## TABCORP INVESTOR DAY

25 OCTOBER 2018

# Tabcorp

Tabcorp

## AGENDA

Welcome & Introductions	9.30am
Group Overview – David Attenborough	9:30 – 10:00 am
CFO Overview – Damien Johnston	10:00 – 10:30 am
Lotteries & Keno – Sue van der Merwe	10:30 – 11:15 am
Morning Tea	11:15 – 11:30 am
Gaming Services – Frank Makryllos	11:30 – 12 noon
Wagering & Media – Adam Rytenskild	12:00 – 1:00 pm
Lunch	1.00 – 1.30 pm

## **Tabcorp**

## WELCOME AND INTRODUCTIONS



**David Attenborough** 

MANAGING DIRECTOR & CHIEF EXECUTIVE OFFICER



**Damien Johnston** 

CHIEF FINANCIAL OFFICER



Sue van der Merwe

MANAGING DIRECTOR LOTTERIES & KENO



Frank Makryllos

MANAGING DIRECTOR GAMING SERVICES



Adam Rytenskild

MANAGING DIRECTOR WAGERING & MEDIA



**Merryl Dooley** 

CHIEF PEOPLE OFFICER



**Clinton Lollback** 

CHIEF RISK OFFICER



**Mandy Ross** 

CHIEF INFORMATION OFFICER



**Ben Simons** 

CHIEF STRATEGY OFFICER

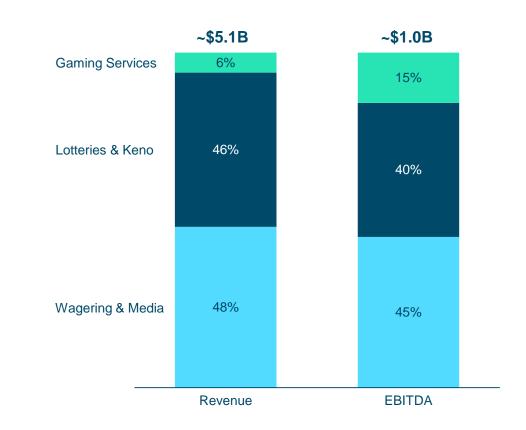


# TABCORP IS AUSTRALIA'S LEADING DIVERSIFIED GAMBLING ENTERTAINMENT GROUP

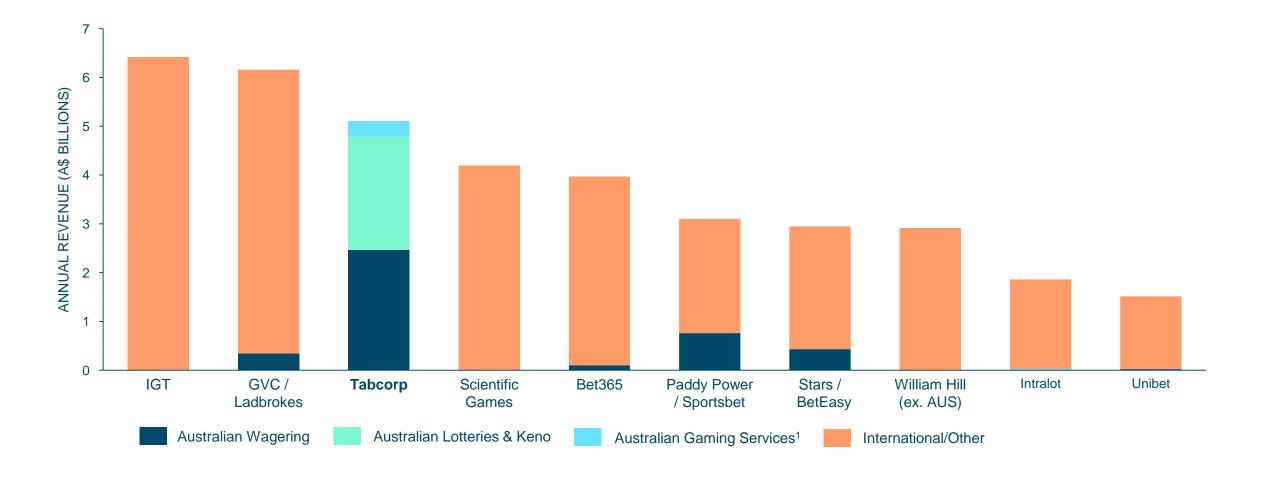
## **OVERVIEW**

- Tabcorp completed its combination with Tatts Group in December 2017, creating a world-class gambling entertainment group
- We operate a diversified set of market-leading businesses, under a series of long-dated governmentissued licences and authorisations
- Group employs approximately 5,000 people
- We operate an extensive network of retail venues across Australia

## TABCORP—KEY METRICS (FY18 PRO-FORMA)1



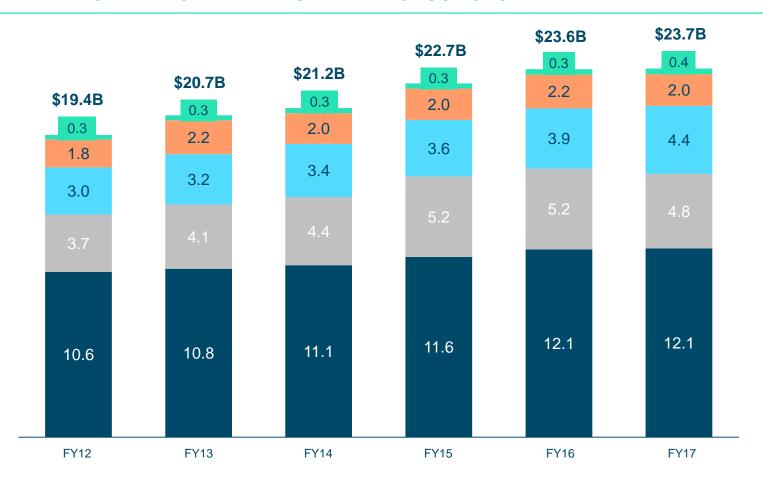
## OUR BUSINESS HAS GLOBAL SCALE





## THE AUSTRALIAN MARKET IS LARGE AND GROWING

### AUSTRALIAN GAMBLING EXPENDITURE BY PRODUCT SEGMENT



	CAGR FY12-17		
TOTAL	4.1%		
KENO	4.6%		
LOTTERIES	2.5%		
WAGERING	7.7%		
CASINO	5.3%		
EGMs	2.7%		
	tteries Wagering GM's		



# WE HAVE LEADERSHIP POSITIONS IN EACH OF OUR CORE MARKETS











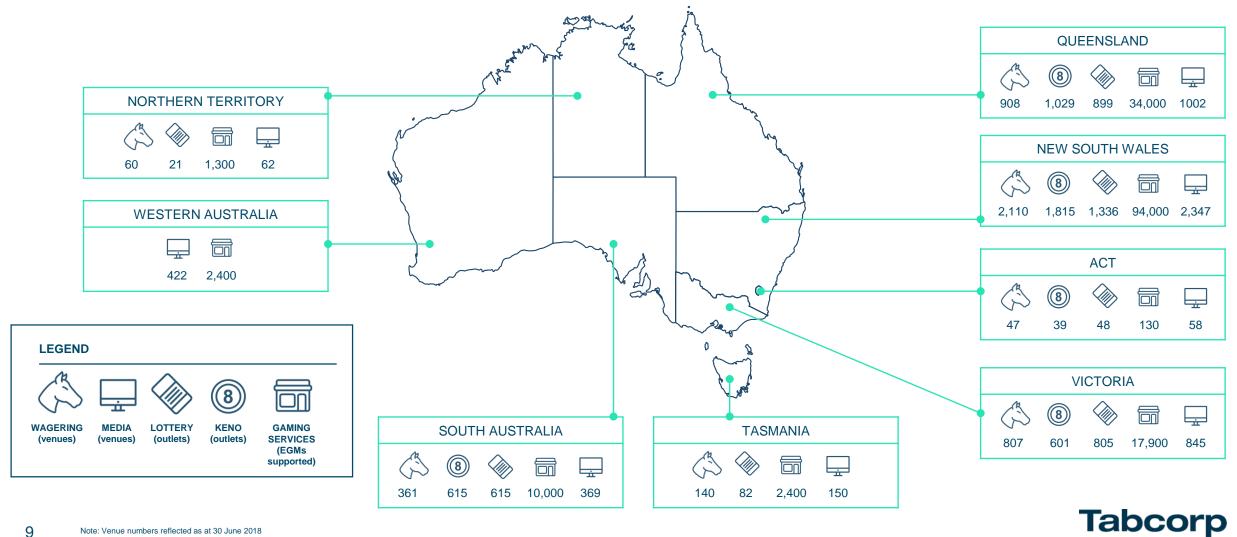
	LOTTERIES & KENO	WAGERING & MEDIA	GAMING SERVICES
SHARE OF TABCORP REVENUE <sup>1</sup>	46%	48%	6%
DOMESTIC MARKET SHARE <sup>2</sup>	Approximately 84%	Approximately 57%	Currently provide services to ~85% of gaming machines nationally
CUSTOMERS	3M registered players	720K active account wagering customers, Sky available in 2.6M households.	Relationships with >3,500 venues nationally
FY18 TRANSACTIONS	550M Lotteries and Keno tickets sold	1.1B bets taken	N/A

Notes

1) 2) Share of Tabcorp revenues based on FY18 pro-forma results (Wagering & Media including Ubet) Market share for Wagering & Media includes (Ubet)



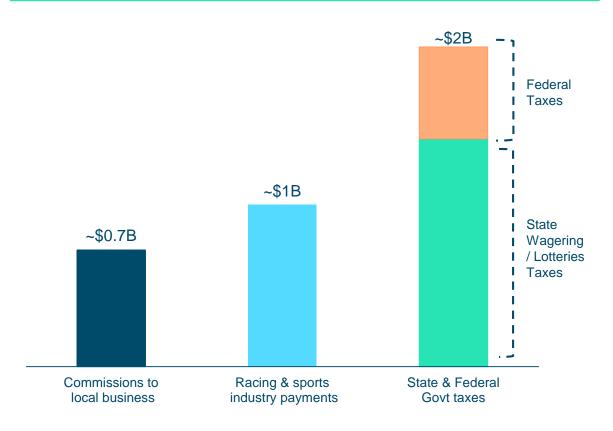
## OUR BUSINESS HAS A NATIONAL FOOTPRINT



# WE ARE A VALUED PARTNER FOR GOVERNMENTS, INDUSTRY, RETAIL VENUES AND COMMUNITIES

#### INDUSTRY & GOVERNMENT

#### COMMUNITY









- Voluntary community contributions of \$1.9M in FY18
- Partnerships with charities including National Jockey Trust & Prostate Cancer Foundation

- Corporate drought relief package of \$600K
- Additional \$500K contribution from unclaimed lotteries prizes

 Supports the 50-50 Foundation's Play for Purpose charity lottery, which provides cost-effective fundraising to some of Australia's most valuable community organisations



# OUR BUSINESS IS DIVERSIFIED ACROSS GEOGRAPHIES AND PRODUCTS AND SECURED BY LONG-DATED LICENCES

## TABCORP LICENCE / AUTHORISATION PORTFOLIO



#### Notes

Indefinite rolling renewal capability



<sup>1</sup> Tasmania lotteries operate under renewable five-year permits linked to long-dated Queensland and Victorian licences

# REGULATORY CHANGES ARE SUPPORTING A MORE SUSTAINABLE INDUSTRY AND POSITIVE GROWTH OUTLOOK

## REGULATORY REFORM HAS CREATED A BETTER REGULATED AND MORE SUSTAINABLE GAMBLING INDUSTRY

## SYNTHETIC LOTTERIES BAN

- Synthetic lotteries are products where customers bet on the outcome of a lottery rather than buying a ticket and directly participating in the draw
- or Keno draw will be prohibited following amendments to the *Interactive Gambling Act* passed by the Federal Senate in June 2018. The ban comes into effect on 9 January 2019

## POINT OF CONSUMPTION TAXES

- Wagering point of consumption (POC) taxes are levied based on the location of the customer
- Introduced in SA in July 2017.
   Queensland's POCT regime commenced 1 October 2018. NSW, Victoria, the ACT and WA have announced a POCT on wagering revenues from 1 January 2019
- Tabcorp is working with governments and the racing industry to ensure the significant fees and taxes already paid under its state wagering licences are recognised, in line with the principles announced

#### **CONSUMER PROTECTIONS**

- Amendments to Australia's gambling legislation have been introduced or proposed to improve consumer protection
- These include prohibitions on wagering operators offering online in-play betting, credit and certain forms of inducements

#### ADVERTISING RESTRICTIONS

- From March 2018, new restrictions prohibited gambling advertising during live television, radio and online sports broadcasts between 5:00am and 8:30pm Live broadcasts of racing events and the advertising of lotteries are exempt
- The prohibition of wagering advertising on roads, public transport and associated infrastructure in Victoria has been implemented



# WE ARE MOBILISING ACROSS THE GROUP WITH CLARITY OF PURPOSE AND A STRATEGIC FOCUS

VISION

THE TRUSTED GAMBLING ENTERTAINMENT COMPANY

**PURPOSE** 

**EXCITEMENT WITH INTEGRITY** 

## STRATEGIC PILLARS



**CUSTOMER LED** 

We understand our customers, engage with them personally and create products they love



We leverage the powerful combination of our venues, digital and live event channels to deliver amazing experiences



We take pride in simply and efficiently delivering with excellence



We love winning with our partners through aligning our interests and deep collaboration

## OUR FOUNDATIONS

#### **OUTSTANDING PEOPLE AND TEAMS**

We are the best place to work, and we unlock the potential of our people to deliver superb customer experiences

#### COMMITMENT TO COMMUNITY AND INTEGRITY

We are trusted by governments, regulators and our communities to grow responsible gambling sustainably

#### LEADING TECHNOLOGY AND INNOVATION

We create value through our unique combination of thought leadership and delivery excellence



# IMPROVING OPERATING ENVIRONMENT MEANS EACH BUSINESS IS WELL POSITIONED FOR LONG-TERM GROWTH

#### LOTTERIES AND KENO

- Well established category and business underpins stability of earnings
- Ban on synthetic lottery and Keno betting from January 2019 enhances regulatory certainty
- Positive early results from recent Powerball game changes
- Focused on unlocking further upside from modernising and evolving retail footprint
- Digital continues to support increased engagement with new customer segments
- Keno to benefit from scale and expertise from integration with Lotteries

#### GAMING SERVICES

- Role as government-licensed monitor partially mitigates inherent category regulatory risk
- Unique opportunity to be services partner of choice for gaming venues with a technology platform that connects suppliers, regulators and venues
- Combination of MAX, TGS and eBET creates opportunity to consolidate and refresh branding
- New Victorian EGM licensing regime (to 2032) provides clarity to market participants - focus on managing extension of key TGS partnerships in the near term
- Longer term technology trends create opportunity for growth in emerging service adjacencies

#### WAGERING AND MEDIA

- Category remains highly competitive
- Introduction of POCT addresses inconsistencies
- Reforms to online in-play betting on sport, the offer of credit by operators and advertising laws create a more sustainable industry
- Tabcorp's unique combination of assets creates an opportunity to develop a differentiated customer experience and service proposition
- Focus on driving integration and brand migration from UBET to TAB and delivering superb experience and products across all states
- Media remains an important differentiator with a focus on expanding, innovating and modernising the experience



# CFO OVERVIEW DAMIEN JOHNSTON **Tabcorp**

## A STRONG FOCUS ON RETURNS

DRIVING IMPROVED RETURNS THROUGH INTEGRATION BENEFITS AND DISCIPLINE IN MANAGING OPERATING EXPENSES, CAPITAL ALLOCATION AND THE BALANCE SHEET

INTEGRATION

EBITDA SYNERGIES OF AT LEAST

\$130M

IN FY21

PRODUCTIVITY

FY18 OPEX TO REVENUE

17.9%

PRO-FORMA BASIS<sup>1</sup>

BALANCE SHEET

TARGET GROSS DEBT / EBITDA

3.0-3.5x

CAPITAL ALLOCATION

FY18 BAU CAPEX

\$240M

PRO-FORMA BASIS<sup>1</sup>

SHAREHOLDER RETURNS

TARGET FY19 DIVIDEND PAYOUT RATIO OF

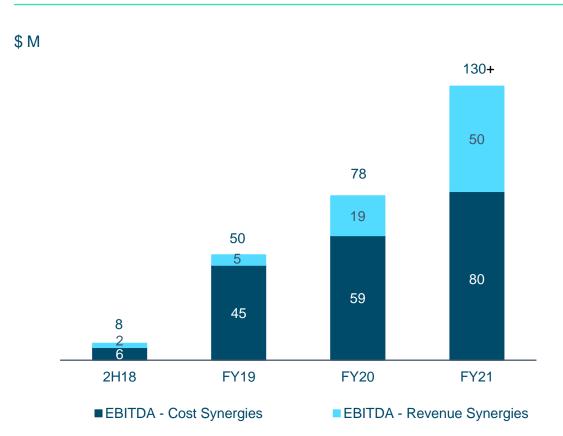
100%

OF ADJUSTED NPAT<sup>2</sup>



## INTEGRATION ON TRACK

## DECISIONS TAKEN TO UNDERPIN \$50M OF EBITDA SYNERGIES AND BUSINESS IMPROVEMENTS IN FY19 AND ON TRACK TO DELIVER AT LEAST \$130M IN FY21



#### FY19

- Corporate organisational restructure largely complete
- Fixed odds trading system integration complete for racing from September 2018 (sports 2H19), facilitating continued UBET yield improvement, and efficiencies from operational consolidation
- UBET brand change to TAB across retail and digital to commence end 1H19, delivering savings in A&P, accompanied by digital platform enhancements including vision, form and flexi-betting

#### FY20 AND FY21

- Revenue benefits expected to grow driven by continued yield improvement, retail enhancement, Trackside roll-out, and Keno initiatives
- Technology synergies to be progressively realised, including the removal of duplication, the re-negotiation of commercial contracts, and UBET host system de-commissioning
- Continued property rationalisation, corporate function consolidation, and procurement contract re-negotiations
- Revenue synergy estimates include the cost of rolling out TAB venue arrangements to UBET states, including the payment of digital commissions

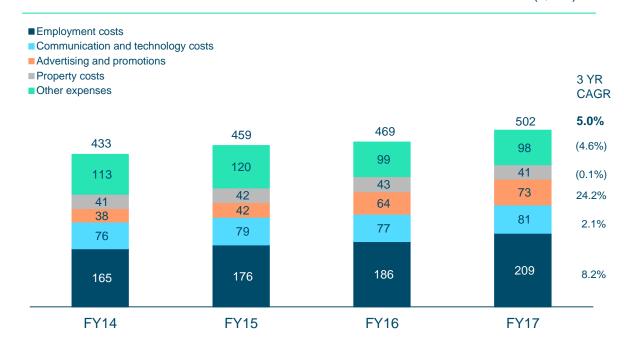


# PRODUCTIVITY IMPROVING, WITH FURTHER BENEFITS FROM SYNERGIES EXPECTED THROUGH FY19 TO FY21

## TABCORP FY14-FY18 PRODUCTIVITY (\$M)

# 22.5% 21.2% 21.3% 21.4% Tabcorp stand-alone² 18.1% Pro-forma combined group³ FY14 FY15 FY16 FY17 FY18

## TABCORP OPEX BEFORE SIGNIFICANT ITEMS (\$M)



- Opex / revenue ratio has improved as a consequence of the merger, lowering the ratio (pro-forma) by c4% of revenue, and FY18 includes initial cost synergies in 2H18
- Advertising and promotions (A&P) spend growing strongly across the period in a highly competitive wagering market. A&P was 9% of opex in FY14, and has increased to 17% in FY18
- FY17 opex growth includes increases in employee costs from investment in risk and compliance, marketing and technology and the acquisition of Intecq
- Opex 3YR CAGR c.4% excluding the impact of M&A (ACTTAB in FY15, Intecq in FY17). This is broadly in line with FY18, excluding the impact of synergies and savings from
  the closure of Luxbet
  - (1) Operating expenses / revenue before significant items
  - (2) Tabcorp stand-alone in FY18 excludes the impact of the Tatts combination and Sun Bets which ceased operations in July 2018
  - (3) Pro-forma includes various adjustments including 12 months of Tatts results



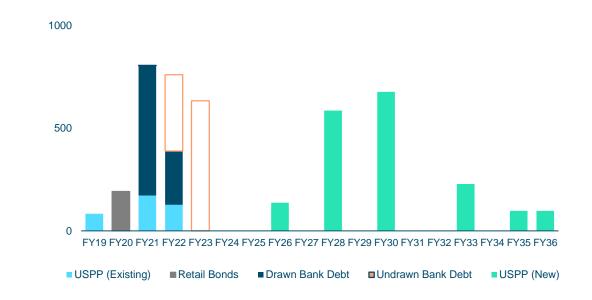
# THE CAPITAL STRUCTURE REFLECTS THE BENEFITS OF A LARGER, MORE DIVERSIFIED BUSINESS

#### TABCORP GROSS DEBT<sup>1,2</sup>/ EBITDA



- Improved business risk profile following increased scale and diversification from the acquisition of Tatts group in FY18
- · Investment grade credit rating maintained
- · Improved access to global debt capital markets

## DEBT MATURITY PROFILE (\$M)



- Long-term debt in place consistent with company's long-term licences. Bond market debt comprises 73% of drawn debt at 30 June 2018
- Headroom available under bank facilities of \$1.0bn at 30 June 2018
- Average cost of debt currently c.5.5% per annum with c.83% at fixed interest rates



<sup>(1)</sup> Tabcorp's debt includes USPP debt at the A\$ principal repayable under cross currency swaps

FY17 Tabcorp Gross Debt includes the mark-to-market value of the cash-settled equity swap which was reflected in the Balance Sheet as a current asset (\$293.6m) and the related funding (\$325.0m) was included in debt. The mark-to-market loss was recognised as a Significant Item

# INTEGRATION BENEFITS AND INVESTMENT IN GROWTH INITIATIVES EXPECTED TO DELIVER IMPROVED RETURNS OVER FY19 TO FY21

## PRO-FORMA BAU CAPEX (\$M)<sup>1</sup>

\$M



- Non-BAU projects across FY19 and FY20 include:
  - Integration capex \$70m
  - Data centre relocation \$38m
  - Ann St Brisbane office fit out \$34m
  - Partly offset by planned divestment of Brisbane properties in FY19

#### TABCORP ROIC



- Pro-forma ROIC of combined group rebased due to merger transaction intangibles
- ROIC improvement going forward expected to come from:
  - Delivering merger synergies and business improvements
  - Continued investment in organic growth initiatives
  - Maintaining a disciplined approach to capex



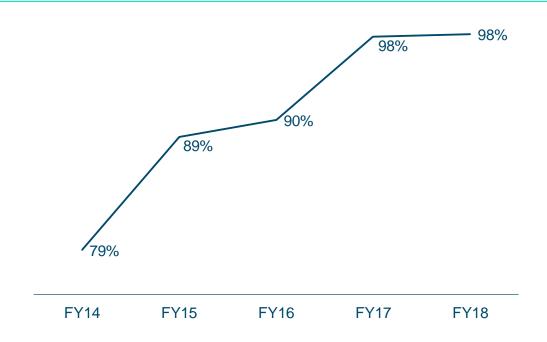
<sup>(1)</sup> FY17 capex excludes lease capitalisation for the fit out of new Melbourne and Sydney offices \$32m

<sup>(2)</sup> Tabcorp stand-alone ROIC is EBIT before significant items/Invested capital (average); FY18 estimate excludes the impact of the Tatts combination and Sun Bets which ceased operations in July 2018

<sup>(3)</sup> Pro-forma combined group ROIC is FY18 pro-forma EBIT before significant items/Invested capital (end of period)

## CONTINUED FOCUS ON DRIVING SHAREHOLDER RETURNS

#### TABCORP HISTORICAL PAYOUT RATIO



- Target dividend in FY19 of 100% of NPAT before significant items, excluding amortisation of the Victorian Wagering and Betting Licence, and purchase price accounting
- FY19 payout ratio reflects the expected phasing of integration benefits

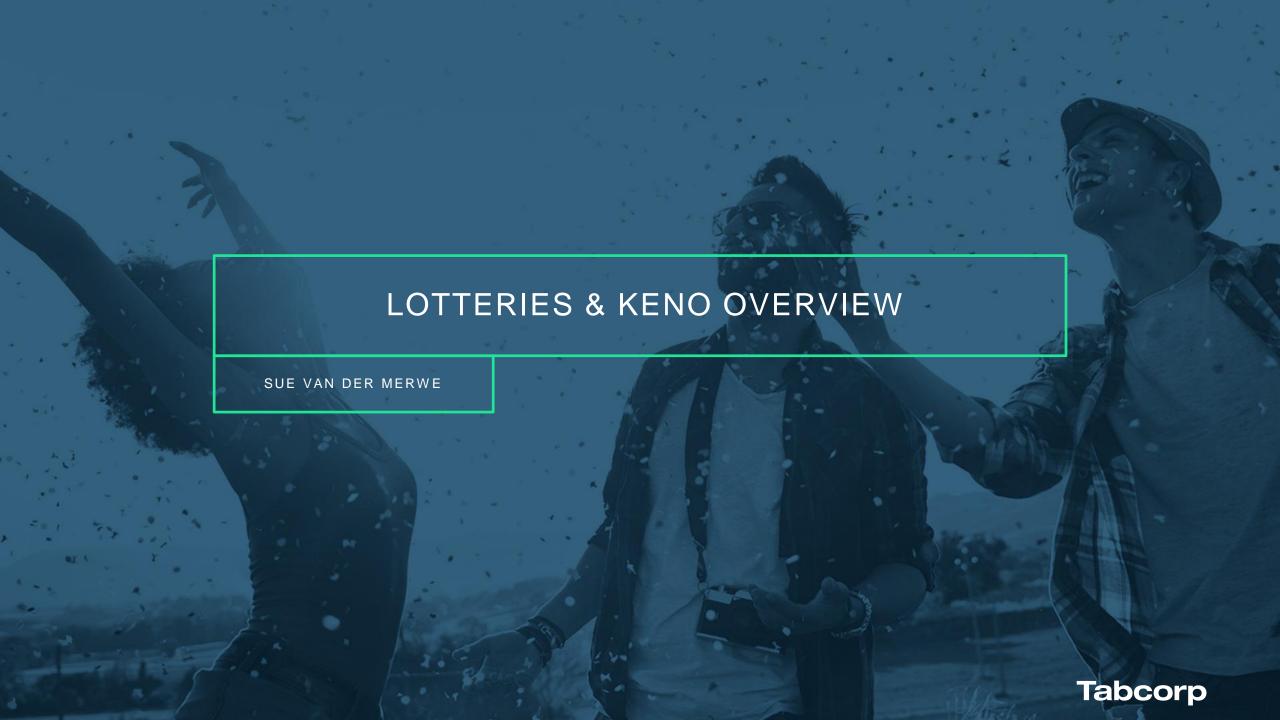
#### TOTAL SHAREHOLDER RETURN



- Tabcorp has outperformed the ASX100 by 60% on a total shareholder return basis since 30 June 2013
- Tabcorp has performed broadly in line with the ASX100 since 30 June 2015



Source: Bloomberg financial data



## LOTTERIES AND KENO - SCALE, BROAD APPEAL, WIDELY ACCEPTED





\$2.3B REVENUE

\$395M EBITDA

LOTTERIES 3,700+ OUTLETS

KENO 3,600+ OUTLETS

**LOTTERIES 445M TICKETS** 

**KENO 105M TICKETS** 

2.9M REGISTERED CUSTOMERS

0.1M REGISTERED CUSTOMERS

































- Leading brands
- Significant retail distribution reach
- Accelerating digital growth
- Significant customer database
- FY18 revenue growth 4.7%
- FY18 EBITDA growth 10.5%

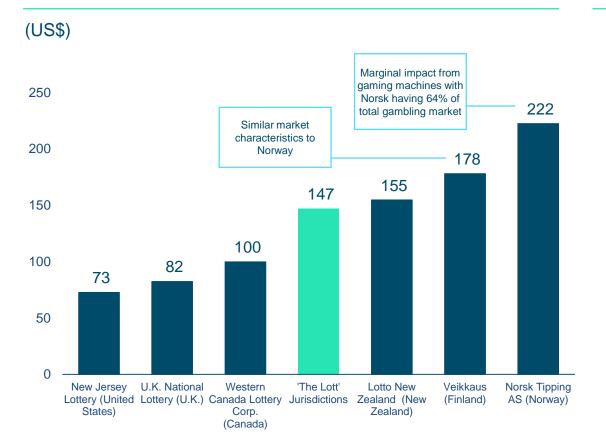


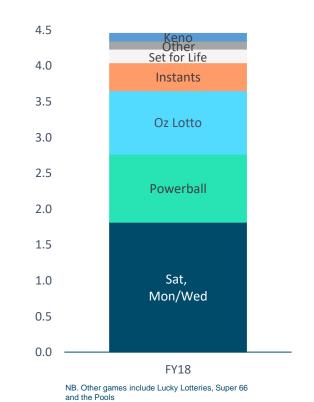
# ESTABLISHED BUSINESS AMONGST WORLD'S BEST WITH DIVERSIFIED PRODUCT PORTFOLIO

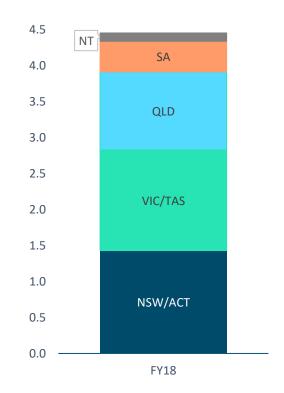
2017 LOTTERIES ANNUAL SPEND USD PER CAPITA - LOTTO 1











## WE HAVE A CLEAR SET OF PRIORITIES TO CONTINUE TO DRIVE GROWTH

**VISION** 

TRUSTED BY PLAYERS AND COMMUNITIES TO DELIVER LIFE CHANGING OUTCOMES LIKE NO-ONE ELSE

**PURPOSE** 

WE DELIVER LOTTERY GAME EXPERIENCES OUR CUSTOMERS LOVE

## STRATEGIC PILLARS



**CUSTOMER LED** 

Create fun game experiences that inspire people to dream bigger



Integrate digital and retail experiences to modernize accessibility



World class operations and systems capability



Support our communities and partners to thrive

## OUR FOUNDATIONS

#### **OUTSTANDING PEOPLE AND TEAMS**

Highly skilled, passionate and recognised as industry leaders

#### **COMMITMENT TO COMMUNITY AND INTEGRITY**

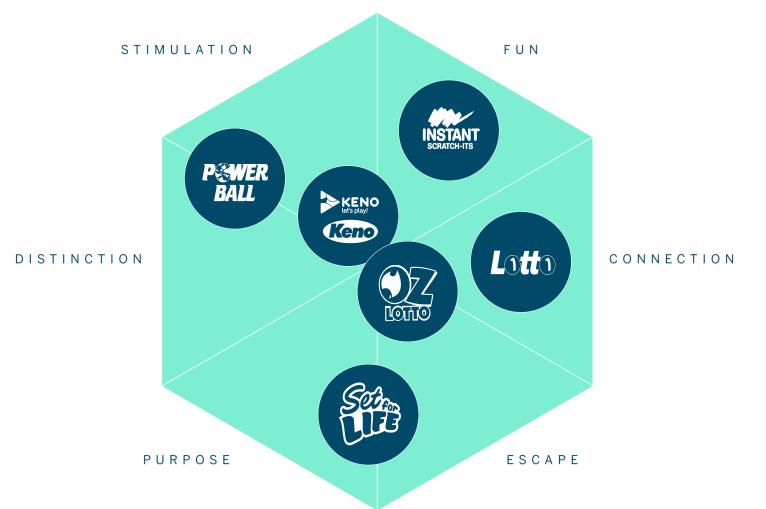
Lead the world in system reliability, draw conduct and responsible play framework

## LEADING TECHNOLOGY AND INNOVATION

Robust scalable platform and innovate customer touch points to enable omnichannel experience



# STRATEGIC PORTFOLIO MANAGEMENT TO MAXIMISE OVERALL REVENUE



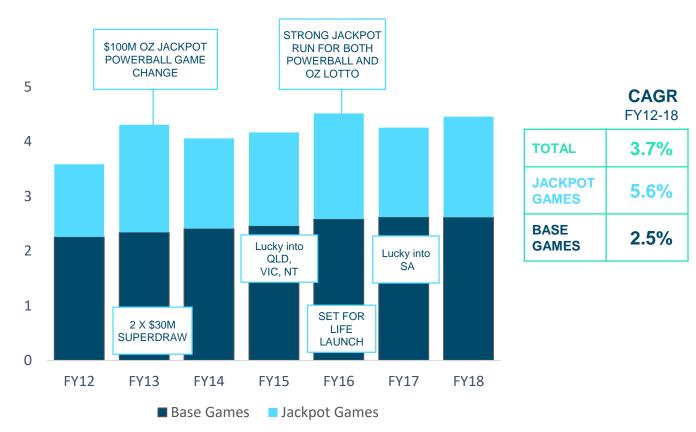
- Players have different motivations for playing
- Each brand has a unique consumer proposition
- A diversified game portfolio with each game owning a position in the market

## RECORD OF DELIVERING GROWTH THROUGH ACTIVE PRODUCT MANAGEMENT

# GROWTH DRIVEN THROUGH A COMBINATION OF PRICE, GAME ENHANCEMENTS AND NEW PRODUCT LAUNCHES

- 2012 2017 Expansion of Lucky Lotteries and Instant Scratch-Its under Tatts' only multi-jurisdictional model
- 2012 Monday & Wednesday Lotto: 20% price increase, restructure of Division One and an additional prize division
- 2013 Monday & Wednesday Lotto: 8% price increase, the addition of Golden Casket and enhancement to Division One
- 2013 Powerball: Matrix change including an extra prize division and 13% price increase
- 2014 Saturday Lotto: 8% price increase
- 2015 Set for Life: first national daily draw game launched since Powerball in 1996
- 2016 Oz Lotto: game price increase by 9%
- 2018 Powerball: Matrix change including an extra prize division and 29% price increase

## THE LOTT PORTFOLIO SALES (\$B)



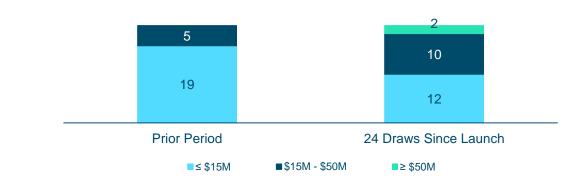
## POWERBALL CHANGES DELIVERING POSITIVE MOMENTUM

## EARLY RESULTS ENCOURAGING:

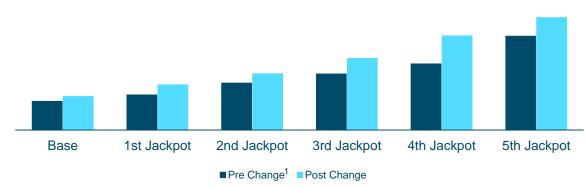
- Stimulated category growth
- Bigger jackpots more often driving new customer acquisition
- · Additional prize division increases overall number of winners
- · Increased brand awareness, purchase intention and belief in winning
- Strong price retention (> 50%)



## POWERBALL: FIRST 24 DRAWS SINCE GAME CHANGE VS IMMEDIATE PRIOR PERIOD



## AVERAGE SALES PRE & POST GAME CHANGE BY JACKPOT



## DIGITAL MOMENTUM CONTINUES TO BUILD

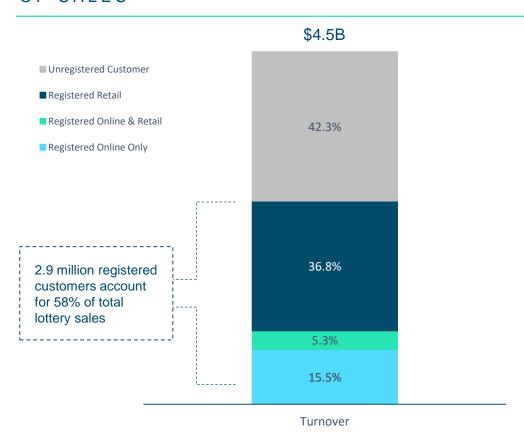
#### DIGITAL SHARE OF SALES



- Delivered 27.8% digital growth in FY18; supported by:
  - Launch of national brand
  - Digital marketing and mobile refresh
- Continuing to enhance digital experience and build stronger integration between retail and digital experience

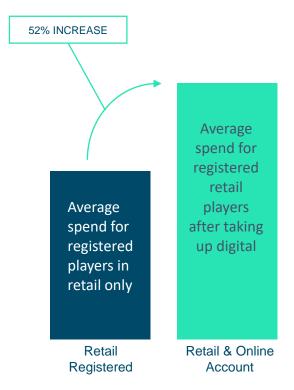
# REGISTERED PLAYER SPEND INCREASES SIGNIFICANTLY WITH MIGRATION TO OMNI-CHANNEL ENGAGEMENT

## REGISTERED PLAYERS ACCOUNT FOR 58% OF SALES



ONLINE ENGAGEMENT OF EXISTING RETAIL PLAYERS CREATES INCREMENTAL PURCHASE OCCASIONS AND FREQUENCY

Average spend 90 days pre/post transition from registered retail players to omni-channel account





# REDESIGNING MEMBERSHIP PROGRAM TO DRIVE REGISTRATION AND OMNI-CHANNEL ENGAGEMENT



**ALIGNED RETAIL INCENTIVES** 



IMPROVED ACCOUNT FUNCTIONALITY



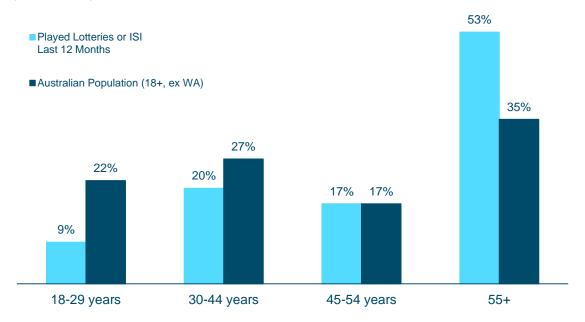
ENHANCED AND INTEGRATED CUSTOMER COMMS



# LOTTERIES SKEW OLDER HOWEVER WE HAVE AN AGING POPULATION

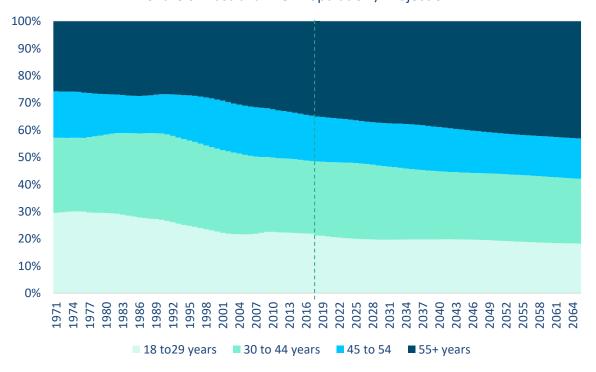
## LOTTERY PRODUCTS PARTICIPATION OVER INDEXES OLDER

## 2018 Lotteries & Instant Scratch-Its Participation vs Australia Population (18+, ex. WA)



## LOTTERIES WILL BENEFIT FROM THE AGING POPULATION

Share of Australian 18+ Population / Projection

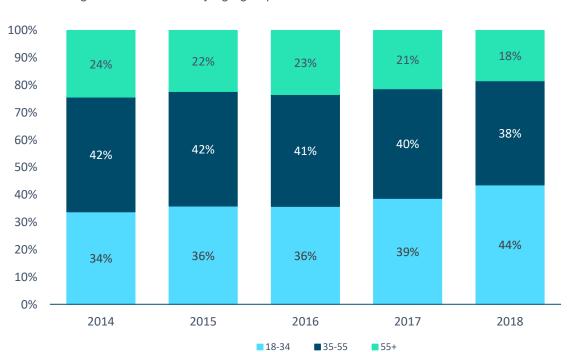




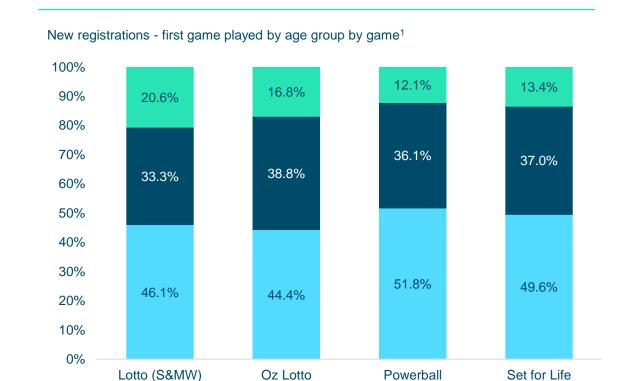
# PRODUCT AND CHANNEL INITIATIVES DELIVERING A YOUNGER AUDIENCE

## SHARE OF NEW CUSTOMER ACQUISITIONS UNDER 35 IS INCREASING





## SET FOR LIFE AND POWERBALL (WITH RECENT ENHANCEMENTS) SKEW YOUNGER



■35-55

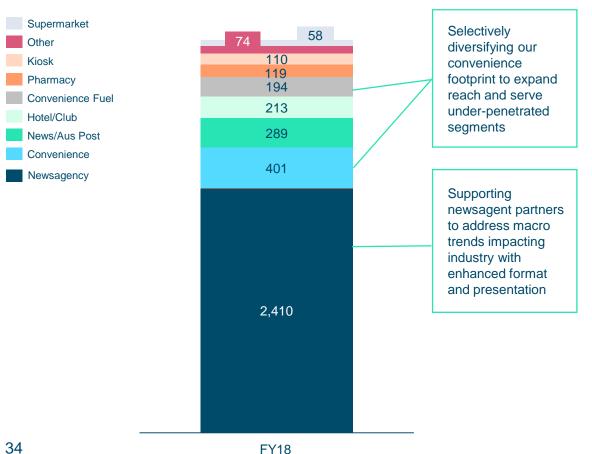
18-34

**55+** 



## WE ARE EVOLVING AND DIGITALLY ENABLING OUR RETAIL FOOTPRINT

#### LOTTERIES FOOTPRINT BY RETAIL SEGMENT



#### MODERNISING OUR RETAIL PRESENTATION

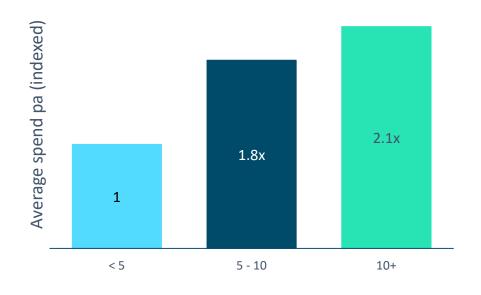


- Click'n'Collect being refined across trial stores with mobile tablets to engage new players
- Expansion of Digi-POS
- Communications expansion of key customer touch points

# ENHANCING CRM CAPABILITY TO STRENGTHEN CUSTOMER CONNECTION AND DRIVE ENGAGEMENT

EXISTING CRM PROGRAM SUPPORTS INCREASING ENGAGEMENT WITH OUR CUSTOMER BASE





Years of tenure as registered player

- Integration of communications across all customer touch points
- Real-time data driven CRM using predictive analytics
- Customer data integration across digital marketing ecosystem
- Comprehensive customer lifecycle management
- Increased reach of known and unknown customers through creation of digital footprint



## WORKING WITH GOVERNMENTS, SUPPLIERS AND INDUSTRY ASSOCIATIONS TO BUILD STRONG RELATIONSHIPS

## RETAILER ASSOCIATIONS

## INTERNATIONAL LOTTERIES ASSOCIATIONS







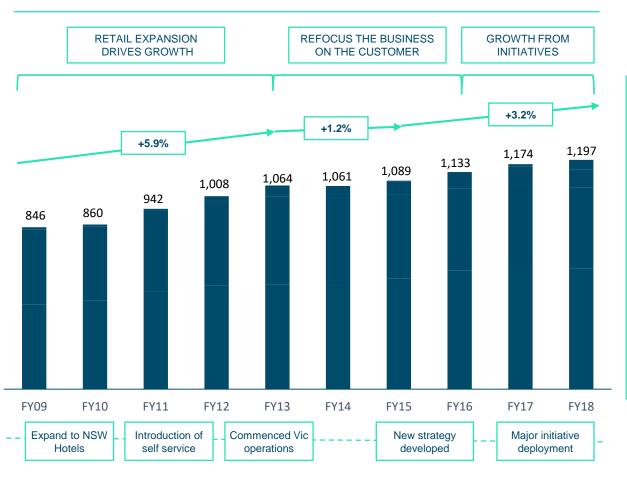






### RECENT INITIATIVES HAVE IMPROVED KENO GROWTH

### KENO HISTORICAL TURNOVER GROWTH (\$M)



- Keno growth in recent years supported by investment in the product (pooling, Keno Mega Millions) and expansion of ACT, resulting in strong digital growth
- Keno Mega Millions driving increased average spend and value
- Keno and Lotteries portfolio management team combining to further strengthen offering



## OPPORTUNITY TO GROW KENO LEVERAGING THE BENEFITS OF COMBINATION WITH LOTTERIES

#### MARKETING

- Explore cross-sell opportunities
- Leverage combined scale and lotteries capability
- Share/scale customer insight and CRM management
- Integrate marketing team

#### PRODUCT / RETAIL

- Pooling of jackpots SA to join east coast (subject to regulatory approvals)
- SA brand re-fresh
- Keno Mega Millions expansion (subject to regulatory approvals)
- Enhanced retail image

### **DIGITAL**

- Support digital adoption and omni-channel growth of Keno nationally
- Retain and grow participation in venue
- Align incentives and commercial model with key stakeholders



## OVERVIEW: LOTTERIES & KENO - CUSTOMER LED GROWTH

- We actively manage a balanced game portfolio
- We have a proven track record of delivering long-term growth
- We are leveraging digital and product development to attract new customer segments
- We are working with our channel partners to sustainably grow the category
- We are creating an omni-channel distribution model
- We have a strong global profile and reputation
- We will leverage the combination of Keno with Lotteries to grow through insight led innovation



## WE ARE THE MARKET LEADER IN AUSTRALIAN GAMING SERVICES



\$315M FY18 pro-forma revenue



Significant reach across 85% of national EGMs



Market leading gaming technology systems



TGS contracts across 9,897 EGMs<sup>1</sup>



monitoring segment share 80%

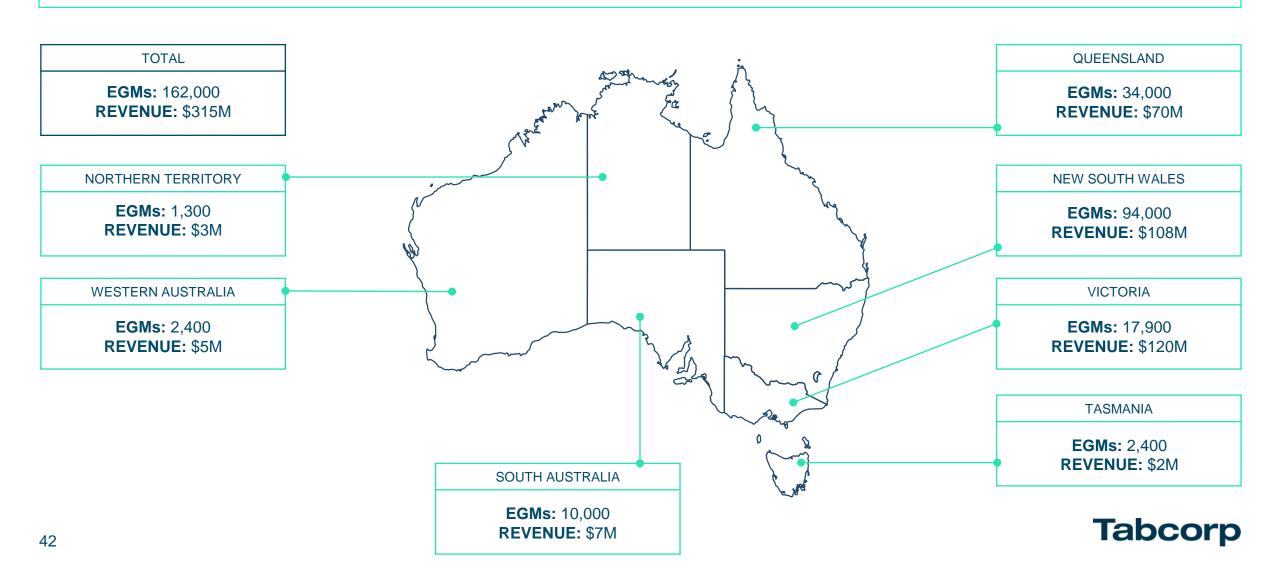


Total Field Service Call-outs 647K+ p.a.

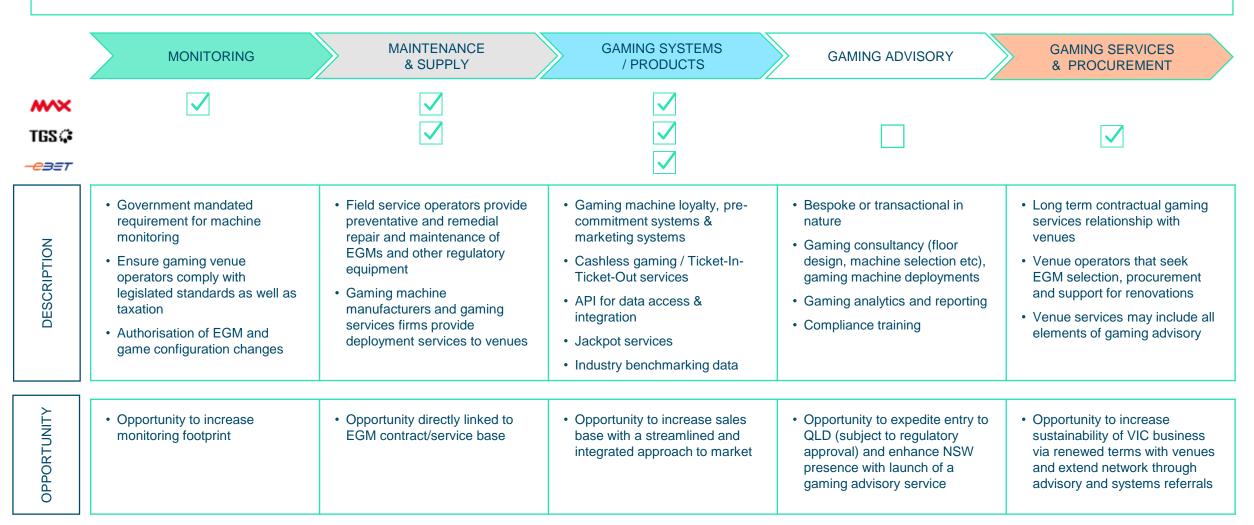


Relationships with over 3,500 venues nationally

## NATIONAL PRESENCE BRINGS BENEFIT OF SCALE, AGGREGATION OF KNOWLEDGE & ABILITY TO INFLUENCE



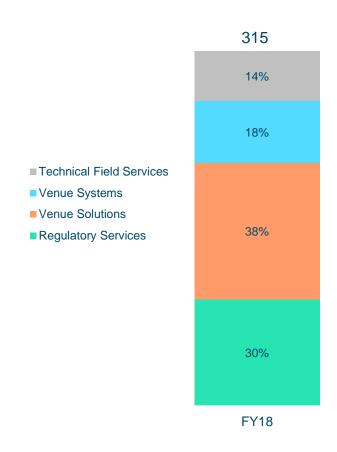
## WE ARE BRINGING TOGETHER A PORTFOLIO OF COMPLEMENTARY GAMING BRANDS THAT PARTICIPATE ACROSS GAMING SERVICES VALUE CHAIN



### DIVERSIFIED REVENUE BASE

### VENUE SERVICES: FINANCIAL SUMMARY FY18 PRO-FORMA REVENUE

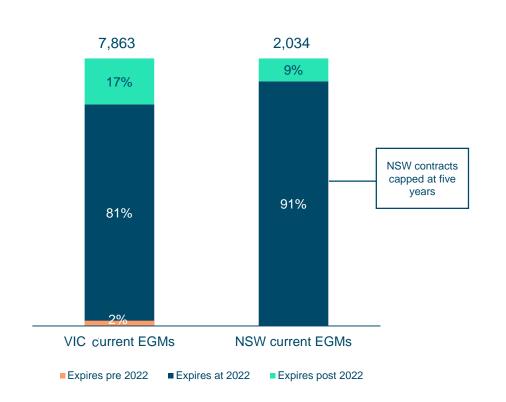
(\$M)



- Regulatory Services (Monitoring) business relatively stable
- Venue Solutions (TGS) has momentum despite near term challenges regarding contract roll-off profile
- Venue Systems (eBET/MAX) driven by system sales
- Technical Field Services is a stable business with significant number of venues obtaining support across Tabcorp's core businesses (i.e. Gaming, Wagering, Lotteries & Keno)

## GOOD PROGRESS ON DELIVERING RETURNS FOR VENUE SOLUTIONS THROUGH EXTENSIONS AND NEW BUSINESS

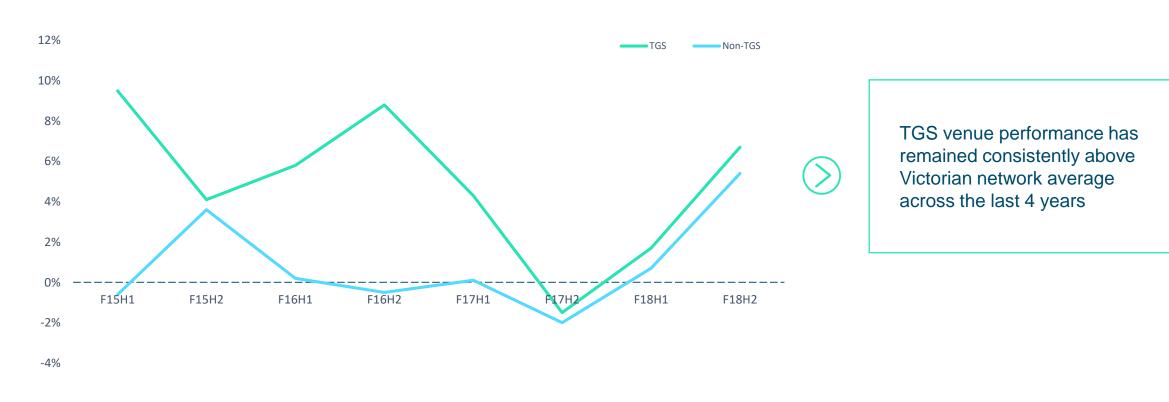
## VENUE SOLUTIONS: CURRENT EGM CONTRACT MATURITY PROFILE



- New Vic gaming arrangements now provide industry certainty to 2032 (previously 2022)
- Venue Solutions is seeking to transition existing Vic customers to longer term contracts beyond 2022 (at lower margins) and attract new sign-ups across Vic and NSW
- 2H18 impacted by decline in Vic contracted EGMs.
   Current contracted EGMs are 7,863 (FY17: 8,700) of which 81% are contracted to 2022, and 17% are contracted beyond 2022
- NSW contracted EGMs 2,034 (FY17: 1,960)

## VENUE SOLUTIONS TRACK RECORD OF SUPPORTING VENUE SUCCESS CREATES STRONG PLATFORM FOR CONTRACT EXTENSION

## NET MACHINE REVENUE GROWTH YOY - TGS VENUES VS NON-TGS VENUES (VIC MARKET ONLY)



## WE CAN PLAY A VALUABLE ROLE TO SUPPORT VENUES AND GOVERNMENTS IN MANAGING GAMING RESPONSIBLY

#### CONTEXT

#### **IMPLICATIONS**

## POTENTIAL ROLE FOR GAMING SERVICES

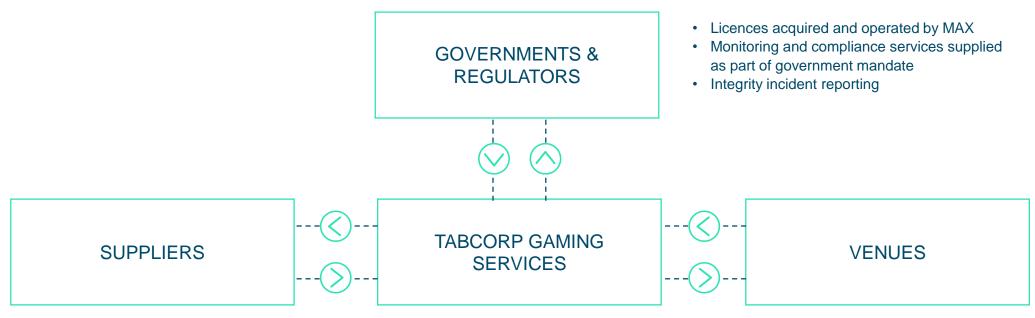
- Need for venues to carefully manage social responsibility and ensure harm minimisation
- Shift in customer preference in line with broader category trends, increase in digital and on demand entertainment and gaming services
- Increasing regulatory risk and security concern regarding venue and customer data as venues shift towards personalisation and loyalty programs

- Venues will need support in managing and demonstrating compliance and responsible approach to harm minimisation (shape via monitoring systems)
- Governments and venues will need a coordinated approach for developing industry standards and policy
- Government and venues will seek technology enabled systems to minimise harm and manage compliance Regtech
- Evolving customer preference will drive demand for the digitisation of game distribution and customised service
- Increasing requirements for venues to ensure IT security measures appropriately installed and managed to manage customer privacy

- · Advisory services
- Regulator technology (Regtech)
- Harm minimisation technology
- Downloadable / server based games



## OUR BUSINESS IS A PLATFORM WHICH CONNECTS THREE DISTINCT TYPES OF 'CUSTOMERS'



- QuickChange technology & game change authorisations delivered on behalf of manufacturers to venues
- APIs for access to data and enable 3<sup>rd</sup> party transactions
- Platform in place to move towards downloadable gaming

- Systems & gaming services supplied to venues
- Cashiering, staff and customer management
- Shift towards broader venue solutions

## THERE IS A CLEAR OPPORTUNITY FOR THE GAMING BUSINESS TO BECOME THE TECHNOLOGY AND SERVICES VENUE PARTNER OF CHOICE

VISION

TECHNOLOGY AND SERVICES PARTNER OF CHOICE FOR GAMING VENUES, SUPPLIERS AND GOVERNMENTS

**PURPOSE** 

WE WILL OFFER THE MOST COMPREHENSIVE SUITE OF END-TO-END SOLUTIONS AND PRODUCTS THAT WILL DRIVE SUSTAINABLE SUCCESS

#### STRATEGIC PILLARS



**CUSTOMER LED** 

Expand our offer, to meet changing technology and customer needs



Tailored solutions across integrated product suite



Service excellence through streamlined operations



Work with partners to shape a sustainable future

### OUR FOUNDATIONS

#### **OUTSTANDING PEOPLE AND TEAMS**

Passionate and skilled with a focus on customer service

#### COMMITMENT TO COMMUNITY AND INTEGRITY

Championing responsible gambling

#### LEADING TECHNOLOGY AND INNOVATION

Robust platforms for high volume transaction monitoring



## WE HAVE DEVELOPED A STREAMLINED APPROACH THAT PROVIDES AN END-TO-END OFFER TO MARKET

WE HAVE MOVED FROM INDIVIDUAL BUSINESS BRANDS WHICH FOCUS ON CERTAIN STATES, TO A FUNCTIONAL STRUCTURE WHICH CAN BE SCALED ACROSS AUSTRALIA

#### GAMING VENUES VENUE & GOVERNMENT SERVICES END-TO-END OFFER REGULATORY SERVICES VENUE SERVICES **FUNCTION BUSINESS** Regulated Centralised Monitoring Systems and Licensed **VENUE SYSTEMS VENUE ADVISORY VENUE SOLUTIONS Monitoring Operator Services** Gaming analytics Partial gaming floor CRM / Loyalty **OFFERING** Full gaming floor EGM selection Cashless / TiTo Monitoring & Compliance function to be operated independent of the gaming solutions business to Gaming floor design Distressed & renovation recognise its distinct government mandate Connect Marketing CRM **Training Jackpots** Venue analytics Market insights TECHNICAL FIELD SERVICES

## **Tabcorp**

## STAGED APPROACH TO DRIVING GROWTH

1 CONSOLIDATE & REPOSITION

- Bringing together TGS, EBET and MAX into unified structure
- Create compelling bundle propositions and product suite
- · Launch new GameCo brand
- Secure key licences and venue services contracts

2 PRODUCT & SERVICES

- Continue rollout of new technology platform based on NSW CMS - QLD
- Introduce new Venue Services eg, Advisory, compliance, training
- Launch new Venue Systems features
- Develop new regulator & responsible gaming products & services
- Grow platform features with API for 3<sup>rd</sup> party development
- Renew Jackpot Offer

PENETRATE EXISTING MARKET

- Penetrate existing customer base with new and expanded offers
  - Downloadable Gaming
  - Wide Area Jackpots
  - Responsible Gaming Applications & Features
  - Product Supply & Management
  - Advisory services
  - New Customer Apps CRM
  - 3<sup>rd</sup> Party Apps (API)
- New Regulator System features including harm minimisation

4 ENTER NEW MARKETS

- Enter new Jurisdictions with Regulated Systems
  - Monitoring
  - Downloadable Gaming
  - Wide Area Jackpots
  - Responsible Gaming Applications & Features
- Product Supply & Management
- · Expand Venue Services offer

**Tabcorp** 

## OVERVIEW: GAMING SERVICES

- This is a year of consolidation we are securing our base and enhancing our offer
- Future growth driven by penetration with a broader range of offer
- Positioned to be a significant part of the solution to risks associated with gaming
- World class regulator systems capability supports new market entry
- Focused on delivering long term growth





## WE ARE THE MARKET LEADER IN AUSTRALIAN WAGERING



~57% revenue market share



>700K active accounts



~1.1B bets taken annually



Market leading yield management



>4,400 venues



71% unprompted brand awareness



~\$1B returns to industry partners



Multi-platform, marketleading racing & sport vision

## THE COMPETITIVE LANDSCAPE IS CHANGING





## THE FOCUS OF COMPETITION IS SHIFTING TOWARDS PUNTER EXPERIENCE

### THE CHANGING COMPETITIVE BATTLEGROUND

#### BOOKMAKING

#### FOCUS ON

- Pricing / odds
- Number of markets covered
- Ease of betting
- Numbers of licensed venues / agencies

#### 2002-2010

- NT-licensed bookmakers emerge
- · Increase in markets covered
- Tote derivatives products and fixed odds grow significantly

#### MARKETING

#### FOCUS ON

- Investment in brand promotional activity
- Customer acquisition
- Driving growth to create a scaled, profitable business

### 2010-2018

- · Growth trends continue
- However, marketing spend takes off increasing six fold to ~\$700M¹ p.a.

### PUNTER EXPERIENCE

#### FOCUS ON

- Personalised and consistent experiences
- Increasing share of wallet and improving customer retention
- Product and service innovation
- Content and the integration of vision

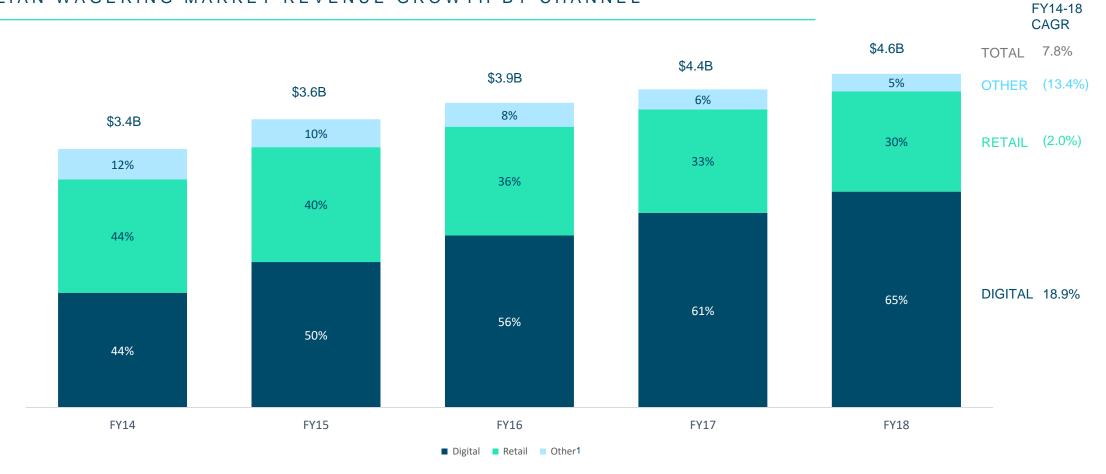
#### 2018 +

- Growth and marketing trends continue
- However, focus moves towards differentiating and improving the punter experience



## ATTRACTIVE MARKET UNDERPINNED BY STRONG DIGITAL GROWTH

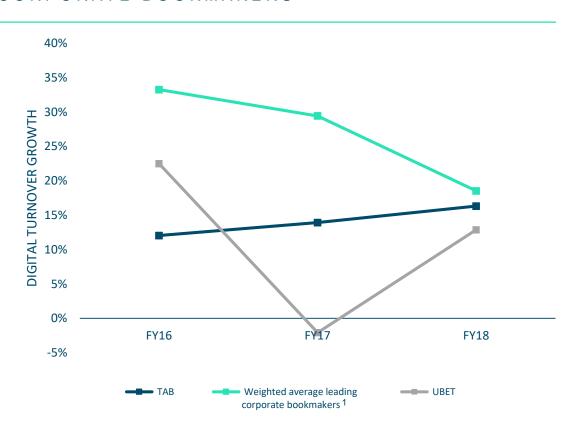
#### AUSTRALIAN WAGERING MARKET REVENUE GROWTH BY CHANNEL



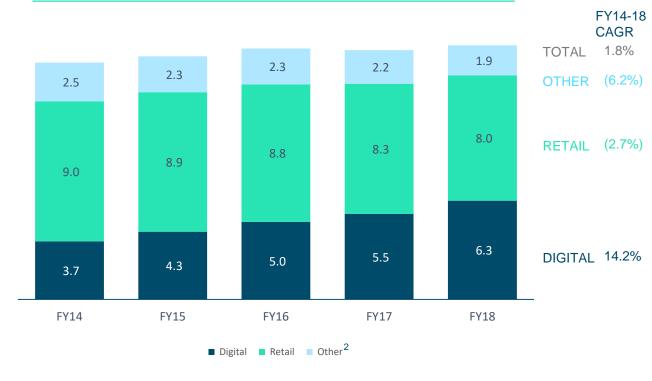


## TAB DIGITAL GROWTH ACCELERATING FROM POSITION OF SCALE

## DIGITAL TURNOVER GROWTH COMPARED TO CORPORATE BOOKMAKERS



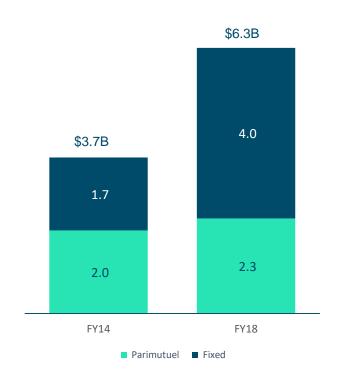
## TAB + UBET HISTORICAL CHANNEL TURNOVER (\$B)



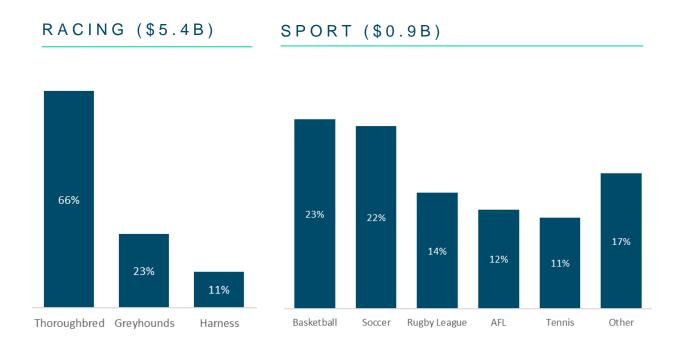


## DIGITAL GROWTH DRIVEN BY INCREASE IN FIXED ODDS

### GROWTH IN DIGITAL TURNOVER...



## ...WHICH IS GENERATED ACROSS A BROAD RANGE MARKETS



## DEVELOPMENTS IN WAGERING INDUSTRY REGULATIONS WILL LEAD TO A MORE SUSTAINABLE ENVIRONMENT

## INTRODUCTION OF POINT OF CONSUMPTION TAXES

JURISDICTION	POCT RATE	IMPLEMENTATION DATE
VIC	8%	1 January 2019
NSW	10%	1 January 2019
QLD	15%	1 October 2018
SA	15%	1 July 2017
ACT	15%	1 January 2019
WA	15%	1 January 2019

## ADVERTISING & CONSUMER PROTECTION REGIME AMENDMENTS

## CONSUMER PROTECTIONS

- Amendments to Australia's gambling legislation have been introduced or proposed to improve consumer protection
- These include prohibitions on wagering operators offering online in-play betting, credit and certain forms of inducements

## ADVERTISING RESTRICTIONS

- From March 2018, new restrictions prohibited gambling advertising during live television, radio and online sports broadcasts between 5:00am and 8:30pm. Live broadcasts of racing events and the advertising of lotteries are exempt
- The prohibition of wagering advertising on roads, public transport and associated infrastructure in Victoria has been implemented



## WE HAVE A UNIQUE SET OF ASSETS AND CAPABILITIES

### VALUABLE POINTS OF DIFFERENCE



We are market leaders in trading and risk management, delivering the highest yields in the industry

## **Brand**

Our TAB brand has 71% unprompted brand awareness

#### **Talent**

We have talent and expertise in racing and sports to create attractive content for customers

#### Pari-mutuel

We are the sole provider of parimutuel products in all states but WA





### Replay vision

We have unique race replay rights



We are uniquely positioned to access customers in all channels (incl >4400 venues) via cash and digital

### **Integrated wagering** and vision

We have a unique capacity to integrate vision and wagering

### **In-play betting in venues**

We have the ability to provide in-play betting in venues

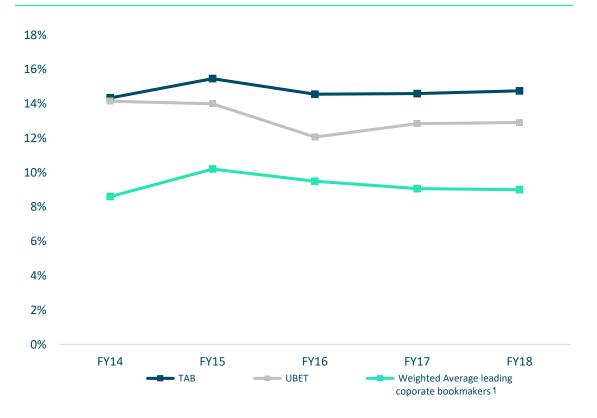
#### **Trackside**

We are the sole provider of virtual racing products in venues



## LONG-TERM PERFORMANCE UNDERPINNED BY MARKET-LEADING RISK AND BOOKMAKING CAPABILITY

## SUPERIOR FIXED ODDS YIELDS ACHIEVED NET OF GENEROSITIES



TAB HAVE BEEN ABLE TO MAINTAIN HIGHEST SECTOR YIELDS VIA:

PROPRIETARY PLATFORMS

PRICE / BOOK MANAGEMENT

**CUSTOMER SEGMENTATION** 

PRODUCT MIX

## RELATIVELY STABLE YIELDS OVER FY16 TO FY18 DESPITE QUARTERLY FLUCTUATIONS

#### TAB FIXED ODDS YIELDS

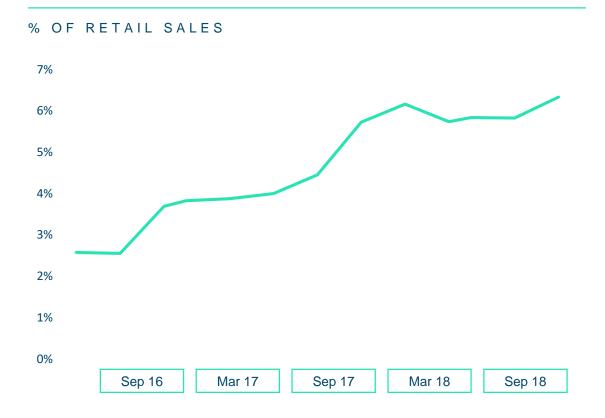


- Fixed odds yields are volatile over short periods but typically normalise over time
- Tabcorp has also increased spend on generosities over the past 12 months reflecting increased competition



## RETAIL NETWORK REMAINS CRITICAL TO TABCORP AS WE CONTINUE TO DRIVE DIGITAL ACTIVITY ACROSS THE NETWORK



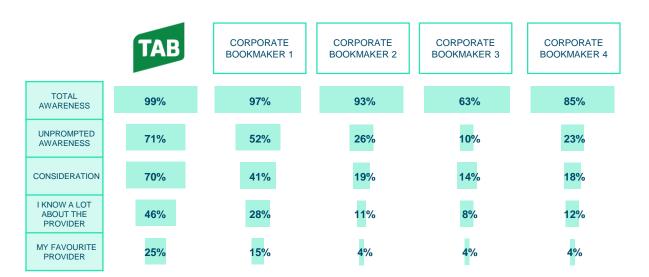


## BROAD AND DIVERSE NETWORK WITH RETAIL EXCLUSIVITY

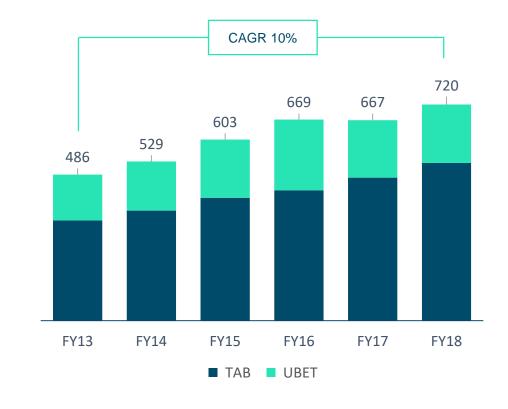
- Diverse network of pubs, clubs, agencies, stadiums and race tracks with 4400+ venues
- Focus is on potential to further drive growth via digital-in-retail (currently represents ~6.5% of retail sales)
- Size of TAB venue network has been stable over the past 5 years
- Our venue operating model is predominantly variable cost, relative to traditional retailers

## OUR BRAND STRENGTH CREATES A PLATFORM FOR CONTINUED CUSTOMER GROWTH

#### STRONG BRAND RECOGNITION



### ACTIVE ACCOUNT GROWTH ('000)





## WE HAVE OPTIMISED RACING VISION TO DRIVE WAGERING GROWTH ACROSS OUR PLATFORMS

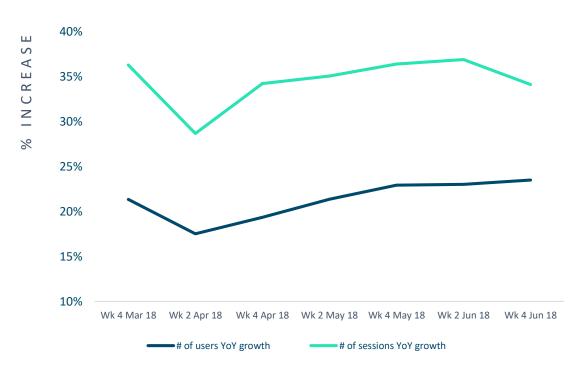
## INCREASED RACING BROADCAST DRIVING WAGERING GROWTH

We have significantly increased the number of racing events broadcast



## WITH STRONG ENGAGEMENT ON OUR DIGITAL PLATFORMS

The number of digital account holders consuming vision on our digital platforms increased considerably during Q4 FY18 vs pcp







## WE HAVE A CLEAR SET OF STRATEGIC PRIORITIES FROM WHICH TO DRIVE GROWTH



VISION

LOVED BY PUNTERS AND EMBRACED BY OUR PARTNERS; WE ARE UNIQUELY AUSTRALIAN AND THE FIRST CHOICE FOR BETTING

**PURPOSE** 

WE CREATE EXCITEMENT IN THE CONTEST LIKE NO-ONE ELSE!

MOH



Develop trusted punter connections



Create digitally-led experiences In and out of venues



Deliver commitments and establish a new foundation for the business



Build strong mutually beneficial partnerships and explore step change growth

DELIVERING FOR PUNTERS BY

**VISION** 

Modern and diversified

**EXPERIENCE** 

Brilliant punter experiences

**PRODUCT** 

Modern and innovative portfolio

**DATA** 

Personalised punter connection

**GLOBAL REACH** 

Partnerships driving growth

OUR DNA

#### **OUTSTANDING PEOPLE AND TEAMS**

Passionate, energised and simply the best at what we do

#### **CUSTOMER CARE**

Market leaders in customer service, responsible gambling and compliance

#### LEADING TECHNOLOGY AND INNOVATION

Responsive, innovative and differentiated

**Tabcorp** 

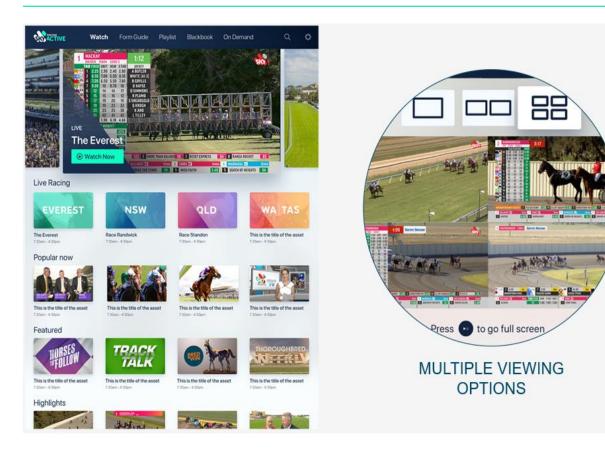
## WE HAVE A FOCUSED PLAN TO DELIVER A COMPELLING PROPOSITION FOR PUNTERS

Build a modern media business with strong digital capabilities delivering racing and sport vision across a diverse range VISION of distribution channels **PUNTER** Drive growth by creating brilliant and unique digitally-led wagering experiences in and out of venues EXPERIENCE Create engaging wagering products that encourage people to play and stay longer with TAB, wherever and however PRODUCT they bet DATA Drive personalised, real time interactions with punters to fundamentally improve their engagement with Tabcorp GLOBAL Expand our global reach by broadening our stance as the partner of choice for international wagering REACH



### OUR STRATEGY EXPANDS CONTENT AND BROADENS OUR DISTRIBUTION

#### PERSONALISED VIEWING PLATFORM CONCEPT



#### SKY SPORTS VISION IN VENUE

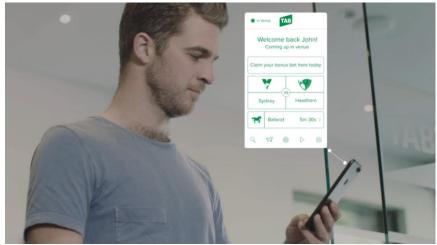


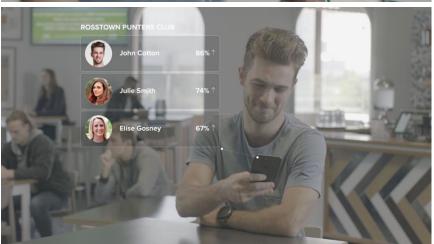






## WE WILL DELIVER UNIQUE DIGITALLY-LED WAGERING EXPERIENCES TO DRIVE LONG TERM ENGAGEMENT





We are creating digitally-led punter experiences to realise the value of omni-channel customers

#### DIGITAL PUNTERS ACQUIRED IN VENUE:

- Deliver twice the annual turnover of a customer acquired out of venue
- 78% are active >28 days after sign up
- 52% are under the age of 34

### WE WILL DRIVE PUNTER ENGAGEMENT VIA THE FOLLOWING:

- Geo-located venue offers
- · Digital facilitated in-venue betting experiences
- Social experiences to connect punters to communities

## WE ARE SHIFTING FROM PRODUCT ENHANCEMENT TO FOCUS ON OVERALL EXPERIENCE

The below table represents TAB and UBET released products over the past 18 months



#### TAB FOCUS:

- TAB 2018 roadmap of developing innovative products, achieving product parity and digital venue USPs
- Increase in product team capacity and capability
- Establishment of agile and lean tech teams to support iterative development



## PERSONALISED AND REAL TIME INTERACTIONS TO DRIVE PUNTER ENGAGEMENT

STOMER  $\supset \circlearrowleft$ ОШ S ш≪ ENHA! ANALYTIC



Enable effective segmentation including identification of potential problem gambling

### MACHINE LEARNING





- Better understand customer preferences and interests across digital, retail and social touchpoints
- Building richer and more robust real time data pipelines

### TARGETED MESSAGING







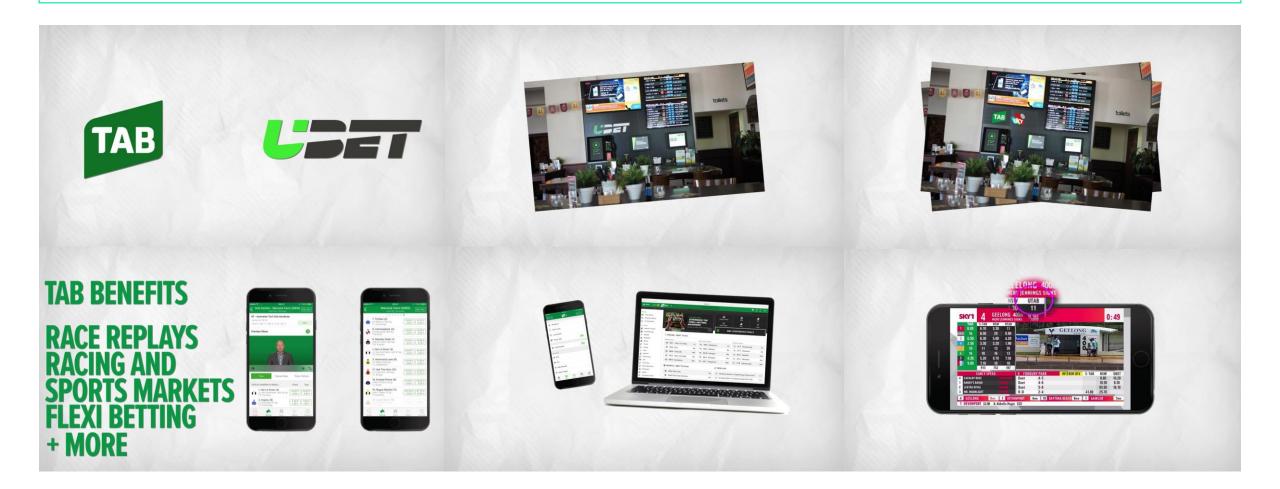


 Transforming data and marketing assets to deliver the right offer to the **right customer** - at the **right** time and in the right channel

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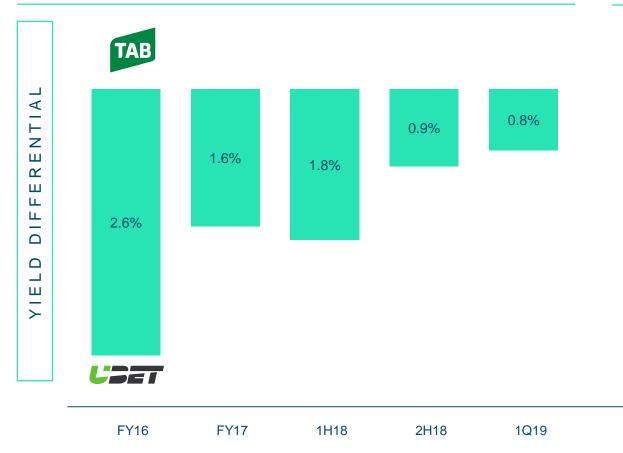


## INTEGRATION UPDATE: BRANDING



## INTEGRATION UPDATE: UBET YIELDS & TRADING

## UBET YIELD BENEFITING FROM APPLICATION OF TAB BOOKMANAGEMENT...



#### ... WITH TRADING CAPABILITY NOW CONSISTENT

- Proprietary fixed odds platforms already integrated into UBET
- Profiling and risk management practices across TAB and UBET now consistent
- Trading function consolidated

### OVERVIEW: WAGERING & MEDIA

- We have positive momentum in a growing Australian wagering market driven via digital
- Regulatory reform providing a positive outlook in terms of industry sustainability
- We have an expert team with diverse experience
- Our strategy will create unique experiences for our customers including:
  - We continue to maintain market leading yields via proprietary technology and capability
  - Retail network remains a critical component of our strategy with a focus on increasing digital presence in venues
  - We are evolving our media business with enhanced content and broader distribution
  - We are increasing punter engagement via investment in data analytics and CRM technology



## **CLOSING REMARKS**

DAVID ATTENBOROUGH

# Tabcorp

Tabcorp

## TABCORP REPRESENTS A COMPELLING LONG TERM INVESTMENT PROPOSITION

- The combination with Tatts Group will deliver significant synergies, and creates the scale and financial strength to invest and grow
- Confidence in outlook underpinned by long-dated licences and increased regulatory certainty
- Our Group offers stability of earnings through sector diversification
- Each of our three businesses is well placed to compete and grow in their core markets
  - Lotteries portfolio provides stability with growth upside from digital, omni-channel integration and an expanded membership and CRM program
  - Integrated product suite and technology platform creates opportunity to unlock growth in Gaming Services
  - Unique combination and reach of Wagering & Media assets provides foundation for differentiated customer experience in a highly competitive market
- Track record of effective partnering with governments and industry positions Tabcorp well for future licence opportunities



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