FOR IMMEDIATE RELEASE

doxo Resolves FTC Litigation

doxo's consumer-first bill pay service continues uninterrupted — empowering and protecting its millions of customers

SEATTLE, August 19, 2026 — doxo is pleased to announce the resolution of the Federal Trade Commission's 2024 lawsuit. doxo remains fully operational, no action is required from any customer or biller, and service continues without interruption. With the litigation behind it, doxo's focus is on continuing to build its business.

Under the settlement, doxo will pay $2.1 million to resolve the litigation. Reporting and monitoring requirements apply to the company and run five years.

In May 2026, the court granted partial summary judgment on two claims relating to the disclosure of doxoPLUS subscription terms. Those findings were solely under the Restore Online Shoppers' Confidence Act. The court made no findings of deception under Section 5 of the FTC Act, no findings of violations of the Gramm-Leach-Bliley Act, and no findings of liability against either individual defendant. No monetary judgment was entered against co-founders Steve Shivers or Roger Parks. The settlement contains no admission of wrongdoing by doxo or its co-founders, and the parties will continue to cooperate going forward.

doxo Delivers Bill Pay That Empowers and Protects Consumers

American households spend **$5.03 trillion a year** on bills — and the system they navigate to pay them was built for billers, not for them. The average American household must manage a dozen bills — that's a dozen logins and a dozen sets of rules, due dates, and fee structures.

That complexity is not free. doxo's **Hidden Cost of Bill Pay Report** quantifies what traditional bill pay costs households in late fees, overdraft and NSF charges, fraud and identity theft, and credit impacts: **$1,222 per household per year, $156 billion nationally.**

In doxo's survey of American bill payers, 35% had paid a late fee in the prior twelve months, 21% had paid an overdraft or NSF fee tied to a bill payment, and 25% had experienced fraud or identity theft. Eighty-six percent said they worry about fraud or identity theft when paying bills online. These are the problems doxo was built to solve. Whether for a single bill that's a hassle to pay or to organize all bills in a single view, the benefit is the same — less friction, fewer surprises, and more control.

> "The traditional bill pay system was never built around the American household, but they are the ones absorbing its costs – over one thousand dollars every year in late fees, overdrafts, and fraud. We measure it, we report on it, and we built doxo to fix it," said Steve Shivers, CEO of doxo. "One place to organize all your bills, one secure way to pay them, and real protection while you do — that's what putting consumers first actually looks like. Standards for clarity and consent in online payments are still taking shape, and we'd rather help shape where they

> land than wait. We’re glad to have this resolved, and we’ll keep working with billers, partners, and regulators toward a bill pay experience that’s clearer and better for everyone.”

doxo respects the vital role the FTC plays in protecting consumers, and will continue to work cooperatively with the Commission. (The stipulated order was filed with the Court on August 17, 2026 and is subject to entry by the Court.)

About doxo

doxo delivers innovation that transforms the bill pay experience for consumers, billers and financial technology providers. For over 10M consumers, doxo’s all-in-one bill pay makes it simple to organize and pay any bill on any device through a secure checkout. For billers, doxo’s network-driven platform enables online and mobile payments with a ridiculously simple integration, radically lower costs, and game-changing features that are unavailable with legacy bill pay vendors. For fintech partners, doxo delivers financial innovations to consumers across 97% of US Zip Codes, paying from more than 8,000 financial institutions to over 120,000 billers in 45+ service categories. For employees, doxo is a creative, ever-learning team that is passionate about building fintech tools that dramatically improve the bill pay experience. For investors, doxo provides an extraordinary opportunity to invest alongside Jackson Square Ventures, MDV, and Bezos Expeditions to disrupt a market that accounts for over $5T of US Household spend. To learn more about America’s leading bill pay network, visit doxo.com.

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