REMITLY ERROR RESOLUTION AND CANCELLATION NOTICE

WHAT TO DO IF YOU THINK THERE HAS BEEN AN ERROR OR A PROBLEM

If you think there has been an error or a problem with your money transfer you are encouraged to contact us as soon as possible.

- Call us at 00 800 5577 1234; or,
- via our [Contact Us page](https://www.remitly.com/at/en/help); or,
- Write us at Remitly Europe Limited, attn.: Error Resolution WeWork, Charlemont Exchange, Charlemont Street, Dublin 2, D02V N88, Ireland.

You must contact us within 180 days of the date we promised to you that funds would be made available to your recipient. However, if you are concerned that unauthorised payments have been made, you must notify us without undue delay and in any case no later than the 13 months after the applicable transaction was executed. When you do, please tell us:

1. Your name and email address;

2. The error or problem with the transfer and why you believe it is an error or problem.

3. The name of the person receiving the funds, and if you know, his or her telephone number or address;

4. The amount of the transfer; and,

5. The reference no. for the transfer as shown on the receipt we provided you at the time of the original transaction.

We will determine whether an error occurred within 90 days after you contact us and we will correct any error promptly. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of any documents we used in our investigation. Notwithstanding the foregoing, if your concern relates to a claim that your payment was unauthorised then we will review and if appropriate, execute a refund as soon as practicable.

WHAT TO DO IF YOU WANT TO CANCEL A MONEY TRANSFER

Subject to certain conditions, you have the right to cancel a transfer and obtain a refund of all funds paid to us, including Service fees. In order to cancel you must contact us at the telephone number or email address shown above before we deposit the funds to your recipient's bank account or mobile wallet; your recipient receives the funds via a home delivery service; or collects the remittance.

When you contact us, you must provide us with information to help us identify the transfer you wish to cancel, including the amount and location where the funds were sent. We will aim to refund your money within three business days of your request to cancel a transfer as long as the funds have not already been picked up or deposited into a recipient's account. Please note that sometimes a refund may take a little longer to reach your payment instrument due to the processing times of the banks and other parties involved in the refund payment process.