



# Attorney General Doug Peterson

# News Release

FOR IMMEDIATE RELEASE  
January 31, 2017

Contact: Suzanne Gage  
402.471.2656  
[Suzanne.gage@nebraska.gov](mailto:Suzanne.gage@nebraska.gov)

## **Attorney General Announces Settlement with Western Union**

Lincoln-Nebraska Attorney General Doug Peterson today announced a [settlement](#) with Colorado-based The Western Union Company, resolving a multistate investigation which focused on complaints of consumers who used Western Union's wire transfer service to send money to third parties involved in schemes to defraud consumers. In addition to Nebraska, 49 states and the District of Columbia participated in this settlement.

The settlement requires Western Union to develop and put into action a comprehensive anti-fraud program designed to help detect and prevent incidents where consumers who have been the victims of fraud use Western Union to wire money to scam artists. That anti-fraud program, which Western Union has agreed to evaluate and update as warranted, includes the following elements:

- Anti-fraud warnings on send forms that consumers use to wire money;
- Mandatory and appropriate training and education for Western Union's agents about fraud-induced wire transfers;
- Heightened anti-fraud procedures when warranted by circumstances such as increased fraud complaints;
- Due diligence checks on Western Union agents who process money transfers;
- Monitoring of Western Union agent activity related to prevention of fraud-induced money transfers; and
- Prompt and appropriate disciplinary action against Western Union agents who fail to follow required protocols concerning anti-fraud measures.

Western Union also has agreed to pay a total of \$5 million to the states for the states' costs and fees. In addition to this settlement with the states, Western Union also settled claims related to fraud-induced transfers with the Federal Trade Commission and U.S. Department of Justice that was announced on January 19, 2017. As part of those related settlements, Western Union has agreed to pay \$586M to a fund that the Department of Justice will administer to provide refunds to victims of fraud induced wire transfers nationwide, including Nebraska victims. More information about the federal settlement is available at <https://www.justice.gov/criminal-mlars/remission>.

To obtain information about how to protect yourself as a consumer, file a consumer complaint, or report a scam, please visit the Nebraska Attorney General's Office, Consumer Protection Division website at [www.protectthegoodlife.nebraska.gov](http://www.protectthegoodlife.nebraska.gov) or call (800) 727-6432.