

Empowering Our Customers to Stay Safe Online

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Addressing the Surge in Consumer Scams

Remitly is taking significant steps to educate customers on online scams and enhance their safety. This month, Remitly launched a new Trust & Safety Center, developed in collaboration with Get Safe Online. Additionally, Remitly is proud to join the Aspen Institute's National Task Force on Fraud and Scam Prevention, collaborating with industry leaders and policymakers to develop the first coordinated U.S. national strategy to help prevent scams and fraud at its root and protect consumers from these bad actors. These initiatives demonstrate Remitly's unwavering commitment to safeguarding customers and promoting trust in every transaction.

Introducing the Remitly Trust and Safety Center

At Remitly, we understand how devastating consumer scams can be to the individuals who send cross-border payments to support loved ones abroad, and we're determined to help our customers recognize and avoid them. With this in mind, we're launching the **Remitly Trust & Safety Center**, a dedicated resource designed to help you and your loved ones identify and avoid common money

transfer scams this holiday season and beyond. This resource provides insights into prevalent scam tactics and offers practical advice on safeguarding personal information during transactions. Customers exploring the center can expect:

- **Common Scam Types**. Learn about prevalent scams targeting remittance senders and recipients, such as phishing, impersonation, and social engineering.
- **Proactive Safety Tips.** Discover simple steps you can take to protect yourself, from setting up two-factor authentication to identifying red flags in suspicious communications.
- **Expert Insights.** Access guidance from our Trust & Safety team, who work tirelessly to safeguard transactions and keep our systems secure.
- **Interactive Quiz.** To help customers spot potential scams, we've developed an engaging interactive quiz featuring real-world scenarios. With instant feedback and practical tips, the quiz equips users to recognize threats and confidently safeguard their information.

Joining the Aspen Institute's National Task Force on Fraud and Scam Prevention

Remitly is honored to announce its participation in the Aspen Institute's National Task Force on Fraud and Scam Prevention, reinforcing our commitment to safeguarding our customers and the broader community.

- **Bringing together leaders:** This initiative brings together industry leaders, policymakers, and consumer advocates to address the growing challenges of fraud and scams in the digital age.
- **Contributing our expertise:** By joining the task force, Remitly aims to contribute its expertise in online safety and fraud prevention to develop actionable solutions that protect consumers, particularly in underserved and vulnerable populations.

This collaboration aligns with our ongoing efforts to promote trust and safety in global money transfers, ensuring our customers can send funds to loved ones with confidence.

Protecting Yourself from Scams

While Remitly is committed to safeguarding your transactions, your vigilance is crucial. If you suspect you've been targeted by a scam, please contact us

immediately at 1-888-736-4859 (or 206-535-6152 if calling from outside the U.S.). If you encounter suspicious activity involving Remitly, report it to abuse@remitly.com.

Please note that funds sent to scammers may not be recoverable. Staying informed and cautious is essential to protecting your hard-earned money.

For more information on avoiding common money transfer scams, please visit our Trust & Safety Center at Remitly.com.