

Who is Pace?

[Pace](#) is the fastest-growing multi-territory fintech solutions company from Singapore. Established in 2020, Pace currently operates in Singapore, Malaysia, Hong Kong, Thailand, and Japan. In November 2021, it raised [US\\$40 million in Series A](#) funding from Vertex Ventures Southeast Asia, Alpha JWC Ventures, and other investors. Pace's BNPL solution has been offered by online and offline retailers like OSIM, ZALORA, ALDO, Benjamin Barker, Owndays, Goldheart, Lee Hwa Jewelry among other brands.

Why do I have to transition to the Pace platform?

On 31 March 2022, Pace acquired Rely. Following the Acquisition, Pace intends to continue to provide and offer its buy-now-pay-later payment solution to Rely's partner Merchants. Rely's partner merchants can easily offer Pace BNPL payment option at your e-commerce checkout and at your offline retail stores to drive sales. Get in touch with our team to know more,

Why do businesses love using Pace?

Pace makes payments easy for customers and helps businesses grow. Pace also offers marketing solutions that help merchants reach new audiences easily. Retailers who installed it as a payment option have seen checkouts increase and purchase friction reduced.

When should I transition to the Pace Platform?

The Rely team will be working with all Rely's partner merchants to transition them to Pace's merchant platforms. After 14th April 2022 no new transactions can happen via Rely platform. Rely partner merchants should transition by then. Get in touch with your Rely Business Development personnel if you have any questions.

Can I continue to use the Rely merchant portal to manage transactions?

After transitioning to the Pace platform, retailers will be provided with a Pace merchant portal where you can manage transactions and download your reports. After 14th April 2022, merchants will not be able to use the Rely merchant portal. From 14 June 2022, Rely's partner merchants will not be able to initiate refund via the Rely merchant portal.

Will Rely be paying me the settlement amount for transactions that happen till 14th April?

Yes. All transaction settlement amounts will be promptly paid to your designated bank account until you transition to Pace.

What are the upfront costs to offer Pace to my customers?

There are none! Setup & integration is free, and always will be. Our team will work with you to figure out a per-transaction fee that works for your business. All existing Rely partner merchants will follow the same commercial arrangements as per what we promised. No surprises!

What plugins does Pace support?

Pace supports all major plugins including Shopify, Woocommerce, Magento, Salesforce e-commerce cloud, Opencart and custom API integrations.

Why should I use Pace?

Join thousands of retailers across Asia to offer flexibility to your customers. Retailers get paid upfront just days after the completed purchase even though customers pay over installments. Retailers get access to

new customers by tapping on undiscovered customers who shop with Pace via website, app, or as a part of exclusive promotions and offers.

Partner retailers experience bigger cart sizes by boosting your customers' purchase power without heavy discounts. Most importantly retailers do not take any additional risk. Pace takes care of the payments, KYC, and fraud detection, with no risk to you or your business.