



Investor Presentation

Second Quarter 2023 Earnings
August 2, 2023

Disclosures

Forward-Looking Statements

This presentation contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. All statements other than statements of historical fact are forward-looking statements. These statements include, but are not limited to, statements regarding our future operating results and financial position, including our fiscal year 2023 financial outlook, including forecasted fiscal year 2023 revenue and Adjusted EBITDA, anticipated future expenses and investments, expectations relating to certain of our key financial and operating metrics, our business strategy and plans, market growth, our market position and potential market opportunities, and our objectives for future operations. The words “believe,” “may,” “will,” “estimate,” “potential,” “continue,” “anticipate,” “intend,” “expect,” “could,” “would,” “project,” “plan,” “target,” and similar expressions are intended to identify forward-looking statements. Forward-looking statements are based on management’s expectations, assumptions, and projections based on information available at the time the statements were made. These forward-looking statements are subject to a number of risks, uncertainties, and assumptions, including, without limitation, risks and uncertainties related to: our ability to successfully execute our business and growth strategy, our ability to achieve and maintain future profitability, our ability to further penetrate our existing customer base and expand our customer base in existing and new corridors, our ability to expand into broader financial services, our ability to expand internationally, the effects of seasonal trends on our results of operations, the current inflationary environment, our expectations concerning relationships with third parties, including strategic, banking and disbursement partners, our ability to obtain, maintain, protect, and enhance our intellectual property and other proprietary rights, our ability to keep data and our technology platform secure, the success of any acquisitions or investments that we make, our ability to compete effectively, our ability to stay in compliance with applicable laws and regulations, our ability to buy foreign currency at generally advantageous rates, and the effects of changes to immigration laws, macroeconomic conditions and geopolitical forces on our customers and business operations. It is not possible for our management to predict all risks, nor can we assess the impact of all factors on our business or the extent to which any factor, or combination of factors, may cause actual results to differ materially from those contained in any forward-looking statements we may make. In light of these risks, uncertainties, and assumptions, our actual results could differ materially and adversely from those anticipated or implied in the forward-looking statements. Further information on risks that could cause actual results to differ materially from forecasted results are included in our quarterly report on Form 10-Q for the quarter ended June 30, 2023 to be filed with the SEC and in our annual report on Form 10-K for the year ended December 31, 2022 filed with the SEC, which are or will be available on our website at <https://ir.remitly.com> and on the SEC’s website at www.sec.gov. The forward-looking statements in this presentation speak only as of the date of this presentation and except as required by law, we assume no obligation to update these forward-looking statements, or to update the reasons if actual results differ materially from those anticipated in the forward-looking statements. The guidance in this presentation is only effective as of the date given, August 2, 2023, and will not be updated or affirmed unless and until we publicly announce updated or affirmed guidance. Distribution of or reference to this deck following August 2, 2023 does not constitute re-affirming guidance by Remitly.

Non-GAAP Financial Measures

A reconciliation of GAAP to non-GAAP financial measures has been provided in the Appendix included in this presentation. An explanation of these measures is also included in the Appendix within this presentation under the heading “Non-GAAP Financial Measures.” We have not provided a quantitative reconciliation of forecasted Adjusted EBITDA to forecasted GAAP net income (loss) or to forecasted GAAP income (loss) before income taxes within this presentation because we cannot, without unreasonable effort, calculate certain reconciling items with confidence due to the variability, complexity and limited visibility of the adjusting items that would be excluded from forecasted Adjusted EBITDA. These items include but are not limited to income taxes and stock-based compensation expense, which are directly impacted by unpredictable fluctuations in the market price of our common stock. The variability of these items could have a significant impact on our future GAAP financial results.



2Q Strategic Overview



Matt Oppenheimer

Co-Founder & CEO



Strong execution on strategic and financial goals provides opportunity to make key investments to drive long-term growth

Investment Priorities



New customer acquisition



Geographical expansion



Remittance product enhancements



Complementary new products

Demonstrating Investment Success

- Highly efficient new customer acquisition (>6x LTV/CAC in 2Q23 and 58% revenue CAGR since 2Q20)
- Multi-year focus on delivering on promises to customers paying off; driving word of mouth

- Strong global growth from multi-year geographic expansion strategy (~\$200m Rest of World annualized revenue, up 120% y/y in 2Q23)

- Deliver a premium and trusted customer experience
- Faster transactions, improved customer support and better unit costs due to direct integrations

- Scalable technology platform to enable launch of multiple new products

Additional High Return Opportunities

- Current exceptionally strong unit economics support additional high return investments
- New channels and targeted brand investments

- Continued expansion to enable multi-year market leading growth

- Reinvent international payments to make nearly all transactions instant and frictionless

- Deliver new products to drive higher long-term customer value



Strong 2Q results continue track record of execution



2Q23 Revenue

\$234m

↑ 49% Y/Y

2Q23 Profitability

(\$19m)

GAAP Net Loss

\$20m

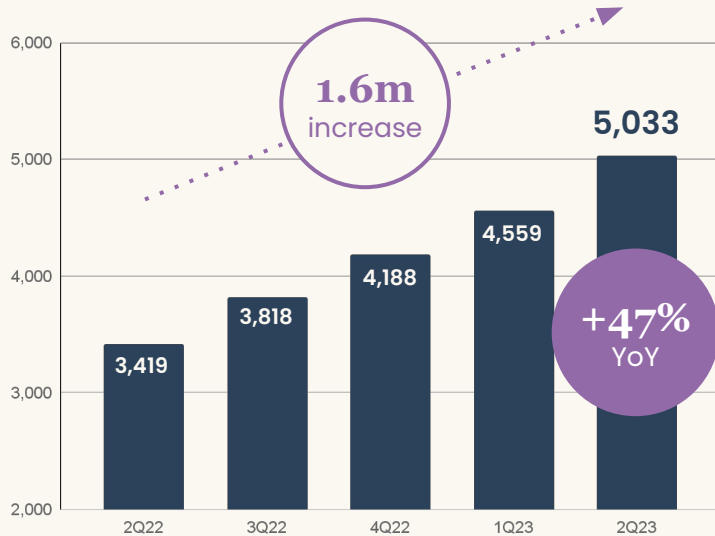
Adjusted EBITDA*

**Adjusted EBITDA is a non-GAAP measure. Please see reconciliation of non-GAAP measures to the most comparable GAAP measures in the Appendix.*



Strong new customer acquisition and high retention

Quarterly Active Customers (thousands)



Record new customer acquisition at compelling unit economics



Customer behavior continues to be resilient



Investments in premium product and marketing driving loyalty and market share gains





Delivering peace of mind drives efficient marketing and propels growth



Integrated Campaigns



Increased creative velocity



Word of mouth

Brand awareness

Effective localized marketing at scale

CAC Efficiencies

Tu dinero llega a lugares desconocidos conocidos

Con la app en español, envías dinero a Centroamérica como tus seres queridos.

Remitly

Send money from one account human to another

With an app in Spanish, send money to Mexico and Central America how your loved ones prefer.

Remitly

App Store Google Play





Scaled and high quality global network delivers for our customers

+170
countries & territories



Direct partnerships are increasing and becoming easier with scale



Opportunity to integrate with emerging instant payment networks



Scale creating flywheel for lower transaction and customer support costs while improving the customer experience

~4,800

corridors

~4.0b

bank accounts

+460k

cash pickup locations

~1.2b

mobile wallets

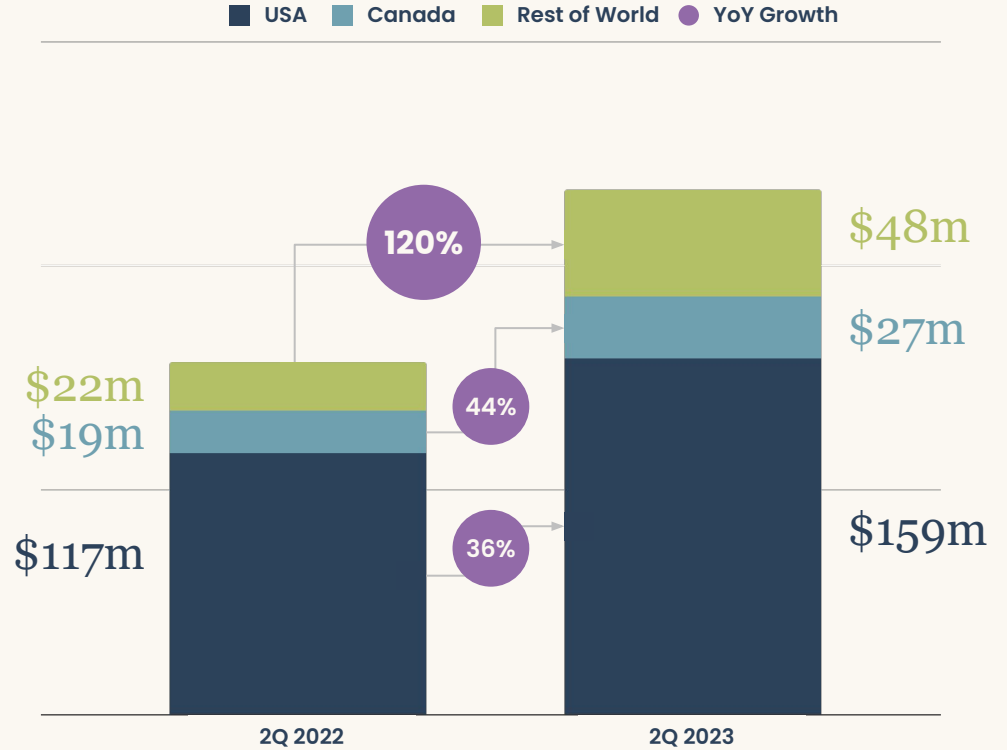
Data as of 6/30/23.





Strong global growth and diversifying revenue mix

2Q 2022 v. 2Q 2023 Revenue Mix

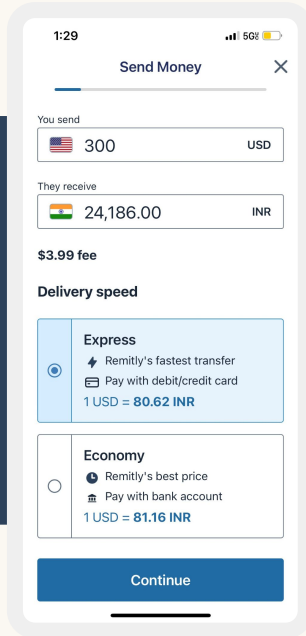




Building customer trust at scale

Improving Speed

>92% of customer transactions disbursed in less than an hour^{1,2}



Consistent Reliability

Platform Availability 99.99%¹



4.9 ★

iOS App Store rating³
(~1.2M reviewers)

4.8 ★

Android Google Play rating³
(~650k reviewers)

1. Remityl internal data for 2Q 2023.

2. Disbursement speed reflects the time between when Remityl has the customer funds and when the funds are successfully disbursed (e.g., completed or available for pickup)

3. App Store and Google Play ratings for the Remityl App as of 6/30/23.





Incredible opportunity to drive even more customer loyalty

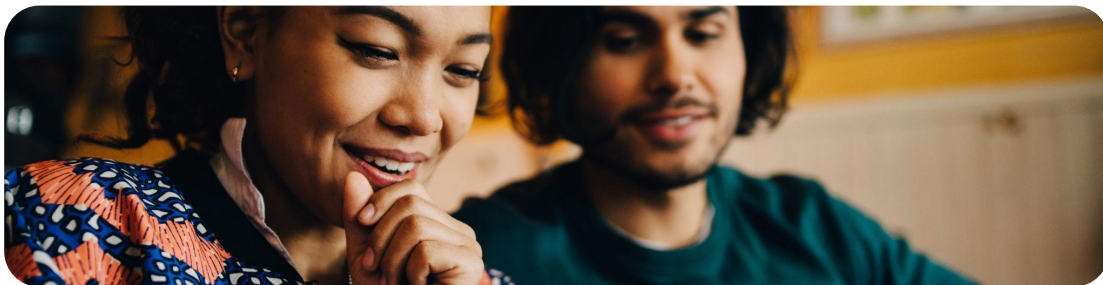
Solving complementary problems to the remittance problem we're *already solving*

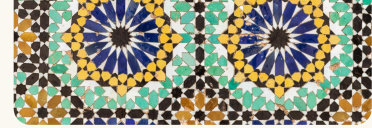


Increased customer value

Long-term customer engagement

Highly defensible competitive advantage





Vision

To transform the lives of immigrants and their families by providing the most trusted financial services on the planet.



2Q Financial Results



Hemanth Munipalli
CFO



2Q — Continued strong execution



SCALE

5.0m

47% growth in **quarterly active customers** over 2Q 2022

\$9.6b

38% growth in **send volume** over 2Q 2022



REVENUE

\$234m

49% growth in revenue over 2Q 2022



PROFITABILITY

(\$19m)

GAAP Net Loss

\$20m

Adjusted EBITDA*

**Adjusted EBITDA is a non-GAAP measure. Please see reconciliation of non-GAAP measures to the most comparable GAAP measures in the Appendix.*



2Q 2023 benefited from strong performance

	2Q23 Year-over-Year Change	Performance Drivers	Macro Factors
Revenue Growth	↑ 49%	<ul style="list-style-type: none"> Strong active customer growth Higher smaller dollar transaction intensity Geographic expansion diversifying revenue 	<ul style="list-style-type: none"> Relatively weaker USD vs developing market currencies
Transaction Expense as a % of Revenue	↓ 440 bps	<ul style="list-style-type: none"> Reducing costs across pay in and disbursement network as we scale Continue advances in our approach to fraud prevention 	
Non-GAAP Marketing Expense as a % of Revenue ¹	↓ 520 bps	<ul style="list-style-type: none"> Brand awareness and word of mouth effects Sustaining CAC efficiencies Improved localization at scale 	<ul style="list-style-type: none"> Consistent advertising environment
Non-GAAP Other Operating Expenses as a % of Revenue ¹	G&A ↓ 190 bps	<ul style="list-style-type: none"> Focus on expense discipline and scale benefits Benefit from one time indirect tax adjustment 	
	T&D ↑ 100 bps	<ul style="list-style-type: none"> Investments in high ROI initiatives such as remittance product enhancements and complementary new products 	
	CS ↓ 150 bps	<ul style="list-style-type: none"> Increasing automation and product improvements 	

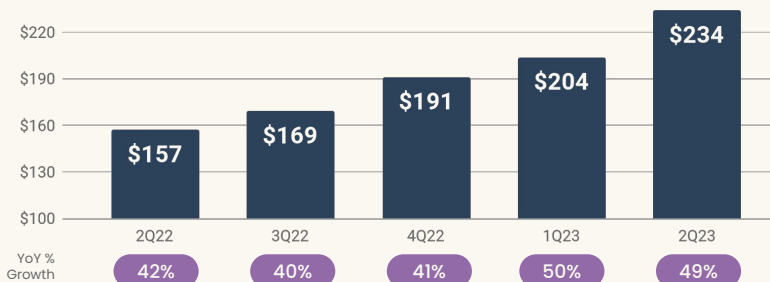
¹ Marketing expense and other operating expenses are non-GAAP measures. Other operating expenses include non-GAAP customer support and operations expense, non-GAAP general and administrative expense non-GAAP marketing expense, and non-GAAP technology and development expense. Please see reconciliation of non-GAAP measures to the most comparable GAAP measures in the Appendix.



Four key focus areas to drive sustainable, long-term returns

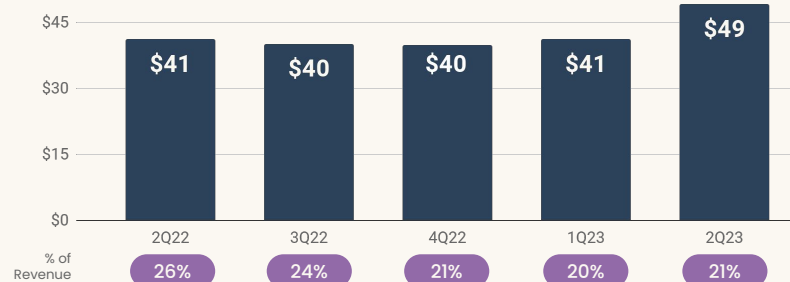
Strong Revenue Growth

■ Total Revenue



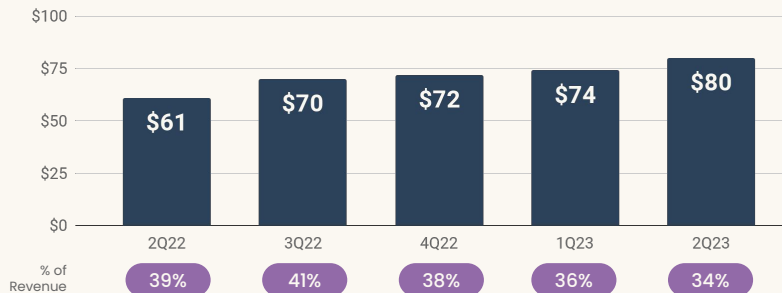
Drive Marketing Efficiency¹

■ Non-GAAP Marketing Expense



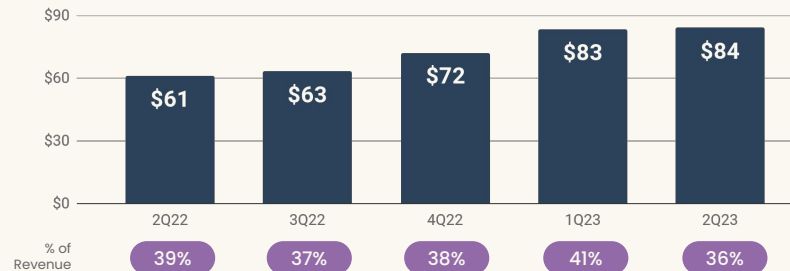
Improve Transaction Expense

■ Transaction Expense



Deliver Scale Efficiencies in Other Opex¹

■ Other Non-GAAP Operating Expenses



Raising 2023 Outlook

Strong revenue growth
and scale efficiencies
enabling higher returns

Note: We expect to remain in a GAAP net-loss position in 2023. This guidance is only effective as of the date given, August 2, 2023, and will not be updated or affirmed unless and until we publicly announce updated or affirmed guidance. Distribution or reference of this deck following August 2, 2023 does not constitute re-affirming guidance.



\$915m-\$925m

2023E Revenue

40% to 42% YoY growth

—

\$33m-\$40m

2023E Adjusted EBITDA

Key 2023 Assumptions

- Macro and FX environment stable to 2Q23
- Moderating growth in operating expenses vs 2022
- Normalizing competitive advertising market
- Opportunity to make high return investments for the long-term



Q & A



“

I was recommended to this app by my friend who loves it. It is fast and easy to use.

Anna

Remitly user since 2022

Sends money from United States to Uganda



Appendix



Non-GAAP Financial Measures

Some of the financial information and data contained in this presentation, such as Adjusted EBITDA and non-GAAP operating expenses, have not been prepared in accordance with United States generally accepted accounting principles ("GAAP").

We regularly review our key business metrics and non-GAAP financial measures to evaluate our performance, identify trends affecting our business, prepare financial projections, and make strategic decisions. We believe that these key business metrics and non-GAAP financial measures provide meaningful supplemental information for management and investors in assessing our historical and future operating performance. Adjusted EBITDA and non-GAAP operating expenses are key output measures used by our management to evaluate our operating performance, inform future operating plans, and make strategic long-term decisions, including those relating to operating expenses and the allocation of internal resources. Remitly believes that the use of Adjusted EBITDA and non-GAAP operating expenses provides additional tools to assess operational performance and trends in, and in comparing Remitly's financial measures with, other similar companies, many of which present similar non-GAAP financial measures to investors. Remitly's non-GAAP financial measures may be different from non-GAAP financial measures used by other companies. The presentation of non-GAAP financial measures is not intended to be considered in isolation or as a substitute for, or superior to, financial measures determined in accordance with GAAP. Because of the limitations of non-GAAP financial measures, you should consider the non-GAAP financial measures presented herein in conjunction with Remitly's financial statements and the related notes thereto. Please refer to the non-GAAP reconciliations in this presentation for a reconciliation of these non-GAAP financial measures to the most comparable financial measure prepared in accordance with GAAP.

We calculate Adjusted EBITDA as net loss adjusted by (i) interest (income) expense, net, (ii) (benefit) provision for income taxes, (iii) noncash charge of depreciation and amortization, (iv) gains and losses from the remeasurement of foreign currency assets and liabilities into their functional currency, (v) noncash charges associated with our donation of common stock in connection with our Pledge 1% commitment, (vi) noncash stock-based compensation expense, net, and (vii) certain transaction and integration costs associated with acquisitions. We calculate non-GAAP operating expenses as our GAAP operating expenses adjusted by (i) noncash stock-based compensation expense, net, (ii) noncash charges associated with our donation of common stock in connection with our Pledge 1% commitment, as well as (iii) certain transaction and integration costs associated with acquisitions. We calculate revenue growth on a constant currency basis by translating current period GAAP revenue from foreign currency denominated subsidiary revenue at an exchange rate consistent with the prior period's average monthly rates, and then comparing it to the prior period reported GAAP revenue. Fluctuations in the United States Dollar compared to foreign currency resulted in a decrease to revenue of approximately \$2.8 million for the three months ended June 30, 2023, when compared to foreign currency rates in the prior period. On a constant currency basis, revenue would have been up 51% as compared to the same quarter in the prior year.



Non-GAAP Reconciliation

Reconciliation of operating expenses to non-GAAP operating expenses <i>(in thousands)</i>	2Q 2023	1Q 2023	4Q 2022	3Q 2022	2Q 2022
Customer support and operations	\$21,483	\$19,931	\$19,239	\$18,142	\$16,855
Excluding: Stock-based compensation expense, net	419	205	220	226	277
Non-GAAP customer support and operations	\$21,064	\$19,726	\$19,019	\$17,916	\$16,578
Marketing	\$53,600	\$44,123	\$43,163	\$43,337	\$43,849
Excluding: Stock-based compensation expense, net	4,727	2,983	3,363	3,352	2,765
Non-GAAP marketing	\$48,873	\$41,140	\$39,800	\$39,985	\$41,084
Technology and development	\$54,309	\$49,376	\$42,883	\$36,178	\$36,083
Excluding: Stock-based compensation expense, net	18,588	16,631	15,461	13,238	13,649
Non-GAAP technology and development	\$35,721	\$32,745	\$27,422	\$22,940	\$22,434
General and administrative	\$39,490	\$41,408	\$34,895	\$35,504	\$37,509
Excluding: Stock-based compensation expense, net	11,466	9,415	8,369	8,929	15,850
Excluding: Donation of common stock	-	-	-	1,972	-
Excluding: Transaction costs	316	1,173	1,077	2,385	-
Non-GAAP general and administrative	\$27,708	\$30,820	\$25,449	\$22,218	\$21,659

Non-GAAP Reconciliation

Reconciliation of net loss to Adjusted EBITDA (in thousands)	2Q 2023	1Q 2023	4Q 2022	3Q 2022	2Q 2022
Net loss	(\$18,850)	(\$28,314)	(\$19,395)	(\$33,069)	(\$38,245)
Add:					
Interest (income) expense, net	(776)	(1,635)	(1,947)	(1,070)	(107)
(Benefit) provision for income taxes	(143)	370	(434)	287	662
Depreciation and amortization	3,187	3,029	1,854	1,843	1,510
Foreign exchange (gain) loss	1,482	1,505	(1,090)	(1,815)	(1,687)
Donation of common stock	-	-	-	1,972	-
Stock-based compensation expense, net	35,200	29,234	27,413	25,745	32,541
Transaction costs	316	1,173	1,077	2,385	-
Adjusted EBITDA	\$20,416	\$5,362	\$7,478	(\$3,722)	(\$5,326)
Revenue	\$234,033	\$203,865	\$191,032	\$169,259	\$157,255
Adjusted EBITDA margin	8.7%	2.6%	3.9%	(2.2%)	(3.4%)

Note: Adjusted EBITDA margin is defined as Adjusted EBITDA divided by revenue.
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Thank you.



Remitly™