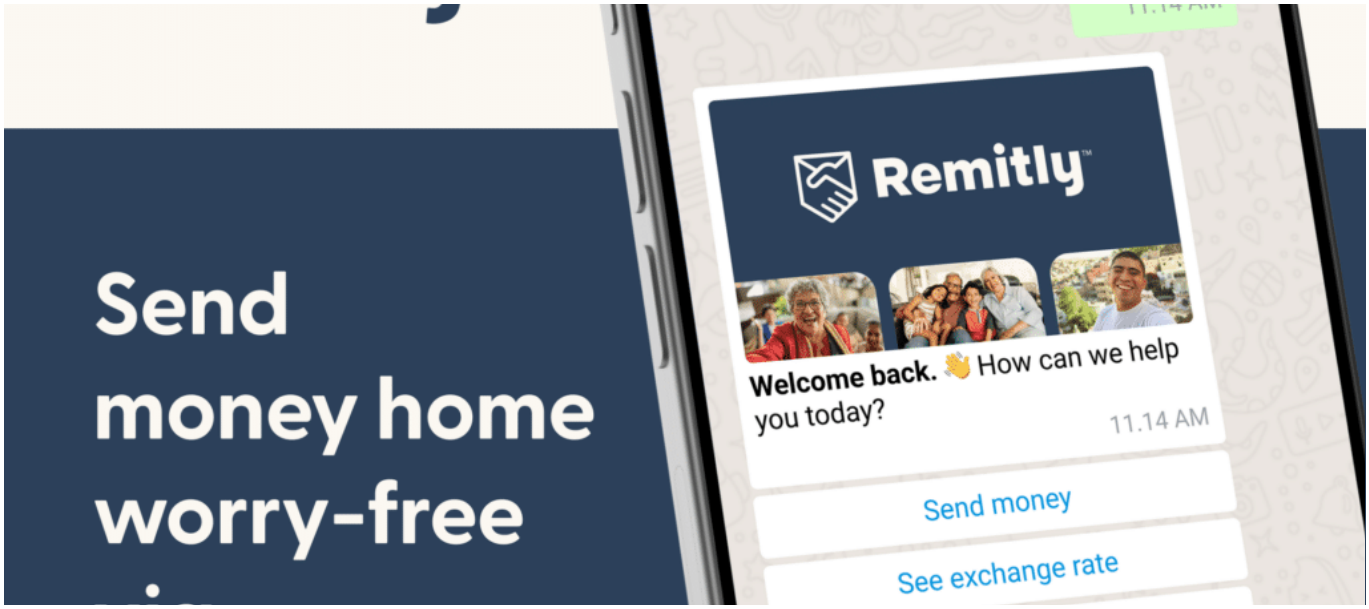


Remitly’s Virtual Assistant Comes to WhatsApp, Enabling Effortless Money Transfers

Posted on April 30, 2025 by Ali Mollhoff

Trusted, fast, and now even easier. Send money home right from the app you use every day—no downloads required.

You can now send money with Remitly directly through WhatsApp. This new integration combines the power of Remitly’s trusted service with the convenience of a platform many of our customers already use to connect with their loved ones, making the entire experience faster, simpler, and more familiar.

Rolling out first in key corridors including the U.S. to Mexico, Guatemala, El Salvador, Honduras, Nicaragua, the Dominican Republic, Colombia, Peru, and Ecuador, this feature allows you to start a money transfer, check exchange rates, and get real-time support—all without leaving your WhatsApp chat.

Why This Matters

At Remitly, we’re reimagining how money moves across borders by bringing together cutting-edge technology and a deep understanding of our customers’ lived

experiences. For many families around the world, sending money home is more than a transaction—it’s a connection. That’s why we’ve built a digital experience that’s not just secure and reliable, but also seamless and intuitive.

In 2024 alone, Remitly saw a 44% year-over-year increase in send volume to Latin America; a signal that trusted digital tools are meeting the moment for customers. And from 2020 to 2024, our mix of digital disbursement in the region grew nearly 30 percentage points, demonstrating how customers are embracing more convenient and secure ways to receive money.

With Remitly’s award-winning conversational AI technology, already used to power customer support interactions, we’re now making it possible to send money with that same ease and intelligence, directly through WhatsApp.



With our AI-powered WhatsApp integration, you can:

- Send money directly within WhatsApp, no additional downloads required.
- Check real-time exchange rates and fees before you send.
- Track your transfer and get support in the same conversation thread.

We’re proud to deliver a remittance experience that reflects the way you already

communicate, combining Remitly's speed, security, and global reach with WhatsApp's familiarity and ease.

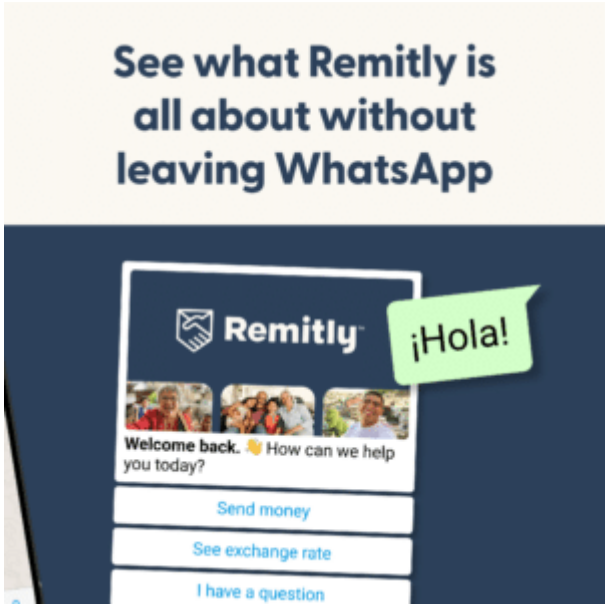
Designed for How You Live and Communicate

WhatsApp is a key part of daily life for millions of people around the world. Whether you're sending messages to family or managing important tasks on the go, we want Remitly to fit into your routines, not the other way around.

This new feature is designed to serve you where you're at, by meeting you in the apps you already use to stay connected with the people who matter most. By embedding Remitly's secure and reliable money transfer experience with WhatsApp, we're removing friction and making it easier to support loved ones, wherever they are.

How It Works

1. **Initiate a Transfer.** Message Remitly's WhatsApp account and start a transfer in seconds.
2. **Verify & Confirm.** Receive a real-time exchange rate and a breakdown of fees before sending.
3. **Track & Support.** Check your transaction status and contact support, all within WhatsApp.



Multiple payment options are available to fit your preferences. Whether you're paying with a debit card, credit card, or bank account, we've got you. And no matter how you choose to send, Remitly's global network provides access to millions of bank accounts and mobile wallets, and tens of thousands of cash pickup options in the countries currently supported on Whatsapp.

A Smarter Way to Send Money, Build Around You

Remitly's WhatsApp integration represents a meaningful shift in how payments can and should work. By meeting customers in their conversations, we're simplifying every step of the journey—making cross-border payments more intuitive, intelligent, and accessible. This is a new chapter in digital payments, where supporting loved ones feels as easy as sending a message.

To learn more or start a transfer, check out how easy it is to send money with Remitly on WhatsApp.