

Frequently Asked Questions (FAQs)

Bank Partners

1. Why have I received this notice?

This has been sent to communicate that we have received requisite approvals from the National Company Law Tribunal and the Reserve Bank of India to merge Pine Labs Limited into Pine Labs Private Limited (“PLI”) (“Merger”). The surviving entity will be PLI. The business and operations of PLI is not impacted in any manner and there is also no impact to your merchant account or payment processing services as a consequence of this merger.

2. Will this merger affect our agreement with you?

No, all existing agreements remain valid and do not require any modifications or re-signing.

3. Will there be any changes in settlement processing for transactions?

No, all settlement cycles, timelines, and procedures remain unchanged.

4. Will the merchant onboarding and underwriting process change?

No, merchant onboarding, underwriting criteria, and approval processes remain the same.

5. Will there be any impact on risk assessment or fraud monitoring?

No, all risk, compliance, and fraud monitoring processes remain unchanged.

6. Will we need to update any compliance documentation with your company?

No, your existing compliance documentation remains valid. Any future updates, if required, will be communicated separately.

7. Will there be changes in the chargeback and dispute resolution process?

No, all chargeback, dispute resolution, and refund processing policies remain unchanged.

8. Do we need to update our records to reflect the merger?

No, your current records remain accurate, and no immediate updates are required.

9. Will there be any change in our technical integration or APIs?

No, all APIs, transaction routing, and technical integrations remain unchanged.

10. Will this merger impact our revenue-sharing model or MDR agreements?

No, all MDR and revenue-sharing agreements remain as per existing contracts.

11. Will acquiring bank settlement reconciliation reports change?

No, all settlement reports, reconciliation statements, and transaction summaries remain unchanged.

12. Will there be any change in your acquiring bank partnerships or networks arrangements?

No, all current partnerships remain intact, and there are no changes in acquiring bank relationships.

13. Will merchant payouts be delayed due to this merger?

No, merchant payouts will continue as per existing schedules, with no delays.

14. Will there be changes in the process for handling compliance or regulatory reporting?

No, all regulatory reporting and compliance submissions remain unchanged.

15. Will we need to re-certify or conduct fresh due diligence post-merger?

No, your existing due diligence and certification remain valid.

16. Will there be any change in BIN allocation or transaction routing?

No, all BIN allocations and transaction processing rules remain unchanged.

17. Will there be any operational or staffing changes that impact our relationship?

No, your point of contact, account managers, and support representatives remain the same.

18. Will we need to sign new service-level agreements (SLAs) due to the merger?

No, all existing SLAs remain in effect and do not require any modifications.

19. Will the branding of your payment aggregator services change?

No, our brand, service names, and merchant-facing solutions remain the same.

20. Will we experience any downtime or service disruptions due to the merger?

No, the merger is a backend legal change and will not impact transaction processing or acquiring services.

21. Will the regulatory approvals for our acquiring relationship be impacted?

No, all RBI approvals and compliance status remain unchanged.

22. Will any new documentation be required from acquiring banks?

No, acquiring banks do not need to submit any new documentation.

23. Will there be any change in the bank account details used for settlements?

No, our settlement bank account details remain the same, and no changes are required.

24. Will we need to update merchant-facing materials due to this merger?

No, there is no requirement to update any merchant-facing documents or branding.

25. Who should we contact if we have further questions?

For any concerns, acquiring banks can contact: notifications@pinelabs.com