PCI Pal

The Trusted Transaction Layer

PCI-PAL Plc (AIM: PCIP)

Company Summary

WALBROOK INVESTOR RELATIONS

November 2026

Investment Profile

1. **Fastest growing** company in its space, established relationships with key industry players - channel first strategy drives **organic growth** across **multiple sectors and client sizes**
2. Channel **partnership model** of cloud-based products offering significant **scalability**
3. **C.90% recurring revenue** due to strong customer retention levels
4. Pipeline of **complementary products** in development, with **conversational AI** integrations
5. Blueprint laid for **international expansion**

Share Information

Ticker	AIM: PCIP
Share Price (GBX)	76.0
Shares in issue (m)	72.6
Market Cap (£m)	55.1
12m Hi/Low (GBX)	42.0/82.0

(Source: The London Stock Exchange, 13 November 2026)

12-Month Share Price



(Source: The London Stock Exchange, 13 November 2026)

Major Shareholders (as at 30 June 2026)

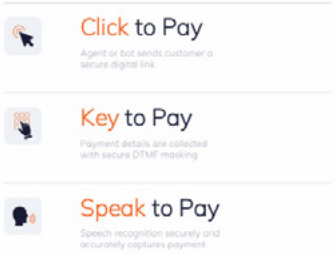
Name	%
Gresham House Asset Management	16.13
Canaccord Genuity Group	11.54
Octopus Investments	8.97
Hargreaves Lansdown	4.69
Herald Investment Management Ltd	3.92
Mr Peter Wildey	3.17
Unicorn AIM VCT PLC	3.06

(Source: Company website)

PCI PAL - Securing & elevating the payment experience

PCI Pal is a leading provider of **Software-as-a-Service** ("SaaS") payment solutions designed to **safeguard reputation and trust.**

✓ Enables businesses with a secure, **frictionless payment experience**
✓ Across **all business communications environments**: CCaaS, UCaaS, CPaaS
✓ **Contact Centre, Voice, Chat, Social, Email & Conversational AI**
✓ Driving revenue growth & improved CX & AX
✓ Whilst ensuring compliance & security (PCI DSS & more)



AWS Cloud Platform

PCI Pal was the first to launch a **true cloud solution** to the market in early 2017. As a result has the most mature platform. PCI Pal's **patented** approach disrupted a market that was previously burdened by hardware-led, on-premise solutions. PCI Pal has empowered its customers to **secure their data** through the use of **highly flexible, light-touch, and easy-to-integrate cloud solutions across human and AI environments.**

Three Pillars of Strategic Growth



What's New?

PCI Pal expects to publish its results for FY26 in the week commencing 23 November 2026. The Company reiterates guidance provided in its 16 September 2026 update and expects **Revenue and Adjusted EBITDA for FY26 to be no less than £24.6m and £1.1m**, respectively. The Group also **expects to report exit ARR at 30 June 2026 of £24.8m**, representing year-on-year growth of 29%, alongside growth in CARR of 25% to £27.9m.

Strong commercial momentum from FY26 has continued into FY27, with new business sales ahead of management expectations, positioning the Company well for the year ahead and supporting its ambitious organic growth objectives.

Execution of the Group's stated strategy continues to drive momentum: expanding business with existing partners; adding and onboarding new partners to scale sales opportunities; and growing its enterprise customer footprint.The Company continues to make strong progress across each of these areas.

Customer retention has also remained high and continues to be at top-quartile levels for the B2B software market.

WALBROOK INVESTOR RELATIONS
For more information email: PCIPAL@walbrookpr.com
Tel: 020 7933 8780; web: www.walbrookpr.com

Partner Ecosystem Development

With more than 70% of the global CCaaS market reselling PCI Pal, the Group benefits from broad international reach and a significant long-term structural growth opportunity. Its channel partner ecosystem includes leading platforms such as Genesys, NiCE, Zoom, RingCentral, Talkdesk, Five9, 8x8 and Amazon Connect, alongside systems integrators including Presidio and TTEC. Standardisation of rollouts are progressing across these partners, enabling more efficient deployments in the mid-term. This extensive market coverage is supported by the strength and longevity of its partner relationships. The Company has maintained 100% retention of its partners, reflecting strong strategic alignment and the mutual value created



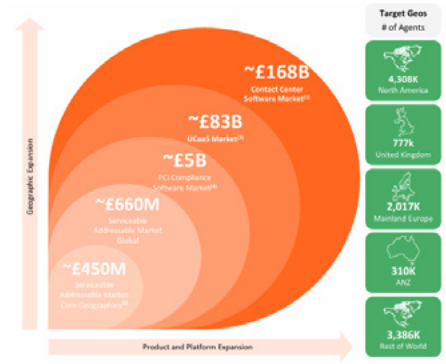
Revised Three-Year Plan

After extensive review, **a new strategic plan has been put in place** as the Company looks to build on its market position and capitalise on the market opportunity before it. The Edison report is available here, while highlights include:

- **Focus building the business through organic year-on-year ARR growth** - in the region of 18%-20% through FY27 and beyond.
- **Increased investment - £1.5m more -** in marketing and engineering to better support the Group's financial plans and continue to increase its sales pipeline - **new Chief Marketing Officer already hired in the US.**
- **Continued focus on product innovation**, launching adjacent products to a growing addressable market whilst increasing cross-sell opportunities to existing customers with already exceptionally high retention rates. The first of these, a new AI-powered fraud risk scoring product to help combat payment fraud, was announced in July.

The Market Opportunity

- Exponential growth in contact centre software solutions - the GCCS market is expected to grow at 20% CAGR to £168B in 2032
- Addressable agent footprint expansion driven by AI
- Contact centre interactions are crucial to the customer experience
- AI agent adoption drives growth for payment compliance solutions



Key Newsflow

Nov: FY26 Results Timing & FY27 Trading Update

Sep: Confirmation of reseller partnership

Aug: Director Share Purchase

Jul: Director Share Purchase

Jul: Strategic Partnership with NiCE Confirmed

Jul: Trading Update

Jun: HMRC contract resecured

Mar: Interim Results

Management Team

Simon Wilson: Non-Executive Chairman



Simon has thirty years of experience in international business to business software, and was appointed to the Board in 2019. His past positions include CEO, CFO and corporate development roles as well as independent board director in a range of US and UK companies, including Surf Control plc, Endace plc and M86 Security.

James Barham: Chief Executive Officer



James was a founder of PCI Pal and took up the position of group CEO in 2018. He was part of the team that saw the Company through its first successful fundraising, and has been influential in the evolution of the PCI Pal product suite following a career spent entirely in the technology space. James has a BSc (Honours) in Business Management & Communications.

Ryan Murray: Chief Financial Officer



Ryan is a Chartered Accountant and has worked in practice with EY and in industry, gaining technical expertise in finance and tax – with a strong commercial background. Previously Ryan was the Head of Corporate Finance at FD Technologies Plc, CFO at KX (FD Technologies software division), and Group Financial Controller.

Financials (via Factset)

	Jun '24 (a)	Jun '25 (a)	Jun '26 (e)	Jun '27 (e)
Sales (£m)	18.0	22.5	24.4	27.1
EBIT (£m)	(0.5)	0.8	(0.8)	0.1
EPS (p)	(1.7)	0.1	(1.0)	0.1