

2016

HIGHLIGHTS



INGENICO GROUP GLOBAL LEADER IN SEAMLESS PAYMENT

Ingenico Group has a unique portfolio of payment acceptance solutions across all sales channels. This sets the Group apart from the competition and has helped to make it the leading player in omnichannel payments.

The Group now employs more than 7,500 people worldwide and generated over €2.3 billion in sales in 2016.



In 2016 we presented our 2020 strategic plan, clearly affirming our ambition to become the global leader in omnichannel payment acceptance. We expanded and renewed our offer, from terminals to payment services, to support this strategic aim, and we achieved robust results, in line with our expectations, despite the challenges faced on the Brazilian and U.S. markets. Lastly, we prepared for the future by pioneering innovations and by rethinking our organization to make it resolutely customer-centric.



N°1

**WORLDWIDE
IN SEAMLESS
PAYMENT
SOLUTIONS**

170

COUNTRIES

32 MILLION

**TERMINALS
DEPLOYED
WORLDWIDE**

7,500

EMPLOYEES

30+%

**REVENUE
IN SERVICES**

Innovation



8%
**OF REVENUE
DEDICATED TO R&D**

ingenico
LABS

**THE WORLD'S ONLY
INNOVATION LAB
IN THE PAYMENT
ACCEPTANCE INDUSTRY**



MAIN AREAS OF INNOVATION IN 2016

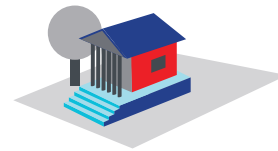
- Payment and connected objects
- Mobile commerce
- Conversational commerce
- Screen commerce

OUR CLIENTS

We address the distinct needs of banks and acquirers, on the one hand, and retailers and e-merchants, on the other.

Our streamlined range of terminals and related services enable banks and acquirers to reduce the complexity of managing payments and to differentiate their offer to their merchants.

Our terminals, our in-store and online payment services as well as our omnichannel payment solutions help major retailers and e-merchants expand their cross-border sales, increase their conversion rate and follow consumers across sales channels.



Banks and acquirers

MORE THAN **1,000**
BANKS AND ACQUIRERS

11 MILLION
TERMINALS
PRODUCED IN 2016



COMPLETE RANGE
(TERMINALS, ESTATE
MANAGEMENT SERVICES,
BUSINESS APPLICATIONS)



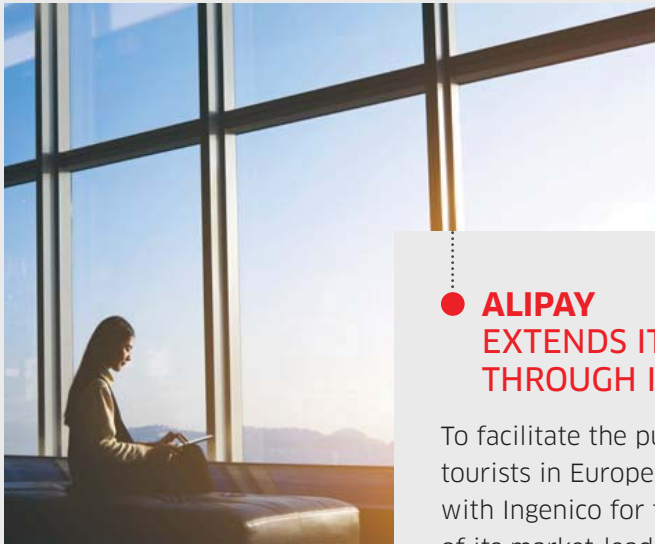
Retailers

250,000
MERCHANTS

MORE THAN **5** BILLION
TRANSACTIONS
PROCESSED IN 2016



COMPLETE RANGE
(IN-STORE AND ONLINE
PAYMENT SERVICES,
OMNICHANNEL SOLUTIONS)



● **ALIPAY EXTENDS ITS REACH IN EUROPE THROUGH INGENICO**

To facilitate the purchases of millions of Chinese tourists in Europe, Alipay has partnered with Ingenico for the European deployment of its market-leading payment solution in China. Thanks to Ingenico's online payment solutions, Alipay can now guarantee Chinese e-retailers secure transaction processing for foreign customers.

2016

2016 HIGHLIGHTS

● **FIRST OMNICHANNEL MORNING CONFERENCE**

Ingenico Group organized its first omnichannel morning conference in Paris, bringing together some 100 customers and partners. It was an opportunity for customers who have adopted its omnichannel payment solution, including Club Med and the Casino group, to share their experiences.



● **FIRST PCI V5 CERTIFICATION**

In November 2016, the Lane/7000, the latest retail terminal from our Telium Tetra range, received the first PCI v5 certification from the PCI Security Standards Council. This standard ensures the strongest protection for card holders' payment data.

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● CONVERSATIONAL COMMERCE

Ingenico ePayments and Ingenico Labs have jointly developed a payment solution integrated with messaging bots for e-retailers. It helps brands interacting with their customers via major e-messaging services (e.g. Facebook Messenger, Line, Telegram, Kik, Skype, WeChat) increase the conversion rate of this conversational commerce.



● INCEPTION OF INGENICO EPAYMENTS, LAUNCH OF INGENICO CONNECT

Ingenico ePayments was created in January 2016 as a division dedicated to mobile and online commerce, combining the offerings and know-how of Ogone and GlobalCollect and marking the culmination of the integration process of the two companies. In June, ePayments began rolling out Connect, its integration solution for mobile-optimized payment interfaces.

● LEADER IN SCREEN COMMERCE

Banking on payment integration into connected objects, Ingenico Group acquired in 2015 the start-up Think&Go. It was then the connected screen specialist and has become the global leader in screen commerce. Ingenico Group ramped up the deployment of Think&Go screens in 2016, mainly in France and Canada, creating new uses for them: fundraising, charitable shopping, virtual stores, loyalty programmes, crowdfunding.



● STRENGTHENED PRESENCE IN ASIA

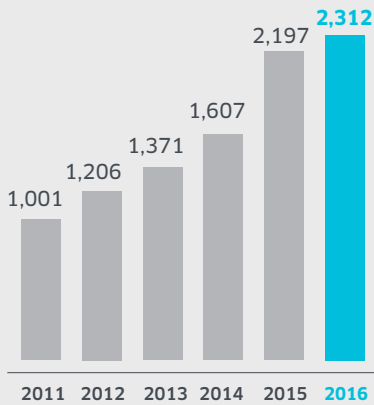
Ingenico Group has strengthened its presence in Asia with the acquisition of two companies: Lyudia, its distribution partner in Japan, and Nera Payment Solutions, which will help accelerate its growth in the Southeast Asian market.



KEY FIGURES 2016

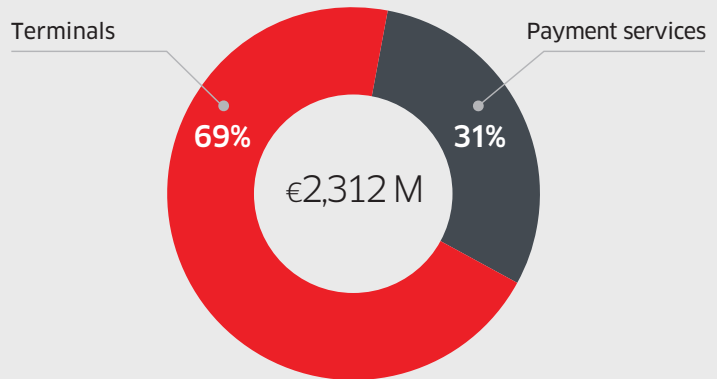
REVENUE

In millions of euros



REVENUE

By activity



2016 REVENUE

€2,312M

NET PROFIT

€244M

EBITDA

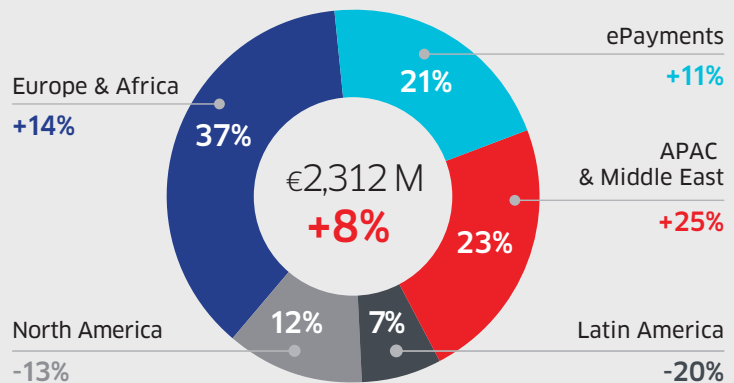
€476M

FREE CASH FLOW

€248M

REVENUE

By region



View all of our
key figures at
[www.ingenico.com/
finance/keyfigures](http://www.ingenico.com/finance/keyfigures)





● **THE APOS
UNVEILED AT TRUSTECH**

At Trustech, in November, Ingenico Group unveiled the APOS, a new Android POS designed to complement the Telium Tetra range. This payment terminal allows for easy integration of secure payment acceptance and access to the Android ecosystem in a single device.

● **3rd MONEY20/20 HACKATHON**

Tasked with developing new commerce experiences using Ingenico Group's SDKs, 450 developers created over 100 projects competing for different prizes during the 3rd Money20/20 hackathon. Participants were given 24 hours to develop new solutions that integrate with Ingenico Group's next-generation payment terminals, its online payment platform or its mobile points of sale (mPOS).



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Corporate social responsibility



27%
**ENERGY SAVINGS
IN IDLE MODE**

**INCLUDED IN
3 SRI* INDICES
IN 2016**



MEMBER OF
**Dow Jones
Sustainability Indices**
In Collaboration with RobecoSAM



* Socially Responsible Investment



● **2020 STRATEGY**

Ingenico Group presented its ambitions for 2020 during an Investor Day in London in March. To strengthen its global leadership in omnichannel payment acceptance, the Group has identified four strategic priorities:

- Strengthening its unique in-store leadership,
- Developing further its strong position in online payment services,
- Driving the convergence of sales channels with omnichannel acceptance solutions,
- Anticipating technological change and accelerating innovation.

