

# Money Order Tracing/Refund Request

This request is to be completed by the purchaser only.

Please mail request to:  
 KashXpress, LLC  
 6400 Westown Pkwy.  
 West Des Moines, IA 50266

Direct any questions to Customer Service:  
 Phone: 866-591-4069  
 Hours: 8 AM – 5 PM Central Time M-F

**Instructions:**

I have my money order serial number. Please enclose a \$12 processing fee.

MONEY ORDER SERIAL NUMBER: \_\_\_\_\_ DATE OF CLAIM \_\_\_\_\_

I do not have my money order serial number. Please enclose a \$20 processing fee.

- To be considered complete, the form at a minimum must include dollar amount, purchase date and the address of the location purchased.
- Purchaser must complete one form for each money order traced.
- Include the original money order receipt, keeping a copy for your records.
- The processing fee will be deducted from the refund when a fee is not received.
- A photocopy will not be sent without the fee.
- Incomplete requests or addresses will delay and can halt the process.
- A request received without a zip code cannot be processed.
- Most requests are processed within 30 days, but please allow up to 65 days for total processing.

**Please note:**

A refund will be issued if the money order has not been cashed, provided the Tracing/Refund form is completed properly and signed by the purchaser.

This is NOT an automatic stop payment. A stop is placed on the money order once a replacement is issued.

A photocopy of the cashed money order will be provided if it has been paid and the fee is received.

If you notice alternations to the money order, immediately contact Customer Service at 866-591-4069

Keep top portion for your records; mail bottom portion to KashXpress

Money Order Serial Number	Dollar Amount (Required)	Purchase Date (Required)	Money Order Was: <input type="radio"/> Lost <input type="radio"/> Returned with form <input type="radio"/> Stolen <input type="radio"/> Payable to: _____ <input type="radio"/> Destroyed <input type="radio"/> Not filled in
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Purchased at Address (Required):	Purchaser's Name: Address:
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I understand and agree that 1) I have requested a stop payment be made, if possible 2) it is KashXpress's decision to stop payment on this money order 3) I am liable for this money order and will repay KashXpress, its clearing banks and trustees any and all costs incurred if the original money order must be paid for any reason, and 4) if I find the original money order, I will return it to KashXpress.

REFUND CANNOT BE PROCESSED UNLESS SIGNED BY THE PURCHASER,

SIGN HERE: \_\_\_\_\_

Address where replacement check or copy should be mailed.  
 Please print. Request will not be processed without zip code.

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_