

Frequently Asked Questions (FAQs)

Agents/Vendors/Outsourced 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 my existing contract with the company?

No, your existing contract remains valid and does not require any modifications or re-signing.

3. Will my payment terms or invoicing process change?

No, all payment terms and invoicing processes remain unchanged. You will continue to receive payments as per the agreed terms.

4. Will my payment cycle be affected?

No, all payment cycles remain the same. There are no changes in payout timelines.

5. Do I need to update my banking details or re-submit KYC?

No, your banking details and KYC documents remain valid. There is no need to re-submit or update anything unless explicitly requested.

6. Will the merger impact my ongoing projects, services, or SLAs?

No, all ongoing projects and service-level agreements (SLAs) remain unchanged. You should continue your operations as usual.

7. Do I need to sign a new agreement or legal document?

No, your existing vendor agreement remains fully valid, and there is no need for additional documentation.

8. Will my point of contact in the company change?

No, your account manager and vendor liaison remain the same. You can continue contacting the same representatives.

9. Will there be any changes to vendor compliance requirements?

No, all compliance requirements remain unchanged.

10. Will this merger impact my pricing, commission, or revenue share model?

No, all pricing models, commissions, and revenue-sharing agreements remain the same as applicable.

11. Will the company introduce new vendor onboarding requirements due to this merger?

No, the vendor onboarding process remains unchanged. New vendors will continue to be onboarded as per existing procedures.

12. Will the technology platforms or APIs I integrate with be affected?

No, all APIs, platforms, and system integrations remain unchanged. You do not need to make any technical modifications.

13. Will there be any downtime in services due to this merger?

No, there will be no service disruptions. All vendor-related operations will continue as usual.

14. Will my company's tax reporting or GST invoicing be impacted?

No, there are no changes to tax reporting, GST invoicing, or compliance due to this merger.

15. Will I need to re-register as a vendor under a new entity?

No, your existing vendor registration remains valid. There is no need for re-registration.

16. Will there be any changes in legal or regulatory obligations for vendors?

No, all legal and regulatory obligations remain unchanged.

17. Will my vendor support or dispute resolution process change?

No, the dispute resolution and vendor support processes remain unchanged.

18. Will my vendor performance evaluations or audit processes change?

No, performance reviews and audit procedures remain the same. There are no additional compliance checks due to the merger.

19. Will the branding of my vendor portal or tools change?

No, the vendor portal, dashboard, and tools remain unchanged.

20. Will I need to update my internal records with a new company name?

No, the legal entity remains as the same "Pine Labs Pvt. Ltd." for vendor contracts, and no immediate updates are required in your records.

21. Can I continue to submit invoices and receive payments as usual?

Yes, invoice submission and payment processing remain unchanged.

22. Will there be any change in vendor agreements for third-party outsourcing partners?

No, all agreements with outsourcing partners remain unchanged unless explicitly stated.

23. Will I need to update my vendor compliance certification or documents?

No, your existing compliance certifications remain valid unless you receive a separate communication requesting an update.

24. Will the company introduce new vendor engagement policies post-merger?

No, there are no immediate policy changes. Any updates will be officially communicated if applicable.

25. Who should I contact for further clarification?

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