

Alaska

For Alaska Residents Only:

If your issue is unresolved by Alviere at 907-465-2521, please submit formal complaints with the State of Alaska, Division of Banking & Securities.

Please download the form here:

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

Submit formal complaint form with supporting documents:

Division of Banking & Securities

PO Box 110807

Juneau, AK 99811-0807

If you are an Alaska resident with questions regarding formal complaints, please email us at dbs.licensing@alaska.gov or call Nine Zero Seven Four Six Five Two Five Two One

Arkansas

If you have a complaint, the Arkansas Securities Department can be reached by mail at

Heritage West Building, Suite 300

201 East Markham Street

Little Rock, AR 72201-1692,

or by phone at (501) 324-9260.

California

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, or by mail at the Department of Financial Protection and Innovation, Consumer Services, 2101 Arena Boulevard, Sacramento, CA 95834.

Colorado

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 11, Article 110, 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

website: <https://banking.colorado.gov/industry/money-transmitters>

Section 11-110-120, C.R.S. requires that money transmitters and money order companies post this notice in a conspicuous, well-lighted location visible to customers.

Florida

Mezu (NA), Inc. dba Alviere is a money transmitter licensed by the Florida Office of Financial Regulation under Florida Statutes Chapter 560, Part II.

For suspected violations related to Part II of Chapter 560, Florida residents may file a complaint by mail with the Florida Office of Financial Regulation at 200 East Gaines Street, Tallahassee, FL 32399-0376, or by calling (877) 693-5236.

Illinois

Illinois residents may contact the Illinois Department of Financial Institutions, Consumer Credit Section with any unresolved questions or complaints about Mezu (NA), Inc. dba. Alviere. at (888) 473-4858 (toll-free).

Maryland

Mezu (NA), Inc. dba Alviere is money transmitter licensed by the Maryland Commissioner of Financial Regulation, NMLS ID #1738907. Licensing status can be verified at NMLS Consumer Access.

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding Mezu (NA), Inc. dba Alviere money transfer services at:

Office of the Commissioner of Financial Regulation

1100 North Eutaw Street, Suite 611

Baltimore, MD 21201

Telephone: 1-888-784-0136

New York

Mezu (NA), Inc. dba Alviere is a money transmitter licensed by the New York Department of Financial Services.

New York customers can direct unresolved complaints to:

Mail:

Consumer Assistance Unit

NYS Department of Financial Services

One Commerce Plaza

Albany, NY 12257

Telephone:

1-877-BANK-NYS (1-877-226-5697)

Online:

<https://www.dfs.ny.gov/complaint>

Texas

Mezu (NA), Inc dba Alviere is a Money Transmitter conducting business in the state of Texas under the Finance Code, Chapter 151 licensed under the laws of the state and by the state law is subject to regulatory oversight by the Texas Department of Banking. If you have a complaint, first contact the consumer assistance division at 1866-275-2677, if you still have an unresolved complaint regarding the company's money transmission activity, please direct your complaint to the Texas Department of Banking Through one of the following methods:

Texas Department of Banking

2601 North Lamar Blvd, Suite 300,

Austin, TX 78705-4294

1-877-276-5554 (toll free)

www.dob.texas.gov

Washington

If you have a complaint, first contact the consumer assistance division of support@alviere.com, and if you still have an unresolved complaint regarding the company's money transmission activity, please contact the Washington State Department of Financial Institutions, Division of Consumer Services using one of the following methods:

File a complaint online, mail or fax: <https://dfi.wa.gov/consumers/loan-complaints>

Call us: 1-877-RING DFI (1-877-746-4334)

Email us: CSEnforceComplaints@dfi.wa.gov

Notice Fraudulent transactions may result in the loss of money with no recourse.