



# FINTEL RESULTS | FY2021





## PRESENTING TEAM







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## AGENDA

#### 01 OVERVIEW & HIGHLIGHTS

02 FINANCIAL REVIEW

03 STRATEGIC DELIVERY

04 CURRENT TRADING & OUTLOOK

05 APPENDICES

## **ROBUST** FINANCIAL PERFORMANCE

# STRATEGIC DELIVERY

## POSITIONED FOR GROWTH



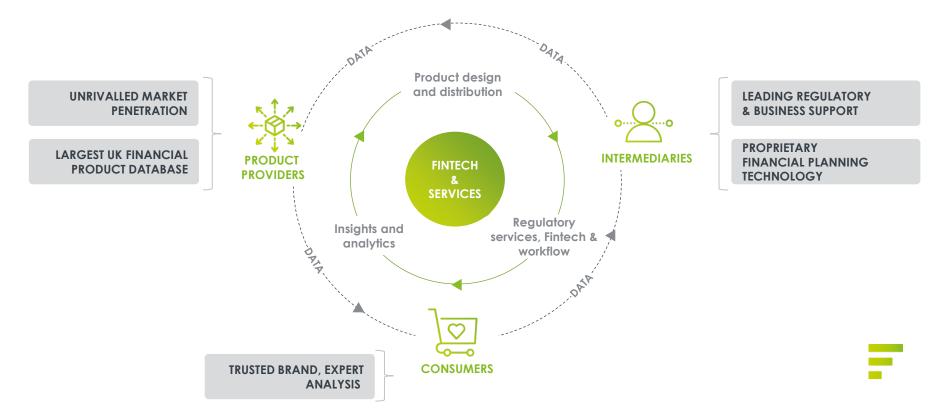
## BUSINESS OVERVIEW

UK RETAIL FINANCIAL SERVICES



## **BUSINESS OVERVIEW – Connected Platform**

**REGULATORY EXPERTS – FINANCIAL PRODUCT EXPERTS – EXPERTS IN FINTECH & WORKFLOW** 



## 2021 HIGHLIGHTS STRATEGIC DELIVERY

#### ROBUST FINANCIAL PERFORMANCE

- 5% revenue growth in core business
- Solid 33% margin maintained in core business during investment in digitisation
- Continued high levels of underlying operating cash flow conversion at 116%

#### STRATEGIC DELIVERY

- Growth in SaaS and subscription revenue to 66% of core business
- Largest enterprise Fintech contract with Tatton Asset Management
- Successful disposal of non-core asset Zest Technology and the Verbatim funds

#### POSITIONED FOR GROWTH

- Growth in higher value wealth managers and consolidator clients
- Growth in individual and enterprise Fintech contracts
- Monetisation of proprietary Data & Insights a unique and valuable asset

# CORE BUSINESS

33% MARGIN

66% SaaS & SUBS

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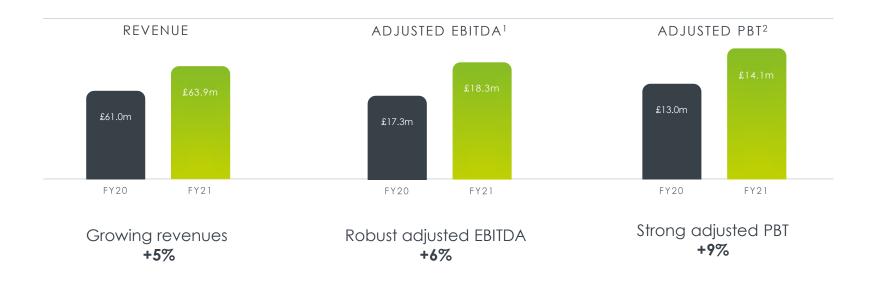
# **ROBUST** FINANCIAL PERFORMANCE

# STRATEGIC DELIVERY

# POSITIONED FOR GROWTH



## HIGHLIGHTS - FINANCIAL



## HIGHLIGHTS - FINANCIAL



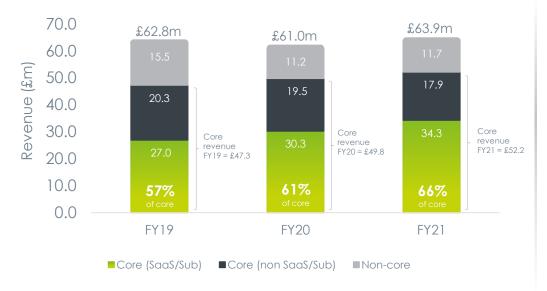
<sup>3</sup> Adjusted earnings per share is calculated as adjusted profit after tax attributable to owners of the company, which excludes operating exceptional costs and amortization of intangible assets arising on acquisition divided by the average number of Ordinary Shares in issue for the period.

<sup>4</sup>The reduction against the prior year is as a direct result of the one-off impact of the change in UK Corporation Tax rates from 19% to 25%. Excluding this one-off impact, the adjusted EPS would have been 12 pence per share on a like-for-like basis.

<sup>5</sup>Underlying cash flow conversion is calculated as underlying cash flow from operations (adjusted operating profit, adjusted for changes in working capital, depreciation, amortisation, CAPEX and share based payments) as a percentage of adjusted operating profit.

## FINANCIAL REVIEW

#### CORE\* VS NON-CORE REVENUE SPLIT



#### REVENUE GROWTH (FY20 vs FY21): 5%

- Core revenue growth: 5% (£2.4m)
- Core SaaS & Sub revenue growth: 13% (£4.0m)

## SEGMENTAL PERFORMANCE

#### INTERMEDIARY SERVICES

#### DISTRIBUTION CHANNELS

#### FINTECH & RESEARCH

	FY20	FY21	Change		FY20	FY21	Change		FY20	FY21	Change
Core revenue	£21.1m	£22.1m	5%	Core revenue	£13.5m	£13.4m	(1%)	Core revenue	£15.3m	£16.8m	10%
Revenue	£25.0m	£24.0m	(4%)	Revenue	£20.7m	23.1m	12%	Revenue	£15.3m	£16.8m	10%
Gross profit <sup>6</sup>	£8.6m	£7.4m	(14%)	Gross profit <sup>6</sup>	£11.3m	£10.9m	(4%)	Gross profit <sup>6</sup>	£9.2m	£10.8m	17%
Gross margin <sup>7</sup>	34.3%	30.9%	•	Gross margin <sup>7</sup>	54.8%	47.3%	•	Gross margin <sup>7</sup>	60.4%	64.4%	

- Resilient core revenues in all three divisions
- Total gross profit generated by the business was £29.1m (FY20: £29.1m)
- Infrastructure and support costs of £10.8m (FY20: £11.8m)
- Adjusted EBITDA £18.3m (FY20: £17.3m)

<sup>6</sup>Gross profit is calculated as revenue less direct operating costs. <sup>7</sup>Gross profit margin is calculated as gross profit as a percentage of revenue.

## FINANCIAL REVIEW

#### UNDERLYING OPERATING CASH FLOW CONVERSION

£m	FY20		FY21	
Group operating profit	14.2		14.8	
Depreciation and amortisation	2.2		2.4	
Share based payments	0.9		1.1	
Adjusted EBITDA		17.3		18.3
Net changes in working capital	2.5		0.6	
Net capitalisation	(3.6)		(1.8)	
Underlying cash flow from operations	16.2		17.1	
Underlying operating cash flow conversion	114%		116%	
Тах		(2.4)		(1.8)
Interest		(1.0)		(0.5)
Lease payments		(1.0)		(0.8)
Free Cash Flow		11.8		14.0
Cash flow conversion of adjusted EBITDA	6 <b>9</b> %		77%	

## **116%** UNDERLYING OPERATING CASH FLOW CONVERSION<sup>5</sup>

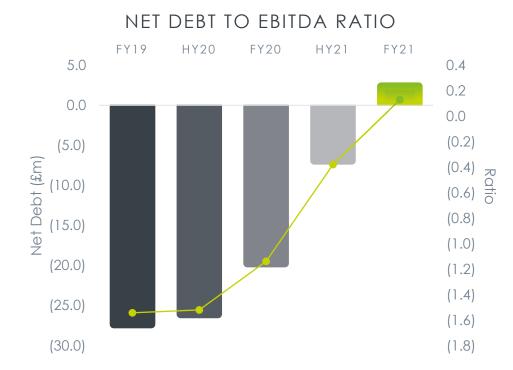
• FY20: 114%

• Underlying operating cash flow conversion ensures that focus is maintained on operating efficiency and working capital management, and removes any volatility over time created by variations in indebtedness or external influences outside of Fintel's control, such as the change to Corporation Tax rates

<sup>5</sup>Underlying operating cash flow conversion is calculated as underlying cash flow from operations (adjusted operating profit, adjusted for changes in working capital, depreciation, amortisation, CAPEX and share based payments) as a percentage of adjusted operating profit.

## FINANCIAL REVIEW

#### CASH GENERATIVE - DELEVERAGING



#### STRONG CONTINUING CASH FLOWS

- Positive net cash of £2.6m (FY20: net debt of £19.4m)
- Strategic headroom for future acquisitions
- Increased financial flexibility and resources

## FINANCIAL SUMMARY



#### ROBUST FINANCIAL PERFORMANCE



#### INCREASING REVENUE QUALITY IN CORE BUSINESS



#### STRONG CASH GENERATION





#### PROGRESSIVE DIVIDEND POLICY

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# STRATEGIC DELIVERY

# POSITIONED FOR GROWTH



## STRATEGIC FOCUS - CORE\* BUSINESS



\* Core business excludes revenues from Panel Management and Surveying

## DIVISIONAL HIGHLIGHTS

#### INTERMEDIARY SERVICES DIVISION



#### STRATEGIC DELIVERY

Continued software adoption by membership base

Expansion and digitisation of service platform:

- Recruitment of high-value new clients, added to large client base
- Expansion of proposition for sellers and buyers of advisory firms

>4,900

no. of member back office software licences

growth in software

9%

4% growth in ARPC to £7,026 (FY20: £6,729)

4 / member NPS score (FY20: 43)

>2,700 on-site and remote engagements for

9.7 avg. customer satisfaction

Successful sale of non-core asset Zest Technology

£10m Enterprise value

compliance and

business services

Dev Ex Reallocated to core Fintel development

## DIVISIONAL HIGHLIGHTS

#### DISTRIBUTION CHANNELS DIVISION



#### STRATEGIC DELIVERY

Scaling of distribution as a service ("DaaS") model

Digital service model embedded:

- Beta launch of partner portal
- Scaling of digital events platform

Recovery of mortgage market leading to strong lending performance in 2021

>20%

>40%

of distribution partners converted to DaaS in 2021 of partner revenue converted to subscription revenue in 2021

>340

>18,500

hybrid events delivered

hybrid events programme

32%

>22bn

arranged through

our intermediary

members

increase in mortgage lending compared to FY20

## DIVISIONAL HIGHLIGHTS

#### FINTECH AND RESEARCH DIVISION

FINTECH & RESEARCH Product Intermediaries Consumers Manufacturers OVER 3,500 CLIENT FIRMS USING ADVICE SOFTWARE

#### STRATEGIC DELIVERY

Strategic distribution partnership with Tatton

# Substantial growth in usage of our fund research and financial planning workflows, **expanding data and insights footprint**

Full integration of ESG criteria into financial planning and research workflows:

- Expanded ESG fund filters and research functionality
- Development of digital client/fund suitability profiler

Ongoing enhancement of Fintech and insights offering, including:

- Launch of new investment trust ratings
- Expansion of risk mapping and ratings service

up to 2,500 additional advice software users

33%

increase in Fintech growth in recommendations Fintech software >£40bn revenue £8m

>**£40bn** (FY20: £30bn)

(FY20: £7.4m)

8%

>75 of retail investment funds covered by our ESG research platform

Intermediaries provided access to digital ESG client profiler



## INSPIRING BETTER OUTCOMES ESG STRATEGY



PURPOSE-DRIVEN, HOLISTIC ESG STRATEGY DEVELOPED



COMPREHENSIVE MATERIALITY ASSESSMENT CONDUCTED WITH KEY STAKEHOLDER GROUPS



ESG AND WELLBEING COMMITTEE FORMED

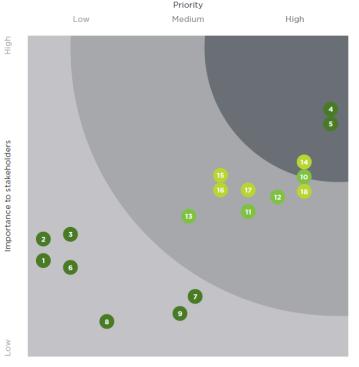


INAUGURAL ESG REPORTING



## **DEFINING OUR PRIORITIES**

#### COMPREHENSIVE MATERIALITY ASSESSMENT









Kev

**BETTER BUSINESS Environmental footprint** 0 Energy management 10 Greenhouse gas emissions 2 6 Waste management ESG enablement Corporate governance 12 ESG facilitation 0 **Data security Business ethics and governance** G G Supplier relations **Community engagement** 2 Charity support 8 Sponsorship Thriving workforce 0 Volunteering

We engaged each of our key stakeholder groups including our Member and Client firms, strategic partners, team, investors and suppliers to score each of our material topics. The resulting scores have been plotted on the Y axis with our Board's views plotted on the X axis.



Low

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## POSITIONED FOR GROWTH IN CORE\* BUSINESS



## FINTEL - ONE YEAR ON

EMBEDDING OUR PURPOSE



# We dre FINDEL

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## APPENDICES INDEX



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## COMPETITIVE MOAT

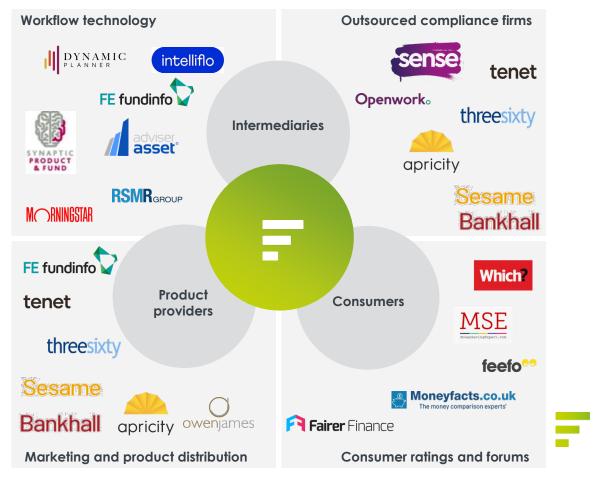
#### APPENDIX 1

#### UNIQUE MARKET POSITION, OPERATING IN ALL FOUR QUADRANTS

Operating in a large, complex market with a unique market position, we connect all three customer groups via our Fintech and service platform.

Our platform integrates:

- Regulatory IP
- Proprietary Technology
- Market Insights and Analytics



# MARKET PENETRATION - INTERMEDIARIES





Source: FCA, The retail intermediary market (July 2021)



of directly authorised retail investment and mortgage firms are SimplyBiz members

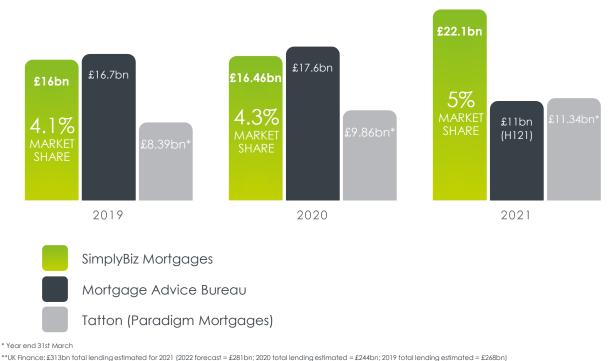
# MARKET PENETRATION – MORTGAGES

32%

increase in SimplyBiz Mortgages mortgage

lending compared to FY20

APPENDIX 2

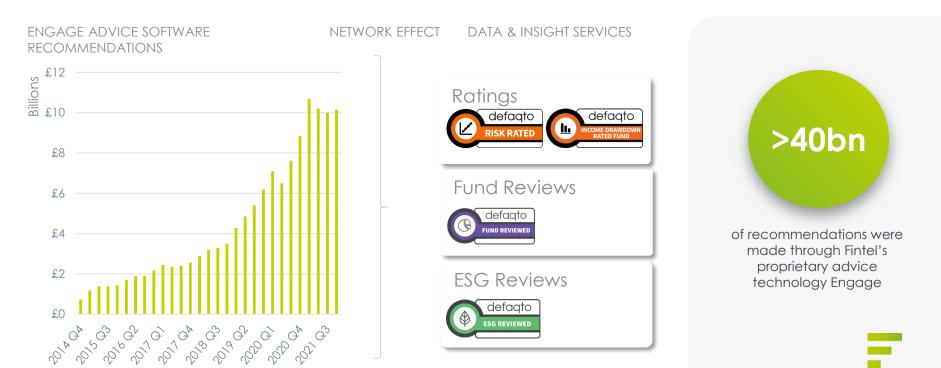


UK Finance figures exclude product transfers. Product transfers estimated at £223bn in 2021.

Market share figures exclude product transfers

# MARKET REACH - FINTECH & RESEARCH

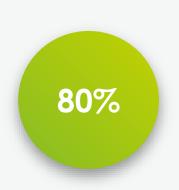
APPENDIX 2



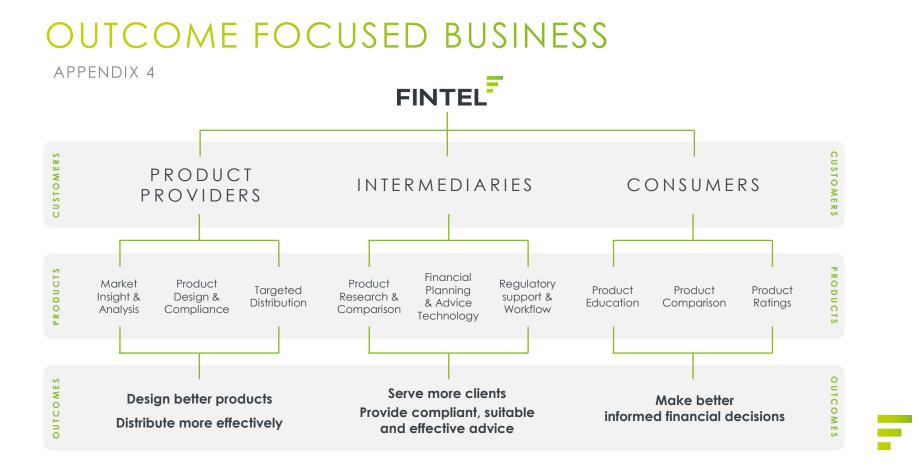
# THRIVING WORKFORCE

- Track record for recruiting and retaining talent across all business areas
- 6.2 years average staff tenure
- **c.480** staff across five office locations
- Staff skill set and experience
  supports continued operational
  leverage





staff engagement, ahead of industry avg. of 79%



## REPEAT CUSTOMER BASE APPENDIX 5

### HIGH SATISFACTION



47 member NPS score (FY20: 43)



average member satisfaction

#### HIGH ENGAGEMENT



>220 additional back office software licences purchased



client firms use Fintel's proprietary advice technology



>18,500 attendees at our hybrid events programme

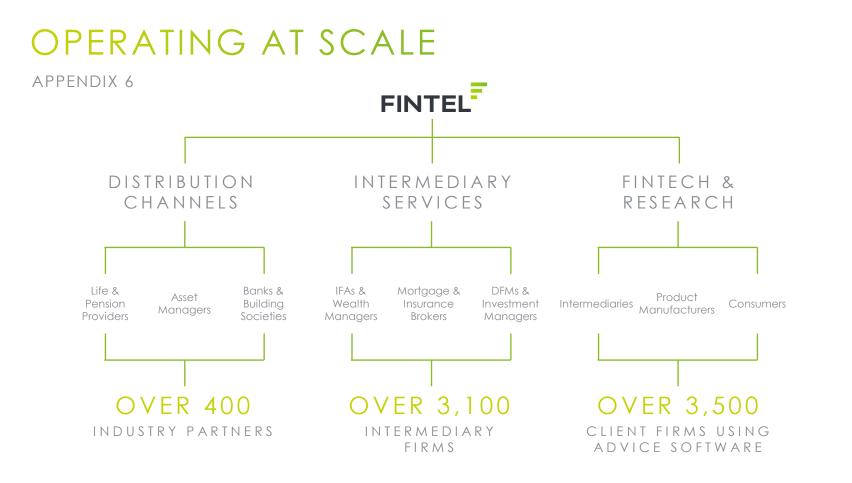




on-site and remote compliance and support engagements







## DATA AND INSIGHT SERVICES

APPENDIX 7 - 'ALWAYS ON' ADVISER, PRODUCT AND MARKET ANALYSIS



# FINTECH & RESEARCH SERVICES

APPENDIX 8



ENGAGE **Financial planning software** backed by our expert research, used by 30% of IFAs.

### MATRIX

**Industry benchmarking tool** providing whole of market comparison and scoring of different propositions.

## COMPARE

**Product comparison tool** providing instant product comparisons to customer-facing professionals.

### DIS

**Data platform supporting** price comparison websites in conveying accurate product data to consumers.



### STAR RATINGS

Quality, suitability and service assessments at a glance, covering over 14,000 products and 5,000 funds. Recognised by over 75% of consumers.

defaqto	defaqto	defaqto
STAR RATINGS	DIAMOND RATINGS	SERVICE RATINGS
****	<b>***</b>	GOLD

#### REVIEWS

**Expert fund reviews and ESG reviews** including analytics, panels, consultancy and events for asset mangers and intermediaries, spanning 90,000 fund share classes 18,000 funds and 50 platforms.



# DISTRIBUTION AS A SERVICE





- Distribution and Data service for product providers
- Multi year subscriptions improving the quality and certainty of future revenues
- Expansion of offering into product development and protection services
- 2021 revenue conversion target of 40% exceeded and on track to achieve 60% conversion in 2022



# STRATEGY IN ACTION

## STRATEGIC DISTRIBUTION PARTNERSHIP WITH AVIVA & AVIVA INVESTORS



## DISTRIBUTION AS A SERVICE PARTNERSHIP

SUBSCRIPTION SERVICE SPANNING RESEARCH, DATA, PRODUCT DESIGN AND TARGETED DISTRIBUTION



LAUNCH OF NEW SUSTAINABLE RETIREMENT SOLUTION

PRODUCT DESIGN ALIGNED TO DEFAQTO WORKFLOW TECHNOLOGY AND ESG CERTIFICATIONS



LICENSING OF STRATEGIC ASSET ALLOCATION (SAA)

LONG TERM AGREEMENT ALIGNING LONG TERM REVENUE AND GROWTH





This agreement allows us to build, support and deliver our savings and retirement ambitions in conjunction with Fintel, its member firms and their customers."

Brian Gabriel Director of Distribution at Aviva

## STRATEGIC ASSET ALLOCATION

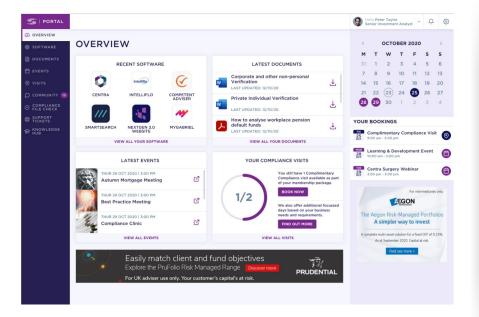




- Strategic Asset Allocation ("SAA") launched in partnership with Hymans Robertson
- Generating long term, recurring revenue via a share of product fee
- Eight new contracts in place in 2021
- Strong pipeline of key strategic partners scheduled to launch in 2022



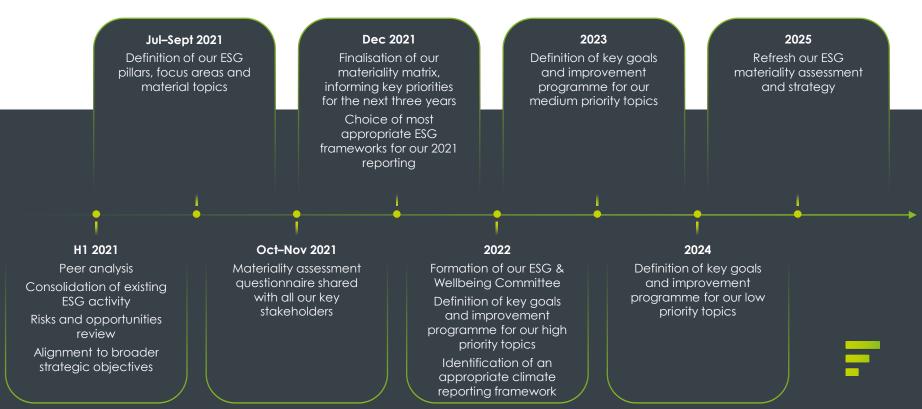
# DIGITAL SERVICE PLATFORM





- Single point access for all services
- Self serve model
- Access to tailored data and insights
- 2021 Beta partner portal launch
- 2022 Full partner portal launch
- 2022 Member portal launch

# ESG ROADMAP



## HOLISTIC ESG STRATEGY





TCFD

## ESG REPORTING

APPENDIX 12 - PRIORITY MATERIAL TOPICS & CORRESPONDING FRAMEWORKS



# SALE OF ZEST TECHNOLOGY

APPENDIX 13





Cash generation

£10m realised value

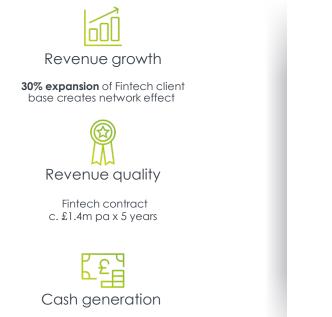
+ £1.5M subject to performance



- Strategic disposal of non-core asset
- Strong realised value
- £10m = 22x trailing EBITDA
- Focus on our core business
- Financial resources for investment

# STRATEGIC PARTNERSHIP - TATTON

APPENDIX 14

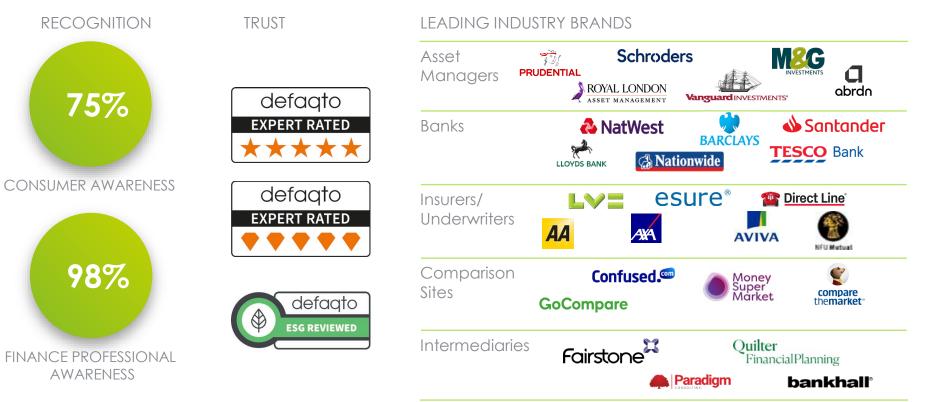


Verbatim funds sale realises up to £5.8m



- £13m Fintech, distribution and fund management deal for minimum 5 years
- Fintel to provide proprietary advice technology to Tatton for up to 2,500 additional users
- Tatton to join DaaS and SAA
- Significant value creation
- Strategic disposal of Verbatim funds

## DEFAQTO BRAND EQUITY



# PARTNER TESTIMONIALS

#### Distribution as a service

"Fintel are market leading within the UK Intermediated Wholesale market with their comprehensive Managed Distribution Service Agreement.

For Aviva Investors the agreement gives us **insight into trends and needs of advisers and their clients.** Through their data insight packs they are **harnessing the power of data in this market**.

Productivity is a major challenge for this market for both product manufacturers, as well as adviser firms. Fintel are **creating a more efficient marketplace**."

James Tothill, Head of Strategic Alliances



"Fintel continue to innovate and enhance their services and propositions to UK advisers, and these remain focused on driving efficiency, and (most importantly) client outcomes.

Utilising their data insights and events program combined with the Distribution service has **made our adviser engagement more relevant, targeted, and efficient than ever.** 

So, when you combine all of this alongside the quality of the teams and people, it becomes an easy decision to partner, and **commit to this strategic partnership, both now and in the future.**"

David Beacham, Distribution Director

"The MDS package allows us to construct a bespoke campaign package aligned to our corporate objectives using a combination of events, marketing comms and call campaigns.

We also benefit from quarterly research and analytics insights so we can continually assess and evolve our ongoing strategic engagement.

We value **Fintel's market leading approach** and support of advisers across the UK and are delighted to be one of their key partners."

#### Ross MacKinnon, Head of Intermediary Business Development

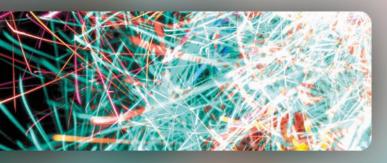




## AWARDS APPENDIX 17









# THANK YOU

