

# Investor Presentation Q3 2025

## CEO statement on reported results



"To support our continued international growth journey, we are strengthening our foundation through improved returns, greater efficiency, and stronger capital position."

Priit Põldoja CEO

With continued improvement across most key financial metrics, Q3 2025 was another strong quarter for Inbank. For the first time in our history, the originated volume reached a new milestone of 204 million euros. Quarterly total net income increased by 21% year-on-year, reaching 21.9 million euros. At the same time, Q3 operating expenses grew by only 3%, bringing the cost / income ratio to 52.3%. Net profit for the quarter reached 5 million euros, up 62% from the same period last year, while ROE improved to 12.5%. Inbank's 9-month net profit was 13.1 million euros, with ROE at 11.4%.

Following a record sales volume in the previous quarter, sales continued to improve in Q3 2025, with originated volume rising 14% year-on-year to 204 million euros. Strong demand for Polish green financing and Baltic buy-now-pay-later (BNPL) products drove sales growth during the quarter, while direct lending volumes continued to grow across all markets. Green financing sales reached a record 39.3 million euros, growing 57% year-onyear. As a result of expanded product offering, direct lending sales reached 35.1 million euros, increasing by 48% year-on-year. Supported by strong BNPL demand, merchant solutions remained Inbank's largest segment, with sales growing 13% year-on-year to 68.1 million euros. Car financing was the only segment to see a decline in quarterly sales, down 18% year-on-year to 49.3 million euros, largely reflecting the ongoing impact of Estonia's motor vehicle tax.

Inbank's 9-month originated volume reached 567 million euros, up 11% year-on-year. The loan and

rental portfolio grew also by 11% to 1.24 billion euros, while the loan portfolio yield decreased by 0.15% from Q2 2025 to 11.09%. Compared to a year ago, our average portfolio yield for the first 9 months of 2025 increased by 0.02% to 11.21%. The decline in quarterly portfolio yield was mostly driven by lower interest rates in Poland, where our floating portfolio repriced downward.

At the same time, our deposit portfolio increased by 13% to 1.32 billion euros. Inbank's funding cost decreased to 4.01%, down from 4.40% a year ago and 4.06% in the previous quarter. Total income margin improved to 5.63%, slightly higher than in the previous quarter and up 0.19% from a year ago. While the decline in interest rates supports Inbank's business model, the repricing of our Polish deposit portfolio has lagged somewhat, and we expect to benefit from it over the coming quarters.

In Q3 2025, Inbank's total net income grew by 21% to 21.9 million euros, while net interest income increased by 9%. Quarterly growth was mainly driven by a 30% rise in rental income and stronger income from financial items. Over the first 9 months of 2025, total net income increased by 15%, and net interest income grew by 14%. Despite solid revenue growth, we maintained strong cost discipline, with Q3 cost growth of a mere 3%, and the 9-month opex by 7%. As a result, Inbank's efficiency continues to improve, with the quarterly cost / income ratio declining to 52.3%.

During Q3 2025, our impairments on loans and

receivables remained well under control, with the ratio of impairments on portfolio at 1.52%. For the first 9 months, the underlying ratio stood at 1.57%, remaining within our target range.

Inbank's capital ratios have continued to strengthen during the quarter, with the total capital ratio of 18.09% and CET1 capital ratio of 13.94%. In early October, we successfully completed another Tier 2 bond issue on Nasdaq Tallinn, which was more than four times oversubscribed, attracting balanced interest from both retail and institutional investors. The issue raised 8 million euros in subordinated capital to support Inbank's growth in the coming years and further strengthen our capital position.

Throughout 2025, Inbank has demonstrated consistent improvement in both sales and financial performance. We have remained focused on profitable growth while delivering value to more than 5,900 partners and 625,000 active customers. To support our continued international growth journey, we are strengthening our foundation through improved returns, greater efficiency, and stronger capital position. Q3 2025 marked another milestone in this journey, and we expect the positive momentum to continue in the coming quarters. At the same time, our team is preparing to seize new growth opportunities and bring Inbank's embedded finance solutions to more merchants and customers across both existing and new European markets.

## Core business financial highlights for Q3 2025

Total net income

€21.5m

+11% year-on-year

Net profit

€4.7m

+6% year-on-year

Return on equity

11.7%

Total income margin

5.7%

Originated volume

€204m

+14% year-on-year

Loan and rental portfolio

€1.24bn

+11% year-on-year

**Impairments** 

1.5%

Cost / Income

53.1%

- Total core income (excluding financial and other income)
   rose 11% year-on-year in Q3, from €19.3 million to €21.5
   million, with both Baltics and CEE contributing growth of
   12% and 10%, respectively. This was driven by lower funding
   cost and a stronger total income margin.
- Core business net profit reached €4.7 million, up 6% year-on-year, supported by steady portfolio growth, margin improvement, and a modest increase in operating expenses, which have remained fairly stable at around €11 million over the past six consecutive quarters.
- Total income margin continued to expand and improved 30 basis points to 5.7%. Impairments remained within target, yet exhibited growth year-on-year basis arising from technical factors, credit quality remained stable.
- The cost/income ratio and ROE saw gradual improvement from the Q2 2025 to 53.1% and 11.7%, respectively.
- Quarterly origination volumes grew 14% year-on-year to €204 million, fueled by strong continued momentum in green financing and solid gains in direct lending and rental services.
- The loan and rental portfolio expanded to €1.24 billion, with strong midteens growth levels visible across major segments, including green, auto, rental services and direct lending segments.
- Overall, similar positive dynamics can be observed as in the previous quarters, both in terms of business volumes and P&L developments.

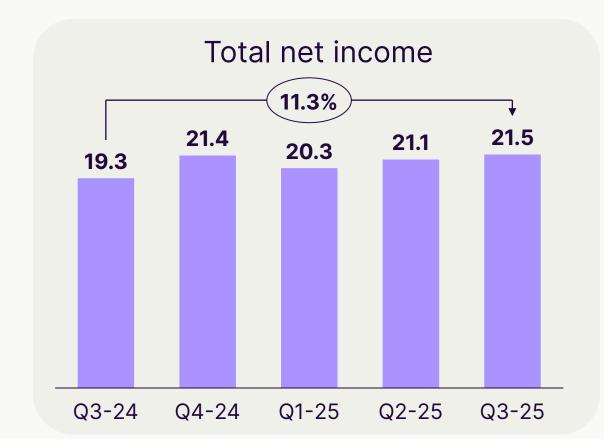
## Core business key financials

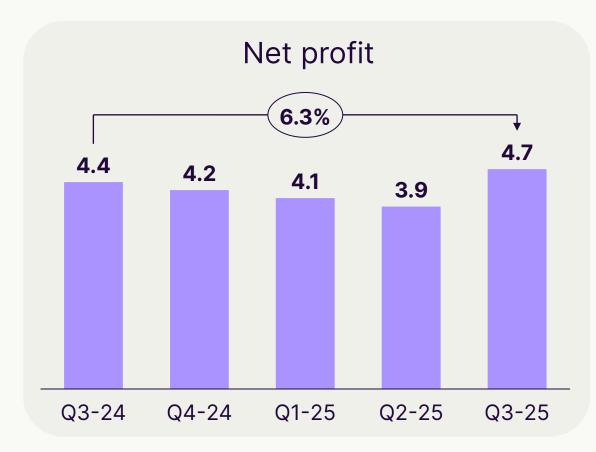
In millions of euros	Q3 24	Q4 24	Q1 25	Q2 25	Q3 25	% change YoY	9 months 2024	9 months 2025	% change YoY
Net interest income	17.3	18.8	18.0	18.5	18.8	9%	48.7	55.3	14%
Net rental income	2.9	3.4	3.5	3.6	3.8	30%	8.5	10.9	28%
Net commissions	-0.9	-0.8	-1.2	-1.0	-1.1	29%	-2.6	-3.3	28%
Total net income	19.3	21.4	20.3	21.1	21.5	11%	54.6	62.9	15%
Total operating expenses	10.3	12.1	11.1	11.6	11.4	11%	31.1	34.1	10%
Operating profit	9.0	9.3	9.2	9.5	10.1	12%	23.5	28.8	22%
Impairments	3.8	5.2	4.5	4.9	4.7	24%	11.2	14.1	26%
Income tax	0.8	-0.1	0.6	0.7	0.7	-14%	1.6	2.0	27%
Net profit	4.4	4.2	4.1	3.9	4.7	6%	10.7	12.6	18%
<b>Business volumes</b>									
Originated volume	180	187	167	196	204	14%	509	567	11%
Total assets	1 428	1 436	1 523	1 499	1 587	11%	1 428	1 587	11%
Loan and rental portfolio	1 121	1 155	1 176	1 206	1 240	11%	1 121	1 240	11%
Customer deposits	1 164	1 171	1 267	1 233	1 319	13%	1 164	1 319	13%
Equity	146	148	152	156	161	10%	146	161	10%
Key financial ratios									
Portfolio yield	11.3%	11.4%	11.3%	11.2%	11.1%		11.2%	11.2%	
Funding cost	4.4%	4.3%	4.1%	4.1%	4.0%		4.4%	4.1%	
Total income margin	5.4%	5.8%	5.5%	5.6%	5.7%		5.3%	5.6%	
Impairments / portfolio	1.4%	1.8%	1.5%	1.6%	1.5%		1.4%	1.6%	
Cost / income	53.3%	56.4%	54.7%	55.1%	53.1%		58.2%	53.9%	
Return on equity	12.6%	11.4%	11.0%	10.2%	11.7%		10.9%	11.0%	

- Total net income for the core business during the third quarter grew by 11% to €21.5 million, while reported income grew by 21% to €21.9 million.
  - Both regions, Baltics and CEE, demonstrated strong double-digit performance, delivering 12% and 10% year-on-year core net income growth, respectively, driven by expansion of the total income margin and asset volume.
  - Net rental income grew by 30%, supported by continued growth in both the full-service vehicle rental and consumer electronics rental segments.
  - The portfolio yield slightly declined year-on-year at 11.1% mostly due to repricing of our Polish floating portfolio, while funding cost declined by 40 bps to 4.0%, reflecting the impact of declining base rates. These dynamics contributed to a total income margin improvement to 5.7%.
- Total expenses increased by 11% year-on-year, from €10.3 million to €11.4 million, and have remained stable at around €11 million for the past six consecutive quarters, underscoring continued focus on cost control.
- Net profit from the core business reached €4.7 million, representing a 6% year-on-year growth, with a return on equity of 11.7%, while reported net profit reached €5.0 million exhibiting a 62% year-on-year increase and ROE of 12.5% driven by revaluation of financial items.
- YTD core income reached €62.9 million and operating profit to €28.8 million with 15% and 22% growth, respectively. Net profit reached €12.6 million with 18% year-on-year growth.

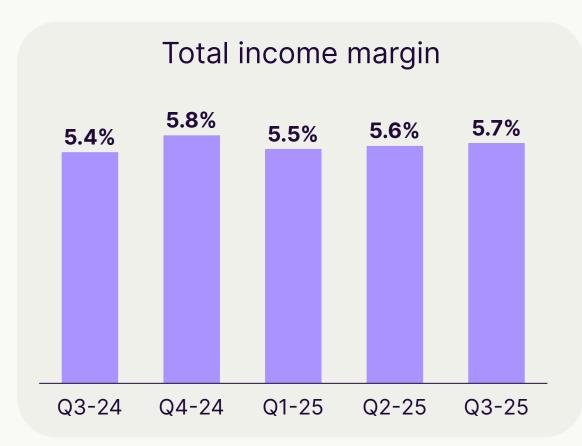
## Quarterly dynamics of core business key metrics

€ in millions, except stated otherwise

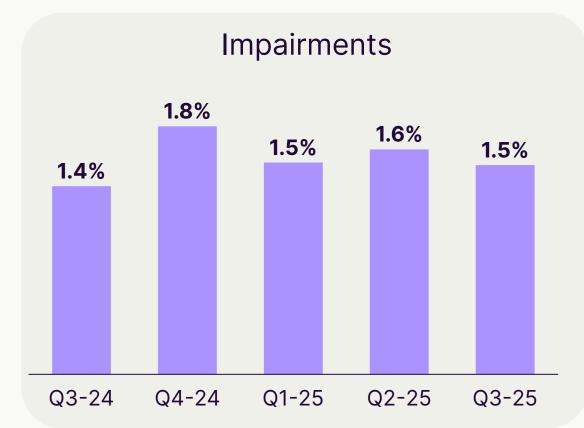








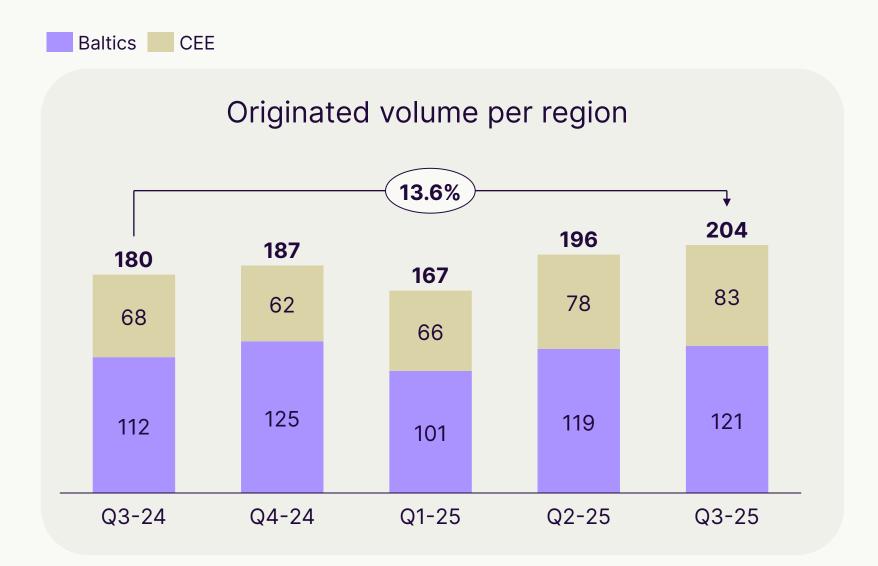


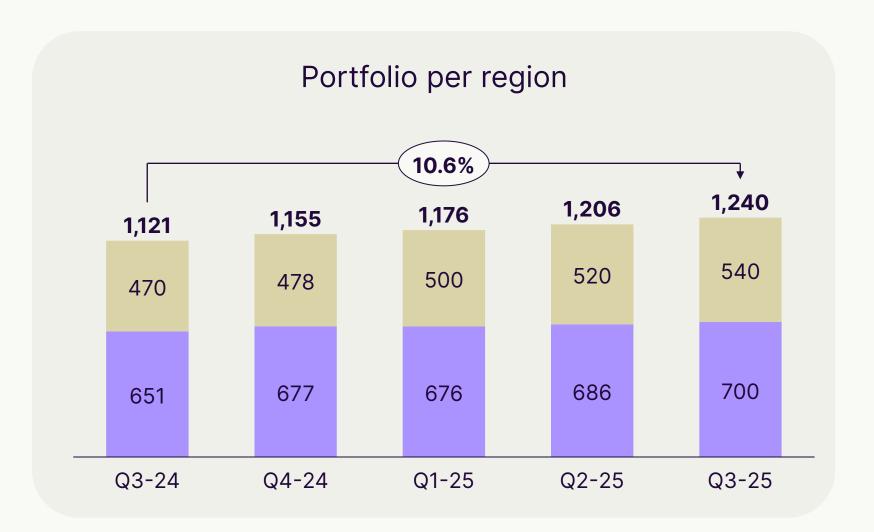


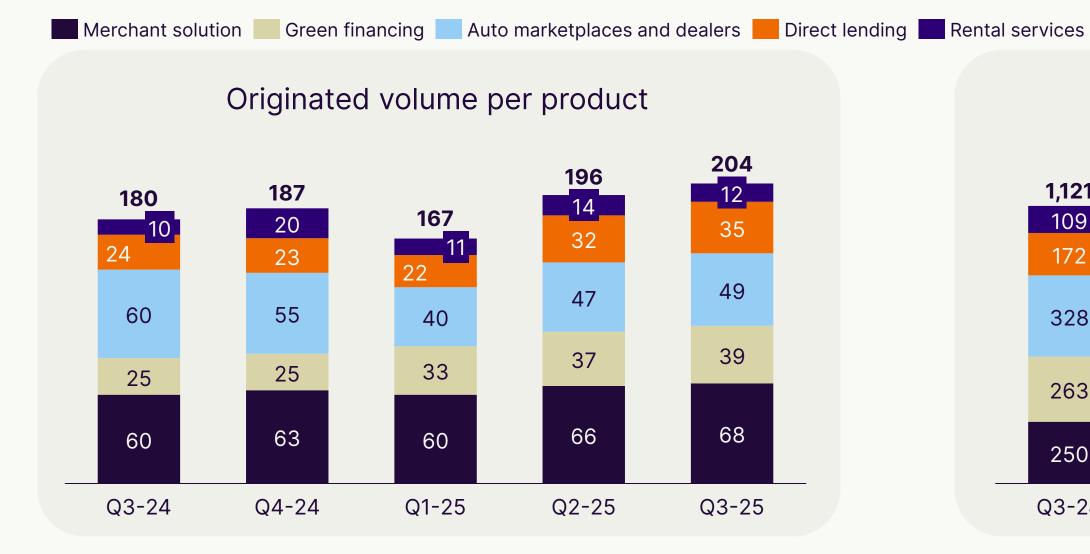
- Over the past five quarters, total net income and net profit have shown a steady upward trend, despite net profit being partially impacted by fair value adjustments on financial instruments. Nevertheless, the core business continues to demonstrate consistent growth, improvement in margins and stable credit quality.
- Key performance indicators reflect a positive trajectory, with impairments remaining within targeted thresholds with no material increase in credit risk anticipated, supported by declining inflation, lower interest rates, and stable employment levels across our core markets.

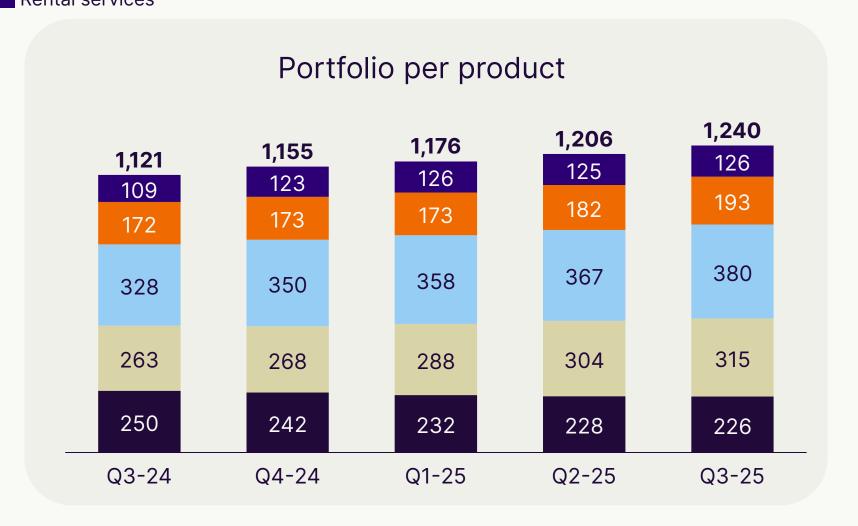
### Quarterly originated volume and portfolio developments

€ in millions, except stated otherwise









- Originated volume reached €204 million in Q3, up 13.6% year-over-year.
  - Growth was led by the CEE region (+22%), while the Baltics saw a 8% increase.
  - Green financing grew 57%, while the auto segment declined slightly due to Estonia's car tax and changes in the Polish partner's business model. Direct lending rose 48% as a result to increased focus on the product offering.
  - Merchant solutions remained the largest segment (€68 million) with gradual increase thanks to growing merchant base.
- The portfolio grew to €1.24 billion (+10.6% YoY), with the CEE region up 15% and the Baltics up 8%.
  - Notable growth evident in green financing (+20%), car financing (+16%), rental services (+16%) and direct lending (+12%).
  - Both Baltic and CEE portfolios continue steady growth.

## Product and merchant highlights

Active retail merchants

5,900+

Active customer contracts

915,000+

Sales originated at partner channels

77%

Automated credit decisions 90%

Volume generated online

65%

Merchant retention rate

98%

Returning customers

34%

Quarterly average revenue per customer

€70.0

- As of the end of the quarter, the number of active retail merchants stood at 5,900, representing a decline from 6,200 in the previous year. This decrease reflects a strategic decision to exit lower-margin partnerships.
- The total number of active customer contracts reached 915,000, showing a slight year-over-year decrease, also attributable to strategic adjustments. However, direct customer contracts continued to grow, supported by a strong 34% rate of returning customers.
- We continue to leverage our core strengths and advanced technical capabilities across our partner network. With nearly 80% of total volume is generated through partners, with 65% originating online, underscoring our digital-first approach. This is further reinforced by a high merchant retention rate of 98%, reflecting strong partner satisfaction and engagement.

CEO STATEMENT

HIGHLIGHTS

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ABOUT

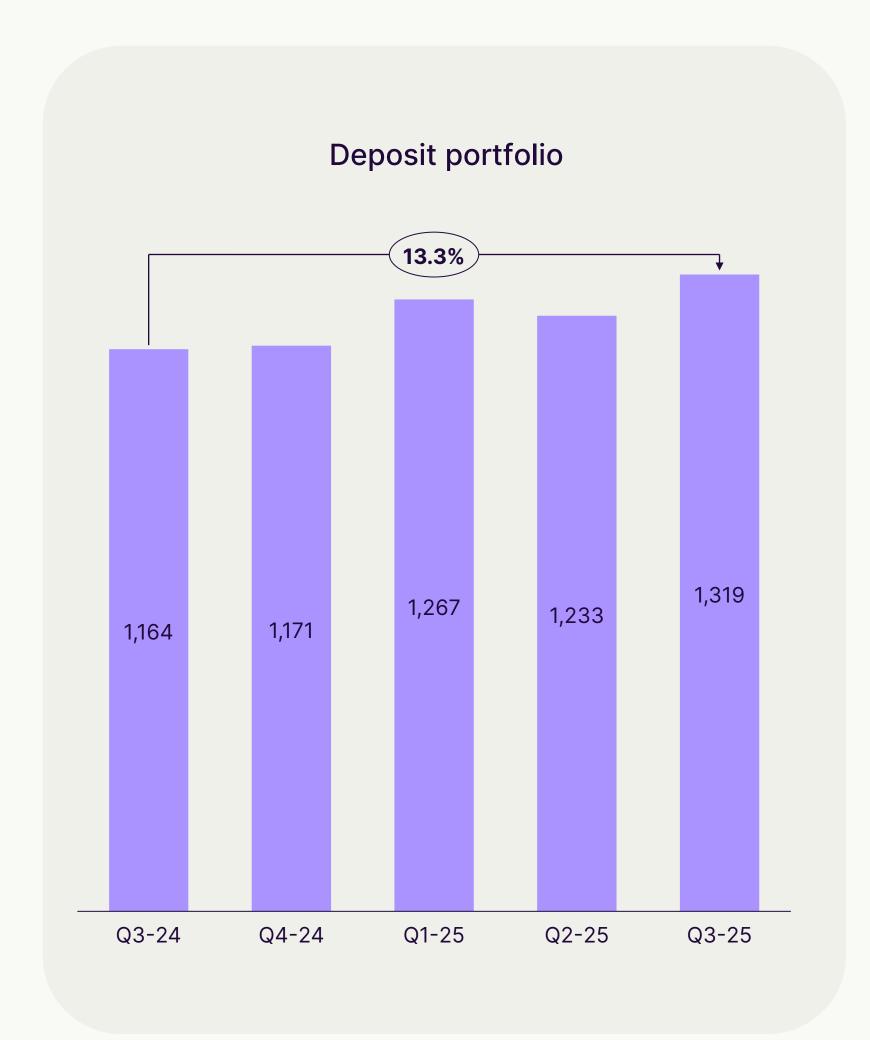
GOVERNANCE

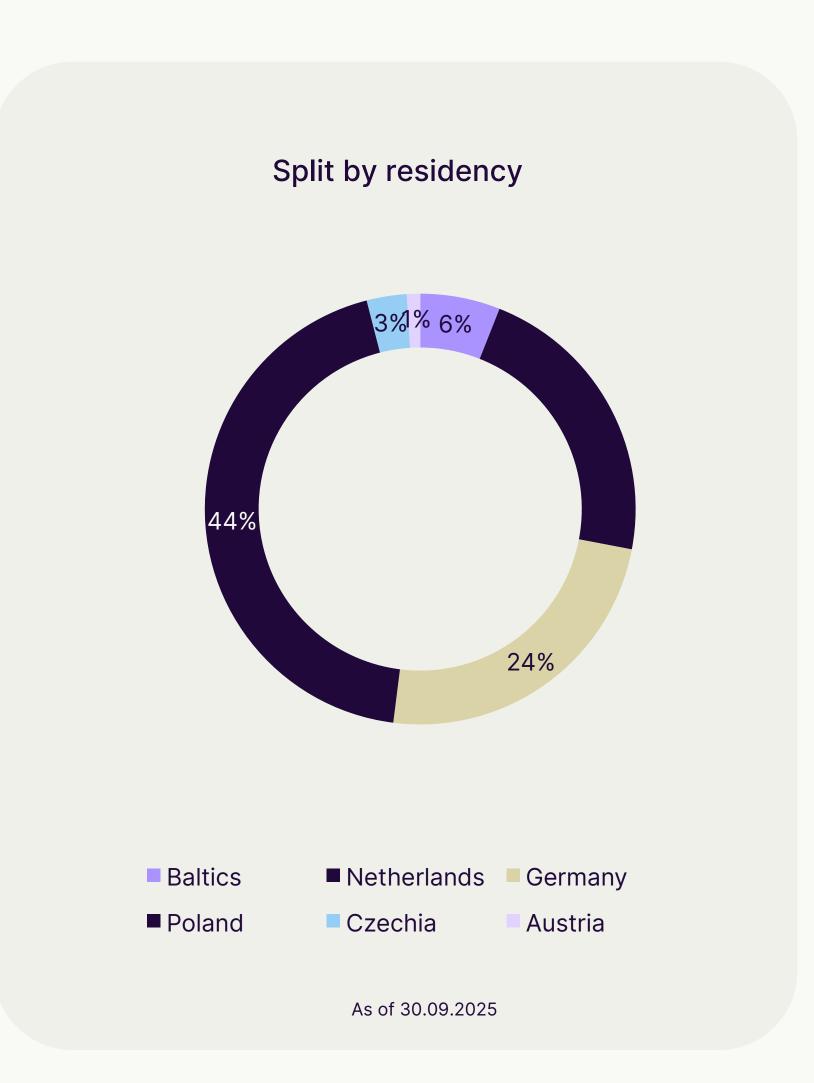
GLOSSARY

Inbank 8

### Customer deposits

€ in millions, except stated otherwise





Inbank has a highly diversified funding base of nearly 120,000 depositors. We accept term deposits from private individuals in Estonia, Lithuania, Poland, Czechia, Germany, Austria, and the Netherlands.

€1.3bn

Deposit portfolio

99%

Deposits covered by the Estonian Guarantee Fund

120,000+

Active customer contracts

# About Inbank

## Embedded finance platform designed for retail

Inbank is a loan originator with an EU banking license that utilizes its proprietary technology to connect merchants, consumers, and financial institutions through its next-generation embedded finance platform. Inbank bonds are listed on the Nasdaq Tallinn Stock Exchange.

















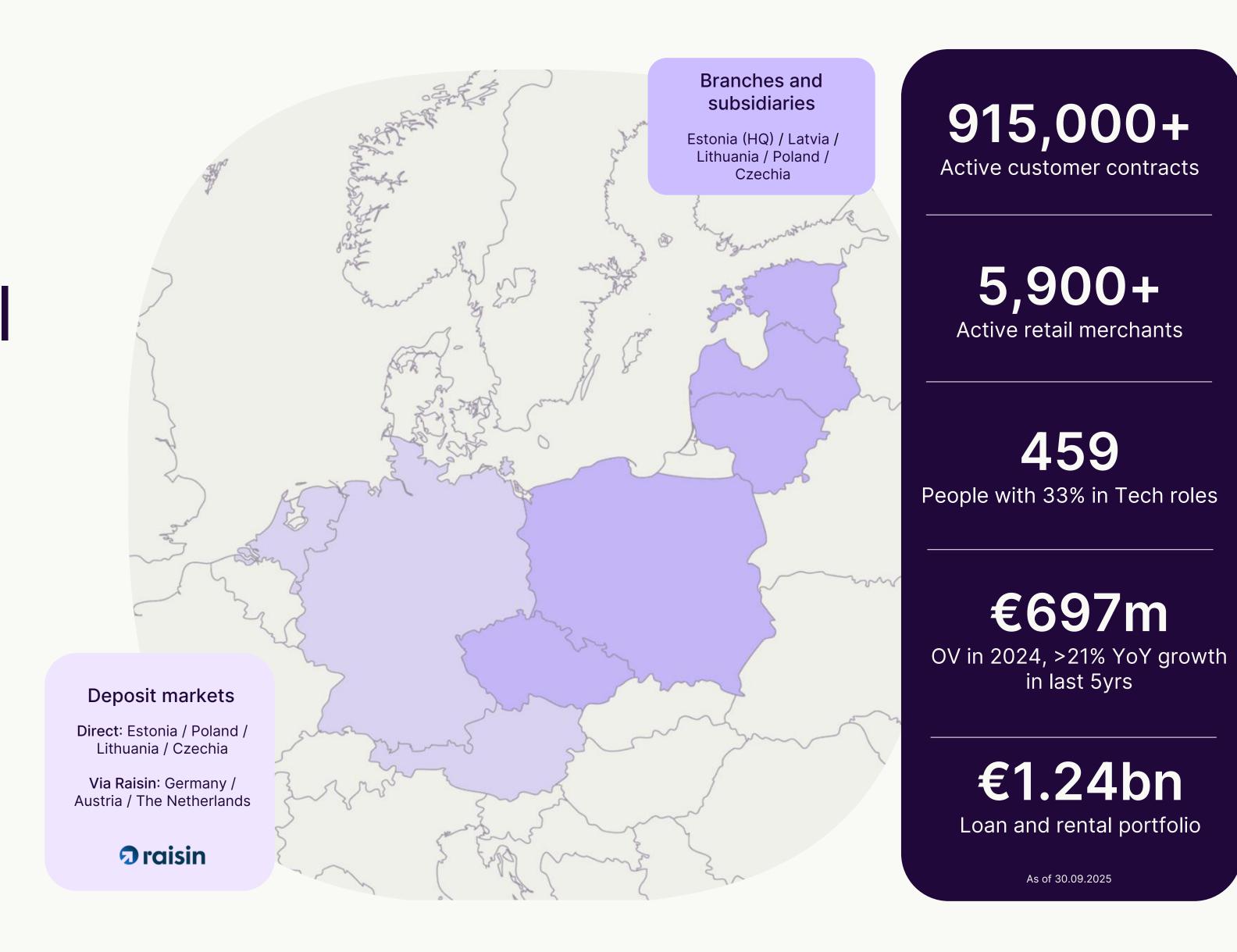












**OUR MISSION** 

## Taking financing outside banks

We are on a mission to take financing out of traditional banking and bring it to the point of sale, right where everyday commerce happens.

Inbank offers frictionless financing solutions for retail in all shapes and sizes, from bricks-and-mortar to cutting-edge business models and platforms online and offline. That way, financing anything from sneakers to solar panels happens exactly when and where it's needed. By making financing an integral part of a product or service, we help our 5,900 merchant partners thrive while customers get access to best-in class financing wherever they are.

#### **Focused**

Supported by a large ecosystem of partners. Since 2010 our sole mission has been to help our partners build the ultimate retail experience.

#### Entrepreneurial

The sky's the limit mindset, always open to new ideas. A track record of successful joint ventures and constantly looking for the next market to conquer.

#### Tech-driven

Fully embedded and flexible platform built on scalable proprietary tech and next-generation underwriting. A proven winning formula.

#### Viable

Banking license since 2015 with access to EU deposit markets, and bonds listed on the Nasdaq Baltic Stock Exchange. With 13 years of profitable growth.



>40%

Annual growth since 2015

Years of profitability

30%

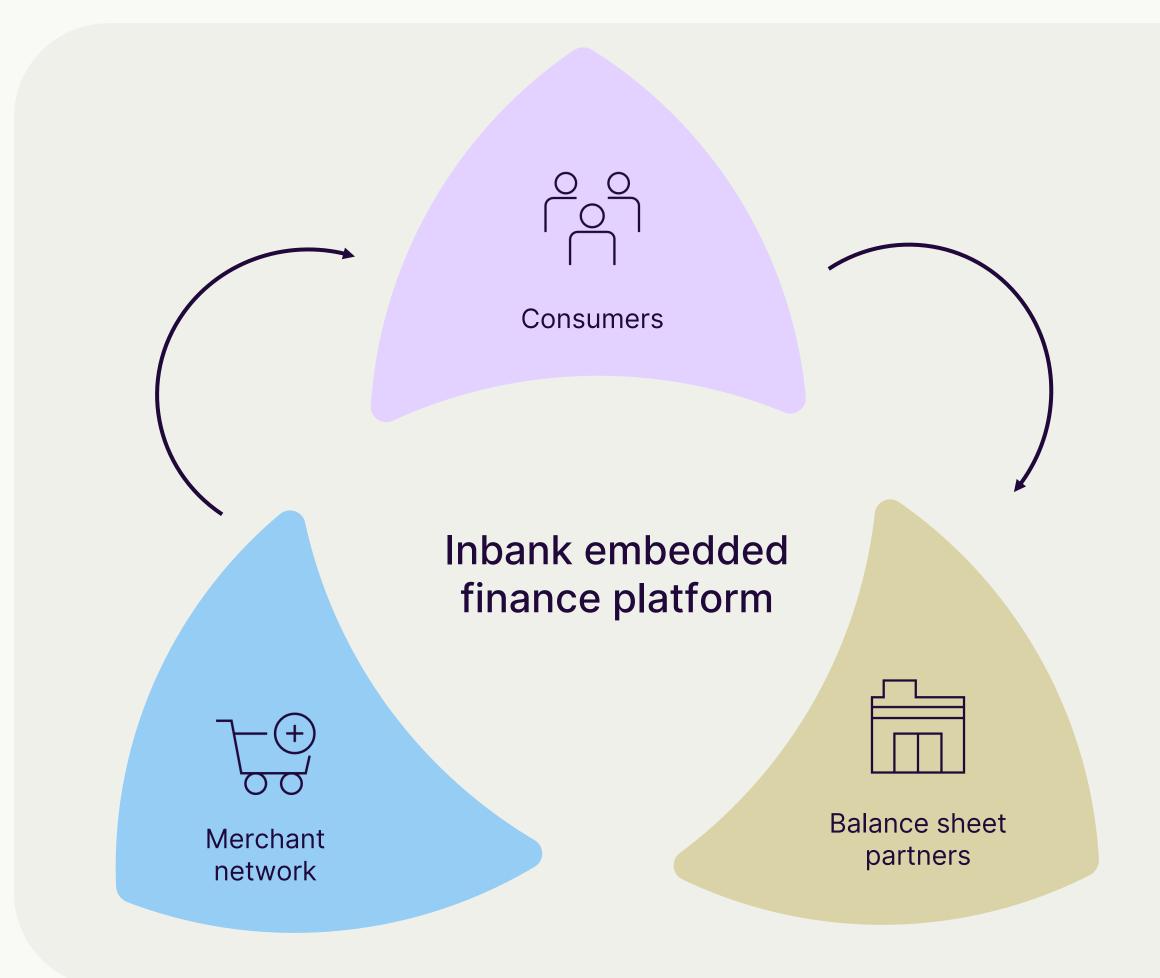
Founders and team stake at Inbank

# An ecosystem for growth

For Inbank, building and nurturing strong, in-depth relationships with our partner network and consumers, while steadily expanding our tools for balance sheet management, lies at the core of everything we do.

The adaptability of our proprietary embedded finance platform ensures a continuous stream of opportunities to drive business growth and deliver value.

1,000+
Product combinations



#### Distribution partners

- Drive business growth by increasing demand and enabling additional purchases
- Monetize financial services through a shared revenue model

#### Consumers

- Personalized offers seamlessly integrated into shopping journeys
- Customer engagement with up-sell and cross sell opportunities

#### **Balance sheet partners**

- Diversified customer base and highquality origination platform
- Comprehensive services for deploying the balance sheet, including origination, loan servicing, and regulatory reporting

**ABOUT** 

**GOVERNANCE** 

#### Products

From car classifieds to seamless merchant multichannel solutions to turn-key rental services – our modular product platform and vertical tailored credit underwriting system can be easily tailored to the specific needs of any merchant.



Merchant solutions

From Buy Now, Pay Later to instalments, we embed financing directly into products and services—helping merchants offer a seamless customer experience both online and in-store, with fast and easy integration.



**Rental services** 

Focused on electronics, our turnkey rental solution makes the latest tech accessible through affordable monthly payments—supporting merchants with easy integration while promoting a circular economy.



Auto marketplaces and dealers

Our scalable digital car financing solutions deliver a best-in-class customer journey—designed to serve both classifieds platforms and dealerships, with the capability to expand across Europe.



Green finance

Tapping into the green energy trend, we provide financing for residential solar panels and heat pumps through a fully automated process—directly at the vendor's point of sale.



Direct lending

Reliable and fast, our direct lending offers flexible personal loans through a seamless online journey—90% of credit decisions are made within seconds, combining trust and convenience.



Deposits

Offering a simple and reliable way to grow savings, Inbank's deposits are easy to open online in just a few clicks. 99% of deposits are guaranteed by the national guarantee fund.

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#### For merchants: omnichannel solutions built to drive value

Removing friction

Boosting

Embedding financing solutions seamlessly, both online and in-store.

Boosting sales

Driving merchant sales by making financing readily available.

Unlocking growth

Partnering with merchants to unlock mutual growth opportunities.

Delivering results

Designing products and underwriting rules that ensure sustained results.

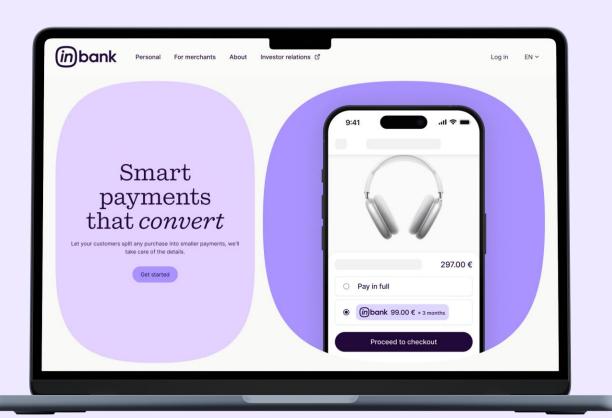
Built for scale

Scaling seamless, fully automated solutions across industries and markets.

Offline
Physical stores, direct sales,
door-to-door



Online
Webshops, platforms &
marketplaces



Active merchants

5,900+

Online sales

65%

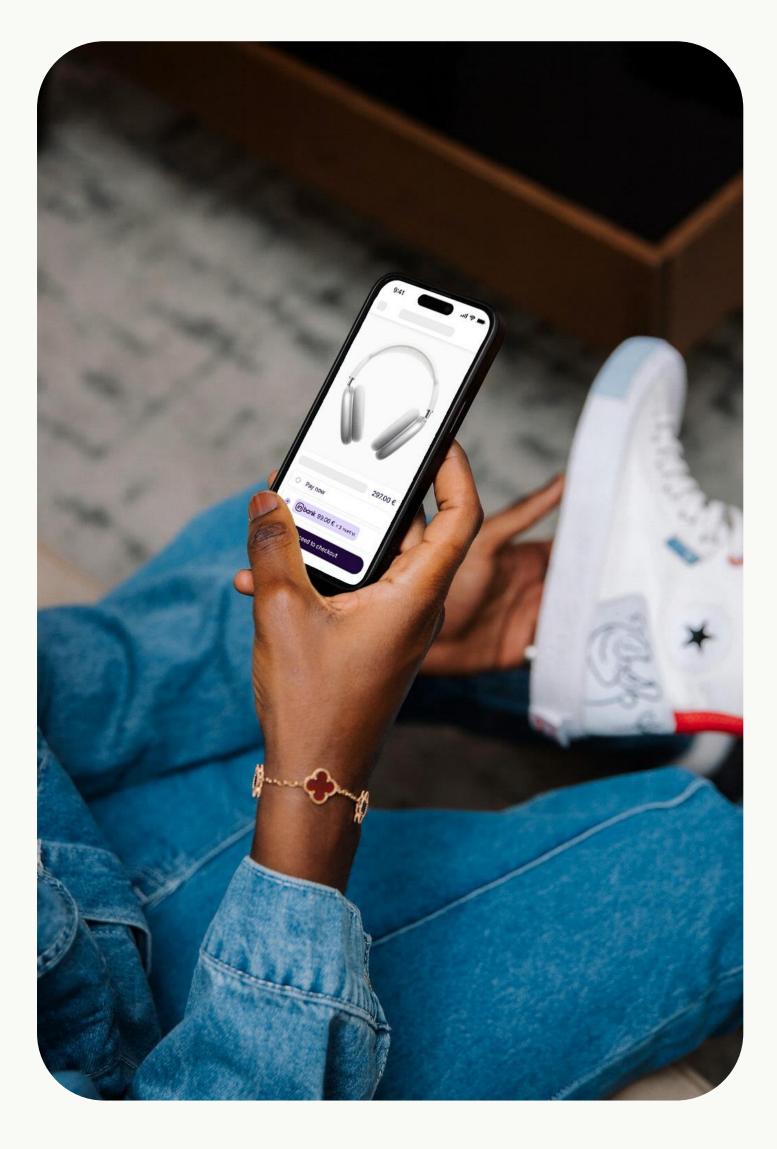
Merchant retention rate

98%

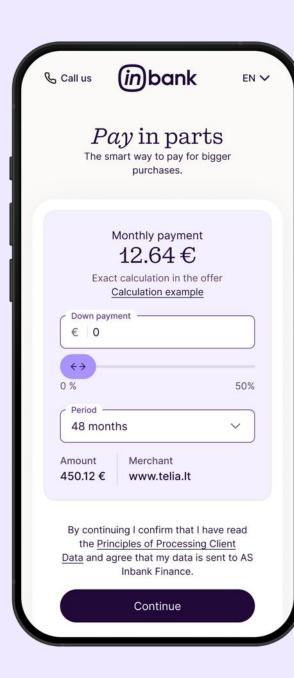
Merchant NPS score

85%

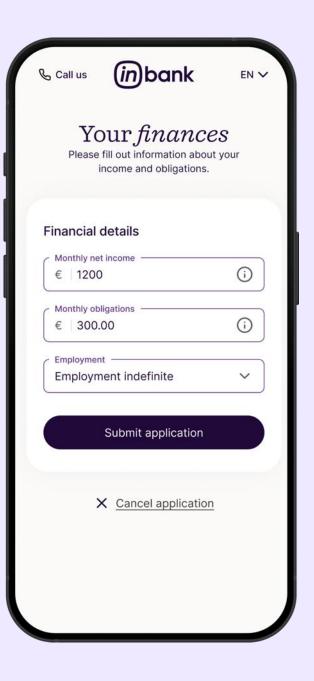
## For consumers: short, smooth, and user-friendly journeys



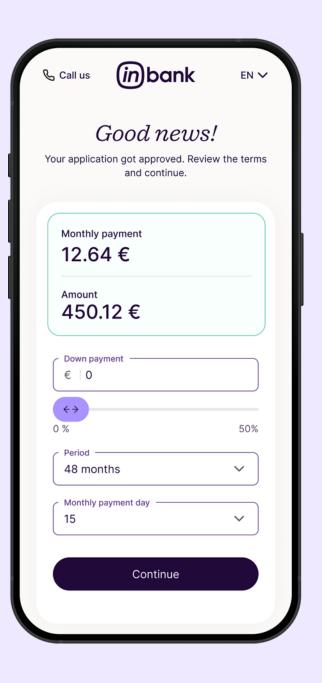
Flexible financing solutions



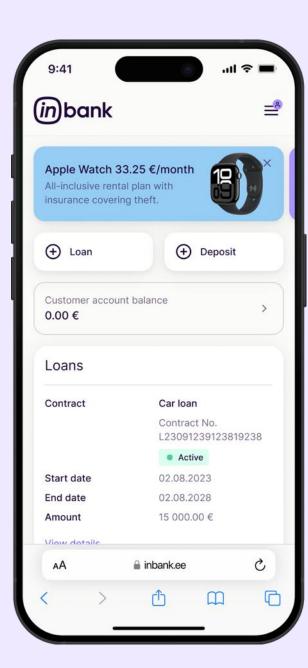
Fully automated credit check



Fast credit decisions



Engaging self-service



Active contracts

915,000

Automated decisions

95%

From apply → contract

30 sec.

NPS score

66%

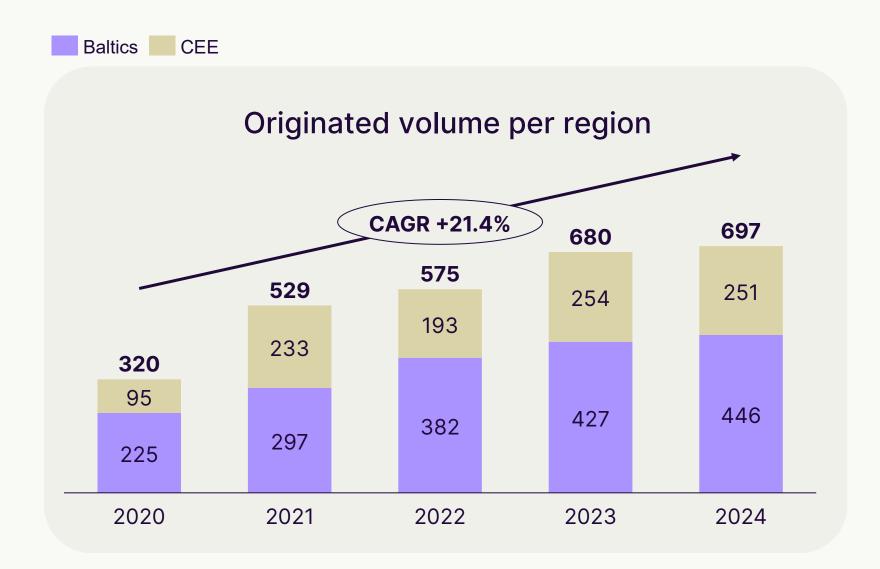
## Historical core business key financials

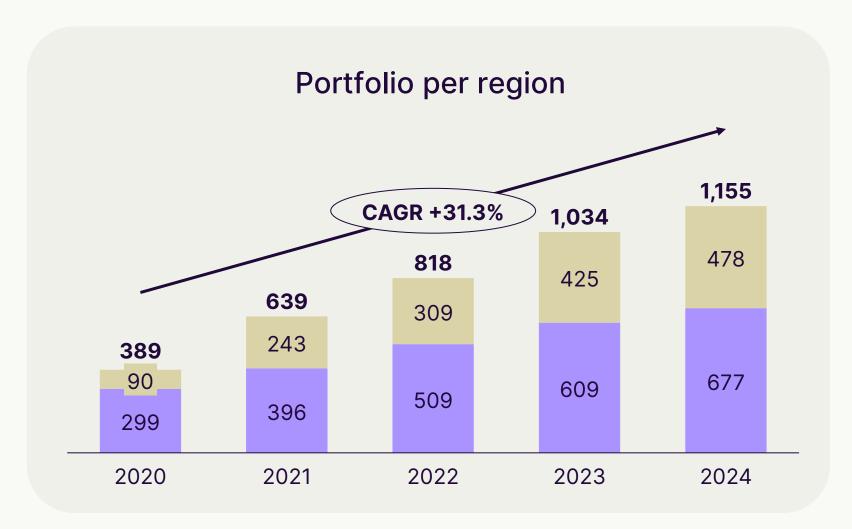
In millions of euros	2020	2021	2022	2023	2024	24 vs '23
Net interest income	36.0	40.0	48.1	53.4	67.5	26%
Net rental income	0.0	4.5	6.4	9.6	11.9	24%
Net commissions	-1.1	-1.8	-2.3	-3.0	-3.4	14%
Total net income	34.8	42.6	52.1	60.0	76.1	27%
Total operating expenses	17.3	24.0	30.3	36.9	43.2	17%
Operating profit	17.5	18.6	21.8	23.1	32.8	42%
Impairments	11.5	6.7	11.2	13.2	16.4	24%
Income tax	0.9	1.3	0.2	0.1	1.5	2101%
Net profit	5.9	11.0	10.4	9.7	15.0	54%
Business volumes						
Originated volume	320	529	575	680	697	2%
Total assets	490	787	1 020	1 321	1 436	9%
Loan and rental portfolio	389	639	818	1 034	1 155	12%
Customer deposits	391	618	829	1 082	1 171	8%
Equity	61	79	102	124	148	19%
Key financial ratios						
Portfolio yield	14.9%	10.6%	10.2%	10.9%	11.3%	
Funding cost	2.0%	1.7%	2.6%	4.5%	4.4%	
Total income margin	7.5%	6.5%	5.9%	5.2%	5.4%	
Impairments / portfolio	3.2%	1.3%	1.5%	1.4%	1.5%	
Cost / income	49.7%	56.3%	58.2%	61.5%	56.8%	
Return on equity	11.3%	16.4%	11.6%	8.9%	11.0%	

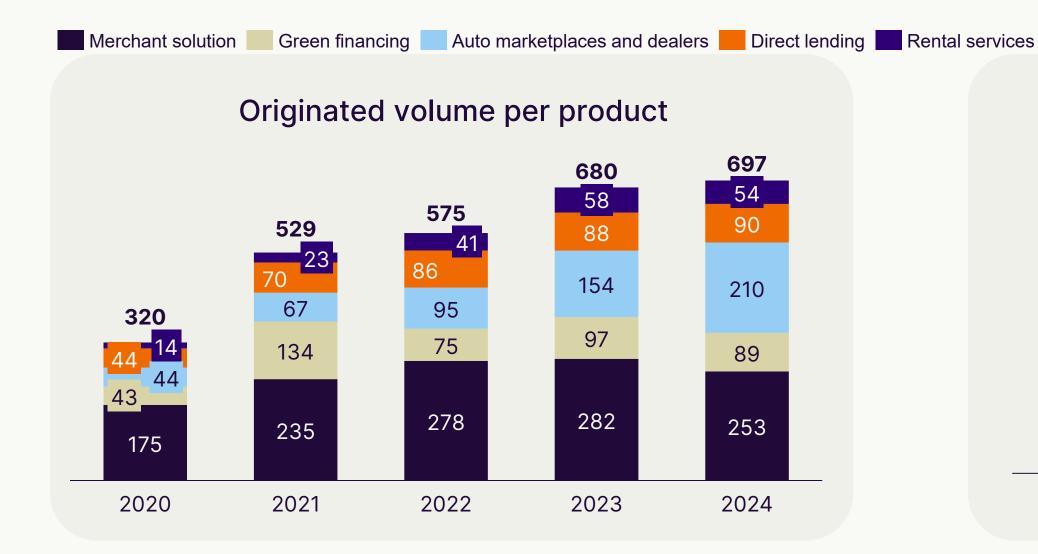
- Over the past four years, total net income has demonstrated a strong compound annual growth rate (CAGR) of 21%. This growth has been particularly driven by the CEE region, which recorded a remarkable 103% year-over-year increase and a four-year CAGR of 73%, primarily due to repricing initiatives implemented in 2023 and 2024.
- In 2024, total net income reached €76.1 million, reflecting a 27% increase compared to 2023. This outpaced the 17% growth in total operating expenses, indicating progress toward achieving operational scale.
- Portfolio yield improved to 11.3% in 2024 as a result of the repricing strategy, while the cost of funding slightly decreased to 4.4%. Consequently, the total income margin expanded to 5.4%, with expectations of further improvement in the near term.
- Impairments remained well-controlled and within target levels throughout the period.
- Reported net profit for 2024 amounted to €12.2 million.
   Adjusting for one-off items, the normalised net profit was €15.0 million, representing a substantial 54% year-over-year increase.

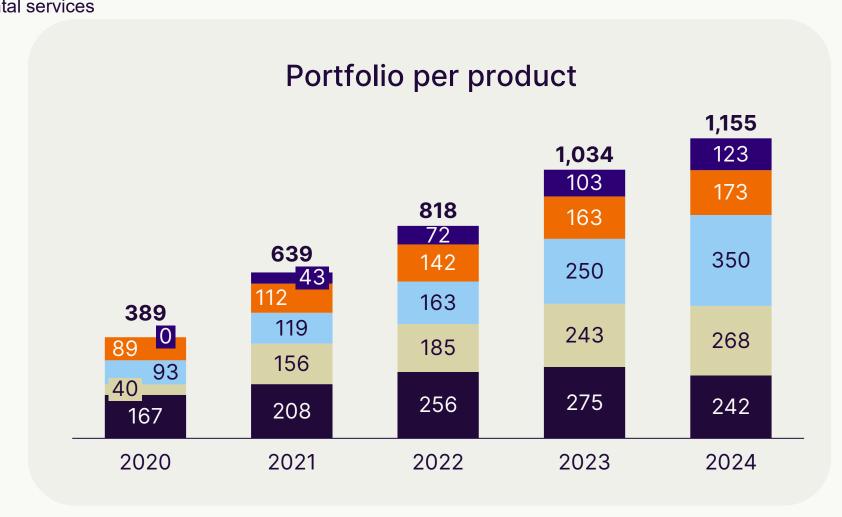
**FINANCIALS** 

## Annual originated volume and portfolio developments





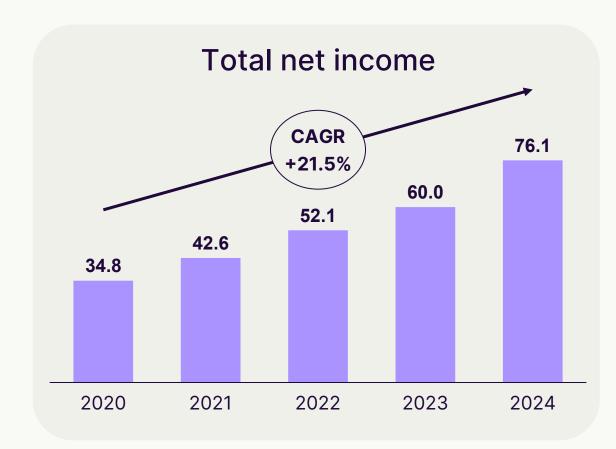


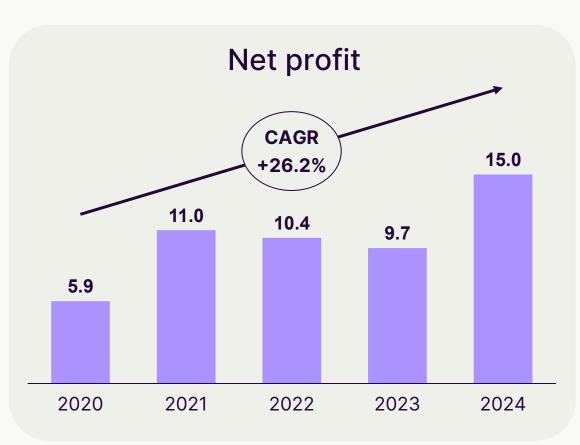


- OV achieved a four-year compound annual growth rate (CAGR) of 21.4%, driven by strong expansion across key regions and product lines.
   Notably, the CEE region recorded a remarkable 31% CAGR, supported by the introduction of new product offerings, including vehicle and electronics rentals in the Baltics, which experienced a 21% CAGR during the same period.
- The overall portfolio from 2020 to 2024 demonstrated a robust CAGR of 31%, with particularly strong momentum in the CEE region, which saw a 52% CAGR, and in the Baltic markets, which posted a 23% CAGR.
- Growth has been well-distributed across product segments. While merchant solutions remained relatively flat, other categories saw strong acceleration, highlighting effective diversification and market expansion.

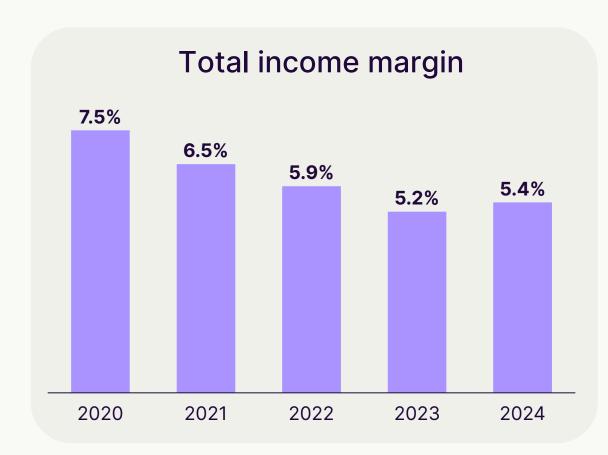
## Annual dynamics of core business key metrics

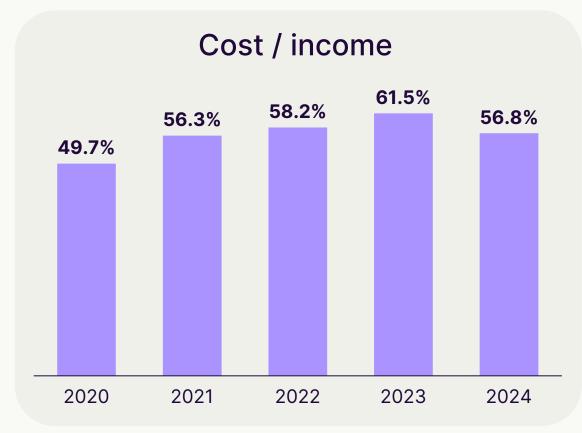
€ in millions, unless stated otherwise

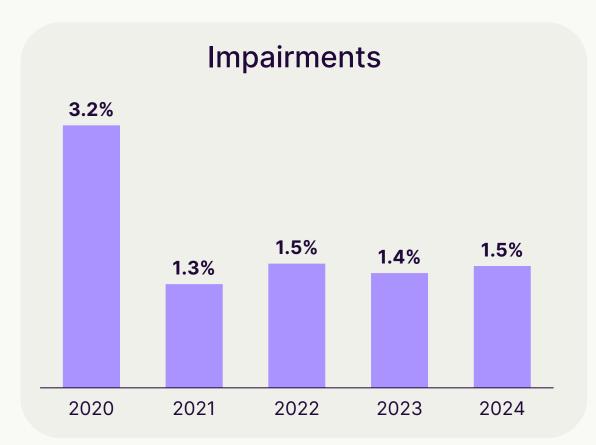








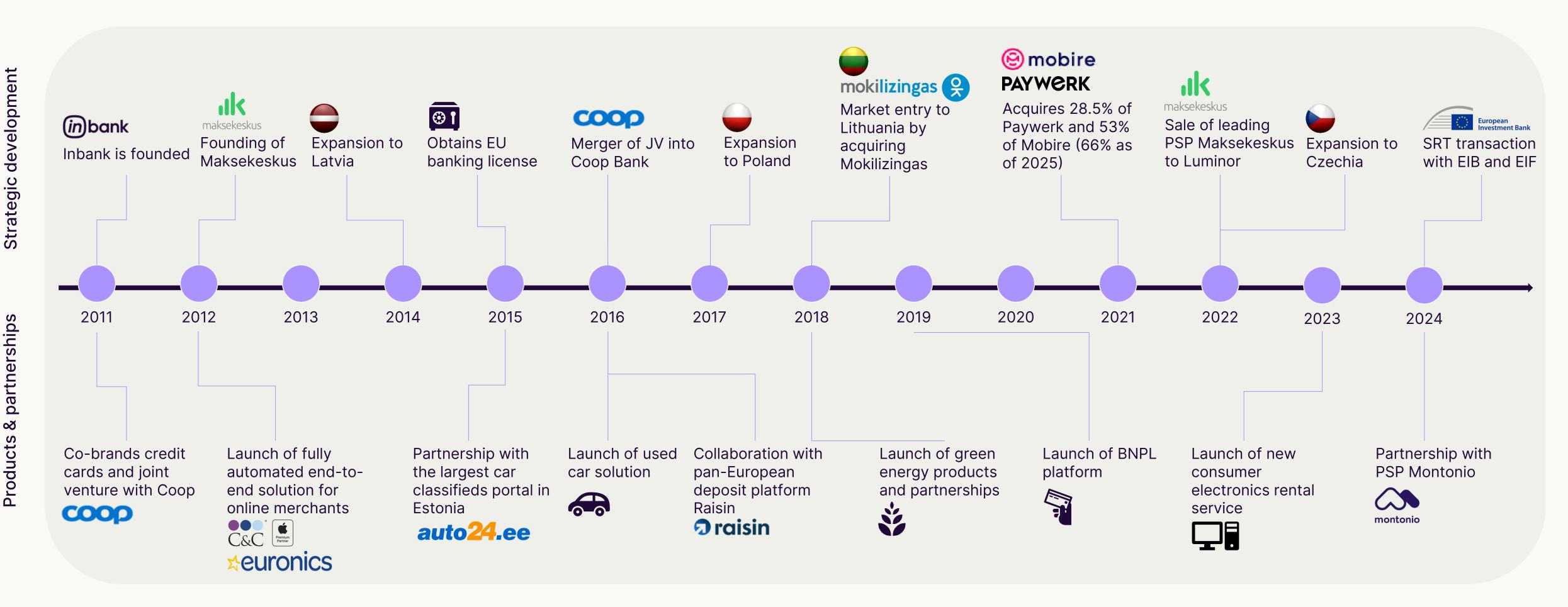




- Over the past five years, both total net income and net profit have exhibited a consistent upward trajectory, achieving CAGR exceeding 20%. While reported net profit has occasionally been affected by fair value adjustments on financial instruments, the underlying performance of the core business remains robust and steadily improving.
- Impairments have remained within the targeted range throughout the period, underscoring strong portfolio quality.
- The cost-to-income ratio has shown clear improvement in 2024, supported by operational scaling and the early returns from strategic investments into the technology organization.
- Total income margin has experienced a slight decline over the period, driven by business diversification, particularly the growing share of volumes in the green and auto segments. Although recent results have been influenced by rising interest rates, the overall trend remains positive—supported by effective repricing initiatives and proactive margin management.

## Strong growth through products, partnerships and geographical expansion

A clear partner-focused distribution strategy underpinning a strong organic and inorganic growth strategy, while delivering 13 consecutive years of profit producing an average ROE of 21%. In 2024, we successfully raised €10m of equity capital and signed the first significant risk transfer ("SRT") transaction backed by solar panel loans to private individuals in Poland with the European Investment Bank Group.



# Governance and people

Inbank 21 **CEO STATEMENT** HIGHLIGHTS **ABOUT FINANCIALS** GOVERNANCE **GLOSSARY** 

#### Governance

#### **Management Board**



Priit Põldoja CEO, Founder, Chairman of the Management Board



Marko Varik CFO, Member of the Management Board



Margus Kastein Head of Baltic Business, Member of the Management Board



Maciej Pieczkowski Head of CEE Business, Member of the Management Board

#### **Supervisory Board**



Erkki Raasuke Chairman of the Supervisory Board and Audit and Risk Committee



Founder, Member of the Supervisory Board, Chairman of the Remuneration Committee



Roberto De Silvestri Member of the Supervisory Board



**Triinu Bucheton** Member of the Supervisory Board



Ivar Kurvits Chief of Staff, Member

of the Management

Board



**Piret Paulus** Head of Growth and





Erik Kaju **Evelin Lindvers** 

Head of Risk Control, Member of the Management Board



Raino Paron

Member of the **Supervisory Board** 



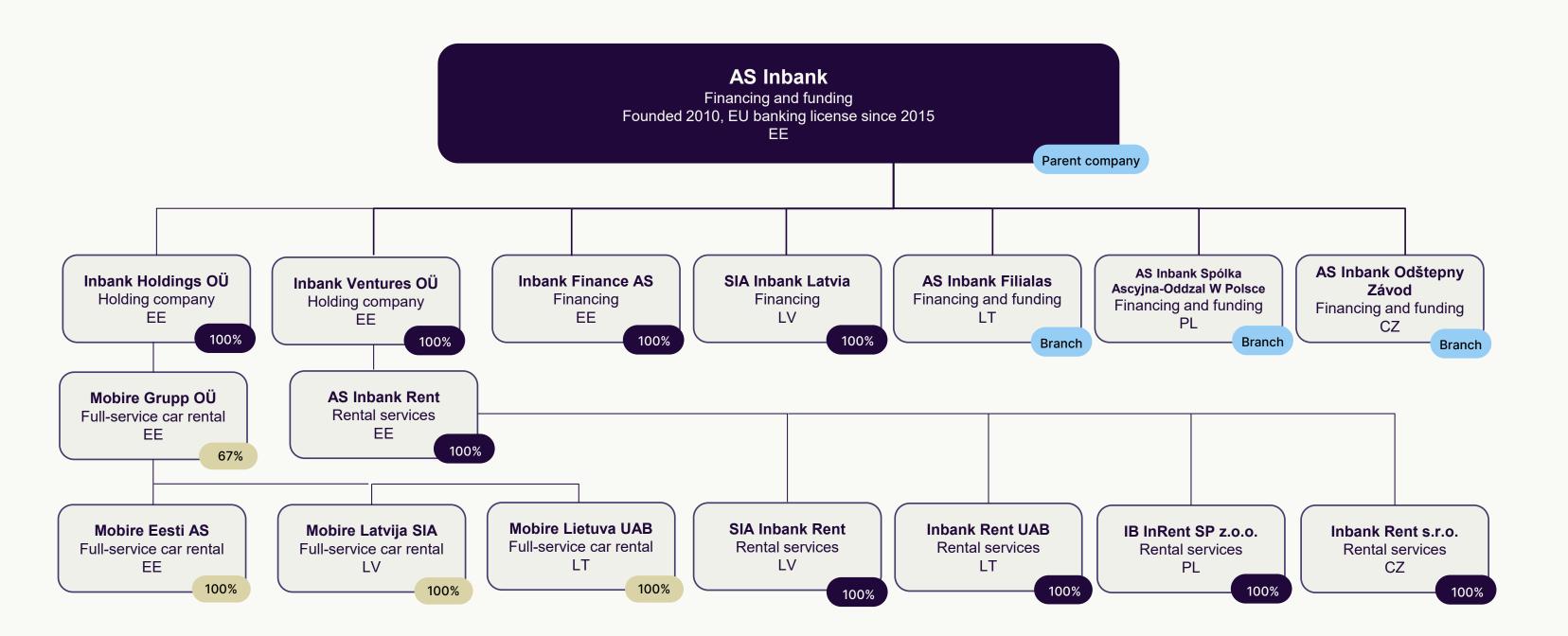
Isabel Faragalli Member of the

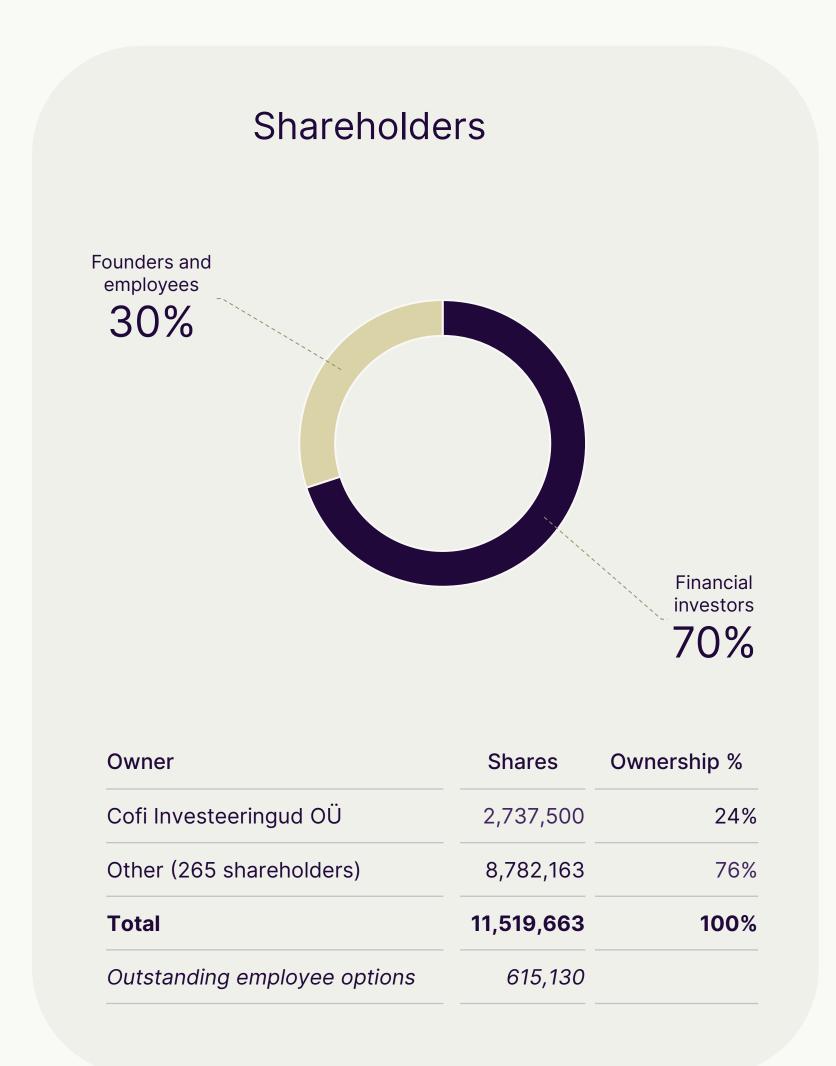
Supervisory Board



Sergei Anikin Member of the Supervisory Board

## Legal structure and main shareholders





#### People and organization

At Inbank, we believe that our people are the driving force behind our success. Our team is made up of highperforming professionals who are deeply passionate about their craft, and we are committed to providing an environment where they can thrive.

We foster a culture of trust and autonomy, giving our employees the freedom to take ownership of their work while providing the support and resources they need to succeed. Whether it's through professional growth opportunities, flexible working arrangements, or celebrating milestones together, we ensure that everyone feels valued and empowered.

#### Smart

We're in awe of naturally curious people, who like to open things up and see what makes them tick. And then find a way to make them even better.

#### Active

We have a bias for action. We're ambitious people with big plans and a long list of ideas to try out. Make that call, take that meeting, test that idea.

#### Open

We don't let company structure get in the way of open communication. We encourage our people to share their most genuine thoughts and ideas.



443

People across Europe, 33% in Tech

26

Nationalities represented

50%

Women in leadership roles

36

Average age

As of 31.12.2024

#### Gender diversity breakdown (% of total FTE)

	202	24	2023		
	Women	Men	Women	Men	
Overall	52%	48%	53%	47%	
Leadership	50%	50%	46%	54%	
Management Board	25%	75%	25%	75%	
Supervisory Board	20%	80%	14%	86%	

### Glossary

• Originated volume - total volume of credit and rental products originated, purchased, or acquired through Inbank's embedded finance and direct-to-consumer platform

- Loan and rental portfolio total of loans and receivables to private persons and rental portfolio
- Return on equity (ROE) core net profit for the period / total equity (average over the period)
- Portfolio yield interest income based on EIR from loan portfolio and net rental income / loan and rental portfolio (average over the period)
- Funding cost interest expense / interest-bearing liabilities (average over the period)
- Total income margin total net income excl. net gain / losses from financial items / total assets (average over the period)
- Cost / income total operating expenses / total net income (excluding gain and losses from financial items and other income)
- Impairments / portfolio impairment on loans and receivables / loan and rental portfolio (average over the period)
- Total net income net interest, fee and commission, rental income and gain and losses from financial items
- Core income total net income for the period excluding gain/losses from financial items and other income, and exclusive of extraordinary, non-recurring income and expenses
- Net profit profit for the period
- Core net profit profit for the period (excluding gain and losses from financial items and other income)
- Active retail merchants the total number of merchants with at least one active and non-withdrawn contract issued within the trailing 12-month period
- Active customer contracts the total count of contracts in the loan, rental, and deposit portfolios as of the end of the reporting period
- Sales originated at partner channels the proportion of total originated volume attributed to external partner ecosystems and embedded finance partners
- Automated credit decisions the percentage of loan and rental applications that are fully assessed—either approved or declined—through automated decision-making systems without human involvement
- Volume generated online the percentage of loans and rental contracts initiated and completed through digital or online channels during a defined period
- Merchant retention rate the percentage of merchants retained over a specified period, excluding newly acquired merchants, based on ongoing contractual activity
- Returning customers the percentage of customers who had an active relationship within the last five years and re-engaged by acquiring a new product during the reporting period
- Quarterly average revenue per customer average amount of revenue generated from each direct and third-party customer over the course of a specific quarter

## Investor Relations

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