



Consumer Financial
Protection Bureau

1700 G Street, N.W., Washington, DC 20552

Thank you for helping us spread the word

NEW PROTECTIONS FOR CONSUMERS WHO SEND MONEY ABROAD

Many consumers who send money out of the United States now will be able to do so with greater confidence.

A new federal law goes into effect on October 28, 2013. Consumers who make transfers covered by this law will receive a number of new protections, including:

- Free, upfront information about the exchange rate, fees and taxes they'd pay.
- Information on the amount to be received.
- The right to cancel transfers at no cost.
- Up to six months to report errors or problems to the company.
- Companies will have up to 90 days to investigate, and must correct certain types of errors.

The CFPB has created a number of resources to help you explain the details and spread the word, including a poster, brochure, and consumer factsheet. These items are available in English, Spanish, Chinese, Tagalog and French-Creole.

We've also provided a factsheet for you — a more detailed look at the new federal law and how it impacts the people you serve. You can use it to answer questions or start discussions within your networks.

Finally, we've included sample Facebook posts and Twitter tweets, below, to help you communicate these changes through your social media sites.

You can learn more about this new law and details about other financial products and services on the CFPB website, www.consumerfinance.gov/askcfpb or www.consumerfinance.gov/es.

Please contact us at financialeducation@cfpb.gov if you have questions or would like to order more materials. Be sure to include your mailing address and how many copies you would like. (Free materials will also be available for bulk order at <http://promotions.usa.gov/cfpbpubs.html>.)

Sample Tweets:

Now you can send money abroad with more confidence. New federal law offers new protections. Find out more @CFPB

Ever wonder how much it costs for international transfers? @CFPB has made it easier - find out more www.consumerfinance.gov

Now when sending money outside the U.S., you may see more information about costs & how much money will be received. Learn more @CFPB

Sending money outside the U.S.? @CFPB wants you to feel more confident. Find out more about new protections www.consumerfinance.gov

Sample Facebook Posts:

Did you know that now when you send money outside the U.S., you can see more information about fees, exchange rates, and how much will be received? The CFPB has made international money transfers clearer. Find out more at www.consumerfinance.gov or call 1-855-411-2372.

The Consumer Financial Protection Bureau has made it easier to see more information before you pay for your international money transfer. You also have protections after you send money. Find out more at www.consumerfinance.gov or call 1-855-411-2372.