We **Automate**, **Digitize** and **Transform** the Way People Bank and Shop.
Leveraging our Substantial Expertise to Benefit Customers

$3.9 billion
In revenue\(^1\)

3,000+ patents

$3.9 billion
In revenue\(^1\)

10+ million
service calls resolved each year

~$133 million
for R&D\(^1\)

2+ million
Installed POS & ATMs\(^2\)

Top 5 provider
for ATM & POS software

~22,000
team members

~14,000
service professionals

~3,000
software professionals

1) Report Financial Results for the 12 months ended Dec 31, 2020
2) RBR 2021, Global ATM Market and forecasts to 2026; RBR 2021, EPOS and Self-Checkout
Key Partner to Financial Institutions

Serving the majority of the Top 100 financial institutions globally

Global leader of the ADT market

Ranked Top Ten in the 2021 IDC FinTech Rankings

#1 in Total ATM Application and Monitoring Software

~$2.9 billion in annual revenue

~31% global market share for ATMs

~7,300 service technicians

#1 in ATMs installed globally

1) RBR 2021, Global ATM Market and Forecasts to 2026
2) IDC Financial Insights, 2021 IDC FinTech Rankings
3) Reported Financial Results for the 12 months ended Dec 31, 2020
4) RBR 2021, ATM Software 2021
5) RBR 2020, Deposit Automation and Recycling 2018; note: ADT = Automated Deposit Terminal
Key Partner to Retailers

1) Reported Financial Results for the 12 months ended Dec 31, 2020
2) RBR, Global POS Software 2020 – in new POS software installations June 2019-June 2020 - for segment General Merchandise
3) RBR 2021, Global EPOS and Self-Checkout 2021 (data per end 2020)
4) Global Fortune 500 – The biggest Oil and Gas Companies in the World by Revenue in 2019
5) RBR, Global Self-Ordering Kiosks 2020
6) Deloitte Global Powers of Retailing 2020, ranked by retail revenue 2018

1) Globally in new POS software installations
2) >1.3 M global EPOS installations worldwide
3) #1 in retail EPOS & self-checkout in Europe
4) #1 in the global market for self-ordering kiosks
5) #1 globally in new POS software installations
6) 9 out of 10 Global Fortune 500 petroleum companies are Diebold Nixdorf customers
7) 24 of Top 25 retailers in Europe are our customers
8) DN SCO installations in >50 countries at >150 retailers

1) ~$1.1 billion in revenue
2) ~$1.1 billion in revenue
3) ~$1.1 billion in revenue
4) ~$1.1 billion in revenue
5) ~$1.1 billion in revenue
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A World Leader in More than 100 Countries
Leadership Team

Growth and Operational Excellence teams focus on developing innovative, customer-driven products and services -- while maintaining a laser focus on operational rigor and discipline.

Enablement Functions continually support our entire organization, pushing for continuous performance improvement.

Retail and Banking are the commercial centers of our organization, with the primary focus of delivering value to our customers.

Octavio Marquez  Global Banking
Hermann Wimmer  Global Retail
Ulrich Näher  Commercial Growth
Olaf Heyden  Operations
Manish Choudhary  Software
Devon Watson  Marketing / Global Cost Program
Jeffrey Rutherford  Finance
Beth Patrick  Human Resources
Jon Leiken  Legal
David Caldwell  Strategy & Corporate Development
Teresa Ostapower  Digital / IT
Lisa Radigan  Ethics & Compliance
Building on 160+ Years of Innovation

First circular vault door to protect against prying
First to develop tear gas defense
First voice recognition ATM
First ATM integrated with mobile
First long-edge, anti-skimming, secure card reader
First kiosk in QSR

First to introduce drive-up banking
First electronic POS network system introduced in Europe
First iris recognition ATM
First green, flexibly powered ATM
First stateless, FIT Client ATM
First self-service pilot in Europe
We Automate, Digitize and Transform the Way People Bank and Shop

Pioneers in Connected Commerce

 Banking Solutions
- Branch Transformation
- Cash Cycle Management
- End-to-End Security
- Digital Banking
- Consumer Centric Experiences

Retail Solutions
- Storevolution™
- Self-Service
- Store Operations
- Consumer Engagement & Loyalty
- Fuel and Convenience

Software

Solutions
➢ Automate
➢ Digitize
➢ Transform

Products

Services
Trusted Partner for Customers Seeking Excellence in...

Channels
- Branch/Store
- ATM/Self-Service
- Self Checkout
- Digital

Experience & Engagement
- Consumer
- Small-Medium Business
- Staff

Operations
- Resource Optimization
- IoT & Data Driven Services
- Security & Compliance
- Sustainability

Payments, APIs & Open Banking
Consumers Live in a Connected Commerce Ecosystem

Engaging consumers digitally while providing a range of physical touchpoints is key to providing a differentiated experience.

From the supermarket to fast fashion—our new self-assisted-service tools place your consumer at the heart of every interaction.

Discover solutions that don’t make you choose between the ever-critical uptime, security and efficiency needed to maintain deep consumer relationships.

End-to-end solutions eliminate complexity and connect your physical and digital channels while streamlining your consumer’s experience.

The future of payments and transactions driven by open, flexible solutions that enable connected commerce—SMBs reap the benefits.

AT HOME AND ON THE GO

RETAIL

FUEL, CONVENIENCE & QSR

BANKING

SMALL & MEDIUM BUSINESS
Solutions Bridging Digital and Physical Channels

DN Touchpoints

DN Vynamic™ Software

- Channels
- Experience
- Operations
- Payments

DN AllConnect Services™

- Implementation
- Maintenance
- Support
- Operations
- Application Management
**DN Vynamic™ Software**

<table>
<thead>
<tr>
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<th>PAYMENTS</th>
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<tbody>
<tr>
<td>VYNAMIC™ CONNECTION POINTS</td>
<td>VYNAMIC™ ENGAGEMENT</td>
<td>VYNAMIC™ AVAILABILITY</td>
<td>VYNAMIC™ PAYMENTS</td>
</tr>
<tr>
<td>World-leading self-service software</td>
<td>Personalization tools for enhanced consumer engagement</td>
<td>Centralized tools to reduce costs and initiate actionable intelligence</td>
<td>Modernizes your payments and processing ecosystem</td>
</tr>
<tr>
<td>VYNAMIC™ BRANCH TRANSFORMATION</td>
<td></td>
<td>VYNAMIC™ CASH MANAGEMENT</td>
<td></td>
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<td>Flexible formats for more modern branches</td>
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<td>Proven to improve cash costs</td>
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<tr>
<td>VYNAMIC™ DIGITAL</td>
<td></td>
<td>VYNAMIC™ SECURITY</td>
<td></td>
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<td>Cross-channel interactions for the modern era</td>
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The industry’s first end-to-end connected commerce banking portfolio.
Software to **Digitize** Retailers Globally

**DN Vynamic™ Software**

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<td>World-leading self-service checkout and FCx software</td>
<td>Tools for personalization, experience and loyalty</td>
<td>End-to-end management for your network</td>
<td>Modernizes your payments and processing ecosystem</td>
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The first open platform for connected retailers.
Banking Services to Transform a Connected World

DN AllConnect Services™

**Implementation**
- **Total Implementation Services**: Rely on trusted experts to deploy your technology

**Maintenance**
- **Maintenance and Availability Services**: Exceed the demands of an always-on world

**Support**
- **Branch Management**: Continually transform and streamline operations

**Operations**
- **Self-Service Fleet Management**: Achieve the highest possible return on resources

**Application Management**
- **Transaction Management**: Integrated and modernized transaction acquiring

Your Team. Powered by Ours.
Retail Services to Transform a Connected World

DN AllConnect Services SM for Retail

IMPLEMENTATION
Rely on trusted experts to deploy your technology

MAINTENANCE
Exceed the demands of an always-on world

SUPPORT
Standardized but flexible approach for first and second level support and incident management

OPERATIONS
End-to-end infrastructure support and business process outsourcing

APPLICATION MANAGEMENT
Proactive monitoring and lifecycle management of business applications

MANAGED CHECKOUT

MANAGED SELF-SERVICE

MANAGED MOBILITY

MANAGED STORE INFRASTRUCTURE

Your Team. Powered by Ours.
Touchpoints to **Automate** the Way People Bank and Shop

**DN Touchpoints**

ATM  |  POINT OF SALE  |  SELF-CHECKOUT  |  KIOSK

Our integrated solutions **connect** digital and physical channels **conveniently, securely and efficiently.**
Touchpoints to Automate the Way People Bank

Built to Connect. Built for More.™

DN Series™ provides financial institutions the ability to grow with their digital strategy and deliver the most integrated functionality in the smallest, most secure footprint.

MORE PERSONALIZED
MORE INTEGRATED
MORE AVAILABLE
MORE EFFICIENT
MORE FUTURE-READY
MORE SECURE
Touchpoints to Automate the Way People Shop


Our integrated self-service and checkout solutions enable frictionless consumer and staff journeys across all channels.
Our Transformation Roadmap

A comprehensive, transformational plan that builds and improves upon what we do best — delivering quality products and services to our customers.

Customer Focus
Focusing relentlessly on customer centricity. Evolving how we interact with customers and driving growth. Delivering our best is at the core of everything we do.

Operational Excellence
Prioritizing and standardizing procedures and processes to increase efficiency, manage costs and deliver value to our customers and shareholders.

Product Evolution
Providing a world-class, competitive software and solutions portfolio necessary to address our customers evolving needs to achieve consumer satisfaction and loyalty.

Optimized Balance Sheet
Improving execution and management of assets and liabilities, with established targets and leadership accountability to ensure successful delivery.
Focusing on Corporate Social Responsibility

Advancing our solutions and business model to address Environmental, Social and Governance issues and generate value for all stakeholders

<table>
<thead>
<tr>
<th>Sustainable Supply Chain &amp; Operations</th>
<th>Environment, Health &amp; Safety</th>
<th>Global Citizenship</th>
</tr>
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<tr>
<td>• Sustainable sourcing and design</td>
<td>• Responsible resource consumption</td>
<td>• Diversity &amp; Inclusion</td>
</tr>
<tr>
<td>• Reducing carbon footprint</td>
<td>• Committed to a safe workplace</td>
<td>• Support for payment choice</td>
</tr>
<tr>
<td>• Using energy-saving technologies and environmentally sustainable materials</td>
<td>• Compliance with Environmental Health &amp; Safety (EHS) regulations</td>
<td>• Charitable giving focused on financial inclusion</td>
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Corporate Social Responsibility Report
Global Employer of Choice