

# ASX Announcement

## TERMINAL CONNECTIVITY ISSUE

**Sydney, 7 January 2021** – Tyro is experiencing a terminal connectivity issue with respect to a limited number of its EFTPOS terminals. The issue has been present since 7:00pm Tuesday 5 January 2021 and every effort is being made to achieve a resolution. To this end, Tyro is working closely with our terminal supplier, Worldline, who are assisting in the resolution effort.

Tyro is also doing all that it is able to mitigate the impact upon merchants with the issue appearing to impact ~15% of our terminal fleet as active in January 2021. At this stage the issue has caused a ~5% reduction in expected transaction values over the period in question, however the total impact will only be able to be quantified once the issue is finally resolved.

We encourage any customers who are impacted by this issue to visit <https://status.tyro.com> for status updates or email our Customer Support team at [cs@tyro.com](mailto:cs@tyro.com) for assistance.

For further information, please contact:

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*Pursuant to Listing Rule 15.5, Tyro confirms this document has been authorised for release to the market by its CEO/Managing Director*

### About Tyro

Tyro is a technology-focused and values-driven company providing Australian businesses with payment solutions and value-adding business banking products. The company provides simple, flexible and reliable payment solutions as a merchant acquirer, along with complementary business banking products.

For the more than 32,000 Australian merchants who chose to partner with Tyro in FY20, the company processed more than \$20.1 billion in transaction value. In FY20 the company generated \$210.7 million in revenue, originated \$60.1 million in loans and held merchant deposits totalling \$50.5 million.

Tyro is Australia's fifth largest merchant acquiring bank by number of terminals in the market, behind the four major banks.

The business was founded in 2003 with a goal of being the most efficient acquirer of electronic payments in Australia. Tyro has a track record of innovation, creating purpose-built solutions and being first to market. This approach saw the company become the first technology company to receive an Australian specialist credit card institution licence in 2005. In 2015 that licence was replaced by the award of an Australian banking licence, making Tyro the first new domestic banking licensee in over a decade.

Payments are at the core of Tyro's business, using its proprietary core technology platform to enable credit and debit card acquiring. This offering is enhanced by features purpose-designed for those merchants who choose to partner with the company, including Point of Sale systems integrations, least-cost routing (Tap & Save) and alternative payment types such as integrated Alipay. While traditionally focused on in-store payments, Tyro has recently expanded into eCommerce.

Further, Tyro provides value-adding solutions to its partners, such as loans in the form of merchant cash advances and fee-free, interest-bearing merchant transaction accounts.

Tyro has a team of more than 475 people, approximately half of whom are in technology roles.