



1Q 2024 Earnings Supplement

Nasdaq: PAYO

May 8, 2024

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Nothing in this presentation should be regarded as a representation by any person that the forward-looking statements set forth herein will be achieved or that any of the contemplated results of such forward-looking statements will be achieved. You should not place undue reliance on forward-looking statements, which speak only as of the date they are made. The Company does not undertake any duty to update these forward-looking statements.

Non-GAAP Financial Measures

Some of the financial information and data contained in this presentation, such as adjusted EBITDA, have not been prepared in accordance with United States generally accepted accounting principles (“GAAP”). Payoneer uses these non-GAAP measures to compare Payoneer’s performance to that of prior periods for budgeting and planning purposes. Payoneer believes these non-GAAP measures of financial results provide useful information to management and investors regarding certain financial and business trends relating to Payoneer’s results of operations. Payoneer’s method of determining these non-GAAP measures may be different from other companies’ methods and, therefore, may not be comparable to those used by other companies and Payoneer does not recommend the sole use of these non-GAAP measures to assess its financial performance. Payoneer management does not consider these non-GAAP measures in isolation or as an alternative to financial measures determined in accordance with GAAP. The principal limitation of these non-GAAP financial measures is that they exclude significant expenses and income that are required by GAAP to be recorded in Payoneer’s financial statements. In addition, they are subject to inherent limitations as they reflect the exercise of judgments by management about which expense and income are excluded or included in determining these non-GAAP financial measures. In order to compensate for these limitations, management presents non-GAAP financial measures in connection with GAAP results. You should review Payoneer’s financial statements, which are included in Payoneer’s Annual Report on Form 10-K for the year ended December 31, 2023 and its subsequent Quarterly Reports on Form 10-Q, and not rely on any single financial measure to evaluate Payoneer’s business.

Non-GAAP measures include the following item:

Adjusted EBITDA: We provide adjusted EBITDA, a non-GAAP financial measure that represents our net income (loss) adjusted to exclude, as applicable: M&A related expense (income), stock-based compensation expenses, restructuring charges, share in losses (gain) of associated company, loss (gain) from change in fair value of warrants, other financial expense (income), net, taxes on income, and depreciation and amortization.

Adjusted EBITDA margin represents Adjusted EBITDA divided by revenue for the applicable period.

Other companies may calculate the above measure differently, and therefore Payoneer’s measures may not be directly comparable to

similarly titled measures of other companies.

See the appendix of this presentation for a reconciliation of the historic measures to Payoneer’s most comparable GAAP financial measures.

In addition, guidance for fiscal year, where adjusted, is provided on a non-GAAP basis, which Payoneer will continue to identify as it reports its future financial results. The Company cannot reconcile its expected adjusted EBITDA to expected net income under “2024 Guidance” without unreasonable effort because certain items that impact net income and other reconciling metrics are out of the Company’s control and/or cannot be reasonably predicted at this time, which unavailable information could have a significant impact on the Company’s GAAP financial results.

In this presentation, we reference volume, which is an operational metric. Volume refers to the total dollar value of transactions successfully completed or enabled by our platform, not including orchestration transactions. For a customer that both receives and later sends payments, we count the volume only once. Note: as disclosed in the Company’s Form 10-K filed with the SEC on February 28, 2024, we have updated our methodology to adjust for previously disclosed limited exceptions where both received and sent payments were counted in volumes, such that we count volume only once for a customer that both receives and later sends payments.

In this quarter’s earnings materials, we reference ARPU. ARPU (Average Revenue Per User) is defined as the Revenue from Active Customers divided by the number of Active Customers over the period in which the Revenue was earned. Active Customers for these purposes are defined as Payoneer accountholders with at least 1 financial transaction over the period. Revenue from Active Customers represents revenue attributed to Active Customers based on their use of the Payoneer platform, including interest income earned from their balances, and excluding revenues unrelated to their activities.

Industry and Market Data

In this presentation, Payoneer relies on and refers to certain information and statistics obtained from third-party sources which it believes to be reliable, including reports by market research firms. Payoneer has not independently verified the accuracy or completeness of any such third-party information.

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Payoneer's mission:

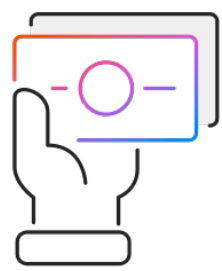
**Connect the world's underserved businesses
to a rising, global economy**

SMBs want to grow globally but transacting across borders is complex, especially from emerging markets



Can't get paid

- ⚠️ My U.S. customers don't want to send an international money transfer to pay me, but I **can't open a U.S. bank account** to collect payments locally
- ⚠️ Why does it take **3-4 business days** to receive an international money transfer and why does it cost **5-8% in fees**?
- ⚠️ I want to expand my business to **more countries** but its too difficult to collect payments across multiple markets



Can't pay

- ⚠️ I want to match the currencies of my revenue with my liabilities, so I don't get hit with **FX conversion fees** twice
- ⚠️ I need to pay contractors and suppliers in different countries, and they all want to get **paid in USD**
- ⚠️ I want to use my local card to pay for global advertising and logistics expenses, but it keeps getting **rejected**



Can't get capital

- ⚠️ Why don't local lenders **underwrite** international businesses?
- ⚠️ Why aren't there global platforms that will provide **funding** to SMBs?



80M underserved SMBs

Need cross-border,
B2B financial solutions
designed for small
businesses



Global banks
Underserve small businesses



Fintech
Primarily for P2P, and
with limited geographies



Local banks
Underserve cross-border needs

Source: Third-party research.

Payoneer serves diverse customer types and help SMBs in the fastest growing markets do business globally

Examples



**Contractors and
freelancers**



Pedro, Contractor
Brazil

- Software development



**Consumer goods
sellers**



Kevin, Elegoo
China

- Seller of 3D printers
- ~200 employees



**Service
providers**

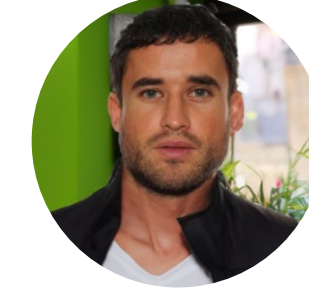


Hannah, Accentline
Philippines

- Business process outsourcing
- ~100 employees



**Goods traders
and manufacturers**



Serhii, Ukragroenergyinvest
Ukraine

- Agricultural trading company
- 10s employees

We have unique assets and infrastructure

Scaled platform

- Financial services institution regulated across key markets, including US, Europe, Hong Kong, Japan, Australia, Singapore, UK
- Ability to onboard customers from 190+ countries and territories
- Nearly 100 banking providers and payment service providers (PSPs)
- Partnership with major global marketplaces

Localized experience

- Virtual account so customers are always local, no matter where they are and who they do business with
- Smart routing system that enables global payments in the most economical way possible
- Same day & real time settlement with highest reliability in 150+ countries
- 150+ customer success managers in 50 countries, speaking 50 languages

Strong brand

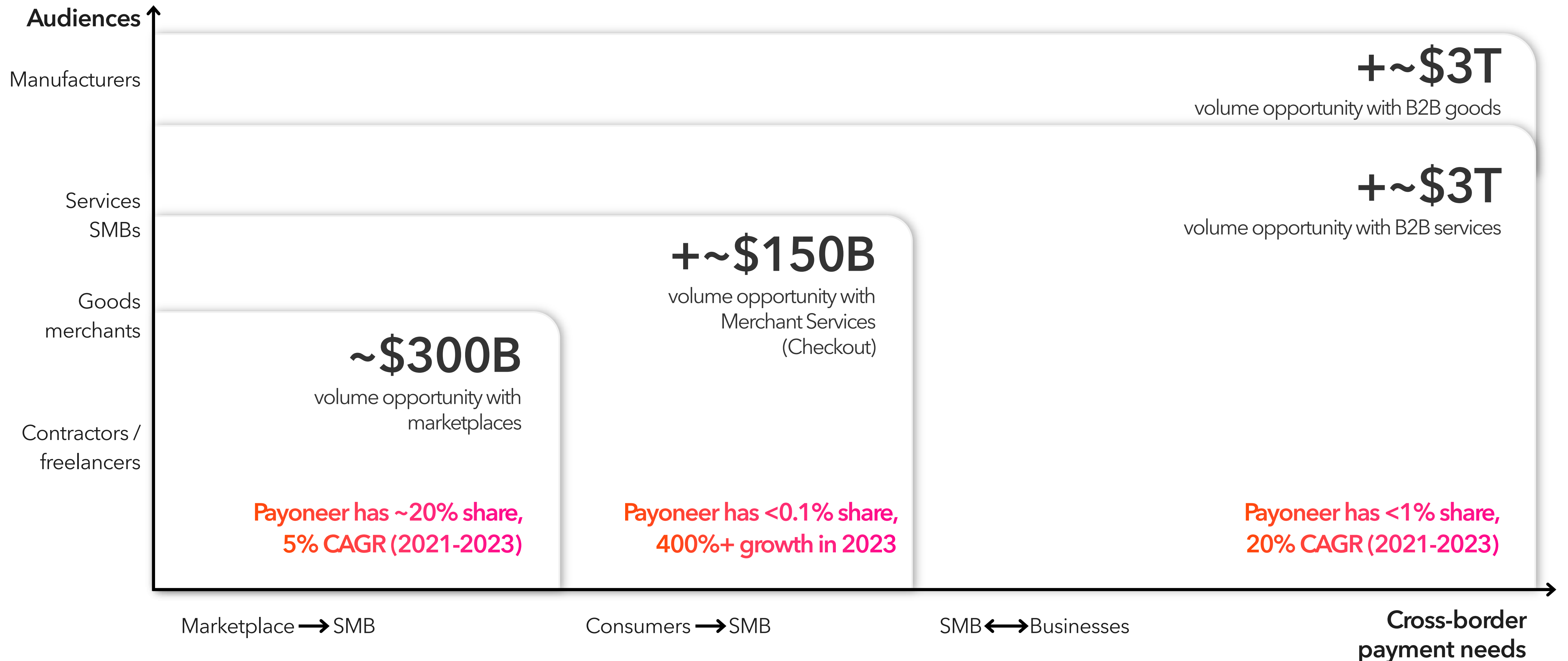
- 1.98M active customers, including 530K active Ideal Customer Profiles (ICPs)¹
- \$5.9B in customer balances
- Global awareness level among digital payment providers second only to PayPal²

Note: Data as of March 31, 2024.

1. Active ICPs are defined as customers with a Payoneer Account that have on average over \$500 per month in volume and were active over the trailing twelve-month period.

2. Source: Payoneer Global Brand Tracker, 2022.

We are pursuing a \$6 trillion opportunity



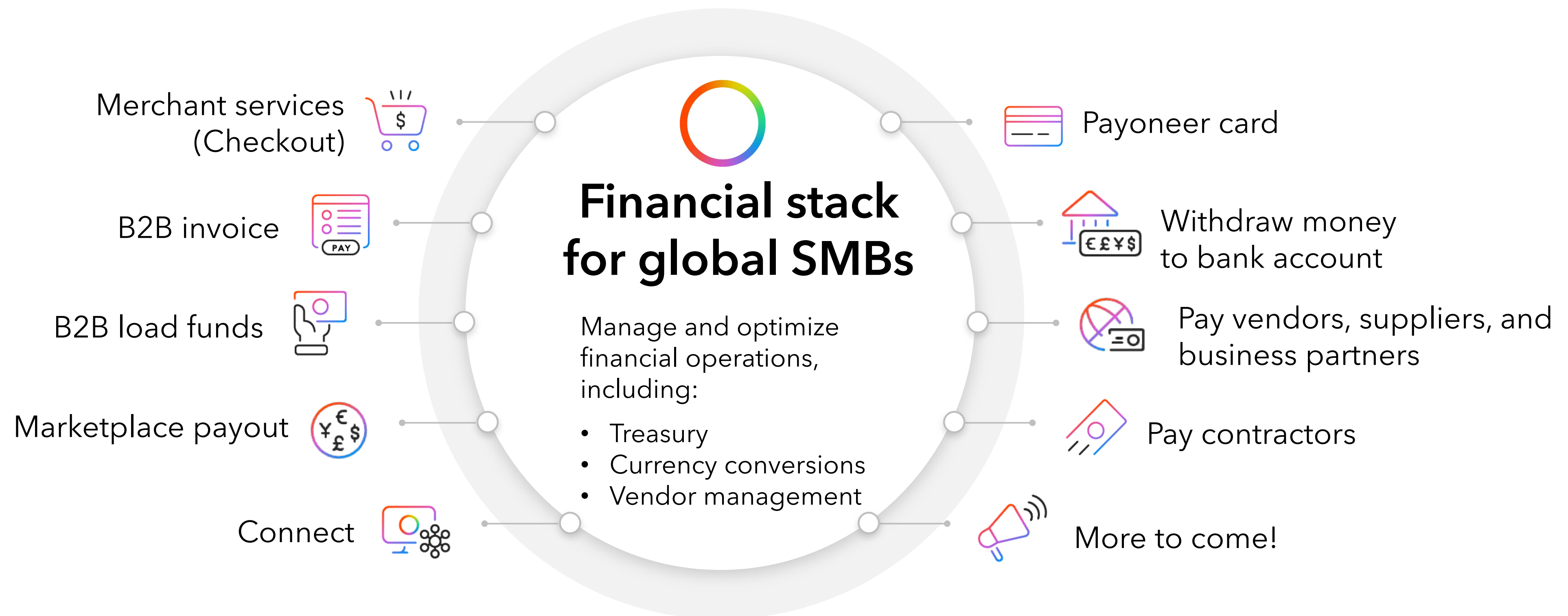
Source: Third-party research. Industry data and Payoneer volume market share as of 2022.

Payoneer is the multi-currency financial stack optimized for the global SMB

Collect accounts receivable

Access opportunity globally

Manage accounts payable



Ease




All-in-one

Trust

Connection




~2M customers use our cross-border accounts receivable, cash management, and accounts payable solutions

Accounts Receivable

-  Merchant services
-  B2B invoice
-  B2B load funds
-  Marketplace payout





\$66B of volume into the Payoneer network in 2023

Cash Management

-  Treasury
-  Currency management
-  Intranetwork payments

\$5.9B of customer funds as of March 31, 2024

Accounts Payable

-  Payoneer card
-  Withdraw to bank account
-  Pay vendors, suppliers, & business partners
-  Pay contractors

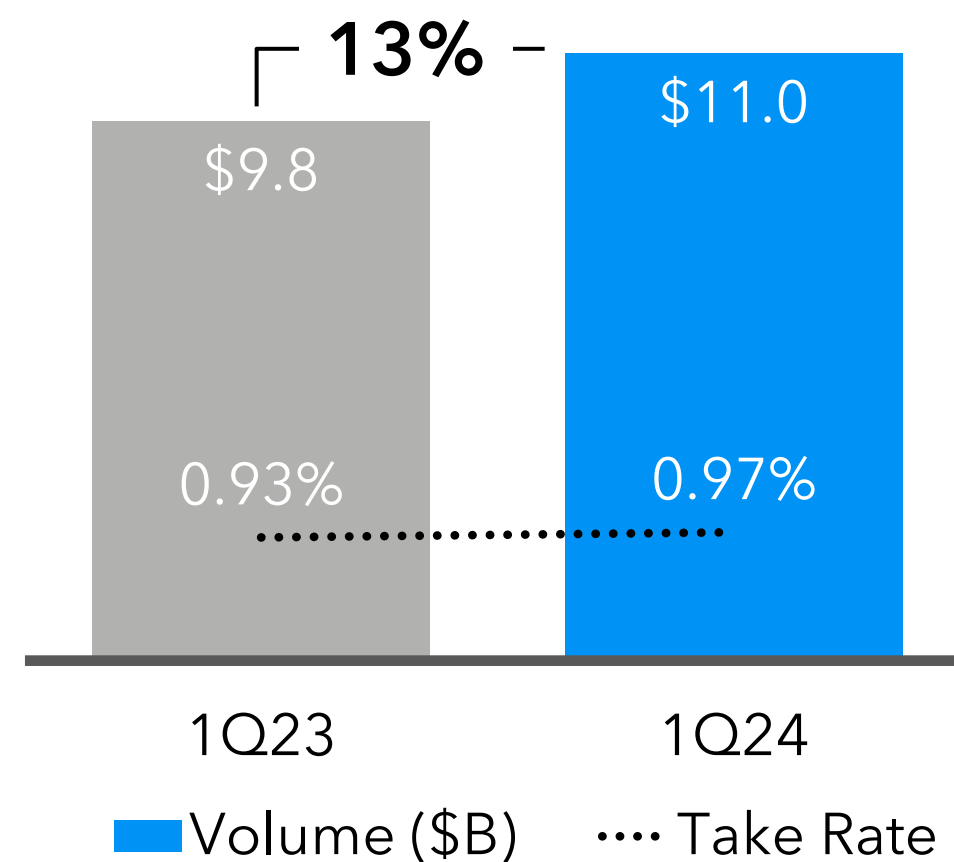
\$66B of usage from Payoneer Accounts and enterprise payouts in 2023

21% volume growth in 1Q'24 driven by the diverse channels our customers sell through

SMB customer volume into Payoneer Accounts

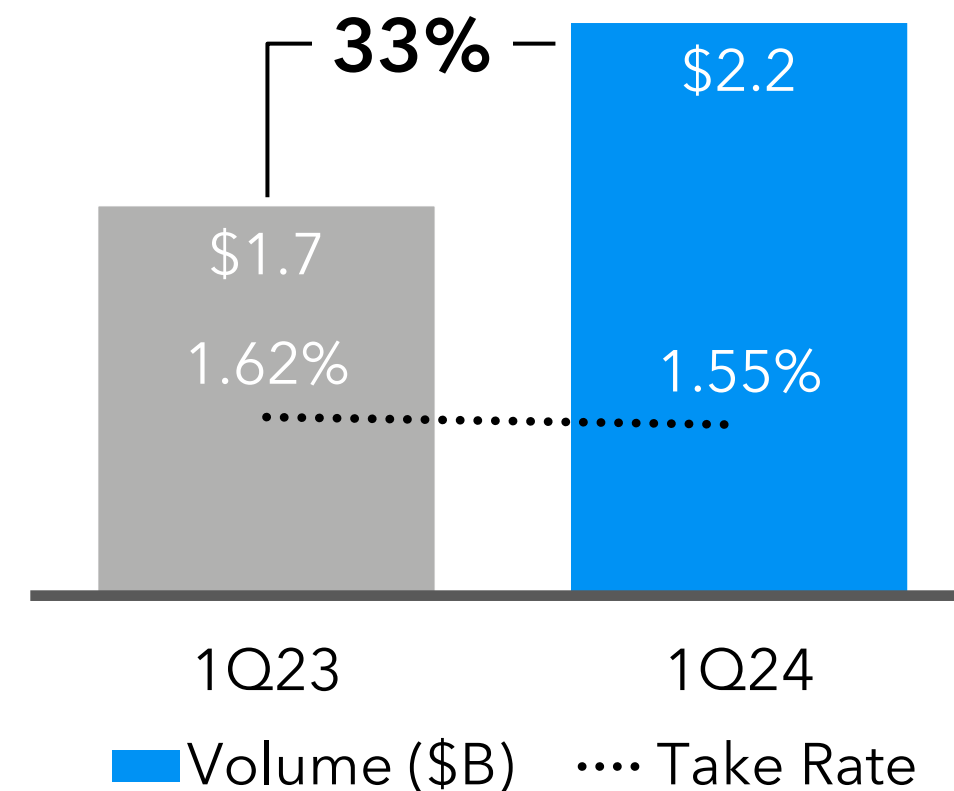
Marketplace:

Defend our market leading position



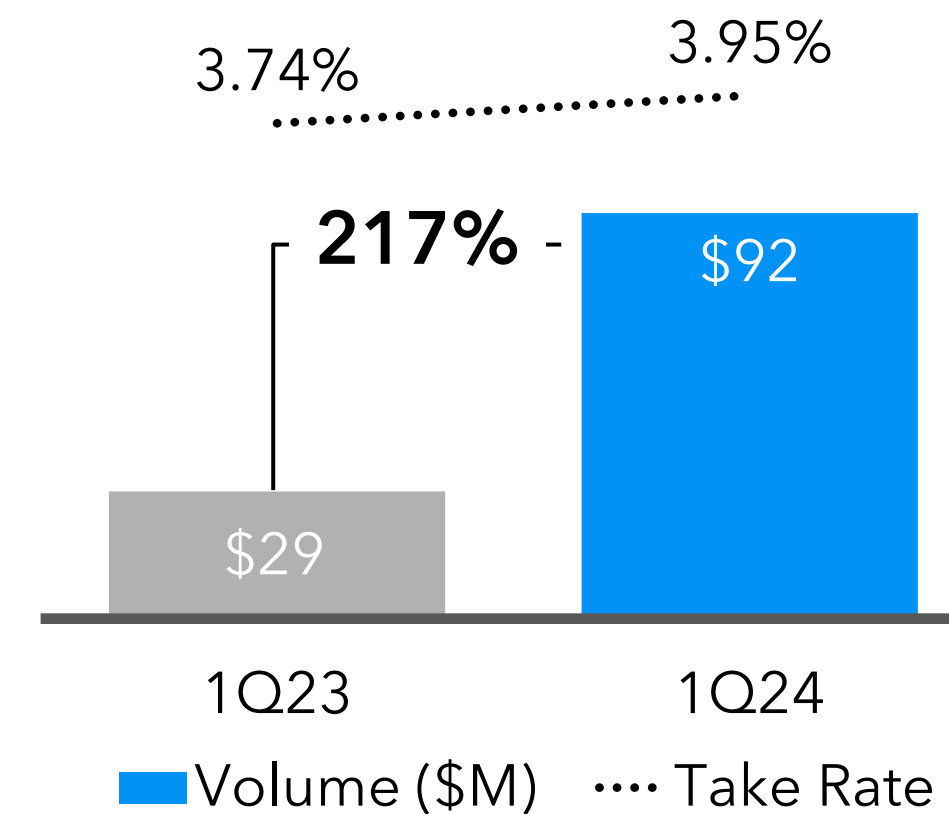
B2B:

Accelerate growth in a massive market



Merchant services (Checkout):

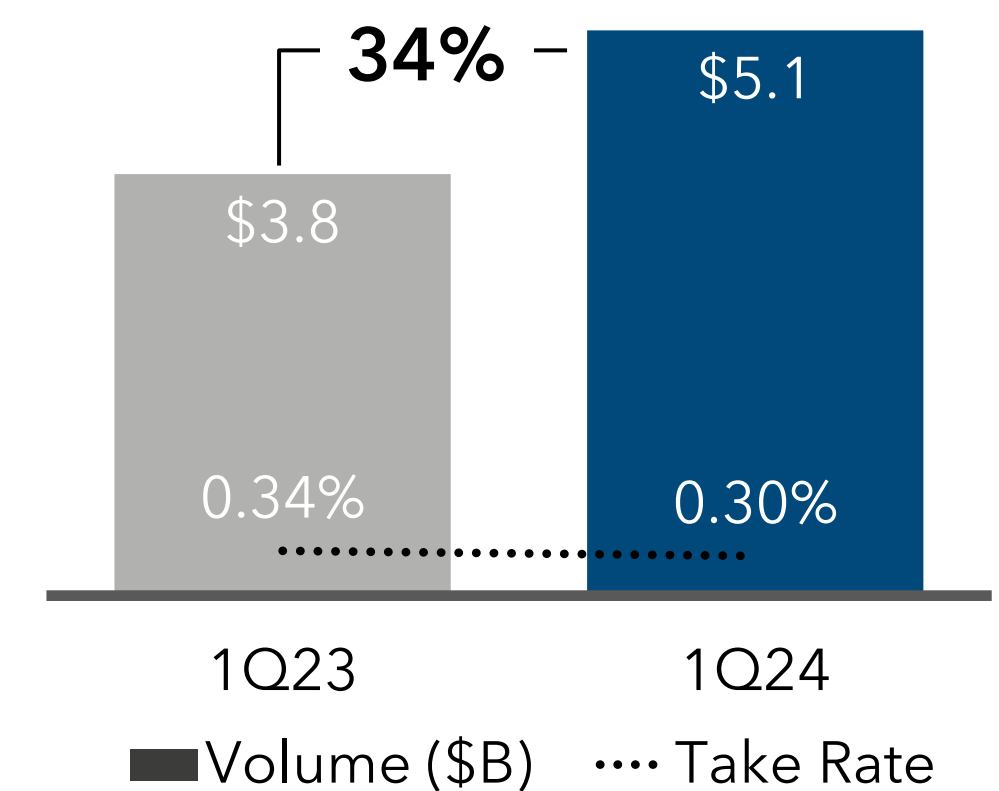
Expand into a fast-growing market



Enterprise volume direct to bank account

Enterprise payouts:

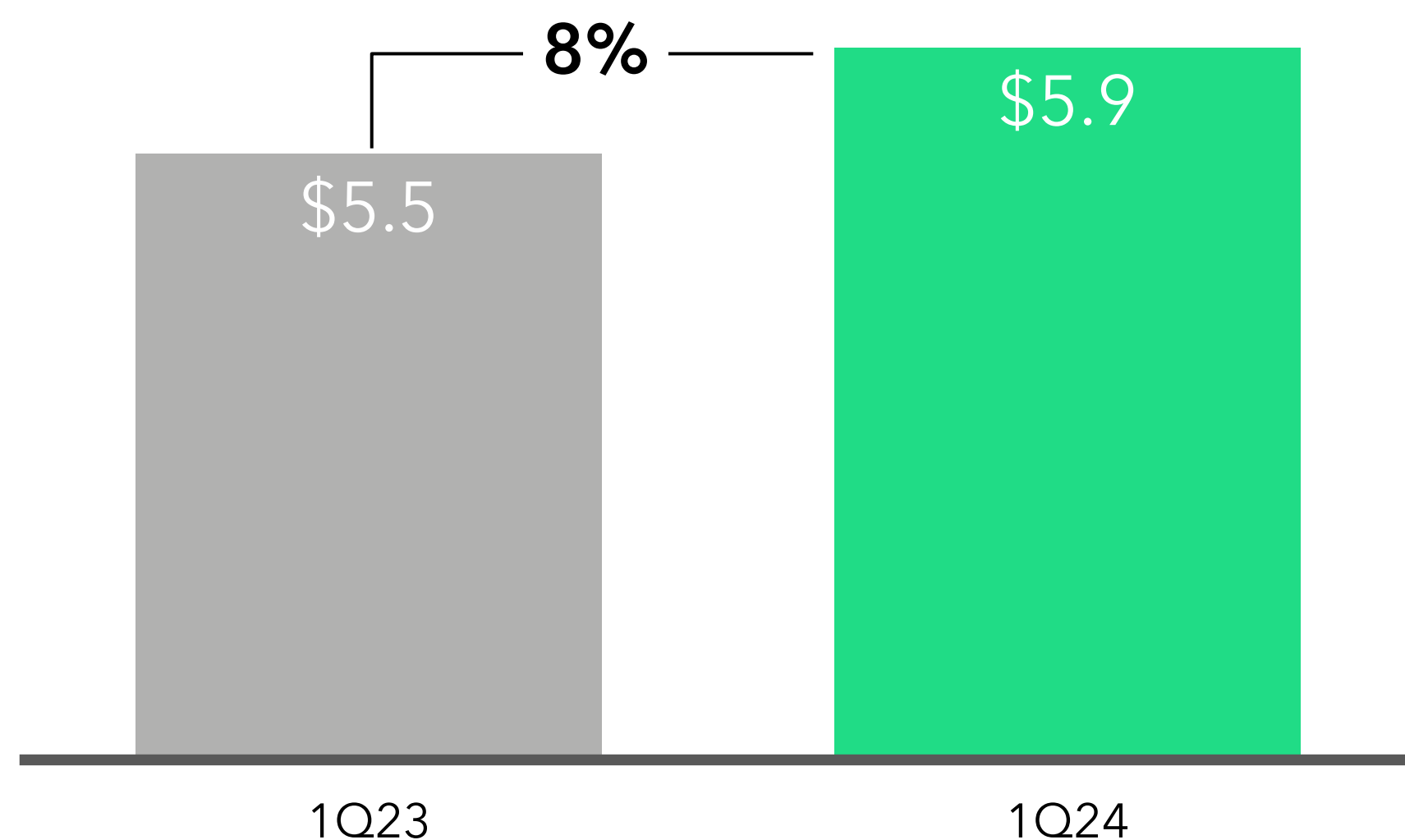
Drive continued scaled, efficient growth



Note: Take rates shown above include associated monetization from usage of funds based on the channel the volume came from. Take rates shown above do not include interest income revenue.

We are trusted, growing customer funds, and earning significant interest income

Customer funds (\$B)

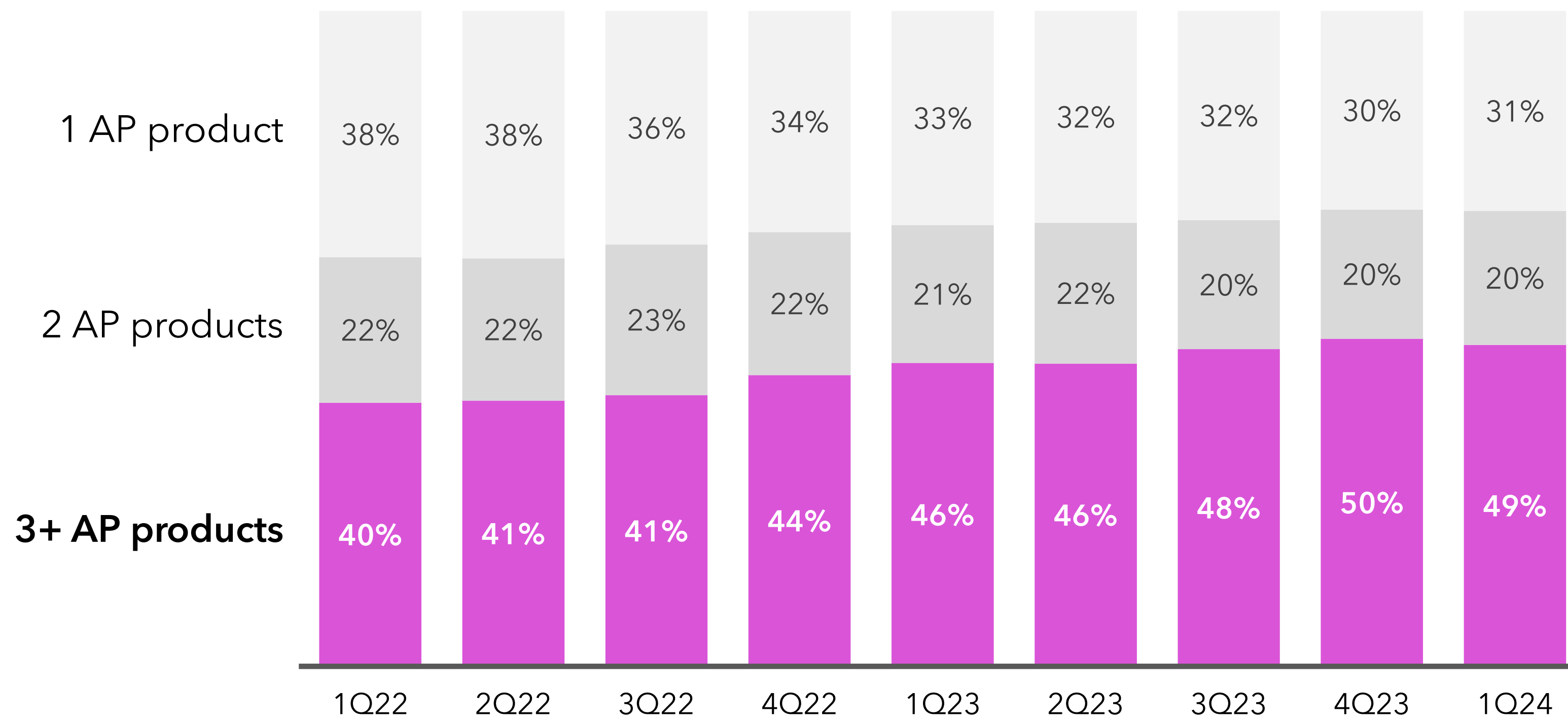


- **\$231M** of interest income earned on customer funds in 2023 and **\$65M** in 1Q'24
- **80%+** of customer funds are interest-bearing
- **74%** of customer funds are held with U.S. domestic financial institutions
- **75%** of customer funds are denominated in U.S. dollars
- **\$99M** of customer funds were invested in **US treasury securities** with a <1 year maturity

Note: Data as of March 31, 2024.

Proven track record of cross-selling our accounts payable (AP) capabilities

Usage by number of products used by a customer

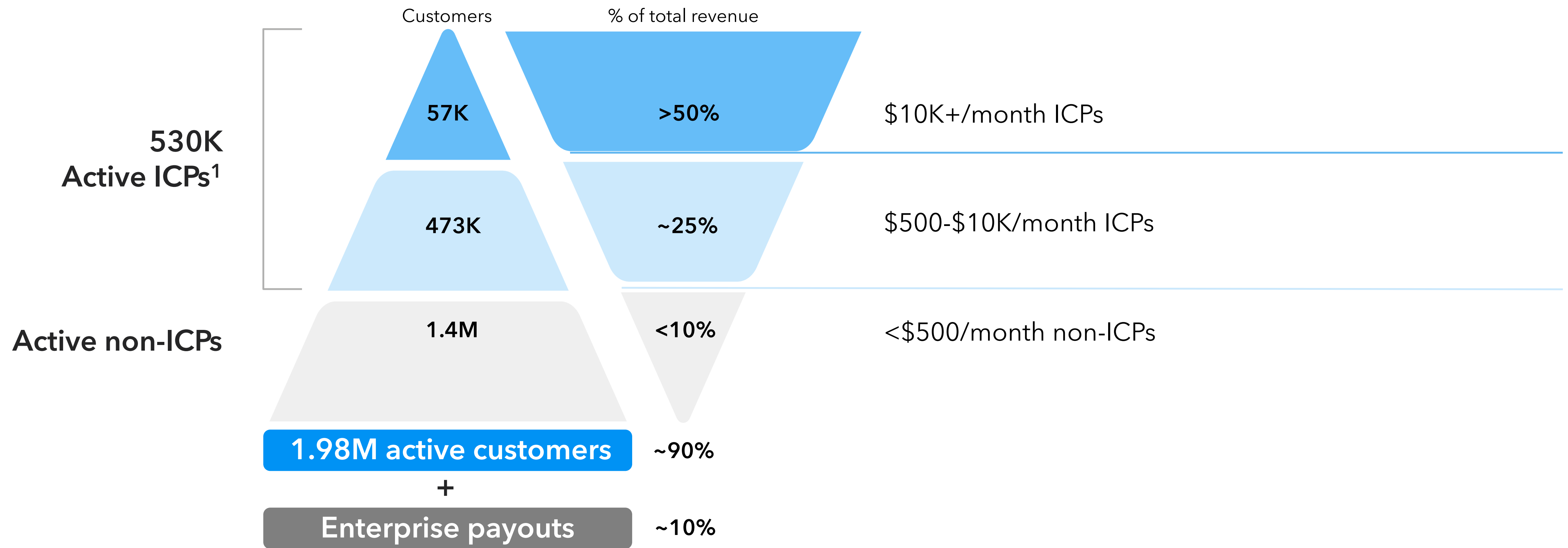


Larger SMBs have more complex AP needs.

As we enhance our product capabilities to capture more of their diversified AP needs, we can drive greater retention, stickiness, and lifetime value.

Usage products include withdraw to bank account, card, pay others, banking partnerships, partner charge, and other.

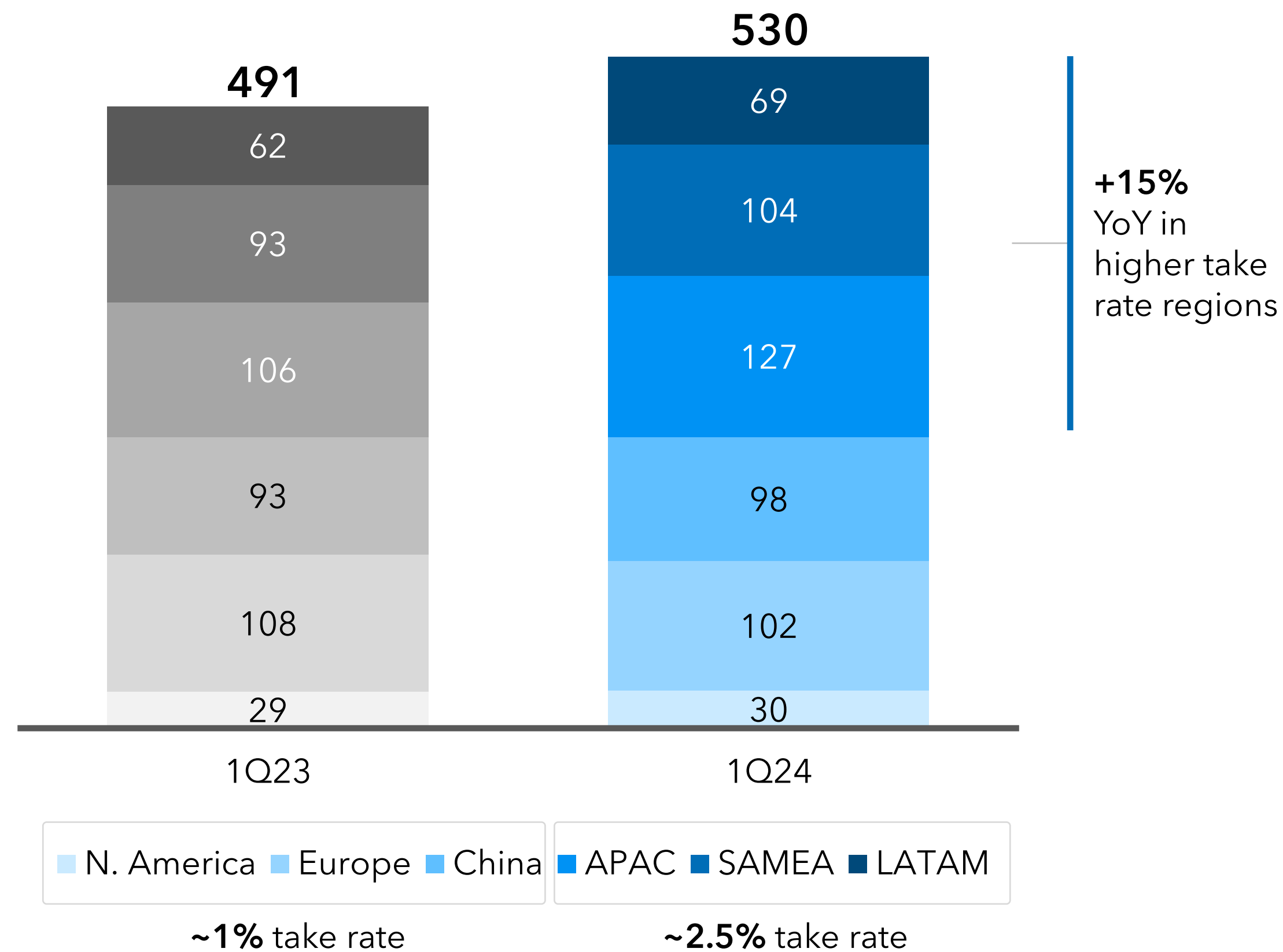
We are focused on our Ideal Customer Profiles (ICPs) because they represent the vast majority our revenue



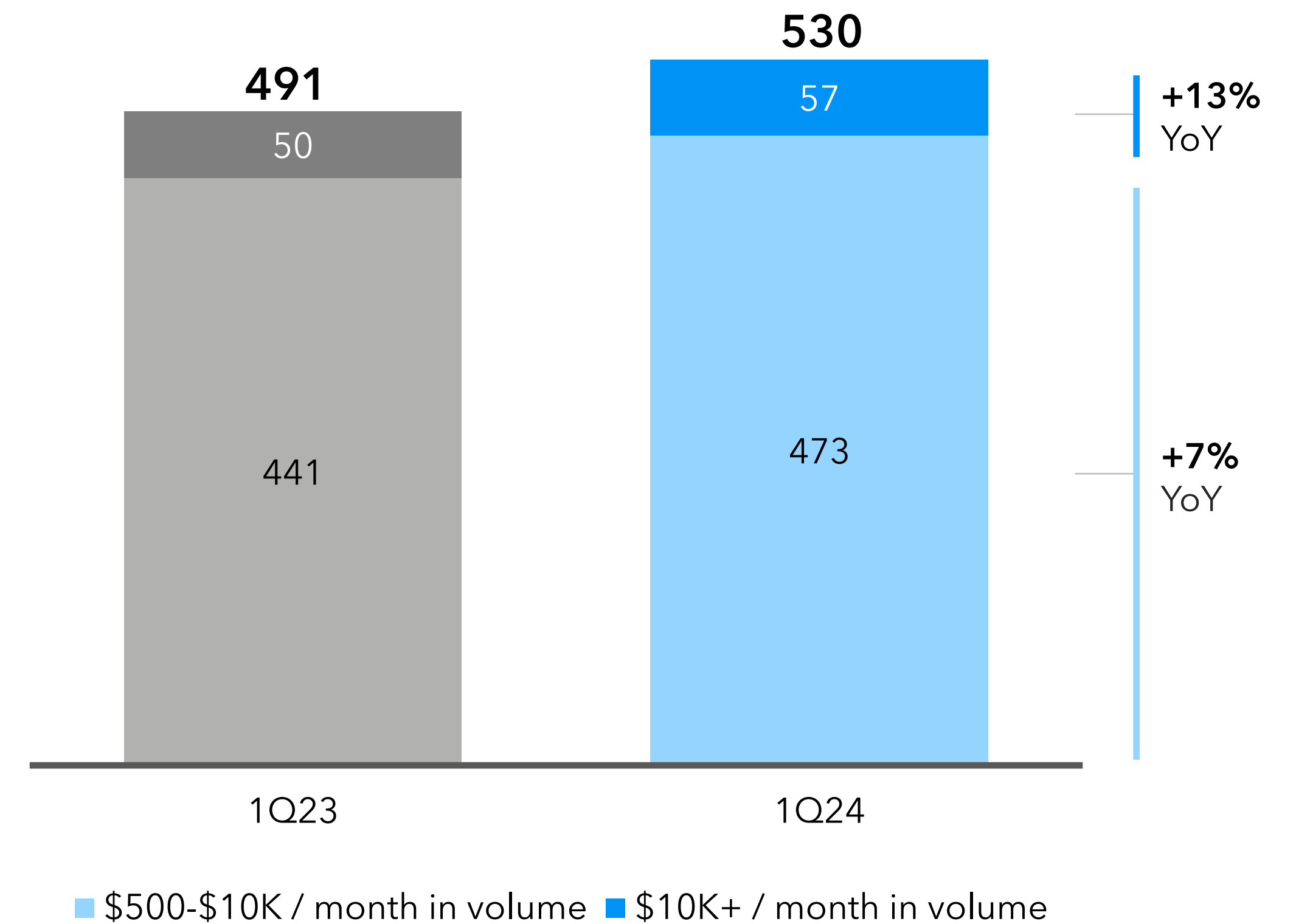
Customer data as of March 31, 2024. % of revenue based on 1Q24 revenue and includes allocated interest income attributable to each category.
 1. Active ICPs are defined as customers with a Payoneer Account that have on average over \$500 per month in volume and were active over the trailing twelve-month period.

We are driving faster ICP growth in higher take rate regions and with larger, higher volume ICPs

Active ICPs **by region** ('000s)

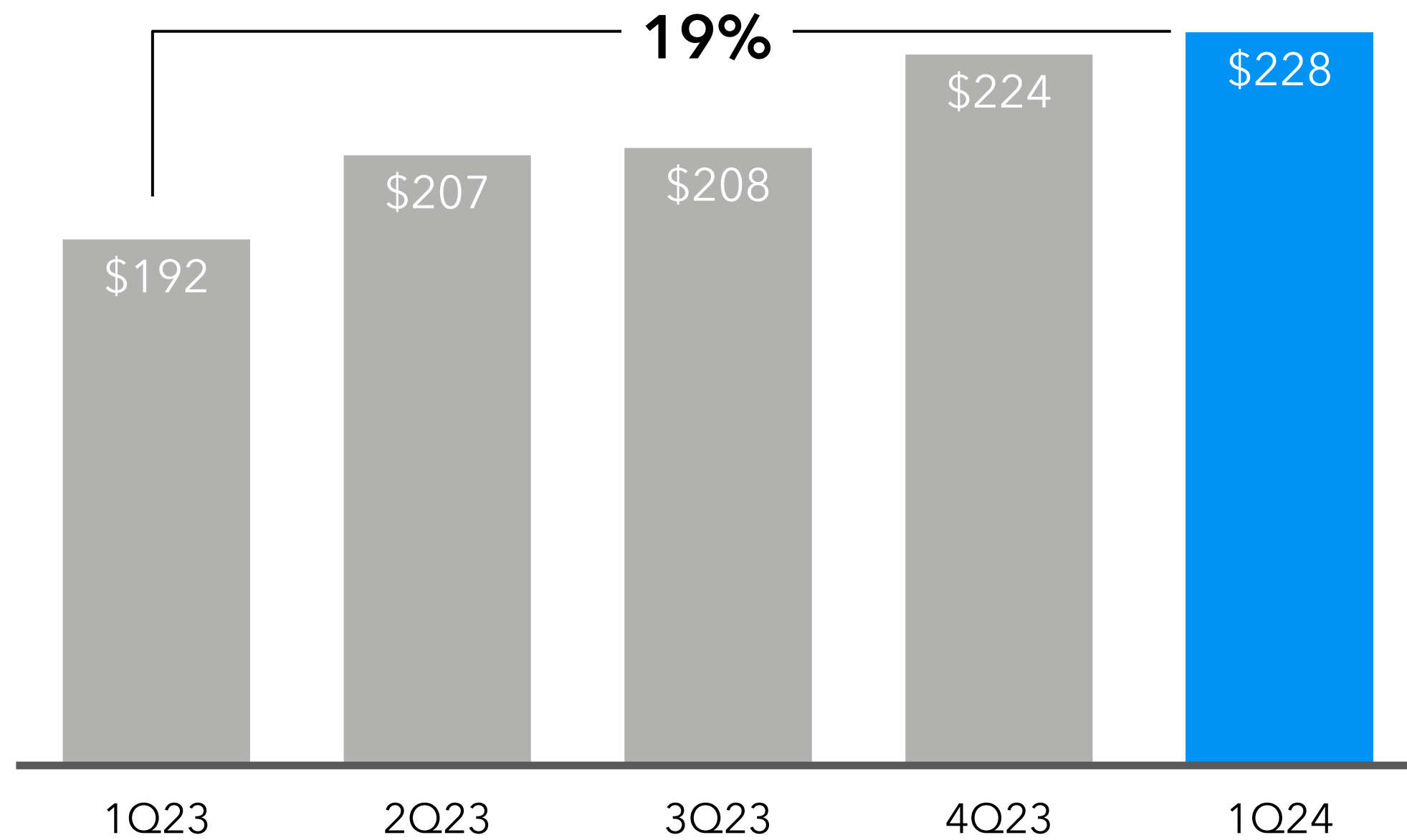


Active ICPs **by size** ('000s)

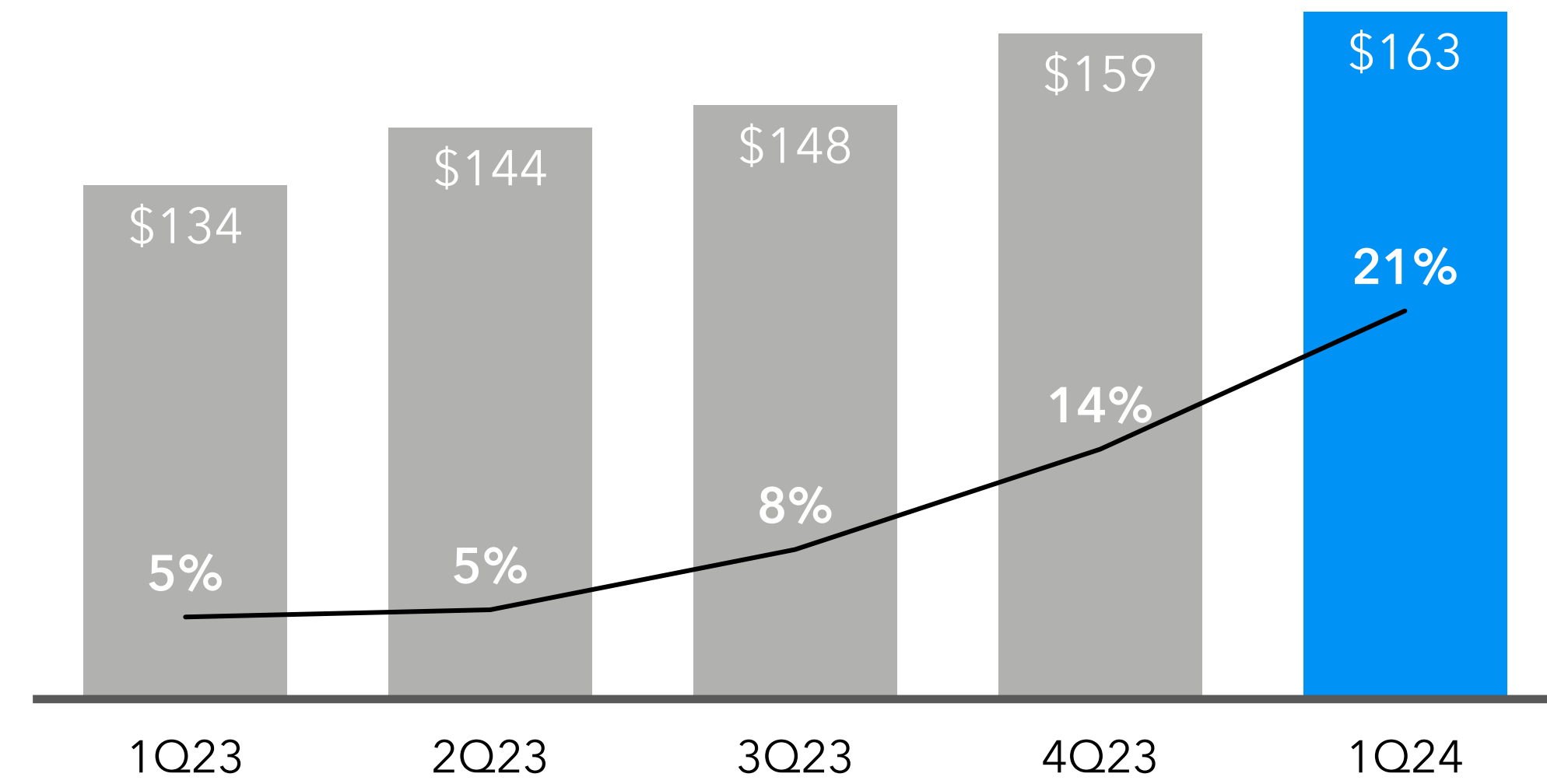


Revenue growth reflects accelerating momentum

Total Revenue (\$M)



Revenue excluding interest income and onboarding fees from an enterprise client¹ (\$M)

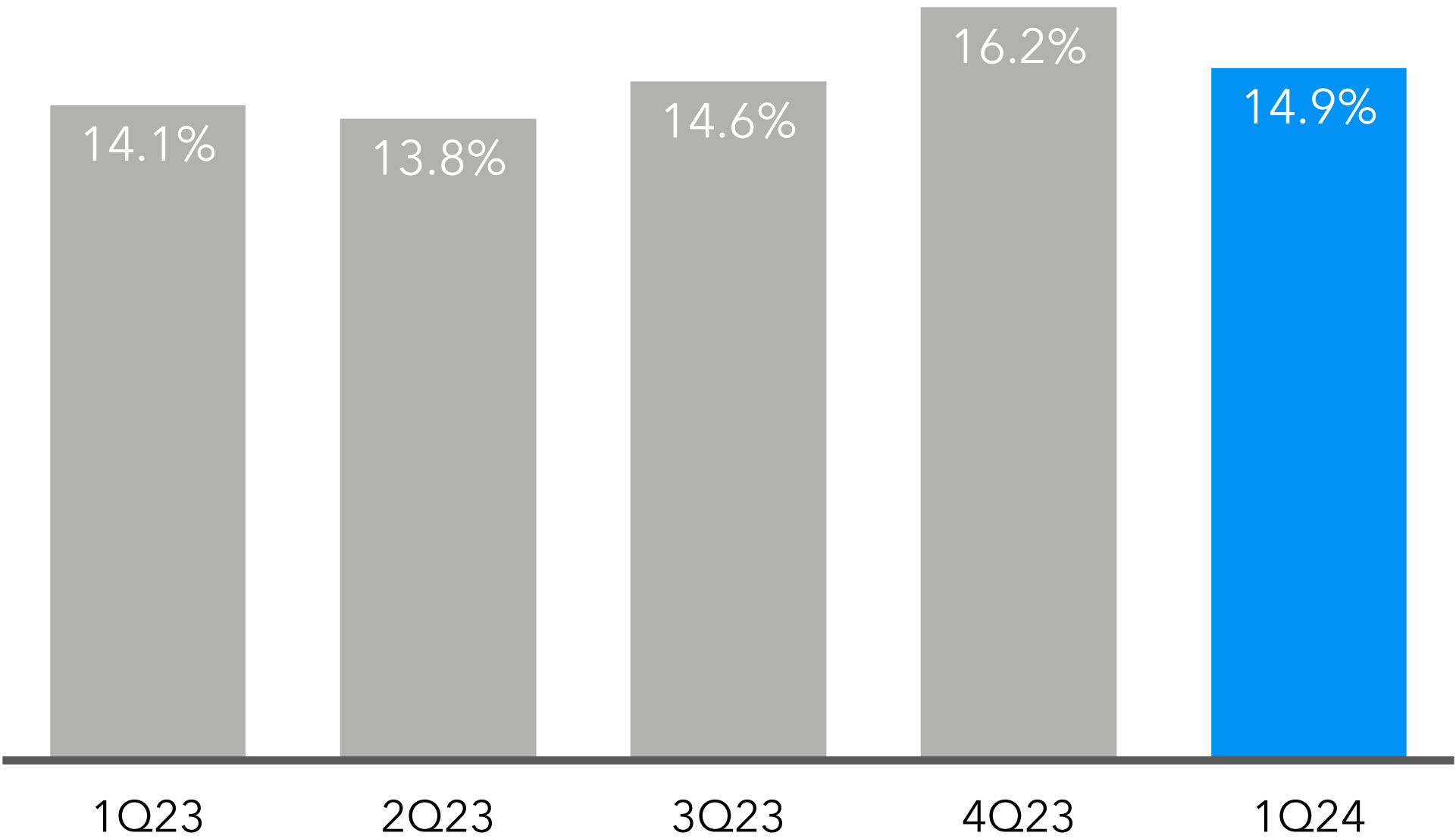


—Year-over-year growth rate

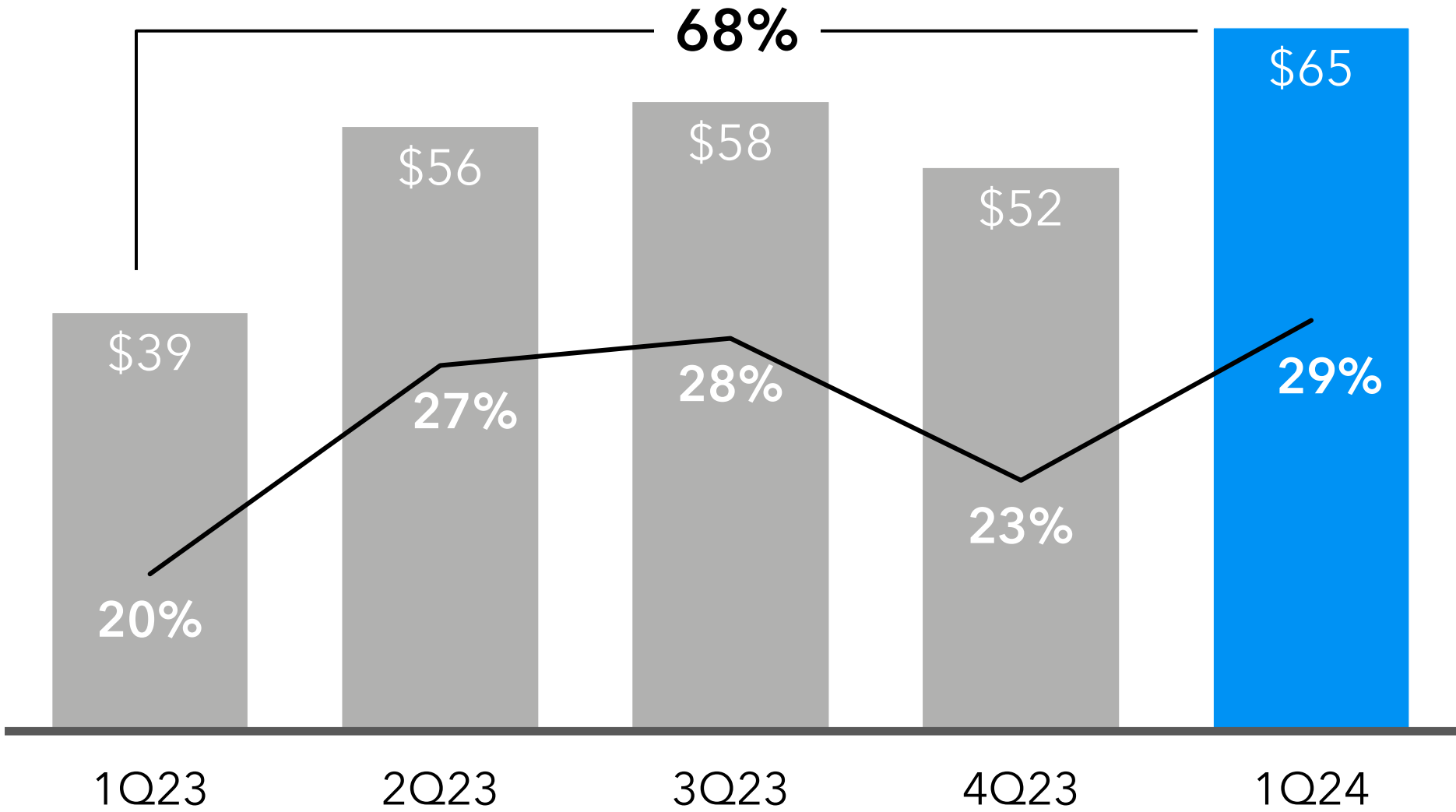
1. Excludes \$7.5M of quarterly revenue earned for onboarding services for a certain enterprise client for the periods 1Q22-2Q23 (inclusive) in the revenues shown above and in the prior year period for growth rate calculations.

We are delivering operating leverage even as transaction costs increase due to business mix shift

Transaction cost as a percentage of revenue



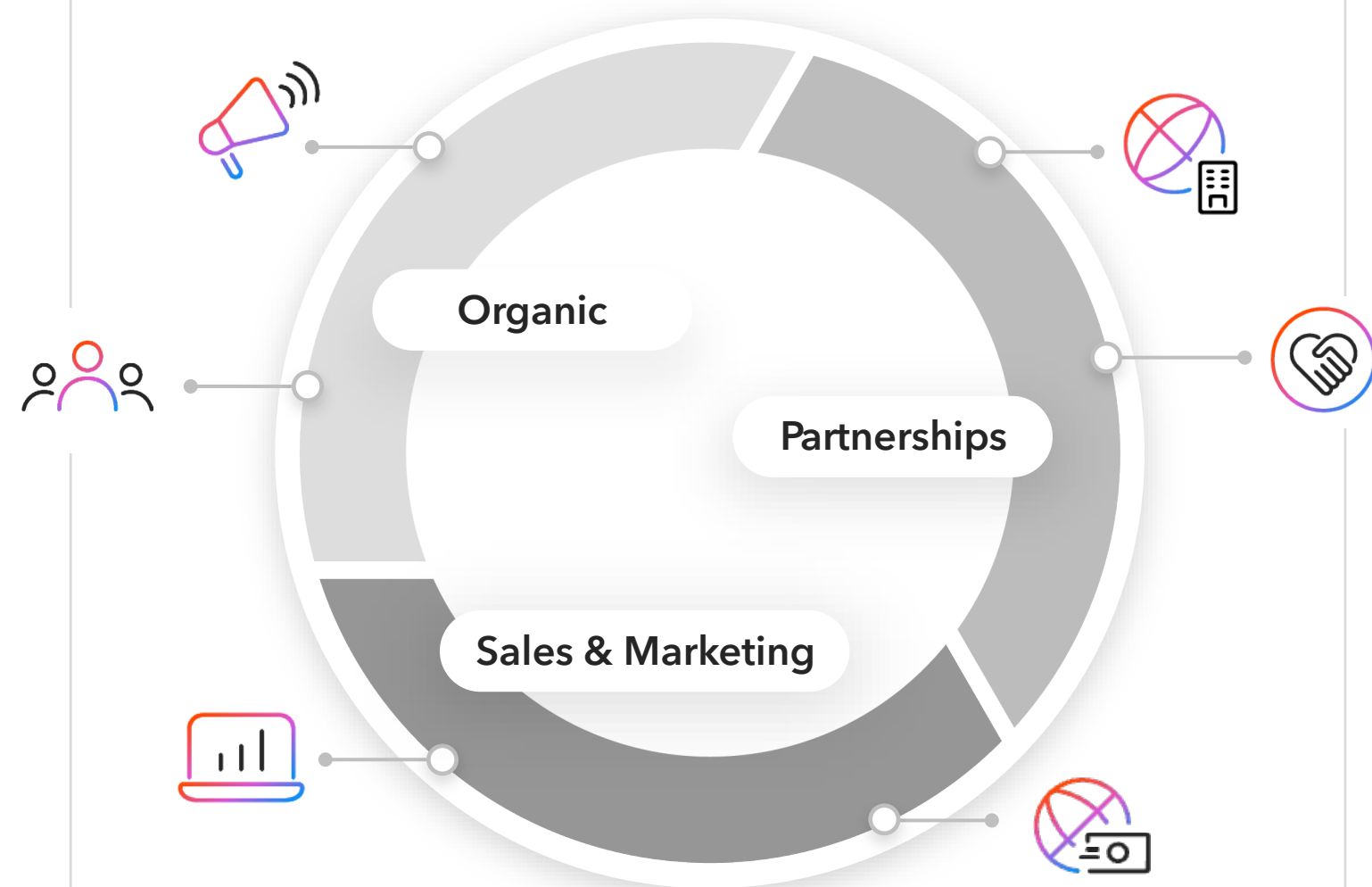
Adj. EBITDA (\$M) and adj. EBITDA margin (%)



Note: Please refer to the appendix of this presentation for the reconciliation from net income (loss) to adjusted EBITDA.

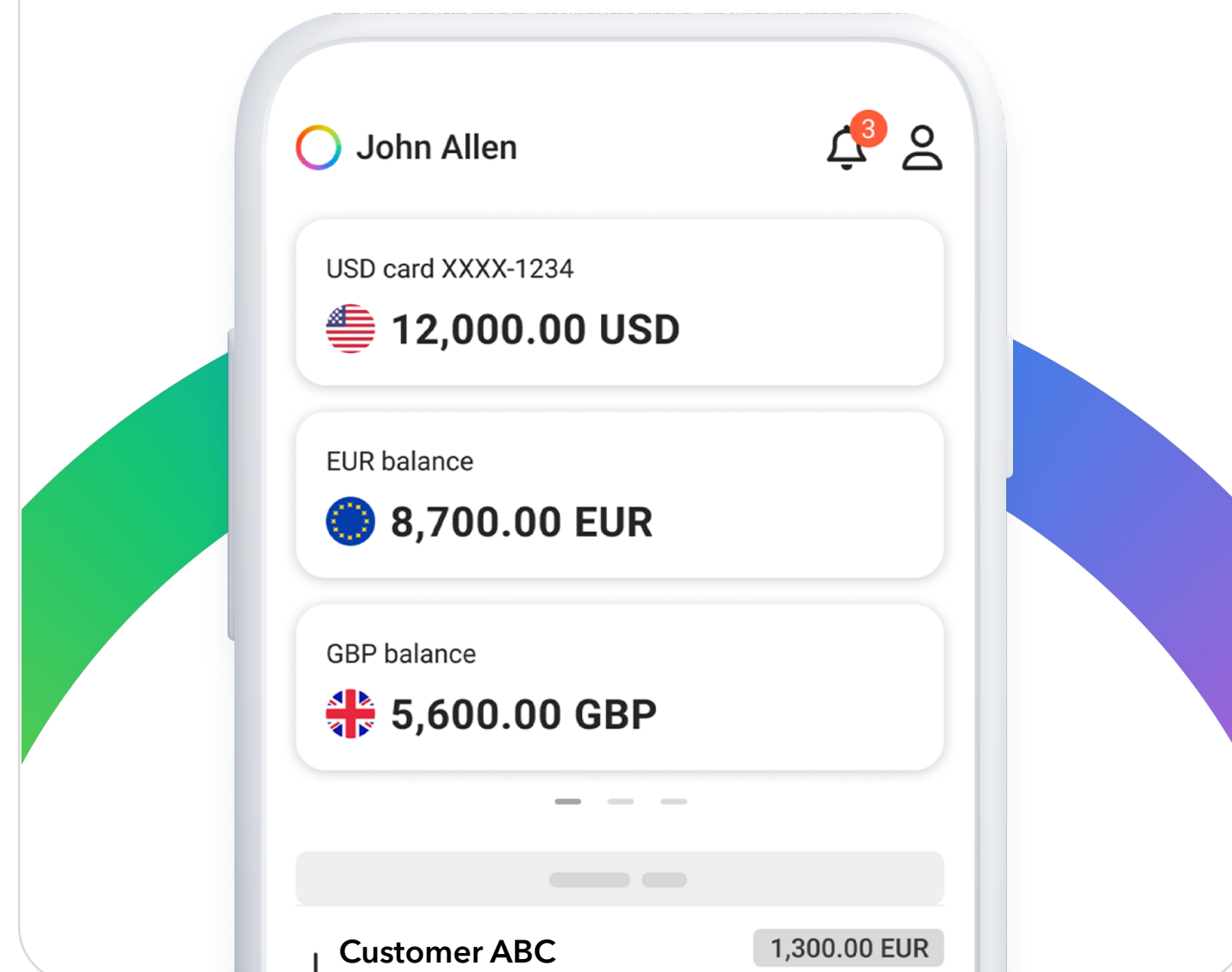
Our strategy for profitable growth

Efficient go-to-market approach for ICP acquisition and retention



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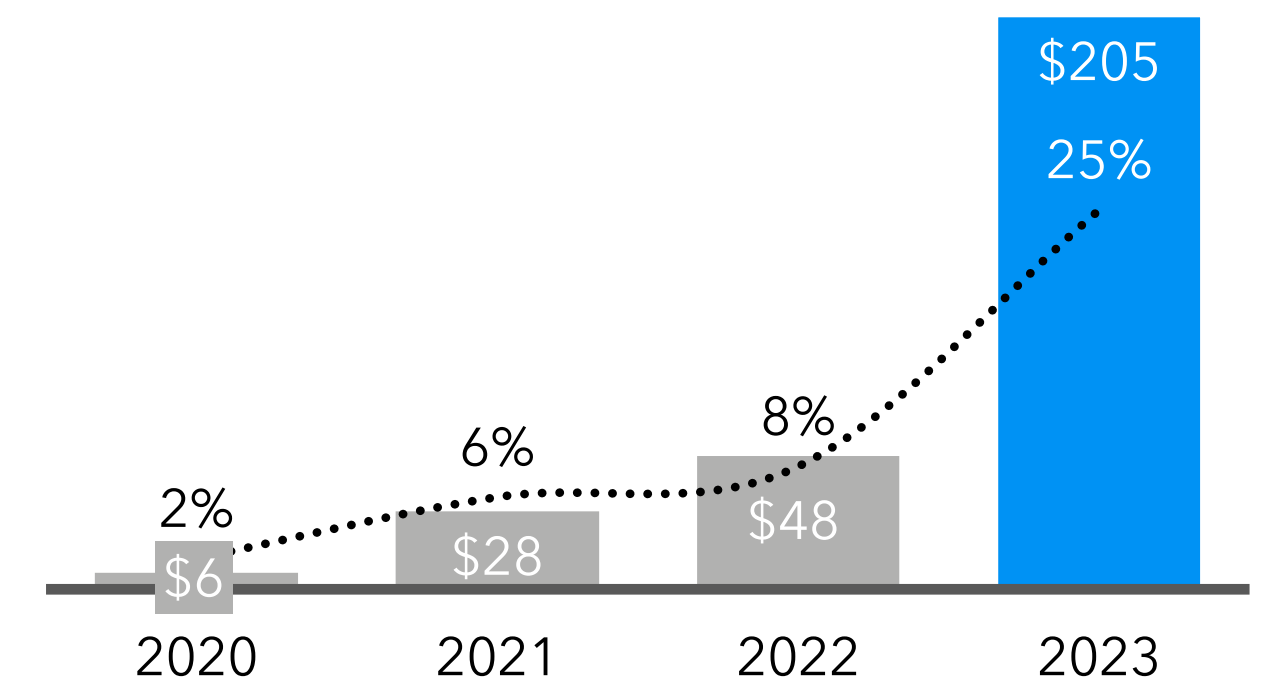
Comprehensive financial stack for ARPU growth and TAM capture



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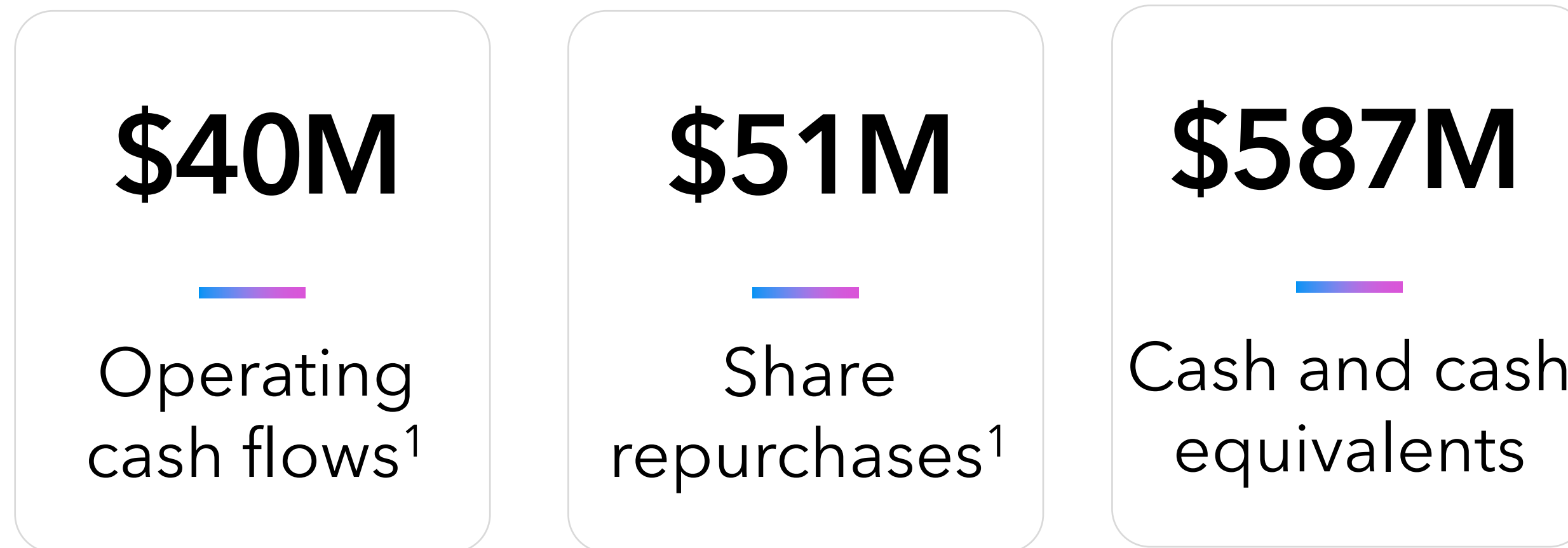
Optimized operations and capital allocation

Adj. EBITDA (\$M) and adj. EBITDA margin (%)

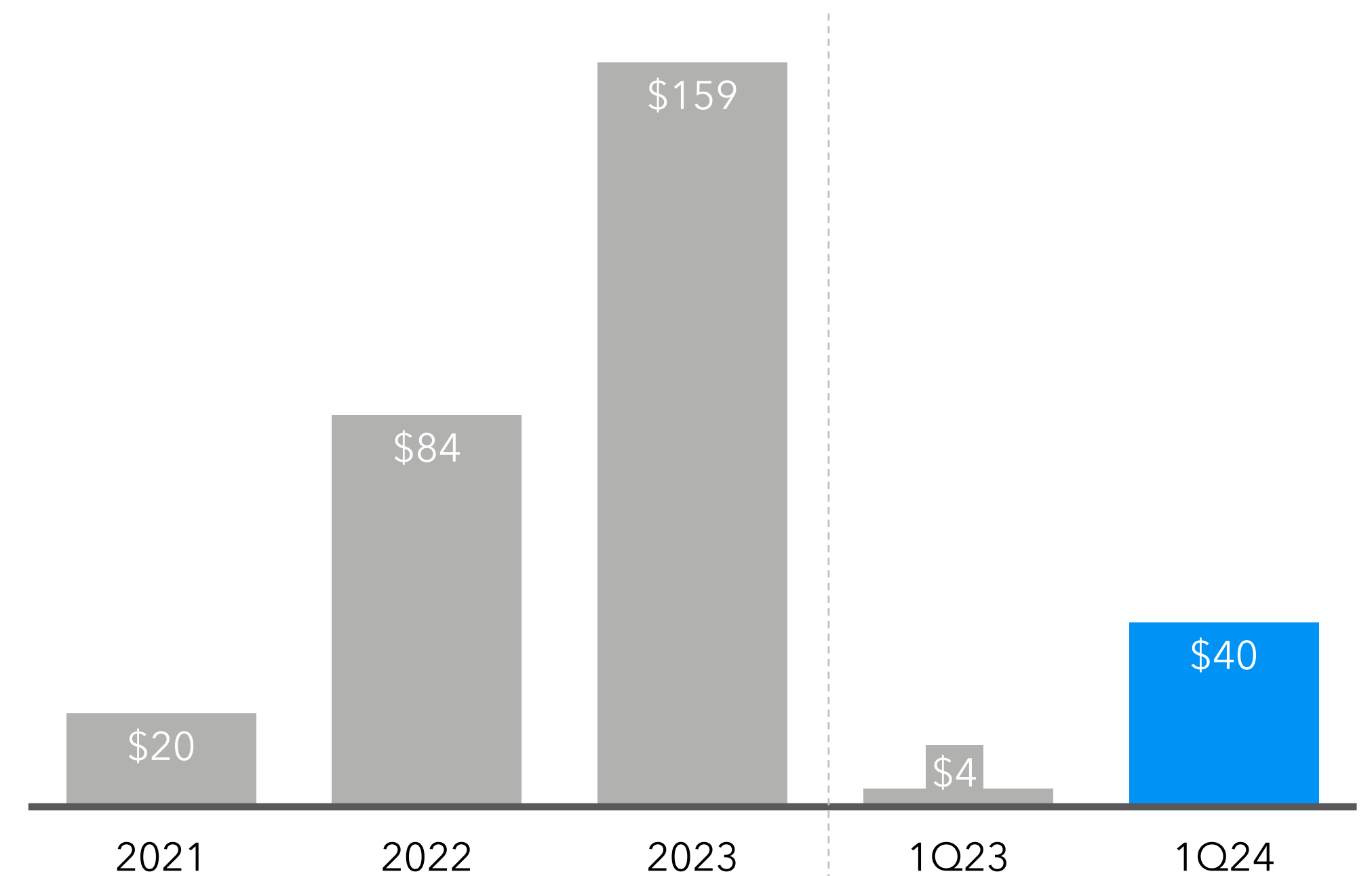


Note: Please refer to the appendix of this presentation for the reconciliation from net income (loss) to adjusted EBITDA.

Our strong cash flow generation enables us to return capital to shareholders and maintain strategic flexibility



Operating cash flows (\$M)



Note: data as of March 31, 2024.

1. For the period January 1, 2024 to March 31, 2024.

2024 full year guidance as of May 8, 2024

\$895-905M

Revenue

~17.5%

Transaction costs as a %
of revenue

\$200-210M

Adjusted EBITDA¹

Guidance for fiscal year, where adjusted, is provided on a non-GAAP basis, which Payoneer will continue to identify as it reports its future financial results. The Company cannot reconcile its expected adjusted EBITDA to expected net income under "2024 Guidance" without unreasonable effort because certain items that impact net income and other reconciling metrics are out of the Company's control and/or cannot be reasonably predicted at this time, which unavailable information could have a significant impact on the Company's GAAP financial results.

1. Please refer to "Non-GAAP Financial Measures" in slide 2 of this presentation.

Our roadmap to profitable growth



Medium-term
(through 2026)

Mid-teens

revenue growth

25%

Adjusted EBITDA margin



Long-term
(beyond 2026)

20%+

revenue growth

25%+

Adjusted EBITDA margin

Appendix

Volume and revenue trends

Volume (\$M)	1Q23	2Q23	3Q23	4Q23	1Q24	YoY	QoQ
SMBs that sell on marketplaces	\$9,770	\$9,921	\$10,261	\$11,777	\$11,002	13%	-7%
B2B SMBs	1,678	1,759	1,781	2,156	2,232	33%	4%
Merchant services	29	41	63	102	92	217%	-10%
SMB customer volume	\$11,477	\$11,721	\$12,106	\$14,035	\$13,327	16%	-5%
Enterprise payouts	3,826	3,617	4,229	5,010	5,129	34%	2%
Total volume	\$15,303	\$15,338	\$16,335	\$19,045	\$18,455	21%	-3%

Acceleration in B2B volume growth

Revenue as a % of volume ("Take Rate")	1Q23	2Q23	3Q23	4Q23	1Q24	YoY	QoQ
SMBs that sell on marketplaces	0.93%	0.99%	0.94%	0.87%	0.97%	4 bps	10 bps
B2B SMBs	1.62%	1.64%	1.67%	1.59%	1.55%	-7 bps	-4 bps
Merchant services	3.74%	3.79%	3.84%	3.88%	3.95%	21 bps	7 bps
SMB customer take rate	1.04%	1.10%	1.07%	1.00%	1.08%	4 bps	8 bps
Enterprise payouts	0.34%	0.36%	0.37%	0.31%	0.30%	-4 bps	-1 bps
Total take rate	1.25%	1.35%	1.27%	1.18%	1.24%	-1 bps	6 bps

Take rate expansion with SMB customers

Revenue (\$M)	1Q23	2Q23	3Q23	4Q23	1Q24	YoY	QoQ
By source:							
SMBs that sell on marketplaces	\$91	\$98	\$97	\$103	\$106	17%	4%
B2B SMBs	27	29	30	34	35	27%	1%
Merchant services	1	2	2	4	4	235%	-8%
SMB customer revenue	\$119	\$128	\$129	\$141	\$144	21%	3%
Enterprise payouts	13	13	16	15	15	18%	0%
Revenue recognized at a point in time	\$132	\$141	\$145	\$156	\$160	21%	2%
Revenue recognized over time	8	8	1	1	1	-92%	0%
Revenue from contracts with customers	\$140	\$149	\$145	\$157	\$160	15%	2%
Interest income on customer balances	\$50	\$55	\$60	\$65	\$65	30%	1%
Capital advance income	2	2	2	3	2	11%	-8%
Revenue from other sources	\$52	\$58	\$63	\$68	\$68	30%	0%
Total revenue	\$192	\$207	\$208	\$224	\$228	19%	2%

Greater than mid-teens revenue growth across SMB business

Memo:							
Revenue ex. interest income and onboarding fees from an enterprise client	\$134	\$144	\$148	\$159	\$163	21%	2%

Underlying business is strong

Note: Revenue by source represents revenue recognized from contracts with customers as well as revenue from other sources.

ICP and revenue by region trends

Active ICPs ('000s)	1Q23	2Q23	3Q23	4Q23	1Q24	YoY	QoQ
By size:							
\$500-\$10K/month	441	443	449	461	473	7%	3%
\$10K+/month	50	52	53	55	57	13%	3%
Total	491	495	502	516	530	8%	3%
By primary regional market:							
APAC	106	109	114	121	127	19%	5%
Europe	108	106	102	100	102	-6%	2%
SAMEA	93	94	98	101	104	11%	3%
China	93	95	97	98	98	5%	0%
LATAM	62	62	63	67	69	12%	4%
N. America	29	29	29	29	30	6%	4%
Total	491	495	502	516	530	8%	3%
Revenue (\$M)	1Q23	2Q23	3Q23	4Q23	1Q24	YoY	QoQ
By primary regional market:							
China	\$64	\$71	\$73	\$80	\$81	27%	1%
Europe	39	42	42	44	43	13%	-2%
APAC	25	27	29	32	33	31%	3%
N. America	26	26	22	23	23	-10%	-2%
SAMEA	20	22	22	23	24	20%	2%
LATAM	19	19	19	21	23	24%	12%
Total Revenue	\$192	\$207	\$208	\$224	\$228	19%	2%

Note: Active ICPs are defined as customers with a Payoneer Account that have on average over \$500 per month in volume and were active over the trailing twelve-month period. Revenue disaggregated by primary regional market represents revenues being attributed to the country (in the region) in which the billing address of the transacting customer is located, with the exception of global bank transfer (enterprise payouts) revenues, where revenues are disaggregated based on the billing address of the transaction funds source.

Reconciliation of net income (loss) to adjusted EBITDA

(\$ in thousands)

	Twelve months ended,			
	Dec. 31, 2020	Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023
Net income (loss)	\$ (23,746)	\$ (33,987)	\$ (11,970)	\$ 93,333
Depreciation & amortization	17,095	17,997	20,858	27,814
Taxes on income	8,320	8,711	13,586	39,203
Other financial (income) expense, net	(2,012)	6,854	10,131	(11,568)
EBITDA	(343)	(425)	32,605	148,782
Stock based compensation expenses ¹	10,892	37,013	52,150	65,767
Reorganization related expenses ²	–	5,087	–	–
Share in losses of associated company	143	37	2	–
M&A related expense (income) ³	–	(1,721)	(2,323)	3,468
Gain from change in fair value of Warrants ⁴	–	(11,824)	(33,963)	(17,359)
Restructuring charges ⁵	(4,304)	–	–	4,488
Adjusted EBITDA	\$ 6,388	\$ 28,167	\$ 48,471	\$ 205,146
Revenue	\$ 345,592	\$ 473,403	\$ 627,623	\$ 831,103
Adjusted EBITDA margin	2%	6%	8%	25%

(\$ in thousands)

	Three months ended,				
	Mar. 31, 2023	Jun. 30, 2023	Sept. 30, 2023	Dec. 31, 2023	Mar. 31, 2024
Net income	\$ 7,938	\$ 45,549	\$ 12,825	\$ 27,021	\$ 28,974
Depreciation & amortization	6,039	5,909	7,116	8,750	9,408
Taxes on income	9,172	5,747	10,012	14,272	13,910
Other financial income, net	(2,350)	(4,318)	(1,137)	(3,763)	(2,747)
EBITDA	20,799	52,887	28,816	46,280	49,545
Stock based compensation expenses ¹	16,927	16,173	15,330	17,338	15,077
M&A related expense ³	774	498	1,745	451	2,375
Loss (gain) from change in fair value of Warrants ⁴	252	(13,586)	7,799	(11,824)	(1,761)
Restructuring charges ⁵	–	–	4,488	–	–
Adjusted EBITDA	\$ 38,752	\$ 55,972	\$ 58,178	\$ 52,245	\$ 65,236
Revenue	\$ 192,014	\$ 206,734	\$ 208,035	\$ 224,320	\$ 228,183
Adjusted EBITDA margin	20%	27%	28%	23%	29%

1. Represents non-cash charges associated with stock-based compensation expense, which has been, and will continue to be for the foreseeable future, a significant recurring expense in our business and an important part of our compensation strategy.
2. Represents the non-recurring reorganizational costs that were not recorded as a reduction of additional paid in capital. The amounts relate to legal and professional services associated with the Reorganization.
3. Amounts for 2023 relate to M&A-related third-party fees, including related legal, consulting and other expenditures. Amounts for the year ended December 31, 2022 relate to a non-recurring fair value adjustment of a liability related to our 2020 acquisition of optile.
4. Changes in the estimated fair value of the warrants are recognized as gain or loss on the statements of comprehensive income (loss). The impact is removed from EBITDA as it represents market conditions that are not in our control.
5. We initiated a plan to reduce our workforce during the year ended December 31, 2023, and had non-recurring costs related to severance and other employee termination benefits.



Thank you.

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