

# Frequently Asked Questions (FAQs)

## Customers

### **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. Do I need to take any action regarding my PPI account?**

No, customers do not need to take any action. Their PPI wallet remains active and fully functional.

### **3. Will my PPI account, balance, or transaction history be affected?**

No, there is no impact on PPI balances, transaction history, or account status. Customers can continue using their wallet as usual.

### **4. Can I continue using my PPI for payments and fund transfers?**

Yes, all transactions, including online payments, in-store purchases and bill payments, will continue without disruption.

### **5. Will my transaction limits change due to this merger?**

No, transaction limits remain unchanged as per RBI regulations.

### **6. Will my PPI-linked bank account or Gift Card details change?**

No, all linked accounts and payment details remain the same. Customers do not need to update anything.

### **7. Will I receive a new customer agreement or updated terms?**

No, the existing terms and conditions remain valid. Customers do not need to sign a new agreement.

### **8. I received an email about the merger—what should I do?**

Customers do not need to take any action. The email is just for informational purposes.

### **9. Will my auto-payments, subscriptions, or recurring bill payments be affected?**

No, all standing instructions, auto-debits, and scheduled payments will continue as usual.

### **10. Will customer service or support channels change?**

No, all customer support contact details, including helpline numbers, email, and chat support, remain the same.

**11. Will my refunds, settlements, or pending transactions be delayed?**

No, all refunds, reversals, and settlements will be processed normally without any delays.

**12. Will there be changes to fees, charges, or deductions?**

No, all existing fee structures remain unchanged. There are no new charges due to this merger.

**13. Will this merger affect my personal and financial data security?**

No, customer data security and privacy protections remain intact as per RBI-mandated security guidelines.

**14. Will I need to update my PPI app or reconfigure my settings?**

No, there is no requirement to update your app or change settings.

**15. Will my PPI wallet be rebranded or have a new name?**

No, the brand name and interface remain unchanged.

**16. Will I receive new login credentials or account details?**

No, customers can continue using their existing login credentials without any changes.

**17. Will I still receive SMS and email notifications for my transactions?**

Yes, all transaction alerts and account notifications will continue as before.

**18. Will I need to complete additional KYC verification due to the merger?**

No, existing KYC remains valid, and there are no new requirements.

**19. Will my dispute resolution or complaints process change?**

No, the grievance redressal and dispute resolution process remains unchanged.

**20. Will I need to update my linked bank account details?**

No, there is no need to update or change any linked bank account details.

**21. Will the speed of settlements or fund transfers be affected?**

No, settlement and fund transfer times remain unchanged.

**22. Will my ongoing cashback, rewards, or loyalty points be impacted?**

No, all cashback, rewards, and loyalty benefits remain unaffected.

**23. Will the PPI service stop functioning at any point due to this merger?**

No, this merger is a legal restructuring only. There will be no downtime or disruptions in PPI services.

**24. Where can customers get official updates regarding the merger?**

Customers can visit our official website ([\*Website Link\*](#)) for any updates.

**25. Who should customers contact for further queries?**

For any concerns, customers can contact: [notifications@pinelabs.com](mailto:notifications@pinelabs.com)