

# Introduction to Nordnet





### Pan-Nordic powerhouse



### Nordic broker

#1 domestic broker on Nordic exchanges 2021



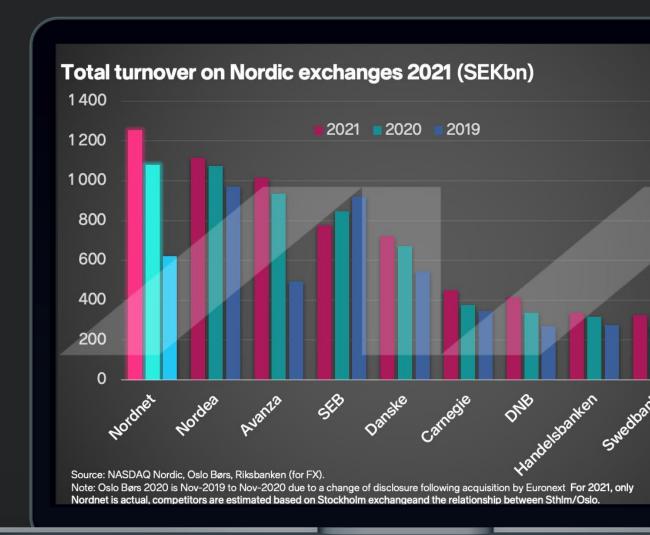
### **NPS position in Nordics**

#1 NPS position vs key competitors with #1 rank in DK, FI, NO; #2 in SE



### **Market share in Nordics**

#1 market share of addressable market among online platforms







# Building the best platform for savings and investments

"Through leading UX, cutting-edge financial products, automated and inspiring customer journeys as well as tools for informed decisions, we are building the best platform for savings and investments — enabling higher returns."



## Clear strategic focus

SAVINGS AND INVESTMENTS

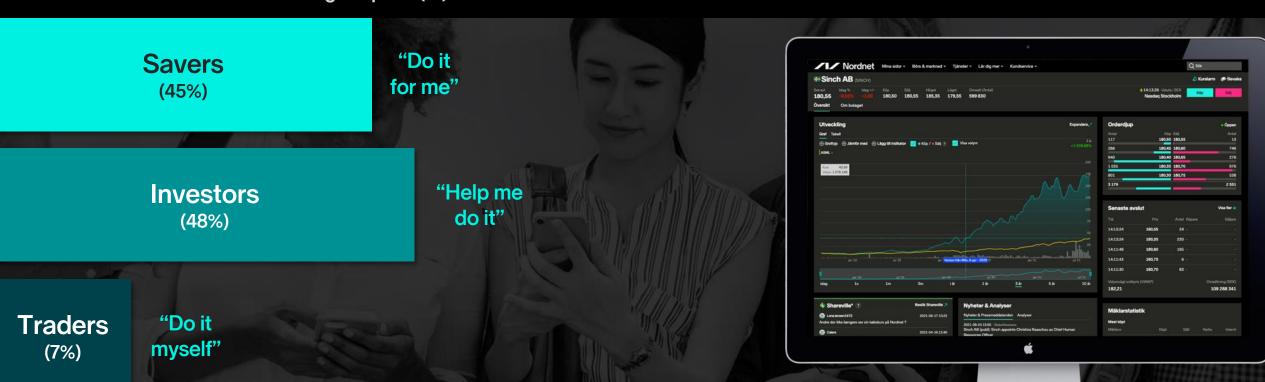
INDIVIDUALS

NORDIC REGION DIGITAL DISTRIBUTION



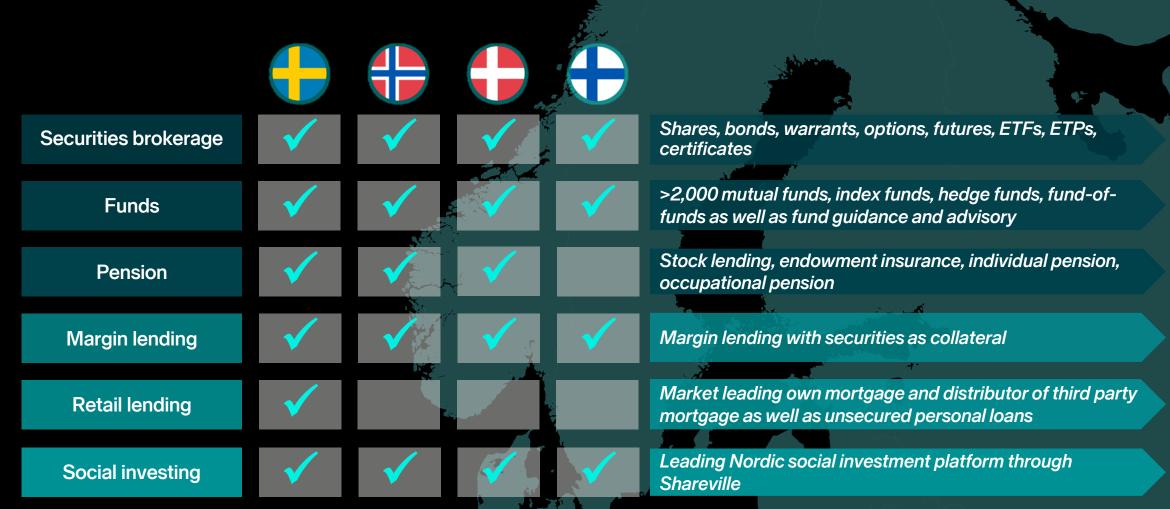
## Nordnet caters to three distinct customer groups

Share of June 2022 savings capital<sup>1</sup> (%)





# One-stop shop for savings and investments





## Best in class user experience in our channels



**NEXT web application** NEXT released in 2019





reddot winner 2021

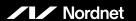
New Nordnet app New app released 2H 2018



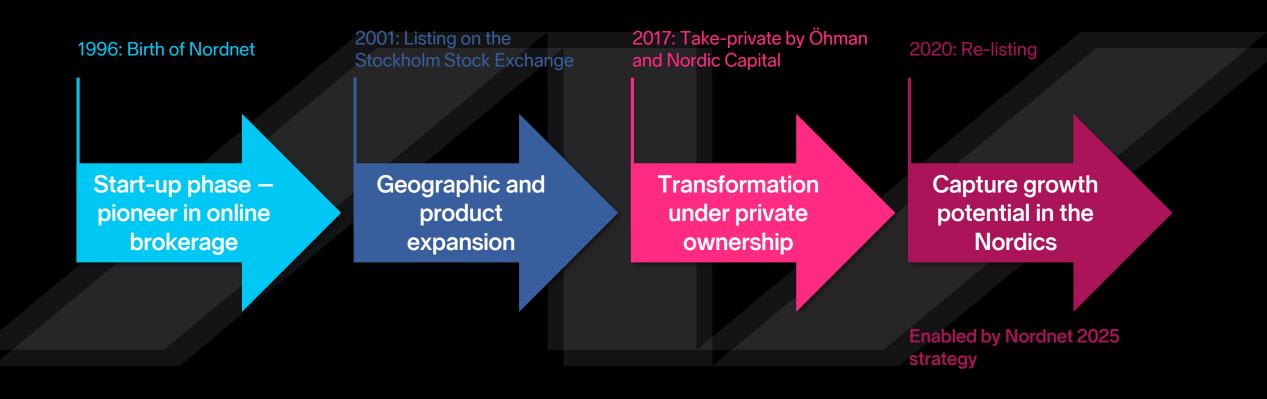


Shareville Social investment community





## We have worked hard to perfect our digital platform for savings and investments since 1996

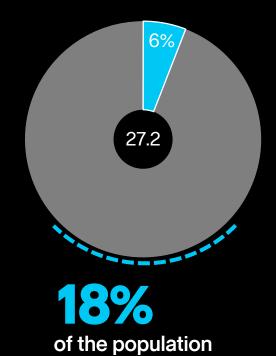




## Nordnet is taking market share in a growing market

Share of total population December 2021 | Million

Nordnet's share



own shares<sup>4</sup>

Addressable market growth outlook<sup>1</sup> Savings capital, SEKtIn

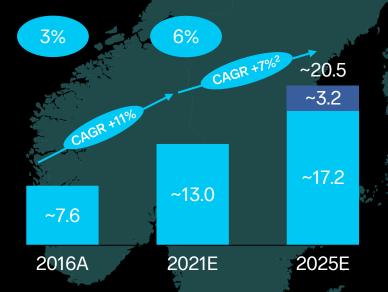
Market size current Market size extended

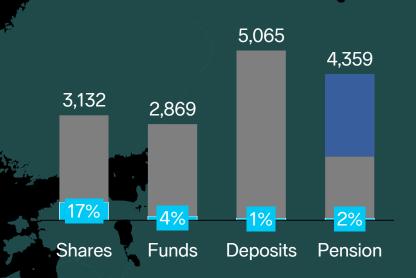
Nordnet market share



Nordnet's share of addressable market

Extended market







### Nordnet has six main revenue growth drivers



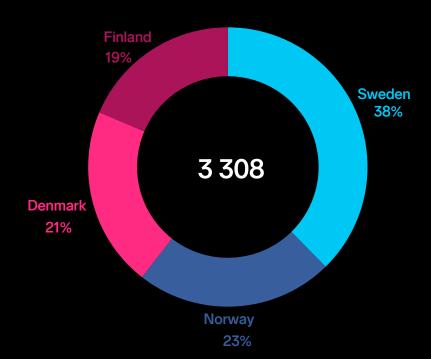
Opportunistic M&A

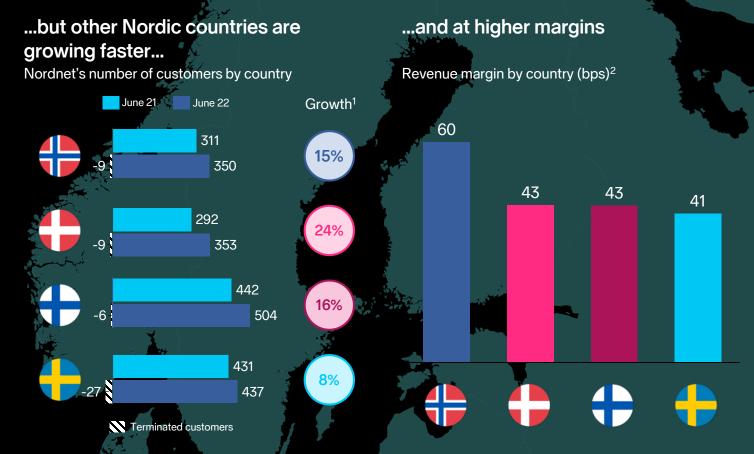


# Only pan-Nordic digital savings and investment platform at scale

Sweden is still the largest market...

Nordnet's LTM 6M 2022 revenue by country (%) SEKm



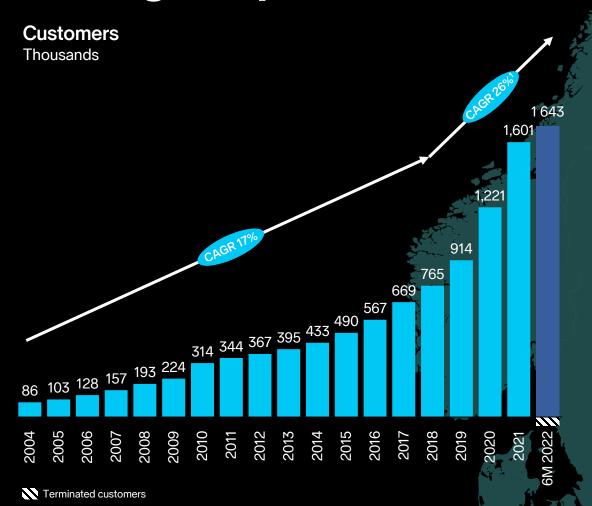


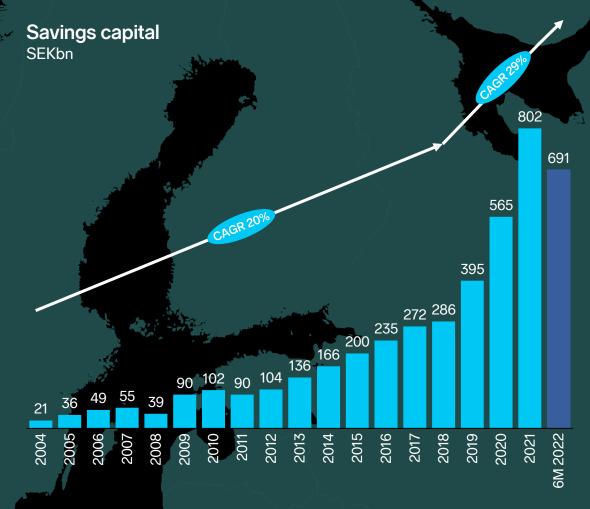
<sup>(1)</sup> Growth figures excludes the customers that during H1 2022 were terminated related to the project concerning the collection of complete customer documentation, which is described in Nordnet's interim report for the third quarter 2021;

<sup>(2)</sup> LTM 6M 2022 revenue divided by average quarterly savings capital over the period



# Strong long-term growth in customers and savings capital







# Rigorous focus on cost discipline to drive operating leverage

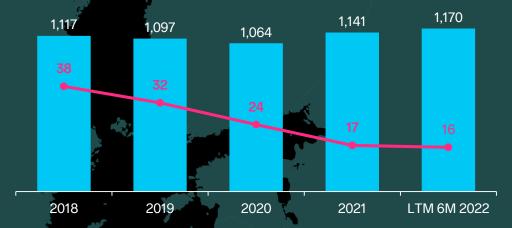
Key drivers of operating leverage

- Scalable cloud-powered tech platform
- Process simplification and automation
- Highly efficient customer growth
- Manage third-party spend

### Operating leverage drives improvement in cost margin

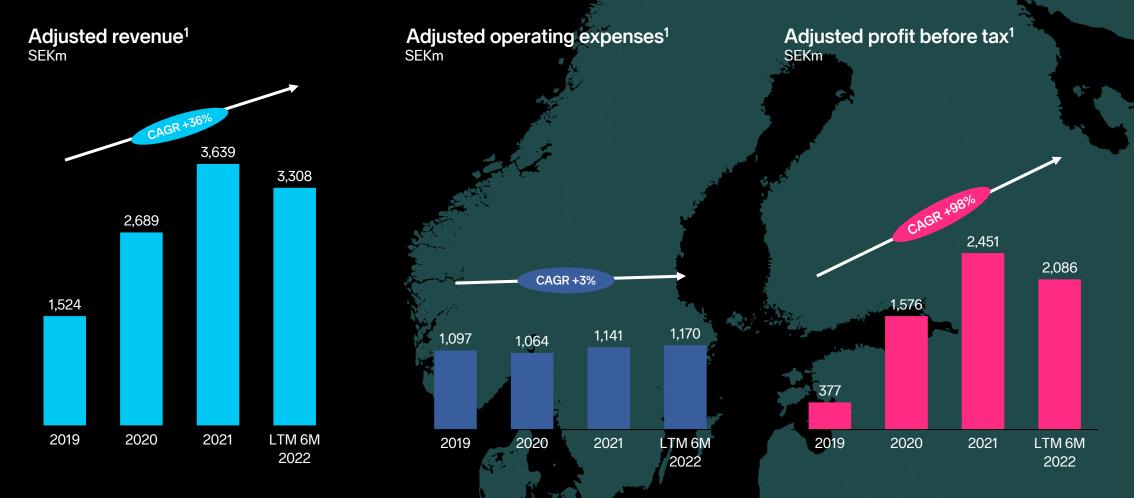
Adjusted operating expenses<sup>1</sup> in absolute terms and in relation to avg. savings capital (bps)<sup>2</sup>

- Adjusted operating expenses (SEKm)
  - Adjusted operating expenses in relation to avg, savings capital (bps)





# Revenue growth together with operating leverage driving significant profit growth

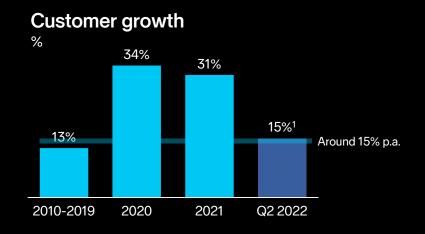


<sup>(1)</sup> Adjusted revenue, subtracting SEK66m in 2019; Adjusted expenses; subtracting SEK16m in 2018, SEK65m in 2019, SEK129m in 2020 and SEK76m in LTM 6M 2022. Adjusted operating expenses includes amortisation of PPA intangibles and excludes credit losses.

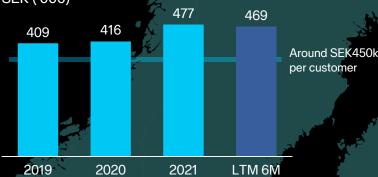


### Medium-term financial targets

**Target** 





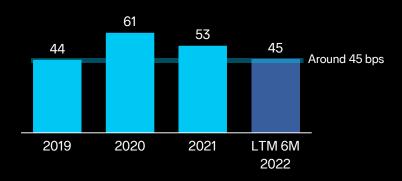


2022

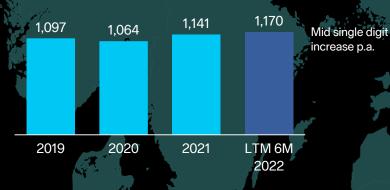
### Dividend payout ratio

"Deliver superior total returns to shareholders via a pay-out ratio of 70% of statutory net income, translating to a pay-out of SEK 5.56 per share for 2021"

### Income in relation to savings capital<sup>3</sup> bps



#### Adjusted operating expenses<sup>4</sup> **SEKm**





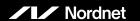
**<sup>70</sup>**%



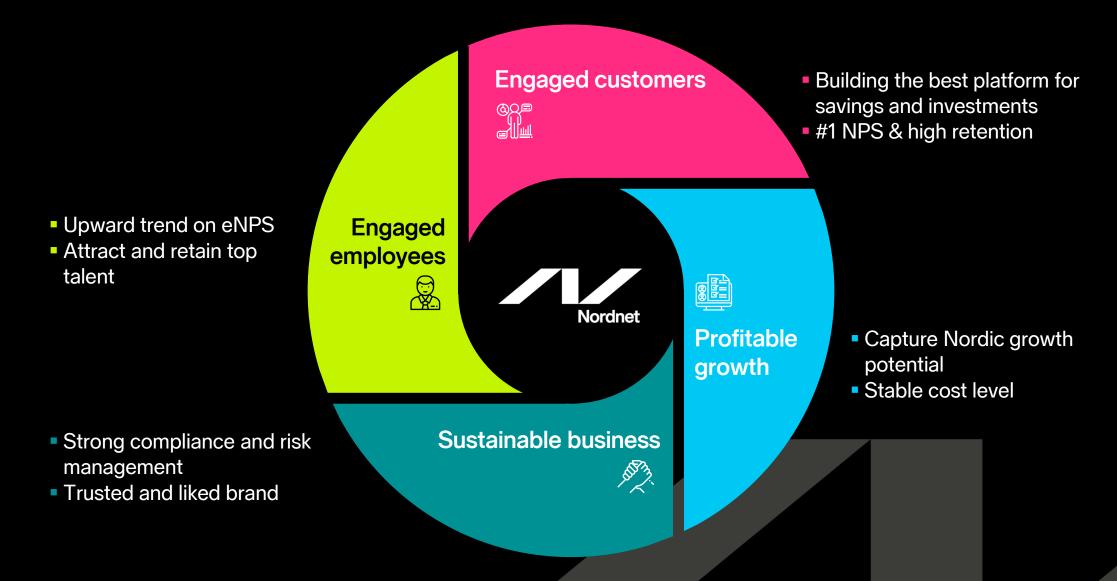


# Nordnet 2025 strategy



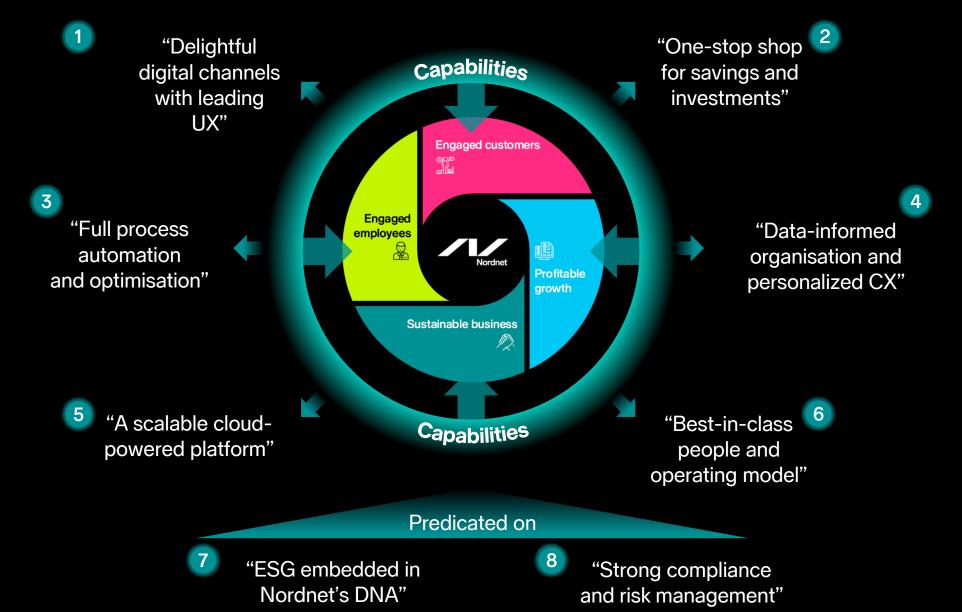


### Key strategic ambitions



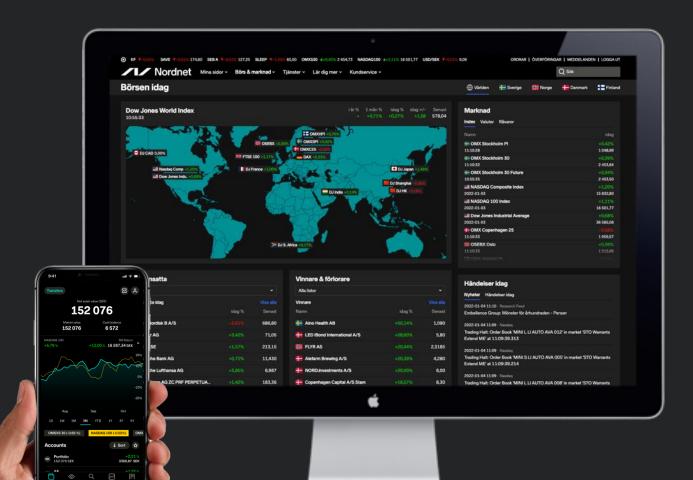


### How we will get there



### Channels: Best in class user experience

"Delightful digital channels with leading UX"



### **Key initiatives**



NEXT as a financial cockpit and as a consolidator of key customer segment capabilities



App to transition from "control of investments on the go" to "live your financial life in the app" including more saver flows for this important customer segment



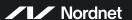
Shareville's "social investing" to form the heart of the Nordnet experience in both app and web





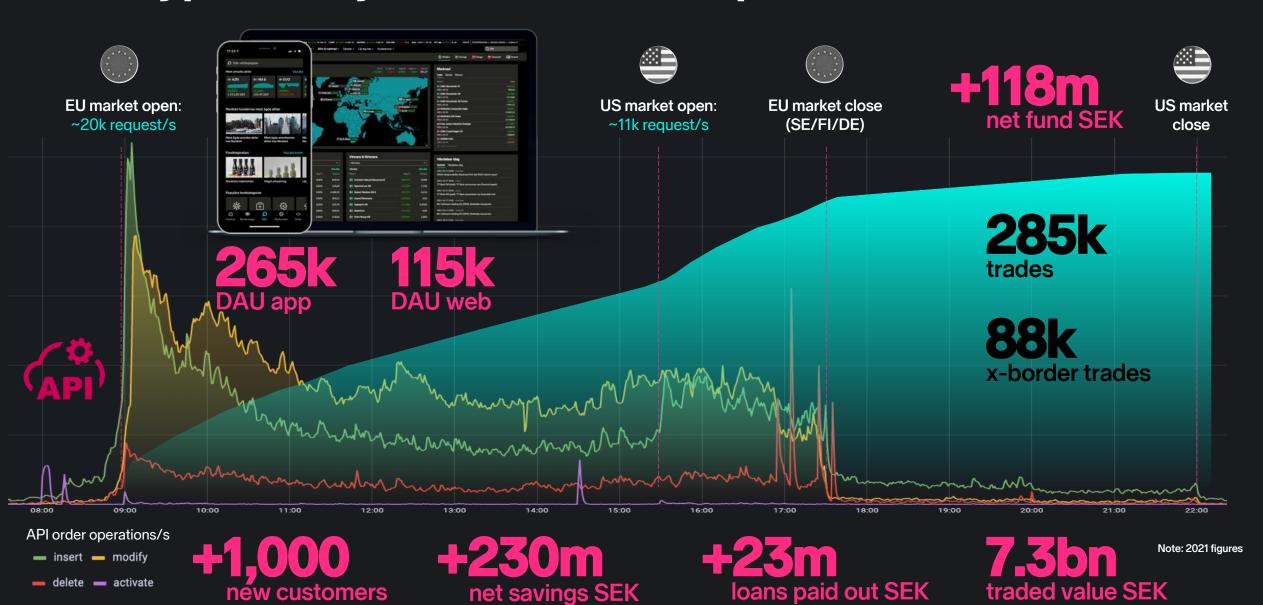
## Key selling proposition





### 1

### A typical day on the Nordnet platform



## **NEXT** web application

36%

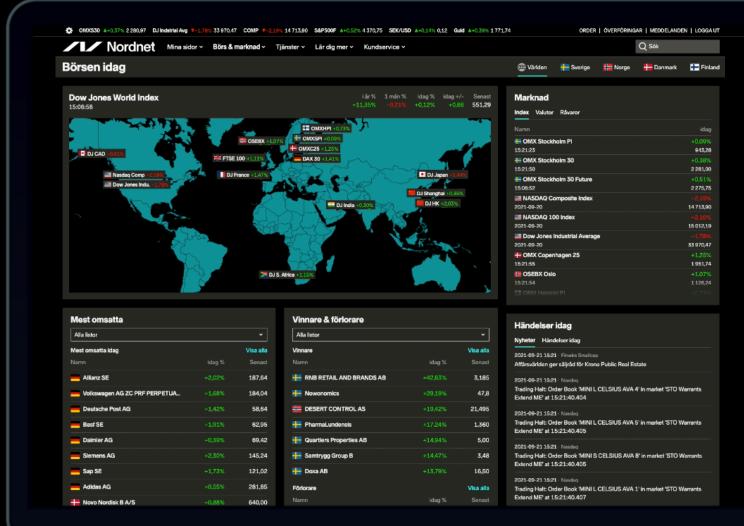
of Nordnet users use only or mainly the web

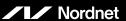
115k

Daily Active Users (DAU) with a 21% DAU/MAU ratio

115k

Trades per day representing 43% of daily traded value during 2021

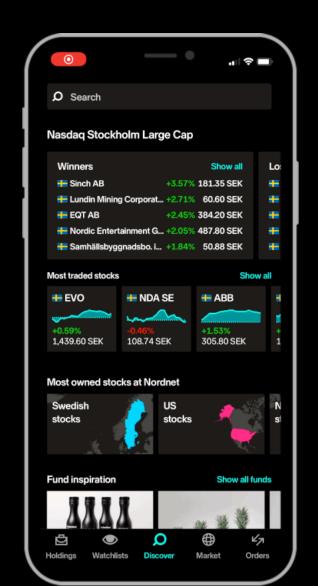


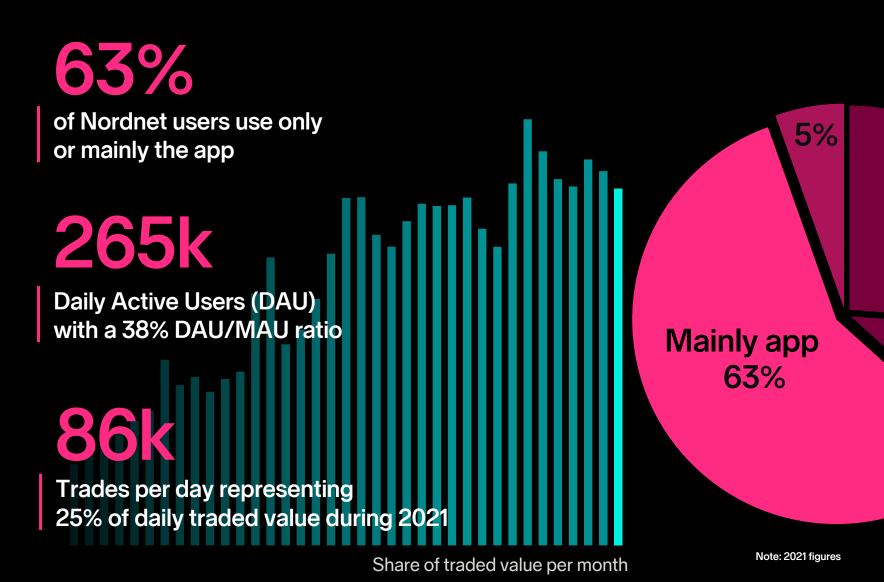


### Nordnet app



reddot winner 2021

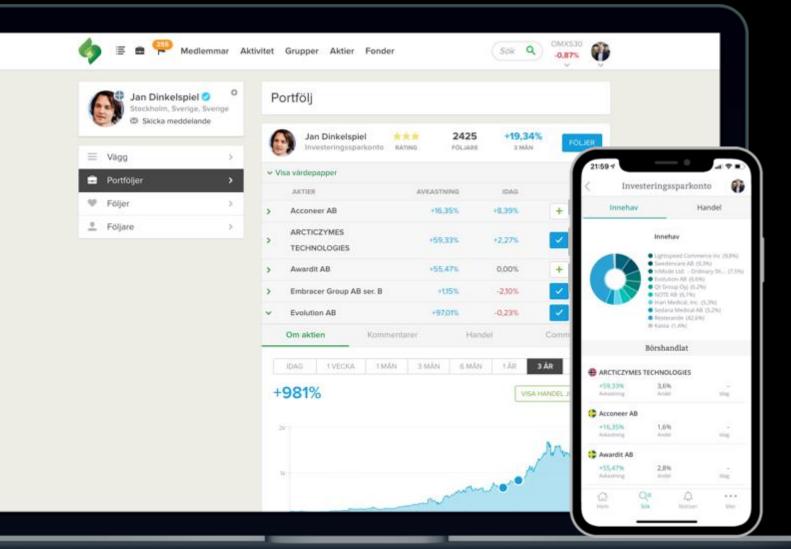








## **Shareville** social investing community



300k

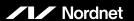
users have shared their portfolios on Shareville

1.8x

Traded value of a Shareville user vs a non-Shareville user<sup>1</sup>

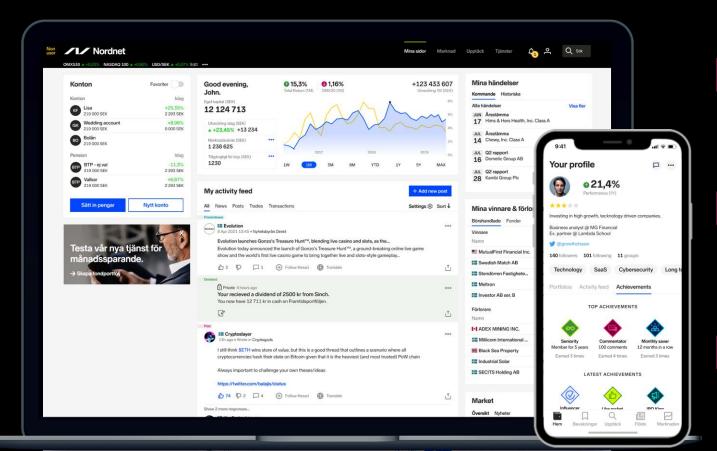
ShareVille
2.1 Xwered by Nordnet

Commissions of a Shareville user vs a non-Shareville user<sup>1</sup>



# Shareville's "social investing" to form the heart of the Nordnet experience in both app and web

Social investing at heart of user experience



Working in tandem with our users

166

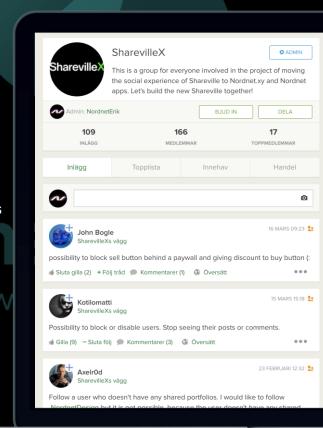
Shareville "ambassadors" in beta test community

143

unique insights from user surveys and in-depth interviews

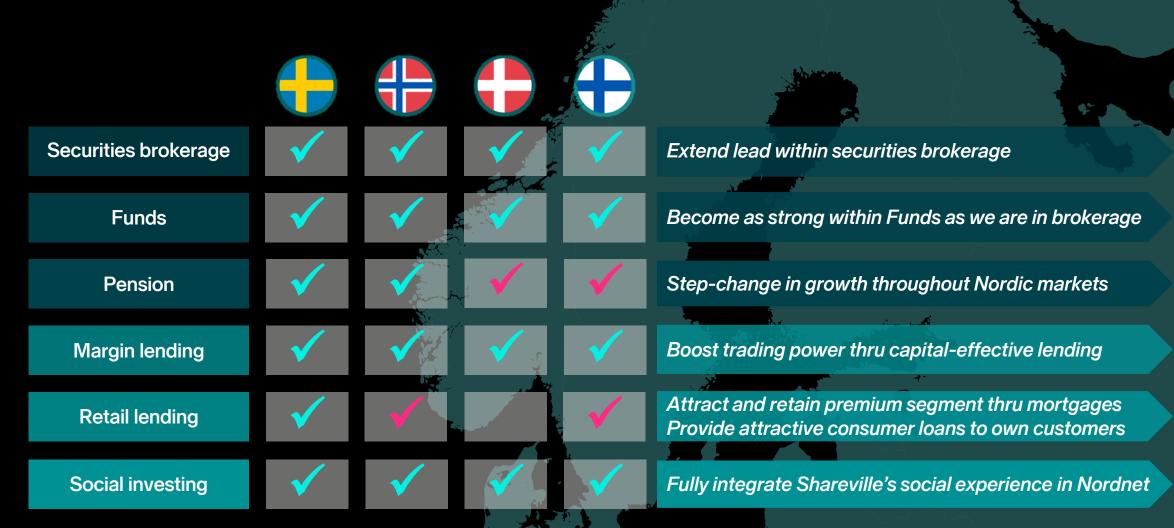
858

datapoints driving user-centric design

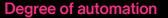




## One-stop shop for savings and investments



## Automated customer journeys









Ongoing 2022



Become a customer

Open an account

Deposit & withdraw money

Manage my identity

**Buying a home** 

Move my pension

### Discover

Inspire me to save and invest

Guide me to start saving

Move my savings

Find and screen securities

What's going on in the market?

What are others investing in?

### Execution

Buy or sell a security

Buy or sell a fund

How am I doing?

Leverage my investment

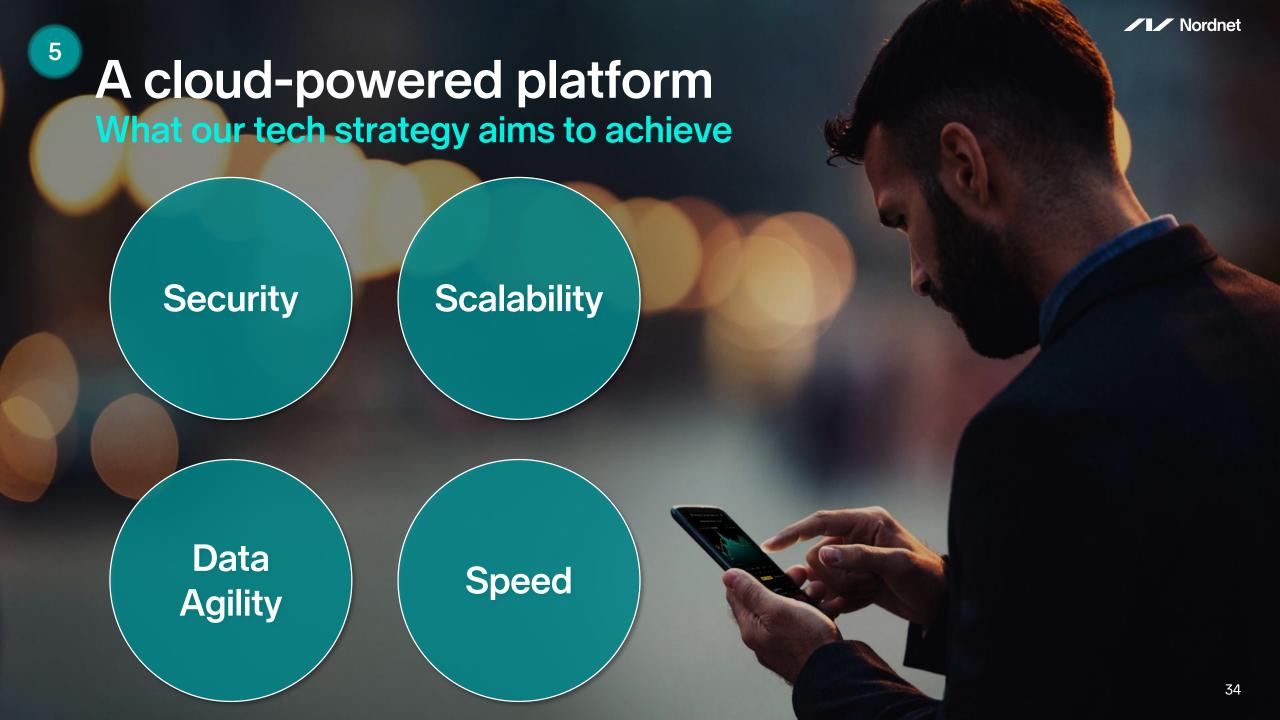
Manage my corporate actions

Manage my tax returns

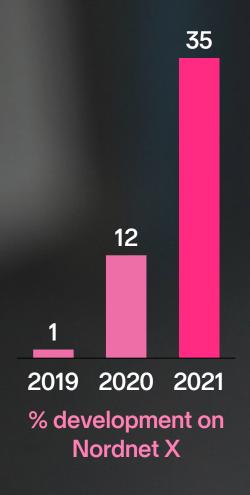


# Data-informed organisation & personalized experience





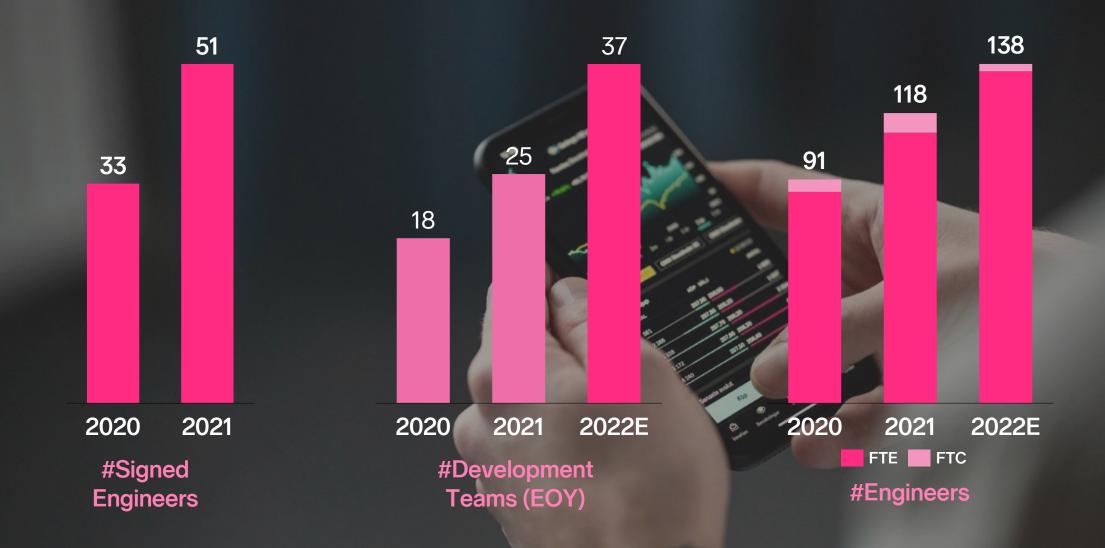
# Increased leverage from Cloud Technology drives innovation pace



Managed services
Security
Scalability

Enables innovation and allows focus on core business

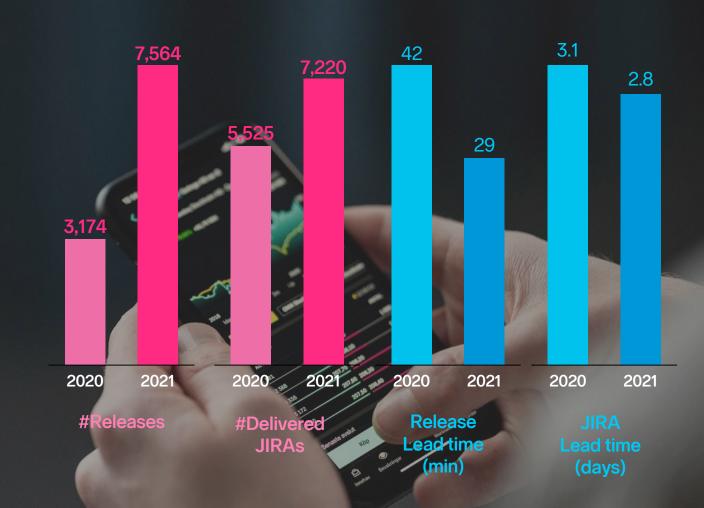
### Scaling up development capacity



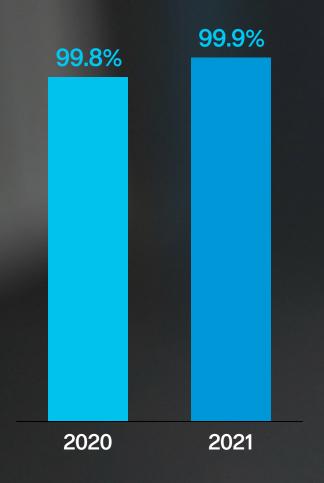
#### **Sustaining Engineering Efficiency**

Automation
Sunsetting
Cloud migration
Team autonomy

Drives improvements in all productivity KPIs



# Availability 2021 The bottom line



How large is this improvement?

496 min downtime in 2020 downtime in 2021

4x Traffic 2021 vs 2019



# 2 hours

Release cadence of web-app NEXT

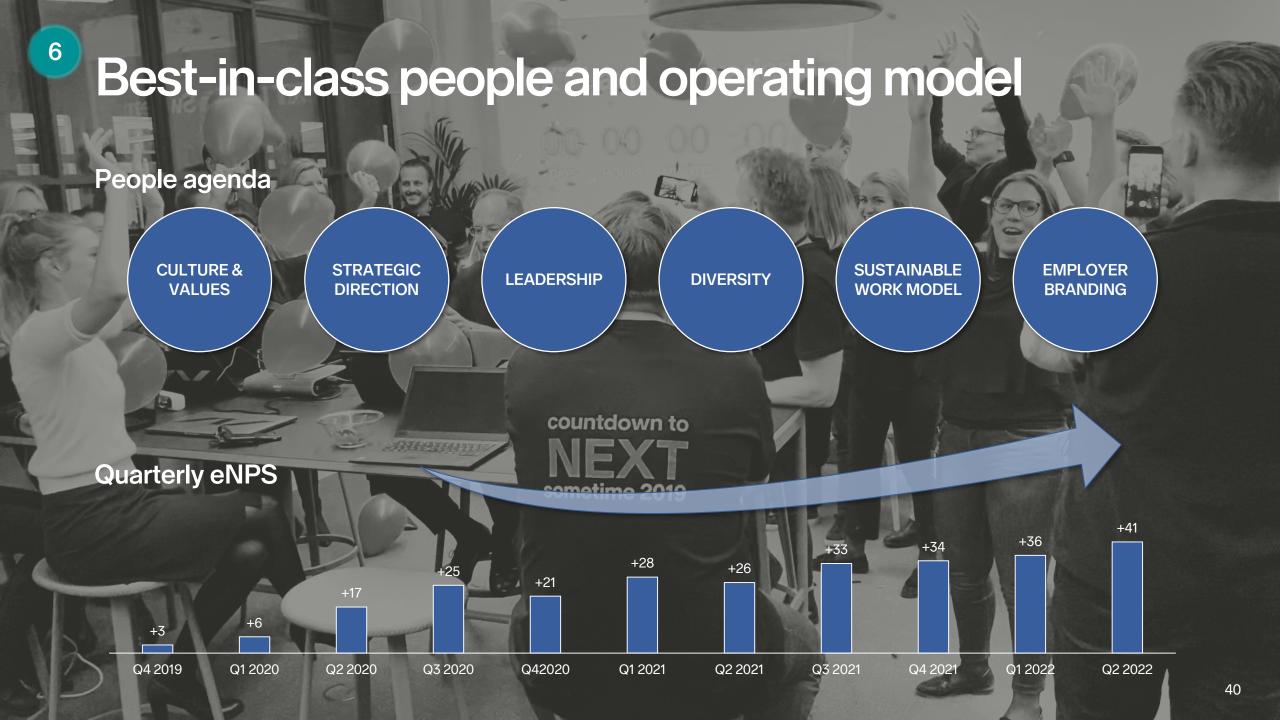
# 5 days

Release cadence of native app

7,564

Releases during 2021





# Values well ingrained throughout the organization







**Simplicity** 



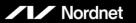
**Transparency** 

Nordnetters lean
forward and walk the
extra mile to inspire
loyalty and
satisfaction among
colleagues and
customers

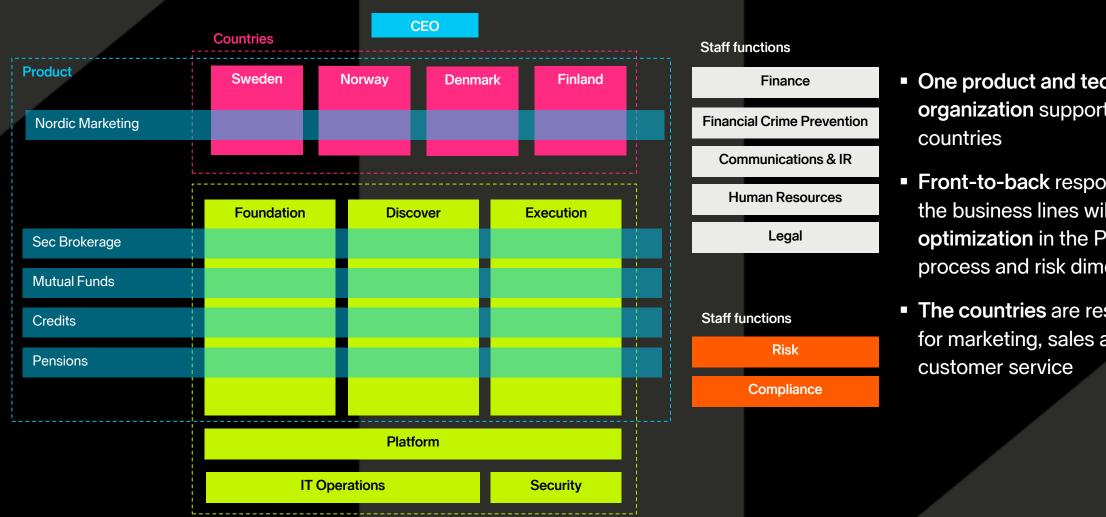
We believe that easy to-use products, straight to the point communication and modern ways of working create engagement and activity

By telling it like it is and being open externally as well as internally, we build trust and a sense of inclusion





#### Efficient operating model with clear responsibilities



- One product and tech organization supporting all
- Front-to-back responsibility in the business lines will allow for optimization in the P&L, process and risk dimensions
- The countries are responsible for marketing, sales and

#### ESG embedded in Nordnet's DNA

#### A responsible and sustainable business







- Practice transparency, compliance and a high ethical standard
- Reduce negative impact on the environment and climate
- Promote physical and mental health through a good working environment

#### **Equality and diversity**







- A better gender distribution within savings & investments
- A workplace characterized by gender equality and diversity
- Create a meaningful professional future for young people

#### **Democratize savings** and investments







- Increase the general knowledge about personal finances
- Develop user-friendly and inspirational services for saving and investments
- Become the leading platform in the Nordics for sustainable savings

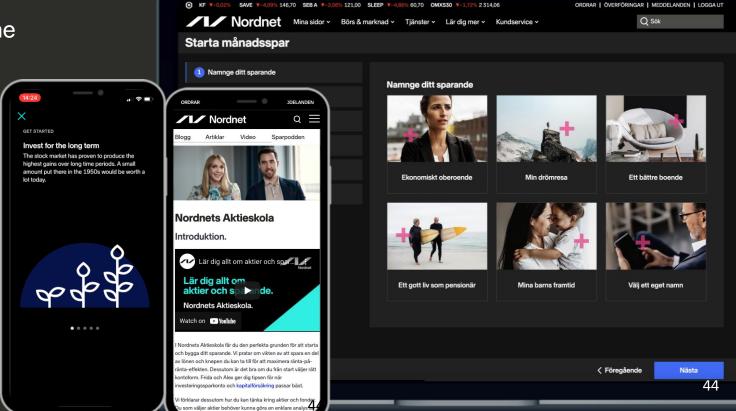


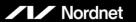
**Shareville** 

Powered by Nordnet

# We focus on education and inspiration to help our customers make informed decisions

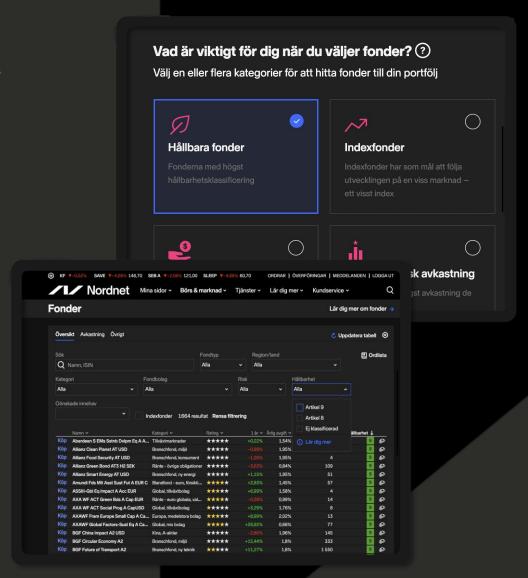
- Nordnet "Stock School" in each of the four countries
- Nordnet blog, podcasts and videos largest educational video platform in the Nordics
- Guidance flow monthly savings from zero to hero in six easy steps
- Shareville social investing platform with 300,000 users
- "Golden rules" in onboarding in app





#### Leading platform for sustainable investments

- First to offer screening of mutual funds and ETFs to exclude unwanted holdings
- First platform to introduce Article 8 / Article 9 tagging of funds
- Rich sustainability dataset for mutual funds and ETFs
- Guidance flow for mutual funds can populate allocation with sustainable funds

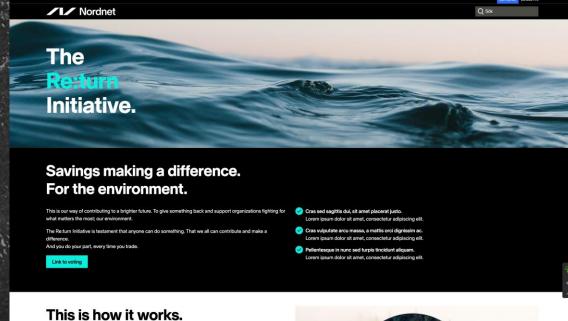


#### The Re:turn initiative

Savings making a difference. For the environment.

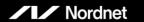
SEK 0.10 donated to an environmental cause for every trade made

Customers vote on which causes the donations are made to



oney based on the previous quarter's number of trades. We set aside 0,1 SEK for every trade done on our





#### Strong compliance and risk management

#### Three lines of defence

#### Board and Executive Management overall responsible

#### Business Line Management

#### First line of defense: Risk Ownership

Owns risks and risk management activities

Performs necessary controls to secure acceptable risk exposure

#### Risk Control and Compliance functions

#### Second Line of Defense: Control

Establishes policies and framework, provides advice, facilitates risk assessment

Performs independent control and follow-up

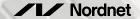
#### **Internal Audit**

#### Third line of defense: Assurance

Independently tests, validates and assesses efficiency in governance, risk management and internal control processes and activities



# Deep-dives: Market



#### We are positioned to be long-term winners

#1
PAN-NORDIC
DIGITAL
PLATFORM

PASSIONATE
AND TALENTED
PEOPLE

STRONG, SUSTAINABLE GROWTH

OPERATING
LEVERAGE AND
CAPITAL LIGHT



# We operate in an attractive market with strong and sustainable growth prospects

Consistent growth in the Nordic savings market...

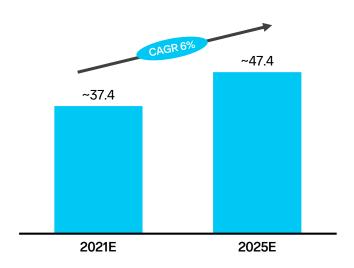
Savings capital (SEKtln)

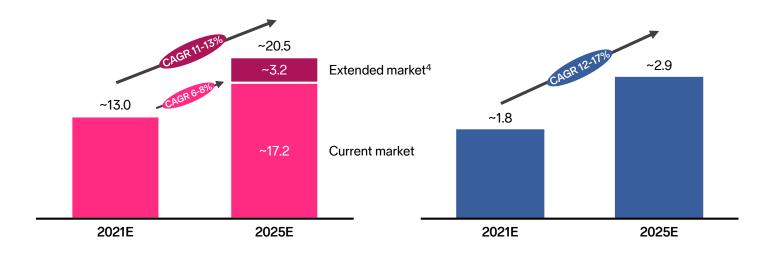
...with Nordnet's addressable market<sup>1</sup> growing faster...

Savings capital (SEKtln)

...and digital platforms<sup>2</sup> significantly outgrowing the market

Savings capital (SEKtln)



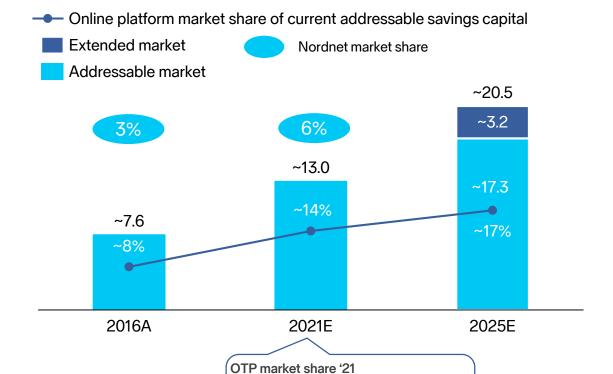


Significant growth potential for Nordnet with only ~6% market share of the addressable market<sup>3</sup>



#### Digital platforms are taking market share

#### Addressable savings capital SEKtIn



19%

15%

7%

Key drivers of switching to a digital platform

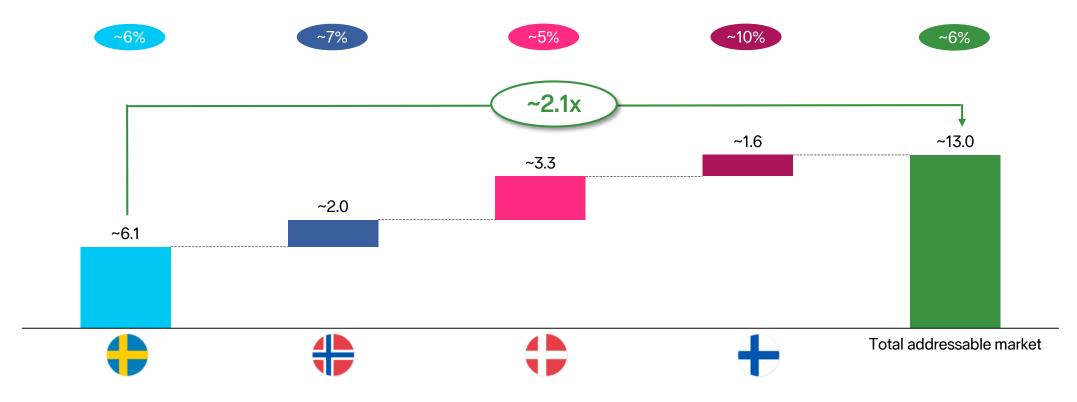
- Improvement in user experience
- Access to broader range of savings products
- Dissatisfied with the price of incumbents
- Positive perception of the brand



# Strong growth runway for Nordnet across the Nordics...

Addressable market size and Nordnet's market share by country 2021<sup>1</sup>

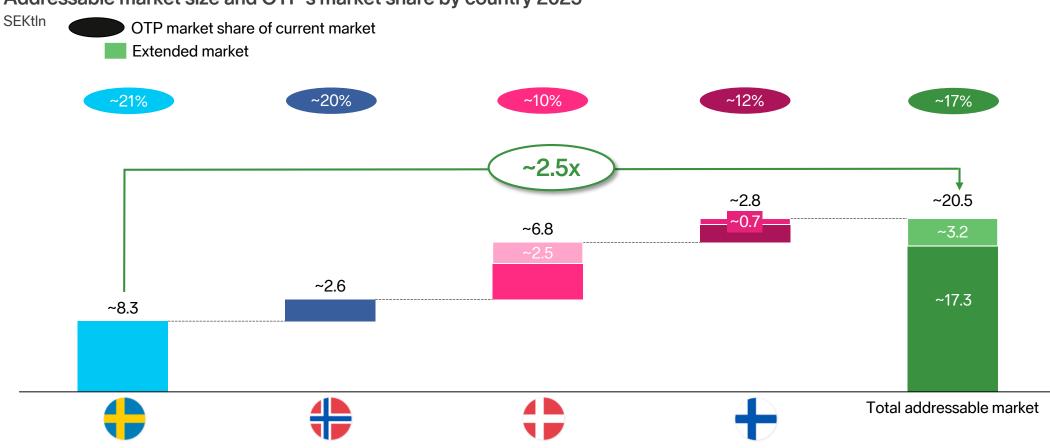






# ...with a considerable growth in the addressable market until 2025

Addressable market size and OTP's market share by country 2025<sup>1</sup>





# Nordnet competes primarily with online platforms and incumbent banks

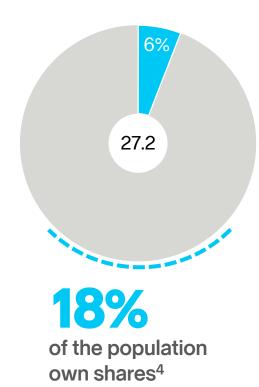




#### Nordnet is taking market share in a growing market

#### Share of total population December 2021 | Million

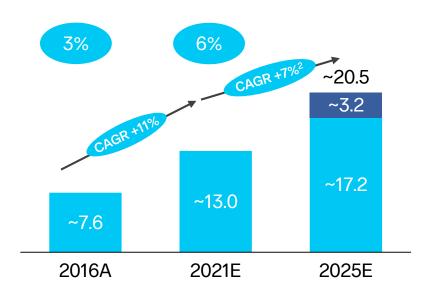
Nordnet's share



#### Addressable market growth outlook<sup>1</sup> Savings capital, SEKtln

Market size current Market size extended

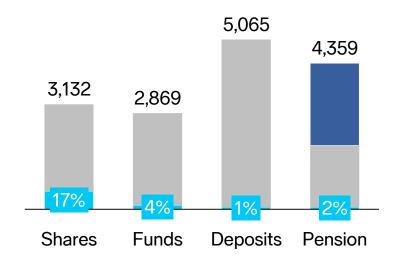
Nordnet market share



#### Market share of addressable market<sup>1</sup> December 2021, SEK bn

Nordnet's share of addressable market

Extended market

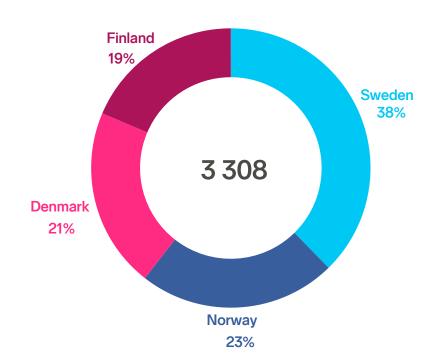




# We are growing fastest in the countries with highest revenue margin

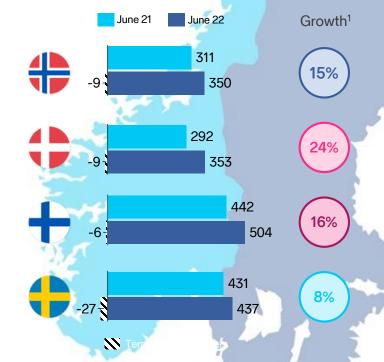
Sweden is still the largest market...

Nordnet's LTM 6M 2022 revenue by country (%) SEKm



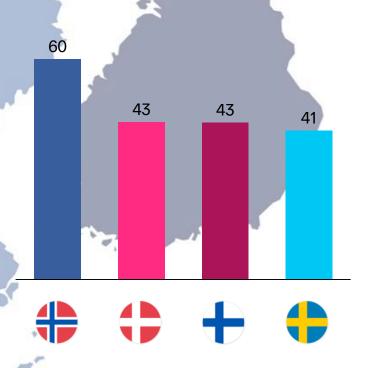
#### ...but other Nordic countries are growing faster...

Nordnet's number of customers by country



#### ...and at higher margins

Revenue margin by country (bps)<sup>2</sup>



<sup>(1)</sup> Growth figures excludes the customers that during H1 2022 were terminated related to the project concerning the collection of complete customer documentation, which is described in Nordnet's interim report for the third quarter 2021; (2) LTM 6M 2022 revenue divided by average quarterly savings capital over the period





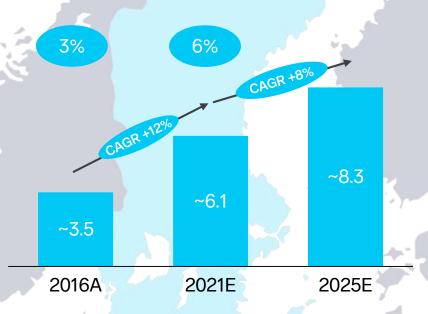
#### Share of total population December 2021 | Million

Nordnet's share Other OTPs

10.4

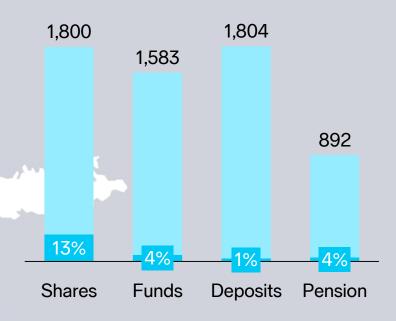
Addressable market growth outlook<sup>1</sup> Savings capital, SEKtln





Market share of addressable market<sup>1</sup> December 2021, SEK bn

Nordnet's share of addressable market



20% of the population own shares<sup>2</sup>

16%



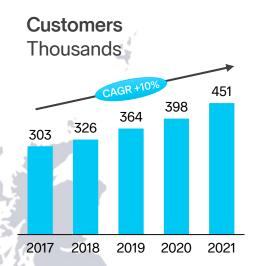


**Achievements 2021** 

Record number of IPOs in Sweden distributed

Digitized mortgage – lowest interest rate in Sweden

Fully digitized occupational pension sales and transfers





**Customer behavior** 

690K savings capital per customer (SEK)<sup>1</sup> 3 100 income per customer (SEK)<sup>2</sup>

trades per customer per month<sup>3</sup>

53% own shares

45% own funds

14% cross-border trades

Plans for 2022 and beyond

Grow managed assets -with focus on Saver segment

Continued PB expansion, broaden offer and grow customer base

Focus on pension transfer market via multi-channel distribution

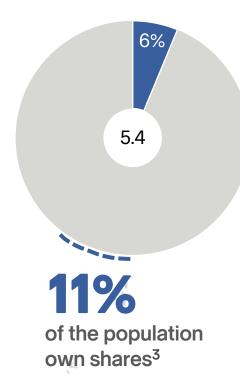
58





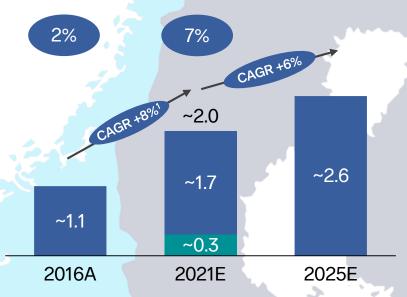
#### Share of total population December 2021 | Million

Nordnet's share

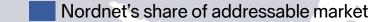


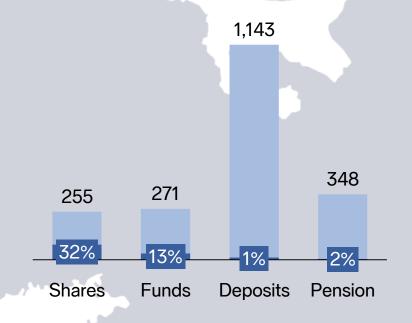
#### Addressable market growth outlook<sup>2</sup> Savings capital, SEKtIn





#### Market share of addressable market <sup>2</sup> December 2021, SEK bn









**Achievements 2021** 

EPK "own pension" account launched

Growing the fastest in mutual funds in ASK in Norway

#1 domestic broker Oslo børs

# Customers Thousands 337 CAGR +36% 235 98 111

2019 2020

2018

2017



**Customer behavior** 

**379**k savings capital per customer (SEK)<sup>1</sup>

2500 income per customer (SEK)<sup>2</sup>

trades per customer per month<sup>3</sup>

69% own shares

**39%** own funds

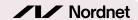
33% cross-border trades

Plans for 2022 and beyond

Launch of Norwegian mortgage

Develop PB offering and grow this segment

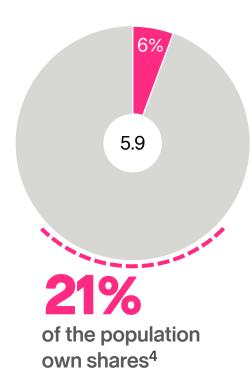
Grow preference for Nordnet in the larger fund savings market

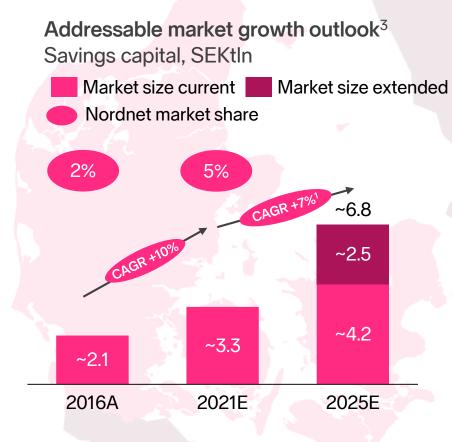


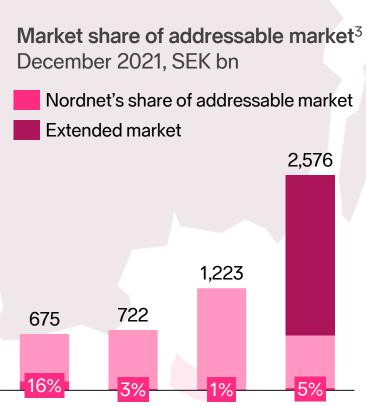


#### Share of total population December 2021 | Million

Nordnet's share





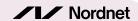


**Deposits** 

**Shares** 

**Funds** 

Pension<sup>2</sup>





**Achievements 2021** 

Step change in awareness in the Danish market

Danish Aktiesparkonto (ASK) launched

Strong growth in funds fuelled by monthly savings



**Customer behavior** 

**522k** savings capital per customer (SEK)<sup>1</sup>

3000 income per customer (SEK)<sup>2</sup>

trades per customer per month<sup>3</sup>

77% own shares

**40%** own funds

**51%** cross-border trades

Plans for 2022 and beyond

Launch of Danish "livrente" pension product

Broaden awareness among affluent segment

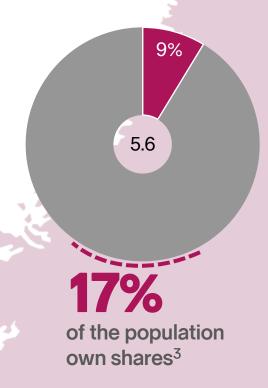
Further grow fund savings and improve offering

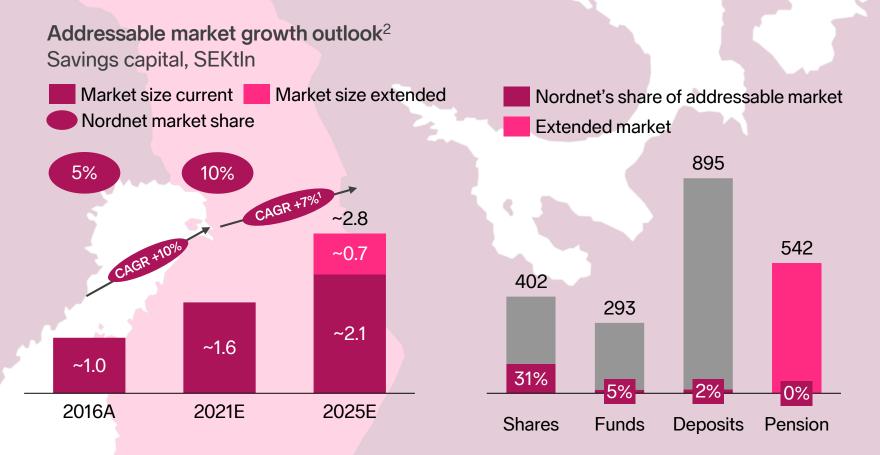




#### Share of total population December 2021 | Million

Nordnet's share









**Achievements 2021** 

#1 market share in FASK (76%) accounts

#1 in trades on Nasdaq Helsinki 2021

Revenue per customer +13% since 2020

#### **Customers**Thousands





Customer behavior

307k savings capital per customer (SEK)<sup>1</sup> 1600 income per customer (SEK)<sup>2</sup>

2.7 trades per customer per month<sup>3</sup>

67% own shares

**52%** own funds

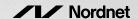
39% cross-border trades

Plans for 2022 and beyond

Launch of insurance wrapper to access higher net worth savings

New customer focus on PB segment and Swedish speakers (FISV)

Launch of Finnish mortgage



# We have been building our competitive moat for more than two decades

Operating in all four Nordic markets with...

Strong and trusted brand

Local presence with localized offerings

Operating at scale

Fully licensed and regulated

Leading customer proposition based on...

One stop shop for savings and investments

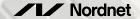
Product innovation

Competitive pricing

Leading social investment platform



### Deep-dives: Growth



#### We are positioned to be long-term winners

#1
'PAN-NORDIC
DIGITAL
PLATFORM

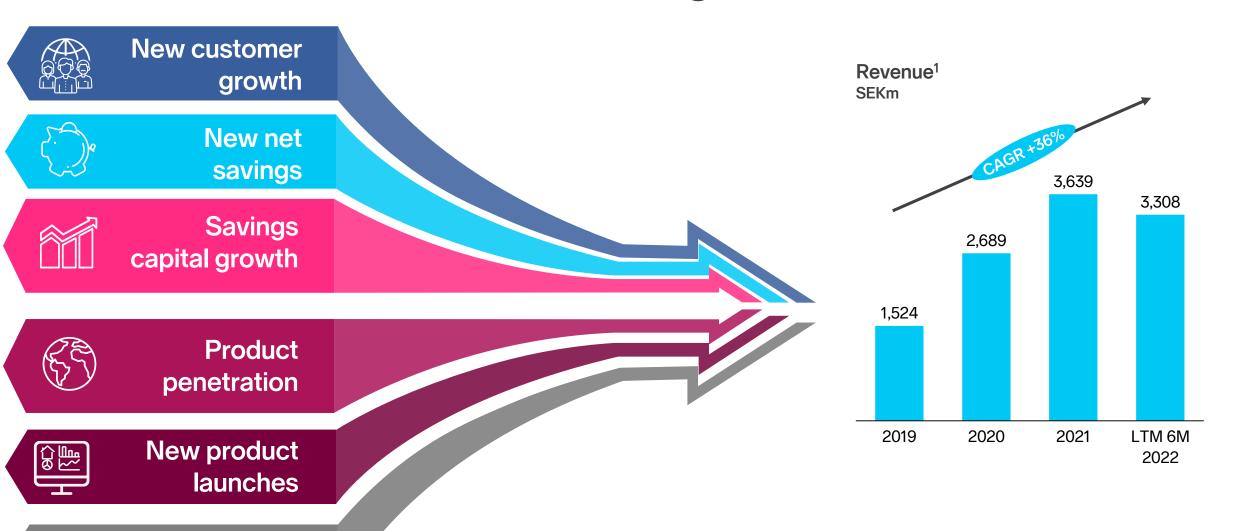
PASSIONATE AND TALENTED PEOPLE STRONG, SUSTAINABLE GROWTH OPERATING
LEVERAGE AND
CAPITAL LIGHT



#### Nordnet has six main revenue growth drivers

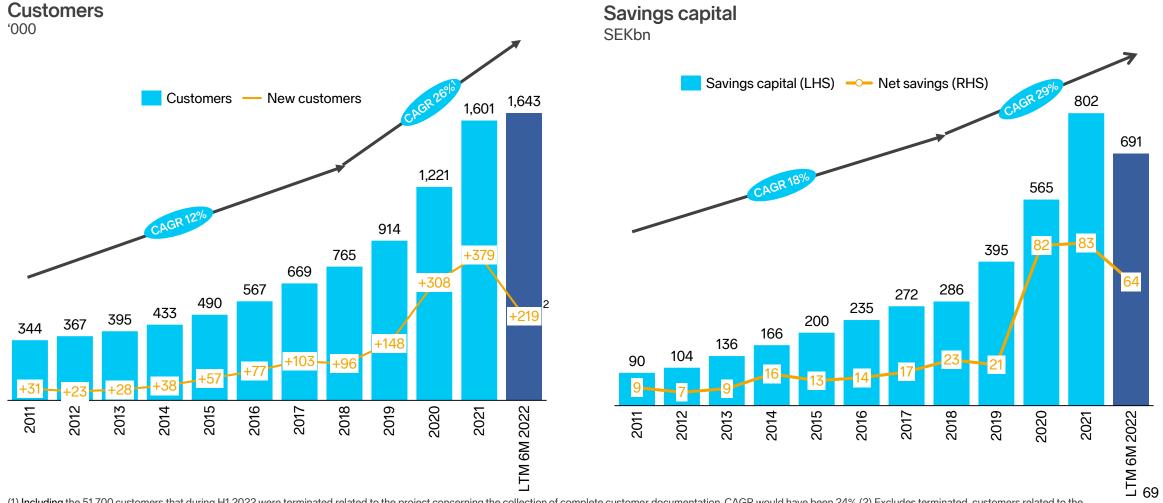
Opportunistic

M&A





# Continued long-term growth in customers and savings capital

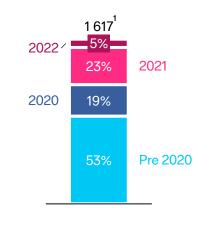




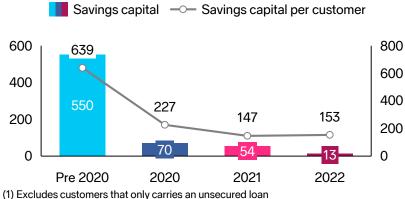
# New customers are younger, higher share of women and have more savings in funds

#### Share of customers per cohort and age<sup>1</sup>

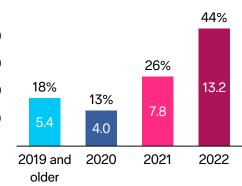




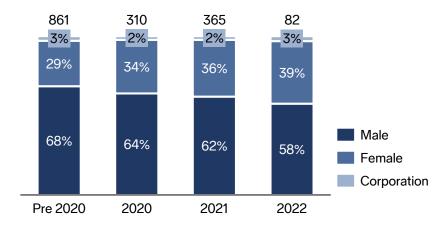
#### Savings capital per customer June 2022<sup>1</sup> SEKbn | SEKk (RHS)



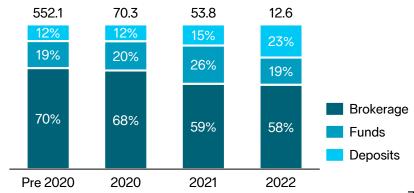
#### Net savings H1 2022 SEKbn | % of total



#### Share of customers by cohort and gender<sup>1</sup> ('000)



#### Share of savings capital by cohort and asset type SEKbn



70

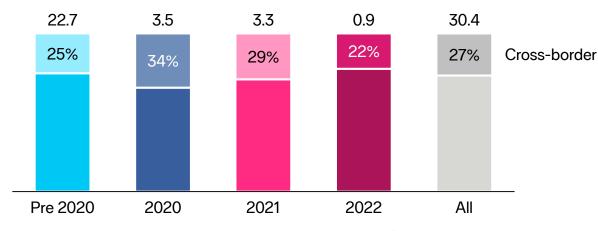


# New customers remain active and drive a higher margin

#### Revenue margin H1 2022 bps 82 53 51 43 39 Pre 2020 2020 2021 2022 ΑII Share of trades per application H1 2022 Web Other Mobile Infront Pre 2020 2020 2021 2022 33% 47% 48% 39% 51%

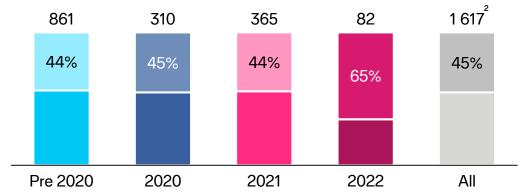
#### Share of cross-border trades H1 2022





#### Share of customers trading during H1 2022<sup>1</sup>

% | Thousand customers



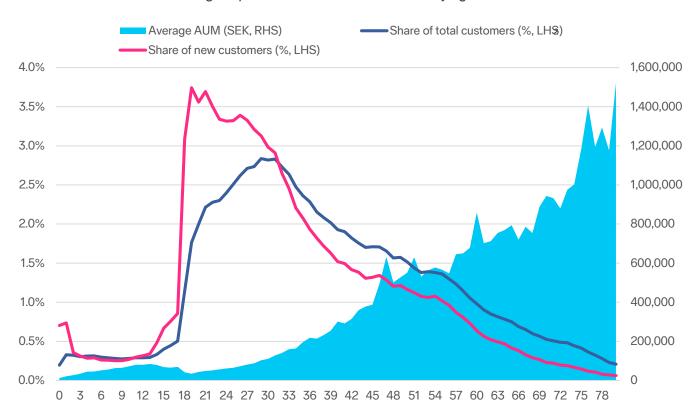
37%



# Embedded growth in Nordnet's existing customer base as younger customers accumulate and inherit wealth

#### Strong future growth outlook

Distribution of Nordnet's savings capital and number of customers by age<sup>1</sup>

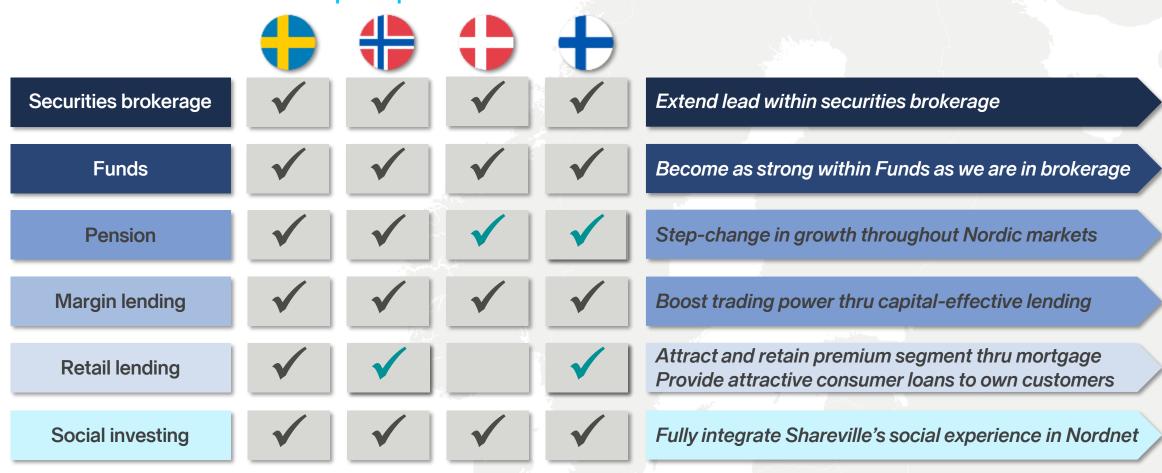






# One-stop shop for savings and investments

"Feature complete one-stop-shop in all Nordic markets"



**Enablers**: Own fund company, passported insurance companies in Finland and Denmark

#### Nordnet

# This is Securities Brokerage

#### **Fully integrated Securities business:**

- Shares, bonds, warrants, options, futures, certificates, stock lending and margin lending
- Electronic trading on 25 venues in 7 countries through primary membership and E2C strategic partnership with Citi
- Invest in >1,000 ETFs
- Commission-free trading in >12,000 ETPs with **Nordnet Markets**
- IPO business with pan-Nordic placing power
- Variety of accounts available

### **7.3bn** traded value SEK per day<sup>1</sup>

#### Corporate **Actions**

IPOs, AGM/EGMs, dividends, splits, rights issue.

#### Clearing & Settlement

Clearing & Settlement, transfer of securities. reconciliation of customer positions.



#### **Trading tech**

**Execution domain in Product & Tech** focused on order validation, order routing and position performance

#### Business **Development**

**Exchange Traded Products,** Equity Finance, Public Offerings

#### **Brokerage** Desk

Execution of high-touch customer orders and internal order assignments

>100,000 exchange-traded instruments on platform

trades per day<sup>1</sup>

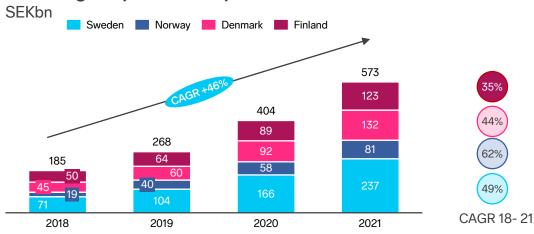
(1) 2021 figures





# Leading securities brokerage offering

#### Brokerage capital development



Customer behavior<sup>1</sup>

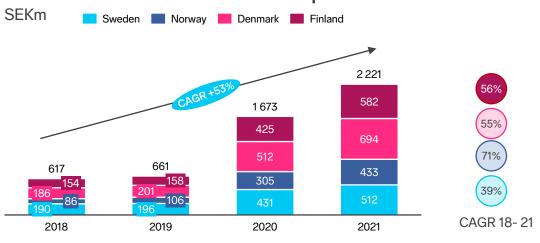


**1.8 trn** In traded value | SEK

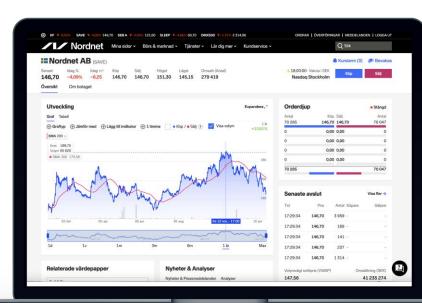
**4.1 trades 31%** per customer per month

cross-border trades

#### Transaction-related income development



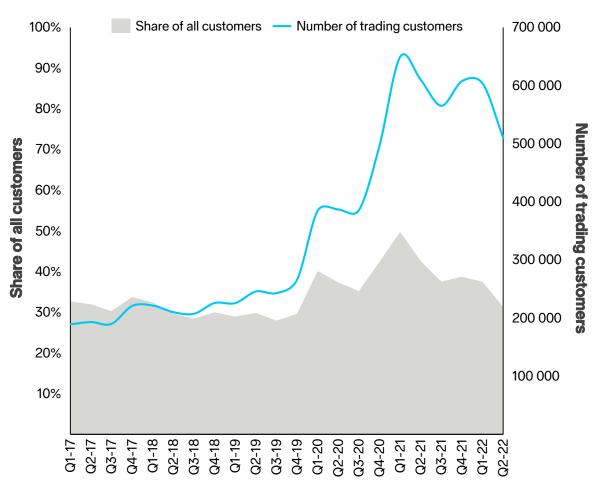
+33% margin per trade compared to 2019



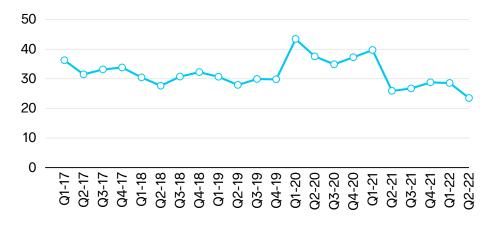


# Significant growth in number of trading customers with an increased interest for cross-border trading

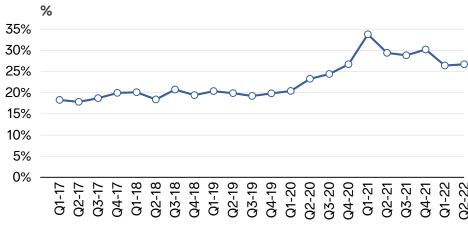
#### **Trading customers**



#### Trades per trading customer / quarter



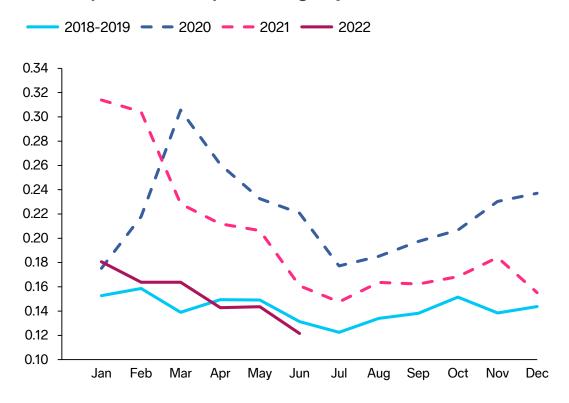
#### **Share of cross-border trades**



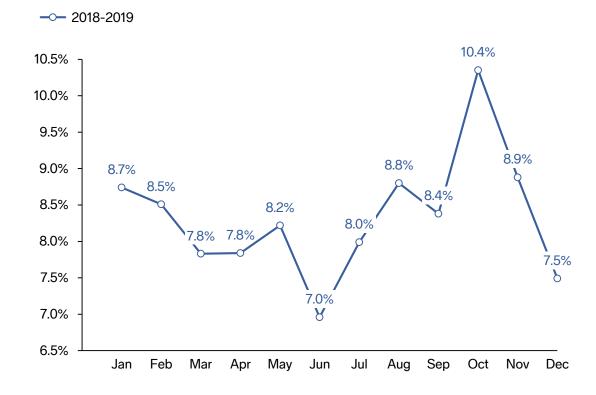


# Trading seasonality shows a clear V-shape

#### Trades per customer per trading day



#### Share of full year trades per month

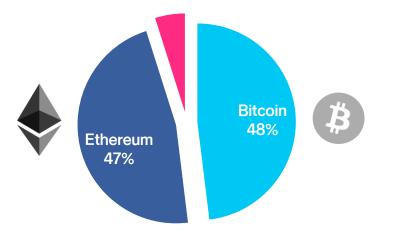


# Case study: Crypto-related instruments

Focus on education and ensuring customers understand products and risks

Nordnet provides access to crypto-backed ETNs/ETCs on regulated trading venues

No wallets or "physical" crypto currently



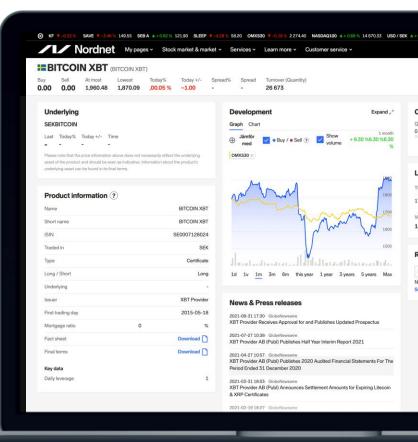
~1%

of Nordnet customers hold crypto-related assets

<0.5%

of savings capital is in crypto-related assets

trades in cryptorelated assets 2021



#### ✓ I ✓ Nordnet

## This is Mutual Funds

#### Fully integrated Funds business:

- >2,000 mutual funds, including index funds, hedge funds and multi-asset funds
- Best in class screening tools and guidance
- Fully scalable digital advisory platform and portfolio management services
- Family of UCITS-funds co-managed by Nordnet
- Large opportunity to grow in Funds within the "Saver" segment

Fund Savings
Open fund platform
and guidance flows

Fund
Operations
Order routing,
transfers,
corporate
actions

Captive fund
company
Nordnet
Fonder AB
(application
pending)

118m net fund buys per day (SEK) >2,000 mutual funds on the platform 154bn

in fund savings capital<sup>1</sup>

**Funds** 

Pension



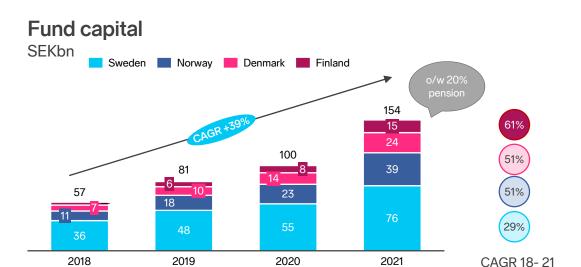
45%

32%

22%



# Leading Nordic fund supermarket



Customer behavior<sup>1</sup>

154bn AuM in funds SEK

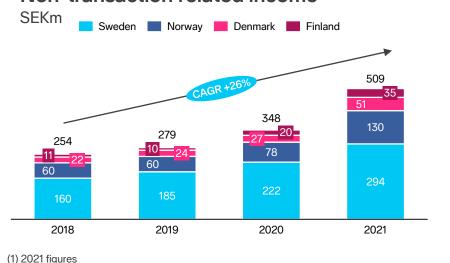
218k Avg AuM per fund customer (SEK)

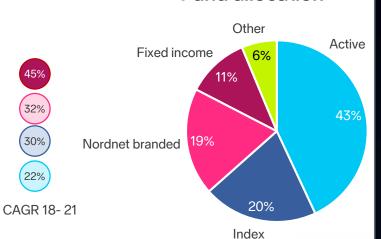
Fund allocation<sup>1</sup>

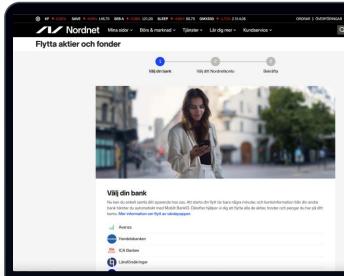
in Nordnet funds SEK

of customers own a fund

#### Non-transaction related income









## This is **Pension**

#### Wholly-owned pensions group:

- Complete pension solutions in Sweden for both private individuals and employers, with additional offerings in Norway and Denmark
- Private pension savings and individual pensions savings products offered in Sweden, Norway and Denmark
- Insurance wrapper allows customers to hold individual securities
- Stock lending results in incremental investment return of up to ~1% p.a.
- Uniquely positioned to tap Danish livrente and Finnish pension wrapper market

**Nordnet Pension** 

AB

Nordnet Livforsiking AS

**Pension** 

Pension Operations

**185bn** 

in pension savings capital 2021 (SEK)

>60,000

investment product to choose from

2018

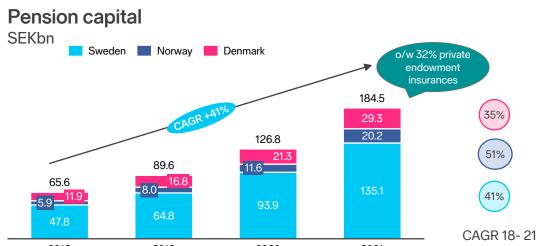
Funds

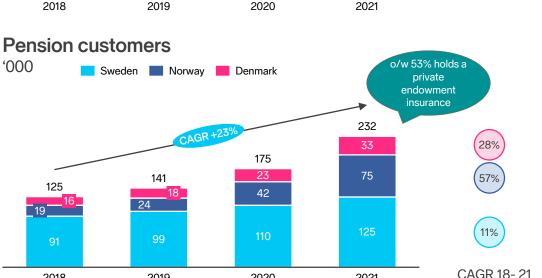
Pension





# Pension offering to benefit from continued deregulation





(1) 2021 figures; (2) Excluding customers in Finland since they do currently not offer pension products

2020

2021

2019

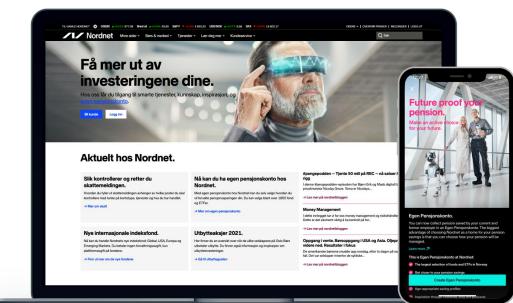
Customer behavior<sup>1</sup>

232k **Customers** 

+18bn net savings

794k Avg AuM per pension customer

~21% of customers have a pension scheme<sup>2</sup>





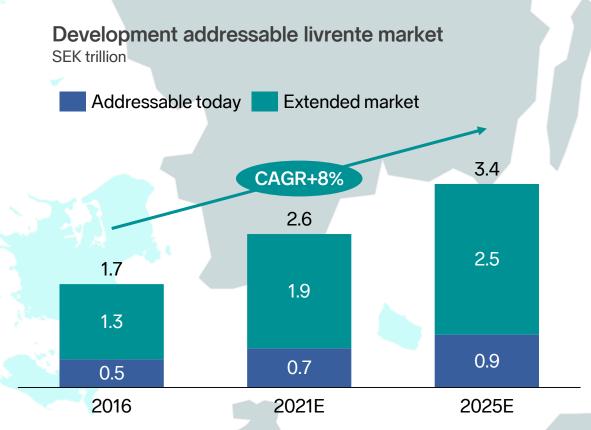
# Case study: Livrente

#### What is "livrente"?

- "Livrente" is a Danish pension product which pays a monthly amount as long as you live
- Some 50% of the Danish pension market is invested in a Livrente product
- It can only be provided by insurance companies

#### **Opportunity for Nordnet**

- Nordnet aims to establish a life insurance branch in Denmark to address this SEK1.9 trillion market
- This will leverage our strong market position in Denmark
- In future, we will evaluate establishing a B2B platform including strategic partnerships



Funds

Pension

Credit

## This is Credit

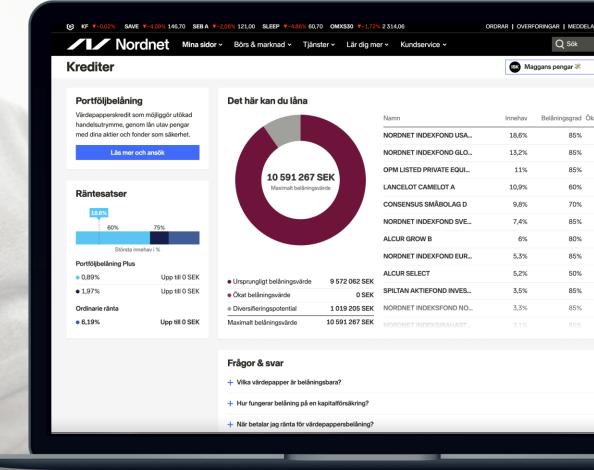
#### Highly complementary suite of credit products

- Margin lending allows customers to amplify returns
- Own mortgage to attract and retain HNWIs
- Automated credit monitoring
- Capital-light credit resulting in high RoEs

**26.5bn** in total lending (SEK)<sup>1</sup>

>50%
average ROE 2021
on lending book





Funds

Pension





# Highly complementary credit products

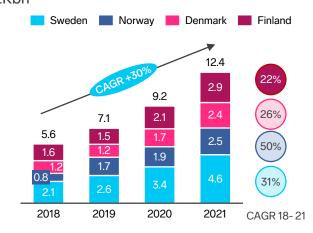
Leading-edge margin lending product for extra yield

~25% average loan to value

0% credit losses

150-200% return on equity

## Margin lending balance SEKbn<sup>1</sup>



Most attractive mortgage offering

average loan-to-value

~45%

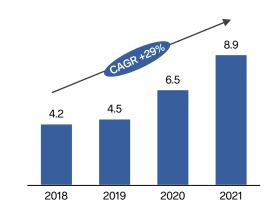
**21x AuM** 

mortgage customer vs non-mortgage customer

20-25%

return on equity

Mortgage balance SEKbn



Unsecured loan targeting lower risk segments

90%

automated decisions

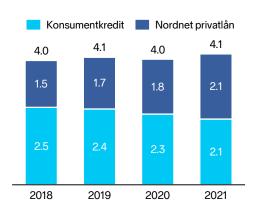
<24h

time to ves

20-25%

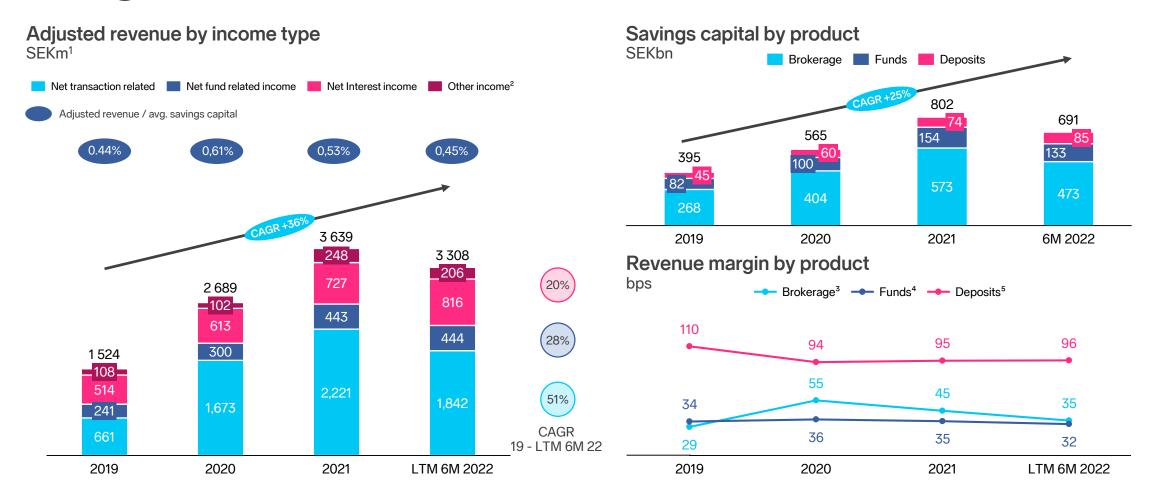
return on equity

**Lending balance** SEKbn



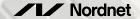


# Continued high revenue driven by resilient margins and diversified income streams





# Deep-dives: Operating leverage and capital



# We are positioned to be long-term winners

#1
PAN-NORDIC
DIGITAL
PLATFORM

PASSIONATE AND TALENTED PEOPLE STRONG, SUSTAINABLE GROWTH

OPERATING
LEVERAGE AND
CAPITAL LIGHT



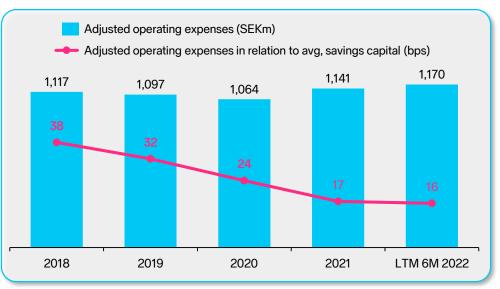
# Rigorous focus on cost discipline to drive operating leverage

#### Key drivers of operating leverage

- Scalable cloud-powered tech platform
- Process simplification and automation
- Highly efficient customer growth
- Manage third party spend

#### Operating leverage drives improvement in cost margin

Adjusted operating expenses<sup>1</sup> in absolute terms and in relation to avg. savings capital (bps)<sup>2</sup>





# Financial education through our visible savings economists and investment coaches...





Frida Bratt Savings economist

- 2,155 media guotes / statements
- 15.200 followers on Twitter



Alexander Gustafsson Investment coach

- Weekly podcast host for Sparpodden
- 11,900 followers on Shareville
- 12.200 followers on Twitter



Axel Karlsson Active trading manager

- Frequent interaction with active traders
- 22.300 followers on Twitter





Bjørn Erik Sættem Savings economist

- 210 media quotes / statements
- 7,800 followers on Twitter



Roger Berntsen Investment expert

- 733 media quotes / statements
- 12,600 followers on Twitter



Mads Johannesen Investment coach

- 277 media quotes / statements
- 17,800 followers on Twitter





Per Hansen Savings economist

- 2,010 media quotes / statements
- Most quoted economist in Denmark
- 8.000 followers on Twitter





Martin Paasi Savings economist

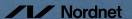
- 103 media quotes / statements
- 24.600 followers on Twitter



Jukka Oksaharju Stock Strategist

- 312 media quotes / statements
- 22.100 followers on Twitter

Note: Media quotes / statements as per full year 2021; Followers as of April, 2022



# ...and more than 500k members in our community, with millions of views, streams and sessions...





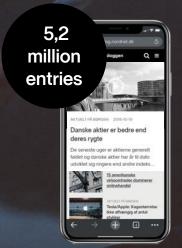




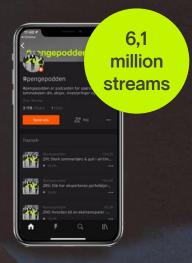












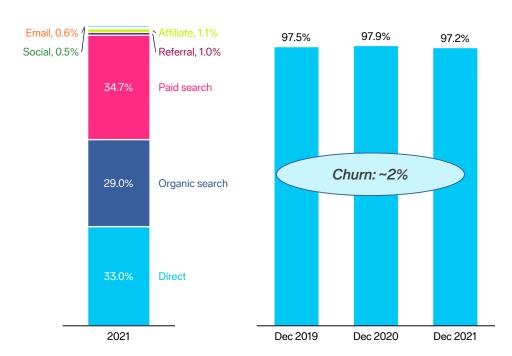


# ...results in highly profitable customer growth

## High share of low-cost organic searches together with increasing retention rates...

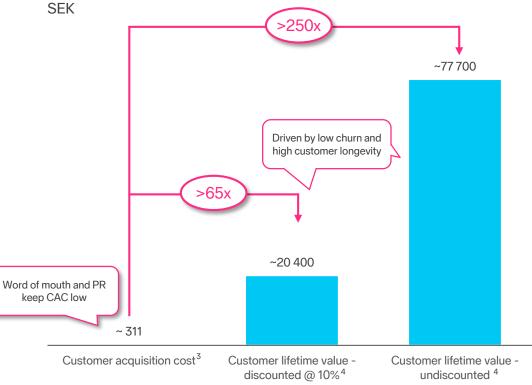
Share of new customers by acquisition channel<sup>1</sup>

Retention of active customer base year ago<sup>2</sup>



## ...results in low customer acquisition cost and a very attractive customer lifetime value

Nordnet's customer acquisition cost vs. average lifetime customer value

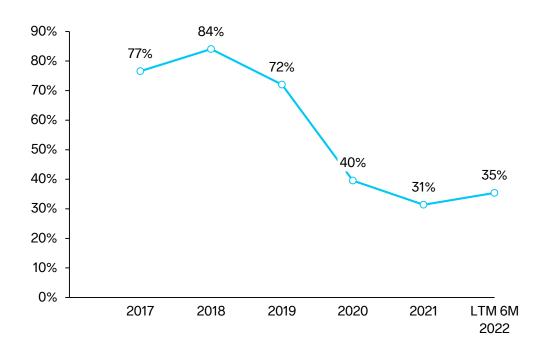


<sup>(1)</sup> Based on new customers 2021. Excludes customers where no tracking data exists, as well as acquisition channel "Display" and "Other"; (2) I.e. out of the active customers in December 2019, 97.9% were still active in December 2020; (3) Customer acquisition cost 2021 (includes personnel expenses attributable to marketing, sales and onboarding as well as marketing expenses such as affiliates, SEO, etc. and mail expenses); (4) Customer retention rates of 97-98%, which Nordnet measures year-on year by testing if a customer is still active the following year. As a result, Nordnet enjoys a long average customer longevity on the platform. An expected lifetime value, which is calculated as expected average customer platform longevity multiplied by average income, is approximately SEK77,700 or, when discounted back over 40 years at a rate of 10%, is approximately SEK20,400. Source: Nordnet as per December 31, 2021

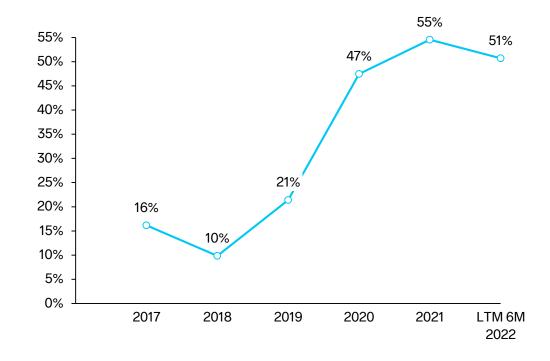


# Improved cost to income ratio driving profit margin

#### Adjusted cost income ratio<sup>1</sup>



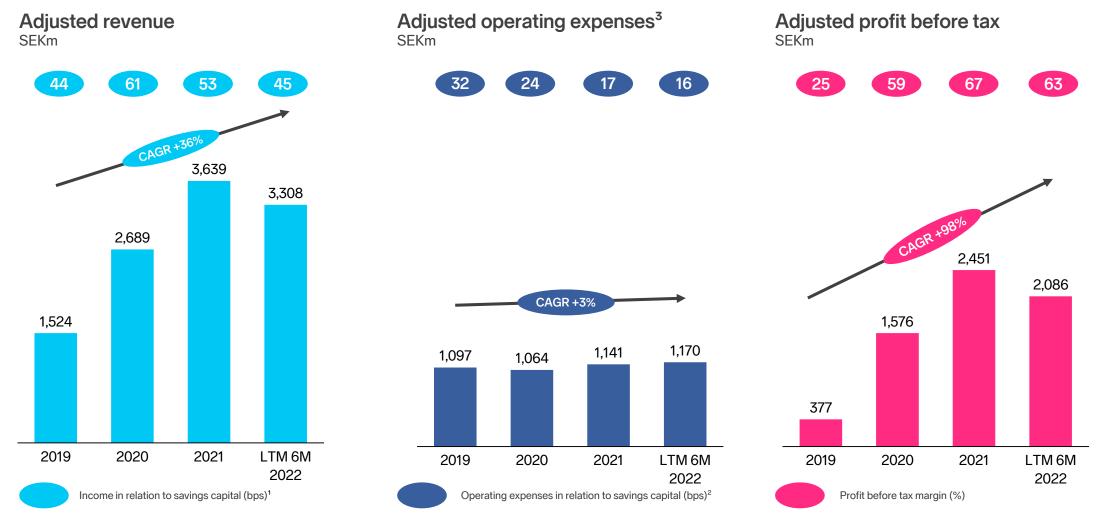
#### Adjusted profit margin<sup>1</sup>



<sup>(1)</sup> Adjusted operating expenses; subtracting SEK16m in 2018, SEK65m in 2019, SEK129m in 2020 and SEK76m in LTM 6M 2022. Adjusted operating income; subtracting SEK66m in 2019. A tax rate of 20% has been applied when adjusting for non-recurring expenses. Adjusted operating income (sale of Tink) was tax-free.



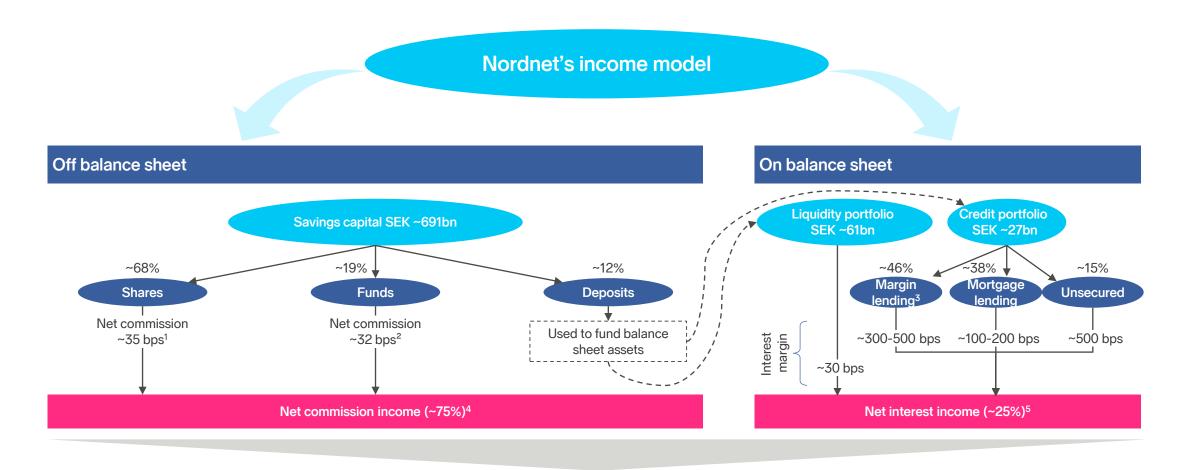
# Revenue growth together with operating leverage driving significant profit growth



<sup>(1)</sup> Adjusted revenue divided by average quarterly savings capital over the period; (2) Adjusted operating expenses divided by average quarterly savings capital over the period; (3) Includes amortisation of PPA intangibles and excludes credit losses



# Nordnet has a capital light business model

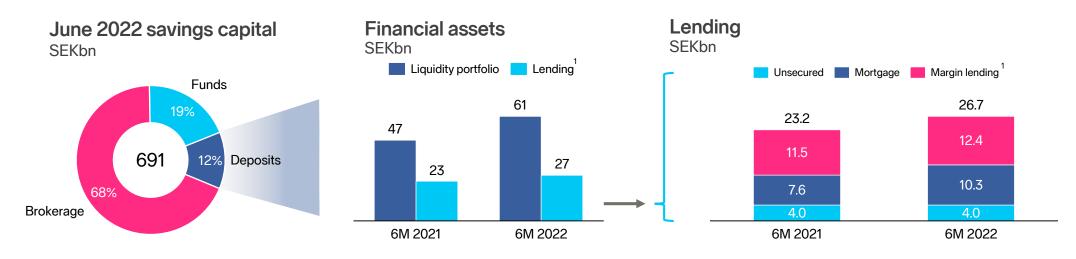


Savings capital is the single most important driver of Nordnet's income



96

# High quality loan portfolio with loan losses remaining at very low levels



H1 2022 net credit losses by lending category

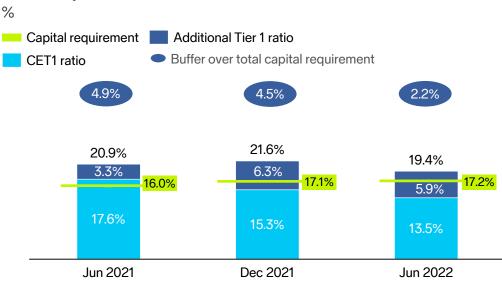


(1) Excluding lending against pledged cash and cash equivalents;



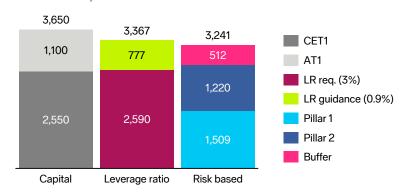
# Maintained capital position

#### **Total capital ratio**

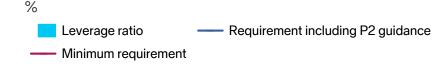


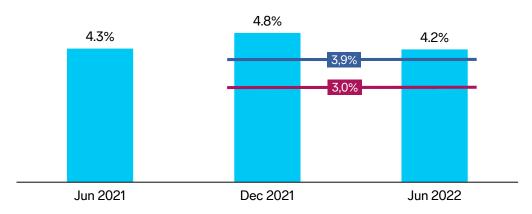
#### Risk based & Leverage Ratio requirements

June 2022, SEK million



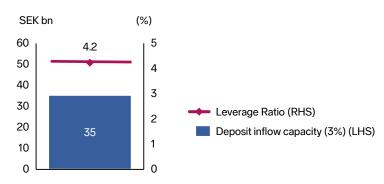
#### Leverage ratio





#### Leverage Ratio & deposit inflow capacity

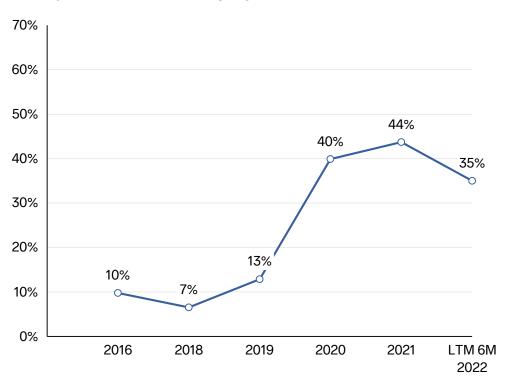
June 2022, SEKbn | %



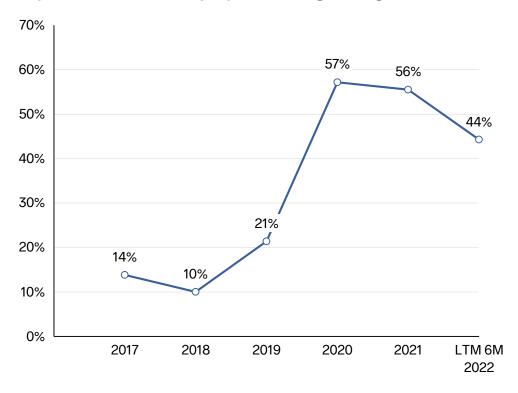


# Attractive return on equity

#### Adjusted return on equity<sup>12</sup>



#### Adjusted return on equity excluding intangible assets<sup>1,2,3</sup>



<sup>(1)</sup> Adjusted operating expenses; subtracting SEK45m in 2017, SEK16m in 2018, SEK65m in 2019, SEK129m in 2020 and SEK76m in LTM 6M 2022. Adjusted operating income; subtracting SEK66m in 2019. A tax rate of 20% has been applied when adjusting for non-recurring expenses. Adjusted operating income (sale of Tink) was tax-free. (2) Excluding AT1-capital. Interest for AT1 has been deducted from net profit. (3) Excludes intangible assets. Excludes amortisation of PPA acquisition intangibles (not tax-deductible).



# **Dividend policy**

Nordnet's dividend policy remains:

"Deliver superior total returns to shareholders via a pay-out ratio of 70% of statutory net income"

