Remitly Reserve

Terms and Conditions (Pilot Program)

Effective date: October 30, 2026

Last updated: November 11, 2026

These Remitly Reserve Terms and Conditions (“Reserve Terms”) describe how the Remitly Reserve pilot program (“Reserve” or the “Program”) works, including eligibility, enrollment, benefits, and how the Program may change. Reserve is offered as an addition to your Remitly account. It does not replace or change the Remitly User Agreement that already governs your account and your transfers, found here: [<u>Remitly's User Agreement</u>](https://www.remitly.com/gb/en/home/agreement) (the “General Terms”). Please read these Reserve Terms together with the General Terms. If anything here conflicts with the General Terms, the General Terms control except where these Reserve Terms specifically say otherwise.

1. Program Overview and Pilot Nature

1.1 What Reserve is. Remitly Reserve (“**Reserve”**) is a loyalty program for customers who send a high volume of transfers with Remitly. In the Reserve program, you get two benefits: Remitly's best available exchange rate on their transfers (for the payment method they choose) and access to a dedicated customer support team. Section 4 describes these benefits in full.

1.2 Reserve is free. There is no fee to be considered for Reserve, no fee to remain a member, and no separate cost for any Reserve benefit.

1.3 Reserve is a pilot. Remitly is currently testing Reserve, including by randomly assigning customers who meet the eligibility requirements to receive its benefits. Others who are not assigned to Reserve will continue with today's standard experience so we can learn whether Reserve is worth offering more broadly. That means the Program, its eligibility rules, and its benefits may change, expand, shrink, or end while we learn — including for some accounts and not others. Section 3 explains what this means for you in plain terms.

1.4 No set end date. Reserve does not have a fixed end date. Remitly may continue, change, pause, or end the Program at any time, as described in Section 7.

2. Eligibility

2.1 Who can be considered. To be considered for Reserve, you need to be sending transfers from an eligible country and meet Remitly's activity thresholds as detailed below. As of the effective date of these Reserve Terms, the eligible send countries are:

- United States
- Canada
- United Kingdom

2.2 Activity thresholds. To be considered for Reserve, your account must reflect that you, before being eligible for Reserve: (a) have sent at least **£8,000** in total completed transfer volume in the past 12 months; (b) include at least one completed transfer of **£4,000** or more in the past 6 months; and (c) have completed at least one transfer in the past 60 days. A completed transfer is one that has not been cancelled, refunded, or remains undelivered. Once you have met these minimum requirements, you will be eligible to be enrolled in Reserve.

2.3 We may change these criteria. Because Reserve is a pilot, we may adjust the eligibility criteria over time as we learn more, including, covered countries over time as we learn more. We'll do our best to give current members reasonable notice of a change that affects them.

3. Enrollment and Selection

3.1 No application required. You don't need to apply, sign up, or opt in to be considered for Reserve. We evaluate accounts against the criteria above automatically.

3.2 Meeting the eligibility criteria means you're automatically entered into the pilot — not that you're automatically enrolled in Reserve. If your account meets the eligibility criteria in Section 2, it is automatically entered into the Reserve pilot test. You don't need to do anything beyond your ordinary transfer activity for this to happen.

3.3 Random assignment. Once your account enters the pilot, Remitly randomly assigns it to one of two groups: an account that will receive Reserve benefits, or an account that will continue with Remitly's current standard pricing and service. This assignment is random and is not based on anything about you personally beyond meeting the criteria in Section 2. The Program pilot will initially be split with half of the eligible accounts receiving Reserve benefits and the other half receiving standard pricing and service.

3.4 If your account is assigned to receive Reserve benefits. We'll let you know directly — for example, through a message and/or a notice in the Remitly app — if you will receive Reserve benefits and you'll then see them automatically as you use your Remitly app, including your improved exchange rate.

3.5 If your account is not assigned to receive Reserve benefits at this time. Nothing about your Remitly account, pricing, or experience changes if you do not receive Reserve benefits during the Program, and we will not send you a message telling you that your account was considered but not selected. Remitly may still publish general information about Reserve — for example, on remitly.com — that isn't directed to your account specifically. That kind of general information describes the Program overall; it is not a representation that your account has been, or will be, assigned to receive Reserve benefits. If you are not chosen to receive Reserve benefits as part of this pilot program, it does not exclude you from future consideration for should Remitly expand the Program.

3.6 This may change. Because Reserve is a pilot, we may change it, including but not limited to how accounts are entered into it, how assignment works, or whether it continues at all, as described in Section 7.

4. Program Benefits

4.1 Current benefits. As of the effective date of these Reserve Terms, Reserve members receive:

- **Reserve Rate:** Remitly's best available exchange rate for the payment method you choose, on transfers of any size. See Section 5 for how this works and its limits.
- **Concierge Support:** Access to a Remitly support team trained to assist Reserve members. See Section 6.

4.2 Benefits may change. We may expand Reserve's benefits over time as the pilot continues, and we may also adjust, replace, or discontinue a benefit — including moving to a different type of benefit altogether (for example, an account credit) — based on what we learn. Section 7 describes how we'll handle changes.

4.3 Your benefit may depend on your corridor. Reserve's exchange-rate benefit (Section 5) is most meaningful on transfer corridors where Remitly already offers different exchange-rate tiers based on transfer size. Thus the exchange-rate benefit will only apply in these “covered corridors.” Some corridors are not currently included, such as including corridors where Remitly does not yet offer size-based pricing tiers or where local regulatory considerations apply. This list may change.

5. Reserve Rate Benefit — Scope and Limitations

5.1 What the Reserve Rate is. On corridors where Remitly offers different exchange-rate tiers based on transfer size, Reserve gives you our best available tier for the payment method you use — regardless of how much you're sending. In practice, this means a smaller transfer can get the same top-tier rate that is usually reserved for our largest transfers.

5.2 The Reserve Rate is not a promise of one specific rate or a fixed discount. "Best available rate" refers to the best pricing tier Remitly itself offers for your chosen payment method and corridor at the time you send — it moves with market conditions and Remitly's own pricing, the same way our standard rates do. It is not a guaranteed number, not a guaranteed savings amount, and not a claim that Remitly's rate is better than, or that Remitly will beat, any other provider's rate.

5.3 Your payment method still matters. Your rate depends on the payment method you choose. Remitly generally offers a better rate for transfers funded by bank account than for transfers funded by card. Reserve gives you the best rate available within the payment method you choose — it does not change the fact that if paying by card you generally get a lower rate than when paying by bank. This is true for all Remitly customers, not just Reserve members.

5.4 The Reserve Rate may not add value on every transfer. If a corridor doesn't currently have size-based pricing tiers, or if a transfer would already qualify for our top tier without Reserve, the Reserve Rate benefit provides no additional discount on that transfer.

5.5 Your rate is set when you submit your transfer. The rate you receive on a transfer is based on your Reserve status at the moment you submit that transfer. If your Reserve status changes afterward, it will not change the pricing of a transfer that's already in progress.

5.6 Standard protections still apply. Reserve does not change Remitly's standard identity verification, security, fraud-prevention, or compliance procedures. If we need to review or restrict your account for these reasons, that applies the same way to every customer, including Reserve members.

6. Concierge Support

6.1 What you get. As a Reserve member, you're connected to a Concierge Support team, which is trained specifically to assist customers who send high amount transfers, whenever you send a transfer, no matter the size, for as long as you are part of the Program. The Concierge Support team is reachable from the Reserve section of the app.

6.2 No specific service-level guarantee. While we aim to provide responsive, high-quality support, these Reserve Terms do not guarantee a specific response time, availability window, or outcome for any support request.

6.3 Availability may change. Concierge support is a Program benefit and may be modified, or its channels changed, as described in Section 7.

7. Program Modifications and Termination

7.1 We may change or end Reserve. Because Reserve is a pilot, Remitly may modify, suspend, or end the Program, or any specific benefit, at any time and for any reason — including if we determine the Program isn't achieving its goals, for cost or business reasons, or for legal or regulatory reasons.

7.2 Notice. Where reasonably possible, we'll give current Reserve members advance notice of a change that materially affects their benefits, through the app or another way you've agreed to hear from us. An updated version of the Reserve Terms with a revised effective date will be available on the app and through the link available anywhere Reserve is offered.

7.3 If the Program ends. If we end Reserve entirely, your Reserve benefits will end as described in the notice we provide, and your account will return to Remitly's standard pricing and support going forward.

7.4 Standard pricing is never at risk. Regardless of what happens to Reserve, you'll always be able to send transfers at Remitly's standard pricing, the same as any other customer.

7.5 Suspension or Termination of your Remitly Account. Remitly reserves the right to suspend or terminate your Remitly Account if you are found to be in violation of these terms; have engaged in fraudulent activity; have engaged in Prohibited Activities, as defined in our Remitly User Agreement; or otherwise violated Remitly’s User Agreement.

8. Relationship to Remitly's General Terms of Service

8.1 An addendum, not a replacement. These Reserve Terms supplement, and should be read together with, the General Terms that already govern your Remitly account. These Reserve Terms only address Reserve-specific matters: eligibility, enrollment, and Program benefits.

8.2 Incorporation by reference. All other provisions of the Remitly User Agreement continue to apply to your account and to any transfer you make, including its provisions on liability, dispute resolution, arbitration, and class-action waiver, found here: [<u>User Agreement</u>](https://www.remitly.com/gb/en/home/agreement). These Reserve Terms do not create a separate or additional arbitration process, and do not waive, narrow, or replace any arbitration agreement or class-action waiver in the General Terms.

8.3 If there's a conflict. If a provision of these Reserve Terms conflicts with the Remitly User Agreement on a matter these Reserve Terms specifically address (for example, Reserve eligibility), these Reserve Terms control for that matter. On every other matter, the General Terms control.

9. No Guarantee of Continued Participation

9.1 Being eligible or enrolled today isn't permanent. Being a Reserve member today does not guarantee you'll remain one.

9.2 Staying enrolled. Once enrolled, you will keep your Reserve status if you send at least **£4,000** in total completed transfer volume within a 6-month period. This period begins at your enrollment date (or your last requalification date), and we will notify you via email and/or push notification that you are enrolled in the Program. This notification begins your 6-month enrollment. We'll let you know starting 60 days before your 6-month period ends if you haven't yet met this requirement, and again if your status lapses, along with how to requalify. You will be able to view your status and progress in meeting the requirement in the app.

9.3 If your status lapses. If you don't meet the requalification requirement in time, your Reserve status ends and your account returns to standard pricing. As soon as you reach the requalification threshold again, your Reserve status is automatically reactivated — there's no waiting period and no need to reapply.

9.4 Not a vested right. Reserve status, and any benefit associated with it, is a

discretionary Program feature, not a right, entitlement, or property interest, and does not accrue or carry any cash value.

10. Limitation of Liability

10.1 Reserve is provided on an “as is” basis. To the fullest extent permitted by law, Remitly is not liable for any indirect, incidental, or consequential damages arising from your participation in, non-selection for, or the modification or discontinuation of, the Program, including any expectation of a particular exchange rate or benefit.

10.2 Nothing here limits rights that can't be limited by law. Nothing in these Reserve Terms limits any liability, or waives any right, that applicable law does not allow to be limited or waived — including liability for gross negligence or willful misconduct, and any non-waivable consumer-protection rights you have under the law of your state, province, or country.

11. Governing Law and Dispute Resolution

11.1 Governing Law and Dispute Resolution. These Reserve Terms are governed by, and any dispute arising from them will be resolved under, the same governing law and dispute-resolution provisions — including any arbitration agreement and class-action waiver — set out in the Remitly User Agreement applicable to your account.

12. Contact Information

Questions about Remitly Reserve? Reserve members can reach the Concierge Support team directly from the Reserve section of the Remitly app (“Chat with my team” or “Call my team”). Anyone can reach general Remitly customer service by calling +44 808 169 2816 or through Remitly’s [<u>online</u>](https://www.remitly.com/gb/en/help) chat feature.

The current version of these Reserve Terms is always available from the Reserve section of the Remitly app and from the link provided wherever Reserve is offered.