Ant International

Building Inclusive Growth through Trust and Innovation

Ant International Sustainability Report 2024

Content

Chairman's Message

Navigating a Changing World with Purpose and Shared Prosperity

Eric Jing
Chairman
Ant International

Looking at our world in 2025, these are, indeed, times of flux. But uncertainties are not necessarily barriers, they can also catalyse more determined and collaborative action for deeper impact.

Ant International carries forward Ant Group's enduring commitment to responsible growth. We believe business values and sustainability values are deeply interconnected. Inclusive growth through digital innovation is not only about expanding access to technology, but also about creating meaningful, lasting economic, social and environmental impact that drives shared and sustained progress for all.

Supporting small businesses, we believe, is a critical link in this endeavour. As pillars of global and local economies, small businesses face greater challenges amidst the rapid shifts in technology and global policy terrains. The call for action on the digital tech community has never been so urgent: We need to take action to ensure innovation works for the many, not the few, so we can build a truly inclusive and sustainable global economy for the next generation.

In this inaugural Sustainability Report, the Ant International management team, led by Peng, Doug and Leiming, gives our answers of detailed actions and impacts. We will continue to build bridges across markets and among people. We will expand trusted AI and digital solutions for SMEs and underserved communities. We will strengthen partnerships across public and private sectors to help build a more resilient and collaborative digital ecosystem for inclusive growth.

It all comes down to Ant International's simple mission: to make it easy to do business anywhere, bringing small and beautiful changes to the world. In this pursuit, we are incredibly lucky to have found many strong partners and friends. You inspire and urge us on, across the tens of millions of small stores, in our joint labs, and on the countless coaching sessions for young talents of 10x1000. Thank you. We cannot wait to carry on our journey together, to the future we shape together.

Letter from CEO and President

A New Journey of Innovation and Collaboration for Inclusive Growth

Peng Yang
CEO
Ant International

Douglas Feagin
President
Ant International

It is with an immense sense of responsibility and deep passion that we present you the very first Ant International's annual Sustainability Report. This report marks a significant milestone for us, not just as a standalone entity following the 2024 reorganisation of Ant Group, but as a testament to our unwavering commitment to building a more inclusive and sustainable global digital economy.

Although Ant International embarked on a new journey, we proudly inherit the spirit of inclusive finance that has been the bedrock of Ant Group's journey. For over two decades, Ant Group have been dedicated to extending the reach of digital financial services, believing firmly that technology can unlock opportunities for everyone, everywhere. At Ant International, our mission is to make it easy to do business anywhere and bring small and beautiful changes to the world. Our vision—to be the most innovative and trusted digital partner to bring inclusive growth to all—guides every decision we make.

Ever since 2012, our global expansion has been a reflection of our mission and vision. Through our global operations, the Ant International team is building real-world impact through innovation, inclusion and trust. Our 13-year journey has been intrinsically linked to our sustainability strategy, which we articulate through our 6Ts: Travel, Trade, Thrive, Tech, Talent and Trust.

Travel: Enabling Global Connections

Our Alipay+ global wallet gateway stands as a powerful example of how we facilitate global connectivity. By linking 1.7 billion mobile payment users with over 100 million merchants across more than 70 markets, and through inclusive payment and digital connectivity, we help merchants to embrace international travellers and foster increased international exchange and prosperity, making global travel and commerce smoother and more accessible.

Trade: Empowering Global Commerce

Through Antom's unified merchant payment and WorldFirst's unified global account digital solutions, we empower millions of merchants to expand their businesses worldwide. These solutions provide unparalleled market coverage and financial convenience, simplifying complex cross-border transactions and enabling businesses of all sizes to realise their full potential on a global scale.

Thrive: Serving the Underserved

We leverage our cutting-edge AI and risk management technologies to work with partners in providing more inclusive lending and foreign exchange service for the underserved across Asia and beyond. In 2024 alone, we helped over 15 million users in Indonesia, Bangladesh, Thailand and Vietnam to gain access to unsecured credit, and we developed the world's best AI transformer model to provide-cutting edge AI FX solutions to serve millions of SMEs. Our goal is to empower SMEs globally, helping them to overcome barriers and thrive anywhere.

Technology: Open Innovation

We are not only active in driving fintech innovations within our own operations, but also committed to opening up our technologies to empower partners. This collaborative approach drives fintech innovation across various regions. As of 2024, 31 partners in over 23 markets have engaged with us in technology collaborations spanning wallet technology, payment technology, risk management technology and credit technology. These shared expertise fuels a more vibrant and interconnected global digital ecosystem.

Talent: Investing in Local Growth

No matter how AI will develop, our future and hope depends on people. We are dedicated to nurturing the next generation of leaders and fostering local talent growth in every market where we operate. This year marks the 7th anniversary of "10x1000 Tech for Inclusion" programme, which has engaged over 7,000 digital talents and tech leaders from more than 100 countries since 2018. Furthermore, our commitment to global business talent localisation is evident—where local talent is over 90% at our Malaysia Digital Business Centre and over 80% at our global headquarters in Singapore—ensuring that our teams truly reflect the diverse communities we serve.

Trust: Foundation of Everything

Trust is essential to everything we do, and indeed, of the entire payment and financial industry. We are unwavering in our commitment to openness, transparency and technological innovation to ensure the reliability and trustworthiness of our own operations. Moreover, we actively work to help our partners enhance their security standards, building a global network founded on integrity and confidence.

In an era marked by geopolitical shifts and the rising tide of deglobalisation, we recognise the challenges and complexities that lie ahead. However, we firmly believe that through our sustainability and business efforts, coupled with practical technological innovation, we can actively practice and promote a new, more inclusive, and broader "Re-globalisation". This means leveraging digital connectivity to bridge divides and empower SMEs to have equal access and opportunities to benefit from a truly interconnected and prosperous global economy, a privilege not only reserved for a few. This journey would not be possible without the incredible support and collaboration of our partners around the world. Your trust and belief in our mission fuel our innovation and drive our impact. We also extend our deepest gratitude to the dedicated and passionate Ant International team. Your tireless efforts, ingenuity and unwavering commitment to our users are the true engine of our success.

As we look to the future, we will continue to stay true to our original aspiration: to build a world where digital payment and digital finance are accessible and inclusive to all, fostering sustainable growth and creating a more equitable future. We are excited about the possibilities that lie ahead and invite you to join us on this transformative journey.

Letter from CSO

A Brighter Future for All: Collaborative Pathways to Inclusive Sustainability

Leiming Chen

**Chief Sustainability Officer
Ant International**

Ant International sees sustainability as a catalyst for innovation, resilience and long-term business success. At Ant International, by integrating sustainability into how we innovate, operate and grow, we ensure that every business outcome is also a step towards long-term societal progress.

Since the past decade, Ant International has been driving inclusive growth through international cooperation and open partnerships in our "4Ts" pillars: Travel, Trade, Technology and Talents. After Ant Group announced Ant International as an independent unit in March 2024, the first request from our new board of directors was to rethink the values and future direction for our key stakeholders. Through an intensive mapping exercise involving our key management members and employees, we came up with a brand-new sustainability framework which is more tailored and comprehensive to deepen our sustainability impact—by driving real-work impact through four pillars and 6Ts.

Sustainability must be inclusive to be effective, and access to opportunity should not be a privilege. Given the increasing complexities of sustainability, from taxonomy and governance frameworks to costs and resources required, collective effort is required across the public and private sectors, industries and markets to drive sustainability competencies and mindsets so that no SME is left behind in the green and digital transition.

In this new digital era, stakeholders expect measurable progress, not only ambition. Transparency and accountability are critical to building their trust. Our four-tiered sustainability governance framework ensures that sustainability is embedded at every level, from the boardroom to the business units. We are committed to honest communication, ongoing learning and evolving with the expectations of our partners, users and regulators.

This report marks an important milestone in our sustainability journey. The road ahead is long, and our work is far from done. As we scale our impact, we will continue to innovate with purpose, collaborate with openness and lead with integrity. Because for us, sustainability is not just about responsibility, but also about creating a future where digital progress uplifts everyone and leaves no one behind.
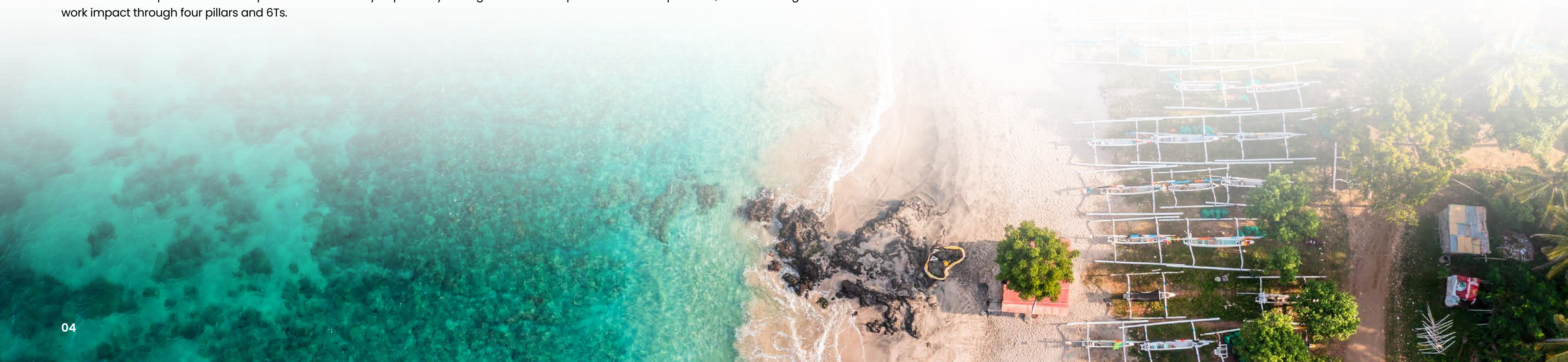
Promote Global Connectivity

Travel

Promote Local Economies Through Cross-Border Travel

Alipay+ has enabled inclusive payment options globally
that are more accessible and affordable for all businesses.

>1.7 bn
Total user accounts
covered by Alipay+ mobile
payment partners

36
Mobile payment
partners of Alipay+

>100 mn
Total global merchants
covered by Alipay+

>70
Destination markets
covered by Alipay+

>90%
Alipay+ offline merchants
are SMEs

>1,000
Banks and other
financial institutions
partners globally

Trade

Bring Equal Access and Growth Opportunities by Trade for SMEs

We enable SMEs to sell their products and services globally through one-stop
cross-border account and serve their needs through our enterprise-grade services and toolkits.

>1.2 mn
Total SME customers
served by WorldFirst

>$300 bn
Cumulative transaction
value processed by
WorldFirst since 2019

>200
Markets covered for SME
customers by WorldFirst

>300
Payment methods
supported by Antom

>130
Marketplaces supported by
WorldFirst for funds collection

>100
Currencies supported
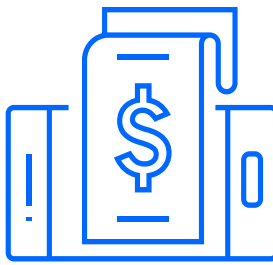
Foster Inclusive Growth

Thrive

Foster Transformation for Everyone to Thrive

We leverage AI-driven credit tech and lending solutions in promoting inclusive digital finance to widen access for the underserved.

15 mn
Total eligible credit users of partners powered by our credit tech services

615,000
Total users served by our banking services

13,000
Total SMEs served by our banking services
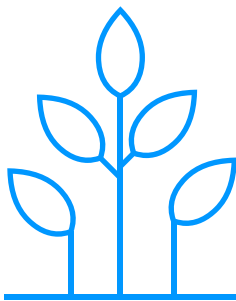
Technology

Harness Technology to Drive Sustainable Digital Economy

We embrace an open, inclusive and technological driven philosophy to help accelerate sustainable digital economic growth in a number of markets.

31
Partners powered by Alipay+ wallet tech solutions

>$300 bn
Total value processed by blockchain-driven real time global treasury solution in 2024

23
Markets powered by Alipay+ wallet tech solutions

>90%
Accuracy in hourly demand prediction powered by our Falcon Time Series Transformer (TST) FX Model

ISO 20022
Adoption of global standard for financial messaging to enable more efficient, transparent and secured transactions
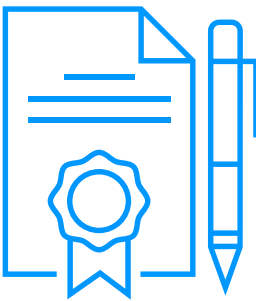
Empower Sustainable Digital Transformation

Talent

Nurture Digital Talent for Tomorrow

10x1000 Tech for Inclusion is a joint programme with IFC launched in 2018, driving responsible and sustainable digital landscape of tomorrow.

7,157
Registered learners (cumulative)

110
Markets covered

>50%
Female learners

>50%
MSMEs

Low-Carbon

Adopt Best Practice to Achieve Low-Carbon Operations

We recognise our responsibility to manage and reduce our environmental impact in addressing global climate change.

Implemented workflow optimisation and deployed techniques to ensure efficient energy consumption and resilience across operations

Established baseline emissions inventory for Scope 1, Scope 2 and Scope 3 (Categories 6 & 7)
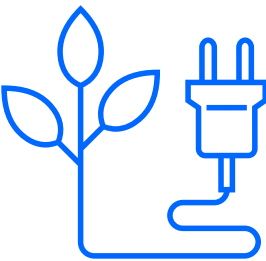
Environmental Sustainability

Drive Environmental Sustainability Through Partnerships

We have the responsibility to actively invest in and champion environmental sustainability in the communities we serve.

Programme SIRIUS

In partnership with IFC, Gprnt and 13 APAC fintech leaders across 11 economies to support MSMEs in their transition towards sustainability

Launch of MSME S-Card

MSME Sustainability Impact Scorecard (S-Card) was introduced at SFF 2024 to help MSMEs to adopt sustainability practices

Programme AquaViva

Launched our first ocean conservation programme at the Singapore Pavillion of COP29, with the support of PMO of Singapore and Conservation International as our first global partner

Collaborate to Innovate Responsibly

Compliance

Uphold Robust Compliance for Sound Business Practice

We are committed to upholding high industry standards in responsible operations.

Apply effective design to protect security, integrity and availability of the system we operate, with certificates obtained include:
· SOC 2 Type II
· PCI DSS
· ISO/IEC 27001

Require all our employees to complete trainings on integrity, compliance, data security and AML best practices

2.7 bps

Card payment loss rate compared to industry average of >50 bps

Trust

Strengthen Digital Trust Through Responsible Innovation

We support our partners with tailored risk management solutions and knowledge sharing.

>10 pp

Conversion rate lifted by EasySafePay in strengthening consumer trust

>99%

Detection rate for identification of deepfakes and liveness check by Antom Shield for advanced fraud protection

WDTA Security Certification testifies the strength of risk tech capability of AlipayHK, one of first global tech operators to do so

Diversity & Inclusion

Cultivate an Inclusive Workplace for a Diverse Team

Our people are our strength: We invest in reskilling and upskilling programmes to continually nurture them.

Development Programmes for Employees at All Stages

· Newcomers Programme HI NEW
· Fresh Graduate Programme YouthTech
· Leadership Development Future Leadership Academy (FLA)

>1/3

Female in senior leadership
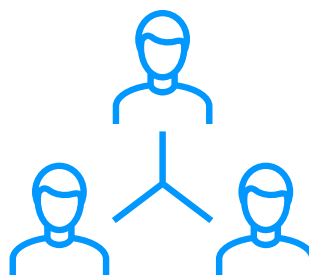
2 in 5

Female employees

40

Nationalities in our workplace

>30

Office locations globally

64%

Average of local employees across all our locations

Mission and Vision

MISSION

To make it easy to do business anywhere, bringing small and beautiful changes to the world

VISION

Be the most innovative and trusted digital partner to bring inclusive growth to all

Ant International's Innovation Journey

Headquartered in Singapore, Ant International operates offices in over 30 markets, connecting over 100 million merchants globally, most of which are small businesses, to 1.7 billion consumer accounts from 36 global partners.

We focus on developing global payments, financial and digital services for merchants and global partners across four business units: unified wallet gateway (Alipay+), unified merchant payment (Antom), unified global account (WorldFirst), inclusive embedded finance (including platform tech that manages global FX and liquidity) and Bettr that offers inclusive tech solutions.

Democratising Digital Commerce with Payment Innovation

The concept of inclusive commerce through digital innovation is deeply embedded in our DNA. Our business began in the early 2010s with two innovations that powered the rise of borderless, instant global digital commerce: spreading QR-based payment and creating the institution of escrow accounts.

While these innovations have a definitive impact on large platforms and global trade giants, they are also particularly important in terms of reducing costs and technology barriers for ordinary consumers and small businesses, especially for the vast communities in emerging markets with inadequate financial infrastructures.

Today, on the frontier of AI and blockchain innovations, we continue to strive to make cutting-edge technology work for the broadest groups.

Supporting Regional Champions of Digital Economy

As our innovation deepened, we began to share technology expertise with entrepreneurs who—across emerging markets—share the same commitment to inclusive growth with digital innovations.

Beginning in the late 2010s, Alipay+, our flagship unified wallet gateway service, forged strategic partnerships with partners across Asia, including emerging markets such as Bangladesh, Indonesia, Malaysia, Pakistan, Philippines, Thailand and Vietnam. In 2024, we extended our technology collaborations to a total of 31 wallet partners to foster more sustainable fintech ecosystem and financial inclusion across 23 markets.

Such collaboration covers the broad spectrum of technology capacity building, products and solutions development, risk and security and trusted AI. We celebrate the achievements of these partners, many of whom are now regional leaders, to drive digital transformation for vast underserved communities in their native markets.

Powering SMEs' Global Growth with New Cross-Border Payments Solutions

One of the most important revolutions in global economy in the past two decades is how technology has significantly levelled the playground for SMEs to go beyond their native borders. Secure, efficient and friendly cross-border payment is a critical link in this field.

We are excited to support fintech innovators around the world to help SMEs achieve this goal. Through Alipay+, e-wallets take their 1.7 billion users around the world to travel local and live local from their home fintech app.

WorldFirst strives to serve as a digital CFO for SMEs, supporting over 1.2 million small businesses, connecting them to over 130 online marketplaces.

Working with new AI tools, Antom helps international merchants and brands navigate complex and fragmented payment methods, and build win-win connections with vast numbers of consumers and businesses in emerging markets.

Digitisation and Growth Beyond Payments

Beyond payment, we are forging a new collaborative front in enabling digitisation and growth.

When e-wallets evolve into AI-powered super apps, they become powerful platforms to support millions of small businesses run on agile, low-cost mobile tools to reach consumers at home and abroad.

Through embedded finance solutions enabled by AI and blockchain technologies, there are new ways for SMEs to enjoy the same high-quality FX and treasury management services as those of premium financial houses. New AI-powered credit tech solutions help the industry to implement more fair and precise credit ratings for often undervalued SMEs.

Applying AI to green financing initiatives, we are excited to see such fairness and recognition enlarged to support not only SMEs' business growth, but also their previously unseen contribution to global environmental sustainability.

Our journey continues, from mobile payment to AI-driven fintech solutions, from payment to broader commerce, from breaking boundaries of growth to strengthening guardrails of trusted AI. We provide value that overlaps the role as a business and a community member.
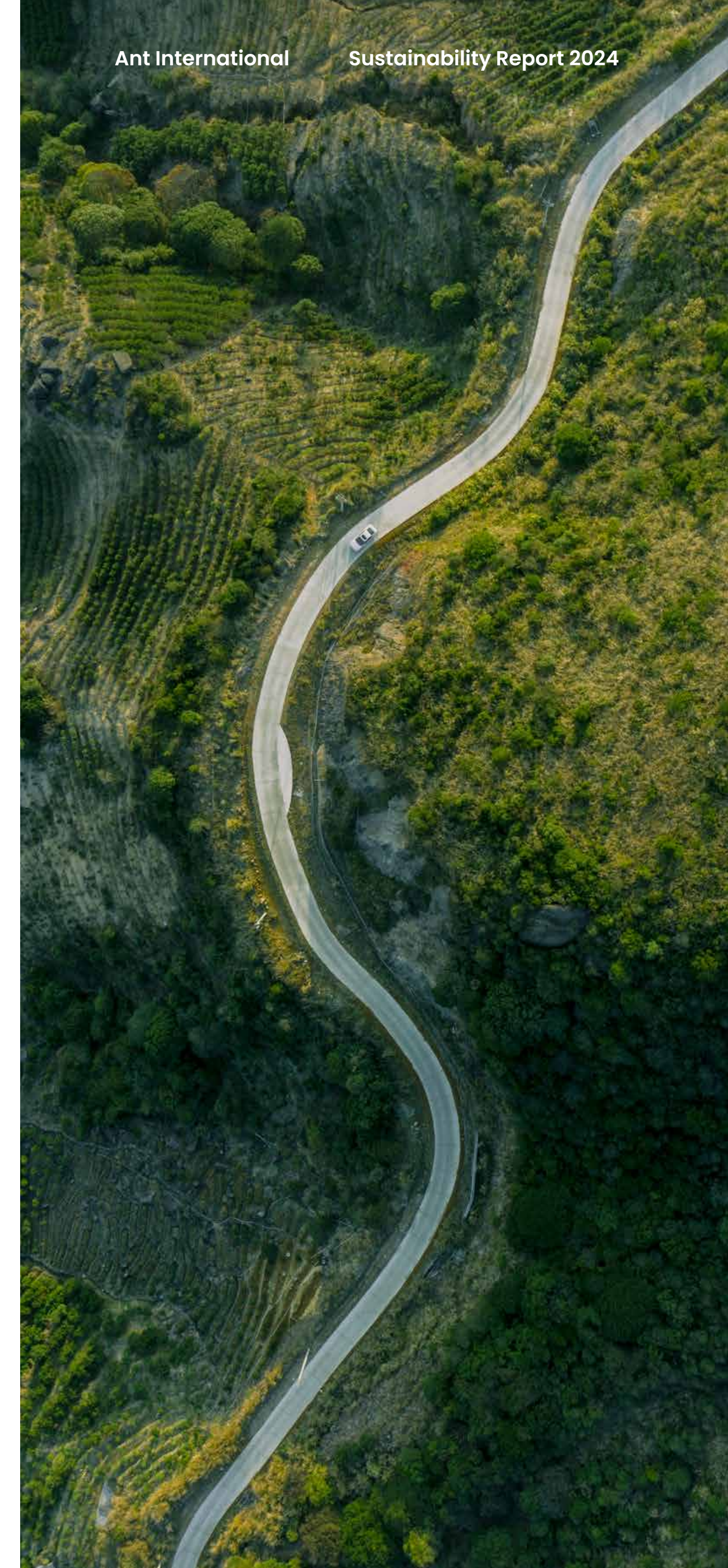
Our Dual-Value Creation Strategy

At Ant International, we embrace a dual-value creation approach, where business value and sustainability value reinforce each other. Only by taking care of the communities we serve, empowering the underserved, and fostering the growth and prosperity of our ecosystem together, our business can truly grow and be sustainable.

Our approach to managing corporate sustainability and impact matters is linked to long-term value creation for our stakeholders, including partners, customers, employees, shareholders, and the communities in the markets where we operate.

Vision: Be the most innovative and trusted digital partner to bring inclusive growth to all

Trust

Foster Inclusive Growth

Empower Sustainable Digital Transformation

Trade

Technology

Promote Global Connectivity

Travel

Thrive

Collaborate to Innovate Responsibly

Talent

Integrity   Responsibility   Sustainability

Where We Are Making Meaningful Impact

Ant International's sustainability strategy focuses on four key impact areas designed to drive real-world progress and long-term value.
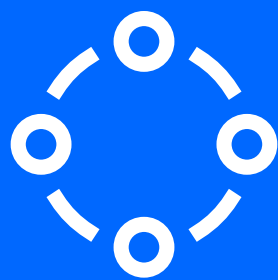
Promoting Global Connectivity:

Through cost-effective and reliable gateway, and payment account solutions, we help to reduce payment friction and pave way for more cross-border growth opportunities for SMEs.

Fostering Inclusive Growth:

By scaling embedded finance and credit solutions, and sharing our technology through open collaborations, we widen market access for small businesses and underserved communities.

Empowering Sustainable Digital Transformation:

We invest in talent and partnerships to ensure that sustainability knowledge is shared and adopted across markets and generations.
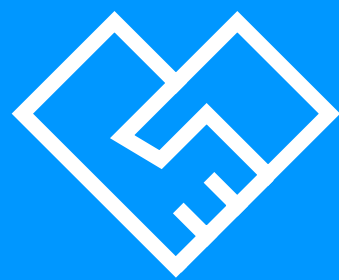
Collaborating to Innovate Responsibly:

We embed trust into everything we do—integrating privacy, compliance and risk management—and co-create scalable solutions through cross-sector collaboration.

How We Power Our Impact Strategy—6Ts

Focusing on driving real-world impact through 6Ts, we will continue to facilitate businesses around the world in unlocking more opportunities to grow and scale their businesses beyond borders while generating long-lasting and meaningful societal impact.

Bring equal access and growth opportunities by Trade for SMEs

Harness Technology to drive sustainable digital economy

Nurture digital Talent for tomorrow

Promote local economies through cross-border Travel

Foster transformation for everyone to Thrive

Strengthen digital Trust through responsible innovation

Governance Structure of Our Sustainability Strategy

Sustainability is embedded into how we lead, operate and grow. Our governance structure ensures that our sustainability strategy can be executed with measurable outcomes.

Board of Directors

Our Board actively steers our business-sustainability strategy, recognising it as a core driver of business performance and long-term value.

Management

Senior leaders set the strategic direction and are accountable for delivering results towards advancing our sustainability goals.

Sustainability Office

This dedicated team manages and coordinates the implementation of our sustainability-strategy programmes, by incorporating our business-sustainability dual-value strategy.

Sustainability Impact Working Group

Comprising business leaders and management across functions, these cross-functional teams are responsible for delivering sustainability outcomes within their domains, tying impact to ownership.

Employee Ambassador Programme

Our employee ambassadors from offices around the world drive our bottom-up momentum, by championing sustainability through local actions and company-wide engagement.

Promote Global Connectivity

Travel

Promote Global Connectivity

Promote Local Economies Through Cross-Border Travel

Cross-border payments are important building blocks of global commerce, fuelling trade growth, improving livelihoods and keeping families connected across borders. Yet the global payment system remains fragmented, with uneven regional development and varying technical capabilities that are driving up costs. The fragmentation also complicates travel and limits local businesses from fully benefiting from cross-border tourism.

Generations who have grown up with technology, naturally prefer digital wallets for their speed and convenience. But the seamless integration of digital wallets with digital lifestyles has not yet been fully realised—set back by interoperability gaps, compliance hurdles, latency issues and cross-border settlement delays.

E-wallets and mobile banking platforms hold enormous potential for bridging financial gaps. When integrated into the global payment ecosystem through solutions like Alipay+, they unlock broader financial access, improve transparency in fee structures, enhance settlement efficiency and lower transaction costs, as such improvements echo the G20's target for enhanced cross-border payments.

Driving inclusive payment adoption through interoperability and innovations

Interoperable mobile wallet payments are unlocking a new era of travel—one where cross-border spending becomes effortless, inclusive and secure. With a foundation of operational expertise and established infrastructure, Alipay+ aims to bridge these fragmented systems and enable unified, secure and real-time cross-border payments that enhance consumer experiences and drive sustainable growth of digital commerce across diverse markets.

Alipay+ aims to drive this transformation and simplify cross-border transactions for consumers and merchants. As a shared aspiration to boost local economies through connectivity and inclusivity, we partnered with 36 mobile payment partners and over 1,000 financial institution partners in 2024, and collectively enabled more inclusive and affordable QR-based payment method for 100 million merchants to reach more than 1.7 billion user accounts in 70 destination markets. Amongst these offline merchants, over 90% are underserved SMEs. As an ecosystem, we unlock more tourism-led growth through diverse range of global payment options, supporting our merchants' business expansion and strengthening their role in the global economy.

By promoting global payment interoperability between e-wallets and banking apps and supporting a wide range of use cases, including tax refunds, transport payments, and online ordering at restaurants, we enable travellers to move freely, so more merchants can reach new global customers and local economies can flourish, with over 90% of global offline merchants accepting Alipay+ are SMEs.

> *"Interoperability is key, as local SMEs should be able to accept international payments more easily. For SMEs, the capacity to accept various forms of international payments is not merely an advantage; it has become an essential factor for survival and growth in an increasingly competitive marketplace."*

Douglas Feagin

**President
Ant International**

Since 2023, Alipay+ has also formed strategic partnerships with national standardised QR schemes such as Singapore's SGQR, Malaysia's PayNet, South Korea's Zeropay, Cambodia's KHQR, Nepal's NepalPayQR and Sri Lanka's LankaPay. These partnerships expand our coverage to the long-tail merchant segment, highlighting our commitment to inclusive digital transformation and support of SME growth by enabling travellers to easily experience local heritage and cuisines via seamless digital payments.

Partnering with tourism boards across the world

Ant International is a close partner of tourism boards and agencies to boost local tourism across the world, leveraging digital tools and solutions to help local merchants tap into the broader trend of increasing international travel and the need for convenient payment options.

Boosting Malaysian SME Growth with Inbound DuitNow QR Payments

In 2024, PayNet and Ant International significantly boosted the number of visitors to Malaysian SMEs by enabling Alipay+ on DuitNow QR. In their first full year of partnership, Alipay+ accounted for over 80% of cross-border inbound QR payments. This led to a sixfold revenue increase for merchants during December's peak travel season as compared with 2023.

Alipay+ has become the largest contributor to cross-border QR payments via DuitNow, where travellers from 10 markets can now use their home payment apps at over 2.5 million DuitNow QR touchpoints across Malaysia with just a simple scan.

This reflects a successful public-private collaboration in building a more connected payment ecosystem, contributing to Malaysia's success in gaining traction among tourists as a food and cultural destination.

Facilitating Seamless International Travel in Thailand

Our collaboration with Tourism Authority of Thailand (TAT) is a great illustration of how our partnership can drive impact through digitalisation. TAT is the first tourism board in the world to introduce Alipay+ D-hub, a customisable travel mini-programme aimed at attracting more tourists to Thailand and enhancing their travel experience amidst strong travel demand.

"Cross-border commerce is rising fast—and Malaysia is leading the change. Our DuitNow QR system has contributed to a 50% quarter-on-quarter surge in Alipay+ transactions, now accounting for over 80% of inbound QR payments in Malaysia."

Gobind Singh Deo
Minister of Digital Malaysia
2 April 2025

Source: QR Payments: Empowering the Rakyat, Strengthening the Economy

Sweet Success: From Surviving to Thriving with Alipay+

Numwan's story is a good example how local merchant can truly tap into new opportunities as part of our efforts to promote local businesses through tourism

As a Thai dessert vendor in Bangkok's Pranakorn District Market, Numwan faced barriers to growth due to cash-only transactions, high costs of payment terminals and an inability to serve international tourists. By adopting Alipay+, she eliminated cash-handling friction and gained access to cross-border digital payments. This enabled her to serve both local and international travellers, reduce operational costs and increase sales. Supported by Alipay+'s affordable infrastructure, Numwan expanded her customer base, upgraded her tuktuk through a partnership initiative and secured sustainable income to support her son's education and her family's personal needs.

Simplifying Travel and Shopping Through Alipay+'s Enhanced Payments and Tax Refunds

Through partnerships with local authorities and payment providers, Alipay+ enhances travel experiences with faster and more convenient services for international travellers. Travellers can also enjoy real-time tax refunds at major airports by scanning a QR code and receiving instant payouts via the Alipay mini-programme.

Together with Global Blue, Alipay+ Easy Refund allows travellers in Europe for faster tax refunds. The service simplifies the entire tax refund process and boosts transaction completion rates for retailers.

United by Sport: Alipay+ Powers Cross-Border Travel During UEFA EURO 2024

Event tourism is also growing, especially among younger travellers attending sports, concerts and festivals. During UEFA EURO 2024, Alipay+ saw a 27% year-on-year increase in transactions across European merchants. Over 30% more travellers used their home payment apps, enjoying seamless shopping, dining and access to local attractions.

In Germany, transactions surged by 73%, and merchant acceptance grew by 40%. This growth highlighted how Alipay+ enhanced travel experiences and connected cultures through seamless payments. Alipay+ also helps more local businesses benefit from event-driven tourism.

Trade

Promote Global Connectivity

Bring Equal Access and Growth
Opportunities by Trade for SMEs

Trade is at the core of Ant International's mission to make business simple, inclusive and accessible for all. In today's fragmented trade landscape, SMEs are underserved by traditional financial institutions and face persistent barriers, from complex payment systems to high transaction costs, which hinder their ability to thrive in cross-border commerce.

WorldFirst helps SMEs grow globally with scalable financial solutions, localised support and a focus on emerging markets. Its fast, cost-effective accounts simplify cross-border trade, while strategic partnerships and ongoing engagement create a supportive ecosystem for businesses to adapt, diversify and succeed.

Through Antom's comprehensive payment gateway solutions with over 300 payment methods worldwide, we offer enterprise-grade services and tools to meet the payment needs of merchants of any size, in over 50 markets. Through Antom Payment Orchestration, an all-in-one global payment management platform, and Antom Copilot, a 24/7 AI-powered business assistant, we reduce payment integration time by 90% and lower barriers for our merchants and SMEs to increase transaction success and scale their business globally through seamless integration and easy access to value-added payment capabilities.

Unlocking global opportunities for SMEs with global business

Unlike traditional providers, WorldFirst offers fast and cost-effective services, including secure onboarding, multi-currency payments, collections, FX and fund management. WorldFirst enables SMEs to easily take their products and services globally, all on one platform.

We see the distinct challenges global SMEs face. WorldFirst is committed to helping our merchants stay competitive and meet evolving market needs. The majority of WorldFirst's customers are microbusinesses; many are from emerging markets and are in their first year of operations. Access to logistics, tax expertise and marketing services is crucial for their success. To help them succeed, WorldFirst connects them with partners and tools by forming strategic partnerships and fostering a collaborative ecosystem of shared solutions and collective expertise.

By leveraging our cost-effective and scalable unified account and treasury services, over 1.2 million SMEs can send payments with ease in over 200 markets in more than 100 currencies. Through World Account, SMEs also benefitted from simplified funds collection from over 130 marketplaces, including Amazon, Walmart and Tiktok Shop, and received B2B transfers directly from global buyers. By improving cash flow, lowering costs and ensuring same-day processing, our cumulative total transaction value has grown together with the growth of our merchants, to over USD 300 billion in 2024.

Scoot Boot's Global Expansion Powered by WorldFirst's Scalable Payment Solutions

WorldFirst helped Scoot Boot overcome its currency hurdles. Using its multi-currency World Account, Scoot Boot could manage multiple currencies in one place and get real-time visibility on global transactions. A dedicated account manager from WorldFirst provided Scoot Boot with personalised support, while transparent fees and competitive exchange rates helped safeguard its profit margins. This efficiency helped Scoot Boot expand to more than 110 markets quickly and stay in control of their financial operations.

Launched in 2015, Scoot Boot was co-founded by Dave MacDonald and Annette Katinis to create therapeutic boots for horses to move freely and naturally. It commenced operations in Tasmania, Australia, where it is still based out of.

From Challenges to Global Success: Tantex Thrives with WorldFirst's Payment Support

Tantex, a family-driven textile business based in Singapore with a global presence, had faced challenges managing international payments due to fluctuating exchange rates and high transaction fees. By partnering with WorldFirst, Tantex saved up to 70% on each transaction. WorldFirst's cost-effective and flexible payment system supported its diversification and enabled it to do business with clients worldwide.

In 2024, WorldFirst held over 200 events locally in the UK, Germany, the Netherlands, Singapore, Vietnam and China, to help SMEs in e-commerce across emerging markets.

Fostering growth for businesses of all sizes through digital innovations and partnerships

Antom remains committed to empowering merchants with smarter, more secure and more efficient unified payment solutions. By harnessing technology, Antom is not only simplifying transactions but also fostering a more inclusive commerce ecosystem. With Antom's over 300 payment options and risk tech-optimised capabilities, our Antom Copilot helped businesses worldwide, including SMEs, eliminate complexities by automating the integration process, offering intelligent recommendations, and minimising loss associated with fraud risks. Instead of spending weeks on complex setups, SMEs can integrate payment solutions in just minutes, allowing them to focus on business growth rather than technical challenges.

In 2024, Antom acquired MultiSafepay (MSP), an Amsterdam-based payment service provider that specialised in payment solutions to over 18,000 SMEs in Europe. Through the partnership, Antom together with MSP, will further their joint commitment to offer more secure, flexible and efficient payment solutions with cross-sector partners for small businesses to thrive.

Foster Inclusive Growth

Thrive

Foster Inclusive Growth

Foster Transformation for Everyone to Thrive

Ant International embraces an open, inclusive and technology-driven philosophy, bridging gaps in payments, digitalisation and financing through collaboration with the public and private sectors. Recognising that technology can be transformative in driving sustainable growth, we develop technology under the guidance of regulatory authorities, endeavouring to take active roles in industry initiatives that facilitate innovation and infrastructure development in financial services.

The world is undergoing rapid digital transformation. However, not everyone is benefiting from it equally. Promoting financial inclusion is therefore one of our key priorities. Digital innovation should create opportunities for all, especially for MSMEs, underserved communities and individuals excluded from traditional financial systems.

We adopt a collaborative approach to drive sustainable growth. By partnering with trusted local platforms and financial institutions, we strive to make financial services more convenient and accessible for MSMEs and individuals. Small businesses can not only access financing but also grow their wealth through diversified financial solutions and meet their financial management needs.

Leveraging technology and data insights to remove financial access barriers

Access to financial services and credit is a key driver of inclusive growth and economic prosperity. We have reimagined digital banking services to make it simpler, more accessible and inclusive for MSMEs, empowering them to thrive in today's dynamic business landscape. As of the end of 2024, our banking services have reached 615,000 users and 13,000 SMEs.

We collaborated with local partners like bKash in Bangladesh and DANA in Indonesia to tailor credit offerings that meet unique needs of the local markets, and cater to cultural, linguistic and regulatory differences.

We are committed to broader financial access for underserved communities, by leveraging AI and alternative data in risk modelling, such as Graph Neural Networks, we transform sparse alternative data into structured and meaningful insights to assess creditworthiness. This approach fills the gaps left by traditional data sources, enabling more inclusive and accurate credit decisions.

By working with local partners, we contributed to building more inclusive financial systems across various markets. In 2024, 15 million users are eligible for credit from our credit tech partners.

We are expanding SME lending services across markets to offer more diverse options and scalable solutions for SMEs, particularly news businesses without established histories, in markets such as Hong Kong and Thailand.

Smarter MSME Credit Evaluation by Leveraging Alternative Data Insights

Instead of relying solely on traditional metrics, we tap into alternative data to assess MSMEs who have been underserved by traditional credit systems. For example, when evaluating a local restaurant, we assess not only transaction and payment data, but also other alternative data such as store operations and location data. By leveraging cutting-edge modelling and algorithms like heterogeneous networks, deep neural networks and behaviour sequence modelling, we are able to estimate the restaurant's projected revenue and business outlook, leading to smarter and fairer credit assessment.

In Thailand, a Muay Thai boxing gym owner shared that with just a few online steps, he was able to gain access to a credit line. With the support from Bettr, he is now able to organise more boxing matches and grow his business. His story illustrates how inclusive digital lending can not only empower local entrepreneurs but also help preserve and promote traditional culture.

"I was surprised by how easy it was to get financing from Bettr. It took only a few steps to apply online, and once it was approved, I could use the credit line any time it was needed. Now, I can organise more matches and promote the beautiful sports of Muay Thai and boxing."

Mr Natthapong Khunaksorn
Owner
Samkler Muaythai Co., Ltd.

Singapore Domestic SME Partnership Initiative of the Year 2024
Asian Banking & Finance Wholesale Banking Awards (2024)

BR

Powering e-Commerce Growth with Bettr Working Capital in Brazil

Brazil's booming e-commerce sector presents major opportunities, yet many MSMEs face financing hurdles due to high barriers in accessing financing. These challenges include high interest rates, lengthy processes and complex paperwork. Bettr Working Capital was launched in Brazil, offering an end-to-end embedded financial solution on AliExpress e-commerce platform, by effectively leveraging e-commerce operational data. Its fully-digital process provides affordable loans based on sales data, with disbursements made on the same day. Bettr, through improving lending services, helped SME entrepreneurs to overcome cash flow challenges.

HK

Seamless Access to Diverse Financial Services Through Embedded Finance Services

Ant Bank's eM+ High Yield Account, "Ant Bank PayLater" for buy-now-pay-later options, low-interest personal revolving loans and low-cost fund investments starting at HKD 1, have been integrated into AlipayHK's digital finance section, which offers AlipayHK's over 4.2 million active users convenient access to a wide range of financial services. The section also provides insurance products offered by Ant Bank in partnership with insurance companies such as YF Life. This integration allows users to manage their financial and healthcare needs, anytime and anywhere through Ant Bank mini app on the AlipayHK.

BD

Strengthening bKash's Credit Capabilities Through Alternative Data Modelling

bKash, the largest e-wallet in Bangladesh, launched Digital Nano Loan to provide convenient and paperless credit access to underserved individuals, leveraging our risk data modeling and intelligence. In a market where approximately 95% of consumers are excluded in credit bureau records, our modelling leverages alternative data, improves accuracy in risk assessment and supports accessible financing for first-time borrowers. Within the first year of the partnership, bKash has successfully expanded the number of eligible customers to more than 30% of its total active users.

SG

Accessible and Inclusive Financial Services for MSMEs

LBRLABEL is founded in Singapore by Regina, who began her fashion journey in 2010 that started as a closet clearance project during her university days and has evolved into a brand celebrating every woman's limitless potential. From comfy casuals to dazzling party dressing and professional workwear, LBRLABEL offers a diverse collection for women across the globe to empower them through style. Regina leverages ANEXT Bank's multi-currency business account to manage her e-commerce's finances due to its fuss-free digital platforms and fee-free features.

World's Top FinTech Companies of 2024

World's Top FinTech Companies (2024)

SBR Technology Excellence Awards 2024 in Fintech - Banking category

SBR Technology Excellence Awards (2024)

Best Digital Experience Awards - Bronze

The CX Asia Excellence Awards (2024)

Technology

Foster Inclusive Growth
Harness Technology to Drive Sustainable Digital Economy

At Ant International, trust and inclusion are the twin pillars that guide us in how we build, deploy and govern AI in fintech. We aim to foster innovations and partnerships that make AI less costly and more accessible, so that more companies and developers can participate in the AI-powered economy, and consumers can benefit from more useful applications.

Through open collaborations, we share our experience, tech capabilities and operational expertise to support our partners in every step of their growth journeys. Through our risk technology, wallet technology, payment technology, platform technology, and credit technology, we help to accelerate digital economy growth through our partnerships with 36 global e-wallets, leveraging our leading mobile payment innovation solution. These global wallets together cover more than 1.7 billion user accounts and over 100 million merchants, supporting more than 100 currencies.

Best Merchant Service in Asia Pacific (A+ Rewards)
Excellence in Retail Finance Awards (2025)

Recognised for delivering seamless and impactful merchant services regionally

GCash Celebrates Growth with Alipay+ Wallet Tech

In October 2024, at its 20th anniversary celebration in Manila, GCash credited the Alipay+ platform for driving its business growth and enhancing platform stability, especially during the pandemic. The migration to Alipay+ enabled GCash to scale rapidly, serve over 94 million users and expand services through features like mini-programmes. Its ongoing innovations powered by Alipay+ technologies include Smile to Pay, wearable payments and transport solutions, along with Platform-as-a-Service (PaaS) upgrades.

Alipay+ Rewards Applying Privacy-Preserving Technology

By using our proprietary privacy-preserving computing technologies, A+ Rewards has enabled foodpanda to unlock business growth in the Philippines without compromising user privacy. With data kept usable but invisible, A+ Rewards delivered precise matching at scale—driving a 4x increase in user engagement efficiency and boosting user acquisition by 30%. This privacy-first approach demonstrates that secure and compliant technologies can deliver measurable growth. In 2025, A+ Rewards was recognised with the "Best Merchant Service in Asia Pacific" award at the Excellence in Retail Finance Awards, highlighting its seamless and impactful support for merchants across the region.

Enhancing the efficiency of cross-border fund settlements through blockchain and AI innovations

Over the past decade, many markets have built fast payment systems that enable real-time local transactions. However, significant gaps remain in cross-border payments. To address these gaps, we partnered with 14 global banks, including several Global Systemically Important Banks (G-SIBs), striving to develop an open ecosystem for transparent, real-time cross-border treasury management on our Whale platform.

Our proprietary open banking platform powered by AI and tokenisation technology, enables instant settlement of tokenised deposits, enhancing transparency and efficiency for cross-border transactions. Ant International has been working with partners around the world, including J.P. Morgan, Standard Chartered and HSBC on tokenised deposit solutions to move money and increase settlement efficiency. In 2024, the platform supported over 100 currencies and powered fund processing value totalling over USD 300 billion for blockchain settlement.

To further ensure businesses of all sizes can harness the power of AI to address real-world challenges, we also developed our proprietary AI-powered solutions, namely Falcon Time Series Transformer (TST) AI FX model, enabling more accurate predictions on trading volumes and lowering hedging and overall FX costs with hourly FX demand prediction accuracy rate of over 90%.

Advancing Cross-Border Payment Transparency Through SWIFT's Collaboration Programme

Ant International has joined SWIFT's Network Interoperability Reference Implementation programme to explore ways to improve cross-border payment transparency. Through this collaboration, we aim to combine SWIFT's global network with our expertise in digital and cross-border payments to deliver faster, more seamless transactions worldwide.

Whale Platform: Global Open Banking Real-Time Payment (RTP) Platform
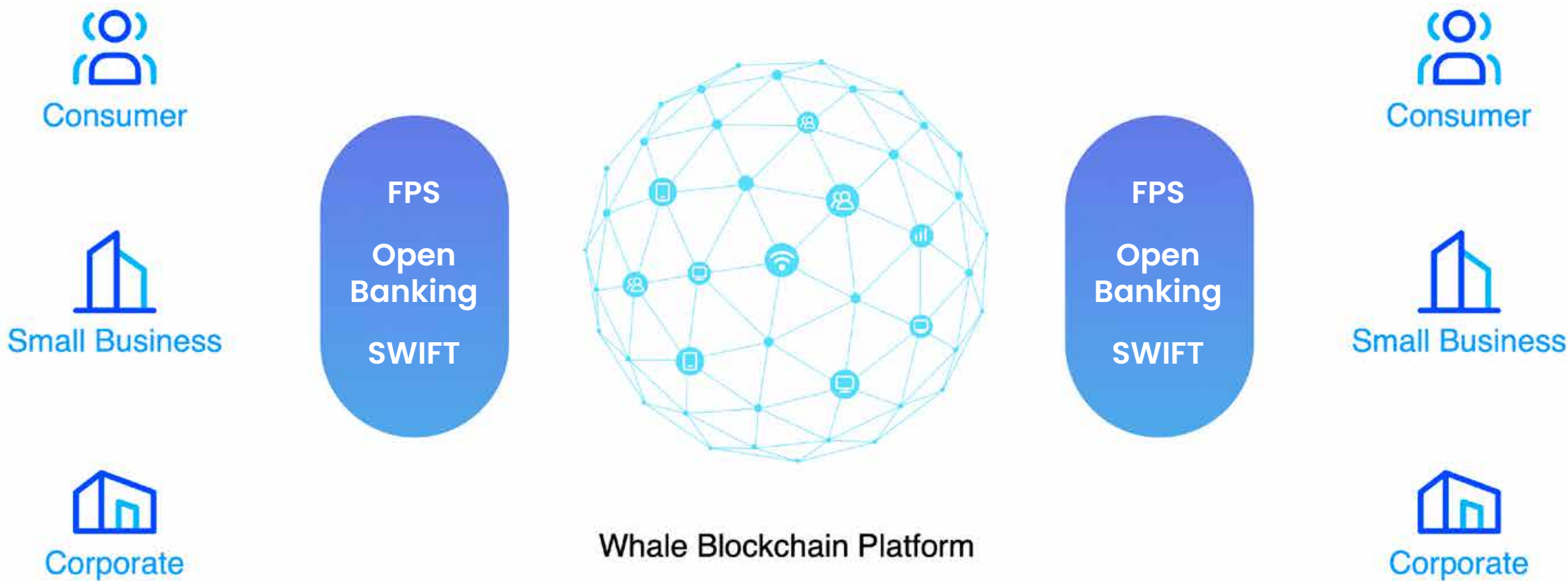
Whale platform is a next-generation treasury management solution that utilises blockchain technology, including advanced encryption and AI, to improve the efficiency and transparency of funds transfer between Ant International's intragroup entities for real-time global treasury management. In 2024, more than a third of Ant International's transactions were processed on-chain via the Whale platform.

Whale Platform's Global Partners

Partnering with over 10 global systematic important banks (G-SIBs) in our treasury management

2019.12 — Whale Platform connected Citi, HSBC and Standard Chartered for blockchain payment in HK and SG

2020.08 — Whale Platform connected to HSBC and J.P. Morgan for blockchain payment in Luxembourg

2023.10 — Ant International completed the programmable payment pilot in HKMA's e-HKD Pilot Programme

2024.01 — Whale Platform connected to HSBC, DBS and Banking Circle in HK/SG/EU for tokenised deposit under MAS' Project Guardian and HKMA's Project Ensemble

2024.07 — Ant International announced cooperation with BNP Paribas and OCBC on tokenisation

2024.10 — Ant International completed HKD-denominated cross-bank blockchain test transactions under HKMA's Project Ensemble Sandbox

Industry Collaborations Leveraging Digital Innovations

Ant International x OCBC: Treasury Innovation in Action

In 2024, we partnered with OCBC to explore tokenised deposit innovations for global treasury management via the Whale platform. This pilot enables real-time, 24/7 cross-border payments between Singapore and Malaysia, marking a breakthrough in treasury operations. While the collaboration was the first between OCBC and Ant International, it signalled a broader shift to offer global businesses a more agile, transparent and resilient way to manage liquidity in a fast-moving world.

Collaboration with J.P. Morgan to Advance Financial Services Abilities

In partnership with J.P. Morgan, we achieved an industry landmark by establishing API connectivity between the Whale platform and Kinexys Digital Payments. This integration enables seamless fund transfers and real-time balance synchronisation across both systems, eliminating the need for manual checks or reconciliation, and ensuring accuracy and efficiency.

Partnering AirAsia to Optimise Treasury Management

Ant International and Capital A Berhad, owner of AirAsia, have formed a strategic collaboration to bring more seamless services and diversified growth in the region and beyond. AirAsia adopted our Falcon FX model to improve accuracy of FX and cash flow forecasts, resulting in 20-60% reduction in FX hedging costs and strengthening their market competitiveness to offer more affordable services to their consumers in the region.

Best Foreign Exchange Solution
Adam Smith Award (2024)

Recognised for enhancing user experience with localised pricing and flexible payment options in the aviation sector

Best Cash Management Solution
Best Payments and Collections Solution
The Asset Triple A Awards

Best Cash Management Solution (2024)
Best Payments and Collections Solution (2025)

Drive Responsible Innovation Through Public-Private Partnership

As a strong supporter of public-private partnerships, we actively participate in collaborations with the public sector. These collaborations aim to harness the power of blockchain technology to address wholesale banking gaps and pain points.

Through partnering with regulators and established global institutions, we contribute our industry expertise and tech capabilities to pioneer and develop the use of emerging technologies such as tokenisation in cross-border payments clearing and settlement.

Joining Project Ensemble to Unlock Real-Time Tokenised Liquidity

Ant International joined the HKMA's Project Ensemble Sandbox in 2024. Using the Whale platform, we have explored tokenisation use cases, such as the settlement of tokenised money deposits, in collaboration with HSBC and Standard Chartered Hong Kong. This partnership marks a key milestone in advancing public-private innovation in tokenised finance.

Driving Real-Time Multi-Currency Clearing and Settlement through Tokenisation in Project Guardian

As part of the MAS Project Guardian, a global initiative to boost financial market liquidity and efficiency through asset tokenisation, Ant International was invited to lead the FX working group, piloting an industry use case where a corporate treasury can initiate and receive payments 24/7, seamlessly bridging across multiple locations in an increasingly global business landscape across various currencies.

Central banks and policymakers from France, Germany, Japan, Switzerland and United Kingdom are actively participating in Project Guardian, contributing to the development of digital asset infrastructure and standard.

Empower Sustainable Digital Transformation

Talent

Empower Sustainable Digital Transformation

Nurture Digital Talent for Tomorrow

The 10x1000 Tech for Inclusion ("10x1000") initiative, supported by Ant International and the International Finance Corporation (IFC), serves to dismantle three critical barriers that impede digital economic growth: the widening global skills divide, the untapped innovation potential of emerging markets, and the systemic inequities that silence marginalised voices.

Guided by the principles of "Learn, Connect, Inspire", it seeks to establish an alliance of visionary partners committed to creating a borderless ecosystem in which talent can thrive. This initiative fosters active and collaborative learning, with future technology leaders from Lagos to Jakarta coming together to co-create solutions for tomorrow's challenges.

10x1000 was jointly launched with IFC in 2018. Key impacts till date:

7,157
registered learners (cumulative)

>50%
females

110
markets covered

82
in developing markets

1,979
organisations are represented

>50%
MSMEs

6
programmes

>40
partners

The key pillars of transformation include:

1. A Dynamic Knowledge Engine: A scalable platform democratises access to world-class digital education

2. Future-Proof Skills in Action: Scenario-based training that bridges theory with real-world applications, empowering individuals to address pressing economic and societal challenges

3. Ecosystem Synergy: Strategic collaborations that enhance collective strength, fostering alignment among governments, corporations and educational institutions to promote inclusive growth

4. A Living Global Community: A vibrant network that facilitates the exchange of ideas, fosters collaboration and nurtures leaders who can act as catalysts within their communities

Our mission
We aim to bridge the global digital skills gap, empowering digital talents to thrive in a rapidly changing digital world and driving the sustainable growth of the digital economy.

Our vision
Collaborate with industry partners to build an inclusive learning platform that nurtures at least 1,000 tech leaders and digital talents annually for the next ten years.

10x1000 Featured Stories

Strategic Partnership with National Bank of Georgia

In 2024, 10x1000 formalised a strategic partnership with the National Bank of Georgia (NBG), aligning with the central bank's national agenda to cultivate digital talent and accelerate fintech innovation. The collaboration launched an inaugural cohort of 30 professionals, who successfully completed the 10x1000 Fintech Foundational Programme.

"Technologies such as blockchain, artificial intelligence, tokenisation and programmability are revolutionising the financial infrastructure. This necessitates the training of new personnel and the retraining of existing staff to adapt to the evolving industry. We are pleased to partner with 10x1000 and have the first cohort of 30 fintech professionals from Georgia joined this global initiative."

Valarm Ebanoidze
Head of Fintech and Suptech Development Department National Bank of Georgia

Fostering A Living Global Community

Nuraizah has pioneered MADCash to open financial access to women-led micro-businesses through 0% interest micro-loans. Her vision for MADCash was sharpened by 10x1000's global fintech case studies. By integrating insights from 10x1000, she has scaled MADCash into a tech-driven ecosystem that bridges credit gaps and equips entrepreneurs with digital knowledge. Her dual focus on inclusive finance and capacity building positions MADCash as a catalyst for systemic change, driving gender equality and economic resilience across Southeast Asia.

"The knowledge sharing is priceless. I like the bite-size learning format with deadlines and pop quizzes to see if one has caught what the presenter intended. I have re-reviewed some of the content, and as my business grows, things become clearer. I find that my understanding of a topic changes and grows with time and experience."

Nuraizah Shamsul Baharin
Co-founder & CEO, MADCash, Malaysia

Enrich All Walks of Lives Through Digital Learning

Nurturing Tech Talents in Partnership with Malaysian Universities

Ant International was a corporate sponsor and supporter of Asia Pacific University's International Battle of Hackers (IBOH) 2024 held in Malaysia. It is a global cybersecurity talent development initiative that combines advanced Capture the Flag (CTF) competitions, industry-led workshops, and expert panels to equip students with real-world technical skills and strategic thinking.

With over 160 teams and 465 participants from around the world, the programme offers hands-on experience in cryptography, AI, and digital forensics, while also fostering early engagement, industry connectivity, and leadership development—positioning students to thrive in the evolving cybersecurity landscape. Ant International's Chief Information Security Officer (CISO) was one of the panelists who shared his experience in securing digital transactions with the participants in the forum during IBOH2024.

Joint Programme with NVPC on Digital Giving

Ant International believes in open collaboration with organisations to equip people with the right knowledge and digital tools to promote sustainable growth. The National Volunteer & Philanthropy Centre (NVPC) launched a partnership with Ant International which aims to enhance the digital fundraising capabilities of charity partners on NVPC's giving.sg platform. Ant International supported 13 charities through a capacity-building programme, where we explored growth marketing, tested creative strategies and participated in a fundraising pitch challenge. As a result, they developed more targeted digital engagement approaches, which would help them to reach broader audiences, run more effective campaigns and increase social impact.

Visited by former deputy prime minister Heng Swee Keat, hosted by President Douglas Feagin

Driving Digital Adoption in Singapore

We are a partner of Infocomm Media Development Authority's (IMDA) Digital for Life. Digital for Life aims to galvanise the community in Singapore to help citizens of all ages embrace and learn digital to enrich their daily lives. In recognition of these efforts, Ant International received the "Digital for Life Catalyst Award" by the IMDA of Singapore in 2024. Ant International demonstrated anti-deepfake solution at IMDA's Digital for Life Festival 2024 in Singapore.

Digital for Life Catalyst Award
IMDA Partner Appreciation Event (2024)

Awarded by Minister for MDDI, Josephine Teo, in recognistion of our contributions to drive financial transformation in Singapore

SisBerdaya and DisBerdaya in Indonesia

In partnership with DANA Indonesia, SisBerdaya was launched in 2023 with Ant International's support. The programme provided training, mentorship and financial support to a cumulative total of 390 female entrepreneurs in ultra-micro and micro women businesses, equipping 1,880 participants with digital and business skill sets to elevate their businesses through technology. In 2024, DisBerdaya was added in supporting women entrepreneurs with disabilities.

Meet one of the winners from DisBerdaya 2024

As the mother of a child with special needs, Euis started CIDCO to provide a platform for people with special needs to express themselves through art. Now a lifestyle brand with products that span tumblers, pouches, scarves and shopping bags, every product from CIDCO is hand made with care. Euis is one of the Winners for DisBerdaya 2024.

"We're proud to see Euis and thousands of women-led MSMEs transform through technology. In partnership with Ant International, and with support from Central Bank of Indonesia and our local government stakeholders, this programme empowers women— including those with disabilities—to grow their businesses with digital and business skills. Together, we're shaping an inclusive, tech-driven ecosystem that delivers sustainable opportunity across Indonesia."

Vince Iswara

**CEO & Co-founder
DANA Indonesia**

Girls Love Tech in Singapore

In partnership with IMDA, SG Women in Tech and She Loves Tech, we launched Girls Love Tech in 2022 to inspire and empower young women to become future tech leaders. In 2024, the programme welcomed over 300 girls aged 12 to 23.

Younger participants (12–16 years old) explored Generative AI, applied tech solutions to real-world problems, participated in a Women in AI panel, honed their public speaking skills, and were inspired by a mother-daughter duo in tech.

Older participants (17–23 years old) participated in an intensive entrepreneurship bootcamp, where they learnt from unicorn founders and industry leaders on career growth, business models and scaling strategies. They also pitched their ideas to a panel of judges.

Youth Internship Programme in Hong Kong and Singapore

In 2024, we opened our doors to young changemakers across Asia. Under the Singapore–China Youth Interns Exchange Scheme (YES), we welcomed five Singaporean students in our Hangzhou and Shanghai offices. Immersed in live projects across data, marketing and business, they gained both practical skills and cross-cultural perspectives.

Through the Home and Youth Affairs Bureau (HYAB) Scheme with the Hong Kong government, we hosted university students in a fast-paced, eight-week internship where they applied academic learning to real-world challenges in cross-border payment solutions, public relations and sustainable finance.

Low-Carbon

Empower Sustainable Digital Transformation

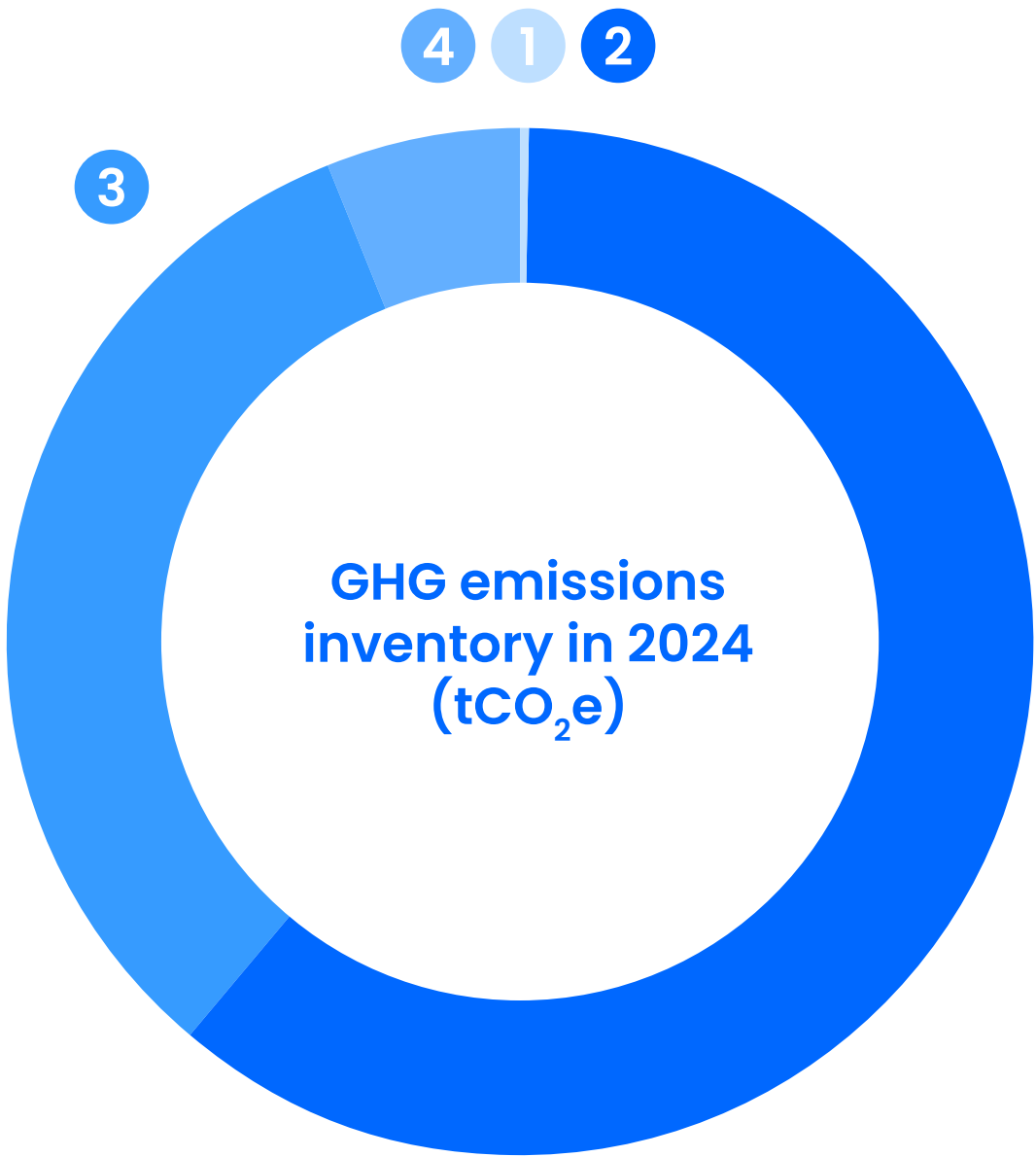## Adopt Best Practices to Achieve Low-Carbon Operations

Addressing climate change is one of the most significant global challenges today. We recognise our responsibility to be part of the solution. With a global footprint, Ant International is committed to managing and reducing our environmental impact.

Among all other environmental impacts, greenhouse gas (GHG) emissions will directly contribute to climate change, particularly global warming. Therefore, we focus on managing our GHG emissions footprint across our global operations, continually enhancing how we measure, report, track and reduce emissions to develop credible long-term decarbonisation targets.

Identifying our baseline inventory through carbon profiling

Establishing credible long-term decarbonisation targets begins with an understanding of our carbon footprint. We started out by voluntarily conducting[1] a baseline emissions inventory across our eight offices and four data centres (identified as under Ant International's operational control) for the period from January to December 2024. Using the internationally-recognised GHG Protocol, we calculated emissions for Scope 1, Scope 2 and selected categories of Scope 3.

GHG emissions inventory in 2024 (tCO$_2$e)

Over 90% of our total emissions in 2024 stemmed from two sources: purchased electricity (Scope 2) and business travel (Scope 3, Category 6). Emissions from electricity are largely attributed to the energy-intensive needs of our digital infrastructure, while business travel emissions are mainly driven by employee air travel.

We have also sought external verification for the baseline study. Please refer to page 53 for the external limited assurance statement.

Scope 1

1. From natural gas and fugitive emissions — **156**

Scope 2

2. From purchased electricity[2] — **21,692**

Scope 3[3]

3. Category 6: Business travel — **11,677**

4. Category 7: Employee commuting — **2,083**

1. The organisational boundary was defined based on the operational control approach.
2. This is calculated based on the location-based approach (21,793 tCO$_2$e if based on marked-based approach). The minor difference is due to residual grid emission factors applied in two offices.
3. Data are based on staff from all offices.

Leveraging Technology to Enhance Energy Efficiency in Data Centres

To further reduce energy consumption and enhance resource efficiency, we will continue exploring green technology solutions that optimise system performance.

For example, our AI-drive optimisation technology dynamically allocates CPU and memory resources based on real-time container usage, enabling intelligent and energy-efficient scheduling. Furthermore, our hybrid online-offline deployment approach allows diverse workloads to run concurrently on shared infrastructure, which maximises utilisation while maintaining performance targets. Together, these innovations will result in more sustainable, efficient and resilient infrastructure across our operations.

Strengthening our climate resilience

While our baseline study marks an important first step, we recognise the inherent challenges in accurately quantifying emissions. These include improving the quality of emissions and conversion factors, completing the full Scope 3 inventory—where we anticipate material impact to our total emissions—and refining the collection and interpretation of activity data. Addressing these gaps is critical to ensure our emission metrics support an accurate and informed decision-making process.

We are taking a thoughtful and iterative approach in our journey towards long-term decarbonisation, with the aim to explore and align with science-based pathways to set GHG emissions reduction goals. We will conduct an assessment for climate-related risks and opportunities to better understand how they may affect our operations. We are also developing a decarbonisation strategy guided by a mitigation hierarchy to prioritise actions that have the most meaningful impact, such as adopting cloud-native technologies and maximising hardware utilisation to minimise energy usage.

Environmental Sustainability

Empower Sustainable Digital Transformation

Drive Environmental Sustainability Through Partnerships

Sustainability inclusion, in addition to financial inclusion and technology inclusion, is an important aspect. MSMEs must not be left behind in the transition to a more inclusive and sustainable economy. Our deep experience and global reach means that we have the critical responsibility to actively invest in and champion environmental sustainability in the communities we serve.

Enabling environmental innovation through strategic collaboration

We believe that inclusivity makes sustainability more effective. Real progress happens when innovation is accessible to all—not just a few. We aim to leverage our tech innovation expertise and our reach via digital platforms to mobilise the communities we serve towards adopting a sustainability mindset and supporting eco-friendly initiatives that benefit marine ecosystems.

Taking an open collaborative approach, we actively partner with governments, international organistaions and like-minded organisations to drive collective action and make more progress towards climate sustainability, MSME inclusion and digital enablement. Through these collaborations, we expand the reach of our impact, share knowledge and pool resources to address pressing challenges such as marine conservation, climate adaptation and circular economy practices.

Promotion of MSME sustainability inclusion

Corporates and businesses today face increasing requirements from regulators, financial institutions and supply chain partners to disclose and track their sustainability performances. SMEs represent 90% of all businesses and 50% of employment worldwide, yet their limited size means they lack the capability and data collection mechanism for sustainability-related reporting. MSMEs, key components of larger firms' supply chains, face even greater challenges: the complexities of the reporting landscape; insufficient resources and know-how to generate basic sustainability reports; and the high cost of employing technological solutions and consulting services for effective reporting.

In March 2024, Programme SIRIUS (Sustainable Innovation for Regenerative and Inclusive Purpose) was launched. It is an industry-led initiative supported by industry partners, including Ant International, Gprnt (an initiative by MAS), the IFC and 13 Asia-Pacific fintech leaders across 11 economies. Aimed at facilitating MSMEs' sustainability journeys, it fosters open industry dialogues on sustainability innovations and best practices. Programme SIRIUS helps MSMEs transition to a low-carbon economy, advances their access to sustainability financing and uplifts them with new growth opportunities.

"One of the key priorities when we launched Programme SIRIUS earlier in 2024 was to address the critical challenge of sustainability inclusion for MSMEs, who are being left behind in the global shift towards sustainability, missing out on new opportunities.

We hope that the MSME S-Card, the first initiative under Programme SIRIUS, will offer a benchmark for MSMEs and financial institutions to work together to support MSMEs' sustainability journey, enabling them to contribute to a shared vision for a better future while gaining practical benefits from sustainable payments, ESG reporting, and green financing."

Leiming Chen
Chief Sustainability Officer
Ant International
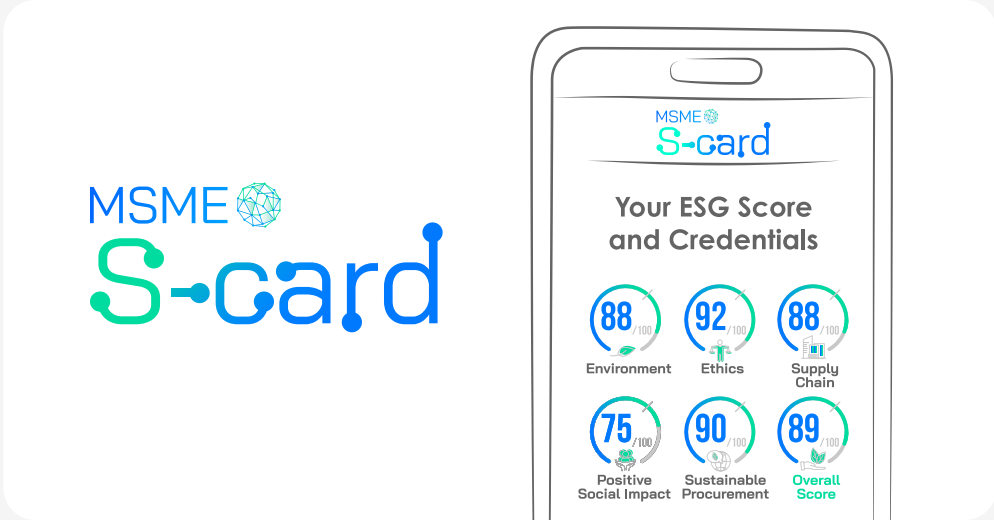
Digital Sustainability Scorecard for MSMEs to Enhance ESG Credibility

Announced at the Singapore Fintech Festival 2024 as part of the broader Programme SIRIUS, Ant International, together with partners IFC, Gprnt and GCash, will pilot the MSME Sustainability Impact Scorecard (MSME S-Card) as an industry best practice to advocate more support for MSMEs' sustainability transition journeys.

MSME S-Card is a digital solution which will make it easier for MSMEs to automate their credentials onto a digital scorecard integrating key metrics indicating how environmentally and socially friendly these MSMEs are. The tool is designed to be user friendly, automated and act as a starter toolkit to help businesses to track and understand their impact.

Ant International launched AquaViva, our global programme for ocean conservation at COP29

Ant International announced the launch of AquaViva, our first ocean conservation programme, at the Singapore Pavilion of the UN Climate Change Conference (COP29). Conservation International is our first global partner to advance our global efforts in promoting marine biodiversity.

Programme AquaViva is Ant International's first ocean conservation programme, which focuses on research & climate resilience, biodiversity conservation, capacity building, sustainable tourism and collective actions in creating a vibrant future for marine life through digital innovation, science, AI technology and human connection.

Why Ocean Matters?

44% of the world's population lives within 150 kilometers of an ocean

3 out of 7 people in the world depend on seafood as their main source of protein

30% of carbon created by human activity is absorbed by the oceans

90% of emissions heat is absorbed by the ocean

In 2024, we embarked on AquaViva's inaugural joint project with Conservation International on the conservation of whale sharks in Indonesia. The project engages with Indonesian authorities and communities to develop and implement whale shark ecotourism policies and practices around key habitats in Indonesia.

Source: *The ocean – the world's greatest ally against climate change*

Illustration of a whale shark

Sustainability is no longer just a buzzword—it's a call to action

Sustainable travel and tourism have emerged as powerful new market opportunities, as consumers, businesses and governments increasingly seek experiences that balance economic growth with environmental stewardship and community wellbeing. Turning that awareness into tangible action remains a challenge.

In 2023, Alipay+ unveiled a year-end campaign to promote sustainable cross-border travel with a series of incentives, such as free overseas mobile data packages and in-app discounts across Alipay+'s extensive merchant network. These incentives were offered to users by global partners of five e-wallets in Asia.

Ant International is also an active member of the World Travel and Tourism Council, whose mission is to maximise the inclusive and sustainable growth potential of the travel and tourism sector through global partnerships—where we will continue to explore different partnerships to drive mindshare of responsible travel and sustainable tourism.

Partnering to Drive Sustainable Travel

Ant International worked with partners, including GCash, Touch 'n Go and TrueMoney, to drive sustainable tourism. In the 2023 year-end campaign, travellers received eco-friendly incentives—such as free roaming data, exclusive in-app deals and 100% rebates—if they chose greener behaviours like using public transport, carrying reusables and shopping locally. Spanning popular destinations across Asia, the initiative helps global brands and SMEs make responsible travel rewarding.

Championing Sustainable Travel Experience Leveraging AR Technology

At the Singapore Fintech Festival 2024, Ant International, in collaboration with Conservation International, unveiled an augmented reality (AR) experience. It was an immersive journey that connected eco-conscious tourism with real-world impact, allowing participants to see the bigger picture of their choices. Through cutting-edge technology and thoughtful storytelling, we showed how brands can go beyond raising awareness to motivating action that matters.

Employee Sustainability Challenge

In 2024, Ant International launched our internal sustainability challenge. After months of preparation, evaluation and presentation before the judging panel, five project teams were shortlisted for the awards. This internal challenge was a key project to drive internal staff awareness and capacity building for our sustainability strategy. The awarded teams were granted an exclusive tour to visit Ant Forest sites at Inner Mongolia, China, and gained insights on forestry preservation efforts.

Collaborate to Innovate Responsibly

Collaborate to Innovate Responsibly

Uphold Robust Compliance Functions for Sound Business Practices

At Ant International, compliance is more than a regulatory obligation. It is central to our mission of delivering safe, inclusive and impactful financial solutions. We recognise that maintaining compliance is an ongoing journey: By embedding it across our operations, investing in advanced technology and fostering a culture of integrity, we make compliance a core value shared by every team member, thus reaffirming our commitment to stakeholders around the world.

Conducting ethical business through good governance and management practices

We hold more than 45 approved payment and financial services licenses across global markets. Central to our commitment to compliance is robust corporate governance practices; these practices are critical to executing our business strategy and driving long-term, durable value creation. Our governance framework ensures strong oversight and management accountability.

Governance structure and board oversight

Ant International adopts principles and practices that prioritise effective risk management, strong internal controls, transparent disclosure, accountability and active stakeholder engagement. We are dedicated to continuously improving these standards and fostering a culture of compliance and ethical governance.

The Board is responsible for guiding Ant International's

long-term strategic objectives and driving value creation by maintaining strategic oversight through regular review on our business progress while providing recommendation to shape our strategy formulation for major daily business decisions by management.

Risk Management Committee

At Ant International, we understand that well-designed and effective risk governance is critical to both business development and innovation. To that end, we established the Ant International Risk Management Committee (RMC) eight years ago, comprising all senior management. The RMC is responsible for setting the company's risk appetite, regularly monitoring key risk indicators, and making final decisions on significant risk matters and coordinating responses in emergencies. It is supported by several specialised subcommittees that provide expert guidance and enhance the efficiency of implementing key decisions.

Since 2023, in line with evolving business strategies, we have also established RMCs at the business unit level. These enable risk management decisions to be better aligned with each unit, allowing for more responsive and granular risk assessments. In addition, we have set up RMCs at the legal entity level in accordance with local regulatory requirements. These committees have operated quarterly from the moment we obtained relevant licences, addressing all risk issues through a comprehensive risk assessment in each jurisdiction.

Maintaining Compliance Through Technology and Expertise

We combine cutting-edge technology with specialised expertise to maintain effective compliance. Our tools include AI-driven fraud detection, blockchain-based audit trails, and real-time transaction monitoring to enhance security, transparency and regulatory adherence. These tools are supported by a multidisciplinary team of

legal, financial and technical professionals who design compliance frameworks, conduct audits and collaborate with regulators to ensure alignment with evolving standards in a complex global regulatory landscape.

To close gaps and drive continuous improvement, we employed an effective feedback mechanism: regular audits assess compliance adherence, while employee surveys gather insights into gaps and challenges. Policies and related training materials undergo quarterly reviews to reflect the latest regulatory standards, keeping employees and processes aligned with current expectations. Together, these measures ensure the company maintains a dynamic, reliable and future-ready compliance strategy.

Compliance Principles

Transparency and Open Communications

Engage and Collaborate with Regulators

Data Security and Privacy

AML

Anti-Fraud

KYC

Enhancing a Culture of Compliance Through Training

Our compliance training programmes equip employees from top management to frontline staff with essential knowledge across critical areas to uphold organisational integrity and legal standards. These training programmes cover key areas critical to our global operations, including:

Data privacy: GDPR/CCPA compliance, secure data handling	Anti-money laundering (AML): Red flags, transaction monitoring, domestic and global AML standards
Regulatory updates: Sanctions, licensing, and evolving laws and regulatory reforms	Ethics: Integrity workshops, conflict-of-interest training
New technologies and products: The use of artificial intelligence, blockchain in payments and other RegTech developments	

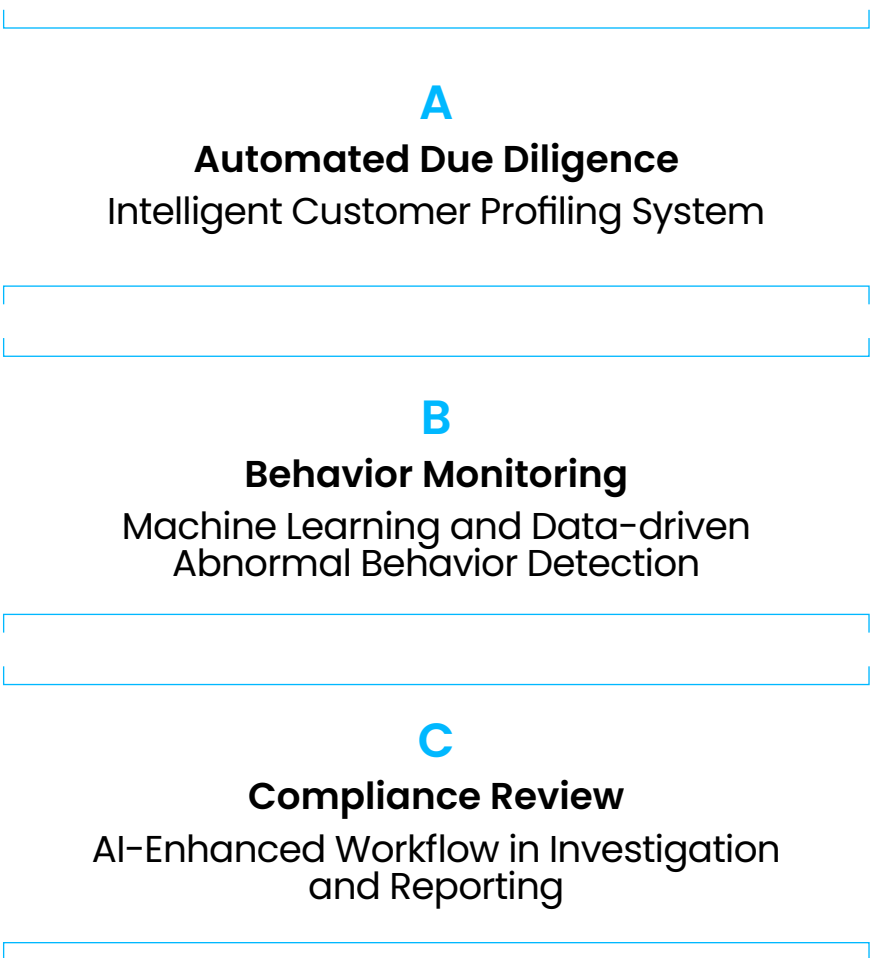# Implementing programmes to ensure adherence to regulations

We maintain ongoing dialogue with regulators and policymakers, sharing industry best practices and ensuring our compliance measures fully align with regulatory standards and expectations.

As a member of the Financial Stability Board Cross-Border Payments Legal, Regulatory and Supervisory taskforce, Ant International plays a proactive role in fostering open public–private dialogues to advance G20's agenda in improving the cross-border payments landscape.

North America
United States of America

Europe
United Kingdom
The Netherlands
Luxembourg

Northeast Asia
Hong Kong SAR
Japan
South Korea

Latin America
Brazil

Southeast Asia
Singapore
The Philippines
Indonesia
Thailand
Vietnam
Malaysia

Middle East
Saudi Arabia

Oceania
Australia
New Zealand

A Three-Layered Approach to Continually Strengthen AML Practices

To continuously strengthen compliance, we leverage AI-driven technologies to reinforce our efforts in fraud detection, blockchain-based audit trails and real-time detection systems. Our three-layered AML monitoring approach includes: automated due diligence with intelligent customer profiling; behaviour monitoring using machine learning and graph computing to detect anomalies; and AI-enhanced workflows to streamline compliance reviews and reporting. These technologies enable proactive risk identification and ensure timely and accurate investigations, helping us stay ahead of emerging threats while upholding robust compliance standards.

A
Automated Due Diligence
Intelligent Customer Profiling System

B
Behavior Monitoring
Machine Learning and Data-driven Abnormal Behavior Detection

C
Compliance Review
AI-Enhanced Workflow in Investigation and Reporting

Participation in the FATF Private Sector Consultative Forum

Throughout 2024, we continued to collaborate closely with key AML regulators, including the FATF, Basel Committee and Wolfsberg Group, to help develop a framework that allows conventional and innovative payment systems to co-exist and align. The goal is to enable cross-border payments that are cheaper, faster, safer, more transparent and more accessible. We shared our experience in leveraging technology for AML effectiveness, while emphasising the importance of user friendliness, a level-playing field, and clear delineation of roles and responsibilities for all parties involved in the payment chain, regardless of banks or non-bank financial institutions.

Data Protection, Security and Cybersecurity

We continue to invest in industry-leading digital technologies and dedicated teams of talents to implement high standards of data security and privacy protection.

Three Key Principles

· Lawfulness, Fairness and Transparency
· Data Minimisation and Purpose Limitation
· Security and Accountability

Three-Dimensional Management of Data Security

Data Security Governance System: As a financial payment company with global business, Ant International strictly abides by the applicable laws and regulations worldwide, fulfilling our compliance obligations and duties of our financial licensees in many regions around the world, and builds a data security governance system that meets the characteristics of globalised business.

Composite Data Security Governance: Ant International leverages its strengths to integrate strategy, management, and technology, which combines management with technology, data security with business development, and internal governance with ecological linkage, so as to make the composite data security governance system effectively cope with the complex challenges of the globalised financial payment business.

Data Life Cycle Security Control: We are in line with the requirements of our global business development to build data life cycle security control, providing all-round security coverage from data classification and grading, collection, transmission, storage, usage, output, sharing and destruction.

Ant International mainly offers our solutions and services to enterprises and businesses, and we minimise access and collection of any personal data unless we are required by applicable laws to do so. To the extent we are required to do so, we are fully committed to safeguarding privacy with integrity and innovation, ensuring every user and partner can confidently engage, knowing their data is protected, respected and used responsibly.

We implement robust governance to ensure proper controls and oversight over our use of data and technology. Data security and privacy policy are reviewed and updated as needed, and the enhanced safety measures are prioritised by implementing comprehensive lifecycle protection for sensitive data, leveraging a multi-layered security architecture.

Cybersecurity is an integral part of our overall enterprise risk management programme. A robust programme to protect our network from cyber and information security threats is critical to managing risk effectively. Our network and platforms incorporate multiple layers of protection, providing greater resiliency and security protection. Our programmes are assessed by third parties, and incorporate benchmarking and other data from peer companies and consultants.

We are honoured to have our efforts recognised by five respected institutions, including International Data Corporation (IDC) and World Association for Information Technology (WAIT).

Our full life-cycle integration of AI and privacy-preserving computing in risk management has also resulted in notable achievements. For example, we have a card fraud loss rate of 2.7 bps, 1/20 of the industry average of over 50 bps. Antom has received the SOC 2 Type II Certification, and WorldFirst has achieved the certification of the Payment Card Industry Data Security Standard (PCI DSS). We are also ISO/IEC 27001 certified, reaffirming our commitment to information security, cybersecurity and privacy protection.

While we take pride in these recognitions, we also remain focused on improving and serving as a trusted digital partner for all.

Trust

Collaborate to Innovate Responsibly

Strengthen Digital Trust Through Responsible Innovation

Today, digital technologies have revolutionised communication, business and culture. Given the increasingly prevalent role of technology in our lives, a healthier and more resilient digital ecosystem benefits everyone. Our approach to strengthening digital trust is undergirded by our approach to responsible technological innovations. While we reap the benefits of technology, we also aim to address the inevitable challenges that have arisen, such as privacy concerns and emerging AI risks.

Strengthening ecosystem resilience through responsible technology solutions and open collaboration

We strive to strengthen digital trust in our digital ecosystem using a twofold approach: by leveraging innovative technologies and by collaborating with our partners to strengthen our ecosystem resilience. As we innovate and expand the range of our digital solutions, we continually dedicate resources to ensure that these solutions are trustworthy, secure and ethical. Recognising digital trust as a shared responsibility, we also actively collaborate with our partners to co-create a resilient digital ecosystem.

AI technology underpins many of our products and solutions, enabling us to enhance security, improve service efficiency and manage risk at scale. We apply advanced AI to detect and prevent fraud, assess credit risk, forecast transaction volumes and support intelligent customer service and marketing—contributing to safer, more seamless digital experiences for users and merchants.

We also integrate state-of-the-art technologies into our offerings, including anti-deepfake tools, e-KYC solutions and AIGC detection systems. These technologies help merchants access digital payment solutions that are efficient and held to the highest security and trust standards.

Risk Tech Wins WDTA AI STR-02 Certification

AlipayHK e-wallet, widely accepted by local merchants in Hong Kong, integrated Ant International's Risk S.H.I.E.L.D. solution and became one of the first global tech operators to secure the Large Language Model Security Certification accreditation. This demonstrated the effectiveness on AI governance and risk management capabilities enhanced through our risk solutions.

By integrating our Risk S.H.I.E.L.D. solution, AlipayHK ensures that:

- 24/7 real-time risk detection and secures transactions using AI-powered systems to identify deepfake content and other threats

- The system conducts over 500,000 daily assessments, using advanced technologies to block attacks such as data leaks and model poisoning

WDTA, a non-governmental organisation operating under the UN framework, issues The LLM Security Certification as part of its AI Safety, Trust, and Responsibility (AI STR) series of standards.

Antom Shield: Advance AI for Risk Mitigation and Fraud Prevention

Antom Shield offers advanced fraud protection with industry-leading detection capabilities. It identifies deepfakes with over 99% accuracy to prevent identity fraud in KYC and transactions. Liveness checks (>99% accuracy) prevent spoofing with photos or videos, while over 95% injection detection stops data manipulation and payment authentication bypass attempts. These real-time defences reduce fraud, cut false positives and secure digital growth for merchants.
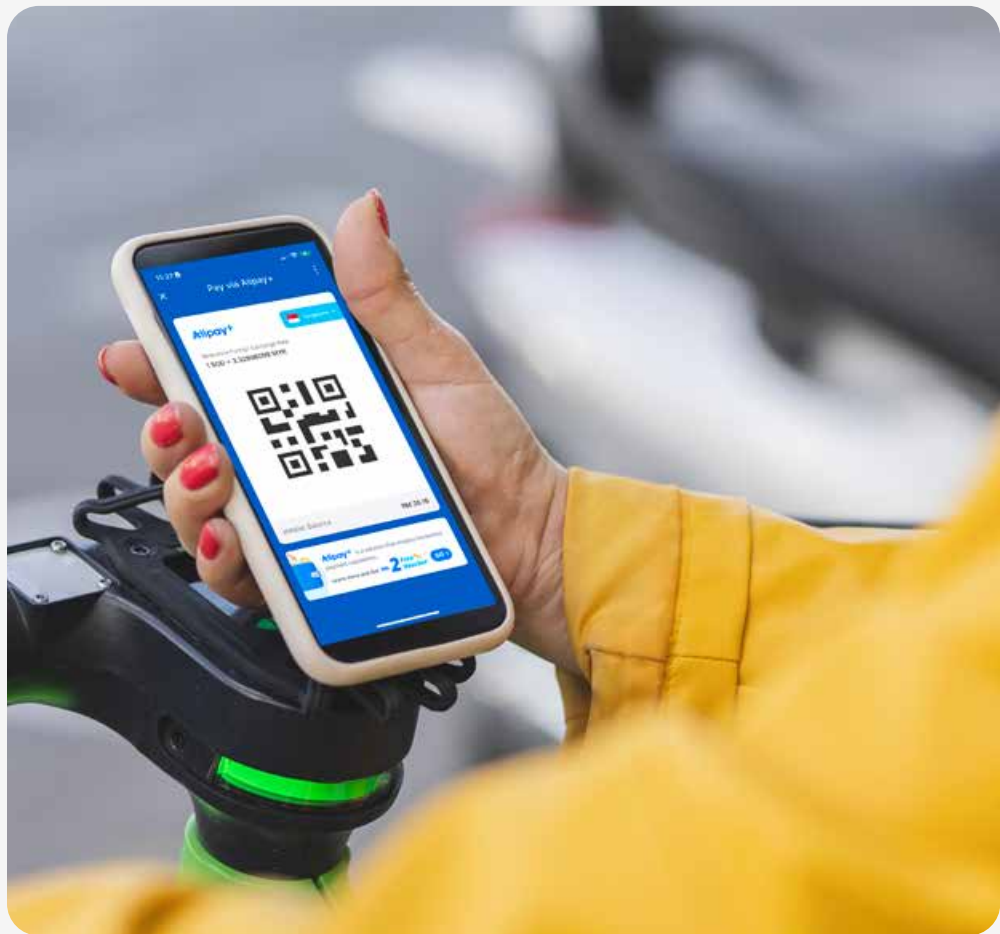
EasySafePay: Simplifying and Securing E-Wallet Transactions

EasySafePay delivers credit card-level protection through advanced AI-driven risk modelling and offers full reimbursement for losses caused by account takeover or fraud. It is a unique solution with this level of assurance. Optimised for fast, secure digital wallet payments, EasySafePay reduces drop-offs from redirection errors and long load times, boosting conversion rates by over 10 percentage points (pp). It helps businesses, especially SMEs, to simplify transactions and reinforces credibility, reducing drop-offs to retain customers and ultimately drive higher sales.

Building public-private partnership on digital trust

Given ever-present financial fraud risks, we proactively engage our partners through risk management sessions. We also support research efforts that strengthen digital trust and make AI more reliable, such as the development of privacy enhancing technologies (PETs).

We foster collaborative relationships with our partners to co-create a strong and open tech ecosystem.
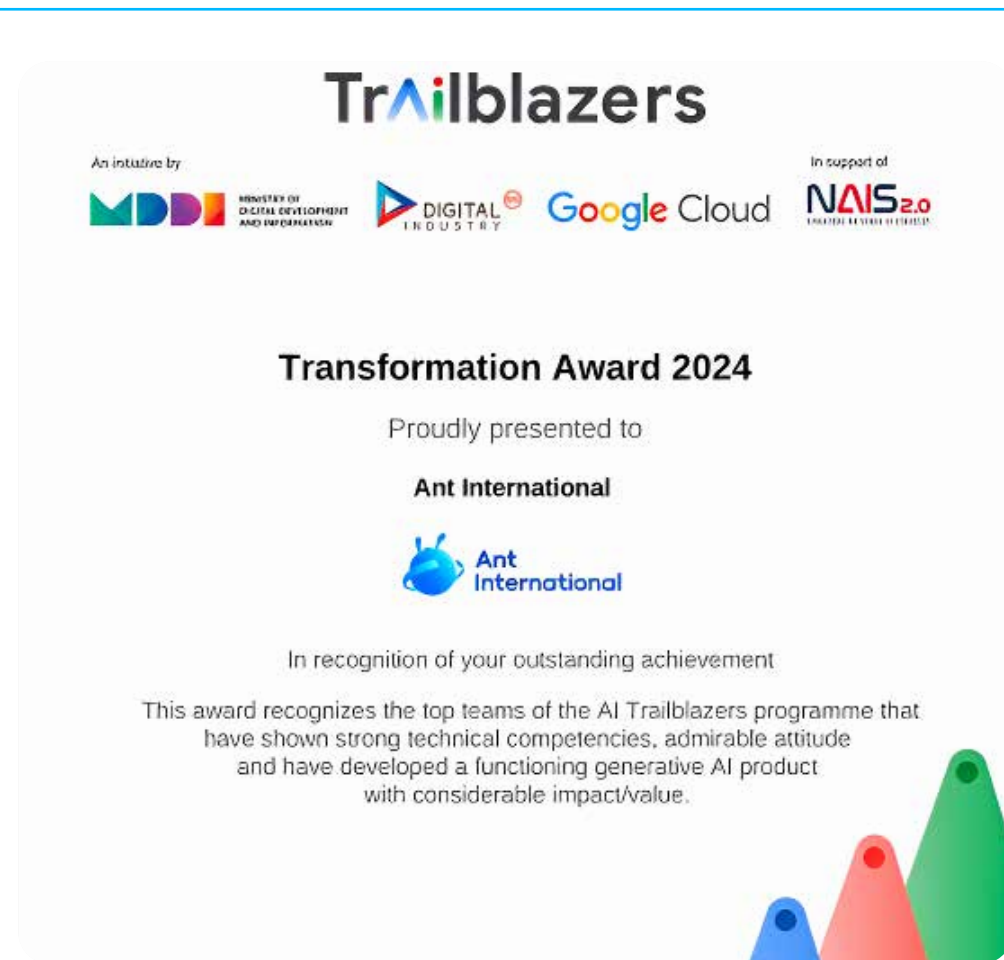
AI Trailblazers Transformation Award

Transformation Award (2024)

"AI Trailblazers" programme is Singapore's first Generative AI Innovation Sandboxes established to accelerate the development of generative AI solutions that address organisations' real-world challenges.

Contributing to the Privacy-Enhancing Technology Sandbox by IMDA

In collaboration with IMDA, we explored how to preserve the privacy of customer data. Through a combination of Federated Learning (FL), Multi-Party Computation (MPC) and Homomorphic Encryption (HE), Ant International and a selected e-wallet partner will be able to identify their common customers, while protecting the underlying personal data. At the same time, their data continues to reside in their own environment while co-training the prediction model.

Made available on our open-source PET platform, our PET solutions and models enable digital wallets and retailers to increase customer engagement while not compromising on customer privacy.

Ceremony graced by Senior Minister of State for Digital Development and Information, Tan Kiat How

Ant International-NTU PET Joint Research Lab to Advance Digital Trust

Ant International has partnered with the Nanyang Technological University (NTU) Singapore's Digital Trust Centre, a cross-sector collaboration, to advance PETs and strengthen digital trust in AI systems. This five-year collaboration, focuses on secured data sharing and machine learning using privacy technologies like zero-knowledge proofs and federated learning. By using real-world cases, the partnership aims to enhance data privacy and minimise risks in AI applications across the region.

"At Ant International, we strive to embed intelligent risk management into every innovation by building digital trust through AI-driven safeguards that protect users, support compliance, and enable inclusive and secure financial growth for all businesses worldwide."

Jiang-Ming Yang

**Chief Innovation Officer
Ant International**

Diversity & Inclusion

Collaborate to Innovate Responsibly

Cultivate an Inclusive Workplace for a Diverse Team

Diversity and inclusion drive our innovation and growth. Ant International is committed to fostering a diverse and inclusive workplace that reflects the diversity of the markets and communities it serves. We are creating a workplace of the future—where sustainability meets inclusion.

Diversity at work: empowering global talent, embracing every voice

We are devoted to promoting equitable representation across our global workforce. Our workforce gender composition stands at 40% female and 60% male. Women comprise 37.5% of our senior leadership team, reflecting our commitment to gender balance at all levels. We are growing locally, with 64% of our employees hired from the communities that we operate in, fostering deeper local cultural and community connections.

With 40 nationalities across 25 markets, our diverse workforce represents the communities we serve, thereby fostering cross-cultural innovation. Our commitment to inclusive hiring brings us diverse talent as we keep expanding our multicultural team.

Our workplace culture: building trust through inclusion

An inclusive workforce extends beyond formal policies; it is embedded in daily interactions, recognition and respect for cultural nuances. At Ant International, we cultivate this environment through transparency, celebration, and adaptability.

Open dialogue serves as a foundational element of our approach. Annual Employee Engagement Surveys and 360 Leadership Assessments provide valuable insights into workplace sentiment, while regular townhalls and cross-level roundtable discussions ensure transparency, fostering trust and aligns teams with organisational objectives.

Our comprehensive employee recognition framework celebrates excellence at every level—from project team achievement to individual contribution and career milestone celebrations. Best CHUANG, Ant International's premier award, celebrates the extraordinary innovation and achievements of project teams; The Golden Voyager Award, our highest honour for Business Development teams, acknowledges those individuals and teams who exceed targets and exemplify tenacity.

Embracing Inclusive Hiring Practices

Our Digital Business Centre in Malaysia has welcomed nearly 600 new hires representing nine nationalities across diverse backgrounds, cultures and ethnicities. 90% of the hires are local professionals. By collaborating with local universities, we hired more than 100 fresh graduates, and are targeting additional 100 hires in 2025. Working with partners like the Malaysia Digital Economy Corporation, we identify new opportunities to attract a diverse talent pool and advance the fintech industry in Malaysia.

Development Programmes for Employees at All Stages

For newcomers, the journey begins with "HI NEW", an immersive orientation that introduces Ant International's history, culture, and business vision. This evolves into a year-long newcomer journey, with milestones like mentorship, skill-building workshops, and celebrations, marking their integration into the organisation.

Fresh graduates, meanwhile, dive into the YouthTech Program, where senior tech leaders mentor them through hands-on projects, including creating a mini "Alipay" prototype. This mentorship and practical-innovation blend accelerate their transition from academia to industry, nurturing the next generation of engineers.

Leadership development is equally planned. Guided by the principle of inclusive leadership, our Future Leadership Academy (FLA) identifies high-potential talent and equips them with the strategic foresight needed to lead global and diverse teams.

At Ant International, we have a unique way of recognising employee tenure, from one-year anniversary, three-year anniversary to five-year anniversary, also known as the Global "Give Me 5" Journey. Over 50 long-tenured staff members from all over the world gathered in Hangzhou for two days filled with cultural exchange activities, leadership discussions, and a symbolic ring award ceremony.

Intercultural dialogue and activities

Cultural integration remains a cornerstone of our workplace ethos. Our teams worldwide organise events that celebrate local culture and interests–whether it is dragon boat races in Singapore, sports competitions in the US, or badminton tournaments in Malaysia. The Fun Club series leverage local traditions as platforms for connection, fostering unity across teams.

In 2024, we launched a global sports series to unite employees worldwide through shared activities, bridging cultural divides and nurturing cross-cultural camaraderie.

Employee-led social responsibility

Beyond internal initiatives, our employees are leading social responsibility initiatives, engaging in community service, strengthening ties with the communities we operate in and deepening our market connections.

At Ant International, inclusion represents not a destination, but a dynamic and evolving practice. By intertwining inclusive hiring practices, purposeful development and culturally attuned support, we create a workplace where diversity is recognised as a strength. As we progress, we remain anchored in collaboration, ensuring that every employee feels empowered to contribute, innovate and shape a future where diversity propels progress, regardless of their background or role. Together, we not only adapt to change; we bring small and beautiful changes to the world.

2024 Golden Voyager Award

In 2024, 19 teams and 157 individuals competed for this accolade, motivating over 300 colleagues to embrace accountability and pursue success.

2024 "Give Me 5" Journey

Over 50 long-tenured staff members from various regions gathered in Hangzhou for two days filled with cultural exchange activities, leadership discussions, and a symbolic ring award ceremony.

Promoting Intercultural Dialogue Through Movement

The 2024 global sports series included football, basketball and badminton tournaments, engaging over 2,500 employees through regional qualifiers and culminating in global championships. Apart from fun and excitement of the competition, the events also promoted intercultural dialogue and teamwork.

Support the Local Community

Ant International is honoured to wholeheartedly support Sowers' Action at the 2024 Sowers' Action Challenge 12-Hour Charity Trail Marathon. This event was aimed to raise funds for local underprivileged families in Hong Kong. We proudly joined this endeavour to foster sustainable community development and educational equity.

About This Report

This is the first sustainability report issued by Ant International ("the company", "we" or "us"). Ant International values communications with stakeholders. Following the release of this inaugural report, we intend to publish updates on an annual basis. This will enable stakeholders to track our progress over time and foster ongoing collaboration and shared opportunities in advancing sustainability.

Reporting Standards and Frameworks

This report is prepared with reference to Standards for Sustainability Reporting from the Global Reporting Initiative (GRI Standards), and the United Nations Sustainable Development Goals (UN SDGs).

Reporting Period

Unless otherwise specified, this report covers our initiatives and performance from 1 January to 31 December 2024. In certain instances, it also references impact initiatives that were launched or are ongoing outside of this reporting period. Where applicable, such information is clearly indicated throughout the report.

Report Data Description

Unless otherwise stated, the data and information in the report are obtained from our internal documents and relevant statistics. The currency of denomination in this report is USD, unless otherwise stated.

Forward-Looking Statements

This report may contain forward-looking statements regarding our strategies, goals, and expectations for future sustainability outcomes. These statements, which are not historical facts, may include terms such as "aim", "expect", "believe", "intend", "plan", "estimate", "may", "will" and similar expressions.

These forward-looking statements reflect our current views, assumptions and understanding of evolving market. These statements are inherently subject to risks, uncertainties and change. Actual results may differ materially, and these statements should not be regarded as guarantees of future performance.

Report Approval

We pledge that there are no false representations, misleading statements or major omissions regarding the content of this report. This report was reviewed by the Board in June 2025.

Report Availability

This report is available in both printed and digital formats, and can be viewed or downloaded from our website (https://www.ant-intl.com/).

Glossary and Definition

AI	Artificial Intelligence
AIGC	Artificial Intelligence Generated Content
AML	Anti-Money Laundering
API	Application Programming Interface
B2B	Business-to-Business
CPU	Central Processing Unit
DNN	Deep Neural Networks
ESG	Environmental, Social and Governance
e-KYC	electronic Know Your Customer
FATF	Financial Action Task Force
FPS	Fatster Payment System
FSB	Financial Stability Board
FX	Foreign Exchange
G20	Group of 20
GDFA	Green Digital Finance Alliance
GDP	Gross Domestic Product
GDPR	General Data Protection Regulation
GHG	Greenhouse Gas
GRI	Global Reporting Initiative
G-SIB	Global Systemically Important Bank

HKMA	Hong Kong Monetary Authority
HKD	Hong Kong Dollar
HYAB Scheme	Home and Youth Affairs Bureau Scheme
IDC	International Data Corporation
IFC	International Finance Corporation
IMDA	Infocomm Media Development Authority
KYC	Know Your Customer
LLM	Large Language Model
MAS	Monetary Authority of Singapore
MDDI	Ministry of Digital Development and Information
MPC	Multi-Party Computation
MSME	Micro, Small and Medium-sized Enterprise
NBG	National Bank of Georgia
NGO	Non-Governmental Organisation
NTU	Nanyang Technological University
NVPC	National Volunteer and Philanthropy Centre
PaaS	Platform-as-a-Service
PayNet	Payments Network Malaysia Sdn Bhd
PBM	Purpose Bound Money
PCI DSS	Payment Card Industry Data Security Standard

PET	Privacy Enhancing Technology
PMO	Prime Minister's Office
QR	Quick Response
RMC	Risk Management Committee
R&D	Research and Development
SDK	Software Development Kit
SFF	Singapore FinTech Festival
SIRIUS	Sustainability Innovation for Regenerative and Inclusive Purpose
SME	Small and Medium-sized Enterprise
S-Card	Sustainability Impact Scorecard
S.H.I.E.L.D.	Security with High Standard, Intelligent Efficiency, Lean and Dependability
SWIFT	Society for Worldwide Interbank Financial Telecommunications
TST	Time Series Transformer
UN SDGs	United Nations Sustainable Development Goals
USD	United States Dollars
WAIT	World Association for Information Technology
WDTA	World Digital Technology Academy
YES Scheme	Singapore–China Youth Interns Exchange Scheme

Stakeholder Communication

We continue to innovate and maintain smooth communication methods and open communication channels with stakeholders. We proactively reach out to understand the expectations and demands of each stakeholder and continuously optimise our management and operations.

Stakeholders	Topics of Focus	Main Communication Channels
Governments	• Adopt Best Practices to Achieve Low-Carbon Operations • Drive Environmental Sustainability Through Innovation and Partnerships • Bring Equal Access and Growth Opportunities by Trade for SMEs • Promote Local Economies Through Cross-Border Travel • Harness Technology to Drive Sustainable Digital Economy • Foster Transformation for Everyone to Thrive • Nurture Digital Talent for Tomorrow • Uphold Robust Compliance Functions for Sound Business Practices • Strengthen Digital Trust Through Responsible Innovation • Cultivate an Inclusive Workplace for a Diverse Team	• Participation in Public-Private Partnerships, Exchanges and Seminars • Participation in Industry Research Conducted by Regulators • Government/Regulatory Agency Visit Reception • Routine Regulatory and Voluntary Reporting
Business Partners	• Drive Environmental Sustainability Through Innovation and Partnerships • Bring Equal Access and Growth Opportunities by Trade for SMEs • Promote Local Economies Through Cross-Border Travel • Harness Technology to Drive Sustainable Digital Economy • Foster Transformation for Everyone to Thrive • Nurture Digital Talent for Tomorrow • Uphold Robust Compliance Functions for Sound Business Practices • Strengthen Digital Trust Through Responsible Innovation	• Participation in Industry Standard Development Projects • Partner Selection, Management, Training and Auditing • Technology Open-Source Community • International Cooperation Projects
Employees	• Adopt Best Practices to Achieve Low-Carbon Operations • Cultivate an Inclusive Workplace for a Diverse Team	• Communication Channels such as Public Mailboxes • Corporate Culture Activities • Business Training and Technical Support • Employee Healthcare
Investors	• Adopt Best Practices to Achieve Low-Carbon Operations • Uphold Robust Compliance Functions for Sound Business Practices • Cultivate an Inclusive Workplace for a Diverse Team • Bring Equal Access and Growth Opportunities by Trade for SMEs • Promote Local Economies Through Cross-Border Travel • Harness Technology to Drive Sustainable Digital Economy • Foster Transformation for Everyone to Thrive	• Information Disclosure • Shareholders Meeting • Targeted Investor Communications
End Customers	• Adopt Best Practices to Achieve Low-Carbon Operations • Drive Environmental Sustainability Through Innovation and Partnership • Uphold Robust Compliance Functions for Sound Business Practices • Strengthen Digital Trust Through Responsible Innovation	• Product Demand Research • Satisfaction Survey • Service Hotline • Complaint Mechanism • Digital Life Service Platform

Materiality Assessment

We conducted an assessment that considered the evolving macroeconomic landscape, international policy directions, industry benchmarks and stakeholder insights. This assessment ensured that our sustainability focus areas reflect both stakeholder expectations and emerging global trends. We applied a structured, three-step approach to identify our material topics.

❶ Identification: We conducted extensive desktop research and environmental scans to identify key ESG issues raised across peer companies, global frameworks and stakeholder channels.

❷ External stakeholder engagement: We engaged directly with business partners to understand their concerns, expectations and perspectives on material sustainability risks and opportunities.

❸ Management co-creation: Through individual interviews and dedicated workshops, we collaborated with internal leadership to review, validate and prioritise the issues most material to our long-term value creation.

Throughout the process, which was also grounded in our core values and dual-value creation strategy, we distilled and identified 10 material topics and tied each topic to an ESG impact area. The process facilitated strategic and actionable decision-making towards the impact we aim to achieve.

Promote Global Connectivity

- Promote Local Economies Through Cross-Border Travel

- Bring Equal Access and Opportunities by Trade for SMEs

Foster Inclusive Growth

- Foster Transformation for Everyone to Thrive

- Harness Technology to Drive Sustainable Digital Economy

Empower Sustainable Digital Transformation

- Nurture Digital Talent for Tomorrow

- Adopt Best Practices to Achieve Low-Carbon Operations

- Drive Environmental Sustainability Through Innovation and Partnership

Collaborate to Innovate Responsibly

- Uphold Robust Compliance Functions for Sound Business Practices

- Strengthen Digital Trust Through Responsible Innovation

- Cultivate an Inclusive Workplace for a Diverse Team

Honours and Awards

Award	Description
Asia Pacific Payments Excellence Awards (2023)	**Outstanding Award for Most Impactful Financial Inclusion Payment: Alipay+** **Asia Pacific Payments Excellence Awards 2023** Emerging Payments Association Asia Recognition for efforts to expand access to digital financial services
Adam Smith Awards (2024)	**Best Foreign Exchange Solution: Ant International** **Adam Smith Awards 2024** Treasury Today Recognition for enhancing user experience with localised pricing and flexible payment options in the aviation sector
Asian Banking & Finance Wholesale Banking Awards (2024)	**Singapore Domestic SME Partnership Initiative of the Year: ANEXT Bank** **Asian Banking & Finance Wholesale Banking Awards 2024** Asian Banking & Finance Magazine Recognition for achievements in performance, innovation and dedication to clients
The CX Asia Excellence Awards (2024)	**Best Digital Experience Awards - Bronze** **The CX Asia Excellence Awards 2024** CX Network Recognition for outstanding customer experience achievements
Digital for Life Partners' Appreciation (2024)	**DfL Catalyst Award: Ant International** **Digital for Life Partners' Appreciation 2024** Infocomm Media Development Authority (IMDA) Recognition for contributions to driving digital inclusion in Singapore, especially for empowering female learners
SBR Technology Excellence Awards (2024)	**Winner of the Fintech - Banking Excellence Category: ANEXT Bank** **SBR Technology Excellence Awards 2024** Singapore Business Review (SBR) Recognition for ANEXT Bank's innovation-led tech DNA and "humanness"
Transformation Award (2024)	**AI Trailblazers Transformation Award** By Google and IMDA's Digital Industry Singapore (DISG), 2024 Recognition for the development of solutions that address real-world challenges
World's Top FinTech Companies (2024)	**Outstanding Company in Neobanking: ANEXT Bank** Ranked by CNBC in collaboration with Statista, 2024 Recognition for ANEXT Bank's performance in low-cost products and their digital-only approach
The Asset Triple A Awards (2024), (2025)	**Best Cash Management Solution: Ant International** **Best Payments and Collections Solution: WorldFirst** **The Asset Triple A Awards 2024 & 2025** The Asset Ant International was awarded jointly with DBS, while WorldFirst was awarded jointly with HSBC, for innovative e-commerce, media and tech payment solutions
The Excellence in Retail Finance Awards (2025)	**Best Digital Bank in Singapore: ANEXT Bank** **Best Merchant Service in Asia Pacific: A+ Rewards** **The Excellence in Retail Finance Awards 2025** TAB Global Recognition for ANEXT Bank's excellence in retail, SME, wealth management and digital banking, as well as Ant International's A+ Reward Programme for its excellence in retail finance products and digital initiatives

GRI Content Index

Statement of use	Ant International has reported the information cited in this GRI content index for the period from 1 January 2024 to 31 December 2024 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard	Not applicable

Disclosure	Reference
GRI 2: General Disclosures 2021	
2-1 Organisational Details	Who We Are
2-2 Entities included in the organisation's sustainability reporting	About This Report
2-3 Reporting period, frequency and contact point	About This Report
2-5 External assurance	Independent Assurance Statement
2-6 Activities, value chain and other business relationships	About This Report
2-7 Employees	Cultivate an Inclusive Workplace for a Diverse Team
2-9 Governance structure and composition	Uphold Robust Compliance Functions for Sound Business Practices
2-10 Nomination and selection of the highest governance body	Uphold Robust Compliance Functions for Sound Business Practices
2-11 Chair of the highest governance body	Uphold Robust Compliance Functions for Sound Business Practices
2-12 Role of the highest governance body in overseeing the management of impacts	Uphold Robust Compliance Functions for Sound Business Practices
2-13 Delegation of responsibility for managing impacts	Uphold Robust Compliance Functions for Sound Business Practices
2-14 Role of the highest governance body in sustainability reporting	Uphold Robust Compliance Functions for Sound Business Practices
2-15 Conflicts of interest	Uphold Robust Compliance Functions for Sound Business Practices
2-16 Communication of critical concerns	Stakeholder Communication
2-17 Collective knowledge of the highest governance body	Uphold Robust Compliance Functions for Sound Business Practices
2-17 Collective knowledge of the highest governance body	Uphold Robust Compliance Strategies for Sound Business Practice
2-22 Statement on sustainable development strategy	Our Dual-Value Creation Strategy

Disclosure	Reference
2-23 Policy commitments	Our Dual-Value Creation Strategy
2-24 Embedding policy commitments	Our Dual-Value Creation Strategy
2-25 Processes to remediate negative impacts	Our Sustainability Impact
2-26 Mechanisms for seeking advice and raising concerns	Stakeholder Communication
2-27 Compliance with laws and regulations	Uphold Robust Compliance Functions for Sound Business Practices
2-29 Approach to stakeholder engagement	Appendix: Stakeholder communication
GRI 3: Material Topics 2021	
3-1 Process to determine material topics	Our Sustainability Impact
3-2 List of material topics	Our Sustainability Impact
3-3 Management of material topics	Our Sustainability Impact
GRI 203: Indirect Economic Impacts 2016	
3-3 Management of material topics	Promote Local Economies Through Cross-Border Travel
	Bring Equal Access and Growth Opportunities by Trade for SMEs
	Drive Environmental Sustainability Through Innovation and Partnership
203-1 Infrastructure investments and services supported	Promote Local Economies Through Cross-Border Travel
	Bring Equal Access and Growth Opportunities by Trade for SMEs
	Foster Transformation for Everyone to Thrive
	Drive Environmental Sustainability Through Innovation and Partnership

Disclosure	Reference
203-2: Significant indirect economic impacts	Promote Local Economies Through Cross-Border Travel
	Bring Equal Access and Growth Opportunities by Trade for SMEs
	Foster Transformation for Everyone to Thrive
	Strengthen Digital Trust Through Responsible Innovation
	Drive Environmental Sustainability Through Innovation and Partnerships
GRI 205: Anti-Corruption 2016	
3-3 Management of material topics	Uphold Robust Compliance Functions for Sound Business Practices
205-1 Operations assessed for risks related to corruption	Uphold Robust Compliance Functions for Sound Business Practices
205-2 Communication and training about anti-corruption policies and procedures	Uphold Robust Compliance Functions for Sound Business Practices
205-3 Confirmed incidents of corruption and actions taken	Uphold Robust Compliance Functions for Sound Business Practices
GRI 206: Anti-Competitive Behaviour 2016	
3-3 Management of material topics	Uphold Robust Compliance Functions for Sound Business Practices
206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Uphold Robust Compliance Functions for Sound Business Practices
GRI 304 Biodiversity 2016	
3-3 Management of material topics	Drive Environmental Sustainability Through Innovation and Partnerships
304-3 Habitats protected or restored	Drive Environmental Sustainability Through Innovation and Partnerships
GRI 305: Emissions 2020	
3-3 Management of material topics	Adopt Best Practices to Achieve Low-Carbon Operations
305-5 Reduction of GHG emissions	Adopt Best Practices to Achieve Low-Carbon Operations

Disclosure	Reference
GRI 308: Supplier Environmental Assessment 2016	
3-3 Management of material topics	Adopt Best Practices to Achieve Low-Carbon Operations
308-1 New suppliers that were screened using environmental criteria	Adopt Best Practices to Achieve Low-Carbon Operations
308-2 Negative environmental impacts in the supply chain and actions taken	Adopt Best Practices to Achieve Low-Carbon Operations
GRI 404: Training and Education 2016	
3-3 Management of material topics	Cultivate an Inclusive Workplace for a Diverse Team
Disclosure 404-1 Average hours of training per year per employee	Cultivate an Inclusive Workplace for a Diverse Team
Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs	Cultivate an Inclusive Workplace for a Diverse Team
Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews	Cultivate an Inclusive Workplace for a Diverse Team
GRI 405: Diversity and Equal Opportunity 2016	
3-3 Management of material topics	Cultivate an Inclusive Workplace for a Diverse Team
405-1 Diversity of governance bodies and employees	Cultivate an Inclusive Workplace for a Diverse Team
405-2 Ratio of basic salary and remuneration of women to men	Cultivate an Inclusive Workplace for a Diverse Team
GRI 406: Non-Discrimination 2016	
3-3 Management of material topics	Cultivate an Inclusive Workplace for a Diverse Team
406-1 Incidents of discrimination and corrective actions taken	Cultivate an Inclusive Workplace for a Diverse Team
GRI 413: Local Communities 2016	
3-3 Management of material topics	Bring Equal Access and Opportunities by Trade for SMEs
	Nurture Digital Talent for Tomorrow
413-1 Operations with local community engagement, impact assessments, and development programs	Bring Equal Access and Opportunities by Trade for SMEs
	Nurture Digital Talent for Tomorrow

United Nations Sustainable Development Goals (UN SDGs) Index

SDGs	Our Efforts	Reference
Goal 1 No Poverty End poverty in all its forms everywhere	We empower our partners through technology and provide inclusive financial services to underserved individuals and SMEs, particularly in emerging markets.	• Harness Technology to Drive Sustainable Digital Economy • Foster Transformation for Everyone to Thrive
Goal 3 Good Health and Well-being Ensure healthy lives and promote well-being for all at all ages	We create a workplace that promotes both mental and physical wellbeing for our employees.	• Cultivate an Inclusive Workplace for a Diverse Team
Goal 4 Quality Education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	We are focused on nurturing future innovators, entrepreneurs and digital leaders, especially those from underrepresented communities.	• Nurture Digital Talent for Tomorrow
Goal 5 Gender Equality Achieve gender equality and empower all women and girls	We champion women's inclusion in the digital economy through targeted campaigns for social impact and economy growth.	• Nurture Digital Talent for Tomorrow
Goal 7 Affordable and Clean Energy Ensure access to affordable, reliable, sustainable and modern energy for all	We take proactive measures to manage operational energy consumption by leveraging green technology in our digital infrastructure.	• Adopt Best Practices to Achieve Low-Carbon Operations
Goal 8 Decent Work and Economic Growth Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	We support employment in economy of emerging markets by empowering our partners with our technology and provide inclusive financial services to underserved individuals and SMEs. Through cross-border trade, SMEs can now access and participate in international markets. In addition, we provide upskilling and reskilling programmes for our employees.	• Harness Technology to Drive Sustainable Digital Economy • Foster Transformation for Everyone to Thrive • Bring Equal Access and Growth Opportunities by Trade for SMEs • Cultivate an Inclusive Workplace for a Diverse Team
Goal 9 Industry, Innovation and Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation	We provide convenient, accessible and affordable financial services, including credit services for MSMEs, through collaboration with our partners. We also support travel by building an interoperable network for seamless cross-border payment.	• Foster Transformation for Everyone to Thrive • Promote Local Economies Through Travel
Goal 10 Reduced Inequalities Reduce inequality within and among countries	We provide convenient, accessible and affordable financial services to underserved individuals, supporting the economic inclusion for all. By allowing underserved individuals to use their e-wallets overseas, they are now able to make cross-border transactions, while local merchants benefit from having access to tourist as a customer base.	• Foster Transformation for Everyone to Thrive • Promote Local Economies Through Travel • Bring Equal Access and Opportunities by Trade for SMEs • Nurture Digital Talent for Tomorrow • Drive Environmental Sustainability Through Innovation and Partnership
Goal 11 Sustainable Cities and Communities Make cities and human settlements inclusive, safe, resilient and sustainable	We believe digital transformation must begin with responsibility—to the planet and future generations. We co-develop initiatives like Programme AquaViva to focus on marine conservation by leveraging digital innovation in capacity building, collective action and sustainable tourism.	• Nurture Digital Talent for Tomorrow • Drive Environmental Sustainability Through Innovation and Partnership

SDGs	Our Efforts	Reference
Goal 12 Responsible Consumption and Production Ensure sustainable consumption and production patterns	We aim to achieve low-carbon operations by focusing on GHG emissions across our global operations, where we will continually enhance how we measure, report, track and reduce emissions to develop credible long-term decarbonisation targets.	• Adopt Best Practices to Achieve Low-Carbon Operations
Goal 13 Climate Action Take urgent action to combat climate change and its impacts	We have voluntarily conducted an assessment of our GHG emissions inventory and will carry out scenario analyses to evaluate the potential financial impacts of climate-related risks on our operations.	• Adopt Best Practices to Achieve Low-Carbon Operations • Drive Environmental Sustainability Through Innovation and Partnership
Goal 14 Life Below Water Conserve and sustainably use the oceans, seas and marine resources for sustainable development	Programme AquaViva has been launched to promote public awareness and participation in ocean conversation through digital innovation and ecosystem reach.	• Drive Environmental Sustainability Through Innovation and Partnership
Goal 15 Life on Land Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	We form partnerships to foster responsible travel and sustainable tourism. Co-founded by Ant International and the UN Environment Programme, the Green Digital Finance Alliance (GDFA) leverages digital innovation to unlock financing for global environmental solutions, accelerating the shift toward sustainable development and greener living.	• Drive Environmental Sustainability Through Innovation and Partnerships
Goal 16 Peace, Justice and Strong Institutions Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	We have a robust corporate governance structure and compliance programmes. In addition, we leverage technology to strengthen AML efforts.	• Uphold Robust Compliance Functions for Sound Business Practices
Goal 17 Partnerships for the Goals Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development	We foster relationships with various stakeholders to advance our commitment of bringing inclusive growth for all. We form partnerships with merchants, banks and regulators to build an interoperable network to reduce friction faced by cross-border transactions. We also foster a collaborative ecosystem with shared solutions and expertise for our merchants to learn and grow.	• Harness Technology to Drive Sustainable Digital Economy • Foster Transformation for Everyone to Thrive • Strengthen Digital Trust Through Responsible Innovation • Promote Local Economies Through Travel • Bring Equal Access and Opportunities by Trade for SMEs

Independent Assurance Statement

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Independent Assurance Statement

Introduction

TÜV Rheinland (Shanghai) Co., Ltd., a member of TÜV Rheinland Group (hereinafter "TÜV Rheinland" or "We"), was entrusted by Ant International (hereinafter "the Company") to conduct an independent third-party assurance of the Company's 2024 Sustainability Report (hereinafter "the Report"). The Report disclosed sustainability information for the period from 1 January 2024 to 31 December 2024.

Responsibilities

The Company is not only responsible for the preparation of the Report and the collection and submission of sustainability information in accordance with applicable reporting standards but also has the obligation to implement and maintain effective internal control of information and data to support the report compilation process.

TÜV Rheinland is a global service provider that provides CSR and sustainability services in more than 65 countries, with experienced and technical expertise in the areas of environment, CSR, sustainability and stakeholder engagement. TÜV Rheinland Assurance team follows the TÜV Rheinland Global Business Ethics Compliance Policy and Procedures, covering the principles of integrity compliance and conflict of interest. Therefore, our assurance services are based on the principles of independence and impartiality, and we do not participate in the writing and preparation of the Report of Ant International. It is the duty of TÜV Rheinland to carry out independent assurance in accordance with the assurance agreement and the agreed scope of assurance work, and to make independent and impartial judgments on sustainability reporting.

Assurance Standard

TÜV Rheinland undertook assurance work for the sustainability-related information and data disclosed in the Report of Ant International, including the selected specified sustainability performance information (for details, please see the appendix to this statement) in accordance with the AccountAbility AA1000 Assurance Standard v3 (AA1000AS v3), Type-2 and Moderate level.

Assurance Objectives

The purpose of the assurance was to provide management of Ant International, and stakeholders concerned with the Company's sustainability information and performance with an independent view of the assurance, including assessment of whether the content of the report adhered to the AA1000AP (2018) Assurance Principles (including inclusivity, materiality, responsiveness and impact), and fair reporting of the specified sustainability performance information for moderate assurance.

Assurance Criteria

The following assessment criteria were used in undertaking the work:
- GRI Sustainability Reporting Standards (GRI Standards) of the Global Sustainability Standards Board (GSSB)
- Greenhouse Gas Protocol (GHG Protocol) (WRI & WBCSD)
- United Nations Sustainable Development Goals (UN SDGs)
- Adherence to the AA1000 AP AccountAbility Principles, i.e., *Inclusivity, Materiality, Responsiveness, and Impact*

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Methodology

Our assurance activities and procedures include:
- Interviews with Company's management and those responsible for collecting and aggregating sustainability performance information to understand and assess the key management processes, systems, and internal controls for sustainability information.
- Testing and evaluating a process for measuring, collecting, integrating, and reporting specified performance information and data based on sampling methods and analysis procedures.
- Conducting on-site observation and inspection of the Company's Shanghai office in China and the management of sustainability information and data based on the principle of sampling.
- Assessing consistency and reliability of the presentation of information related to the scope of assurance in sustainability report.
- Reporting assurance observations or recommendations to give the Company's management an opportunity to correct errors before the assurance process is completed.
- Examining supporting evidence collected to assess the extent to which the relevant evidence and information are presented to support and adhere to the AA1000AP AccountAbility Principles.

Limitations

TÜV Rheinland planned and executed the verification in accordance with the scope of the assurance agreed upon in order to obtain all the information, evidence and necessary explanations to provide the basis for the conclusion of the assurance in accordance with the moderate level of AA1000AS v3.

Procedures performed in a moderate assurance vary in nature from, and are less in extent, than high level assurance.

The sustainability information and data related to the assurance, including specified performance information as selected, were limited to the disclosure of the contents of this Report. Our assurance did not cover the annual financial report and its financial data, nor did it cover other sustainability topics or matters that were beyond the scope of this assurance.

Conclusions

Based on the above assurance procedures and methodology performed and the evidence obtained, we conclude that there are no instances or information that would be contrary to the following statements:
- Sustainability topics within the scope of the moderate assurance are prepared with reference to the GRI Standards, and the sustainability-related information and performance disclosed in the Report are not misstated.
- For the content of the Report adhere to the AA1000AP AccountAbility Principles, please see below comments and recommendations.

TÜV Rheinland shall not bear any liability or responsibility to a third party for perception and decision on Ant International based on this Assurance Statement.

Adherence to the AA1000AP AccountAbility Principles

Inclusivity

The key stakeholders identified by Ant International included governments, business partners, employees, investors, and end customers. The Company maintained multi-dimensional stakeholder dialogues to understand expectations and demands of each stakeholder and took consideration feedback and recommendations from these stakeholders into the Company's sustainability decision-making and management.

Materiality

Evidence indicated that in 2024, Ant International has implemented an assessment to identify 10 material topics (such as "strengthen digital Trust through responsible innovation", "harness Technology to drive sustainable digital economy", etc.) by considering the evolving macroeconomic landscape, international ESG policies, industrial benchmarks and stakeholders' feedback. The Board reviewed and approved the results of the above materiality

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assessment. We recommend that Ant International prioritize material issues in a materiality matrix or any other format to clearly depict the prioritization of the issues.

Responsiveness

The communication channels and methods between Ant International and its key stakeholder groups mainly included participation in public-private exchanges and seminars, partner training and auditing, employees training, information disclosures, customer satisfaction survey, complaint mechanism, etc.

The report disclosed sustainability performance information including greenhouse gas (GHG) emissions, etc., and disclosed Sustainability Strategy of Ant International and the key progress in the Four Key Impact Areas and 6Ts to give appropriately response to its stakeholders' concerns.

Impact

Ant International has assessed and constructed Four Key Impact Areas (i.e. "promote global connectivity", "foster inclusive growth", "empower sustainable digital transformation", and "collaborate to innovation responsibly") and 6Ts, and established S.H.I.E.L.D. Strategy and integrated risk management (in the areas of information security, cybersecurity, privacy protection, compliance standards, etc.), and technological innovations and solutions into its operations to control risks.

Disclosure of Specified Performance Information

TÜV Rheinland reached conclusions on the verification of specified sustainability performance information disclosed in the Report (please see the appendix to this statement) as follows:
- TÜV Rheinland observed that Ant International has implemented a process in place to collect and provide reliable source information and data related to the selected specified sustainability performance information.
- Minor errors in the relevant performance information identified during the verification process have been corrected. We believe that the final performance information (including data of GHG emissions) presented within the scope of the assurance is accurate. We recommend that Ant International continue to improve the quality of emissions and conversion factors, to complete the full Scope 3 inventory.

Daniel Pan

Daniel Pan
Technical Manager of Corporate Sustainability Services
TÜV Rheinland (Shanghai) Co., Ltd
Shanghai, China, 9 June 2025

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Appendix:

Specified Sustainability Performance Information listed on the below table for Moderate Assurance:

Total SME customers served by WorldFirst	Accuracy in hourly demand prediction powered by our Falcon Time Series Transformer (TST) FX Model
Cumulative transaction value processed by WorldFirst since 2019	Partners powered by Alipay+ wallet tech solutions
Total user accounts covered by Alipay+ mobile payment partners	Total eligible credit users of partners powered by our credit tech services
% of Alipay+ offline merchants are SMEs	Total users served by our banking services
Currencies supported	Total SMEs served by our banking services
Mobile payment partners of Alipay+	Registered learners (cumulative)
Destination markets covered by Alipay+	Markets covered
Total value processed by blockchain-driven real time global treasury solution in 2024	GHG emissions (tCO$_2$e: Scope 1, Scope 2, and Scope 3 (Cat 6 & 7))

MISSION

To make it easy to do business anywhere, bringing small and beautiful changes to the world

VISION

Be the most innovative and trusted digital partner to bring inclusive growth to all