

4finance Holding SA

Investor presentation for three month 2023 results

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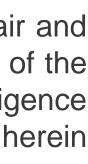
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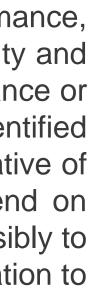
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4finance at a glance

Diversified online lending business

- 7 markets
- **Rebound post-Covid**
- Healthy cashflow generation
- Serving sub-prime and underbanked

Vivus



🔆 zaplo

Online Loans Pilipinas

Strong Credit Profile

Over €9bn in online loans issued since 2008

~€115m annualised Adj. EBITDA

€1.5bn Total assets of as at 31-Mar-23

~2.2x Net debt/ Adj EBITDA as at 31-Mar-23

Founded in 2008, 4finance is one of the largest digital consumer lending groups in its markets in Europe and South-East Asia





- 3 markets, with passporting to additional four markets
- €192m book value
- 22% compound growth in net receivables since acquisition in 2016
- Well capitalised, resuming dividends

tbi bank

VISA

Frequent bond issuer since 2013

B2 / B- ratings from Moody's and S&P

TBI Bank funded with low-cost deposits





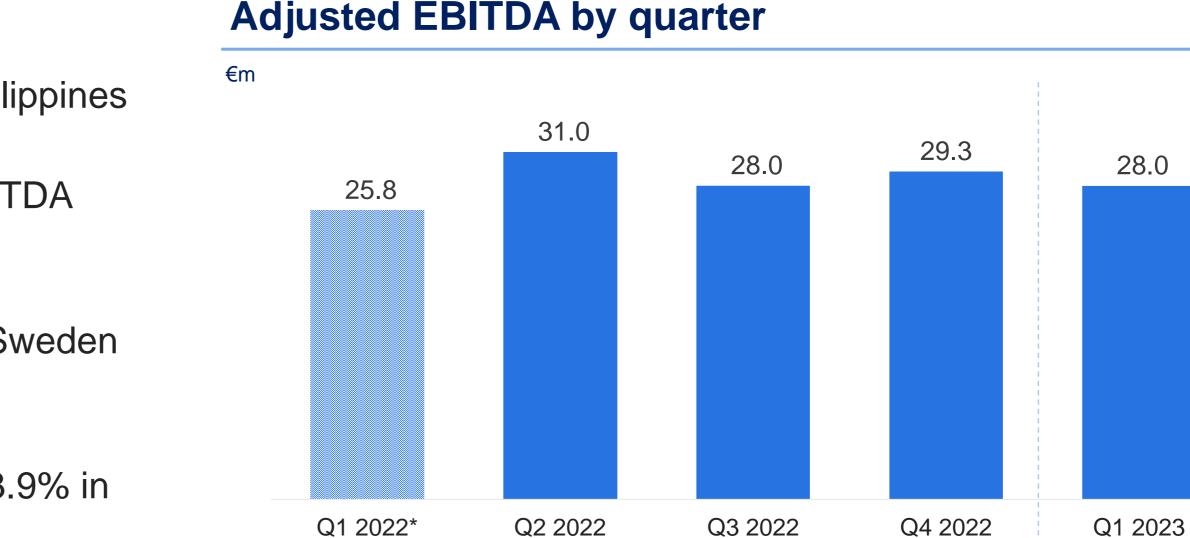


Summary of three month 2023 results

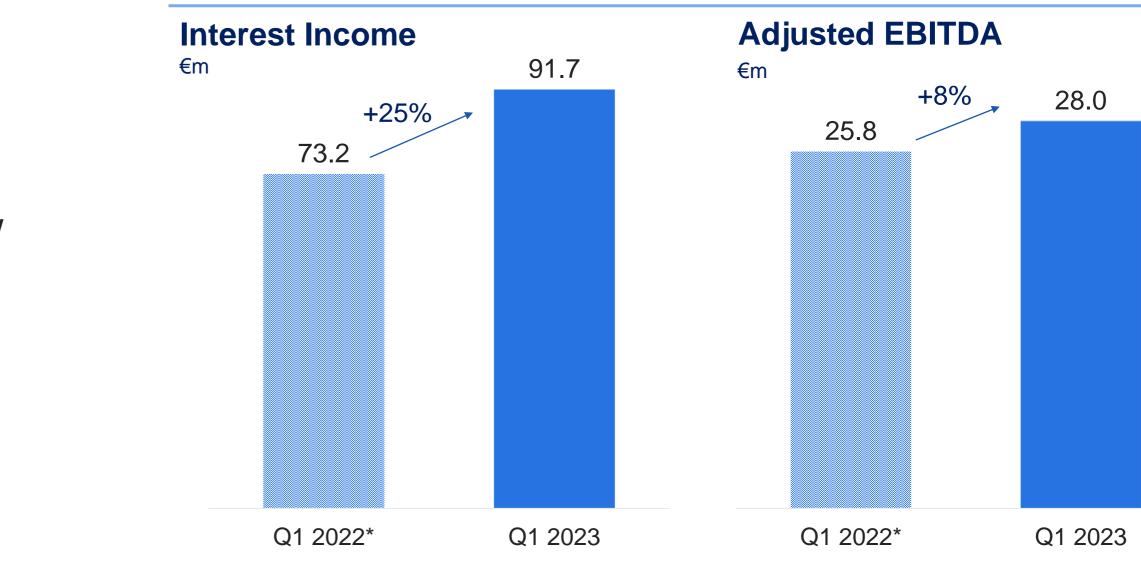
- Interest income up 39% YoY to €91.7m, or 25% proforma for Philippines
- Adjusted EBITDA €28m in Q1, up 8% vs proforma Q1 2022; EBITDA margin of 31%
- Online loan issuance growth driven by Czech Republic, Latvia, Sweden and Philippines
- Cost/income ratio of 46.0% in Q1 2023, an improvement from 53.9% in Q1 2022 (excluding Poland and Philippines)
- Gross income including interest income and fees up 2% quarter-on-quarter to €102m, maintaining seasonally strong Q4 levels
- Another quarter of record origination and portfolio size at TBI Bank
- Provisions up due to portfolio mix and growth, ongoing forward-flow negotiations and potential changes in collection strategies

See appendix for definitions of key metrics and ratios

* Illustrative proforma figure, excluding Poland, including Philippines



Year-on-year proforma comparison





TBI Bank profitable growth with well diversified funding

- Continued issuance growth, up 39% YoY, driving revenue increase
- Further growth in deposits with proactive management of funding sources and cost. Granular retail deposit base with average term deposit size of €12.5k
- Positive launch in Greece, with over 2,000 merchant partners and monthly lending volume over €4.6m
- Increasing proportion of customers onboarded to marketleading banking App: up to 41% in Mar'23 in Bulgaria from 25% a year ago, with more self-service functions
- Direct-to-consumer neon card launched in January
- Further digitisation initiatives across the business, including onboarding and risk management
- Dividend potential to be balanced with growth opportunities

tbi bank

Book value 31 Mar 2023

€192m

Revenue Q1 2023

€46m (+27% YoY)

Net profit Q1 2023

€8m (€10m* in Q1 2022)

Return on Equity Q1 2023, LTM **19.2%** (19.7% Q1 2022)

6-year revenue CAGR

22%

Active customers

631k







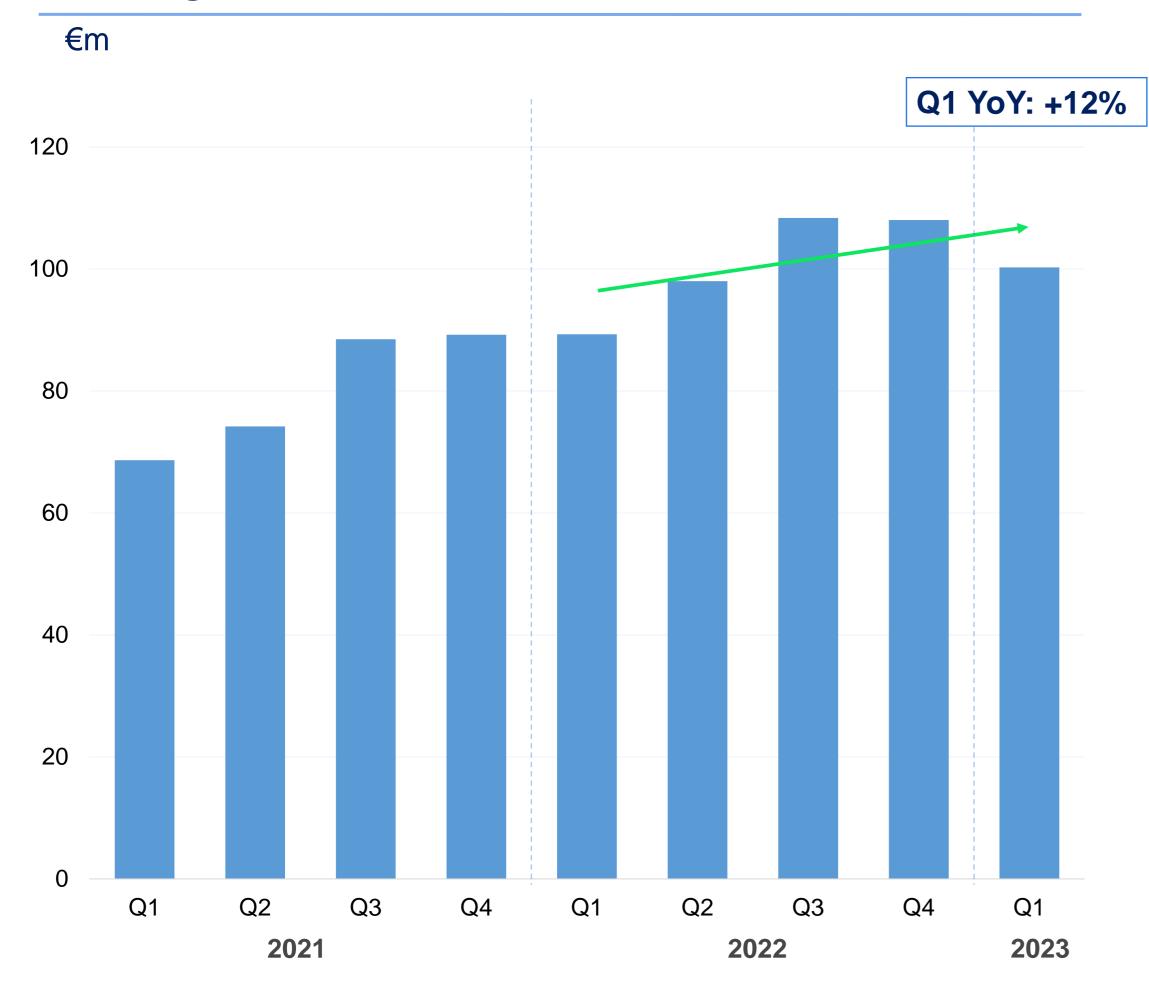




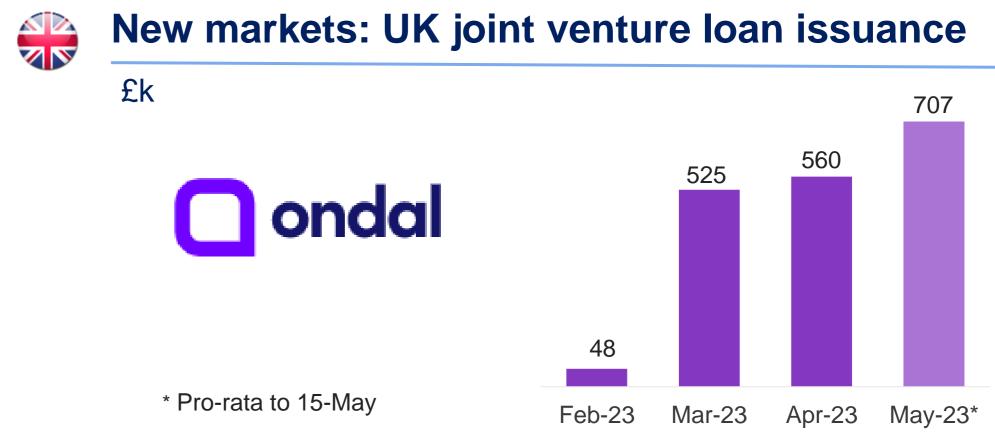


Online loan issuance: growth in existing and new markets

Existing markets: 'like for like' online loan issuance ⁽¹⁾



Note (1): Active online products as of 31 March 2023 (excluding Poland, TBI Bank and Philippines)



New markets: Philippines loan issuance

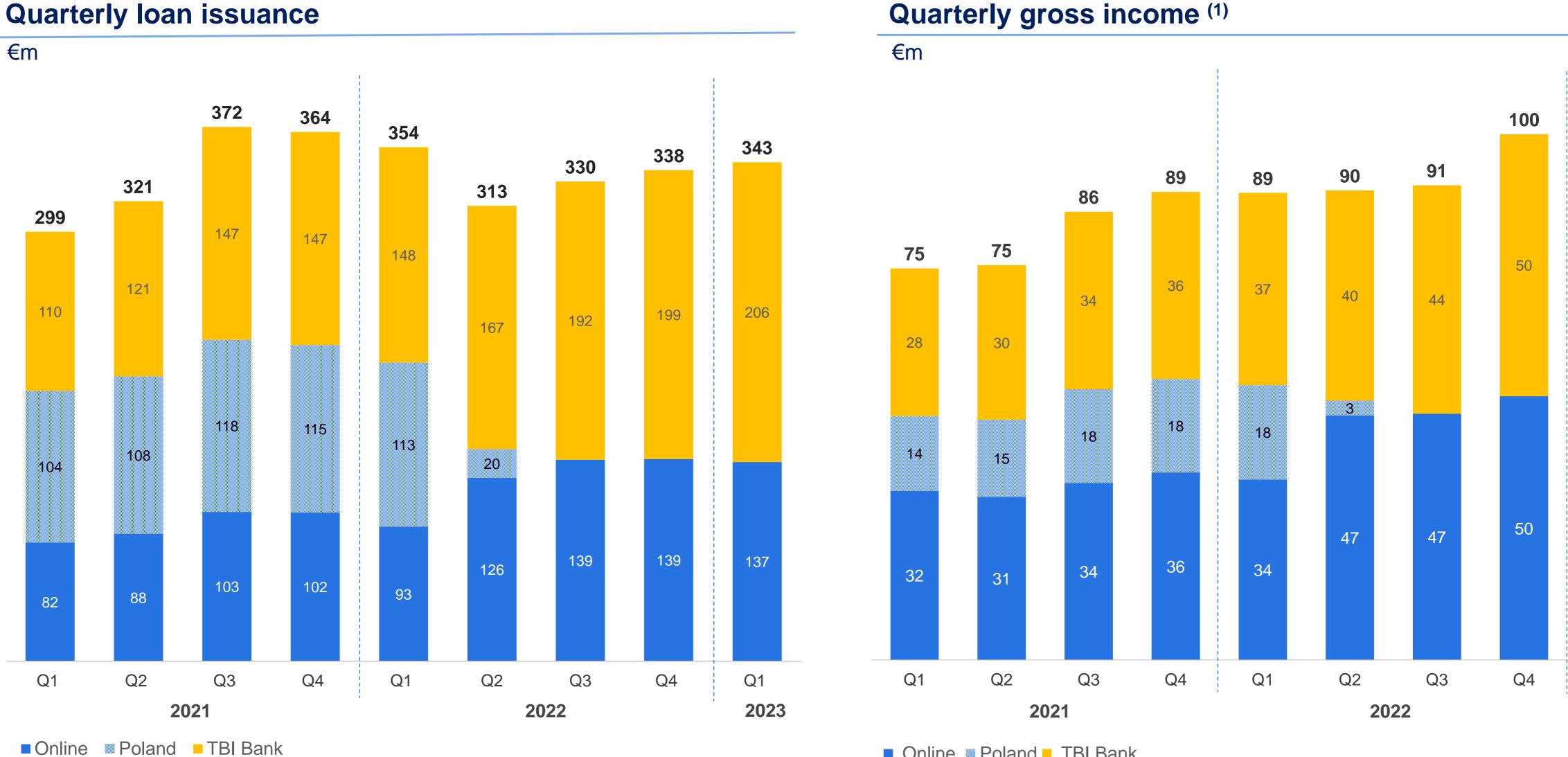






Overall loan issuance and interest income

Quarterly loan issuance



Online Poland TBI Bank

Note (1): Gross income includes interest income, net fees & commissions and other operating income. No restatement has been made for Poland



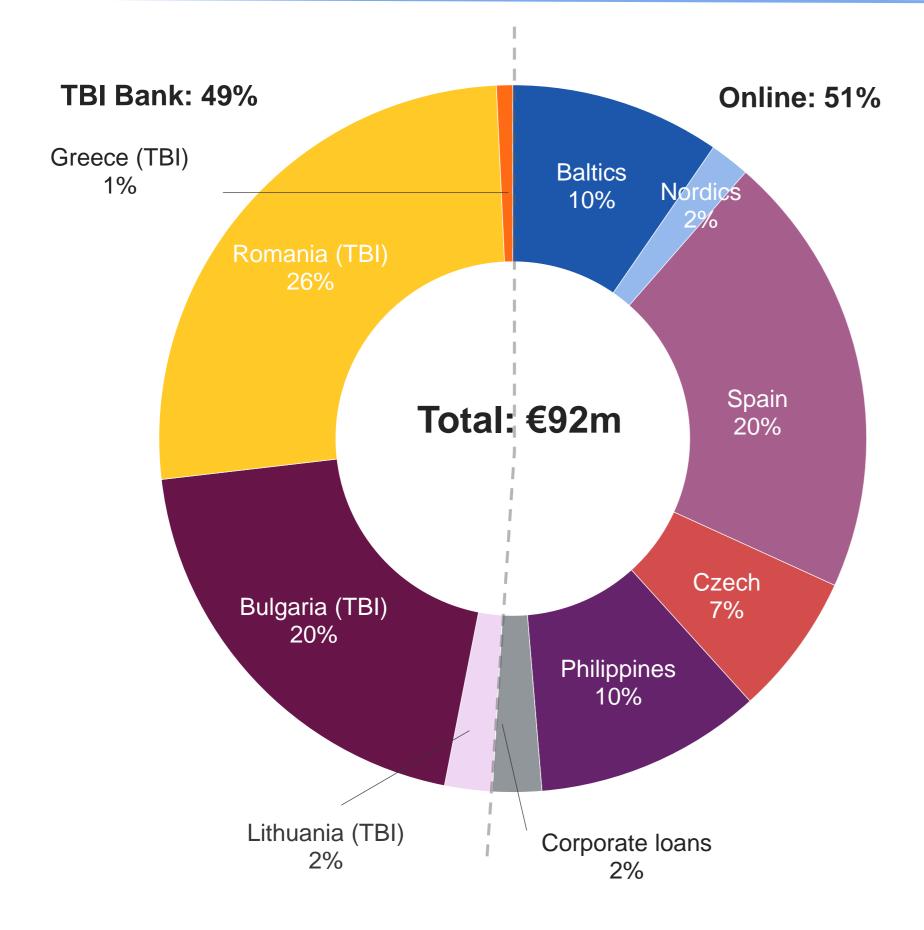






Interest income remains diversified

3M 2023 interest income by country



- Footprint in 7 online markets plus TBI Bank
 - Baltics: Latvia & Lithuania
 - Sweden
 - Spain
 - Czech Republic
 - Philippines
 - United Kingdom
- Clear regulatory framework in place in most markets
 - Contrast to position of 3+ years ago
 - Demonstrated ability to adapt and share best practice
- Disciplined approach to further growth opportunities
 - New segment/product pilots
 - Investing for growth at TBI Bank, including Greece





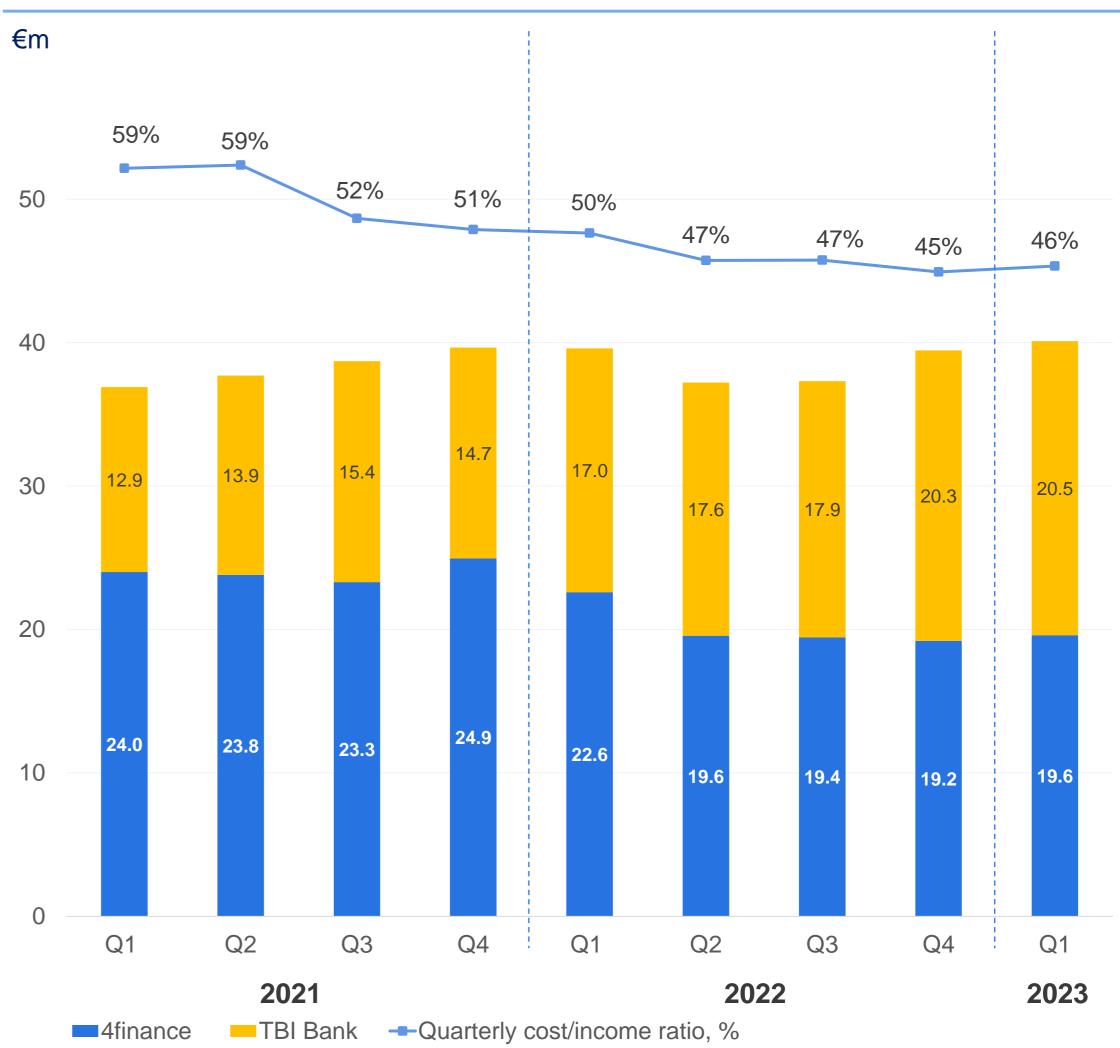
Operating cost drivers

- Online business: Q1 2023 quarterly operating costs slightly higher vs Q4 2022. Online costs for Q1 2023 have decreased by €3m YoY
- TBI Bank costs higher QoQ in order to support growing business and investment in strategic initiatives
- Cost/income ratio in Q1 2023 significantly lower vs same period in previous years
- Continued focus on operational efficiency given inflationary environment

Note (1): Q4 costs for 2021 & 2022 have been adjusted to reflect respective year's audited figures and include Poland until point of sale

See appendix for definitions of key metrics and ratios

Total operating costs ⁽¹⁾

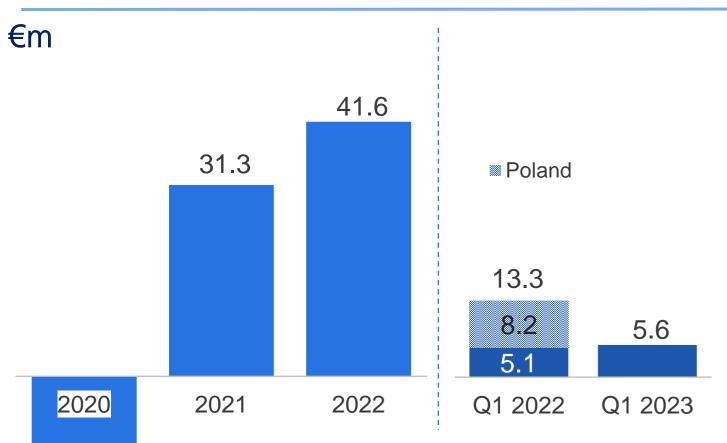




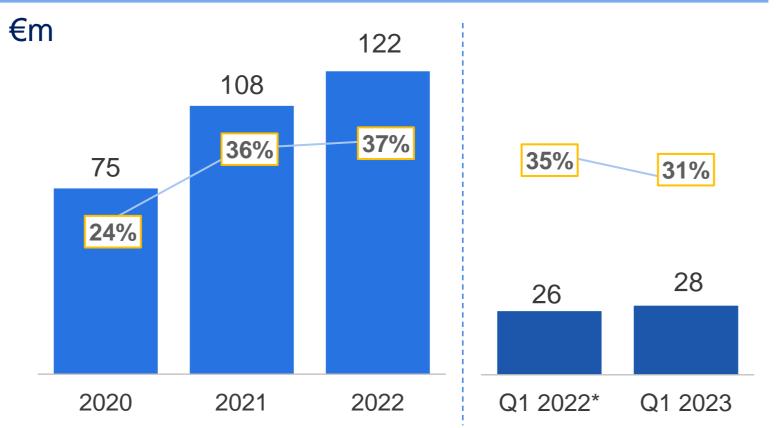


Resilient financial track record

Profit after tax

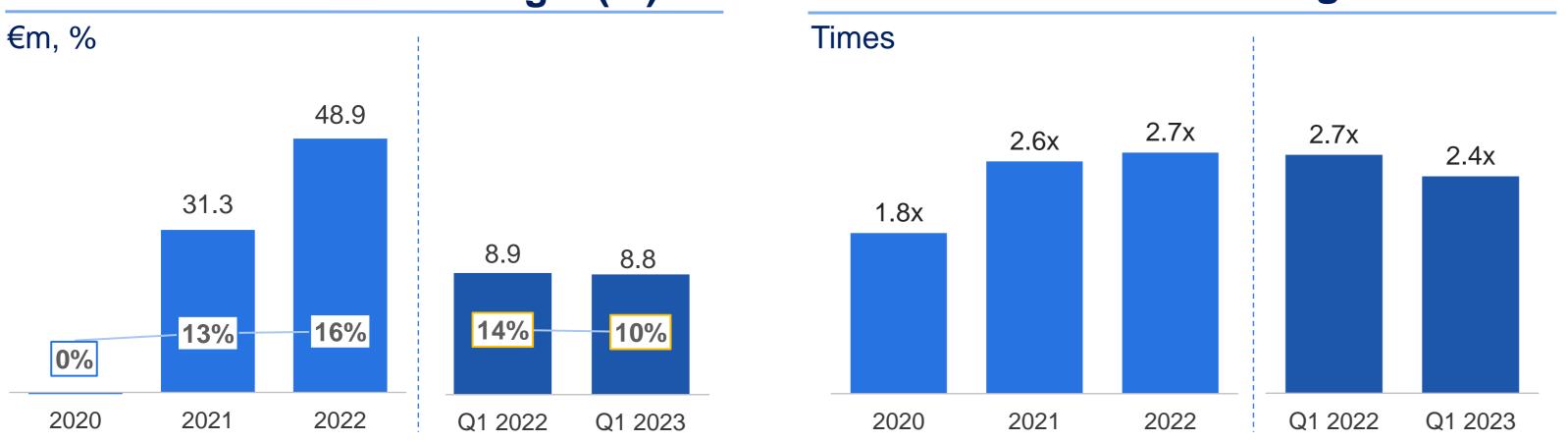


Adj. EBITDA / Adj. EBITDA margin (%)⁽¹⁾



-25*

Profit before tax / PBT margin (%)



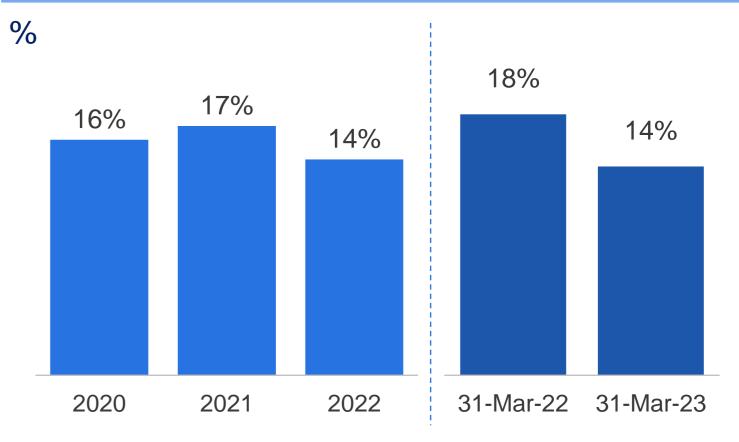
Notes:

(1): Poland not reflected as discontinued operations for FY2020, FY2021 and FY2022

(2): The graph is shown based on covenant calculation of interest coverage ratio as described in results report, based on proforma last twelve-month figures, as at the date of publication of the respective period results

(3): The full covenant calculation of equity/net loans includes other loans and finance leases, and is currently 21% * not to scale

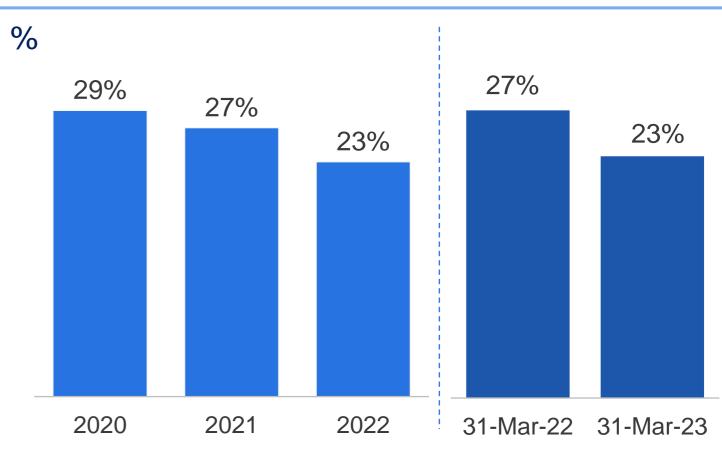
Equity to assets ratio



* Proforma adjusted EBITDA (excluding Poland, including Philippines)

Covenant interest coverage ratio⁽²⁾

Equity to net receivables ratio⁽³⁾



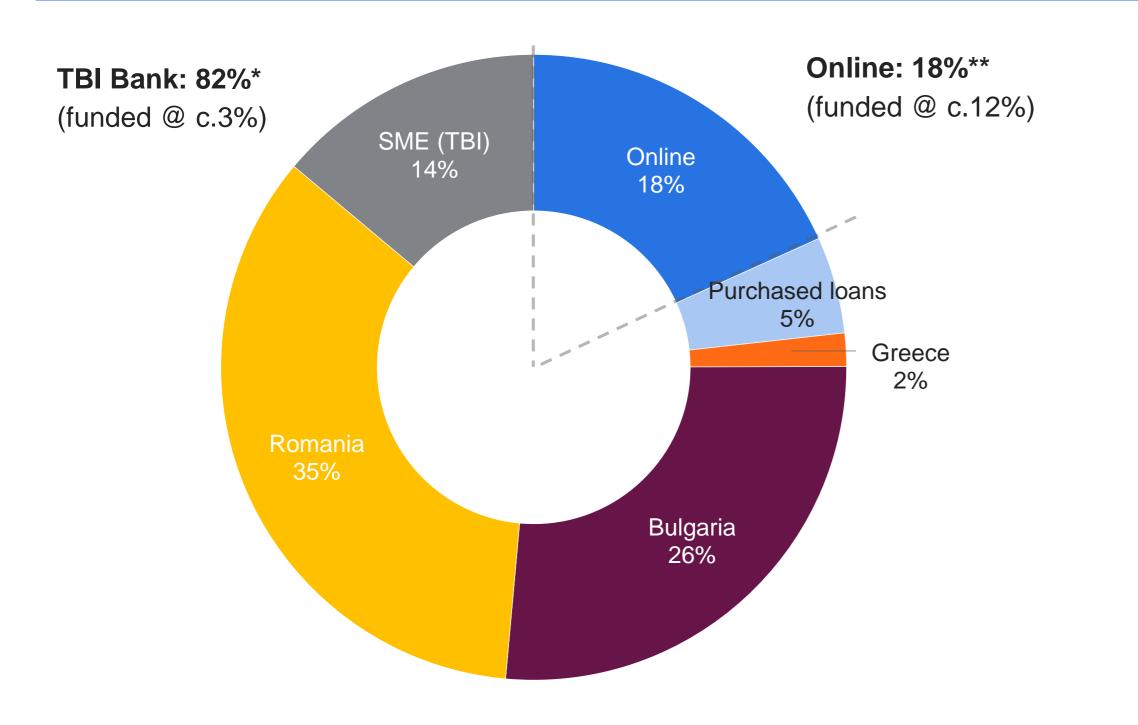




Diversified and growing loan portfolio

- Strong performance in loan issuance in Q1 supported net receivables growth in Online and TBI Bank portfolios
- Overall net receivables, including Poland loan, of €936m
 - 7% increase during Q1
 - 86% consumer loans

Net receivables, 31 March 2023

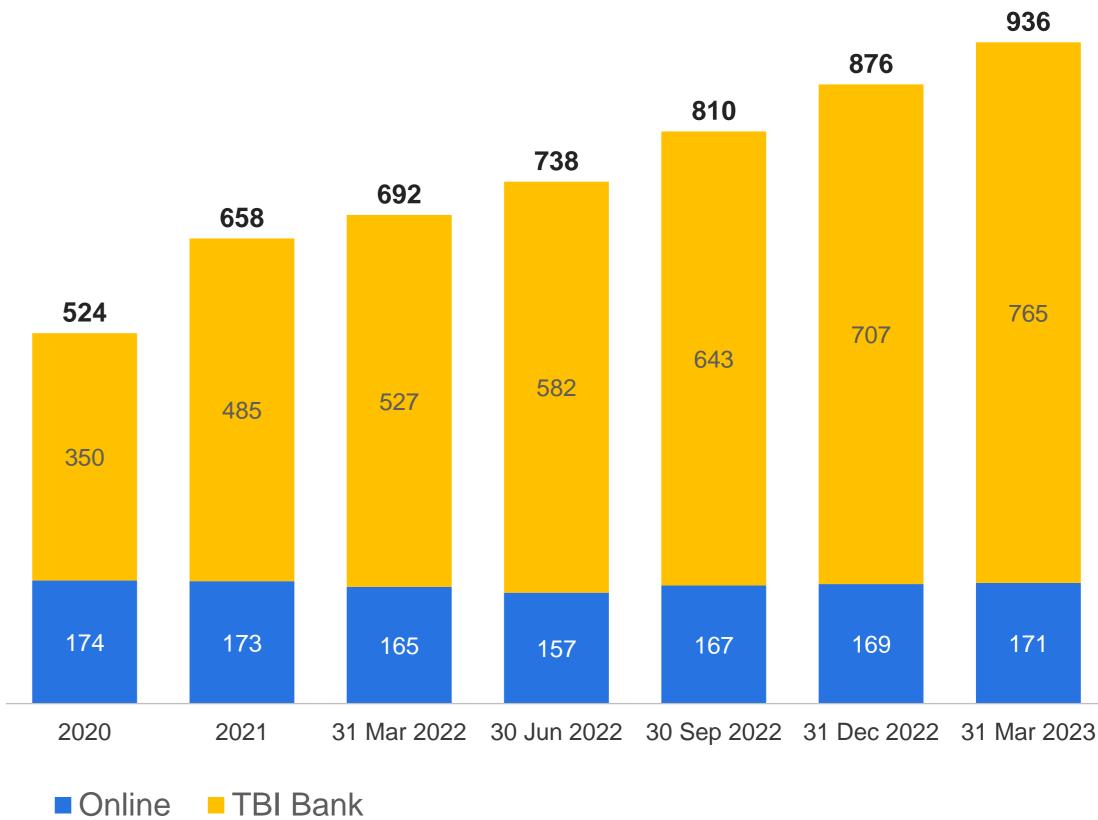






Net receivables**

€m



See appendix for definitions of key metrics and ratios

* Includes TBI bank, BG online and €47m of purchased Poland and Lithuania portfolios

** Includes loan to Polish business

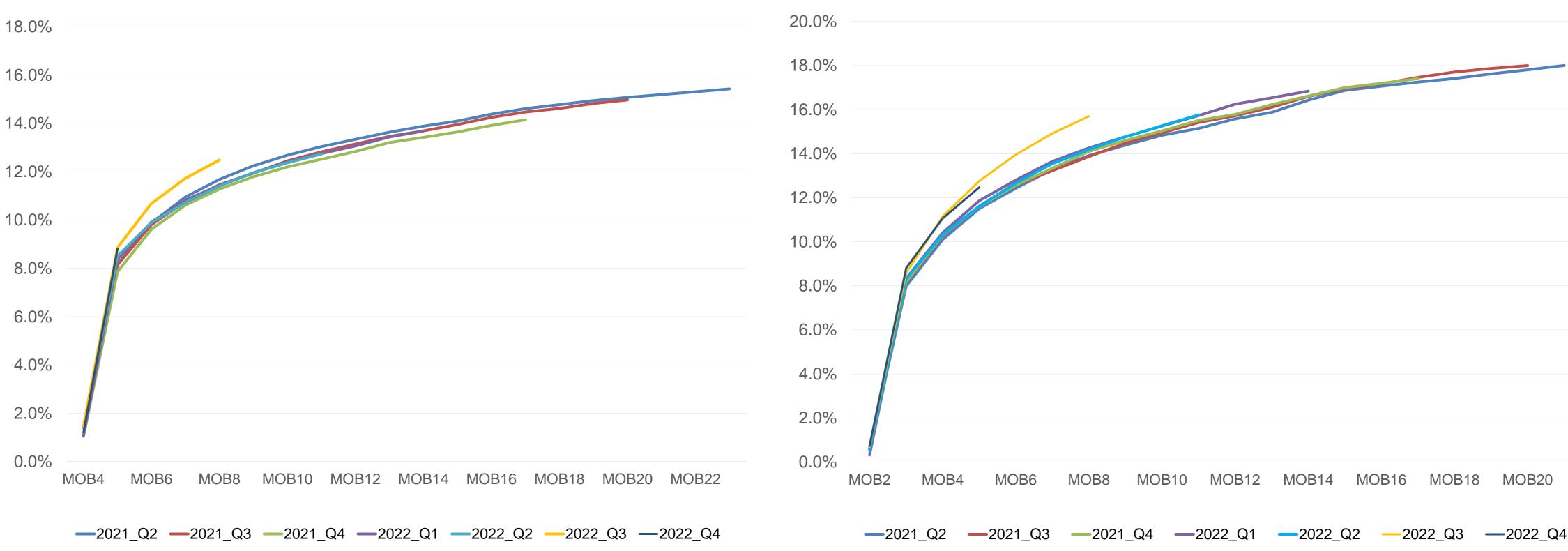






Online portfolio asset quality

Vintage 'ever' 90+ DPD ⁽¹⁾



- Portfolio vintages demonstrate broadly stable asset quality, with various product/market specifics being addressed
- Graph represents actual product portfolio belonging to the Group (Poland excluded, Philippines data from Q1 '21)
- Parameters vary between products and markets, so changing mix of portfolio impacts overall averages

Note (1): Represents current business footprint, ie including Philippines, excluding Poland. Vintages 'ever' = outstanding amount of principal at the moment of entering 90+ and 30+ DPD to total principal issued for all online loans in the analysed period. MOB = months on book

Vintage 'ever' 30+ DPD ⁽¹⁾

vith various product/market specifics being addressed roup (Poland excluded, Philippines data from Q1 '21) g mix of portfolio impacts overall averages

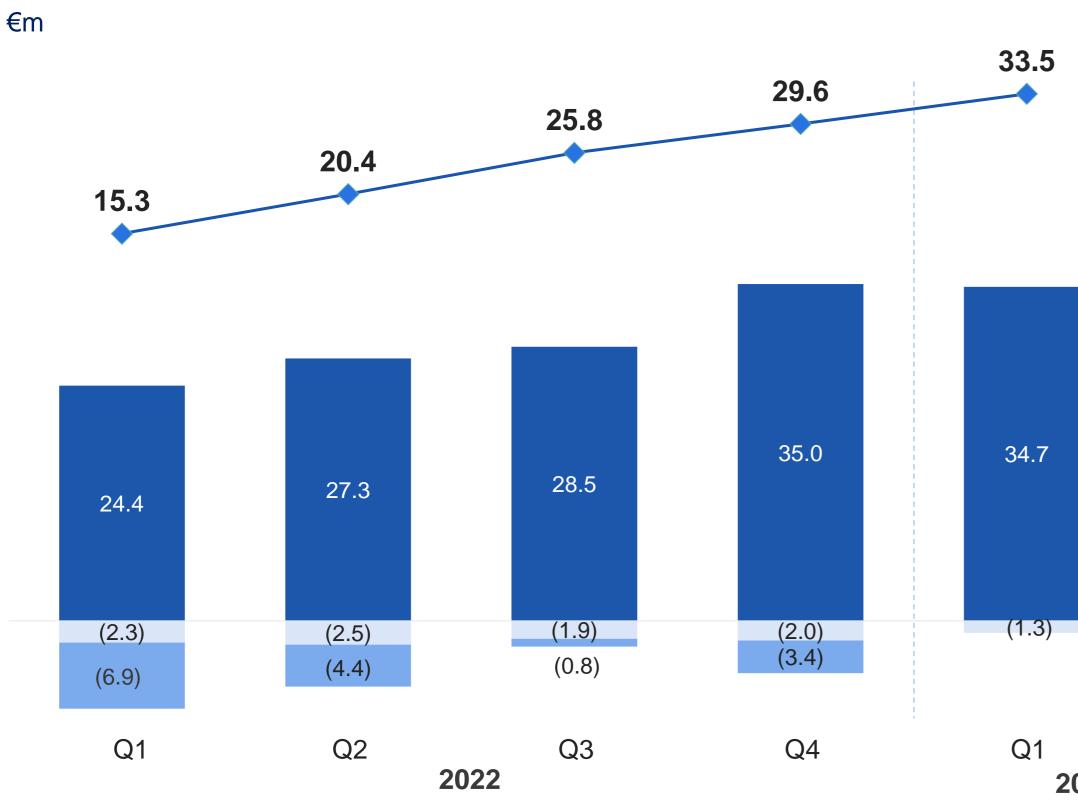


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Analysis of net impairment charges

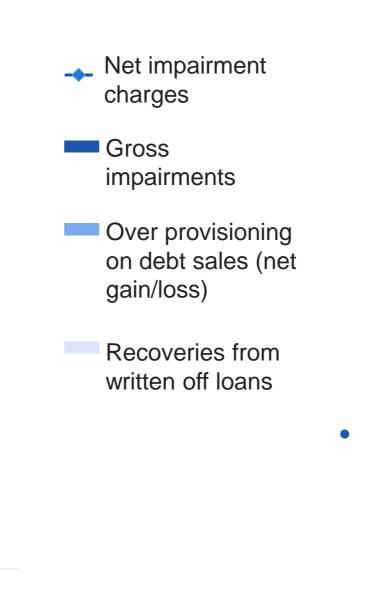
Net impairment charges by quarter ⁽¹⁾



Annualised cost of risk ⁽²⁾

| | Q1 2022 | 2022 | Q1 2023 |
|----------|---------|-------|---------|
| TBI Bank | 4.1% | 5.1% | 6.4% |
| Overall | 8.7% | 11.1% | 13.7% |

Notes: (1) Q4 costs for 2022 have been adjusted to reflect respective year's audited figures and include Poland until point of sale



- Online net impairment charges:
 - Increase in net impairment reflects growing receivables as well as changing portfolio product mix
 - Less active debt sales market in some countries: ongoing forward flow negotiations and reviewing in-house collections opportunities
 - Cost of risk not a relevant metric for shortterm loans
- TBI Bank net impairment charges
 - Cost of risk a more relevant measure for TBI Bank given nature of loan portfolio
 - Overall cost of risk in Q1 2023 at 6.4% vs 4.1% in Q1 2022 (significant debt sale gains in prior year)

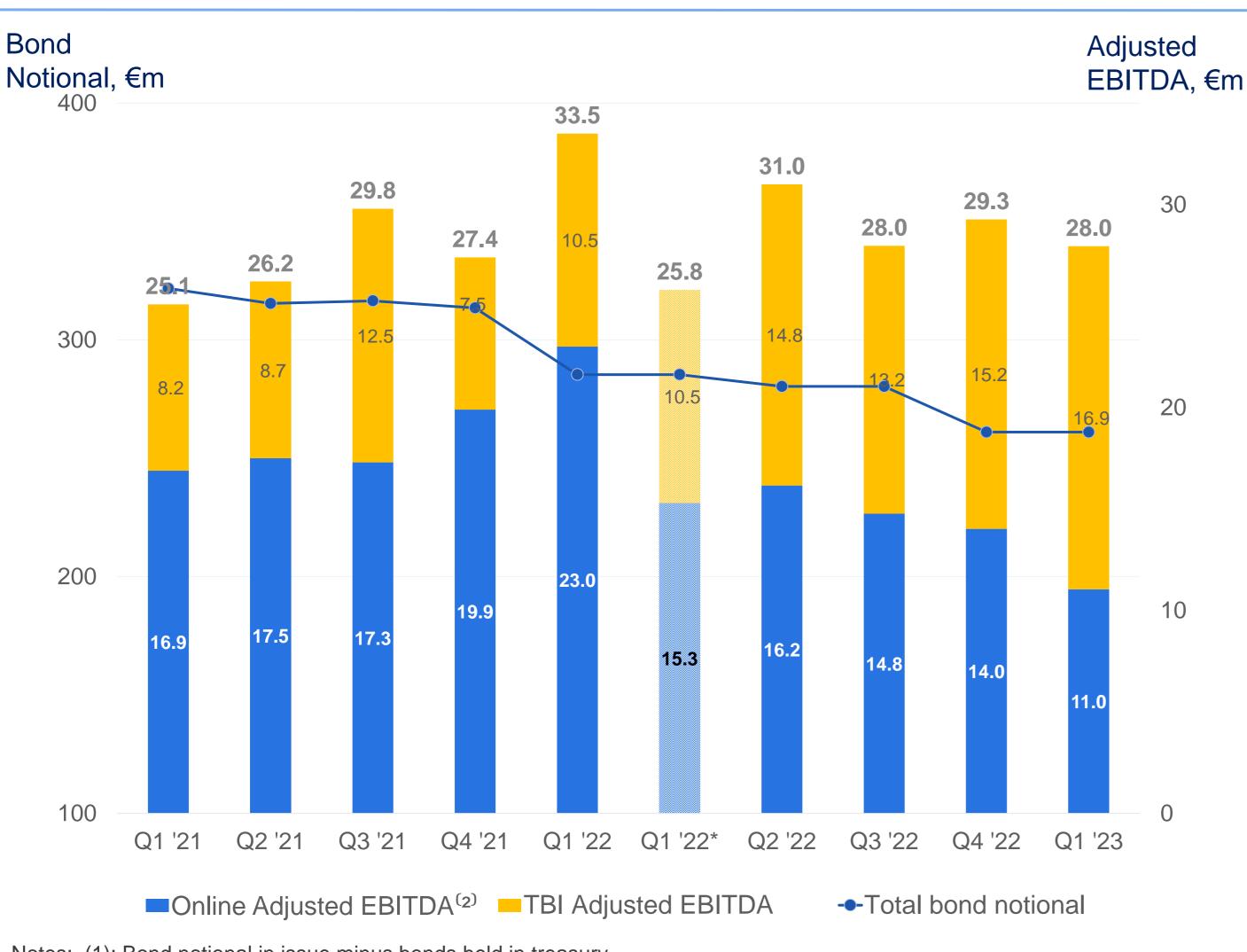
2023



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EBITDA and leverage metrics

Adjusted EBITDA vs bond notional outstanding⁽¹⁾



Notes: (1): Bond notional in issue minus bonds held in treasury

(2): Online EBITDA includes income from loan sales to TBI that is eliminated on consolidation

- Continued to deliver solid quarterly EBITDA
- Significant reduction in leverage and interest expense in recent years
- Current online business footprint is delivering EBITDA of 1.5-2x bond interest
- Overall credit metrics improved significantly from pre-Covid levels. In approximate runrate terms:

| | Early 2020 | Q1 2023 |
|------------------|---------------|------------|
| Net debt (€m) | ~360 | ~250 |
| Adj. EBITDA (€m) | ~90 | ~115 |
| Multiple | ~4x | ~2.2x |





^{*} Proforma adjusted EBITDA

Summary

Solid results, demonstrating resilience of the business in challenging markets

- Interest income increased 39% year-on-year to €91.7m
- Increase in provisions due to change in portfolio mix

Growth in core markets

Focus on unit economics and efficiency

TBI Bank performing well

- Growing in all products
- Successful new initiatives: Greece launch, consumer app & orange card

New business growth opportunities

- Profitable & growing business in Philippines (€35m loans issued in Q1 2023)
- Encouraging start for UK joint-venture









Appendix – ESG, responsible lending and regulatory overview







ESG at **4finance**

Creating a sustainable future

- area

• 4finance aims to be a good corporate citizen everywhere it operates, working respectfully with customers, employees, regulators and other stakeholders to deliver a great service

• Established public policies on Data Security, Privacy, Whistleblowing, Conduct, Tax and Ethics

• Progress made on the ESG strategy with areas of focus and plans to improve to be set out

• In March 2023, evaluated by S&P as being in the top third of businesses in our sector (Diversified Financial Services and Capital Markets, FBN) in the S&P Global Corporate Sustainability Assessment, reflecting our efforts to engage in a more comprehensive way in this



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Sustainability through good governance and responsible lending

Operating as a mainstream consumer finance business

- "Bank-like" policies and procedures with strong compliance function
- Continued investment in AML, GDPR, whistleblowing and other strategic compliance priorities
- Robust corporate governance
- Increasingly regulated by main financial supervisory authorities
- Diversification of portfolio and consequent reduction of reliance on single payment loans
- Clear corporate values and code of conduct
- Listed bond issues with quarterly financial reporting
- Developing and sharing our ESG approach and credentials as we move towards formal corporate sustainability reporting

Developing meaningful and constructive regulatory relationships

- Ensuring we understand the regulatory arc
- Helping regulators and legislators gain a solid understanding of our business
- Ensuring we have a seat at the table
- Actively engaged in the discussions surrounding revisions to the EU Consumer Credit Directive as it moves to adoption and transposition into national laws over the next three years

Responsible lending: putting customers first

- Offering simple, transparent and convenient products
- Continuous improvements in credit underwriting
- Ensuring products are used appropriately
- Working to ensure customers have safe landings when they signal difficulties





Regulatory overview

| Country | | % of interest income (Q1 2023)* | Products ⁽¹⁾ | Regulator |
|----------------|----------|---------------------------------------|------------------------------------|---------------------------------------|
| Bulgaria | | 20% | SPL (online), IL, LOC, POS, SME | Bulgarian National Bank |
| Czech Republic | | 7% | SPL, IL | Czech National Bank |
| Latvia | | 9% | MTP, IL | Consumer Rights Protecti Centre |
| Lithuania | | 1% | IL | Central Bank of Lithuania |
| Philippines | | 10% | SPL, IL | Securities and Exchange Commission |
| Romania | | 26% | IL, LOC, POS, SME | National Bank of Romania |
| Spain | | 20% | SPL, IL | N/A |
| Sweden | (| 2% | MTP | Swedish Financial Superv Authority |

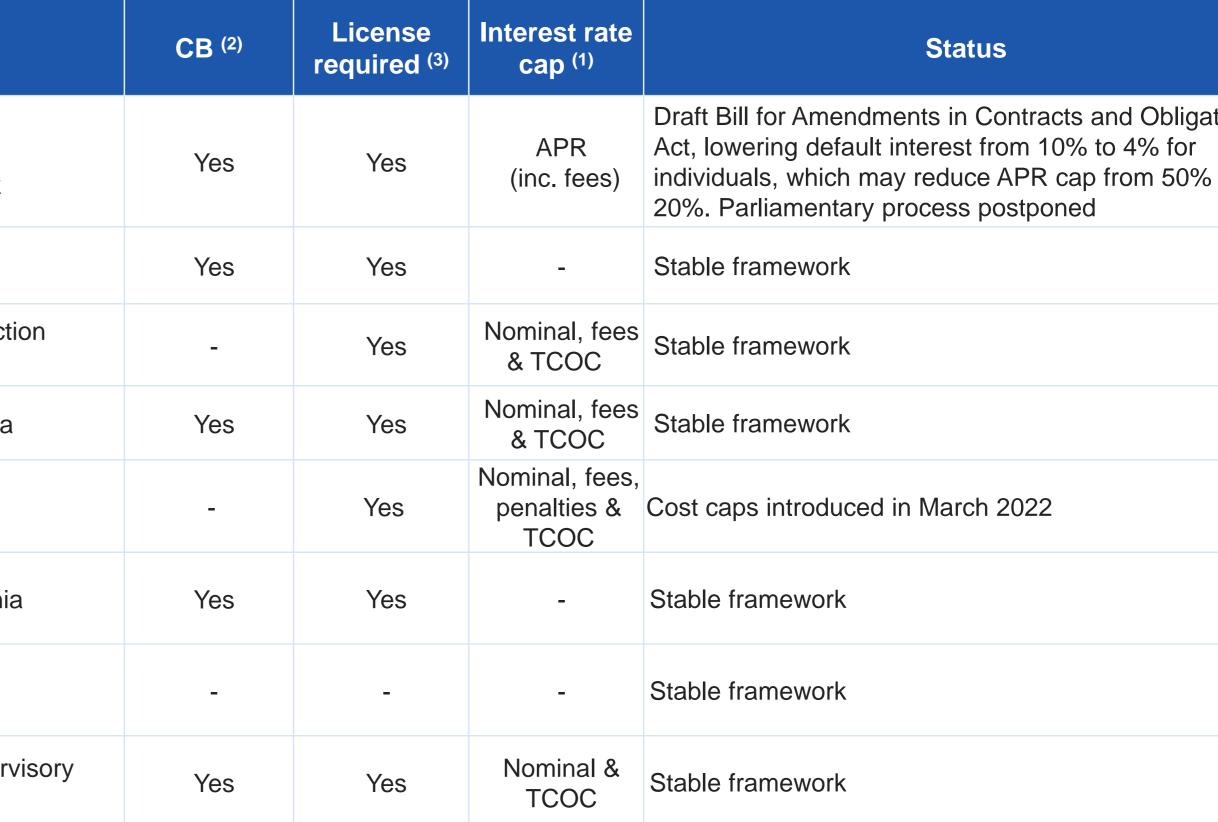
Notes:

(1) APR – Annual Percentage Rate; IL – Instalment Ioans; LOC – Line of Credit / Credit Cards; MTP – Minimum to pay; POS – Point of Sale; SPL – Single Payment Loans; SME – Business Banking; TCOC – Total Cost of Credit

(2) Indicates whether the regulator is also the main banking supervisory authority in the relevant market

(3) Indicates license or specific registration requirement

* 5% of interest income come from other corporate loans, Greece and purchased Lithuanian portfolio





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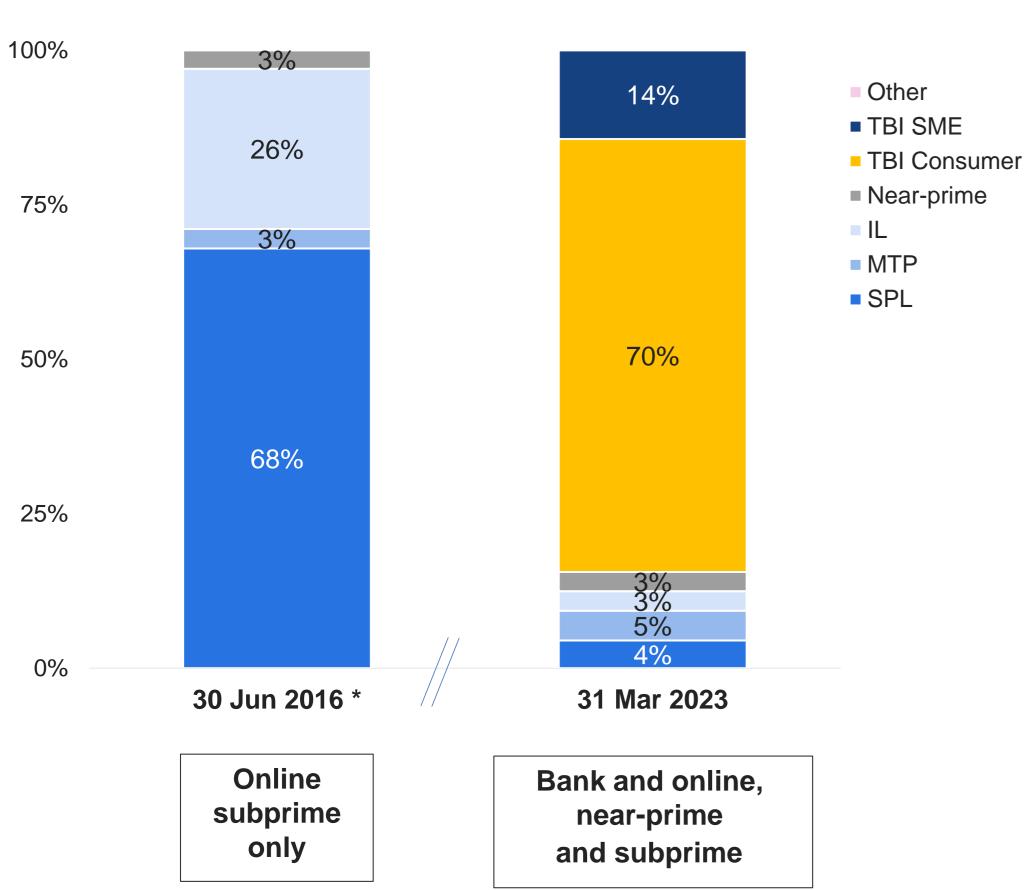
Appendix – strategic evolution of portfolio and funding





Evolution of product mix

Net receivables by product

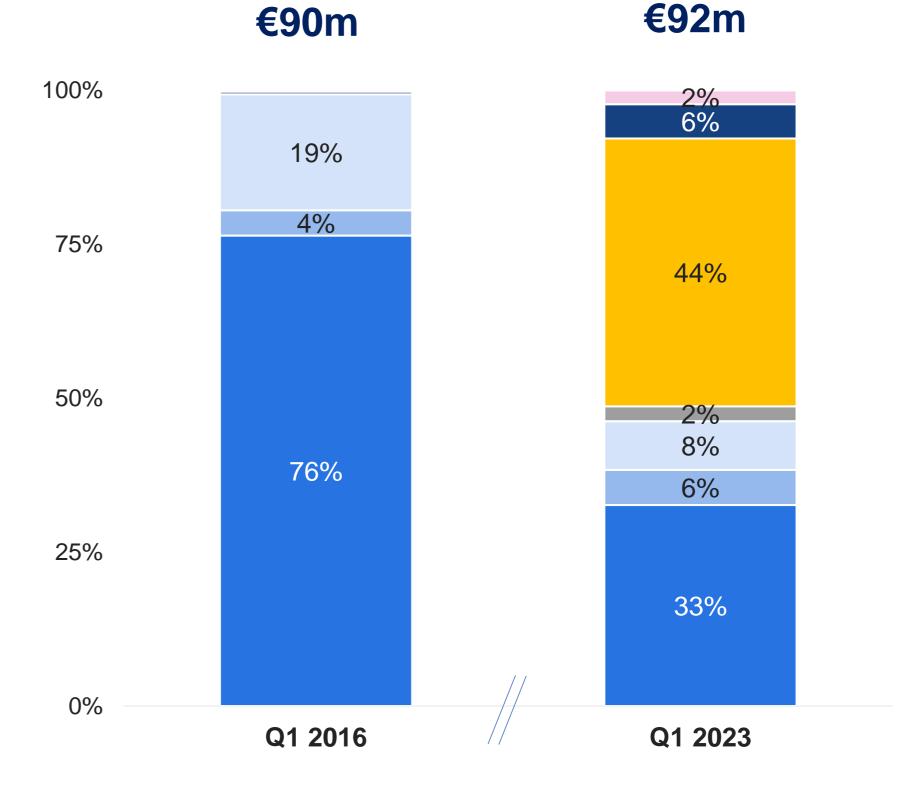


€906m

€323m

* Date chosen to reflect the composition of loan portfolio immediately prior to purchase of TBI Bank

Interest income by product

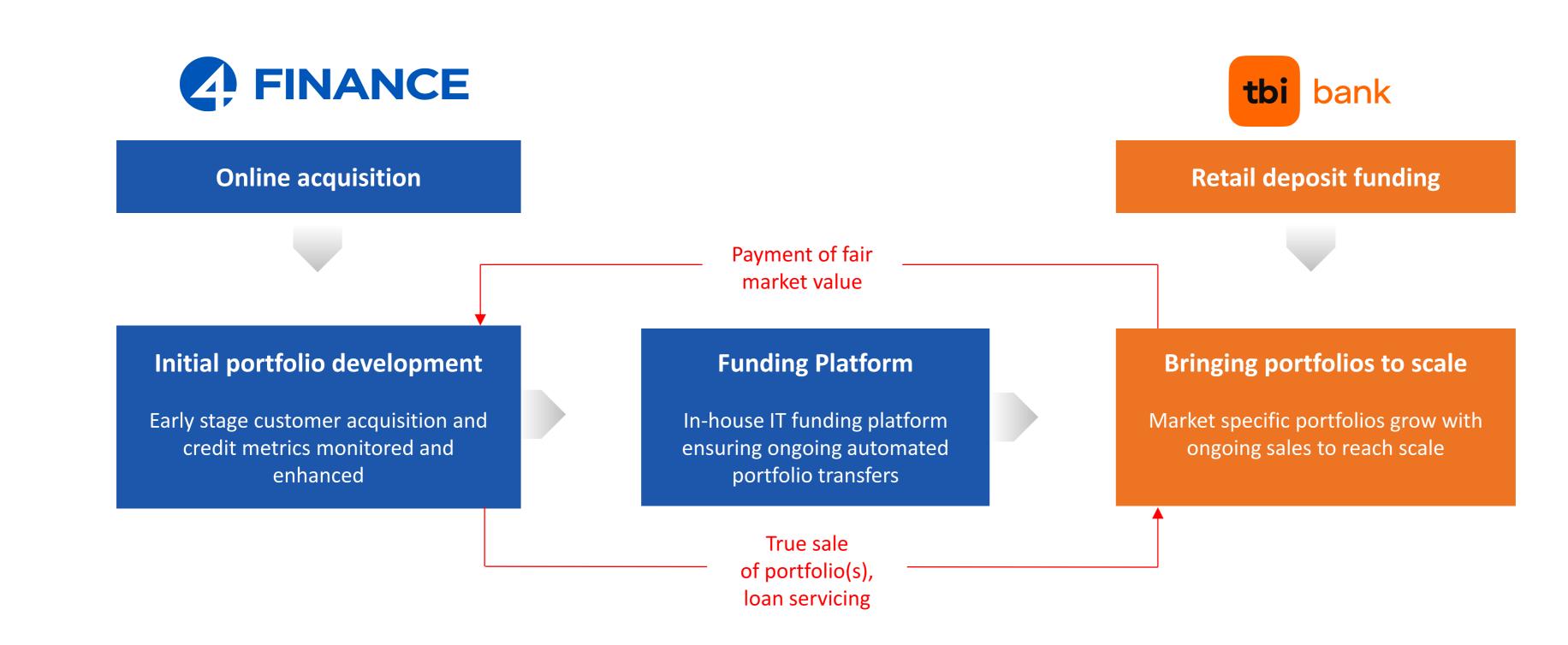






Purchase of near-prime loans from online business

Brokerage model: origination of 'online' near-prime loans in Baltics for sale to TBI Bank



• Sales of Lithuanian near-prime loans with over €58m principal sold since February 2021

Notes:

(1) Illustrative metrics for near-prime portfolios and not indicative of a specific product or market

(2) Illustrative potential returns in medium-term at scale

Illustrative near-prime "unit economics"⁽¹⁾

Indicative APRs 20-40%

Cost/Income ratio C.40%

Cost of Risk

<6-8%

Cost of Funds

3-5%

Return on Assets 3-5%⁽²⁾







Appendix – financials and key ratios







Income statement

| In millions of € | 3M 2023 (unaudited) | 3M 2022 (unaudited) | % change | |
|--|------------------------|------------------------|-------------|--|
| Interest Income | 91.7 | 65.8 | +39% | |
| Interest Expense | (15.1) | (10.6) | +43% | |
| Net Interest Income | 76.6 | 55.2 | +39% | |
| Net F&C Income | 8.3 | 6.5 | +29% | |
| Other operating income | 2.4 | 0.9 | nm | |
| Non-Interest Income | 10.7 | 7.3 | +45% | |
| Operating Income (Revenue) | 87.2 | 62.5 | +40% | |
| Total operating costs | (40.1) | (33.7) | +19% | |
| Pre-provision operating profit | 47.1 | 28.8 | +63% | |
| Net impairment charges | (33.5) | (15.4) | +118% | |
| Post-provision operating profit | 13.6 | 13.5 | +1% | |
| Depreciation and amortisation | (1.9) | (1.7) | +17% | |
| Non-recurring income/(expense) | (0.7) | (0.2) | nm | |
| Net FX gain/(loss) | (2.2) | (2.7) | (18)% | |
| Profit before tax | 8.8 | 8.9 | (1)% | |
| Income tax expense | (3.2) | (3.8) | (17)% | |
| Profit from continuing operations Profit from discontinued operations, net of | 5.6 | 5.1 | +11% | |
| tax | | 8.2 | nm | |
| Profit for the period | 5.6 | 13.3 | (58)% | |





Quarterly income statement

| In millions of € | Q1 2023 (unaudited) | Q4 2022 (unaudited) | Q3 2022 (unaudited) | Q2 2022 (unaudited) | Q1 2022 (unaudited) | YoY % change |
|--|------------------------|------------------------|------------------------|------------------------|------------------------|-----------------|
| Interest Income | 91.7 | 86.5 | 80.7 | 80.8 | 82.6 | +11% |
| Interest Expense | (15.1) | (13.0) | (10.9) | (10.1) | (10.6) | +43% |
| Net Interest Income | 76.6 | 73.5 | 69.8 | 70.6 | 72.0 | +6% |
| Net F&C Income | 8.3 | 11.6 | 7.8 | 6.8 | 6.5 | +29% |
| Other operating income | 2.4 | 2.3 | 2.2 | 2.2 | 0.2 | nm |
| Non-Interest Income | 10.7 | 13.8 | 10.0 | 9.0 | 6.7 | +60% |
| Operating Income (Revenue) | 87.2 | 87.3 | 79.8 | 79.6 | 78.7 | +11% |
| Total operating costs | (40.1) | (39.5) | (37.3) | (37.2) | (39.6) | +1% |
| Pre-provision operating profit | 47.1 | 47.9 | 42.5 | 42.4 | 39.1 | +21% |
| Net impairment charges | (33.5) | (29.6) | (25.8) | (20.4) | (15.3) | +119% |
| Post-provision operating profit | 13.6 | 18.3 | 16.7 | 22.0 | 23.8 | (43)% |
| Depreciation and amortisation | (1.9) | (2.2) | (1.5) | (1.6) | (1.8) | +6% |
| Non-recurring income/(expense) | (0.7) | 0.6 | 0.2 | (4.2) | (0.4) | +82% |
| Net FX gain/(loss) | (2.2) | (6.2) | (2.9) | 0.1 | (2.7) | (18)% |
| One-off adjustments to intangible assets | - | (0.2) | - | - | - | nm |
| Profit before tax | 8.8 | 10.3 | 12.6 | 16.2 | 18.8 | (53)% |
| Income tax expense | (3.2) | (3.9) | (3.4) | (3.5) | (5.6) | (43)% |
| Net profit/(loss) after tax | 5.6 | 6.4 | 9.2 | 12.8 | 13.3 | (58)% |
| Adjusted EBITDA | 28.0 | 29.3 | 28.0 | 31.0 | 33.5 | (17)% |

The reclassifications between interest income and other operating income, described in the Income Statement section, have been applied retrospectively here. To maintain consistency with reported quarterly results, no restatement has been made for Poland. Q4 2022 reflects adjustments made in final audited 2022 figures.

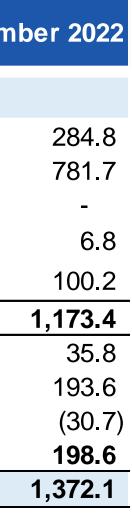




Balance sheet

| In millions of € | 31 March 2023 (unaudited) | 31 December 2022 | In millions of € | 31 March 2023 (unaudited) | 31 Decem |
|---|------------------------------|------------------|--|------------------------------|----------|
| Assets | | | Liabilities | | |
| Cash and cash equivalents, of which: | 194.8 | 221.6 | Loans and borrowings | 296.2 | |
| - Online | 44.0 | 52.5 | Deposits from customers | 862.0 | |
| - TBI Bank | 150.8 | 169.1 | Deposits from banks | 0.0 | |
| Placements with other banks | 36.6 | 35.7 | Income tax liabilities | 8.5 | |
| Gross receivables due from customers | 1,016.1 | 943.7 | Other liabilities | 106.0 | |
| Allowance for impairment | (109.9) | (97.4) | Total liabilities | 1,272.7 | |
| Net receivables due from customers, of which: | 906.2 | 846.4 | Share capital | 35.8 | |
| - Principal | 887.6 | 826.6 | Retained earnings | 199.3 | |
| - Accrued interest | 18.6 | 19.8 | Reserves | (29.5) | |
| Net investments in finance leases | 2.0 | 1.9 | Total equity | 205.5 | |
| Net loans to related parties | 29.5 | 28.8 | Total shareholders' equity and liabilities | 1,478.2 | |
| Net loans to other parties | 29.7 | 29.6 | | | |
| Property and equipment | 18.1 | 18.2 | | | |
| Financial investments | 128.9 | 67.7 | | | |
| Prepaid expenses | 4.2 | 3.5 | | | |
| Tax assets | 4.1 | 3.8 | | | |
| Deferred tax assets | 11.2 | 11.5 | | | |
| Intangible IT assets | 18.3 | 17.1 | | | |
| Goodwill | 27.6 | 27.6 | | | |
| Other assets | 67.0 | 58.7 | | | |
| Total assets | 1,478.2 | 1,372.1 | | | |



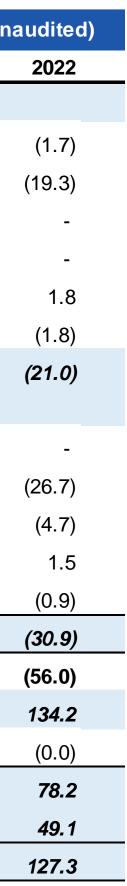




Statement of cash flows

| In millions of € | 3 Months to 31 Ma | arch (unaudited) | In millions of \in (continued) | 3 Months to 31 Ma | rch (unau |
|---|-------------------|------------------|--|-------------------|-----------|
| | 2023 | 2022 | | 2023 | |
| Cash flows from operating activities | | | Cash flows from / (used in) investing activities | | |
| Profit before tax from continuing operations | 8.8 | 8.9 | Purchase of property and equipment and intangible assets | (2.7) | |
| Profit before tax from discontinued operations | - | 10.0 | Net cash from (Purchase) / Sale of financial instruments | (60.9) | (|
| Profit before taxes | 8.8 | 18.8 | Other / related party loans repaid | 0.7 | |
| Adjustments for: | | | Other / related party loans issued | (1.1) | |
| Depreciation and amortisation | 1.9 | 1.8 | Interest received on other / related party loans | 1.7 | |
| Net loss on foreign exchange from borrowings and other monetary items | 0.6 | 0.2 | (Acquisition) of equity investments | - | |
| Impairment losses on loans | 34.7 | 24.4 | Net cash flows used in investing activities | (62.3) | (|
| Reversal of provision on debt portfolio sales | 0.0 | (6.9) | Cash flows from / (used in) financing activities | | |
| Write-off and disposal of intangible and property and equipment assets | 0.3 | 0.0 | Loans received and notes issued | 8.2 | |
| Interest income from non-customers loans | (2.1) | (1.7) | Repayment and repurchase of loans and notes | (1.0) | (|
| Interest expense on loans and borrowings and deposits from customers | 15.1 | 10.6 | Interest payments | (3.7) | · |
| Non-recurring finance (income) | (0.0) | (0.6) | FX hedging margin | (0.9) | |
| Other non-cash items | 0.0 | (0.1) | Payment of lease liabilities | (0.9) | |
| Profit before adjustments for the effect of changes to current assets and short- | 59.5 | 46.7 | Net cash flows from / (used in) financing activities | 1.7 | (|
| term liabilities <u> Adjustments for:</u> | | | Net decrease in cash and cash equivalents | (22.4) | |
| Change in financial instruments measured at fair value through profit or loss | 0.7 | (1.7) | Cash and cash equivalents at the beginning of the period | 155.6 | |
| (Increase) in other assets (including TBI statutory reserve, placements & leases) | (5.7) | (13.1) | Effect of exchange rate fluctuations on cash | (0.0) | |
| Increase in accounts payable to suppliers, contractors and other creditors | 6.3 | 3.3 | Cash and cash equivalents at the end of the period | 133.1 | |
| Operating cash flow before movements in portfolio and deposits | 60.8 | 35.2 | TBI Bank minimum statutory reserve | 61.6 | |
| Increase in loans due from customers | (99.1) | (65.6) | Total cash on hand and cash at central banks | 194.8 | |
| Proceeds from sale of portfolio | 4.9 | 14.3 | | | |
| Increase in deposits (customer and bank deposits) | 80.4 | 15.3 | | | |
| Deposit interest payments | (7.2) | (1.8) | | | |
| Gross cash flows from operating activities | 39.7 | (2.7) | | | |
| Corporate income tax (paid), net of refunds received | (1.5) | (1.4) | | | |
| | \ / | · / | | | |







Key financial ratios

| | 3 months to 31 March | |
|--|----------------------|-------|
| | 2023 | 2022 |
| Capitalisation | | |
| Equity / assets | 13.9% | 17.5% |
| Tangible common equity / tangible assets | 10.4% | 14.2% |
| Equity / net receivables | 22.7% | 27.0% |
| Adjusted interest coverage | 2.4x | 2.5x |
| TBI Bank consolidated capital adequacy | 23.3% | 21.4% |
| Profitability | | |
| Net interest margin: | | |
| - Online | 99.9% | 73.8% |
| - TBI Bank | 18.7% | 21.6% |
| - Overall group | 32.0% | 32.1% |
| Cost / income ratio | 46.0% | 53.9% |
| Post-provision operating profit margin | 14.9% | 20.5% |
| Normalised Profit before tax margin | 12.8% | 18.0% |
| Normalised Return on average equity | 16.9% | 17.7% |
| Normalised Return on average assets | 2.4% | 3.0% |

| | 3 months to 31 March | |
|--|----------------------|--------|
| | 2023 | 2022 |
| Asset quality | | |
| Cost of risk: | | |
| - TBI Bank | 6.4% | 4.1% |
| - Overall group | 13.7% | 8.7% |
| Net impairment / interest income | 36.5% | 23.3% |
| Gross NPL ratio: | | |
| - Online | 10.0% | 12.2% |
| - TBI Bank | 9.8% | 9.5% |
| - Overall group | 9.8% | 10.2% |
| Overall group NPL coverage ratio | 110.1% | 114.1% |
| Loan loss reserve / gross receivables, % | 10.8% | 11.6% |





Glossary/definitions

- Adjusted EBITDA a non-IFRS measure that represents EBITDA (profit for the period plus tax, plus interest expense, plus depreciation and amortization) as adjusted by income/loss from discontinued operations, non-cash gains and losses attributable to movement in the mark-to-market valuation of hedging obligations under IFRS, goodwill write-offs and certain other one-off or non-cash items. Adjusted EBITDA, as presented here, may not be comparable to similarly-titled measures that are reported by other companies due to differences in the way these measures are calculated. Further details of covenant adjustments can be found in the relevant bond prospectuses, available on our website
- Adjusted interest coverage Adjusted EBITDA / interest expense for the relevant period (n.b. not equal to the full covenant coverage ratio calculation)
- Cost of risk Annualised net impairment loss / average gross receivables (total gross receivables as of the start and end of each period divided by two)
- **Cost / income ratio –** Operating costs / operating income (revenue)
- Equity / assets ratio Total equity / total assets
- Equity / net receivables Total equity / net customer receivables (including accrued interest)
- **ESG** Environment, Social and Governance
- Gross NPL ratio Non-performing receivables (including accrued interest) / gross receivables (including accrued interest)
- Gross receivables Total amount receivable from customers, including principal and accrued interest, after deduction of deferred income
- Intangible assets consists of deferred tax assets, intangible IT assets and goodwill
- Interest income Interest and similar income generated from our customer loan portfolio

- Loss given default Loss on non-performing receivables (i.e. 1 recovery rate) based on recoveries during the appropriate time window for the specific product, reduced by costs of collection, discounted at the weighted average effective interest rate
- Net effective annualised yield annualised interest income (excluding penalties) / average net loan principal
- Net impairment to interest income ratio Net impairment losses on loans and receivables / interest income
- Net interest margin Annualised net interest income / average gross loan principal (total gross loan principal as of the start and end of each period divided by two)
- Net receivables Gross receivables (including accrued interest) less impairment provisions
- Non-performing loans (NPLs) Loan principal or receivables that are over 90 days past due (over 30 DPD in the Philippines) and, for TBI Bank, shown on a customer level basis
- Normalised Adjusted to remove the effect of non-recurring items, discontinued operations, net FX and one-off adjustments to intangible assets
- Overall group NPL coverage ratio Overall receivables allowance account / nonperforming receivables
- **Profit before tax margin –** Profit before tax / interest income
- Return on Average Assets Annualised profit from continuing operations / average assets (total assets as of the start and end of each period divided by two)
- Return on Average Equity Annualised profit from continuing operations / average equity (total equity as of the start and end of each period divided by two)
- Return on Average Tangible Equity Annualised profit from continuing operations / average tangible equity (tangible equity as of the start and end of each period divided by two)
- **Tangible Equity –** Total equity minus intangible assets
- TBI Bank Capital adequacy ratio (Tier One Capital + Tier Two Capital) / Risk weighted assets (calculated according to the prevailing regulations of the Bulgarian National Bank)







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