

Diebold Nixdorf Debt Restructuring

Frequently Asked Questions for Suppliers

As you know, our capital structure has been an area of intense focus for us as we have been working with key financial stakeholders on improvements that best support our business. Throughout this time, we have continually reinforced our commitment to making Diebold Nixdorf a stronger, healthier company that is well-positioned for long-term success.

Recently, the U.S. Court in the Southern District of Texas confirmed Diebold Nixdorf's plan of reorganization, following approval of all the company's initial requests related to its previously announced Restructuring Support Agreement (RSA). The U.S. court's confirmation is one of the final steps in allowing the company to move forward and execute its debt restructuring plan after final conditions are met and certain court proceedings are concluded. This announcement represents another significant milestone in Diebold Nixdorf's process to restructure and strengthen its balance sheet, enhance liquidity and position the company for long-term success. We anticipate our next milestone will be emergence from the relevant Chapters 11 and 15 and Dutch proceedings, when we will provide another update. We remain confident in our ability to complete the process during the third quarter, as planned.

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

1. Does the debt restructuring agreement provide Diebold Nixdorf with the liquidity it needs to pay suppliers, including immediately settling outstanding debts?

This process will provide us with ample liquidity to address existing supplier balances and ensure timely payments moving forward as we continue normalizing our relationships with you. Our RSA includes financing that allows us to pay debts that arose before the restructuring, which does not usually happen and is a benefit to all of our suppliers. We are laser-focused on fortifying our balance sheet so we can continue to serve our customers and return to a consistent cadence of timely payments as quickly as possible. Our ongoing collaboration is invaluable as we deliver industry-leading solutions and services to our customers. We will update you at key points in the process moving forward.

2. What does the July 12 confirmation ruling mean for suppliers?

We continue to partner with our suppliers as we usually do. Our ongoing collaboration is invaluable as we deliver industry-leading solutions and services to our customers. The U.S. court confirmation of our plan simply means we are one step closer to completing our financial restructuring process and emerging as a financially stronger DN. We will continue to keep you informed as we progress toward completing our debt restructuring process.

3. When will Diebold Nixdorf repay suppliers? Will you pay past-due balances?

Among other things, the DIP financing allows us to pay debts that arose before the Chapter 11 filing, which does not usually happen during debt restructuring and is a benefit to our suppliers. While we

expect the court process to be completed in the third quarter, we have begun a large-scale effort to address past-due supplier payments that is expected to be completed in July.

4. In what order will suppliers be paid?

While we cannot share a specific order, we documented all direct and indirect suppliers along with their pending balances in preparation for our filing. We have begun a large-scale effort to address past-due supplier payments that is expected to be completed in July. We appreciate your patience during this process. Please contact your Diebold Nixdorf representative if you have any questions about your account.

5. Payments have been delayed in recent months – how long until we can expect payment timelines to return to normal?

We have begun a large-scale effort to address past-due supplier payments that is expected to be completed in July. Our DIP financing and debt restructuring will also provide us with ample liquidity to ensure timely payments moving forward as we continue normalizing payables and our relationships with suppliers. We will continue to provide timely updates as we proceed to ensure you know what to expect next.

6. Does confirmation have any impact on existing contracts?

No. Our supplier contracts have been preserved through this process and will continue to remain that way. Please contact your Diebold Nixdorf representative to discuss specifics about your account.

7. Will there be changes to payment terms? Can we request changes to payment terms?

We expect to normalize payables and our relationships with suppliers as a result of the debt restructuring plan as soon as possible. Please know that we are laser-focused on fortifying our balance sheet so we can continue to serve our customers and return to a consistent cadence of timely payments. Please contact your Diebold Nixdorf representative to discuss specifics about your account.

8. How might the debt restructuring affect the project my company currently has underway with Diebold Nixdorf (and our investment in that project)?

The debt restructuring will have no impact on our day-to-day operations, and we are committed to continuing to invest in and improve our business. Please contact your Diebold Nixdorf representative to discuss specifics regarding any current or pending project.

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>.