



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 of the jurisdiction in which the matter is pending. Western Union will accept service of civil subpoenas properly served on its registered agent in the state in which the requester is located. Service of process for civil matters is not accepted at the address and/or email listed in *Section I* below.

**For prompt response, please include a valid email address for Western Union to send records in response to the subpoena.** Western Union generally will not send subpoena responses to any web-based email addresses (e.g., @hotmail, @yahoo or @gmail).

**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 can be served by emailing a signed PDF copy to [subpoena@westernunion.com](mailto:subpoena@westernunion.com)

Or mailing them to:

Western Union Financial Services, Inc.  
Custodian of Records  
Subpoena Manager – HQ 9  
7001 E Belleview Ave  
Denver, CO 80237

Western Union does not accept service of subpoenas via facsimile.

Upon receipt of a subpoena, we will send an acknowledgment letter, via email, advising receipt of the subpoena and providing an assigned “Subpoena File Number.”

All subpoenas must be accompanied by the full name, title, and phone number of the person and/or entity issuing the order. Without this information, we cannot process the subpoena.



## **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.

If seeking information about money transfers sent to or from an individual, please include all available information on the person (such as address, DOB, ID# or city or state from which the transfer was sent or received) to enable us to better locate responsive records. Please note that Western Union does not typically collect and store social security numbers.

## **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. Western Union cannot search for money orders by purchaser or payee name.

## **II. RESPONSE TIMES/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.

Records are generally returned via email in password-protected Excel spreadsheet(s).

We reserve the right to object to subpoenas that are broad, burdensome, vague or implicate privacy, privilege, or other legal concerns.

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

Questions regarding subpoenas should be sent to: [subpoena@westernunion.com](mailto:subpoena@westernunion.com)

For U.S. Law Enforcement general and non-subpoena-related inquiries: [FIU\\_OLEOI@westernunion.com](mailto:FIU_OLEOI@westernunion.com)