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## FILE A COMPLAINT

To file a complaint, please contact Xe USA Customer Service before contacting your jurisdiction with a complaint. Listed below are several ways to contact Xe USA Customer Service.

**Phone:** 1-844-832-1367

**Write:**

Xe USA

Attn: Manager, Customer Service Department  
7001 Village drive, Suite 200  
Buena Park, CA 90620

**E-mail:**

transfers.na@xe.com

After first contacting Xe USA, if you still have an unresolved complaint regarding the company's money transmission services, please find the jurisdiction below and direct your complaint to the appropriate contact.

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### ALABAMA CUSTOMERS:

Alabama Securities Commission  
Online: <http://www.asc.state.al.us/>  
Telephone Number: 800-222-1253

### ALASKA CUSTOMERS:

**For Alaska Residents Only:**

If your issue is unresolved by Continental Exchange Solutions, Inc. dba Xe USA 1-877-932-6640, please submit formal complaints with the State of Alaska, Division of Banking & Securities. Formal complaints must be in writing, please download the form here:

<https://www.commerce.alaska.gov/web/portals/3/pub/DBSGeneralComplaintFormupdated.pdf>

Formal complaint forms may be submitted via:

1. Fax: 907-465-1230
2. Email: [msb\\_licensing@alaska.gov](mailto:msb_licensing@alaska.gov)
3. Mail: Division of Banking & Securities PO Box 110807 Juneau, AK 99811-0807

If you have any questions regarding formal complaints, please call 907-465-2521.

### ARIZONA CUSTOMERS:

Arizona Department of Financial Institutions Online: <http://www.azdfi.gov/>  
Telephone Number: 602-771-2800

### ARKANSAS CUSTOMERS:

Arkansas Securities Department  
Online: <http://www.azdfi.gov/>  
Telephone Number: 800-981-4429  
By mail: Arkansas Securities Department  
Heritage West Building, Suite 300  
201 East Markham Street  
Little Rock, AR 72201

### CALIFORNIA CUSTOMERS:

California Department of Financial Protection and Innovation  
Online: <https://dfpi.ca.gov/>  
Telephone Number: 866-275-2677  
By e-mail: [consumer.services@dfpi.ca.gov](mailto:consumer.services@dfpi.ca.gov)  
By mail:

Department of Financial Protection and Innovation,  
Consumer Services  
2101 Arena Boulevard, Sacramento, CA 95834

### California Consumer Complaint Notice:

*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](mailto:consumer.services@dfpi.ca.gov), or by mail at the Department of Financial Protection and Innovation, Consumer Services, 2101 Arena Boulevard, Sacramento, CA 95834.*

### COLORADO CUSTOMERS:

Colorado Division of Banking  
Online: <http://www.colorado.gov/dora/division-banking>  
Telephone Number: 303-894-7575  
By mail:  
  
Colorado Division of Banking  
1560 Broadway, Ste. 975  
Denver, Colorado 80202

**CONNECTICUT CUSTOMERS:**

Connecticut Department of Banking

Online: <http://www.ct.gov/dob/>

Telephone Number: 860-240-8299

**DISTRICT OF COLUMBIA CUSTOMERS:**

District of Columbia Department of Insurance, Securities, & Banking

Online: <http://disb.dc.gov>

Telephone Number: 202-727-8000

**FLORIDA CUSTOMERS:**

Florida Office of Financial Regulation

Online: <http://www.flofr.com/>

Telephone Number: 850-487-9687

**GEORGIA CUSTOMERS:**

Georgia Department of Banking & Finance

Online: <http://www.dbf.georgia.gov/>

Telephone Number: 202-727-8000

**GUAM CUSTOMERS:**

Guam Department of Revenue & Taxation

Online: <http://www.guamtax.com/>

Telephone Number: 671-635-1835

**HAWAII CUSTOMERS:**

Hawaii Division of Financial Institutions

Online: <http://www.hawaii.gov/dcca/dfi>

Telephone Number: 808-586-2820

**IDAHO CUSTOMERS:**

Idaho Department of Finance

Online: <http://finance.idaho.gov/>

Telephone Number: 208-332-8000

**ILLINOIS CUSTOMERS:**

Illinois Division of Financial Institutions Consumer Credit Solution

Online: <http://www.idfpr.com/>

Telephone Number: 888-298-8089

**INDIANA CUSTOMERS:**

Indiana Department of Financial Institutions

Online: <http://www.in.gov/dfi/>

Telephone Number:

317-232-3955

800-382-4800 (IN only)

**IOWA CUSTOMERS:**

Iowa Division of Banking

Online: <http://www.idob.state.ia.us/>

Telephone Number: 515-281-4014

**KANSAS CUSTOMERS:**

Kansas Office of State Bank Commissioner

Online: <http://www.osbckansas.org/>

Telephone Number: 785-296-2266

**KENTUCKY CUSTOMERS:**

Kentucky Department of Financial Institutions

Online: <http://www.kfi.ky.gov/>

Telephone Number: 800-223-2579

**LOUISIANA CUSTOMERS:**

Louisiana Office of Financial Institutions

Online: <http://www.ofi.louisiana.gov/>

Telephone Number: 888-525-9414

**MAINE CUSTOMERS:**

Maine Bureau of Consumer Credit Protection

Online: <http://www.credit.maine.gov/>

Telephone Number:

207-624-8527

800-332-8529 (ME only)

**MARYLAND CUSTOMERS:**

Maryland Office of the Commissioner of Financial Regulation

Online: <http://www.dllr.state.md.us>

Telephone Number: 888-784-0136

By mail:

Office of the Commissioner of Financial Regulation

Attention: Complaint Unit

500 North Calvert Street, Suite 402

Baltimore, MD 21202

**Maryland Consumer Compliant Notice:**

*The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding Continental Exchange Solutions, Inc. dba Ria Financial Services, NMLS ID 920968 at 500 N. Calvert St., Ste. 402, Baltimore, MD 21202 or (888) 784-0136.*

**MASSACHUSETTS CUSTOMERS:**

Massachusetts Division of Banks

Online: <http://www.mass.gov/dob>

Telephone Number:

617-956-1501

800-495-2265 (MA only)

**MICHIGAN CUSTOMERS:**

Michigan Department of Insurance & Financial Services

Online: <http://www.asc.state.al.us/>

Telephone Number: 877-999-6442

**MINNESOTA CUSTOMERS:**

Minnesota Department of Commerce

Online: <http://www.mn.gov/commerce>

Telephone Number: 651-296-2488

**MISSISSIPPI CUSTOMERS:**

Mississippi Department of Banking & Consumer Finance

Online: <http://www.dbcf.state.ms.us/>

Telephone Number: 800-844-2499

**MISSOURI CUSTOMERS:**

Missouri Division of Finance

Online: <http://www.finance.mo.gov/>

Telephone Number: 573-751-3242

**MONTANA CUSTOMERS:**

For customers located in Montana, please contact Xe USA directly.

**NEBRASKA CUSTOMERS:**

Nebraska Department of Banking & Finance

Online: <http://www.ndbf.ne.gov/>

Telephone Number: 402-471-2171

**NEVADA CUSTOMERS:**

Nevada Division of Financial Institutions

Online: <http://www.fid.state.nv.us/>

Telephone Number: 702-486-4120

**NEW HAMPSHIRE CUSTOMERS:**

New Hampshire Banking Department

Online: <http://www.nh.gov/banking/>

Telephone Number: 603-271-3561

**NEW JERSEY CUSTOMERS:**

New Jersey Department of Banking & Insurance

Online: <http://www.state.nj.us/dobi>

Telephone Number: 800-446-7467

**NEW MEXICO CUSTOMERS:**

New Mexico Financial Institutions Division

Online: <http://www.rld.state.nm.us>

Telephone Number: 505-476-4885

**NEW YORK CUSTOMERS:**

New York Department of Financial Services

Online: <http://www.dfs.ny.gov/>

Telephone Number: 877-226-5697

By mail:

New York State Department of Financial Services

Consumer Services Division

One State Street

New York, NY 10004-1417

**NORTH CAROLINA CUSTOMERS:**

North Carolina Commissioner of Banks

Online: <http://www.nccob.gov/>

Telephone Number: 888-384-3811

**NORTH DAKOTA CUSTOMERS:**

North Dakota Department of Financial Institutions

Online: <http://www.nd.gov/dfi/>

Telephone Number: 701-328-9933

**OHIO CUSTOMERS:**

Ohio Division of Financial Institutions

Online: <http://www.com.ohio.gov/fiin/>

Telephone Number: 866-278-0003

**OKLAHOMA CUSTOMERS:**

Oklahoma Banking Department

Online: <http://www.ok.gov/banking/>

Telephone Number: 405-521-2782

**PENNSYLVANIA CUSTOMERS:**

Pennsylvania Department of Banking

Online: <http://www.banking.state.pa.us/>

Telephone Number:

717-787-1854

800-722-2657

**PUERTO RICO CUSTOMERS:**

Puerto Rico Office of Commissioner of Financial Institutions

Online: [http://www.ocif.gobierno.pr/index\\_eng.html](http://www.ocif.gobierno.pr/index_eng.html)

Telephone Number: 787-723-8445

**RHODE ISLAND CUSTOMERS:**

Rhode Island Dept. of Bus. Regulation - Div. of Banking

Online: <http://www.dbr.state.ri.us/>

Telephone Number: 401-462-9500

**SOUTH CAROLINA CUSTOMERS:**

For customers in South Carolina, please contact Xe USA directly.

**SOUTH DAKOTA CUSTOMERS:**

South Dakota Division of Banking  
Online: <http://www.dlr.sd.gov/banking/>  
Telephone Number: 605-773-3421

**TENNESSEE CUSTOMERS:**

Tennessee Department of Financial Institutions  
Online: <http://www.tennessee.gov/tdfi/>  
Telephone Number: 800-778-4215

**TEXAS CUSTOMERS:**

Texas Department of Banking  
Online: <http://www.dob.texas.gov/>  
Telephone Number: 877-276-5554 (toll-free)  
By mail:  
Texas Department of Banking  
2601 North Lamar Boulevard  
Austin, Texas 78705

**UTAH CUSTOMERS:**

Utah Department of Financial Institutions  
Online: <http://www.dfi.utah.gov/>  
Telephone Number: 801-538-8830

**VERMONT CUSTOMERS:**

Vermont Division of Banking  
Online: <http://www.dfr.vermont.gov/banking/home>  
Telephone Number: 802-828-3307

**US VIRGIN ISLANDS CUSTOMERS:**

US Virgin Islands Division of Banking  
Online:  
<http://ltg.gov.vi/division-of-banking-and-insurance.html>  
Telephone Number: 340-774-7166

**VIRGINIA CUSTOMERS:**

Virginia Bureau of Financial Institutions  
Online: <http://www.scc.virginia.gov/bfi/index.aspx>  
Telephone Number:  
804-371-9701

800-552-7945 (VA only)

**WASHINGTON CUSTOMERS:**

Washington Department of Financial Institutions  
Online: <http://www.dfi.wa.gov/>  
Telephone Number: 877-746-4334

**WEST VIRGINIA CUSTOMERS:**

West Virginia Division of Financial Institutions  
Online: <http://www.dfi.wv.gov/>  
Telephone Number: 304-558-2294

**WISCONSIN CUSTOMERS:**

Wisconsin Department of Financial Institutions  
Online: <http://www.wdfi.org/>  
Telephone Number: 608-261-7578

**WYOMING CUSTOMERS:**

Wyoming Department of Audit  
Online: <http://audit.state.wy.us/banking/>  
Telephone Number: 307-777-7797