

# ***PAYPAL OVERVIEW***

*Global reach, local focus*

# We Enable Global Commerce...

- 190 global markets
- 20 local language sites
- 25 currencies

## Connecting...



Buyers



Developers



Sellers



# ...Resulting In Tremendous Growth



**Active accounts<sup>1</sup>**  
In millions



Over 100 million active accounts as of Q2 11

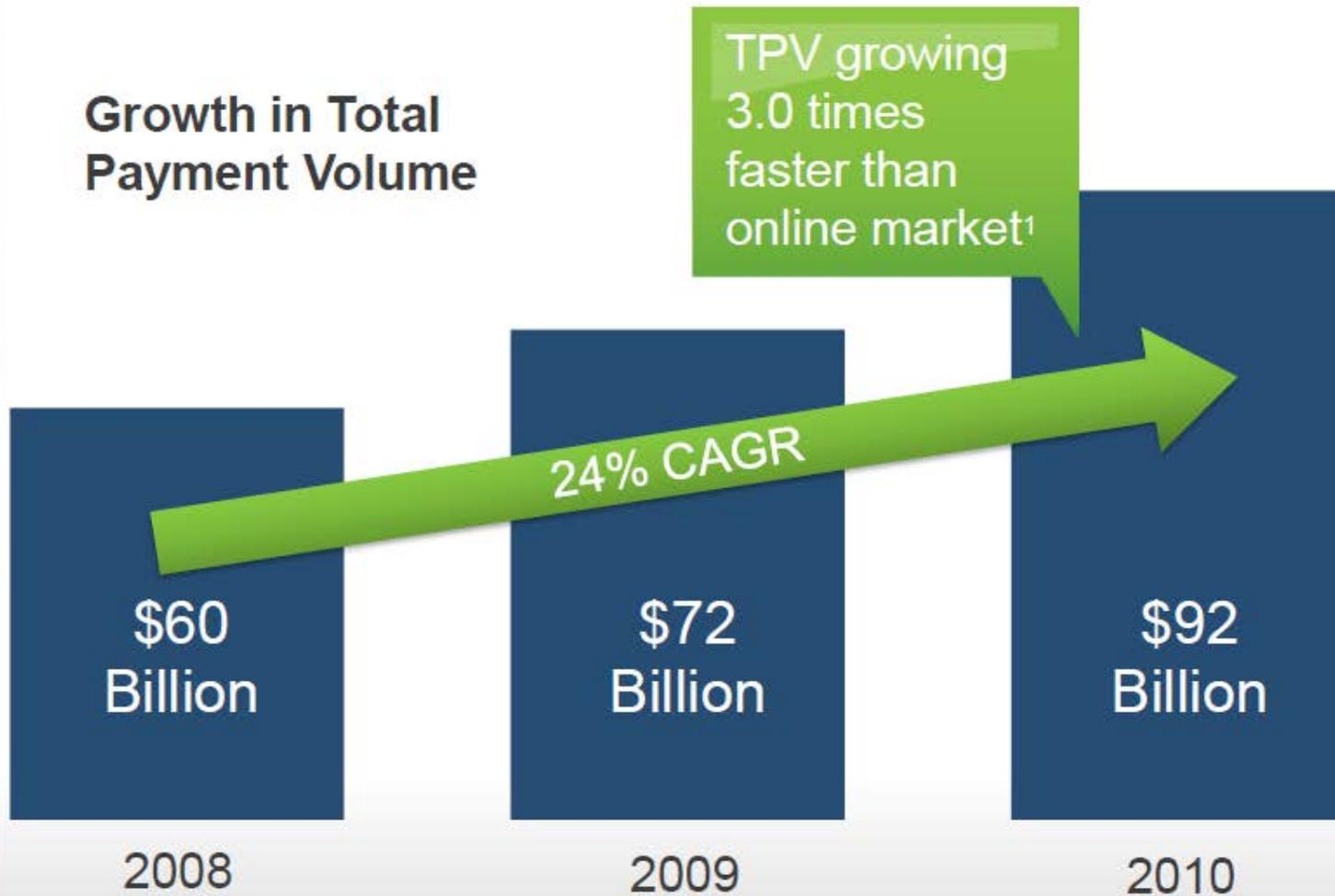
**Transactions per active consumer account<sup>2</sup>**



1. As of December 31 2. Trailing 12 months

## ...Resulting in Tremendous Growth

### Growth in Total Payment Volume



1: Online market growth based on 12 countries (US, CA, AU, UK, DE, FR, IT, NL, ES, AT, BE, CH) using Forrester online retail and travel estimates

# How PayPal Works



*Anyone with an email or phone number can send money or pay online without sharing financial information*



*Directly from the PayPal wallet*



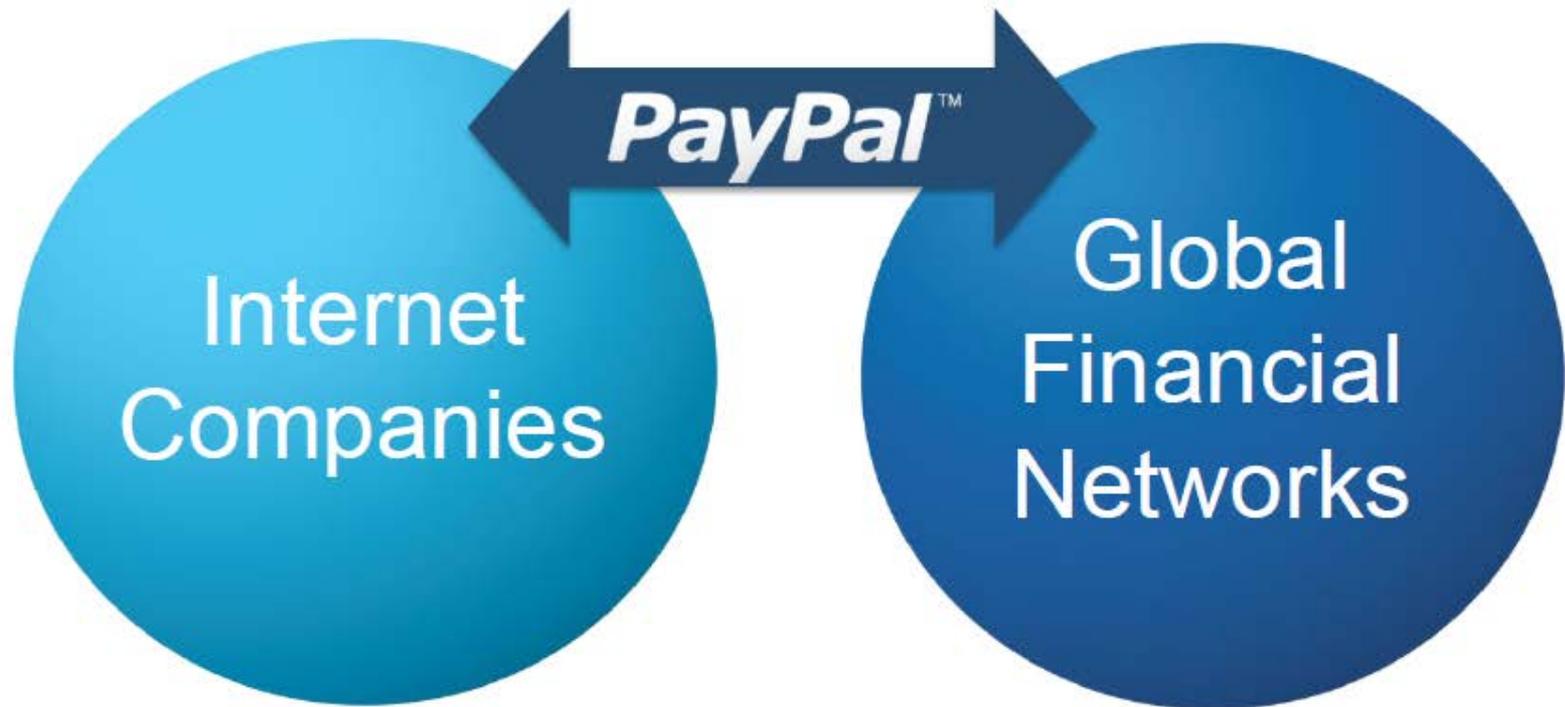
*PayPal sends the money, but NEVER shares personal or financial information with the seller*



*Seller receives money and can choose how they withdraw*

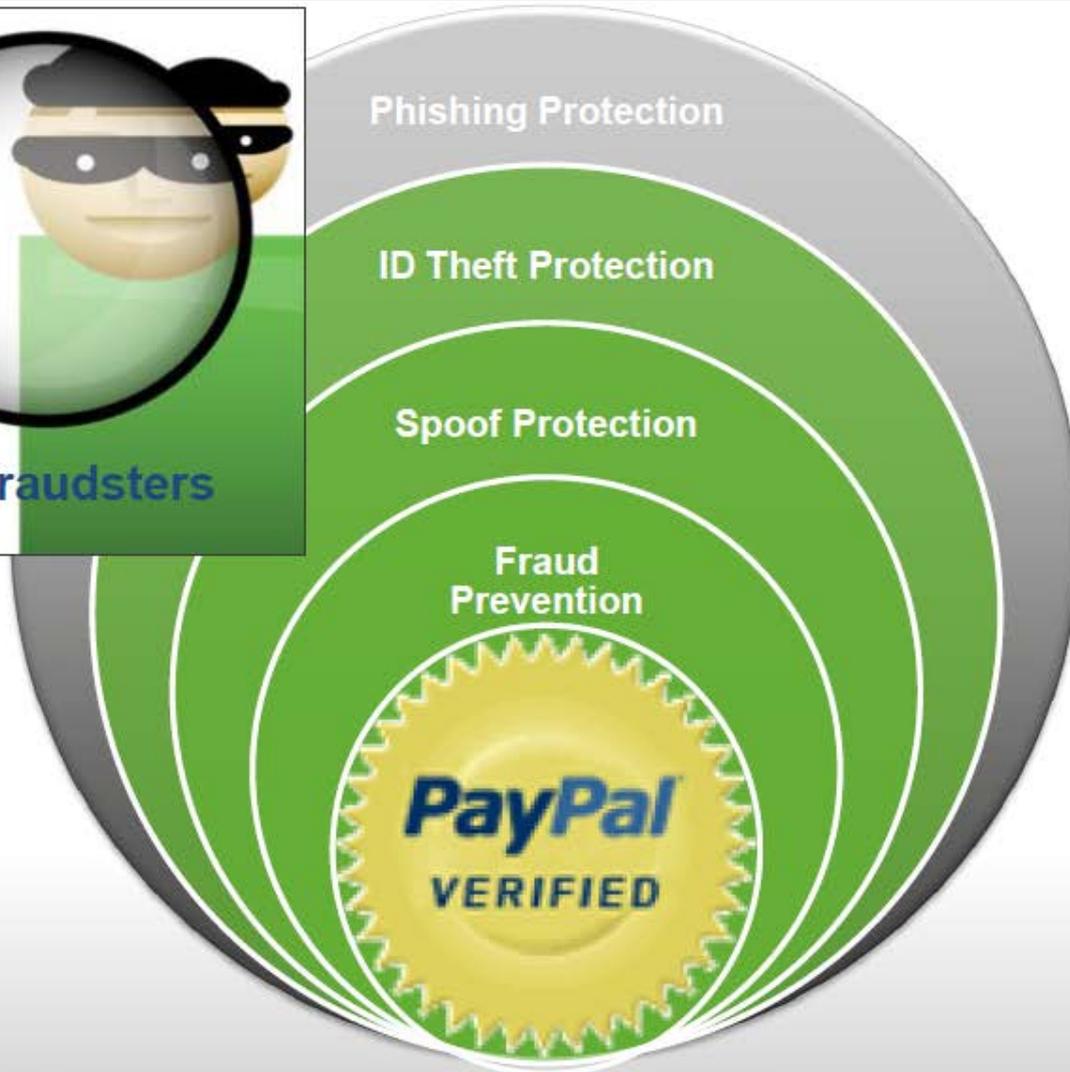


## Successfully Bridging Two Worlds...



...by making traditional payment systems work better online

# Safety & Security Is In Our DNA



**Buyer and  
Seller  
Protections**



# Flows that Delight!

Shopping Basket - Harrods.com - Microsoft Internet Explorer

Standard UK Delivery £4.95\*  
\*Click here for more details

**Harrods**

SIGN IN BASKET

ENTER EMAIL for exclusive offers

SEARCH

HOME ▶

Hampers Clearance Gifts Beauty Womens Mens Children Toys Sports Home & Garden Food & Wine

Harrods.com » Shopping Basket

## Shopping Basket

◀ Continue Shopping Go to Checkout ▶

ITEM	PRICE	QTY	DISCOUNTS	SUB TOTAL
<a href="#">St Andrews Small Tee Set</a>	£8.95	<input type="text" value="1"/>	<a href="#">Update quantity</a> <a href="#">Remove</a>	£8.95
Subtotal excl. delivery charges				£8.95
Delivery charges to UK				£4.95
<b>TOTAL</b>				<b>£13.90</b>

International delivery charge calculator click [here](#)

More information on **UK delivery** click [here](#)

More information on **International delivery** click [here](#)

Empty Basket ▶

◀ Continue Shopping Go to Checkout ▶

Checkout with **PayPal**  
Fast, easy, secure.

# Checkout in 2 clicks!

Harrods Ltd

Pay Fast With PayPal

PayPal securely processes payments for Harrods Ltd. Pay with PayPal

**LOG IN TO PAYPAL**

Email:

Password:

[Log in](#)

[Forgot email address or password?](#)

[Sign up for a PayPal account.](#)

[Return to Harrods Ltd.](#)

- **One username and password for all online purchases**

Harrods Ltd

Review Your Payment

Review the information below and click [Review Payment](#). You will be redirected to Harrods Ltd. Your payment will not be processed until you complete your order with Harrods Ltd. [Learn more](#) about PayPal policies and your payment-source rights and remedies.

Instant Transfer: Bank of America Bank Account XXXXXX5485

Backup Funding Source: Visa XXXX-XXXX-XXXX-5383 [?](#)

[Change](#)

Currency: Pounds Sterling [?](#)

PayPal's Exchange Rate as of Feb. 27, 2007:  
1 U.S. Dollar = 0.497445 Pounds Sterling

Shipping Address: 2211 North First Street  
San Jose, CA 95121  
United States  
[Change](#)

Contact Information: bilanphillips@yahoo.com

[Review Payment](#)

- **Simple payment summary for easy review**
- **Uses buyer information stored with PayPal**

- **One-click payment approval**

# PayPal: Empowering the "New Dialogue"

*We are well-positioned to connect buyers and sellers in a new dialogue to help realize greater value from their relationship*



*Solutions In Every Channel and No Channel:*

- Move the point of sale to where the decision is
- Connect buyer needs with trusted sellers and brands
- Let business compete – local vs. remote, off-vs. online
- Create new currencies and terms that inspire and sustain loyalty
- Win 'top of wallet' through smarts and ways to pay others can't

# Enabling the Revolution

*New capabilities that allow merchants and consumers to connect and transact safely, anytime, anywhere and anyway*

## CONSUMERS

- **Unique Payment Utility:**
  - Options to pay and defer payment other methods can't or don't provide
- **Unique Forms of Value:**
  - Coupons, virtual gift cards, and virtual currencies
- **Shopping Utility:**
  - Offers, deals, eReceipts, wish lists
- **Anytime, Anywhere, Any Way:**
  - Web, mobile, NFC, "empty hand", payment card
- **Safely, Securely:**
  - Data can't be stolen if it is never shared



**PayPal**<sup>™</sup>

## MERCHANTS

- **Multi-channel Support:**
  - Ability to target customers on and offline channels
- **Unique Targeting:**
  - Reach customers based on real purchase intent
- **Unique Value Delivery:**
  - Deliver coupons, offers and loyalty balances directly to the wallet
- **Easier Integration:**
  - Handles the complexity of splitting tender and discounting
- **Level Playing Field**
  - Access to capabilities formerly reserved for largest merchants

# While Serving The World's Largest Brands

## PayPal # of top 100 online merchants<sup>1</sup>

	United States	59
	United Kingdom	40
	Germany	30
	France	28
	Australia	63

## PayPal large merchants

**Retail**



**Travel**



