


# Inte credit

Inte credit  
  
100 Intecredits

  
THE  
BEST  
company



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# Presenting



## Tarmo Sild

Chief Executive Officer

- Co-founder of luteCredit
- After graduating high school with gold medal in 1994, tossed the coin, whether to study economics or law. Tarmo holds a Master's degree with distinction in Law from Vrije Universiteit Brussels while BA degree was obtained in University of Tartu after one year of studies in University of Helsinki
- Tarmo started his professional career as attorney in 1999 and was founding partner and manager of LEXTAL Law Firm until 2010
- Co-founded luteCredit with Allar Niinepuu in 2008, after a late-night discussion with an inspirational Estonian banker



## Kristel Kurvits

Chief Financial Officer

- Kristel has been building luteCredit since 2017
- Kristel holds a Master's degree in Financial Management from Estonian Business School
- Since 2000 she has served as Chief Financial Officer for MTÜ Estonian Banking Association
- Has performed as chief accountant of Ektornet Land Estonia OÜ, the SPV of Swedbank Group to deal with the high risk exposures in 2008 financial crisis) and financial reporting of the group companies
- Kristel started her professional career at Hansa Leasing Inkasso OÜ (part of Hansapanga Group)



## Goksu Tugay

Chief Customer Experience Officer

- Joined lute in 2020
- More than 20 years of experience in customer experience, CRM, and project management, amongst others she was in charge of the customer experience management at Hepsiburada-the largest e-commerce platform in Trkiye and managed Customer Experience and CRM teams in one of the leading banks of Europe - Garanti BBVA
- Goksu graduated from Middle East Technical University with Management degree and holds an MBA and MS MIS degree from University of Illinois at Chicago

# Group Highlights

without effects of bank acquisition



## Total Customer Pool



**~857,000+**  
5.7% vs. YE21

## Net Loan Portfolio



**145.4 EURm**  
+38.0% vs. YE21

## Total Income



**72.5 EURm**  
+18.4% vs. 12M21

## Adj. EBITDA



**28.6 EURm**  
+25.1% vs. 12M21

## Customer Performance Index (CPI)



**90.4%**  
vs. 86.7% 12M21

## NPLs in Net Portfolio



**9.4%**  
vs. 11.3% YE21

- Moldovan bank management integrated into Iute, administration by National Bank of Moldova completed.
- IuteCredit loan value streams switched to single New Core IT platform.
- Energbank being prepared for deployment of new technologies, organizational model and business processes.
- Increasing use of MyIute app drives wallet revenues - 477 thousand downloads (YE21: 181 thousand).
- Loan payouts increased 30.1% to 218.8 EURm (12M21: 167.0 EURm)

# OPERATIONAL FOOTPRINT

- Geographical and product diversification



## Non-bank

\*As of FY2022

### Moldova



Launched in August 2008  
Loans issued 80.1 EURm  
Net loan portfolio 52.3 EURm

Total income 26.3 EURm  
EBITDA 15.2 EURm  
Impairments 4.5 EURm

### Albania



Launched in April 2015  
Loans issued 80.7 EURm  
Net loan portfolio 56.6 EURm

Total income 28.5 EURm  
EBITDA 15.9 EURm  
Impairments 6.4 EURm

### North Macedonia



Launched in September 2017  
Loans issued 40.8 EURm  
Net loan portfolio 27.6 EURm

Total income 14.8 EURm  
EBITDA 7.3 EURm  
Impairments 4.7 EURm

### Bulgaria



Launched in June 2021  
Loans issued 10.4 EURm  
Net loan portfolio 4.7 EURm

Total income 1.7 EURm  
EBITDA -1.7 EURm  
Impairments 1.8 EURm

### Bosnia and Herzegovina



Launched in May 2019  
Loans issued 6.9 EURm  
Net loan portfolio 4.3 EURm

Total income 1.1 EURm  
EBITDA -1.6 EURm  
Impairments 1.0 EURm

## Bank

\*As of FY2022

### Moldova

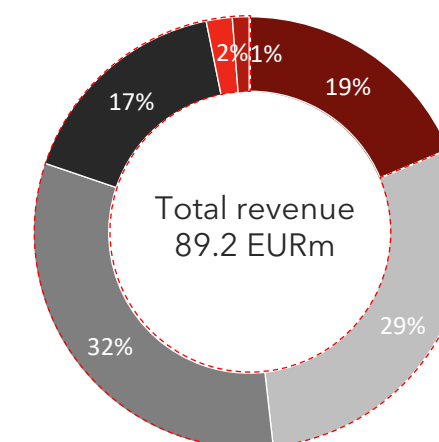
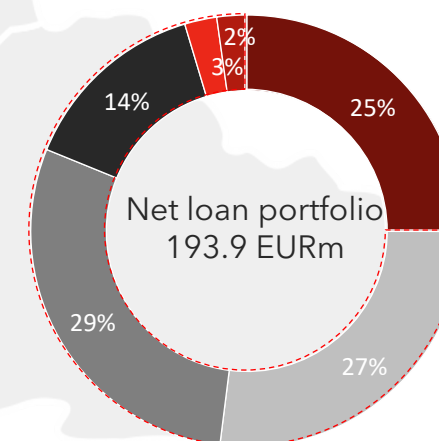


Acquired in 2022  
Loans issued 43.1 EURm  
Net loan portfolio 48.5 EURm

Total income 16.7 EURm  
EBITDA 8.0 EURm  
Impairments 0.8 EURm

## Portfolio balance

\*As of FY2022



- Energbank
- ICE Moldova
- ICE Albania
- ICE North Macedonia
- ICE Bulgaria
- ICE Bosnia and Herzegovina

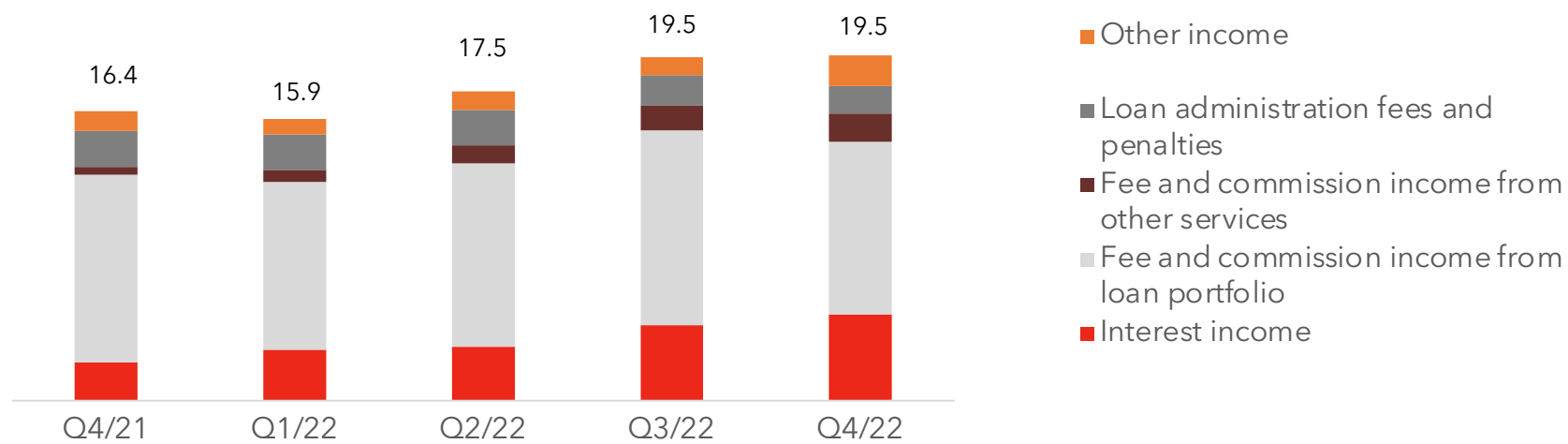
- Energbank
- ICE Moldova
- ICE Albania
- ICE North Macedonia
- ICE Bulgaria
- ICE Bosnia and Herzegovina

# Operating Highlights

without effects of bank acquisition

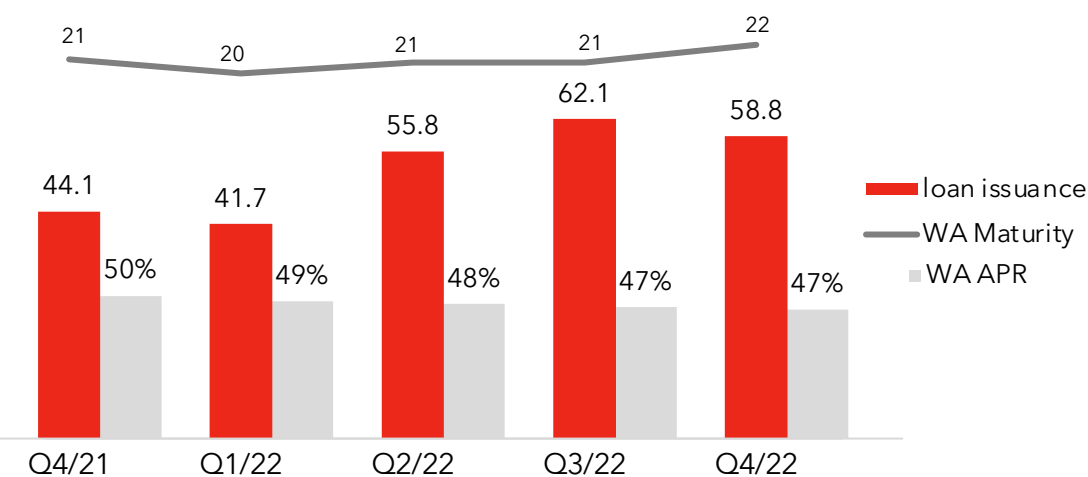


Total income (EURm)

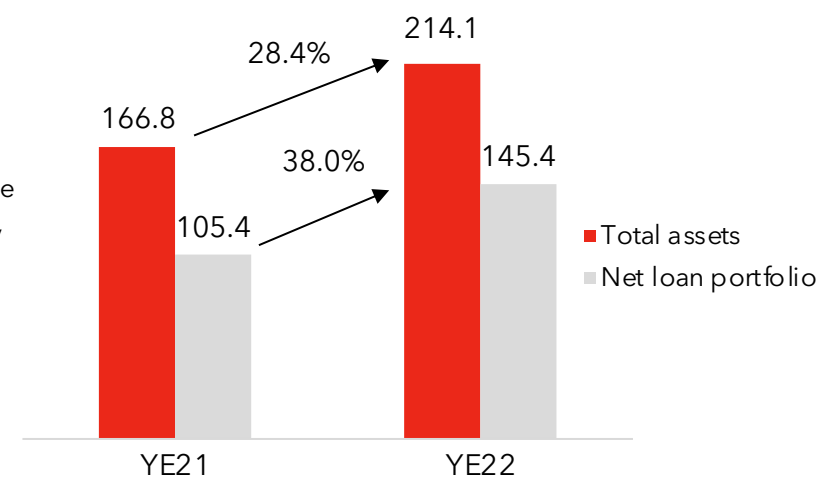


- Total income up 18.4% to 72.5 EURm in 12M22 with effect from sale of defaulted portfolio of 1.3 EURm and extraordinary income from debt collection companies of 3.1 EURm
- Loan payouts increase by 30.1% to 218.8 EURm (12M/21: 167.0 EURm) translating to a net loan expansion to 145.4 EURm
- WA APR of new loan issuances at 47% with loan maturity stable at 22 months
- Mylute App downloaded by more than 477 thousand customers as of Q4/22

Loans issued (EURm)



Total assets (EURm)



# Energbank at a Glance



- Energbank SA is an universal commercial bank. Listed on the Moldova Stock Exchange (ISIN: MD14ENER1001)
- Operating for 25 years with total assets of 140 EURm as of 2022
- Iute Group bought 95.88 % of the Energbank's shares
- Focus on the transformation of the bank: aligning it with Iute Group standards, digitalization of the bank's services and products for retail customers and SMEs

## Products and Services

Energbank SA is engaged in financial service activities and monetary intermediation. It provides products and services to:

### Individual customers:

- loans, including consumer and mortgage loans;
- credit and debit cards;
- deposits;
- current and saving accounts;
- money transfers (Money Gram);
- currency exchange;
- online banking
- wallet

### Small and medium enterprises:

- loans;
- deposits;
- debit and credit cards;
- current and saving accounts;
- money transfer;
- online banking

Energbank financials in EURm	FY21	FY22
Revenue	11.5	16.7
EBITDA	4.6	5.3
EBT	2.8	5.5
Net profit	2.4	4.9
Net loan portfolio	46.9	48.5
Equity	34.1	46.8
Net borrowings	41.2	63.8
Total asset	147.7	139.6



**~72,000**  
Customers



**EUR 48.5m+**  
Net loan portfolio



**483**  
Employees



**2.59%**  
Net portfolio NPLs



**EUR 4.9m+**  
Net profit



**39**  
Branches

# Loan Repayment Behaviour

without effects of bank acquisition



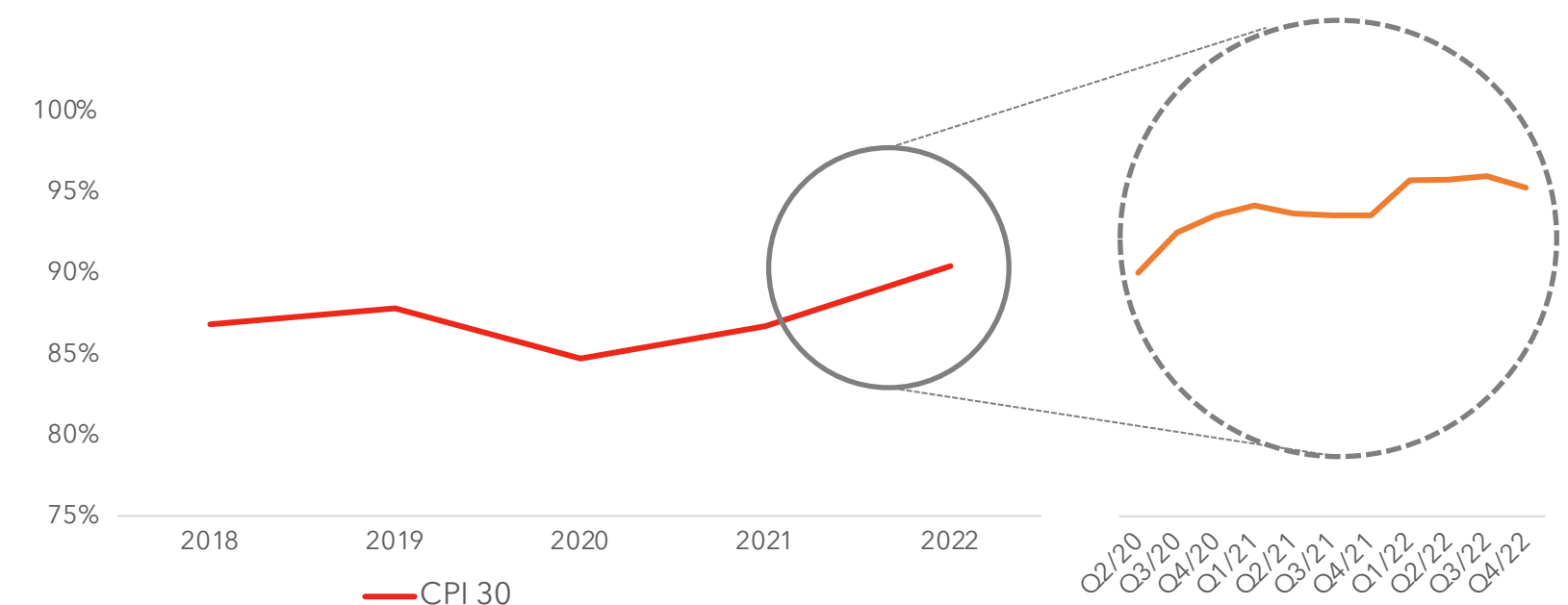
## Customer Performance Index

- **Customer Performance Index (CPI)** is a unique index developed by luteCredit:

$$\text{CPI} = \frac{\text{Actual Monthly Repayments}}{\text{Expected Monthly Repayments}}$$

- CPI measures customers' actual repayments against the scheduled monthly expectations, within a tolerance period for repayment delay.
- Repayment with up to 30 days of delay (CPI30) is considered normal. luteCredit declares a loan defaulted (and recognizes it as NPL) when repayment is delayed for at least 50 days (DPD+50).
- luteCredit considers CPI the most important metric for loan portfolio performance. It's a cashflow-centric indicator that avoids illusions from evergreening or inadequate provisioning.
- The methodology will also be applied to Energbank in the future.

## Evolution of Customer Performance Index (CPI 30)



- luteCredit weighted average CPI30 across loan products and markets in FY22 at 90.4% (FY21: 86.7%)
- Considerable increase in loan portfolio performance attributable to strategical objective to raise CPI level above 90%, in conjunction with increasing average loan amount and loan period. Moreover, implementation of New Core technology contributed to improvement of loan portfolio quality.



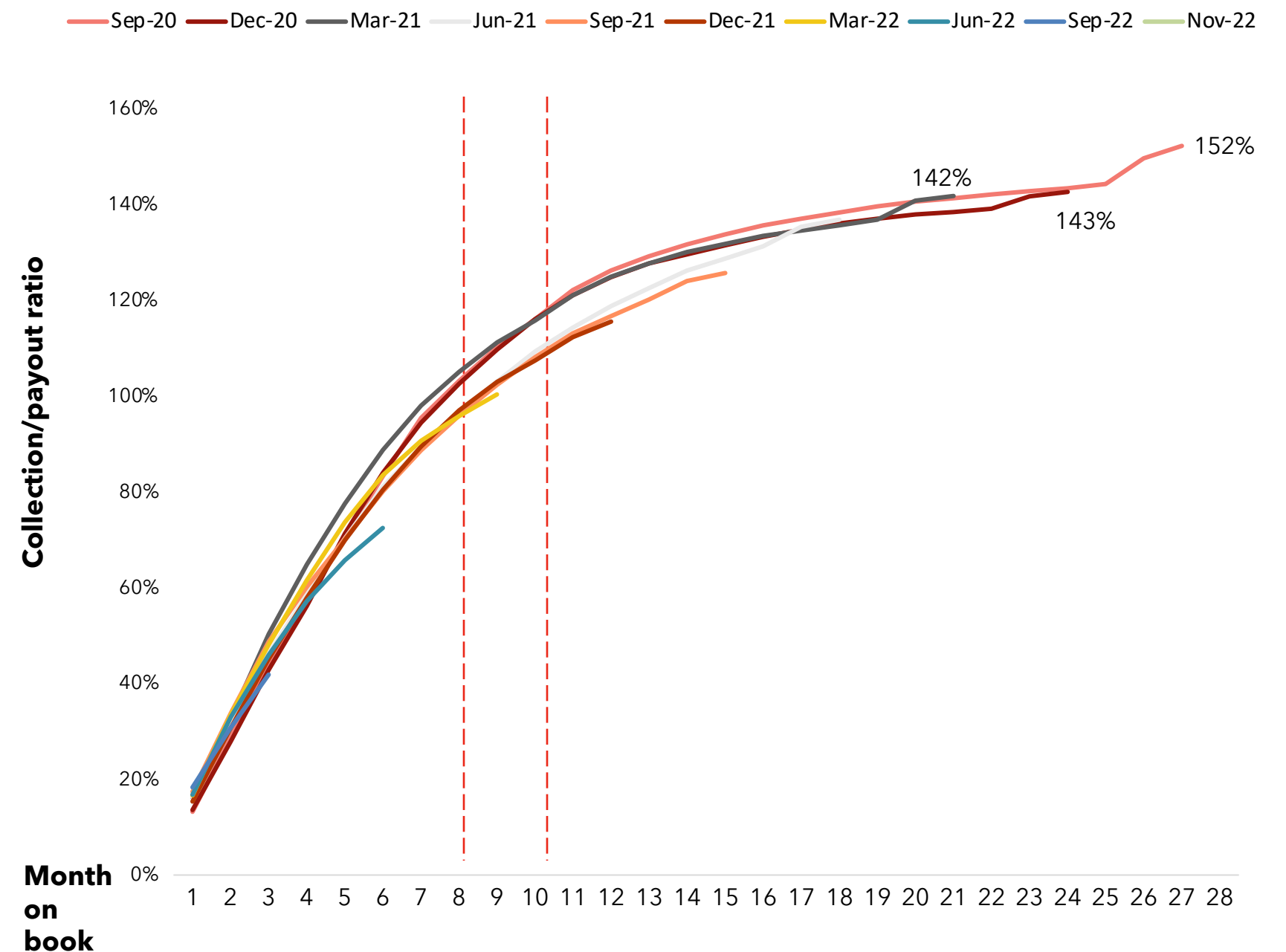
# Repayment dynamics

without effects of bank acquisition



- The chart indicates luteCredit's loan repayment performance over time by showing the aggregate repayments of different monthly loan issuance cohorts (vintages), as measured in % of the original paid out loan amount (100%).
- September 2020 to March 2021 vintages demonstrate a relatively **complete loan cycle**, whereas March 2021 to November 2022 vintages include loans which full maturity has not yet arrived.
- Most of the loan cohorts can recover their paid-out principal by 7 to 9 months from the moment of paying out, which is **significantly shorter** than the average loan maturity of 18 months, indicating luteCredit's **excellence in loan repayments efficiency**.
- By the end of loans lifecycle, luteCredit can receive about ~147% of the paid-out amount which represents the **money earned from customers in addition to principal repayment**.

## Vintage Performance



# Defaulted Performance Index without effects of bank acquisition



## Defaulted Performance Index (DPI)

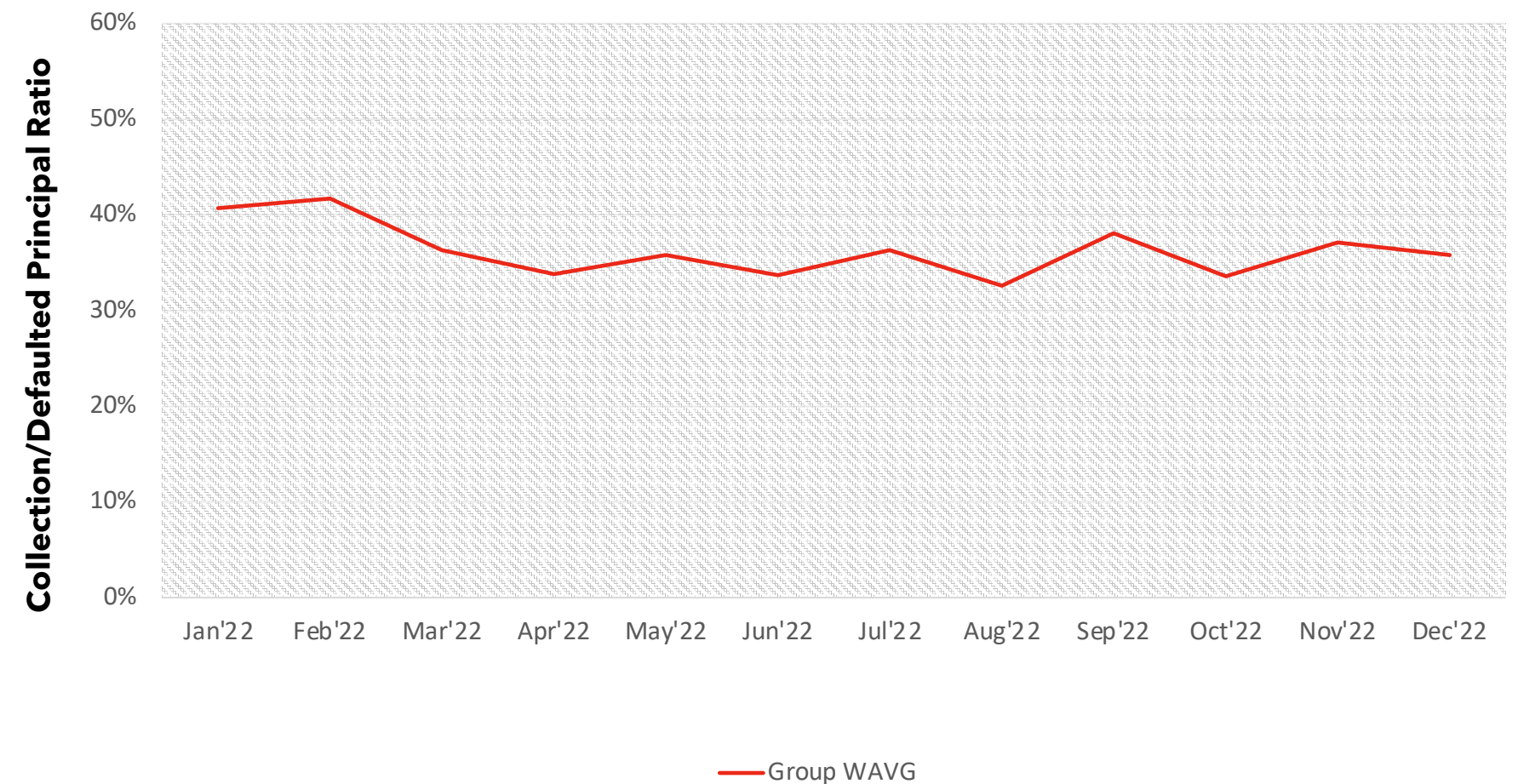
- **Defaulted Performance Index (DPI)** is another index that is used by LuteCredit:

- $$\text{DPI} = \frac{\text{Actual Repayments after Termination}}{\text{Principal Debt at Termination}}$$

- DPI measures the **actual collected amount** from defaulted customers against the **principal debt amount at termination** of loan agreements.
- As can be seen in the chart, on average, Lute has been recovering ~35% of defaulted principal within 180 days from termination of loan agreements. This is achieved by applying out-of-court debt collection procedures through Lute's own internal debt handling teams, as well as through debt collection service outsourced to external cooperation partners.
- Lute also used the option to sell parts of debt portfolios within 180 days from termination. Unfortunately, there have been less opportunities for that in 2022.

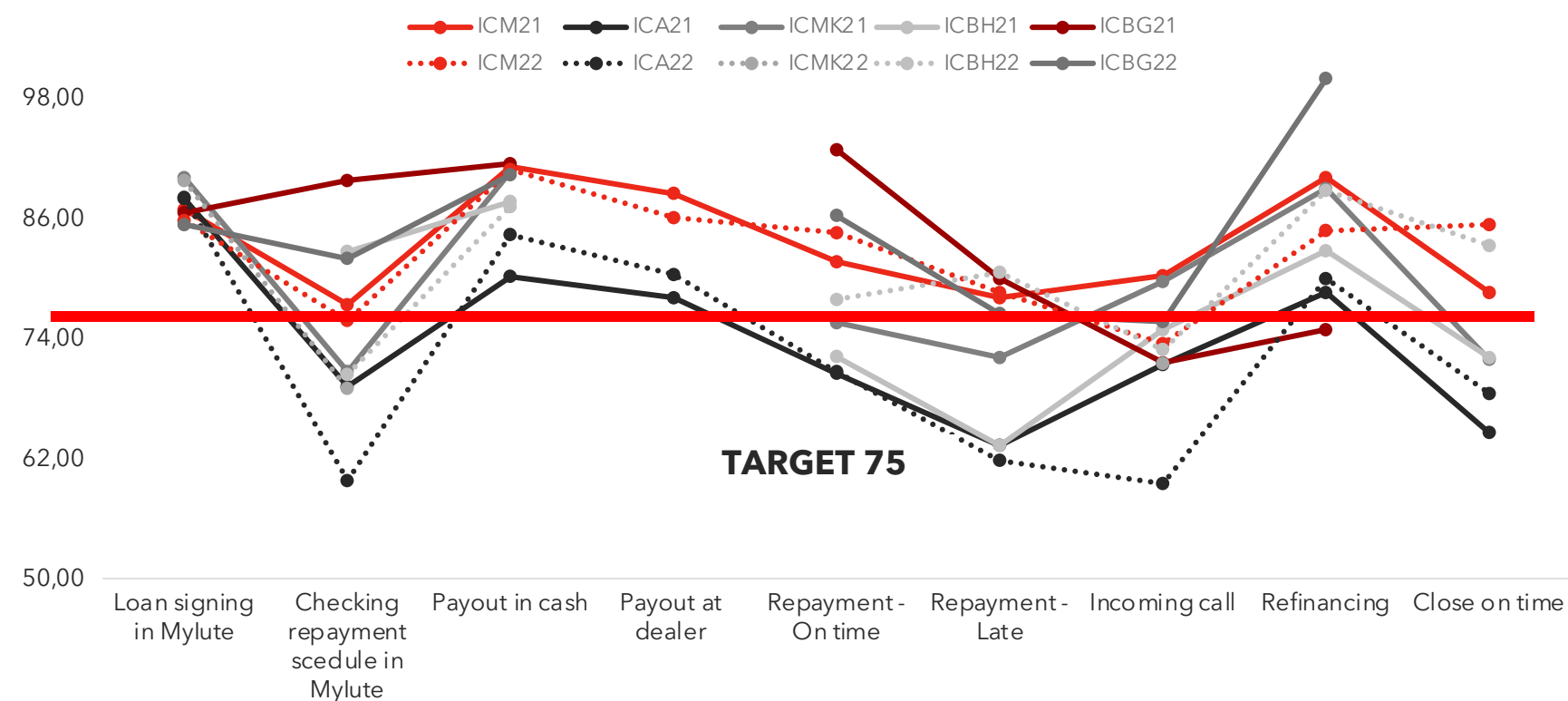
## Defaulted Loan Collection

DPI180

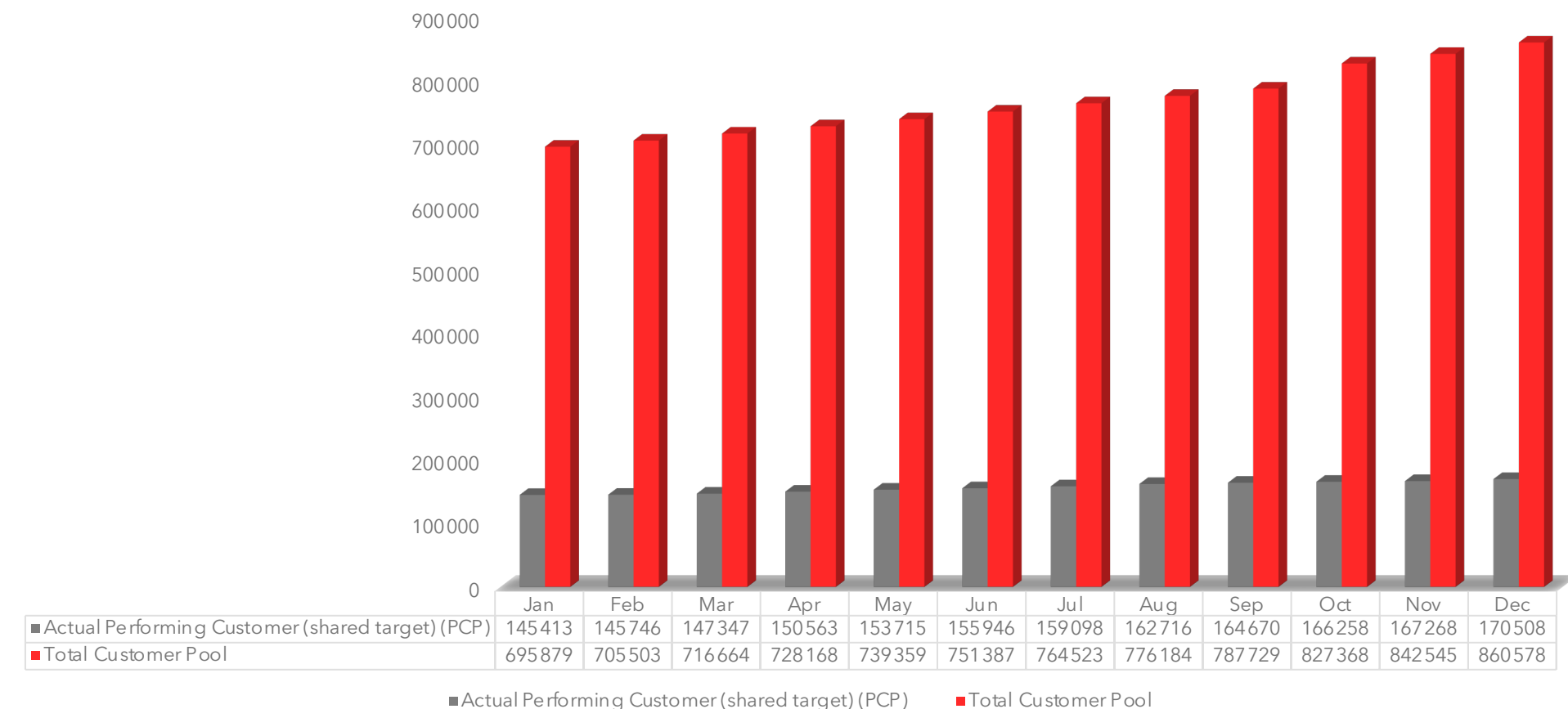


## Satisfaction with different parts of Customer Journey

NPS in touchpoints of Customer Journey (5 subsidiaries, 2021 and 2022)



## Customer Growth



- IuteCredit measures **NPS (Net Promoter Score)\*** through a globally accepted tool and listens customers constantly.
- We have continued pursuing upward NPS target in 2022 where we put the target at 75 level as opposed to 65 in 2021. We still manage to achieve 80,7 in 2022 as a Group.
- Considering the challenges and changes that we faced in 2022 with migration to the new system, we can conclude that the NPS demonstrates that we perform great service to our customers

- Total Customer pool and Performing customer pool are one of the most important company KPIs
- Our existing active customer base is composed of 62% returning customer applications. As customer experience teams, we strive to provide excellent experience by listening and finding solution to customer problems.
- Within our branch and call network, all calls and meetings with customers are measured by our Quality Assurance teams independently. These measurements play a critical role in CA incentivization as well.
- Therefore, we not only listen to our customers' feedback but also measure quality ourselves.

\*Net promoter score (NPS) is a widely used market research metric that typically takes the form of a single survey question asking respondents to rate the likelihood that they would recommend a company, product, or a service to a friend or colleague.

# Customer Segmentation



## Customer Segments are divided into Strategic and Tactical Group

<b>1</b>  <b>Value</b>	<table border="1"> <tr> <td>Banned</td> <td>Rookies</td> <td>Minimals</td> <td>Fading Mass</td> </tr> <tr> <td>Active Mass</td> <td>Falling Stars</td> <td>Stars</td> <td></td> </tr> </table>	Banned	Rookies	Minimals	Fading Mass	Active Mass	Falling Stars	Stars		<b>2</b>  <b>RFM</b>	<table border="1"> <tr> <td>Contact</td> <td>Banned</td> <td>Rookies</td> <td>One &amp; Done</td> <td>Lost Friends</td> </tr> <tr> <td></td> <td>Knock on the Door</td> <td>Acquaintances</td> <td>Friends</td> <td>BFFs</td> </tr> </table>	Contact	Banned	Rookies	One & Done	Lost Friends		Knock on the Door	Acquaintances	Friends	BFFs
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<b>3</b>  <b>Profile &amp; Potential</b>	<table border="1"> <tr> <td>In The Shadows</td> <td>Professional Life+</td> <td>Professional Life</td> <td>In Distress</td> </tr> <tr> <td>High Hopes</td> <td>Young Mass</td> <td>Middle Mass</td> <td>Old Mass</td> </tr> </table>	In The Shadows	Professional Life+	Professional Life	In Distress	High Hopes	Young Mass	Middle Mass	Old Mass	<b>4</b>  <b>Product Diversity</b>	<table border="1"> <tr> <td>Low</td> <td>Medium</td> </tr> <tr> <td>High</td> <td>Spotlight</td> </tr> </table>	Low	Medium	High	Spotlight						
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<b>5</b>  <b>Channel Usage</b>	<table border="1"> <tr> <td>Rookies</td> <td>Ghosts</td> <td>Digital Wanderer</td> <td>Disconnected</td> </tr> <tr> <td>Traditional Only</td> <td>Human Touch</td> <td>Digital Savvy</td> <td></td> </tr> </table>	Rookies	Ghosts	Digital Wanderer	Disconnected	Traditional Only	Human Touch	Digital Savvy		<b>6.1</b>  <b>Repayment Timing</b>	<table border="1"> <tr> <td>Banned</td> <td>No Strings Attached</td> <td>Not Mature</td> <td>Rooster</td> </tr> <tr> <td>Early birds</td> <td>Snails</td> <td>Sloths</td> <td>Irregulars</td> </tr> </table>	Banned	No Strings Attached	Not Mature	Rooster	Early birds	Snails	Sloths	Irregulars		
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<b>6.2</b>  <b>Repayment Characteristics</b>	<table border="1"> <tr> <td>Banned</td> <td>Regulars</td> <td>Upsold</td> <td>Supported</td> </tr> <tr> <td>Self Balancing</td> <td>Cliffhanger</td> <td></td> <td></td> </tr> </table>	Banned	Regulars	Upsold	Supported	Self Balancing	Cliffhanger			<b>7.1</b>  <b>Interaction</b>	<table border="1"> <tr> <td>Not Mature</td> <td>Disconnected</td> <td>Red Flag</td> </tr> <tr> <td>Chit-Chatters</td> <td>Blabbers</td> <td>Cold Line</td> </tr> </table>	Not Mature	Disconnected	Red Flag	Chit-Chatters	Blabbers	Cold Line				
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<b>7.2</b>  <b>Satisfaction</b>	<table border="1"> <tr> <td>No Comment</td> <td>Fading Memories</td> <td>Bullseye</td> <td>Danger Zone</td> </tr> <tr> <td>Room for Improvement</td> <td>Good Memories</td> <td></td> <td></td> </tr> </table>	No Comment	Fading Memories	Bullseye	Danger Zone	Room for Improvement	Good Memories		
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<b>8</b>  <b>Responsiveness</b>	<table border="1"> <tr> <td>Non-Eligible</td> <td>Untapped</td> <td>Cold Shoulder</td> <td>Hard To Reach</td> </tr> <tr> <td>Attention Seekers</td> <td>Mixed Signals</td> <td>Handshake</td> <td></td> </tr> </table>	Non-Eligible	Untapped	Cold Shoulder	Hard To Reach	Attention Seekers	Mixed Signals	Handshake	
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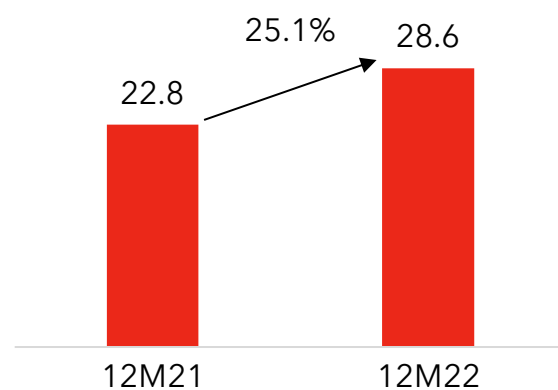
- Customer segmentation helped us understand our customers better.
- By understanding who the customers are we can create customized services and customized products or their needs
- By slicing and dicing different parameters of customers, we can now see that we have areas we can move towards and make our customers happy either by providing better experience based on their previous experience or up-sell or cross-sell.

# Financial Highlights

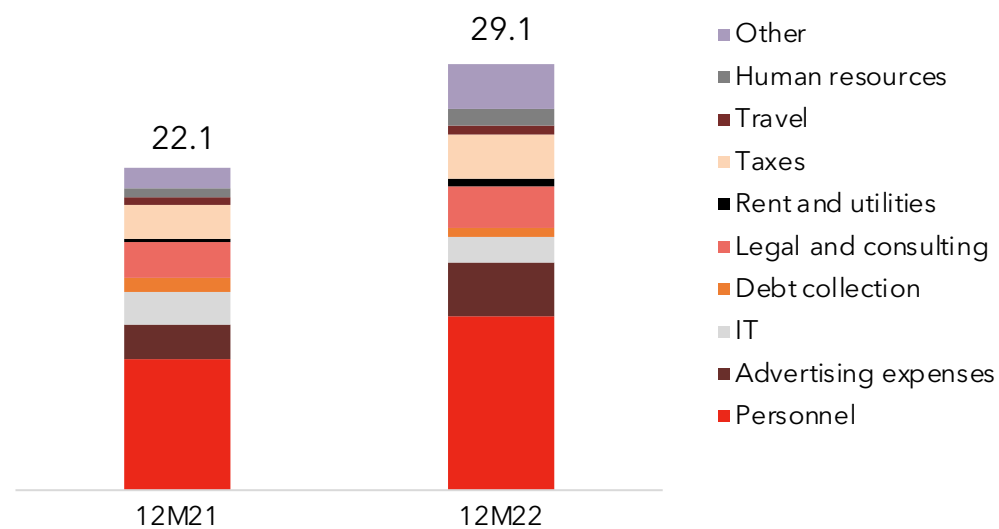
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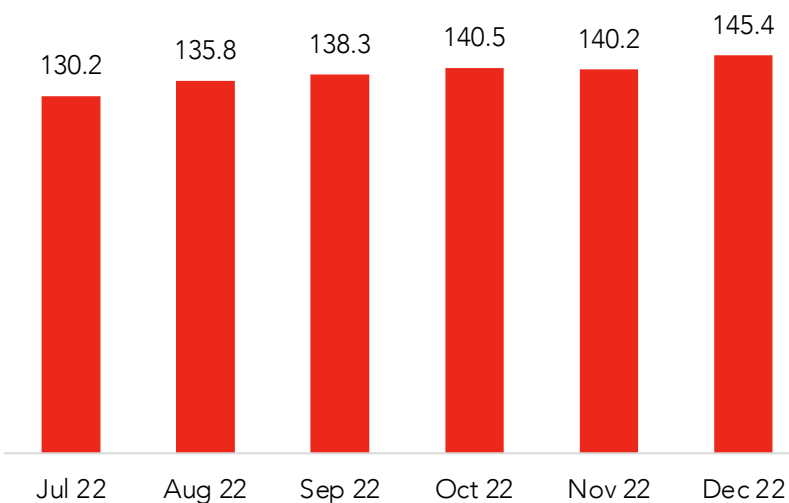
Adj. EBITDA (EURm)



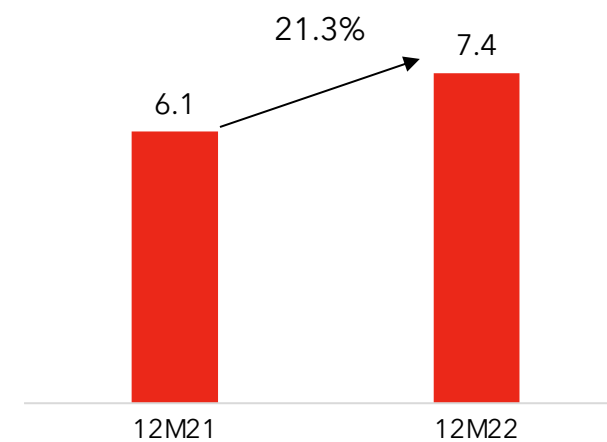
Operating Expenses Breakdown (EURm)



Net loan portfolio (EURm)



Adj. net profit (EURm)



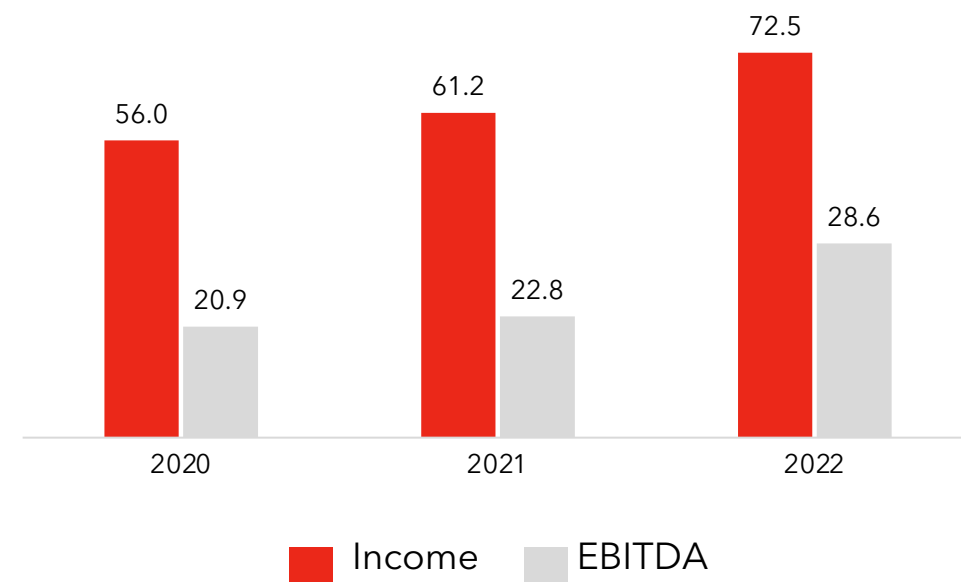
- EBITDA adjusted for FX/revaluations one-time effects, in particular, income from Energbank and Kosovo arbitration up 25.1% to 28.6 EURm, benefitting from interest income growth
- Starting from FY22, accrued interests no longer recognized on defaulted loans
- Operating expenses driven by personnel, advertising and IT expenses, in particular, implementation of new Core System.
- Net loan portfolio sustainably growing 38.0% to 145.4 EURm driven by new customers and returning customers as well as improved repayments
- Net profit (adjusted) at 7.4 EURm in 12M22 adversely impacted by acquisition of Energbank
- Strong capitalization ratio of 28.9% and interest coverage ratio of 1.8 (LTM)

# Financial Ratios

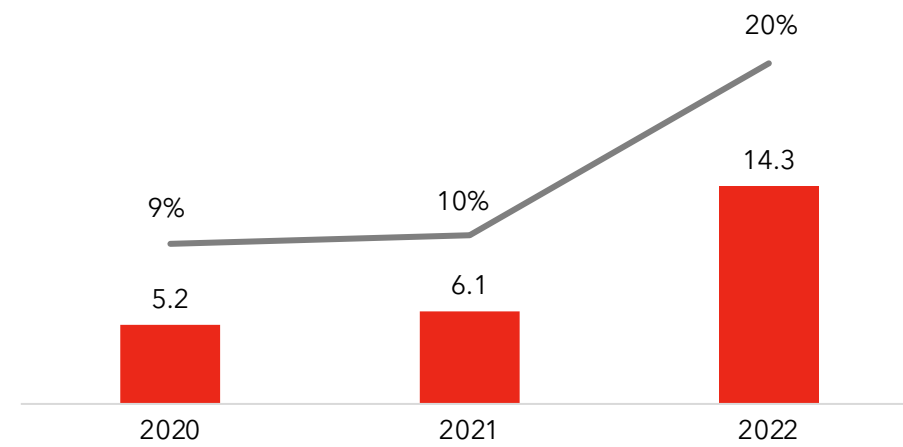
without effects of bank acquisition\*



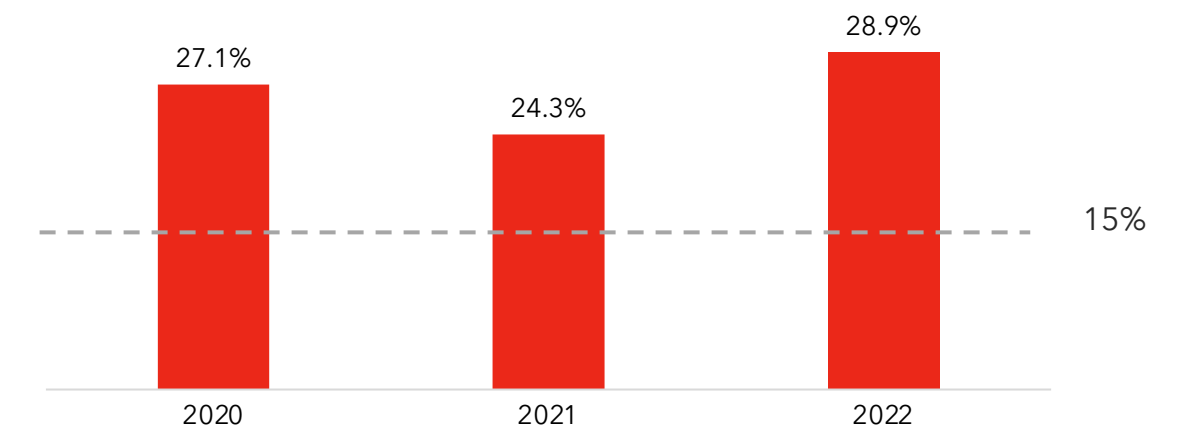
Income & Adj. EBITDA\*\* in EURm



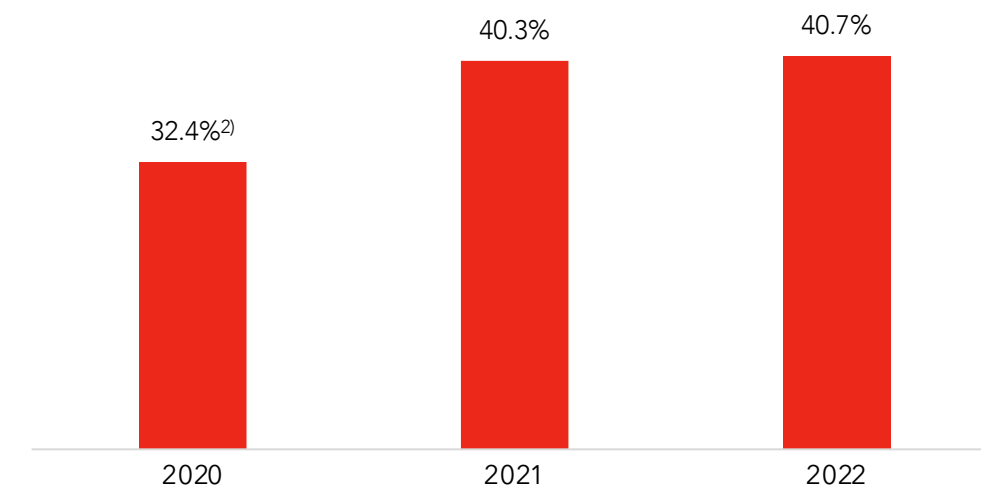
Net profit in EURm & Net profit margin



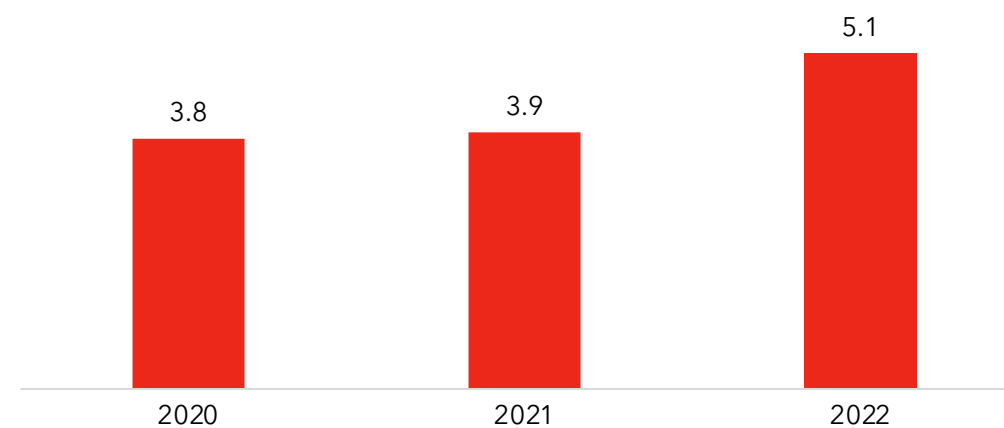
Capitalization ratio (group level)



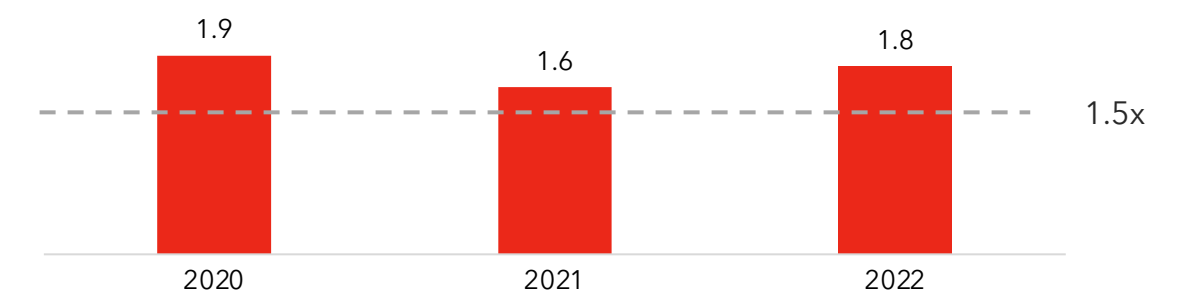
Cost to income ratio\*\*\*



Leverage ratio\*\*



Interest coverage ratio\*\* (group level)



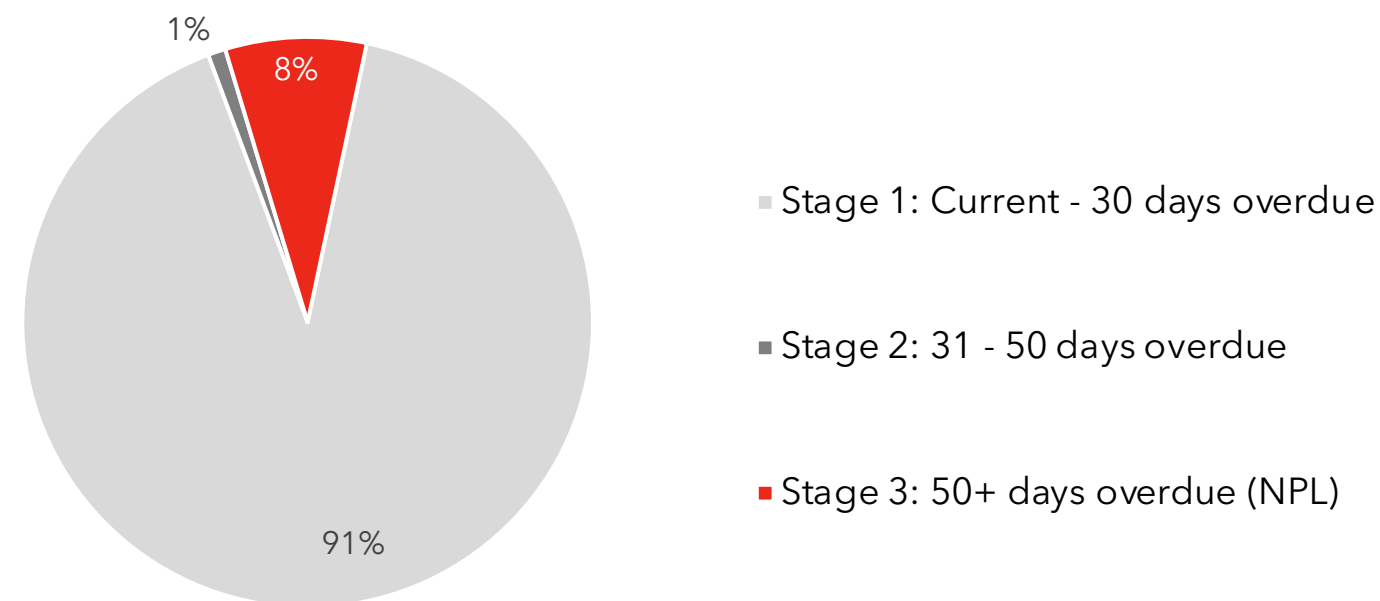
\* Unless otherwise stated \*\* Adjusted for FX gains/losses and Energbank acquisition \*\*\*Adjusted for Kosovo arbitration and integration expenses

# Loan Asset Quality Analysis

without effects of bank acquisition

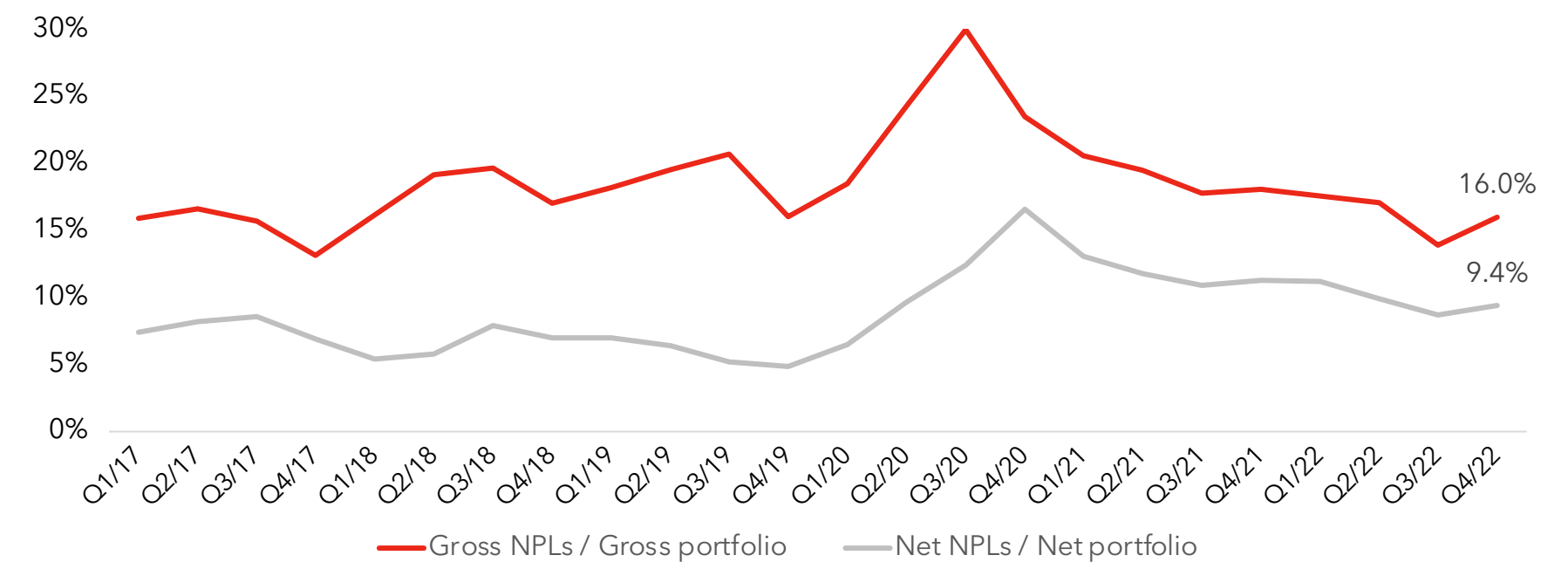


## Net loan portfolio quality analysis (FY22)



- luteCredit applies a conservative internal NPL definition
- Loans 50+ DPD recognized as non-performing loans (NPLs)
- luteCredit has always followed the ECL methodology prescribed by IFRS 9
- luteCredit creates and accounts for provisions simultaneously when loans are being issued

## Gross and net NPL (50+ DPD) portfolio



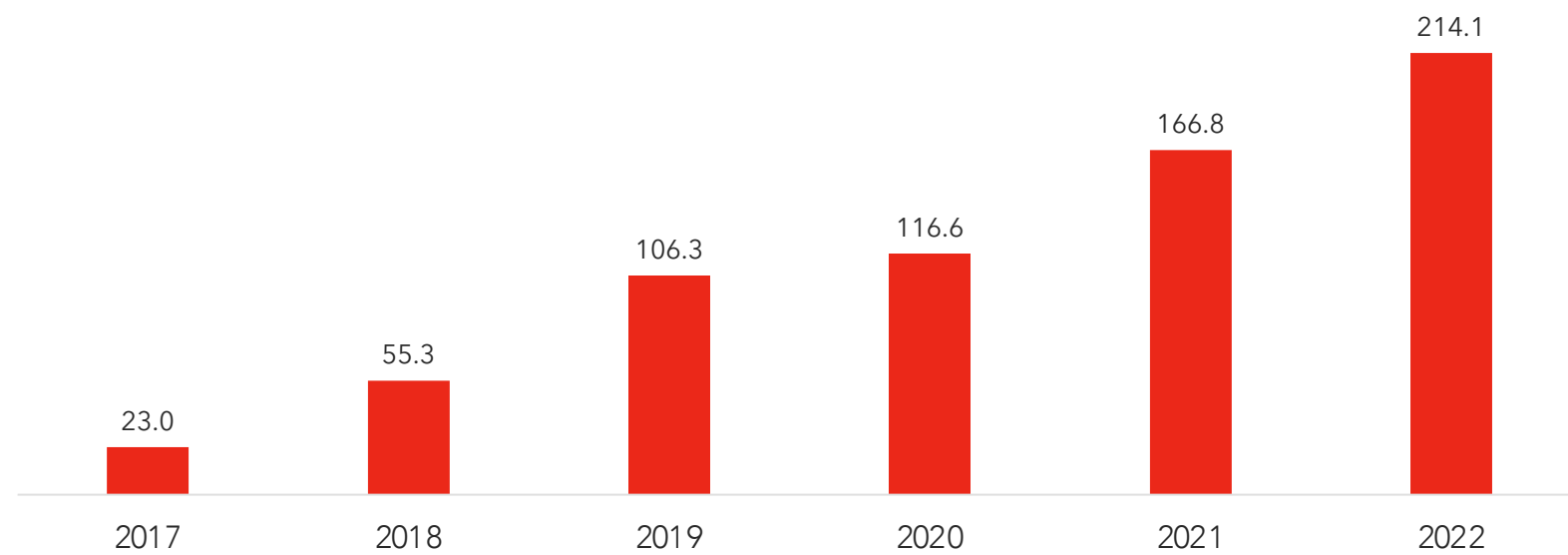
- luteCredit's Gross and Net NPL ratios have been stable during 2016 and 2020, yet was negatively impact by COVID during Q2 and Q3 2020
- Both Gross and NPL ratios declined and recovered towards pre-COVID level
- As of Q4/22, luteCredit's Gross NPL at 16.0%, Net NPL at 9.4%
- Provision coverage ratio at 68.1% as of Q4/22, down from 69.0% at FY21. The under-provision book is the consequence of not selling the NPL on recurring base

# Assets & Liabilities

without effects of bank acquisition



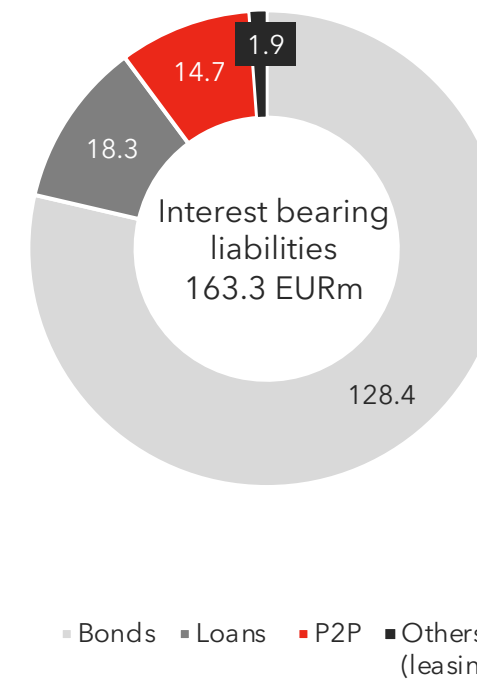
## Assets (EURm)



	2018	2019	2020	2021	2022
<b>Capitalization ratio</b>	23.0%	26.4%	23.4%	24.3%	28.9%

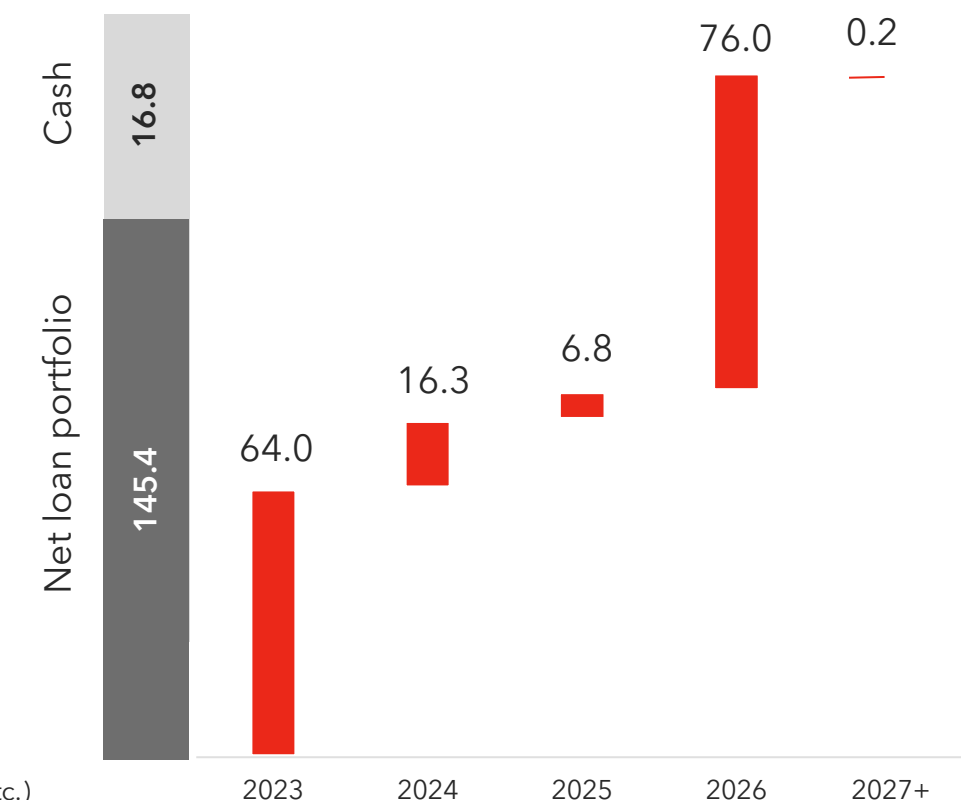
- 76% of total assets consist of net loan portfolio as well as cash and liquid assets as end of YE22
- Healthy capitalization ratio of 28.9%

## Liabilities (EURm)



- Total liabilities at 173.3 EURm as of YE22 (YE21: 141.2 EURm).
- Loans and borrowings at 163.3 EURm (YE21: 135.7 EURm), accounting for 94.2% of all liabilities (YE21: 96.1%)
- Net Interest-bearing liabilities at 146,4 EURm (YE21: 89.4 EURm)
- Bonds accounting for 79% of borrowings, followed by loans with 11%, and P2P with 9%

## Liability maturities (EURm)



Note: Net interest-bearing liabilities: Total interest-bearing liabilities minus cash and liquid assets



# Environmental, Social & Governance



## Good health and well-being

- Support several **sports events** with active participation among lute employees
- **Employees donate blood** regularly
- **Private health insurance** for all employees and **benefits** for family members
- Offer its employees **work and self-improvement opportunities** such as further education, team training, and attractive bonuses
- **Covid-19 vaccination** in the workplace
- **Support hospitals** with **funds and equipment**
- **Donated 100,000 EUR to Ukraine** to support their **fight for freedom**, and lute employees in **Moldova supporting refugees** with food and accommodation



## Quality education

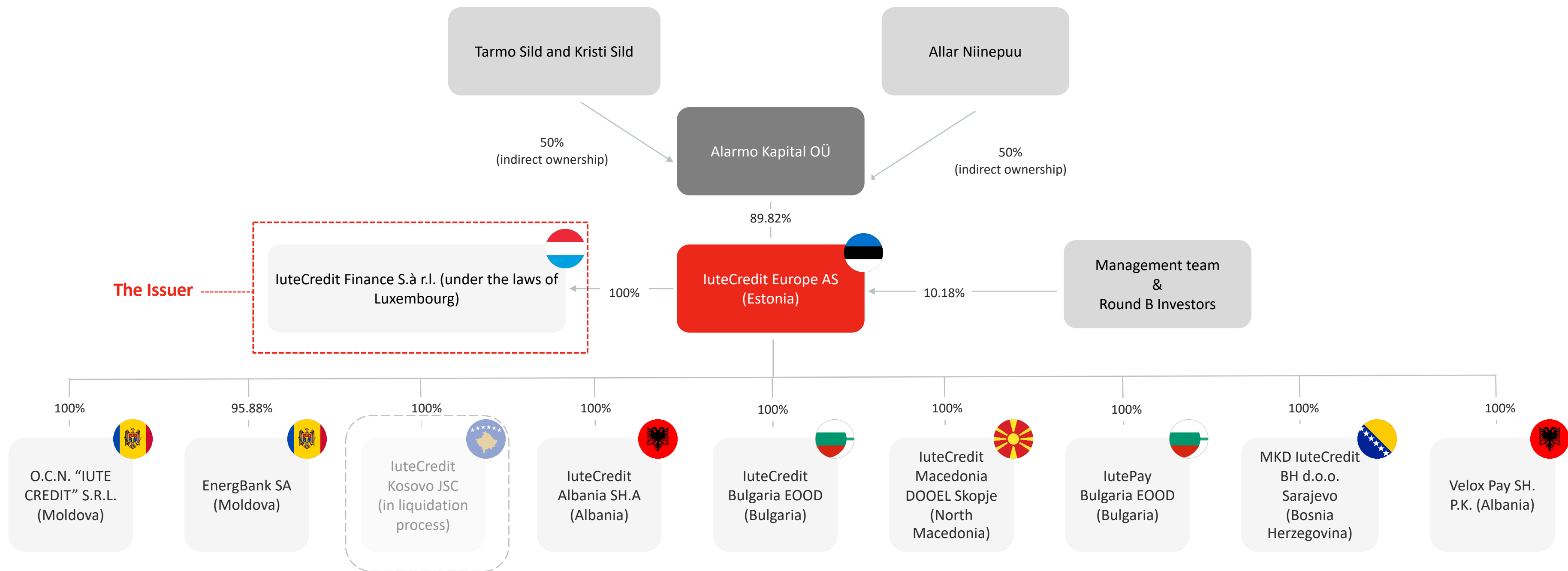
- Support several **education campaigns** to increase the financial literacy
- **Scholarships** to students
- Organizing and participating in **conferences** to educate **about digitalization and e-government solutions**
- **Mentoring** young professionals in Macedonia in the **"Young Leaders and Business Managers"** program
- **Co-financing scholarships for employees** for bachelor, master, or Ph.D. programs as well as certification programs




## Industry, innovation and infrastructure

- Offer clients in **underbanked markets** financing for their daily basic needs as well as for improvement of their lifestyle
- Mylute app saves customers from unnecessary travel to the branch or agent, with ecological footprint of about **120,000 less travels per quarter**, translating to **at least 480,000 less travel kilometers per month**
- Avoid usage of paper and promotion of online and non-paper interaction channels with the customers, **~125,000 pages of paper are saved per month**, which equals to 15 big trees
- Digital revolution on the Balkan markets by piloting cardless ATMs, thereby diminishing the need for plastic cards and **reducing possible plastic waste**
- **First company in Macedonia offering MasterCard card**

# Group Legal Structure



# Inte credit

Inte credit  
  
100 Intecredits

  
THE  
BEST  
company



# Thank you for your attention!

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# Consolidated Income Statement



in EURm	2019	2020	2021	2022
Interest and commission fee income	47.0 (92.5%)	44.5 (79.4%)	48.3 (79.0%)	78.6 (88.1%)
Loan administration fees and penalties	3.5 (6.9%)	8.4 (15.0%)	8.2 (13.4%)	7.3 (8.2%)
Other income	0.3 (0.5%)	3.1 (5.6%)	4.7 (7.6%)	3.3 (3.7%)
<b>Total Income</b>	<b>50.8</b> <b>(100.0%)</b>	<b>56.0</b> <b>(100.0%)</b>	<b>61.2</b> <b>(100.0%)</b>	<b>89.2</b> <b>(100.0%)</b>
Interest expense	(9.0) (17.7%)	(11.0) (19.6%)	(14.4) (23.5%)	(20.2) (22.7%)
Allowances for loan impairment	(11.0) (21.5%)	(18.8) (33.5%)	(16.3) (26.7%)	(19.3) (21.7%)
<b>Net operating income</b>	<b>30.9</b> <b>(60.8%)</b>	<b>26.3</b> <b>(46.9%)</b>	<b>30.5</b> <b>(49.9%)</b>	<b>49.6</b> <b>(55.7%)</b>
Salaries and other personnel expenses	(6.3) (12.4%)	(8.1) (14.4%)	(8.9) (14.6%)	(17.5) (19.6%)
Other operating expenses	(14.2) (28.0%)	(8.3) (14.8%)	(13.1) (21.4%)	(18.9) (21.2%)
Depreciation/amortization charge	(1.2) (2.4%)	(1.7) (3.1%)	(2.6) (4.3%)	(4.1) (4.6%)
Financial assets measured at fair value gains/losses	1.0 (1.9%)	-	0.8 (1.4%)	0.0 (0.0%)
Net income from financial investments	-	-	-	10.0 (11.2%)
Foreign exchange gains/losses	0.4 (0.7%)	(2.0) (3.5%)	1.2 (1.9%)	1.7 (1.9%)
<b>Profit or loss before taxes</b>	<b>10.5</b> <b>(20.6%)</b>	<b>6.2</b> <b>(11.0%)</b>	<b>7.9</b> <b>(12.9%)</b>	<b>20.8</b> <b>(23.3%)</b>
Income tax	(2.1) (4.1%)	(0.9) (1.7%)	(1.8) (3.0%)	(1.2) (1.3%)
<b>Net profit for the year/period</b>	<b>8.4</b> <b>(16.5%)</b>	<b>5.2</b> <b>(9.4%)</b>	<b>6.1</b> <b>(9.9%)</b>	<b>19.6</b> <b>(22.0%)</b>
Other comprehensive income	(0.3) (0.6%)	(1.8) (3.1%)	1.2 (1.9%)	0.2 (0.2%)
<b>Total comprehensive income for the year/period</b>	<b>8.1</b> <b>(15.9%)</b>	<b>3.5</b> <b>(6.2%)</b>	<b>7.2</b> <b>(11.8%)</b>	<b>19.8</b> <b>(22.2%)</b>

# Consolidated Balance Sheet



in EURm	2019	2020	2021	2022
<b>Assets</b>				
Cash and bank accounts	6.7	19.5	46.3	65.6
Loans to customers	79.0	79.2	105.4	193.9
Prepayments	0.9	1.3	0.6	1.9
Other assets	2.5	2.7	3.1	4.3
Other financial investments	9.9	7.2	2.8	38.6
Property, plant and equipment	1.0	1.0	1.1	7.0
Right-of-use assets	2.9	2.1	1.6	2.1
Intangible assets	3.3	3.7	5.9	8.9
<b>Total assets</b>	<b>106.3</b>	<b>116.6</b>	<b>166.8</b>	<b>322.3</b>
<b>Liabilities and equity</b>				
<b>Liabilities</b>				
Loans and borrowings	84.1	91.4	133.9	251.2
Other liabilities	3.7	3.7	7.3	15.0
<b>Total liabilities</b>	<b>87.7</b>	<b>95.1</b>	<b>141.2</b>	<b>266.2</b>
<b>Equity</b>				
Minority share	-	-	0	4.5
Share capital	10.0	10.0	10.0	10.0
Legal reserve	0.4	0.5	0.8	1.0
Revaluation reserve	-	-	0	0
Unrealized foreign exchange differences	0.1	(1.7)	(0.5)	0.4
Retained earnings	8.0	12.6	15.3	40.2
<b>Total equity</b>	<b>18.5</b>	<b>21.5</b>	<b>25.6</b>	<b>56.1</b>
<b>Total equity and liabilities</b>	<b>106.3</b>	<b>116.6</b>	<b>166.8</b>	<b>322.3</b>

# Consolidated Statement of Cash Flow



in EURm	2019	2020	2021	2022
<b>Operating activities</b>				
Prepayments to partners for issuance of loans	(11.3)	(11.4)	(26.0)	(27.7)
Received pre- and overpayments from customers	12.8	36.2	33.4	47.9
Paid trade payables	(10.7)	(12.3)	(18.2)	(24.9)
Received debts from buyers and received other claims	0.8	0.9	2.4	2.7
Received from collection companies	13.0	22.6	27.8	31.3
Paid net salaries	(4.5)	(5.3)	(6.7)	(11.9)
Paid tax liabilities, exc. CIT	(2.9)	(3.0)	(4.9)	(6.2)
Corporate income tax paid (CIT)	(3.3)	(1.9)	(1.4)	(2.8)
Paid out to customers	(76.2)	(47.4)	(67.6)	(218.5)
Change in MasterCard (MC) settlement account	(1.4)	(8.2)	(17.2)	(14.8)
Principal repayments from customers	40.3	29.4	41.6	138.3
Loan principal repayments from customers related to MC	0.5	4.5	12.6	21.5
Interest, commission and other fees	17.4	15.0	21.1	44.6
<b>Net cash flows from operating activities</b>	<b>(25.6)</b>	<b>18.9</b>	<b>(3.1)</b>	<b>(20.5)</b>
<b>Investing activities</b>				
Purchase of fixed assets	(0.8)	0.5	(1.9)	(6.2)
Net cash flow from acquisition of subsidiaries	(0.2)	-	-	41.9
Payments for other financial investments	(1.8)	(7.3)	(0.0)	(17.7)
Receipts from other financial investments	-	6.5	5.9	17.9
<b>Net cash flows from investing activities</b>	<b>(2.7)</b>	<b>(0.3)</b>	<b>4.0</b>	<b>35.8</b>

in EURm	2019	2020	2021	2022
<b>Financing activities</b>				
Loans received from investors	85.0	51.4	113.2	34.9
Repaid loans to investors	(48.5)	(42.3)	(74.3)	(11.3)
Change in overdraft	4.2	(5.2)	-	-
Principal payments of lease contracts	(0.9)	(0.9)	(1.0)	(1.2)
Paid interests	(5.2)	(8.0)	(8.9)	(18.4)
Paid dividends	(2.2)	(0.5)	(3.1)	0.0
Receipts from other financing activities	-	0.0	0.0	0.0
<b>Net cash flows from financing activities</b>	<b>32.4</b>	<b>(5.4)</b>	<b>(25.8)</b>	<b>3.9</b>
<b>Cash and cash equivalents at the beginning of the period</b>	<b>2.6</b>	<b>6.7</b>	<b>19.5</b>	<b>46.3</b>
Change in cash and cash equivalents	4.0	13.2	26.7	19.3
Net foreign exchange difference	0.0	(0.5)	0.1	0.1
<b>Cash and cash equivalents at the end of the period</b>	<b>6.7</b>	<b>19.5</b>	<b>46.3</b>	<b>65.6</b>

# IuteCredit Income Statement



in EURm	2019	2020	2021	2022
Interest and commission fee income	47.0 (92.5%)	44.5 (79.4%)	48.3 (79.0%)	60.5 (83.4%)
Loan administration fees and penalties	3.5 (6.9%)	8.4 (15.0%)	8.2 (13.4%)	7.3 (10.0%)
Other income	0.3 (0.5%)	3.1 (5.6%)	4.7 (7.6%)	4.7 (6.5%)
<b>Total Income</b>	<b>50.8</b> <b>(100.0%)</b>	<b>56.0</b> <b>(100.0%)</b>	<b>61.2</b> <b>(100.0%)</b>	<b>72.5</b> <b>(100.0%)</b>
Interest expense	(9.0) (17.7%)	(11.0) (19.6%)	(14.4) (23.5%)	(18.3) (25.3%)
Allowances for loan impairment	(11.0) (21.5%)	(18.8) (33.5%)	(16.3) (26.7%)	(18.3) (25.3%)
<b>Net operating income</b>	<b>30.9</b> <b>(60.8%)</b>	<b>26.3</b> <b>(46.9%)</b>	<b>30.5</b> <b>(49.9%)</b>	<b>35.9</b> <b>(49.5%)</b>
Salaries and other personnel expenses	(6.3) (12.4%)	(8.1) (14.4%)	(8.9) (14.6%)	(11.9) (16.4%)
Other operating expenses	(14.2) (28.0%)	(8.3) (14.8%)	(13.1) (21.4%)	(17.2) (23.8%)
Depreciation/amortization charge	(1.2) (2.4%)	(1.7) (3.1%)	(2.6) (4.3%)	(3.5) (4.8%)
Net income from subsidiaries using equity method	-	-	-	10.0 (13.8%)
Net gains/losses from financial assets measured at fair value	-	-	0.8 (1.4%)	0.0 (0.0%)
Foreign exchange gains/losses	0.4 (0.7%)	(2.0) (3.5%)	1.2 (1.9%)	1.27 (2.3%)
<b>Profit or loss before taxes</b>	<b>10.5</b> <b>(20.6%)</b>	<b>6.2</b> <b>(11.0%)</b>	<b>7.9</b> <b>(12.9%)</b>	<b>14.9</b> <b>(20.5%)</b>
Income tax	(2.1) (4.1%)	(0.9) (1.7%)	(1.8) (3.0%)	(0.6) (0.8%)
<b>Net profit for the year/period</b>	<b>8.4</b> <b>(16.5%)</b>	<b>5.2</b> <b>(9.4%)</b>	<b>6.1</b> <b>(9.9%)</b>	<b>14.3</b> <b>(19.7%)</b>
Other comprehensive income	(0.3) (0.6%)	(1.8) (3.1%)	0.5 (0.8%)	0.9 (1.3%)
<b>Total comprehensive income for the year/period</b>	<b>8.1</b> <b>(15.9%)</b>	<b>3.5</b> <b>(6.2%)</b>	<b>6.6</b> <b>(10.7%)</b>	<b>15.2</b> <b>(21.0%)</b>



# IuteCredit Balance Sheet



in EURm	2019	2020	2021	2022
<b>Assets</b>				
Cash and bank accounts	6.7	19.5	46.3	16.8
Loans to customers	79.0	79.2	105.4	145.4
Prepayments	0.9	1.3	0.6	1.6
Other assets	2.5	2.7	3.1	3.9
Other financial investments	9.9	7.2	2.8	35.1
Property, plant and equipment	1.0	1.0	1.1	1.2
Right-of-use assets	2.9	2.1	1.6	1.9
Intangible assets	3.3	3.7	6.0	8.3
<b>Total assets</b>	<b>106.3</b>	<b>116.6</b>	<b>166.8</b>	<b>214.1</b>
<b>Liabilities and equity</b>				
<b>Liabilities</b>				
Loans and borrowings	84.1	91.4	133.9	161.4
Other liabilities	3.7	3.7	7.2	11.9
<b>Total liabilities</b>	<b>87.7</b>	<b>95.1</b>	<b>141.1</b>	<b>173.3</b>
<b>Equity</b>				
Share capital	10.0	10.0	10.0	10.0
Legal reserve	0.4	0.5	0.8	1.0
Unrealized foreign exchange differences	0.1	(1.7)	(0.5)	0.4
Retained earnings	8.0	12.6	15.3	29.4
<b>Total equity</b>	<b>18.5</b>	<b>21.5</b>	<b>23.7</b>	<b>40.8</b>
<b>Total equity and liabilities</b>	<b>106.3</b>	<b>116.6</b>	<b>166.8</b>	<b>214.1</b>

# Energbank Income Statement



in EURm	2021	2022
Interest and commission fee income	11.4 <b>(99.1%)</b>	16.7 <b>(100.0%)</b>
Loan administration fees and penalties	0.0 <b>(0.0%)</b>	0.0 <b>(0.0%)</b>
Other income	0.1 <b>(0.9%)</b>	(0.0) <b>(0.0%)</b>
<b>Total Income</b>	<b>11.5</b> <b>(100.0%)</b>	<b>16.7</b> <b>(100.0%)</b>
Interest expense	(1.2) <b>(10.4%)</b>	(1.9) <b>(11.4%)</b>
Allowances for loan impairment	0.1 <b>(0.9%)</b>	(1.4) <b>(8.5%)</b>
<b>Net operating income</b>	<b>10.3</b> <b>(89.6%)</b>	<b>13.4</b> <b>(80.1%)</b>
Salaries and other personnel expenses	(5.1) <b>(44.3%)</b>	(5.6) <b>(33.4%)</b>
Other operating expenses	(1.7) <b>(14.8%)</b>	(1.7) <b>(10.2%)</b>
Depreciation/amortization charge	(0.6) <b>(5.2%)</b>	(0.6) <b>(3.4%)</b>
<b>Share of profit from an associate company</b>	<b>(0.1)</b> <b>(0.9%)</b>	<b>0.0</b> <b>(0.0%)</b>
Foreign exchange gains/losses	2.8 <b>(24.3%)</b>	0.0 <b>(0.0%)</b>
<b>Profit or loss before taxes</b>	<b>(0.1)</b> <b>(24.3%)</b>	<b>0.0</b> <b>(0.0%)</b>
Income tax	(0.4) <b>(3.5%)</b>	(0.6) <b>(3.6%)</b>
<b>Net profit for the year/period</b>	<b>2.4</b> <b>(20.9%)</b>	<b>4.9</b> <b>(29.4%)</b>
Other comprehensive income	-	-
<b>Total comprehensive income for the year/period</b>	-	-

# Energbank Balance Sheet



in EURm	2021	2022
<b>Assets</b>		
Cash and bank accounts	48.8	48.8
Loans to customers	46.9	48.5
Prepayments	0.1	0.3
Other assets	1.1	0.6
Other financial investments	44.0	34.8
Property, plant and equipment	6.0	5.8
Right-of-use assets	0.4	0.2
Intangible assets	0.4	0.6
<b>Total assets</b>	<b>147.7</b>	<b>139.6</b>
<b>Liabilities and equity</b>		
<b>Liabilities</b>		
Loans and borrowings	112.3	89.8
Other liabilities	1.3	3.0
<b>Total liabilities</b>	<b>113.6</b>	<b>92.8</b>
<b>Equity</b>		
Share capital	5.0	5.0
Own shares	(2.5)	0
Share premium	0	5.8
Legal reserve	0.5	0.5
Revaluation reserve	0.8	0.8
Unrealized foreign exchange differences	(0.3)	(0.3)
Other reserves	5.1	2.2
Retained earnings	25.4	32.8
<b>Total equity</b>	<b>34.1</b>	<b>46.8</b>
<b>Total equity and liabilities</b>	<b>147.7</b>	<b>139.6</b>