



PRESS RELEASE

CM.com wins international Payment Service Provider tender of the Dutch government

BREDA, 22 APRIL 2021

CM.com, a global Conversational Commerce platform, won the tender for international Payment Service Provider (PSP) for the Dutch government for the coming 4.5 years with the possibility to extend the period to a maximum of 8.5 years.

As of 1 November 2021, CM.com is going to provide payment services for Ministries and their departments that offer online payment methods for making payments to the government and enable payments through a payment terminal (Point of Sale) in the Netherlands and abroad. The Ministries of Foreign Affairs, Defense, and Justice and Security, as well as several government institutions such as the Dutch Education Administration (DUO) and the Central Judicial Collection Agency (CJIB) will use CM.com's payment services. By 2024, CM.com is expected to be processing more than 11 million transactions annually for the Dutch government.

CM.com won the tender that included, amongst others, the following criteria: optimal guarantee of continuity, reliability and security of the payment system, efficiency, innovation, and high service level. CM continues to invest in developing next generation payment solutions, we will therefore continue to provide the Dutch government with relevant payment services. <https://www.dsta.nl/actueel/persberichten/2021/04/22/aanbesteding-internationale-betaaldienstverleners-gegrond-aan-cm-payments>

Jeroen van Glabbeek, CEO of CM.com: *"Online and mobile payment methods are not only becoming increasingly the norm in the private sector but also in the public sector, whereas demand for payment terminals continues to be high as well. For example, citizens require a payment terminal when picking up their new drivers' license or passport at the city hall. With our suite of payment solutions we are well positioned to service customers with such typical multiple requirements. We are honored and excited to have won this multi-year contract as international Payment Service Provider for the Dutch government and we are looking forward to help to further accelerate the digital transformation."*

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About CM.com

CM.com is a listed company (Euronext Amsterdam: CMCOM) and provides Conversational Commerce services from its cloud platform that connects enterprises and brands to the mobile phones of billions of consumers worldwide. Conversational Commerce is the convergence of messaging and payments.

CM.com provides messaging and voice channels, such as SMS, Over The Top (OTT) (e.g. WhatsApp Business, Apple Business Chat, Google RCS, Facebook Messenger, and Viber), Voice API and SIP. These messaging channels can be combined with cloud platform features, like Ticketing, eSignature, Customer Contact, identity services and a Customer Data Platform.

CM.com is a licensed Payment Service Provider (PSP) offering card payments, domestic payment methods and integrated payment methods like WeChat Pay. CM.com has approximately 600 employees in 20 countries.

The platform of CM.com delivers fully integrated solutions, based on a privately owned cloud and 100% in-house developed software. By doing so, CM.com can guarantee scalability, time-to market and, global redundancy and delivery.

Forward Looking Statements

Statements included in this press release that are not historical facts (including any statements concerning investment objectives, other plans and objectives of management for future operations or economic performance, or assumptions or forecasts related thereto) are forward-looking statements. These statements are only predictions and are not guarantees. Actual events or the results of our operations could differ materially from those expressed or implied in the forward-looking statements. Forward-looking statements are typically identified by the use of terms such as “may,” “will,” “should,” “expect,” “could,” “intend,” “plan,” “anticipate,” “estimate,” “believe,” “continue,” “predict,” “potential” or the negative of such terms and other comparable terminology. The forward-looking statements are based upon our current expectations, plans, estimates, assumptions and beliefs that involve numerous risks and uncertainties. Assumptions relating to the foregoing involve judgments with respect to, among other things, future economic, competitive and market conditions and future business decisions, all of which are difficult or impossible to predict accurately and many of which are beyond our control. Although we believe that the expectations reflected in such forward-looking statements are based on reasonable assumptions, our actual results and performance could differ materially from those set forth in the forward-looking statements.