



Revolutionizing Commerce Globally: 2023 Global Impact Report Highlights

We believe that every person and business should be able to grow and thrive in the digital economy, and we are committed to expanding economic opportunity and improving financial health for all.

Our Values

Our core values help stimulate the creativity and engagement of our global workforce to deliver products and services designed to meet the diverse needs of our customers.

INCLUSION INNOVATION COLLABORATION WELLNESS



Finance & Operations

\$29.8B

in revenue

426M

active accounts

\$1.53T

total payment volume

25B

payment transactions

~27K

global employees

Throughout 2023, we demonstrated our impact across four focus areas, including:

Social Innovation

Continually delivering new and innovative tools across our platform, products, and services to enable economic opportunity and access to capital for individuals, businesses, and nonprofits globally.

Small Business Lending

Since 2013:

\$28.2B

in access to capital

1.3M

loans facilitated

Economic Empowerment

3M

Venmo Business Profiles created to-date

Giving

\$20.9B

donated to nonprofits and causes through PayPal

Employees & Culture

Investing in our global workforce to foster a work environment that serves and empowers all our people to do the best work of their lives.

Global Talent Management

77

employee engagement score

23+

average hours of learning per employee

Belonging

54%

U.S. ethnic diversity

100%

global gender and U.S. ethnic pay equity

Community Impact

~118K

hours volunteered by our employees

Awards & Recognitions

CDP Climate score of "A-" for third consecutive year

Fast Company's Best Workplaces for Innovators

Forbes Net Zero Leaders

Forbes World's Top Companies for Women

Fortune Change the World

Human Rights Campaign Foundation's Equality 100 Award

Newsweek America's Greatest Workplaces for Diversity

Newsweek World's Most Trustworthy Companies

TIME World's Best Companies

USA Today America's Climate Leaders

Learn more

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Environmental Sustainability

Responsibly managing and reducing our environmental impact by addressing climate-related risks and opportunities.

Our Science-Based Climate Strategy

Making progress towards our long-term goal to reach net-zero greenhouse gas emissions by 2040 across our value chain.

100%

renewable energy sourcing for our global data centers since 2021

75%

operational emissions reduction since 2019



Enhanced our management of the climate-related risks that are most applicable to our business.

Responsible Business Practices

Maintaining customer trust and adhering to ethical business practices across all our operations as outlined in our Code of Conduct.

Business Ethics

100%

employee completion of 2023 annual compliance training



We are committed to the responsible use of AI technology.

Proactive Security Philosophy

We deploy an externally certified cybersecurity program and continue to invest our time and resources to strengthen the security of our products.

Data Management & Privacy

We work to embody a data- and privacy-aware culture that prioritizes responsible use of data through transparency, education, enterprise standards, and innovation.