VESTERN UNION[®] WUPOS™ TECHNOLOGY



Dear WU[®] Agent:

We are making changes to the Send Money Transaction flow only for transactions that experience a delay. These changes will make it easier to communicate to the customers their next steps with Western Union in the transaction journey.

If a transaction is delayed by Western Union the following pop-up box will appear over the transaction summary page.

5 SEND MONEY	Transaction Completed Gick here to view and exist the receipt
PAYOUT MONEY	Click here to usdate contorner context details TRANSFER INFORMATION
П номе	MTCN: 492-069-8500
MODIFY TRANSACTION	Important information
8) MY WU REGISTRATION	Read the following message to the customer
COUNTRY INFORMATION	R1026 - Transaction is on hold so we can gather more information. Tell the sender to contact Western Union within 5 days to provide additional information by calling 1-300-325-6000, selecting Vies for Status and entering the MTCN to be rouled appropriately.
TRANSACTION LOG	AGENT: Do not refund this transaction, the sender must contact Western Union first.
SEND QUICK PAY	Confirm: Ask the customer to provide or verify their contact information. Sender Mobile Country Code: United States (+1)
SWIFT PAY	Sender Mobile Number: 6026204999
PREPAID SERVICES	Note: You can reopen this box by clicking the link on the Transaction Completed page.

Please read the message that appears in red box to the customer.

Next, confirm or add the customer's mobile phone number. If the customer provides a new mobile number please confirm with the customer if they want to receive service related text messages.

IKANSFER INFURMATION	
10 HOME	MTCN: 492-069-8500
MODIFY TRANSACTION	Important information
8) MY WU REGISTRATION	Read the following message to the customer
2 COUNTRY INFORMATION	R1028 - Transaction is on hold so we can gather more information. Tell the sender to contact Western Union within 5 days to provide additional information by calling 1-409-325-6000, selecting West for Studius and enterline the MTCN to be crudid appropriately.
2) TRANSACTION LOG	AGENT: Do not refund this transaction, the sender must contact Viestern Union first.
7) SEND QUICK PAY	Confirm: Ask the customer to provide or verify their contact information. Sender Mobile Country Code: [United States (+1)
SWIFT PAY	Sender Mobile Number: 2012635336
11 PREPAID SERVICES	Read to Customer: Viestern Union offer automated service-related text messages for your current and future transactions. Do you want us to send these tervice-related text messages to your motion number? You can stop these messages by texting STOP Message and data rates apply. Has the cursomer zerved to receive service-related text messages as described above? ◆
CHANGE PASSWORD	Has the customer agreed to receive service-related text messages as described above / *
REMOTE SERVICE	Note: You can reopen this box by clicking the link on the Transaction Completed page.
TRANSFER STATUS	I have read and confirmed with the customer •

© 2019 Western Union Holdings, Inc. All Rights Reserved. CONFIDENTIAL. NORWUCMLE Rev. 02/11/2019

If the customer agreed to receive text messages they will receive a text message with instructions on their next steps and transactions status updates. Once you have read and confirmed with the customer click the yellow button to close the pop-up box. Please ensure the contact information is correct before closing the box.

If a customer has questions regarding their delayed transaction, please direct them to contact Western Union.