

# MoneyGram Refunds

## Federal Trade Commission

June 2021

### REFUND PROGRAM WILL RETURN MILLIONS TO PEOPLE WHO USED MONEYGRAM TO PAY SCAMMERS

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In a 2009 settlement with the FTC, MoneyGram agreed to make changes to make it harder for con-artists to use MoneyGram to defraud consumers. However, a joint law enforcement action by the FTC, the Department of Justice (DOJ), and the United States Postal Inspection Service (USPIS) charged that MoneyGram had not done what they agreed to do to reduce fraud. The company agreed to pay \$125 million to settle, which is being used to return money to people who used MoneyGram to pay scammers.

#### What's happening right now?

Prefilled claim forms mailed out by the remission administrator were due by June 1, 2021.

Now, people who **did not** receive a prefilled form can submit a claim to get their money back. You can submit a claim if you sent money to a scammer using MoneyGram:

- between January 1, 2013, and December 31, 2017,
- from within the United States, and
- using your own name on the money transfer.

You do not have to be a United States citizen or in the United States to file a claim.

File your claim online at [moneygramremission.com](https://moneygramremission.com)([link is external](#)).

**The deadline is August 31, 2021.**

#### Why does the claim form ask for my Social Security number?

Before sending you a refund, DOJ must check with the Treasury Offset Program to verify that you don't owe any money to the federal government. It needs your Social Security number to do that. If you owe money, your refund amount could be reduced by the amount you owe.

#### What happens next?

It will take at least a year to review and verify claims, and determine who is eligible to receive a payment. We will update this web page when there is more information.

Additional information is available at [moneygramremission.com/frequently-asked-questions.aspx](https://moneygramremission.com/frequently-asked-questions.aspx)([link is external](#)).

### CONSUMER INFORMATION

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- [Money Back from Moneygram?](#)
- [Using Money Transfer Services](#)
- [10 Things You Can Do to Avoid Fraud](#)

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- [Claims Process Opens for Consumers Who Were Victimized by Fraudulent MoneyGram Transfers](#)
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- [FTC Mails Redress Checks to Fraud Victims Who Lost Money Through MoneyGram's Money Transfer System](#)
- [MoneyGram to Pay \\$18 Million to Settle FTC Charges That it Allowed its Money Transfer System To Be Used for Fraud](#)