REMITLY ERROR RESOLUTION AND CANCELLATION NOTICE

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 1-888-736-4859; or,
- Send us an email to us-complaints@remitly.com; or,
- Write us at Remitly, Inc., attn.: Error Resolution 401 Union Street, Suite 1000, Seattle, WA 98101

You must contact us within 180 days of the date we promised to you that funds would be made available to your recipient. 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 dollar 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.

You have the right to cancel a transfer and obtain a refund of all funds paid to us, including any fees. In order to cancel you must contact us at the toll free number or email address shown above before we deposit funds to a bank account or your recipient 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 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.