

**INSTRUCTIONS FOR CANADIAN LAW ENFORCEMENT AGENCIES WHEN SERVING SUBPOENAS, PRODUCTION ORDERS, COURT ORDERS, AND SEARCH WARRANTS ON WESTERN UNION FINANCIAL SERVICES (CANADA), INC.**

These instructions are for Canadian law enforcement agencies only. They do not apply to civil actions or civil production orders. Service of process for civil matters must be made pursuant to the rules in the jurisdiction in which the matter is pending. **Service of process for civil matters is not accepted at the email listed below.**

Production orders, subpoenas, court orders, and search warrants (collectively referred to as "subpoenas") from federal, province, territory and local law enforcement agencies in Canada requesting records must name "Western Union Financial Services (Canada), Inc." and may be served by emailing a signed PDF copy of the subpoena to [internationalsubpoena@westernunion.com](mailto:internationalsubpoena@westernunion.com). Alternatively, they may be mailed to:

Western Union Financial Services Canada, Inc.  
General Counsel Office – Litigation  
Scotia Plaza  
100 Yonge Street, Suite 1500  
Toronto, ON  
M5C 2W1

Upon receipt of a production order, Western Union Financial Services (Canada), Inc. will send an acknowledgment letter, via email, advising receipt of the order and providing an assigned Subpoena File Number.

All subpoenas must be accompanied by the full name, title, mailing address, email address, phone number of the person and/or entity issuing the subpoena and the full name, title, mailing address, email address, phone number and facsimile number of the person to whom documents should be sent. Without this information, Western Union Financial Services Canada, Inc is unable to process subpoenas.

Western Union Financial Services (Canada), Inc. 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.

Further, Western Union Financial Services (Canada), Inc. reserves the right to object to subpoenas that are overbroad, burdensome, vague or implicate privacy, privilege, or other legal concerns.