Diebold Nixdorf

DieboldNixdorf.com

Investment Community Conference Call

Third Quarter, 2020

Wednesday October 28, 2020

Use of non-GAAP Financial Information

To supplement our condensed consolidated financial statements presented in accordance with GAAP, the company considers certain financial measures that are not prepared in accordance with GAAP, including non-GAAP results, adjusted diluted earnings per share, free cash flow/(use), net debt, EBITDA, adjusted EBITDA, segment gross profit and constant currency revenue. The company calculates constant currency by translating the prior year results at the current year exchange rate. The company uses these non-GAAP financial measures, in addition to GAAP financial measures, to evaluate our operating and financial performance and to compare such performance to that of prior periods and to the performance of our competitors. Also, the company uses these non-GAAP financial measures in making operational and financial decisions and in establishing operational goals. The company also believes providing these non-GAAP financial measures to investors, as a supplement to GAAP financial measures, helps investors evaluate our operating and financial performance and trends in our business, consistent with how management evaluates such performance and trends. The company also believes these non-GAAP financial measures may be useful to investors in comparing its performance to the performance of other companies, although its non-GAAP financial measures are specific to the company and the non-GAAP financial measures of other companies may not be calculated in the same manner. We provide EBITDA and Adjusted EBITDA because we believe that investors and securities analysts will find EBITDA and adjusted EBITDA to be useful measures for evaluating our operating performance and comparing our operating performance with that of similar companies that have different capital structures and for evaluating our ability to meet our future debt service, capital expenditures and working capital requirements. We are also providing EBITDA and adjusted EBITDA in light of our credit agreement and the issuance of our senior secured and unsecured notes. For more information, please refer to the section, "Notes for Non-GAAP Measures.

Forward-looking Statements

This document contains statements that are not historical information are "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding potential impact of the ongoing coronavirus (COVID-19) pandemic, anticipated revenue, future liquidity and financial position. Statements can generally be identified as forward looking because they include words such as "believes," "anticipates," "expects," "could," "should" or words of similar meaning. Statements that describe the company's future plans, objectives or goals are also forward-looking statements. Forward-looking statements are subject to assumptions, risks and uncertainties that may cause actual results to differ materially from those contemplated by such forward-looking statements. The factors that may affect the company's results include, among others: the ultimate impact of the ongoing COVID-19 pandemic on the company's business, results of operations, financial condition and liquidity; the ultimate impact of the appraisal proceedings initiated in connection with the implementation of the domination and profit and loss transfer agreement with Diebold Nixdorf AG and the merger squeeze-out; the company's ability to achieve benefits from its cost-reduction initiatives and other strategic initiatives, such as DN Now, including its planned restructuring actions, and its incremental cost savings actions, as well as its business process outsourcing initiative; the success of the company's new products, including its DN Series line; the company's ability to comply with the covenants contained in the agreements governing its debt; the ultimate outcome of the company's pricing, operating and tax strategies applied to former Diebold Nixdorf AG and the ultimate ability to realize cost reductions and synergies; changes in political, economic or other factors such as currency exchange rates, inflation rates, recessionary or expansive trends, taxes and regulations and laws affecting the worldwide business in each of the company's operations; the company's reliance on suppliers and any potential disruption to the company's global supply chain; the impact of market and economic conditions, including any additional deterioration and disruption in the financial and service markets, including the bankruptcies, restructurings or consolidations of financial institutions, which could reduce our customer base and/or adversely affect our customers' ability to make capital expenditures, as well as adversely impact the availability and cost of credit; interest rate and foreign currency exchange rate fluctuations, including the impact of possible currency devaluations in countries experiencing high inflation rates; the acceptance of the company's product and technology introductions in the marketplace; competitive pressures, including pricing pressures and technological developments; changes in the company's relationships with customers, suppliers, distributors and/or partners in its business ventures; the effect of legislative and regulatory actions in the United States and internationally and the company's ability to comply with government regulations; the impact of a security breach or operational failure on the company's business; the company's ability to successfully integrate other acquisitions into its operations; the company's success in divesting, reorganizing or exiting non-core and/or non-accretive businesses; the company's ability to maintain effective internal controls; changes in the company's intention to further repatriate cash and cash equivalents and short-term investments residing in international tax jurisdictions, which could negatively impact foreign and domestic taxes; unanticipated litigation, claims or assessments, as well as the outcome/impact of any current/pending litigation, claims or assessments; the investment performance of the company's pension plan assets, which could require the company to increase its pension contributions, and significant changes in healthcare costs, including those that may result from government action; the amount and timing of repurchases of the company's common shares, if any; and other factors included in the company's filings with the SEC, including its Annual Report on Form 10-K for the year ended December 31, 2019 and in other documents that the company files with the SEC. You should consider these factors carefully in evaluating forward-looking statements and are cautioned not to place undue reliance on such statements. The company assumes no obligation to update any forward-looking statements, which speak only to the date of this document.

Key Messages

- ✓ Business activity improved in Q3-2020
  - + Robust execution and resiliency as an essential provider to banks and retailers
  - + Strong improvements in orders
  - + Sequential revenue recovery
- ✓ Continued execution of DN Now initiatives drives margin expansion, higher gross profit and operating profit
- ✓ Tightening 2020 outlook to high end of the range
- ✓ 2021 Focus on higher free cash flow conversion and growth, despite uncertain COVID environment

Improving Business Conditions in Q3-2020

Improving Business Activity

YoY backlog growth of 9%

YoY order growth of 7%, led by Products

- Banking – ongoing investments in self-service channels and heightened interest in enriched transactions
- Retail – strong growth for self-checkout (SCO) products

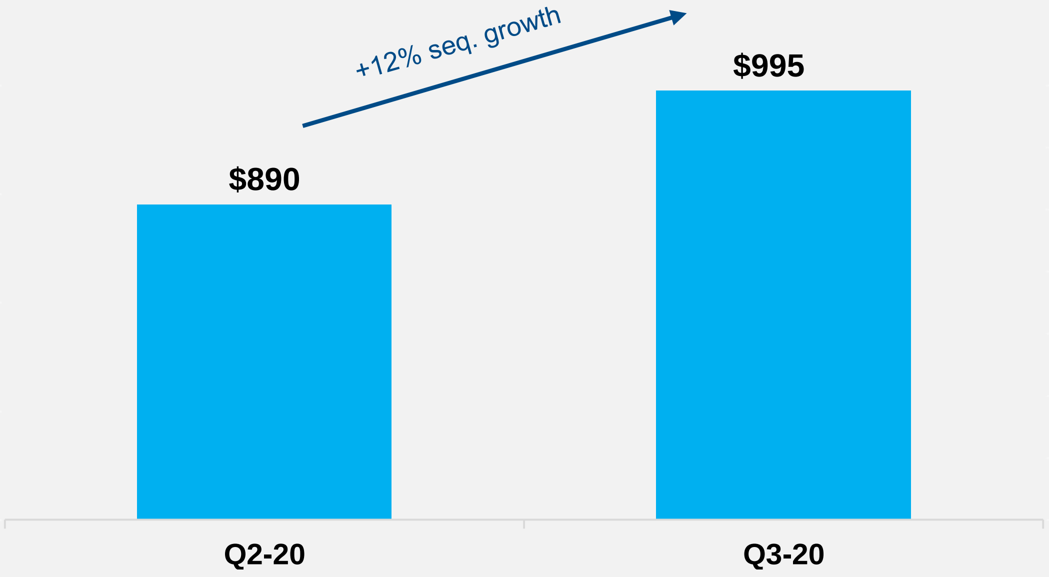
Customer Validation of DN Value Proposition

- A new advanced multivendor maintenance service agreement with Poste Italiane to continuously evolve and digitize the ATM channel consisting of ~8,000 ATMs
- A new, ATM service contract for ~4,000 devices in Thailand, including product and software upgrades
- In Q4, secured a milestone, new deal with the owner of the world's second-largest SCO fleet as the exclusive supplier of SCO solutions and related services at approximately 6,800 grocery stores across Europe

Revenue Recovering

Sequential growth of 12%

- Easing of unplanned reductions, including COVID-19 impact
- Weakening of US dollar
- Diminishing account rationalization activity

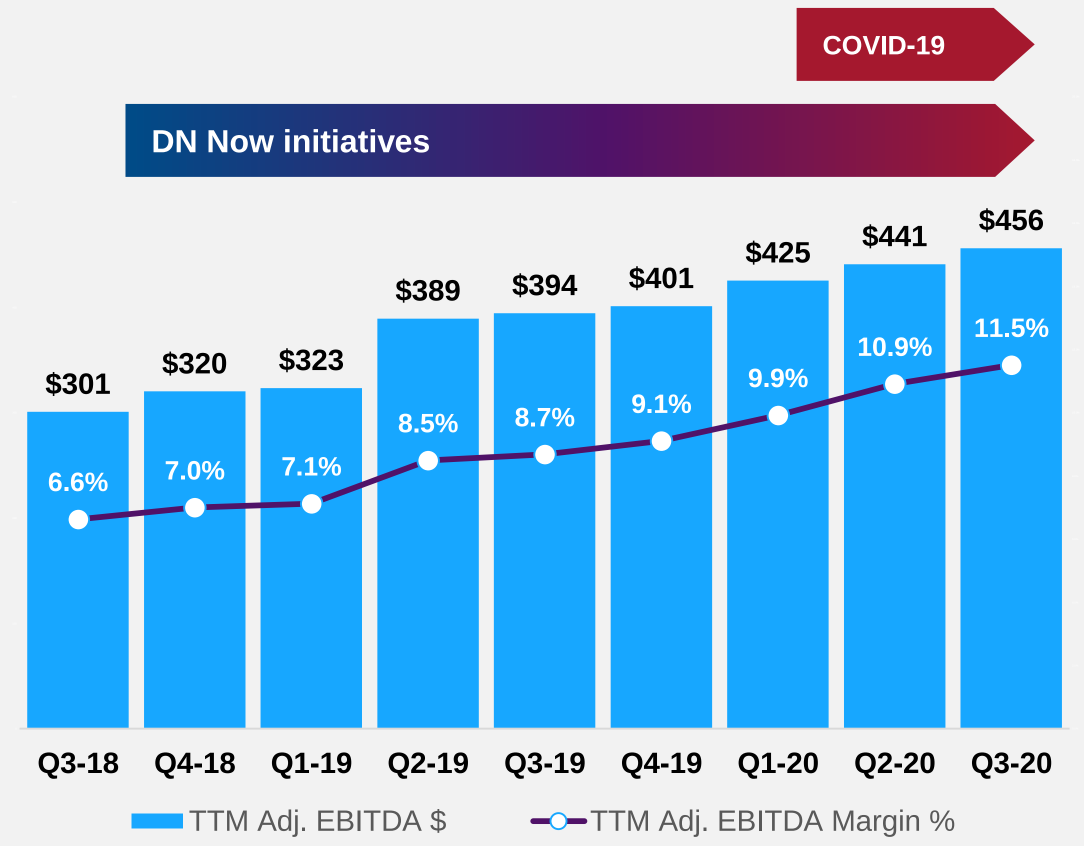


DN NOW Transformation Journey

Key Drivers

- **Higher quality revenue**
  - ✓ Disciplined sales pursuits
  - ✓ Account rationalization
  - ✓ Non-core divestitures
- **DN Now initiatives are driving**
  - ✓ Higher gross profit margins
  - ✓ Lower operating expense

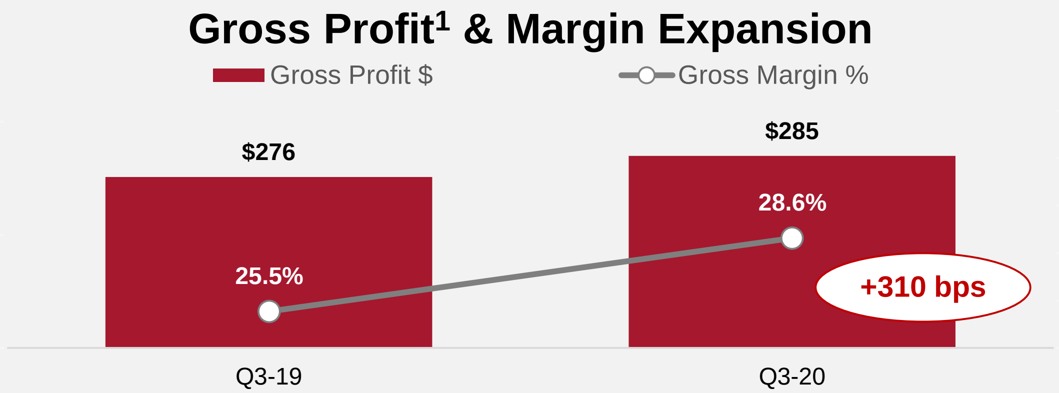
TTM Adjusted EBITDA[1] & Margin

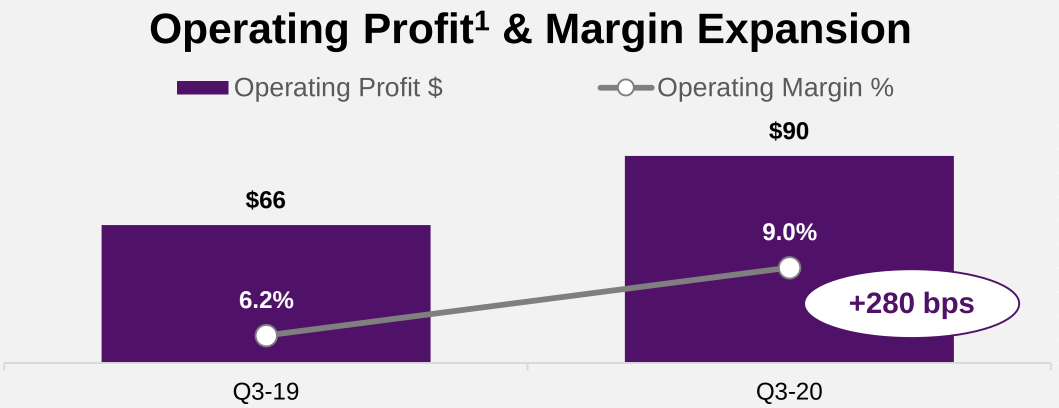


1) Non-GAAP metric
2) TTM is trailing 12 months.

Transformation Driving Higher Profitability

Strong Profit & Margin Expansion YoY





DN NOW Transformation Highlights

- **Digital Transformation**
- **Harvesting G&A efficiencies**
- **Software excellence**
- **DN Series certifications continue to progress; pipeline and orders are building**
- **Evolving Services to data-driven business with IoT capabilities via the AllConnect Data Engine**

Gross savings target increased from ~$470M to ~$500M through 2021

1) Non-GAAP metric

Digital Strategy Is Driving Competitive Differentiation

Enhancing the DN value proposition for our customers | **Internal efficiency**

Capabilities

Products

- "Internet of Things" enabled DN Series ATMs, EPOS & Self Checkout terminals
- Modular architecture for DN Series ATM
- Open and modular architecture for POS and Self Checkout

Services

- All Connect Data Engine – machine learning and advanced analytics across a range of DN and third party hardware environments
- Enhanced service intelligence
- Seamless interoperability in delivering end-to-end Managed Services

Software

Delivering SW as a service

- Banking - Integrated solutions for video, cardless, marketing and cloud-native debit platforms
- Retail - Cloud-native, open API solutions for fuel & convenience and other retail segments

Operations

- Leveraging digital, automation and cloud-based technologies to optimize support functions
- Self-service portals, standard processes and automated workflows

Customer Benefits

- Greater flexibility and optionality to adapt to changing consumer demands
- Enhancing consumer engagement
- Higher performance and availability via more rapid and accurate problem resolution
- More scalable cost structure

Lower costs, better insights and enhanced agility across DN

- HR – employee self service
- Finance – automation and predictive analytics
- IT – greater flexibility, resiliency and redundancy

DN NOW Evolving Services to a Digital, Data-Driven Business

Actions to Date

Automating incident reporting & response

Standardizing processes

Upgrading customer touchpoints (ATM or POS)

Connecting Devices to AllConnect Data Engine (ACDE)

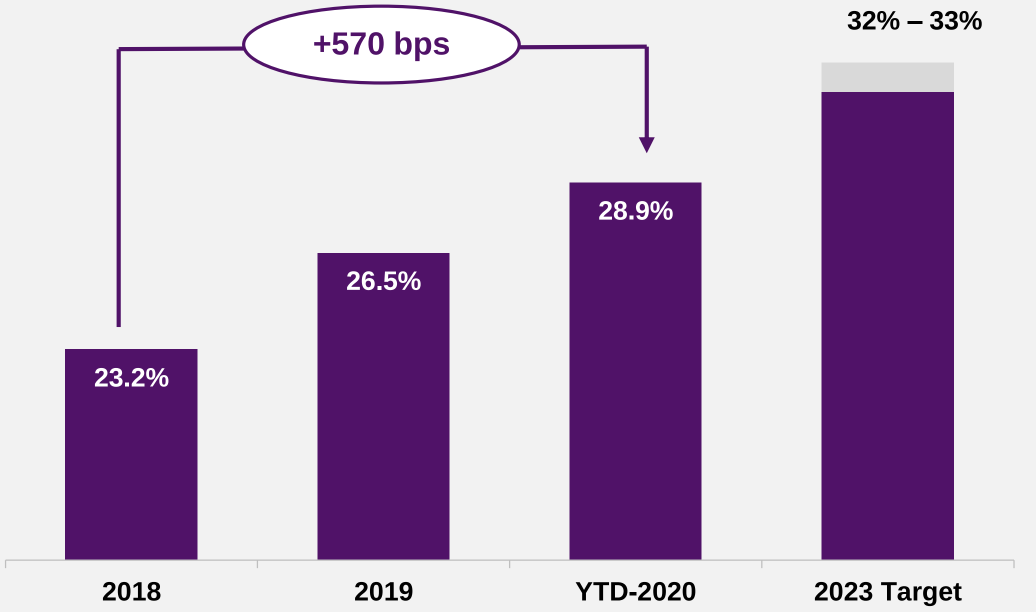
GATHER
PCI compliant data extracted from sensors

UPLOAD TO CLOUD
Frequent, one-way push notifications from device to DN Service network

CORRELATE
Data is correlated/analyzed against historical norms

ACT
Real time, actionable data insights for predictive and prescriptive service activity

Services Gross Margin[1]



ACDE Digital Benefits

+ Reduce failure rate
+ Optimize technician utilization
+ Increase spare parts efficiency
+ Maximize system availability

1) Non-GAAP metric

Q3-2020 P&L Highlights

$ millions	Q3-20	Q3-19	YoY variance
Revenue	$995	$1,079	~$19M increase from incremental business ~$68M unplanned reductions including COVID-19 delays ~$36M from divestitures
Gross Profit[1] **Gross Margin**[1]	$285 28.6%	$276 25.5%	DN Now initiatives drive gross margin expansion of 310 bps • Higher quality revenue • Services Modernization and Software Excellence
Operating Expense[1] **Operating Profit**[1] **Operating Margin**[1]	$195 $90 9.0%	$209 $66 6.2%	DN Now initiatives plus incremental actions • Reduced operating expense by 7% YoY • Increased operating profit by 35% YoY • Expanded operating margin by 280 bps YoY
Adjusted EBITDA[1] **Adjusted EBITDA Margin**[1]	$113 11.4%	$98 9.1%	DN Now initiatives plus incremental actions • Increased adjusted EBITDA by 15% YoY • Expanded adjusted EBITDA margin by 230 bps YoY

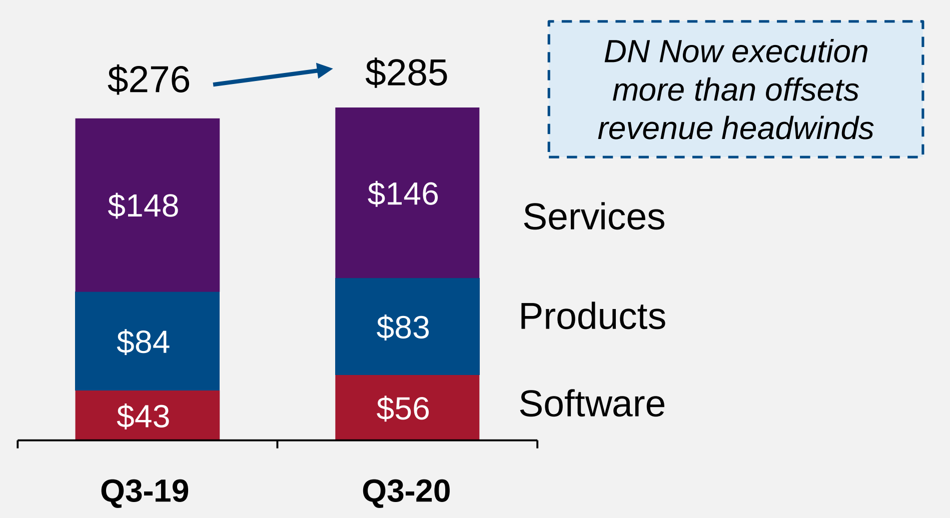
1) Non-GAAP metric

DN Now Actions Are Driving Higher Quality Revenue

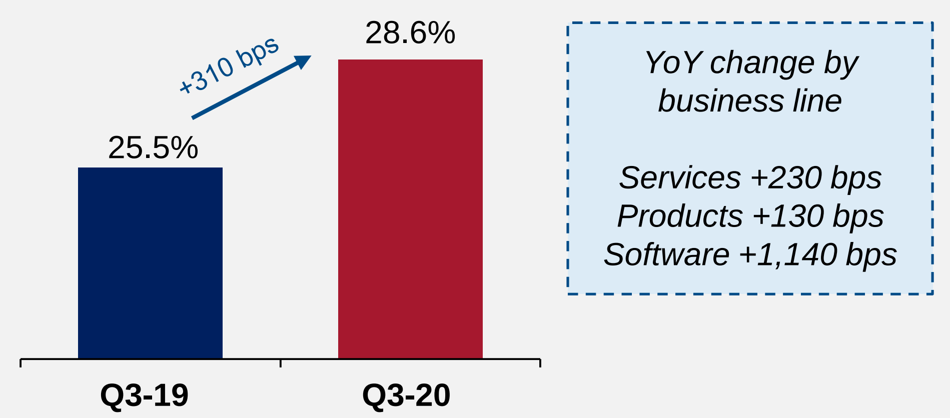
Revenue

		Total	Services	Products	Software
	Q3-19 Revenue	$1,079	$552	$415	$112
Unplanned	Unplanned/COVID-19	($68)	($26)	($35)	($6)
	Foreign currency	$5	$4	($1)	$2
In-line with pre-COVID plan	Divestitures	($36)	($29)	($5)	($2)
	Incremental business partially offset by non-recurring Q3-19 revenue	$19	$2	$9	$8
	Reducing low-margin business	($4)	($4)	0	0
	Q3-20 Revenue	$995	$499	$383	$113

Gross Profit[1]

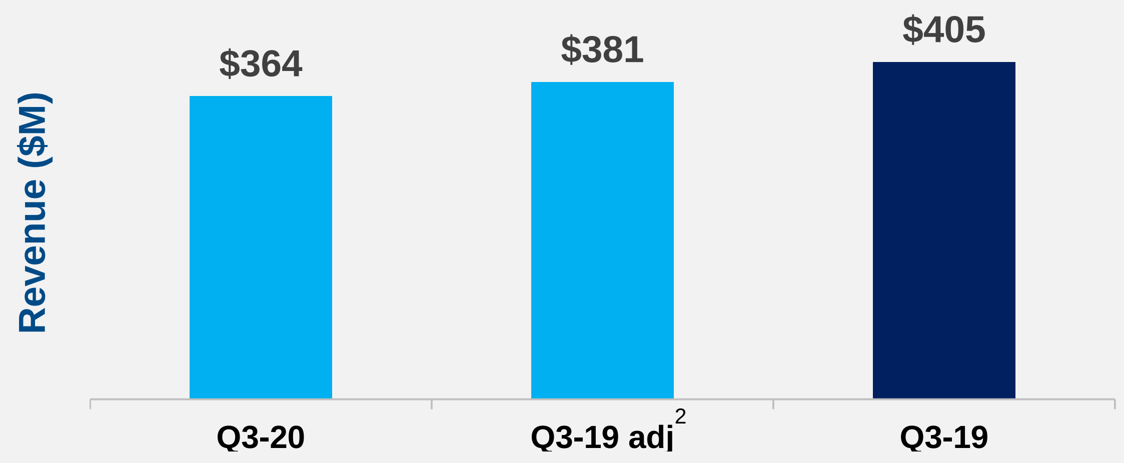


Gross Margin %[1]



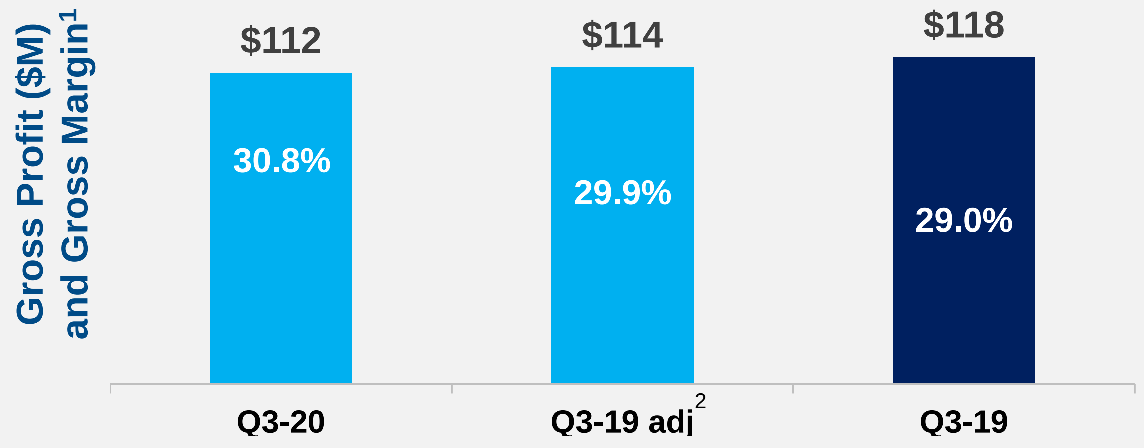
1) Non-GAAP metric

Eurasia Banking Highlights



YoY drivers include

- Incremental business of $22M offsetting non-recurring projects from Q3-19
- Unplanned reductions including COVID-19 delays of $38M
- Deliberate actions to drive higher quality service revenue including divestitures of $36M
- Foreign currency tailwinds of $12M

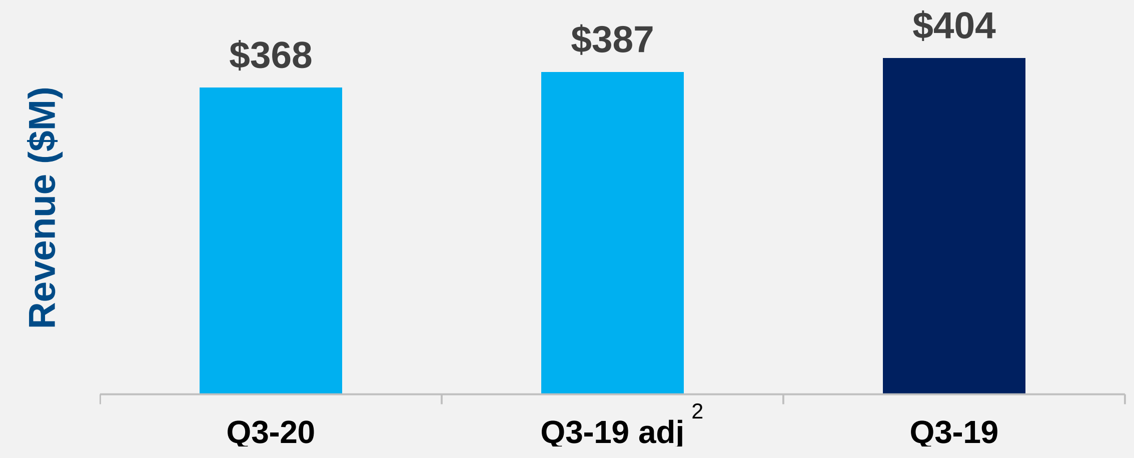


Gross margin expansion due to

- Benefits from DN Now initiatives including Services Modernization, Software Excellence and Product Simplification
- Includes a mild foreign currency benefit

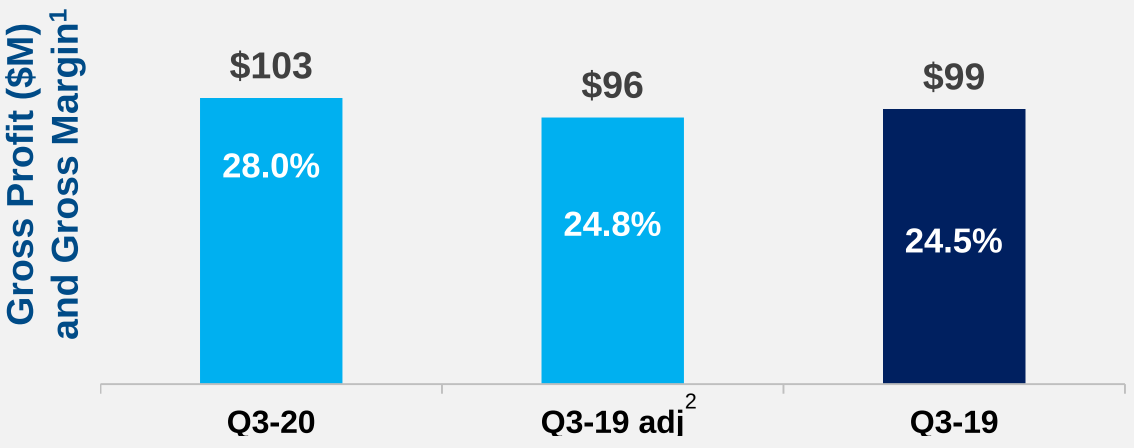
1) Non-GAAP metric
2) Adjusted for foreign currency and divestitures

Americas Banking Highlights



YoY drivers include

- $12M from planned reduction of non-recurring projects, partially offset by software growth
- Unplanned reductions including COVID-19 delays of $5M
- Foreign currency headwinds of $17M

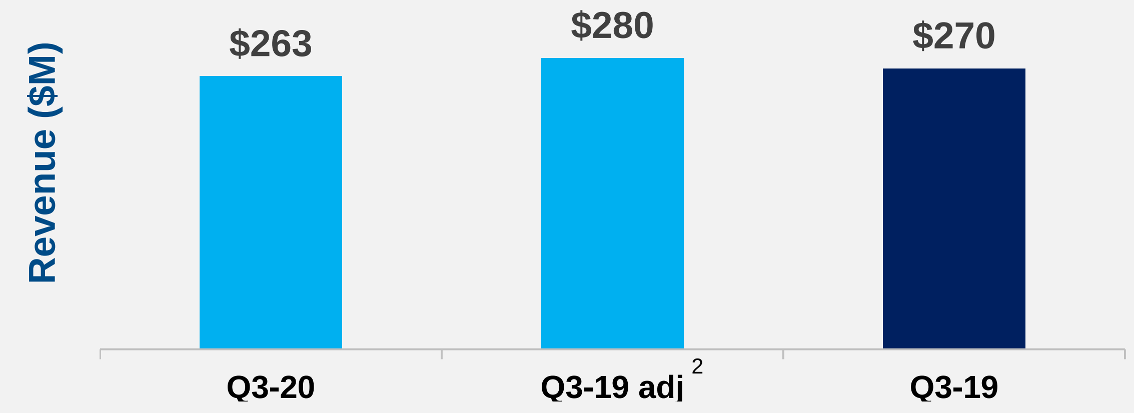


Significantly higher gross profit & gross margin due to

- Benefits from DN Now including Services Modernization, Software Excellence and Product Simplification
- Software growth
- Includes a mild foreign currency headwind

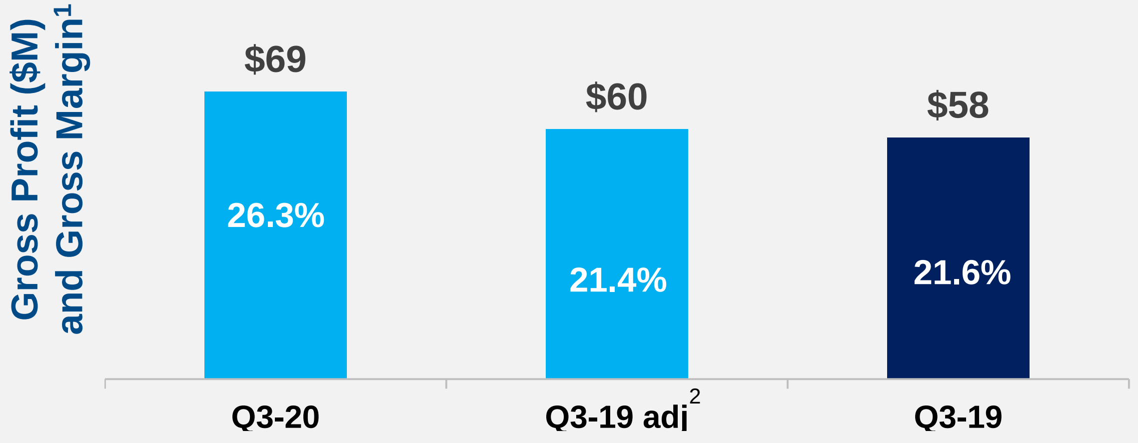
1) Non-GAAP metric
2) Adjusted for foreign currency and divestitures

Retail Highlights



YoY drivers include

- Unplanned reductions including COVID-19 delays of $25M
- Incremental business and growth of self-checkout is more than offsetting non-recurring projects from prior year
- Foreign currency tailwinds of $10M



Higher gross margin due to

- Benefits from DN Now
- Favorable customer mix in EMEA
- Includes a mild foreign currency benefit

1) Non-GAAP metric adjusted for foreign currency and divestitures

Free Cash Flow, Leverage and Liquidity

Free Cash Flow[1]

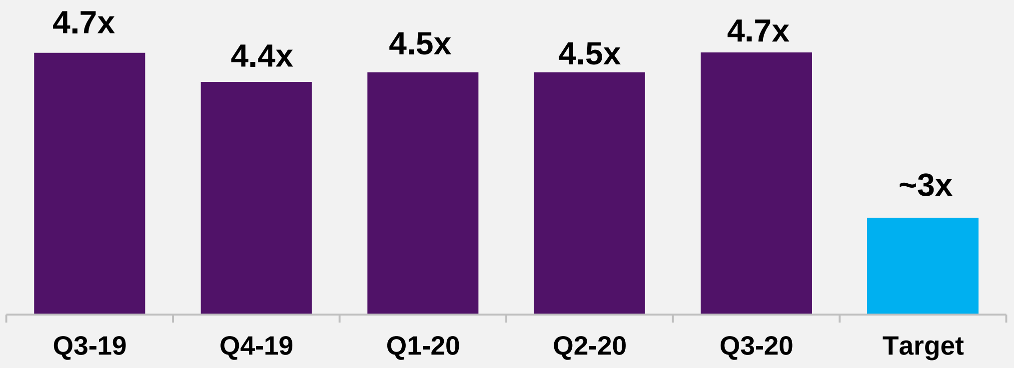
YTD performance is in-line with pre-COVID plan

YoY variance due to

+ Higher operating profit, lower interest and capex
– Higher cash use from net working capital due to COVID versus prior year period when company was harvesting cash
    - Investment in receivables increased $65M YoY
    - Payables and inventory management
– Higher variable compensation payments - favorable 2019 performance

Expecting strong seasonal cash flow in Q4-2020

Leverage Ratio[2] and Liquidity

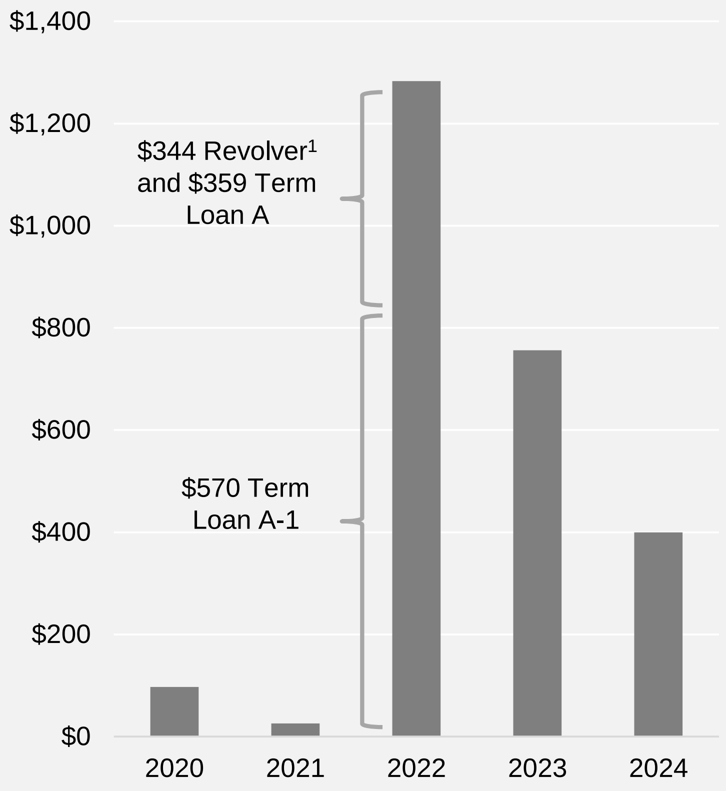


- Leverage ratio[2] changed from 4.5x to 4.7x due to refinancing and seasonal use of cash
- Net debt[3] of $2,158M
- Total liquidity of $434M includes ending cash[3] of $284M
- Committed to de-levering

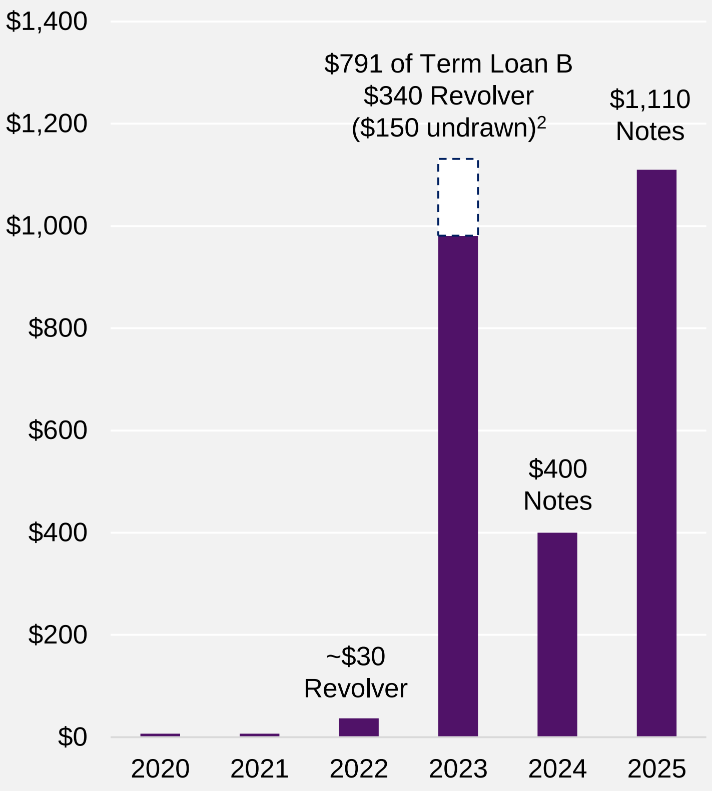
1) Free cash flow (FCF) is a non-GAAP financial measure defined as net cash (used in) provided by operating activities from continuing operations (excluding assets held for sale and certain FX derivatives) less capital expenditures.
2) Leverage ratio is defined as net debt to trailing 12-month calculated adjusted EBITDA. Sequential increase is due to costs associated with refinancing debt.
3) Ending cash balance excludes ~$3.8M of cash in assets held for sale, which is not expected to be realized as of September 30, 2020. Net Debt is a non-GAAP financial measure defined as notes payable plus long-term debt less cash, cash equivalents, restricted cash, short-term investments, and cash expected to be realized from assets held for sale.

Debt Maturities and Benefits of Refinancing

Prior Maturity Schedule (M)



Current Debt Maturity Schedule (M)



Benefits of Refinancing

- ✓ No material maturities until 2023
- ✓ Provides time to complete DN Now transformation
  - higher adjusted EBITDA and expanding margins
  - higher free cash flow conversion
  - de-levering the balance sheet
- ✓ Provides runway for pursuing continued operating margin and growth opportunities

1) On June 30, 2020, the revolving credit facility was fully drawn as a precautionary response to the uncertain impact of COVID-19
2) On September 30, 2020, the revolving credit facility had a drawn balance of $192M with an additional $150M available

Tightening 2020 Outlook to High End of Prior Range

	Prior 2020 Outlook	Current 2020 Outlook	Key Expectations[2]
Total Revenue	$3.7 - $3.9B	~$3.85B	Reflects net unplanned effects of COVID-19, net planned reductions including the company's focus on higher-quality revenue and divestiture headwinds of $110M
Adjusted EBITDA[1]	~$400 - $440M ~11% margin	~$440M ~11% margin	YoY drivers + Approximately $165M of DN Now savings – Lower YoY revenue, including net unplanned reductions and COVID-19 – Inflation, growth investments and other items
Free cash flow[1]	$20 - $30M	~$30M	+ Adjusted EBITDA $440M – Net interest payments $150M – Restructuring/transformation $110M – Net working capital $50M – Cash taxes $40M – Capital expenditures $20M – Pension $10M – Balance sheet timing & other $30M (includes compensation accruals & other prepaids)

1) Non-GAAP metrics
2) The company's full year outlook for 2020 is based on the current book of business as well as information available today regarding the potential effect of the coronavirus pandemic and current economic recession. There are a number of factors, including the potential second wave of virus infections and related business implications, which the company may not be able to accurately predict. The 2020 outlook includes the impact of deconsolidating a joint venture in China, which was finalized in the second quarter of 2020, and the divestiture of Diebold Nixdorf Portavis GmbH, which was finalized in the first quarter 2020. The foreign currency impact for 2020 is estimated based on exchange rates as of September 30, 2020. All numbers are approximate.

Focus Areas for Value Creation

Shifting to a balanced agenda of higher free cash flow conversion and growth

Drivers of free cash flow conversion

+ **DN Now initiatives drive higher adjusted EBITDA and improved profit margins**
+ **Substantially complete our DN Now transformation in 2021 and reduce our restructuring/transformation spend**

Drivers of growth

+ **Digitally-enabled, differentiated solutions provide a clear value proposition**

While COVID pandemic drives uncertainty, we anticipate revenue growth, profit margin expansion and stronger FCF conversion in 2021

Supplemental schedules

Transformation Update

Increasing gross savings target from ~$470M to ~$500M through 2021

Timeline for completion	2019	2020	2021	
Operational Excellence	✓			Streamline operating model
		✓		Simplify product portfolio & manufacturing footprint
			✓	Services modernization plan
			✓	Harvest G&A efficiencies
			Complete in 2023	Digital transformation with Accenture
Enhance Customer Solutions			✓	Deploy DN Series
			✓	Implement AllConnect Data Engine
			✓	Software excellence
Optimize the Balance Sheet		✓		Efficient net working capital
		✓		Non-core divestitures - high quality revenue
		✓		Opportunistic cost of capital actions

Benefits

- Gross savings target of ~$500M to be realized through 2021
- Proven foundation for DN's operational rigor during the pandemic
- Higher quality revenue
- More sustainable cash flows
- Reducing leverage
- Differentiated & digitally-enabled solutions

DN Now Transformation Expense and Cash Flow Bridge

($ in millions)		FY 2018	FY 2019	Q1 2020	Q2 2020	Q3 2020		Cumulative Total
1	GAAP Restructuring Expense	$65.0	$50.2	$10.0	$11.5	$13.8		$150.5
2	Non-GAAP Incremental DN Now Transformation Expense	14.3	64.6	31.6	15.3	28.0		153.8
	Non-GAAP Restructuring & DN Now Transformation Expense	$79.3	$114.8	$41.6	$26.8	$41.8		$304.3
	Accelerated depreciation (D&A) already added back to unadjusted EBITDA	-	(1.9)	(5.4)	(3.8)	(2.8)	3	(13.9)
	Restructuring & DN Now Transformation Expenses added back to EBITDA	$79.3	$112.9	$36.2	$23.0	$39.0		$290.4
	Cash Payments	$(68.0)	$(118.7)	$(22.5)	$(32.4)	$(28.3)		$(269.9)
	Cumulative difference between expense and cash payment	$11.3	$(5.8)	$13.7	$(9.4)	$10.7	4	$20.5

1	**GAAP Restructuring Expense**	▪ Majority of expense is severance related to headcount reduction
2	**Non-GAAP incremental DN Now Transformation expenses**	▪ One-time implementation costs: – Accounting compliance, including setting up regional controlling centers, internal audit outsourcing and tax compliance and provision outsourcing – Elimination of DN shared service centers and outsourced and centralized accounting transaction operations – Design and execution of Services and Software modernization – Others, including various aspects of design and execution
3	**Accelerated depreciation (D&A) already added back in unadjusted EBITDA**	▪ D&A acceleration; permanent differences between expense and cash
4	**Cumulative difference between expense and cash payment**	▪ Temporary timing difference between expense recognition and cash outflow, will net to zero as DN Now restructuring expenses decline to zero

Q3 2020 Profit & Loss Statement

Reconciliation GAAP to non-GAAP ($Millions)

	2020 (GAAP)	% of Net Sales	Restructuring and DN Now transformation expenses	Amortization of Wincor Nixdorf purchase accounting intangible assets (non-cash)	Legal / deal expense	Other non-routine inc/exp	2020 (non-GAAP)	% of Net Sales
Services	499.0	50.1%	-	-	-	-	499.0	50.1%
Products	383.1	38.5%	-	-	-	-	383.1	38.5%
Software	113.1	11.4%	-	-	-	-	113.1	11.4%
Total Revenue	995.2	100.0%	-	-	-	-	995.2	100.0%
Services	149.4	29.9%	0.6	-	-	(4.0)	145.9	29.2%
Products	79.3	20.7%	2.6	0.5	0.3	(0.0)	82.6	21.6%
Software	55.4	49.0%	0.2	0.6	-	(0.0)	56.2	49.7%
Total Gross Profit	284.1	28.5%	3.4	1.1	0.3	(4.1)	284.8	28.6%
Operating Expenses								
Selling, G & A	226.0		(38.1)	(19.3)	(2.6)	(0.3)	165.7	
R , D & E	30.2		(0.4)	-	-	(0.1)	29.6	
(Gain)/Loss on Assets	-		-	-	-	-	-	
Impairment of Assets	4.1		-	-	-	(4.1)	-	
Total Operating Expense	260.3	**26.2%**	(38.5)	(19.3)	(2.6)	(4.5)	195.3	**19.6%**
Total Operating Profit (loss)	23.8	2.4%	41.9	20.4	2.9	0.4	89.5	9.0%

Note: Differences may occur due to rounding.

Q3 2019 Profit & Loss Statement

Reconciliation GAAP to non-GAAP ($Millions)

	2019 (GAAP)	% of Net Sales	Restructuring and DN Now transformation expenses	Amortization of Wincor Nixdorf purchase accounting intangible assets (non-cash)	Legal / deal expense	Divestitures and fixed asset sale	Acq. integration	Inventory provision	Other non-routine inc/exp	2019 (non-GAAP)	% of Net Sales
Services	552.2	51.2%	-	-	-	-	-	-	-	552.2	51.2%
Products	414.7	38.4%	-	-	-	-	-	-	-	414.7	38.4%
Software	111.9	10.4%	-	-	-	-	-	-	-	111.9	10.4%
Total Revenue	1,078.8	100.0%	-	-	-	-	-	-	-	1,078.8	100.0%
Services	147.3	26.7%	1.2	-	-	-	-	(0.1)	-	148.3	26.9%
Products	85.8	20.7%	0.2	1.6	-	-	-	(1.6)	0.4	86.3	20.8%
Software	38.3	34.2%	0.7	1.8	-	-	-	-	0.0	40.9	36.5%
Total Gross Profit	271.4	25.2%	2.0	3.4	-	-	-	(1.8)	0.4	275.5	25.5%
Operating Expenses											
Selling, G & A	220.0		(18.4)	(19.5)	(2.6)	-	(0.4)	-	(6.6)	172.5	
R , D & E	36.8		(0.2)	-	-	-	-	-	-	36.6	
(Gain)/Loss on Assets	(8.5)		-	-	-	8.5	-	-	-	(0.0)	
Impairment of Assets	-		-	-	-	-	-	-	-	-	
Total Operating Expense	248.3	**23.0%**	(18.6)	(19.5)	(2.6)	8.5	(0.4)	-	(6.6)	209.1	**19.4%**
Total Operating Profit (loss)	23.1	2.1%	20.6	22.8	2.6	(8.5)	0.4	(1.8)	7.0	66.4	6.2%

 Note: Differences may occur due to rounding.

YoY Revenue Variance for FX, Divestitures and Related Actions

Reconciliation GAAP to non-GAAP ($Millions)

Segment View

$Millions	Q3-20	Q3-19	Variance F/(U)	Variance %	2020 YTD	2019 YTD	Variance F/(U)	Variance %
Eurasia Banking Revenue (GAAP)	**364**	**405**	**(41)**	**-10.2%**	**1,012**	**1,218**	**(206)**	**-17.0%**
FX Impact	-	12	(12)	n/a	-	(10)	10	n/a
Divestitures and Related Actions	-	(36)	36	n/a	-	(73)	73	n/a
Eurasia Banking Adjusted Revenue (Non-GAAP)	**364**	**381**	**(17)**	**-4.4%**	**1,012**	**1,135**	**(123)**	**-10.8%**
Americas Banking Revenue (GAAP)	**368**	**404**	**(35)**	**-8.7%**	**1,045**	**1,186**	**(142)**	**-11.9%**
FX Impact	-	(17)	17	n/a	-	(41)	41	n/a
Divestitures and Related Actions	-	-	-	n/a	-	(0)	0	n/a
Americas Banking Adjusted Revenue (Non-GAAP)	**368**	**387**	**(18)**	**-4.7%**	**1,045**	**1,145**	**(101)**	**-8.8%**
Retail Revenue (GAAP)	**263**	**270**	**(7)**	**-2.7%**	**739**	**853**	**(113)**	**-13.3%**
FX Impact	-	10	(10)	n/a	-	(6)	6	n/a
Divestitures and Related Actions	-	-	-	n/a	-	-	-	n/a
Retail Adjusted Revenue (Non-GAAP)	**263**	**280**	**(17)**	**-6.2%**	**739**	**847**	**(107)**	**-12.7%**

Business Line

$Millions	Q3-20	Q3-19	Variance F/(U)	Variance %	2020 YTD	2019 YTD	Variance F/(U)	Variance %
Services Revenue (GAAP)	**499**	**552**	**(53)**	**-9.6%**	**1,471**	**1,662**	**(191)**	**-11.5%**
FX Impact	-	4	(4)	n/a	-	(23)	23	n/a
Divestitures and Related Actions	-	(29)	29	n/a	-	(55)	55	n/a
Services Adj. Revenue (Non-GAAP)	**499**	**527**	**(28)**	**-5.3%**	**1,471**	**1,584**	**(113)**	**-7.1%**
Products Revenue (GAAP)	**383**	**415**	**(32)**	**-7.7%**	**995**	**1,261**	**(266)**	**-21.1%**
FX Impact	-	(1)	1	n/a	-	(28)	28	n/a
Divestitures and Related Actions	-	(5)	5	n/a	-	(7)	7	n/a
Products Adj. Revenue (Non-GAAP)	**383**	**409**	**(26)**	**-6.4%**	**995**	**1,226**	**(231)**	**-18.8%**
Software Revenue (GAAP)	**113**	**112**	**1**	**1.1%**	**330**	**334**	**(4)**	**-1.2%**
FX Impact	-	2	(2)	n/a	-	(6)	6	n/a
Divestitures and Related Actions	-	(2)	2	n/a	-	(11)	11	n/a
Software Adj. Revenue (Non-GAAP)	**113**	**111**	**2**	**1.7%**	**330**	**317**	**13**	**4.1%**
Total Revenue (GAAP)	995	1,079	(84)	-7.7%	2,796	3,257	(461)	-14.1%
FX Impact	-	5	(5)	n/a	-	(57)	57	n/a
Divestitures and Related Actions	-	(36)	36	n/a	-	(73)	73	n/a
Total Adjusted Revenue (Non-GAAP)	995	1,048	(52)	-5.0%	2,796	3,127	(331)	-10.6%

Note: Differences may occur due to rounding.

YoY Gross Profit Variance for FX, Divestitures and Related Actions

Reconciliation GAAP to non-GAAP ($Millions)

Segment View

$Millions	Q3-20	Q3-19	Variance F/(U)	Variance %	2020 YTD	2019 YTD	Variance F/(U)	Variance %
Eurasia Banking Gross Profit (Non-GAAP)	**112**	**118**	**(6)**	**-5.2%**	**304**	**348**	**(44)**	**-12.7%**
FX Impact	-	3	(3)	n/a	-	(4)	4	n/a
Divestitures and Related Actions	-	(8)	8	n/a	-	(12)	12	n/a
Eurasia Banking Adjusted Gross Profit (Non-GAAP)	**112**	**114**	**(2)**	**-1.6%**	**304**	**333**	**(29)**	**-8.6%**
Americas Banking Gross Profit (Non-GAAP)	**103**	**99**	**5**	**4.6%**	**315**	**278**	**38**	**13.5%**
FX Impact	-	(3)	3	n/a	-	(8)	8	n/a
Divestitures and Related Actions	-	-	-	n/a	-	0	(0)	n/a
Americas Banking Adjusted Gross Profit (Non-	**103**	**96**	**8**	**7.8%**	**315**	**270**	**46**	**16.9%**
Retail Gross Profit (Non-GAAP)	**69**	**58**	**11**	**18.3%**	**184**	**180**	**3**	**1.9%**
FX Impact	-	2	(2)	n/a	-	(1)	1	n/a
Divestitures and Related Actions	-	-	-	n/a	-	-	-	n/a
Retail Adjusted Gross Profit (Non-GAAP)	**69**	**60**	**9**	**14.5%**	**184**	**179**	**5**	**2.7%**

Business Line

$Millions	Q3-20	Q3-19	Variance F/(U)	Variance %	2020 YTD	2019 YTD	Variance F/(U)	Variance %
Services Gross Profit (Non-GAAP)	**146**	**148**	**(3)**	**-1.8%**	**426**	**430**	**(4)**	**-1.0%**
FX Impact	-	1	(1)	n/a	-	(5)	5	n/a
Divestitures and Related Actions	-	(6)	6	n/a	-	(8)	8	n/a
Services Adj. Gross Profit (Non-GAAP)	**146**	**144**	**2**	**1.5%**	**426**	**417**	**8**	**2.0%**
Products Gross Profit (Non-GAAP)	**83**	**84**	**(2)**	**-1.8%**	**224**	**262**	**(39)**	**-14.7%**
FX Impact	-	2	(2)	n/a	-	(3)	3	n/a
Divestitures and Related Actions	-	(2)	2	n/a	-	(3)	3	n/a
Products Adj. Gross Profit (Non-GAAP)	**83**	**84**	**(2)**	**-1.9%**	**224**	**257**	**(33)**	**-12.9%**
Software Gross Profit (Non-GAAP)	**56**	**43**	**13**	**31.2%**	**153**	**113**	**40**	**35.5%**
FX Impact	-	0	(0)	n/a	-	(3)	3	n/a
Divestitures and Related Actions	-	(0)	0	n/a	-	(1)	1	n/a
Software Adj. Gross Profit (Non-GAAP)	**56**	**43**	**13**	**31.2%**	**153**	**109**	**44**	**40.6%**
Total Gross Profit (Non-GAAP)	**285**	**276**	**9**	**3.4%**	**803**	**806**	**(3)**	**-0.4%**
FX Impact	-	3	(3)	n/a	-	(11)	11	n/a
Divestitures and Related Actions	-	(8)	8	n/a	-	(12)	12	n/a
Total Adjusted Gross Profit	**285**	**271**	**14**	**5.1%**	**803**	**784**	**20**	**2.5%**

Note: Differences may occur due to rounding.

Gross Profit and Gross Services Margin

Reconciliation GAAP to non-GAAP ($Millions)

Gross Profit – Segment View

	Q1-19	Q2-19	Q3-19	Q4-19	2019	Q1-20	Q2-20	Q3-20
Revenue (GAAP)	**$1,028**	**$1,150**	**$1,079**	**$1,152**	**$4,409**	**$911**	**$890**	**$995**
Americas Banking	363	420	404	418	1,604	345	331	368
Eurasia Banking	383	430	405	432	1,650	311	338	364
Retail	283	300	270	302	1,155	256	221	263
Total Gross Profit (GAAP)	**$246**	**$279**	**$271**	**$270**	**$1,067**	**$227**	**$248**	**$284**
Americas Banking	82	97	99	108	385	104	107	103
Eurasia Banking	109	121	118	127	476	90	102	112
Retail	56	66	58	68	248	60	55	69
Total Restructuring and DN Now Transformation Expenses	(2)	(3)	(2)	(3)	(10)	(1)	(2)	(3)
Total Non-Routine Expense	0	(1)	(2)	(29)	(32)	(26)	(15)	3
Total Restructuring, DN Now Transformation & Non-Routine Expense	(1)	(4)	(4)	(33)	(42)	(27)	(17)	(1)
Total Gross Profit (non-GAAP)	**$247**	**$283**	**$276**	**$303**	**$1,109**	**$254**	**$264**	**$285**
Total Gross Margin (Non- GAAP)	**24.1%**	**24.6%**	**25.5%**	**26.3%**	**25.2%**	**27.9%**	**29.7%**	**28.6%**
Americas Banking	22.7%	23.0%	24.5%	25.8%	24.0%	30.3%	32.4%	28.1%
Eurasia Banking	28.5%	28.1%	29.2%	29.5%	28.8%	28.9%	30.3%	30.8%
Retail	19.7%	22.0%	21.6%	22.5%	21.5%	23.4%	24.7%	26.3%

Gross Services Margin

<u>$Millions</u>	Q1-18	Q2-18	Q3-18	Q4-18	2018	Q1-19	Q2-19	Q3-19	Q4-19	2019	Q1-20	Q2-20	Q3-20	YTD 20
Services Revenue (GAAP)	**$592**	**$594**	**$584**	**$607**	**$2,376**	**$544**	**$566**	**$552**	**$568**	**$2,231**	**$504**	**$468**	**$499**	**$1,471**
Services Gross Profit (GAAP)	**$134**	**$123**	**$132**	**$113**	**$503**	**$133**	**$144**	**$147**	**$142**	**$567**	**$118**	**$131**	**$149**	**$398**
Restructuring and DN Now Transformation Expenses	2	(0)	4	10	15	1	1	1	1	4	1	1	1	2
Non-Routine Expenses	2	2	1	28	33	(0)	2	(0)	17	19	18	12	(4)	26
Services Gross Profit (non-GAAP)	**$138**	**$125**	**$137**	**$151**	**$551**	**$135**	**$147**	**$148**	**$160**	**$590**	**$136**	**$144**	**$146**	**$426**
non-GAAP Gross Profit % GAAP Revenue	23.3%	21.1%	23.4%	24.9%	23.2%	24.7%	26.0%	26.9%	28.2%	26.5%	27.0%	30.7%	29.2%	28.9%

Note: Differences may occur due to rounding.

Operating Expense
Reconciliation GAAP to non-GAAP ($Millions)

Operating Expense

	Q1-19	Q2-19	Q3-19	Q4-19	2019	Q1-20	Q2-20	Q3-20
Revenue (GAAP)	**$1,028**	**$1,150**	**$1,079**	**$1,152**	**$4,409**	**$911**	**$890**	**$995**
Total Operating Expense (GAAP)	**$271**	**$272**	**$248**	**$303**	**$1,094**	**$253**	**$227**	**$260**
Selling and administrative expense	184	172	173	169	697	160	136	165
Research, development and engineering expense	37	36	37	33	142	31	30	30
Other	0	1	(0)	1	1	(0)	0	0
Total Restructuring and DN Now Transformation Expenses	14	26	18	48	105	41	25	43
Total Non-Routine Expense	37	37	21	53	148	21	36	22
Total Restructuring, DN Now Transformation & Non-Routine Expense	50	63	39	100	253	62	61	65
Total Operating Expense (non-GAAP)	**$220**	**$209**	**$209**	**$203**	**$841**	**$191**	**$166**	**$195**
Non-GAAP operating expense as a % of GAAP Revenue	21.4%	18.2%	19.4%	17.6%	19.1%	21.0%	18.6%	19.6%

Note: Differences may occur due to rounding.

Adjusted EBITDA

Reconciliation GAAP to non-GAAP ($Millions)

$Millions	Q4-17	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20	Q3-20
Revenue (GAAP)	$1,250	$1,064	$1,106	$1,119	$1,290	$1,028	$1,150	$1,079	$1,152	$911	$890	$995
Net income (loss)	($103)	($66)	($116)	($220)	($128)	($132)	($55)	($35)	($123)	($93)	($23)	($101)
Income tax (benefit) expense	89	19	(30)	45	3	60	9	5	42	20	(3)	(22)
Interest income	(5)	(4)	(2)	(2)	(1)	(3)	(2)	(2)	(2)	(1)	(2)	(2)
Interest expense	27	26	28	45	55	51	50	52	50	48	48	144
Depreciation & amortization[1]	64	62	58	58	57	53	52	49	49	49	46	43
EBITDA	$73	$38	($61)	($74)	($14)	$30	$54	$70	$16	$23	$65	$63
Share-based compensation	11	14	7	7	9	9	5	5	5	4	4	3
Foreign exchange gain (loss), net	(1)	1	3	(2)	0	(3)	5	2	1	(0)	8	2
Miscellaneous, net	(0)	0	3	2	(0)	1	0	1	1	1	(7)	1
Equity in earnings (loss) of unconsolidated subsidiaries, net	(7)	(1)	(1)	(3)	18	0	0	(1)	(1)	0	0	(0)
Restructuring and DN Now Transformation Expenses[2]	5	4	2	41	32	15	28	20	49	36	23	46
Non-routine expenses, net[3]	24	6	88	123	78	12	14	0	60	26	29	(4)
Adjusted EBITDA	$105	$62	$41	$93	$124	$65	$107	$98	$131	$89	$122	$113
Adjusted EBITDA % GAAP revenue	8.4%	5.8%	3.7%	8.3%	9.6%	6.3%	9.3%	9.1%	11.4%	9.8%	13.7%	11.4%

Trailing 12-month Reconciliation

$Millions	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20	Q3-20
Revenue (GAAP)	$4,539	$4,579	$4,543	$4,587	$4,547	$4,409	$4,291	$4,032	$3,948
Net income (loss)	($504)	($529)	($595)	($534)	($350)	($345)	($306)	($274)	($340)
Income tax (benefit) expense	123	37	78	117	77	117	76	64	37
Interest income	(12)	(9)	(8)	(8)	(8)	(9)	(8)	(8)	(8)
Interest expense	126	155	180	201	209	203	200	198	290
Depreciation & amortization[1]	242	234	226	220	212	204	200	194	188
EBITDA	($24)	($111)	($119)	($4)	$140	$170	$163	$174	$167
Share-based compensation	38	37	32	30	29	24	19	17	16
Foreign exchange gain (loss), net	2	2	(2)	0	4	5	7	10	11
Miscellaneous, net	4	4	5	3	3	4	3	(4)	(3)
Equity in earnings (loss) of unconsolidated subsidiaries, net	(12)	13	15	16	18	(1)	(1)	(2)	(1)
Restructuring and DN Now Transformation Expenses[2]	52	79	91	117	96	113	134	128	155
Non-routine expenses, net[3]	241	295	301	227	104	86	101	116	112
Adjusted EBITDA	$301	$320	$323	$389	$394	$401	$425	$441	$456
Adjusted EBITDA % GAAP revenue	6.6%	7.0%	7.1%	8.5%	8.7%	9.1%	9.9%	10.9%	11.5%

Adjusted EBITDA outlook for 2020 of ~$440M

With respect to the company's non-GAAP adjusted EBITDA outlook for 2020, it is not providing a reconciliation to the most directly comparable GAAP financial measure because it is unable to predict with reasonable certainty those items that may affect such measures calculated and presented in accordance with GAAP without unreasonable effort. These measures primarily exclude the future impact of restructuring actions and net non-routine items. These reconciling items are uncertain, depend on various factors and could significantly impact, either individually or in the aggregate, net income calculated and presented in accordance with GAAP. Please see "Use of Non-GAAP Financial Measures" for additional information regarding our use of non-GAAP financial measures.

1) Deferred financing fees have been removed from depreciation and amortization.
2) Excludes accelerated ERP depreciation, included in depreciation and amortization
3) Net non-routine expenses excludes the Wincor Nixdorf purchase accounting adjustments, which are included in depreciation and amortization.

Note: Differences may occur due to rounding.

Free Cash Flow and Net Debt Reconciliations
($Millions)

	Q1-19	Q2-19	Q3-19	Q4-19	2019	Q1-20	Q2-20	Q3-20	2019-YTD	2020-YTD
Net cash provided by (used in) operating activities - continuing - GAAP	($57)	($11)	$75	$128	$136	($80)	($91)	($39)	$7	($209)
Excluding the impact of changes in cash of assets held for sale and the use of cash for M&A activities	12	3	3	(4)	15	23	5	10	19	38
Excluding the impact of FX Hedging	(1)	5	5	(0)	8	3	16	13	9	32
Capital expenditures	(15)	(6)	(10)	(13)	(43)	(5)	(3)	(3)	(30)	(12)
Free cash flow (use) (non-GAAP measure)	**($60)**	**($9)**	**$74**	**$111**	**$116**	**($60)**	**($73)**	**($19)**	**$5**	**($152)**
Add Back: Cash interest expense	(40)	(54)	(37)	(52)	(183)	(34)	(51)	(31)	(130)	(116)
Unlevered Free cash flow (use) (non-GAAP measure)	**($21)**	**$45**	**$111**	**$163**	**$299**	**($26)**	**($22)**	**$12**	**$136**	**($36)**

Trailing 12-month Reconciliation

	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20	Q3-20
Net cash provided by (used in) operating activities - continuing - GAAP	($19)	$85	$275	$136	$113	$33	($81)
Excluding the impact of changes in cash of assets held for sale and the use of cash for M&A activities	12	16	19	15	25	27	34
Excluding the impact of FX Hedging	(1)	4	9	8	12	23	31
Capital expenditures	(53)	(48)	(48)	(43)	(34)	(31)	(25)
Free cash flow (use) (non-GAAP measure)	**($60)**	**$56**	**$255**	**$116**	**$117**	**$52**	**($41)**
Add Back: Cash Interest	(148)	(168)	(186)	(183)	(177)	(174)	(168)
Unlevered Free cash flow (use) (non-GAAP measure)	**$87**	**$224**	**$441**	**$299**	**$294**	**$226**	**$128**

Net Debt Reconciliation

$ Millions	9/30/19	9/30/20
Cash, cash equivalents, restricted cash and short term investments (GAAP Measure)	$261	$284
Cash included in assets held for sale	39	4
Debt instruments	(2,153)	(2,446)
Net debt (non-GAAP measure)	**($1,854)**	**($2,158)**

Free Cash Flow outlook for 2020 of ~$30 million

With respect to the company's non-GAAP free cash flow outlook for 2020, it is not providing a reconciliation to the most directly comparable GAAP financial measure because it is unable to predict with reasonable certainty those items that may affect such measures calculated and presented in accordance with GAAP without unreasonable effort. These measures primarily exclude the future impact of changes in cash of assets held for sale and the settlement of certain derivative instruments. These reconciling items are uncertain, depend on various factors and could significantly impact, either individually or in the aggregate, net cash provided (used) by operating activities calculated and presented in accordance with GAAP. Please see "Non-GAAP Financial Measures and Other Information" for additional information regarding our use of non-GAAP financial measures.