

## **BB MONEY TRANSFERS, INC.**

### **Disclosure on the front of the receipt**

This agreement is between the Sender of funds and BB Money Transfers, Inc. a New York corporation with principal offices located at 709 Westchester Ave, White Plains, NY 10604 ("BB Money Transfers"). BB Money Transfers, Inc. will be liable for any loss caused to a Sender by the failure of its Agents or Subagents to forward Sender's funds to BB Money Transfers, Inc. for transmittal. Other than that, BB Money Transfers, Inc. shall not bear any responsibility regarding the transfers of funds once the funds have left the control of BB Money Transfers, Inc. BB Money Transfers, Inc. is not responsible for errors, omissions, or delays in the transmission or delivery of the funds to the beneficiary once the funds have left the control of BB Money Transfers, Inc. Please note that your transfer may be delayed due to technical difficulties, additional internal procedures, or to meet regulatory requirements. BB Money Transfers, Inc. is committed to complying with all applicable privacy laws and regulations unresolved complaints about BB Money Transfers, Inc. or its Agents may be mailed to:

#### **- IN NEW YORK STATE:**

**- BANKING DEPARTMENT AT: CONSUMER HELP UNIT, NEW YORK STATE BANKING DEPARTMENT ONE STATE STREET PLAZA, NEW YORK, NY 10004. BB MONEY TRANSFERS IS LICENSED AS A MONEY TRANSMITTER BY THE BANKING DEPARTMENT OF THE STATE OF NEW YORK.**

#### **- IN NEW JERSEY:**

**- NEW JERSEY STATE DEPARTMENT OF BANKING AND INSURANCE AT: NJ DEPARTMENT, CONSUMER INQUIRY AND CASE PREPARATION UNIT, P.O. BOX 471, TRENTON, NEW JERSEY, 08625-0471. BB MONEY TRANSFERS IS LICENSED AS A MONEY TRANSMITTER BY THE STATE OF NEW JERSEY OF BANKING & INSURANCE.**

#### **- IN CONNECTICUT:**

**- CONNECTICUT DEPARTMENT OF BANKING AT CONNECTICUT DEPARTMENT OF BANKING, GOVERNMENT RELATIONS AND CONSUMER AFFAIRS, 260 CONSTITUTION PLAZA, HARTFORD, CT 06103-1800. BB MONEY TRANSFERS IS LICENSED AS A MONEY TRANSMITTER BY THE CONNECTICUT DEPARTMENT OF BANKING.**

#### **- IN FLORIDA:**

**- FLORIDA OFFICE OF FINANCIAL REGULATION AT: OFFICE OF FINANCIAL REGULATION, DIVISION OF FINANCE, CONSUMER COMPLAINT SECTION, 200 EAST GAINS STREET, TALLAHASSEE, FL, 32399-0381. BB MONEY TRANSFERS IS LICENSED AS A MONEY TRANSMITTER PART II BY THE FLORIDA OFFICE OF FINANCIAL REGULATION.**

**The Terms and Conditions are continued on the back of this receipt.**

### **Terms and Conditions**

BB Money Transfers provides services to Senders through a network of Agents located in the United States of America ("Agents") for money remittances to be sent to beneficiaries in Brazil and other countries.

The Sender and BB Money Transfers agree to the following terms and conditions:

Funds may be transferred by a Sender to a valid account holder or held for the beneficiary by Banco do Brasil in Brazil, or sent through BB Money Transfers' agents in other countries. The transaction fee is charged to the Sender at the time the transaction is confirmed between BB Money Transfers' Agent and the Sender. The Sender is always informed of the transaction fees before processing the remittance. Transaction fees are established by BB Money Transfers in accordance with its policies and procedures, and may change at BB Money Transfers' own discretion. Transaction fees are posted at each Agent's location. The beneficiary may receive the funds at any Banco do Brasil branch in Brazil or through BB Money Transfers' agents in other countries upon presentation of valid identification, the amount of the transfer and the name of the Sender. In Brazil, funds may only be received in Brazilian currency (Real) and will be converted from US Dollars by Banco do Brasil in Brazil: a) at its daily current exchange rate on the date the funds are transmitted when sent to a Banco do Brasil account, and: b) on the date received by the beneficiary when the funds are not transmitted to a Banco do Brasil account, (over certain amount the transfer cannot be automatically credited in beneficiary's account due to internal compliance requirements). In this case (when the funds are not transmitted to a Banco do Brasil account or when the transfer cannot be automatically credited in beneficiary's account) any information regarding foreign exchange rates on transfers to Brazil that you may receive from BB Money Transfers or its Agent are for reference only and not necessarily the actual rate which will be applied to your funds transfer. In other countries, funds will be received in local currency, in accordance with each country's local currency, or US Dollars, in accordance with each country's laws and

regulations. In Brazil, beneficiaries without a Banco do Brasil account must obtain the funds sent to Brazil within 90 days of the funds transfer date, otherwise the funds will be returned to the Sender. The information provided by the Sender to BB Money Transfers for each transaction will be supplied to the Banco do Brasil network in Brazil to settle the transfer. The beneficiary is responsible for all taxes and/or transaction fees applicable to a funds transfer to Brazil or other countries. In addition to the transaction fees charged to the Sender, BB Money Transfers also earns some money on the currency conversion when it converts US Dollars into the local currency. BB Money Transfers does not assume any loss should there be any decline in the US Dollar - Brazilian real foreign exchange rate from the time of the initial conversion of US Dollars into Brazilian Reais until the time of the re-conversion of the Brazilian Reais back to US Dollars in order to provide a refund of an undelivered funds transfer. Such refunds may not be made unless and until BB Money Transfers is in receipt of proof satisfactory to it that the payment requested has not been made.

**Refunds:** If a payment to a beneficiary has not been made, the Sender may request a refund in US Dollars of the amount transmitted (less any transaction fees). Qualified refunds will only be made upon satisfactory proof provided by Sender that the payment requested has not been made. Refunds are subject to BB Money Transfers review and the process can take approximately 30 days.

If Sender identifies an error or unreasonable delay in any money remittance service provided by BB Money Transfers, Sender must immediately contact BB Money Transfers at 1-866 832-2201. Sender must provide BB Money Transfers with the complete information contained in the transaction receipt, with the Sender's telephone number. BB Money Transfers may take up to 48 hours after receiving the Sender's complaint to call back the Sender by phone. If more time to investigate is needed, BB Money Transfers representative will call the Sender at the telephone number provided. Written documentation from the Sender may be requested. If there is no error, a BB Money Transfers representative will contact the Sender by phone accordingly. If there is an error, a BB Money Transfers representative will contact the Sender by phone and will ask for a complete address to send the written information.

BB Money Transfers will not be responsible for any failure to perform any of its obligations if such performance would result in it being a breach of any law, regulation or other requirement of any governmental or other authority with which it is required to act or if its failure to perform is caused by any circumstances beyond the reasonable control of BB Money Transfers.