

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

## USA Licenses

Version: 16 November 2023

BANXA 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 March 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 31000255987782).

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

State / Territory	License	State Agency
<b>Alaska</b>	Money Transmitter License (AKMT-016632)	Division of Banking & Securities PO Box 110807 Juneau, AK 99811-0807
<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>Connecticut</b>	Money Transmission License (MT-2347615)	Connecticut Department of Banking 260 Constitution Plaza Hartford, CT 06103-1800
<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>Florida</b>	Money Transmitters Part II (FT230000448)	Florida Office of Financial Regulation 101 E. Gaines Street Tallahassee, FL 32399

State / Territory	License	State Agency
<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>Idaho</b>	Money Transmitters License (MTL-338)	Idaho Department of Finance 11341 West Chinden Blvd. Building 4, Floor 3 Boise, ID 83714
<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
<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

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

State / Territory	License	State Agency
<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>Tennessee</b>	Money Transmitter License (2347615)	Tennessee Department of Financial Institutions 312 Rosa L. Parks Avenue, 26th Floor Nashville, TN 37243
<b>Virginia</b>	Virginia Money Order Seller and Money Transmitter License (MO-463)	Bureau of Financial Institutions State Corporation Commission 1300 East Main Street, 8th Floor Richmond, Virginia 23218-0640
<b>Vermont</b>	Money Transmitter License (MT-2347615)	Department of Financial Regulation – Banking Division 89 Main Street Montpelier, VT 05620-3101
<b>West Virginia</b>	Money Transmitter License (WVMT-2347615)	West Virginia Division of Financial Institutions 900 Pennsylvania Avenue, Suite 306 Charleston, WV 25302

**\*\*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](mailto: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](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](#)

**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%2020\(2\).pdf](http://www.securities.arkansas.gov!/userfiles/Complaint%20Important%20Notice%20May%2020(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](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](#)

### **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.

### **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

### **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/>.

### **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](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 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](http://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](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 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.

**Virginia**

BNXA USA MTL, Inc. is licensed by the Virginia State Corporation Commission as a money transmitter, but such license does not cover the transmission of virtual currency (Bitcoin).

**West Virginia**

In connection with the Services as provided in the Terms (<https://banxa.com/wp-content/uploads/2023/10/Banxa-Customer-Terms-and-Conditions-30-October-2023-BANXA.pdf>), you authorize and acknowledge that upon receipt and settlement of funds by us or our third-party service providers as disclosed in the Terms, satisfies any obligation to us to make payment for any Transaction.