

**ALASKA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Division of Banking and Securities Hotline: 1-888-925-2521  
333 Willoughby Ave, 9th Floor  
State Office Building  
Juneau, Alaska 99801  
E-Mail: [dbsc@alaska.gov](mailto:dbsc@alaska.gov)  
[www.commerce.alaska.gov](http://www.commerce.alaska.gov)

**Residentes en ALASKA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Division of Banking and Securities Hotline: 1-888-925-2521  
333 Willoughby Ave, 9th Floor  
State Office Building  
Juneau, Alaska 99801  
E-Mail: [dbsc@alaska.gov](mailto:dbsc@alaska.gov)  
[www.commerce.alaska.gov](http://www.commerce.alaska.gov)

**ALABAMA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the ALABAMA SECURITIES COMMISSION ENFORCEMENT DIVISION  
P.O. Box 304700  
MONTGOMERY, AL. 36130-4700  
PHONE: 1-800-222-1253  
PHONE: 1-334-242-2984  
FAX: 1-334-242-0240  
EMAIL: [asc@asc.alabama.gov](mailto:asc@asc.alabama.gov)  
[www.asc.alabama.gov](http://www.asc.alabama.gov)

**Residentes de ALABAMA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al ALABAMA SECURITIES COMMISSION ENFORCEMENT DIVISION  
P.O. Box 304700  
MONTGOMERY, AL. 36130-4700  
PHONE: 1-800-222-1253  
PHONE: 1-334-242-2984  
FAX: 1-334-242-0240  
EMAIL: [asc@asc.alabama.gov](mailto:asc@asc.alabama.gov)  
[www.asc.alabama.gov](http://www.asc.alabama.gov)

**ARKANSAS Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the ARKANSAS SECURITIES DEPARTMENT  
HERITAGE WEST BUILDING, SUITE 300  
201 EAST MARKHAM STREET  
LITTLE ROCK, ARKANSAS 72201-1692  
TELEPHONE: (501) 324-9260  
FACSIMILE: (501) 324-9268  
[www.securities.arkansas.gov](http://www.securities.arkansas.gov)

**Residentes en ARKANSAS**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al ARKANSAS SECURITIES DEPARTMENT  
HERITAGE WEST BUILDING, SUITE 300  
201 EAST MARKHAM STREET  
LITTLE ROCK, ARKANSAS 72201-1692

TELEPHONE: (501) 324-9260  
FACSIMILE: (501) 324-9268  
[www.securities.arkansas.gov](http://www.securities.arkansas.gov)

#### **ARIZONA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Arizona Department of Financial Institutions  
2910 N. 44th Street, #310,  
Phoenix, AZ 85018  
Telephone: (602) 771-2800  
Fax: (602) 381-1225  
[www.azdfi.gov](http://www.azdfi.gov)

#### **Residentes en ARIZONA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Arizona Department of Financial Institutions  
2910 N. 44th Street, #310,  
Phoenix, AZ 85018  
Telephone: (602) 771-2800  
Fax: (602) 381-1225  
[www.azdfi.gov](http://www.azdfi.gov)

#### **CALIFORNIA Residents DEPARTMENT OF BUSINESS OVERSIGHT OF CALIFORNIA**

##### **1. RIGHT TO REFUND**

You, the customer, are entitled to a refund of the money to be transmitted as the result of this agreement if BBVA TRANSFER SERVICES, INC. does not forward the money received from you within 10 days of the date of its receipt, or does not give instructions committing an equivalent amount of money to the person designated by you within 10 days of the date of the receipt of the funds from you unless otherwise instructed by you.

If your instructions as to when the moneys shall be forwarded or transmitted are not complied with and the money has not yet been forwarded or transmitted, you have a right to a refund of your money.

If you want a refund, you must mail or deliver your written request to BBVA TRANSFER SERVICES, INC. at 16825 Northchase Drive, Ste 1525, Houston, TX 77060-6090 or by email to CustomerService@btsincusa.com. If you do not receive your refund, you may be entitled to your money back plus a penalty of up to \$1,000 and attorney's fees pursuant to Section 2102 of the California Financial Code.

2. If you have complaints with respect to any aspect of the money transmission activities conducted at this location, you may contact the California Department of Business Oversight at its toll-free telephone number, 1-800-622-0620, by email at [consumer.services@dbo.ca.gov](mailto:consumer.services@dbo.ca.gov), or by mail at the Department of Business Oversight, Consumer Services, 1515 K Street, Suite 200, Sacramento, CA 95814."

#### **Residentes en CALIFORNIA DEPARTMENT OF BUSINESS OVERSIGHT OF CALIFORNIA**

##### **1. Derecho a Reembolso**

Usted, el cliente, tiene derecho al reembolso del dinero a ser transmitido como resultado de este acuerdo, si BBVA Transfer Services, Inc., no envía el dinero recibido de Usted dentro de los 10 días posteriores a la fecha de su recepción o no da instrucciones destinando una cantidad equivalente de dinero para ser entregada a la persona designada por Usted dentro de los 10 días siguientes a partir de la recepción de fondos, a menos de que Usted proporcione otras instrucciones.

Si sus instrucciones de cuando el dinero será enviado o transmitido no son cumplidas y el dinero no ha sido enviado o transmitido, Usted tiene el derecho al reembolso de su dinero.

Si Usted quiere un reembolso, debe enviar por correo o entregar su solicitud por escrito a BBVA Transfer Services, Inc., 16825 Northchase Drive, Suite 1525, Houston, TX 77060-6090 o por correo electrónico a [CustomerService@btsincusa.com](mailto:CustomerService@btsincusa.com). Si Usted no recibe su reembolso podría tener derecho al reembolso de su dinero y una penalización de hasta \$1,000 USD y honorarios legales de conformidad con la Sección 2102 del Código Financiero del Estado de California.

2. Si tiene quejas sobre cualquier aspecto de las actividades de transmisión de dinero realizadas en esta localidad, Usted puede comunicarse con el California Department of Business Oversight ([www.dbo.ca.gov](http://www.dbo.ca.gov)) al número de teléfono gratuito, 1-800-622-0620, por correo electrónico - [customer.services@dbo.ca.gov](mailto:customer.services@dbo.ca.gov), o por correo al Department of Business Oversight, Consumer Services, 1515 K Street, Suite 200, Sacramento, CA 95814.

#### **COLORADO Residents**

Colorado Division of Banking  
Colorado Money Transmitter Act

## **CONSUMER NOTICE**

Entities other than FDIC insured financial institutions that conduct money transmission activities in Colorado, including the sale of money orders, transfer of funds, and other instruments for the payment of money or credit are required to be licensed by the Colorado Division of Banking pursuant to the Money Transmitters Act, Title 12, Article 52, Colorado Revised Statutes.

**If you have a question about or problem with your transaction or the company that sent the transaction** you must contact the money transmitter who processed your transaction for assistance. The Division of Banking does not have access to this information.

**If you are a Colorado resident and have a complaint or have experienced a problem that cannot be resolved directly with the money transmitter company that sent your money, you may file a written complaint with our office.** Please fill out the Complaint Form provided on the Colorado Division of Banking website and return it and any documentation supporting the complaint via mail or email to the Division of Banking at: Colorado Division of Banking, 1560 Broadway, Suite 975, Denver, CO 80202.

email: [DORA\\_BankingWebsite@state.co.us](mailto:DORA_BankingWebsite@state.co.us)

website: [www.dora.colorado.gov/dob](http://www.dora.colorado.gov/dob)

Tel: (307) 777-7797

## **Residentes en COLORADO**

Colorado Division of Banking  
Colorado Money Transmitter Act

## **AVISO A LOS CLIENTES**

Entidades diferentes a aquellas instituciones financieras aseguradas por el FDIC, que dirigen actividades de envío o de dinero en Colorado, incluyendo venta de giros postales, giro de fondos e instrumentos de pago o crédito requieren tener licencia de la División Bancaria del Estado de Colorado de acuerdo con el Acto de Transmisores de Dinero, Título 12, Artículo 52, del Estatuto Revisado de Colorado.

**Si usted tiene una pregunta o duda acerca, de su transacción de dinero favor the contactar a la empresa directamente. Esta División Bancaria no mantiene información sobre la transacción.**

**Si usted es un residente de estado de Colorado y tiene una queja sobre el agente del envío monetario la compañía que envía su dinero.** Todas las quejas deben de ser entregadas por escrito. Por favor llene la forma de quejas que se encuentra en el sitio web de la División Bancaria de Colorado y entregue la forma junto con los documentos que apoyen su queja por correo o por correo electrónico a la División Bancaria de Colorado al: Colorado Division of Banking, 1560 Broadway, Suite 975, Denver, CO 80202.

Correo electrónico: [DORA\\_BankingWebsite@state.co.us](mailto:DORA_BankingWebsite@state.co.us)

Sitio web: [www.dora.colorado.gov/dob](http://www.dora.colorado.gov/dob)

Tel: (307) 777-7797

## **CONNECTICUT Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the

Department of Banking

Consumer Credit Division

260 Constitution Plaza

Hartford, CT 06103-1800

Telephone: (860) 240-8200 or Toll-free: 1-800-831-7225

Fax: (860) 240-8215

<http://www.ct.gov/dob>

## **Residentes en CONNECTICUT**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al:

Department of Banking

Consumer Credit Division

260 Constitution Plaza

Hartford, CT 06103-1800

Telephone: (860) 240-8200 or Toll-free: 1-800-831-7225

Fax: (860) 240-8215

<http://www.ct.gov/dob>

**DISTRICT OF COLUMBIA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the District of Columbia Department of Insurance, Securities and Banking  
810 First St., NE, Suite 701  
Washington, DC 20002  
Fax: (202) 354-1085  
E-mail: [disbcomplaints@dc.gov](mailto:disbcomplaints@dc.gov)  
[www.disb.dc.gov](http://www.disb.dc.gov)

**Residentes en DISTRICT OF COLUMBIA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al:  
District of Columbia Department of Insurance, Securities and Banking  
810 First St., NE, Suite 701  
Washington, DC 20002  
Fax: (202) 354-1085  
E-mail: [disbcomplaints@dc.gov](mailto:disbcomplaints@dc.gov)  
[www.disb.dc.gov](http://www.disb.dc.gov)

**DELAWARE Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Office of the State Bank Commissioner  
555 East Loockerman Street  
Dover, DE 19901  
Phone: (302) 739-4235  
Phone: (302) 577-6722 (from New Castle County)  
Fax: (302) 739-3609  
Licensing/Consumer Complaints Fax: (302) 739-2356  
[www.banking.delaware.gov](http://www.banking.delaware.gov)

**Residentes en DELAWARE**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Office of the State Bank Commissioner  
555 East Loockerman Street  
Dover, DE 19901  
Phone: (302) 739-4235  
Phone: (302) 577-6722 (from New Castle County)  
Fax: (302) 739-3609  
Licensing/Consumer Complaints Fax: (302) 739-2356  
[www.banking.delaware.gov](http://www.banking.delaware.gov)

**FLORIDA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Florida Office of Financial Regulation  
Division of Consumer Finance  
Consumer Assistance Group  
200 E. Gaines Street  
Tallahassee, FL 32399-0381  
850-410-9805 or 850-487-9687  
850-410-9300 FAX  
<http://www.flofr.com/>

**Residentes de FLORIDA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al:  
Florida Office of Financial Regulation  
Division of Consumer Finance  
Consumer Assistance Group  
200 E. Gaines Street  
Tallahassee, FL 32399-0381

850-410-9805 or 850-487-9687  
850-410-9300 FAX  
<http://www.flofr.com/>

#### **GEORGIA Residents**

The Georgia Department of Banking and Finance does not intervene between consumers and financial service providers, but they do use complaint information in the regulatory process. To file a complaint with the regulators, you may securely do so with the federal agency Consumer Financial Protection Bureau at <http://www.consumerfinance.gov/complaint/> (links off-site) or by telephone at (855) 411-2372.

#### **Residentes en GEORGIA**

El Georgia Department of Banking and Finance no interviene entre clientes y proveedores de servicios financieros, pero si usan la informacion de quejas en su proceso regulatorio. Para presentar una queja con los reguladores usted puede hacerlo de manera segura con la agencia regulatoria: Consumer Financial Protection Bureau al <http://www.consumerfinance.gov/complaint/> (links off-site) or by telephone at (855) 411-2372.

#### **HAWAII Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Division of Financial Institutions  
Department of Commerce and Consumer Affairs  
King Kalakaua Building  
335 Merchant Street  
PO BOX 2054  
Honolulu, HI 96805  
Phone:(808) 586-2820  
Fax:(808) 586-2818

[www.cca.hawaii.gov](http://www.cca.hawaii.gov)

#### **Residentes en HAWAII**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envio de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Division of Financial Institutions  
Department of Commerce and Consumer Affairs  
King Kalakaua Building  
335 Merchant Street  
PO BOX 2054  
Honolulu, HI 96805  
Phone:(808) 586-2820  
Fax:(808) 586-2818  
[www.cca.hawaii.gov](http://www.cca.hawaii.gov)

#### **IOWA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Iowa Division of Banking  
200 East Grand Avenue, Suite 300  
Des Moines, IA 50309-1827  
Phone: (515) 281-4014  
Email: [IDOBcomplaints@idob.state.ia.us](mailto:IDOBcomplaints@idob.state.ia.us)  
[www.idob.state.ia.us](http://www.idob.state.ia.us)

#### **Residentes en IOWA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envio de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Iowa Division of Banking  
200 East Grand Avenue, Suite 300  
Des Moines, IA 50309-1827  
Phone: (515) 281-4014  
Email: [IDOBcomplaints@idob.state.ia.us](mailto:IDOBcomplaints@idob.state.ia.us)  
[www.idob.state.ia.us](http://www.idob.state.ia.us)

**IDAHO Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the IDAHO DEPARTMENT OF FINANCE  
Securities Bureau  
P.O. Box 83720, Boise, ID83720-0031  
Express: 800 Park Blvd, Suite 200, Boise, ID 83712  
Fax:208-332-8099  
Phone:208/332-8004  
Toll Free within Idaho: 1-888-346-3378  
E-mail: [securities@finance.idaho.gov](mailto:securities@finance.idaho.gov)  
[www.finance.idaho.gov](http://www.finance.idaho.gov)

**Residentes en IDAHO**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al IDAHO DEPARTMENT OF FINANCE  
Securities Bureau  
P.O. Box 83720, Boise, ID83720-0031  
Express: 800 Park Blvd, Suite 200, Boise, ID 83712  
Fax:208-332-8099  
Phone:208/332-8004  
Toll Free within Idaho:1-888-346-3378  
E-mail: [securities@finance.idaho.gov](mailto:securities@finance.idaho.gov)  
[www.finance.idaho.gov](http://www.finance.idaho.gov)

**ILLINOIS Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Illinois Division of Financial Institutions ("DFI")  
888-298-8089 (toll-free)  
217-782-3704 (main)  
<http://www.idfpr.com/DFI/DFIComplaintForm.asp>  
[www.idfpr.com/dfi](http://www.idfpr.com/dfi)

**Residentes en ILLINOIS**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Illinois Division of Financial Institutions ("DFI")  
888-298-8089 (toll-free)  
217-782-3704 (main)  
<http://www.idfpr.com/DFI/DFIComplaintForm.asp>  
[www.idfpr.com/dfi](http://www.idfpr.com/dfi)

**INDIANA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Department of Financial Institutions  
30 S. Meridian St., Suite 300  
Indianapolis, IN 46204  
317-232-3955  
800-382-4880  
FAX 317-232-7655  
[www.in.gov/dfi](http://www.in.gov/dfi)

**Residentes en INDIANA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Department of Financial Institutions  
30 S. Meridian St., Suite 300  
Indianapolis, IN 46204  
317-232-3955

800-382-4880  
FAX 317-232-7655  
[www.in.gov/dfi](http://www.in.gov/dfi)

#### **KANSAS Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Office of the State Bank Commissioner  
Attn: Complaints  
700 SW Jackson, Suite 300  
Topeka, Ks. 66603  
Fax - 785-296-6037  
E-Mail - [complaints@osbckansas.org](mailto:complaints@osbckansas.org)  
[www.osbckansas.org](http://www.osbckansas.org)

#### **Residentes en KANSAS**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Office of the State Bank Commissioner  
Attn: Complaints  
700 SW Jackson, Suite 300  
Topeka, Ks. 66603  
Fax - 785-296-6037  
E-Mail - [complaints@osbckansas.org](mailto:complaints@osbckansas.org)  
[www.osbckansas.org](http://www.osbckansas.org)

#### **KENTUCKY Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Department of Financial Institutions  
1025 Capital Center Drive, Suite 200  
Frankfort, KY 40601  
502-573-3390 (Telephone)  
800-223-2579 (Toll Free)  
502-573-0086 (Fax)  
[kfi@ky.gov](mailto:kfi@ky.gov)  
[www.kfi.ky.gov](http://www.kfi.ky.gov)

#### **Residentes en KENTUCKY**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Department of Financial Institutions  
1025 Capital Center Drive, Suite 200  
Frankfort, KY 40601  
502-573-3390 (Telephone)  
800-223-2579 (Toll Free)  
502-573-0086 (Fax)  
[kfi@ky.gov](mailto:kfi@ky.gov)  
[www.kfi.ky.gov](http://www.kfi.ky.gov)

#### **LOUISIANA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Office of Financial Institutions  
Post Office Box 94095  
Baton Rouge, LA 70804-9095  
(225) 925-4660  
(888) 525-9414  
  
[www.ofi.state.la.us](http://www.ofi.state.la.us)

**Residentes en LOUISIANA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Office of Financial Institutions  
Post Office Box 94095  
Baton Rouge, LA 70804-9095  
(225) 925-4660  
(888) 525-9414  
[www.ofi.state.la.us](http://www.ofi.state.la.us)

**MASSACHUSETTS Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Consumer Assistance Office  
Massachusetts Division of Banks  
1000 Washington Street, 10th floor  
Boston, MA 02118-2218  
(800) 495-2265 ext. 501 within Massachusetts,  
(617) 956-1500 ext. 501 outside of Massachusetts  
Fax: (617) 956-1599  
TDD: (617) 956-1577  
[www.mass.gov/orgs/division-of-banks](http://www.mass.gov/orgs/division-of-banks)

**Residentes en MASSACHUSETTS**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Consumer Assistance Office  
Massachusetts Division of Banks  
1000 Washington Street, 10th floor  
Boston, MA 02118-2218  
(800) 495-2265 ext. 501 within Massachusetts,  
(617) 956-1500 ext. 501 outside of Massachusetts  
Fax: (617) 956-1599  
TDD: (617) 956-1577  
[www.mass.gov/orgs/division-of-banks](http://www.mass.gov/orgs/division-of-banks)

**MARYLAND Residents**

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding (name of licensee, license number, and unique identifier) at  
Commissioner of Financial Regulation  
Attention: Consumer Services Unit  
500 North Calvert Street, Suite 402  
Baltimore, Maryland 21202  
Phone: 888-784-0136  
Fax number: 410-333-3866  
[CFRComplaints@dllr.state.md.us](mailto:CFRComplaints@dllr.state.md.us)  
[www.dllr.state.md.us](http://www.dllr.state.md.us)

**Residentes en MARYLAND**

El Commissioner of Financial Regulation for the State of Maryland acepta todas las preguntas o quejas de residentes de Maryland relacionadas con (name of licensee, license number, and unique identifier) al  
Commissioner of Financial Regulation  
Attention: Consumer Services Unit  
500 North Calvert Street, Suite 402  
Baltimore, Maryland 21202  
Phone: 888-784-0136  
Fax number: 410-333-3866  
[CFRComplaints@dllr.state.md.us](mailto:CFRComplaints@dllr.state.md.us)  
[www.dllr.state.md.us](http://www.dllr.state.md.us)

**MAINE Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Maine Bureau of Financial Institutions



Consumer Outreach Program  
36 State House Station  
Augusta, ME 04333-0036  
By Phone 800-965-5235 or (207) 624-8570  
By Fax (207) 624-8590  
[www.maine.gov/pfr/financialinstitutions](http://www.maine.gov/pfr/financialinstitutions)

#### **Residentes en MAINE**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Maine Bureau of Financial Institutions  
Consumer Outreach Program  
36 State House Station  
Augusta, ME 04333-0036  
By Phone 800-965-5235 or (207) 624-8570  
By Fax (207) 624-8590  
[www.maine.gov/pfr/financialinstitutions/](http://www.maine.gov/pfr/financialinstitutions/)

#### **MICHIGAN Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
DIFS - Office of Consumer Services  
PO Box 30220  
Lansing MI 48909-7720  
Or fax to: 517-284-8837  
Or Email to: [difs-fin-info@michigan.gov](mailto:difs-fin-info@michigan.gov)  
[www.michigan.gov/difs](http://www.michigan.gov/difs)

#### **Residentes en MICHIGAN**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
DIFS - Office of Consumer Services  
PO Box 30220  
Lansing MI 48909-7720  
Or fax to: 517-284-8837  
Or Email to: [difs-fin-info@michigan.gov](mailto:difs-fin-info@michigan.gov)  
[www.michigan.gov/difs](http://www.michigan.gov/difs)

#### **MINNESOTA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
State of Minnesota  
Department of Commerce  
Division of Financial Institutions  
85 7th Place East, Suite 500  
St. Paul, Minnesota 55101-2198  
(651) 539-1700 [www.mn.gov/commerce/](http://www.mn.gov/commerce/)

#### **Residentes en MINNESOTA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
State of Minnesota  
Department of Commerce  
Division of Financial Institutions  
85 7th Place East, Suite 500  
St. Paul, Minnesota 55101-2198  
(651) 539-1700  
[www.mn.gov/commerce/](http://www.mn.gov/commerce/)

#### **MISSOURI Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the

MISSOURI DIVISION OF FINANCE  
P. O. BOX 716  
JEFFERSON CITY, MISSOURI 65102-0716  
PHONE: 573-751-3242  
FAX: 573-751-9192  
[www.finance.mo.gov](http://www.finance.mo.gov)

#### **Residentes en MISSOURI**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al MISSOURI DIVISION OF FINANCE  
P. O. BOX 716  
JEFFERSON CITY, MISSOURI 65102-0716  
PHONE: 573-751-3242  
FAX: 573-751-9192  
[www.finance.mo.gov](http://www.finance.mo.gov)

#### **MISSISSIPPI Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Department of Banking and Consumer Finance  
PO Box 12129  
Jackson, MS 39236-2129  
Telephone (601)321-6901  
FAX (601)321-6933  
Toll free (800) 844-2499  
[www.dbcf.state.ms.us](http://www.dbcf.state.ms.us)

#### **Residentes en MISSISSIPPI**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Department of Banking and Consumer Finance  
PO Box 12129  
Jackson, MS 39236-2129  
Telephone (601)321-6901  
FAX (601)321-6933  
Toll free (800) 844-2499  
[www.dbcf.state.ms.us](http://www.dbcf.state.ms.us)

#### **MONTANA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Division of Banking & Financial Institutions  
PO Box 200546  
Helena, MT 59620-0546  
FAX: 406-841-2930  
E-MAIL: [wjohnston@mt.gov](mailto:wjohnston@mt.gov)  
  
[www.banking.mt.gov](http://www.banking.mt.gov)

#### **Residentes en MONTANA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Division of Banking & Financial Institutions  
PO Box 200546  
Helena, MT 59620-0546  
FAX: 406-841-2930  
E-MAIL: [wjohnston@mt.gov](mailto:wjohnston@mt.gov)  
[www.banking.mt.gov](http://www.banking.mt.gov)

**NORTH CAROLINA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the NORTH CAROLINA COMMISSIONER OF BANKS  
4309 Mail Service Center  
Raleigh, NC 27699-4309  
919-733-3016  
[www.nccob.gov](http://www.nccob.gov)

**Residentes en NORTH CAROLINA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al NORTH CAROLINA COMMISSIONER OF BANKS  
4309 Mail Service Center  
Raleigh, NC 27699-4309  
919-733-3016  
[www.nccob.gov](http://www.nccob.gov)

**NORTH DAKOTA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the North Dakota Department of Financial Institutions  
2000 Schafer Street, Suite G  
Bismarck, ND 58501-1204  
Phone: (701) 328-9933  
Fax: (701) 328-0290  
Email: [dfi@nd.gov](mailto:dfi@nd.gov)  
[www.nd.gov/dfi/](http://www.nd.gov/dfi/)

**Residentes de NORTH DAKOTA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al North Dakota Department of Financial Institutions  
2000 Schafer Street, Suite G  
Bismarck, ND 58501-1204  
Phone: (701) 328-9933  
Fax: (701) 328-0290  
Email: [dfi@nd.gov](mailto:dfi@nd.gov)  
[www.nd.gov/dfi](http://www.nd.gov/dfi/)

**NEBRASKA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Nebraska Department of Banking & Finance  
Financial Institutions - Complaints  
P.O. Box 95006  
Lincoln, Nebraska 68509-5006  
[www.ndbf.nebraska.gov](http://www.ndbf.nebraska.gov)

**Residentes en NEBRASKA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Nebraska Department of Banking & Finance  
Financial Institutions - Complaints  
P.O. Box 95006  
Lincoln, Nebraska 68509-5006  
[www.ndbf.nebraska.gov](http://www.ndbf.nebraska.gov)

**NEW HAMPSHIRE Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the

New Hampshire Banking Department  
53 Regional Drive, Suite 200  
Concord NH 03301  
Phone: (603)271-3561  
Fax: (603)271-1090  
[www.nh.gov/banking/](http://www.nh.gov/banking/)

#### **Residentes en NEW HAMPSHIRE**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
New Hampshire Banking Department  
53 Regional Drive, Suite 200  
Concord NH 03301  
Phone: (603)271-3561  
Fax: (603)271-1090  
[www.nh.gov/banking/](http://www.nh.gov/banking/)

#### **NEW JERSEY Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
New Jersey Department of Banking and Insurance  
Consumer Inquiry and Response Center ("CIRC")  
P.O. Box 471  
Trenton, New Jersey 08625-0471  
Phone: (609) 292-7272  
Fax: (609) 454-8468  
[www.state.nj.us/dobi/](http://www.state.nj.us/dobi/)

#### **Residentes en NEW JERSEY**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
New Jersey Department of Banking and Insurance  
Consumer Inquiry and Response Center ("CIRC")  
P.O. Box 471  
Trenton, New Jersey 08625-0471  
Phone: (609) 292-7272  
Fax: (609) 454-8468  
[www.state.nj.us/dobi/](http://www.state.nj.us/dobi/)

#### **NEW MEXICO Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
New Mexico Regulation and Licensing Department, Financial Institutions  
Toney Anaya Building, 2550 Cerrillos Road  
Santa Fe, NM 87505  
Tel: (505) 476-4500  
Fax: (505) 476-4511  
[www.rld.state.nm.us](http://www.rld.state.nm.us)  
or  
Consumer Financial Protection Bureau  
Attention: [Employee Name, Division, and/or Office Number]  
1700 G Street, NW  
Washington, D.C. 20552  
Consumer Inquiries (202) 435-7000; [info@consumerfinance.gov](mailto:info@consumerfinance.gov)  
Submit a Complaint: <http://www.consumerfinance.gov/complaint>

#### **Residentes en NEW MEXICO**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
New Mexico Regulation and Licensing Department, Financial Institutions  
Toney Anaya Building, 2550 Cerrillos Road  
Santa Fe, NM 87505  
Tel: (505) 476-4500  
Fax: (505) 476-4511  
[www.rld.state.nm.us](http://www.rld.state.nm.us)

o al  
Consumer Financial Protection Bureau  
Attention: [Employee Name, Division, and/or Office Number]  
1700 G Street, NW  
Washington, D.C. 20552  
Consumer Inquiries (202) 435-7000; info@consumerfinance.gov  
Submit a Complaint: <http://www.consumerfinance.gov/complaint>

#### **NEVADA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
DEPARTMENT OF BUSINESS AND INDUSTRY  
FINANCIAL INSTITUTIONS DIVISION  
2785 E Desert Inn Road Suite 180  
Las Vegas, NV 89121  
(702) 486 4120  
\* Toll free (866) 858 8951  
\* Fax (702) 486 4563  
E-mail: [FIDMaster@fid.state.nv.us](mailto:FIDMaster@fid.state.nv.us)  
[www.fid.state.nv.us](http://www.fid.state.nv.us)

#### **Residentes en NEVADA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
DEPARTMENT OF BUSINESS AND INDUSTRY  
FINANCIAL INSTITUTIONS DIVISION  
2785 E Desert Inn Road Suite 180  
Las Vegas, NV 89121  
(702) 486 4120  
\* Toll free (866) 858 8951  
\* Fax (702) 486 4563  
E-mail: [FIDMaster@fid.state.nv.us](mailto:FIDMaster@fid.state.nv.us)  
[www.fid.state.nv.us](http://www.fid.state.nv.us)

BBVA Transfer Services, Inc. is licensed as a Money Transmitter by the New York State Department of Financial Services

**NEW YORK Residents.** If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the

Department of Financial Services  
Consumer Assistance Unit  
One Commerce Plaza  
Albany, NY 12257  
fax (212) 480-6282  
[www.dfs.ny.gov/consumers/banking\\_money/](http://www.dfs.ny.gov/consumers/banking_money/)

If we do not complete a money transmission which you have authorized and paid for in a timely manner, in accordance with these Terms and Conditions, we will be liable for your losses or damages, subject to certain exceptions, including without limitation, when:

- (a) Through no fault of ours, your Payment Method does not contain sufficient available funds for us to debit the account in the amount of the money transmission and applicable fees.
- (b) The Website or other system was not working properly and you knew about the problem when you initiated the money transmission.
- (c) Circumstances that are beyond our control (such as a fire, flood, computer breakdown, interruption - whether partial or total, of power supplies or other utility service or problems with a telephone lines) prevent or impede the transmission, despite reasonable precautions we have taken.
- (d) The funds in your Payment Method are subject to an uncollected funds hold, legal process or any other encumbrance or claim restricting transfers at the time we attempt to debit your Payment Method for payment of a money transmission you initiated at our Website.
- (e) The information you have supplied to us is incorrect, incomplete or not timely.
- (f) The Recipient fails to pick up the funds.

BBVA Transfer Services, Inc. tiene licencia como Money Transmitter emitida por el New York State Department of

Financial Services

**Residentes en NEW YORK**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envio de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al

Department of Financial Services  
Consumer Assistance Unit  
One Commerce Plaza  
Albany, NY 12257  
fax (212) 480-6282  
[www.dfs.ny.gov/consumers/banking\\_money/](http://www.dfs.ny.gov/consumers/banking_money/)

Si no completamos una transaccion que Usted ha autorizado y pagado a tiempo, de acuerdo con estos Terminos y Condiciones, nosotros seremos responsables por sus daños o perdidas, sujetas a algunas excepciones, incluso, sin limitacion, cuando:

- (a) A ninguna culpa nuestra, su metodo de pago no cuenta con los fondos suficientes para que podamos debitar el monto de la transaccion y los honorarios correspondientes.
- (b) La pagina web o cualquier otro sistemas no estaba operando adecuadamente y Usted tenia conocimiento de este problema cuando inicio su transaccion.
- (c) Circunstancias que estan fuera de nuestro control (tal como incendios, inundaciones, fallas tecnicas, interrupcion del servicio - ya sea parcial o total de las fuentes de electricidad, otras utilidades o con las lineas telefonicas) previenen o impiden la transaccion, a pesar de las precauciones razonables que hayamos tomado.
- (d) Los fondos en su metodo de pago estan sujetos a una detencion de fondos, a un proceso legal o cualquier otro impedimento o reclamo que restringen la transaccion al momento que tratamos de debitar su metodo de pago para una transaccion que inicio por medio de nuestra pagina web o cualquier otro sistema.
- (e) La informacion que Usted nos proporciona este incorrecta, incompleta o no sea recibida a tiempo.
- (f) El beneficiario no recoge los fondos.

**OHIO Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the

Consumer Complaints  
Ohio Department of Commerce  
Division of Financial Institutions  
77 South High Street , 21st Floor  
Columbus, Ohio 43215-6120  
Or faxed to: (614) 644-1631  
[www.com.ohio.gov/](http://www.com.ohio.gov/)

**Residentes en OHIO**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envio de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al

Consumer Complaints  
Ohio Department of Commerce  
Division of Financial Institutions  
77 South High Street , 21st Floor  
Columbus, Ohio 43215-6120  
Or faxed to: (614) 644-1631  
[www.com.ohio.gov/](http://www.com.ohio.gov/)

**OKLAHOMA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the

MICK THOMPSON  
Commissioner Oklahoma State Banking Department  
2900 N. Lincoln Boulevard  
Oklahoma City, Oklahoma 73105  
<http://banking.ok.gov>

**Residentes en OKLAHOMA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envio de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al

MICK THOMPSON  
Commissioner Oklahoma State Banking Department

2900 N. Lincoln Boulevard  
Oklahoma City, Oklahoma 73105  
<http://banking.ok.gov>

#### **OREGON Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Department of Consumer & Business Services  
Division of Finance and Corporate Securities  
PO Box 14480  
Salem, OR 97309-0405  
Phone: 503-378-4140 or 503-378-4387  
Toll-free (within Oregon only): 866-814-9710  
Toll-free: 888-877-4894  
FAX: 503-947-7862  
[www.dfr.oregon.gov/](http://www.dfr.oregon.gov/)

#### **Residentes en OREGON**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Department of Consumer & Business Services  
Division of Finance and Corporate Securities  
PO Box 14480  
Salem, OR 97309-0405  
Phone: 503-378-4140 or 503-378-4387  
Toll-free (within Oregon only): 866-814-9710  
Toll-free: 888-877-4894  
FAX: 503-947-7862  
[www.dfr.oregon.gov/](http://www.dfr.oregon.gov/)

#### **PENNSYLVANIA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Pennsylvania Department of Banking and Securities  
Consumer Services Office  
17 N Second Street, Suite 1300  
Harrisburg, PA 17101-2290  
Tel: 717-787-3717  
Fax: 717-787-8773  
[www.dobs.pa.gov](http://www.dobs.pa.gov)

#### **Residentes en PENNSYLVANIA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Pennsylvania Department of Banking and Securities  
Consumer Services Office  
17 N Second Street, Suite 1300  
Harrisburg, PA 17101-2290  
Tel: 717-787-3717  
Fax: 717-787-8773  
[www.dobs.pa.gov](http://www.dobs.pa.gov)

#### **RHODE ISLAND Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Department of Business Regulation  
Division of Banking  
1511 Pontiac Avenue Bldg. A 68-2  
Cranston RI 02920  
Tel: (401) 462-9503  
Fax: (401) 462-9532  
[www.dbr.ri.gov/](http://www.dbr.ri.gov/)

**Residentes en RHODE ISLAND**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Department of Business Regulation  
Division of Banking  
1511 Pontiac Avenue Bldg. A 68-2  
Cranston RI 02920  
Tel: (401) 462-9503  
Fax: (401) 462-9532  
[www.dbr.ri.gov/](http://www.dbr.ri.gov/)

**SOUTH CAROLINA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
South Carolina Attorney General  
Money Services Division  
P. O. Box 11549  
Columbia, SC 29211-1549  
Tel: (803) 734-1221  
Email: [MSB@scag.gov](mailto:MSB@scag.gov)  
[www.scag.gov/civil/money-service](http://www.scag.gov/civil/money-service)

**Residentes en SOUTH CAROLINA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
South Carolina Attorney General  
Money Services Division  
P. O. Box 11549  
Columbia, SC 29211-1549  
Tel: (803) 734-1221  
Email: [MSB@scag.gov](mailto:MSB@scag.gov)  
[www.scag.gov/civil/money-service](http://www.scag.gov/civil/money-service)

**SOUTH DAKOTA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Division of Banking  
South Dakota Department of Labor and Regulation  
1601 N. Harrison Avenue, Suite 1  
Pierre, SD 57501  
Phone: 605.773.3421  
Fax: 866.326.7504  
email: [banking@state.sd.us](mailto:banking@state.sd.us)  
[www.dlr.sd.gov/banking/](http://www.dlr.sd.gov/banking/)

**Residentes en SOUTH DAKOTA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Division of Banking  
South Dakota Department of Labor and Regulation  
1601 N. Harrison Avenue, Suite 1  
Pierre, SD 57501  
Phone: 605.773.3421  
Fax: 866.326.7504  
email: [banking@state.sd.us](mailto:banking@state.sd.us)  
[www.dlr.sd.gov/banking/](http://www.dlr.sd.gov/banking/)

**TENNESSEE Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Tennessee Department of Financial Institutions  
Tennessee Tower 26<sup>th</sup> Floor  
312 Rosa L. Parks Avenue  
Nashville, TN 37243-1403



Phone: 800-778-4215  
Fax: 615-253-7794  
[www.tn.gov/tdfi](http://www.tn.gov/tdfi)

#### **Residentes en TENNESSEE**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Tennessee Department of Financial Institutions  
Tennessee Tower 26th Floor  
312 Rosa L. Parks Avenue  
Nashville, TN 37243-1403  
Phone: 800-778-4215  
Fax: 615-253-7794  
[www.tn.gov/tdfi](http://www.tn.gov/tdfi)

#### **TEXAS Residents**

If you have a complaint, first contact the consumer assistance division of BBVA TRANSFER SERVICES, INC. at 1-844-412-4948. If you still have an unresolved complaint regarding the company's money transmission or currency exchange activity, please direct your complaint to:  
Texas Department of Banking  
Special Audits Division  
2601 N. Lamar Blvd.  
Austin, Texas 78705-4294  
Toll free: (877) 276-5554  
[msb@dob.texas.gov](mailto:msb@dob.texas.gov)  
[www.dob.texas.gov/](http://www.dob.texas.gov/)

#### **Residentes en TEXAS**

Si tiene una queja, primero comuníquese con la división de asistencia al cliente de BBVA TRANSFER SERVICES, INC. al 1-844-412-4948. Si aun así no se resuelve su queja relacionada a las actividades de envío de dinero o cambio de moneda de la empresa, por favor dirija su queja al:  
Texas Department of Banking  
Special Audits Division  
2601 N. Lamar Blvd.  
Austin, Texas 78705-4294  
Toll free: (877) 276-5554  
[msb@dob.texas.gov](mailto:msb@dob.texas.gov)  
[www.dob.texas.gov/](http://www.dob.texas.gov/)

**UTAH Residents.** If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Utah Department of Financial Institutions  
PO Box 146800  
Salt Lake City, UT 84114-6800  
FAX (801) 538-8894

[www.dfi.utah.gov/](http://www.dfi.utah.gov/)

#### **Residentes en UTAH**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Utah Department of Financial Institutions  
PO Box 146800  
Salt Lake City, UT 84114-6800  
FAX (801) 538-8894  
[www.dfi.utah.gov/](http://www.dfi.utah.gov/)

#### **VIRGINIA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Virginia Bureau of Financial Institutions  
Post Office Box 640

Richmond, VA 23218-0640  
Telephone: (804) 371-9657  
Fax: (804) 371-9416  
Web: [www.scc.virginia.gov/bfi](http://www.scc.virginia.gov/bfi)

#### **Residentes en VIRGINIA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Virginia Bureau of Financial Institutions  
Post Office Box 640  
Richmond, VA 23218-0640  
Telephone: (804) 371-9657  
Fax: (804) 371-9416  
Web: [www.scc.virginia.gov/bfi](http://www.scc.virginia.gov/bfi)

#### **VERMONT Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the Vermont Department of Financial Regulation  
Banking Division Consumer Assistance  
89 Main Street  
Montpelier, VT 05620-3101  
Telephone: (802) 828-3301  
Fax: (802) 828-1477  
[www.dfr.vermont.gov/](http://www.dfr.vermont.gov/)

#### **Residentes en VERMONT**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al Vermont Department of Financial Regulation  
Banking Division " Consumer Assistance  
89 Main Street  
Montpelier, VT 05620-3101  
Telephone: (802) 828-3301  
Fax: (802) 828-1477  
[www.dfr.vermont.gov/](http://www.dfr.vermont.gov/)

#### **WASHINGTON Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the DEPARTMENT OF FINANCIAL INSTITUTIONS  
DIVISION OF CONSUMER SERVICES  
P.O. Box 41200  
Olympia, Washington 98504-1200  
Telephone (360) 902-8703  
TDD (360) 664-8126  
Fax: (360) 596-3868  
<http://www.dfi.wa.gov/cs>

#### **Residentes en WASHINGTON**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al DEPARTMENT OF FINANCIAL INSTITUTIONS  
DIVISION OF CONSUMER SERVICES  
P.O. Box 41200  
Olympia, Washington 98504-1200  
Telephone (360) 902-8703  
TDD (360) 664-8126  
Fax: (360) 596-3868  
<http://www.dfi.wa.gov/cs>

**WISCONSIN Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Department of Financial Institutions  
Bureau of Consumer Affairs  
P.O. Box 8041  
Madison, WI 53708-8041  
608-264-7969  
800-452-3328 (in Wisconsin)  
[www.wdfi.org/](http://www.wdfi.org/)

**Residentes en WISCONSIN**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
Department of Financial Institutions  
Bureau of Consumer Affairs  
P.O. Box 8041  
Madison, WI 53708-8041  
608-264-7969  
800-452-3328 (in Wisconsin)  
[www.wdfi.org/](http://www.wdfi.org/)

**WEST VIRGINIA Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
West Virginia Division of Financial Institutions  
900 Pennsylvania Avenue Suite 306  
Charleston, West Virginia 25302-3542  
FAX (304) 558-0442  
  
[www.dfi.wv.gov/](http://www.dfi.wv.gov/)

**Residentes en WEST VIRGINIA**

Si tiene quejas o preguntas sobre cualquier elemento relacionados a los servicios de envío de dinero realizados por BBVA TRANSFER SERVICES, INC., puede contactar al  
West Virginia Division of Financial Institutions  
900 Pennsylvania Avenue Suite 306  
Charleston, West Virginia 25302-3542  
FAX (304) 558-0442  
[www.dfi.wv.gov/](http://www.dfi.wv.gov/)

**WYOMING Residents**

If you have complaints or other concerns with respect to any aspect of the money transmission activities conducted with BBVA TRANSFER SERVICES, INC., you may contact the  
Wyoming Division of Banking  
Uniform Consumer Credit Code  
Herschler Building, 3rd Floor East  
122 West 25th Street  
Cheyenne, WY 82002  
Telephone number: (307) 777-7797  
[www.wyomingbankingdivision.wyo.gov/](http://www.wyomingbankingdivision.wyo.gov/)