QUICK CARD

Send Money Via Mobile or Web Initiated Transaction

WESTERN UNION WU

WESTERN UNION® wuTAIO™ TECHNOLOGY

START 1

Follow the steps below for a transaction initiated by the consumer on the Western Union® (WU) mobile application or on the web.

Touch the **Western Union MTBP** button to begin.

Touch the **Send** button to continue.

Log in to the terminal by entering your 4-digit User Code. Touch the **Enter** button.

◆ For Agent locations in the U.S. Southwest Border Area, you must certify your identity and agree to comply with legal regulations by answering additional questions.

Confirm the fraud warning questions that appear on the screen.

- Verify that the transaction is NOT based on an incoming call.
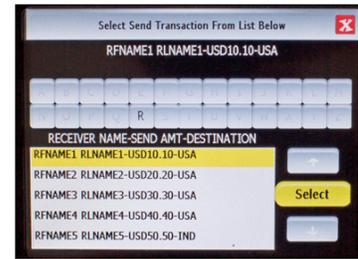- Verify that the Sender is present.

SEARCH 2

Select the By Phone Number option as the search type.

Enter the Sender's phone number and touch the **Enter** button.

If the consumer prepared multiple transactions on the WU App or Web, all available money transfers will be displayed. Select the correct send transaction to proceed.

Note that **transactions started on app or web can only be searched by the phone number**. If you search by another Search Type and no record is found, you will be prompted to search by the phone number again.

VERIFY 3

◆ For Dodd-Frank Remittance Rule transactions, you must print the Pre-Transaction Disclosure Statement and have the consumer review the following: **Receiver's name, expected payout location, transfer fees, exchange rate, and the amount the Receiver will collect**.

The Sender's ID details will be displayed on the screen.

Verify if the consumer's ID matches the information displayed on the wuTAIO terminal screen.
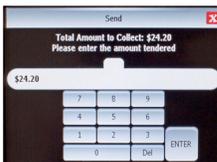
If the Sender's ID details are incorrect, touch the **NO** button and advise the consumer to prepare a new transaction on app or web.

FINISH 4

Enter the total amount to collect in the field provided and touch the **Enter** button.

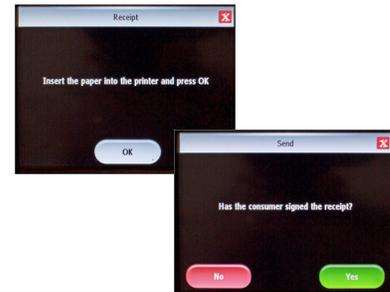Collect the funds from the Sender and place them in a secure location.

Insert the paper into the printer and touch the **OK** button.

To reprint the receipt, touch the **YES** or **NO** button as appropriate.

Have the Sender sign the receipt.

Give the customer their copy of the receipt.

Retain Agent copy of the receipt for your records.

◆ Not available at all Agent locations.

◆ A Dodd-Frank Remittance Rule transaction is a money transfer of more than $15 US going outside the United States.