VESTERN UNION<sup>®</sup> WUPOS™ TECHNOLOGY



## Dear WU<sup>®</sup> 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<br>TRANSFER INFORMATION  |
| П номе                 | MTCN: 492-069-8500  |
| MODIFY TRANSACTION     | Important information   |
| 8) MY WU REGISTRATION  | Read the following message to the customer  |
| COUNTRY<br>INFORMATION | R1026 - Transaction is on hold so we can gather more information. Tell the sender to contact<br>Western Union within 5 days to provide additional information by calling 1-300-325-6000, selecting<br>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<br>INFORMATION | R1028 - Transaction is on hold so we can gather more information. Tell the sender to contact<br>Western Union within 5 days to provide additional information by calling 1-409-325-6000, selecting<br>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<br>future transactions. Do you want us to send these tervice-related text messages to your motion number? You can<br>stop these messages by texting STOP Message and data rates apply.<br>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 •  |

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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.