

November 10, 2019

Dear Business & Human Rights Resource Centre,

Thank you for your recent correspondence with Western Union regarding our business operations in Myanmar. Western Union condemns human rights abuses, including human trafficking, human smuggling and any form of modern slavery.

Remittances are a one-on-one transaction between family and friends, directly supporting the people of Myanmar. They are governed by applicable regulations, including sanctions and regulatory reporting requirements.

Providing remittance services requires the use of local agents remunerated by a commission payment. All agents selected to offer our services to the people of Myanmar undergo rigorous due diligence and they are an important conduit to making remittance accessible to the people of Myanmar. Western Union conducts agent due diligence and oversight through periodic reviews to determine whether the agents satisfy relevant regulatory requirements and Western Union policies. In many cases, we conduct our own research, both to confirm that information provided by our agents is consistent with that in the public domain, and to independently assess whether the agent meets our standards.

As a matter of practice, we continue to evaluate our business relationships from an environmental, social, and governance perspective. We take information received from outside parties very seriously and we are reviewing this matter accordingly. We will inform all appropriate stakeholders on the outcomes of our discussions as soon as practicable.

Sincerely,

Nicole Vogrin

*Chief Corporate Affairs and Communications Officer, Western Union*