

ASX Release: 28 November 2024

#### HUB24 Investor Strategy Day

HUB24 Limited (ASX: HUB) is holding its Investor Strategy Day today at 10.00am (AEDT) where the Group Executive team will provide an update on our strategy. A copy of the presentation is attached.

The presentation will be streamed live and can be accessed by registering at:

https://webcast.openbriefing.com/hub-id-2024/

#### For further information please contact:

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#### About HUB24

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

This release is not financial product advice. Past performance is not indicative of future performance and any forward--looking statements in this release are not representations or guarantees as to future performance.

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

For further information, please visit <u>www.HUB24.com.au</u>

# Investor Strategy Day

28 November 2024

# HUB<sup>24</sup>

Empowering better financial futures, together



# Welcome

#### Andrew Alcock Managing Director & Chief Executive Officer

# Leading the wealth industry as the best provider of integrated platform, technology & data solutions

Australia's best platform <sup>1</sup>	#1 for annual platform and retail superannuation net inflows <sup>2,3</sup>	#2 net inflows across all super funds from member switching incl industry funds <sup>3</sup>	#1 managed accounts capability <sup>1</sup>	
SMSF Software provider of the year <sup>4</sup>	#2 SMSF software market share <sup>5</sup>	#2 market share for corporate compliance software <sup>6</sup>	© Leading client portal solution	
HUB <sup>24</sup> &CLASS © myprosperity HUB <sup>CONNECT</sup> Revenue NowInfinity				

1. Investment Trends Platform Competitive Analysis and Benchmarking Report 2023

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HUBS of ranked first for quarterly and annual platform net inflows. Latest available data, Strategic Insights Master Trusts, Platforms & Wraps, June 2024
 The Conexus Institute, State of super 2024 report. Rankings based on FY23 and includes all APRA regulated superannuation funds. Switching refers to member fund-switching

SMSF Adviser Awards 2023

Market share based on ATO SMSF statistics. As at 30 June 2024

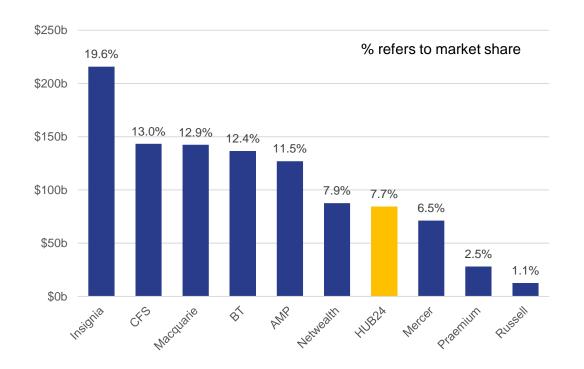
6. Market share based on ASIC company registration statistics. As at 30 June 2024

3

# HUB24 gaining market share

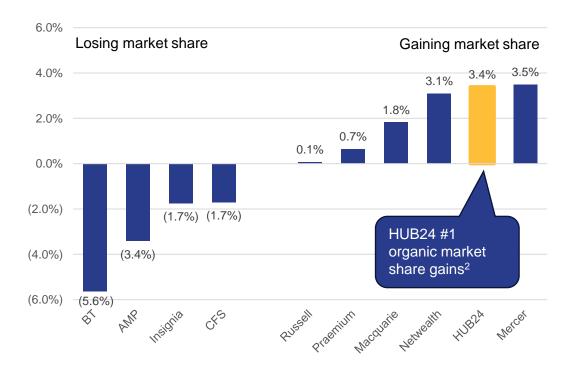
HUB24 ranked #7 with \$84b of FUA at June 2024

#### Top 10 platforms by FUA as at June 2024<sup>1</sup>



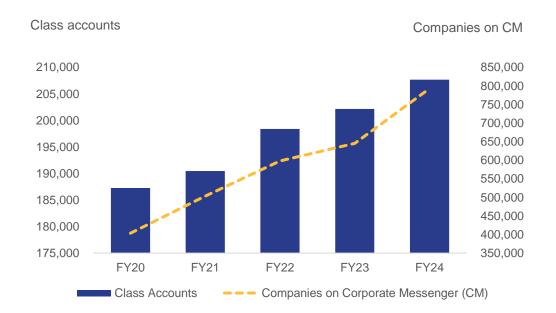
HUB24 increased market share from 4.3% to 7.7% over last 3 years<sup>1</sup>

#### 3-year change in market share of top 10 platforms<sup>1</sup>



1. Latest available data, Plan for Life, Platform & Wrap Report, June 2024. Based on Administrator View. Market share change between June 2021 and June 2024 2. HUB24 is #1 for organic market share gains with Mercer's market share gains including 3.0% from the merger with BT Super

### Tech Solutions & myprosperity – delivering consistent growth



Class SMSF market share 31% and growing at 1.1x system<sup>1</sup>

HUB<sup>24</sup>

More than 207,000 total Class accounts More than 792,000 Companies on Corporate Messenger and growing at 2.0x system<sup>2</sup> ~75k households +12k households in FY24

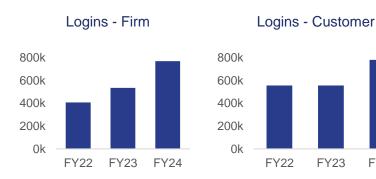
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() myprosperity

Increased engagement and usage as value proposition resonates with financial professionals

FY24



New documents stored



1. Market share based on ATO SMSF statistics. As at 30 June 2024. System growth based on 12 months to June 2024 and using first reported data 2. NowInfinity grew companies on Corporate Messenger (excluding companies transitioned from an exiting provider) at 2.0x system. Based on ASIC company registration statistics. 12 months to June 2024

CLASS

**NowInfinity** 

# HUB24 is uniquely positioned to capture significant opportunity arising from new wave of transformation

#### Industry continues to transform, driving need for innovative wealth solutions

- Demand for advice is increasing, supply is limited
- Inefficiency & regulation is increasing the cost of advice delivery
- Client demographics driving need for new products and single view of wealth
- Data integration & quality alongside disparate tech solutions driving inefficiency

- Emergence of advice networks to leverage scale and build sustainable business models
- Separation of aligned advisers to privately owned groups
- Lack of investment in advice infrastructure following WEXIT
- Continued uncertainty of ownership and strategy of institutionally owned platforms
- Cyber security risks driving demand for secure client solutions

#### **HUB24** position

- Market-leading platform and managed accounts capability
- Strong relationships in key client segments
- Tech & data expertise to drive productivity, deliver reporting & insights and single view of wealth
- Leading SMSF software & Corporate Compliance solutions
- Leading client portal technology to enable secure collaboration
- HUB24 investing to solve industry challenges

### Leveraging our combined capabilities to lead industry change

Delivering customer value and growth



#### **Create tomorrow**

Lead today

Creating integrated wealth technology and platform solutions



#### **Build together**

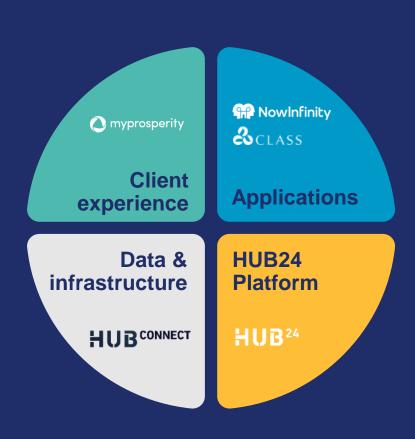
Collaborating to shape the future of the wealth industry

#### Be future ready



Developing our people, capabilities and infrastructure to support our future growth strategies

#### Be the best provider of integrated platform, technology and data solutions



#### To enhance productivity for financial professionals

- One way of doing business with access to market-leading solutions
- Single view of wealth for financial professionals and their clients
- Efficient access to ecosystem partners
- Flexibility for advisers and insights for networks
- Reporting and insights for businesses



And deliver solutions to meet needs across the customer lifecycle

# Growing market leadership while transforming the industry and enhancing shareholder value

# Strong growth outlook in existing established businesses

#### **HUB24 Platform**

Market leadership with significant opportunity to capture further market share

- Market leading platform, managed accounts and client portal capability
- Ranked #1 for net inflows in FY24
- Strong and growing relationships with advisers including privately owned groups
- Well positioned to increase market share from current ~8%
- Continue to benefit from industry transformation

#### **Class & NowInfinity**

Delivering consistent and sustainable growth

- Leading SMSF and Corporate Compliance solutions
- Class and NowInfinity growing above system, supported by structurally growing markets (SMSFs and Company registrations)
- Ongoing investment in customer solutions to enable market share gains and ARPU growth<sup>1</sup>



**Create additional shareholder** value through tech solutions

#### **Technology & data solutions**

Building solutions that create value and strengthen competitive advantage

- Leveraging Group capabilities to build solutions that drive efficiencies for financial professionals and their clients -HUBconnect, client portals, Engage
- Harnessing Group footprint to deliver more products to more customers
- Strengthening customer relationships and driving advocacy for HUB24 and Class

Creating growth synergies



Group Strategy Jason Entwistle Director, Strategic Development



Break 10 minutes



#### Innovation & Technology

Paul Biggs Chief Product and Technology Officer



Class & NowInfinity Tim Steele Class Chief Executive Officer

# Agenda



Platform Jason Entwistle Director, Strategic Development



**CFO Update Kitrina Shanahan** Chief Financial Officer



#### **Operational Excellence**

Craig Lawrenson Chief Operating Officer



Wrap Up & Q&A Andrew Alcock Managing Director & Chief Executive Officer



Group Strategy

### **Jason Entwistle**

Director, Strategic Development

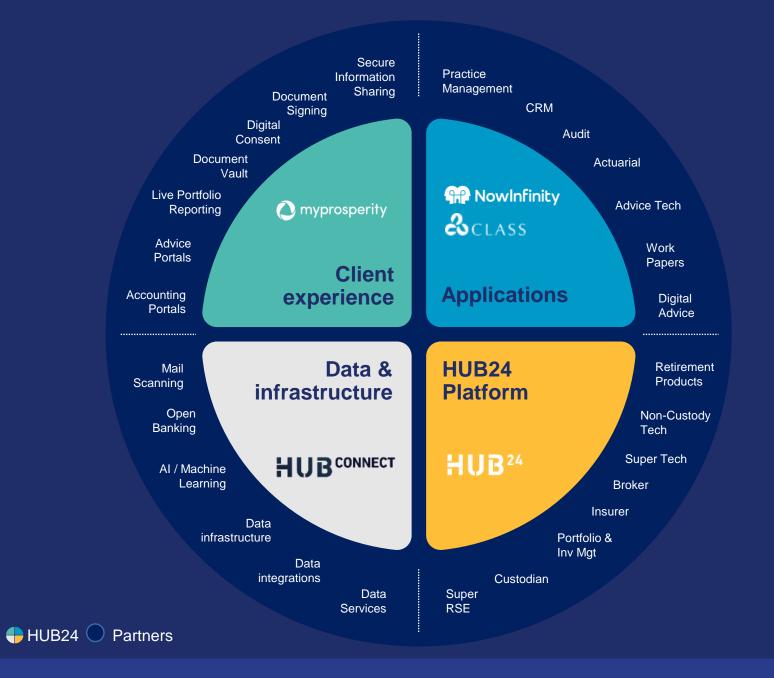
Technology can deliver productivity and create sustainable market leadership and growth

<b>Construction</b> Industry reconstructing around advice	More demand for advice than the industry can deliver	کریک Lack of integrated technology
<ul> <li>Licensee model is evolving with new aggregators and separation from institutions</li> <li>Emergence of advice networks – large professional advice and multi- disciplinary businesses</li> </ul>	<ul> <li>2.3m individuals thinking of seeking financial advice<sup>1</sup></li> <li>15,415 financial advisers in Australia serving an average of 99 active clients each<sup>23</sup></li> </ul>	<ul> <li>Data integration and quality continue to challenge licensees, advisers and accountants</li> <li>Disparate advice technology solutions <ul> <li>significant industry inefficiency</li> </ul> </li> <li>Willingness to spend on technology – advisers intend to spend 48% more than they currently do<sup>4</sup></li> </ul>

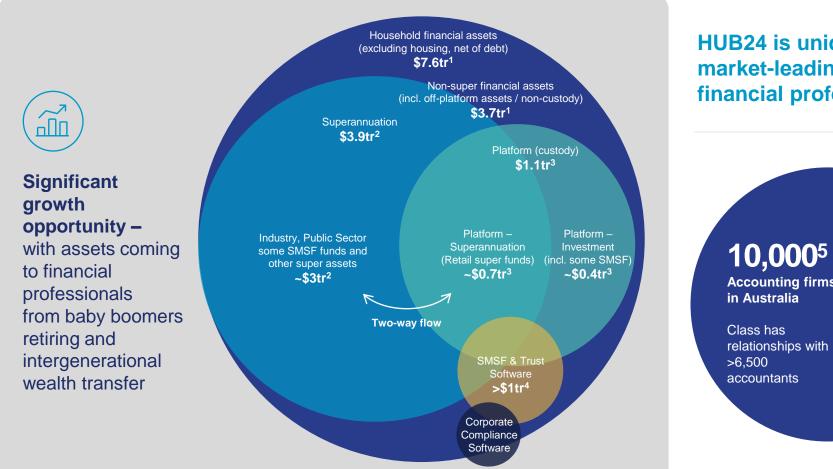
Adviser Ratings 2024 Australian Financial Advice Landscape Report
 Adviser Ratings Musical Chairs Q2 2024. Number of advisers at 30 June 2024
 Investment Trends 2024 Adviser business model report
 Investment Trends Financial Advice Platform and Tech Forum May 2024

The HUB24 ecosystem is deepening customer relationships

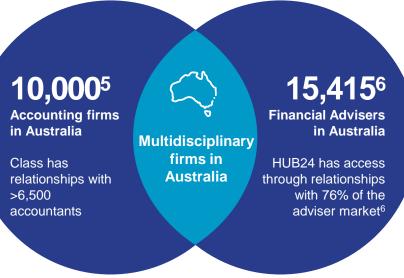
We are collaborating with financial professionals and other providers to create accounting and advice technology infrastructure



### The addressable market is bigger than just the "Platform market"



HUB24 is uniquely positioned to provide market-leading, integrated solutions to financial professionals and their clients



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ABS, Australian National Accounts: Finance and Wealth, Table 35. As at 30 June 2024
 APRA Quarterly superannuation statistics. As at 30 June 2024
 Plan for Life. Platform & Wrap Report. As at 30 June 2024

4. ATO SMSF statistics. HUB24 internal estimates. As at 30 June 2024
5. HUB24 & myprosperity estimate 10,000 practices. Note there are 36,833 registered accountants in Australia (IBIS World August 2024)
6. Adviser Ratings Musical Chairs Q2 2024. Share of market based on HUB24 internal analysis. As at 30 June 2024

# Key drivers for a client portal



Client engagement



Security

Efficiency



**53%** 

of financial customers say they would switch providers for better digital experiences<sup>1</sup>

# 74%

of businesses still email sensitive client documents direct to clients (such as SOAs)<sup>3</sup>



The use of digital signatures reduces customer onboarding times by **41%** and the time to contract completion by **68%**<sup>2</sup>



**Email compromise** and **business email compromise** are the top sources of cybercrime in Australia<sup>4</sup>

# myprosperity transforming client engagement & experience



### Clear strategy for growth



HUB24 ecosystem driving competitive advantage and enabling industry transformation

Delivering innovative solutions that help solve productivity challenges for financial professionals Transforming client engagement and experience Well positioned to benefit from industry trends

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# Innovation & Technology

Paul Biggs Chief Product & Technology Officer

Innovation that delivers: opening up new growth opportunities

The Innovation Lab







#### **Innovation Lab**

- **Started early 2018**  $\left( \rightarrow \right)$
- **Innovative technologies**  $\left( \rightarrow \right)$ Research and trial ideas/technologies
- **Ideas for products**  $\left( \rightarrow \right)$



For solutions that don't exist yet



- **Client solutions**  $\left( \rightarrow \right)$ Innovative and best-in-class solutions
- **Productivity** ⇒ Supporting scale and efficiency
- **Data security** ⇒ Safeguarding client and shareholder interests

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## Innovation delivering client solutions and efficiency

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#### **Client solutions**

Delivering best-in-class innovative solutions and experiences for customers

#### **Productivity**

Leveraging innovative technologies to drive efficiency and operational scale



#### **Data security**

Managing cyber risk to safeguard customer and shareholder interests

#### **Examples**

- Engage
- HUBconnect
- Virtual mail room
- Advice fee consent automation
- Advice delivery
- Automated forms processing
- Enhanced voice services

#### **Examples**

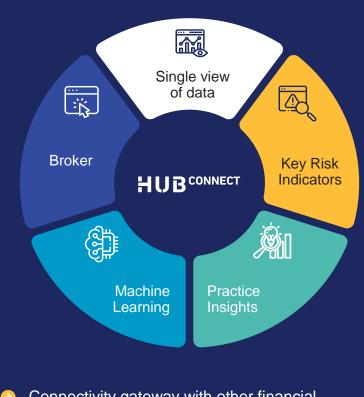
- GenerativeAI data insights
- Automated testing
- Integrated AI tools & Robotic Process Automation
- Edge-based data distribution

#### **Examples**

- Redaction / de-identification
- Email analysis / Nudge tool
- Mastering client data

HUBconnect gives us competitive advantage driving long term growth

#### One data store, many applications



 Connectivity gateway with other financial services and software providers

>300 data integrations

Powering a range of services & solutions and providing access to quality data

#### HUBCONNECT



Delivering efficiencies and scalable industry solutions

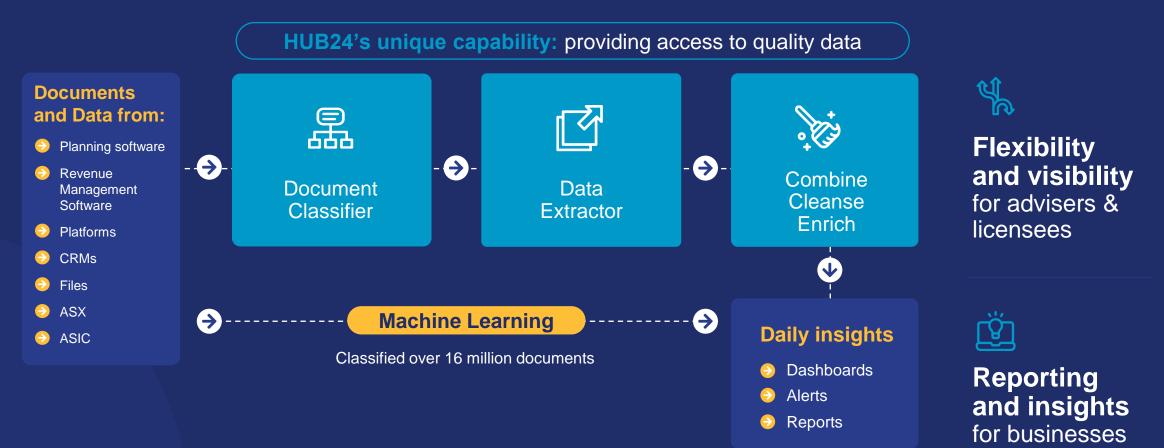
Improving efficiency and reducing manual tasks

Creating insights to increase advice practice value and identify growth opportunities

Delivers a scalable solution for the advice industry

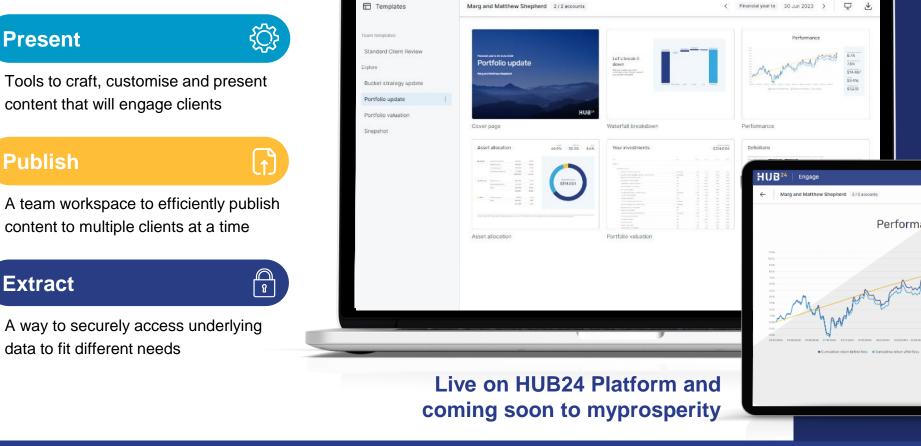
# **Client solutions:** HUBconnect for licensees

Delivering licensee efficiencies and scalable industry solutions



# **Client solutions:** Engage

Leveraging HUBconnect for market-leading reporting

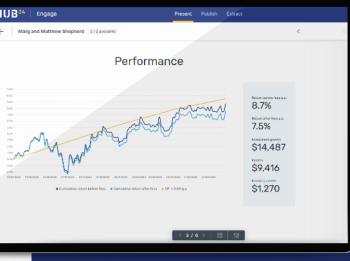


Publish Extract

HUB<sup>24</sup> | Engage



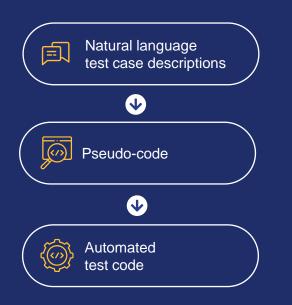
#### Delivering adviser efficiency, advocacy and client experience

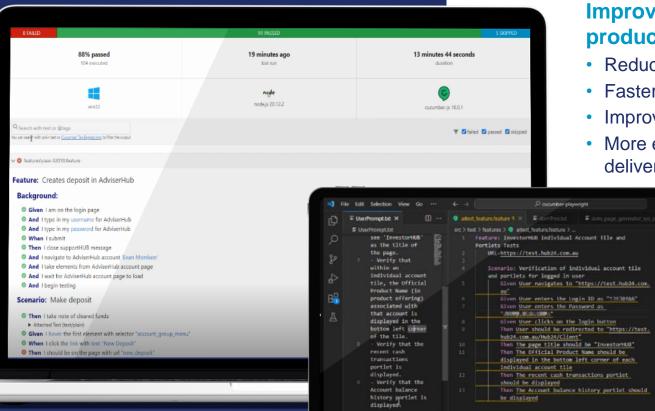


## **Productivity:** Engineering enablement

Al powered automated testing

# New capability accelerating our testing processes...







# Improving engineering productivity

- Reduced testing time
- · Faster time to market
- Improved speed and quality
- More efficient feature delivery

# **Data security:** Continuing to evolve our cyber capabilities





#### **Strategic priorities**

- Identity & vulnerability management
- Al governance, data retention & privacy
- Zero-Trust

### ) Polic

#### **Policy & governance enhancements**

- Responsible use AI governance framework
- Structured AI maturity model and controls aligned to regulations

#### New capability: Data redaction tool

- Automatically redacts sensitive information within documents
- Improves compliance with data privacy requirements
- Increases efficiency and accuracy
- Scalable solution

We are continuing to invest in innovative technology to leverage and sustain our competitive position

 $\bigcirc$ Delivering best-in-class Leveraging technology Unlocking the Managing cyber risk power of data with innovative solutions to drive operational to safeguard our scale and support and experiences for AI/Machine Learning customers and efficiency for HUB24 shareholders customers and the industry

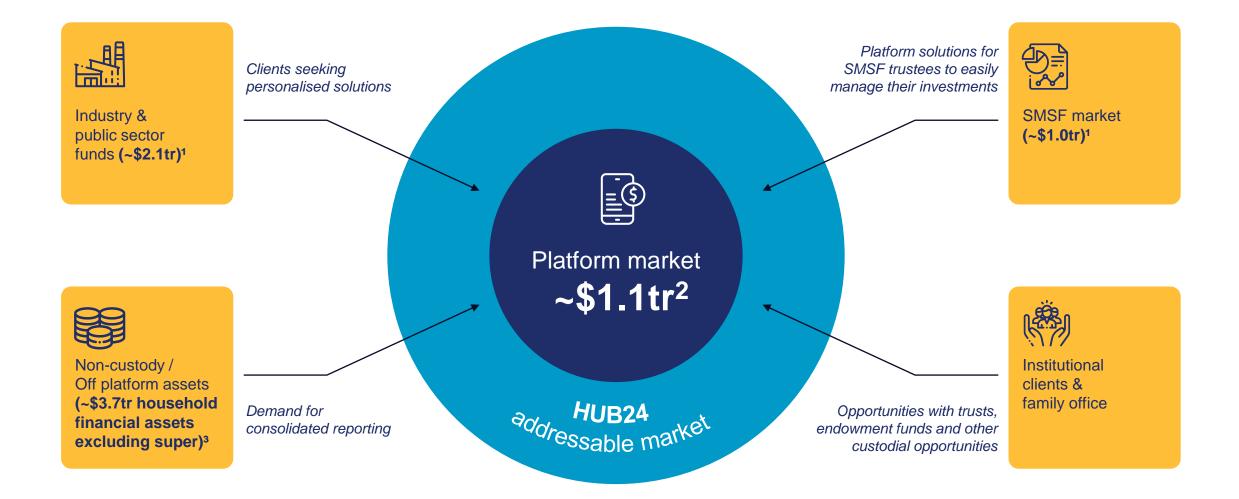


# Platform

### Jason Entwistle

Director, Strategic Development

# Opportunity bigger than the "Platform market"





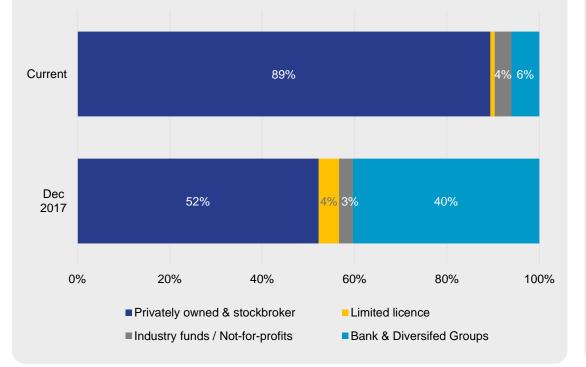
APRA Quarterly superannuation statistics. As at 30 June 2024. Includes exempt public sector schemes
 Plan for Life. Platform & Wrap Report. As at 30 June 2024
 ABS, Australian National Accounts: Finance and Wealth, Table 35. As at 30 June 2024

## Industry transformation delivering opportunities for growth

# HUB24 has strong relationships with privately owned advisory groups

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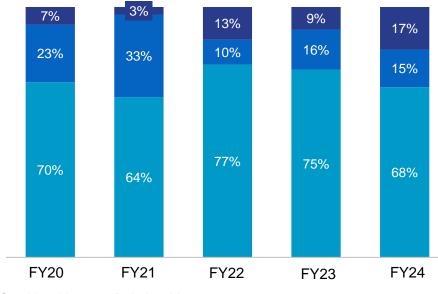


# Growing adviser base using HUB24 coupled with increased penetration (growth in FUA per adviser)



# Significant growth opportunity from both existing & new advisers

#### Net inflows from new and existing advisers



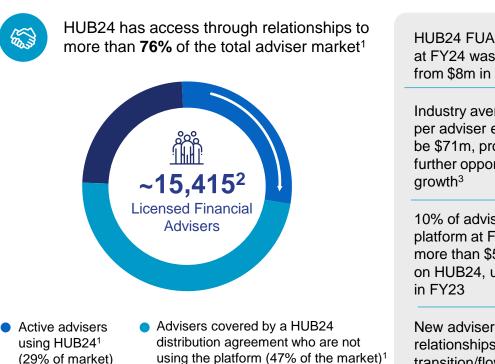
Composition of net inflows by tenure of adviser relationship

#### New Licensee Relationship

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Existing Licensee but new Adviser relationship

Existing Licensee and existing Adviser relationship



Latent opportunity

HUB24 FUA per adviser at FY24 was \$19m, up from \$8m in FY20

Industry average FUA per adviser estimated to be \$71m, providing further opportunity for

10% of advisers using platform at FY24 have more than \$50m of FUA on HUB24, up from 8%

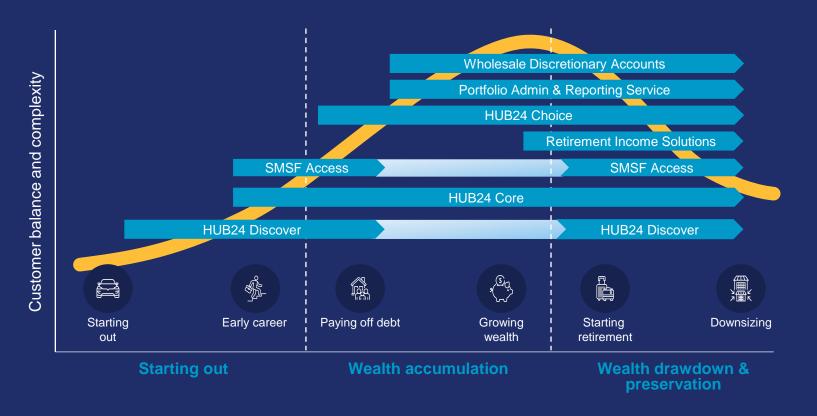
New adviser relationships deliver transition/flow benefits for up to 6 years<sup>4</sup>

1. Share of market based on HUB24 internal analysis, ASIC Financial Adviser Register as at 8 August 2024 and Adviser Ratings Musical Chairs Q2 2024. Includes access to private label products

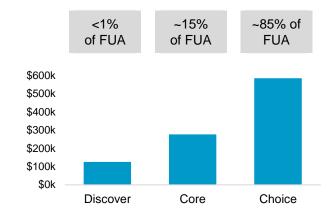
Ratings Musical Chairs Q2 2024. As at 30 June 2024

3. Industry average FUA per adviser as at 30 June 2024 based on total platform market and total number of advisers. Plan for Life Master Trusts, Platforms & Wraps data, June 2024. Adviser Ratings Adviser Musical Chairs Report Q2 2024 4. Based on HUB24 analysis

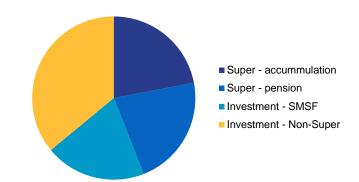
# Platform for the client's lifecycle: Suite of offerings deepening relationships



Average account size by menu<sup>1</sup>



Composition of FUA by product<sup>1</sup>



### Extending our market leadership by enhancing customer proposition



#### HUB24 Discover growing strongly

- Menu within HUB24 platform designed for advised clients with less complex needs
- Powered by HUB24
   managed account
   capability
- Launched November 2023 with strong uptake in first year
- Large addressable market

#### HUB24 SMSF Access enhancements

- Simplified application and setup process
- Faster access to Super Guarantee contributions through streamlined EFT processing
- Claim Reduced Input Tax Credit on Advice fees
- Expedited rollovers with the introduction of new Cash Statement report



# Non-custody capability expanding

- Non-custodial administration and reporting capability within HUB24 platform for assets that cannot be held on-platform
- Pilot launched in 2HFY24
- Supports 'whole of wealth' view
- Complements existing PARS capability<sup>1</sup>
- Strong interest in HNW market



#### Alternative asset classes becoming more accessible through HUB24

- Strategic alliance with Reach Alternative Investments
- Minority investment and agreement to collaborate with Reach and other industry participants to deliver broader access to alternative investment options

Responding to client needs

# Strategic investment in Reach Alternative Investments

Expands range of alternative solutions available through HUB24



Financial advisers allocate on average 5% of client portfolios to alternative investments<sup>1</sup>

Research indicates this could increase to 15%-20%<sup>2</sup>



Alternative Asset Administration provider

#### Facilitating access to:



- High quality private market opportunities which have traditionally been difficult to access in Australia
- Top-20 Global Asset Managers

# 

#### Typical Reach fund \$15,000 minimum

#### Live:



Reach funds now available on HUB24 custody platform & non-custodial service

#### 2HFY25:



Collaborate with Reach and other providers to co-design innovative solutions that enable financial professionals to meet emerging client needs

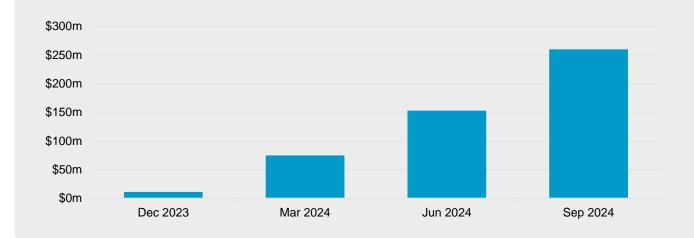
# Discover: Strong initial uptake with significant growth runway

#### HUB24 Discover menu

- · Low cost streamlined menu consisting of a select range of managed portfolios
- Launched November 2023

**HUB24 Discover FUA** 

Designed for advised clients with less complex needs



#### Strong growth since launch



FUA of ~\$260m as at September 2024



Average balances lower than Core and Choice menu



Skewed towards superannuation (88% super)



Net flows capturing FUA from different markets:

- ~50% of superannuation rollovers from industry funds
- Superannuation rollovers from other platforms include flows from corporate super and non-wrap products

### Market leading platform driving customer value and growth

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Strong inflows with significant opportunity to continue growing market share Continued enhancements to HUB24 Platform proposition Leveraging HUB24's ecosystem to deliver new solutions to service growing customer needs



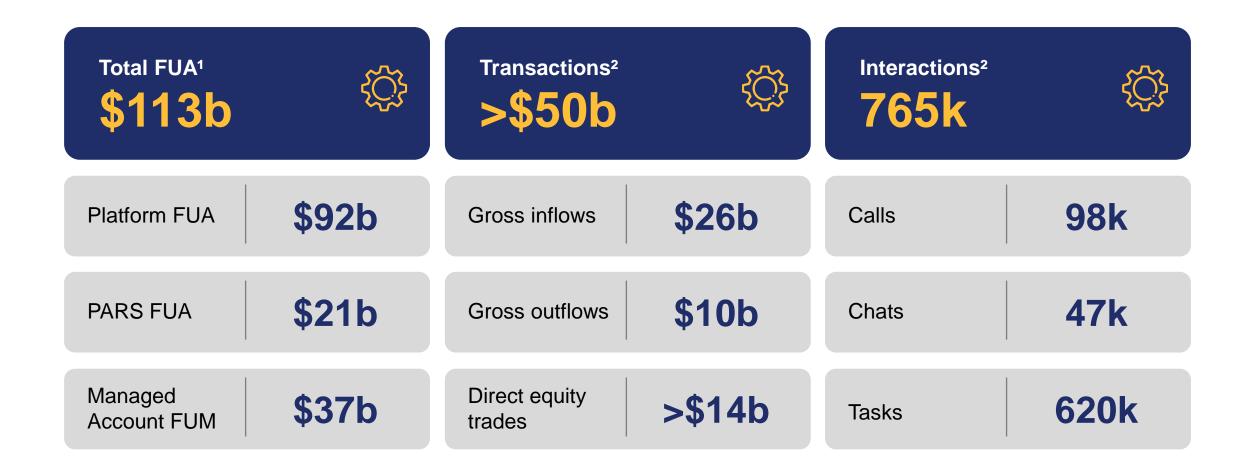
Competitive advantage driving long-term growth



# Operational Excellence

Craig Lawrenson Chief Operating Officer

### HUB24 has significant scale

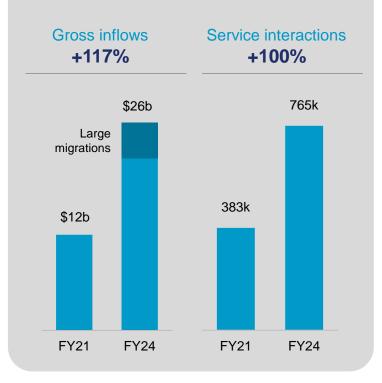


### Scaling safely while delivering service excellence

HUB24 has more than doubled over the last 3 years...



...so too have our operational volumes...



...but we have scaled safely with customer satisfaction remaining at strong levels



Industry leading NPS<sup>1</sup>



• #1 Brand Image and Reputation<sup>3</sup>

### HUB<sup>24</sup>

Wealth Insights, HUB24 NPS Report, August 2024
 Adviser Ratings Financial Advice Landscape Report 2024
 2024 Wealth Insights Platform Service Level Report

# Innovation and technology supporting better client solutions and efficiency

### **Client Solutions**



Delivering best-in-class innovative solutions and experiences for customers

### **Examples:**

Advice fee consent automation

### **Productivity**

Leveraging innovative technologies to drive efficiency and operational scale

### **Examples:**

- Superannuation rollovers
- Virtual Mail Room
- AI supporting proactive servicing

✤ Client satisfaction

• Operating leverage

Quality & speed

Cost to serve

### Client solutions: Advice fee consent tool

### Driving increased efficiency for clients and HUB24



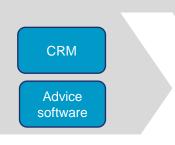
#### **Challenge - Inefficient fee consent process:**

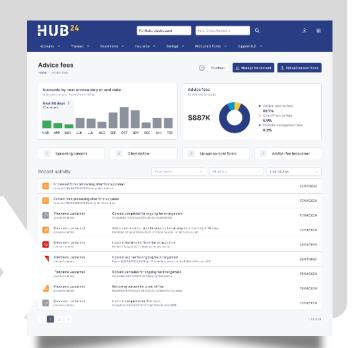
- >100,000 fee consents p.a. across HUB24 client base
- Lack of integration with advice CRM tools



#### Innovative solution - Advice fee consent tool:

- Integrated digital advice fee consent dashboard to increase flexibility and visibility of consent process
- Launched August 2024







# Streamlined advice fee consent process

>80% adoption rate within three months of launch

### Reducing administrative burden for Licensees

Supporting platform advocacy with strong adviser feedback on new tools

## **Productivity:** Supporting more efficient superannuation operations

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# Significant growth in superannuation flows:

\$11.5b

of superannuation inward roll overs in FY24

### #2

for net inflows across all super funds for switching (rollovers)<sup>1</sup>

Rollovers	Webs			0	Feedback + Add re	:llover in
Rollovers in Ro	lovers out					
200 to lower inscreeded over	- morts					
1 0 1	the accreate	⊘ 2 ₽ Precessing		5 🛛 <b>1</b> Concelled	•	
Advisor nome		Account				
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Anthony John Clark	4474387 Macquarle Wrop	848151 Portis	1 \$ 150,000.00	10/02/2023 (3 Process)	rg) 10/02/2023	æ

### Automating super rollovers and benefit payments

Shifting from a paper-based to an online and automated process



### Significant automation leading to efficiency benefits

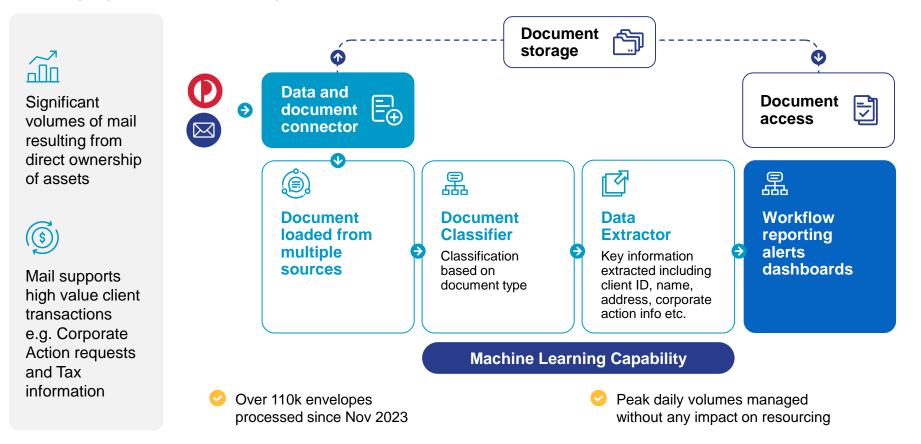
Superannuation Inward Rollovers

**94%** Straight through processing

### Productivity: Virtual Mail Room

### **Revolutionising document management:**

Leveraging machine learning removes human interaction with mail received



Driving improved productivity

services

across operations

and non-custody

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Time savings supporting improved investor outcomes

## Productivity: Al augmenting proactive servicing

**Client service outcomes driven through multiple channels** 









Reduce average transaction handling time supporting more efficient operations

Building capability leveraging LLM & AI to better serve clients



Over 500,000 service interactions analysed



Leveraging LLM and AI to analyse key drivers – quality, speed and advocacy



Generate prompted responses for top 50 service interactions



Better customer experience with faster resolution

### Leveraging technology to drive customer advocacy and efficiency



Delivering leading customer satisfaction levels through innovation, technology and operational excellence

Scaling safely while delivering service excellence

Leveraging technology to reduce cost to serve and support expanding UEBITDA margins



Further opportunities to leverage our investment in technology to support efficiency across the industry

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# Break 10 minutes





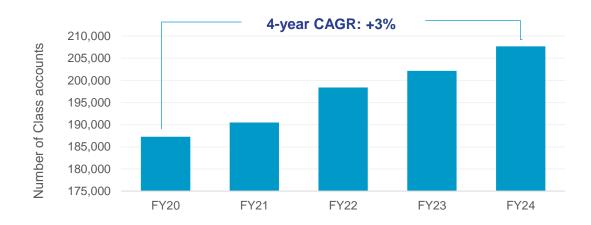
Class & NowInfinity

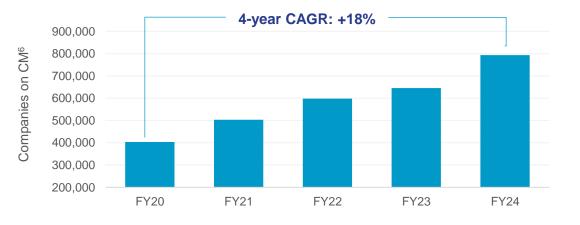
Tim Steele Class CEO



# Market leading software solutions for accountants with significant market share and growing above system

#### **Class: A leading SMSF software provider** NowInfinity: Fast growing corporate compliance solution Premium offer 209k 31% share of Growing Used by 1 in 4 809k entities 23% market Growing above underpinned SMSF market ASIC agents<sup>4</sup> share (#2 system at 2.0x managed on accounts<sup>1</sup> above by direct data in FY24<sup>5</sup> (#2 provider)<sup>2</sup> Corporate provider)<sup>5</sup> system at feeds **1.1x** in FY24<sup>3</sup> Messenger<sup>1</sup>





### HUB<sup>24</sup>

As at 30 September 2024
 Class market share of SMSFs as at 30 June 2024. ATO SMSF statistics
 ATO SMSF statistics. System growth based on ATO first reported SMSFs

Number of accounting firms using NowInfinity compared to all accounting firms using a corporate compliance solution. As at 31 December 2023. ASIC data
 ASIC company registration statistics. System growth multiple for NowInfinity excludes clients transitioning from an existing provider
 Corporate Messenger (CM)

# SMSFs are a significant and growing segment within superannuation market

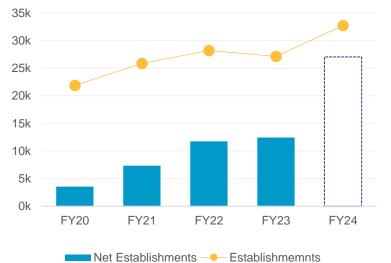
# SMSF industry delivering consistent growth with establishments accelerating in FY24

#### Number of SMSFs<sup>1</sup>

HUB<sup>24</sup>



#### SMSF Establishments<sup>1</sup>



### CLASS R NowInfinity

Australians establishing SMSFs earlier and with higher balances

#### Key insights from the **Class 2024 Annual Benchmark Report**

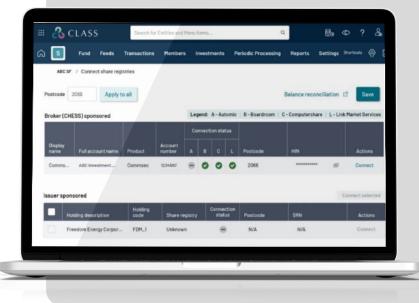
- Rising portion of Generation X and Millennials establishing Class SMSFs – FY24: 81% up from FY23: 76%<sup>2</sup>
- Median age of members for establishments is falling – FY22: 46 down from FY11: 54<sup>3</sup>
- Size of newly established funds increasing – 9% increase in Class average balance to \$537k in FY24<sup>4</sup>

ATO SMSF statistics. Based on last reported data. FY24 SMSFs and net establishments expected to revised lower following lodgment of SMSF wind-ups
 Class 2024 Annual Benchmark Report. Utilising ABS generational cohorts for Gen X (aged 43-57) and Millennials (aged 28-42)
 FY22 based on ATO SMSF: A statistical overview 2021-22. FY11 based on ATO SMSF: A statistical overview 2013-14
 Class 2024 Annual Benchmark Report



# Multi-year program of product enhancements commenced to support accountant productivity and value proposition





Automated retrieval and reconciliation of data

Benefits include:

- Reduced manual processing
- Improved accuracy

Launched Q1 FY25

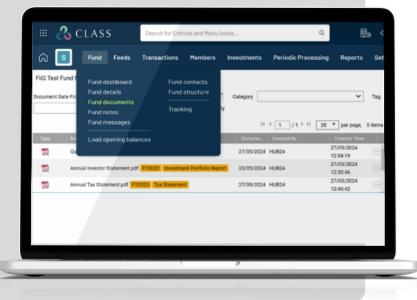
Directly sourced document feeds from major financial institutions

Automated retrieval of documents including investor, tax and bank statements

Benefits include:

- Simplified processes
- Increased productivity

First feed from external provider launched in Q1 FY25





# Class delivering consistent growth & leveraging Group footprint

Class revenue growth underpinned by new and existing solutions

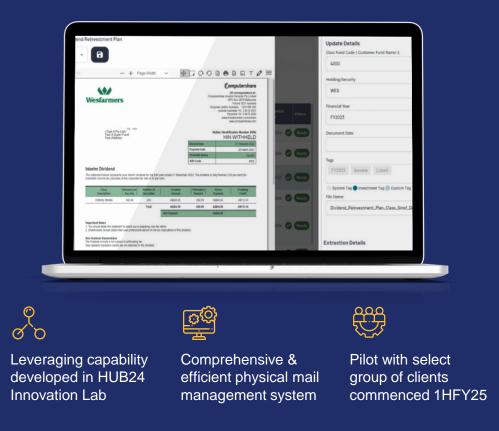
Leveraging HUB24 Group's large & diverse footprint<sup>2</sup>

Volume growth	Growing ARPU <sup>1</sup>	<ul> <li>New solutions and partnerships</li> <li>Creating new products and markets (eg Virtual Mail Room)</li> <li>Capturing additional value of customer relationships</li> <li>myprosperity and associated data services</li> </ul>	CLASS	R NowInfinity	
<ul> <li>Exposed to structurally growing markets</li> <li>Opportunities for market share gains through leading offering</li> <li>Grow products per customer</li> </ul>	<ul> <li>Supported by value-enhancing product features and innovation (eg Compliance of the Future)</li> <li>Opportunity for subscription upgrades</li> </ul>		>1,600 >200,000 firms entities	>5,600   >800,000 firms   entities	
			HUB <sup>24</sup>	O myprosperity	
			>4,700 >900 advisers licensees	>500 >86,000 firms households	

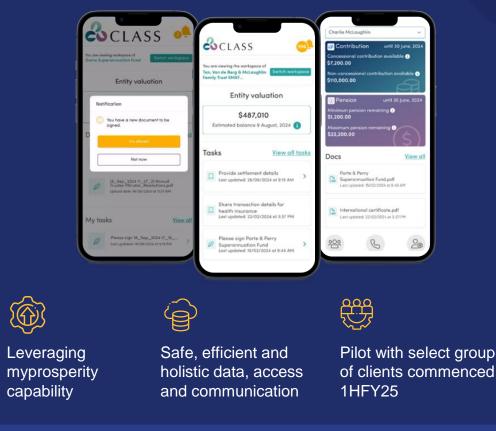


# Leveraging Group capability to launch new solutions to deliver value to clients and create new revenue streams

### **Virtual Mail Room**



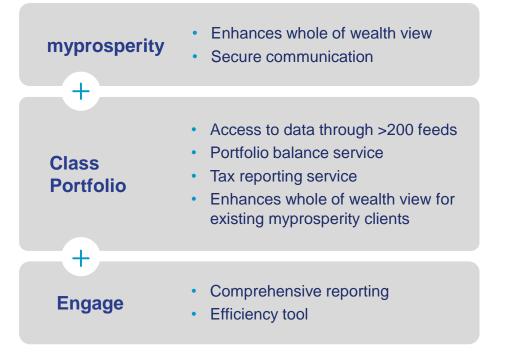
### **New Class client portal**



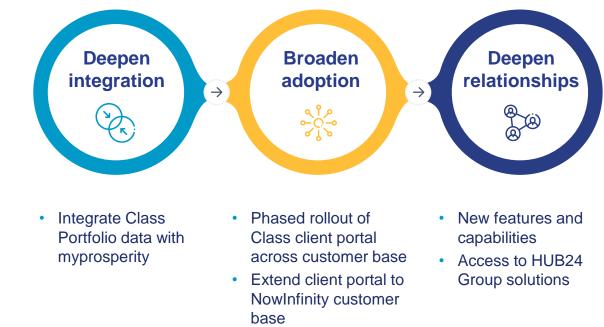


# Next generation of solutions leveraging Group capability and footprint

### Leveraging Group capability



### Enhanced client portal solutions leveraging Group capability being rolled out from 2HFY25 onwards





# Class is innovating and extending products to differentiate and grow market share

<u>8</u>8 88  $^{\circ}$ Creating the future of Product Collaborating with Leveraging Group wealth accounting clients, partners and capability and footprint enhancements administration through supporting accountant HUB24 to deliver to create opportunities technology, data and and drive further productivity innovative new seamless experiences solutions and drive revenue growth competitive advantage



# CFO Update

Kitrina Shanahan Chief Financial Officer

# Delivering sustainable and scalable growth



### **Delivering sustainable growth**

- Strong FUA growth translating into revenue growth
- High level of recurring revenues across a diverse customer base
- Significant opportunity to grow market share in Platform

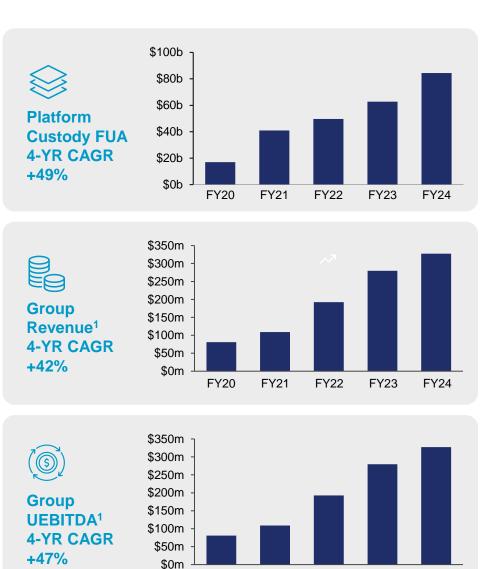
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### **Ongoing investment**

• Investing across the business to maintain leadership and capitalise on the current market opportunity

### Scalable business model

- UEBITDA margins expanding
- Disciplined management of costs facilitates investment alongside
   UEBITDA margin expansion
- Scalable operations leveraging innovative technologies to drive further efficiencies



FY20

FY21

FY22

FY23

FY24

### Strong start to FY25 with pipeline of opportunities



### Record quarter of net inflows excluding large migrations in Q1 FY25

- Q1 FY25 Platform FUA \$91.6b
- Q1 FY25 net inflows of \$4.0b (no large migrations in the quarter)
- Q1 FY25 44 new distribution agreements
- Q1 FY25 195 net new advisers taking total advisers to ~4,700



### Large migrations



### FY26 FUA target

- \$1.5b of EQT FUA migrated in early October 2024
- Approximately \$5b of EQT FUA to be migrated with \$4.1b migrated to date and the remainder expected in 2HFY25
- FY26 Platform FUA target of \$115-123b (excluding PARS FUA)
  - Net inflows >\$11b p.a. excluding large migrations
  - Opportunities for large migrations (e.g. EQT)
  - · Range of market growth assumptions
- Q1 FY25 net inflows and market movements tracking ahead of FY26 FUA target assumptions

### Strong balance sheet with capital flexibility

### Capital management considerations



Strong operating cashflows

- 92% correlation between UEBITDA and operating cashflows in FY24<sup>1</sup>
- Target dividend payout ratio 40-60%
- Fully franked dividends



- Opportunities for small bolt on acquisitions
- Minority investment in Reach Alternatives
- Mitigating dilution from Employee Share Schemes through purchasing treasury shares on market
  - \$10m of purchases in FY24
  - Expect increase in purchases in FY25



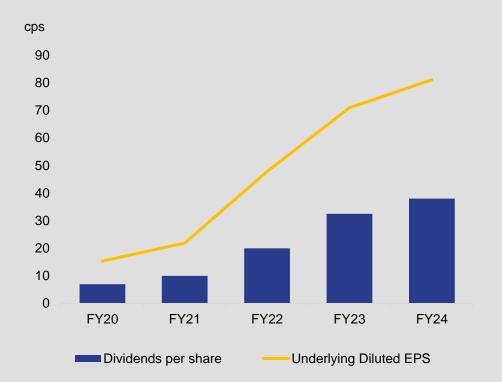
- Potential for Operational Risk Financial Requirement (ORFR) changes to require loan from HUB24 to trustee
- Ongoing investment with ~\$20m of capex expected in FY25
- Broadly stable with FY24



HUB<sup>24</sup>

- Strong balance sheet with net cash position of \$58m at June 2024
- \$30m debt maturing in June 2026

### Dividends (cps) | 4-YR CAGR +53% Underlying Diluted EPS (cps) | 4-YR CAGR +52%



### Update on depreciation & amortisation

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# Underlying D&A expected to be \$19-21m in FY25 (up from \$14m in FY24)

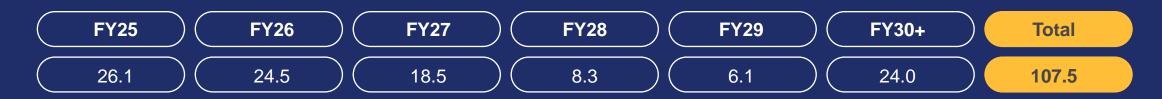
- Amortisation tracking towards capex levels
- Increase in amortisation also reflects new Sydney premises (Nov 2024)



# Acquisition related amortisation expected to be \$26m in FY25

Excluded from Underlying NPAT

### Acquisition related amortisation schedule - Pre-tax (\$m)





# Wrap Up & Q&A

Andrew Alcock Managing Director & Chief Executive Officer Positioned to capitalise on significant growth opportunity creating long term value for customers and shareholders



# Questions?



### 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.

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### **About HUB24**

HUB24 Limited is listed on the Australian Securities Exchange, and includes the award-winning HUB24 Platform, HUBconnect, 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 <u>www.HUB24.com.au</u>