

# Q4 FYE24 Financial Results 08 April 2024





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# **REVIEW OF FYE24**

# **Overview of Financial & Key Products**



### Robust FYE24 Performance

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\* Including interim dividend. Final dividend subject to the approval of shareholders at the forthcoming Annual General Meeting

Spurring AEON Wallet growth through new initiatives





Accuracy and Productivity improvements through digitalization of assessment process



- Launch of Personal Financing digital onboarding process in Oct23, achieving 51 minutes turnaround time (TAT) via straight-through process from application to disbursement, leveraging the integrated of Loan Origination System (LOS) 3.0
- Pre-assessment provides instant conditional approval to customers with good score. About 48% of easy payment applications underwent this process

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### Auto Judge Ratio improved to increase operation efficiency





Increased Payment Business sales growth through revised card features and rebranding exercise





- Payment Business sales growth and increase in card issuances driven by credit card features revamp and collaboration campaigns
- New concept branches and permanent booth set up, further enhanced customer experience and increased service efficiency





### Prerequisites for the future vision & enhanced employee wellbeing





Embedding Sustainability across AEON Credit business





# **Corporate Social Responsibilities Key Activities in FYE24**

Empowering communities through ongoing engagement and disaster relied efforts

### **Malaysian AEON Foundation**



RM1.0 mil Donation to Turkiye Earthquake Victims



Completed Smart Classroom setup at 40 schools

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950 families received flood donation through AEON Bantu initiatives



834 childrens and 15 families from low-income community and charity organizations received festive donations

### **Environmental and Social Inclusion Initiatives**



3,000 Bubur Lambuks packs distributed during Ramadan



Conducted Financial Savvy and Scam Prevention Awareness for 39 School Teachers



4.0 tonnes of rubbish removed from 6 coastal areas



1,000 mangrove trees planted at Setiu Wetlands, Terengganu



### **FYE24** Review



	Indicators FYE24	Actual FYE24	Remark
Loan Growth	±10%	12.9%	Attributed by product scheme revision and revamped of credit card feature to acquire good score customers and penetrate to M40 customers
			High application count coupled with higher approval ratio attributed to channels expansion and digital onboarding application process
Cost-to-Income (include IL)	< 57%	55.4%	Revenue increased underpinned by higher loan growth
			<ul> <li>CIR expansion in line with sales and revenue growth activities</li> <li>Continuing prudent cost management</li> </ul>
Dividend Payout Ratio	≥ 30% of PAT	34.0% *	Proposed final dividend of 14.00 sen per share
			Full year dividend amounts to 42.50 sen per share including interim dividend
ROE	±15%	16.7%	Higher net profit translating to ROE of 16.7%

\* Final dividend subject to the approval of shareholders at the forthcoming Annual General Meeting

# Dividend

### FYE24 recorded the highest dividend payout ratio in five years





\* Declared special dividend in conjunction with AEON Credit's 25th Anniversary celebration

\*\* (i) Bonus issue 1: 1 completed on 20 Nov 23 (ii) Subject to the approval of shareholders at the forthcoming Annual General Meeting





# FINANCIAL OVERVIEW

# **Financial Performance**

### Robust revenue growth driven by strong loan growth



		FYE22	FYE23	FYE24	YoY
	Total Income	1,706.2M	1,837.5M	2,106.9M	+14.7%
	Operating Expenses	-848.5M	-974.6M	-1,166.6M	+19.7%
	Impairment Loss	-303.3M	-447.8M	-569.9M	+27.3%
Profitability	PBT	526.8M	547.0M	565.2M	+3.3%
	PAT	365.4M	417.7M	424.0M	+1.5%
	ROE	19.2%	18.8%	16.7%	-2.1%
	Transaction & Financing Volume	4.8B	6.2B	7.3B	+16.9%
	Gross Financing Receivables	9.9B	10.8B	12.2B	+12.9%
	Loan Loss Coverage Ratio	289%	252%	221%	-31.0%
Asset Quality	Non-Performing Loan (NPL)	2.66%	2.89%	2.57%	-0.32%
	Net Credit Cost (NCC)	1.47%	2.57%	3.35%	+0.78%



# **Total Transaction & Financing Volume – Q4FYE24**

Sequential volume improvement except Personal Financing Group



Total Transaction & Financing Volume (RM mil)										
I	Easy Payme	ent		Payment Bu	usiness		Personal	Personal Financing 498 453 6 453 8 453 6 453 8 453 8 453 8 453 8 453 8 453 8 453 8 453 8 453 8 453 8 453 8 453 8 453 8 453 8 453 8 4 453 8 4 453 8 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4		
712 Q4	819 Q3	854 Q4	48 <sup>-</sup>	4 Q3	546 Q4	(	06 Q4 Q3	453 Q4		
FYE23	FYE24	FYE2	4 FYE	23 FYE24	FYE24	FY	E23 FYE2	24 FYE24		
Vol	ume (RM	mil)	Q4 FYE23	Q FYE2	3 4 F	Q4 YE24	QoQ	YoY		
Eas	y Payment		712	81	9	854	4.3%	20.0%		
Pay	Payment Business		481	50	)7	546	7.7%	13.5%		
Per	sonal Financ	ing	406	49	8	453	-9.0%	11.6%		

1,824

1,853

1.6%

15.9%

1,599



- Easy Payment financing volume grew by 4.3% QoQ mainly driven by Auto Financing and Motorcycle Financing, attributed to Used Car scheme revision and upliftment of credit refinement policy which was imposed on younger customers coupled with higher sales claimed ratio
- Payment Business increased by 7.7% QoQ driven by stronger market visibility and effective collaboration campaigns during festive season
- Lower demand of Personal Financing in Q4 affected by festive season. To continuously drive the digital onboarding take up rate via awareness campaign

Total

# **Total Gross Financing Receivables**

All segments demonstrated significant growth YoY







- Receivables increased by 12.9% YoY, with growth across all products except new car financing
- Motorcycle Financing grew by 4.9% despite being impacted by credit policy tightening with higher downpayment required in 1H. Uplifted in Oct23 with implementation of the Gailabo assessment
- Both Personal Financing and Payment Business grew 21.9% YoY and 10.6% YoY respectively attributed to expansion of acquisition channels including physical and digital presence as well as effective marketing campaigns

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## **Receivables Collection**

### Continuous collection improvement from prudent credit management



Current Collection Ratio (%)	D1 & D2 Collection Ratio (%)
Current Collection Ratio - Not Past Due (%)	→ D1 Collection Ratio - Past Due 1 month (%) → D2 Collection Ratio - Past Due 2-3 months (%)
97.5 97.3 97.2	83.7 84.4 79.8 72.6 71.5 72.6 67.7
Q4 Q3 Q4 FYE23 FYE24 FYE24	Q4 Q3 Q4 FYE23 FYE24 FYE24

Collection performance continues to improve QoQ:

- Gradual improvement in collection performance attributed to the effective credit policy implemented for targeted customers and products
- Implementation of risk-based collection and calling strategy have optimized manpower allocation to highrisk customers group
- Early outsourcing of delinquent account to external collection agencies and reactivation of field visit team
- To continue improve accuracy in decision making via auto-assessment and implement new collection system

# Non-Performing Loan (NPL) and Net Credit Cost (NCC)

CREDIT SERVICE

Effective approach to credit assessment and collection strategy



(RM mil)	Q4 FYE23	Q3 FYE24	Q4 FYE24
Receivables	10,836	11,903	12,232
Balance D3+	313	325	315
NPL (%)	2.89	2.73	2.57

#### Lower QoQ for NPL and NCC

Refinement of credit scoring model and introduction of merchant management framework have effectively reduced the non-starter ratio for Motorcycle Financing and Objective Financing to below 2% since Oct23

- Adoption AI credit scoring and pre-assessment has improved accuracy in decision-making and operation efficiency
- · Effective skip calling strategies have enhanced productivity in collection performance

(RM mil)	Q4 FYE23	Q3 FYE24	Q4 FYE24
Total Impairment Loss (IL)	117	183	114
(-) Bad Debt Recovered	44	46	46
NCC	73	137	68

# Impairment Loss (IL) Analysis

### Loan Loss Coverage Ratio remains at a strong position





(RM mil)	Q4 FYE23	C FYE2	23 24	Q4 FYE24	QoQ RM mil	QoQ
Write Off	129	18	82	173	-9	-4.8%
IL Provision	-12		1	-59	-60	-5453.2%
Total IL	117	18	83	114	-69	-37.7%
<ul> <li>Q4FYE24 Expected attributed by:</li> <li>Reversal of deline RM49.1 mil and mil attributed to E better collection per setter collection per setter</li></ul>	quent account m general provisio ECL model refre erformance recor	ovement of n of RM9.8 shment and ded		from the you disposable inc movement in fi • Several mitigat improve the	ot written off mai inger age grou come from delin rst half year tion actions have credit assessm duction of e-KYC	nly contributed up with lower nquent account e been taken to nent accuracy,
(RM mil)	FYE22	FYE	23	FYE24	YoY RM mil	YoY
Write Off	389	4	17	660	243	58.4%
IL Provision	-86		31	-90	-121	-393.1%
Total IL	303	44	48	570	122	27.3%

# **Cost-to-Income Ratio (CIR)**

CIR expansion in tandem with sales and revenue growth



RM mil	Q4 FYE23	Q4 FYE24	ΥοΥ	FYE23	FYE24	YoY
Total Operating Income	481.2	548.7	14.0%	1,837.5	2,106.9	14.7%
Personnel Expenses	67.4	65.0	-3.6%	219.4	246.1	12.2%
Advertisement & Promotion	8.3	13.7	65.0%	30.2	38.5	27.4%
Other Operating Expenses	77.7	79.9	2.7%	277.2	312.0	12.6%
Total Operating Expenses	153.4	158.6	3.4%	526.8	596.6	13.3%
CIR %	31.9%	28.9%	-	28.7%	28.3%	-



- Total Operating Income for FYE24 increased by RM269.4 mil mainly contributed by higher interest and fee income across all products
- The increase in operating expenses mainly contributed by personnel expenses and other operating expenses partly in line with higher sales and revenue-generate cost
- Cost to income ratio excluding IL improved to 28.3% compared to 28.7% in FYE23





# KEY STRATEGIES AND MOVING FORWARD

# **Indicators & Strategic Roadmap For FYE25**

Robust brand visibility & bringing "Finance" closer to everyone





\* Incorporated AEON Bank operation cost

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# **FYE25 Business Strategy**

### Continuous expansion of customer base

### **Building an Ecosystem**

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- Consolidate financial services, point program and preassessment scheme into a new app to drive member expansion
- Transform AEON Credit App as a touchpoint to acquire AEON group customers and foster cross selling using AI
- Integrated AEON Group apps to provide One-Stop financial services and direct customers to merchants



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### **AEON Living Zone**

- Completion development of AEON group common ID
- Establish a specialized team to create new value proposition and seamless connection within the AEON Living Zone
- Establish the cooperation framework to foster AEON Bank's member expansion and seamless access to banking services



# **FYE25 Business Strategy**

### Digital infrastructure enhancements for AEON living zone

### Advancement in Assessment Process

- Optimise the customer experience by improving TAT through the automated assessment
- Implementation of new collection system to improve operational efficiency and optimise productivity

### ESG & Sustainability

- Responsible corporate citizen by contributing to the local community
- Embed sustainability initiatives into business model

#### Strengthen Business Capacity

- Exploring new revenue stream for future growth
- Setup Business Process Outsourcing to support AEON Bank

#### Talent Development

- Talent development and acquisition to support the business transformation
- Reform recruitment function to develop and grow employees



# **AEON Bank Rollout Timeline**

### Count down to launch in first half 2024



Deposit



### Loyalty Program



### **Progress Update:**

- AEON Credit has invested the equity interest of 175.0 mil ordinary shares in AEON Bank (M) Berhad (formerly known as ACS Digital Berhad) ("AEON Bank") for a consideration of RM175.0 mil. AEON Bank become an associate company of the Company
- AEON Bank has now opened registration of interest for the public. Customer just need to provide their name and email address for registration





# APPENDICES



(RM mil)	Q4 FYE23	Q1 FYE24	Q2 FYE24	Q3 FYE24	Q4 FYE24	QoQ	YoY	FYE23	FYE24	YoY
Total Transaction & Financing Volume	1,599.3	1,832.3	1,789.9	1,823.9	1,853.6	1.6%	15.9%	6,247.0	7,299.8	16.9%
Easy Payment Financing	712.0	856.7	804.9	819.2	854.4	4.3%	20.0%	2,929.4	3,335.3	13.9%
Payment Business	480.9	482.5	485.2	507.0	546.0	7.7%	13.5%	1,807.0	2,020.8	11.8%
Personal Financing	406.4	493.1	499.7	497.7	453.2	-9.0%	11.6%	1,510.6	1,943.7	28.7%
Total Income	481.2	501.9	521.2	535.0	548.7	2.6%	14.0%	1,837.5	2,106.8	14.7%

	401.2	501.5	521.2	000.0	540.7	2.070	14.070	1,007.0	2,100.0	14.770
Operating Expenses	-270.6	-285.3	-275.2	-333.6	-272.6	-18.3%	0.7%	-974.6	-1,166.6	19.7%
Interest Expenses	-80.8	-84.7	-86.8	-90.0	-97.0	7.7%	20.1%	-315.9	-358.5	13.5%
Share of Result of Associate	-				-16.5	-	-	-	-16.5	-
Profit Before Tax	129.8	131.9	159.2	111.4	162.6	45.9%	25.3%	547.0	565.2	3.3%
Income Tax	-34.5	-32.5	-39.0	-25.9	-43.7	68.7%	26.7%	-129.3	-141.2	9.2%
Net Profit	95.3	99.4	120.2	85.5	118.9	39.0%	24.8%	417.7	424.0	1.5%

# **Financial Summary**



(RM mil)	Q4 FYE23	Q1 FYE24	Q2 FYE24	Q3 FYE24	Q4 FYE24	QoQ	ΥοΥ
Easy Payment Financing	7,147.0	7,372.8	7,510.1	7,646.0	7,816.8	2.2%	9.4%
Payment Business	717.9	719.7	738.8	766.7	793.9	3.5%	10.6%
Personal Financing	2,970.9	3,126.5	3,316.7	3,490.0	3,621.6	3.8%	21.9%
Total Financing Receivables	10,835.8	11,219.0	11,565.6	11,902.7	12,232.3	2.8%	12.9%
Impairment Loss	-787.2	-796.3	-754.5	-755.6	-696.7	-7.7%	-11.5%
Other Assets	1,068.5	1,131.1	1,122.9	1,086.2	1,084.7	-0.04%	1.5%
Total Assets	11,117.1	11,553.8	11,934.0	12,233.3	12,620.3	3.2%	13.5%
Total Liabilities	8,592.3	8,922.5	9,232.6	9,519.7	9,982.7	4.9%	16.2%
Shareholders' Fund	2,524.8	2,631.3	2,701.4	2,713.6	2,637.6	-2.8%	4.5%



# **Operating Income**



(RM mil)	Q4 FYE23	Q1 FYE24	Q2 FYE24	Q3 FYE24	Q4 FYE24	QoQ	YoY	FYE23	FYE24	YoY
Easy Payment Financing	264.9	278.1	284.1	287.7	294.7	2.4%	11.2%	1,021.5	1,144.6	12.1%
Payment Business	44.1	42.8	44.3	45.5	47.6	4.6%	8.0%	165.0	180.2	9.2%
Personal Financing	121.4	128.8	140.1	149.6	155.9	4.2%	28.5%	444.6	574.4	29.2%
Brokerage Fee*	2.3	3.0	3.2	3.7	3.4	-8.1%	47.8%	9.1	13.3	46.2%
Total Revenue	432.7	452.7	471.7	486.5	501.6	3.1%	15.9%	1,640.2	1,912.5	16.6%
Other Operating Income	48.5	49.2	49.5	48.5	47.1	-2.8%	-2.9%	197.3	194.4	-1.5%
Total Operating Income	481.2	501.9	521.2	535.0	548.7	2.6%	14.0%	1,837.5	2,106.9	14.7%

\*AEON Insurance Brokers (M) Sdn Bhd (Formerly known as Insurepro Sdn Bhd) is a wholly-owned subsidiary of AEON Credit since Oct 2021





(RM mil)	Q4 FYE23	Q1 FYE24	Q2 FYE24	Q3 FYE24	Q4 FYE24	QoQ	YoY	FYE23	FYE24	ΥοΥ
Impairment Loss on Receivables	117.2	152.5	120.6	182.8	114.0	-37.6%	-2.7%	447.8	569.9	27.3%
Personnel Expenses	67.4	53.0	63.3	64.9	65.0	0.1%	-3.6%	219.4	246.1	12.2%
Advertisement & Promotion (A&P)	8.3	9.7	8.6	6.5	13.7	110.8%	65.0%	30.2	38.5	27.4%
Other Operating Expenses	77.7	70.1	82.7	79.4	79.9	0.6%	2.7%	277.2	312.0	12.6%
Operating Expenses	270.6	285.3	275.2	333.6	272.6	-18.3%	0.7%	974.6	1,166.5	19.7%
Interest expenses	80.8	84.7	86.8	90.0	97.0	7.7%	20.1%	315.9	358.5	13.5%
Total Expenses	351.4	370.0	362.0	423.60	369.5	-12.8%	5.2%	1,290.5	1,525.1	18.2%



	FYE21	FYE22	FYE23	FYE24
PBT (RM mil)	324.9	526.8	547.0	565.2
PAT (RM mil)	234.0	365.4	417.7	424.0
Weighted average no. of ordinary shares (mil)	255.3	255.3	255.3	510.6**
Basic EPS (RM)*	0.44	0.70	0.80	0.81
NTA per share (RM)*	3.3	3.9	4.6	5.2
ROE (%)	13.8	19.2	18.8	16.7
ROA (%)	2.3	3.6	3.9	3.6
Capital Adequacy Ratio (%)	24.0	26.8	27.1	24.4
Debt-to-Equity Ratio (x)	3.8	3.1	3.0	3.5
Share Price (RM)*	5.8	7.3	6.0	6.34
PER (x)	13.3	10.6	7.5	7.8
Market Capitalisation (RM mil)	2,992	3,748	3,064	3,237

\* The Basic EPS and NTA per share restated for FYE 2021, FYE2022, FYE2023, to reflect the bonus issue which was completed on 21 November 2023

\*\* Reflect the bonus issue which was completed on 21 November 2023



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