

PRESS RELEASE / Digital Goods

8 December 2015

With gamigo, Wirecard gains new customer in online games segment

- **Integrated payment solutions**
- **Virtual call centre for greater flexibility**

Aschheim (Munich). The Wirecard Group recently started providing customer support and online payment services to gamigo AG, a leading company in the rapidly growing market of online games in Europe and North America. The gamigo group headquarters are located in Hamburg, Germany. It operates globally and has more than 65 million registered users.

gamigo is now placing its trust in the tailored communications solutions offered by Wirecard Communication Services, a specialist for virtual and physical call centre solutions. Online gamers can receive support via email, live chat and WhatsApp. Multilingual employees in Wirecard's customer support team are on hand every day (24/7/365) to handle gamigo customers' queries in four different languages, with an expansion to a total of ten languages planned for the future.

Christian Hansen, Head of Customer Support & Payment at gamigo AG: "Short response times are an essential element of our customer experience strategy. Our gamers will enjoy an even more intense gaming experience as a result of this synergy between the existing support team at gamigo and Wirecard. In addition, this expansion of payment activities will strengthen both our platform services and gamigo's international positioning."

Markus Plänitz, Managing Director at Wirecard Communications Services: "The call centre industry was compelled to adapt to the rapidly changing digital lifestyle, especially in the games sector. Flexible, virtual call centre models with trained games specialists and innovative contact options are becoming ever more important. We are therefore particularly pleased that gamigo has chosen to place its trust in both our extensive customer support experience and our technological expertise."

Wirecard is also supporting gamigo's platform services with integrated payment solutions. The Wirecard Bank is enabling gamigo subsidiary Mobile Business Engine GmbH (mbe GmbH) to accept credit card payments. The module extension for customer services and payment will also be made available to gamigo's B2B customers in future.



Wirecard media contact:

Wirecard AG
Maren Brandt
Tel.: +49 (0) 89 4424 1425
Email: maren.brandt@wirecard.com

About Wirecard:

Wirecard AG is a global technology group that supports companies in accepting electronic payments from all sales channels. As a leading independent supplier, the Wirecard Group offers outsourcing and white label solutions for electronic payments. A global platform bundles international payment acceptances and methods with supplementary fraud prevention solutions. With regard to issuing own payment instruments in the form of cards or mobile payment solutions, the Wirecard Group provides companies with an end-to-end infrastructure, including the requisite licences for card and account products. Wirecard AG is listed on the Frankfurt Securities Exchange (TecDAX, ISIN DE0007472060, WDI). For further information about Wirecard, please visit www.wirecard.com or follow us on twitter @wirecard.

gamigo media contact

gamigo group
Tel.: +49 40 411 885 248
Email: pr@gamigo.com

About gamigo group:

The gamigo group is one of the leading games companies in Europe and North America. gamigo was one of the first companies to discover the booming market segment of online games and published the first MMOG that was completely localised into German as early as 2000. Over 100 members of staff in Hamburg, Berlin, Münster (Germany), Chicago (USA), Seoul (South Korea) and Kaliningrad (Russia) are in charge of managing the platform, which includes gaming as a service and gaming portals, and publishing free-to-play mobile and online games. Fiesta Online and Last Chaos are just two examples of gamigo's very successful multiplayer online role-playing game titles with a long-standing and loyal customer base. At the same time, the existing portfolio of games is constantly being expanded with new titles, such as: *Wickie Online, Kings and Legends, Desert Operations and Dragon's Prophet*. In total, the gamigo group has more than 65 million registered user accounts worldwide. In addition to online multiplayer games, gamigo is also stepping up investments in mobile games, including games such as Dino Empire and the cross-platform game The Rats. The gamigo Group also strives to grow its business not only with organic growth, but also through the acquisition of companies specialising in games and technology.

www.gamigo.com