



# Payments and Financial Services

November 15, 2022



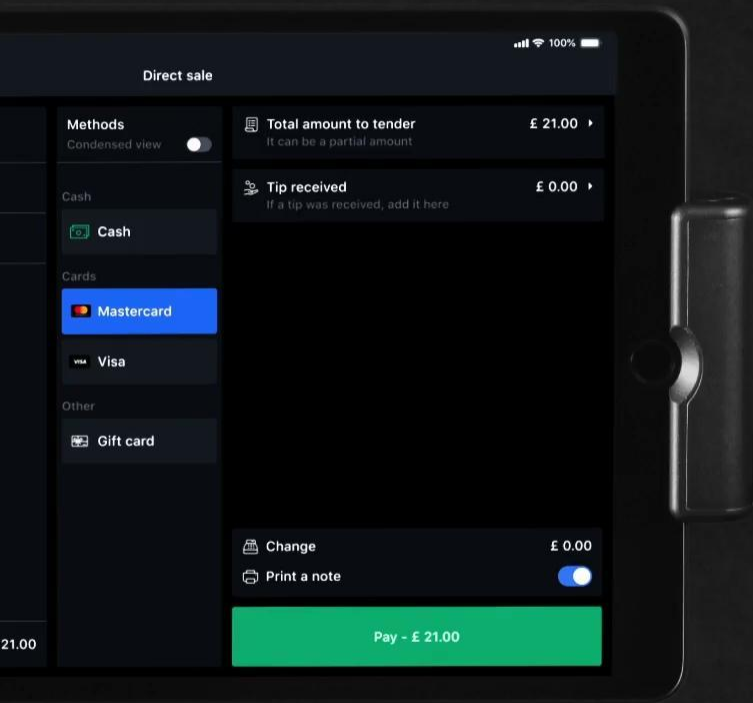
# Disclaimer

## Cautionary Note Regarding Forward-Looking Information

This presentation may include forward-looking information and forward-looking statements within the meaning of applicable securities laws (“forward-looking statements”). Particularly, information regarding Lightspeed’s customers, product offerings and planned product roadmap. Forward-looking statements are statements that are predictive in nature, depend upon or refer to future events or conditions and are identified by words such as “will”, “expects”, “anticipates”, “intends”, “plans”, “believes”, “estimates” or similar expressions concerning matters that are not historical facts. Such statements are based on current expectations of Lightspeed’s management and inherently involve numerous risks and uncertainties, known and unknown, including economic factors. A number of risks, uncertainties and other factors may cause actual results to differ materially from the forward-looking statements contained in this presentation, including, among other factors, those risk factors identified in our most recent Management’s Discussion and Analysis of Financial Condition and Results of Operations, under “Risk Factors” in our most recent Annual Information Form, and in our other filings with the Canadian securities regulatory authorities and the U.S. Securities and Exchange Commission, all of which are available under our profile on SEDAR at [www.sedar.com](http://www.sedar.com) and on EDGAR at [www.sec.gov](http://www.sec.gov). Readers are cautioned to consider these and other factors carefully when making decisions with respect to Lightspeed’s subordinate voting shares and not to place undue reliance on forward-looking statements. Forward-looking statements contained in this presentation are not guarantees of future performance and, while forward-looking statements are based on certain assumptions that Lightspeed considers reasonable, actual events and results could differ materially from those expressed or implied by forward-looking statements made by Lightspeed. Except as may be expressly required by applicable law, Lightspeed does not undertake any obligation to update publicly or revise any such forward-looking statements, whether as a result of new information, future events or otherwise.

## Comparables

Any comparable information about other companies was obtained from public sources and has not been verified by the Company. The comparable companies face different risks from those applicable to the Company. Readers are cautioned that there are risks inherent in making an investment decision based on the comparables, that past performance is not indicative of future performance and that the performance of the Company may be different from the comparable companies. Accordingly, readers are cautioned not to put undue reliance on the comparables in making an investment decision.



# Our progress so far— payments

March 2019, IPO on TSX <sup>1</sup>

**\$0**

GPV <sup>3</sup> (LTM) <sup>4</sup>

**15%**

Transaction-based revenue  
as a % of total revenue <sup>4</sup>

Today <sup>2</sup>

**\$11.5B**

GPV (LTM) <sup>5</sup>

**51%**

Transaction-based revenue  
as a % of total revenue <sup>5</sup>

<sup>1</sup> As at December 30, 2018.

<sup>2</sup> As at September 30, 2022.

<sup>3</sup> Key Performance Indicator. See Appendix A.

<sup>4</sup> For the 12 month period ended December 31, 2018.

<sup>5</sup> For the 12 month period ended September 30, 2022.

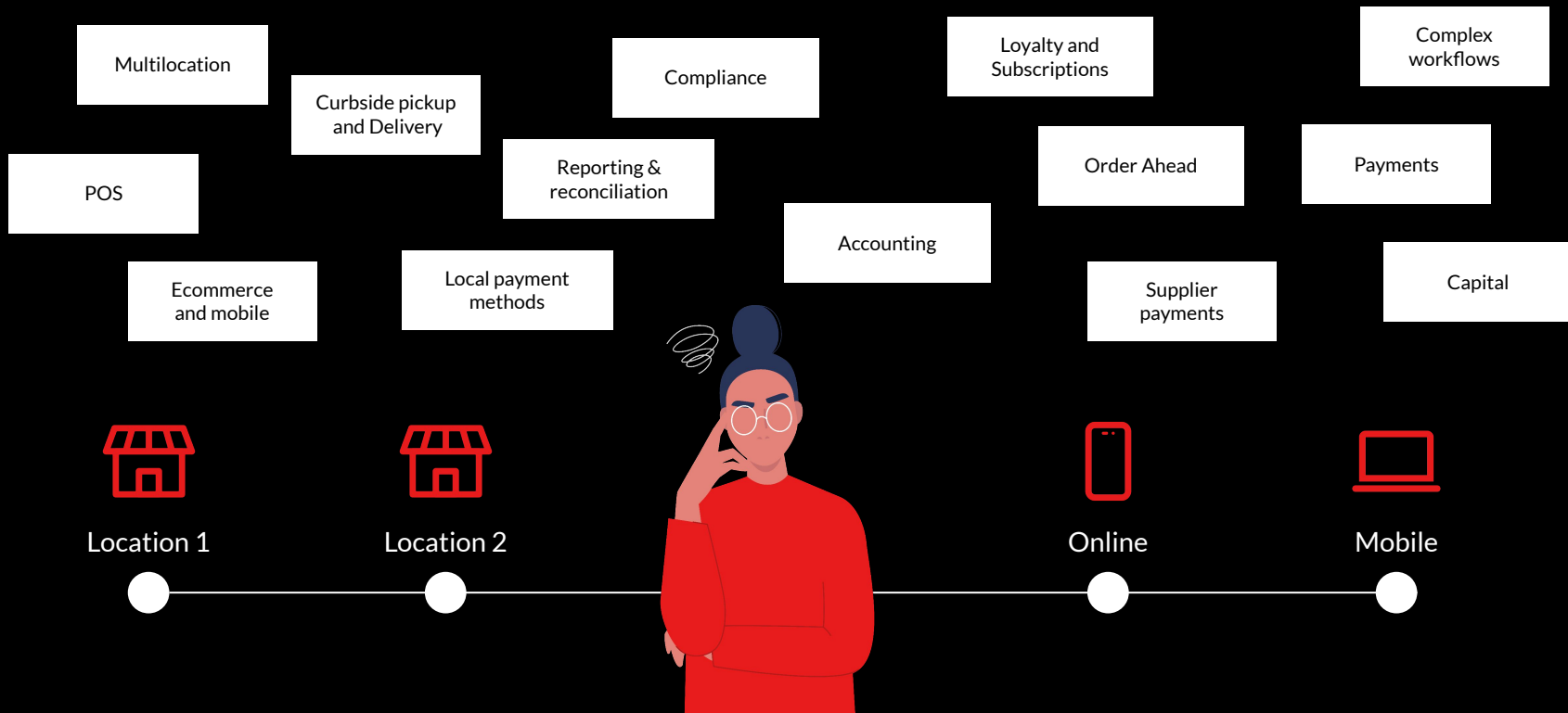


# How we got here



# The merchant world today is overwhelming

Running a business requires too many touchpoints.



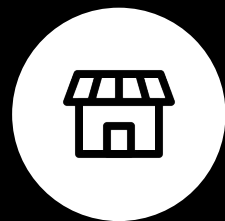
# Lightspeed seamlessly unifies point solutions

The one-stop commerce platform for a complex and evolving omnichannel world.

POS	Curbside pickup and Delivery	Reporting & reconciliation	Compliance	Loyalty and Subscriptions	Complex workflows	Payments
Multilocation	Ecommerce and mobile	Local payment methods	Accounting	Order Ahead	Supplier payments	Capital



# Solving the complexities of payment processing



Merchants



Lightspeed

Merchant account

Onboarding and  
application flow

Network connections

Global payments methods

PCI compliance

Reports

Reconciliation

Fraud management

Chargeback management

Downgrades

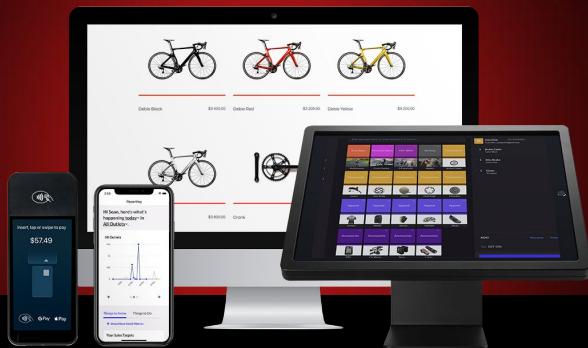
Refunds in all forms



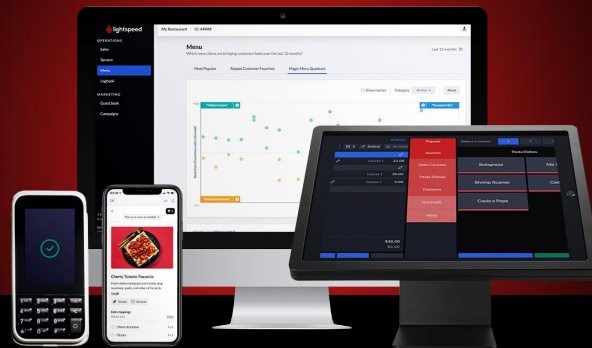


# Powering omnichannel experiences in multiple industries

## Retail



## Hospitality



## Lightspeed Payments & Financial Services

Card Present, Card Not Present, Manual Entry, Curbside, Tipping, Offline, Localized Payments, Wallets, Pay at Table



# Tailored for retail and hospitality

- ✓ Contactless Payments
- ✓ Countertop terminals
- ✓ Mobile terminals
- ✓ Multiple languages
- ✓ Tipping on terminal
- ✓ Bar Tabs
- ✓ Preauthorization
- ✓ Phone orders
- ✓ Pay at Table
- ✓ Online Ordering
- ✓ Scan to Pay
- ✓ Surcharging



# Accepts local payment methods



# Global platform

Hospitality



Retail



# Why we win

1

## Data

Integration with POS and tokenizing the credit card allows merchants to recognize repeat customers, improve customer loyalty and better analyze their operations.

## Simplicity

Fully integrated solution reduces need for reconciliation of multiple systems, improves customer facing experience.

2

3

## Value

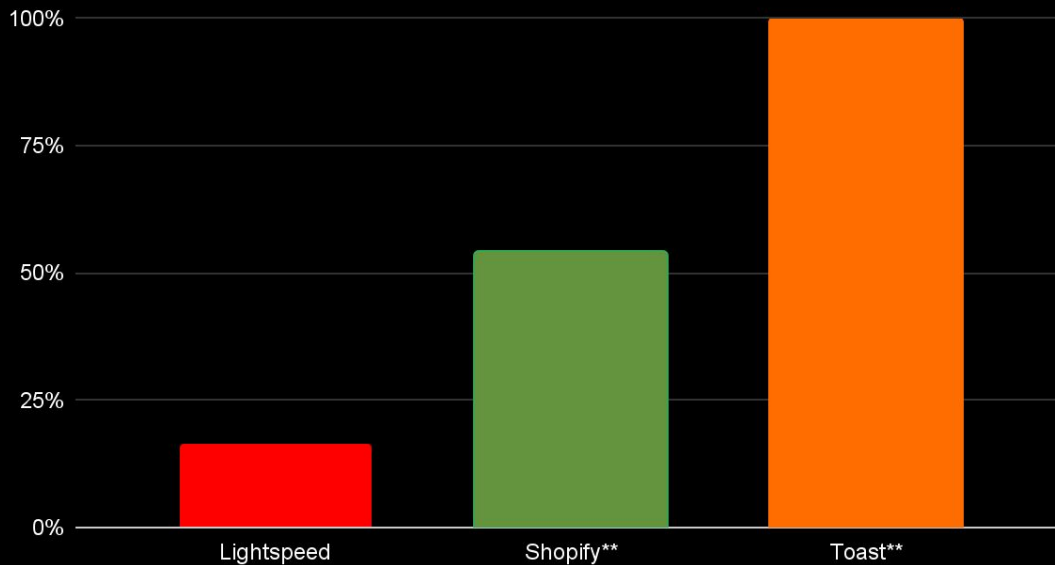
Transparent pricing, no hidden fees. Access to Capital offering. Merchant ends up paying approximately the same as alternative solutions but derives far greater value from the solution.



# Expansion strategy

# Room for growth

GPV as a % of GTV\*\*



\*\*For the three months ended September 30, 2022. This chart outlines information with respect to other selected software as a service providers (the "comparables"). The information relative to the comparables has been obtained or derived from public sources and has not been verified by the Company. Toast does not report GTV. Accordingly, we have presented their GTV based on their GPV and assumed 100% adoption of their payments solutions. See "Disclaimer - Comparables".

GTV is a key performance indicator. See Appendix A



# How we get there

1

Upsell

2

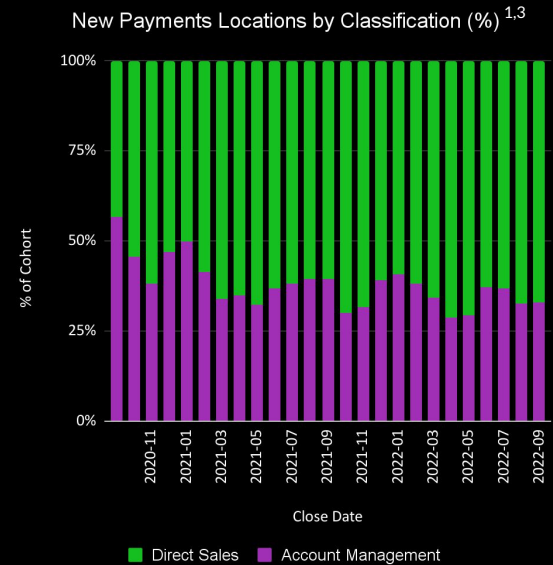
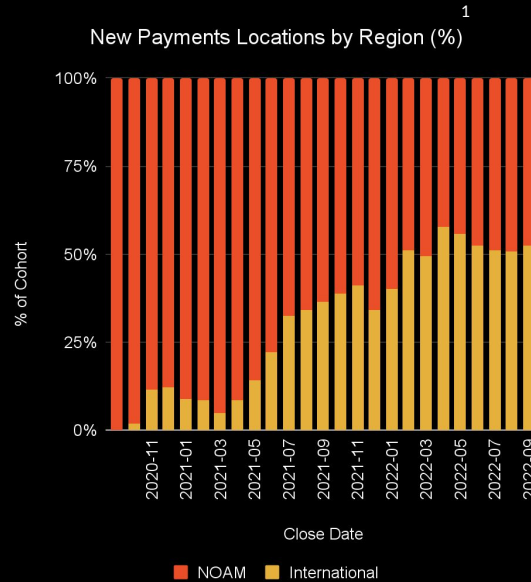
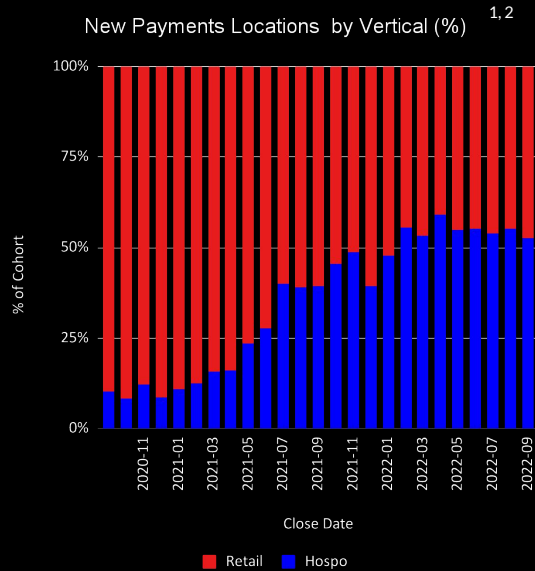
Attract new high  
GTV customers





# Growing GPV—new products, new markets

We're seeing consistent reception as we launch new products and markets.



<sup>1</sup> A payments location is a Customer Location that attaches our payments solutions alongside its core software subscription

<sup>2</sup> New payments locations exclude locations attributable to Ecid standalone eCommerce product and Lightspeed Golf.

<sup>3</sup> New payments locations exclude locations added via our Partnership channel.



# Lightspeed Capital

Fueled by Payments



## Reliable on demand capital

Cash advance program to eligible merchants

Easy, fast and simple approval process

Rapid access to funds



## Flexible terms

Repayment process based on a set percentage of daily sales

Cost of advance never changes while outstanding



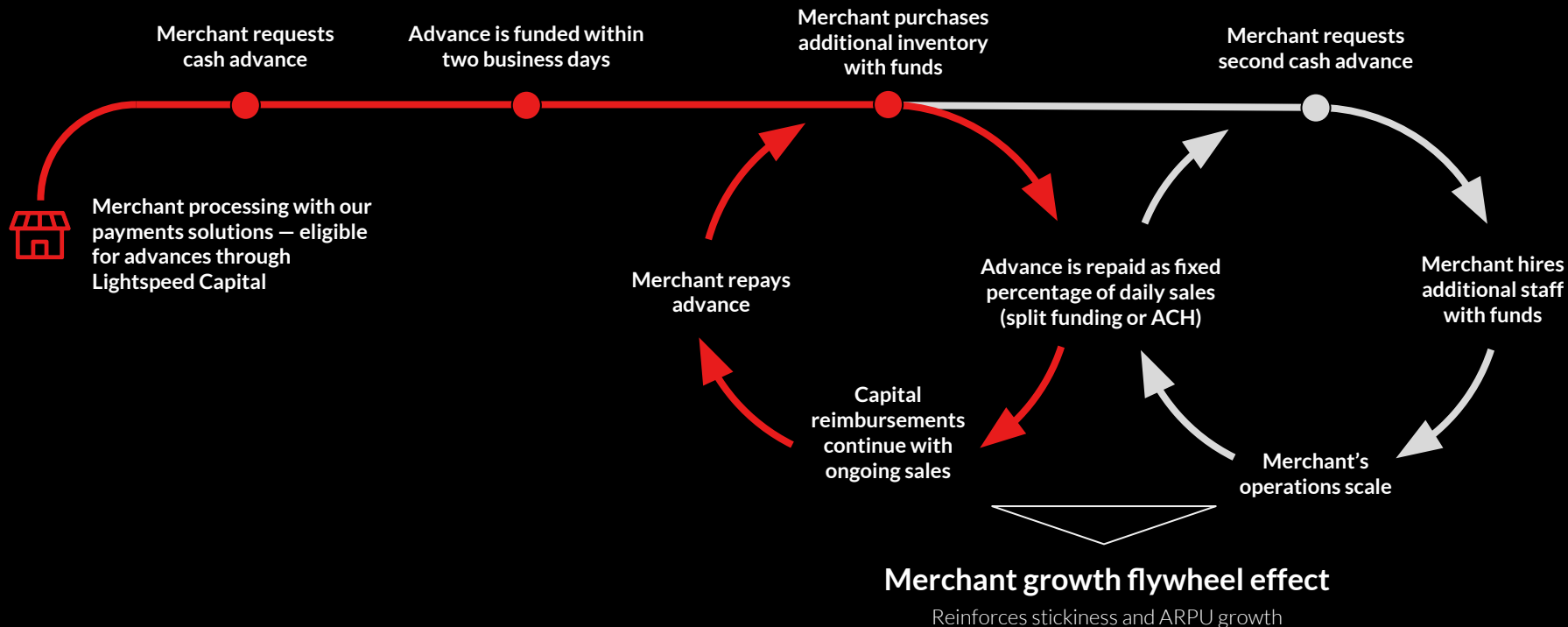
## Funds to propel growth

Support for whatever is needed to grow a customer's business

New equipment, inventory



# Capital: solving cash flow problems for merchants



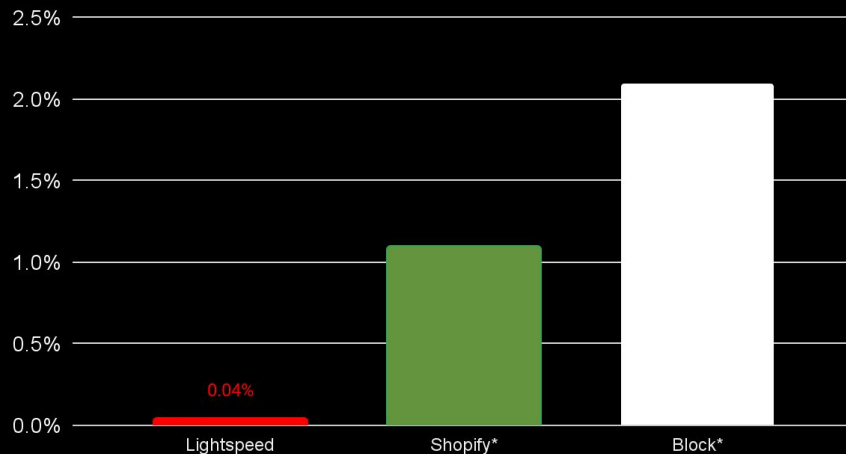
# Lightspeed Capital—a new and growing product

We're just starting to tap into the full potential of Capital.

Lightspeed Capital Advances



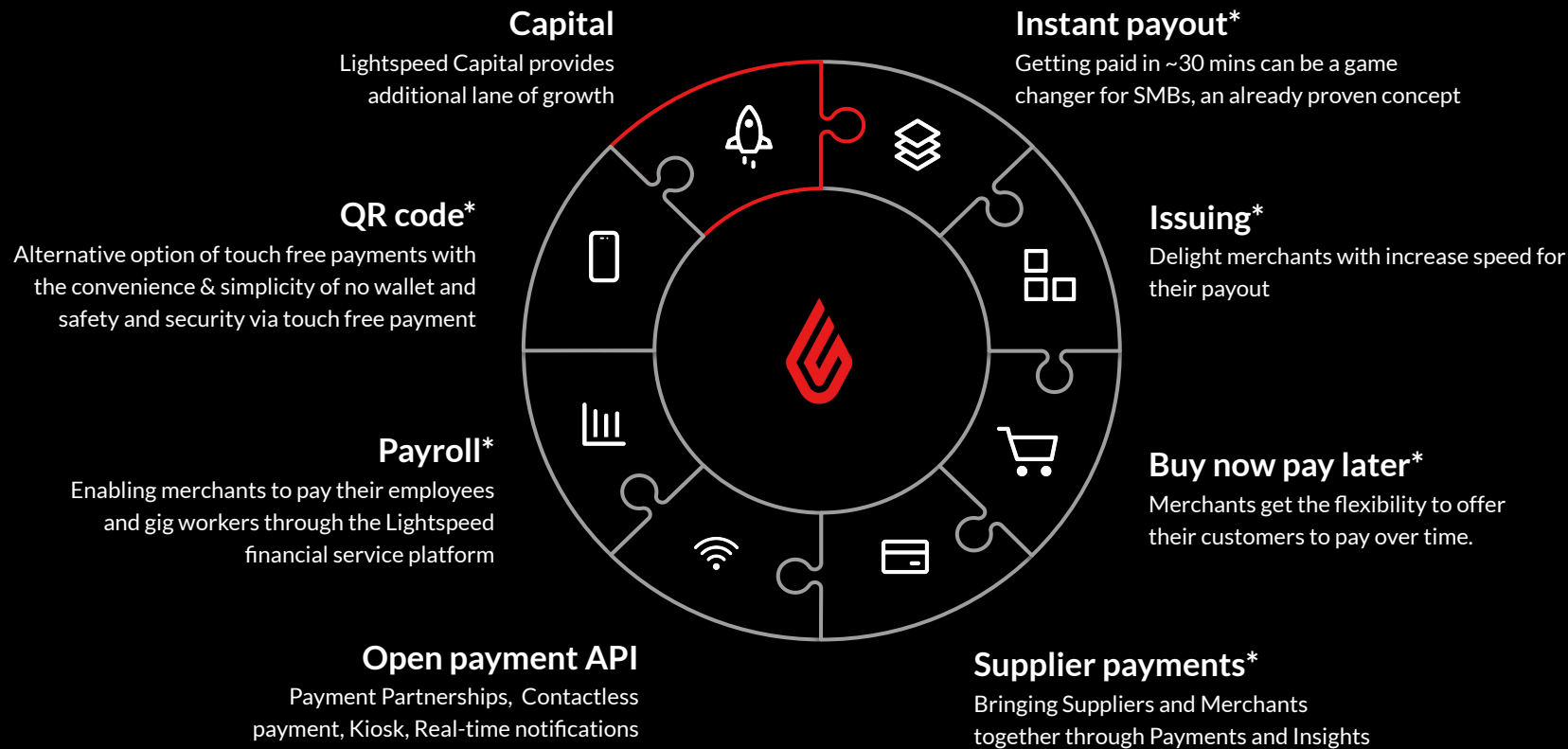
Capital Advanced as % of GTV\*



\*For the three months ended September 30, 2022. This chart outlines information with respect to other selected software as a service providers (the "comparables"). The information relative to the comparables has been obtained or derived from public sources and has not been verified by the Company. Block does not report GTV. Accordingly, we have presented their GTV based on their GPV and assumed 100% adoption of their payments solutions. See "Disclaimer - Comparables."



# Opportunity – fully integrated commerce-as-a-service



\*Not currently available

# Thank you

Q&A



# APPENDIX A

# Appendix A – Industry metrics

“Gross Payment Volume” or “GPV” means the total dollar value of transactions processed, excluding amounts processed through the NuORDER solution, in the period through our payments solutions in respect of which we act as the principal in the arrangement with the customer, net of refunds, inclusive of shipping and handling, duty and value-added taxes. We believe that growth in our GPV demonstrates the extent to which we have scaled our payments solutions. As the number of Customer Locations using our payments solutions grows, we will generate more GPV and see higher transaction-based revenue. We have excluded amounts processed through the NuORDER solution from our GPV because they represent business-to-business volume rather than business-to-consumer volume and we do not currently have a robust payments solution for business-to-business volume.

“Gross Transaction Volume” or “GTV” means the total dollar value of transactions processed through our cloud-based software-as-a-service platform, excluding amounts processed through the NuORDER solution, in the period, net of refunds, inclusive of shipping and handling, duty and value-added taxes. We believe GTV is an indicator of the success of our customers and the strength of our platform. GTV does not represent revenue earned by us. We have excluded amounts processed through the NuORDER solution from our GTV because they represent business-to-business volume rather than business-to-consumer volume and we do not currently have a robust payments solution for business-to-business volume.