Plug into
Paysafe:

Safeguarding the future of travel

Why it is time to rethink payments and liquidity in the travel industry

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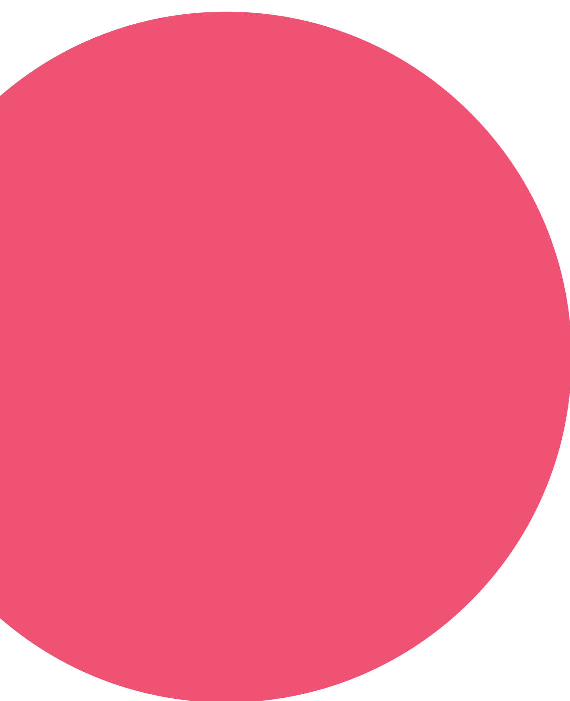
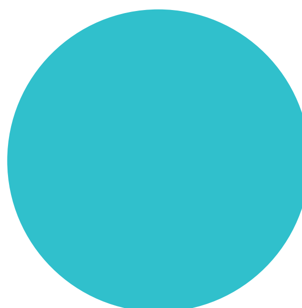




Executive summary

This whitepaper will help you if you are:

A merchant, who accepts card payments from customers. Travel industry merchants include:

- Airlines
- Travel agents (including "bricks and mortar" agents, online travel agents and travel management companies)
- Tour operators
- Coach and bus operators
- Hotels
- Cruise lines

This whitepaper explains:

The problem — *Holdbacks and other collateral can severely impact travel companies' liquidity*

- Travel is an ultra-high-risk sector for card acquirers because most payments are for future delivery. If merchants fail to fulfill a service for which they have taken payment (often months in advance) customers can recover their money from the acquirer by initiating chargeback.
- Acquirers traditionally demand substantial cash collateral (holdbacks) or other financial security from travel merchants to mitigate this risk.
- Holdbacks lock away substantial funds for travel companies and can therefore be highly damaging to liquidity.
- High-profile collapses and the COVID-19 crisis have driven acquirers to impose even harsher terms or quit the travel sector completely.

The Solution — *Safeguarding allows liquidity to flow again*

- A modern safeguarding arrangement between an acquirer and merchant (created via a trust mechanism) using sophisticated data analysis, is based much more precisely on what has actually been booked and paid, how far in advance of travel etc.
- Better visibility means the acquirer can typically withhold fewer funds as security from the merchant, and release those funds back to the merchant faster.
- Unlike traditional holdback:
  - there is a clear schedule for releasing funds back to the merchant.
  - funds held in trust can be counted as restricted cash on the merchant's balance sheet.

Next steps

- How to select the right acquirer and set up a safeguarding model.
- Additional steps to de-risk your card acceptance arrangements.

The problem:
A vicious risk circle for travel companies and acquirers

Card industry terms – what do they mean?

Merchant — Any business that accepts payments by credit or debit card.

Acquirer — A financial institution that settles and processes the card payments received by a merchant.

Chargeback — The mechanism card holders use to initiate a refund for an unused or faulty product or service paid for with a card.

Travel's relationship with card acquirers is in crisis

"The World's Airlines Have a Serious Credit Card Problem."
— Bloomberg [1]

"The £35B Airline Refund Tidal Wave is Complicated by Credit Card Companies."
— Forbes [2]

"Norwegian Air Suffers as Credit Card Companies Hold Back Ticket Revenue."
— Skift [3]

"Payments Have Become A Problem."
— Travel Weekly [4]

"Agents and Operators Face 'Perfect Storm' of Financial Pressures."
— Travel Weekly [5]

"Flybe Owners Seek Tens of Millions in Withheld Payments."
— Financial Times [6]

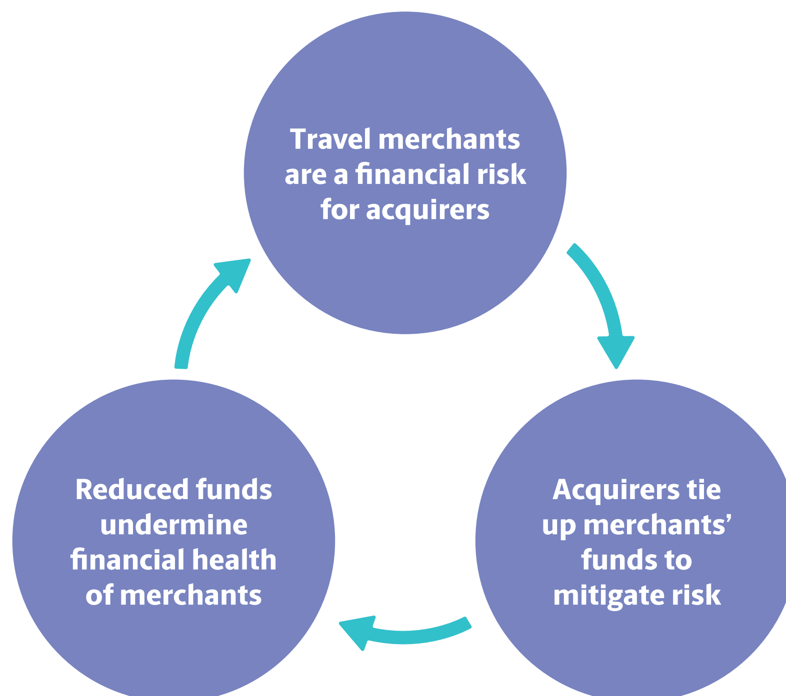
"Thomas Cook Collapse to Trigger Higher Payment Processing Costs for Travel Sector."
— London Evening Standard [7]

[1] The World's Airlines Have a Serious Credit Card Problem, Bloomberg, 12 March 2020
[2] The $35B Airline Refund Tidal Wave is Complicated by Credit Card Companies, Forbes, 9 April 2020
[3] Norwegian Air Suffers as Credit Card Companies Hold Back Ticket Revenue, Skift, 28 April 2019
[4] Comment: Payments have become a problem, Travel Weekly, 21 December 2020
[5] Agents and operators face 'perfect storm' of financial pressures, Travel Weekly, 15 January 2021
[6] Flybe owners seek tens of millions in withheld payments, Financial Times, 5 May 2019
[7] Thomas Cook collapse to trigger higher payment processing costs for travel sector, London Evening Standard, 7 October 2019

Travel companies are risky customers for acquirers. Acquirers offset that risk by demanding collateral.

But collateral causes collateral damage. The funds travel merchants must set aside as “holdbacks” for acquirers drain them of nearly all their liquidity. So big is the risk holdback poses to airlines, tour operators and other travel players that they can, and do, collapse as a direct result.

It’s a vicious circle:



Fortunately, there is a new type of risk mitigation being introduced by some progressive acquirers. Safeguarding breaks the circle by taking smaller funds for less time from merchants.

What’s the problem?

To understand why safeguarding is the answer, and the steps travel companies can take to de-risk their payment acceptance arrangements, it’s important to have a better understanding the challenges faced both by acquirers and merchants.

Problem 1 — Why travel is high-risk for acquirers

All "future delivery" sectors – where there is a lag in fulfillment between when the customer pays and the merchant delivers – are high-risk for acquirers. If customers don't receive what they have paid for (usually because the merchant has gone bust), then card scheme rules guarantee credit card holders can recover their money from the acquirer by initiating a chargeback.

A perfect storm of risks

Future delivery sectors include subscription services, sports and music events – and travel. In fact, travel is future delivery on steroids, checking almost every box as a high-risk category:

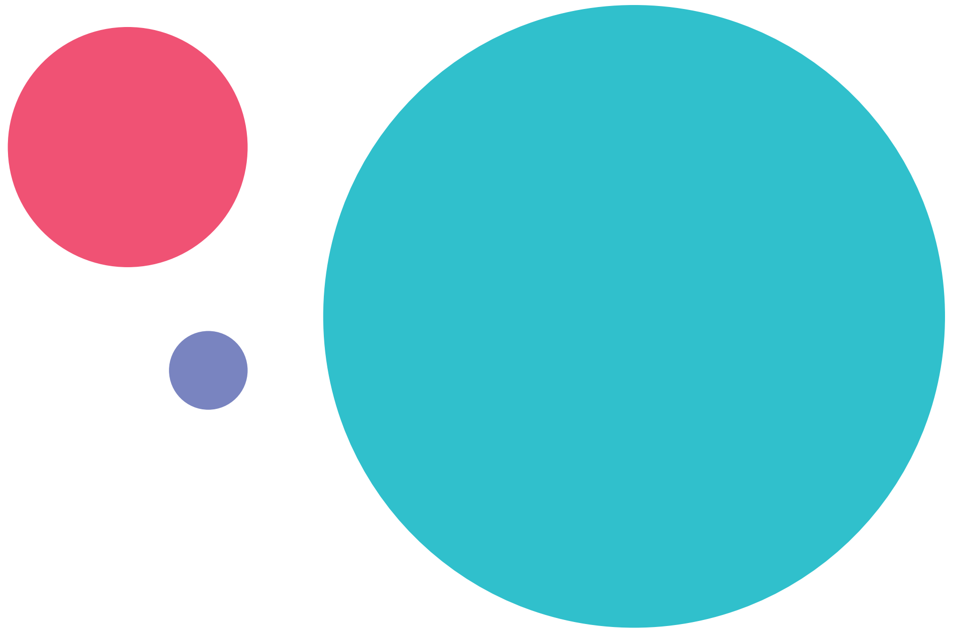
- **High transaction value** – Typical purchases are for hundreds or even thousands of dollars.
- **Long delivery windows** – The fulfillment gap between when payment is taken and "wheels up" (when the travel actually occurs) is typically 60-90 days for leisure travel, and often even longer than that.
- **Poor track record** – There is a long history of failures among airlines, tour operators, and other travel merchants, including major household names.
- **Complex cashflow** – Managing when cash comes into a travel business and goes out again is exceptionally tricky. It is normal for travel businesses to report heavy losses for six months of the year but even heavier profits for the other six months.
- **Lack of consumer protection** – Airlines often don't keep customer payments separate from their own funds in their accounts.

Travel collapses can hit acquirers hard

As a result, airlines and holiday companies can hold substantial unfulfilled pre-payments on their books that represent a vast potential liability for acquirers. It is estimated that chargebacks faced by Thomas Cook's acquirers amounted to more than $700 million when the leisure travel giant collapsed in 2019.[8]

Travel sector liabilities can prove terminal or near-terminal for acquirers. An Icelandic acquirer for Monarch Airlines was forced to recapitalise following chargebacks it incurred after the collapse of the carrier.[9]

[8] London Evening Standard, op. cit.
[9] Jakob tekur við Korta og hlutafé aukið um miljarð (Jakob takes over Korta and shares are increased by a billion), Frettablaðið, 18 December 2018



Problem 2 — Why acquirers' solutions are a merchant's nightmare

Holdback aka cash collateral

Acquirers nearly always require some form of collateral from their merchant customers to mitigate potential chargeback liabilities. There are various forms of collateral (see Part 2 for a comparison) but the most common by far is cash collateral, also known as holdback.

Under a holdback arrangement, the merchant lodges a sum of money with the acquirer. If the merchant goes bust, the acquirer uses the holdback cash to issue refunds claimed through chargebacks by way of a rolling or fixed reserve.

The disadvantages of holdback

Holdbacks can create severe, even terminal, challenges for travel merchants:

Major hit to liquidity
Holdback is extremely inflexible. It ties up a large chunk of funds belonging to the travel company for long periods. Withholding tens of millions of dollars for several months is an extremely common experience.

Tough terms
Since most acquirers avoid the travel industry because of the risks, the small number of big players in the market can impose severe terms and conditions. According to the payment consultancy CMSPI: "Although acquiring banks do face increased risk due to the in-advance nature of bookings … the amounts of holdback provisions are often disproportionate to the acquirer's actual liability."[10]

Unpredictability
To mitigate their risk exposure acquirers can hold more cash than they originally demanded from merchants, or to delay the return of some or all funds. They can make these decisions – potentially withholding millions of dollars from a merchant – with little or no warning in response to even marginal changes in risk profile. The impact of this can trigger the very collapse of the merchant that the acquirer was worrying about in the first place.

[10]Trouble in Paradise: Combating High Fees, SCA and Holdbacks to Stay Afloat, CMSPI, 28 January 2020

High cost
Managing holdback is time-consuming, complex and expensive.

Negative impact on balance sheet
Collateral cannot be shown on the balance sheet, which harms credit ratings and therefore creditor and investor confidence.

Inability to offset
European merchants are banned under the European Union's Interchange Fee Regulation from surcharging consumer cards for payment costs. The surcharging ban has increased card handling costs for the travel industry by an estimated 9 percent.[11]

Holdback can kill travel companies
This is not an overstatement. Holdbacks cause so much financial pain that, although they aren't usually what gets a travel company into trouble in the first place, they are, according to Bloomberg, "almost always the final nail in the coffin that stops you trading."[12]

Collapses in which holdback has been cited as a key contributor include:

Flybe (2020)

Acquirers increased their combined holdback for the airline from $13 million to $70 million between October 2018 and January 2019.[13] At the time Flybe collapsed, the airline owed creditors $14 million but had cash reserves of only $8 million.[14]

Thomas Cook (2019)

Acquirers were sitting on $70 million of cash belonging to Thomas Cook, which had asked for the funds to be released to save the holiday company at the time it went bust.[15]

Frontier Airlines (2008)

When the airline filed for bankruptcy, it stated the move was triggered by an acquirer telling the airline it wished to increase its reserve by $75.5 million.[16]

[11] Ibid.
[12] Bloomberg, op. cit.
[13] CMSPI, op.cit.
[14] Flybe failure: Boss reveals scramble for survival during airline's final hours, Sky News, 5 March 2020
[15] Bloomberg, op. cit.
[16] Bankrupt Frontier Airlines Claims First Data Tried To Clip Its Wings, Digital Transactions, 11 April 2008

Problem 3 — Covid and travel company collapses make a bad situation worse

Two recent developments have made travel an even higher risk for acquirers, whose response has raised the pain level for travel merchants.

Travel company collapses

Some high-profile collapses, most notably Monarch and Thomas Cook, left acquirers severely out of pocket and made them even warier of working with the travel industry.

Coronavirus

COVID-19 has arguably hit travel harder than any other sector. Global travel and tourism lost almost $4.5 trillion in 2020. While worldwide gross domestic product contracted 3.7 percent, travel's contribution to the global economy reduced by 49.1 percent.[17]

In the aviation sector, net airline industry losses were $126 billion, or $300,000 per minute, in 2020, and are forecast to reach $48 billion in 2021. An estimated 43 airlines went bankrupt in the first ten months of 2020.[18]

Airlines experienced major operational as well as financial challenges with their acquirers during 2020, as they tried to process many millions of reservation cancellations. Carriers came under pressure to refund customers before they had received back the relevant funds held by acquirers.

How acquirer/travel merchant relationships have become more challenging

Acquirers exit travel

Large numbers of acquirers have responded to these increased risks by quitting the travel sector, including canceling relationships with existing clients. Some have given travel companies as little as 60 days' notice to find a new acquirer.[19]

Acquirers set tougher terms

Acquirers are requiring additional collateral, retaining it for longer before releasing back to the merchant, and sometimes releasing. In some cases acquirers are demanding 100 percent cash security.[20]

Acquirers are raising their fees

Acquirers are increasing their charges, a trend accelerated by the reduction in competition as other acquirers quit the sector.

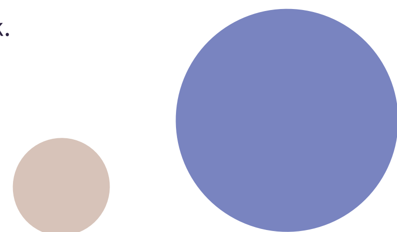
The whole sector is affected

Taken together, these changes mean almost every travel company, regardless of size or location, is currently reviewing its acquirer arrangements,. Even the world's largest airlines are looking for new acquirers with new solutions.

The good news is that these solutions do exist.

Travel merchants cannot avoid acquirers' need for security to mitigate chargeback risk.

But there is a form of acquirer security, a safeguarding model, that is far more flexible than cash collateral or other traditional mitigation arrangements. That flexibility significantly improves liquidity for travel merchants and carries several other important advantages.



[17] World Travel and Tourism Council
[18] International Air Transport Association
[19] Travel Weekly, 21 December 2020, op. cit.
[20] Travel Weekly, 15 January 2021, op. cit.

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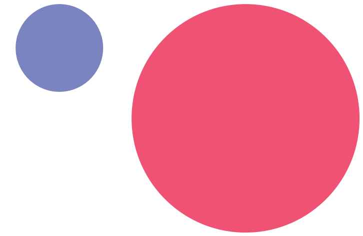
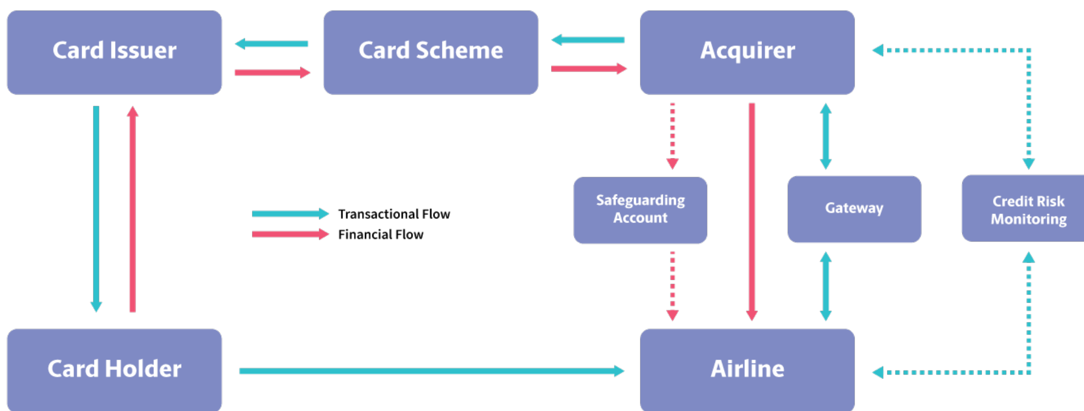
Solutions:
Why a safeguarding arrangement fixes travel's acquirer problem



What is safeguarding?

Under a safeguarding arrangement, the merchant still lodges a cash reserve with a third party. But instead of being returned to the merchant in large tranches when the acquirer wishes, the money is released steadily on a planned basis either when or shortly before travel takes place and subject to terms of such agreement.

Card Payment Transaction Overview



The advantages of safeguarding

Safeguarding gives the acquirer the same level of comfort as a holdback but, crucially, it is much more merchant-friendly as well.

Improved liquidity
Instead of holding back a merchant's cash indefinitely, acquirer and merchant agree in advance when the money will be returned. This is based on a combination of factors about the merchant assessed by the acquirer's risk department, including financial health, total value of bookings, average fulfillment time (the time between when travel is booked and delivered), and the proportion of transactions on which chargeback would be initiated in the event of merchant failure.

In normal times, cash is typically returned to the merchant a number of days before travel begins, although this shifted to being returned at "wheels up" after the coronavirus crisis began. Safeguarded funds are never held any longer than the point at which travel is completed, and are returned in full.

Reduced cash demands
Acquirers using the traditional sledgehammer approach of holdback have typically forced travel merchants to lodge 100 percent of their fulfillment exposure since early 2020. In contrast, by being more directly relational to a merchant's actual booking patterns and financial record, acquirers using the safeguarding method can be more confident that the funds placed with them align with their potential liability.

As a result, safeguarding-based acquirers often have the visibility to require a smaller percentage of funds – typically 80 percent. It is the second reason why safeguarding is the only option that truly supports liquidity for travel merchants. By surrendering less cash to start with, and regaining it faster, these improvements in liquidity make enormous improvements to the financial health of travel companies, which normally operate to very low margins.

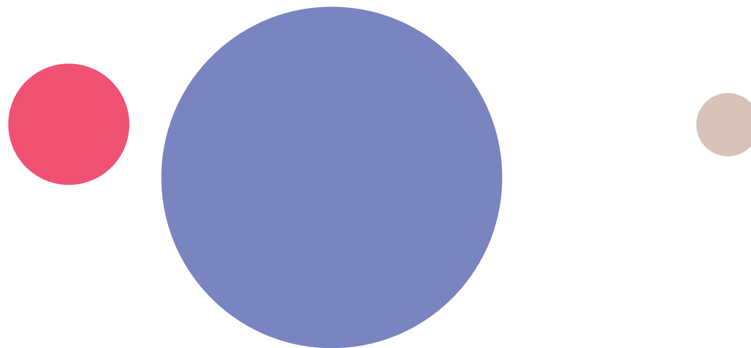
Improved transparency
Although terms may be adjusted if their risk profile changes, merchants always know how much money will be returned to them and when. In contrast, cash collateral is returned only at the acquirer's discretion, and the acquirer may even demand additional cash from the merchant with little or no notice.

Balance sheet listing
Unlike holdback, safeguarded funds can be noted on the merchant's balance sheet.

Marketing value
Travel companies can promote safeguarding to their customers as an assurance their funds are protected. Money held in a safeguarding mechanism is immediately refunded to customers instead of other creditors in the event of failure.

Scalability
The flexibility of safeguarding means the initial relationship between merchant and acquirer can be adjusted easily as the merchant expands its business instead of having to create entirely new arrangements.

Ideal for package sales
Holdbacks are especially messy for agents selling travel packages (such as a flight, plus a hotel, plus ground transfer) where the fulfillment period may vary for different elements of that package. A safeguarding arrangement can be fine-tuned to return funds at the appropriate time for each element. However, the agent will be expected to have Scheduled Airline Failure Insurance in place.



How safeguarding compares with other acquirer mitigation options

Broadly speaking, there are two mitigation options other than safeguarding and holdback open to acquirers:

Letter of credit
This is where the merchant secures a bank guarantee in favour of the acquirer. If the acquirer loses money through chargebacks related to the merchant, the bank guarantees payment up to the value of the credit note.

Letters of credit rarely improve liquidity for the merchant because it has to provide some or all of the amount guaranteed as cash collateral to the bank instead, and there is no scheduled release of funds. Letters of credit are also slow and expensive to organize, and require regular renewal. And acquirers may refuse them anyway because they are unsecured.

Physical collateral
An acquirer may accept physical collateral as security. In the travel sector, this is most likely to be an option for airlines, who can assign their aircraft as collateral, but only for aircraft that are owned, not leased. Agents and other intermediaries have little, if anything, to offer.

Again, there are problems for both sides. For airlines, it ties their hands when they want to sell an aircraft being used as collateral. They also have to disclose collateral against aircraft listed as assets on their balance sheet.

Acquirers are wary to: as re-selling an aircraft is a complex undertaking, bankruptcy may diminish the value of the asset, and they need to ensure the airline has not pledged the asset to other parties.

Insurance
Offsetting risk by buying an insurance policy, where the insurer would reimburse the acquirer in the event of failure, used to be an additional mitigation option. It allowed merchants to pay a premium instead of offsetting the acquirer's entire liability. However, this kind of insurance has disappeared completely in recent years. Insurers no longer have an appetite for a market they consider too risky.

A comparison of existing acquirer mitigation options for travel merchants

	Safeguarding	Holdback (aka cash ccollateral)	Letter of credit	Physical collateral (e.g. aircraft)
Fine-tuned to true merchant liability	✓	✕	✕	✕
Security fully released on fulfillment of travel at latest	✓	✕	✕	✕
Low set-up costs	✓	✕	✕	✕
Predictability of when funds will be released to merchant/confidence additional funds will not be appropriated from merchant	✓	✕	✕	N/A
Appropriate for wide range of travel merchants	✓	✓	✕	✕
Can be shown as asset on balance sheet	✓	✕	✕	✕
Marketable as safe haven for customer payments	✓	✕	✕	✕

Case Study: Travel agency dramatically improves liquidity by switching from holdback to safeguarding

Merchant: Large travel agency specialising in selling package holidays
Location: United Kingdom
Expected value of card receipts: US$170 million

Before – Holdback
The agency's incumbent acquirer calculated its peak exposure at any one time would be $75 million and required the agency to provide a cash holdback for that full amount. There was no clear schedule for when funds would be released back to the agency, nor how much would be released.

Funds could not be held on the agency's balance sheet.

After – Safeguarding
The agency switched to placing cash reserves via safeguarding with Paysafe as its new acquirer. Under this new arrangement, the acquirer recalculated peak exposure at $60 million based on more detailed understanding of when card payments were accepted from customers, and how soon travel would be fulfilled after payment.

Eighty percent of funds were held back until completion of travel, while the remaining 20 percent were released back to the agent 60 days before travel. Therefore the funds actually held via safeguarding at any one time were usually considerably less than $60 million.

The agency was able to show funds placed in the safeguarding model on its balance sheet.

Summary – Major advantages for the agency of switching from holdback to safeguarding

- Smaller initial cash reserve required by acquirer.
- Faster release of funds, either 60 days before or on completion of travel.
- Guaranteed schedule of release of funds.
- Funds could be shown on balance sheet. Therefore the agency effectively retained $75 million in assets that would have been surrendered under the previous holdback arrangement.
- Fully backed and supported by the card schemes, enabling the acquirer to allow better terms and take increased card volumes.
- Provided consumer confidence and a marketing opportunity to differentiate from the competition.
- The entire ecosystem – travel business, the acquirer, card schemes and the consumer – benefits from this model.

Take action:
Next steps for travel merchants

3

How to switch to a safeguarding arrangement

Don't be afraid to change

Merchants often stay with the same acquirer for years without checking whether better options are available. It's important to look again: the marketplace has evolved significantly, with new acquirers offering new approaches to risk mitigation.

Audit your current arrangements

Questions to ask yourself include:

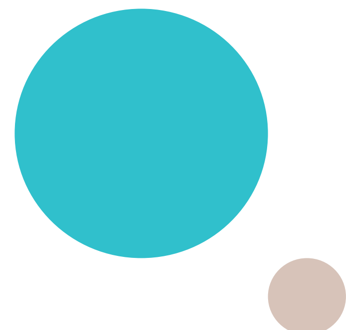
How do we provide security to acquirers today?

How much collateral is being held, and is the amount appropriate?

What terms do we have for release of funds?

Can the acquirer increase its collateral without our permission?

Do our acquirer arrangements place a strain on our finances?



Understand what you want to achieve

What outcome do you want from achieving your arrangements? Is it lower fees, lower security collateral, better cash management?

Shop around

Not all acquirers are the same. Not all safeguarding models offered by acquirers are the same. Here's what to look out for:

Does the acquirer understand the travel market?
Travel is much more complicated than many other sectors for acquirers, especially because of its complex "future delivery" sales. Acquirers which specialize in travel are more likely to offer a consistent risk approach because they understand the risks and have developed customized solutions.

Is the acquirer flexible?
Some acquirers act on limited data to bundle merchants together in rigid tiers which determine important details such as the cash reserves they will demand. Make sure your acquirer assesses each merchant individually instead. Details make a big difference to the acquirer's terms and conditions. For example, how much travel is booked at short notice and can therefore be released back to the merchant very quickly?

Is the acquirer committed to serving the travel industry?
As we have already discussed, not all acquirers are prepared to work with the travel industry, or are scaling back their activity. Seek out a payments partner with an extensive history of delivering solutions to travel businesses, and track record of supporting the industry.

How good is the acquirer's data?
Successful safeguarding arrangements depend on the acquirer having excellent data visibility that allow it to set more flexible terms without significant risk exposure. For example, can the acquirer see if bookings have been deferred?

Therefore check the acquirer's IT set-up. Can it combine feeds from financial sources, such as the card schemes, with feeds from travel sources, such as global distribution systems? This will allow it to track essential details like:

- How much the merchant is processing.
- How much volume is fulfilled versus unfulfilled.
- What proportion of unfulfilled volume is on-risk or off-risk based on scheme rules (indicating whether the customer still has the right to initiate a chargeback).
- How many tickets are non-refundable (and therefore usually without liability exposure)

Be prepared to share data

Acquirers can only give you a flexible safeguarding arrangement if you are willing and able to share granular data of the kind described above. It enables them to assess true rather than estimated exposure. If acquirers have limited data visibility, they will inevitably take more cautious positions.

Make the change

A new acquirer can launch a safeguarding scheme for you in as little as one week. However, it's important to inform the incumbent acquirer as soon as possible that you wish to change because this will speed the release of funds from your old collateral arrangement.

Adjust

Liability from bookings made under the old acquirer do not move across to the new one. There will probably be a crossover period during which the incumbent holds on to funds from old bookings until travel is completed, depending on the time of year and how much travel has been booked. However, the refund process can be transferred to the new acquirer to avoid dealing with two acquirers at once. Your reconciliation process may need to change slightly during this period.

Remember also to adjust your balance sheet to because it can now include money held via safeguarding, whereas holdback funds could not.

Tell your customers

Let them know you have a safeguarding arrangement which fully guarantees money they have paid in advance of travel.

Review regularly

The travel market and acquirer landscape shift constantly, so reassess your mitigation levels often.

Other tips for de-risking your payment arrangements

Get inside the mind of acquirers

Understand how acquirers assess merchants' financial risk and how this affects the mitigation they will seek.

Factors acquirers will consider include:

- Net worth
- Cashflow
- Bond ratings
- Debt-to-equity analysis
- Insurance
- Labor issues

For airlines specifically, acquirers will also look at:

- Likelihood of refundable, transferable tickets being honored by other carriers in the event of failure
- Aircraft financing
- Unflown flight liability
- Outstanding advance ticket sales
- Refund and credit policies
- Impact of fare promotions[21]

[21] Visa International Best Practice Guides – Airline Acquiring

Reduce fulfillment periods

It is difficult for merchants to influence how far customers book in advance of travel, although this can be achieved through, for example, promoting more last-minute deals.

Alternatively, look at reducing the time between customer payment and delivery of travel, such as by taking only a 10 percent deposit at time of booking and the balance a few weeks before departure. This is not always possible if, for example, agents or tour operators have to pay package suppliers in advance of delivery. Nevertheless, it is worth reviewing arrangements to see what improvements can be made.

Consider a multi-acquirer strategy

During the 2010s, merchants consolidated the number of acquirers they worked with to simplify admin and leverage better fees.

However, merchants are shifting back towards having multiple acquirers because:

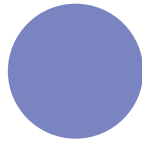
- As some acquirers reduce their travel sector books, they may no longer have capacity to meet all of a merchant's needs singlehandedly.
- It provides insurance against being left stranded by their acquirer exiting the market at very short notice.
- It may encourage competing acquirers to offer slightly more competitive terms.

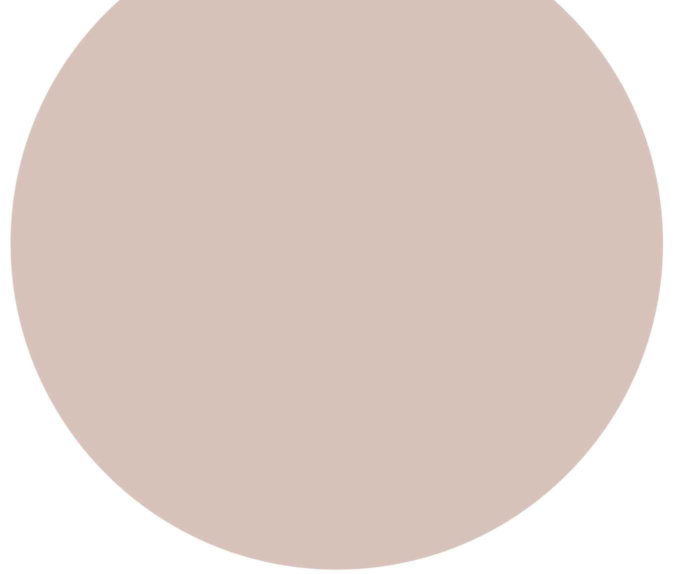
Overall, it is a good idea to appoint additional acquirers if your existing portfolio doesn't satisfy your full needs.

Diversify your travel suppliers

Over-exposure for agents and operators to a small number of suppliers, such as chartered airlines, can prove very risky if those suppliers fail. Understand your supply chain, your flow of funds to them and what view your acquirer takes of the risk. Be prepared to diversify if necessary.

Conclusion:
Early adoptors of safeguarding will have a significant advantage in the future





Holdbacks are no longer fit for purpose

Holdbacks were the go-to mitigation for acquirers' risk exposure in the travel sector for years. But they are no longer fit for purpose. The levels of required cash collateral are unsustainable for many airlines, tour operators, travel agents and others.

Acquirers are equally aware that their "cure" of crippling holdbacks can be more dangerous than the original risk exposure. That's why many have concluded the situation is unworkable and quit.

Safeguarding work better for everyone

Due to improved technology generating more precise data, it doesn't have to be like that anymore. If holdbacks are like old-fashioned surgery that can as easily kill the patient as save them, trusts are the equivalent of precise keyhole surgery. They achieve risk mitigation objectives for both parties by holding from the merchant only as much cash as is truly needed, and returning it as soon as it is no longer needed.

In some countries, safeguarding is also emerging as a more flexible replacement for the bonds that travel companies must place in line with consumer protection laws. There are movements to introduce more consumer protection internationally, and we believe safeguarding will become the standard mechanism to support them.

The tide is turning

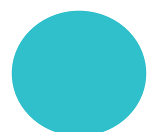
Likewise, we believe safeguarding will soon become the most common mitigation process for travel merchants and acquirers. They will enable airlines and the rest of the travel industry to avoid tying up unnecessary funds that would be better spent on running and expanding great businesses, and they help attract investment through making balance sheets healthier.

Safeguarding is building a better future for travel.

Early adoption is critical

And merchants that continue to accept legacy ways of working will quickly find that the drawbacks will hinder their growth as the industry returns to prosperity following COVID-19. Early adopters will have a significant competitive advantage as we rebuild beyond the pandemic.

Many acquirers will make every effort to bring forward plans to offer safeguarding as well. However, at Paysafe, we launched the initial version of our safeguarding model in 2018 and have been refining the model since, including stress testing the solution throughout COVID-19.



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About Paysafe Limited

Paysafe Limited ("Paysafe") (NYSE: PSFE) (PSFE.WS) is a leading specialized payments platform. Its core purpose is to enable businesses and consumers to connect and transact seamlessly through industry-leading capabilities in payment processing, digital wallet, and online cash solutions. With over 20 years of online payment experience, an annualized transactional volume of US $92 billion in 2020, and approximately 3,400 employees located in 12+ global locations, Paysafe connects businesses and consumers across 70 payment types in over 40 currencies around the world. Delivered through an integrated platform, Paysafe solutions are geared toward mobile-initiated transactions, real-time analytics and the convergence between brick-and-mortar and online payments. Further information is available at www.paysafe.com.