



## Q3 FY26, trading update

21 January 2026

Transcript

## Contents

Overview .....	3
Introduction .....	3
Highlights .....	3
Regional Performance .....	3
North America .....	3
Latin America .....	4
UK and Ireland .....	4
EMEA and Asia-Pacific .....	4
Financial Review .....	5
Trading Performance .....	5
Regional Performance .....	5
North America .....	5
Latin America .....	5
UK and Ireland .....	5
EMEA and Asia-Pacific .....	5
Summary .....	6
Questions and Answers .....	7
Concluding Remarks .....	12

## Overview

**Brian Cassin**  
**Chief Executive Officer, Experian**

### Introduction

Thank you very much. Hello, everybody, and welcome to our Q3 trading update call. I am here, as usual, with Lloyd, who will take you through the financial performance after my opening remarks.

### Highlights

We delivered another strong performance in Q3, reflecting continued execution against our strategy. Total Q3 revenue growth was 12% at actual rates and 10% at constant currency, with organic revenue growth of 8%. This continues the momentum that we saw on the first half, and puts us on track against the FY26 guidance that we set out just a few weeks ago.

The overall picture is consistent with when we spoke in November. North America continues to perform strongly. In Brazil, we saw a modest improvement in the course of the trajectory as we have expected. Organic revenue growth was 10% in North America, 6% in Latin America (LatAm), 3% in UK and Ireland, and 3% in EMEA and Asia Pacific. By segment, B2B organic revenue growth was 7%, with good contributions from both financial services and verticals. Globally, consumer services delivered 10% growth.

### Regional Performance

#### North America

Momentum remains very strong, driven by client expansions, consistently improving lender activity and continued growth in consumer services. Regional organic revenue growth was 10%, including a strong B2B performance, which was up 11%. In financial services, excluding mortgage, we delivered a strong organic revenue growth, reflecting key client wins, and increasing adoption of new products across our client base. Client activity levels continue to improve, feeding through to higher volumes for unsecured credit, and providing a supportive backdrop for new product adoptions. Clarity was also a very positive contributor in the quarter.

We are very encouraged by the client response to newer products, such as cashflow scores and analytics, and we see emerging opportunities for Ascend, for our sandbox in 2026. Alongside this, we are progressing our plan to embed AI more deeply across our platforms, including through the introduction of new Experian systems within the Ascend platform, and enhanced model risk management features. We have a strong pipeline of new product development underway, with further introductions planned this quarter, and we expect innovation activities to remain high as we move into next year.

In mortgage, our focus remains on making homeownership more accessible and affordable to the American people. The introduction of VantageScore into the performing mortgage market is an important step in expanding credit access, to bring millions more consumers into the scoreable population. Our approach is to provide both VantageScore and Fair Isaac Corporation (FICO) in every mortgage transaction, so that lenders can choose which score suits their needs. VantageScore is also available in our Ascend analytical sandbox for testing purposes, and we expect appetite to build over time, particularly given the cost savings available to lenders and, ultimately, consumers.

Across verticals, we delivered another strong quarter led by automotive, supported by widening distribution for our AutoCheck vehicle history reports, and by health, which continues to benefit from client expansions and strong market adoption of our AI-led patient access curator proposition. In marketing services, our audit and acquisition continues to perform well.

Consumer services also delivered a strong performance, up 8%, and our focus remains on delivering ever more personalised experiences, by leveraging the depth of our data assets, increasingly supported by Eva, our agentic AI assistant. Marketplace was the primary driver of growth in the quarter, reflecting continued expansion in credit and insurance, alongside the ongoing growth of our free membership base.

### **Latin America**

Organic revenue growth was 6%. While B2B revenues were flat on an organic basis, we have made good progress across key areas of strategic focus. Economic conditions in Brazil remain similar to those we discussed in November, with interest rates now peaking at around 15%, and with elevated levels of consumer indebtedness, which do continue to weigh on core lending activity. The integration of ClearSale has progressed smoothly. We are combining our capabilities across the portfolio. This has been well received by clients, supporting new business opportunities. Progress in the SME segment has also been very good.

Consumer services delivered a very strong quarter with 23% organic revenue growth. Growth was broad-based, reflecting our strategy to diversify and expand the range of services available on the platform. We added new credit products to the marketplace, including private payroll loans, driving increased contributions from the credit marketplace, and the contribution from premium services also continues to expand. This was combined with another strong quarter for Limpa Nome, following a highly successful Q3 credit fair, as we continue to support consumers to renegotiate debts and consolidate loans.

### **UK and Ireland**

Organic revenue growth was 3%, with B2B flat on an organic basis and strong consumer services momentum, which grew 14%. While the overall economic environment remains soft, we have made steady progress in B2B. More clients are going live on the Ascend platform, and we have seen a somewhat improved backdrop for credit acquisition and origination, supported by increased adoption of the Ascend sandbox. There remains more work to do across the board for the B2B portfolio, but the strategy is gradually improving.

Consumer services performance in the UK was very strong. Growth was led by the credit marketplace, with premium services also contributing positively. We introduced a new 1250 score in December, which has been well received, with members engaging more actively as they explore its enhanced features.

### **EMEA and Asia-Pacific**

Organic revenue growth was 3%, which was against a strong prior year comparative. Our focus on new product introductions is paying off. We have a strong pipeline, and some very encouraging performances across the region.

With that, I will now hand it over to Lloyd.

# Financial Review

## Lloyd Pitchford Chief Financial Officer, Experian

### Trading Performance

Thanks, Brian, and good morning, everyone. As you have seen, we delivered good growth in Q3, in line with our expectations and in line with Q2, when adjusting for the one-time volume catch-up in the North American consumer services business that we had in Q2.

Total revenue growth was a very strong 12%, with constant currency revenue growth of 10% and acquisitions adding 2% to growth. Organic revenue growth was 8%, led by the North America business growing at 10%. Organically, B2B globally grew at 7%, while consumer services globally delivered 10% growth.

### Regional Performance

#### North America

In North America, we delivered strong organic revenue growth of 10%, with 11% in B2B and 8% in consumer services. Within B2B, financial services, excluding mortgage, grew 9% in the quarter, up from 8% in Q2. As Brian mentioned, credit conditions continue to improve, with good underlying client activity. Clarity had another strong quarter, and we see strong commercial momentum in cashflow. Mortgage revenue grew 45% on flattish volume, and this takes total financial services growth to 13%.

Verticals in North America grew 8%, with auto and health continuing to grow mid-teens and double-digit respectively, and marketing services growing modestly. Auto grew well across our credit, vehicle history and value recovery products, while health was supported by our claims management products and ongoing adoption of Patient Access Curator, our AI-powered registration solution. Consumer services grew 8% for the quarter, and, as a reminder, Q2 was boosted by the one-time volume catch-up in Insurance Marketplace.

Marketplace grew strongly double digit in Q3, reflecting broad growth across credit cards, personal loans and insurance. Subscription membership revenue grew modestly, reflecting the strong prior year growth comparative.

#### Latin America

Latin America grew 6% organically. B2B was flat, while consumer services delivered very strong growth at 23%. In B2B, we saw good performance in our fraud and ID offerings, but, as expected, the macroeconomic climate continued to weigh on credit activity, although we did see an uptick in the build of pipeline. Consumer services grew very strongly with growth of 23%. We saw growth across all products with a very strong performance in premium and Limpa Nome, which hosted its fair in December.

#### UK and Ireland

UK AND IRELAND grew 3% organically. B2B was in line with the prior year, but on an improving trend across the quarters this year. Consumer services delivered another double-digit organic revenue growth of 14%, with strong growth in our marketplace business. We drove strong growth across both credit cards and personal loans, supported by higher customer engagement and expanding lender supply from the product launches that Brian mentioned.

#### EMEA and Asia-Pacific

EMEA/Asia Pacific grew 3%, despite the lapping of a large one-off licence recognition in Australia in the prior year, and good progress across most of the other markets.

## **Guidance**

Finally, as you have seen, all of our guidance for the full year remains unchanged from the upgraded guidance that we gave at the half year in November. With that, I will hand you back to Brian.

## **Summary**

### **Brian Cassin**

Great. Thanks, Lloyd. In summary, Q3 has been another strong quarter of growth, and we are on track to deliver on our full-year guidance. With that, we are going to open up the line for questions.

## Questions and Answers

### **Scott Wurtzel, Wolfe Research**

Good morning, guys, and thank you for taking my questions. There are a few from me. The first is to ask you to quantify the impact of the insurance catch-up in Q2, and how that distorted the comps a little on the Q3 consumer services revenue. You talked about some wins on the US financial services side, ex-mortgage. Can you characterise the nature of those wins, as well as any updates on conversations you have had with lenders around the adoption of VantageScore?

### **Brian Cassin**

Lloyd, do you want to do the impact?

### **Lloyd Pitchford**

During Q2, we mentioned we had a catch-up in our insurance marketplace vertical inside consumer services in North America. It was about \$19 million, so that added 1% to the organic growth rate for the group. Q2 was 8% if you exclude that. We said at the time that we would maintain that through the second half. As you have seen, we have done so today, and we expect Q4 to be in line with Q3 overall. You see consumer services in North America was also in line if you adjust for that.

### **Brian Cassin**

On the financial services side, we continue to see very good progress. We are pleased with the uptake that we have seen on the cashflow analytics and stores products. We have seen some good new wins on that, so that is encouraging. We have also just gone through a fairly significant renewal cycle and big contracts, and we have come through that extremely well. We are very happy with the position that we have there.

I think VantageScore was the third question. There is not really much of an update. We only spoke to you, I think, back in November. Not a whole lot has changed. We continue to see engagement from really all vendors to evaluate the proposition. Remember, VantageScore is not actually yet technically available for use, although we are working to ensure that it is up and running as soon it is approved and is ready. I think there is broad-based interest across the lending environment. Everybody I think is going to have a look at this, so that is encouraging.

### **Simona Sarli, Bank of America**

Yes, good morning, and thanks for taking my question. First of all, can you please comment a little bit on the potential news from Trump that credit cards fees might be cut to 10%? What are the potential implications more broadly for the industry, but also specific implications for Experian? Do you have any solutions that might potentially help you to hedge that? Secondly, for Latin America, the organic growth in financial services clearly remained flattish in Q3. Can you comment on lending conditions and also on the potential pipeline going into fiscal year 2027?

### **Brian Cassin**

On the first question on the proposed cap on interest rates, we have just come through bank reporting season and probably most of the institutions that a lot of you work for have commented quite extensively on this. The first question you have to ask is the likelihood that this would be pushed through. I think there is a significant challenge to that. I have seen comments from JP Morgan and others saying that, if it were to go through, it would obviously have quite a significant impact on the credit card market. That said, the bigger impact is probably going to more likely be on US consumers, because it will have, we believe, a more damaging impact on the availability of credit more broadly, and will push consumers into more expensive forms of credit.

The final point on that is that demand for credit does not just disappear. Were something like this to go forward, we would expect that the market would adapt and there will be other products that would actually take their place. They may not necessarily be even more affordable products, but we would see that. Certainly post the global financial crisis (GFC), when regulation was tightened and access to more prime credit was restricted, we saw significant growth in subprime and other forms of lending. I think the market will fulfil whatever need is out there, and because we serve the whole market we expect that will find its way into other kinds of products. There is a long way to go on that, but there is not much more we can add to the extensive copy that has been put out there on this topic. Lloyd, do you want to comment on LatAm?

### **Lloyd Pitchford**

There are two bits to your question, Simona. If you look at overall lending conditions, you have what we think is probably peak interest rates in Brazil. I think that is what the markets are saying as you look forward. That is weighing on activity this year, and that is in line with what we said in November. Looking forward, we are seeing something that may be a little bit more hopeful going into next year. Our pipeline has improved, which tells you quite a lot about the engagement of clients as they look forward. We are hopeful that we will see, over the next few quarters, and really into next year, the conversion of that pipeline into contracts and then into revenue. I think B2B trends better from here through next year, but, still, it is a high interest rate environment, so we need to see some time for that to recover.

### **Simona Sarli**

Can I please ask a very quick follow-up? Is there a way that you could elaborate, even high level, on your exposure to credit cards, in both B2B and B2C, as well as to other forms of credit?

### **Lloyd Pitchford**

We do not break down the individual channels, Simona. As Brian mentioned, we serve all channels. As credit supply changes in individual channels, you see credit demand shift. We obviously have a very fast-growing business in short-term lending, in Clarity. We are probably the largest provider in our sector into buy now pay later. There are lots of other avenues and channels for credit that we think would soak up the excess demand if you did see some supply restriction in credit cards, and we expect that to help us offset it.

### **Suhasini Varanasi, Goldman Sachs**

Hi, good morning. Thank you for taking my questions – just a couple for me, please. On verticals business, it looked like health and automotive are doing well, but growth slowed a little bit in this quarter. I just want to understand what has changed at the back end, and what your expectations are for the next few quarters. Maybe I can ask a similar question on LatAm B2C, which has seen a very nice pickup, actually. Is that a trend that can be maintained over the next few quarters? Thank you.

### **Lloyd Pitchford**

For LatAm B2C, we said that we would be back to over 20% growth in the second half, and you have seen that. We have reached a really nice scale, as we covered in the release. We passed a major milestone in the consumer business in Brazil of over 100 million free members in Brazil now, a very significant consumer platform, and across Latin America, including Brazil, we are approaching \$300 million run-rate revenue annualised for that business now, which is a very significant business growing very strongly. Expanding that vertical is a great story for us and there is lots of runway still to go. As we look ahead to Q4, we expect another really good quarter of growth in that consumer services business.

Going to the verticals in North America, just to remind everybody, what have we seen this year? Our verticals in Q1 grew 8%, in Q2 grew 10% and in Q3 grew 8%. There has been pretty consistent high single-digit growth. Within that, there has been very consistent double-digit growth in health and mid-teens growth in automotive. The marketing services segment has been softer this year, which I think anybody watching the segment with industry specialists will have seen. That was low single digit in Q1, mid single digit in Q2 and low single digit

in Q3. Overall, there has been very strong and consistent performance with very strong growth in health and automotive.

### **Simon Clinch, Rothschild & Co Redburn**

Hi, guys. Thanks for taking my question. I was wondering whether you could expand on the US credit environment and just give a sense of the growth you are seeing across the different verticals of banking, auto, personal loans and credit cards.

Following that, I was wondering whether you could update us on your thoughts around the timing of things like the release of the loan level price adjustment (LLPA) score or VantageScore in the US. Have you had any update or engagement with the Federal Housing Finance Agency (FHFA), particularly since some of the tweaks that we saw earlier this year from the organisation?

### **Brian Cassin**

On the US credit environment, in November we said that we saw some modest improvement coming through, and I think that has continued. Again, we come out with our results usually around the same time as the major US banks produce their results. They are all really strong. I think you have seen from them the outlook. They think they are set up for a pretty good year in 2026, notwithstanding the usual caveats around some caution here and there.

Credit quality continues to remain very strong across the piece. The direction of interest rates is anybody's guess, but it certainly seems like the direction of interest rates is down. That is a pretty good setup as we go into calendar year 2026. We are seeing it across the piece. In the last couple of years we have had pockets of good performance, but we are now seeing that as fairly broad-based across all the categories of lending. That is a good backdrop, and I think that is reflected in the numbers, quite frankly.

The second point was on VantageScore. We do not have an exact date on that. Obviously, that will be something that the FHFA announces. We know they are working through that and it should be fairly imminent, but we do not have the exact date. Of course, we are in constant touch with FHFA on that and many other matters as well.

### **Arthur Truslove, Citi**

Good morning, everyone. Thank you very much for taking my questions. I have two questions. First, at the half year, you talked quite a lot about productivity. If I remember correctly, you said that organic employee growth in the first half was roughly flat. I wonder whether you could just comment on how that is continuing and how that shows through on productivity.

Secondly, you mentioned in your release and indeed your comments that the cashflow analytics business is going extremely well. Are you able to just tell us where you are getting the data for that? Can you comment on the barriers to entry and why you are positioned to win sustainably in that vertical?

### **Lloyd Pitchford**

As you know, Arthur, at the quarters we give a revenue update; we will update on all the aspects of profitability at the full year. We have reconfirmed the guidance of 30 to 50 basis points of margin progression. Within that there is about a 30-basis-point drag from acquisition. You can see that we are expecting another strong year of organic margin progression on the back of a very strong year of organic margin progression last year.

That is coming from all the things that we talked about at the half year, including labour productivity. Just to remind everybody, we have something like 11,000 employees involved in technology. We are becoming more productive as we are able to use better tooling, including AI tooling, in the product development lifecycle. We are very much on track in the next few weeks to complete the technology transformation in the shift to cloud in North America and Brazil. We expect that to be very favourable as we go from this year to next year in

terms of the freeing up of activity that has been involved in client migrations and the cloud programme. That is all very positive and in line with what we said before.

### **Brian Cassin**

On cashflow analytics, I think the product has been really well received. We trained it on our own data from the access that we have through our consumer services business as well as all the test data that we have. When you look at that in terms of the benefits of having consumer-contributed data, that is a very visible example of a product that is working very well in a market that has been built on that. You need very large datasets to train it. It is not only analytics; it is also things like the categorisation engines that are included within that, which need to be trained on very large datasets. Of course, that is matched up with the existing products. It is not just a single product. Cashflow analytics and cash flow scores work best alongside existing bureau data. Generally, for a new applicant, how it works is that the data will come from both bureau and clients. It is a merger of the two datasets that produces the real-time scores and analytics. That is how it typically works.

We are very pleased with it. I think we are in a very strong position because of the build of the product, the datasets that we have trained it on, the reception in the market and the position alongside the bureau. That is a pretty strong position.

### **Arthur Truslove**

Just following up from that, are you getting most of the data from your own interactions with consumers or is it coming from third parties that other people can interact with?

To sneak one more in, in response to a previous question you mentioned that you have done some big contract renewals. There have been some questions in the market about pricing. I just wondered how that was progressing as well.

### **Brian Cassin**

That is a different question.

### **Lloyd Pitchford**

Arthur, we have talked pretty extensively about how our consumer platform gives us the opportunity to interact with consumers in a way that they can permission data to be used for their own benefit. As a reminder, in the US consumer business we have 19 million connected bank accounts, where we are able and consented to use that data to help consumers in very specific ways. We have quite a number of years with huge datasets that we have been able to train our understanding of cashflow analytics on, which is unique in the market. We are expecting to continue to grow that and to be able to bring that to a broader population.

### **Brian Cassin**

On the renewals, as you mentioned, we are seeing really good traction with that. Our objective with all these renewals is to expand our contract value with existing clients. That is going well. We are pleased with the progress there.

### **Ben Wild, Deutsche Bank**

Good morning, everyone. I have two questions, please. First, on the FICO direct distribution model, your guidance obviously implies Q4 organic growth of close to 8%, thereby implying no significant effects at the start of calendar year 2026 from any FICO distribution changes. Do you have a view on how you would expect potential changes to US mortgage scoring to affect the top line and profit growth through the rest of calendar year 2026?

Secondly, it looks like H2 and probably FY2027 are going to be periods in the North America consumer business where marketplace significantly outgrows membership. Are there significant differences in the unit economics between membership and marketplace revenue that you would call out? Should we expect higher growth in marketplace to have an impact on the operating leverage and margin expansion that you have been delivering in that consumer business?

#### **Brian Cassin**

On the first point, we do not expect anybody to change in the first quarter of 2026 to the direct model of FICO because nobody is ready yet. We said in November that we expected some of the larger resellers to be able to get operationally ready for this model more quickly than others. Some agreements have been signed, but nobody is yet actually ready to do this. It will not happen in the first quarter. It is still uncertain exactly if and when it will progress during the course of calendar year 2026.

#### **Lloyd Pitchford**

As I mentioned earlier, we have been seeing a pricing benefit in the mid-40s in percentage terms through this year. As we go from calendar year 2025 to calendar year 2026, we do not see much difference in the contribution of the pricing benefit to growth in the mortgage vertical. Clearly, volumes have got a little bit better as we have gone through this year. It is early in the year. We will see what happens to volumes, but we are not seeing much difference on aggregate. Obviously, we will have a bit more information as we see how things progress and when we guide for the fiscal year in May. We will update you then.

On marketplace, we think of marketplace and membership as a single ecosystem. As we have talked about in the past, you often find that they work a little bit counter-cyclically to each other. In times when credit supply is restricted, demand for membership increases. People try to get credit fit if they cannot find supply. You see these two bits of the business complement each other. I think we have been seeing that. Last year and the year before, when credit supply was limited, you saw good growth in membership. That is moderating this year as marketplace picks up, but we expect to continue to grow the profit contribution pretty well from the combined business. As I say, we think of it as a combined ecosystem.

#### **Ben Wild**

That is helpful. I will just take a quick third question, if you do not mind. Notwithstanding your previous comment about Q3 being a revenue update and not a profit update, I just wanted to check the progression on cloud migration. I know previously you talked about 100 basis points of dual running costs as that transition finalises. How quickly do those costs fall away? Conceptually, how do you think about the opportunity to deploy that dual-run cost into other areas of investment versus taking the margin expansion?

#### **Lloyd Pitchford**

I think I said at the half year that, when you think about the investment in the cloud programme, it comes back through cash operating costs and through lower capex, which feeds through into depreciation over time. The best guide is probably 20 basis points a year coming out as those costs run off. We are clearly getting good operating leverage from the growth in the business and good progression of margin that you just mentioned from the scaling of the consumer business.

We have a lot to invest in. When you stand back and look at the combination of that, the best guide that I can give is our long-term margin framework. We think that gives us the capacity to grow margins well in the 30 to 50-basis-points range and to invest into all the opportunities that we have, including the investments that we are making in AI enablement both for clients and also internally.

## Concluding Remarks

### Brian Cassin

Thank you, everybody, for joining today. Thanks for your questions. We hope you all have a good day. We look forward to speaking to you again in May for our full-year results. Thank you.