Payments to grow your world

**Q1 2024 Revenue** May 2<sup>nd</sup>, 2024



#### Disclaimer

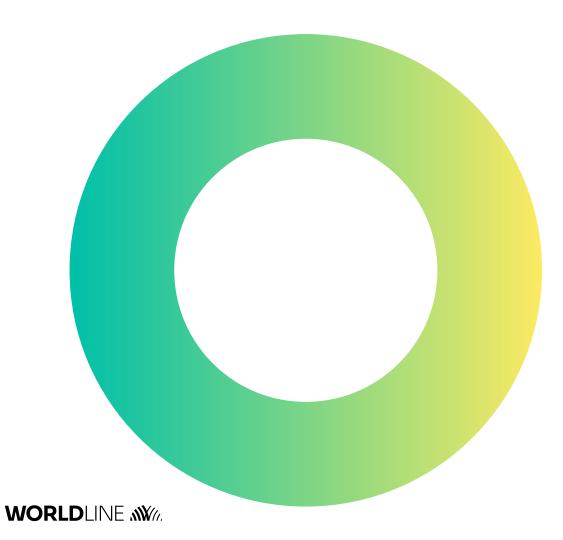
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Revenue organic growth and Adjusted EBITDA improvement are presented at constant scope and exchange rate. Adjusted EBITDA is presented as defined in the 2023 Universal Registration Document. All amounts are presented in € million without decimal. This may in certain circumstances lead to non-material differences between the sum of the figures and the subtotals that appear in the tables. 2024 objectives are expressed at constant scope and exchange rates and according to Group's accounting standards.

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# Q1'24 highlights Gilles Grapinet Group CEO

## Q1'24 highlights

In full motion to execute Worldline 2024 roadmap



Q1'24 performance

Q1'24 performance: on-track to meet FY'24 outlook €1.097m revenue, +2.5% organic growth (+4.4% excluding merchants' termination)

Merchant Services underlying performance developing as per plan with strong commercial successes

FS and MeTS performance consistent with budgeted trajectory



Tight execution on key initiatives

Immediate key actions taken end-2023 in full execution

#### Portfolio termination process completed\*

global €130m impact as a maximum confirmed for the entire portfolio (German & non-German)

Power24 roll-out in full motion with reorganization initiated in targeted countries €200m savings confirmed in 2025 with c.€250m one-off implementation costs in 2024-2025\*\*



Strategic developments

Crédit Agricole / Worldline JV – important milestones reached

Unconditional anti-trust approval obtained in March 2024

Launch of the new brand under the name of CAWL and leadership team in place

Payment Institution (PI) licence obtention on-track for a JV to be live early 2025

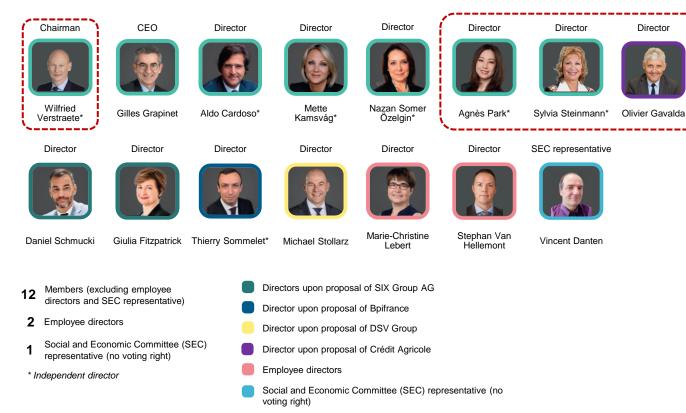


<sup>\* €130</sup>m run-rate impact. All merchants scope reviewed and termination letters sent

<sup>\*\*</sup> Run-rate cash costs savings with strong ramp-up in H2'24 and one-off implementation costs of c.€150-170m in 2024 and c.€60-80m in 2025
Q1 2024 revenue | 02-05-2024 | © Worldline | 4

# Renewed and tightened Board to be submitted to 2024 AGM

New governance proposal in place with a reduction from 15 to 12 Board members in line with Group's commitment\*







Gender Diversity<sup>1</sup>



Foreign Directors<sup>1</sup>

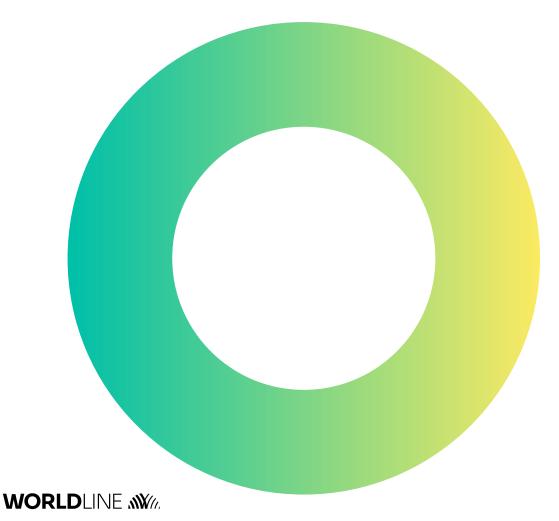


International profile1



(1) Excluding directors representing employee for the independence and gender diversity





# Business and Commercial Dynamics Gilles Grapinet Group CEO

# MS Q1'24 acquiring MSV

MSV development fully in line with expectations underlying our FY guidance



**c.€110bn MSV** in Q1'24

c.+4% MSV growth vs Q1'23

(c.+3% instore / c.+10% online)

Beginning of Q2'24 in the same pattern as Q1'24



<sup>\*</sup> Rolling 3-week average transaction volumes in euro millions on acquiring activities

# MS – SMB go-to-market development

Strong traction in Italy with a footprint reinforced through CCB partnership



Creation of a strong Italian footprint in a market combining cash-to-card tailwind and high foreign consumers exposure

c.€29bn of MSV managed end 2023 up double-digit vs 2022 PF

c.160,000 merchants' portfolio growing double-digit



#### Acceleration of our go-to-market



**Strategic organic partnership** with Worldline providing exclusive acceptance and acquiring capabilities

c.€6bn added expected MSV\*

c.60,000 merchants' portfolio\* reached through the Worldline offering

#### Strong increase in Worldline Italian footprint following CCB partnership

MSV +c.20%\*\*

Number of local merchant locations +c.37%\*\*

<sup>\*\*</sup> Net impact on existing MSV and merchant locations as of end-2023



<sup>\*</sup> Incremental MSV and merchants' add

# **MS** – Enterprise go-to-market development

Important wins relying on product differentiators and dedicated offerings



#### Online GtM expansion: partnership in Türkiye



1<sup>st</sup> online payment service provider authorized by the Turkish central bank for international payments

Breakthrough offering for global eCom players willing to expand e-commerce activities in the \$72bn Turkish market

Direct access to local payment schemes (Troy cards) decreasing costs and increased payment performance



#### ISV Verticalization: restaurants focus





ISV development partnering with Tabesto in 36 countries

All-in-one ordering and payment kiosk solutions

SoftPOS worldline tap on mobile technology

Full suite of APMs (cards, meal vouchers, e-wallets)



#### Q1'24 wins and upsells

#### **ELECTRA**











End-to-end EV charging solutions Full suite of payment solutions integrated within PMS systems

Omnichannel solution leveraging payment orchestration offering

Acquiring EV charging solutions for 150,000 companies and individuals throughout Europe Coupling of AirportPay solution for airlines to Worldline full-service offering Acceptance solution embedded into Kempower fast charging devices



# FS and MeTS – Solid commercial activity

Leveraging Worldline core products know-how





Best-in-class issuing solution



Successful migration of Visa card portfolio from existing legacy mainframe

Cutting-edge and customer-centric issuing processing solution

Optimized digital customer experience



Q1'24 wins and upsells



Contract extension on issuing software license maintenance



Extension of issuing and acquiring services in Italy

#### **MOBILITY & E-TRANSACTIONAL SERVICES**



Dedicated solution for the eHealth vertical

#### secunet

**Partnership with Secunet** 

simplifying digital health services over a 5-year contract

Securing digitally patient records and interactions based on Telematic Infrastructure gateway

Leveraging our solid track-record

with more than 350k eHealth acceptance points already managed



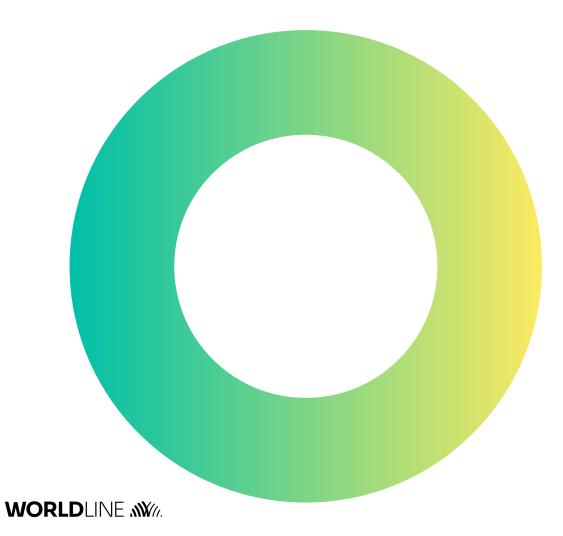
Q1'24 wins and upsells

MAJOR NATIONWIDE RAIL OPERATOR

APM offering based on Worldline payment orchestration & messaging capabilities MAJOR INTEGRATED ENERGY COMPANY

Full offering covering billing, invoicing and card management for fleet management





# Q1'24 Financial performance Grégory Lambertie Group CFO

# Q1 2024 financial performance

Global business lines overview and revenue building blocks

Q1 2024 Group Revenue									
	Q1 2024	Q1 2023*	Organic growth (Published Revenue)	Organic growth (NNR)					
늄	787	757	+3.9%	+2.9%					
<b>©</b>	225	229	-1.4%	-0.6%					
9	85	84	+0.7%	+0.7%					
	1,097	1,070	+2.5%	+1.7%					
		Q1 2024  787  225  85	Q1 2024 Q1 2023*  787 757  225 229  85 84	Q1 2024 Q1 2023* Organic growth (Published Revenue)  787 757 +3.9%  225 229 -1.4%  85 84 +0.7%					



Q1 2024 dynamics

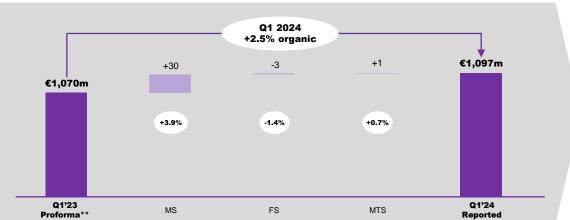
Merchant Services to 3.9% (+6.5% excluding merchants' termination)

good underlying performance in the current macro

context and the termination of merchant contracts

Financial Services -1.4%,

mixed performance despite a good dynamic in acquiring and issuing processing



# Mobility & e-Transactional Services up +0.7% driven by new business solutions in Trusted Services

ven by new business solutions in Trusted Service activity and increased ticketing volumes

<sup>\*\*</sup> Q1 2023 revenue at constant scope and exchange rates



#### Q1 2024 revenue | 02-05-2024 | © Worldline | 12

### **Merchant Services**

Q1 2024 highlights



#### €787m revenues

+3.9% organic growth (+6.5% excl. contract terminations)

Resilient performance in the current macroeconomic context and termination of merchant contracts slightly offset by higher online volumes in Travel and Gaming sectors as well as solid commercial momentum in Italy.

- Commercial Acquiring: Growth impacted by soft macro environment since the beginning of the year and by merchants' termination process as per plan, compensated by a good underlying growth driven by commercial momentum in Italy and resilient activity in Switzerland.
- Payment Acceptance: Good performance led by Travel and Gaming transactional online volumes benefitting from the good ramp-up of contracts signed last year.
- Digital Services: Robust results thanks to sustained business in Germany and Türkiye.

# Financial Services and Mobility & e-Transactional Services

Q1 2024 highlights



Q1 2024 **revenue** reached € 225 million, a -1.4% organic growth. Mixed performance despite a good dynamic in acquiring and issuing processing.

- Card-based payment processing: Good level of performance fueled by the project activity, in particular with ING, and improved volumes in Belgium and Netherlands.
- Digital Banking: Stable overall despite higher customer demand for Sanctions Securities and Monitoring solutions in Belgium and Luxembourg.
- **Account Payments:** Activity was impacted by lower volumes in certain countries, which were not offset by deliveries on EPC projects.

Mobility & e-Transactional Services



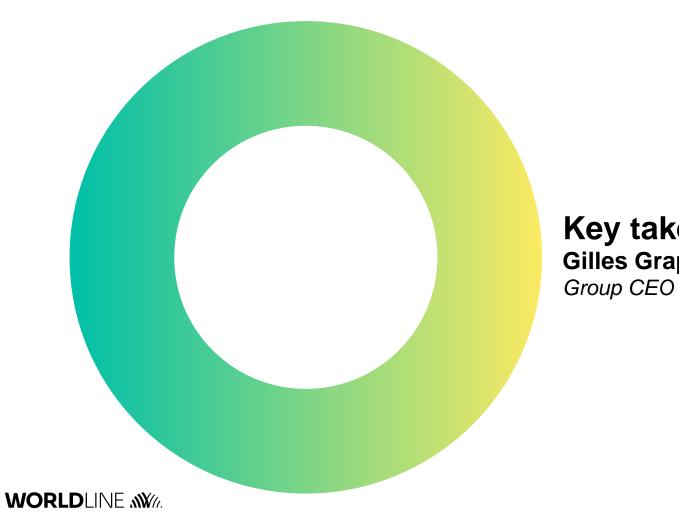
**€85m** revenues +0.7% org. growth

Mobility & e-Transactional Services **revenue** reached € **85 million**, up **+0.7%**, driven by a good dynamic on our security and cryptographic solution as well as ticketing volume increase.

- **Trusted Services\*:** Good momentum driven by new sales of security hardware, additional licenses and business with our cryptographic solution for e-health in Germany.
- Transport & Mobility\*: Significant performance leaded by project activity in rail industry and increased volumes on e-ticketing in the UK.
- Omnichannel interactions\*: Solid pipeline but impacted by projects delivery delays in France.

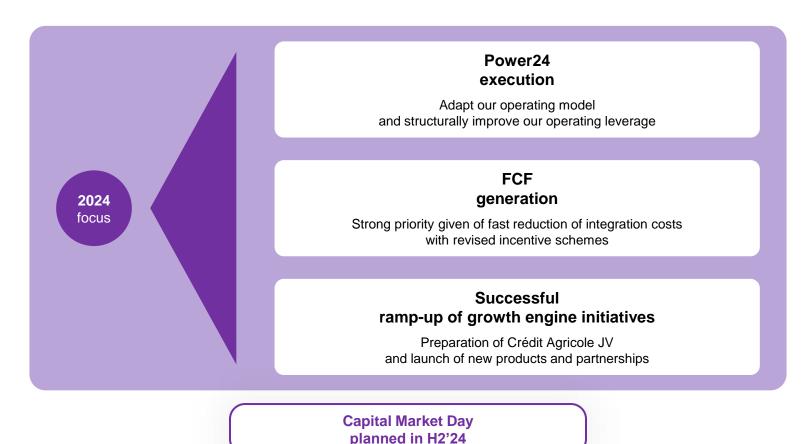
<sup>\*</sup> MeTS new Go-to-Market organization





# Key take-aways Gilles Grapinet Group CEO

# Board and management team fully focused on execution



WORLDLINE NWW.

# FY 2024 guidance confirmed

At least 3% Organic growth (\*)

at least 5% implied excl. Merchants' termination

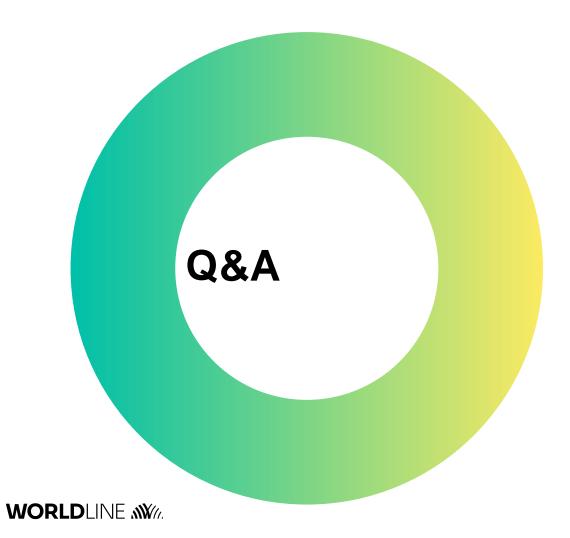
At least €1.17bn Adjusted EBITDA (\*\*) At least €230m Free Cash-Flow (\*\*\*)

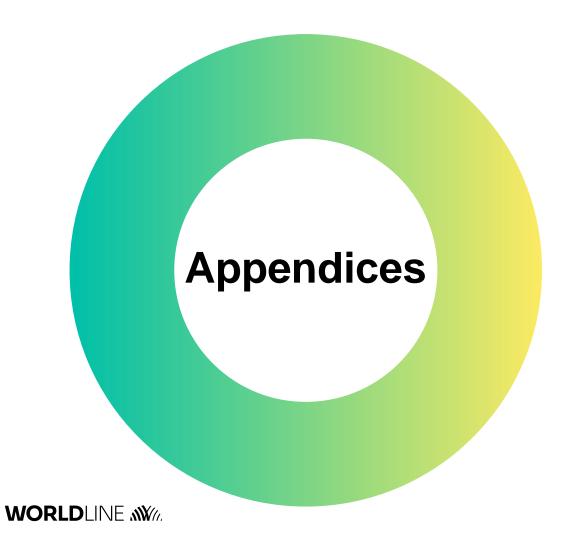
<sup>(\*\*\*)</sup> Including c.€150-170m one-off Power24 implementation costs



<sup>(\*)</sup> Assuming current unchanged macro environment in our core geographies with softer growth in H1'24 mainly due to merchants' termination impact

<sup>(\*\*)</sup> First benefits of Power24 ramp-up associated to operating leverage mainly at play during H2'24





# Revenue bridge from published to NNR

	2022							2023							2024
	Q1	Q2	H1	Q3	Q4	H2	FY	Q1	Q2	H1	Q3	Q4	H2	FY	Q1
REVENUE PUBLISHED (€m)	Revenue														
Merchant Services	673	749	1 421	807	823	1 630	3 052	758	849	1 607	868	849	1 718	3 325	787
Financial Services	223	235	458	239	259	498	957	228	236	464	232	248	480	944	225
Mobility & e-Transactional Services	84	87	171	81	89	170	341	84	87	171	81	89	171	342	85
Worldline Published	980	1 071	2 051	1 128	1 171	2 299	4 350	1 070	1 172	2 242	1 182	1 187	2 368	4 610	1 097
ORGANIC GROWTH PUBLISHED	OG%														
Merchant Services	+12,6%	+13,5%	+13,1%	+11,4%	+12,1%	+11,7%	+12,4%	+12,6%	+13,5%	+13,1%	+7,6%	+3,1%	+5,3%	+8,9%	+3,9%
Financial Services	+2,3%	+0,2%	+1,2%	+0,4%	+0,3%	+0,3%	+0,8%	+2,3%	+0,2%	+1,2%	-2,9%	-4,4%	-3,7%	-1,3%	-1,4%
Mobility & e-Transactional Services	-0,0%	-0,3%	-0,2%	+4,5%	+4,8%	+4,7%	+2,2%	-0,0%	-0,3%	-0,2%	-0,2%	+0,8%	+0,3%	+0,1%	+0,7%
Worldline Published	+9,2%	+9,4%	+9,3%	+8,6%	+8,9%	+8,7%	+9,0%	+9,2%	+9,4%	+9,3%	+4,8%	+1,3%	+3,0%	+6,0%	+2,5%
SCHEMES & PARTNERS FEES (€m)	Q1	Q2	H1	Q3	Q4	H2	FY	Q1	Q2	H1	Q3	Q4	H2	FY	Q1
In € million	Revenue														
Merchant Services	-158	-167	-325	-186	-194	-380	-705	-188	-213	-401	-218	-203	-421	-822	-202
Financial Services	-1	-2	-3	-2	-2	-4	-7	-4	-1	-5	-2	-1	-3	-9	-2
Mobility & e-Transactional Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Worldline NNR restatements	-159	-169	-328	-188	-196	-384	-712	-192	-214	-406	-220	-205	-425	-831	-204
NET NET REVENUE (€m)	Revenue														
Merchant Services	515	581	1 096	621	629	1 250	2 347	570	637	1 207	650	646	1 296	2 503	585
Financial Services	222	233	455	237	257	495	950	225	234	459	230	247	477	936	223
Mobility & e-Transactional Services	84	87	171	81	89	170	341	84	87	171	81	89	171	342	85
Worldline NNR	821	902	1 723	940	975	1 915	3 638	878	958	1 836	962	982	1 943	3 780	893
ORGANIC GROWTH NNR	OG%														
Merchant Services								+10,6%	+9,5%	+10,1%	+4,7%	+2,7%	+3,7%	+6,7%	+2,9%
Financial Services								+1,1%	+0,4%	+0,8%	-2,9%	-4,2%	-3,6%	-1,5%	-0,6%
Mobility & e-Transactional Services								-0,0%	-0,3%	-0,2%	-0,2%	+0,8%	+0,3%	+0,1%	+0,7%
Worldline NNR								+7,0%	+6,2%	+6,6%	+2,3%	+0,7%	+1,5%	+3,9%	+1,7%

Schemes & Partners fees = scheme fees + kickbacks PM03 + full buy-rate



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