



# First Quarter 2021 Results

May 17th, 2021

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#### **Presenting Today**







#### Marco Pescarmona

Group Chairman and Head of Broking Division

- Founder and key shareholder (16.05% indirectly through Alma Ventures SA)
- Background in consulting (McKinsey) and banking (Morgan Stanley)
- Degrees in Electrical Engineering and Computer Science, MBA from MIT

Alessandro Fracassi Group CEO and Head of BPO Division

- Founder and key shareholder (16.05% indirectly through Alma Ventures SA)
- Background in consulting (Booz Allen & Hamilton) in Italy and USA
- Degree in Industrial Engineering, MBA from MIT

#### Francesco Masciandaro Group CFO

- Background in auditing (Arthur Andersen) and in administration, fiscal and corporate affairs (Società Interbancaria per l'Automazione)
- Degree in Economics

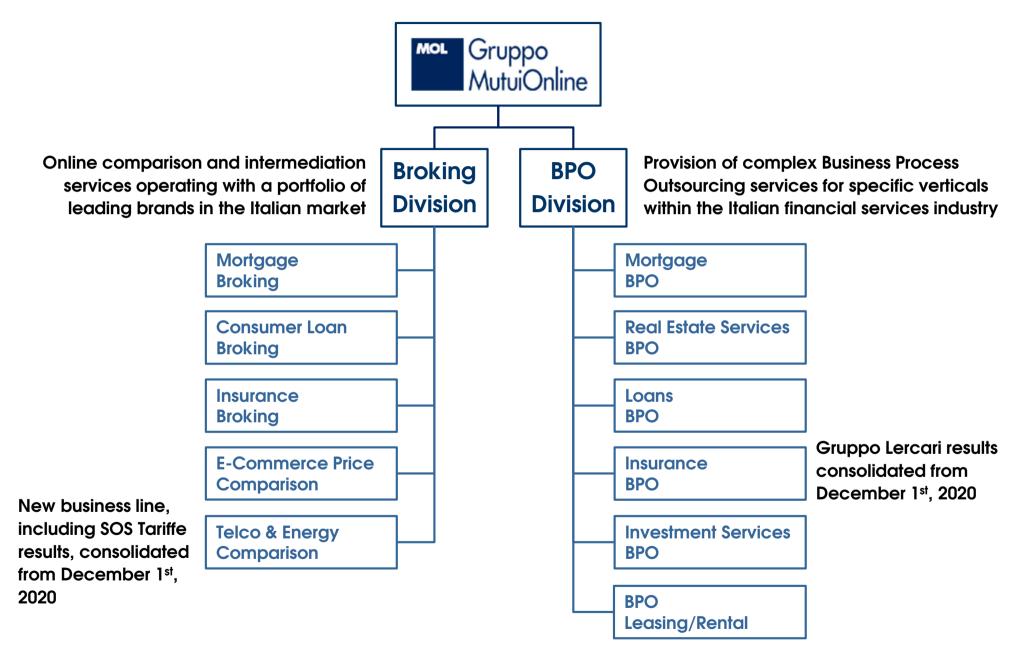


#### Agenda





#### **Business portfolio**





# **Broking Division – Top brands**

<b>Brand</b>	Description	Market Position	Operations	Revenue Model
rova La Compagnia Giusta	Multi-product aggregator for insurance, personal loans, mortgages, telco, energy products with brand-driven customer acquisition model. Focus on motor insurance.	Strong number two player in insurance comparison, with large gap vs followers. Other products represent add- on and cross-selling opportunity.	Focus on marketing activities, mostly TV and Internet. Relies on specialized group companies for provision of comparison and intermediation services for specific products.	Commission on new policy sales plus (lower) renewal fees from insurance companies. Free for consumers, with no mark-up. Same remuneration for other products as for specialized brands.
Più scelta, più risparmio	Online Mortgage Broker (vertical specialist), comparison-based.	Strong leader in online mortgage distribution since year 2000.	Experienced telephone consultants provide independent advice and qualify all online applications, which are then transferred to chosen banks for closing. No packaging of loan documents.	Commission from lenders on closed mortgages (normally % of mortgage amount), one-off. May include volume incentives. Free for consumers, with no mark-up.
Più scelta, più risparmio	Online Consumer Loan Broker (vertical specialist), comparison based.	Leader in online personal loan broking and online secured loans.	Online lead generation for lenders, with support of telephone consultants. No packaging.	Commission from lenders on closed mortgages (normally % of loan amount), one-off. Free for consumers, with no mark-up.
<section-header> trovaprezzi.it</section-header>	Online price and product comparison of physical goods sold by e-commerce operators	Market leader (not considering Google Shopping, object of EU fines for abuse of dominant position)	Click generation for merchants. Full integration of merchant catalogs. Over 3000 merchants, representative of Italian e-commerce market.	Mostly cost-per-click with differentiated pricing by product category, some cost- per-sale agreements
S Stariffe.it	Price comparison and promotion of telecommunications and energy products	Leading specialist operator	Telephone salesforce (Italy and Albania) to convert online leads.	Mostly commissions on closed sales from product providers, some pay-per-lead and CPC agreements.



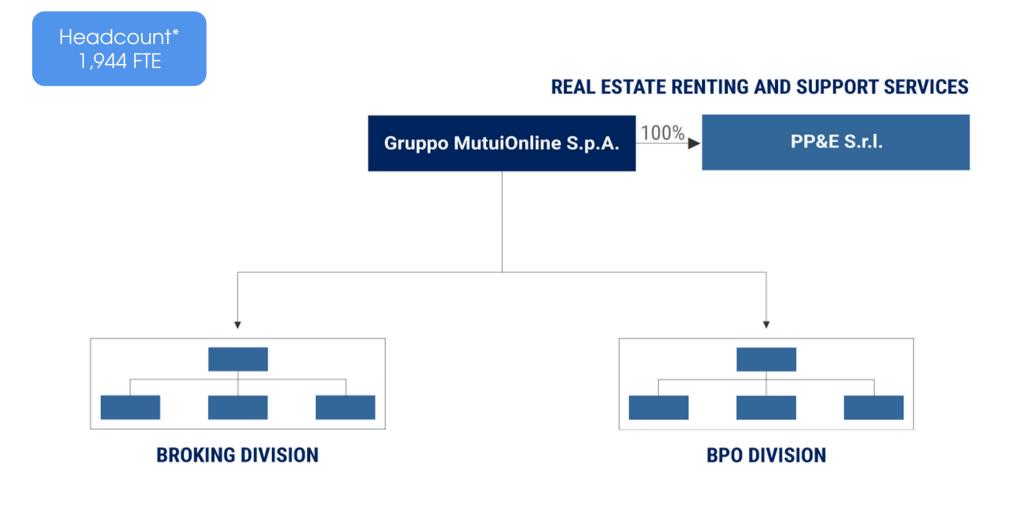
#### **BPO Division – Main services**

#### **Product Life Cycle**

	DISTRIBUTION	UNDERWRITING/CLOSING	SERVICING
Mortgage BPO	<ul> <li>Commercial activities for online lenders (in lenders' name)</li> <li>Centralized packaging</li> <li>CRM activities for origination process</li> <li>Support for intermediary networks</li> </ul>	<ul> <li>Income Analysis</li> <li>Technical-Legal Analysis</li> <li>Anti-fraud checks</li> <li>Notary coordination services</li> <li>Contract drafting</li> <li>Process coordination</li> </ul>	
Real Estate Services BPO		<ul><li>Real estate Appraisals</li><li>Technical real estate Analysis</li></ul>	<ul><li>Current Account Servicing</li><li>Collections</li><li>Delinquencies</li></ul>
Loans BPO	<ul> <li>Commercial activities through remote channels</li> <li>Centralized packaging</li> <li>Support for intermediary networks</li> </ul>	<ul> <li>Document analysis</li> <li>Income Analysis</li> <li>Anti-fraud checks</li> <li>Employer follow-up</li> <li>Consolidation of other loans</li> <li>Closing preparation</li> </ul>	<ul> <li>Collections</li> <li>Claims</li> <li>Portfolio analysis</li> <li>Current account servicing</li> <li>Portfolio internalizations</li> </ul>
Insurance BPO	Support for online distribution	<ul> <li>Support for corporate policy contracts</li> </ul>	<ul> <li>Appraisal and loss adjusting for multiple insurance areas (TPL, Medical, Motor)</li> <li>TPA Services and complete claims processing outsourcing</li> </ul>
Investment Services BPO	<ul> <li>Support for financial advisor networks</li> </ul>	<ul><li>Fund subscriptions</li><li>Insurance subscriptions</li><li>Anti-money laundering</li></ul>	<ul><li>Switches and exits</li><li>Consolidation of fund orders</li></ul>
BPO Leasing / Rental		<ul><li>Leased or rented asset purchase and registration</li><li>Contract finalization</li></ul>	<ul> <li>Current account servicing</li> <li>Portfolio management</li> <li>Early collections</li> <li>Title management</li> </ul>

Moi Gruppo MutuiOnline

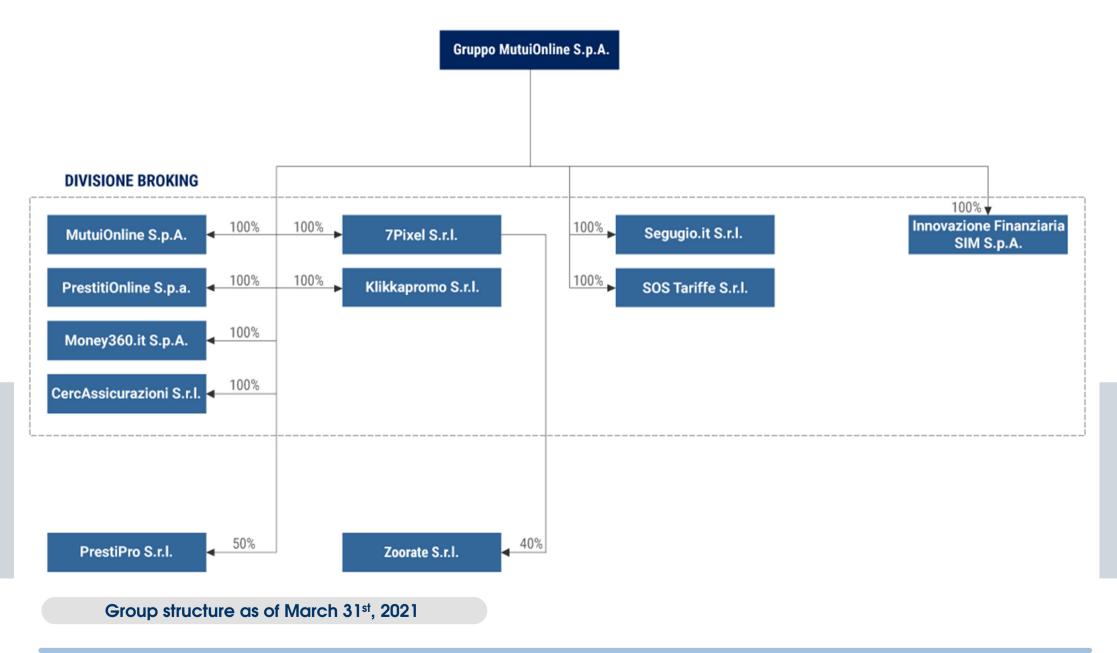
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Group structure as of March 31st, 2021

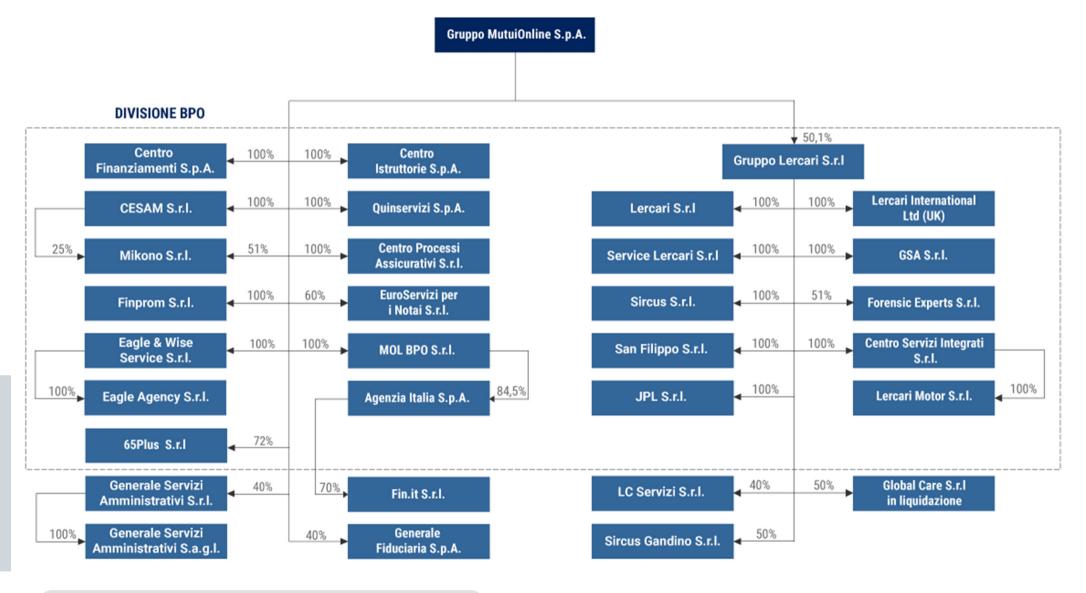


#### **Broking Division structure**





#### **BPO Division structure**



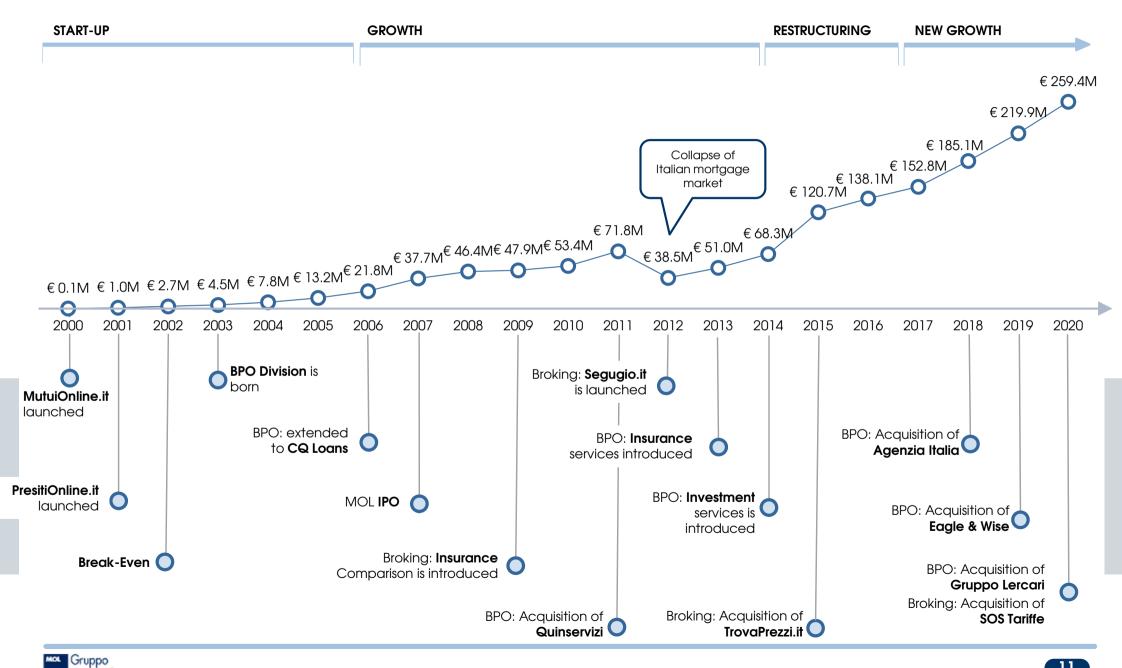
Group structure as of March 31st, 2021

Gruppo MutuiOnline

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### **Major milestones**



MutuiOnline

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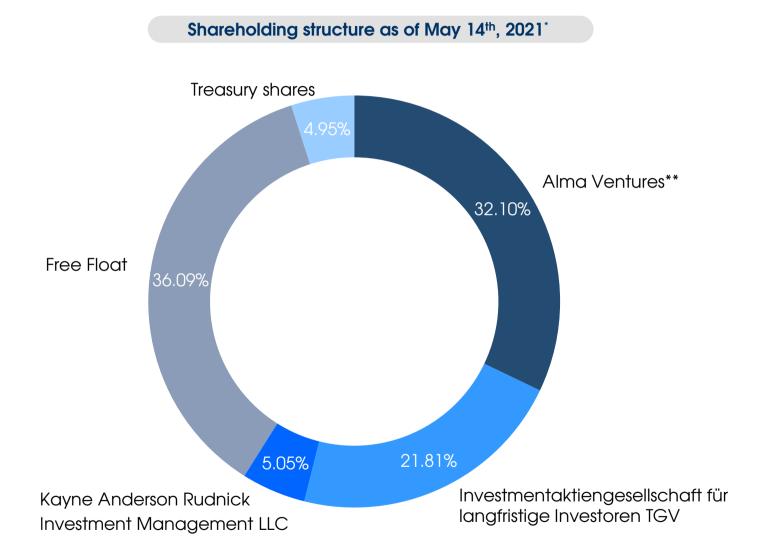


#### Transparency and governance standards

Gruppo MutuiOnline is listed since IPO (June 6, 2007) in the STAR Segment of Borsa Italiana's equity market dedicated to mid-size companies with a capitalization less than Euro 1 billion, which voluntarily adhere and comply with a number of strict requirements in line with best international practice:

- Timely provision of full year and half year financial reports, as well as interim quarterly reports
- Bi-lingual (Italian and English) publication of reports and price-sensitive press releases
- Adoption of organisational, operational and control models provided for by Law Decree 231/2001
- Compliance with the voluntary Code of Self-Discipline regarding corporate governance
- Financial statements not challenged by independent auditors or stock market regulator (Consob)
- Presence of a specialist broker providing freely available research (in English) and facilitating liquidity (in our case: Equita SIM)

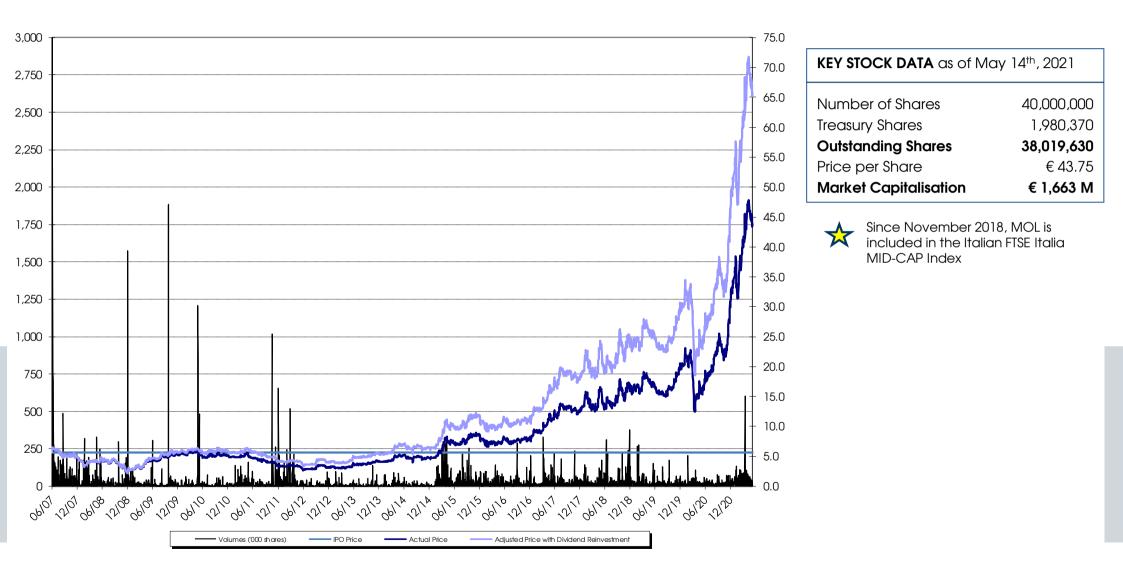
#### **Shareholding Structure**



- \* Share ownership as registered in last Shareholders' meetings and as communicated to the company by relevant investors according to CONSOB regulations; includes all investors above 5% ownership threshold.
- \*\* The share capital of Alma Ventures S.A. is owned 50% by Guderian S.p.A. and 50% by Casper S.r.I.; Guderian S.p.A. is 100% owned by Marco Pescarmona (Chairman and co-founder) Casper S.r.I. is 100% owned by Alessandro Fracassi (CEO and co-founder).



#### Share Performance since IPO





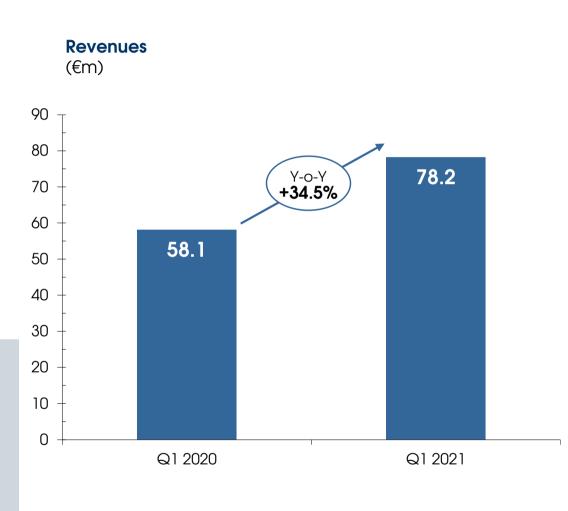
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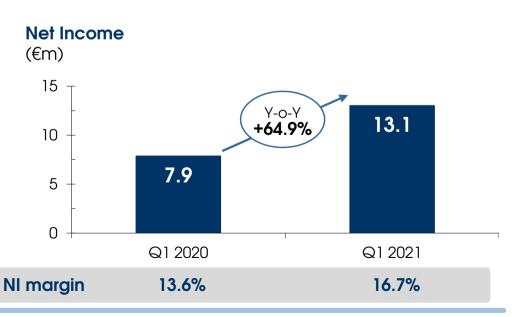


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## Q1 highlights

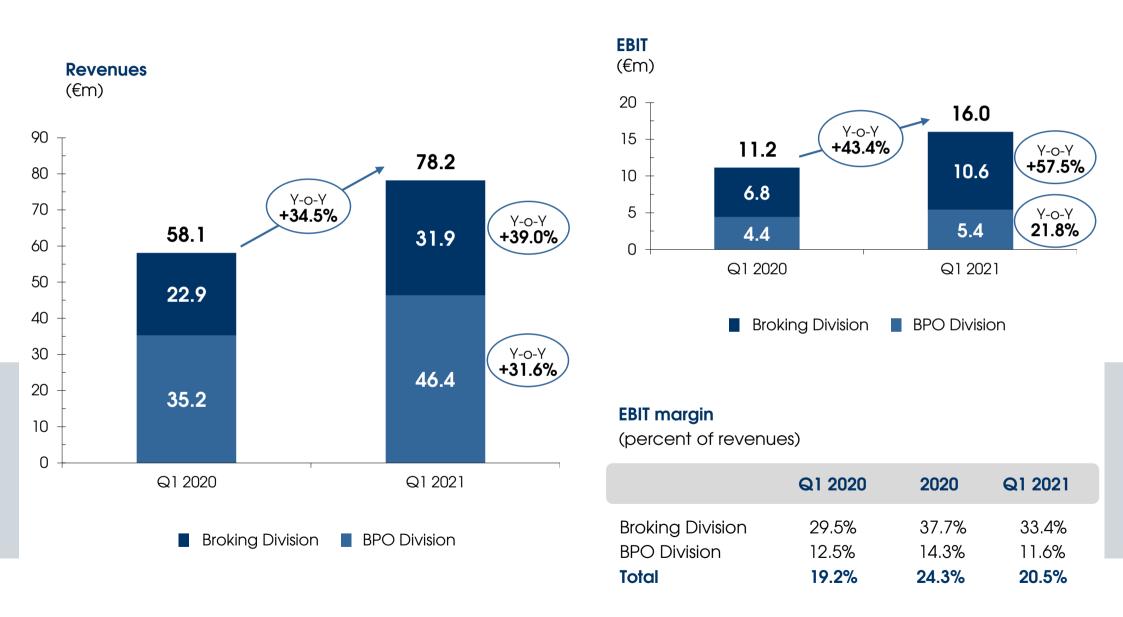








#### **Performance by Division**





## Evolution of the Italian residential mortgage market





- In the first two months of 2021, in a Y-o-Y comparison, the mortgage market is essentially stable, as a result of growing purchase mortgages and declining remortgages. March 2021 instead shows a strong Y-o-Y growth, due to the freezing of most of the market occurred in March 2020 with the spread of the pandemic.
- Data from Assofin, an industry association which represents the main lenders active in the sector, show a drop in gross origination flows of 3.9% in January 2021, followed by an increase of 2.2% in February and 107.3% in March 2021; in Q1 2021 total gross flows increased Y-o-Y by 25.0%, as a result of a 40.7% growth in purchase mortgages and a 6.6% drop in other mortgages (mainly remortgages), while in the first two months of the year flows decreased by 0.8%, as a result of a 12.0% growth in purchase mortgages and a 25.2% drop in other mortgages. Data from CRIF, a company which manages the main credit bureau in Italy, report a Y-o-Y drop in the number of credit report inquiries for residential mortgages of 6.6% in January and 3.0% in February 2021, followed by a 55.8% increase in March 2021.
- For Q2 2021, it is fair to expect Y-o-Y growth of the mortgage market, due to the comparison to a period largely characterized by the partial freezing of real estate transactions and notarial deeds due to the lockdown. For the remainder of the year, it is possible to assume a Y-o-Y growth in purchase mortgages, driven by increasing real estate transactions, and a more and more pronounced drop in remortgages, especially in case of rising interest rates.



#### **Broking Division – Business outlook**

- Broking Division revenues continued to grow Y-o-Y in Q1 2021, thanks to the contribution of all the business lines.
- <u>Mortgage Broking</u> revenues are up significantly Y-o-Y, in part because March 2020 performance was already impacted by the lockdown. Applications for purchase mortgages are up Y-o-Y, while, as expected, there has been a drop in demand for remortgages, which has become more and more pronounced in recent months. Overall originations in Q2 2021 are expected to increase Y-o-Y, while making a forecast for the remainder of the year is more difficult.
- <u>Consumer Loan Broking</u> revenues are up Y-o-Y, partially due to weakness of Q1 2020. Originations and revenues are expected to grow for the remainder of the year, due to a gradual improvement in the appetite for credit by financial institutions and the comparison with the performance of Q2 2020, when the consumer loan market in Italy was at its weakest.
- With regards to **Insurance Broking**, Y-o-Y growth in brokered contracts and revenues continued in Q1 2021, despite a drop in average premiums. Demand is also up Y-o-Y. For the rest of the year, a continuation of Y-o-Y growth is expected.
- With respect to <u>E-Commerce Price Comparison</u>, revenues in Q1 2021 are up Y-o-Y, thanks to a significant increase in marketing expense. Q2 2021 is expected to perform significantly worse than Q2 2020, characterized by an exceptional level of revenues accompanied by a low level of marketing expense. For H2 2021 it is currently difficult to make forecasts, although it is likely that the expected increase in TV advertising expenses will contribute to a drop in margins.
- With respect to <u>Telco & Energy Comparison</u>, revenues and margins are up strongly Y-o-Y due to the inclusion of SOS Tariffe S.r.I. in the consolidation area since the end of 2020, although demand in a like-for-like comparison is down significantly Y-o-Y due to the exceptional demand, relating above all to telecommunications services, recorded in H1 2020.

#### **BPO Division – Business outlook**

- The BPO Division's performance in Q1 2021 was positive. As anticipated, the growth in revenues and margins compared with Q1 2020 was primarily due to the acquisition of Gruppo Lercari. Even on a like-for-like basis, however, the Division would have experienced revenue growth of over 10%, and a slightly improved percentage operating margin at an EBITDA level.
- Underlying this positive performance when compared with Q1 2020 are above all the results recorded by the business lines dedicated to mortgages and leasing/rental, while, as expected, the other business lines are, overall, substantially stable.
- In this regard, <u>Mortgage BPO</u> is still showing revenue growth of over 20% compared with Q1 2020, as the momentum of para-notary services linked to refinancing activities has not yet slowed down.
- As regards Leasing/Rental BPO, turnover grew at double-digit rates compared with 2020, due to the continuation one-off activities on stamp duty processing (present only in Q4 2020).
- Returning to the outlook of the whole BPO Division, we confirm our growth expectations for 2021, primarily thanks to the new activities acquired in the insurance area, but with a contribution also from the other business lines, albeit less strong than in Q1 2021, and with differences in outlook between the various products/services. It is also important to point out that, in the coming months, the comparison with 2020 will be less significant, given that Q2 2020 was the one most strongly affected by the extraordinary business dynamics (both positive and negative) linked to the pandemic emergency.

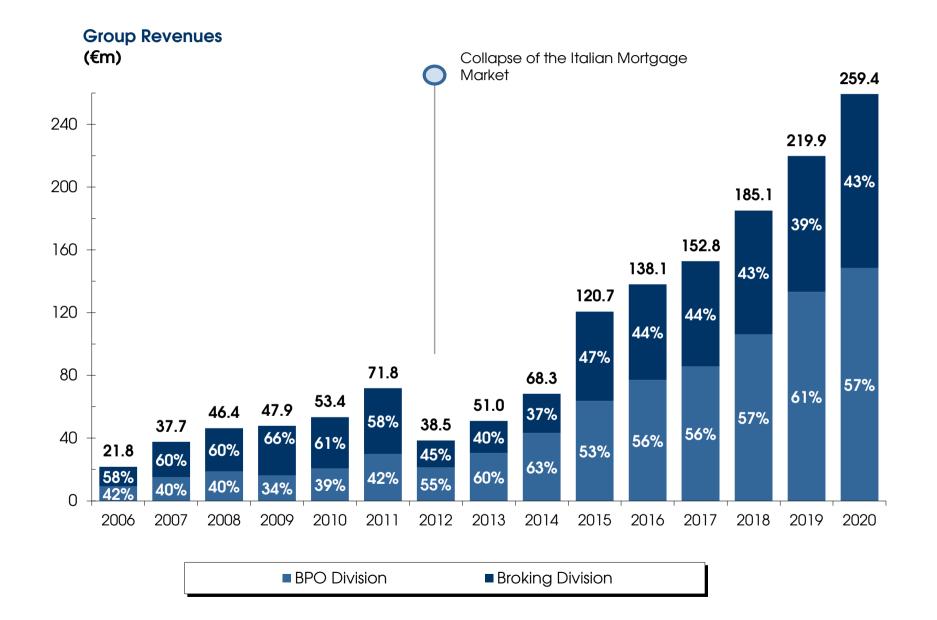


#### Agenda



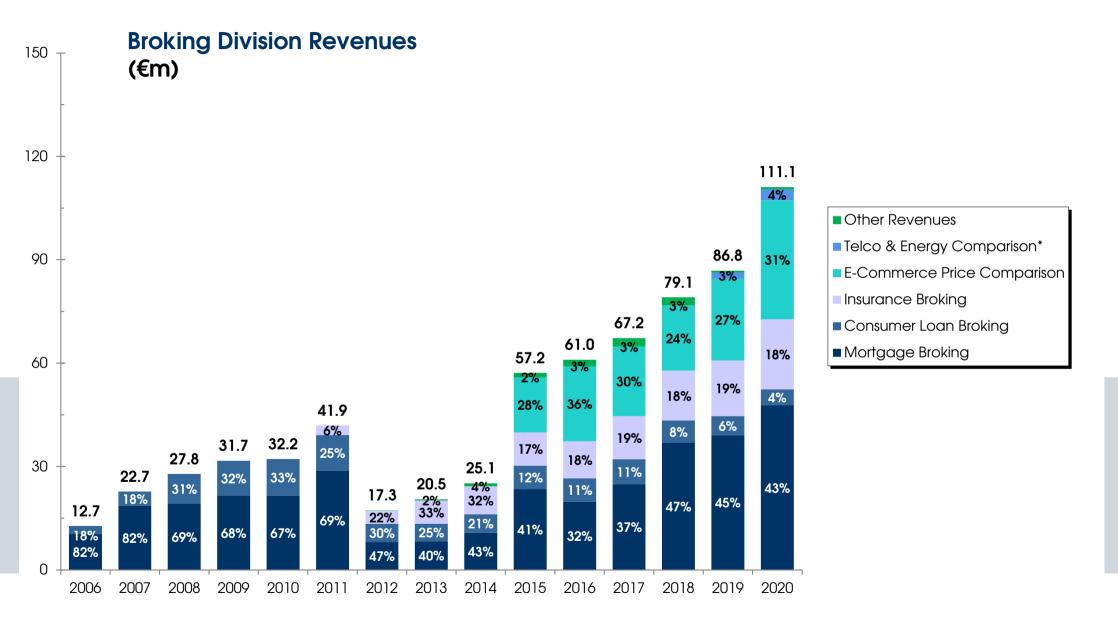


#### **Revenue trends by Division**

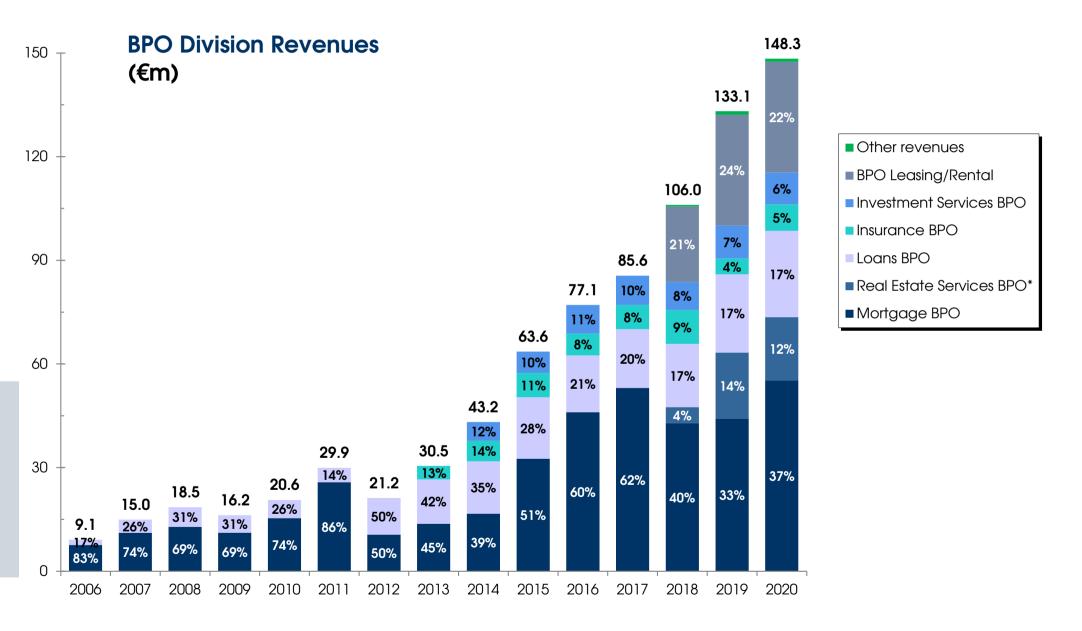




#### **Revenue Breakdown by Business Line**



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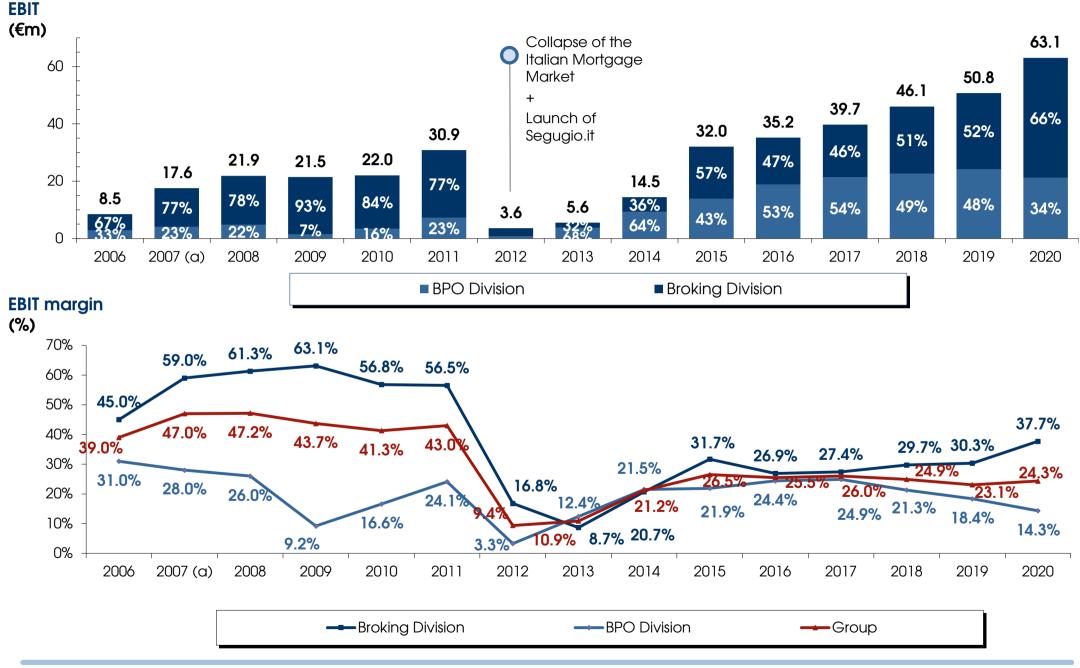


Gruppo

MutuOnline

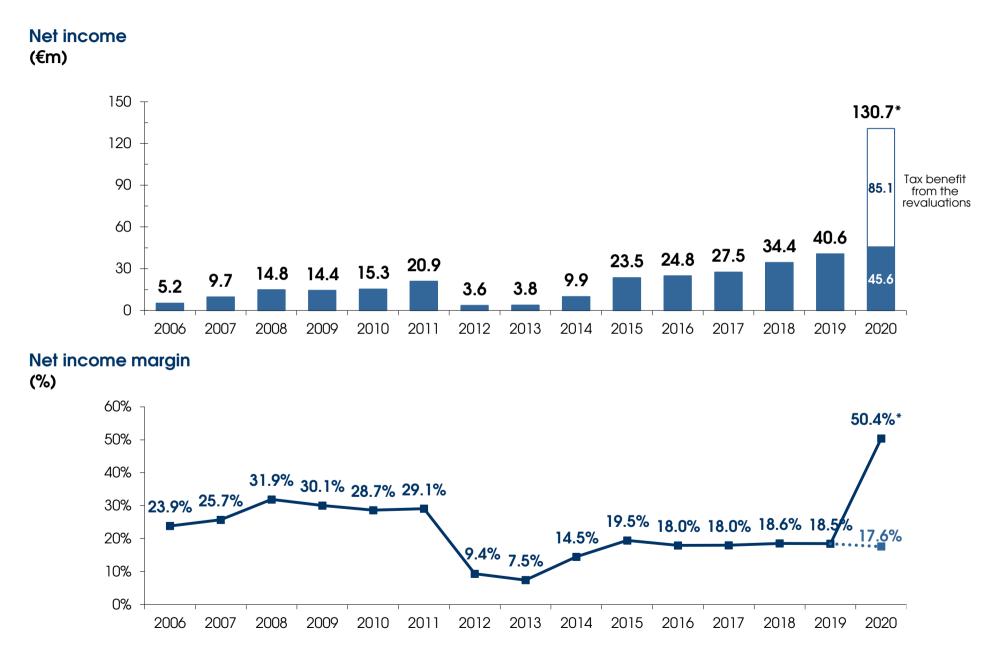
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### **Operating Income by Division**



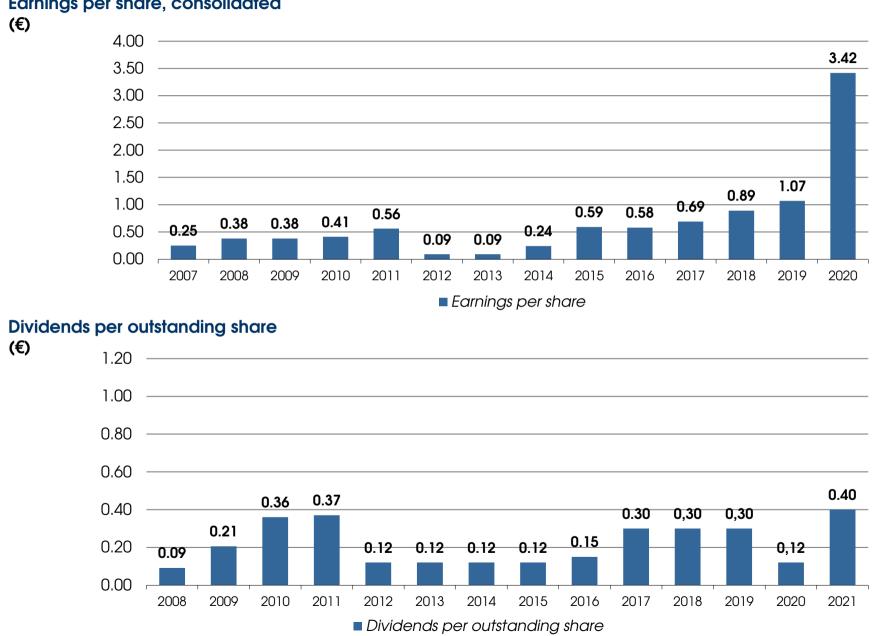
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#### **Net Income**





#### **Dividend Payout**



Earnings per share, consolidated



# Appendix



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#### **Quarterly Profit & Loss**

(€000)	Q1 2021	Q4 2020	Q3 2020	Q2 2020	Q1 2020
Revenues	78,230	80,674	58,616	61,954	58,142
Other income	994	1,308	939	1,069	840
Capitalization of internal costs	953	906	778	1,166	769
Services costs	(34,488)	(32,169)	(23,273)	(24,389)	(24,940)
Personnel costs	(21,567)	(23,851)	(16,743)	(17,971)	(17,693)
Other operating costs	(2,137)	(2,701)	(2,202)	(2,150)	(2,511)
Depreciation and amortization	(5,974)	(3,403)	(3,370)	(3,257)	(3,443)
Operating income	16,011	20,764	14,745	16,422	11,164
Financial income	323	102	87	88	81
Financial expenses	(380)	(1,852)	(336)	(315)	(352)
Income/(Losses) from participations	1	361	127	(92)	39
Income/(Losses) from financial assets/liabilities	2,162	(560)	(694)	(237)	54
Net income before income tax expense	18,117	18,815	13,929	15,866	10,986
Income tax expense	(5,055)	80,873	(3,343)	(3,379)	(3,065)
Net income	13,062	99,688	10,586	12,487	7,921



## Q1 Profit & Loss

(€000)	Q1 2021	Q1 2020	% Var.
Revenues	78,230	58,142	34.5%
Otherincome	994	840	18.3%
Capitalization of internal costs	953	769	23.9%
Services costs	(34,488)	(24,940)	38.3%
Personnel costs	(21,567)	(17,693)	21.9%
Other operating costs	(2,137)	(2,511)	-14.9%
Depreciation and amortization	(5,974)	(3,443)	73.5%
Operating income	16,011	11,164	43.4%
Financial income	323	81	298.8%
Financial expenses	(380)	(352)	8.0%
Income/(Losses) from participations	1	39	-97.4%
Income/(Losses) from financial assets/liabilities	2,162	54	3903.7%
Net income before income tax expense	18,117	10,986	64.9%
Income tax expense	(5,055)	(3,065)	64.9%
Net income	13,062	7,921	64.9%

#### **Balance Sheet – Asset Side**

	As	of			
(€000)	March 31, 2021	December 31, 2020	Change	%	
ASSETS					
Intangible assets	192,698	196,217	(3,519)	-1.8%	
Property, plant and equipment	27,133	27,841	(708)	-2.5%	
Participation measured with equity method	2,308	2,320	(12)	-0.5%	
Financial assets at fair value	62,750	60,503	2,247	3.7%	
Deferred tax assets	93,763	99,130	(5,367)	-5.4%	
Other non-current assets	740	719	21	2.9%	
Total non-current assets	379,392	386,730	(7,338)	-1.9%	
Cash and cash equivalents	153,823	122,371	31,452	25.7%	
Trade receivables	131,789	105,532	26,257	24.9%	
Tax receivables	3,795	2,759	1,036	37.5%	
Assets held for sale	255	364	(109)	-29.9%	
Other current assets	10,694	7,834	2,860	36.5%	
Total current assets	300,356	238,860	61,496	25.7%	
TOTAL ASSETS	679,748	625,590	54,158	8.7%	

#### **Balance Sheet – Liability Side**

	As	of		
(€000)	March 31, 2021	December 31, 2020	Change	%
LIABILITIES AND SHAREHOLDERS' EQUITY				
Total equity attributable to the shareholders of the Issuer	257,258	233,258	24,000	10.3%
Minority interests	3,932	3,575	357	10.0%
Total shareholders' equity	261,190	236,833	24,357	10.3%
Long-term debts and other financial liabilities	190,396	120,417	69,979	58.1%
Provisions for risks and charges	1,823	1,850	(27)	-1.5%
Defined benefit program liabilities	17,175	16,579	596	3.6%
Non-current portion of tax liabilities	7 <i>,</i> 281	7 <i>,</i> 281	-	0.0%
Other non current liabilities	5,063	5,067	(4)	-0.1%
Total non-current liabilities	221,738	151,194	70,544	46.7%
Short-term debts and other financial liabilities	48,899	79,322	(30,423)	-38.4%
Trade and other payables	47,104	44,501	2,603	5.8%
Tax payables	9,500	10,545	(1,045)	-9.9%
Liabilities held for sale	425	486	(61)	-12.6%
Liabilities held for sale	90,892	102,709	(11,817)	-11.5%
Total current liabilities	196,820	237,563	(40,743)	-17.2%
TOTAL LIABILITIES	418,558	388,757	29,801	7.7%
TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY	679,748	625,590	54,158	8.7%



#### **Net Financial Position**

	As	of		
(€000)	March 31, 2021	December 31, 2020	Change	%
A. Cash and cash equivalents	153.823	122.371	31.452	25,7%
B. Other cash equivalents	-	-	-	N/A
C. Securities held for trading	1.513	4.588	(3.075)	-67,0%
D. Liquidity (A) + (B) + (C)	155.336	126.959	28.377	22,4%
E. Current financial receivables	1.515	356	1.159	325,6%
F. Bank borrowings	(14.769)	(6.512)	(8.257)	-126,8%
G. Current portion of long-term borrowings	(30.972)	(34.643)	3.671	10,6%
H. Other short-term financial liabilities	(3.158)	(38.167)	35.009	91,7%
I. Current indebteness (F) + (G) + (H)	(48.899)	(79.322)	30.423	38,4%
J. Net current financial position (I) + (E) + (D)	107.952	47.993	59.959	124,9%
K. Non-current portion of long-term bank borrowings	(134.381)	(78.549)	(55.832)	-71,1%
L. Bonds issued	-	-	-	N/A
M. Other non-current financial liabilities	(56.015)	(41.868)	(14.147)	-33,8%
N. Non-current indebteness (K) + (L) + (M)	(190.396)	(120.417)	(69.979)	-58,1%
O. Net financial position (J) + (N)	(82.444)	(72.424)	(10.020)	-13,8%



#### Declaration of the manager responsible for preparing the Company's financial reports

Declaration Pursuant to Art. 154/bis, Paragraph 2 – Part IV, Title III, Chapter II, Section V-bis, of Italian Legislative Decree No. 58 of 24 February 1998: "Consolidation Act on Financial Brokerage Pursuant to Articles 8 and 21 of Italian Law No. 52 of 6 February 1996"

I, the undersigned, Francesco Masciandaro, the manager responsible for preparing the financial reports of Gruppo MutuiOnline S.p.A. declares, pursuant to paragraph 2 of Article 154-bis of the Consolidated Law on Finance, that the accounting information contained in this presentation corresponds to the document results, books and accounting records.

*Francesco Masciandaro* Gruppo MutuiOnline S.p.A.



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