As a Remitly customer you may contact the money transmitter licensing authority in your state if you believe your dispute or complaint regarding Remitly's services has not been adequately resolved. See the information below about how best to do that.

Alabama

www.asc.state.al.us

(800) 222-1253

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

Alaska

www.commerce.alaska.gov/web/dbs

(907) 465-2521

Alaska DCCED Division of Banking and Securities PO Box 110807 Juneau, AK 99811-0807

Email: dbs.licensing@alaska.gov

[Submit a complaint form](https://www.commerce.alaska.gov/web/portals/3/pub/DBSGeneralComplaintFormupdated.pdf)

For Alaska Residents Only: If your issue is unresolved by Remitly, Inc. (888) 736-4859, 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 907-465-2521

Arizona

difi.az.gov

(602) 364-3100

Arizona Dept. of Insurance and Financial Institutions 100 N. 15th Ave Suite 261 Phoenix, AZ 85007-2630

Arkansas

www.securities.arkansas.gov

(501) 324-9260

Arkansas Securities Department Heritage West Building Suite 300 201 East Markham Street Little Rock, Arkansas 72201-1692

California

If you have complaints with respect to any aspect of the money transmission activities conducted at this location, you may contact the California Department of Financial Protection and Innovation at its toll-free telephone number, 1-866-275-2677, by email at consumer.services@dfpi.ca.gov, or by mail at the Department of Financial Protection and Innovation, Consumer Services, 2101 Arena Boulevard, Sacramento, CA 95834.

Colorado

www.dora.colorado.gov/dob

(303) 894-7575

Customer Notice:

Entities other than FDIC insured financial institutions that conduct money transmission activities in Colorado, including the sale of money orders, transfer of funds, and other instruments for the payment of money or credit, are required to be licensed by the Colorado Division of Banking pursuant to the Money Transmitters Act, Title 11, Article 110, Colorado Revised Statutes.

If you have a question about or dispute with YOUR TRANSACTION - THE MONEY YOU SENT:

You must contact the Money Transmitter who processed your transaction for assistance. The Division of Banking does not have access to this information.

If you are a Colorado Resident and have a Complaint about THE MONEY TRANSMITTER – THE COMPANY THAT SENT YOUR MONEY:

All complaints must be submitted in writing. Please fill out the Complaint Form provided on the Colorado Division of Banking's website and return it and any documentation supporting the complaint via mail or email to the Division of Banking at:

Colorado Department of Regulatory Agencies Division of Banking 1560 Broadway, Suite 975 Denver, CO 80202

Email: DORA*BankingWebsite@state.co.us*

Connecticut

www.ct.gov/dob

(860) 240-8299 (800) 831-7225

Connecticut Dept. of Banking 16th Floor 280 Trumbull Street Hartford, CT 06103-1800

Delaware

www.banking.delaware.gov

(302) 739-4235

Office of the State Bank Commissioner 555 East Loockerman Street Dover, DE 19901

District of Columbia

disb.dc.gov

(202) 727-8000

District of Columbia Dept. of Insurance, Securities, and Banking 1050 First Street, NE, 801 Washington, DC 20002

Florida

www.flofr.gov

(850) 487-9687

Florida Office of Financial Regulation 200 E. Gaines Street Tallahassee, FL 32399

Georgia

www.dbf.georgia.gov

(770) 986-1633 (888) 986-1633

Georgia Dept. of Banking & Finance 2990 Brandywine Road Suite 200 Atlanta, Georgia 30341-5565

Hawaii

cca.hawaii.gov/dfi/

(808) 586-2820

Hawaii Department of Commerce and Consumer Affairs King Kalakaua Building 335 Merchant Street, Rm. 221 Honolulu, HI 96813

Idaho

www.finance.idaho.gov

(208) 332-8000 (888) 346-3378

Idaho Department of Finance P.O. Box 83720 Boise, ID 83720-0031

Illinois

www.idfpr.com

(217)-785-2900

Illinois Dept. of Financial & Professional Regulation ATTN: Consumer Services: Banking / Div. of Financial Institutions 555 W. Monroe St., 5th Fl. Chicago, IL 60661

Indiana

www.in.gov/dfi

(317) 232-3955 (800) 382-4880

Indiana Dept. of Financial Institutions 30 South Meridian St., Suite 300 Indianapolis, Indiana 46204

Iowa

www.idob.iowa.gov

(515) 281-4014

Iowa Division of Banking 1963 Bell Avenue Suite 201 Des Moines, IA 50315

Kansas

www.osbckansas.org

(785) 296-2266

Office of the State Bank Commissioner 700 SW Jackson St Suite 300 Topeka, KS 66603

Kentucky

https://kfi.ky.gov/

(502) 573-3390 (800) 223-2579

Kentucky Dept. of Financial Institutions 500 Mero Street, 2SW19 Frankfort, Kentucky 40601

Louisiana

www.ofi.la.gov

(888) 525-9414 (225) 925-4660

Louisiana Office of Financial Institutions 8660 United Plaza Boulevard, 2nd Floor Baton Rouge, LA 70809-7024

Maine

www.maine.gov/pfr/financialinstitutions

(800) 965-5235 (207) 624-8570

Maine Bureau of Financial Institutions 35 State House Station Augusta, Maine 04333-0036

Maryland

www.dllr.state.md.us/finance/

(410) 230-6100 (888) 784-0136

Maryland Office of the Commissioner of Financial Regulation 100 S. Charles Street, Tower 1, Suite 5300 Baltimore, MD 21201

[NMLS Consumer Access](https://www.nmlsconsumeraccess.org/)

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding Remitly, Inc., NMLS ID 1028236 at 1100 North Eutaw Street, Suite 611, Baltimore, Maryland 21201 or phone 1-888-784-0136.

Massachusetts

https://www.mass.gov/ocabr/government/oca-agencies/dob-lp/file-a-complaint.html

(800) 495-2265

(617) 956-1500

Consumer Assistance Unit Massachusetts Division of Banks One Federal Street, Suite 710 Boston, MA 02110-2012

Michigan

www.michigan.gov/difs

(517) 284-8800 (877) 999-6442

Michigan Dept. of Insurance and Financial Services PO Box 30220 Lansing MI 48909-7720

Minnesota

mn.gov/commerce/

(651) 539-1600

Minnesota Dept. of Commerce Golden Rule Building 85 7th Place East Suite 280 Saint Paul, Minnesota 55101

Mississippi

www.dbcf.state.ms.us

(601) 321-6901

Mississippi Dept. of Banking and Consumer Finance P.O. Box 12129 Jackson, MS 39236-2129

Missouri

www.finance.mo.gov

(573) 751-3242

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

Montana

For Montana customers please contact Remitly directly: (888) 736-4859.

Nebraska

ndbf.nebraska.gov

(402) 471-2171 Consumer Hotline: (877) 471-3445

Nebraska Dept. of Banking and Finance P.O. Box 95006 1526 K St #300 Lincoln, NE 68508 License: #1028236

Nevada

www.fid.state.nv.us

(702) 486-4120

Nevada Department of Business & Industry Financial Institutions 3300 W. Sahara Ave., Suite 250 Las Vegas, NV 89102

New Hampshire

www.nh.gov/banking

(603) 271-3561

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

New Jersey

[www.state.nj.us/dobi/consumer.htm#banking](www.state.nj.us/dobi/

consumer.htm#banking)

800-446-7467 609-292-7272

New Jersey Dept. of Banking & Insurance PO Box 471 Trenton, NJ 08625-0471

New Mexico

www.rld.nm.gov

(505) 476-4885

Financial Institutions Division 3rd Floor, Toney Anaya Bldg. 2550 Cerrillos Rd. Santa Fe, NM 87504

New York

www.dfs.ny.gov

(800) 342-3736 (212) 480-6400

New York State Department of Financial Services Consumer Assistance Unit One Commerce Plaza Albany, NY 12257

North Carolina

www.nccob.gov

(919) 733-3016

North Carolina Office of the Commissioner of Banks 4309 Mail Service Center Raleigh, NC 27699-4309

North Dakota

www.nd.gov/dfi

(701) 328-9933

North Dakota Dept. of Financial Institutions 1200 Memorial Highway Bismarck, ND 58504

Ohio

www.com.ohio.gov/fiin

(866) 278-0003

Ohio Division of Financial Institutions 77 South High Street 21st Floor Columbus, OH 43215-6120

Oklahoma

www.ok.gov/banking

(405) 521-2782 (918) 295-3649

Oklahoma Banking Department 2900 North Lincoln Boulevard Oklahoma City, Oklahoma 73105

Oregon

https://dfr.oregon.gov/pages/index.aspx

(888)-877-4894

Oregon Division of Financial Regulation P.O. Box 14480 Salem, OR 97309-0405

Pennsylvania

www.dobs.pa.gov/

(800) 722-2657

Pennsylvania Dept.of Banking and Securities Market Square Plaza 17 North Second Street, Suite 1300 Harrisburg, PA 17101

Rhode Island

www.dbr.ri.gov/divisions/banking/

(401) 462-9503

Rhode Island Dept. of Business Regulation 1511 Pontiac Avenue Cranston, RI 02920

South Carolina

https://www.scag.gov/inside-the-office/legal-services-division/money-services/submit-a-money-transmitters-complaint/

(803) 734-1221

South Carolina Office of the Attorney General, Money Services Division P.O. Box 11549 Columbia, SC 29211

You may contact the South Carolina Office of the Attorney General with questions or complaints about Remitly's money transmission services at the number above.

South Dakota

https://www.dlr.sd.gov/banking/

(605) 773-3421

South Dakota Department of Labor and Regulation Division of Banking 1714 Lincoln Ave., Suite 2 Pierre, SD 57501

Tennessee

www.tn.gov/tdfi

(615) 741-2236 (800) 778-4215

Tennessee Dept. of Financial Institutions 312 Rosa L. Parks Avenue, 26th Floor

Nashville, TN 37243

Texas

https://www.dob.texas.gov

(877) 276-5554 FAX (512) 475-1313 consumer.complaints@dob.texas.gov

Texas Department of Banking 2601 N. Lamar Blvd Suite 300 Austin, Texas 78705-4294

If you are a Texas resident and have a complaint, first contact the consumer assistance division of Remitly, Inc. at 1-888-736-4859, if you still have an unresolved complaint regarding the company's money transmission or currency exchange activity, please direct your complaint using the information above.

Utah

www.dfi.utah.gov

(801) 538-8830

Utah Dept. of Financial Institutions P.O. Box 146800 Salt Lake City, Utah 84114-6800

Vermont

www.dfr.vermont.gov

(888) 568-4547

Vermont Dept. of Financial Regulation 89 Main Street Montpelier, VT 05620 - 3101

Virginia

[https://www.scc.virginia.gov/regulated-industries/bureau-of-financial-institutions/]
(https://www.scc.virginia.gov/regulated-industries/bureau-of-financial-institutions/)

(804) 371-9701 (800) 552 7945

Commonwealth of Virginia Bureau of Financial Institutions P.O. Box 640 Richmond, Virginia 23218-0640

Washington

www.dfi.wa.gov

(360) 902-8700 (877) 746-4334

Washington State Dept. of Financial Institutions PO Box 41200 Olympia WA 98504-1200

West Virginia

www.dfi.wv.gov

(304) 558-2294

West Virginia Division of Financial Institutions 900 Pennsylvania Avenue Suite 306 Charleston, WV 25302

Wisconsin

https://dfi.wi.gov/Pages/Home.aspx

(608) 261-7578

Wisconsin Department of Financial Institutions Division of Banking, Licensed Financial Services P.O. Box 7876 Madison, WI 53707-7876 Email: [DFI*LFS@dfi.wisconsin.gov] (mailto:DFI*LFS@dfi.wisconsin.gov)

Wyoming

wyomingbankingdivision.wyo.gov

(307) 777-7797

Wyoming Division of Banking Herschler Building 3rd Floor West 122 West 25th Street Cheyenne, WY 82002