

TSYS across the “value chain”

How exactly do we link buyers and sellers?

You'll often hear us reference the payments “value chain.” From the time a buyer steps up to the point of sale to the time when the transaction is accepted and the merchant is paid, there's a rapid succession of activities that occur, all in harmony with one another. The merchant acquirer and acquirer processor authorize and route the transaction, all while providing terminal support, connection to networks, fraud prevention and billing and settlement. Issuers and issuer processors support the processing of the transaction, detect fraud, issue statements, and a host of other back-end program management activities. With TSYS Merchant Solutions, we now touch every link in the payments value chain to support all payments.

We spend a great deal of time focusing on our strategic plans for the company's future, and the topic of leadership succession is a central element of those long-term initiatives. I think it is important to mention that there are well-developed plans in place to ensure that appropriate succession candidates are fully developed and capable of ascending to the next level — this is true for all executive-level positions, including mine. Whether changes occur tomorrow or years from now, we are continuously cultivating our team to fill key leadership roles throughout the company, and our board of directors contributes to these plans on a regular basis.

In the decades since a small group of local bankers founded this now global business nearly 30 years ago, many things have changed. Today, the world is smaller and infinitely more connected, with global consumers that have more precise requirements and higher service expectations. Making digital payments — plastic, mobile, RFID and more — has become a staple of everyday life for consumers across every age, geography and socioeconomic status.

But some things remain markedly the same. For TSYS, the spirit of innovation and customer service has grown even stronger since our inception nearly three decades ago. It's an indelible part of our corporate culture, and we know it helps us build a better, stronger and more transparent company for future generations. While this past year proved to be challenging, TSYS emerged as an even stronger company. And, most important, I believe we are better suited for a future of growth and continued leadership in the market.

Thank you for your continued support and for being alongside us every step of the way.

Respectfully,



Philip W. Tomlinson

Chairman of the Board & Chief Executive Officer