



MONEY ORDER RESEARCH REQUEST

This form must be completed if the original bottom portion/receipt with barcode has been misplaced, lost, or stolen. **A separate form is required for each Money Order.**

You must include with this form a \$15.00 non-refundable administrative fee (Money Order or check only, payable to Western Union Financial Services, Inc.). To avoid delays in the research process **all supporting documents requested below should be enclosed if available.**

If you are the Purchaser and have your original receipt from the bottom of the Money Order, or the original Money Order, you do not have to use this form. **Please complete the Money Order refund request form by clicking this [link](#) or scanning the QR code:**



Money Order Purchaser Information:

Full Name: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone Number: (____) _____

Are you requesting on behalf of a company? Yes No

If YES, _____ (Full Legal Company Name)

Money Order Information:

Money Order number (11 digits) if known:

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Exact Amount

Date of purchase
(approximate or exact if known)

Time of Purchase
(approximate or exact if known)

\$ _____

____/____/____
mm dd yyyy

Did you enter the name of the payee on the "Pay to the Order of" line? Yes No

If YES, please provide Payee name _____

Did you sign your name on the "Purchaser" line? Yes No

Location where Money Order was purchased:

Name of Location/Agent name: _____ Agent number (if known): _____

Address: _____

City: _____ State: _____ Zip (if known): _____

Additional information:

Did you purchase this Money Order at the same time as another? Yes No

If **YES**, (1) Please provide the Money Order Number for each Money Order purchased (if known):

(2) Please **enclose** copies of these Money Orders or copies of their receipts (bottom parts with barcode) if available.

Please enclose with this form all available documents showing you are the true purchaser of the requested Money Order.

This may include, but is not limited to, the original store cash register receipt. If the Money Order was stolen, please provide a copy of the police report.

Money Order Status: Not Received by Payee Lost Stolen Destroyed

Please describe the circumstances of the above:

Note: ALL information requested above is required to conduct a search. A search will only be conducted for the data requested. If there is more than one lost Money Order, please provide the information requested above for each Money Order on a separate Money Order Research Request form.

Please allow **6-8 weeks** for processing this request. You will be notified by mail with one of the following search results:

- 1. Item cashed** - You will receive a photocopy (front and back) of the cashed Money Order.
- 2. Item not cashed** - You may receive a refund for the Money Order.
- 3. Item not located by Western Union** - Western Union does not guarantee that the Money Order's serial number can be located.

In the event the Money Order has not cleared, and Western Union is able to locate and verify the information provided by you, Western Union may issue a refund of the face amount of the Money Order. Western Union reserves the right to deny requests which are not permissible under applicable law or Western Union policy.

By signing, you represent and warrant that you are the Purchaser of the Money Order described herein and that you have not cashed, negotiated, deposited, transferred, received payment or received a benefit of any kind, directly or indirectly, from the Money Order.

By signing, you hereby request and authorize Western Union to issue a stop payment order on the Money Order, provided the Money Order has not cleared.

If you are requesting on behalf of a Company, by signing you hereby confirm having the power and authority to act on Company's behalf and neither the Company, nor any person acting on Company's behalf, has cashed, negotiated, deposited, transferred, received payment or received a benefit of any kind, directly or indirectly from the Money Order. You understand that the \$15.00 administrative fee is not refundable.

You agree to indemnify and hold Western Union harmless against any and all damages, costs, expenses and/or liability arising out of, or otherwise connected with your representations herein including any actions taken by Western Union in reliance upon such representation, this request, or as a result of the negotiation of the Money Order.

Purchaser Signature (Required)

Date