

Press release

Worldline and Volksbank start their partnership for issuing and managing payment cards in Italy

Milan, 27 November 2023 – Worldline, a global leader in payments services, has signed an agreement with Volksbank for the emission of payment cards in the country.

It is the first time that Worldline has concluded an agreement of this kind with an Italian financial institution. Volksbank, of South Tyrol origins, is one of the leading banks in the Northeast, with over 160 branches in the area and with slightly less than 300,000 customers.

Worldline is acting as a single interface for the entire card issuing value chain, from setup and production to fraud detection, to cardholder portal and customer service. This new agreement enables Volksbank to provide its customers with stand-out services in the current marketplace, and to rely on additional innovative tailor-made products that will be developed in collaboration with Worldline.

Worldline creates tailor-made solutions for its clients that combine the experience of an international payments leader with the ability to adapt these solutions according to the specific needs of the counterpart. In the case of Volksbank, teams from different countries have collaborated to provide cutting-edge solutions (for example, fraud prevention systems or multilingual platforms) under coordination from Italy.

Alessandro Baroni, Head of Financial Services at Worldline, said: *“We are very pleased to have concluded this agreement in Italy with a partner like Volksbank, which is a very solid bank and focused on innovation, as well as capitalizing on the opportunities offered by digital tools that demand an increasingly tailored approach. We want to extend this type of collaboration to other credit institutions by applying our ability to decline the offer we develop internationally to the characteristics of our country and the types of individual institutions, which in many cases are territorial in nature. Each of our solutions is designed to be dropped into the local reality, respecting the specificities of the operator itself”.*

Alberto Naef, General Manager at Volksbank, added: *“We chose a partner like Worldline, which is mainly active in the transalpine region, an area that has several affinities with our bank and our customers, because of its established international experience in both traditional and innovative payments. Our goal is to offer a service of excellence to our customers and to develop innovative solutions with a partner capable of supporting us on this path - we are convinced that Worldline possesses these qualities”.*

ABOUT WORLDLINE

Worldline [Euronext: WLN] helps businesses of all shapes and sizes to accelerate their growth journey – quickly, simply, and securely. With advanced payments technology, local expertise and solutions customised for hundreds of markets and industries, Worldline powers the growth of over one million businesses around the world. Worldline generated a 4.4 billion euros revenue in 2022. [worldline.com](https://www.worldline.com)

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Corporate purpose

Worldline's corporate purpose ("raison d'être") is to design and operate leading digital payment and transactional solutions that enable sustainable economic growth and reinforce trust and security in our societies. Worldline makes them environmentally friendly, widely accessible, and supports social transformation.

Volksbank

Volksbank (founded in 1886) with its registered office in Bolzano, is present as a regional bank not only in its home market of Alto Adige but also in the North-East of Italy in the provinces of Trento, Belluno, Treviso, Pordenone, Vicenza, Padua and Venice. Volksbank has more than 160 branches. The Bank has approximately 1,400 employees.

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