

ENENTO GROUP PLC

INTERIM REPORT

1.1.–30.9.2020

CEO Jukka Ruuska and
CFO Elina Stråhlman
6 November 2020



Building trust in the everyday.



Content



- Enento Group in brief
 - Nordic multilocal approach
 - Enento in business for 115 years
- Enento Group's offering
- Nordic integration progress and business development
- Customer experience program
- Key ratios Q3 / 2020
- COVID-19 and business resilience
- Group strategy 2020 – 2023



Enento Group

We operate in Finland under the brands Asiakastiето and Emleri, in Sweden under the brands UC, Allabolag and Proff. In Denmark and Norway we run our business under the brand Proff.



LISTED ON
NASDAQ HELSINKI

NUMBER OF EMPLOYEES 30.9.2020

167
FINLAND

211
SWEDEN

43
NORWAY &
DENMARK

421
TOGETHER



We build trust
in the everyday.

MARKET CAPITALISATION
30.9.2020

816 MEUR



Partners in Nordic
region and in
Europe.

Approximately 55 000
corporate customers within
banking, finance, retail,
public sector and small
companies.

ADJUSTED EBITDA
31.12.2019

51,5 MEUR

NET SALES
31.12.2019

146 MEUR



Almost
500 000
consumer
customers

Enento - in business for 115 years

- In **1905**, the first company to create Enento Group was established in Finland.
- In **1977**, UC AB was established in Sweden.
- In **2006 / 2008**, Suomen Asiakastieto Oy was sold to private equity.
- In **2013**, UC acquired Ljungqvist fastighetsinformation (renamed to UC Bostadsvärdering).
- On **30 of March 2015**, Asiakastieto Group listed on Nasdaq Helsinki.
- In **2016**, UC gained full ownership of allabolag.se.
- In **2016 / 2017**, Asiakastieto acquired Intellia Oy and Emaileri Oy.
- In June **2018**, UC and Asiakastieto combined.
- Since July **2019**, Proff has been part of Enento Group.
- June **2020**, Asiakastieto Group's new trade name Enento Group registered.

The core of the Enento brand

FROM 15 JUNE ONWARDS



**BUILDING TRUST IN
THE EVERYDAY.**



WHY DO WE EXIST

We collect and transform data into intelligence which is used in interactions between people, businesses and society. When our data is used – it builds trust in the everyday between people, businesses and society.

Our purpose is to build trust in the everyday.

WHAT IS OUR POSITION AND AMBITION

We transform data into knowledge and intelligence that are used by people, businesses and society through our solutions and services.

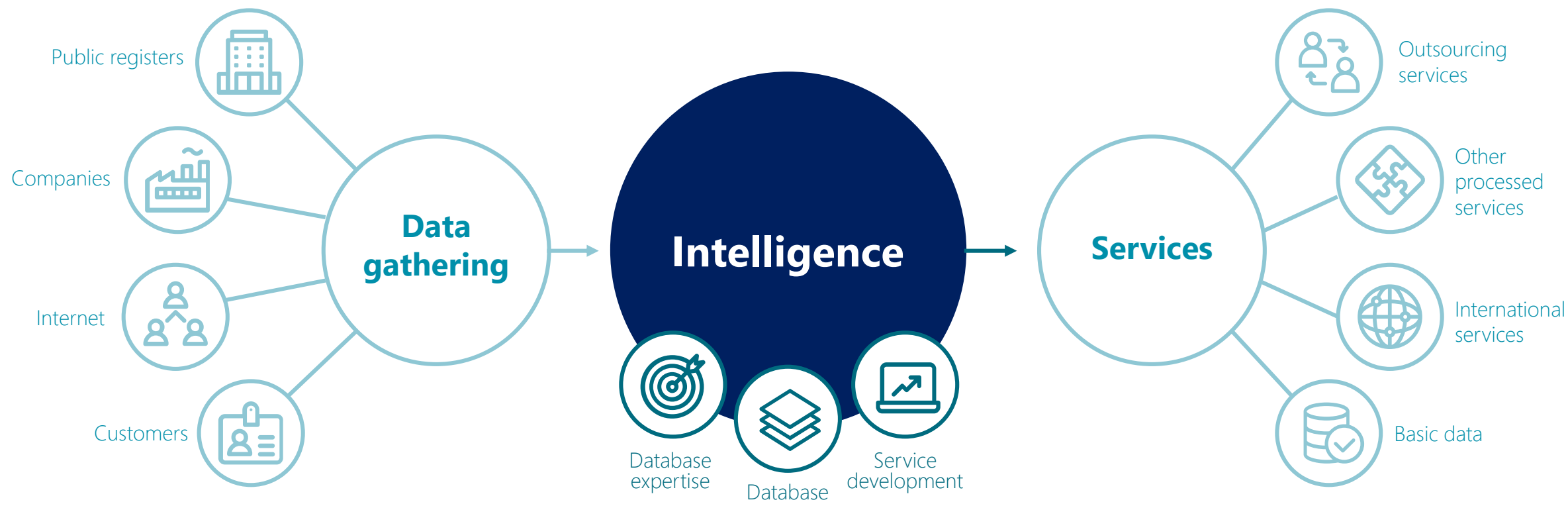
As the Nordic knowledge company we power society with intelligence.

A low-angle, close-up shot of a person's legs and feet as they walk on a gravel path. The person is wearing dark blue jeans and white sneakers with black soles. The background is a blurred forest with bare trees, suggesting an autumn or winter setting. The entire image has a light blue tint. Overlaid in the center is the text "WHAT DO WE OFFER" in a white, bold, sans-serif font.

WHAT DO WE OFFER



We operate in a scalable and digital business with intelligence at the core



Enento's competitive advantages



Data sourcing

- Known and reliable brand
- Advanced data processing capabilities
- Experience in scraping data from unstructured sources.



Database

- Database built on granularity
- Great quality data.



Production

- High service availability and quality
- High security and privacy standards.



Service development

- Excellence in combining different data universes
- Excellent capabilities to build models (also predictive) and algorithms
- Excellent dialogue with our customers
- Ability to launch world scale unique services (e.g. ESG Report).



Distribution and sales

- Services integrated into customers business processes
- Our freemium business information websites have more than 6 million unique visitors per month.

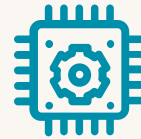
Enento's offering is divided in four business areas



**RISK
DECISIONS**
62,5% of net sales
Q1-Q3 2020



**SME &
CONSUMERS**
25,3% of net sales
Q1-Q3 2020



**DIGITAL
PROCESSES**
6,9% of net sales
Q1-Q3 2020



**CUSTOMER DATA
MANAGEMENT**
5,3% of net sales
Q1-Q3 2020

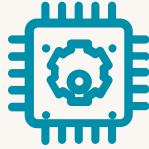
Services for companies and consumers



Services for efficient decision-making

Services and solutions for

- General risk management
- Credit risk management
- Financial management
- Decision making
- Fraud and credit loss prevention
- Gaining knowledge of and identifying customers
- Sustainability offering.



Services for housing related processes and compliance purposes

Services and solutions

- Real estate and apartment information
- Information about buildings and their valuation
- Solutions that help customers to automate their collateral management processes
- For compliance purposes; for example to identify companies' beneficial owners and politically exposed persons.



Services for small and micro companies and consumers

Services and solutions

- Easy to use applications and user interfaces for the evaluation of risks and sales potential
- Acquisition of other relevant information on customers and business partners and proof of own creditworthiness
- Services to show the value of the company
- Services to help consumers to understand and better manage their finances, while simultaneously protecting them from identity theft and fraud.



Services to increase sales and boost marketing

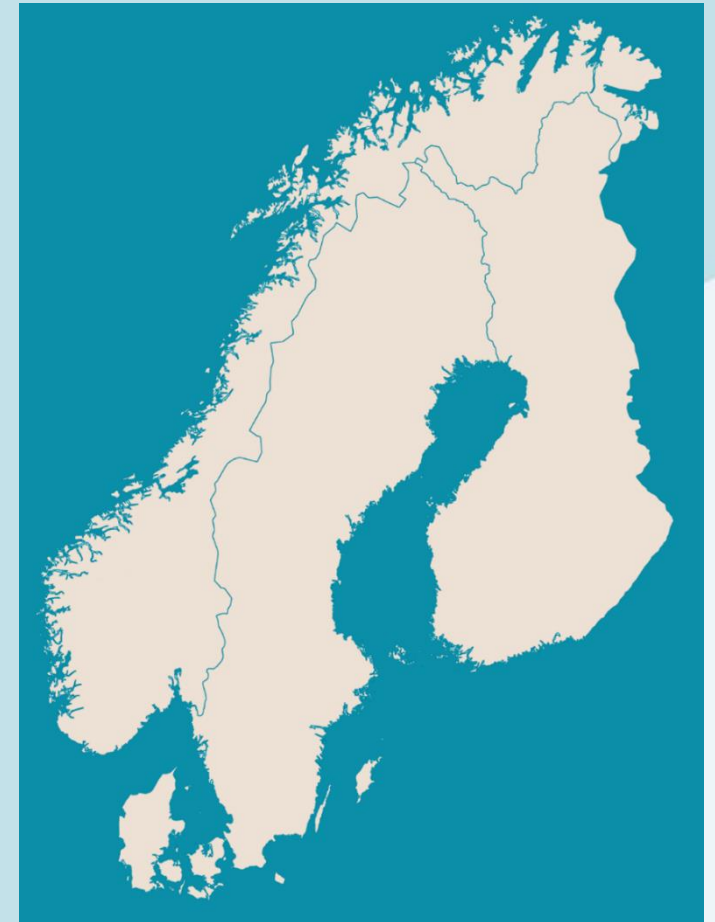
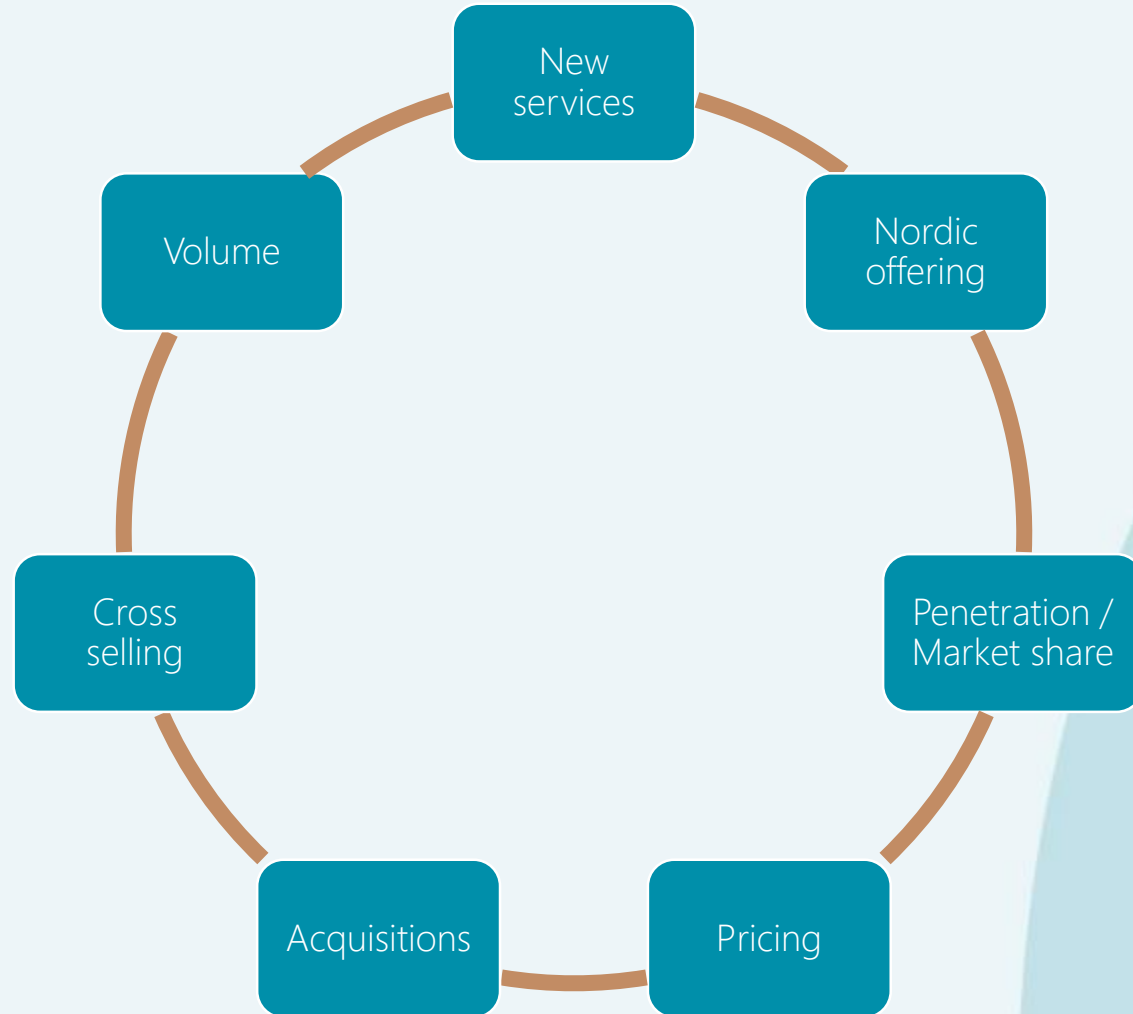
Services and solutions

- Target group tools for surveying potential customers
- Register updates and maintenance
- Target group extractions
- GDPR Service (outsourcing of customer registers)
- Consumer behaviour analytics and forecasting models.

STRONG ONLINE CHANNELS WITH 6,2M UNIQUE VISITORS EVERY MONTH

EFFECTIVE NORDIC SALES ORGANISATION

Growth formula



Key figures Q3 / 2020



Net sales

36,7
MEUR

Net sales growth at
comparable FX

-1,0
%

Net debt to
Adjusted EBITDA

2,4
X

Number of personnel
30.9.2020

421

Adjusted
EBITDA

14,8
MEUR

Adjusted
EBITDA margin

40,3
%

A high-angle, top-down photograph of a group of people in a meeting. Several individuals are visible, with their arms raised and hands stacked in the center of the frame, suggesting a celebratory huddle or a collaborative effort. The scene is set around a wooden table. On the table, there is a laptop, a smartphone, a bowl of snacks, a cup of coffee, and some papers with diagrams. The entire image is overlaid with a semi-transparent blue filter. The text "NORDIC INTEGRATION PROGRESS AND BUSINESS DEVELOPMENT AS GROWTH DRIVERS" is centered over the image in a white, bold, sans-serif font.

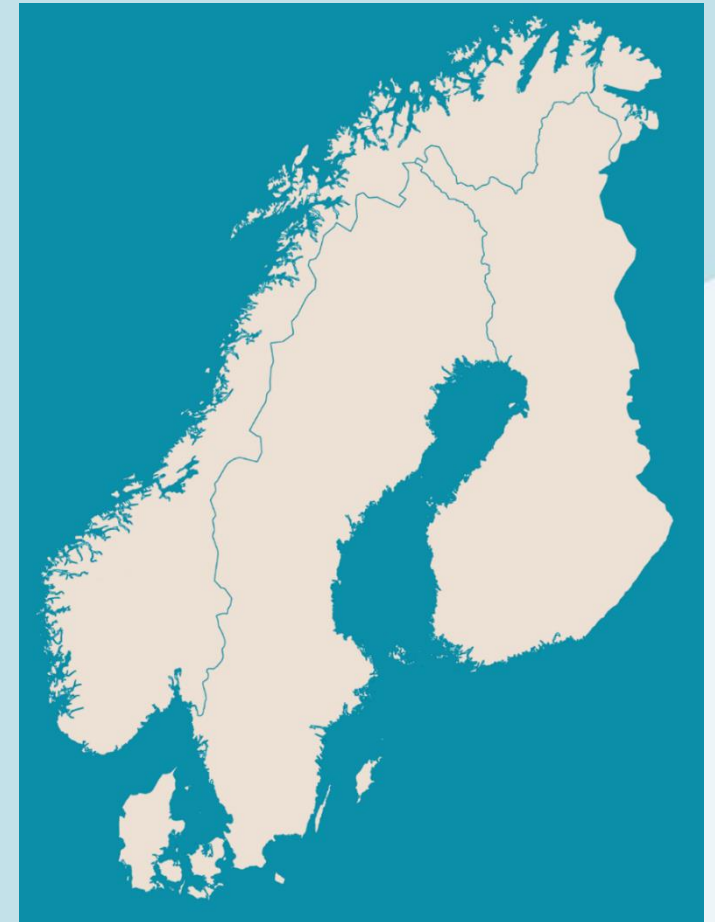
NORDIC INTEGRATION PROGRESS AND BUSINESS DEVELOPMENT AS GROWTH DRIVERS

Integration proceeding according to the plan

At the end of 2019 we disclosed that half of the synergy benefits of **EUR 17,8 million** in total from the combination of Asiakastieto, UC and Proff have been realised.

During 2020, the integration work has continued and proceeded according to the plan and first revenue synergy initiatives are in production and delivering benefits. Several initiatives planned to be implemented in all units.

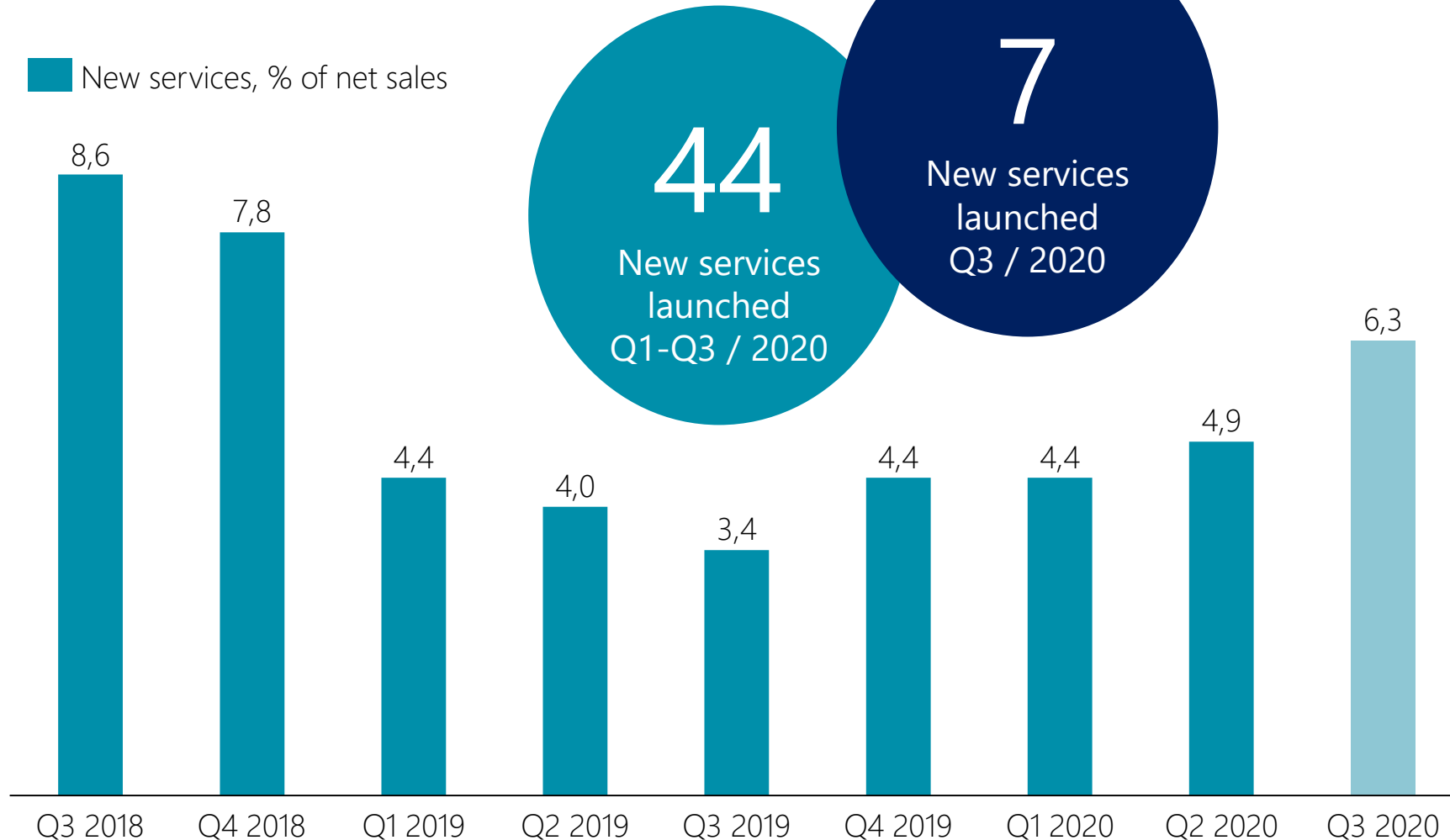
Integration of Proff, that has been now a bit more than a year in the group, has progressed well. Synergistic revenue initiatives have been implemented and are planned to be implemented and the consolidation of Nordic Online user experience is progressing as planned.



New services



■ New services, % of net sales



COMMENTS

- Share of new services was 6,3 %.
- Seven new services launched during the second quarter.
- Share of new services has increased as planned during the first three quarters of the year, and the aim is to increase new services net sales contribution year-on-year during 2020.

Examples of new services Q3 / 2020



Customer Pro

The highest quality B2C data (more than 2,1 million contacts) for digital marketing and telemarketing.

FIN

Beneficial Owner Monitoring

A monitoring service that helps customers to update their customer information with beneficial owner information.

SWE

ESG Report Online

The first ESG Report of unlisted companies is now available also on Webshop.

FIN

Customer Pro – target groups and audiences



DATA SOURCES

- 2.1 million contact information, SNOY database
- Statistics Finland, Grid database
- ASML ban registers; Tele and Post Robinson
- Finnish Environment Institute
- Asiakastieto payment default statistics
- Mosaic consumer rating as the key to multi-channel marketing

USER INTERFACE

The screenshot displays the 'Hakuehdot' (Search Criteria) tab of the Customer Pro interface. It features a sidebar with filters for 'Väestöryhmä' (Population Group), 'Asuminen' (Housing), 'Analytiikka' (Analytics), 'Maantieteellinen sijainti' (Geographical Location), and 'Mosaic'. The main area shows search results for a specific criteria set, including 'Yhteen kohderyhmään saa maksimissaan 50 000 tulosta.' (Maximum 50,000 results per target group), 'Henkilömäärä yht.' (Total number of people) 20 106, 'Kohderyhmän koko' (Target group size) 20 106, 'Hinta' (Price) 3 015,90€, and 'Määritä maksimi tulostusmäärä' (Set maximum result count) Esim. 1000. The 'Nykyiset hakukriteerit' (Current search criteria) section lists 'Maksuhäiriöriski ennuste' (Payment default risk forecast) with 'erittäin pieni riski' (very low risk) and 'pieni riski' (low risk) selected, and 'Maakunta' (Municipality) with 'Etelä-Karjala' (South Karelia) selected.

MARKETING CHANNELS

- Digital marketing
- Facebook
- Google
- Programmatic advertising

Telemarketing

UC Beneficial Owner services



A service suite which helps you to make the right risk assessments and keep track of who you do business with.

SINGLE ONLINE INQUIRIES

Enables automated information retrieval and less time for manual processing when you need to know who is the real beneficial owner, for example when checking new customer information.

BATCH LEVEL ONLINE INQUIRIES

Get beneficial owner information for the existing customer portfolio in batch format. Retrieve the information and download to your computer.

BENEFICIAL OWNER MONITORING

NEW

Hold your customer portfolio automatically updated by monitoring the changes in the beneficial owner information.

A high-angle, top-down photograph of a group of people gathered around a wooden table. Their hands are stacked in the center of the table, creating a 'human pyramid'. The scene is overlaid with a semi-transparent blue filter. Various items are scattered on the table, including a laptop, a smartphone, a bowl of snacks, a cup of coffee, and some papers. The overall mood is collaborative and professional.

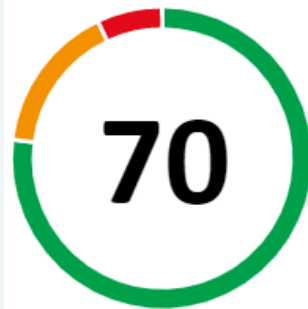
CUSTOMER EXPERIENCE PROGRAM

Touchpoint NPS B2C & B2B

COVID 19 AND REMOTE WORK - STILL HIGH RATINGS

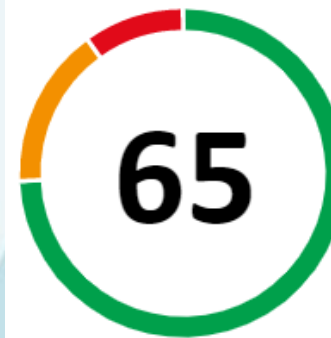


TARGET
70



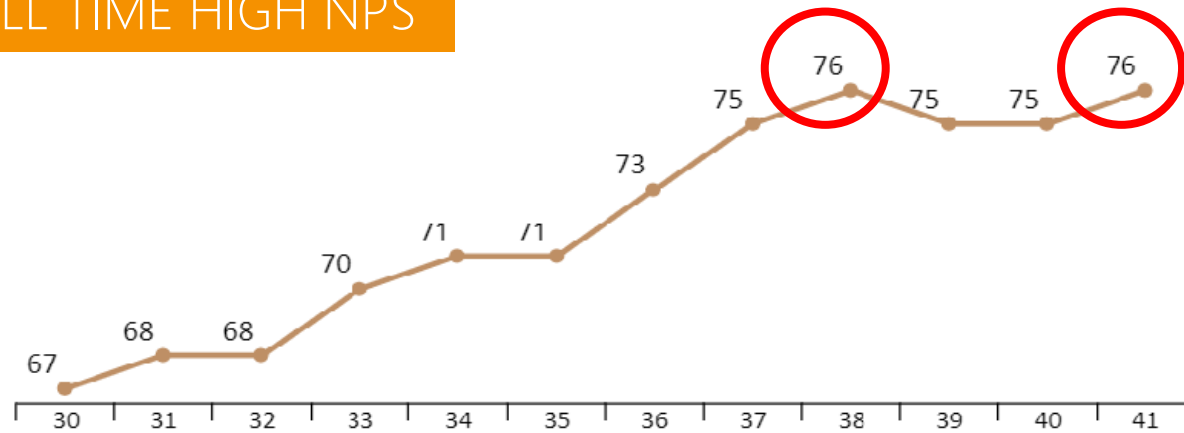
Promoters	77.4%	n = 1 456
Passives	15.7%	n = 295
Detractors	7.0%	n = 131

CONSUMER



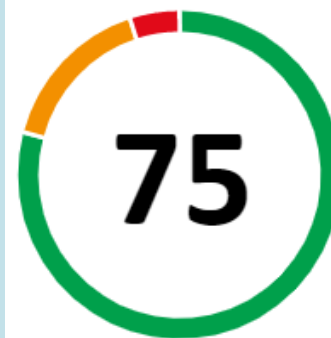
Promoters	74.9%	n = 671
Passives	15.5%	n = 139
Detractors	9.6%	n = 86

ALL TIME HIGH NPS



Touchpoint NPS result period: 1.1. – 30.9.2020

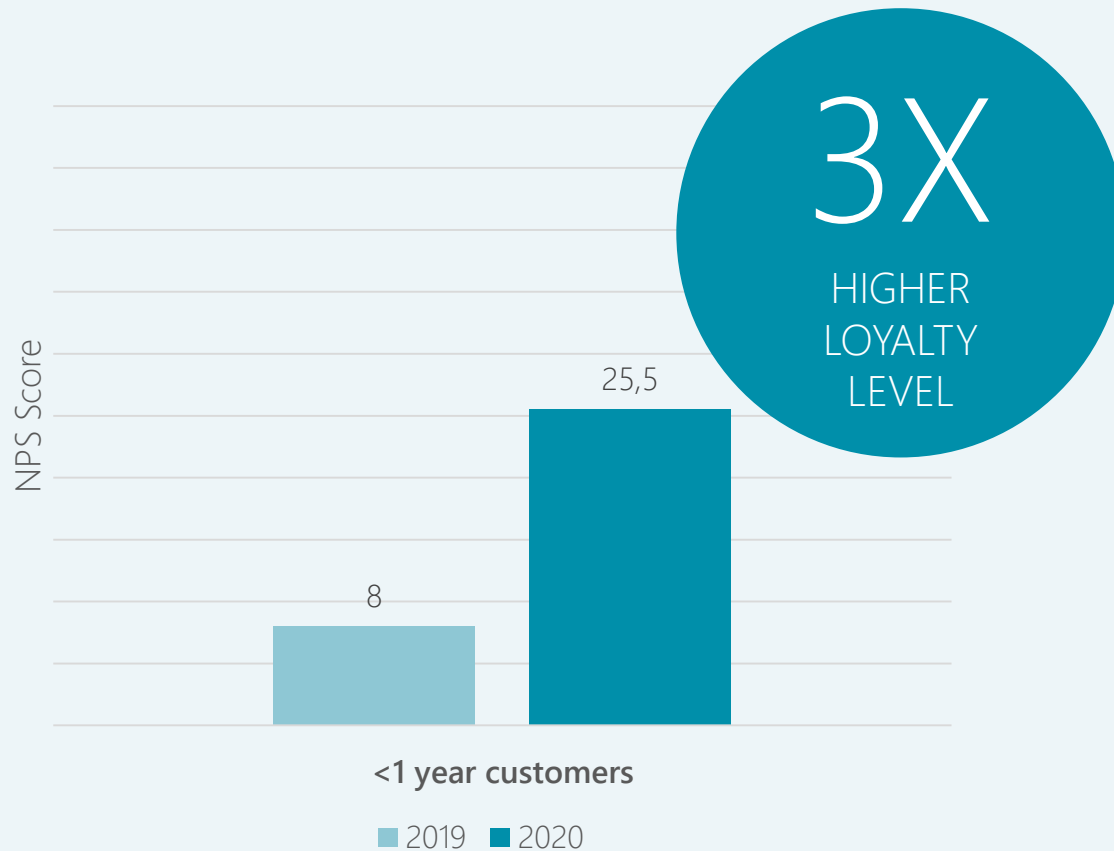
BUSINESS



Promoters	79.6%	n = 785
Passives	15.8%	n = 156
Detractors	4.6%	n = 45

Relation NPS B2B

FOCUS ON A BETTER START - NEW BUSINESS CUSTOMERS
MORE LOYAL



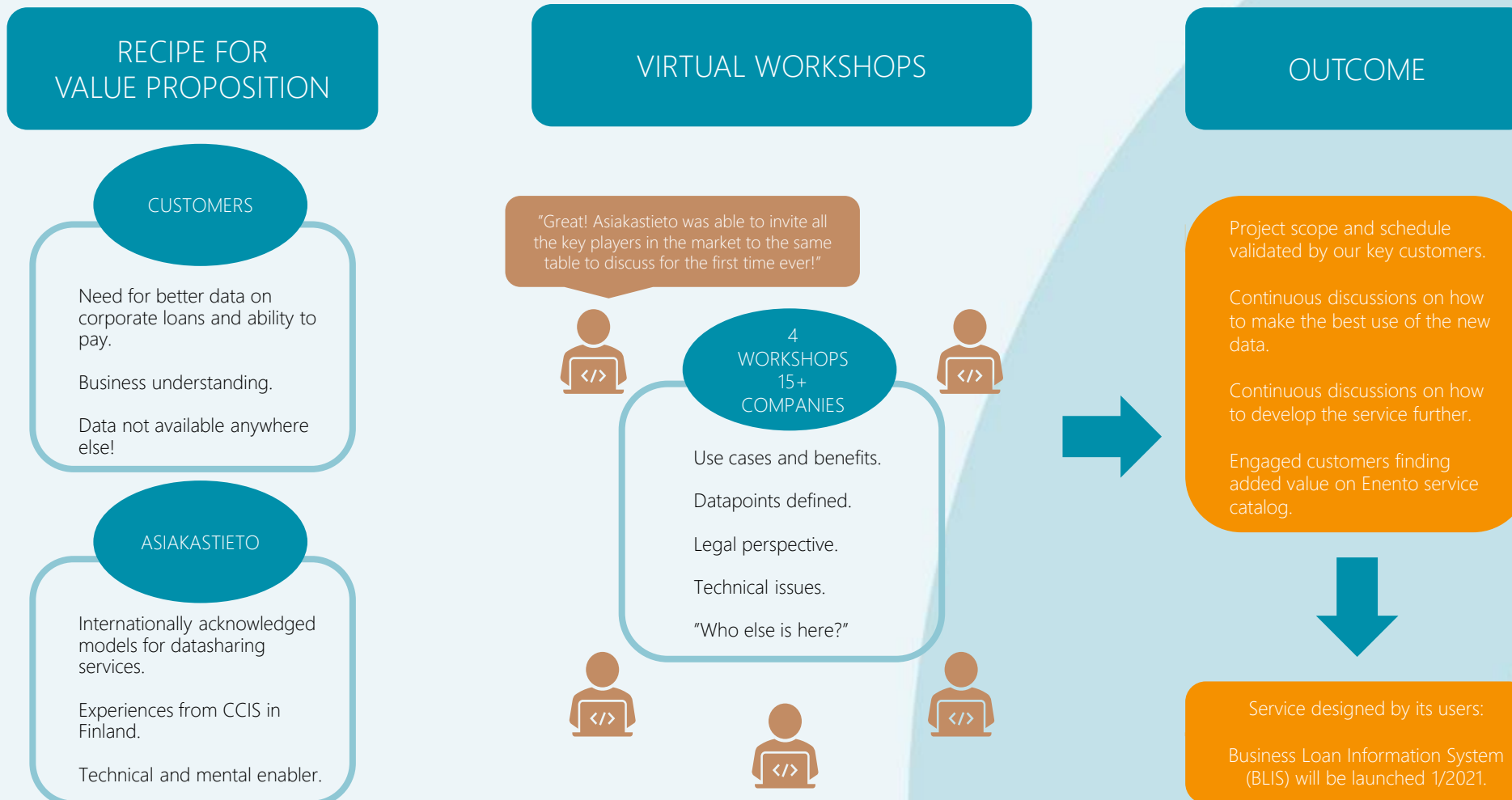
THIS YEAR WE HAVE IMPROVED

- Onboarding.
- Cooperation with customers in service development.
- Education material and the content in the communication materials for customers.

Comment: The Enento Group Relation NPS is on level 33 when including all our B2B customers.

Virtual customer workshops

DRIVING THE DEVELOPMENT OF BUSINESS LOAN INFORMATION SYSTEM



A photograph of three business professionals in a meeting. A man with a beard and glasses stands in the center, leaning over a desk. Two women are seated at the desk; one is writing in a notebook and the other is looking at a laptop. The scene is set in a modern office with large windows in the background. The entire image is overlaid with a semi-transparent blue filter.

KEY RATIOS Q3 / 2020

Overview of Q3 / 2020



EUR million (unless stated otherwise)	Q3 / 2020	Q3 / 2019	FY 2019
Net Sales	36,7	36,7	146,0
Growth (year-on-year)	0,1 %	16,8 %	48,7 %
Adjusted EBITDA	14,8	14,0	51,5
Adjusted EBITDA margin	40,3 %	38,1 %	35,3 %
Adjusted EBIT	12,4	12,0	42,6
Adjusted EBIT margin	33,7 %	32,8 %	29,2 %
New products and services (% of Net sales)	6,3 %	3,4 %	4,0 %
EBITDA	14,7	13,3	48,3
EBIT	9,2	8,3	27,8

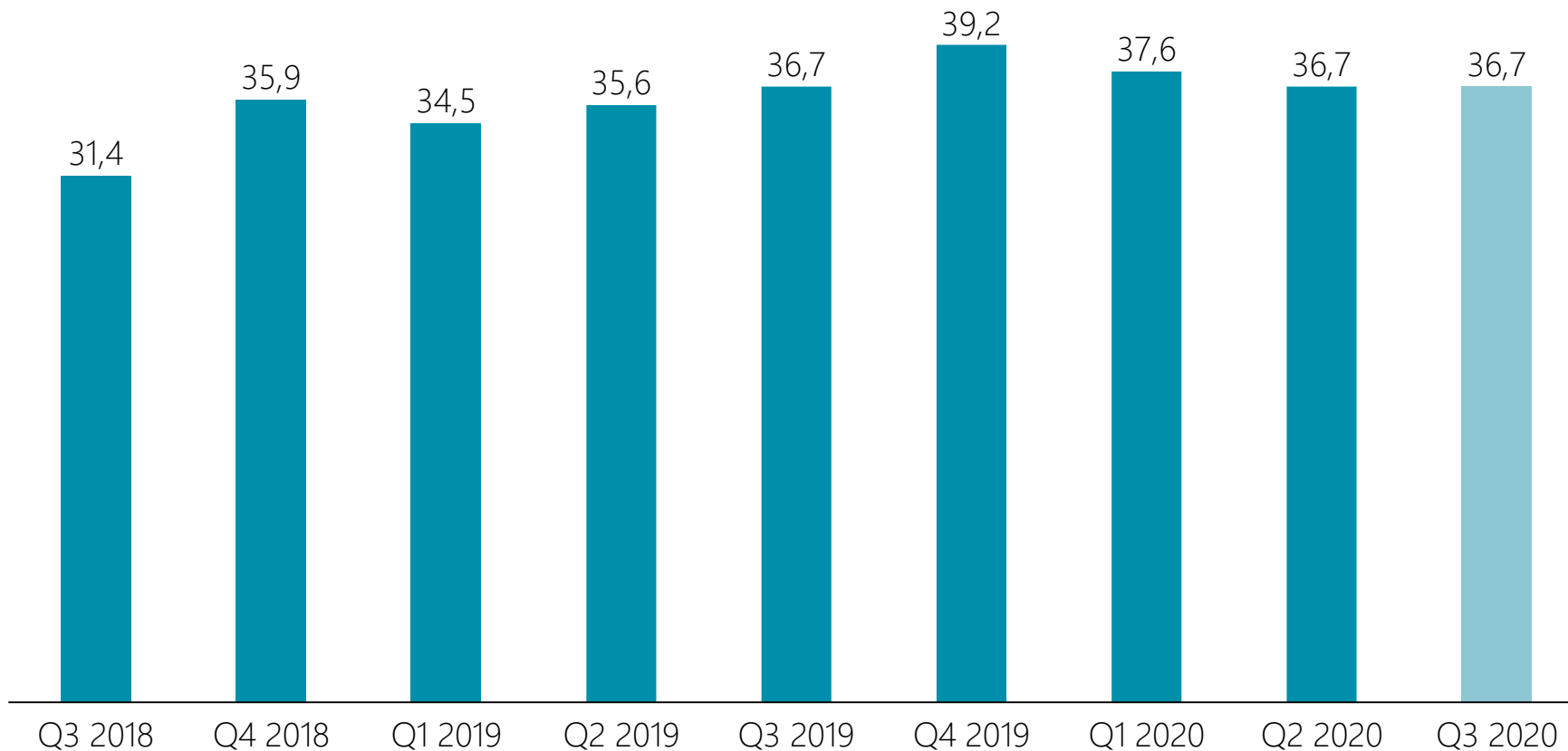
COMMENTS

- Net sales grew +0,1 % at reported FX rates and declined -1,0 % at comparable FX rates.
- Adjusted EBITDA increased by +5,7 % at reported FX rates and +4,4 % at comparable FX rates.
- Adjusted EBITDA increased year-on-year due to realized cost synergies and implementation of communicated the fixed costs savings measures as planned, leading to also increased Adjusted EBITDA margin

Net sales by quarter



■ Net sales, EUR million



COMMENTS

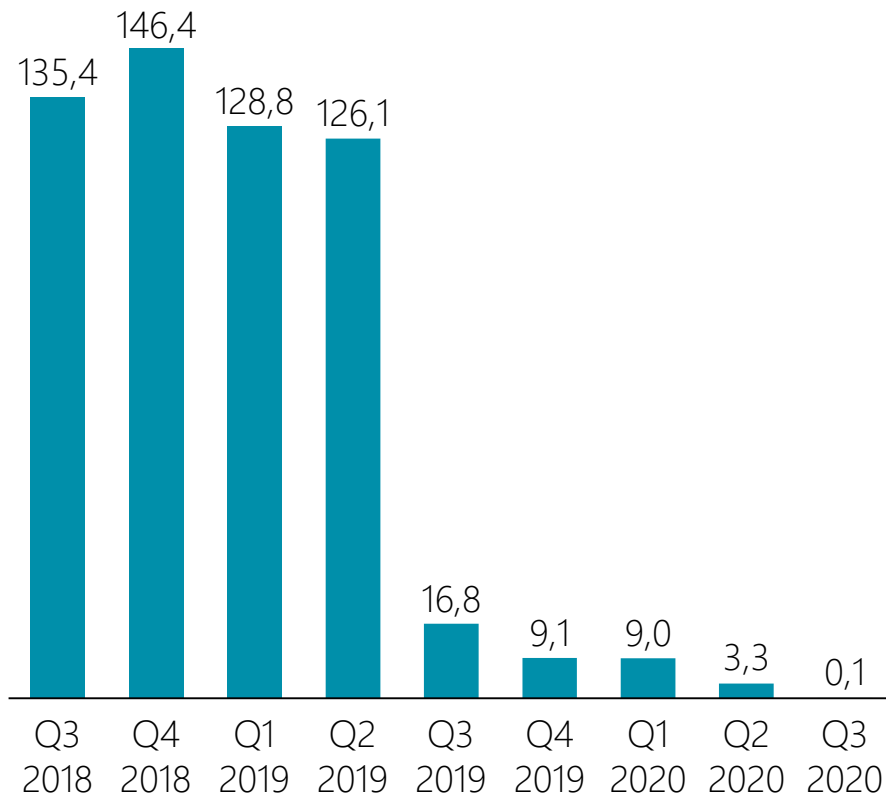
→ Q3/2019 onwards with Proff companies' results consolidated to Enento Group.



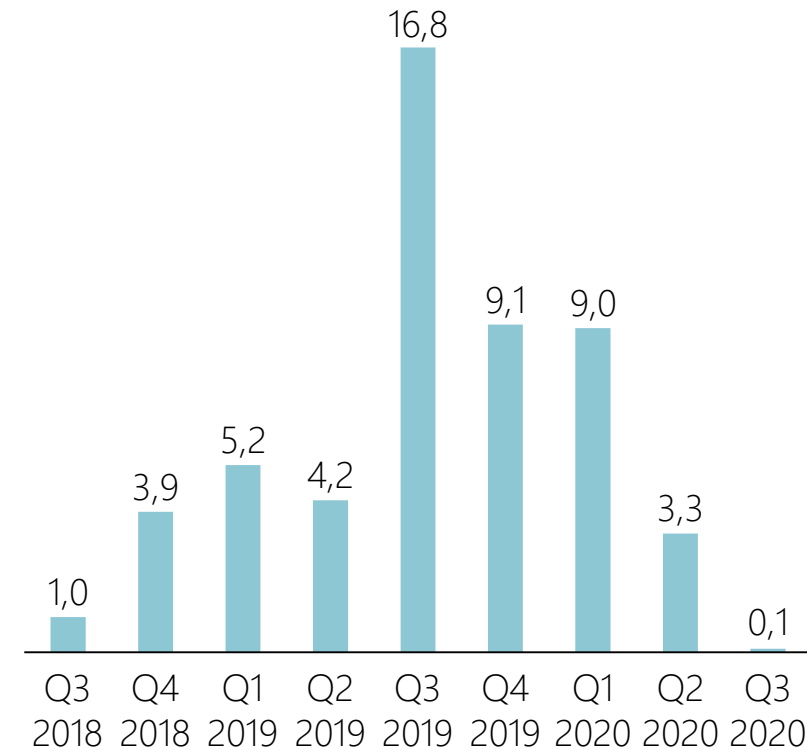
Net sales growth

REPORTED AND PRO FORMA

■ Net sales growth, year-on-year, reported, %



■ Net sales growth, year-on-year, pro forma, %



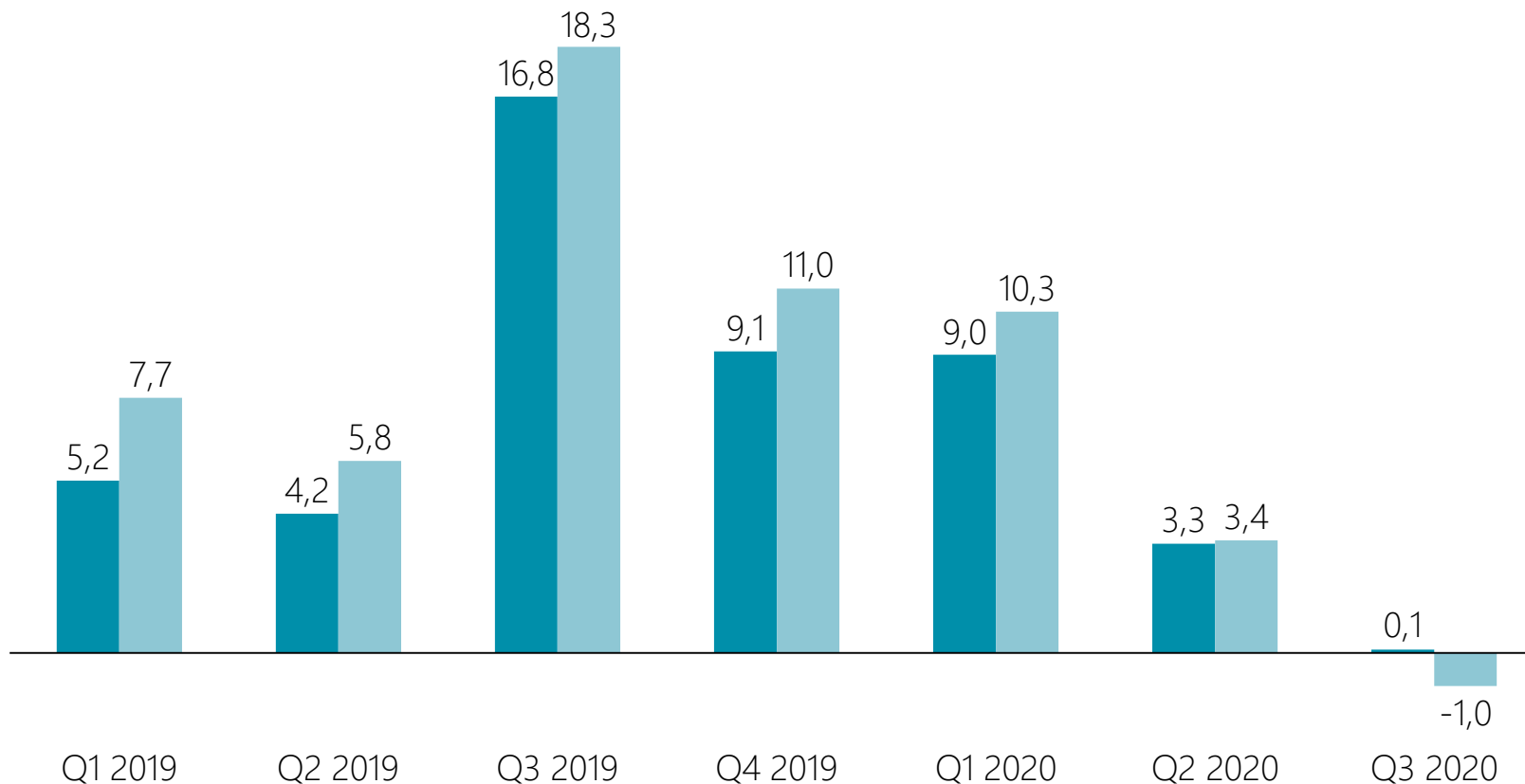
COMMENTS

→ Q3/2019 onwards with Proff companies' results consolidated to Enento Group.

Net sales growth

PRO FORMA

- Net sales growth at reported FX, year-on-year, %
- Net sales growth at comparable FX, year-on-year, %



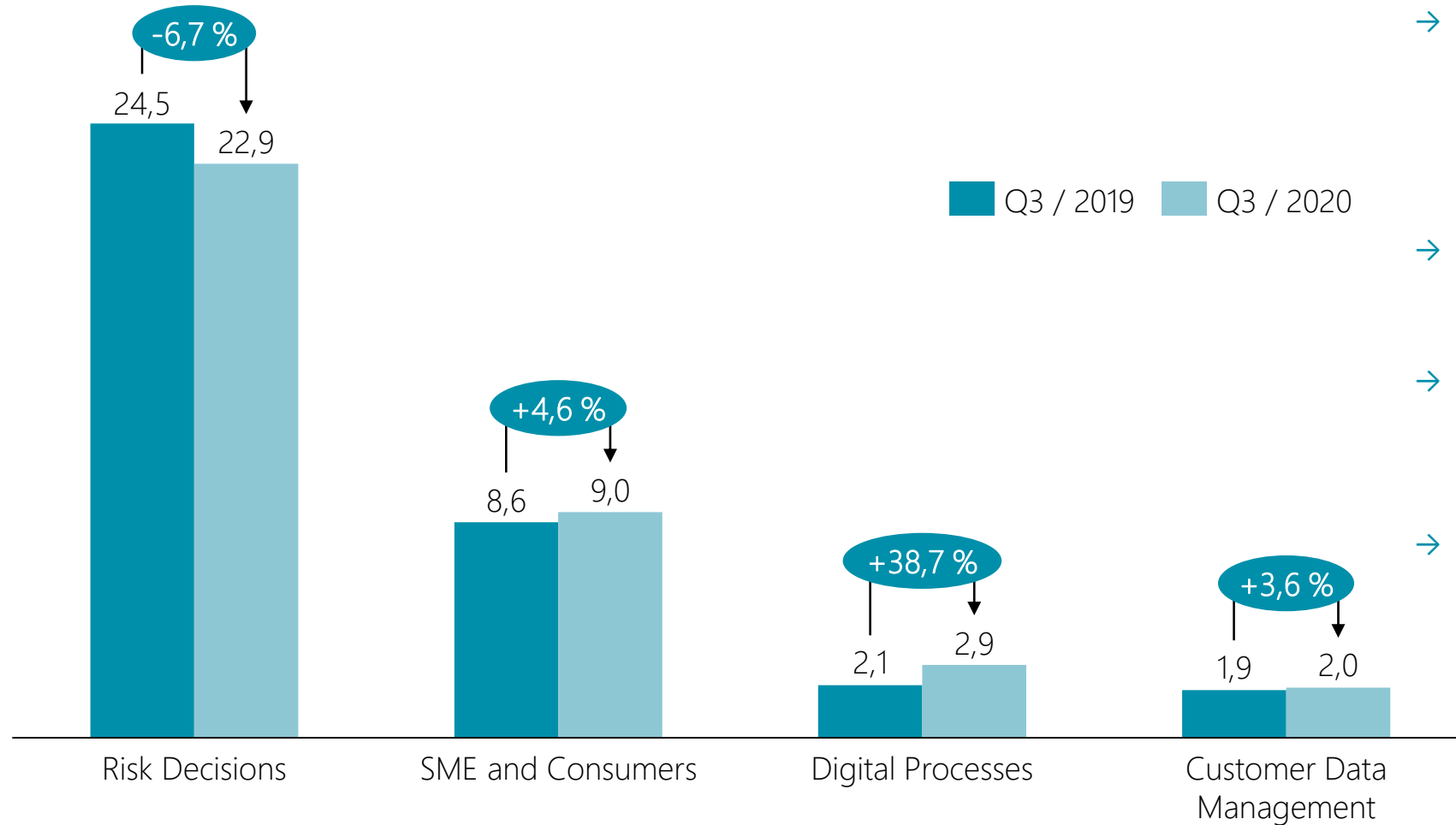
COMMENTS

- FX comparable growth rate -1,0 %.
- Risk Decisions consumer risk management solutions market demand impacted negatively by the COVID-19 implications on consumer loan market in both Sweden and Finland. Risk Decisions net sales however supported by good development in new services.
- Digital Processes developed strongly in both markets, driven by new services as well as strong net sales development in the real estate and housing related service suite.
- SME and Consumers growth driven by continued string growth in direct-to-consumer services.
- Proff companies consolidated to Group from the beginning of Q3/19.
- Same amount of banking days in both main markets year-on-year.



Revenue by business area

AT COMPARABLE FX RATES



COMMENTS

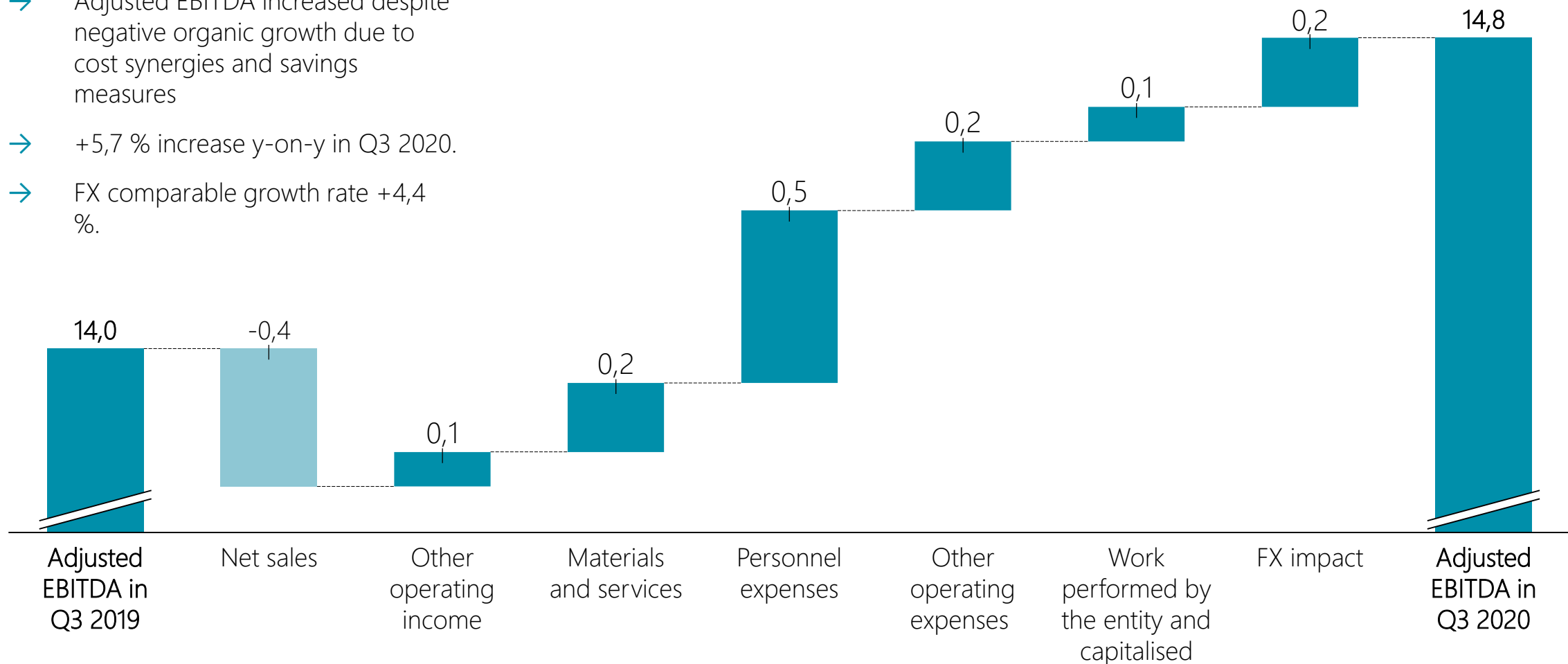
- Risk Decisions consumer risk management solutions market demand impacted negatively by the COVID-19 implications on consumer loan market in both Sweden and Finland. Risk Decisions net sales however supported by good development in new services.
- SME and Consumers growth driven by continued string growth in direct-to-consumer services.
- Digital Processes developed strongly in both markets, driven by new services as well as strong net sales development in the real estate and housing related service suite.
- Customer Data Management net sales growth driven by continued growth within the Finnish B2C services. Net sales also impacted positively by the timing of B2B ad-hoc service sales.

Adjusted EBITDA



COMMENTS

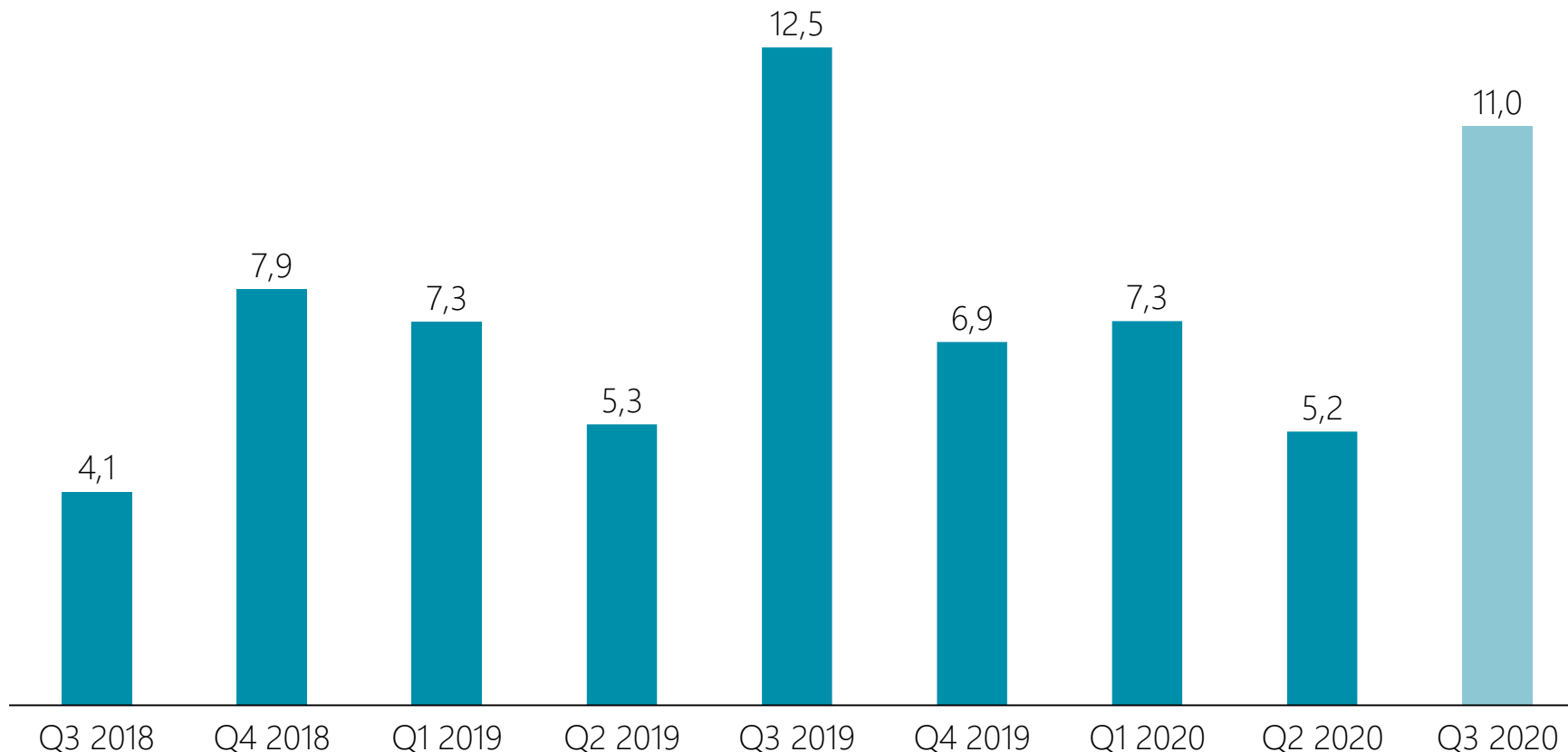
- Adjusted EBITDA increased despite negative organic growth due to cost synergies and savings measures
- +5,7 % increase y-on-y in Q3 2020.
- FX comparable growth rate +4,4 %.



Free cash flow



Free cash flow, EUR million



COMMENTS

- Cash conversion at 74,6 %.
- Strong cash flow from operating activities before change in NWC. NWC development somewhat negative mainly due to the timing of payables.
- Items affecting comparability impacted the free cash flow by EUR -0,6 million (EUR -0,9 million).

Key indicators



EUR million (unless stated otherwise)	Q3 / 2020	Q3 / 2019	FY 2019
Net debt	140,3	152,7	148,1
Net debt / adjusted EBITDA	2,4	2,7	2,9
Gearing, %	45,6	50,4	47,7
Equity ratio, %	58,4	56,8	58,3
Free cash flow	11,0	12,5	32,1
Cash conversion, %	74,6	94,1	66,4
Gross investments	2,3	2,1	12,4

COMMENTS

- Cash position of EUR 25,9 million (committed EUR 20 million facility remains fully unutilized).
- Net debt / adjusted EBITDA at 2,4x.
- Free cash flow containing EUR -0,6 million (EUR -0,9 million) impact from items affecting comparability.
- Gross investments EUR 2,3 million (EUR 2,1 million).

A man with a beard, wearing a dark jacket and pants, stands on a rooftop or balcony, looking out over a city skyline at night. The city lights are visible in the background, and the sky is dark. The text "COVID-19 AND BUSINESS RESILIENCE" is overlaid in white, bold, sans-serif font.

COVID-19 AND BUSINESS RESILIENCE



□ ACTIONS TAKEN TO SECURE CONTINGENCY

- Health and safety of personnel number one priority
- Remote work continues according to the recommendations from authorities
- Contingency plans in place
- EUR 5 million savings on budgeted fixed costs 2020 according to the plan
- Re-prioritized service development and marketing activities

□ COVID IMPACTS

- Both positive and negative drivers, business has proved its resilience
- Consumer credit business challenging in both markets
- New services supported revenue development
- Financial position secure: Net debt to Adjusted EBITDA at 2.4x, liquidity at a strong level, no loans maturing before 2023

Guidance 2020



Guidance ¹	from 6 August 2020
Net sales	Enento Group expects its net sales to grow in full year 2020, the growth rate however remaining below the long-term target range of 5-10 %.
EBITDA	Enento Group expects its adjusted EBITDA margin in full year 2020 to remain at the previous year's level.
Capital expenditure	Enento Group expects its capitalised product development and software expenses in full year 2020 to be at the previous year's level.
	The outlook is based on the assumption that exchange rates remain at the current level.
Previous guidance for 2020	cancelled from 27 March 2020 onwards due to economic uncertainty
Net sales	Asiakastieto Group expects its net sales growth in 2020 to be close to the upper limit of its long-term target range (5-10 %), weighted to the first half of the year.
EBITDA	Asiakastieto Group expects its adjusted EBITDA margin to grow somewhat in 2020 in comparison to previous year.
Capital expenditure	Asiakastieto Group expects its capitalised product development and software expenses in 2020 to exceed the previous year's level.
Dividend policy ²	
Dividends	The Company's dividend policy is to distribute as dividends at least 70 per cent of the Company's net profit, whilst, taking into consideration the business development and investment needs of the Group. Any dividends to be paid in future years, their amount and the time of payment will depend on Enento Group's future earnings, financial condition, cash flows, investment needs, solvency and other factors.

Note: (1) This forward-looking statement is not a guarantee of future performance; (2) Subject to the business development and investment needs of the Company. Any dividends to be paid in future years, their amount and the time of payment will depend on Enento's future earnings, financial condition, cash flows, investment needs, solvency and other factors.

Long term financial targets unchanged despite economic downturn

Growth

5-10 percent annual average net sales growth.

Profitability

Adjusted EBITDA growth rate exceeding net sales growth rate.

Balance sheet structure

Net debt to Adjusted EBITDA below 3x.

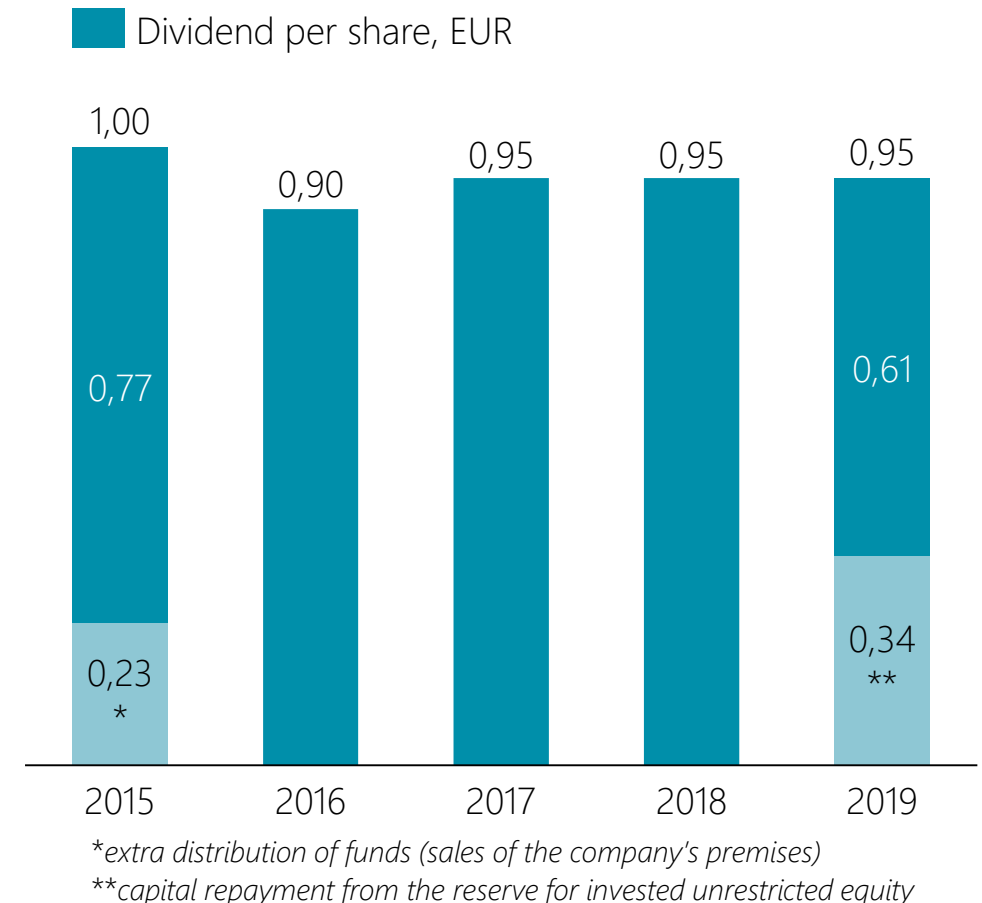


Board of Directors' resolution on distribution of funds

Resolution on distribution of funds to shareholders as capital repayment

It was noted that the Annual General Meeting on 12 June 2020 authorised the Board, at its discretion, to resolve the distribution of funds to shareholders as capital repayment from the reserve for invested unrestricted equity of no more than EUR 0,34 per share. The authorisation is in effect until the start of the subsequent Annual General Meeting, however not past 30 June 2021.

The Board resolved on 6 November 2020 that as capital repayment from the reserve for invested unrestricted equity shall be paid EUR 0,34 per share, i.e. EUR 8 162 400,74 in total. The capital repayment shall be paid to shareholders registered in the Company's shareholders' register held by Euroclear Finland Ltd on the payment record date of 10 November 2020. The funds are paid on 26 November 2020.





SOME HIGHLIGHTS FROM ENENTO GROUP'S

GROUP STRATEGY 2020-2023

Our strategic offering goals and enablers



1.
Retain and
strengthen our
leading position in
credit information
business

2.
No 1 Choice in
data-driven
business processes
as a service

3.
Become the leader
within business
information

Growth Opportunities

Fraud

Machine Learning

Analytics

New Data

API's

GUI's

Compliance

Sustainability

BRF

E-ID

Procurement

Ownership

Enablers



Future fit and innovative organisation



Nordic Future Platform



Reaching strategic goals

WILL ENABLE STRONG
GROWTH AND PROFITABILITY DESPITE ECONOMIC DOWNTURN

AMBITIONS

Strategic offering goals

Strengthen our leading position within our credit information business.

Become a leader within business information (non-credit).

No 1 Choice in data-driven business processes as a service.

Nordic multilocal approach

Build true Nordic presence to serve our Nordic customers with highest quality services in each country.

ENABLERS

Future fit & innovative organisation

Nordic Future Platform

5 – 10 %

Revenue growth

Profitable growth

Adjusted EBITDA growth rate exceeding net sales growth rate

< 3x

Net Debt to Adjusted EBITDA

New Services

Share of net sales from new services growing annually

Zero net emissions

by 2023

SUSTAINABILITY AT ENENTO GROUP



We help our customers to make sustainable decisions.



Enento Group's environmental impact.



Enento Group as a sustainable workplace.



We contribute to a more sustainable economy in the society.

A man in a dark suit and white shirt is walking on a city street, looking down at his smartphone. He is wearing white earbuds and has a black bag strap over his shoulder. The background shows a row of brick buildings and a street with parked cars. The entire image has a light blue tint.

FINANCIALS

Q3 / 2020 SUMMARY

Q3 / 2020 Income statement



EUR million	Q3 / 2020	Q3 / 2019	FY 2019
Net sales	36,7	35,6	146,0
Other operating income	0,2	0,1	0,3
Materials and services	-6,3	-6,4	-24,5
Personnel expenses	-8,1	-8,8	-38,6
Work performed by the entity and capitalised	0,6	0,5	2,2
Other operating expenses	-8,4	-8,7	-37,1
Depreciation and amortisation	-5,5	-5,0	-20,5
Operating profit	9,2	8,3	27,8
Finance income and expenses	-0,7	-0,7	-2,9
Profit before income tax	8,5	7,7	24,9
Income tax expense	-1,8	-1,7	-5,2
Profit for the period	6,7	6,0	19,7
Earnings per share attributable to the owners of the parent during the period:			
Basic earnings per share (EUR)	0,28	0,25	0,82
Diluted earnings per share (EUR)	0,28	0,25	0,82

Q3 / 2020 Cash flow



EUR million	Q3 / 2020	Q3/ 2019	FY 2019
Cash flows from operating activities			
Cash flows before change in working capital	14,8	13,4	47,8
Change in working capital	-0,3	2,3	1,6
Net interests and other financing items	-0,1	-0,1	-2,6
Income taxes paid	-1,3	-1,0	-4,9
Net cash from operating activities	13,2	14,6	41,9
Cash flows from investing activities			
Net cash used in investing activities	-2,2	-9,3	-19,4
Cash flows from financing activities			
Net cash used in financing activities	-1,9	-0,6	-35,0
Cash and cash equivalents at beginning of the period	17,1	20,2	33,2
Cash and cash equivalents at end of the period	25,9	24,7	20,4

Upcoming events



25 Nov
2020

Virtual Capital
Markets Day
in Helsinki

12 Feb
2021

Financial
Statements Bulletin
2020

Week 10
2021

Annual Report and
Financial Statements
2020

29 March
2021

Annual General
Meeting
in Helsinki



Thank you!

Further information

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