



**VISIT [WWW.MEMOCO.COM](http://WWW.MEMOCO.COM) TO USE OUR WEBSITE**

MEMO's website also helps us to provide our agents and customers with the highest level of customer service possible. Our website, [www.memoco.com](http://www.memoco.com), assists agents and customers with money order, bill payment and inquiries about our company and services such as:

- ▶ Provides a summary of MEMO's history, current news and plans for the future.
- ▶ Allows business owners to submit a request for more information concerning the services we offer.
- ▶ Allows business owners to place an order for money order supplies such as:
  - Ribbons for the Money Order Dispenser or Receipt Printer
  - Lister Paper
  - MEMO Money Order Signage
  - MEMO Forms
- ▶ Provides information concerning MEMO Money Order and/or Bill Payment equipment.
- ▶ Describes the products that MEMO has to offer, such as:
  - Money Orders
  - Bill Payments
- ▶ Provides answers to frequently asked questions concerning Money Orders, Bill Payments and Equipment Technical Support such as:
  - How can I tell if a MEMO money order I purchased has been cashed?
  - How can I obtain a refund or replacement money order?
  - Where can I cash a MEMO money order?
  - Where can I obtain a Customer Service Request Form?
- ▶ Provides a printable copy of the Agency Application, Customer Service Request Form (in English and Spanish), Suspicious Activity Report by Money Services Business Form, Currency Transaction Report and High Dollar Transaction Report.
- ▶ Provides Agents and Customers with MEMO contact information.
- ▶ Provides information, guidelines and forms concerning the Anti-Money Laundering Program.
- ▶ Allows Agents to obtain and print their Money Order Sales Summary Reports.