

PayPoint plc

Preliminary Results Presentation

28 May 2009

Strictly private and confidential









Agenda

- Highlights and operations review
- Financial review
- Summary
- Q&A
- Closing



Highlights and operations review

Dominic Taylor Chief Executive



PayPoint overview

- Strong performance
 - Revenue up 7%*
 - Operating margin up 1% to 43%*
 - Resilience in the face of economic downturn
- Continued strategic focus
 - Leader in cash payments
 - Premier UK retail network with near total population cover
 - Fast growing internet payments
 - Developing international business
 - Innovative new services to deliver synergies across group

^{*} Like-for-like basis adjusts the comparative period to 52 weeks and excludes Collect+



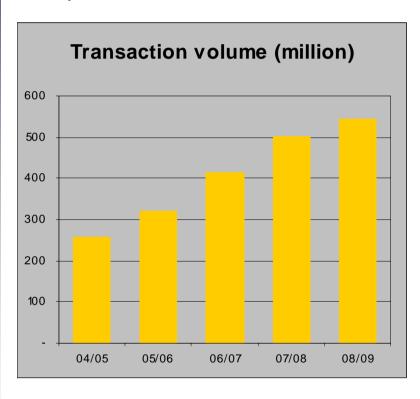
PayPoint overview

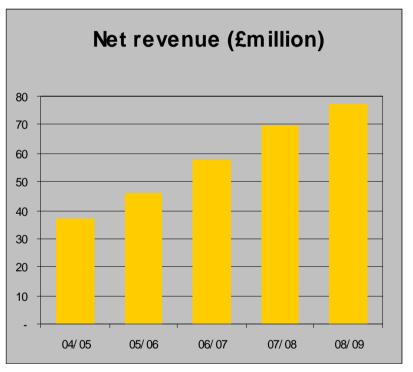
- Our investment in the business continues:
 - Collect+ joint venture with Home Delivery Network
 - PayPoint.net now fully integrated with PayCash launched, providing a cash payment option to internet shoppers
 - Launched bill payment in Romania, with 14 clients already contracted
 - Retail services growing Western Union, debit/credit card, promotions, ATMs
 - Increases in all networks
 - Terminal estate in the UK increased by 11%
 - Romania terminal estate increased by 42% with 2,000 PayPoint branded bill payment terminals
 - ATM estate grown by 11%
 - Internet merchants increased by 7%



PayPoint highlights

For periods ended March



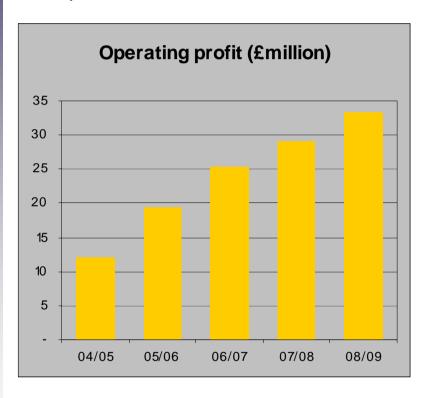


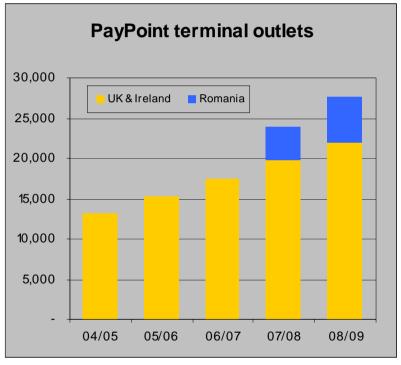
^{*}The period ended 30 March 2008 is 53 weeks. All other periods are 52 weeks



PayPoint highlights

For periods ended March





^{*} The period ended 30 March 2008 is 53 weeks. All other periods are 52 weeks



PayPoint's value chain

PayPoint creates value by offering:





Trading in economic downturn

Resilient performance

- We help consumers to budget
- 98% customer satisfaction (84% very satisfied)
- Most of our payments are for essential services (non discretionary)
- Local shops still needed for top up shopping
- Long term client and retail contracts

BUT

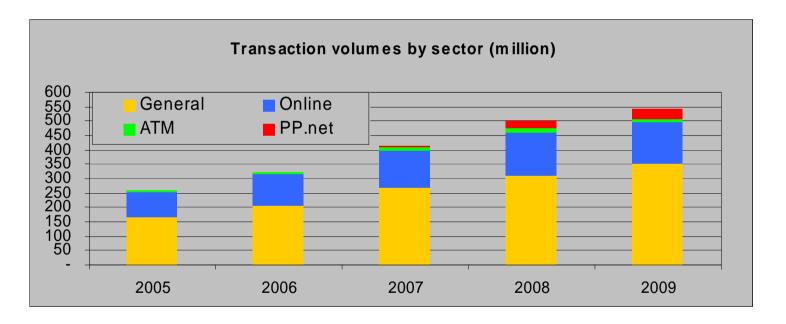
- Inevitably some unpredictability in consumer/supplier behaviour – evident in mobile sector
- Energy tariff changes and temperatures affect volumes



Operations review

Transaction volumes up 10%

For periods ended March



^{*} The period ended 30 March 2008 is 53 weeks. All other periods are 52 weeks



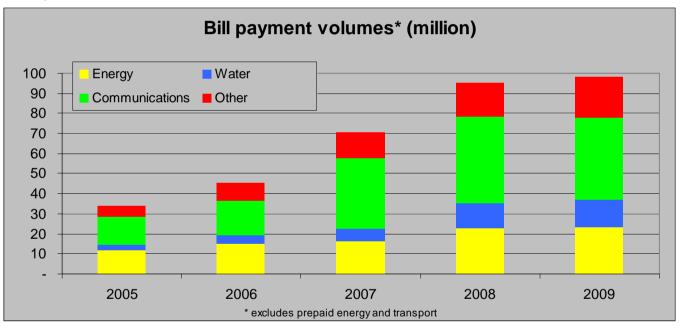
Bill and general payments

- Improved coverage within the retail network, underpinned by high customer satisfaction and good brand awareness
- Energy prepaid volumes up 19% as a result largely of higher tariffs
- Local authority/housing sector continuing to grow through resellers
- Continued gains from competitors
- Successful launch of bill payment in Romania



Bill and general payments continued...

For periods ended March



^{*}The period ended 30 March 2008 is 53 weeks. All other periods are 52 weeks



Online

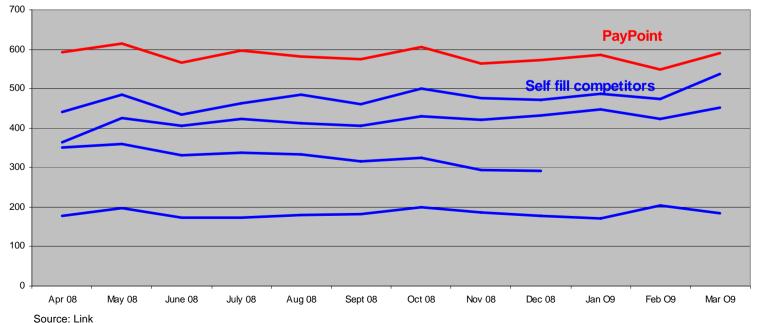
- Mobile market volumes down in the UK, Ireland and Romania
- PayPoint online volumes down 6%
- Partially offset by growth in prepay debit cards, e-money schemes, newer MVNOs and international calling cards
- c. 2,100 new terminals installed in the UK which has increased PayPoint's share
- Romania offers growth opportunities from extending the terminal base and the scratch to electronic migration (currently 40/60)
- PayPoint online net revenue is up 2%



ATMs

- Successful surcharge self replenishment model low fixed costs
- Achieved over 540 new site installations, with lower churn, resulting in a net 233 increase, closing with a total of 2,249 sites
- Average transactions per ATM down to 565 per month as newer machines are less profitable in mature market
- Site growth expected to continue

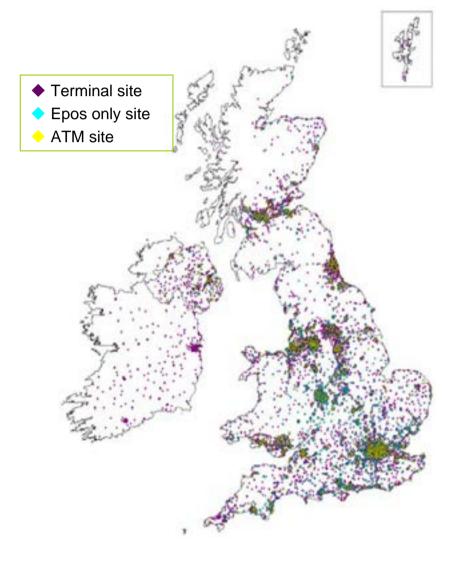
Average monthly transactions by Independent ATM Deployer self-fill model



14



UK retail review



- 21,990 PayPoint terminal outlets in UK and Ireland (March 2009)
- Successfully rolled out over 3,400 (net increase of over 2,100) agents in last year
- Continuing to rollout agents to c.23,500 by April 2010
- Continued strong demand with churn up marginally to just over 6% pa



PayPoint's value to retailers

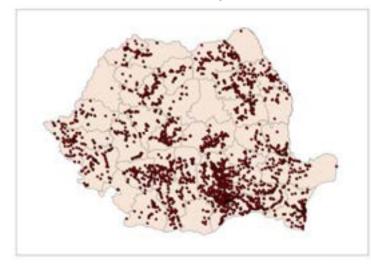
- Bill pay consumers visit store >25% more frequently than average shoppers¹.
- 82% retailers recognise footfall benefit
- Bill pay consumer spends 72% more per week than average shopper (excluding bill value) 1.
- PayPoint facility increases in-store spend across all categories by approx. 10%^{1.}
- Strategic focus on adding value to retailers by growing retail services delivering increased revenue and footfall

^{1.} Source: Harris International Marketing (him!) convenience store tracking research on shoppers and shopping, May 2008 - >30k shopper interviews; 4.5k retailer staff interviews



Romania

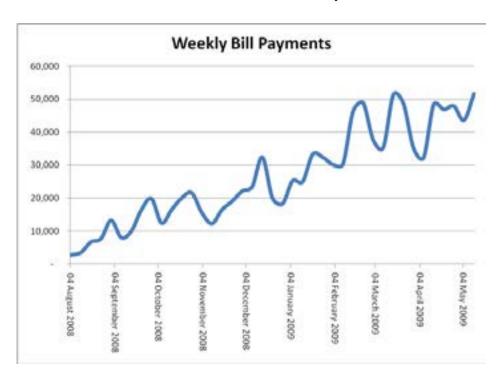
- A leading processor of mobile top ups on behalf of all operators, through two retail brands (PayPoint and PayStore)
- PayPoint Romania fully integrated into the UK host for processing
- Continued investment and knowledge transfer
 - Further network optimisation based on new client dynamics
 - 900 more PayPoint bill payment sites will be rolled out this financial year (to achieve 2,900 in total)
 - Coverage in most of the country





Romania

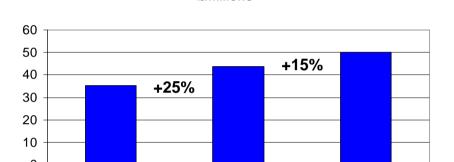
- Bill payment launched in August 2008 with 4 clients
 - Now 14 clients contracted
 - Over 1 million payments processed
 - Run-rate of 50k transactions per week





Internet payments

 PayPoint.net processes payments between consumers and web merchants via acquiring banks



2008

2007

Online consumer spend - UK ecommerce £millions

Source: IMRG

2009

- PayPoint.net trading profitably in a growing market
- Growth in the year
 - Merchants up 352 to 5,160 in total
 - Transactions up 34% to 36 million
 - Net revenue up 63% to £8 million





Internet payments

- PayCash launched in late 2008
 - Synergy product providing differentiation
 - Generating much interest amongst prospect and existing merchants (incl. Moonpig, PKR, Ann Summers, Uniqlo, Streetcar)
- Collect+ will provide further differentiation
- PayPal launched in March 2009 providing merchants with broader range of payment services through a single PSP
- New acquirer relationships established enabling PayPoint.net to be more competitive in the market
- Ongoing opportunity to cross sell internet business to PayPoint's existing clients (e.g. Severn Trent Water)



collect#

- collect launched today
- 'Dream team' JV to create new consumer parcels offer
 - PayPoint provides retail network expertise and technology
 - Home Delivery Network provides parcel logistics and distribution capability along with mail-order and internet client portfolio
- Home Delivery Network are UK's no.2 carrier
- Proposition to allow consumers to collect and return internet or mail-order purchases from local shops, with full track and trace
- PayPoint and its retailers will earn transaction fees from the joint venture



collect#

- Returns proposition has been developed in recent months
 - c.1,250 PayPoint agents already live nationwide
 - Over 3,500 returns being processed per week
- Collection service to be launched within the next 2 months
 - Significant interest being generated from mail-order catalogues and internet merchants
 - e.g. Littlewoods, Kays, Marshall Ward, GUS, Additions
- Intend to roll service out to c.4,000 agents by the end of the year
- Important synergy product for PayPoint driving further value to PayPoint's UK retail network and to PayPoint's internet business, PayPoint.net



Financial review

George Earle Finance Director



Volume driven top line growth

£000	08/09	07/08	Increase	Like for like increase
Revenue	224,351	212,145	6%	7%
Cost of sales	160,496	155,591	3%	5%
Gross profit	63,855	56,554	13%	15%
Margin	28%	27%		



Revenue growth driven by volume

£000	08/09	07/08	Increase
Revenue	224,351	212,145	6%
Cost of sales	160,496	155,591	3%
Gross profit	63,855	56,554	13%
Gross margin	28%	27%	

Revenue	
07/08	212,145
Volume	5,919
Mix/price	1,999
PayPoint.net & PayPoint Romania	3,355
Other	933
08/09	224,351



Gross profit increased by 13%

£000	08/09	07/08	Increase
Revenue	224,351	212,145	6%
Cost of sales	160,496	155,591	3%
Gross profit	63,855	56,554	13%
Gross margin	28%	27%	

Cost of sale	08/09	07/08
Commission	83,891	83,439
Depreciation/ amortisation	5,698	5,719
Mobile top-ups as principal	59,317	55,468
Acquiring bank charges	3,745	3,378
Other	7,845	7,587
	160,496	155,591



Operational gearing improves like for like net margins

£000	08/09	07/08	Increase	Like for like increase
Net revenue	77,398	69,860	11%	13%
Operating profit	33,361	29,200	14%	20%
Operating margin	43%	42%	1ppt	
Interest	1,241	1,204		
PBT	34,602	30,404	14%	19%
Tax	10,818	9,424		
Profit after tax	23,784	20,980	13%	



Operating costs under control

£000	08/09	07/08	Increase
Net revenue	77,398	69,860	11%
Operating profit	33,361	29,200	14%
Interest	1,241	1,204	
Profit before tax	34,602	30,404	14%
Tax	10,818	9,424	
Profit after tax	23,784	20,980	13%

Operating profit	£000
07/08	29,200
Increase in gross profit	7,301
Staff costs	(1,261)
Other costs	(1,879)
08/09	33,361



Strong cash flow

£000	08/09	07/08
Operating cash flow before movement in working capital	40,141	36,040
Changes in working capital*	900	(752)
Operating cash flow	41,041	35,288
Capital expenditure	(9,118)	(5,409)
Net investment income	1,164	1,233
Tax paid	(7,940)	(6,362)
Cash flow before dividends	25,147	24,750

^{*}Working Capital excludes creditors in respects of client cash



Net cash £36.3m

	£000
Net cash at start (including client cash* £8m)	27,727
Cash inflow	25,147
Dividends	(11,077)
Acquisition of subsidiaries and investment	(2,608)
Purchase of own shares	(2,489)
Other	(355)
Net cash at end (including client cash* £8m)	36,345

^{*}Client cash is cash to which PayPoint has legal title, but for which an equal amount is included in liabilities



Summary & outlook Dominic Taylor Chief Executive



Summary & outlook

- We expect further growth in revenues in the UK by increasing share in bill and general payments, online and ATMs
- We plan to install 1,500 more sites in the UK and 900 more bill payment sites in Romania this year.
- PayPoint.net is trading profitably and is set for continued growth
- Our exciting new JV Collect+ will incur start up costs this year
- Cash generation remains strong
- Trading in the current year is line with the company's expectations



Q & A



Appendices

- 1. PayPoint management team
- 2. Five year trading record
- 3. Background information on PayPoint
- 4. Materials to support the consumer transaction



Appendix I Management team

- David Newlands (Non Executive Chairman) formerly GEC,
 Deputy Chairman of Standard Life and currently Chairman of Tomkins and KESA
- Dominic Taylor (Chief Executive) formerly Vodafone, Granada
- George Earle (Finance Director) formerly Centrica, GEC, Saatchi, Deloitte & Touche
- **Tim Watkin-Rees** (Business Development Director) formerly Lloyds Bank, KPMG, Atos
- Experienced non-executives Andrew Robb, Roger Wood, David Morrison, Eric Anstee (Chair - Audit) and Steve Rowley.



Appendix 2

Five year trading record



Appendix 2 Five year trading record

March year end		2005	2006	2007	2008	2009
Transactions	million	258.5	322.1	414.1	503.3	546.0
Revenue ⁽¹⁾	£ million	89.1	120.0	157.1	212.1	224.4
Net revenue ^(1,2)	£ million	36.9	46.1	57.7	69.9	77.4
Net revenue per transaction ^(2,3)	р	14.2	14.3	13.9	13.9	14.2
Costs ^{(4) (5)}	£ million	(23.1)	(24.5)	(28.7)	(35.0)	(38.4)
EBITDA ^{(1) (5)}	£ million	13.8	21.6	29.0	34.9	39.0
EBIT ^{(1) (5)}	£ million	12.0	19.3	25.2	29.2	33.3
Profit before taxation ^{(1) (5)}	£ million	12.7	20.3	26.6	30.4	34.6

⁽¹⁾ Excluding deferred revenue release

⁽²⁾ Revenue excluding agent commission, ABTs deferred revenue release, the cost of mobile top-ups where PayPoint is principal and acquiring bank charges

⁽³⁾ Based on internal, unaudited PayPoint data

⁽⁴⁾ Costs excluding agents' commission and interest

⁽⁵⁾ Excludes exceptional items of £4.6m in 2005



Five year cash flow

March year end £'m	2005	2006	2007	2008	2009
Operating profit (excluding ABTs deferred revenue					
release and exception items)	12.0	19.3	25.2	29.2	33.4
Exceptional items	(4.6)	-	-	-	-
Operating profit	7.5	19.3	25.2	29.2	33.4
Adjustments for depreciation and amortisation	1.8	2.3	3.8	5.7	5.7
Share of JV loss and share based payment reserve	-	-	-	1.1	1.1
Operating cash flows before movements in working	9.3	21.6	29.0	36.0	40.1
Movement in working capital	8.1	(5.9)	5.2	(0.2)	0.5
Cash generated by operations	17.4	15.7	34.2	35.8	40.6
Corporation tax paid	-	(1.4)	(6.0)	(6.4)	(7.9)
Interest paid	(0.2)	(0.0)	(0.0)	0.0	-
Net cash inflow from operating activities	17.2	14.3	28.2	29.5	32.7
Investment income	0.9	1.1	1.3	1.3	1.2
Purchases of property, plant and equipment	(4.2)	(6.3)	(6.5)	(5.5)	(9.1)
Acquisition of subsidiaries & investment	-	-	(19.8)	(8.6)	(2.6)
Purchase of own shares	-	-	-	(3.5)	(2.5)
Net cash used in investing activites	(3.2)	(5.3)	(24.9)	(16.3)	(13.1)
Financing	(1.0)	(0.2)	(0.1)	(0.0)	(0.1)
Equity dividends paid and consortium relief	(8.0)	(5.5)	(8.2)	(9.7)	(11.1)
Net cash used in financing activities	(1.8)	(5.7)	(8.3)	(9.7)	(11.1)
Net increase/(decrease) in cash and cash equivalents	12.1	3.3	(4.9)	3.4	8.5
Cash and cash equivalents at beginning of year	13.8	25.9	29.3	24.3	27.8
Cash and cash equivalents at end of year	25.9	29.3	24.3	27.8	36.3



Appendix 2 Balance sheet

March year end £'m	2006	2007	2008	2009
Non-current assets			_	
Goodwill	-	18.2	27.4	27.6
Other intangilble assets	-	2.8	2.7	2.0
Property, plant and equipment	8.9	11.8	13.5	16.1
Deferred tax asset	1.2	1.6	1.6	1.6
Investment	-	-	-	0.6
	10.1	34.5	45.2	47.9
Current assets				
Inventories	1.1	1.7	1.3	1.2
Trade and other receivables	12.1	20.7	28.5	26.3
Cash and cash equivalents	29.3	24.3	27.7	36.3
·	42.5	46.6	57.5	63.8
Total assets .	52.6	81.1	102.7	111.7
Current liabilities				
Trade and other payables	21.4	36.2	46.0	40.8
Current tax liabilities	2.0	4.1	6.5	9.7
Obligations under finance leases	0.1	-	0.1	-
	23.4	40.3	52.5	50.5
Non-current liabilities	0.3	0.4	0.3	0.3
Net assets	28.9	40.4	49.9	60.9
Equity				
Share capital	0.2	0.2	0.2	0.2
Share premium account	24.0	-	-	-
Capital redemption reserve	14.2	-	-	-
Share option and SIP reserve	0.7	1.7	1.7	2.1
Retained earnings	(10.3)	38.4	48.0	58.6
Total equity attributable to equity holders of the parent company	28.9	40.4	49.9	60.9



Background information on PayPoint



PayPoint overview

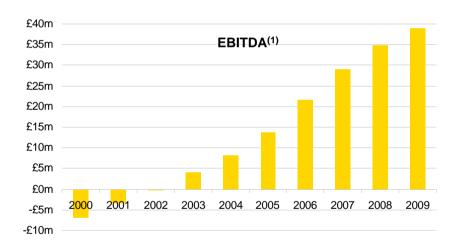
- Founded in 1996 by client investors as a branded cash payment collection network
- Listed in September 2004
- The UK sector leader:
 - Prepay transactions (energy, mobile and transport)
 - Convenience cash payment collection
 - Smart payment technólogy
- Growing position in online payments and related services
- Premium offer in the market, based on differentiation:
 - breadth of consumer offer / brand
 - quality and convenience of retail network
 - technology & know how development, rollout and growth
 - ability to offer value added retail services
- Connecting online and physical world through 'bridge'
- Business model drives marginal contribution per transaction through to profit and cash



Appendix 3 Highlights

- Recognised brand and high customer satisfaction
- Strong organic growth
- Significant opportunities for continued future growth
- Broad and expanding product offering
- Fixed cost model driving high marginal contribution from incremental volumes
- Highly cash generative and low capital intensity
- Proven management that have delivered the success

Financial performance								
March year end	2002	2003	2004	2005	2006	2007	2008	2009
Ave no of terminals	7,922	10,820	10,991	12,253	14,202	16,417	18,708	20,934
Transactions (m)	106.3m	154.3m	204.5m	258.5m	322.1m	414.1m	503.3m	544.6m
Revenue EBITDA ⁽¹⁾	£23.6m (£0.2m)	£43.8m £4.0m	£67.1m £8.1m	£89.1m £13.8m	£120.0m £21.6m	£157.1m £29.0m	£212.1m £34.9m	£224.4m £39.0m



(1) Excluding exceptional items



Appendix 3 Our development

Grow transaction volumes:

More Clients

More Services

More Consumers

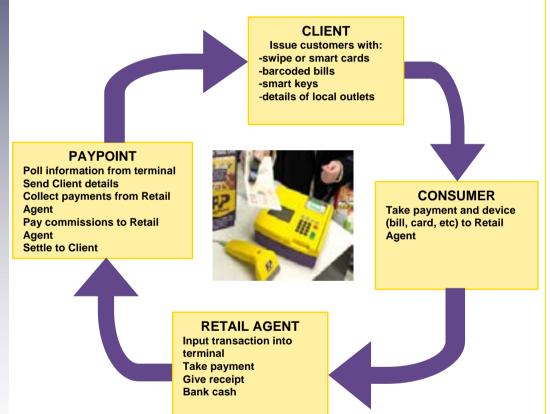
1996 - Founded by client investors

- 1998 Refinanced and new management team appointed
 - 1999 National network completed
 - 2002 Turned profitable and cash generative
 - 2003 Congestion charging and ATMs
 - 2004 Listed on the London Stock Exchange
 - 2005 New terminal introduced
 - 2006 Sole provider to BBC TV licensing
 - 2006/7 Acquired Metacharge & SECPay
 - 2008 Acquired Pay Store SRL
 - 2009 Joint venture Collect+ launched

A LEADING UK BASED PAYMENT COLLECTION NETWORK



Appendix 3 Retail business overview

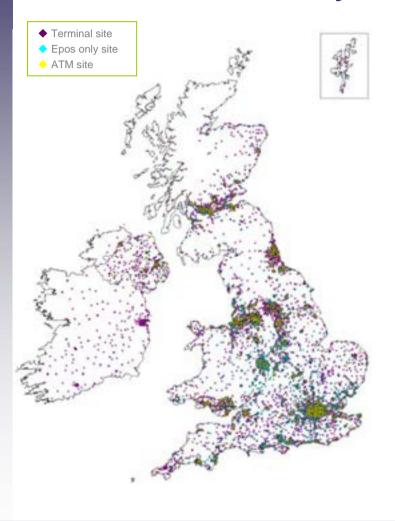


Comprehensive scope

- Brand
- Technology/know-how
- Financial controls
- Relationship management
- Service development



Appendix 3 The PayPoint UK network



- 21,990 Retail Agents including 3,285 with Epos connections and 2,249 ATM sites
 - commission more than £4,000 per annum per agent
 - footfall (c.450 transactions per week)
- 39% multiple outlets, remainder independent











Network optimised for Client service and efficiency - extensive agent modelling

keland



UK Clients

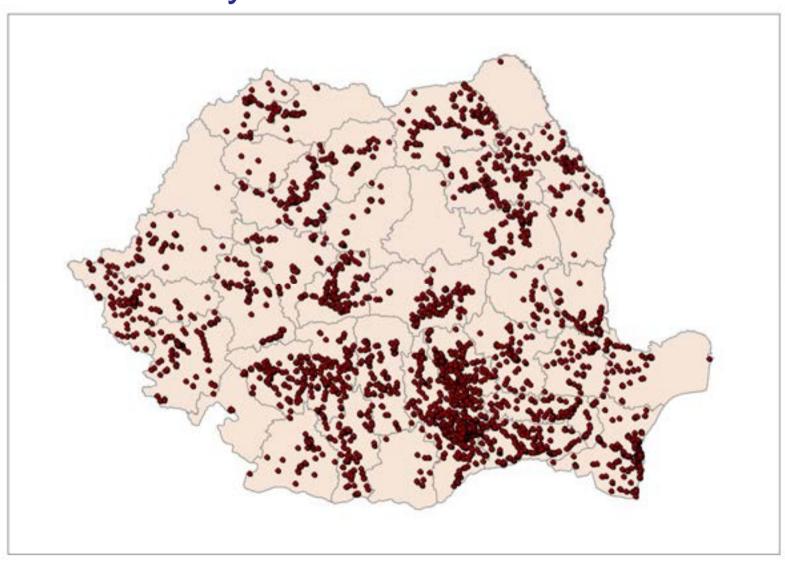
- Many quality clients, many long term contracts, generally 3 5 years
- Top 10 clients deliver 65% of transactions

| Energy | Telecoms/Media | | Water | Transport | Other | |
|---|--|--|--|--|---|--|
| British Gas EdF Northern Ireland Electricity Npower Phoenix Gas E.On Scottish Power Scottish & Southern Siemens (for Quantum) Bord Gais ESB | BT Eircom Kingston Talk Mobile Virgin Media Boxclever BBC Vodafone First National Telco First National | O2 Orange "3" T-Mobile Tesco Mobile Virgin Mobile Alpha Icard Nomicall | Bristol Water Dee Valley Water Yorkshire Water Essex & Suffolk Northumbrian Water Severn Trent South Staffs South West Thames Water Three Valleys Wessex Water | TfL (Capita) Arriva Lothian National Express SESTRAN GMPTE First | AON Leger Holidays Pontins Splash Plastic Intrum Justitia Littlewoods/Shop Direct 172 Local authorities 493 Housing associations(1) 57 Credit unions | |

HIGH QUALITY AND GROWING CLIENT LIST

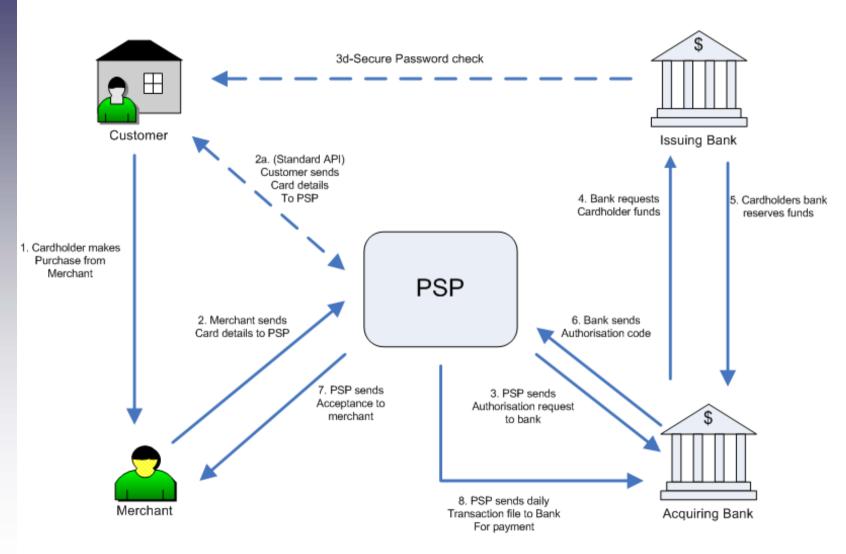


Appendix 3 The PayPoint Romanian network



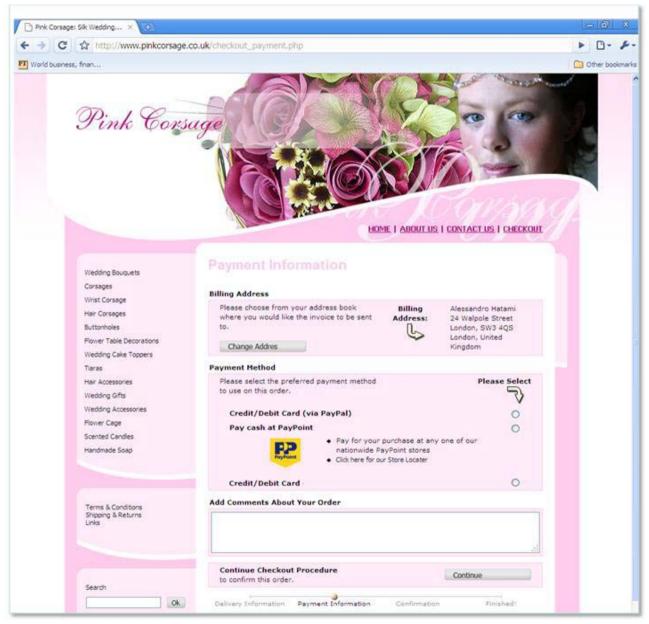


Appendix 3 PSP transaction flow





PayCash – merchant's website





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: ZynC7B1WBoeB9dEtf07lRKQKnHpI0Jsl



Pay cash at PayPoint



9826 1645 0165 7915 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 customers 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.



Core business strategy

Grow transaction volumes

- optimise retail agent coverage
- offer multiple transaction platforms
- grow client base
- grow existing and develop new services
- expand geographic coverage

Leverage the asset base

- brand
- service differentiation
- technology/systems and development
- retail and online network
- blue chip clients
- build bridge products connecting physical and online world



Appendix 3 Summary

- Established business with a unique combination of assets
 - extensive UK national network
 - Growing online network
 - established brand
 - strong contract portfolio
 - robust and innovative technology
- Strong competitive positioning
 - barriers to new entrants
 - Unique opportunity to link physical and online worlds
- Attractive financial model
 - rapidly growing recurring revenues
 - highly cash generative and growing profits
- Long term growth potential
 - Existing and new markets and geographies
- **Committed management team**
 - with a proven track record of delivering profitable growth and cash flows



Materials to support the consumer transaction



Client payment media















Retailer external signage











POS merchandising





Appendix 4 Terminals and ATMs















Terminal receipts





Severn Trent Water

IF YOU HAVE DIFFICULTY

IN PAYING YOUR WATERBILL PLEASE CALL 08457 500500

TXN 5230

Matercard Payment

303075999338

15:10 83/86/04 SN 023858858

AMOUNT

E-TopUp

