

Remitly Releases 2024 Global Impact Report

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Remitly is proud to share our third annual **Global Impact Report**, highlighting the progress we made in 2024 toward our global impact vision to increase financial security and resilience around the globe.

In 2024, we continued to make cross-border financial services more affordable, accessible, secure, and relevant. By year-end, we served almost 8 million quarterly active customers and facilitated over $54 billion in money transfers across 5,100 corridors.

> *"For many of our customers, remittances may be their first or only pathway to formal financial channels. We take that responsibility seriously, because when people have access to secure and safe financial services, families thrive and communities become more resilient."* — Saema Somalya, Chief Legal and Corporate Affairs Officer, Remitly

Advancing Financial Inclusion

In 2024, Remitly customers sent over **$54 billion** to loved ones, a 38% increase from the year prior, across **5,100+ global corridors.** We expanded access to more

than **5 billion bank accounts and mobile wallets**, while also increasing the number of local payout options to approximately **470,000 cash pickup options** across **170+ countries**, and estimate that we saved customers more than **$1 billion** in remittance costs.

We also continued to invest in globally relevant experiences, expanding our app to support **18 languages** and launching new digital payment options like **Interac in Canada**, **Klarna in Germany**, and **PayTo in Australia**.

Delivering Secure and Safe Transactions

Trust remains the foundation of our work. In 2024, we expanded scam awareness initiatives to reach more than **500K individuals**, launched a new **Trust & Safety Center**, and joined cross-sector global efforts like the **Aspen Institute Scam Task Force** and the **Global Anti-Scam Alliance**.

Our commitment to secure and safe transactions was reflected in the several key improvements to protect customers and broader communities. We introduced WhatsApp support, **improved the Remitly Help Center**, and launched an **AI-powered virtual assistant** that helped cut issue resolution times.

Scaling with Purpose

We supported **7.8 million active customers** in Q4 2024, a **32% increase** year-over-year. We continued to grow our team to more than **2,800 employees**, **opened a new office in New Westminster, Canada**, and advanced efforts to modernize payment infrastructure through policy advocacy and partnerships.

Strong Global Community Partnerships

In 2024, Remitly delivered over **$1 million in global impact** through donations, fee-free transfers, and discounts, and grants made through the Remitly Foundation. We also grew our support for global communities through scholarship programs, financial inclusion education, and community partnerships.

From sponsoring Zimfest in the UK, to hosting financial education sessions in Managua and celebrating seafarers in ports around the world, our work extended beyond digital infrastructure to human connection.

We are proud of the progress we've made in 2024 and grateful to our customers, partners, and Remitlians around the world who made it possible. Looking ahead, our focus remains the same: delivering trusted financial services to the millions of

people who send and receive money worldwide. We will continue to innovate to meet the evolving needs of our customers as their lives change and grow, earning their trust one transaction at a time. To learn or read the full report, visit **Remitly.com**.

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[1] This is calculated by comparing Remitly's global average cost of sending remittances in 2024 (our take rate) to average costs published by the World Bank for Q1-Q3 2024. We use the closest average remittance cost for either $200 or $500 as published by the World Bank for each corridor available in these calculations. The World Bank Remittance Prices Worldwide are available at http://remittanceprices.worldbank.org