

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

USA Licenses

Version: 11 September 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 January 2024. For more information regarding which Banxa Group entity contracts with Customers, see clauses 19 and 20 of Part A (General Terms) 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
Alaska	Money Transmitter License (#AKMT-016632)	Division of Banking & Securities PO Box 110807 Juneau, AK 99811-0807
Arizona	Money Transmitter License (#1041914)	Arizona Department of Financial Institutions 2910 N. 44th Street, Suite 310 Phoenix, AZ 85018
Arkansas	Money Transmitter License (#129565)	Arkansas Securities Department Heritage West Building, Suite 300 201 East Markham Street Little Rock, AR 72201-1692
Delaware	Sale of Checks and Transmission of Money (#038800)	Office of the State Bank Commissioner 555 E. Loockerman Street, Suite 210 Dover, DE 19901
District of Columbia	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
Florida	Money Transmitters Part II (#FT230000448)	Florida Office of Financial Regulation 101 E. Gaines Street Tallahassee, FL 32399

State / Territory	License	State Agency
Georgia	Seller of Payment Instruments License (#2347615)	Georgia Department of Banking and Finance Money Services Businesses 2990 Brandywine Road, Suite 200 Atlanta, GA 30341-5565
Idaho	Money Transmitters License (#MTL-338)	Idaho Department of Finance 11341 West Chinden Blvd. Building 4, Floor 3 Boise, ID 83714
Illinois	Money Transmitter License (#MT0000451)	Illinois Department of Financial and Professional Regulation 320 West Washington Street Springfield, IL 62786
Iowa	Money Services License (#2022- 0162)	State of Iowa Division of Banking 200 E. Grand Avenue, Suite 300 Des Moines, IA 50309
Kansas	Money Transmitter License (#MT.0000233)	Kansas Office of the State Bank Commissioner 700 SW Jackson Street, Suite 300 Topeka, KS 66603
Kentucky	Money Transmitter License (SC800478)	Kentucky Department of Financial Institutions 1025 Capital Cent Drive, Suite 200 Frankfort, KY 40601
Maine	Money Transmitter License (#2347615)	Department of Professional & Financial Regulation Bureau of Consumer Credit Protection 76 Northern Avenue Gardiner, ME 04345
Maryland	Money Transmission License (#2347615)	Maryland Commissioner of Financial Regulation 500 North Calvert Street, Suite 402 Baltimore, Maryland 21202
Michigan	Money Transmitter License (#MT0024534)	Michigan Department of Insurance and Financial Institutions PO Box 30220 Lansing, MI 48909-7720
Mississippi	Money Transmitter License (#MT/2347615/2022)	Mississippi Department of Banking and Consumer Finance Post Office Box 12129 Jackson, MS 39236
Nebraska	Money Transmitter License (#2347615)	Nebraska Department of Banking & Finance 1526 K Street, Suite 300 Lincoln, NE 68508-2732

State / Territory	License	State Agency
New Hampshire	Money Transmitter License (#24992-MT)	New Hampshire Banking Department 53 Regional Drive, Suite 200 Concord, NH 03301
New Jersey	Money Transmitter License (2205495_C22)	NJ Department of Banking and Insurance 20 West State Street PO Box 325 Trenton, NJ 08625
New Mexico	Money Transmitter License (#2347615)	New Mexico Financial Institutions Department Mortgage Unit 2550 Cerrillos Road, 3 rd Floor PO Box 25101 (87504) Santa Fe, NM 87505
North Carolina	Money Transmitter License (#213775)	North Carolina Office of the Commissioner of Banks 4309 Mail Service Center Raleigh, NC 27699-4309
North Dakota	Money Transmitter License (MT104213)	North Dakota Department of Financial Institutions 1200 Memorial Highway Bismarck, ND 58504
Ohio	Money Transmitter License (OHMT 244)	Ohio Department of Commerce 77 South High Street, 21st Floor Columbus, Ohio 43215
Oklahoma	Money Transmitter License (#2347615)	Oklahoma State Banking Department 2900 North Lincoln Boulevard Oklahoma City, OK 73105
Oregon	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
Puerto Rico	Money Transmitter License (#TM-155)	Office of the Commissioner of Financial Institutions 1492 Ponce de León Avenue, Suite 600 Centro Europa Building San Juan, PR 00907
Rhode Island	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

State / Territory	License	State Agency
South Carolina	Money Transmitter License (#2347615)	Office of the Attorney General Money Services Division 10000 Assembly Street Columbia, SC 29201
South Dakota	Money Transmitter License (#2347615.MT)	South Dakota Dept of Labor & Regulation 1601 N. Harrison Ave, Suite 1 Pierre, South Dakota 57501
Tennessee	Money Transmitter License (#2347615)	Tennessee Department of Financial Institutions 312 Rosa L. Parks Avenue, 26th Floor Nashville, TN 37243
Vermont	Money Transmitter License (MT-2347615)	Department of Financial Regulation – Banking Division 89 Main Street Montpelier, VT 05620-3101

****See State-Specific Consumer Disclosures Below****

DISCLOSURES

Alaska

For Alaska Residents Only:

If your issue is unresolved by BNXA USA MTL Inc 1 800-909-9664, please submit formal complaints with the State of Alaska, Division of Banking & Securities.

Please download the form

here: <https://www.commerce.alaska.gov/web/portals/3/pub/DBSGeneralComplaintFormupdated.pdf>

Submit formal complaint form with supporting documents:

Division of Banking & Securities PO Box 110807 Juneau, AK 99811-0807

If you are an Alaska resident with questions regarding formal complaints, please email us at dbs.licensing@alaska.gov or call Nine Zero Seven Four Six Five Two Five Two One.

Arizona

If you have a complaint, please contact BNXA USA MTL Inc. at 1-800-909-9664 or 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>

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

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

District of Columbia

If you have a complaint, please contact BNXA USA MTL Inc. at 1-800-909-9664 or 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

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

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 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.

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 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/F1717DFI CHI.pdf>, via telephone at (888) 473-4858 (toll-free), or at the following address:

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

Kansas

If you have a complaint, please contact BNXA USA MTL Inc. at 1-800-909-9664 or 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

Spanish: 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

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

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 BNXA USA MTL Inc. at 1-800-909-9664 or 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 Maryland Department of Labor.

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding BNXA 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 BNXA USA MTL Inc. may be obtained at www.nmlsconsumeraccess.org.

Mississippi

The Mississippi Department of Banking & Consumer Finance recommends that you attempt to resolve your complaint with the financial institution first by contacting BNXA USA MTL Inc. at 1-800-909-9664 or 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 BNXA USA MTL Inc. money transmission activity, you may file you complain online at <https://dbcf.ms.gov/complaint-form/>.

Tennessee

Please note that BNXA USA MTL, Inc. is licensed by the Tennessee Department of Financial Institutions as a money transmitter and that this license and the required surety bond do not cover the transmission of virtual currency. The Tennessee Department of Financial Institutions does not regulate virtual currency.

Utah

Virtual Currency Disclosure:

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