

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): March 12, 2024

Commission File Number 0-25346

ACI WORLDWIDE, INC.

(Exact name of registrant as specified in its charter)

Delaware <small>(State or other jurisdiction of incorporation or organization)</small>	47-0772104 <small>(I.R.S. Employer Identification No.)</small>
6060 Coventry Drive Elkhorn, Nebraska <small>(Address of Principal Executive Offices)</small>	68022 <small>(Zip Code)</small>
(402) 390-7600 <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:

- 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 March 12, 2024, ACI Worldwide, Inc. (the "Company") posted investor relations materials on its website (www.aciworldwide.com) to be used in connection with its 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 9.01. Financial Statements and Exhibits.

(d) Exhibits.

99.1	Investor presentation materials dated March 12, 2024
104	Cover Page Interactive Data File (embedded within the Inline XBRL document)

ACI Worldwide

NEW PATHS
PAYMENTS
PARADIGMS

ANALYST DAY 2024

Welcome

New Paths. New Payments. New Paradigms. The theme of ACI Worldwide's 2024 Analyst Day was carefully curated to describe the opportunities presented by the rapidly changing payments ecosystem and how ACI will use our position in the market and our Intelligent Payments Orchestration strategy to take advantage of those opportunities.

Global commerce relies on ACI. Our payment software solutions handle billions of transactions, enabling the movement of trillions of dollars, every day. Our bank, biller, and merchant customers are leaders in their industries. They trust our solutions because we have always offered unparalleled scalability, availability, and security.

Real-time payments and other discontinuities in the market are creating a strategic modernization imperative for these customers. Banks are at the forefront of this imperative, critically examining their payment infrastructures with the future in mind. They are seeking a lower-risk path to modernize complex systems and processes that built up over time.

ACI is the only payments technology provider who can offer this lower-risk path to payments modernization. We'll do it by building a cloud-native, multi-tenant payments hub that drives intelligent payments orchestration, and we'll connect our proven products and our new products to the hub. This will provide customers a straight-forward, lower-risk migration path.

While building the payments hub is our top strategic priority in 2024, it is not our only priority. We are investing in our sales and customer success management functions to bring us even closer to customers and their strategies. We are consolidating our ACI Speedpay® technology platforms to improve service and increase efficiency. We will apply generative AI and other tools to enhance speed and productivity, and we will leverage partners more effectively than we ever have.

We are focused on driving significantly higher growth beginning this year, with 7-9% revenue growth expected in 2024.

This is an exciting time at ACI, and I want to thank you for joining us to learn more about our new paths, new payments, and new paradigms. My leadership team and I look forward to spending time with you today and in the future.



Thomas W. Warsop III
President and CEO

aciworldwide.com

John Kraft

SVP, Head of Strategy & Finance



John Kraft has served as SVP, Head of Strategy & Finance, for ACI since 2013. He joined ACI to lead its investor relations function after more than 12 years as a sell-side research analyst at D.A. Davidson. During his time at D.A. Davidson, he specialized in financial technology including payments, internet banking, and remittance, and was a two-time winner of The Wall Street Journal's "Best on the Street." Earlier in his career, John served as Vice President, Premier Banking at Bank of America from 1993 to 2001.

Madeline Aufseeser

Global Leader Analyst Relations & Market Intelligence

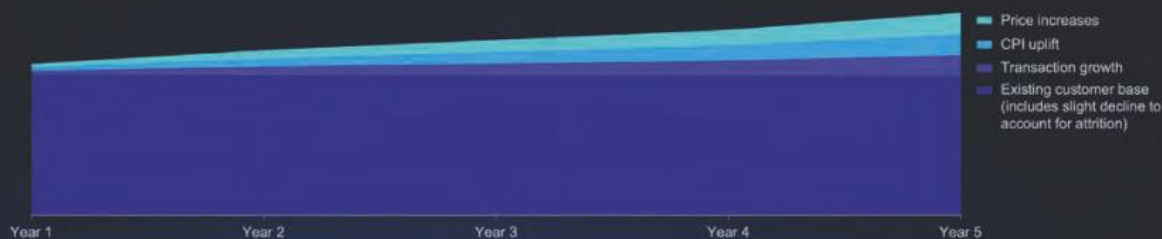


Madeline K. Aufseeser serves as ACI's Global Leader Analyst Relations & Market Intelligence. Maddy has extensive experience driving market strategies and as a payments industry influencer. She has more than 30 years of service, including time with top 20 banks, a major network, leading payment industry technology providers and as an industry analyst. Maddy excels at identifying and providing key industry insights, and building and delivering on strategic plans for early stage to Fortune 500 institutions that span the payments ecosystem.

Existing Customers Provide Revenue Base

Low risk / very little downside risk for investors

Existing customer base and high retention produces mid single-digit growth



Slide content duration example

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MARKET 24.01.2024

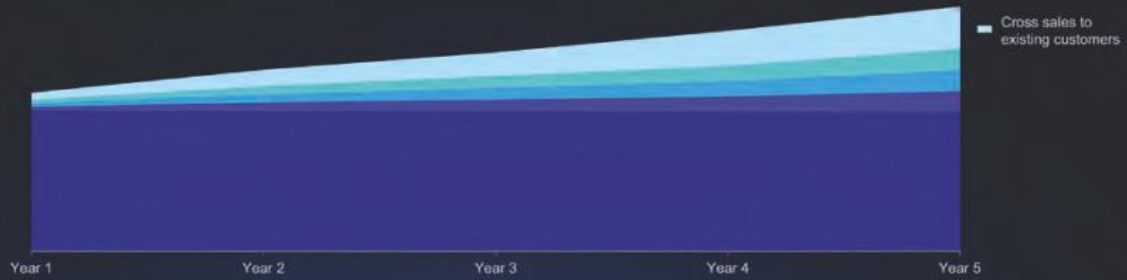
- Revenue growth forecast and budgeting start with the existing customer base, which drives most growth over the next three years.
- Attrition rates are low, offset by growth in electronic payment transaction volumes, CPI uplift provisions, and price increases on renewals.
- Cross-selling to existing customers before targeting new logos contributes to upper single-digit growth.
- Adding new logos opens higher single-digit growth opportunities.
- Profitability and cash flow growth rely on incremental revenue on a scalable software and cost base.

Notes:

Cross Sales to Existing Customers

Historic growth has mainly come through cross sales to existing

Layering on cross sales increases growth



Slide represents illustrative example

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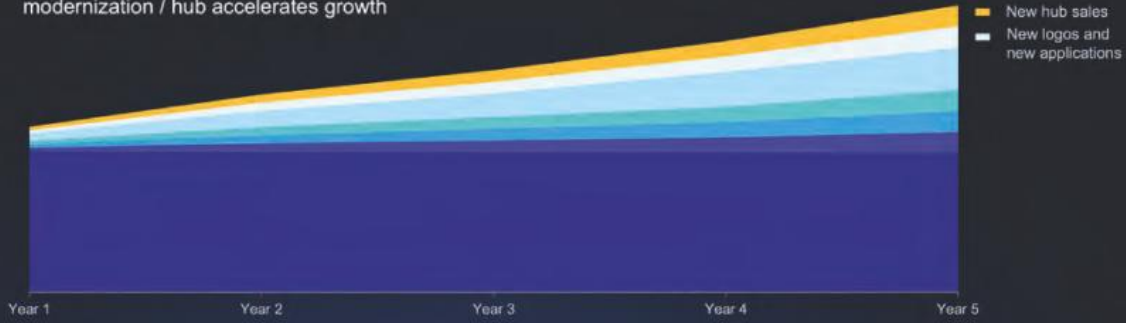
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Notes:

Add New Logos, New Applications

Incremental growth = high reward for shareholders

New opportunities, including bank modernization / hub accelerates growth



Slide screenshot illustration example

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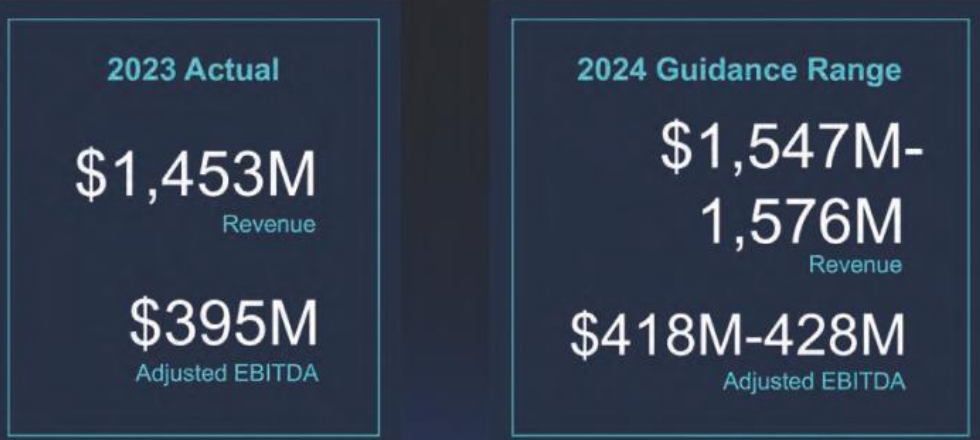
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MARKET 2024

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Notes:

2024 Financial Guidance



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- Outlook for 2024 and medium-to-long-term includes high single-digit organic revenue growth, EBITDA growth tracking revenue, and maintaining leverage around 2.5x.
- EBITDA growth contributes to similar free cash flow growth.
- Cash allocation historically focused on share buy-backs, debt repayments, and growth capex.
- Solid balance sheet with low leverage ratio and increased financial flexibility.

Notes:

Longer Term Outlook

Organic Revenue

High single-digit growth
• Additional upside with penetration into mid-tier banks

Adjusted EBITDA

Track revenue growth

Cash Flow

Increasing EBITDA to cash flow conversion

Target Leverage

2.5x net debt / EBITDA



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- Solid balance sheet with low leverage ratio and increased financial flexibility.

Notes:

Significant Financial Flexibility

We intend to balance growth investments with returning cash to shareholders

Allocation Priorities



Organic growth investments



Inorganic growth investments



Returning cash to shareholders

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- Targeted cash allocation consistent with past year's, with potential for opportunistic M&A.
- Demonstrates financial flexibility with rapid cash deployment for share buy-backs.

Notes:

High-Quality Software Model

- Accelerating organic revenue
- Leading market position
- High retention rates
- Pricing power and large barriers to entry
- Significant recurring revenue
- Scalable model with improving margin
- Low cash investment required
- Strong cash flow and balance sheet



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- Summary emphasizes ACI's strong customer base, backlog visibility, and readiness for global payment landscape changes.

Notes:



Notes:

Setting THE Standard in Modern Payments

Banks | Merchants | Billers

Debbie Guerra
Chief Product Officer

Notes:

Debbie Guerra

Chief Product Officer



Debbie Guerra is ACI's Chief Product Officer. In this role, she leads ACI's product management organization, which is focused on strategically deploying our world-class products to maximize growth and profitability. She joined ACI in 2019 and is a seasoned payments industry executive with more than three decades of experience spanning payments, fintech, consulting, and IT services. Prior to joining ACI, Debbie led First Data's small and midsize direct business and merchant portfolios and P&Ls in Brazil and the U.S., while also managing financial institution referral relationships. She is well versed in ACI's unique product portfolio and uses that knowledge to ensure our products are best addressing the needs of the market.

Notes:



- This session will provide greater insights into ACI's business segments, our product strategy, and how ACI will remain THE STANDARD for intelligent payments orchestration solutions for Banks, Billers, and Merchants.

Notes:

Setting THE Standard in Modern Payments

- Original **fintech innovator** in electronic payments
- Driving a **new payments paradigm**
- Delivering **a new vision** for the global payments ecosystem

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- ACI is the original fintech innovator that shaped and matured electronic payments globally.
- ACI is in an enviable position of trust and leadership across our business segments.
- Learn about our payments hub modernization journey in our Banking segment, as well as our differentiated Payments Intelligence focus.

Notes:

Three Business Segments Span the Payments Ecosystem



Banks

- Issuing
- Merchant Acquiring
- ATM Acquiring
- Real-Time Payments
- Payments Intelligence
- Enterprise Fraud Management

- Large Financial Institutions
- Processors
- Central Infrastructures
- Networks
- Fintechs



Merchants

- Payments Orchestration Platform
- Fraud Management

- Large Global Merchants (Retail, Grocery, Fuel, QSR Verticals)
- Large Payment Service Providers



Billers

- ACI Speedpay®

- Large Direct Corporates (Utility, Consumer Finance, Government, Higher Ed, Insurance Verticals)

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- ACI serves three distinct customer segments: Banks, Merchants, Billers.
- We offer proven solutions to defined target markets and verticals in each area.
- Our software solutions help customers move money across the payments ecosystem.
- Essentially, we orchestrate payments.
- We have an enviable roster of long-term, blue-chip and geographically diverse customers.

Notes:



- Solutions we deliver to each segment vary, but there are striking similarities across the customers we serve:
 1. ACI serves the largest, most complex businesses in each segment – mega banks and Tier 1 banks and processors globally; large, sophisticated merchants globally; and large direct billers in the U.S.
 2. Customers in each segment are faced with challenges to address rapidly changing consumer payment preferences, to adopt new payment methods, and to deliver differentiated customer experiences across numerous payment channels.
 3. Customers must react to growing threats from fraud and financial crime.
 4. Customers must adhere to a complex and changing regulatory and compliance landscape.
 5. Our customers are concurrently faced with modernizing their own applications and underlying technologies, with strong focus on moving to the cloud.
 6. Our customers are working to harness the power of data to deliver more personalized customer experiences.

Notes:

Banking

Powering Global Commerce

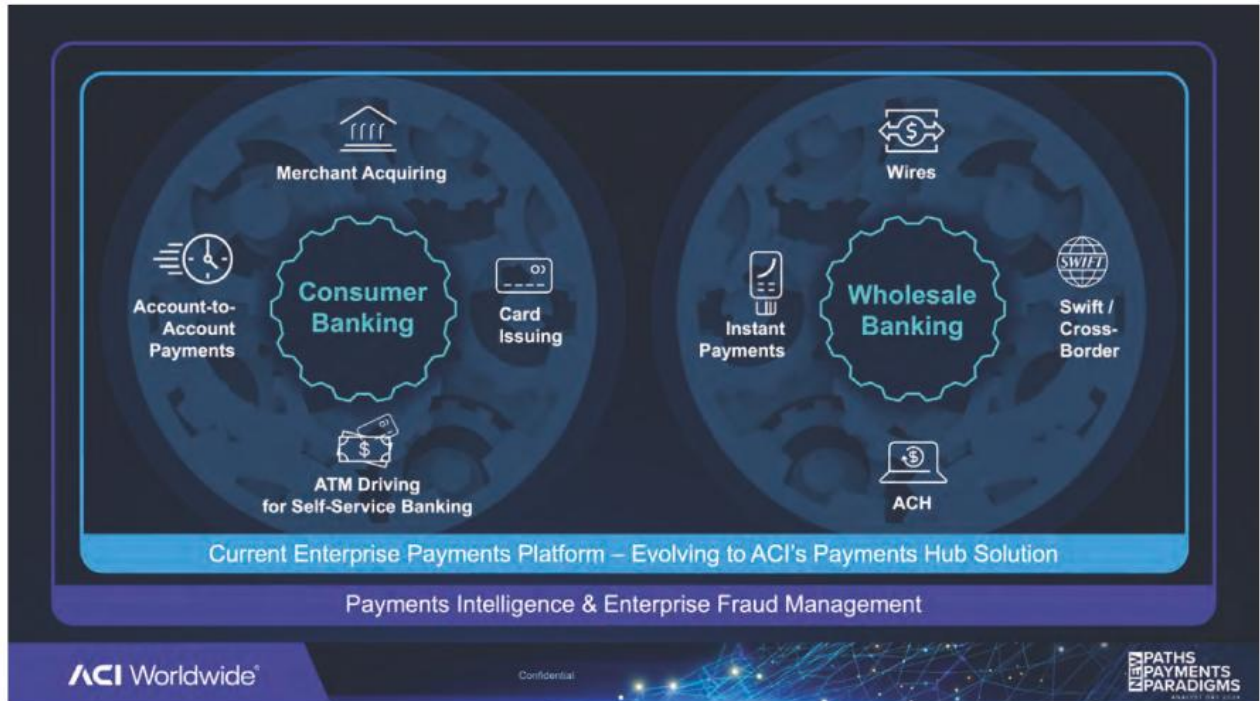
Issuing & Acquiring | Real-Time Payments | Payments Intelligence

Notes:



- ACI is proud of our blue-chip, geographically diverse customer base.
- Our solutions are used by the largest global banks and processors to capture and authorize payment transactions across channels, to drive the expansion of real-time payments both globally and locally in more than 90 countries.

Notes:



- We focus on Consumer Banking solutions and on Wholesale Banking solutions.
- These are distinct business areas within most banks, but market dynamics are driving change that offers new opportunities.
- ACI provides a common solution for the management and settlement of Instant Payments for Consumer and Wholesale Banking – a solution already live with more than 100 financial institutions.
- Our evolving payments hub is designed to enable banks to run an efficient, modern, cloud-native payments environment fit for the years and challenges to come.
- We deliver a differentiated enterprise fraud management solution across our consumer and wholesale banking solutions.

Notes:

Consumer Banking – Issuing & Acquiring

Issuing & Acquiring

- Authenticate, authorize, acquire, clear, and settle electronic consumer payments
- Single card-issuing solution for multiple payment types
- Merchant acquiring solution for all channels and interfaces
- Acquiring solutions to drive ATM and self-service banking

320B

Card transactions processed annually

322 clients

In 74 countries for card processing

1 out of 5

Card transactions processed globally through ACI's card processing software

Source: ACI Internal Data, Nielson Report

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- ACI has proven Consumer Banking solutions.
- We support authorization, capture, clearing, and settlement of payment transactions for the largest financial institutions and processors in the world.
- The highly configurable nature of our software and its rich functional depth suit the complex needs of customers.
- ACI solutions are reliable, rock-solid and provide high value and peace of mind to our customers.
- Historically, these solutions were sold as software licenses that were implemented, integrated, and managed by customers to run on their own premises.
- Today, these solutions are cloud-enabled and are sold or renewed to run in either public or private cloud instances.
- Additionally, these solutions are being modernized to run cloud-native as an integral component of our evolving payments hub solution.

Notes:

Consumer Banking – Instant Payments

Account-to-Account Payments

- Includes instant payments and ACH
- Supports 26+ real-time domestic payment schemes
- SaaS service for the FedNow® Service, TCH RTP, UK Faster Payments and others – supporting >50 institutions
- 10 real-time payment central infrastructures
- ISO 20022-native messaging
- Partnership with Mindgate (India) provides digital overlay services

100+

Customers in on-premise and cloud solutions

18 countries

Live on every continent, except Antarctica

22 of 50

Top world banks use account-to-account payments from ACI

0.5B

Real-time payments processed monthly

Source: ACI Internal Data

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- Over the past 10 years, ACI has emerged as a leading provider of instant payments solutions – delivering valuable solutions for financial institutions and central bank infrastructures.
- We support 26 real-time instant domestic payment schemes and 10 real-time instant payment central infrastructures.
- ACI has more than 100 direct participant banks in 18 countries in production with our real-time instant payment solutions.
- We support aggregators and technical service providers to extend this reach to more than 400 participant banks.
- ACI provides a SaaS solution for the FedNow® Service and TCH RTP in the U.S., and UK Faster Payments and SEPA Instant in Europe.

Notes:

Wholesale Banking – Real-Time Payments

Real-Time Payments

- Domestic RTGS payments
- Wires (high value)
- ACH
- Swift/cross-border payments
- ISO 20022-native messaging

40+

Customers in on-premise and cloud solutions

5

Countries live

66%

U.S. Fedwire payments

+25%

U.S. Swift

Source: ACI Internal Data

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- In Wholesale Banking, we provide a robust software solution that powers high-value payments across wires, ACH and Swift/cross-border payment flows with ISO 20022 compliant messaging.
- We process 66% of all FedWire transactions every day and 50% of CHIPS (Clearing House) volumes.
- We facilitate about 25% of all cross-border Swift payments traffic in the U.S..
- Our account-to-account instant payment solutions are available as cloud-native, cloud-enabled, and on-premise software delivery models. We also deliver on-premise software licenses that our customers deploy and operate.

Notes:

Focus on Real-Time Payments

"It is increasingly essential that all participants in the payments ecosystem develop a payments modernization strategy that includes real-time payments as a key component of that strategy. The industry is rapidly evolving, and real-time is quickly going to become table stakes for remaining competitive."

Reed Luhtanen
Executive Director and CEO
US Faster Payments Council

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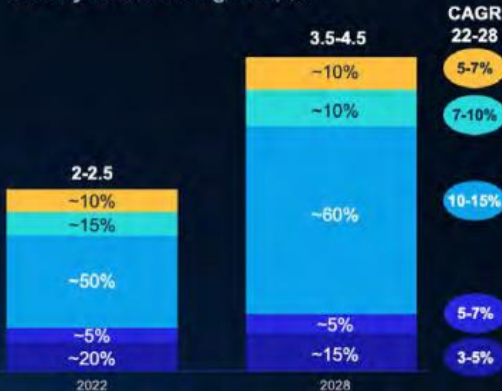
- ACI's Prime Time for Real-Time annual primary reports provide an established data source that tracks the growth and impact of real-time payments globally.

Notes:

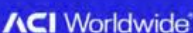
Serviceable Revenue Opportunity by Product and Customer Segment

SRO by product segment, \$B

SRO by customer segment, \$B



Source: Global Payments Map, McKinsey, expert interviews, Mastercard



- Serviceable Revenue Opportunity in Banks and Intermediaries is estimated at approximately \$2 - \$2.5 billion today growing at approximately 9% annually to approximately \$3.5 - \$4.5 billion by 2028.
- The market is moving away from the delivery of discrete software solutions toward integrated orchestration solutions (or payment hubs).
- The payments hub space is expected to grow approximately 2-3x faster than other solutions and be >50% of the market by 2028 – in all areas of our serviceable market.
- The payments orchestration hub, which also incorporates consumer banking account-to-account payments, growing 20-25% CAGR through 2028.
- We evolve our focus from Tier 1 customers to also include the “upper end” of mid-market sized banks (\$50-\$250 billion in assets). This is a new addressable market for us.

Notes:



Notes:

Payments Hub – Orchestrating the Global Payments Ecosystem

- Payments orchestration and transformation
- Any payment type, all channels and endpoints
- Freedom to deploy any cloud strategy
- Powerful data intelligence



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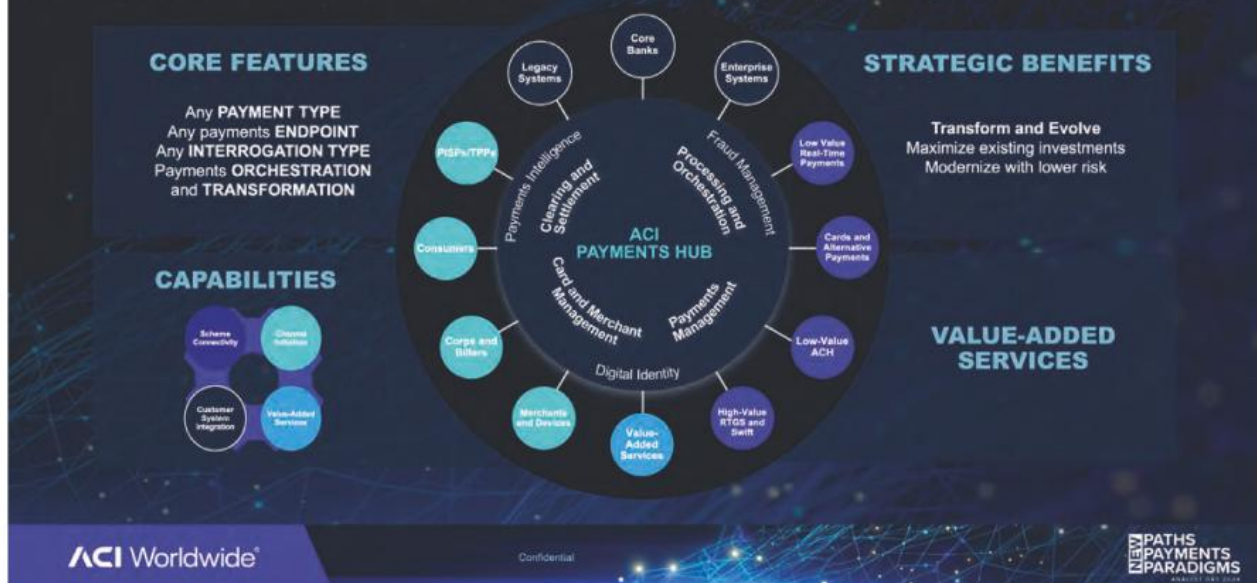
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Industry opinions on payment hubs:

- McKinsey assumes that banking modernization, active planning on cloud strategies, global real-time payments adoption, and continued post-Covid cash decline are all drivers creating tailwinds for payments hub capabilities.
- BCG states that payment hubs are able to address multiple, fragmented payment processes, multiple payment file formats, and send and receive connectivity challenges.
- Celent suggests that a modern payments hub can replace legacy systems with numerous unsupported enhancements that evolved over time and improve payment system implementation and integration timelines.

Notes:

ACI Creates a New Standard in Payment Hubs



- ACI is of the opinion that a modern payments hub brings process optimization and automation by modernizing payments by design.
- Associated enhancements include keeping up with regulatory and compliance requirements and improving customer experience.
- ACI's payments hub will include consumer payments for Card Issuing, Merchant Acquiring and ATM driving for self-service banking, particularly spanning authorization, capture, clearing, and settlement.
- It will embed our rich and differentiated payments intelligence and enterprise fraud management solution in the payments hub as combatting fraud is an integral capability.
- Our payments hub solution offers services that each area of the bank can access – but from a common technology platform, offering unique opportunities for banks to modernize while addressing total cost of ownership challenges, they face today.
- Our payments hub features a robust partner ecosystem that will expand value-added services and fintech engagement across our hub – opening paths for new monetization opportunities.

Notes:

Payments Hub Delivery Options – Facilitating Choice

- Public cloud options with top players across the cloud ecosystem
- Multi-tenant
- Single-tenant
- On-premises options for customers to operate in their private cloud environments



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- One key characteristic of ACI's payments hub vision is that it is cloud-native across multiple cloud environments.
- We will enable acquisition of our solution based on customer preference:
 - To run in their private cloud instance
 - In the public cloud – as a single tenant solution or multi-tenant
- Relationships with top players across the cloud ecosystem – Microsoft, AWS, and IBM Red Hat – ensure that our payments hub solution can offer a critical option to accelerate cloud transition.
- For banks that want to continue to operate on premises, we will support with Cloud Native tooling.

Notes:

Setting a Path for Bank Solution Modernization

- Deep relationships with leading banks worldwide
- Growing existing target market
- Payments hub strategy provides unique modernization path for existing customers and opens new addressable market for growth
- Payments intelligence strong differentiator for our banking solutions
- Public and private cloud options



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- ACI has not only strong traction and impact today with the payment solutions we deliver to leading banks worldwide, but we are actively advancing our payments hub solution to offer lower risk modernization paths to existing clients and to address the needs of a new mid-market banking tier.

Notes:



Notes:



Notes:



Merchants

Tuning Into Merchant Growth: Intelligent Payments Orchestration

- ACI's focus on intelligent payments orchestration plays a key role in the value we deliver to our direct Biller customers (ACI Speedpay®) and how we drive net revenue growth, as we optimize interchange and payment decisions across the payments ecosystem.
- Another area where intelligent payments orchestration is critical is in our Merchant segment.
- Key differences between a direct Biller and a Merchant is that a direct Billers take payments after a service is rendered (pay later) vs. Merchants that typically take payments when goods or services are procured (pay now).

Notes:

Leadership Across Merchant Segment



- ACI serves more than 450 large direct merchants globally – some of the largest retailers globally.
- We support more than 80,000 merchants indirectly through payment service providers that white-label our payment orchestration platforms.
- Our global reach of connectors is unrivalled – where a connection represents a route for a transaction to a specific country, acquirer for defined payment types and supporting functionality.

Notes:

Merchant Payments Orchestration Platform



- ACI provides independent intelligent orchestration platform solutions to large, sophisticated merchants that want to own and manage their customers’ omnichannel experiences.
- By offering payments orchestration that can deliver multiple acquiring routes, ACI can help merchants best manage cost, but also can differentiate from competitors that are individual acquirers who bundle their standard solutions for their customers.
- Merchants are focused on making decisions to improve transaction authorizations, which drive positive customer experiences and – equally important – bring revenue into their businesses.
- Our solutions span global e-commerce payment orchestration, merchant fraud detection and prevention, and omni-channel payment orchestration.

Notes:

Merchant Payments Orchestration Platform Serviceable Revenue Opportunity



Source: McKinsey Global Payment Map, FDIC, The Clearing House, CapIQ, ACI data

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- We serve large merchants with annual revenues in excess of \$1 billion in revenues and that desire an independent payment orchestration platform.
- Many operate globally and need a solution with a broad set of connections to numerous countries, payment methods and acquirers.
- ACI will focus our sales into defined Tier 1 countries where our solutions are localized and fit for purpose.

Notes:

Payments Orchestration Platform



"What we really like about ACI is that we get a world-class technology which comes with readily integrated tools that helps to go to market quickly.

ACI helped us not only in going forward, but they have also helped us all throughout the process. We've experienced 300% growth and if we are looking to double that, partnering with ACI gives us that scalability and reliability with the forward-thinking solutions that helps us grow."

Alaeddin Elmajid
Director of Payment Services
Hyperpay

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Notes:

Payments Orchestration Platform



"We chose ACI because it's a global leader in payments technology and helps us serve the particular needs of our customers and helps us to grow and evolve at scale. It's a strategic relationship that supports our wider needs for fraud, routing with the single platform."

Gavin Waugh
Vice President and Treasurer
The Wendy's Company

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Notes:

Payments Orchestration Platform



"With electronic payment volume rising at double-digit rates every year, flexibility in payment options is critical to our cost-containment strategy. Choosing ACI has proved to be the right decision for Hy-Vee, and they continue to be a valued partner today."

Micheal Skokan
EVP, CFO, Treasurer
Hy-Vee

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Notes:

Payments Intelligence

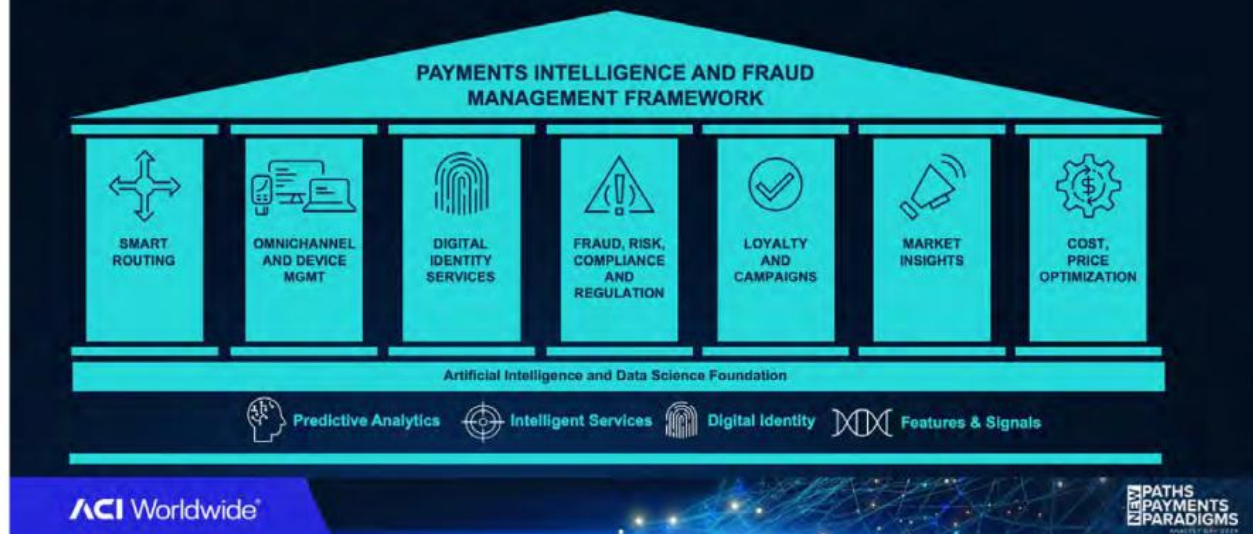
Defending Against Fraud – Unlocking Revenue With Orchestration

- ACI's most differentiated assets include our AI and machine-learning enabled Payments intelligence capabilities.
- These capabilities are grounded in our proven software solutions for enterprise fraud management for Banks, and for fraud detection and prevention for CNP digital transactions for Merchants and Billers.
- ACI is focused on positioning our Payments Intelligence and Fraud Orchestration framework to enable data and intelligence gathering and sharing across the payments continuum.

Notes:

The Payments Intelligence Framework

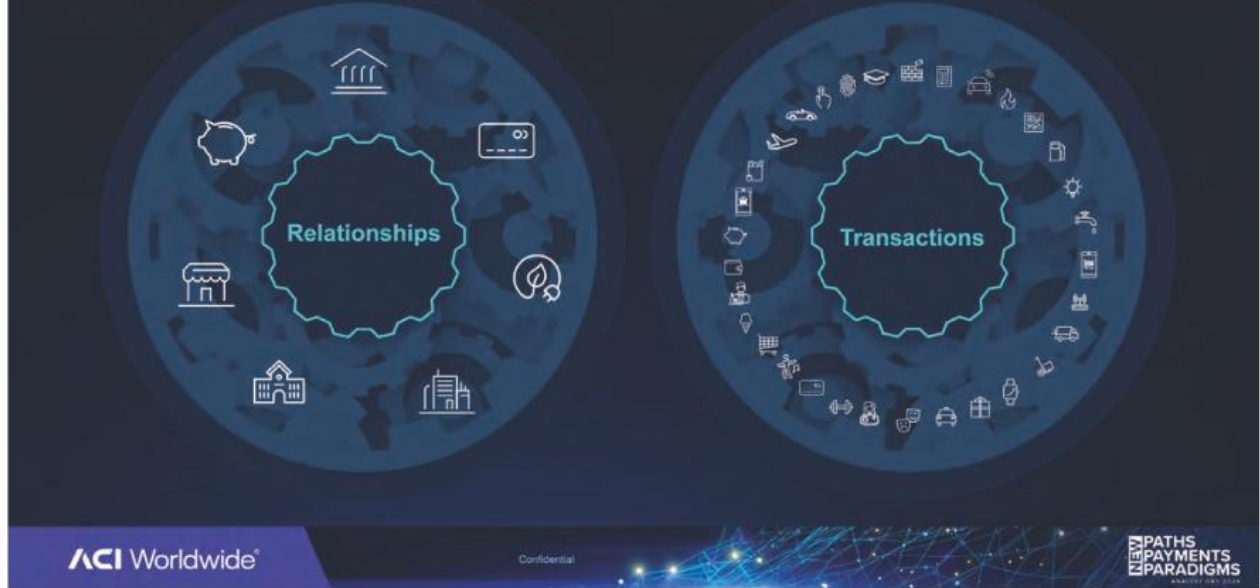
Enabling intelligence throughout the entire ecosystem



- Our unique value is our embedded infrastructure that powers all aspects of the global payments ecosystem, from Central and Commercial banks to Merchants, Billers, and many players in between.
- To effectively address the growing impact of fraud and financial crime – and at the same time to harness the power of payments data – our customers are challenged to unify immense volumes of diverse data across the payments ecosystem, in real time, to facilitate precise, intelligent decision-making with optimal efficiency.
- In 1998, ACI began delivering AI competencies as part of our enterprise fraud solutions for Banks, leveraging neural networks developed originally by Nobel Prize winner, Dr. Leon Cooper.
- Since then, with the impact of years of learning, rigorous governance, advances in technology and the efforts of our experienced data scientists, ACI developed and received a patent for our AI-enabled incremental learning solution that uses AI, so that our fraud models learn and adapt over time – driving the efficacy of our real-time fraud decisioning and the life span of our models.

Notes:

ACI Payments Intelligence



- We have deep experience in the use of machine learning and AI – and applying that to address very real and accelerating challenges impacting our customers.
- Today, Payments Intelligence is delivering predictive modelling with multiple AI models running in parallel to address the top 4 fraud trends: Anomaly Detection, Account Take Over, Pre- and Post- Authorization for Bank Declines, Friendly Fraud.
- Our solutions alert on the specific fraud type by classification for faster informed decisions and higher precision; we run different types of models in parallel focused on specific trends across segments as a classification.
- The power of the data we harness goes beyond just addressing fraud and financial crime.

Notes:

Payments Intelligence & Fraud Total Addressable Market

Fraud solutions – detection & prevention market size, \$B



Source: McKinsey Global Payment Mkt, FDIC, The Clearing House, CapIQ, ACI data

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- We see significant growth in the unique fraud and payments intelligence total addressable market.
- ACI is well-poised as we reposition our payments intelligence solutions more directly in the market and also expand our reach, as payments intelligence becomes an integral component of our go-forward payments hub.
- We expect to see associated revenue growth from these solutions reflected in our three segments.
- The growing size of this total addressable market is indicative of just how challenging and serious the issues facing our customers really are.

Notes:

ACI Payments Intelligence

And risk management for merchants

JOHN
LEWIS
& PARTNERS

"With the ACI Fraud Management solution, we can confidently accept our genuine customers, whether they have been shopping with us for years, or are visiting our online store for the very first time. The ACI payments optimization team supports our appetite to constantly improve acceptance rates, without exposing the partnership to additional risk or fraud."

Katy Coull

Partner and Payment Fraud Manager, John Lewis Partnership

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Notes:



- ACI has excellent growth opportunities across all three of our segments – where we provide intelligent payment orchestration solutions that meet our customers’ needs.
- Our solutions result in the movement of money – and increasingly, the data –associated with each transaction.
- Through focus, speed and new partnerships – ACI will continue for the next 50 years as the STANDARD in payments and money movement.

Notes:



Notes:

Elevating the Biller Experience

Ron Shultz
General Manager, ACI Speedpay®

Notes:

Ron Shultz

General Manager, ACI Speedpay



Ron Shultz has an extensive background in the financial and payments industry. He was formerly EVP of Global Bill Pay at Mastercard, where he played a crucial role in shaping payment solutions worldwide. Additionally, he held the position of CEO for two acquired businesses at Mastercard, namely Transactis and Arcus Financial. Prior to his tenure at Mastercard, Ron held various senior executive roles at American Express, contributing significantly to the company's Merchant Services division. His extensive experience and leadership have left a lasting impact in the field.

Notes:

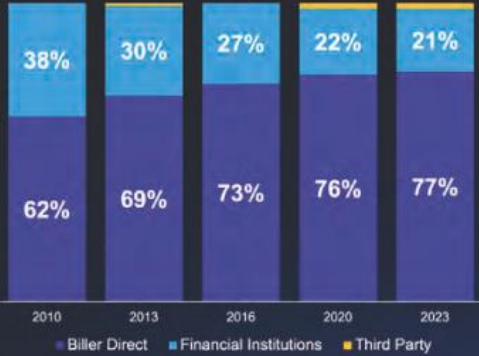


- Speaker: Ron Shultz, General Manager, ACI Speedpay.
- Former EVP, Global Bill Pay, Mastercard.
- Former CEO of two acquired businesses at Mastercard – Transactis and Arcus Financial.
- Former senior executive at American Express holding a variety of roles in Merchant Services.

Notes:

U.S. Bill Payment Landscape

U.S. ONLINE BILL PAYMENT
PERCENTAGE VOLUME BY TYPE



2023 U.S. BILL PAYMENT VOLUME

16.8 billion bills

2023 ACI SPEEDPAY VOLUME

~500 million bills
\$200 billion in payments processed
3,000 billers



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- ACI Speedpay® targets the U.S. biller direct market, which consumers have continued to shift to in recent years, with 77% of the 16.8 billion bills paid this way last year.
- Typical household bills include consumer loans like mortgages and car loans, utilities, telco/cable & internet, insurance, higher education, and government.
- Consumers tend to exhibit last-minute bill payment behavior, and prefer to pay directly to the biller to ensure their payment was received and posted.
- Mobile payments, including Apple Pay, Google Pay, and PayPal, continue to gain in popularity, with 40% of consumers using a mobile wallet in the past year, up from 26% in 2020.

Notes:

ACI Speedpay

Drive customer satisfaction with the widest range of bill pay options in the industry



- ACI Speedpay competes in the Biller Direct market.
- Additionally, there are smaller industry specialists serving higher education and government sectors.
- ACI Speedpay is the largest biller direct player in the U.S., serving more than 3,000 clients, processing more than \$200 billion in bill payments, and generating \$700 million in revenue annually.
- ACI Speedpay offers a robust suite of solutions to billers of all sizes, including consumer and customer service portals, recurring payments, ERP integrations, and electronic billing.

Notes:

Good to Great

For ACI Speedpay

- 1 Be clear about the one thing you are best at in the world
- 2 Define what you are passionate about
- 3 Identify the most important financial metric moving your business

- 1 Processing bill payments
- 2 Payments
- 3 Net revenue (gross revenue less interchange expense)



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ANALYST DAY 2024

- The ACI Speedpay team is experienced, with an average of 15 years industry experience on the payments team.
- The ACI Speedpay team is passionate about payments, focused on delivering high-quality service to our clients.

Notes:

Insurance Case Study



	BEFORE	AFTER
Pricing	2.30% Credit/Debit Absorbed by Biller	2.40% Service Fee Paid by Consumer - Credit 2.40% Absorbed by Biller - Debit
ACI Speedpay	Net Margin (0%)	Net Margin 20%
Biller	Expense \$2.2M	Expense \$2.0M

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- ACI Speedpay had an insurance client that was not profitable for ACI.
- ACI worked with the client to adjust pricing for bill payments: Consumers were charged a 2.4% convenience fee for credit card usage while Debit and ACH payments remained fee-free.
- The new pricing model influenced consumer behavior, many consumers switched from credit cards to lower-cost debit and ACH options.
- ACI Speedpay's margins improved significantly, rising above 20%. By aligning fees with payment methods, ACI achieved profitability.

Notes:

Fortune 500 Utility Case Study

Client Needs



Quickly offer **financial assistance** to all



Shut down card testing and aggregators

ACI Speedpay Solution

IVR solution live in just days

ACI Fraud Management® implemented

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- One of ACI's utility clients received funding from the government that needed to be quickly distributed to low-income families to assist with their electric bills.
- ACI Speedpay swiftly developed a customized IVR solution for a utility client during the pandemic.
- The goal was to enroll 10,000 customers in the first week. Remarkably, they successfully enrolled 90,000 customers within the first two days, providing much-needed relief to vulnerable energy bill payers.
- ACI collaborated with the same utility to combat fraud.
- By detecting card testers and implementing website changes, they significantly reduced chargeback rates. The utility's chargeback rate returned to normal levels.

Notes:

Transforming the Future of Tech Today

Abe Kuruvilla
Chief Technology Officer

Notes:

API First and Open Banking Adoption

- **Simple** - Standard RESTful APIs that use ISO 20022 vocabulary accelerate integration and adoption
- **Scale** - Applicable to all solutions, all geographies, cloud, and on-premise deployments
- **Secure** - Payments-grade security supporting API data integrity, authenticity, and confidentiality
- **Spec-based development** to ensure compatibility
- Allows customers to create their own **unique branded experiences**
- **Integrate** with third-party value-add partners



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EST. 2011

- Flexibility to create value-added functionalities through APIs and web services.
- Seamlessly incorporate ACI's solutions into customers' uniquely branded platforms.
- The key tenets of this approach are:
 - **Simplicity and scalability through API-first integration**
 - **Enhanced security with open banking standards**
 - **Agility and innovation**
- Our strategic pillars – integration, security, and innovation - underscore ACI's vision for a payments industry that is both dynamic and secure.

Notes:

Modernize at Lightning Speed

Development capabilities for the AI world



- ACI has a long history with AI and machine learning, having utilized these technologies in our analytics and fraud solutions for decades.
- In 2023, we introduced ChatUPF, a powerful chatbot deployed to our Help24 team to quickly answer customer “how to” questions.
- Increased productivity across our engineering teams, in both AI-assisted code writing and AI-powered automated testing.
- Proven the interoperability between legacy COBOL product CMM and new Java APIs using ACI’S proprietary messaging gateway solution strategy.
- Humans-in-the-loop concept elevates accuracy and quality from 70-80% to 100%.

Notes:



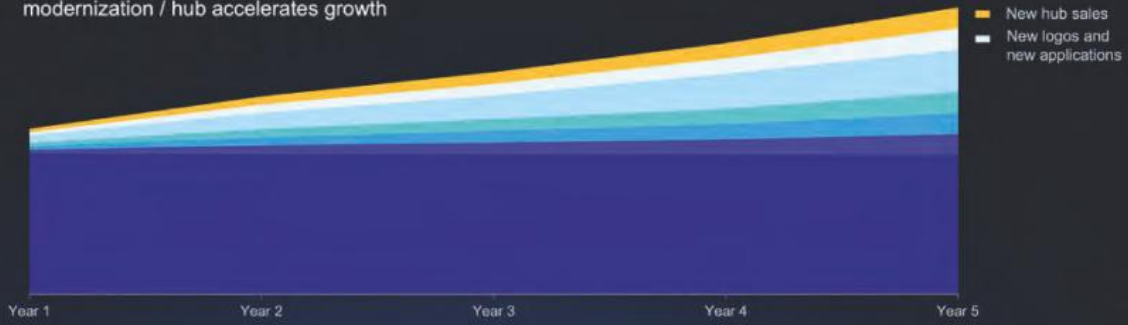
- For ACI, our technology transformation will focus on a modern architecture, AI-first engineering, and strategic partnerships:
 - Committed to delivering a cloud-native, multi-tenant, cost-effective, and scalable payments hub, with a low-risk migration path for existing customers.
 - ACI's modern architecture is designed to run or be hosted anywhere, with high throughput, low latency, and fault tolerance.
 - Significant productivity gains with an AI-first engineering mindset.
 - Aims to consolidate vendors, leading to improved efficiency, cost savings, and better outcomes for both the company and our customers.

Notes:

Add New Logos, New Applications

Incremental growth = high reward for shareholders

New opportunities, including bank modernization / hub accelerates growth



Slide represent illustrative example

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- Our client base provides strong opportunity for cross sales.
- Our investment in the payments hub can accelerate growth.

Notes:

Non-GAAP Financial Measures

Adjusted EBITDA (millions)	For the Years Ended December 31,			
	2020	2021	2022	2023
Net Income	\$ 73	\$ 126	\$ 142	\$ 122
Plus:				
Income tax expense	26	47	64	26
Net interest expense	45	34	41	64
Net other (income) expense	1	1	(43)	8
Depreciation expense	25	21	23	24
Amortization expense	115	113	104	99
Non-cash stock-based compensation expense	29	27	30	24
Adjusted EBITDA before significant transaction-related expenses	314	371	361	367
Significant transaction-related expenses	45	13	12	28
Proforma impact of divestiture	(43)	(28)	(14)	-
Adjusted EBITDA	\$ 316	\$ 356	\$ 359	\$ 395

Revenue as reported	For the Years Ended December 31,			
	2020	2021	2022	2023
Revenue as reported	\$ 1,294	\$ 1,371	\$ 1,422	\$ 1,453
Proforma impact of divestiture	(69)	(56)	(32)	-
Adjusted Revenue	\$ 1,225	\$ 1,315	\$ 1,390	\$ 1,453

Notes:
