



REPAY<sup>®</sup>

Realtime Electronic Payments

# CORPORATE SUSTAINABILITY REPORT

A REVIEW OF REPAY'S ENVIRONMENTAL,  
SOCIAL AND GOVERNANCE INITIATIVES

MARCH 2021



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# A LETTER FROM OUR CEO

As a leading payments technology company, we strive to enhance the overall payment experience for consumers and businesses through innovative technology and exceptional customer service.

Our ability to offer integrated digital payment solutions has never been more critical, as today's virtual landscape and the onset of COVID-19 have positioned real-time electronic payments as a necessity. Businesses have successfully shifted to a digital presence as they implemented new technology enabling them to accept payments and fund operations in a completely virtual environment. Internal business processes transformed as well, pivoting from traditional, paper-based accounts payable and receivables workflows to a more automated digital experience.

**We believe the desire for digital payment solutions will continue to increase as more businesses and consumers realize the benefits in the form of convenience, speed and security.**

As we continue to grow, we remain committed to taking care of our customers, our employees, our communities, and the environment. Our values of excellence, passion, integrity, respect and innovation unite us in our mission and inspire us to bring our best each day to drive long-term growth and contribute to a more sustainable future. The inherent nature of our core product offering – anywhere, anytime digital payments – promotes sustainable business practices, as the shift to electronic payment methods enables companies to reduce their carbon footprint by eliminating paper and energy consumption and to save valuable time and money through streamlined and integrated processes.

I am honored to share our inaugural Corporate Sustainability Report and invite you to learn more about REPAY's business and our Environmental, Social and Governance (ESG) initiatives. We believe our strategic approach to our ESG efforts will continue to drive long-term value for our customers, employees and shareholders, and we look forward to continuing to evaluate and enhance our efforts in the future.



John Morris,  
Chief Executive Officer



# BUSINESS OVERVIEW

REPAY is a leading, highly integrated omni-channel payment technology company modernizing payments for loan repayment verticals and B2B payments. Our proprietary, integrated payment platform reduces the complexity of electronic payments for merchants, while enhancing the overall experience for consumers and businesses.

We aim to deliver the most convenient and frictionless payments experience for consumers and businesses by offering payment solutions that are convenient and secure, enabling merchants to virtually accept debit card, credit card and ACH payments 24 hours a day, seven days a week through any channel. In addition to accepting payments, merchants can streamline their outbound vendor payments through our AP automation platform, ensuring on-time, accurate payments and transparent and efficient processes.

~\$15.2Bn

ANNUAL CARD  
PAYMENT VOLUME<sup>(1)</sup>

~\$155.0M

ANNUAL REVENUE<sup>(1)</sup>

~\$4.7Trn

TOTAL ADDRESSABLE  
MARKET (TAM)<sup>(2)</sup>

~15,000+

CORPORATE CLIENTS<sup>(3)</sup>

~124

ISV INTEGRATIONS<sup>(4)</sup>

~350

EMPLOYEES<sup>(5)</sup>

1) For twelve months ended December 31, 2020.

2) Third-party research and management estimates.

3) Management estimate, includes TriSource, APS, Ventanex, cPayPlus and CPS Payments.

4) Includes integrations from APS, Ventanex, cPayPlus and CPS Payments acquisitions.

5) As of December 31, 2020.



# BUSINESS STRENGTHS AND STRATEGIES

## **Fast Growing and Underpenetrated Market Opportunity**

REPAY's key end markets have historically been underserved by payment technology and service providers due to unique market dynamics.

## **Anytime, Anywhere Payments**

Omni-channel payment capabilities enable electronic payments to be made and accepted through multiple payment methods and channels at any time, from anywhere.

## **Vertically Integrated Payment Technology**

Our payment solutions are integrated with multiple ERP systems, streamlining and automating processes and driving a frictionless payments experience.

## **Multiple Avenues of Long-term Growth**

Merchants serving REPAY's markets – spanning consumer and business payments – are facing increasing demand from customers for electronic and omni-channel payment solutions.

## **Experienced Leadership with Industry Specific Expertise**

Our leadership team brings extensive industry experience to provide specialized insights and customized solutions to the verticals we serve.

## **Exceptional Customer Service**

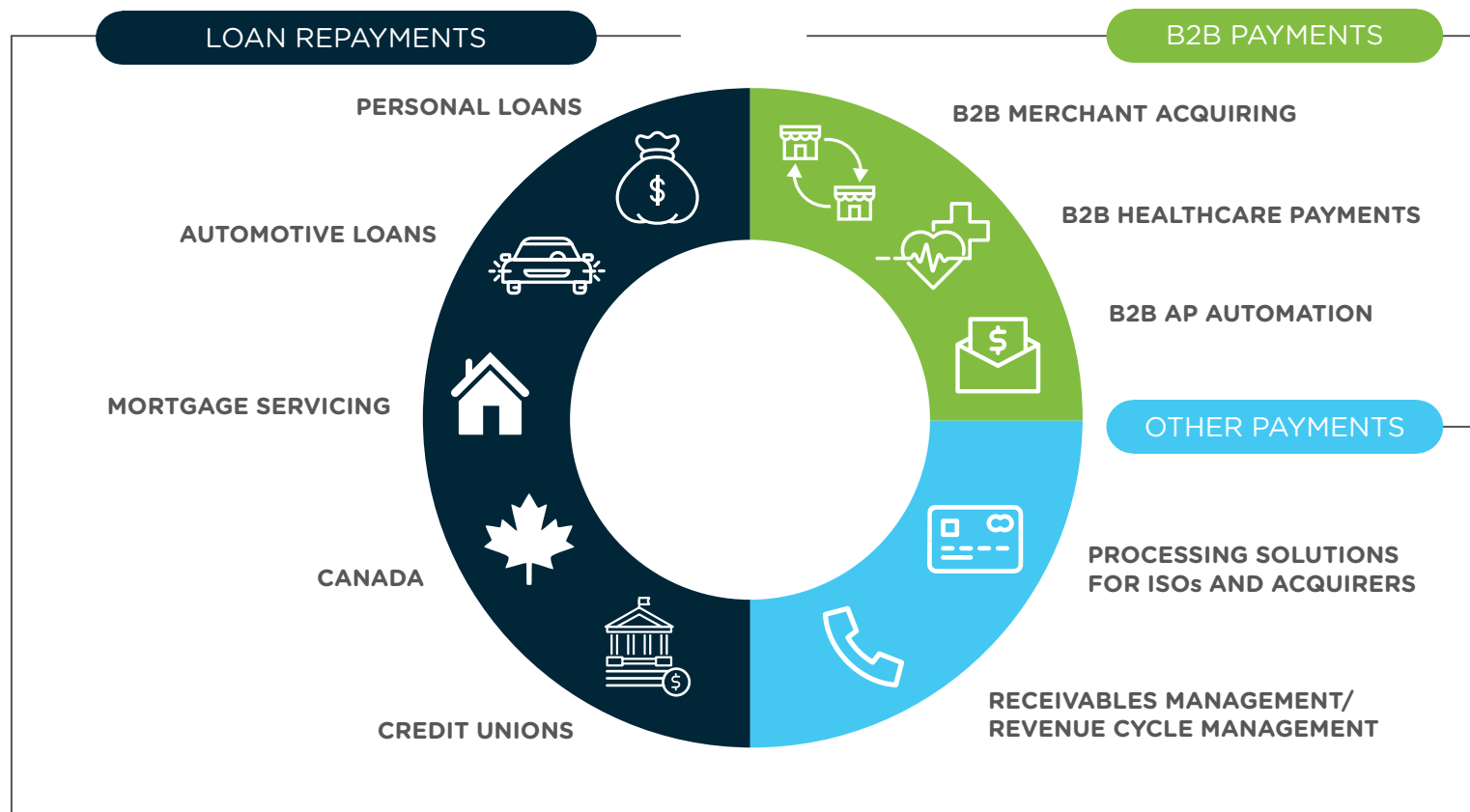
U.S.-based payments professionals are available 24/7/365 to assist and support our customers with all aspects of the payments program.





# DIVERSE CLIENT BASE

REPAY serves a highly strategic and diverse client base across key verticals.





# SUSTAINABILITY APPROACH

We believe corporate responsibility is deeply woven into our company culture and good governance at all levels provides a strong foundation for supporting and promoting the long-term interests of our shareholders.

Our environmental, social and governance (ESG) initiatives have been guided by our desire to achieve operational excellence, generate long-term value for our shareholders, provide a good working environment for our employees, and have a positive impact in our communities.

In 2020, we created a sustainability working group, consisting of internal and external resources, to assess the ESG factors related to our business. Together with the Board of Directors and our executive management team, the working group analyzed our business and identified relevant ESG factors for evaluation and disclosure. Our approach was informed by performing an assessment of these factors, including identifying the short- and long-term opportunities and risks for our business. The evaluation of our practices included dialogue with some of our institutional shareholders and a review of ESG reporting materials of certain peer group companies in the payment processing industry.

As we continue to identify new opportunities and evaluate best practices, our ESG initiatives will evolve and expand over time. At this time, we have identified the following topics for disclosure and our ongoing efforts:



## ENVIRONMENTAL INITIATIVES

Digital services, energy use and waste control



## SOCIAL INITIATIVES

Employee development and engagement, diversity and inclusion, cybersecurity, data privacy, community outreach and COVID-19 response



## GOVERNANCE INITIATIVES

Corporate governance, board structure and risk oversight



# ENVIRONMENTAL INITIATIVES

# THE NATURE OF OUR BUSINESS

The inherent nature of electronic payments promotes a more sustainable and environmentally friendly approach to doing business. REPAY's payment technologies enable businesses to implement electronic payments, online bill payment systems, and accounts payable automation, saving trees and reducing waste and energy consumption associated with traditional paper-based billing systems and payment methods.



## **Electronic Payments**

When businesses accept contactless payment methods, such as ACH and debit and credit cards, consumers can pay remotely from anywhere, reducing the demand for paper checks and cash.

## **Online Bill Pay and Digital Communication**

With REPAY's online bill payment systems, businesses can send bills, invoices and receipts digitally, reducing paper consumption and decreasing demand on the traditional mail system.

## **Accounts Payable (AP) Automation**

Through our end-to-end AP automation platform, businesses can manage and pay vendor invoices, transforming a manual paper-laden process into a streamlined digital experience.



# GOING PAPERLESS WITH DIGITAL DOCUSIGN

REPAY aims to create a paperless office environment by encouraging electronic communications and utilizing DocuSign across our organization. Our online applications and agreements are equipped with DocuSign to enable a completely digital and paperless experience, increasing convenience and security for customers while also providing numerous environmental benefits. The implementation of DocuSign and our electronic application system enables us to reduce our carbon footprint by significantly reducing our paper usage, saving trees and water and reducing greenhouse gas emissions and paper waste.



10,000+  
DocuSigns Executed<sup>(1)</sup>



250,000+  
Electronic Application  
Attachments Collected<sup>(1)</sup>

<sup>1)</sup> Estimates based on REPAY's account use as of January 2021.

# REDUCING WASTE AND PROMOTING EFFICIENT ENERGY USE



## RECYCLING AND SHREDDING

REPAY utilizes recycling bins and professional paper shredding services to decrease the amount of waste generated in our offices.



## DIGITAL GUEST SERVICES

Our paperless office check-in services decrease paper usage and provide a more secure, streamlined experience for our guests and employees.



## ECO FRIENDLY WATER COOLERS

Water coolers are placed in our offices to encourage reusable container usage and decrease single-use paper cup and plastic bottle consumption.



## CLOUD COMPUTING

We utilize Amazon Web Services (AWS) for reliable and scalable cloud computing services, which reduces energy use and decreases greenhouse gas emissions when compared to onsite data centers.



## REMOTE WORK AND VIDEO CONFERENCING

We use video and telephone conferencing to replace meeting-related travel and offer employees the flexibility to work remotely, reducing our collective carbon footprint.



A photograph of four business professionals (two men and two women) walking up a modern, multi-level wooden staircase. They are all smiling and looking towards the right. The staircase has white railings and a wooden wall on the right side. The ceiling features exposed wooden beams and modern lighting fixtures.

## SOCIAL INITIATIVES



# VALUES INSPIRE OUR CULTURE

We are united by a desire to do better and to be better, and our values serve as the steadfast beacon, guiding us in all that we do to accomplish our mission of providing innovative payment solutions along with fanatical customer service.



## **EXCELLENCE**

Adhere to the highest standards



## **PASSION**

Motivated to make a difference



## **INTEGRITY**

Do the right thing and honor commitments



## **RESPECT**

Support, encourage and collaborate with others



## **INNOVATION**

Boldly approach new ideas to find a better way

We strive to cultivate a culture of collaboration and respect, where we approach our efforts with energy and enthusiasm and are empowered to challenge and disrupt the conventional ways of doing things. While we have experienced tremendous growth over the past few years, we stay true to our entrepreneurial spirit and employee-centric attitude. We remain nimble, open-minded and results-oriented, and we work to foster an environment where individual and team accomplishments and contributions are recognized, celebrated and rewarded.



# EMPLOYEE DEVELOPMENT

Training is the cornerstone of our employee development programs. To promote personal and professional growth, REPAY encourages employees to pursue ongoing training and career development opportunities and provides tuition assistance and reimbursement for certain pre-approved continuing education programs and professional certifications.

## Department Training Summits

Several departments across the organization hold annual training summits where team members have an opportunity to collaborate with fellow colleagues, participate in department-specific training, and further enhance their skillsets.

## Code of Ethics and Compliance Training

We pride ourselves in serving as industry experts with the highest levels of integrity and professionalism, and we have built our relationships with business partners and customers on a foundation of trust and expertise. In order to remain well prepared to serve our customers and other partners, employee training is required on an annual basis for all REPAY personnel. In accordance with REPAY's Compliance Management system, all REPAY employees are required to participate in a series of compliance training programs annually, including:

- Bank Secrecy Act and Anti-Money Laundering Policy Training
- Unfair, Deceptive or Abusive Acts or Practices Training
- Cybersecurity and Information Security Training
- Security Awareness Program Training
- Workplace Harassment Prevention Training
- Diversity Training for Managers



# EMPLOYEE RECOGNITION

We are passionate about celebrating exceptional employees and providing multiple opportunities for performance-based awards and peer-to-peer recognition.

The following Employee Awards are presented at the annual State of the Firm company-wide meeting and represent both employee-voted and management-voted awards:



**REPAY Rockstar Award**

**Going the Extra Mile Award**

**New Impact Player Award**

**Team Player Award**

**Culture of Belonging Award**

**REPAY Influencer Award**

The annual President's Club is a prestigious and exclusive honor that recognizes sales excellence and is the ultimate achievement for a REPAY Sales Professional.

We value tenure and experience so we celebrate employee service anniversaries on company-wide calls and throughout the year with personal anniversary cards. We also offer opportunities for peer-to-peer recognition through Slack, REPAY's internal business communication platform, and on Namely, REPAY's HR platform.

# EMPLOYEE ENGAGEMENT

## Great Place to Work<sup>®</sup> Certification

REPAY participates in the annual Great Place to Work survey and certification process where employees complete an anonymous survey administered by Great Place to Work. The purpose of the survey is to understand the employee experience and use employee feedback to identify our organization's strengths and opportunities for improvement. Many of our employee programs and initiatives have originated directly from these survey results. We are proud to note that we have been certified as a Great Place to Work since 2017.

## Employee Wellness and Benefits

As an employee-centric organization, we are passionate about taking care of our most valuable resources, our employees. We aim to promote a healthy lifestyle and work-life balance to ensure they feel supported, encouraged and valued. These benefits are offered to all full-time employees:

- Health Insurance
- Disability and Life Insurance
- Paid Time Off & Floating Holiday
- Employee Assistance Program
- 401(k) Match
- Cell Phone Reimbursement
- Maternity/Paternity Leave
- Benefits Administration App





# EMPLOYEE RECRUITMENT AND RETENTION

## Employee Referral Bonus Program

We believe that new hires who join our company through employee referrals are excellent contributors, stay with the company longer, and are more cost-effective recruits. All full-time REPAY employees are eligible for a referral bonus (subject to limited exceptions for certain management employees and Human Resources personnel).

## Internship Program

Our internship program offers interns the opportunity to participate in real-world, hands-on projects designed to benefit our customers and team. Interns gain practical experience and valuable mentorship and leave the program with tangible outcomes to boost their portfolios and resumes.

## Acquisition Integration Plan

M&A is an integral part of REPAY's long-term growth model. The framework of our integration plan for acquired companies is built upon a culture-first perspective where we prioritize the employee experience. Through various departmental workstreams, teams are methodically integrated into the organization to ensure a smooth transition while increasing employee satisfaction and retention.

## Empowering Women in Payments

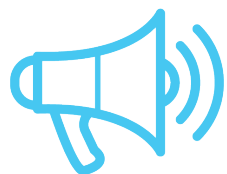
REPAY is proud to be a sponsor of the Women's Network in Electronic Transactions (Wnet), an organization that encourages women in payments and fintech to grow as leaders, expand their networks, and promote positive change in the industry.

6% 2020 Voluntary  
Turnover Rate\*

\*We calculate our voluntary turnover rate for any period as follows: number of voluntary resignations during period / [(number of employees on first day of period + number of employees on last day of period) / 2]. With respect to employees of a business we acquired during an applicable period: (1) the number of employees on the first day of such period includes employees with an original hire date with the acquired business that is on or before such first day of the period; and (2) the number of voluntary resignations during an applicable period does not include any voluntary resignations that occurred prior the acquisition date.

# INTERNAL COMMUNICATIONS AND TECHNOLOGY RESOURCES

We provide ongoing two-way corporate communications through both formal and informal channels along with secure and reliable technology tools to encourage employee connection and engagement across our organization.

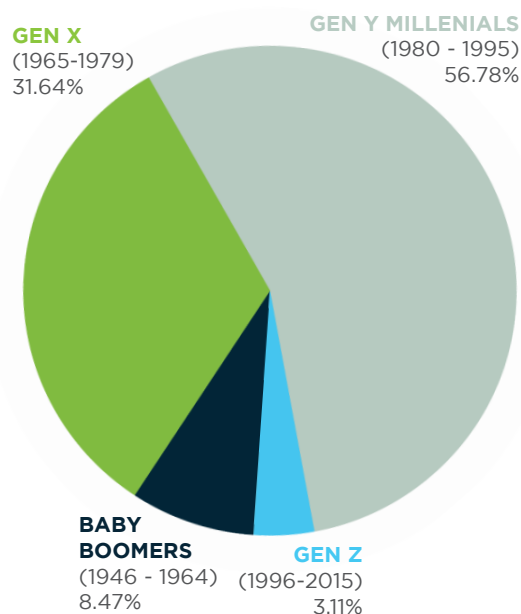


- **Annual State of the Firm and Quarterly Meetings:** These collaborative and interactive company-wide meetings include a review of strategic initiatives, company and department updates, and employee recognition.
- **Monthly ‘Coffee with the CEO’ Virtual Meetings:** Informal virtual meetings provide an opportunity for new hires to meet and speak with REPAY’s CEO, John Morris.
- **Monthly Newsletters:** REPAY’s monthly digital newsletter contains important company announcements, new hire introductions, and employee spotlights.
- **Slack & RingCentral:** Employees can virtually communicate via Slack, our internal business communication platform, and RingCentral, our video conferencing tool, for real-time collaboration and support.
- **Employee Intranet:** REPAY’s intranet, “The Hub,” serves as the main information portal for employees to access internal and external resources.

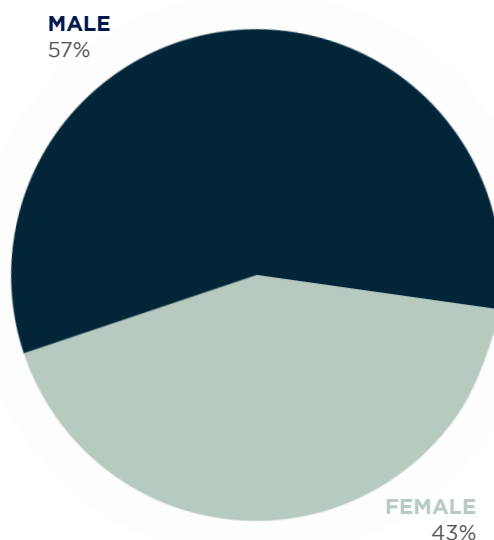
# DIVERSITY AND INCLUSION

We value diverse backgrounds, perspectives and experiences, and we are committed to providing an inclusive environment where all voices are heard and respected. We know there is much work to be done in achieving true inclusion across every aspect of our business, and we will continue to evaluate and implement programs and policies to foster diversity and inclusivity. The below statistics illustrate the demographics of our workforce of approximately 350 employees as of December 31, 2020.

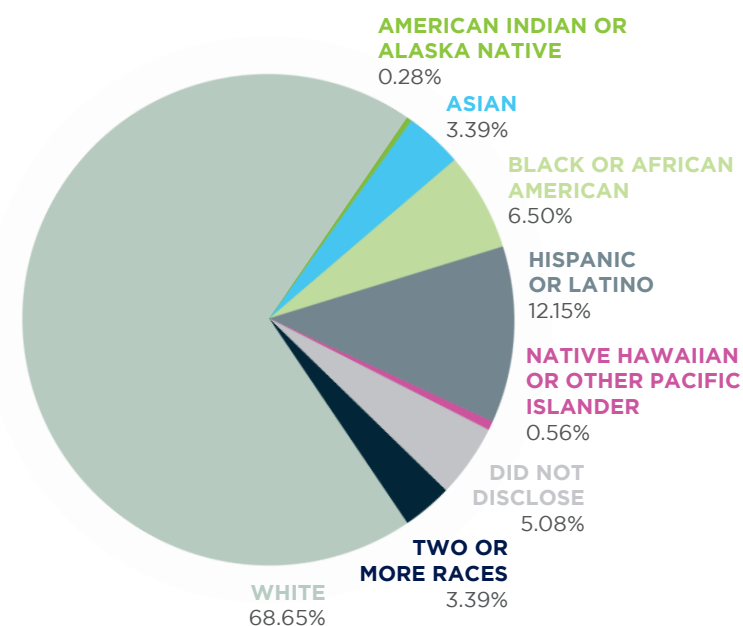
## GENERATIONS



## GENDER



## ETHNIC BACKGROUND





# DIVERSITY AND INCLUSION STRATEGIC INITIATIVES

We have evaluated our Diversity and Inclusion program and plan to implement several initiatives, which we believe will help us cultivate a more diverse workforce and inclusive environment.



## INTERVIEW TRAINING

All team members involved in interviews will complete Unconscious Bias and Interview Training



## DIVERSITY HIRING

Partner with diverse higher education programs and increase diversity hiring across departments



## EMPLOYER BRAND DEVELOPMENT

Further develop an employer brand strategy that highlights and celebrates an inclusive environment



## EMPLOYEE RESOURCE GROUPS

Identify and create high priority Employee Resource Groups to foster inclusion and community

# COMMUNITY OUTREACH

We recognize the importance of giving back to the communities in which we live, and we encourage our employees to participate in a number of corporate community outreach initiatives throughout the year.



LETTERS TO OUR ACTIVE  
AND VETERAN MILITARY



COMMUNITY FOOD  
BANK DONATIONS



LEUKEMIA & LYMPHOMA SOCIETY  
LIGHT THE NIGHT SPONSORSHIP



HOLIDAY GIFTS AND SCHOOL  
SUPPLIES FOR CHILDREN





# COVID-19 RESPONSE

Throughout the COVID-19 pandemic, we have continued to prioritize the continuity of our business and the health and safety of our employees, our employees' families, and our customers above all else.

## Business Continuity and Remote Work

While the COVID-19 pandemic and its worldwide impact were certainly unexpected, REPAY was in a unique position to respond quickly and effectively. Due to our multiple offices across the country and the investments we had previously made in strengthening the remote capabilities of our employees, we were more than prepared to shift to a primarily digital presence and remote environment. At the onset of the pandemic in March 2020, we swiftly implemented our business continuity and pandemic response plans and remained fully operational during and after the transition.

- 100% of employees are able to access work systems and technology to perform their job duties from home.
- 96% of employees are able to work completely in a remote setting.

## Office Reopening Plan

With a flexible and thoughtful approach, REPAY has implemented a phased reopening to return employees to the workplace while protecting the health and safety of our employees and community. Each office location follows CDC-recommended guidelines and executes mitigation strategies to minimize the potential exposure and spread of COVID-19.



Masks Required When Moving throughout the Offices



Social Distancing Encouraged



Sanitation Stations Placed in High-Traffic Areas



Use of Common Areas Limited or Prohibited

While many of our employees have the option to return to the office, we continue to rely heavily on remote work capabilities and invest in the leading internal technology and security solutions to ensure our team remains productive and protected.

# DATA PRIVACY AND SECURITY

REPAY is committed to meeting the highest standards in data privacy and security. Given the nature of our business, we understand the importance of protecting the information assets of our customers and have created robust policies and procedures to mitigate risk and safeguard data.

## Board of Directors' Role in Cybersecurity and Technology Strategy

The REPAY Board of Directors is actively involved in REPAY's data security and risk management strategies and has established the Technology Committee to assist REPAY in its assessment and oversight of risks in the areas of information technology, information and data security, cybersecurity, disaster recovery, data privacy and business continuity, as well as the oversight of the overall technology strategy of the company. The Technology Committee is currently comprised of three independent directors.

## Network Security

- The use of a DMZ and the correct installation and configuration of firewalls and routers is paramount to the safety and security of REPAY's internal network and the protection of the confidential data held on it.
- All equipment, including firewalls, routers and servers, connected to the network must implement designated industry best practices, robust and documented configuration standards, and rule sets. These are reviewed every six months to ensure they remain valid.
- Servers are restricted to one primary function per server. Where virtualization technologies are in use, then only one primary function must be located per virtual component or device.



# INFORMATION SECURITY POLICIES AND STANDARDS

- REPAY has established an Information Security Compliance Program to serve as the framework to implement policies, procedures and systems with respect to the initiation, processing, and storage of payment information that are designed to:
  - Protect the confidentiality and integrity of Protected Information
  - Protect against anticipated threats or hazards to the security or integrity of Protected Information
  - Protect against unauthorized use of Protected Information
- Policies are reviewed annually and approved by the Technology Committee.
- REPAY's Internal Control Monitoring Procedure defines the processes for performing internal, independent control review and testing controls related to compliance with laws, rules and regulations.
- Regular external security auditing, independent reviews and control testing take place in line with federal and industry requirements
- REPAY continues to develop and implement plans for addressing compliance feedback and findings of auditors and regulators.
- Employees receive security awareness training, which covers the policies and information within the Information Security Compliance Program, and the content remains accessible to all employees.
- REPAY employs various defenses and attempts to utilize industry best practices to mitigate Cybersecurity risks through the adoption of the NIST Cybersecurity Framework and International Standards Organization (ISO).



# EQUIPMENT SECURITY AND MALWARE PROTECTION



- Laptop security standards and guidelines, including physical security standards, access security standards, hardening standards and anti-virus standards, ensure company laptops and mobile devices are handled safely and securely.



- Virus protection software is utilized on all computers and devices attached to the REPAY network and systems. The virus protection software, which loads automatically and cannot be paused or disabled, protects against all known types of malicious code and attacks, such as worms, Trojans, malware, adware, spyware and all variations of these.



- REPAY's Acceptable Use Policy and Authentication Standards & Guidelines Policy outline the appropriate use of end-user technologies, including authentication and password requirements.



# PROTECTING CUSTOMER DATA

Protecting our customers' data is our top priority, and we have implemented various programs, policies and best practices to keep our systems secure and compliant. Additionally, REPAY completes various third party audits (including an annual NACHA Rules Audit, a Type II Systems and Organizational Controls Report (SOC 1) and the Payment Card Industry Data Security Standard (PCI-DSS) Audit) to ensure we meet the highest standards regarding operating procedures and safeguarding payment data.



## Data Encryption and Key Management

- REPAY employs Amazon Web Services (AWS) Key Management Service (KMS) to maintain encryption keys for REPAY applications.
- REPAY utilizes TLS 1.2 for all encryption in transit within REPAY owned infrastructure and requires all external traffic to utilize TLS 1.2 to access REPAY applications.

## Secure Coding

- REPAY's Secure Coding Standards and Guidelines establish the security framework that is applied when coding in-house applications.
- Development staff receives regular training and is required to understand known problems and follow best practices as outlined by the Open Web Application Security Project (OWASP) and Carnegie Mellon Software Engineering Institute (CERT).

## Penetration Testing

- REPAY uses an extensive framework for testing and checking that its network and systems remain safe and secure. The diligent monitoring of systems for illegitimate activity are critical in protecting the company's data assets.
- Penetration testing, which is completed both internally and by an external security firm, includes both the network layer and the application layer, including tests for all OWASP identified vulnerabilities.
- Through the bug bounty testing program, REPAY employs qualified ethical hackers to research and report security vulnerabilities on its sensitive systems.

## Data Retention

- Strict Data Retention Standards ensure confidential data is not kept past its retention date. In compliance with PCI-DSS, certain card information, including the Card Verification Code (CVC), the PIN Verification Value (PVV), the Personal Identification Number (PIN), and the encrypted PIN block, is not retained under any circumstances.

## Disaster Recovery

- Pursuant to REPAY's Business Continuity Policy and Backup Recovery Standards and Guidelines, all production source code, applications, and data are backed up on a series of daily, monthly and yearly cycles that provide for recovery of any system to any point within at minimum a one-week timeframe.
- A comprehensive Disaster Recovery Plan outlines the disaster readiness tasks and recovery procedures for reestablishment of operations in the event of the loss of a data center or key service element. Various tools, including GitHub, Docker, AWS RDS and Axure SQL, are used to back up the components that comprise REPAY's application suite.



# GOVERNANCE INITIATIVES

# CORPORATE GOVERNANCE PRACTICES

We have established corporate governance practices designed to serve the best interests of REPAY and its shareholders, employees and customers. REPAY's Board of Directors and executive management team share a commitment to structuring our Board and corporate governance policies to support enhanced alignment with our stakeholders and promote a high level of transparency.

## Guiding Policies

We are in compliance with the current corporate governance requirements imposed by the rules and regulations of the SEC and the Nasdaq listing standards. We encourage you to visit the "Corporate Governance" area of the "Investor Relations" section of our website ([investors.repay.com](http://investors.repay.com)), where the following materials are available:

- Corporate Governance Guidelines
- Code of Ethics
- Board Committee Charters

We have also adopted the following additional governance-related policies:

- Audit Committee Pre-Approval of Services Provided by the Independent Auditor
- Hiring Policy for Independent Auditor Employees
- Securities Trading Policy
- Regulation FD Policy
- Related Person Transaction Policy
- Whistleblower Policy

## Board Structure and Stockholder Alignment

- The current board leadership structure separates the positions of Chief Executive Officer and Chairperson of the Board
- All committee members are independent
- Independent directors meet in executive session at least twice per year
- Annual Board and committee evaluations
- Board consists of four standing committees:
  - Audit Committee
  - Compensation Committee
  - Nominating and Corporate Governance Committee
  - Technology Committee
- Meaningful Stock Ownership Guidelines for executive officers and directors
- Board resignation requirement in the event of significant change in principal employment or occupation or association
- Prohibition of short sales and speculative transactions on REPAY securities by all employees and directors
- Limitations on Board service
  - Members can serve on no more than five public company boards
  - Audit Committee members can serve on no more than three public company audit committees
  - Executive officer of a public company should not serve on more than two public company boards





# STRONG LEADERSHIP WITH DEEP PAYMENTS EXPERIENCE

Our nine-Member Board of Directors consists of industry veterans and influential leaders in the financial services and payments industries. While our directors bring extensive experience and share deep industry knowledge, they each offer unique expertise and fresh perspective.

	EXPERIENCE, QUALIFICATIONS AND EXPERTISE										COMMITTEE COMPOSITION			
	Accounting & Finance	CEO/Senior Leadership	Compliance/Regulatory	M&A/Corporate Development	Payment Processing Operations	Public Company/Governance	Risk Management	Sales & Marketing	Strategic Planning	Technology & Cybersecurity	Audit Committee	Compensation Committee	Nominating & Corporate Governance Committee	Technology Committee
Shaler Alias		X		X	X			X	X					
Paul Garcia		X		X	X	X	X	X	X	X	M	M		
Maryann Goebel		X	X	X	X	X	X		X	X	M			C
Bob Hartheimer	X	X	X	X		X	X		X		C			
William Jacobs	X	X	X	X	X	X	X		X			C	M	
Pete Kight		X		X					X	X			C	M
John Morris	X	X	X	X	X			X	X					
Jeremy Schein				X					X			M		
Dick Thornburgh	X	X	X	X		X	X		X				M	M
X = Has experience and demonstrates expertise in specific area											M = Member C = Chairperson			

# THE BOARD'S ROLE IN RISK OVERSIGHT



While REPAY's management team is responsible for the day-to-day risk management of the company, the Board of Directors and its committees maintain an active role in risk oversight with regard to the major risks inherent in our business, including strategic, regulatory, compliance, operational, financial, reputational and cybersecurity risks. Active and transparent communication between the Board and our management team is crucial in properly identifying risk, assessing enterprise risk management processes, and understanding risk oversight.

- The Board receives regular reports concerning our risk assessment and risk management from the Audit Committee, which meets periodically with our independent auditors, General Counsel and management, to discuss the Company's major financial risk exposures and the steps that management has taken to monitor and control such exposures.
- The Board reviews information regarding other risks through regular reports of its other committees, including information regarding compensation related risk from the Compensation Committee, governance related risk from the Nominating and Corporate Governance Committee, and cybersecurity related risk from the Technology Committee.

## Forward-Looking Statements

This presentation (the “Presentation”) contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Such statements include, but are not limited to, statements about REPAY’s plans, objectives, expectations and intentions with respect to future operations, products and services; and other statements identified by words such as “will likely result,” “are expected to,” “will continue,” “is anticipated,” “estimated,” “believe,” “intend,” “plan,” “projection,” “outlook” or words of similar meaning. These forward-looking statements include, but are not limited to, the effects of the COVID-19 pandemic, expected demand on REPAY’s product offering, including further implementation of electronic payment options and statements regarding REPAY’s market and growth opportunities. Such forward-looking statements are based upon the current beliefs and expectations of REPAY’s management and are inherently subject to significant business, economic and competitive uncertainties and contingencies, many of which are difficult to predict and generally beyond our control.

In addition to factors disclosed in REPAY’s reports filed with the U.S. Securities and Exchange Commission, including its Annual Report on Form 10-K for the year ended December 31, 2020, and those identified elsewhere in the Presentation, the following factors, among others, could cause actual results and the timing of events to differ materially from the anticipated results or other expectations expressed in the forward-looking statements: exposure to economic conditions and political risk affecting the consumer loan market and consumer and commercial spending; the impacts of the ongoing COVID-19 coronavirus pandemic and the actions taken to control or mitigate its spread (which impacts are highly uncertain and cannot be reasonably estimated or predicted at this time); a delay or failure to integrate and realize the benefits of the Company’s recent acquisitions; changes in the payment processing market in which REPAY competes, including with respect to its competitive landscape, technology evolution or regulatory changes; changes in the vertical markets that REPAY targets; risks relating to REPAY’s relationships within the payment ecosystem; risk that REPAY may not be able to execute its growth strategies, including identifying and executing acquisitions; risks relating to data security; changes in accounting policies applicable to REPAY; and the risk that REPAY may not be able to develop and maintain effective internal controls.

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