Remitly Wallet Customer Agreement

This Remitly Wallet Customer Agreement (the **Wallet Agreement**) forms a legally binding contract between you and Remitly, Inc. (**Remitly**, **we**, **us**). This Wallet Agreement governs the use of Remitly's stored value product offered to Remitly Account users based in the United States, referred to in this Wallet Agreement as a **Remitly Wallet**. It applies to Remitly Wallet services only. Your opening of a Remitly Wallet or use of the Remitly Wallet services is subject to this Agreement, in addition to the terms of the [Remitly User Agreement](https://www.remitly.com/us/en/home/agreement), [Privacy Policy](https://www.remitly.com/us/en/home/policy), [E-Sign Disclosure and Consent,](https://www.remitly.com/us/en/home/esign) and [Cookie Policy](https://www.remitly.com/us/en/home/cookies), and other applicable agreements between you and Remitly, Inc.

1.1 **About this Wallet Agreement.** This Wallet Agreement provides users with important information regarding your Remitly Wallet. Please read this Agreement carefully. If there is any inconsistency between this Wallet Agreement and the User Agreement or any of the documents applicable to your Remitly Account, this Wallet Agreement will apply in relation to the Remitly Wallet services. You can end this Wallet Agreement and stop using our services at any time by closing your account.

Do not use the Remitly Wallet Services if you cannot agree to something in this Wallet Agreement. If you don't understand something or want more information, please take a look at the information on our website or Mobile App or contact us at **1-844-604-0924**. By using the Remitly Wallet services, you acknowledge that you have carefully read, understood, and agree to be bound by this Wallet Agreement.

1.2. **Remitly Wallet Services.** The **Remitly Wallet** is an account that allows you to store value or hold a balance. The use of your Remitly Wallet for Remittance Services is governed by the [Remitly User Agreement](https://www.remitly.com/us/en/home/agreement), which is hereby incorporated into this Wallet Agreement. Other Remitly Wallet services offered through the Remitly Mobile App are governed by this Wallet Agreement or where applicable specific terms for those services. All services offered via Remitly Wallet are collectively referred to as the **Remitly Wallet Services**. Remitly Wallet Services constitute part of **The Service** as defined in the Remitly User Agreement.

1.3. **About you.** When we say **you** or **your** in this Wallet Agreement, that means you as the Remitly Account holder and user of the Service. You must live in the United States (**US**) to use the Remitly Wallet Services.

1.4. **Defined terms**. Capitalized terms in this Wallet Agreement have a specific

meaning. Unless otherwise defined in the User Agreement, the definition of capitalized terms is explained in this Wallet Agreement and the defined term will show in bold.

THE AGREEMENT TO ARBITRATE IN THE USER AGREEMENT APPLIES TO THIS WALLET AGREEMENT, WHICH CONTAINS A DISPUTE RESOLUTION AND BINDING ARBITRATION PROVISION, CLASS ACTION WAIVER, AND A WAIVER OF YOUR RIGHT TO A JURY TRIAL, THAT AFFECT YOUR RIGHTS WITH RESPECT TO DISPUTES YOU MAY HAVE WITH REMITLY AND ANY RELATED PARTIES. PLEASE CAREFULLY READ THE AGREEMENT TO ARBITRATE IN THE [REMITLY USER AGREEMENT](https://www.remitly.com/us/en/home/agreement).

1. After you open a Remitly Wallet, you will be able to view it in our Mobile App. Upon completion and verification of your identifying information in accordance with legal requirements, you will be able to store and receive money into your Remitly Wallet. You will also be able to send money from your Remitly Wallet to Remitly's disbursement partners where it will be received by your designated recipient. Availability of disbursement partners varies by country and will be displayed in your Mobile App.

2. Before you can open a Remitly Wallet, we are required to provide you with the notice below regarding the information we collect to verify your identity.

Patriot Act Notice

Important Information about procedures for opening a new account:

To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you:

When you open a new account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see a copy of your driver's license or other identifying documents. We keep and share all of your information securely.

1. Use the Remitly Wallet Services only for yourself. You are allowed to open a Remitly Wallet for your own use, and we may limit the number of email addresses and **Payment Instruments** that are associated with your Remitly Wallet. A Payment Instrument is, for example, a debit or credit card, bank account, or a mobile application to make payments. You must not open a Remitly Wallet or use the Remitly Wallet

Services for another person.

2. No business purposes. The Remitly Wallet Services are only available to consumers, which means individuals who use the Remitly Wallet Services for personal reasons, and not for their business and profession. You must not use the Remitly Wallet Services for any business-related purposes, otherwise we may stop you from using Remitly Wallet Services without any further responsibility to you.

3. Information you share. All information you provide us must be accurate, complete and up-to-date. This also means you must notify us and update your Profile if your information changes in the future. If you move outside of the United States, you may need to accept a different Remitly User Agreement for your new location and some of the Remitly Wallet Services may not be available.

4. Your Service Providers. To use the Remitly Wallet Services, you may need to enter into agreements with third party service providers (**Service Providers**), such as your Payment Instrument issuer, internet service provider, mobile device manufacturer and network operator, who provide your Equipment. You agree to comply with any agreements you enter into with Service Providers that are related to your use of the Remitly Wallet Services. We take no responsibility for any obligations you may have in your agreements with your Service Providers.

5. Restricted persons and territories. By law, we cannot provide the Remitly Wallet Services in certain countries and to certain individuals. You must not use the Remitly Wallet Services if you are located in, or want to send money to, a region where we are legally prohibited from providing the Remitly Wallet Services. For more information about this, please see the Specially Designated Nationals and Blocked Persons list and all other sanctions lists administered by [OFAC on its website](https://sanctionssearch.ofac.treas.gov/).

1. REVIEW THE [REMITLY USER AGREEMENT](https://www.remitly.com/us/en/home/agreement) FOR THE WAYS AND REQUIREMENTS TO KEEP YOUR USE OF OUR SERVICES SECURE.

2. Services Availability. We do not guarantee that the Remitly Wallet Services will always be available or be uninterrupted. We have the right to suspend, withdraw, discontinue or change all or any part of our service without notice. We will not be liable to you if for any reason the Remitly Wallet Services are unavailable (in whole or in part) at any time or for any period. You are responsible for making all arrangements necessary for you to have access to the Remitly Wallet Services (including all hardware and telecommunications services). We may need to suspend access to the Remitly Wallet Services to:

1. Deal with technical problems or make minor technical changes;

2. Update the Remitly Wallet Services to reflect changes in laws or regulatory

requirements;

3. Make other changes to the Remitly Wallet Services which we have notified you

about; or

4. Carry out maintenance, which we will try to notify you about in advance if it may

impact services.

We are not responsible for any financial losses you may suffer if the Remitly Wallet Services are unavailable because of these reasons.

1. Breach this Wallet Agreement, or any other agreement between you and Remitly;

2. Use the Remitly Wallet Services for any illegal purposes or in breach of any applicable law which impacts us or your use of the Remitly Wallet Services (including but not limited to fraud, the funding of terrorist organizations, and/or money laundering;

3. Use the Service for any of the following: sexually-oriented materials or services, gambling activities, fraud, money-laundering, the funding of terrorist organizations, or the purchase or sale of tobacco, tobacco related paraphernalia, firearms, prescription drugs, or other controlled substances;

4. Provide material false, inaccurate, or misleading information (including, without limitation, any information as part of our Remitly Wallet setup process and/or the information we request from you to execute a Transfer or any transaction);

5. Refuse to cooperate in any investigation or provide us with further information or confirmation about you, your identity, or your use of the Remitly Wallet Services that we may request;

6. Use an anonymizing proxy;

7. Provide yourself a cash advance from your credit card (or help others to do so);

8. Attempt to obtain more funds than you are entitled during a dispute by receiving or attempting to receive a refund or other repayment of funds for the same Transfer or transaction from us, another user of the Remitly Wallet Services, your bank, or your debit or credit card issuer;

9. Use any robot, spider, scraper, automatic device, or manual process to monitor or copy our website or app or otherwise display, use, copy, or modify the Remitly Intellectual Property in any manner;

10. Violate any law or assist others in doing so;

11. Act in a manner that is defamatory, trade libelous, threatening, or harassing;

12. Access the Remitly Wallet Services from a country that is on the U.S. Government sanctions list;

13. Interfere with, disrupt, or attempt to interfere with or disrupt our website, Account, software, and systems related to the Remitly Wallet Services; and

14. Harass and/or threaten our employees, agents, or any others.

1. Delay, reverse, cancel, decline, or refuse to process a Transfer or withdrawal and/or amend the Transfer information (or take such similar action via other payment Services Providers);

2. Close, limit, and/or close or suspend your Remitly Wallet temporarily or permanently;

3. Edit, modify, or refuse to post any content and/or refuse to carry out any payment instruction or data transfer associated with any Prohibited Activity;

4. Report the Transfer and any other relevant information about you and your use of the Remitly Wallet Services to our financial institution partners, a regulator, the police or other law enforcement agency, and/or government department or agency;

5. Refuse to provide the Remitly Wallet Services to you in the future; and/or

6. Take legal action against you.

If we close or suspend your Remitly Wallet, you may forfeit any right, title, and interest in the money in the account. Please be aware that if we are notified by a court of competent jurisdiction or receive other legal process affecting you or your Remitly Wallet, or if we determine that we are required to do so to comply with applicable laws, we may be required to take certain actions, such as holding your funds, suspending or limiting your Remitly Wallet, or releasing funds from your Remitly Wallet as so directed. We will take the appropriate action, at our discretion. However, unless we are prohibited by law or believe doing so will put us or any others at risk, we will attempt to notify you by electronic or other means.

1. Adding money. You may add or load money to your Remitly Wallet from any Payment Instrument that we accept. Each time you instruct us to add funds from your Payment Instrument to your Remitly Wallet, you authorize us to immediately debit or charge the Payment Instrument specified by you at the time of the transfer for the amount instructed. Depending on your location only certain Payment Instruments might be available for your use. We are not responsible for fees that may be imposed by financial institutions associated with your Payment Instruments.

1. Adding money by ACH or Wire Transfer. We may provide you with a specific account and routing number so that you can provide this information to third

parties to send money to your Remitly Wallet. These account details are offered by our third-party banking partner(s). If you choose to receive money using this method, you will not have access to such funds until we receive the funds into our specified account. The bank account details that we may provide to you in order for you to receive funds from third parties are for accounts held by Remitly and its affiliates (and we will credit your Remitly Wallet, which is held by us, upon receipt of such funds), and are not for a bank account held by you.

You acknowledge that the money received in your Remitly Wallet via this method may be subject to reversal or chargeback and you agree that we may deduct the received amount from your Remitly Wallet if it is cancelled or reversed by the person who paid you the amount or any relevant payment services provider. If for any reason the transaction is cancelled or refused, then we will promptly return the deposit to the bank account from which the transaction originated. If, for any reason, an ACH or wire transaction is reversed, canceled, or refused and we have already credited your Remitly Wallet, you agree that we have the right to deduct immediately the amount from your Remitly Wallet or to offset any such amount from any funds subsequently added to yourRemitly Wallet Account.

2. Providing Payment Instrument Details. You must provide your Payment Instrument details, such as any card details, including your card number, full name as shown on the card, expiration date, and CVV or CVC or security code, and address. By adding money via any Payment Instrument, you attest that the Payment Instrument details are correct and that you are authorized to access and use such Payment Instrument. There are single transaction and monthly limits on the amount you can add to your Remitly Wallet. These limits are listed in your Mobile App.

3. Storing Payment Instrument Information. You also agree and authorize us to store your Payment Instrument information for your convenience and future use. We will store this information securely. Payment instruments previously added to your Remitly Wallet may be available for your use through the Remitly app to add money.

4. Payment Instrument requirements. In addition to other requirements described herein, all Payment Instruments must not be expired. You authorize us to verify your Payment Instrument is in good standing by submitting a test payment request for a low value amount and carrying out checks with your Payment Instrument issuer. We will follow your Payment Instrument issuer and any payment scheme rules when completing test payments and will refund you any test payment amounts.

5. Crediting Funds. We will credit your Remitly Wallet once we have received your money. We will also send you confirmation of your transaction in accord with our [electronic communications policy](https://www.remitly.com/us/en/home/esign). Depending on the Payment Instrument, we may, in our sole discretion, choose to credit the money to your Remitly Wallet prior to receipt of funds. Any such credit prior to receipt of funds is subject to our right of reversal. This means that if your money does not reach us within a reasonable time, we may deduct that amount from your available

balance. If you do not have enough money in your Remitly Wallet to meet this reversal, we reserve the right to demand repayment pursuant to the law and to offset any future addition of funds to your Wallet Account.

6. Holding money. All money held in a Remitly Wallet is a fiat currency and not cryptocurrency or any other form of asset. Currently, you may only hold funds in the U.S. Dollar in your Remitly Wallet. **Remitly is not a bank and your Remitly Wallet is not a bank account.** Your Remitly Wallet is a stored value account. We use only state and federally chartered and regulated banks to hold your money. Funds in your Remitly Wallet will be held or transferred to Lead Bank, an FDIC-insured institution. While there, your funds are held by Remitly in an insured account. FDIC insurance does not protect your funds in the event of Remitly's failure or from the risk of theft or fraud. In the unlikely event of the bank failing, Remitly will be paid by the FDIC and disburse payment to you. The value held as a balance in your Remitly Wallet represents an unsecured claim against Remitly. We may place customer funds in liquid investments authorized by state regulators and in accordance with state money transmitter laws. Remitly owns the interest and other earnings on these investments, if any. We will not use the balances held on behalf of customers for any operating expenses or other corporate purposes.

7. Transferring and Withdrawing Money from your Remitly Wallet. You may transfer or send money that you have added to your Remitly Wallet to recipients in the countries made available in the Mobile App (such transaction, a **Transfer**). Transfers are made when money is sent via a remittance from your Remitly Wallet to Remitly's available disbursement partners for delivery to a recipient. Through our extensive network of disbursement partners, we will make money available to recipients in local currency or where applicable other currencies, such as the US Dollar (**USD**). **Please review the [User Agreement](https://www.remitly.com/us/en/home/agreement) for additional terms governing Transfers.** You may also request that we return money from your Remitly Wallet back to you. In the event of such a request, we may return money to the Payment Instrument you initially used to add funds to your Remitly Wallet. There are single transaction and monthly limits on the amount you can withdraw from your Remitly Wallet. These limits can be found in your Mobile App. We will always ensure that you have at least one Payment Instrument payout method available to you to conduct a Transfer or withdrawal of money from your Remitly Wallet, unless we are prohibited to do so by applicable law. Once your Transfer or withdrawal is complete, we will provide you with confirmation in accordance with our [electronic communications policy](https://www.remitly.com/us/en/home/esign).

8. Our Right to Limit Your Use of the Remitly Wallet Services. In addition to the limitations described elsewhere in this Wallet Agreement, we may refuse to process any transaction or withdrawal (including Transfers) in our sole discretion where we have a reasonable belief or reasonable basis to believe, that it is necessary to protect you, us, and/or other customers, or when it is otherwise required so that we may comply with legal or regulatory requirements. You also agree that we may suspend, limit, or delay a transaction or withdrawal, in certain circumstances, including if we need to confirm that you have authorized the transaction or withdrawal, or when money you have added or loaded is subject to a reversal or chargeback. If we place a hold on

your transaction or withdrawal, we may request and require you to provide additional information and documentation to us before we complete the transaction or withdrawal.

9. Fees for Adding, Transferring, or Withdrawing Money from your Remitly Wallet. Currently, we do not charge any fees for adding or withdrawing money from your Remitly Wallet. We also do not charge any fees for accessing your Remitly Wallet in a particular way, such as on the Mobile App. Fees for Transfers are detailed in our Mobile App or website and will be shown to you for your acceptance prior to initiating any Transfer. We and our Service Providers may make money from the interest on funds stored in the Remitly Wallet, and when you pay for a Transfer in one currency and the Transfer is paid out in another currency because of the difference between the exchange rate at which we buy foreign currency and the exchange rate provided to you at the time of your Transfer. Exchange rates may vary based on the recipient country and other factors and are subject to change. If a foreign currency exchange rate applies to a Transfer that you request, it will be disclosed to you before you authorize the Transfer.

10. You're responsible for funding transactions. Unless otherwise noted, you are solely responsible for all funds necessary to complete any transactions initiated through your Remitly Wallet. You agree to reimburse us for any fees, costs, or expenses we incur as a result of insufficient or unavailable funds in connection with any transaction you initiate through the Remitly Wallet Services. To the extent necessary and as permitted by law, we may seek to collect on any amount of insufficient funds.

11. Taxes. You agree to comply with applicable tax laws when using the Remitly Wallet Services, including any reporting obligations and paying taxes that become due when you use the Remitly Wallet Services.

12. You're responsible for Service Provider fees. Your Service Providers may charge you additional fees when you use the Remitly Wallet Services. For example, some credit card issuers may charge you additional fees and interest because they treat using your credit card for some of the Remitly Wallet Services as a "cash advance". Other fees for which we are not responsible include third-party fees, such as charges imposed by your Payment Instrument issuing financial institution or bank for overdraft, non-sufficient funds, or ATM withdrawals. You are solely responsible for all fees charged by your Service Providers in connection with your use of the Remitly Wallet Services.

1. Duration of this Agreement. This Wallet Agreement starts when you accept the electronic version of this Wallet Agreement or begin using the Remitly Wallet Services (such as when you register for the Remitly Wallet Services on our website or our Mobile App). In either case, that is the **Start Date**. This Wallet Agreement will continue until it is terminated by you or us. There is no minimum period for how long this Agreement will continue.

2. How to end this Agreement for any reason. You can terminate this Wallet Agreement at any time and for any reason by contacting us by telephone at **1-844-604-0924** or by chat and closing your Profile.

We can also terminate this Wallet Agreement at any time and for any reason by giving you at least 15 days' notice. We can terminate this Agreement and close your Remitly Wallet immediately if you violate these terms or any of our policies, including our restricted activities.

3. What happens when this Wallet Agreement ends. When this Agreement ends:

1. You must immediately stop using the Remitly Wallet Services;

2. You are still responsible for paying us any and all fees owed to us before the Agreement ended;

3. All licenses provided to you under this Agreement will immediately end;

4. We can delete all of your information and Remitly Wallet data that we stored for your use of the Remitly Wallet Services (except if we are required by law to retain it for a certain amount of time); and

5. We are not liable to you or any third party for any issues arising from your inability to access the Remitly Wallet Services or for deleting your information or Remitly Wallet data.

4. Terms that will still apply. Any sections of this Wallet Agreement that are necessary to enforce the purpose of this Agreement after it has ended, will continue to remain in effect after this Wallet Agreement ends.

1. Changes to the Remitly Wallet Services. We might offer new services or updates to existing services, such as maintenance, resolving security threats, new help content, bug fixes, upgrades or other General Changes (defined below) to the Remitly Wallet Services. We may also require you to update digital content (like our Mobile App), but any updates will match the description we provided you when you initially used it. This Wallet Agreement applies to all additional services described in this section, but we may also inform you of additional terms and conditions that will apply when we make those services available.

2. General Changes to this Wallet Agreement. Remitly reserves the right, at our sole discretion, to modify this Wallet Agreement or any of the Policies listed in this Wallet Agreement, including changing, adding, or removing portions of this Wallet Agreement, at any time. We will provide you with 30-days' notice if our changes reduce your rights or increase your responsibilities under this Wallet Agreement. By continuing to use the Service after any changes to this Wallet Agreement become effective, you agree and accept the changes. You can review the most current version of the Wallet

Agreement at any time on our website. You agree that you shall not modify this Wallet Agreement and acknowledge that any attempts by you to modify this Wallet Agreement shall be void.

1. To protect yourself from unauthorized activity in your Remitly Wallet, you should regularly log into your Remitly Account and review your transactions. Your transaction history is available in the Mobile App and you may call Customer Support to get your balance and an email copy of your transaction history. All transaction information will be available in the Mobile App. We will notify you of each transaction through the Mobile App. You must have one available means of communication selected to use the Mobile App. Please review these transaction notifications to ensure that you authorized each transaction and that it was accurately completed.

2. By law, certain protections are afforded to you in connection with unauthorized activity in your Remitly Wallet. We will provide certain protections to you as long as you cooperate with us and follow the procedures described below.

3. What is an Unauthorized Transaction. An **Unauthorized Transaction** occurs when money is sent from your account that you did not authorize and that did not benefit you. For example, if someone steals or fraudulently obtains your Security Credentials, uses the Security Credentials to access funds in your account, and sends a payment using those funds, an Unauthorized Transaction has occurred.

4. What is not considered an Unauthorized Transaction. It is not an Unauthorized Transaction if you grant authority to someone to use your account (by giving them your login information) and they use your account without your knowledge or permission, or otherwise exceed the authority you gave them. You are responsible for transactions made in this situation unless you have previously notified Remitly that you no longer authorize transfers by that individual.

5. Reporting an Unauthorized Transaction. If you believe your login information has been lost or stolen, please contact Remitly Customer Support *immediately* by the Mobile App or call **NUMBER** or write: Remitly, Inc., Attn: Disputes, Remitly, Inc., 401 Union Street, Suite 1000, Seattle, WA 98101\.

6. Tell us as soon you believe that an electronic fund transfer has been made without your permission using your login information or by other means. This will help prevent further loss.

Please tell us as soon as possible if you believe that an electronic fund transfer has been made without your permission using your account information. Telephone or chat is the best way of keeping your losses down. If you tell us within 2 business days after you learn of the loss or theft of your account information, you can lose no more than $50 if someone used your account without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your account information, and we can prove we could have stopped someone from using

your account without your permission if you had told us, you could lose as much as $500.

Also, if your statement shows transfers that you did not make, including those made by card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was made available to you, you may not get back any money you lost after the 60 days if we can prove that we have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or hospital stay) keeps you from telling us we will extend the time periods.

1. Applicability. This Section applies to both transactions in your Remitly Wallet and any associated access device or card.

2. Error Resolution. An **Error** means the following:

1. An Unauthorized Transaction.

2. When money is either incorrectly taken from your Remitly Wallet or incorrectly placed into your Remitly Wallet, or when a transaction is incorrectly recorded in your Remitly Wallet.

3. An incorrect amount is credited to or debited from your Remitly Wallet.

4. A transaction is missing from or not properly identified in your account statement.

5. We make a computational or mathematical error related to your Remitly Wallet.

6. You request receipt or account statement documents that we are required to provide to you.

7. You request additional information or clarification concerning a transfer to or from your Remitly Wallet, including a request you make to determine whether an error has occurred.

8. You request documentation or other information, unless the request is for a duplicate copy for tax or other record-keeping purposes.

3. What is not considered an Error. The following are not considered Errors:

1. If you give someone access to your Remitly Wallet (by giving them your login information and Security Credentials) and they use your Remitly Wallet without your knowledge or permission. You are responsible for transactions made in this situation.

2. Invalidation and reversal of a payment as a result of a refund, reversal, and chargeback.

3. Routine inquiries about the balance in your Remitly Wallet.

4. Requests for duplicate documentation or other information for tax or other recordkeeping purposes.

4. In case of Errors or questions about your electronic transfers. Reach out to us by chat, call us at **1-844-604-0924**, or write to us at Remitly, Inc., Attn: Disputes, 401 Union Street, Suite 1000, Seattle, WA 98101\.

Please tell us as soon as you can, if you think your account statement or receipt is wrong or if you need more information about a transfer listed on the account statement or receipt. You will have better protection if you tell us no later than 60 days after we make the first account statement available to you in the Mobile App on which the problem or error appeared. **Here is the information that we need from you:**

1. Tell us your name and account number (if any).

2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.

3. Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your error or question in writing within 10 Business Days.

We will determine whether an error occurred within 10 Business Days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will give what is known as provisional credit to your account within 10 Business Days for the amount you think is in error. You will be able to use this money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 Business Days, we may not credit your Wallet Account.

For errors involving new accounts, point-of-sale transactions, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, instead of 10 Business Days, we may take up to 20 Business Days to credit your account for the amount you think is in error.

We will tell you the results within 3 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 the documents that we used in our investigation, and we will provide them to you.

1. Your rights and responsibilities related to the Remittance Services, including

remittance transfer error resolution, cancellations, and refunds, as well as state-specific refund rights and complaint procedures are set out in the [Remitly User Agreement](https://www.remitly.com/us/en/home/agreement).

1. Review the [Remitly User Agreement](https://www.remitly.com/us/en/home/agreement) for the disclaimers, limited warranties and remedies, indemnity, and limitation of liability that apply to the Services (including Remitly Wallet Services).

1. For disputes over the meaning of this Agreement, other than the terms of Remitly User Agreement Dispute Resolution And Agreement To Arbitrate (Section 19), you and Remitly agree that this Agreement shall be governed by, and all Claims resolved in accordance with the laws of Washington, except that body of law governing conflicts of laws, and all activities performed in connection with the Service shall be deemed to have been performed in Washington.

1. No Waiver. The failure of Remitly to exercise or enforce any right or provision of the Wallet Agreement shall not constitute a waiver of such right or provision. If any provision of the Wallet Agreement is found by an arbitrator or court of competent jurisdiction to be invalid, the parties nevertheless agree that the arbitrator or court should endeavor to give appropriately valid effect to the intention of the Wallet Agreement as reflected in the provision, and the other provisions of the Wallet Agreement shall remain in full force and effect.

2. Force Majeure. We shall not be liable for any failure or delay in the performance of the Remitly Wallet Services to the extent such failure or delay is caused by matters beyond our reasonable control, including, without limitation: changes in applicable laws; closure or unavailability of required physical and network infrastructure; sovereign default; power or internet failure; civil unrest; war; and earthquake, fire, flood, or other natural disasters.

3. Other Terms. This Wallet Agreement may be supplemented by terms applicable to other promotions (e.g., Remitly Boost Rewards), our Referral Program, services offered through your Mobile App, and other terms applicable to you based upon your use of the Remitly Wallet Services. These terms are incorporated into this Wallet Agreement by reference. To the extent that any of these terms are determined to conflict with this Wallet Agreement, this Wallet Agreement shall control.

4. Unclaimed Property. If your Remitly Wallet is inactive for an extended period of time it may be deemed “unclaimed” or “abandoned” under applicable law. If this occurs, we will provide you with notice as required by applicable law. If funds still remain in your Remitly Wallet, we will escheat such funds as required by applicable law.

5. Assignment. This Wallet Agreement, and any rights and licenses granted hereunder, may not be transferred or assigned by you and any attempted transfer or assignment will be null and void.

Effective Date: July 5, 2025

Remitly Wallet Rewards Program

You may be eligible to participate in one or more Remitly Wallet Rewards Program(s) (collectively, the **Wallet Rewards Program**). If you are eligible and opt-in to a Wallet Rewards Program, these Remitly Wallet Rewards Program Terms (the **Wallet Rewards Terms**) set forth the terms and conditions for your participation in the Wallet Rewards Program and should be read and understood in connection with all other applicable terms and conditions as set forth in the above Wallet Agreement and the Remitly User Agreement (together, the **Remitly Agreements**). If there is any inconsistency between these Wallet Rewards Terms and your Remitly Agreements or any of the documents applicable to your Wallet Account, the Boost Reward Terms will apply in relation to the Wallet Rewards Program.

1.1 **Acceptance of Terms.** By accessing and/or using the Wallet Rewards Program, you acknowledge that you have read, understood, and agree to be bound by the terms of these Wallet Rewards Terms and to comply with all applicable laws and regulations.

1.2 **Incorporation of Other Agreements.** You acknowledge that additional agreements may also govern your relationship with Remitly, including but not limited to, the Remitly Agreements. Any such additional agreements shall continue to apply in full force. For clarity, the Wallet Rewards Program is a “Service” as defined by the Remitly Agreements and subject to all relevant provisions governing Services in the Remitly Agreements, including but not limited to, the Disclaimer of Representation and Warranties, Limitation of Liability, Choice of Law and Forum, Arbitration, and Jury Trial Waiver.

1.3 **Eligibility.** To participate in the Remitly Wallet Rewards Program, your Remitly Account and Remitly Wallet must be continuously in good standing and you must have at least $1 USD in your Remitly Wallet. If your Remitly Account or Remitly Wallet is not in good standing for any reason, or we determine in our sole discretion that you are abusing the Remitly Wallet Rewards Program or have otherwise violated these Wallet Rewards Terms or the Remitly Agreements, you may be ineligible to participate in the Wallet Rewards, and you may forfeit any Wallet Rewards previously obtained or accrued. We may temporarily or permanently disqualify you from participating in the Remitly Wallet Rewards Program and/or adjust or cause to be forfeited any or all Wallet Rewards accrued as a result of your abusive behavior, fraud, misrepresentation, any violation of law, violation of any other agreement with us or one of our affiliates, or any other violation of any of these Wallet Rewards Terms, as determined by us in our sole discretion. We may cancel or forfeit any Wallet Rewards you may accrue under the Wallet Rewards Program if you default on any provision of these Wallet Rewards Terms

or the Remitly Agreements.

2.1. **Program Overview.** By maintaining a Remitly Wallet, as defined in the Wallet Agreement, in good standing, and meeting the eligibility criteria described below, you may choose to opt-in to Remitly's Boost Rewards Program (the **Boost Rewards Program**). The purpose of the Boost Rewards Program is to incentivize you to hold stored value funds in your Remitly Wallet, for which we will award you with Boost rewards ("Rewards" or "Boost") in the form of a cash reward credited to your Remitly Wallet.

2.2. **Cash Rewards.** We will provide you cash rewards based on your average (end of day) daily Remitly stored value balance in your Remitly Wallet during the previous week.

You will receive Boost Rewards as detailed and displayed to you in your Mobile App. The cash reward amount is variable and may change at any time at our discretion. Funds in your stored value account for purposes of calculating your Boost Rewards shall not include any promotional credits, referral rewards, or other bonuses applied to your account by Remitly.

We may round the amount of Boost Rewards awarded to the nearest whole dollar amount at our sole discretion. Boost Rewards will be paid on a weekly basis, and Boost Rewards for the prior week will be added to your Remitly Wallet each Monday following the prior week for which Boost Rewards were awarded. If you close your account prior to your account being credited a Boost Reward, you forfeit any right, title, and interest in that Boost Reward.

2.3. **Rewards Miscalculations.** It is your responsibility to ensure that your Boost Rewards are properly calculated and credited in accordance with these Wallet Rewards Terms. If you think you were eligible for a Reward that was not properly credited to you, we can require that you submit documentary evidence to support your claim that is satisfactory to us. You must send your claim for improperly credited Rewards within sixty (60) days after the date upon which the credit was applied or you claim such crediting was supposed to have occurred but did not. If you do not file your claim within sixty (60) days, Boost Rewards credited to your Remitly Wallet will be deemed accurate and you will have waived any claim for adjustment. We reserve the right (but are not required) to correct inaccurate Boost Rewards, and to adjust Boost Rewards at our sole discretion. If we do not credit, or improperly deny, a Boost Rewards redemption to which you were otherwise entitled, then your exclusive remedy will be the issuance of the improperly denied Boost Rewards, if available, or such other alternative benefit as we in our sole discretion may determine.

3. ADDITIONAL REMITLY WALLET REWARDS PROGRAM TERMS

3.1. **Taxes.** All amounts paid to you in connection with the Wallet Rewards Program are exclusive of any applicable withholding, sales, use, excise, value added, or other taxes. You acknowledge and agree that you are responsible for determining, paying, withholding, filing, and reporting all taxes, duties, and other governmental assessments associated with your activity in connection with any Rewards. We are not responsible for determining whether you owe taxes in connection with your access to or use of Rewards or for collecting, reporting, or remitting taxes arising from your access to or use of Boost Rewards, except for our own income taxes. You may receive tax reporting documents if your applicable Remitly Wallet Rewards exceed IRS thresholds.

3.2. Remitly is not a bank. Your Remitly Wallet is a stored value account issued to you by Remitly, Inc., a licensed money transmitter (NMLS ID 1028236). It is not a bank account, and Remitly does not pay interest in connection with the Wallet Rewards Program.

3.3. You acknowledge that the Wallet Rewards Program is a promotional program as to which no consideration has been paid to you. You have no rights, entitlement, or other vested legal interest in accrued Boost Rewards until the funds associated with your rewards have been transferred by Remitly and credited to your Remitly Wallet. Boost Rewards have no cash value and are not your property.

You may be disqualified from participating in the Wallet Rewards Program if at any time you violate these Wallet Rewards Terms, the Wallet Agreement, or we reasonably believe that you are in violation of any applicable law.

We may, without prior notice or liability to you, discontinue the Wallet Rewards Program or modify the Wallet Rewards Program by adding or removing features or functionalities or revising these terms, even though such changes may affect your eligibility for, or ability to access, Boost Rewards. We may limit accrual of Rewards, including through caps, fees, and expiration. We may also revise the terms governing Rewards from time to time in our sole discretion, subject to applicable law. By continuing to access, test, or use the Wallet Rewards Program after any modification to these Wallet Rewards Terms, you agree to be bound by them.

3.4. **Priority**. As it pertains to the Wallet Rewards Program, in the event of any conflict between these Wallet Rewards Terms and the Remitly Agreements, these Wallet Rewards Terms shall control.

Effective Date: July 5, 2025