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## Jurisdictions.

Robinhood Money, LLC (“RHY”) holds money transmitter licenses in the following jurisdictions:

See <https://nmlsconsumeraccess.org/> for licensing information

Jurisdiction	License Number	State Agency
Alabama	843	Alabama Securities Commission 401 Adams Avenue, Suite 280 Montgomery, AL 36104
Alaska	AKMT-016640	Division of Banking & Securities 500 W. Seventh Ave, Suite 1850 Anchorage, AK 99501
Arizona	1022668	Arizona Department of Insurance and Financial Institutions 100 N 15th Ave, Suite 261 Phoenix, AZ 85007-2630
Arkansas	122792	Arkansas Securities Department Heritage West Building, Suite 300 201 East Markham Street Little Rock, AR 72201-1692
California	2689	California Department of Financial Protection and Innovation 2101 Arena Boulevard Sacramento, CA 95834
Colorado	500290	Colorado Division of Banking 1560 Broadway, Suite 975 Denver, CO 80202
Connecticut	MT-1990968	Connecticut Department of Banking 260 Constitution Plaza



Hartford, CT 06103-1800

Delaware	333611	Office of the State Bank Commissioner 555 E. Loockerman Street, Suite 210 Dover, DE 19901
District of Columbia	MTR1990968	Department of Insurance, Securities, and Banking 810 First Street, NE, Suite 701 Washington, District of Columbia 20002
Florida	FT230000341	Florida Office of Financial Regulation 101 E. Gaines Street Tallahassee, FL 32399
Georgia	1990968	Georgia Department of Banking and Finance Money Services Businesses 2990 Brandywine Road, Suite 200 Atlanta, GA 30341-5565
Idaho	MTL-296	Idaho Department of Finance, Securities Bureau 800 Park Boulevard, Suite 200 Boise, ID 83720-0031
Illinois	MT.0000414	Illinois Department of Financial and Professional Regulation 320 West Washington Street, 3rd Floor Springfield, IL 62786
Indiana	57564	Indiana Department of Financial Institutions 30 South Meridian Street, Suite 300 Indianapolis, Indiana 46204
Iowa	2021-0062	State of Iowa Division of Banking 200 E. Grand Avenue, Suite 300 Des Moines, IA 50309
Kansas	MT.0000194	Kansas Office of the State Bank Commissioner 700 SW Jackson Street, Suite 300 Topeka, KS 66603



Kentucky	SC745049	Kentucky Department of Financial Institutions Division of Non-Depository Institutions 500 Mero St. Frankfort, KY 40601
Louisiana		Office of Financial Institutions 8660 United Plaza Boulevard, 2nd Floor Baton Rouge, LA 70809-7024
Maine	1990968	Maine Bureau of Financial Institutions Consumer Outreach Program 36 State House Station Augusta, ME 04333
Maryland	12-1990968	Maryland Office of the Commissioner of Financial Regulation Attention: Consumer Services Unit 500 North Calvert Street, Suite 402 Baltimore, Maryland 21202
Michigan	MT0023498	Michigan Department of Insurance and Financial Services PO Box 30220 Lansing, MI 48909
Minnesota	MN-MT-1990968	Minnesota Department of Commerce and Financial Institutions Division 85 7th Place East Suite 500 St. Paul, MN 55101
Mississippi	1990968	Mississippi Department of Banking & Consumer Finance PO Box 12129 Jackson, MS 39236
Missouri	MO-22-8903	Missouri Division of Finance PO Box 716 Jefferson City, Missouri 65102
Nebraska		Nebraska Department of Banking and Finance Financial Institutions Division PO Box 95006 Lincoln, NE 68509



Nevada	MT11153	State of Nevada Department of Business and Industry Financial Institutions Division 1830 E College Parkway, Suite 100 Carson City, NV 89706
New Hampshire	24058-MT	State of New Hampshire Banking Dept Consumer Credit Division 53 Regional Drive, Suite 200 Concord NH 03301
New Jersey	2104817-C22	New Jersey Department of Banking and Insurance PO Box 471 Trenton, NJ 086525
New Mexico		New Mexico Regulation & Licensing Department Financial Institutions Division 2550 Cerrillos Road Santa Fe, NM 87504
North Carolina	198880	North Carolina Commissioner of Banks 4309 Mail Service Center Raleigh, NC 27699-4309
North Dakota	MT103772	North Dakota Department of Financial Institutions 1200 Memorial Highway Bismark, ND 58504
Ohio	OHMT210	Ohio Department of Commerce Division of Financial Institutions 77 South High Street , 21st Floor Columbus, Ohio 43215
Oklahoma		Oklahoma Department of Banking 2900 North Lincoln Boulevard Oklahoma City, OK 73105
Oregon	1990968	Oregon Division of Financial Regulation PO Box 14480



Salem, OR 97309

Pennsylvania	82604	Department of Banking and Securities Consumer Services Office 17 N. 2nd Street, Suite 1300, Harrisburg, PA 17101
Puerto Rico	TM – 136	Commissioner of Financial Institutions Regulation and Licensing Division 1492 Ponce de Leon Avenue Centro Europa Bldg. Suite 600 San Juan, PR 00907
Rhode Island	20214261CT	State of Rhode Island Department of Business Regulation Division of Banking 1511 Pontiac Avenue, Bldg 68-2 Cranston, RI 02920
South Carolina		South Carolina Department of Consumer Affairs 293 Greystone Boulevard, Ste. 400 Columbia, SC
South Dakota	MT.2218	South Dakota Division of Banking 1601 N. Harrison Avenue, Suite 1 Pierre, SD 57501
Tennessee	1990968	Tennessee Department of Financial Institutions Tennessee Tower 26th Floor 312 Rosa L. Parks Avenue Nashville, TN 37243
Texas	3535	Texas Department of Banking 2601 North Lamar Blvd. Austin, TX 78705
US Virgin Islands	MT-47	Division of Banking, Insurance, and Financial Regulation 5049 Kongens Gade St. Thomas, USVI 00802



Utah	207	Utah Department of Financial Institutions PO Box 146800 Salt Lake City, UT 84114
Vermont	MT-1990968	Department of Financial Regulation Consumer Services 89 Main Street, Montpelier, VT 05620
Virginia	MO-417	Bureau of Financial Institutions Administration and Licensing Section PO Box 640 Richmond, VA 23218-0640
Washington	550-MT-133242	State of Washington – Department of Financial Institutions Division of Consumer Services 150 Israel Road, S.W. Tumwater, WA 98501
West Virginia	WVMT-1990968	West Virginia Division of Financial Institutions 900 Pennsylvania Avenue, Suite 306 Charleston, WV 25302-3542
Wyoming	7279	Division of Banking 2300 Capitol Ave. 2nd Floor Cheyenne, WY 82002

**Disclosures.**

**Alabama**

To file a complaint:

MAIL OR DELIVER YOUR COMPLAINT TO:

Alabama Securities Commission



Enforcement Division  
P.O. Box 304700  
Montgomery, AL. 36130-4700

PHONE: 1-800-222-1253  
PHONE: 1-334-242-2984  
FAX: 1-334-242-0240  
EMAIL: asc@asc.alabama.gov

## Alaska

Please note that an Alaska money transmission license does not cover the transmission of virtual currency.

For Alaska Residents Only:

If your issue is unresolved by Robinhood Money, LLC (1-888-275-8523), please submit formal complaints with the State of Alaska, Division of Banking & Securities.

Please download the form here:

<https://www.commerce.alaska.gov/web/portals/3/pub/DBSGeneralComplaintFormupdated.pdf>

Submit formal complaint form with supporting documents:

Division of Banking & Securities PO Box 110807 Juneau, AK 99811-0807

If you are an Alaska resident with questions regarding formal complaints, please email us at [dbs.licensing@alaska.gov](mailto:dbs.licensing@alaska.gov) or call Nine Zero Seven Four Six Five Two Five Two One

## Arizona

To file a complaint, contact:

Arizona Department of Financial Institutions  
Consumer Affairs Division



100 N. 15th Street, Suite 261 Phoenix, AZ 85007  
E-mail: [financial.consumers@difi.az.gov](mailto:financial.consumers@difi.az.gov)  
Phone: 602-771-2800  
Facsimile: 602-381-1225

## Arkansas

To file a complaint, contact:

Arkansas Securities Department  
1 COMMERCE WAY, SUITE 402  
LITTLE ROCK, ARKANSAS 72202  
TELEPHONE: (501) 324-9260  
FACSIMILE: (501) 324-9268

[ASDInfo@securities.arkansas.gov](mailto:ASDInfo@securities.arkansas.gov)

Or visit <https://securities.arkansas.gov/file-a-complaint-2/> to submit a complaint directly.

## California

If you have complaints with respect to any aspect of the money transmission activities conducted at this location, you may contact the California Department of Financial Protection and Innovation at its toll-free telephone number, 1-866-275-2677, by email at [Ask.DFPI@dfpi.ca.gov](mailto:Ask.DFPI@dfpi.ca.gov), by mail at the Department of Financial Protection and Innovation Consumer Services, 2101 Arena Boulevard Sacramento, CA 95834 using the downloadable complaint form: <https://dfpi.ca.gov/wp-content/uploads/sites/337/forms/bank/DFPI-801.pdf>, or by filing online here: [https://portal.dfpi.ca.gov/csp?id=register\\_login](https://portal.dfpi.ca.gov/csp?id=register_login).

## Colorado

### CUSTOMER NOTICE

Entities other than FDIC insured financial institutions that conduct money transmission activities in Colorado, including the sale of money orders, transfer of funds, and other instruments for the payment of money or credit, are required to be licensed by the Colorado Division of Banking pursuant to the Money Transmitters Act, Title 11, Article 110, Colorado Revised Statutes.





If you have a Question about or Problem with your transaction, please contact Robinhood Support 1-888-275-8523 or <https://robinhood.com/contact>.

If you are a Colorado resident and have a complaint about Robinhood Money, LLC, please fill out the Complaint Form provided on the Colorado Division of Banking's website and return it and any documentation supporting the complaint via mail or email to the Division of Banking at:

Colorado Division of Banking  
1560 Broadway, Suite 975 Denver, CO 80202  
email: DORA\_BankingWebsite@state.co.us  
<https://banking.colorado.gov/>

**Connecticut**

Filing a complaint:

Visit <https://www.elicense.ct.gov/Activities/Complaint.aspx>

**Delaware**

To file a complaint, contact:

1110 Forrest Avenue  
Dover, DE 19904  
Attention: Compliance  
Phone: (302) 739-4235 or (302) 577-6722  
Fax: (302) 739-2356  
Email: [bankcommissioner@delaware.gov](mailto:bankcommissioner@delaware.gov)

**District of  
Columbia**

If you have a question or complaint, please contact Robinhood Support at <https://robinhood.com/contact>.

If you do not receive a satisfactory response, please file a complaint with DISB:

District of Columbia Department of Insurance, Securities and Banking  
1050 First St., NE, Suite 801



Washington, DC 20002  
Fax: (202) 354-1085  
E-mail: [disbcomplaints@dc.gov](mailto:disbcomplaints@dc.gov)  
<https://disb.dc.gov/>

**Florida**

If you have a question or complaint, please contact Robinhood Support at <https://robinhood.com/contact>.

Florida residents may contact the Florida Office of Financial Regulation with any unresolved questions or complaints about Robinhood Money, LLC at 200 E. Gaines Street, Tallahassee, FL 32399-0376, telephone number: (800) 848-3792 (toll free).

**Illinois**

For consumer complaints, please contact:

Illinois Department of Financial and Professional Regulation  
Division of Financial Institutions  
320 W. Washington  
Springfield, IL 62786

Tel: 1-888-473-4858

**Indiana**

Indiana Department of Financial Institutions  
30 South Meridian Street, Suite 300  
Indianapolis, Indiana 46204  
(317) 232-3955 or (800) 382-4880  
[www.in.gov/dfi](http://www.in.gov/dfi)

**Iowa**

Iowa Division of Banking  
200 East Grand Avenue, Suite 300  
Des Moines, IA 50309



(515) 281-4014  
[www.idob.state.ia.us](http://www.idob.state.ia.us)

**Kansas** Kansas Office of the State Bank Commissioner  
700 SW Jackson Street, Suite 300  
Topeka, KS 66603  
(785) 380-3939  
[www.osbckansas.org](http://www.osbckansas.org)

**Kentucky** Kentucky Department of Financial Institutions  
Attention: Complaint Submission  
500 Mero Street, 2SW19  
Frankfort, KY 40601  
(502) 573-3390 or (800) 223-2579  
<https://kfi.ky.gov/>

**Maine** Maine Bureau of Financial Institutions  
Consumer Outreach Program  
36 State House Station  
Augusta, ME 04333  
(207) 624-8570 or (800) 965-5235  
<https://www.maine.gov/pfr/financialinstitutions/>

How to file a complaint with the Bureau of Financial Institutions  
E-mails should be sent to [bfi.info@maine.gov](mailto:bfi.info@maine.gov).  
Via E-Mail: Unsecure  
Use the complaint form in Word or Adobe PDF  
Write to us at:  
Maine Bureau of Financial Institutions  
Consumer Outreach Program  
36 State House Station



Augusta, ME 04333-0036

By Phone 800-965-5235 or (207) 624-8570

By Fax (207) 624-8590

To file a complaint with the Bureau, please include the following information:

Your name and home address

Telephone numbers – home, work and cell if applicable

E-mail address (if filing electronically)

The financial institution, branch and employee name

Type of account involved – no account numbers please

Statement of your complaint including dates and amounts

How have you tried to resolve this complaint?

Is anyone else involved?

Have you consulted an attorney?

What do you want the financial institution to do?

Please do not include account numbers when filing electronically unless you use a secure email link.

## Maryland

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding Robinhood Money, LLC, License and NMLS number 1990968, at Commissioner of Financial Regulation, Attention: Consumer Services Unit, 500 North Calvert Street, Suite 402, Baltimore, Maryland 21202. Phone (410) 230-6077 or Toll Free at (888) 784-0136. Fax: 410-333-3866. Email: [CSU.Complaints@maryland.gov](mailto:CSU.Complaints@maryland.gov).

## Michigan

Michigan Department of Insurance and Financial Services

PO Box 30220

Lansing, MI 48909

(517) 284-8800 or (877) 999-6442

[www.michigan.gov/difs](http://www.michigan.gov/difs)

## Minnesota

Robinhood Money, LLC, is committed to combating fraud. If you are located in the State of Minnesota and believe that your account has been accessed without your authorization, you did not initiate a transaction, are not the intended recipient of a



transmission, or should you have any other questions or concerns regarding Robinhood Money, please contact our Robinhood Support at 1-888-275-8523 or <https://robinhood.com/contact>.

Minnesota Department of Commerce  
85 7th Place East, Suite 280  
Saint Paul, MN 55101  
(651) 539-1600 or (800) 657-3602  
<https://mn.gov/commerce/>

**Mississippi** Mississippi Department of Banking & Consumer Finance  
PO Box 12129  
Jackson, MS 39236  
(601) 321-6901 or (800) 844-2499  
[www.dbcf.ms.gov](http://www.dbcf.ms.gov)

**Missouri** Missouri Division of Finance  
PO Box 716  
Jefferson City, Missouri 65102  
(573) 751-3242  
<https://finance.mo.gov/>

Missouri Division of Finance Money Transmitter website:  
<https://finance.mo.gov/consumercredit/moneyorder.php>

**Nebraska** Nebraska Department of Banking and Finance  
Financial Institutions Division  
PO Box 95006  
Lincoln, NE 68509  
(402) 471-2171  
dob.complaints@nebraska.gov  
<https://ndbf.nebraska.gov/consumers/complaints>

Filing a Written Complaint with Nebraska Department of Banking and Finance



We must have a written complaint to proceed with the investigative process. You may use our complaint form or submit a letter. The written complaint must include the following information:

- Your name, address and telephone number
- The specific nature of the complaint
- A narrative of the events that transpired and the dates
- Whether you have attempted to resolve the matter with Robinhood Money, LLC prior to contacting our agency
- Any names of individuals that you have worked with to resolve the complaint

It is helpful to include photocopies of any supporting documentation that you have pertaining to the specific nature of the complaint. This can include statements, correspondence, etc. Do not include original documents. Information submitted to our office that is confidential, such as bank statements, etc., will remain confidential and cannot be obtained by the public. This information may be shared with the entity and/or individual against whom the complaint is being made in an effort to resolve the matter.

Written complaints must be mailed directly to the Nebraska Department of Banking and Finance.

## **Nevada**

State of Nevada  
Department of Business & Industry  
Financial Institutions Division  
3300 W Sahara Avenue, Suite 250  
Las Vegas, NV 89102  
(702) 486-4120 or (866) 858-8951 (Toll free)  
[FIDComplaints@fid.state.nv.us](mailto:FIDComplaints@fid.state.nv.us)  
[https://hal.nv.gov/form/FID\\_ADA\\_Forms/Complaint\\_Form](https://hal.nv.gov/form/FID_ADA_Forms/Complaint_Form)

**New Hampshire** New Hampshire Banking Department  
53 Regional Drive, Suite 200  
Concord, NH 03301



(603) 271-3561

1-800-735-2964 (TDD)

<https://www.nh.gov/banking/consumer-assistance/complaint.htm>

While all formal complaints must be in writing, the Banking Department is also available to answer inquiries. You may contact the department by phone, fax, electronic form, e-mail or in person as follows:

By Telephone: (603) 271-3561

TDD Access: Relay NH 1-800-735-2964

By Fax: (603) 271-1090

By Mail:

State of New Hampshire Banking Department

53 Regional Drive, Suite 200

Concord NH 03301

By email: [legal@banking.nh.gov](mailto:legal@banking.nh.gov)

### **New Jersey**

New Jersey Department of Banking and Insurance

PO Box 471

Trenton, NJ 086525

609-292-7272 or 1-800-446-7467

<https://www.nj.gov/dobi/consumer.htm>

### **New Mexico**

If your issue is unresolved by Robinhood Money, LLC, you may direct your complaint to the New Mexico Regulations and Licensing Department, Financial Institutions Division.

New Mexico Regulation & Licensing Department

Financial Institutions Division

2550 Cerrillos Road

Santa Fe, NM 87504

(505) 476-4885



<https://www.rld.nm.gov/financial-institutions/>

**North Carolina** North Carolina Commissioner of Banks  
4309 Mail Service Center  
Raleigh, NC 27699-4309  
919-733-3016  
[www.nccob.gov](http://www.nccob.gov)

**North Dakota** North Dakota Department of Financial Institutions  
1200 Memorial Highway  
Bismark, ND 58504  
(701) 328-9933  
dfi@nd.gov  
[www.nd.gov/dfi](http://www.nd.gov/dfi)

**Ohio** Complaints may be sent in the form of a letter addressed to the Division or you may download and submit a completed Complaint Form to the Division . You may also receive a copy of the Division’s complaint form by calling (866) 278-0003. COPIES of pertinent information should be included with your written complaint.

Complaints, along with COPIES of any documentation, should be sent to:

Ohio Department of Commerce  
Division of Financial Institutions  
77 South High Street , 21st Floor  
Columbus, Ohio 43215  
Or faxed to: (614) 644-1631

For more information, visit

<https://com.ohio.gov/divisions-and-programs/financial-institutions/file-a-complaint-fi>





**Oklahoma** Oklahoma Banking Department  
2900 North Lincoln Boulevard  
Oklahoma City, Oklahoma 73105  
Phone: (405) 521-2782  
[www.oklahoma.gov/banking](http://www.oklahoma.gov/banking)

**Oregon** If you are located in the State of Oregon and have a complaint, please first contact Robinhood Support at <https://robinhood.com/contact>. If you still have an unresolved complaint regarding our money transmission activity, you may also direct your complaint to the attention of:  
Oregon Division of Financial Regulation  
P.O. Box 14480  
Salem, Oregon 97309-0405  
+1 (888) 877-4894 (toll-free in the USA).  
Please visit: <http://dfr.oregon.gov/> for additional information.

**Pennsylvania** Department of Banking and Securities  
Consumer Services Office  
17 N. 2nd Street, Suite 1300,  
Harrisburg, PA 17101  
800.722.2657  
[www.dobs.pa.gov](http://www.dobs.pa.gov)

**Puerto Rico** Commissioner of Financial Institutions  
Regulation and Licensing Division  
1492 Ponce de Leon Avenue  
Centro Europa Bldg. Suite 600  
San Juan, PR 00907  
<https://www.daco.pr.gov/>

**Rhode Island** State of Rhode Island Department of Business Regulation  
Division of Banking



1511 Pontiac Avenue, Bldg 68-1  
Cranston, RI 02920  
Phone: (401) 462-9503  
<https://dbr.ri.gov/divisions/banking/>

**South Carolina** South Carolina Department of Consumer Affairs  
293 Greystone Boulevard, Ste. 400  
Columbia, SC  
(800) 922-1594 (toll free in SC) or 803-734-4200  
scdca@scconsumer.gov  
<http://www.consumer.sc.gov/>

**South Dakota** South Dakota Division of Banking  
1601 N. Harrison Avenue, Suite 1  
Pierre, SD 57501  
Phone: 605.773.3421  
Fax: 866.326.7504  
[https://dlr.sd.gov/banking/consumers/consumer\\_complaint\\_reference\\_list.aspx](https://dlr.sd.gov/banking/consumers/consumer_complaint_reference_list.aspx)

**Tennessee** If you have questions or complaints, you can contact Robinhood at <https://robinhood.com/contact>. If your issue remains unresolved, you can file a complaint with the Tennessee Department of Financial Institutions using the information below.

Complaint Form:  
[https://www.tn.gov/content/dam/tn/financialinstitutions/how-do-i/Complaint\\_Form.pdf](https://www.tn.gov/content/dam/tn/financialinstitutions/how-do-i/Complaint_Form.pdf)

Tennessee Department of Financial Institutions  
Tennessee Tower 26th Floor  
312 Rosa L. Parks Avenue  
Nashville, TN 37243



Phone: 615-253-2023 or 800-778-4215

[www.tn.gov.tdfi](http://www.tn.gov.tdfi)

**Texas**

If you have a complaint about Robinhood Money, LLC, please first contact Robinhood customer support at (1-888-275-8523 or <https://robinhood.com/contact>. If you still have an unresolved complaint regarding Robinhood Money, LLC, please direct your complaint to: Texas Department of Banking, 2601 North Lamar Boulevard, Austin, Texas 78705, 1-877-276-5554 (toll free). [www.dob.texas.gov](http://www.dob.texas.gov).

**US Virgin Islands**

Office of the Lieutenant Governor  
Division of Banking, Insurance and Financial Regulation  
5049 Kongens Gade  
Charlotte Amalie  
St. Thomas, Virgin Islands 00802  
Tel: (340) 774-7166

<https://ltg.gov.vi/>

**Utah**

Utah Department of Financial Institutions  
PO Box 146800  
Salt Lake City, UT 84114  
801-538-8834  
FAX (801) 538-8894

<https://dfi.utah.gov/>

**Vermont**

Department of Financial Regulation  
Consumer Services  
89 Main Street, Montpelier, VT 05620

Phone:  
802-828-3301



833-DFR-HOTLINE (toll free)  
833-337-4685 (toll free)

<https://dfr.vermont.gov/consumers/file-complaint/banking>

## Washington

Please be aware that fraud may and does occur, and that fraudulent transactions may result in the loss of your money with no recourse. To report fraud or suspected fraud as it relates to your transactions with Robinhood Money, LLC, please contact us at 1-888-275-8523 or <https://robinhood.com/contact>

If you have a complaint, first contact Robinhood at <https://robinhood.com/contact>, and if you still have an unresolved complaint regarding the company's money transmission activity, please contact the Washington State Department of Financial Institutions, Division of Consumer Services using one of the following methods:

File a complaint online, mail, or fax:

<https://dfi.wa.gov/consumers/money-services-complaint>

By phone: 1-877-RING DFI (1-877-746-4334)

By email: [CSEnforceComplaints@dfi.wa.gov](mailto:CSEnforceComplaints@dfi.wa.gov)

## West Virginia

West Virginia Department of Financial Institutions  
(304) 558-2294

[www.dfi.wv.gov](http://www.dfi.wv.gov)

900 Pennsylvania Avenue, Suite 306  
Charleston, WV 25302

## Wyoming

Wyoming Division of Banking  
2300 Capitol Avenue  
2nd Floor  
Cheyenne, Wyoming 82002



Phone: (307) 777-7797

Fax: (307) 777-3555

E-mail: [wyoamingbankingdivision@wyo.gov](mailto:wyoamingbankingdivision@wyo.gov)