

PAYMENTS | PEOPLE | PERFORMANCE

# ALTECH NUPAY COMPANY PROFILE

LEADER IN ELECTRONIC PAYMENT SOLUTIONS



## WELCOME TO ALTECH NUPAY, THE LEADER IN SECURE ELECTRONIC PAYMENT SOLUTIONS.

Altech NuPay specialises in developing world leading products servicing all markets that have a need for managed electronic payment and collection systems.

We are a service orientated company, constantly striving to set new benchmarks in customer satisfaction and operational excellence.



Since 1999, Altech NuPay has provided companies and organisations – from South Africa's leading banks and financial institutions to local schools and sports clubs – with trusted and secure payment and collection systems.

### HISTORICAL BACKGROUND

The leading, safe and secure managed payment solution for all credit providers.

Traditionally, micro lenders retained the cards and pin codes of their clients in order to withdraw money owed by the client via the ATM network. On 1 June 1999, Government Notice 713 to the Usury Act, 73 of 1968 (The Exemption Notice) declared that, going forward, it would be illegal to retain personal information such as bank cards, PIN numbers and identity documents as security for collection arrangements. This, together with the subsequent revocation of the PERSAL deduction facility, created a gap in the market for a legal electronic collection method.

ITAS was approached in 1998 by a group of micro lenders to find an electronic payment solution to the issue of card and PIN. At the time, ITAS was involved in the rollout of Absa's debit card. It was during this time that the concept of the NuPay transaction was formed. ITAS went ahead with the development of the software, which was based on the debit card switch, and developed a transaction that conformed to all banking rules.

Once developed, ITAS approached the banking community for a partner. Absa, having seen the potential of the NuPay transaction, bought into NuPay and this led to the establishment of a joint venture between ITAS and Absa –now known as NuPay.

Initially the system only recognised Absa cardholders and the first successful NuPay transaction was processed on an Absa account on 14 November 1999. In April 2003, Standard Bank joined the NuPay system and the first successful transaction on a Standard Bank account was processed on 15 April 2004.

On 4 June 2009, Allied Technologies Limited (Altech) announced the purchase of 50% (the buyout of Absa), plus 1 share in NuPayment Solutions (Pty) Limited.

Altech NuPay complements Altech Card Solutions' transaction switching division by providing expansion opportunities into new markets, increased transaction switching volumes, and the possibility of exploiting diverse transactional and processing capabilities.

Altech currently has over 1 500 000 monthly debit orders running from companies – namely, Altech Autopage Cellular and Altech Netstar. The backing of Altech as a business partner with global influence, financial strength, marketing power and credibility, continues to assist Altech NuPay in penetrating identified markets that would previously have been difficult to reach.

## COMPANY OVERVIEW

Altech NuPay is a transaction service provider that specialises in payment and collection solutions through a number of products and services that all focus on the collection of transactions from multiple sources.

Until now we have predominantly been working within the micro finance sector. But our focus has changed to encompass all markets that have a need for managed electronic payment and collection systems.

Altech NuPay was the first CSP (Customer Service Provider) to go live in the AEDO environment on 2 October 2006. Altech NuPay also started processing NAEDO (Non-authenticated Early Debit Order - Card not present) transactions in the same month. Altech NuPay is currently the leading AEDO (Authenticated Early Debit Orders) CSP operating within the micro finance Industry. At present Altech NuPay has over 4000 terminals in the field giving Altech NuPay the fifth largest point-of-sale footprint after the "Big 4" banks in South Africa.

Altech NuPay's main strengths, capabilities and skills lie in the warehousing and management of transactions with high levels of security and unmatched customer service. Altech NuPay prides itself on relationship building, training and education, statistical analysis, consulting and advice, all of which help to grow businesses and increase success rates. Real-time reporting and web-based services further allow clients to stay in total control of their business ventures.

Altech NuPay is a national based company with branches in Gauteng, Western Cape, Eastern Cape, Kwazulu Natal, Free State and Limpopo.

## OUR VISION

We strive to continually deliver an exceptional level of customer service, which will continue to set us apart from all other service providers and help us to maintain and grow our current customer base.

## OUR VALUES - POSITIVE ACTIONS BRING POSITIVE OUTCOMES

Even while we embark on the road map that we have set ourselves, we seek to uphold the values that define the nature of our relationships with each other and with our stakeholders. Simply put, they are:

- **Agility**  
Our ability to make quick quality decisions and react to all situations in a positive and pro-active manner.
- **Communication**  
We are committed to honesty, timeliness and clarity in communicating both internally and with our customers ensuring we deliver products and services that enhance the way our customers do business.
- **Trust**  
Our success depends upon positive relationships that are built out of trust. Trust is created by our actions and the most important of these is our ability to keep the promises we make.
- **Integrity**  
Maintaining positive relationships both internal and external, through sound business practice, transparency and ethics.
- **Ownership**  
We take responsibility for our own success. We celebrate success and see challenges as opportunities for growth.
- **Now - Enjoy**  
Our success is dependent upon the collective energy and intelligence of our entire team. We strive to create a positive enjoyable work environment where motivated team members can flourish and succeed to their highest potential.
- **Appreciation**  
Altech NuPay believes that a culture of appreciation contributes to nurturing a culture of passion and performance. Appreciation is part of the vitality of relationships and vital relationships are what produce the best that Altech NuPay has to offer.





We understand that being successful starts by empowering every corner of our company – to think and act in a way that places the values of our company at the forefront of everything we do, developing a “A culture of leadership, quality products, processes and customer service.”

## OUR LEADERSHIP

Our leaders (or ‘mentors’ as they prefer to be called) ensure that they not only just do things right, but also display vision and character.

## COMPANY STRUCTURE

There are nine dedicated teams within Altech NuPay that manage and support all our product offerings:

### Technical

To focus on the various terminal management systems, ensuring that a customer’s business is not impacted by any terminal issues.

### Development

To handle the development of software for both current and future products.

### IT and Infrastructure

Ensures that the virtual channels and networks are available for our clients, as well as Altech NuPay employees.

### Production

Keeps all systems performing to required standards and client requirements.

### Call Centre

With its state-of-the art call centre technology, our dedicated call centre ensures that all clients are given the best support and advice relating to our services and products.

### Customer Relations

Dedicated Customer Relationship Consultants (CRCs) maintain existing as well as develop new customers.

### Sales

Altech NuPay sales consultants work closely with the company’s CRCs and provide valuable input for refinement and further development of our product offerings.

### Business Analysis

This competent and dedicated team ensures that all company requirements, both internal and external, are fully understood.

### Marketing

This team is entrusted with the vision of taking the Altech NuPay brand to new heights through print campaigns, promotions, social events, sponsorships and CSI.

## ALTECH NUPAY'S PRODUCT OFFERINGS – A GENERAL OVERVIEW

### Authenticated Product Range

NuPay AEDO  
NuPay POS  
NuPay Multi Software  
NuPay EPV

### Non-Authenticated Product Range

NuPay NAEDO  
NuPay TSP  
NuPay PAAF  
NuPay AHV

### Web-Based Product Range

NuPay E-Commerce  
NuPay NuCard  
iAccount

### Authenticated Products

Altech NuPay's range of authenticated products are all terminal-based. Clients can process AEDO (Authenticated Early Debit Order), POS (Point of Sale) real-time debit and credit card transactions, as well as dispense airtime vouchers with our EPV (Electronic Prepaid Voucher) product, all on a single terminal – which also has the ability to be integrated into a client's administration software.

Our extensive web-based reporting further allows clients to remain up-to-date with all their transactions on any product... anywhere... anytime.

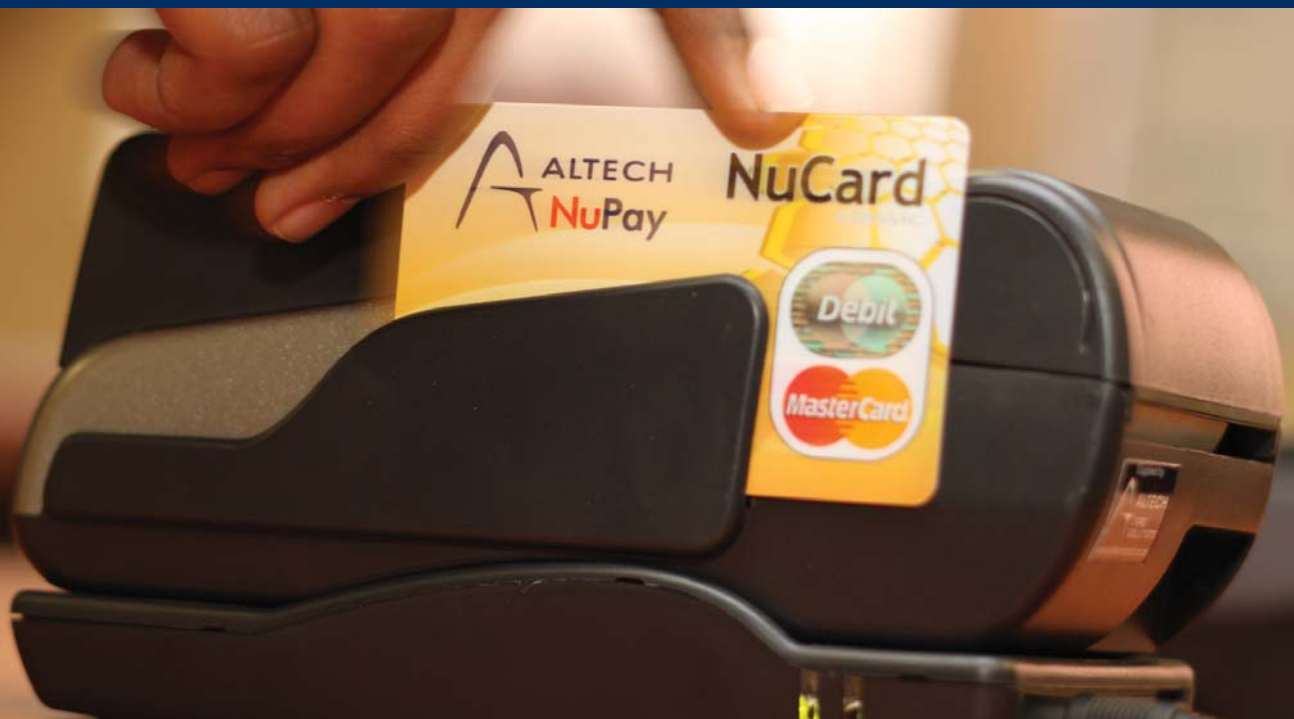
### Non-Authenticated Products

Altech NuPay has a range of web-based debit order, account verification and payment solutions that are tailor-made to suit clients' needs. All are designed and proven to assist merchants in maximising their collections capability, while being flexible and price competitive. Extensive web-based reporting is delivered to simplify reporting and reconciliations.

### Web-Based Products

Altech NuPay has a range of web-based products that cater for a variety of different needs within the payments space, as well as personal and business reconciliations of accounts. NuPay E-Commerce provides a secure online payment facility, integrated into your website for online credit card payments. NuPay NuCard is a secure reloadable pin-based pre-paid debit card that can be used at any ATM or point-of-sale device throughout South Africa, offering a safer alternative to cash. iAccount, Altech NuPay's secure online financial management and reconciliation product, provides users with a user friendly inexpensive tool to better manage their monthly spend.

A company that continuously reshapes the payment industry through innovative products that enhance the way you do business. Dedicated Relationship Consultants, skilled technical back-up all assist you to better manage your payment collections.





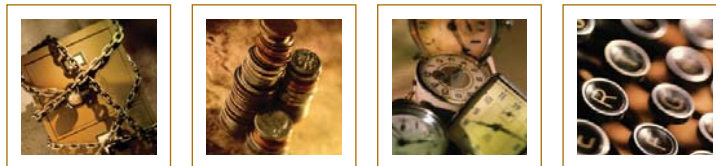
Our partnerships are built on sound values and strong leadership. Understanding our customer needs, continuous development of our products and dedicated service enhance the way our customers do business.

## OUR PARTNERSHIPS

Your partner for success

At Altech NuPay, we believe that our partnerships with all stakeholders is what sets us apart from our competitors. The support provided from our holding companies and the vision of our leadership enables Altech NuPay to assist our customers by not just providing a timely solution to their business needs, but also by playing an active role in growing their business, improving their collection success rate and providing a safer cashless working environment. We go out of our way to understand a prospective customer's business and provide solutions to enhance their payment collections enabling them to focus on their core business.

Altech NuPay is your partner for success!



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Altech NuPay's range of proven secure payment collection solutions include:

AEDO | POS | EPV | NuCard | E- Commerce | NAEDO | PAAF | TSP | iAccount



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