRANSFERS**

3.1 There are limits on the amount you are able to send. The Agent will, as necessary, tell you what they are. We may refuse to send the money or allow it to be collected if we reasonably believe that: (a) by doing so we might break any law, regulation, code or other duty that applies to us; (b) doing so may expose us to action from any government or regulator; or (c) it may be linked with fraudulent or illegal activity.

4. **CANCELLING AND REFUNDING A TRANSFER**

4.1 You do not have a right to cancel the Transfer. We may nevertheless be able to cancel it before the Recipient collects or receives the money. If you wish to cancel the Transfer and request a refund of the Transfer amount, you can ask an Agent or write to us enclosing a copy of your completed form. We aim to process such requests promptly but in any case within 30 days.

5. **EXPIRED TRANSFERS**

5.1 If you ask us to make a Transfer to be collected in cash and the Transfer amount has not been collected within 90 days, we will treat the Transfer as no longer capable of execution (an "Expired Transfer"). We will have no obligation, after that 90 day period, to execute an Expired Transfer. If an Expired Transfer occurs, you will be entitled to a refund of the amount of the Expired Transfer. If you become aware that a transferred amount has not been collected please contact us to ask for a refund.

6. **IDENTIFICATION AND PAY OUT FOR CASH TO CASH TRANSFERS**

6.1 In order to collect the money and complete a Transfer, the following must be provided: (i) Identification; (ii) the recipient's details from the form; (iii) the Sender's name; and (iv) the Transfer amount.

6.2 For certain Transfers (depending on the receive country and amount - your Agent has the details) the test answer you have set in the form, and/or the 8 digit reference number given to you at the time of the Transfer, may also be required to collect the money.

6.3 You must not give the details referred to in condition 5.1 or (if they are required to collect the money) in condition 5.2 to anyone other than your chosen Recipient. You must also do all you reasonably can to make sure no one else can obtain them - for example, by (i) not letting anyone see the form; (ii) not writing down the test question and answer or the reference number in a way that can be recognised, nor letting anyone overhear you tell the Recipient what they are; and (c) not trusting a person (other than the Recipient) who tries to assure you it is safe to disclose some or all of those details to them.

7. **ADDITIONAL CONDITIONS FOR CASH TO ACCOUNT TRANSFERS**

7.1 We will send the money to the account you specify in the form. For information on when a payment will be credited to such an account, you need to contact the Recipient's account provider.

7.2 The Recipient's account provider may apply its own charges to the Transfer, which do not involve us.

7.3 If you ask us to send money to an account and the Transfer was not made properly or never arrived, we will promptly refund your money and our fee - unless we can show that the account provider received the money or that there was a mistake in the Recipient's account details that you gave us.

8. **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.

9. **OUR LIABILITY**

9.1 We will not be liable to you if we break this Agreement due to: (i) abnormal and unforeseeable circumstances outside our control where we could not avoid breaking this Agreement despite all efforts to the contrary - this may include, for example, delays or failures caused by industrial action, problems with another system or network, mechanical breakdown or data-processing failures; or (ii) our obligations under English or other applicable laws to which we may be subject to.

9.2 We are not liable to you for more than the amount of money you send and our fee. We will not be liable for any incidental, indirect, special or consequential losses or costs you suffer or, as this Agreement is made with you as a consumer, any business losses or costs (such as loss of business profits or opportunities).

9.3 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. Please also read the fraud warnings on the form. If you ask us to pay someone who turns out to have defrauded you, or who fails to meet their obligations to you, we will not be liable as a result.

10. **OTHER TERMS**

10.1 We will report money transfers to any government authorities if we are required to do so by law.

10.2 The Transfer and use of our Service does not involve you or the Recipient having a "deposit" or an account with MoneyGram.

10.3 These conditions have been prepared, and will be executed, in the English language, which shall be the governing language for all purposes. 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 we will communicate with you in English.

11. **DATA PROTECTION AND PRIVACY**

11.1 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.

12. **CONTACT DETAILS AND CUSTOMER SERVICE INFORMATION**

12.1 We are committed to ensuring that you receive high quality service from us. In the event that you are dissatisfied with our Service or believe 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:

a) call us on our free phone number 00 2698003003223 (you may be charged for calls to this number by mobile phone);

b) visit our website www.moneygram.com and submit the online form;

c) write an email to customerservice@moneygram.com; or write to us at: MoneyGram, Konstruktorska Business Centre, 13 Konstruktorska Street, Warsaw, Poland 02-673.