

MoneyGram

MoneyGram Send

Confirm the customer has the relevant ID before starting the transaction

- From the 'Home Screen' scan the barcode on the top of the form
- Follow the on-screen prompts and enter all details as requested
- Confirm the on-screen service information with customer and press 'Enter'
- Print the pre-disclosure receipt and ask the customer to check, sign and return the receipt (keep the signed pre-disclosure receipt)
- Press 'Settle' and take the payment (cash/debit card)

MoneyGram Plus

Confirm the customer has the relevant ID before starting the transaction

- From the 'Home Screen' scan the barcode on the back of the MoneyGram Plus card
- Follow the on-screen prompts and enter all the details as requested
- Confirm the on-screen service information with customer and press 'Enter'
- Print the pre-disclosure receipt and ask the customer to check, sign and return the receipt (keep the signed pre-disclosure receipt)
- Press 'Settle' and take the payment (cash/debit card)

Note: Customers can use the MoneyGram App and bring a QR code into branch on their mobile device. Select 'Complete Staged Send' and scan the QR code to start the transaction.

The form is titled 'SEND MONEY' and includes a barcode at the top. It contains sections for 'YOUR DETAILS' (Name, Address, Email, Phone, Date of Birth, Country), 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country), 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country), and 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country). It also includes a section for 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country) and a section for 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country).



MoneyGram Receive

- From the 'Home Screen' scan the barcode from the top of the form and follow the Horizon screen prompts, entering the reference number they have provided on their form
- Check the customers appropriate photographic ID
- The first receipt printed by the system is for the customer to check and sign, to confirm that the transaction details are as they expected. This receipt should be kept in branch for 5 years.
- Settle the transaction to 'Fast Cash' and pay the customer the amount from the Horizon screen
- When the transaction is complete Horizon will print two receipts. Staple the customer copy to the MoneyGram Receive form and hand it to the customer. The branch copy should be stapled to the signed receipt and kept in branch for 5 years

The form is titled 'RECEIVE MONEY' and includes a barcode at the top. It contains sections for 'YOUR DETAILS' (Name, Address, Email, Phone, Date of Birth, Country), 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country), 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country), and 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country). It also includes a section for 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country) and a section for 'SEND TO' (Name, Address, Email, Phone, Date of Birth, Country).

MoneyGram continued

MoneyGram Receive continued

Note: The receipts always verify whether the payment can be made to the customer or if it has been declined. Always double check that the transaction has **not** been declined, look for the amount due to customer in the Horizon basket before you handover any money.

ID Requirements

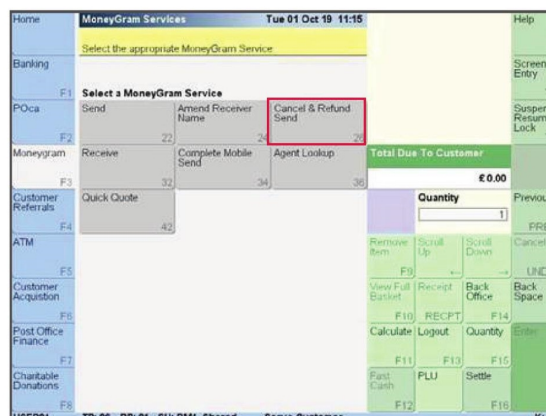
Customers are required to produce a valid form of ID for all 'Send' and 'Receive' MoneyGram transactions regardless of the amount

MoneyGram cancellations and refunds

How to process a MoneyGram cancellation transaction

- Take the original send receipt and the customer ID
- From the 'Home Screen' select 'MoneyGram', then 'Cancel & Refund Send'
- Follow the on-screen prompts
- Enter the 'MoneyGram Reference Number'
- Select the 'Reason for cancellation'
- Settle transaction to 'Cash'

This will cancel and remove the transaction from the system.



Note: It is not possible to cancel a MoneyGram transaction that was sent to a bank account or mobile wallet and Horizon Online will not allow this refund. So don't return any cash to the customer, advise them to contact MoneyGram.

Card Payment Refunds:

When you cancel a MoneyGram Send transaction the Horizon basket will show the transaction as zero. Contact the Branch Support Centre on **GRO** who will arrange for the refund to the original card and advise you of the next steps.

Please be aware that **all** transactions paid for by card **need to** be refunded back to the original card. Please make the customer aware that a refund to a card can take up to 10 working days to show back in their account.