



Press Release

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Ingenico Integrates Seamless Payment Capability in Shangri-La's Next-Generation Mobile App

Ingenico Group, the global leader in seamless payment, and Shangri-La Hotels and Resorts, one of the world's premier hotel companies, today announced an extension of their global partnership that sees Ingenico integrate native, in-app payment functionality into Shangri-La's next generation mobile app. With the new Shangri-La Mobile app, guests can easily book rooms, access mobile check-in and check-out, manage loyalty points and redeem rewards.

As mobile phones have become central to how consumers interact with their environment, mobile apps are an increasingly important way for hotel groups to provide value-added services and unlock additional convenience for guests. With Ingenico Connect, Shangri-La can accept a wide variety of payment methods directly from within the app, with no need for redirects to scheme pages. Guests enjoy a seamless, in-app experience that includes single-click payments for recurring use. Through Ingenico's strategic alliance with Oracle, online payment acceptance is fully integrated in Shangri-La's Micros Property Management System (PMS) and Central Reservation System (CRS).

"Shangri-La's new Mobile App plays an important role in enhancing the customer experience through technology and creates a seamless online to offline journey," said Oliver Bonke, President and Chief Operating Officer of Shangri-La International Hotel Management Ltd. "In Ingenico, we have a partner that shares our vision and has the technology and expertise to help us deliver an integrated payment process through our app for our travelers."

"Shangri-La Hotels and Resorts represent the pinnacle in luxury and customer service, and they understand very well that the payment experience is an integral part of how their guests perceive their relationship with the company," said Gabriel de Montessus, Senior Vice President, Global Online Business for Ingenico Group. *"Whether it is through the website, call center, an Online Travel Agency or now through this innovative new mobile app, we are proud to support Shangri-La in their ongoing drive to optimize how they let their guests complete their stay."*

The Shangri-La Group owns and manages five-star luxury hotels and resorts throughout Asia Pacific, North America, Europe, the Middle East and Indian Ocean. The Group is rapidly expanding its global footprint, with new hotels under development in **Australia, Mainland China, Cambodia, Indonesia, Malaysia and Saudi Arabia**. Shangri-La selected Ingenico as its global payment partner in 2015, and now accepts online payments in more than 20 different currencies, letting guests pay for rooms in their native currency irrespective of their country of origin.

About Shangri-La Hotels and Resorts



Hong Kong-based Shangri-La Hotels and Resorts, one of the world's premier hotel management companies, currently operates over 100 hotels in 22 countries and 76 destinations under the Shangri-La, Kerry, Hotel Jen and Traders brands. Prominently positioned in Asia, the group has established its brand hallmark of "hospitality from the heart" over four decades in Asia Pacific, the Middle East, Europe, North America and the Indian Ocean. The group has a substantial development pipeline with upcoming projects in Australia, mainland China, Cambodia, Indonesia, Malaysia and Saudi Arabia. For more information, please visit www.shangri-la.com.

About Ingenico Group

Ingenico Group (Euronext: FR0000125346 - ING) is the global leader in seamless payment, providing smart, trusted and secure solutions to empower commerce across all channels, in-store, online and mobile. With the world's largest payment acceptance network, we deliver secure payment solutions with a local, national and international scope. We are the trusted world-class partner for financial institutions and retailers, from small merchants to several of the world's best known global brands. Our solutions enable merchants to simplify payment and deliver their brand promise.

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