



PRESS RELEASE

Ingenico Announces £13M Services Agreement with HSBC Merchant Services

*Provision of best-in-class hardware and market-leading field services
are key factors to securing deal*

Neuilly-sur-Seine, France - November 16, 2009

Ingenico and HSBC Merchant Services are pleased to announce that they have extended their partnership and will be working together on a four year deal worth £13m. Ingenico, the world's leading provider of payment solutions, was chosen by HSBC Merchant Services, one of the UK's largest card processing providers, to supply its merchants with advanced services, including 37,000 new payment terminals within the UK.

As part of the agreement, Ingenico will provide its full range of comprehensive field services, including on-site installation engineers, merchant training for new and replacement units, and high quality Customer Contact Centres. This will reduce the total cost of ownership and enable HSBC Merchant Services, and its merchants, to maximise their terminal investments.

Furthermore, HSBC Merchant Services now has the ability to rapidly deploy best-in-class, new terminal hardware without the need to undertake lengthy training or revise internal processes, ensuring seamless transitions and minimal disruption to business. Already, the EFT930SEM and EFT930BEM terminal devices from the recently launched EFT930 terminal series have been purchased and deployed.

The EFT930 terminal series combines a peerless choice of rapid communication and connectivity options with 32-bit ARM processing and, being PCI PED certified, state-of-the-art security, enabling merchants to address any payment scenario yet still realise ultra fast and cost-effective transactions.

beyond
payment

Ingenico – S.A. au capital de 47 656 332 € - 190 avenue Charles de Gaulle – 92200 Neuilly-sur-Seine
Tél. +33 (0)1 46 25 82 00 – Fax +33 (0)1 47 72 56 95 - www.ingenico.com
317 218 758 RCS Nanterre



Able to handle smart cards, magnetic stripe cards and now "contactless" cards indiscriminately, this is the first contactless mobile payment terminal to receive Visa payWave™ and MasterCard PayPass™ certification, meeting all of the latest performance and security requirements.

Darren Wilson, Chief Executive Officer at HSBC Merchant Services, said: "We are delighted to have extended our long standing relationship with Ingenico. The scale of this agreement demonstrates our confidence in Ingenico's products and credentials, as well as our commitment to under-pinning our business with technology and services that will deliver value to our customers. Since becoming a part of Global Payments in July 2008, we have been investing heavily in our terminal estate to ensure that we provide our merchants with the most up-to-date terminals that are best suited for their business. This investment review will continue, to ensure we have one of the most modern terminal estates in the UK, as our customers and their needs remain at the forefront of everything we do. "

Philippe Lazare, CEO at Ingenico, said: "The agreement between Ingenico and HSBC Merchant Services further enhances a long standing relationship stretching back to the late 1980's. With this latest contract, HSBC Merchant Services have proven again that they put their merchants and, consequently, their customers, first in order to deliver the best quality of services. It's a privilege for Ingenico to be associated with them".

Craig Doyle, Managing Director at Ingenico Northern Europe and Australia, comments. "To continue our ongoing relationship with HSBC Merchant Services with this significant deal is a clear statement to the industry of our expertise and market leading position. They are committed to providing their merchants with best-in-class products and services by delivering cost effective solutions that provide significant added value. In turn, this is an excellent endorsement of our new EFT930 series, which is a benchmark for easy-to-use, cost effective, reliable and secure payment devices."

– Ends –

About Ingenico

Ingenico (Euronext: FR0000125346 – ING) is a key player in the world of payment solutions, with over 15 million terminals deployed in more than 125 countries. Its 2,500 employees worldwide support retailers, banks and service providers to optimize and secure their electronic payments solutions, develop their offer of services and increase their point of sales revenue. Ingenico generated pro-forma revenue of €780M in 2008. For more information, please visit www.ingenico.com

beyond
payment

Ingenico – S.A. au capital de 47 656 332 € - 190 avenue Charles de Gaulle – 92200 Neuilly-sur-Seine
Tél. +33 (0)1 46 25 82 00 – Fax +33 (0)1 47 72 56 95 - www.ingenico.com
317 218 758 RCS Nanterre



About HSBC Merchant Services

HSBC Merchant Services, one of the UK's largest card processing providers, is a wholly-owned subsidiary of Global Payments Inc. As part of the world's 6th largest payment processing company, and working together with HSBC Bank plc in an exclusive marketing alliance, HSBC Merchant Services draws on a combined industry experience of over four decades. This, coupled with award-winning antifraud processes and a commitment to invest in innovation, has led to the development of some of the most secure and best value products and services in the industry. HSBC Merchant Services LLP is a limited liability partnership registered in England, with a head office in Leicester and offices in London and Sheffield

Contacts

Max-Paul Sebag

Ingenico

CEO's Public Relations

E: max-paul.sebag@ingenico.com

T: +33 (0)1 41 44 68 56

Guillaume Dehaene

Ingenico

Group Marketing Communications director

E: guillaume.dehaene@ingenico.com

T: +33 (0)1 46 25 56 54

Siobhon Watson

HSBC Merchant Services

Head of Marketing

E: enquiries.hms@hsbc.com

beyond
payment