

Diebold Nixdorf Capital Restructuring

Frequently Asked Questions for Customers

Diebold Nixdorf has filed a voluntary, pre-packaged Chapter 11 proceeding with the U.S. court in the Southern District of Texas and a corresponding proceeding for certain European subsidiaries via Dutch law. The commencement of the court-supervised process also means that, with the Texas court's June 2 approval, we secured \$1.25 billion of debtor-in-possession (DIP) financing that gives us the liquidity to continue our operations during the restructuring. We also received initial approvals from the Netherlands courts for the Dutch proceedings and began our Chapter 15 restructuring in Texas, a standard, necessary action that allows us to coordinate across multiple markets and ensure consistency among international and U.S. courts.

The court's ruling follows the company's recently announced global debt Restructuring Support Agreement (RSA) with key financial stakeholders and represents the next important step in our process. The planned transaction is expected to significantly reduce debt and leverage levels and provide substantial additional liquidity to establish a long-term, sustainable capital structure for the company. In addition, the agreement and expected transaction will support seamless ongoing operations to support customers.

This document will be updated frequently to help address customer questions throughout the debt restructuring process. Please contact your Diebold Nixdorf representative with any additional questions.

1. What does this mean for customers?

There will be no changes to our day-to-day operations. Our priority is ensuring seamless operations and continuing to meet our commitments to you. We know you rely on us for critical aspects of your own business, and we strive to be the most trusted partner to our customers.

2. What provisions are you putting in place to ensure business continuity?

The significant support behind the RSA will allow us to expedite the process through a swift, pre-packaged proceeding. There will be no disruption to our day-to-day business operations. We will continue delivering our products and services to meet customer expectations, pay our vendors and support our employees.

Additionally, on June 2, the U.S. Court in the Southern District of Texas, which is overseeing the company's restructuring proceeding in the United States, approved all of the company's initial requests in the voluntary, pre-packaged Chapter 11 proceeding, expressing support of Diebold Nixdorf and its employees. Key elements of the relief granted include:

- Access to the debtor-in-possession (DIP) financing, covering \$1.25 billion, with approximately \$700 million toward the payment of existing structured debt and approximately \$500 million in additional liquidity to the company
- Continued payments and benefits programs for all employees
- Continued payment of trade claims, including supplier and vendor payments and customer programs

This early progress highlights the unique and beneficial nature of this deleveraging transaction for Diebold Nixdorf, including the short timeline for expected completion during the third quarter of 2023. It also helps us achieve three main objectives: substantially reduce debt, significantly increase liquidity and seamlessly run the company without any changes to our day-to-day business.

3. How will this affect our contract?

Today's announcement will not affect the terms of your contract with us, and we will continue delivering our products and services to meet your expectations.

4. How will this affect shipments? Can I still expect my order?

Yes, you can still expect your order. Our execution of this financial process will help put us in an even better position to ensure timely shipments and allow us to continue accelerating the delivery of our order backlog. Our plan includes financing that allows us to pay debts that arose before the restructuring, which is a benefit to all of our suppliers and customers. Ultimately, this process will make us an even stronger, better partner to you as we continue our long history of innovation and providing end-to-end solutions to banks, retailers and consumers worldwide.

5. Are you going to continue manufacturing and servicing your products?

Yes. Our industry-leading service organization and manufacturing operations will continue to support and produce the solutions you've come to expect from Diebold Nixdorf. Our priority continues to be ensuring seamless operations and meeting our commitments to you because we know you rely on us to provide and support critical aspects of your own business.

6. Can we still place orders?

Absolutely. Please continue to work with your current Diebold Nixdorf sales team to determine how our banking or retail solutions can help address your business challenges.

7. Do I have to worry about DN's financial health moving forward?

No. The steps we are taking will strengthen DN's financial health and enhance the company's future with an improved capital structure and balance sheet. We fully expect to be able to continue accelerating the delivery of our backlog and order pipeline. Ultimately, this process provides financial stability and certainty and allows us to continue our long history of innovation, providing end-to-end solutions to banks, retailers and consumers worldwide.

Like other providers and competitors in this space, our company is quickly transforming to adapt in an industry that is also transforming:

- **Banking:** In our Banking business, DN Series continues to exceed customer expectations around the globe as ATMs are transforming from functioning solely as a cash machine to a critical touchpoint in an FI's digital strategy. The interest in cash recycling continues to increase as FIs are looking for ways to grow their business and reduce costs. To support FIs' changing needs, we recently introduced a new recycler (RM4V) that has dual cassettes and the ability to recycle up to eight denominations for foreign exchange or countries where different currencies are dispensed from ATMs. We are adding more functionality later this year as we continue to evolve transaction automation to reduce costs, free up staff and optimize the operating model of a customer's ATM fleet.
- **Retail:** Our Retail business began streamlining its business model and solutions portfolio several years ago. By strengthening its value-adding core capabilities – and by eliminating certain non-core businesses such as reverse vending machines – the Retail team is in a much better position to

create and deliver world-class checkout and mobility solutions for modern consumer and staff journeys. Today, our self-service solutions business is growing faster than the market, which

enabled us to establish an additional production line at our Paderborn, Germany, plant. Our new capital restructuring will significantly support us in improving our production capabilities, ensuring timely delivery of materials and components.

8. Why would I not move to a competitor? There are a lot of questions about your business and its long-term operations.

First and foremost, we are a customer-obsessed company. Our highest priority is to be the most trusted partner to our customers. We know you rely on us for critical aspects of your business, and we take that responsibility very seriously. Regardless of what our competitors are saying, this process will put our company in a stronger position to provide our world-class solutions and services to customers across the globe. We are simply reorganizing our capital structure – by eliminating debt and providing liquidity – to ensure we will continue to meet our obligations to our customers for the long term.

Secondly, our Q1 results portray our strong performance and the significant demand for our products and solutions. Through this process, we are optimizing our working capital so we can continue delivering our backlog and order pipeline, which will put us in an even stronger financial position. Our plan includes financing that allows us to pay debts that arose before the restructuring, which is a benefit to all our suppliers and customers.

Our company is following a defined, pre-approved process that is structured, well managed and is expected to be complete during the third quarter. This will help us achieve three main objectives: substantially reduce debt, significantly increase liquidity, and seamlessly run the company without any changes to our day-to-day business. Our global footprint is unmatched. As our customers continue to grow and expand their businesses, we are best suited to address their growing needs around the world.

9. Where can I find more information?

Please contact your Diebold Nixdorf representative or visit our website at [DieboldNixdorf.com/Restructuring](https://www.DieboldNixdorf.com/Restructuring). You can also learn more through our third-party claims agent at <https://cases.ra.kroll.com/DieboldNixdorf>.