



# Delivering, Growing and Innovating

## H1 2023 Interim Results

Investor and Analyst Presentation



**Mortgage  
Advice Bureau**

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## Additional Information

Unless otherwise stated, this report includes the unaudited consolidated financial information of Mortgage Advice Bureau (Holdings) PLC and its subsidiaries for the six-month period ended 30 June 2023 ("H1 2023"). All comparisons of financial and operating statistics are for the six-month period ended 30 June 2022 ("H1 2022"), unless otherwise stated.

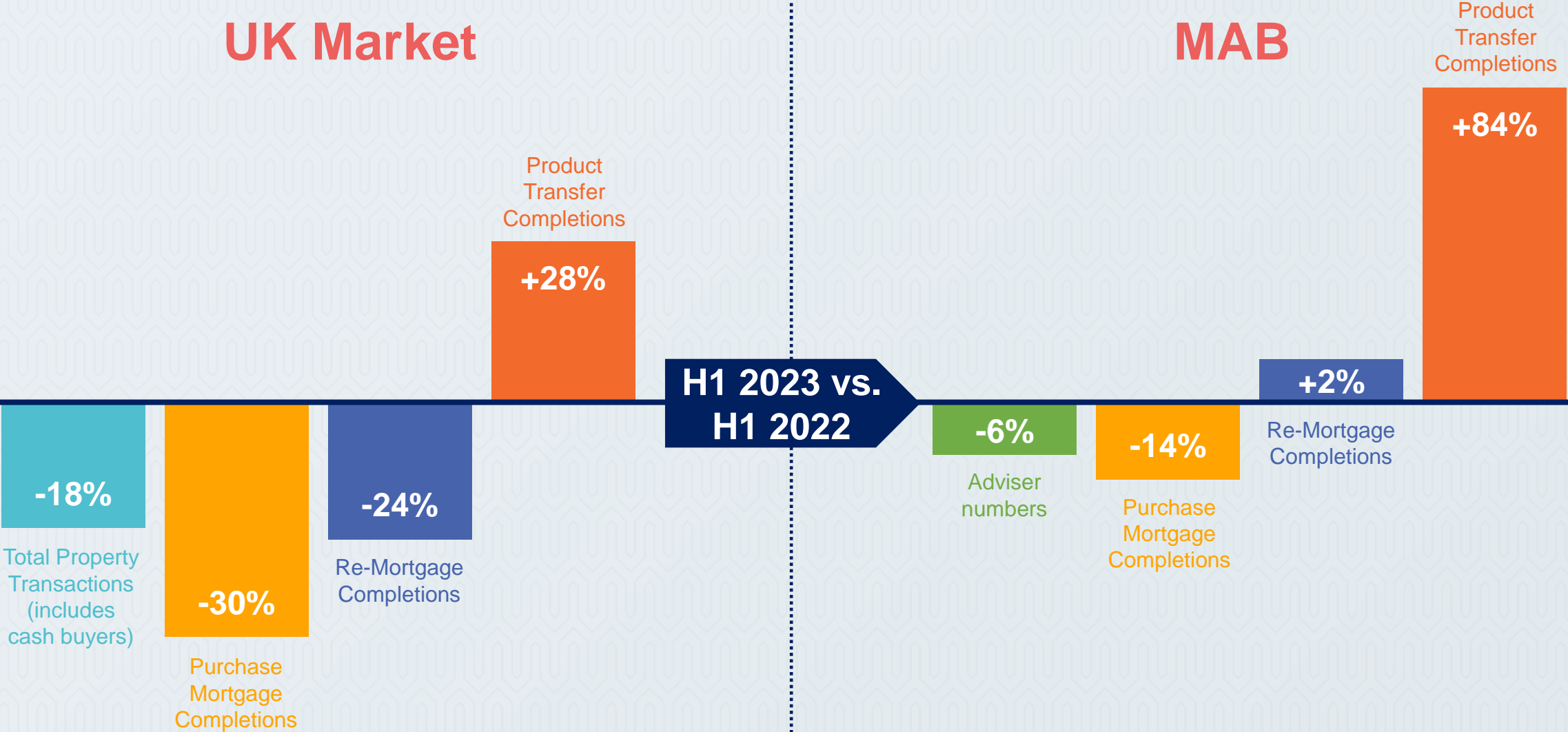
# Highlights



# Market backdrop and MAB mortgage<sup>1</sup> completions

## UK Market

## MAB



1. First charge mortgage completions

# Operational Highlights

MAB Group excluding Fluent trading at least in line with expectations for 2023

Mortgage completions<sup>1</sup>

**£12.1bn** | **-1%**

UK gross new mortgage completions<sup>1</sup>: **-27%**

Market share<sup>2</sup>

**8.1%** | **+19%**

H1 2022: **6.8%**

Adviser numbers<sup>3</sup>

**2,109** | **-6%**

31 December 2022 : **2,254**

Avg. number of mainstream advisers<sup>4</sup>

**1,966** | **+4%**

H1 2022: **1,890**

Revenue per mainstream adviser<sup>4</sup>

**£59.8k** | **+17%**

**+5%** excluding acquisitions<sup>5</sup>

Proportion of revenue from re-financing

**36%** | **+20%**

H1 2022: **30%**

1. MAB's first charge mortgage completions, including product transfers.

2. Market share of gross new first charge mortgage lending (excluding product transfers).

3. Closing number of advisers at the end of H1 2023. Fluent's 139 advisers as at 30 June 2023 include 74 advisers in the first charge mortgages division, 54 in the secured personal loans division, 5 in the later life division, and 6 in the bridging finance division. Includes a total of 188 advisers at 30 June 2023 who are later life advisers or advisers in directly authorised firms that use MAB's subsidiary, Auxilium, a specialist protection service provider, for protection. For both later life and directly authorised advisers the fees received by MAB represent the net income received by MAB as there are no commission payouts made by MAB.

4. Excludes directly authorised advisers, MAB's later life advisers and advisers from associates in the process of being onboarded under MAB's AR arrangements. Includes Fluent's second charge, later life and bridging advisers who have a higher revenue per adviser than first charge advisers.

5. Acquisitions include: Fluent, acquired in July 2022; Vita, acquired in July 2022; and Auxilium, acquired in November 2022.

# Financial Highlights

## Revenue

**£117.5m | +22%**

+1% excluding acquisitions<sup>4</sup>

## Gross profit

**£32.9m | +30%**

+8% excluding acquisitions<sup>4</sup>

## Adjusted EBITDA<sup>1</sup>

**£10.5m | -13%**

-11% excluding acquisitions<sup>4</sup>

## Adjusted EPS<sup>2</sup>

**11.8p | -28%**

-20% excluding acquisitions<sup>4</sup>

## Proposed interim dividend

**13.4p | -**

No change

## Adjusted cash conversion<sup>3</sup>

**131% | +7pp**

1. Adjusted EBITDA is adjusted in H1 2023 for £0.1m of cash acquisition costs (H1 2022: £1.5m), £1.1m of non-cash operating expenses relating to put and call option agreements (H1 2022: £0.4m), £0.2m of non-cash fair value losses on deferred consideration and financial instruments (H1 2022: £0.6m gain), and restructuring costs of £0.2m (H1 2022: £nil).
2. Adjusted EPS is adjusted in H1 2023 for £0.1m of cash acquisition costs (H1 2022: £1.5m), £0.9m (post minority interest) of non-cash operating expenses relating to put and call option agreements (H1 2022: £0.4m), £0.2m of non-cash fair value losses on deferred consideration and financial instruments (H1 2022: £0.6m gain), £2.6m amortisation of acquired intangibles (H1 2022: £0.2m), unwinding of redemption liability of £3.1m (H1 2022: £nil), and restructuring costs of £0.2m (H1 2022: £nil), net of any associated tax effects.
3. Adjusted cash conversion is cash generated from operating activities adjusted for movements in non-trading items, including cash acquisition costs of £0.1m in H1 2023 (H1 2022: £1.5m), restructuring costs of £0.2m (H1 2022: £nil), loans to AR firms and associates totalling £0.1m in H1 2023 (H1 2022: £(0.3)m), and increases in restricted cash balances of £0.4m in H1 2023 (H1 2022: £0.5m) as a percentage of adjusted operating profit. Movement is expressed in percentage points.
4. Acquisitions include: Fluent, acquired in July 2022; Vita, acquired in July 2022; and Auxilium, acquired in November 2022. For adjusted EPS, increase in share capital from placing to part fund acquisition of Fluent also excluded.



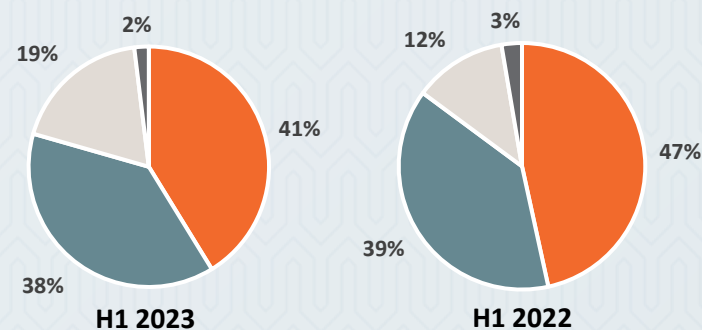
# Financial Review

# Revenue

Revenue source	Organic <sup>1</sup>			Group		
	H1 2023	H1 2022	%change	H1 2023	H1 2022	%change
Average number of advisers <sup>2</sup>	1,814	1,890	-4%	1,966	1,890	4%
Average revenue per adviser <sup>2</sup>	£53.8k	£51.0k	5%	£59.8k	£51.0k	17%
Mortgage Procurement Fees	£42.1m	£44.9m	-6%	£48.4m	£44.9m	8%
Protection and General Insurance Commission	£42.7m	£37.2m	15%	£44.9m	£37.2m	21%
Client Fees	£10.9m	£11.8m	-7%	£21.9m	£11.8m	86%
Other Income	£1.8m	£2.6m	-28%	£2.3m	£2.6m	-12%
<b>Total</b>	<b>£97.5m</b>	<b>£96.5m</b>	<b>1%</b>	<b>£117.5m</b>	<b>£96.5m</b>	<b>22%</b>

## Group Revenue %

- Mortgage Procurement Fees
- Protection and General Insurance Commission
- Client Fees
- Other Income



## Commentary

- Revenue growth of 22%, driven by the Fluent acquisition. On an organic<sup>1</sup> basis, revenue growth was 1% despite the contraction of the mortgage market.
- Average number of advisers on an organic basis decreased by 4% as our ARs focussed on efficiencies in the market downturn. 5% increase in organic revenue per adviser, though this figure is flattered by a lower proportion of new advisers in the period.
- Including acquisitions, average revenue per adviser increased by 17%, reflecting Fluent's high revenue per adviser and different mix of mortgages.
- Organic banked mortgage mix saw a higher proportion of re-financing, with product transfers increasing to 28% of MAB's completions (H1 2022: 18%). Re-financing transactions (including both re-mortgages and product transfers) accounted for 36% of revenue (H1 2022: 30%).
- Organic mortgage procurement fees and client fees were down 6% and 7% respectively, with stable completions<sup>3</sup> as re-financing transactions tend to have a lower average procurement fee and lower client fee attachment rates.
- Protection and General Insurance Commissions increased by 15%, reflecting the increased adviser focus on protection in a market downturn as well as the strength of MAB's proposition in these areas.

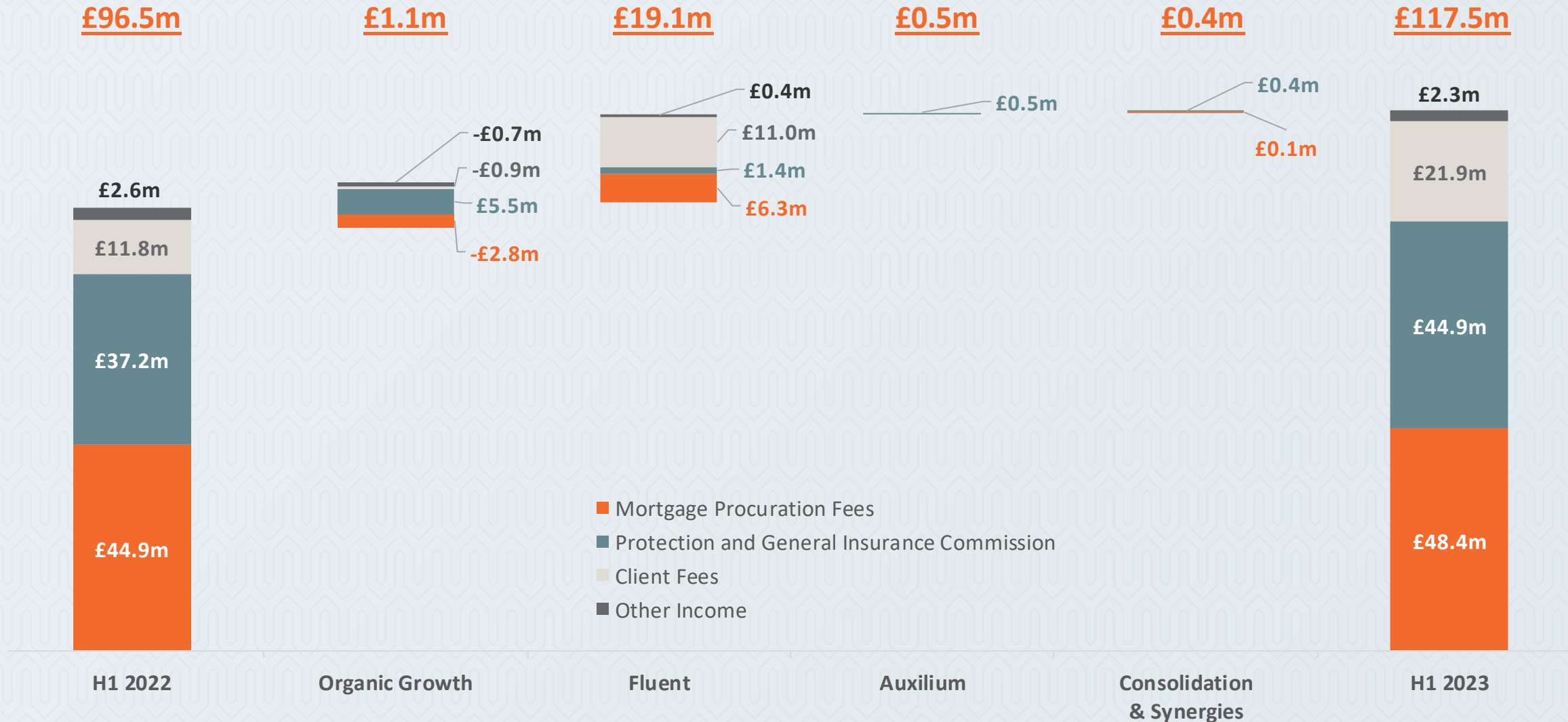
1. Organic reflects the Group position, excluding the following acquisitions: Fluent, acquired in July 2022; Vita, acquired in July 2022; and Auxilium, acquired in November 2022.

2. Excludes directly authorised advisers, MAB's later life advisers and, for H1 2022, advisers from associates in the process of being onboarded under MAB's AR arrangements. In Group, includes Fluent's second charge, later life and bridging advisers who have a higher revenue per adviser than first charge advisers.

3. First charge completions, stated before completions from associates in the process of being onboarded under MAB's AR arrangements (H1 2023: £nil, H1 2022: £0.5bn), as MAB did not receive the procurement fees in relation to those completions.



# Revenue bridge – H1 2022 to H1 2023



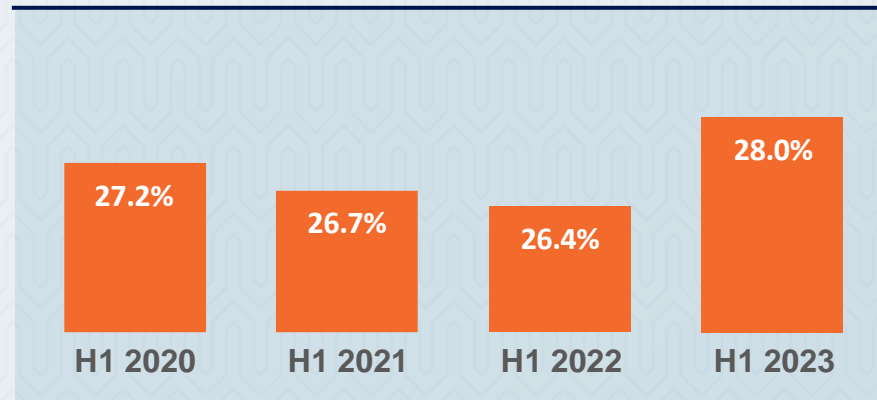
# Income Statement

£m	Organic <sup>1</sup>			H1 2023 Acquisitions & Synergies					Group		
	H1 2023	H1 2022	% change	Fluent	Vita <sup>4</sup>	Auxilium	Synergies <sup>5</sup>	Total	H1 2023	H1 2022	% change
<b>Revenue</b>	<b>97.5</b>	<b>96.5</b>	<b>1%</b>	<b>19.1</b>	<b>0.0</b>	<b>0.5</b>	<b>0.5</b>	<b>20.0</b>	<b>117.5</b>	<b>96.5</b>	<b>22%</b>
Commissions paid and other cost of sales	(69.9)	(71.0)	-2%	(14.9)	0.4	(0.0)	(0.0)	(14.7)	(84.6)	(71.0)	19%
<b>Gross Profit</b>	<b>27.6</b>	<b>25.4</b>	<b>8%</b>	<b>4.1</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>5.3</b>	<b>32.9</b>	<b>25.4</b>	<b>30%</b>
<i>Gross Profit margin</i>	28.3%	26.4%		21.7%	n/a	91.7%	n/a	26.7%	28.0%	26.4%	
<b>Administrative expenses<sup>2</sup></b>	<b>(17.5)</b>	<b>(14.2)</b>	<b>23%</b>	<b>(5.6)</b>	<b>(0.5)</b>	<b>(0.1)</b>	<b>0.0</b>	<b>(6.2)</b>	<b>(23.7)</b>	<b>(14.2)</b>	<b>67%</b>
<i>Administrative expenses ratio</i>	17.9%	14.7%		29.4%	n/a	30.3%	n/a	31.1%	20.2%	14.7%	
<b>Adjusted EBITDA<sup>3</sup></b>	<b>10.7</b>	<b>12.0</b>	<b>-11%</b>	<b>(0.9)</b>	<b>(0.0)</b>	<b>0.3</b>	<b>0.4</b>	<b>(0.2)</b>	<b>10.5</b>	<b>12.0</b>	<b>-13%</b>
<i>Adjusted EBITDA margin</i>	11.0%	12.4%		-4.9%	n/a	61.5%	n/a	-1.2%	8.9%	12.4%	
<b>Adjusted PBT<sup>3</sup></b>	<b>9.6</b>	<b>11.5</b>	<b>-17%</b>	<b>(1.5)</b>	<b>(0.0)</b>	<b>0.3</b>	<b>0.4</b>	<b>(0.8)</b>	<b>8.8</b>	<b>11.5</b>	<b>-24%</b>
<i>Adjusted PBT margin</i>	9.8%	12.0%		-7.9%	n/a	61.4%	n/a	-4.2%	7.5%	12.0%	
<b>Adjusted EPS<sup>3</sup></b>	<b>13.5p</b>	<b>16.9p</b>	<b>-20%</b>						<b>11.8p</b>	<b>16.4p</b>	<b>-28%</b>
<b>Basic EPS</b>	<b>11.8p</b>	<b>14.5p</b>	<b>-19%</b>						<b>11.3p</b>	<b>14.0p</b>	<b>-19%</b>

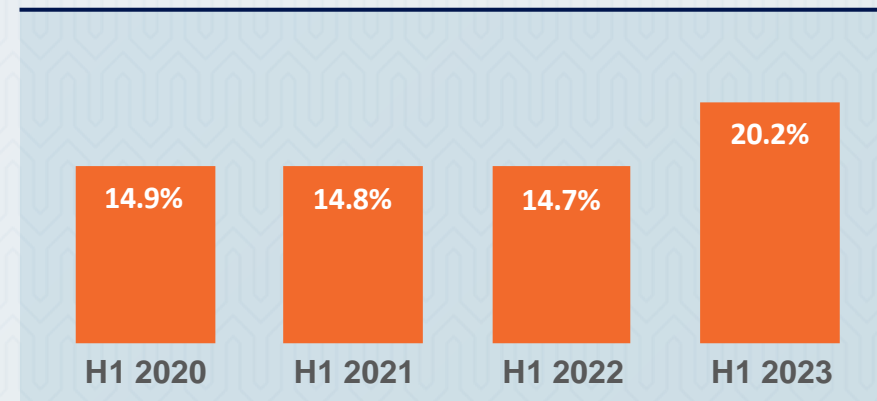
- Organic reflects the Group position, excluding the following acquisitions: Fluent, acquired in July 2022; Vita, acquired in July 2022; and Auxilium, acquired in November 2022. For adjusted EPS, the increase in share capital from the placing to part fund the acquisition of Fluent is also excluded.
- Adjusted administrative expenses in H1 2023 at Group are adjusted to include depreciation of £1.1m (H1 2022: £0.4m) and amortisation of £0.1m (H1 2022: £0.1m), with Adjusted administrative expenses in H1 2023 for Organic adjusted for depreciation of £0.6m (H1 2022: £0.4m) and amortisation of £0.0m (H1 2022: £0.1m)
- Adjusted EBITDA, PBT and EPS are adjusted in H1 2023 for £0.1m of cash acquisition costs (H1 2022: £1.5m), £1.1m of additional non-cash operating expenses relating to put and call option agreements (H1 2022: £0.4m), £0.2m of non-cash fair value losses on deferred consideration and financial instruments (H1 2022: £0.6m gain), and £0.2m of restructuring costs. Adjusted PBT and EPS are also adjusted for £2.6m amortisation of acquired intangibles (H1 2022: £0.2m) and unwinding of redemption liability of £3.1m (H1 2022: £nil). EPS adjustments are net of any associated tax effects.
- Vita was an existing Appointed Representative of the Group before acquisition. The impact in H1 2023 following acquisition is a reduction in commission paid out resulting in £0.4m benefit to gross profit. Vita's actual revenue in H1 2023 following acquisition was £1.0m.
- Synergies reflects additional revenue earned by MAB due to its enhanced first charge commercials being applied to Fluent.

# Financial KPIs

**28.0%** gross profit margin



**20.2%** administrative expenses ratio



## Commentary

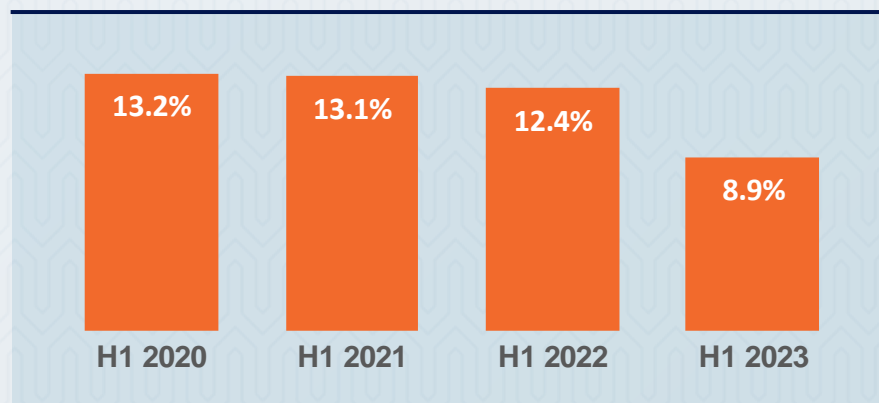
- Group gross profit margin for the year was 28.0% (H1 2022: 26.4%) due to the increased proportion of protection revenue in the organic Group in H1 2023
- Excluding acquisitions<sup>1</sup>, administrative expenses ratio was 17.9% (H1 2022: 14.7%) reflecting the adverse impact of the market turmoil on revenue growth in a period where the Board originally expected to deliver operational leverage
- MAB's continued to invest in growth, including the development of our technology platform and other initiatives which will drive enhanced lead flow and future revenue growth.

1. Acquisitions include: Fluent, acquired in July 2022; Vita, acquired in July 2022; and Auxilium, acquired in November 2022.

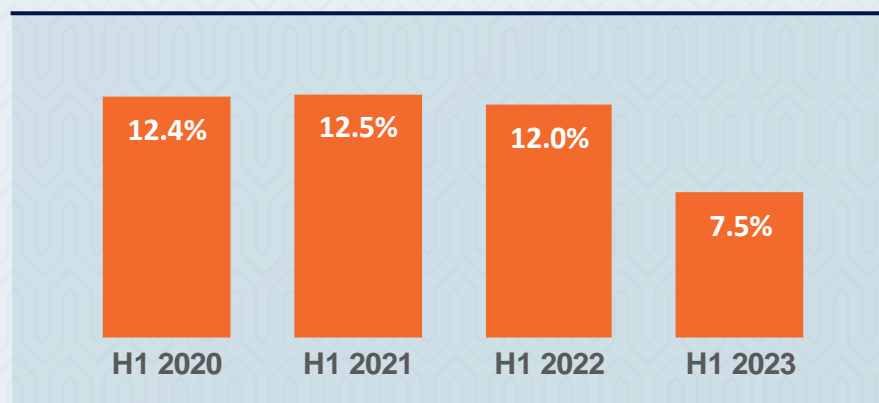


# Financial KPIs

**8.9%** adjusted EBITDA margin<sup>2</sup>



**7.5%** adjusted PBT margin<sup>2</sup>



## Commentary

- Adjusted EBITDA<sup>2</sup> margin reduced to 8.9% (H1 2022: 12.4%), reflecting the impact of the current market conditions, particularly on Fluent
- Excluding acquisitions<sup>1</sup>, adjusted EBITDA margin was 11.0% (H1 2022: 12.4%)

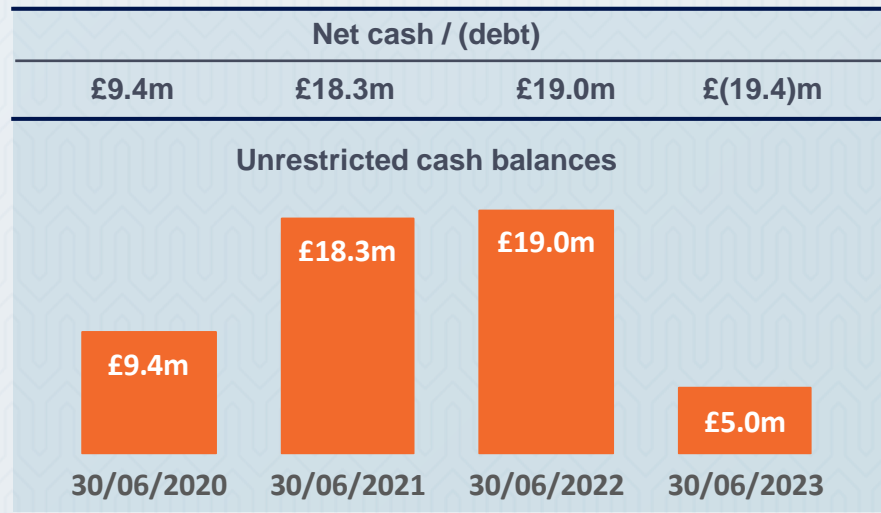
- Adjusted PBT<sup>2</sup> margin reduced to 7.5% (H1 2022: 12.0%), for the same reasons as above and due to the additional interest charges on the new debt facilities put in place to part fund the Fluent acquisition
- Excluding acquisitions<sup>1</sup>, adjusted PBT margin was 9.8% (H1 2022: 12.0%)

1. Reflects the Group position prior to the impact of the following acquisitions: Fluent, acquired in July 2022; Vita, acquired in July 2022; and Auxilium, acquired in November 2022.

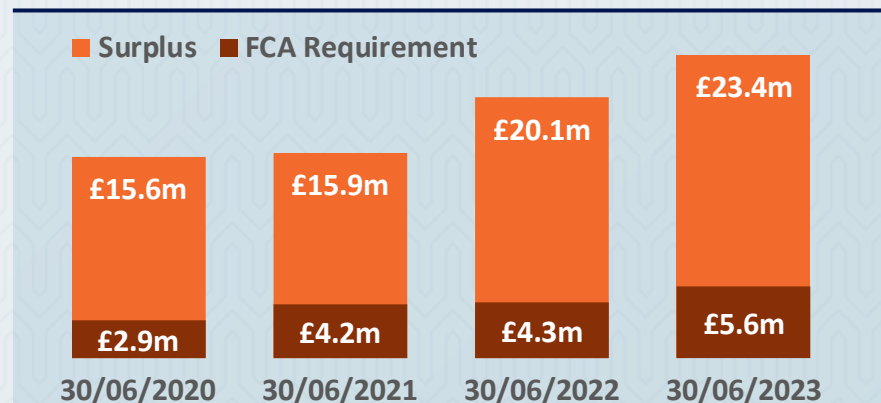
2. Adjusted EBITDA and Adjusted PBT are adjusted in H1 2023 for £0.1m of cash acquisition costs (H1 2022: £1.5m), £1.1m of additional non-cash operating expenses relating to put and call option agreements (H1 2022: £0.4m), £0.2m of non-cash fair value losses on deferred consideration and financial instruments (H1 2022: £0.6m gain), and restructuring costs £0.2m. Adjusted PBT also adjusted for £2.6m amortisation of acquired intangibles (H1 2022: £0.2m) and unwinding of redemption liability of £3.1m (H1 2022: £nil).

# Strong balance sheet

## Unrestricted Cash Balance / (Net debt)



## £23.4m Surplus Capital

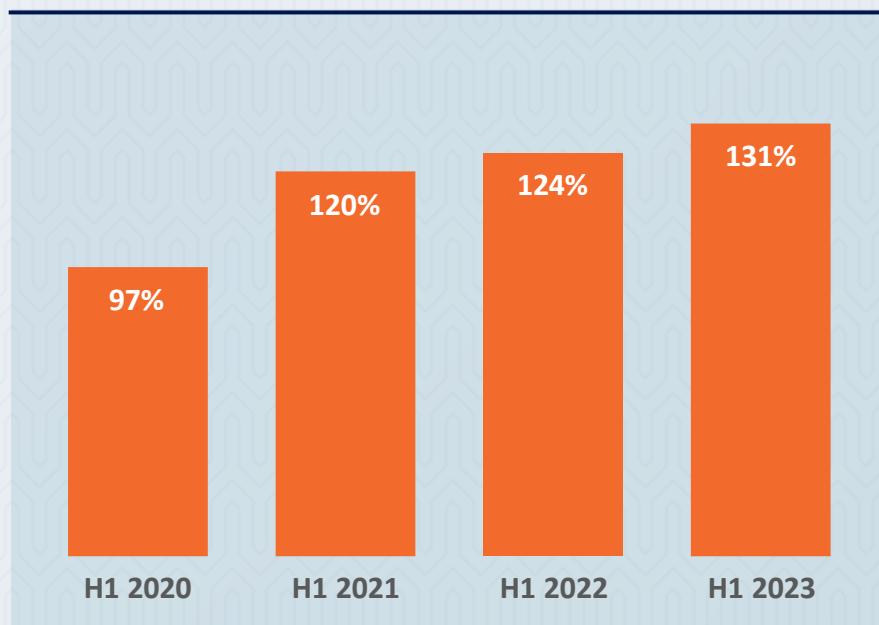


## Commentary

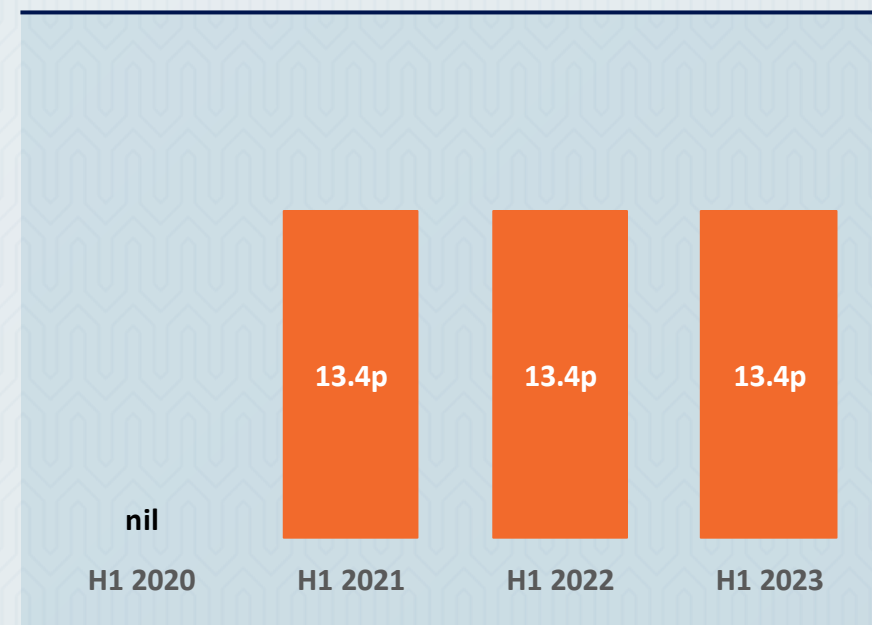
- H1 2023 reflects new facilities with NatWest to part-fund the Fluent acquisition:
  - £20m term loan
  - £15m revolving credit facility (“RCF”)
- At 30 June 2023, the Group had drawn down £6.0m on the RCF in addition to the £18.1m term loan, and had £0.3m of accrued interest net of prepaid loan arrangement fees
- Adjusting for £5.0m of unrestricted cash balances, net debt at 30 June 2023 was £19.4m
- Regulatory capital requirement of £5.6m, representing 2.5% of regulated revenue
- Surplus over regulatory capital requirement of £23.4m

# Strong cash conversion supports dividend policy

## 131% Adjusted Cash Conversion<sup>1</sup>



## 13.4p Proposed interim dividend<sup>2</sup>



1. Adjusted cash conversion is cash generated from operating activities adjusted for movements in non-trading items, including cash acquisition costs of £0.1m in H1 2023 (H1 2022: £1.5m), restructuring costs of £0.2m (H1 2022: £nil), loans to AR firms and associates totalling £0.1m in H1 2023 (H1 2022: £(0.3)m; H1 2021: £(0.9)m; H1 2020: £0.3m), and increases in restricted cash balances of £0.4m in H1 2023 (H1 2022: £0.5m, H1 2021: £1.2m; H1 2020: £0.3m), as a percentage of adjusted operating profit.
2. Dividend policy based on a minimum payout ratio of 75% of annual adjusted profit after tax post minority interests.



# Strategy

# Establishing dominance in lead generation

## Estate Agency

- Strong historic position with estate agencies
- Relationships with over 2,000 estate agency branches
- We retain a leading position with locally generated leads

## Newbuild

- MAB entered the newbuild market in 2012 with the acquisition of Mortgage Talk
- Leading ARs and invested partners including First Mortgage, Meridian, Evolve and Heron
- Launch of MAB New Homes in 2022 provides platform for strong growth

## National /PCWs<sup>1</sup>

- Represent a growing proportion of consumer searches
- MAB first secured PCW leads in 2021
- The acquisition of Fluent in 2022 gives us a leading proposition with PCWs and major national lead sources

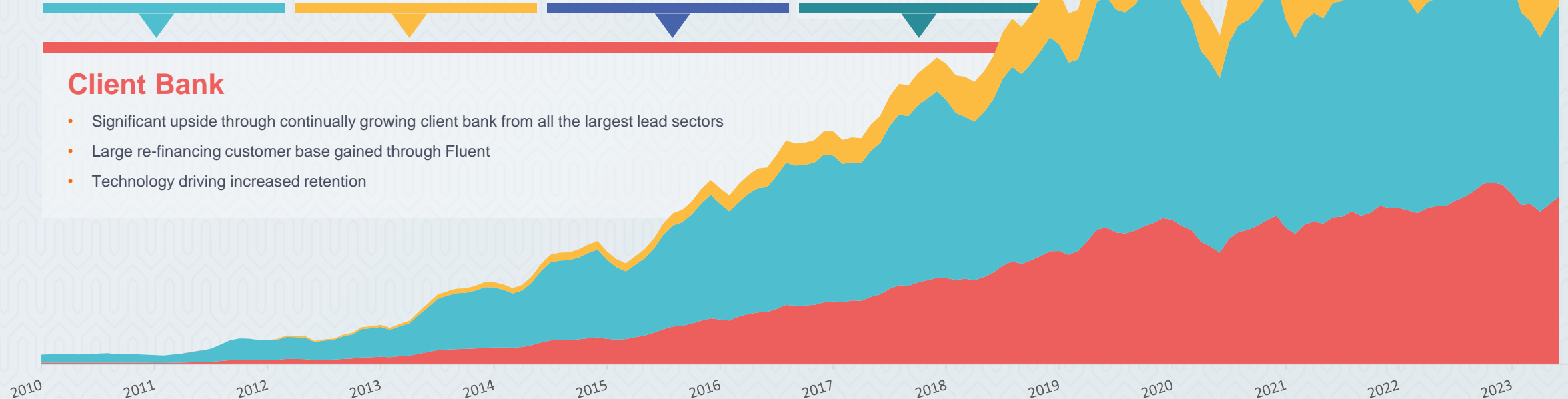
## Digital lead flow

- Optimising existing lead sources
- Nurturing existing customers
- New early researchers

## MAB completions by volume

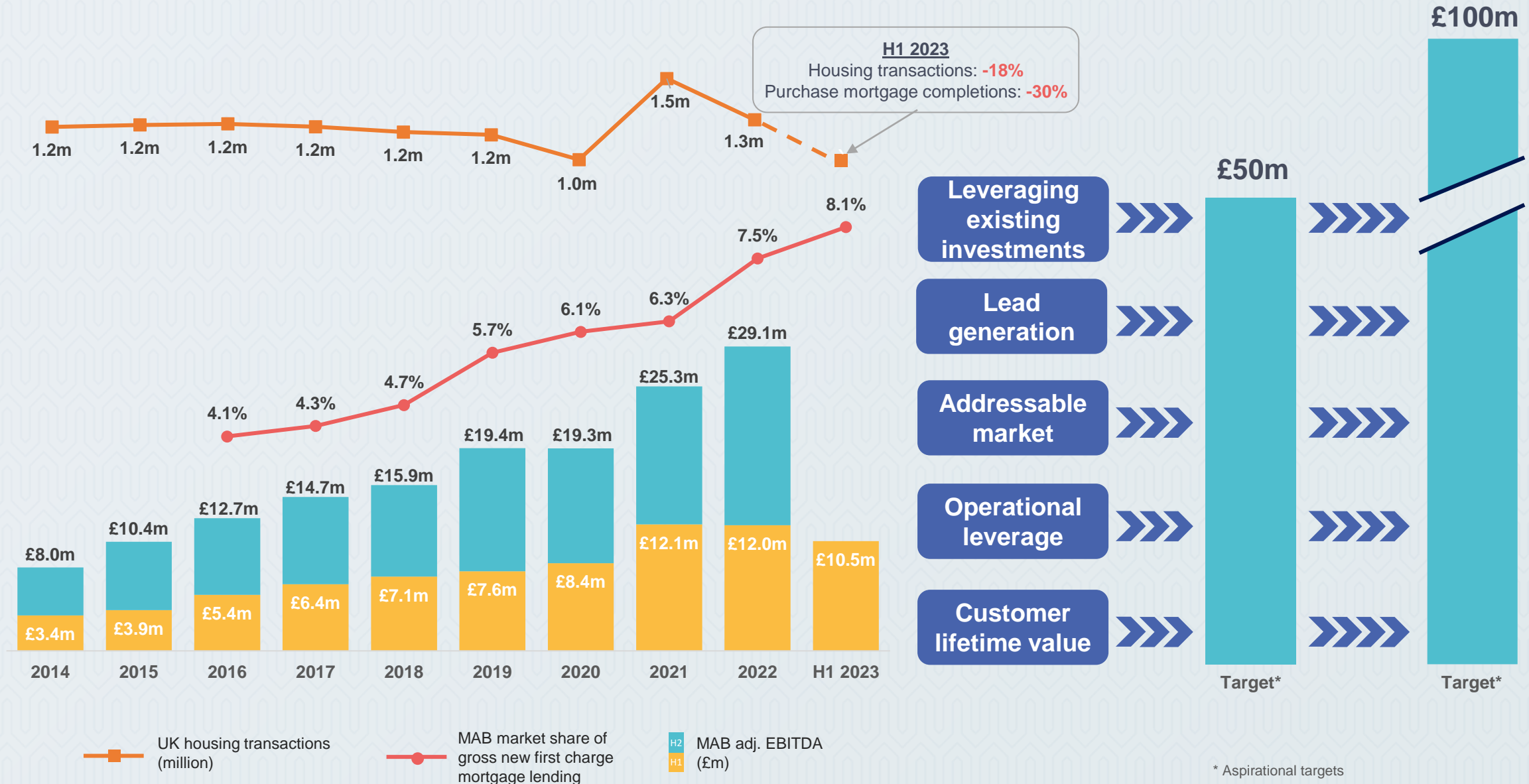
## Client Bank

- Significant upside through continually growing client bank from all the largest lead sectors
- Large re-financing customer base gained through Fluent
- Technology driving increased retention



1. Price Comparison Websites

# Continued investment will deliver step change growth





# Profit growth: step change drivers

1. Fluent, First Mortgage and other invested businesses will increasingly contribute to profit growth over the next 5 years
2. Digital solutions will drive significant additional lead flow from the Group's lead sources, including the existing customer base
3. Digital engagement with early researchers will underpin/boost growth in all market conditions
4. Data obtained through early and ongoing engagement will generate lead flow for extended products and services
5. Continued technology enhancements will increase lead conversion, adviser productivity, and customer outcomes
6. The size of the opportunity has driven continued investment through a major downturn this year
7. Delivery of operational leverage

# Fluent update

- Performance to date has been below our original expectations due to the timing of completion of the acquisition relative to the onset of the major downturn when Fluent was highly geared for growth
- Fluent significantly affected across all product lines, and unlike more mature first charge mortgage businesses, no significant client bank existed in this period to counter this effect
- Cost cutting measures – ‘right-sizing’ of adviser base and other costs, with a 25% reduction in direct headcount since the start of Q4 2022
- Once market conditions improve, we are confident that Fluent will resume its historic strong growth path
- MAB’s protection and retention best practices and expertise now embedded within Fluent, which will start to enhance revenues and profit margins
- We are continuing to drive further efficiencies within Fluent in H2 2023 and into 2024
- Good progress being made in securing new lead sources
- The strategic rationale for the acquisition remains strong

# Summary and Outlook



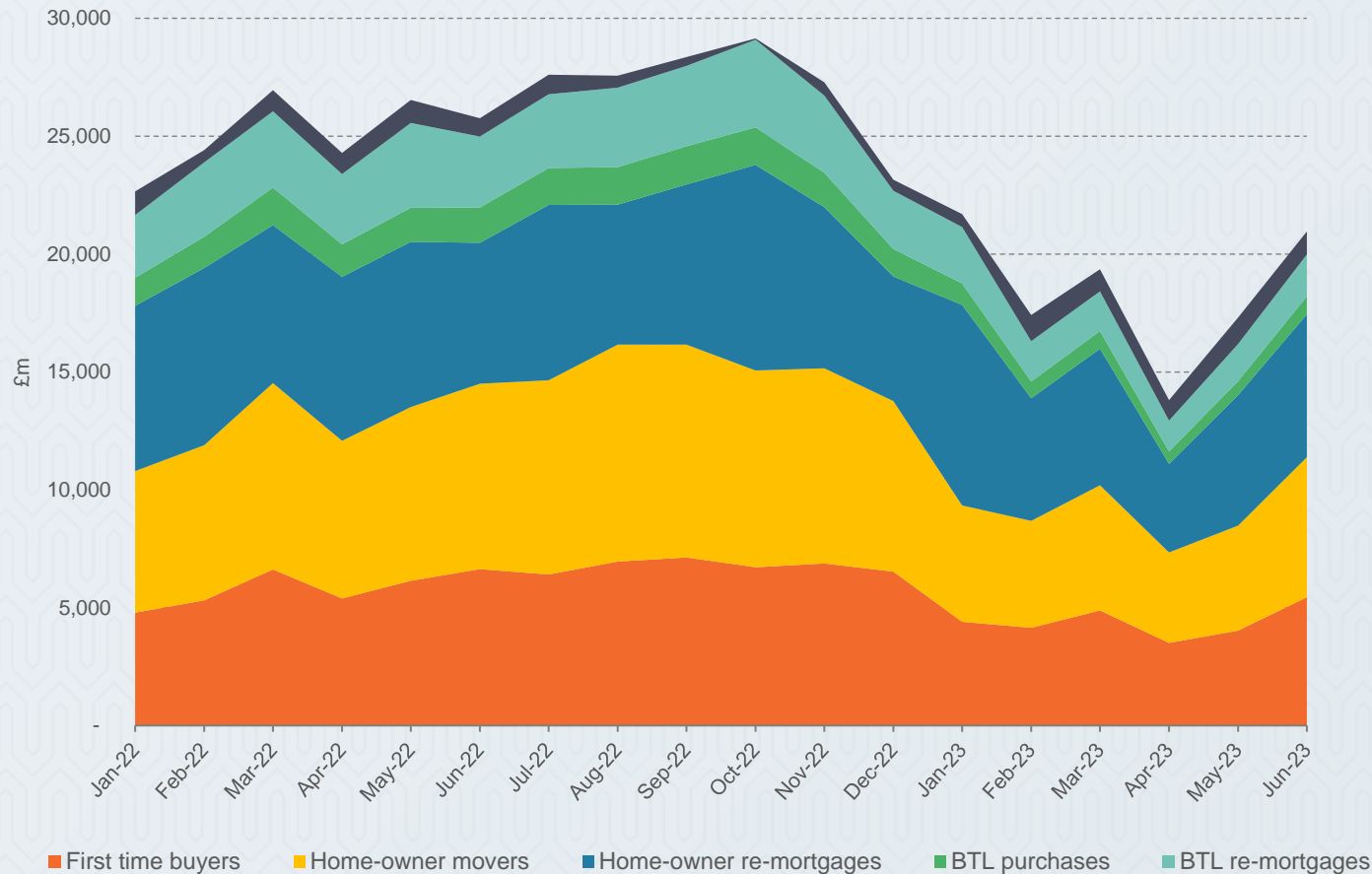
# Summary and outlook

- Exceptionally challenging market for mortgage advisers, with cost-of-living pressures and higher interest rates raising affordability constraints and driving a significant contraction of the purchase and re-mortgage markets
- Significant outperformance of the market delivered by MAB, with a 19% market share gain
- Continued investment across the Group to drive operational efficiencies and maximise opportunities for our advisers and ARs in terms of lead generation and productivity
- Recruitment pipelines for new AR's now back to pre-mini-budget levels. Strong momentum in AR recruitment expected in 2024
- MAB very well positioned to build on significant market share gains and deliver its medium to long term growth objectives in normalised market conditions
- The investment that continues to be made will deliver a step change in profitability over the medium term
- With a cautious approach to Q4 2023, we expect the Group to report an adjusted profit before tax of not less than £22m for 2023, with some upside likely to materialise should market conditions normalise
- MAB Group excluding Fluent is trading at least in line with original expectations for 2023

# Appendices

# Mortgage lending market

## Gross new mortgage lending



## Commentary

- Gross new mortgage lending of £110.5bn (excluding Product Transfers), down 27% on H1 2022.

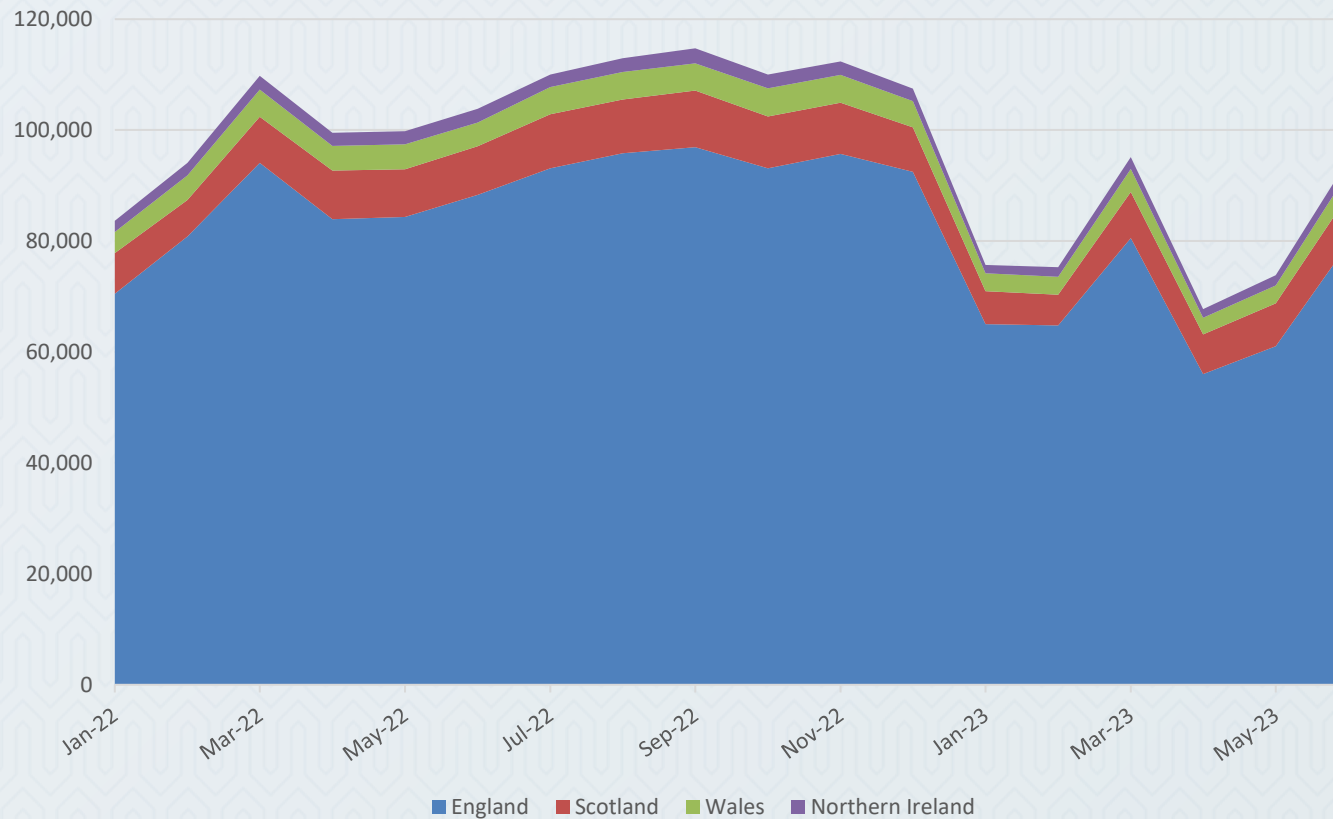
	vs. H1 2022
<b>Purchase</b>	<b>-30%</b>
Home-mover	-32%
First time buyers	-24%
Buy-to-let purchase	-50%
<b>Re-mortgage</b>	<b>-24%</b>
Residential re-mortgage	-15%
Buy-to-let re-mortgage	-44%
<b>Buy-to-let</b>	<b>-46%</b>
<b>Product Transfers</b>	<b>+28%</b>

Source: UK Finance. Chart includes further advances and lifetime mortgages, excludes product transfers.



# Property market

## UK property transactions by volume



## Commentary

- UK property transactions in H1 2023 down 18% compared to H1 2022
- Smaller contraction relative to new mortgage lending suggests increasing proportion of cash buyers
- Average house prices fell 1.8% in H1 2023 compared to H2 2022; however they were still up 3.3% compared to H1 2022

# Management

## Executive Team



**Peter Brodnicki**

Chief Executive Officer

(23 years)



**Ben Thompson**

Deputy Chief Executive Officer

(5 years)



**Lucy Tilley**

Chief Financial Officer

(8 years)

## Non-Executive Team



**Katherine Innes Ker**

Non-executive Chairman

(9 years)



**Nathan Imlach**

SID

(9 years)



**Mike Jones**

iNED

(2 years)



**David Preece<sup>1</sup>**

NED

(19 years)

## Senior Management Team



**Donna Brenchley**

Proposition Director

(19 years)



**John Brooks**

Operations Director

(13 years)



**Paul Gill**

Chief Risk Officer

(1 year)



**Gareth Herbert**

Distribution Director

(19 years)



**Fabien Holler**

Chief Commercial Officer

(4 years)



**Matt Lowndes**

Innovation Director

(4 years)



**Lucian Morris**

Chief Information Officer

(3 years)



**Claire Smith**

People & Culture Director

(3 years)



**Martin Tullett**

MAB Finance Director

(4 years)



**Andy Walton**

Proposition Director, Protection

(6 years)



**Jonathan Westwood**

Head of Legal

(2 years)



**Sion Williams**

Brand & Marketing Director

(1 year)

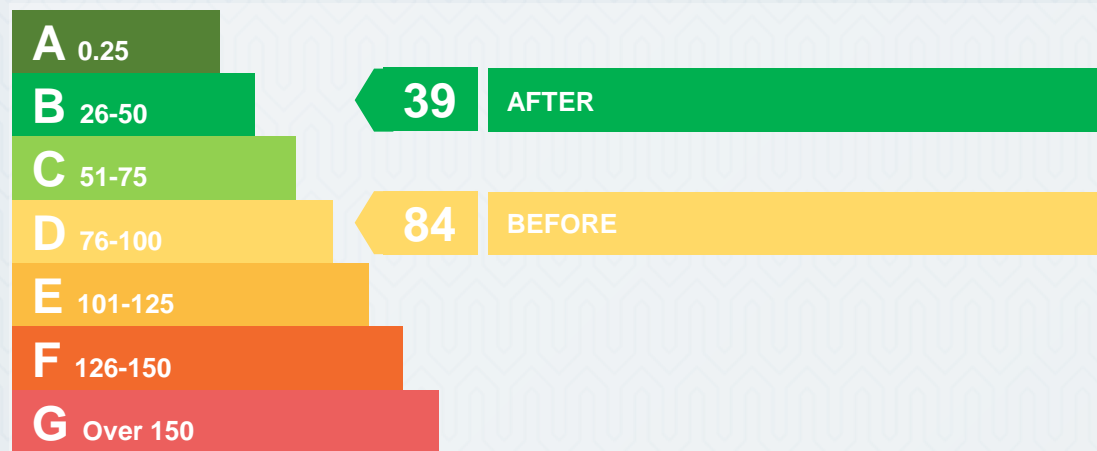
1. David Preece retired as Chief Operating Officer on 30 June 2019 and became a Non-executive Director.

# ESG – Reducing our impact on the environment

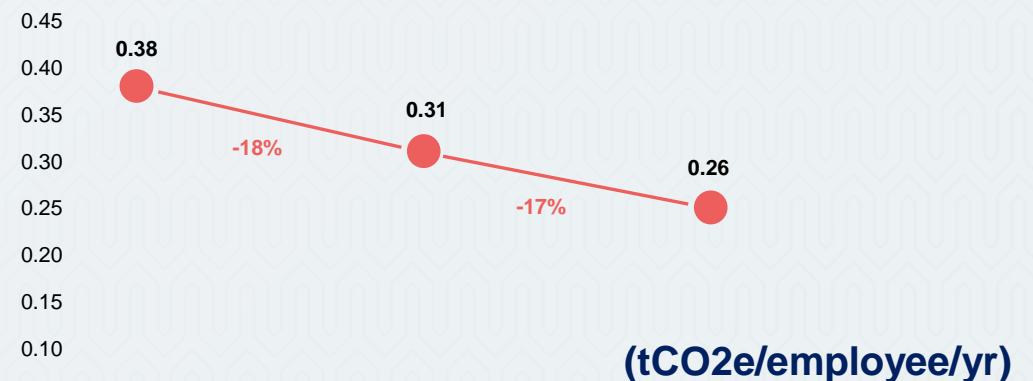
- Continued reduction in Scope 1 & 2 emissions intensity (tCO<sub>2</sub>e/employee/yr)
- Reducing our carbon footprint was a central consideration as part of the major refurbishment of Capital House:
  - High efficiency lighting and heating and ventilation systems
  - Installation of EV charging point and secure bicycle store
  - Extensive use of green planting throughout all areas
  - Suppliers' selection local to Derby
- MAB head office and First Mortgage are on green, 100% renewable electricity tariffs
- Further Scope 1 and Scope 2 emissions reduction anticipated in 2023



## Head office EPC rating: before and after



## Reduction in Scope 1 and 2 emissions intensity

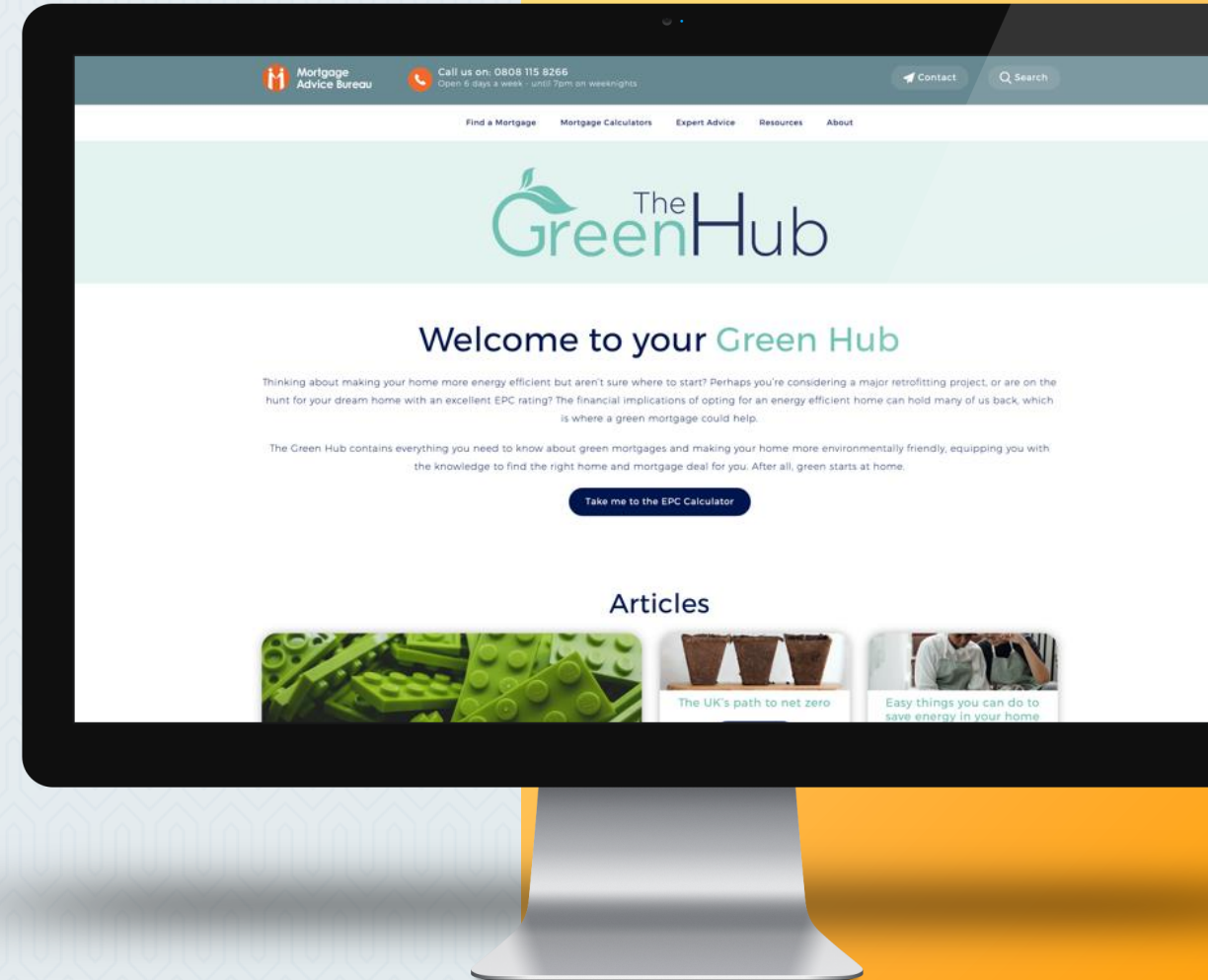




# ESG – Green Mortgages

## MAB is at the forefront of Green Mortgages

- Green Hub launched in 2022 to consumers.
- Continued improvements to the MIDAS platform to best promote Green Mortgages.
- In 2022, our ARs submitted over £1 billion of Green Mortgages to our lending partners.
- MAB organised the first industry event focused on Green Mortgages.
- Our goal is to become a leader in Green Mortgages and actively contribute to the UK's overall Net Zero targets. Housing represents circa 20% of carbon emissions in the UK.
- This adds to our social purpose which is to help people buy and re-finance their homes and protect them.



# ESG – charitable activities



## Maximising our positive impact on the communities in which we operate

- Mortgage Advice Bureau Foundation (“Foundation”) authorised in March 2022 as a Charitable Incorporated Organisation and launched to partners and staff in September 2022
- The purpose of the Foundation is to support communities at grass roots level to improve the standards of living and enjoyment in the places where people live
- We aim to leverage MAB’s network, maximise stakeholder involvement and create awareness among MAB staff and customers of the growing needs of their local communities
- Through our grant-giving policy we support charities active in the following three areas:
  - 1) **Health and wellbeing** – help communities combat health and wellbeing issues
  - 2) **Preventing and relieving poverty** – support communities through financial hardship and social exclusion
  - 3) **Environment and conservation** – help communities make green choices and reduce their carbon footprints
- Matched funding model: grants capped at the lower of £5,000 and 50% of total project costs

## Foundation in numbers

- Since **September 2022**:
- **68** requests for funding received
- **22** full applications considered by the Foundation Committee
- Funding pledged to **14** projects subject only to the matched funding element
- **14** of these now fully funded and up and running
- In total, **£47,500** pledged and over **£139,000** raised in total

## MAB charitable donations in 2022 and H1 2023

- **£75,000** to the Foundation
- **£20,000** to the British Red Cross Ukraine Crisis Appeal
- **£13,000** raised as part of MAB Golf Day
- **£11,800** through donations towards various causes including the Alzheimer’s Society Charity Ball and Prostate Cancer
- **£18,000** donated by Fluent to the Education for the Children Foundation since the acquisition

# ESG – employee wellbeing, diversity, equality and inclusivity

We are committed to creating a working environment in which our diverse team can thrive and where our core values are communicated effectively and upheld

- Major investment in head office working environment provides inclusive and collaborative settings that cater for the diverse needs of our workforce.
- Deployed a range of new L&D initiatives including the Deliver Wow Academy and Learn to Lead programme that saw a high representation of female employees.
- Extensive wellbeing calendar throughout the year covered financial, emotional and physical aspects of wellbeing.
- Range of benefits expanded to include extra birthday day off and ability to buy or sell up to 5 days holiday
- 80,000 hours of training conducted on the Mab Hub platform by our employees and advisers
- In response to the cost-of-living crisis, the Board awarded an additional £1,000 pay rise as well as a £250 one-off cash bonus to all eligible non-bonussed head office employees.



Best Medium Organisation

**Winner**

Overall Winner

**Winner**

Best Business Transformation Initiative

**Winner**



Equality Employer of the Year

**Winner**



Elite Women

**Winner**



# Company Overview

- Mortgage Advice Bureau (“MAB”) is a widely recognised and a leading UK mortgage intermediary network, with 60%+ of our partner firms trading as MAB
- Directly authorised by FCA, MAB operates an Appointed Representative (AR) network which specialises in providing mortgage advice to customers as well as advice on protection and general insurance products
- c.2,100 advisers geographically spread across the UK, almost all employed or engaged by AR’s
- Compliance supervision undertaken by MAB employees
- Dominant position in the three largest lead sectors; estate agency, new build and price comparison websites
- Leading in-house proprietary trading platform which provides an exceptional AR, adviser and customer experience
- Winner of 200+ industry awards
- Cash generative and capital light, delivering strong and consistent growth and returns for our investors



# Award Winning

**200+**  
AWARDS



**MI**  
AWARDS

**money**  
**marketing**  
AWARDS

**Moneyfacts**  
Award



— THE —  
BRITISH MORTGAGE  
AWARDS

Legal &  
General

**MORTGAGE**  
STRATEGY  
AWARDS 2021

**MONEYAge**  
AWARDS



# Growth Focus – our investments

## Investment

## Specialism

Digital / PCWs

Protection

New Build

Protection

Telephony / Network

Telephony

Specialist New Build

First Mortgage Acquisition

Conveyancing

Surveys

International

New Build / Shared Ownership

New Build

New Build

## Shareholding

Initial → Maximum

76.2% → 100%
75% → 100%
80% → 100%
75%
49%
25% → 49%
25%
37% → 49%
43%
49%
48%
40%
49% → 80%
49% → 100%



# Cash Balance Waterfall Unrestricted net cash balances<sup>1</sup>



1. Unrestricted net cash balances are for operational purposes; they exclude restricted balances (AR retained commission in case of clawback).

2. Cash flow from generated from operating activities of £12.1m, less movements in restricted balances of £0.4m.

# Balance Sheet – Strong financial position

£'000s	Jun-23	Dec-22
<b>Assets</b>		
<b>Non-current assets</b>		
Property, Plant and equipment	6,227	6,128
Right of Use Assets	3,442	3,872
Goodwill	53,885	53,885
Other intangible assets	1,327	942
Acquisition Intangibles	52,302	54,881
Investments in associates and joint ventures	11,931	11,387
Investments in non-listed equity shares	-	-
Derivative financial instruments	682	831
Other receivables	274	320
Deferred tax asset	2,551	1,797
<b>Total non-current assets</b>	<b>132,621</b>	<b>134,043</b>
<b>Current assets</b>		
Trade and other receivables	13,974	10,288
Derivative financial instruments	-	-
Corporation tax	812	-
Cash and cash equivalents	23,642	25,462
<b>Total current assets</b>	<b>38,428</b>	<b>35,750</b>
<b>Total assets</b>	<b>171,049</b>	<b>169,793</b>

£'000s	Jun-23	Dec-22
<b>Equity and liabilities</b>		
Share capital	57	57
Share premium	48,155	48,155
Capital redemption reserve	20	20
Share option reserve	5,718	4,511
Retained earnings	13,616	15,154
<b>Equity attributable to owners of the parent company</b>	<b>67,566</b>	<b>67,897</b>
Non-controlling interest	7,058	7,548
<b>Total equity</b>	<b>74,624</b>	<b>75,445</b>
<b>Liabilities</b>		
<b>Non-current liabilities</b>		
Trade and other payables	5,230	9,438
Provisions	8,554	8,038
Lease liabilities	2,605	3,014
Derivative financial liabilities	178	10
Loans and other borrowings	14,271	16,598
Deferred tax liability	14,181	14,659
<b>Total non-current liabilities</b>	<b>45,019</b>	<b>51,757</b>
<b>Current liabilities</b>		
Trade and other payables	40,334	34,397
Lease Liability	903	933
Loans and other borrowings	10,169	6,809
Corporation tax	-	452
<b>Total current liabilities</b>	<b>51,406</b>	<b>42,591</b>
<b>Total liabilities</b>	<b>96,425</b>	<b>94,348</b>
<b>Total equity and liabilities</b>	<b>171,049</b>	<b>169,793</b>

# Disclaimer

Certain statements included or incorporated by reference within this announcement may constitute "forward-looking statements" in respect of the Group's operations, performance, prospects and/or financial condition. Forward-looking statements are sometimes, but not always, identified by their use of a date in the future or such words and words of similar meaning as "aims", "anticipates", "believes", "continues", "could", "due", "estimates", "expects", "goal", "intends", "may", "objectives", "outlook", "plans", "potential", "probably", "project", "seeks", "should", "targets", or "will" or, in each case, their negative or other variations or comparable terminology.

By their nature, forward-looking statements involve a number of risks, uncertainties and assumptions and actual results or events may differ materially from those expressed or implied by those statements. Accordingly, no assurance can be given that any particular expectation will be met and reliance should not be placed on any forward-looking statement. Additionally, forward-looking statements regarding past trends or activities should not be taken as a representation that such trends or activities will continue in the future. Except as required by applicable law or regulation, no responsibility or obligation is accepted to update or revise any forward-looking statement resulting from new information, future events or otherwise. Nothing in this announcement should be construed as a profit forecast.

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**Thank You**