



**INSTRUCTIONS FOR UNITED STATES LAW ENFORCEMENT AGENCIES WHEN SERVING SUBPOENAS, COURT ORDERS, AND SEARCH WARRANTS ON WESTERN UNION FINANCIAL SERVICES, INC.**

**\*\*Please read this document thoroughly. These instructions are for U.S. law enforcement agencies only. They do not apply to civil actions and do not apply to civil subpoenas. Service of process for civil matters must be made pursuant to the rules in the jurisdiction in which the matter is pending. Service of process for civil matters is not accepted at the address and/or email listed in Section I below.**

**I. U.S. LAW ENFORCEMENT SUBPOENAS, COURT ORDERS, AND SEARCH WARRANTS**

**A. Service and Processing of Subpoenas**

Subpoenas, court orders, and search warrants (collectively referred to as “subpoenas”) from federal, state and local law enforcement agencies in the United States requesting records relating to money transfers or money orders must name “Western Union Financial Services, Inc.” and may be served by emailing a signed PDF copy of the subpoena to [subicw@westernunion.com](mailto:subicw@westernunion.com) OR mailing them to:

**New address as of October 1, 2018:**

Western Union Financial Services, Inc.  
Custodian of Records  
Legal – HQ 8  
7001 E Belleview Ave  
Denver, CO 80237

**Address prior to October 1, 2018:**

Custodian of Records  
Western Union Financial Services, Inc.  
12500 E Belford Ave., M21A2  
Englewood, CO 80112

Western Union does not accept service of subpoenas via facsimile.

Upon receipt of a subpoena, Western Union will send an acknowledgment letter, via email, advising receipt of the subpoena and proving an assigned Western Union Subpoena File Number.

All subpoenas must be accompanied by the full name, title, mailing address, email address, phone number and facsimile number of the person and/or entity issuing the subpoena and the full name, title, mailing address, email address, phone number and facsimile number of the person to whom documents should be sent. Without this information, Western Union is unable to process subpoenas.

Please note, Western Union generally will not send subpoena responses to any web-based email addresses such as hotmail, yahoo or gmail.



## **B. Requests for Money Transfer Records**

Western Union's money transfer services include consumer to consumer services and consumer to business services. Such services are offered at agent locations, by telephone and through the Internet. Western Union maintains electronic transaction records that are generally produced to law enforcement on password-protected Excel spreadsheet(s)

Unless otherwise specified in the subpoena, Western Union's response will be limited to a search of Western Union branded money transfer transactions.

## **C. Requests for Money Order Records**

Law enforcement agencies requesting information about a money order generally must provide the 11-digit money order number in order for Western Union to be able to retrieve them.

## **II. RESPONSE TIME/OBJECTIONS FOR U.S. LAW ENFORCEMENT SUBPOENAS**

Western Union typically fulfills subpoenas within 30 days after receipt, however, response times may vary depending upon the scope of the subpoena and the types of records requested.

Further, Western Union reserves the right to object to subpoenas that are overbroad, burdensome, vague or implicate privacy, privilege or other legal concerns.

## **III. QUESTIONS REGARDING U.S. LAW ENFORCEMENT SUBPOENAS**

If you have any questions about law enforcement subpoenas, contact Western Union at the address, email or telephone number below.

Susan Carter  
Custodian of Records  
Western Union Financial Services, Inc.  
Phone: 1-866-455-9007  
Email: [subicw@westernunion.com](mailto:subicw@westernunion.com)

### **New address as of October 1, 2018:**

Legal – HQ 8  
7001 E Belleview Ave  
Denver, CO 80237

### **US Law Enforcement General, non-subpoena-related inquiries:**

720-332-2300  
[leoi@westernunion.com](mailto:leoi@westernunion.com)

### **After hours Law Enforcement Emergencies:**

1-866-628-5067 option 1