



Perfect To Send Money Form

WESTERN UNION **WU**
moving money for better

Field Descriptions

Ensure that the following information is entered correctly onto the WUPOS system.		
REQUIRED FIELDS	Gold Card Number	1 If a Sender has a Gold Card, ensure they enter card details here. If a Sender wishes to enroll, ensure they tick the "I would like to sign-up to the Gold card" box.
	Sender's Information	2 The Sender must enter First and Last name, Address and Postcode. The Sender's name must be exactly the same as it appears on unexpired government-issued photo ID. Telephone number and Email fields are optional.
	Currency/Amount	3 The Sender must enter the amount and currency.
	Destination	4 Country must be entered. State is required if sending to the U.S. or Mexico.
	Service Type	5 The Sender must tick which service is required.
	Receiver's Information	6 The Sender must provide Receiver's First and Last name. Name provided on the To Send Money Form must match Receiver's ID in order for payout to be accepted.
	Sender's Signature	7 The Sender's signature must match the name on the To Send Money Form and unexpired government-issued photo ID.
OPTIONAL FIELDS	Mobile Money Transfer	8 The Sender must provide Receiver's mobile number if sending Mobile Money Transfer.
	Direct to Bank	9 The Sender must provide required bank information if sending Direct to Bank Money Transfer.
	SMS Notification	10 The Sender may want to receive a message when the Receiver picks up the money.
	Optional Services	11 Additional services such as home cheque delivery or message might be selected.
	Test Question	12 Test questions are required in certain countries only. Make sure this field is NOT filled in if the country does not require it.
IMPORTANT	Office Use Only	13 Agent must sign the To Send Money Form and provide the MTCN, the date and time the transaction was sent, payout amount/ currency, any additional services and transaction fees, Operator number, total amount collected, and exchange rate (if any).
	Record Retention	! Agent must retain the To Send Money Form for 5 years.



If you suspect a fraud, call **0800 026 0309**



For more information on how to stop the fraud, go to <http://www.westernunion.co.uk/gb/consumer-protection>

To Send Money Form

TO SEND MONEY

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FRAUD PREVENTION

DON'T BE THE NEXT VICTIM. BE AN EDUCATED CONSUMER.

Be extremely cautious if you are sending money to a stranger for any reason including:

- Securing a lease on a residential dwelling that you have not seen
- Payment for goods or services prior to their receipt
- Taxes or fees in advance of an unexpected lottery or sweepstakes win
- Return of a lost pet or valuables
- Once in a lifetime investment opportunities
- In response to an unsolicited letter from a purported government official
- Returning cash to a sender of a cheque (even if cleared)
- Bargain priced electronics or other equipment

Ask yourself:

- How well do I really know this person?
- Does this offer sound too good to be true? If so, it probably is.
- Is this the only payment method offered? A legitimate trader will offer alternatives to suit you

Don't let a fraudster educate you on how Western Union service works. Only take advice from a Western Union representative.

Once sent, a money transfer cannot be timed or delayed by:

1. Changing the Receiver's name
2. Withholding the Money Transfer Control Number from the intended receiver
3. Specifying the type of identification to be presented by the receiver. If in doubt STOP!



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1 WESTERN UNION Gold card NUMBER ☐ I would like to sign-up to the Gold card

2 **SENDER**

First / Given name (s)

Last / Family name

Date of birth Country of birth Tel Number

Address Postcode

3 Amount to send 4 Destination country Destination state

5 Service type ☐ In Minutes (Subject to the opening hours of the receiving location) ☐ 2 Day/Next Day (where available) ☐ Mobile Money Transfer (where available) ☐ Direct to Bank (where available) ☐ Only if sending to US or Mexico

Ask agent for details

Mobile Money Transfer (where available) ☐ Direct to Bank (where available) ☐

8 Mobile Number 9 Bank Name

Account Number / IBAN

Bank Code

BIC/SWIFT/IFSC

10 Get a free SMS when your money has been picked up ☐ Mobile Number (optional) Please keep me up to date by Email with the latest offers and news from Western Union and partners ☐ Email (optional)

11 Optional services (please note, an additional fee may apply)

Telephone the receiver (Tel No) Message to be sent

Home cheque delivery

Fill in receivers address

6 **RECEIVER**

First / Given name (s)

Last / Family name

12 Question Answer

DO NOT provide a test question, unless you are asked to do so by the agent

I confirm I'm acting on my own behalf

13 **OFFICE USE ONLY**

MTCN Exchange rate

Filing date and time Amount (£)

Payout amount / currency Total collected

Additional services (£) Operator No

Agent signature

7 **CUSTOMER SIGNATURE ***

DO NOT DIVULGE ANY DETAILS OF THIS TRANSFER TO A THIRD PARTY.

* By signing this form I confirm that the information I have provided is correct and that I have read and accepted the terms and conditions of service overleaf and the loyalty program terms if applicable.



Please note that a "spoiled form" is invalid and not acceptable. Should there be any crossings out on the form the customer must complete a new form in order to proceed with the transaction.