

For your convenience, we may provide this document in other languages, such as English and/or Spanish. In the event there is any inconsistency between the French version of this document and the translated text, the French text shall be binding.

## **REMITLY ERROR/PROBLEM RESOLUTION AND CANCELLATION NOTICE**

### **WHAT TO DO IF YOU THINK THERE HAS BEEN AN ERROR OR A PROBLEM**

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 by sending an email to [service@remitle.com](mailto:service@remitle.com).

If you are concerned that unauthorised or incorrectly executed payments or a loss, theft, misappropriation related to the use of the services have been made, you must notify us without undue delay and in any case no later than the 13 months after the applicable transaction was executed. 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 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. Notwithstanding the foregoing, if your concern relates to a claim that your payment was unauthorised or incorrectly executed or that a loss, theft, misappropriation related to the use of the services took place, then we will review and if appropriate, execute a refund as soon as practicable and, in any event, not later than the end of the following business day after noting or becoming notified of the unauthorised or incorrectly executed Transaction or the loss, theft, misappropriation related to the use of the service.

## **WHAT TO DO IF YOU WANT TO CANCEL A MONEY TRANSFER**

Subject to certain conditions, you have the right to cancel a transfer and obtain a refund of all funds paid to us, including Service fees. In order to cancel you must contact us at the telephone number or email address shown above before we deposit the funds to your recipient's bank account, deliver to your recipient 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. Subject to cases of refund in the context of unauthorised or incorrectly executed Transactions or a loss, theft, misappropriation related to the use of the services, we will aim to refund your money within three business days of your request for a refund as long as the funds have not already been picked up by or delivered to a recipient or deposited into a recipient's account. Please note that sometimes a refund may take a little longer to reach your payment instrument due to the processing times of the banks and other parties involved in the refund payment process.