

Introducing the New and Improved Remitly Help Experience

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Featuring improved search, transparent contact options, and a new AI-powered virtual support assistant

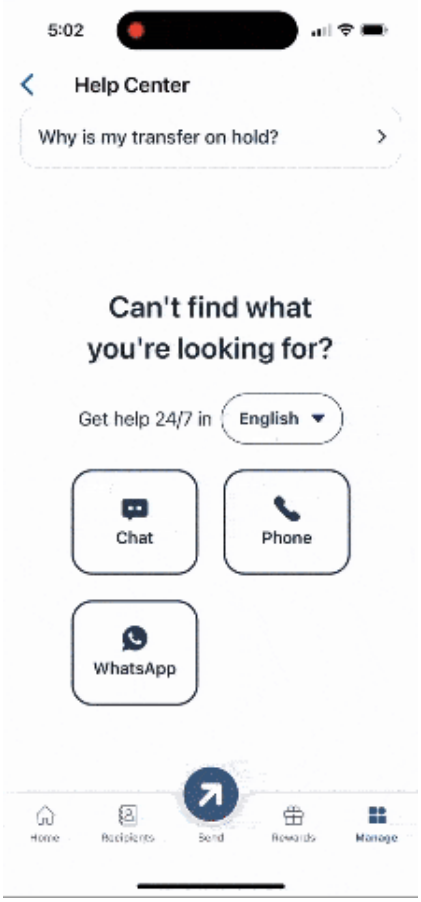
At Remitly, we are deeply committed to listening to and continuously improving how we serve customers. We regularly conduct focus groups and speak with customers directly to understand how we can make your experience even better, so your money makes it home with complete peace of mind.

Today, we're excited to introduce the redesigned Remitly Help Center, featuring improved search, support article personalization, and transparent contact options – all in 18* languages, so it's easier than ever to quickly access the support you need.

• **Enhanced AI search is easier to find and leverages AI and machine learning to improve the accuracy of results.**
• **Transparent contact options** make it easier than ever to get in touch, in your preferred language.
• **Support articles are now personalized for signed-in customers** to help you quickly find the answers you need.
• **Improved banner updates for signed-in customers** keep you informed with more targeted timely and important information.

But that's not all – we're also thrilled to introduce our new AI-powered virtual support assistant, designed to make your in-app support experience smoother and more efficient. On average, **our virtual assistant can resolve issues four times faster than when interacting with associates.** Whether you're experiencing a transfer delay, or need to amend or cancel a transfer, our virtual assistant can get your money moving faster.

Check out the new Remitly Help Center at Remitly.com and stay tuned for future updates as we continuously work to deliver a frictionless experience for our customers.



***Supported Help Center Languages:** Vietnamese, Dutch, Polish, Romanian, Italian, Turkish, Tagalog, Korean, Hindi, Bengali, Japanese, Thai, English, Spanish, French, German, Portuguese, Simplified Chinese