



## Receive Form



### REFERENCE NUMBER

#### RECEIVER

First and Middle Name

Surname/Family Name

Date of Birth

Country of Birth

Address

Town/City

Postcode

Country

Contact Tel No.  
Please include area code

Purpose of Transaction

Source of Funds

#### SENDER

First and Middle Name

Surname/Family Name

#### TRANSACTION

This transaction is subject to the provided general terms and conditions. By continuing with the transaction, you consent to the collection, use, disclosure, and transfer (including cross-border transfer) of your personal information as described in our Privacy Notice, which is available on our website at [www.moneygram.com/privacy-notice](http://www.moneygram.com/privacy-notice).

Receiver's Signature

Date

### AGENT USE ONLY

Authorisation Code

Office Name/Stamp

Date

MoneyGram Operator  
ID Number

For voice  
transactions  
only

Amount Paid	Currency	Amount
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#### For transaction requiring identification:

as per the local regulation)

Receiver's identity papers (ID) (not expired)

Type of ID

ID Number

ID Date of issue

ID Date of expiry

Receiver's date of birth

Issuing Jurisdiction (State/Country)

#### For transactions requiring additional information:

(as per the local regulation)

Receiver's Occupation

Receiver's Nationality

If the receiver is a US citizen,  
social security number

**For our complaints handling procedure, terms and conditions.**

#### TERMS AND CONDITIONS

##### 1. INTRODUCTION

- 1.1 The MoneyGram® money transfer service ("**Service**") is provided by MoneyGram Payment Systems, Inc. ("**MoneyGram**", "**we**" or "**us**") through a network of agents, authorized delegates, or other permitted entities ("**Agents**"). These Terms and Conditions, along with the Documentation (as defined in Section 1.3) used in connection with the Service to which these Terms and Conditions may be included or attached, constitute the entire agreement ("**Agreement**") between MoneyGram and you, the individual recipient of the Service ("**you**" or "**Receiver**").
- 1.2 This Agreement and the Service allow you to receive a money transfer (a "**Transfer**") that has been sent using our Service from an individual ("**Sender**"). The Transfer has been sent to you in a currency and amount specifically designated by the Sender. MoneyGram will not charge you any fees for receiving the Transfer. The Service is available to you only in your individual capacity known to the Sender.
- 1.3 You must sign this Agreement and any other documentation related to the Transfer, including all forms, receipts, or acknowledgments (collectively, the "**Documentation**") fully and accurately in order to use the Service.
- 1.4 By using, or attempting to use, the Service in any capacity, you are acknowledging that you (i) accept the terms of this Agreement, (ii) have read the Documentation relating to the Transfer and that the information as described on the Documentation is accurate, and (iii) have received from the Agent the currency and amount described in this Agreement and/or the Documentation. To the extent you desire to exchange the Transfer into a currency other than the currency as described in this Agreement, you further acknowledge and agree that any subsequent exchange of the Transfer is a separate transaction from the Service and is subject to the provisions of Section 6 of this Agreement.
- 1.5 You must provide the Agent with valid identification to receive Transfer. While you will receive a reference number that corresponds to your Transfer ("**Reference Number**"), such Reference Number is not always required to receive a Transfer where other identification means (such as test questions set by the Sender) are utilized. We will not have any liability in the event that the Transfer is disbursed, when and as applicable, to an individual who properly answers a test question, provides a valid identification to the Agent describing such person as the Receiver (even if such identification was false or forged), or provides a Reference Number.

##### 2. RESTRICTIONS ON SERVICE

- 2.1 You acknowledge that the Sender or MoneyGram, in certain circumstances, may cancel the Transfer designated for you at any time prior to your receipt and that upon such event, you will not be entitled to receive the Transfer.
- 2.2 The Service, or your ability to receive the Transfer, may also be delayed, restricted or unavailable depending upon the Service selected by the Sender, Agent hours of operation, the amount of the Transfer, currency availability, and legal, and regulatory compliance, including ID requirements. We will not disburse the Transfer to you if we believe that the Transfer or the Service is being used in any way to violate applicable laws, regulations, codes or MoneyGram's policies and procedures, including any association with fraud, anti-money laundering laws, or other illegal activity.

- 2.3 If the Transfer is not disbursed to you, you may contact MoneyGram to inquire into the status of the Transfer and MoneyGram may be able to assist you, subject to all applicable laws and regulations relating to our Services and MoneyGram's policies and procedures.

##### 3. GENERAL

- 3.1 Unless prohibited by law, we will not be liable to you for any issues arising in connection with the Transfer. In certain circumstances, the Sender may be entitled to a refund of the Transfer and/or certain fees paid in connection with the Transfer.
- 3.2 The Transfer and use of the Service does not involve you having a "deposit" or an account with MoneyGram or an Agent.
- 3.3 Services are directed to persons 18 years and over and may not be used for escrow purposes or gambling, and may only be used for a lawful purpose. In the event of any conflict between the English version of the Agreement and any translated version of the Agreement, the English version of the Agreement shall govern and MoneyGram will communicate with you in English.
- 3.4 This Agreement does not and is not intended to confer any rights or remedies upon any person other than you and MoneyGram.
4. **PRIVACY AND SHARING OF YOUR INFORMATION; DATA PROTECTION**
- 4.1 By continuing with the transaction, you consent to the collection, use, disclosure, and transfer (including cross-border transfer) of your personal information as described in our Privacy Notice, which is available on our website at [www.moneygram.com/privacy-notice](http://www.moneygram.com/privacy-notice).
5. **CUSTOMER SERVICE**
- 5.1 We are committed to ensuring that you receive high quality service from MoneyGram. In the event that you are dissatisfied with our Service or believe that an error has occurred with your Transfer, please contact us as soon as possible. For full details of our complaints procedure or consumer protection advice, or to submit a complaint, you can:
  - visit our website [www.moneygram.com](http://www.moneygram.com) and submit the online form;
  - send an email to us at [customerservice@moneygram.com](mailto:customerservice@moneygram.com); or
  - write to us at: MoneyGram International, Konstruktorska Business Centre, 13 Konstruktorska Street, Warsaw, Poland 02-673

##### 6. SEPARATE ARRANGEMENTS

In addition to their offering of our Service, Agents may offer you their own products or services such as currency exchange. These additional products or services are separate and independent from the Service, are offered under the Agent's own terms and conditions, and do not involve MoneyGram in any way. These additional products and services are likely to have their own fees associated with them.