



# Kredinor

**Sustainable debt collection in the Nordics**

Presentation to DNB NPL conference,  
27 September 2023

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# Agenda

1. **Intro to Nordic debt collection**
2. Sustainability in debt collection
3. Portfolio Investments
4. Financials

# Executive Summary

## Kredinor has Norway's largest debt collection platform

- History back to 1876 as the dominant 3PC player in Norway, handling around 1.8m cases annually
- Tailored value propositions towards deep and longstanding client relationships in Norway
- Digital leader delivering the best self-service functionality with high self-service rate and customer satisfaction

## Nordics: a unique debt collection market

- Strong social safety net and efficient legal enforcement create predictable cash flows
- Long ERC tails (180 months) due to strong legal protection of claims
- Well-functioning market for sale of NPLs through both forward flow and one-off agreements

## Solid financial position

- Attractive business mix with 50% 3PC and 50% NPL, with total gross revenue of NOK 1.2bn in 2022
- Total cash collections of NOK >11bn in 2022 and an adj. Cash EBITDA of NOK 1 bn
- Large and growing Nordic NPL ERC base of more than NOK 11bn

## Nordic focus with positive industry fundamentals and outlook

- Positioned for growth across the attractive Nordic markets
- Expected supply of NPLs represents an opportunity for profitable growth going forward
- ESG forms a foundation for developing a new and more efficient customer journey



# Kreditor at a glance



**1876**

Founded in 1876



**600 employees**

Norway (550), Sweden (23),  
Finland (27) Denmark (2)



**NOK 1.4bn**

Gross revenue in Kreditor AS



**NOK 11.6bn**

Total cash collected



**NOK 1.1bn**

Adj Cash EBITDA










**NOK 1.8m**

3PC cases annually

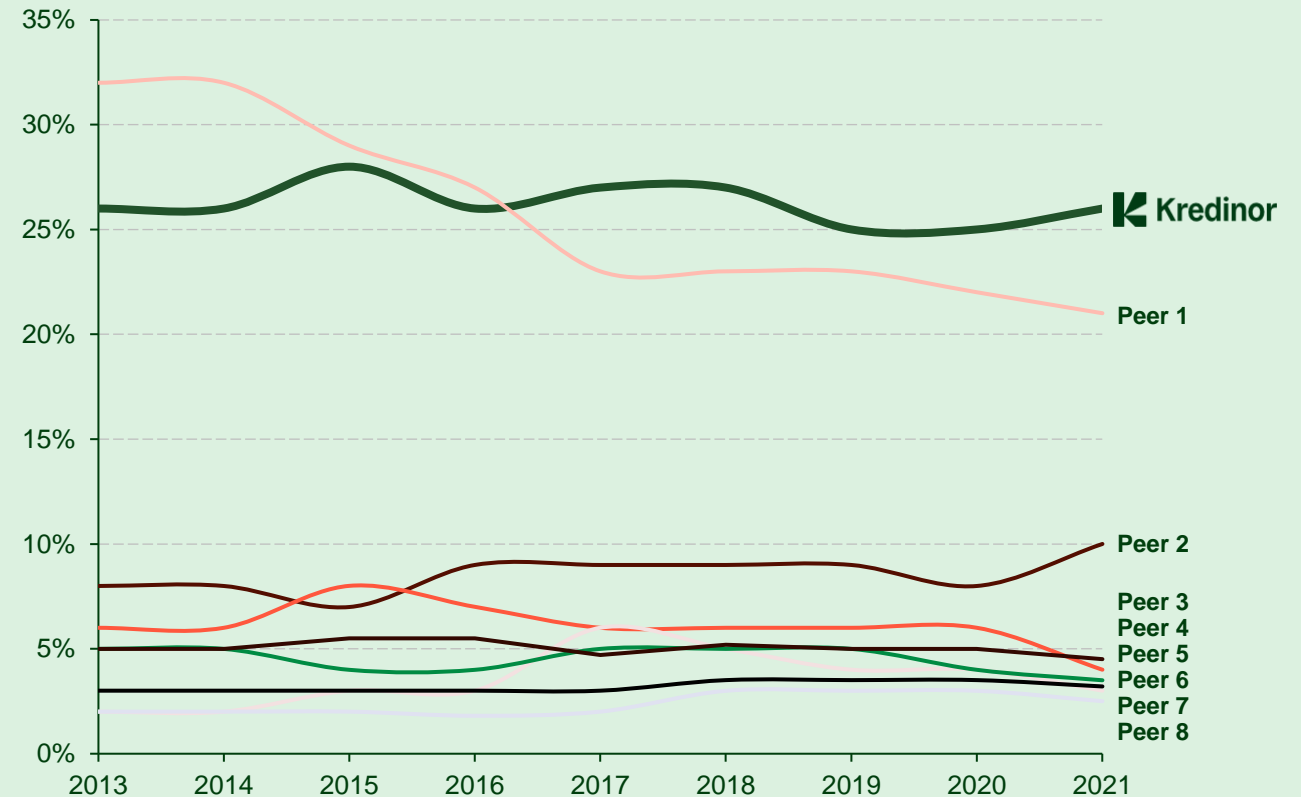


# Kreditor provides tailored solutions within all sectors

This in turn drives client satisfaction, client stickiness, and client revenue

-  Payment solutions
-  Fines & complaint handling
-  Termination, disconnection and reopening of services
-  Billing & ledger services
-  Call centre
-  Let's pay
-  AML check

### Market share - CMS - Norway



# Re-inventing debt collection, in the place where it started

**Nordics are a debt-collection friendly place, with efficient legal enforcement, high digital maturity and generous fee levels.**

## **This has led to complacency and complexity:**

- Regulatory backlash and a reduction in fees
- Companies with large geographical footprints and low levels of integration
- Sector out of favor with markets, as “black box risk” causes high credit spreads and low equity valuations

## **Our strategy addresses each of these:**

- New business models with ESG at their core
- Exclusively Nordic focus, with centralized operations and tight integration
- Creating an asset light model based on securitization and debt servicing



## A clear strategy ...



## ... with clear deliverables





# Agenda

1. Brief introduction
2. **Sustainability in debt collection**
3. Portfolio Investments
4. Financials

# How can debt collection be sustainable?

**Sustainable debt collection does not mean using less paper – it means focusing on the “S” in ESG**

## **Debt collection today is not socially sustainable**

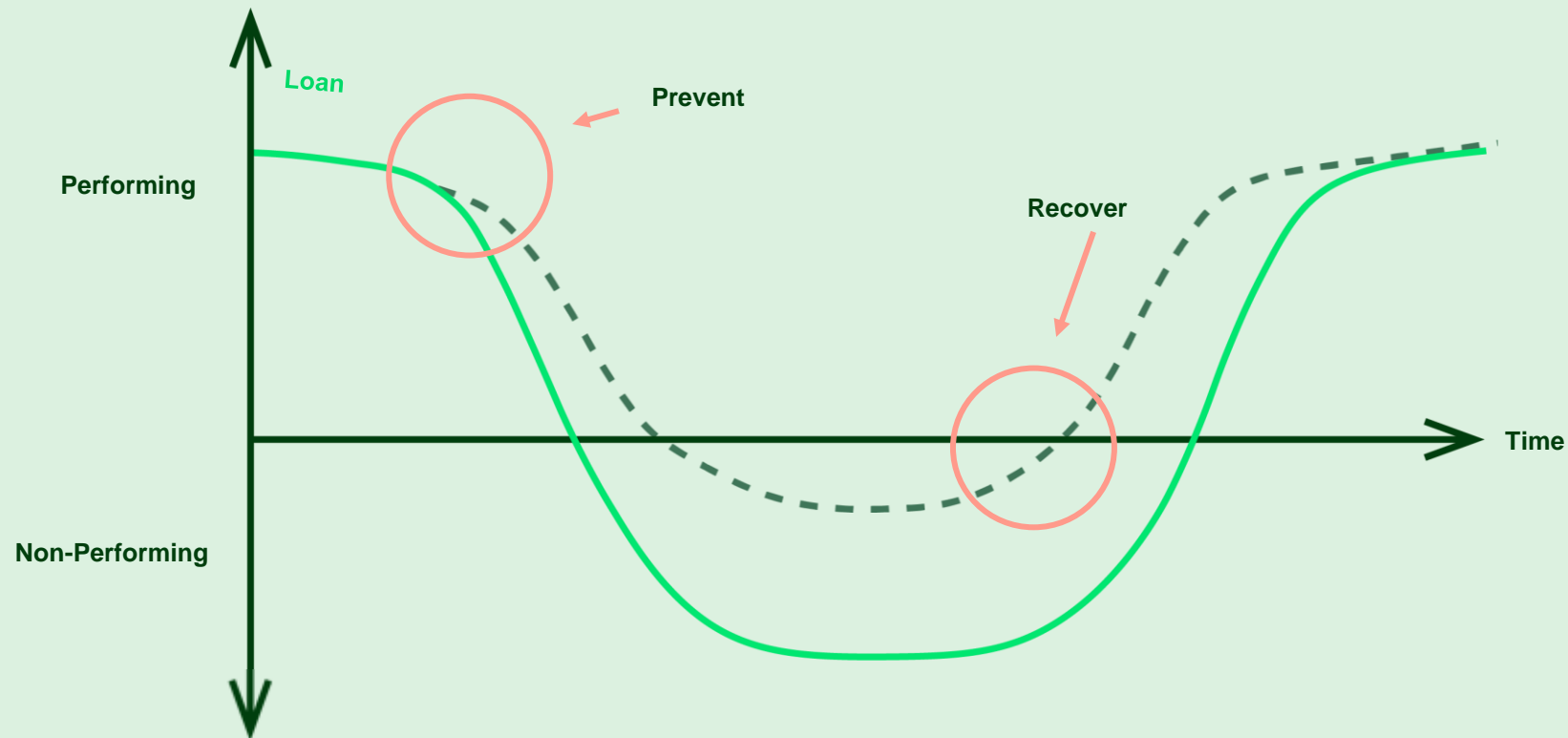
- The distressed *customer* pays collection costs
- Costs escalate throughout the default period
- This is a perverse incentive – the longer the customer is in default, the more revenues

## ***Fewer and shorter* defaults benefit everyone**

- Lenders get lower credit losses and capital requirements
- Borrowers get lower costs and less distress
- Society gets higher productivity and lower social welfare costs

The answer is a business model which rewards debt collectors for **reducing** defaults

# What is *value creation* when customers have financial difficulties?





# Kreditor has alternative business models

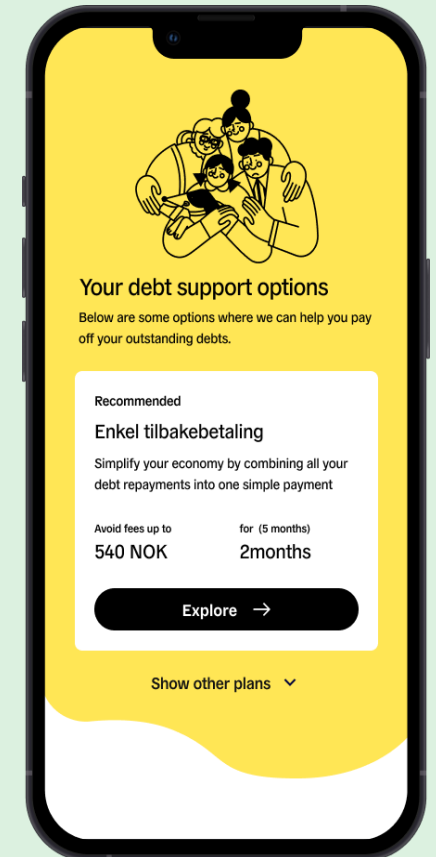
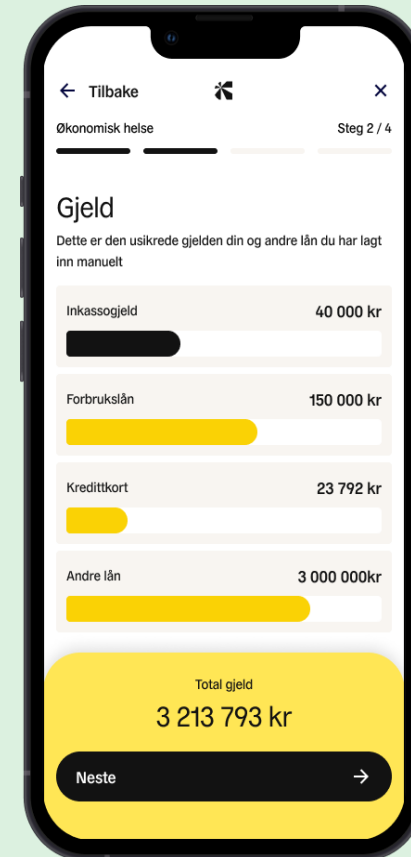
Kreditor and a Norwegian bank built a machine learning model to monitor payment problems.

By intervening early, the bank **saved its customers NOK 5 million in fees.**

- We receive commission based on how much is *not sent* to debt collection
- The bank gets lower costs and increased revenue, thanks to lower churn and reduced loan-loss provisions
- This is a win-win-win for Kreditor, the bank and its customers

# “Kan by Kredinor”

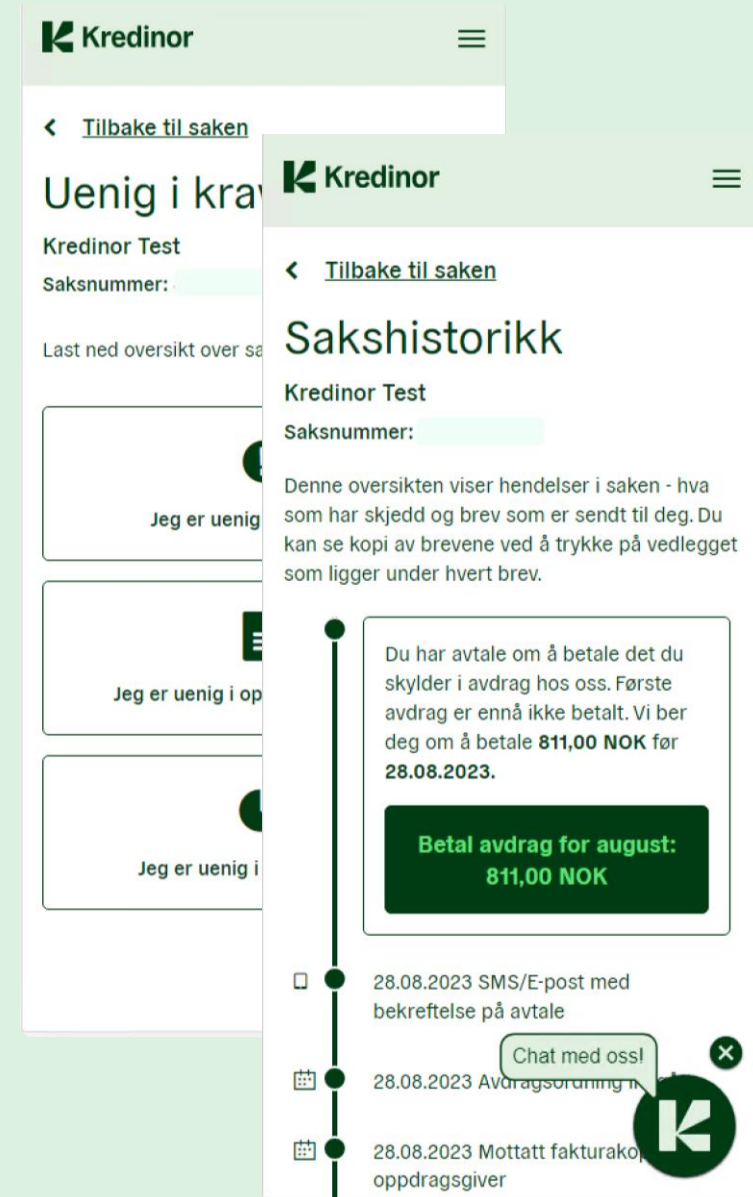
- “Kan by Kredinor” is "financial health insurance" delivered through employers as an employee benefit
- Improves employees' financial health, engagement, productivity and reduces sick leave
- Leverages Kredinor’s data advantage and access to financial information infrastructure
- Distinctive branding to avoid association to traditional debt collection



# Our portal serves more than one million customers annually

An easy-to-use interface helps customers through every step, including dispute resolution, creating payment plans, getting copies of the original invoice, and other potentially time-consuming steps.

This reduces friction and stress in what is otherwise a fraught process.



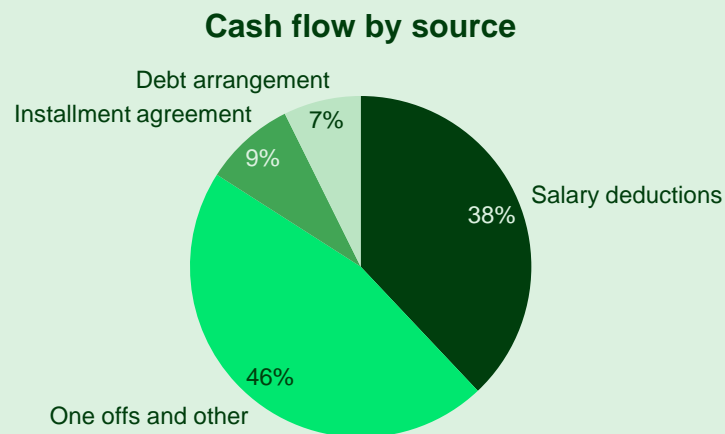
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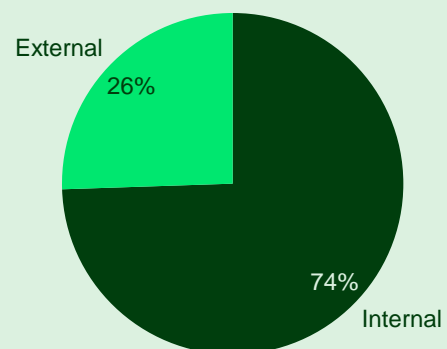
# Nordic NPL portfolio built over time with focus on own 3PC clients

## Key portfolio elements

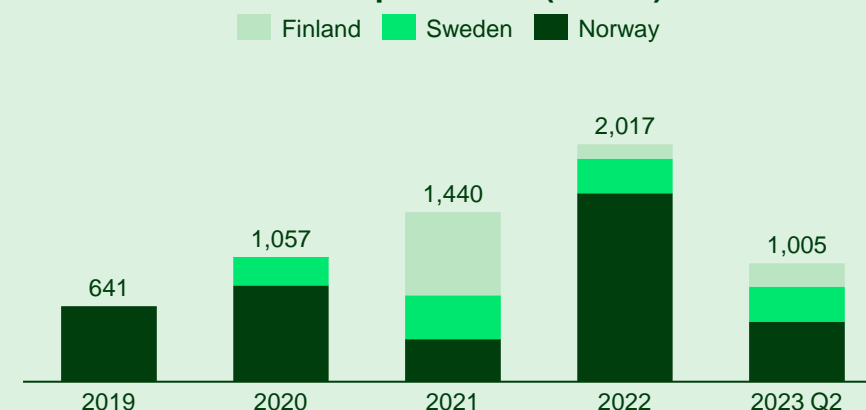
- Stable recurring cash flow represents > 50%
- ~75% of purchases from own 3PC clients in **Norway**
- ~50% of purchases made after the debt register was introduced in **Norway**



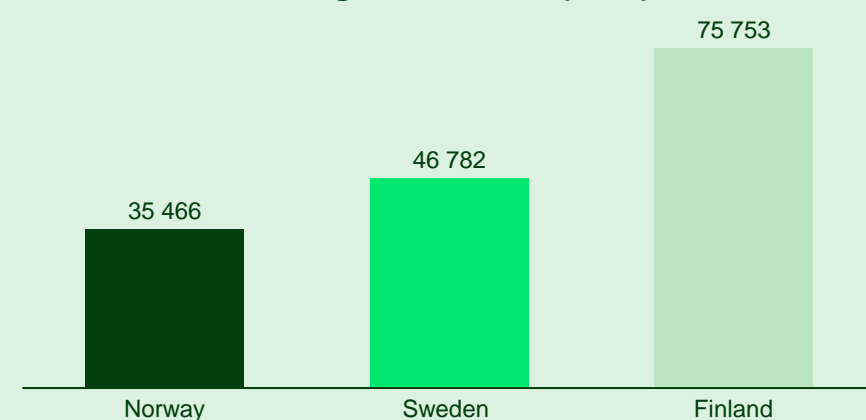
**Purchases from 3PC clients in 2023**



**Portfolio purchases (NOKm)**



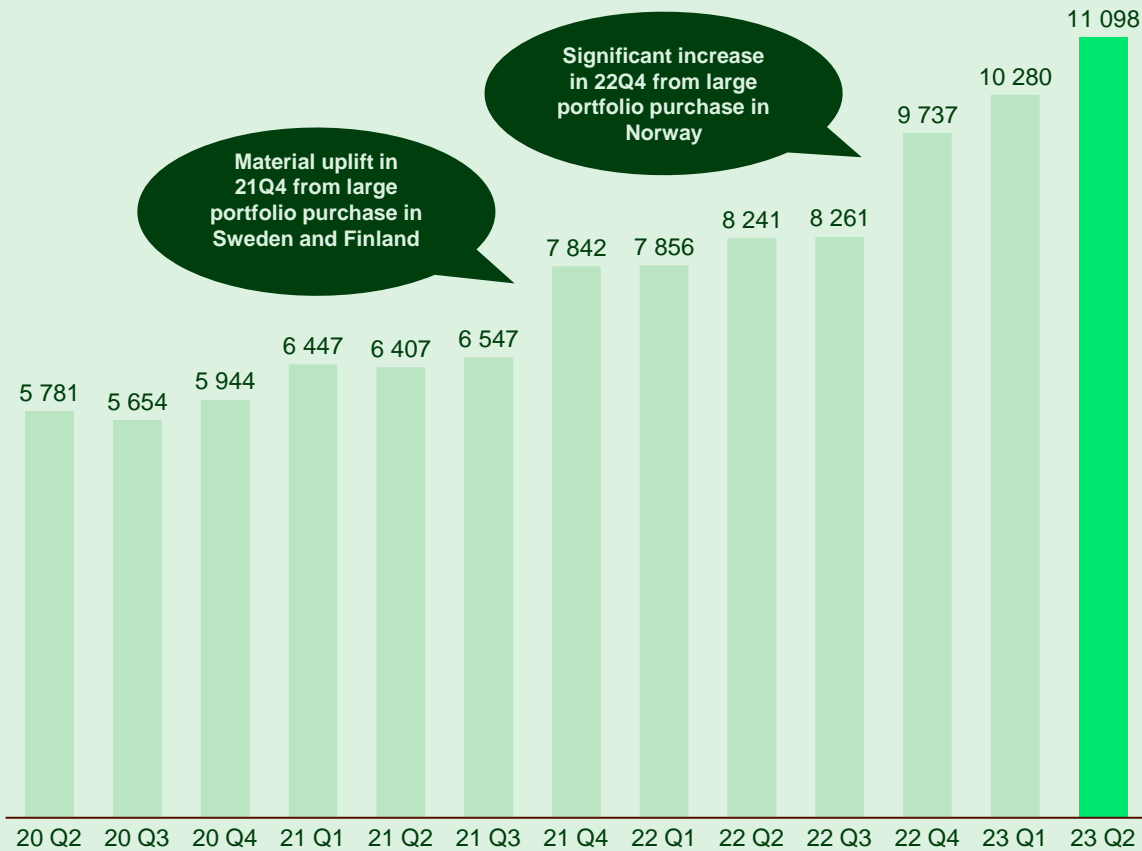
**Average ticket sizes (NOK)**



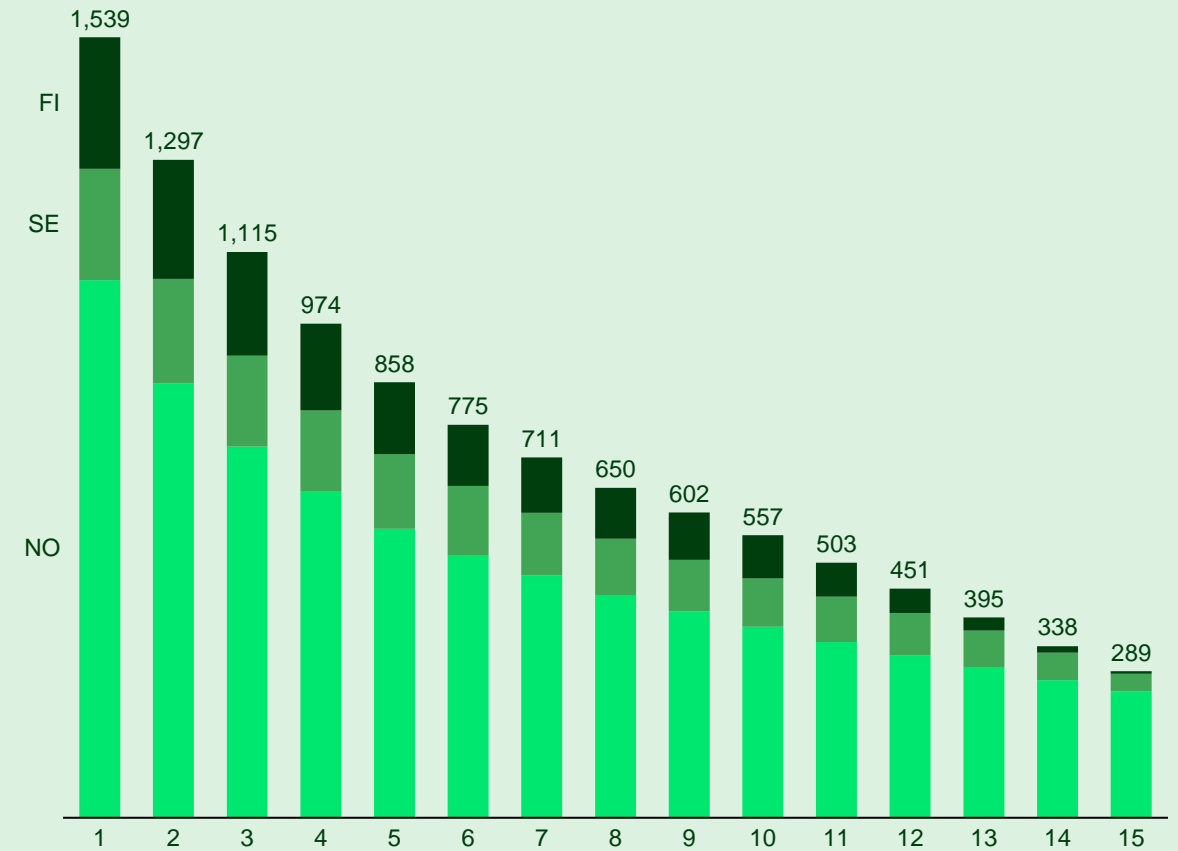


# Large and growing Nordic ERC base exceeding NOK ~11bn

## Development in total ERC per quarter (NOKm)



## Forward 15-year ERC profile by country (NOKm)



# Market Dynamics and Prospects

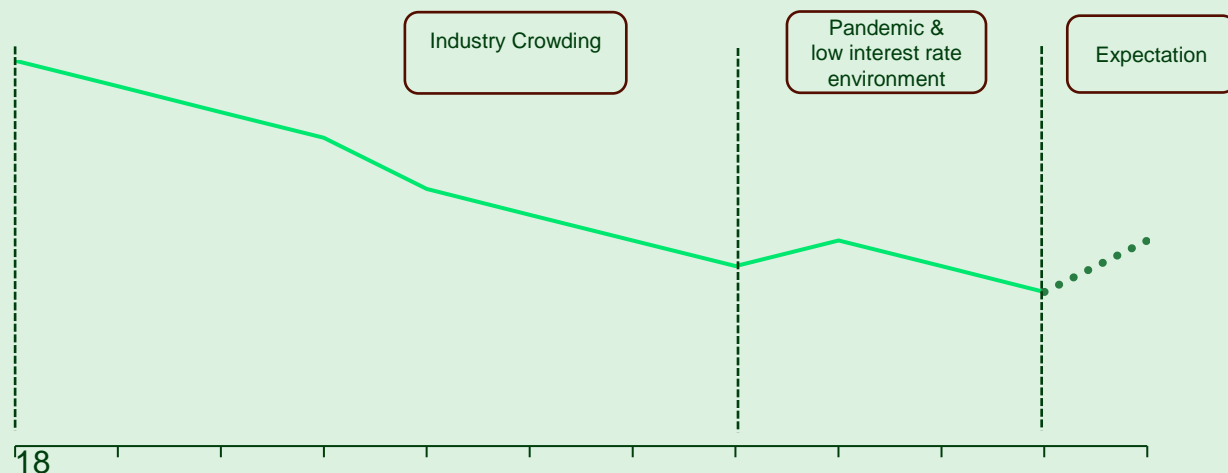
Plenty of activity in the market despite lower expectation on the price

- Clients are segmenting portfolios into lower volumes so to invite multiple players to the bidding processes
- IRR is trending upwards. We are experiencing that more sellers are switching to 3PC when prices doesn't match book values – will lead to more portfolio sales in the future
- Currently active in numerous processes with expected CAPEX of ~1.9b NOK within year end

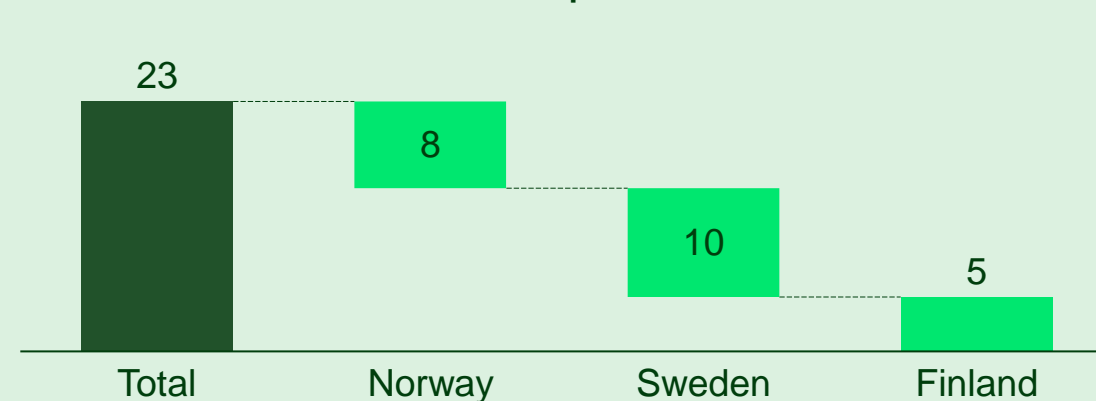
Expected CAPEX (NOKm)



Illustration of Perceived IRR



# of active processes



# We are close to completing the set-up of a flexible securitization structure for NPLs

**Issuer:** Luxembourg  
Securitization Vehicle

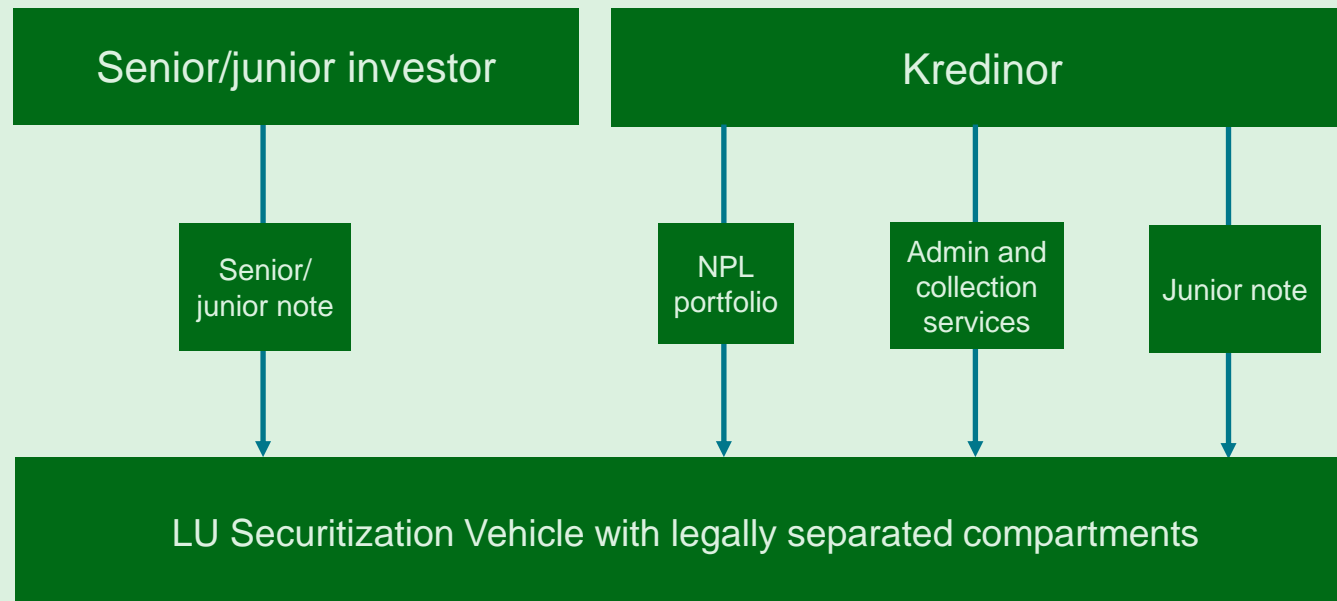
**Originator:** Kredinor

**Servicer:** Kredinor

**Assets classes:** NPL  
consumer credits

**Priority/waterfall:**  
Admin, servicing,  
senior interest, junior  
interest, senior  
amortization and junior  
amortization

## Illustrative structure



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## Q2 Highlights

- Increased volume to debt collection and higher revenues from portfolio investments
- Collection performance improved to 96.3% but still negative revaluations
- Progress on initiatives such as «Kan», B2B invoicing and AML-screening
- Synergy program on track, more cost reductions and efficiencies planned

Cash Revenues YTD, MNOK

**1 161**

YTD 2022: MNOK 962

Adjusted EBIT YTD, MNOK

**178**

YTD 2022: MNOK 177

Cash EBITDA YTD, MNOK

**641**

YTD 2022: MNOK 508

Adjusted EBIT YTD Margin

**25%**

YTD 2022: 27%

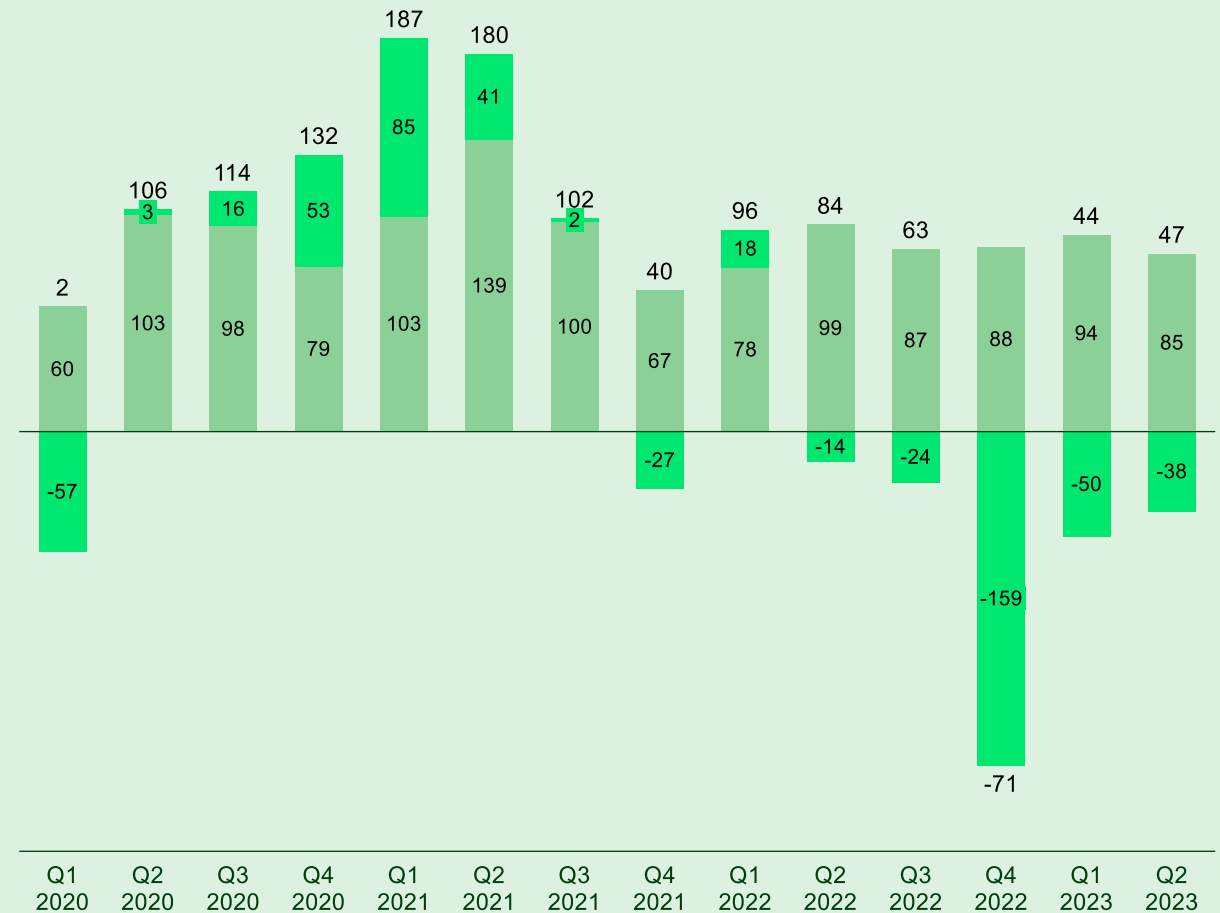
Note: Proforma numbers for 2022 are provided for improved comparison only and are not audited.

# Adjusted EBIT on par with previous quarters

- Revenue growth for both business lines
- Higher operating costs
  - Cost inflation
  - Increased staff levels
- Collection performance at 96.3%
- Negative revaluations of MNOK 38

## Adjusted EBIT (MNOK)

(Proforma numbers)



Adjusted EBIT refers to EBIT excluding revaluations and non-recurring items

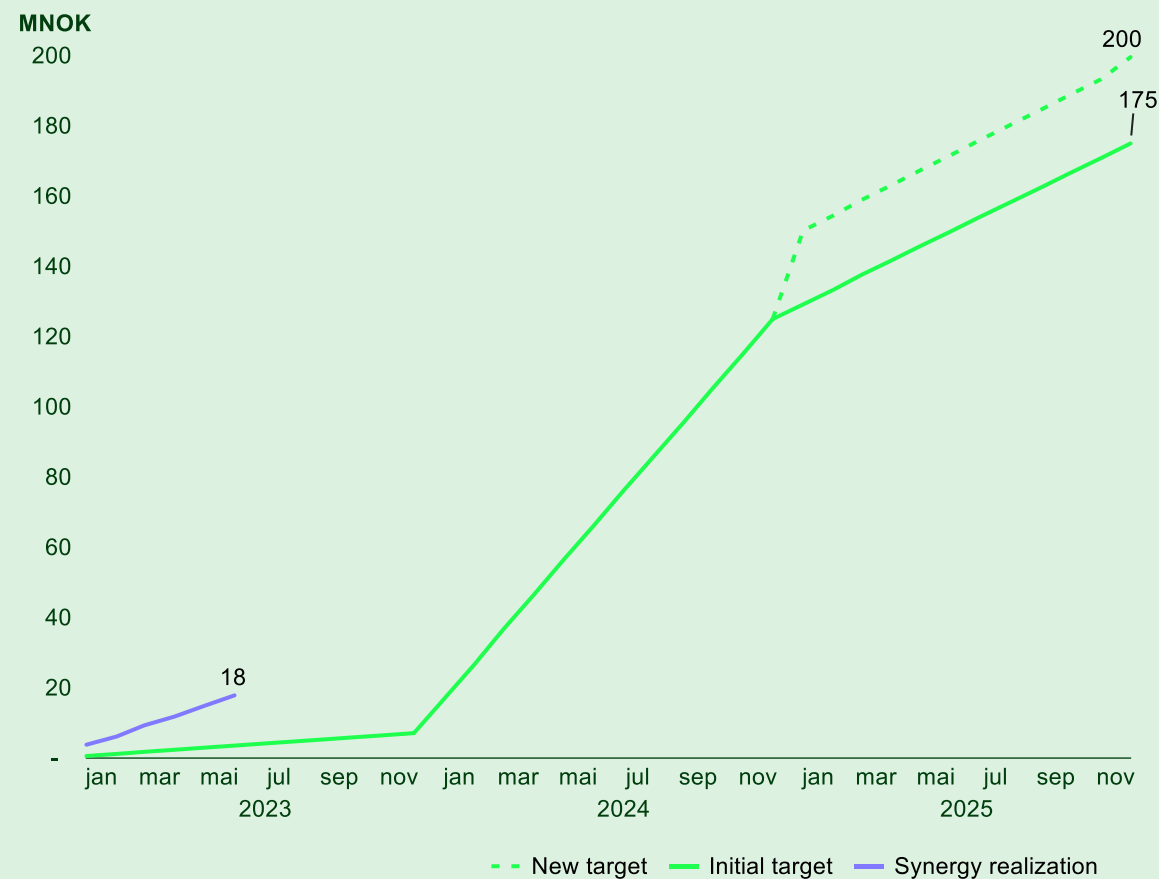
Revaluations Adjusted EBIT

# Synergy plan is on track to deliver cost savings

## Key projects include:

- Closing branch offices in Norway
  - (75% complete)
- Digitalization and automation
  - (20% complete)
- VAT optimisation
  - (100% complete)
- IT Migration
  - (40% complete)
- Cross-sell, upsell and new revenues
  - (expected effect in 2024)

Synergy realization EBIT (MNOK)



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