

**UNITED STATES OF AMERICA  
CONSUMER FINANCIAL PROTECTION BUREAU**

**File No. 2025-CFPB-0004**

**In the matter of:**

**WISE US INC.**

**STIPULATION AND CONSENT  
TO THE ISSUANCE OF AN  
AMENDED CONSENT ORDER**

The Consumer Financial Protection Bureau (Bureau) initiated an administrative proceeding against Wise US Inc. (Respondent), under 12 U.S.C. §§ 5563 and 5565, for (1) its use of deceptive marketing disclosures relating to ATM fees leading to ATM fee overcharges in violation of the Consumer Financial Protection Act's (CFPA) prohibition on unfair, deceptive, or abusive acts or practices, 12 U.S.C. §§ 5531, 5536, and (2) its failure to provide disclosures and notices, including change-in-term notices; failure to adhere to error resolution provisions and failure to correct errors; failure to comply with the retention of document requirements; and failure to develop and maintain policies and procedures that are designed to ensure compliance with error resolution requirements in violation of the Electronic Fund Transfer Act (EFTA), 15 U.S.C. §§ 1693 *et seq.*, and its implementing Regulation E, 12 C.F.R. pt. 1005.

Respondent, in the interest of compliance and resolution of the matter, and without admitting or denying any wrongdoing, consented to the issuance of a Consent Order on January 30, 2025. On May 14, 2025, Respondent and the Bureau

agreed upon a modified Amended Consent Order in accordance with 12 U.S.C. § 5563(b)(3), which supersedes the prior Consent Order.

In consideration of the above premises, Respondent agrees to the following:

**Jurisdiction**

1. The Bureau has jurisdiction over this matter under sections 1053 and 1055 of the Consumer Financial Protection Act of 2010 (CFPA), 12 U.S.C. §§ 5563, 5565.

**Consent**

2. Respondent agrees to the issuance of the Amended Consent Order, without admitting or denying any of the findings of fact or conclusions of law, except that Respondent admits the facts necessary to establish the Bureau's jurisdiction over Respondent and the subject matter of this action.
3. Respondent agrees that the Amended Consent Order will be deemed an "order issued with the consent of the person concerned" under 12 U.S.C. § 5563(b)(4) and agrees that the Amended Consent Order will become a final order, effective upon its entry on the administrative docket, and will be fully enforceable by the Bureau under 12 U.S.C. §§ 5563(d)(1) and 5565.
4. Respondent voluntarily enters into this Stipulation and Consent to the Issuance of the Amended Consent Order (Stipulation).
5. The Amended Consent Order resolves only Respondent's potential liability

for law violations that the Bureau asserted or might have asserted based on the practices described in Section IV of the Amended Consent Order, to the extent such practices occurred before the Effective Date and the Bureau knows about them as of the Effective Date. Respondent acknowledges that no promise or representation has been made by the Bureau or any employee, agent, or representative of the Bureau, about any liability outside of this action that may have arisen or may arise from the facts underlying this action or immunity from any such liability.

6. Respondent agrees that the facts described in the Amended Consent Order will be taken as true and be given collateral estoppel effect, without further proof, in any proceeding before the Bureau to enforce the Amended Consent Order, or in any subsequent civil litigation by the Bureau to enforce the Amended Consent Order or its rights to any payment or monetary judgment under the Amended Consent Order, such as a non-dischargeability complaint in any bankruptcy case.
7. The terms and provisions of this Stipulation and the Amended Consent Order will be binding upon, and inure to the benefit of, the parties hereto and their successors in interest.
8. Respondent agrees that the Bureau may present the Amended Consent Order to the Bureau Director for signature and entry without further notice.

### **Waivers**


9. Respondent, by consenting to this Stipulation, waives:
- a. Any right to service of the Amended Consent Order, and agrees that entry of the Amended Consent Order on the administrative docket will constitute notice to Respondent of its terms and conditions;
  - b. Any objection to the jurisdiction of the Bureau, including, without limitation, under section 1053 of the CFPA, 12 U.S.C. § 5563;
  - c. The rights to all hearings under the statutory provisions under which the proceeding is to be or has been instituted; the filing of proposed findings of fact and conclusions of law; proceedings before, and a recommended decision by, a hearing officer; all post-hearing procedures; and any other procedural right available under section 1053 of the CFPA, 12 U.S.C. § 5563, or 12 C.F.R. pt. 1081;
  - d. The right to seek any administrative or judicial review of the Amended Consent Order;
  - e. Any claim for fees, costs or expenses against the Bureau, or any of its agents or employees, and any other governmental entity, related in any way to this enforcement matter or the Amended Consent Order, whether arising under common law or under the terms of any statute,

including, but not limited to the Equal Access to Justice Act and the Small Business Regulatory Enforcement Fairness Act of 1996; for these purposes, Respondent agrees that Respondent is not the prevailing party in this action because the parties have reached a good faith settlement;

- f. Any other right to challenge or contest the validity of the Amended Consent Order;
- g. Such provisions of the Bureau's rules or other requirements of law as may be construed to prevent any Bureau employee from participating in the preparation of, or advising the Director as to, any order, opinion, finding of fact, or conclusion of law to be entered in connection with this Stipulation or the Amended Consent Order; and

- h. Any right to claim bias or prejudgment by the Director based on the consideration of or discussions concerning settlement of all or any part of the proceeding.

WISE US INC. BY:

Signed by:  
  
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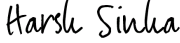
14 May 2025 | 20:22 BST

Kristo Käärman

Date

Director, Wise US Inc.

The undersigned directors of Wise US Inc. each acknowledges having read this Stipulation and the Consent Order and approves of Wise US Inc. entering into this Stipulation.

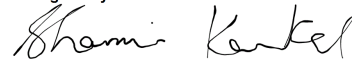
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14 May 2025 | 10:30 PDT

Harsh Sinha

Date

Director, Wise US Inc.

Signed by:  
  
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14 May 2025 | 21:36 BST

Shamir Karkal

Date

Director, Wise US Inc.