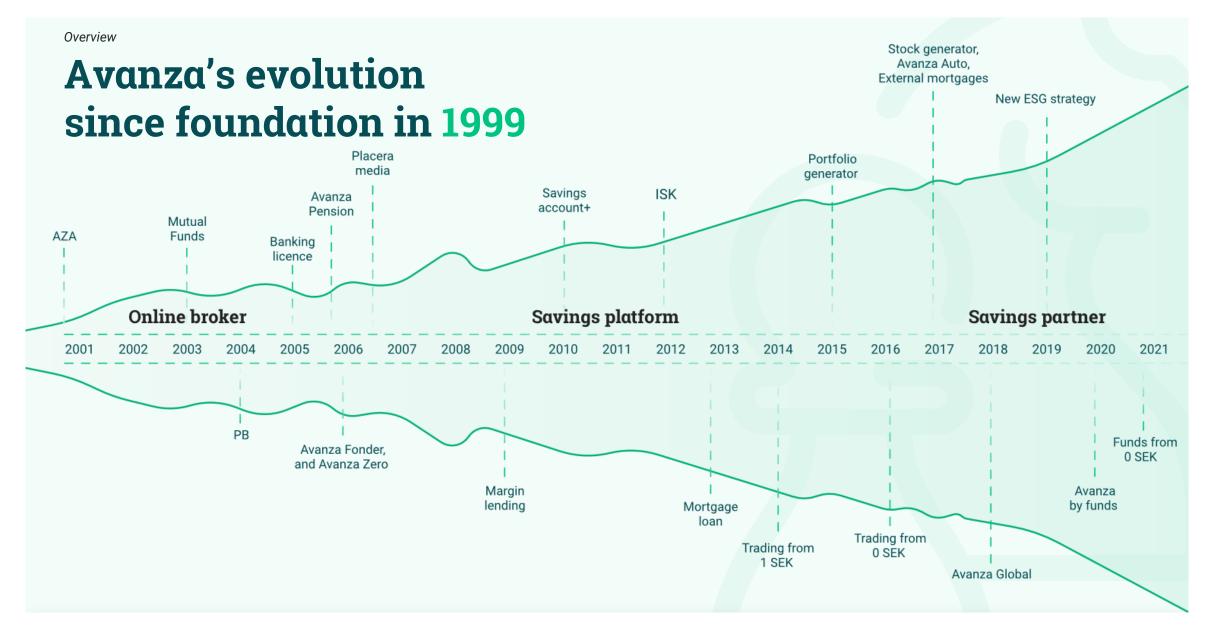
July 2021 Company presentation and investment story ♥ : a World Tech ♡ : dor ±10 52% ₿ Avanza Gla Utv. 3 månader +2,99 Utv. igår, 21 feb +0,20% Mer till dig, mindre till banken 3 år Hos oss ska dina pengar gå till dig själv, inte till onödiga avgifter. Alla som ännu inte kommit över 50 000 kr i samlat sparande 1 mån 3 mån hos oss får därför tillbaka alla fondavgifter +4,10% +10,53% och handlar aktier för 0 kr på Stockholmsbörsen. Välkommen till en bank som den borde vara. Total avgift Risknivá 0,10 % .... Kategorier Bli kund på 3 min Fler Aktiefond Branscl Redan kund? Logga in







# Sweden's leading platform for savings and investments



No. 1 long-term target to have the most satisfied savings customers in Sweden – won for the last 11 consecutive years





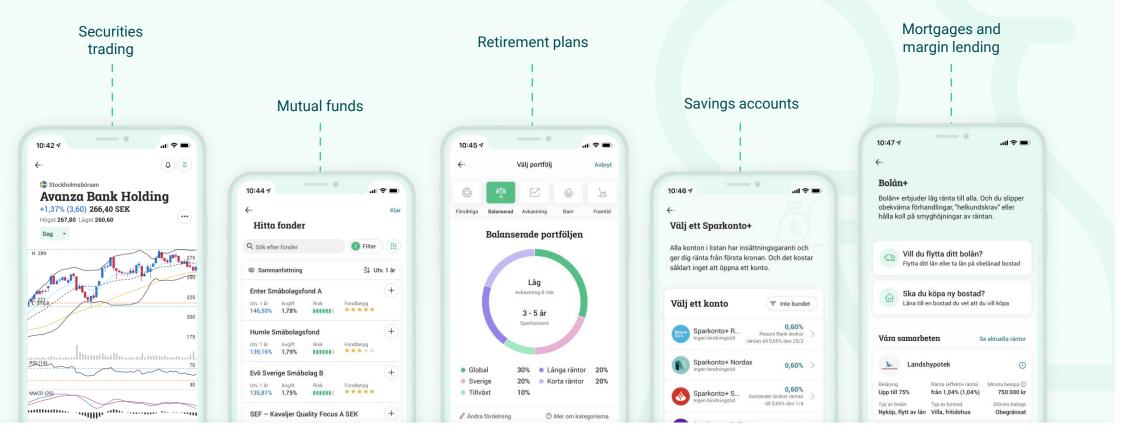
564
employees and
eNPS of

69

6.2% market share of the Swedish savings market



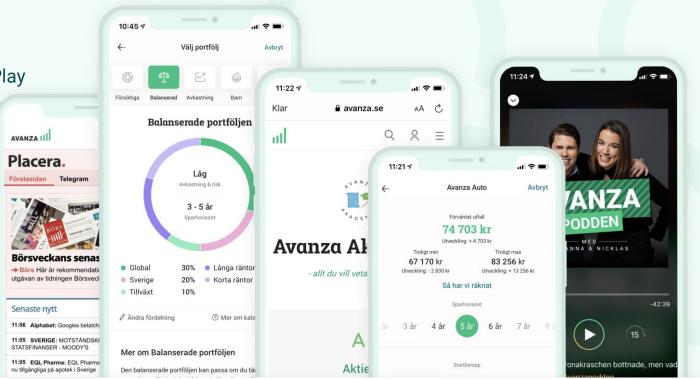
## Over 60 000 investment opportunities, together with decision-making tools, inspiration and education





## We focus on decision-making tools for our customers

- The Avanza Academy
- The Avanza blog, podcasts and Avanza Play
- Auto funds
- Portfolio generator
- Stock generator
- o Independent news site Placera





### Capital light, fee-based business model

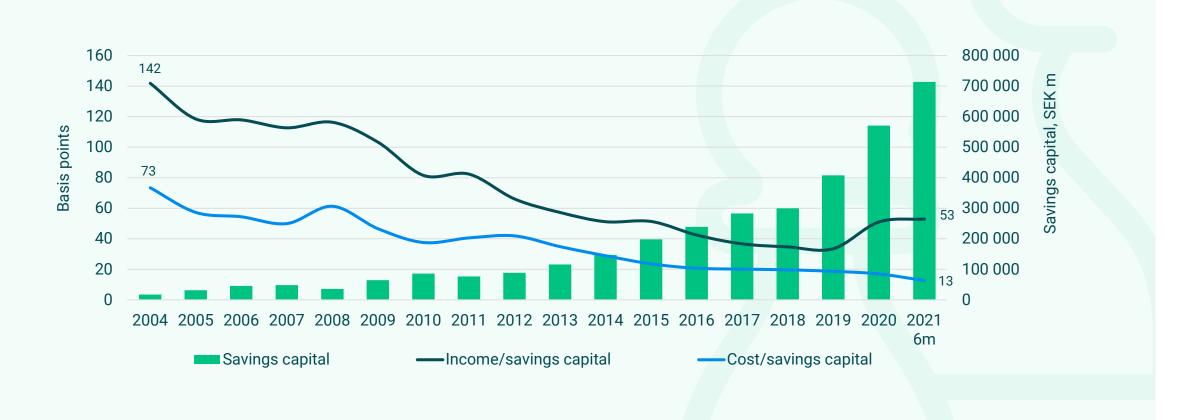
2020	% of income
Net brokerage income	47
Fund commissions, net	18
Currency-related income, net	15
Net interest income	12
Other income, net 1)	8
Total	100

- Mainly fixed costs, ~70% staff related
- High scalability
- Self-financed through shareholders' equity and customer deposits



<sup>1)</sup> Mainly income from Avanza Markets and Corporate Finance, but also compensation for distribution, advertising sales, subscriptions and customer's ad-on services.

### Business model built on scale





# A typical Avanza development team, where business and IT go hand in hand

- Full expertise for their respective domain
- Innovation, business development and maintenance are done within each team
- They define their own mission and sets their own goals, linked with the overall vision and targets

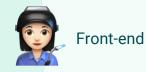


















Back-end

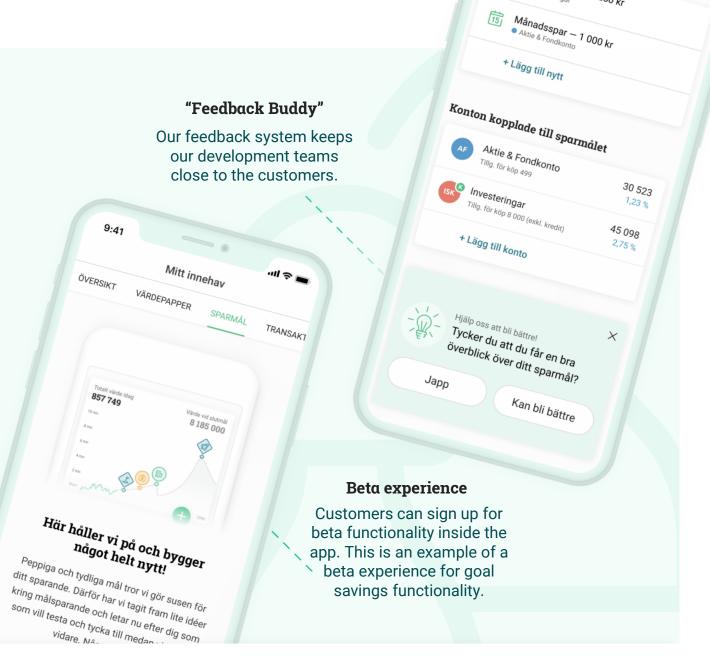
Overview

## We innovate together with our customers

Customers can sign up as test users to early releases of new functionality and provide feedback.

We meet with hundreds of customers for interviews and user tests each year.

And get, tens of thousands of twitter feedback, app reviews and customer service messages, which are also a vital part of the development feedback to the teams.



## User experience, information and tools increasingly important



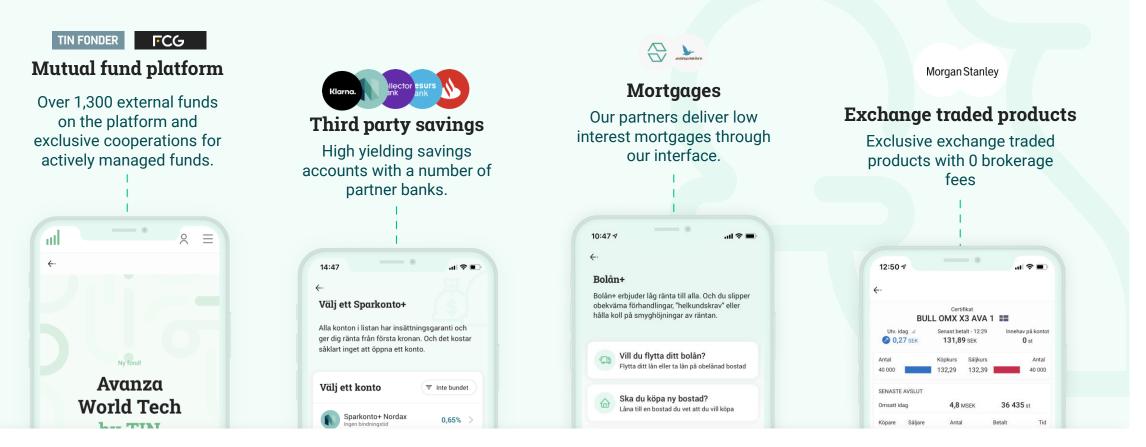




Daily active users > 500,000

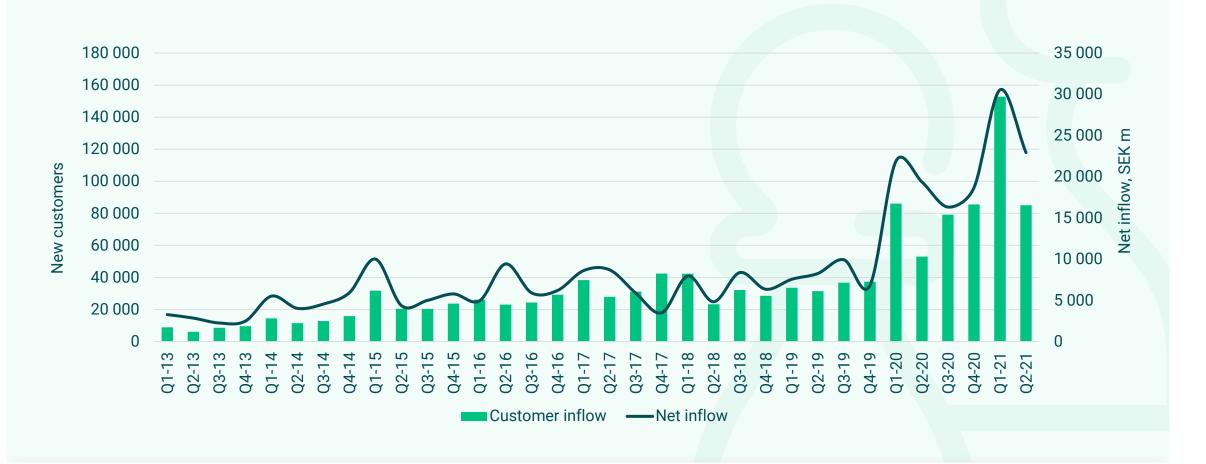


# Our superior customer experience, also makes us the perfect partner for product challengers





### **Customer growth drives net inflow**





# Market share of 19.3% rolling 12M of net savings on the Swedish savings market





## Significant growth potential with a 6.2% market share of the Swedish savings market



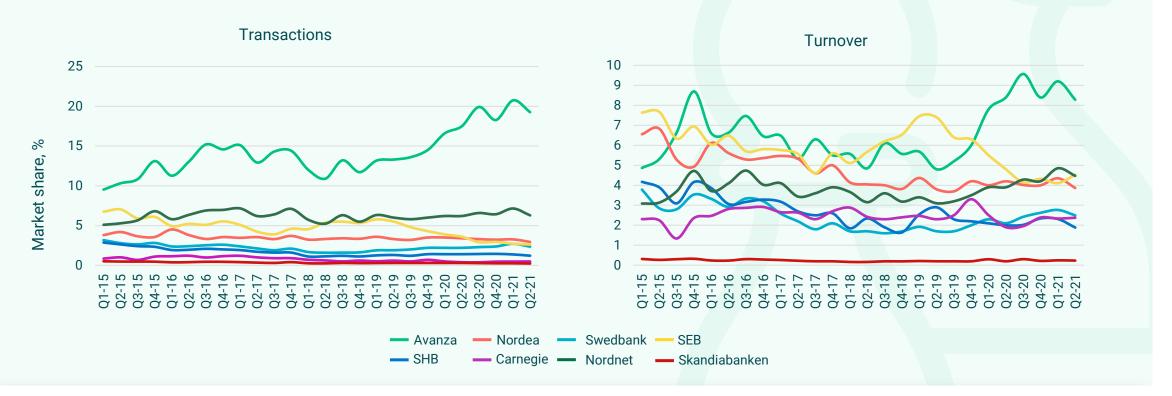
- The Swedish savings market SEK 10,464 bn
- Annual market growth of on average 8% last ten years
- An estimated 80% of the Swedish population saves in funds and around 20% own shares



<sup>1)</sup> The occupational pension market can be divided into traditional life and unit-linked insurance. Unit linked amounts for about a third, of which Avanza is active in the portion outside collectively agreed occupational pensions, which is valued at nearly SEK 820 billion.

## The largest Swedish participant in stock market transactions and turnover on Nasdaq OMX and First North

Market share of 19.3% in terms of transactions and 8.3% of turnover in Q2 2021



### Age distribution among new customers



#### **Market penetration**

- Total share of Swedish population: 11.5% as of 1 November 2020
  - o ages 20-29: 20.8%
  - o ages 30-39: 22.1%
  - o ages 40-49: 16.5%
- Highest penetration in urban areas. Stockholm region, snapshot (Women/Men) as of 1 November 2020:
  - o ages 20-29: 21%/31%
  - o ages 30-39: 24%/34%
  - o ages 40-49: 18%/27%
  - o ages 50-59: 15%/20%
  - o ages 60-69: 11%/15%

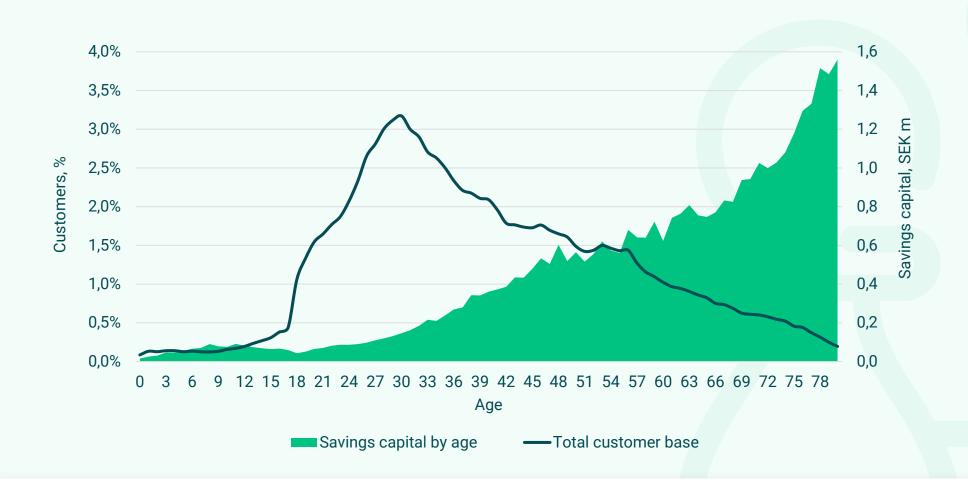


### Potential in both existing and new customers

- Increasing share of wallet in existing customer base
- Continue to attract young people and keep them happy as wealth grow by age
- The broad offering makes us relevant for a larger group of people
- Digital onboarding with BankID has removed friction to move
- Increasing digitisation and Open Banking functionality creates more awareness, simplifies self-directed financial management
- More reasons for customers to take responsibility for their own savings as public pension and welfare systems are covering fewer needs
- Growing focus on sustainable investments
- TINA in current low interest rate environment

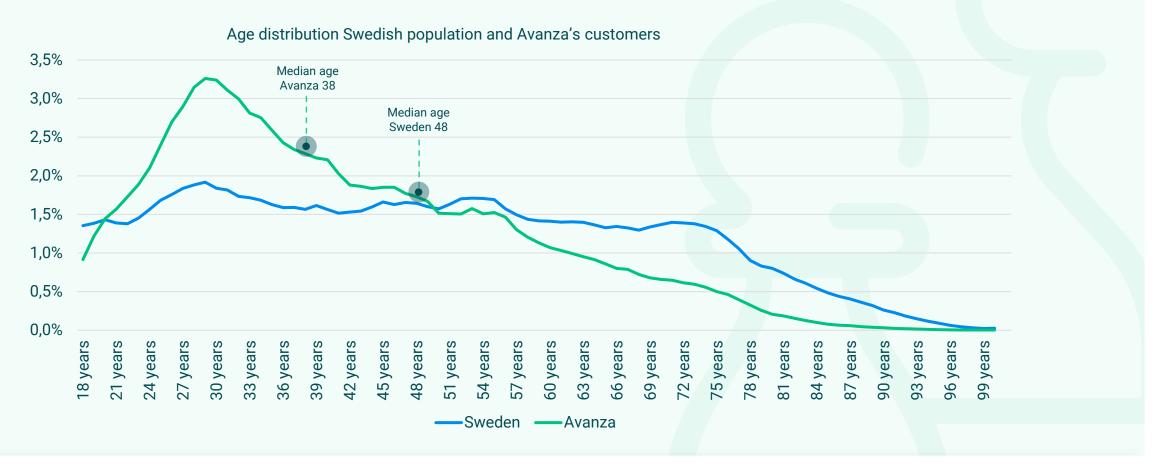


### Savings capital grow by age





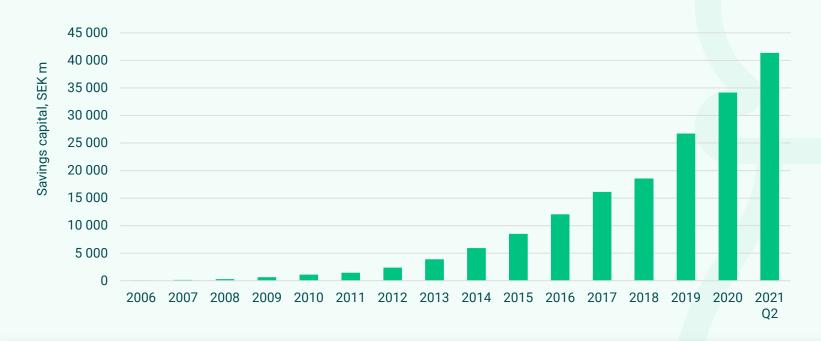
# Strong potential when wealth is transferred to the next generation





## One of the fastest growing pension companies in Sweden

- Competitiveness with no annual insurance fees and broad investment opportunities
- The strong offer an advantage when the transfer right is improved to the benefit of the consumer





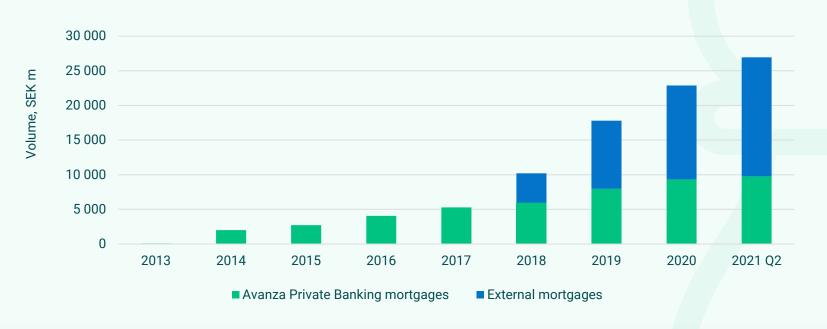
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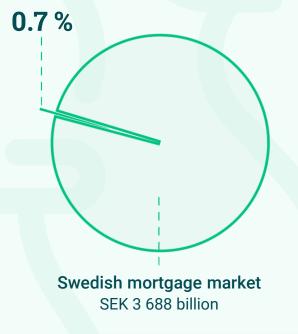


## Enable customers to apply for mortgages from various external lenders

Important part of customers economy

Frees up savings capital with other banks





# We are prepared to capture new opportunities in the world of tech...



Mortgages are signed digitally.



Customers have the right to data portability.



Credit transfers between banks are made in real-time.



Pension accounts can finally be transferred cheaply



Payment accounts can be aggregated, and payments initiated, by any interface.

#### **open**Finance

Data from all financial products can be easily shared with third parties by customer consent.



## Customer satisfaction and employee engagement create shareholder value over time

#### **Long-term targets**

- Customer satisfaction & Employee engagement
- Growth in customers and savings capital
- Profitability and effective management of the balance sheet

#### **Business model**

- More stable revenues through funds and mortgages
- High scalability
- Cost control vital (top modern IT platform)

#### **Customer proposition**

- Cheaper, better and simpler offering
- High user experience
- Broad range of product
- Information, education and decision-making tools

#### **Growth potential**

- Strong potential in existing customer base
- Young customers a potential when wealth is transferred
- $_{\circ}\;$  Public pension and welfare systems are covering fewer needs

## Employee engagement a key success factor for Avanza

#### **Long-term targets**

- Customer satisfaction keep the No 1 position
- o Continuous growth in both number of customers and volume
- o Create possibilities for continued strong innovation

Continuous growth

Customer satisfaction

Strong innovation



## **Appendix**

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## Targets and fulfillment 2020

Long-term targets	Outcome 2020	Comments
Sweden's most satisfied savers according to the Swedish Quality Index	<b>√</b>	Achieved in 2020 for the eleventh consecutive year
Engaged employees, eNPS of at least 45, raised to at least 50	69	Record-strong ambassadorship
Market share of least 15 per cent R 12M of the total net inflow to the Swedish savings market 2025	19%	Almost every fifth savings krona ends up on the Avanza platform
Market share of 7% 2025	5.8%	Well on track to achieve the target
Return on equity of 25-30%	57%	Ensures focus on profitability and effective management of the balance sheet
Dividend of at least 70%	10%	The dividend for 2020 was SEK 0.85 per share, in line with the FSA's recommendation due to the Covid-19 pandemic. The assessment is, there is still room to distribute more
Increased share of capital in sustainable investments	√	A lot of improvements done during the year to make it easier to save sustainably
Be regarded as the leading sustainable brand and the natural choice for sustainable savings	√	Regarded as the financial company in Sweden with the highest reputation (Kantar Sifo)
Increase share of new female customers to 50%	39%	Not achieved despite record high number on new female customers
Organisation with parity between women and men	47%	Measured in Group Management and among employees with personnel responsibility
Become climate positive	√	The year's emissions amounted to 263 tonnes CO2e and climate offsets for the total emissions was purchased



### Financial overview

	Q2 21	Q1 21	Δ%	Q2 20	Δ%	2021 H1	2020 H1	Δ%
Operating income, SEK m	754	957	-21	526	43	1,710	1,067	60
Operating expenses, SEK m	-216	-202	7	-185	17	-419	-364	15
Operating profit, SEK m	536	756	-29	333	61	1,292	694	86
Operating margin, %	71	79	-8	63	8	76	65	11
Income to savings capital ratio, %	0.44	0.63	-0.18	0.52	-0.08	0.53	0.52	0.00
Costs to savings capital ratio, %	0.13	0.13	-0.01	0.18	-0.06	0.13	0.18	-0.05
ROE, %	46	74	-28	56	-10	59	59	0
EPS, SEK	2.91	4.08	-29	1.83	59	6.98	3.81	83



### Long-term revenue development





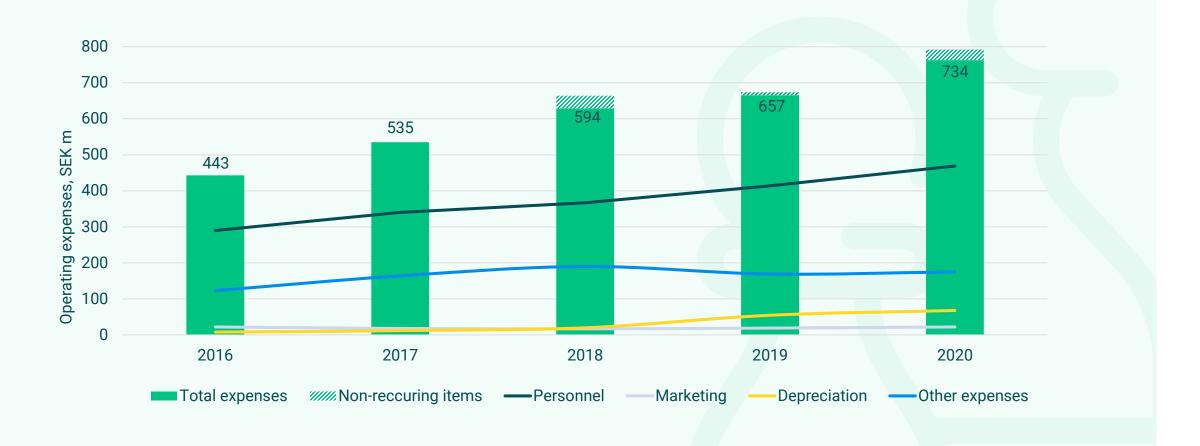
## Income split 6M 2021

	SEK m	% of income
Net brokerage income	772	45
Fund commissions, net	312	18
Currency-related income, net	376	22
Net interest income	156	9
Other income, net <sup>1)</sup>	94	5
Total	1,710	100



<sup>1)</sup> Mainly income from Avanza Markets and Corporate Finance, but also compensation for distribution, advertising sales, subscriptions and customer's ad-on services.

### Annual cost development





### **Costs 6M 2021**

	SEK m	% of total costs
Personnel	-282	67
IT systems and licenses	-48	12
External services	-47	11
Marketing	-12	3
Depreciation	-34	8
Other <sup>1)</sup>	5	-1
Total costs before credit losses	-419	100
Credit losses, net <sup>2)</sup>	1	



<sup>1)</sup> Including one-off reversed write-down of SEK 10 million.
2) Reported credit losses are attributable to calculations of expected credit losses according to IFRS9.

### Operating margin at extreme levels





### Balance sheet, 30 June 2021

Assets	SEK m	Liabilities & equity	SEK m
Lending to credit institutions <sup>1)</sup>	4,531	Deposits	48,368
Lending to the public	19,705	Liabilities in insurance operations	197,907
Bonds	24,417	Other liabilities	1,963
Assets in insurance operations	197,905	Shareholders' equity	4,119
Other assets	5,799		
Total assets	252,357	Total liabilities and shareholders' equity	252,357

<sup>1)</sup> Including balances at central banks and treasury bills eligible for refinancing.

#### **Comments**

- Mainly self-financed through shareholders' equity and customer deposits
- Surplus-liquidity of SEK 30,416m invested in covered bonds, at the Riksbank and O/N (including SEK 1,468m deposits in client fund accounts)
- The value of the insurance liabilities tracks the value of the insurance assets since the policyholders bear the direct investment risk. No products with guaranteed return is offered



# Strong capital position with additional distribution power after dividend pay-out

	30 June 2021	31 December 2020
Total capital requirement, %1)	13.0	13.1
Capital requirement buffer, %	12.0	11.3
Total capital ratio, %	25.0	24.4
Leverage ratio,% <sup>2)</sup>	4.7	4.9
Capital surplus after LR-requirement and internal buffer	0.9	1.1
Additional distribution capacity for 2020, 2.95 SEK/share, SEK m		457

<sup>1)</sup> Including external buffers and Pillar 2 requirements.



<sup>2)</sup> Requirement of 3%

