

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION**  
Washington, D.C. 20549

**FORM 8-K**

**CURRENT REPORT**  
Pursuant to Section 13 OR 15(d) of The Securities Exchange Act of 1934

Date of Report (Date of earliest event reported): November 10, 2020

Commission File Number 0-25346

**ACI WORLDWIDE, INC.**

(Exact name of registrant as specified in its charter)

|  |  |
|--|--|
| <b>Delaware</b><br><small>(State or other jurisdiction of incorporation or organization)</small>           | <b>47-0772104</b><br><small>(I.R.S. Employer Identification No.)</small> |
| <b>3520 Kraft Rd, Suite 300 Naples, Florida</b><br><small>(Address of Principal Executive Offices)</small> | <b>34105</b><br><small>(Zip Code)</small>                                |
| <b>(239) 403-4660</b><br><small>(Registrant's telephone number, including area code)</small>               |  |

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions (see General Instruction A.2. below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
- Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Securities registered pursuant to Section 12(b) of the Act:

| <small>Title of each class</small> | <small>Trading Symbol(s)</small> | <small>Name of each exchange on which registered</small> |
|------------------------------------|----------------------------------|--|
| Common Stock, \$0.005 par value    | ACIW                             | Nasdaq Global Select Market                              |

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (§230.405 of this chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter).

Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

**Item 7.01. Regulation FD Disclosure.**

On November 10, 2020, ACI Worldwide, Inc. (the "Company") posted investor relations materials on its website (www.aciworldwide.com) to be used in connection with its virtual analyst day. A copy of the presentation materials is attached hereto as Exhibit 99.1 and is incorporated by reference into this Item 7.01. The foregoing information (including the exhibits hereto) is being furnished under "Item 7.01- Regulation FD Disclosure." Such information (including the exhibits hereto) shall not be deemed "filed" for purposes of Section 18 of the Securities Exchange Act of 1934, as amended, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933, as amended, except as shall be expressly set forth by specific reference in such filing.

The filing of this report and the furnishing of this information pursuant to Item 7.01 do not mean that such information is material or that disclosure of such information is required.

**Item 8.01. Office Space Rationalization.**

In connection with the office space rationalization yielding \$4 million in savings as described in Exhibit 99.1 hereto, the Company is downsizing and relocating its corporate headquarters to Miami, Florida. The Company will close its current Naples, Florida headquarters and principal executive office on December 18, 2020.

**Item 9.01. Financial Statements and Exhibits.**

(d) Exhibits.

|                      |   |
|----------------------|---|
| <a href="#">99.1</a> | Investor presentation materials dated November 10, 2020                     |
| 104                  | Cover Page Interactive Data File (embedded within the Inline XBRL document) |

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**SIGNATURE**

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned thereunto duly authorized.

ACI WORLDWIDE, INC.  
(Registrant)

Date: November 10, 2020

By: \_\_\_\_\_ /s/ SCOTT W. BEHRENS  
Scott W. Behrens  
*Executive Vice President, Chief Financial Officer, and Chief Accounting Officer  
(Principal Financial Officer)*

# Analyst Day

November 10, 2020

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# Private Securities Litigation Reform Act of 1995 Safe Harbor for Forward-Looking Statements

This presentation contains forward-looking statements based on current expectations that involve a number of risks and uncertainties. The forward-looking statements are made pursuant to safe harbor provisions of the Private Securities Litigation Reform Act of 1995. A discussion of these forward-looking statements and risk factors that may affect them is set forth at the end of this presentation. The company assumes no obligation to update any forward-looking statement in this presentation, except as required by law.

**ACI** Worldwide

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# Welcome

John Kraft

VP, Investor Relations & Strategic Analysis

ACI Worldwide

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# Launching a New ACI

Odilon Almeida

President & CEO

**ACI** Worldwide

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# ACI Assessment

## Strengths

- Large, dynamic and growing market
- Blue chip customers and mission-critical products
- R&D center of excellence
- Successful track record of value creation through M&A

## Areas for Improvement

- Profitable organic growth
- Go-to-market execution
- Predictability
- Simpler story and operating model



## Key Message for Today

# ACI is a Significant Value Creation Opportunity

- Continuous profitable organic growth
- A more predictable business on an annual basis
- Step-change value creation with M&A
- A simpler story

# Today's Agenda

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## Fit for Growth

Tony Dinkins, Chief Human Resources Officer  
Al Monserrat, Chief Revenue Officer

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## Focused on Growth

Jeremy Wilmot, Chief Product Officer  
Eve Aretakis, Chief Technology Officer

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## Step-Change Value Creation

Craig Maki, EVP, Corporate Development

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## Panel Discussion

Barclays Payments, Mastercard, Federal Reserve Bank

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## Simplifying Our Story

Mike Braatz, Chief Strategy & Marketing Officer

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## Long-Term Outlook

Scott Behrens, Chief Financial Officer

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## Closing Comments

Odilon Almeida, President & CEO

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## Q&A

 ACI Worldwide

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# Fit for Growth

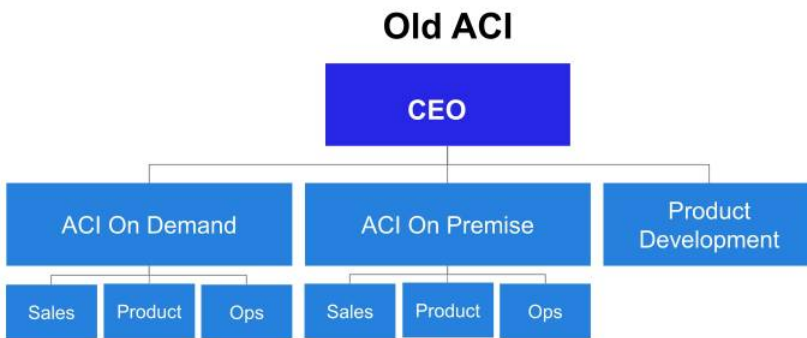
**Tony Dinkins**

Chief Human Resources Officer

**ACI** Worldwide

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# We are moving from 2 business units to a more efficient functional organizational model



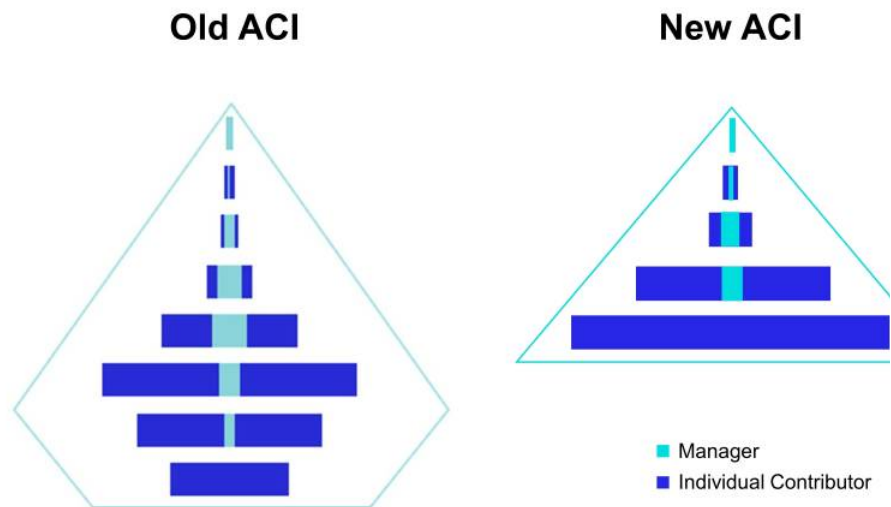
- Redundancies in Sales, Product Management and Operations



- Simpler, more nimble and agile

# We are making a step-change in organizational simplification

- Flat, delayed structure
- Leaders closer to front line
- Eliminate redundancy
- Fewer managers, more individual contributors



# The ACI team is more efficiently deployed

| <b>Impact</b>               | <b>From</b> | <b>To</b> |
|-----------------------------|-------------|-----------|
| Layers reduced              | 8           | 5         |
| Span of control             | 6           | 8         |
| Managers to frontline ratio | 1:6         | 1:7       |
| Directors and above         | 7%          | 6%        |

## The new organizational design results in \$35M annual savings

- \$35M savings in 2021
- Eliminated redundant costs
- Streamlined management layers
- Redefined key organizational processes

# We are rationalizing office space based on expected demand, delivering an additional \$4M of savings

- Closing or right-sizing 40% of offices
- Improves office utilization to 85+%
- Headquarters downsized by half and moved to Miami
- Flexible work environment

|                | From                          | To                           |
|----------------|-------------------------------|------------------------------|
| # offices      | 56                            | 39                           |
| Square footage | 870K                          | 680K                         |
| Headquarters   | Naples<br>50K ft <sup>2</sup> | Miami<br>26K ft <sup>2</sup> |



# Fit for Growth

**AI Monserrat**

Chief Revenue Officer

**ACI** Worldwide

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# We are reinvesting \$35M to drive growth in the new ACI



Focused investment in high-growth areas with greatest return



New Commercial organization



Increased investment in sales and marketing

# We are investing to increase sales capacity

**25%**

increase in sales and  
marketing investment  
aligned with product strategy

**35%**

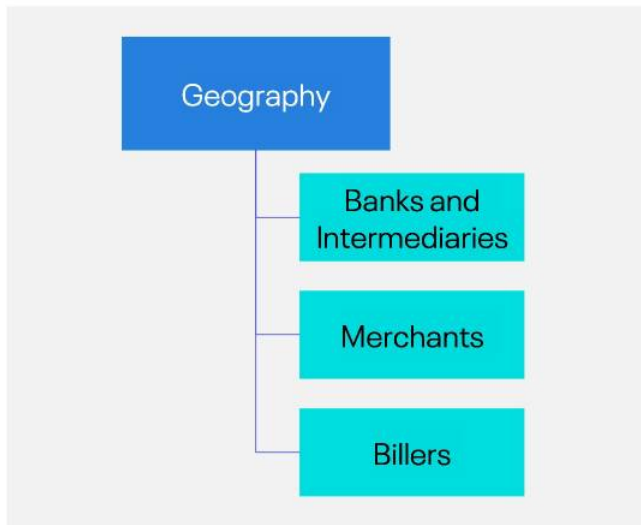
increase in sales  
“feet on the street”

## We are flattening the Commercial organization to decrease levels between CEO and sales reps

|               | <b>From</b> | <b>To</b> |
|---------------|-------------|-----------|
| <b>Layers</b> | 8           | 5         |

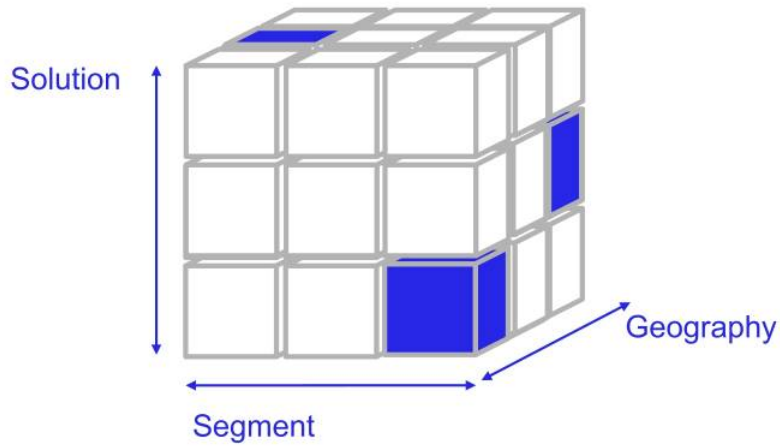
- Increased speed of decisions
- Improved communication
- More sales reps, fewer managers

## Commercial teams will be organized by geography and customer segment



- Improved local execution
- More consistent message
- Leverage ACI brand and strength

# Sales investment is prioritized based on the intersection of geography, segment and solution



- Improved investment prioritization and ROI
- Highly targeted marketing
- More efficient people allocation

# We are creating a focused, best-in-class sales organization



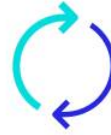
# Sales efficiency and productivity will improve through focus, discipline and analytics



Compensation  
or incentives



Opportunity  
identification  
and prioritization








Back-office  
optimization



Sales performanc  
management



# We will become a trusted advisor to our customers

|                            | <b>From</b>     |   | <b>To</b>        |
|----------------------------|-----------------|---|------------------|
| <b>Pricing</b>             | Cost            |  | Value            |
| <b>Customer engagement</b> | At renewal      |  | Ongoing nurture  |
| <b>Account planning</b>    | Reactive        |  | Proactive        |
| <b>Sales approach</b>      | Product-centric |  | Customer-centric |
| <b>Relationship</b>        | Tactical        |  | Strategic        |

# We are aligning Sales and Marketing strategy with Product strategy



Alignment results in

**19%\***

faster  
revenue growth

**15%\***

higher  
profitability

\*SiriusDecisions Summit '19, Keynote, Marisa Kopec, VP of Innovation and Product Management, |

# Focused on Growth

**Jeremy Wilmot**

Chief Product Officer

**ACI** Worldwide

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# We are focusing our investments in areas that will yield double-digit growth



## Real-Time Payments

Global banks and central infrastructures



## Global Merchants

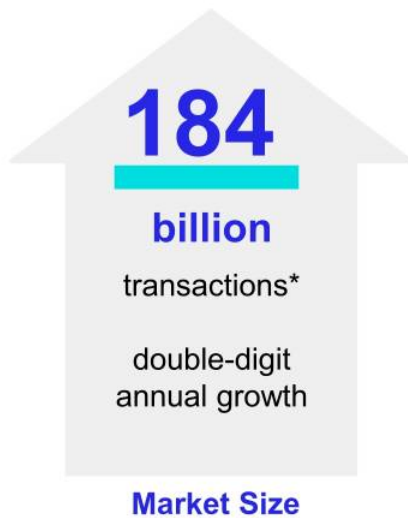
Large, sophisticated global merchants



## Emerging Markets

High-growth countries in emerging markets globally

# ACI is well positioned to take advantage of growing real-time payment volumes



## How ACI Will Win and Grow

### Connect banks to real-time

- Cross-sell to large existing customer base of global banks

### Power central infrastructures

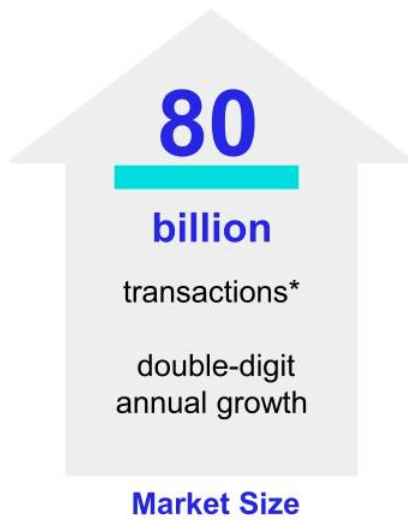
- Targeting countries investing in real-time rails

### Enrich offer with value-added services

- Services like Request-to-Pay drive real-time adoption

\* Annual real-time (account-to-account) transactions in ACI target markets globally

# ACI solutions help global merchants grow and capitalize on the digital transformation of commerce

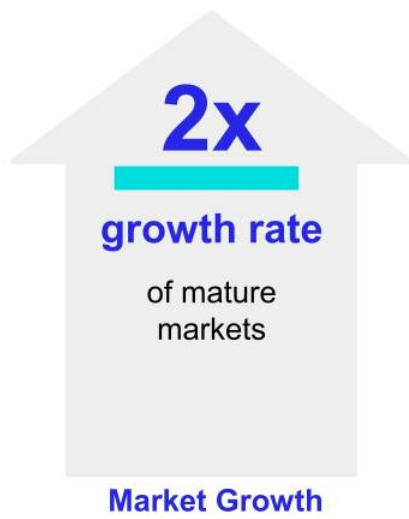


## How ACI Will Win and Grow

- |   |  |
|---|--|
| <b>Secure eCommerce</b>                         | ▪ 300+ payment methods and multi-layered fraud management for global merchants           |
| <b>Omni-Commerce</b>                            | ▪ Flexibility and acquirer independence for global merchants                             |
| <b>Global Acquirers and Merchant Processors</b> | ▪ Extend ACI reach to small and medium merchants through global acquirers and processors |

\* Annual global eCommerce transactions in target markets

# We are increasing our focus and investment in Emerging Markets



## How ACI Will Win and Grow

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### Africa

- Real-time cross-sell

### Asia

- Issuing and Acquiring

### Latin America

- Large merchants

### Middle East

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# Focused on Growth

**Eve Aretakis**

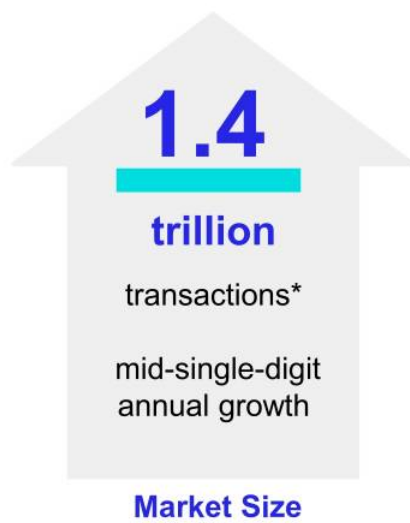
Chief Technology Officer

**ACI** Worldwide

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# We will protect and grow our large, global Issuing and Acquiring business



## How ACI Will Win and Grow

### Protect and grow retail banking franchise

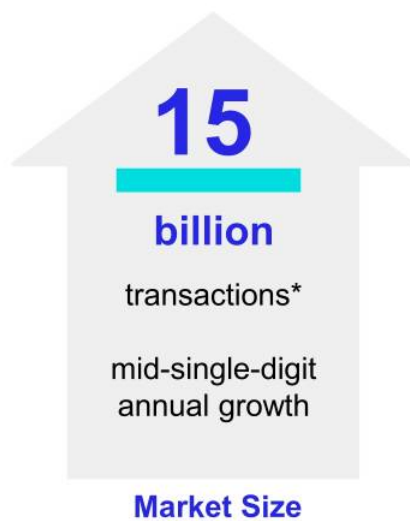
- Modernize payments infrastructure migrate to the cloud
- Cross-sell real-time, acquiring, fraud management

### Focused new logo opportunities

- Increased sales resources in emerging markets
- Cloud-first solutions

\* Annual global card issuing and acquiring transactions

# We will protect and grow our large Bill Payments business



## How ACI Will Win and Grow

### Double down on key verticals

- Utilities, Credit, Higher Education, Insurance

### Increased sales coverage

- Doubling sales resources in target verticals

### End-to-end solutions

- Student portal
- Disbursements
- Subscriptions

### Innovation

- Mobile bill presentment
- Delay my payment

\* Annual U.S. direct bill payment transactions in target verticals

# Platform consolidation will drive cost synergies and enhanced capabilities



## Single Biller Platform

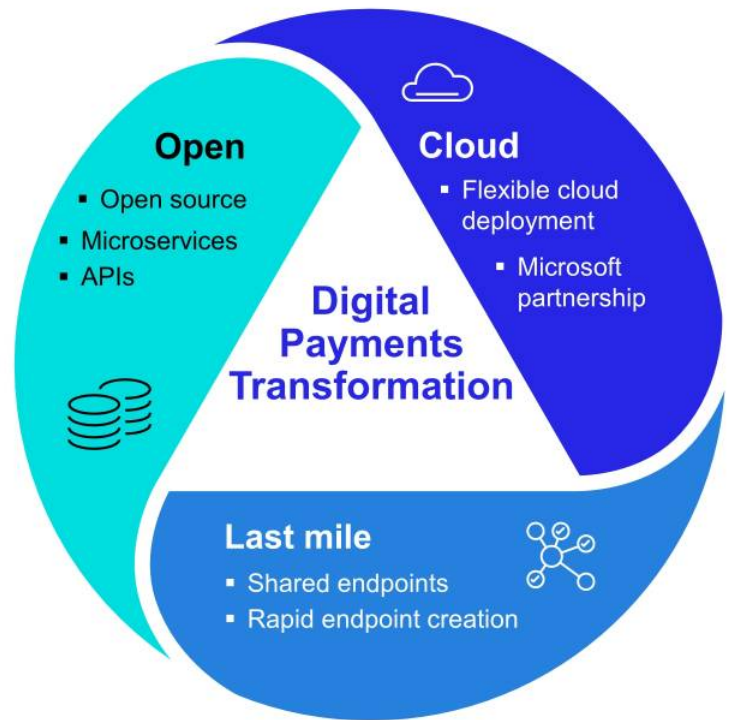
Combining the best of ACI and Speedpay platforms



## Converging Digital Commerce Platforms

Integrated omni-commerce solution

# We are accelerating the digital transformation of payments



# Step-Change Value Creation

**Craig Maki**

EVP, Corporate Development Officer

**ACI** Worldwide

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# We will use acquisitions and divestitures to unlock step-change value creation

## Inorganic Value-Creation Themes

- Software-led payment assets
- Bolster organic revenue growth and/or enhance scale
- Valuation discipline and integration execution
- Actionable, realistic synergies



## Inorganic Areas of Focus

- Strengthen **Billers** leadership
- Cloud capabilities and value-added services in **Real-Time, Acquiring and Omni-Commerce**
- Divestiture opportunities

# Real-Time Payments

Panel Discussion

**Jeremy Wilmot**

Moderator

**Rob Cameron**

CEO

Barclays Payments

**Stephen Grainger**

EVP, Cross-Border  
Services

Mastercard

**Tim Boike**

VP, Industry Relations  
& Engagement

Federal Reserve Bank

**ACI** Worldwide

# Simplifying Our Story

**Mike Braatz**

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Chief Strategy & Marketing Officer

**ACI** Worldwide

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**ACI Worldwide**  
Real-Time Payments

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## The ACI brand now has a simpler message

ACI Worldwide is a **global software** company  
that delivers **mission-critical**  
**real-time payment** solutions to corporations.

# Serving customers is the focus of our story

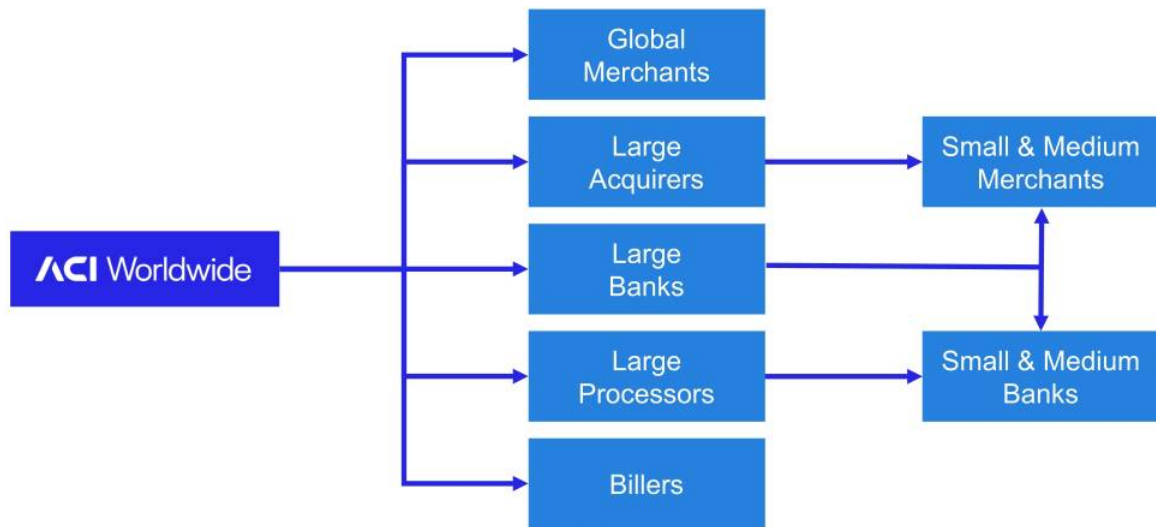
Customers use our proven, scalable solutions to process and manage **digital payments**, enable **omni-commerce payments**, present and process **bill payments**, and manage **fraud and risk**

We combine our **global footprint** with **local presence** to drive the real-time digital transformation of payments and commerce.

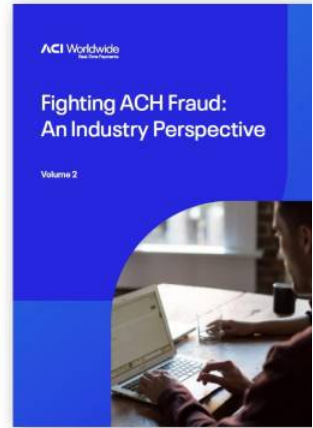
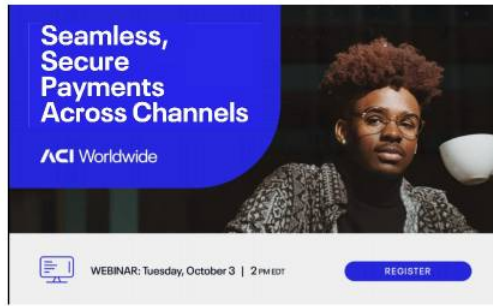
# Our proven, scalable and secure solutions address specific customer needs

| <b>Customer Needs</b> | Process and manage digital payments   | Enable omni-commerce payments  | Present and process bill payments                               | Manage fraud and risk  |
|-----------------------|---|--|---|--|
| <b>Our Solutions</b>  | <ul style="list-style-type: none"><li>▪ Issuing</li><li>▪ Acquiring</li><li>▪ Real-Time Payments</li><li>▪ Digital Business Banking</li></ul> | <ul style="list-style-type: none"><li>▪ Secure eCommerce</li><li>▪ Omni-Commerce</li></ul> | <ul style="list-style-type: none"><li>▪ Bill Payments</li></ul> | <ul style="list-style-type: none"><li>▪ Fraud Management</li></ul> |

# ACI serves the largest corporations in payments, and has market reach to all players

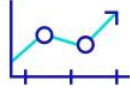


# Our brand has been updated and modernized





# ACI's portfolio includes both double-digit and single-digit growth solutions



## **Aggressively Grow** **Double-digit growers**

- Real-Time Payments
- Global Merchants
- Emerging Markets



## **Protect and Grow** **Single-digit growers**

- Issuing and Acquiring
- Bill Payments



# We have identified significant cost-savings

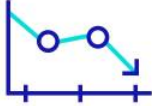
| Cost Savings          |              |              |
|-----------------------|--------------|--------------|
|                       | 2021         | 2022         |
| Fit for Growth        | \$39M        | \$39M        |
| Focused on Growth     | \$21M        | \$36M        |
| <b>Total Savings*</b> | <b>\$60M</b> | <b>\$75M</b> |

*\*Represents savings generated from organizational simplification, office consolidation and R&D rationalization. Requires estimated \$60-65M of one-time expenses; 2/3 opex and 1/3 capex*

| Reinvestment and Improved Profitability |              |              |
|---|--------------|--------------|
|   | 2021         | 2022         |
| Sales & Marketing                       | \$20M        | \$20M        |
| R&D                                     | \$10M        | \$15M        |
| Improved Profitability**                | \$30M        | \$40M        |
| <b>Total</b>                            | <b>\$60M</b> | <b>\$75M</b> |

*\*\* Permanently replaces \$30M of temporary COVID-related cost savings achieved in 2021*

# Our plan will continue to use cash in three ways



**Reduce debt**



**Stock buy-back**



**Accretive M&A**

# What to expect going forward

|                            | From                              | To                            |
|----------------------------|-----------------------------------|-------------------------------|
| <b>Financial Reporting</b> | 2 P&Ls                            | 1 P&L                         |
| <b>Customer Segments</b>   | 4                                 | 3                             |
| <b>Bookings Metric</b>     | Total Contract Value              | Annual Recurring Revenue      |
| <b>Growth Focus</b>        | Lumpy non-recurring license fees* | Predictable Recurring Revenue |

*\* We will gradually move contracts from lumpy non-recurring license fees to annual recurring license fees.*

## Recurring revenue growth will become our most important KPI

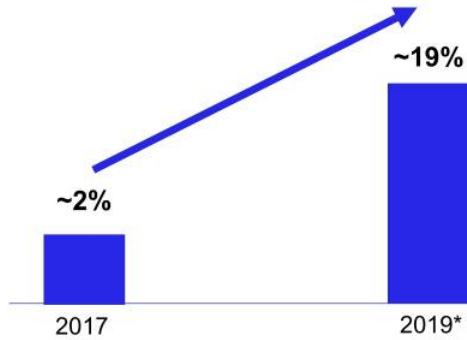
- Recurring revenue is customer-centered and the market trend
- We will gradually move contracts from lumpy non-recurring license fees to annual recurring license fees
- Makes the business more predictable
- This will improve the health of the business

## We are updating our long-term outlook with an emphasis on recurring revenue

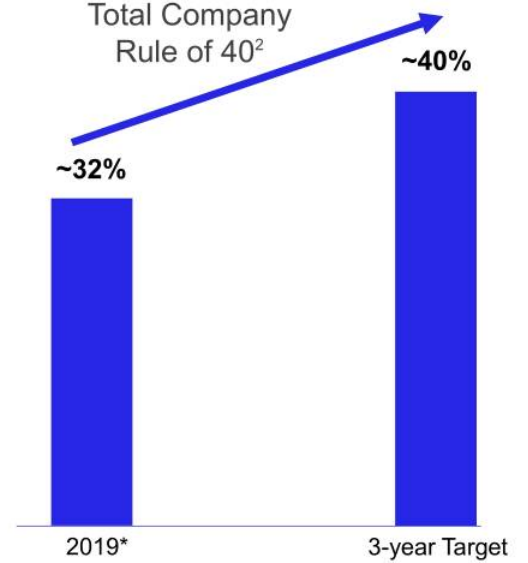
- Mid to high-single-digit **recurring revenue** growth
- Mid-single-digit organic revenue growth
- Gradually improve adjusted EBITDA margin
- Step-change value creation through M&A investments and divestitures
- Target leverage ratio of 2.5x net debt/EBITDA

# We will balance growth and profitability in creating long-term shareholder value

ACI On Demand Segment  
Rule of 40<sup>1</sup>



Total Company  
Rule of 40<sup>2</sup>



<sup>1</sup>Rule of 40 equals AOD segment revenue growth + AOD segment net adj. EBITDA margin, which excludes pass through interchange revenue and corporate overhead

\*Represents full year 2019 and is pro forma and inclusive of Speedpay acquisition



<sup>2</sup>Rule of 40 equals total company organic revenue growth + net adj. EBITDA margin, which excludes pass through interchange revenue

# Closing Remarks

**Odilon Almeida**

President & CEO

**ACI** Worldwide

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# ACI is a Significant Value Creation Opportunity

## ✓ Continuous profitable organic growth

- A nimble, agile and fit for growth organization under empowered leaders
- A best-in-class sales process and structure
- Focus behind growing mission-critical solutions, segments and geographies
- We will achieve the Rule of 40\*

*\*Rule of 40 = Organic revenue growth plus net adjusted EBITDA margin, which excludes pass through interchange revenue*



# ACI is a Significant Value Creation Opportunity

- ✓ A more predictable business on an annual basis
  - Recurring revenue growth, our most important KPI
  - Gradually transition from lumpy non-recurring license fees to annual recurring license fees
  - Operational discipline, our internal language

# ACI is a Significant Value Creation Opportunity

- ✓ Step-change value creation with M&A
  - Accretive investments and divestures will drive step-change value creation
  - ACI has a good track record in inorganic growth

# ACI is a Significant Value Creation Opportunity

## ✓ A simpler story

- Simple company definition and purpose
- Re-engineered brand architecture and positioning

## Key Takeaway for Today

# ACI is a Significant Value Creation Opportunity

- ✓ Continuous profitable organic growth
- ✓ A more predictable business on an annual basis
- ✓ Step-change value creation with M&A
- ✓ A simpler story

# Q&A

**ACI** Worldwide

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**ACI Worldwide**  
Real-Time Payments

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# Appendix

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# Non-GAAP Financial Measures

To supplement our financial results presented on a GAAP basis, we use non-GAAP measures, including in this presentation, that we believe are helpful in understanding our past financial performance and our future results. The non-GAAP measures in this presentation include pro forma adjustments for our Speedpay acquisition as well as excluding the effects of significant transaction related expenses, and significant non-cash expenses such as stock-based compensation, depreciation, and amortization. The presentation of these non-GAAP financial measures should be considered in addition to our GAAP results and are not intended to be considered in isolation or as a substitute for the financial information prepared and presented in accordance with GAAP. Management generally compensates for limitations in the use of non-GAAP financial measures by relying on comparable GAAP financial measures and providing investors with a reconciliation of non-GAAP financial measures only in addition to and in conjunction with results presented in accordance with GAAP.

We believe that these non-GAAP financial measures reflect an additional way to view aspects of our operations that, when viewed with our GAAP results, provide a more complete understanding of factors and trends affecting our business. Certain non-GAAP measures include:

- Adjusted EBITDA: net income (loss) plus income tax expense (benefit), net interest income (expense), net other income (expense), depreciation, amortization and stock-based compensation, as well as significant transaction-related expenses, and pro forma Speedpay EBITDA. Adjusted EBITDA should be considered in addition to, rather than as a substitute for, net income (loss).
- Net Adjusted EBITDA Margin: Adjusted EBITDA divided by revenue net of pass through interchange revenue. Net Adjusted EBITDA Margin should be considered in addition to, rather than as a substitute for, net income (loss).
- Adjusted Revenue: total revenue plus the Speedpay pro forma adjustment. Adjusted Revenue should be considered in addition to, rather than as a substitute for, total revenue.
- Adjusted ACI On Demand Interchange: total interchange expense plus the Speedpay pro forma adjustment. Adjusted ACI On Demand Interchange should be considered in addition to, rather than as a substitute for, interchange.



# Non-GAAP Financial Measures

| Adjusted EBITDA (millions)   | For the Years Ended<br>December 31, |                 |
|--|-------------------------------------|-----------------|
|  | 2018                                | 2019            |
| <b>Net income</b>  | \$ 68.9                             | \$ 67.1         |
| Plus:  |                                     |                 |
| Income tax expense   | 22.9                                | 5.1             |
| Net interest expense   | 30.4                                | 52.1            |
| Net other (income) expense   | 3.7                                 | (0.5)           |
| Depreciation expense   | 23.8                                | 24.1            |
| Amortization expense   | 73.5                                | 98.5            |
| Non-cash stock-based compensation expense                              | 20.4                                | 36.8            |
| <b>Adjusted EBITDA before significant transaction-related expenses</b> | 243.6                               | 283.2           |
| Significant transaction-related expenses                               | 7.4                                 | 24.9            |
| Speedpay proforma adjustment   | 95.7                                | 30.5            |
| <b>Adjusted EBITDA</b>   | <b>\$ 346.7</b>                     | <b>\$ 338.6</b> |

| Segment Information (millions)                  | For the Years Ended December 31, |                   |                   |                   |
|---|----------------------------------|-------------------|-------------------|-------------------|
|   | 2016                             | 2017              | 2018              | 2019              |
| <b>Revenue</b>                                  |                                  |                   |                   |                   |
| ACI On Demand                                   | \$ 399.0                         | \$ 425.6          | \$ 433.0          | \$ 600.0          |
| Speedpay proforma adjustment                    | -                                | -                 | 351.9             | 12.0              |
| <b>Total adjusted ACI On Demand</b>             | <b>\$ 399.0</b>                  | <b>\$ 425.6</b>   | <b>\$ 784.9</b>   | <b>\$ 612.0</b>   |
| ACI On Premise                                  | 591.3                            | 598.6             | 576.8             | 51.0              |
| Corporate and other                             | 15.4                             | -                 | -                 | -                 |
| <b>Total adjusted revenue</b>                   | <b>\$ 1,005.7</b>                | <b>\$ 1,024.2</b> | <b>\$ 1,361.7</b> | <b>\$ 1,173.0</b> |
| <b>Interchange</b>                              |                                  |                   |                   |                   |
| ACI On Demand                                   | \$ 143.7                         | \$ 163.4          | \$ 170.2          | \$ 30.0           |
| Speedpay proforma adjustment                    | -                                | -                 | 184.0             | 1.0               |
| <b>Total adjusted ACI On Demand interchange</b> | <b>\$ 143.7</b>                  | <b>\$ 163.4</b>   | <b>\$ 354.2</b>   | <b>\$ 31.0</b>    |
| <b>Net Revenue</b>                              |                                  |                   |                   |                   |
| ACI On Demand                                   | \$ 255.3                         | \$ 262.2          | \$ 430.7          | \$ 40.0           |
| ACI On Premise                                  | 591.3                            | 598.6             | 576.8             | 51.0              |
| <b>Total</b>                                    | <b>\$ 846.6</b>                  | <b>\$ 860.8</b>   | <b>\$ 1,007.5</b> | <b>\$ 91.0</b>    |
| <b>Segment Adjusted EBITDA</b>                  |                                  |                   |                   |                   |
| ACI On Demand                                   | \$ (2.6)                         | \$ (1.8)          | \$ 12.0           | \$ 1.0            |
| Speedpay proforma adjustment                    | -                                | -                 | 95.7              | 0.0               |
| <b>Total adjusted ACI On Demand</b>             | <b>\$ (2.6)</b>                  | <b>\$ (1.8)</b>   | <b>\$ 107.7</b>   | <b>\$ 1.0</b>     |
| ACI On Premise                                  | \$ 312.2                         | \$ 347.1          | \$ 323.9          | \$ 30.0           |
| <b>Segment Net Adjusted EBITDA Margin</b>       |                                  |                   |                   |                   |
| ACI On Demand                                   | -1%                              | -1%               | 25%               | 1%                |
| ACI On Premise                                  | 53%                              | 58%               | 56%               | 33%               |

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# Forward-Looking Statements

This presentation contains forward-looking statements based on current expectations that involve a number of risks and uncertainties. Generally, forward-looking statements do not relate strictly to historical or current facts and may include words or phrases such as “believes,” “will,” “expects,” “anticipates,” “intends,” and words or phrases of similar impact. The forward-looking statements are made pursuant to safe harbor provisions of the Private Securities Litigation Reform Act of 1995.

Forward-looking statements in this presentation include, but are not limited to, statements regarding:

- Expectations regarding costs savings in 2021 and 2022,
- Expectations regarding how costs savings will be reinvested in 2021 and 2022,
- Expectations around financial reporting, customer segments, bookings metric, and growth focus,
- Expectations for recurring revenue growth, organic revenue growth, improvement in adjusted EBITDA margin, value creation through M&A investments and divestitures, and target leverage ratio,
- Expectations on ACI On Demand and total company Rule of 40.

All of the foregoing forward-looking statements are expressly qualified by the risk factors discussed in our filings with the Securities and Exchange Commission. Such factors include, but are not limited to, increased competition, the success of our Universal Payments strategy, demand for our products, consolidations and failures in financial services industry, customer reluctance to switch to a new vendor, failure to obtain renewals of customer contracts or to obtain such renewals on favorable terms, delay or cancellation of customer projects or inaccurate project completion estimates, the complexity of our products and services and the risk that they may contain hidden defects or be subjected to security breaches or viruses, compliance of our products with applicable legislation, governmental regulations and industry standards, our compliance with privacy regulations, our ability to protect customer information from security breaches or attacks, our ability to adequately defend our intellectual property, exposure to credit or operating risks arising from certain payment funding methods, business interruptions or failure of our information technology and communication systems, our offshore software development activities, risks from operating internationally, including fluctuations in currency exchange rates, exposure to unknown tax liabilities, adverse changes in the global economy, worldwide events outside of our control, failure to attract and retain key personnel, litigation, future acquisitions, strategic partnerships and investments, integration of and achieving benefits from the Speedpay acquisition, impairment of our goodwill or intangible assets, restrictions and other financial covenants in our debt agreements, our existing levels of debt, replacement of LIBOR benchmark interest rate, the accuracy of management's backlog estimates, exposure to unknown tax liabilities, the cyclical nature of our revenue and earnings and the accuracy of forecasts due to the concentration of revenue-generating activity during the final weeks of each quarter, volatility in our stock price, and the COVID-19 pandemic. For a detailed discussion of these risk factors, parties that are relying on the forward-looking statements should review our filings with the Securities and Exchange Commission, including our most recently filed Annual Report on Form 10-K and our Quarterly Reports on Form 10-Q.



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