



Reach - Non-Regulatory Announcement

10 March 2025

PCI-PAL PLC

("PCI Pal", the "Company" or "the Group")

**PCI Pal and RingCentral Inc Announce Partnership
And Launch of Integrated Products**

PCI-PAL PLC (AIM: PCIP), the global cloud provider of secure payment solutions for business communications, today announces its strategic partnership and embedded live integration with RingCentral, a leading global provider of AI-powered cloud communications. This collaboration, the contract for which was previously referred to in the Company's trading update of 28 August 2024, is now live across North America and Europe regions and enables RingCentral customers to securely handle payments across any channel and any environment within the RingCentral platform.

Through this embedded integration, organisations utilising RingCentral's cloud-based contact centre and communication solutions can now seamlessly access PCI Pal's industry-leading, cloud-native secure payment technologies. This provides businesses with a streamlined approach to protecting sensitive customer data while maintaining high levels of service efficiency and compliance with stringent security regulations.

Key Benefits of the PCI Pal and RingCentral Integration:

- **Embedded integration:** PCI Pal's solution suite is now available, integrated seamlessly into RingCentral's RingEX and RingCX contact centre and communications solutions, with RingCentral's global salesforce enabled to support customers interested in the value PCI Pal brings.
- **Seamless Security:** Businesses can process payments securely across RingCentral's ecosystem, ensuring that no sensitive cardholder data enters the environment.
- **Compliance Assurance:** The integration is fully compliant with PCI DSS, helping organisations mitigate risks associated with handling payment information.
- **Enhanced Customer Experience:** Keeping the customer and team member in uninterrupted communication during the payment journey, without exposing the sensitive data, ensures a superior customer experience.
- **Cloud-Native Flexibility:** Scalable and accessible from anywhere, the integrated partnership supports businesses in optimizing their remote and hybrid customer engagement strategies.

James Barham, CEO at PCI Pal, said:

"We are thrilled to partner with RingCentral, a global leader in cloud communications, to bring secure and compliant payment capabilities to the RingCentral community.

"This integrated reseller partnership aligns with our mission at PCI Pal to enable all businesses to take secure and frictionless payments whilst improving customer and agent experience. With a number of shared customers already, we're excited by what the future will bring as PCI Pal's secure payments platform is now available to RingCentral customers across the globe."

Jim Dvorkin, Senior Vice President of Customer Experience Products at RingCentral, said:

"Security and compliance are top priorities for businesses today. Our integrated partnership with PCI Pal enables organizations to enhance their customer engagement strategies whilst also securing payment processing activities. We chose PCI Pal for their capability to integrate seamlessly at a cloud level and support our international footprint so our customers across the globe can access these secure payment services."

The PCI Pal and RingCentral integration is now available, providing businesses with a simple and effective way to enhance their security posture while delivering excellent customer experiences.

For further information, please contact:

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Via Walbrook PR

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About PCI Pal:

PCI Pal is a leading provider of Software-as-a-Service ("SaaS") solutions that empower companies to take payments from their customers securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. Our products secure payments and data in any business communications environment including voice, chat, social, email, and contact centre. We are integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers.

The entirety of our product-base is available from our global cloud platform hosted in Amazon Web Services ("AWS"), with regional instances across EMEA, North America, and ANZ.

For more information visit www.pcipal.com or follow the team on LinkedIn: <https://www.linkedin.com/company/pci-pal/>

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