



2024 Impact Report Card

Message from our CEO



Payoneer was founded on the belief that opportunity should know no borders.

In this spirit, we deepened our commitment to listening to our customers in 2024, expanding our financial stack with innovative tools that further enable small and medium-sized businesses to grow and compete globally. We've always understood that driving global economic growth starts locally. That's why we leverage our partnerships for impactful community initiatives that empower entrepreneurs.

None of the meaningful work we've accomplished in the past year would be possible without our teams—I'm constantly inspired by their commitment to our mission and dedication to embodying our values.

Our shared success as a company demonstrates that doing good is good for business, a core philosophy that will continue to guide our efforts to build a more inclusive, reliable, and interconnected economy where businesses of all sizes can succeed—no matter where they are.



John Caplan

John Caplan
CEO of Payoneer

Our company

Our purpose

Payoneer is the financial technology company that empowers the world's small and medium-sized businesses (SMBs) to transact, do business, and grow. Founded in 2005 with the belief that talent is equally distributed, but opportunity is not, our mission is to enable entrepreneurs and businesses everywhere to participate and succeed in an increasingly digital global economy. In 2024, we strengthened our role as a driver of a more inclusive future, further expanding our financial services to bridge gaps and create economic opportunity for SMBs in an interconnected world.

Our approach to social impact

Payoneer's commitment to removing barriers for underserved businesses has a net-positive impact: it facilitates entrepreneurship, improving our customers' livelihoods and communities. As such, our business strategy is inherently aligned with environmental, social, and governance (ESG) principles. We nurture a culture of inclusion, promote environmental stewardship, and fund impactful partnerships through the Payoneer Foundation.

2024 awards highlights

For the full list of our awards, please visit the [Awards](#) page of our website.



Recognized in the payments category



Bea Ordonez, Payoneer's CFO, named one of the Most Influential Women in Payments 2024



Global Cards & Payments Innovation Award (U.S.)

Payoneer at a glance*



Growth

\$80B of 2024 volume (+21% YOY)

\$978M of 2024 revenue (+18% YOY)

Achieved record volume, revenue, and profitability in 2024



Customers

190+
Countries and territories

~2M
Active customers

500K+
Fit our ideal customer profile



Workforce

2,407
Employees

37
Countries

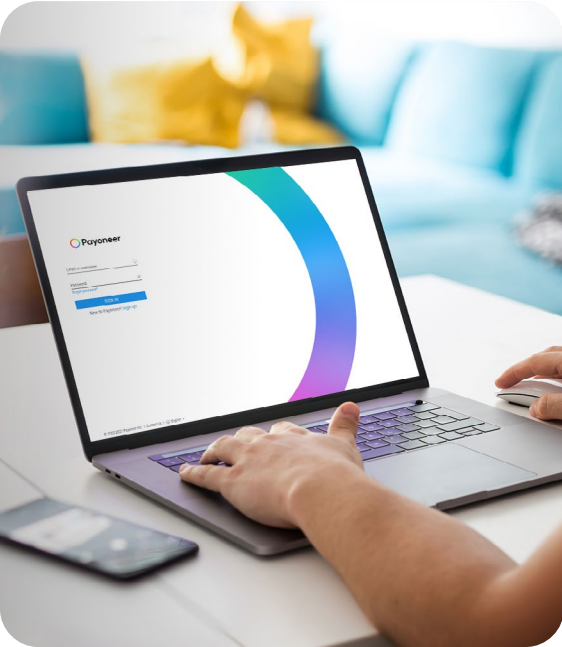
60+
Nationalities represented

*Figures as of 12/31/24

Our customers

Payoneer’s commitment

Payoneer empowers SMBs with the tools and financial solutions they need to connect, compete, and thrive in the global economy. We foster economic empowerment by connecting businesses across industries and supporting their growth with a global financial stack that simplifies cross-border commerce, lowering barriers for millions of SMBs, particularly in emerging markets. In response to demand from 25% of our customers for enhanced workforce management, in 2024 we acquired Skuad—now Payoneer Global Workforce Management. This expanded our global payroll and workforce management capabilities by helping SMBs scale internationally while navigating complex HR challenges.



Customer engagement and insights

Payoneer provides financial services for SMBs in over 190 countries and regions, addressing gaps in financial services access and reducing friction for businesses around the world. Our continued focus on SMBs as our priority segment drove a 21% volume growth in 2024. As of December 31, 2024, Payoneer managed \$7 billion in customer balances, a reflection of both customer trust and our commitment to helping them optimize their finances across markets.

Deepening our understanding of customer needs allows us to create greater economic impact. Our product, services, and content strategy are informed by a multitude of customer touchpoints and feedback loops, including: 100+ Customer Success Managers and Support representatives in 30+ countries, speaking over 20 languages; a Net Promoter Score program that monitors real-time customer sentiment globally amongst 30,000 active customers; a global brand sentiment and benchmarking study with over 3,000 participants in eight countries; and ongoing customer interviews and focus groups throughout our global markets. In 2024, these efforts helped us address pain points and directly informed the development of tailored solutions like role-based permissions, which enable SMBs to securely delegate financial tasks while maintaining control, as well as improvements to ease of use, transaction satisfaction, and customer confidence.

Our people

Employee experience

We aim to create an employee experience centered on performance and growth—helping our employees realize their potential as they contribute to the company’s success. One way we demonstrated this commitment in 2024 was through our revamped Top Talent Program, which provided 21 participants with the opportunity to enhance their executive skills and cross-functional knowledge within Payoneer. The 2024 cohort, representing the top 1% of our director-level employees, received mentorship from senior leaders focused on excellence, leadership, and learning agility.

Employee belonging

Payoneer’s success is rooted in fostering well-being and a strong sense of belonging among our team members. In 2024, in alignment with our core value of inclusion, we doubled down on efforts to strengthen our culture by enhancing events and community initiatives that bring us together. Our dedication to workplace inclusion also led us to introduce a new question in our employee sentiment survey: “Do you feel that individuals from all backgrounds have equal opportunities at Payoneer?”

Employee listening

We remain committed to using our employee survey insights to actively address areas for continuous improvement. This includes refining the method and frequency of employee feedback and improving our follow-up actions to better reflect our culture and priorities. We are also exploring new measurement and assessment tools in 2025 to better understand and continue to improve the employee experience.

2024 employee listening highlights

84%

of employees reported understanding how their work contributes to Payoneer’s mission

83%

of employees reported feeling trusted to take ownership of their roles

89%

of employees reported they know their work contributes to Payoneer’s success

Our governance

Governance and ESG oversight

Payoneer’s Nominating and Corporate Governance Committee oversees ESG and social impact strategy, receiving periodic updates on progress and implementation. In 2024, our ESG performance was benchmarked by MSCI, earning strong ratings for governance and data privacy. We also introduced a Generative AI Policy to ensure responsible use and established an internal, management-level AI Committee to oversee approvals, risk management, and adherence to key principles, such as transparency, bias awareness, security, and privacy. To uphold compliance and reinforce our dedication to good governance and data protection, we conduct regular monitoring and training.

Data privacy and security

Protecting customer data and ensuring secure financial operations is an essential part of Payoneer’s commitment to trust and transparency. Guided by our Privacy Policy—updated regularly—we maintain robust frameworks and certifications, including the NIST Cybersecurity Framework, SOC 2 Type 2, and PCI DSS Level 1. In 2024, we streamlined operations to ensure compliant, data-driven decision-making. Leveraging AI and machine learning, we also enhanced fraud detection, strengthened compliance, and safeguarded customer data through real-time monitoring. Our new Generative AI Policy ensures responsible data use and confidentiality across this work.



Our communities

Community engagement

We bolstered our commitment to “do good and do good business” in 2024 through strategic partnerships and employee-driven volunteer initiatives, making a positive impact in the communities we operate in.

A highlight of the year was our third annual Global Week of Good, when employees across all Payoneer locations participated in local volunteer projects. This enabled our global teams to give back by addressing community needs and encouraging a culture of service, volunteerism, and global connection.

“

Global Week of Good gave me a chance to step back from daily life and reflect on my community. Our Hong Kong office’s activity highlighted the environmental impact of everyday waste, like discarded soap bottles. I’m proud to be part of a company that raises awareness and takes action for a more sustainable future.

Anastasia Zhou
Information Technology, Hong Kong

2024 Global Week of Good highlights

**26 PROJECTS
ACROSS
18 COUNTRIES**

spanning themes like **food security, environmental sustainability, education, and community empowerment**

\$51,400

in total grants awarded to participating NGOs

710+

volunteers globally contributed to impactful initiatives aligned with Payoneer’s values

Our communities

Payoneer Foundation

Since 2022, the Payoneer Foundation has awarded approximately \$1.75 million in charitable grants to support community-focused initiatives and entrepreneurial growth. In 2024, we awarded grants to 15 organizations across 10 countries, advancing our commitment to creating opportunities and empowering underrepresented groups globally.



2024 highlights



India

Supported women entrepreneurs as part of a mission to **add 1 million women to the workforce by 2025**



Philippines

Provided tools, mentorship, and training to **20 female-led startups**

95% of supported projects **aligned with United Nations Sustainable Development Goals (UN SDGs)**

94% participant satisfaction rate

Our planet

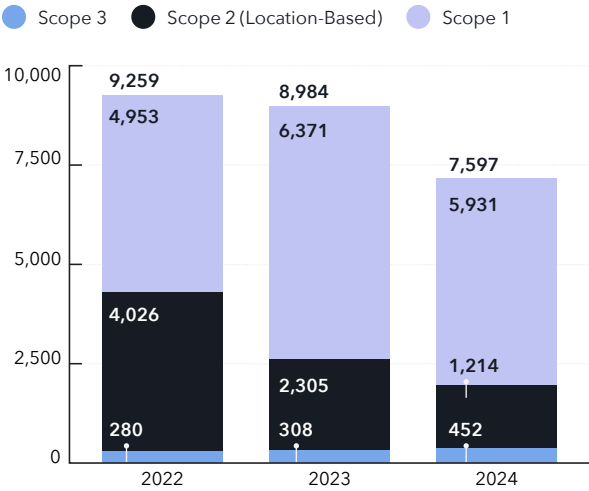
Environmental stewardship

Payoneer conducted a voluntary climate risk assessment in 2024 across locations, markets, and products. This third-party review provided mitigation strategies and governance recommendations to enhance resilience and align with global standards. It did not detect any major or severe risks.

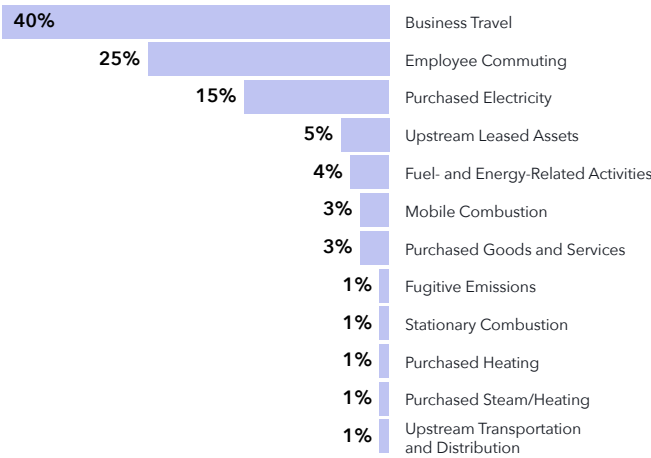
The assessment’s findings were integrated into our Enterprise Risk Management framework for ongoing monitoring. We also partnered with [Green Buoy Consulting](#) and leveraged [Greenplaces’](#) platform to improve the accuracy of our greenhouse gas (GHG) emissions inventory through updated methodologies and data.

For 2024, we rightsized our footprint to better reflect business operations through expanded employee commuting calculations, primary data for U.S.-based data centers and global cloud services, and recategorizing coworking spaces and electricity into Scope 3 to match our level of control. We continue to collaborate with internal employees, vendors, and real estate partners to increase the accuracy of our footprint.

2022-2024 GHG emissions by metric tons*



2024 GHG emissions by category



*2022 and 2023 figures were calculated using prior methodology.

About this report

Our Impact Report Card covers the fiscal year period from January 1, 2024, through December 31, 2024, and has not been externally assured or verified by an independent third party, unless otherwise noted. This report reflects Payoneer’s current policies and intentions and is not intended to create legal rights or obligations. This report covers only Payoneer’s business and does not address the performance or operations of our suppliers, contractors, or partners. We currently plan to continue reporting on our ESG efforts and performance on a regular basis. Statements regarding our ESG goals, targets, and commitments are aspirational and may also be based on estimates and assumptions under developing standards that may change in the future; as such, no guarantees or promises are made that they will be met or successfully executed, and actual results may differ, possibly materially. Furthermore, data, statistics, and metrics included in this report are nonaudited estimates, and are not necessarily prepared in accordance with generally accepted accounting principles (GAAP); they continue to evolve, and may be based on assumptions believed to be reasonable at the time of preparation, but may be subject to revision. This report was informed by the standards set forth by the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI). The disclosures included in this report are provided to the public to enhance transparency into our ESG initiatives and to further our collective understanding of ESG issues. This report speaks only as of its date and is not required to be updated.

This report may include links to external websites or references to third parties. Such links or references are not incorporated by reference into this report, and we cannot guarantee their accuracy. The inclusion of such information is also not intended as an endorsement of any products or services.

Payoneer partnered with [qb. consulting](#), an ESG strategy and communications firm, to develop this report. We collaborated with [FRINGE22 Studio](#), a design and creative strategy studio passionate about social impact, for the report’s design. For questions, comments, or feedback, please reach out to us at pr@payoneer.com.

United Nations Sustainable Development Goals

UN SDGs seek to address the world’s most pressing challenges. Payoneer focuses on three UN SDGs aligned with our social impact priorities, promoting sustainable economic growth in emerging markets through affordable and innovative financial solutions.



SDG 9.3
We seek to increase access to financial services for small-scale industrial and other enterprises in developing countries to support their integration into value chains and markets.



SDG 10.2
We strive to advance economic inclusion.



SDG 17.3
We work to mobilize financial resources from multiple sources, including remittances.

Forward-looking statement

This document includes, and oral statements made from time to time by representatives of Payoneer may be considered, “forward-looking statements” within the meaning of the “safe harbor” provisions of the United States Private Securities Litigation Reform Act of 1995. Forward-looking statements generally relate to future events or Payoneer’s future financial or operating performance. For example, projections of future revenue, transaction costs, adjusted EBITDA, and ESG targets, goals, and commitments outlined in this report or elsewhere are forward-looking statements, as well as intended workforce initiatives. In some cases, you can identify forward-looking statements by terminology such as “may,” “should,” “expect,” “intend,” “plan,” “will,” “estimate,” “anticipate,” “believe,” “predict,” “potential,” or “continue,” or the negatives of these terms or variations of them or similar terminology. Such forward-looking statements are subject to risks, uncertainties, and other factors which could cause actual results to differ materially from those expressed or implied by such forward-looking statements. These forward-looking statements are based upon estimates and assumptions that, while considered reasonable by Payoneer and its management, as the case may be, are inherently uncertain. Especially with respect to the matters discussed in this report, many factors and uncertainties relating to our operations and business environment, all of which are difficult to predict and many of which are outside of our control and influence whether

any forward-looking statements can or will be achieved. Any one of those factors, including the result of changes in circumstances, estimates that turn out to be incorrect, standards of measurement that change over time, assumptions not being realized, or other risks or uncertainties, could cause our actual results, including the achievement of ESG targets, goals, objectives, or commitments to differ materially from those expressed or implied in writing in any forward-looking statements made by Payoneer or on its behalf. We describe these risks and uncertainties in Payoneer’s Annual Report on Form 10-K for the period ended December 31, 2024 and future reports that Payoneer may file with the SEC from time to time. Nothing in this report should be regarded as a representation by any person that the forward-looking statements set forth herein will be achieved or that any of the contemplated results of such forward-looking statements will be achieved. You should not place undue reliance on forward-looking statements, which speak only as of the date they are made. Payoneer does not undertake any duty to update these forward-looking statements. In addition, any discussion of forward-looking statements in this document is not an indication that the subject or information is material to Payoneer for U.S. federal securities laws and regulations reporting purposes.

Description		References and responses		SASB	GRI
Environmental metrics		2023	2024		
Energy management*	Total electricity consumption – offices	82,290 Gigajoules (GJ)	16,418.43 Gigajoules (GJ)	TC-SI-130a.1	-
	Integration of environmental considerations into strategic planning for data center needs	-	Page 5	TC-SI-130a.3	-
GHG emissions by scope*	Gross global Scope 1 emissions	307.72 MTCO2e	451.55 MTCO2e	-	GRI 305-1-a
	Gross global Scope 2 emissions	2,304.60 MTCO2e	1,214.45 MTCO2e	-	GRI 305-2-a
	Gross global Scope 3 emissions	6,371.35 MTCO2e	5,931.47 MTCO2e	-	GRI 305-3-a
	Scope 1 + 2 emissions per employee	1.21 MTCO2e per employee	0.69 MTCO2e per employee	-	GRI 305-4
*Disclaimer: The GHG emissions calculation in this report is based on various assumptions, estimations, and averages, which are subject to inherent uncertainties and limitations. The accuracy and completeness of the emissions calculation depend on the quality and availability of data, as well as the scientific models and methodologies used. The emissions calculation is intended to provide an estimate of the GHG emissions associated with the company's operations and should not be relied upon as an exact representation of the emissions. Our Scope 3 emissions include the following GHG Protocol categories: Scope 3 Category 1 (partial) – Cloud and data center spend, Scope 3 Category 3 – Fuel and energy-related activities, Scope 3 Category 4 – Upstream transportation and distribution, Scope 3 Category 6 – Business travel, Scope 3 Category 7 – Employee commuting (including homeworking), and Scope 3 Category 8 – Upstream leased assets. 2023 figures were calculated using prior methodology.					
Social metrics					
Recruiting and managing a global, diverse, and skilled workforce	Total number of employees (global)		2,407	-	GRI 2-7-a
	Employee engagement as a percentage		Page 3	TC-SI-330a.2	-
	Percentage of gender and racial/ethnic group representation		See table #1	TC-SI-330a.3	-
	Diversity of governance bodies and employees		See table #2	-	GRI 405-1-a-b-ii
	Benefits provided to full-time employees		Company Career Page	-	GRI 401-2
Governance					
Organizational details	Legal name, nature of ownership, location of headquarters, and countries of operation		2024 Proxy Statement	-	GRI 2-1-a-d
Entities included in the organization's sustainability reporting	List all its entities included in its sustainability reporting		Payoneer Global Inc.	-	GRI 2-2-a

Description		References and responses	SASB	GRI
Governance				
Reporting practices	Reporting period, frequency, and contact point	Page 6	-	GRI 2-3
Governance structure and composition	Describe its governance structure, including committees of the highest governance body	Page 4 and Table #2	-	GRI 2-9
	Role of the highest governance body in overseeing the management of impacts	Page 4	-	GRI 2-12-a
Data privacy and freedom of expression	Description of policies and practices relating to behavioral advertising and user privacy	Privacy Policy and Data Protection & Privacy Regulations, 2024 10-K, page 10	TC-SI-220a.1	-
	Number of users whose information is used for secondary purposes	Privacy Policy (How and why we disclose your information)	TC-SI-220a.2	-
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Legal Proceedings, 2024 10-K, page 36	TC-SI-220a.3	-
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Not disclosing for reasons of confidentiality	TC-SI-220a.4	-
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Not disclosing for reasons of confidentiality	TC-SI-220a.5	-
Data security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Not disclosing for reasons of confidentiality	TC-SI-230a.1	-
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Page 4	TC-SI-230a.2	GRI 3-3-d
Policies and practices	Mechanisms for seeking advice and raising concerns	Code of Conduct and Ethics	-	GRI 2-26
	Approach to stakeholder engagement	Page 3 and page 4	-	GRI 2-29
Intellectual property protection and competitive behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Legal Proceedings, 2024 10-K, page 36	TC-SI-520a.1	-
Managing systemic risks from technology disruptions	Description of business continuity risks related to disruptions of operations	Risk Factors, 2024 10-K, page 13	TC-SI-550a.2	-

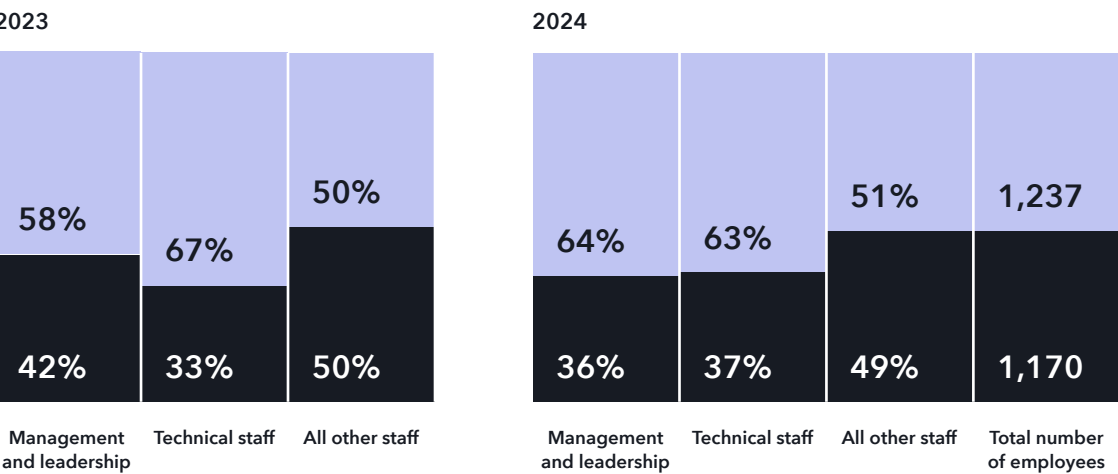
Workplace demographics

Management and leadership at Payoneer is defined as VP level and above as defined by job level.

****Disclaimer:** Employee ethnicity data reflect the most recently available data recorded in 2024 and is only representative of employees located in the United States, representing 10% of Payoneer’s global employee population.

Table #1 Gender representation of employees

Men Women



Total number of employees by ethnicity**

White Asian African American or Black Hispanic or LatinX Two or more races Other/not declaring

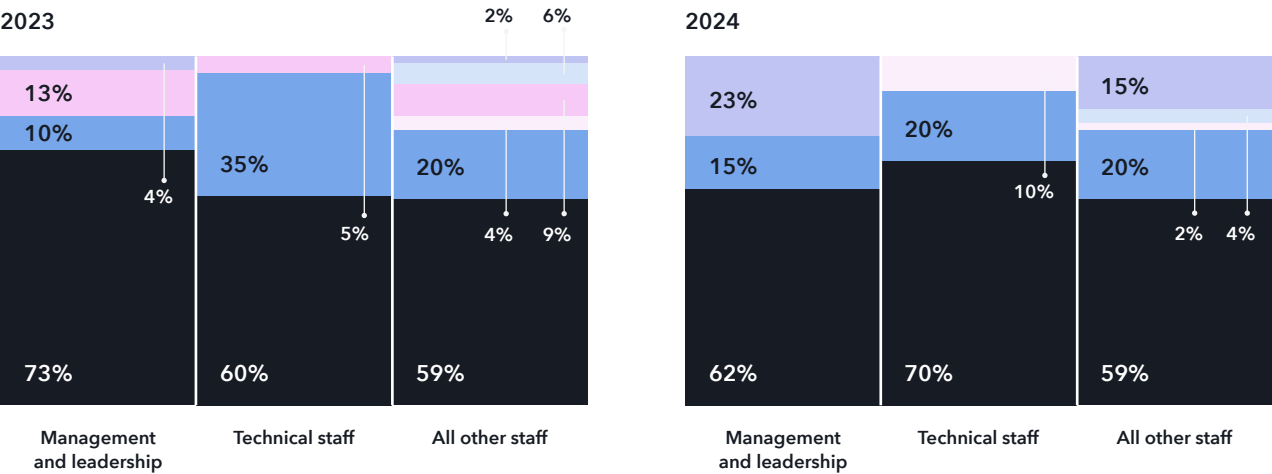
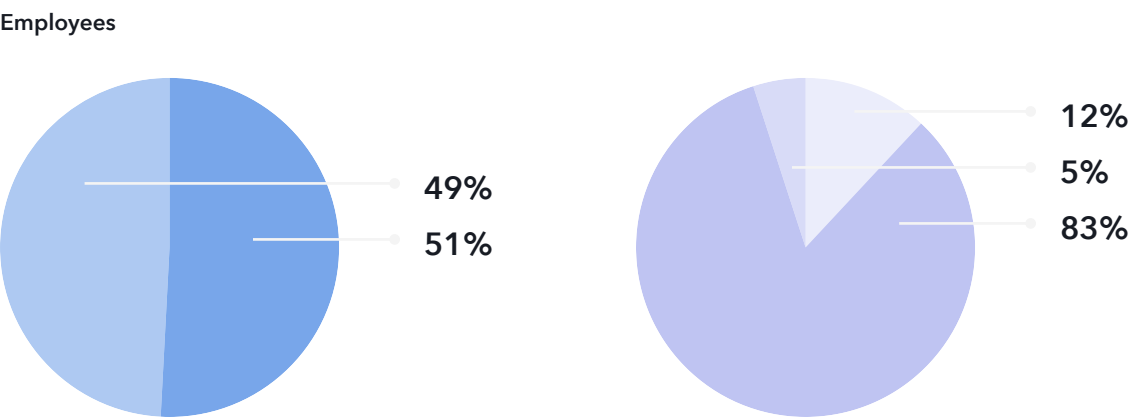
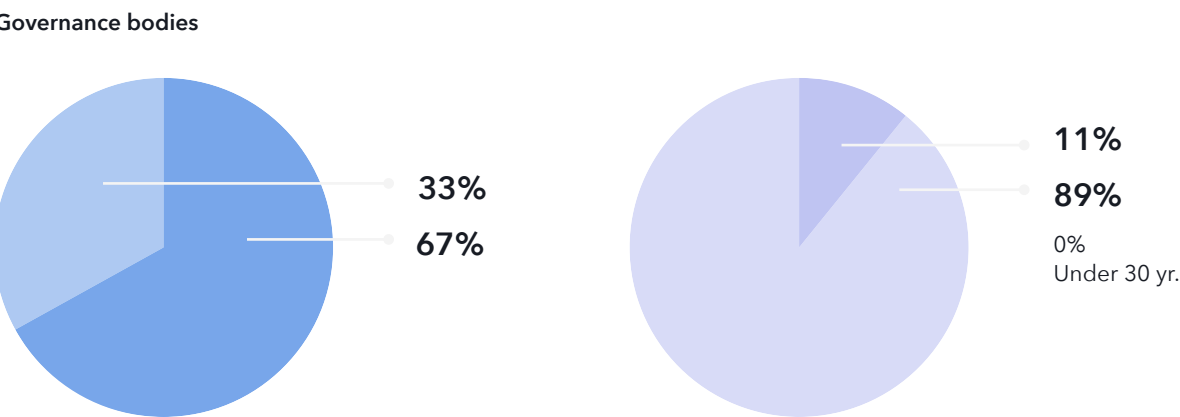


Table #2 Makeup of governance bodies and employees

Men Women Under 30 yr. 30-50 yr. old Over 50 yr. old





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