



Third Quarter 2021 Results

November 15th, 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



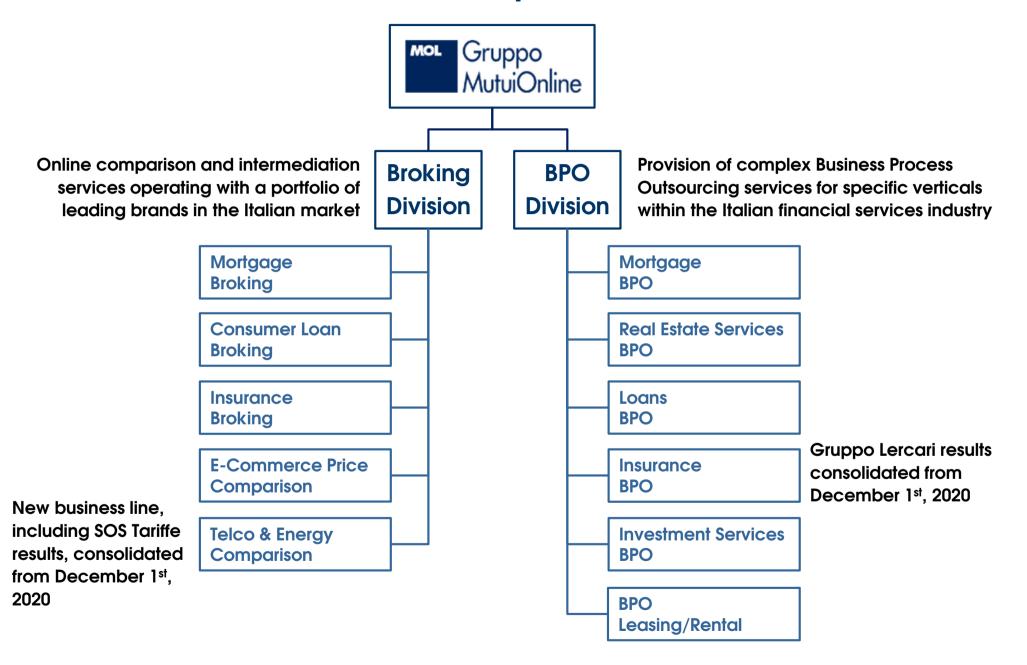
Agenda

- Business Description
- Share Information
- 3 Current Trading and Outlook
- Historical Performance



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Business portfolio





Broking Division - Top brands



Brand





Market Position



Operations



Revenue Model



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 addon and cross-sellina opportunity.

Focus on marketina 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.



Online Mortagae Broker (vertical specialist), comparison-based.

Strona 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.



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.



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 costper-sale agreements



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

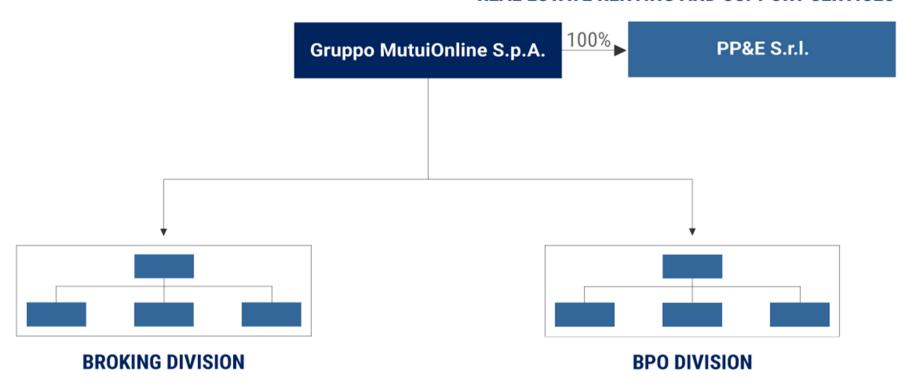
Product Life Cycle

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

Group structure

Headcount* 1,944 FTE

REAL ESTATE RENTING AND SUPPORT SERVICES

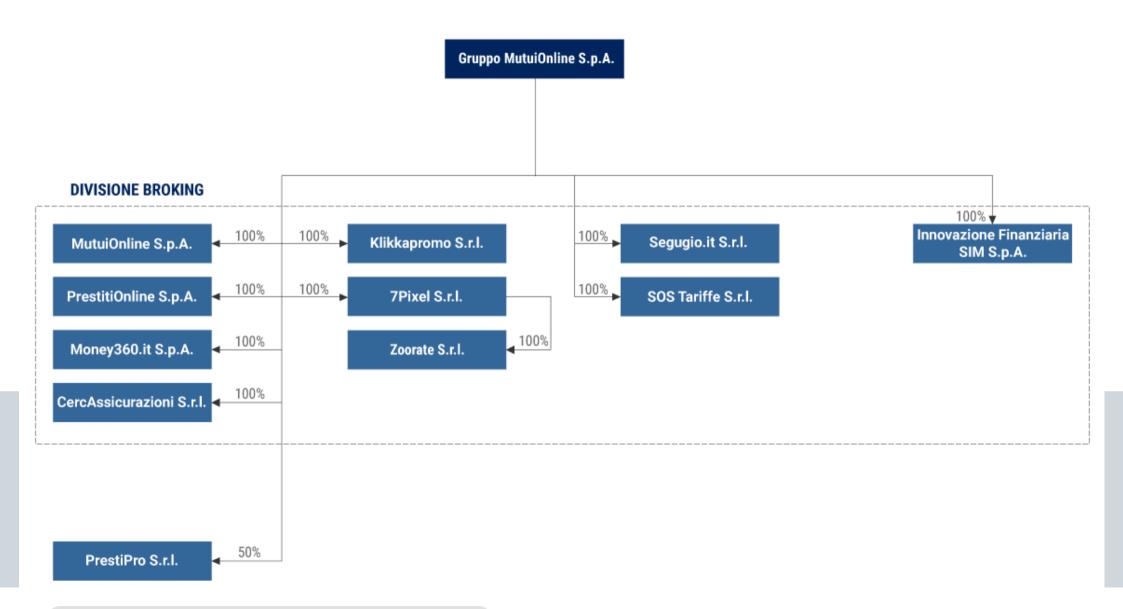


Group structure as of September 30th, 2021



* 2020 average

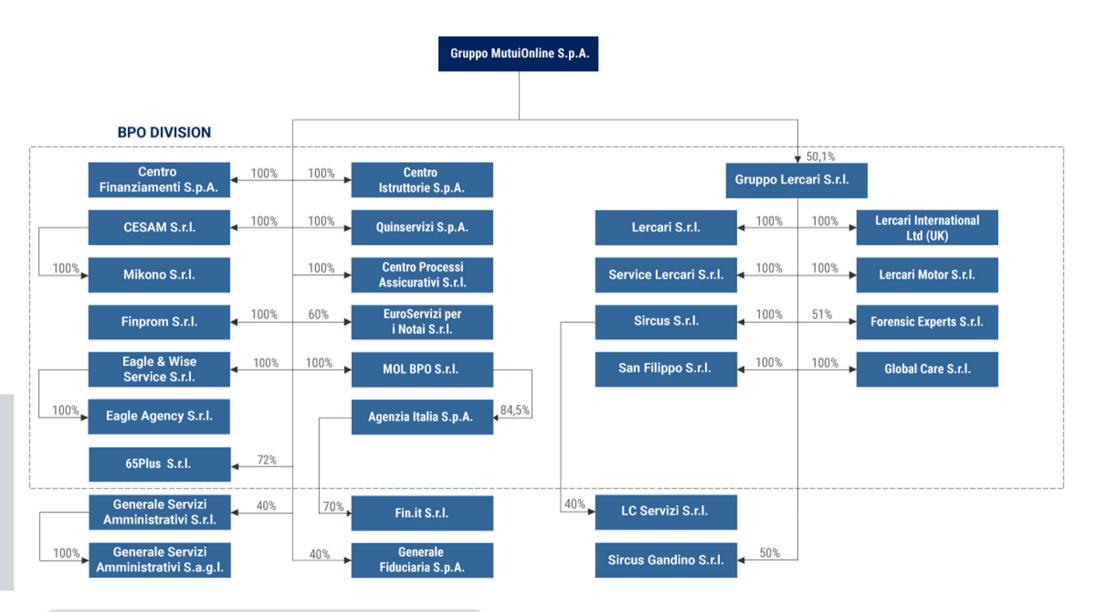
Broking Division structure



Group structure as of September 30th, 2021



BPO Division structure

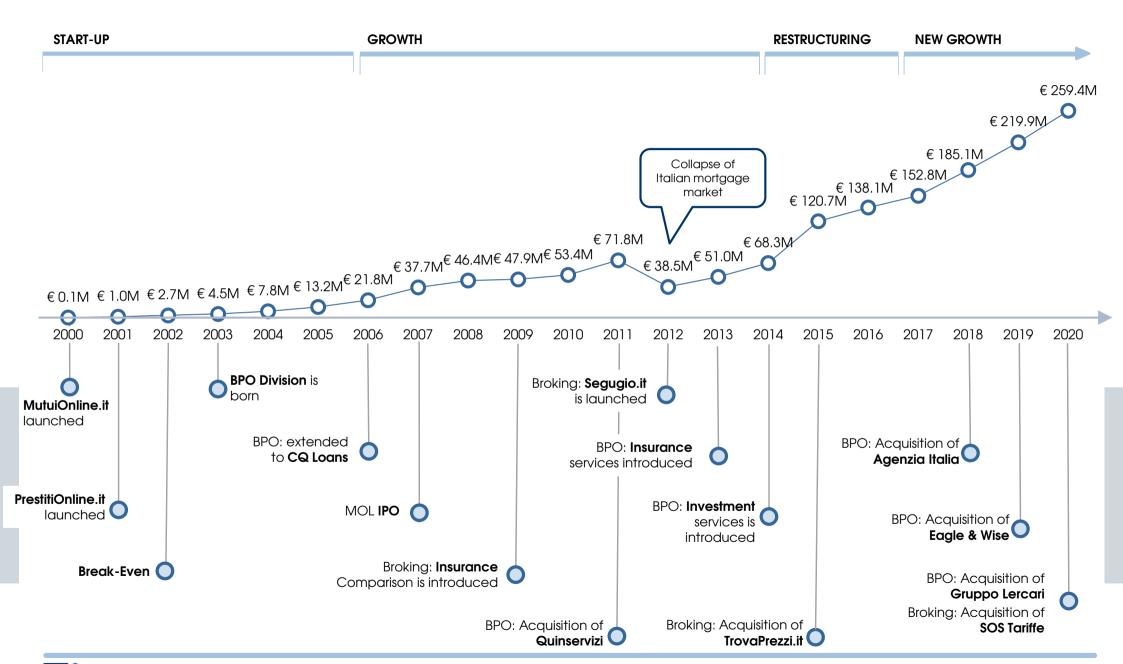


Group structure as of September 30th, 2021



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Major milestones





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- Current Trading and Outlook
- Historical Performance



Transparency and governance standards

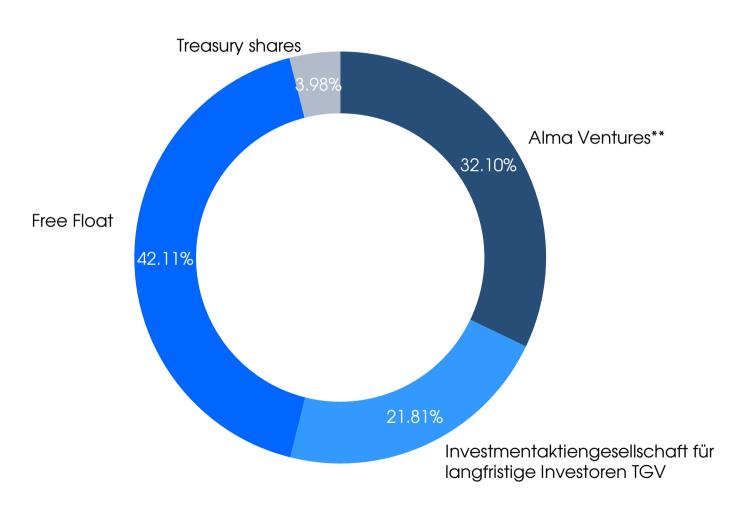
Gruppo MutuiOnline is listed since IPO (June 6, 2007) in the STAR Segment of Borsa Italiana's equity market dedicated to mid-size companies with a capitalization less than Euro 1 billion, which voluntarily adhere and comply with a number of strict requirements in line with best international practice:

- 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

Shareholding structure as of October 31st, 2021*

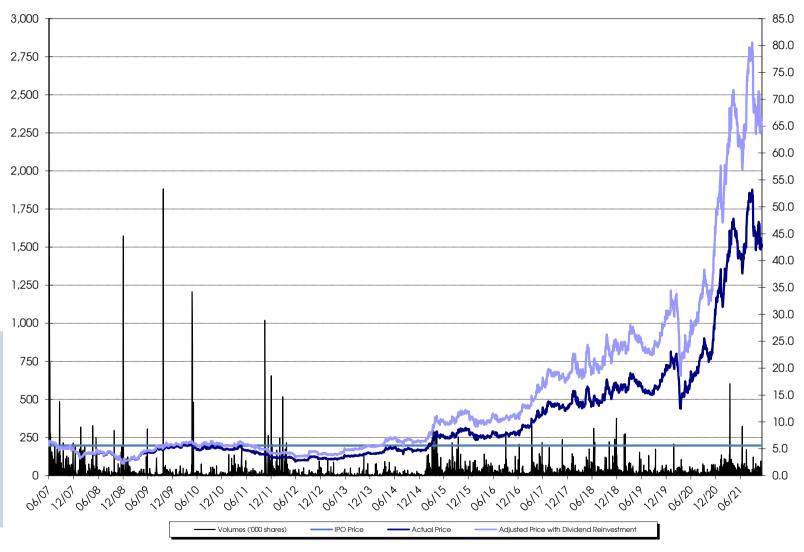


^{*} Share ownership as registered in last Shareholders' meetings and as communicated to the company by relevant investors according to CONSOB regulations; includes all investors above 5% ownership threshold.

^{**} 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



KEY STOCK DATA as of No	ov. 12 th , 2021
Number of Shares	40,000,000
Treasury Shares	1,590,962
Outstanding Shares	38,409,038
Price per Share	€ 42.95
Market Capitalisation	€ 1.650 M



Since November 2018, MOL is included in the Italian FTSE Italia MID-CAP Index



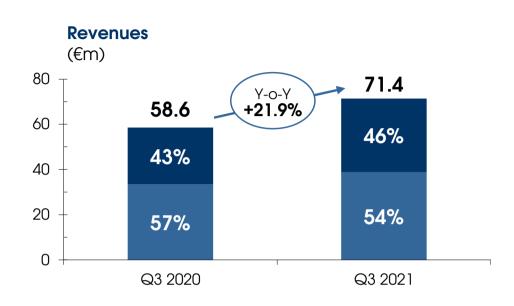
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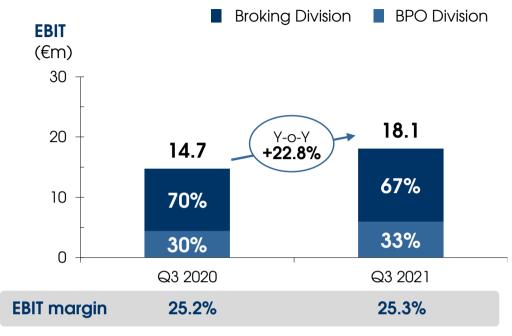
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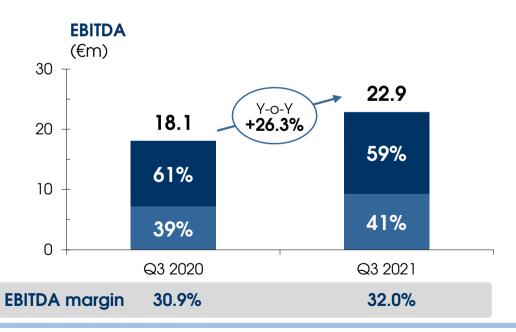


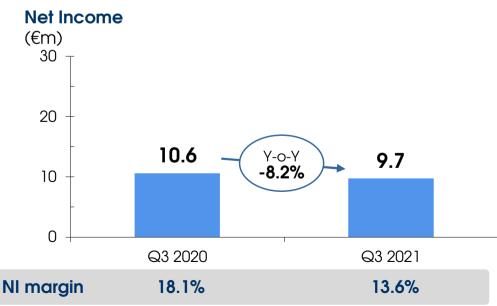
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Q3 highlights



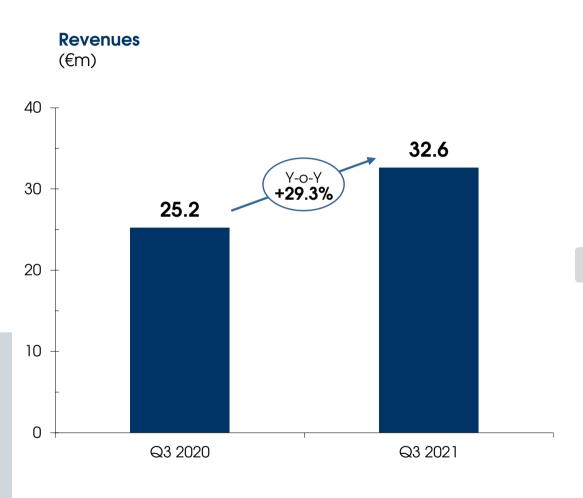




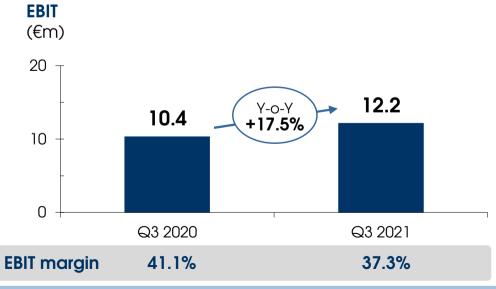




Broking Division Performance

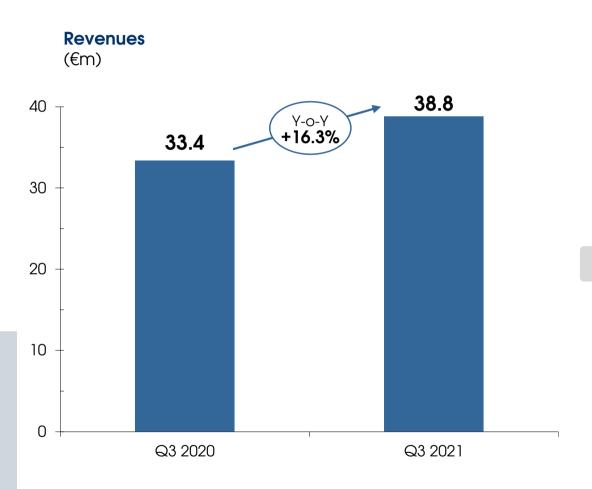


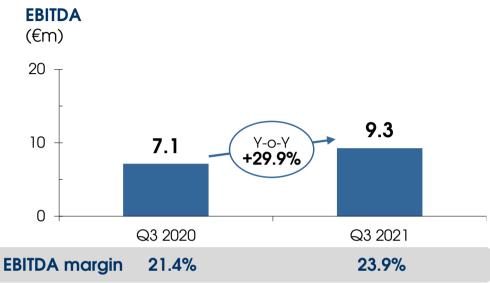


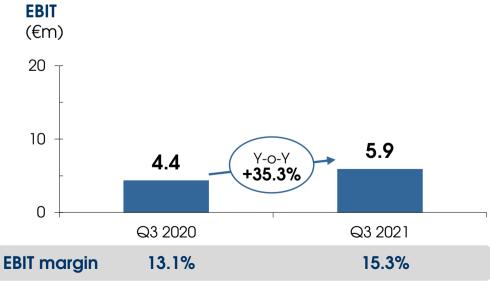




BPO Division Performance



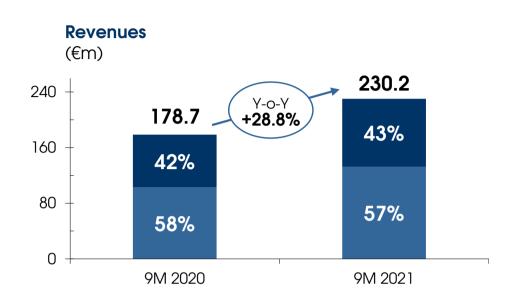


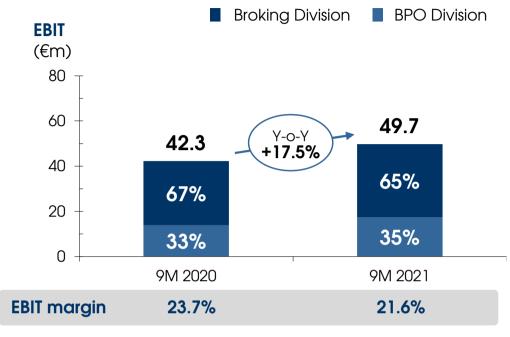


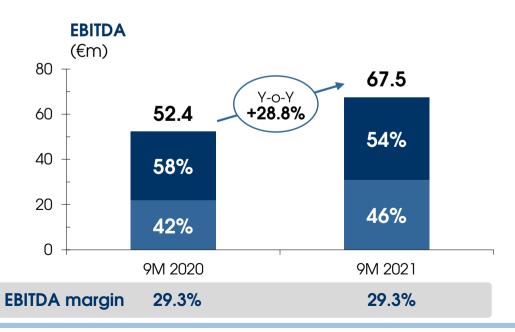


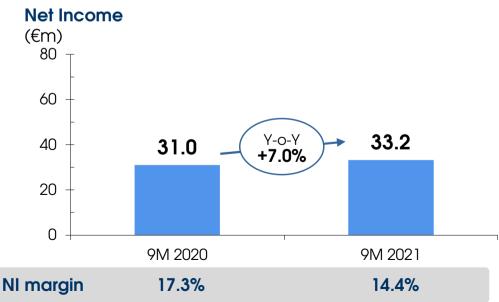
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9M highlights



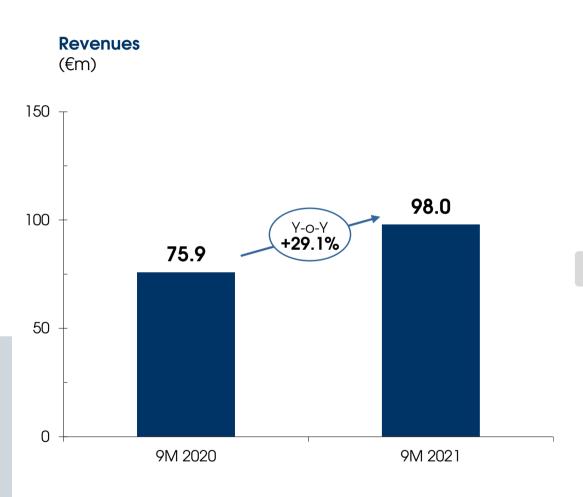


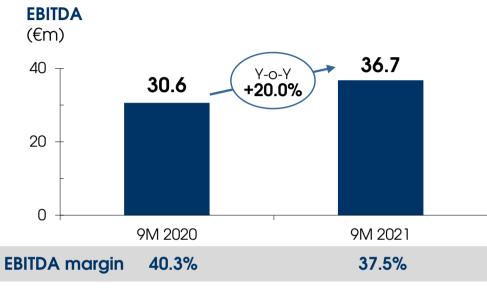


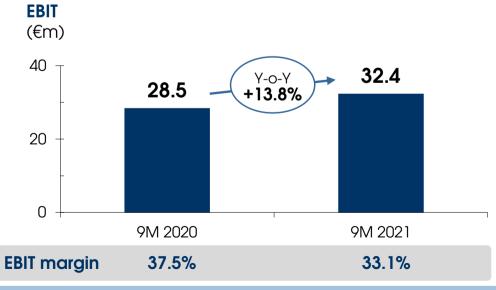




Broking Division Performance

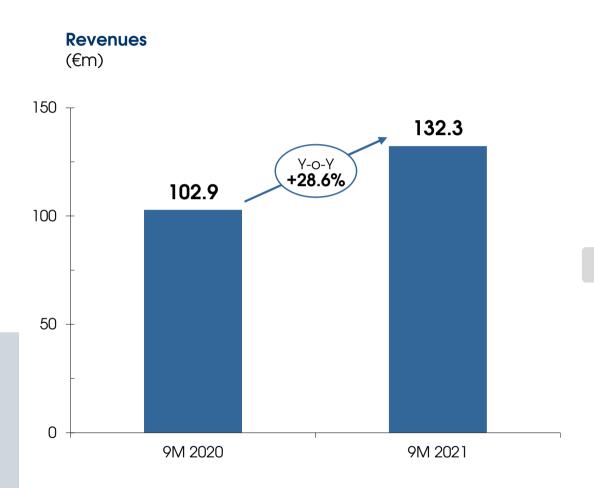


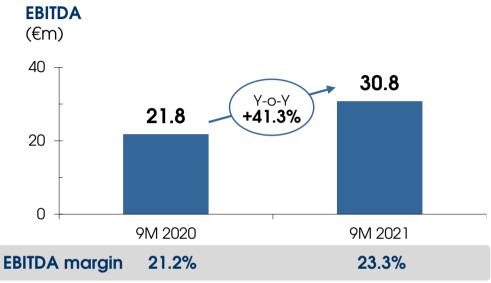


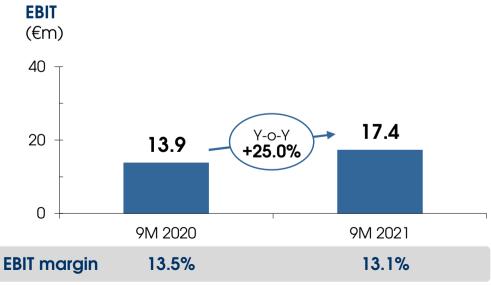




BPO Division Performance









Net Financial Position

	As o	f		
(€000)	September 30, 2021	June 30, 2021	Change	%
A. Cash and cash equivalents	210,727	126,020	84,707	67.2%
B. Other cash equivalents	-	-	-	N/A
C. Financial assets held to maturity or for trading	1,514	1,523	(9)	-0.6%
D. Liquidity (A) + (B) + (C)	212,241	127,543	84,698	66.4%
E. Current financial receivables	1,076	896	180	20.1%
F. Current bank borrowings	(9,081)	(10,238)	1,157	-11.3%
G. Current portion of long-term borrowings	(12,644)	(31,478)	18,834	-59.8%
H. Other short-term financial liabilities	(3,268)	(3,224)	(44)	1.4%
I. Current indebteness (F) + (G) + (H)	(24,993)	(44,940)	19,947	-44.4%
J. Net current financial position (I) + (E) + (D)	188,324	83,499	104,825	125.5%
K. Non-current portion of long-term bank borrowings	(145,905)	(127,574)	(18,331)	14.4%
L. Bonds issued	-	-	-	N/A
M. Other non-current financial liabilities	(55,448)	(55,837)	389	-0.7%
N. Non-current indebteness (K) + (L) + (M)	(201,353)	(183,411)	(17,942)	9.8%
O. Net financial position (J) + (N)	(13,029)	(99,912)	86,883	-87.0%



Evolution of the Italian residential mortgage market



- The residential mortgage market in Q3 2021 is characterized by a substantial Y-o-Y stability of origination volumes, as a result of a strong drop of remortgages and growth of purchase mortgages.
- Data from Assofin, an industry association which represents the main lenders active in the sector, show an increase of gross new mortgage originations of 14.6% in July, a drop of 11.7% in August and a marginal increase of 1.2% in September 2021; these flows incorporate the effect of a Y-o-Y drop of the remortgages, ranging from around 30.7% in July to 42.3% in September. Data from CRIF, a company which manages the main credit bureau in Italy, show a Y-o-Y drop in credit report inquiries for residential mortgage applications of 22.6% in Q3 2021 and 19.2% in September 2021.



• For the next quarters it is therefore reasonable to assume, in an improving economic context, a continuation of the Y-o-Y growth of purchase mortgages originations driven by the evolution of real estate transactions, contrasted by an even stronger Y-o-Y decline of remortgages.



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Broking Division – Business outlook

- In Q3 2021 the Y-o-Y evolution of the Broking Division results was substantially in line with expectations, except for **Mortgage Broking** which, also due to the delay between the dynamics of demand and that of originations, still achieved growth in the quarter despite a heavy drop of remortgage applications.
- For the rest of the financial year, it is reasonable to make the following hypotheses in a Y-o-Y comparison:
 - ✓ a contraction of <u>Mortgage Broking</u>, as a result of a large drop of remortgages and slight growth of purchase mortgages, as a result of the observed trend in incoming applications;
 - ✓ continued growth of <u>Insurance Broking</u> and <u>Consumer Loans Broking</u>, in response to the increase of the marketing expenditure and operational improvements;
 - ✓ growth of <u>Telco & Energy Comparison</u> due to the enlargement of the consolidation area, with a relative increase of the weight of the energy sector as a result of ongoing price increases;
 - ✓ substantial stability in the **E-Commerce Price Comparison**, in continuity with the trend observed in Q2 2021.
- Finally, it should be noted that on November 10, 2021, the European Court of Justice dismissed in all relevant aspects Google's appeal against the decision of the European Commission that on July 27, 2017 fined Google for abusing its dominant position in generalist search to favor its Google Shopping service. We note with satisfaction the judgment, which confirms the positions expressed so far by our subsidiary 7Pixel S.r.l., owner of the comparison shopping service Trovaprezzi.it. However, we will be able to fully assess the implications of the judgment, and the possible next steps to be taken, only after a detailed analysis of its motivations.



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BPO Division – Business outlook

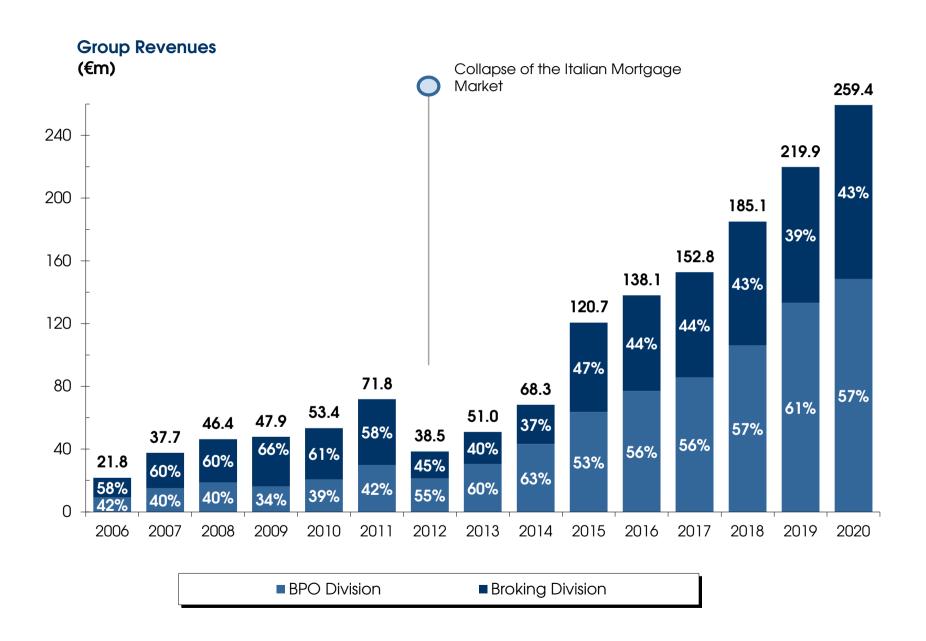
- In Q3 2021, improvements in revenues and margins continued compared to Q3 2020. Net of seasonality effects, previously described trends are confirmed, with revenue growth driven by the extension of the consolidation area due to the acquisition of Gruppo Lercari, but with a good performance also at the organic level, although softening when compared to what was observed in H1 2021.
- In particular, in Q3 2021, **Mortgage BPO** revenues are down, due to the now marked reduction in turnover from refinancing-related para-notarial activities, which suggest that year-end turnover is expected to be in line with 2020, but with an improvement in margin levels thanks to a more favorable mix.
- The other business lines are growing or stable. It should be noted that, in Q4 2021, some of the activities of Leasing/Rental BPO will be negatively impacted by slowdowns and delays in the delivery of new cars by manufacturers, due to the well-known difficulties in the global supply of chips and semiconductors for the automotive market.



Agenda

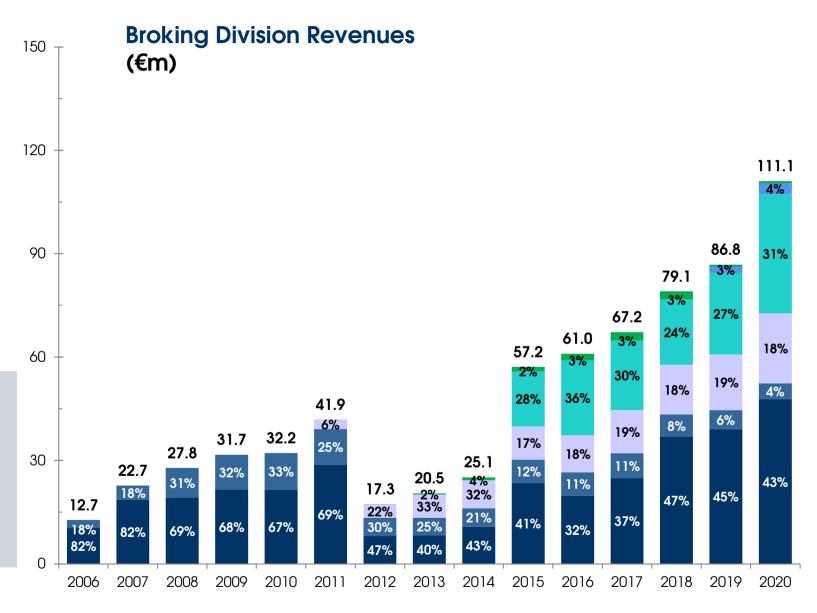
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Revenue trends by Division





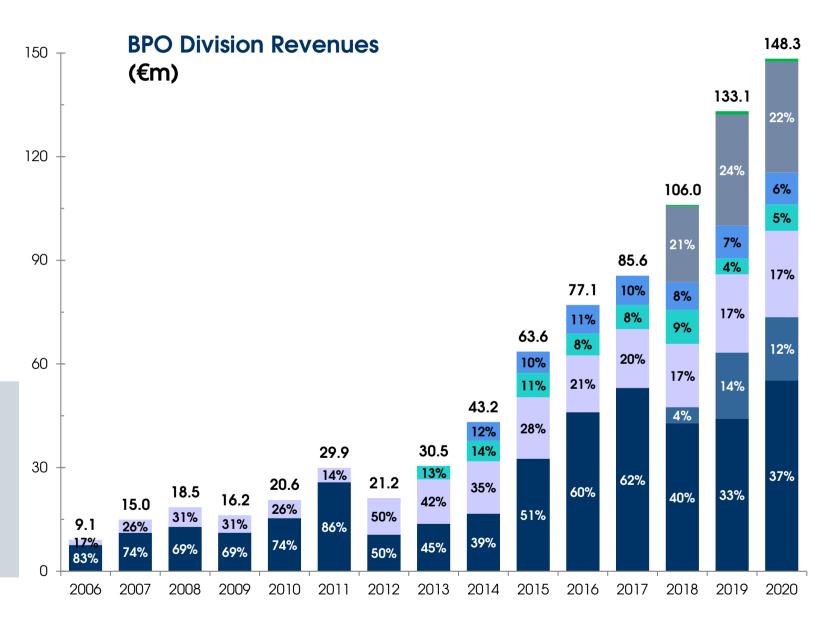
Revenue Breakdown by Business Line





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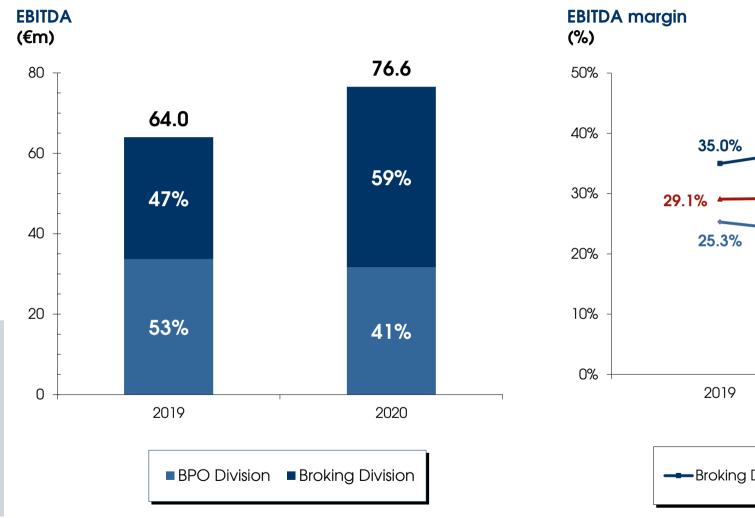
Revenue Breakdown by Business Line

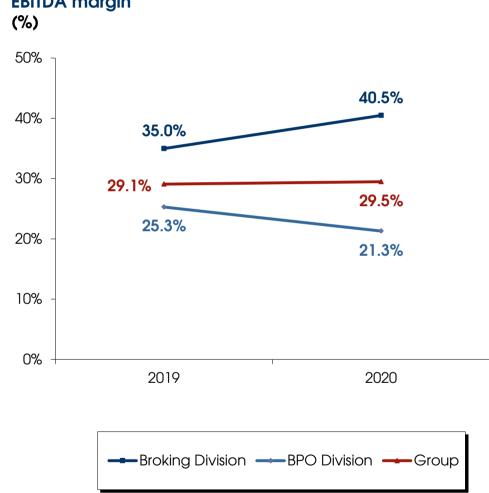




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EBITDA by Division

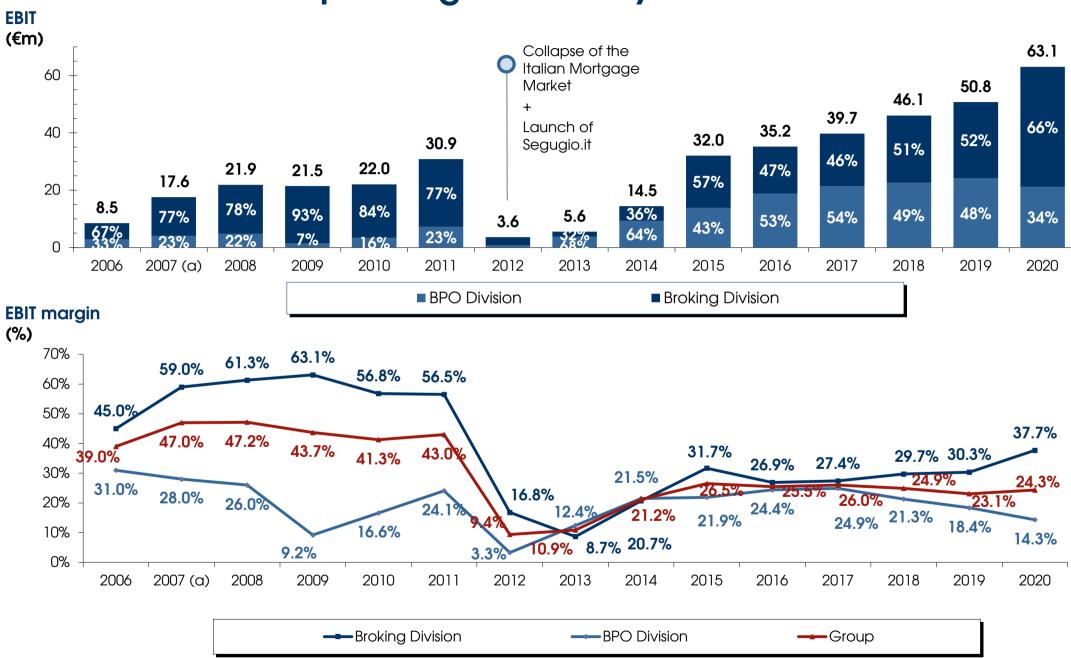






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Operating Income by Division

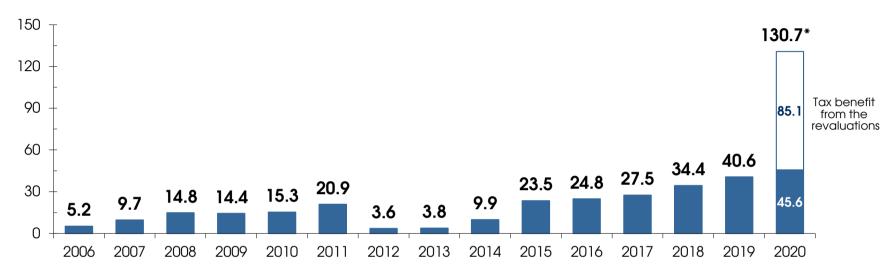




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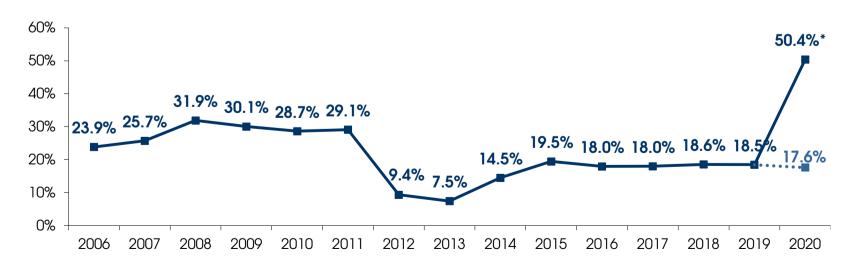
Net Income

Net income (€m)



Net income margin

(%)

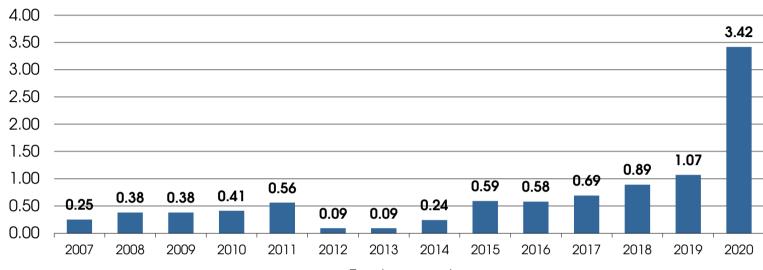




Dividend Payout

Earnings per share, consolidated

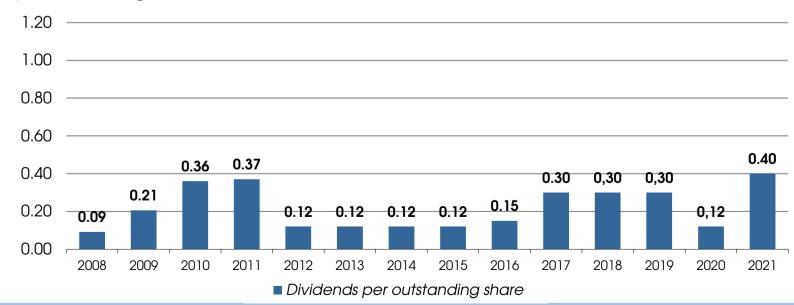




■ Earnings per share

Dividends per outstanding share







Appendix



Quarterly Profit & Loss

(€000)	Q3 2021	Q2 2021	Q1 2021	Q4 2020	Q3 2020
Revenues	71,444	80,559	78,230	80,674	58,616
Other income	971	1,413	994	1,308	939
Capitalization of internal costs	804	1,181	953	906	778
Services costs	(27,534)	(34,526)	(34,488)	(32,169)	(23,273)
Personnel costs	(20,431)	(23,383)	(21,567)	(23,851)	(16,743)
Other operating costs	(2,383)	(2,589)	(2,137)	(2,701)	(2,202)
Depreciation and amortization	(4,761)	(4,239)	(5,974)	(3,403)	(3,370)
Impairment of intangible assets	-	(2,801)	-	-	-
Operating income	18,110	15,615	16,011	20,764	14,745
Financial income	83	48	323	102	87
Financial expenses	(481)	(987)	(380)	(1,852)	(336)
Income/(Losses) from participations	26	(305)	1	361	127
Income/(Losses) from financial assets/liabilities	(3,692)	1,388	2,162	(560)	(694)
Net income before income tax expense	14,046	15,759	18,117	18,815	13,929
Income tax expense	(4,326)	(5,379)	(5,055)	80,873	(3,343)
Net income	9,720	10,380	13,062	99,688	10,586



Q3 Profit & Loss

(€000)	Q3 2021	Q3 2020	% Var.
Davienuse	71 444	50 (1)	01.00/
Revenues	71,444	58,616	21.9%
Other income	971	939	3.4%
Capitalization of internal costs	804	778	3.3%
Service costs	(27,534)	(23,273)	18.3%
Personnel costs	(20,431)	(16,743)	22.0%
Other operating costs	(2,383)	(2,202)	8.2%
Depreciation and amortization	(4,761)	(3,370)	41.3%
Impairment of intangible assets	-	-	N/A
Operating income	18,110	14,745	22.8%
Financial income	83	87	-4.6%
Financial expenses	(481)	(336)	43.2%
Income/(Expenses) from participations	26	127	-79.5%
Income/(Expenses) from financial assets/liabilities	(3,692)	(694)	432.0%
Net income before income tax expense	14,046	13,929	0.8%
Income tax expense	(4,326)	(3,343)	29.4%
Net income	9,720	10,586	-8.2%



9M Profit & Loss

(€000)	9M 2021	9M 2020	% Var.
Revenues	230,233	178,712	28.8%
Other income	3,378	2,848	18.6%
Capitalization of internal costs	2,938	2,713	8.3%
Service costs	(96,548)	(72,602)	33.0%
Personnel costs	(65,381)	(52,407)	24.8%
Other operating costs	(7,109)	(6,863)	3.6%
Depreciation and amortization	(14,974)	(10,070)	48.7%
Impairment of intangible assets	(2,801)	-	N/A
Operating income	49,736	42,331	17.5%
Financial income	454	256	77.3%
Financial expenses	(1,848)	(1,003)	84.2%
Income/(Expenses) from participations	(278)	74	N/A
Income/(Expenses) from financial assets/liabilities	(142)	(877)	-83.8%
Net income before income tax expense	47,922	40,781	17.5%
Income tax expense	(14,760)	(9,787)	50.8%
Net income	33,162	30,994	7.0%



Balance Sheet - Asset Side

	As	As of		
(€000)	September 30, 2021	December 31, 2020*	Change	%
ASSETS				
Intangible assets	204,268	209,283	(5,015)	-2.4%
Property, plant and equipment	25,869	27,841	(1,972)	-7.1%
Associates measured with equity method	1,072	2,320	(1,248)	-53.8%
Non-current financial assets at fair value	1,514	60,503	(58,989)	-97.5%
Deferred tax assets	71,149	86,064	(14,915)	-17.3%
Other non-current assets	815	719	96	13.4%
Total non-current assets	304,687	386,730	(82,043)	-21.2%
Cash and cash equivalents	210,727	122,371	88,356	72.2%
Trade receivables	115,403	105,532	9,871	9.4%
Tax receivables	12,021	2,759	9,262	335.7%
Assets held for sale	-	364	(364)	-100.0%
Other current assets	9,180	7,834	1,346	17.2%
Total current assets	347,331	238,860	108,471	45.4%
TOTAL ASSETS	652,018	625,590	26,428	4.2%



Balance Sheet - Liability Side

	As			
(€000)	September 30, 2021	December 31, 2020*	Change	%
LIABILITIES AND SHAREHOLDERS' EQUITY				
Total equity attributable to the shareholders of the Issuer	282,415	233,257	49,158	21.1%
Minority interests	4,692	3,575	1,117	31.2%
Total shareholders' equity	287,107	236,832	50,275	21.2%
Long-term debts and other financial liabilities	201,353	120,417	80,936	67.2%
Provisions for risks and charges	1,854	1,850	4	0.2%
Defined benefit program liabilities	16,967	16,579	388	2.3%
Non-current portion of tax liabilities	3,691	7,281	(3,590)	-49.3%
Other non current liabilities	4,045	5,067	(1,022)	-20.2%
Total non-current liabilities	227,910	151,194	76,716	50.7%
Short-term debts and other financial liabilities	24,993	79,322	(54,329)	-68.5%
Trade and other payables	38,417	44,501	(6,084)	-13.7%
Tax payables	3,893	10,545	(6,652)	-63.1%
Liabilities held for sale	-	486	(486)	-100.0%
Other current liabilities	69,698	102,710	(33,012)	-32.1%
Total current liabilities	137,001	237,564	(100,563)	-42.3%
TOTAL LIABILITIES	364,911	388,758	(23,847)	-6.1%
TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY	652,018	625,590	26,428	4.2%



Net Financial Position

	As	of			
(€000)	September 30, 2021	December 31, 2020	Change	%	
A. Cash and cash equivalents	210,727	122,371	88,356	72.2%	
B. Other cash equivalents	-	-	-	N/A	
C. Financial assets held to maturity or for trading	1,514	4,588	(3,074)	-67.0%	
D. Liquidity (A) + (B) + (C)	212,241	126,959	85,282	67.2%	
E. Current financial receivables	1,076	356	720	202.2%	
F. Current bank borrowings	(9,081)	(6,512)	(2,569)	39.5%	
G. Current portion of long-term borrowings	(12,644)	(34,643)	21,999	-63.5%	
H. Other short-term financial liabilities	(3,268)	(38,167)	34,899	-91.4%	
I. Current indebteness (F) + (G) + (H)	(24,993)	(79,322)	54,329	-68.5%	
J. Net current financial position (I) + (E) + (D)	188,324	47,993	140,331	292.4%	
K. Non-current portion of long-term bank borrowings	(145,905)	(78,549)	(67,356)	85.8%	
L. Bonds issued	-	-	-	N/A	
M. Other non-current financial liabilities	(55,448)	(41,868)	(13,580)	32.4%	
N. Non-current indebteness (K) + (L) + (M)	(201,353)	(120,417)	(80,936)	67.2%	
O. Net financial position (J) + (N)	(13,029)	(72,424)	59,395	82.0%	



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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.

