



Retail Money Orders Operations
Western Union Financial Services, Inc.
PO Box 6033, Englewood, CO 80155
Mail Stop: M13-M
1-800-999-9660

PURCHASER'S AFFIDAVIT

Purchaser's Affidavit should be completed and signed by the purchaser only when there is an alteration or forgery on the face of the Money Order.

STATE OF _____

COUNTY OF _____

I, _____ being duly sworn, depose and say:
(Full name)

I am the authorized purchaser of the attached Money Order # _____
(First 11 Digits of the Money Order number)
in the amount of \$ _____.
(Money Order amount in dollars and cents)

This Money Order was made payable to:

(Who the Money Order was originally made payable to)

Mark the appropriate statement below with an X. **Please mark only the applicable statement or statements below. If you mark an incorrect box, it may delay your claim.**

- ☐ The Money Order has been altered because I made the Money Order payable to the payee identified above and not the payee that now appears on the instrument described above.
- ☐ The Money Order has been altered because a name was **added** to the "Pay to the order of" line on the instrument described above. I made the Money Order payable only to the payee identified above and not the additional payee that now appears on the instrument described above.
- ☐ The signature that appears on the Purchaser's Signature line on the instrument described above is not my signature, but it is instead a forgery.
- ☐ Money Order was not filled out prior to it being lost or stolen.

The above claimed alteration and/or forgery was made without my knowledge and without my approval. I received no payment and no benefit therefrom.

Signed by: _____
(Signature and Address: Apartment, Street, City, State, ZIP code)

Date: _____ day of _____, 20____.



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Dear Sir or Madam,

We have reviewed your notification regarding the Money Order. **Please read this letter carefully as your claim may depend on the information you provide us.**

Alteration and forgery claims are ultimately the responsibility of the Bank of First Deposit ("BOFD"). As a courtesy, Western Union is willing to act on your behalf to collect the funds from the BOFD. Western Union does not guarantee that payment will be recovered from the BOFD as the BOFD will make the final determination after conducting its own review.

Please note the following deadline to submit accurately completed forgery claim requests: no later than 11 months from the paid date on the Money Order/Official Check.

If you would like Western Union to act on your behalf to submit collection request to the BOFD, please return the following documents to **PO BOX 6033 Englewood, CO 80155 Attention: M13M:**

1. **Original completed, signed and notarized Purchaser or Payee affidavit which is attached to this letter;**
2. **This signed letter acknowledging the terms contained herein;**
3. **Any documents that indicate an alteration or forgery exists such as:**
 - **Copy of the completed Money Order prior to alteration;**
 - **A letter from the payee indicating the amount and date the debt was owed;**
 - **Copies of invoices showing the amount and date the debt was owed;**
 - **Police report.**

Once the above-named documents have been received by Western Union, we will review them and if you qualify for a Forgery claim, we will forward it to the Bank of First Deposit ("BOFD"). We will inform you in writing via address you provided below within 30 days from the date you return the above noted Forgery claim documents whether your inquiry was received, and forgery claim was initiated. Please save a copy of all your documents for personal records.

The average time to resolve a forgery claim is 90-120 days. Western Union does not control the speed at which BOFD may investigate your claim. We will contact you via regular mail regarding any updates we receive from the BOFD.

Thank you in advance for your patience and cooperation in getting this matter resolved. Please feel free to contact us if you have any questions.

I _____ acknowledge that I have read and understand the terms of the above letter of explanation and acknowledge that Western Union is processing this claim on behalf of the consumer and cannot be held liable for non-payment of a forgery claim.

ACCEPTED AND AGREED:

By: _____ Date: _____

PRINT NAME

PRINT ADDRESS AND PHONE NUMBER WHICH WILL BE USED TO CONTACT YOU IN THE FORGERY PROCESS

Sincerely,

Forgery Department
Western Union Financial Services, Inc