

# Temporary Merchant Suspension Notice

Effective: 26 February 2026

## What's happening?

Some merchants on the Celbux network have been temporarily switched off for voucher acceptance while we implement updated compliance and settlement requirements. These merchants will show as “Voucher acceptance suspended (pending reactivation)” on our website and platforms.

## Why were certain merchants switched off?

The payments and voucher industry is highly regulated. From time to time, changes in regulatory requirements and compliance expectations require us to adjust the way transactions are processed and settled.

In this case, Celbux must ensure that settlement flows and responsibilities (i.e., who settles whom, and how) align with updated compliance requirements. Where a merchant's current settlement path cannot be supported under the updated rules, we have to temporarily pause voucher acceptance until the settlement model has been corrected and approved.

This is not a decision taken lightly. Switching off merchants is disruptive for customers and merchants alike — but it is necessary to protect the integrity of the network and ensure we remain fully compliant.

## **What does “Voucher acceptance suspended” mean?**

It means:

- Celbux vouchers cannot currently be redeemed at the affected merchant stores
- This is temporary and pending reactivation.
- The suspension is linked to compliance and settlement arrangements and not due to any other reasons.

## **Are your vouchers still safe with Celbux?**

Yes. Customers’ voucher balances and validity are not affected by this merchant suspension. Your voucher remains available for use at other applicable active merchants on the Celbux network.

## **What are we doing to fix it?**

Our teams are working with the relevant parties to:

- Implement compliant settlement arrangements,
- Confirm operational readiness (including reconciliation and reporting),
- Restore voucher acceptance as soon as reactivation criteria are met.

## **How will I know which merchants are affected?**

Affected merchants will be marked on our website and platforms as:

- “Voucher acceptance suspended (pending reactivation)”

## **Is this due to a technical failure?**

No — this is a compliance-driven suspension while settlement arrangements are updated.

## **Will all merchants be switched off?**

No – only merchants where the current acceptance/settlement setup needs to be updated. Affected merchants are indicated as “Voucher acceptance suspended (pending reactivation)”

## **When will merchants be reactivated?**

Reactivation will occur once the required settlement and compliance steps have been completed. Timelines can differ per merchant.

## **What can I do in the meantime?**

- Use your voucher at any active merchant listed on our website.
- If you are a merchant and require clarity on your reactivation status, please contact our support team at [support@celbux.com](mailto:support@celbux.com).