

# PROTECT CONSUMERS' INFORMATION COUNTER EXPRESS RESOURCE

Contact MoneyGram  
**IMMEDIATELY** if you  
suspect consumer  
information was  
released

**1-800-444-3010**

## OBTAINING/COLLECTING PERSONAL CONSUMER INFORMATION

The personal information you collect from the consumer such as name, address, phone number, legal ID, and account number is private.

- Do not ask for personal information you don't need to serve the consumer
- Do your best to make sure others do not overhear your conversation and the information being given to you
- Keep your forms in a secure location, away from public view

## STORING CONSUMER INFORMATION

- Forms and/or receipts need to be stored in a secure, locked location
- Electronic files should be stored and backed-up securely to protect consumer information
- Forms and/or receipts for transactions *less than* \$3,000 are recommended to be maintained for six (6) months and then promptly and securely destroyed
- Forms and/or receipts for transactions \$3,000 and more must be maintained for five (5) years and then promptly and securely destroyed

## RELEASING CONSUMER INFORMATION

If someone claims to be an auditor or from law enforcement, protect yourself and your customers. **VERIFY** the person's identification **BEFORE** allowing him/her access to any location or records.

- You cannot release any consumer or transaction information without a subpoena or other written direction from a court or regulator agency
- You cannot release any information to a third party including a spouse or family member



***If you expect consumer information has been released, you should  
IMMEDIATELY report it to MoneyGram by phone at  
1-800-444-3010***



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