

**RealNet Payments LLC is licensed as a money transmitter (or its statutory equivalent)
in the following jurisdictions:**

JURISDICTION	STATE AGENCY	LICENSE #
Alabama	Securities Commission	535
Alaska	<p>Department of Commerce</p> <p>For Alaska Residents Only:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of Alaska, Division of Banking & Securities. Please download the form here: Alaska General Complaint Form pdf</p> <p>Submit formal complaint form with supporting documents:</p> <p>State of Alaska Division of Banking & Securities 500 W. 7th Avenue, Suite 1850 Anchorage, Alaska 99501</p> <p>If you are an Alaska resident with questions regarding formal complaints about the licensee's money transmission services, please email us at dbs.licensing@alaska.gov or contact us at (907) 465-2521</p>	AKMT-10108
Arizona	<p>Department of Financial Institutions</p> <p>Notice to Arizona Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of Arizona, Financial Services Consumer Service Section. Online Submission complaint form with supporting documents: To complete and submit a complaint online, please click here for the online form Submit formal complaint form with supporting documents: Financial Services Consumer Service Section, Arizona Department of Insurance and Financial Institutions, 100 N 15th Ave, STE 261, Phoenix AZ 85007-2630 Email the supporting documents along with a copy of the form to financial.consumers@dfi.az.gov</p>	0921372
Arkansas	<p>Securities Department</p> <p>Notice to Arkansas Residents:</p> <p>Complaints and other concerns regarding RealNet Payments LLC, may be directed to Arkansas Securities Department. Online Submission complaint form with supporting documents: To complete and submit a complaint online, please click here for the online form Please download the form here: Arkansas General Complaint Form pdf</p> <p>Submit formal complaint form with supporting documents:</p> <p>Arkansas Securities Department, 1 Commerce Way, Suite 402, Little Rock, Arkansas 72202 Telephone: (501)-324-9260. Fax: (501)-324-9268. Email: ASDinfo@securities.arkansas.gov</p>	43168
California	<p>Department of Business Oversight</p> <p>Notice to California Residents:</p> <p>If you have complaints with respect to any aspect of the money transmission activities conducted at this location, you may contact the California Department of Financial Protection and Innovation at its toll-free telephone number, 1-866-275-2677, by email at consumer.services@dfpi.ca.gov, or by mail at the Department of Financial Protection and Innovation, Consumer Services, 651 Bannon Street, Suite 300, Sacramento, CA 95811..</p>	2462
Colorado	Colorado Division of Banking	500297
Connecticut	Department of Banking, Consumer Credit Division	MT-1068708
Delaware	Office of the State Bank Commissioner	021379
District of Columbia	Department of Insurance, Securities and Banking	MTR1068708
Florida	Office of Financial Regulation	FT230000190
Georgia	Department of Banking and Finance	47057
Hawaii	Department of Commerce & Consumer Affairs, Division of Financial Institutions	HIMT098
Idaho	Idaho Department of Finance	MTL-186
Illinois	<p>Department of Financial & Professional Regulation, Division of Financial Institutions</p> <p>Notice to Illinois Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of Illinois, Department of Financial & Professional Regulation.</p> <p>If RealNet Payments LLC causes an incorrect amount of funds to be removed from your Wallet or your Funding Account or causes funds from your Wallet or Funding Account to be directed to a Payee in contravention of your Payment Instructions, RealNet Payments LLC shall be responsible and make all commercially reasonable efforts in returning the improperly transferred funds to your Wallet or Funding Account, and for directing to the proper Payee any previously misdirected transactions in accordance with the terms of our Agreement with you.</p> <p>Online Submission complaint form with supporting documents: To complete and submit a complaint online, please click here for the online form Please download the form here: Illinois Consumer Complaint Form pdf</p> <p>Submit formal complaint form with supporting documents:</p> <p>Illinois Department of Financial & Professional Regulations 320 W. Washington, Suite 550 Springfield, IL 6278</p> <p>If you are an Illinois resident with questions regarding formal complaints about the licensee's money transmission services, please contact us at (888)-473-4858.</p>	MT.0000381
JURISDICTION	STATE AGENCY	LICENSE #
Indiana	Department of Financial Institutions	23231
Iowa	Division of Banking	2007-0013
Kansas	Office of the State Bank Commissioner	MT.0000101
Kentucky	Department of Financial Institutions	SC351139
Louisiana	Louisiana Office of Financial Institutions	1068708
Maine	Office of Consumer Credit Regulation	MD1440

Maryland	<p>Department of Labor, Licensing and Regulation</p> <p>Notice to Maryland Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of Maryland, Department of Labor, Licensing and Regulation. Online Submission complaint form with supporting documents:</p> <p>To complete and submit a complaint online, please click here for the online form Please download the form here: Maryland Consumer Complaint Form</p> <p>Submit formal complaint form with supporting documents:</p> <p>Office of Financial Regulation, Attention: Consumer Services Unit, 1100 North Eutaw Street, Suite 611 Baltimore, Maryland 21201 or by email to CSU.Complaints@maryland.gov</p> <p>If you are a Maine resident with questions regarding formal complaints about the licensee's money transmission services, please contact us at (888)-784-0136</p>	1068708
Michigan	Department of Insurance and Financial Services	MT0020129
Minnesota	<p>Department of Commerce, Division of Financial Examinations</p> <p>Notice to Minnesota Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of Minnesota, Department of Commerce Consumer Help. Online Submission complaint form with supporting documents:</p> <p>To complete and submit a complaint online, please click here for the online form</p> <p>You can also file a complaint by email at consumer.protection@state.mn.us or by phone at (651)-539-1600 or (800)-657-3602.</p>	MN-MT-52030
Mississippi	Mississippi Department of Banking and Consumer Finance	2799
Missouri	Missouri Division of Finance	MO-25-7745
Nebraska	Department of Banking and Finance	MT.0000974-M
Nevada	Department of Financial Institutions	MT11001
New Hampshire	New Hampshire Banking Department	1068708MT
New Jersey	Department of Banking and Insurance	1059629
New Mexico	New Mexico Regulation and Licensing Department	1068708
New York	<p>Department of Financial Services</p> <p>Notice to New York Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of New York, Department of Financial Services. Online Submission complaint form with supporting documents:</p> <p>To complete and submit a complaint online, please click here for the online form Please download the form here: New York Consumer Complaint Form pdf</p> <p>Submit formal complaint form with supporting documents:</p> <p>New York Department of Financial Services, 1 State Street, New York, NY 10004</p> <p>If you are a New York resident with questions regarding formal complaints about the licensee's money transmission services, please contact us at (212) 709-3500</p>	104708
North Carolina	North Carolina Commissioner of Banks	166516
North Dakota	<p>Department of Financial Institutions</p> <p>Notice to North Dakota Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of North Dakota, Department of Financial Institutions. Online Submission complaint form with supporting documents:</p> <p>To complete and submit a complaint online, please click here for the online form</p> <p>If you are a North Dakota resident with questions regarding formal complaints about the licensee's money transmission services, please contact us at (701)-328-9933</p>	MT102163
Ohio	Division of Financial Institutions	OHMT096
Oklahoma	State Banking Department	OKDO8001
Oregon	Division of Finance & Corporate Securities	MTX-30168
Pennsylvania	Department of Banking and Securities	57802
Puerto Rico	Commissioner of Financial Institutions, Regulation and Licensing Division	TM-066
Rhode Island	Department of Business Regulation, Division of Banking	20203946CT
South Carolina	Office of the Commissioner of Banking	1068708
South Dakota	South Dakota Division of Banking	1068708.MT
JURISDICTION	STATE AGENCY	LICENSE #
Tennessee	<p>Department of Financial Institutions</p> <p>Notice to Tennessee Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of Tennessee, Department of Financial Institutions. Online Submission complaint form with supporting documents:</p> <p>To complete and submit a complaint online, please click here for the online form</p> <p>Please download the form here: Tennessee Consumer Complaint Financial Services Complaint Form pdf Submit formal complaint form with supporting documents:</p> <p>Tennessee Department of Financial Institutions Consumer Resources Section Tennessee Tower, 26th Floor 312 Rosa L. Parks Avenue, Nashville, TN 37243-1102 or by fax to 615-253-7794</p> <p>If you are an Oregon resident with questions regarding formal complaints about the licensee's money transmission services, please contact us at (800)-778-4215</p>	1068708

Texas	<p>Texas Department of Banking</p> <p>Notice to Texas Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of Texas, Department of Banking.</p> <p>Please download the form here: Texas Department of Banking Complaint Form Submit formal complaint form with supporting documents:</p> <p>Texas Department of Banking, 2601 North Lamar Boulevard, Austin, Texas 78705</p> <p>If you are an Oregon resident with questions regarding formal complaints about the licensee's money transmission services, please contact us at (877) 276-5554</p>	3207
US Virgin Islands	Division of Banking and Insurance	MT-24
Utah	Department of Financial Institutions	78
Vermont	Department of Financial Regulation, Banking Division	100-087
Virginia	Bureau of Financial Institutions, State Corporation Commission	MO-203
Washington	<p>Department of Financial Institutions</p> <p>Notice to Washington Residents:</p> <p>If you have a complaint, first contact the consumer assistance division of RealNet Payments LLC at 1-800-729- 8787, if you still have an unresolved complaint regarding the company's money transmission activity, please submit formal complaints with the State of Washington, Department of Financial Institutions. Online Submission complaint form with supporting documents: To complete and submit a complaint online, please click here for the online form Please download the form here: Washington Money Services Complaint pdf</p> <p>Submit formal complaint form with supporting documents:</p> <p>State of Washington, Department of Financial Institutions, Division of Consumer Services, P.O. Box 41200, Olympia, Washington 98504-1200 or by fax (360) 596-3868</p> <p>If you are a Washington resident with questions regarding formal complaints about the licensee's money transmission services, please contact us at (360) 902-8703</p>	550-MT-97506
West Virginia	Division of Banking	WVMT-1068708
Wisconsin	Department of Financial Services	169-SOC
Wyoming	Wyoming Division of Banking	7222