Accessibility Statement for Remitly Japan K.K. (“Remitly Japan”)

Effective Date: January 16, 2026 Last Reviewed: March 30, 2026

Commitment to Accessibility

At Remitly Japan K.K. (“Remitly Japan”), we are committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying relevant accessibility standards in compliance with [<u>The Act for Eliminating Discrimination Against Persons with Disabilities</u>](https://www.japaneselawtranslation.go.jp/ja/laws/view/4930#jech1at5), [<u>The Act on the Promotion of Information Accessibility and Communication for Persons with Disabilities</u>](https://laws.e-gov.go.jp/law/504AC0100000050/), and [<u>the Guidelines for the Promotion of Elimination of Discrimination on the Basis of Disability in Business Fields Under the Jurisdiction of the Financial Services Agency</u>](https://www.fsa.go.jp/receipt/syougai/024.pdf) (the “FSA Guidelines”).

Our goal is to make our digital products and services—including our website, mobile applications, and online customer interfaces—perceivable, operable, understandable, and robust for all users, including those relying on assistive technologies. This accessibility statement applies to our consumer online money transfer services (“Service”). This statement provides an overview of how the Service meets the relevant accessibility requirements in the FSA Guidelines.

General description of the Service

We provide a digital cross-border remittance product that is accessible via our mobile app or the web. Our customers are able to set up an account and start sending money via a variety of payment methods to international recipients generally within minutes. Recipients can receive funds in multiple ways using our global disbursement network. Our customers can also track the status of their transactions as they are processed.

How the Service meets accessibility requirements

Remitly Japan is actively working to ensure that its digital offerings conform to the relevant accessibility requirements set out in the FSA Guidelines and the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. We regularly audit our platforms to assess compliance and address any gaps identified.

Measures to Support Accessibility

To achieve and maintain accessibility, we have implemented the following measures:

- Accessibility Governance: Accessibility is embedded in our product development and compliance processes.
- Inclusive Design: We incorporate accessibility features in the design and testing phases of our website and mobile applications.
- Third-Party Reviews: We engage external experts to conduct accessibility audits and user testing.
- Assistive Technology Compatibility: Our platforms are tested with screen readers, keyboard navigation, voice input tools, and other assistive technologies.

Non-Accessible Content

Despite our efforts, some parts of our website and apps may not yet be fully accessible. We are currently working on the following:

- Enhancing alternative text for some images.
- Ensuring consistent and descriptive link text.
- Improving form error messaging and navigation structures.

A full audit and remediation plan is in progress to address these areas.

Feedback and Contact Information

We welcome your feedback on the accessibility of Remitly Japan’s digital services. If you encounter any accessibility barriers or require information in an alternative format, please contact us:

Dedicated email addresses:

- accessibility@remitly.com for customer questions and concerns related to accessibility.
- complaints@remitly.com for formal customer complaints, including service and transaction issues.
- abuse@remitly.com For reporting fraud, scams, and suspicious activity.
- privacy@remitly.com For privacy- and data protection–related concerns.

Online support:

Customers can submit concerns directly via web form at https://www.remitly.com/jp/ja/help/article/how-to-contact-remitly

Phone support:

Call 0120 673 662.

Other contact points:

- Remitly Japan address: Otemachi Bldg 4F FINOLAB, Otemachi 1-6-1 , Chiyoda, Tokyo, 100-0004, Japan
- Remitly’s social media channels (Twitter and Facebook)

Consultation with External Organization

If you are not satisfied with our response, you may contact the following third party organization:

- Complaint Processing: Japan Payment Service Association (Tel: 03-3556-6261)

The information provided in this statement will be retained for as long as the Service is in operation and will be updated as required to reflect any changes to the Service or relevant standards.

Continuous Improvement

Remitly Japan is committed to continuously improving accessibility and inclusion. We regularly review this statement and our digital services to meet our users' evolving needs and comply with future regulatory updates.