

Non-GAAP Measures

Western Union's management believes the non-GAAP financial measures presented provide meaningful supplemental information regarding our operating results to assist management, investors, analysts, and others in understanding our financial results and to better analyze trends in our underlying business, because they provide consistency and comparability to prior periods.

These non-GAAP financial measures include revenue change constant currency adjusted; operating income margin, excluding Paymap settlement agreement; EBITDA margin; adjusted EBITDA margin, excluding Paymap settlement agreement; diluted earnings per share, excluding Paymap settlement agreement; effective tax rate, excluding Paymap settlement agreement; Consumer-to-Consumer segment revenue change constant currency adjusted; Consumer-to-Consumer segment principal per transaction change constant currency adjusted; Consumer-to-Consumer segment cross-border principal change constant currency adjusted; Consumer-to-Consumer segment region and westernunion.com revenue change constant currency adjusted; Consumer-to-Business segment revenue change constant currency adjusted; Consumer-to-Business segment operating income margin, excluding Paymap settlement agreement; Business Solutions segment revenue change constant currency adjusted; and Business Solutions segment EBITDA margin; and revenue change outlook, constant currency adjusted. Constant currency results assume foreign revenues are translated from foreign currencies to the U.S. dollar, net of the effect of foreign currency hedges, at rates consistent with those in the prior year.

A non-GAAP financial measure should not be considered in isolation or as a substitute for the most comparable GAAP financial measure. A non-GAAP financial measure reflects an additional way of viewing aspects of our operations that, when viewed with our GAAP results and the reconciliation to the corresponding GAAP financial measure, provide a more complete understanding of our business. Users of the financial statements are encouraged to review our financial statements and publicly-filed reports in their entirety and not to rely on any single financial measure. A reconciliation of non-GAAP financial measures to the most directly comparable GAAP financial measures is included below.

All adjusted year-over-year changes were calculated using prior year reported amounts. Amounts included below are in millions, unless indicated otherwise.

Reconciliation of Non-GAAP Measures

Consolidated Metrics

	3Q15	4Q15	FY2015	1Q16	2Q16	3Q16	YTD 3Q16
Revenues, as reported (GAAP)	\$ 1,399.2	\$ 1,380.0	\$ 5,483.7	\$ 1,297.7	\$ 1,375.7	\$ 1,377.8	\$ 4,051.2
Foreign currency translation impact (a)	85.4	73.9	322.6	57.4	48.9	52.1	158.4
Revenues, constant currency adjusted	\$ 1,484.6	\$ 1,453.9	\$ 5,806.3	\$ 1,355.1	\$ 1,424.6	\$ 1,429.9	\$ 4,209.6
Prior year revenues, as reported (GAAP)	\$ 1,440.9	\$ 1,409.9	\$ 5,607.2	\$ 1,320.9	\$ 1,383.6	\$ 1,399.2	\$ 4,103.7
Revenue change, as reported (GAAP)	(3)%	(2)%	(2)%	(2)%	(1)%	(2)%	(1)%
Revenue change, constant currency adjusted	3 %	3 %	4 %	3 %	3 %	2 %	3 %
Operating income, as reported (GAAP)	\$ 304.5	\$ 281.8	\$ 1,109.4	\$ 258.6	\$ 260.3	\$ 278.3	\$ 797.2
Paymap settlement agreement (b)	N/A	N/A	35.3	N/A	N/A	N/A	N/A
Operating income, excluding Paymap settlement agreement	\$ 304.5	\$ 281.8	\$ 1,144.7	\$ 258.6	\$ 260.3	\$ 278.3	\$ 797.2
Operating income margin, as reported (GAAP)	21.8 %	20.4 %	20.2 %	19.9 %	18.9 %	20.2 %	19.7 %
Operating income margin, excluding Paymap settlement agreement	N/A	N/A	20.9 %	N/A	N/A	N/A	N/A
Operating income, as reported (GAAP)	\$ 304.5	\$ 281.8	\$ 1,109.4	\$ 258.6	\$ 260.3	\$ 278.3	\$ 797.2
Reversal of depreciation and amortization	74.4	69.0	270.2	65.6	65.9	66.4	197.9
EBITDA (c)	\$ 378.9	\$ 350.8	\$ 1,379.6	\$ 324.2	\$ 326.2	\$ 344.7	\$ 995.1
Paymap settlement agreement (b)	N/A	N/A	35.3	N/A	N/A	N/A	N/A
Adjusted EBITDA, excluding Paymap settlement agreement	\$ 378.9	\$ 350.8	\$ 1,414.9	\$ 324.2	\$ 326.2	\$ 344.7	\$ 995.1
Operating income margin, as reported (GAAP)	21.8 %	20.4 %	20.2 %	19.9 %	18.9 %	20.2 %	19.7 %
EBITDA margin	27.1 %	25.4 %	25.2 %	25.0 %	23.7 %	25.0 %	24.6 %
Adjusted EBITDA margin, excluding Paymap settlement agreement	N/A	N/A	25.8 %	N/A	N/A	N/A	N/A
Net income, as reported (GAAP)	\$ 232.3	\$ 212.3	\$ 837.8	\$ 185.7	\$ 205.6	\$ 216.9	\$ 608.2
Paymap settlement agreement (b)	N/A	N/A	35.3	N/A	N/A	N/A	N/A
Income tax benefit from Paymap settlement agreement (b)	N/A	N/A	(11.1)	N/A	N/A	N/A	N/A
Paymap settlement agreement, net of income tax benefit (b)	N/A	N/A	24.2	N/A	N/A	N/A	N/A
Net income, excluding Paymap settlement agreement	\$ 232.3	\$ 212.3	\$ 862.0	\$ 185.7	\$ 205.6	\$ 216.9	\$ 608.2
Diluted earnings per share ("EPS"), as reported (GAAP) (\$ - dollars)	\$ 0.45	\$ 0.42	\$ 1.62	\$ 0.37	\$ 0.42	\$ 0.44	\$ 1.23
Paymap settlement agreement (\$ - dollars)	N/A	N/A	0.07	N/A	N/A	N/A	N/A
Income tax benefit from Paymap settlement agreement (\$ - dollars)	N/A	N/A	(0.02)	N/A	N/A	N/A	N/A
Impact from Paymap settlement agreement, net of income tax benefit (\$ - dollars)	N/A	N/A	\$ 0.05	N/A	N/A	N/A	N/A
Diluted EPS, excluding Paymap settlement agreement (\$ - dollars)	N/A	N/A	\$ 1.67	N/A	N/A	N/A	N/A
Diluted weighted-average shares outstanding	513.2	508.6	516.7	503.2	493.0	490.3	495.5
Effective tax rate, as reported (GAAP)	12.5 %	10.4 %	11.0 %	14.6 %	7.6 %	9.6 %	10.6 %
Impact from Paymap settlement agreement (b)	N/A	N/A	0.8 %	N/A	N/A	N/A	N/A
Effective tax rate, excluding Paymap settlement agreement	N/A	N/A	11.8 %	N/A	N/A	N/A	N/A

Reconciliation of Non-GAAP Measures

Consumer-to-Consumer Segment

	3Q15	4Q15	FY2015	1Q16	2Q16	3Q16	YTD 3Q16
Revenues, as reported (GAAP)	\$ 1,112.9	\$ 1,091.2	\$ 4,343.9	\$ 1,017.4	\$ 1,095.8	\$ 1,098.9	\$ 3,212.1
Foreign currency translation impact (a)	67.1	56.8	256.0	30.5	23.0	25.3	78.8
Revenues, constant currency adjusted	\$ 1,180.0	\$ 1,148.0	\$ 4,599.9	\$ 1,047.9	\$ 1,118.8	\$ 1,124.2	\$ 3,290.9
Prior year revenues, as reported (GAAP)	\$ 1,150.9	\$ 1,125.3	\$ 4,485.8	\$ 1,038.3	\$ 1,101.5	\$ 1,112.9	\$ 3,252.7
Revenue change, as reported (GAAP)	(3)%	(3)%	(3)%	(2)%	(1)%	(1)%	(1)%
Revenue change, constant currency adjusted	3 %	2 %	3 %	1 %	2 %	1 %	1 %
Principal per transaction, as reported (\$ - dollars)	\$ 315	\$ 303	\$ 312	\$ 299	\$ 301	\$ 300	\$ 300
Foreign currency translation impact (a) (\$ - dollars)	23	16	20	7	3	3	4
Principal per transaction, constant currency adjusted (\$ - dollars)	\$ 338	\$ 319	\$ 332	\$ 306	\$ 304	\$ 303	\$ 304
Prior year principal per transaction, as reported (\$ - dollars)	\$ 339	\$ 323	\$ 335	\$ 315	\$ 316	\$ 315	\$ 315
Principal per transaction change, as reported	(7)%	(6)%	(7)%	(5)%	(5)%	(5)%	(5)%
Principal per transaction change, constant currency adjusted	0 %	(1)%	(1)%	(3)%	(4)%	(4)%	(3)%
Cross-border principal, as reported (\$ - billions)	\$ 18.9	\$ 18.4	\$ 73.6	\$ 17.3	\$ 18.5	\$ 18.4	\$ 54.2
Foreign currency translation impact (a) (\$ - billions)	1.3	1.2	4.9	0.4	0.2	0.2	0.8
Cross-border principal, constant currency adjusted (\$ - billions)	\$ 20.2	\$ 19.6	\$ 78.5	\$ 17.7	\$ 18.7	\$ 18.6	\$ 55.0
Prior year cross-border principal, as reported (\$ - billions)	\$ 20.0	\$ 19.2	\$ 77.2	\$ 17.5	\$ 18.8	\$ 18.9	\$ 55.2
Cross-border principal change, as reported	(6)%	(4)%	(5)%	(2)%	(1)%	(3)%	(2)%
Cross-border principal change, constant currency adjusted	1 %	1 %	2 %	1 %	0 %	(2)%	0%

Reconciliation of Non-GAAP Measures

Consumer-to-Consumer Segment (cont.)

	3Q15	4Q15	FY2015	1Q16	2Q16	3Q16	YTD 3Q16
North America region revenue change, as reported (GAAP)	2 %	3 %	2 %	3 %	6 %	6 %	5 %
North America region foreign currency translation impact (a)	2 %	2 %	1 %	2 %	1 %	1 %	1 %
North America region revenue change, constant currency adjusted	4 %	5 %	3 %	5 %	7 %	7 %	6 %
Europe and CIS region revenue change, as reported (GAAP)	(9)%	(7)%	(8)%	(3)%	(3)%	(2)%	(3)%
Europe and CIS region foreign currency translation impact (a)	9 %	8 %	10 %	3 %	2 %	3 %	3 %
Europe and CIS region revenue change, constant currency adjusted	0 %	1 %	2 %	0 %	(1)%	1 %	0 %
Middle East and Africa region revenue change, as reported (GAAP)	(2)%	(4)%	(4)%	(4)%	(4)%	(10)%	(6)%
Middle East and Africa region foreign currency translation impact (a)	5 %	4 %	5 %	3 %	1 %	2 %	2 %
Middle East and Africa region revenue change, constant currency adjusted	3 %	0 %	1 %	(1)%	(3)%	(8)%	(4)%
APAC region revenue change, as reported (GAAP)	(7)%	(5)%	(5)%	(4)%	(3)%	(4)%	(4)%
APAC region foreign currency translation impact (a)	7 %	5 %	5 %	3 %	2 %	1 %	3 %
APAC region revenue change, constant currency adjusted	0 %	0 %	0 %	(1)%	(1)%	(3)%	(1)%
LACA region revenue change, as reported (GAAP)	1 %	(1)%	3 %	(5)%	0 %	3 %	(1)%
LACA region foreign currency translation impact (a)	7 %	6 %	7 %	6 %	6 %	5 %	6 %
LACA region revenue change, constant currency adjusted	8 %	5 %	10 %	1 %	6 %	8 %	5 %
westernunion.com revenue change, as reported (GAAP)	22 %	21 %	21 %	16 %	19 %	26 %	20 %
westernunion.com foreign currency translation impact (a)	6 %	4 %	5 %	2 %	1 %	2 %	2 %
westernunion.com revenue change, constant currency adjusted	28 %	25 %	26 %	18 %	20 %	28 %	22 %

Reconciliation of Non-GAAP Measures

	3Q15	4Q15	FY2015	1Q16	2Q16	3Q16	YTD 3Q16
Consumer-to-Business Segment							
Revenues, as reported (GAAP)	\$ 160.1	\$ 161.9	\$ 637.7	\$ 156.1	\$ 154.2	\$ 155.7	\$ 466.0
Foreign currency translation impact (a)	5.6	7.8	24.6	20.9	21.9	22.8	65.6
Revenues, constant currency adjusted	<u>\$ 165.7</u>	<u>\$ 169.7</u>	<u>\$ 662.3</u>	<u>\$ 177.0</u>	<u>\$ 176.1</u>	<u>\$ 178.5</u>	<u>\$ 531.6</u>
Prior year revenues, as reported (GAAP)	\$ 150.4	\$ 155.3	\$ 598.8	\$ 157.8	\$ 157.9	\$ 160.1	\$ 475.8
Revenue change, as reported (GAAP)	6 %	4 %	6 %	(1)%	(2)%	(3)%	(2)%
Revenue change, constant currency adjusted	10 %	9 %	11 %	12 %	12 %	11 %	12 %
Operating income, as reported (GAAP)	\$ 26.2	\$ 19.3	\$ 68.6	\$ 22.9	\$ 17.7	\$ 14.2	\$ 54.8
Paymap settlement agreement (b)	N/A	N/A	35.3	N/A	N/A	N/A	N/A
Operating income, excluding Paymap settlement agreement	<u>\$ 26.2</u>	<u>\$ 19.3</u>	<u>\$ 103.9</u>	<u>\$ 22.9</u>	<u>\$ 17.7</u>	<u>\$ 14.2</u>	<u>\$ 54.8</u>
Operating income margin, as reported (GAAP)	16.4 %	11.9 %	10.8 %	14.6 %	11.5 %	9.1 %	11.8 %
Operating income margin, excluding Paymap settlement agreement	N/A	N/A	16.3 %	N/A	N/A	N/A	N/A
Business Solutions Segment							
Revenues, as reported (GAAP)	\$ 101.2	\$ 101.9	\$ 398.7	\$ 99.2	\$ 100.8	\$ 97.2	\$ 297.2
Foreign currency translation impact (a)	10.9	7.7	36.1	4.6	3.0	3.5	11.1
Revenues, constant currency adjusted	<u>\$ 112.1</u>	<u>\$ 109.6</u>	<u>\$ 434.8</u>	<u>\$ 103.8</u>	<u>\$ 103.8</u>	<u>\$ 100.7</u>	<u>\$ 308.3</u>
Prior year revenues, as reported (GAAP)	\$ 105.8	\$ 101.2	\$ 404.6	\$ 98.0	\$ 97.6	\$ 101.2	\$ 296.8
Revenue change, as reported (GAAP)	(4)%	1 %	(1)%	1 %	3 %	(4)%	0 %
Revenue change, constant currency adjusted	6 %	8 %	7 %	6 %	6 %	0 %	4 %
Operating income/(loss), as reported (GAAP)	\$ (2.7)	\$ 3.8	\$ 2.8	\$ 2.4	\$ 5.1	\$ 3.4	\$ 10.9
Reversal of depreciation and amortization	20.3	12.7	57.4	12.6	13.1	13.2	38.9
EBITDA (c)	<u>\$ 17.6</u>	<u>\$ 16.5</u>	<u>\$ 60.2</u>	<u>\$ 15.0</u>	<u>\$ 18.2</u>	<u>\$ 16.6</u>	<u>\$ 49.8</u>
Operating income/(loss) margin, as reported (GAAP)	(2.7)%	3.7 %	0.7 %	2.4 %	5.0 %	3.5 %	3.7 %
EBITDA margin	17.4 %	16.2 %	15.1 %	15.1 %	18.1 %	17.1 %	16.7 %
2016 Consolidated Outlook Metrics							
Revenue change	(1)%						
Foreign currency translation impact (a)	4%						
Revenue change, constant currency adjusted	3%						

Non-GAAP related notes:

- Represents the impact from the fluctuation in exchange rates between all foreign currency denominated amounts and the United States dollar. Constant currency results exclude any benefit or loss caused by foreign exchange fluctuations between foreign currencies and the United States dollar, net of foreign currency hedges, which would not have occurred if there had been a constant exchange rate. We believe that this measure provides management and investors with information about operating results and trends that eliminates currency volatility and provides greater clarity regarding, and increases the comparability of, our underlying results and trends.
- Represents the impact from a settlement agreement reached with the Consumer Financial Protection Bureau regarding the Equity Accelerator service of Paymap, Inc., a subsidiary of the Company. We believe that, by excluding the effects of significant charges associated with the settlement of litigation that can impact operating trends, management and investors are provided with a measure that increases the comparability of our underlying operating results.
- Earnings before Interest, Taxes, Depreciation and Amortization ("EBITDA") results from taking operating income and adjusting for depreciation and amortization expenses. EBITDA results provide an additional performance measurement calculation which helps neutralize the operating income effect of assets acquired in prior periods.