



GET READY *What to consider before you use the Western Union® TravelWiseSM service*

Why use the Western Union TravelWiseSM service?

International travelers need to be ready for any surprises that may cross their paths during their journey. The Western Union TravelWise service is a global service delivering convenient, flexible, and easy access to your travel funds at participating locations. There's no need to carry lots of cash when you travel internationally. Simply send money to yourself and pick up cash in local currency when you arrive at your destination.

Enjoy the freedom of having the money you need, when and where you need it.

- Conveniently access your cash at our global network of more than 500,000 agent locations.
- Send yourself money to your destination before you travel (to most countries).
- Lock in your exchange rate before you travel.
- Budget spending for your trip.
- Maintain a "stash fund" for unplanned expenses.
- Send money to yourself with the TravelWise service online or at an agent location.

How much does it cost to send money to myself using the Western Union TravelWise service?

Both online and agent location fees can be estimated through our website:

- Visit www.westernunion.com
- Select Estimate Price

If you're traveling internationally, the price estimator will display your estimated exchange rate and the amount you'll pick up in local currency at your destination.

How much can I send with the Western Union TravelWise service?

If you have questions about a specific amount you're sending or a specific country, please call Customer Care at 1-800-325-6000.

GET SET *How to use the Western Union® TravelWiseSM service*



Send money online or at an agent location.



Travel to your destination.



Pick up your travel cash at participating Western Union agent locations.

How do I send money to myself using the Western Union TravelWiseSM service?

Using the Western Union TravelWise service is easy! No matter how you decide to send yourself money using the Western Union TravelWise service, your funds will be waiting for you at participating Western Union® agent locations at your destination.

Sending money to yourself with the Western Union TravelWise service online:

- Visit www.westernunion.com/wutrans to use a debit or credit card.

Sending money to yourself with the Western Union TravelWise service at an agent location:

- To find an agent location, visit www.westernunion.com/wutrans and choose "Find Locations".
- When you visit the agent near you, simply send yourself a money transfer to be picked up at your destination.

What information do I need when sending money to myself with the Western Union TravelWise service?

Western Union TravelWise service online:

With Western Union, you can send money online 24/7. You can pick up the money at a participating Western Union agent location at your destination.

- Choose the Send Online Now button. If you don't have a profile, register for free.
- Complete the Sending Options form.
- Choose your destination country and enter the amount you want to send.
- Choose cash at an agent location for how you'd like the money received
- Choose to pay with your credit* or debit card (issued by a U.S. bank)
- Enter your name. (For a few countries, you may also need to enter a test question and answer for security purposes.)
- Choose Continue to enter your payment information and finish the transaction. You'll be able to review the details of your money transfer before placing the order.
- We'll send you an email confirmation. Save the tracking number (MTCN) – you will need this number to pick up your money from an agent location at your destination.

Western Union TravelWise service at an agent location:

When you'd prefer to handle your money transfer in person, we're nearby to help. We have more than 500,000 agent locations worldwide. Friendly, knowledgeable clerks can make it easy to use the Western Union TravelWise service.

- Search for an agent location near you.
- Complete the Send Money form at that location and make sure to enter your name as both the Sender and Receiver.
- Give the agent the completed form with the applicable funds (including transaction fee**) in cash.
- Save your receipt and the tracking number (MTCN) – you will use this number to pick up your money at your destination.

LET'S GO! *Once you've reached your destination*

How do I pick up my money at my destination?

- Go online and search for an agent location near you.
- Give the agent you visit your tracking number (MTCN) – this number will enable the agent to locate your transaction.
- The agent should locate your MTCN and give you your TravelWise money in cash.

How do I track the status of my Western Union TravelWise transaction?

You can check the status of your money transfer by clicking Track Transfer on the top of each page on our website, or tapping Track Transfer on the smartphone app. You'll need the following information:

1. Tracking number (MTCN) or your phone number
2. Your destination country
3. Amount sent

Who can I contact for help resolving an issue?

By Mail

Customer Care:
Western Union Financial Services, Inc.
PO Box 6036
Englewood, CO 80112

By Phone

- Customer Care for US customers only (English) - 1-800-325-6000, or for TTY users, 1-800-877-8973.
- For customers outside the U.S., select your country's website and call the local number on that country's Contact Us page.

If you've contacted Customer Care and your issue hasn't been resolved, please send an email from our customer support page and type "Customer Advocate" at the beginning of the Comments field. One of our advocates will contact you as soon as possible.

How do I cancel a Western Union TravelWise Transaction?

You can cancel or stop a Western Union TravelWise money transfer as long as you haven't yet picked up the money. Call one of our customer care centers for help.