

# Receive Form

PLEASE COMPLETE IN BLOCK CAPITALS

REFERENCE NUMBER

## RECEIVER

First Name \_\_\_\_\_  
 Middle Name \_\_\_\_\_  
 Surname \_\_\_\_\_  
 Date of Birth   D  D  M  M  Y  Y  Y  Y    
 Country of Birth \_\_\_\_\_  
 Address \_\_\_\_\_

Town/City \_\_\_\_\_  
 Post Code \_\_\_\_\_  
 Country \_\_\_\_\_  
 Contact Tel. No. \_\_\_\_\_

(Please include area code)

If you have a bank account, please provide your Acct No.: \_\_\_\_\_

and Bank Name: \_\_\_\_\_

If you do not have a bank account, please provide: Reference Acct No.: \_\_\_\_\_

and Bank Name: \_\_\_\_\_

Purpose of Transaction

1.  Maintenance 2.  Investments 3.  Health 4.  Education 5.  Mortgage

## SENDER

First Name \_\_\_\_\_  
 Middle Name \_\_\_\_\_  
 Surname \_\_\_\_\_

## TRANSACTION

Expected Amount in Nigerian Naira \_\_\_\_\_  
 Send Country \_\_\_\_\_

## SIGNATURE

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).

Date   D  D  M  M  Y  Y  Y  Y  

Receiver's Signature \_\_\_\_\_

Time  (HH:MM  
24hr clock ie 18.00)



## AGENT USE ONLY

Authorisation Code \_\_\_\_\_

MoneyGram Operator ID Number  
 (For voice transactions only)

Amount Paid	FCY	Naira
	_____	_____

### Receiver's ID

Type of ID \_\_\_\_\_

ID Number \_\_\_\_\_

ID Date of expiry (if applicable) \_\_\_\_\_

ID Date of issue   D  D  M  M  Y  Y  Y  Y  

Issuing Jurisdiction  
 (State/Country)   D  D  M  M  Y  Y  Y  Y  

### For transactions requiring additional information: (local regulations apply)

Receiver's Occupation \_\_\_\_\_

Receiver's Nationality \_\_\_\_\_

Signature/Stamp \_\_\_\_\_

Date   D  D  M  M  Y  Y  Y  Y  

For our complaints handling procedure, see reverse

## 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”).
- 1.3 The Service is only available to natural persons (whether Sender or Receiver), aged 18 years and over and may not be utilised by corporate entities whether acting by themselves or through an agent or representative. The Service may not be used for escrow or trust or gambling purposes, and may only be used for a lawful purpose. The Transfer and use of the Service does not involve or require you or the Sender to have an account with MoneyGram.
- 1.4 The Transfer has been sent to you in a currency and amount specifically designated by the Sender. The payout currency will be advised by the Agent and if so required by local law or regulation, this will be in Naira (NGN). MoneyGram will use its best efforts to ensure that cash paid to you is not counterfeit currency. 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.
- 1.5 You must complete and sign all other documentation related to the Transfer, including all forms, receipts, or acknowledgments (collectively, the “Documentation”) fully and accurately in order to use the Service.
- 1.6 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.
- 1.7 You must provide the Agent with valid identification to receive a Transfer and the Agent will advise you on currently acceptable means of identification. 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 to the Receiver or the Sender whatsoever, in the event that the Transfer is disbursed when and as applicable to an individual who properly answers a test question, and or 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 nor shall we have any liability to you or the Sender.
- 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 Identification 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 Service and MoneyGram’s policies and procedures

### 3. GENERAL

- 3.1 If the Transfer is not effected properly or never arrives, we may be liable to the Sender unless we can show that the account provider received the Transfer or a mistake was occasioned by the Sender. We will not be liable to you under any circumstances, except that nothing in this Agreement excludes or limits our liability to the extent that we are unable to exclude or limit it by law.
- 3.2 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.
- 3.3 Any dispute or claim arising out of, or in connection with this Agreement shall be governed by, and construed in accordance with the laws of Nigeria.
- 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. DATA PROTECTION AND PRIVACY

- 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. SEPARATE ARRANGEMENTS

- 5.1 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. MoneyGram shall not be liable to either you or the Sender for any loss arising howsoever from any such arrangement entered into with an Agent.

### 6. CONTACT DETAILS AND CUSTOMER SERVICE INFORMATION

- 6.1 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, Konstruktorska Business Centre, 13 Konstruktorska Street, Warsaw, Poland 02-673.