

FINTEL RESULTS | FY23

Resilient financial performance
Significant strategic and operational progress



AGENDA

01 OVERVIEW & HIGHLIGHTS

02 FINANCIAL REVIEW

03 DIVISIONAL SUMMARY

04 M&A UPDATE

05 OUTLOOK

06 APPENDICES



Retail financial services



For financial intermediaries and product providers it is a tough market to operate in



Heavily regulated



Highly fragmented



Lack of quality data



Numerous fintech solutions

All participants have a common and binding need for:



Regulatory support



Data and technology



Product information and comparison

The solution is...

FINTEL

RETAIL FINANCIAL SERVICES

WHO WE SERVE



Product providers



Intermediaries



Consumers

THE VALUE WE ADD

Providing insights, solutions, support and access to intermediaries

Providing regulatory expertise, business support and financial technology

Providing financial product information, ratings and reviews

HOW WE DO IT

Market insight and analysis

Product design and compliance

Targeted distribution

Product research and comparison

Financial planning and advice technology

Integrated workflows

Product ratings

Product comparison

Product education

OUTCOMES

Enabling product providers to design better financial products and distribute them more effectively

Enabling financial intermediaries to serve more clients more effectively

Enabling consumers to make smarter financial decisions



COMPREHENSIVE PLATFORM OF SOLUTIONS FOR INTERMEDIARIES

RUNNING MY BUSINESS



2023 – A YEAR OF CONTINUED PROGRESS

STRONG PERFORMANCE

9%

Core adjusted EBITDA growth

36%

Core adjusted EBITDA margin

3.45_{pps}

Dividend recommended
Increase of 6% compared to FY22

STRATEGIC DELIVERY

£4.8m

Organic investment
in technology and service platform at record level

6

Acquisitions completed
(4 in 2023 & further 2 YTD)



New **partnership wins**

BlackRock.

MONEYSUPERMARKET



HSBC PROTECTION

#14

Best Financial Services Company to Work For
in the UK (FY22: #20)

CONFIDENT OUTLOOK

66%

SaaS & subs

High quality, recurring income
High visibility of future revenues

£12.7_m

Cash
Underpinned by RCF headroom of £69m

88%

Strong underlying operating cash conversion



Underpinned by positive market dynamics

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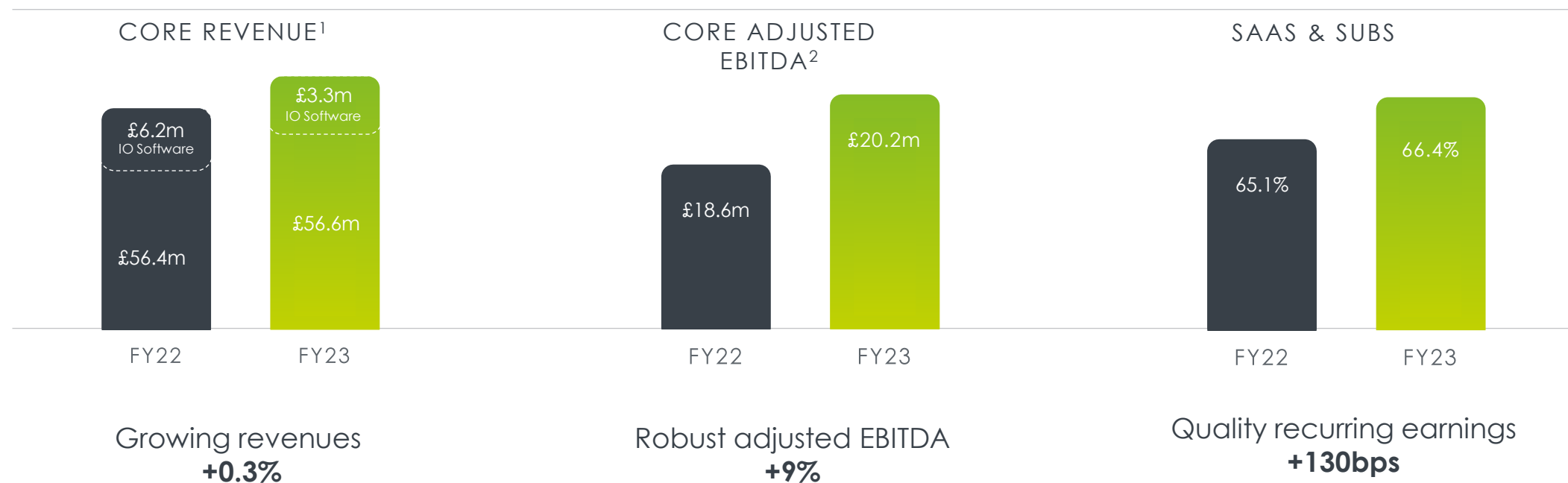
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FINANCIAL HIGHLIGHTS – CORE BUSINESS*



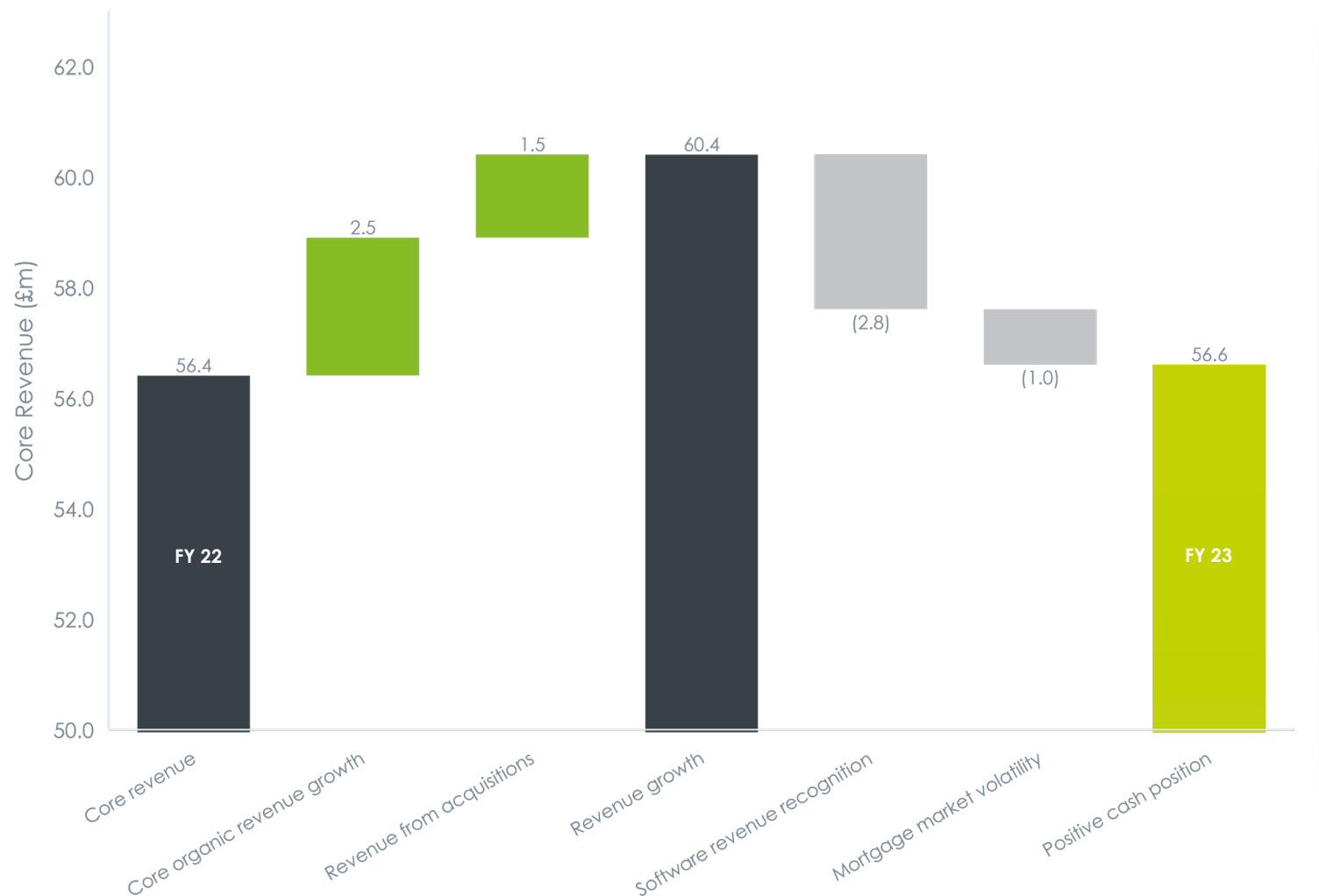
*Core business excludes revenues from Panel Management and Surveying.

¹Core revenue includes revenues from partnership software contracts. A new reseller agreement with Intelliflo reduces pass-through costs and associated revenues. Excluding the impact of this change to revenue recognition, plus the impact of acquisitions in the year, core organic revenue grew by 3%, and excluding mortgage market volatility core organic revenue grew by 6%

²Adjusted EBITDA is earnings before interest, tax, depreciation, amortisation, share option charges and non-underlying operating costs.

FINANCIAL REVIEW

CORE REVENUE BRIDGE



CORE REVENUE

Core revenue of £56.6m (FY23: £56.4m)

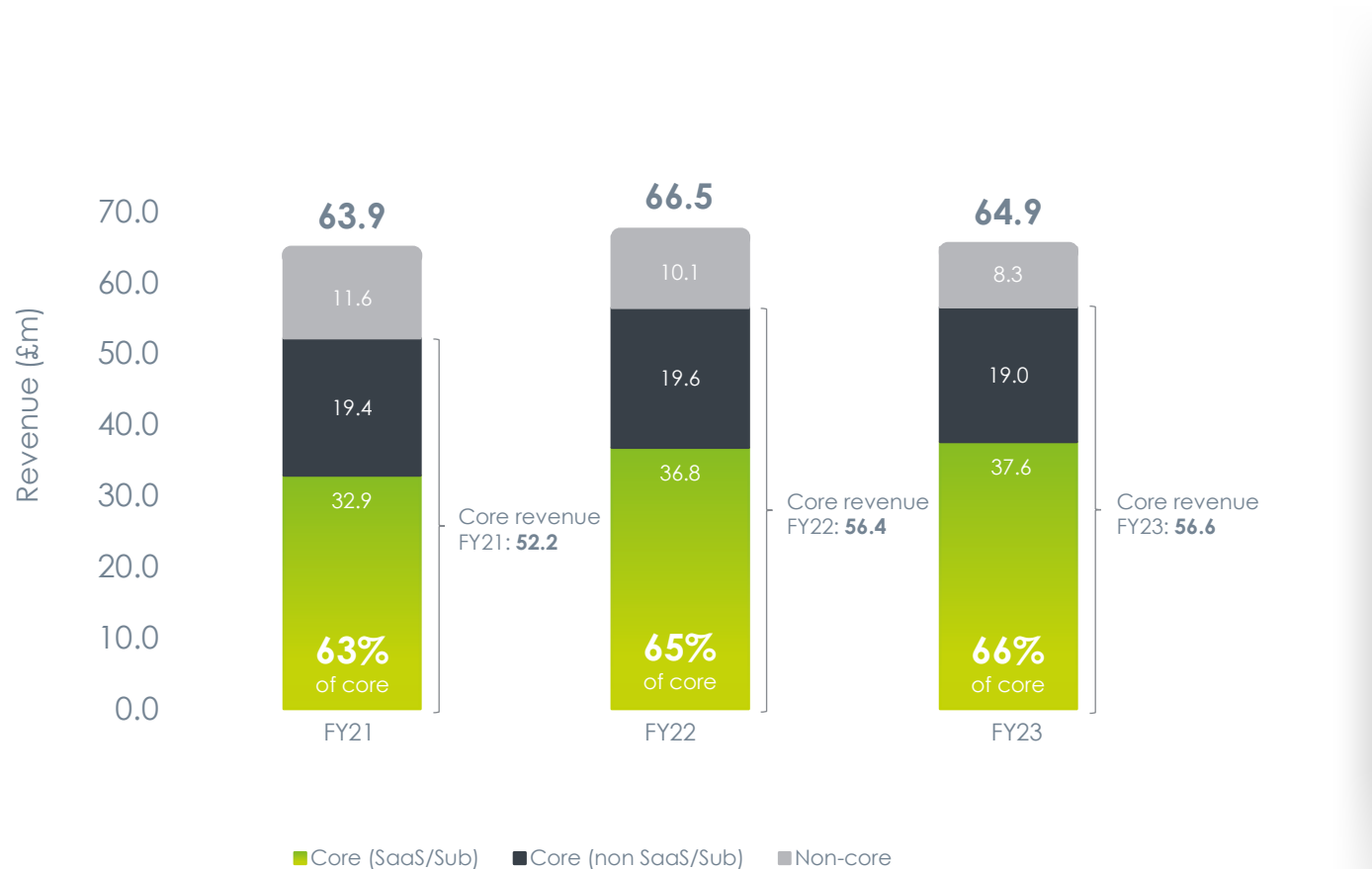
Core revenue slightly ahead of FY22, includes:

- core organic revenue growth of **5.6% +£2.5m**
- Revenue from acquired businesses **+£1.5m**
- Revenue recognition adjustment on reseller software (-£2.8m)
- Mortgage market volatility (-£1.0m)



FINANCIAL REVIEW

CORE¹ VS NON-CORE REVENUE SPLIT



- Core revenue:
+0.3% (+£0.2m) vs FY22
+3% on like for like basis²
- Total revenue:
-2% (-£1.6m) vs FY22
- Core SaaS and Subs revenue:
+2% (+£0.8m) vs FY22
- Revenue Bridge:
SaaS/Subs +£0.8m or +2%
Repeating -(£0.6m) or (-3%)
Non Core -(£1.8m) or (17%)

¹Core business excludes revenues from Panel Management, Surveying and Employee Benefits software up to the date of strategic disposal of Zest Technology in 2021.

²Core revenue includes revenues from partnership software contracts. A new reseller agreement with Intelliflo reduces pass-through costs and associated , excluding the impact of this change to revenue recognition, plus the impact of acquisitions in the year, core organic revenue grew by 3%

CORE SEGMENTAL PERFORMANCE

INTERMEDIARY SERVICES

	FY22	FY23	Change
Core revenue	£23.5m	£22.4m	(5%)
Gross profit ⁶	£9.5m	£10.9m	15%
Gross margin ⁷	40.4%	48.9%	▲

DISTRIBUTION CHANNELS

	FY22	FY23	Change
Core revenue	£13.0m	£11.9m	(8%)
Gross profit ⁶	£8.4m	£7.3m	(12%)
Gross margin ⁷	64.5%	62.1%	▼

FINTECH & RESEARCH

	FY22	FY23	Change
Core revenue	£19.9m	£22.3m	12%
Gross profit ⁶	£12.5m	£14.2m	14%
Gross margin ⁷	62.8%	63.4%	▲

- Total gross profit generated by the core business was £32.4m (FY22: £30.4m), up c.7%

⁶Gross profit is calculated as revenue less direct operating costs.

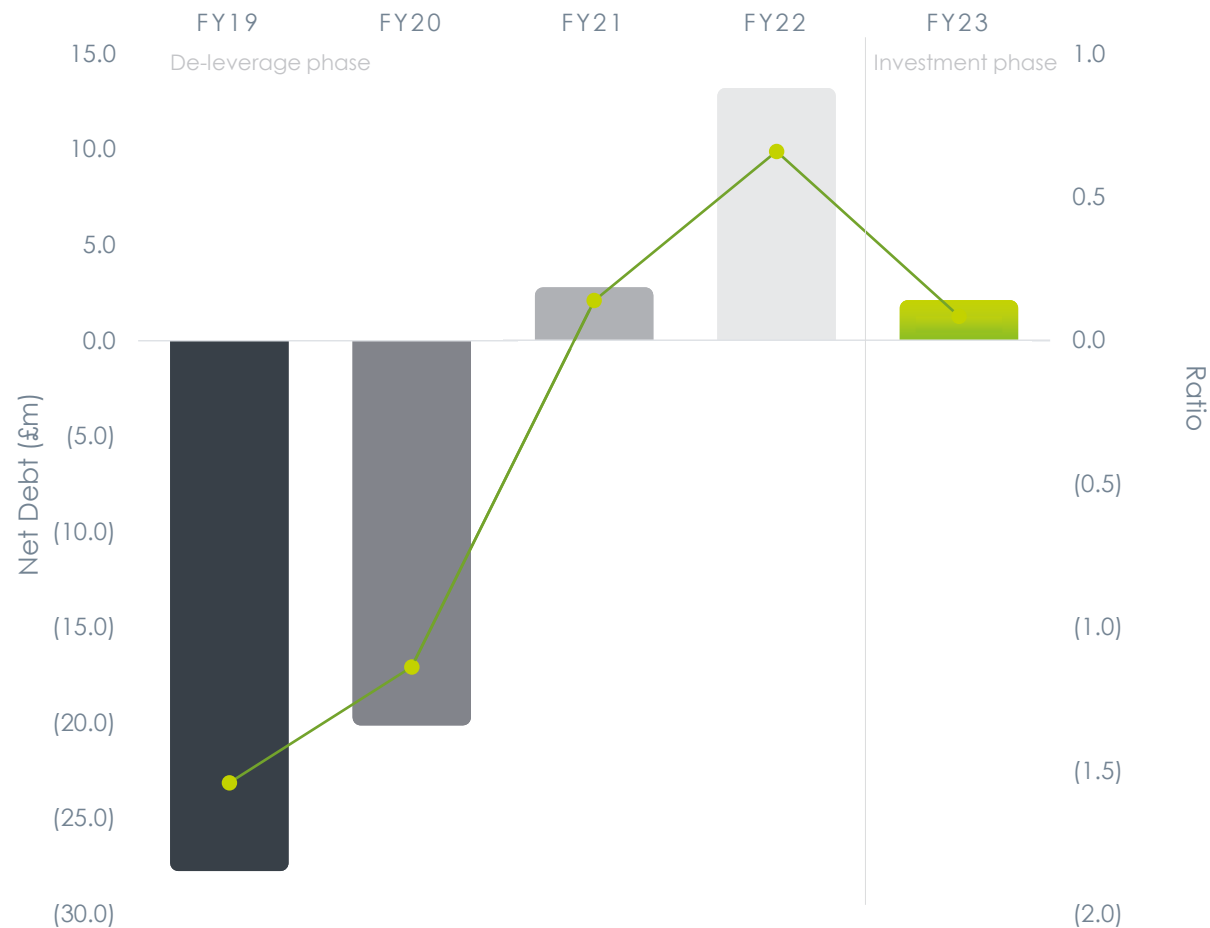
⁷Gross profit margin is calculated as gross profit as a percentage of revenue.



FINANCIAL REVIEW

CASH GENERATIVE - DELEVERAGED

NET DEBT TO EBITDA RATIO



HEALTHY CASH POSITION

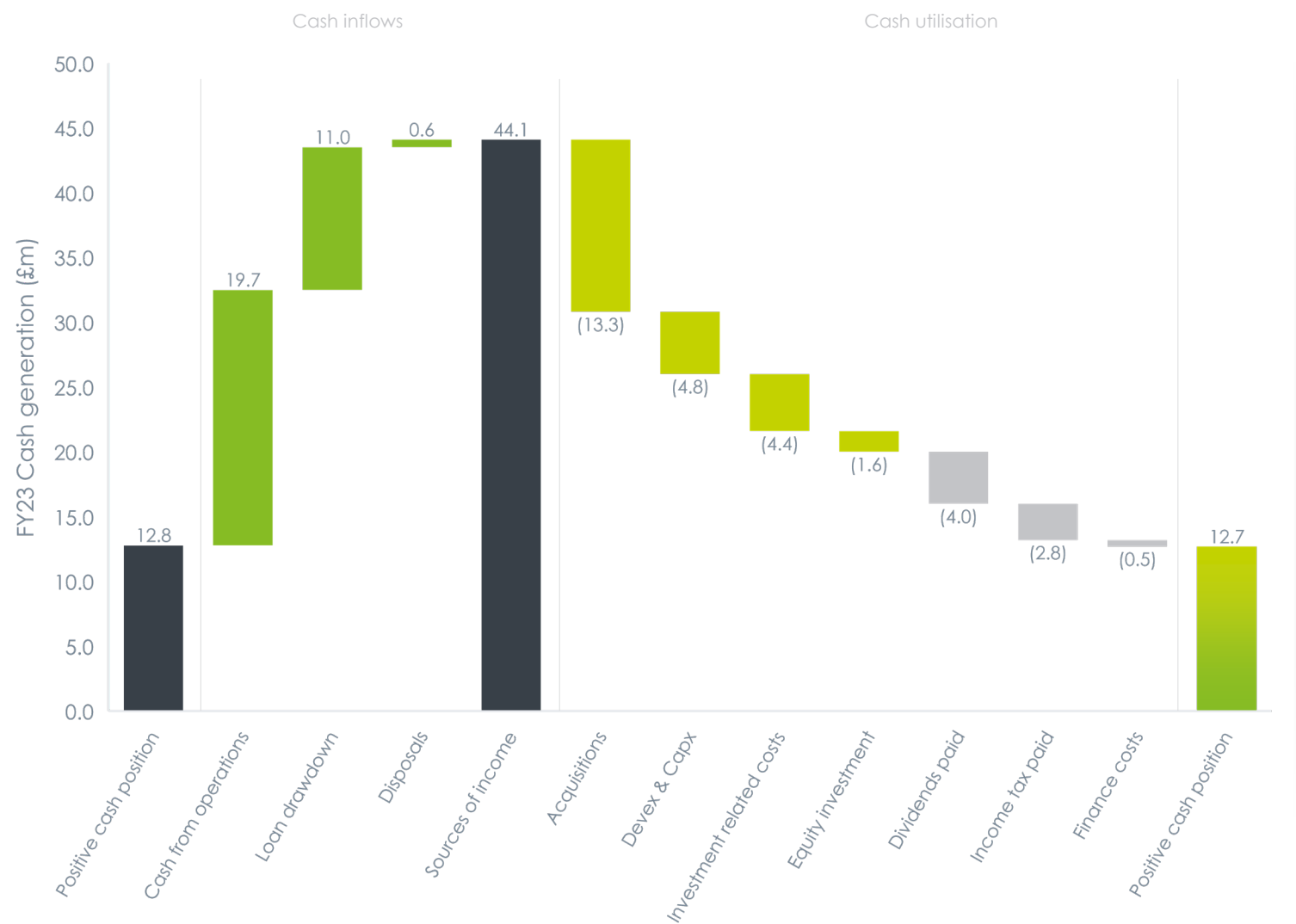
Positive net cash of £1.7m (FY22: £12.8m)

- Strategic headroom for future organic and M&A investments
- Increased financial flexibility and resources
- £69m headroom within the revolving credit facility



FINANCIAL REVIEW

CASH FLOW BRIDGE



STRONG CASH GENERATION – INVESTING FOR GROWTH

Positive cash of **£12.7m** (FY23: £12.8m)

Supporting strategic expenditure/investments:

- Upfront cost of acquisitions, net of cash received £13.3m
- Development expenditure £4.5m, Capex £0.3m
- Non-underlying cash costs of £4.4m, including:
 - M&A: £1.8m
 - Transformation: £1.5m
 - Restructuring: £0.7m
 - Award related costs £0.4m
- £1.6m minority investment/funding in Plannr

FINANCIAL REVIEW

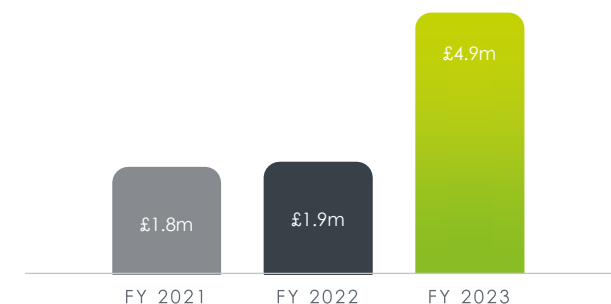
UNDERLYING OPERATING CASH FLOW CONVERSION

£m	FY22	FY23
Group operating profit	16.3	16.9
Depreciation and amortisation	1.8	2.1
Share based payments	1.3	1.5
Adjusted EBITDA	19.4	20.5
Net changes in working capital	1.8	(0.7)
Net capitalisation	(1.9)	(4.9)
Underlying cash flow from operations	19.3	14.9
Underlying operating cash flow conversion	118%	88%
Adjusted EBITDA to operating cash flow conversion	100%	73%
Tax	(4.8)	(2.8)
Interest	(0.2)	(0.3)
Lease payments	(0.5)	(0.5)
Free Cash Flow	13.8	11.3
Cash flow conversion of adjusted EBITDA	71%	55%

88% UNDERLYING OPERATING CASH FLOW CONVERSION⁵

- Capital investment increased to £4.9m (FY22: £1.9m)
- Increased investment for growth in software and product enhancements of c.£4.0m p.a. planned over following 2 years

INVESTMENT FOR GROWTH



⁵Underlying 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 SUMMARY



RESILIENT FINANCIAL
PERFORMANCE



INCREASING REVENUE
QUALITY IN CORE BUSINESS



STRONG CASH
GENERATION



DEPLOYING FINANCIAL
RESOURCES



PROGRESSIVE DIVIDEND POLICY
FY23: 3.45p FULL YEAR DIVIDEND



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DIVISIONAL HIGHLIGHTS

INTERMEDIARY SERVICES

INTEGRATED FINANCIAL
TECHNOLOGY PLATFORM

INDUSTRY LEADING REGULATORY
& BUSINESS SUPPORT

AWARD WINNING
SERVICES

INCREASED PROFITABILITY

15%

growth in gross profit to
£10.9m (FY22: £9.5m)

ENHANCED CONSUMER DUTY SUPPORT

- Extension of Consumer Duty package, helping intermediaries to implement requirements across all four consumer outcomes included in the regulation.
 - Expanded business consultancy services
 - Implementation support
 - Specialist event series and resource hub

6%

growth in additional member
service revenue £6.1m
(FY22: £5.7m)

EXPANDED REGULATORY TECHNOLOGY CAPABILITY

- Launch of VouchedFor Elevation client feedback tool to members, helping them evidence fair value
- Cognitive assessment software distribution agreement to help members assess client vulnerability
- Expansion of suite of digital AML compliance and Know Your Customer tools to include a document verification solution

48.9%

gross margin

DIVISIONAL HIGHLIGHTS

DISTRIBUTION CHANNELS

MARKET INSIGHT & ANALYSIS

PRODUCT DESIGN & COMPLIANCE

TARGETED DISTRIBUTION

INCREASED EARNINGS QUALITY

25%

increase in recurring DaaS revenue to £3.7m (FY22: £3.0m)

SCALING OF DISTRIBUTION SOLUTIONS

- Continued expansion of the Distribution as a Service (DaaS) proposition
 - Extension of Blackrock strategic partnership to include Strategic Asset Allocation solution
- Successful scaling of Strategic Asset Allocation service ("SAA")
 - 38% increase in fund families utilising our SAA (FY23: 22; FY22: 16) with 14 partners in total

250%

increase in Strategic Asset Allocation revenue to £0.5m (FY22: £0.2m)

IMPROVED MARKET INSIGHTS FOR PRODUCT PROVIDERS

- Upgraded Partner Portal, integrating additional data sets and campaign modelling functionality
- Expansion of virtual event series, and continued delivery of the largest event programme in the industry

>18,500

attendees at our hybrid events programme in FY23

DIVISIONAL HIGHLIGHTS

FINTECH & RESEARCH DIVISION

LARGEST UK FINANCIAL
PRODUCT DATABASE

EXPERT FINANCIAL
TECHNOLOGY

PROPRIETARY RATINGS &
RESEARCH METHODOLOGY

INCREASED REVENUES

8%

increase in organic revenue to
£21.5m (HY22: £19.9m)

SIGNIFICANT GROWTH IN FINTECH REVENUES

- Expansion of market and competitor intelligence software
 - Launch of Customer Appeal module, enabling product providers to evidence Consumer Duty requirements
- Enhancement of proprietary financial planning software
 - Launch of Consumer Duty Profiles module, enabling advisers to evidence Consumer Duty requirements
 - Inclusion of AKG financial strength ratings of discretionary fund managers ("DFMs")

11.5%

growth in software
revenue to £10.7m
(FY22: £9.5m)

SIGNIFICANT GROWTH IN PRODUCT RATINGS REVENUE

- Expansion of risk mappings and ratings portfolio to include tax advantaged products, following acquisition of MICAP
- Extended Star Ratings reach through new distribution partnership with leading price comparison site MoneySupermarket

14%

increase in product/risk
ratings revenue to £10.1m
(FY22: £8.9m)

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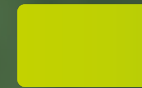
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FINTEL STRATEGY



FINANCIAL OBJECTIVES

- 5 - 7% revenue growth
- 35% - 40% margin
- 70% - 80% recurring revenue



GUIDING PRINCIPLES

- Customer-led, data-driven & innovative
- Digital, data & people
- Grow quality earnings
- Capital and cash efficient



BRAND

- House of quality brands
- Clear stakeholder voices
- Compelling equity story
- ESG drives returns



CUSTOMER AND MARKETS

- UK retail financial services
- Providers, intermediaries and consumers
- Prioritise adjacencies
- Relevance is key



PRODUCT PLATFORM

- Services, fintech & guidance
- Premium products / premium pricing
- Leading innovation
- Develop partnerships



DIGITISATION

- Digitise our services
- Data-driven customer journeys
- Frictionless value-add
- Invest in digital innovation



ORGANIC GROWTH

- Sales velocity
- Value per customer
- Grow adjacencies
- Grow partnerships revenue



M & A

- Distil to quality
- Identify as-a-services quality earnings
- Accretive acquisitions
- Strategic targets



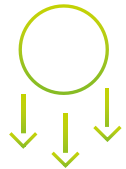
VALUE CREATION PLAN

- Digitisation & pricing
- Growth acceleration
- Adjacencies & partnerships
- Capital efficiency
- M&A

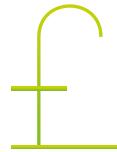


FINTEL STRATEGY

INCREASING M&A ACTIVITY



Cost of debt has
reduced asset
prices



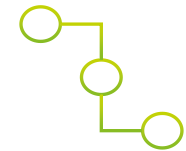
Strong balance
sheet & quality debt
facility



Growing,
experienced team
to deliver M&A



Uniquely positioned to
unlock the growth of
entrepreneurial
businesses



Strong reputation and
deep connections in the
market driving M&A
pipeline



ACQUISITIONS COMPLETED

Building the most comprehensive platform of solutions for intermediaries



PROPOSITION

Trusted advice directory and Consumer Duty platform

CUSTOMERS

5,600
intermediaries

STRATEGIC BENEFITS

- Increase **trust in sector**
- Enhance **Consumer Duty proposition**



PROPOSITION

Financial planning and research software provider

CUSTOMERS

1,600
intermediaries

STRATEGIC BENEFITS

- Expand **technology platform**
- Enter **protection software market**



PROPOSITION

Market leading independent financial strength ratings provider

CUSTOMERS

180
financial
institutions

STRATEGIC BENEFITS

- Extend **research capabilities**
- Expand **ratings platform**



PROPOSITION

UK's fastest growing learning and development platform

CUSTOMERS

14,300
intermediaries

STRATEGIC BENEFITS

- Support **growth of sector**
- Extend **Regtech capability**



PROPOSITION

Leading provider of strategic events in UK financial services

CUSTOMERS

2,200
intermediaries

STRATEGIC BENEFITS

- Strengthen **data and insight proposition**



PROPOSITION

Market leader in alternative investment research

CUSTOMERS

850
intermediaries

STRATEGIC BENEFITS

- Extend reach into the **tax-advantaged market**
- Expand **data footprint**

INTERMEDIARY SERVICES

FINTECH & RESEARCH

2023 ACQUISITIONS

CONTRIBUTION IN THE PERIOD

(£m)	MICAP	AKG	VouchedFor	Competent Adviser	TOTAL
Net upfront consideration	2.8	1.4	7.0	2.1	13.3
Revenue	0.5	0.2	0.5	0.3	1.5
Gross profit	0.1	0.1	0.1	0.2	0.5
Gross profit %	32.1%	46.0%	26.1%	51.9%	36.2%
EBITDA	0.1	0.1	0.1	0.1	0.4
EBITDA margin	19.3%	33.1%	10.8%	41.7%	23.2%

- MICAP and Competent Adviser completed July 2023
- AKG and Vouched For completed October and November 2023
- In year contribution is £1.5m Revenue and £0.4m EBITDA to the Core business
- Acquisitions integrating well and trading as expected



2023 ACQUISITIONS

PROFORMA FULL YEAR CONTRIBUTION

(£m) 2023 Full Year Equivalent	MICAP	AKG	VouchedFor	Competent Adviser	TOTAL
Net upfront consideration	2.8	1.4	7.0	2.1	13.3
Revenue	1.2	0.9	2.8	0.6	5.5
EBITDA	0.3	(0.1)	0.1	0.4	0.7

- 2023 full year equivalent contribution is £5.5m Revenue and £0.7m EBITDA

(£m) 2024 Pro forma	MICAP	AKG	VouchedFor	Competent Adviser	TOTAL
Net upfront consideration	2.8	1.4	7.0	2.1	13.3
Revenue	1.3	1.1	3.5	0.7	6.6
EBITDA	0.2	0.1	0.6	0.4	1.3

- 2024 Pro forma expectations are £6.6m Revenue and £1.3m EBITDA



POSITIONED TO CONTINUE CAPITALISING ON FAVOURABLE MARKET CONDITIONS

M&A IN 2024



ACTIVE PIPELINE

Active pipeline of bolt-on and strategic M&A



STRATEGIC CAPACITY

Capacity to acquire businesses that sit within a strong distribution footprint



FINANCIAL CAPACITY

Excellent debt facility and supportive shareholders



STRONG TEAM

Experienced and growing team capable of delivering M&A



A TARGETED M&A STRATEGY

FOCUSED APPROACH

Targeting UK retail financial services



Fintech & regtech



Research & ratings



Compliance & support
services



Distribution
solutions



M & A

- Distil to quality
- Identify as-a-services quality earnings
- Accretive acquisitions
- Strategic targets

CLEAR CRITERIA

Enhancing capabilities, scale and IP



Technology
quality &
scalability



Solid and
growing
customer base



Unique IP
& data



Strong
management
team



Cultural and purpose led
alignment

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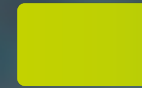
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2024 MARKET LANDSCAPE



OUR STRATEGY – 2024 FOCUS



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- 35% - 40% margin
- 70% - 80% recurring revenue



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VALUE CREATION PLAN

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- Capital efficiency
- M&A



CONFIDENT OUTLOOK

CONTINUED POSITIVE FINANCIAL PERFORMANCE, STRATEGIC INVESTMENTS TO ACCELERATE FUTURE GROWTH

GROWTH DRIVERS

DEMAND FOR DATA & INSIGHTS
across the value chain

RISING TIDE OF REGULATION
driving demand in core services

NEED FOR INTEGRATED TECHNOLOGY
creating opportunities for growth

PRODUCT VALUE AS IMPORTANT AS PRICE
strengthening market position

CURRENT TRADING & OUTLOOK

**TRADING IN LINE WITH BOARD EXPECTATIONS**
Confident start to the new financial year

**CONTINUED ORGANIC GROWTH**
Increased financial technology penetration and synergies from acquisitions

**ADVANCING SELECTIVE M&A PIPELINE**
Series of successful investments and acquisitions. Positive qualified pipeline

**POSITIONED FOR SUSTAINABLE GROWTH**
Positive market dynamics and return of mortgage market. Underpinned by recurring revenues and strong cash conversion.



We are **FINTEL**



AGENDA

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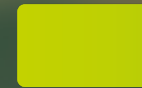
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APPENDICES INDEX



A UNIQUE SERVICE PLATFORM

APPENDIX 1



FINTEL MARKET LEADING BRANDSS

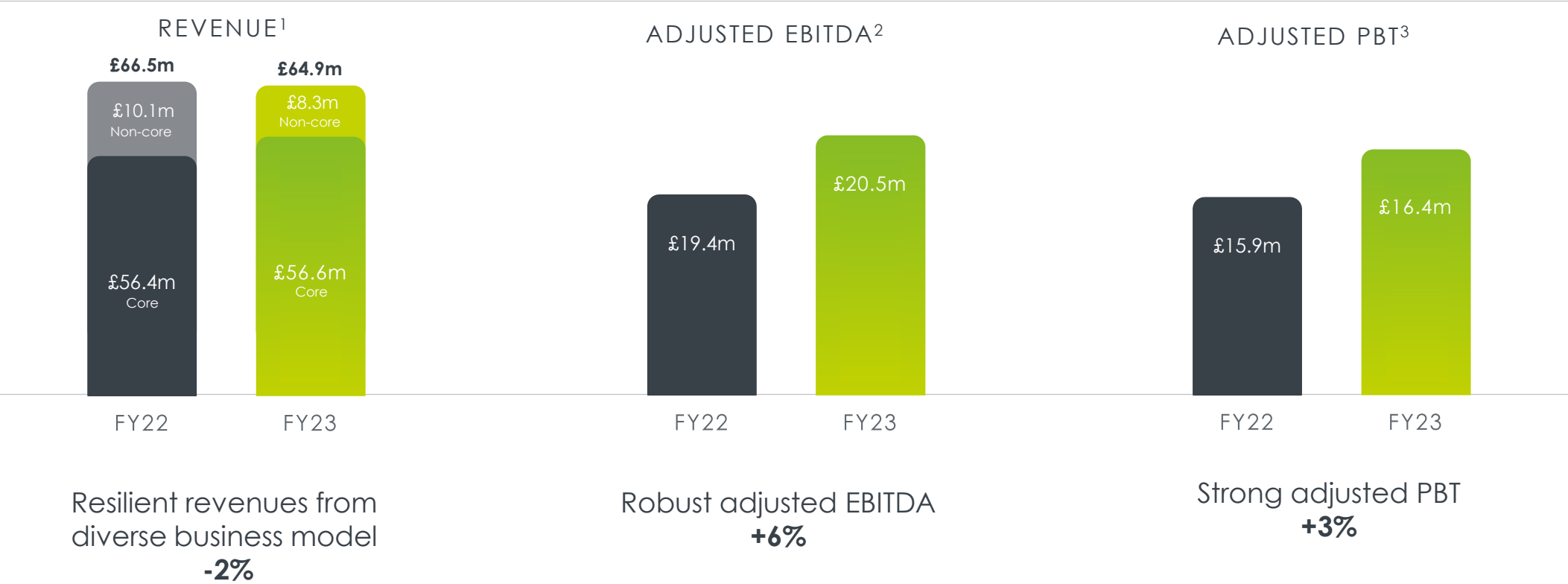
APPENDIX 2

	<div><div>defaqto</div><div>The UK's leading financial information, ratings and fintech business</div></div>	<div><div>SimplyBiz</div><div>The UK's largest provider of business and regulatory support</div></div>
DIVERSE CUSTOMER BASE	IntermediariesProduct providersConsumers	IntermediariesProduct providers
INDUSTRY LEADING BRANDS	<div><div>>70%</div><div>consumer awareness</div></div> <div><div>98%</div><div>finance professional awareness</div></div>	<div>Professional Adviser Awards winner - 5 consecutive years</div> <div><div>AWARDS 2018WINNER</div><div>AWARDS 2019WINNER</div><div>AWARDS 2020WINNER</div><div>AWARDS 2021WINNER</div><div>AWARDS 2022WINNER</div></div>
PROVEN TRACK RECORD	29 years of helping everyone make smarter financial decisions	>20 years of inspiring financial professionals to shape a better future
DIFFERENTIATED PROPOSITION	Financial product databaseTrusted brand, expert analysisProprietary fintech	Leading regulatory & business supportUnrivalled market penetrationComplete service & technology platform
HIGH QUALITY BUSINESS	<div>63%</div> <div>Gross margin</div> <div>15%</div> <div>Revenue CAGR HY21-HY23</div>	<div>44%</div> <div>Gross margin</div> <div>73%</div> <div>Core SaaS & subs revenue</div>



FINANCIAL HIGHLIGHTS

APPENDIX 3



¹Statutory revenue includes revenues from partnership software contracts. A new reseller agreement in May 2023 with Intelliflo reduces pass-through costs and associated revenues. Excluding the impact of this change to revenue recognition, plus the impact of acquisitions in the year, core organic revenue grew by 3%

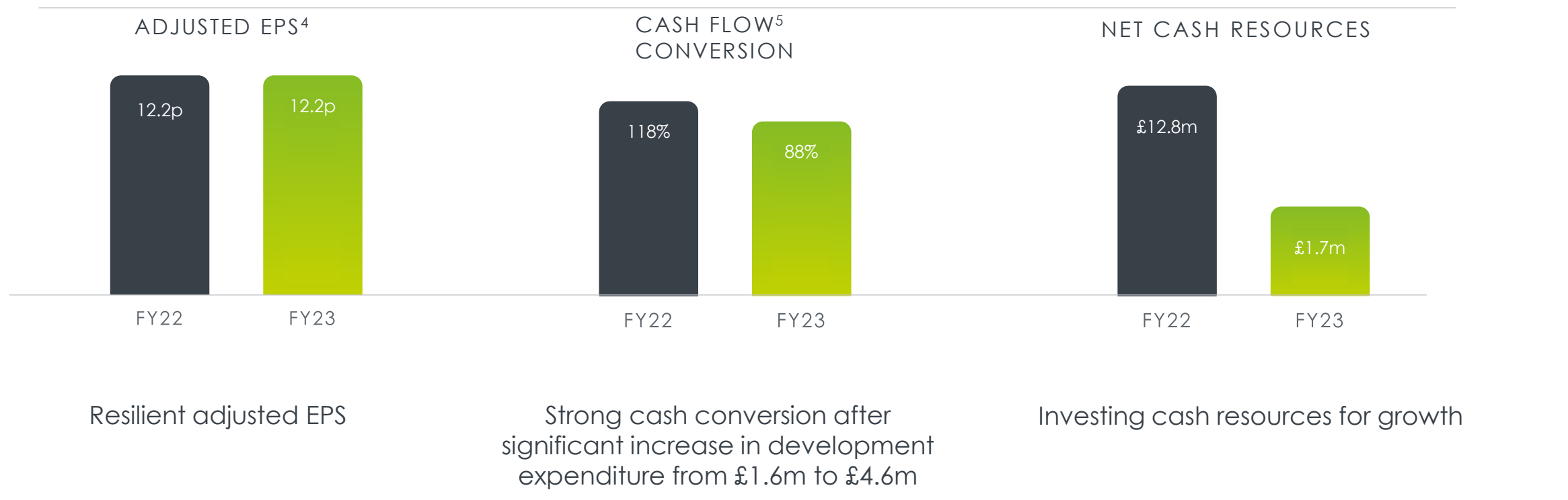
²Adjusted EBITDA is earnings before interest, tax, depreciation, amortisation, share option charges and exceptional operating costs.

³Adjusted PBT is calculated as adjusted profit before tax, which excludes non-underlying operating costs and amortisation of intangible assets arising on acquisition.




FINANCIAL HIGHLIGHTS – INVESTING FOR GROWTH

APPENDIX 3



⁴ Adjusted earnings per share is calculated as adjusted profit after tax attributable to owners of the company, which excludes non-underlying operating costs and amortisation of intangible assets arising on acquisition, divided by the average number of Ordinary Shares in issue for the period.

⁵ 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.



TOTAL PERFORMANCE

APPENDIX 4

CORE TOTAL

	FY22	FY23	Change
Revenue	£56.4m	£56.6m	0.3%
Gross profit ⁶	£30.4m	£32.4m	6.6%
Gross margin ⁷	53.9%	57.4%	▲

NON-CORE

	FY22	FY23	Change
Revenue	£10.1m	£8.3m	(17%)
Gross profit ⁶	£0.8m	£0.3m	(66%)
Gross margin ⁷	7.9%	3.2%	▼

STATUTORY TOTAL

	FY22	FY23	Change
Revenue	£66.5m	£64.9m	(2%)
Gross profit ⁶	£31.2m	£32.7m	5%
Gross margin ⁷	46.9%	50.4%	▲

- Total gross profit generated by the business was £32.7m (FY22: £31.2m)
- Infrastructure and support costs up £0.4m to £12.2m (FY22: £11.8m), up 4%
- Adjusted EBITDA generated was £20.5m (FY22: £19.4m), up 6%

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



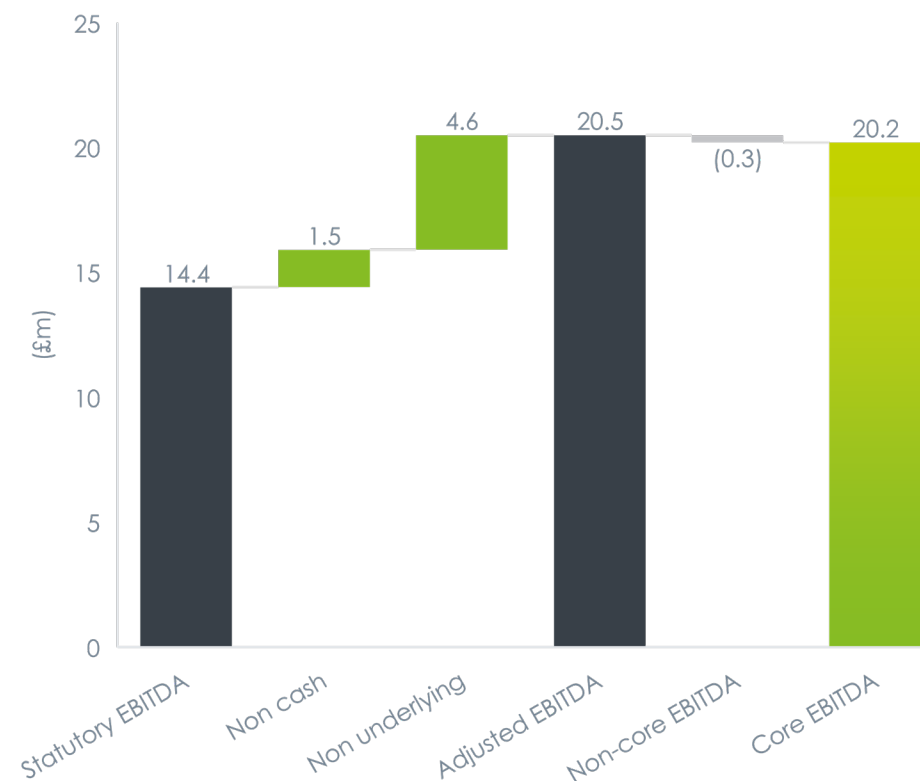
CORE BUSINESS PERFORMANCE

APPENDIX 4

(£m)	FY21	FY22	FY23
Core revenue	52.2	56.4	56.6
Core gross profit	27.8	30.4	32.5
Core support costs	(10.8)	(11.8)	(12.2)
Core EBITDA	17.1	18.6	20.2
Core gross margin	53.2%	53.9%	57.4%
Core EBITDA margin	32.7%	32.9%	35.7%

- Continued growth in both revenue and profitability in the core business
- Continued investment in delivery model with sustained profit margins
- Infrastructure and support costs of £12.2m (FY22: £11.8m), up 3%

FY23 EBITDA BRIDGE



STRATEGIC FOCUS – CORE* BUSINESS

APPENDIX 5



*Core business excludes revenues from Panel Management and Surveying
**Like-for-like basis strips out the impact of acquisitions and the changes in revenue recognition of a software reseller agreement.



FINTEL – SIZE, SCALE AND REACH

APPENDIX 6

MARKET	SIZE	SCALE	REACH
FINANCIAL TECHNOLOGY & RESEARCH Insuretech, Fintech & workflow	119 Product Manufacturers 8,500 Intermediaries	43,000 Products	84% GI market use Defaqto Matrix 32% Market share – intermediaries
REGULATORY & BUSINESS SUPPORT Leading compliance & technology platform	8,000 Financial, Wealth and Mortgage Advisers	>£100bn AUM	>30% Market share
DISTRIBUTION Targeted insights, analytics & distribution	>10,000 Intermediaries	>£23bn Mortgage lending c.£60m Protection APE	>5% Market share in UK Lending >20% Market share in Protection
EXPERT PRODUCT RATINGS Independent, expert quality assessments	52m Financial Decisions Defaqto Star Rated	£12.3bn GI Policy premiums Star Rated	>70% Defaqto consumer brand awareness

COMPETITIVE MOAT

APPENDIX 7

Competing in all four market quadrants, with a diversified service model and customer base.

Multiple opportunities for:

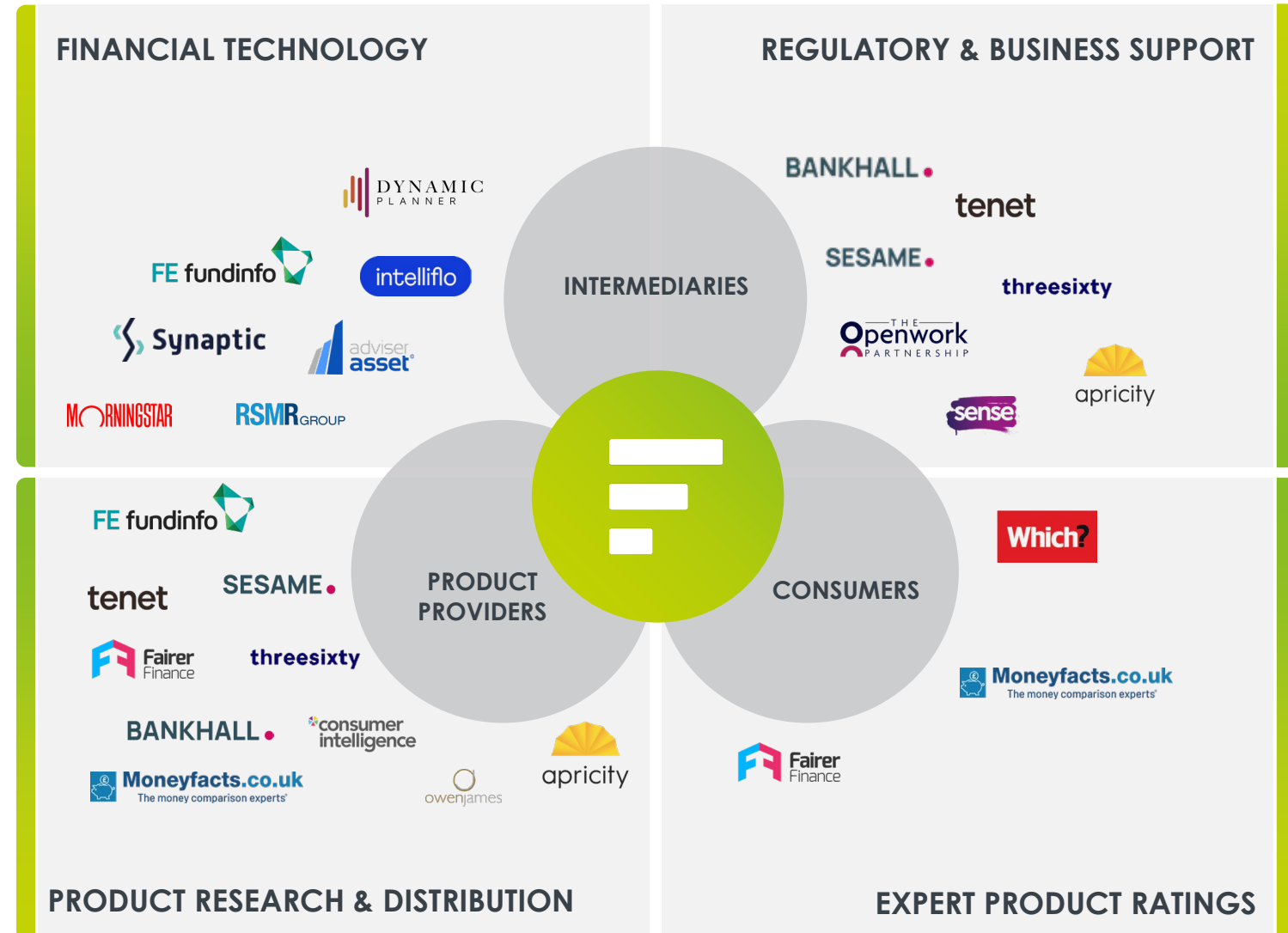
- Partnerships
- M&A

>£43bn
of investment
recommendations

>10,000
intermediaries
supported

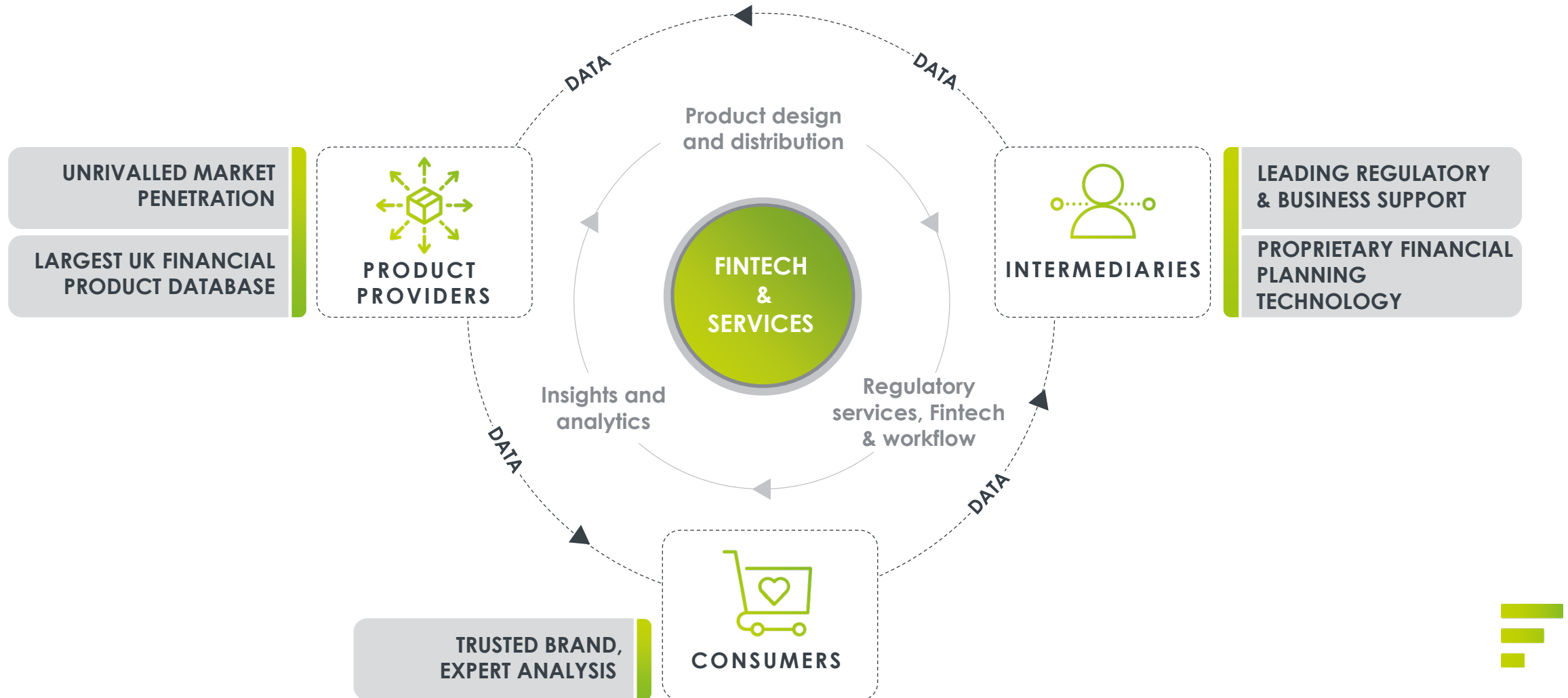
>30%
market share of DA
intermediary firms

>70%
consumer
awareness



FINTEL FLYWHEEL EFFECT

APPENDIX 8 - REGULATORY EXPERTS – FINANCIAL PRODUCT EXPERTS – EXPERTS IN FINTECH & WORKFLOW



INNOVATION ROADMAP – 2024 FOCUS

APPENDIX 9

FINTEL LABS

2024 FOCUS

- Continued support to Planrr to scale its proposition
- Ongoing discussions with innovative, early stage technology businesses

CLIENT PORTALS

2024 FOCUS

- Launch of Mortgage Partner Portal
- Development of intermediary portal architecture

ENGAGE

2024 FOCUS

- Launch of 'Consumer Duty Profiles'
- Deployment of 'Consumer Duty Profiles' pilot to product providers

MATRIX

2024 FOCUS

- Launch of Matrix 360, including
 - Integration of additive data sets
- Launch of AI-driven features such as simulation and modelling
- Expansion into further FS market segments

FINTEL LABS

A new venture, designed to strengthen our technology proposition and foster innovation in the sector, through investing in and supporting emerging financial technology.

CLIENT PORTALS

Digital hubs for our clients, providing a single point of access to our technology and service platform.

ENGAGE

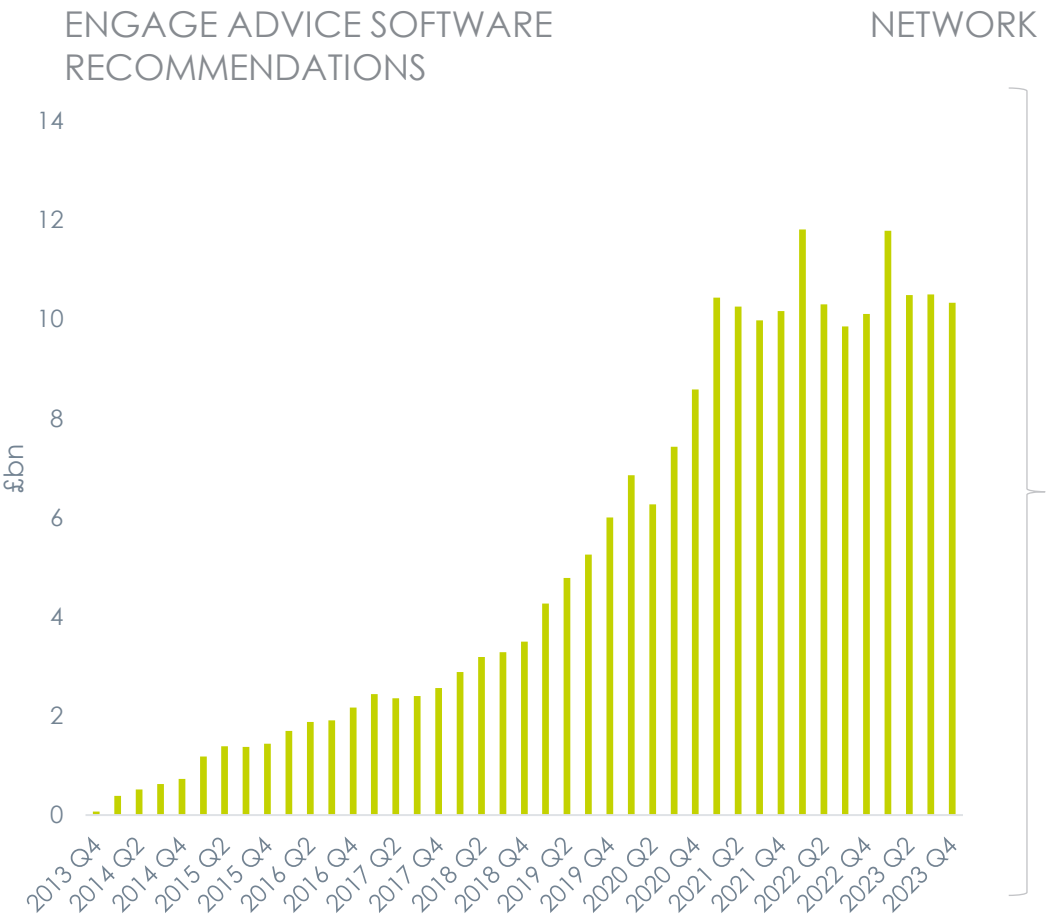
Defaqto's expert financial planning software with integrated end-to-end financial planning and advice processes.

MATRIX

Dynamic, whole of market product and competitor intelligence software for financial institutions, leveraging Defaqto's deep market insights and product expertise.

MARKET REACH – FINTECH & RESEARCH

APPENDIX 10



NETWORK EFFECT

DATA & INSIGHT SERVICES

Ratings

Fund Reviews

ESG Reviews

of recommendations were made through Fintel's proprietary financial planning software Engage

HOLISTIC ESG STRATEGY

APPENDIX 11



EMBEDDING OUR ESG STRATEGY – 2023 HIGHLIGHTS

APPENDIX 12 - MEANINGFUL PROGRESS IN EMBEDDING OUR BESPOKE ESG STRATEGY AND ADVANCING OUR OBJECTIVES

Better future

Our promise

To empower our people and broader communities, creating opportunities for all

170

financial product education articles with Defaqto experts' input

27%

EDI data disclosure rate amongst staff (FY23: 15%)

#14

Best Financial Services Company to Work For in the UK (FY22: #20)

Better industry

Our promise

To improve the market, helping it operate more effectively and meet evolving customer needs

200

retail investment funds covered by our ESG research platform (FY23: 110)

>30%

of retail investment advisers and wealth managers have access to our ESG client profiler and fund filters

Better business

Our promise

To manage our business responsibly and minimise our impact on the environment

0

notifiable data breaches

100%

renewable electricity procured at our two largest offices

1.7

tonnes of waste diverted from landfill



ESG ROADMAP – ONGOING COMMITMENT

APPENDIX 13

2021

ESG materiality assessment conducted



Q1 2023

Better Outcomes Plan launched
Internal awareness & action calendar launched
Inaugural TCFD report



H2 2023

"Disability Confident Committed" accreditation



"Better Together" – EDI staff forum formed

New Environmental policy implemented



2025

Publish refreshed materiality assessment
Refresh our ESG strategy based on alignment to Fintel's overall strategy, market trends and stakeholder priorities



2022

ESG & Wellbeing Committee formed
Accredited real living wage employer
Membership of Progress Together
Launch of Mortgage Climate Action Group



Q2 2023

ICA Awards – ESG Initiative of the Year – Finalist
Diversity in Finance awards - Employer of the Year (Small Firm) - Winner
New EDI policy implemented



2024

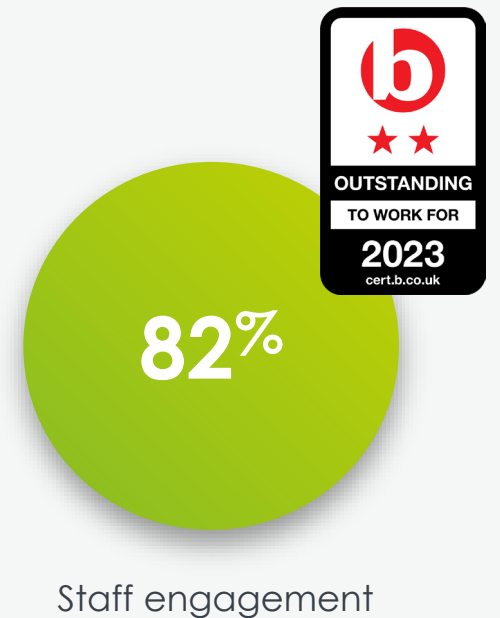
Further embed our ESG strategy across the business
Refresh the ESG materiality assessment
Conduct a TCFD scenario analysis
Mature the EDI staff forum and launch a green forum



THRIVING WORKFORCE

APPENDIX 14

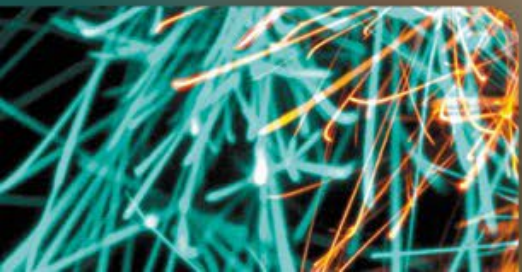
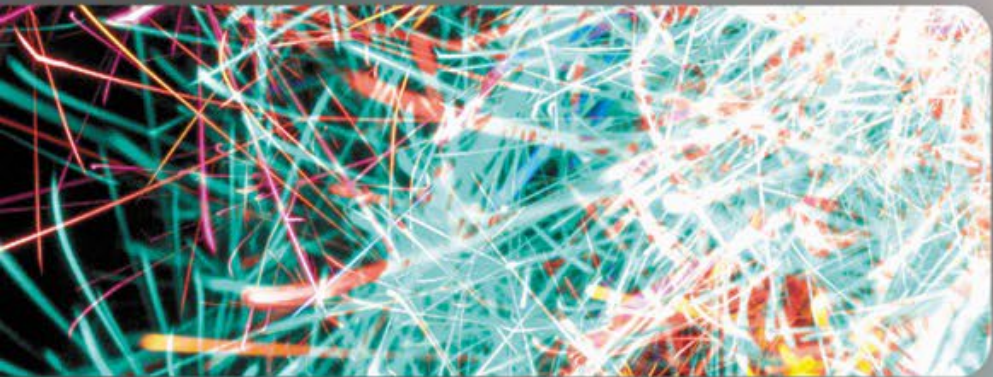
- Winner of 'Best Employer of the Year' at 2023 FT Adviser Diversity in Finance Awards
- Accredited "Outstanding to work for" in 2023
- Track record of recruiting and retaining talent
 - 6 years average staff tenure
- Focus on internal mobility and progression opportunities
 - 31% of managerial vacancies filled internally in FY23
 - 19% of all vacancies filled internally in FY23
- 500+ staff across the country
- Staff skill set and experience to support continued operational leverage



AWARD WINNING BUSINESS

APPENDIX 15





THANK YOU