



CSU

INSTITUTIONAL PRESENTATION



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THE KNOW HOW ACQUIRED OVER **28 YEARS IN THE MARKET** LED CSU TO **EXPAND ITS ACTIVITIES TO OTHER CORRELATED BUSINESS FRONTS.**



1992

FUNDATION

Marcos Ribeiro Leite established CardSystem: an INDEPENDENT Company focused on the processing of electronic means of payment.



2000

Beginning of MARKET SYSTEM OPERATIONS (initially focused on loyalty solutions).



2005

CSU consolidates itself as **the largest independent card processor** in Latin America.



2015

EXPANSION

Entry into the **CONSIGNED CREDIT** market



2019

Resume of growth and Launch of **NEW DIGITAL AND TECHNOLOGICAL SOLUTIONS**

1996

PIONEERING

1st Company in Brazil to operate simultaneously with the **3 international credit card brands.**



2001

Beginning of the BPO services – costumer care CSU.CONTACT.



2006

First company in its segment to **GO PUBLIC**. The Company's shares are traded in the **“NOVO MERCADO”** of B3 (CARD3).



2018

New contract for the acquiring processing services



5.5 thousand
EMPLOYEES IN **4 UNITS**
IN BRAZIL.

CSU's shares are listed on
B3's **“NOVO MERCADO”**.

55.0% of Company's capital
stock belongs to the
CONTROL GROUP and **40.0%**
ARE FREE to be traded in the
free float market.



Recife I and II

- *Call center.*

Belo Horizonte Unit

- Systems Development.
- Certification.
- Data processing.
- Security and Support/IT.

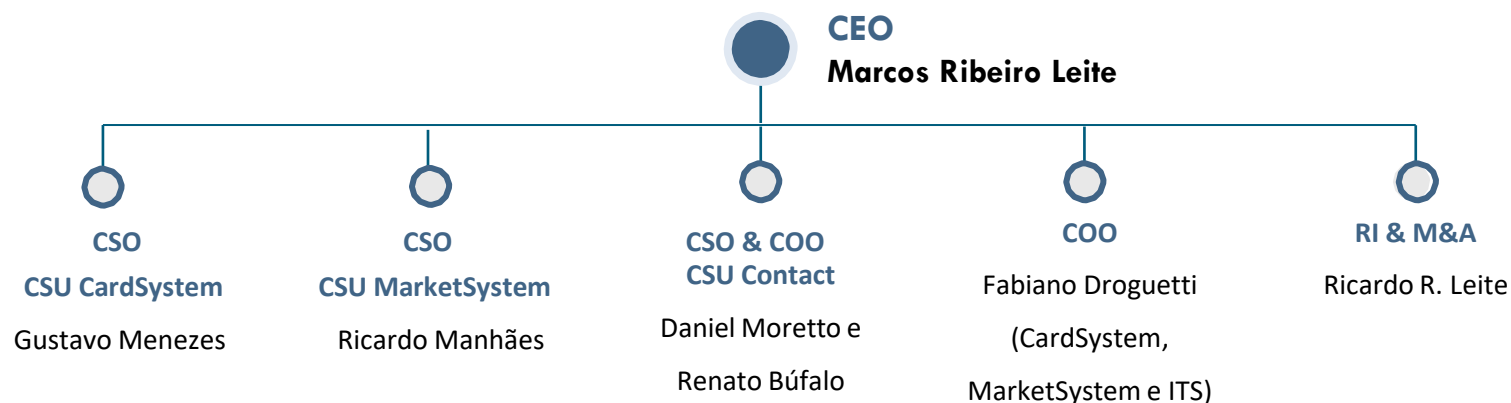
Barueri: Unit Alphaview

- *Call center.*
- *CSU ITS data center.*
- *CardSystem Operations*
- *Administrative.*
- *CSU Institute.*

Faria Lima Unit

- *Marketing.*
- *MarketSystem.*
- *Comercial department.*
- *Investor Relations.*

BOARD OF EXECUTIVE OFFICERS



BOARD OF DIRECTORS

ANTONIO KANDIR	Chairman
MARCOS RIBEIRO LEITE	Member
ANTONIO MARTINS FADIGA	Independent Member
RUBENS ANTONIO BARBOSA	Independent Member
PAULO SERGIO CAPUTO	Independent Member

BOARD OF DIRECTORS

Four independent members, including the Chairman

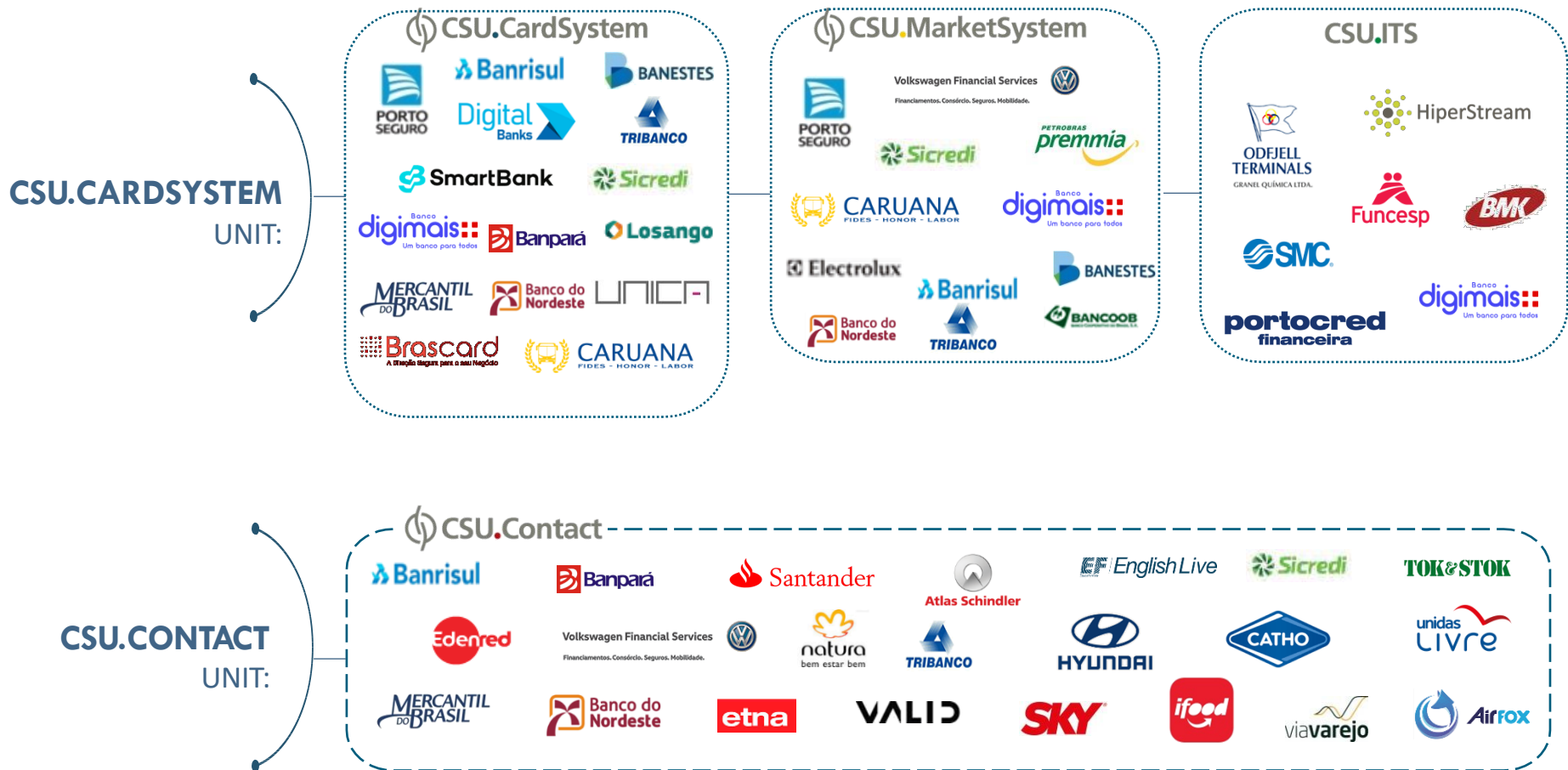
FISCAL COUNCIL

In operation after approval at the ASM held on 04/23/2019 – three sitting members (+ three alternates)

ONE-STOP-SHOP business model, with **INTEGRATED** and **EFFICIENT** technology solutions



INTELLIGENT AND SYNERGISTIC PRODUCTS AND SOLUTIONS IN SEVERAL SECTORS OF THE ECONOMY



 **CSU.CardSystem**

ELECTRONIC MEANS OF PAYMENT



CSU plays a **CRUCIAL ROLE** in Brazil's electronic **TRANSACTIONS INDUSTRY**

ISSUERS SERVICES

(Banks and Retailers)

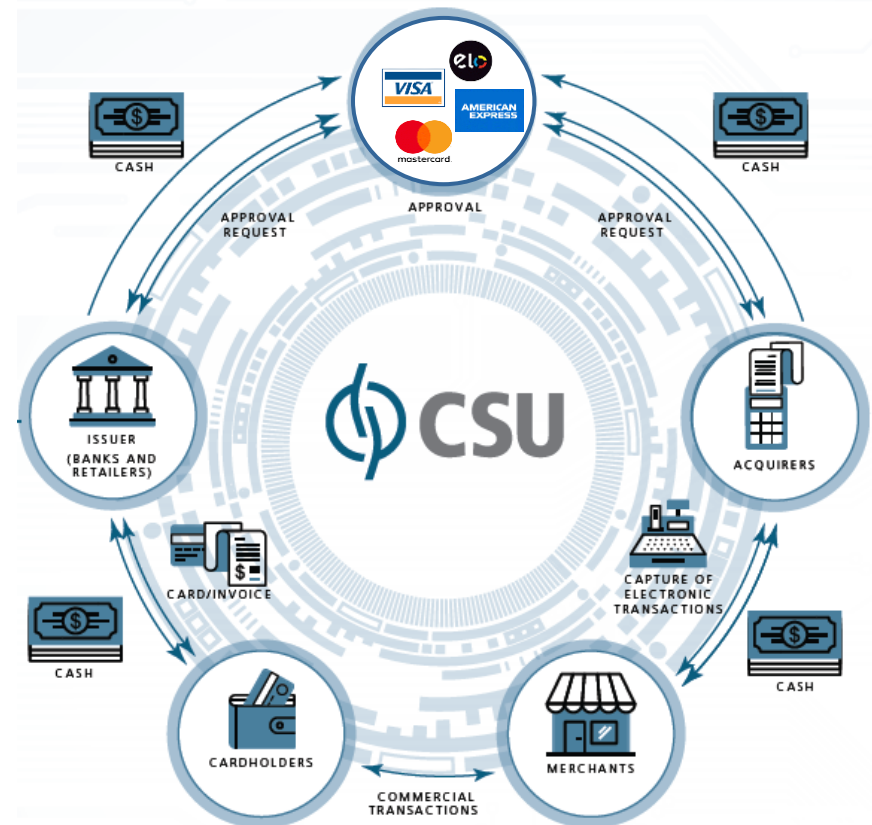
- » Processing
- » Fraud prevention
- » Contact center
- » Back office
- » Cards Embossing
- » 100% digital account (no card, no invoice)
- » WebServices (APIs)
- » Wearables
- » Invoice Expedition
- » Origination (front, online or batch)

FINTECHS SERVICES

- » Processing
- » Fraud prevention
- » Contact center
- » Digital Account
- » Prepaid Card
- » WebServices (APIs)

ACQUIRERS SERVICES

- » Operation management
- » Processing
- » Prevention and fraud
- » Network management
- » Charge back



KNOW HOW

- » FOCUSED ON TECHNOLOGY FOR **PROCESSING AND MANAGING ELECTRONIC MEANS OF PAYMENT.**
- » AN **INDEPENDENT** COMPANY: ALLOWS BANKS AND RETAILERS TO ISSUE THEIR OWN CARDS.

PRODUTOS

- CREDIT CARDS
- PAYROLL CREDIT CARDS
- CO-BRANDED CARDS
- DEBT CARDS
- PREPAID CARDS
- PRIVATE LABEL
- HYBRIDS CARDS
- PARTNERSHIP CARDS
- VIRTUAL CARDS
- CSU.DIGITAL

COMPETITIVE ADVANTAGES



INDEPENDENCY



INNOVATION &
PIONEERING



KNOW-HOW



SPEED &
QUALITY

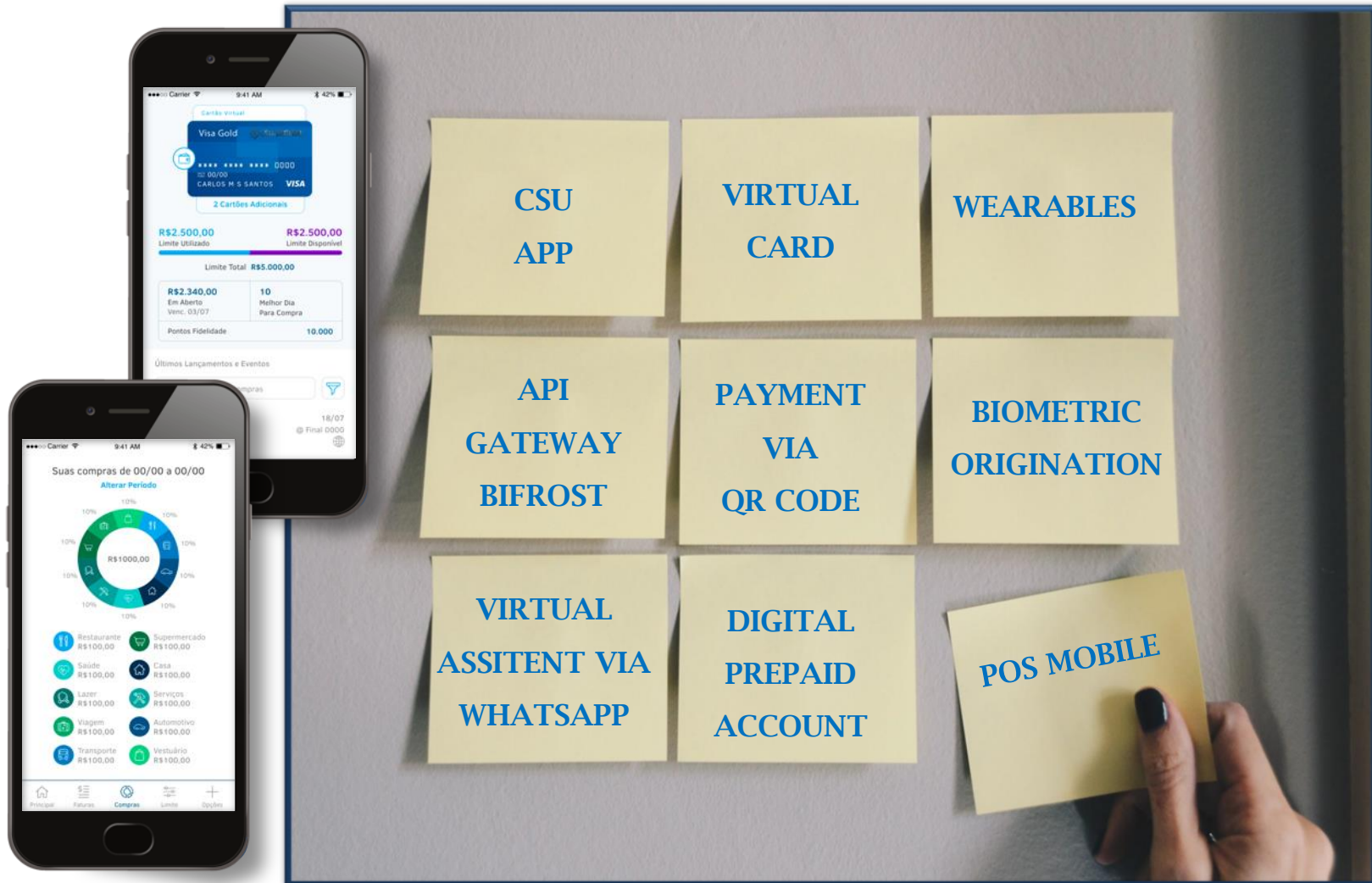


STRUCTURED
CORPORATE
GOVERNANCE



TECHNOLOGY & SECURITY

CARDSYSTEM MAIN PRODUCTS *(among others)*



The background of the slide is a blurred image of a person's hands holding a tablet and a credit card. The tablet screen displays the 'opte' website, which is an e-commerce platform. The website has a header with the 'opte' logo and the tagline 'O MAIS COMPLETO SHOPPING DO E-COMMERCE'. Below the header, there are navigation tabs for 'PRODUTOS', 'VIAGENS', and 'MODA'. The main content area features a large image of a smiling couple and various product listings. A credit card is visible in the bottom left corner of the frame.

CSU MarketSystem

RELATIONSHIP MARKETING, LOYALTY PROGRAMS AND E- COMMERCE

MARKETSYSTEM, the Business Division specialized in technology, promoting engagement and loyalty to our clients



HIGH TECHNOLOGY IN LOYALTY



**STRATEGIC MANAGEMENT AND
EFFICIENT COMMERCIAL ACTIONS**



**SPECIALIZED LOYALTY AND
INCENTIVE PLATFORM**



**FOCUS ON THE CUSTOMER
RESULTS**

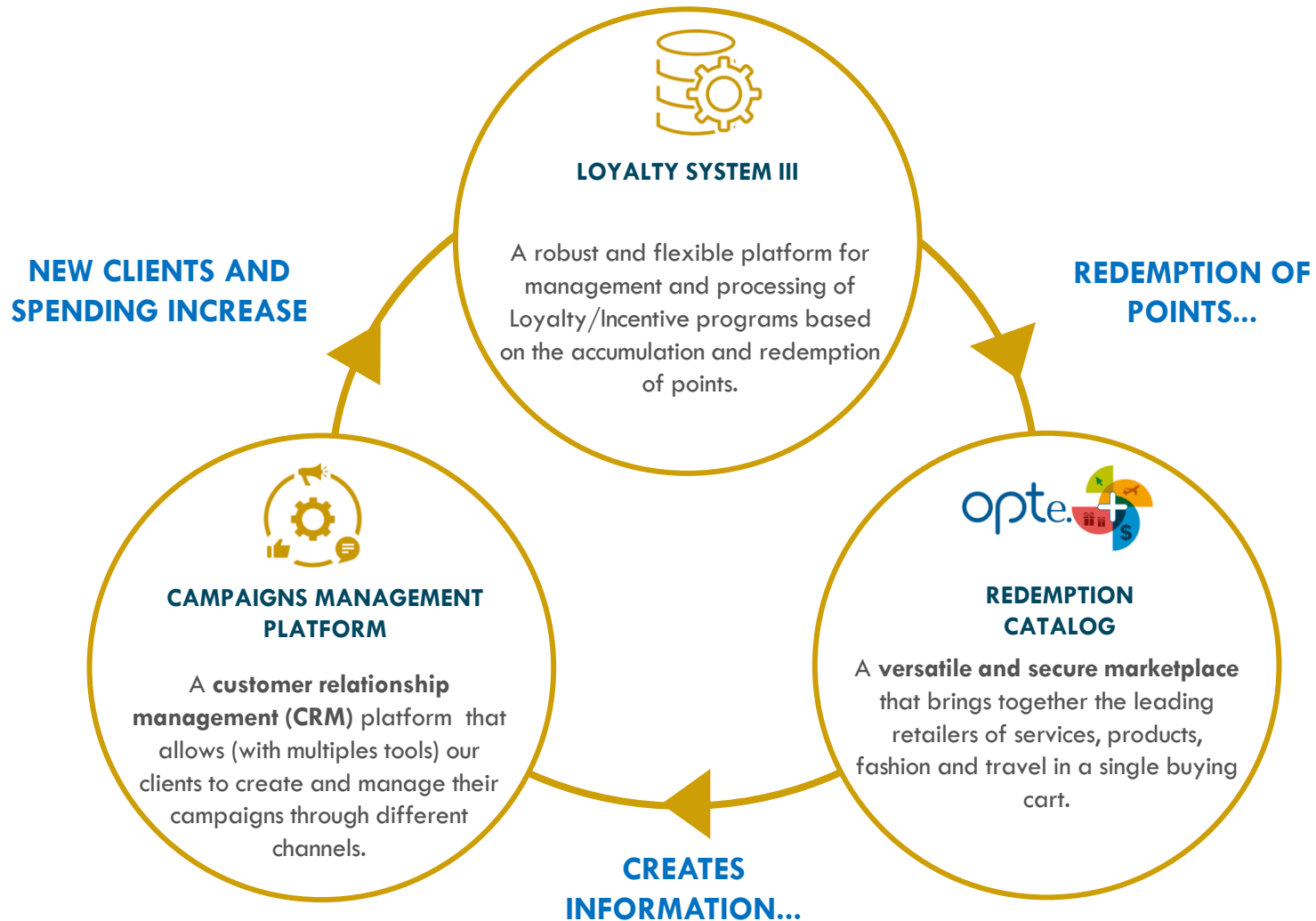


**INTEGRATED TO MANY
COMMERCIAL PARTNERS**



**SPECIALIZED CALL CENTER &
BACK OFFICE**

MARKETSYSTEM is the most complete **SOLUTIONS PROVIDER** in Brazil for **LOYALTY AND SALES INCENTIVE**



OPTe+ brings together the main retailers of services, products, fashion and travel in a single checkout with more than **500 THOUSAND PRODUCTS AND SERVICES** in one place

MAIN RETAILERS



SEGMENTED RETAILERS



BENEFITS FOR COMPANIES

BREAKAGE GAINS

Real savings of up to 30%

COST OF POINTS

Possibility to manage costs

POSSIBILITY OF CUSTOMIZED PACKAGES

Product customization for participants

POSSIBILITY OF LIABILITIES MANAGEMENT

CSU.MarkertSystem's own methodology

PARTICIPANT ACTIVATION

Blocking of card BIN, CPF or client code

NOT DEPENDING ONLY ON A SINGLE AIRLINE

+250 airlines available

POSSIBILITY OF AGGRESSIVE PROMOTIONS

Take advantage of supply chain dynamics

INCREASE OF RELATIONSHIP WITH THE CLIENT

Active participation throughout the client's cycle, creating a closer relationship



BENEFITS FOR PARTICIPANTS

POINTS + CASH

Enables the redemption of high-end products

MORE CONVENIENCE FOR CLIENTS

Immediate redemption without point transfers

COMPREHENSIVENESS: COMPLETE TRAVEL SOLUTIONS

Airline tickets, packages, hotels, car rental

ACCRUED POINTS BY USING POINTS IN TRAVEL

Redemption cycle is maintained without additional cost

PAY FOR TRAVEL FEES WITH POINTS

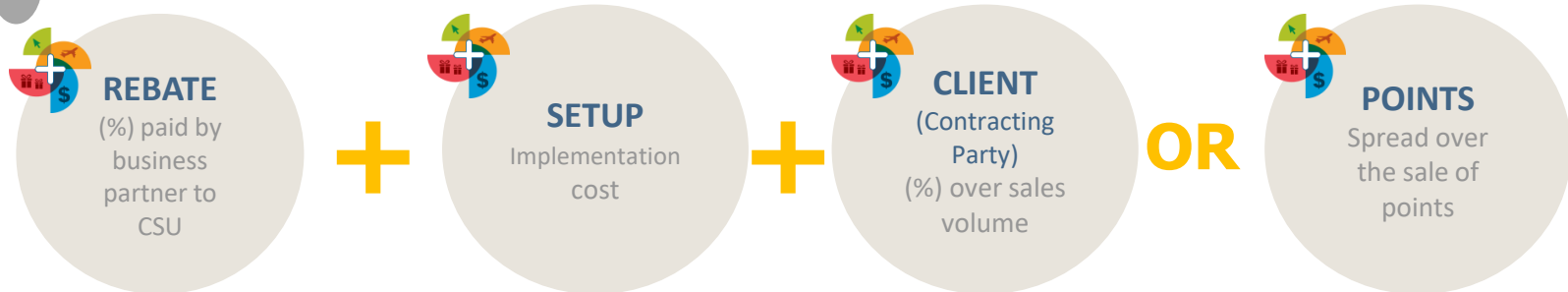
Reinforces the concept of "Travel Reward"

GREATER AVAILABILITY

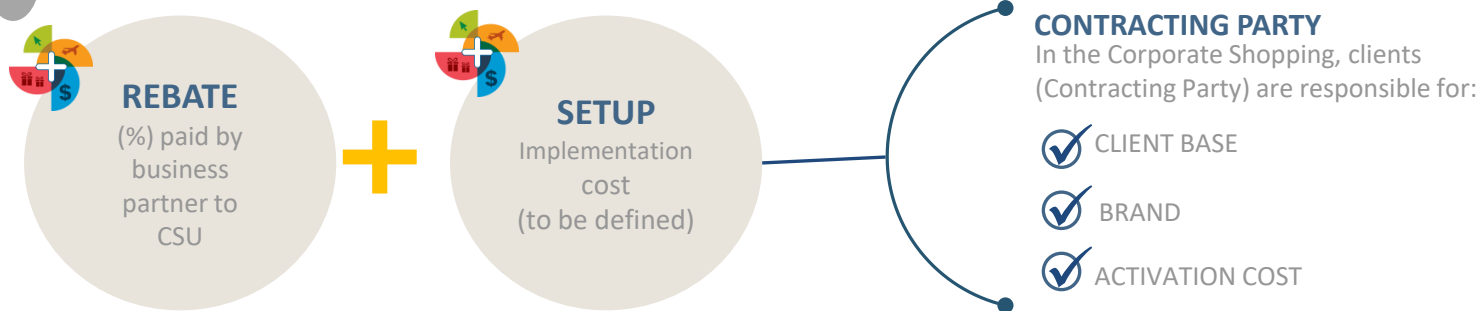
Members can choose the best redemption option

Main sources of REVENUE

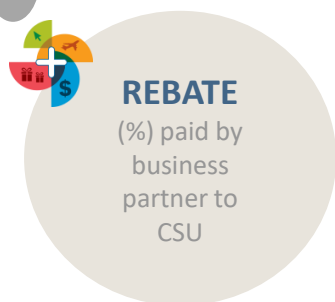
1 OPTe+ LOYALTY



2 OPTe+ CORPORATE SHOPPING



3 ONLINE SHOPPING (OPTe+ B2C)



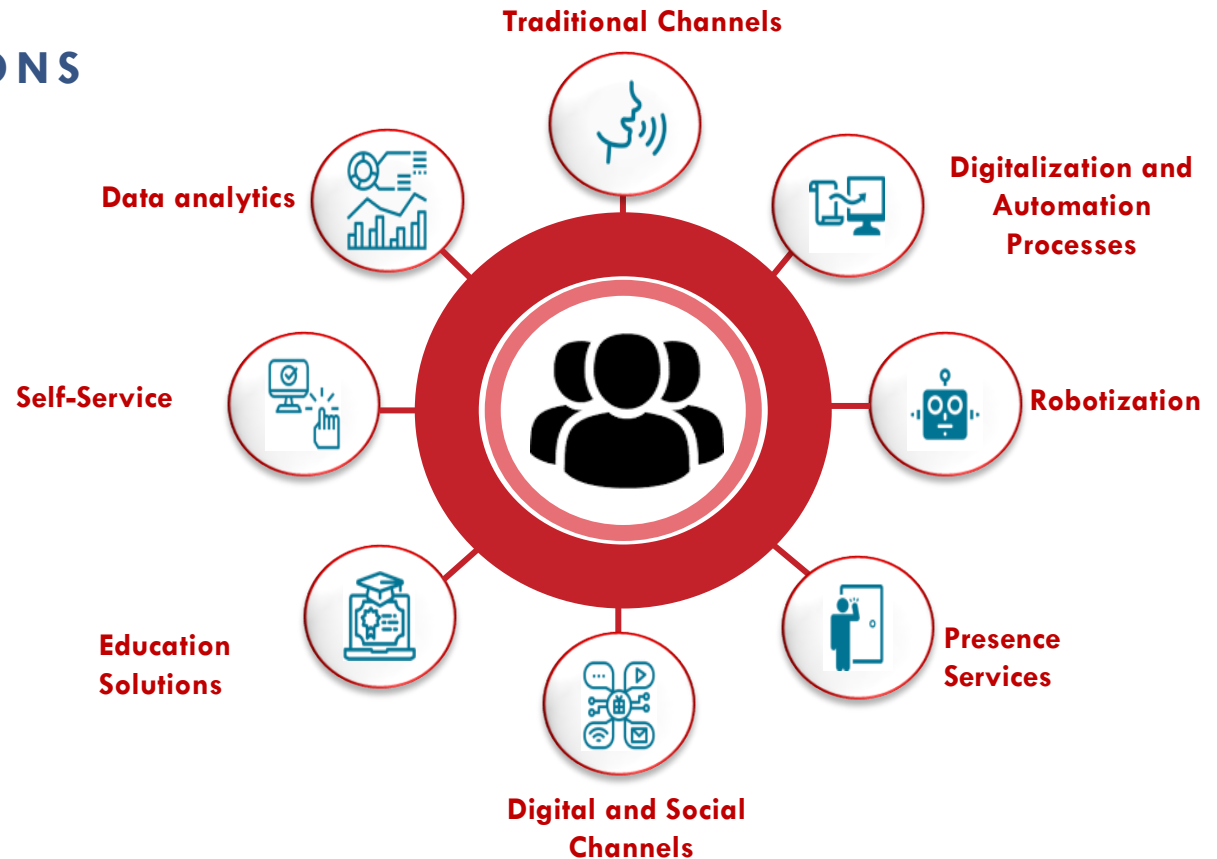
The logo for CSU.Contact is centered in the upper half of the image. It consists of the same stylized person icon as the CSU logo, followed by the text "CSU.Contact" in a bold, dark blue, sans-serif font.

CONTACT CENTER
AND BPO

CUSTOMER EXPERIENCE AS BUSINESS STRATEGY

Revolutionary relationship solutions, using high technology and cognitive intelligence, making **the experience between clients and companies more human.**

TECHNOLOGY SOLUTIONS



SPECIALIZED SERVICES FOR ALL THE CUSTOMER JOURNEY



Other services:

- Technical support
- Complaints management
- Digital relationship

The background of the slide is a blurred image of a business meeting. It shows several people in business attire, with one person's hand and wristwatch visible in the foreground. They appear to be looking at documents or a laptop screen. The overall tone is professional and corporate.

OPERATING AND FINANCIAL PERFORMANCE



COMMERCIAL OVERVIEW: Signing of **NEW CONTRACTS** in all Business Divisions and expanding the existing ones.



CARDSYSTEM DIVISION: **+2.8 MILLION CARDS ADDED** to the base throughout 2019, reaching 22.7 million registered cards (+15.8% YoY and +6.1% QoQ).



MARKETSYSTEM DIVISION: **RECORD OF TRANSACTIONAL FINANCIAL VOLUME (OPTE+)** IN 2019: R\$ 283.2 million (+15.9% YoY).

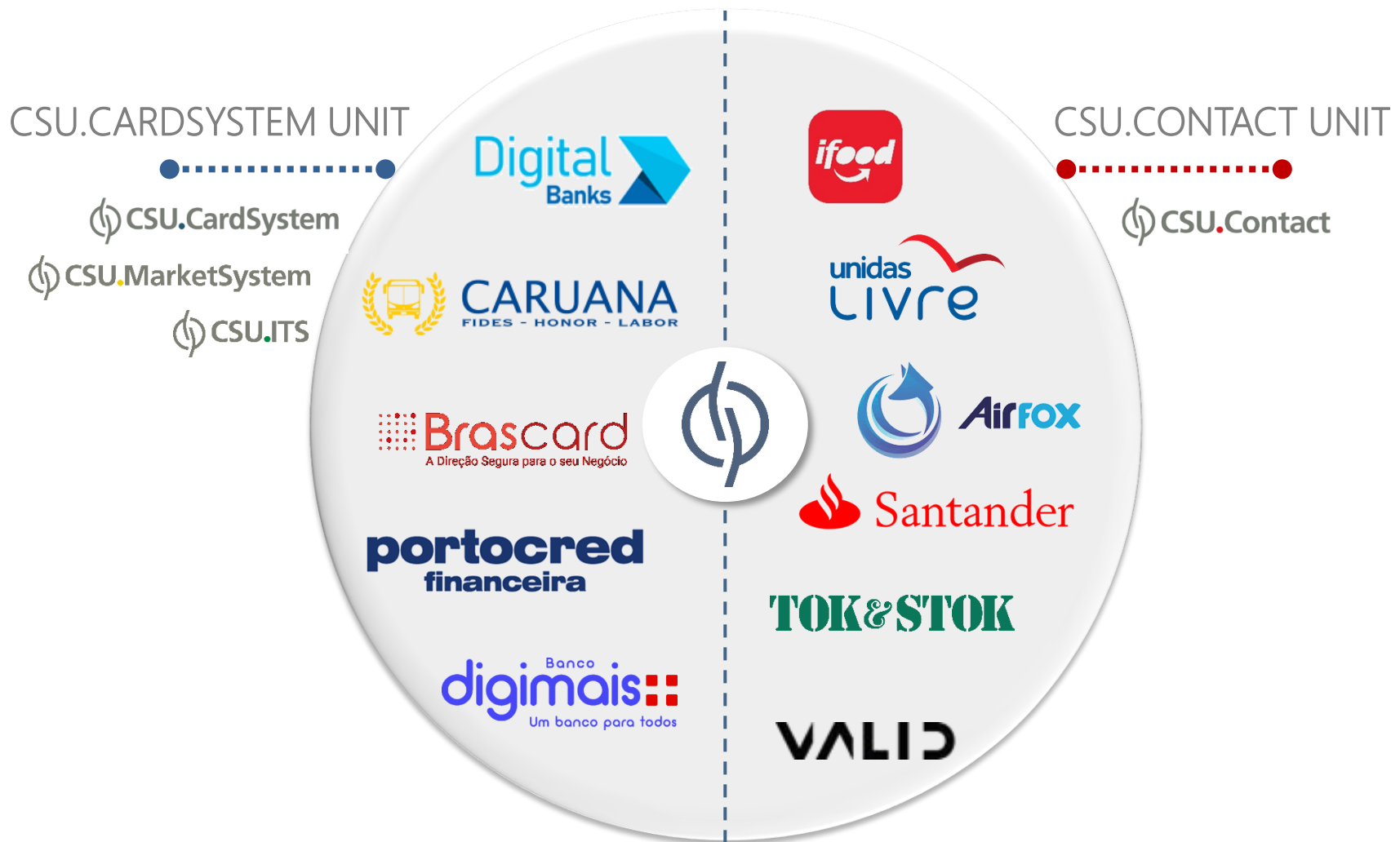


CONTACT UNIT: 2,183 billed workstations by the end of 2019 (+4.9% YoY), reflecting the **NEW CONTRACTS SIGNED** in the period, using **NEW TECHNOLOGIES** and **ROBOTICS**.



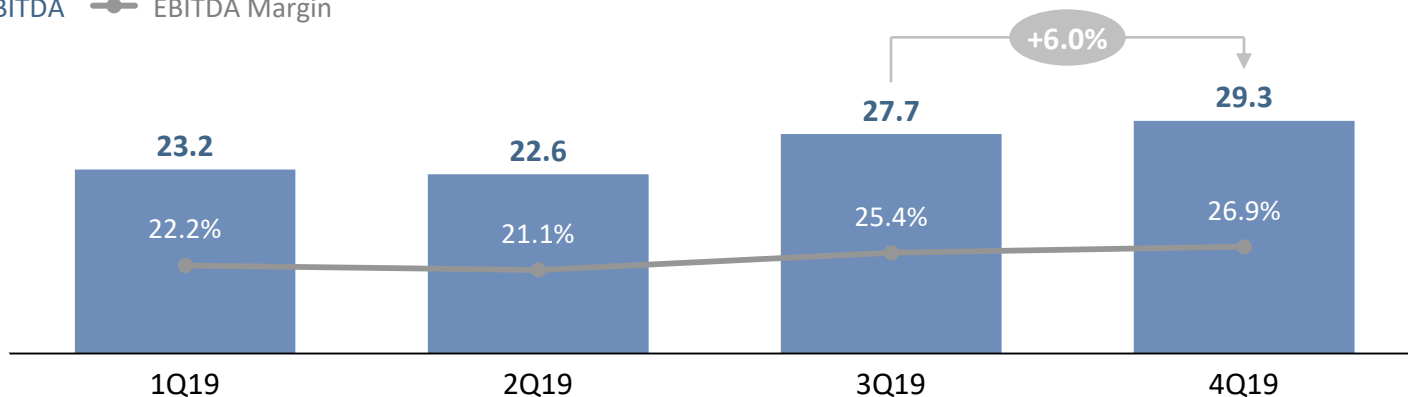
39.3% PAYOUT ON NET INCOME FOR 2019: Distribution of **R\$10.6 MILLION AS INTEREST ON SHAREHOLDERS' EQUITY**, paid to on January 6th, 2020.

Favorable scenario regarding to **EXPANSION OF CURRENT CONTRACTS** and **NEW COMMERCIAL CONTRACTS** signed in all Business Divisions.

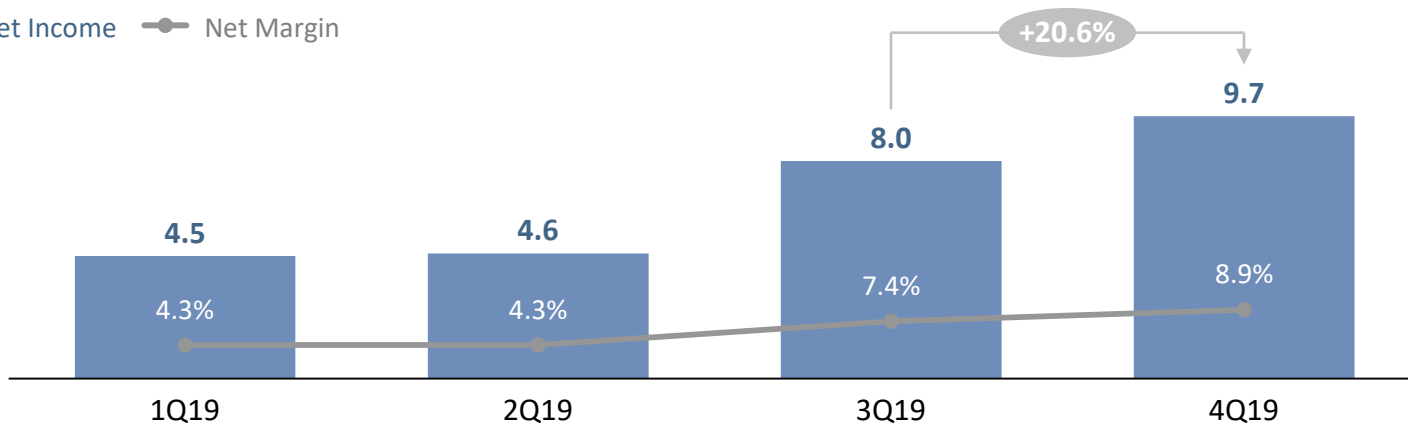


CONSISTENT DELIVERY OF RESULTS over the quarters**EBITDA (R\$ million) and EBITDA Margin (%)**

■ EBITDA — EBITDA Margin

**Net Income (R\$ million) and Net Margin (%)**

■ Net Income — Net Margin



✓ **CARDSYSTEM**
electronic means
of payment and addition to
acquiring processing services

CLIENTS (among others)

Brascard
The safe direction for your business

Digital Banks **UNICAF**

CARUANA
FIDES - HONOR - LABOR

TRIBANCO **BANESTES**

digimais **PORTO SEGURO**
Um banco para todos

Banrisul **Losango**

Sicredi

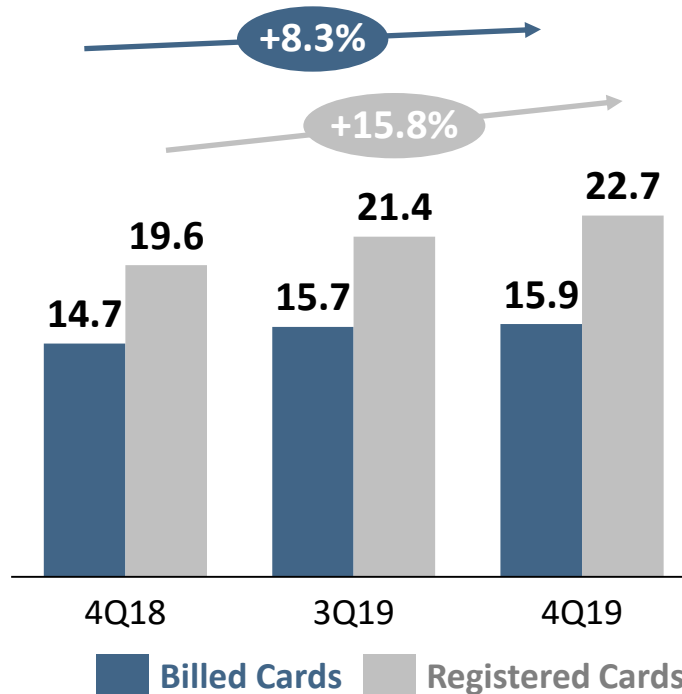
Banpará

SmartBank

MERCANTIL DO BRASIL **Banco do Nordeste**

Billed and Registered Cards

(Million of units)



- ✓ In 2019: **GROWTH RESUMPTION** in the Division, with the increased use of **DIGITAL PAYMENT METHODS**.
- ✓ **MATURITY OF CONTRACTS** signed over the last periods.
- ✓ **ORGANIC GROWTH** with the addition of **2.8 MILLION CARDS** in 2019.

MARKETSYSTEM

marketing, loyalty,
incentive and e-
commerce

CLIENTS (among others)

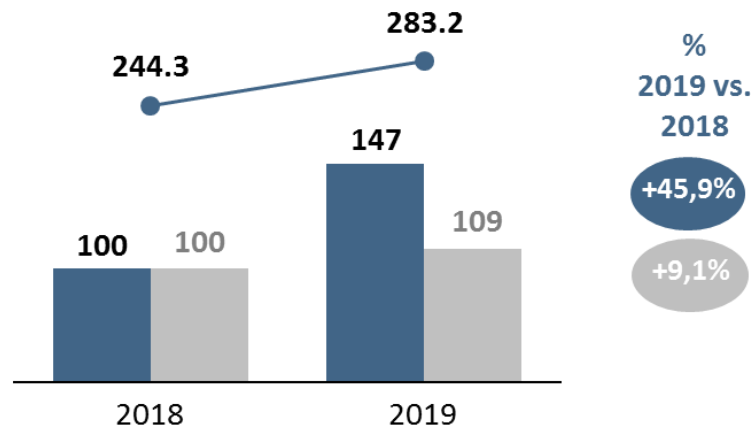


Volkswagen Financial Services



Financiamentos. Consórcio. Seguros. Mobilidade.

Transactional Financial Volume (R\$ million) and Evolution per Redemption Type (100 basis)



■ OPTe+ ■ Miles and Others — Transactional Financial Volume

%
2019 vs.
2018

+45,9%

+9,1%

- ✓ EXPANDING EXISTING AGREEMENTS, WINNING NEW CUSTOMERS and COMMERCIAL PARTNERS added to OPTe+ platform.
- ✓ RECORD OF TRANSACTIONAL FINANCIAL VOLUME IN 2019: R\$ 283.2 MILLION (+15.9% YoY).
- ✓ Exclusive redemptions through the OPTe+ platform (+46.5% YoY) growing higher than 'Miles and Others' (+9.1% YoY), speeding-up as of 4Q19.



CONTACT

Contact center and
BPO services

CLIENTS (among others)

VALID

unidas
livre


natura
bem estar bem

BANESTES



Atlas Schindler

TOK&STOK

MERCANTIL
DO BRASILvia
varejo


Banrisul

SKY

Banco do
Nordeste

HYUNDAI

Volkswagen Financial Services

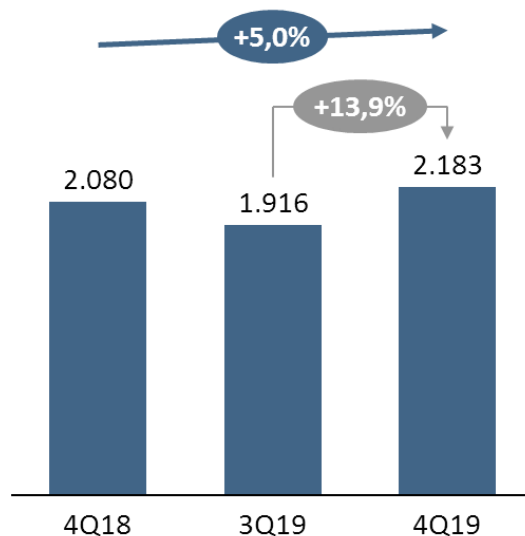


Financiamentos, Consórcio, Seguros, Mobilidade.



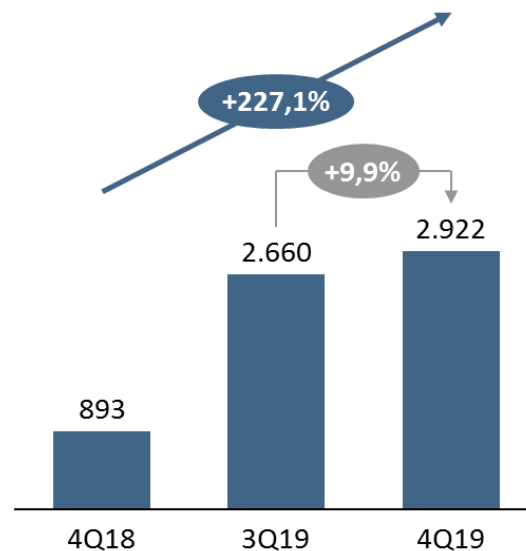
Workstations

Average Billed Workstations (Units)



■ Average Billed Workstations (Units)

EBITDA/ Workstation (R\$' mil)



■ EBITDA/ Workstation (R\$' mil) - by quarter

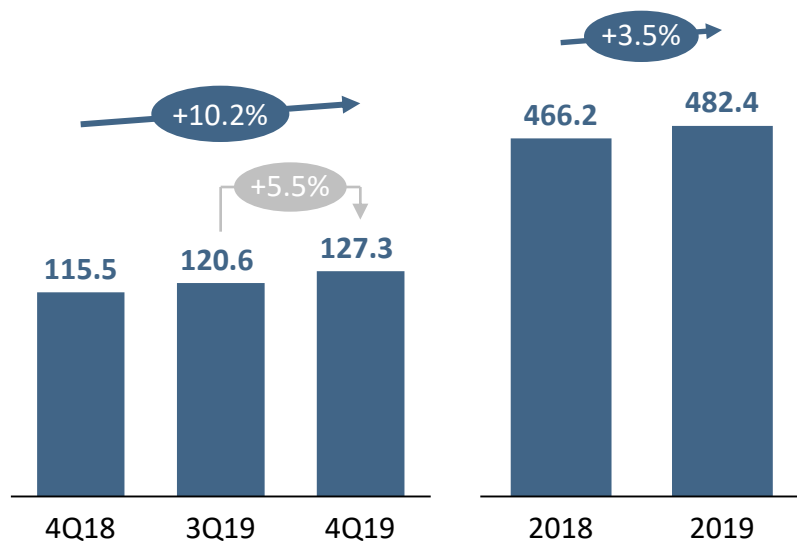


HIGHER PROFITABILITY: workstations increasingly focused on digital operations.

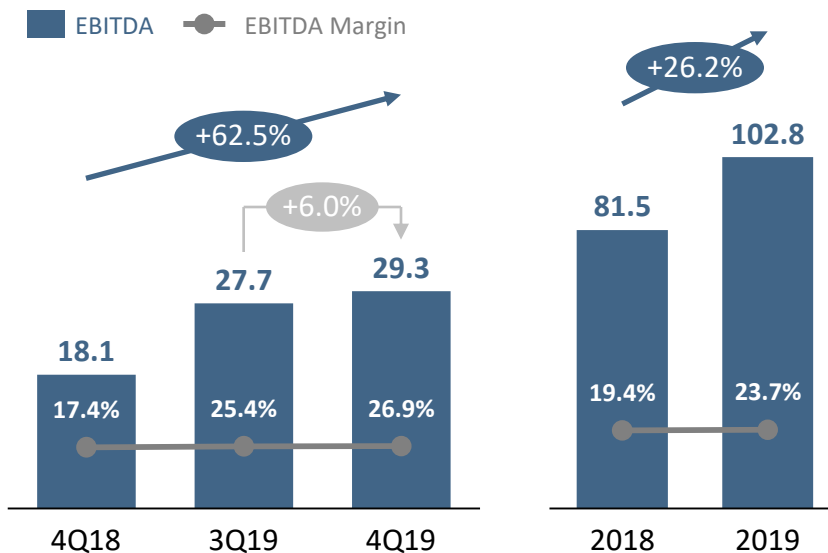


HIGH-SPEED IN CUSTOMER PROSPECTION: over 500 workstations were hired throughout 2019.

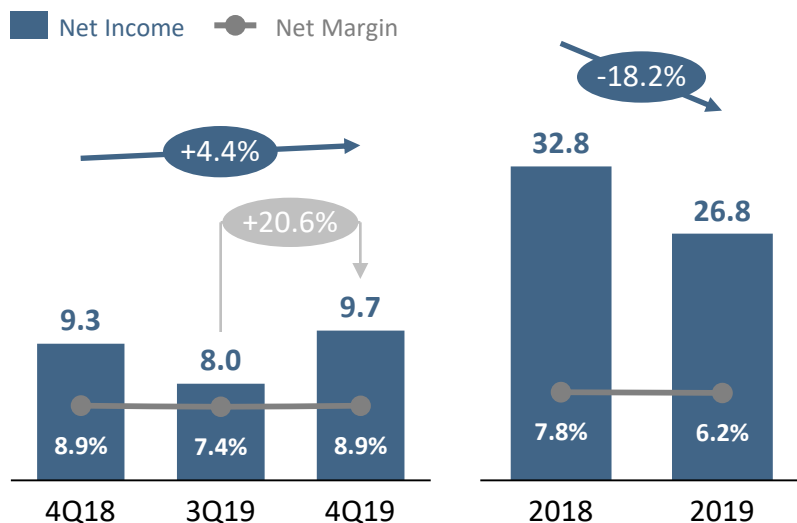
Gross Revenue (R\$ million)



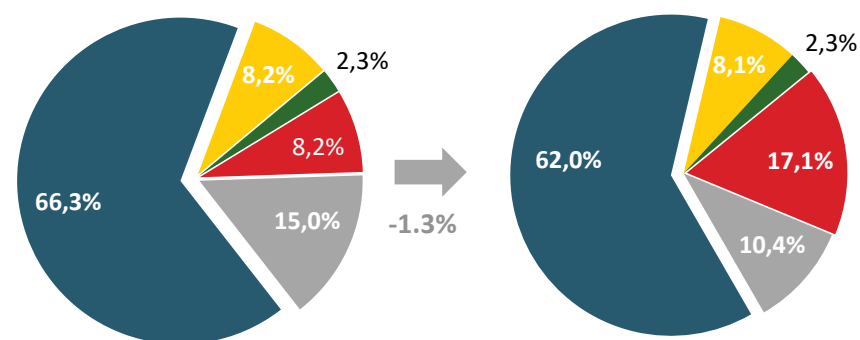
EBITDA and EBITDA Margin (R\$ million and %)



Net Profit and Net Margin (R\$ million and %)



CAPEX - Allocation per Business Division (%)



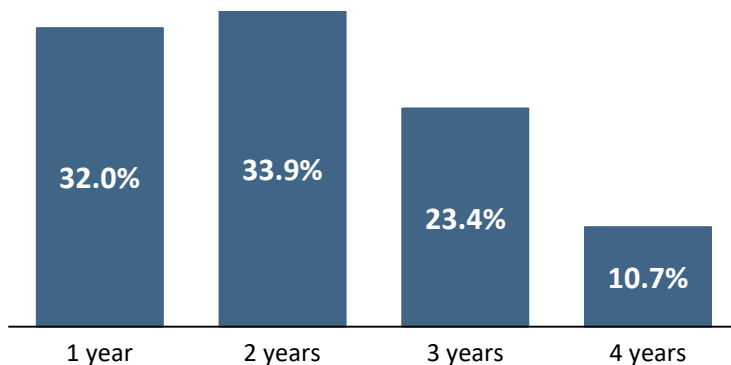
2018: R\$ 51.4 million

2019: R\$ 50.7 million

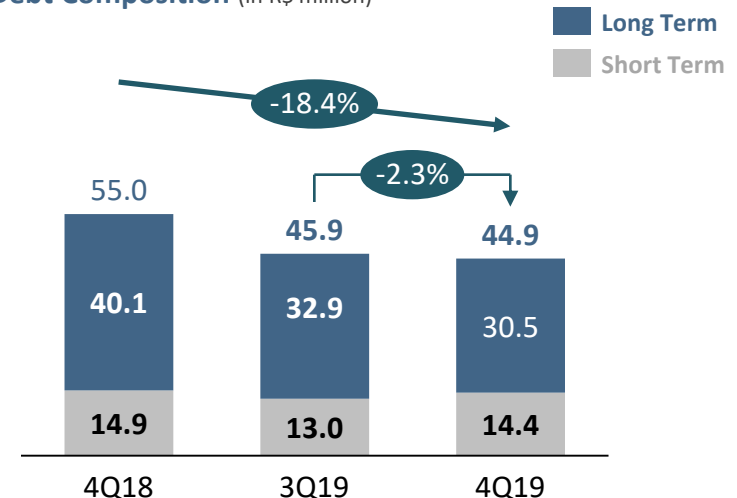
■ CardSystem ■ MarketSystem ■ ITS ■ Contact ■ Corporate

Gross Debt Amortization Schedule (R\$ million and %)

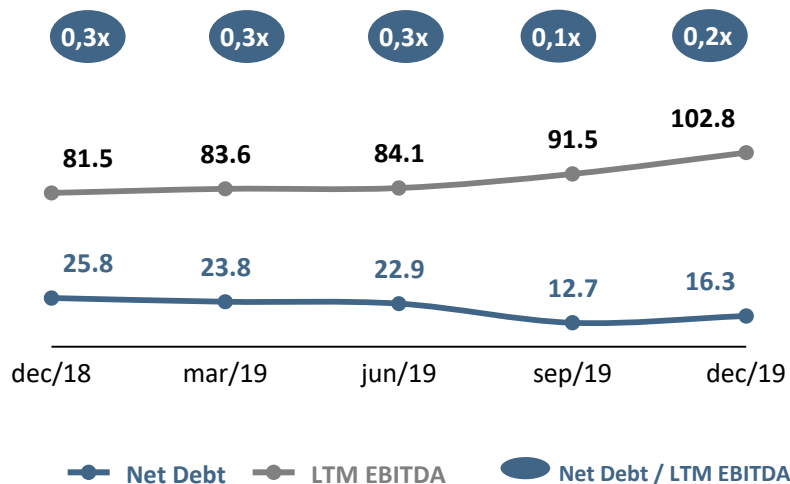
Total: R\$ 44.9 million (December 2019)



Gross Debt Composition (in R\$ million)



Net Debt and LTM EBITDA (R\$ million and %)

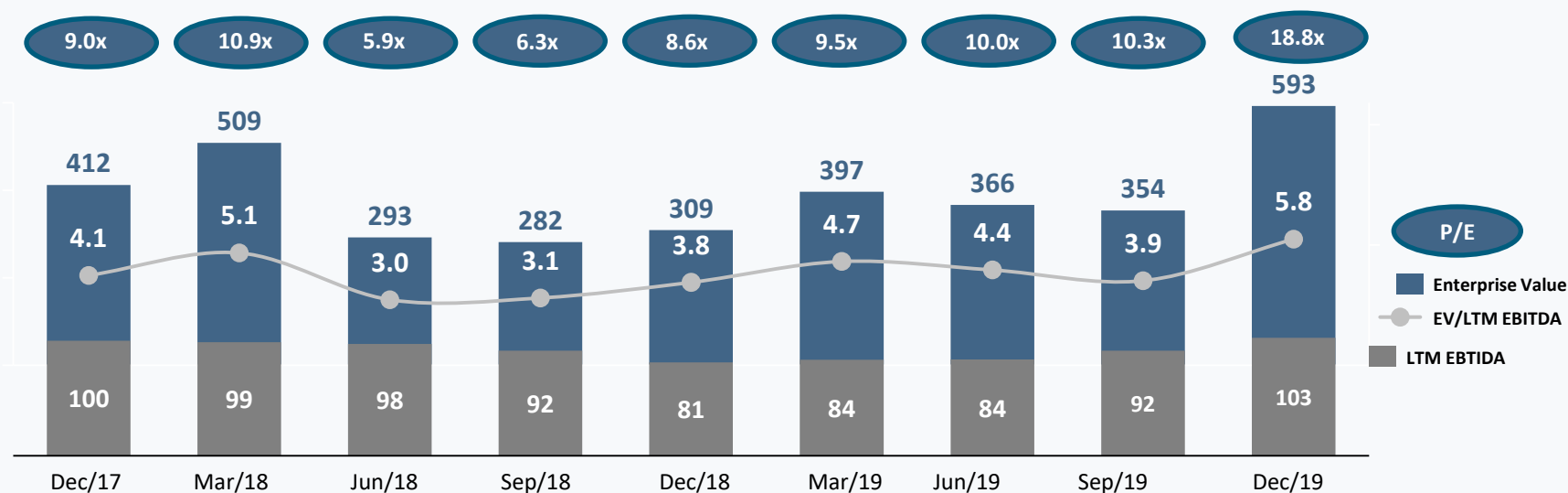


✓ **SHORT-TERM** debt representativeness of **32.0%**.

✓ **RESPONSIBLE MANAGEMENT OF CAPITAL STRUCTURE.**

✓ Comfortable **NET DEBT/ EBITDA ratio at 0.2x** in the Quarter.

ENTERPRISE VALUE, EBITDA (R\$ million), EV/EBITDA e P/E (x)



INTEREST ON SHAREHOLDERS' EQUITY (ISE), based on the financial statements ended December 31, 2019:

- » On December 3, 2019, CSU announced the payment of ISE totaling **R\$4.0 MILLION** (R\$0.097 per share) referring to the 4Q19.
- » Until September, **R\$6.6 MILLION** had already been declared as ISE for the 9M19.
- » On January 6, 2020, these earnings were paid to shareholders totaling **R\$10.6 MILLION, RELATED TO THE FISCAL YEAR OF 2019.**

In addition to the **INCREASE IN THE PERIODICITY OF THE DISTRIBUTION OF EARNINGS**, the amount already stated reflects the Company's confidence in the **EVOLUTION OF THE RESULTS THAT ARE BEING DELIVERED.**

GENERAL CONSIDERATIONS

This presentation may contain statements that represent expectations about future events or results according to the regulations of the Brazilian and international securities regulatory authorities. These statements are based on assumptions and analysis done by the Company based on its experience and the economic scenario, as well as on industry conditions and expected future events, many of which are beyond the Company's control.

Important factors that could lead to significant differences between actual results and these forward-looking statements involving expectations about future events or results include the Company's business strategy, the Brazilian and international economic conditions, technology, financial strategy, client development, financial market conditions, uncertainty regarding the results from its future activities, plans, goals, expectations, intentions, among others. In view of these factors, the Company's actual results may differ significantly from the results stated or implied by these forward-looking statements.

The information and opinions contained herein should not be construed as a recommendation to potential investors and no investment decision should be based on truthfulness, timeliness or completeness of such information or opinions. None of the advisers of the Company or their related parties or their representatives shall have any liability for any losses that may result from use of or contents of this presentation.

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Investor Relations

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