

## eServGlobal Limited (eServGlobal or the "Company")

# eServGlobal AGM Statement and Management Change

#### 22 March 2013

eServGlobal (LSE: ESG & ASX: ESV), the global telecoms software vendor specialising in Mobile Money and Value-Added Services (VAS) will hold its Annual General Meeting at 11am today in Sydney, Australia.

At the AGM we will announce that the Company is reorganising its management structure. Paolo Montessori, COO, will focus on the overall management and core business while Craig Halliday will focus on the strategic development of HomeSend. As a result, Paolo will take on the role of Chief Executive Officer while Craig Halliday will be chairing a newly-created Board committee focused exclusively on HomeSend and its role in the growing international remittances industry. These changes will be effective from 1 May 2013. The new structure recognises the opportunity that HomeSend represents and the role that Paolo has played as COO in building the business and our positioning as an industry-leading provider of mobile financial services.

As explained in the Notice of Meeting, David Smart will retire from the Board of Directors effective today.

In addition the Board intends to appoint Steve Blundell, CFO, to the Board as Finance Director on 1 May 2013.

Serving the unbanked and emerging markets presents enormous potential for growth. Over the past year, we have focused on diversifying our revenue base to support future growth. Thanks to these efforts and the capital raise, the core business today is debt-free, well-funded, has a diversified customer base, and is poised for long-term growth. We look forward to providing a further update following completion of the first six months of the year.

At the meeting Richard Mathews, Chairman of the Company, will provide the following address to shareholders:

"Today we are announcing a management reorganisation which involves the creation of a board committee focused on HomeSend which will be chaired by Craig Halliday. HomeSend represents a huge opportunity to create value for our business and the focus of the newly created Board Committee will be on accelerating its already impressive progress. As a result, Craig is stepping down as Chief Executive Officer and we are pleased to announce that Paolo Montessori will take over as CEO from 1 May 2013 and join the Board on that date.

Paolo, 43, is currently eServGlobal's Chief Operating Officer. He has over 20 years' experience in telecommunications and has spent the last 10 years specifically focusing on Mobile Money and Payments. Paolo holds a Bachelor's degree from the University of British Columbia and a post-graduate diploma in International Management from Ecole Les Roches.



Paolo brings a unique combination of deep industry knowledge and global telecommunications management experience to the CEO role. Prior to joining eServGlobal in February 2012, Paolo held senior positions at Comviva and LogicaCMG.

Craig has made an outstanding contribution to the business, firstly as COO and then as CEO following the disposal of our USP business to Oracle in 2010. We are confident in his ability to continue this progress as he focuses on HomeSend, which he, Paolo, and our strategic partner BICS have built into the undisputed leader in Mobile International Remittance.

While Craig is not here today in person, he has asked me to read out a message from him to you, our shareholders:

'I have been very fortunate to lead a fantastic company which has great people, a great customer base, and a great future, and I look forward to continuing to work with Paolo in our new roles. We believe now is the right time for me to focus on HomeSend and to pass the leadership baton on to Paolo who is an expert in the mobile money industry.

Our succession planning process has served the company well. Today's announcement is a result of that planned and considered process.

With the company on a solid financial footing and performing well, we have decided that Paolo is the right person to lead eServGlobal. Operating at the centre of the Mobile Money revolution, we believe Paolo's experience and in-depth knowledge of the Payments and Mobile Money industry will lift the business to the next level.'

The Board also intends to appoint Steve Blundell, the company's long serving CFO, to the company's Board as Finance Director at the same time as Paolo is appointed Managing Director (30 April 2013). Steve has a thorough understanding of the business and its financial aspects and we believe that his contribution at the Board level will add additional value to the business.

Details of Paolo's employment contract will be announced before he commences his new role. Craig's transition is governed by the Australian Corporations Act 2001 and will be announced at the same time."

Paolo Montessori, the incoming Chief Executive Officer of eServGlobal, will provide an update on the company and its markets:

"It is a privilege to be asked to lead what is the most advanced International Mobile Remittance, Mobile Money, and Mobile Payments vendor in the industry. I look forward to working closely with Craig over the next month during the transition and building on his legacy, including continuing to work together to build our HomeSend business.

I am grateful that the Board's succession process has allowed me, together with Craig, to spend time meeting with and listening to our people, our shareholders, and the many other stakeholders that contribute to our Company's success. I now have the benefit of another six weeks to complete this process.



The evolution that I have seen over the past ten years in the mobile money industry has been enormous. Mobile operators and financial institutions are maturing the offerings as the ecosystem emerges. Low-cost smartphones are enabling a mobile-POS revolution in emerging markets, and I believe that interoperability and standards-setting will be critical to the next phase of growth in mobile financial services.

With this maturity comes an increased demand for domestic and international interoperability. Rather than install isolated systems, operators want to provide a cohesive and interoperable mobile money service across their business.

We believe that HomeSend, the international mobile remittance hub we provide in partnership with global hubbing expert BICS, is the natural extension of this progression.

HomeSend has built a commanding presence in Africa via industry leaders like Vodafone, Airtel, Ooredoo and MTN. On the sending side, money transfer organisations are turning to HomeSend to reach unbanked receivers in Africa and Asia that they are unable to serve in a cost effective manner.

At eServGlobal we have made significant strides to increase the depth and the breadth of our product portfolio. Since the fundraising, we announced our first deployment with microfinance capabilities at an East African operator, which means that there is now a scalable, low-cost way for the unbanked to secure credit in order to plan for their next harvest, to invest in new business ventures, and to grow a future for their families.

We have also invested in broadening our HomeSend offering, and have successfully developed and taken international airtime transfers live.

By enabling airtime transfers, we have removed the requirement for cash-out on the receiving side, ensuring a faster uptake with end-users while reducing some of the regulatory barriers present in international remittances. As these users build trust with the service, we will continue to migrate them along the value chain towards international remittances.

Our pragmatic approach to mobile money is gaining traction and we have grown our customer base by 58% over the past three years. Our PayMobile platform, which enables operators to provide domestic person to person transactions, bill payments, merchant payments, savings accounts, microfinance, and domestic airtime top-up is processing billions of transactions per year.

Looking forward, we are excited to build our presence in the market and to work with industry leaders like MasterCard, Oracle, BICS, and Wincor Nixdorf as we move towards the next phase of mobile financial services."

A further announcement with the results of the AGM votes will be released after the close of the meeting. We will also provide an accompanying presentation at the AGM which is available at: <a href="http://www.eservglobal.com/system/files/22032013">http://www.eservglobal.com/system/files/22032013</a> eServGlobal AGM Presentation.pdf



#### About eServGlobal

eServGlobal specializes in Mobile Money solutions and Value-Added Services (VAS), to help Mobile Service Providers increase their revenue and gain and maintain customer ownership. eServGlobal invests heavily in product development, using carrier-grade, next-generation technology and aligning with the requirements of more than 90 customers in over 55 countries.

For more than 29 years mobile and financial service providers have used eServGlobal solutions to lead and innovate in their local markets, leveraging their core assets and their trusted agent and subscriber relationships.

With 12 offices globally, eServGlobal provides full "end-to-end" and "any account to any account" Mobile Money Services and International Remittance Services. The HomeSend solution is the only mobile-centric international remittance hub to gain endorsement from the GSM Association. The HomeSend Certification Program ensures security and interoperability by certifying domestic mobile wallet providers, money transfer organizations, and financial service providers to connect to the hub.

eServGlobal's Value-Added Services in promotions, loyalty and messaging enable service providers to engage with their subscribers in a personalized and dynamic manner.

eServGlobal is listed on the Australian Securities Exchange (ESV) and the London Stock Exchange AIM (ESG). More information at: www.eservglobal.com

#### For further information, please contact:

#### eServGlobal

Tom Rowe, Company Secretary Christina Tubb, Head of Investor Relations

#### **Cenkos Securities plc**

Ivonne Cantú/Stephen Keys (Nomad)

## **Newgate Threadneedle**

Caroline Evans-Jones/Josh Royston/Hilary Millar

## **Charles Stanley Securities**

Dugald Carlean/Paul Brotherhood

#### www.eservglobal.com

T: +61 (0)2 8014 5050 investors@eservglobal.com

#### www.cenkos.com

T: +44 (0) 20 7397 8980

## www.newgatethreadneedle.com

T: +44 (0) 20 7653 9850

## www.csysecurities.com

T: +44 (0) 20 7149 6000