



**Dominic Taylor &
George Earle**

Results for the year ended 31 March 2015

28 May 2015

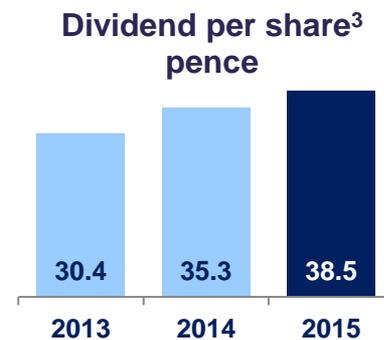
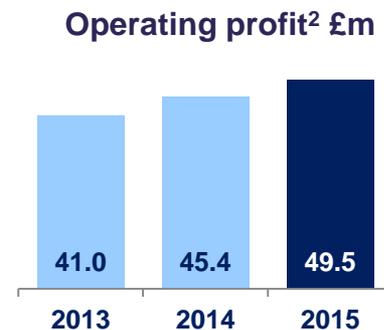
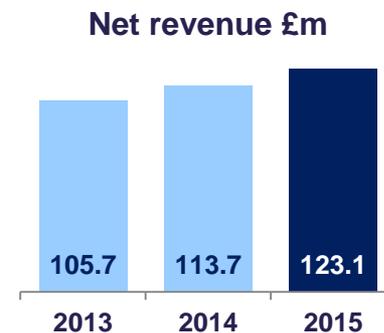
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Results summary

- Good results with progress across the business
- Net revenue¹ up 8.3% and operating profit² up 9.1%
- Retail continues to grow with net revenue up 10.1%:
 - UK & Ireland retail network net revenue increased 9.3%
 - Romanian bill payment transactions up 36.8%
 - Collect+ transactions up 38.7% to 18.8 million
 - New multi-channel capability launched and first sale achieved
- Mobile and Online⁴ net revenue down 3.8% despite parking growth:
 - Transactions increased to over 145.3 million, up 10.0%
 - Announced sale process for our parking and online payment processing companies to realise their value
- Final dividend per share of 26.1p, up 9.2%



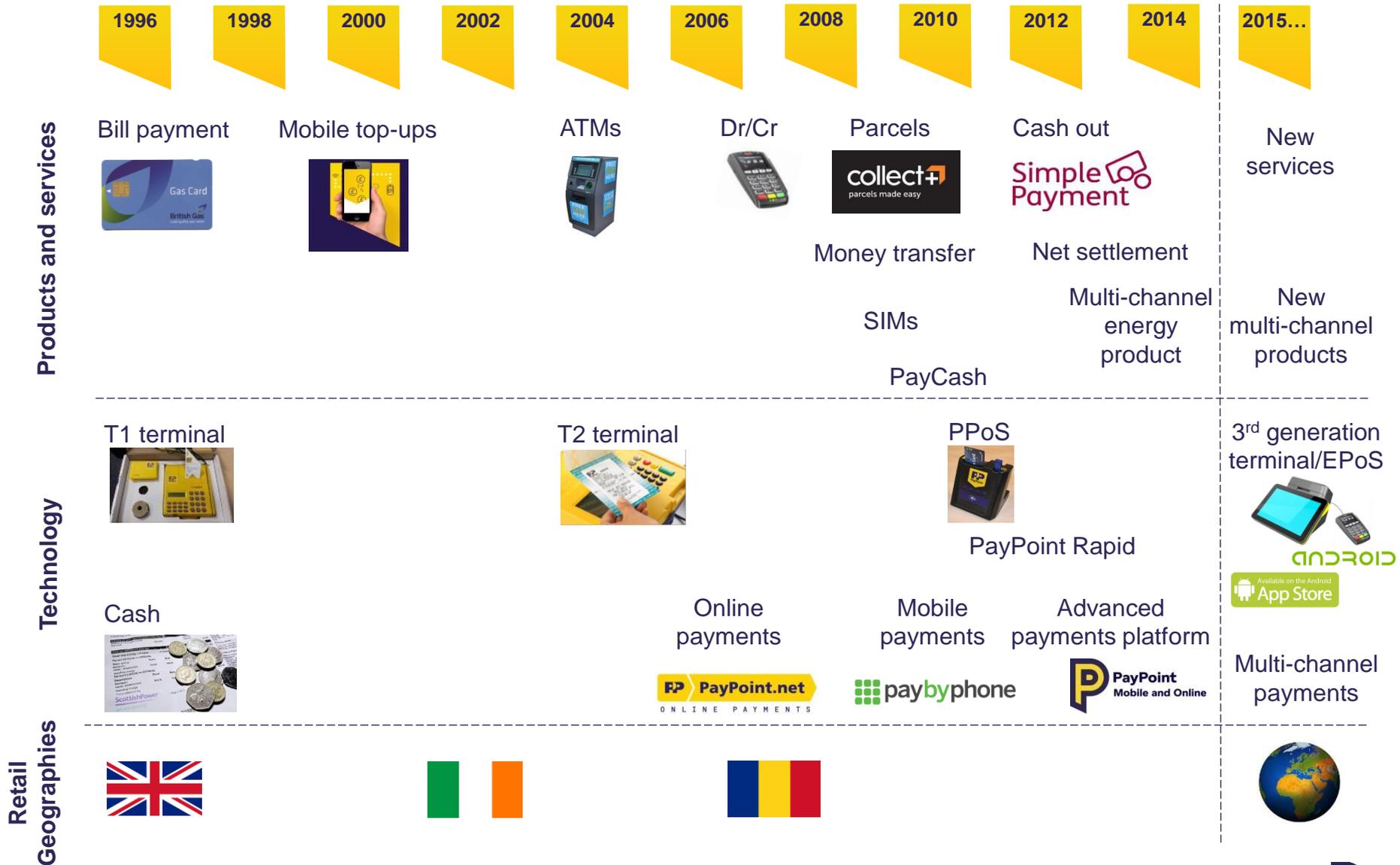
1. Net revenue is revenue less commissions paid to retail agents, the cost of mobile top-ups and SIMs where PayPoint is principal, card scheme sponsors' charges and out sourced call centres.
2. Operating profit including our share of joint venture results and excluding the £0.2 million costs associated with the acquisition of Adaptis Solutions Limited in the previous year.
3. Excludes special dividend in 2013
4. Mobile and Online comprises our parking and online payment processing companies





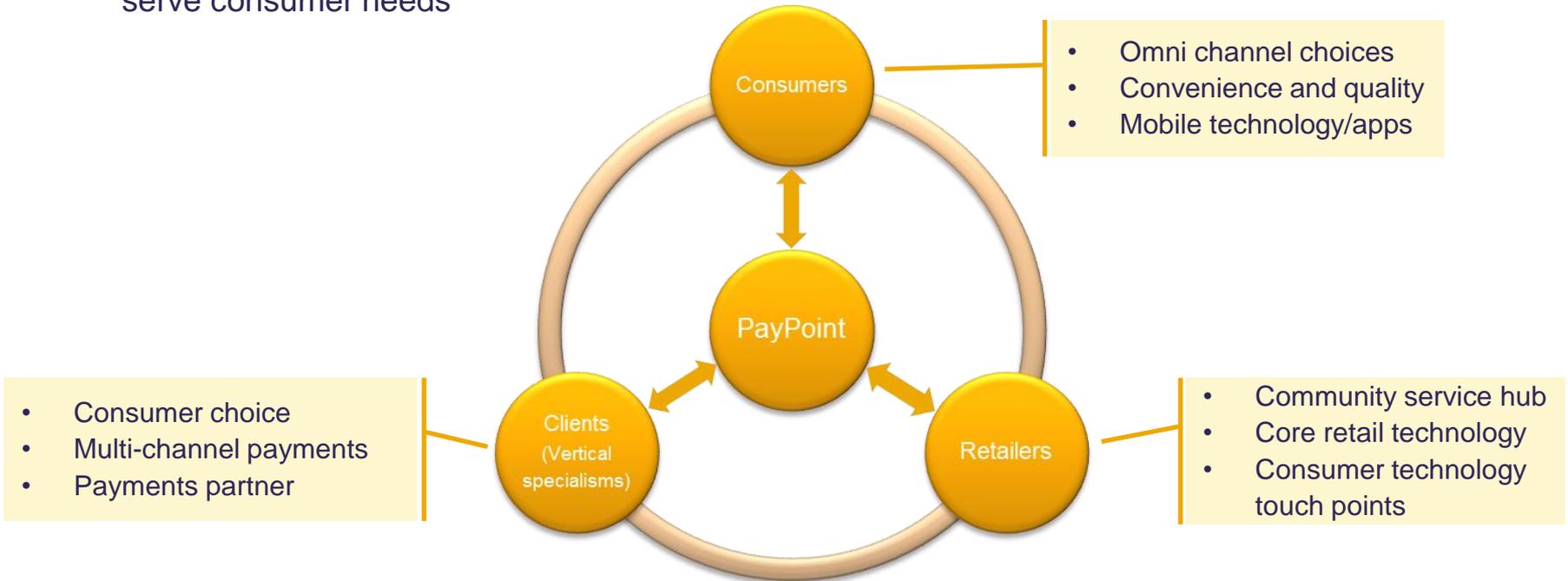
Update on strategy

Our track record of innovation to drive differentiation



Building on our strengths

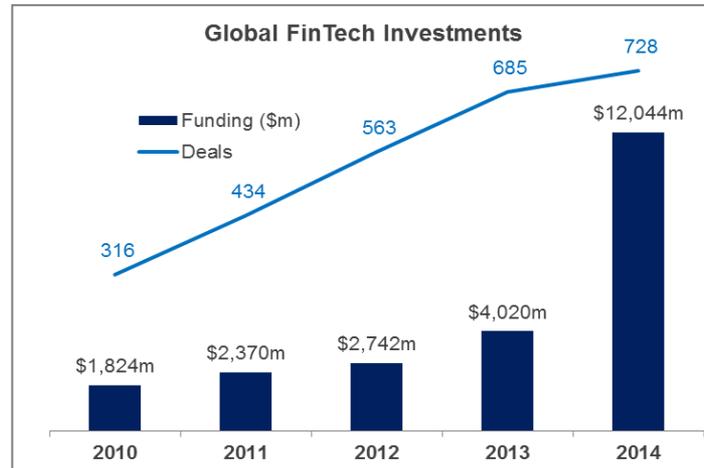
- Unprecedented change presents PayPoint with further opportunity to help clients and retailers serve consumer needs



- PayPoint is able to simplify and service these demands:
 - Clients → Multi-channel payments platform
 - Retail → Third generation terminal/Epos platform
- The expertise gained from Mobile and Online in multi-channel and mobile applications has enabled us to target this highly attractive opportunity
- We are seeking new territories to extend our retail capability

Focussed multi-channel future

- FinTech businesses are in an arms race of investment



Source: Goldman Sachs

- Board has decided to sell our parking and online payment processing businesses within Mobile and Online:
 - Mobile and Online funding requirements suit a different investor
 - Sale will realise value in these businesses
 - Strong multi-channel payment capability is retained and being applied to our core business
- Reorganised group to facilitate further focus on retail

Focus on multi-channel payments and services, where we have retail networks



Financial review

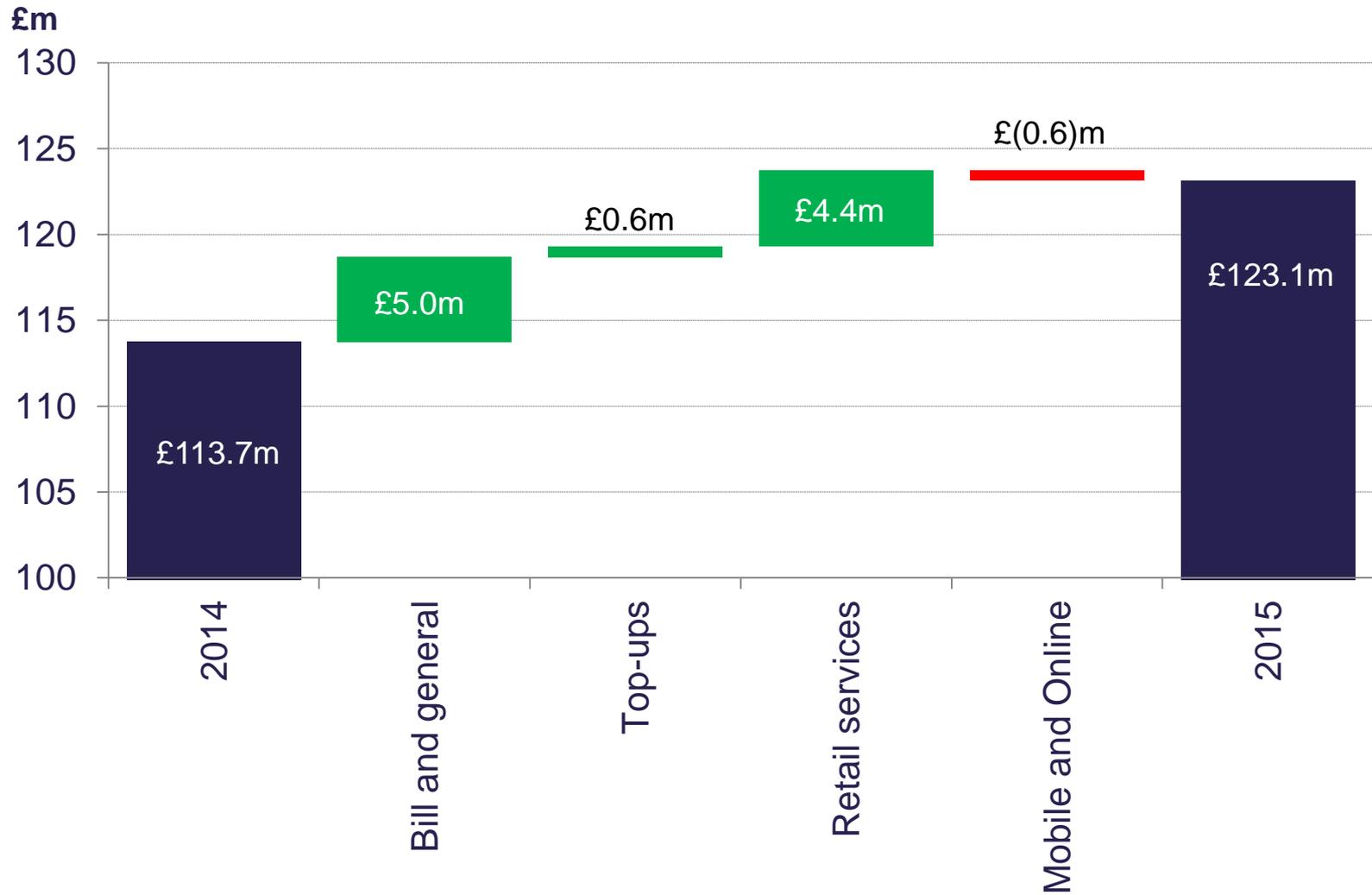
Good results from continued retail growth

Year ended March	2014	2015	%
	£m	£m	change
Net revenue ¹	113.7	123.1	8.3
Other cost of sales	(16.8)	(18.1)	7.7
Administrative costs	(52.7)	(56.9)	8.0
Collect+ (share of JV)	0.9	1.3	
Operating profit ²	45.4	49.5	9.1
Investment income less costs	0.8	0.1	
Profit before tax	46.0	49.6	7.7
Tax	(10.1)	(10.4)	
Diluted earnings per share	52.6p	57.4p	9.1
Dividend per share	35.3p	38.5p	9.1

1. Net revenue is revenue less commissions paid to retail agents, the cost of mobile top-ups and SIMs where PayPoint is principal, card scheme sponsors' charges and out sourced call centres.

2. Operating profit including our share of joint venture results and excluding the £0.2 million costs associated with the acquisition of Adaptis Solutions Limited in the previous year.

Net revenue grows by 8.3%



Cash generation and use

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Year ended March	2014	2015
	£m	£m
Operating cash flows	50.8	56.3
Working capital	5.0	(2.7)
Cash generated by operations	55.8	53.6
Tax and interest paid	(10.4)	(8.7)
Net cash inflow from operating activities	45.4	44.9
Net cash used in investing activities	(12.7)	(9.9)
Cash settled share based remuneration	(5.3)	(2.9)
Equity dividends: - Final and interim	(21.5)	(24.7)
- Special	(10.2)	-
Net cash used in financing activities	(37.0)	(27.6)
Net (decrease) / increase in cash	(4.3)	7.4
Cash at beginning of period	46.6	41.6
Effects of foreign exchange rate changes	(0.7)	(1.8)
Cash at end of period	41.6	47.2
Cash and cash equivalents	41.6	43.9
Cash and cash equivalents included in assets held for sale	-	3.3

- **Strong balance sheet**
- **Outlook good for retail growth**
 - **Net revenue:** retail services opportunities, network expansion
 - **Other cost of sales:** increasing depreciation and amortisation
 - **Administrative expenses:** continued investment in Mobile and Online until sale and VAT ruling applied
 - **Mobile and Online:** continuing losses expected to reduce first half profits
 - **Collect+:** not clear on amount if any of the impact of Yodel's proposed cost increases
 - **Tax:** modest rate reduction, but Romanian profits now taxable
 - **Capital spending:** £10m to £13m
- **Exciting opportunities to address:**
 - Client multi-channel needs
 - Retail services and technology development
 - Geographic expansion

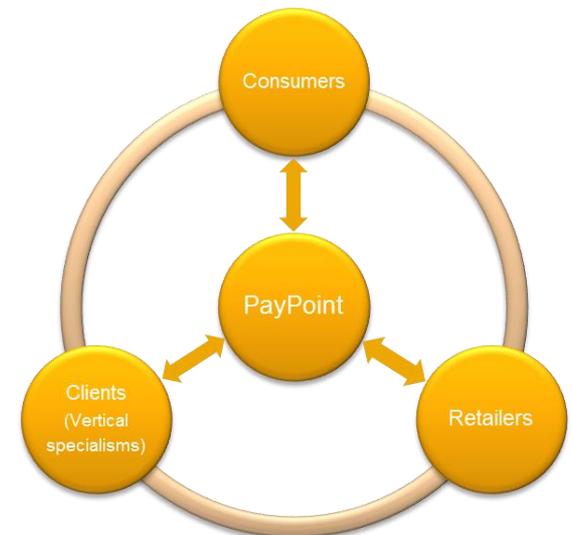


Operational review

Retail Payments and Services

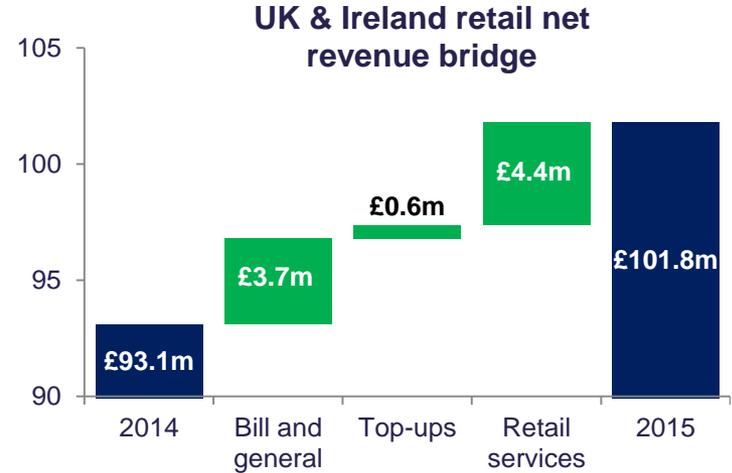
- Strongly differentiated, over-the-counter payment proposition
- The network:
 - UK, Ireland and Romania
 - Over 37,500 convenience stores open early til late
 - Major utilities and service companies under long term contracts, with some exclusivity
 - Across multiples, symbol groups and independents
- Offering a variety of services:
 - Cash in: household bills, mobile top-ups, taxes and e-money loads
 - Cash out: DWP's Simple Payment service, energy company rebates and local authority payments
 - Retail services: Parcels, ATMs, broadband, money transfer, SIMs, debit/credit processing, receipt advertising
- Leading technology partner
 - Retail systems provider, uniquely positioned to drive growth in the convenience sector
 - Multi-channel capability provided to clients extending our offer beyond cash payments
 - Market leading point of sale for payments and services
 - Next generation terminal in development which will expand service proposition for retailers and clients

Retail	2014	2015
Transactions (m)	635	667
Average spend per transaction (£)	15.5	15.3
Transaction value (£m)	9,840	10,181
Net revenue (£m)	98.6	108.6

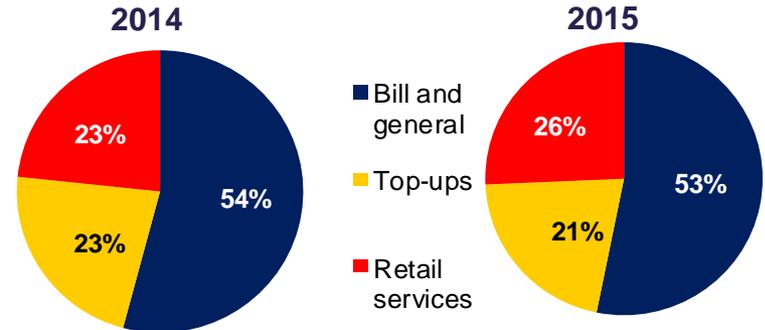


Retail Payments and Services – UK & Ireland

- Bill and general net revenues continued to show growth, despite reduced gas volume
- Top-ups net revenue increased despite mobile top-up decline
- Retail services net revenue growth of 20.3% driven by parcels, debit/credit and ATMs
 - Added 450 ATMs, 978 debit/credit sites, 39 money transfer sites
 - Parcels net revenue growth of 24.4%
- Low churn (c.3.5% per annum) and over 1,000 new sites added. Sales success in retail services has helped to increase yield
- Continued retail service innovation
 - Roll out of EPoS integrated solution has now reached over 7,500 sites
 - Over 65% of volume now on fast broadband lines
 - Multi-channel payment solution launched and first sale achieved



UK & Ireland retail net revenue by service



Clients include:



Multiple partners include:



- Customers are increasingly looking for Collect+ as an important service within the retail offering
- Collect+ service is highly rated by consumers
- Several key new retail relationships are due to be launched in spring/summer 2015
- Bringing the offline and online retail experience together and exploring different retail formats

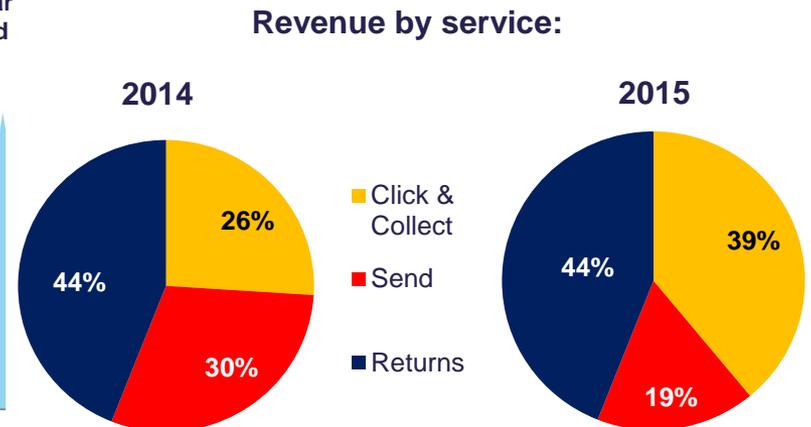
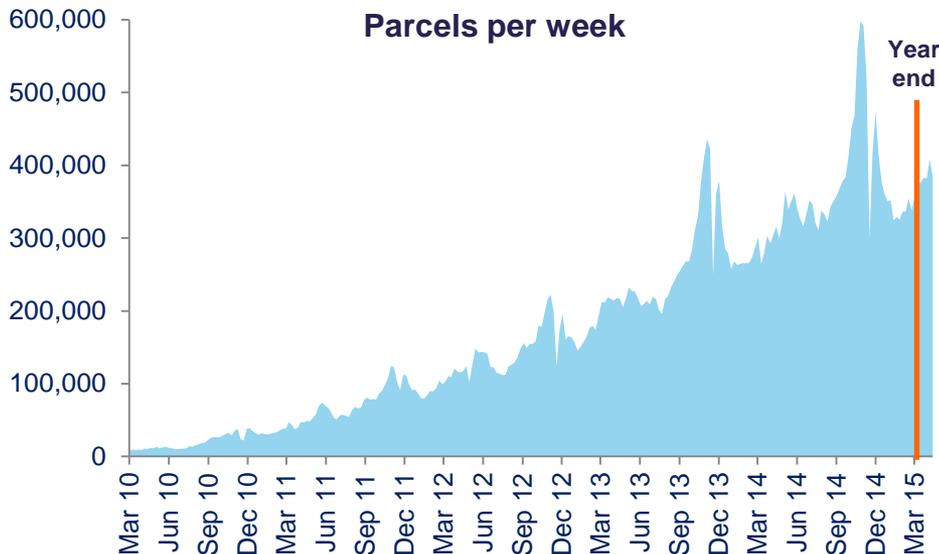
Clients include:



- Joint venture with Yodel to transform shopping fulfillment for consumers
- Pioneer and clear market leader in parcel collection and returns through local shops, as convenient alternatives to home delivery or Post Offices
- B2C (Click & Collect and returns) parcel services have experienced strong growth with C2C (send) volumes reduced
 - 5,831 sites (4.5% growth since last year)
 - Total volume and revenue growth 1.4x
 - Over 300 participating brands
 - Market leader in a competitive landscape
- The majority of our margin is made in the UK Retail business

Collect+ at 100%	2014	2015
Transactions (m)	13.6	18.8
Collect+ revenue (£m)	34.1	46.1
JV profit* (£m)	1.8	2.6

* JV profit at 100%. PayPoint reports 50% of this profit in the Consolidated Income Statement as well as the revenues arising in PayPoint UK Retail.

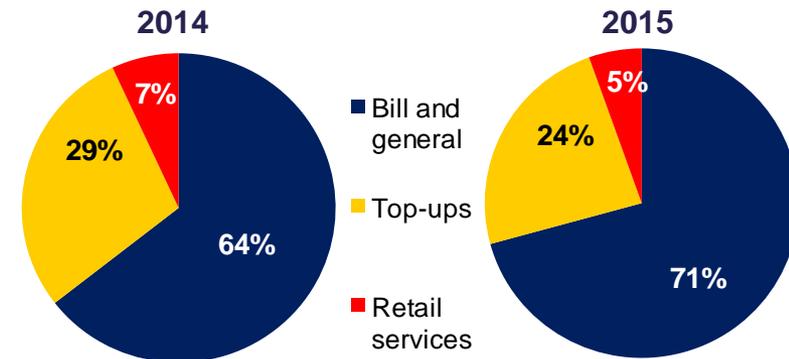


Retail Payments and Services - Romania

- Bill payment transactions increased by 36.8%
- Bill payment market share 20% (March 2015), up 5ppts from March 2014, with significant growth opportunities supported by national advertising campaigns to increase awareness
- Fast growing list of local clients providing further differentiation: water, financial and refuse collection
- Top-ups transactions up by 7.4% reflecting strength of network
- Retail network (over 9,200 sites) continued to grow, with differentiation through strong rural presence and improved consumer recognition
- Road tax payments success and new retail services opportunities under review
- Money transfer developing well with transactions up 80.6% year on year and in over 1,800 sites

Romania	2014	2015
Transactions (m)	44.7	59.6
Net revenue (RON m)	29.4	38.5
Terminal sites	8,354	9,234

Romania net revenue by service



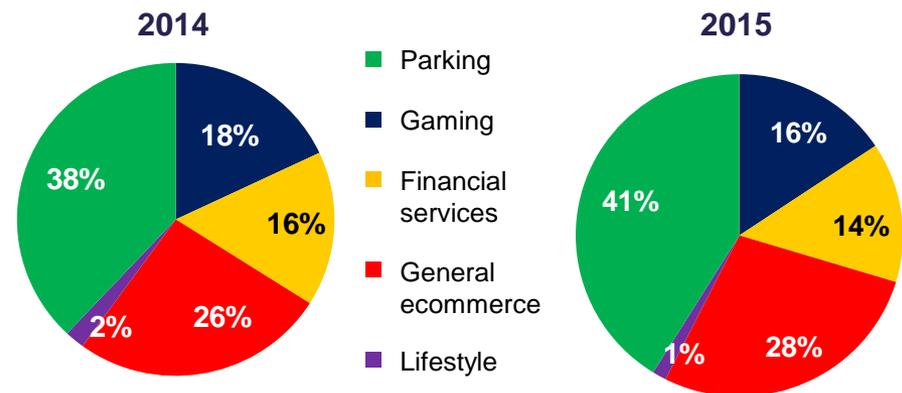
Clients include:



- Only 12% of group net revenue
- Transaction growth was 10.0% , net revenue down 3.8% partly due to the loss of Westminster parking
- Parking vertical:
 - Flagship Mobile and Online consumer product
 - Leader in mobile parking payments, based in UK, France, USA, Canada and Switzerland
 - Processed over 140 million transactions since launch
 - Over 9 million have registered on our parking system since inception
 - Continue to land exciting prospects (NCP/TFL deal, Kensington and Chelsea trial)
 - One of the launch apps for the Apple Watch
 - Launched first phase of parking services in Paris
- Payments:
 - Payments platform links into 16 acquiring banks in the UK, Europe and North America
 - First two new payments products launched as part of our new advanced payments platform
 - Broad portfolio of large and medium online merchants and also mobile parking clients

Mobile and Online	2014	2015
Transactions (m)	132	145
Transaction value (£m)	4,902	4,575
Net revenue (£m)	15.1	14.5

Mobile and Online net revenue by service





Summary and future developments

Summary and future developments

Current year trading is in line with the company's expectations and provides a strong foundation for future growth

The sale of our parking and online payment processing businesses enables focus on multi-channel payments and services where we have retail networks

PayPoint UK Retail, Romania, mobile parking and Collect+ are all market leaders and are getting stronger in their markets

We will continue to execute our strategy:

- Continued investment into the group payments platform to drive greater multi-channel capability and efficiencies
- Leverage and grow our retail business
 - retail network expansion
 - continued development of our retail services proposition
 - further investment in retail technology
 - new clients, increase market share in existing clients
- Next generation terminal allows further innovation in proposition for retailers and clients
- Romanian success demonstrates potential beyond existing geographies
- Seek further insight into our consumers and other international markets

Exciting long term potential for profitable growth



Appendices

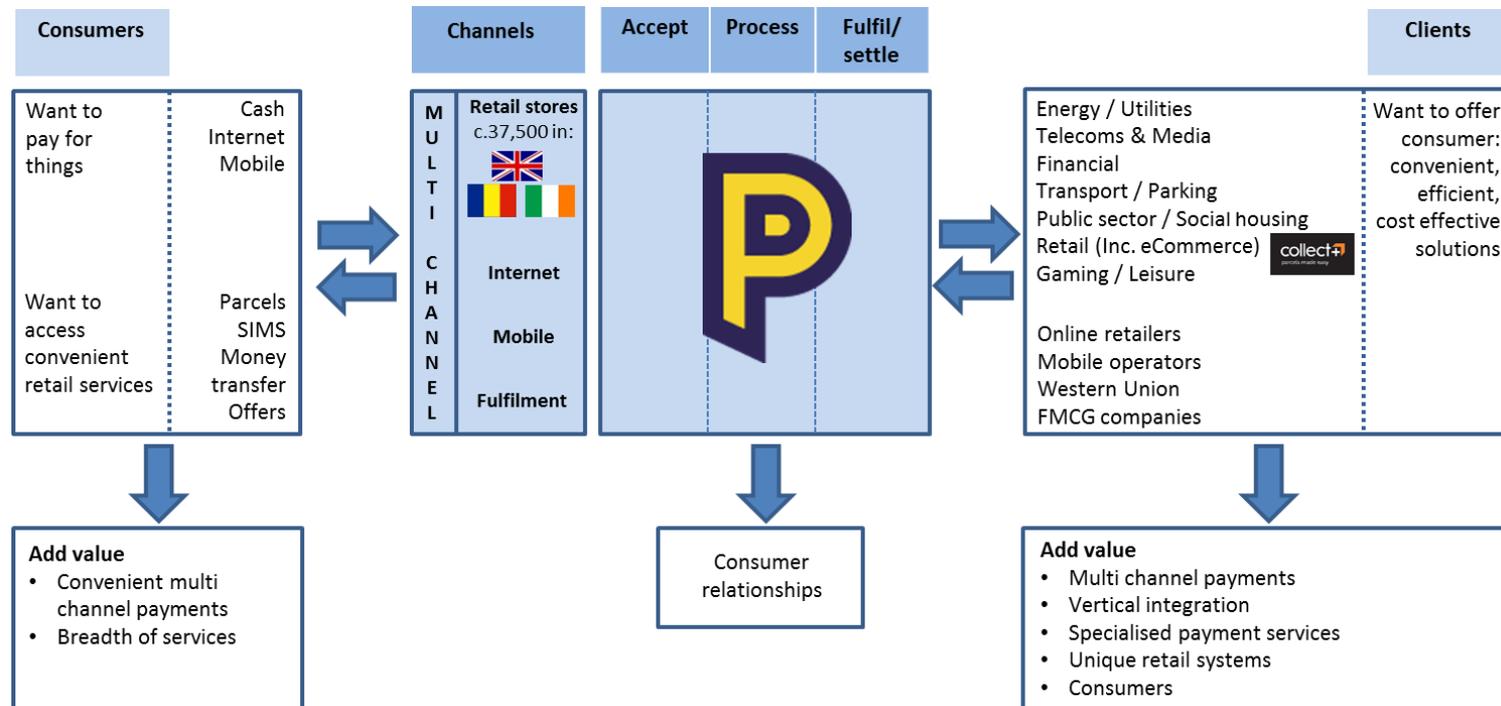


Appendix 1

The 'essence' of what we do

The 'essence' of what we do

- We process high volume consumer transactions, for **multi-channel payments** and **retail services** (e.g. parcels) for clients in **vertical markets**, through **integrated flexible platforms**
- Payments are typically low value and cover retail, internet and mobile, with money flowing to and from clients and consumers
- The platform connects to retailers and clients, across different geographies, to whom we add value by providing new services
- We aim to help our clients deliver greater convenience to their consumers



We aim to grow by leveraging our platform in targeting more clients and retailers, in turn attracting more consumers to use our services





Appendix 2

Materials to support the consumer transaction
UK retail

Materials to support the consumer transaction

UK Retail: Client media payment



UK Retail: Retail store



UK Retail: Terminals, Pin Pads and ATMs



Materials to support the consumer transaction

UK Retail: PPOS virtual terminal



Digital content

Cash Out

NEW



BUY GAME eVOUCHERS HERE

PlayStation.
Pick up more from your local store
 To find out more visit paypoint.co.uk/game



NEW

BUY GAME eVOUCHERS HERE



- BUY WITH CASH
- REDEEM ONLINE
- START GAMING

Pick up more from your local store
 To find out more visit paypoint.co.uk/game



PP
PayPoint 20099
 COSTCUTTER SE2 9UG
 PLAYSTATION STORE
 WALLET TOP UP
 799366133285
AMOUNT GBP 20.00
 15:22 20/11/14
 SN 025590404 TXN 2307
YOUR VOUCHER IS READY TO USE - PLEASE STORE IN A SAFE PLACE
PAYMENT SUCCESSFUL
 REF PIC324001628
PIN: 7R8E-6RNM-B597
 TXN:0000000000171726124

REDEMPTION INSTRUCTIONS
 1. Go to Playstation(R) store
 2. Sign in to your Sony Entertainment Network Account
 3. Select "Redeem Codes" (For PS Vita, First tap Options icon at foot of the screen)
 4. Follow on-screen instructions to redeem code

Code issued by Sony Network Entertainment Europe Ltd
 Expires 12 months from purchase
 Full terms apply at sonyentertainmentnetwork.com/legal

 PlayStation Store

Thank you!

ENERGY CLIENT

0000000000000000
 Mr. N. Nobody
 88 Nobody Road,
 Nobody Town,
 Nobody County
 NO1 280

Contact us
 ClientName.co.uk/help
0800 000 0000
 Mon - Fri 8am - 8pm, Sat - 8am - 6pm
 Client Name, PO Box 000,
 Client Town, Client Post Code

Your Customer Reference Number
0000000 00000

Date: 22/09/2014

Good news - here's your £140.00 Warm Home Discount

Dear Mr. Nobody
 We're pleased to let you know that you qualify for the Warm Home Discount Scheme with us. So you'll get a £140 Winter 2014/15 discount on your electricity use.

How to collect your £140.00
 All you need to do is take this letter to your local PayPoint outlet, within 3 months of the date of this letter, to collect your £140.00. All these vouchers must be cashed together, and on your electricity key. You'll also need to take some identification with you when you go to pick up your discount - please see over the page for details.

Where to get help if you've any questions
 The Warm Home Discount Scheme is a five year programme run by the Government and energy companies to help households that need it most with their bills. And as you've qualified for the winter 2014/15 discount you may qualify in the coming years (subject to applying and meeting eligibility criteria).
 If there's anything you'd like to know about the scheme, or if you have any questions, please visit direct.gov.uk/warmhome and you should find what you're looking for.

Yours sincerely
 Mr. Somebody
 Managing Director, Residential Energy

ENERGY CREDIT VOUCHER
£45.00
 Voucher No. 1234567890
 This Voucher can be redeemed at any participating PayPoint outlet. To find your nearest PayPoint outlet, visit www.paypoint.co.uk/locator. Terms and conditions overleaf.
RETAILER - Please scan barcode to redeem. Further instructions overleaf.

ENERGY CREDIT VOUCHER
£46.00
 Voucher No. 1234567890
 This Voucher can be redeemed at any participating PayPoint outlet. To find your nearest PayPoint outlet, visit www.paypoint.co.uk/locator. Terms and conditions overleaf.
RETAILER - Please scan barcode to redeem. Further instructions overleaf.

ENERGY CREDIT VOUCHER
£49.00
 Voucher No. 1234567890
 This Voucher can be redeemed at any participating PayPoint outlet. To find your nearest PayPoint outlet, visit www.paypoint.co.uk/locator. Terms and conditions overleaf.
RETAILER - Please scan barcode to redeem. Further instructions overleaf.

Simple Payment



BEST ALTERNATIVE PAYMENTS PROGRAMME
Category Winner

TCPA 2014



Appendix 3

Materials to support the consumer transaction
Collect+

collect+
parcels made easy

Find a store

Our Services - Business Users - About Us **Track Parcel:**

Send, collect and return your parcels

Early 'til late, 7 days a week

With thousands of parcel stores across the UK, CollectPlus is a convenient and easy to use parcel delivery and returns service.

No more wasted Saturdays or lunchtime queues, just the freedom to get on with your day.

Send a parcel	Light 0-2kg	Regular 2-5kg	Heavy 5-10kg
Economy (3-5 working days)	£4.09	£6.19	£8.29
Standard (2 working days)	£5.59	£7.19	£9.29

Send to:

Sending more than 1 parcel? Try our bulk upload tools

20% OFF
Your first order
[Find out more >](#)

Changed your mind?
You can return your unwanted items to over 260 retailers [Find out more...](#)

TRUSTPILOT Excellent 9.0/10
★★★★★
7753
Customer reviews

Our Store Network

With a network of over 5,800 local stores in the UK, open 'til late, we make sending and collecting parcels quick and easy.

ASDA The co-operative Central England Co-operative MCoils
Costcutter SPAR Nisa

Our Services: Send, Return, Click & Collect, Track a parcel, Retailers
eBay Sellers: Store Locator, About Us, Our Partners, Brands we work with, News
Help: FAQs, Terms & Conditions, Privacy Policy

© 2015 Drop and Collect Ltd. trading as CollectPlus Registered Number: 06593233 | VAT Number: 946830691
Registered Address: CollectPlus, Victoria House, 49 Clarendon Road, Watford, Hertfordshire, WD17 1HP

Our Services

Our three services are all designed to fit around your life, so you can send, collect and return your parcels from your local CollectPlus store, at a time that suits you.

Send a parcel

If you sell online, or want to send a gift to a loved one, our send service is perfect for you.

- Buy, print and attach your label
- Drop your parcel off at your local CollectPlus store
- Track your parcel online to its destination

[More about sending a parcel...](#)

Return a parcel

Changed your mind? Return your unwanted purchases to over 260 retailers.

- Stick your label onto your parcel
- Drop your parcel off at your local CollectPlus store
- Track your parcel online to its destination

[More about returning a parcel...](#)

Click & Collect

Shop with your favourite brands online and collect your purchases at your local store.

- Buy online and choose CollectPlus as your delivery option
- You'll be emailed a collection barcode when your item arrives in-store
- Take your code to the store and collect your purchase

[More about Click & Collect...](#)

How to send parcels with

How to return an item to a

RIVER ISLAND amazon

Clarks very

ASOS John Lewis

The screenshot displays the Collect+ website interface. At the top, there is a navigation bar with a search bar labeled "Find a store", and links for "Help", "Sign In", and "Sign Up". Below this is a secondary navigation bar with "Our Services", "Business Users", "About Us", and a "Track Parcel" input field.

The main content area is split into two sections. On the left is a sidebar for "Enter parcel details" with the following form fields:

- Recipient's name:
- House No. or Company:
- Address line 1: [Add another line](#)
- Address line 2:
- Town/City:
- County:
- Postcode:

 Below the form is a table of service options:

	Light 0-2kg	Regular 2-5kg	Heavy 5-10kg
Economy Service Typically 3-5 working days	£4.89	£6.19	£8.29
Standard Service Typically 2 working days	£5.59	£7.19	£9.29

 A note below the table states "Restrictions apply, read more".

 Further down, there is a section for "Choose your level of cover & proof of delivery" with a dropdown menu set to "£80 Cover + Online Tracking: FR" and a "More info" link. Below this is a "Your email address" input field.

 At the bottom of the sidebar are buttons for "Checkout" and "Or add a new parcel".

 On the right side of the sidebar, there is a vertical list of steps:

- Enter parcel details
- Review & confirm
- Pay
- Print
- Drop the parcel at a shop

 At the very bottom of the sidebar are links for "Terms & Conditions", "Terms of Use", and "Privacy Policy", followed by copyright and registration information for Collect+ in 2014.

 The main area of the page is a map of Wembley, London. A central callout box displays a house icon and the text "W5 1AB delivered to the door from £4.89". The map shows several other locations marked with a "here" icon and a plus sign, indicating nearby drop-off points. The map includes street names like Western Ave, A40, and various landmarks such as schools and parks.

 At the top right of the map, there are "map view" and "list view" buttons.

The screenshot shows the CollectPlus website interface. At the top, there is a navigation bar with the CollectPlus logo, a search bar for finding a store by town or postcode, and links for Help, Sign In, and Sign Up. Below the navigation bar, there are tabs for Our Services, Business Users, and About Us, along with a Track Parcel section where a tracking code can be entered.

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

1. Attach a CollectPlus label
 - You can easily print one online
 - Choose your retailer to begin
2. Drop off your parcel at a shop
 - Over 5,800 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 the process flow, there is a prompt to "Choose your retailer from the list below or try typing their name:" followed by a search input field. A list of retailers is displayed, each with a "Book a return" link:

- Littlewoods
- very.co.uk
- Mrs Direct!
- NEW LOOK
- ASOS
- Boden

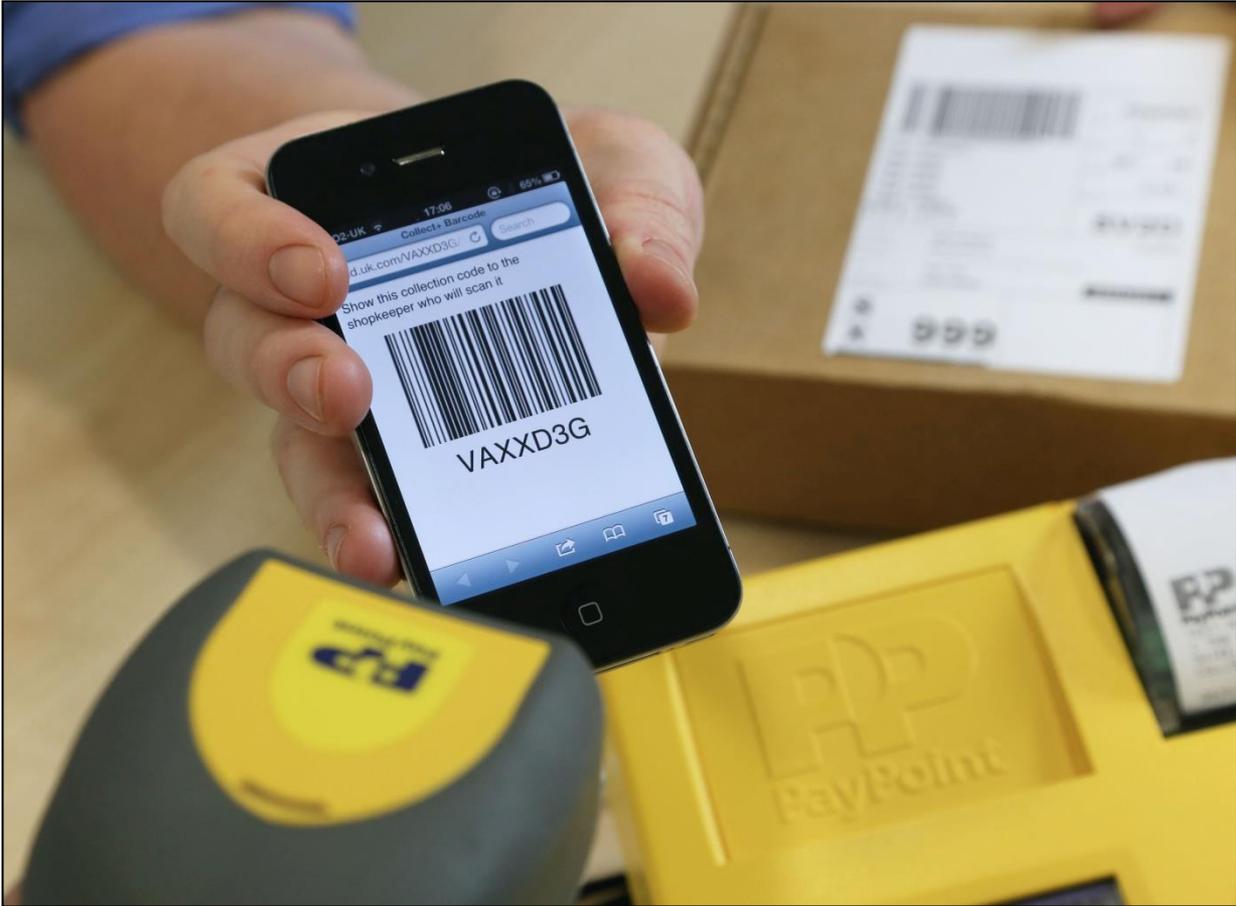
A scrollable dropdown menu is open, showing a list of additional retailers:

- 51Parcel
- 7 For All Mankind
- Addict.co.uk
- Additions - Very
- ADF
- Adventure Northumberland
- Alexon
- All Sole
- Amazon
- Andrew James

At the bottom of the page, there are links for Terms & Conditions, Terms of Use, and Privacy Policy, along with copyright information for 2015 Drop and Collect Ltd.

Materials to support the consumer transaction

Collect+: Phone pick up barcode



Collect+: UK network

Target network density
- 1 Mile urban
- 5 Mile rural

**Over 5,800
locations live**

