

Update on RBI direction to PPBL, OCL's relationship with PPBL and the way forward

February 2024

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Use of Operating Metrics

The operating metrics reported in this Presentation are calculated using internal Company data based on the activity of our merchants, consumers and other participants in our ecosystem. While these numbers are based on what we believe to be reasonable estimates of engagement, for the applicable period of measurement, there are inherent challenges in measuring usage across our large online, offline, in-store and mobile presence. The methodologies used to measure these metrics require significant judgment and are also susceptible to algorithm or other technical errors. We regularly review our processes for calculating these metrics, and from time to time we may discover inaccuracies in our metrics or may make adjustments to improve their accuracy, which can result in adjustments to previously disclosed metrics. In addition, our metrics will differ from estimates published by third parties due to differences in methodology.

We have converted financial amounts from ₹ millions into ₹ Cr and hence there could be some totaling anomalies in the numbers.

Update on OCL's relationship with PPBL; Impact of recent action on PPBL and the way forward



Key Updates

1. PPBL has received regulatory directive from RBI and is taking immediate steps to comply with RBI directions
2. PPBL users can use their savings accounts balances, Wallets, FASTags and NCMC account etc till 29 Feb 2024
3. OCL, as a payments aggregator for online and offline merchants, works with various banks including PPBL. From hereon it will leverage it's relationship with other banks and not with PPBL
4. OCL has already been working with other banks since last 2 years. We will now accelerate the plans and completely move to other bank partners. Going forward, Paytm will be working only with other banks, and not with PPBL
5. With regard to the direction on termination of nodal account of OCL and Paytm Payments Services Limited (PPSL) by February 29, 2024, OCL and PPSL is in the process of moving nodal account to other large commercial banks
6. OCL's marketing and financial services business, are not affected due to directions towards our associate company PPBL
7. There will be requirement to have some operational changes for which the work has started wherever customers or merchants have relationship with PPBL

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Thank You