



PRESS RELEASE

CM.com secures SMS contract for the Dutch government with a potential value of € 48 million

BREDA, 6 MAY 2021

CM.com, a global Conversational Commerce platform, secured the messaging traffic for the Dutch government by winning the tender for SMS Gateway and Voice One Time Passwords (OTP) provider. Based on an annual estimated revenue of € 6 million, the estimated value of this contract is € 48 million for the eight-year period.

The new contract will come into force in July 2021 and comprises the gateway services for approximately a dozen Ministries and Ministerial departments. Most commonly known are the DigiD SMS and Voice OTP messages. In this role, we are responsible for the distribution of all text and voice messages on behalf of the government to its citizens.

Since 2011, CM.com has been the designated provider of these services to the Dutch government. This tender was issued by the Ministry of Economic Affairs and Climate, under the direction of category ICT Werkomgeving Rijk.

Jeroen van Glabbeek, CEO of CM.com: *“Combined with last week’s public tender win for a multi-year contract as the Dutch government’s international Payment Service Provider, we see this new multi-year contract win as a recognition of the secure and seamless conversational commerce solutions we offer. We are looking forward to continue our journey together with the Dutch government to enhance customer experiences by making interactions easier and more secure.”*

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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.