FY24 Half Year Results 20 February 2024 BUB²⁴ **Empowering better** financial futures, together



HUB24 - Australia's Best Platform and Managed Accounts¹









HUB²⁴ ¹

Financial highlights 1HFY24¹



Consistently delivering growth and results

HUB²⁴





Continued market leadership, growth & enhancing our customer proposition



- HUB24 Discover launched, providing cost-effective managed portfolio platform and investment solution with strong uptake
- Equity Trustees planned migration of ~\$4 billion on track¹
 - Class ongoing product and service enhancements with Class Super achieving market-leading Net Promoter Score and receiving industry awards⁴
 - Launched new product features e.g. AGILE retirement income solution & new high-net-worth capability
- n 🖳 n
 - myprosperity has strong pipeline with enterprise licensing model launched
 - Investing for tomorrow building market-leading data infrastructure leveraging HUBconnect technology and supporting the integration of Group capabilities
 - Further Xplore Wealth migrations with integration program now in final stages





platform superannuation net inflows²



for net inflows from switching across all super funds³



net inflows across all super funds³

1. EQT migration of approximately \$4 billion continues to progress with a migration of \$2.5-\$3.75 billion expected in 2HFY24 and the remainder in FY25.

B24 2. HUB24 ranked first for quarterly and annual net inflows. Latest available data, Strategic Insights Master Trusts, Platforms & Wraps, September 2023. Excludes the migration of FUA from BT to Mercer and the discontinuation of Xplore Super. 3. The Conexus Institute, State of super 2024 report. Rankings based on FY23 and include all APRA regulated superannuation funds. Switching refers to member fund-switching.

4. Investment Trends 2023 SMSF Accountant Report and ranked No.1 SMSF Administration software 2023 SMSF Adviser awards

HUB24 Platform market share gains

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HUB24 market share increased from ~1% to ~7% over last 5 years¹

\$80b 8.0% 6.7% \$70b 7.0% \$60b 6.0% 5.0% \$50b \$40b 4.0% 3.0% \$30b \$20b 2.0% 1.1% \$10b 1.0% \$0b 0.0% Jun-20 Sep-20 Dec-20 Mar-21 Jun-21 Sep-21 Mar-22 Jun-22 Sep-22 Sep-22 Jun-18 Sep-18 Dec-18 Mar-19 Jun-19 Sep-19 Sep-19 Mar-20 Mar-23 Jun-23 Sep-23 Dec-23 FuA ——Market Share of FuA

HUB24 custody FUA and market share¹

HUB24 ranked #1 for organic market share gains over 1 and 3 years²

Top 3 platforms by organic market share gains over 1, 3, 5 years²



1. Latest available data, Plan for Life Master Trusts, Platforms & Wraps, September 2023

4 2. Latest available data, Plan for Life Master Trusts, Platforms & Wraps, September 2023. Organic market share is calculated excluding market share movements as a result of M&A and discontinued operations. HUB24 excludes the Xplore acquisition and Xplore Super discontinuation.

3. Total market share gains include inorganic growth. This includes adjustments of -0.10% for the discontinuation of Xplore Super over 1 year and +1.05% over 3 and 5 years for the Xplore acquisition, net of the discontinuation of Xplore Super.

Growing adviser base supporting net inflows

4,500 3,500 of Advisers 3,000 Number 1,500 1,000 HUB²⁴



Advisers 5-YR CAGR +24%

28% of advisers use HUB24 (5% in 1HFY19)¹

Advisers using HUB24 and FUA per adviser¹

HUB24 ranked #1 for 12-month organic net inflows²

Top 3 platforms by aggregate organic net inflows over 1, 3, 5 years²



1. Based on HUB24 Adviser Ratings data - December 2023.

7 2. Latest available data, Plan for Life Master Trusts, Platforms & Wraps, September 2023. Aggregate organic net flows excluding flows associated with discontinued operations and mergers and acquisitions (including the \$33.4b of flows from BT to Mercer in June 2023)

Significant growth opportunity from existing and new advisers

Net inflows from new and existing advisers Composition of net inflows by tenure of adviser relationship 3% 7% 9% 8% 13% 11% 16% 10% 23% 33% 81% 77% 75% 70% 64%

New Licensee Relationship

FY20

Existing Licensee but new Adviser relationship

FY21

Existing Licensee and existing Adviser relationship



Latent opportunity

FUA per adviser at 1HFY24 was \$17m up from \$8m in FY20²

Industry average FUA per adviser estimated to be \$62m per adviser, providing further opportunity for growth³

9% of advisers using the platform have more than \$50m FUA on HUB24²

New adviser relationships deliver transition/flow benefits for up to 6 years⁴

~4.300 active advisers (28% of the market)

Access to ~7,500 Advisers covered by HUB24 licensee agreements who are not using the platform (48% of the market)

1. Adviser Ratings, Adviser Musical Chairs Report 4Q 2023, 76% of the market based on Adviser Ratings data and HUB24 internal analysis.

1HFY24

2 As at 31 December 2023

FY22

FY23

3. Industry average per adviser as at 30 September 2023 based on total platform market and total number of advisers. Plan for Life Master Trusts, Platforms & Wraps data, September 2023. Adviser Ratings Adviser Musical Chairs Report 3Q 2023 4. Based on HUB24 analysis

Extending our managed portfolio leadership

Leveraging our unique capability to extend market-leadership

- Leading Tax optimisation capability delivering 'platform alpha'¹
- In-house dedicated trade execution
- Efficient Portfolio Implementation via ManagerHUB
- HUB24 Discover selected managed portfolios in a costeffective and streamlined platform offer

Growing demand and adoption of managed accounts

\$32.7 billion in managed portfolio FUA 18% market share²

HUB24 managed account FUA 49% 5-YR CAGR



56% of financial advisers now using managed accounts, up from 30% in 2018³

Extending our managed portfolio leadership position



No. 1 Best Managed Accounts Functionality⁴

No. 1 Overall satisfaction with platform managed portfolio functionality³

Investment Trends 2023 Adviser Technology Needs Report.
 FUA as at 31 Dec 2023, includes HUB24 Managed Portfolios and MDA. Market share as at 30 June 2023 and based on IMAP June 2023 Census of Managed Account FuM, September 2023
 Investment Trends Managed Account Report January 2023.
 Investment Trends Platform Competitive Analysis and Benchmarking Report 2023.

myprosperity – building pipeline of opportunity

~72k households¹

up ~12K since acquisition in April 2023

460+ wealth practices¹

HUB²⁴

up ~20 since acquisition in April 2023



Leading, secure client portal technology enabling collaboration between financial professionals, enhancing productivity and customer experience



Strong interest from licensees, advisers and accountants with opportunity to leverage Group distribution footprint



Engagement with large wealth groups underway with **new enterprise licencing model**

Prototype for new Class client portal in development

Class and NowInfinity – consistent growth and supporting our strategy

Continued growth in accounts



Class SMSF market share 30.4% and ranked #2¹

HUB²⁴

- More than
 200K total
 Class accounts
- More than 650K
 Companies on
 Corporate Messenger





Diversified customer base of 6,000+ providing recurring revenue and opportunities to expand footprint across the Group



Class Portfolio data capabilities supporting 'whole of wealth' view & integration of solutions for growing customer segments



Continued **focus on customer service excellence** resulting in increased engagement and customer satisfaction

Our industry recognition



#1 Best Platform Overall¹ 2 years running Investment

WINNER

Trends

#1 Best Platform Managed Accounts Functionality¹

- #1 Best Mobile Platform¹
- #1 Best Reporting¹
- #1 Best Online Business Management¹
- #1 primary platform advocacy²
- #1 NPS for primary platform users (equal first)²
- #1 Tax Optimisation tools²
- #1 Client Reporting²



WEALTH>

Overall Best Advice Platform³

HUB

- Best Client Experience³
- Ease of Onboarding³
- Best Functionality³
- Best Adviser Support³
- Best Investment Options³
- #1 Overall Satisfaction (equal first)⁴
- #1 Ease of doing Business⁴
- #1 IT/Web functionality⁴
- SMSF Advice Platform of the Year⁵ •
- Best SMSF Investment Platform Adviser Choice⁶





SMSF Software provider of the year⁵



Class #1 Net Promoter Score amongst accountants (equal first)7

NowInfinity #1 Net Promoter Score⁷



1. Investment Trends Platform Competitive Analysis and Benchmarking Report 2023. 2. Investment Trends 2023 Adviser Technology Needs Report 3. Adviser Ratings Financial Advice Landscape Report 2023. 4. 2023 Wealth Insights Platform Service Level Report.

5. SMSF Adviser Awards 2023. 6. CoreData SMSF Service Provider Awards 2022. 7. Investment Trends 2023 SMSF Accountant Report.



Financial results

Kitrina Shanahan Chief Financial Officer

Group snapshot as at 31 December 2023¹



1. The percentages in graphs represent the revenue as a % of total.

2. Per the Financial Report and Analyst and Investor Packs, Class is included in the Tech Solutions segment.

3. Other includes Non-custody and myprosperity revenue.

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4. HUB24 customer base represents Financial Advisers as at 31 December 2023 and Class customer base represents practices as at 31 December 2023.

Group financial results

HUB²⁴

\geq		1HFY24	1HFY23	Change
		\$m	\$m	%
	Operating Revenue	156.7	137.7	14%
	Operating Expenses	(101.7)	(87.8)	16%
	Underlying EBITDA ¹	55.0	49.9	10%
D	Underlying EBITDA margin ¹ (%)	35.1	36.2	(1.1)
S	Cost to income ratio (%)	64.9	63.8	1.1
5	EBITDA	49.2	45.5	8%
	Underlying NPAT ²	30.4	26.6	14%
M	Statutory NPAT	21.5	15.5	39%
Č	Fully Franked Interim Dividend (cents per share)	18.5	14.0	32%
0	Underlying Diluted Earnings per share (cents)	36.2	32.3	12%

Operating Revenue (\$m) +14% 0.3 17.3 137.7 156.7

Tech Solutions

Corporate

1HFY24

Underlying EBITDA (\$m)

Platform

1HFY23



1. Underlying EBITDA represents earnings before interest, tax, depreciation, amortisation and notable items. Refer HUB24 Analyst & Investor Pack for a reconciliation to Statutory EBITDA.

2. Underlying NPAT is a non-IFRS measure used to assess the operating performance of the business. Underlying NPAT represents Net Profit After Tax excluding non-recurring items. Refer HUB24 Analyst & Investor Pack for a reconciliation to Statutory NPAT.

Platform financial results

Strong UEBITDA growth driven by continued net inflows and FUA growth

Stable UEBITDA margins with the benefits of scale offsetting the impacts of a lower ADI deposit spread from December 2022¹

1		1HFY24	1HFY23	Change
Ď		\$m	\$m	%
N	Platform FUA	72.4bn	55.8bn	30%
3	PARS FUA	18.8bn	17.2bn	9%
	Total FUA	91.2bn	73.0bn	25%
	Platform Net Inflows	7.2bn	5.8bn	26%
<u>U</u>	Revenue	120.0	102.7	17%
	Operating Expenses	(72.1)	(61.3)	18%
	Underlying EBITDA ²	47.9	41.4	16%
	Underlying EBITDA margin ² (%)	39.9	40.3	(0.4)

UB²⁴

Funds Under Administration (\$bn)



1. Revenue from the cash management fee was impacted by a change in ADI provider and a reduction in deposit spreads across the industry. 2. Underlying EBITDA represents earnings before interest, tax, depreciation, amortisation and other significant items. Refer HUB24 Analyst & Investor Pack for a reconciliation to statutory EBITDA

Platform financial trends

R24

Platform segment delivering continued UEBITDA growth



 Net inflows includes \$1.8 billion migration from Insignia Financial's incumbent administrator to the Insignia Financial private label (Rhythm) administered on the HUB24 platform.
 Year on year

Impact on 1HFY24 Platform UEBITDA margin due to change in ADI provider and lower deposit spreads across the industry compared to 1HFY23.



\$7.2bn¹ of net inflows and \$2.5bn positive market movements during 1HFY24 driving continued FUA and revenue growth in the platform segment



\$47.9m Platform UEBITDA for the 1HFY24 up 16% YoY²



Stable UEBITDA margins YoY with scale benefits offset by the impacts of:

- lower deposit spreads
 (~2%)³
- lower employee vacancy rates; and
- inclusion of myprosperity in 1HFY24 (~1%)

Platform custody revenue and revenue margin



FuA growth of 30% YoY with approximately two thirds of the growth driven by net inflows and one third driven by markets

- Platform revenue margins declined 2bp YoY to 35bp and stable compared to 2HFY23
- 2bp reduction relative to 1HFY23 driven by reduction in cash management fee due to a change in ADI provider and reduction in deposit spreads across the platform industry
- Stable revenue margins relative to 2HFY23 with normal admin fee margin compression from fee tiering and capping offset by higher trading activity
- The number of accounts on the Platform for 1HFY24 were up 22% YoY

Platform FuA and Custody Revenue (\$m)¹



Platform Revenue Margin (bp)²



Composition of platform revenue



- Composition of FuA by channel was stable in 1HFY24 compared to 1HFY23
- Retail clients represent 85% of Platform FUA (85% 1HFY23) and 95% of revenue (93% 1HFY23)
- Impact of institutional Insignia Financial migration (~2%)¹ offset by strong growth in retail channel
- PARS revenue growing in line with PARS accounts which increased 3% compared to 1HFY23
- Initial contribution from myprosperity
 - Expect FY24 UEBITDA to be loss of \$1.0-1.5 million, on track with expenses managed to revenue

Portfolio composition of custody FUA and revenue (\$m)



🔵 Retail 🛛 🔵 Institutional 🛛 🥚 Xplore Super Admin

Custody revenue margin by channel (bp)



Excluding the \$1.8bn institutional Insignia Financial migration the portion of FuA classified as retail would have been 87%.
 Revenue margin is calculated on the monthly average of each month's opening and closing FUA balances.

Tech Solutions financial results

Class accounts and revenue growth of 3-4%, offset by strategic investment, lower employee vacancy rates and salary inflation

Strategic investment in data infrastructure supporting the integration of group capabilities

	1HFY24	1HFY23	Change
\mathbf{O}	\$m	\$m	%
Class accounts ¹	203,860	198,619	3%
Class Document Orders ²	182,204	178,638	2%
Companies on Class Corporate Messenger ³	697,573	621,478	12%
Revenue	34.8	33.4	4%
Operating Expenses	(24.7)	(22.9)	8%
Underlying EBITDA ⁴	10.1	10.5	(4%)
Underlying EBITDA margin ⁴ (%)	29.1%	31.4%	(2.3)

Underlying EBITDA (\$m)



1. Number of Class accounts as at 31 December 2023 consists of Class Super, Class Portfolio and Class Trust licenses.

2. Documents paid for by Pay Per Unit (PPU) and subscription customers for the last 12 months to 31 December 2023. Prior periods have been adjusted to reflect an updated methodology

3. Number of active companies as at 31 December 2023

HUB²⁴

4. Underlying EBITDA represents earnings before interest, tax, depreciation, amortisation and other significant items. Refer HUB24 Analyst & Investor Pack for a reconciliation to statutory EBITDA. 5. Strategic investment in data infrastructure.

Group expenses and margins



Investing to support scale and drive future growth

- Group expenses before notable items increased 17% YoY driven by the investment in headcount, inflation and salary increases and the acquisition of myprosperity
- Group FTE increased by 20% YoY to 883 (1HFY23: 736)
 - FTE increase driven by growth investment (+102) and the acquisition of myprosperity (+45)
 - ~60% of the increase in FTE excluding myprosperity related to investment in technology FTE
- UEBITDA margin down 110bp YoY to 35.1% with the benefits of scale offset by:
- Lower deposit spreads (~2% impact vs 1HFY23)¹
- Lower vacancy rates
- Impact of myprosperity (~1%)

Group Expenses (\$m)



UEBITDA margin (from continuing operations)² (%)



Impact on 1HFY24 UEBITDA margin due to change in ADI provider and lower deposit spreads across the industry compared to 1HFY23.

Continuing operations excluding Licensee.

1HFY23 pro forma assumes ownership of myprosperity (with 1HFY24 UEBITDA) throughout 1HFY23 and applies 1HFY24 deposit spreads throughout 1HFY23.

Increasing profitability

Statutory NPAT up 39% and Underlying NPAT up 14%

\$4.6m of strategic transaction and project costs in relation to Xplore integration and large FUA migrations

Up 10% on 1HFY23

HUB²⁴

Higher non-cash expenses YoY with share-based payments higher and higher amortisation as development and capitalisation of IT assets continues Underlying effective tax rate of ~26% benefiting from movements in deferred tax balances



Strong financial performance and capital management

• Inte 32%

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- Interim dividend of 18.5 cps up 32% YoY
- Strong balance sheet with \$61m net cash
- HUB24 bought back ~300k
 shares in 1HFY24 for \$10m
 - Expect to complete remainder of \$50m buyback by September 2024
 - \$10m of share purchases to service the Employee Share Plans







Strategy & Outlook

Andrew Alcock Managing Director

Significant demand for professional advice and wealth solutions

firms in Australia

15,634¹ Financial Advisers in Australia Multidisciplinary

HUB24 has access through relationships with 76% of the adviser market

10,000²

Accounting firms in Australia

Class has relationships with >6,000 accountants

1.8M³ Australian's receive financial advice through an adviser

6M⁴

Australian's have a relationship with an accountant or financial adviser



2. 34,386 registered accountants in Australia (IBIS World April 2022) HUB24 & myprosperity estimate 10,000 practices.
 2. 34,386 registered accountants in Australia (IBIS World April 2022) HUB24 & myprosperity estimate 10,000 practices.
 3. Adviser Ratings Financial Advice Landscape Report 2022.

<u>https://www.abs.gov.au/statistics/people/people-and-communities/snapshot-australia/latest-release#our-families-and-households</u>
 Based on Treasury modelling. Treasury, Retirement phase of superannuation – Discussion paper, December 2023.



Advice industry rebuilding

Emergence of advice networks and opportunity to create large, professional advice and **multidisciplinary businesses**



Greater demand for financial professionals

29% of unadvised Australians seeking advice³

2.5 million retirees expected to transition to retirement phase over the next 10 years⁵

Intergenerational wealth transfer of ~\$3.5 trillion over the next 20 years⁶



Need for productivity increase across wealth advice & accounting

30,000 additional accountant, audit, and finance professionals needed over the next three years to meet demand⁷

Advisers servicing an average of **120 clients** each⁸

Staff shortage the No. 1 problem for accountants for second year in a row⁹

9. AFR Top 100 Accounting Firms survey 2022.

Productivity Commission, Wealth transfers and their economic effects – Research paper, November 2021.
 <u>https://www.accountantsdaily.com.au/business/18018-migrants-vital-to-meet-demand-for-10-000-extra-accountants-a-year</u>

^{8.} Adviser Ratings Report June 2023.

Shifts in population and workforce driving wealth needs across the lifecycle



Meeting demand with marketleading, unique capabilities



Lead today Delivering customer value and growth

Create tomorrow Continuing to build the platform of the future

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Build together

Collaborating to shape the future of the wealth industry



Extending our reach to meet client needs across their life stages

HUB24 Discover, Allianz Retire+ AGILE and HNW capabilities launched in 1HFY24

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Expanding HNW offer to meet growing demand

Demand for advice is increasing from growing High-Net-Wealth (HNW) segment¹

HUB24 is empowering advisers with innovative solutions for their HNW clients



Current capabilities include:

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- **Broad range of investment options** including unlisted domestic fixed income, TDs, direct FX and ESG investments
- Market-leading managed portfolio capabilities delivering 'alpha'
- Whole view of wealth & enhanced client reporting for on & off platform assets
- Innovative solutions enabling intergenerational wealth transfer SMSF Access, Discover
- **Portfolio & administration reporting** (PARS) for large wealth groups and wholesale investors
- **Enhanced cybersecurity and collaboration** for HNW investors and their financial professionals with market-leading client portal technology

Leveraging our capability & expertise to deliver future enhancements



Integrated custody and non-custody solution for advisers & HNW clients

- Comprehensive reporting and administration for off-platform assets including international direct shares & managed funds
- Further enables 'whole of wealth' view
- Efficient corporate action management & transactions for on & offplatform assets
- Phased roll out with select wealth firms from March FY24

Pursuing profitable growth and maintaining leadership

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Strong and reliable growth pipeline across both existing and new adviser relationships

Invest to extend our

market leadership

integrated wealth

and create

tomorrow's

solutions

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Highly scalable, profitable and capital light business with significant recurring revenue across a diverse customer base

Leverage tech & data

customer & industry

adviser efficiency and

create future growth

to meet evolving

needs, support

opportunities

Strong balance sheet, net cash and cash flows supporting ongoing investment, shareholder dividends and share buy-back

Capitalise on unique

Group capabilities

for innovation,

competitive

advantage &

ongoing growth

Platform FUA target (excluding PARS FUA)

\$92bn-\$100bn

for FY25¹

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FUA target comprises

- Net flows \$10-12bn p.a. ex large migrations
- Opportunities for large migrations (\$4 billion from EQT in 2HFY24 and FY25)
- Range of market growth assumptions

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Questions? onal



Disclaimer

SUMMARY INFORMATION

The material herein is a presentation of general background information about HUB24 Limited's ('HUB') activities current as at date of presentation. This information given in summary form does not purport to be complete and should be read in conjunction with previous ASX filings, Half Year Report and the audited Annual Report as applicable. Any arithmetic inconsistencies are due to rounding.

NOT INVESTMENT ADVICE

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This presentation is not a prospectus or a product disclosure statement under the Corporations Act 2001 (Cth) and has not been lodged with ASIC. The information provided in this presentation is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate.

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This presentation was authorised for release to the market by the Managing Director.

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About HUB24

HUB24 Limited is listed on the Australian Securities Exchange, and includes the award-winning HUB24 Platform, HUBconnect, the Xplore Wealth platform, Class and myprosperity.

The HUB24 platform offers advisers and their clients a comprehensive range of investment options, including market-leading managed portfolio solutions, and enhanced transaction and reporting functionality. As one of the fastest growing platforms in the market, the platform is recognised for providing choice and innovative product solutions that create value for advisers and their clients. HUBconnect focuses on leveraging data and technology to provide solutions to common challenges for stockbrokers, licensees and advisers and enable the delivery of professional advice to more Australians.

Class is a pioneer in cloud-based wealth accounting software and is recognised as one of Australia's most innovative technology companies. Class delivers trust accounting, portfolio management, legal documentation and corporate compliance solutions to financial professionals across Australia who depend on Class to drive business automation, increase profitability and deliver better client service.

myprosperity is a leading provider of client portals for accountants and financial advisers, enabling streamlined service delivery, increased productivity and enhanced customer experience for finance professionals and their clients.

For further information, please visit www.HUB24.com.au