



# PayPoint plc

## Interim Results Presentation

25 November 2010

Strictly private and confidential





# Agenda

- Highlights & strategy
- Operational review
- Financial review
- Summary and outlook
- Q&A



# Highlights & strategy

**Dominic Taylor**  
**Chief Executive**



# Overview

## Strong set of results

- Growth in net revenue (7.6%), operating profit (4.4%) and profit before tax (5.4%)
- Improved yield in established business streams
- Developing business streams showing strong growth
- Established and developing business streams together provide a solid foundation to deliver long term value
- Interim dividend up by 5.4%



# Established and developing business streams

## Established business streams

- Comprise UK and Ireland retail networks and internet payments
- Generate the group's profits and cash flows
- Provide unique retail/internet proposition to clients
- Strongly differentiated to clients and retailers
- Have significant barriers to entry

## Developing business streams

- Comprise Romania retail network, Collect+ and PayByPhone
- In large markets that have strong growth potential, with opportunities to accelerate growth
- Core to PayPoint's strategy to broaden payment capability and extend differentiation
- Leverage established business streams
- Diversify risk across a broader and more balanced business



# PayPoint highlights

## Established business streams

- Overall transaction growth of 3%
- 33% transaction growth in internet payments
- Strong growth in retail services (transactions 22% up; net revenue up 23%)
- Over 350 net additions to UK retail network, reinforcing our value to retailers
- Introduced cash pay-out scheme allowing clients to refund cash to consumers via our retail network

## Investment in developing business streams

- Overall transaction growth of 2.7 times
- 3,400 Collect+ sites live; 20 clients with many more interested; annualised transaction run-rate over 1m<sup>1</sup>
- 1,800 Romanian bill-pay sites installed in the period to replace top up only terminals
- 5m bill pay transactions (up 171%) in Romania for 26 clients
- Added sales and development resources in PayByPhone and invested in infrastructure including disaster recovery

<sup>1</sup> Based on October 2010 transaction volumes



# Four elements of strategy

## Payments capability

Multiple payment media

Multiple payment channels



## Selected vertical markets

High volume recurring payments  
Ability to add value

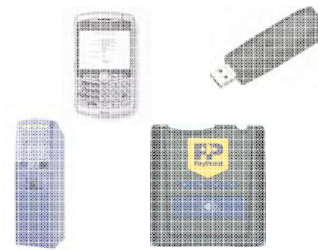
energy/utilities  
telecoms & media  
financial  
transport/parking  
public sector/  
social housing  
retail (incl eCommerce)  
gaming/leisure

## Value added services / content

Differentiation to channel through products & services

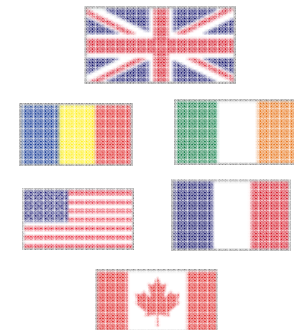
Deeper role in payments value chain

collect+



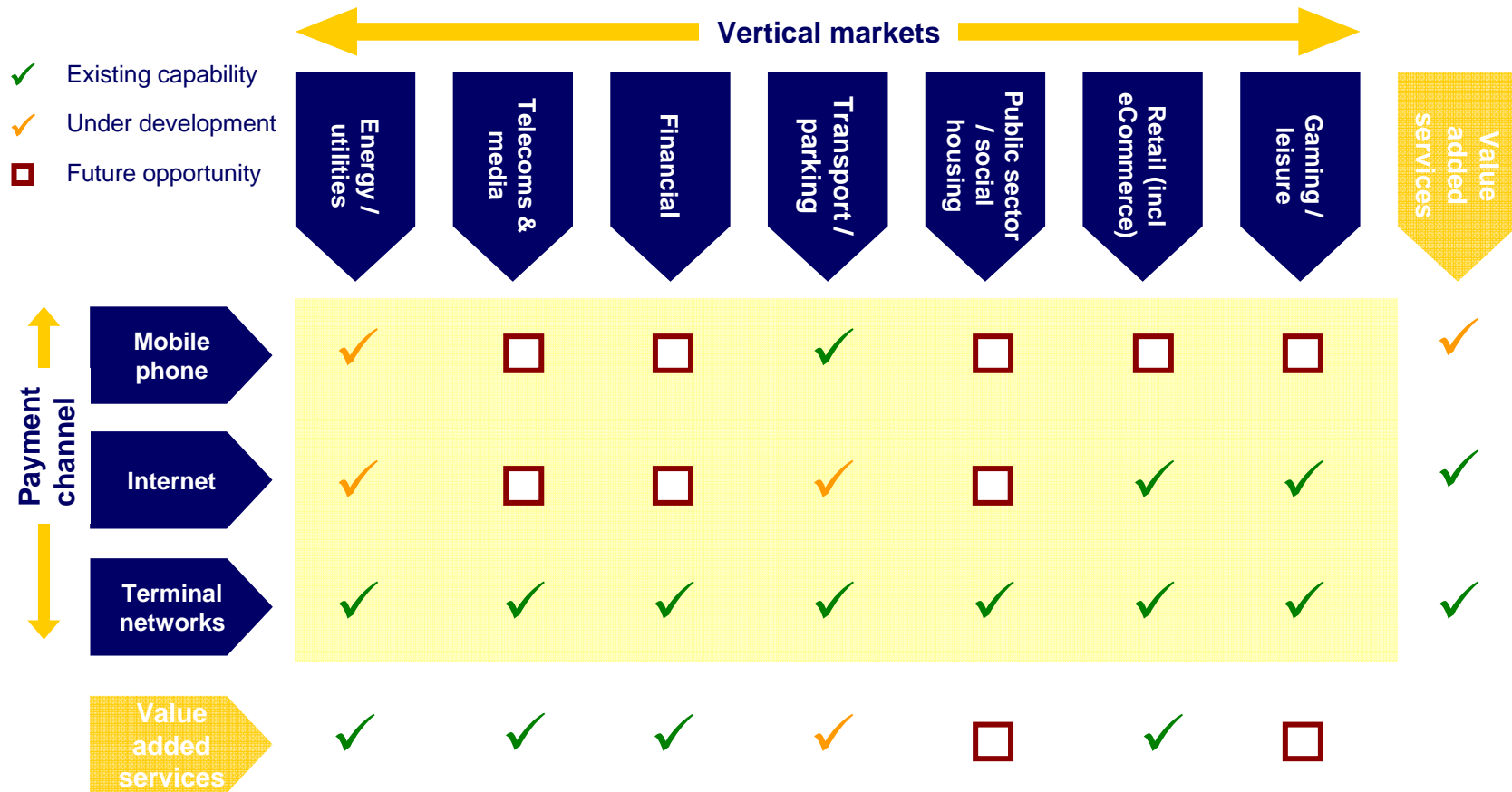
## Geographic reach

Ability to import know how and replicate UK strategy





# Progress and opportunity







# Operations review



# Established business streams

## Bill and general payments

- Core to our bespoke client proposition and our unique market positioning
- Small increase in retail coverage, with continued strong demand from retailers and low churn
- High customer satisfaction and good brand awareness
- Growth in energy prepaid volumes (3%) and local authority/housing sector (7%)
- Introduction of 'Cash Payout' service – already used by a large utility to process 400k refunds by the end of October

## Top-ups

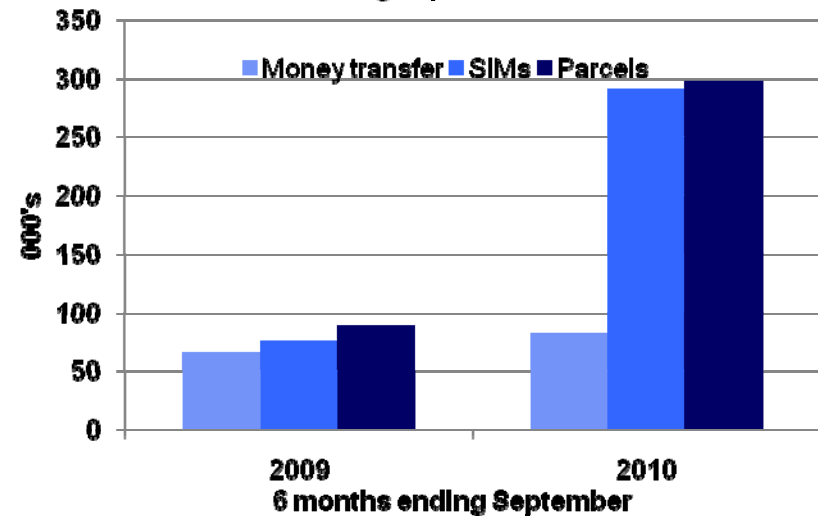
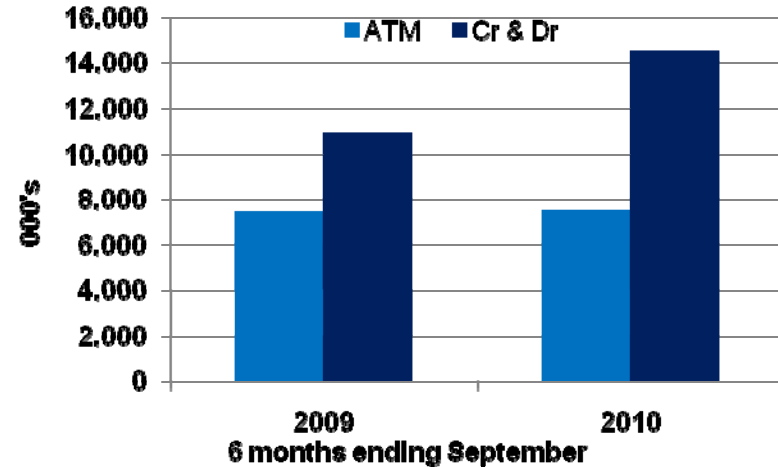
- Strong growth in e-money transactions (46%)
- Offset by mobile volumes down by 8% (relative to 11% last year)
- PayPoint Top-up net revenue down 5% offset by higher income e-money transactions
- Over 350 net new UK terminals installed have increased PayPoint's share within the retail sector



# Established business streams – retail services

- Transaction volumes of 23m up 22%
- Net revenue up 23% at £5.1m
- Early promise from trial of free-to-use ATMs
- Credit & debit added to 426 sites
- Money transfer volumes up 25%
- Sold over 290,000 SIM cards to 2,350 retailers in the period
- 300,000 parcel transactions generating revenue of over £200k to offset JV loss
- 29m till receipts with marketing messages, generating over £300k of revenue

Retail services transaction volumes

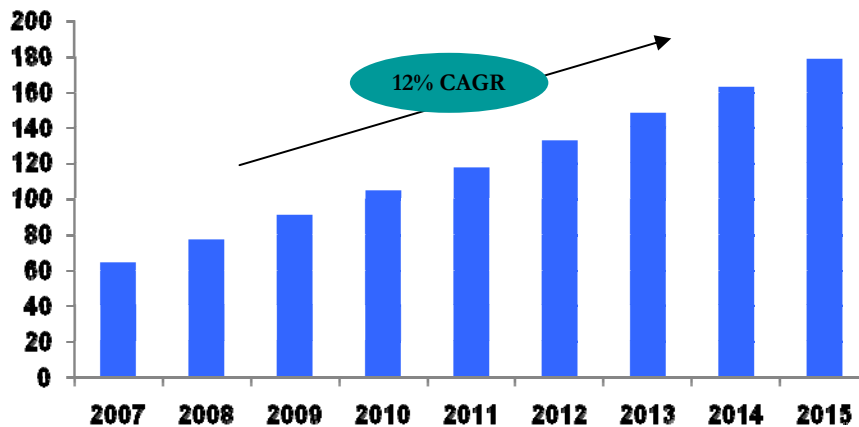




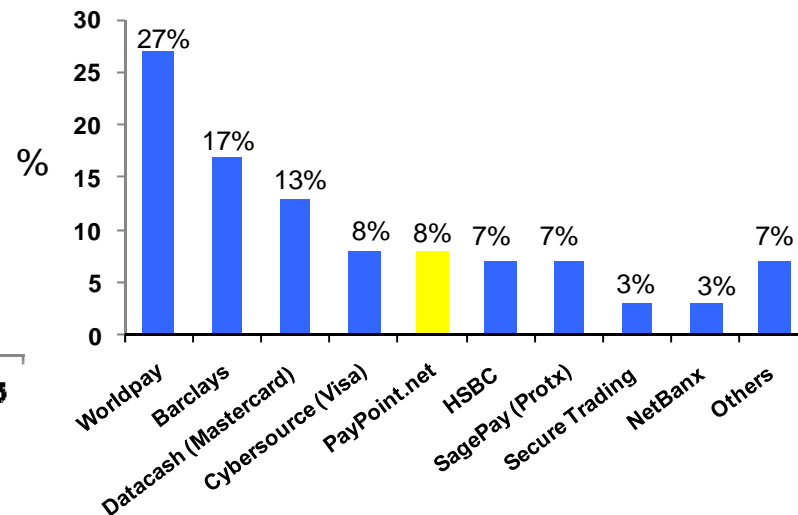
# Established business streams - internet

PayPoint.net processes payments from consumers to web merchants via acquiring banks, in a growing market

UK eCommerce Transaction Value (€bn)<sup>1</sup>



2009 PayPoint eCommerce Market Position



## Performance year to date

- Merchants down 96 to 5,522 in total – churn of small merchants exacerbated by change of card scheme sponsor
- Consumer spend up 26% to £1.3bn
- Transactions up 33% to 25m
- Net revenue up 25% to £4.2m
- New merchant wins: SportingBet; Unibet; StanJames

1. Source IMRG



# Established business streams - internet

## Differentiation achieved through

### Leveraging our UK retail proposition

- New home vend solution now over 1m transaction run rate<sup>1</sup> pa.
- Continued sales to UK clients as part of payment hub proposition
- Promotion of Collect+ and PayCash

### New card scheme sponsors

- B&S has replaced Pago with more card scheme sponsors to be live this year
- Enabling broader geographic reach e.g. France

### Extending consumer payment choices

- PayCash and PayPal

### Driving value added services to Merchants

- Fraudguard launched as standalone product
- Enhanced SME offer with 24 hour set up & “build your own” proposition

### Strategic fit

- Internet core to our payments hub proposition to clients

<sup>1</sup> Based on October 2010 transaction volumes



# Developing business streams - Romania

## Business on track to profitability

### Bill payment continues to grow

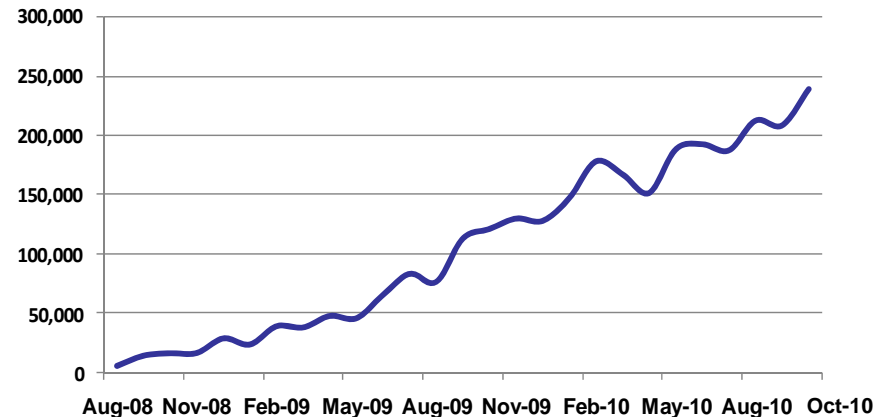
- 26 clients now live
- More than 5m payments processed in the period, 171% up, 17% average monthly growth since launch
- c.6% share commercial bill payment

### Over 5,000 sites live, of which c. 300 are old top-up only sites

- Top-up only sites removed since period end
- Retail network will grow in second half to c. 6,400 sites, to create a unique network

**Mobile volumes 24% down (2009: 38%) in declining market**

## Average weekly bill payment volume



### Costs reduced by c. £370k year on year

- Cash collection largely replaced by direct banking
- Strong cost controls in place

### Retail services opportunities

- Planning to launch a money transfer service during next financial year



# Developing business streams – Collect+

## Significant opportunity

- JV with Yodel created 'dream team'
- Strong growth in underlying market driven by online shopping
- Proposition provides full 'track and trace'
- PayPoint earns as a supplier to the JV on a per transaction basis
- 58% of shoppers shun online retailers because of poor delivery and return options<sup>1</sup>

## Collect+ markets

### Outbound parcels

- Ecommerce / mail order (B2C) is the fastest growing segment
- £6.9bn UK fulfillment market in 2007 (74% domestic) - driven largely by internet sales
- Estimated 1.6bn parcels p.a. from fulfillment
- c. 504m B2C shipments, the majority under £30 in value (A.T. Kearney)

### Returns

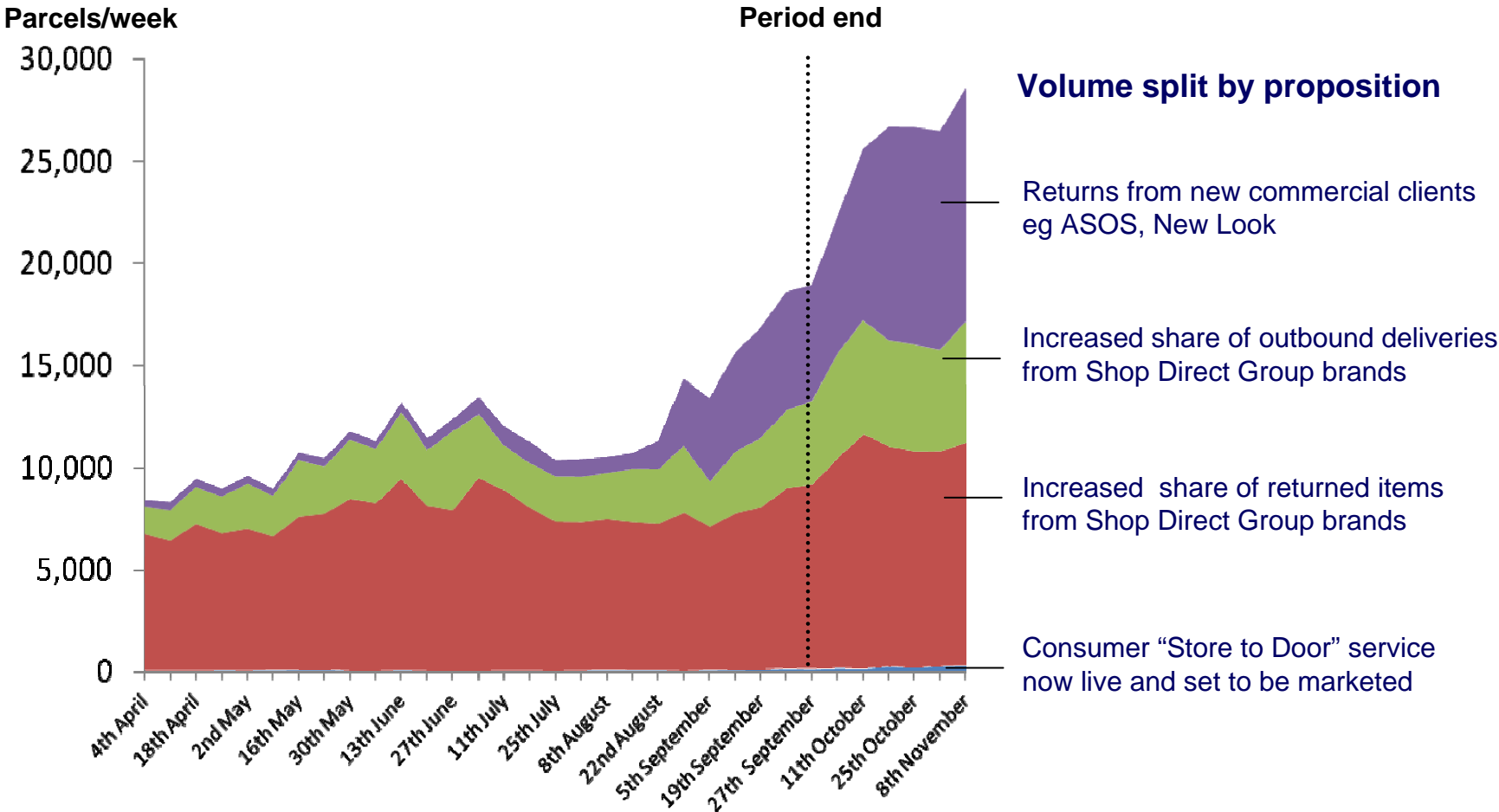
- c. 5 - 10% of outbound parcels returned, costing merchants £240m
- c. 30m returns p.a. split between company paid and consumer paid (A.T. Kearney)

### C2C

- c. 50m - high growth driven by eBay and Amazon Marketplace



# Collect+ parcel volumes are scaling across all propositions







# Returns from commercial clients now gaining traction

## Mainstream retailers now offering Collect+ returns

ASOS  
THE ONLINE FASHION STORE

MmDirect.com

Boden

look

DOROTHY PERKINS

HOUSE OF FRASER

very Littlewoods



UNITED DIRECT  
THE OFFICIAL ONLINE MEGASTORE

PLANET

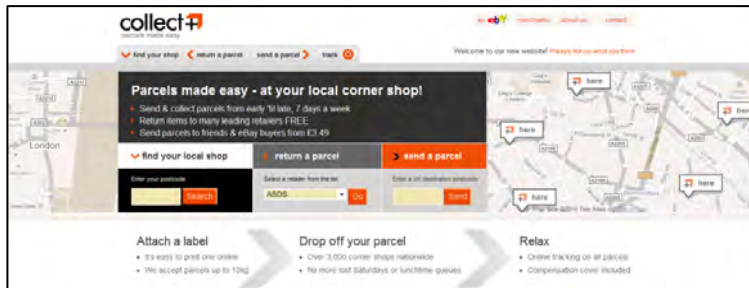
WINDSMOOR

## Clear benefits

- Daily manifest of incoming parcels based on tracking - items available to resell 24 hours sooner
- Customers no longer have to wait to return items
- 40% drop-offs outside regular opening hours
- Customers using Collect+ 17% more loyal than those who don't
- Typically we gain 15-20% share of retailer volumes within weeks of launch



# Consumer “Store to Door” service now live and set to be marketed



## www.collectplus.co.uk website overhauled

- More professional look and feel
- Send a parcel to any UK postcode (not just to C+ stores)



## Send a parcel to any UK postcode

- 1 minute booking process
- Price competitive vs Royal Mail
- eBay seller integration to launch pre-Xmas



## Consumer friendly tariffs

- e.g. simple size & weight splits



# Developing business streams - PayByPhone

## The company

- Acquired Verrus (PayByPhone) in March for £29m cash, including £4m deferred, and a further potential £4m, dependent on performance to March 2013
- Leader in mobile phone payments for parking, operating in UK, France, USA and Canada

## Results

- Processed 7m transactions in the period with a value of £26m
- Annual transaction run rate of 14m transactions<sup>1</sup>
- Added 367,000 users over the period totalling now 2.6m
- Revenue £2.2m in the period (5% up)

<sup>1</sup> Based on September 2010 transaction volumes



# Developing business streams - PayByPhone

## Since acquisition

- Business rebranded PayByPhone
- Infrastructure upgraded including the addition of disaster recovery
- Additional resources for sales, product development and delivery & finance, should deliver benefit from next financial year
- Existing clients have substantial growth potential



# Developing business streams - PayByPhone

## Market opportunities

- Mass market application for mobile payments
  - North American and European parking markets \$65bn pa.
  - Internationally scalable
- Compelling attractions to parking operators
  - Significant financial benefits: Westminster revenue up 45% and costs down 20% since implementation
  - Improved enforcement
  - Availability of parking data
- Substantial attractions to consumers
  - Convenience: no coins, no need to return to car
  - Reduced fines through reminders and remote top-ups
  - Account management

## Strategic fit

- Builds on our payment hub philosophy, adding mobile payment
- Adds a new high volume consumer payment vertical
- Natural extension into new applications where consumer or payee is on the move
- Synergies from broadening PayPoint's service offering



## Business streams

	Established	Developing	Total	Adjust Collect+	As reported
<b>Transactions (000)</b>					
<b>6 months 2010</b>	<b>253,451</b>	<b>13,973</b>	<b>267,424</b>	-	<b>267,424</b>
6 months 2009	246,958	5,030	251,988	-	251,988
<b>Transaction value £000</b>					
<b>6 months 2010</b>	<b>4,723,019</b>	<b>108,381</b>	<b>4,831,400</b>	-	<b>4,831,400</b>
6 months 2009	4,398,697	47,679	4,446,376	-	4,446,376
<b>Revenue £000</b>					
<b>6 months 2010</b>	<b>80,337</b>	<b>12,835</b>	<b>93,172</b>	<b>(274)</b>	<b>92,898</b>
6 months 2009	83,403	13,073	96,476	(66)	96,410
<b>Net revenue £000</b>					
<b>6 months 2010</b>	<b>35,997</b>	<b>2,973</b>	<b>38,950</b>	<b>(222)</b>	<b>38,728</b>
6 months 2009	34,831	1,211	36,042	(52)	35,990



# Financial review

**George Earle**  
**Finance Director**



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## Revenue and net revenue bridge

	Revenue £000	Net revenue £000
<b>H1 2009</b> (including Collect +)	<b>96,476</b>	<b>36,042</b>
Bill and general	(901)	158
Top-ups	(5,876)	(614)
Retail services	1,624	976
Internet	(444)	828
PayByPhone	2,183	1,488
Collect +	208	170
Other	(98)	(98)
<b>H1 2010</b> (including Collect +)	<b>93,172</b>	<b>38,950</b>



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### **Bill and general net revenue up from:**

- Increase in transactions in UK pre-paid energy and local housing
- Increase in bill payment transaction volume in Romania
- Better mix in electricity pre-paid energy

### **mitigated by:**

- Loss of TfL congestion charge
- Unbundling of 13 million gas transactions



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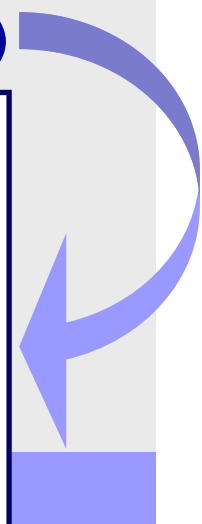
- Bill and general revenue down:**
- Retail exclusivity from British Gas driving footfall to agents in exchange for lower commissions
  - Mix favours pre-paid transactions which carry lower retail agent commissions than post-paid transactions
  - Loss of TfL congestion charge



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<b>Top ups revenue is down:</b>	<b>£000</b>
<input type="checkbox"/> UK mobile	(1,519)
<input type="checkbox"/> Romania and Ireland mobile	(4,560)
<input type="checkbox"/> Other (e-money)	203
<b>and net revenue is down:</b>	
<input type="checkbox"/> UK mobile	(710)
<input type="checkbox"/> Romania and Ireland mobile	(94)
<input type="checkbox"/> Other (e-money)	190





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### Retail services increases in revenues and net revenues from

- SIMs
- Advertising on till receipts
- ATMs

Advertising on till receipts attracts no retail agent commission



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- ❑ Internet net revenue is up from organic growth in existing merchants, new merchants, better rates from card scheme sponsors mitigated by churn, and retention of merchants on lower margins
- ❑ Internet revenue is down because £1,272k of merchant service charges was included in revenue (and cost of sales last year).



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## Revenue to net revenue

6 months ending September	2010 £000	2009 £000	Increase / (decrease)
<b>Revenue</b>	<b>92,898</b>	<b>96,410</b>	<b>(3.6%)</b>
Agent commission	(34,579)	(36,172)	
Mobile top-ups and SIM cards	(18,896)	(22,976)	
Other	(695)	(1,272)	
<b>Net revenue</b>	<b>38,728</b>	<b>35,990</b>	<b>7.6%</b>





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	£000
H1 2009 Agent commission	36,172
Bill and general, (British Gas, TfL)	(1,061)
Mobile	(1,017)
Other, mainly SIM cards	485
<b>H1 2010 Agent commission</b>	<b>34,579</b>



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	£000
H1 2009 mobile top-ups and SIM cards	22,976
Romania and Ireland	(4,244)
SIM cards	<u>164</u>
H1 2010 mobile top-ups and SIM cards	<u>18,896</u>



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	£000
H1 2009 other costs	1,272
Merchant service charges direct to merchant	(1,272)
PayByPhone MSC and call centre costs	<u>695</u>
H1 2010 other costs	<u>695</u>



## Costs

6 months ending September	2010 £000	2009 £000	Increase / (decrease)
Net revenue	<b>38,728</b>	<b>35,990</b>	<b>7.6%</b>
Depreciation/ amortisation	1,912	2,631	(27.3%)
Other cost of sales	3,997	4,504	(11.2%)
Operating costs	17,510	14,195	23.3%
<b>Operating profit</b>	<b>15,309</b>	<b>14,660</b>	<b>4.4%</b>



# Costs

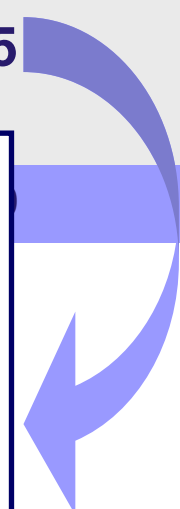
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Operating costs	17,510	14,195	23.3%
<b>Operating costs</b>		<b>£000</b>	<b>4.4%</b>
H1 2009 other cost of sales		4,504	
Reduction in field costs on in-sourcing		(301)	
Development re-charge costs		(272)	
Other net		66	
H1 2010 other cost of sales		<u>3,997</u>	



# Costs

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<b>Operati</b>		<b>£000</b>	<b>4.4%</b>

H1 2009 operating costs	14,195
Cost reductions in Romania	(366)
PayByPhone operating costs	1,597
One off costs including NLC legal costs	1,448
Other increases	636
H1 2010 operating costs	<u>17,510</u>





## Profit before tax

6 months ending September	2010 £000	2009 £000	Increase / (decrease)
<b>Operating profit</b>	<b>15,309</b>	<b>14,660</b>	<b>4.4%</b>
Share of loss on JV	(726)	(964)	24.7%
Interest	(26)	115	
<b>Profit before tax</b>	<b>14,557</b>	<b>13,811</b>	<b>5.4%</b>
<b>Tax</b>	<b>(4,496)</b>	<b>(4,102)</b>	
<b>Profit after tax</b>	<b>10,061</b>	<b>9,709</b>	<b>3.6%</b>

- ❑ Effective tax rate 30.9%, higher than UK nominal rate of 28% as a result of unrelieved losses in Romania and Canada and share scheme charges.



## Cash flow

6 months ending September	2010	2009
	£000	£000
<b>Profit before tax</b>	<b>14,557</b>	<b>13,811</b>
Add back non cash items	3,257	3,940
Changes in working capital	(2,448)	(1,659)
Capital expenditure	(1,051)	(1,634)
Net investment income	(6)	85
Bank loan	4,000	-
Tax paid	(5,886)	(9,501)
Acquisition and investment in joint venture	(400)	(880)
Dividends paid	(9,765)	(7,848)
Other payments	(99)	(479)
<b>Total increase / (decrease) in cash</b>	<b>2,159</b>	<b>(4,165)</b>
Cash at March (including client cash £7m)	20,769	36,345
<b>Cash at September 2010 (including client cash £7m)</b>	<b>22,928</b>	<b>32,180</b>





# Cash flow

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Cash at March (including client cash £7m)	20,769	36,345
<b>Cash at September 2010 (including client cash £7m)</b>	<b>22,928</b>	<b>32,180</b>

- Working capital tends to increase in first half
- In addition, this period we have settled some longer term accruals





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<b>Capital expenditure</b>	<b>(1,051)</b>	<b>(1,634)</b>
Net investment income	(6)	85
Bank loan	4,000	-
Tax paid	(5,886)	(9,501)
Acquisition and investment in joint venture	(400)	(880)
<div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> Capital expenditure is low, expect some increase in the second half (including capitalised software), running into next year         </div>		
Cash at March 2010 (including client cash £7m)	20,769	36,345
<b>Cash at September 2010 (including client cash £7m)</b>	<b>22,928</b>	<b>32,180</b>





# Cash flow

6 months ending September	2010	2009
	£000	£000
<b>Profit before tax</b>	<b>14,557</b>	<b>13,811</b>
Add back non cash items	3,257	3,940
Changes in working capital	(2,448)	(1,659)
Capital expenditure	(1,051)	(1,634)
Net investment income	(6)	85
<b>Bank loan</b>	<b>4,000</b>	<b>-</b>
Tax paid	(5,886)	(9,501)
Acquisition and investment in joint venture	(400)	(880)
Dividends paid	(9,765)	(7,848)

- £4m of the bank facility drawn to support first half cash requirements following PayByPhone acquisition. £10m drawn down in total, £4m already repaid, the remainder will be repaid well before facility expires in August 2011
- In discussion with bankers to replace facility prior to expiry



# Cash flow

6 months ending September	2010	2009
	£000	£000
<b>Profit before tax</b>	<b>14,557</b>	<b>13,811</b>
Add back non cash items	3,257	3,940
Changes in working capital	(2,448)	(1,659)
Capital expenditure	(1,051)	(1,634)
Net investment income	(6)	85
Bank loan	4,000	-
<b>Tax paid</b>	<b>(5,886)</b>	<b>(9,501)</b>
Acquisition and investment in joint venture	(400)	(880)
Dividends paid	(9,765)	(7,848)
Other payments	(99)	(479)
<div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> Tax paid catch up in prior period         </div>		
<b>Cash at September 2010 (including client cash £7m)</b>	<b>22,928</b>	<b>32,180</b>





## Cash flow

6 months ending September	2010	2009
	£000	£000
<b>Profit before tax</b>	<b>14,557</b>	<b>13,811</b>
Add back non cash items	3,257	3,940
Changes in working capital	(2,448)	(1,659)
Capital expenditure	(1,051)	(1,634)
Net investment income	(6)	85
Bank loan	4,000	-
Total	(5,896)	(9,504)
<div data-bbox="353 890 1899 1161" style="border: 1px solid black; padding: 10px;"> <p>❑ Cash is £22.9 million, but includes £7m of client cash and the loan drawn down at the end of September was £10m. Compared to September 2009, cash is lower because of the acquisition of PayByPhone in March 2010.</p> </div>		
<b>Total increase / (decrease) in cash</b>	<b>2,159</b>	<b>(4,165)</b>
Cash at March 2010 (including client cash £7m)	20,769	36,345
<b>Cash at September 2010 (including client cash £7m)</b>	<b>22,928</b>	<b>32,180</b>





# Summary & outlook

## Dominic Taylor

### Chief Executive



## Summary & outlook

- In current financial year trading is in line with company expectations
- Our established business is strong, with opportunities to enhance the retail yield and increase the number of online merchants
- Our developing business streams have growth potential, as we continue to roll out services to a wider base
- Together, they are a solid foundation to deliver long term shareholder value



## Q & A





## Appendices

1. PayPoint strategy
2. Consumer transaction
  - UK retail
  - PayByPhone
  - Collect+



# Appendix 1

## Strategy



## Appendix 1

# Changing landscape drives opportunity

### Technology

High levels of internet penetration  
Wireless communications  
New payment media  
New payment technology  
EPOS integration

### Market

Growth in new economy payments  
Banks return to core business  
Leap-frog technology in developing markets  
Competitor specific issues

### Regulatory

Banking regulations  
Data security standards  
Cross-border developments  
Cheques being phased out

### Consumer

New technology adoption  
Reduced trust in banks  
Choice and convenience  
Control and transparency  
Speed and information

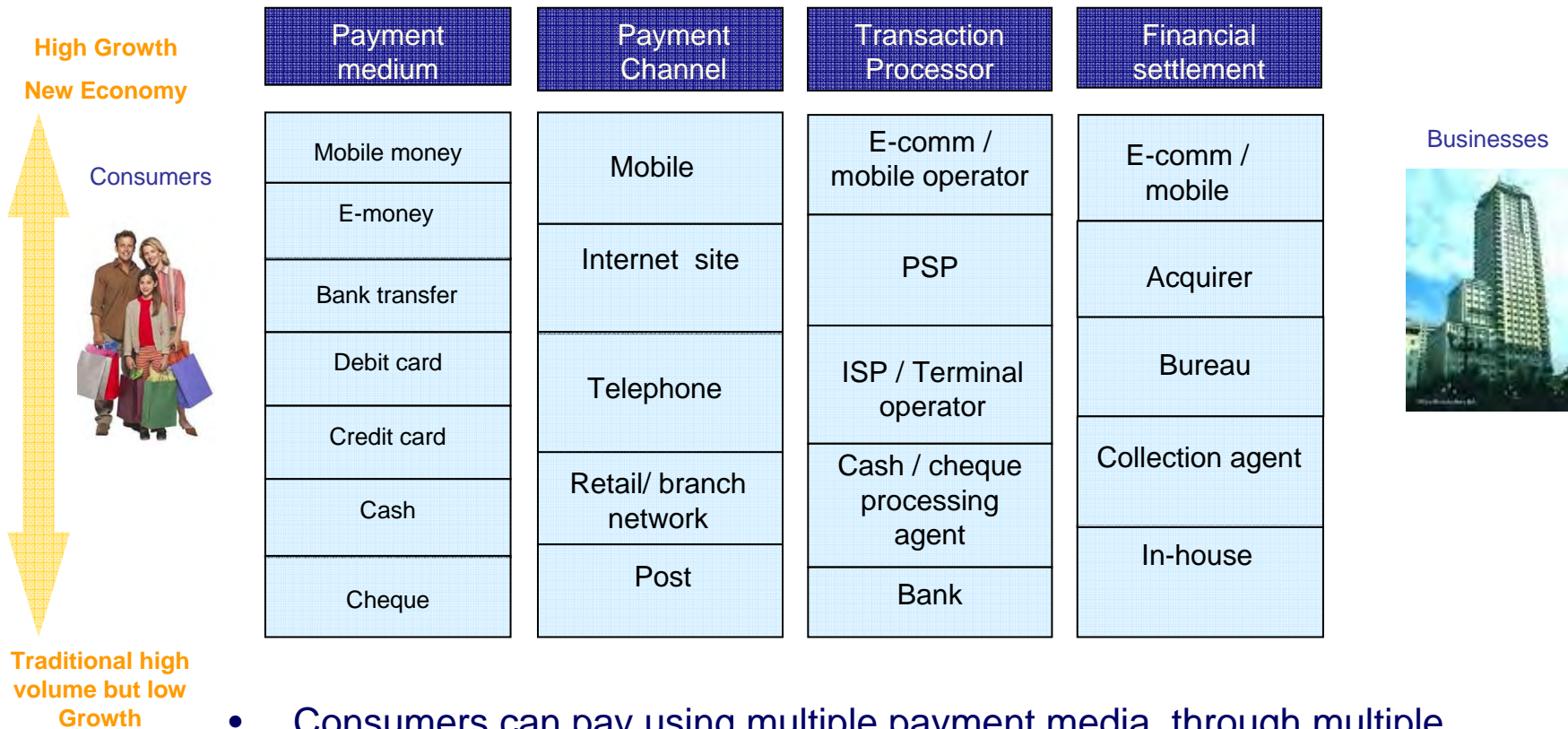


- **Creating new markets**
- **Opening markets previously dominated by banks**



## Appendix 1

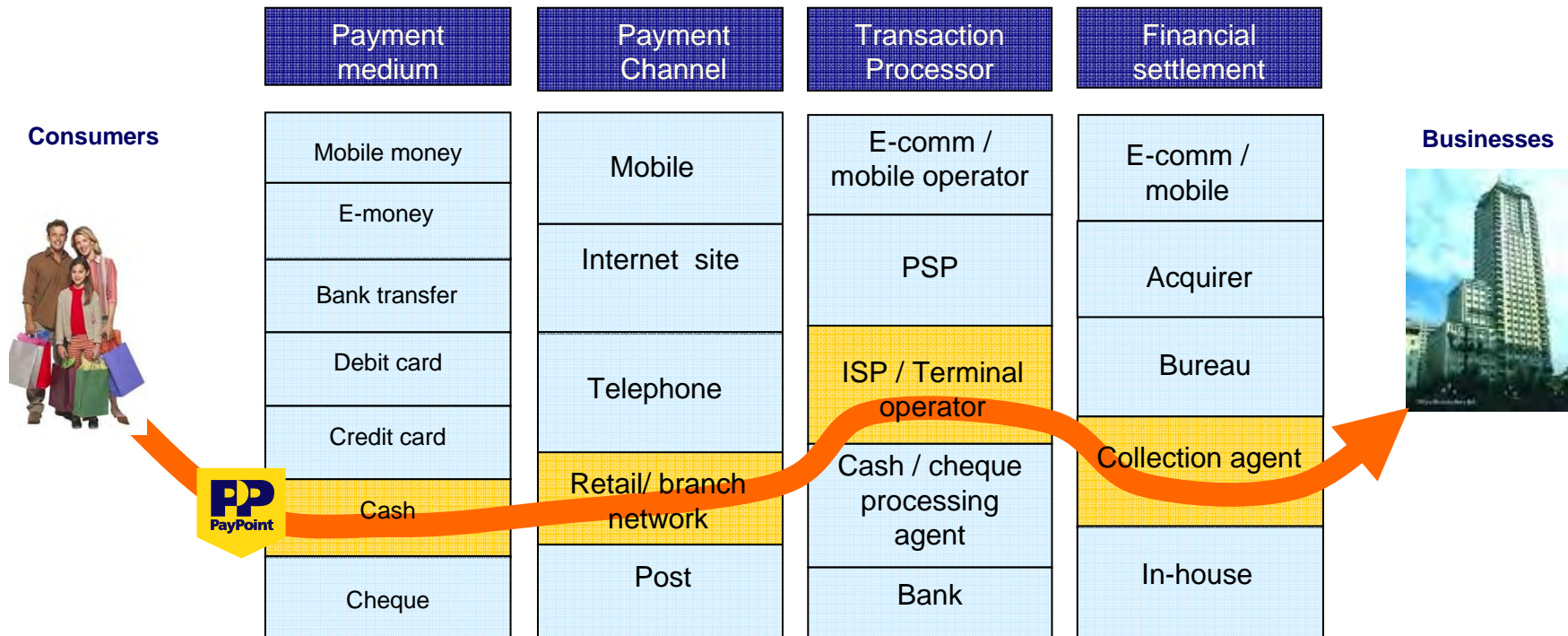
# Consumer payments value chain



- Consumers can pay using multiple payment media, through multiple channels
- A wide range of organisations act as intermediaries



# Appendix 1 PayPoint at float



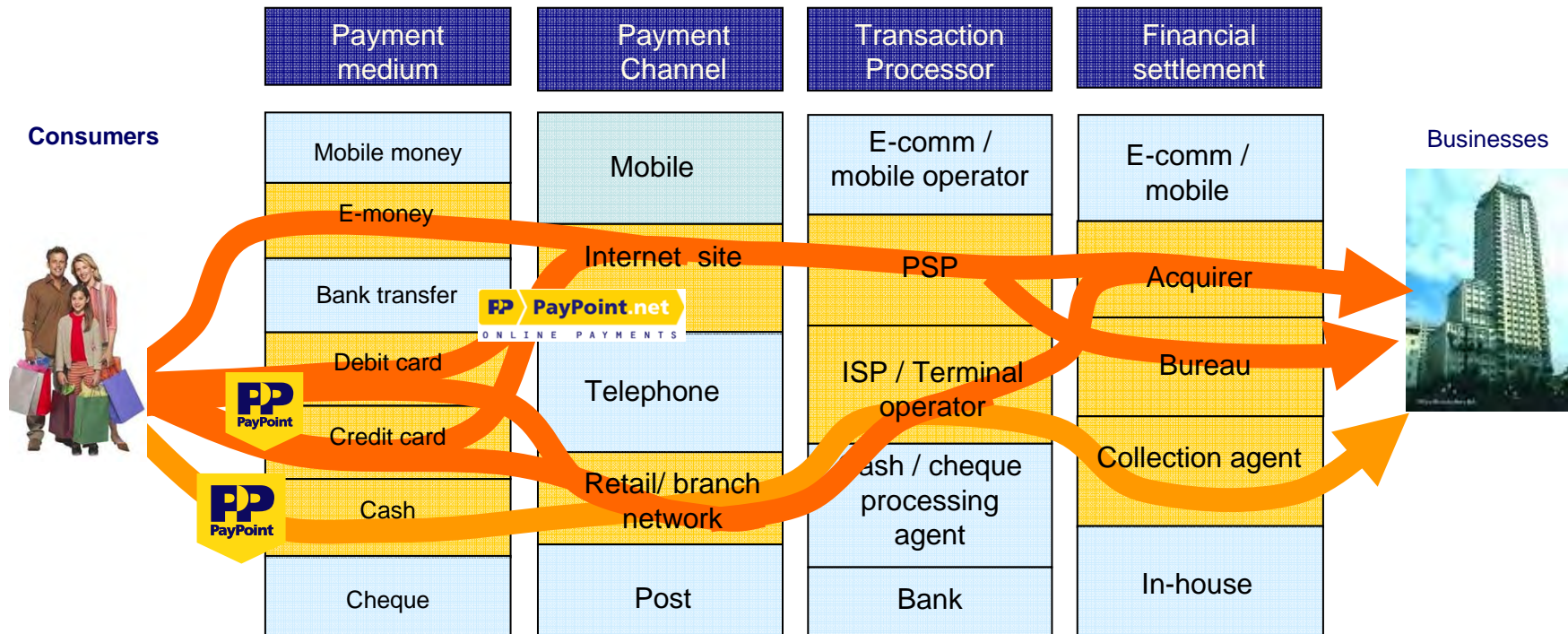
## Narrow capability in limited vertical markets

- Single payment medium through a single channel



## Appendix 1

# PayPoint with internet payments

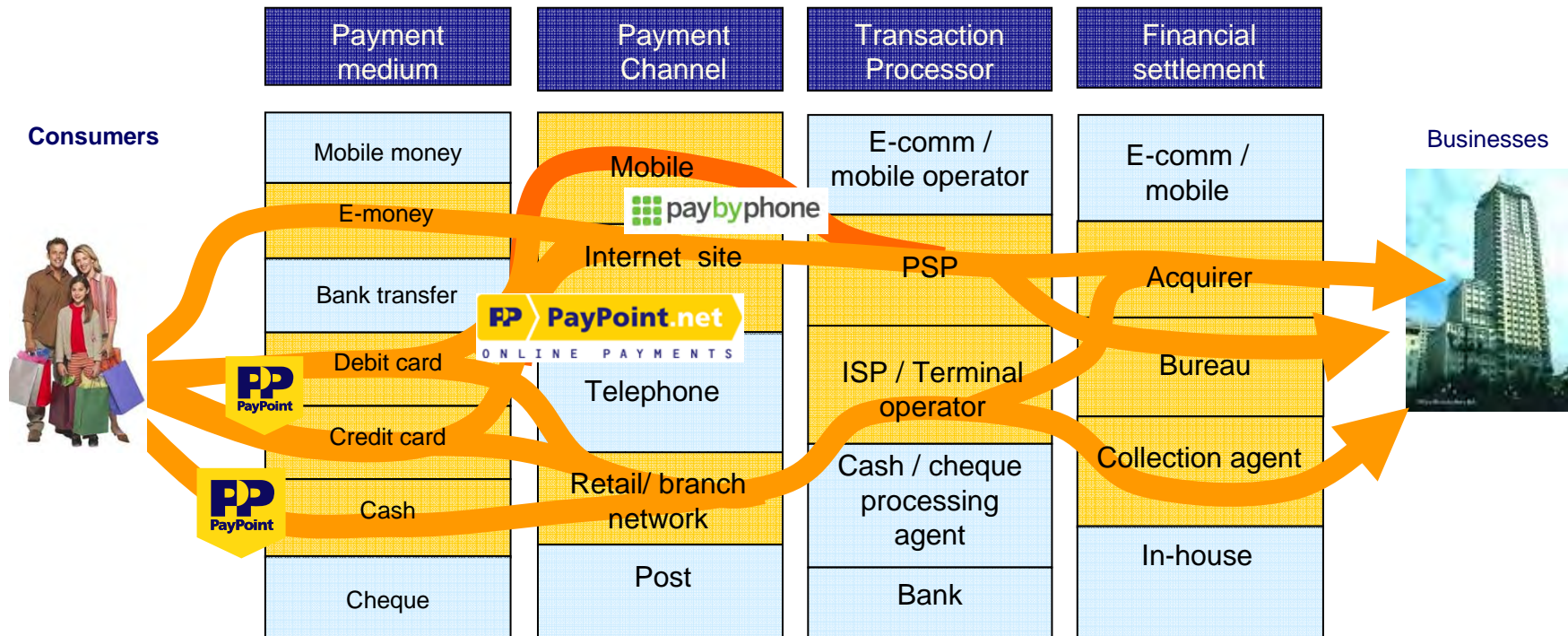


- Added credit and debit card payment capability within retail
- Acquired internet payment capability via our own Payment Service Provider (PSP)



## Appendix 1

# PayPoint today



- Multiple capability for consumer payments
- Enabled from acquisitions and organic development
- New high volume sectors



## Appendix 1

# Four elements of strategy

### Payments capability

Multiple payment media

Multiple payment channels



### Selected vertical markets

High volume recurring payments  
Ability to add value

energy/utilities  
telecoms & media  
financial  
transport/parking  
public sector/  
social housing  
retail (incl eCommerce)  
gaming/leisure

### Value added services / content

Differentiation to channel through products & services

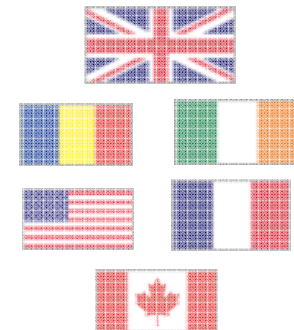
Deeper role in payments value chain

collect+



### Geographic reach

Ability to import know how and replicate UK strategy

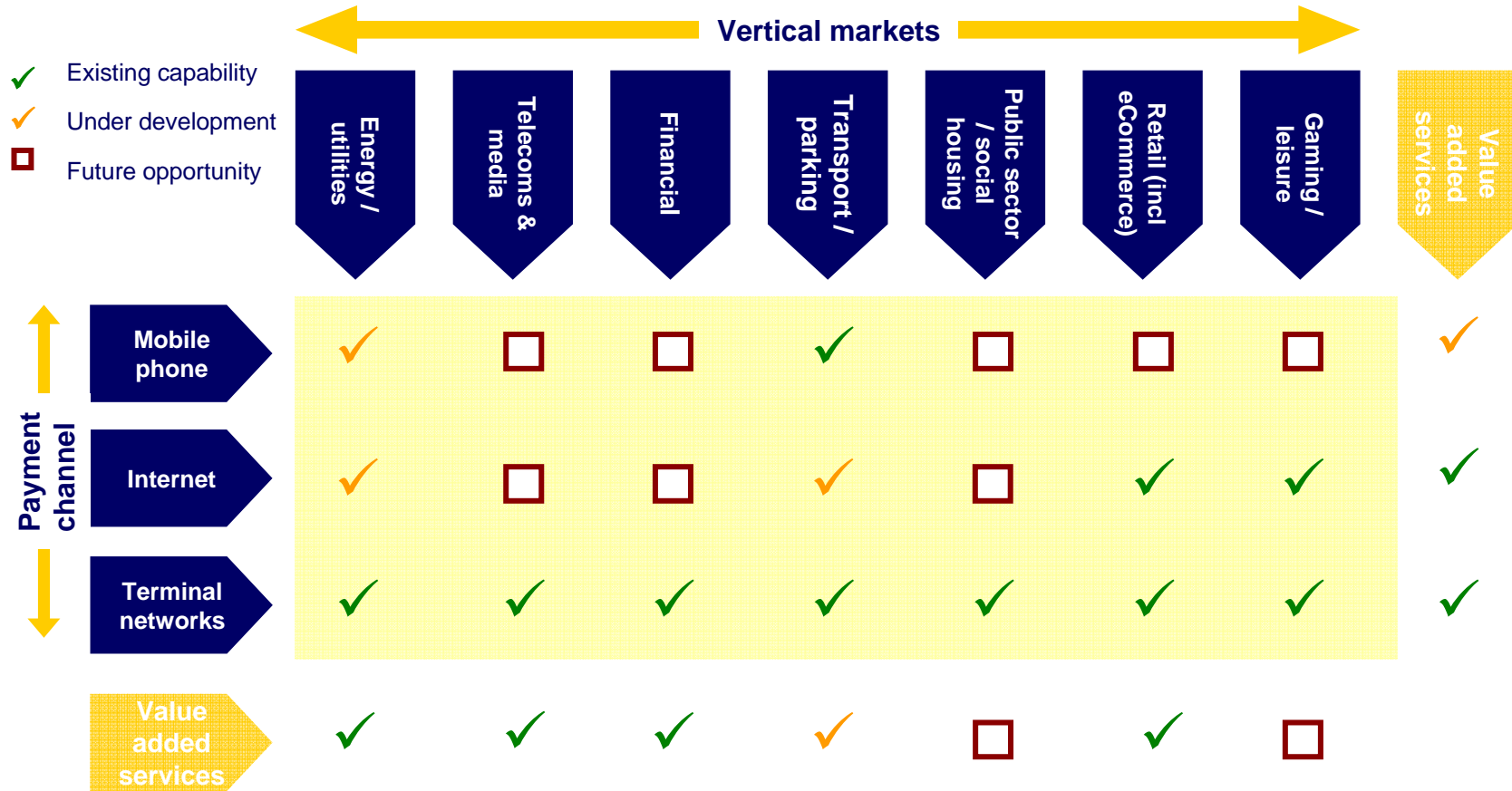






## Appendix 1

# Progress and opportunity





## Appendix 2

# Materials to support the consumer transaction



# Appendix 2 UK Retail: Client payment media



Telewest BILL

As the last stage it is advisable to make your payment only by Debit / Credit Card or through a Pay Point outlet - further details are on the reverse of this bill.

If you are experiencing problems paying your bill, please call us immediately.

Page 1 of 2

**Girobank** Trans cash bank giro credit ABC

Direct debit from Girobank Giro SA/N

Reference (Customer number): 133 205 337911903001 125 0205 £ 47.97

Check (BIC) accepted in PD system

Customer name and address: 3790/000008 Mr & Mrs Dean 222 Longweath Gardens Croydon Cro 77r

AMPLAYS BANK PLC AUTOMATED BILL CREDIT CASHING TRUSTWEST COMMUNICATIONS LONDON SEEN01 020 7500

20-13-42

**HOW TO PAY YOUR BILL**

Following methods:

**BY DEBIT CARD**

If bill is Absentcard (Abscard), visit one of the following methods on 150. Please supply absolute your ID Number and card details. If paying by Abscard, also need to quote your card route.

**BY CREDIT CARD**

abscard below and pay with your card in person and detach the slip, returning it in a separate envelope.

**BY CHEQUE**

If paying your bill, then please call our office to find we can suggest ways you may require your account number at (shown on the bill).

**BY POSTAL ORDER**

Please do not include any cash notes in your postal order.

**TELEWEST COMMUNICATIONS**

Customer Services are available to take your call 9.00am to 8.00pm Monday - Friday and 8.30am - 5.30pm Saturday and Sunday. Staff are available to deal with any queries or problems you may have, simply call us on 150.

Any correspondence should be sent to the following address and



## Appendix 2

# UK Retail: Retailer external signage





## Appendix 2 UK Retail: POS merchandising





Appendix 2

# UK Retail: Terminals and ATMs





# Appendix 2 UK Retail: Terminal receipts

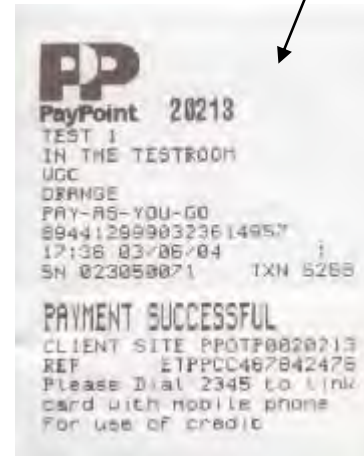


Sample SPAR Tag



Transport Ticketing

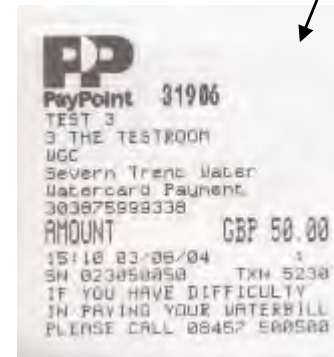
E-TopUp



E Voucher



Utility Payment





## Appendix 2

# PayByPhone: Parking payment: IVR, SMS, mobile web

**PAY BY PHONE & GO!**

1 CALL VERRUS    2 ENTER LOCATION #    3 ENTER TIME

**1-866-234-PARK**  
(7275)

POWERED BY  
**verrus**<sup>™</sup>  
MOBILE PAYMENT

LOCATION #  
**4719**

**pts** For questions call  
303-492-7384

The Verrus logo, which includes a stylized mobile phone icon with signal waves and the text 'POWERED BY verrus MOBILE PAYMENT'.





## Appendix 2

# PayByPhone: Consumer value proposition



All you need is your mobile phone



Be automatically reminded when time is almost up



Extend your time from any phone



Stay safe & comfortable while paying



View & print parking transactions online



## Appendix 2

# www.collectplus.co.uk – Nearest site

Find your shop :: Collect+ - Windows Internet Explorer

http://www.collectplus.co.uk/orders/new?from\_postcode=W1K+5DS

File Edit View Favorites Tools Help

Share Browser WebEx

Favorites Google Worldwide map search, rout... PayPoint Intranet

Find your shop :: Collect+

for ebay merchants about us contact

collect+ parcels made easy

find your shop return a parcel send a parcel track

Shops near to W1K 5DS

Enter postcode

nearest shop >> 0.36 miles

**Magnum News**

17 Thayer Street  
London  
W1U 3JX

**Opening hours**  
Mon-Fri 0700-1900  
Sat 0900-1900  
Sun 1000-1500

**Send a parcel**  
Enter destination postcode:

**Return from here**  
to this retailer

map view list view

your postcode

Map data ©2010 Google, Terra Atlas, Terms of Use



## Appendix 2

# www.collectplus.co.uk – Parcel returns

The screenshot shows a Windows Internet Explorer browser window displaying the Collect+ website. The browser's address bar shows the URL <http://www.collectplus.co.uk/retailers>. The website header includes the Collect+ logo with the tagline "parcels made easy" and navigation links for "for ebay", "merchants", "about us", and "contact". A secondary navigation bar contains buttons for "find your shop", "return a parcel", "send a parcel", and "track".

The main content area features a section titled "Returns made easy - at your local shop" with a three-step process:

- 1. Attach a Collect+ label**
  - You can easily print one online
  - Choose your retailer to begin
- 2. Drop off your parcel at a shop**
  - Over 3,000 shops open late, 7 days a week
  - No more lost Saturdays or lunchtime queues
- 3. Relax**
  - You'll receive proof of postage
  - Online tracking on all parcels

Below this process, a prompt says "Choose your retailer from the list below or try typing their name:" followed by a search input field. The search results are displayed in a list:

- ▶ Additions
- ▶ ASOS
- ▶ Barcelona
- ▶ Bargain Crazy
- ▶ Celtic Superstore
- ▶ Chelsea Megastore
- ▶ Choice
- ▶ DABS
- ▶ Dorothy Perkins
- ▶ ECB Cricket Store

On the left side of the search results, there are four retailer cards, each with a logo and a "Book a return" button:

- Littlewoods** ▶ Book a return
- very** ▶ Book a return
- MmDirect** ▶ Book a return
- look** ▶ Book a return



## Appendix 2

# www.collectplus.co.uk – Parcel delivery

Parcel details :: Send a parcel :: Collect+ - Windows Internet Explorer

https://www.collectplus.co.uk/parcels

Drop and Collect Ltd [GB]

File Edit View Favorites Tools Help

Share Browser WebEx

Favorites Google Worldwide map search, rout... PayPoint Intranet

Parcel details :: Send a parcel :: Collect+

for eBay merchants about us contact

collect+ parcels made easy

find your shop return a parcel send a parcel track

### 1 Enter parcel details

Recipient's name  House No. or Company

Address line 1  [Add another line](#)

Clarendon Road

Town/City  County

London

Postcode

W5 1AB

Weight

Standard Parcel (up to 5kg) £4.99 [More info](#)

Upgrade from £50 to £100 cover for £1

Your email address

[Or add a new parcel](#)

map view list view

W5 1AB delivered to the door from £4.99

Delivered to the door from £4.99

Delivered to a local shop for the recipient to collect, just £3.49 We'll tell them when it arrives, ready for them to collect for up to 10 days

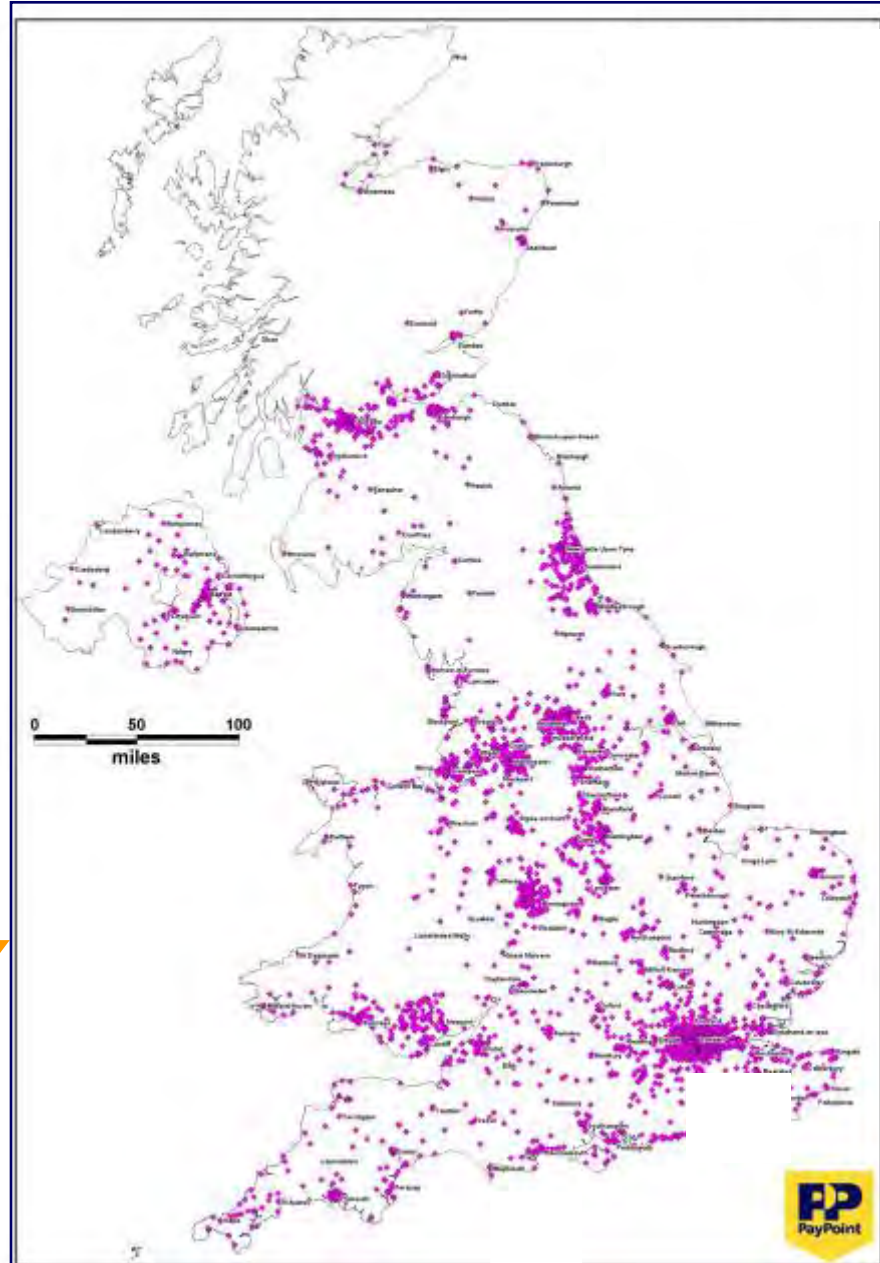


## Appendix 2

# Collect+: UK Network

- Target network density
  - 1 Mile urban
  - 5 Mile rural
- Target 5,000 locations

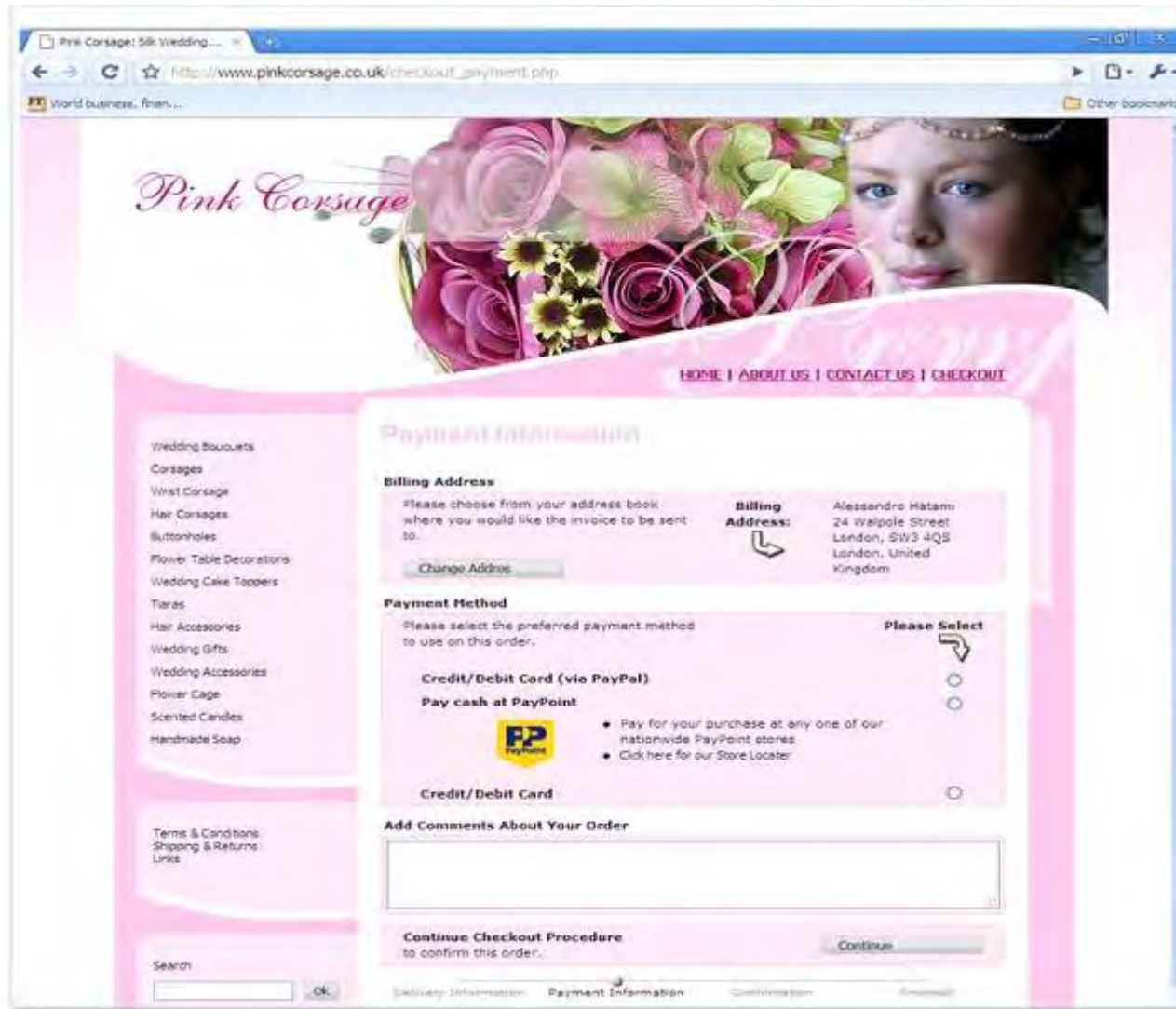
**3,400 locations live**





## Appendix 2

# PayCash – merchant's website





## Appendix 2

# PayCash – consumer voucher

### Your order invoice

Thank you for your order. Please print off this invoice and take it to a PayPoint retailer. In the event of you not being able to print this off then make a note of the 19 digit number below the barcode now. When making payment, you must pay the full amount shown in order for your order to be dispatched.

Amount payable: **£41.15**

Order Number: **ZynC7B1WBoeB9dEtf07IRKOKnHp10.Jsl**



**Pay cash at PayPoint**



9525 1645 0155 1915 599

**£41.15**

**£41.15**

Expires on: 26/11/2008

You can pay at any PayPoint outlet by taking your printed invoice and presenting it to the cashier. You can find your nearest payment outlet at

<http://www.paypoint.co.uk/locator.htm>

Your goods will be dispatched by the merchant once payment has been cleared. If you require any further assistance regarding this order, please contact the merchant.



#### Cashier instructions:

Take the customer's cash and scan the barcode on this invoice. (If the barcode will not scan, type in the 19 digit code beneath the barcode and select 2=Barcode on the touch screen.)  
Type in the invoice amount and press Enter.  
Select Confirm and hand the customer back their invoice and the PayPoint receipt.