

Q4 FYE25 Financial Results

8 April 2025





Table of Contents

- 03 KEY HIGHLIGHTS
- 12 FINANCIAL OVERVIEW
- 22
 - **KEY STRATEGIES & MOVING FORWARD**
- 25 APPENDICES





KEY HIGHLIGHTS

Economic Outlook and Financial Results Overview

Robust revenue growth supported by stable economic outlook; Lower PAT attribute to higher operating expenses and share of losses from associate





Economic Outlook

Domestic demand growth on increased consumer spending, rising minimum wages and continued private investment growth across key economic corridor nationwide

AEON Credit

- Strengthening our presence in the middle-income group remains a key strategy in enhancing asset quality
- Our loan growth driven by economic growth and rising demand
- Credit costs rose due to inflationary pressure affecting payment behaviours

* Share of result of associate losses of RM68.3 mil

FYE25 Indicators

Continual delivery of sustainable returns to shareholders





FYE25 – Business Expansion via Channels and Customer development

Improvement in market share underpinned by effective marketing strategies and onboarding initiatives





- Enhanced Vehicle
 Financing scheme for
 premium brand models
 to drive quality
 receivables
- Payment Business focused on middleincome group customers through AEON Group collaboration campaigns and privilege enhancement
- Continually driving digital onboarding awareness for Personal Financing and Credit Card



FYE25 – Building AEON Living Zone

"Malaysian Essential Lifestyle App" for seamless shopping and financing solutions



Plans

- To integrate financial services and retail function in one application, to support a broader range of financial services
- Conversion of AEON Wallet to AEON Group membership app via common ID and loyalty programme
- To improve customer retention and increase membership acquisition

Actions

- AEON Wallet was enhanced in Jul24 to enable instant membership, virtual card issuance and AEON Group's promotional offers
- Self-onboarding applications increased to 39% following the upgrade of AEON Wallet. We will continue drive the usage of digital onboarding and e-KYC
- To materialise the AEON Living Zone, a joint project with AEON Co established to build a unified customer data and loyalty program





FYE25 – Digitalise Assessment and Collection Process

Accelerating automation to enhance customers' digital experience



Plans

- Enhanced credit assessment process via AEON FinPlus membership ensuring seamless customer experience
- Enhanced portfolio management and refined criteria for low performance products
- Established e-KYC utilisation strategy to improve the take-up rate





Note: AEON FinPlus membership categorised member to tiers based on customer historical usage to promote cross selling and auto approval Page 8

FYE25 – AEON Bank Progress

Expanding AEON Living Zone with Strategic Initiatives





FYE25 – Sustainability Updates

Embedding Sustainability across AEON Credit business





FYE25 – Talent Development and CSR Initiatives









FINANCIAL REVIEW

Financial Performance

- Total Income grew by 16.6% driven by continued positive momentum in sales and receivable, both over 15.0% YoY
- Operating expenses (excluding IL) increased, led by higher personnel costs, IT expenses and marketing expenses
- Impairment loss provision rose by 32.6% due to higher receivables growth and delinquency movement, while write-off amount remained stable. Loan loss coverage ratio at healthy level
- Operating profit before share of result in associate was recorded at RM581.8 mil

		Q4FYE24	Q4FYE25	Q4 YoY	FYE24	FYE25	ΥοΥ
	Total Income	548.7M	663.3M	+20.9%	2,106.9M	2,457.3M	+16.6%
	Operating Expenses (exlude IL)	-158.6M	-165.0M	+4.0%	-596.6M	-692.3M	+16.0%
	Impairment Loss	-114.0M	-185.3M	+62.6%	-569.9M	-757.7M	+32.6%
	Operating Profit	179.2M	202.5M	+13.0%	581.7M	581.8M	0.0%
Des fits billing	Share of result in associate	-16.6M	-22.8M	+37.7%	-16.6M	-68.3M	+312.3%
Profitability	PBT	162.6M	179.7M	+10.5%	565.2M	513.5M	-9.1%
	PAT	118.9M	131.0M	+10.1%	424.0M	370.6M	-12.6%
	ROE	16.7%	13.6%	-3.1%	16.7%	13.6%	-3.1%
	Transaction & Financing Volume	1.8B	2.2B	+16.7%	7.3B	8.4B	+15.3%
	Gross Financing Receivables	12.2B	14.1B	+15.4%	12.2B	14.1B	+15.4%
	Loan Loss Coverage Ratio	221%	209%	-12%	221%	209%	-12%
Asset Quality	Non-Performing Loan (NPL)	2.57%	2.64%	+0.07%	2.57%	2.64%	+0.07%
	Net Credit Cost (NCC)	3.35%	3.87%	+0.52%	3.35%	3.87%	+0.52%

Total Transaction & Financing Volume

Notable growth in all products, lead by Personal Financing 25.4% YoY growth





Volume (RM mil)	Q4 FYE24	Q3 FYE25	Q4 FYE25	QoQ	YoY
Easy Payment	855	837	937	11.9%	9.7%
Payment Business	546	618	657	6.4%	20.4%
Personal Financing	453	664	568	-14.5%	25.4%
Total	1,854	2,119	2,162	2.1%	16.7%



- Motorcycle Financing and Auto Financing increased QoQ by 9.9% and 11.1% respectively driven by enhanced Superbike schemes, premium Auto Financing products and merchant incentive program
- Payment Business increased by 6.4% QoQ, supported by higher daily sales and average spending attributed to 21% increase in CIC base, reaching 287k, along with AEON collaborative campaigns
- Personal Financing declined by 14.5% QoQ impacted by credit score refinement targeting low-score customers, particularly young and low-income group. Continue focus on cross-selling and drive effective marketing campaigns

Total Gross Financing Receivables

Stronger loan growth across all key products





Volume (RM mil)	Q4 FYE24	Q3 FYE25	Q4 FYE25	QoQ	YoY
Easy Payment	7,816	8,525	8,746	2.6%	11.9%
Payment Business	794	905	961	6.2%	21.0%
Personal Financing	3,622	4,235	4,413	4.2%	21.8%
Total	12,232	13,665	14,120	3.3%	15.4%



- Gross Financing Receivables increased by 3.3% QoQ and 15.4% YoY to RM14.1 bil with growth across all products except Objective and SME Financing
- Personal, Used Car and Superbike Financing were the primary growth drivers, increasing by 21.8%, 19.8% and 26.9% YoY respectively, fueled by strategic and tactical pricing aligned with our focus on to growth quality asset through M40 segment acquisition and seamless digital onboarding

Receivables Collection



Introducing collection management system to improve collection performance and productivity



Overall collection performance remained stable YoY. Focus remains on continuously enhancing collection management and implementing effective countermeasures:

- Launched a new collection system in Dec24 with enhanced functionality, stabilising system performance and improving productivity
- Continued the risk-based collection approach with a focus on high-risk customer groups
- Implemented auto-assessment and document digitalisation via OCR to improve credit assessment accuracy
- Continued strengthen score modeling, implementing a credit limit multiplier alongside refined credit criteria for weaker segments to improve asset quality

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

Continuous prudent approach on provisioning

2.57

12,232

FYE24

NPL Trend

2.89

10,836

FYE23



(RM mil)	FYE23	FYE24	FYE25
Receivables	10,836	12,232	14,120
Balance D3+	313	315	373
NPL (%)	2.89	2.57	2.64

(RM mil)	FYE23	FYE24	FYE25
Total Impairment Loss (IL)	448	570	758
(-) Bad Debt Recovered	182	184	248
NCC	266	386	510

NPL and NCC Movement:

- NPL stood at 2.64%, remained healthy in line with receivables growth
- · Higher NCC contributed by new sales and receivables delinquency movement and lower ECL model refreshment reversal impact compared to previous year
- · Ongoing credit tightening in Auto and Personal Financing, with a focus on young age and low-score customers. Continued monitoring underperforming segments while enhancing auto-approval rates for high score customers



Impairment Loss (IL) Analysis

(RM mil)

Loan Loss Coverage Ratio continues to remain healthy



 Write Off (RM mil)
 IL Provision (RM mil)
 Loan Loss Coverage Ratio (%)

 Q4
 Q3
 Q4
 QoQ
 QoQ
 FYE24
 FYE25
 YoY

 FYE24
 FYE25
 FYE25
 RM mil
 QoQ
 FYE24
 FYE25
 YoY

(,	FYE24	FYE25	FYE25	RM mil				
Write Off	173	168	171	3	1.7%	660	676	2.4%
IL Provision	-59	47	14	-33	-70.2%	-90	82	-190.2%
Total IL	114	215	185	-30	-13.9%	570	758	32.6%



Q4FYE25 movement:

- Impairment loss provision reduced by 13.9% QoQ driven by refinement LGD in ECL model
- Bad debt write off recorded at RM171 mil, remaining stable compared to the previous quarter

FYE25 movement:

 Increased in IL due to higher ECL from receivables growth and delinquent account movement. Prior year's IL reversal was mainly attributed to the ECL model refresh and one-off adjustment for early settlement automation exercise

Several initiatives have been implemented to enhanced credit assessment accuracy, including

- e-KYC implementation
- New collection system to boost responsiveness to underperforming accounts and improve staff productivity

Cost-to-Income Ratio (CIR)

Higher cost on Personnel, IT and Revenue-Related Expenses



RM mil	Q4 FYE24	Q4 FYE25	YoY	FYE24	FYE25	YoY
Total Operating Income	548.7	663.3	20.9%	2,106.9	2,457.3	16.6%
Personnel Expenses	65.0	71.9	10.7%	246.1	280.5	14.0%
Advertisement & Promotion	13.7	8.4	-39.1%	38.5	52.2	35.7%
Other Operating Expenses	79.9	84.7	6.0%	312.0	359.6	15.3%
Total Operating Expenses	158.6	165.0	4.0%	596.6	692.3	16.0%
CIR %	28.9%	24.8%		28.3%	28.2%	

CIR Trend



FYE25

• Stable cost-to-income ratio excluding impairment loss at 28% YoY, reflecting disciplined cost management

- Personal expenses grew by 14.0% due to workforce expansion and salary increments. Employee headcount rose by 6% to 3,291 as of Feb25 (LY:3,106)
- Advertisement & Promotion rose, contributed by increased acquisition
 and promotional campaigns
- Others operating expenses increased by 15.3% YoY in FYE25, driven by higher IT costs and sales & revenue-related expenses

Dividend

Maintaining a payout ratio >30% to reward shareholders





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

** Adjusted to reflect the bonus issue of 1 bonus share for every existing I share which was completed on 21 Nov 23

Corporate Social Responsibilities Key Activities in Q4FYE25

Empowering communities through on-going engagements and environmental conservation



Malaysia AEON Foundation



58 students participated in MAF Digital Green Student Challenge



281 childrens from 8 locations benefitted during Christmas charity shopping



161 families in Johor received flood donation under AEON Bantu



80 children benefitted during CNY School Holiday Outing at Zoo Negara

Environmental & Social Inclusion Initiatives



160 blood pints donated during AEON Credit Pre-Ramadan Blood Donation Drive



1,000 mangrove trees planted at Setiu Wetland, Terengganu



1,000 mangrove trees planted at Byram Forest Reserve, Penang





KEY STRATEGIES AND MOVING FORWARD

Key Business Strategies In FYE26

Expanding brand visibility & bringing "Finance" closer to everyone



Collection Cost Optimisation



- Strengthen collection strategy and performance management via new collection system to implement full utilisation of dunning by pool
- Adopt new technology such as voice bot collection to
- Continue enhance assessment though automation

Page 23

-21%

Key Business Strategies In FYE26

Cross selling via wallet integration and group collaboration program to bringing "Finance" closer to everyone

Drive AEON Group Synergy

Establish and Promote **AEON** Living Zone

3

Collaboration initiative with AEON Bank:

To expand CASA acquisition via wallet and leverage on FONBANK ACSM branch and merchant network

Collaboration initiatives with **AEON Insurance:**

100k

Customer Referral

Integration of AEON Insurance's enhanced sales portal into AEON Wallet



20%

Wallet Financing

Application

Continue AEON Wallet features enhancement to become one-stop Financial service app

- Introduce

25%

Wallet User



tiered membership

DuitNow

- Common ID
- Embed **AEON Group** app link to Wallet

Talent Development & ESG Initiatives

Employee Development

- Talent development & Acquisition
- Accelerate IT organisation transformation
- Regional office working environment transformation

ESG & Sustainability

- Embed sustainability initiatives into business model
- Continue work for scope ٠ 3 GHG emissions data disclosure
- 45% GHG emission reduction for Scope 1 and Scope 2







APPENDICES

Performance Highlights



(RM mil)	Q4 FYE24	Q1 FYE25	Q2 FYE25	Q3 FYE25	Q4 FYE25	QoQ	ΥοΥ	FYE24	FYE25	ΥοΥ
Total Transaction & Financing Volume	1,853.6	1,975.0	2,158.0	2,118.7	2,162.2	2.1%	16.7%	7,299.8	8,413.9	15.3%
Easy Payment Financing	854.4	963.9	1,015.5	837.1	937.0	11.9%	9.7%	3,335.3	3,753.4	12.5%
Payment Business	546.0	537.6	580.3	617.4	657.2	6.4%	20.4%	2,020.8	2,392.6	18.4%
Personal Financing	453.2	473.5	562.2	664.2	568.0	-14.5%	25.4%	1,943.7	2,267.9	16.7%
Total Income	548.7	589.8	593.5	610.7	663.3	8.6%	20.9%	2,106.9	2,457.3	16.6%
Operating Expenses	-272.6	-331.6	-368.8	-399.4	-350.3	-12.3%	28.5%	-1,166.6	-1,450.0	24.3%
Interest Expenses	-97.0	-101.8	-104.8	-108.3	-110.5	2.1%	14.0%	-358.5	-425.4	18.7%
Operating Profit	179.2	156.4	119.9	103.0	202.5	96.6%	13.0%	581.7	581.8	0.0%
Share of Result of Associate	-16.6	-11.6	-18.7	-15.2	-22.8	50.4%	37.7%	-16.6	-68.3	312.3%
Profit Before Tax	162.6	144.8	101.1	87.9	179.7	104.5%	10.5%	565.2	513.5	-9.1%
Income Tax	-43.7	-38.4	-29.9	-25.8	-48.7	89.0%	11.6%	-141.2	-142.9	1.2%
Net Profit	118.9	106.4	71.2	62.1	131.0	111.0%	10.1%	424.0	370.6	-12.6

Financial Summary



(RM mil)	Q4 FYE24	Q1 FYE25	Q2 FYE25	Q3 FYE25	Q4 FYE25	QoQ	ΥοΥ
Easy Payment Financing	7,816.8	8,085.7	8,398.3	8,524.7	8,746.5	2.6%	11.9%
Payment Business	793.9	804.1	842.8	905.0	960.7	6.2%	21.0%
Personal Financing	3,621.6	3,763.6	3,957.4	4,235.5	4,412.9	4.2%	21.8%
Total Financing Receivables	12,232.3	12,653.4	13,198.5	13,665.2	14,120.1	3.3%	15.4%
Impairment Loss	-696.7	-691.8	-717.6	-764.4	-778.4	1.8%	11.7%
Other Assets	1,084.7	1,058.2	1,087.8	1,059.6	1,002.1	-5.4%	-7.6%
Total Assets	12,620.3	13,019.7	13,568.7	13,960.4	14,343.8	2.7%	13.7%
Total Liabilities	9,982.7	10,289.5	10,844.2	11,250.8	11,511.9	2.3%	15.3%
Shareholders' Fund	2,637.6	2,730.2	2,724.5	2,709.6	2,831.9	4.5%	7.4%

Operating Income



(RM mil)	Q4 FYE24	Q1 FYE25	Q2 FYE25	Q3 FYE25	Q4 FYE25	QoQ	YoY	FYE24	FYE25	YoY
Easy Payment Financing	294.7	307.6	316.7	320.1	322.1	0.6%	9.3%	1,144.6	1,266.4	10.6%
Payment Business	47.6	45.9	47.3	50.3	54.3	7.8%	14.0%	180.2	197.8	9.8%
Personal Financing	155.9	165.2	173.9	187.9	195.0	3.8%	25.1%	574.4	722.1	25.7%
Brokerage Fee*	3.4	3.5	3.5	3.7	3.6	-0.7%	7.9%	13.3	14.4	8.6%
Total Revenue	501.6	522.2	541.4	562.0	575.0	2.3%	14.6%	1,912.5	2,200.7	15.1%
Other Operating Income	47.1	67.6	52.1	48.7	88.3	81.2%	87.2%	194.4	256.6	32.0%
Total Operating Income	548.7	589.8	593.5	610.7	663.3	8.6%	20.9%	2,106.9	2,457.3	16.6%

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

Total Expenses



(RM mil)	Q4 FYE24	Q1 FYE25	Q2 FYE25	Q3 FYE25	Q4 FYE25	QoQ	YoY	FYE24	FYE25	YoY
Impairment Loss on Receivables	114.0	163.5	193.6	215.3	185.3	-13.9%	62.6%	569.9	757.7	32.6%
Personnel Expenses	65.0	64.2	71.6	72.8	71.9	-1.2%	10.7%	246.1	280.5	14.0%
Advertising & Promotion (A&P)	13.7	15.3	13.2	15.3	8.4	-45.4%	-39.1%	38.5	52.2	35.7%
Other Operating Expenses	79.9	88.7	90.4	96.0	84.7	-11.8%	6.0%	312.0	359.6	15.3%
Operating Expenses	272.6	331.6	368.8	399.4	350.3	-12.3%	28.5%	1,166.6	1,450.0	24.3%
Interest expenses	97.0	101.8	104.8	108.3	110.5	2.1%	14.0%	358.5	425.4	18.7%
Total Expenses	369.5	433.4	473.6	507.7	460.8	-9.2%	24.7%	1,525.1	1,875.4	23.0%

Financial Indicators

	FYE22	FYE23	FYE24	FYE25
PBT (RM mil)	526.8	547.0	565.2	513.5
PAT (RM mil)	365.4	417.7	424.0	370.6
Weighted average no. of ordinary shares (mil)	255.3	255.3	510.6**	510.6**
Basic EPS (RM)*	0.70	0.80	0.81	0.73
NTA per share (RM)*	3.9	4.6	5.2	5.5
ROE (%)	19.2	18.8	16.7	13.6
ROA (%)	3.6	3.9	3.6	2.8
Capital Adequacy Ratio (%)	26.8	27.1	24.4	22.7
Debt-to-Equity Ratio (x)	3.1	3.0	3.5	3.8
Share Price (RM)*	7.3	6.0	6.3	5.8
PER (x)	10.6	7.5	7.8	7.9
Market Capitalisation (RM mil)	3,748	3,064	3,237	2,961

* The Basic EPS and NTA per share restated for FYE2021, 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





Disclaimer

This document has been prepared by AEON Credit Service (M) Berhad ("AEON Credit" or the "Group") solely for the use at the presentation to analyst, fund managers and investors.

The information contained in this document has not been independently verified. No representation or warranty, whether expressed or implied, is made as to, and no reliance should be placed on, the fairness, accuracy, completeness or correctness of such information or opinions contained herein. None of the Group nor any of its respective affiliates, advisers or representatives shall have any liability whatsoever (in negligence or otherwise) for any loss arising from the use of this document or its contents or otherwise arising in connection with this document.

This document contains forward-looking statements that reflect the Group's beliefs and expectations about the future. These forward-looking statements are based on a number of assumptions about the Group's operations and factors beyond the Company's control. Our actual results of operations, financial condition or business prospects may differ materially from those expressed or implied in these forward-looking statements for a variety of reasons.

This document does not constitute an offer or invitation to purchase or subscribe for any shares of the AEON Credit for sale in Malaysia or anywhere else. No part of this document shall form the basis of or be relied upon in connection with any contract or commitment whatsoever. No part of this document may be reproduced, redistributed or passed on, directly or indirectly, to any other person (whether within or outside your organization/firm) or published, in whole or in part, for any purpose. No part of this document may be distributed, reproduced or transmitted without prior consent of the Group.



THANK YOU

Mr Lee Kit Seong

Chief Corporate Officer leeks@aeoncredit.com.my

Ms Lee Siew Tee

Chief Financial Officer stlee@aeoncredit.com.my

Investor Relations Team ir_info@aeoncredit.com.my

Level 18, UOA Corporate Tower, Avenue 10, The Vertical, Bangsar South City, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur.

www.aeoncredit.com.my

03-2772 9000