

RHC Licenses & Disclosures



Jurisdictions.

Robinhood Crypto, LLC (RHC) holds licenses in the following jurisdictions:

Jurisdiction	License	State Agency
Alabama	Money Transmitter License, 784	Alabama Securities Commission 445 Dexter Ave., Suite 12000 Montgomery, AL 36104
Alaska	Money Transmitter License, 11185	State of Alaska Division of Banking & Securities 550 West 7th, Suite 1850 Anchorage, Alaska 99501
Arkansas	Money Transmitter License, 115595	Arkansas Securities Department 1 Commerce Way, Suite 402 Little Rock, AR 72202
Connecticut	Money Transmitter License, MT-1702840	Connecticut Department of Banking 260 Constitution Plaza Hartford, CT 06103-1800
Delaware	Check Seller; Money Transmission, 27622	Office of the State Bank Commissioner 1110 Forrest Avenue Dover, DE 19904
District of Columbia	Money Transmitter License, MTR1702840	Department of Insurance, Securities, and Banking 1050 First St., NE #801 Washington, District of Columbia 20002
Florida	Money Transmitter License, FT230000222	Florida Office of Financial Regulation 200 E. Gaines Street Tallahassee, FL 32399
Georgia	Seller of Payment Instruments License, 61417	Georgia Department of Banking and Finance Money Services Businesses 2990 Brandywine Road, Suite 200 Atlanta, GA 30341-5565
Idaho	Money Transmitter License, MTL-0229	Idaho Department of Finance, Securities Bureau 800 Park Boulevard, Suite 200 Boise, ID 83720-0031
Iowa	Money Services License, 2018-0047	State of Iowa Division of Banking 200 E. Grand Avenue, Suite 300 Des Moines, IA 50309



Kansas	Money Transmitter License, MT.0000141	Kansas Office of the State Bank Commissioner 700 SW Jackson Street, Suite 300 Topeka, KS 66603
Louisiana	Virtual Currency Business Activity License, 1702840	Louisiana Office of Financial Institutions 8660 United Plaza Blvd, 2nd Floor Baton Rouge, LA 70809
Maine	Money Transmitter License, NMT1710425	Department of Professional & Financial Regulation Bureau of Consumer Credit Protection 76 Northern Avenue Gardiner, ME 04345
Minnesota	Money Transmitter License, MN-MT-1702840	Minnesota Department of Commerce Financial Institutions Division 85 7th Place East Suite 280 St. Paul, MN 55101
Nebraska	Money Transmitter License, MT-1702840	Nebraska Department of Banking & Finance 1526 K Street, Suite 300 Lincoln, NE 68508-2732
Nevada	Money Transmitter License, MT-11196	Nevada Financial Institutions Division 3300 W. Sahara Ave., Suite 250 Las Vegas, NV 89102
New Hampshire	Money Transmitter License, 24237-MT	New Hampshire Banking Department 53 Regional Drive, Suite 200 Concord NH 03301
New Jersey	Money Transmitter License, 1803456-C22	New Jersey Department of Banking and Insurance 20 West State Street, 8th Floor PO Box 473 Trenton, NJ 08625
New Mexico	Money Transmitter License, MT-1702840	New Mexico Financial Institutions Department Mortgage Unit 2550 Cerrillos Road, 3rd Floor PO Box 25101 (87504) Santa Fe, NM 87505
New York	Money Transmitter License, MT104190 Virtual Currency License, 0000012	New York Department of Financial Services One State Street New York, NY 10004-1511
North Dakota	Money Transmitter License, MT103368	North Dakota Department of Financial Institutions 1200 Memorial Hwy Bismark, ND 58504
Ohio	Money Transmitter License, OHMT 144	Ohio Division of Financial Institutions 77 South High Street, 21st Floor Columbus, OH 43215



Oklahoma	Oklahoma DOB Money Transmission License, okdob001	Oklahoma Department of Banking 2900 North Lincoln Boulevard Oklahoma City, OK 73105
Oregon	Money Transmitter License, 30217	Oregon Department of Consumer and Business Services Division of Finance and Corporate Securities PO Box 14480 Salem, Oregon 97309-0405 350 Winter St., NE, Suite 410 Salem, Oregon 97309-0405
Puerto Rico	Money Transmitter License TM-161	Puerto Rico Bureau of Financial Institutions 1492 Ponce de Leon Avenue Centro Europa Bldg. Suite 600 San Juan, PR 00907
Rhode Island	Currency Transmitter License, 20203964CT	Department of Business Regulation 1511 Pontiac Ave, Building 68-1 Cranston, RI 02920
South Carolina	Money Transmitter License, MT-1702840	Office of the Attorney General Money Services Division 10000 Assembly Street Columbia, SC 29201
South Dakota	Money Transmitter License, 1702840.MT	South Dakota Department of Labor and Regulation Division of Banking 1601 N. Harrison Avenue, Suite 1 Pierre, South Dakota 57501
Vermont	Money Transmitter License, 100-142	Vermont Department of Financial Regulation 89 Main Street Montpelier, VT 05620
Washington	Money Transmitter License, 550-MT-115315	State of Washington - Department of Financial Institutions Division of Consumer Services 150 Israel Road, S.W. Tumwater, WA 98501
West Virginia	Money Transmitter License, WVMT-1702840	West Virginia Division of Financial Institutions 900 Pennsylvania Avenue Suite 306 Charleston, WV 25302

Customer Service Contact Information:

Address: 85 Willow Road, Menlo Park, CA 94025

Website: robinhood.com/contact

Toll-Free Customer Service Number: (888) 275-8523

Email: help@robinhood.com



Disclosures.

For further information regarding the risks involved with cryptocurrency, please see the [Robinhood Cryptocurrency Risk Disclosure](#).

Alaska

For Alaska Residents Only:

If your issue is unresolved by RHC (888-275-8523), 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

Connecticut

If your issue is unresolved by Robinhood Crypto, LLC, you may direct your complaint to the State of Connecticut Department of Banking. Please visit the [State of Connecticut Department of Banking](#) for additional information.

Florida

NOTICE: By the Florida Office of Financial Regulation

BY GRANTING ROBINHOOD CRYPTO, LLC A LICENSE, THE FLORIDA OFFICE OF FINANCIAL REGULATION IS NOT ENDORSING THE USE OF DIGITAL OR VIRTUAL CURRENCIES.

- U.S. currency is legal tender backed by the U.S. government.
- Digital and virtual currencies are not issued or backed by the U.S. government, or related in any way to U.S. currency, and have fewer regulatory protections.
- The value of digital and virtual currencies is derived from supply and demand in the global marketplace which can rise or fall independently of any fiat (government) currency.
- Holding digital and virtual currencies carries exchange rate and other types of risk.

POTENTIAL USERS OF DIGITAL OR VIRTUAL CURRENCIES, INCLUDING BUT NOT LIMITED TO BITCOIN, SHOULD BE FOREWARNED OF A POSSIBLE FINANCIAL LOSS AT THE TIME THAT SUCH CURRENCIES ARE EXCHANGED FOR FIAT CURRENCY DUE TO AN UNFAVORABLE EXCHANGE RATE. A FAVORABLE EXCHANGE RATE AT THE TIME OF EXCHANGE CAN RESULT IN A TAX LIABILITY. PLEASE CONSULT YOUR TAX ADVISOR REGARDING ANY TAX CONSEQUENCES ASSOCIATED WITH YOUR HOLDING OR USE OF DIGITAL OR VIRTUAL CURRENCIES.

If you have a question or complaint, please contact Robinhood at

<https://robinhood.com/contact>. Florida residents may contact the Florida Office of Financial Regulation with any unresolved questions or complaints about Robinhood Crypto, LLC at 200 E. Gaines Street, Tallahassee, FL 32399-0376, telephone number: (800) 848-3792 (toll free).



- Kansas** If your issue is unresolved by Robinhood Crypto, LLC, you may direct your complaint to the Kansas Office of the State Bank Commissioner. Please visit <https://www.osbckansas.org/consumers/file-a-complaint/> for additional information.
- Louisiana** Virtual currency is not legal tender in the United States, is not backed by the United States government, and accounts and value balances are not subject to Federal Deposit Insurance Corporation or Securities Investor Protection Corporation protections.
- Legislative and regulatory changes or actions at the state, federal, or international level may adversely affect the value of virtual currency.
- Transactions in virtual currency may be irreversible, and accordingly, losses due to fraudulent or accidental transactions may not be recoverable.
- Some virtual currency transactions may be immediately effective when recorded on a public ledger, which is not necessarily the date or time that the resident initiates the transaction.
- The value of virtual currency may be derived from the continued willingness of market participants to exchange legal tender for virtual currency, which may result in the potential for permanent and total loss of value of a particular virtual currency if the market for the virtual currency declines or collapses for an extended period of time.
- Any surety bonds that Robinhood Crypto, LLC is required to maintain for the benefit of Louisiana residents may not be sufficient to cover all losses incurred by the residents.
- Louisiana residents should perform research before purchasing or investing in virtual currency
- Maine** If your issue is unresolved by Robinhood Crypto, LLC, you may direct your complaint to the Maine Bureau of Consumer Credit Protection at (207) 624-8527. Please visit <https://www.maine.gov/pfr/consumercredit/complaint.htm> for additional information.
- Minnesota** Robinhood Crypto, LLC, is committed to combating fraud. If you are located in the State of Minnesota and believe that your account has been accessed without your authorization, you did not initiate a transaction, are not the intended recipient of a transmission, or should you have any other questions or concerns regarding Robinhood Crypto, please contact our customer support at <https://robinhood.com/contact>.
- If your question or complaint is unresolved by Robinhood Crypto, LLC, you may direct your complaint to the Minnesota Department of Commerce, Financial Institutions Division at (651) 539-1500. 85 7th Place East Suite 280, Saint Paul, MN, 55101. Please visit <https://mn.gov/commerce/money/> for additional information.
- Nevada** If your issue is unresolved by Robinhood Crypto, LLC, you may direct your complaint to the Nevada Financial Institutions Division at (702) 486-4120. Please visit <https://fid.nv.gov/Resources/Resources/> for additional information.

**New Mexico**

If your issue is unresolved by Robinhood Crypto, LLC, you may direct your complaint to the New Mexico Regulations and Licensing Department, Financial Institutions Division. Please visit <http://www.rld.state.nm.us/financialinstitutions/overview.aspx> for additional information.

New York

Robinhood Crypto, LLC, is regulated and licensed to conduct virtual currency business activities and as a money transmitter by the New York State Department of Financial Services. If you are located in the State of New York and have a complaint, please first contact our Robinhood customer support at <https://robinhood.com/contact>.

If you still have an unresolved complaint, you may also direct your complaint to the attention of: the New York State Department of Financial Services, One State Street, New York, NY 10004-1511; +1 (212) 709-1540. Please visit <https://www.dfs.ny.gov> for additional information. Please note the following disclosures associated with virtual currency:

- Virtual currency is not legal tender, is not backed by the government, and accounts and value balances are not subject to Federal Deposit Insurance Corporation or Securities Investor Protection Corporation protections.
- Legislative and regulatory changes or actions at the state, federal, or international level may adversely affect the use, transfer, exchange, and value of virtual currency.
- Transactions in virtual currency may be irreversible, and, accordingly, losses due to fraudulent or accidental transactions may not be recoverable.
- Some virtual currency transactions shall be deemed to be made when recorded on a public ledger, which is not necessarily the date or time that the customer initiates the transaction.
- The value of virtual currency may be derived from the continued willingness of market participants to exchange fiat currency for virtual currency, which may result in the potential for permanent and total loss of value of a particular virtual currency should the market for that virtual currency disappear.
- There is no assurance that a person who accepts a virtual currency as payment today will continue to do so in the future.
- The volatility and unpredictability of the price of virtual currency relative to fiat currency may result in significant loss over a short period of time.
- The nature of virtual currency may lead to an increased risk of fraud or cyber-attack.
- The nature of virtual currency means that any technological difficulties experienced by Robinhood Crypto may prevent the access or use of a customer's virtual currency.
- Any bond or trust account maintained by Robinhood Crypto for the benefit of its customers may not be sufficient to cover all losses incurred by customers.



- Oregon** If you are located in the State of Oregon and have a complaint, please first contact our customer support at <https://robinhood.com/contact>. If you still have an unresolved complaint regarding our money transmission activity, you may also direct your complaint to the attention of: Oregon Division of Financial Regulation, P.O. Box 14480, Salem, Oregon 97309-0405; +1 (866) 814-9710 (toll-free in the USA). Please visit: <http://dfr.oregon.gov/> for additional information.
- South Dakota** If your issue is unresolved by Robinhood Crypto, LLC, you may direct your complaint to the South Dakota Department of Labor and Regulation, Division of Banking. Please visit the [Division of Banking](#) for additional information.
- Vermont** If you have a complaint, first contact Robinhood at <https://robinhood.com/contact>, and if you still have an unresolved complaint regarding the company's money transmission activity, please contact the State of Vermont Department of Financial Regulation using the Vermont Consumer Complaint Form: <https://dfr.vermont.gov/form/banking-consumer-complaint-form>
- Washington** If you have a complaint, first contact Robinhood at <https://robinhood.com/contact>, and if you still have an unresolved complaint regarding the company's money transmission activity, please contact the Washington State Department of Financial Institutions, Division of Consumer Services using one of the following methods:
- File a complaint online, mail, or fax: <https://dfi.wa.gov/consumers/money-services-complaints>
By phone: 1-877-RING DFI (1-877-746-4334)
By email: CSEnforceComplaints@dfi.wa.gov