

DRIVEDIGITAL US CORP.

Consumer Assistance Policy and Filing Complaints

If you are a customer and have questions or concerns about the services provided by DriveDigital US Corp., please contact our customer support team at the mail address or phone number listed below:

Mail:

DriveDigital US Corp.
15 Exchange Place, Suite 1020-C
Jersey City, NJ 07302-3914
Attention: Customer Service

US Customer Service:

Phone Number: (908) 922-4443
Hours of Operation: Monday-Friday: 8am–8pm Eastern Time

If you feel your customer service question or concern has not been adequately addressed by our customer support team, and you wish to escalate the matter, please contact our senior executive responsible for the overall customer experience as noted below:

Mail:

DriveDigital US Corp.
15 Exchange Place, Suite 1020-C
Jersey City, NJ 07302-3914
Attention: Jeffrey Pasquerella

DRIVEDIGITAL US CORP.

DriveDigital US Corp. is licensed and regulated as a money transmitter in most jurisdictions across the United States. If you are not satisfied with the customer service provided by DriveDigital US Corp. and wish to make a complaint with your state agency, please use the contact information below.

Consumers are warned to be aware of fraud and potential scams. Fraudulent transactions may result in the loss of the consumer's money with no recourse. If you think you have been the victim of fraud, please contact us immediately by telephone at (800) 461-2680, option 1 to report fraud or suspected fraud. For more information on how to protect yourself from fraud, visit <https://reportfraud.ftc.gov/#/>.

Alabama customers

Online:

<https://asc.alabama.gov/complaints.aspx>

Hotline:

1-800-222-1253

Telephone Number:

1-334-242-2984

U.S. Mail:

Alabama Securities Commission
Enforcement Division
P.O. Box 304700
Montgomery, AL 36130-4700

Arizona customers

Online:

<https://difi.az.gov/complaint>

Hotline:

1-800-352-8431

Telephone Number:

602-364-3100

In Person or U.S. Mail:

Arizona Department of Financial Institutions
Consumer Affairs Division
100 N. 15th Avenue
Suite 261
Phoenix, AZ 85007

DRIVEDIGITAL US CORP.

Arkansas customers

Online:

<https://www.securities.arkansas.gov/page/364/money-services-how-to-file-a-complaint>

Hotline:

1-800-981-4429

Telephone Number:

501-324-9260

In Person or U.S. Mail:

Arkansas Securities Department

1 Commerce Way

Suite 402

Little Rock, AR 72202

California customers

California Customers:

California does not require regulation or licensing of the money transmission services provided by DriveDigital US Corp. in the State of California.

Colorado customers

Colorado Customers:

Colorado does not require regulation or licensing of the money transmission services provided by DriveDigital US Corp. in the State of Colorado.

Delaware customers

Online:

<https://banking.delaware.gov/faqs/consumer-complaint-help/>

Helpline:

800-464-4357

Telephone Number:

302-739-4235 or 302-577-6722

In Person or U.S. Mail:

State of Delaware

Officer of the State Bank Commissioner

Attn: Compliance

DRIVEDIGITAL US CORP.

1110 Forrest Avenue
Dover, DE 19904

District of Columbia customers

Online:

<https://disb.dc.gov/service/file-complaint-or-report-fraud>

Telephone Number:

202-727-8000

In Person or U.S. Mail:

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

Hawaii customers

Online:

<https://cca.hawaii.gov/dfi/file-a-complaint/>

Telephone Number:

808-586-2820

In Person:

Hawaii Division of Financial Institutions
Department of Commerce and Consumer Affairs
335 Merchant Street
Room 221
Honolulu, HI 96813

U.S. Mail:

Hawaii Division of Financial Institutions
Department of Commerce and Consumer Affairs
P.O. Box 2054
Honolulu, HI 96805

Email:

dfi@dcca.hawaii.gov

Idaho customers

Online:

<https://www.finance.idaho.gov/complaints/>

DRIVEDIGITAL US CORP.

Hotline:

1-888-346-3378

Telephone Number:

208-332-8004

In Person or U.S. Mail:

Idaho Department of Finance
Securities Bureau
800 Park Blvd, Suite 20
Boise, ID 83712

Illinois customers

Online:

<https://www.idfpr.com/DFI/DFIComplaintForm.asp>

Telephone Number:

1-888-473-4858

In Person or U.S. Mail:

Illinois Department of Financial & Professional Regulation
555 West Monroe St
5th Floor
Chicago, IL 60661

Indiana customers

Indiana Customers:

Indiana does not require regulation or licensing of the money transmission services provided by DriveDigital US Corp. in the State of Indiana.

Iowa customers

Online:

<https://www.idob.state.ia.us/bank/docs/comscomp.aspx>

Telephone Number:

515-281-4014

In Person or U.S. Mail:

Iowa Division of Banking
200 East Grand Avenue

DRIVEDIGITAL US CORP.

Suite 300
Des Moines, IA 50309-1827

Kansas customers

Online:

<https://www.osbckansas.org/consumers/file-a-complaint/>

Telephone Number:

785-380-3939

In Person or U.S. Mail:

Kansas Office of the State Bank Commissioner
Attn: Consumer Affairs Department
700 SW Jackson
Suite 300
Topeka, KS 66603

Kentucky customers

Hotline:

800-223-2579

Telephone Number:

502-573-3390

In Person or U.S. Mail:

Kentucky Department of Financial Institutions
Attention: Consumer Complaints
500 Mero Street, 2SW19
Frankfort, KY 40601

Louisiana customers

Hotline:

888-525-9414

Telephone Number:

225-925-4660

U.S. Mail:

Louisiana Office of Financial Institutions
Post Office Box 94095
Baton Rouge, LA 70804-9095

DRIVEDIGITAL US CORP.

Maine customers

Online:

<https://www.maine.gov/pfr/consumercredit/complaint.htm>

Hotline:

1-800-332-8529

Telephone Number:

207-624-8527

In Person or U.S. Mail:

Maine Department of Professional & Financial Regulation
Bureau of Consumer Credit Protection
35 State House Station
Augusta, ME 04333-0035

Maryland customers

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding DriveDigital US Corp. (NMLS ID 1380271) at the below address or toll-free phone number of the Commissioner. NMLS Consumer Access Website (to verify the licensing status of DriveDigital US Corp.):

<https://www.nmlsconsumeraccess.org/Home.aspx/MainSearch>

Hotline:

888-784-0136

Telephone Number:

410-230-6100

In Person or U.S. Mail:

Maryland Commissioner of Financial Regulation
Attn: Consumer Services Unit
1100 N. Eutaw Street
Suite 611
Baltimore, MD 21201

Massachusetts customers

Massachusetts Customers:

Massachusetts does not require regulation or licensing of the money transmission services provided by DriveDigital US Corp. in the Commonwealth of Massachusetts.

DRIVEDIGITAL US CORP.

Minnesota customers

Online:

<https://mn.gov/commerce/industries/financial-institutions/money-transmission/>

Hotline:

651-539-1600 (Complaints)

Telephone Number:

651-539-1500

In Person or U.S. Mail:

Minnesota Department of Commerce
85 7th Place East
Suite 280
St. Paul, MN 55101

Mississippi customers

Online:

<https://dbcf.ms.gov/complaint-form/>

Telephone Number:

601-321-6901

U.S. Mail:

Mississippi Department of Banking and Consumer Finance
PO Box 12129
Jackson, MS 39236-2129

Missouri customers

Online:

https://finance.mo.gov/consumers/consumer_complaint.php

Telephone Number:

573-751-3242

U.S. Mail:

Missouri Division of Finance
Truman State Office Building
Room 630
Jefferson City, MO 65102

DRIVEDIGITAL US CORP.

Montana customers

Montana Customers:

Montana does not require regulation or licensing for the money transmission services provided by DriveDigital US Corp. in the State of Montana.

Nebraska customers

Online:

<https://ndbf.nebraska.gov/consumers/complaints?Id=APUSLPADirect>

Hotline:

877-471-3445

Telephone Number:

402-471-2171

U.S. Mail:

Nebraska Department of Banking & Finance
Financial Institutions – Complaints
P.O. Box 95006
Lincoln, NE 68509-5006

New Hampshire customers

Online:

<https://www.nh.gov/banking/consumer-assistance/complaint.htm>

Telephone Number:

603-271-3561

In Person or U.S. Mail:

State of New Hampshire Banking Department
53 Regional Drive
Suite 200
Concord, NH 03301

New Mexico customers

Online:

<https://www.rld.nm.gov/financial-institutions/file-a-complaint/>

Telephone Number:

505-476-4885

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In Person or U.S. Mail:

New Mexico Regulation and Licensing Department
Financial Institutions Division
Toney Anaya Building
2550 Cerrillos Road
Santa Fe, NM 87505

North Dakota customers

Online:

<https://www.nd.gov/dfi/file-complaint>

Telephone Number:

701-328-9933

In Person or U.S. Mail:

North Dakota Department of Financial Institutions
1200 Memorial HWY
Bismarck, ND 58504

Ohio customers

Online:

<https://com.ohio.gov/fiin/Depositorycomplaintprocess.aspx>

Hotline:

866-278-0003

Telephone Number:

614-728-8400

In Person or U.S. Mail:

Ohio Department of Commerce
Division of Financial Institutions
Consumer Complaints
77 South High Street
23rd Floor
Columbus, OH 43215-6120

Oklahoma customers

Online:

<https://oklahoma.gov/banking/complaints/money-transmission-company-complaints.html>

DRIVEDIGITAL US CORP.

Telephone Number:

405-521-2782

In Person or U.S. Mail:

Oklahoma Banking Department
Attn: Mick Thompson, Commissioner
2900 North Lincoln Boulevard
Oklahoma City, OK 73105

Oregon customers

Online:

<https://dfr.oregon.gov/help/complaints-licenses/Pages/file-complaint.aspx>

Hotline:

888-877-4894 (Financial Services)

Telephone Number:

503-378-4140

U.S. Mail:

Oregon Division of Financial Regulation
PO Box 14480
Salem, OR 97309-0405

Pennsylvania customers

Online:

<https://www.dobs.pa.gov/Consumers/Pages/File-a-Complaint.aspx>

Hotline:

1-800-722-2657 or 1-800-600-0007 (toll-free in Pennsylvania)
717-787-1854 (outside of Pennsylvania)

In Person or U.S. Mail:

Pennsylvania Department of Banking and Securities
Consumer Services
17 N. Second Street
Suite 1300
Harrisburg, PA 17101

Puerto Rico customers

Online:

<https://ocif.pr.gov/pages/default.aspx>

DRIVEDIGITAL US CORP.

Hotline:

800-981-7711

Telephone Number:

787-723-3131

In Person or U.S. Mail:

Commissioner of Financial Institutions of Puerto Rico

ATTN: Complaints Division

Edif. Centro-Europa Building - Suite 600

1492 Ponce de León Avenue

Santurce, PR 00907

Rhode Island customers

Online:

<https://dbr.ri.gov/insurance-banking-securities-and-charitable-organizations/banking/consumers/file-complaint>

Telephone Number:

401-462-9503

In Person or U.S. Mail:

State of Rhode Island Department of Business Regulation

Division of Banking

1511 Pontiac Avenue, Bldg. 68-1

Cranston, RI 02920

South Carolina customers

Online:

<https://applications.sc.gov/DCAComplaintSystem/Login/Index.aspx>

Hotline:

1-800-922-1594 (toll-free in South Carolina)

Telephone Number:

803-734-4200

In Person or U.S. Mail:

South Carolina Department of Consumer Affairs

293 Greystone Boulevard

Ste. 400

Columbia, SC 29210

DRIVEDIGITAL US CORP.

South Dakota customers

Online:

https://dlr.sd.gov/banking/consumers/consumer_complaint_reference_list.aspx

Telephone Number:

605 773-3421

In Person or U.S. Mail:

South Dakota Division of Banking
1601 N. Harrison Ave
Suite 1
Pierre, SD 57501

Utah customers

Online:

<https://dfi.utah.gov/resources/helpful-links/file-a-complaint/>

Telephone Number:

801-538-8830

U.S. Mail:

Utah Department of Financial Institutions
PO Box 146800
Salt Lake City, UT 84114-6800

Vermont Customers:

Online:

<https://dfr.vermont.gov/consumers/file-complaint/banking>

Hotline:

833-337-4685

Telephone Number:

802-828-3307

In Person or U.S. Mail:

Vermont Department of Financial Regulation
Banking Division-Consumer Assistance
89 Main Street
Montpelier, VT 05620-3101

DRIVEDIGITAL US CORP.

Washington customers

Online:

<https://dfi.wa.gov/consumers/money-services-complaint>

Hotline:

1-877-746-4334

Telephone Number:

360-902-8703

U.S. Mail:

State of Washington Department of Financial Institutions

Division of Consumer Services

P.O. Box 41200

Olympia, WA 98504-1200

West Virginia customers

Telephone Number:

304-558-2294

In Person or U.S. Mail:

West Virginia Division of Financial Institutions

900 Pennsylvania Avenue

Suite 306

Charleston, WV 25302-3542

Wisconsin customers

Online:

https://www.wdfi.org/wca/consumer_credit/complaints_and_questions.htm

Hotline:

1-800-452-3328 (toll-free in Wisconsin)

Telephone Number:

608-264-7969

U.S. Mail:

State of Wisconsin Department of Financial Institutions

Bureau of Consumer Affairs

PO Box 8041

Madison, WI 53708-8041

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Wyoming customers

Online:

<https://wyomingbankingdivision.wyo.gov/how-to-file-a-complaint>

Telephone Number:

307-777-7797

In Person or U.S. Mail:

Wyoming Division of Banking Hathaway Building

2nd Floor

2300 Capitol Avenue

Cheyenne, WY 82002