

A man with a beard and glasses, wearing a red t-shirt, is looking at a green smartphone. He is standing in a kitchen with white subway tiles. On the ceiling, there is a large, fluffy white cloud. Various kitchen items are hanging on the wall, including a purple cloth, a blue cloth, and a red cloth. A pair of sunglasses is hanging on a small stand. The scene is lit with a blueish light, creating a surreal atmosphere.

Q1 2021

 **Resurs**
Holding



Nils Carlsson
Chief Executive Officer



Claes Wenthzel
Interim CFO



Sofie Tarring Lindell
Incoming CFO & Head of IR

Highlights Q1 21

- 1% lending growth to SEK 31,6 bn
- Operating income down 5% to SEK 850 million
- Operating costs down 3% to SEK 354 million
- Stable CoR 2.5%
- Strong total capital ratio at 17.1%
- Operating profit +12% ex nonrecurring effects -12%
- Awarded higher credit rating to BBB, stable outlook



The transformation journey continues

- More efficient organization, number of employees -43 compared with Q1-20
- Development of a competitive IT platform
- New ways of working – data driven and agile
- Finalised 360-survey as a basis for new strategic decisions on our transformation journey
- To become a more attractive financial player that also takes a clearer and more active role in a sustainable society



Summary Q1 2021

Good growth in e-commerce

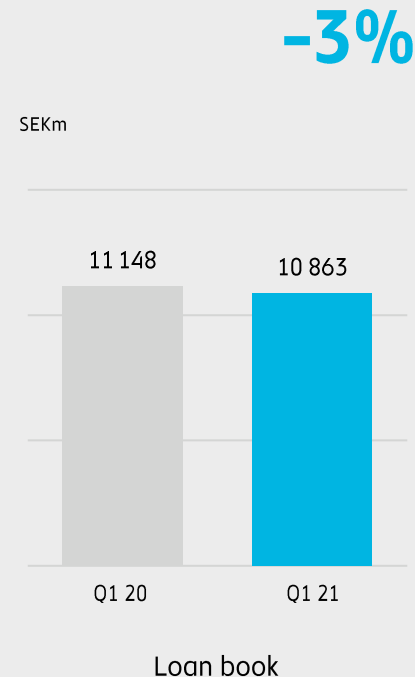
- 40% of sales in retail finance from e-commerce
- Lower new lending affected by covid-19, total loan book growth +1%
- Continued positive signs in Norway, still affected by churn
- Continued strong development in Insurance with new partners and strong growth in operating profit
- No visible effects of covid-19 in our customers' payment behaviour
- We are still conservative in our credit risk assessment



Payment Solutions

Successful launch of Gekås Ullared

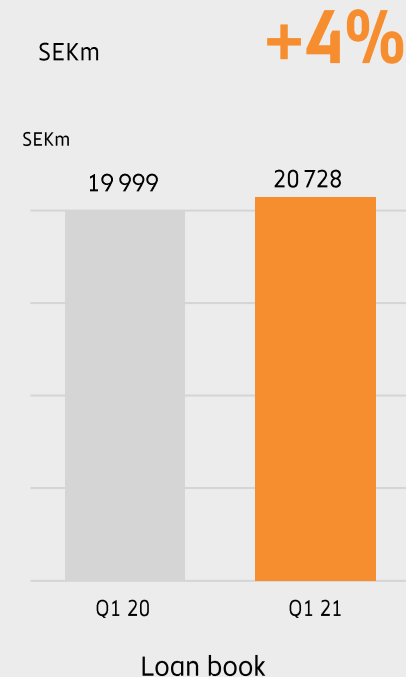
- DIY and home improvement, consumer electronics and furniture reported good growth & offset weaker retail segments
- Successful launch of one of Sweden's biggest retailer Gekås Ullared with a turnover of 5bn SEK
- Launch of *Partner Success Program* to improve growth and collaboration with existing partners
- Changed focus in Supreme Card from travel to “staycation” and DIY



Consumer Loans

Launch of open banking technology

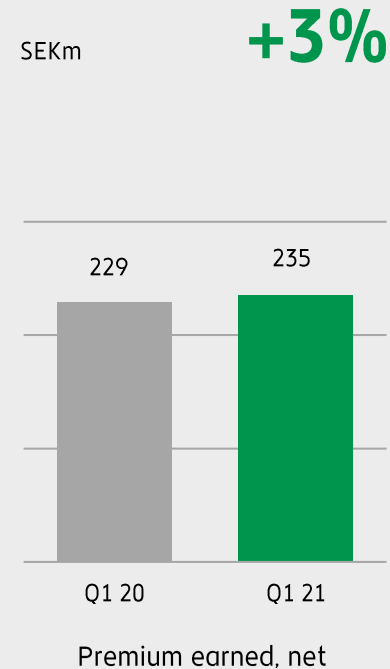
- Stable growth following stricter credit assessments and covid-19
- Launch of loan consolidation in Denmark
- Launch of open-banking technology through income verification
 - Increased customer value
 - Improved efficiency
 - More precise credit assessments



Insurance

Improved profitability & growth

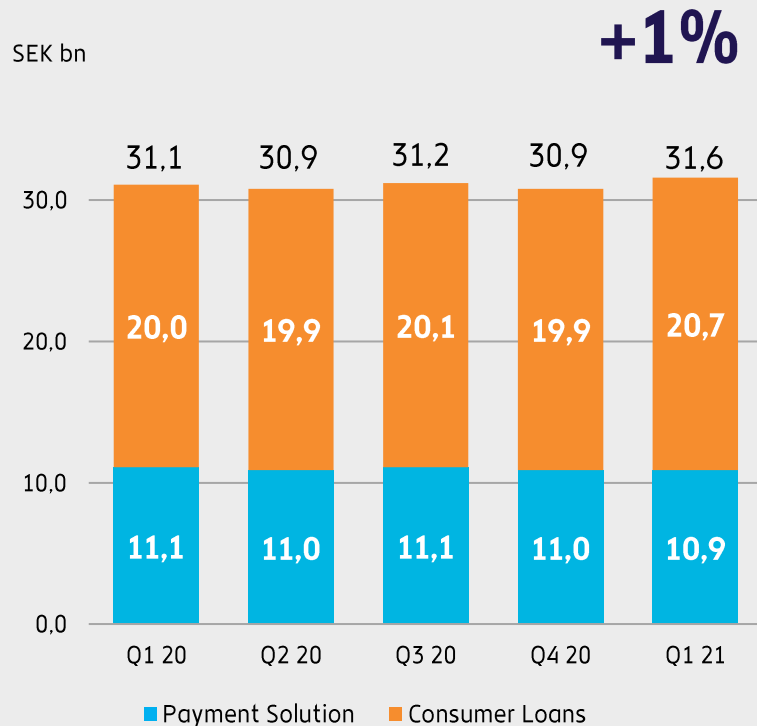
- Technical result +1% compared with LY
- New partnership with Intersport in Norway, 100 new physical stores
- Successful launch of Elon during the quarter, 350 stores and online sales
- Continued strong growth in business line motor following attractive market offering in used cars market
- Continued work to increase the digital presence and during the quarter additional payment methods were launched in the Norwegian market



Q1 in figures

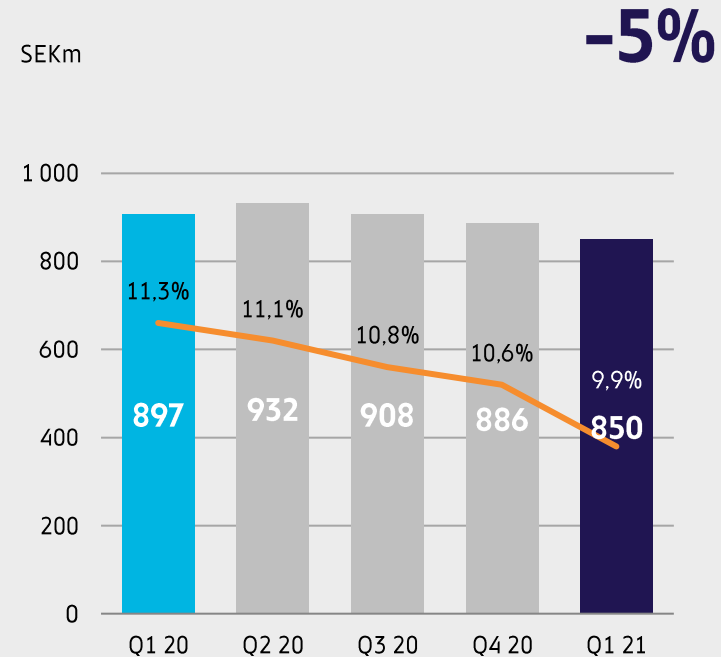
Stable loan book

- The loan book was somewhat higher than LY, organic growth was +2% in local currency
- The sold NPL portfolio in December affects loan book approx. 1% compared with LY



Lower operating income

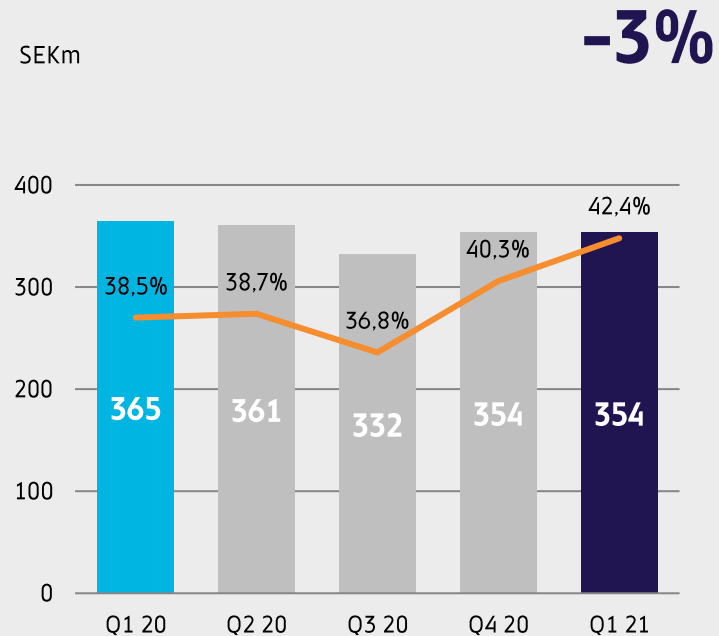
- Lower operating income mainly impacted by lower loan book in Norway Denmark
- Covid-19 affected net commission income negatively (factoring, credit cards, and other commissions)
- Net financial transactions contributed positively
- Lower NBI margin mainly due to mix in Payment Solutions and lower new lending in Denmark and Norway



Note: Excluding nonrecurring costs of 10 MSEK in Q4-20

Lower operating expenses & improved C/I ratio

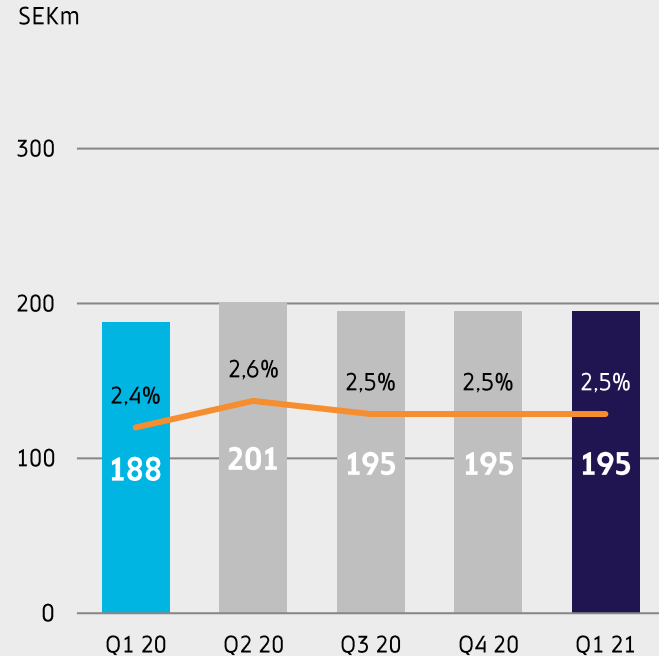
- Operating expenses are in control and decreased compared with previous year
- C/I-ratio (excl. Insurance) at 42.4%, higher following the lower income



Note: Excluding nonrecurring costs of 60 MSEK in Q4-20

Stable credit losses and Cost of Risk

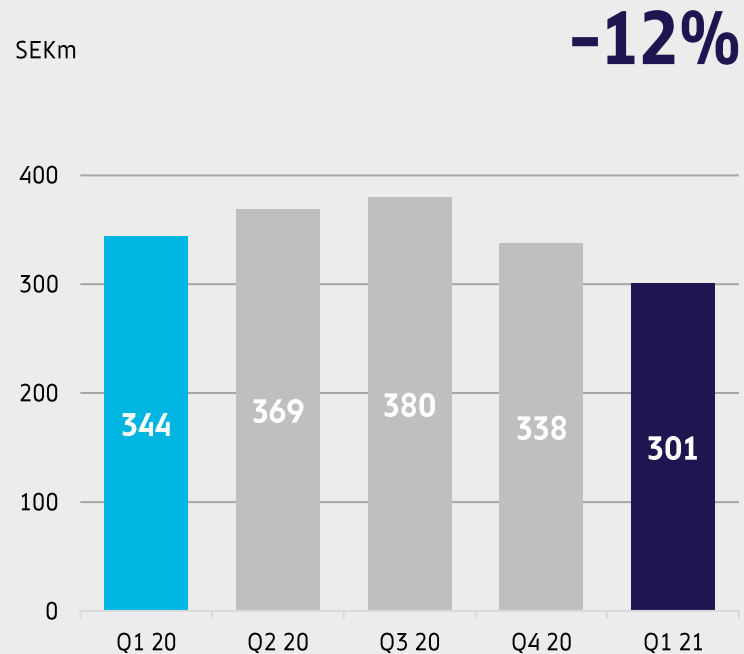
- Credit losses increased compared with LY primarily due to the historic loan book growth. Credit loss ratio of 2.5% stable during covid-19
- Still no visible signs of negative changes in payment patterns or increased underlying credit losses due to covid-19



Note: Including extra credit provision of SEKm 75 in Q1 2020

Operating profit

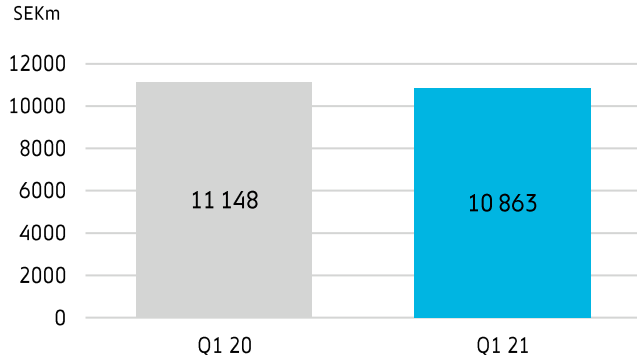
- Operating profit down 12% to SEK 301 million compared with previous year



Note: Excluding extra credit provision of SEKm 75 in Q1 2020 and nonrecurring costs of 70 MSEK in Q4-2020

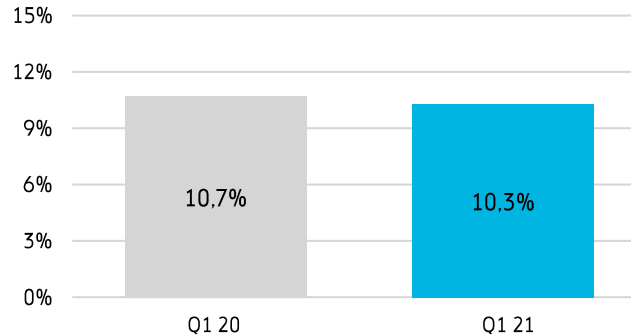
Loan Book

-3%



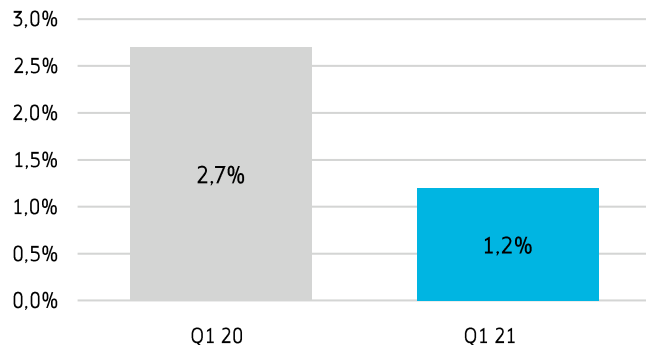
Risk-adjusted NBI margin

-0.4% pts



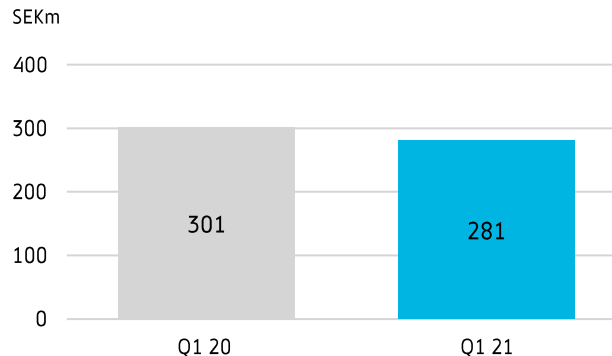
Cost of Risk

-1.5% pts



Operating income less credit losses

-7%

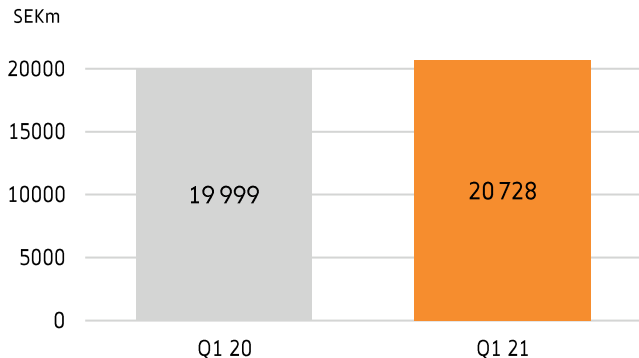


Payment Solutions

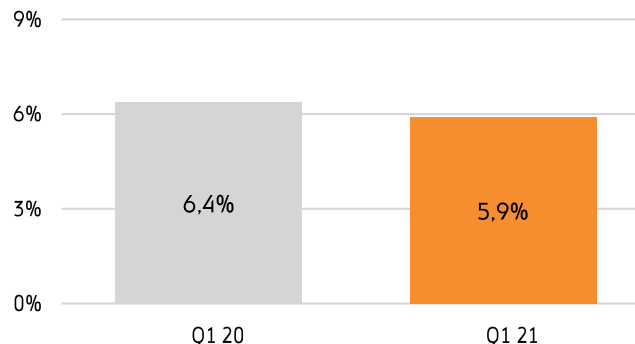
- -1% in local currency
- Lower NBI margin due negative customer mix as retailers with lower margins grew relatively more, also lower new lending in Denmark
- Previous years cost of risk was affected by one-time

Loan Book

+4%



Risk-adjusted NBI margin **-0.5% pts**

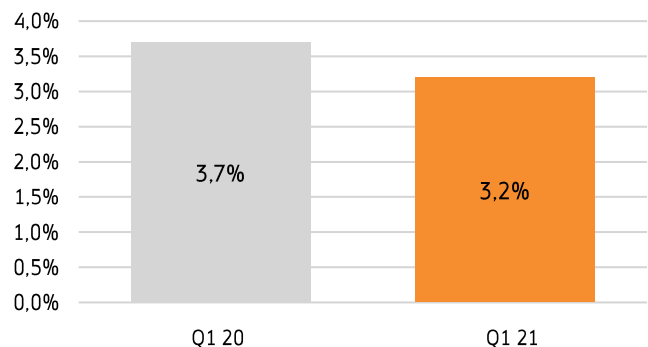


Consumer Loans

- Loan book growth 4% in local currency
- Risk-adjusted NBI margin decreased following lower income in Norway and Denmark

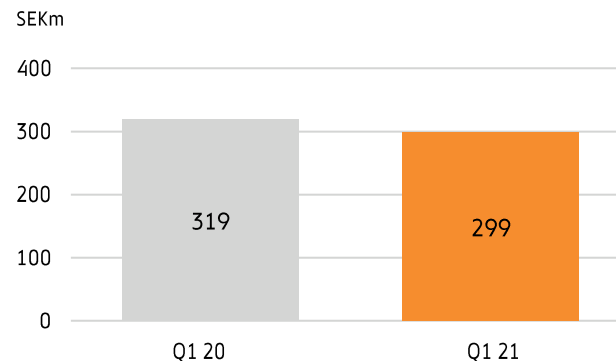
Cost of Risk

+0.5% pts

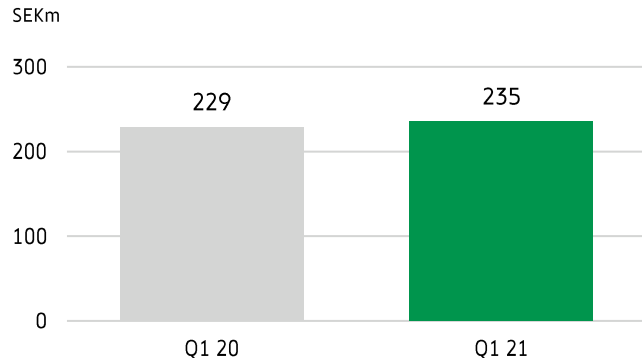


Operating income less credit losses

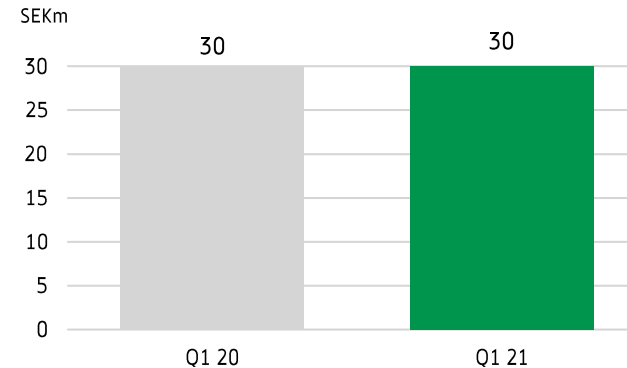
-6%



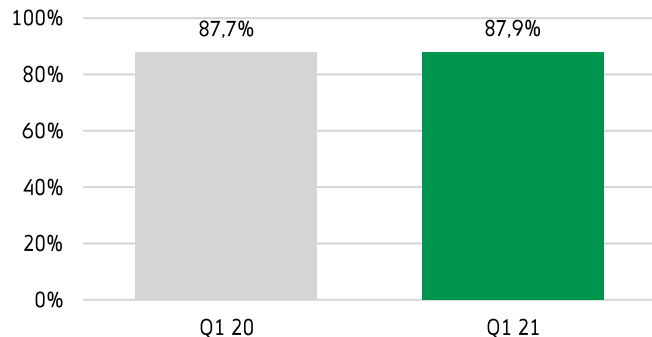
Premium Earned, net +3%



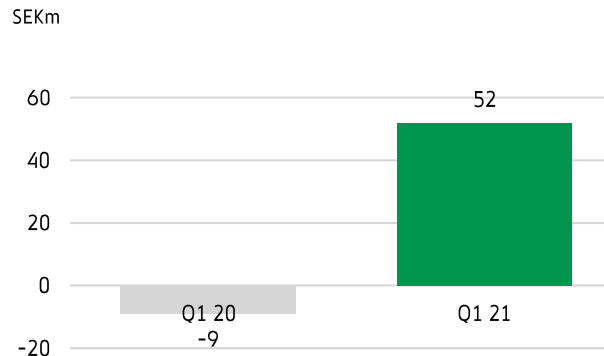
Technical Result +1%



Combined ratio +0,2% pts



Operating profit +352%

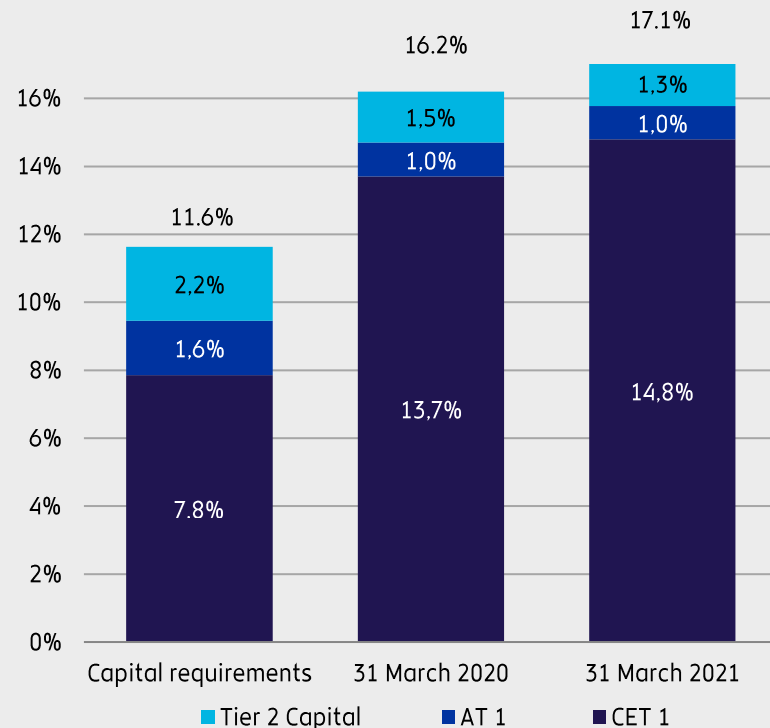


Insurance

- Premium earned increased 3% due to strong growth in Motor
- Technical result increased 1% compared with previous year
- Net financial transactions contributed SEK 21 million

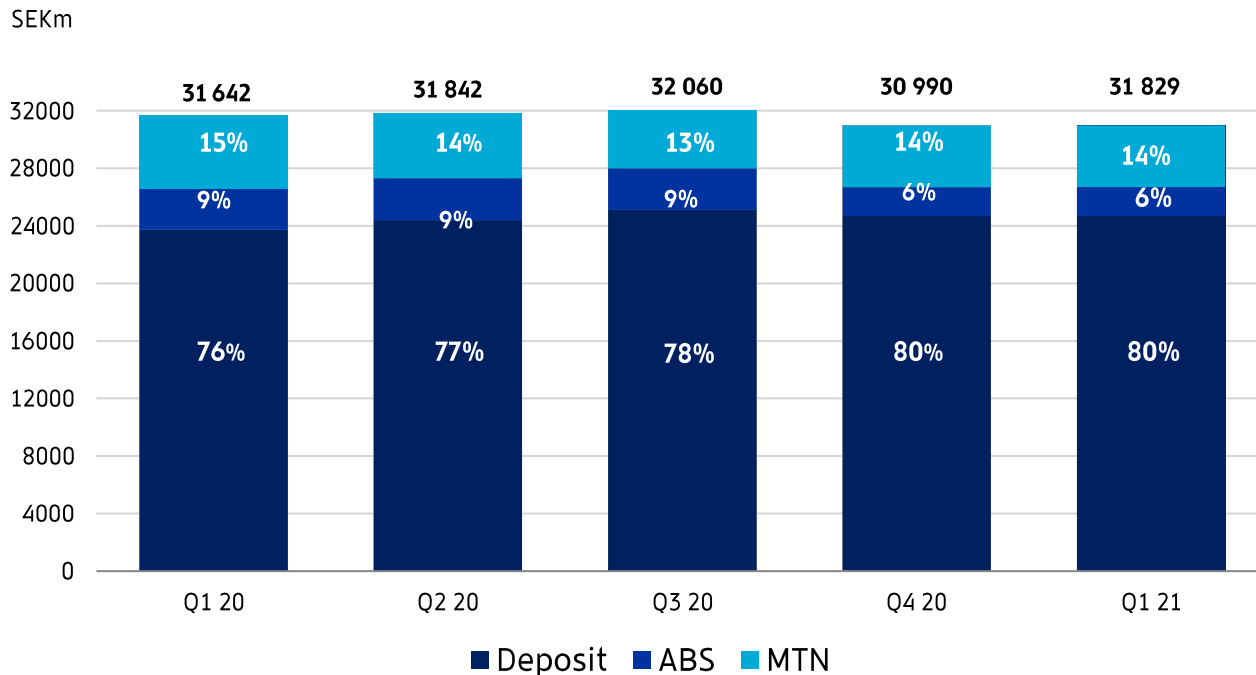
Strong capital position

- Strong CET1 and total capital ratios well above requirement and targets, improved 0.9%-points vs previous year
- Resurs follows regulatory authority recommendations; Proposed dividend in H1 2021 – SEK 2.68 per share
- Additional Pillar II requirements are expected to be set by Finansinspektionen for each bank from mid-2021, however impact on Resurs is not yet known



Financing – continued diversification

Funding (excl. equity) & Funding mix



- Stable and diversified financing
- Continued strategy to maintain long-term diversified financing and actively work with various sources
- Liquidity remained very strong with LCR 274% (288%) in the consolidated situation
- Upgraded Credit Rating to BBB, stable outlook

Coming period

- Strengthening **competitiveness** and **growth** by creating one Nordic organisation, business driven IT solutions and improved **customer experience**
- Continued focus on **sustainable credit lending**
- Intention to announce **new financial targets** and arrange a **Capital Markets Day** in September 2021
- No expected trend shifts in coming period





THANKS!