

ezbob Ltd – £2.5M Award

Key Achievements to Date

- ezbob has successfully launched the first of its PoCs with a leading mid-tier bank. ezbob Express, comprising the complete end-to-end platform, allows customers to digitally apply for an unsecured loan and receive an immediate credit decision.
- As part of the PoC phase, our customer is using our newly developed “existing clients” upload data tool flow which relies on data sharing with our customer’s core processing platform.
- ezbob also developed the Broker and Relationship Manager portal interface allowing for a wider range of acquisition channels whilst fully supporting GDPR compliance.
- We implemented a new and advanced risk engine to allow easy creation and maintenance of new risk models.
- We developed data loaders (mostly for existing bank users) allowing fast and easy mapping of data sets to the ezbob Express platform.
- A configuration admin tool for easy definition of risk rules and pricing for more flexibility and fast adjustments has also been developed.
- We implemented a new financial product allowing for account opening for sole traders.

Assessment Period 5 (September 1st, 2021 – November 30th, 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 signed and implemented the first PoC which has completed user acceptance testing and is now in soft launch with clients. We have also identified a client for the second PoC and are engaged in contract discussions. Our expectation is to have contracts signed early 2022. The market remains challenging with financial institutions continuing to be cautious about technology investments to support unsecured lending. This impacts on our ability to source suitable prospects willing to commit funds to the PoC programme.

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. The slow uptake of PoCs coupled with slower end customer rollout means that challenges in reaching the scale of lending anticipated continues to be an issue. This is further impacted by ezbob's focus on the alternative finance, start-up / scale-up sector since these firms operate with a lower capital base. ezbob is doing everything possible to meet the lending commitment given the challenging external environment including working in close cooperation with lending, risk and underwriting teams to improve new deal flow and approvals

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.

We are 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. ezbob's co-investment amount as at November 2021 is £1,280,568.

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.

We are 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

This commitment has been delivered.

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 22 employees assigned for this project are female (36%) across all disciplines and levels.