



**COLORADO DIVISION OF BANKING**  
**COLORADO MONEY TRANSMITTERS ACT**

**CUSTOMER NOTICE**

Entities other than FDIC insured financial institutions that conduct money transmission activities in Colorado, including the sale of money orders, transfer of funds, and other instruments for the payment of money or credit, are required to be licensed by the Colorado Division of Banking pursuant to the Money Transmitters Act, Title 12, Article 52, Colorado Revised Statutes.

**If you have a Question about or Problem with  
YOUR TRANSACTION - THE MONEY YOU SENT**

You must contact the Money Transmitter who processed your transaction for assistance. The Division of Banking does not have access to this information.

**If you are a Colorado Resident and have a Complaint about  
THE MONEY TRANSMITTER – THE COMPANY THAT SENT YOUR MONEY**

ALL complaints must be submitted in writing. Please fill out the Complaint Form provided on the Colorado Division of Banking's website and return it and any documentation supporting the complaint via mail or email to the Division of Banking at:

Colorado Division of Banking  
1560 Broadway, Suite 975  
Denver, CO 80202

email: [DORA\\_BankingWebsite@state.co.us](mailto:DORA_BankingWebsite@state.co.us)  
website: [www.dora.colorado.gov/dob](http://www.dora.colorado.gov/dob)

Section 12-52-116, C.R.S. requires that money transmitters and money order companies post this notice in a conspicuous, well-lighted location visible to customers.