



**INSTRUCTIONS FOR UNITED STATES LAW ENFORCEMENT AGENCIES WHEN SERVING SUBPOENAS, COURT ORDERS, AND SEARCH WARRANTS ON WESTERN UNION BUSINESS SOLUTIONS (USA), LLC (“WUBS”).**

**\*\*Please read this document thoroughly. These instructions are for U.S. law enforcement agencies only. They do not apply to civil actions and do not apply to civil subpoenas. 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 address and/or email listed in Section I below.**

**I. U.S. LAW ENFORCEMENT SUBPOENAS, COURT ORDERS, AND SEARCH WARRANTS**

Subpoenas, court orders, and search warrants (collectively referred to as “subpoenas”) from federal, state and local law enforcement agencies in the United States requesting records must name “Western Union Business Solutions (USA), LLC” and may be served by emailing a signed PDF copy of the subpoena to [complianceinvestigations@convera.com](mailto:complianceinvestigations@convera.com) OR mailing them to:

Western Union Business Solutions (USA), LLC  
7979 E. Tufts Ave., 4<sup>th</sup> Floor  
DTC4  
Denver, CO 80237

WUBS does not accept service of subpoenas via facsimile.

All subpoenas must be accompanied by the full name, title, mailing address, email address, phone number and facsimile 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, WUBS is unable to process subpoenas.

Please note, WUBS generally will not send subpoena responses to any web-based email addresses such as Hotmail, Yahoo or Gmail.

## **II. RESPONSE TIME/OBJECTIONS FOR U.S. LAW ENFORCEMENT SUBPOENAS**

WUBS 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, WUBS reserves the right to object to subpoenas that are overbroad, burdensome, vague or implicate privacy, privilege, or other legal concerns.