

Annual Review 2010



beyond
payment

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Profile

Ingenico provides retail and single outlet operators with a **“One Stop Shop”** offer of secure transaction solutions.

This offer combines:

- payment terminals and terminal estate management,
- payment applications (local, international, debit, credit),
- connectivity,
- routing,
- acquisitions (when required),
- value-added services (money transfers, mobile phone top-ups, loyalty card and credit card management, payment of fines, bills etc).

Ingenico is the partner of choice for financial institutions, banks, major retailers and single shop outlets worldwide.

www.ingenico.com

This “One Stop Shop” is offered to retailers directly or through banks and financial institutions.

This secure transaction solution is complete and inclusive, whatever the sales channel used by retailers: payment at points of sale, over the Internet, or by mobile telephone.

Based on a completely new range of terminals designed to take full advantage of service offers, it includes:

- a complete portfolio of applications (payment and non-payment),
- value-added services run internally or through a partner network.

Key figures 2010

**3,000
employees**

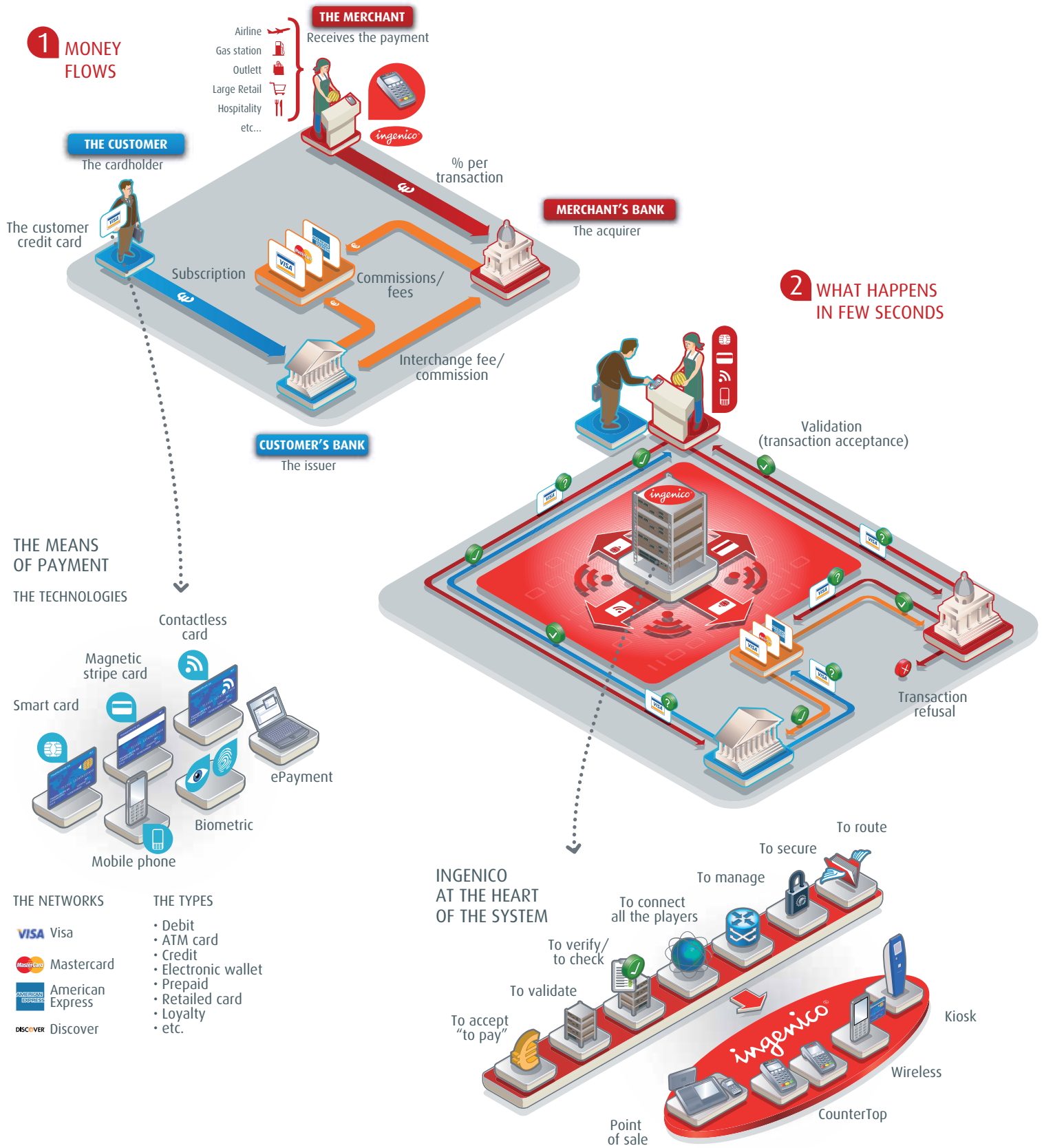
125 countries

**15 million
terminals**

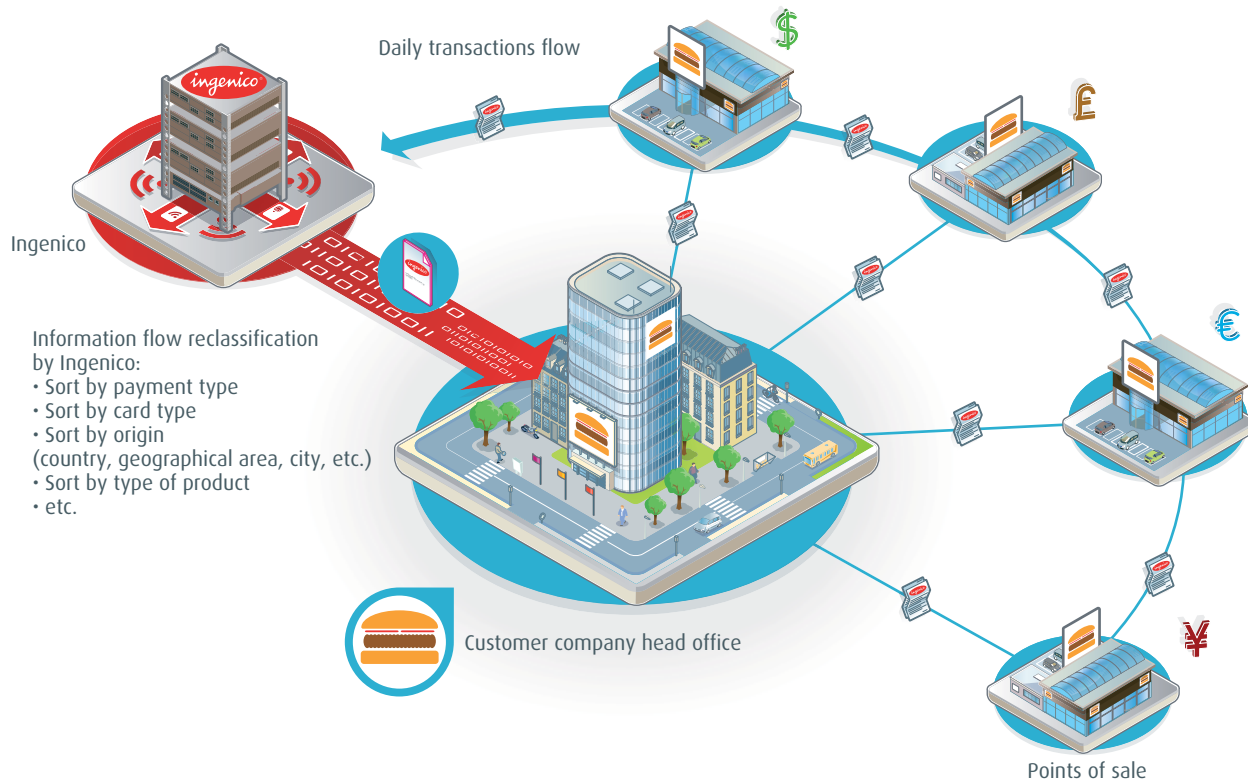
50 nationalities

Payment flows with Ingenico

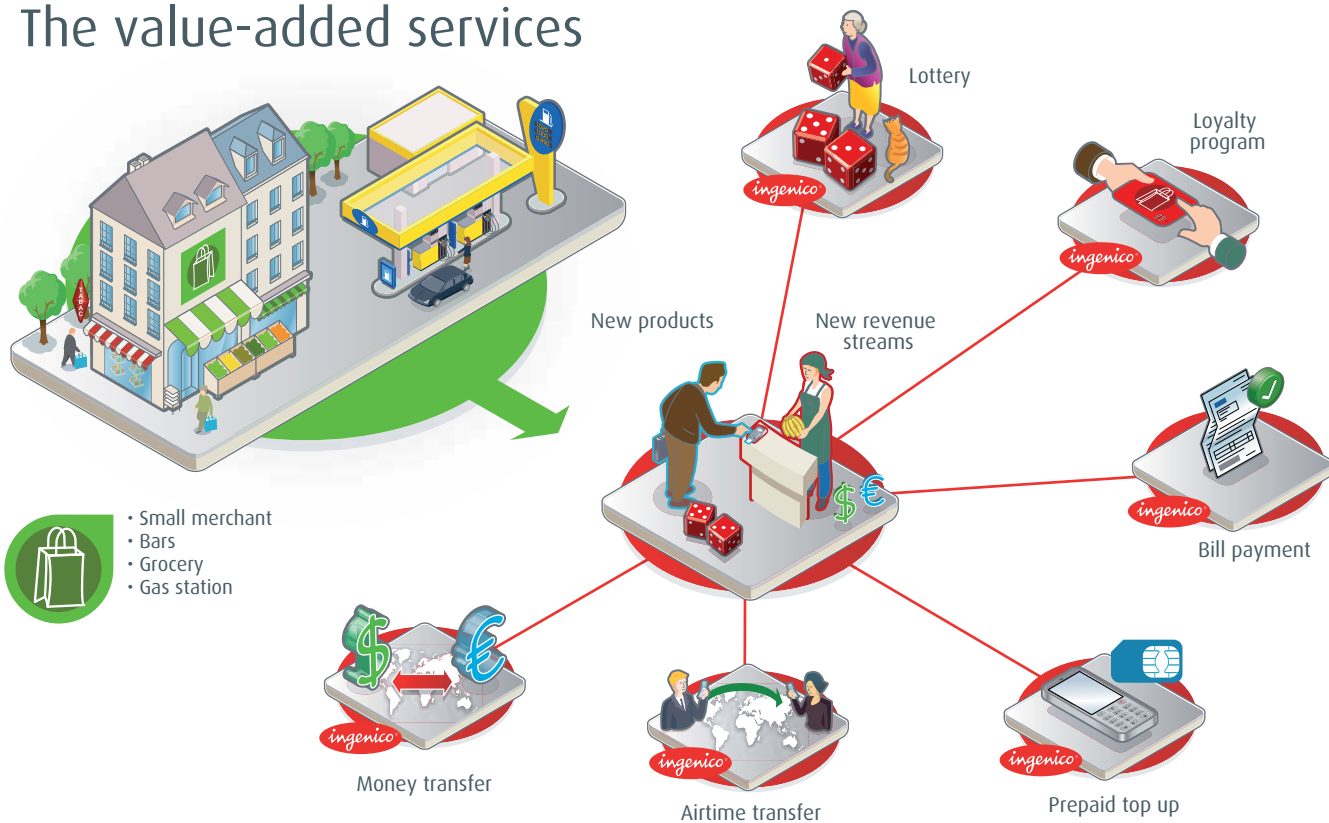
The payment



The transactions management



The value-added services



REVENUE 2010

€907m

EBITDA

(18.3% OF REVENUE)

€165.9m

ADJUSTED PROFIT FROM
ORDINARY ACTIVITIES

€125.7m

NET DEBT

€109.1m

CURRENT OPERATING INCOME

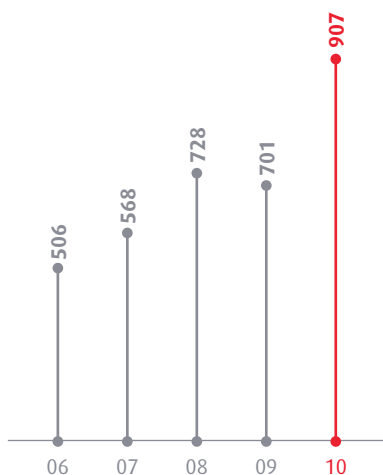
13.9%

NET INCOME

€39.6m

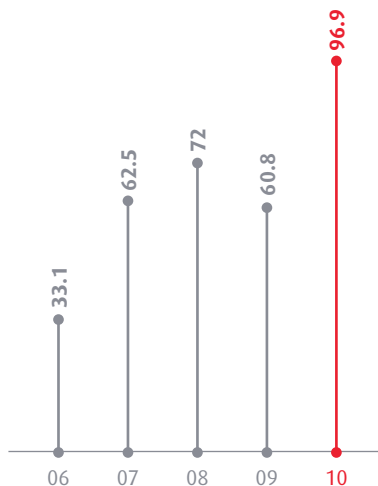
REVENUE EVOLUTION

€m



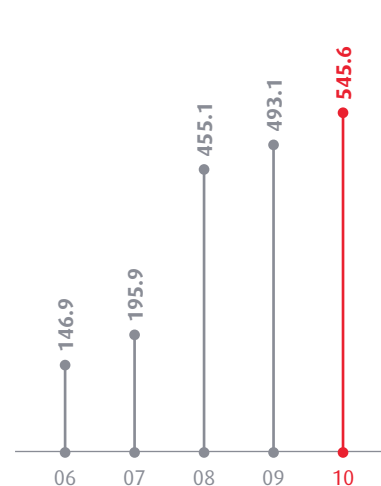
PROFIT FROM ORDINARY ACTIVITIES

€m



EQUITY EVOLUTION

€m





STRATEGY

Ingenico continues to develop its value-added service business and consolidate its historical leadership in the terminals market. ***In June 2010*** Ingenico announced its 2010-2013 strategic plan which includes **tripling transaction services revenue.**

ISO 9001 certification **was awarded for France** and renewed for the Group's corporate activities. In November 2010, Ingenico also obtained ***ISO 14001 certification*** in environmental management. Obtaining this certification is part of Ingenico's quality and sustainable development policy.



QUALITY



PERFORMANCE

easycash was successfully integrated. Associating the Ingenico leadership with the German leader in services and transaction management generated a ***strong growth dynamic***. In 2010, **easycash processed over one billion transactions.** This offer will expand internationally.

On January 20, 2010, the Ingenico Board of Directors decided to ***simplify*** the Group's administrative structure. **Philippe Lazare**, the former Managing Director, was nominated **Chairman and Managing Director of Ingenico.**



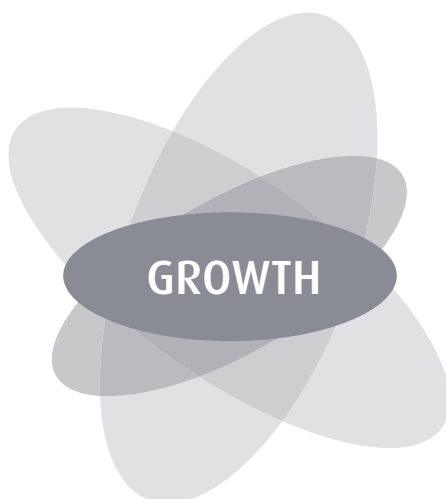
GOVERNANCE



Ingenico is reinforcing its leadership with a ***new range*** of “Beyond Payment” terminals targeted to suit the vertical markets (retail, single outlets, health, tourism, and the hospitality and petrol). Among the new products adopted by partners are the **iWL200** mobile terminal series, the **isc200** signature capture series, the **ist150** contactless range, the PIN Pad **iPP200** and **iPP300** series as well as **iSMP**, an iPhone® and iPod Touch® payment module. Other Ingenico transaction and service innovations include the internationalization of the Axis transaction security platform and the development of the value-added services applications library.

iphone® and ipod touch® are trademarks of Apple Inc., registered in the U.S and other countries.

With the integration of **Payzone France** and **First Data Iberica** (Spain and Portugal) and the investment in **TransferTo** and **Korvac** (Singapore), Ingenico is pushing forward with its strategy to bring ***service offers*** to the fore. These competitive companies are fully integrated in the Group and benefit from the highly dynamic nature of their markets.



In 2010 Ingenico’s turnover surpassed expectations. This excellent performance was due, in particular, to the Group’s organic ***growth***, the contribution of its acquisitions and a positive currency impact. In September 2010, Ingenico increased its turnover forecast. This in fact reached 907 million Euros, ***up by 29%***.

Ingenico is organized to enable the swift progression of its strategy and to ensure the Group's operational efficiency.

It is organized into five Regions: SEPA-Europe, North America, Latin America, EEMEA and the Asia-Pacific region; and four support functions : Finance & Support, Operations and R&D, Global Solutions Sales & Marketing, Technologies & Infrastructures.

With this matrix organization, the support functions work closely with each region and the regional vice-presidents are in a better position to develop needs-based customer offers. On a broader level, the introduction of this new organization is in keeping with the changes that Ingenico has undergone in recent years.

As a result of its organization the Group benefits from effective operational management which guarantees the optimization of its strategy in real time, and it is able to quickly adapt to changes in the market.

Ingenico is governed by:

- **the Board of Directors**, who met 19 times in 2010;
- **the Management Board**, responsible for defining the Group's strategy and creating the conditions for implementing and achieving goals. It is chaired by the Chairman and Chief Executive Officer and includes twelve other members;
- **the Executive Committee**, which is comprised of the members of the Management Board and the vice presidents, who are functional and operational directors. ●

Pierre-Antoine Vacheron
Executive Vice president
Finance & Support

Christopher Coonen
Executive Vice President
Global Sales & Marketing
Solutions



Michel Léger
Executive Vice president
EEMEA

Thierry Denis
Executive Vice president
North America



Oscar Bello
Executive Vice president
Latin America

Vince Tallent
Executive Vice president
Asia Pacific

Matthias Schulz
Executive Vice president
Technologies & Infrastructures

Siegfried Heimgärtner
Executive Vice president
SEPA-Europe

Philippe Lazare
Chairman and
Chief Executive Officer

Patrice Le Marre
Executive Vice president
Operations & R&D

Philippe Lazare
Chairman and Chief Executive Officer

“2010 marks the first achievements resulting from our strategy converging terminals and service offers. These accomplishments were brought about by our leadership in payment terminals combined with our rapid development in the field of transactions and services.”

Was 2010 a good year for Ingenico?

Philippe Lazare: 2010 was an excellent year for the Group. We reached a turnover of 907 million Euros, with a growth of 29%! We are ending the year with an organic growth of 15% in the fourth quarter, and a high increase in our net global result at +48%. Our EBITDA margin is also firmly progressing and in 2010 we had already reached our 2013 target margin of 18.3%. In addition, our strict management of the business is illustrated by a record level of operational cash flow. Of course, I'm very pleased with our performance and with the corresponding recognition. The speed and efficiency with which we deployed our strategy this year is proof that it makes sense and produces results. And this achievement has been acknowledged.

How do you explain these results?

Ph. L.: This year we are reaping the rewards of our strategy and accomplishing the goals we set. To achieve this, we have reached several mile-

stones. In 2008, we completed an initial period of consolidation in the terminals' market and reinforced our expertise in R&D by joining forces with Sagem Monetel. In 2009, with the integration of easycash, we made an innovative acquisition which enabled us to strengthen our credibility in transactions and services. 2010 marks the first achievements resulting from our strategy of converging terminals and service offers. These accomplishments were made possible thanks to our leadership in payment terminals combined with our rapid development in the field of transactions and services.

What are the benefits for customers?

Ph. L.: Today only Ingenico is capable of providing terminals, managing them, developing value-added solutions, managing connectivity, coordinating transactions, and more. This combination of hardware and services that we implement is particular to our "One Stop Shop" offer. This is why we are the partner of choice for



major large-scale retailers, integrators, banks, financial institutions and small retailers for all segments.

What are the trends in your industry?

Ph. L.: I feel that our strategy is becoming increasingly understood and shared since Ingenico is seen as a symbol of sustainable growth. Dematerialized payment continues to develop for reasons we are all aware of, such as the explosion of the use of payment cards, emerging markets, the need to trace financial flow, technology, etc. Our strategy incorporates this expertise and reaps the benefits of this ecosystem. Moreover, we benefit from a second contributing factor in our sector: a high level of consolidation that generates significant growth opportunities.

2011 is presenting a considerable amount of opportunities.

How well do employees adhere to this strategy?

Ph. L.: With our strategy, we were able to create a true team dynamic. The employee shareholding scheme we implemented in France and Germany in 2010 achieved record subscription levels. I can't think of a better sign of adherence to a strategy than to see that a vast number of employees chose to become shareholders!

What are the prospects for 2011?

Ph. L.: We have clear goals and our road map. We are going to increase our profile in terms of transactions and services development while reinforcing our leadership in payment terminals. Ours is the most complete offer on the market. Our proximity and our ability to listen are key factors for future success. 2011 is presenting a considerable amount of opportunities. ●



With the “One Stop Shop” offer, Ingenico and its partners meet consumer requirements.

40%

TOTAL recurring turnover forecast for 2013, against 28% in 2009.

18.3%

of EBITDA margin in 2010.

Adopting a key position in services

Ingenico is speeding up its profile evolution by building on its leadership in terminals and reinforcing its position in transaction management and in value-added services.

The implementation of an entirely new range of terminals has marked 2010. This concerns all the vertical markets worldwide: retail, single outlets, health, tourism, the hospitality and petrol, etc. They benefit from “Beyond Payment” terminals adapted to their offers and based on the latest technologies through which they are able to accommodate the transaction and electronic payment solutions of the future: the Telium2 software platform is faster and more powerful, has greater security, mobility, color screens, tactile interfaces, wireless connections, biometric control, reduced energy consumption, etc.

A “ONE STOP SHOP” OFFER TO MEET THE NEEDS OF PARTNERS AND INCREASE THEIR REVENUES.

With the development of its leadership in terminals, Ingenico completes its offer of payment transaction management and value-added services.

A TRANSFORMATION STRATEGY FOR PROFITABLE GROWTH

The 2010-2013 strategic plan announced in June 2010 forecasts:

- a total turnover of over €1 billion in 2013, based on growth in all segments;
- a threefold increase in its transactions turnover by 2013 (€84 million in 2009 pro forma), notably through organizational growth, the internationalization of the easycash model and targeted acquisitions;
- an EBITDA margin of over 18% of the 2013 turnover, by optimizing the costs of the POS business and with the operating leverage of the transaction management business. This rate was exceeded by 2010.

The Group’s positioning in the field of Internet and mobile phone payments, the synergy with the German leader in transactions, easycash, and the internationalization of Axis, a centralized transaction software platform, are signs of the Group’s success rapidly developing service offers. This strategy of converging terminals and service is incorporated in the “One Stop Shop” offer intended to meet partners’ needs and increase their revenues.

This Ingenico strategy of converging terminals and service is incorporated in the “One Stop Shop” offer.

BUILDING ON A DYNAMIC ECOSYSTEM

The worldwide payment market is experiencing structural growth. But it is also subject to consumer and retailer expectations, the development of regulations and new technology. Ingenico’s expertise in this complex ecosystem is a clear mark of distinction and its leadership allows it to take full advantage of such growth.

A STRONG LOCAL PRESENCE AND A GLOBAL OFFER

The Group’s strategy is based on its marked local presence worldwide. Countries’ needs vary according to the maturity of their payment systems (the extent of their banking services, the telecommunication infrastructures, the number and type of credit or debit cards in circulation, the development of organized trade, etc.). Ingenico must remain close to its customers and partners at all times and everywhere in order to provide them with solutions that are adapted to their regional requirements. ●

TARGETED ACQUISITIONS TO SPEED UP THE EXPANSION OF THE STRATEGY

Ingenico has been pursuing a dynamic policy of targeted acquisitions and investments in “Beyond Payment” technologies in 2009 and 2010.

The acquisition of Payzone France, which became Ingenico Prepaid services, and First Data Iberica, now Ingenico Services Iberia, has reinforced this action plan. To prepare for the development of new forms of Internet and mobile payment, Ingenico acquired TransferTo.

This Singapore-based company provides a solution for sending prepaid airtime top-up to foreign third parties. The acquisition of a 44% share in ROAM Data, a company based in Boston, USA, gave Ingenico access to a solution that transforms any mobile phone into a retail payment terminal with all the required security standards.



*Ingenico terminals
are designed to respond
to any secure electronic
payment situation,
anywhere in the world.*

+4 million
TERMINALS
sold in 2010.

A new range of terminals

Ingenico has a completely new range of payment terminals. All the vertical markets benefit from adapted, high-performance, innovative terminals which take full advantage of the Group's service offers.

Ingenico's leadership in payment terminals has been reinforced with its completely new range. The Group implements its "One Stop Shop" offer strategy through secure transaction solutions integrated in the most advanced terminals on the market. It is intended for all the traditional sales segments (local outlets, volume retail, acquirers, networks, etc.) and all the vertical markets (transport, health, tourism, petrol, mobility, etc.). It was designed on the Telium2 platform and benefits from cutting-edge technology which



TRANSFORMING THE POINT OF SALE INTO A POINT OF SERVICE WITH webPOS

It opens up new prospects for revenue generation, creates innovative value-added services to attract new customers and build customer loyalty. These key objectives related to the market challenges can only be achieved by launching new services at a faster rate. WebPOS terminals are compact, intuitive, and very easy-to-use. They transform Points of Sale into Points of Service through their innovative offers such as prepaid phone card top-ups or electronic ticketing. WebPOS revolutionizes customer relations by enabling the roll-out of targeted promotions, offering customer loyalty schemes and running advertisements on the terminal itself.

meets the diversified needs of consumers and retailers: mobility, speed, robustness, ergonomics, power, security, tactile screen, biometry, and signature capture etc. By integrating different uses at points of sale in order to improve payments and by taking full advantage of service offers, the terminals optimize Ingenico partners' resources and improve their customers' experience.

PIN PAD

PIN Pad terminals are intended for traditional sales segments, especially volume retail or restaurant chains. They enable retailers to accept payment transactions that require a Personal Identification Number (PIN). The new PIN PAD iPP200/300 series are easily connected to cash registers and

CounterTops are the terminals with the highest market sales.

collection systems, accept contactless payment and provide additional privacy and security at the PIN entry stage. They manage a wide range of EMV smart cards, magnetic cards and loyalty and pre-payment schemes, thus contributing to generate more revenues for the merchants.

COUNTERTOP

CounterTops are the products with the highest market sales. Their multiple-connectivity (traditional telephone modem, new generation IP, wireless GPRS or Wi-Fi) ensures constant availability. Compact, intuitive and easy to use, they offer swift, secure and adaptable payment options, whatever the volume of transactions. They already incorporate contactless payment features and value added services.

WIRELESS

Wireless terminals provide retailers with more competitive solutions to meet their operational ●●●

DEVELOPING "ONE STOP SHOP" OFFERS ON A SHARED, POWERFUL, MULTI-PURPOSE PLATFORM.

The Telium2 technological platform is a core Ingenico "One Stop Shop" solution and was designed to optimize retailers' growing resources by offering value-added services, regardless of their sales channels and the vertical markets concerned. Integrated into the new range of terminals and based on powerful processors, Telium2 acts on several levels:

- it reinforces payment security by integrating additional mechanisms (deletion of sensitive data, terminal cut-off, etc.);
- it increases transaction speed;
- it manages all types of application and services: credit or debit operations, mobile phone top-ups, electronic purses, loyalty schemes, etc.





PIN Pads manage a wide range of EMV smart cards, magnetic cards and loyalty and pre-payment schemes.

• • • constraints. They are anti-shock and water-proof and are perfectly adapted to payment in bars, stadiums or for deliveries. Their wireless connectivity (GPRS, Bluetooth and Wi-Fi) ensures the integrity and security of transactions even in the most difficult environments. Wireless terminals are compact and lightweight with wide backlit screens and color display (on certain models), fast easy-loading printers and an extended battery life.

PAYPDA

PayPDA terminals combine the multiple features of a Personal Digital Assistant (PDA) with advanced secure payment and online value-added service

capabilities. They are intended for use in the sales, tourism, transport and mobile service sectors and open the way to a new world of transactions at points of sale as they increase productivity and enable users to carry out transactions at any time, anywhere. These terminals are connected to many value-added applications accessible on the touch-screen, such as mobile phone top-up, loyalty programs, answers to requests for information in real time etc. PayPDAs are capable of managing a full range of transactions with their integrated barcode, smart card and magnetic card readers, a contactless reader and a rapid-load thermal printer thus avoiding the need to carry multiple devices.

SIGNATURE CAPTURE

Signature Capture terminals are robust, intuitive and intended for network businesses and volume retail markets. They are equipped with a tactile color screen and all the connectivity (Ethernet, Serial Port and USB etc.) required to ensure contactless secure, rapid transactions. They have a large catalogue of payment and value-added service applications.

UNATTENDED

UNattended terminals are intuitive and easy-to-use. They were designed to meet self-service and 24 hour vending needs such as in service stations.

ENSURING A HIGH LEVEL OF SERVICE THROUGH A RESPONSIVE CUSTOMER SERVICE

For all of its products, Ingenico offers an extensive range of terminal and software management and updating services. Top notch remote or on-site Customer Services are available 24 hours per day, 7 days per week through a network of professionals certified for different Ingenico solutions.

REINFORCING THE SECURITY OF ALL THE TERMINALS

- Ingenico terminals are EMV and PCI PED certified, and they integrate all the latest international security algorithms (DES, TDES, RSA, DUKPT and Master/Session). This certification facilitates the implementation of more reliable and secure EMV payment solutions. An optional data protection system ensures an additional level of security at the PIN entry stage. And lastly, all transactions and applications are protected by a high security Ingenico component that ensures powerful encryption of elements and sensitive information.
- Terminals that use WiFi and GPRS-IP connectivity are all equipped with the necessary security tools: WEP, WPA or WPA2, SSL V3 protocol, etc.
- The PayPDA product line is EMV certified to ensure standard security to both customers and vendors.
- The 32-bit RISC crypto-processor is a versatile, high-performance platform that can integrate many new generation security applications without affecting the speed or reliability of transactions.
- The UNattended terminals incorporate various anti-vandalism solutions.

REMOTE TERMINAL MANAGEMENT WITH TERMINAL ESTATE MANAGEMENT

Ingenico's comprehensive Terminal Estate Management solution, Ingestate, delivers remote terminal software and hardware management. Centralized estate management reduces the requirements for on-site administration and maintenance and minimizes failure risks. Visibility and total control of the payment terminal estate are also achieved through the customizable e-Portal.

CENTRALIZING TERMINAL INFRASTRUCTURE MANAGEMENT ON THE INTERNET

Ingenico's IP Centralization solution provides estate managers, such as banks and volume retail operators, with Internet technology on their payment terminals. A solution whereby the applications used by terminals are installed on a unique server meets several needs: an optimal total cost of ownership and maintenance of the terminals, easy updates and set up of the payment application, and improved terminal life cycle management. IP Centralization also offers improved responsiveness with regard to security updates thereby enhancing the overall protection of the system.

**UNattended terminals
are designed
to meet self-service
needs 24 hours a day.**


They have a modular design and can be adapted to any type of automated teller machine. Sturdy and highly resistant, they can be used in both indoor and outdoor environments. Vending Pass contactless terminals in the range are MasterCard™ and Visa™ certified.

**Ingenico's PayPDA
terminals combine
the multiple features
of a personal digital
assistant (PDA)
with advanced secure
payment capabilities.**

SATELLITE TERMINALS

Satellite terminals are cheque and contactless payment card readers that are intended for all vertical markets (health, petrol, tourism and transport industries etc.) They have all the required levels of security. With the "Telium Pass" range retailers can put simple contactless payment card reader targets in their shops instead of complete terminals. They provide additional security for non-electronic payment. Satellite terminals can also be adapted to new secure payment features. For example, the iST150 contactless reader target accepts payment by mobile phone (NFC). ●



A man in a dark blue button-down shirt is smiling and pouring beer from a black tap into a glass. The background shows a bar with shelves of glasses and other patrons. The lighting is warm and focused on the man.

*Retailers reduce costs
by entrusting their
transaction management
to Ingenico.*

600
million
TRANSACTIONS
were carried out
via the Axis
platform in 2010.

A global transaction management offer

Beyond the management of transactional flows, Ingenico transaction solutions ensure the control, monitoring and cost management of the entire payment chain.

In a payment industry that is increasingly sophisticated, Ingenico designs the most comprehensive transaction management offers for its partners and customers. They incorporate centralized management of transactional flows in the mode in which they were operated to guarantee optimum service quality and integrity, from the terminal to the acquirer. The centralized architecture implemented by Ingenico is continuously protected and ensures a high level of flexibility and service quality. It includes continuous visibility and monitoring of all transactions. The Ingenico transaction management services adapt to all situations, take into account all payment channels (by card, on the Internet or mobile phone), and manage cross-border operations through different Ingenico hubs located in several continents. They provide customers with reinforced transaction management and can handle several stores simultaneously. Such transaction management guarantees customers optimal cost management.

Ingenico transaction management services take all payment channels into account (magnetic cards, smart cards, Internet and contactless payments).

Ingenico offers an "point-to-point" encryption solution that protects sensitive data.

POINT-TO-POINT SECURITY

Security is a major concern for retailers. Sensitive cardholder data passes through their networks. Meanwhile, their open systems are a potential target for hackers. Moreover, retailers are looking to simplify card payment acceptance and reduce their cost, risk and burden associated with the PCI DSS compliance requirements. Ingenico offers a point-to-point encryption solution that protects sensitive data from their acquisition at the payment terminal to the processor or bank, while retaining the format of the initial data. The retailer's network is "transparently" secured and, falls outside the scope of Payment Card Industry Data Security Standards (PCI DSS) audits. Ingenico manages all of these solution components, takes care of the deployment and offers its partners and customers a solution that is easy to implement.

MONITORING AND SECURING CONNECTIONS BETWEEN DIFFERENT OPERATORS

Ingenico's transaction management solution offers a wide range of features:

- end-to-end transaction security (PCI DSS certification, traceability and extensive black lists, etc.) on a national, international and cross-border level;
- reliable, effective clustering of flows from all types of telecommunication networks (PSTN, GPRS or IP);
- interconnection with any merchant acquirer/processor (authorisation centers, banks or other payment service providers);
- support for all types of payment systems and different value-added service applications. ● ● ●

TRANSACTION MANAGEMENT WITH AXIS

Axis is Ingenico's PCI DSS and EMV certified, centralized payment solution for multi-checkout environments. For over 15 years, Axis has been proving its capabilities in demanding environments. It is compatible with all types of payment options (cash registers, mobile systems, self-service terminals, the Internet, etc.), all types of cards (debit, credit, loyalty), and all types of value-added services (gift cards, loyalty schemes, etc.). Axis optimises and manages the transaction process from the point of sale to the retailer's bank and service provider. The platform includes modules to protect customers from internal fraud, theft of sensitive data and system failures.



axis

● ● ● A centralized, continuously protected database guarantees the integrity of flows and gives detailed visibility of activity. Ingenico also provides full customer, terminal, transaction and value-added service management.

MAINTAINING TRANSACTION CONTROL AND VISIBILITY WITH E-PORTAL

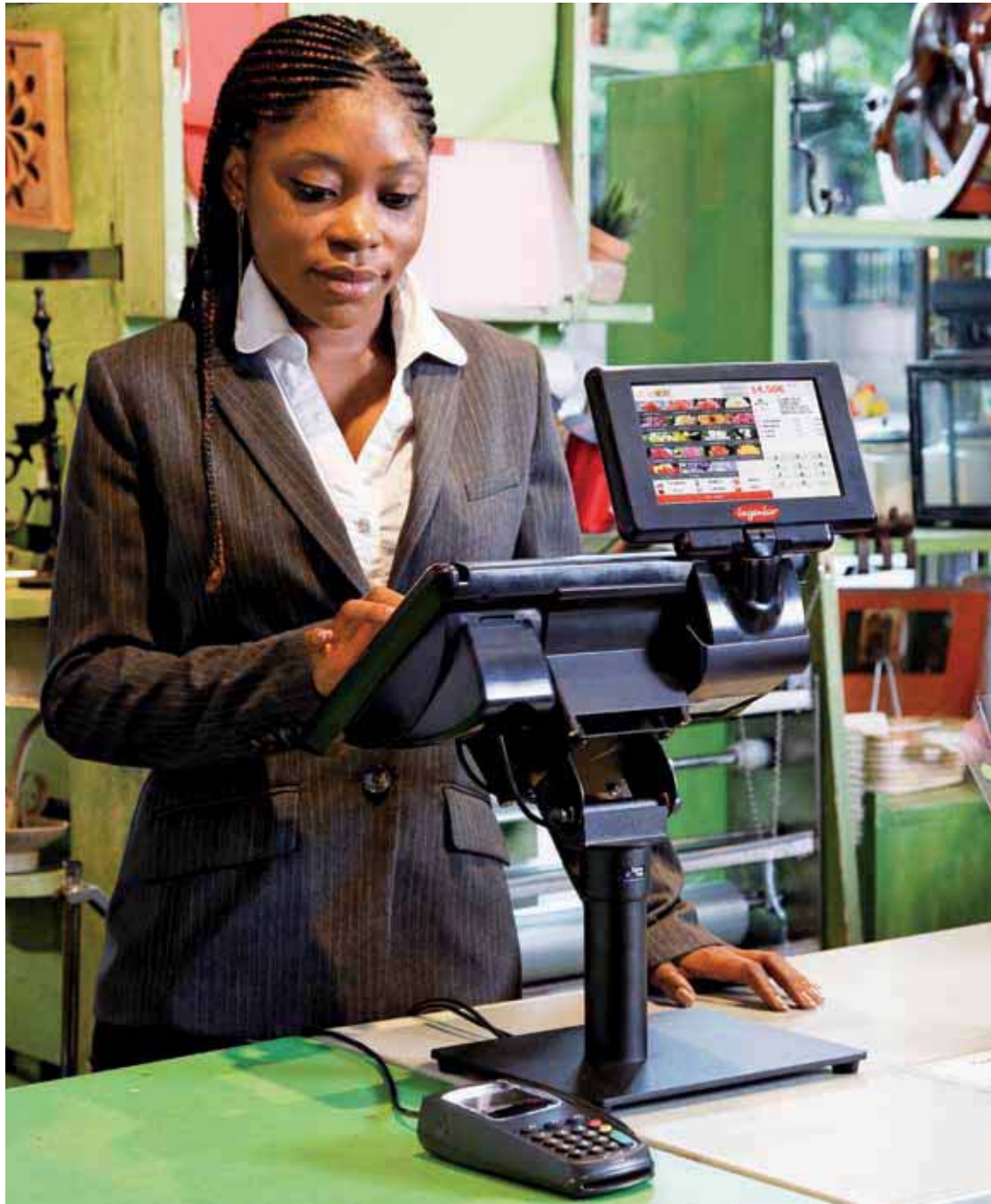
e-Portal, Ingenico's customer Web portal, allows businesses to control and have a visibility of all their transactions. With e-Portal, they monitor their transactions according to the payment system, the type of terminal or local regulatory requirements. The portal has diagnostic features, modules that can be customized, multiple-profile management and real time settings.

ENSURING THE SMOOTH MANAGEMENT OF CROSS-BORDER PROJECTS

Empowered by its access to operators in more than 100 countries and a base of 15 million terminals installed in over 120 countries, Ingenico combines the widest possible global coverage with the most extensive local knowledge. Its network specialists, systems architects and automated payment system consultants offer centralized, global transaction management solutions that are tailored to each situation. From identifying customer requirements to deploying the chosen architecture, together with risk assessments, cost controls and reporting, Ingenico ensures the smooth management of its partners' and customers' transactions worldwide.

A COMPLETE AND SECURE TURN-KEY SERVICE

Beyond the most extensive choice of solutions on the market, Ingenico ensures a complete service.



Ingenico's specialized teams offer centralized, global transaction management solutions that are tailored to each customer.

This comprehensive control of transactions guarantees that customers benefit from Ingenico's commitment to provide the most complete and secure service possible.

Dedicated servers, an IP network for managing global traffic and industry-standard encryption ensure the integrity of transactions. Local controls of terminals and frequent centralized controls give customers an unsurpassed ability to manage fraud. ●



e-Portal, Ingenico's customer Web portal, provides businesses with control over and visibility of all their transactions.

EPAYMENT: MULTI-CHANNEL PAYMENT SOLUTION

Today's retailers are faced with multiple sales channels (outlets, websites, call centres, etc.). This diversity increases the number of partners and solutions required to manage the various channels. The Ingenico ePayment solution which was launched in 2010 complements the company's Axis platform, providing a comprehensive payment management service. Whatever the sales channel, transactions are processed securely on Ingenico's platform. Regardless of their choice of payment (cash register, mobile phone, Internet, etc), consumers find the same payment environment: promotion, loyalty cards, pre-paid cards etc. Ingenico provides retailers with a financial reporting system that allows them to monitor their transactions in real time.

ePayment



iWP250

nt

With Ingenico, retailers benefit from new income opportunities through value-added services.



12 million
TRANSACTIONS
managed by IPS at
more than 20,000
points of sale.

New services for new income

With the “One Stop Shop” offer, Ingenico optimizes its partners’ and customers’ resources. Its solutions include value-added services that generate additional income.

A major trend on the electronic payment market which has been on the rise for some years now is an increase in the use of value-added services combined with payment, creating new sources of income for retailers. Loyalty schemes and proprietary cards are among these services. However, the needs differ according to the vertical market in question, for example, health, retailing, petrol, local outlets, etc. As a preferred partner of financial institutions, banks, major retail operators and independent retailers, Ingenico provides a “One Stop Shop” offer which includes targeted value-added services,

INGENICO PREPAID SERVICES

Formerly known as Payzone France, Ingenico Prepaid Services (IPS) is France’s leader in prepaid services and particularly in mobile top-up. The IPS platform manages more than 12 million transactions at more than 20,000 points of sale annually. Operating as a service provider or supplier, depending on the complexity of the retail network, IPS has in-depth knowledge of POS prepaid service promotion operations.



Ingenico’s “One Stop Shop” offer includes targeted value-added services, regardless of the method of payment.

regardless of the method of payment (point of sale, Internet, mobile phone). With Ingenico, consumers benefit from an optimised purchasing experience (for example, mobile phones and transport cards can be topped up while paying for purchases), while retailers generate additional income and benefit from positive differentiation from their competitors.

ADAPTING TO CHANGES IN THE POINT OF SALE

This strategy is based on a fundamental change in Points of Sale. Ingenico’s approach to this is based on four aspects of consumer experience. A Point of Sale is:

- A point of payment; sales must be efficient, ensuring a fast, secure and optimized check-out.
- A point of service; Ingenico provides retailers with the possibility of selling additional services at the checkout thereby generating additional revenue.
- A preferred point of contact; consumers benefit from targeted promotions.
- A point of choice; everyone must be able to pay anywhere and at any time, without waiting in stores, while travelling or at home, via the Internet.

By ensuring safe and secure payment transactions in all its markets, Ingenico stands out among its competition as the leading agent of change.

A LIBRARY OF APPLICATION SOFTWARE

To stand out efficiently and productively, retailers and banks must have an understanding of and an affinity with their customers. In this ● ● ●

SERVICES ADAPTED TO ALL THE VERTICAL MARKET SEGMENTS

Ingenico’s “One Stop Shop” offer is intended for all types of market segments throughout the world:

- Large-box multi-lane retailers,
- Local outlets,
- Parking,
- Hospitality (tourism, the hotel and food service sectors, amusement parks, etc.),
- Lottery,
- Health,
- Petrol,
- Tele-payment.



CounterTop iCT250



Signature Capture i6780



• • • way, they are able to determine which value-added services to offer. These must be relevant and compelling for the customer and offer a good return for the bank or retailer.

Ingenico's value-added service offers are based on a vast library of application software that optimises its partners' and customers' resources:

- developing customer loyalty, couponing, advertisements, promotions and product information, etc.;
- self-service and Internet payments, line busting technology, etc., for operators in the retail sector;
- pre-paid account top-up, money transfer, electronic ticketing, bill payments, contract signing, micro-credit, etc., for dematerialized service offers;

Ingenico is the leader of the most extensive, dynamic community of service developers and suppliers on the market.

- tips, foreign currency payments, electronic receipts, discounts, VAT reimbursement, etc. as extended services.

CONTRIBUTING TO THE DEVELOPMENT OF OPEN APPLICATION SOFTWARE

The power of the Incendo Online platform has created an environment of unprecedented application software development. Ingenico is the leader of the most extensive, dynamic community of service developers and suppliers on the market. Using open technology allows the quick, easy design, production and roll-out of a service application. Because of its leadership in terminals, Ingenico is able to identify the best practices and the most convincing services.

The Group can therefore reproduce them in

Ingenico's value-added service offers are based on a vast library of application software.

PRIVATE LABEL CARDS WITH INGENICO SERVICES IBERIA

Ingenico Services Iberia (ISI), formerly First Data Iberica, is one of Spain's leaders in private label payment processing, particularly in service stations (loyalty, prepaid, or gift cards). ISI is responsible for transactions in more than 5,200 petrol stations and handles more than 90 million transactions per year. ISI is also one of the leaders on the market of prepaid mobile top-up in Spain and Portugal. It benefits from an extensive, diversified portfolio of frequent customers for whom hundreds of thousands of private label cards are produced each year.



CREDIT TRANSFERS WITH TRANSFERTO

In addition to traditional methods of money transfer, TransferTo allows users to top-up airtime anywhere in the world, regardless of the telecom operator. TransferTo doubled its turnover in 2010, increased its presence in Asia, the Middle East and Africa and is now available in France through its partnership with SFR.



VALUE-ADDED SERVICES WITH INCENDO ONLINE

The Incendo Online platform was designed as a secure, open environment for developing applications and value-added services. It is accessible to all customers, even without knowledge of automated payment systems. Through these easy-to-use tools, Incendo Online enables the development of customized value-added services and their deployment on its own terminals. Besides added security, Incendo Online offers features such as centralized management and reports.



a base consisting of several tens of thousands of deployments all over the world: each customer is sure to find the solution that is most appropriate for his specific needs. Combining this unique environment with its capacity to interconnect with operators in more than 100 countries, Ingenico provides top-quality services both locally and internationally. Finally, this end-to-end control of the solutions portfolio guarantees that partners and customers benefit from Ingenico's capacity to respond in order to have the most complete service possible. ●

Points of sale become preferred points of contact with consumers.

TRANSACTIONS MANAGEMENT WITH EASYCASH

The acquisition of easycash, the German leader in payment services, enabled Ingenico to increase its strategic development on this market.

easycash currently manages approximately 265,000 payment terminals (20% of the population installed in Germany) and is the leader in loyalty and gift card processing (21 million cards issued). With 92,000 customers to its credit, easycash covers the entire span of the retail industry, from small



An ingenico® company

retailers to hypermarkets, and has eight of the ten largest volume retail chains in Germany in its portfolio. In 2010, easycash achieved a record of over one billion payment transactions.



Ingenico's innovations enable its partners and customers to adapt to the developments in the electronic payment market.

25%

of Ingenico's **EMPLOYEES** work in R&D.

19 **PATENTS**

were registered in 2010 - 45 extensions in the different countries.

8%

of turnover is spent on **R&D**.

Technology at the heart of payment

Innovation is at the heart of Ingenico's strategy. The Group relies on the power of its Telium2 platform to create innovative secure solutions.

Ingenico maintains a strong R&D policy to which it devoted a budget of 70 million Euros, which is close to 8% of its turnover. Approximately one quarter of its 3,000 staff members work in this area. In 2010, 19 patents were registered. The Group's efforts in R&D are guided by two objectives: on one hand, the security requirements that are constantly increasing in an ever-changing payment ecosystem; and on the other hand, the innovations that drive the Ingenico "One Stop Shop" strategy. These are characterized by the combination of hardware and software offers, especially in the development of solutions intended for new vertical market segments (health, petrol, corner shops, etc.).

Ingenico is investing in the internationalization of its offers and in the research of synergies with the services of its acquired companies.

HIGHER LEVELS OF SECURITY

Security has always been a major element in the electronic payment ecosystem and in Ingenico innovations. In this field, contactless payment technologies are one of the major advances in 2010: over 20% of the terminals sold directly to retailers with an embedded contactless mode based on Near Field Communications (NFC) technology. The Group relies on the flexibility and power of its Telium2 platform through which it is able to create and secure contactless, end-to-end solutions for its partners and customers throughout the world. The iST150, iPP300 PIN Pads and Pay PDA have received Contactless EMV certification (CCPS v2.0.1).

MORE EFFICIENT TERMINALS

The new range of Ingenico terminals have been successful worldwide. This successful adoption and performance of the new terminals is due to advanced improvements in quality and reliability of the products, reduction in costs, development time, and environmental impacts. The new offers now include tactile interfaces and multimedia technology and payment mobility.

MORE DIVERSIFIED, MORE COMPREHENSIVE SERVICES

Ingenico R&D is also focusing on perfecting its software applications especially in transaction management and in value-added services. At the same time the Group is investing in the internationalization of its offers especially in the research of synergies with the services resulting from its acquisitions (Easycash, TransferTo, Korvac, etc.) and in the design of services on shared software databases (Telium2 or Windows). ●



The iSMP is the first mobile EMV payment solution for Apple's smart phones.

COMBINING SECURE EMV MOBILE PAYMENTS WITH THE IPHONE® AND IPOD TOUCH®

With the iPhone® and iPod Touch® becoming recognized professional devices, Ingenico has launched the iSMP, the first mobile EMV payment solution based exclusively on Apple's smart phones.

The iSMP accepts any payment scheme (smart card, magnetic card, wireless or bar code) and is designed specifically for the retail sector to offer line busting advantages and develop mobile cash registers.

It is also appropriate for all other mobile transaction situations: transport, taxis, markets, home sales or services, etc. Based on an iPhone® (3G, 3GS or 4), or an iPod Touch®, the iSMP benefits from the user-friendliness and applications, transforming it into a truly secure payment terminal. It uses the Ingenico Telium2 platform, which gives access to a vast portfolio of applications developed in more than 100 countries and benefits from compliance with the security certifications and standards required on the payments market (PCI PTS 2.x, EMV, PayWave and PayPass, etc.). The iSMP is equipped with a bar code reader (1D and 2D), long battery life and Bluetooth technology to communicate with other wireless peripherals.

iPhone® and iPod Touch® are Apple Inc. commercial brands, registered in the United States and other countries.

A photograph of three call center employees working at their desks. In the foreground, a man in a light blue shirt and patterned tie is focused on his work, wearing a headset and typing on a keyboard. Behind him, a woman in a white sweater is also working at her computer. In the background, another man in a yellow shirt is smiling and looking at his computer, also wearing a headset. The scene is brightly lit, suggesting a modern office environment.

*Ingenico encourages
its employees to think green
and be environment friendly.*

100%
of Ingenico's
TERMINALS
will be assembled
at ISO 14001 sites
within two years.

Strict compliance with environmental standards

As a world leader and responsible company, Ingenico has a strong environmental policy which was illustrated this year by the company's ISO 14001 certification.

Ingenico was ISO 14001 certified in November 2010. As an international environmental management standard, ISO 14001 provides reference framework that establishes all the means and procedures used to improve the control over the environmental impact of the company's activities, products and services. For several years Ingenico has been monitoring the process of environmental performance improvement which now has a structured, permanent international system that covers its progression.

AN ENVIRONMENTAL DIMENSION FROM THE PRODUCT DESIGN STAGE

Technological developments in hardware platforms (components, processors, screens, batteries, etc.) also provide an opportunity to improve their associated environmental impact. Ingenico R&D has implemented a continuous terminal improvement and eco-design promotion process. It contributes

AN ECO-RESPONSIBLE PROACTIVE POLICY

Ingenico creates (design, ergonomics, security, etc.) and develops its terminals. The Group scrupulously monitors their fabrication and assembly by specialized subcontractors. Such a 'fables' business model demands that suppliers and sub-contractors comply with stringent environmental requirements and that they abide by the numerous related regulations: RoHS, REACH, WEEE etc. In 2010, 95% of Ingenico's terminals were assembled at ISO 14001 certified sites. In order to achieve the goal of 100% in two years, Ingenico drew up stricter specifications for its suppliers. Today, every case of outsourcing includes clear specifications that cover all related environmental aspects.

European and non-European partners benefit from end-of-product-life recycling services.

to the elimination of hazardous substances, optimizes energy consumption, reduces the number of components and extends terminal life cycle.

AN EXEMPLARY PROCESS OPENED TO PARTNERS

Ingenico strives to consolidate the system in place and to disseminate the key points of its environmental policy. A widely communicated program helps to improve product-associated impact. European and non-European partners benefit from end-of-product-life recycling services. Reducing CO₂ emissions resulting from the procurement and transport of finished products is an ongoing concern. Industrial suppliers are always informed about and made aware of the environmental process and their performance is assessed on a regular basis.

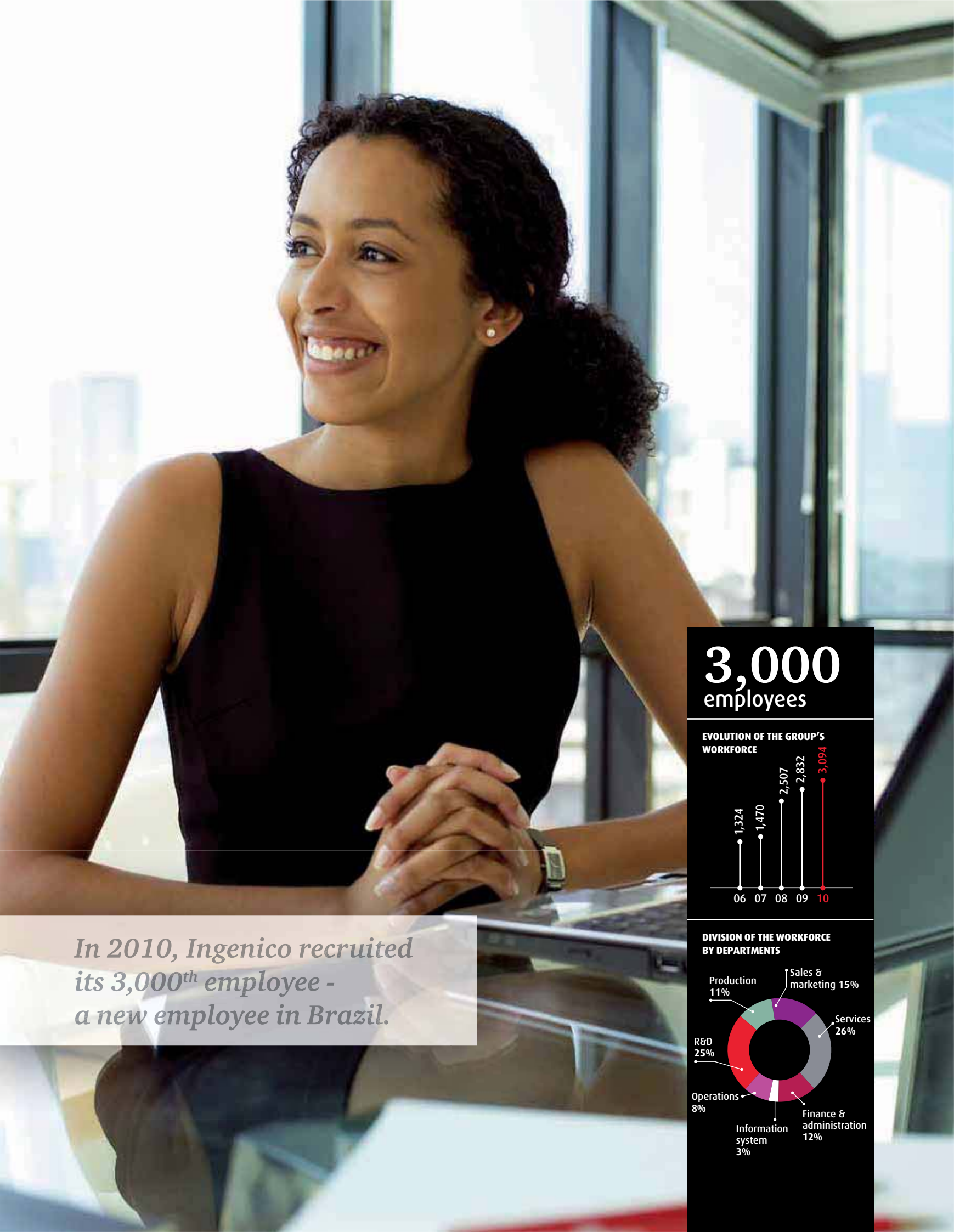
Lastly, the Group encourages its employees to think green and be environment friendly. Initiatives implemented in this framework include reducing paper consumption, promoting waste recycling and reducing travel by making greater use of video conferencing. ●



RIGOROUS APPLICATION OF ENVIRONMENTAL REQUIREMENTS

Europe has the most advanced environmental regulations. For Ingenico, this means applying the five following directives:

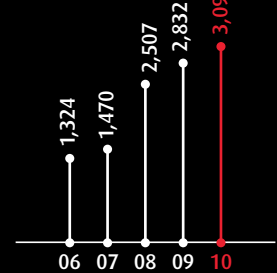
- the RoHS (Restriction of the use of certain Hazardous Substances) directive, which aims to reduce the use of certain substances that are hazardous to health and the environment (lead, mercury and flame retardants, such as PBB and PBDE);
- the REACH (Registration, Evaluation, Authorisation and restriction of Chemicals) regulation which requires the identification and gradual replacement of the chemical substances that cause the most concern by appropriate, safer alternatives;
- the Batteries and Accumulators directive, which regulates the collection and recycling of this type of waste and its components;
- the WEEE (Waste Electrical and Electronic Equipment) directive concerning the organisation and financing by electrical and electronic equipment manufacturers of the collection, processing and elimination at the end of their products' lives;
- the Packaging directive, which aims to standardise European initiatives to reduce the weight, volume and noxiousness of packaging at source.



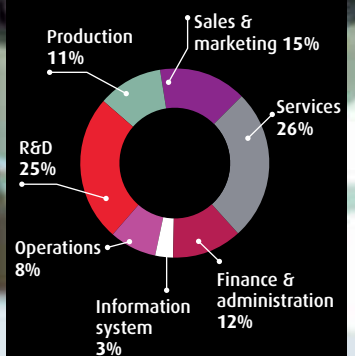
In 2010, Ingenico recruited its 3,000th employee - a new employee in Brazil.

3,000
employees

EVOLUTION OF THE GROUP'S WORKFORCE



DIVISION OF THE WORKFORCE BY DEPARTMENTS



Supporting strategic objectives

Ingenico has always been conscious of the importance of tradition, respect, dialog and development and its HR policy thus demonstrating the relevance of its model in a dynamic environment.

Ingenico created a dynamic human resources management policy based on the recruitment of new talent, respect for diversity and individual advancement. With its tight management of the wage bill and the reorganisation of HR in all the Group's Regions, the policy has successfully supported Ingenico's development which exceeded the 3,000-employee mark in 2010.

In 2010 the corporate plan, "Next", launched the Adaptation and Anticipation of Expertise and Competencies program. This plan acts as a leverage by which each employee can participate proactively in the transformation of the Group.

Ingenico is investing in the development of a Group culture.

ENCOURAGING MOBILITY AND DEVELOPING A GROUP CULTURE

Having made recent acquisitions in several Regions, Ingenico is working to develop a corporate culture that respects regional traditions and cul-

Increasing the amount of females on the supervisory staff is among the priorities.

tures from the outset. A demonstration of this policy: opportunities for internal mobility offered to employees. External recruitment, most often outlined locally, is carried out on a skills-based approach to support technological developments.

Relationships are often formed with national and regional training institutions. Increasing the amount of females on the supervisory staff is also among the priorities of the Ingenico HR policy. ●

DEPLOYING NEW TRAINING TOOLS

To accommodate technological progress, Ingenico has increased its investments in education. This competencies development strategy is based especially on a process of knowledge sharing through the Group's experts. An international retention and development program for high potentials is also offered in partnership with prestigious higher education institutions.

ADAPTING THE WORKFORCE TO MARKET DEVELOPMENTS

Ingenico controls its growth worldwide by closely and efficiently managing its workforce in each market.

PERCENTAGE OF INGENICO'S TOTAL WORKFORCE WORKING IN THE WORLD'S TOP FIVE COUNTRIES:

China: **23.5%**; France: **21.5%**;
Germany: **13%**; United Kingdom: **8.5%**;
Brazil: **5%**

WORKING WITH UNIVERSITIES TO TRAIN THE INNOVATORS OF TOMORROW

Keen to promote dialogue and innovation, Ingenico has developed an 'Innovative Design' (CPI - Création d'un Produit Innovant) partnership with three French higher education schools: ESSEC, Centrale de Paris and Strate Collège Designers. Twelve students from different programs of study spend nine months working with the Ingenico teams to deliver a project which is both technologically and commercially innovative, and which integrates sustainable development and social responsibility.

PROMOTING DISABILITY EMPLOYMENT

Recruiting people with disabilities is one of Ingenico's major commitments. Within the Group, disability is not seen as a difference, but as an aspect of diversity and mutual enrichment. Several Regions carry out initiatives to promote the recruitment of people with disabilities. In the UK, the company's disability policy is an integral part of its equal opportunities policy and in North America Ingenico rigorously applies all discrimination laws. France's Mission Handicap sets out five objectives:

- raising staff awareness of disability issues;

- promoting direct and indirect employment of people with disabilities;
- recruiting and keeping people with disabilities employed;
- developing partnerships with organizations, such as sheltered workshops, that offer special services, support and employment opportunities for people with disabilities, for the procurement of various services and sub-contracting;
- and lastly, doubling the number of people with disabilities employed in 2011.

A photograph of a group of business professionals in a meeting. In the foreground, a man in a white shirt and gold tie is smiling and looking to the right, holding a pen over a notepad. Behind him, several other people are seated, some looking towards the same direction. The background is softly blurred, suggesting a conference room or seminar setting.

In 2010 the price of Ingenico shares beat the reference index, SBF 120, by 68%.

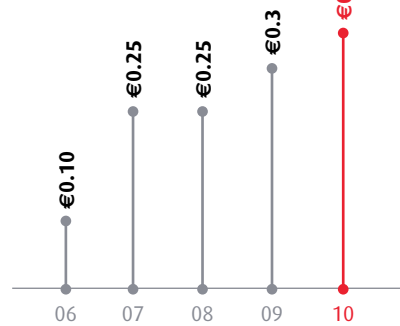
An outstanding year for Ingenico

2010 was a remarkable year for Ingenico, marked by a growth of 29% in turnover. This turnover reached €907 M; €789.6 M for payment terminals (hardware, services and maintenance) and €117.4 M for the “transactions” activity.

A powerful surge in profitability with an EBITDA margin of 18.3% and our strict management of the business resulted in a record generation of operational cash flow of €158.9 M. After consideration of the increase in capital by the incorporation of reserves in 2010, the net earnings per share (EPS) were €0.81. The distribution of a dividend of €0.35 per share, an increase of 17%, will be proposed at the General Shareholders’ Meeting on April 28, 2011.

Net earning per share	Proposed dividend	Share price*	Market capitalization*
€0.81	€0.35	€27.095	€1.2 bn
			* On 12/31/2010

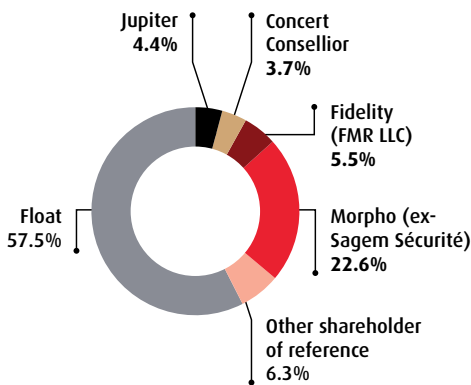
DIVIDEND AMOUNT
06/20/2010



SHARE INFORMATION

- > ISIN Code:
FR 0000 125346
- > Component of the Share indexes:
SBF 120, Mid100, MSCI Small Caps EAFE, MSCI Small Caps Europe
- > Eligible: Deferred Settlement Service (SRD) and PEA in France

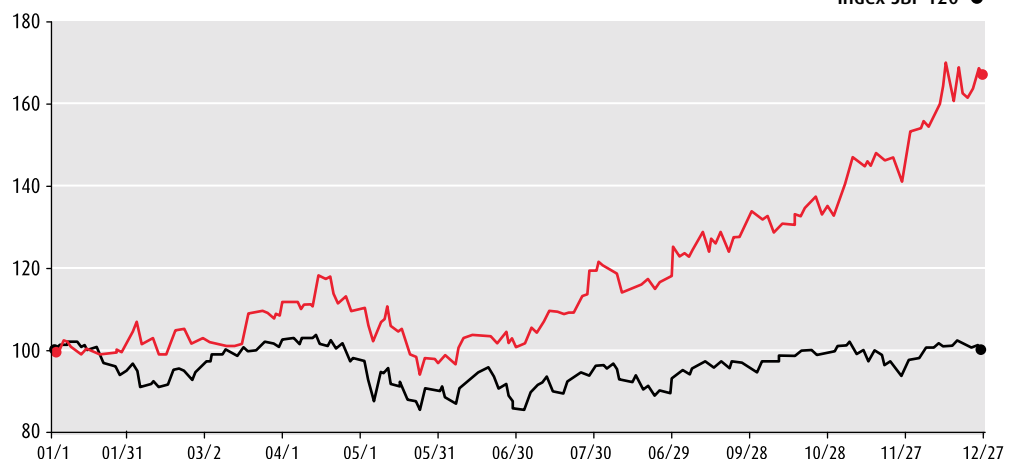
BREAKDOWN OF SHARE OWNERSHIP
AS OF DECEMBER 31ST 2010



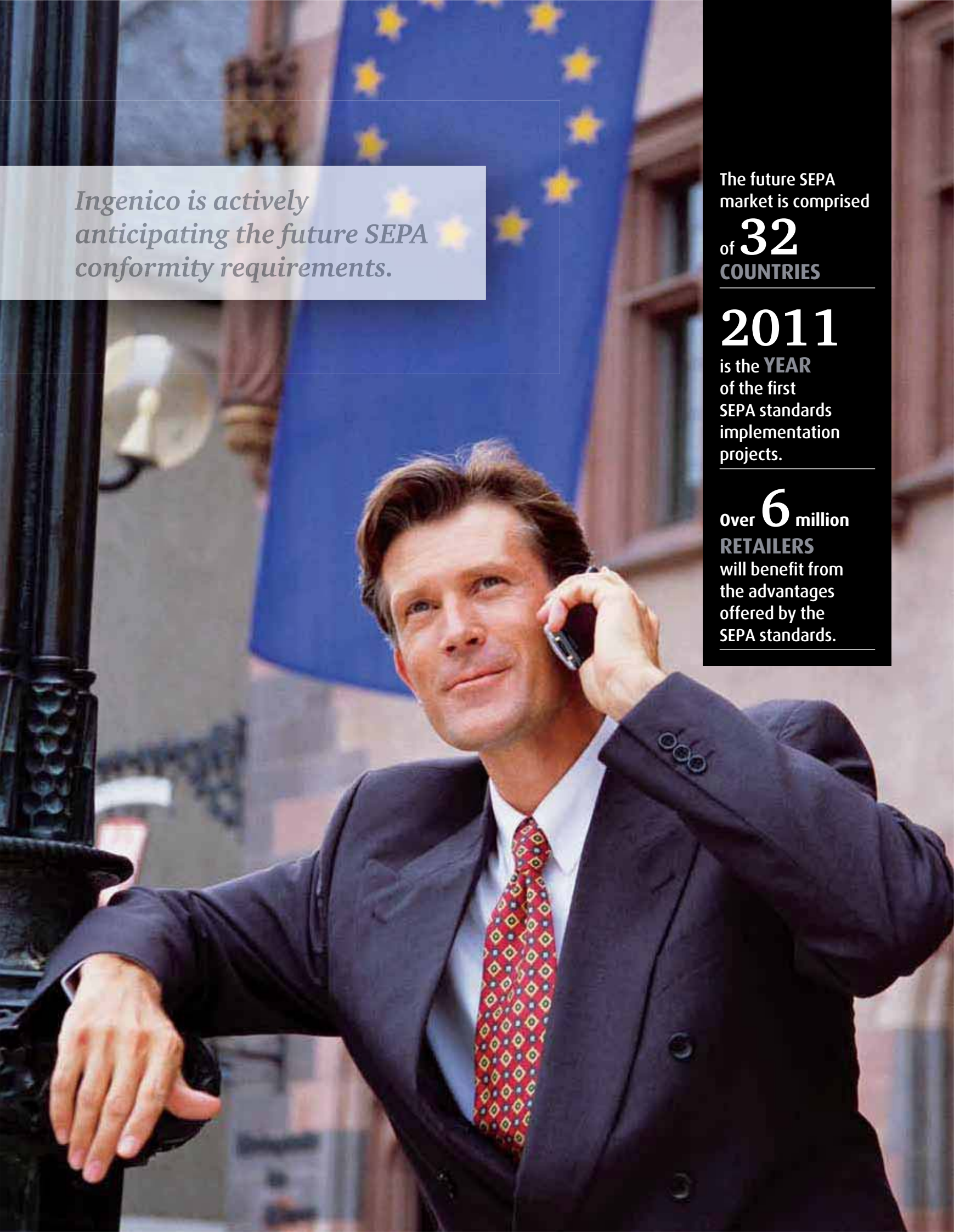
PUBLICATIONS CALENDAR 2011

- APRIL 27
Q1 revenue
- APRIL 28
Shareholders meeting
- JULY 28
H1 results
- OCTOBER 26
Q3 revenue

EVOLUTION OF THE SHARE PRICE SINCE JANUARY 2010 (100 BASE)



In 2011, NYSE Euronext decided to transfer the Ingenico shares from section B to section A of the SBF 120.



*Ingenico is actively
anticipating the future SEPA
conformity requirements.*

The future SEPA
market is comprised

of **32**
COUNTRIES

2011

is the **YEAR**
of the first
SEPA standards
implementation
projects.

Over **6** million
RETAILERS
will benefit from
the advantages
offered by the
SEPA standards.

Security and standardization in the euro area

Electronic payment security and standardization are a major focus for Ingenico, an active member of various certification authorities.

The Single Euro Payments Area (SEPA) was set up in 2007 by the member banks of the European Payments Council (EPC) at the request of the European Commission and the Central Bank and is aimed at creating a unified Euro payment zone. Its purpose is to standardise electronic payment methods between member countries: by transfer, debiting or bank card. The process of integrating SEPA has accelerated over the past two years. Ingenico is playing a key role by actively working with the various bodies involved in the system's technical and organizational standardization. One of the first tangible achievements was the SEPA Direct Debit, which made cross-border debits possible for the first time. Card standardization is a major stage in the process with a timeframe established by the

ACTIVE WITHIN SEPA

Ingenico is working as a member of the organizations helping to implement SEPA. These include the Cards Stakeholder Group, a European Payments Council advisory body, the Payment System Market Group, an advisory body for the European Commission Internal Market Directorate General, and EPASorg, a European group for the development and promotion of bank card payment standards. 2010 was mainly devoted to developing the first two EPASorg protocols: the ISO 20022 Acquirer Protocol and the Retailer Protocol. Ingenico is also involved in testing SEPA solutions, including the OSCar (deployment of the functional scope of SEPA) and OSeC (methodology for the security assessment and compliance certification of terminals) projects.



The process of integrating SEPA has accelerated over the past two years.

European Central Bank. Among the areas in which Ingenico is contributing are:

- the specifications and validation of their conformity,
- the new transaction price-setting principles,
- the implementation of the pan-European acquisition and issuing license,
- the standardization of card-less payment
- the completion of transaction processing migration to the international safety standard for EMV smart cards.

Ingenico is working with SEPA to hasten the globalization of payments, and more recently, of related transactions and services.

SECURITY IS THE CORE OF THE INGENICO BUSINESS

Security is an ongoing concern for Ingenico. The Group ensures continuous updates of its products and services. In 2010, Ingenico's terminals were equipped with three new EMV configurations and six levels of EMV validation, and were awarded the MasterCard TQM Quality label. Ingenico has also launched its Ingenico On-Guard offer of carrier data point-to-point Encryption. The Group anticipates the developments in payment security and collaborates with payment security operators such as Payment Card Industry Security Standards Council (PCI SSC).

In 2010, Ingenico's terminals obtained 33 contactless payment approvals from Visa, MasterCard and American Express.

BACKGROUND ON SEPA

The SEPA (Single European Payment Area) covers all European Union countries, including those that have not adopted the euro, such as Monaco, Switzerland, Liechtenstein, Norway and Iceland. Within SEPA, cross-border euro payments must be processed with the same speed, the same security and under the same conditions as domestic payments.

Functional rules have been established for new instruments: the SEPA Credit Transfer (SCT) for transfers and the SEPA Direct Debit (SDD) for debits. In 2006, 90 % of all payments in Europe were made by transfers, debits and card payments, while less than 9% were made by cheques as they are costly to manage, particularly outside the country of issue.

In addition, it is a founding member of the SPVA (Secure POS Vendors Association), a market security issues think tank, and is collaborating with PCI SSC to establish new security requirements.

PREPARING THE CONTACTLESS PAYMENT REVOLUTION

Alongside the roll-out of SEPA, Ingenico is investing in technologies to speed up contactless payment validations. On this account, in 2010 the Beyond Payment terminals obtained 33 contactless payment approvals from Visa, MasterCard and American Express. This success lies in the power of Telium2 technology. The Ingenico leadership is established in this field with the launch of its most innovative terminals: the iST150 contactless reader, the iSC250 Signature Capture terminal and the iWL200 mobile range, which have all received EMV Contactless certification, essential for Visa, MasterCard and American Express validation. ●

Ingenico has five operating Regions.

North America

11%*

U.S. and Canada

SEPA-Europe

48%*

All the countries that have joined SEPA

GLOBAL PRESENCE

The Ingenico leadership and its proximity policy enable it to provide solutions that are tailored to the needs of customers and partners worldwide. The Group has consolidated its existing positions, conquered new markets and acquired new customers.

Latin America

18%*

South and Central America

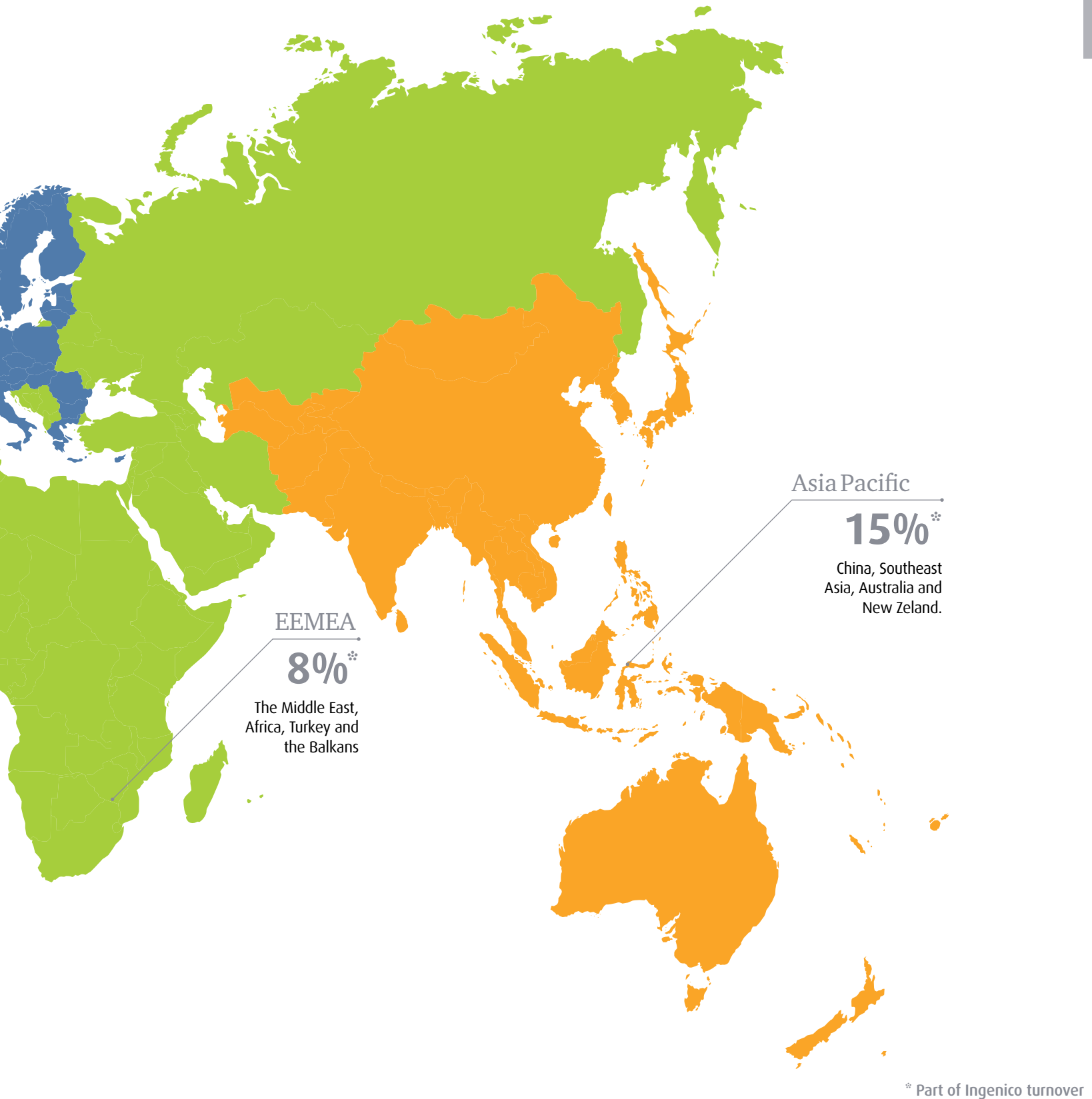
Ingenico has offices and subsidiaries in more than 40 countries. It has a commercial presence in over 125 countries. Due to its global presence, the Group has a better understanding of the country-specific requirements (level of access to banking services, telecommunications infrastructures, the number and type of credit and debit cards in circulation, regulatory conditions, etc.), and remains close to

its customers and partners. Through this proximity policy, expertise and solutions can be offered that are that are custom-tailored to their unique needs.

Ingenico has set up five extensive commercial Regions: the SEPA-Europe area, which includes all the countries that have joined SEPA; North America, which includes the U.S. and Canada; Latin America, comprised of all the countries of Central and South America; the EEMEA, which includes the Balkans,

the Middle East, Turkey and Africa; and lastly, Asia Pacific. Each Region is run by a Managing Director whose main objective is to reinforce Ingenico's presence and develop new service offers.

Within these Regions the Ingenico markets are divided between merchant acquirers/processors (financial institutions and banks which supply retailers with payment terminals), retail, large scale multi-site distributors, and many other market seg-



* Part of Ingenico turnover

The objective of each Region is to reinforce the presence of Ingenico and develop new offers of solutions and services.

ments: petrol, hotel and food service industries, small retail trade, lottery, automatic distribution of goods and services, passenger monitoring, home delivery, etc.

In the key Regions with mature payments infrastructure, Ingenico has rolled out new terminals based on the Telium2 platform, and new service offers. Ingenico has thereby maintained its leading position in the SEPA zone with major

wins in all the countries of the Region. In North America, Ingenico has maintained its position as the dominant market leader in Canada and number two POS manufacturer and service provider in the U.S., while more than one million terminals have been delivered in Latin America. In the EEMEA, strong growth in the Russian banking market gave rise to a number of successful projects and, in Asia Pacific, all markets recorded high growth. ●



SEPA-Europe

Ingenico's performance is strong in Europe, thanks to the deployment of its new line of terminals based on the Telium2 platform and to its value-added services.

1 billion

transactions processed by easycash in Germany.

185,000

Ingenico terminals remotely updated of for Crédit Agricole.

The synergies with easycash have been successful even beyond Germany, especially in France.

iSC350



The iSC350 was designed for demanding retail environments and provides access to many multimedia applications.

Europe holds a key place in Ingenico's strategy. The high level of banking access and the creation of the single payments market with SEPA (Single Euro Payments Area) have actively promoted the development of new electronic transaction methods for European consumers, as well as the growth of new sources of services and revenue for retailers and banks. The rollout of the strategy established by Ingenico in 2008 is advancing as planned with the revamp of its entire line of terminals and the migration of its solutions to the new Telium2 platform. Ingenico has maintained its leadership within SEPA and has captured major markets across the Region.

FRANCE

In 2010, Ingenico achieved its highest sales ever in the French banking segment with a major contract with Crédit Agricole to equip its 185,000 terminals with a remote update solution. In the retail sector, sales of new mobile terminals are hitting a new high as major retail brands have already acquired the iPP320/350 PIN Pad.

The launch of the iPA has also been successful on several vertical markets including the transport sector, department stores and amusement parks. Ingenico also achieved competitive advantage with Axis, its centralized payment solution, and with its end-of-life product-recycling services, offered as part of its ISO 14001 certification.

UNITED KINGDOM, IRELAND, THE BENELUX AND SCANDINAVIA

The Telium2 technology-based terminals have been successfully launched in the Region, in particular the iCT220, iCT250 and iPP350 terminals, for which major orders have been received. The iPA has also generated real interest among transport companies for their on-board services: a strategic partnership has been concluded for the iPA280 in the United Kingdom and on the continent, and a contract signed with an on-board payment solutions provider. In Scandinavia, Ingenico's iPA offer has also

Contactless payments are real strategic and competitive advantages in the British banking sector.

generated interest among many operators in air transport, tourism, retail and gaming industries.

In the United Kingdom major trade names in the pharmacy, sports clothing, and fast food businesses have chosen the iPP320/350 PIN Pads. Contactless payment, flexible use and the new features of the Ingenico terminals are real strategic and competitive advantages in the British banking sector, and operators have already accredited the new range of Beyond Payment terminals.

SPAIN

Ingenico is the leader on the Spanish market. The retail sector, where Ingenico holds strong positions, is the driving force behind this success. Sales of terminals with the contactless mode including the iSC350 series and the iPP320/350 range are particularly strong.

The acquisition of First Data Iberica is a major asset in the provision of value-added services. The new company, now Ingenico Services Iberia, has unique expertise in designing and developing private payments cards, distributing prepaid cards, transaction monitoring, credit top-ups and related services. In 2010, it processed more than 100 million transactions. Ingenico Services Iberia is also the leader on the market of private payment cards, with 120,000 issued in 2010.

GERMANY

The acquisition of easycash boosted Ingenico's growth on the German market which was marked by the extensive replacement of the terminal population by key service providers and a strong increase in the number of trans-

CONTACTLESS TRANSPORT

In 2010, Ingenico was approved by the Calypso Networks Association (CNA) as a supplier of contactless terminals and solutions. The CNA groups together transport operators and manufacturers looking to develop e-ticketing systems and Calypso technology which is based on specifications for totally secure contactless transactions. Operating in more than eighty cities across twenty-one countries, the CNA has already deployed more than 50 million contactless cards. With this agreement, Ingenico is now a preferred partner in all Calypso urban distribution points and for transport operators who will be able to acquire the latest generation Ingenico terminals.

actions in 2010. Easycash therefore processed over one billion transactions for approximately 90,000 accounts in 2010. The synergies with easycash have been successful even beyond Germany, particularly in France, where a contract has been signed with a major player for consumer credit loyalty solutions.

The success of fixed and wireless terminals on the German market has been established. The first product built on Telium2 hit the market recently after a long certification phase, and volume retail operators have committed to acquire the terminals and entrust the management of their transactions to Ingenico.

Ingenico has maintained its leadership within SEPA and has captured major markets across the Region.

CENTRAL EUROPE

Leader in the Czech Republic, Ingenico has consolidated its position with a major technical support and value-added services policy. The migration to Telium2 was a success with customers and partners and, following the impetus given by the main banks in the region, contactless payments should see a strong growth. Two agreements were signed: the first with an airline company for iPA terminals, and the second, to replace the terminals in the offices of a public service.

In Hungary, Ingenico is reinforcing its position and remains acquirers' brand of choice. While the Telium2 platform is being rolled out across the country, Ingenico has supplied the Sziget Festival with 300 contactless terminals equipped with Easycash prepayment solutions; 15,000 payment cards were issued and 300,000 transactions recorded in one week.

Poland and the Baltic States have almost completed their migration to Telium2. Ingenico has increased its leadership in retail: 2,400 PIN Pads deployed at a major Polish cosmetics retail company, 1,400 terminals installed with a leading supermarket network, and 4,000 GPRS terminals are used by taxis in Warsaw now.

ITALY

Ingenico is consolidating its position as the leader in the country. The Telium2 platform is being successfully deployed and its range of value-added services is generating a lot of interest among the country's major customers. Terminals based on Telium2 and adopted by the Italian market such as the iCT200, iPP200 and iPP300 ranges are very successful in local shops with promising prospects in the multi-channel retail sector.

Many commercial successes have been achieved: the leading postal service's 40,000 points of sale were equipped with mobile or fixed terminals, coverage of all the payment methods of a railway operator (ticket offices, ticket machines, on-board payment, etc.), and deployment of terminals with a loyalty scheme across 4,500 petrol stations for an oil group. ●

The acquisition of First Data Iberica is a major asset in the provision of value-added services.



North America

Notably with the deployment of new terminals and value-added services, Ingenico is reinforcing its position on the North American market.

Close to
400,000
terminals were sold in
North America in 2010.

The latest generations of CounterTop, Signature Capture and PIN Pad meet the requirements for EMV certification.

iST150



The iST150 can be connected to any terminal for acceptance of contactless, faster, more reliable EMV payments.

Simultaneously with the migration to the Telium2 platform and the roll-out of the new generation terminals in 2010, the service level on the North American continent has increased and the level of satisfaction with Ingenico's customer services (SLA) is above 90%. With more than 370,000 terminals sold, Ingenico has reinforced its position as the leading POS manufacturer and service provider in Canada, and remains second in the United States. In addition, the Group has significantly reinforced its position in retail, bankcard, and mobile payments sectors as well as expanded its new service offerings such as point-to-point encryption and managed services.

UNITED STATES

The United States remains a key strategic payments market for Ingenico. It represents significant growth opportunities for sales of the new generation Beyond Payment terminals and services especially in less saturated verticals such as mobile, contactless payments, and value-added services. As a testament to its business strategy and direction, Ingenico has successfully gained many new customers and enjoyed several key wins including the following: its first installation in the world of the Incendo payment services

The rate of Ingenico's customer service satisfaction SLA (Service Level Agreement) is over 90%.

with Sage North America, a company of the Sage Group plc, a leading global supplier of business management software and services; the launch of Ingenico's mobile payment solution by six ISOs (Independent Sales Organizations) on over 400 models of smartphones with potential access to over 20,000 retailers in 2011.

With aggressive recovery plans in place and by doing what's right for the client, Ingenico was able to successfully resolve certain product issues and regain the confidence and business of several major clients including Bank of America, AT&T, Sears, Chase Paymentech, and others. Also, the company continued to serve and strengthen its business partnership with Wal-Mart, the largest retailer in the world, and generated the retailer's interest in testing and assessing the capabilities of the Telium2 platform devices.

CANADA

As the POS market leader in Canada, Ingenico continues to strengthen its position and gain further market share in the country. With its accelerated migration to the Telium2 platform, consistent high services levels, and the launch of new business initiatives, Ingenico is well positioned and continues to enjoy the confidence and trust of its major clients in Canada.

For example, the introduction and piloting of the new generation Telium2 terminals including the iCT220/250 and iPP320/350 series were favorably received by many key clients including both the major acquirers and Canada's top retailers. Also, a wide range of Telium2 devices including the iPP320/350, iCT220/250, and iPA280 have successfully passed mandatory security testing and obtained certification by Interac.



iSC350 signature capture devices.



1 million
terminals provided by Ingenico
in Latin America in 2010.

700,000
terminals ordered by Redecard,
Cielo and Getnet in Brazil.

Managed services
have registered
a record income.

iCT250



The iCT250 is certified by MasterCard,
Paypass, and Visa PayWave.

Latin America

The Region's results exceeded the forecast.
The first transaction and service offers promise
significant recurrent revenue.

Ingenico supplied over one million terminals in Latin America in 2010. This figure demonstrates its key position with local banks and major players on the payments market. Behind this success lies the introduction of the CounterTop iCT220 and iCT250 terminals with more than 450,000 units delivered. 2010 also saw the launch of the WebPOS and iPA280 terminals and the first deliveries of the iPP320 and 350 terminals in Brazil and Peru. The company's market share gains in Mexico, Argentina, Chile, Colombia, Peru and Venezuela have exceeded estimates. Managed services have posted record revenue generated from warranty and maintenance services and the processing of over 100,000 customer service calls.

BRAZIL

Regulation changes in the Brazilian acquirers' market have pushed major players to expand and improve their networks. They have acquired the best terminals and selected the most innovative solutions to face the increasingly strong competition. Ingenico Brazil, the leader on the market, has delivered an unprecedented amount of terminals (over 700,000 units) to meet the needs of Redecard, Cielo, and Getnet. Ingenico and Redecard have entered into a partnership to provide the Brazilian payments market with major innovations.

A Brazilian version of the Incendo Online platform is being developed.

For example, the launch of a color-screen POS terminal that displays the retailer's logo and promotional messages in addition to processing national and international credit card payments. In addition, several other strong partnerships for global services were established with Elavon, FDC, TSYS, and Global Payment.



The iCT250 accepts contactless payment.

Finally, 2010 saw the initial success of Ingenico offers in transaction management through RMS and Axis, with a Brazilian version of the Incendo Online platform being developed.

MEXICO AND PERU

A major success was scored in the region in 2010 with the partnership between Ingenico Mexico and Inbursa Financial Group, one of the largest financial groups in Mexico with 271 branches across the country and more than eight million customers. This agreement covers the security upgrade and improvement of almost the entire payment network of the Mexican Group and the sale of 30,000 CounterTop and Wireless terminals.

In Peru, VisaNet Peru, the exclusive Visa acquirer and holder of the most extensive debit and credit card processing network in the country, selected Ingenico for the supply of the iPP320 PIN Pad terminals mainly due to the terminal's enhanced level of security and its compliance with both the global PCO PTS 2.x and the Brazilian ABCECS standards. Ingenico's Peruvian distributor Systec Segre ordered 9,000 PIN Pads. ●



EEMEA

In 2010, the company gained a number of markets in Eastern Europe, the Middle East, Africa and Asia. Through its new solutions and services, Ingenico has reinforced its leadership in this high-potential Region.

75,000

terminals sold
in the African continent.

20,000

CounterTops and PIN Pads
were deployed
in the major Russian banks

Ingenico has developed applications for the major banks in the African continent.

EFT930



The EFT930 quickly and securely responds to all mobile payment situations including contactless.

TURKEY

Ingenico is solidifying its position as the leader in Turkey. Its business and expertise are established on vertical markets such as the banking and consumer electronics sectors. Bank Asya has chosen Ingenico as its partner to develop a contactless payments solution for taxis in Turkey. The partnership with Fortis Bank Turkey, the financial establishment behind the first advertising campaign for the color-screen EFT930G terminal, was renewed. In the consumer electronics sector, Ingenico won two contracts with the retailers Best Buy and Electroworld to provide the interoperable POS solution. The Group is also active in movie ticket payments with the sale of CAD30 terminals to Mybilet.

Bank Asya has chosen Ingenico as its partner to develop a contactless payments solution for taxis in Turkey.

AFRICA

2010 was a year of strong growth in the African continent for Ingenico which reinforced its leadership with 45,000 Unicapt32 and 30,000 Sagem Telium terminals in service. Through its network of local partners and regional offices, including a new office in Nigeria, Ingenico has developed applications for the leading banks in the continent: Equity Bank in Kenya, CTMI in West Africa, SATIM National Switch in Algeria and GHIPSS in Ghana, etc. In addition, Ingenico was chosen by the Ghana National Lottery Authority (NLA) to deliver 10,000 wireless EFT930G terminals with GPRS connectivity. The investment in TransferTo has also enabled the Group to provide international prepaid mobile top-up transfer services, notably in Kenya and Tunisia.

THE GHANA NATIONAL LOTTERY HAS CHOSEN THE INGENICO SOLUTION

In Ghana, the National Lottery selected Ingenico to deliver 10,000 EFT930G wireless terminals for which a service package was developed: GPRS connectivity in order to transfer transaction data from any terminal across the entire Ghana telecommunications network. This solution includes a detailed system of reporting, alerts and reviews tailored to suit the customer profile.

THE BALKANS AND EASTERN EUROPE

Ingenico is reinforcing its position and winning major contracts in the Balkans and Eastern Europe: the installation of the iCT2XX terminals for ING Bank in Romania, the provision of IngePost postal services for FedEx, the deployment of the i3380 PIN Pads for the oil company NIS in Serbia, and the installation of the i95XX range for Cinestar in Croatia. In Cyprus, Ingenico signed its initial contract with the IMSP processor to deliver the iCT220/250 terminals.

RUSSIA AND THE CIS

Ingenico has stepped up the deployment of its terminals and services in Russia and in the CIS (Armenia, Byelorussia, Azerbaijan, Kazakhstan, Kyrgyzstan, Moldova, Mongolia, Uzbekistan, Tajikistan, Turkmenistan and the Ukraine). The Group has had several major successes on the Russian banking market which is experiencing high growth. Approximately 20,000 CounterTops and PIN Pads were deployed with the country's main banks including Sberbank, Gazprombank and Alfa Bank. ●

Asia Pacific

The Asia Pacific Region is benefiting from its highly dynamic markets. Ingenico is increasing its sales of new generation terminals and developing new value-added service offers with its partners.

470,000

terminals were sold
in China in 2010.

The partnership
with China Telecom
for the NFC terminals
offers great potential.

ES32 LANDI



As the major shareholder in Landi, a terminal supplier in China, Ingenico is reinforcing its position as the leader with terminal-related service offers.

CHINA

The sales of Ingenico and Landi (the Group is a major shareholder) terminals, have risen significantly in China, from 220,000 units in 2009 to 470,000 in 2010. Ingenico's market share therefore rose considerably in 2010 with the Group reinforcing its position as the market leader. Two major agreements were signed in the telecommunications sector: a partnership with China Telecom for the NFC terminals provided by Landi, and a collaboration with China Mobile which entered into the test phase. The oil company China Sinopec opened up the prepaid card market to Landi across all of its supermarkets. In the banking sector, important partnerships were formed with major institutions including the Bank of China, Union Merchant Services and China Union Pay.

The centralized
payment solution,
Axis, has recorded
several tens of millions
of transactions
in Australia.

AUSTRALIA AND NEW ZEALAND

The growth in Ingenico's activity in Australia continues to hold out with a significant rise in terminal sales. The deployment of the iPA280 with a major retail operator and that of a new pilot for the iPP350 terminals with another major retail partner met with great success. The Axis centralized payment solution registered several dozen million transactions in Australia. Several new partners in retail are planning to incorporate and use the platform in 2011. An agreement was signed with McDonalds for the management of payments across the restaurant's entire chain in Australia and New Zealand.

SOUTHEAST ASIA

There is a high growth in revenue and Ingenico has started the deployment of new value-added service

In India,
Ingenico is participating
in micro-finance
operations.

offers. The acquisition of TransferTo, a mobile credit transfer company, and an important shareholder position at Korvac, (both are Singapore-based companies) have opened up opportunities for Ingenico to roll out its end-to-end solutions and value-added services in the region. In partnership with the international banks in Singapore, Korvac launched its new PIN debit cards in 2010.

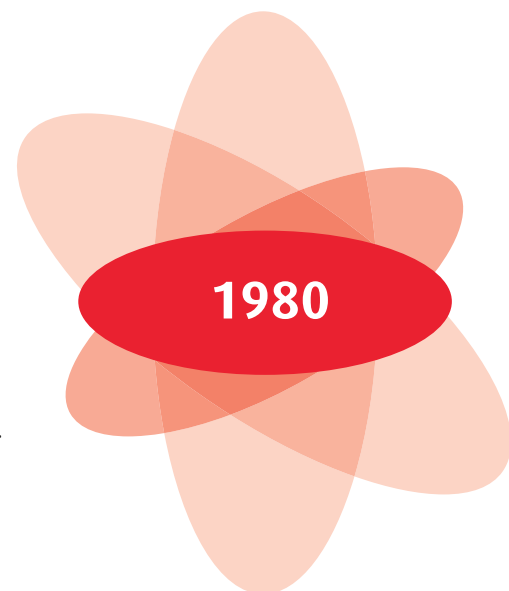
A first major partnership was formed with a Singapore bank to replace its terminals with the new iCT220 terminals.

INDIA

Launched four years ago, Ingenico's business in India is experiencing a steady growth. As part of a partnership with the State Bank of India, Ingenico created an innovative and environment-friendly solution for bank branches with the iCT220 terminal, resulting in considerable improvement in the customer experience. The Group has also formed a partnership with FINO to provide payment solutions for unbanked population without access to banking services, as part of a micro-finance operation and the Indian National Rural Employment Guarantee Act. The terminals used will be Bio930G. ●

30 years of development

Since its creation in 1980, Ingenico has made its legacy mark on the ecosystem of electronic payments worldwide. Guided by its strategic vision based on security and innovation, the Group was able to achieve and firmly established its dominance as the global leader in the industry. Ingenico's innovative culture and engineering excellence have helped shape the development of magnetic card and smart card payments around the world. Today, the company continues on its path of innovation by responding to ever changing customer needs with high-performing offers and pioneering technical solutions for the new forms of payments including contactless, mobile, and Internet payments. With its ever growing global footprint and solid relationships with business partners and customers, Ingenico is well-positioned to continue to lead the development and delivery of the new forms of payment and value-added services.



Ingenico founded
by Jean-Jacques Poutrel
and Michel Malhouitre.

1984

Opening of the first foreign office in Australia to cover South-East Asia; first dual magnetic stripe-smart card payment terminal launched.

1985

Listing on the Second Market of the Paris Stock Exchange.

1994

Standardized rule for smart cards as a means of payment by major EMV card issuers.

1996

Acquisition of Innovatron Data Systems, a company owned by Roland Moreno, inventor of the smart card.

1999

Acquisition of the terminals business from De La Rue and Bull.

2001

Acquisition of IVI Checkmate, North America's third largest supplier of payment systems, re-named Ingenico Corp.

The 80'

The 90'



Monic 1800/1981
First Ingenico electronic payment terminal



TM/1988
First simplified payment terminal



Elite 510/1991
The first Ingenico terminal based on Unicapt® architecture



Banjo/1998
Multifunction and multiapplication terminal with an integrated printer

2002

Launch of the i7770, the market's first Bluetooth payment terminal.

2005

Ingenico is the first global supplier to receive online/offline PCI-PED approval, a security standard for payment terminals.

2006

Outsourcing of the production of terminals; acquisition of Moneyline (France) which offers centralized transaction solutions.

2008

Acquisition of Sagem Monetel (France); acquisition of a majority stake in Fujian Landi, the number two terminal provider in China at the time, and now the leader.

2009

Launch of the new generation of Beyond Payment terminals; acquisition of easycash, leading payment service provider in Germany.

2010

New Ingenico profile; first achievements of the "One Stop Shop" offer. Acquisition of Payzone France, First Data Iberica (Spain), and investment in TransferTo and Korvac, Singapore-based companies specializing in service offers.

**Ready for the future**

The "One Stop Shop" offer, demonstrates Ingenico's commitment in a constantly evolving payments ecosystem. By acquiring the necessary resources, both human and financial, seizing opportunities for organizational development or growth through acquisitions, and by being responsive and innovative in all its solution offers (terminals, transactions and value-added services), the Group anticipates and supports electronic payment transformations worldwide. This new profile adopted by Ingenico marks the beginning of a new stage characterized by the Group's resolute confidence in the future, its new ecosystem and prospects.

The 2000'

**i5100/2003**

Fixed and compact, still the world's best selling payment terminal!

**i8550/2003**

Wireless, multifunction, secure, with an integrated printer

TODAY (AND TOMORROW)

**isc350/2010**

Multimedia capabilities, versatile, secure and interactive signature capture powerhouse!

**iPP350/2010**

Innovative, intuitive, secure, the most convenient terminal

Ingenico all over the world

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