



Money in Motion

+61 (07) 3557 1100

Level 12  
333 Ann Street  
Brisbane QLD 4000

**EML Payments Limited**  
ACN 104 757 904

**29 August 2023**

---

**ASX Market Announcements**  
20 Bridge Street  
SYDNEY NSW 2000

---

## INVESTOR PRESENTATION

**EML Payments Limited (ASX: EML)** is pleased to provide investors with the following presentation ahead of its Annual Results and Investor briefing for the full year ended 30 June 2023.

As previously announced to the market, the investor briefing will take place on Tuesday 29 August 2023 at 10:00am AEST, via webcast.

Those interested in listening to the briefing can do so via the live webcast event using the link below:

<https://webcast.openbriefing.com/eml-fyr-2023/>

### About EML Payments

EML Payments is a global payments company that operates in Australia, the UK, Europe, and the US. Our customers are diverse and include major banks in Europe, government, retail brands and financial services companies. For more information: [EMLPayments.com](https://EMLPayments.com)

This announcement has been authorised for release by the Board of Directors.

### For further information, please contact:

#### Investor enquiries

**M** +61 455 470 055  
**E** [investorrelations@emlpayments.com](mailto:investorrelations@emlpayments.com)

#### Media enquiries

Lauren Thompson  
**M** +61 438 954 729  
Celia Moore  
**M** +61 432 344 069

# FY23 Financial Results.

29 August 2023

The EML logo is a black circle containing the letters 'EML' in white. The 'E' is composed of three horizontal bars, and the 'L' has a small blue dot at its bottom right corner. The background of the slide is a complex network of colorful dots and lines in shades of orange, yellow, green, pink, red, purple, and blue, radiating from the center.

EML.

# Contents.

Kevin Murphy.

Interim Group CEO

Jonathan Gatt.

Interim Group CFO

- 01 FY23 Highlights and Business Overview
- 02 Strategic Review and Operational Priorities
- 03 Financial Performance
- 04 FY24 Focus
- 05 Q&A

#### Important Notice

This investor presentation has been prepared by EML Payments Limited ABN 93 104 757 904 (EML) and is general background information about EML's activities current as at the date of this presentation.

This information is given in summary form and does not purport to be complete. Information in this presentation 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.

This presentation 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, contingent liabilities and risk management practices. Readers are cautioned not to place undue reliance on any forward looking statements. Unless otherwise specified all information is for the year ended 30 June 2023 ('FY23'), and is presented in Australian Dollars. Unless otherwise stated, the prior comparative period refers to the year ended 30 June 2022 ('FY22').

#### Disclaimer

The information contained in this update is provided for general information purposes and is a summary only. The content of the update is provided as at 29 August 2023. Given the uncertain, unpredictable and volatile nature of business and economic conditions across the world and the significant influence of some third parties (such as regulators) on the business, reliance should not be placed on the content of this presentation or opinions contained in it. Further, subject to any legal obligation to do so, EML does not have any obligation to correct or update the content of this presentation. The update 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 update 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 this update. 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

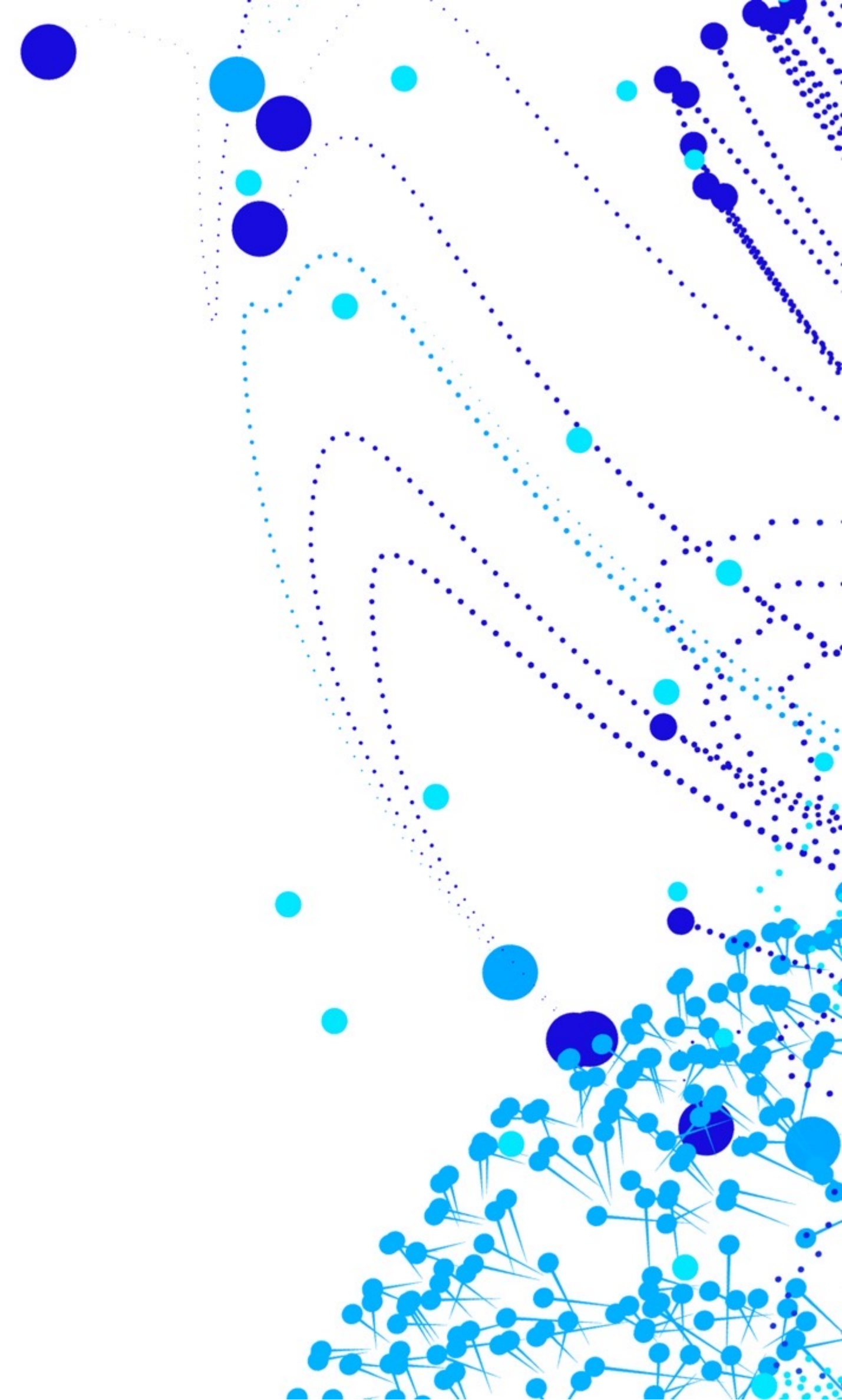
EML Payments is a global payments company that operates in Australia, United Kingdom, Europe, and North America. Our customers are diverse and include major banks in Europe, government, retail brands and financial services companies. For more information: [www.emlpayments.com](http://www.emlpayments.com)

This ASX announcement has been authorised for release by the Board of Directors.

EMI.

– 01

# FY23 Highlights and Business Overview.



# Strong Core Business Attributes.



## MARKET

**Large and growing total addressable market**  
Rationalising competition due to tightened capital markets  
and increased regulatory oversight globally

## CUSTOMER

**1,800+ clients across 32 markets**  
Diversified and long-term client base  
Well positioned in several verticals including government,  
corporate, retail and employee benefits



LEADERS IN  
PAYMENT  
SOLUTIONS

## FINANCIAL

**Strong margins and profitability**  
Track record of organic growth  
Diverse revenues across customer lifecycle (Establishment fees,  
account management, transaction based, breakage, float interest)

## PEOPLE

**Renewed Board and management team**  
Focused on execution, financial discipline and a return  
to sustainable growth

**Underpinned by profitable Australian and global Gifting businesses**

# FY23 Headlines.



01 Challenged acquisitions, disappointing performance, ineffective leadership change in July 2022 and a long-range strategy coupled with a complex organisational restructure created a need for change. A new Chair, Board and Interim CEO joined in H2 FY23.

02 The long-range strategy announced at the November 2022 AGM was set aside by the renewed Board in favour of dealing with the challenges of today, retaining leadership close to our customers and remediating operational challenges weighing on the business.

03 Whilst we have much work to do we see encouraging early progress with material costs savings identified of \$10m for FY24 and further opportunities to improve operating margin from FY25 and beyond.

04 Our senior leadership team is being rebuilt at speed and will be complete in H1 FY24.

05 EML's future shape will be further articulated at the November 2023 AGM together with the provision of FY24 guidance (if not sooner).

06 Despite the challenges of the year, EML's diversified revenue streams, the quality of our underlying assets, coupled with the hard work and resilience of our team has delivered a FY23 financial result ahead of guidance.

# Outperformed Guidance .

Returning to historical track record of meeting or beating earnings guidance

FY23 GUIDANCE

FY23 ACTUALS



REVENUE

**\$235 - \$245m**

**\$254.2m**

▲ up 4% on \$245m



UNDERLYING EBITDA<sup>1</sup>

**\$26 - \$34m**

**\$37.1m**

▲ up 9% on \$34m



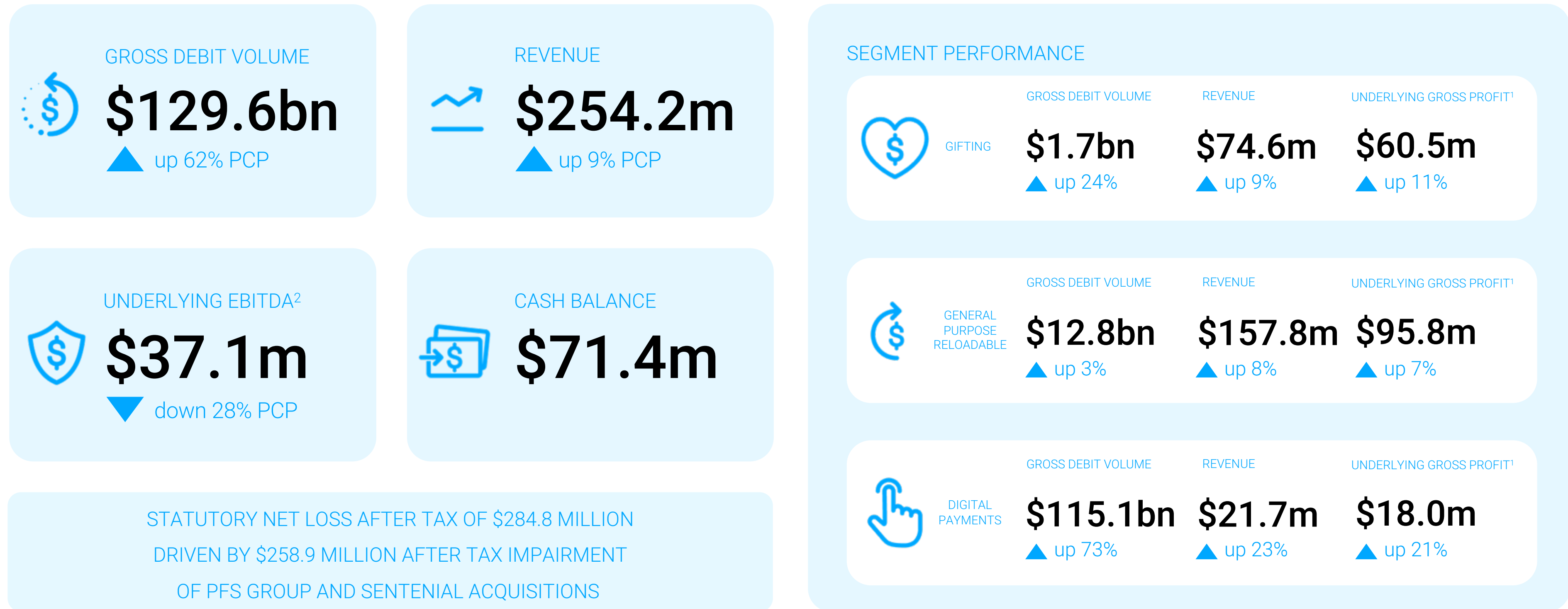
STATUTORY NET LOSS AFTER TAX

**(\$284.8m)**

includes after tax impairment of (\$258.9m)

1. Underlying EBITDA is stated excluding the impacts of the non-cash amortisation of AASB3 fair value uplift to bond investments, regulatory remediation and litigation costs, one-off restructuring and strategy establishment costs plus European fraud costs. These are non-IFRS measures and have not been audited. A reconciliation is provided in the Analyst briefing data pages appended to this presentation.

# FY23 Highlights.



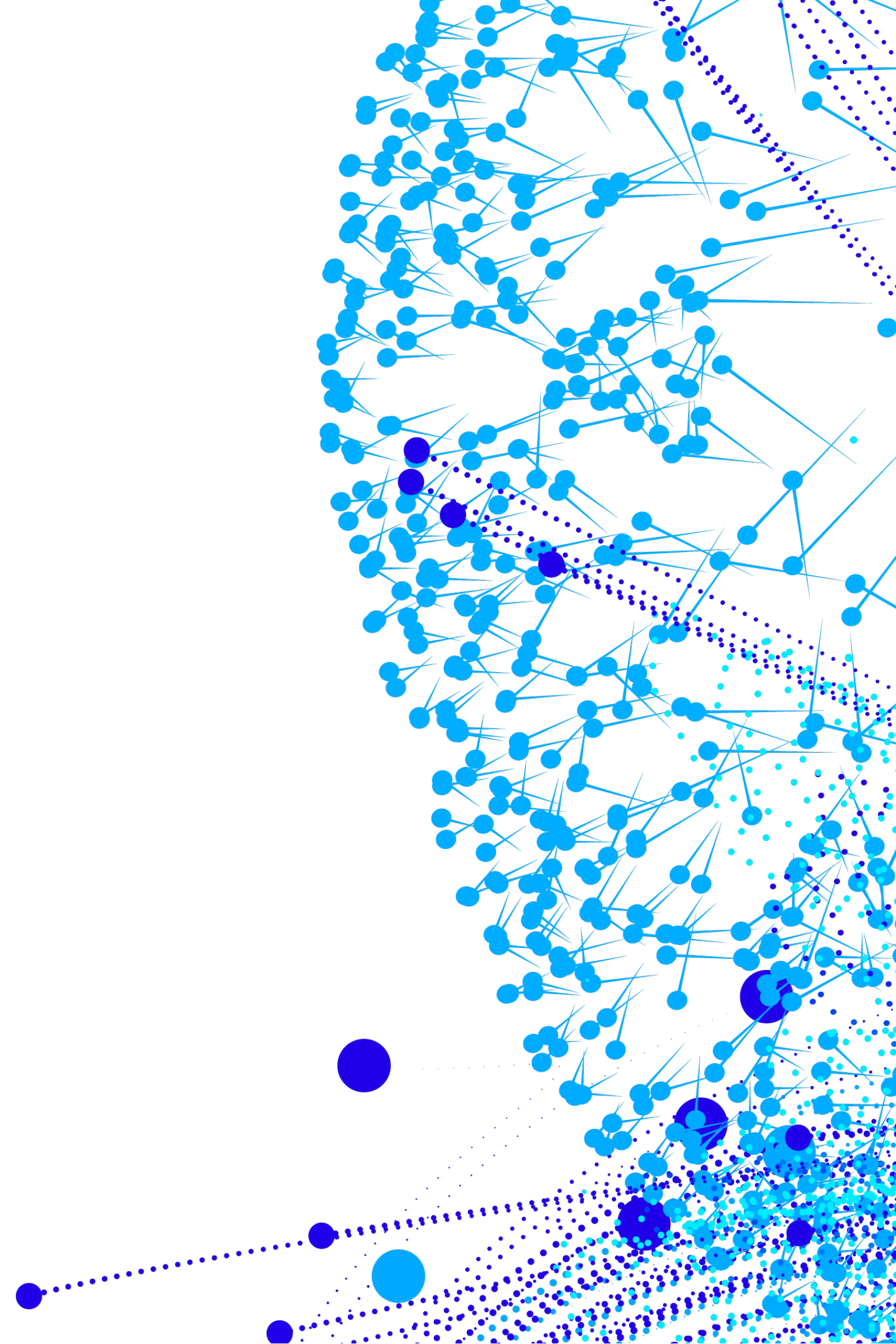
1. Underlying GP is adjusted for the non-cash amortisation of the AASB3 fair value uplift to bond investments and excludes the impacts of European fraud costs.  
 2. Underlying EBITDA and Underlying NPATA are stated excluding the impacts of the non-cash amortisation of AASB3 fair value uplift to bond investments, regulatory remediation and litigation costs, one-off restructuring and strategy establishment costs plus European fraud costs. These are non-IFRS measures and have not been audited. A reconciliation is provided in the Analyst briefing data pages appended to this presentation.



EMI.

– 02

# Strategic Review and Operational Priorities.



# Need for change. . .

EML has faced several major challenges, stemming from European business PFS, which was acquired in March 2020

These challenges include:

- A complex remediation process in PFS, unrelated to EML's foundational businesses
- Increased overhead and significant reduction in Group profit
- Disproportionate operational distraction for management
- Leadership and strategy which did not address immediate areas of need
- Diffuse business unit reporting and accountability
- A complicated, matrixed organisational design not aligned to financial outcomes
- A valuation overhang

## CREATED A NEED FOR IMMEDIATE CHANGE...

- To protect and grow EML's foundational businesses, Australia and global Gifting which remain strong
- To resolve the European challenges which are underway. However, these issues are complex and there is more work to be done

# Timeline.



# Operational Priorities – Progress to Jun-23



## Remediation

New Board sub-committee established

PFSL, UK remediation moved to embed phase

Uplifted capability with PCSIL, Ireland remediation project



## Cost optimisation

Comprehensive cost analysis complete

Paused further investment on long-range strategy for immediate cost savings

\$10m of additional cost out identified in FY24 budget



## Growth in core business

Immediately implemented treasury improvements to deliver \$11m upside in FY24

Concentrated focus on performance in Q4 to achieve results ahead of guidance for FY23

Commenced rebuild of commercial teams in Gifting & GPR



## Talent

Strengthened Executive and Leadership Team

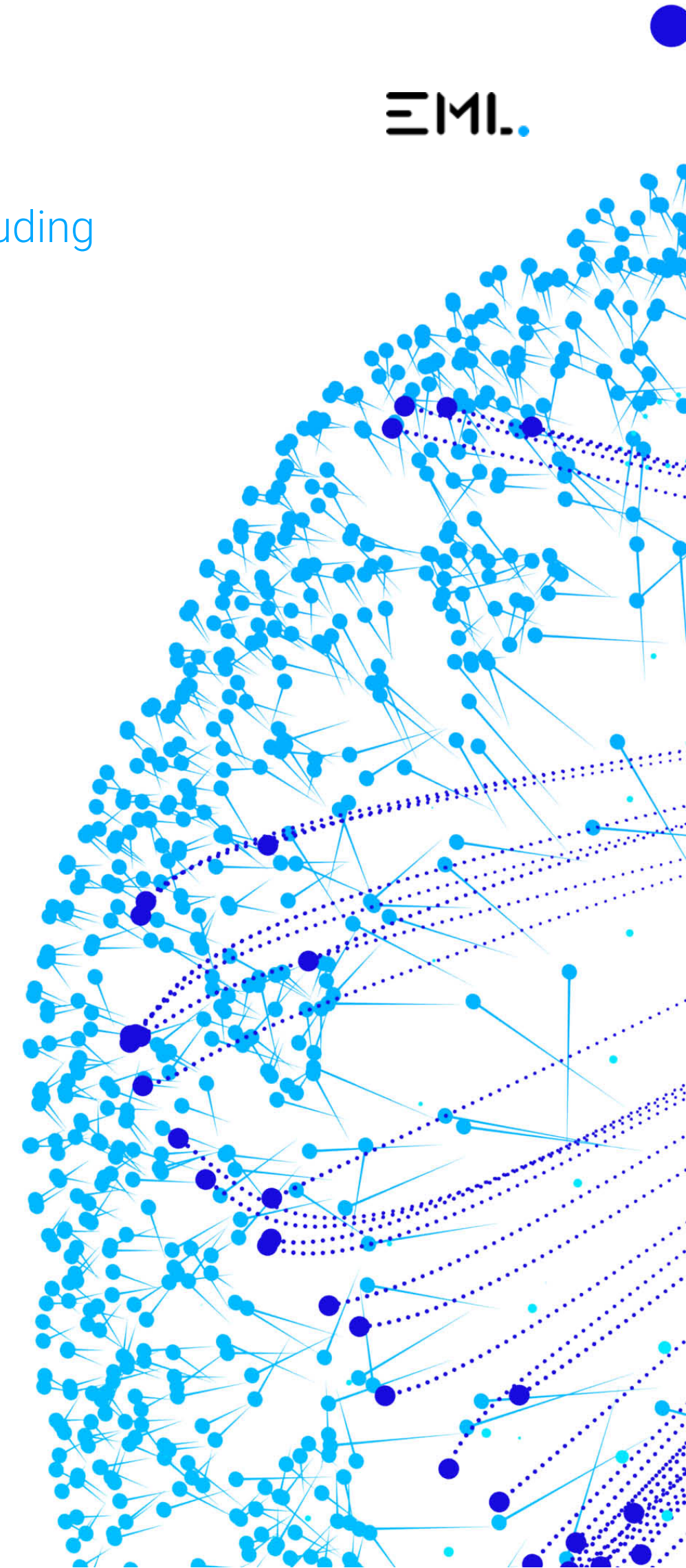
Outcome based incentives in place for key personnel

# Strategic Review.

EML.

Per 16 April 2023 announcement, "...The strategic review will consider all options available to the Board including a potential sale of all or parts of the business in order to maximise shareholder value."

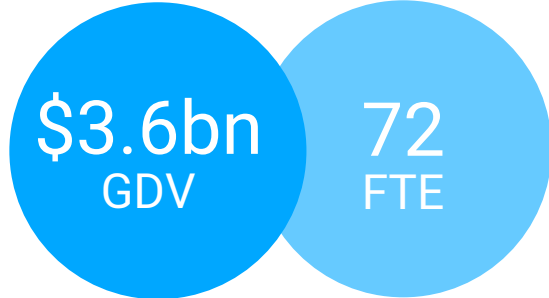
- 01 EML Board and leadership team has made progress on its strategic review and has received numerous approaches.
- 02 EML continues to work with Barrenjoey to assess this interest and determine the appropriate next steps, with a view to maximizing shareholder value.
- 03 Focus on loss-making entities to assess strategic fit and resolve operating losses from business units.
- 04 Initial progress includes EML Board's decision to operationally split the PFS Group (Europe) into independent stand-alone business units.



# PFS Europe Structural Optimisation.

EML will operationally split its PFS Group into self-sufficient business units by the end of H1 FY2024 to unlock value

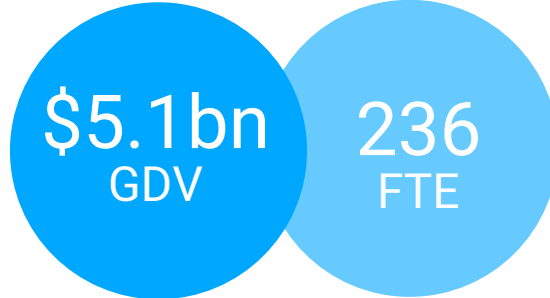
**PFSL – UK Domiciled EMI<sup>1</sup>**  
1 country with 1 regulatory relationship



- Profitable business
- Diversification- high quality government and private clients
- Majority of book is corporate, and government funded and therefore low risk
- Remediation project now in embedding phase with Third Party Assessment (final stage) planned to commence – Sept 2023



**PCSIL – Ireland Domiciled EMI<sup>1</sup>**  
30 countries 3 principal regulators and 27 passported regulators



- Unprofitable business
- High level of client concentration
- High level of retail consumer loaded cards
- Remediation project advancing with final sequence of events and timeline to be resolved with CBI in the near term

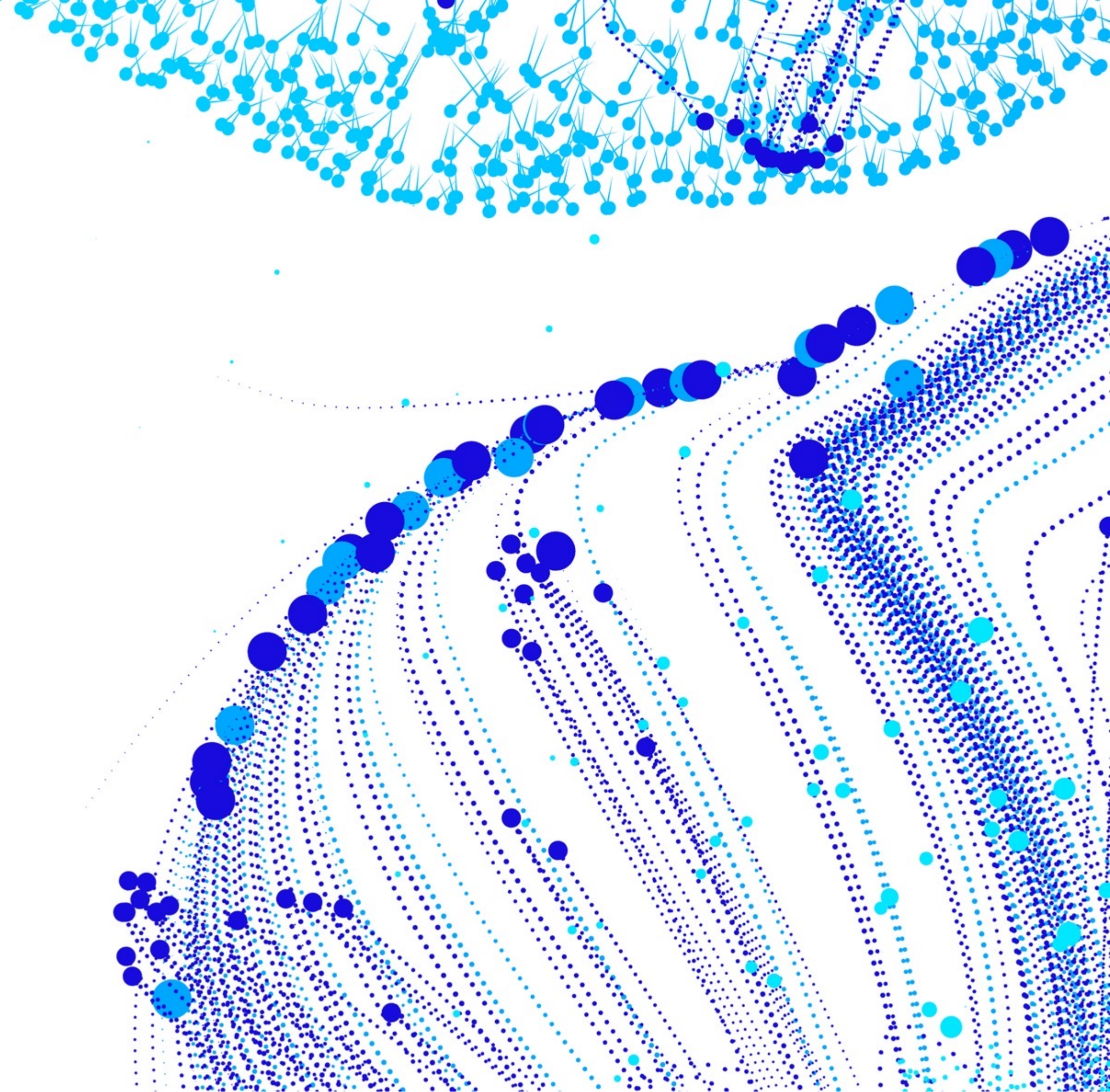


1. EMI – eMoney Institution

EMI.

– 03

# Financial Performance.



# Profit & Loss - Summary.

\$'millions	FY23	FY22	Change \$	Change %
<b>Revenue</b>	<b>\$254.2</b>	<b>\$232.4</b>	<b>\$21.8</b>	<b>9%</b>
<b>Underlying Gross profit<sup>1</sup></b>	<b>\$174.2</b>	<b>\$159.6</b>	<b>\$14.6</b>	<b>9%</b>
<b>EBITDA</b>	<b>(\$2.6)</b>	<b>\$34.3</b>	<b>(\$36.9)</b>	<b>(108%)</b>
Add Litigation related costs	\$7.3	\$10.5	(\$3.2)	-
Add European regulatory matters costs	\$16.3	\$6.4	\$9.9	-
Add one-off restructuring and strategy costs	\$7.3	-	\$7.3	-
<b>Underlying EBITDA<sup>2</sup></b>	<b>\$37.1</b>	<b>\$51.2</b>	<b>(\$14.1)</b>	<b>(28%)</b>
Underlying EBITDA margin	15%	22%	-	-
<b>Underlying NPATA<sup>2</sup></b>	<b>\$4.9</b>	<b>\$32.1</b>	<b>(\$27.2)</b>	<b>(85%)</b>
Less adjustments above	(\$39.7)	(\$16.9)	(\$22.8)	-
Less tax effects of adjustments	\$7.8	\$4.1	\$3.7	-
<b>NPATA</b>	<b>(\$27.0)</b>	<b>\$19.3</b>	<b>(\$46.3)</b>	<b>(228%)</b>
<b>Net loss after tax</b>	<b>(\$284.8)</b>	<b>(\$4.8)</b>	<b>(\$280.0)</b>	<b>(5,833%)</b>

## Revenue up 9% on PCP

- Excluding non-recurring revenue (net \$14.2 million), revenue up 16% on PCP
- Interest revenue \$32.5 million vs \$ 3.3 million in FY22
- Lower establishment fees, down \$11.2 million on PCP

## Underlying Gross Profit<sup>1</sup> up 9% on PCP

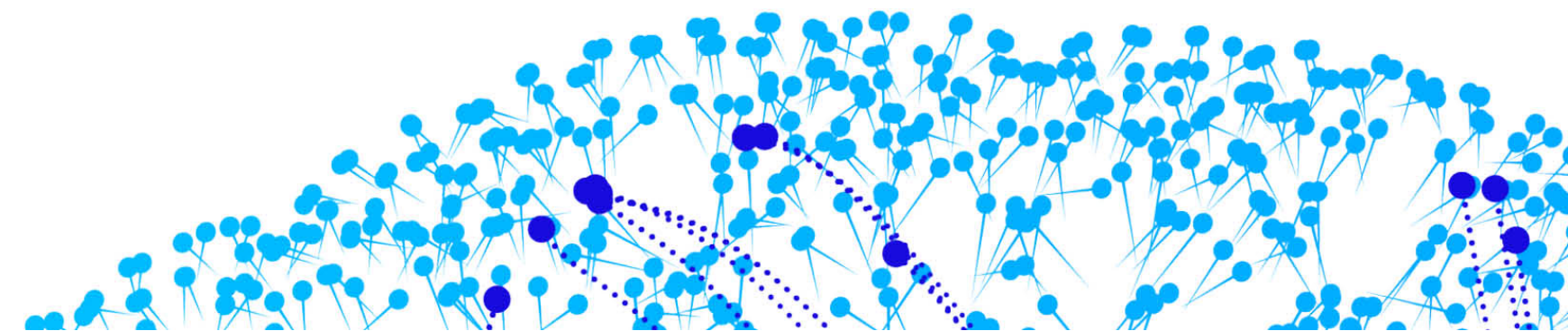
## Underlying EBITDA<sup>2</sup> down 28% on PCP

- \$14.1 million growth in underlying gross profit<sup>1</sup> impacted by underlying overheads increasing \$29.0 million on PCP

## PFS & Sentenial Impairments

- Non-cash impairment of \$189.7 million<sup>3</sup> to reduce carrying value of the PFS Group
- Non-cash impairment of \$69.2 million to reduce carrying value of the Sentenial Group

1. Underlying GP is adjusted for the non-cash amortisation of the AASB3 fair value uplift to bond investments and excludes the impacts of European fraud costs.  
2. Underlying EBITDA and Underlying NPATA are stated excluding the impacts of the non-cash amortisation of AASB3 fair value uplift to bond investments, regulatory remediation and litigation costs, one-off restructuring and strategy establishment costs plus European fraud costs. These are non-IFRS measures and have not been audited. A reconciliation is provided in the Analyst briefing data pages appended to this presentation.  
3. Adjusted for tax effect.





# Impairments.

Acquisition under-performance vs expectations driving impairments

## PFS Group

Acquisition: \$264.8 million<sup>1</sup>

- March 2020
- \$40 million vendor loan notes included
- Recent deterioration in contract performance and ongoing remediation costs resulting in reduction in performance expectations vs previous forecast

Impairment: \$189.7 million<sup>2</sup>

(H1: \$86.2 million)

- Earnout payable recognised in the financial statements remains at nil

### Impacts

- No impact to EBITDA or NPATA
- No cash impact
- No remaining goodwill

## Sentenial Group

Acquisition: \$102.9 million<sup>1</sup>

- September 2021
- Plus, a potential earnout of \$62 million
- Business is now growing strongly but is below original purchase price forecast

Impairment: \$69.2 million

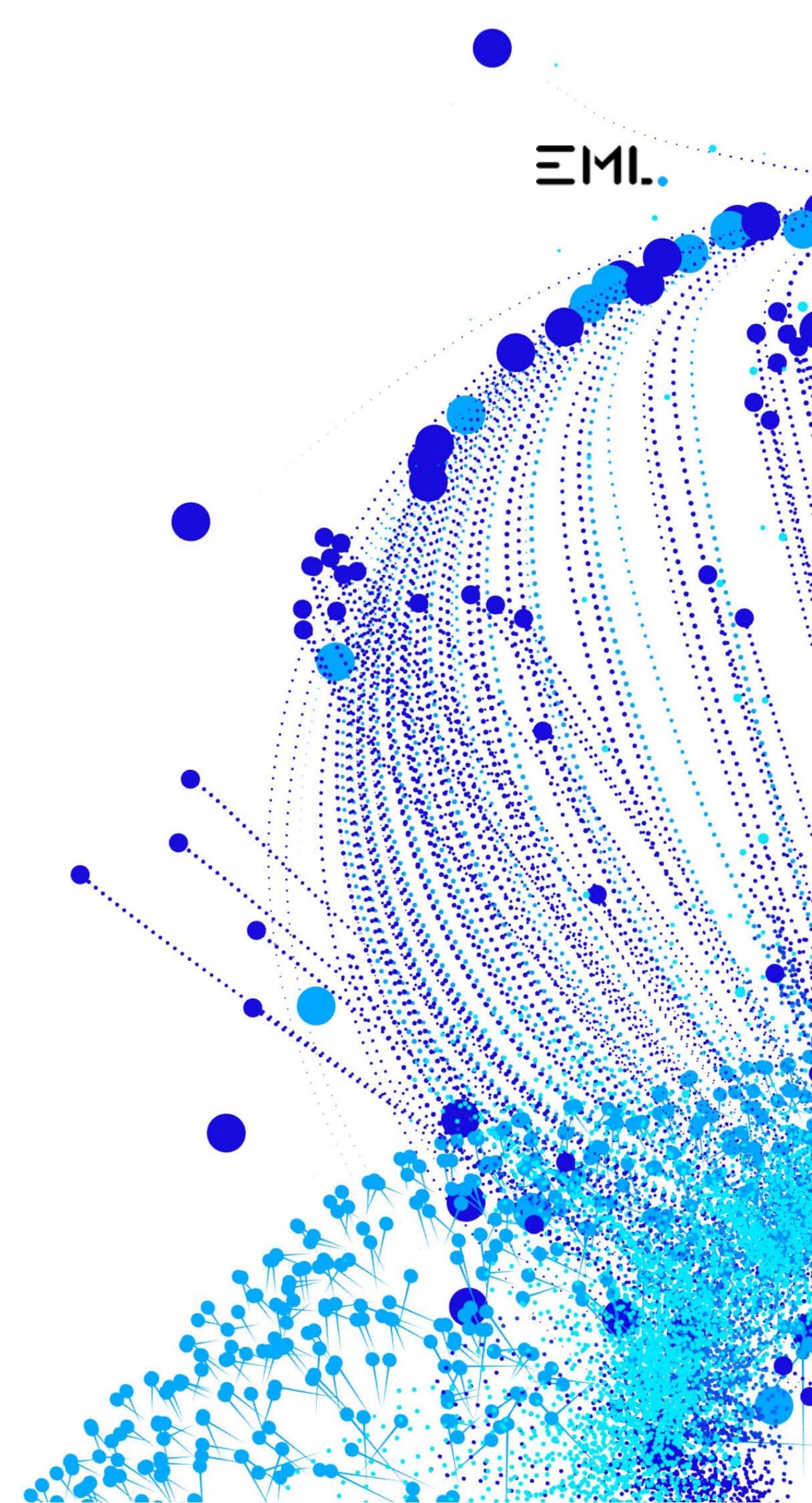
(H1: \$35.1 million)

- In addition, Sentenial contingent consideration reduced by \$23.3 million to \$7.0 million

### Impacts

- No impact to EBITDA or NPATA
- No cash impact
- Carrying value of goodwill \$22.8 million

1. Excludes contingent consideration on acquisition.  
2. Adjusted for tax effect.



# Segment Performance.



## Gifting

Incorporates global gift cards and incentives

---

**GDV \$1.7bn** ▲ 24%

(FY22: \$1.3bn)

- Incentives up 41% on last year, attributed to growth in Perx
- Mall volumes continued to recover post-COVID (up 13% on PCP)

---

**Revenue \$74.6m** ▲ 9%

(FY22: \$68.4m)

- Excluding one off revenue impacts (net \$1.6m) revenue up 12%
- Mall revenue up 6% driven by improved demand
- Incentive programs grew 14%, with strong contribution from Perx

Revenue Yield	Gross Profit Margin <sup>1</sup>
<b>446bps</b>	<b>81%</b>
(FY22: 510bps)	(FY22: 80%)

## General Purpose Reloadable

Incorporates PFS business

---

**GDV \$12.8bn** ▲ 3%

(FY22: \$12.4bn)

- Volumes increased 3% in Australia to \$3.0bn (FY22: \$2.9bn) attributed to salary packaging products up 12% on PCP
- Continued to grow in UK Government sector with existing customers

---

**Revenue \$157.8m** ▲ 8%

(FY22: \$146.4m)

- Excluding one off revenue impacts (net \$12.7m) revenue up 17%
- Interest revenue increased \$24.0m on PCP and Establishment income down \$6.6m on PCP

Revenue Yield	Gross Profit Margin <sup>1</sup>
<b>124bps</b>	<b>60%</b>
(FY22: 118bps)	(FY22: 61%)

## Digital Payments

Incorporates Sentenial

---

**GDV \$115.1bn** ▲ 73%

(FY22: \$66.6bn)

- Sentenial contributed additional \$47.4bn in Direct Debit and Open Banking volumes, growth of 84% PCP
- Other digital payment volumes were up 13%, or \$1.3bn PCP

---

**Revenue \$21.7m** ▲ 23%

(FY22: \$17.6m)

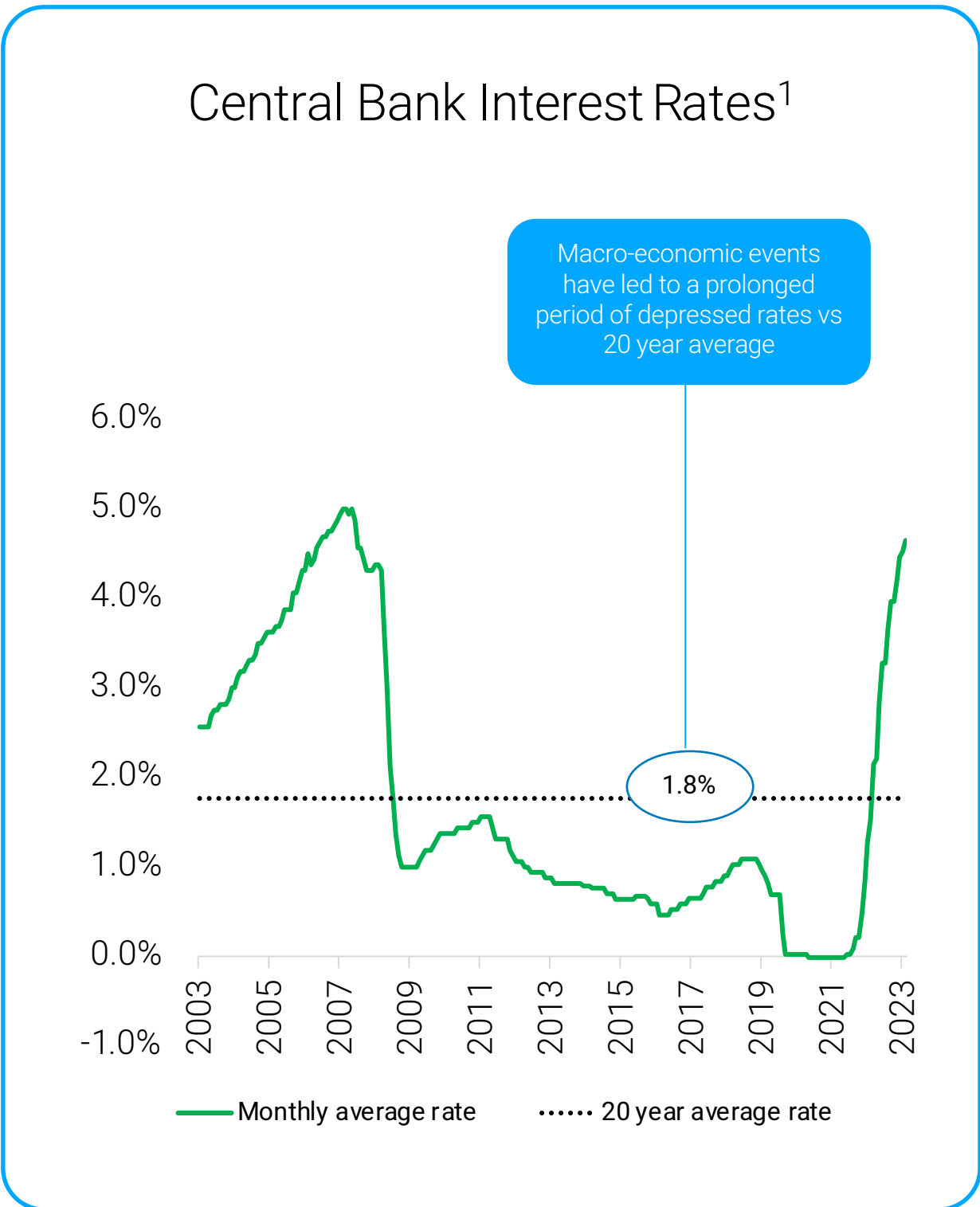
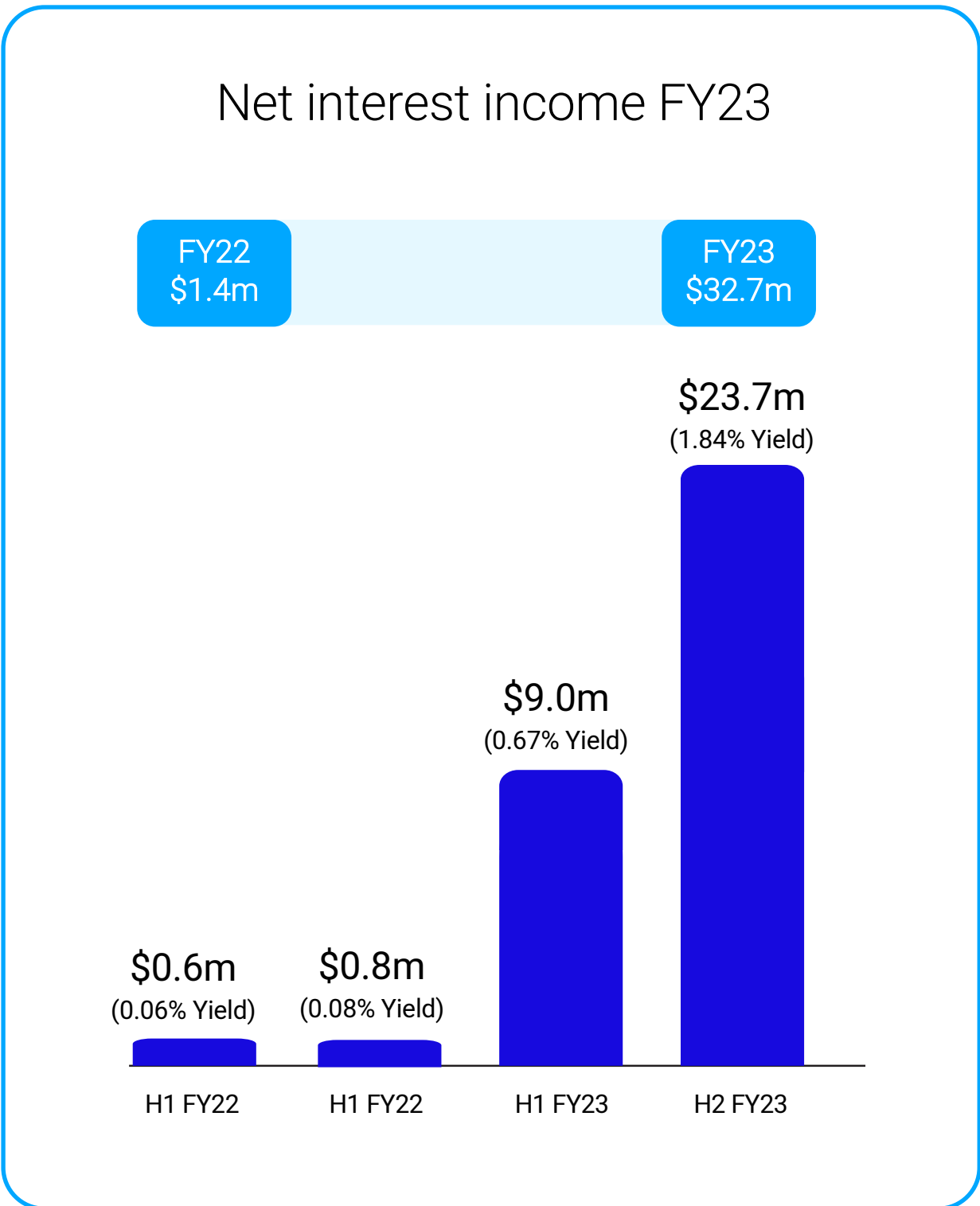
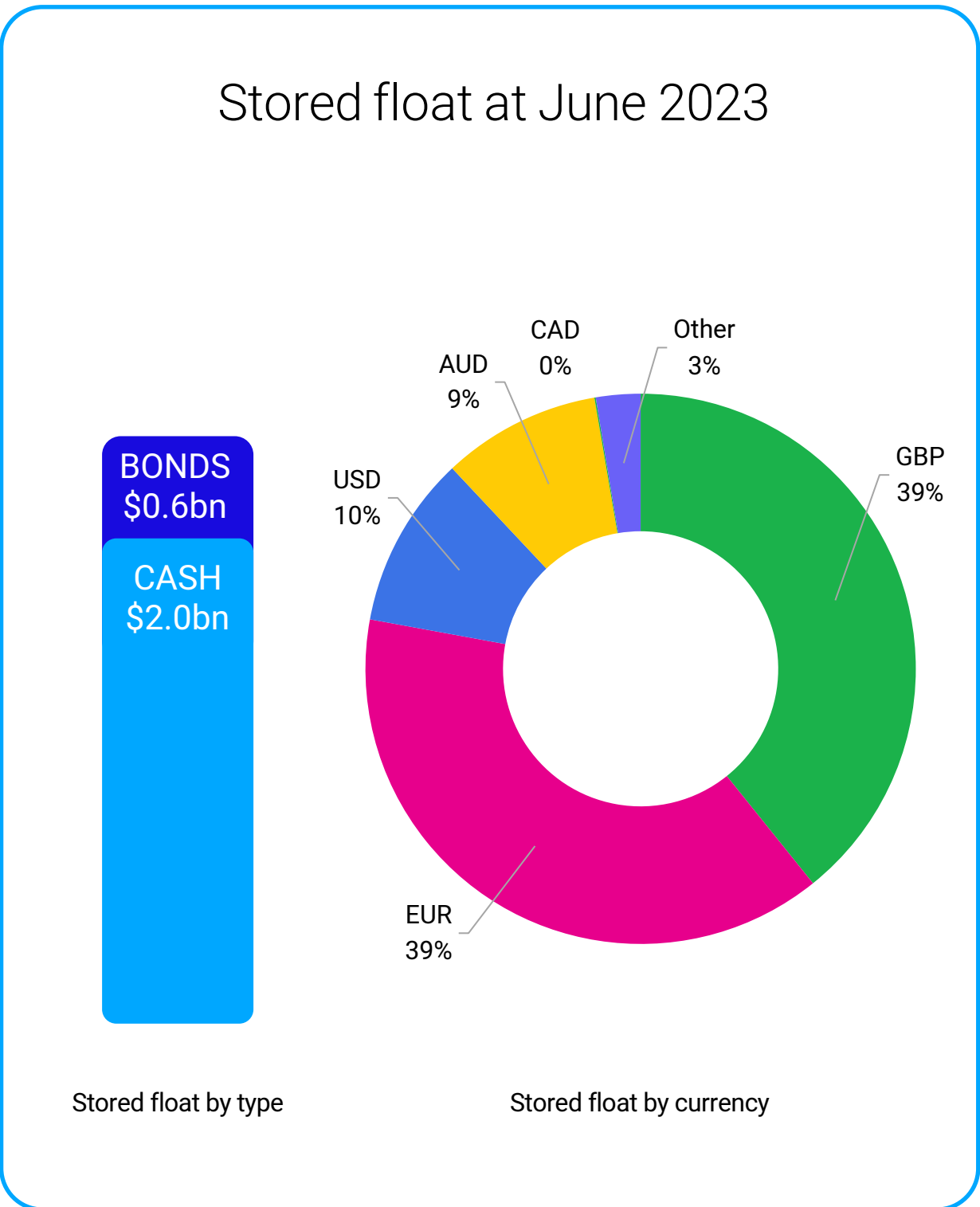
- Sentenial contributed \$12.4m of revenue for the full period vs \$7.7m on PCP (acquisition date 30 September 2021)
- Australia and North America contributing \$10.4m in revenue, flat on PCP

Revenue Yield	Gross Profit Margin <sup>1</sup>
<b>2bps</b>	<b>83%</b>
(FY22: 3bps)	(FY22: 85%)

1. Underlying GP is adjusted for the non-cash amortisation of the AASB3 fair value uplift to bond investments and excludes the impacts of European fraud costs.

# Interest investment returns continue to improve.

Interest income is a core part of our revenue mix

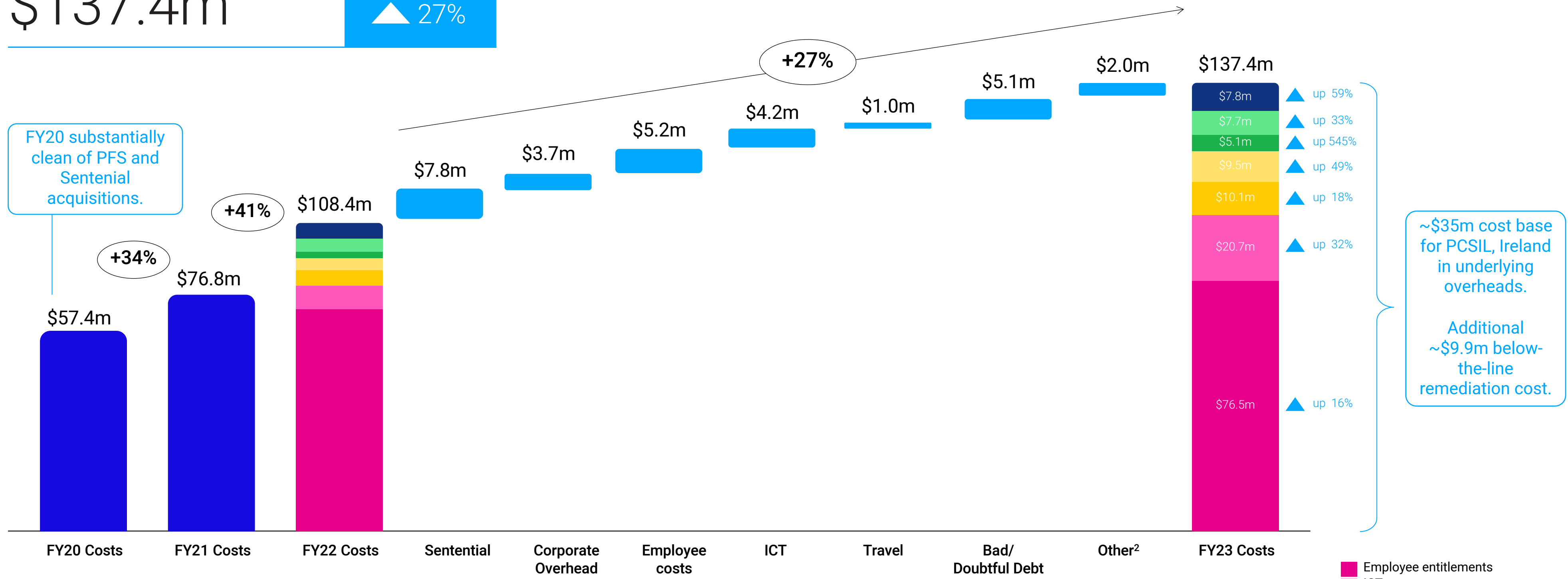


1. The above graph represents the monthly average central interest rates across EML regions over a 20 year period. Where EML regions are Australia, United States, Europe and United Kingdom.

# Underlying overheads<sup>1</sup>.

\$137.4m

▲ 27%



FY20 substantially clean of PFS and Sentential acquisitions.

~\$35m cost base for PCSIL, Ireland in underlying overheads.  
Additional ~\$9.9m below-the-line remediation cost.

1. Underlying Overheads excludes costs related to European regulatory matters, one-off restructuring and strategy establishment, which include expenses in Employee Entitlements, Travel and Professional fees.  
2. Other includes Professional Fees, Marketing, Travel, Office Management, Bank Fees

# Cashflow - Summary.



Cash remained broadly stable despite operating losses

\$'millions	FY23	FY22	Change \$
Receipts from customers	206.5	194.6	11.9
Payments to suppliers and employees	(232.2)	(194.5)	(37.7)
Net Interest received / (Paid)	23.6	1.6	21.9
Payments to segregated funds	0.0	(27.8)	27.8
Other operating cash flows	(0.5)	(15.4)	14.9
<b>Net cash used in operating activities</b>	<b>(2.6)</b>	<b>(41.5)</b>	<b>38.9</b>
Payments for Property, plant, equipment and intangibles	(11.7)	(14.1)	2.3
Payments for business combinations, net of cash acquired	0.0	(57.1)	57.1
Receipt from sale of financial assets	10.9	0.0	10.9
<b>Net cash used in investing activities</b>	<b>(0.9)</b>	<b>(71.1)</b>	<b>70.3</b>
Payments for principal relating to lease liability	(2.2)	(1.9)	(0.3)
Proceeds from interest-bearing borrowings	0.0	48.2	(48.2)
<b>Net cash generated by/(used in) financing activities</b>	<b>(2.2)</b>	<b>46.3</b>	<b>(48.4)</b>
Net decrease in cash held	(5.7)	(66.4)	60.7
Cash at beginning of the year	73.7	141.2	(67.5)
Impacts of foreign exchange	3.4	(1.1)	4.5
<b>Cash at end of the year</b>	<b>71.4</b>	<b>73.7</b>	<b>(2.3)</b>

## Receipts from customers up \$12.8 million on PCP

- Receipts from customers has increased on PCP from recurring revenues as well as cash recoveries from the one-off AMF recognition in the prior year.

## Payments to suppliers up \$38.9 million on PCP

- Inflationary impact on costs as well as one-off outflows of \$29.7 million relating to regulatory remediation and litigation, restructuring expenses and fraud outlays

## Net interest cash flows up reflecting rate rises and bond interest timing

## Other operating cash flows

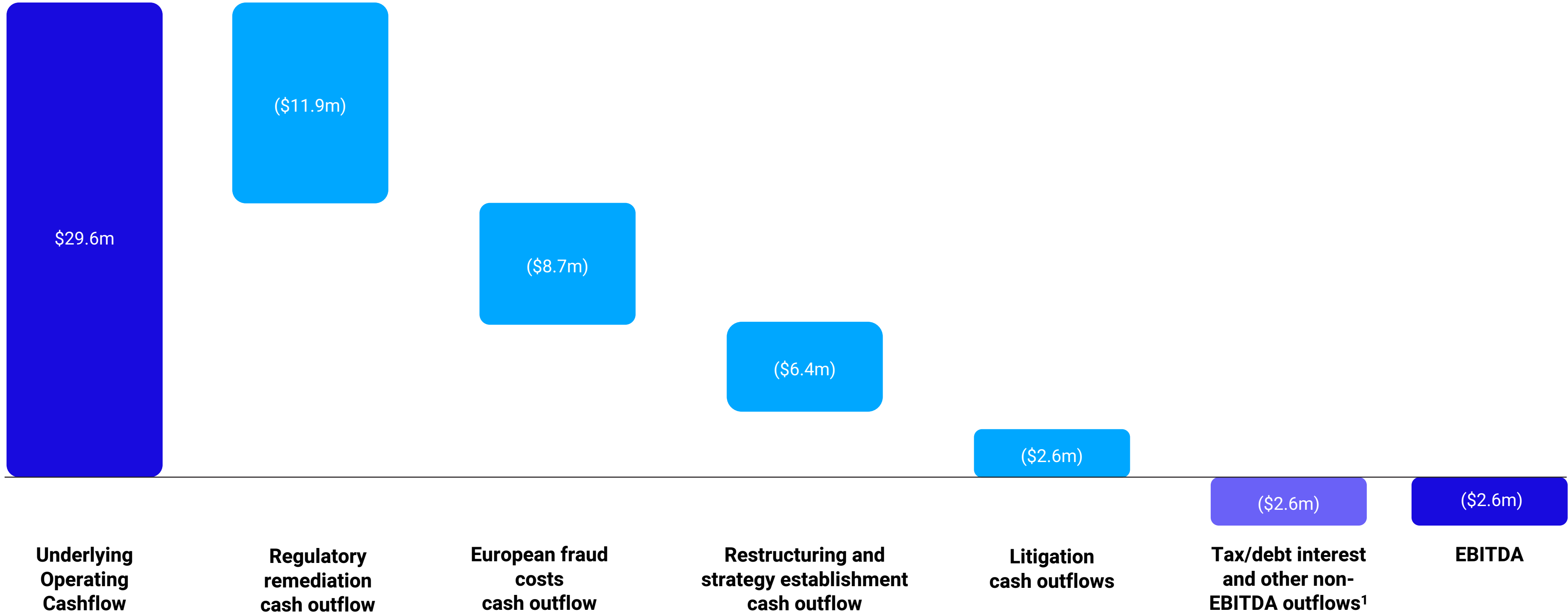
- Payments to segregated funds were a one-off in the prior year in relation to the PFS acquisition
- Tax paid in Europe has reduced compared to the prior period
- Acquisition related expenses in FY22 relate to the Sentenial Group acquisition

## Investing and Financing cash flows

- The disposal of the Interchecks investment during the year for \$10.9 million largely funded the investment in intangibles for FY23 of \$11.4 million compared to that investment being funded by operations in PCP.
- In FY22, a payment for the acquisition of Sentenial Group (net of cash) represented a cash outflow for \$57.1 million and a drawdown of debt of \$48.2 million was required.

# EBITDA to Operating Cashflow.

Business generated ~\$30m operating cashflow in FY23 in absence of one-off costs and individually significant items

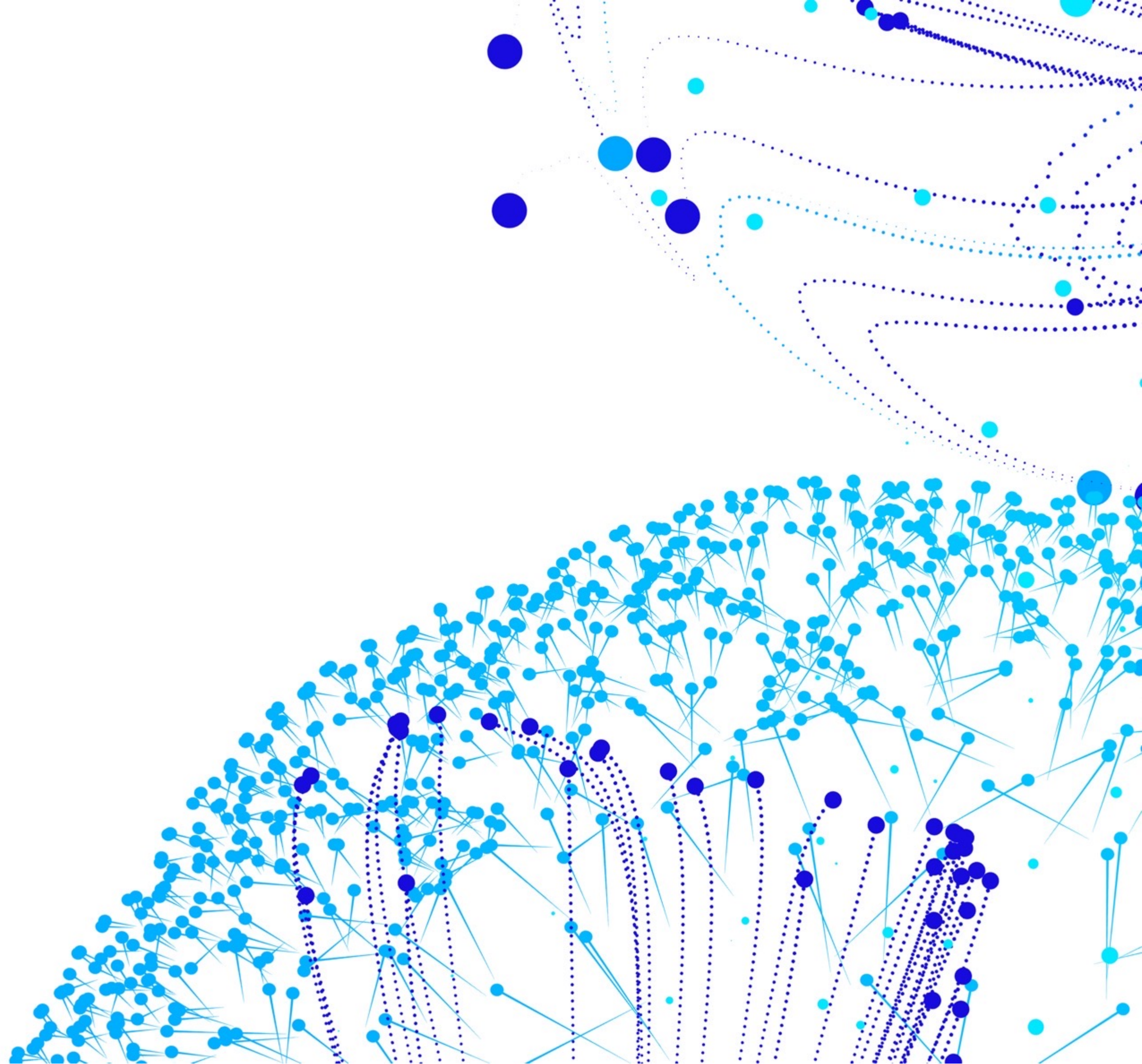


1. Includes payments of tax, interest, acquisition costs, debt related interest payments, and prior year incentives.

EMI.

– 04

# FY24 Focus.



# Operational Priorities – heading into FY24.



Remediation

**Complete PFSL, UK separation and commence growth post remediation - H2 FY24**

PCSIL remediation project timelines to be determined feeding into strategic plan for this challenged entity

Close out and return to growth



Cost optimisation

**Organising all subsidiaries to be break even or better**

Leaner operating model with \$10m cost out in FY24

Complete organisational redesign – decision makers close to our customers

Leaner, more responsive business



Growth in core business

**Continued treasury optimization on \$2.6 billion float**

Complete rebuild of commercial teams and energise go-to-market activities

Deliver incremental technology improvements to expand our offering

Reignite the sales machine



Talent

**Complete leadership team rebuild**

Empower operational teams through simpler organisational design and operating structure

Rebuild core capability

**STRATEGIC REVIEW ONGOING**

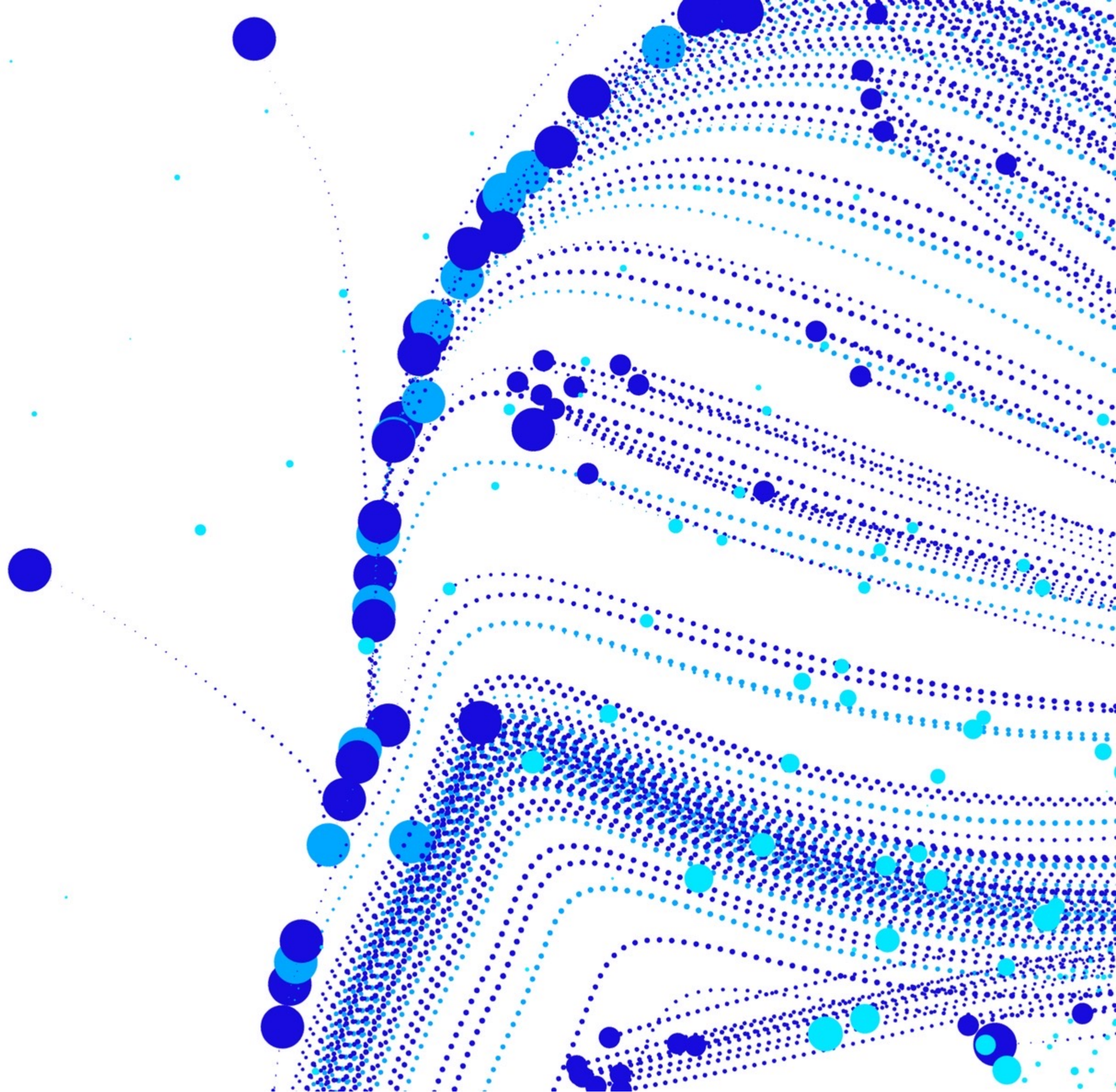
Further shareholder update no later than November 2023 AGM



EMIL.

– 05

Q&A.



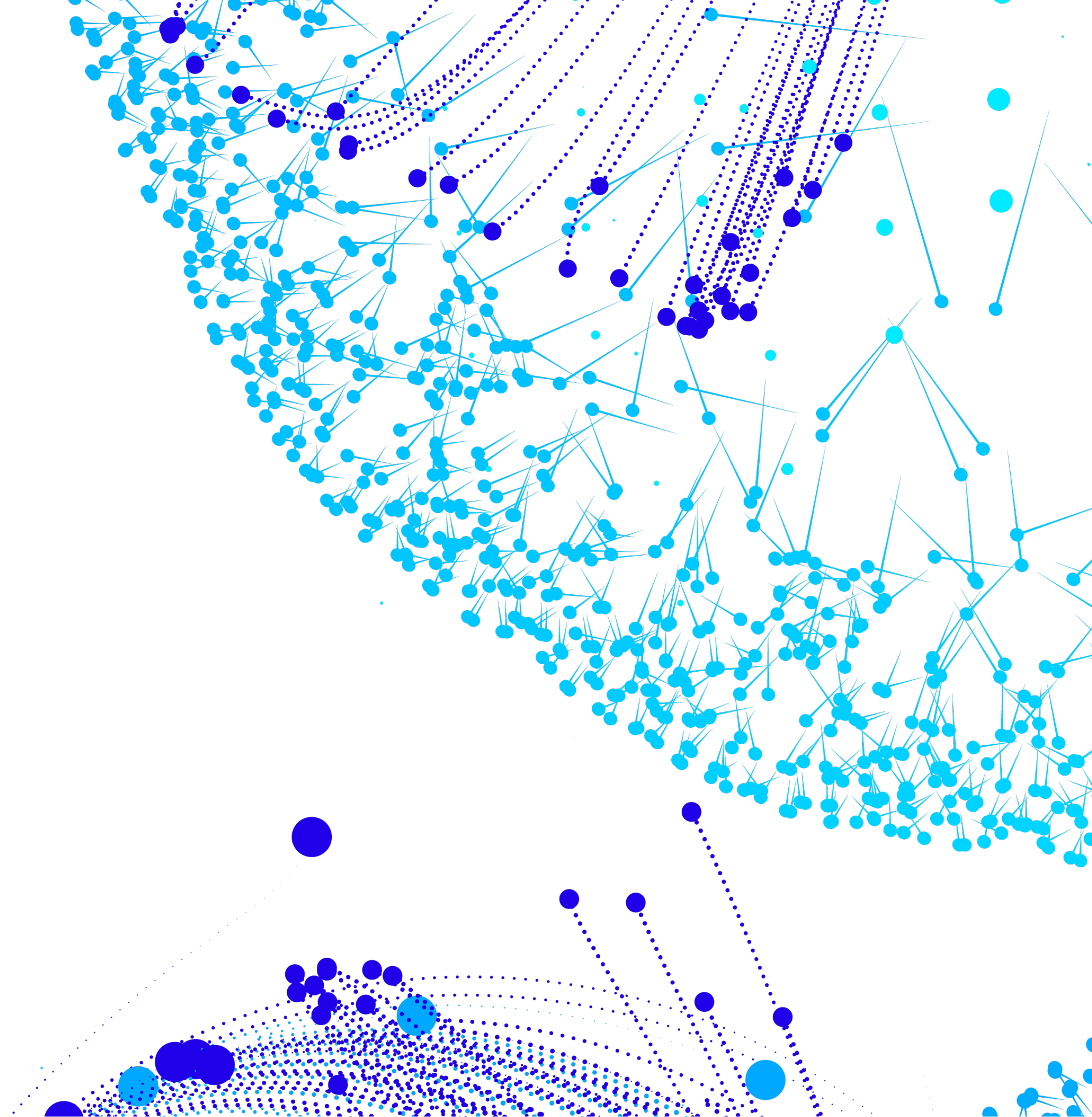
Thank you.



EMIL

EMI.

Other  
Information  
and Analyst  
Briefing Data.



# Statutory reconciliation.



	FY23 \$'000	FY22 \$'000	% Growth
Revenue	254,190	232,383	9%
Add back: Non-cash amortisation of AASB3 fair value uplift to bond investments	676	1,736	(61%)
Total Revenue	254,866	234,119	9%
Gross Profit <sup>1</sup>	165,768	159,552	4%
Gross Profit %	65%	68%	(5%)
Other income	236	135	75%
Employee benefits expense	(81,728)	(66,243)	23%
Professional fees	(35,670)	(26,090)	37%
Information technology related costs	(20,739)	(15,776)	31%
Other expenses - operating <sup>2</sup>	(30,178)	(18,256)	65%
Research and development tax incentive offset	(284)	978	(129%)
EBITDA <sup>3</sup>	(2,595)	34,300	(111%)
Less			
Depreciation and amortisation expense	(35,071)	(29,943)	17%
Share-based payments	(1,780)	(2,991)	(40%)
Acquisition costs	(364)	(3,499)	(90%)
Finance costs	(3,582)	(2,390)	50%
Gain on cash flow hedge	-	543	(100%)
Impairment expense	(262,918)	(1,504)	17,381%
Fair value gain on financial assets and liabilities	23,868	1,774	1245%
Other non-operating benefits	1,796	6,084	(10%)
Add back: Research and development tax incentive offset	284	(978)	(129%)
Less: Loss on disposal of plant, equipment and right of use assets	(718)	-	(100%)
Add back: Non-cash amortisation of AASB3 fair value uplift to bond investments	(676)	(1,736)	(61%)
Loss before tax	(281,758)	(340)	82,770%
Tax expense	(3,066)	(4,461)	(31%)
Net loss for the period	(284,824)	(4,801)	5,833%

	FY23 \$'000	FY22 \$'000	% Growth
<b>Net loss for the Period</b>	<b>(284,824)</b>	<b>(4,801)</b>	<b>5,833%</b>
Add back: Amortisation on acquisition intangibles, net of tax	18,210	16,505	10%
Add back: Non-cash amortisation of AASB3 fair value uplift to bond investments	676	1,736	(61%)
Add back: Acquisition costs	364	3,499	(90%)
Subtract: Fair value movements, net	(23,642)	(1,774)	1233%
Add back: Acquisition related costs - financing liabilities	3,371	3,234	3%
Add back: Impairment of acquisition intangibles, net of tax	258,875	1,218	21,154%
Deduct: Gain on cashflow hedge for acquisition, net of tax	-	(272)	100%
<b>NPATA<sup>3</sup></b>	<b>(26,970)</b>	<b>19,345</b>	<b>(228%)</b>

	FY23			FY22		
	Gross Profit (GP) \$'000	EBITDA \$'000	NPATA \$'000	Gross Profit (GP) \$'000	EBITDA \$'000	NPATA \$'000
As reported above	165,768	(2,595)	(26,970)	159,552	34,300	19,345
Add back: Non-recurring regulatory remediation and class action costs <sup>4</sup>	-	23,926	20,425	-	16,851	12,707
Add back: Non-recurring fraud losses <sup>5</sup>	8,476	8,476	6,357	-	-	-
Non-recurring restructuring costs and strategy establishment <sup>6</sup>	-	7,260	5,083	-	-	-
<b>Underlying GP, EBITDA and NPATA</b>	<b>174,244</b>	<b>37,067</b>	<b>4,895</b>	<b>159,552</b>	<b>51,151</b>	<b>32,052</b>

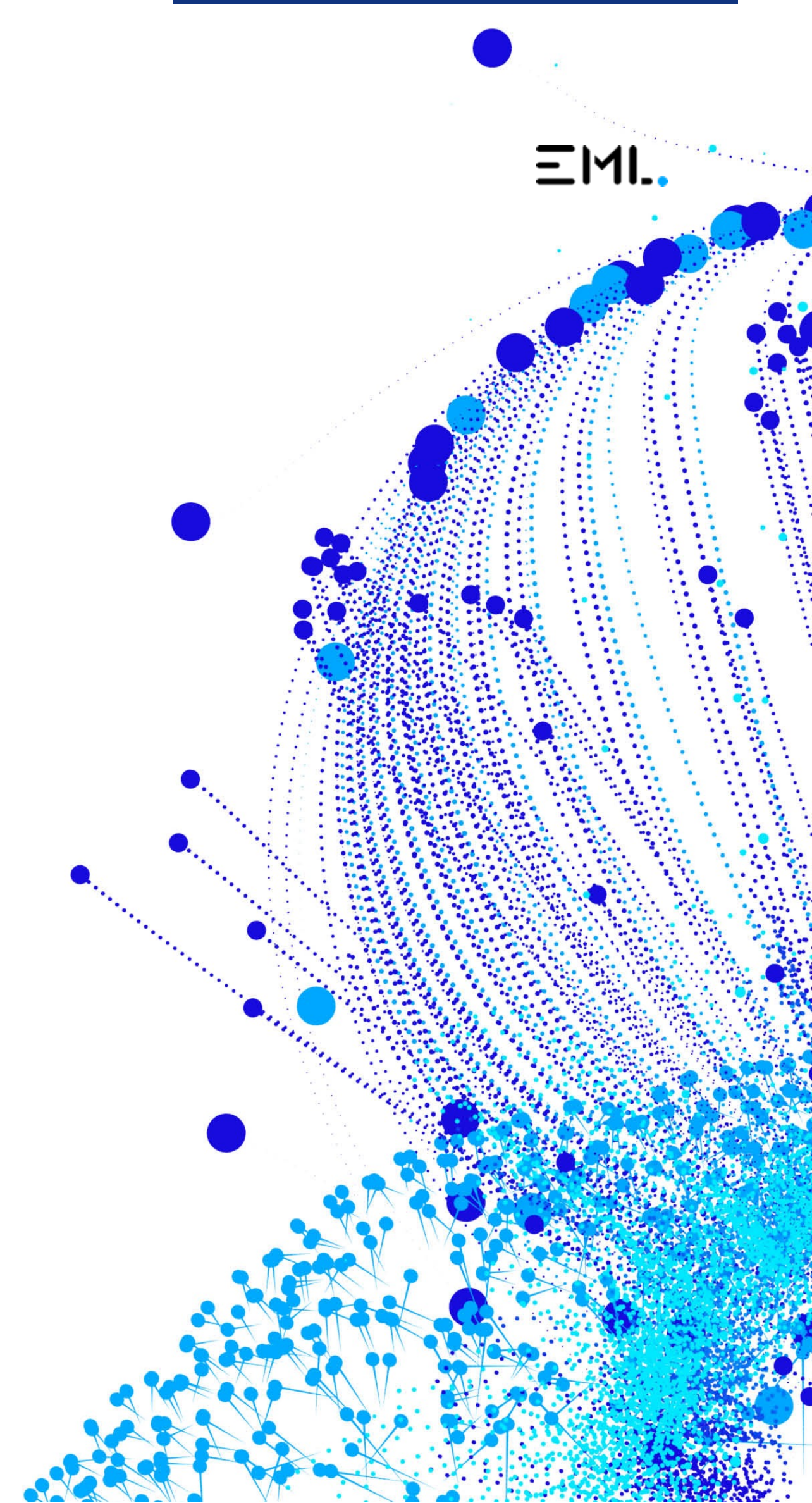
1. Interest income - Bond investments have been added back to gross profit due to the AASB 3 fair value effect of the PFS bond portfolio.
2. Includes \$23.7 million of other operating expenses and Impairment loss on trade receivables and fraud losses of \$8.5 million as outlined in Note A3.
3. EBITDA and NPATA are non-statutory measures explained on the Analyst briefing data pages appended to this presentation. These measures are non-IFRS measures and have not been audited.
4. The regulatory remediation and litigation costs includes Professional fees \$20.6 million (refer Note A4 of the Financial Statements), Risk and Compliance costs \$1.3 million (refer note A5 of the Financial Statements) and further \$2.0 million included within Information Technology related costs.
5. Please refer to Note A3 for details of fraud related costs.
6. The restructuring and strategy establishment costs includes amounts within Employee entitlements \$5.2 million, Professional fees \$1.7 million and Other operating expenses \$0.4 million.

# Summary Balance Sheet<sup>1</sup>



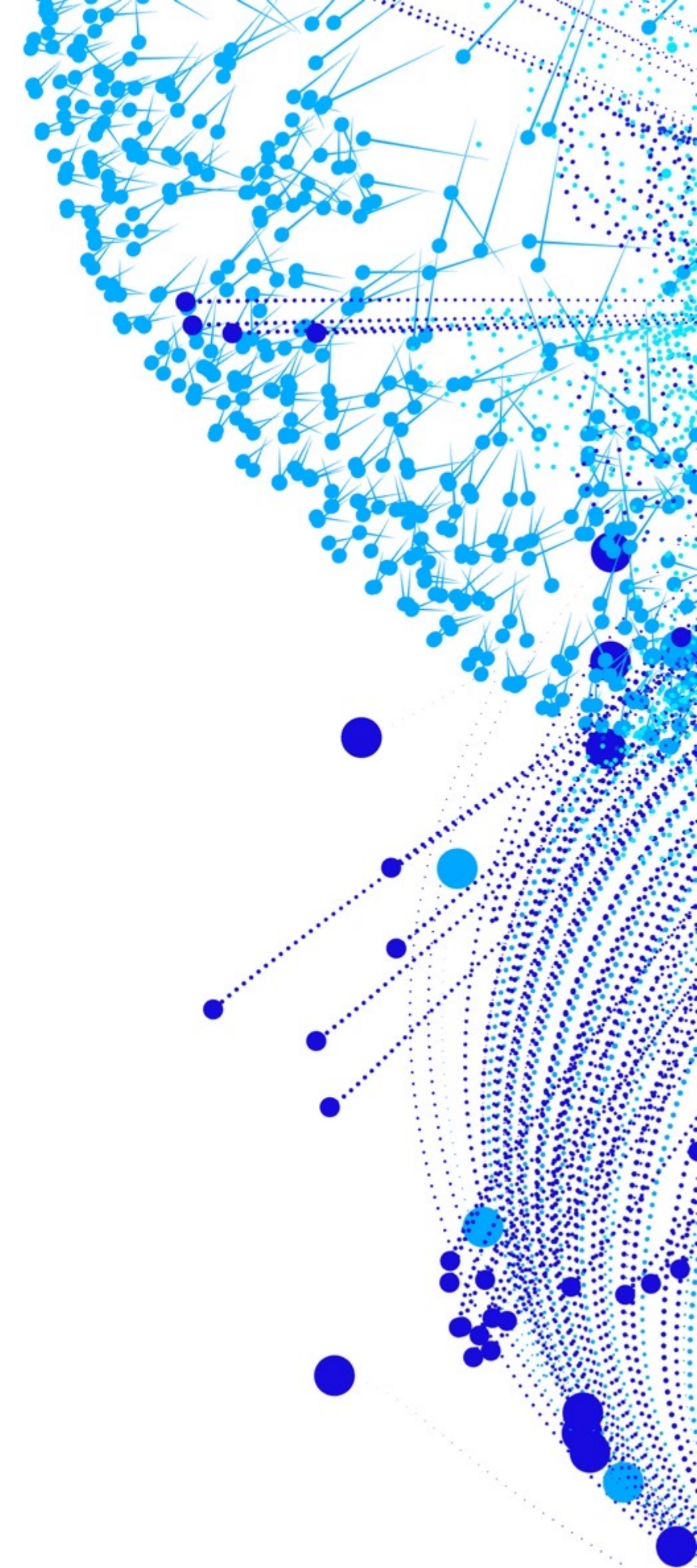
(\$'millions)	30 June 2023	30 June 2022	Growth	Cardholder assets/liabilities	Corporate balance sheet
Cash and cash equivalents	71	74	(3%)	-	71
Contract asset	63	50	26%	-	63
Intangibles	192	448	(57%)	-	192
Segregated funds and Bond investments	2,576	2,006	28%	2,567	10
Other assets	91	105	(13%)	-	91
<b>Total assets</b>	<b>2,995</b>	<b>2,682</b>	<b>12%</b>	<b>2,567</b>	<b>428</b>
Trade and other payables	(82)	(66)	25%	-	(82)
Interest bearing borrowings	(98)	(91)	8%	-	(98)
Provisions	(19)	(20)	(5%)	-	(19)
Contingent consideration	(7)	(29)	(76%)	-	(7)
Liabilities to stored value account holders	(2,567)	(2,000)	28%	(2,567)	-
Other non current liabilities	(47)	(39)	19%	-	(47)
<b>Total liabilities</b>	<b>(2,820)</b>	<b>(2,245)</b>	<b>26%</b>	<b>(2,567)</b>	<b>(253)</b>
<b>Total equity</b>	<b>175</b>	<b>437</b>	<b>(60%)</b>	<b>-</b>	<b>175</b>

1. The Balance Sheet consolidated both current and non-current assets as well as combining the following:  
 Total assets – Trade and other receivables, Other assets, Current tax receivables, Equity Investments, Property Plant and Equipment and Deferred tax assets into Other Assets  
 Total liabilities – Current tax payable and Other liabilities into Other liabilities.  
 Adjustments for Cardholder assets and liabilities can be found in Note C1 and C2 of the Annual Report.



EMI.

Glossary.



# Glossary.



Abbreviation	Meaning
<b>A2A</b>	Account-2-Account
<b>AASB</b>	Australian Accounting Standards Board
<b>ACPR</b>	Autorite de Controle Prudential et de Resolution (France)
<b>AFSL</b>	Australian Financial Services Licence
<b>AMF</b>	Account Management Fee
<b>ASX</b>	Australian Stock Exchange
<b>BNPL</b>	Buy Now Pay Later
<b>CAGR</b>	Cumulative Annual Growth Rate
<b>CBI</b>	Central Bank of Ireland
<b>COGS</b>	Cost of Goods Sold
<b>D&amp;A</b>	Depreciation and Amortisation
<b>DP</b>	Digital Payments

Abbreviation	Meaning
<b>EBITDA</b>	Earnings Before Interest, Taxes, Depreciation and Amortisation. <b>EBITDA</b> is equivalent to the net profit/(loss) for the period including R&D tax offset and excluding share-based payments, depreciation and amortisation expense, gains and losses on disposal of assets and unrealised foreign exchange included within the Statement of Profit or Loss and Other Comprehensive Income.
<b>EMEA</b>	Europe, Middle East and Africa
<b>EMI</b>	A legal person or company that has been granted authorisation to issue e-money in either the UK or Europe.
<b>EML</b>	EML Payments Ltd, head entity for the EML Group
<b>FCA</b>	Financial Conduct Authority (UK)
<b>FY21</b>	Financial Year Ending 30 June 2021
<b>FY22</b>	Financial Year Ending 30 June 2022
<b>FY23</b>	Financial Year Ending 30 June 2023
<b>GPR</b>	General Purpose Reloadable
<b>G&amp;I</b>	Gift and Incentive
<b>GDV</b>	Gross Debit Volume
<b>GP</b>	Gross Profit
<b>GP Margin</b>	Gross Profit Margin
<b>ISV</b>	Independent Software Vendor

Abbreviation	Meaning
<b>OH</b>	Overheads
<b>PCI-DSS</b>	Payment Card Industry Data Security Standard
<b>PCP</b>	Prior Comparative Period
<b>PCSIL</b>	PFS Card Services Ireland Ltd
<b>PFS</b>	Prepaid Financial Services
<b>PSP</b>	Payment Service Provider
<b>NPATA</b>	Net Profit After Tax Adjusted. <b>NPATA</b> is net profit/(loss) after tax, with adjustments for acquisition related costs including: Costs associated with the acquisition of a business; Amortisation expense relating to the fair valued intangible assets for software and customer relationships; and Fair value movements and financing costs relating to contingent consideration. EML acquisitions often include a contingent consideration tied to the future short to medium term performance of the acquired business.
<b>VANs</b>	Virtual Account Numbers
<b>Yield</b>	Revenue Yield