

Diebold Nixdorf Capital Restructuring

Frequently Asked Questions for Suppliers

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.

The court's ruling follows the Restructuring Support Agreement (RSA) we shared on May 30 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, it will support seamless ongoing operations to support customers and suppliers alike.

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. 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 already begun a large-scale effort to address past-due supplier payments that is expected to be completed by the end of June.

3. 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 already begun the large-scale effort to address past-due supplier payments that is expected to be completed by the end of June. We appreciate your patience during this process. Please contact your Diebold Nixdorf representative if you have any questions about your account.

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

We have already begun a large-scale effort to address past-due supplier payments that is expected to be completed by the end of June. 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.

5. 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.

6. 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.

7. 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>.