

ezbob Ltd – £2.5M Award

Key Achievements to Date

- ezbob has built on the success of the launch of its PoC with the issuance of fully automated lending completed within 7 minutes.
- Our first candidate firm for the PoC programme has moved from testing phase into a business-as-usual operating mode thus demonstrating full confidence in ezbob's technology deployment
- Based on extensive testing we were able to optimise the user experience and risk model to deliver a fine-tuned solution for current market conditions.
- Ezbob launched a new campaign to publicise the availability of its credit decisioning and pricing engine which can be licenced separately.

Assessment Period 6 (December 1st, 2021 – February 28th, 2022)

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. We are continuing discussions with our second PoC and identifying other candidates for the programme. Under the current climate firms remain cautious regarding technology investments to support unsecured SME lending. Whilst not in our current business case, we are exploring new market channels to make ezbob's technology available to a wider audience. We are seeing opportunities to collaborate with 3rd party technology providers of complementary services who wish to add small business lending to their proposition.

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 slower than anticipated uptake of PoCs coupled with reduced market demand for new loans following govt. intervention means that achieving our original lending targets remains challenging.

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 during Q1 2022, ezbob matched the CIF award with £1.20 for every £1. ezbob's co-investment to date is £1.5m.

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.

Not on track. We have developed the real time dashboard according to plan however, anticipated lending volumes have not yet materialised due to the slow uptake we are experiencing.

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 7 of the 19 employees assigned for this project are female (37%) across all disciplines and levels.