



## FINTEL RESULTS | HY22



## AGENDA

## 01 OVERVIEW & HIGHLIGHTS

- 02 FINANCIAL REVIEW
- 03 STRATEGIC DELIVERY
- 04 CURRENT TRADING & OUTLOOK

#### 05 APPENDICES

## **RESILIENT BUSINESS**

SCALABLE FINTECH & SERVICES PLATFORM

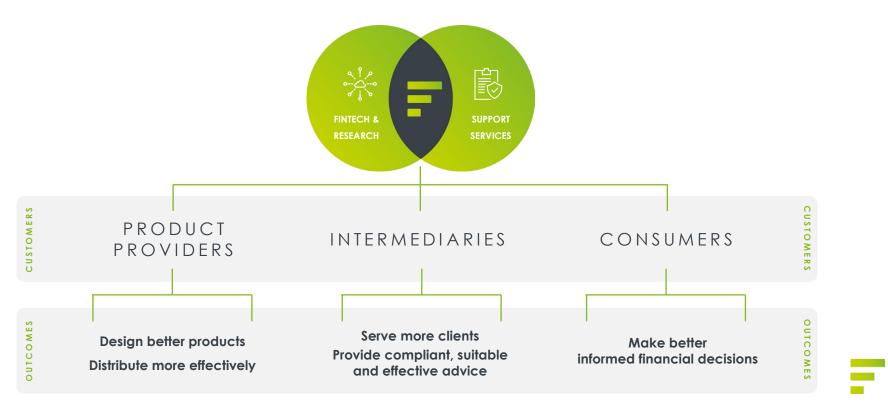
DIVERSIFIED, REPEAT CUSTOMER BASE UNRIVALLED MARKET POSITION

FINANCIAL AGILITY CASH GENERATIVE BUSINESS MODEL

QUALITY, RECURRING EARNINGS

## SUSTAINABLE GROWTH

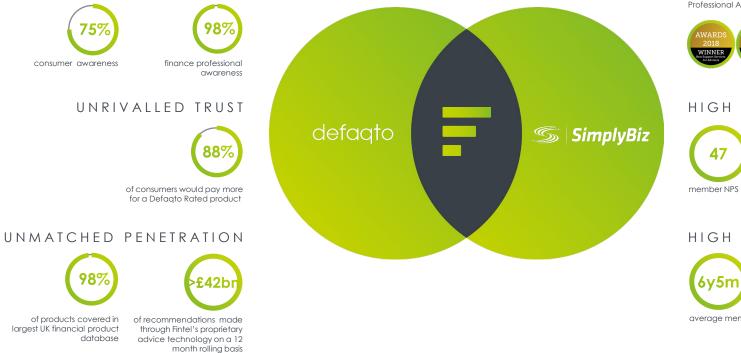
## FINANCIAL SERVICES, INFORMATION & DATA



## INDUSTRY LEADING BRANDS

HIGHLY ENGAGED AND SATISFIED CUSTOMER BASE

#### HIGH RECOGNITION



#### RECORD AWARD WINNING

Professional Adviser Awards - 5 consecutive years



#### HIGH SATISFACTION

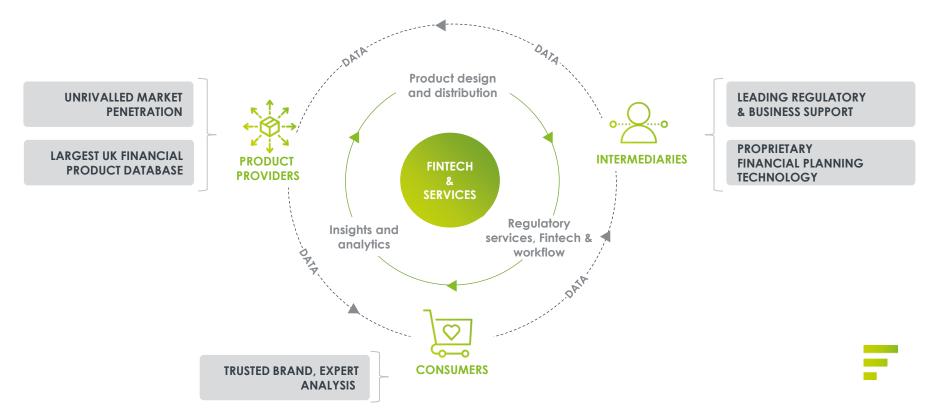
member NPS score (FY21: 43)

HIGH RETENTION



## **BUSINESS OVERVIEW – CONNECTED PLATFORM**

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



## HIGHLIGHTS - CORE BUSINESS

## STRATEGIC DELIVERY

## STRONG TRADING

#### **CONTINUED GROWTH & PROFITABILITY**

007	Strong revenue growth
7 /0	Trading in-line with upper end of
	medium-term objectives



**Solid adjusted EBITDA margin** Delivered alongside reinvestment into digital capabilities



Strong cashflow conversion High operating profit to operating cashflow conversion

## **RESILIENT BUSINESS**

#### **BUSINESS CRITICAL SERVICES**

Diversified, engaged and loyal customer base Financial Intermediaries – product providers

Strong track record of growth and delivery



Non-discretionary services Regulatory support – Fintech – Insights

## CONFIDENT OUTLOOK

#### WELL-POSITIONED FOR GROWTH

66% SaaS & subs Quality, recurring earnings High visibility of future revenues

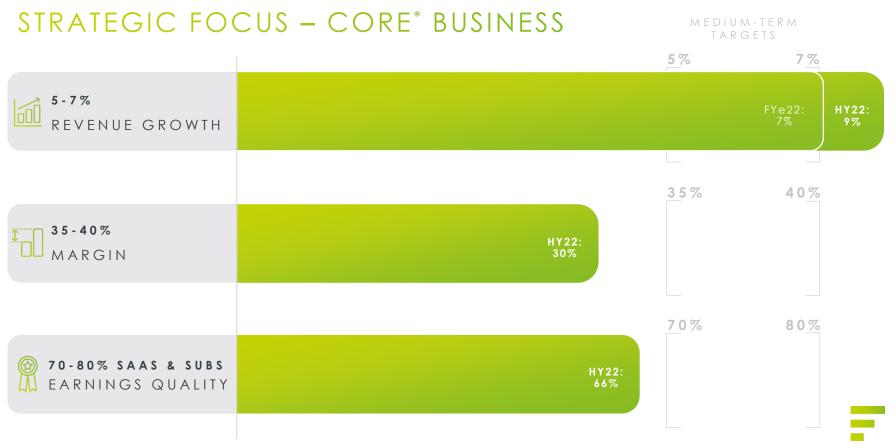
**£7.6**m

Significant financial reserves

Deleveraged, with undrawn £45m RCF

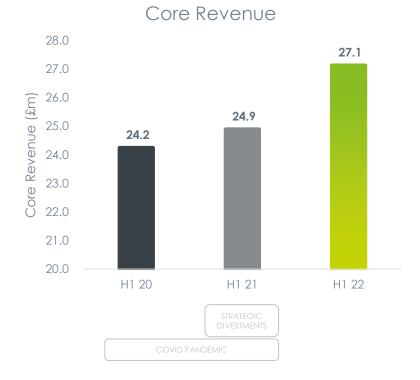


**Strong growth drivers** Increasing regulation Demand for digital & insight services



## TRACK RECORD OF DELIVERY

#### RESILIENT BUSINESS MODEL



## Group Adjusted EBITDA



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## SUSTAINABLE GROWTH

## HIGHLIGHTS - FINANCIAL



<sup>1</sup>Adjusted EBITDA is earnings before interest, tax, depreciation, amortisation, share option charges and exceptional operating costs. <sup>2</sup>Adjusted PBT is calculated as adjusted profit before tax, which excludes exceptional operating costs and amortisation of intangible assets arising on acquisition.

## HIGHLIGHTS - FINANCIAL

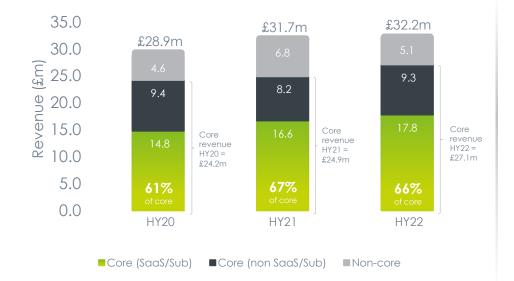


<sup>3</sup> Adjusted earnings per share is calculated as adjusted profit after tax attributable to owners of the company, which excludes operating exceptional costs and amortization of intangible assets arising on acquisitior divided by the average number of Ordinary Shares in issue for the period.

<sup>4</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



- CORE REVENUE GROWTH: 9% (£2.2m) vs HY21
- Total revenue growth: 2% (£0.5m) vs HY21
- SaaS and Subs revenue growth: 7% (£1.2m) vs HY21

## SEGMENTAL PERFORMANCE

#### INTERMEDIARY SERVICES

#### DISTRIBUTION CHANNELS

#### FINTECH & RESEARCH

	HY21	НҮ22	Change			HY21	НҮ22	Change		HY21	НҮ22	Change
Core revenue	£11.0m	£11.4m	4%	Core rever		£6.2m	£6.3m	2%	Core revenue	£7.8m	£9.4m	22%
Revenue	£12.6m	£11.4m	(10%)	Reve	enue	£11.3m	£11.4m	1%	Revenue	£7.8m	£9.4m	22%
Gross profit <sup>6</sup>	£3.9m	£4.5m	15%	Gross	s profit <sup>6</sup>	£5.1m	£4.5m	(12%)	Gross profit <sup>6</sup>	£4.7m	£5.7m	21%
Gross margin <sup>7</sup>	30.9%	39.3%		Gross		46.0%	39.2%	•	Gross margin <sup>7</sup>	59.7%	60.9%	

- Resilient core revenues in all three divisions
- Total gross profit increased to £14.7m (HY21: £13.7m), up 7%
- Infrastructure and support costs up £0.6m to £6.0m (HY21: £5.4m), 11%
- Adjusted EBITDA up to £8.7m (HY21: £8.3m), up 5%

## FINANCIAL REVIEW

#### UNDERLYING OPERATING CASH FLOW CONVERSION

£m	нл	HY21		22
Group operating profit	6.5		7.2	
Depreciation and amortisation	1.4		0.8	
Share based payments	0.4		0.7	
Adjusted EBITDA		8.3		8.7
Net changes in working capital	1.4		0.9	
Net capital investment	(0.9)		(0.7)	
Underlying cash flow from operations		8.8		8.8
Operating profit to operating cash flow conversion		135%		124%
Adjusted EBITDA to operating cash flow conversion		106%		101%
Тах		(1.2)		(1.3)
Interest		(0.4)		(0.2)
Lease payments		(0.4)		(0.3)
Free Cash Flow	6.8		7.0	
Cash flow conversion of adjusted EBITDA	81%		81%	

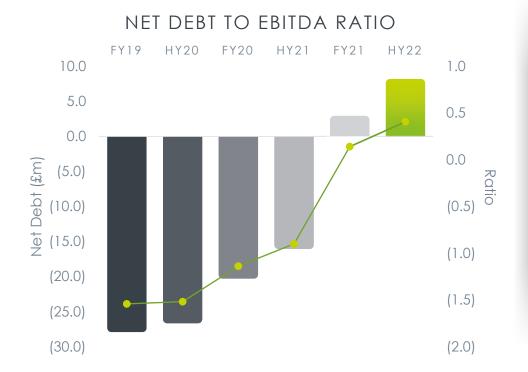
**124%** UNDERLYING OPERATING PROFIT TO OPERATING CASH FLOW CONVERSION<sup>5</sup>

 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 £7.6m (HY21: net debt of £15.5m)
- Strategic headroom for future acquisitions
- Increased financial flexibility and resources
- Undrawn £45m revolving credit facility

## FINANCIAL SUMMARY



#### ROBUST FINANCIAL PERFORMANCE



#### INCREASING REVENUE QUALITY IN CORE BUSINESS



#### STRONG CASH GENERATION





PROGRESSIVE DIVIDEND POLICY H1'22 – 1p Interim Dividend

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## SUSTAINABLE GROWTH

## DIVISIONAL HIGHLIGHTS

INTERMEDIARY SERVICES DIVISION



INCREASED PROFITABILTY

#### DIGITISATION

- Continued software adoption by membership
- Digitisation of service upgrades
- Digitisation of advice quality review service
- Scaling of hybrid compliance service

#### SERVICE ENHANCEMENT

- To meet market demand in response to new regulation
- Launch of Consumer Duty hub
- · Launch of specialist Consumer Duty support services



6.5% growth in software license income to £3.1m (HY21: £2.9m)

> 4.1% growth in ARPC to £7,314 (FY21: £7,026)

47 member NPS score (FY21: 43)

## DIVISIONAL HIGHLIGHTS

DISTRIBUTION SERVICES DIVISION



## INCREASED EARNINGS QUALITY

#### SCALING OF DISTRIBUTION AS A SERVICE ("DaaS")

- >30 partners converted to date, exceeding 2022 revenue conversion target
- Successful expansion of DaaS into protection market

#### DIGITISATION OF SERVICE MODEL

- 2nd phase of Partner Portal in development
  - Delivering enhanced insights for partners
- Restructuring of flagship events programme
- Meeting demand for hybrid delivery
- Protecting programme from potential future physical restrictions

#### GROWTH IN SHARE OF MORTGAGE MARKET

- Strong demand in applications with strong expected completion rate in H2\*
- Launch of Buy to Let plus, expanding presence in BTL market

\* During H1 2022 the length of time to completion has been elongated due to capacity issues throughout the property buying process chain and also the prebooking of mortgage rates for H2 remortgages.

>60% of partner revenue converted to subscription revenue (HY21: c.40%)

>170 >13,000 hybrid events delivered in HY22

bookings at our hybrid events programme in HY22

24.5% increase application volume to £14.5bn (HY21: £11.6bn) and 3.7% increase in completions

5.8% market share (FY21:5%)

## DIVISIONAL HIGHLIGHTS

FINTECH & RESEARCH DIVISION



INCREASED REVENUES driven by:	22% Increase in revenue to £9.4m (HY21: £7.8m)
SIGNIFICANT GROWTH IN FINTECH REVENUES	
<ul> <li>Platform enhancement to meet market demand in response to new regulation</li> <li>Launch of new Matrix Fair Value module</li> <li>Enhanced funds research module</li> <li>Xplan back office system integration with proprietary advice software</li> </ul>	24% growth in Fintech software revenue to <b>£4.6m</b> (HY21: £3.7m)
ACCELERATED GROWTH IN PROPRIETARY ADVICE SOFTWARE RECOMMENDATIONS <ul> <li>Following roll out of enterprise deals with Tatton and Verbatim</li> <li>Expanding data and insights footprint</li> </ul>	15% increase in HY22 Fintech recommendations to <b>&gt;£42bn</b> (HY21: >£36bn) on a 12 month rolling basis
<ul> <li>GROWTH IN PRODUCT RATINGS REVENUE</li> <li>Expansion of research and insights platform to meet market demand in response to new regulation</li> <li>Continued expansion of risk mappings and ratings service</li> </ul>	12% growth in product ratings revenue to <b>£4.2m</b> (HY21:£3.8m)

Continued expansion of investment reviews service

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## SUSTAINABLE GROWTH

## CONFIDENT OUTLOOK

## GROWTH DRIVERS

Increasing regulatory pressure driving demand across customer base

Ongoing demand for technology across customer base

Market consolidation and disaggregation driving opportunities for growth

Economic climate increasing demand for financial advice and product ratings

## VALUE CREATION

Digitisation of core platform improving margin and earnings quality

Conversion and scaling of DaaS increasing recurring revenues

Expansion of proprietary software growing revenues, and data & insights

Investment in hero brands strengthening brand equity and market position



## FINTEL – SCALABLE BUSINESS / DIGITAL TRANSFORMATION

SCALABLE DIGITAL SERVICES PLATFORM

> 10,000 financial intermediaries served

> 3,500 client firms use our Fintech



#### 75% consumer awareness of Defaqto brand

**34%** of directly authorised retail investment and mortgage firms use SimplyBiz 3 DIVERSIFIED, ENGAGED AND LOYAL CUSTOMER BASE

**6yr 5m** – average intermediary member tenure

>60% of product provider revenue on multi-year DaaS contracts

FINANCIAL AGILITY

£7.6m Net Cash

£45m RCF

CASH GENERATIVE BUSINESS MODEL

124% underlying operating cash flow conversion\*

QUALITY, RECURRING

**66% SaaS and subscription** recurring revenue in core business

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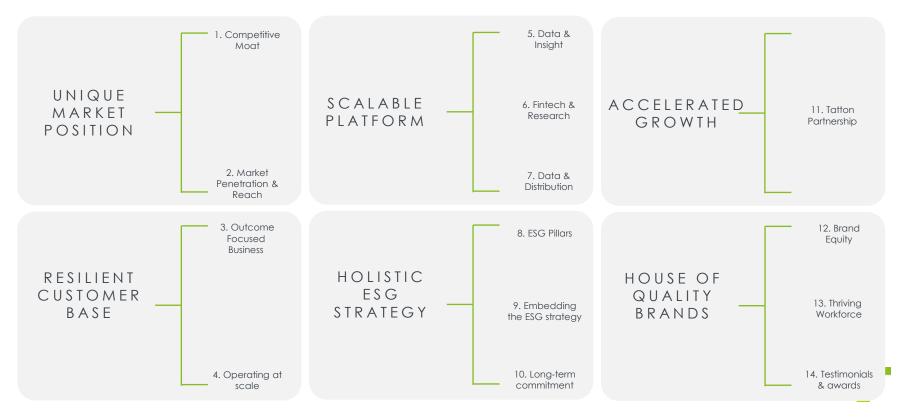
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## SUSTAINABLE GROWTH

## APPENDICES INDEX



## COMPETITIVE MOAT

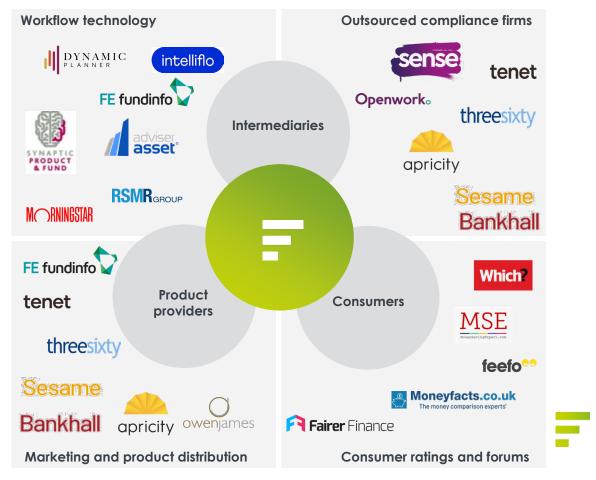
#### APPENDIX 1

#### 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



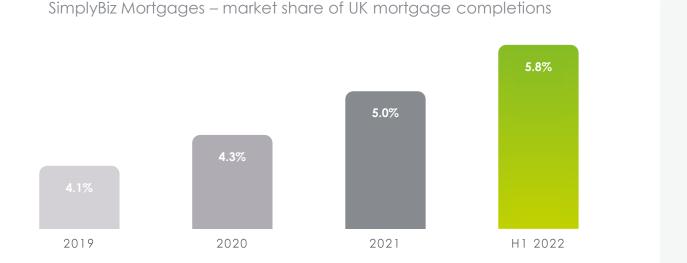


Source: FCA, The retail intermediary market (July 2022)

of directly authorised retail investment firms are SimplyBiz members

>40%

# MARKET PENETRATION – MORTGAGES



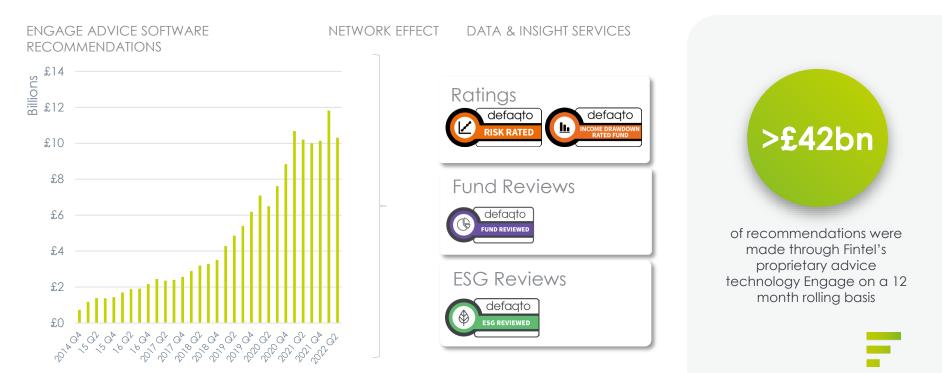


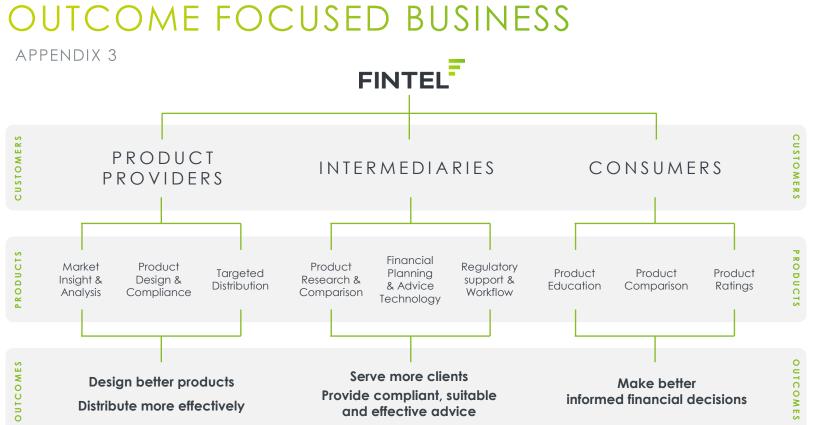
Mortgage completions volume in HY22\*

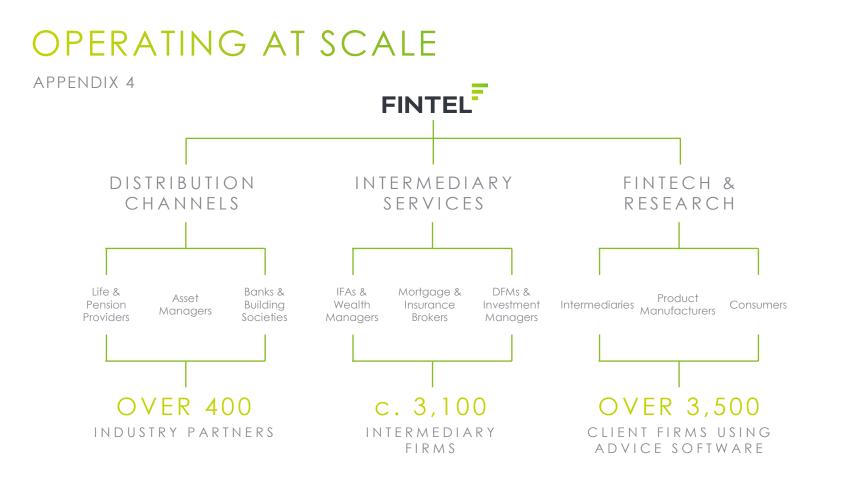
UK Finance: £145.1 bn total lending estimated for HY22 (2022 forecast = £281bn; 2021 total lending estimated = £313bn; 2020 total lending estimated = £244bn; 2019 total lending estimated = £268bn) UK Finance figures exclude product transfers. Product transfers estimated at £223bn in 2021. Market share figures exclude product transfers \*Volume of completions includes product transfers -

## MARKET REACH - FINTECH & RESEARCH

APPENDIX 2







## DATA AND INSIGHT SERVICES

APPENDIX 5 - 'ALWAYS ON' ADVISER, PRODUCT AND MARKET ANALYSIS



## FINTECH & RESEARCH SERVICES

APPENDIX 6



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

APPENDIX 7





- 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
- 60% revenue conversion achieved ahead of 2022 target



# 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

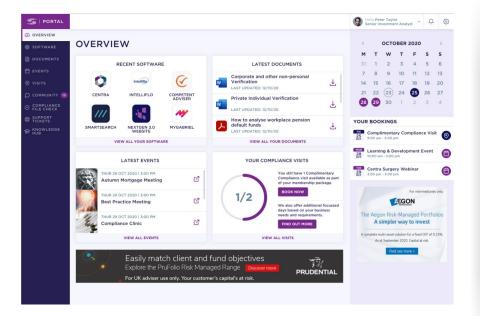




- Strategic Asset Allocation ("SAA") launched in partnership with Hymans Robertson
- Generating long term, recurring revenue via a share of product fee
- Strong pipeline of key strategic partners



## DIGITAL SERVICE PLATFORM





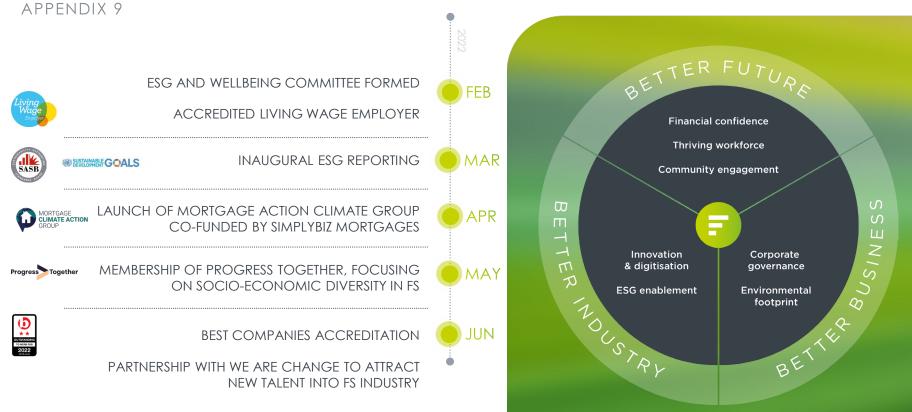
- Single point access for all services
- Self serve model
- Access to tailored data and insights
- 2021 Beta partner portal launch
- 2022 Full partner portal launch
- 2023 Member portal architecture

### HOLISTIC ESG STRATEGY





## EMBEDDING OUR ESG STRATEGY



# H2 2022 FOCUS



#### ENHANCING OUR STRONG GOVERNANCE FRAMEWROK

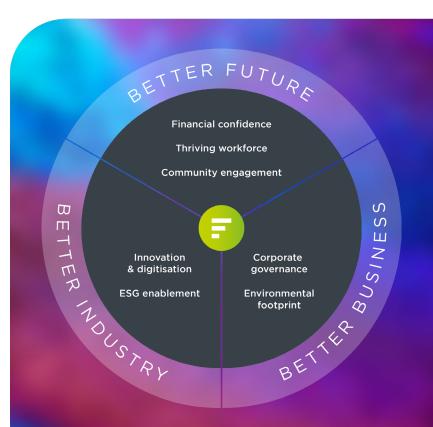
- Group wide policy review
- Enhancement of risk management framework
- Enhancement of data security and cyber risk monitoring processes

#### ALIGNING TO WIDELY RECOGNISED REPORTING FRAMWEORKS

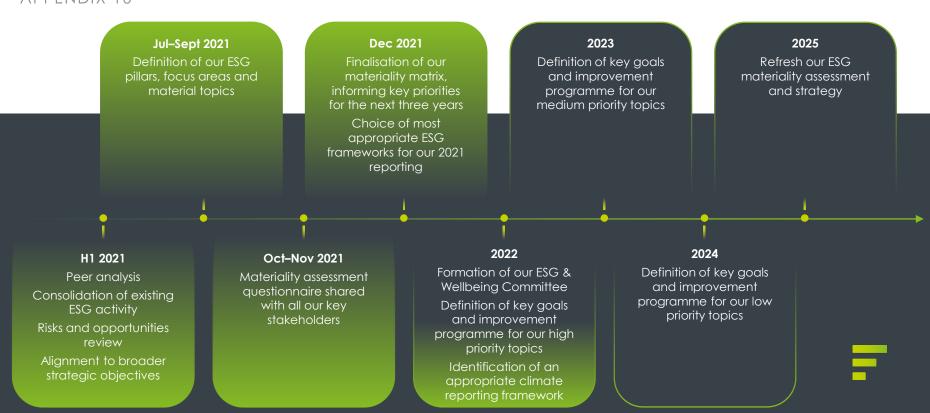
• Preparation for reporting against the TCFD framework

#### ESTABLISHING OUR BASELINE

- Expansion of diversity metrics
- Expansion of scope 3 emissions data



## ESG ROADMAP – ONGOING COMMITMENT



## STRATEGIC PARTNERSHIP - TATTON



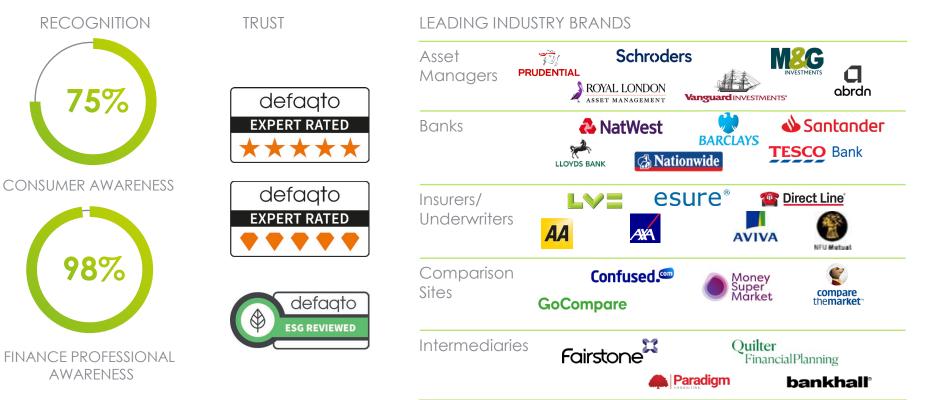
Cash generation

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



## THRIVING WORKFORCE

- Accredited "Outstanding to work for" in 2022
- Track record of recruiting and retaining talent
  - 5.9 years average staff tenure
- Focus on internal mobility and progression opportunities
  - >70% of managerial vacancies filled internally in HY22
  - 30% of roles filled internally in HY22
- c.480 staff across five office locations
- Staff skill set and experience to support continued operational leverage





## 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

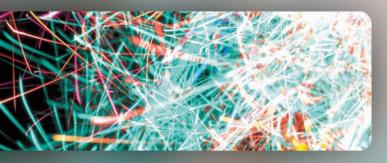




### AWARDS APPENDIX 14









### THANK YOU

