## Barclays Global Credit Bureau Forum

Thursday 5 September 2024



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## Welcome/introduction

James Rose







Welcome	James Rose
Introduction	Lloyd Pitchford
Our integrated approach: Analytics, Credit Decisioning and Fraud software	Alex Lintner
Delivering on our material addressable opportunity in Brazil	Valdemir Bertolo
Break	
North America Consumer Services	Jeff Softley and Rakesh Patel
Q&A session	Moderated by James Rose
Wrap-up/close	James Rose and Lloyd Pitchford

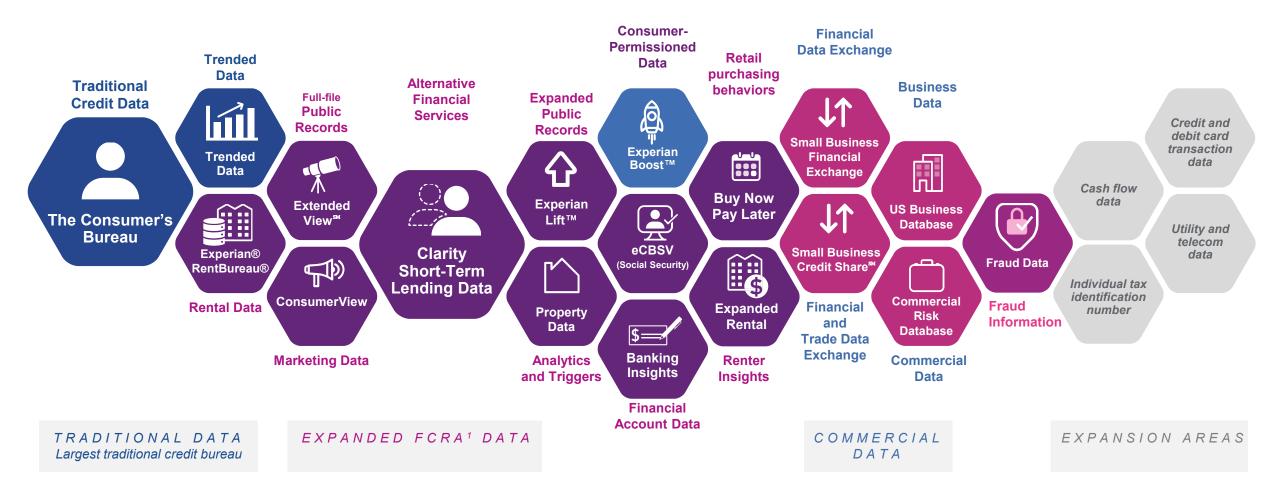
## Our integrated approach: Analytics, Credit Decisioning and Fraud software

Alex Lintner





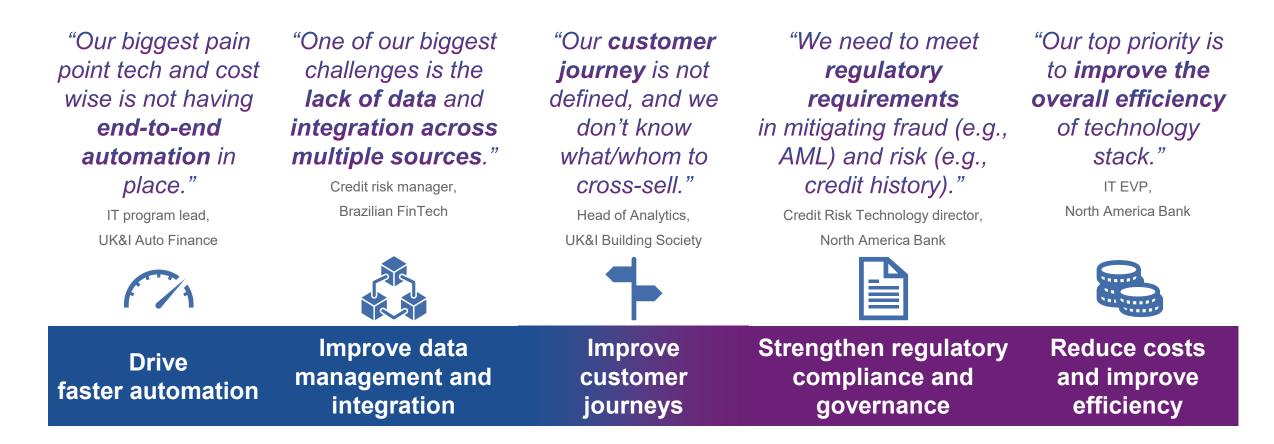
### We are growing our industry-leading data to drive financial inclusion and unlock our 360-degree view of the consumer for clients



Note: 1) North America Consumer Information/Business Information example

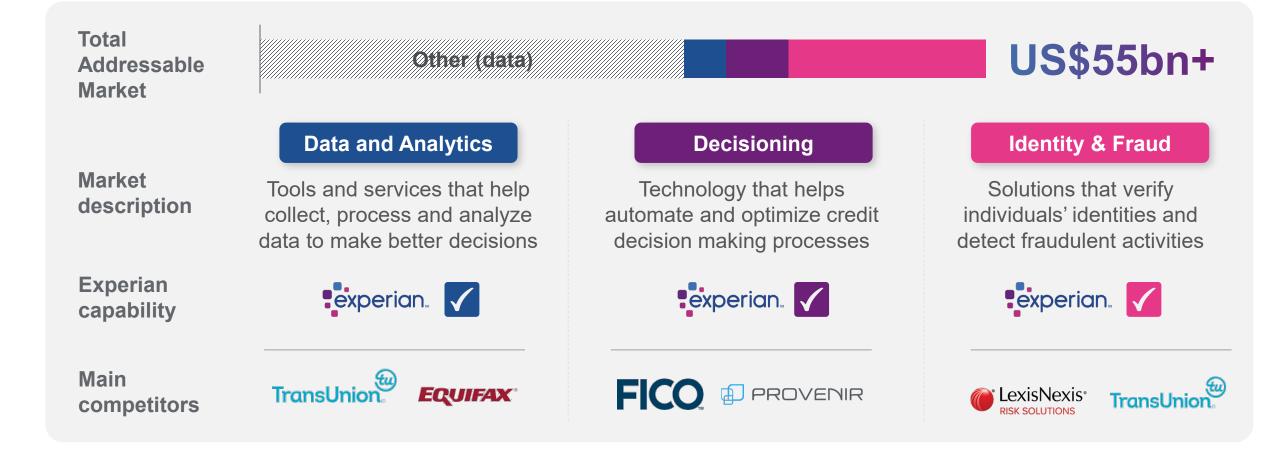
2) FCRA: Fair Credit Reporting Act, a federal law that regulates the collection of consumers' credit information

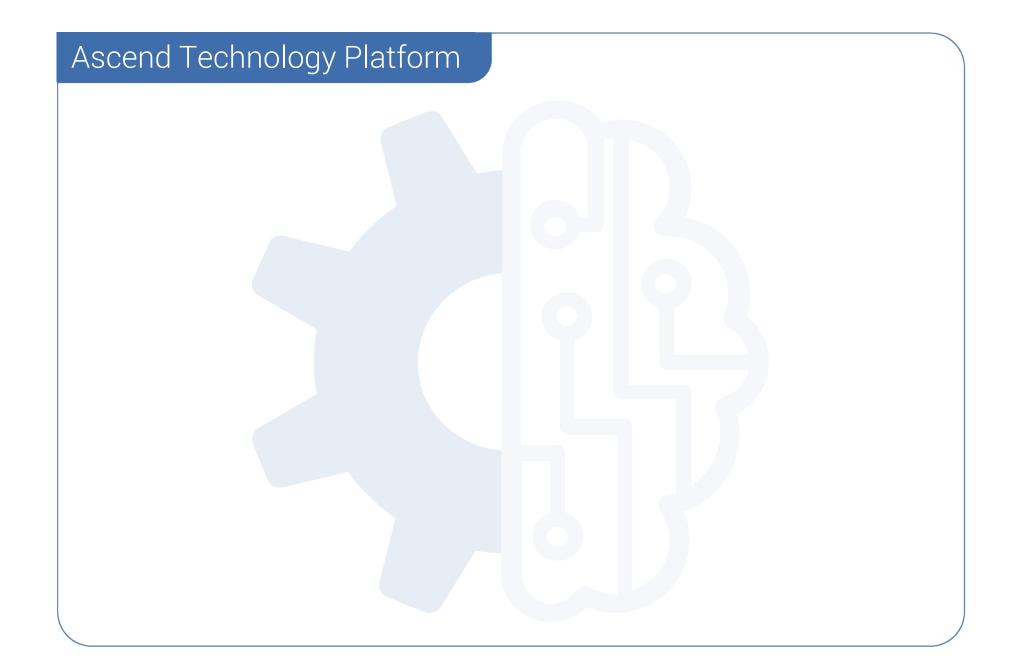
c.700 clients told Experian they want to drive faster automation and integration across the customer journey – balanced with cost and compliance

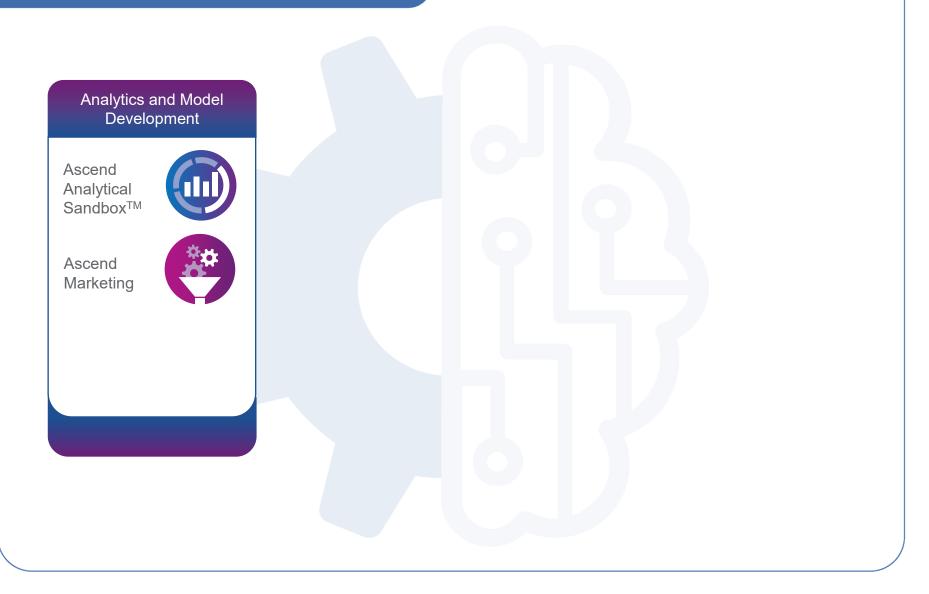


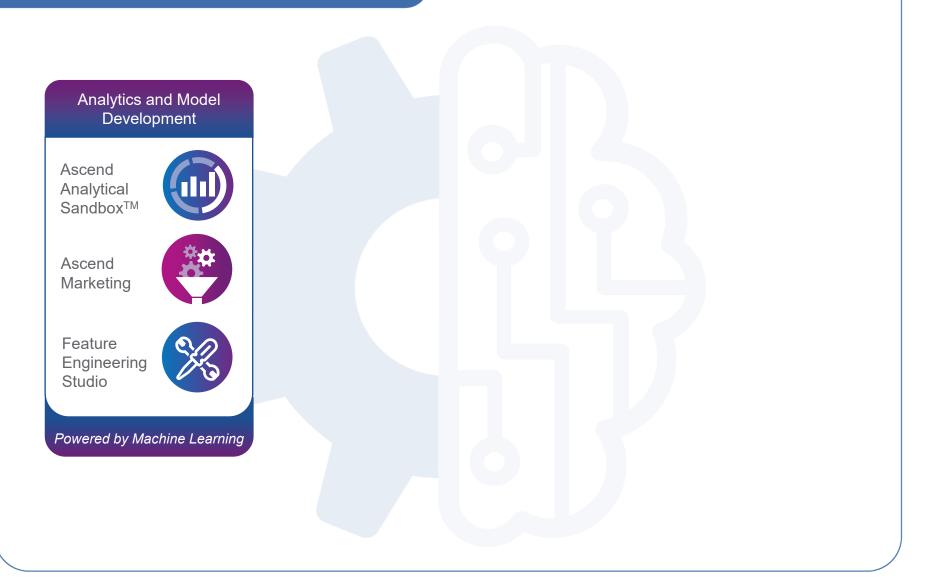
Base: c.700 decision makers for technology purchases that support the credit lifecycle at their organizations; 60 interviews to decision makers in NA, UK&I, and Brazil (Jun-Sep '23) Source: A commissioned study conducted by Forrester Consulting on behalf of Experian, August 2023 / NOT EXHAUSTIVE

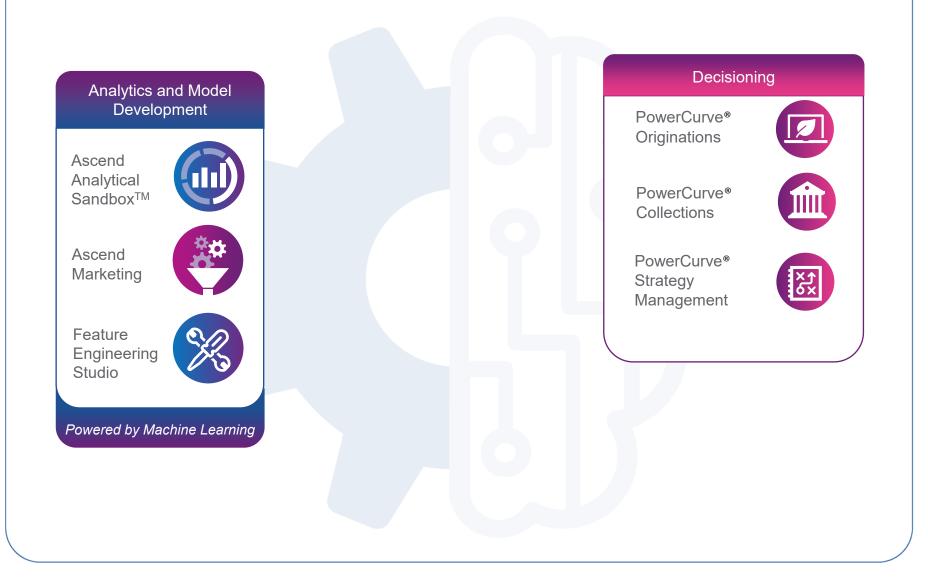
## Experian's breadth of capability is unparalleled in our industry

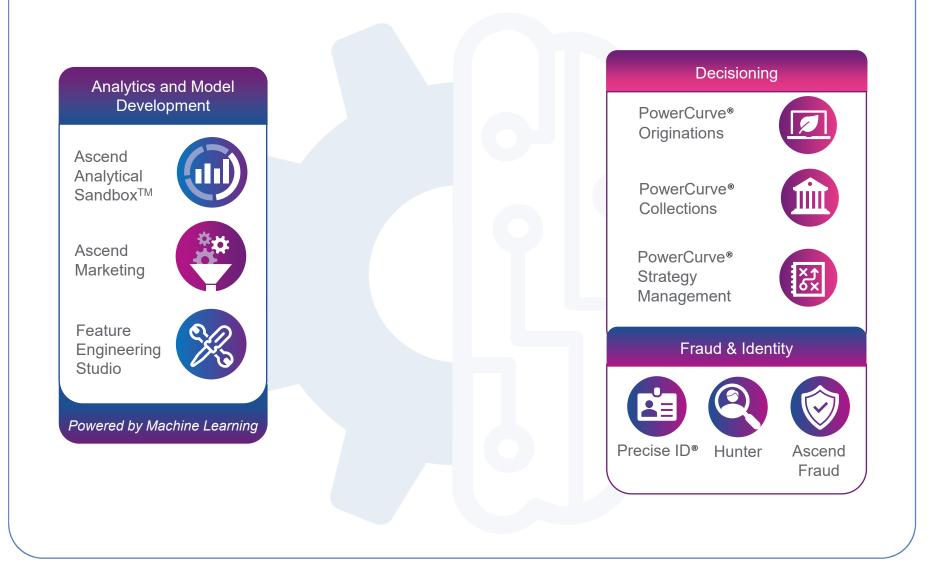


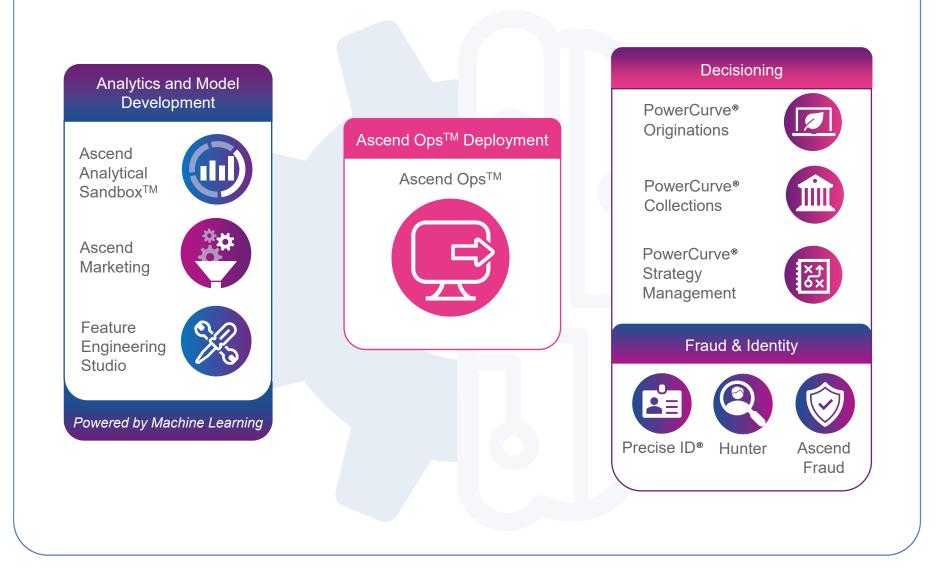


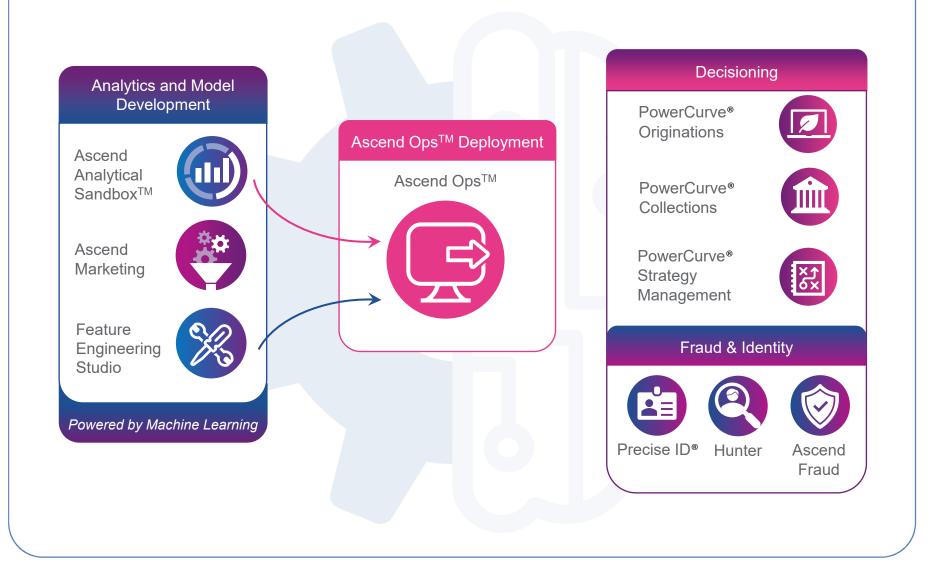


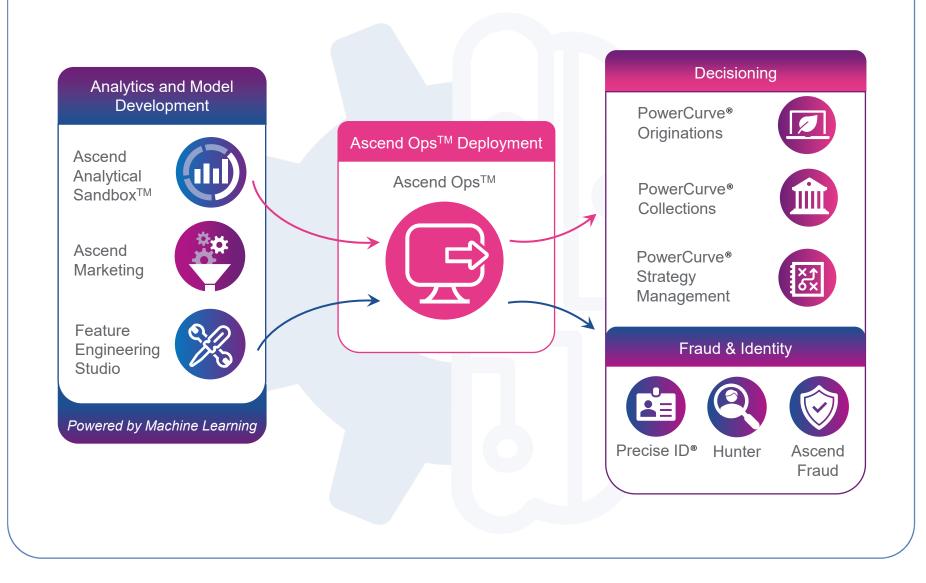


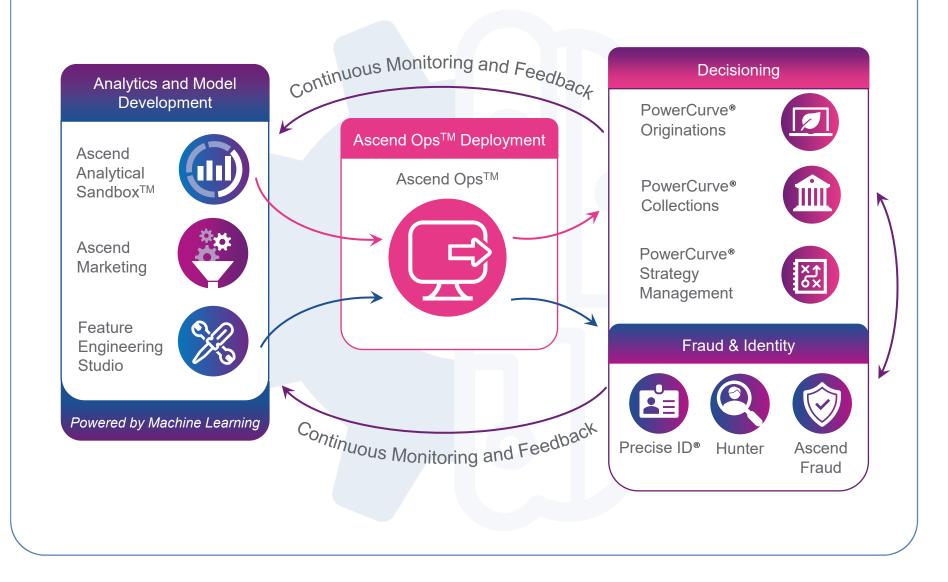








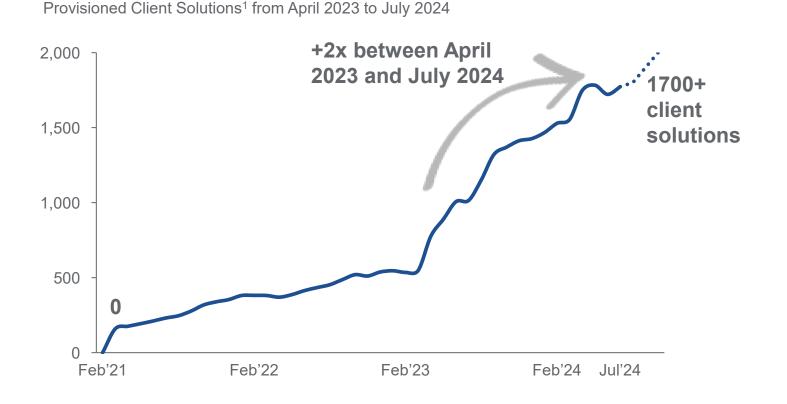




## Primary benefits for clients of the Ascend Technology Platform: efficiency, effectiveness and faster time to market



## We are seeing continued growth of clients and solutions on the platform, unlocking the potential to cross-sell

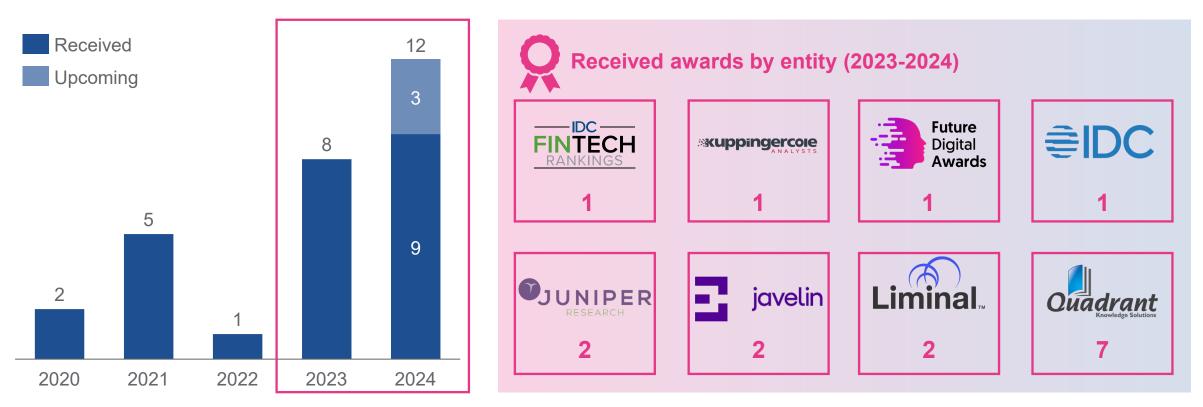


- We believe we can 2x the number of clients through further growth and remaining client migrations
  - Enhancements to the platform have increased the number of client engagements and enquiries about the additional capabilities
- Increased focus on the sales organisation on solving client solutions rather than more tactical data and analytics capabilities

Note 1: Solutions include PowerCurve, CrossCore, Ascend Ops. Provisioned clients have been onboarded onto the platform and can transact

## Ascend Technology Platform capabilities continue to receive widespread recognition as 'market leading'

Received and upcoming awards for the Ascend Tech Platform capabilities (2020-2024, #)



## Example: Ascend Technology Platform helped secure the largest deal ever in the UK

Who: one of the largest financial services company in the UK that looked to combine its B2B and B2C businesses

#### Why Experian?

- Strategic partnership recognized to support the client's transition to a digital bank
- **2** Track record of innovation to grow client competitive advantage and high NPS
- Best-in-class data used to find more customers, powering client growth

#### Key benefits to Experian

Largest deal ever secured in the UK



Took us from a rolling 3-year RFP to a **10-year contract** 



Went from a data and analytics supplier to being a **strategic partner** 

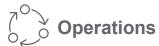
## Experian Ascend Technology Platform – transforms our relationship with our B2B clients

The evolution of the Ascend Sandbox and Ascend Ops









**S** Transactional provision of archives

Manual data wrangling and pinning

**Long lead times** (months++) to build and move into production

Full file 'fresh' data is available in the Sandbox

Suite of integrated tools to **build models and seamlessly deploy** into production for Credit & Fraud Real-time Model Monitoring with built-in GenAl capabilities

Automation of Continuous Improvement

End-to-end integrated regulatory reporting and documentation

SaaS



Data supplier

**Commercial Transactional** 

Strategic partner

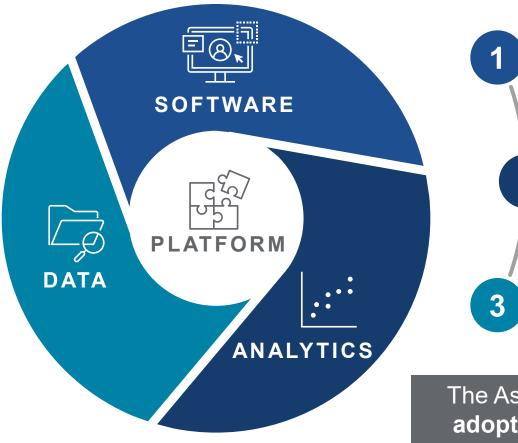
### Ascend GenAl Co-Pilot opens new addressable markets

Client challenges	Client opportunities	<b>Ascend CoPilot:</b> 24/7 intelligent analytical advisor
Speed: Time-consuming model development and deployment	Minimize time in writing code	Provide <b>assistance to users</b> in conducting their <b>data analyses</b>
Quality: Need for more transparency and reliability as models evolve	Improve understanding of data/attributes and their usage	Create tailored queries and code snippets for the platform
Cost: High expenses driven by high expert interventions	Provide continuous training and instant support and speedy resolution of issues	Provide detailed explanations of specific data attributes

Generative AI (Co-Pilot) simplifies the consumption of our software and data, opening new client opportunities for Experian to address in small and medium organizations

### Bringing Software, Analytics & Data closer together on the Ascend Technology Platform will drive a 'flywheel effect' of growth

2



Experian's **software solutions** built on the Ascend Technology Platform offers our clients industry leading capabilities, for **use cases across Analytics**, **Decisioning and Fraud** 

Experian's world class **analytics** delivers insights by leveraging **machine learning** and **Gen AI** to drive value for customers across a range of use cases

**Experian's core asset** consumable by the platform & software solutions **enables deeper integration** with our customers & furthers the end-to-end proposition

The Ascend Technology Platform enables faster integration and adoption across the globe, a unified experience across Fraud, Decisioning and Analytics, reduced costs to serve, improved security and faster deployment of solutions.

### Summary

Software solutions leverage Experian's unique strengths that are compelling for clients Addressing new client needs

Unique Experian capability Clients are looking to drive efficiency and effectiveness by **accelerating automation**, **harnessing more data** sources and **transforming the experience of their customers**.

Experian has **brought together** its **Analytics**, **Decisioning, Fraud and Identity software** on to the Ascend Technology Platform to drive rapid adoption of its unique global data assets and expertise at scale

Expanding our<br/>potentialThis foundation will allow us to bring furtherInnovations to market leveraging our unique breadth<br/>of offerings and our expertise, while harnessing<br/>transformative technologies such as Generative Al

## Delivering on our material addressable opportunity in Brazil

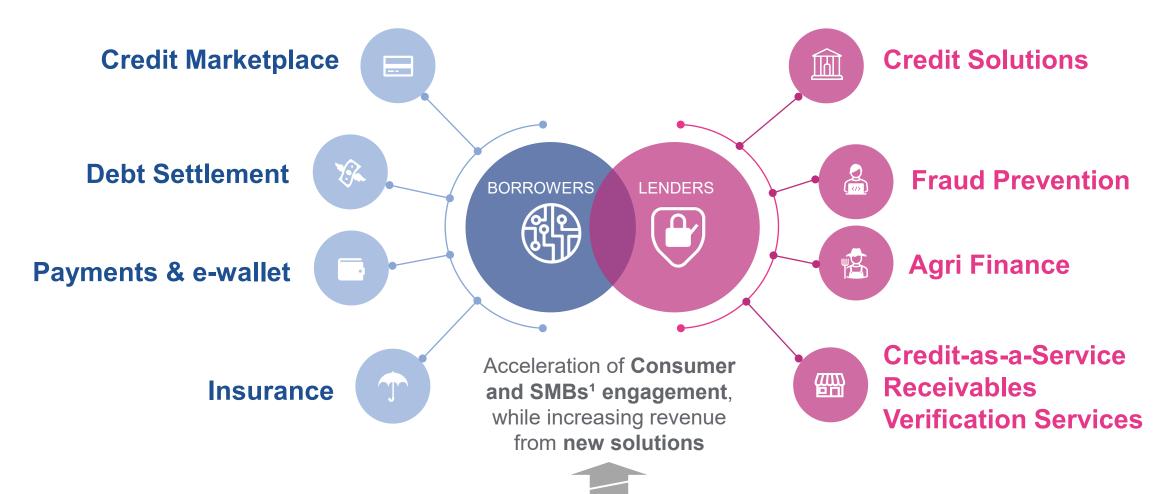
Valdemir Bertolo

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Our ambition remains: to make access to credit simpler, fairer, less risky and more transparent for lenders and borrowers



We continue evolving our ecosystem and capabilities, capturing unique data sets and generating new business opportunities



Capturing new data sets and continuously improving our analytical skills to create new solutions and access new value pools

## Allowing us to consistently deliver double-digit growth despite macroeconomic backdrop



#### Accomplishments

#### **Business diversification:**

- Consolidated our Consumer business
- SMBs<sup>1</sup> reached considerable size
- Expanded in ID&F and entered in Agribusiness and Open Receivables;
- Expansion to non-banking segments, such as manufacturing and retail

#### Early-stage investments and M&A in new business:

• 13 inorganic investments in last 3 years

#### Data supremacy:

- 87% of our analytical products use Positive Data
- New datasets (consumer contributed data, transactional, behavioural, bank connection, agri data)

#### **Productivity gains:**

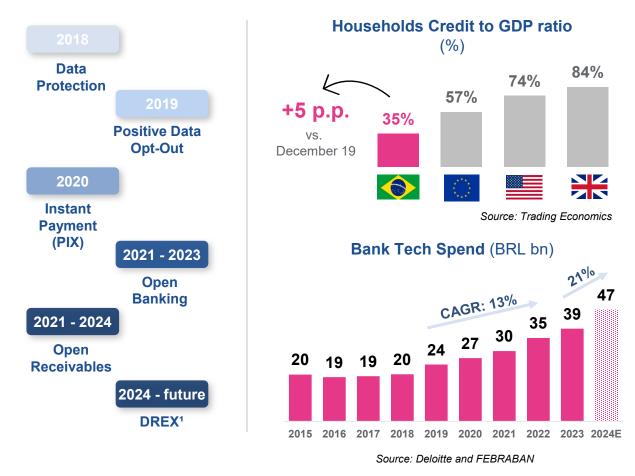
• Total EBIT margin evolution (+3.7 p.p. from FY20 to FY24)

FY2020 – FY2024 15% 7% 2% Competitor Competitor Serasa 2 **Experian** 

Revenue evolution – CAGR (%):

## Regulatory changes and other long-term trends create new opportunities

Once in a generation shift occurring in the data arena...



## ... benefiting credit penetration

## ... and creating unprecedented opportunities for Experian



**Credit and analytics:** increase market penetration and develop new solutions

SMBs: create a fully integrated services hub

IDF<sup>2</sup>: increase share of wallet in our client base

Agribusiness: explore sub-segments to scale the business

**Receivables and CaaS**<sup>3</sup>: enable new business models, generating incremental revenue streams to our clients

**Verification Services**: boost credit access through income verification

**Consumer services**: intensify engagement with our 90m+ consumer base

**New avenues**: adding new segments and solutions, going beyond traditional products

<sup>1</sup> Drex is the Brazilian Real in a digital format, to be issued exclusively on the digital platform operated by the Banco Central do Brasil (BCB). A central bank digital currency (CBDC).

<sup>2</sup> Identity and Fraud <sup>3</sup> Credit-as-a-Service

## We are the only player positioned to capture the full potential of market trends

#### **Solutions**

The broadest integrated portfolio for the entire client's journey

- 500,000+ direct / indirect clients
- Constantly improving NPS
- Powerful Consumers' engagement in our app

#### Talent

#### One of the best companies to work

EFY.

BRASIL BRAZIL

Melhores Empresas para Trabalhar™

Mulher

Great

Place

Work

COMPANIES

То

glassdoor

#### Innovation Innovation is in our DNA • Recognised as the most innovative company for two

RÊMIO VALOR

INOVACÃO

BRASIL

2023

 1000+ people in Technology & Data

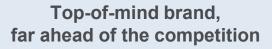
consecutive years

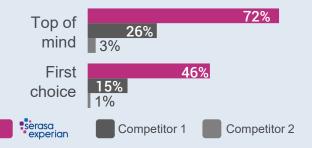
#### Data superiority

## Leading data breadth and accuracy, combining high analytical capability

- New data available in -30 days for production
- 3m+ rural producers analysed by our Agri Score, and ~600m hectares under ESG monitoring
- 6.5m+ daily B2B and B2C credit reports

#### **Brand Awareness**



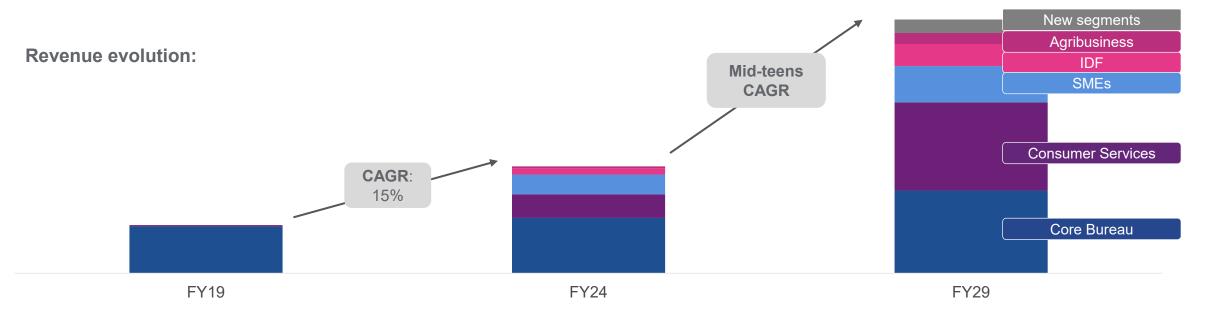


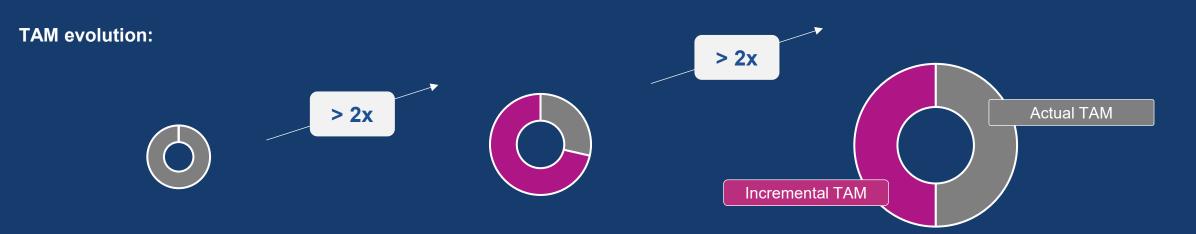
#### Technology

Focus on productivity, modernization and automation for our products

- Lead time improvement: from 130 to 35
  days on score model implementation
- Deployment frequency increased by 61%

## Unlocking new growth value pools as we expand our portfolio in a unified platform





## Clear strategy and leading market innovations to deliver on our material addressable opportunity in Brazil



Create an incredible experience across our clients' complete journey

## **Identity and Fraud** | Scale Identity Verification capabilities to differentiate and unlock new use cases in transactions

#### Attractive Market

 Brazil's large population and high transaction volume, combined with a dynamic environment (e.g., new regulations, PIX) make the country attractive to fraudsters → \$1bn market, growing at 10% CAGR

#### Pain Point

- Increase in number of solutions, **demanding mature orchestration**
- Highly fragmented market, demanding an integrated E2E<sup>1</sup> platform

#### Opportunity

- Strengthen the core: become #1 in the onboarding space, delivering top value to our clients
- Innovate to grow: explore new tech, data and AI to have world class products
- Enter new markets: new ways to play to expand our TAM

+2bn

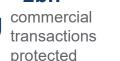
<sup>1</sup> End-to-End

· Leverage integrated solutions: combine credit and IDF

#### Right to win

#### +100m

unique facial identities

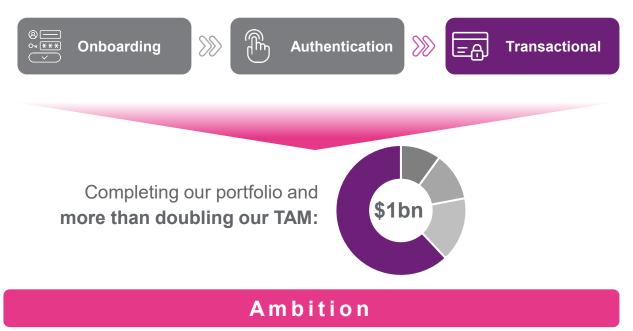


#### 8m

docs and facial identities verified monthly

#### What's next

#### Enter new markets: new ways to play to expand our TAM





33 © Experian Public

## **Agribusiness** | Everything to make credit available for the farmer, serving sectors with different needs over the same platform

#### Attractive Market

- Agribusiness accounts for ~25% of Brazilian GDP
- Agri credit balance expected to grow at 20% YoY (vs. 10% for the total credit balance)

#### Pain Point

- Underserved demand for credit risk analysis and data insights
- Constrains access to credit along the agribusiness value chain
- ESG and traceability monitoring difficulties

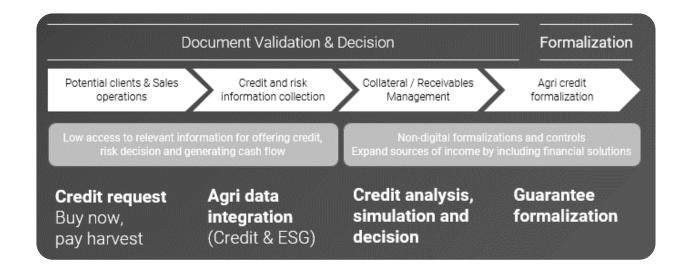
#### Opportunity

- **Solve credit pain points** throughout the agricultural value chain, unlocking access to credit
- Offer a single source of analytical intelligence to prevent default risks and outline the best profitability strategies
- Provide environmental impact through ESG Check, Grain / Livestock, Traceability, Carbon Credit Wallet

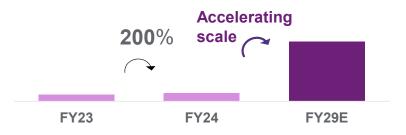
#### Right to win



#### What's next



#### Ambition



## **SMBs** | Expand our client base to keep strong double-digit growth, diversifying our portfolio and providing the best experience to our clients

#### Attractive Market

- SMBs account for ~30% of GDP and ~50% of jobs, totaling 21m+ active companies
- SMBs' GDP grew ~7%, while Brazil's GDP grew 2.9% last year

#### Pain Point

- Low level of information to lenders, hindering affordable credit access to SMBs (only 13% have a score higher than 600 points; 70% do not have credit access)
- Difficulties to manage many providers to run the business

#### Opportunity

- Grow our client base, specially XS and S
- Diversify portfolio with integrated analytical solutions & innovation
- **New markets**: become the most powerful SMBs data center and hub for management and financial services

#### Right to win

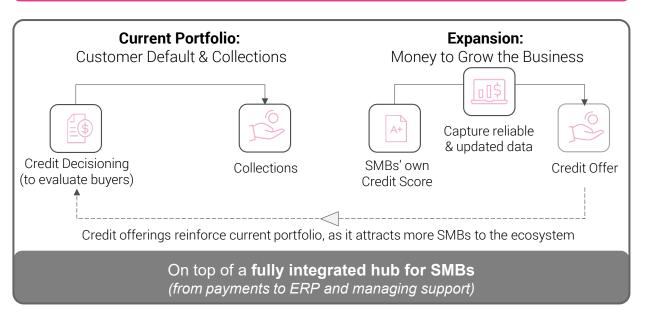


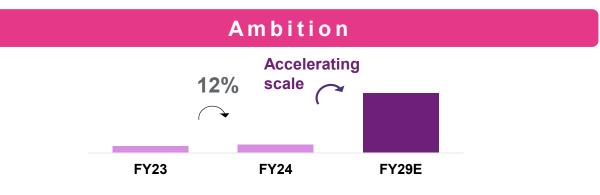
Our SMBs business stand alone is bigger than our main competitor



Unique solutions such as CaaS and Open Receivables

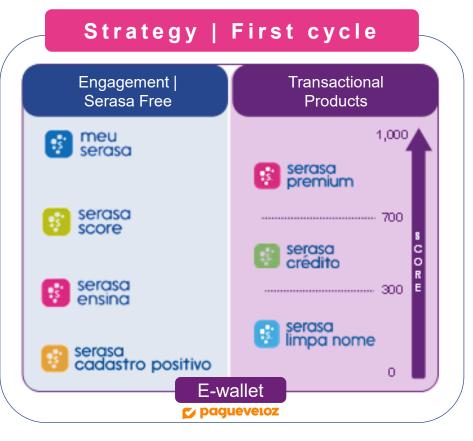
#### What's next





## **Consumer** | Our business is evolving to offer more services within a connected journey, making Serasa indispensable to Brazilians

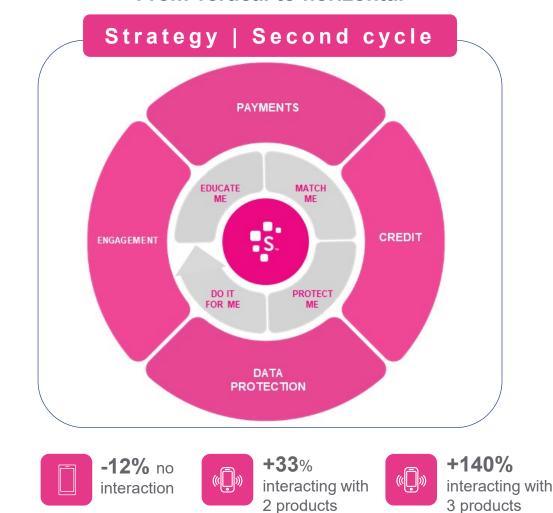
**Consumer's Financial Life Timeline** 







**5**<sup>th</sup> most downloaded app



From vertical to horizontal

## **Consumer** | Our business is evolving to offer more services within a connected journey, making Serasa indispensable to Brazilians

#### Attractive Market

- 220m population
- \$0.7tn+ total credit balance for households, growing at double digit CAGR for 5+ years
- Positive read across from Brazilian banks sequential improvement in asset quality, led by falling trend in Non-Performing Loans

#### Pain Point

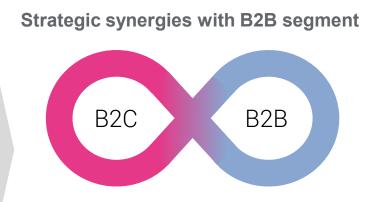
- High number of unbanked people
- Poor credit journey for consumers, low credit penetration and unaffordable rates
- **Need for financial education**, personal finance assistance and payments management

#### Opportunity

- Help Brazilians in their credit and financial journey
- Build a full financial platform within a single journey, connecting all financial information promote an E2E payment solution
- Explore personalisation and data monitoring: provide new types of journeys suited to the different life moments of its users
- Acquire consumer contributed data, enhancing our B2B solutions



#### What's next



Our unique engagement with consumers allows us to scale consumer contributed data and explore new opportunities, improving our B2B solutions and boosting Brazilians' access to credit.

#### Ambition



## A clear ambition and a unique position to extend our lead in the Brazilian market with our platform



### Break

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### North America Consumer Services

Jeff Softley

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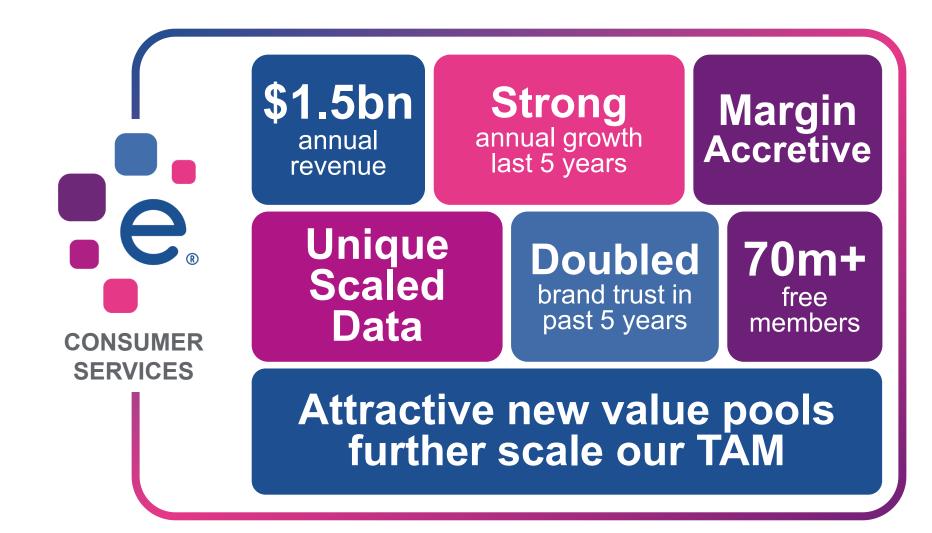




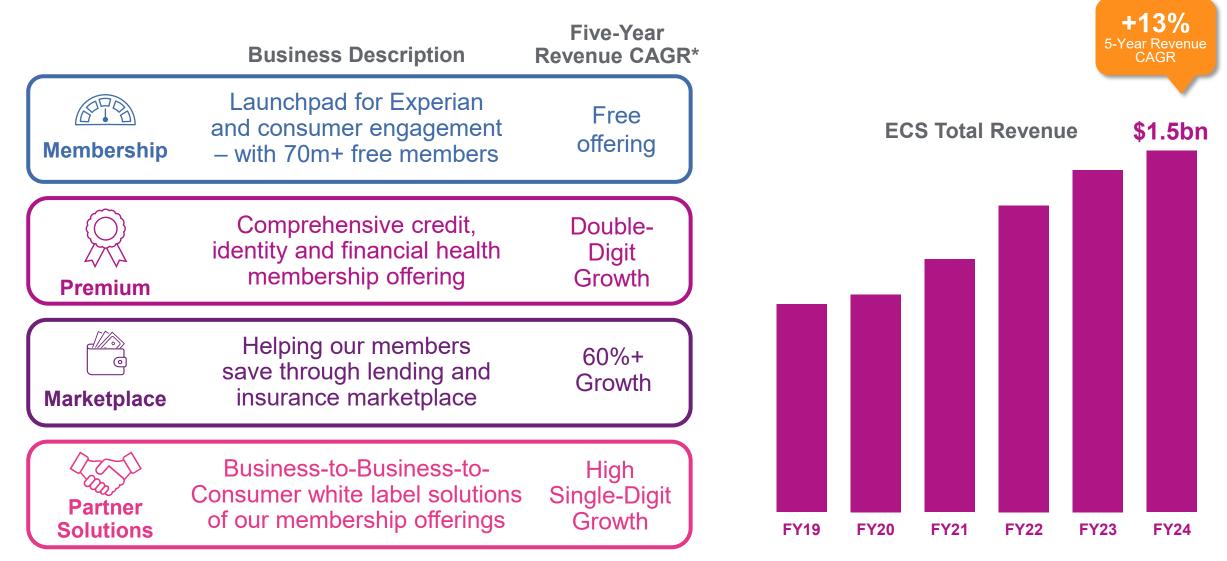
Our business model, strategy, and role



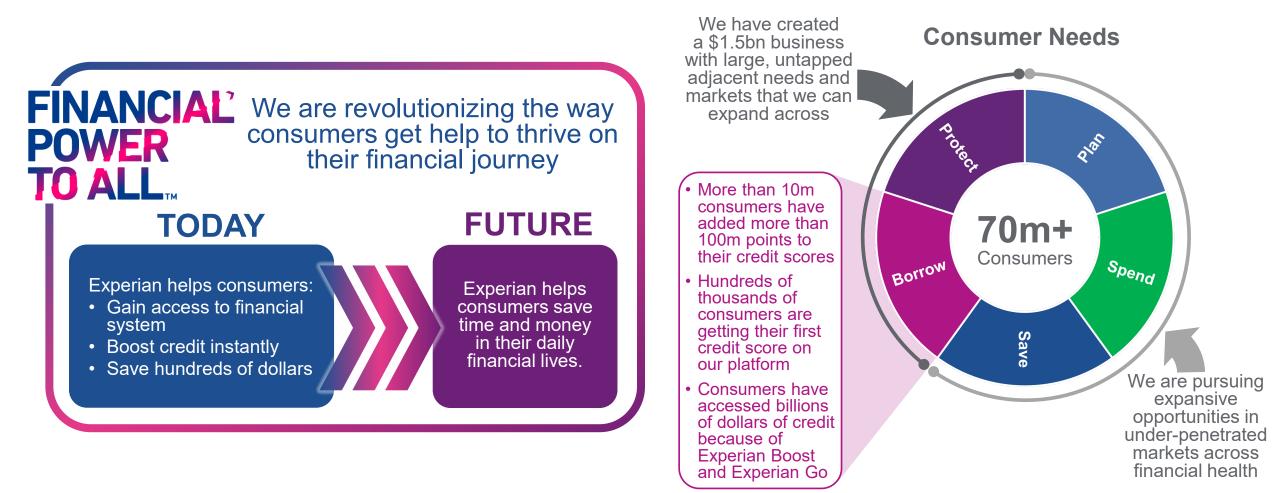
Consumer Services is a high growth business with rich data and deep customer engagement that makes the whole of Experian stronger



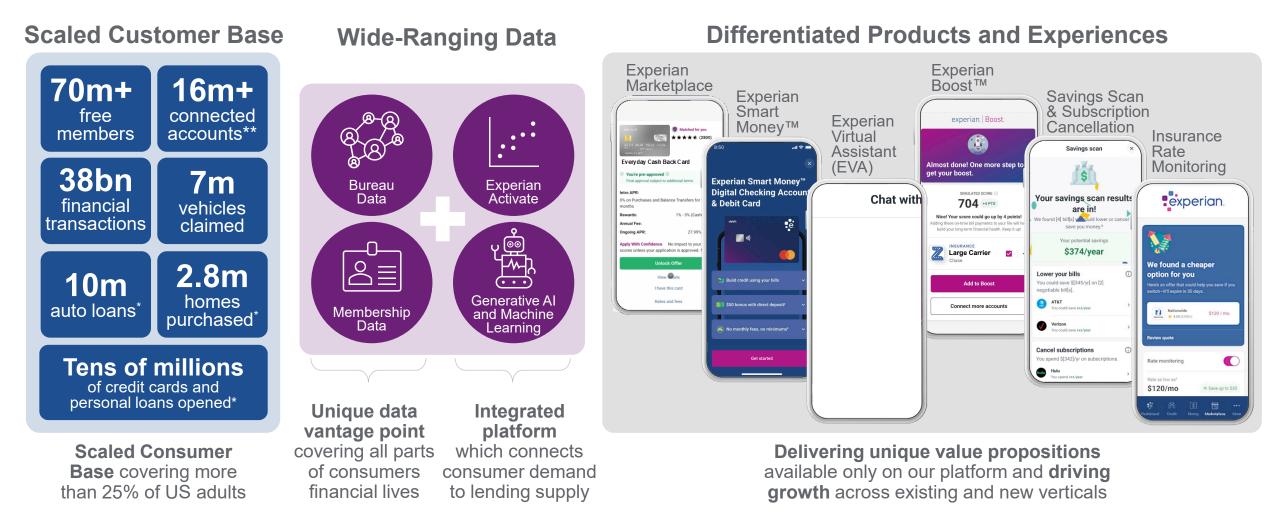
## We've built a diversified, resilient business with multiple revenue and distribution models



## We are building a financial co-pilot; a platform that helps consumers save time and money every single day

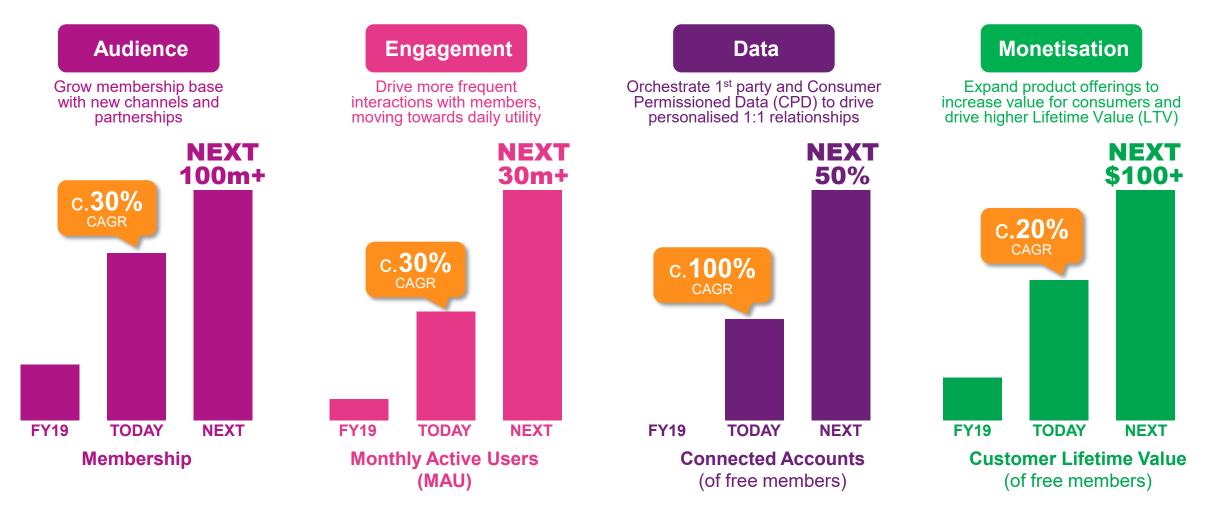


## Our Advantage: Our customer base, unique data, integrated platform and product innovation



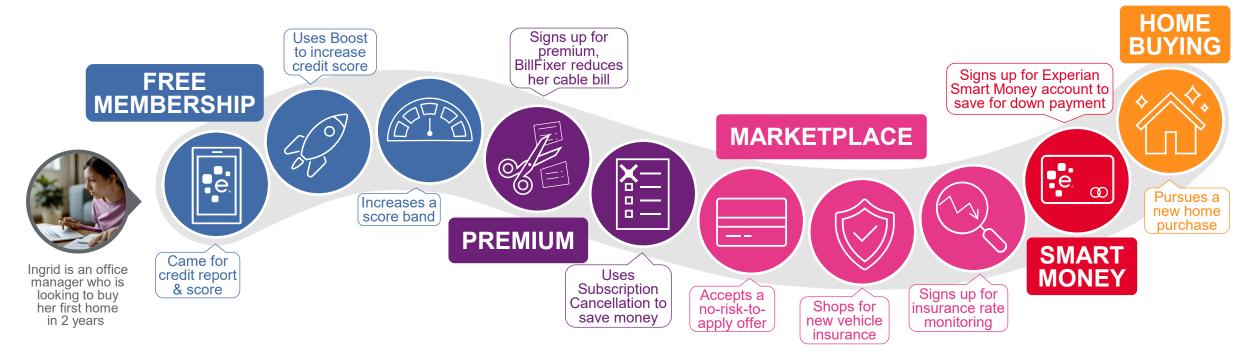
#### \*Lending outcomes associated to ECS members \*\*Connected Accounts through Boost or Personal Financial Management features

## We measure our business across key growth drivers and are making significant progress in each of them



#### One of the largest consumer financial platforms

### Experian helps consumers achieve their financial ambitions... and this fuels our business



## Experian Smart Money | Driving the next generation of financial inclusion with Experian and for our partners

**Expanding Financial Power to All** 



Empowers consumers to instantly impact their FICO<sup>®</sup> Scores



Enables consumers to create their own Experian credit report



Allows consumers to build credit without going into debt



**Experian Smart Money Benefits:** 

- Creates daily engagement
- Provides rich transaction stream to help consumers
- Further rounds out view of consumer's balance sheet
- Enables graduation into partners' portfolios
- New vertical growth for marketplace expansion



80%+ of funded dollars by direct deposit

200%+ increase in funding rate since launch

### Our product is evolving into a platform that helps consumers improve their financial health every day

#### BEFORE

See vour

credit report

read to learn

credit, upgrade

to identity theft

more about

protection.

Scores and

Monitoring

Simulator

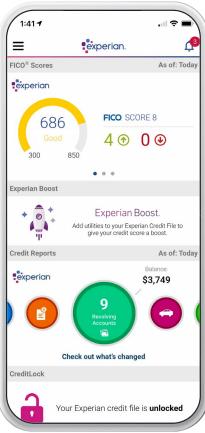
Reports

Credit

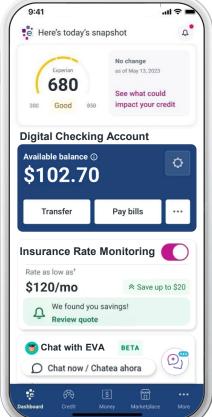
• Alerts

• Score

and score.

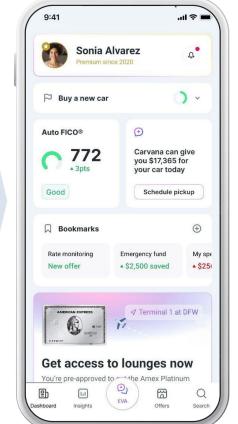


TODAY



#### Tools to improve your score or begin vour financial iourney. Solutions to reduce bills and save. • Experian Smart Money • Expanded Experian Boost Experian Go Personal Financial Management Marketplace with preapproved and no risk offers powered by Activate Insurance Rate Monitoring • BillFixer Personal Privacy Scan • Dark Web Scan GenAl Chatbot: EVA

#### FUTURE



An Al-powered daily financial co-pilot that reinvents how consumers make big and small money decisions with minimal friction. Consumers share information when it suits them.

- Al-fueled recommendations with do-it-for-me budgeting and savings tools
- A user experience that secures a complete view of a consumers' balance sheet and financial profile
- Automatic shopping and switching for insurance and other services
- 'On Your Terms' Passport which removes the friction of applying
- Automatic credit and debt improvement



Marketplace and Insurance Our ambition is to build the largest, most inclusive financial platform

## WHY...

HOW...

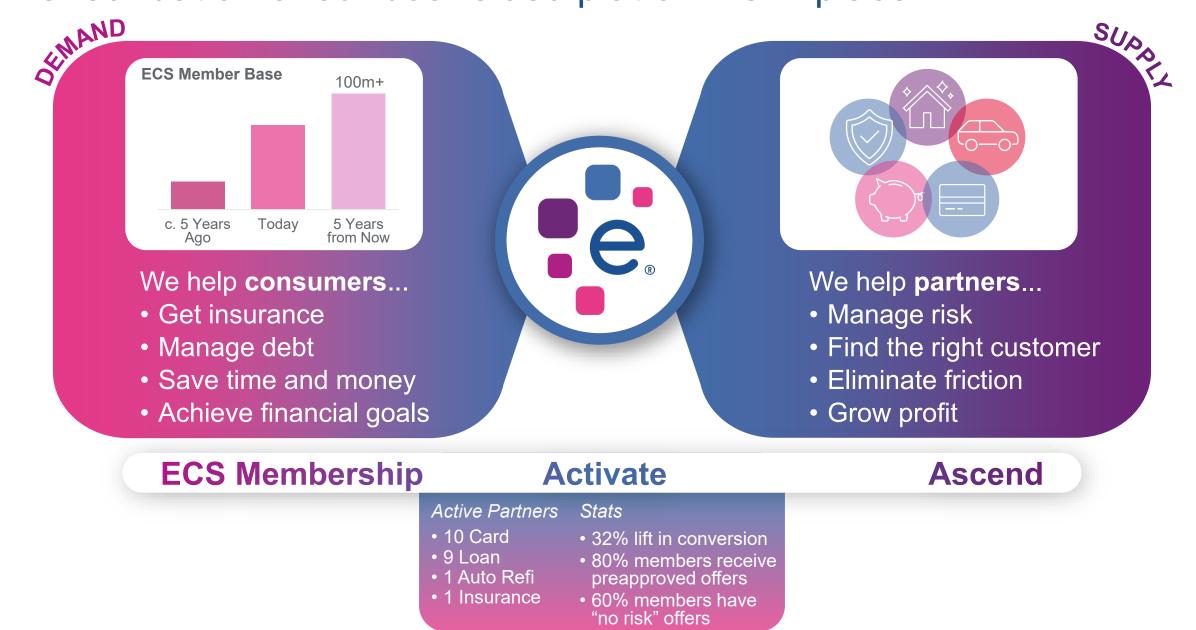
## FINANCIAL' POWER TO ALL



Help millions of consumers

Command outsized growth with a dual sided platform

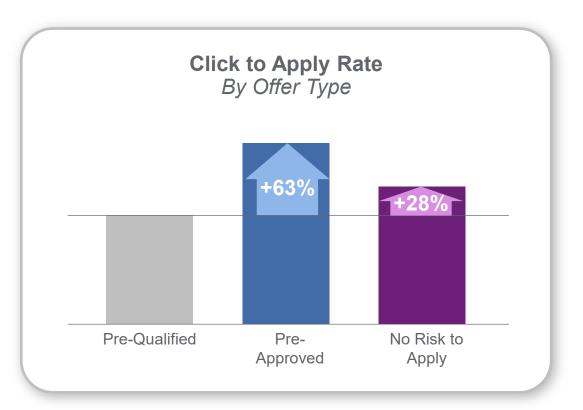
### The foundation of our dual-sided platform is in place...



Activate maximizes yield, creates certainty for consumers and partners and unlocks increased engagement and monetization of offers

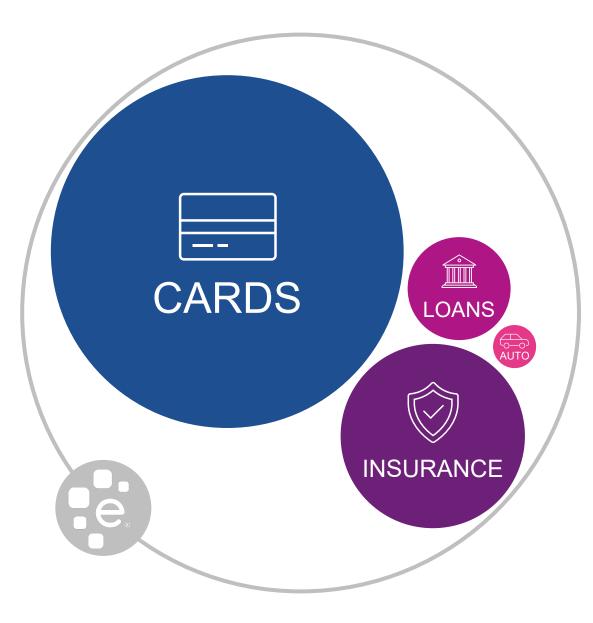


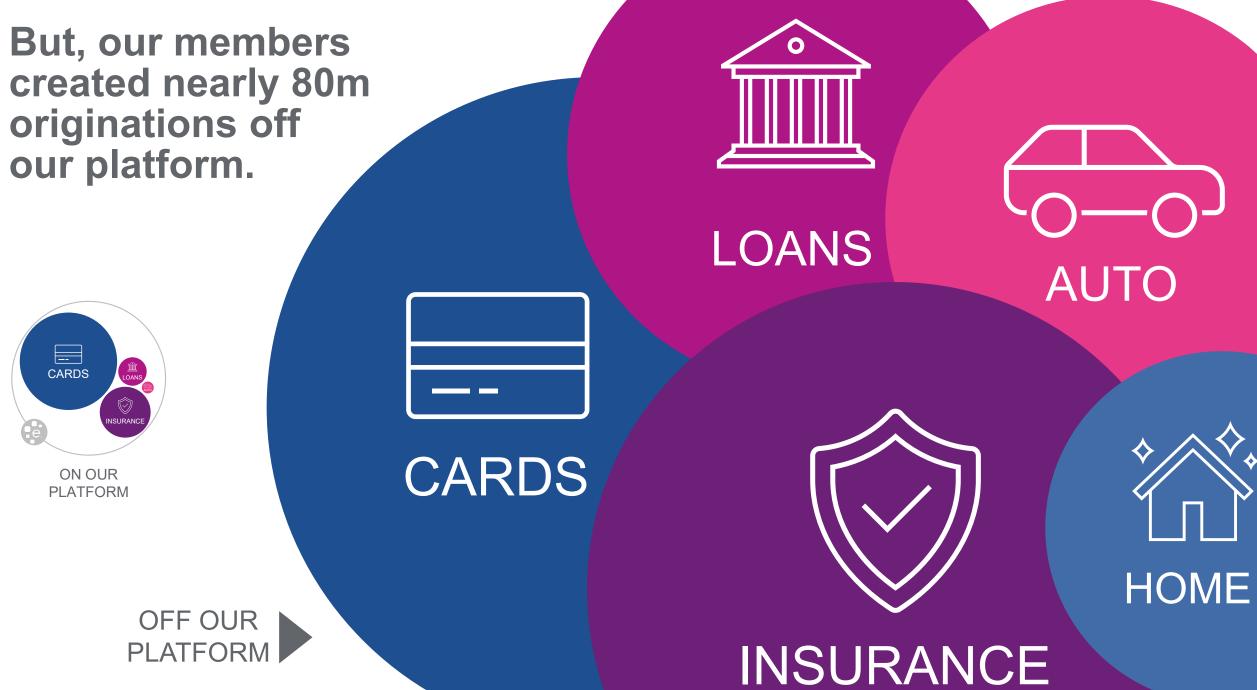
Lender onboarding into Activate programs has accelerated, now covering the majority of our active member base

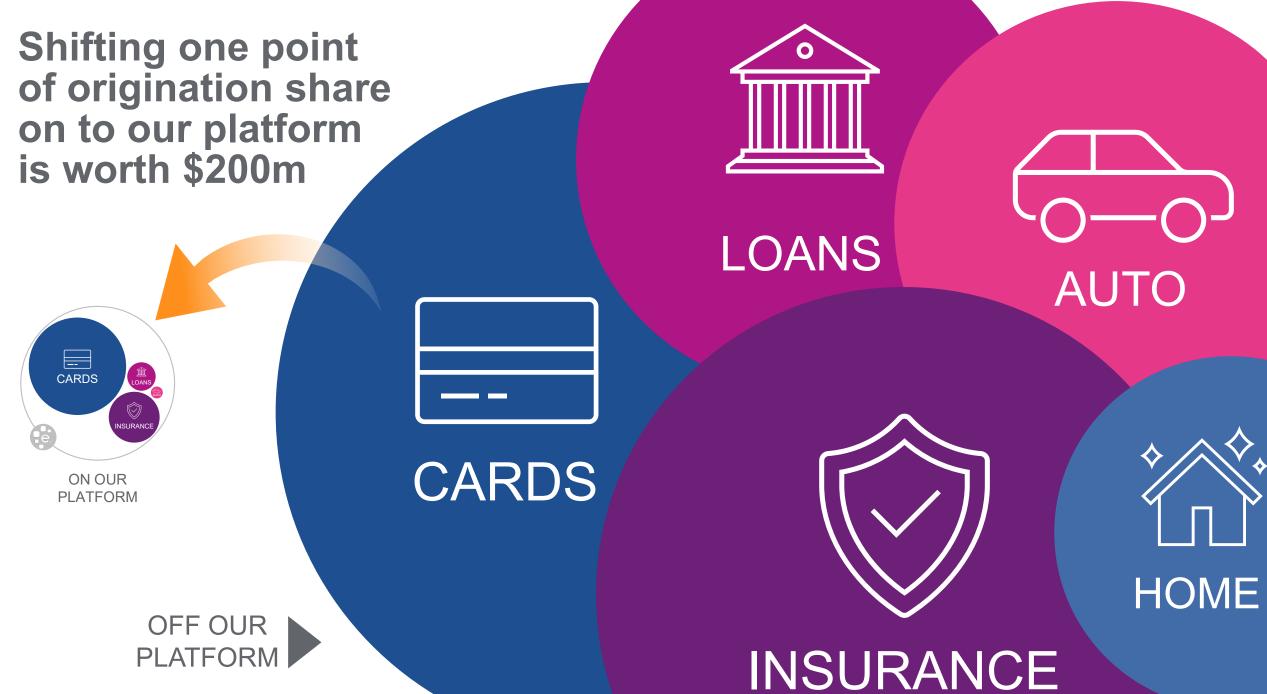


Activate eliminates the risk in applying for an offer, dramatically increasing engagement with offers and conversion rates across our member base

### Last year, our members performed nearly 3m originations on our platform







Insurance shopping is massive market, ripe for disruption, and tightly aligned to Experian's wheelhouse

The US market is massive, but complex for carriers and consumers...



- The insurance shopping market is \$12bn\*
- Traditionally, carriers have avoided sharing rates outside their owned and operated platforms - making the process of comparing real rates challenging

Every consumer needs insurance, but comparison shopping is hard...



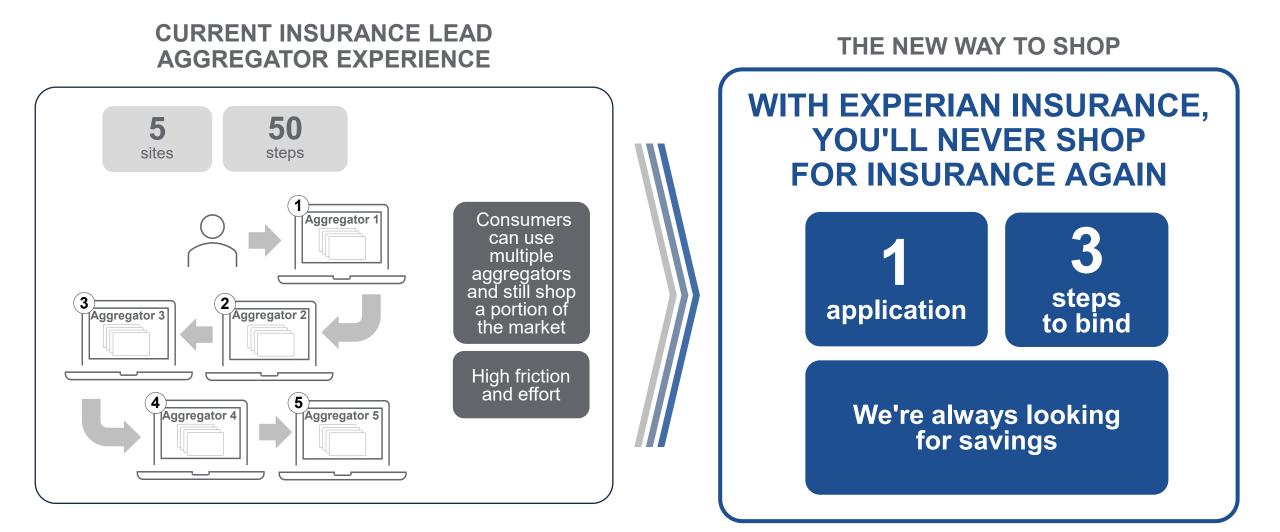
- Saving money on insurance is one of the primary savings opportunities for consumers
- Consumers don't understand how to easily compare offers, coverage levels and costs

Carriers are emerging from a once-in-ageneration market shift, with new needs...



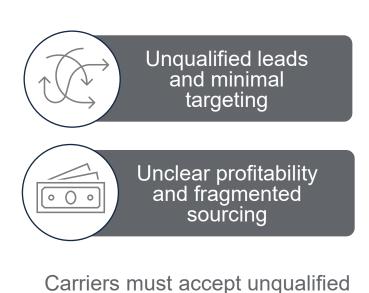
- COVID sent shockwaves through the insurance market; driving massive profit growth, followed by new profitability demands
- Carriers and consumers have emerged with new needs and expectations

### Insurance shopping is broken... and we aim to fix it

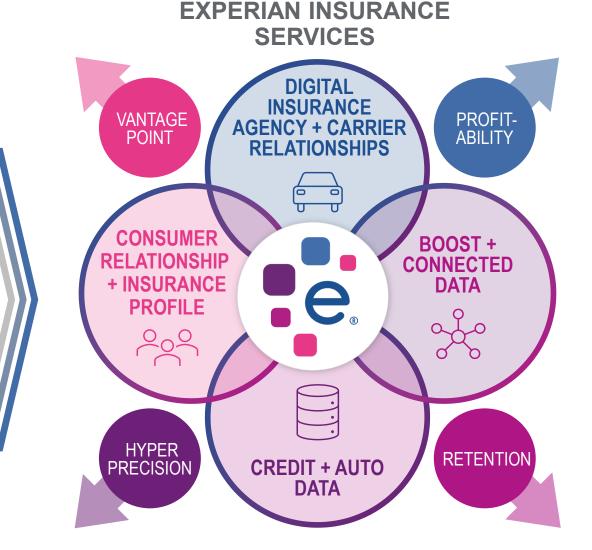


Experian Insurance Services enables partners an unrivaled precision to find their best customers profitably

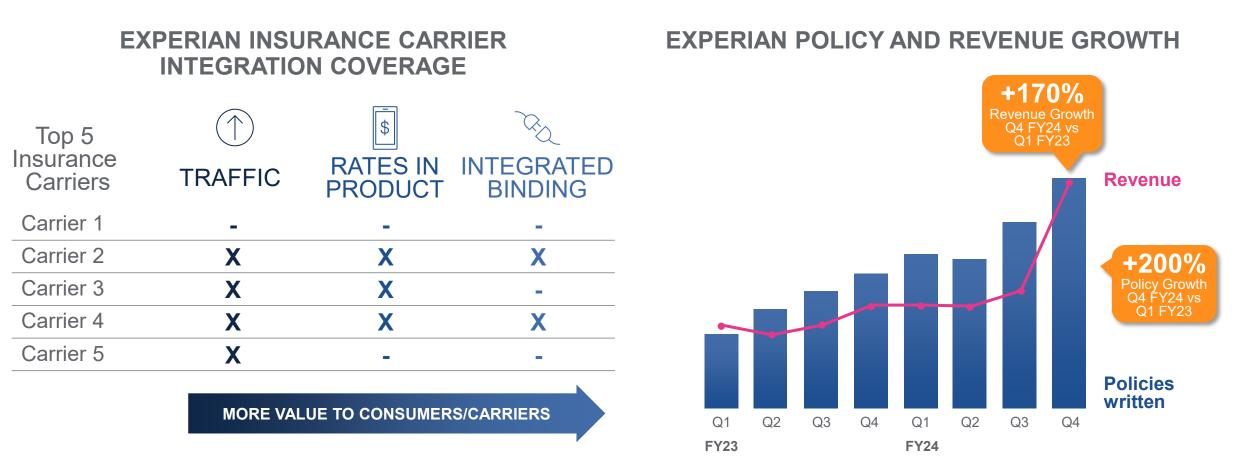
CARRIER EXPERIENCE WITH AGGREGATORS



traffic, paying for traffic and leads from a myriad of aggregators. Finding the right consumer is like finding a needle in a haystack.

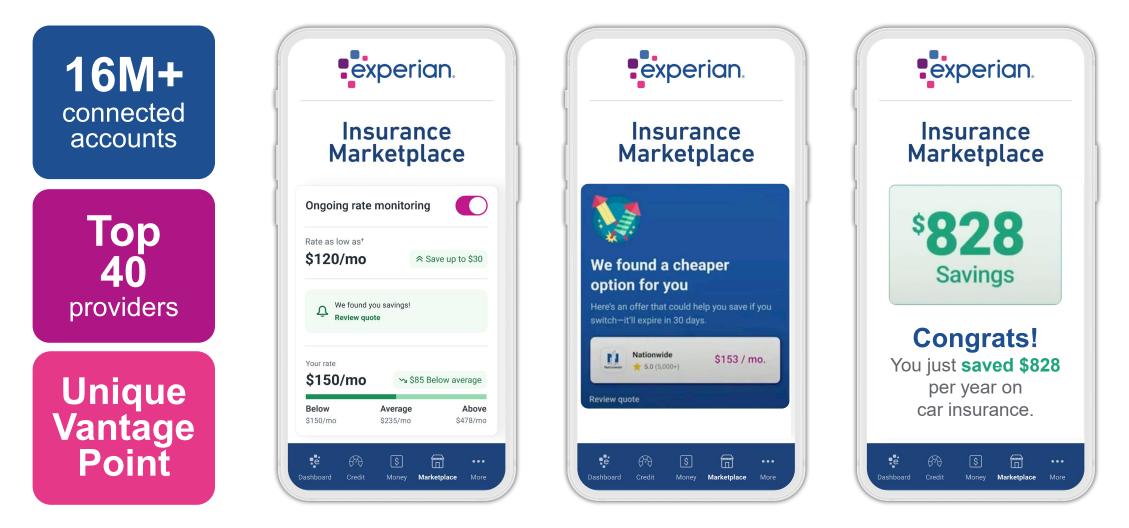


Our product innovation within insurance has delivered rapid impact, with more runway on the horizon

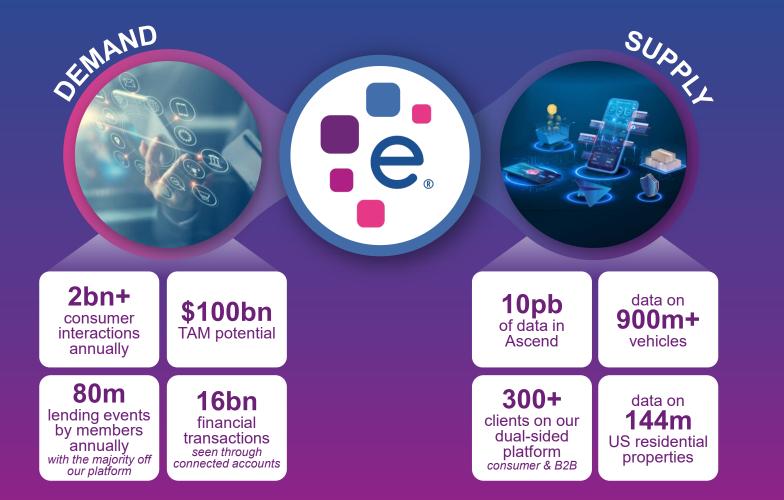


#### 60 © Experian Public

Experian is changing the way consumers shop for insurance... ...eliminating the need to shop for car insurance again.



### Creating an unrivaled consumer financial platform



- \$50bn+ total addressable market opportunity
- Flywheel working, and expanding to new parts of consumers' lives
- Diversified business with exclusive data
- Brand and portfolio uniquely positioned to deliver on the potential of the market

Our plan unlocks the untapped value in our audience, our data, and our deep relationships with supply

Q&A

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### Wrap-up/close

James Rose and Lloyd Pitchford



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## Barclays Global Credit Bureau Forum

Thursday 5 September 2024



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