



## **FAQs around the relaunch of PayPal in Thailand – Consumers and non-registered businesses**

- 1) What is the current status of PayPal Thailand's relaunch plans for consumers and freelancers / casual sellers?

### For consumers and freelancers / casual sellers with existing PayPal accounts

Consumers and freelancers / casual sellers with existing PayPal accounts can continue to use them as usual beyond March 7, 2022. This means that you may continue shopping with your PayPal wallet, as well as sending and receiving money with your PayPal account. The previously announced account limitation, scheduled to take effect on March 7, 2022, will no longer be implemented.

This extended functionality will remain in effect until we contact you later in the year to resume the process of transferring accounts to PayPal Thailand.

### For consumers and freelancers / casual sellers without a PayPal account yet

As a locally-licensed payments provider in Thailand, we are undertaking a gradual approach to relaunching our services as we update our products and processes. This means access to and the range of services we offer will change over time.

Signing up for new personal PayPal accounts is not available yet. We are continuing to build the best possible platform for consumers and freelancers / casual sellers, and will share any updates on the [PayPal Thailand homepage](#).

- 2) What is the reason for this latest update to PayPal's services in Thailand?

We have been listening to the concerns expressed by our customers in Thailand around the updates to our relaunch plans, and we apologize for the confusion and inconvenience we have caused. We value our customers in Thailand, and we have been working closely with the Thai authorities to try and address these concerns.

With the support of the Thai authorities, we have been able to keep existing PayPal accounts open for consumers and freelancers / casual sellers, and cancel the account limitations which were scheduled to take effect on March 7, 2022. This extended functionality will remain in effect while we continue to work on updating our products and processes. The transfer of accounts to PayPal Thailand will still be going ahead later this year, and we will be in touch with any necessary instructions for our consumer and freelancer / casual seller customers.

**3) Will there be any changes to how I can use my PayPal personal account?**

No, you will be able to use your PayPal personal account with its current functionality as usual. You will be able to use it to send and receive money, as well as shop with your PayPal wallet. The account limitation scheduled to take effect on March 7, 2022, will no longer be implemented.

This extended functionality will remain in effect while we continue to work on updating our products and processes for the relaunch of PayPal in Thailand. The transfer of accounts to PayPal Thailand will still be going ahead later this year, and we will be in touch with any necessary instructions for your account.

**4) I previously received emails / SMSes from PayPal asking me to accept the new PayPal Thailand Relaunch Agreements and verify my identity. Should I still do that?**

Accepting the new PayPal Thailand Relaunch Agreements and verifying your identity will no longer be necessary.

We are continuing to work on updating our products and processes for the relaunch of PayPal in Thailand. In the meantime, you can continue to use your existing PayPal personal account as usual. This means that you may continue shopping with your PayPal wallet, as well as sending and receiving money with your PayPal account. The transfer of accounts to PayPal Thailand will still be going ahead later this year, and we will be in touch with any necessary instructions for your account.

**5) I had already accepted the new PayPal Thailand Relaunch Agreements and verified my identity. What does this mean for my account?**

Thank you for your prompt action. The transfer of your existing PayPal personal account to PayPal Thailand will now only take place later in the year, and we will contact you again with any necessary instructions to resume this process.

In the meantime, you can continue to use your existing PayPal personal account as usual. This means that you may continue shopping with your PayPal wallet, as well as sending and receiving money with your PayPal account.

**6) Does this mean I can continue to make subscription payments through my PayPal account again?**

Yes, you will once more be able to make subscription payments using your PayPal wallet balance, or a linked debit / credit card.

Do note that PayPal payments funded with a debit card issued from a Thai bank cannot be used to make payments in Thailand domestically. There will be no new restrictions on PayPal payments funded with a credit card.

**7) I'm a freelancer / casual seller with an existing PayPal account, and I would like to continue using PayPal to receive payments related to my business. Can I do that, or can I apply for a business account?**

While you may apply for a PayPal Thailand business account as a juristic person, do note that you will still be able to use your existing PayPal wallet's current functionality beyond March 7, 2022. This means that you will continue to be able to send and receive money, as well as shop online with your existing PayPal account.

This extended functionality will remain in effect while we continue to work on updating our products and processes for the relaunch of PayPal in Thailand. The transfer of accounts to PayPal Thailand will still be going ahead later this year, and we will be in touch with any necessary instructions for your account.

- 8) **I'm an entrepreneur / sole proprietor with an existing PayPal account, and I would like to continue using PayPal to receive payments related to my business. Can I do that, or can I apply for a business account?**

If your PayPal business account was created before March 7, 2021

While you may apply for a PayPal Thailand business account as a juristic person (see details of the information needed to do so in item #15 below), do note that you will still be able to use your existing PayPal wallet's full functionality beyond March 7, 2022. This means that you will continue to be able to send and receive money, as well as shop online with your existing PayPal account.

This extended functionality will remain in effect while we continue to work on updating our products and processes for the relaunch of PayPal in Thailand. The transfer of accounts to PayPal Thailand will still be going ahead later this year, and we will be in touch with any necessary instructions for your account.

If your PayPal business account was created after March 7, 2021

We will contact you over email to assist you further.

- 9) **I do not have a personal PayPal account and would like to sign up for one. When can I do so?**

As a locally-licensed payments provider in Thailand, we are undertaking a gradual approach to relaunching our services as we update our products and processes. This means access to and the range of services we offer will change over time.

Sign up for new personal PayPal accounts is not available yet, as we continue to build the best possible platform for consumers. We will share any updates on the [PayPal Thailand homepage](#).

- 10) **I received a notification in early February that my personal account will not be transferred to PayPal Thailand as it has been inactive for more than two years. What does this latest update mean for me?**

We have emailed you a subsequent update in early March to share that your PayPal personal account will now no longer be restricted. This means that you may continue shopping with your PayPal wallet, as well as sending and receiving money with your PayPal account. The account limitation scheduled to take effect in the week of February 28, 2022, will no longer be implemented.

This extended functionality will remain in effect while we continue to work on updating our products and processes for the relaunch of PayPal in Thailand. The transfer of accounts to PayPal Thailand will still be going ahead later this year, and we will be in touch with any necessary instructions for your account.