PROSPECTUS CONTAINED IN SUCH REGISTRATION STATEMENTS.

REGISTRATION STATEMENTS ON FORM S-8 (FILE NO. 333-190918; FILE NO. 333-212441) OF QIWI PLC AND IN THE OUTSTANDING

“ADJUSTED NET PROFIT PER SHARE”, EXHIBIT 99.1 TO THIS REPORT ON FORM 6-K IS INCORPORATED BY REFERENCE IN THE

SEGMENT NET REVENUE YIELD”, “ADJUSTED EBITDA”, “ADJUSTED EBITDA MARGIN”, “ADJUSTED NET PROFIT”, AND

OTHER REVENUE”, “PS OTHER ADJUSTED NET REVENUE”, “PAYMENT AVERAGE ADJUSTED NET REVENUE YIELD”, “CFS

EXCEPT FOR REFERENCES TO “TOTAL NET REVENUE”, “PS PAYMENT REVENUE”, “PS PAYMENT ADJUSTED NET REVENUE”, “PS

If “Yes” is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b):

Yes ☐ No ☒

Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the

Form 20-F ☒ Form 40-F ☐

Indicate by check mark whether the registrant files or will file annual reports under cover of Form 20-F or Form 40-F.

(Address of principal executive offices)

1087 Nicosia Cyprus

Kennedy Business Centre, 2nd Floor, Office 203

12-14 Kennedy Ave.

QIWI plc

For November 19, 2020

OF THE SECURITIES EXCHANGE ACT OF 1934

PURSUANT TO RULE 13A-16 OR 15D-16

REPORT OF A FOREIGN ISSUER

FORM 6-K

Washington, D.C. 20549

SECURITIES AND EXCHANGE COMMISSION

99.3

Investor presentation

99.2

“QIWI Appoints Chief Financial Officer” press release dated November 19, 2020

99.1

“QIWI Announces Third Quarter 2020 Financial Results” press release dated November 19, 2020

Exhibits

Interim Chief Financial Officer

Varvara Kiseleva

Date: November 19, 2020

By:

/s/ Varvara Kiseleva

QIWI PLC (Registrant)

undersigned, thereunto duly authorized.

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the

SIGNATURES

Consumer Financial Services (CFS) Segment Net Revenue decline due to the sale of the SOVEST project.

positive contribution of Rocketbank (RB) Segment as opposed to negative effect on Total Net Revenue for the same period of the previous year offset by

11% compared with RUB 5,993 million in the prior year. The increase mainly resulted from Payment Services (PS) Segment Net Revenue growth and

Total and Segment Net Revenues: Total Net Revenue for the quarter ended September 30, 2020 was RUB 6,637 million ($83.3 million), an increase of

Third Quarter 2020 Results

business with the ultimate goal of securing our long-term growth prospects.”

environment, we see diverse opportunities for growth in mid and long term and we believe that we are well positioned to continue expanding our

focus on optimizing and improving efficiency of our operations across all projects. Despite uncertainty and challenging economic and operational

uncertainty related to among other things the spread of coronavirus and we closely monitor the situation as it evolves. This being said we continue to

synergetic with our key products, consumer niches and competences,” said Boris Kim, QIWI’s chief executive officer. “Today we see increasing

the Sovest sale transaction and concluded the wind down of Rocketbank which has reshaped our focus on core operations as well as projects that can be

several factors including high density of sport events as well as growth of our strategic self-employed stream. This quarter we also successfully closed

segment and Other projects. Our Payment Services segment showed solid dynamics and delivered 11% segment net revenue growth supported by

“Today I’m glad to share our third quarter 2020 financial results. This quarter we continued to demonstrate strong performance in our Payment Services

• Total Payment Services volume increased 11% to RUB 435.4 billion ($5.5 billion)

• Payment Services Segment Net Profit increased 11% to RUB 3,633 million ($45.6 million) or RUB 58.21 per diluted share

• Adjusted Net Profit increased 73% to RUB 3,275 million ($41.1 million), or RUB 52.49 per diluted share

• Adjusted EBITDA increased 60% to RUB 4,020 million ($50.4 million)

• Payment Services Segment Net Revenue increased 11% to RUB 6,108 million ($76.7 million)

• Total Net Revenue increased 11% to RUB 6,637 million ($83.3 million)

Third Quarter 2020 Operating and Financial Highlights

the third quarter ended September 30, 2020.

NICOSIA, CYPRUS – November 19, 2020 – QIWI plc (NASDAQ: QIWI) (MOEX: QIWI) (“QIWI” or the “Company”) today announced results for

Board of Directors Approves Dividends of 34 cents per share

QIWI reiterates 2020 Guidance

Profit Increases 73% to RUB 3,275 Million or RUB 52.49 per diluted share

Third Quarter Total Net Revenue Increases 11% to RUB 6,637 Million and Adjusted Net

QIWI Announces Third Quarter 2020 Financial Results

Exhibit 99.1

1 Starting from the first quarter 2020 we present Tochka JV results as part of the Corporate and Other Category

increase of Payment Services segment

1,946 million for the quarter ended September 30, 2020 as compared to RUB 1,788 million for same period in the prior year mainly as a result of an

and Rocketbank projects. Adjusted EBITDA growth was offset by an increase in personnel expenses (excluding effect of share-based payments) to RUB

period in the prior year resulting primarily from a decrease in advertising, client acquisition and related expenses driven by the divestiture of SOVEST

selling, general and administrative expenses to RUB 711 million for the quarter ended September 30, 2020 as compared to RUB 1,510 million for same

with RUB 2,516 million in the prior year. The adjusted EBITDA increase was driven primarily by Total Net Revenue growth as well as a decline in

Adjusted EBITDA: For the quarter ended September 30, 2020, Adjusted EBITDA was RUB 4,020 million ($50.4 million), an increase of 60% compared

was consolidated as a part of the QIWI Group in the fourth quarter of 2019.

• Flocktory Net Revenue for the quarter ended September 30, 2020 was RUB 135 million. Flocktory was considered as an associate before it

expansion of bank guarantees and factoring portfolios.

the third quarter of the prior year. Factoring Net Revenue growth resulted predominantly from the scaling of the project including

• Factoring Net Revenue for the quarter ended September 30, 2020 was RUB 182 million ($2.3 million) compared with RUB 55 million in

settlement services due to lower number of active clients in QIWI Bank.

the third quarter of the prior year. Tochka Net Revenue decline primarily resulted from a decrease in revenue generated from cash and

• Tochka Net Revenue for the quarter ended September 30, 2020 was RUB 126 million ($1.6 million) compared with RUB 199 million in

Revenue dynamics was driven primarily by the following factors:

Other Category Net Revenue was RUB 449 million ($5.6 million) compared with RUB 268 million in the third quarter of the prior year. Category Net

marketing solution products of Flocktory; and (iv) net revenue from other start-up projects. For the quarter ended September 30, 2020 Corporate and

project1; (ii) net revenue from account receivable financing and digital bank guarantees products of Factoring PLUS project; (iii) net revenue from

Corporate and Other Category (CO) Net Revenue includes: (i) net revenue from cash and settlement services related to the operations of the Tochka

primarily from lower CBR rate.

unclaimed payments decreased 7% compared with the same period in the prior year to RUB 300 million mainly due to lower interest revenue resulting

RUB 484 million for the corresponding period in the prior year. PS Other Adjusted Net Revenue excluding revenue from fees for inactive accounts and

Fees for inactive accounts and unclaimed payments for the third quarter ended September 30, 2020 were RUB 506 million ($6.4 million) compared with

revenue from overdrafts provided to agents, and advertising, was RUB 806 million ($10.1 million) compared with RUB 808 million in the prior year.

PS Other Adjusted Net Revenue, which is principally composed of revenue from fees for inactive accounts and unclaimed payments, interest revenue,

Payment Adjusted Net Revenue growth was predominantly driven by volume growth.

PS Payment Adjusted Net Revenue was RUB 5,303 million ($66.6 million), an increase of 13% compared with RUB 4,676 million in the prior year. PS

compared with RUB 5,484 million in the prior year.

Payment Services Segment Net Revenue for the quarter ended September 30, 2020 was RUB 6,108 million ($76.7 million), an increase of 11%

the effect of foreign exchange gain/loss on June 2014 offering proceeds

2 Foreign exchange gain/loss is calculated as total foreign exchange gain/loss, net recognized in the statement of comprehensive income excluding

driven by growth in E-commerce and Money Remittances market verticals offset by decline in Financial Services and Telecom

435.4 billion ($5.5 billion), an increase of 11% compared with RUB 391.3 billion in the prior year. The increase in payment volume was primarily

Payment Services Other Operating Data:

For the quarter ended September 30, 2020, Payment Services Segment payment volume was RUB

the same period of the previous year. Factoring Plus Net Profit growth was mainly driven by project Net Revenue increase.

• Factoring Plus Net Profit for the third quarter of 2020 was RUB 72 million ($0.9 million) compared with Net Loss of RUB 14 million for

Tochka business despite challenging operating environment.

the previous year. Tochka Net Profit increase resulted from higher equity pick-up primarily driven by the growth and development of the

• Tochka Net Profit for the third quarter of 2020 was RUB 281 million ($3.5 million) compared with RUB 156 million in the same quarter of

of the previous year;

• Corporate Net Loss for the third quarter of 2020 was RUB 408 million ($5.1 million) compared with RUB 353 million for the same period

CO category Net Loss was driven primarily by the following factors:

for the third quarter 2020 was RUB 56 million compared to a Net Loss of RUB 310 million for the same period of the previous year. The dynamic of

profit/loss of the Flocktory project; (iv) net profit/loss from other start-up projects, and (v) Corporate expenses. Corporate and Other Category Net Loss

Corporate and Other Category Net Loss includes: (i) net profit from the Tochka JV operations; (ii) net profit/loss of Factoring PLUS project; (iii) net

winding-down.

from a decrease in personnel expenses (excluding effect of share-based payments) and selling, general and administrative expense due to the project

Rocketbank Segment Net Loss was RUB 165 million ($2.1 million), as compared to the Net Loss of RUB 632 million in the prior year resulting mainly

prior year.

payments),selling, general and administrative expenses due to the project sale as well as credit loss recovery compared to credit loss expenses in the

424 million for the same period of the prior year resulting primarily from a decrease in personnel expenses (excluding effect of share-based

The Consumer Financial Services Segment Net Loss for the third quarter 2020 was RUB 137 million ($1.7 million) as compared to a Net Loss of RUB

marketing and advertising expenses offset by an increase in personnel expenses (excluding effect of share-based payments).

with RUB 3,259 million in the prior year driven by Payment Services Segment Net Revenue growth as well as by a decline of travelling expenses and

For the quarter ended September 30, 2020, Payment Services Segment Net Profit was RUB 3,633 million ($45.6 million), an increase of 11% compared

same factors impacting Adjusted EBITDA increase as well as by higher foreign exchange gain2 offset by higher income tax expenses.

($41.1 million), an increase of 73% compared with RUB 1,893 million in the prior year. The growth of Adjusted Net Profit was primarily driven by the

Adjusted and Segment Net Profit: For the quarter ended September 30, 2020, Adjusted Net Profit (Total Segment Net Profit) was RUB 3,275 million

period in the prior year.

(Adjusted EBITDA as a percentage of Total Net Revenue) was 60.6% for the quarter ended September 30, 2020 compared with 42.0% for the same

personnel expenses as well as consolidation of Flocktory offset by a decline in personnel expenses of CFS and RB segments. Adjusted EBITDA margin

3 Guidance is provided in Russian ruble

• Total Net Revenue is expected to increase by 7% to 15% over 2019;

QIWI reiterates its guidance in respect of 2020 outlook:

2020 Guidance3

It remains the long-term intention of the Company to distribute all excess cash to the shareholders.

accordance with the target range provided, though the payout ratios for each of the quarters may vary and be outside of this range.

The Board of Directors reserves the right to distribute the dividends on a quarterly basis, as it deems necessary so that the total annual payout is in

on December 3, 2020. The holders of ADSs will receive the dividend shortly thereafter.

Directors approved a dividend of USD 34 cents per share. The dividend record date is December 1, 2020, and the Company intends to pay the dividend

Following the determination of the third quarter 2020 financial results and taking into consideration our current operating environment, our Board of

Directors, the Company aims to distribute at least 50% of Group Adjusted Net Profit for 2020.

Dividend: In March 2020, the Board of Directors has approved a target dividend payout ratio for 2020. In accordance with the decision of the Board of

Services Segment starting August 1, 2020.

employed stream product pipeline. The expenses associated with such pilots including predominantly personnel expenses are attributed to the Payment

continue to pilot certain projects that were developed earlier this year in Rocketbank in our Payment Services Segment particularly as part of our self

Rocketbank Winding down: As of September 30, 2020, we have substantially completed the process of Rocketbank B2C operations wind down. We

Recent Developments

proposition and operating models.

compliance procedures. Such decline did not substantially impact our financial or operating performance due to increasing diversification of our product

optimization of certain transaction processes, change of inactivity term from 6 to 12 months and enhancement of certain KYC, identification and

22.3 million as of September 30, 2019 primarily resulting from the introduction of new limitations on the anonymous wallets and consequent

The number of active Qiwi Wallet accounts was 19.7 million as of September 30, 2020, a decrease of 2.6 million, or 12%, as compared with

Nevertheless, we believe that our physical distribution network remains an important part of our infrastructure.

lockdown measures and other restrictions that limited users’ access to certain retail locations as well as the overall activity of the population.

physical distribution network was and to a certain extend continues to be negatively affected by the spread of COVID-19 pandemic,corresponding

the prior year. The number of kiosks and terminals is generally decreasing as market evolves towards higher share of digital payments, moreover our

The number of active kiosks and terminals was 117,137 including Contact and Rapida physical points of service and decreased by 14% compared with

Payment Services Segment Net Revenue Yield was 1.40%, flat as compared with the prior year.

by volumes shift towards higher yielding verticals.

market verticals. Payment Average Adjusted Net Revenue Yield was 1.22%, increase of 2 bps as compared with 1.20% in the prior year primarily driven

development of other new projects. Such forward-looking statements involve known and unknown risks, uncertainties, and other

market verticals, and statements regarding the divestiture of non-core investments, including Rocketbank as well as the statements regarding the

profit and net revenue yield, dividend payments, payment volume growth, growth of physical and virtual distribution channels, trends in each of our

Reform Act of 1995, including, without limitation, statements regarding expected total net revenue, Payment Services Segment net revenue, adjusted net

This press release includes “forward-looking statements” within the meaning of, and subject to the protection of, the Private Securities Litigation

Forward-Looking Statements

for goods and services or transfer money across virtual or physical environments interchangeably.

consumers using its network at least once a month. QIWI’s consumers can use cash, stored value and other electronic payment methods in order to pay

enabled merchants and customers to accept and transfer over RUB 145 billion cash and electronic payments monthly connecting over 32 million

payment services across online, mobile and physical channels. It has deployed over 19.7 million virtual wallets, over 117,000 kiosks and terminals, and

QIWI is a leading provider of next generation payment and financial services in Russia and the CIS. It has an integrated proprietary network that enables

About QIWI plc.

https://www.qiwi.ru under the Corporate Investor Relations section or directly at http://investor.qiwi.com/.

13712897. The replay will be available until Thursday, December 3, 2020. The call will be webcast live from the Company’s website at

available at 11:30 a.m. ET and can be accessed by dialing +1 (844) 512-2921 or +1 (412) 317-6671 for international callers; the pin number is

call can be accessed live over the phone by dialing +1 (877) 407-3982 or for international callers by dialing +1 (201) 493-6780. A replay will be

officer, Andrey Protopopov, chief executive officer of Payment Services Segment, and Varvara Kiseleva, interim chief financial officer. The conference

QIWI will host a conference call to discuss third quarter 2020 financial results today at 8:30 a.m. ET. Hosting the call will be Boris Kim, chief executive

Earnings Conference Call and Audio Webcast

becomes available.

The Company reserves the right to revise guidance in the course of the year or when additional information regarding the effect of the ongoing events

the situation closely.

such trends were to deteriorate further the impact on our business and operations could be more severe than currently expected. We continue to monitor

activity in our markets. Our outlook reflects our current views and expectations only and is based on the trends we see as of the day of this report. If

environment, as a whole. The full impact remains uncertain and will depend on the length and severity of the effect of the coronavirus on economic

consumer demand will be negatively affected by the outbreak of COVID-19 and what effect the outbreak of COVID-19 will have on the macroeconomic

moment we are not able to accurately estimate the potential impact of COVID-19 on our business. In addition, it is currently unclear how much

consumer demand across the globe and across industries, and there is the potential for COVID-19 and responses to it to cause a global recession. At this

The outbreak of the COVID-19 strain of coronavirus and associated responses from various countries around the world is likely to negatively affect

For the purpose of the guidance in respect of 2020 outlook we would like to outline the following considerations:

• Adjusted Net Profit is expected to increase by 35% to 50% over 2019.

• Payment Services Segment Net Revenue is expected to increase by 3% to 10% over 2019;

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Investor Relations

Contact

looking statements unless QIWI is required to do so by law.

Exchange Commission. QIWI undertakes no obligation to revise any forward-looking statements or to report future events that may affect such forward-

identified under the Caption “Risk Factors” in QIWI’s Annual Report on Form 20-F and in other reports QIWI files with the U.S. Securities and

services, QIWI’s ability to expand geographically, the risk that new projects will not perform in accordance with its expectations and other risks

yield, regulation, QIWI’s ability to grow physical and virtual distribution channels, cyberattacks and security vulnerabilities in QIWI’s products and

and their acceptance by consumers, QIWI’s ability to estimate the market risk and capital risk associated with new projects, a decline in net revenue

each of the international markets in which we operate, growth in each of our market verticals, competition, the introduction of new products and services

differ materially from those estimated by management include, but are not limited to, the macroeconomic conditions of the Russian Federation and in

achievements expressed or implied by such forward-looking statements. Various factors that could cause actual future results and other future events to

factors that may cause the actual results, performance or achievements of QIWI plc. to be materially different from future results, performance or

Bank of the Russian Federation as of September 30, 2020.

(1) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

Total equity and liabilities

81,477

74,170

931

Total current liabilities

50,240

39,856

500

Other current liabilities

902

614

8

VAT and other taxes payable

184

138

2

Short-term lease liability

340

354

4

Short-term debt

—

502

6

Customer accounts and amounts due to banks

21,519

11,063

139

Trade and other payables

27,295

27,185

341

Current liabilities

Total non-current liabilities

3,800

3,302

41

Deferred tax liabilities

749

1,052

13

Other non-current liabilities

45

37

0

Long-term customer accounts

444

283

4

Long-term lease liability

1,017

772

10

Long term debt

1,545

1,158

15

Non-current liabilities

Total equity

27,437

31,012

389

Non-controlling interests

70

73

1

Total equity attributable to equity holders of the parent

27,367

30,939

388

Translation reserve

289

545

7

Retained earnings

10,557

13,812

173

Other reserve

2,576

2,637

33

Share premium

12,068

12,068

151

Additional paid-in capital

1,876

1,876

24

Share capital

1

1

0

Equity attributable to equity holders of the parent

Equity and liabilities

Total assets

81,477

74,170

931

Total current assets

62,117

56,814

713

Assets held for sale

123

42

1

Cash and cash equivalents

42,101

44,205

555

Other current assets

917

1,027

13

Prepaid income tax

259

24

0

Short-term debt securities and deposits

1,136

1,965

25

Short-term loans

11,419

3,869

49

Trade and other receivables

6,162

5,682

71

Current assets

Total non-current assets

19,360

17,356

218

Deferred tax assets

217

261

3

Other non-current assets

83

112

1

Long-term loans

265

267

3

Long-term debt securities and deposits

4,015

2,328

29

Investments in associates

1,118

1,462

18

Goodwill and other intangible assets

11,316

10,926

137

Property and equipment

2,346

2,000

25

Non-current assets

Assets

RUB

RUB

USD(1)

2019 (audited)

2020 (unaudited)

2020 (unaudited)

As of December 31,

As of September 30,

As of September 30,

(in millions)

Consolidated Statement of Financial Position

QIWI plc.

(1) Amounts do not correspond with the previously presented ones due to discontinued operations.

Diluted, profit attributable to ordinary equity holders of the parent

18.77

48.29

0.61

Basic, profit attributable to ordinary equity holders of the parent

18.96

48.36

0.61

Earnings per share:

Non-controlling interests

16

31

0.4

Equity holders of the parent

1,220

3,128

39.3

Attributable to:

Total comprehensive income, net of tax

1,236

3,159

39.6

Total other comprehensive income/(loss), net of tax

48

116

1.5

Net gains recycled to profit or loss upon disposal

—

—

—

Net gains arising during the period, net of tax

15

—

—

(FVOCI):

Debt securities at fair value through other comprehensive income

Exchange differences on translation of foreign operations

33

116

1.5

Foreign currency translation:

subsequent periods:

Other comprehensive income to be reclassified to profit or loss in

Other comprehensive income

Non-controlling interests

15

29

0.4

Equity holders of the parent

1,173

3,014

37.8

Attributable to:

Net profit

1,188

3,043

38.2

Loss from discontinued operations

(1,229)

(245)

(3.1)

Discontinued operations

Net profit from continuing operations

2,417

3,288

41.3

Income tax expense

(648)

(908)

(11.4)

Profit before tax from continuing operations

3,065

4,196

52.7

Interest income and expenses, net

1

(13)

(0.2)

Foreign exchange loss

(93)

(364)

(4.6)

Foreign exchange gain

160

498

6.2

Other income and expenses, net

(47)

17

0.2

Share of gain of an associate and a joint venture

149

256

3.2

Profit from operations

2,895

3,802

47.7

Impairment of non-current assets

(198)

—

—

Credit loss (expense)/recovery

(28)

(20)

(0.3)

Depreciation and amortization

(282)

(273)

(3.4)

Personnel expenses(3)

(1,253)

(1,645)

(20.6)

Selling, general and administrative expenses

(864)

(669)

(8.4)

Cost of revenue (exclusive of items shown separetely below)

(3,602)

(4,424)

(55.5)

Operating costs and expenses:

(6,227)

(7,031)

(88.2)

Other revenue

332

503

6.3

Fees from inactive accounts and unclaimed payments

484

506

6.4

Interest revenue calculated using the effective interest rate

388

476

6.0

Payment processing fees

7,918

9,348

117.3

Revenue:

9,122

10,833

135.9

RUB(1)

RUB

USD(2)

September 30, 2019

September 30, 2020

September 30, 2020

Three months ended (unaudited)

(in millions, except per share data)

Consolidated Statement of Comprehensive Income

QIWI plc.

from cost of revenue and selling, general and administrative expenses and presented in a separate line for comparative purposes.

all personnel expenses as a single item in a Personnel expenses line. Personnel expenses for the quarter ended September 30, 2019 were separated

associated with all other activities were disclosed within selling, general, and administrative expenses. Starting full year 2019 reporting we present

(3) Historically, personnel expenses directly associated with revenue recognized were disclosed within cost of revenue and personnel expenses

Bank of the Russian Federation as of September 30, 2020.

(2) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

(1) Amounts do not correspond with the previously presented ones due to discontinued operations.

Diluted, profit attributable to ordinary equity holders of the parent

66.68

102.94

1.29

Basic, profit attributable to ordinary equity holders of the parent

67.43

103.16

1.29

Earnings per share:

Non-controlling interests

34

75

0.9

Equity holders of the parent

3,986

6,658

83.6

Attributable to:

Total comprehensive income, net of tax

4,020

6,733

84.5

Total other comprehensive income/(loss), net of tax

(179)

254

3.2

Net gains recycled to profit or loss upon disposal

—

(47)

(0.6)

Net gains arising during the period, net of tax

15

32

0.4

Debt securities at fair value through other comprehensive income (FVOCI):

Exchange differences on translation of foreign operations

(194)

269

3.4

Foreign currency translation:

subsequent periods:

Other comprehensive income to be reclassified to profit or loss in

Other comprehensive income

Non-controlling interests

39

62

0.8

Equity holders of the parent

4,160

6,417

80.5

Attributable to:

Net profit

4,199

6,479

81.3

Loss from discontinued operations

(3,152)

(2,308)

(29.0)

Discontinued operations

Net profit from continuing operations

7,351

8,787

110.3

Income tax expense

(1,894)

(2,253)

(28.3)

Profit before tax from continuing operations

9,245

11,040

138.5

Interest income and expenses, net

8

(57)

(0.7)

Foreign exchange loss

(760)

(1,953)

(24.5)

Foreign exchange gain

610

1,848

23.2

Other income and expenses, net

8

(6)

(0.1)

Share of gain of an associate and a joint venture

78

495

6.2

Profit from operations

9,301

10,713

134.4

Impairment of non-current assets

(198)

(32)

(0.4)

Credit loss (expense)/recovery

2

(45)

(0.6)

Depreciation and amortization

(850)

(802)

(10.1)

Personnel expenses(3)

(3,589)

(4,422)

(55.5)

Selling, general and administrative expenses

(2,198)

(1,872)

(23.5)

Cost of revenue (exclusive of items shown separetely below)

(10,169)

(11,777)

(147.8)

Operating costs and expenses:

(17,002)

(18,950)

(237.8)

Other revenue

1,078

1,400

17.6

Fees from inactive accounts and unclaimed payments

1,400

1,497

18.8

Interest revenue calculated using the effective interest rate

1,417

1,687

21.2

Payment processing fees

22,408

25,079

314.7

Revenue:

26,303

29,663

372.3

RUB(1)

RUB

USD(2)

September 30, 2019

September 30, 2020

September 30, 2020

Nine months ended (unaudited)

(in millions, except per share data)

Consolidated Statement of Comprehensive Income

QIWI plc.

separated from cost of revenue and selling, general and administrative expenses and presented in a separate line for comparative purposes.

all personnel expenses as a single item in a Personnel expenses line. Personnel expenses for the nine months ended September 30, 2019 were

associated with all other activities were disclosed within selling, general, and administrative expenses. Starting full year 2019 reporting we present

(3) Historically, personnel expenses directly associated with revenue recognized were disclosed within cost of revenue and personnel expenses

Bank of the Russian Federation as of September 30, 2020.

(2) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

Bank of the Russian Federation as of September 30, 2020.

(1) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

Cash and cash equivalents at the end of the period

35,789

44,205

555

Cash and cash equivalents at the beginning of the period

40,966

42,101

528

Net (decrease)/increase in cash and cash equivalents

(5,177)

2,104

26

Effect of exchange rate changes on cash and cash equivalents

(819)

1,411

18

Net cash flow used in financing activities

(2,688)

(3,438)

(43)

Dividends paid to non-controlling shareholders

(39)

(67)

(1)

Dividends paid to owners of the Group

(2,278)

(3,201)

(40)

Payment of principal portion of lease liabilities

(371)

(275)

(3)

Proceeds from borrowings

—

105

1

Financing activities

Net cash flow (used in)/received from investing activities

(3,450)

684

9

Dividends received from an assosiate

—

153

2

Proceeds from sale and redemption of debt instruments

1,412

3,230

41

Purchase of debt instruments and deposits

(3,686)

(2,355)

(30)

Repayment of loans issued

33

—

—

Loans issued

(353)

(12)

(0)

Proceeds from sale of fixed and intangible assets

173

162

2

Purchase of intangible assets

(235)

(179)

(2)

Purchase of property and equipment

(594)

(226)

(3)

Cash paid for acquisitions

(200)

(89)

(1)

Investing activities

Net cash flow received from operating activities

1,780

3,447

43

Income tax paid

(1,266)

(1,465)

(18)

Interest paid

(109)

(421)

(5)

Interest received

2,615

2,621

33

Cash received from operations

540

2,712

34

(Increase)/decrease in loans issued from banking operations

(1,387)

5,993

75

Decrease in accounts payable and accruals

(5,638)

(1,675)

(21)

banks

157

(11,437)

(144)

Increase/(decrease) in customer accounts and amounts due to

Decrease/(Increase) in other assets

9

(115)

(1)

Decrease in trade and other receivables

1,355

1,222

15

Working capital adjustments:

Other

65

(47)

(1)

Impairment of non-current assets

526

134

2

Loss from initial recognition

151

27

0

Share-based payments

391

85

1

Loss from sale of Sovest loans’ portfolio

—

712

9

Share of gain of an associate and a joint venture

(78)

(495)

(6)

Credit loss expense

460

825

10

Interest income, net

(2,113)

(2,145)

(27)

Foreign exchange loss, net

149

130

2

Depreciation and amortization

1,079

967

12

Adjustments to reconcile profit before tax to net cash flows:

Profit before tax

5,414

8,531

107

Loss before tax from discontinued operations

(3,831)

(2,509)

(31)

Profit before tax from continuing operations

9,245

11,040

139

Operating activities

RUB

RUB

USD(1)

September 30, 2019

September 30, 2020

September 30, 2020

Nine months ended (unaudited)

(in millions)

Consolidated Statement of Cash Flows

QIWI plc.

(2) For the nine months ended September 30, 2019 and September 30, 2020 Total Adjusted Net Profit is equal to Total Segment Net Profit.

Bank of the Russian Federation as of September 30, 2020.

(1) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

Corporate and Other

(918)

(568)

(7.1)

Rocketbank

(1,633)

(781)

(9.8)

Consumer Financial Services

(1,391)

(793)

(10.0)

Payment Services

9,453

9,927

124.6

Total Segment Net Profit(2)

5,511

7,785

97.7

Corporate and Other

998

1,295

16.2

Rocketbank

(423)

548

6.9

Consumer Financial Services

870

1,067

13.4

Payment Services

15,478

16,826

211.2

Total Net Revenue

16,923

19,736

247.7

RUB

RUB

USD (1)

September 30, 2019

September 30, 2020

September 30, 2020

Nine months ended (unaudited)

(in millions)

Reporting Segments Data

QIWI plc.

(2) For the three months ended September 30, 2019 and September 30, 2020 Total Adjusted Net Profit is equal to Total Segment Net Profit.

Bank of the Russian Federation as of September 30, 2020.

(1) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

Corporate and Other

(310)

(56)

(0.7)

Rocketbank

(632)

(165)

(2.1)

Consumer Financial Services

(424)

(137)

(1.7)

Payment Services

3,259

3,633

45.6

Total Segment Net Profit(2)

1,893

3,275

41.1

Corporate and Other

268

449

5.6

Rocketbank

(128)

16

0.2

Consumer Financial Services

369

64

0.8

Payment Services

5,484

6,108

76.7

Total Net Revenue

5,993

6,637

83.3

RUB

RUB

USD (1)

September 30, 2019

September 30, 2020

September 30, 2020

Three months ended (unaudited)

(in millions)

Reporting Segments Data

QIWI plc.

from overdrafts provided to agents, rent of space for kiosks, cash and settlement services and advertising.

others. PS Other Adjusted Net Revenue primarily consists of revenue from fees for inactive accounts and unclaimed payments, interest revenue, revenue

merchant fees charged for a variety of payments including multi-level-marketing, utility bills, government payments, education services and many

charged for payments to MNOs, internet services providers and pay television providers. Other payment adjusted net revenue consists of consumer and

remittance companies, card-to-card transfers and certain wallet-to-wallet transfers. Telecom payment adjusted net revenue primarily consists of fees

microfinance companies. Money Remittances payment adjusted net revenue primarily consists of fees charged for transferring funds via money

Financial Services payment adjusted net revenue primarily consists of fees charged for payments accepted on behalf of our bank partners and

online games, social networks, betting, online stores, game developers, software producers, coupon websites, tickets and numerous other merchants.

E-commerce payment adjusted net revenue consists of fees charged to customers and merchants that buy and sell products and services online, including

PS Payment Adjusted Net Revenue is the Adjusted Net Revenue consisting of the merchant and consumer fees collected for the payment transactions.

Non-IFRS Operating Results in this earnings release.

Revenue and PS Other Adjusted Net Revenue and Net Profit in the case of Adjusted EBITDA and Adjusted Net Profit, see Reconciliation of IFRS to

to the most directly comparable IFRS financial performance measure, which is revenue in the case of Total Net Revenue, PS Payment Adjusted Net

reconciliation of Total Net Revenue, PS Payment Adjusted Net Revenue, PS Other Adjusted Net Revenue, Adjusted EBITDA and Adjusted Net Profit

Adjusted Net Revenue, Adjusted EBITDA, Adjusted EBITDA margin, Adjusted Net Profit, and Adjusted Net Profit per share, including a quantitative

information in its entirety and not rely on a single financial measure. For more information regarding PS Payment Adjusted Net Revenue, PS Other

may not be comparable to other similarly titled measures presented by other companies. QIWI encourages investors and others to review our financial

Furthermore, because these non-IFRS financial measures are not determined in accordance with IFRS, they are susceptible to varying calculations and

Adjusted EBITDA; and Adjusted Net Profit, or earnings per share, in the case of Adjusted Net Profit per share, each prepared in accordance with IFRS.

substitutes for or superior to revenue, in the case of PS Payment Adjusted Net Revenue and PS Other Adjusted Net Revenue; Net Profit, in the case of

Profit and Adjusted Net Profit per share, which are non-IFRS financial measures. You should not consider these non-IFRS financial measures as

This release presents PS Payment Adjusted Net Revenue, PS Other Adjusted Net Revenue, Adjusted EBITDA, Adjusted EBITDA margin, Adjusted Net

Non-IFRS Financial Measures and Supplemental Financial Information

Diluted

62,483

62,404

62,404

Basic

61,876

62,324

62,324

Profit per share

Weighted-average number of shares used in computing Adjusted Net

Diluted

30.30

52.49

0.66

Basic

30.59

52.55

0.66

Adjusted Net Profit per share:

Adjusted Net Profit

1,893

3,275

41.1

Effect of taxation of the above items

(8)

(1)

(0.0)

Loss from sale of Sovest loans’ portfolio

—

54

0.7

Impairment of non-current assets

526

—

—

received from secondary public offering (10)

(53)

—

—

Foreign exchange loss/(gain) from revaluation of cash proceeds

Share-based payments expenses

135

37

0.5

Expenses related to form F-3 filing

—

55

0.7

amortization(9)

105

87

1.1

Fair value adjustments recorded on business combinations and their

Net profit

1,188

3,043

38.2

Adjusted EBITDA margin

42.0%

60.6%

60.6%

Adjusted EBITDA

2,516

4,020

50.4

Impairment of non-current assets

526

—

—

Share-based payments expenses

135

37

0.5

Loss from sale of Sovest loans’ portfolio

—

54

0.7

Expenses related to form F-3 filing

—

55

0.7

Income tax expenses

440

889

11.2

Interest income and expenses, net

7

23

0.3

Share of loss/(gain) of an associate and a joint venture

(149)

(256)

(3.2)

Foreign exchange loss

97

373

4.7

Foreign exchange gain

(164)

(498)

(6.2)

Other income and expenses, net

47

(17)

(0.2)

Depreciation and amortization

389

317

4.0

Plus:

Net Profit

1,188

3,043

38.2

Total Segment Net Revenue

5,993

6,637

83.3

Corporate and Other Category Net Revenue

268

449

5.6

amortization)

101

141

1.8

Minus: Cost of CO revenue (exclusive of depreciation and

Corporate and Other Category Revenue

369

591

7.4

Rocketbank Net Revenue

(128)

16

0.2

amortization)

472

10

0.1

Minus: Cost of Rocketbank revenue (exclusive of depreciation and

Rocketbank Revenue

344

26

0.3

Consumer Financial Services Segment Net Revenue

369

64

0.8

amortization)

69

8

0.1

Minus: Cost of CFS revenue (exclusive of depreciation and

Consumer Financial Services Segment Revenue

438

72

0.9

Payment Services Segment Net Revenue

5,484

6,108

76.7

PS Other Adjusted Net Revenue

808

806

10.1

and amortization)(8)

267

244

3

Minus: Cost of PS Other Revenue (exclusive of depreciation

PS Other Revenue(7)

1,075

1,050

13

PS Payment Adjusted Net Revenue

4,676

5,303

66.6

and amortization)(6)

3,242

4,045

51

Minus: Cost of PS Payment Revenue (exclusive of depreciation

PS Payment Revenue(5)

7,918

9,348

117

Payment Services Segment Revenue

8,991

10,398

130.5

Segment Net Revenue

Total Net Revenue

5,993

6,637

83.3

(4)

4,149

4,449

55.8

Minus: Cost of revenue (exclusive of depreciation and amortization)

Revenue (3)

10,142

11,087

139.1

RUB (1)

RUB

USD(2)

September 30, 2019

September 30, 2020

September 30, 2020

Three months ended (unaudited)

(in millions, except per share data)

Reconciliation of IFRS to Non-IFRS Operating Results

QIWI plc.

period, while the former only includes the foreign exchange loss/(gain) on the US dollar amount, which we received at SPO.

Foreign exchange gain in the reconciliation of Net Profit to Adjusted EBITDA as the latter includes all the foreign exchange losses/(gains) for the

(10) The Forex loss on SPO funds as presented in the reconciliation of Net Profit to Adjusted Net Profit differs from the Foreign exchange loss and

(9) Amortization of fair value adjustments primarily includes the effect of the acquisition of control in Contact and Rapida.

costs, including but not limited to: costs of call-centers and advertising commissions.

(8) Cost of PS Other Revenue (exclusive of depreciation and amortization) primarily consists of direct costs associated with other revenue and other

overdrafts provided to agents, rent of space for kiosks, cash and settlement services and advertising.

(7) PS Other Revenue primarily consists of revenue from fees for inactive accounts and unclaimed payments, interest revenue, revenue from

customers payable to agents, mobile operators, international payment systems and other parties.

(6) Cost of PS Payment Revenue (exclusive of depreciation and amortization) primarily consists of transaction costs to acquire payments from our

transactions.

(5) PS Payment Revenue represents payment processing fees, which primarily consists of the merchant and consumer fees charged for the payment

for the third quarter ended September 30, 2020.

(4) Including cost of revenue from discontinued operations of RUB 547 million for the third quarter ended September 30, 2019 and RUB 26 million

254 million for the third quarter ended September 30, 2020.

(3) Including revenue from discontinued operations in the amount of RUB 1,020 million for the third quarter ended September 30, 2019 and RUB

Bank of the Russian Federation as of September 30, 2020.

(2) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

IFRS.

(1) The results presented in Reconciliation differ from IFRS results due to Rocketbank and CFS results are presented as discontinued operations in

Diluted

62,387

62,340

62,340

Basic

61,693

62,200

62,200

Profit per share

Weighted-average number of shares used in computing Adjusted Net

Diluted

88.34

124.88

1.57

Basic

89.33

125.16

1.57

Adjusted Net Profit per share:

Adjusted Net Profit

5,511

7,785

97.7

Effect of taxation of the above items

(39)

54

0.7

Loss from sale of Sovest loans’ portfolio

—

712

8.9

Impairment of non-current assets

526

134

1.7

received from secondary public offering (10)

132

—

—

Foreign exchange loss/(gain) from revaluation of cash proceeds

Share-based payments expenses

391

85

1.1

Expenses related to form F-3 filing

—

65

0.8

amortization(9)

302

256

3.2

Fair value adjustments recorded on business combinations and their

Net profit

4,199

6,479

81.3

Adjusted EBITDA margin

44.3%

51.8%

51.8%

Adjusted EBITDA

7,491

10,223

128.3

Impairment of non-current assets

526

134

1.7

Share-based payments expenses

391

85

1.1

Loss from sale of Sovest loans’ portfolio

—

712

8.9

Expenses related to form F-3 filing

—

65

0.8

Income tax expenses

1,215

2,052

25.8

Interest income and expenses, net

18

88

1.1

Share of loss/(gain) of an associate and a joint venture

(78)

(495)

(6.2)

Foreign exchange loss

814

1,978

24.8

Foreign exchange gain

(665)

(1,848)

(23.2)

Other income and expenses, net

(8)

6

0.1

Depreciation and amortization

1,079

967

12.1

Plus:

Net Profit

4,199

6,479

81.3

Total Segment Net Revenue

16,923

19,736

247.7

Corporate and Other Category Net Revenue

998

1,295

16.2

amortization)

237

419

5.3

Minus: Cost of CO revenue (exclusive of depreciation and

Corporate and Other Category Revenue

1,235

1,714

21.5

Rocketbank Net Revenue

(423)

548

6.9

amortization)

1,380

604

7.6

Minus: Cost of Rocketbank revenue (exclusive of depreciation and

Rocketbank Revenue

957

1,151

14.4

Consumer Financial Services Segment Net Revenue

870

1,067

13.4

amortization)

155

131

1.6

Minus: Cost of CFS revenue (exclusive of depreciation and

Consumer Financial Services Segment Revenue

1,025

1,198

15.0

Payment Services Segment Net Revenue

15,478

16,826

211.2

PS Other Adjusted Net Revenue

2,215

2,320

29.1

and amortization)(8)

807

815

10

Minus: Cost of PS Other Revenue (exclusive of depreciation

PS Other Revenue(7)

3,022

3,135

39

PS Payment Adjusted Net Revenue

13,263

14,506

182.0

and amortization)(6)

9,145

10,573

133

Minus: Cost of PS Payment Revenue (exclusive of depreciation

PS Payment Revenue(5)

22,408

25,079

315

Payment Services Segment Revenue

25,429

28,214

354.1

Segment Net Revenue

Total Net Revenue

16,923

19,736

247.7

(4)

11,723

12,541

157.4

Minus: Cost of revenue (exclusive of depreciation and amortization)

Revenue (3)

28,646

32,277

405.1

RUB(1)

RUB

USD(2)

September 30, 2019

September 30, 2020

September 30, 2020

Nine months ended (unaudited)

(in millions, except per share data)

Reconciliation of IFRS to Non-IFRS Operating Results

QIWI plc.

period, while the former only includes the foreign exchange loss/(gain) on the US dollar amount, which we received at SPO.

Foreign exchange gain in the reconciliation of Net Profit to Adjusted EBITDA as the latter includes all the foreign exchange losses/(gains) for the

(10) The Forex loss on SPO funds as presented in the reconciliation of Net Profit to Adjusted Net Profit differs from the Foreign exchange loss and

(9) Amortization of fair value adjustments primarily includes the effect of the acquisition of control in Contact and Rapida.

costs, including but not limited to: costs of call-centers and advertising commissions.

(8) Cost of PS Other Revenue (exclusive of depreciation and amortization) primarily consists of direct costs associated with other revenue and other

overdrafts provided to agents, rent of space for kiosks, cash and settlement services and advertising.

(7) PS Other Revenue primarily consists of revenue from fees for inactive accounts and unclaimed payments, interest revenue, revenue from

customers payable to agents, mobile operators, international payment systems and other parties.

(6) Cost of PS Payment Revenue (exclusive of depreciation and amortization) primarily consists of transaction costs to acquire payments from our

transactions.

(5) PS Payment Revenue represents payment processing fees, which primarily consists of the merchant and consumer fees charged for the payment

for nine months ended September 30, 2020.

(4) Including cost of revenue from discontinued operations of RUB 1,554 million for nine months ended September 30, 2019 and RUB 764 million

2,614 million for nine months ended September 30, 2020.

(3) Including revenue from discontinued operations in the amount of RUB 2,343 million for nine months ended September 30, 2019 and RUB

Bank of the Russian Federation as of September 30, 2020.

(2) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

IFRS.

(1) The results presented in Reconciliation differ from IFRS results due to Rocketbank and CFS results are presented as discontinued operations in

reimbursements.

and online (including, but not limited to the partner-merchants) or withdrawn through ATMs less the amount returned for corresponding

(7) Consumer Financial Services segment payment volume consists of the transaction amounts paid by SOVEST card customers to merchants offline

months prior to the reporting date.

(6) Active Qiwi Wallet accounts calculated on a yearly basis, i.e. an active account is an account that had at least one transaction within the last 12

period.

kiosks and terminals are calculated as an average of the number of active kiosks and terminals for the last 30 days of the respective reporting

which at least one payment has been processed during the day, which we refer to as active kiosks and terminals. The period end numbers of our

(5) We measure the numbers of our kiosks and terminals on a daily basis, with only those kiosks and terminals being taken into calculation through

volume.

(4) Payment Average Adjusted Net Revenue Yield is defined as PS Payment Adjusted Net Revenue divided by Payment Services payment segment

agents.

D&A). PS Payment Revenue primarily consists of merchant and consumer fees. Cost of PS Payment Revenue primarily consists of commission to

(3) PS Payment Adjusted Net Revenue is calculated as the difference between PS Payment Revenue and PS Cost of Payment Revenue (excluding

conformity with the methodology used by QIWI.

to restate the presented volumes, net revenues and net revenue yields data in case the methodology of Contact and Rapida will be brought in

allocation between different market verticals in Contact and Rapida may differ from the methodology used by QIWI. We therefore retain the right

to merchants or other customers included in each of those market verticals less intra-group eliminations. The methodology of payment volumes

(2) Payment Services Segment payment volume by market verticals and consolidated payment volume consist of the amounts paid by our customers

Bank of the Russian Federation as of September 30, 2020.

(1) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

Active Qiwi Wallet accounts (million)(6)

22.3

19.7

19.7

Active kiosks and terminals (units)(5)

136,313

117,137

117,137

Payment Services Segment Net Revenue Yield

1.40%

1.40%

1.40%

Other

0.63%

0.71%

0.71%

Telecom

0.46%

0.40%

0.40%

Money remittances

1.00%

0.86%

0.86%

Financial services

0.37%

0.51%

0.51%

E-commerce

2.48%

2.33%

2.33%

Payment Average Adjusted Net Revenue Yield

(4)

1.20%

1.22%

1.22%

Other

59.1

101.8

1.3

Telecom

194.9

142.9

1.8

Money remittances

1,432.1

1,605.2

20.1

Financial services

331.7

330.8

4.2

E-commerce

2,658.6

3,122.7

39.2

Payment adjusted net revenue (million)(3)

4,676.4

5,303.3

66.6

Other

9.4

14.3

0.2

Telecom

42.1

36.2

0.5

Money remittances

143.9

185.9

2.3

Financial services

88.9

65.2

0.8

E-commerce

107.0

133.9

1.7

Payment volume (billion)(2)

391.3

435.4

5.5

Payment Services Segment key operating metrics

RUB

RUB

USD (1)

September 30, 2019

September 30, 2020

September 30, 2020

Three months ended (unaudited)

Other Operating Data

QIWI plc.

reimbursements.

and online (including, but not limited to the partner-merchants) or withdrawn through ATMs less the amount returned for corresponding

(7) Consumer Financial Services segment payment volume consists of the transaction amounts paid by SOVEST card customers to merchants offline

months prior to the reporting date.

(6) Active Qiwi Wallet accounts calculated on a yearly basis, i.e. an active account is an account that had at least one transaction within the last 12

period.

kiosks and terminals are calculated as an average of the number of active kiosks and terminals for the last 30 days of the respective reporting

which at least one payment has been processed during the day, which we refer to as active kiosks and terminals. The period end numbers of our

(5) We measure the numbers of our kiosks and terminals on a daily basis, with only those kiosks and terminals being taken into calculation through

volume.

(4) Payment Average Adjusted Net Revenue Yield is defined as PS Payment Adjusted Net Revenue divided by Payment Services payment segment

agents.

D&A). PS Payment Revenue primarily consists of merchant and consumer fees. Cost of PS Payment Revenue primarily consists of commission to

(3) PS Payment Adjusted Net Revenue is calculated as the difference between PS Payment Revenue and PS Cost of Payment Revenue (excluding

conformity with the methodology used by QIWI.

to restate the presented volumes, net revenues and net revenue yields data in case the methodology of Contact and Rapida will be brought in

allocation between different market verticals in Contact and Rapida may differ from the methodology used by QIWI. We therefore retain the right

to merchants or other customers included in each of those market verticals less intra-group eliminations. The methodology of payment volumes

(2) Payment Services Segment payment volume by market verticals and consolidated payment volume consist of the amounts paid by our customers

Bank of the Russian Federation as of September 30, 2020.

(1) Calculated using a ruble to U.S. dollar exchange rate of RUB 79.6845 to U.S. $1.00, which was the official exchange rate quoted by the Central

Active Qiwi Wallet accounts (million)(6)

22.3

19.7

19.7

Active kiosks and terminals (units)(5)

136,313

117,137

117,137

Payment Services Segment Net Revenue Yield

1.42%

1.46%

1.46%

Other

0.57%

0.65%

0.65%

Telecom

0.43%

0.48%

0.48%

Money remittances

1.03%

0.90%

0.90%

Financial services

0.36%

0.50%

0.50%

E-commerce

2.55%

2.48%

2.48%

Payment Average Adjusted Net Revenue Yield

(4)

1.22%

1.26%

1.26%

Other

165.0

205.7

2.6

Telecom

529.3

573.0

7.2

Money remittances

4,043.3

4,273.6

53.6

Financial services

874.5

930.9

11.7

E-commerce

7,651.1

8,523.2

107.0

Payment adjusted net revenue (million)(3)

13,263.2

14,506.4

182.0

Other

28.7

31.5

0.4

Telecom

122.3

118.9

1.5

Money remittances

392.9

472.4

5.9

Financial services

244.2

186.5

2.3

E-commerce

300.0

343.3

4.3

Payment volume (billion)(2)

1,088.1

1,152.6

14.5

Payment Services Segment key operating metrics

RUB

RUB

USD (1)

September 30, 2019

September 30, 2020

September 30, 2020

Nine months ended (unaudited)

Other Operating Data

QIWI plc.

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Investor Relations

Contact

for goods and services or transfer money across virtual or physical environments interchangeably.

consumers using its network at least once a month. QIWI’s consumers can use cash, stored value and other electronic payment methods in order to pay

enabled merchants and customers to accept and transfer over RUB 145 billion cash and electronic payments monthly connecting over 32 million

payment services across online, mobile and physical channels. It has deployed over 19.7 million virtual wallets, over 117,000 kiosks and terminals, and

QIWI is a leading provider of next generation payment and financial services in Russia and the CIS. It has an integrated proprietary network that enables

About QIWI plc.

Company in reaching its key objectives and creating value for the stakeholders,” stated Mr. Korzh.

like to analyze data and processes to generate ideas which could improve the economics of the business. I’m looking forward to supporting the

“I am looking forward to becoming a part of QIWI team and leading QIWI’s finance function to contribute to Group success as the Company develops. I

Executive Officer and Director. “I am confident that his expertise will be valuable to us and I am pleased to welcome Pavel as part of our team.”

delivering results will be extremely helpful to QIWI in supporting our growth and execution of our strategy,” commented Mr. Boris Kim, QIWI’s Chief

“Pavel has held several financial leadership roles prior to joining QIWI. I’m convinced that his extensive experience in finance and clear focus on

Relations.

Mr. Korzh graduated from Moscow State Institute of International Relations (MGIMO University) in 1996 with a degree in International Economic

PricewaterhouseCoopers.

worked as a Director of Treasury and Corporate Finance and Director of Financial Reporting at CTC Media and held various positions at

joining QIWI, Mr Korzh worked as a CFO at Ozon, a leading E-Commerce company in Russia and Wikimart, an online marketplace. Previously he

Mr. Korzh has over 20 years of experience in corporate and operational finance. He has joined QIWI in August 2020 as a CFO of QIWI Bank. Before

of the Group, Mr. Boris Kim. Ms. Varvara Kiseleva will continue to serve as Deputy CFO for Corporate Finance.

December 1, 2020. As Chief Financial Officer, Mr. Korzh will take over the responsibilities of interim CFO Varvara Kiseleva and report directly to CEO

generation payment and financial services in Russia and the CIS, today announced the appointment of Pavel Korzh as Chief Financial Officer effective

NICOSIA, CYPRUS – November 19, 2020 – QIWI plc (NASDAQ: QIWI) (MOEX: QIWI) (“QIWI” or the “Company”), a leading provider of next

QIWI Appoints Chief Financial Officer

Exhibit 99.2

Company Presentation November 2020 Exhibit 99.3

CAUTIONARY STATEMENT REGARDING FORWARD LOOKING STATEMENTS This presentation is for informational purposes only and is not an offer to sell securities or a solicitation of an offer to buy any securities, and may not be relied upon in connection with the purchase or sale of any security. This presentation contains forward-looking statements. All statements other than statements of historical fact contained in this presentation are forward-looking statements. In some cases, you can identify forward-looking statements by terminology such as “may,” “will,” “should,” “expects,” “plans,” “anticipates,” “believes,” “estimates,” “predicts,” “potential” or “continue” or the negative of these terms or other comparable terminology. These statements are only current predictions and are subject to known and unknown risks, uncertainties and other factors that may cause our or our industry’s actual results, levels of activity, performance or achievements to be materially different from those anticipated by the forward-looking statements. Although we believe that the expectations reflected in the forward-looking statements are reasonable, we cannot guarantee future results, levels of activity, performance or achievements. For a description of the risks we face, see the “Risk Factors” section of the Form 20-F that we filed with the Securities and Exchange Commission on March 24, 2020, which is available by visiting the SEC’s website at www.sec.gov. Except as required by law, we are under no duty to update or revise any of the forward-looking statements, whether as a result of new information, future events or otherwise, after the date of this presentation. In addition to International Financial Reporting Standards, or IFRS, financials, this presentation includes certain non-IFRS financial measures. These non-IFRS financial measures are in addition to, and not a substitute for or superior to, measures of financial performance prepared in accordance with IFRS. A reconciliation of non-GAAP measures to the most directly comparable IFRS measures is contained in the appendix to this presentation. This presentation contains statistical data that we obtained from industrypublications and reports generated by third parties. Although we believe that the publications and reports are reliable, we have not independently verified this statistical data.

QIWI IS A LEADING PROVIDER OF NEXT GENERATION PAYMENT AND FINANCIAL SERVICES WITH A PROVEN TRACK-RECORD OF INNOVATION Prepaid mobile top-up cards Push Payments Self-Service kiosks QIWI Wallet PayTech innovation Tochka QIWI Visa Card Card to card payments Money Remittance FUTURE 1999 2003 2006 2008 2018 2009 2012 2016 Open API Merger of OSMP and E-port IPO on NASDAQ 2015 2007 2013 Listing on MOEX 2019 2020 Flocktory Factoring PLUS SOVEST Sale of SOVEST

Key facts1 4 TODAY QIWI IS AN INTEGRATED OMNI-CHANNEL ECOSYSTEM WITH EXTENSIVE ADOPTION AND UBIQUITOUS PRESENCE… Leading provider of next-gen payment and financial services in Russia and the CIS CAGR 26% RUB bn Total Net Revenue2 Note: 1 As of September 30, 2020 if not stated otherwise, for additional details, please see QIWI’s Earnings Report on Form 6-K filed with the Securities and Exchange Commission on November 19, 2020, QIWI’s latest annual report on Form 20-F filed with the Securities and Exchange Commission on 24 March, 2020 and Terms and Definitions section of the presentation; 2 Including Contact and Rapida financial results starting from June 2015. Including Flocktory financial results starting from December 2019; 3Data for 9 months ending on 30.09.2020 Key facts1 Payment volume LTM ending September 30, 2020 over1.5 tn RUB Active QIWI wallets 19.7+ mn Unique ecosystem users 32+ mn Kiosks and terminals 117+ k Payment services Total Net Revenue Payment Services Segment Net Revenue 17% Portfolio of B2B services QIWI startups QIWI DATA Includes Rocketbank and Sovest operations 85% Share of Payment Services Segment3 Convenient digital solutions Core focus on specialized high growth markets lacking convenient digital solutions Self-employed Sharing economy (B2B2C) Digital entertainment

PAYMENT SERVICES

… WITH CORE EXPERTISE IN OFFERING A BROAD RANGE OF NEXT GENERATION MULTI USE-CASE PAYMENT SERVICES Kiosks and terminals Open API solution VISA pre-paid cards Contact money remittance Digital wallet Payment Gateway to retail partners Payment services Payment Services B2B solutions online acquiring and payouts to cards

DISTINCTIVE COMPETITIVE ADVANTAGES AND MONETIZATION MODEL Competitive advantages of QIWI’s services Payment Services QIWI WALLET Pay for goods and services merchant pays % to QIWI Transfer Money user pays % to QIWI Cash out user pays % to QIWI Top up with Cash Free for user QIWI pays % to the agent Top up with the Card Free for user QIWI pays % to the bank Money Transfers/ Payouts Free for user. Free for QIWI. The transferor (B2B customer or partner) pays % to QIWI Strong track record in market segments with demand for cash acceptance, payment digitalization, technological solutions and higher transparency of transactions Convenient digital solutions Single and intuitive interface, easy access Automation of payments via open API Instant payouts to hundreds of customers Multi-service platform with fast and seamless onboarding Privacy High quality and reliable services, fast customer response High level of customization Cash digitalization for high cash use population Efficient transactional monetization model

E-commerce 59% Money remittances 30% Financial services 6% Telecom 4% Others 1% Money remittances 41% E-commerce 30% Financial services 16% Telecom 10% Others 3% SERVICING A WIDE AND GROWING RANGE OF MARKETS AND USE-CASES Note: 1 As of September 30, 2020 if not stated otherwise, for additional details, please see QIWI’s Earnings Report on Form 6-K filed with the Securities and Exchange Commission on November 19, 2020, QIWI’s latest annual report on Form 20-F filed with the Securities and Exchange Commission on 24 March, 2020 and Terms and Definitions section of the presentation; 2 Defined as Payment Services Segment Payment Adjusted Net Revenue divided by Payment Services segment payment volume Payment Services Payment Volume1 9m 2020 Payment Services PS Payment Adjusted Net Revenue and Average Adjusted Net Revenue Yield1 RUB bn CAGR 18% CAGR 23% PS Payment Adjusted Net Revenue, RUB bn Payment Average Adj. Net Revenue Yield2 9m 2020 6% 9%

Escrow payments for large platforms SPECIALIZING ON HIGH GROWTH MARKETS THAT LACK CONVENIENT DIGITAL SOLUTIONS Self-employed entrepreneurs B2B2C Go2Market for self-employed working for businesses Digital entertainment in 20195 Online gaming TAM ~ 34 RUB bn Source: company data, Analytical Center for the Government of the Russian Federation, Rosstat, broker reports, Statista Note: 1 According to forecast of Analytical Center for the Government of the Russian Federation; 2 Number of connected taxi companies as of September 30, 2020.3 According to Rosstat as of 2Q 2019; 4 According to Rosstat as of 2Q 2019 and brokers’ assumptions on average monthly income of self-employed in Russia; 5 According to Statista 01 Easy and scalable payment solution for online games, sports betting and new age digital entertainment 02 Benefits from being 1 out of 2 TSUPIS operators in Russia Self-employed in Russia in 20193 15 + million TAM ~7 RUB trillion Total annual payment to self-employed4 6 % of GDP Share of 2019 GDP4 Payment Services 03 Convenient payment solution for customers and merchants Payments solutions Examples of taxi companies Payouts to wallets/cards for marketplaces >2,700 taxi companies2 B2B partners / sharing economy merchants ~725 RUB bn Russian taxi market GMV 20191 Paying to self-employed contractors Salary payments quick solution Convenient payment solution for personal needs P2P and wallets as a platform QIWI Wallet API Automatization of wallet operations Accept payments via QIWI Wallet P2P checkout with easy integration

OTHER PROJECTS

Sponsored Push Notification Second Party Data Exchange First Party Data DEVELOPING B2B VALUE PROPOSITION SYNERGETIC TO PAYMENT SERVICES BUSINESS: OVERVIEW OF KEY PROJECTS Debit card, deposits, overdraft Acquiring Payroll settlement Bank guarantees Banking products Loyalty program Online accounting Tax calendar and electronic submission of filings Sole Traders & LLC registration Financial services Online onboarding of clients and support 24/7 service Online dashboards and analytics Client-friendly solutions bn RUB Client deposit balances2 Factoring financing for SMEs with high credit quality Debtors Factoring account receivable financing Totally digital on-boarding and services 100% electronic document workflow Instant scoring, fast decision and issue of funding Digital Bank Guarantees Performance and tender bonds Guarantees for contractors (mostly for public procurement) Totally digital on-boarding and services 100% electronic document workflow Instant scoring, fast decision and issue of funding Signals a customer’s data base Exchange a Partner Network for an active inflow of clients PushRewards a module for smart PUSH notifications Pre-Checkout a module for personalization of users’ web experience Post-Checkout a referral marketing module Workflow a module that helps to personalize communication content Xmail/XPush Module for cross-sale and retargeting Feedback a module for collecting, analyzing and managing feedbacks Note: Note: All presented financials are shown on gross basis for QIWI; 1 QIWI recognizes SME revenues from Tochka clients only with accounts in QIWI Bank. The rest of Tochka clients with accounts in Otkritie bank are included in Tochka JV and accounted as an associate under the equity method. QIWI holds 40% of Tochka’s shares but is entitled for 45% of dividends and potential capital gains. As a result, QIWI Group assesses its share in Tochka JV at 45% (according to its share in dividends and potential capital gains). Remaining dividends and capital gains are distributed as follows: Bank Otkritie and Tochka management to receive 45% and 10% of dividends andpotential capital gains, respectively; 2 As of 31 December, 2019, for additional details, please see QIWI’s latest annual report on Form 20-F filed with the Securities and Exchange Commission on 24 March, 2020 Digital bank for small and medium enterprises SaaS platform for customer lifecycle management and personalization Digital factoring solutions and bank guarantees for SME

12 FACTORING PLUS Digital factoring solutions and bank guarantees for SME Factoring active clients 400+ acc Key facts1 Average guarantees’ lifetime 538+ days Factoring performance Digital bank guarantees portfolio, bn #5 In terms of number of new clients involved in factoring2 #4 In terms of number of active SME clients using factoring2 4.7% Market share on the bank guarantees market 1As of September 30, 2020 if not stated otherwise, for additional details, please see QIWI’s Earnings Report on Form 6-K filed with the Securities and Exchange Commission on March 24, 2020, QIWI’s latest annual report on Form 20-F filed with the Securities and Exchange Commission on March 28, 2019 and Terms and Definitions section of the presentation: 2As of June 30,2020 NPL of factoring portfolio 0.3% NPL of guarantees portfolio 0.1% Factoring portfolio breakdown Factoring operations’ key industries: Pharmaceutical Food-products Clothing and footwear Household appliance and electronics of factoring operations concentrated in a single industry <25% Guarantees in portfolio 7+ k

FINANCIAL UPDATE

SOLID PERFORMANCE FOR 9M 2020 WITH GROWING PAYMENT SERVICES VOLUMES AND NET REVENUE Key highlights Key financials1 +18% Total Net Revenue y-o-y increase +27% PS Segment Net Revenue y-o-y increase +53% Adjusted Group EBITDA y-o-y increase +61% Adjusted Group Net Profit y-o-y increase RUB bn Note: 1 Including Flocktory financial results starting from December 2019 +17% +9% +36% +41% FY 2019 9m 2020 Includes Rocketbank and Sovest operations

RUB bn CAGR 21% 17% Includes Rocketbank and Sovest operations Note: 1 As of September 30, 2020 if not stated otherwise, for additional details, please see QIWI’s Earnings Report on Form 6-K filed with the Securities and Exchange Commission on November 19, 2020, QIWI’s latest annual report on Form 20-F filed with the Securities and Exchange Commission on 24 March, 2020 and Terms and Definitions section of the presentation; 2 Including Contact and Rapida financial results starting from June 2015. Including Flocktory financial results starting from December 2019 PS Segment Total Net Revenue PS Segment Net Revenue Yield CAGR 19% 9% RUB bn Group’s Total Net Revenue1,2 and Net Revenue split Payment Services Segment Total Net Revenue and Yield1,2 STRONG TRACK RECORD OF GROWTH IN NET REVENUE DRIVEN BY PAYMENT SERVICES 9m 2020 Payment Services Corporate and Other Consumer Financial Services Rocketbank 15

EXPECTED DECREASE IN KEY COST CATEGORIES POST SALE OF SOVEST AND WINDING DOWN OF ROCKETBANK Group expenses1,2 Note: 1 For additional details, please see QIWI’s Earnings Report on Form 6-K filed with the Securities and Exchange Commission on November 19, 2020, QIWI’s latest annual report on Form 20-F filed with the Securities and Exchange Commission on 24 March, 2020 and Terms and Definitions section of the presentation; 2 Comprises SG&A expenses and personnel expenses. Including Flocktory financial results starting from December 2019; 3 Includes IT related expenses, net loss (gain) from initial recognitions, Form F-3 related expenses, and other expenses RUB bn Compensation, client acquisition and advertising expenses were higher in 2017/2018 due to roll-out of new projects – Sovest, Rocketbank, Tochka Group expenses breakdown1,2 % of total expenses Personnel expenses Advisory and audit services Advertising, client acquisition and related expenses Rent of premises and related utility expenses Expenses related to Tochka multi-bank platform services Tax expenses, except income and payroll related taxes 9m 2020 Other3 Group expenses growth was mainly driven by development of SOVEST and Rocketbank projects 4.3 4.6 8.1 13.8 4.3 14.0 8.8 9.4 6 Includes Rocketbank and Sovest expenses Includes Rocketbank and Sovest expenses

ROBUST PROFITABILITY OF CORE PAYMENT SERVICES BUSINESS Adjusted EBITDA1,2 Adjusted Net Profit1,2 Note: 1 For additional details, please see QIWI’s Earnings Report on Form 6-K filed with the Securities and Exchange Commission on September 30, 2020, QIWI’s latest annual report on Form 20-F filed with the Securities and Exchange Commission on 24 March, 2020 and Terms and Definitions section of the presentation; 2 Including Flocktory financial results starting from December 2019 RUB bn Ramp-up of new projects had a temporary impact on Group profitability and margins RUB bn Adjusted EBITDA margin Adjusted Net Profit margin2 Includes Rocketbank and Sovest operations Includes Rocketbank and Sovest operations Adjusted Net Profit2 PS Segment Adjusted Net Profit 17

Capital allocation strategy GROUP CAPITAL ALLOCATION STRATEGY Using cash generated by the Payment Services business to increase distributions to shareholders and invest into future growth Payment Services Business Future Growth Return to Shareholders Capital Expenditures Change in Working Capital Investments in New Projects and Product Development M&A Dividends Share buybacks ~6% of Payment Services Segment Net Revenue Negative ~7% of Payment Services Segment Net Revenue Reinvest remaining profits in future growth Evaluate opportunistically Payout ratio of 50% of Group Adjusted Net Profit in 2020 Average historical payout ratio 65+% Group Adjusted Net Profit1 Evaluate opportunistically 1Average historical payout ratio is calculated as total amount of dividend declared for a fiscal year divided by the Group Adjusted Net Profit for the respective fiscal year. For the purpose of calculation 2018 fiscal year is excluded as the Company did not distribute any dividend for the year ended December 31, 2018.

2020 GUIDANCE Total Adjusted Net Revenue growth Adjusted Net Profit growth Payment Services Segment Net Revenue change 7% to 15% over 2019 3% to 10% over 2019 35% to 50% over 2019 Notes At this moment we are not able to accurately estimate the potential impact of the COVID-19 on our business, including the negative effect on the betting industry It is currently unclear how much consumer demand will be negatively affected by the outbreak of COVID-19 and what effect the outbreak of COVID-19 will have on the macroeconomic environment, as a whole. The full impact remains uncertain and will depend on the length and severity of the effect of the coronavirus on economic activity in our markets The full scope of the negative impact that the abrupt decline in oil prices and resulting devaluation of the ruble may have on the Russian economy also remains unclear but has the potential to be very significant. Key metrics1,2 Note: 1 For additional details, please see QIWI’s Annual Report on Form 20-F filed with the Securities and Exchange Commission on March 24, 2020 and Terms and Definitions section of the presentation; 2 The Company reserves the right to revise guidance in the course of the year or when additional information regarding the effect of the ongoing events becomes available.

01 TRACK RECORD OF INNOVATION 02 INTEGRATED OMNI-CHANNEL ECOSYSTEM OFFERING A BROAD RANGE OF NEXT GENERATION MULTI USE-CASE PAYMENT SERVICES 03 SERVICING SPECIALIZED HIGH GROWTH MARKETS THAT LACK CONVENIENT DIGITAL SOLUTIONS 04 SIGNIFICANT GROWTH POTENTIAL OF CORE PAYMENT SERVICES SEGMENT DRIVEN BY POSITIVE SECULAR TRENDS IN KEY UNDERLYING MARKETS 05 PROPRIETARY PAYMENT CAPABILITIES ALLOWING QIWI TO DIFFERENTIATE ITSELF 06 ATTRACTIVE FINANCIAL PROFILE WITH ROBUST PROFITABILITY PROVIDING FOR DIVIDEND PAYMENTS UPSIDE KEY INVESTMENT HIGHLIGHTS

APPENDIX

COMPLIANCE WITH PAYMENT AND FINANCIAL SERVICES REGULATION Source: company data, CBR Note: 1 Federal Law of Russian Federation No. 161-FZ “On the National Payment System” dated June 27, 2017: 2 Federal Law of Russian Federation No. 353-FZ “On Consumer Credits (Loans)” dated December 21, 2013; 3 Foreign Account Tax Compliance Act; 4 Common Reporting Standard; 5 Converted to USD at CBR USDRUB FX rate of 70.5198 as of 3 July 2020 Payment and financial services regulation AML regulation Payment services Virtual wallet operators legally considered as cashless transfers within the use of bank cards and prepaid cards Prepaid cards regulated as electronic means of payment in line with “Payment System Law”1 Supervisory body: CBR Money remittances Contact has a status of nationally significant payment system Regulated by “Payment System Law”1 Supervisory body: CBR Betting regulation All interactive bets may be only accepted through Interactive Bets Accounting Center (TSUPIS) set up by a credit organization together with a self-regulated association of bookmakers QIWI BANK is a TSUPIS since 2016 Banking regulation QIWI Bank is subject to all the applicable banking regulations in Russia QIWI Bank holds a universal banking license Regulation implies conformity with a number of requirements including capital and reserve requirements, loss provisions, prudential ratios and reporting requirements In Russia, financial services providers should comply with the national anti-money laundering and counter-terrorism financing legislation, as well as requirements of FATCA3 and CRS4 Federal Financial Monitoring Service, or Rosfinmonitoring, is the supervisory body for the purposes of AML Financial services providers are generally required to identify their clients, whether legal entities or individuals Money transfers by individuals below RUB 15,000 (ca.$2135) are generally exempt from identification requirement P2P and transfers to foreign entities and certain kinds of non-profits require at least a simplified identification of the customer regardless of the amount Identification types Wallet balance limitMonthly turnover limit No identification Simplified identification Full identification RUB 15,000 RUB 40,000 RUB 60,000 RUB 200,000 RUB 600,000 No limit

RISK FRAMEWORK: KEY RISKS AND MITIGATION PRACTICES Key risk mitigation tools and strategies Risk assessment focus areas Monitoring of bills, participation in legislative initiatives Deployed compliance management system Constant development of AML/CFT function Development of customer identification KYC Credit Committee monitors and sets credit limits Sophisticated risk models QIWI SDLC Process is built-in company development process Internal access using NGFW and home made user control Two factor authentication and server-side fraud monitoring system Automatization of on-boarding procedures for individuals and entities Focus on anti-cyclical niches Board oversees strategy and monitors the development of key projects Legislative and regulatory risks: Banking license Personal Data Currency controls (cross boarder) Credit and counterparty risks Cybersecurity and fraud risks Geo-political, macro and sanctions risks Strategy and execution risks

ESG HIGHLIGHTS Corporate governance platform Government relations Social responsibilities of BoD is independent 43% 3 board committees All headed by INEDs Respected board members 7 international shareholders Reputable Educational program launched in 2014 QIWI FINTEEN Children already participated in different Finteen activities 150,000+ Employees involved into the program organization 200+ QIWI works together with charitable organizations and provides them with customized payment solutions so that fundraising is simpler, faster and less costly Charity Membership in for remote identification of individuals Advisory group member in the National Program “Digital economy” Participant in preparation of amendments to the Federal Law “On the National Payment System” Actively participated

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