

MoneyGram Plus™ Programme FAQs

Q What is MoneyGram Plus?

A: MoneyGram Plus is our new convenience card programme that brings you the ultimate in quick and easy transaction processing.

Q What features and benefits does the MoneyGram Plus programme offer?

A: You will be issued with a unique customer number and profile. Your sender and receiver information is saved in our system against this profile, so repeat transaction processing is much simpler and quicker, with most information being prepopulated from our records. In addition, you can update your marketing preferences and name and address details online.

Q How can I apply for a MoneyGram Plus card?

A: You can apply for your MoneyGram Plus card from any participating MoneyGram agent location across the UK.

Q Where can I use my MoneyGram Plus card number?

A: You can use your MoneyGram Plus card when sending money from participating MoneyGram agent locations across the UK.

Q What additional features could you expect from the MoneyGram Plus programme?

A: Coming soon, the following enhancements will be made:

- use of your unique MoneyGram Plus customer number to complete transactions more quickly and easily at participating MoneyGram agent locations across the UK;
- receipt of notifications by email of successfully completed send transactions at participating UK agent location;
- access to your MoneyGram Transfer Send transaction history for the last 12 (twelve) months via www.moneygram.co.uk/plus and
- receipt of notifications about MoneyGram or other similar third parties or agent products and services and customer promotions.

Q How can I become MoneyGram Plus member?

A: You can apply at any participating MoneyGram agent location across the UK.

Q How can I activate my MoneyGram Plus card or membership?

A: The number on your MoneyGram Plus card is your unique customer identification number which is to be used to create your online customer profile. You will be prompted to create a password to be able to activate your online customer profile.

Q Can a friend or family member use my MoneyGram Plus membership?

A: No. To help protect you and prevent fraud, only you can use your MoneyGram Plus card to send money. However, any member of your family can join the programme and receive their own membership!

Q Will you be sending me a plastic card in the post?

A: You will be given a plastic card if you enrol for the MoneyGram Plus programme at participating MoneyGram agent locations across the UK.

Q What if I lose my MoneyGram Plus card?

A: A replacement card can be ordered by:

- Calling the MoneyGram call centre on 0800 026 0535
- Logging into your registered MoneyGram Online customer profile

What if I have changed my address?

A: If you change your address, contact details or want to register for e-mail notifications at a later date, simply go to your online customer profile and edit your details. You can also update your marketing preferences there.

What if I forget my MoneyGram Plus membership number?

A: Please log into online customer profile to access your membership number.

What if I forget my password?

A: You can reset your password at www.moneygram.co.uk/plus or call 0800 026 0535 should you have any problems.

How can I see my transaction history?

A: You can track your transaction history through your online customer profile at www.moneygram.co.uk/plus.

How can I find more information about my membership?

A: Log on to your online customer profile to view your contact information, marketing communication preferences, or your money transfer history. Your money transfer history is limited to the last 24 months. You can access your information 24/7, subject to system availability.

How can I find more information about my membership?

A: Please access the MoneyGram Plus membership page which you can locate through your online profile. You will also be able to view the full terms and conditions of the MoneyGram Plus programme at www.moneygram.co.uk/plus