

Banxa is not a bank / authorised deposit taking institution.  
Crypto Assets are not FDIC-insured products and may lose value.



## USA Licenses

Version: 15 May 2023

BNXA USA MTL Inc. (**Banxa**) is a money services business that is regulated at both the federal and state level in the United States of America.

**Note: Banxa has not and is not presently servicing any Customers. Subject to applicable laws and regulations, Banxa proposes to commence servicing Customers on and from 1 July 2023. For more information regarding which Banxa Group entity contracts with Customers, see clause 18 of the [Customer T&Cs](#).**

On the federal level, Banxa is registered as a Money Services Business with Financial Crimes Enforcement Network (**FinCEN**) (MSB Registration Number 31000241392618).

Banxa (NMLS ID # 2347615) is licensed in the following US jurisdictions:

State / Territory	License	State Agency
<b>Arizona</b>	Money Transmitter License (#1041914)	Arizona Department of Financial Institutions 2910 N. 44th Street, Suite 310 Phoenix, AZ 85018
<b>Arkansas</b>	Money Transmitter License (#129565)	Arkansas Securities Department Heritage West Building, Suite 300 201 East Markham Street Little Rock, AR 72201-1692
<b>Delaware</b>	Sale of Checks and Transmission of Money (#038800)	Office of the State Bank Commissioner 555 E. Loockerman Street, Suite 210 Dover, DE 19901
<b>District of Columbia</b>	District of Columbia Money Transmission License (#MTR2347615)	Department of Financial Insurance, Securities, and Banking 810 First Street, NC, Suite 701 Washington, District of Columbia 20002
<b>Georgia</b>	Seller of Payment Instruments License (#2347615)	Georgia Department of Banking and Finance Money Services Businesses 2990 Brandywine Road, Suite 200 Atlanta, GA 30341-5565
<b>Illinois</b>	Money Transmitter License (#MT0000451)	Illinois Department of Financial and Professional Regulation 320 West Washington Street Springfield, IL 62786
<b>Iowa</b>	Money Services License (#2022-0162)	State of Iowa Division of Banking 200 E. Grand Avenue, Suite 300 Des Moines, IA 50309

State / Territory	License	State Agency
<b>Kansas</b>	Money Transmitter License (#MT.0000233)	Kansas Office of the State Bank Commissioner 700 SW Jackson Street, Suite 300 Topeka, KS 66603
<b>Kentucky</b>	Money Transmitter License (SC800478)	Kentucky Department of Financial Institutions 1025 Capital Cent Drive, Suite 200 Frankfort, KY 40601
<b>Maine</b>	Money Transmitter License (#2347615)	Department of Professional & Financial Regulation Bureau of Consumer Credit Protection 76 Northern Avenue Gardiner, ME 04345
<b>Maryland</b>	Money Transmission License (#2347615)	Maryland Commissioner of Financial Regulation 500 North Calvert Street, Suite 402 Baltimore, Maryland 21202
<b>Michigan</b>	Money Transmitter License (#MT0024534)	Michigan Department of Insurance and Financial Institutions PO Box 30220 Lansing, MI 48909-7720
<b>Mississippi</b>	Money Transmitter License (#MT/2347615/2022)	Mississippi Department of Banking and Consumer Finance Post Office Box 12129 Jackson, MS 39236
<b>Nebraska</b>	Money Transmitter License (#2347615)	Nebraska Department of Banking & Finance 1526 K Street, Suite 300 Lincoln, NE 68508-2732
<b>New Hampshire</b>	Money Transmitter License (#24992-MT)	New Hampshire Banking Department 53 Regional Drive, Suite 200 Concord, NH 03301
<b>New Mexico</b>	Money Transmitter License (#2347615)	New Mexico Financial Institutions Department Mortgage Unit 2550 Cerrillos Road, 3 <sup>rd</sup> Floor PO Box 25101 (87504) Santa Fe, NM 87505
<b>North Dakota</b>	Money Transmitter License (MT104213)	North Dakota Department of Financial Institutions 1200 Memorial Highway Bismarck, ND 58504
<b>Oklahoma</b>	Money Transmitter License (#2347615)	Oklahoma State Banking Department 2900 North Lincoln Boulevard Oklahoma City, OK 73105

State / Territory	License	State Agency
<b>Oregon</b>	Money Transmitter License (#2347615)	Oregon Department of Consumer and Business Services Division of Finance and Corporate Securities PO Box 14480, 350 Winter St., NE, Suite 410 Salem, OR 97309-0405
<b>Rhode Island</b>	Currency Transmitter License (#20224464CT)	State of Rhode Island Department of Business Regulation Division of Banking 1511 Pontiac Avenue Building 68-1 Cranston, Rhode Island 02920
<b>South Carolina</b>	Money Transmitter License (#2347615)	Office of the Attorney General Money Services Division 10000 Assembly Street Columbia, SC 29201
<b>South Dakota</b>	Money Transmitter License (#2347615.MT)	South Dakota Dept of Labor & Regulation 1601 N. Harrison Ave, Suite 1 Pierre, South Dakota 57501
<b>Vermont</b>	Money Transmitter License (MT-2347615)	Department of Financial Regulation – Banking Division 89 Main Street Montpelier, VT 05620-3101
<b>Wyoming</b>	No license is currently required.	Division of Banking 122 West 25th Street Herschler Building, 3rd Floor West Cheyenne, Wyoming 82002

**\*\*See State-Specific Consumer Disclosures on the Following Page Below\*\***

## DISCLOSURES

### Arizona

If you have a complaint, please contact BNXA USA MTL Inc. at 1-800-909-9664 or [support@banxa.com](mailto:support@banxa.com) or, through our **preferred** method, by raising a ticket at <https://support.banxa.com/en/support/tickets/new>. If you still have an unresolved complaint regarding BNXA USA MTL Inc. money transmission activity, you may complete an Online Complaint Form as stated on the [File a Complaint against a Financial Institution or Enterprise](#) page.

AZDFI Consumer Complaint Portal: [https://elicense.az.gov/ARDC\\_FileComplaint](https://elicense.az.gov/ARDC_FileComplaint)

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### Arkansas

If you have a complaint, please contact BNXA USA MTL Inc.

Address:

1 E. Liberty Street  
Suite 600, Office 16  
Reno, NV 89501

Phone: 1-800-909-9664

Email: [support@banxa.com](mailto:support@banxa.com)

Website (**preferred**): <https://support.banxa.com/en/support/tickets/new>

If you still have an unresolved complaint regarding BNXA USA MTL Inc. money transmission activity, you may contact the Arkansas Securities Department by filing the completed [complaint form](#) or by e-mailing to [ASDInfo@securities.arkansas.gov](mailto:ASDInfo@securities.arkansas.gov) or by mailing at:

1 Commerce Way, Suite 402  
Little Rock, Arkansas 72202  
Telephone: (501) 324-9260  
Facsimile: (501) 324-9268

For additional information please refer to the [How To File A Complaint](#) page for the Arkansas Security Department.

Important Notice from AR Securities Department about Consumer Complaint

[http://www.securities.arkansas.gov!/userfiles/Complaint%20Important%20Notice%20May%202020\(2\).pdf](http://www.securities.arkansas.gov!/userfiles/Complaint%20Important%20Notice%20May%202020(2).pdf)

*[... Initial complaints should be made in writing directly to the entity or individual with whom you have experienced the problem. It is a good idea to indicate on your complaint letter that you are sending a copy to the Arkansas Securities Department. If your problem is not resolved timely by*

*the entity or individual, you are encouraged to complete a Complaint Form and send it to the Department...]*

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### **District of Columbia**

If you have a complaint, please contact BNXA USA MTL Inc. at 1-800-909-9664 or [support@banxa.com](mailto:support@banxa.com) or, through our **preferred** method, by raising a ticket at <https://support.banxa.com/en/support/tickets/new>. If you still have an unresolved complaint regarding BNXA USA MTL Inc. money transmission activity, you may file it by contacting the Department at:

District of Columbia Department of Insurance, Securities and Banking  
1050 First Street, NE, Suite 801  
Washington, DC 20002

Phone: (202) 727-8000

Fax: (202) 354-1085

Email: [disbcomplaints@dc.gov](mailto:disbcomplaints@dc.gov)

[Consumer Complaint Form Mail-in Version](#)

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### **Georgia**

Licensed by The Georgia Department of Banking and Finance. (Lic. #2347615 / NMLS ID #234765).

If you have a complaint, please contact BNXA USA MTL Inc. at 1-800-909-9664 or [support@banxa.com](mailto:support@banxa.com) or, through our **preferred** method, by raising a ticket at <https://support.banxa.com/en/support/tickets/new>. If you still have an unresolved complaint regarding BNXA USA MTL Inc. money transmission activity, you may contact the Georgia Department of Banking and Finance - Consumer Resources at (770) 986-1633. We do not intervene in disputes between consumers and financial service providers, but we do use complaint information in the regulatory process. For more information please refer to <https://dbf.georgia.gov/i-have-question-or-complaint-about-seller-issuer-payment-instruments-or-money-transmitter>.

To file a complaint with the regulators, you may securely do so with the Consumer Financial Protection Bureau, an agency of the federal government, at <http://www.consumerfinance.gov/complaint/> or by telephone at (855) 411-2372.

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### **Illinois**

## Illinois Division of Banking

If you have a complaint, please contact BNXA USA MTL Inc. at 1-800-909-9664 or [support@banxa.com](mailto:support@banxa.com) or, through our **preferred** method, by raising a ticket at <https://support.banxa.com/en/support/tickets/new>. If you still have an unresolved complaint regarding BNXA USA MTL Inc. money transmission activity, you may file it online with the Illinois Department of Financial Institutions, Consumer Credit Section at <https://www.idfpr.com/admin/DFI/DFIcomplaintasp>, Division of Financial Institutions with the Fill In and Print Complaint Form for Currency Exchange and title insurance at <https://www.idfpr.com/admin/DFI/F1717DFICHI.pdf>, via telephone at (888) 473-4858 (toll-free), or at the following address:

Illinois Division of Financial Institutions  
320 West Washington Street, 3<sup>rd</sup> Floor  
Springfield, IL 62786

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## **Kansas**

If you have a complaint, please contact BNXA USA MTL Inc. at 1-800-909-9664 or [support@banxa.com](mailto:support@banxa.com) or, through our **preferred** method, by raising a ticket at <https://support.banxa.com/en/support/tickets/new>. If you still have an unresolved complaint regarding BNXA USA MTL Inc. money transmission activity, you may file it by contacting the Office of the State Bank Commissioner.

1. Complete consumer assistance PDF form

English: [https://www.osbckansas.org/consumer\\_files/complaintform.pdf](https://www.osbckansas.org/consumer_files/complaintform.pdf)

Spanish: [https://www.osbckansas.org/wp-content/uploads/spanish\\_complaintform.pdf](https://www.osbckansas.org/wp-content/uploads/spanish_complaintform.pdf)

2. Mail or fax the completed consumer assistance form and attachments to:

Kansas Office of the State Bank Commissioner  
Attn: Consumer Affairs  
700 SW Jackson St, Suite 300  
Topeka, KS 66603  
Fax: (785) 371-1229  
Email: [complaints@osbckansas.org](mailto:complaints@osbckansas.org)

If submitting electronically, submit your complaint here: <https://www.osbckansas.org/consumers/file-a-complaint/>.

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## **Maryland**

The Maryland Department of Labor, Licensing and Regulation does not currently regulate virtual currency (bitcoin) activity as money transmission (or otherwise). If you have a complaint, please

contact BANXA USA MTL Inc. at 1-800-909-9664 or [support@banxa.com](mailto:support@banxa.com) or, through our **preferred** method, by raising a ticket at <https://support.banxa.com/en/support/tickets/new>. If you still have an unresolved complaint regarding BANXA USA MTL Inc. money transmission activity, you may file it by contacting the Maryland Department of Labor.

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding BANXA USA MTL Inc. & License No.: 2347615 and NMLS ID No.: 234765) by contacting the Commissioner's office at: 500 North Calvert Street, Suite 402, Baltimore, Maryland 21202, or (888) 784-0136. Verification of the licensing status and additional information about BANXA USA MTL Inc. may be obtained at [www.nmlsconsumeraccess.org](http://www.nmlsconsumeraccess.org).

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### **Mississippi**

The Mississippi Department of Banking & Consumer Finance recommends that you attempt to resolve your complaint with the financial institution first by contacting BANXA USA MTL Inc. at 1-800-909-9664 or [support@banxa.com](mailto:support@banxa.com) or, through our **preferred** method, by raising a ticket at <https://support.banxa.com/en/support/tickets/new> to allow the opportunity to resolve the issue(s). If you still have an unresolved complaint regarding BANXA USA MTL Inc. money transmission activity, you may file you complain online at <https://dbcf.ms.gov/complaint-form/>.

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### **Utah**

Virtual Currency Disclosure:

At this time, the Utah Department of Financial Institutions does not license or regulate services related to virtual currency.