



Trust as Our Foundation,
Innovation as Our Future.

Q1 FYE27 Financial Results

10 July 2026

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KEY HIGHLIGHTS

GDP	Inflation Rate	Unemployment Rate	OPR
5.4% 1Q26	1.9% Apr26	3.0% Apr26	2.75%

Remarks

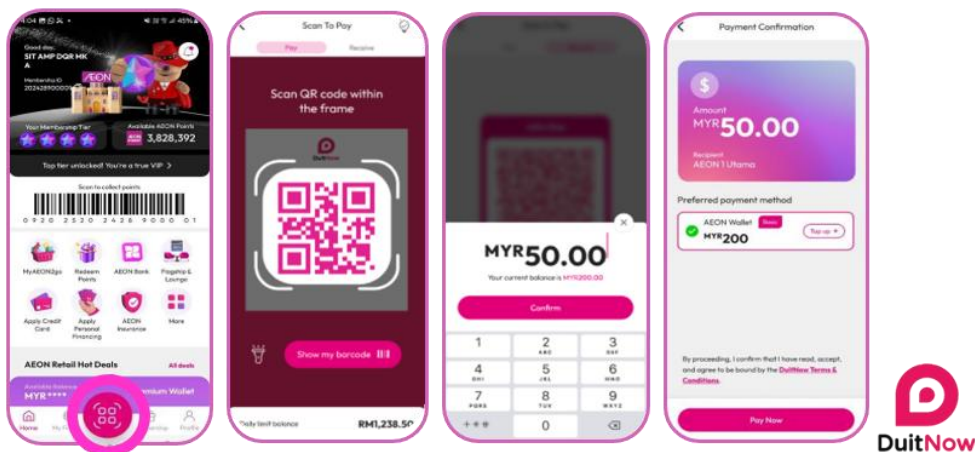
- **Q1FYE27 PAT recorded at RM93.4 mil**, supported by continued growth in revenue which expanded 7.9% year-on-year to RM647.6 mil.
- Share of losses from AEON Bank of RM17.7 mil was offset by stronger performance from the Group's core financing operations.
- Receivables growth of 9.8% YoY, supported by sustained momentum with growth across key products.

Q1FYE27 Results				
Total Revenue	Operating Profit	Profit After TAX	ROE	Receivables Growth
RM647.6 MIL +7.9% YoY	RM148.6 MIL +18.9% YoY	*RM93.4 MIL +20.5% YoY	12.2% +1.3% YoY	RM1.4 BIL +9.8% YoY

* Inclusive of share of losses in an associate – RM17.7 mil

	FYE23	FYE24	FYE25	FYE26	Actual 1Q FYE27	TARGET FYE2027	Remark
Receivables Growth	9.9%	12.9%	15.4%	11.4%	9.8% 	± 8%	Lower receivables growth target for FYE2027 reflects a prudent approach amid geopolitical uncertainties, inflation risks and evolving consumer behaviour.
Cost-to-Income (exclude IL)	28.7%	28.3%	28.2%	28.2%	26.7% 	< 30%	- Revenue growth was underpinned by continued expansion in financing receivables. - CIR reduced to 26.7% through disciplined cost management.
ROE	18.8%	16.7%	13.6%	13.1%	12.2% 	± 12%*	Higher revenue partially offset by share of losses from an associate, AEON Bank
Dividend Payout Ratio	30.3%	34.0%	39.6%	40.7%	-	> 30%* of PAT	No dividend was proposed or declared during the quarter

Elevate Customer Engagement & Experience



DuitNow Launched on 5th May 2026

- Allows real time payments between locally registered bank accounts
- Send instant transfer to a friend or business, using mobile phone, IC/Passport
- Pay Merchants by scanning QR Code, request money & receive payments

DuitNow May 2026 Launch

Active Ratio improved
to **9.4%** in May 2026
from 8.3% April 2026

Strategic Growth Through AEON Ecosystem



AEON Collaboration

- Actively participating in series of AEON Co and AEON BiG campaigns
- Engaging with AEON Co. & AEON Big promote the usage of credit cards & AEON Wallet

Cards In Circulation



CP Sales (RM Mil)





AI Voice Bot



PRODUCTIVITY

- Operates during lunch, after work hours & peak periods
- Delivers consistent dialogues with AI powered machine learning



EFFICIENCY & SPEED

- Fixed cost based on connected minutes without OT needed
- Fully operational on non-working days to maximise contact windows



MANPOWER EFFICIENCY

- No additional manpower needed, Voice Bot scales with volume
- Easy configuration using AI and logic base rules.

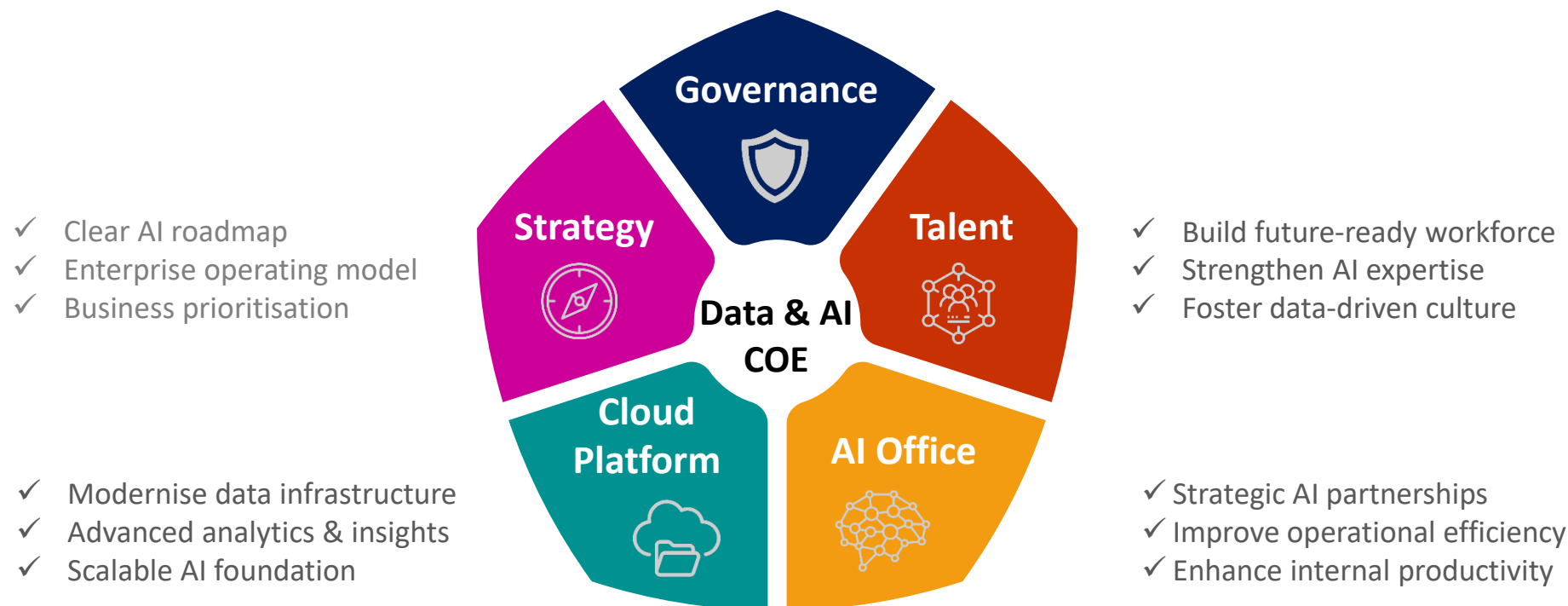


OPERATIONAL EFFICIENCY

- Removes reliance on OT for off-hours and holiday shifts.
- Eliminates onboarding efforts and ongoing training cycles.

- Replacing low risk calling from human to AI Voice Bot, improving efficiency & productivity
- 10% of D0 calls handled by AI Voice Bot

- ✓ Responsible AI deployment
- ✓ Strong risk oversight
- ✓ Trusted data management



1Q FYE2027 Key Updates

- Launched Data & AI Centre in June 2026
- Established Data & AI Governance Committee in June
- Initiated data sharing with AEON360 in June 2026

AEON360 is a loyalty and engagement company that powers the unified AEON rewards ecosystem. It connects customers, partners, and businesses through data insights, strategic partnerships, and digital innovation to drive engagement and long-term growth.

AEON360 Collaboration:

- Unified customer experience – use points across all AEON
- Use of data enabling cross selling



Upcoming Developments in Q2

- 1st phase of Ecosystem Customer Development Platform (CDP) to release in July 2026
- Roll out of Partners Portal

AEON360 FYE2027 Strategy

Build a unified and secured data infrastructure and solutions



Transform AEON Points into a lifestyle and sustainability currency.



Establish data monetization and communication media capabilities.



Create a collaborative ecosystem linking lifestyle partners to co-develop digital innovations.



Build an innovation and capability hub



Talent Development Programmes

Young Talent Development Programme:

- Launched young talent programme in March 2026. Key talents selected for 4-year programme to develop future leaders of AEON Credit. Training programme will begin July 2026.



University Strategic Partnerships

- Completed expansion University strategic partnerships with Xiamen University, UTAR & TAR-UMT March 2026
- Strategic partnership for internship placements and developing young talent pipeline

University Partners





FYE27 AEON Bank

Steady progress in financing customer acquisition, deposit growth, and ecosystem integration, which will support long-term value creation for AEON Group



RM mil	FYE26	FYE27	YoY%
	Q1	Q1	
Net Profit (N/M)	2.6	6.0	130.8%
Total Expenses, Allowances & Taxation	-34.4	-41.4	20.3%
Loss After Tax	-31.8	-35.4	11.3%
50% Share of Losses	-15.9	-17.7	11.3%

(RM mil)	Q1FYE26	Q1FYE27	YoY%
Total Assets	671.0	1,120.2	66.9%
Total Liabilities	389.5	763.6	96.0%
Shareholders' Fund	281.5	356.6	26.7%

Personal Banking

> 60%
Monthly
Active User

RM9 mil
Term
Deposits-i
Balance

RM513 mil
Total Deposits
Balance
(SA-i+SP)

RM74 mil
PF-i
Receivable
Balance

Business Banking

RM176 mil
Term
Deposits-i
Balance

RM54 mil
BizF-i
Receivable
Balance



Strategies

- To achieve the breakeven in year 5, AEON Bank will leverage on AEON ecosystem to drive collaboration campaigns with AEON Credit, accelerating customer onboarding on both Retail and Business segments



Q1 FYE27 AEON Bank Updates

Key achievements for Personal Banking and Business banking



AEON Bank Personal Banking

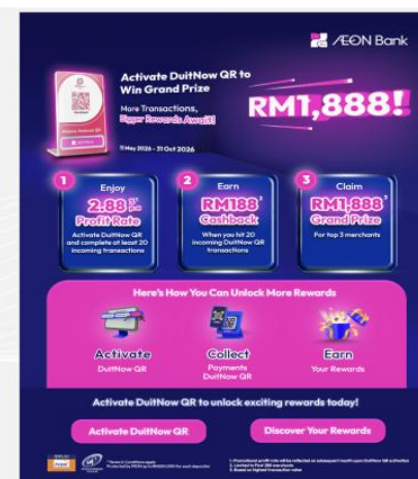


JomPAY was launched to public on 5th Mar 2026



Neko Sensei - Financial Coach was launched to public on 22nd May 2026 in conjunction with AEON Bank's 2nd Anniversary

AEON Bank Business Banking



Merchant QR Campaign launched on 14th May 2026



BB Financing launched to public on 25th June with 2 products i.e. Term Financing-i and Working Capital Financing without invoice

Malaysia AEON Foundation



100 children from low-income families in Wangsa Maju and Setiawangsa benefitted during Hari Raya Aidilfitri charity shopping sessions



52 youths aged 16 to 19 from 8 charity organizations participated in an employment skills empowerment and self-confidence enhancement programme.

Environmental & Social Inclusion Initiatives



125 blood pints donated through blood donation drives with local bloodbank centers



400 SIRIM certified helmets during MMSDA-Hong Leong Yamaha Aidilfitri Road Safety Campaign



AEON Credit now an official programme supporter under Financial Education Network since April 2026.



Post 36-months site visit and tree height verification maintained 90% tree survival rate



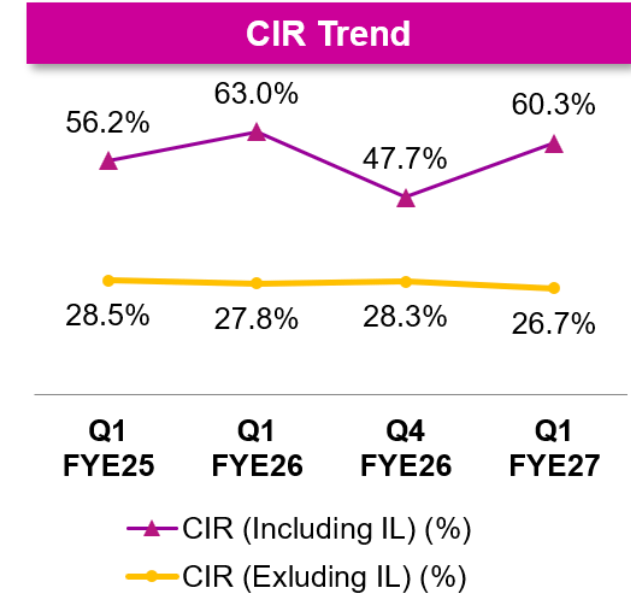
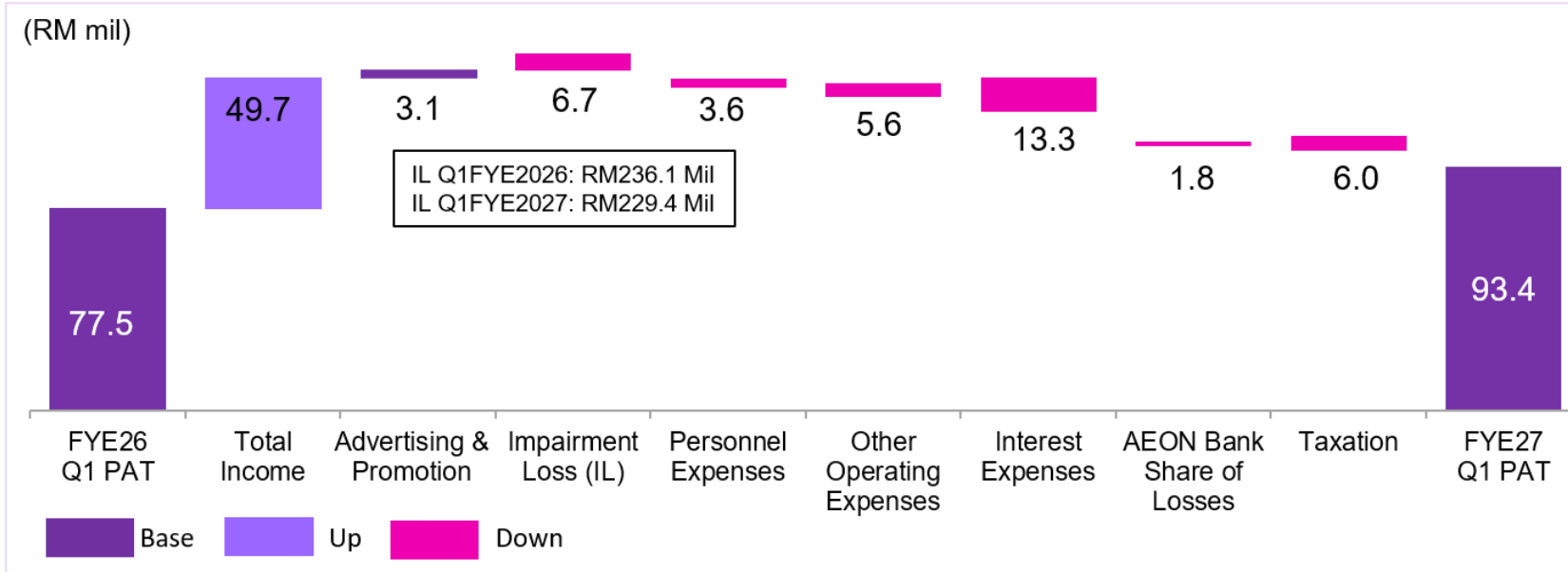
FINANCIAL REVIEW

AEON Q1FYE27 Financial Performance



- Total Income grew by 7.6%, mainly driven by higher sales and receivables, which rose 4.6% and 9.8% YoY respectively
- Operating expenses (excluding IL) increased in line with higher sales and revenue-generating activities.
- Impairment loss of RM236.1 mil was 3% higher YoY (Q1FYE26:RM229.4 Mil). Higher write-offs from the personal financing and used car segments were partially offset by a reduction in ECL movement from receivables. The loan loss coverage ratio remained healthy at 195%.
- Operating profit before share of results in an associate stood at RM148.6 mil.

		3MFYE26	3MFYE27	YoY
Profitability	Total Income	653.0M	702.8M	+7.6%
	Operating Expenses (exlude IL)	-181.8M	-187.8M	+3.4%
	Impairment Loss (IL)	-229.4M	-236.1M	+2.9%
	Operating Profit	124.9M	148.6M	+18.9%
	Share of Result in Associate	-15.9M	-17.7M	+11.1%
	PBT	109.0M	130.9M	+20.0%
	PAT	77.5M	93.4M	+20.5%
	ROE	10.9%	12.2%	+1.3%
	Transaction & Financing Volume	2.2B	2.4B	+4.6%
Asset Quality	Gross Financing Receivables	14.6B	16.1B	+9.8%
	Loan Loss Coverage Ratio	217%	195%	-22.0%
	Non-Performing Loan (NPL)	2.57%	2.60%	+0.03%
	Net Credit Cost (NCC)	4.98%	4.64%	-0.34%



RM mil	Q1 FYE26	Q4 FYE26	Q1 FYE27	QoQ	YoY
Total Operating Income	653.0	683.1	702.8	2.9%	7.6%
Personnel Expenses	68.4	79.8	71.9	-9.9%	5.2%
Advertisement & Promotion	16.0	14.0	12.9	-7.8%	-19.1%
Other Operating Expenses	97.4	99.3	103.0	3.7%	5.7%
Total Operating Expenses	181.8	193.1	187.8	-2.7%	3.4%
CIR %	27.8%	28.3%	26.7%		

- Income grew 7.6% YoY, driven by higher financing receivables and transaction volume.
- Operating expenses increased YoY in line with higher sales and income-related costs supporting business growth.
- CIR excluding impairment loss (IL) improved to 26.7%, reflecting disciplined cost management.
- Continue transformation through digitalization initiatives to enhance operational and resource efficiency.



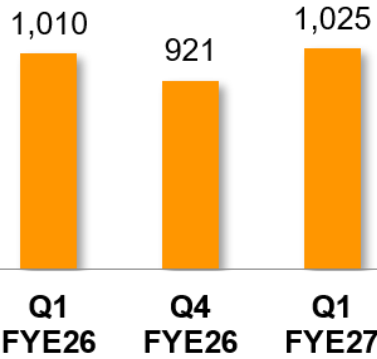
Total Transaction & Financing Volume

Robust growth YoY driven by Payment Business

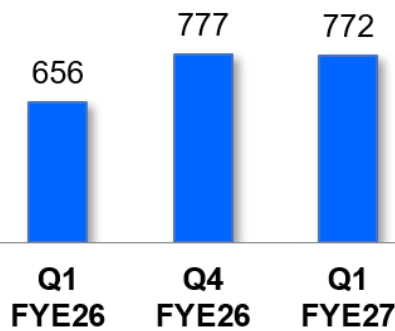


Total Transaction & Financing Volume (RM mil)

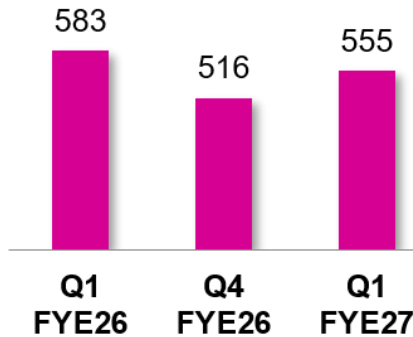
Easy Payment



Payment Business

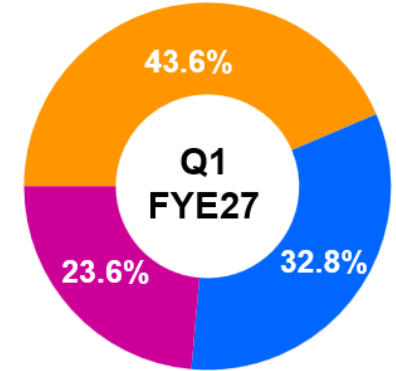
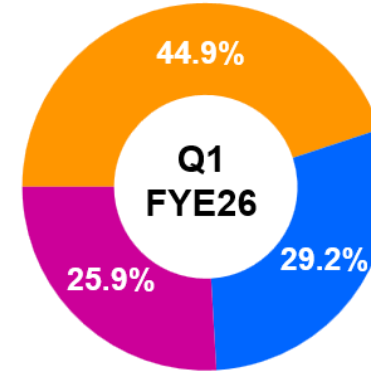


Personal Financing



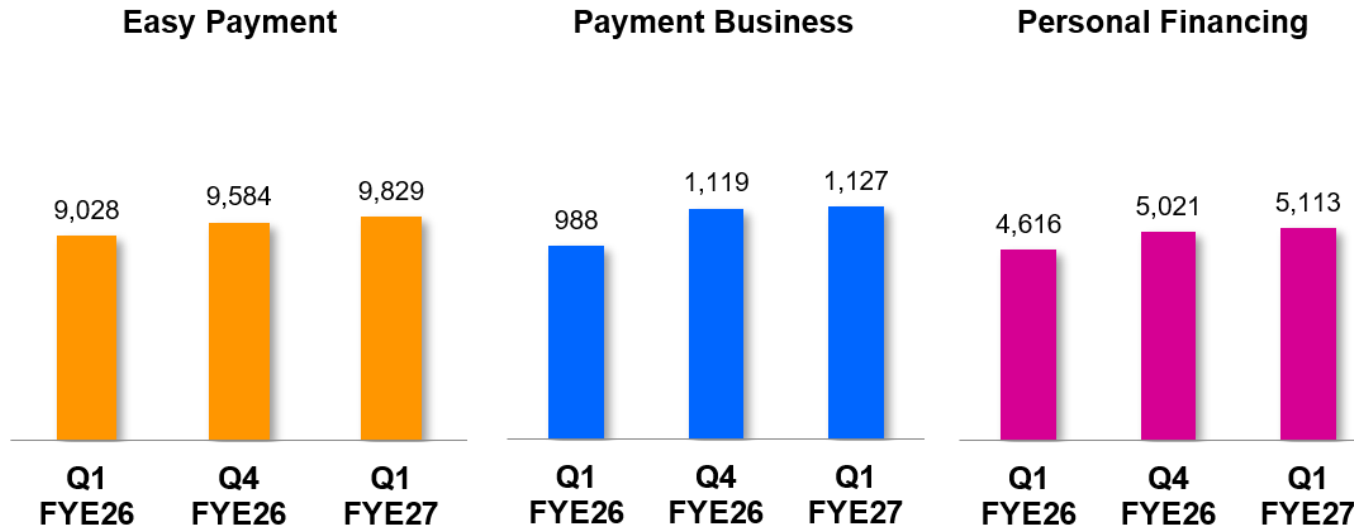
Volume (RM mil)		Q1 FYE26	Q4 FYE26	Q1 FYE27	QoQ	YoY
	Easy Payment	1,010	921	1,025	11.3%	1.5%
	Payment Business	656	777	772	-0.6%	17.7%
	Personal Financing	583	516	555	7.6%	-4.8%
	Total	2,249	2,214	2,352	6.3%	4.6%

Transaction & Volume by Types

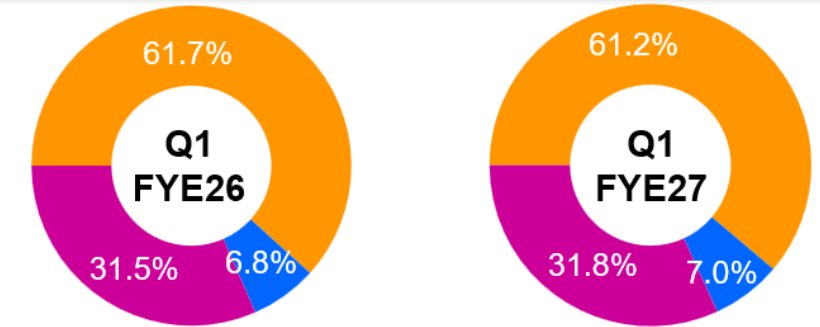


- Vehicle sales maintained strong momentum during the Hari Raya period. Growth was driven by strong demand from the Superbike segment, which continued strong performance trend, up 8.8% QoQ and 48.7% YoY, while moped had a modest gap due to market shift towards scooters.
- Payment business volume increased 17.7% YoY, driven by strong credit purchase sales and various initiatives, including collaborations with AEON Co.
- Personal financing declined 4.6% YoY due to tighter credit assessment criteria to enhance asset quality.

Gross Financing Receivables (RM mil)



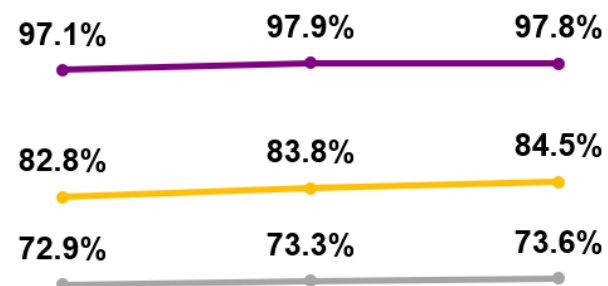
Gross Financing Receivables by Types



- Gross Financing Receivables rose 2.2% QoQ and 9.8% YoY to RM16.1 bil with growth across all products except Objective & SME Financing
- Superbike financing grew 51.5% YoY, reflecting a shift towards higher score customers and premium products.
- Payment Business targeting the middle-income group with new card launches lifted receivables 14.1% YoY.

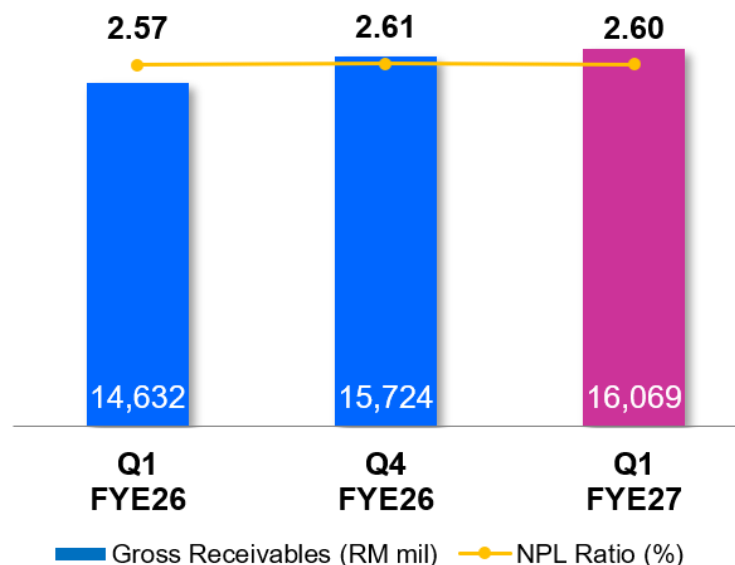
Volume (RM mil)		Q1 FYE26	Q4 FYE26	Q1 FYE27	QoQ	YoY
	Easy Payment	9,028	9,584	9,829	2.6%	8.9%
	Payment Business	988	1,119	1,127	0.7%	14.1%
	Personal Financing	4,616	5,021	5,113	1.8%	10.8%
	Total	14,632	15,724	16,069	2.2%	9.8%

Receivable Collection Ratio (%)



- Current Collection Ratio - Not Past Due
- D1 Collection Ratio - Past Due 1 Month
- D2 Collection Ratio - Past Due 2-3 Months

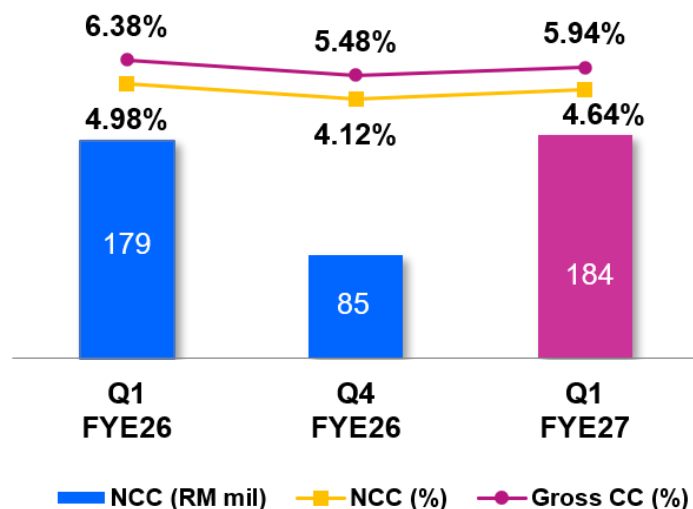
Non-Performing Loan (%)



(RM mil)	Q1 FYE26	Q4 FYE26	Q1 FYE27
Receivables	14,652	15,724	16,609
Balance D3+	376	411	418
NPL (%)	2.57	2.61	2.60

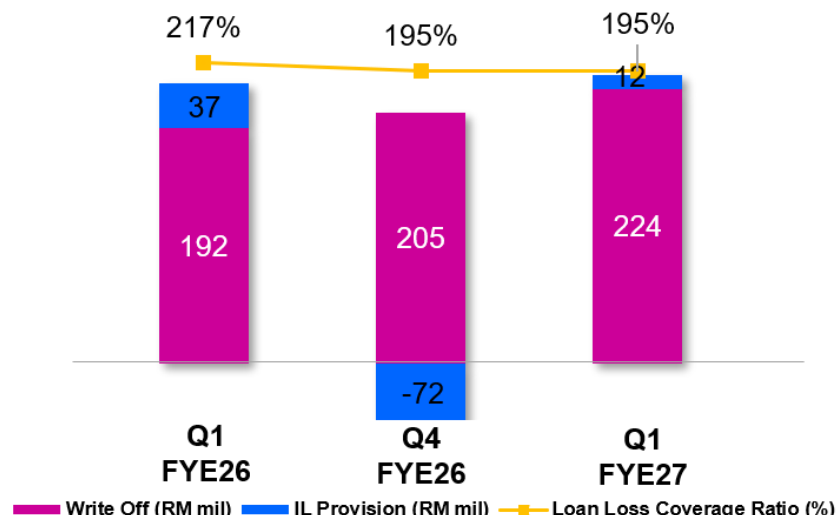
- Q1 FYE2027 collection ratios from D0 to D2 improved compared with Q1 FYE2026 despite collection challenges in May arising from the shift in government salary payment dates, school holidays and consecutive public holidays.
- Collection performance improved through several initiatives, including strategic staff allocation, hybrid dunning by pool (DBP) incentive schemes and deployment of the AI Voice Bot for low-risk customers.
- NPL improved slightly to 2.60% from 2.61% in Q4 FYE2026, mainly due to stronger D2 collection performance, although it remained higher than the 2.57% recorded in Q1 FYE2026.
- Ongoing efforts include product-based collection management, AKPK rehabilitation programs, legal recovery actions for delinquent Business Card accounts, enhanced ECA governance and write-off management initiatives to improve recovery performance and contain NPL growth.

Net Credit Cost (NCC)



(RM mil)	Q1 FYE26	Q4 FYE26	Q1 FYE27
Total IL	229	133	236
(-) Bad Debt Recovered			
- Normal	50	48	52
- Write off sales	-	-	-
NCC	179	85	184

Impairment Loss (IL) Analysis



(RM mil)	Q1 FYE26	Q4 FYE26	Q1 FYE27
Write Off	192	205	224
IL Provision			
- Normal	37	-72	12
- General Provision	-	-	-
Total IL	229	133	236
Write off vs Receivable	1.33%	1.30%	1.40%

- Impairment loss increased to RM236 million in Q1 FYE2027.
- Q1 FYE2027 write off increased to RM224 mil, driven by higher write offs from personal financing and used car segments. This was partially offset by reduction in movement from receivables, supported by improved collection performance across D0-D2 buckets.
- Planned initiatives to enhance collection performance includes:
 - Expansion of AI Voice-Bot from D0 to D1 customers
 - Collection incentive and commission enhancement to strengthen back-to-collection performance and recovery effectiveness.
 - Payment reminder initiatives, including planned AEON Wallet pop-up notifications.



APPENDICES

(RM mil)	Q1 FYE26	Q4 FYE26	Q1 FYE27	QoQ	YoY
Total Transaction & Financing Volume	2,248.9	2,213.5	2,352.3	6.3%	4.6%
Easy Payment Financing	1,010.1	920.7	1,025.1	11.3%	1.5%
Payment Business	655.8	776.8	772.0	-0.6%	17.7%
Personal Financing	583.0	516.0	555.2	7.6%	-4.8%
Total Income	653.0	683.1	702.8	2.9%	7.6%
Operating Expenses	-411.2	-325.9	-424.0	30.1%	3.1%
Interest Expenses	-116.9	-126.0	-130.2	3.3%	11.4%
Operating Profit	124.9	231.1	148.6	-35.7%	18.9%
Share of Results in Associate	-15.9	-31.2	-17.7	-43.3%	11.1%
Profit Before Tax	109.0	199.9	130.9	-34.5%	20.0%
Income Tax	-31.5	-56.9	-37.4	-34.2%	18.9%
Net Profit	77.5	143.0	93.4	-34.7%	20.5%

(RM mil)	Q1 FYE26	Q4 FYE26	Q1 FYE27	QoQ	YoY
Easy Payment Financing	9,028.0	9,583.9	9,829.2	2.6%	8.9%
Payment Business	987.8	1,119.3	1,126.6	0.7%	14.1%
Personal Financing	4,615.7	5,021.3	5,113.0	1.8%	10.8%
Total Financing Receivables	14,631.5	15,724.5	16,068.8	2.2%	9.8%
Impairment Loss	-816.0	-803.0	-814.6	1.4%	-0.2%
Other Assets	941.7	1,149.0	1,228.2	6.9%	30.4%
Total Assets	14,757.2	16,070.5	16,482.3	2.6%	11.7%
Total Liabilities	11,880.6	12,986.8	13,305.0	2.5%	12.0%
Shareholders' Fund	2,876.6	3,083.7	3,177.3	1.1%	8.4%

(RM mil)	Q1 FYE26	Q4 FYE26	Q1 FYE27	QoQ	YoY
Easy Payment Financing	334.0	344.9	356.8	3.5%	6.8%
Payment Business	55.3	63.1	61.2	-2.9%	10.8%
Personal Financing	206.5	219.7	225.7	2.7%	9.3%
Brokerage Fee*	4.1	3.8	3.9	2.6%	-4.9%
Total Revenue	599.9	631.5	647.6	2.6%	7.9%
Other Operating Income	53.1	51.6	55.2	6.9%	3.9%
Total Operating Income	653.0	683.1	702.8	2.9%	7.6%

AEON Total Expenses



(RM mil)	Q1 FYE26	Q4 FYE26	Q1 FYE27	QoQ	YoY
Impairment Loss on Receivables	229.4	132.8	236.2	77.8%	2.9%
Personnel Expenses	68.4	79.8	71.9	-9.9%	5.2%
Advertising & Promotion (A&P)	16.0	14.0	12.9	-7.8%	-19.1%
Other Operating Expenses	97.4	99.3	103.0	3.7%	5.7%
Operating Expenses	411.2	325.9	424.0	30.1%	3.1%
Interest expenses	116.9	126.0	130.2	3.3%	11.4%
Total Expenses	528.1	452.0	554.2	22.6%	4.9%

	FYE24	FYE25	FYE26	Q1FYE26	Q1FYE27
PBT (RM mil)	565.2	513.5	537.4	109.0	130.9
PAT (RM mil)	424.0	370.6	383.2	77.5	93.4

Weighted average no. of ordinary shares (mil)	510.6**	510.6**	510.6**	510.6**	510.6**
Basic EPS (RM)*	0.81	0.73	0.76	0.61	0.75
NTA per share (RM)*	5.2	5.5	6.0	5.6	6.2

ROE (%)	16.7	13.6	13.1	10.9	12.2
ROA (%)	3.6	2.8	2.5	2.1	2.3

Capital Adequacy Ratio (%)	24.4	22.7	20.6	21.1	20.8
Debt-to-Equity Ratio (x)	3.5	3.8	3.8	3.8	3.5

Share Price (RM)*	6.3	5.8	5.8	5.7	6.0
PER (x)	7.8	7.9	7.6	9.4	8.0
Market Capitalisation (RM mil)	3,237	2,961	2,961	2,926	3,403

* The Basic EPS and NTA per share restated for 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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