



## Global Payments Recognized by J.D. Power for Outstanding Customer Service Experience

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*Global Payments' Integrated business is the first payment technology company to receive this honor*

ATLANTA--(BUSINESS WIRE)--Jan. 28, 2020-- Global Payments Inc. (NYSE: GPN), a leading worldwide provider of payment technology and software solutions, today announced its Integrated business has been recognized by J.D. Power for providing an "Outstanding Customer Service Experience" for phone support. Global Payments is the first payment technology company to be honored by J.D. Power.

"This esteemed recognition is a true testament to our commitment to outstanding customer service," said Robert Cortopassi, President, Global Payments Integrated. "We are truly humbled to be the first payment technology company to receive such a high honor and believe that our customer service experience differentiates us in the industry. This recognition further solidifies what we strive to accomplish every day in putting our clients first."

"I am incredibly proud of our customer service team who provide unmatched support to our technology partners throughout the U.S. and Canada, making this award possible," Jim Hightower, Senior Vice President, Operations, Global Payments Integrated. "Superb service is embedded in our culture and this award represents the dedicated efforts and importance our team places on providing this level of customer support 24-7."

Global Payments Integrated represents the combination of Global Payments' OpenEdge business and the integrated payments business of TSYS that was formed in connection with the merger of Global Payments and TSYS last year. This partnership creates one of the industry's most established and innovative providers of embedded commerce solutions to developers of business management software solutions to 4,000 technology partners across more than 70 vertical markets.

### **About Global Payments Inc.**

Global Payments Inc. (NYSE: GPN) is a leading pure play payments technology company delivering innovative software and services to our customers globally. Our technologies, services and employee expertise enable us to provide a broad range of solutions that allow our customers to operate their businesses more efficiently across a variety of channels around the world.

Headquartered in Georgia with over 24,000 employees worldwide, Global Payments is a member of the S&P 500 with worldwide reach spanning over 100 countries throughout North America, Europe, Asia Pacific and Latin America. For more information, visit [www.globalpaymentsinc.com](http://www.globalpaymentsinc.com) and follow Global Payments on Twitter ([@globalpayments](https://twitter.com/globalpayments)), [LinkedIn](https://www.linkedin.com/company/globalpayments) and [Facebook](https://www.facebook.com/globalpayments).

**Disclaimer:** J.D. Power 2019 Certified Customer Service Program<sup>SM</sup> recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions. For more information, visit [www.jdpower.com/ccs](http://www.jdpower.com/ccs).

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