

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)](<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](http://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: [dbs.licensing@alaska.gov](mailto:dbs.licensing@alaska.gov)

For Alaska Residents Only: If your issue is unresolved by Remitly, Inc. (888) 736-4859, please submit formal complaints with the State of Alaska, Division of Banking & Securities. Please download the form [here](<https://www.commerce.alaska.gov/web/portals/3/pub/DBSGeneralComplaintFormupdated.pdf>). Submit formal complaint form with supporting documents: Division of Banking & Securities PO Box 110807 Juneau, AK 99811-0807 If you are an Alaska resident with questions regarding formal complaints, please email us at [dbs.licensing@alaska.gov](mailto:dbs.licensing@alaska.gov) or call 907-465-2521

## **Arizona**

[[difi.az.gov](https://difi.az.gov)](<https://difi.az.gov>)

(602) 364-3100

Arizona Dept. of Insurance and Financial Institutions 100 N. 15th Ave Suite 261  
Phoenix, AZ 85007-2630

## **Arkansas**

[[www.securities.arkansas.gov](http://www.securities.arkansas.gov)](<http://www.securities.arkansas.gov>)

(501) 324-9260

Arkansas Securities Department Heritage West Building Suite 300 201 East Markham Street Little Rock, Arkansas 72201-1692

## **California**

[<https://dfpi.ca.gov/>](<https://dfpi.ca.gov/>)

(916) 327-7585 (866) 275-2677

California Department of Financial Protection and Innovation Division of Financial Institutions 2101 Arena Boulevard Sacramento, CA 95834

## **Colorado**

[[www.dora.colorado.gov/dob](http://www.dora.colorado.gov/dob)](<http://www.dora.colorado.gov/dob>)

(303) 894-7575

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 Department of Regulatory Agencies Division of Banking 1560 Broadway, Suite 975 Denver, CO 80202

Email: [DORABankingWebsite@state.co.us](mailto:DORABankingWebsite@state.co.us)

### **Connecticut**

[[www.ct.gov/dob](http://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)](<http://www.banking.delaware.gov>)

(302) 739-4235

Office of the State Bank Commissioner 555 East Lookerman Street Dover, DE 19901

### **District of Columbia**

[[disb.dc.gov](http://disb.dc.gov)](<http://disb.dc.gov>)

(202) 727-8000

District of Columbia Dept. of Insurance, Securities, and Banking 1050 First Street, NE, 801 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

Hawaii Department of Commerce and Consumer Affairs King Kalakaua Building 335 Merchant Street, Rm. 221 Honolulu, HI 96813

## **Idaho**

[www.finance.idaho.gov](http://www.finance.idaho.gov)

(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)](<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.iowa.gov](http://www.idob.iowa.gov)]([www.idob.iowa.gov](http://www.idob.iowa.gov))

(515) 281-4014

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

## **Kansas**

[[www.osbckansas.org](http://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)](<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.la.gov](http://www.ofi.la.gov)]([www.ofi.la.gov](http://www.ofi.la.gov))

(888) 525-9414 (225) 925-4660

Louisiana Office of Financial Institutions 8660 United Plaza Boulevard, 2nd Floor Baton Rouge, LA 70809-7024

## **Maine**

[[www.maine.gov/pfr/financialinstitutions](http://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/)](<http://www.dllr.state.md.us/finance/>)

(410) 230-6100 (888) 784-0136

Maryland Office of the Commissioner of Financial Regulation 1100 North Eutaw Street, Suite 611 Baltimore, Maryland 21201

[NMLS Consumer Access](<https://www.nmlsconsumeraccess.org/>)

The Commissioner of Financial Regulation for the State of Maryland will accept all questions or complaints from Maryland residents regarding Remitly, Inc., NMLS ID 1028236 at 1100 North Eutaw Street, Suite 611, Baltimore, Maryland 21201 or phone 1-888-784-0136.

## **Massachusetts**

[<http://www.mass.gov/ocabr/government/oca-agencies/dob-lp/file-a-complaint.html>]  
(<http://www.mass.gov/ocabr/government/oca-agencies/dob-lp/file-a-complaint.html>)

(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

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

## **Mississippi**

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

(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**

[ndbf.nebraska.gov](ndbf.nebraska.gov)

(402) 471-2171

Nebraska Dept. of Banking and Finance P.O. Box 95006 1526 K St #300 Lincoln, NE  
68508

## **Nevada**

[www.fid.state.nv.us](http://www.fid.state.nv.us)

(702) 486-4120

Nevada Department of Business & Industry Financial Institutions 2785 E. Desert Inn Rd.  
Suite 180 Las Vegas, Nevada 89121

## **New Hampshire**

[www.nh.gov/banking](http://www.nh.gov/banking)

(603) 271-3561

New Hampshire Banking Department 53 Regional Drive, Suite 200 Concord NH 03301

## **New Jersey**

[www.state.nj.us/dobi/consumer.htm#banking](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**

[[www.rld.nm.gov](http://www.rld.nm.gov)](<https://www.rld.nm.gov/>)

(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)](<http://www.dfs.ny.gov>)

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

New York State Department of Financial Services 1 State Street New York, NY 10004-1511

## **North Carolina**

[[www.nccob.gov](http://www.nccob.gov)](<http://www.nccob.gov>)

(919) 733-3016

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

## **North Dakota**

[[www.nd.gov/dfi](http://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)](<http://www.com.ohio.gov/fiin>)

(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)](<http://www.ok.gov/banking>)

(405) 521-2782 (918) 295-3649

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/)](<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/)](<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/)](<http://www.dbr.ri.gov/divisions/banking/>)

(401) 462-9503

Rhode Island Dept. of Business Regulation 1511 Pontiac Avenue Cranston, RI 02920

## **South Carolina**

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

## **South Dakota**

[<http://www.dlr.sd.gov/banking/>](<http://www.dlr.sd.gov/banking/>)

(605) 773-3421

South Dakota Department of Labor and Regulation Division of Banking 1714 Lincoln Ave., Suite 2 Pierre, SD 57501

## **Tennessee**

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

(615) 741-2236 (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)](<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)](<http://www.dfr.vermont.gov>)

(888) 568-4547

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

## **Virginia**

[[www.scc.virginia.gov/bfi/](https://www.scc.virginia.gov/bfi/)](<https://www.scc.virginia.gov/bfi/>)

(804) 371-9657 (800) 552 7945

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)](<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)](<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)](<http://wyomingbankingdivision.wyo.gov>)

(307) 777-7797

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