

PRESS RELEASE

Milan, November 29th 2024 – Regarding the serious incident communicated yesterday by Worldline, which generated major service disruptions on several banks in Europe and especially in Italy, Nexi informs that the issue is not yet resolved by Worldline.

Worldline has informed that it is working to identify potential alternative solutions to restore services, while waiting for the damaged physical infrastructure to be re-established. At this time, we have not yet received specific information on the timeline of the resolution.

Regarding the impacts in Italy, it should be noted that only payment services operated through Worldline infrastructures are affected, for which the latter is solely responsible.

Nexi continues the constant monitoring on the technical tables and has already strengthened the customer service channels to its partners and end customers.

While awaiting updates from Worldline on the timing of the resolution, Nexi informs that it has initiated an investigation and reserves the right to take any appropriate action to protect the interests of the Company and the Clients.

Nexi

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