

European Payments Initiative

Dutch Payments Association – The European perspective

7th November 2024

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Reminder

EPI is the combination of an A2A payment means and a digital wallet

01. Wero wallet

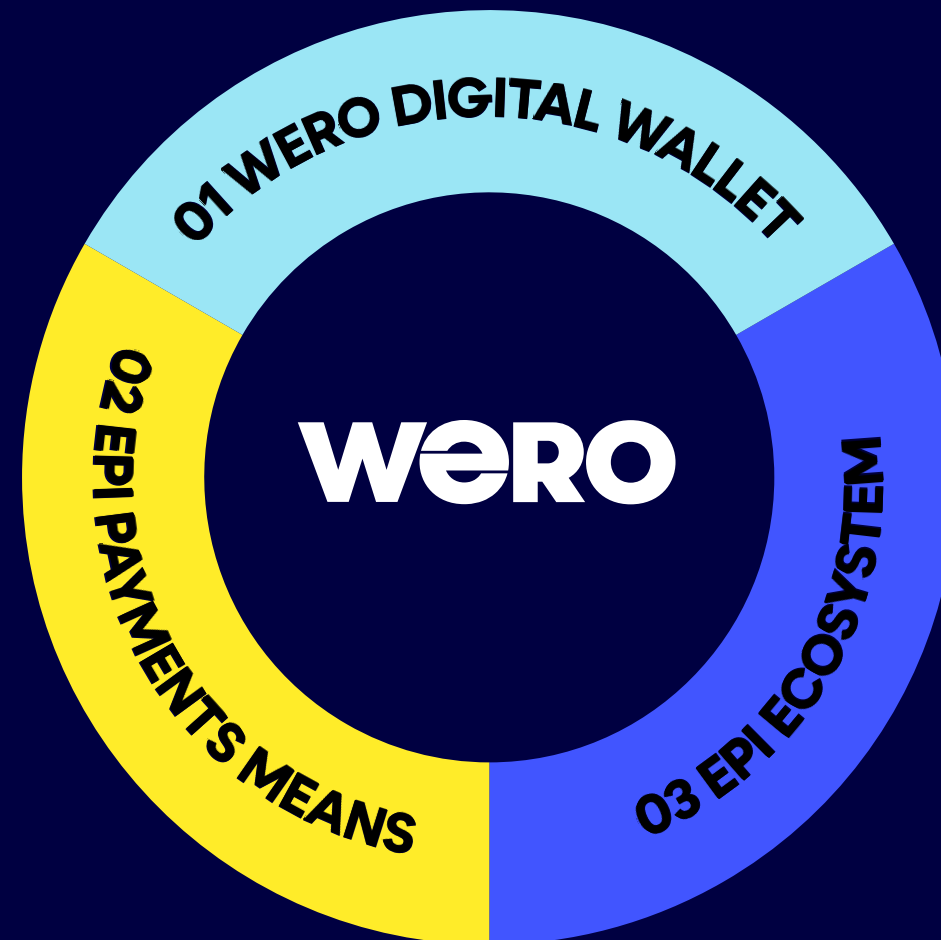
(Stand-alone app or mobile bank integrated) wallet containing the EPI A2A payment means and, in time, other payment means and additional value-added services

02. EPI Payment means

Instant account-to-account (A2A) payment means ; overlay scheme on top of SCT Inst rulebook; get paid to and pay directly from your bank account – without the need for cards or other intermediaries

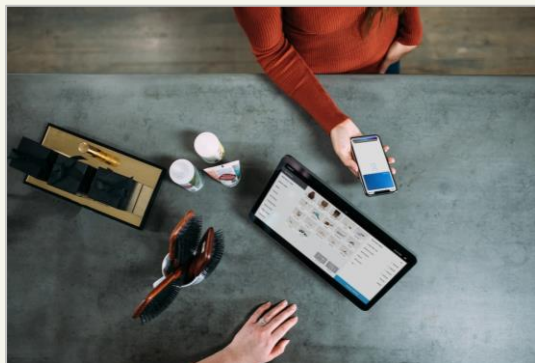
03. A trusted ecosystem

Of member institutions, payment service providers, merchants and other partners



Wero's unique selling proposition

Wero has clear benefits for all actors participating within the Dutch (and European) payment ecosystem



Merchants

- **Benefit from all advanced payment plans** for any merchant type (SMEs vs. big merchants) and **a rich set of value-added services** (e.g. integration of loyalty cards, e-identity, etc.)
- **Increase volumes** due to European reach
- **Reduce the costs** related to the number of local solutions to support for Pan EU merchants



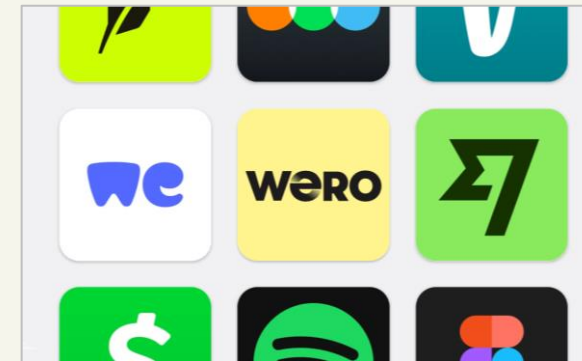
Consumers

- Benefit from **enhanced consumer protection** (e.g. disputes, refunds, etc.)
- Get access to **additional value-added services**, such as loyalty, BNPL, E-receipts, etc.
- Easily **get paid and pay everywhere** as a Dutch citizen while travelling through Europe
- **Get control over your payments** with next generation, more advanced payment plans (e.g. subscription, pay-as-you-go, etc.)



Issuers

- **Share investment & innovation costs** among EU banks
- **Leverage the instant payment capabilities** via SCT Inst rails across Europe
- Offer the EPI solution via the **trusted banking app** or through the EPI standalone wallet
- Offer a **highly secure and trusted** solution



Acquirers / CPSPs

- Offer **one single digital payment solution to cover all participating markets**, reducing the number of (local) payment methods to be supported
- Benefit from **competitive pricing**
- **Increase volumes** due to European reach

Main differences with iDEAL

Wero aims to become an upgraded version of iDEAL with a broader product scope and a European reach



Only available for **consumers with a Dutch IBAN account**

Single immediate payments

No customer protection (i.e. dispute management or refunds)

The WERO logo features the word 'WERO' in a bold, black, sans-serif font, centered within a yellow rectangular background.

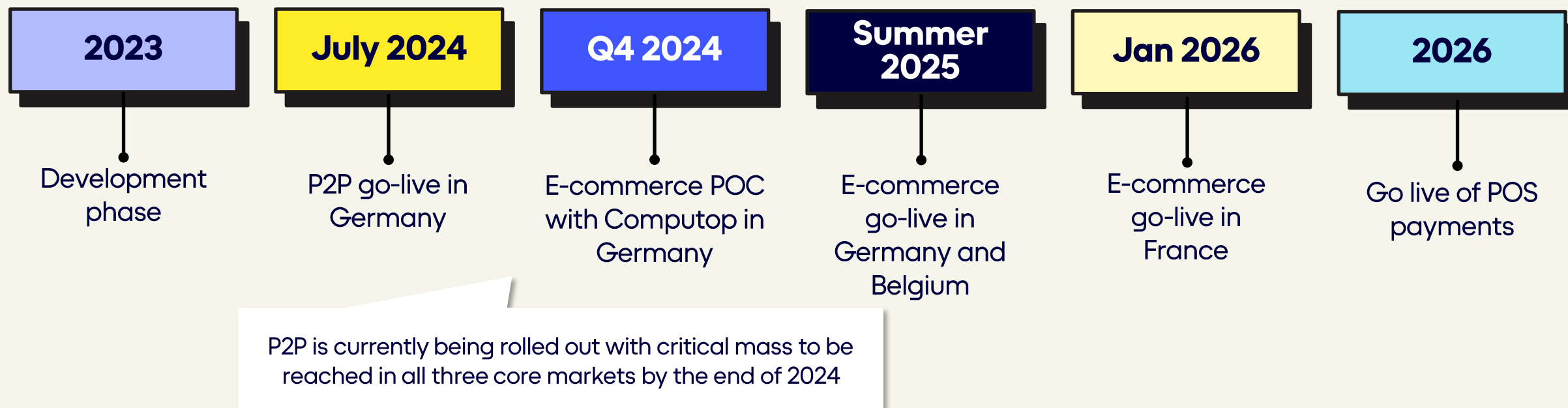
Available for **consumers with an IBAN account from members of the EPI scheme** (with a potential of ~65% of European retail transactions)

Single immediate payments + **advanced payment plans** (e.g. subscriptions, one-click, etc.) and **POS to come**

Consumer protection translated into **dispute management and refunds**

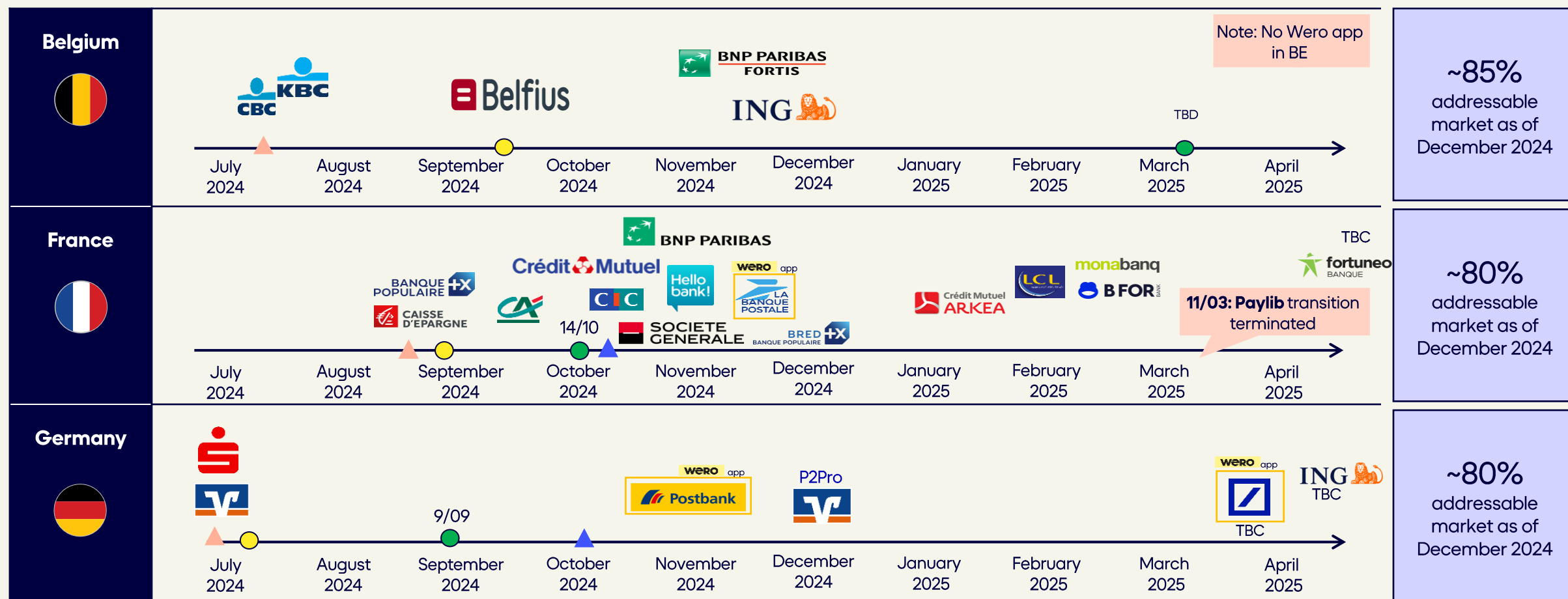
Wero roadmap

The Wero mobile wallet will evolve to support all retail use cases and major value-added services over time



P2P launch

P2P is currently being rolled out with critical mass to be reached in all three core markets by the end of 2024



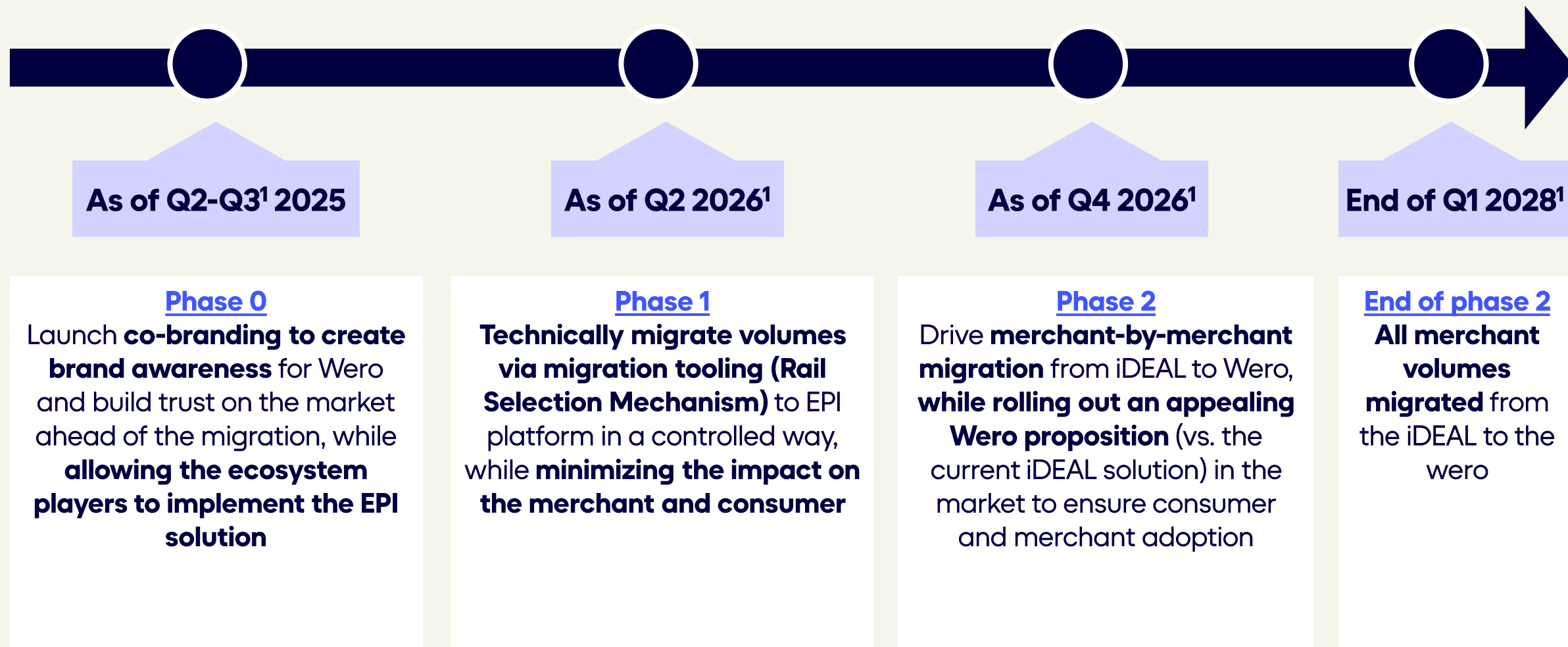
P2P uptake

Wero is starting to get traction on the market, driven by the go-live of 9 banks and the Paylib migration in France

Domain	KPI	Total	BE	DE	FR
 Banks go-live	# of banks involved (total)	24	4	5	15
	# of banks that launched P2P (total)	9	2	2	5
 Customer uptake	# of enrolled customers (total)	9.5M	1.2M	0.5M	7.8M
 Active usage	# of settled transactions (volume)	5.6M	0.6M	0.9M	4.1M

NL migration plan

Together with the NL banks, a migration plan has been outlined to ensure minimal market disruption and optimize the experience for all ecosystem actors

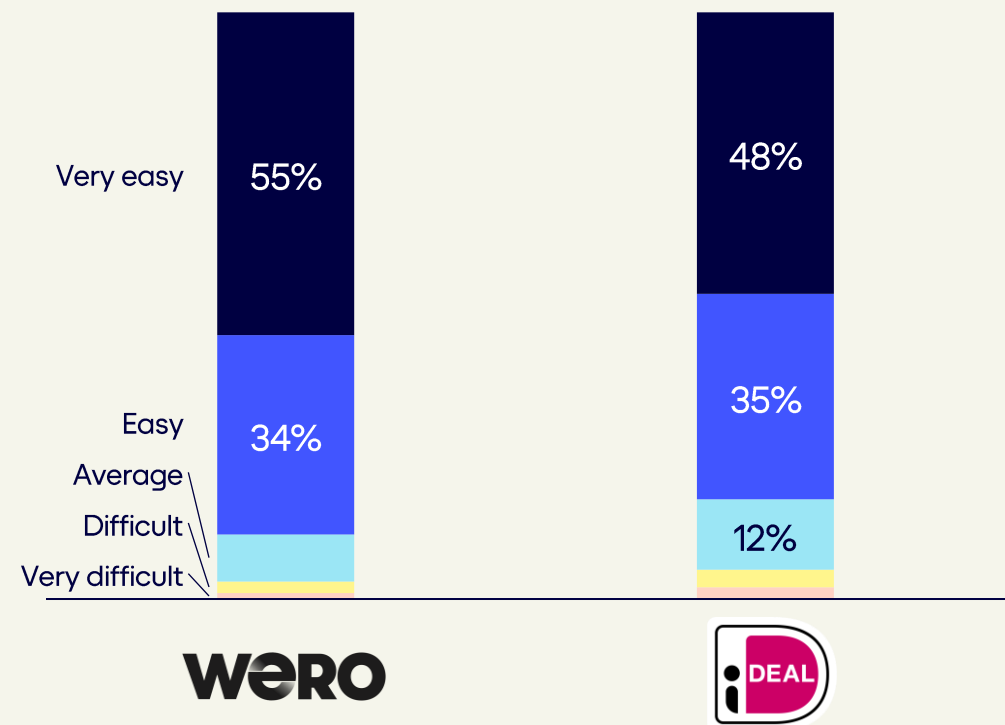


Consumer testing

The Wero journey is perceived as marginally better than the current iDEAL journey by the Dutch consumers

The Wero journey is thought to be ‘Very Easy’ by significantly more people than the iDeal journey, especially by those who make regularly use iDEAL

Perceived Easy of Trust¹



The Wero journey is preferred by a greater proportion of the survey participants, driven by the perception that it is easier, faster, clearer and more secure

Journey preference²

WERO	It is a draw / tie	iDEAL
Participants' declared preference		
40%	34%	26%
Based on participant SUS score (System Usability Scale)		
46%	18%	36%

Everything seems to go even faster than expected, you don't have to press buttons all the time like other processes and it's just simpler

Went very quickly, little effort to complete

It all went very easily, it was very similar to my own banking app

EPI Company SE Footnotes: 1) Q: "Thinking about the example payment process you have just experienced, how easy did it seem to you?" ; 2) Q: "Now that you have experienced these two payment processes, which do you prefer?"
Source: Consumer testing conducted in October 2024 with NL customers (n=1,026) with the final sample profile reflecting the age, gender, region and annual household income of the Dutch population (+/-3%). Participants assessed their experience of each journey by answering System Usability Scale (SUS) questions, as well as perceived Ease & Trust in the journey.

