

A strong international business with good returns and growth opportunities

We are a profitable, well-funded home credit and digital lending business with a good track record of serving customers profitably and responsibly, while delivering attractive, sustainable returns to our shareholders. We have achieved this even during periods of macroeconomic and financial market volatility and periods of competitive and regulatory challenges. We operate in a dynamic consumer finance market and have successfully expanded our offering to include digital loans, which has resulted in us being able to serve a larger target segment of customers.

Responsible consumer finance

Customers

2.3M

Diversified channels, products and brands to meet customer needs

There is growing demand for unsecured, small-sum consumer credit and we focus on providing credit to customers who are largely underserved. We know our customers well and offer products that meet their specific needs. Our home credit business model has operated for over 130 years and proven resilient to economic downturns. Our digital lending business has operated successfully for more than a decade and we are making the most of future lending opportunities driven by technology and changing consumer behaviour.

Experienced team

Employee and agent retention (%)

61.7%*
agent retention

75.2%
employee retention

Broad range of financial services experience

We are committed to supporting the development and engagement of our people in order to grow an ethical and sustainable business. We have a highly experienced Board and management team with a combination of international home credit and digital lending expertise. We attract and retain experienced, high-performing individuals who understand our customers, our markets and the products we provide.

* including agents in Hungary and Romania who are employees to meet local regulatory requirements

Effective risk management

Experience of managing key risks including credit, regulation, competition and liquidity

We are proficient in managing key risks and have adapted our business and product offering to comply with consumer credit regulation and increased competition. Our decision-making is underpinned by our control framework and the processes we implement to identify and manage risks. This dynamic, well-developed system is integrated at all levels of the Group and aligned to our strategic objectives to deliver long-term growth and protect our people, assets and reputation.

Strong financial profile

47.0%
equity to receivables

£496.9M
net assets

£189.3M
headroom on undrawn debt facilities

Robust balance sheet and strong funding position

We are committed to maintaining a strong financial profile with a robust balance sheet and competitive funding position. The equity to receivables ratio balances good returns with a resilient capital position. We have a diversified debt portfolio at competitive cost with appropriate terms, with a mix of bonds and bank facilities, and a balanced maturity profile.

Focused business and financial strategy

11.5%¹
return on assets

15.7%¹
return on equity

High-return businesses and maintain strong financial profile

Our business and financial strategy supports the significant future growth and returns opportunities we see for our businesses. Our European home credit businesses are highly cash and capital generative. They are managed to provide a high level of service to our customers and to optimise returns, which are used to fund growth in our IPF Digital and Mexico home credit businesses as well as provide progressive returns to our shareholders.

1. Adjusted for exceptional tax charge