

# Send money abroad with more confidence.

## Costs of international money transfers are now easier to see and understand.

### **Certain federal protections may apply if you send money abroad.**

In October 2013, federal law began requiring many money transfer companies, banks, credit unions, and possibly other types of financial services companies to provide you with more information before you make an international money transfer. Additional protections are available after the transfer is sent. These protections apply to most money transfers over \$15 from people inside the United States to friends, family or others outside the country.

### **Before you pay, you will learn more about:**

The exchange rate, fees, and taxes you'll pay, and the amount that will be received.

### **You'll also receive information regarding:**

When the money will be available at its destination, your right to cancel the transfer, and what to do if you believe there's a mistake.

### **Problems with your transaction? You have new protections.**

If you believe a mistake was made with your transfer and promptly dispute the error with the company, it generally will have 90 days to

investigate the matter. The company also must notify you of the investigation's results. In certain cases, such as if the money never arrives, you may be able to get a refund or have the transfer sent again.

### **The rule does not apply to every company that sends money transfers.**

For example, the federal law does not apply to companies that consistently provide 100 or fewer international money transfers each year.

### **Not sure who to contact?**

If you have a complaint and you're not sure where to turn, submit a complaint to the CFPB. We'll forward your complaint to the company and work to get a response from them. If we find that another government agency would be better able to assist, we will forward your complaint to them and let you know.

Other protections may be available to you, depending on how you send the money and the laws in your state.



Consumer Financial  
Protection Bureau

**To learn more:** Visit the Consumer Financial Protection Bureau website, [consumerfinance.gov/askcfpb](http://consumerfinance.gov/askcfpb), or call 855-411-CFPB (2372).