

Dear Agent,

To help provide an additional layer of security, Western Union is updating WUPOS™ technology. This update will change the way TRA (training) mode is accessed. Here's what you need to know:

- The new functionality will require you to use your unique Username and Password to access training mode.
- When you log in, you'll select either the "Training Log In" or "Log In" (Live) option.
- Once the new functionality is enabled at your Agent locations, login via TRA as the username and TRA as the password will no longer be available.
- All current WUPOS users will be enabled with access to both Training Log In and Log In modes.
- Should the need arise, an employee with an Operator ID can be configured in Training Log In mode only.

When the new functionality is enabled, you will see the following login screens:

Standard WUPOS Login with new "Training Log In" button

The image shows a login form titled "Please login". It has two input fields: "Username" and "Password". Below the fields are links for "Forgotten your password?" and "PC Specification Checker". At the bottom, there are two buttons: "Training Log In" and "Log In". The "Training Log In" button is highlighted with a red box.

An error message will appear if an FLA attempts to log into Live Mode, but only has access to TRA Mode.

The image shows a login form titled "Please login" with "Username" and "Password" fields. It includes links for "Forgotten your password?" and "PC Specification Checker". There are two buttons: "Training Log In" and "Log In". The "Log In" button is highlighted with a red box. Below the form, a red-bordered box contains the error message: "Access limited to Training Mode only. Call your dedicated agent support number for assistance."

You will soon begin seeing this new login screen. Please share this information with all employees who process Western Union®, Orlandi ValutaSM or Vigo® money transfer transactions at your Agent locations.

If you have any questions, please contact your Western Union, Orlandi Valuta or Vigo representative.