GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016
PUBLICATION DATE: SEPTEMBER 2016

PAGE 2 GENERAL INFORMATION | PAGE 3 KEY FINDINGS | PAGE 4 - 11 TABLE OF CONTENTS | PAGE 12 REPORT-SPECIFIC SAMPLE CHARTS | PAGE 13 METHODOLOGY | PAGE 14 RELATED REPORTS | PAGE 15 CLIENTS | PAGE 16-17 FREQUENTLY ASKED QUESTIONS | PAGE 18 ORDER FORM | PAGE 19 TERMS AND CONDITIONS

ABOUT YSTATS.COM

- Founded in 2005 and headquartered in Hamburg, Germany, yStats.com is one of the world's leading secondary market research companies.
- We are committed to providing the most up-to-date and objective data on Global B2C E-Commerce and Online Payment markets to sector-leading companies worldwide.
- Our multilingual staff researches, gathers, filters and translates information from thousands of reputable sources to synthesize accurate and timely reports in our areas of expertise, covering more than 100 countries and all global regions.
- Our market reports focus predominantly on online retail and payments, but also cover a broad range of related topics including M-Commerce, Cross-Border E-Commerce, E-Commerce Delivery, Online Gaming and many others.
- Given our numerous citations in leading media sources and journals worldwide, including Forbes and the Wall Street Journal, we are considered one of the most highly-reputed international secondary market research companies with an expertise in the areas of B2C E-Commerce and Online Payment.
GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016

GENERAL INFORMATION

PRODUCT DETAILS
- **Title:** Global Online Payment Methods: First Half 2016
- **Type of Product:** Market Report
- **Category:** Online Payment
- **Covered Regions:** Global, Asia-Pacific, Europe, Western Europe, Eastern Europe, North America, Latin America, Middle East, Africa
- **Covered Countries:** Japan, South Korea, Australia, China, India, Indonesia, Thailand, Vietnam, UK, Germany, France, Spain, Italy, Netherlands, Sweden, Russia, Poland, Turkey, Czech Republic, USA, Canada, Brazil, Mexico, Argentina, Colombia, UAE, Iran, South Africa, Nigeria, Egypt, Morocco, Kenya
- **Language:** English
- **Formats:** PDF & PowerPoint
- **Number of Charts:** 153

PRICES*
- **Single User License:** € 1950 (exc. VAT)
- **Site License:** € 2925 (exc. VAT)
- **Global Site License:** € 3900 (exc. VAT)

QUESTIONS ANSWERED IN THIS REPORT
- How do online shoppers in various countries worldwide prefer to pay?
- In which countries do alternative online payment methods rank above credit cards?
- What factors are important to global shoppers when paying online and via mobile?
- How is mobile payment acceptance evolving worldwide?
- What role does security play in online and mobile payments?

SECONDARY MARKET RESEARCH
- Our reports are exclusively based on secondary market research. Our researchers derive information and data from a variety of reliable published sources and compile the data into understandable and easy-to-use formats.

ADVANTAGES
- Maximum Objectivity
- Reliable Sources
- Up-To-Date Analysis
- Boardroom-Ready PowerPoint Presentations
- Guidance For Strategic Company Decisions

NOTES

All orders are subject to the Terms & Conditions contained on our website.

* Please be advised that when purchasing a report, you have the option to choose between a Single User License (allowing one single user access to the report), a Site License (allowing up to 10 users in a particular geographic location access to the report), or a Global Site License (allowing 10 users of a company worldwide to access the report). Please choose the license that suits your needs best. Failure to comply with our Terms and Conditions with respect to appropriate license usage may result in legal action.
GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016

KEY FINDINGS

SECURITY IS A MAJOR CONCERN OF ONLINE AND MOBILE SHOPPERS WORLDWIDE

Credit card and digital payment systems, such as PayPal and AliPay, are the top two payment methods used by online shoppers worldwide, though in regions such as Eastern Europe, the Middle East and Africa, cash on delivery still plays an important role, according to the findings of the new yStats.com report. Mobile payment methods are also gaining popularity both for online and in-store transactions, especially among younger adults.

When choosing a method to pay for purchases made through digital channels, shoppers in multiple countries rank payment security among their priorities. Even in advanced online retail markets, such as the USA, one quarter of households with Internet access reported having avoided buying goods or services because of security concerns in 2015. When making mobile payments, more than half of global consumers were worried about safety of their personal information, according to another survey cited in the yStats.com report.

The research also shows that global online and mobile payments continue to see numerous innovations and regulatory changes, highlighted in the yStats.com publication. For example, Japan introduced regulation for virtual currencies, a method which is known to one-fifth of Internet users in this country, of whom more than a third are interested in using it, mainly for online purchases. In Europe, a launch of a Eurozone-wide instant payment system is underway, which would enable making payments 24/7/365. In terms of payment fraud prevention, biometrics is seen as a major innovation that will impact the future of digital payments.
GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016

TABLE OF CONTENTS (1 OF 8)

1 MANAGEMENT SUMMARY

2 GLOBAL DEVELOPMENTS

- Payment Methods Used in Online Shopping, in % of Online Shoppers, October 2015
- Payment Methods Used in Online Shopping, by Regions, in % of Online Shoppers, October 2015
- Value of Online Payment Fraud, in USD billion, 2015 & 2020f
- Breakdown of Online Payment Fraud by Segments, in % and in USD billion, 2020f
- Breakdown of Innovations that are Expected to Have the Largest Impact on Payment Fraud Prevention in the Next 3-5 Years, in %, October 2015
- Breakdown of the Means of Security Protection for Consumers Making Mobile Payment that are Expected to Become Dominant by 2030, in %, October 2015
- Mobile Payment Usage In-Store and Online, in % of Respondents, by Generation, 2015
- Perception of Security of Mobile Payments, in % of Respondents, by Generations, 2015
- Number of Mobile Money Accounts, by Registered and Active, by Selected Regions, in millions, December 2015
- Breakdown of Types of Payments Made with Mobile Money, by Number of Transactions and Value of Transactions, in %, December 2015
- Mobile P2P Money Transfer Transaction Value, in USD billion, 2014 & 2019f
- Number of P2P Mobile Money Transfer Users, in millions, 2014 – 2019f
- Mobile Proximity Payment Transaction Value, in USD billion, 2014 & 2019f
- Number of Proximity Mobile Payment Users, in millions, 2014 – 2019f
- Top 10 Merchant Acquirers, by Volume, in USD billion, 2015

3 ASIA-PACIFIC

3.1 REGIONAL

- Share of Adults Using Digital Wallets, in %, by Selected Countries and Regional, 2013 - 2015

3.2 ADVANCED MARKETS

3.2.1 JAPAN

- Online and Mobile Payment Trends and News about Players, H1 2016
- Breakdown of Payment Methods Most Used in Online Shopping, in % of Online Shoppers, March 2016
- Breakdown of Experience with Cases Where Preferred Payment Method Was Not Offered, in % of Online Shoppers, March 2016
- Number and Value of Electronic Money Transactions, in millions and in JPY billions, and in % Year-on-Year Change, 2010-2015

3.2.2 SOUTH KOREA

- Payment Methods Used in Online Shopping, in % of Online Shoppers, October 2015
- Payment Methods Used in Mobile Shopping, in % of Mobile Shoppers, 2014 & 2015
3 ASIA-PACIFIC (Cont.)

3.2 ADVANCED MARKETS (Cont.)

3.2.2 SOUTH KOREA (Cont.)

- Purposes of Using Mobile Payments, in % of Mobile Payment Users, September 2015

3.2.3 AUSTRALIA

- Share of Online Shoppers Who Are More Inclined to Shop More Often from a Store Which Saves Their Payment Details for One-Click Ordering, by Mobile Shoppers and Non-Mobile Shoppers, in %, April 2016
- Share of Internet Users Who Would Feel Confident that Their Money Is Secure If They Used Contactless Payments, April 2016

3.3 EMERGING MARKETS

3.3.1 CHINA

- Online and Mobile Payment Trends and News about Players, H1 2016
- Number of Online Payment Users, in millions, and Penetration, in % of Internet Users, 2012 - 2015
- Third-Party Online Payment GMV, in CNY trillion, and in % Year-on-Year Change, 2012 - 2019f
- Breakdown of Third-Party Online Payment GMV, in %, and Total, in CNY trillion, Q1 2015 – Q4 2015
- Breakdown of Third-Party Online Payment GMV, by Providers, in %, 2015
- Number of Mobile Payment Users, in millions, and Penetration, in % of Internet Users, 2014 & 2015
- Third-Party Mobile Payment GMV, in CNY trillion, and in % Year-on-Year Change, 2012 - 2019f
- Breakdown of Third-Party Mobile Payment Transaction Volume by Providers, in %, Q4 2015

3.3.2 INDIA

- Payment Methods Used in Online Shopping, in % of Online Shoppers, October 2015
- Share of Urban Online Shoppers Aged 31-54 Who Prefer Online Payment Methods, in %, 2015
- Top 3 Mobile Wallet Apps, by Penetration, in % of Mobile Payment App Users, and Average Time Spent Per User Per Month, in minutes, December 2015 & April 2016

3.3.3 INDONESIA

- Breakdown of E-Commerce Payments by Payment Method, by Approximate Share in %, 2015
- Number of E-Money Transactions, in millions, and Value, in IDR billion, 2010 - 2015

3.3.4 THAILAND

- Payment Methods Used in Online Shopping, in % of Online Shoppers, by Gender and Generation, May 2015
- Value of Mobile Payment Transactions, in THB billion, and Volume, in millions, by Bank, Non-Bank and Total, 2010 – 2015
3

ASIA-PACIFIC (Cont.)

3.3 EMERGING MARKETS (Cont.)

3.3.5 VIETNAM

• Payment Methods Used in Online Shopping, in % of Online Shoppers, 2014 & 2015

4

EUROPE

4.1. REGIONAL

• Regulatory Trends in Online Payments, H1 2016

4.2. ADVANCED MARKETS

4.2.1. UK

• Online and Mobile Payment Trends and News about Players, H1 2016
• Top 3 Payment Methods Used in Online Shopping, in % of Online Shoppers, October 2015
• Share of Online Card Purchases Made on Smartphones and Tablets, in %, 2014 & 2015
• Breakdown of Security Concerns When Paying by Entering Credit/Debit Card Details Online, in % of Internet Users, 2013 - 2015
• Breakdown of Frequency of Using a Mobile Phone for Transactional Activities, incl. "Making Payments in a Shop", in % of Mobile Users, 2015
• Breakdown of Attitude Towards Security of Mobile Payments, in % of Mobile Users, by Age Group, Gender and Total, 2015

4.2.2. GERMANY

• Online and Mobile Payment Trends and News about Players, August 2016
• Breakdown of Online and Mail Order Sales, by Payment Methods, in % and in EUR million, 2014 & 2015
• Breakdown of Payment Methods Preferred in Online Shopping, in % of Online Shoppers, 2014 & 2015
• Most Important Criteria When Choosing a Payment Method to Purchase Online, in % of Online Shoppers, 2015
• Payment Methods Used in Mobile Shopping, in % of Mobile Shoppers, May 2015
• Usage of and Interest in Mobile Payments In-Store and Payments Based on Biometric Identification In-Store, in % of Consumers, and in % of Retailers, May 2016

4.2.3. FRANCE

• Payment Methods Most Used in B2C E-Commerce, in % of Online Shoppers, June 2015 & June 2016
4

EUROPE (Cont.)

4.2. ADVANCED MARKETS (Cont.)

4.2.3. FRANCE (Cont.)

- Value of Online Payment Transactions with Bank Cards, in EUR billion, 2014 & 2015
- Awareness of Contactless Payments, and Usage of Contactless Mobile Payments, by Monthly Payment with NFC Card and with NFC-Enabled Smartphone, in % of Internet Users, 2014 & 2015
- Number of Payment Transactions with Contactless Payment Cards, in millions, May 2015 & May 2016

4.2.4. SPAIN

- Payment Methods Used in Online Shopping, in % of Online Shoppers, 2014 & 2015
- Payment Methods Used in Mobile Shopping, in % of Mobile Shoppers, 2014 & 2015
- Breakdown of Aspects Most Important for Payment Methods in Online Shopping, in % of Online Shoppers, 2015

4.2.5. ITALY

- Breakdown of B2C E-Commerce Sales, by Payment Methods, in %, 2012 - 2016

4.2.6. NETHERLANDS

- Breakdown of Online Purchases by Payment Methods, in %, 2014 & 2015

4.2.7. SWEDEN

- Breakdown of Preferred Payment Methods in Online Shopping, in % of Online Shoppers, Q4 2014 & Q4 2015

4.3. EMERGING MARKETS

4.3.1. RUSSIA

- Payment Methods Used in Online Shopping, in % of Online Shoppers, 2013 - 2015
- Top 5 E-Money Services Used, in % of E-Money Users, December 2015
- Online Payment Methods Used When Paying Online via Smartphone, in % of Users, March 2016
- Selected Online Payment Methods Offered by E-Commerce Websites Which Accept Online Payment for Goods and Services, in % of E-Commerce Websites Which Accept Online Payment for Goods and Services, Q4 2015 & Q4 2016
4 EUROPE (Cont.)

4.2. EMERGING MARKETS (Cont.)

4.3.2 POLAND

• Payment Methods Preferred in Online Shopping, in % of Online Shoppers, April 2016

4.3.3. TURKEY

• Number and Value of Domestic E-Commerce Transactions with Bank Cards, in millions and in TRY million, Q1 2013 - Q4 2015
• Number and Value of Cross-Border E-Commerce Transactions with Bank Cards, in millions and in TRY million, Q1 2013 - Q4 2015

4.3.4. CZECH REPUBLIC

• Payment Methods Preferred in Online Shopping, in % of Online Shoppers, 2015

5 NORTH AMERICA

5.1. REGIONAL

• Payment Methods Preferred in Online Shopping, in % of Online Shoppers, October 2015
• Breakdown of All Payment Transactions by Payment Methods, incl. "Mobile Devices", in %, by Country, 2015
• Mobile Payment Platforms Used, in % of Respondents, by Country, 2015

5.2. USA

• Online Payment Trends and News about Players, H1 2016
• General Payment Methods Used, incl. Online and Mobile Methods, in % of Internet Users, March 2016
• Online Retail Payment Value, in USD billion, 2014 & 2015
• Major Concerns Related to Online Privacy and Security Risks, incl. Payment-Related, in % of Households with Internet Users, July 2015
• In-Person Mobile Payment Value, in USD billion, 2014 – 2019f
• Mobile Payment User Penetration, in % of Mobile Phone Users and Smartphone Users, 2011 - 2015
• Mobile Payment User Penetration, in % of Mobile Phone Users, by Age Group, 2015
• Mobile Payment Uses, in % of Mobile Payment Users, 2015
• Reasons for Not Using Mobile Payments, in % of Mobile Phone Users Who Did Not Use Mobile Payments, 2015
• Perception of Security of Mobile Payments, in % of Mobile Phone Users, 2013 - 2015
• Attitudes Toward Mobile Payments, in % of Consumers, by Generation, 2015
NORTH AMERICA (Cont.)

5.3. CANADA

- Share of Smartphone Users Who Expect to Make More Mobile Payments in the Next Year, by Gender, Generation and Total, in %, 2015 & 2016
- Mobile Payment Apps Used, in % of Mobile Payments Users, by Gender, Generation and Total, April 2016

LATIN AMERICA

6.1. REGIONAL

- Top 5 Mobile Services That Have Never Been Used by Mobile Internet Users, incl. Payment-Related, in % of Mobile Internet Users, 2015
- Share of Consumers Interested in In-Store Mobile Payments, in % of Surveyed Consumers, by Brazil and Mexico, June 2016

6.2. BRAZIL

- Online Payment Trends and News about Players, H1 2016
- Breakdown of Payment Methods Used in Online Shopping, in % of Online Shoppers, 2015

6.3. MEXICO

- Payment Methods Used in Online Shopping, in % of Online Shoppers, 2015
- Share of E-Commerce of Total Payments with Credit and Debit Cards, in %, 2015
- Breakdown of E-Commerce Card Payment Transactions by Credit Card and Debit Card, in %, 2015
- Number of Authorized Payment Transactions on E-Commerce Websites, in millions, Value, in MXN billion, and Authorization Rate, in % of Transactions and in % of Transaction Value, by Credit Cards and Debit Cards, Q1 2015 – Q1 2016
- Chargeback Rate, in % of Number of Authorized Payment Transactions on E-Commerce Websites and in % of Their Value, by Credit Cards and Debit Cards, Q1 2015 – Q1 2016
- Number of Online Payment Users, in millions, 2014 & 2015
- Reasons for Not Shopping Online, incl. Payment-Related, in % of Internet Users Who Do Not Shop Online, 2015
- Share of Banked Internet Users Who Conduct Banking Transactions on Smartphones, in %, 2015

6.4. ARGENTINA

- Breakdown of E-Commerce Sales by Payment Method, in %, 2015
- Share of Installments in Total E-Commerce Sales of Companies That Offer Payment by Installments, in %, and Breakdown of Installments by Number, in %, 2015
LATIN AMERICA (Cont.)

6.5. COLOMBIA

- Payment Methods Used in Online Shopping, in % of Online Shoppers, October 2015

MIDDLE EAST

7.1. REGIONAL

- Breakdown of Payment Methods Preferred in Online Shopping, in % of Online Shoppers, June 2016

7.2. UAE

- Share of Online Shoppers Paying by Credit Card, in %, June 2016
- Share of Payment Card Users Who Experienced Online Credit Card Fraud, in %, and Type of Online Credit Card Fraud Experienced, in % of Fraud Victims, June 2016

7.3. IRAN

- Top 5 Reasons for Not Shopping Online, in % of Respondents, 2012 & January 2016

AFRICA

8.1. SOUTH AFRICA

- Payment Methods Used in Online Shopping, in % of Online Shoppers, October 2015

8.2. NIGERIA

- Top 3 Payment Methods Used in Online Shopping, in % of Online Shoppers, October 2015
- Number and Value of Internet and Mobile Payment Transactions, in millions and in NGN billion, 2011 - 2015

8.3. EGYPT

- Share of Online Shoppers Paying by Cash on Delivery, in %, June 2016
GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016

TABLE OF CONTENTS (8 OF 8)

8

AFRICA (Cont.)

8.4. MOROCCO

- Payment Methods Used in Online Shopping, in % of Online Shoppers, February 2016
- Breakdown of Main Criteria Considered When Shopping Online, incl. “Payment Security”, in % of Online Shoppers, February 2016
- Number of Online Payment Transactions Made with Credit Cards, in millions, and Value, in MAD million, by Domestic Credit Cards and Domestic and Foreign Credit Cards, 2012 – 2015

8.5. KENYA

- Mobile Payment Statistics, incl. Number of Transactions, in millions, Value of Transactions, in KES billion, Number of Customers, in millions, and Number of Agents, in thousands, 2008 - 2015
GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016
REPORT-SPECIFIC SAMPLE CHARTS

“Credit Card” was the payment method used by the majority (72.5%) of online shoppers in South Korea in October 2015.

South Korea: Payment Methods Used in Online Shopping, in % of Online Shoppers, October 2015

Note: does not add up to 100% due to multiple answers possible.

Survey: Based on a survey of 5,000 Internet users aged 15-75, contacted online between September and October 2015.
Source: Korea Internet & Security Agency (KISA), February 2016.

“Payment Security” (15.9%) was the second leading criteria considered by online shoppers in Morocco when buying online.

Morocco: Breakdown of Main Criteria Considered When Shopping Online, incl. “Payment Security”, in % of Online Shoppers, February 2016

Survey: Based on a survey of 4,000 Internet users, conducted in February 2016, ages 15+, from 40 cities (30% Casablanca, 13% Rabat, 8% Marrakesh, 6% Agadir) conducted online; margin of error +/- 3%. Base of respondents for the question was 2,000 individuals.
GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016

METHODOLOGY

GENERAL METHODOLOGY OF OUR MARKET REPORTS

Secondary Market Research
- The reports are compiled based on secondary market research. Secondary research is information gathered from previously published sources. Our reports are solely based on information and data acquired from national and international statistical offices, industry and trade associations, business reports, business and company databases, journals, company registries, news portals and many other reliable sources. By using various sources we ensure maximum objectivity for all obtained data. As a result, companies gain a precise and unbiased impression of the market situation.
- Cross referencing of data is conducted in order to ensure validity and reliability.
- The source of information and its release date are provided on every chart. It is possible that the information contained in one chart is derived from several sources. If this is the case, all sources are mentioned on the chart.
- The reports include mainly data from the last 12 months prior to the date of report publication. Exact publication dates are mentioned in every chart.

Definitions
- The reports take into account a broad definition of B2C E-Commerce, which might include mobile commerce. As definitions may vary among sources, exact definition used by the source (if available) is included at the bottom of the chart.

Chart Types
- Our reports include text charts, pie charts, bar charts, rankings, line graphs and tables. Every chart contains an Action Title, which summarizes the main idea/findings of the chart and a Subtitle, which provides necessary information about the country, the topic, units or measures of currency, and the applicable time period(s) to which the data refers. With respect to rankings, it is possible that the summation of all categories amounts to more than 100%. In this case, multiple answers were possible, which is noted at the bottom of the chart.

Report Structure
- Reports are comprised of the following elements, in the following order: Cover page, preface, legal notice, methodology, definitions, table of contents, management summary (summarizing main information contained in each section of report) and report content (divided into sections and chapters). When available, we also include forecasts in our report content. These forecasts are not our own; they are published by reliable sources. Within Global and Regional reports, we include all major developed and emerging markets, ranked in order of importance by using evaluative criteria such as sales figures.

Notes and Currency Values
- If available, additional information about the data collection, for example the time of survey and number of people surveyed, is provided in the form of a note. In some cases, the note (also) contains additional information needed to fully understand the contents of the respective data.
- When providing information about amounts of money, local currencies are most often used. When referencing currency values in the Action Title, the EUR values are also provided in brackets. The conversions are always made using the average currency exchange rate for the respective time period. Should the currency figure be in the future, the average exchange rate of the past 12 months is used.

METHODOLOGY OF OUR GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016 REPORT

Report Coverage
- This report covers the global online payment market. It takes into account a wide definition of online payment, including payment methods used in online shopping and mobile payment, such as remote and proximity payments.
- Major B2C E-Commerce markets in all global regions are covered, including advanced and emerging, while data availability varied across the countries.

Report Structure
- The global chapter opens the report, featuring an overview of global online and mobile payment developments. The rest of the report is divided by regions presented in the descending order of B2C E-Commerce sales.
- Within each region, the countries are also ranked by B2C E-Commerce sales and, where applicable, grouped by advanced and emerging markets. Furthermore, where available, regional information was also included.
- Depending on data availability, the following types of market information are included: the most used and/or most preferred payment methods among online and mobile shoppers, information about online and mobile payment users, such as security perceptions, breakdown of E-Commerce sales by payment methods, number and value of online/mobile payment transactions. Not all the mentioned types of information are available for each of the covered countries. For selected leading advanced and emerging countries, also online and mobile payment trends and news about major players, such as payment providers, banks and retailers are presented on text charts.
- The report includes data mostly published within the first six months of 2016. The exact date of publication of the source is stated on each chart. The time period which the data refers to differs by source.
GLOBAL ONLINE PAYMENT METHODS: FIRST HALF 2016
RELATED REPORTS

PUBLISHED RELATED REPORTS

<table>
<thead>
<tr>
<th>REPORT</th>
<th>PUBLICATION DATE</th>
<th>PRICE *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe Online Payment Methods: First Half 2016</td>
<td>August 2016</td>
<td>€ 950</td>
</tr>
<tr>
<td>Asia-Pacific Online Payment Methods: First Half 2016</td>
<td>September 2016</td>
<td>€ 750</td>
</tr>
<tr>
<td>Online Retail in Emerging Markets 2016</td>
<td>June 2016</td>
<td>€ 3,450</td>
</tr>
<tr>
<td>Trends in Worldwide Internet Retail 2016</td>
<td>July 2016</td>
<td>€ 1,450</td>
</tr>
<tr>
<td>Top Players in Global B2C E-Commerce Market 2016</td>
<td>July 2016</td>
<td>€ 950</td>
</tr>
<tr>
<td>Global Alternative Online Payment Methods: Full Year 2015</td>
<td>March 2016</td>
<td>€ 1,950</td>
</tr>
<tr>
<td>Global Mobile Payment Methods: Full Year 2015</td>
<td>March 2016</td>
<td>€ 1,950</td>
</tr>
<tr>
<td>North America Online Payment Methods: Full Year 2015</td>
<td>March 2016</td>
<td>€ 950</td>
</tr>
<tr>
<td>Middle East and Africa Online Payment Methods: Full Year 2015</td>
<td>March 2016</td>
<td>€ 950</td>
</tr>
<tr>
<td>Asia-Pacific Online Payment Methods: Full Year 2015</td>
<td>March 2016</td>
<td>€ 1,950</td>
</tr>
<tr>
<td>Europe Online Payment Methods: Full Year 2015</td>
<td>March 2016</td>
<td>€ 1,950</td>
</tr>
<tr>
<td>Global Online Payment Methods: Full Year 2015</td>
<td>February 2016</td>
<td>€ 2,950</td>
</tr>
<tr>
<td>Company Profiles of 10 Leading Online Payment Service Providers 2015</td>
<td>July 2015</td>
<td>€ 2,950</td>
</tr>
<tr>
<td>Africa B2C E-Commerce Market 2016</td>
<td>May 2016</td>
<td>€ 1,950</td>
</tr>
<tr>
<td>Middle East B2C E-Commerce Market 2016</td>
<td>May 2016</td>
<td>€ 1,950</td>
</tr>
<tr>
<td>Latin America B2C E-Commerce Market 2016</td>
<td>March 2016</td>
<td>€ 1,950</td>
</tr>
<tr>
<td>Europe B2C E-Commerce Market 2016</td>
<td>February 2016</td>
<td>€ 2,950</td>
</tr>
</tbody>
</table>

UPCOMING RELATED REPORTS

<table>
<thead>
<tr>
<th>REPORT</th>
<th>PUBLICATION DATE</th>
<th>PRICE*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Mobile Payment Methods: First Half 2016</td>
<td>September 2016</td>
<td>€ 950</td>
</tr>
<tr>
<td>Global Alternative Online Payment Methods: First Half 2016</td>
<td>September 2016</td>
<td>€ 950</td>
</tr>
</tbody>
</table>

* All prices exclude VAT. All above-mentioned prices reflect the value of a Single User License. Prices for Site Licenses are 1.5x the Single User License price. Prices for Global Site Licenses are 2x the Single User License price. For more information regarding our Licenses, please see our Frequently Asked Questions section of this Product Brochure or refer to our Order Form.
ABOUT YSTATS.COM
Clients

Quotes from our clients

TRAVIS WITTEVEEN
CHIEF OPERATING OFFICER – MARKETS AND OPERATIONS
AVIRA GMBH: LEADING EUROPEAN SOFTWARE COMPANY

“As a company that operates on a global level, the research results that yStats.com provides represent significant added benefit for us. The comprehensive analyses are executed quickly and flexibly. Furthermore, they are a reliable resource for helping us to make strategic decisions.”

STEVE ROTTER
VICE PRESIDENT OF MARKETING
BRIGHTCOVE, INC.: LEADING ONLINE VIDEO COMPANY

“yStats.com quickly and flexibly compiles the information we require. Regardless of whether we need local or transnational data, we always get the best results from yStats.com!”

IRIS STÖCKL
DIRECTOR INVESTOR AND PUBLIC RELATIONS
WIRECARD AG: LEADING E-BANKING COMPANY

“The flexibility that yStats.com offers ensures that we always receive analyses, data and reports that match our needs. Fast, objective and to the point!”

DR. MARCUS ACKERMANN
MEMBER OF THE EXECUTIVE BOARD
BONPRIX: LEADING ONLINE SHOPPING COMPANY

“When we need the latest trends and statistics on the retail, homeshopping and e-commerce market, we turn to yStats.com. yStats.com turns the data into concise information that is objective and reliable. yStats.com delivers a cost-efficient and time saving research service for our company.”

Selected clients

INTERNET
- Google
- Amazon
- eBay
- Skype
- Newegg
- Avira
- Digital River
- First Data
- Deutsche Telekom
- 1&1
- Brightcove

FINANCE
- Goldman Sachs
- Credit Suisse
- Bank of America Merrill Lynch
- Citigroup
- Oppenheimer & Co.
- Morgan Stanley

CONSULTING
- Boston Consulting Group
- Deloitte
- Bain & Company
- Accenture

RETAIL
- OTTO Group
- Amway
- Costco
- Tchibo Direct
- Diesel

OTHER
- Nintendo
- Bwin
- Lego
- Redbull
- BASF
- Beiersdorf
FREQUENTLY ASKED QUESTIONS

ABOUT US

- Why use yStats.com?
yStats.com can be your provider of the most current B2C E-Commerce data. Whether you seek country-specific, topic-specific, regional or global information, we ensure through secondary market research maximum objectivity for all data obtained. With our boardroom-ready PowerPoint presentations you save time and money.

- What are the benefits of secondary market research?
Secondary research is not only a cost-effective alternative to conducting primary research studies, but it is also a time-efficient solution. Our researchers derive information and data from a variety of reliable published sources and compile the data into understandable and easy-to-use formats.

- Does yStats.com provide consulting services?
No, we do not provide consulting services in any form.

OUR PRODUCTS

- What types of Products does yStats.com offer?
yStats.com offers individual market reports and full access subscriptions (varying in license types and duration) to current and future published reports. The currently available reports can be found in the Market Reports section of our website. The list of soon-to-be-published reports can be found in the Upcoming Reports Section on our homepage. For a more extensive list of upcoming reports, please contact us directly. For more information about our Full Access subscription, please see the Full Access page on our website. Apart from market reports and subscription, yStats.com also offers custom research services.

- What is your research methodology?
Our reports are exclusively based on secondary market research. Our researchers derive information and data from a variety of previously published, reliable sources and compile the data into understandable and easy-to-use formats.

- From which sources is information for reports derived?
Our reports are solely based on information and data acquired from national and international statistical offices, industry and trade associations, business reports, business and company databases, journals, company registries, news portals and many other reliable sources. By using various sources we ensure maximum objectivity for all data obtained.

- Is information in the reports comparable across countries?
Due to the fact that information included in the market reports is derived from different sources which might rely on different definitions, some information might not be comparable across countries.

- What are the report format options?
Our reports are published in PDF and PowerPoint formats. PowerPoint are ready-to-use for boardroom presentations, but also easily editable to suit your business needs.

- Does yStats.com offer reports in other languages?
All of our reports are published in English at this time.

- How can I find the most relevant report?
On our website, you can use various search features or search by keyword. You can also contact us directly describing your research needs and we will help you find the appropriate report that satisfies them.

- How do I know which license to choose when purchasing individual reports?
When purchasing a report, you must select the appropriate license. A Single User License: allows one user to access the downloaded report. A Site License: allows up to ten (10) users of a company within a specified geographic area (i.e. country) to access the downloaded report. A Global Site License: allows up to ten (10) users of a company worldwide to access the downloaded report. Please choose the appropriate license with care, as all purchases are subject to our Terms & Conditions.

- Can I purchase only selected parts of a report?
Unfortunately, our market reports are only sold as a whole.

- Is there an overlap between country, regional and global reports on the same topic?
Some reports can have overlapping content, such as regional reports containing content from parts of individual country reports. Please consult the Table of Contents or contact us if any questions should arise.

- I would like to see a sample of a report. Where can I find it?
Free sample charts from each report can be viewed in the product brochure. Also a standard free sample is available for download from each report page. To get an idea what our reports look like you can download a standard Free Full Report from our online shop.

For a full version of Frequently Asked Questions, please visit: https://www.ystats.com/faq-by-section/
FREQUENTLY ASKED QUESTIONS

OUR PRODUCTS (CONT.)

- When will an update of a particular report be published?
  In general, our market reports are published on an annual basis. Online Payment
  reports are updated on a semiannual basis. Please consult the "Upcoming Reports"
  section on our homepage or "Related Reports" section of our product brochure. We have a publication
  schedule that we adhere to, so if you'd like to know about a specific
  report, please contact us.

- Do you offer subscriptions to reports?
  Yes, we do have a number of subscription options called “Full Access”. Some leading international enterprises subscribe to our reports to
  get the most comprehensive insight into B2C E-Commerce and online payment markets worldwide contained in our market reports
  collection and ensure cost efficiency. There are several Full Access subscription options varying in number of possible seats allocated
  and duration of subscription. For more information on our various Full Access Subscription offers, see our Full Access Subscription page
  on our website and contact us.

OUR SERVICES

- I need more information about a particular topic. Do you offer further products or services?
  Apart from market reports, we also offer Custom Research. With our
  Custom Research solutions, you receive research tailored to your
  needs, answering your specific questions. The Custom Research types
  include In-Depth Industry Research, Competitive Intelligence and
  Company Profiles, Corporate Customer Identification in international
  markets, Investor Snapshots and Country Fact Sheets.

- I still need help finding the right report - do you offer additional personal search?
  yStats.com offers services in which our researchers who prepare the
  reports can point you to the appropriate report to suit your needs.
  If you want to take advantage of this free service, please contact us.

ORDERING & DELIVERY

- How do I order a report?
  Our reports can be purchased most easily through our Online Shop, but are also available for purchase offline. To purchase a report
  from our Online Shop: Choose the relevant report and appropriate
  license, click „Add to Cart“, then complete the necessary check out
  steps. Payment options include major credit cards (MasterCard, Visa,
  American Express, Maestro, China UnionPay) or PayPal. Once your
  online payment has been completed, you will be able to click on
  „Download“, which will take you to your “my yStats“ account, from
  where your report will be available as a PDF and PPT for download.

To purchase a report via fax or email with PDF attachment:
To order a report offline, please complete and sign the “Fax Order”
form, which can be located on the right-hand side of the webpage
next to the report overview or in the product brochure. Send the
completed and signed order form through fax or email (as a PDF
attachment) as indicated on the form. An Invoice will be sent to
you afterwards asking for payment via bank transfer, credit card, or
PayPal. After the payment is processed successfully, you will be given
the access details to the report.

- Will I get an invoice?
  For online shop purchases, an invoice will be sent to you automatically
  via email to the email address entered in the billing details immediately
  after completion of payment. For offline orders, an invoice is sent per
  email after the complete order form is received.

- How long does delivery take?
  All of our reports are delivered online. All reports ordered online
  via our Online Shop are available for download immediately following
  successful processing of payment. For all orders made offline, upon
  successful processing of payment, access details will be sent via email.

- Do I have to pay tax if I purchase a report?
  Customers from Germany have to pay an additional tax rate of 19%.
  Customers from the European Union (EU) do not have to pay tax if
  they enter a valid VAT Identification Number. Customers from non-EU
countries do not have to pay tax. Moreover, tax has to be paid for all
private purchases from the EU.

- What is yStats.com's VAT number?
  yStats.com's VAT number is DE 251661218

POLICIES

- What is yStats.com's return/refund/cancellation policy?
  Since our reports are information-based digital products and
  therefore consumed upon purchase/download, we will not refund,
  allow cancellation or accept any returns of orders. Please read
  through all information about a product before purchasing. If you
  should have any questions about a product, please do not hesitate to
  contact us via our contact details as listed on our homepage.

For a full version of Frequently Asked Questions, please visit: https://www.ystats.com/faq-by-section/
# REPORT ORDER FORM

## PLACE YOUR ORDER OFFLINE
- Scan and email this form to order@ystats.com
- Fax us at +49 40 39 90 68 51 using this form

## PLACE YOUR ORDER ONLINE
- All our reports are also available for purchase online in our Online Shop.

## CHOOSE YOUR REPORT(S) AND LICENSE* TYPE(S)
Please confirm the license type and reports:

<table>
<thead>
<tr>
<th>Report Title</th>
<th>Publication Date</th>
<th>Price (€)</th>
<th>SINGLE USER LICENSE</th>
<th>SITE LICENSE</th>
<th>GLOBAL SITE LICENSE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

**TOTAL**

## CHOOSE YOUR PAYMENT METHOD
Choose Your Preferred Payment Method:

- **Credit Card**
  - VISA
  - American Express
  - MasterCard
  - China UnionPay

- **Bank Transfer**
  - Bank Transfer information will be provided to you in the invoice you receive following submission of an Order Form offline.

- **PayPal**
  - An invoice will be sent via e-mail to the e-mail address as listed in the contact details below. Payment via PayPal will be made available upon receipt of the invoice.

...card holder information...

## COMPLETE YOUR CONTACT DETAILS
An invoice will be sent to your company

<table>
<thead>
<tr>
<th>TITLE</th>
<th>FIRST NAME, LAST NAME</th>
<th>JOB TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPANY</td>
<td>E-MAIL</td>
<td>PHONE</td>
</tr>
<tr>
<td>FAX</td>
<td>STREET</td>
<td>CITY</td>
</tr>
<tr>
<td>STATE/PROVINCE</td>
<td>POSTAL CODE</td>
<td>COUNTRY</td>
</tr>
</tbody>
</table>

## HOW DID YOU FIND US?
- Search Engine (Google, Bing etc.)
- Print/Online Publication
- Press Release
- LinkedIn/XING
- Facebook/Twitter
- Personal Recommendation
- Other

## SIGNATURE
EU COMPANIES MUST SUPPLY VAT NO.
PURCHASE ORDER NO. (IF REQUIRED)
ORDER DATE

All orders are subject to the Terms & Conditions contained on our website. All reports are provided in PDF and PowerPoint formats. yStats.com may contact you in the future about receiving our free newsletter or other mailing. If you do not wish to be contacted, please advise us accordingly. Your contact information will not be sold or shared with other organizations.

* Please be advised that when purchasing a report, you have the option to choose between a Single User License (allowing one single user access to the report), a Site License (allowing up to 10 users in a particular geographic location access to the report), or a Global Site License (allowing up to 10 users of a company worldwide to access the report). Please choose the license that suits your needs best. Failure to comply with our Terms and Conditions with respect to appropriate license usage may result in legal action.