

THE NAYAX PULSE

Attending to our customers,
tending to each other



The Corner Office

Celebrate!!

In June we shared a business update regarding our stance as we see countries getting used to the new way of life with COVID 19. Now, I would like to share our observations of the current market landscape in our field, an outlook for the year to come and some new initiatives taking place across our organization.

We all see the increase in cashless payments and the move towards digitization of the payment process with card present transaction and online payments. This trend had started long before COVID 19 but now, the new business reality has propelled this change even faster, becoming a global trend, crossing all ages and segments. Unattended retail is closing the technological gap and operators understand the need for cashless more than ever.

Nayax markets are in a steady growth of recovery, and some have already passed the numbers of pre COVID (Australia, Israel). We believe it will take another 6-8 weeks to see an increase in the number of connected devices compared to March 2020.

We have several exciting business initiatives across our Business Units. These include

- Remote vend in Monyx
 - Developing an omnichannel platform in Retail (already winning our first tier one customer in Israel)
 - New EV Meter go to market and expanding the team
 - Extensive marketing support to help our customers re-open their businesses across the world, by way of online investments, training (Nayax University), webinars and much more.
- Internally, we are addressing the market changes with adjustments to the organization's structure, and putting a focus on how to better serve our customers:
- New Product department
 - New initiatives by the Customer Success team
 - Inside Sales are leveraging the increased leads garnered by Marketing and creating new processes
 - CRM team, together with Finance Operations, and Compliance team is streamlining the on-boarding process and have launched the KYC / contract flow in multiple countries. Additionally, the CRM team created a flow to automate the operator hierarchy creation and moving devices in DCS, to ease the on-boarding and sales process across our organization
 - Marketing is leading a BOT and live chat implementation to enable our prospects and customers to reach us in any way they choose
 - The Embedded team is dealing with critical tasks daily, delivering creative resolutions to multiple stakeholders, keeping our business running
 - HR developing a new Performance and Recognition Model
 - Finance developing a new way of monitoring cash flow
 - Streamlining processes and managing new initiatives all with the help of our Project department
 - The Software Backend team orchestrating multiple tasks to keep the sprint interval on time as well as implementing improvements in our QA and Automation.
 - Marketing team is developing new company branding and brand hierarchy
 - Customer Support are working to align support structure and expertise across geographies

We are proud of our team's passion to be better and help us grow. The challenging times are not over, and we expect to have periods where we need to take a step back before moving forward again. However, Dudu and I are confident that with our joint efforts, we will continue to lead innovation and consumer service in the payment solution market. We want to thank you for your commitment to your job, your colleagues and your teams as we move forward. We appreciate it and see greater accomplishments and success on the horizon.

New Customer Win!

Please remember this news is for internal use only and should not be shared outside the company, especially as we're still in the POC stage.



MOL Group, a company headquartered in Budapest, Hungary and operating in 8 countries across Eastern Europe, has a total of 2,000 gas stations, and deals with all things oil and gas.

They are looking to provide a new consumer journey for their users at the coffee machines/rest rooms, and car washes in their gas stations, while improving the experience by offering unattended payments, using their loyalty schemes as well as open payments.

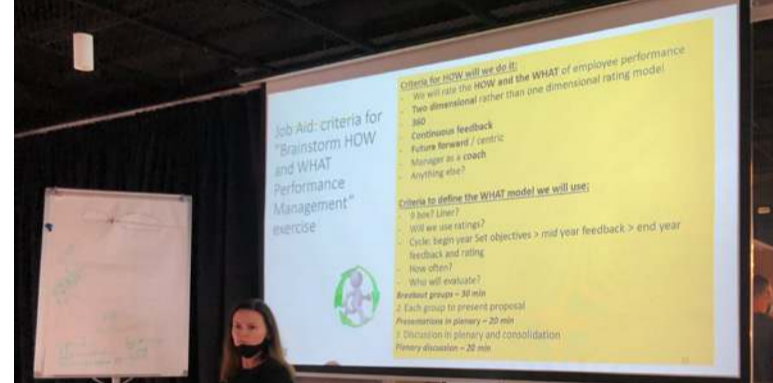
MOL chose Nayax due to our globalization, onboarding process and technology, and the reporting potential as our system can be integrated into their ERP system.

Currently we are performing a POC (proof of concept) in Hungary and Croatia, for 2-3 months to test the integration between our two systems. With a commitment of 750 units in 2020 and a further 1,250 in 2021, this is an important test due to the potential across all the unattended opportunities in this single company. It also provides a case study that will allow us to approach other large fueling companies around the world, offering them our complete solution.

MOL franchises across Europe have already been informed that Nayax is the payment solution of choice, and we've already received inquiries from different branches. We're looking forward to receiving pictures of people on their vacations driving across Europe, stopping for gas and a cup of coffee, being purchased with Nayax!

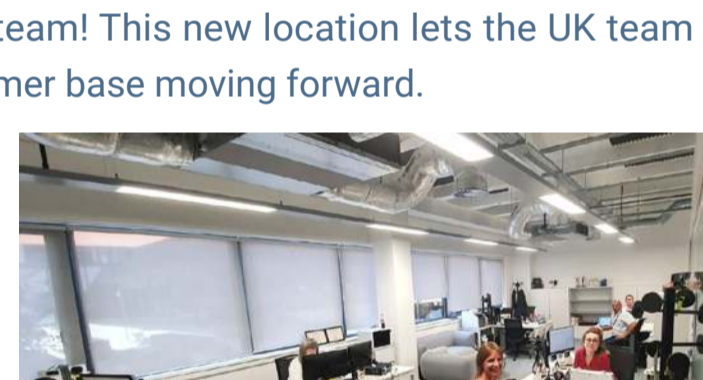
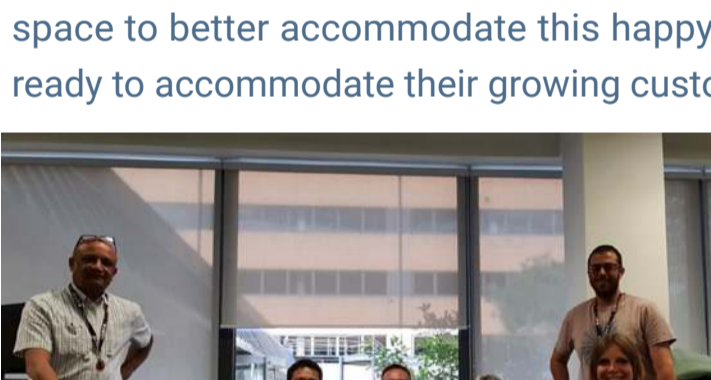
What do we value?

We have started to develop a new **Nayax Individual Performance Management and Recognition** model. For this purpose, an internal project team was created to work on our organizational values, individual **behavioral competencies** to drive performance and **model operational aspects**. The new Performance model will be implemented globally by year's end. More details will follow soon! In the meantime, check out some photos from our planning sessions!



UK on the move!

Last month the UK office moved to their new offices in Hemel Hempstead, with more space to better accommodate this happy team! This new location lets the UK team ready to accommodate their growing customer base moving forward.



(l-to-r) C-zi Patel, Sarah Skinner, Lewis Zimble, Paul Morgan, Tracey Brown, Joseph Gorjian, Liz Harrex-Perks, (missing Philippa Vaughan)

Chronicle – a word from Nayax employees

Let's hear from some of our R&D colleagues!

Goren Nechemia's interview

What's your story?

(tell us about you / family / background)

Hey, I'm Goren. I'm 30 years old, happily married to Nofar and together we have our beautiful daughter, named Aria. If everything goes as planned, I will soon finish my B.A studies in Management at the Open University!

What do you do at Nayax?

I'm an Applicative DBA, as part of the DBA Team, in the R&D department. I'm responsible for the code side of the DB (stored procedures, performance tuning, DB bugs and more). I'm also responsible for tasks coming in from the Support team regarding DB issues, bug fixes and code reviews as a part of deploys, and internal DB team tasks.

What was your best career decision?

Absolutely it was the DBA course I took before I started as a DBA at Nayax. I like my DBA job more than any job I did before.

Tell us about your hobbies / what do you like to do in your spare time?

Traveling in nature, here in Israel and aboard (whenever it will be possible again 😊). Jeep trips, hiking, reading self-develop books, playing my piano/guitar.

What is your favorite place in the world and where would you like to visit when travel is back?

London!! I haven't been there yet, it's a little dream of mine. Can't explain why... 😊

Ran Ram's interview

What's your story?

(tell us about you / family / background)

My first name is Ran (not Ram, yep, I know it's a bit confusing 😊).

I was born in Tel Aviv, Israel. I am 29 years old, married to Sharon and we have twins, Daniel and Alon, who are 11-month years old. We are living in Givatayim, Israel. In the past, I worked as a restaurant manager and as a chef, combining 2 of my biggest passions: management, and burgers.

What do you do at Nayax?

I am a QA Team leader in the Embedded department. The QA teams are responsible for testing the firmware versions for all of the Nayax products such as VPOS Touch, ONYX, AMIT, VPOS, etc.

What was your best career decision?

To learn QA, and to start working at Nayax. Honestly, not saying that for the newspaper, I really believe in it. In Nayax I've found development opportunities. Being a Team Leader is a very demanding and satisfying role.

Tell us about your hobbies / what do you like to do in your spare time?

I have no hobbies – I have twins!

Just kidding. I like to cook with my wife, ride on my motorcycle, and listen to electronic music

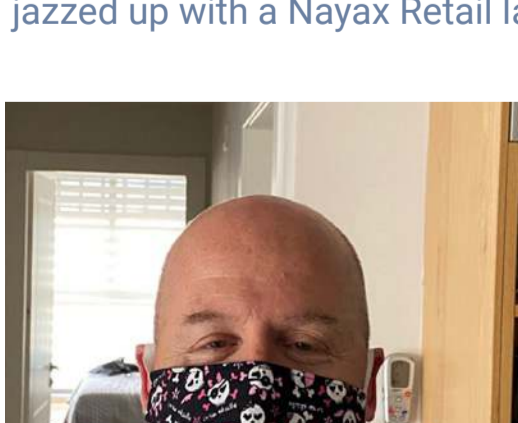
What is your favorite place in the world and where would you like to visit when travel is back?

My favorite place in the whole world is Tel Aviv!! I love the city, the people, and especially the nightlife. When we can travel, I would like to visit Amsterdam again.



The Masked Life!

As we'll be wearing masks for the foreseeable future, we wanted to see your mask fashion! (Great to see the standard surgical masks jazzed up with a Nayax Retail label!)



Mikey Galai
Israel



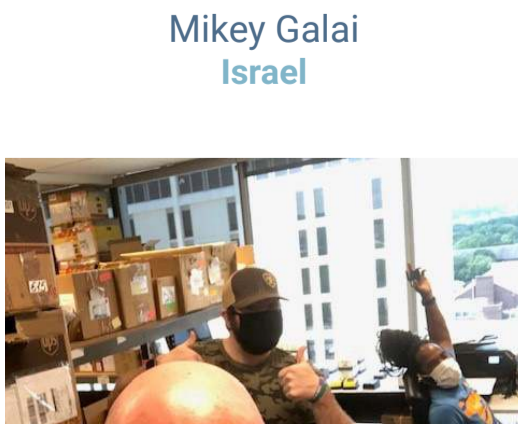
Tom Mor
Israel



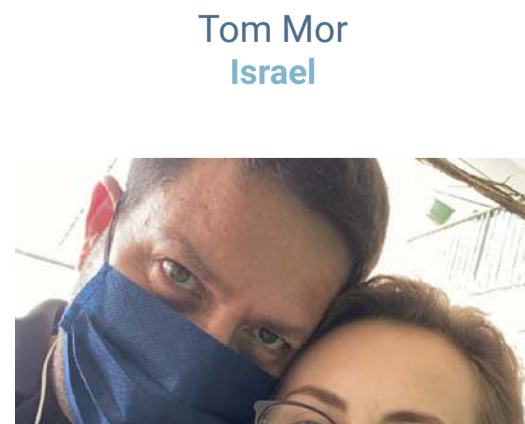
Fumihiro Irie
Japan



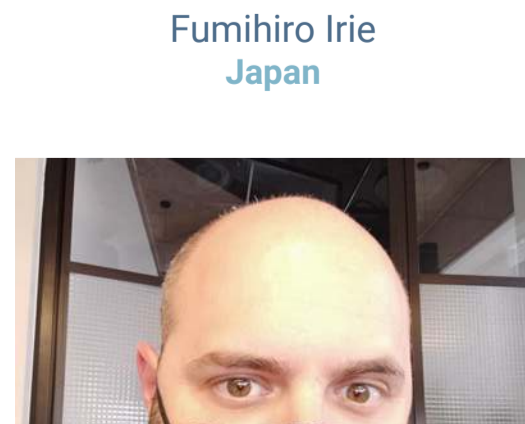
(l-to-r) Evgeny Furman, Jack Schmidt, Michael Stone
US



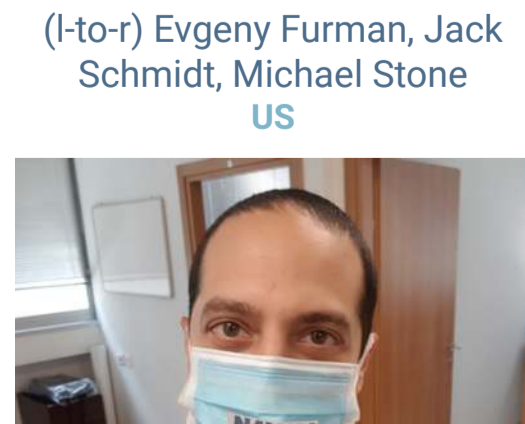
(l-to-r) Evgeny Furman, Andrew Berlin, Cornell Jones
US



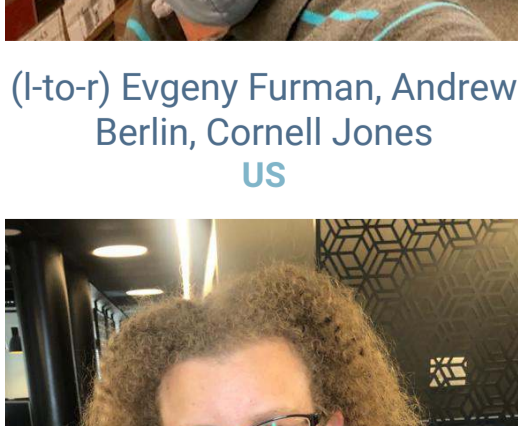
Lewis Zimble, Sarah Skinner
UK



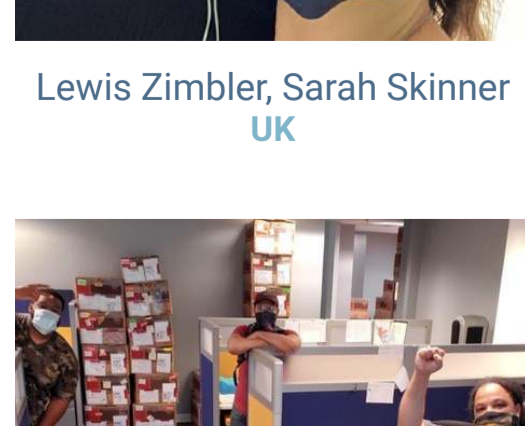
Omri Lepek
Israel



Mordi Kassab
Israel



Nura Bresca
IL



Josh McMillan, (front), (l-to-r)
Jeff Coles, Nate Yarborough,
Duane Davison
US

NAYAX
Attending to the Unattended