ezbob Ltd – £2.5M Award

Key Achievements to Date

- The underlying infrastructure has been developed and tested for multi-tenancy support allowing for the on-boarding of new lenders quickly.
- The internal rule and pricing-engines are now fully developed. This will provide configuration of policy rules and a pricing matrix allowing for high levels of flexibility to reflect the lender's risk appetite.
- We have developed a User Interface framework which is delivered with a set of pre-packaged widgets enabling 'no-code' changes for onboarding data flows.
- The Flexible UI has been extended to support new use cases for existing bank users including activation, legal documentation and content management system.
- An interaction engine has been completed which allows for effective communication with applicants by email to improve conversion rates and data collection.
- We developed the Broker API to meet the anticipated needs of brokers and the marketplace.
- We have created a set of reports and these have been implemented to track platform business performance.

Assessment Period 4 (May 1st, 2021 – August 31st, 2021)

These Public Commitments are based on ezbob's Revised Business Case which was approved in May 2021. The former Public Commitments, including rationale for the changes can be viewed here.

COMMITMENT 1: We will radically reduce the entrance costs for new SME lenders in the UK and help digitize legacy lending processes for existing lenders.
We will deliver twelve-month proof of concepts to five new and existing SME lenders at a cost of up to £150K each. This will comprise: a flexible UI framework and configurable smart onboarding flow; centralised data hub delivering access to big data (Open Banking), HMRC, Credit Bureaux, KYC, AML, fraud and verification; configurable risk and decision engine including affordability and pricing; and finally, monitoring and reporting supporting operational and regulatory requirements.

The first will launch no later than June 2021. Following that, we will launch approximately one a quarter ensuring that all are live before mid-2022. These POCs will entitle lenders to use either the full ezbob express solution or specific modules and provide access to our breadth of expertise, experience, and knowledge. For new lenders, we will make entering the UK SME lending market possible at a vastly reduced cost - at least 80% lower than today. For existing lenders, we will enable digitisation of their legacy whole or parts of its lending processes at a fraction of our normal full price.
Not on track. Ezbob has now concluded a signed licence agreement with the first PoC. The software environment has been fully developed and is currently in user acceptance testing. Planned live date is early October 2021. All functionalities as stated in our commitments have been delivered. Challenges faced are related to slack demand due to current market conditions

COMMITMENT 2 – We will deliver more than £87m of lending to UK SMEs by December 2022 and £665m within 5 years
Our track record with this model conservatively indicates we will deliver more than £87m of lending by December 2022 and £665m within 5 years. Our aim will be to use the CIF grant and the delivery of our public commitments to extend this model beyond the CIF period to continue to increase competition in the UK SME Lending market on an ongoing basis.

Not on track. Due to the slow uptake of PoCs and tightening of lending criteria by financial firms exposed to the SME sector following government lending schemes, new lending continues to be constrained.

COMMITMENT 3 – Co-investment: We will match every £ received from BCR with £1 of our own funds. We are committed to matching with £1 each £1 that we are awarded by a CIF award.
Ezbob is on track to deliver this commitment and are progressing according to the plan matching each £1 that we were awarded by the CIF award with £1 of our own. Co-investment amount to date is £1,029,754.

COMMITMENT 4 – We will provide complete transparency to the Independent Body on the metrics that will measure our progress.
At the point that the first POC pilot goes live, we will provide BCR with access to real time dashboards that will allow full visibility on progress towards lending volume targets and process improvement aims. We will also provide our POC clients with a detailed, comprehensive range of metrics to help them to understand their lending performance and what levers they can adjust to improve performance, accessibility and affordability. We will offer digital access to all SME borrowers, both pre and post authorization, allowing a clear picture of the status of their loan at all times.
Ezbob is on track to deliver this commitment and are progressing according to the plan.

COMMITMENT 5 – We will deliver the following enhancements to our LaaS system to support the 5 POCS
- **A flexible UI framework encompassing a branding kit, a flexible and configurable on-boarding flow delivered in January 2021.**
- **A Data Sources Hub - to enable a rapid setup of services, we will re-use existing connections to various data sources. To achieve that we will build a data source sharing and control layer that builds on existing APIs delivered in December 2020.**
- **A configurable risk and decision engine that allows implementing new risk models and FI policies as configuration delivered in January 2021.**
- **Monitoring – we will introduce POC level monitoring of both technical and business health alerts to allow our NOC to effectively support and monitor multiple POCs delivered in March 2021.**
- **Activation - Support loan activation and legal content management system by June 2021**
- **Multi-products - Support multiple financial products flow side by side for the same lender by October 2021**

Ezbob is on track to meet this commitment. The majority of this commitment is delivered. Ezbob has completed the development of a flexible and configurable UI framework including the data sources hub and HMRC online connector. A new "activation", legal CMS and configurable risk engine has been developed as planned. From an operational perspective, the monitoring abilities have now been completed and the only remaining element is the Multi-Product functionality.

COMMITMENT 6 – Diversity and Inclusion
ezbob commits to continuing to be a diverse and multi-cultural company welcoming of all religions and ethnicities. We commit to maintaining our active gender diversity programme comprising 35% females across all disciplines and levels. Respect for the individual forms part of our core values as does support for people with disabilities.
On track. Currently 8 of the 23 employees assigned for this project are female (35%) across all disciplines and levels.