

# Building the Future of Cross-Border Financial Services

Posted on February 20, 2025 by Ali Mollhoff

***Our Commitment to Exceptional Customer Experience***

At Remitly, we're relentlessly focused on our vision **to transform lives with trusted financial services that transcend borders**. Our culture of innovation is guided by a commitment to delivering customer-centric solutions that are worthy of the trust you place in us so that you can send money with complete peace of mind.

Last year millions of you trusted Remitly to send over $50 billion dollars and more than 92% of your transfers were disbursed in under an hour. You gave us an App Store rating of 4.9 with over 3 million reviews, a Google Play rating of 4.8 with close to 1 million reviews, and our TrustPilot score rose to 4.6. We are proud to have earned your trust and continue to seek and incorporate your feedback so we can do better. We are proud to share some of the progress we made to improve our services last year, and an early look at what's to come.

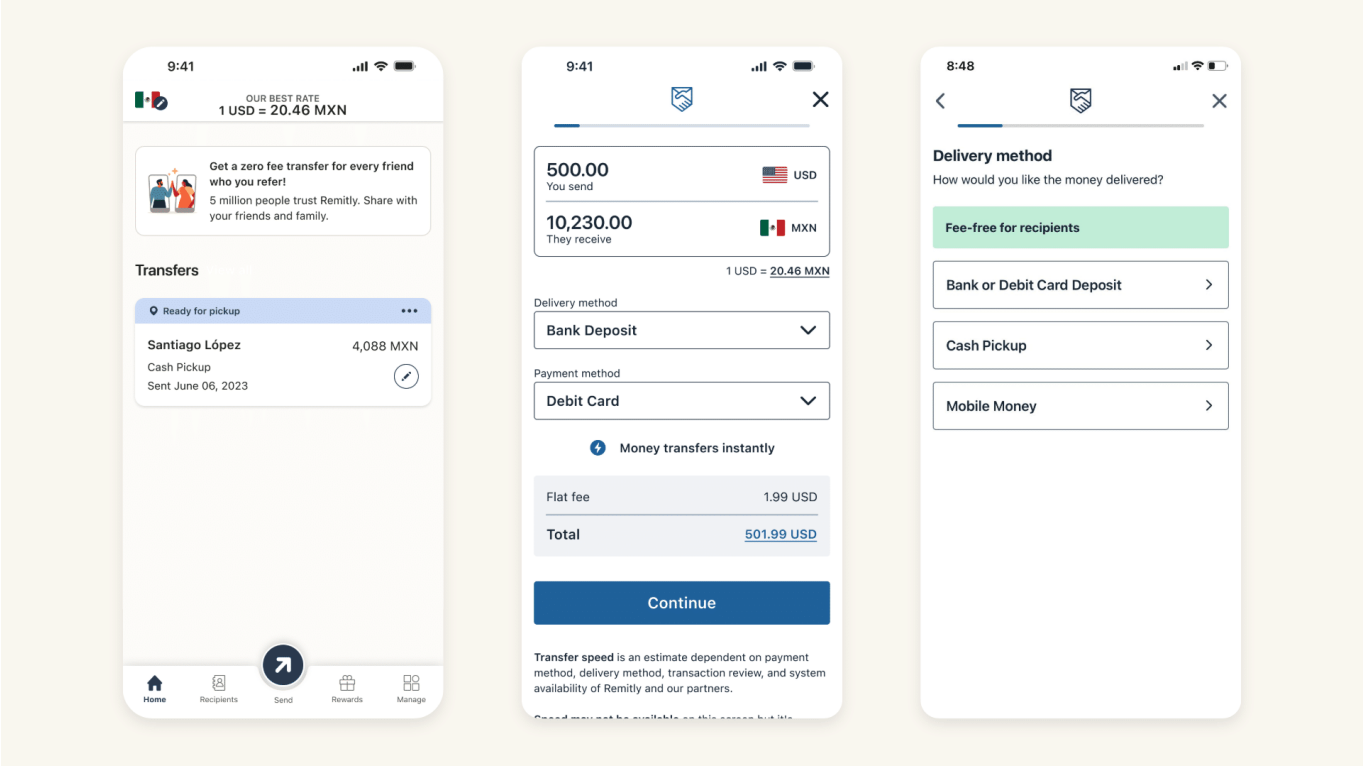
**Designed for Your Cross-Border Financial Needs**
At Remitly, we know that our customers' global payment needs are as unique and diverse as they are. That's why we continue to expand our global partner network to offer more ways to send and for your recipients to receive funds than ever

before. Our global money movement network now reaches over 170 countries, 5,100+ corridors, enabling us to send funds to billions of bank accounts and mobile wallets, and hundreds of thousands of cash pickup options, including home delivery. You can send over 100 currencies using 18 languages, and we've partnered with trusted global banks and payment partners you already use, like Visa, Mastercard, Google Pay, Apple Pay, and Klarna, so you can quickly and reliably move money regardless of where you are in the world.

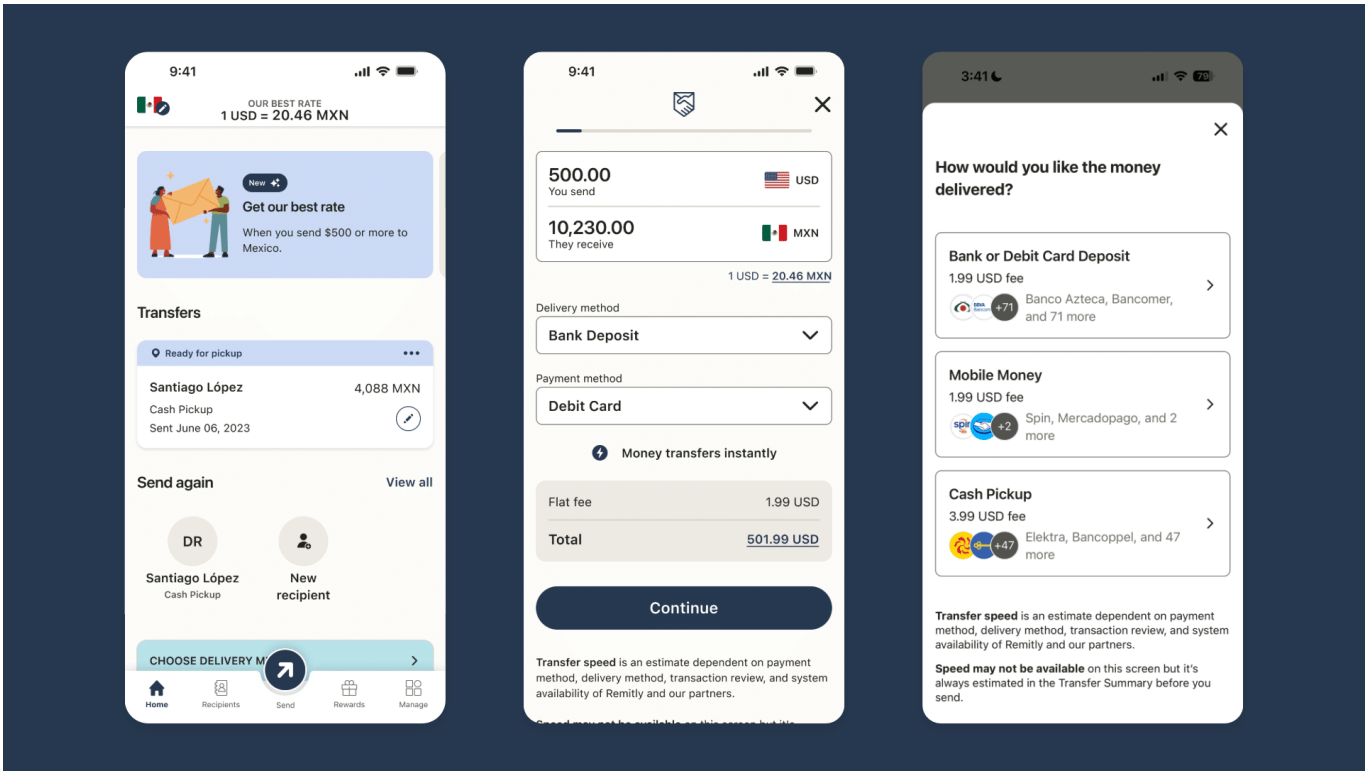
Remitly's innovative technology platform enables us to iterate quickly, introducing new features and experiences that are tailored to you. We made continual improvements to our services last year, including:

- **A re-designed Remitly send experience**, making it easier to compare transfer options, prices, and see your transfer status in real-time. We also made it easier to repeat prior transfers and amend in-progress ones without reaching out to customer support, so you can correct errors or missing information directly in the app. These enhancements improved clarity, feature discovery, and usability of the app, as reflected in your direct feedback and product metrics.
- **Improved Remitly Help experiences**, including help via WhatsApp, a redesigned Remitly Help Center, and a new AI-powered virtual assistant that can resolve common issues four times faster. If you prefer to speak to a human, our agents remain ready to assist.
- **Passing millions of dollars of cost savings on to our customers** – through new partnerships, as well as countless backend optimizations to our product, operations, and routing – helping us offer you even more competitive rates.
- **Social sign-in options** so you can access your account through your preferred login method including Apple ID, Google ID, and Face ID.
- **New tools** to more easily manage recipients, navigate specific partners, and simplify ID verification, so you can more easily navigate the app.

*Previous in-app Remitly send experience:*




*Improved in-app Remitly send experience:*




- An expanded and refreshed **Remitly for Seafarers** – a custom experience

designed for people living and working at sea and are excited to continue evolving this experience.
- We also focused on improving speed and ease in specific regions. For example, last year we added access to mobile wallets in Africa through partnerships with Wave and T-Money, and expanded our direct payment integrations with Wafacash, CashPlus, and Tigo Pesa.

Last year, we also began testing an **experience for small and micro-businesses,** as well as **higher send limits,** enabling many of you to send tens of thousands of dollars in a single transfer.

We continue to invest in making each transfer faster and more reliable – even during peak periods – by improving the Remitly technology platform, operational infrastructure, exploring new partnerships, and pursuing access to the fastest payment systems that are local to you.

**Always Fair and Fast**

We believe sending your money across borders should be simple and affordable. That's why, as our business continues to grow, we remain focused on keeping costs low and passing savings along to you. Last year we were able to significantly improve the cost and speed of your transactions through our growing global payment network, new partnerships, and access to local payment systems.

We are proud to share that our customers can send funds worldwide at costs that are rapidly approaching—and, in many cases, achieving—the UN's Sustainable Development Goal of less than 3% of the transaction amount. During Q4 2024:

- We maintained an average global transaction cost of approximately 2.28%.
- We continued to improve the speed of transfers, disbursing more than 92% of transfers in less than an hour, and innovation to the Remitly platform enabled us to better anticipate and prevent delays.
- We continued to improve the accuracy of our delivery estimates through our Perfect Delivery Promise, ensuring more of your transfers arrive when you expect them to – or faster.
- We achieved 99.8% uptime, ensuring that your transfers are delivered quickly and reliably, and improved how we route transfers, to ensure that your funds are delivered even when our partners experience outages.

**Exceptionally Safe and Reliable**
Last year we celebrated the public launch of our bug bounty program in collaboration with trusted security platform, HackerOne. We are proud to have one of the most popular bug bounty programs amongst FinTech companies. Since launching this program privately in 2018, we have worked with thousands of security researchers to continually enhance the trust and reliability of our services.

With global scam rates on the rise, we launched a new Trust and Safety Center in collaboration with Get Safe Online to help you recognize and avoid common money transfer scams. We also joined the Global Anti-Scam Alliance and Aspen Institute's National Task Force on Fraud and Scam Prevention, where we will collaborate with industry leaders and policymakers to develop the first coordinated U.S. national strategy to prevent scams and protect consumers from bad actors. This year, we will continue to double down on platform safety, introducing new in-app features to help you identify risks and keep your money safe.

We continue to focus on extending access to underserved individuals and regions. Each year, millions of people live and work abroad and can encounter significant barriers to accessing financial services. We tackle these challenges head-on, leveraging robust regulatory partnerships, our best-in class risk and compliance framework, and innovative payout methods to ensure you can reliably access the trusted financial services you need.

**Inspired by You**
At Remitly, we close our meetings with a real customer story because the experiences you share and the feedback you provide inspires everything we do – from faster transfers to features and flows that are tailored to you. For those of you who have shared your feedback, thank you. Your voice makes Remitly better, and we are proud to be a part of your journey.

If you have ideas to share, we would love to hear them. Please share your thoughts with us here. Together, we'll continue shaping the future of cross-border payments.

*We're excited to share more on the progress we're making to deliver an exceptionally fast, reliable, and accessible payment experience. Stay tuned to the Remitly Newsroom for future articles or visit our Careers site to join us in shaping the future of cross-border payments.*