



REPAY[®]

Realtime Electronic Payments

CORPORATE SUSTAINABILITY REPORT

A review of REPAY's
Environmental, Social and
Governance Initiatives

JUNE 2023

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A LETTER FROM OUR CHIEF EXECUTIVE OFFICER

As a leading payments technology company, we strive to enhance the overall payment experience for consumers and businesses through innovative technology and exceptional service.

Digital transformation can be seen in every aspect of our personal and professional lives and innovation continues to drive our world forward. Our ability to offer integrated digital payment solutions has never been more critical, as today's landscape and societal expectations have positioned realtime electronic payments as a necessity. Businesses are embracing the digital shift as they implement new technology, enabling them to accept payments, fund operations and engage with customers in a completely virtual environment. Internal business processes are transforming as well, pivoting from traditional, paper-based accounts payable and receivables workflows to a more automated digital experience. We believe the desire for digital payment solutions will only increase as more businesses and consumers realize the benefits in the form of additional convenience, speed and security.

While we have navigated through the COVID-19 pandemic and continue to adapt to the ever-changing regulatory environment, it is also crucial for us to evaluate the risks associated with the latest financial institution failures. We did not utilize Silicon Valley Bank, First Republic Bank or Signature Bank for our depository or investment bank accounts nor did we have any payment processing relationships with them. Because we understand how important banking redundancies are to the security and continuity of our business and our clients' businesses, we utilize multiple bank relationships in connection with our payment processing activities. With our deep payments expertise and extensive experience navigating unique regulatory environments and changing compliance requirements, we are here to support our clients and serve as a trusted payments partner. We are aware this will continue to be a risk, and we will continue to monitor and evaluate our banking relationships so we can be prepared to act quickly to protect our clients and partners.

Last year, our Corporate Sustainability Report included stronger alignment with the Sustainability Accounting Standards Board (SASB) Standards and more detailed disclosures across our ESG initiatives. As we grow and as sustainability best practices evolve, we regularly evaluate how we can improve our ESG approach and take better care of our clients, employees, communities and the environment. REPAY's corporate values of excellence, passion, integrity, respect and innovation continue to unite us in our mission to drive long-term growth and contribute to a more sustainable future.



I am honored to share this year's Corporate Sustainability Report, which includes several enhancements, including more detailed disclosures around our workforce and the steps we have taken to strengthen employee engagement and retention as well as the stockholder-friendly changes we've made to our board structure. In the following pages, you will learn more about REPAY's business and the programs and policies we have implemented to mitigate risk, reduce our environmental impact, develop and retain employees, and strengthen governance and oversight of various matters across the company. We believe our strategic approach to our ESG efforts will continue to drive long-term value for our clients, employees and stockholders, and we look forward to continuing the enhancement of our efforts.

John Morris

Chief Executive Officer

A handwritten signature in blue ink that reads "John Morris".

BUSINESS OVERVIEW

REPAY is a leading, highly integrated omni-channel payment technology company modernizing consumer and business payments. REPAY's proprietary, next-generation technology reduces the complexity of electronic payments, enhancing the experience for consumers and businesses through convenient, secure and frictionless solutions.

REPAY enables businesses to virtually accept omni-channel payments 24/7 and streamline vendor and supplier payments through accounts payable automation. Our proprietary platform ensures on-time, optimized inbound and outbound payments to help businesses save time and money through efficient, transparent processes.



~\$25.6Bn

Annual Card
Payment Volume¹

\$279.2MM

Annual
Revenue¹

~\$5.2Tn

Total Addressable
Market (TAM)²

~23,000+

Corporate
Clients³

~240

Integrations⁴

~580

Employees⁵

1) For twelve months ended December 31, 2022.

2) Third-party research and management estimates as of December 31, 2022.

3) Management estimate, includes all acquisitions.

4) As of December 31, 2022, includes integrations from all acquisitions.

5) As of December 31, 2022.

BUSINESS STRENGTHS AND STRATEGIES



FAST GROWING AND UNDERPENETRATED MARKET OPPORTUNITY

REPAY's key end markets have historically been underserved by payment technology and service providers due to unique market dynamics.



VERTICALLY INTEGRATED PAYMENT TECHNOLOGY

Our payment solutions are integrated with multiple ERP systems, streamlining and automating processes and driving a frictionless, unified commerce experience. Omni-channel payment capabilities enable electronic payments to be made and accepted at any time, from anywhere.



KEY SOFTWARE INTEGRATIONS

Software integrations across our key verticals enable a unique distribution model and drive new client acquisitions.



HIGHLY STRATEGIC AND DIVERSE CLIENT BASE

Our platform provides significant value to an attractive, diverse client base across our key verticals.



MULTIPLE AVENUES OF LONG-TERM GROWTH

Clients serving REPAY's markets – spanning consumer and business payments – are facing increasing demand from customers for electronic and omni-channel payment solutions.



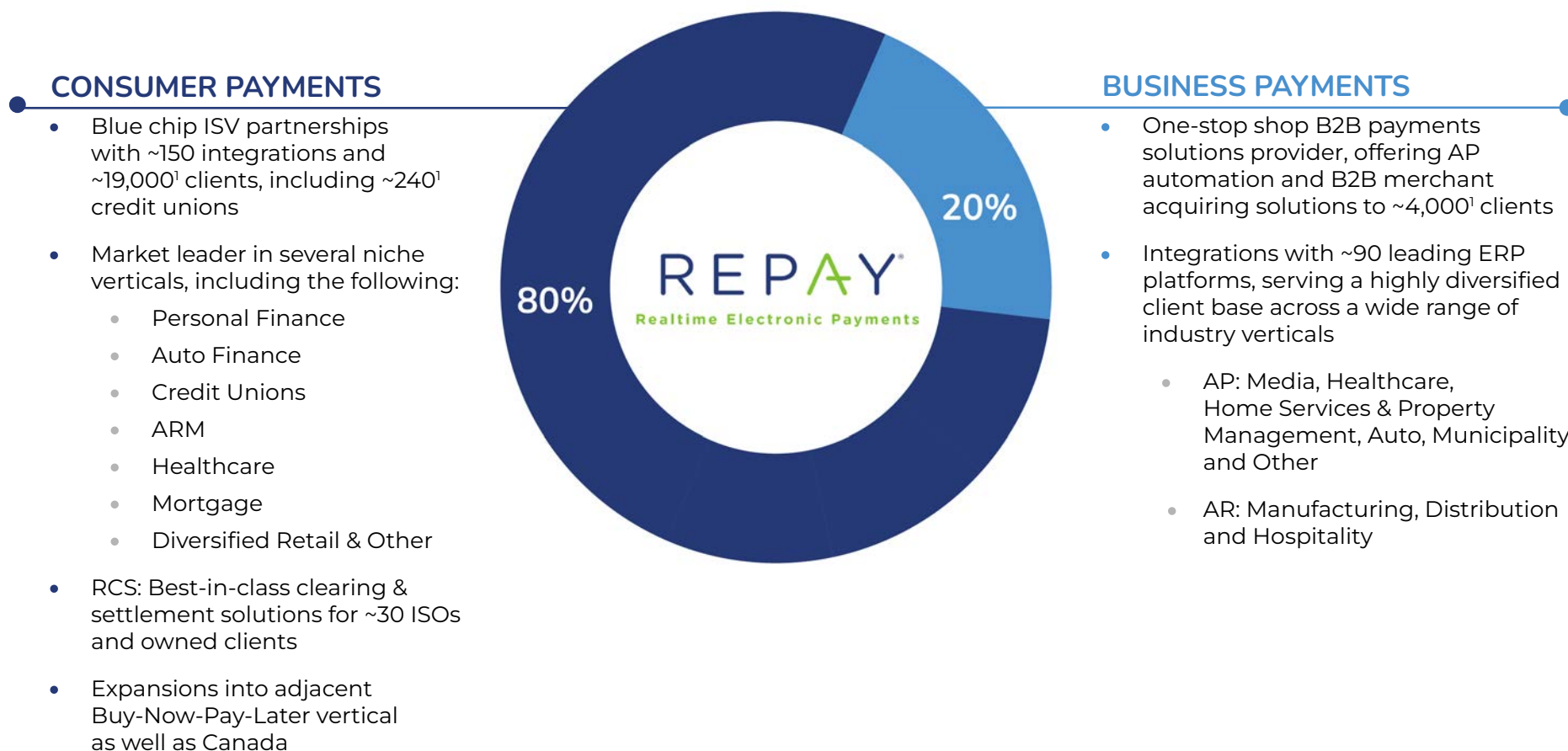
EXPERIENCED LEADERSHIP WITH DEEP PAYMENTS AND INDUSTRY EXPERTISE

Our leadership team brings extensive industry experience to provide specialized insights and customized solutions to the verticals we serve.

DIVERSE CLIENT BASE

REPAY serves a highly strategic and diverse client base across key verticals.

Percentage of Card Payment Volume¹



¹) As of December 31, 2022.

SUSTAINABILITY APPROACH

We believe corporate social responsibility is deeply woven into our company culture and governance at all levels, which provides a firm foundation for supporting and promoting the long-term interests of our stockholders.

Our Environmental, Social and Governance (ESG) initiatives have been guided by our desire to achieve operational excellence, generate long-term value for our stockholders, provide a good working environment for our employees, and have a positive impact in our communities. The evaluation of our ESG initiatives is primarily through the lens of creating and protecting the long-term value of the company by identifying and mitigating risks that could potentially impact that value. We believe it is important to the long-term success of REPAY to evaluate our company on a holistic level to assess current and future risks and opportunities in a constantly changing world. The financial health of our company is vital to our success, and we realize both financial and non-financial risks and opportunities could impact our bottom line in both direct and indirect ways.

In 2020, we created a Sustainability Working Group, consisting of internal and external resources, to assess the ESG factors related to our business and to improve our long-term performance. Together with the Board of Directors and our executive management team, the Sustainability Working Group continues to analyze our business and relevant ESG factors for evaluation and disclosure.

Our approach is informed by utilizing various reporting frameworks and performing an assessment of these ESG factors, including identifying the short- and long-term opportunities, risks and trends for our business. We primarily utilize and are working toward alignment with the Sustainability Accounting Standards Board (SASB) Standards relevant for our industry (Software & IT Services). The SASB sustainability topics and accounting metrics are used to guide our discussions and disclosures, and the SASB index can be found at the end of this report.

The evaluation of our practices also includes feedback from and dialogue with various stakeholders, including institutional stockholders, employees and clients, and a review of ESG reporting materials of certain peer group companies in the payment processing industry.

As we continue to identify new opportunities and risks and evaluate sustainability best practices, our ESG initiatives will evolve and expand. At this time, we have identified the following initiatives to guide our disclosure and our ongoing efforts:



GOVERNANCE INITIATIVES

Corporate governance, board structure and risk



ENVIRONMENTAL INITIATIVES

Digital services, energy use and waste control



SOCIAL INITIATIVES

Employee development and engagement, diversity and inclusion, community outreach, cybersecurity and data privacy

OUR VALUES INSPIRE AND GUIDE THE WAY

We are inspired to bring our best each day to do better and to be better. Our values guide us in all that we do to accomplish our mission of providing innovative payment solutions along with exceptional client experiences. REPAY's focus on collaboration and respect drives our efforts as we lead the industry in identifying and introducing new, innovative ways to empower our clients and team members. Our entrepreneurial spirit and employee-centric culture power a nimble, open-minded and results-oriented approach that underpins ongoing growth.



EXCELLENCE

Adhere to the highest standards



PASSION

Motivated to make a difference



INTEGRITY

Do the right thing and honor commitments



RESPECT

Support, encourage and collaborate with others



INNOVATION

Boldly approach new ideas to find a better way

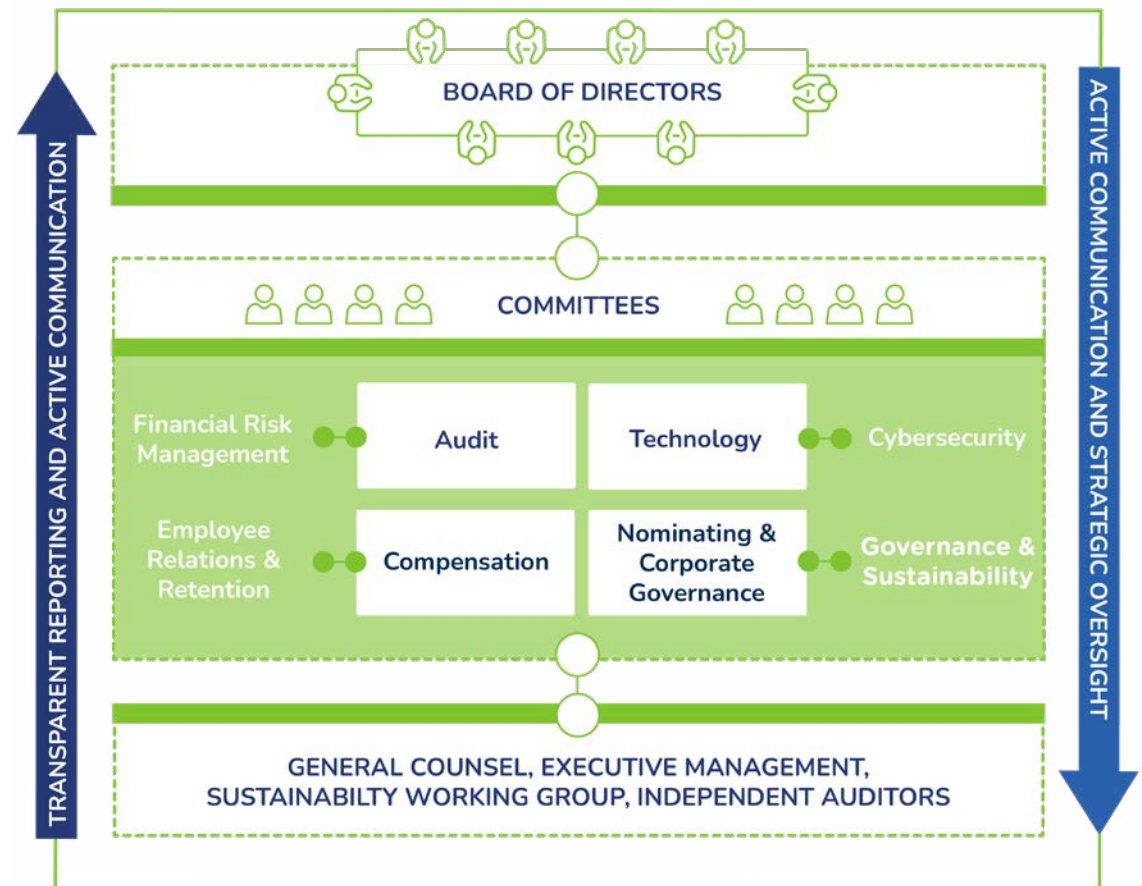


GOVERNANCE INITIATIVES

GOVERNING OUR ESG APPROACH & IMPACT

As we further develop and enhance our approach to ESG, we work diligently to integrate governance into our existing business model and daily operations. The Board of Directors plays a very important role in our sustainability governance, providing oversight of the strategy, operations, risks and management of the company and maintaining active, transparent communication with both the Sustainability Working Group and executive management team. The Nominating & Corporate Governance Committee is chartered with overall oversight of our ESG matters and approach, and engages with the Sustainability Working Group as sustainability initiatives are identified and implemented. The Audit Committee assists with the assessment and oversight of the company's financial risk management, and the Technology Committee provides oversight of the risks related to information technology and cybersecurity. The Compensation Committee is chartered with oversight of employee relations, retention initiatives and executive compensation plans.

All committees regularly report to the Board regarding their specific area of expertise and oversight and are integral in properly assessing, understanding and mitigating risk factors across our business.



CHANGES TO GOVERNANCE PRACTICES FOR STRONGER STOCKHOLDER ALIGNMENT

To ensure accountability to our stockholders and to maintain alignment with evolving best practices, we routinely evaluate our governance practices. We continue to engage with our stockholders at investor conferences and private meetings and made significant changes in 2022 to provide for greater, more effective stockholder engagement. These changes are outlined below:

- Amended our Certificate of Incorporation to eliminate the classification of our Board of Directors over a two-year period beginning at the 2022 Annual Meeting and resulting in a fully declassified Board of Directors by the 2024 Annual Meeting.
- Eliminated the supermajority voting standards for Bylaws amendments, director removal and Certificate of Incorporation amendments.
- Added an in-house investor relations role to allow us to listen and interact more frequently with our stockholders.



OUR GOVERNANCE FRAMEWORK

Additional highlights of our governance framework include the following:

- The current board leadership structure separates the positions of Chief Executive Officer and Chairperson of the Board
- All committee members are independent
- Independent directors meet in executive session at least twice per year
- Annual Board and committee self-evaluations are performed
- The Board consists of four standing independent committees that oversee our governance framework in the following ways:
 - Audit Committee: meets periodically with independent auditors, General Counsel and management to discuss the company's major financial risk exposures and the steps that management has taken to monitor and control such exposures
 - Compensation Committee: assists with identifying, assessing and managing compensation-related risk, establishes and reviews executive compensation programs, and provides oversight of employee relations and retention initiatives
 - Nominating and Corporate Governance Committee: actively shapes the corporate governance of the company, oversees the evaluation of the Board and management and succession planning process, and provides overall oversight of the company's ESG approach
 - Technology Committee: assists in the assessment and oversight of risks related to information technology and cybersecurity and provides oversight of the overall technology strategy of the company
- Meaningful Stock Ownership Guidelines for executive officers and directors
- Prohibition of short sales and speculative transactions on REPAY securities by all employees and directors
- Limitations on Board service
 - Members can serve on no more than five public company boards
 - Audit Committee members can serve on no more than three public company audit committees
 - Executive officer of a public company should not serve on more than two public company boards

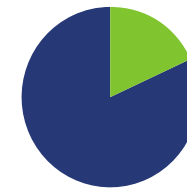
STRONG LEADERSHIP WITH DEEP PAYMENTS EXPERTISE

Our nine-member Board of Directors consists of industry veterans and influential leaders in the financial services and payments industries. While our directors bring extensive experience and share deep industry knowledge, they each offer unique expertise and fresh perspective.

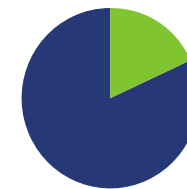
	EXPERIENCE, QUALIFICATIONS AND EXPERTISE										COMMITTEE COMPOSITION			
	Accounting & Finance	CEO/Senior Leadership	Compliance/Regulatory	M&A/Corporate Development	Payment Processing Operations	Public Company/Governance	Risk Management	Sales & Marketing	Strategic Planning	Technology & Cybersecurity	Audit Committee	Compensation Committee	Nominating & Corporate Governance Committee	Technology Committee
Shaler Alias		X		X	X			X	X					
Paul Garcia		X		X	X	X	X	X	X	X	M	M		
Maryann Goebel		X	X	X	X	X	X		X	X				C
Bob Hartheimer	X	X	X	X		X	X		X		C			
William Jacobs	X	X	X	X	X	X	X		X			C	M	
Pete Kight*		X		X					X	X			C	M
John Morris	X	X	X	X	X			X	X					
Emnet Rios	X	X		X			X		X	X	M			M
Dick Thornburgh	X	X	X	X		X	X		X			M	M	

X = Has experience and demonstrates expertise in specific area

M = Member C = Chairperson



2 of 9 members are ethnically diverse



2 of 9 members are female

* Chairman of the Board of Directors



ENVIRONMENTAL INITIATIVES

THE NATURE OF OUR BUSINESS: POWERING THE SHIFT TO DIGITAL

Promoting sustainability and minimizing our impact on the environment are very important initiatives to REPAY, and we continue to evaluate and improve upon our current strategies to gain efficiencies across our operations. The environmental initiatives we have implemented to reduce waste and energy consumption, along with our limited use and ownership of data centers, are disclosed in the following pages.

REPAY leases all office space and does not own any real estate, but we are dedicated to improving efficiency in our business where we can have impact. To maintain effective oversight of our facilities, we centralized our facilities management responsibilities into a formal role within the company. We continuously evaluate our offices in terms of employee activity and assess commute times, badge scans, square footage and energy consumption to ensure we are making the best use of our office spaces. In 2022, we were able to close office locations in Dallas, Texas, and Mesa, Arizona, as they were condensed into existing office locations nearby. We also significantly reduced the leased space in our East Moline, Illinois, office from 7,400 to 800 square feet.



The inherent nature of electronic payments promotes a more sustainable and environmentally friendly approach to doing business, and we are passionate about helping others reduce their environmental impact through the shift to digital payments. REPAY's technologies enable businesses to implement electronic payments, online bill payment systems, and accounts payable automation, saving trees and reducing waste and energy consumption associated with traditional paper-based billing systems and payment methods.



ELECTRONIC PAYMENTS

When businesses accept contactless payment methods, such as ACH and debit and credit cards, consumers and businesses can pay remotely from anywhere, reducing the demand for paper checks and cash.



ONLINE BILL PAY AND DIGITAL COMMUNICATION

With REPAY's online bill payment systems, businesses can send bills, invoices and receipts digitally, reducing paper consumption and decreasing demand on the traditional mail system.



ACCOUNTS PAYABLE (AP) AUTOMATION

Through our end-to-end AP automation platform, businesses can manage and pay vendor invoices, transforming a manual paper-laden process into a streamlined digital experience.

PROMOTING SUSTAINABILITY AND REDUCING WASTE



RECYCLING AND SHREDDING

REPAY utilizes recycling bins and professional paper shredding services to decrease the amount of waste generated in our offices.



DIGITAL GUEST SERVICES

Our paperless office check-in services decrease paper usage and provide a more secure, streamlined experience for our guests and employees.



APP-ENABLED OFFICE ACCESS

Employees can utilize a mobile app to securely access all REPAY offices, reducing the need for new and replacement plastic badges.



ECO FRIENDLY WATER COOLERS AND REUSABLE CONTAINERS

Water coolers are placed in our offices to encourage reusable container usage and decrease single-use paper cup and plastic bottle consumption. All new employees receive reusable cups in their new hire welcome packages and reusable cups and kitchen accessories are available in our offices to reduce waste.



REMOTE WORK AND VIDEO CONFERENCING

We use video and telephone conferencing to replace meeting-related travel and offer employees the flexibility to work remotely, reducing our collective carbon footprint.



CLOUD COMPUTING AND GEO-REDUNDANCY

We primarily utilize Amazon Web Services (AWS) for reliable and scalable cloud computing services, which reduces energy usage and decreases greenhouse gas emissions when compared to onsite data centers. Through continuous innovation across its global infrastructure, AWS has announced it plans to power its operations with 100% renewable energy by 2025. AWS has also co-founded The Climate Pledge and has announced its commitment to achieve net-zero carbon emissions by 2040.

The use of cloud computing services does potentially expose REPAY to risks related to environmental factors and climate change. To minimize these risks, we utilize geo-redundancy to distribute data processing across AWS data servers in multiple regions of the country. The geographic diversification gives us the option to route traffic if a specific server goes down and ensures platform uptime and services availability in the event of weather catastrophes that may impact a specific region, such as forest fires, flooding, hurricanes, tornadoes or blizzards.

While our primary business operations are hosted in the cloud, one of our acquired businesses operates an onsite data center within a leased facility and another acquired business utilizes colocation services from a third-party data center provider. Our extensive acquisition integration plans involve migrating these operations to AWS to ensure maximum efficiency and minimal environmental impact. As we strategically plan for current and future data center needs, we continuously evaluate the environmental considerations of data center operations. There are no further plans of expanding data center ownership or outsourced services, and in 2022, we drastically reduced the square footage of the location that houses our onsite data center.





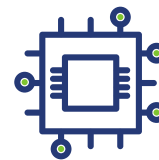
ELECTRONIC SIGNATURE PROGRAMS AND PARTNER RELATIONSHIP MANAGEMENT PORTAL

REPAY aims to create a paperless office environment by encouraging electronic communications and utilizing DocuSign and other electronic signature programs across our organization. Our online applications and agreements are equipped with DocuSign to enable a completely digital and paperless experience, increasing convenience and security for clients and employees, while also providing numerous environmental benefits. In addition to DocuSign, we utilize Adobe Acrobat Sign to send, sign, track and manage signatures on PDFs across teams within the organization. In 2022, we implemented the Partner Relationship Management (PRM) portal which enables current and prospective partners to view, manage and sign all agreements and addendums electronically. The implementation of DocuSign and other electronic signature programs along with our online application system enables us to reduce our carbon footprint by reducing our paper usage, saving trees and water, and reducing greenhouse gas emissions and paper waste.



ENGAGEMENT AND OUTREACH

To celebrate Earth Day, we offer employees sustainable products, such as reusable water bottles and bags, and provide educational resources to engage and educate our team about sustainability best practices. We are also proud to sponsor the planting of trees through an annual donation to One Tree Planted, a charity with a mission to help global reforestation efforts.



QR CODES AND DIGITAL MARKETING EFFORTS

To minimize printing, excessive paper waste and extra shipping at industry tradeshow and conferences, we have implemented digital QR codes. These QR codes are easily scanned by mobile phones, making it quick and easy for people to access marketing collateral and contact information electronically. Instead of mailing physical gift cards, we often utilize digital gift cards as incentives for attending webinars, scheduling product demos or meeting virtually with a sales representative.



SOCIAL INITIATIVES

EMPLOYEE DEVELOPMENT

We believe training and employee development opportunities are vital components in supporting our mission and encouraging us to live our values each day. In pursuit of excellence and with a thirst for knowledge and continuous improvement, we promote personal and professional growth by encouraging employees to pursue ongoing training and career development opportunities. REPAY provides tuition assistance and reimbursement for certain pre-approved continuing educational programs and professional certifications and invests in training platforms and tools to improve engagement and accessibility to training resources.

EMPLOYEE ONBOARDING AND TRAINING PLATFORMS

REPAY has implemented a robust pre-employment and onboarding process where new hires have constant contact with the Human Resources (HR) team to ensure they feel supported and informed, which leads to them feeling more comfortable and ready to begin in their new roles. During the onboarding phase, all new employees participate in new hire orientation, where they are introduced to REPAY's internal technology tools and systems and learn about REPAY's culture, core values and company history. During the first few weeks of employment, they attend 'Coffee with the CEO,' an informal virtual meeting where they can speak with and get to know the CEO, other leaders and each other. New hires are given REPAY swag packages as part of their warm welcome and new hire spotlights are socialized on our company-wide Slack channel and during quarterly calls to ensure new team members are introduced to the company.

Training platforms provide our employees with easy access to company-wide and department-specific training resources. Classes and tutorials can be scheduled in advance with target completion dates, or they can be accessed on demand as schedules permit. Interactive activities and quizzes increase employee engagement and reinforce the content.



DEPARTMENT TRAINING SUMMITS

Several departments across the organization hold annual training summits where team members have an opportunity to collaborate with fellow colleagues, participate in department-specific training and further enhance their skillsets. Three annual summits we'd like to highlight are the Sales Summit, Risk Summit and Technology Summit.

Sales Summit

The entire sales organization attends the two-day training event. In 2022, we were able to host an in-person Sales Summit where the sales teams gathered in Atlanta, Georgia, to dive deep into sales strategies, techniques and tools that can be used to identify and solve our prospects' pain points during the sales process and beyond. The teams participate in panel discussions, sales strategy workshops and in-depth product training sessions, and they learn about the many sales outreach tools and resources that are available to help drive efficiency and success.



Risk Summit

The annual Risk Summit brings the risk team together to review the previous year's challenges and accomplishments and strategically plan for the year ahead. During the summit, the team receives product training on technology platforms and solutions, reviews processes and industry regulations, and evaluates how the team can best support REPAY's growth while effectively managing risk and protecting stakeholders.

Technology Summit

The technology organization gathers in Tempe, Arizona, for a series of workshops, presentations and training sessions that focus on the latest developments and trends in technology and the payments industry. The Technology Summit, which is held to provide participants with the tools, resources and knowledge they need to excel in their roles and contribute to the success of the organization, also includes team-building activities to promote collaboration and knowledge sharing across the technology teams.

"Sales Summit is my favorite event of the year. It's an invaluable opportunity for everyone to discuss strategy and best practices, learn about the latest products and solutions and hear from leaders across the organization. The event energizes and motivates me to exceed my goals for the year."

Austin Weiffenbach
Manager, Client Success
Sarasota, FL

CODE OF ETHICS AND COMPLIANCE TRAINING

We pride ourselves in serving as industry experts with the highest levels of integrity and professionalism, and we have built our relationships with business partners and clients on a foundation of trust and expertise. To remain well-prepared to serve our clients and partners, employee training is required on an annual basis for all REPAY personnel. In accordance with REPAY's Compliance Management system, all REPAY employees are required to participate in a series of compliance training programs annually, including:

- Bank Secrecy Act and Anti-Money Laundering Policy Training
- Electronic Funds Transfer Act Training
- Unfair, Deceptive or Abusive Acts or Practices Training
- Red Flag and Mobile Device Security Training
- Cybersecurity and Information Security Training
- Security Awareness Program Training
- Workplace Harassment Prevention Training
- Diversity Training for Managers



100%
of employees
completed the
2022 annual
compliance training program



Maintain
whistleblower
hotline for anonymous reporting



3,000+
hours of annual compliance
training completed

WORKDAY IMPLEMENTATION

In 2022, REPAY completed the implementation of Workday, a comprehensive, cloud-based and state-of-the-art solution for human capital management (HCM), which replaced three separate HR systems. Workday streamlines talent acquisition, onboarding, benefits administration, payroll, talent management, and employee development and retention efforts. As a one-stop shop for all HR related functions, Workday offers new and improved features and processes and eliminates the need for employees to log in to multiple HR systems, providing employees with a better user experience, including employee self-service (ESS) and mobile access, and increased transparency and accessibility to important resources and information. Additionally, the implementation of Workday has given our HR team more time to focus on our employees and execute high-value employee initiatives instead of disjointed, manual administrative tasks.

TEAM BUILDING AND SOCIAL EVENTS

To encourage camaraderie and team building across teams, we hold numerous in-person and virtual social events, including ping pong tournaments, chili cook-offs, holiday celebrations, raffles and giveaways, and potluck lunches.



FORMAL CAREER PATHING

In 2022, we began to implement formal career pathing, which has allowed us to create a roadmap for an individual's career progression within the organization and ensure our compensation structures are competitive. Employees are assigned formal role levels, which helps employees and their managers set achievable career goals, identify the skills and knowledge needed to achieve those goals, and plan together the steps to obtain them. Formal career pathing helps individuals gain clarity about their goals and career aspirations and how they can achieve them within REPAY. By providing employees with a clear idea of their career path and the opportunities available, career pathing can increase employee engagement and improve retention. It also aids the company in succession planning by identifying individuals with the potential to step into leadership roles in the future.



ETA CPP CERTIFICATION & PROGRAMS

Electronic Transactions Association (ETA) Certified Payments Professional (CPP) certification is available to all payment professionals and signifies an individual has demonstrated the knowledge and skills required to navigate and perform competently in today's complex electronic payment environment. REPAY encourages employees to participate in the ETA CPP program and reimburses expenses related to the exam, certification and continuing education credits needed to maintain credentials. Additionally, we support participation in other ETA programs and have had representation in the ETA Young Payments Professionals (YPP) Scholar Program and the ETA Forty Under 40 Awards for multiple years.

EMPLOYEE RECOGNITION

We are passionate about celebrating exceptional employees and providing multiple opportunities for performance-based awards and peer-to-peer recognition throughout the year. Our culture fosters an environment where individual and team accomplishments and contributions are recognized, celebrated and rewarded. Commitment to excellence and respect for one another are at the foundation of REPAY's employee recognition programs.

REPAY CULTURE CHAMPIONS

This peer-nominated, values-based recognition program takes place quarterly and highlights employees who have gone above and beyond in their day-to-day efforts or made an outstanding contribution while embodying our company core values. Winners are recognized by our CEO at our quarterly company-wide meetings and given a swag box, which includes a REPAY Culture Champion shirt and other fun prizes.

ANNUAL EMPLOYEE AWARDS

The following Employee Awards are presented at the annual State of the Firm company-wide meeting and represent both employee- and management-nominated awards:



REPAY Rockstar Award

This award honors the Rockstars who embody the mission, vision and values of REPAY. These employees are “in the band” working with their teams and striving for only the best. The Rockstars are well-versed in communicating with others, taking ownership, showing integrity and delivering results like a star.

REPAY Influencers

The REPAY Influencer recognition is for individuals who are dependable, positive and always dedicated to their work. These individuals exhibit excellence in all they do, acting as a role model for others and performing above and beyond, ensuring maximum productivity.

Impact Player Award

This award recognizes employees who always look to grow in new ways, both professionally and personally, and have impacted others with their growth. They may have achieved a professional certification or completed a training or professional development initiative that supported others, resulting in a lasting impact on the company.

MVP Award

This award celebrates the employees who go above and beyond and actively recognize others. Like the MVP of any team, they exemplify teamwork and collaboration. The winners of this award show perseverance, excellence and a commitment to exceeding expectations.



THE PRESIDENT'S CLUB

The President's Club is a prestigious and exclusive honor that recognizes sales excellence and is the ultimate achievement for a REPAY sales professional. All sales employees who are eligible for commission may qualify annually for President's Club, and winners are invited on an all-expenses paid trip where their efforts and achievements are celebrated.

PEER-TO-PEER APPRECIATION & SERVICE RECOGNITION

Employees can recognize their colleagues' contributions to the organization and share moments of appreciation on Workday, REPAY's human capital management system. This recognition feature enables employees to give feedback and badges to their peers for their accomplishments or behavior that aligns with the company's values. Additionally, we recognize and value tenure and experience and celebrate employee service anniversaries throughout the year with personal anniversary cards, a personalized phone call from our CEO and at our annual company-wide meeting. Employees celebrating "milestone" work anniversaries are rewarded with a plaque and monetary gift as well.

EMPLOYEE ENGAGEMENT

GREAT PLACE TO WORK® CERTIFICATION

REPAY participates in the annual Great Place to Work survey and certification process where employees complete an anonymous survey administered by Great Place to Work. The purpose of the survey is to understand the employee experience and use employee feedback to identify our organization's strengths and opportunities for improvement. Many of our employee programs and initiatives have originated directly from these survey results, and we are proud to note that we have been certified as a Great Place to Work since 2017. In 2022, 80% of employees said REPAY is a great place to work compared to 57% of employees at a typical U.S.-based company.

The most recent survey highlighted the following company strengths:

- REPAY is a physically safe place to work
- People are treated fairly, regardless of their race, gender, age or sexual orientation
- People are given a lot of responsibility

Two areas of improvement identified from the survey were the sharing of information and the further development of training and development opportunities. As we grow as an organization, we realize communication is pivotal to our success, and we continue to evaluate and improve our internal communication strategy. We have incorporated additional communication channels and increased targeted communications to specific groups within the company. We continue to identify and introduce additional opportunities for training and development, including in-person and virtual department events as well as training sessions to improve performance reviews, manager feedback and coaching.



EMPLOYEE WELLNESS AND BENEFITS

As an employee-centric organization, we are passionate about taking care of our most valuable resources, our employees. We aim to promote a healthy lifestyle and work-life balance to ensure they feel supported, encouraged and valued. Based upon employee feedback from the Great Place to Work survey, we evaluate and often enhance our benefits package to ensure our employees feel supported and can take adequate time to rest, recharge and address personal needs throughout the year. We are proud to offer an Employee Stock Purchase Plan to attract, recruit and retain top talent, create an ownership culture in the company, and provide employees with an additional way to save for the future and invest in their financial well-being.

The following benefits are offered to all full-time employees:

- Health Insurance
- Competitive 401(k) Matching
- Employee Stock Purchase Plan
- Paid Parental Leave (adoption and same-sex parents included)
- Generous Paid Time Off & Floating Holiday
- Military Leave
- Cell Phone Reimbursement
- Equipment Repurchase Program
- Pet Insurance
- Employee Assistance Program
- Mental Health and Telehealth Services
- Benefits Administration App
- Pre-Tax Savings Accounts with FSA and HSA options
- Disability and Life Insurance



INTERNAL COMMUNICATIONS AND RESOURCES

We provide ongoing two-way corporate communications through both formal and informal channels, along with secure and reliable technology tools to encourage employee connection and engagement across our organization.



Annual State of the Firm and Quarterly Meetings

These collaborative and interactive company-wide meetings include a review of strategic initiatives, company and department updates, and employee recognition.



Monthly 'Coffee with the CEO' Virtual Meetings

Informal virtual meetings provide an opportunity for new hires to meet and speak with REPAY's CEO, John Morris.



Monthly Newsletters

The REPAY Roundup, REPAY's monthly digital newsletter, contains important company announcements, new hire introductions, and employee spotlights and recognition.



Slack & Microsoft Teams

Employees can virtually communicate via Slack, our internal business communication platform, and Microsoft Teams, our video conferencing tool, for realtime collaboration and support.



Employee Intranet

REPAY's intranet, "The Hub," serves as the main information portal for employees to access internal and external resources.



Office Monitors

Each office has multiple TV monitors that display company announcements, department statistics, corporate events, and important dates and reminders.



Workday

Workday, REPAY's human capital management system, is used as a way for people to communicate with others and access employee resources from their computers or mobile apps.

DIVERSITY, EQUITY AND INCLUSION

We value diverse backgrounds, perspectives and experiences, and we are committed to providing an inclusive environment where all voices are heard and respected. We will continue to evaluate and implement programs and policies to foster diversity and inclusivity. The below statistics illustrate the demographics of our workforce as of December 31, 2021 and December 31, 2022.

Management ¹	December 31, 2021	December 31, 2022
<i>Ethnic Background</i>		
American Indian or Alaska Native	0.0%	0.0%
Asian	1.0%	6.7%
Black or African American	1.0%	1.5%
Hispanic or Latino	6.2%	8.1%
Native Hawaiian or Other Pacific Islander	1.0%	0.0%
Two or More Races	4.1%	5.2%
White	82.5%	74.8%
Did Not Disclose	4.2%	3.7%
<i>Gender</i>		
Female	39.0%	38.5%
Male	61.0%	61.5%

1) Management is defined as any employee who has a direct report.

DIVERSITY, EQUITY AND INCLUSION

All Company	December 31, 2021	December 31, 2022
<i>Ethnic Background</i>		
American Indian or Alaska Native	0.4%	0.9%
Asian	4.5%	4.7%
Black or African American	5.5%	6.7%
Hispanic or Latino	11.8%	10.9%
Native Hawaiian or Other Pacific Islander	0.4%	0.0%
Two or More Races	2.5%	3.1%
White	70.6%	69.3%
Did Not Disclose	4.3%	4.4%
<i>Gender</i>		
Female	43.0%	43.7%
Male	57.0%	56.3%

DIVERSITY, EQUITY AND INCLUSION STRATEGIC INITIATIVES

We continue to evaluate our Diversity, Equity and Inclusion (DE&I) program and are in various phases of implementing several strategic initiatives, which we believe will help us cultivate a more diverse workforce and inclusive environment.



INTERVIEW TRAINING

Interview training for all hiring managers is hosted quarterly and includes unconscious bias and diversity and inclusion training. Additionally, all employees complete diversity and inclusion training as part of our required annual training program.



EMPLOYER BRAND DEVELOPMENT

We plan to further develop an employer brand strategy that highlights and celebrates an inclusive environment and diversity of thought, expertise and background.



DIVERSITY HIRING

Our talent acquisition team continues to identify opportunities to partner with diverse higher education programs and increase diversity hiring across departments. REPAY has invested in diversity posting technology to specifically target diverse talent. This ensures our jobs are posted to 19 diversity sites, distributed to over 7,500 private and public nonprofits and community based organizations, and posted in job centers within a 25 mile radius of office locations. Our team attends several career fairs, including the AUCC Career Fair, which combines all three major HBCUs in the metro Atlanta area. We aim to interview a diverse group of candidates with diverse internal interviewers, and our structured interviewing format enables us to obtain clear, objective, relevant feedback to make hiring decisions.



CAREER PATHING & COMPENSATION ANALYSIS

We have formalized our career pathing process and compensation ranges, which has helped our DE&I efforts by increasing transparency and providing guidelines for objective analysis of compensation, job roles and career paths. Our compensation analysis helps us ensure that our employees are paid equitably, regardless of diverse backgrounds, and that we are offering standardized salaries to new hires that represent the marketplace.



EMPLOYEE RESOURCE GROUPS

We plan to enhance existing and identify additional Employee Resource Groups to foster inclusion and community.

EMPOWERING WOMEN IN PAYMENTS

We continue to support our Employee Resource Group for Women, The Circle, to celebrate and connect the women of REPAY. The group meets multiple times throughout the year to provide employees with opportunities to network with others in the company, learn from internal and external speakers and thought leaders, and feel empowered as a valued member of the REPAY family. In 2022, REPAY board members Emnet Rios and Maryann Goebel joined The Circle for an interview where they shared their unique, inspiring stories and provided advice and insight around various topics related to women in the workplace and the payments industry, including how to address feelings of imposter syndrome, how to manage to your desired work life balance and how to effectively communicate with others.

REPAY is proud to be a sponsor of PayTech Women (PTW), formerly known as the Women's Network in Electronic Transactions (Wnet), a not-for-profit organization built and sustained by volunteers who believe in the mission to create a more vital and more diverse industry by empowering and investing in women. As the premier professional organization for women in payments, PTW encourages women in payments and fintech to grow as leaders, expand their networks and promote positive change in the industry. REPAY's corporate sponsorship and support enables the women of REPAY to participate in PTW's Leadership Summit, educational and professional development webinars, mentorship programs and networking events.



“Participating in PayTech Women provides me opportunities to connect with women across the payments industry and take part in educational events which help me grow personally and professionally. I am grateful to REPAY for championing my career development through PTW participation!”

Megan Carswell
Senior Manager, Product Marketing
Atlanta, GA

“The Circle is an event I look forward to throughout the year. The speakers and topics are very relevant and inspiring, and I’m able to apply things I learn both to my career and personal life. It’s also amazing to connect with female coworkers I don’t get to work with on a daily basis.”

Ashley Martin
Senior Underwriter, Team Lead
Atlanta, GA

EMPLOYEE RECRUITMENT AND RETENTION

EMPLOYEE REFERRAL BONUS PROGRAM

We believe that new hires who join our company through employee referrals are excellent contributors, stay with the company longer, and are more cost-effective recruits. All full-time REPAY employees are eligible for a referral bonus (subject to limited exceptions for certain management employees and Human Resources personnel).

INTERNSHIP PROGRAM

Our internship program offers interns the opportunity to participate in real-world, hands-on projects designed to benefit our clients and team. Interns gain practical experience and valuable mentorship and leave the program with tangible outcomes to boost their portfolios and resumes. Many interns have returned to REPAY as full-time employees.

ACQUISITION INTEGRATION PLAN

M&A is an integral part of REPAY's long-term growth model. The framework of our integration plan for acquired companies is built upon a culture-first perspective where we prioritize the employee experience. Through various departmental workstreams, teams are methodically integrated into the organization to ensure a smooth transition while increasing employee satisfaction and retention.

TURNOVER AND RETENTION

In 2022, our voluntary turnover rate¹ was 21%, which represents a slight increase from the previous year. Given the market conditions and staffing challenges impacting the fintech industry and beyond, we continue to prioritize employee recruitment and retention through the various initiatives described in this report. We remain dedicated to promoting a positive corporate culture, providing transparent communication, and offering team members competitive benefits, valuable employee programs, and opportunities for personal and professional development.



¹) We calculate our voluntary turnover rate for any period as follows: [number of voluntary resignations during period / ((number of employees on first day of period + number of employees on last day of period) / 2)]. Separations due to the following reasons are excluded: Death, Internships Ending and Rescinded Offers.

COMMUNITY OUTREACH

Guided by integrity and a passion for making a difference, we recognize the importance of giving back to the communities in which we live. Participating in community outreach initiatives and volunteer opportunities is extremely important to our employees and has become an integral part of our corporate culture. Throughout the year, we provide multiple ways for team members to volunteer and positively impact the surrounding communities, and we prioritize those initiatives and opportunities that align with our corporate values.



Write letters to our active and veteran military



Donate to local community food banks



Sponsor the Leukemia & Lymphoma Society Light the Night



Pack NICU Care Kits for March of Dimes



DATA PRIVACY AND SECURITY

REPAY is committed to meeting the highest standards in data privacy and security. Due to the nature of our business, we understand the importance of protecting the information assets of our clients and have created robust policies and procedures to mitigate risk and safeguard data. Given the cybersecurity ecosystem is ever-changing, whether it be in new forms of attacks and threats, advanced technologies or changes in compliance standards, we take a proactive approach to cybersecurity and remain engaged with the industry to stay ahead of the latest developments. REPAY team members, including our Chief Information Security Officer (CISO), regularly engage with industry partners and thought leaders and attend industry conferences, webinars, third-party vendor educational presentations and security association chapter meetings.

In 2022, we prioritized addressing critical vulnerabilities across our technology systems to reduce our Cyber Exposure Score (CES) and raise the security profile of our business. We also focused on hiring key personnel, which has increased our quality, velocity and overall competitive posture, and we have fully launched our offshore teams across Ireland, India and Latin America, enabling us to increase our throughput and benefit from personnel redundancies across time zones.



BOARD OF DIRECTORS' ROLE IN CYBERSECURITY AND TECHNOLOGY STRATEGY

The REPAY Board of Directors is actively involved in REPAY's data security and risk management strategies and has established the Technology Committee to assist REPAY in its assessment and oversight of risks in the areas of information technology, information and data security, cybersecurity, disaster recovery, data privacy and business continuity, as well as the oversight of the overall technology strategy of the company. The Technology Committee is currently comprised of three independent directors and chaired by Maryann Goebel, who was awarded the CERT Certificate in Cybersecurity Oversight by the National Association of Corporate Directors (NACD). REPAY's CTO and CISO work closely with the Technology Committee to develop and prepare the relevant materials for committee meetings. Additionally, the CTO attends the Technology Committee meetings and actively participates in the discussions regarding the company's technology strategy and pertinent cybersecurity matters.



NETWORK SECURITY

- The use of a DMZ network and the correct installation and configuration of firewalls and routers is paramount to the safety and security of REPAY's internal network and the protection of the confidential data held on it.
- All equipment, including firewalls, routers and servers, connected to the network must implement designated industry best practices, robust and documented configuration standards, and rule sets. These are reviewed every six months to ensure they remain valid.
- Servers are restricted to one primary function per server. Where visualization technologies are in use, only one primary function can be located per virtual component or device.
- A Managed End-point Detection & Response (MDR) solution is utilized in co-los, cloud environments and laptops for enhanced security.
- An enterprise vulnerability management system scans all environments a minimum of monthly to detect vulnerabilities, which are then addressed.

INFORMATION SECURITY PROGRAM

- REPAY has established an Information Security Program to implement controls, policies, procedures and systems with respect to the initiation, processing and storage of payment information that are designed to:
 - Protect the confidentiality, integrity and availability of Protected Information
 - Protect against anticipated threats or hazards to the security or integrity of Protected Information
 - Protect against unauthorized use of Protected Information
- The Information Security Program applies to sensitive financial information REPAY receives in the course of business, as required by law, as well as other confidential information REPAY has voluntarily chosen as a matter of policy to include within the program's scope.
- To employ various defenses and utilize industry best practices to mitigate cybersecurity risks, the Information Security Program is created to align with ISO27001:2022 as well as the standards set forth in both the Gramm-Leach-Bliley Act and the Payment Card Industry Security Standards Council.
- REPAY's Internal Control Monitoring Procedure defines the processes for performing internal, independent control review and testing controls related to compliance with laws, rules and regulations.
- Regular external security auditing, independent reviews and control testing take place in line with federal and industry requirements.
- REPAY continues to develop and implement plans for addressing compliance feedback and findings of auditors and regulators.
- All employees and contractors are required to complete annual security awareness training, which covers the policies and information within the Information Security Program, and the content remains accessible throughout the year. REPAY also routinely disseminates security educational materials from our third-party vendor, sends a monthly Security Awareness email to all employees, and provides security best practices within the monthly company newsletters.

EQUIPMENT SECURITY AND MALWARE PROTECTION



DEVICE SECURITY

Laptop security standards and guidelines, including physical security standards, access security standards and anti-malware standards, ensure company laptops and mobile devices are handled safely and securely. End-Point Protection is installed for all devices. REPAY utilizes single sign-on (SSO) of internal and service-based authentications and Multi-Factor Authentication (MFA) is implemented across all end-user workstations and laptops, enhancing the company's security profile.



NETWORK UPDATES AND VIRUS PROTECTION

REPAY regularly updates our network and applies operating system security releases and malware defenses. Virus protection software is utilized on all computers and devices attached to the REPAY network and systems. The virus protection software, which loads automatically and cannot be paused or disabled, protects against all known types of malicious code and attacks, such as worms, Trojans, malware, adware, spyware and variations of these.



ACCEPTABLE USE

REPAY's Acceptable Use Policy and Authentication Standards & Guidelines Policy outline the appropriate use of end-user technologies, including authentication and password requirements.

PROTECTING CUSTOMER DATA

Protecting our clients' data is a top priority. We adhere to industry security standards to protect the payment information we process and have implemented various programs, policies and best practices to keep our systems secure and compliant. To ensure we meet the industry security standards regarding operating procedures and safeguarding payment data and to test our systems against vulnerability to unauthorized access, we routinely retain external parties to audit our systems' compliance with current security standards as established by the Payment Card Industry Data Security Standards (PCI DSS), Nacha, Service Organization Control (SOC1 Type II, SOC2 Type II), Health Insurance Portability and Accountability Act (HIPAA) and International Organization for Standardization (ISO 27001).

DATA ENCRYPTION AND KEY MANAGEMENT

- REPAY employs advanced technologies to encrypt the cardholder numbers and customer data stored in our databases.
- REPAY utilizes the strongest encryption in transit within REPAY owned infrastructure and requires all external traffic to utilize the strongest encryption to access REPAY applications.

SECURE CODING

- REPAY's Secure Coding Standards and Guidelines establish the security framework that is applied when coding in-house applications.
- Development staff receives regular training and is required to understand known problems and follow best practices as outlined by the Open Web Application Security Project (OWASP).

PENETRATION TESTING

- REPAY uses an extensive framework for testing and checking that its network and systems remain safe and secure. The diligent monitoring of systems for illegitimate activity are critical in protecting the company's data assets.
- Penetration testing, which is completed both internally and by an external security firm, includes both the network layer and the application layer, including tests for all OWASP identified vulnerabilities.
- Through the bug bounty testing program, REPAY employs qualified ethical hackers to research and report security vulnerabilities on its sensitive systems.

DATA RETENTION

- Data Retention Standards ensure confidential data is not kept past its retention date. In compliance with PCI DSS, certain card information, including the Card Verification Code (CVC), the PIN Verification Value (PVV), the Personal Identification Number (PIN), and the encrypted PIN block, is not retained under any circumstances.

INCIDENT RESPONSE AND DISASTER RECOVERY

- REPAY's Incident Response Plan (IRP) is central to the company's regulatory and legal obligations in the case of security attacks and breaches, or the theft or loss of confidential data.
- A dedicated team is responsible for continuous monitoring and security incident response. This team also develops, maintains, tests and verifies our incident response plan.
- REPAY maintains a comprehensive business continuity and disaster recovery program with extensive policies and procedures that are routinely tested. For all CI/CD cloud assets at REPAY, testing is performed weekly. All other on premises or static assets are tested at least annually or after any major update or change to the platform. Any potential issues identified from these disaster recovery tests are reviewed with the executive management team and remediated as appropriate.
- Disaster recovery is built into our infrastructure through redundant hardware and software applications hosted in two distinct cloud regions. Our primary cloud region is set up to be replicated, substantially on a realtime basis, by our secondary cloud region such that if our primary cloud region becomes impaired or unavailable, operations are redirected to the secondary cloud region. Our incident response team tests these systems each quarter to assess the effectiveness of our disaster recovery plan, including staff readiness and operational capability.
- Pursuant to REPAY's Business Continuity Policy and Backup Recovery Standards and Guidelines, all production source code, applications and data are backed up on a series of daily, monthly and yearly cycles that provide for recovery of any system to any point within at minimum a one-week timeframe.
- A comprehensive Disaster Recovery Plan outlines the disaster readiness tasks and recovery procedures for reestablishment of operations in the event of the loss of a data center or key service element.



SASB INDEX

SASB INDEX - SASB IT SERVICES AND SOFTWARE STANDARD

Our approach to ESG matters is informed by utilizing various reporting frameworks, including the Sustainability Accounting Standards Board (SASB) Standards relevant for our industry (Software & IT Services). The SASB index tables found within the next few pages outline the SASB sustainability topics and accounting metrics that are used to guide our discussions and disclosures and show how our ESG efforts link to the reporting framework.

ENVIRONMENTAL FOOTPRINT OF OPERATIONS

Accounting Metric(s)	Code	Response or Location in Report
(1) Total energy consumed (2) percentage grid electricity (3) percentage renewable	TC-SI-130a.1	This data is currently not available; however, we are currently exploring ways to potentially track and report this information in the future.
(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	This data is currently not available; however, we are currently exploring ways to potentially track and report this information in the future.
Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	See page 19 .

SASB INDEX - SASB IT SERVICES AND SOFTWARE STANDARD

DATA PRIVACY AND FREEDOM OF EXPRESSION

Accounting Metric(s)	Code	Response or Location in Report
Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	REPAY's policy is to comply with all applicable laws and regulations regarding data privacy. See pages 38 - 39 for more information regarding data privacy and security. REPAY's privacy policy can be found here .
Number of users whose information is used for secondary purposes	TC-SI-220a.2	We do not sell identifiable user data to third parties. For more information regarding our approach, see our privacy policy .
Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	In 2022, we were not involved in any material legal proceedings associated with user privacy.
(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	In 2022, we received fewer than 10 law enforcement requests for consumer information. In most cases, one of our clients is assisting a law enforcement investigation involving alleged wrongful activity involving one of our client's customers, and our client directs the law enforcement agency to us for information we may store in connection with the performance of services on behalf of our client. Our policy is to provide consumer information when requested by our client and/or when we believe we are legally required to do so. In addition, our policy is to provide any such information in a secure and encrypted manner and consistent with PCI DSS.

SASB INDEX - SASB IT SERVICES AND SOFTWARE STANDARD

DATA PRIVACY AND FREEDOM OF EXPRESSION

Accounting Metric(s)	Code	Response or Location in Report
List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Our products and services are currently offered only to clients located in the United States and Canada.

DATA SECURITY

(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	In 2022, we had zero data security breaches that required disclosure in our public SEC filings.
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	See pages 38 - 43 .

SASB INDEX - SASB IT SERVICES AND SOFTWARE STANDARD

RECRUITING AND MANAGING A GLOBAL, DIVERSE AND SKILLED WORKFORCE

Accounting Metric(s)	Code	Response or Location in Report
Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	As of December 31, 2022, we had approximately 580 employees, of which one was employed outside of the United States.
Employee engagement as a percentage	TC-SI-330a.2	See page 29 .
Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	See page 32 - 33 .

INTELLECTUAL PROPERTY PROTECTION AND COMPETITIVE BEHAVIOR

Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-SI-520a.1	In 2022, we were not involved in any material legal proceedings associated with anti-competitive behavior regulations.
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MANAGING SYSTEMATIC RISKS FROM TECHNOLOGY DISRUPTIONS

Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Minimizing performance issues, service disruptions and client downtime is core to our business. We monitor these matters and our relevant metrics (which we consider proprietary and confidential) with senior management and the Technology Committee on a regular basis.
Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	See page 43 . For additional information, please see our “Risk Factors” in our Annual Report on Form 10-K and subsequent quarterly reports on Form 10-Q.

SASB INDEX - SASB IT SERVICES AND SOFTWARE STANDARD

ACTIVITY METRICS

Accounting Metric(s)	Code	Response or Location in Report
(1) Number of licenses or subscriptions, (2) percentage cloud-based	TC-SI-000.A	As of December 31, 2022, we had approximately 23,000 corporate clients. See page 19 for more information.
(1) Data processing capacity, (2) percentage outsourced	TC-SI-000.B	See page 19 .
(1) Amount of data storage, (2) percentage outsourced	TC-SI-000.C	See page 19 .

FORWARD-LOOKING STATEMENTS

This report (the “Report”) contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Such statements include, but are not limited to, statements about REPAY’s plans, objectives, expectations and intentions with respect to future operations, products and services; and other statements identified by words such as “will likely result,” “are expected to,” “will continue,” “is anticipated,” “estimated,” “believe,” “intend,” “plan,” “projection,” “outlook” or words of similar meaning. These forward-looking statements include, but are not limited to, REPAY’s plans with respect to environmental, social and governance matters, expected demand on REPAY’s product offering, including further implementation of electronic payment options and statements regarding REPAY’s market and growth opportunities. Such forward-looking statements are based upon the current beliefs and expectations of REPAY’s management and are inherently subject to significant business, economic and competitive uncertainties and contingencies, many of which are difficult to predict and generally beyond our control.

In addition to factors disclosed in REPAY’s reports filed with the U.S. Securities and Exchange Commission, including its Annual Report on Form 10-K for the year ended December 31, 2022, and subsequent Form 10-Qs, and those identified elsewhere in the Report, the following factors, among others, could cause actual results and the timing of events to differ materially from the anticipated results or other expectations expressed in the forward-looking statements: exposure to economic conditions and political risk affecting the consumer loan market and consumer and commercial spending, including bank failures or other adverse events affecting financial institutions, inflationary pressures, general economic slowdown or recession; the ability to comply with applicable legislation, governmental regulations and industry standards; a delay or failure to integrate and realize the benefits of the Company’s recent acquisitions; changes in the payment processing market in which REPAY competes, including with respect to its competitive landscape, technology evolution or regulatory changes; changes in the vertical markets that REPAY targets; the ability to retain, develop and hire key personnel; risks relating to REPAY’s relationships within the payment ecosystem; risks relating to data security, including the protection of client and consumer data; changes in accounting policies applicable to REPAY; and the risk that REPAY may not be able to develop and maintain effective internal controls.

Actual results, performance or achievements may differ materially, and potentially adversely, from any projections and forward-looking statements and the assumptions on which those forward-looking statements are based. There can be no assurance that the data contained herein is reflective of future performance to any degree. You are cautioned not to place undue reliance on forward-looking statements as a predictor of future performance. All information set forth herein speaks only as of the date hereof in the case of information about REPAY or the date of such information in the case of information from persons other than REPAY, and REPAY disclaims any intention or obligation to update any forward looking statements as a result of developments occurring after the date of this communication. Forecasts and estimates regarding REPAY’s industry and end markets are based on sources it believes to be reliable, however there can be no assurance these forecasts and estimates will prove accurate in whole or in part. Pro forma, projected and estimated numbers are used for illustrative purposes only, are not forecasts and may not reflect actual results.

INDUSTRY AND MARKET DATA

The information contained herein also includes information provided by third parties, such as market research firms. Neither REPAY nor its affiliates and any third parties that provide information to REPAY, such as market research firms, guarantee the accuracy, completeness, timeliness or availability of any information. Neither REPAY nor its affiliates and any third parties that provide information to REPAY, such as market research firms, are responsible for any errors or omissions (negligent or otherwise), regardless of the cause, or the results obtained from the use of such content. Neither REPAY nor its affiliates give any express or implied warranties, including, but not limited to, any warranties of merchantability or fitness for a particular purpose or use, and they expressly disclaim any responsibility or liability for direct, indirect, incidental, exemplary, compensatory, punitive, special or consequential damages, costs, expenses, legal fees or losses (including lost income or profits and opportunity costs) in connection with the use of the information herein.



For additional questions, please
contact esg@repay.com.

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