



INSTRUCTIONS FOR ALL CANADIAN LAW ENFORCEMENT AGENCIES WHEN SERVING A PRODUCTION ORDER TO WESTERN UNION FINANCIAL SERVICES (CANADA), INC.

** Please read this document thoroughly. 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 of the jurisdiction in which the matter is pending. **Service of process for civil matters is not accepted at the email listed below.**

Production orders, court orders, warrants, and judicial orders (collectively referred to as an “order”) from federal, provincial, 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 order to **subpoena@westernunion.com**

Alternatively, they may be mailed to our registered agent:

Blakes
Attention: Jackie Shinfield
1 Place Ville Marie, Suite 3000
Montréal, Quebec H3B 4N8

Upon receipt of an order, we will send an acknowledgment letter, via email, advising receipt of the order and providing an assigned “Subpoena File Number.”

Please include a valid email address for us to send records in response to the order. We generally will not send responses to any web-based email addresses (e.g., Hotmail, Gmail).

All orders must be accompanied by the full name, title, and phone number of the person and/or entity issuing the order. Without this information, we cannot process the orders.

Records are generally returned via email in password-protected Excel spreadsheet(s).

We typically fulfill orders within **30 days** after receipt, however, response times may vary depending upon the scope of the order and the types of records requested.

We reserve the right to object to orders that are broad, burdensome, vague or implicate privacy, privilege, or other legal concerns.

REQUEST FOR MONEY TRANSFER RECORDS

Western Union’s money transfer services include consumer to consumer services. Our services are offered at agent locations, banking partners, and online.

If seeking information about money transfers sent to or from an individual, please include all available information on the person (such as address, DOB, ID# or city or province from which the transfer was sent or received) to enable us to better locate responsive records.



REQUEST FOR MONEY ORDER RECORDS

Law enforcement agencies requesting information about a money order generally must provide the 11-digit money order number to be able to retrieve them. We cannot search for money orders by purchaser or payee name.

REQUEST FOR SURVEILLANCE

Western Union does not maintain or have access to surveillance (i.e., video or images) at our agent locations. You must contact the agent location directly. Be advised that retention and release policies may vary by agent and jurisdiction. Agent contact information is available upon request.

FURTHER INFORMATION

For further assistance regarding orders, law enforcement assistance, or Western Union products and services, please contact:

Office of Law Enforcement & External Partnerships general mailbox: FIU_OLEOI@westernunion.com