



OLDMUTUAL

OLD MUTUAL FINANCE SBG FINANCIALS CONFERENCE 2019

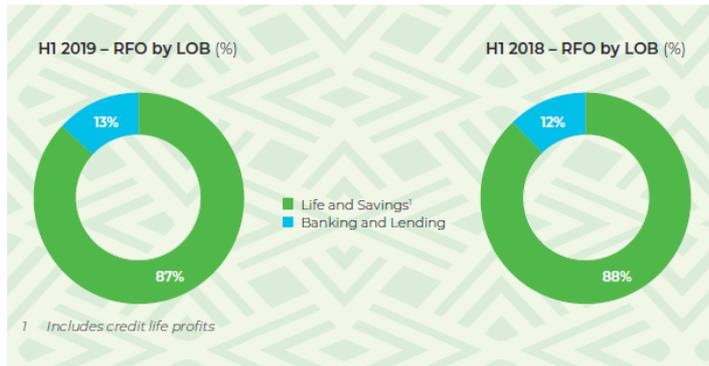


DO GREAT THINGS EVERY DAY



OMF | HIGHLIGHTS

- OMF forms part of the Mass and Foundation Cluster (MFC) in the broader Old Mutual Group.
- MFC offers a wide range of savings and protection products to customers in the lower-income and foundation market, as well as loans and transactional products through OMF.
- OMF contributed 23% of MFC's profits as at June 2019 (FY 2018: 23%)
- Loan book of R18bn (FY 2018: R16.5bn).
- Active number of Money Accounts 262 893 (FY 2018: 210 618).
- Branch network of 356 (FY 2018: 348) and ATM network of 107 (FY 2018: 75).





OMF | AVERAGE LENDING CUSTOMER PROFILE

41 Years Old

Single

African

Male

Home Owner

High School or
College Educated

Government
Employed

Earning
R15 240
Take Home
R10 387

Banks With
Capitec



OMF | STRENGTH IN BRANCH NETWORK

Footprint



- 1 667 Financial Consultants (FY 2018: 1 647)
- 547 RMM Advisors (FY 2018: 522)
- 313 PF Advisors (FY 2018: 315)

Lending and Transactional



- R6.9bn of loans disbursed (FY 2018: R13.1bn).
- Opened 257 713 accounts (FY 2018: 422 234).
- R972m in swipe and save balances (FY 2018: R744m).

Insurance



- MFC: R442m (FY 2018: R933m) APE earned in branches, contributes 33% of MFC life sales.
- PFA: R195m (FY 2018: R385m) APE earned in branches.

Customers

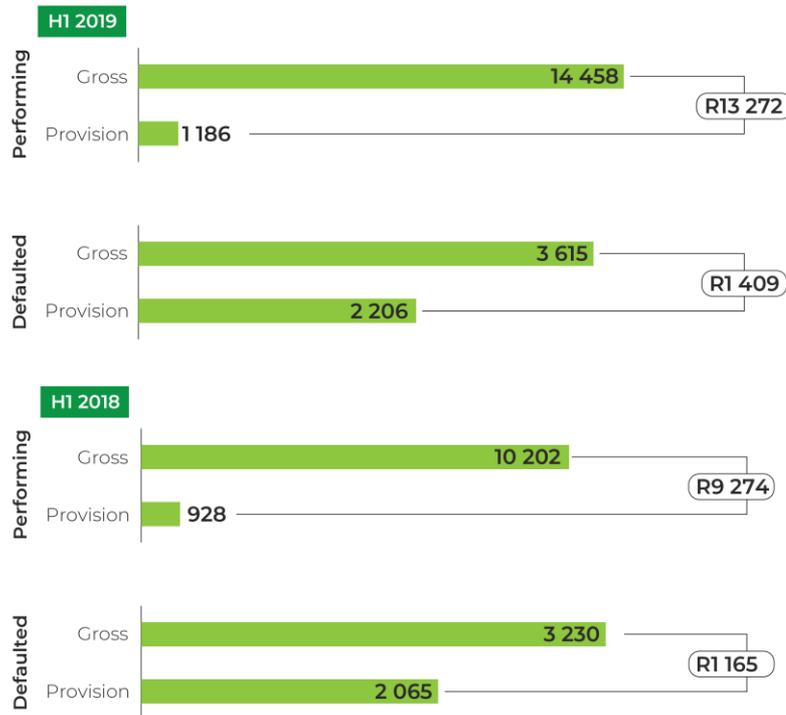


- 1.7 million Old Mutual customers serviced in branches (FY 2018: 3.7m).
- Average net promoter score (NPS) of 71% (FY 2018: 69%).
- 52k Old Mutual Rewards customers signed-up.



OMF | LOAN BOOK STATUS HY 2019

Loans and Advances (Rm)

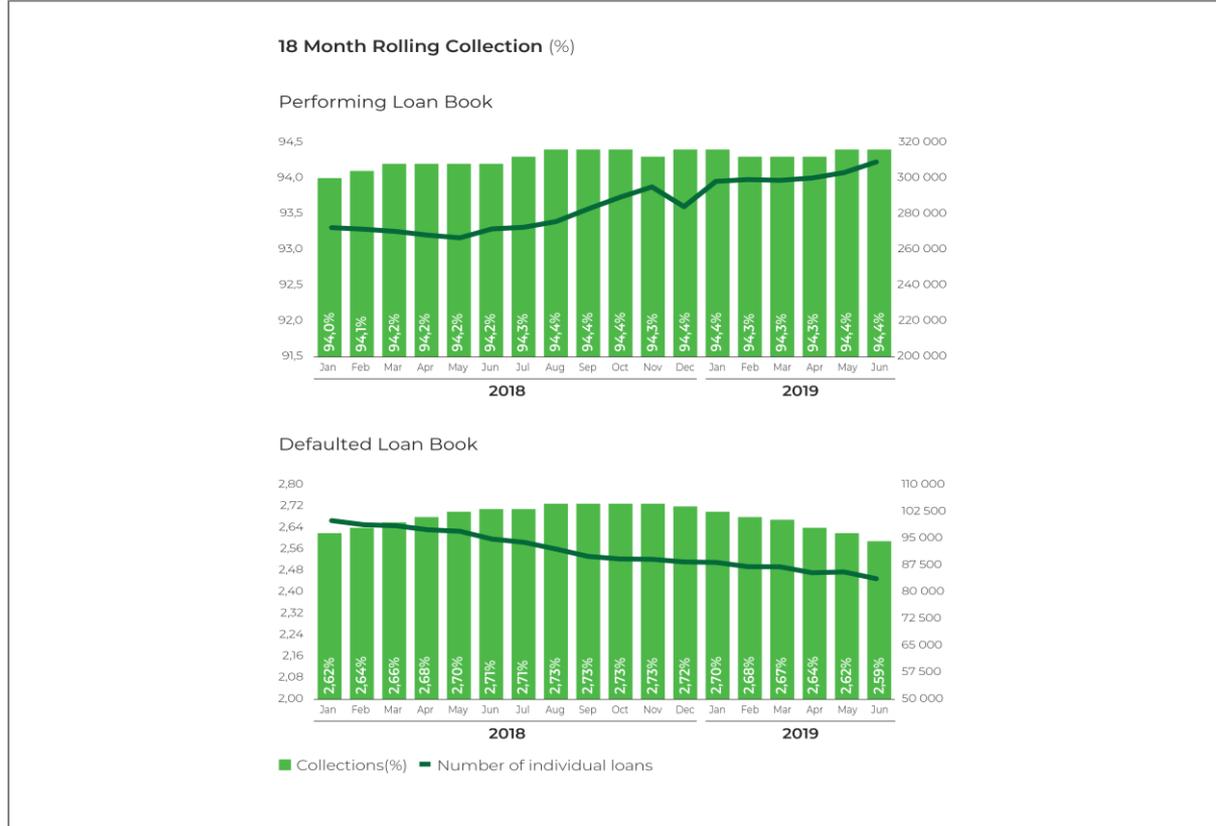


- Slowed down growth in loan book in H1 2019
- Tightened credit scoring in certain cohorts of the book
- Focus on improving collection rates
- Quality growth in book

Source: OML Interim Results booklet 2019



OMF | BOOK PERFORMANCE OVER LAST 18 MONTHS



Source: OML Interim Results booklet 2019



OMF | OUR STRATEGY

Our strategy is **customer-led** and looks to improve customer experience in a deliberate and systematic way. We will focus on **partnering** with our customers, offer appropriate **solutions**, provide financial education that **empowers** and offer **rewards** for staying longer or buying more.

With this in mind our strategic priorities are:

- Growth of a **quality** lending and transactional customer base.
- Providing **banking and lending capabilities** to drive IFS focusing primarily on delivery of a transactional offering integrated with Old Mutual Rewards.
- Becoming more **digitally enabled** through online, mobile and direct capabilities for sales and service.
- Attracting, retaining and developing **talented and diverse employees**, enabled to deliver on our strategic objectives.

Q&A





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THANK YOU



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