



## Western Union Remission

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**1. What is this case about?**

Western Union paid \$586 million to settle charges brought by the Federal Trade Commission (or FTC), and the Department of Justice (or DOJ). The company admitted to criminally aiding and abetting wire fraud and to violations of the Bank Secrecy Act. The U. S. Postal Inspection Service investigated various schemes in which fraudsters contacted victims and falsely posed as family members in need or federal law enforcement officials, or falsely promised prizes, loans, employment opportunities, discounted products or other financial awards. The fraudsters directed the victims to send money through Western Union to help relatives, avoid imprisonment or arrest, or to claim prizes, receive loans, employment, products or some other financial award. No one received the cash, prizes or other promised items.

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**2. Who is eligible to file a Petition for Remission, and how?**

You may be eligible for a remission payment if you sent a money transfer through Western Union between January 1, 2004 and January 19, 2017, and were the victim of fraud. To apply, you must file a Petition of Remission. We mailed many victims petitions with pre-populated loss amounts. Those forms can be returned online or in the mail to the claims administrator. If you didn't get a pre-filled petition, you may file a petition electronically here.

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**3. If I qualify, how much money will I get back?**

The amount you get will probably be a percentage of the amount you lost minus any refund you have already gotten.

Your payment will be based only on the amount of the money transfer. You cannot recover collateral expenses such as Western Union fees, incidental losses, or transfers sent through other companies.

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**4. What is remission?**

The money paid by Western Union will be made available to victims through a process called "remission." The remission process is governed by the [Code of Federal Regulations](#), Title 28, Part 9. If you file a petition for remission detailing the loss amount, DOJ's Money Laundering and Asset Recovery Section will compare the requests to Western Union's records and decide whether to grant the petition. After DOJ has reviewed all petitions, approved petitioners will get payment for some or all of their approved loss.

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**5. What will I need to do to get a payment?**

To be considered, you must file a Petition for Remission on or before **February 12, 2018**. We mailed many victims petitions with pre-populated loss amounts. Those forms can be returned online or in the mail to the claims administrator. If you didn't get a pre-filled petition, you may file a petition electronically here.

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**6. How do I file a Petition for Remission?**

You must apply by **February 12, 2018**. You can file a petition here or mail your petition to:

United States v. The Western Union Company

P.O. Box 404027

Louisville, KY 40233-4027

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**7. What should I do if I disagree with the loss amount printed on my petition?**

If you disagree with the loss amount printed on your petition, fill out the information requested on the petition and supply documentation (Western Union money transfer send form and receipt and information detailing the fraud) to support your claim. Do not send original documents.

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**8. Which Western Union transfers qualify?**

All wire transfers within and outside of the United States made through Western Union between January 1, 2004 and January 19, 2017, may be eligible for remission.

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**9. Do I have to be a United States citizen or in the United States to file a petition?**

No. You are not required to be a United States citizen or in the United States to file a petition.

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**10. When will I get a payment?**

It will still take some time—potentially a year or more—to process and verify petitions, and determine who is eligible to get a payment. Check [www.WesternUnionRemission.com](http://www.WesternUnionRemission.com) for updates on the status of the process.

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**11. What will happen if I do nothing?**

If you do not submit a Petition for Remission, you will not get a payment.

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**12. Why am I required to provide my Social Security Number?**

If your petition is approved, it must be reviewed by the Treasury Offset Program to verify that you do not owe any money to the federal government or certain state debts. If you owe money, your payment will be used to pay your debt. If your payment is more than the amount you owe, you will get the remainder.

Only the amount of the transfer will be included in approved remission amounts. Collateral expenses such as Western Union fees, incidental losses, or transfers sent through other businesses are not recoverable through the remission process. More information is available at [https://www.fiscal.treasury.gov/fsservices/gov/debtColl/dms/top/debt\\_top.htm](https://www.fiscal.treasury.gov/fsservices/gov/debtColl/dms/top/debt_top.htm).

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**13. Where can I get more information?**

For the latest information about the remission process:

- Check [www.WesternUnionRemission.com](http://www.WesternUnionRemission.com) for updates.
- email [info@westernunionremission.com](mailto:info@westernunionremission.com)
- Or call (844)319-2124

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