

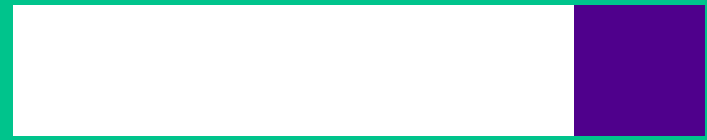
stc pay

the future

is here



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Who We Are

Who We Are

Empowering Everyday Finance.

At stc pay, we're committed to making financial services simple, secure, and accessible for both individuals and businesses.

Our mission is to drive **financial inclusion** and support the digital economy by harnessing innovation and the latest technology.

We're reimagining how finance works — offering **digital-first solutions** that empower our users and close the gap in financial access.

Above all, we value the trust our customers place in us. That's why we provide a reliable, secure platform — **available 24/7, wherever you are.**



Our History and Progress

stc pay was launched in 2018 as a digital wallet and fintech solution by the stc Group in Saudi Arabia.

Following its rapid success, it was granted a digital banking license in 2021, evolving into **stc Bank** — a significant milestone in the Kingdom's digital banking landscape.

In Bahrain, **stc pay** entered the fintech space through a strategic partnership in 2018 and went on to receive its license from the Central Bank in 2023.

Driven by innovation and customer trust, stc pay continues to grow with the ambition to become **the preferred digital financial services provider across the GCC region.**



Kingdom of Saudi Arabia



Kingdom of Bahrain

2018

- Launched stc pay

- Launched VIVA Cash via partnership

2019

- Sold 20% shares to Western Union

- Rebranded to stc pay

2021

- First digital bank license in KSA

2023

- Launched digital banking operations

- Licensed by Central Bank of Bahrain

stc Group

stc pay is a subsidiary of **stc Bahrain**, which is fully owned by **stc Group** — one of the world's largest telecommunications companies.

stc Group (Saudi Telecom Company) provides a wide range of services, including landline and mobile networks, data and broadband, cloud computing, and fixed infrastructure.

The Group is also a key player in digital transformation, offering solutions in online payments, fintech, cybersecurity, 5G, IoT, digital entertainment, e-gaming, and telecommunications.

With an authorized capital of **50 billion SAR 13.3 billion USD**, **stc Group** is a powerhouse in the region.

62% of its shares are owned by the Public Investment Fund (PIF) — one of the largest sovereign wealth funds globally — further reinforcing its strategic importance and financial strength.



stc Bahrain

stc Bahrain offers a wide range of digital solutions and innovative products that play a key role in promoting digital transformation across the Kingdom of Bahrain.

With a strong focus on advancing the communications and technology sector, it has rapidly established itself as the fastest-growing telecom operator in the country.

#1

Telco in Bahrain

41%

Market Share

1.9 Bn SAR

Revenue in 2023

A wholly owned subsidiary of stc Group, stc Bahrain shares the Group's bold vision for the future — especially in the realm of FinTech.

Demonstrating this commitment, stc Bahrain invested in stc pay in 2018, marking the beginning of its journey into digital financial services.



Our Vision

We are driven by a clear purpose:

to build a digital economy where every customer's financial needs are met — securely, safely, and effortlessly.

By leveraging our robust network and cutting-edge technologies, we aim to strengthen connections and expand access, bringing more individuals and businesses into the digital financial ecosystem.

Our ambition is to become the leading regional fintech operator, delivering innovative solutions and advanced payment services that redefine how financial services are experienced.

Our Values



Dynamism

We always look for new and better ways that help improve our work, through a modern, smart, fresh and ingenious vision.

- ✔ Agile
- ✔ Collaborative
- ✔ Innovative



Drive

We are "restless" when it comes to finding the best possible solutions for our clients and employees.

- ✔ Proactive
- ✔ Innovative
- ✔ Curious



Devotion

We are "restless" when it comes to finding the best possible solutions for our clients and employees.

- ✔ Caring
- ✔ Committed
- ✔ Trustworthy



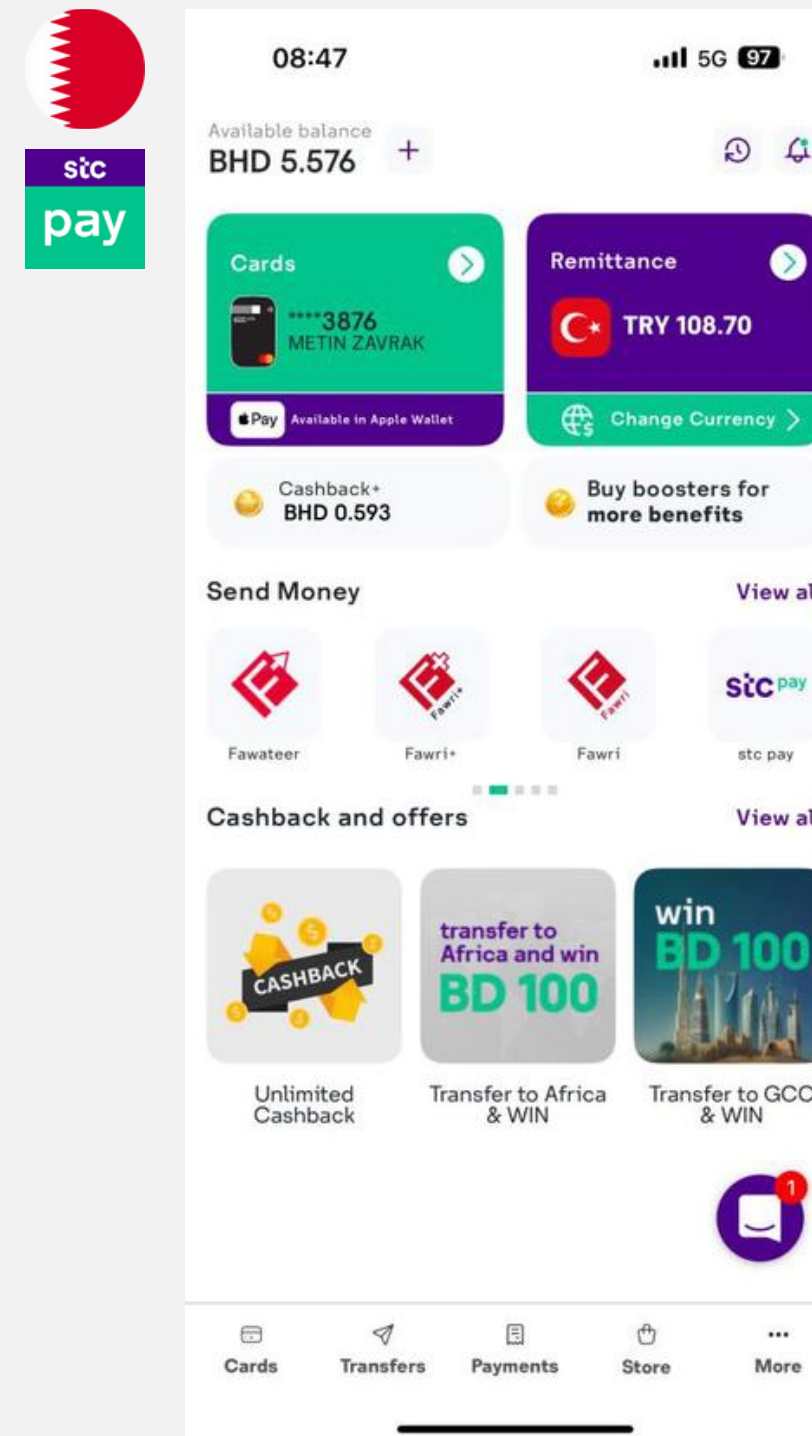
Our Products

Our relentless drive to enhance existing products and launch innovative solutions continues to deliver compounded growth over time.

stc pay's proven ability to scale across diverse markets highlights the team's commitment to financial innovation and rapid product development.

stc pay team can customize its core offerings based on local regulations and the financial ecosystem working together with regulators and financial institutions.

By working closely with three key regulators — **SAMA (Saudi Central Bank)**, and **CBB (Central Bank of Bahrain)** — stc pay has developed a deep understanding of the regulatory requirements essential for delivering safe, secure, and sustainable FinTech solutions.



Retail Products

At stc pay, we focus on everyday payments to help reduce dependency on cash and make financial transactions more convenient and accessible.

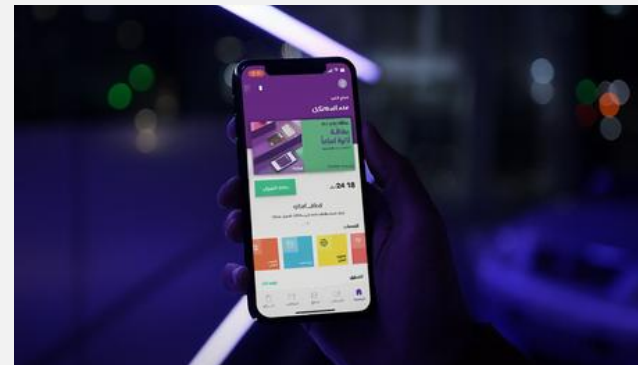
Customers can use their prepaid stc pay cards to pay anywhere in the world — both online and in-store.

With 24/7 bill payments, there's no need to visit physical locations — everything is just a few taps away.

Local transfers are seamless, whether you're sending money to a bank account or another mobile wallet.

Need to send money abroad? Our international transfer service covers 60+ countries, making cross-border transactions instant and hassle-free.

Plus, our in-app marketplace offers a wide selection of products and services — from insurance to mobile devices — all in one place.



Digital onboarding

- Fully digital onboarding
- Virtual IBAN
- Instant prepaid card issuance



Prepaid cards

- Digital and Physical Cards
- Family / Supplementary Cards
- Apple Pay & Samsung Pay



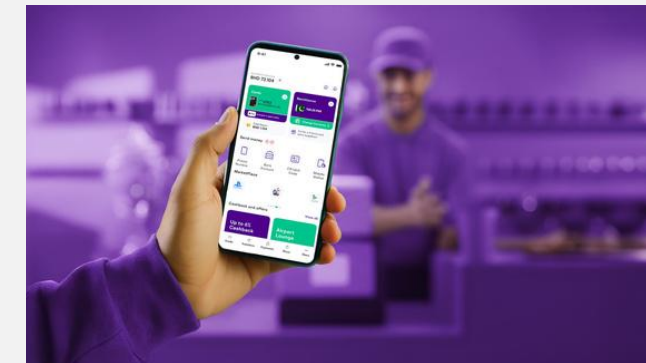
Local Transfers

- Bank transfers
- Wallet transfers
- Request money



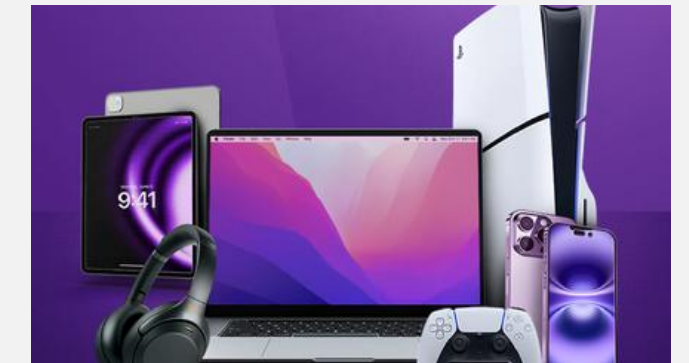
International Remittances

- Bank account
- Cash pickup
- Mobile wallets



Payments

- Bill payments
- Donations
- QR Payments
- Split payments



Marketplace

- Gift cards
- Devices
- Insurance

Business Products

At stc pay, we focus on simplifying everyday business payments, helping companies operate more efficiently in a digital-first world.

Businesses can use our globally accepted prepaid cards to purchase goods and services seamlessly.

Accepting payments through debit cards and QR codes reduces transaction costs while offering customers convenient digital payment options.

Our business-to-business (B2B) remittance capabilities support cross-border commerce, making international transactions faster and easier.

With our salary payment solution, businesses can digitize payroll operations, improving efficiency and compliance.



Digital onboarding

- Fully digital onboarding



Prepaid cards

- Corporate cards



Acquiring solutions

- stc pay wallet checkout
- Debit Card Payment Gateway
- QR code acquiring



International Remittances

- Business to business remittances



Salary Disbursements

- Salary payments

Custom Solutions

stc pay offers customized digital financial solutions designed specifically for government bodies and financial institutions.

Our **Expatriate Onboarding Solution** allows governments to issue mobile wallets to expatriates upon arrival, ensuring immediate and secure access to their finances from day one.

The Domestic Worker Salary Solution guarantees timely payments to domestic workers in accordance with their contracts, promoting transparency and compliance.

For banks and fintech companies, **stc pay provides BIN sponsorship and card processing services**, enabling them to quickly and efficiently launch their own card programs.



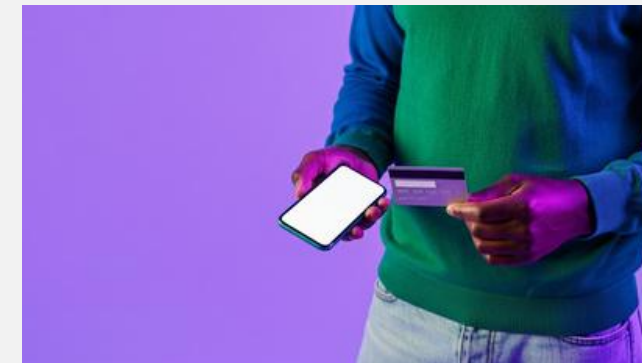
Expatriate Onboarding

- Issuing mobile wallets to expats arriving to the country to work



Domestic Worker Salaries

- Domestic worker salary payments



Card processing

- Card processing solution for banks and FinTechs.



BIN Sponsorship

- Enabling other FinTechs to launch cards



Our Platforms and Systems

From day one, stc pay has taken pride in developing key products, systems, and tools in-house.

Our internally engineered solutions — such as our customer acquisition and onboarding platform combined with robust payments infrastructure — are core differentiators that set us apart in the market.

While these internal systems may not always be in the spotlight, we continuously invest in enhancing and optimizing them to deliver seamless experiences.

At the same time, we integrate best-in-class technologies and services from leading global vendors, ensuring we combine innovation with proven expertise.

Mobile Wallet Platform



Our mobile wallet platform seamlessly integrates key components and third-party systems, enabling faster launch of new products and services

Native Mobile Applications



Customer experience is a key differentiator in FinTech, and our teams continuously enhance the user interface and user experience to stay ahead.

Business Intelligence and Analytics



Our mobile wallet platform delivers key reports automatically, reducing decision-making time and enabling faster action.

Future Proof Infrastructure

stc pay's backend systems run on **AWS Cloud**, leveraging the latest technologies and advanced security measures to ensure optimal performance and protection.

Utilizing cloud infrastructure allows stc pay to dynamically scale computing capacity as demand fluctuates, ensuring seamless service delivery at all times.

Additionally, **stc pay has implemented cross-country redundancy**, providing exceptional resilience and reliability for our critical products and services.



Flexibility

- In terms of technology
- Database, programming languages

Reliability

- Compared to physical systems
- Easy to manage disaster recovery

Scalability

- High performance
- Auto scaling tools

Security

- Amazon Cloud's built-in security
- Global security parameters

Integration

- Easier integration process
- Global and regional vendors

Security Systems

At stc pay, the security of our customers' data and financial transactions is our top priority.

To ensure this, we have deployed a comprehensive suite of advanced security solutions designed to protect against evolving threats and vulnerabilities.

We adhere to stringent industry standards and best practices, including holding the latest **PCI-DSS** (Payment Card Industry Data Security Standard) certification.

In addition to PCI-DSS compliance, stc pay employs:

- End-to-end encryption to safeguard sensitive data in transit and at rest.
- Multi-factor authentication (MFA) to provide an extra layer of user verification and prevent unauthorized access.
- Continuous monitoring and threat detection systems to identify and respond to potential security incidents in real-time.
- Regular security audits and vulnerability assessments to proactively strengthen our defenses.
- Compliance with relevant data protection regulations to ensure customer privacy and trust.



Card Processing Systems

As a Mastercard principal member for issuing prepaid cards, stc pay leverages Mastercard's world-class processing platform — the same trusted infrastructure used by leading financial institutions such as JPMorgan Chase, N26, Orange Bank, and others.

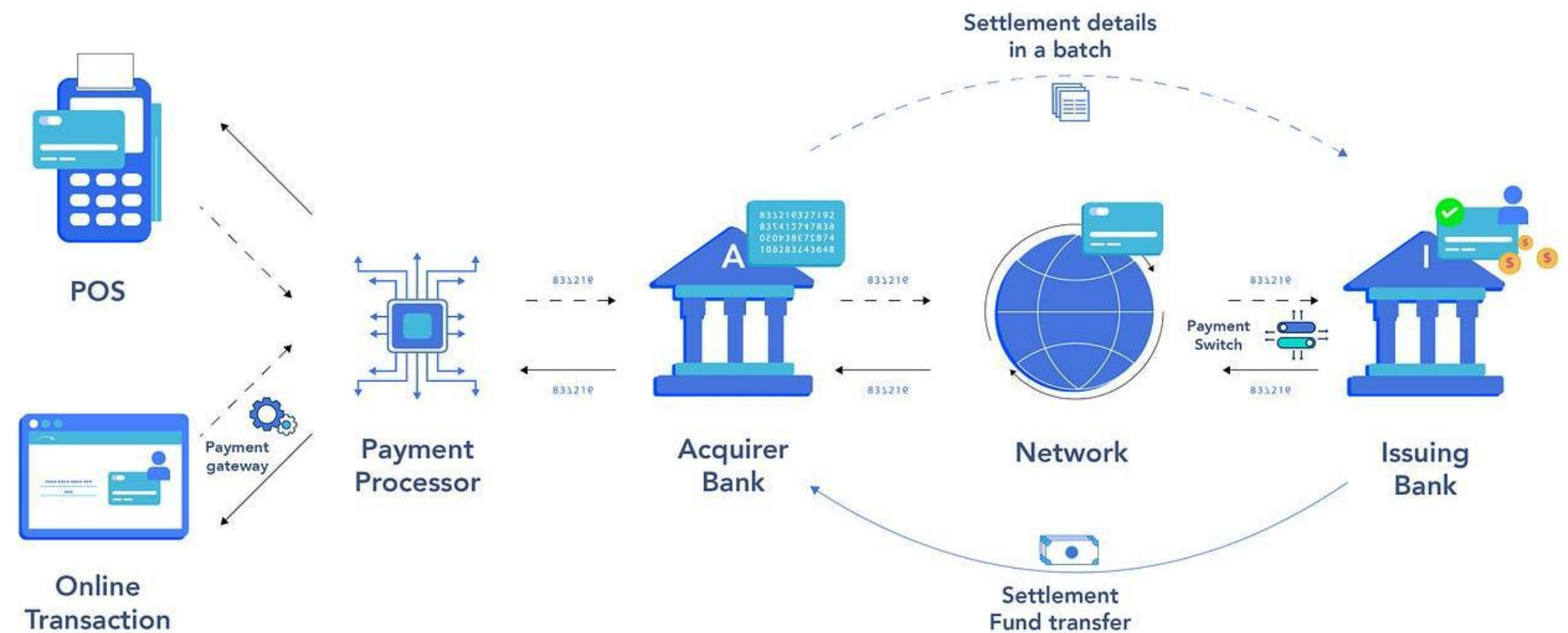
This partnership enables stc pay to provide a secure, reliable, and scalable payments experience with access to advanced card features and innovations.

By utilizing Mastercard's processing capabilities, stc pay can offer unique card functionalities tailored to meet the evolving needs of our customers, ensuring convenience, flexibility, and cutting-edge payment solutions.



Mastercard Processing is an issuing processor headquartered in Poland and operating in 32 European markets.

Mastercard Processing powers card management for banks and fintech, using APIs for the entire product lifecycle, covering multiple payment types.



Compliance and Fraud Monitoring

stc pay employs an AI-assisted, real-time monitoring system — certified under ISO 27001 and fully compliant with GDPR — to detect and prevent fraudulent transactions through sophisticated risk-based assessments.

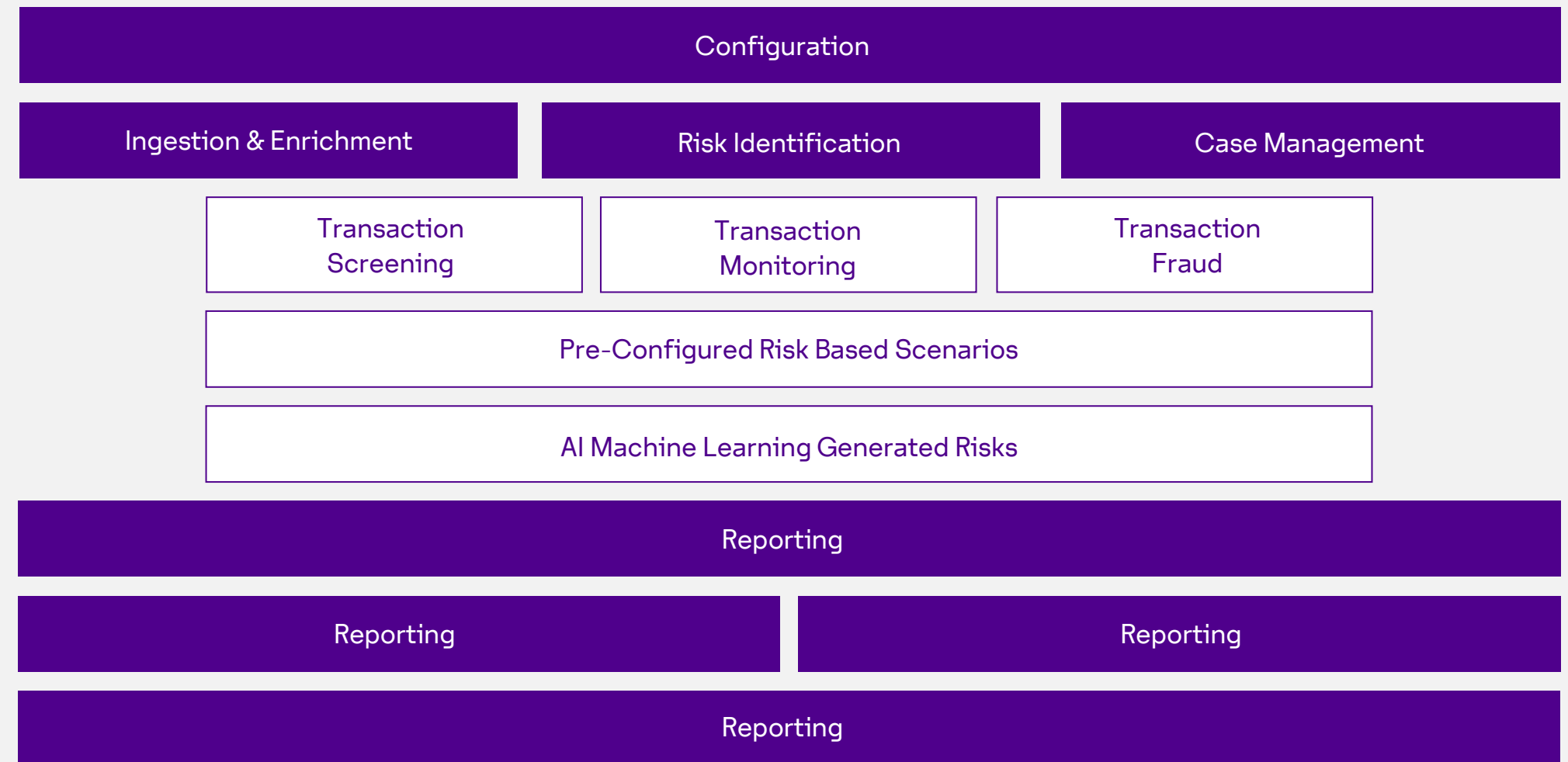
Before onboarding customers, stc pay conducts thorough sanction screening, Politically Exposed Persons (PEP) checks, and adverse media scans to ensure compliance with global regulatory standards.

Each customer is assigned an individual risk score, enabling tailored monitoring and proactive management of potential risks throughout their journey with stc pay.

This comprehensive approach ensures that stc pay maintains a secure, trustworthy platform while adhering to the highest standards of data protection and regulatory compliance.

COMPLY ADVANTAGE

Comply Advantage is a leader in AI-driven fraud and AML risk detection, offering customer screening, transaction monitoring, and real-time risk screening.



Risk Based Assessment

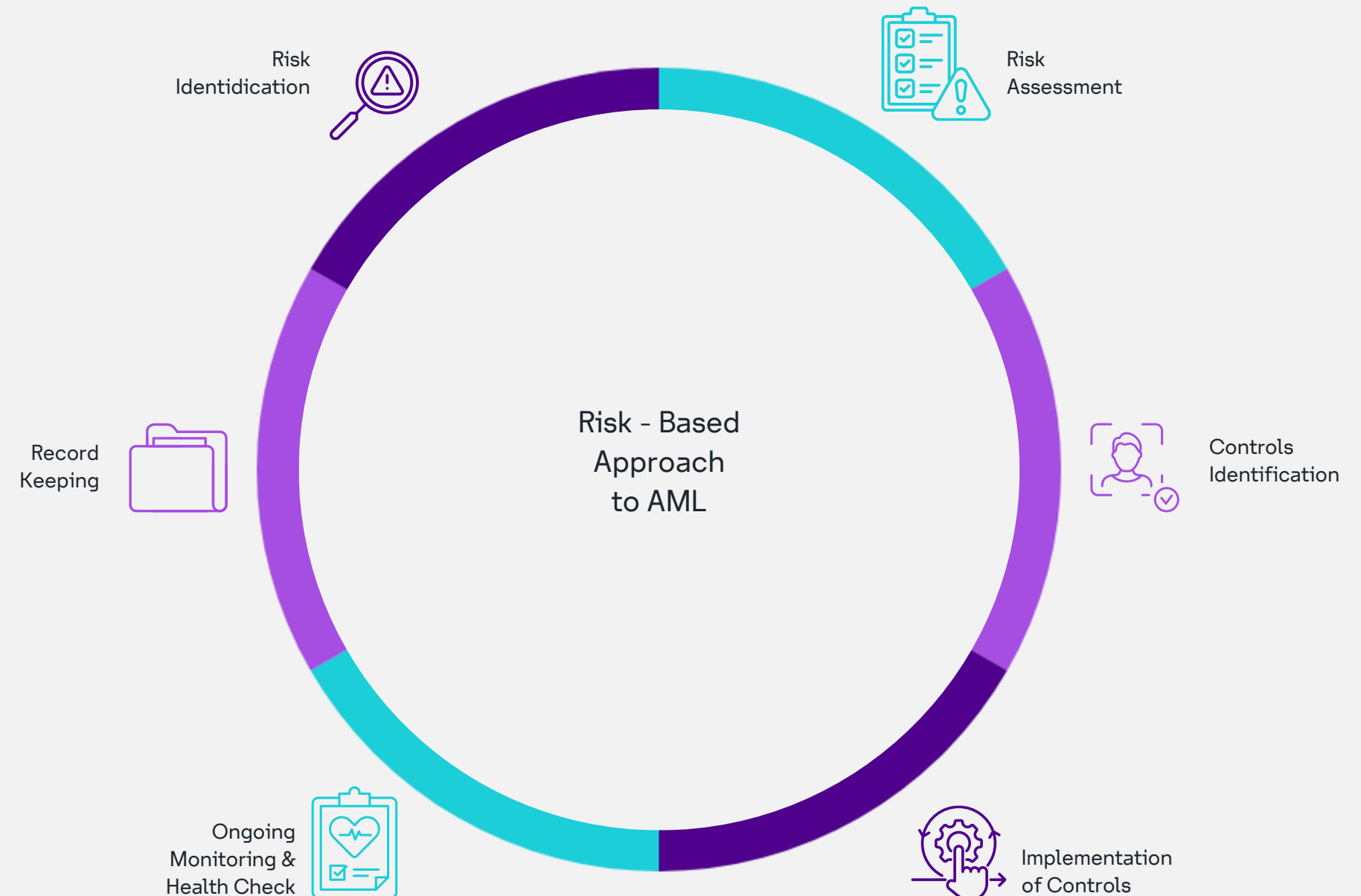
At stc pay, we carefully assess each customer's profile and assign a risk score tailored to their individual characteristics.

Our Risk-Based Approach (RBA) to combating money laundering (ML) and terrorist financing (TF) focuses on identifying, assessing, and managing risks in a targeted manner. Instead of applying uniform controls across the board, we implement safeguards that are proportionate to the level of risk associated with each customer, product, or service.

This strategic approach enables us to allocate resources efficiently, concentrating our efforts on higher-risk areas to effectively prevent financial crime while maintaining a seamless experience for low-risk customers.

By prioritizing risk appropriately, stc pay ensures robust compliance with regulatory standards while protecting our platform and users from illicit activities.

Risk Based Approach is our strategy for managing and mitigating risks by identifying, assessing, and prioritizing the highest-risk areas to allocate resources more efficiently and effectively.



Call Center

stc pay operates its own dedicated call center, fully integrated with our core backend systems to provide seamless and efficient customer service.

Our support team is available through multiple channels, including phone, chatbot, and WhatsApp, ensuring customers can reach us easily in the way that suits them best.

This integrated approach allows us to resolve inquiries quickly, offer personalized assistance, and maintain a consistent experience across all touchpoints.





Our Partners

At stc pay, we collaborate with leading global partners to deliver best-in-class products and services to our customers.

We believe in fostering a vibrant ecosystem of partners, where we can leverage their worldwide expertise and cutting-edge innovations to continuously enhance our offerings.

This collaborative approach enables us to stay at the forefront of fintech, bringing the latest technologies and solutions to the markets we serve.

card partners



remittance partners



KYC/AML/CFT



banking partners



other partners





Our Culture

Our culture is the unique blend of our core values and the incredible people who live them every day.

These values are the clear, powerful forces that inspire and guide us, shaping how we work, innovate, and grow.

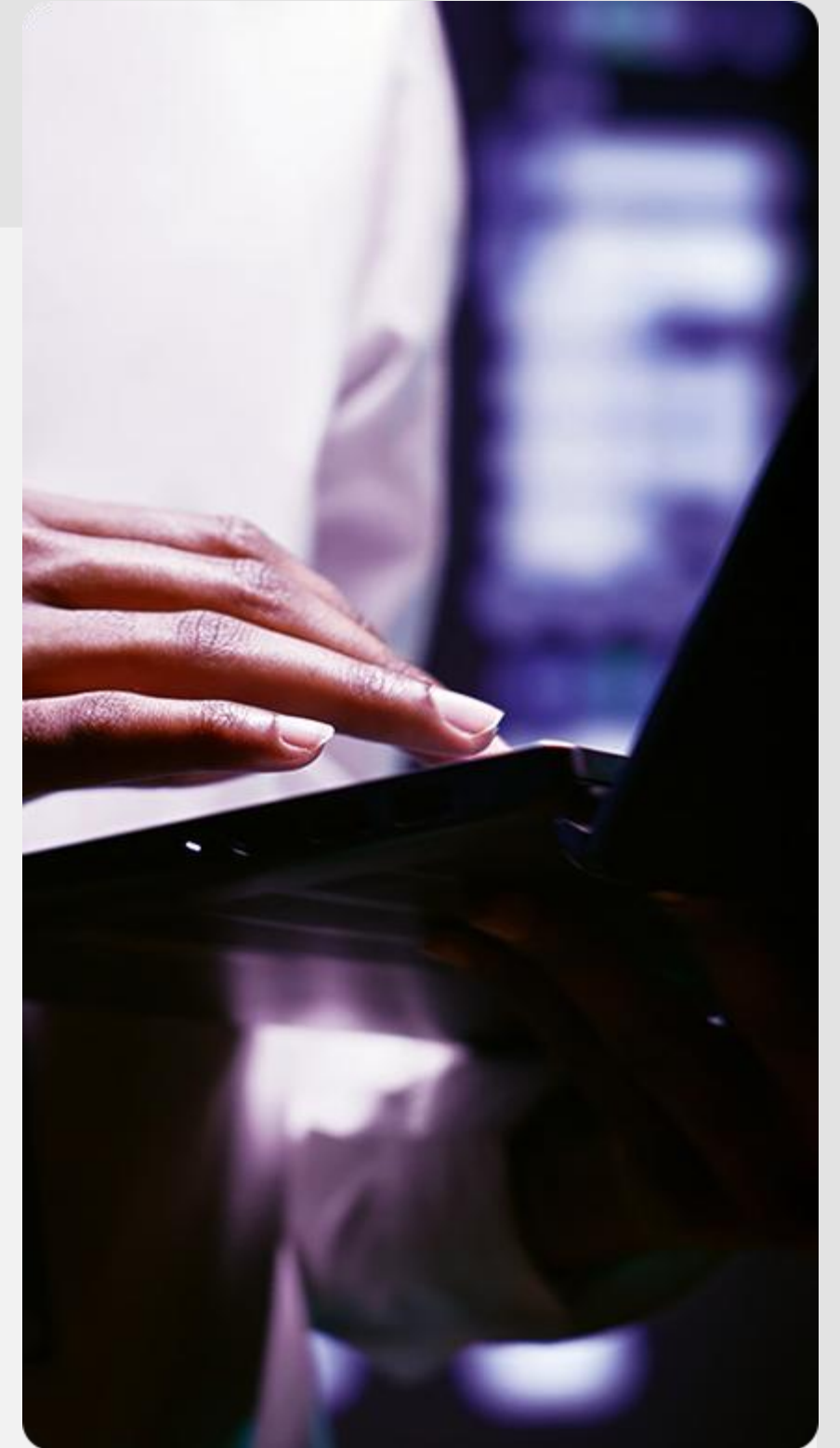
Our people bring this culture to life — they are the driving force behind everything stc pay achieves.

Together, our values and people create a vibrant culture that fuels our success and sets us apart.

Our Unwavering Commitment to Customers

At stc pay, our commitment to our customers is absolute — their success is our success.

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- We design customer-centric solutions that not only solve real problems but also deliver value at scale.
 - By going the extra mile to deeply understand our customers' needs, challenges, and aspirations, we create products and experiences that people truly love to use.
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- Delivering work that meets the highest standards and sets new benchmarks for quality is at the core of everything we do.
 - Whether a project is big or small, we approach it with meticulous attention to detail, ensuring every final deliverable is something we can proudly stand behind.



Teamwork

We foster a culture of open communication, shared goals, and mutual respect. Every team member is empowered to contribute, collaborate, and innovate.

Our teams work across departments — including product, design, engineering, operations, and support — to ensure aligned objectives and seamless execution.

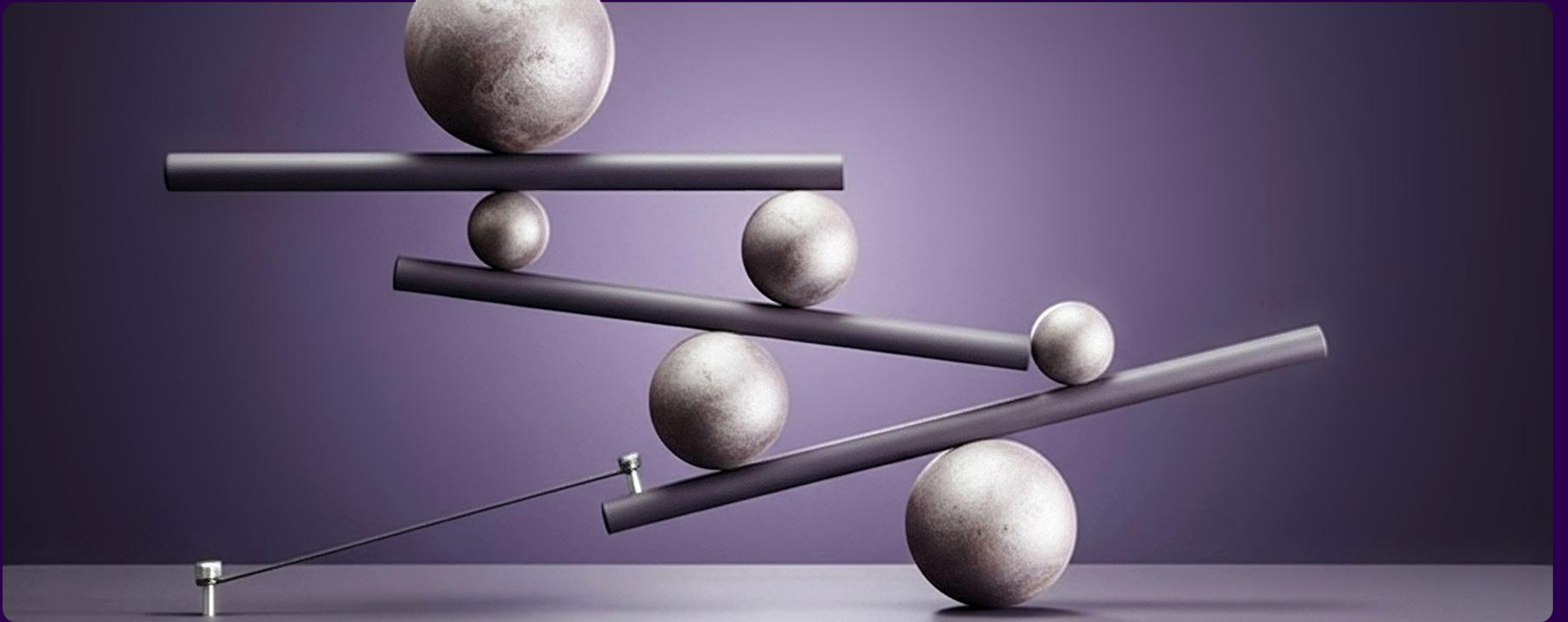
We follow agile methodologies, holding regular stand-ups, sprint planning, and retrospectives to stay aligned, adaptive, and continuously improve.

We succeed together. Clear roles, collective ownership, and transparent processes keep us focused on outcomes, not just tasks.

We don't just work side by side — we succeed together.

Every goal we reach is a result of true collaboration, shared effort, and team spirit.





Risk Management and Governance

In today's complex geopolitical, macroeconomic, and regulatory landscape,

Risk and Compliance remain fundamental to supporting stc pay's continued growth and expansion.

We define governance as the integration of processes and structures established by the Board and management to inform, direct, manage, and monitor stc pay's activities. This framework is designed to achieve our strategic objectives and safeguard the interests of all stakeholders.

Like all leading financial institutions, stc pay has structured its oversight through a Three Lines of Defense model, ensuring robust risk management and accountability across the organization.

1st Level of Defense

This describes all the risk-taking functions of stc pay.

Operational management has ownership, responsibility and accountability for directly assessing, controlling and mitigating risks.

2nd Level of Defense

This describes the risk monitoring and oversight functions of stc pay, defined as the Risk Management Function and the Compliance function.

Risk and Compliance Committee (RCC) governs 2nd Level of Defense and maintains the risk management framework and underlying policies and processes.

3rd Level of Defense

This refers to the Internal Audit function which is governed by the Board Audit Committee.

The committee ensures that the Internal Audit function is operating effectively in providing independent and objective assurance over risk management, control and governance processes.



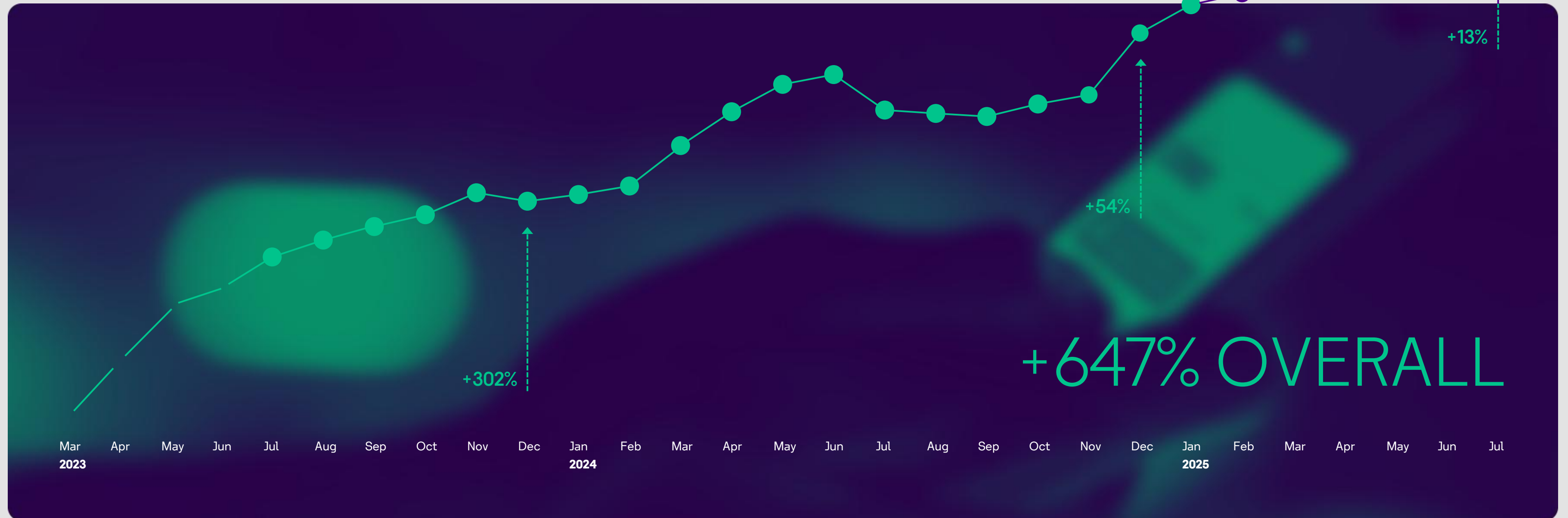


Our Growth

Since its launch, stc pay has experienced sustained and robust growth, steadily expanding its customer base and increasing both transaction volumes and the total number of transactions processed.

This continuous upward trajectory reflects the platform's strong market acceptance and growing trust among users. Leveraging innovative technology and a user-centric approach, stc pay has successfully positioned itself as a leading digital wallet solution, enabling seamless, secure, and convenient financial transactions.

Our commitment to delivering exceptional service and expanding our ecosystem has driven significant adoption across various customer segments and industries, fueling ongoing growth and setting the stage for future advancements.



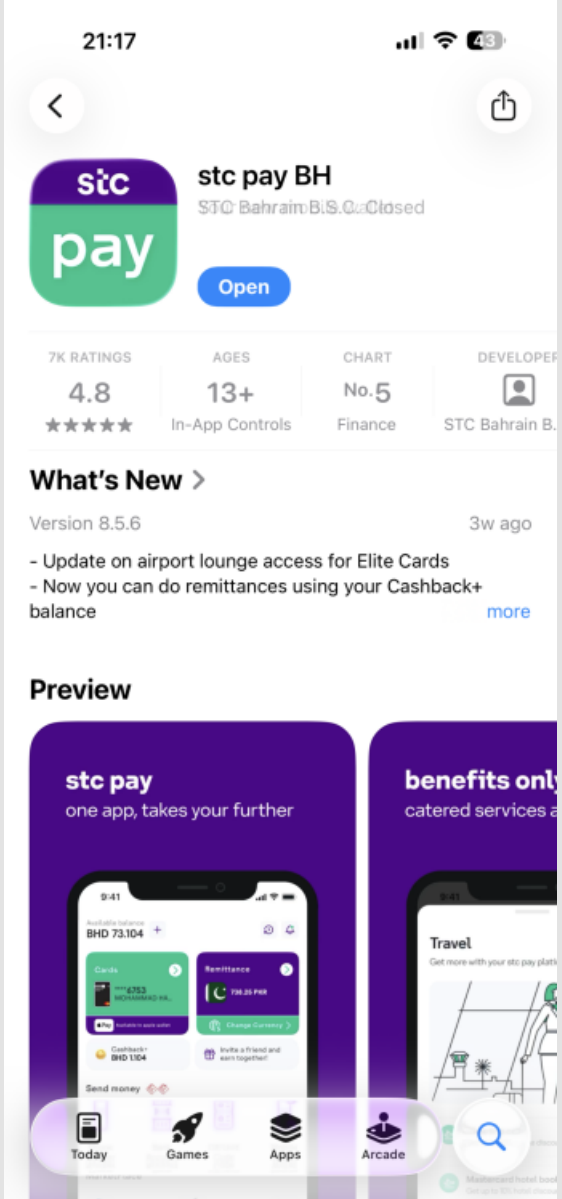
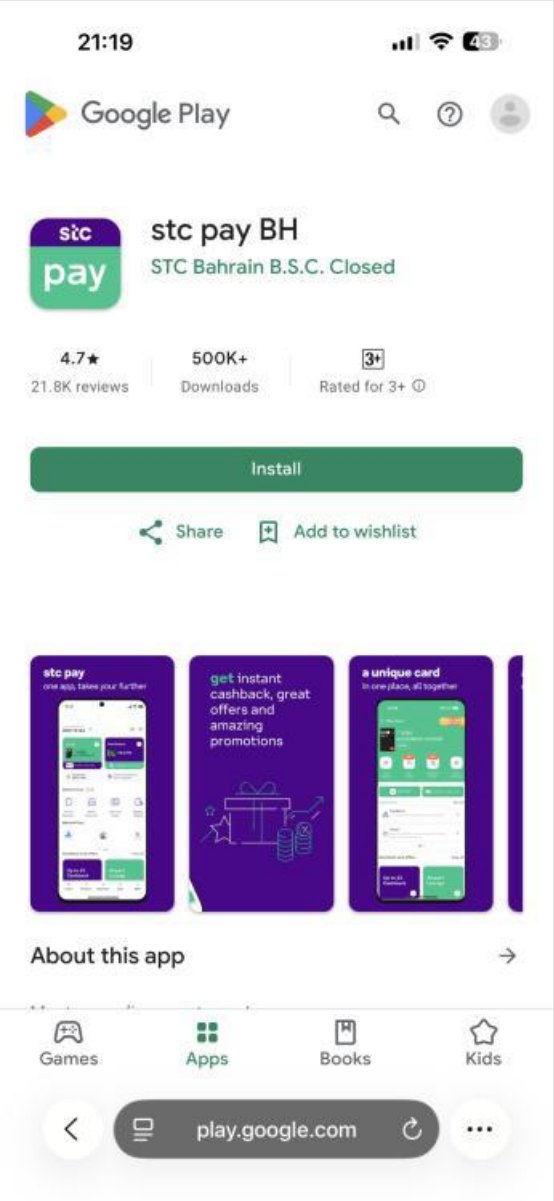
Our Growth

Since its launch, stc pay has consistently remained the most downloaded app in the Finance category — a testament not just to its popularity, but to the value it delivers.

But for us, it's not just about the numbers. What truly matters is the trust and satisfaction of our users.

Our customers have shared overwhelmingly positive feedback, **earning us an impressive 4.8 rating on the Apple App Store and 4.7 on Google Play.**

These ratings reflect our commitment to creating products people love — and delivering exceptional digital experiences every day.



Our Awards

stc pay's success has been widely recognized, earning multiple prestigious awards at both the regional and global levels.

These accolades reflect our commitment to innovation, excellence in customer experience, and leadership in the digital payments industry. Our recognition by industry experts and peers underscores the impact stc pay continues to make in transforming financial services and driving digital inclusion.



Best Prepaid Program
Card and Payment Awards
Middle East
2025



Best Financial Inclusion Award
Card and Payment Awards
Middle East
2025



FinTech Excellence Award
Middle East Technology
Excellence Awards
2025



Best Digital Wallet
Power List Awards Middle East
2024



Best Digital Wallet
International Finance Awards
2024



New Product / Service Launch
MEA Business Tech Achievement
Awards / SAMENA Council
2023



**Best Mobile Payments
Solution Provider**
International Finance Awards
2023





Let's go further

everything's going forward

At stc pay, we are ready to go further, together.

Trusted by millions of **customers, businesses, and governments**, we are proud to lead the way in digital finance across the region. With a foundation built on **innovation, strength, and trust**, we are not just keeping up with the future — **we're building it.**

**Let's move forward.
Together.**