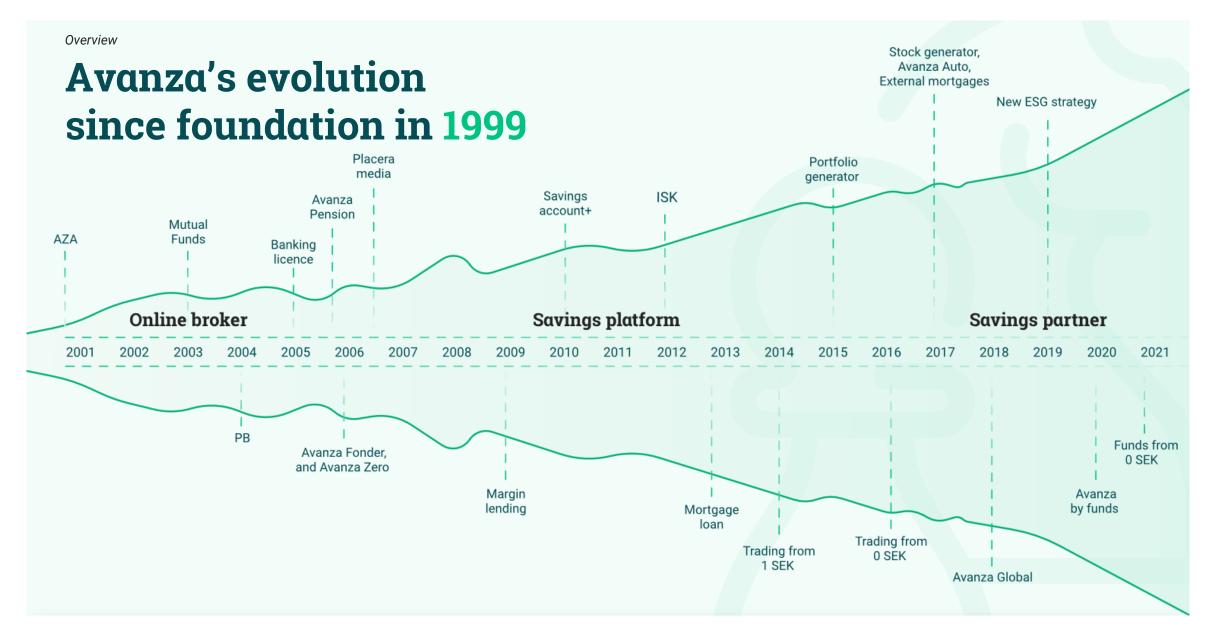
May 2022 Company presentation and investment story ♥ : a World Tech ♡ : dor ±10 52% ₿ Avanza Gla Utv. 3 månader +2,99 Utv. igår, 21 feb +0,20% Mer till dig, mindre till banken 3 år Hos oss ska dina pengar gå till dig själv, inte till onödiga avgifter. Alla som ännu inte kommit över 50 000 kr i samlat 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 12 consecutive years





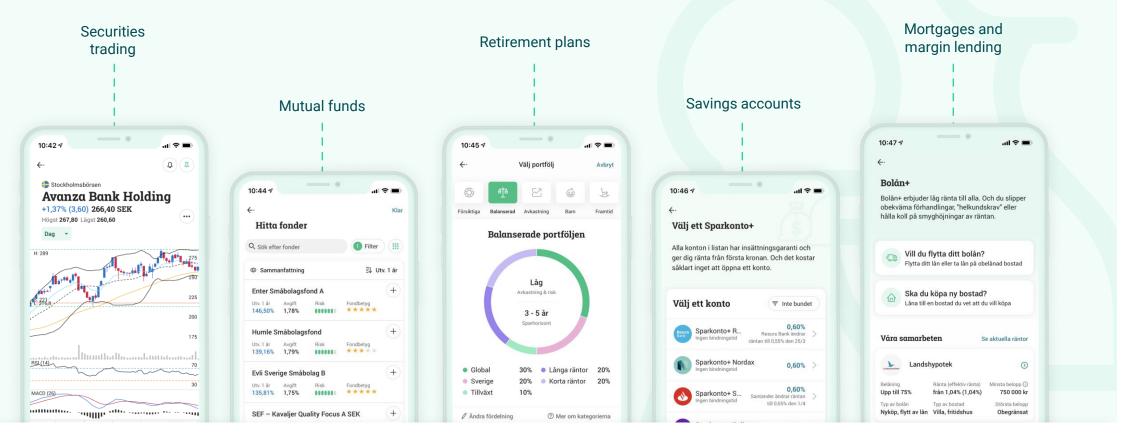
598
employees and
eNPS of

**67** 

6.7% market share of the Swedish savings market



# Over 70 000 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

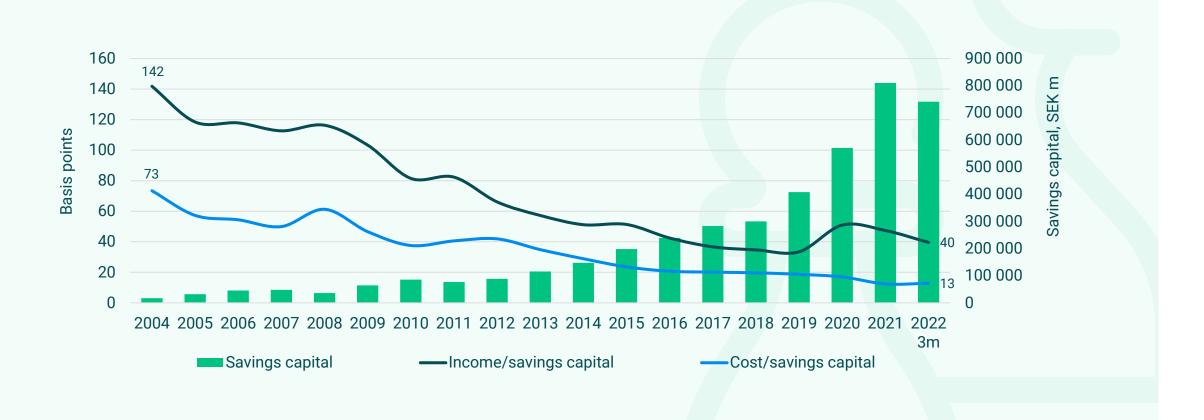
2021	% of income
Net brokerage income	44
Fund commissions, net	20
Currency-related income, net	19
Net interest income	10
Other income, net 1)	7

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

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



### Business model built on scale





Overview We focus on what's best What? for the customer How? Why? The best tool to help you successfully manage your finances Cheaper, Better, Simpler Create a better future for millions of people

# 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

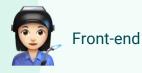


















Back-end

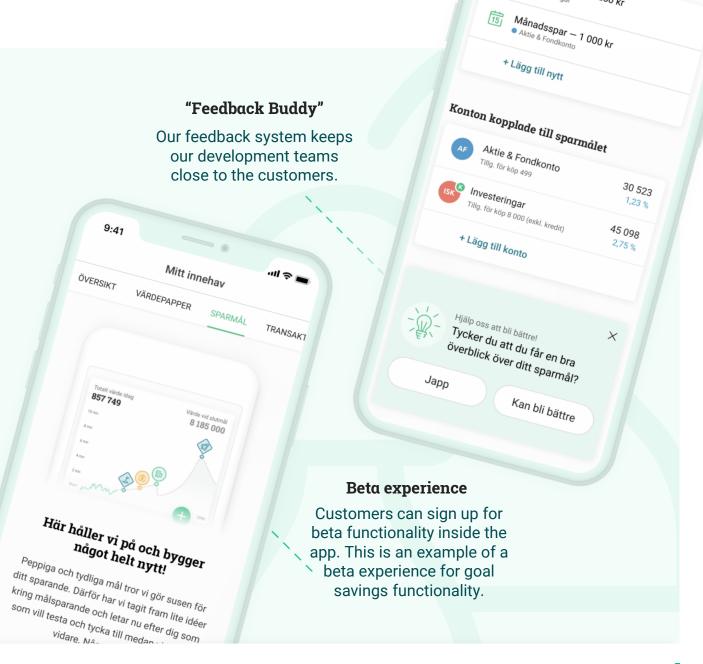
Overview

## 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





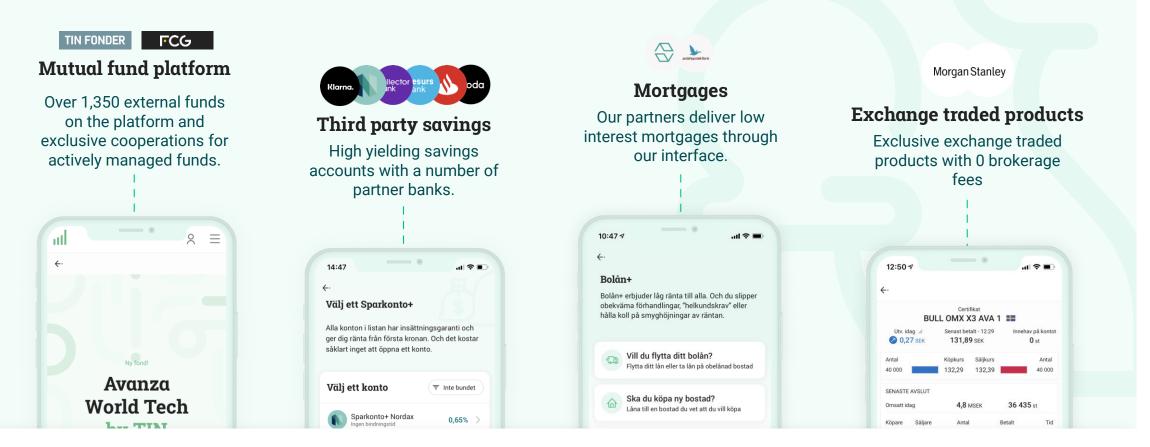


Daily active users ~ 500,000

Churn, % 1.9

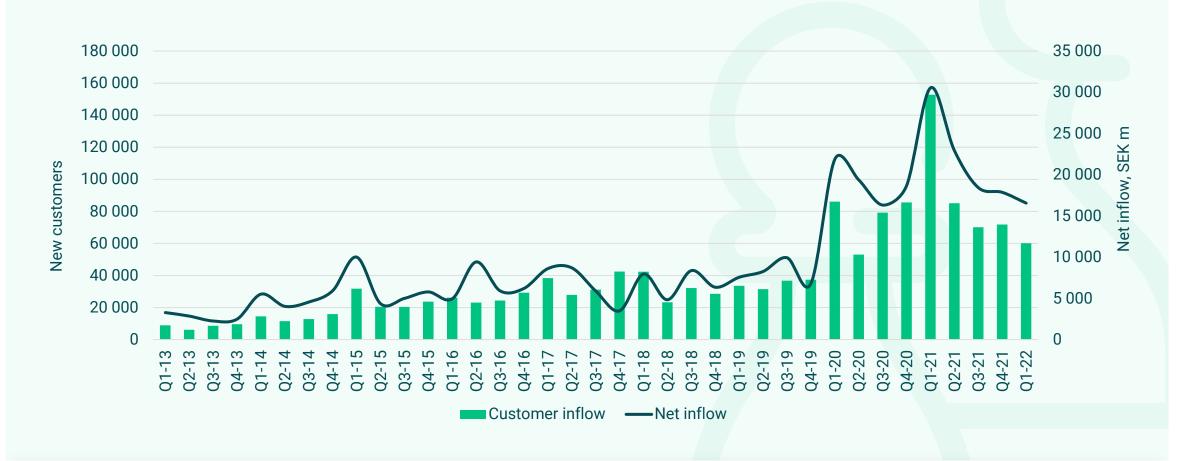


# Our superior customer experience, also makes us the perfect partner for product challengers



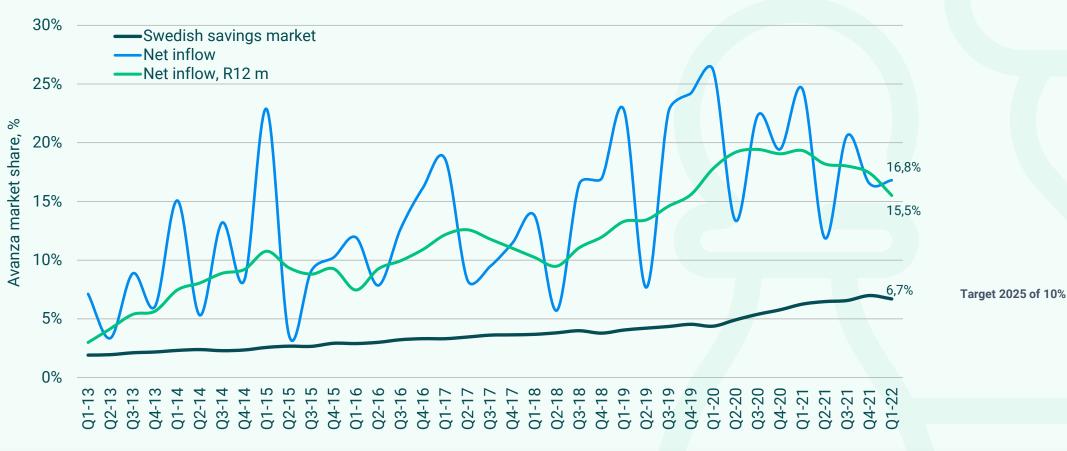


### **Customer growth drives net inflow**



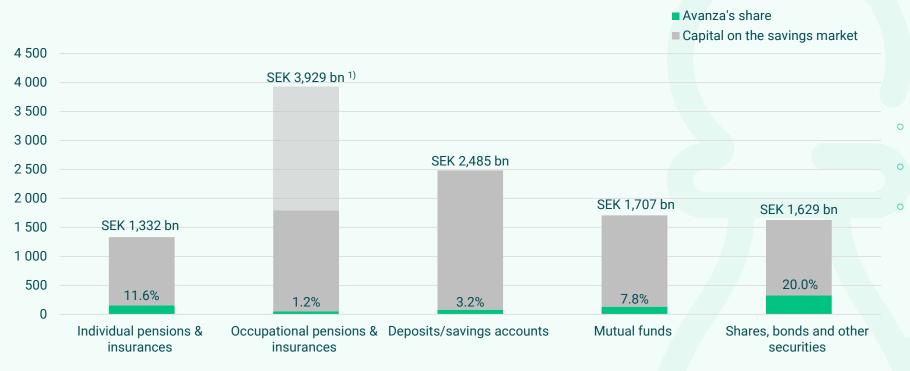


# Market share of 15.5% rolling 12M of net savings on the Swedish savings market





## Significant growth potential with a 6.7% market share of the Swedish savings market



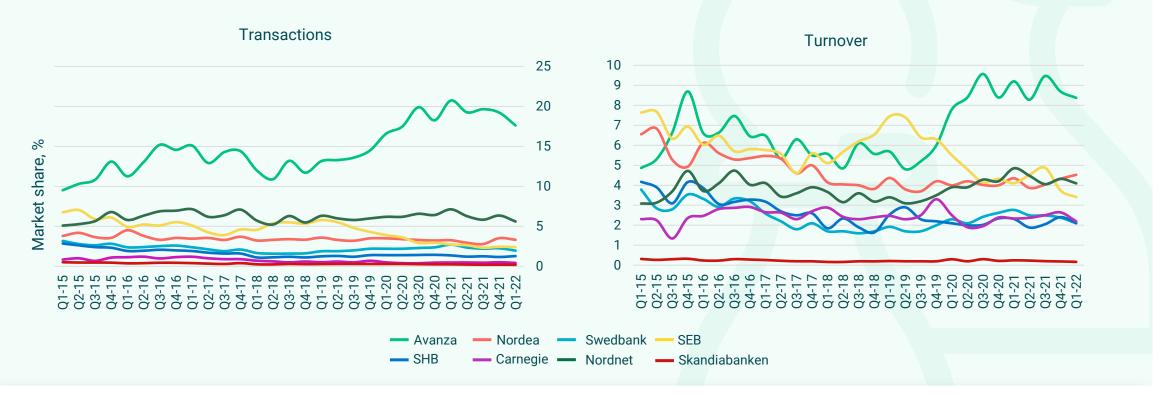
- The Swedish savings market SEK 11,100 bn
- Annual market growth of on average 8% last ten years
- An estimated 80% of the Swedish population saves in funds and around 20% own shares



<sup>1)</sup> The occupational pension market can be divided into traditional life and unit-linked insurance. Unit linked amounts for close to 40 per cent, of which Avanza is active in the portion outside collectively agreed occupational pensions, which at the end of 2020 was valued at nearly SEK 890 billion.

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

Market share of 17.6% in terms of transactions and 8.4% of turnover in Q1 2022



### Age distribution among new customers



#### **Market penetration**

- Total share of Swedish population: 15.4% as of 1 November 2021
  - o ages 20-29: 29.9%
  - o ages 30-39: 28.8%
  - o ages 40-49: 21.4%
- Highest penetration in urban areas. Stockholm region, snapshot (Women/Men) as of 1 November 2021:
  - o ages 20-29: 29%/41%
  - o ages 30-39: 30%/42%
  - o ages 40-49: 23%/33%
  - o ages 50-59: 19%/25%
  - o ages 60-69: 14%/18%



### Potential in both existing and new customers

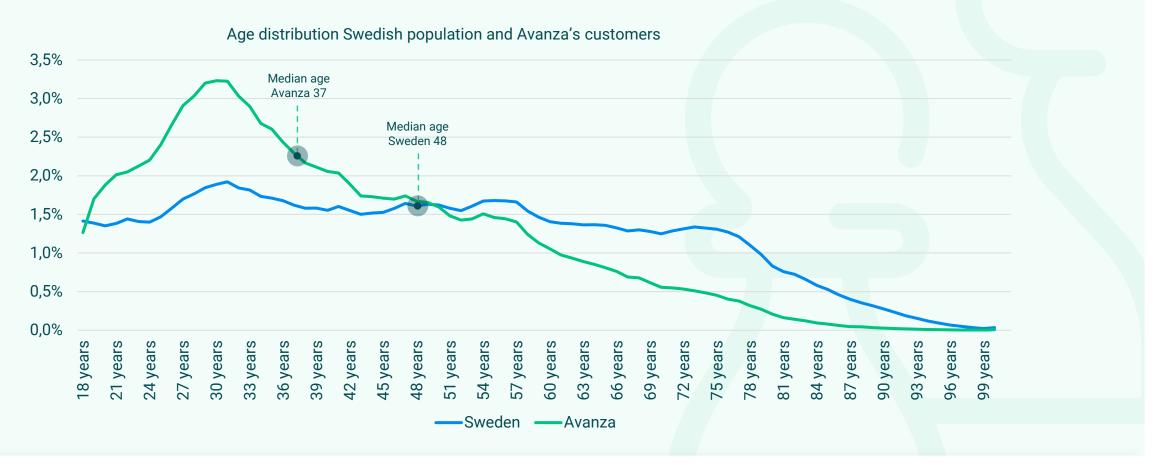
- Increasing share of wallet in existing customer base
- Continue to attract young people and keep them happy as wealth grow by age
- The broad offering makes us relevant for a larger group of people
- Digital onboarding with BankID has removed friction to move
- Increasing digitisation and Open Banking 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





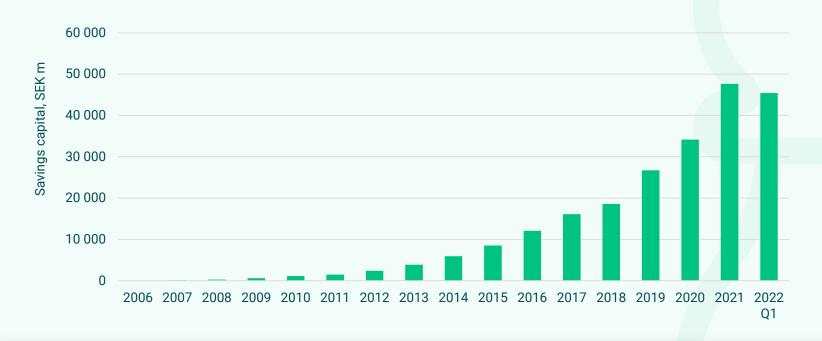
# Strong potential when wealth is transferred to the next generation





## 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





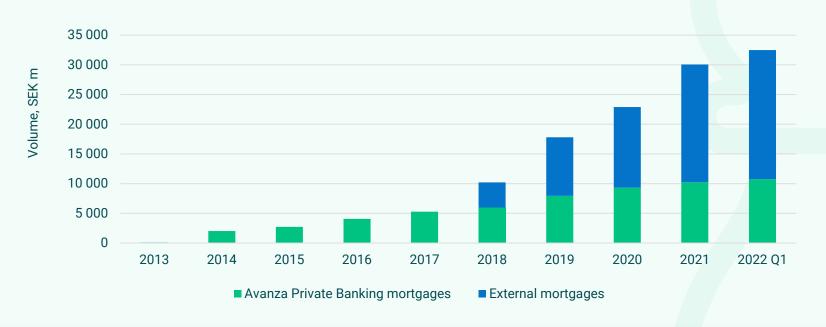
<sup>1)</sup> The occupational pension market can be divided into traditional life and unit-linked insurance. Unit linked amounts for close to 40 per cent, of which Avanza is active in the portion outside collectively agreed occupational pensions, which at the end of 2020 was valued at nearly SEK 890 billion.

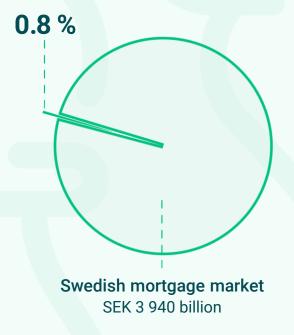


## Enable customers to apply for mortgages from various external lenders

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
- 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**

Operations	27-29
Financials	30-35
Balance sheet data	36-37
Contact details	38



### Targets and fulfillment 2021

Long-term targets	Outcome	Comments
Sweden's most satisfied savers according to the Swedish Quality Index	√	Achieved in 2021 for the twelfth consecutive year
Engaged employees, eNPS of at least 50	67	Very strong ambassadorship
Market share of least 15 per cent R 12M of the total net inflow to the Swedish savings market 2025	17.4%	Almost every fifth savings krona ended up on the Avanza platform
Market share of nearly 7% 2025	7.0%	Target achieved already in 2021
Return on equity of 25-30%	50%	Ensures focus on profitability and effective management of the balance sheet
Dividend of at least 70%	70%	Proposed dividend for 2021 of SEK 9.20 per share
Increased share of capital in sustainable investments	√	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%	41%	Not achieved despite record high number on new female customers
Organisation with parity between women and men	46%	Measured in Group Management and among employees with personnel responsibility
Become climate positive		The year's emissions is presented in the Annual and Sustainability Report for 2021

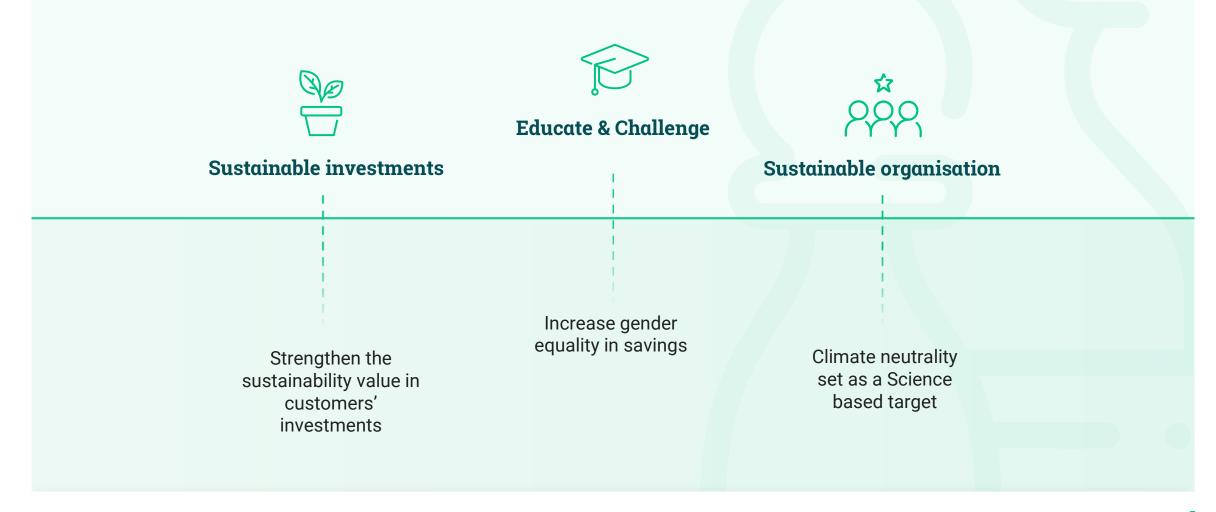


### Updated long-term financial targets for 2025

- Customer satisfaction and employee engagement targets remain unchanged
- Market share of 10% of the Swedish savings market at the end of 2025
- Costs to savings capital ratio of maximum 12 bps over time
- Return on equity of at least 35%
- Dividend of 70% of net profit, taking into account the leverage ratio requirement



### Updated sustainability targets for 2025

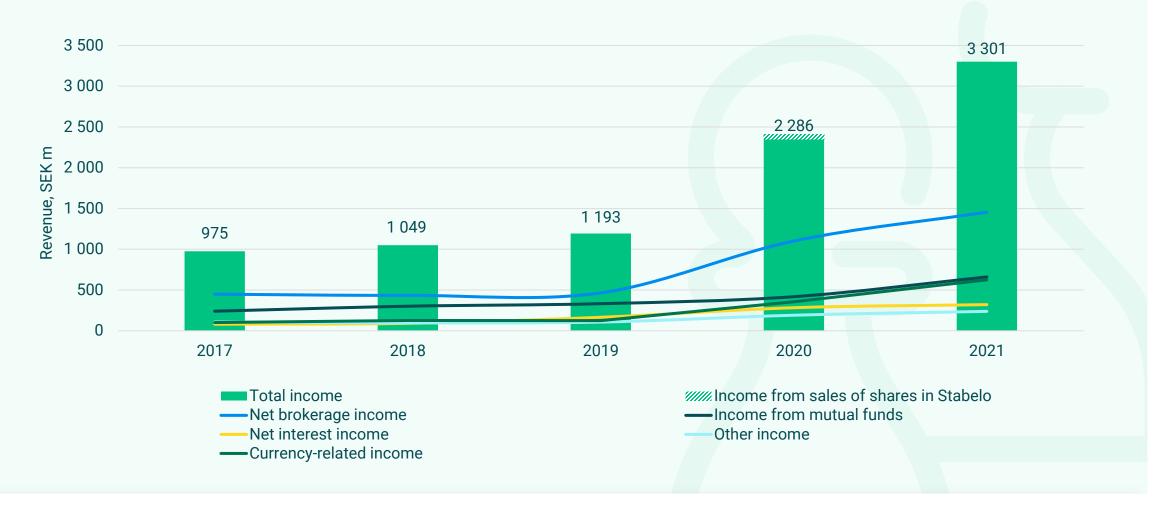


### Financial overview

	Q1 22	Q4 21	Δ%	Q1 21	Δ%	2021	2020	Δ%
Operating income, SEK m	768	824	-7	957	-20	3,301	2,349	41
Operating expenses, SEK m	-249	-253	-2	-202	23	-864	-763	13
Operating profit, SEK m	521	571	-9	756	-31	2,437	1,576	55
Operating margin, %	68	69	-1	79	-11	74	67	7
Income to savings capital ratio, %	0.40	0.43	-0.03	0.63	-0.23	0.47	0.51	-0.04
Costs to savings capital ratio, %	0.13	0.13	0.00	0.13	0.00	0.12	0.17	-0.04
ROE, %	36	41	-5	74	-38	50	57	-6
EPS, SEK	2.85	3.11	-8	4.08	-30	13.19	8.66	52



### Long-term revenue development





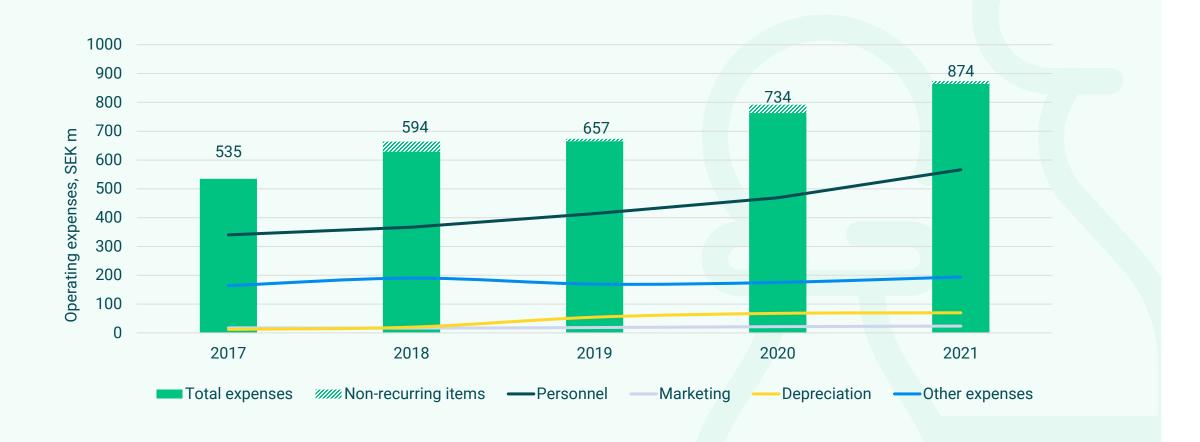
### Income split 3M 2022

	SEK m	% of income
Net brokerage income	328	43
Fund commissions, net	157	20
Currency-related income, net	133	17
Net interest income	83	11
Other income, net <sup>1)</sup>	66	9
Total	768	100



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

### Annual cost development





### **Costs 3M 2022**

	SEK m	% of total costs
Personnel	-159	64
IT systems and licenses	-31	13
External services	-19	8
Marketing	-9	4
Depreciation	-18	7
Other	-13	5
Total costs before credit losses	-249	100
Credit losses, net <sup>1)</sup>	2	

<sup>1)</sup> Reported credit losses are attributable to calculations of expected credit losses according to IFRS9.



### Operating margin at extreme levels





### Balance sheet, 31 March 2022

Assets	SEK m	Liabilities & equity	SEK m
Lending to credit institutions <sup>1)</sup>	7,856	Deposits	57,602
Lending to the public	22,422	Liabilities in insurance operations	203,694
Bonds	29,076	Other liabilities	2,397
Assets in insurance operations	203,692	Shareholders' equity	5,099
Other assets	5,747		
Total assets	268,792	Total liabilities and shareholders' equity	268,792

<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 38,528m invested in covered bonds, at the Riksbank and O/N (including SEK 1,596m 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

	31 March 2022	31 December 2021
Total capital requirement, %1)	12.5	12.6
Capital surplus, %	10.6	11.4
Total capital ratio, %	23.1	24.0
Leverage ratio,% <sup>2)</sup>	4.5	4.8
Capital surplus after LR-requirement and internal buffer	0.7	1.0



Including external buffers and Pillar 2 requirements.
 Requirement of 3%.

