



Money in Motion

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Level 12
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EML Payments Limited

17 November 2021

ASX Market Announcements

20 Bridge Street
SYDNEY NSW 2000

ANNUAL GENERAL MEETING PRESENTATIONS

EML PAYMENTS LIMITED (ASX: EML) ("EML") provides the attached presentations of the Chairman and Group Chief Executive Officer, which will be delivered today at the EML Payments Limited 2021 Virtual Annual General Meeting.

About EML Payments Limited

EML provides an innovative payment solutions platform, helping businesses all over the world create awesome customer experiences. Wherever money is in motion, our agile technology can power the payment process, so money can be moved quickly, conveniently and securely. We offer market-leading programme management and highly skilled payments expertise to create customisable feature-rich solutions for businesses, brands and their customers.

Come and explore the many opportunities our platform has to offer by visiting us at: [EMLPayments.com](https://emlpayments.com)

This announcement has been authorised for release by the Company Secretary.

For further information, please contact:

Sonya Tissera-Isaacs

Company Secretary

EML Payments Limited

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EML ANNUAL GENERAL MEETING - 17 NOVEMBER 2021
CHAIRMAN'S ADDRESS

SLIDE 1

Welcome and Introduction

Good morning and welcome to the EML Payments Ltd 2021 Annual General Meeting,

My name is Peter Martin and I am the Non-Executive Chairman of EML. Before I begin I'd like to recognise the traditional owners of the land on which I speak, the Gadigal people of the Eora nation, and pay my respects to elders past, present and emerging. I would also like to acknowledge the traditional owners of the lands on which you all participate from.

Thank you for joining today's meeting, once again we will be completely online due to the COVID-19 pandemic and the related health concerns that have continued into 2021.

I do hope that those you care about are keeping safe and well as the challenges of Covid -19 continue to impact us. We hope that holding a virtual meeting will assist to further curb the spread of the COVID-19 virus and encourage greater participation and engagement amongst our shareholders.

I want to assure you that you will have the same opportunity to participate today as you would at a physical meeting. This includes being able to ask questions through the online platform or teleconference facility, and voting using an electronic voting card.

I will discuss these processes a little later, but I encourage you to download the virtual meeting online guide from EML's website if you haven't already done so.

If we do experience any technical issues today, a short recess or an adjournment may be required depending on the issue. If this occurs, I shall advise you accordingly.

I now move to the formal business of the meeting.

SLIDE 2

This Meeting has been convened in accordance with the provisions of the Corporations Act. It is now after 10:00 am, the nominated time for the meeting and I have been advised a quorum of shareholders is present, the meeting has been validly constituted and I am pleased to declare this meeting open.

SLIDE 3

I would now like to take the opportunity to introduce my fellow directors joining us via audio link. The directors are available to answer any questions that apply to them:

- David Liddy AM, Deputy Chairman, Independent Non-Executive Director and Chair of the Remuneration Committee.

- Tony Adcock, Independent Non-Executive Director and Chair of the Audit and Risk Committee.
- Melanie Wilson, Independent Non-Executive Director and Chair of the Investment Committee.
- Emma Shand, recently appointed Independent Non-Executive Director.
- Tom Cregan, the Managing Director and Group CEO.

Mr Cregan together with Group General Counsel Paul Wenk and Company Secretary Sonya Tissera – Isaacs will be joining us via Audio link from Melbourne and we also have Rob Shore, Group Chief Financial Officer joining us via Audio link from Brisbane.

Also joining us via Audio link is Andrea Roy, Audit Partner of the company's auditor Deloitte Touche Tohmatsu, and representatives of the Companies Share Register Link Market Services Limited who are providing the virtual meeting platform today.

Mr Wenk will be reading out questions submitted by shareholders using the online platform later in the meeting.

SLIDE 4

Today's meeting will occur in the following order:

Firstly, I will provide you with a brief update on the business over the past year.

We will then hear from our Group CEO Tom Cregan, who will discuss the 2021 Fiscal year and the year ahead in more detail.

Thirdly, we have 6 resolutions for the meeting today.

After the resolutions have been read and votes are being tallied, there will be an opportunity for shareholders to ask questions of the Board or management.

This year Holders will be able to ask questions online during the meeting and we have introduced a new functionality to allow Holders to dial in and ask questions by voice.

To utilise this teleconference facility, Holders must use their unique PIN provided to them by Link Market Services. If you don't have a phone PIN and would like to ask a question via phone, please contact Link on 1800 990 363 now to get your PIN.

When you dial in online you will be asked to mute your online sound and listen to the meeting by phone. If you wish to ask a question, you will need to dial 'STAR 1' on your keypad that will indicate to the moderator you wish to ask a question. The teleconference moderator will require your name and will introduce you prompting you to ask your question by unmuting your line at the relevant time.

In order to ensure that all Holders have a reasonable opportunity to comment and ask questions, I request that Holders do not ask more than 2 questions at a time.

Shareholders who wish to ask a question using the online facility, please click on the “ask question button” type your question and press submit.

Voting on the resolutions will be conducted by way of a poll using the electronic voting card you should receive after clicking the “get a voting card button”.

SLIDE 5

I encourage shareholders who have questions, to submit your questions as soon as possible during the meeting using the online platform or teleconference facility. We have received a number of questions prior to the meeting most of which have been addressed during the presentations.

If you have any trouble using the online platform or teleconference facility please refer to the virtual meeting online guide on EML’s website or please feel free to contact the help line shown on the screen.

SLIDE 6

Today you are going to hear three things:

- EML’s business continues to grow very strongly and our Earnings Guidance has not changed.
- We are making solid progress in our remediation efforts within our Irish subsidiary PCSIL and expect the outstanding issues with the Irish regulator, the Central Bank of Ireland (CBI), to be resolved.
- Our Sentenial acquisition opens up the world of Open Banking to EML, one of the most exciting opportunities in payments

We are obviously very disappointed with the large drop in our share price related to the CBI matter. In our view, the present valuation significantly understates the fundamental value and the upside potential of EML.

EML has continued to grow rapidly across geographies and business units in 2021. Over 60% of our global revenue now comes from Europe, over 20% from North America and the balance from Australia. Over 85% of our revenues are recurring which provides a very strong underlying platform for growth.

Our financial results for 2021 have continued to be impressive with very strong growth of 42% in Gross Debit Volume and 60% in Revenues. Excluding PFS related regulatory and compliance costs, EBITDA increased 65% from the prior year. Operating cashflow for the FY21 year was up 121% to a record \$48.8 million.

In April 2021 we signed an agreement to acquire Sentenial, a European leader in Open Banking and Account-to-Account payments. The acquisition completed on 30 September this year and will be included in our results from 1 October this year.

Sentenial is a first mover in the high growth area of Open Banking in Europe. Sentenial's highly regarded technology and product suite significantly expands our European footprint and can be leveraged across our other geographies over time.

In FY21 we invested a total of US\$7 million in two US based, Fintechs, Hydrogen and Interchecks under our Accelerator strategy. The business development team is working closely with both companies to integrate our products and services. Both programmes are on track.

You will be aware that we are in communication with the Central Bank of Ireland (CBI) relating to the PCSIL subsidiary of Prepaid Financial Services (PFS) which we acquired in FY20. In the first quarter of FY22, PCSIL has generated approximately 30% of our global revenues and we expect that to continue.

We are executing a comprehensive Remediation Plan in PCSIL to meet CBI's concerns. The plan is on track to be substantially completed by Christmas with any residual items in place by March 2022. The team in Ireland has established a positive working relationship with the CBI and we expect that any residual concerns will be resolved.

We have incurred significant one-off costs in PCSIL in FY21. We will carry increased overheads in terms of personnel and systems in future years to meet or exceed best practise and CBI requirements. Naturally we'll be looking for other efficiencies to mitigate these costs.

CBI has been concerned about the rapid rate of growth of PCSIL. We think that this can be managed and we have already eliminated some legacy, high volume and low margin, programmes under PCSIL and created significant headroom for growth at potentially better margins.

The CBI issue is a salutary reminder of the heightened regulatory concern regarding digital payments that we and many of our peers are observing, particularly in Europe. The approaches to the management of risks are not necessarily consistent from one regulator to another. We will be taking this into close consideration as we plan our future growth strategy.

In FY21 we launched the 'Change for Good' programme and converted 20% of our issued plastic cards to sustainable alternatives. This is just the beginning. EML is investigating a more comprehensive ESG programme to meet our stakeholder expectations.

Over the past year, our management team and staff led by our CEO Tom Cregan have performed admirably under very trying circumstances. I am also delighted to welcome David

Curneen to the senior management team as COO reporting to Tom. David is a dual Irish/Australian citizen and is presently residing in London.

Once again I thank the members of the Board of EML for their support, dedication and commitment in a very challenging year. I also welcome Emma Shand to the Board. Emma joins us from a senior executive role at NASDAQ in the US. She brings to the Board extensive international experience, a strategic mindset and high level technical knowledge.

At EML we believe that a dedicated commitment to our clients, our staff and the communities in which we operate will deliver superior results to our shareholders over the medium and long term.

EML will continue to grow rapidly in the future. We operate in one of the fastest evolving industries on the planet and you can expect us to take maximum advantage of the opportunities that this presents, now and in the future.

I will now hand over to our Group CEO Tom Cregan to take you through results for 2021 Fiscal Year and talk more about the year ahead.

EML ANNUAL GENERAL MEETING - 17 NOVEMBER 2021
MANAGING DIRECTOR & GROUP CHIEF EXECUTIVE OFFICER'S ADDRESS

SLIDE 7

Good morning and welcome to the 2021 Annual General Meeting of EML Payments.

My name is Tom Cregan, Group CEO and Managing Director, and it's my pleasure to be speaking to you today. I acknowledge the Boon Wurrung and Wurundjeri Peoples, the traditional owners of the land from which I present today and pay my respects to their Elders past, present and emerging.

SLIDE 8

I'd like to remind shareholders to register for EMLCON4 which is tomorrow. We had over 1000 watch the sessions last year and there is no better way to understand EML – what we do, why we do it and who we serve – than listening to our customers and understanding how we are helping them to achieve their business goals and why they partnered with EML.

As shareholders are aware, and as outlined in our FY21 full year results presentation, our strong set of FY21 financial results with growth across all metrics was significantly impacted by the one off challenge associated with the Central Bank of Ireland investigation and their communications on May 13th, 2021.

SLIDE 9

In the 11 months leading up to that communication, the company had navigated two significant one-off challenges, the first being in managing the impact of Covid-19 on our business, our people and the communities in which we operate in. The second was Brexit, which necessitated the movement of our European programs from the UK to Ireland.

The Brexit process was challenging given the significant uncertainties inherent in the Brexit deal that existed until late in 2020, which required our team to be highly agile and efficient, in order to minimise any negative impact to our customers and their cardholders and ultimately, to our shareholders.

I would like to think that we have demonstrated to shareholders that whilst these situations, be that the CBI, Brexit or Covid-19, are disruptive and we would rather them not occur, our job is to focus on the issue whilst continuing to execute our strategy, so the company can continue to grow for the next ten years as it has for the last ten, and I'm confident that the CBI issue will be resolved without long term detrimental impact to the company.

SLIDE 10 & 11

As slides 10 outlines, we operate within a massive global payments industry and when you look at Slide 11 and see forecasted open banking CAGR's in the range of 10-50% a year, we have a thematic which supports long-term growth, driven by constant innovation.

SLIDE 12 & 13

Looking at our FY21 financial results on slide 12 and 13, excluding provisions made for the CBI event, EML had a strong year, with:

- GDV up 42% to \$19.7 billion
- Revenue up 60% to \$194.2 million
- Underlying EBITDA up 65% to \$53.5 million
- Underlying NPATA up 54% to \$32.4 million, and
- Operating cash flow up 121% to \$48.8 million

We also signed 121 contracts for new programs, with 85 of those in the GPR vertical, and we implemented 144 programs, with 95 of those being GPR programs.

And from a business development perspective we ended the financial year with 313 deals in our pipeline which we believe represent potential GDV in Years 3-4 post-launch of approximately \$10.5 billion.

Our historical win rate for new business is approximately 40%, so when we show our pipeline, it isn't to suggest that we will win every deal. In other words, if our pipeline indicates potential GDV in Year 3-4 of \$10.5 billion, and our win rate is 40%, then we would expect to achieve 40% of that in 3-4 years as the new programs mature and scale, which at our average, historical GPR yield would generate an incremental \$40-50 million in revenue in 3-4 years.

It is a strong result which we were proud of. Obviously, this has been affected by the CBI issue where we took an \$11.5m one-off charge which included provisions for remediation, advisory services related to remediation and a provision for potential fines, reducing EBITDA to \$42.2 million versus our underlying EBITDA of \$53.5 million. It is worth noting that \$42.2 million is still up \$10m or 30% on the prior year.

SLIDE 14

FY22 QUARTER 1 FINANCIAL PERFORMANCE

On slide 14 we show our unaudited results for the first quarter of FY22, which are as follows:

- GDV, excluding Sentenial, which didn't close until October 1st, of \$5.5 billion, up 14% compared to the prior comparative period

- Revenue of \$52.4 million, up 29% on the prior comparative period
- Gross profit of \$34.4 million, up 20% on the prior comparative period
- Underlying EBITDA of \$11.2 million, up 11% on the prior comparative period
- Overheads were \$23.2 million, up 24% on the prior comparative period
- Underlying NPATA of \$4.6 million, up 41% on the prior comparative period

Revenue growth was excellent despite our temporary inability to launch new programs in Europe associated with our PCSIL licensed entity, which talks to the organic growth rates that we experience in the business as programs mature and GDV expands.

The earnings contribution from our increased revenue and gross profit was largely offset by our increase in overheads. Some of those overhead items include employee costs with new resources in Europe and executive and NED recruitment, insurance increases related to significantly higher D&O policy costs, higher internal and external audit costs and a greater spend on IT.

SLIDE 15

At a segment level on Slide 15

- The GPR Segment increased GDV by 19% over the prior comparative period, with margins flat and an increased revenue yield. We launched the Northern Ireland stimulus program, our largest government stimulus program at 1.4m cards and \$140m pounds in GDV, following on from the \$10m pounds Jersey government stimulus program and saw increases in GDV in both our Salpac/Payroll and Gaming segments.
- The G&I segment increased GDV by 24% over the prior comparative period. As we head into the peak holiday season, where we have historically seen incremental GDV of \$400m, translating to revenue of ~\$24 million and gross profit of ~\$19 million. Based on what we've seen in October we're seeing GDV recover to FY20 levels – the last non-Covid impacted year - in most countries with the exception of the UK, down approximately 12% and Germany down approximately 30%.
- GDV in the Digital Payments segment increased 8% versus the prior comparative period, we launched BNPL programs for Humm and Laybuy, which we put into this segment, and of course we closed the Sentenial acquisition on October 1st, having received change of control approvals from both the FCA in the UK and the ACPR in France

SLIDE 16

FY22 GUIDANCE

Moving onto Slide 16, we provided guidance for the FY22 year in August, earlier than in previous years due to the financial impact the CBI matter was projected to have on our business in FY22 and the market expectations at that time.

That original guidance in August was:

- GDV of \$93-100 billion, which includes Sentenial/Nuapay and the EML component was \$24-26 billion, representing growth of 20-30%
- Revenue of \$220-255 million
- EBITDA of \$58-65 million
- NPATA of \$18-34 million and
- Operating cashflow conversion rates of 80-90% (which was 87% in FY21)

The assumptions underpinning our guidance were:

- G&I volumes in malls improving back to FY19 levels (the last year that wasn't Covid impacted)
- Neutral FX rates
- Provisions for remediation costs are sufficient to cover the actual costs
- An increase in our Compliance costs in our European business of \$3.5 million
- An increase in general overheads including insurance costs which rose by more than \$1 million year-on-year, audit fees and headcount
- Neutral interest and
- The consolidation of Sentenial from October 1st, our planned investment of \$2.5 million and a projected EBITDA between zero and a negative \$3 million

As you will see, we have tightened the revenue range to be between \$230 million and \$250 million and we have kept our underlying EBITDA guidance between \$58 million to \$65 million in place.

SLIDE 17

As in all prior years, the biggest swing factor in our first half and full year results will be our mall sales volumes in Q4, given \$19 million of incremental gross profit contribution is derived from seasonal volumes, and within that, it's the peak two weeks leading up to Christmas which are critical.

In FY20 shareholders will recall that we lost most of that last two weeks, given large scale retail lockdowns across North America and Europe in December, that the impact of that was offset by higher breakage, and whilst it is possible that lockdowns or restrictions could be imposed in certain countries, our assumption is that this will not occur and that YTD GDV trends, where we are comfortably ahead of the same time last year, will continue, but with breakage rates returning to historical levels.

We expect to see increased overheads in the second half with the annualization of salaries from new hires, particularly in Europe, but we have opportunities for upside that we think will offset that, including:

- Improved Treasury yields in H2, subject to regulatory approval
- Improved dormancy fees on European GPR programs
- Expired e-monies in the United Kingdom associated with our injection of GBP\$14m / AUD\$27m of funds in August 2021, based on a historical safeguarding audit, which will unwind over the coming years as both revenue and EBITDA and

- Savings on third party processing costs as more materially significant programs transition across to the TRACE platform

We feel that the basis for maintaining our FY22 Underlying EBITDA is sound.

We have excluded certain revenues from our forecast related to new business launches in Europe because of the uncertainty that surrounds that but if that was to be resolved favourably then that would represent some additional upside.

SLIDE 18

REGULATORY UPDATE

Moving onto Slide 18 and our regulatory update, EML has been working constructively with the Central Bank of Ireland (CBI) in relation to regulatory concerns it raised in May about our subsidiary, Prepaid Card Services Ireland Limited (“PCSIL”).

Our advisers in Ireland understand Ireland’s unique regulatory landscape and are accustomed to dealing with the CBI which regards e-money institutions as “inherently high risk” and expects these institutions to have very strong AML and CTF frameworks in place to mitigate this risk.

As outlined in August and re-iterated today, the Central Bank of Ireland has not identified any instances of Financial crime, AML or CTF events, nor deficiencies with respect to safeguarding, capital adequacy, or solvency measures.

The remediation plan that we have committed ourselves to is focused on our control frameworks and it is the position of the Central Bank that unless control frameworks are to their expectation then an unacceptable risk of AML/CTF exists.

PCSIL has completed 45% of the Level 1 tasks in the remediation plan and is well advanced on remaining items, has provided three detailed updates to the Central Bank and will continue to provide monthly progress updates through to completion

As advised to shareholders on October 7th the company received a second “minded to” letter referring to material growth and program limits. The PCSIL Board responded to the CBI in writing on the 28th of October and as does not yet have a formal response.

The Board of PCSIL continues to engage with the CBI and will update investors when we have sufficient certainty with regard to next steps. What we can provide certainty on is that our focus to implement the remediation plan as quickly as possible is unchanged.

SLIDE 19:

BUSINESS DEVELOPMENT

In Q1FY22 we signed 23 contracts and launched 64 programs and ended the quarter with 114 programs in implementation across our operating regions. Of those 114 programs in implementation, 36 are delayed by the CBI issue.

It's important to note that a single contract can result in multiple program launches that generate GDV and revenue growth. For example, our contract with the Home Office in the United Kingdom launched with the Aspen program in May and a second program related to that launched in the first quarter.

The programs we support for Local Market Authorities in the United Kingdom might launch with one program but over time those are extended, and during Covid-19 we have seen new programs launch supporting funding for mental health, domestic violence and targeted welfare payments.

Our incentive gift card partners have customers they sign that launch multiple programs with them, so whilst the incentive partner is one contract, that can lead to multiple programs that drive GDV and revenue growth.

The drivers of GDV growth and therefore revenue growth is multi-faceted. It is the organic growth that we see in programs that are in market which scale over time, new programs launched with existing customers and the contribution from new customers and if you look at our projected Year 3-4 GDV from our pipeline, that's where our confidence comes from in forecasting future GDV growth.

SLIDE 20

Slide 20 takes us into why we believe Open Banking will be a significant opportunity for EML and leads into three new customers that were signed recently.

SLIDE 21

Slide 21 is critical to understand, because there are two components to Open Banking – the sending and receiving of real-time payments and the sending and receiving of real time customer data.

SLIDE 22, 23 & 24

When you think of real-time payments you look at Slide 22 which is a customer pushing funds to a gaming company direct from their bank account instead of via a credit card, or Slide 23 which allows an individual to set up recurring payments instead of the pain of setting up a DD payment and then the difficulty in cancelling this down the track, or Slide 26.

SLIDE 25, 26 & 27

When you think of data, you look at Slide 25 and think about consumer lenders who need real-time information – when you are paid, how much you are paid, other indebtedness you have and so on – before they can decide how much to lend.

Then you marry that up with our GPR capabilities and you have an exciting customer value proposition. For example, for our customers in the BNPL space we can support and in-store and online payment solution as we do today, but BNPL providers can use our Open Banking functionality for pulling funds from their customer, and they can use Open Banking to identify, upfront, if the customer is a legitimate customer or represents a higher credit risk, and they can factor that into their own unit economics.

Or a lender using Open Banking data to determine how much it wants to loan to a customer and having us provision that loan instantly through a digital wallet on their phone.

That's the power of the combined business and why we acquired Sentenial, but success won't just come from osmosis, it will come from the work of our teams building this out in Europe and ultimately into all of our regions.

SLIDE 28

The work of combining the Sentenial platform with our TRACE platform has commenced, giving us one new digital payments platform supporting Prepaid and Open Banking in Europe. Trace can then be multi-instanced in the cloud and will, within a matter of years, give us one global prepaid and open banking platform, which was the ultimate vision of Project Accelerator – providing customers with a feature rich, fully embedded payment solution via a simple, single touchpoint.

SLIDE 29

On slides 29, 30 and 31 we showcase three of our prepaid contracts that we signed in the first quarter.

The first is Banco Sabadell, a Spanish bank that we have contracted with to provide a prepaid digital wallet solution called Nomo. Banco Sabadell was established in 1881 and is one of the largest banks in Spain, operating in 20 countries including the United Kingdom and Mexico.

SLIDE 30

Flexi Schools is a new customer who has an established and successful business in Australia providing payment services in schools and will be launching a physical and digital wallet solution to help children manage their money.

SLIDE 31

Betmakers will be familiar to many of you and is an established gaming business that is using our technology to launch a payout card in Australia and we are exploring payment opportunities in the North America gaming market.

SLIDE 32

And finally, on slide 32 we can highlight three partnerships that we are excited about from a distribution perspective.

Seamless is the brand we have selected for payments that will be made incorporating card-payment technology from EML and non-card payments from Interchecks, one of our Finlabs investments.

The second is Hydrogen, our second Finlabs investment, which went live yesterday with our first customers and payments. Dozens of companies have gone through our issuing bank approval process and we expect many more programs to go live in the coming months, many of which are early stage Fintech businesses

And we have completed an integration with Aptpay, a Canadian based payments business that has incorporated our card payments technology, and that market launch occurred recently at Money2020, supporting card and non-card payments in Canada.

All are aligned to the vision of Project Accelerator.

We're always both excited and grateful that these companies are trusting us to be their payments technology partner and I look forward to providing further updates in due course.

SLIDE 33

SUMMARY

Thank you for your attendance today and with that I'm happy to hand back to the Chairman who will take you through the resolutions and invite shareholders to submit questions online or via the teleconference facility.

Annual General Meeting.



Important Notice

The presentations made at today's AGM contain information of a general nature, including general background information about EML's activities current as at the date of the AGM. This information is given in summary form and does not purport to be complete. Any information forming part of the presentations or in response to questions asked at the AGM should not be considered as advice or a recommendation to investors or potential investors in relation to holding, purchasing or selling securities and does not take into account your particular investment objectives, financial situation or needs. Before acting on any information you should consider the appropriateness of the information having regard to these matters and seek independent financial advice.

An investment in EML securities is subject to known and unknown risks, some of which are beyond the control of EML. EML does not guarantee any particular rate of return or the performance of EML. Information conveyed at the AGM may contain forward looking statements including statements regarding our intent, belief or current expectations with respect to EML's businesses and operations, market conditions, results of operation and financial condition, capital adequacy, specific provisions and risk management practices.

Those receiving the information are cautioned not to place undue reliance on any forward looking statements. Unless otherwise specified all information is for the twelve months ended 30 June 2021 ('FY21'), and is presented in Australian Dollars. Unless otherwise stated, the prior comparative period refers to the twelve months ended 30 June 2020 ('FY20').

Disclaimer

The information provided during the AGM is provided for general information purposes and is a summary only. Unless otherwise indicated, the information is provided as at 30 June 2021. Given the uncertain, unpredictable and volatile nature of business and economic conditions across the world as a consequence of the COVID-19 pandemic, reliance should not be placed on the content of the presentations, opinions or responses during the AGM. Further, subject to any legal obligation to do so, EML does not have any obligation to correct or update the information conveyed at the AGM.

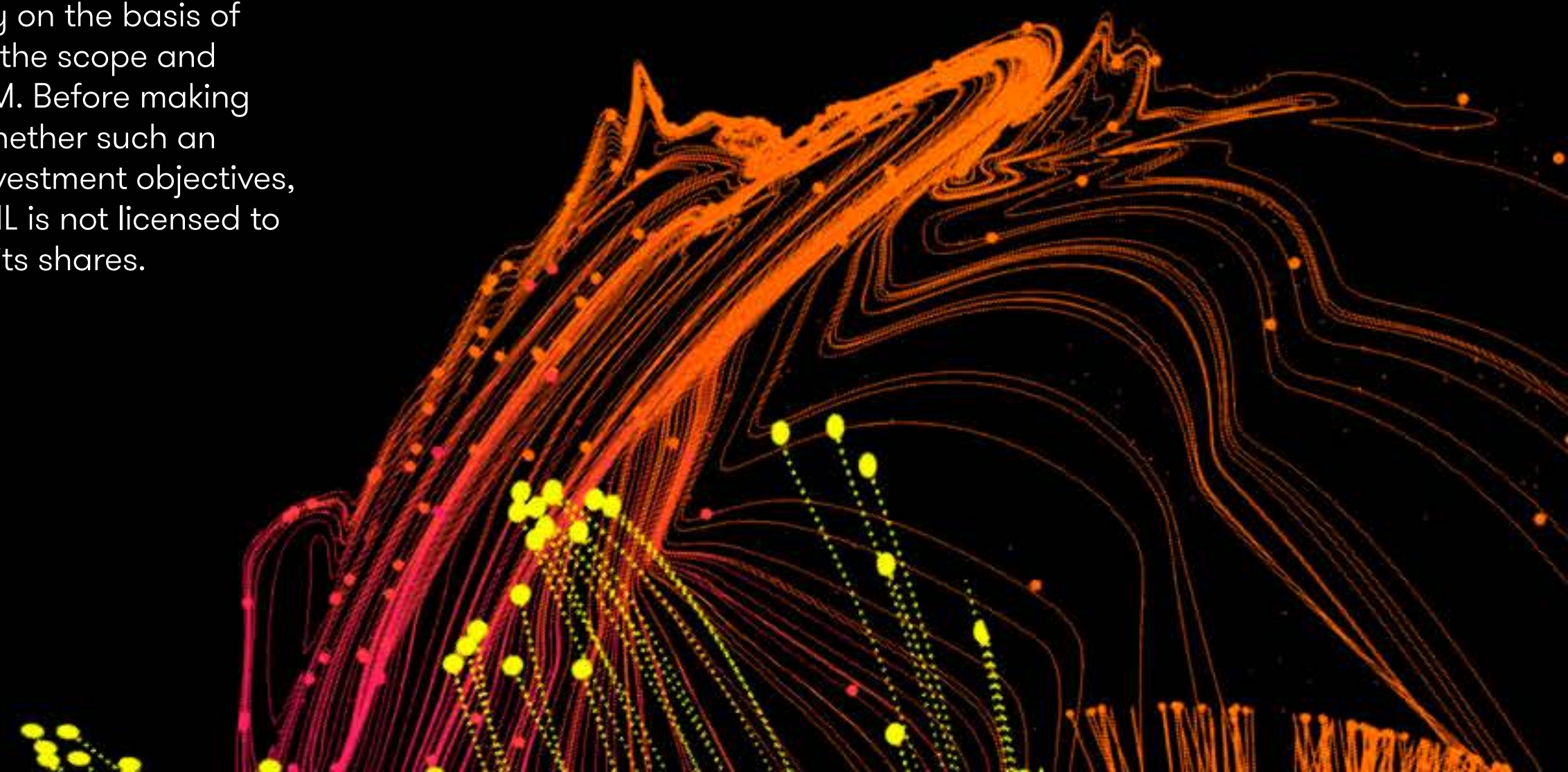
The information provided at the AGM does not and does not purport to contain all information necessary to make an investment decision, is not intended as investment or financial advice (nor tax, accounting or legal advice), and must not be relied upon as such. The information is of a general nature and does not take into consideration the investment objectives, financial situation or particular needs of any particular investor.

Any investment decision should be made solely on the basis of your own inquiries, including inquiries beyond the scope and content of the information provided at the AGM. Before making any investment in EML, you should consider whether such an investment is appropriate to your particular investment objectives, financial situation, risk appetite and needs. EML is not licensed to provide financial product advice in respect of its shares.

About Us

EML provides an innovative payment solutions platform, helping businesses all over the world create awesome customer experiences. Wherever money is in motion, our agile technology can power the payment process, so money can be moved quickly, conveniently and securely. We offer market-leading programme management and highly skilled payments expertise to create customisable feature-rich solutions for businesses, brands and their customers.

Come and explore the many opportunities our platform has to offer by visiting us at: EMLPayments.com



Board of Directors



Peter Martin.
Independent Non-Executive
Chairman



David Liddy AM.
Independent Non-Executive
Director and Chair of the
Remuneration Committee



Melanie Wilson.
Independent Non-Executive
Director and Chair of the
Investment Committee



Tony Adcock.
Independent Non-Executive
Director and Chair of the Audit
and Risk Committee



Emma Shand.
Independent Non-Executive
Director

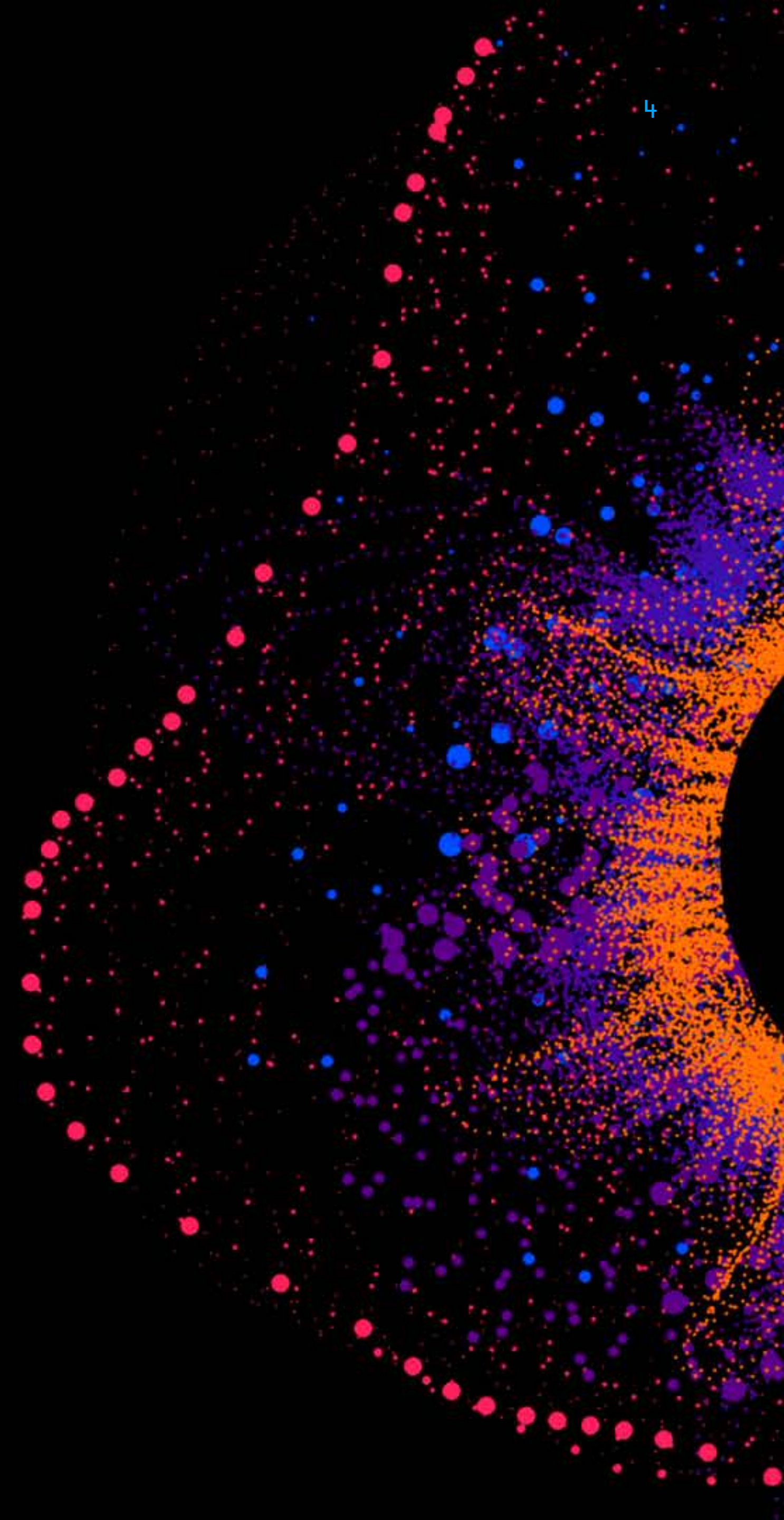


Tom Cregan.
Managing Director and
Group CEO

For personal use only

Agenda.

- 01 — Chairmans Address
- 02 — CEO Presentation
- 03 — Resolutions
- 04 — Q&A



Using the online platform

Download the Virtual Meeting online guide at
www.emlpayments.com/agm-2021

Help number/s

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If you are calling from Australia

+61 1800 990 363

If you are calling from outside Australia



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Chairman's Address

Peter Martin.

Independent Non-Executive Chairman



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CEO Presentation

Tom Cregan.

Managing Director and Group CEO



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EMI.CON
GLOBAL

THE FUTURE OF PAYMENTS

2021 18 — 19
NOVEMBER

NORTH AMERICA | EUROPE & UK | AUSTRALIA

Mission.

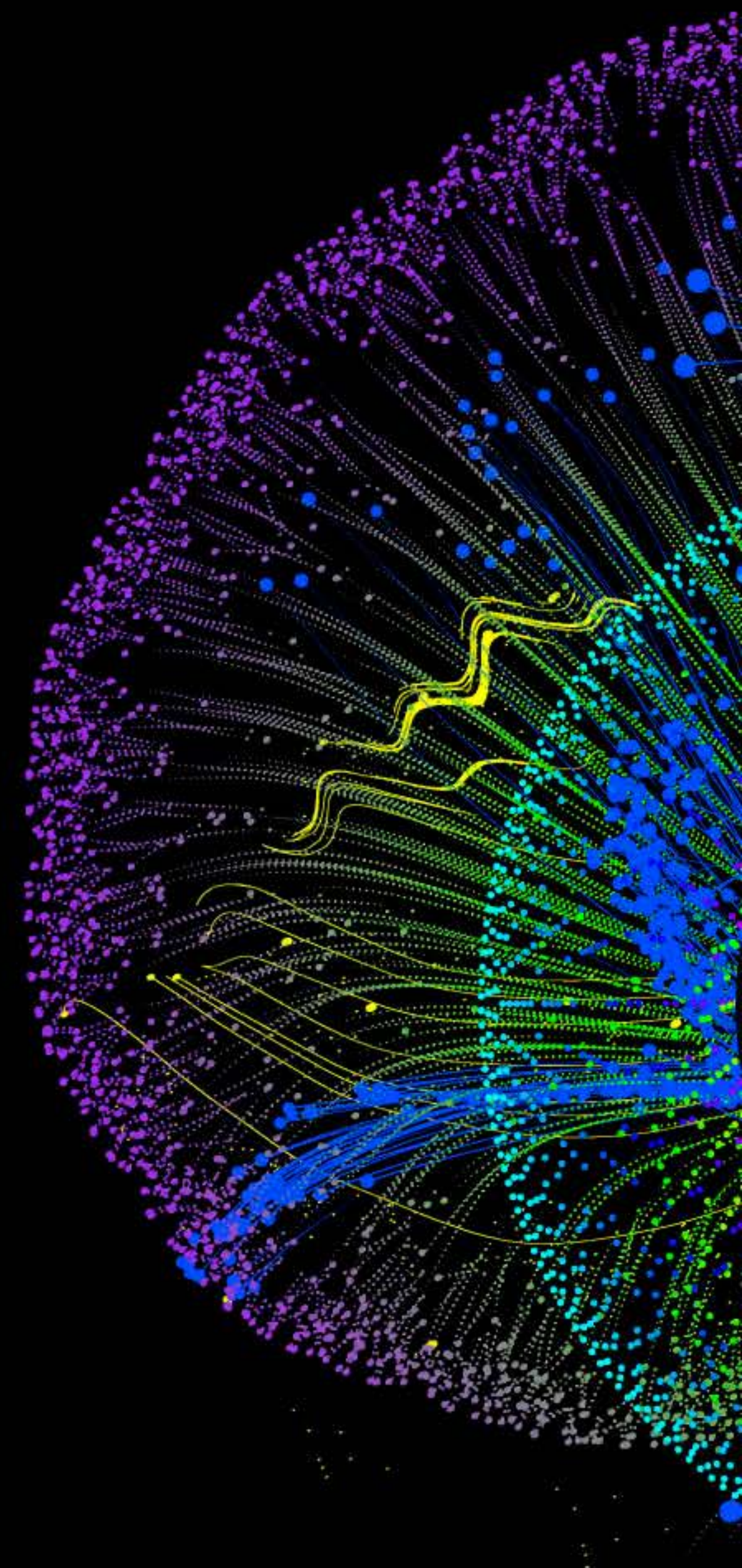
We create awesome, instant and secure payment solutions that connect our customers to their customers, anytime, anywhere, wherever money is in motion.

Vision.

To offer customers a feature rich, fully embedded payment solution, via a simple, single touchpoint.

Purpose.

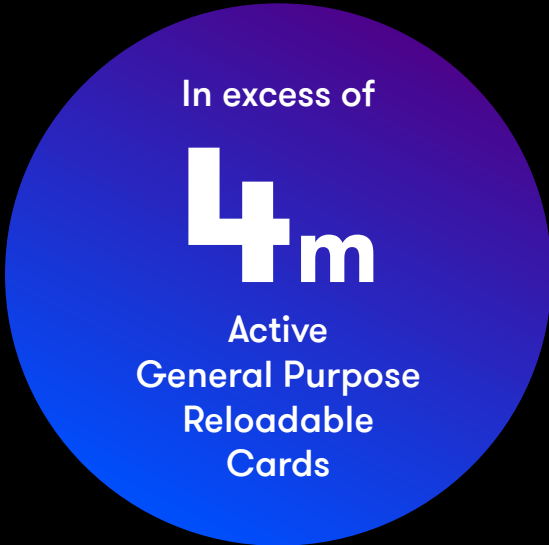
Inspiring transformative digital change for our customers and communities.



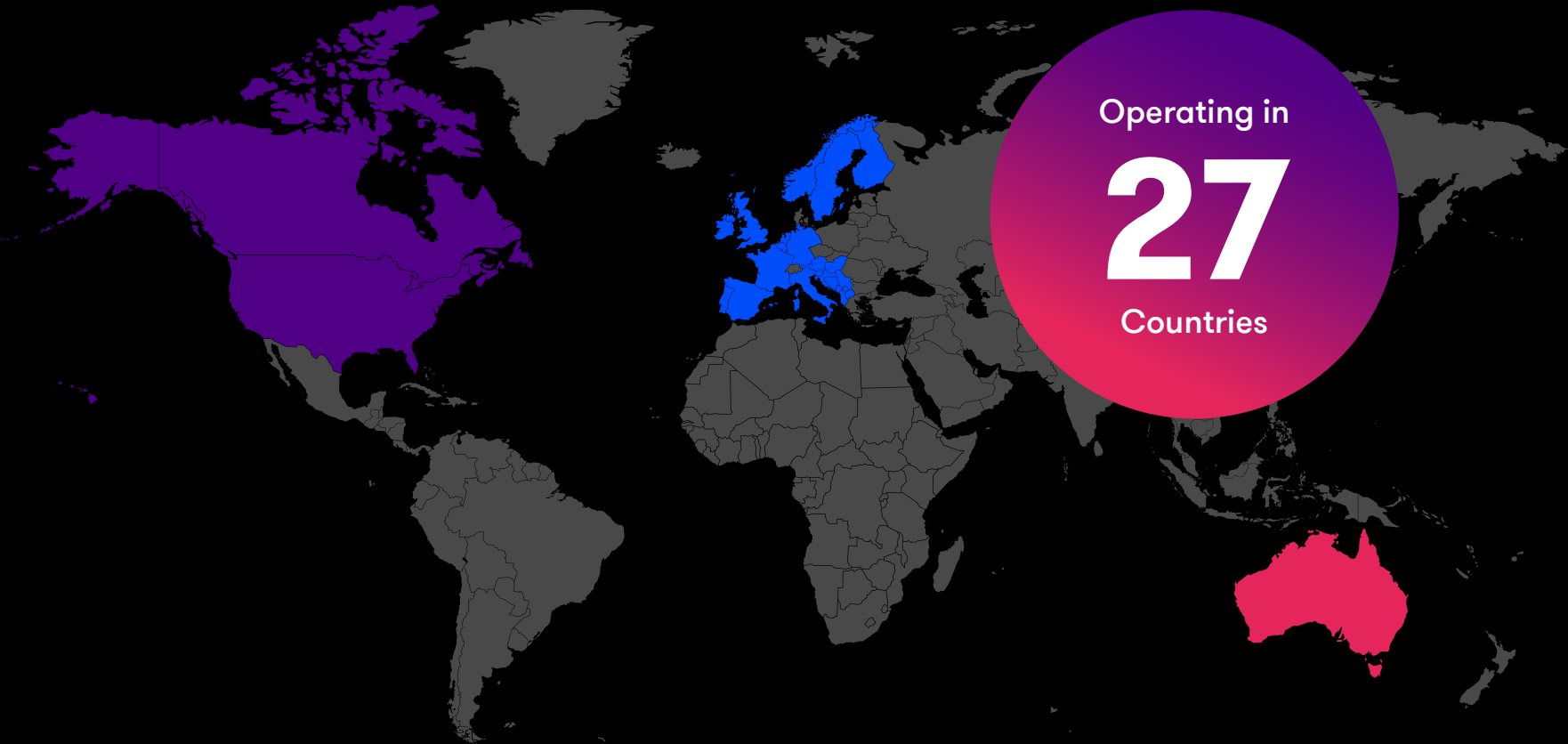
About Us

EML is an ASX listed (ASX: EML) Payments Technology company operating proprietary processing platforms that enable Fintech disruption

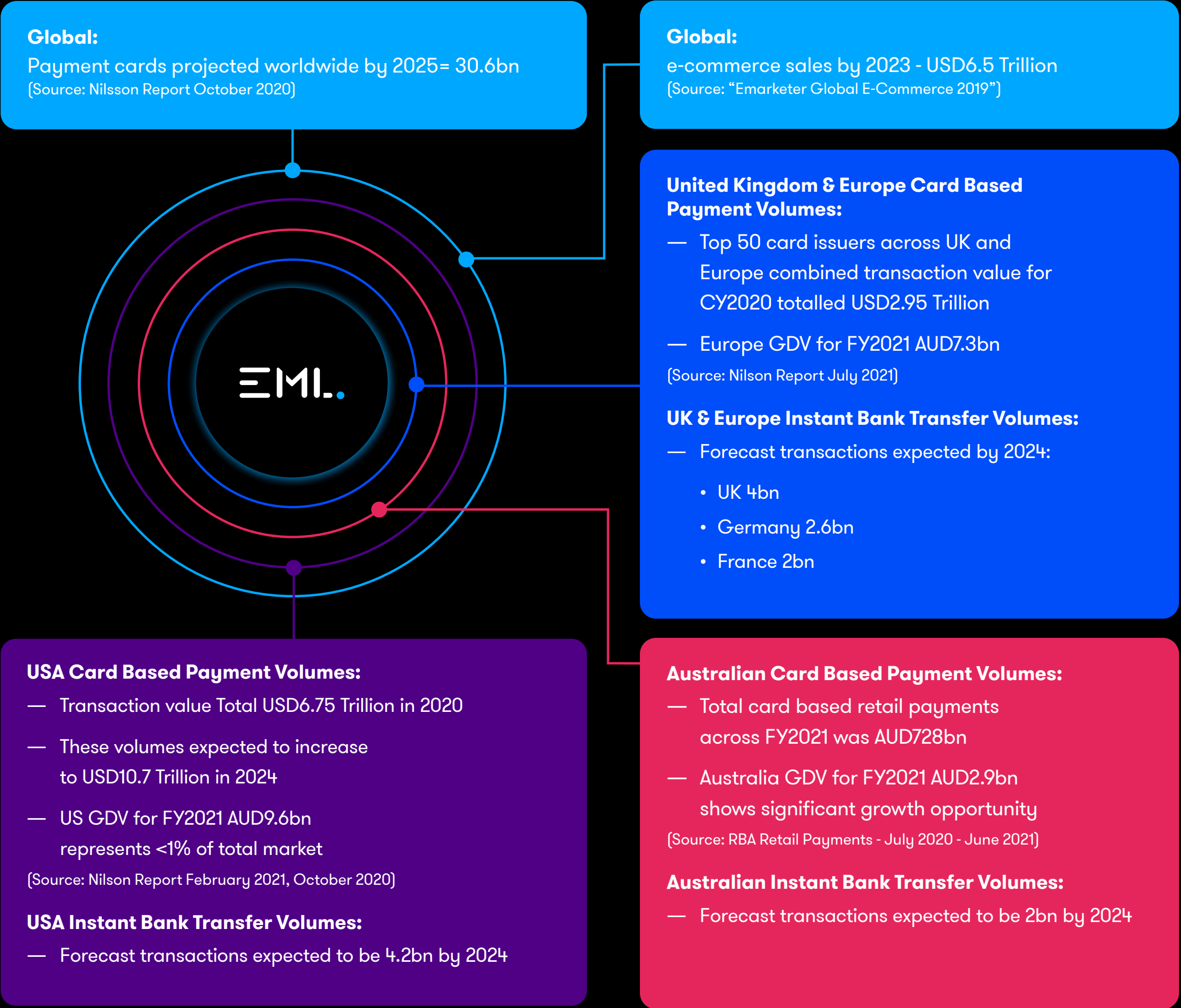
Group GDV	5 Year GDV CAGR	5 Year EBITDA CAGR
\$19.7bn	82%	60%



We operate across the Globe



We operate in a trillion dollar industry



EML Payments Annual General Meeting 2021



- ## EML Payments Annual General Meeting 2021

▲ 29.8%

▲ 29.8%

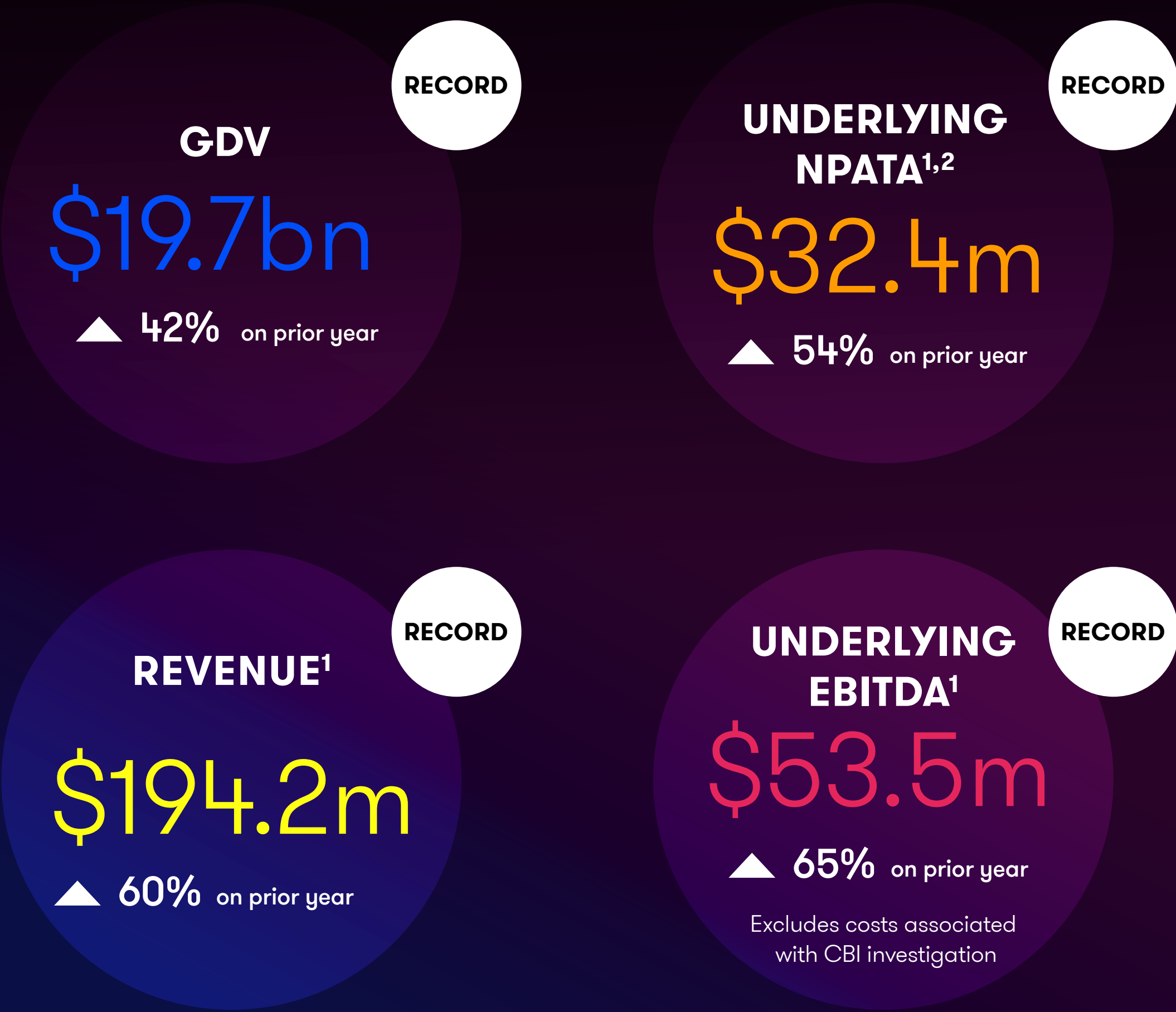
		Forecast growth (CAGR to 24)	Forecast transactions (2024)
	Australia	49%	2.0 B
	Canada	21%	1.4 B
	France	54%	2.0 B
	Germany	43%	2.6 B
	United Kingdom	10%	4.0 B
	United States	42%	4.2 B

Source

PLAID: <https://www.fintechfutures.com/2021/01/plaid-raising-at-15bn-as-employees-pitched-t200-per-share/>
<https://www.mordorintelligence.com/industry-reports/real-time-payments-market>
https://go.aciworldwide.com/rs/030-ROK-804/images/ACI_Prime_Time_for_RealTime_Report.pdf

FY2021 Financial Performance

A record year.



(\$'000s)	FY20 RESTATED	FY21	GROWTH
GDV	13,875,936	19,678,390	42%
TOTAL REVENUE¹	121,630	194,176	60%
Revenue conversion bps	88bps	99bps	13%
GROSS PROFIT	88,746	130,376	47%
GP margin	73%	67%	(6%)
OVERHEAD EXPENDITURE (Incl. R&D tax offset)	(56,210)	(76,850)	37%
Costs in relation to CBI matter provided & incurred	-	(11,351)	(100%)
EBITDA (Incl. R&D tax effect)	32,536	42,175	30%
Add back: Costs in relation to CBI matter provided & incurred	-	11,351	100%
UNDERLYING EBITDA (Incl. R&D tax offset)¹	32,536	53,526	65%
UNDERLYING EBITDA margin	27%	28%	1%
Depreciation & amortisation	(19,119)	(29,836)	56%
Share-based payments	(6,146)	(4,967)	(19%)
Fair value adjustment (AASB3, contingent consideration and financial assets)	(671)	(18,449)	2649%
Other	(14,462)	(12,204)	(16%)
UNDERLYING NET PROFIT / (LOSS) BEFORE TAX	(7,862)	(11,930)	52%
Tax (including Research and Development tax offset)	719	(5,414)	(853%)
UNDERLYING NET PROFIT AFTER TAX	(7,143)	(17,344)	143%
Add back: Acquisition related adjustments	27,480	27,846	1%
Add back: FV on contingent consideration	-	16,211	100%
Add back: Tax expense effect on PFS hedge	-	3,714	100%
Add back: Non cash amortisation of AASB3 fair value uplift to bond investments	671	1,958	192%
UNDERLYING NPATA^{1,2}	21,008	32,385	54%

1 Revenue, EBITDA & NPATA are stated excluding the impacts of AASB3 Business Combinations.

2 NPATA represents the profit generated by the business excluding all acquisition related costs including; amortisation, contingent considerations, share based payments and cash expenses that relate to acquisitions.

3 Within NPATA, share based payment expense is inclusive of a one off \$2.0m share based payment in FY20 to buy back a contractual agreement with a Salary Packaging consultant (announced 22 July 2019).

4 AASB3 Acquisition adjustments include amortisation arising on fair value adjustments to acquired balance sheets, acquisition costs and other costs where directly attributable to acquisitions.

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FY2021 Segment Performance

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General Purpose Reloadable (GPR)

Use cases - Banking as a service, Software as a service, Neo-lending, Multi-currency, Government, Non Governmental Organisations

GDV

Figures specified above are for the twelve months ended 30 June 2021 ('FY21'), presented in Australian Dollars. Unless otherwise stated, the prior comparative period refers to the twelve months ended 30 June 2020 ('FY20').

Q1 FY 2022 Trading Update

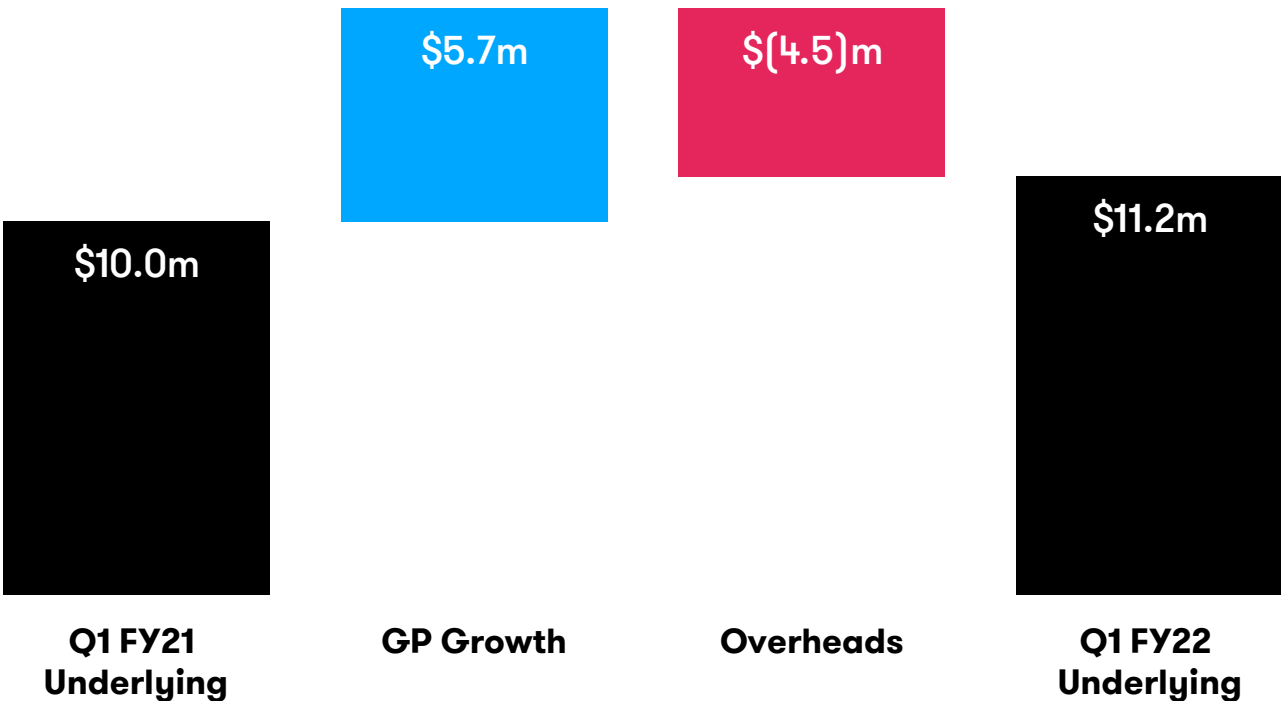
Strong Revenue Growth drives record first quarter

Q1 FY2022 (unaudited)

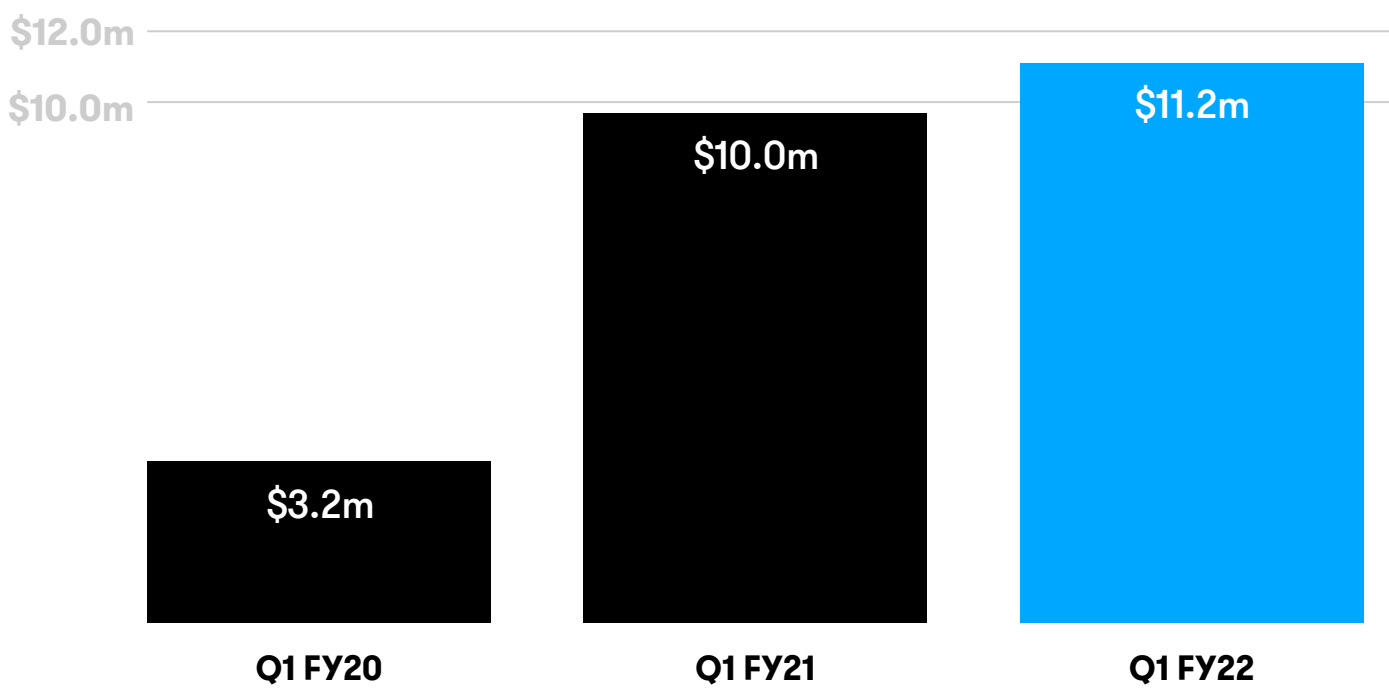
GDV	\$5.5b	↑ 14% on PCP
Revenue Yield	\$52.4m 95bps	↑ 29% on PCP
GP GP%	\$34.4m 65%	↑ 20% on PCP
Overheads	\$23.2m	↑ 24% on PCP
Underlying EBITDA	\$11.2m	↑ 11% on PCP
Underlying NPATA	\$4.6m	↑ 41% on PCP

- Results exclude Sentenial which will be consolidated from 1 October 2021.
- Strong Revenue growth in Q1 of 29% vs PCP driven by GPR and G&I segments despite delayed European programs under our Irish licence.
- Gross profit margins impacted by a \$0.8m expense on negative interest rates (PCP: \$0.3m expense) applied to our Euro denominated liquid stored value float. We expect changes in our treasury investment policy, subject to regulatory approval, to fully offset these costs in H2.
- Overheads tracking above expectations for Q1, up 24% on PCP driven by investment in headcount in Europe, higher insurance costs and increased IT expenditure.
- Underlying EBITDA up 11% to \$11.2m, excludes \$0.9m of one-off overheads connected to the CBI matter expensed in the period.

Underlying EBITDA Q1 FY2022 Bridge



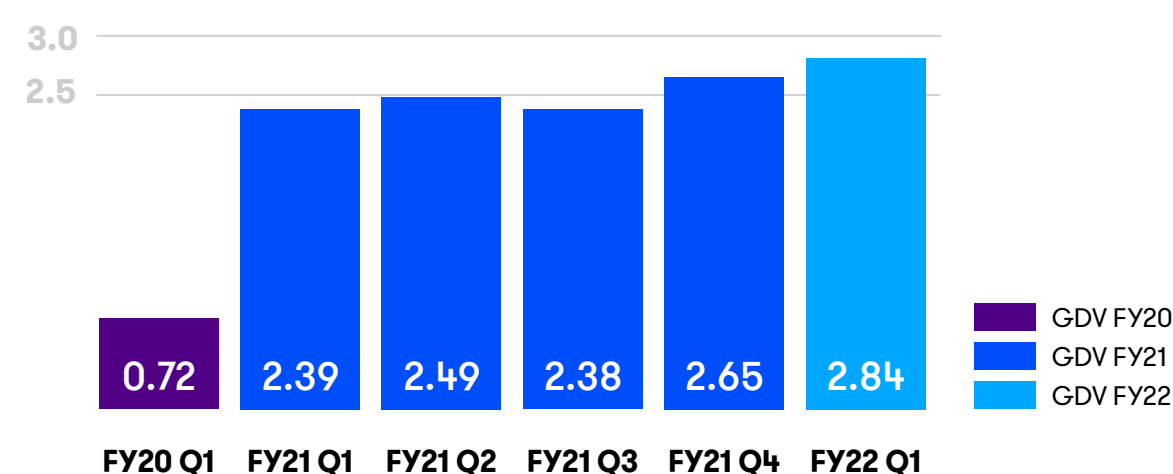
Underlying EBITDA Q1 FY20 - Q1 FY22



EBITDA is equivalent to the net profit/(loss) for the period including R&D tax offset and excluding share based payments, depreciation and amortisation expense, acquisition expenses and non-cash unrealised foreign exchange included within the Statement of Profit or Loss and Other Comprehensive Income.

Q1 FY 2022 Trading Update

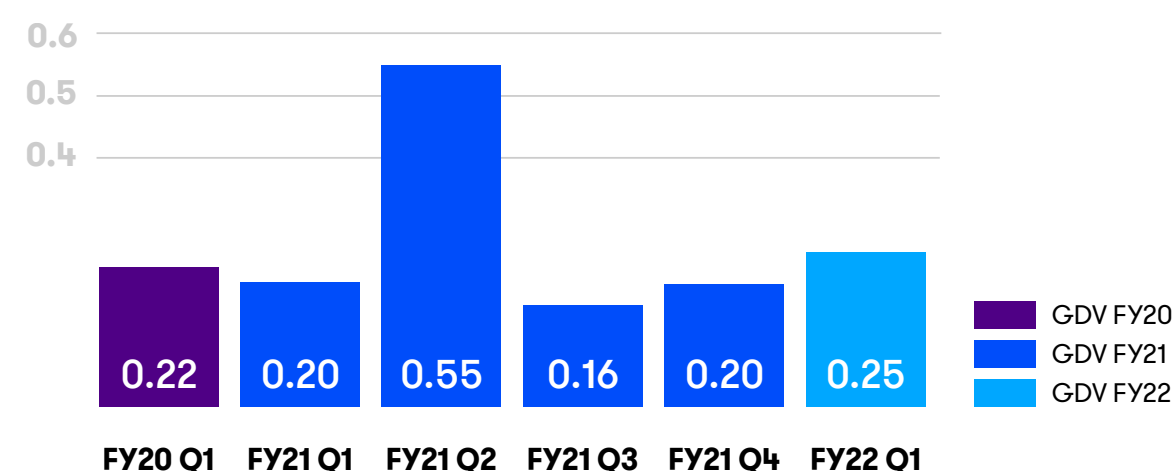
General Purpose Reloadable (GPR)



GPR volumes continued to grow over the first quarter across Government and BaaS

- GDV grew 19% on PCP and 7% on Q4FY21 with volume growth from all regions.
- Revenue yield improved to 128bps from 110bps in the PCP with a number of large card orders, including for the Northern Ireland stimulus program. We expect this to fall back to historical rates of c. 110bps through the year.
- Payroll programs in AU grew strongly over PCP with number of accounts up 38%.
- GP margins of 58% in Q1 were down 1% on PCP driven by a stronger contribution from NA & AU offsetting delayed setup fees in EU and low margin card sales.
- Gaming volumes continued to grow strongly worldwide.
- Northern Ireland Stimulus package went live in October.

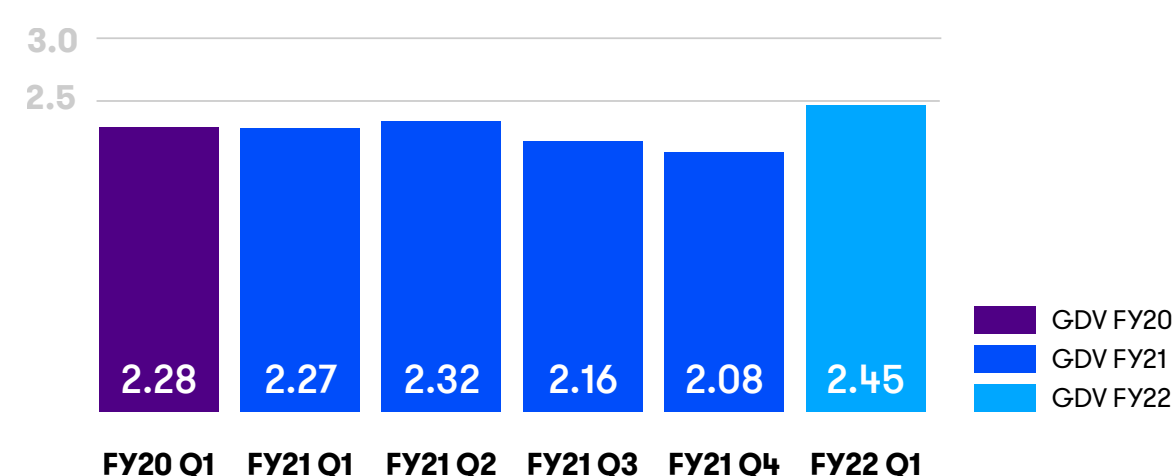
Gift & Incentive (G&I)



Gift & Incentive volumes exceeding pre-COVID levels as restrictions continue to lift

- GDV 24% higher than PCP and 27% higher on Q4FY21.
- GDV 11% higher than corresponding pre-Covid period (Q1 FY20).
- Yields lower at 526bps due to impact of reduced COVID breakage and mix shift to incentive programs.
- Although we have seen improved trading conditions in Canada, Austria and Poland, volumes in key markets (US, UK, Germany) remain behind pre-Covid levels. Segment growth has been driven by growth in incentive programs.
- Trading in Q2 drives annual segment performance with pre-Covid seasonal volumes typically around \$400m GDV - \$24m Revenue - \$19m GP.

Digital Payments (previously VANS)



Continuing growth in Digital Payment volumes

- GDV improved primarily in North America as higher volumes from Zellis more than offset lower volumes from Billgo as they continue to move processing in-house.
- GDV up 8% on PCP.
- Yield in line at 10bps for Q1 and will move down to c. 2bps as we consolidate the Sentenial SAAS direct debit volumes.
- Sentenial volumes to be consolidated from 1 October 2021 following completion of the acquisition.

FY2022 - Updated Financial Guidance

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Gross Debit Volume

\$81bn – \$88bn (prev. \$93bn - \$100bn)

(FY21: \$19.7b)

Prepaid

\$22bn - \$24bn

Sentenial

\$59bn - \$64bn

Revenue

\$230m – \$250m (prev. \$220m - \$255m)

(FY21: \$194.2m)

Prepaid

\$220m - \$240m

Sentenial

\$8m - \$12m

Gross Profit Margin

~69% (No Change)

(FY21: 67%)

Overheads

\$103m – \$112m (prev. \$97m - \$106m)

Prepaid

\$91m - \$98m

Sentenial

\$10m - \$14m

Underlying EBITDA^{1,2}

\$58m – \$65m (No Change)

(FY21: \$53.5m)

Prepaid

\$58m - \$65m

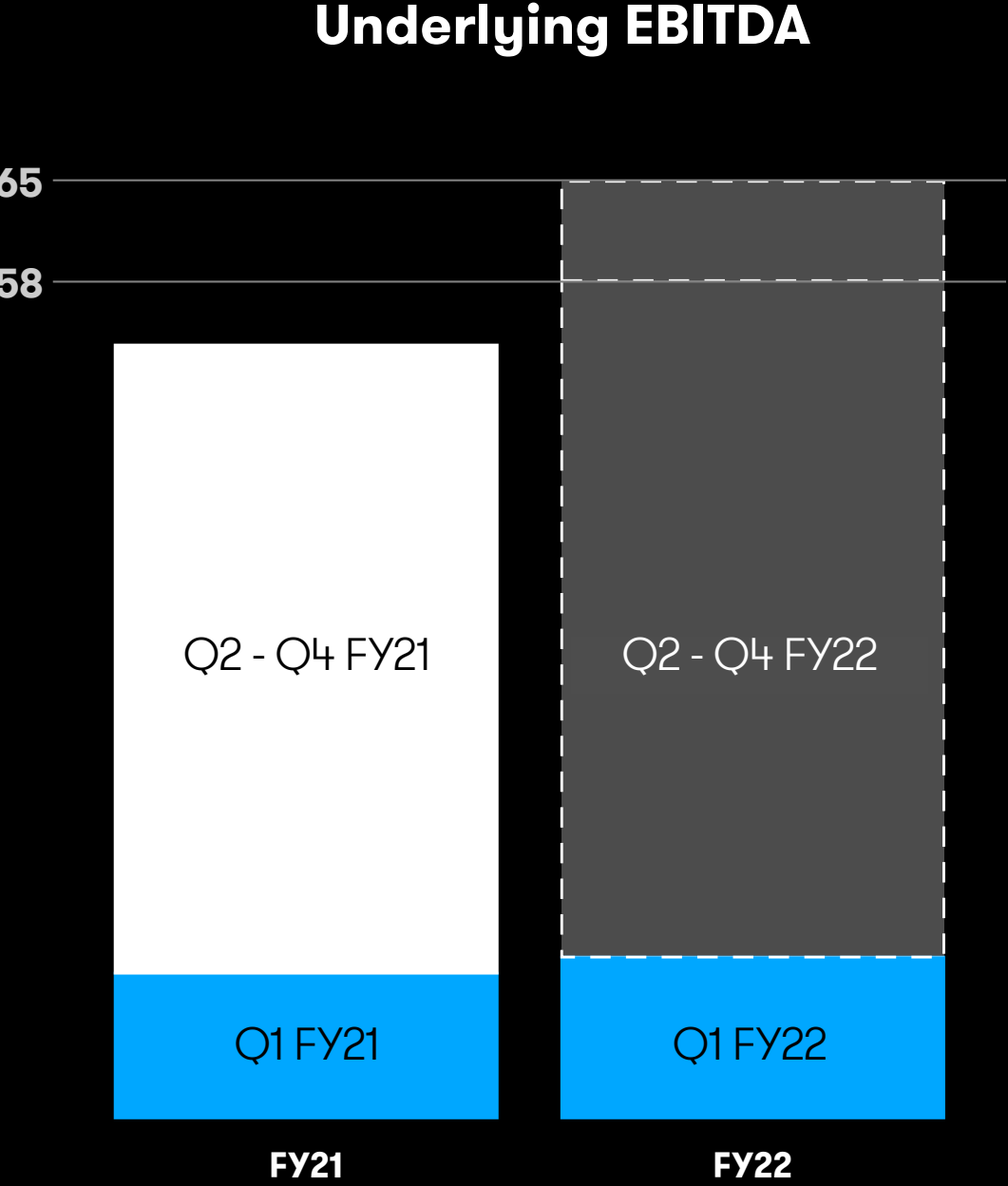
Sentenial

\$0m - (\$3m)

Underlying NPATA²

\$27m – \$34m (No Change)

(FY21: \$32.4m)



1 Underlying EBITDA is equivalent to the net profit/(loss) for the period including R&D tax offset and excluding share based payments, depreciation and amortisation expense, acquisition expenses, non-cash unrealised foreign exchange and any costs related to the CBI matter which are included within the Statement of Profit or Loss and Other Comprehensive Income.

2 Underlying NPATA represents the profit generated by the business excluding all acquisition related costs including; amortisation, contingent considerations, share based payments, cash expenses that relate to acquisitions and any costs related to the CBI matter.

FY2022 - Financial Guidance

Assumptions:

01

In Q1, GDV in the G&I segment grew 24% on PCP and 21% on Q4FY21, driven by growth in incentive programs. We continue to assume that G&I GDV will improve as malls reopen and economies rebound from COVID-19.

02

Historically, pre-Covid seasonal incremental volumes in the malls contributed c. \$400m GDV, \$24m of revenue and \$19m of GP. Some markets may face restrictions driving regional variances in the mall vertical. GDV in key G&I markets of UK, Germany and US have not rebounded as quickly as expected in Q1.

03

Prepaid Q1 GDV of \$5.5bn is tracking towards the lower end of prior guidance due to slower growth in Digital Payment programs, so we have revised Prepaid GDV estimates to \$22-\$24 bn.

04

We have seen strong volumes in global GPR programs and a better program mix improving revenue yields. Group Revenue in Q1 of \$52.4m tracking to higher end of guidance range including seasonal volumes and H2 growth, so we have tightened Group revenue estimates to \$230m - \$250m.

05

FX rates (GBP & USD) have been net positive through to 31 October and we assume October fx rates do not materially change through to 30 June 2022.

06

Central Bank interest rates are expected to remain stable through FY22. Subject to regulatory approval, more active treasury management on the Euro float and improved yields is expected to largely offset negative interest rates in H2 (Q1: \$0.8m expense).

07

We are investigating opportunities to reduce dormant state balances including through reactivation programs to drive interchange revenue or dormancy fees is expected to occur in H2.

08

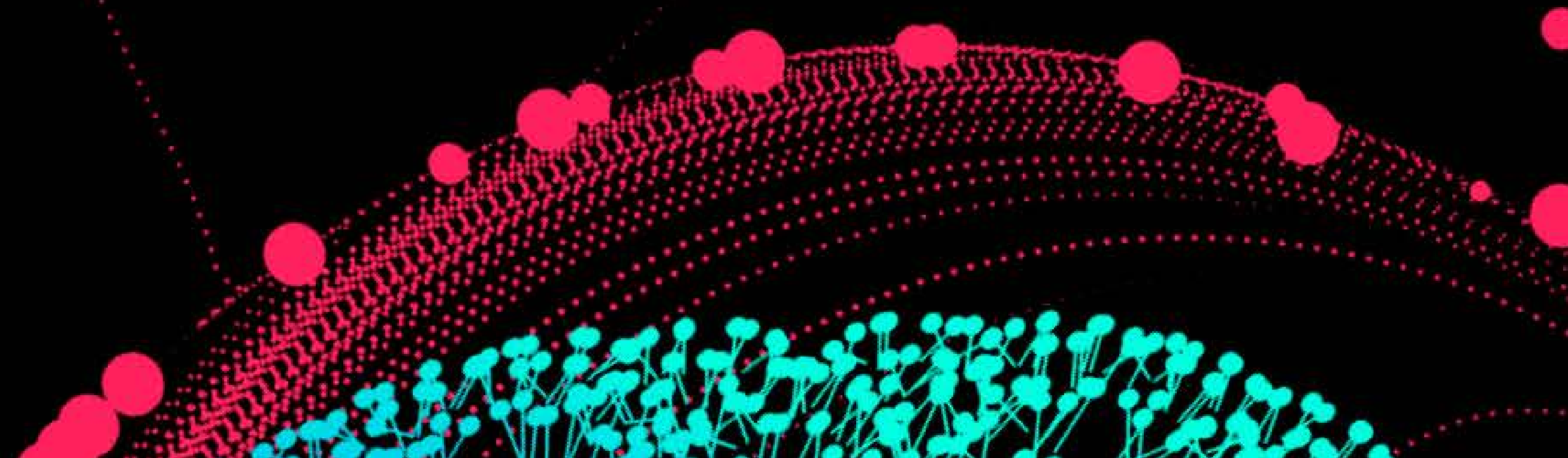
We expected increased overheads, however we are seeing a faster increase driven by new roles in Europe to address CBI matters, higher insurance costs and higher internal and external audit fees. We have increased our overhead guidance to \$103m - \$112m.

09

Provisions booked for remediation and any potential enforcement action of the CBI matter are sufficient to cover actual costs incurred.

Regulatory Update

- On 30 September 2021 we acquired Sentenial Limited having received regulatory approval in the United Kingdom and France to do so. The acquisition of Sentenial will expand our capabilities into open banking and Account-to-Account payments and continue to position us as one of the largest Fintech enablers in digital payments, processing in excess of A\$80 billion per annum. The acquisition of Sentenial is strategically important and is a core part of Project Accelerator, our 3-year strategy designed to offer customers a feature rich, fully embedded payment solution via a simple, single touchpoint.
- The Central Bank of Ireland deems all e-money institutions to be high risk, and they require firms in such sectors to have very strong AML/CTF frameworks in place to mitigate that inherent risk consistent with their expectations. The Boards of PCSIL (our Irish regulated entity) and EML have endorsed a Remediation Plan that has been in progress for some months. We have designed the Remediation Plan such that, once fully implemented, it will see PCSIL meet or exceed the CBI's expectations. We report updates to the Central Bank of Ireland monthly and have provided three updates to date, with the fourth due at the end of November. 45% of Level 1 tasks were completed as at the end of October.
- We have engaged resources, both internal and external, to ensure that we meet the completion date of the end of Q3FY22. We expect the business in Europe will emerge stronger and more robust once it completes implementation of the Remediation Plan, and will be allowed to grow the business within the new risk and controls frameworks being established.
- We have made significant improvements to our transaction monitoring capabilities, with over 180 unique rule sets now employed. In the first 3 weeks of October 2021 PCSIL processed 8.16 million transactions and declined 1.17 million transactions that did not comply within these rules sets. From a fraud monitoring perspective our non-recovered fraud losses in PCSIL, post-acquisition in April 2020, are de minimus.
- EML operates in highly regulated markets in Australia, New Zealand, the United Kingdom, Europe and North America. Our business is subject to regular audits in the normal course of business and we welcome the opportunity to further strengthen our processes to ensure that we meet the highest standards of risk and regulatory compliance. We have approached our Remediation Plan in this light and there are no other regulatory matters of concern that have been raised to our attention by other regulators in other markets in which we operate, allowing us to continue to successfully execute on our growth strategy in those markets.



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Business Development Update.

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Open banking will fundamentally change the way we move money over the next decade

The EML Nuapay product suite couples open banking data enrichment with instant account payment capability to create a modern friction-free digital user experience.

EML.
NUAPAY



Open Banking Encompasses Two Core Capabilities

**Send & Receive
Real-Time Payments**



Payment Initiation Service Provider (PISP)

Authorised to initiate payments into or out of a user's account to create a faster, safer and cardless way move money

**Send & Receive
Real-Time Data**



Account Information Service Provider (AISP)

Authorised to retrieve account data from financial institutions to help increase competition & innovation in pursuit of better CX

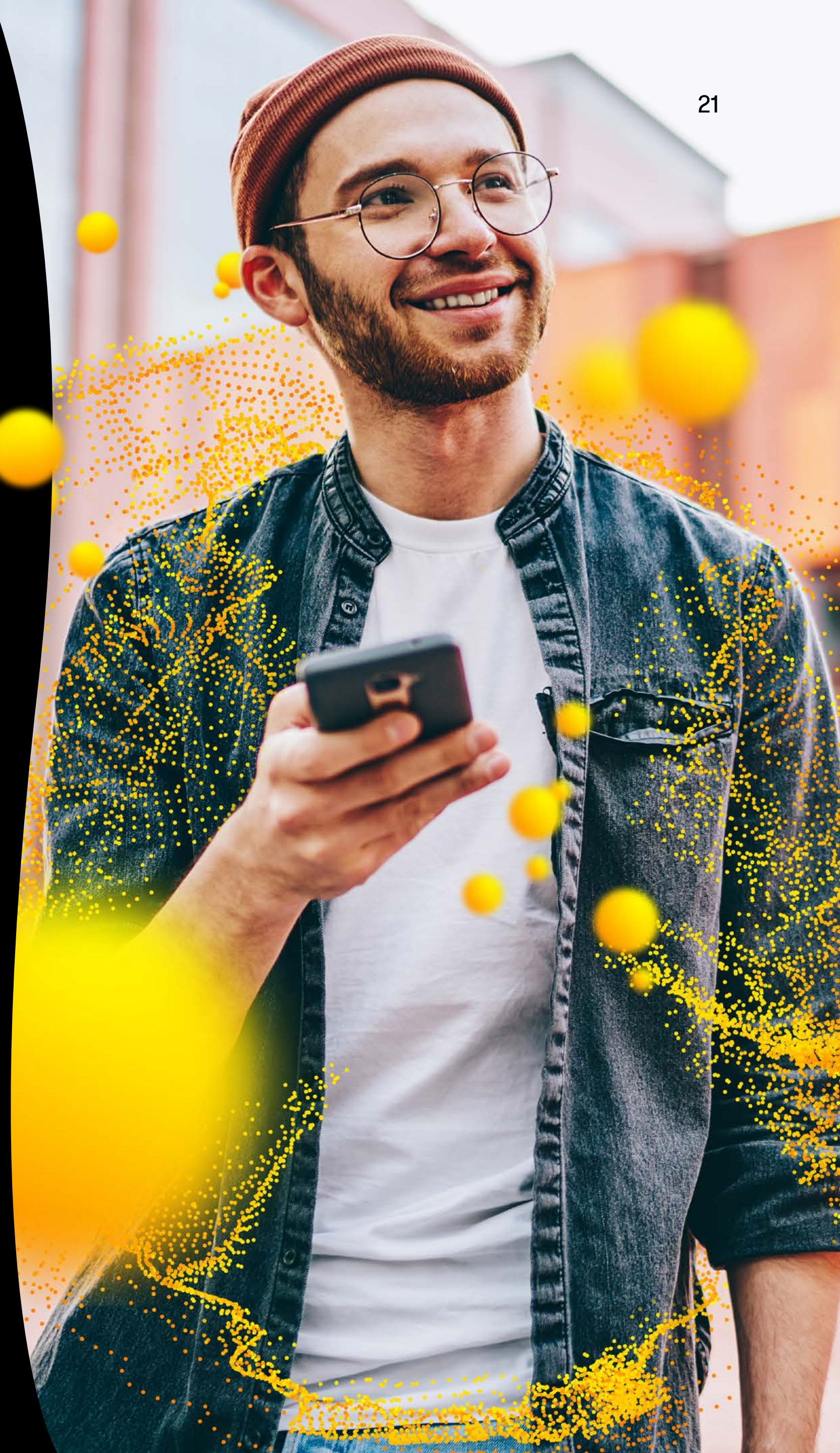


Consumer Benefits

- Removes friction in check out experience
- Safer way to pay – no sharing of sensitive info
- Consumer has more control
- More personalised offers
- Consumers own their data

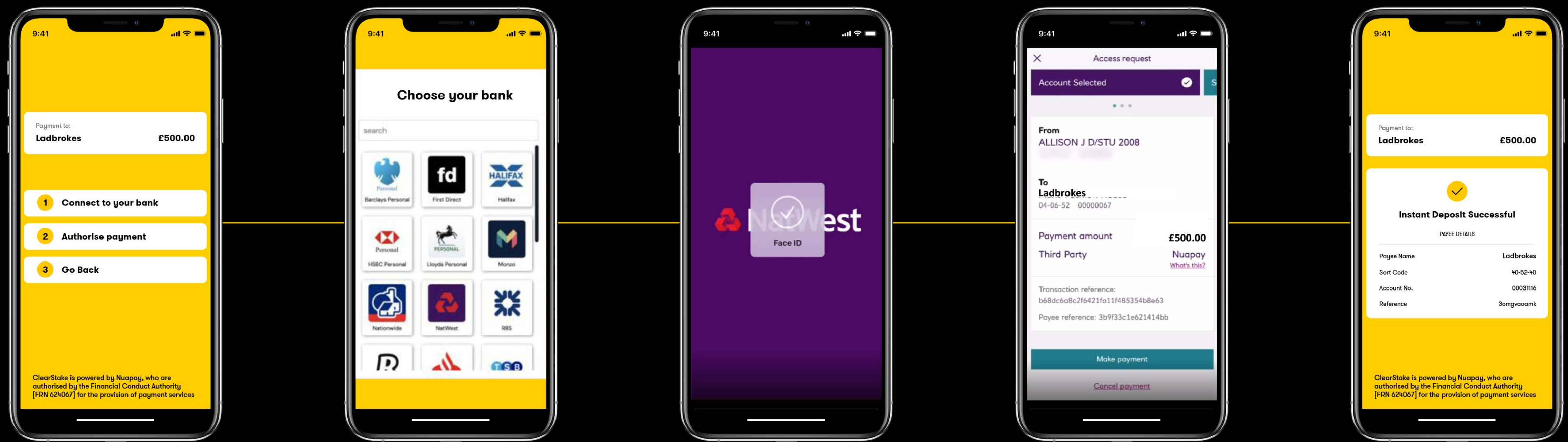
Business Benefits

- Significant operational cost savings
- Fraud prevention
- Better data on customer
- Instant access to funds
- Automation of back office processes



A Simple Use Case – Money in Under 30 Seconds with no Form Filling Required

This experience surpasses existing payments which can take up to 2-3 minutes to complete and sometimes 3-5 business days to clear funds, with onerous manual reconciliation processes.



Choose to pay with open banking

Customer selects their bank

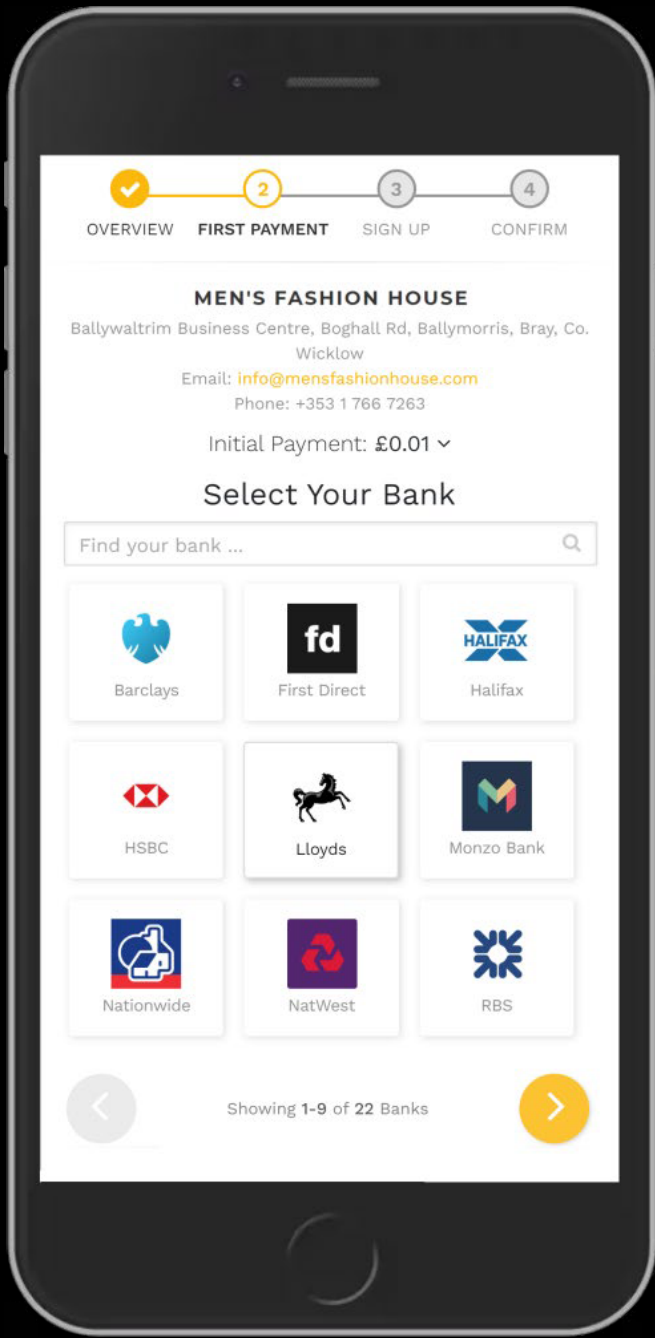
Biometric secure log in to bank

All details pre-filled: one click confirmation

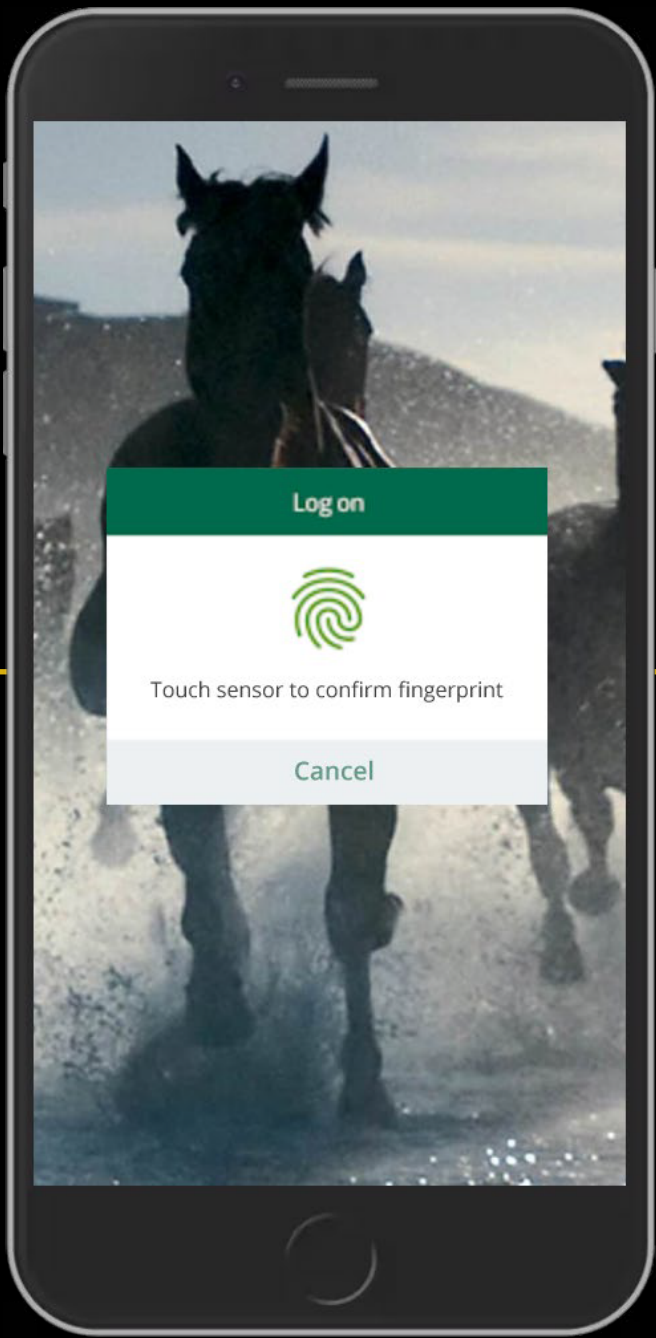
Done

Market Leading Recurring Payment Solution – Fast & Frictionless

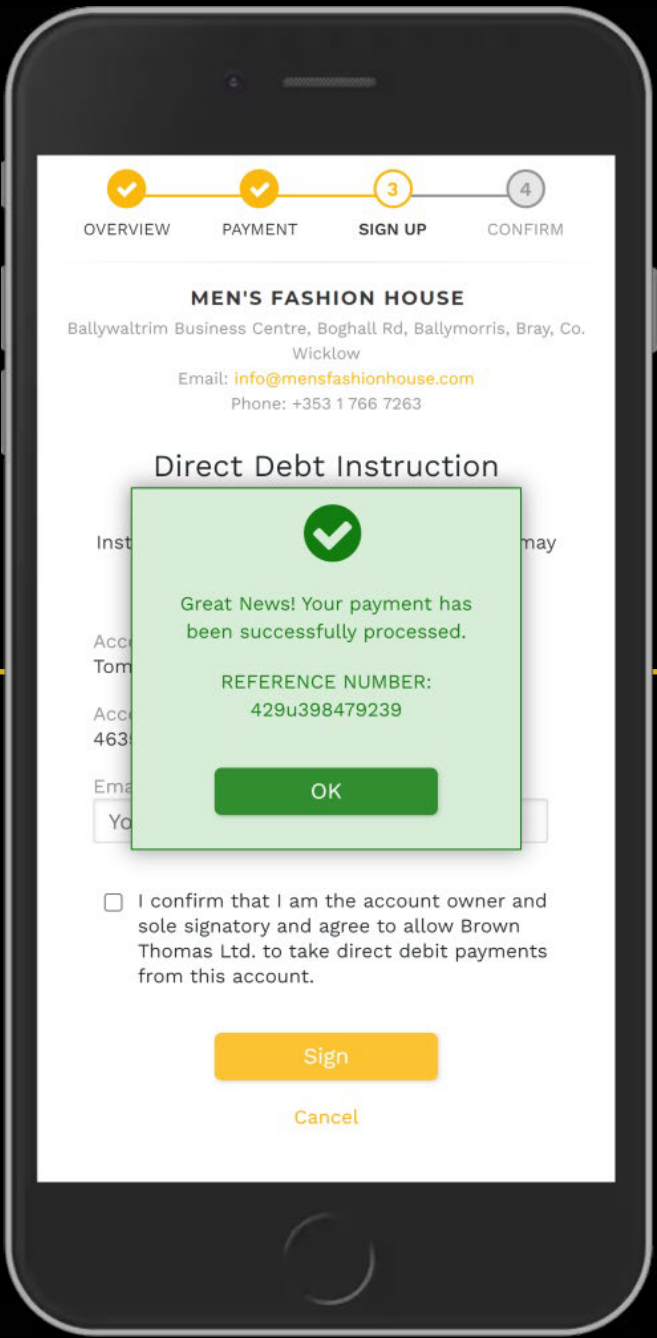
Direct debit can be set up using open banking in just a few clicks – eliminates data errors, fraud risk, manual reconciliation and poor end user experience of existing direct debit solutions.



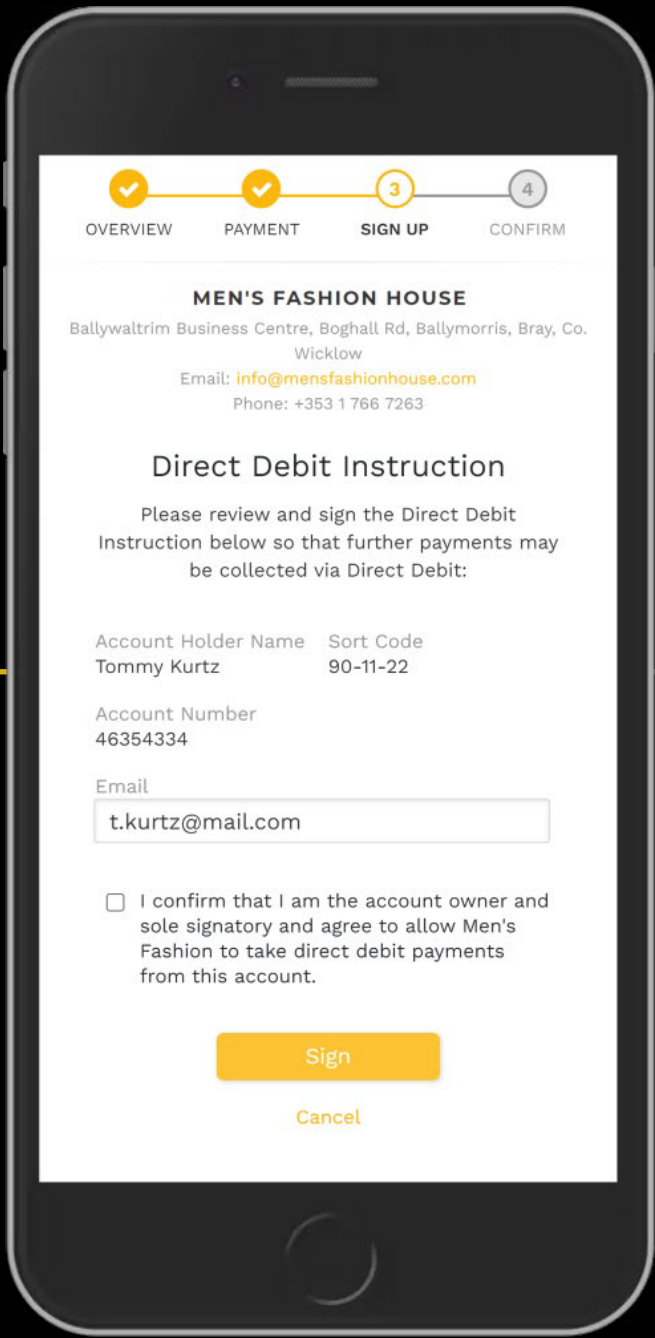
Customer selects their bank



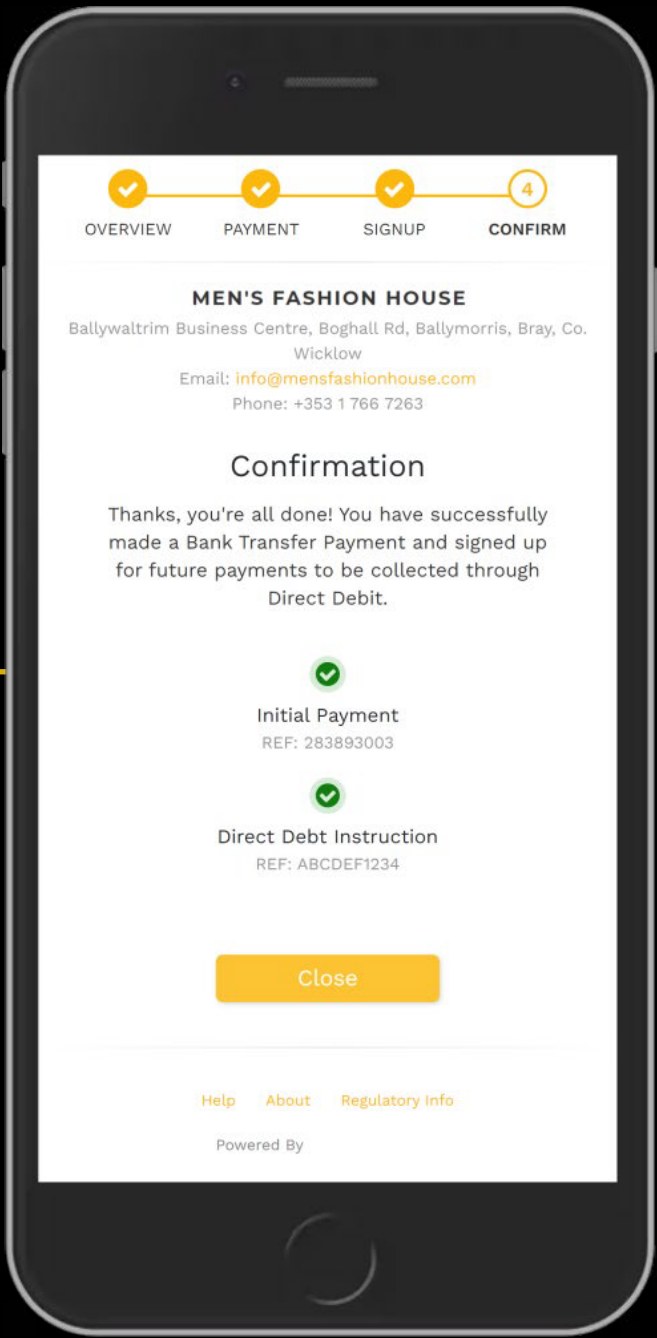
Biometric secure login to bank



First payment made via open banking in real-time



Direct Debit for remaining instalments pre-filled



All done

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OneBanks, evolving the retail experience for banks across Europe



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Cocoon, using open banking to create a smarter credit experience

C O C O O N

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Unlocking growth through smart instalments

Cocoon powers growth for our merchant partners through smart instalment payments, built on Open Banking technology.

Request demo

C O C O O N

Merchant performance dashboard

89%

App Completion Rate

84%

Acceptance Rate

6.4%

Cost

Filters

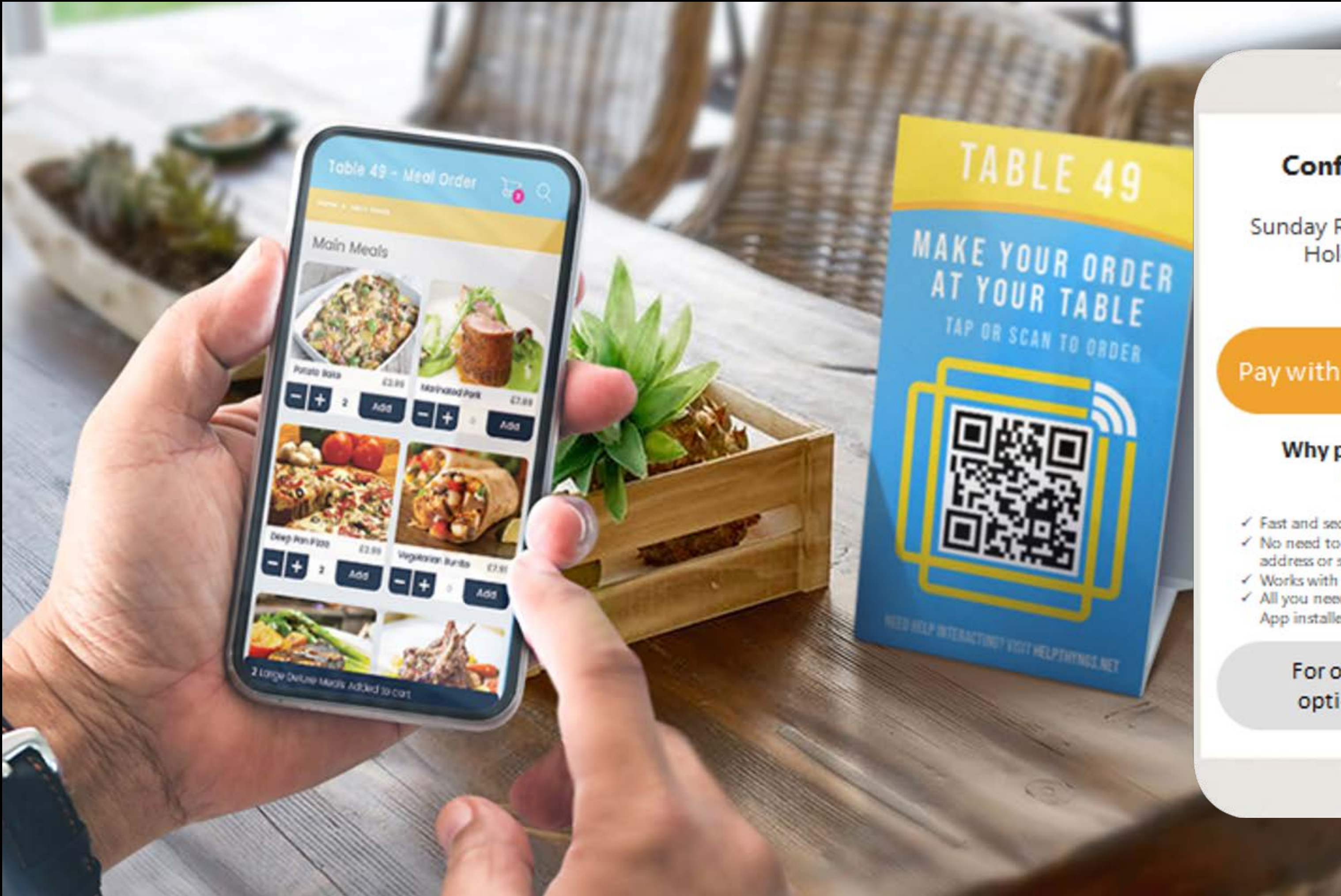
Date

User

Deposit %

Total Plan Value & Costs

Pay@table providers aiming to facilitate fast and simple mobile payments for today's generation



Confirm Order

Sunday Roast at Toad in Hole, Guilford
£42.95

Pay with Mobile Banking

Why pay with Mobile Banking?

- ✓ Fast and secure way to pay on mobile
- ✓ No need to enter any card data or share address or security details
- ✓ Works with all major UK bank accounts
- ✓ All you need is your mobile banking App installed on your phone

For other payment options click here

POPULAR BANKS

- Barclays
- HSBC
- Lloyds
- Nationwide
- NatWest
- RBS
- Santander

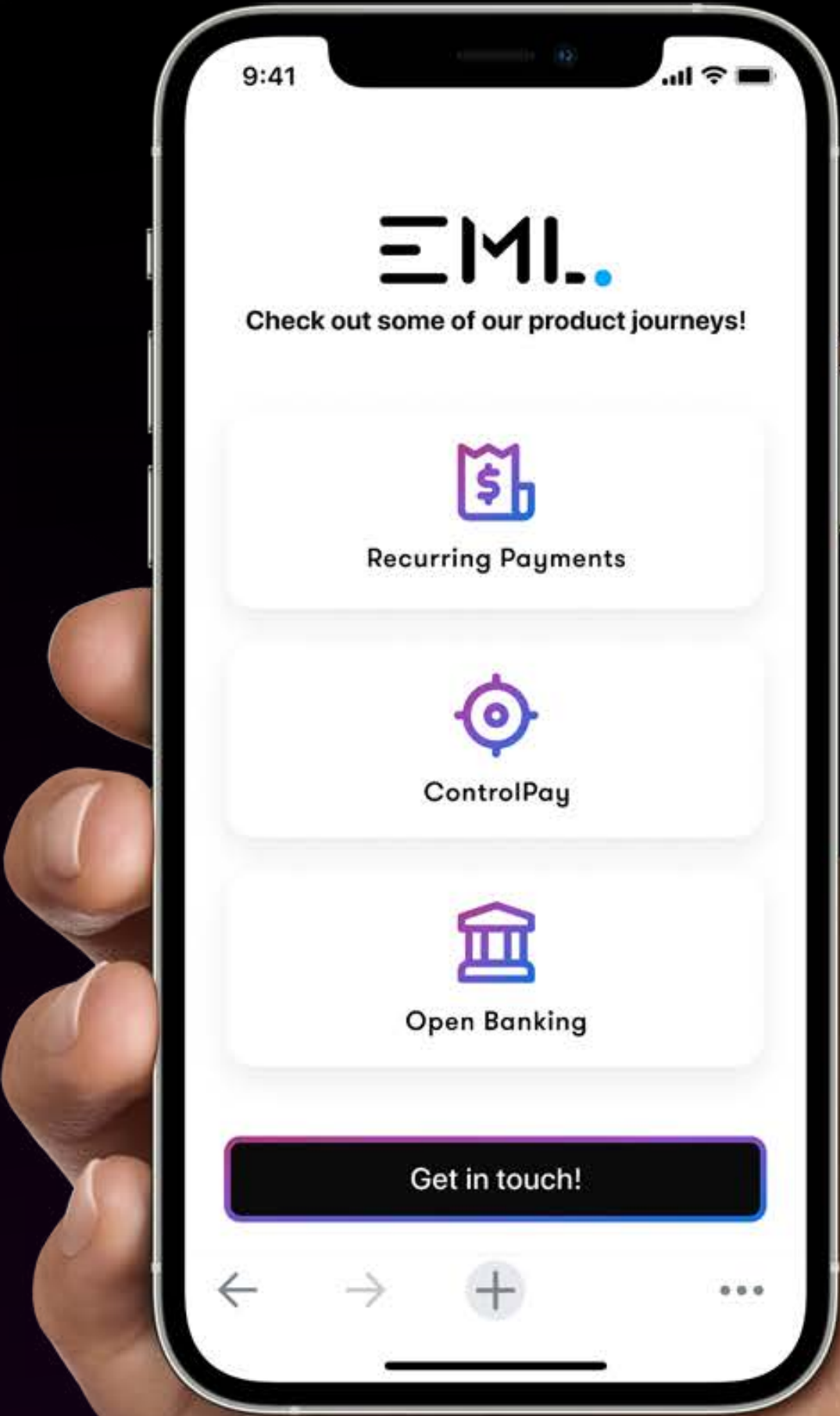
MORE BANKS

- Dansky Bank
- Monzo
- TSB
- Revolut
- First Direct
- Ulster Bank

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Scan for Product Demos!

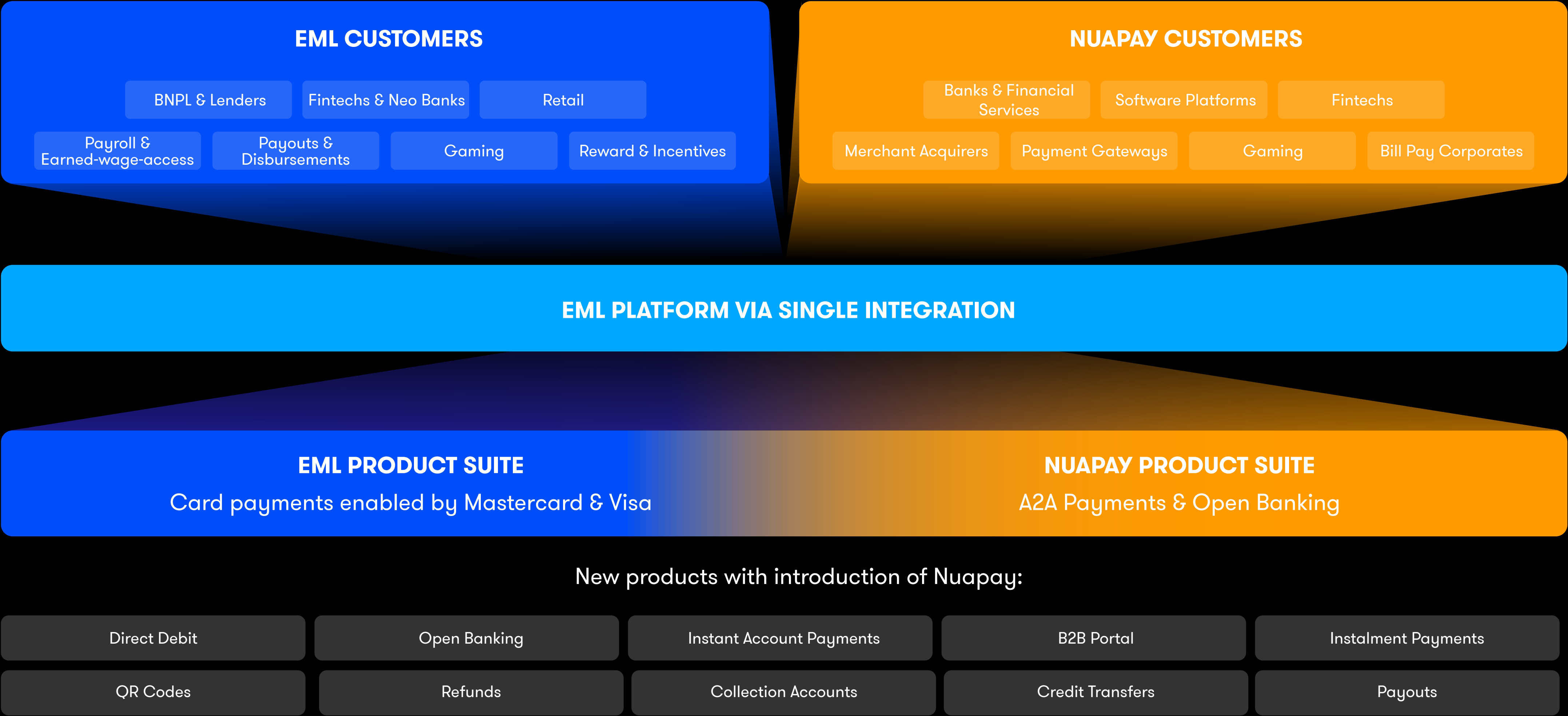


Open Banking & ControlPay

Watch Demo Video Here

Video source: <https://vimeo.com/646223284/6ad0dce3c9>

Combining Nuapay Technology, We Can Offer Customers Even More Choices When it Comes to Payment Solutions



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Other Group websites ▼

Branches

SOS Urgent assistance

 Help

Welcome ▼

B Sabadell

Personal

Business

Private Banking

Company Access

User

ID

Password

☐ Remember user

Enter

❓ Having problems entering?

 This web is in **secure environment**

[Become a customer](#)

31

31 Make an appointment

i If you want to change or cancel an appointment, call us on 963 085 000

Save time for your company

Easily perform your main operations
in the app and the web.

More information here

Easily, quickly and conveniently

**That's how you manage
your company online.**

[More information](#)

Highlighted:

Improve your competitive advantages

Discover the key ratios for your business through sectorial financial self-diagnosis and receive personalised financial guidance.

Export to Grow

Over 98% of purchasing power lies beyond our borders. With Export to Grow we'll help you with the internationalisation of your company.

Brexit

Flexi Schools



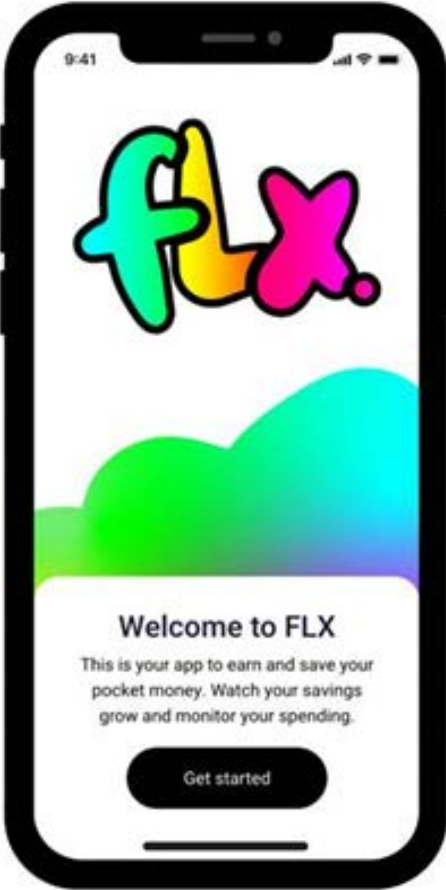
Flexischools Help

A prepaid Mastercard[®] and Savings App for Kids!

Support your child's growing independence and financial responsibility at the same time as providing peace of mind.



Flexischools Help



Sign-up your child for a FLX account and Mastercard

Support your child's growing independence and financial education at the same time as providing peace of mind.

Convenience
Transfer funds to your child's FLX Account straight from your Flexischools Parent Wallet – anywhere/anytime.

Visibility
Help your child to make responsible spending decisions with a complete view of the FLX transaction history through your Flexischools App.

Control
Support your child's growing independence by providing freedom within boundaries (including no cash out).

Get started

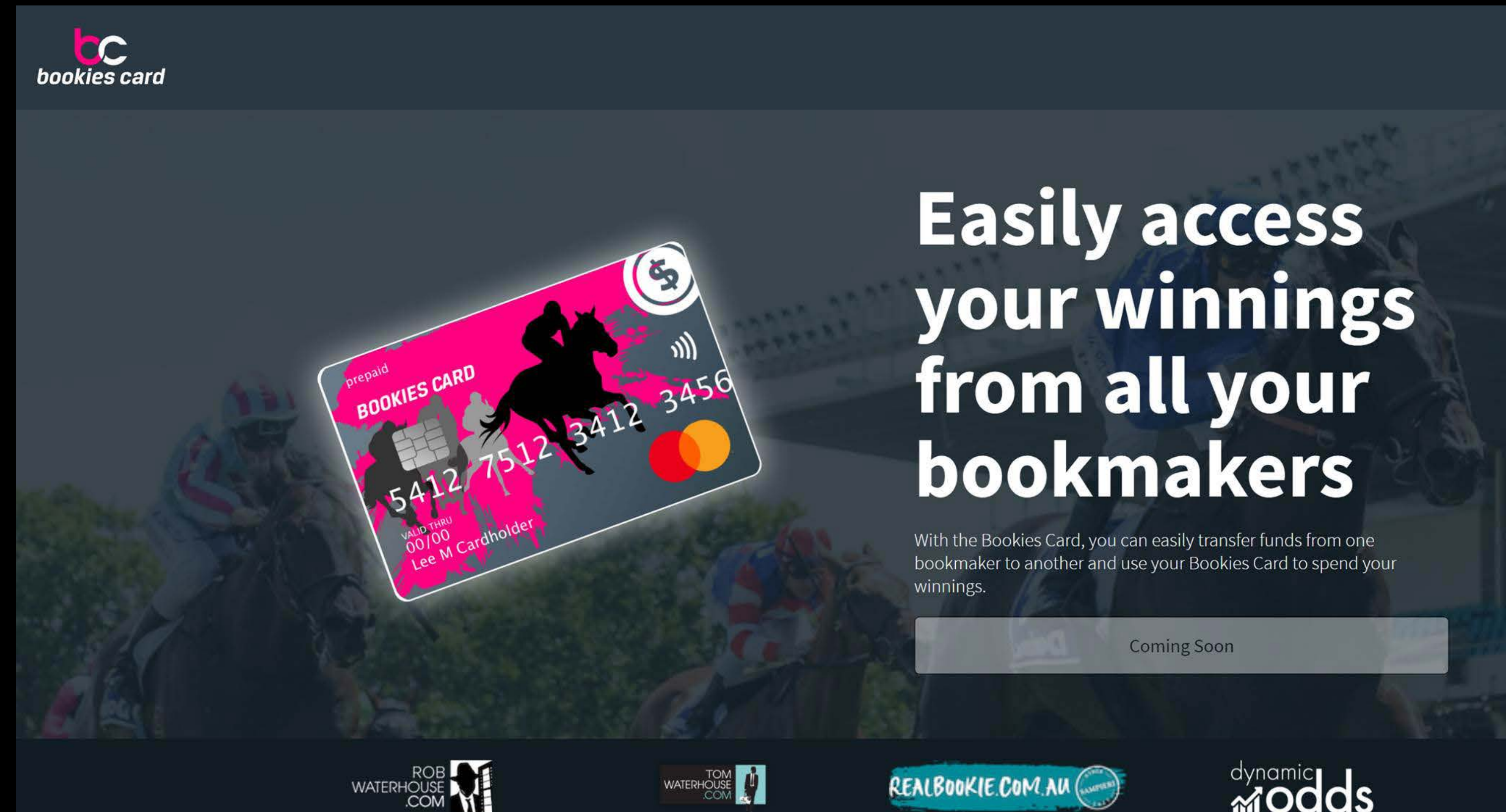
Get FLX now

An online ordering, payments and communications platform for parents, schools and suppliers.

Children are offered a plastic card which is pays enabled (for those with a mobile phone) and able to spend in accordance with their parents' wishes

Betmakers

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The advertisement features a dark background with a faint image of a horse race. In the top left corner is the 'bookies card' logo. The central focus is a tilted image of a 'BOOKIES CARD' which is a prepaid Mastercard. The card is pink and black, showing a horse and jockey silhouette, a chip, and the number '5412 7512 3412 3456'. Below the card, the text 'Easily access your winnings from all your bookmakers' is written in large white font. Underneath this, a smaller line of text explains the card's function. At the bottom of the main text area is a grey button labeled 'Coming Soon'. The footer contains logos for 'ROB WATERHOUSE.COM', 'TOM WATERHOUSE.COM', 'REALBOOKIE.COM.AU', and 'dynamic odds'.

bookies card

prepaid
BOOKIES CARD
5412 7512 3412 3456
VALID THRU 00/00
Lee M Cardholder

Easily access your winnings from all your bookmakers

With the Bookies Card, you can easily transfer funds from one bookmaker to another and use your Bookies Card to spend your winnings.

Coming Soon

ROB WATERHOUSE.COM
TOM WATERHOUSE.COM
REALBOOKIE.COM.AU
dynamic odds

The Bookies Card is a prepaid reloadable Mastercard that allows cardholders to transfer money between their bookmaker accounts via the www.bookiescard.com website and withdraw funds by using the card at any ATM.

Everyday purchases can be made at any outlet on online store accepting Mastercard by using stored money on BetMakers' Bookies Card.

HYDROGEN

Hydrogen Partnership

EML's finlab partner Hydrogen went live this year in USA. Hydrogen Platform is a feature rich platform allowing small businesses to gain access to easy & embeddable financial & payment solutions including EML white label prepaid cards.



Seamless Launch

EML's newest "white-labeled" product offers enhanced customer engagement and satisfaction via a fully branded single portal experience.



AptPay - smartSEND

AptPay enables the instant disbursement of funds through its prepaid physical, virtual or digital card product. AptPay has partnered with NRT Technology to enable casinos and online gaming sites to instantly disburse winnings into a prepaid card or mobile wallet for guests and players. The service, called smartSEND, will be available to all land-based and online casinos in North America.

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Thank you

EM.

Money in Motion

