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](http://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](https://www.commerce.alaska.gov/web/dbs)

(907) 465-2521

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

Email: msblicensing@alaska.gov

**Arizona**
[www.azdfi.gov](http://www.azdfi.gov)

(602) 771-2800

Arizona Dept. of Financial Institutions 2910 N. 44th Street Suite 310 Phoenix, Arizona, 85018

**Arkansas**
[www.securities.arkansas.gov](http://www.securities.arkansas.gov)

(501) 324-9260

Arkansas Securities Department Heritage West Building Suite 300 201 East Markham
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 Division of Banking
1560 Broadway, Suite 975
Denver, CO 80202
Email: DORABankingWebsite@state.co.us

Connecticut
[www.ct.gov/dob](http://www.ct.gov/dob)
(860) 240-8299 (800) 831-7225
Connecticut Dept. of Banking 260 Constitution Plaza Hartford, CT 06103-1800

Delaware
[www.banking.delaware.gov](http://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](http://disb.dc.gov)
(202) 727-8000
District of Columbia Dept. of Insurance, Securities, and Banking 810 First Street, NE Suite 701 Washington, DC 20002

Florida
[www.flofr.com](http://www.flofr.com)
(850) 487-9687
Florida Office of Financial Regulation 200 E. Gaines Street Tallahassee, FL 32399

Georgia
[www.dbf.georgia.gov](http://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/](http://cca.hawaii.gov/dfi/)

(808) 586-2820

State of Hawaii Division of Financial Institutions King Kalakaua Building 335 Merchant Street, Rm. 221 Honolulu, HI 96813

Idaho

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

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

Illinois
[www.idfpr.com](http://www.idfpr.com)

(888) 473-4858

Illinois Dept. of Financial & Professional Regulation 320 West Washington Street, 3rd Floor Springfield, IL 62786
Indiana
[www.in.gov/dfi](http://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.state.ia.us/](http://www.idob.state.ia.us/)

(515) 281-4014

Iowa Division of Banking 200 East Grand Avenue, Suite 300 Des Moines, IA 50309-1827

Kansas
[www.osbckansas.org](http://www.osbckansas.org)

(785) 296-2266

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

Kentucky
[www.kfi.ky.gov](http://www.kfi.ky.gov)

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

Kentucky Dept. of Financial Institutions 1025 Capital Center Drive, Suite 200 Frankfort, KY 40601

Louisiana
[www.ofi.state.la.us](http://www.ofi.state.la.us)

(888) 525-9414 (225) 925-4660
Louisiana Office of Financial Institutions Post Office Box 94095 Baton Rouge, LA 70804-9095

**Maine**
[www.maine.gov/pfr/financialinstitutions](http://www.maine.gov/pfr/financialinstitutions)

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

Maine Bureau of Financial Institutions 36 State House Station Augusta, Maine 04333-0036

**Maryland**
[www.dllr.state.md.us/finance/](http://www.dllr.state.md.us/finance/)

(410) 230-6100

Maryland Office of the Commissioner of Financial Regulation 500 North Calvert Street Suite 402 Baltimore, MD 21202

**Massachusetts**

(800) 495-2265 ext. 61501 within Massachusetts

(617) 956-1500 ext. 61501 outside of Massachusetts

Consumer Assistance Office Massachusetts Division of Banks 1000 Washington Street, 10th floor Boston, MA 02118-2218

**Michigan**
[www.michigan.gov/difs](http://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/](http://mn.gov/commerce/)

(651) 539-1600 (800) 657-3602

Minnesota Dept. of Commerce 85 7th Place East Suite 500 Saint Paul, Minnesota 55101

**Mississippi**
[www.dbcf.state.ms.us](http://www.dbcf.state.ms.us)

(800) 844-2499 (601) 321-6901

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

**Missouri**
[www.finance.mo.gov](http://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**
[www.ndbf.ne.gov](http://www.ndbf.ne.gov)
Nebraska
Nebraska Dept. of Banking and Finance P.O. Box 95006 Lincoln, NE 68509-5006
(402) 471-2171

Nevada
Nevada Department of Business & Industry Financial Institutions Division
2785 E. Desert Inn Rd. Suite 180 Las Vegas, Nevada 89121
[www.fid.state.nv.us](http://www.fid.state.nv.us)
(702) 486-4120

New Hampshire
New Hampshire Banking Department 53 Regional Drive, Suite 200 Concord NH 03301
[www.nh.gov/banking](http://www.nh.gov/banking)
(603) 271-3561

New Jersey
[https://www.state.nj.us/dobi/consumer.htm#banking](https://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
New Mexico Banking and Financial Institutions Division
[www.rld.state.nm.us/financialinstitutions](http://www.rld.state.nm.us/financialinstitutions/FileaComplaint.aspx)
(505) 476-4885
Financial Institutions Division 3rd Floor, Toney Anaya Bldg. 2550 Cerrillos Rd. Santa Fe, NM 87504

**New York**
[www.dfs.ny.gov](http://www.dfs.ny.gov)

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

New York Dept. of Financial Institutions One State Street New York, NY 10004-1511

**North Carolina**
[www.nccob.gov](http://www.nccob.gov)

(919) 733-3016

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

**North Dakota**
[www.nd.gov/dfi](http://www.nd.gov/dfi)

(701) 328-9933

North Dakota Dept. of Financial Institutions 2000 Schafer Street, Suite G Bismarck, ND 58501-1204

**Ohio**
[www.com.ohio.gov/fiin](http://www.com.ohio.gov/fiin)

(614) 728-8400 (866) 278-0003

Ohio Division of Financial Institutions 77 South High Street 21st Floor Columbus, OH 43215-6120
Oklahoma
[www.ok.gov/banking](http://www.ok.gov/banking)
(405) 521-2782
Oklahoma Banking Department 2900 North Lincoln Boulevard Oklahoma City, Oklahoma 73105

Oregon
[www.cbs.state.or.us/external/dfcs/](http://www.cbs.state.or.us/external/dfcs/)
(866) 814-9710
Oregon Division of Financial Regulation P.O. Box 14480 Salem, OR 97309-0405

Pennsylvania
[www.dobs.pa.gov/](http://www.dobs.pa.gov/)
(717) 787-1854 (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/](http://www.dbr.ri.gov/divisions/banking/)
(401) 462-9503
Rhode Island Dept. of Business Regulation Banking & Securities Regulation 1511 Pontiac Avenue Cranston, RI 02920

South Carolina
For South Carolina customers please contact Remitly directly: (888) 736-4859.
**South Dakota**


(605) 773-3421

South Dakota Department of Labor and Regulation Division of Banking 1601 N. Harrison Avenue, Suite 1 Pierre, SD 57501

**Tennessee**

[www.tn.gov/tdfi](http://www.tn.gov/tdfi)

(615) 253-2023 (800) 778-4215

Tennessee Dept. of Financial Institutions 312 Rosa L. Parks Avenue, 26th Floor Nashville, TN 37243

**Texas**

[http://www.dob.texas.gov](http://www.dob.texas.gov/)

(877) 276-5554 (512) 475-1300

Texas Department of Banking 2601 N. Lamar Blvd Austin, Texas 78705

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](http://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](http://www.dfr.vermont.gov)

(888) 568-4547

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

Virginia

(804) 371-9657

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

Washington
[www.dfi.wa.gov](http://www.dfi.wa.gov)

(360) 902-8811 (877) 746-4334

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

West Virginia
[www.dfi.wv.gov](http://www.dfi.wv.gov)

(304) 558-2294

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

Wisconsin
For Wisconsin customers please contact Remitly directly: (888) 736-4859.
Wyoming
[wyomingbankingdivision.wyo.gov](http://wyomingbankingdivision.wyo.gov)

(307) 777-7797

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