



STATE OF LOUISIANA
OFFICE OF FINANCIAL INSTITUTIONS
BATON ROUGE, LOUISIANA



IMPORTANT INFORMATION

TO: Virtual Currency Businesses Act ("VCBA") Licensees
FROM: Michelle Jeansonne, Chief Examiner
DATE: July 24, 2026
RE: 2026 Legislative Summary

The following Legislative Summary is intended to detail the key provisions of Act 482 (SB 287) of the 2026 Regular Legislative Session, which pertains to the operation of virtual currency kiosk machines in the State of Louisiana pursuant to the VCBA. Please review this information very carefully to determine how this legislation may impact your operations in the future. To view Act 482 in its entirety, please visit the Louisiana Legislature's website at www.legis.gov.

2026 LEGISLATIVE SUMMARY

Act 482 (SB 287) requires the following: a virtual currency kiosk operator that is not properly licensed at the time of a transaction, must allow the user to cancel the transaction and receive a full refund at any time, at the operator's expense; a virtual currency owner or operator shall acknowledge and respond to a cancellation and refund request within 10 business days; a virtual currency kiosk owner or operator must clearly disclose all requirements for obtaining a refund, and that any refund request based on suspected fraudulent activity the operator may require proof of a police report or similar governmental agency report and proof of identification, and the submission of a police report or a complaint to the Internet Crime Complaint Center constitutes suspected fraudulent activity; any refund must be processed and completed within 90 days from the user's initial request or, if applicable, within 90 days from submission of required fraud documentation and identification, whichever is later, provided such requirements were clearly disclosed; a virtual currency kiosk owner or operator must offer live customer support by telephone, and the toll-free number must be displayed on the kiosk and printed on the customer receipt; a

virtual currency owner or operator must submit quarterly reports to the Commissioner of all cancellation and refund requests; licensee shall disclose to the resident that he has the right to contact the OFI with complaints or questions regarding the virtual currency kiosk services; changes the notice from the transaction is not reversible to the transaction may be cancelled within 72 hours; and licensee shall provide a receipt in paper and electronic form to the resident and include the following information on the receipt: (1) the contact information on the licensee, including the licensee's business address and a customer service telephone number established by the licensee to answer questions, to allow residents to cancel transactions and receive full refund for a virtual currency kiosk transaction, and to allow the resident to register complaints; (2) the unique identifier of the virtual currency kiosk operator; and, (3) the full amount of each fee charged, including a fee charged directly or indirectly by the kiosk operator or a third party involved in the virtual currency transaction.

The Act was signed into law on May 29, 2026, with an effective date of August 1, 2026.

For more information regarding this legislation, and how it may impact your operations in the future, please contact the Non-Depository Division at 225-925-4660 or NMLS@ofi.la.gov.

Please note that this Legislative Summary is being provided for informational purposes only and is not intended to be an official interpretation and/or opinion of the Louisiana Office of Financial Institutions.