



Global Customer Support



Debra Wayne

Software Maintenance and Services

Euronet provides a standard maintenance agreement on its licensed software and customizations.

Customer Support is the mechanism by which Euronet delivers
Warranty and Maintenance services on:

Standard
Software

Customizations

Global Point
Releases

Network Business
Enhancements
(Mandates)

Geographical coverage:

- **North America, Latin America, Caribbean, Asia Pacific**

Little Rock (Arkansas)

Adelaide (Australia)

- **Europe, Middle East & Africa**

Belgrade (Serbia)

Beirut (Lebanon)

24 hours continuous support



Standard Maintenance Service

Dedicated Technical Analyst	Highly trained & experienced Team
Regional Support Centers	Global database
24x7 availability	Maintenance Agreement Support & Operating Procedures (MASOP)
First Line Resolution Rate - 98.5%	Escalation Process
Status Report	"One Stop Shop"

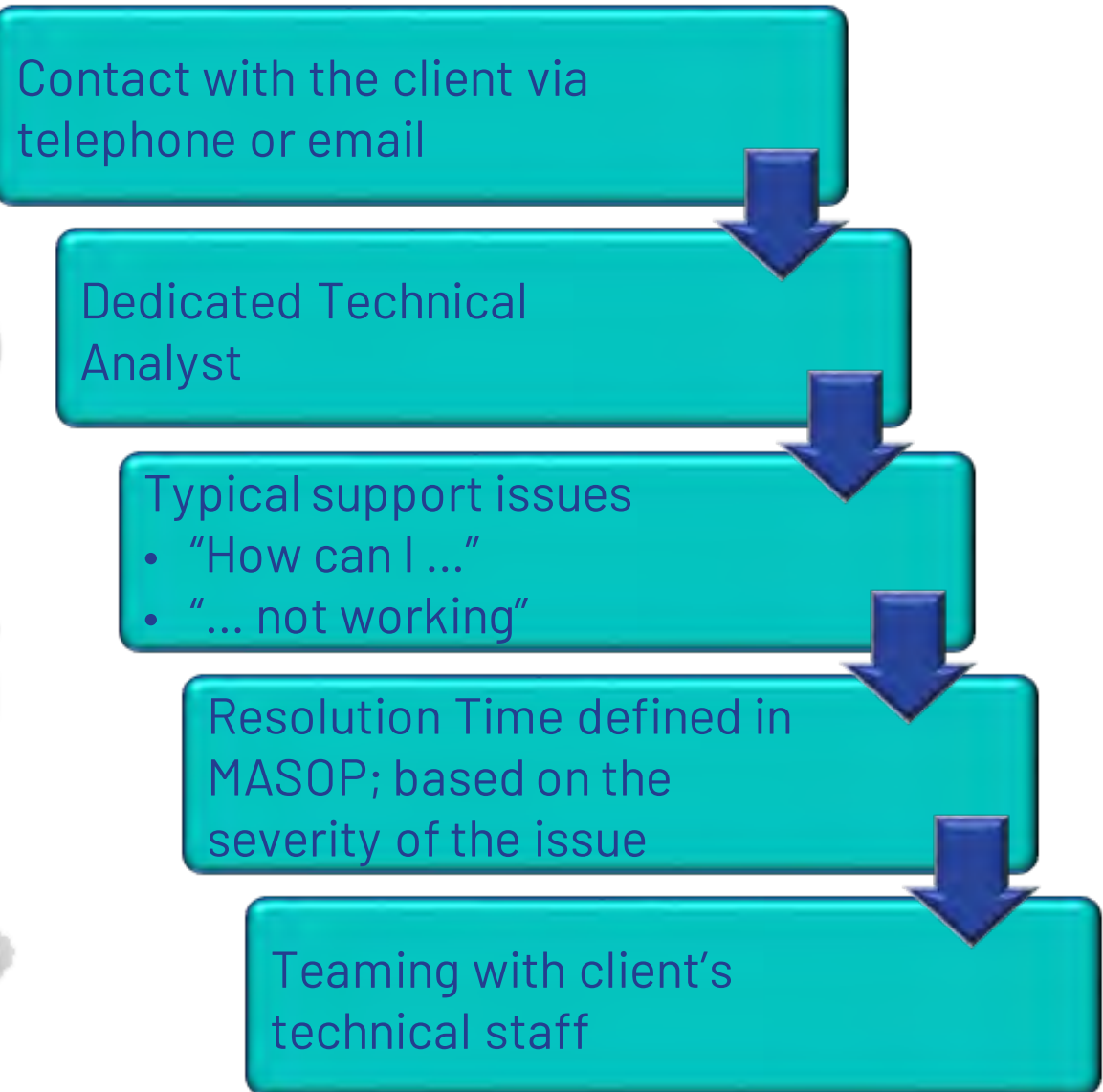


Euronet[®]

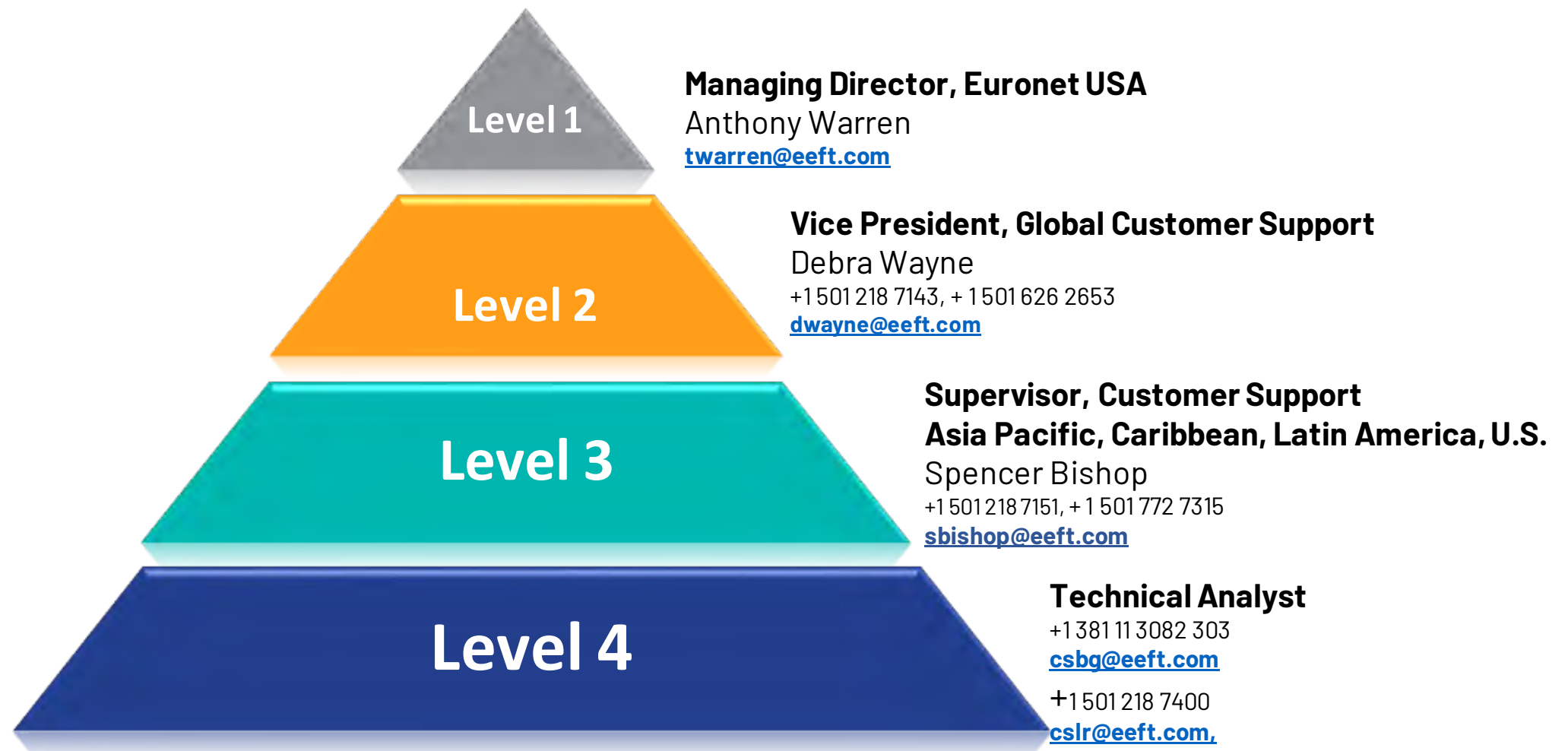
Customer Support Process & Procedure



Resolution Process



Customer Support Escalation Matrix





Value Added Services





Value Added Services

Train-Up Program

Onsite

Remote

Euronet Facility

**Operational
Assessments**

**Minor
Customizations**

**Mandate
Support**

**Create
Test Environment**

**Testing and
Implementation of
PTF**

**Dedicated
Resource**

**Backoffice
Upgrade Assistance**

Maintenance Services & Beyond

itm
Point Release Services
*Stay Current. Be Competitive.
Offer New Value-Added Services to Your Customers.
Grow Your Technology Investment.*

Euronet
Serving millions of people worldwide with electronic payment convenience.

The advertisement features a photograph of a person's hand using a white smartphone to interact with an ATM keypad. The background is a blurred image of an ATM machine.

Euronet
Your Trusted Partner

OPTIONS

We realize that our clients have different and various needs. That's why we designed several service packages from which you can choose for your ITM Point Release implementation/upgrade process. The service options are defined based upon the customer's needs, competencies and desires and may be altered when necessary. Additional services may be contracted as requested by the customer and will be provided subject to staff availability.

Over 80% of our client base actively participate in our Point Release process

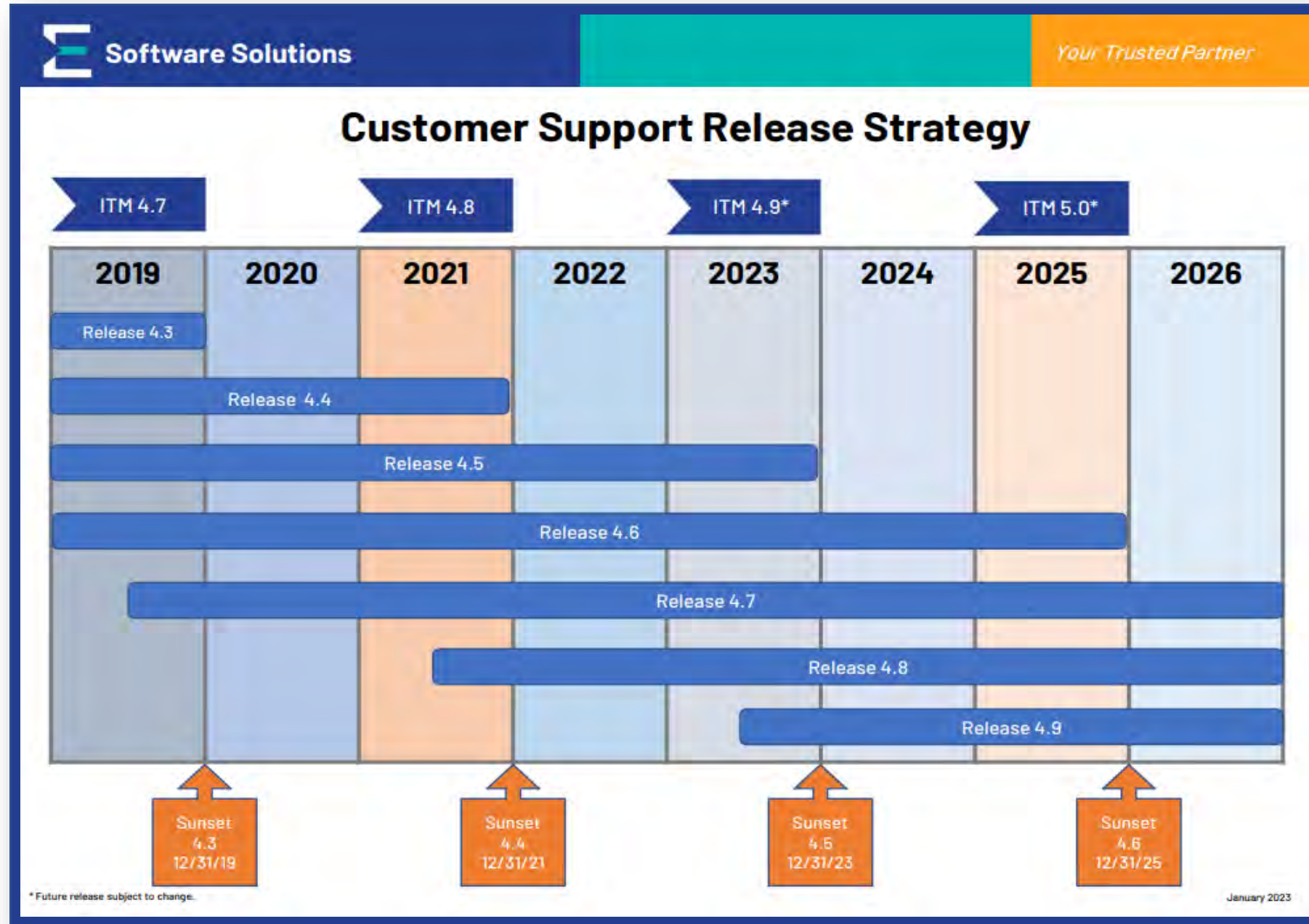
- 1 CORE
- 2 PRIME
- 3 PREMIER
- 4 CUSTOM

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The advertisement features a photograph of three business professionals (two women and one man) standing together in an office setting, smiling. The background is a blurred office environment.

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ITM Sunset Plan



The Team



Debra Wayne
Vice President of Global Customer Support

Spencer Bishop
Regional Customer Support Supervisor
- Little Rock, AR
- Adelaide, Australia

EMEA
- Belgrade, Serbia
- Beirut, Lebanon

Karen Clements
Client Services, Supervisor
- Little Rock, AR

Questions

