

**Effective 30 June, 2013, new requirements for the collection and verification of customer details come into effect under the AML/CFT Act of 2009 or its amendments, as supervised by the New Zealand Department of Internal Affairs, FMA or other NZ government agency.**

For all Send and Receive transactions, we require the following:

1. A current New Zealand/International driver licence or 18+ card, **AND**, in addition, **one** of the following:
  - a. a credit card, debit card or eftpos card,
  - b. a bank statement issued to the person in the last 12 months,
  - c. a SuperGold Card a notice of assessment issued by the Inland Revenue Department to the person in the last 12 months,
  - d. a birth certificate (issued by New Zealand/foreign government, the United Nations or an agency of the United Nations),
  - e. a New Zealand marriage certificate,
  - f. a citizenship certificate (issued by New Zealand/foreign government, the United Nations or an agency of the United Nations).

**OR**

**One** form of the following primary photographic identification:

- a. New Zealand passport
- b. New Zealand certificate of identity
- c. New Zealand refugee travel document
- d. emergency travel document
- e. New Zealand firearms licence
- f. overseas passport which:
  1. contains the name, date of birth, a photograph and the signature of the person in whose name the document is issued; and
  2. is issued by a foreign government, the United Nations or an agency of the United Nations.
- g. national identity card that:
  1. contains the name, date of birth, a photograph and the signature of the person in whose name the document is issued; and
  2. is issued by a foreign government, the United Nations or an agency of the United Nations.

**AND**, in addition, **one** of the following documents are acceptable for verification of **residential address**:

- a. a utility bill issued within the last 90 days,
- b. a bank statement issued within the last 90 days,
- c. New Zealand driver licence (if address listed).

For **Send** transactions over **NZD\$1,000** the **source of funds** must be recorded by us, we require the following documents:

- a. a bank statement issued within the last 90 days,
- b. a payslip issued within the last 90 days,
- c. a notice of assessment issued by the Inland Revenue Department issued within the last 12 months.

## **MoneyGram Message to Customers - Consumer Fraud Prevention**

**To avoid MoneyGram customers being victimized by fraud perpetrators, MoneyGram offers the following suggestions that may help protect you:**

- Sending money to a stranger is very risky. Be sure that the person or company you are sending money to is someone you know and can trust.
- Do not send money to pay 'Release Fees', 'Taxes' or other fees relating to supposed Lottery prizes, particularly where you have received unsolicited emails, telephone calls or faxes. Legitimate lotteries do not operate in this way and will never ask you to send money in advance.
- Be very careful in sending money to pay for merchandise purchased over the internet.
- MoneyGram does not, and cannot, ensure that you will receive goods or services that you are paying for via the MoneyGram® money transfer service.
- Once the money that you have sent has been paid out to the person you name as the receiver, cancellation of the transfer or refund is no longer possible.
- MoneyGram does not provide an internet escrow or shipment service. MoneyGram will not send an email confirmation notice to inform you that a MoneyGram transfer has been sent for payment of a purchase. This kind of email is not genuine even if it contains the name and logo of MoneyGram.

### **Cancellation**

Can only be processed on the same business day as the original transaction was sent.

To cancel the customer MUST be present.

The handling charges are refunded automatically.

**Refund**

A refund is at the request of the customer, but not on the same business day as the Send Transaction.

To refund the customer MUST be present.

The refund amount is determined by the MoneyGram operator.

The handling charge is not refundable unless it is at the fault in the service by either MoneyGram or the Agent.

***"Local Service, Global Reach"***