



# 1H21 Financial Results

**Investor presentation**

**10 November 2020**

# Agenda

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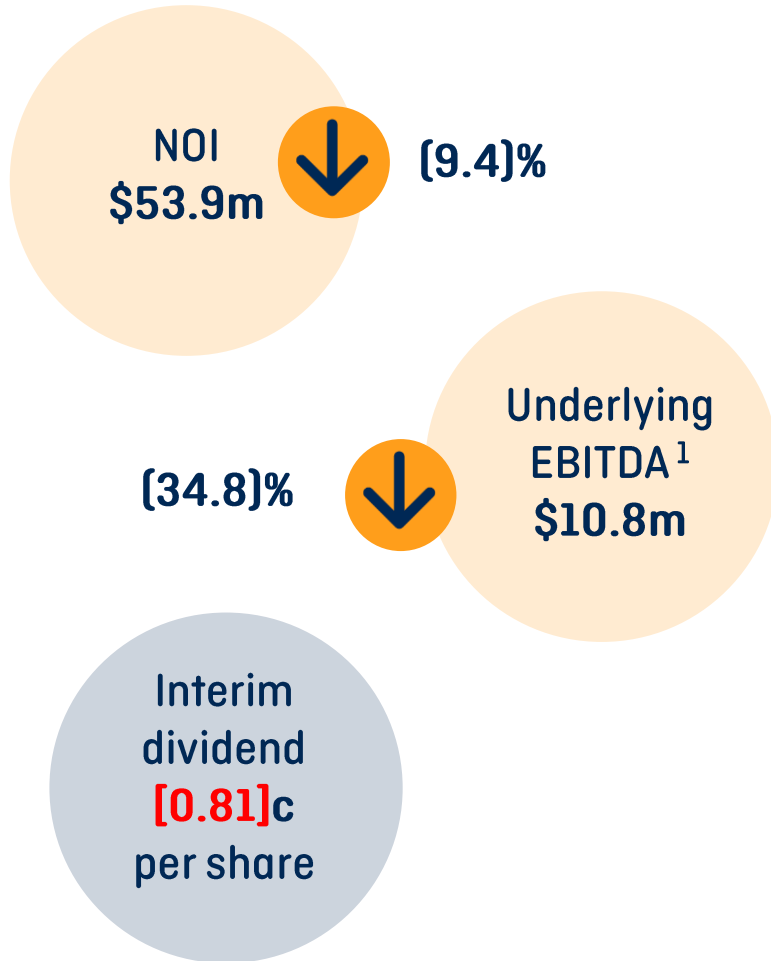




# 1H21 Summary

**Skander Malcolm**

**Chief Executive Officer and Managing Director**



## Soft revenue and EBITDA due to weak 1Q Consumer and lower ATVs

- Revenue down 5.6%, COVID impacted 1Q down 11.1%, recovery in 2Q down 0.4%
- ATVs down 11.6%, Consumer revenue down 16.3% resulting in EBITDA decline to \$10.8m
- Corporate revenue up 2.9%, 2Q up 11.6%

## Strong underlying signals confirm sustainable model

- Transactions up 10.1% and transactions per active client up 13.8%
- Registrations up 10.1%
- Strong recurring revenue, increased to 79%
- Net Cash Held of \$52.8m up \$1.3m, Net Available Cash of \$27.3m up \$3.6m

## Growth investments delivering

- Corporate new dealing clients up 10.6%, revenue from new clients up 33%
- Online Sellers revenue up 16.4%, ex Asia up 52.2%
- North America revenue up 2.5% (US up 5.8%), 2Q up 14.5%
- Won WiseTech, implemented and launched Link, strong Enterprise pipeline

1. Excluding one-off items of \$0.5m for 1H21 and \$0.4m for 1H20.

## Lessons learned and opportunities



- In highly volatile times, our Consumer segment is very valuable



- Our Corporate segment performs through the cycle



- Having a diverse Corporate segment minimises concentration risk



- Our 24/7 digital + human service is highly valued



- Our technology and banking network proved very resilient

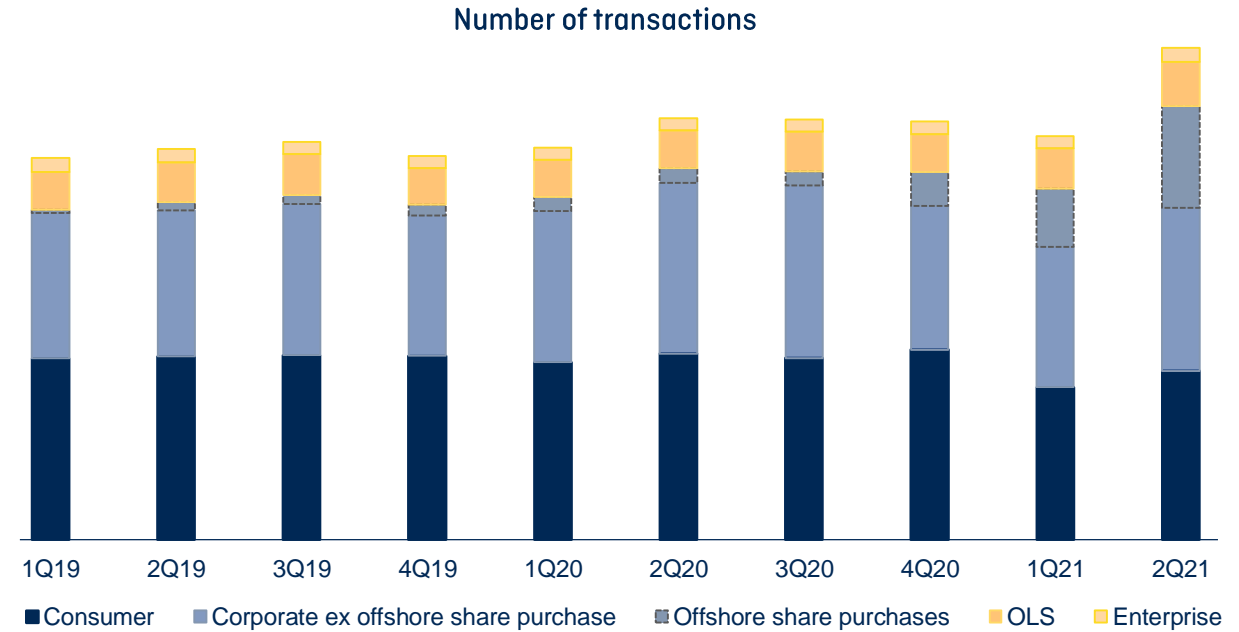


- Credit processes and risk management investment is critical



- Investments in growth drivers, including OLS, position us well

## Client trading patterns

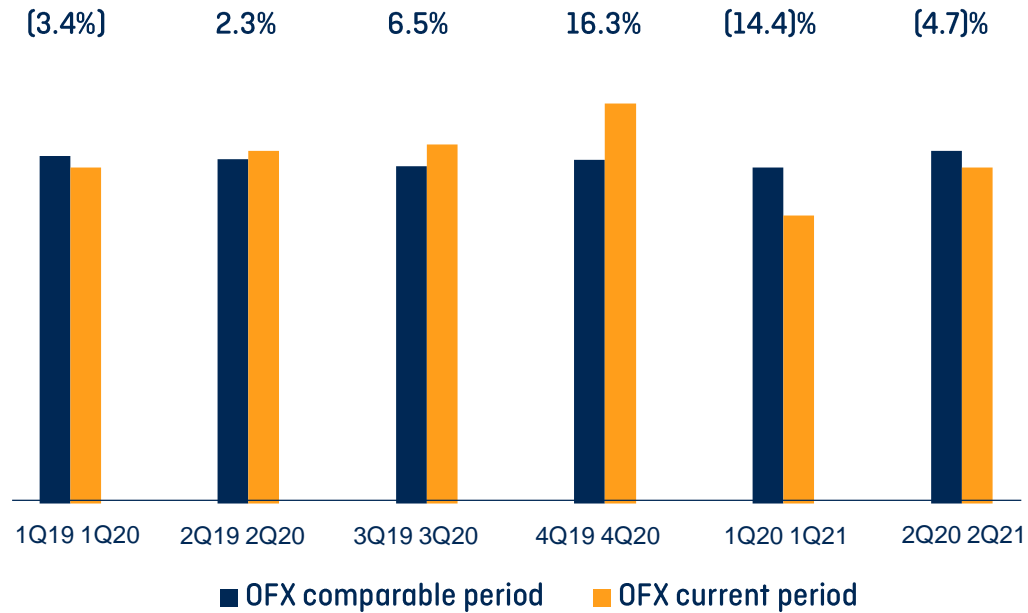


Positive transaction growth in 2Q21 v 1Q21 across all segments

ATVs ex offshore share purchases up 2.2% in 1H21 v PCP

Offshore share purchase transaction spiked in 2Q21

## OFX quarterly NOI growth



## Lower ATVs impacting NOI and EBITDA

	1H19	1H20	1H21
Transactions (# 000's)	521.2	547.9	602.8
ATVs	\$23.2k	\$21.1k	\$18.6k
Net Operating Income	\$59.9m	\$59.5m	\$53.9m
Underlying EBITDA	\$16.1m	\$16.5m	\$10.8m
Net Cash Held	\$56.6m	\$51.5m	\$52.8m

## Market growth<sup>1</sup>



1. Source: OFX analysis and <https://www.thomsonreuters.com/en/resources/fx-volumes.html>

# Strong client activity offset by lower ATVs



Lower Consumer activity

Offset by strong Corporate activity

Strong consistent growth

Skewed by offshore share purchases

Resulting in stable turnover

Active clients  
**147.2k**

Down 4.4% from 1H20



Transactions per active client  
**7.9**

Up 13.8% from 1H20



Transactions  
**602.8k**

10.1% up on 1H20



ATV  
**\$18.6k**

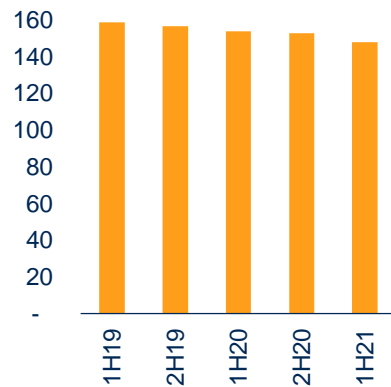
11.6% down on 1H20



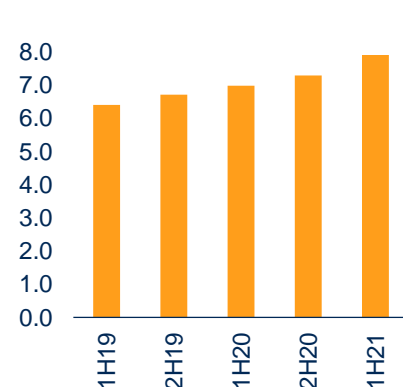
Turnover  
**\$11.2b**

2.7% down on 1H20

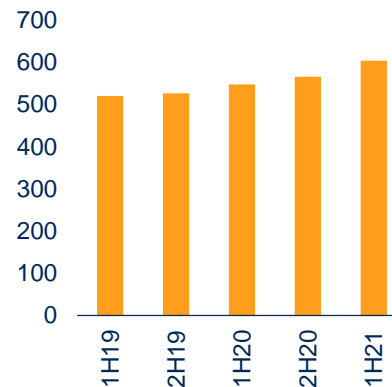
Active clients ('000)



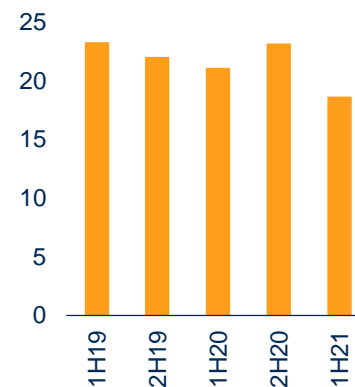
Transactions per active client (LTM)



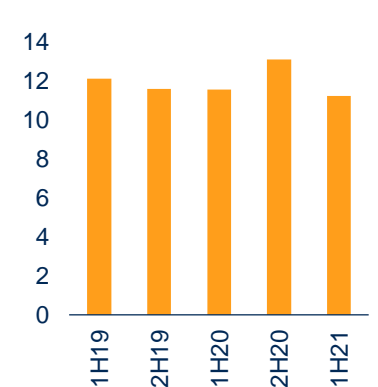
Transactions ('000)



Average transaction value (\$'000)



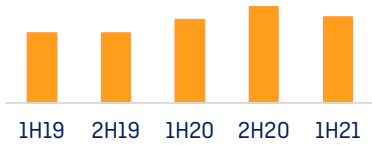
Turnover (\$b)



# Asia and Europe hardest hit by COVID, North America strong and improving



## North America Revenue



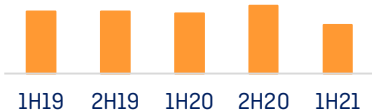
Turnover +4.3%  
Transactions +7.0%

## Asia Revenue



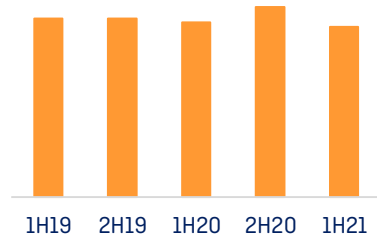
Turnover (29.9)%  
Transactions (16.6)%

## Europe Revenue

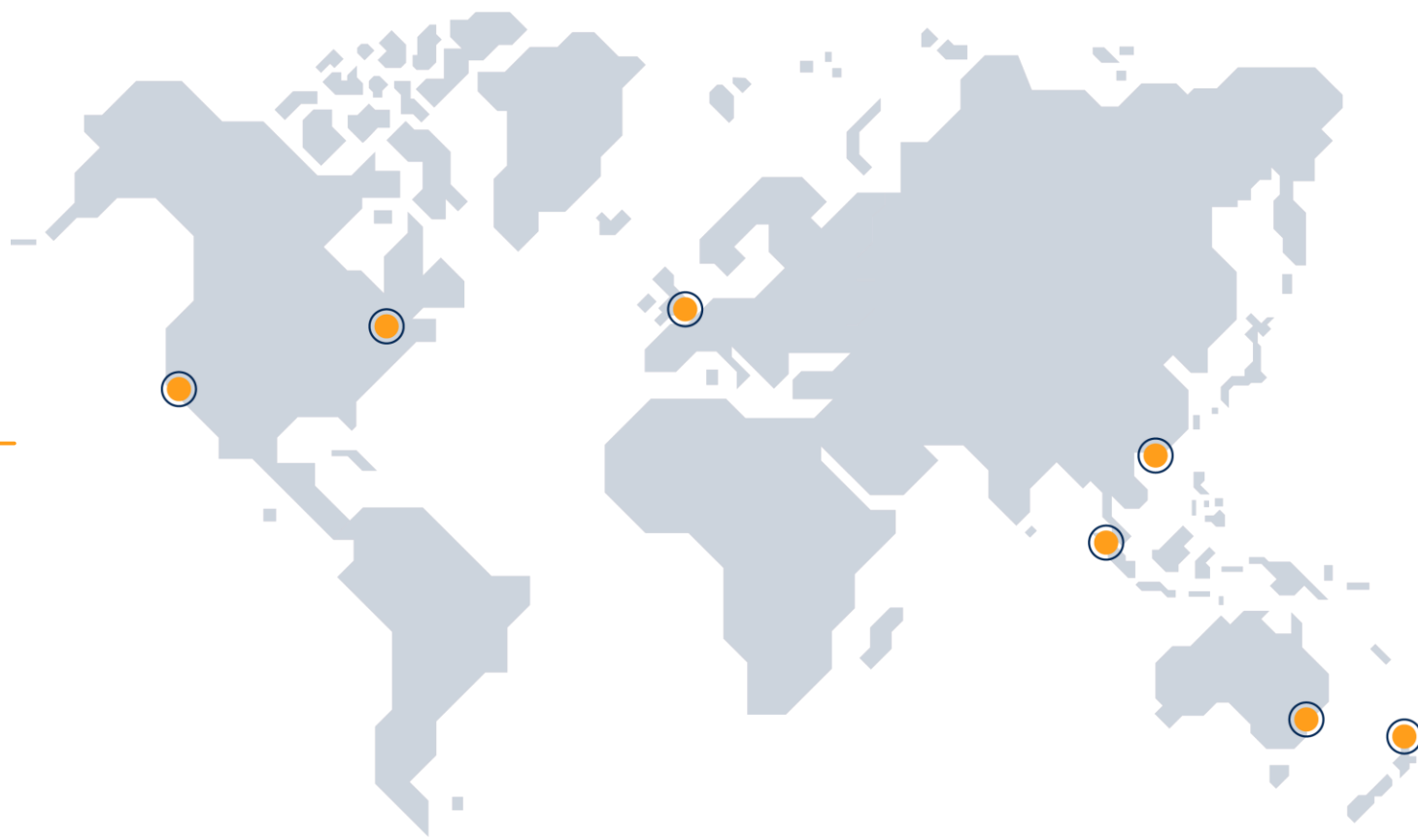


Turnover (8.1)%  
Transactions (15.2)%

## A&NZ Revenue



Turnover +0.6%  
Transactions +24.9%



• Turnover and transactions represent growth from 1H20 to 1H21





# 1H21 Financial Results

Selena Verth

Chief Financial Officer

# Lower revenue, driven by lower ATVs, impacting profitability



Financial results	1H20	2H20	1H21	V%
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## Financial Metrics

Fee and trading income (\$m)	65.3	72.0	61.6	(5.6)%
Net operating income (\$m)	59.5	65.6	53.9	(9.4)%
Underlying operating expenses <sup>1</sup> (\$m)	(43.0)	(43.9)	(43.2)	0.3%
Underlying EBITDA <sup>1</sup> (\$m)	16.5	21.7	10.8	(34.8)%
Underlying EBT <sup>1</sup> (\$m)	10.7	15.4	4.1	(61.7)%
Underlying NPAT <sup>1</sup> (\$m)	8.6	12.7	3.2	(62.6)%
Statutory NPAT (\$m)	8.3	12.0	2.9	(65.6)%
Net Cash Held <sup>2</sup>	51.5	61.0	52.8	2.6%

## Operational Metrics

Registrations ('000's)	61.9	60.2	68.0	10.1%
Active Clients ('000's)	154.0	152.7	147.2	(4.4)%
Turnover (\$b)	11.5	13.1	11.2	(2.7)%
Transactions ('000's)	547.9	565.5	602.8	10.1%
Average transaction value ('000's)	21.1	23.2	18.6	(11.6)%

- Fee and trading income down 5.6%, improvement in 2Q up 16.6% v 1Q
- NOI down 9.4% driven by lower ATVs (down 11.6%), Transactions up 10.1%
- Underlying EBITDA \$10.8m, impact of COVID on 1Q trading. North America underlying EBITDA up 17.6%
- Effective tax rate of 21.1%, increased R&D benefits
- Statutory NPAT \$2.9m, underlying NPAT \$3.2m
- Net Cash Held of \$52.8m up \$1.3m, Net Available Cash of \$27.3m up \$3.6m
- Unfranked interim dividend of **0.81c** per share

1. Excluding one-off items of \$0.5m for 1H21, \$0.4m for 1H20 and \$0.9m for 2H20

2. Note of the \$52.8m we hold \$25.6m as collateral and bank guarantees

\$m	1H20	2H20	1H21	V%
Employee expense	26.8	26.6	27.9	4.1%
Promotional expense	7.1	6.5	6.9	(2.7%)
Technology expenses	2.8	3.5	2.8	(1.6)%
Occupancy expense	0.3	0.4	0.4	5.0%
Bad and doubtful debts	1.2	2.2	1.2	(0.2)%
Other expense	4.8	4.7	4.1	(15.3)%
<b>Underlying operating expenses<sup>1</sup></b>	<b>43.0</b>	<b>43.9</b>	<b>43.2</b>	<b>0.3%</b>

## Underlying operating expenses

- Underlying operating expenses \$43.2m up 0.3% as we invest in Enterprise & OLS
- Promotional expense mix more balanced between brand and search, driving Cost per Registration down and first 3 months revenue per new dealing client up
- Technology expenses flat, expect to increase in 2H21 due to shift to additional software as a service
- Other expense down 15.3% including increase in insurance

## Bad & doubtful debts

- Bad and doubtful debts \$1.2m flat and down 47% v 2H20
- Enhanced fraud detection systems and controls
  - ✓ ID verification and facial recognition software
  - ✓ Improved device biometrics across web and mobile
  - ✓ Direct debit bank account verification upgrade



1. Excluding one-off items of \$0.5m for 1H21, \$0.4m for 1H20 and \$0.9m for 2H20

## Client experience



- Onboarding
- Web experience
- Enterprise
- New products
- Global Currency Account



- New transfer flow 20% improvement in completion rates
- Limit orders created up 15%
- Link Australia launched successfully
- Receivables product launched, clients live in UK and Nth America
- New Amazon API live for OLS clients

## Reliable, scalable systems



- Payments engine
- Fraud management
- Risk management

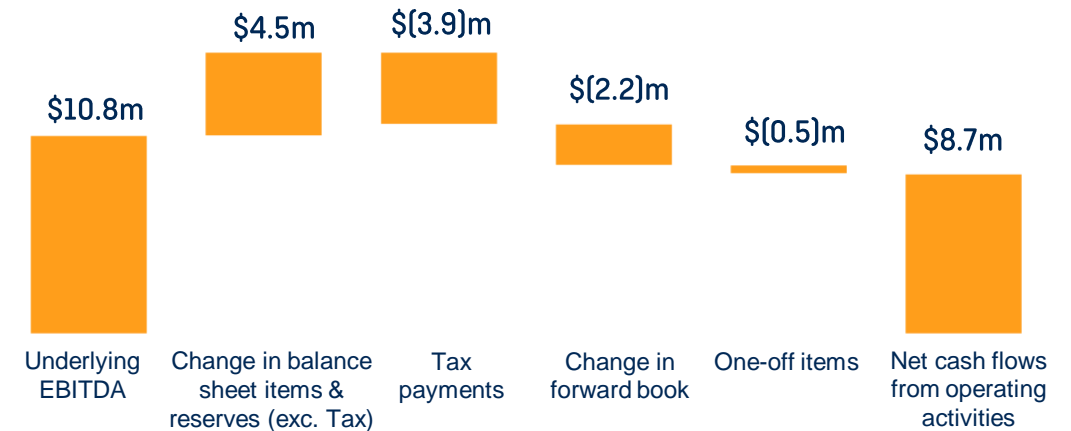


- Cost per transaction down 4%
- Improved electronic identity verification launched, 55% adoption rates
- Transaction screening false positives reduced by >50%

\$m	30-Sep-19	31-Mar-20	30-Sep-20
<b>Assets</b>			
Cash held for own use	19.4	28.8	25.7
Deposits due from financial institutions	32.1	32.3	27.1
Cash held for settlement of client liabilities	244.0	207.0	183.6
Derivative financial assets	17.0	35.1	16.2
Right-of-use assets	12.9	17.2	15.4
Other assets	7.8	10.2	7.2
Property, plant and equipment	2.8	2.3	1.7
Intangible assets	12.3	14.8	16.9
Deferred and prepaid tax assets	8.5	6.1	11.6
<b>Total assets</b>	<b>356.8</b>	<b>353.8</b>	<b>305.3</b>
Client liabilities	246.9	211.9	189.2
Derivative financial liabilities	13.1	32.7	11.5
Lease liabilities	16.1	21.1	18.6
Other liabilities	11.4	12.1	11.9
<b>Total liabilities</b>	<b>287.5</b>	<b>277.8</b>	<b>231.2</b>
<b>Total equity</b>	<b>69.3</b>	<b>76.0</b>	<b>74.1</b>

- Net cash held \$52.8m, up \$1.3m, Net Available Cash \$27.3m
- Improved cash management, \$10.8m underlying EBITDA generating \$8.7m cash from operations, 81% conversion up from 49% in 1H20
- \$2.1m increase in intangible assets, \$5.5m investment in the client experience and reliable scalable systems
- Interim dividend of **0.81c** per share

## 1H21 Net cash flows from operating activities



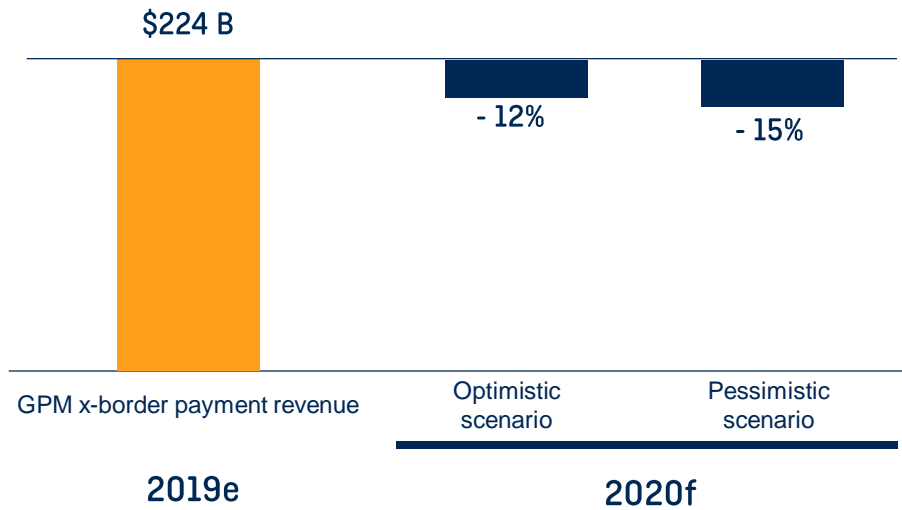


# FY21 Outlook

**Skander Malcolm**

**Chief Executive Officer and Managing Director**

## Cross-border payments revenue<sup>1</sup> down



## But pockets of growth exist

- ➔ **E-commerce** cross-border volumes grew double-digit in 2Q as initial logistic challenges were resolved.
- ➔ **Increased volatility** and uncertainty have enabled growth in foreign-exchange-related revenues and pushed up treasury-related transactions as companies scramble to mobilize surplus cash.

### Negatively impacted



Those exposed to risk concentration and untested business models

#### Remittance & Cash

Depending heavily on foot traffic and some sectors like travel and education

#### Corporate FX

Customer portfolio concentration and SME credit risk

#### Neobanks

Path to profit challenged

### Positively impacted



Those established for Digital or Ecommerce

#### E-commerce

Accelerated shift to E-commerce

#### GAFA

Market valuation and activity on the rise

#### BNPL

Mass adoption of digital driving customer growth

# Leading value-added global cross-border payments company



## High value Consumers



Typical ATVs of ~\$17.9k  
biannual+ trading

## Corporate SMEs



Typical ATVs of ~\$22.9k  
monthly+ trading

## Online Sellers



Typical ATVs of ~\$16.0k  
weekly+ trading

## Enterprise



B2B2C and  
B2B2B

Segments  
we target

Client needs  
we solve

Transfer Money  
internationally  
from A to B

Manage  
volatility risk  
of FX exposure

Manage international  
payments flows  
integrated in my  
processes

Collect and use my  
money wherever I buy  
or sell in the world,  
like a local

Offer FX/  
Cross-border payments  
to my clients

Strategic goal

Strong foundations

Healthy growth





## Online Sellers

Access to the largest and fastest growing cross-border SME growth

- **\$3.3T<sup>1</sup> turnover in cross border ecommerce, expected to grow strongly**
- **OFX well positioned growing to \$1.6bn turnover in less than 4 years through our Global Currency Account**

- ➔ Development of an Online Sellers vertical with dedicated business development, sales, marketing, product and support teams
- ➔ OFX's core strengths in banking partnerships, licensing, and compliance provide a competitive advantage to execute successfully



## Enterprise

Solve major risk and operational pain points when offering cross-border payments to their clients

- **New enterprise partnerships can create a step change in revenue with accretive EBITDA margins**
- **Announced Link Australia partnership with \$5m revenue in FY22 and won WiseTech with at least \$5m revenue by FY24**

- ➔ Win new partnerships globally building on strong pipeline, global uncertainty encourages clients to look at better cost and service solutions
- ➔ Expansion of sales and pre sales support resources

Strategic opportunity

FY21 focus

<sup>1</sup> Frost & Sullivan, Accenture-Aliresearch forecasts



- Leading ASX-listed technology company providing software solutions to the logistics execution industry globally
- Focused on enabling, improving and empowering the world's supply chains
- 17,000+ customers across 160 countries, from large multinational logistics companies to small and mid-sized regional and domestic enterprises

- Leading ASX-listed global cross-border payment company
- Global, fast and low-cost international payments to over 55 countries
- Leading provider for 20,000+ active SMEs conducting global business

## Integrating OFX into CargoWise platform

- Marketing starting in 4Q21 ahead of a full launch in 3Q22. An initial term of 3 years post launch
- Integration of OFX's digital solution into the CargoWise logistics execution
- OFX will manage all on-boarding & transaction compliance with localised 24/7 customer service
- Supported by a capital expenditure investment of approximately \$1m in the next 12 months funded by cash

## A value-add enhancement for WiseTech, their customers & OFX



The process for WiseTech's customers to make international payments will be significantly simplified, creating efficiencies



Fast and low-cost international invoice payments at highly competitive rates



OFX expected annual revenue of at least \$5 million by FY24



## Build a more valuable business

- Continued focus on growing North America
- Grow Corporate clients globally
- Launch WiseTech, scale Link, and continue to grow the pipeline and win new partnerships
- Accelerate Online Sellers



## Maintain financial discipline

- Continue to manage our expenses while maintaining flexibility to grow
- Disciplined investment where there is competitive differentiation and opportunity
- Not targeting positive operating leverage in FY21<sup>1</sup>
- Maintain stable NOI margin

1. Positive operating leverage: NOI is growing at a faster rate than underlying operating expenses.

Simplify and streamline global transfers with the help of an OFXpert



Questions





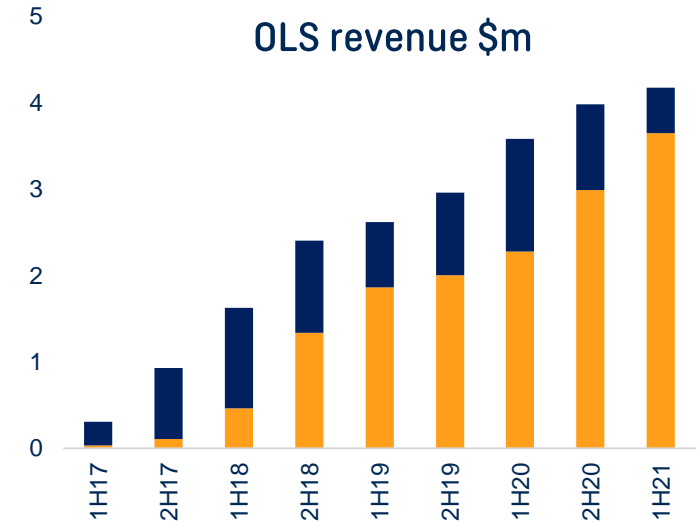
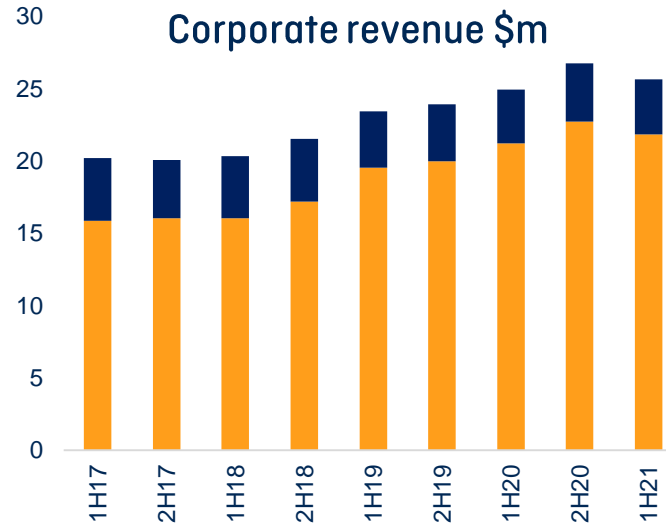
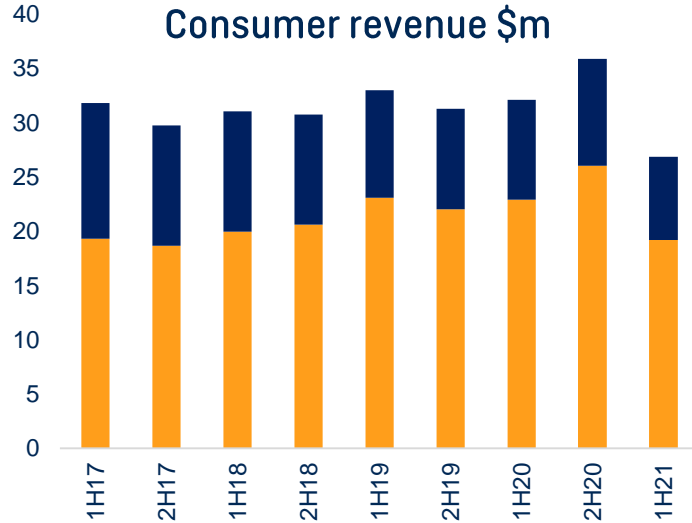
# Appendix

# Strong recurring revenue continues to underpin the model



Revenue from Existing Clients  
**79%**

Increase from 76% in 1H20



■ New clients within the last 12 months  
■ Existing clients

## Growth drivers

### Client Experience



- Substantially improve Corporate client onboarding
- Scale Corporate CRM
- Expand Online Sellers banking and enhance reporting

### Geographic Expansion



- Continue investment in North America
- Accelerate Corporate growth in UK & A&NZ
- Complete Asia pivot to accelerate Corporate

### Partnerships



- Scale Link Australia partnership
- Scale API solutions in line with partner opportunities
- Grow partnerships across Online Sellers globally

## Foundational enablers

### Reliable, Scalable Systems



- Deliver low cost and faster delivery for USD
- Implement new Data Strategy to support scaled Marketing, Operational and Treasury effectiveness

### Risk Management



- Scale enhanced Transaction Monitoring program in Online Sellers
- Deliver improved Fraud controls globally
- Deploy case management to support enhanced quality assurance program

### People



- Implement enhanced leadership & development program globally
- Scale commercial excellence
- Grow regional headcount and strengthen presence

- **Corporate:** As of 1H21, Corporate excludes OLS; OLS is reported separately
- **OLS:** Online sellers, business clients who sell online via marketplaces or digital platforms
- **Enterprise:** International Payment Solutions in the segment reporting
- **Registrations:** Number of clients that have successfully registered or signed up with OFX in the period
- **Transactions:** Number of transfers or exchange of funds pursuant to instructions or in line with a request
- **Revenue:** represents “Fee and trading income” in the statutory accounts.
- **NOI margin:** Net Operating Income / Turnover
- **Active Client:** Number of clients that entered into a Transaction with OFX during the immediately preceding 12 month period
- **Existing clients:** (previously defined as Returning clients) are active clients who first transacted > 12 months ago
- **Net cash held:** Cash held for own use + Deposits due from financial institutions
- **Net available cash:** Net cash held – Collateral and Bank Guarantees
- **Cost per Registration:** Promotional expense / registrations
- **LTM:** Last twelve months
- **ATV:** Average transaction value





# Thank you

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