

PayPal Launches Domestic Payments and Expands Commitment to the Indian Market

Offers a single account for their domestic and cross border transactions

As of November 27, 2022, Free Shipping on Us is no longer available. Customers looking for other shopping benefits and ways to save can take advantage of a range of features in the PayPal app. More information can be found [here](#).

SAN JOSE, Calif.--Global technology platform and digital payments leader PayPal Holdings, Inc. (Nasdaq: PYPL) today announced the launch of its domestic operations in India. At launch, Indian consumers can use PayPal to shop online at some of India's most popular businesses. Merchants offering PayPal will be able to process both local and global payments through PayPal, getting access to PayPal's more than 218 million customers around the world and in India through a single integration.

PayPal has been offering cross-border payments in India for close to a decade enabling SMEs and freelancers to leverage the global opportunity. PayPal brings to India two decades of digital payments experience from across 200 markets and a scalable two-sided platform and network which facilitates transactions in a secure manner. PayPal offers a compelling set of services designed to help consumers shop online with confidence and merchants to differentiate themselves in today's increasingly digital environment. Features including **One Touch, Buyer and Seller Protection and Refunded Return Shipping** are just some of the benefits available at launch setting the stage for a differentiated payments experience.

PayPal India highlights

Focus on a secure payments eco-system with a scalable two-sided platform

Buyer and Seller Protection

One Touch helps skip login enabling a frictionless checkout

Customer support centre with multi-lingual support

A 350 member on-ground strong sales team in 3 years

Rohan Mahadevan, CEO PayPal Private Limited & SVP, General Manager, APAC at PayPal

said: "Today is a landmark day for us at PayPal as we launch our domestic service in a market which has all the ingredients to become a true digital economy. Over two decades we have focused on products, services and strategic partnerships with a singular focus of becoming a champion for our customers, helping millions of people around the world participate in the digital economy. We're proud to be part of India's payment journey, which is on a high growth rate trajectory. We are excited about our prospects in a market that is highly inspirational and aspirational."

Anupam Pahuja, Country Manager and Managing Director, PayPal India said: "Developing economies are strongly driven by aspirations and India presents opportunities in the digital space. We have partnered with merchants to enable a truly global seamless payments experience. India is transitioning away from our biggest

competitor – cash – and our digital platform and technology has immense scope to enable this at scale. For us, the marathon has just begun.”

With the launch of domestic services, PayPal has expanded its commitment to India. In order to service the local Indian customer, PayPal has set up a customer service centre in India with multi-lingual support capabilities and on-ground sales team to drive customer engagement and education.

A key differentiator for PayPal lies in its two-decade track record of helping to make online payments secure. Now with 218 million active accounts in more than 200 markets, PayPal connects a global network of buyers and sellers on its open payments platform. The company’s global reach and scale enable PayPal to have powerful insights into the online and mobile requirements of digital consumers and businesses around the globe and an advantage in leveraging data to keep its customers secure.

As digital payments become more mainstream in India as part of the Indian government’s push towards digital payments, PayPal is partnering with Government and state-owned banks on a number of initiatives including digital financial literacy programme and eTourist Visa (eTV).

About PayPal

Fueled by a fundamental belief that having access to financial services creates opportunity, PayPal (NASDAQ: PYPL) is committed to democratizing financial services and empowering people and businesses to join and thrive in the global economy. Our open digital payments platform gives PayPal’s 218 million active account holders the confidence to connect and transact in new and powerful ways, whether they are online, on a mobile device, in an app, or in person. Through a combination of technological innovation and strategic partnerships, PayPal creates better ways to manage and move money, and offers choice and flexibility when sending payments, paying or getting paid. Available in more than 200 markets around the world, the PayPal platform, including Braintree, Venmo and Xoom, enables consumers and merchants to receive money in more than 100 currencies, withdraw funds in 56 currencies and hold balances in their PayPal accounts in 25 currencies.

For more information on PayPal, visit <https://www.paypal.com/about>

For PayPal financial information, visit <https://investor.paypal-corp.com>

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