Investor presentation

Winter 2019



Investment overview and Quilter's journey to date



Quilter: a leading, UK-centric full service wealth manager

Business snapshot

- Leading UK and cross-border wealth manager with £100bn+ of customer assets
- Advice-led investment solutions for customers in the UK and selected international markets
- LSE and JSE listed; ~£3bn market cap
- Proven track record, with scale in a growing market, and momentum for future profit growth
- Optimisation Phase 1 commenced; sale of QLA announced

Key Performance Indicators from co operations including QLA	ontinuing	H1 2019	H1 2018	Δ
Financial:				
NCCF/opening AuMA ²	%	1	6	(5pp)
Integrated flows ²	£bn	1.3	2.8	(54%)
AuMA	£bn	118.4	116.5	+2%
- Of which QLA	£bn	12.1	14.5	(17%)
Adjusted profit before tax	£m	115	110	+5%
- Of which QLA	£m	26	27	(4%)
IFRS (loss)/profit after tax ³	£m	(17)	342	
Operating margin	%	29	29	-
- Excl. QLA	%	26	25	+1pp
Non-financial:				
Restricted Financial Planners ('RFPs')	#	1,803	1,590	+13%
Investment Managers ('IMs')	#	163	168	(3%)



3. Represents total IFRS (loss)/profit including discontinued operations.

Quilter has scale and leading position in chosen capabilities

Comparison with listed UK peers

	Total AuMA ¹ (£bn)
Quilter	£109bn ³
St. James's Place	£109bn
Standard Life Aberdeen⁴	£578bn
Hargreaves Lansdown	£99bn
Rathbones	£49bn
AJ Bell	£51bn
Brewin Dolphin	£44bn
Integrafin	£36bn

Adv	vice	Platforms		Solutions	
Restricted (CF30's) ²	Independent advisers	Advised Platform	International	Multi-asset	Discretionary
2,703	4,000+ firms	✓ £55bn AuA	✓ £20bn AuA	✓ £20bn AuM	✓ £24bn AuM
3,810		Restricted only platform		\checkmark	Rowan Dartington
80	\checkmark	\checkmark		\checkmark	SL Wealth
167		Direct platform		\checkmark	
n.a.					\checkmark
n.a.		Direct & Restricted			
430					\checkmark
n.a.		\checkmark			

Indicates capability **and** scale within capability

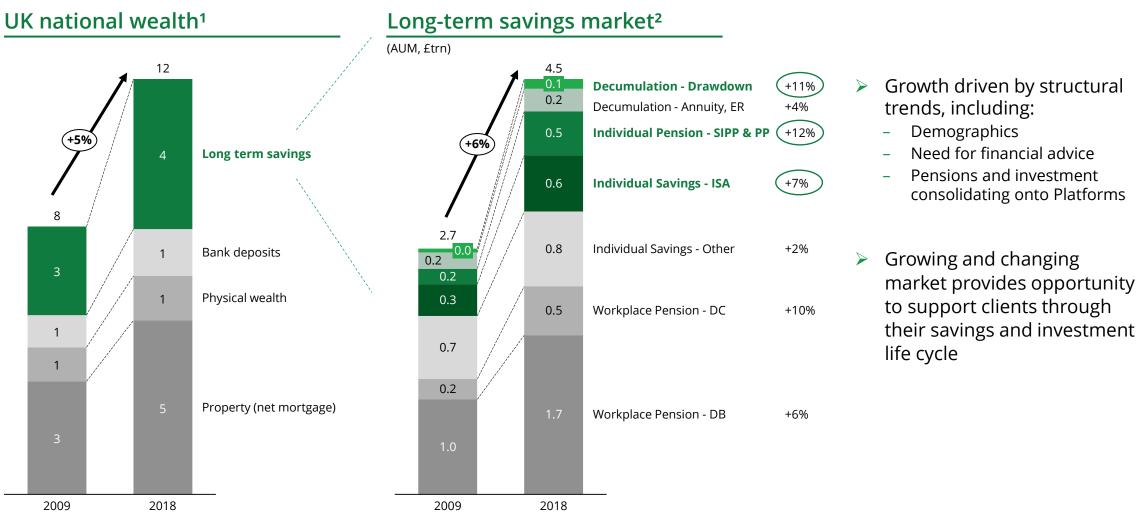
1. Includes closing AuA and / or closing AuM for competitors as at 30 June 2019.

2. FT Top 100 financial advisers 30 June 2018 includes all CF30's for businesses, not only financial adviser, such as Quilter Cheviot investment managers. Quilter figure includes Lighthouse CF30s to reflect acquisition in June 2019.

3. Total Quilter closing AuMA excludes Quilter Life Assurance but includes Quilter Financial Planning and intra-group eliminations.

4. Platform-only assets total £66.0bn as at 30 June 2019; Adviser figure as quoted in SLA's 2018 Annual Report and Accounts.

Large and growing UK wealth market



1. Source: ONS, NMG UK Stock & Flow Model. 2018 figures based on estimates

Note: Property Wealth is defined as any property owned, both main residence plus any other land or property owned in the UK or abroad, net of outstanding mortgage value. Physical Wealth is defined as household contents, possessions and valuables owned, such as antiques, artworks, collections and any vehicles owned by individuals. Pensions excludes retained rights in pension schemes and pensions expected from former spouse/partner. Individual Savings – Other includes Onshore and Offshore bonds, endowments, direct shares and unwrapped funds. ER = Equity Release; Workplace pension – DB includes Bulk annuities

Quilter

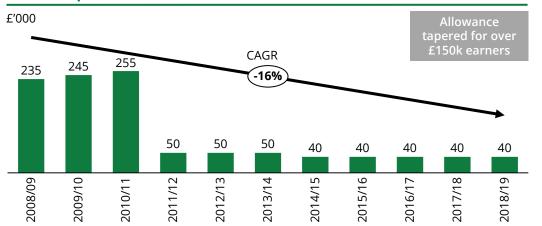
Regulatory and fiscal changes driving disruption

Pension reform	 Provides customers with opportunity for consolidation and flexibility to manage retirement assets Demand and complexity driving need for advice Increased longevity of client relationships for wealth managers versus compulsory annuitisation
Government initiatives	 Auto-enrolment increasing flows into pensions, albeit slowly – future customers for wealth managers Increase in ISA allowances and introduction of JISA and NISA and Junior SIPPS Continually changing tax and allowances on savings, pension and IHT driving need for advice
FCA thematic reviews	 Asset management market study remedies focussed on driving competitive pressure in asset management, investor value for money and effectiveness of intermediaries Investment Platform study focused on improving competition and better consumer outcomes DB pension transfer advice proposals designed to improve quality of advice and help consumers get better value for their pensions
MiFID II, GDPR & SMCR	 Further increase in regulatory burden for advisers, particularly low scale players and new entrants MiFID II further increase transparency for customers GDPR clarifies existing requirements and increases costs of non-compliance SMCR strengthens individually accountability within the financial services industry

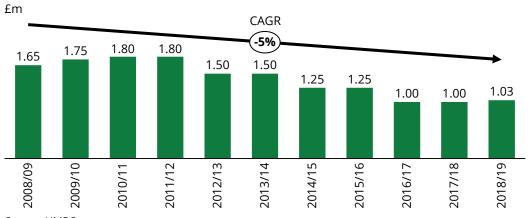


Fiscal changes driving complexity, changing client behaviour and need for advice

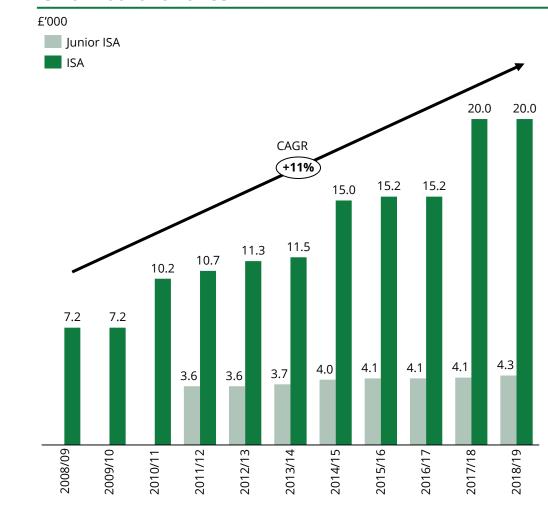
Annual pension allowance



Pension lifetime allowance



ISA annual allowance



Source: HMRC

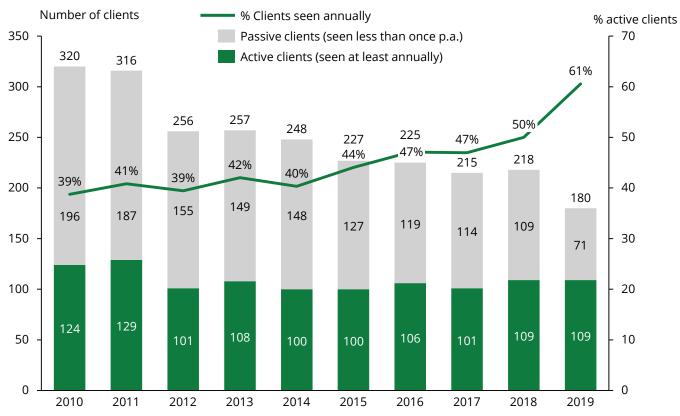
7

Ouilter

Advice: shift in how advisers serve their clients

Regulatory and market changes driving better quality of advice for fewer clients

Adviser average client portfolio¹



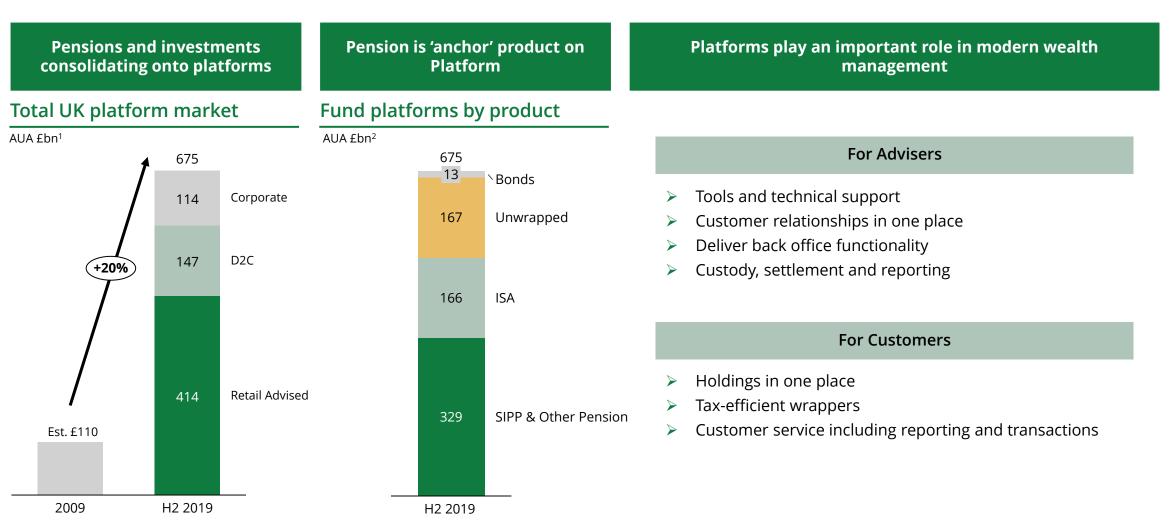
hts > Adviser trend to serve fewer active clients:

_

- Change in compensation model from commission to fees
- Smaller number of those with higher investable assets
- Opportunity to serve customers' wealth needs for longer
- Potentially more customers left without access to advice... at a time when the need for advice is increasing

Source: Investment Trends. March 2019 UK Adviser Technology & Business Report, based on a survey of 1,216 advisers. Passive clients considered to be those the adviser sees less than once a year; Active clients considered to be those the adviser sees as least annually. Based on annual survey of c.600-800 advisers

Platform: Savings and investments consolidating onto Platforms, particularly pensions

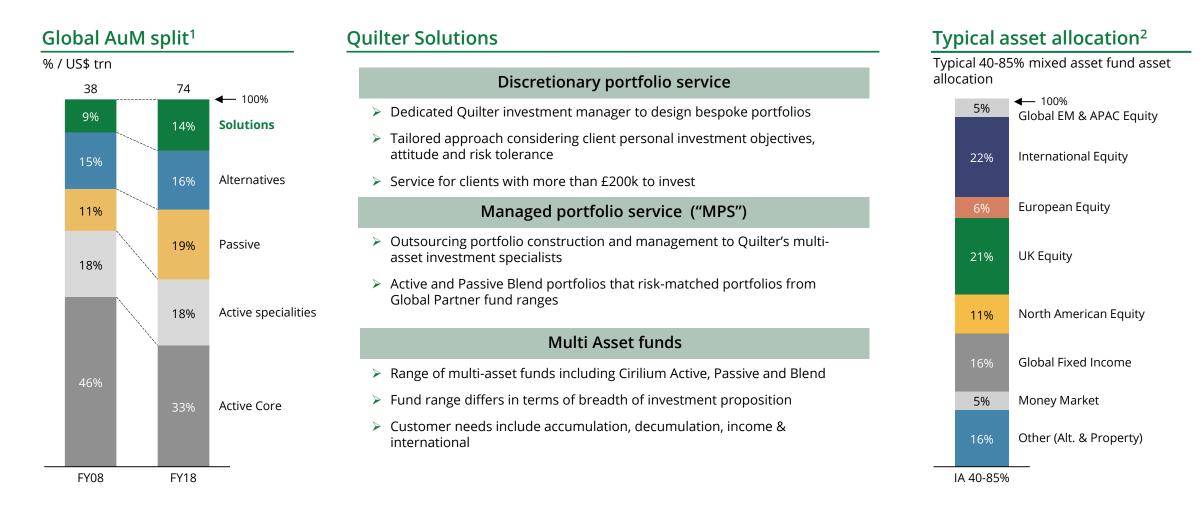


1. Source: Platforum 2009 Total Platform AuM £92bn excluding D2C; Fundscape 2019 Q2

2. Source: Fundscape 2019 Q2

Quilter

Investment Solutions: continued growth in outcome-based, client-focussed solutions



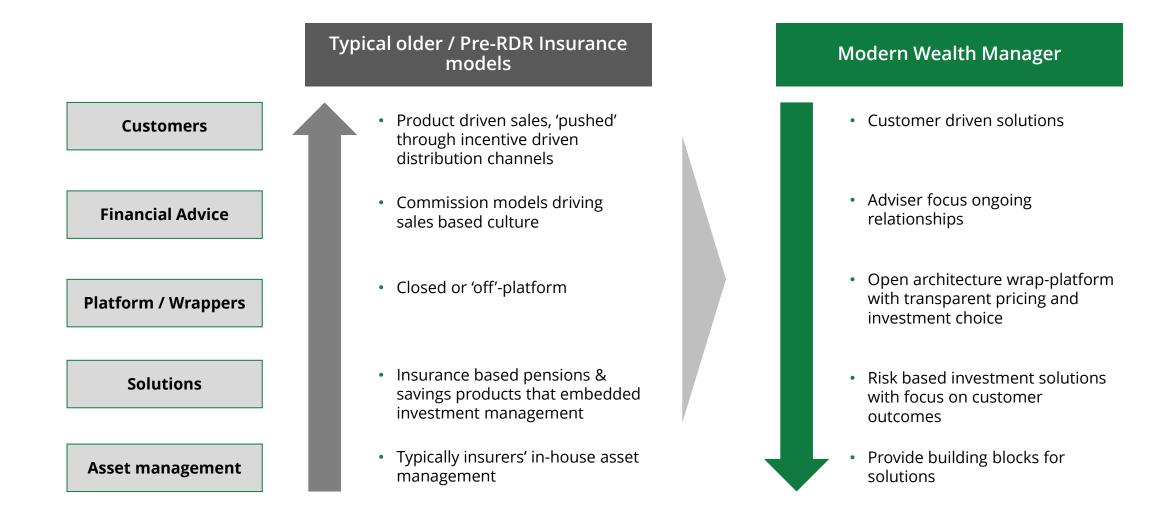
Source: BCG Global Asset Management Benchmarking 2019; Solutions Includes target-dated, global asset allocation, flexible, income, liability-driven, and traditional balanced investments. Alternatives includes hedge funds, private equity, real estate, infrastructure, commodities, private debt, and liquid alternative mutual funds (such as absolute return, long and short, market-neutral, and trading-oriented); private equity and hedge fund revenues do not include performance fees. Active specialties includes equity specialties (foreign, global, emerging markets, small and mid caps, and sectors) and fixed-income specialties (emerging markets, global, high yield, and convertibles). Active core Includes actively managed domestic large-cap equity, domestic government and corporate debt, money market, and structured products.

Quilter

10

2. Financial Express Analytics, Sept. 2019

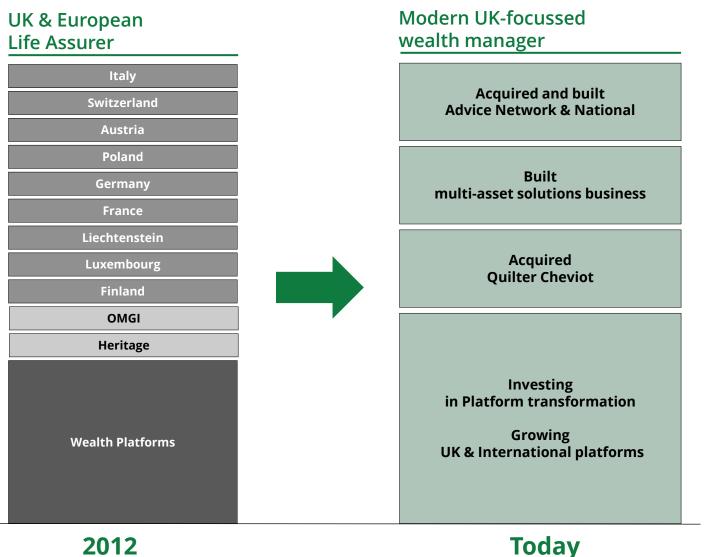
Business models adapted to changing regulation and evolving value chain





Quilter has adapted its business model

Our journey to deliver a modern UK focussed wealth manager



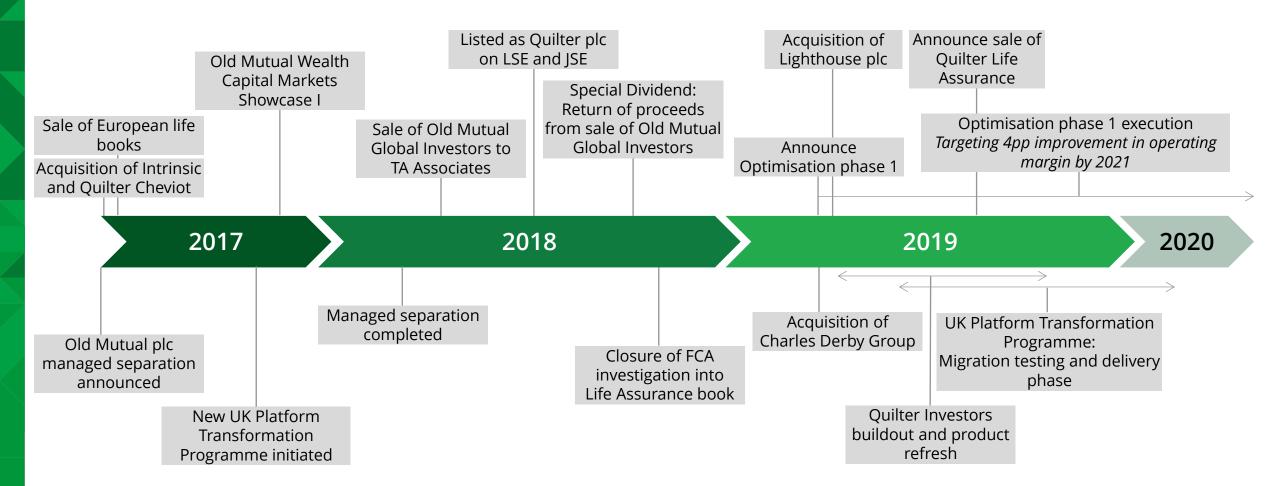
Our transition to becoming 'one Quilter'

- Sold European life books, single strategy asset management business
- Acquired Intrinsic, Sesame, Caerus, Charles **Derby and Lighthouse**
- Acquired Quilter Cheviot and built Quilter Investors
- Initiated new UK Platform Transformation Programme and entered migration testing/delivery phases
- Announced and completed 'managed separation' from Old Mutual
- Listed as Quilter plc on LSE and JSE \geq
- Largely re-branded businesses to 'Quilter'
- FCA investigation into Quilter Life Assurance closed and sale announced



12

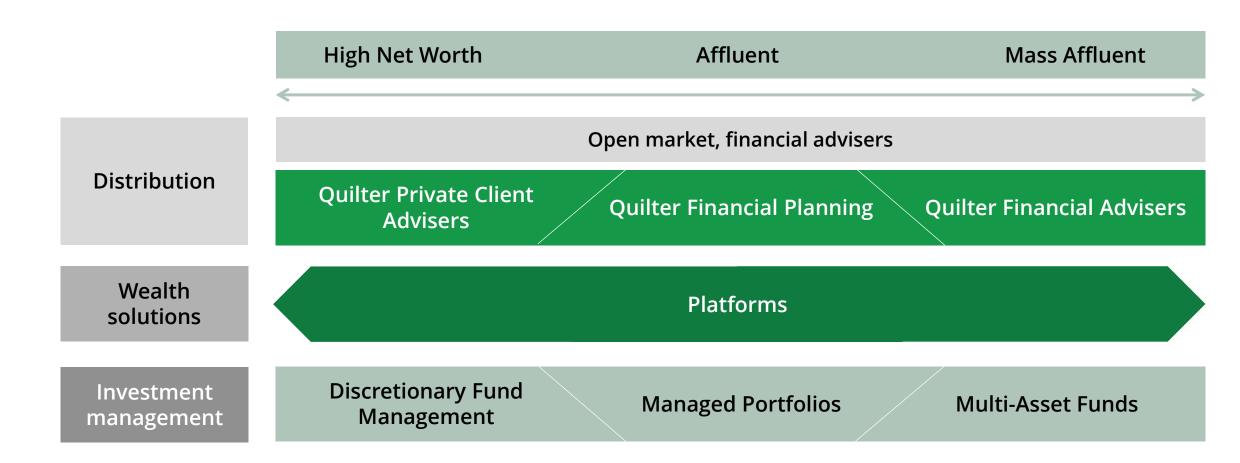
Our journey to deliver a focussed UK wealth management business





Quilter's multi-channel advice-led model

An open, transparent, full-service model serving customers across the wealth spectrum







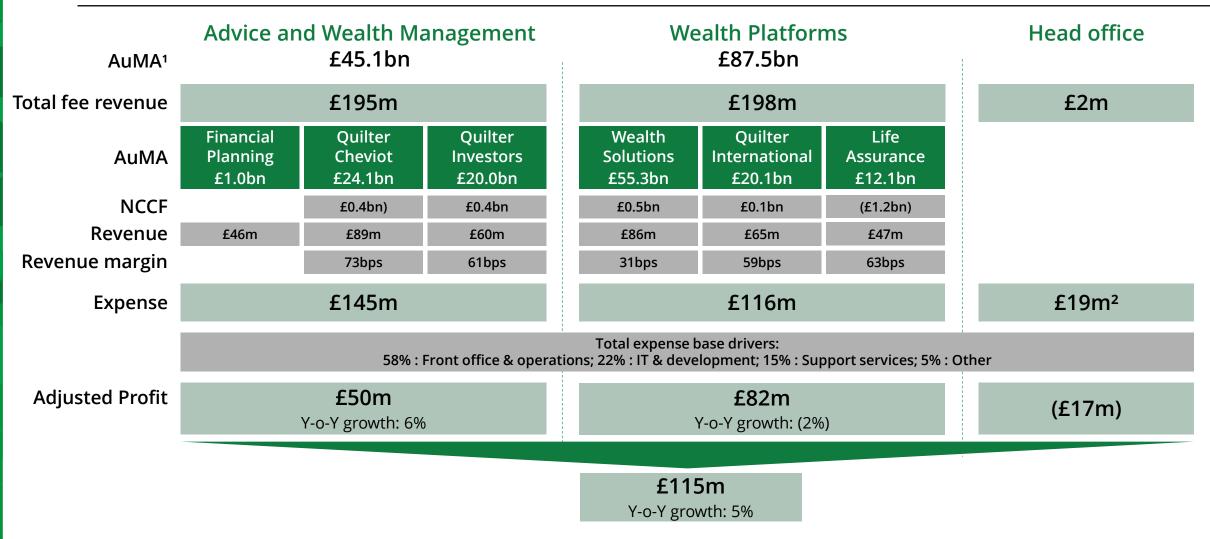


H1 2019 highlights: financial, strategic and operational progress

Financial	Strategic	Operational
Solid financial performance	Investing in advice	PTP progressing well
Adjusted profit up 5% to £115m in a challenging flow environment	Charles Derby Group & Lighthouse plc acquisitions consolidate our position as the second largest advisory business in the UK	UK Platform upgrade well advanced – confident in delivery
Strong capital	Focussing business perimeter	Good optimisation progress
Solvency II ratio 181% Recommended interim dividend of 1.7 pence per share ¹	Agreed sale of Quilter Life Assurance to ReAssure for £425m	Programme delivery driving operating margin improvement



What drives our business: H119 Results

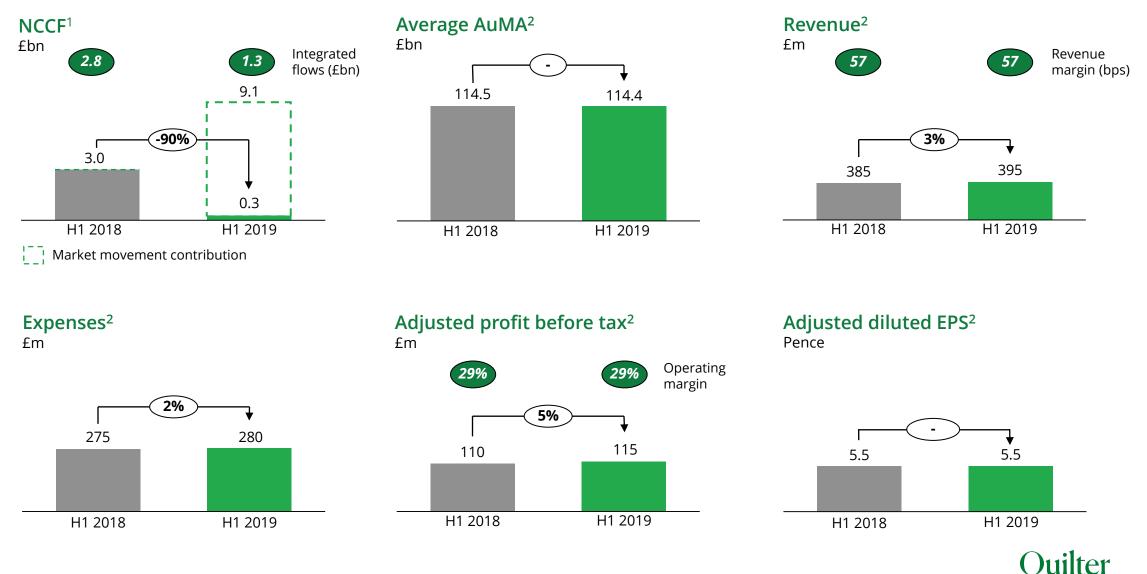


1. Group AUMA totals £118.4bn after (£14.2bn) elimination of intra-Group items and includes Quilter Life Assurance AUA.

2. Includes head office and recurring standalone expenses but excludes debt interest costs.

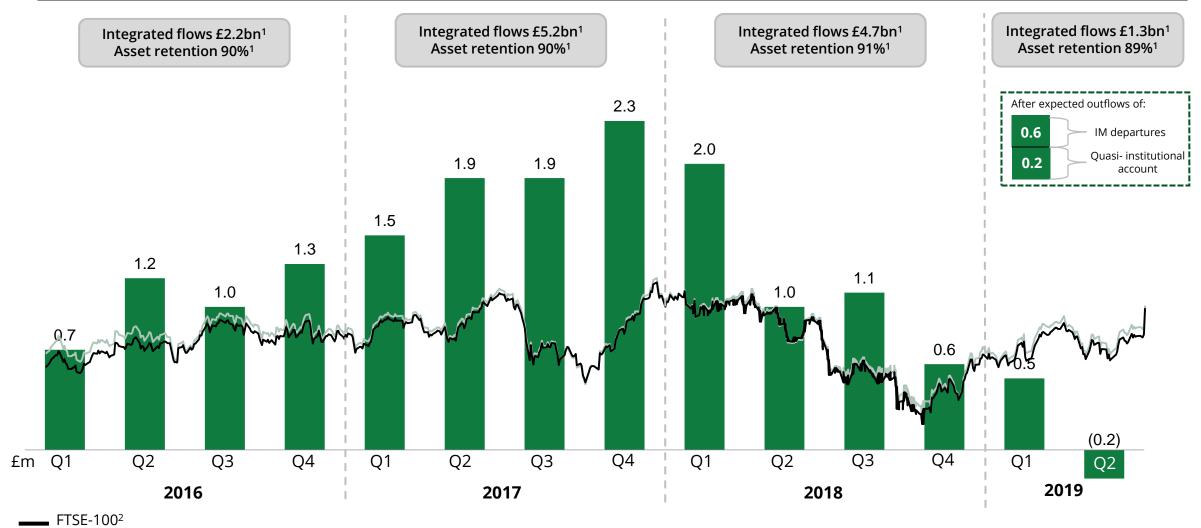


Operational performance Resilient performance in H1 19



Excluding Quilter Life Assurance (QLA). Including Quilter Life Assurance (QLA). 1. 2.

Lower net flows in 2019 partly attributable to expected outflows



FTSE All-Share²

NCCF excl. Quilter Life Assurance

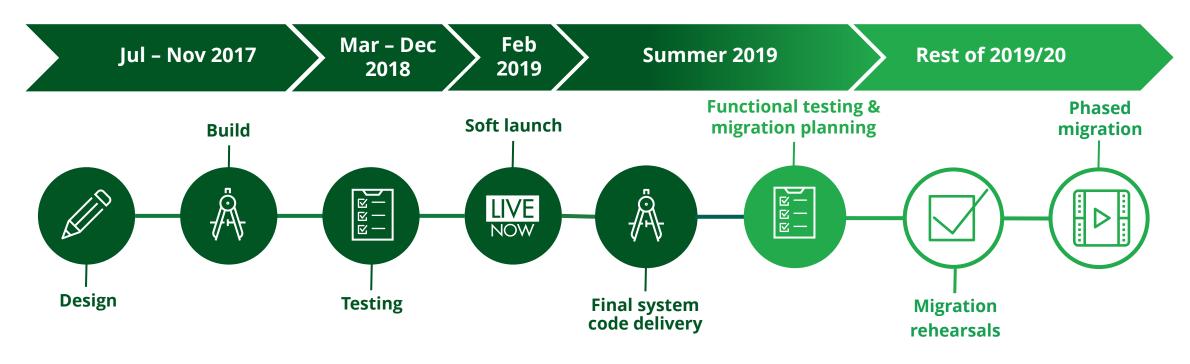
Excludes Quilter Life Assurance.
 Source: Factset.



Business initiatives



UK Platform Transformation Programme: gearing up for migration



Final mile of the journey...

Migration data validation nearly complete

Rigorous functional testing to ensure the system meets our demanding quality standards is progressing well

c.£25 million additional costs for programme completion in 2020 reflecting additional migration resourcing and longer dual running

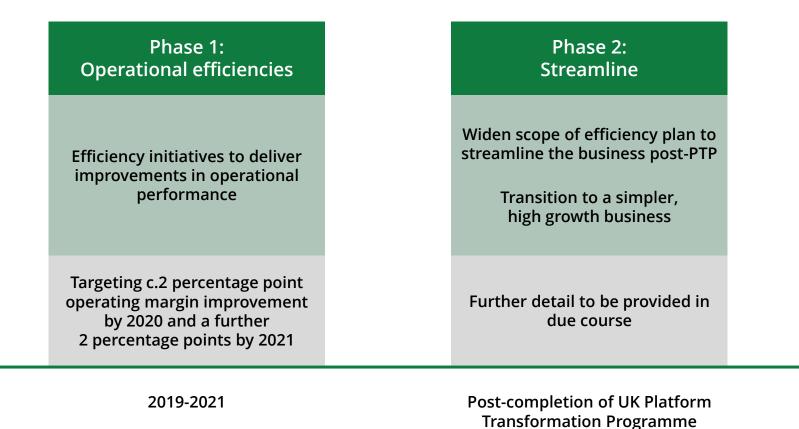
Scheduling full dress rehearsals ahead of first migration phase planned by early 2020



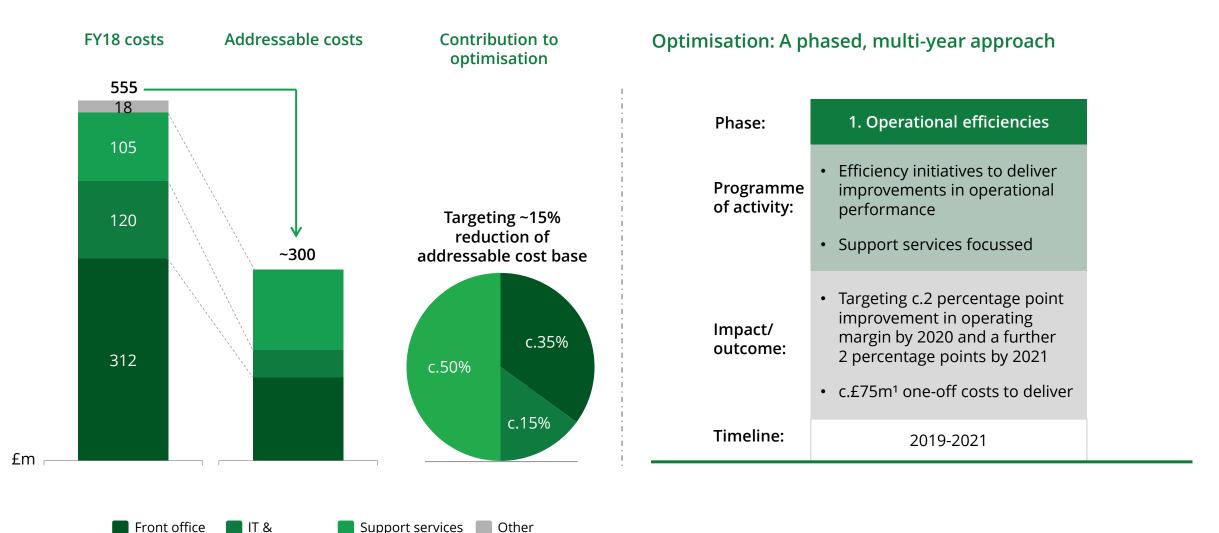


Optimisation: A phased, multi-year programme

Laying the path to Quilter becoming the best version of itself that it can be



Optimisation focussed on addressable cost base



1. Includes £7m incurred in 2018.

& operations

Development

Quilter

Optimisation: good progress made

Wh	at we have done	What we have	e left to do
Initial simplifica support functio	tion and unification of the ns	Transform our support function	tions into shared services
Quick win taction	al efficiencies delivered	Implement group wide cost	categories
Staff restructuri	ng	General ledger build	
Third party cont	tract renegotiation	Standardise processes and a	automate as appropriate
Property and fa	cilities savings		
Commenced sy rationalisation	stem changes to support further		
	2019	2020	2021
Operating margin impact	Programme initiated	+2pp	+2рр



Quilter Life Assurance: key metrics

- Agreed sale of Quilter Life Assurance to ReAssure for consideration of £425m, subject to regulatory approval
- Completion expected by end 2019
- Perimeter change drives c.5pp rebasing of the group operating margin
- Pro-forma MCEV of £406m at 31 December 2018¹
- Pro-forma own funds of £354m at 31 December 2018¹

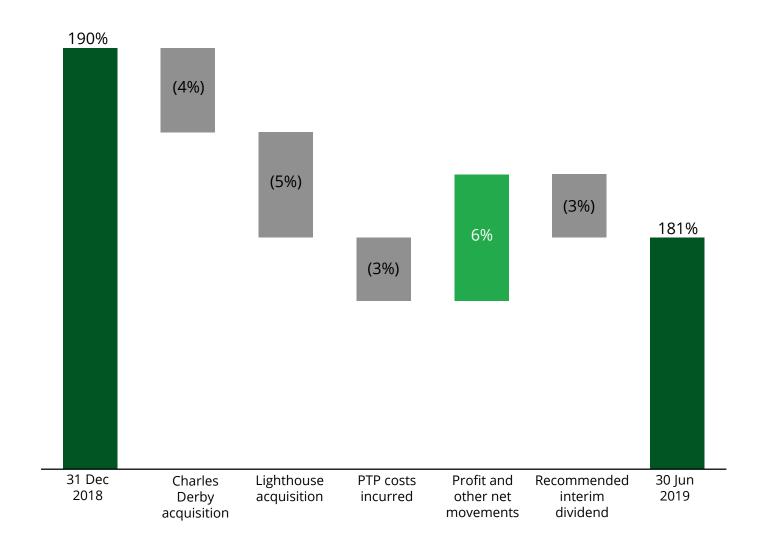
Quilter Life Assurance key financia	I		
highlights		H1 2019	FY 2018
Total revenue	£m	47	109
Expenses	£m	(21)	(52)
Adjusted profit before tax	£m	26	57
Operating margin	%	55	54
NCCF	£bn	(1.2)	(2.3)
Closing AuA	£bn	12.1	12.4
- Of which pension	£bn	5.5	5.5
- Of which savings and bonds	£bn	3.4	3.2
- Of which institutional	£bn	2.9	3.4
- Of which protection	£bn	0.3	0.3
Average AuA	£bn	12.2	14.3
Revenue margin	bps	63	69
Asset retention	%	77	81
Of which pension asset retention	%	80	81

Cash and capital



Strong solvency position

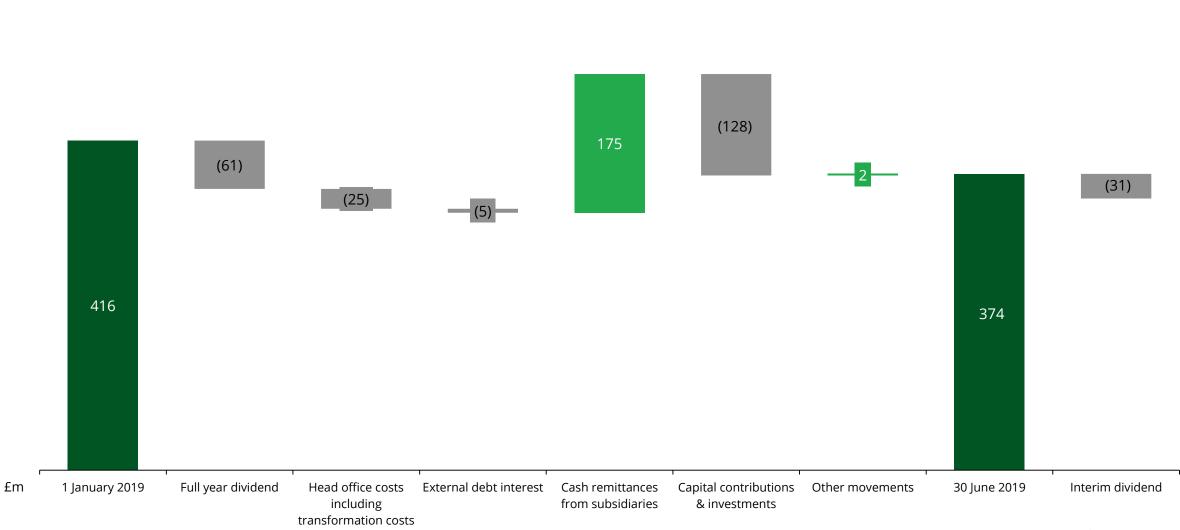
Solvency II ratio



- Reductions in own funds of £76m due to acquisitions (Charles Derby Group and Lighthouse plc) and £31m for interim dividend
- Provides capacity for strategic investments including UK Platform Transformation Programme



Holding company cash





Capital management philosophy





Investment case and 2019 outlook







Key tasks for H2 2019 and 2020

Deliver platform and migrate existing customers/advisers

Integrate acquisitions and deliver national advice business model

Execute optimisation plans to drive operating leverage

Close sale of QLA and consult on method of capital return

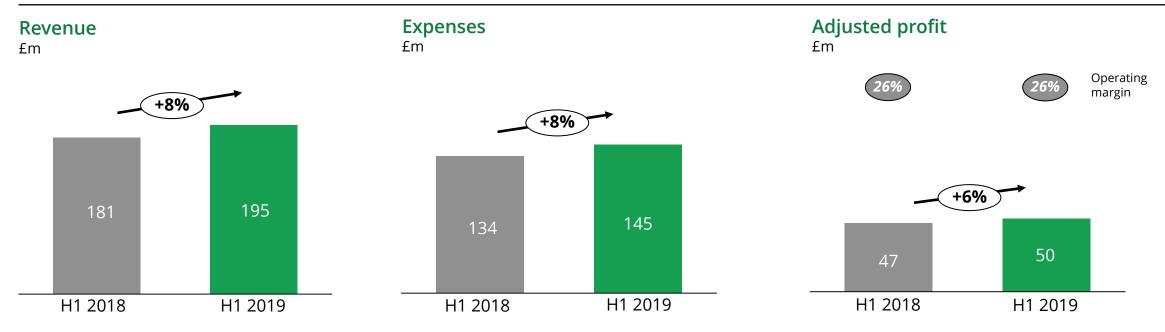
Confident in prospects for 2020 and beyond



Appendix



Advice and Wealth Management: building foundations for growth

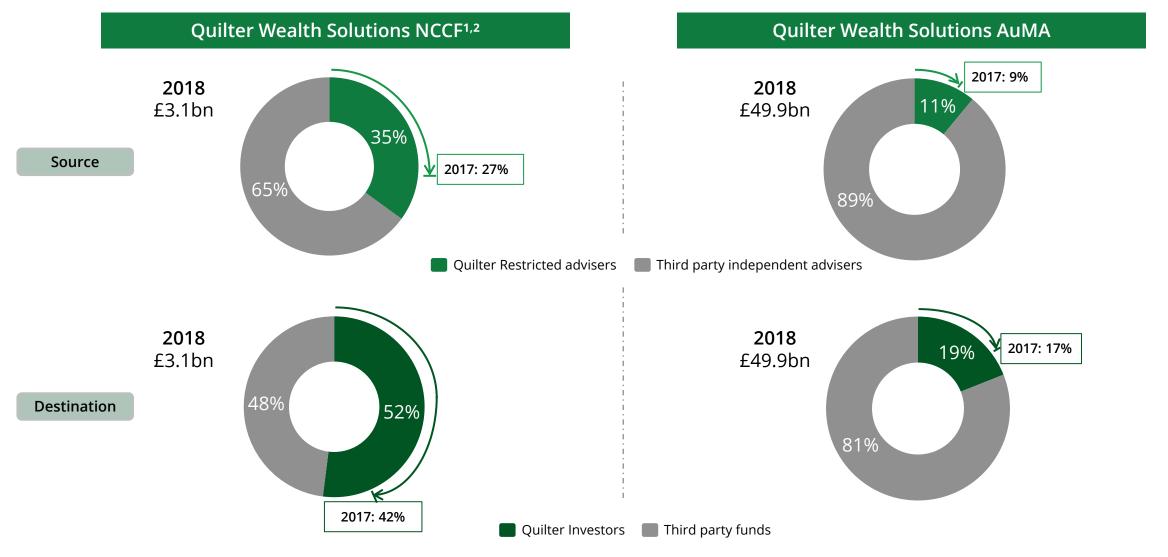


- Quilter Investors revenues up 20%
- Improving revenue bps in Quilter Investors and stable in Quilter Cheviot
- > £0.8bn of exceptional outflows in Quilter Cheviot as guided
- Lower productivity in Quilter Financial Planning resulting from lower DB to DC transfers and general market sentiment

KPIs		H1 2018	H1 2019
Revenue margin	bps	65	67
NCCF	£bn	2.3	-
NCCF / Opening AuM	%	11	-
Closing AuM	£bn	43.7	45.1
Average AuM	£bn	42.0	43.5



Our integrated offering drives increasing value

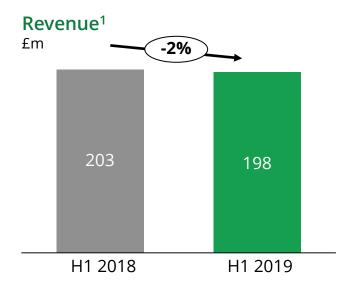


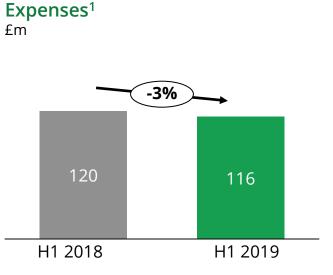
1. Excludes intra-group elimination.

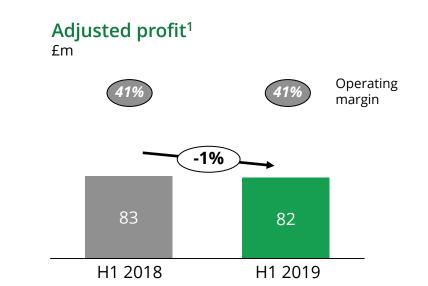
2. Excludes International AuA on Quilter Wealth Solutions.



Wealth Platforms: solid performance, stable profits







- Revenue decrease primarily due to run-off of closed life book
- > Expense reductions achieved
- Asset retention in the continuing business remained strong at 90% for Wealth Solutions and 92% for the International business
- Revenue margin decrease aligned with expectations
- Platform gross new business sales down as DB to DC transfers reduce

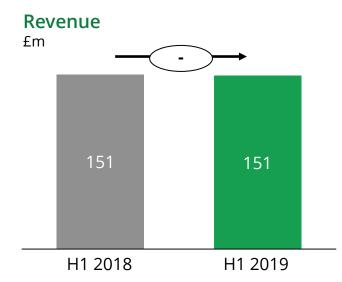
KPIs		H1 2018	H1 2019
Revenue margin ¹	bps	44	42
NCCF ²	£bn	2.2	0.6
NCCF ² / Opening AuA ¹	%	6	1
Closing AuA ¹	£bn	86.0	87.5
Average AuA ¹	£bn	83.2	84.3

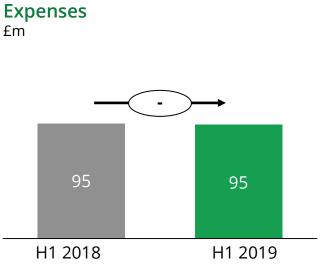
36

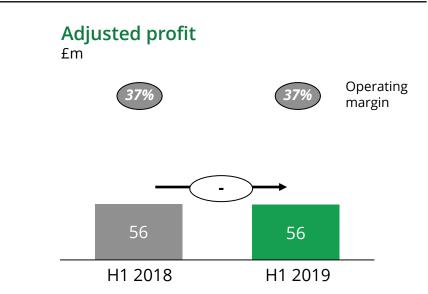
1. Including Quilter Life Assurance (QLA).

2. Excluding Quilter Life Assurance (QLA).

Wealth Platforms excluding Quilter Life Assurance (unaudited)





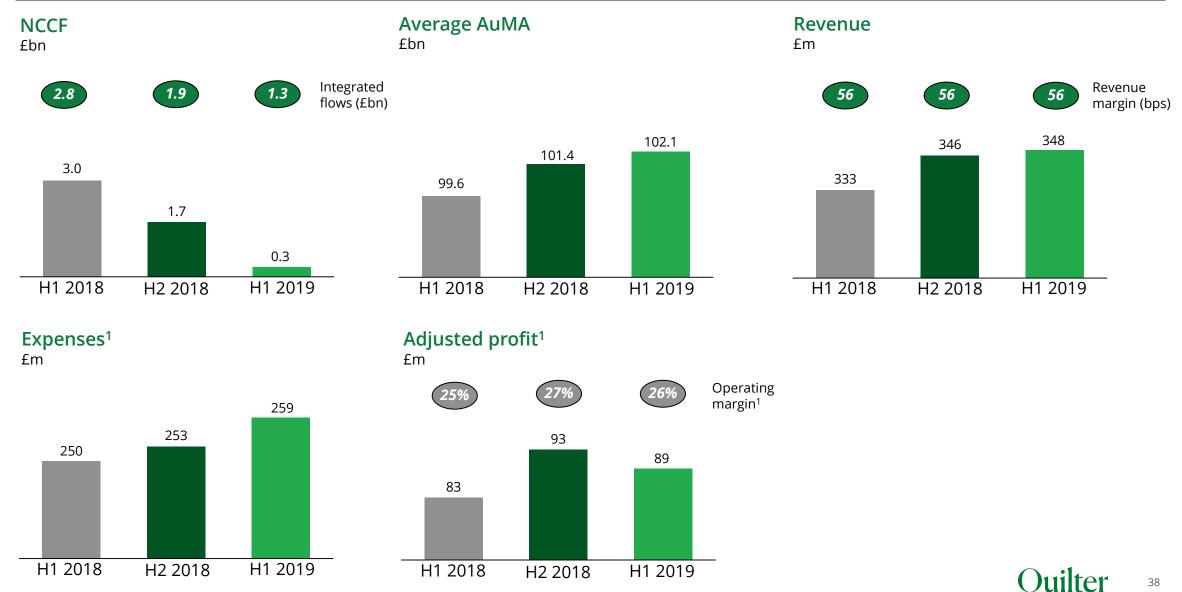


- Revenue, expenses and revenue margin in line with prior year
- Asset retention in the continuing business remained strong at 90% for Wealth Solutions and 92% for the International business

KPIs		H1 2018	H1 2019
Revenue margin	bps	39	39
NCCF	£bn	2.2	0.6
NCCF / Opening AuA	%	6	1
Closing AuA ¹	£bn	71.5	75.4
Average AuA ¹	£bn	69.9	72.1

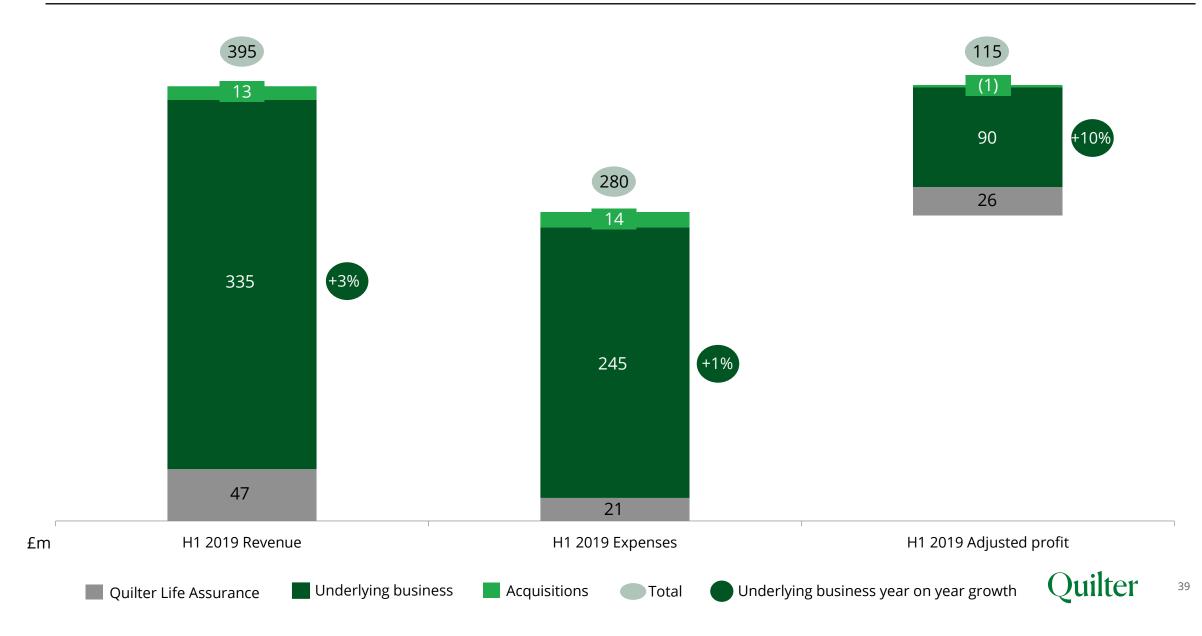


Group performance excluding Quilter Life Assurance (unaudited)



1. This analysis is excluding any impact from stranded costs and therefore estimated and subject to change.

Strong organic growth after impact of acquisitions



Quilter receives:

- £425m in cash, with up to £30m being settled by way of a pre-completion dividend. Represents 1.2x pro-forma adjusted own funds at 31 December 2018
- Interest on £425m from 1 January 2019 up to completion date (or dividend payment date in the case of the pre-completion dividend)

Quilter Life Assurance		MCEV	Own funds
At 31 December 2018	£m	536	484
"Foreseeable" dividend paid March 2019	£m	(90)	(90)
After "foreseeable" dividend	£m	446	394
Further "foreseeable" dividend to be paid Q3 2019	£m	(40)	(40)
Pro-forma adjusted 31 December 2018	£m	406	354

		Solvency
Solvency capital requirement at 31 December 2018	£m	272
Solvency II pro-forma coverage ratio	%	130

Updated financial guidance

	Guidance to market at time of Listing	Updates to guidance
Optimisation & operating margin target (pre-tax)	 Optimisation: n/a Target: 30% operating margin (excl. interest) by 2020 after impact of additional expenses expected in 2018, before benefits from any optimisation initiatives 2018 & 2019 will bear full impact of standalone costs, likely leading to to a small decrease in our current operating margin prior to 2020 	 £75m one-off costs to deliver optimisation phase 1 initiatives, with c.50% incurred by end of 2019 Targeting c.2 percentage point improvement in operating margin by 2020 and a further 2 percentage points by 2021, assuming broadly normal market performance from around current levels, together with steady net flows Sale of Quilter Life Assurance will rebase the Group operating margin by c.5pp. We still target a 2pp improvement in 2020 and 2021 off the revised base
Tax rate	Corporate tax rate to remain below UK marginal rate, due to profit mix and lower tax rate in International	ETR expected to be 12-14% within a few years, reflecting International's profits, use of capital losses and UK corporation tax rate declining to 17% in 2020
Share count	Shares in respect of staff share schemes expected to vest over the next two years. Future share awards will then be satisfied through on-market purchases	No change
London relocation	≻ n/a	Relocation anticipated to increase property costs by £3m in H2 2019, £10m in 2020 while we incur some dual-running costs, and circa £5m of ongoing additional costs thereafter
2019 costs	≻ n/a	The Group's underlying cost base is expected to remain broadly consistent with 2018 before the impact of acquisitions. Acquisitions are expected to add around £22m of additional expenses to the cost base for FY 2019
UK Platform Transformation Programme	Costs incurred to be between £120m to £160m	Expect additional costs to complete the programme of approximately £25m above previously targeting top end of the range of £160m



Updated financial guidance continued

	Guidance to market at time of Listing	Updates to guidance
Net client cash flow	Target: NCCF of 5% of opening AuMA (excluding QLA) per annum over medium-term	No change to target but cautious on 2019 given expected Quilter Cheviot outflows, market conditions and economic and political uncertainty
Revenue margin	 Subject to delivering expected AuMA volumes and mix, overall Quilter annual rate of revenue margin decline to slow in near-term and become increasingly stable Business units managed with intention of delivering revenue and profit growth, may lead to mix driven changes in segment revenue margins over time Greater proportion of flows into higher revenue margin Advice and Wealth Management segment Run-off of QLA Institutional book over next one to two years, expected to support to overall revenue margin in near term Growth of Integrated NCCF to support revenue margin going forward 	Sale of Quilter Life Assurance will reduce the Group revenue margin by c.1bp and the Wealth Platforms segment revenue margin by c.3bp
Managed separation & standalone costs	 Old Mutual plc guidance: c.£25-30m p/a additional operating expenses above 2016 level due to Managed Separation and need to operate on standalone basis c.£16m on annual basis reflected in 2017 year-end reported results, up to £14m of additional annual separation costs to be incurred during 2018 	 Standalone listed group operating costs now reflected in cost base at full run-rate Further c.£12m below-the-line costs in 2019, principally in re-branding
Investment	For the period 2018-2020 total investment estimated to impact expense base by £20-30m, in aggregate	No change

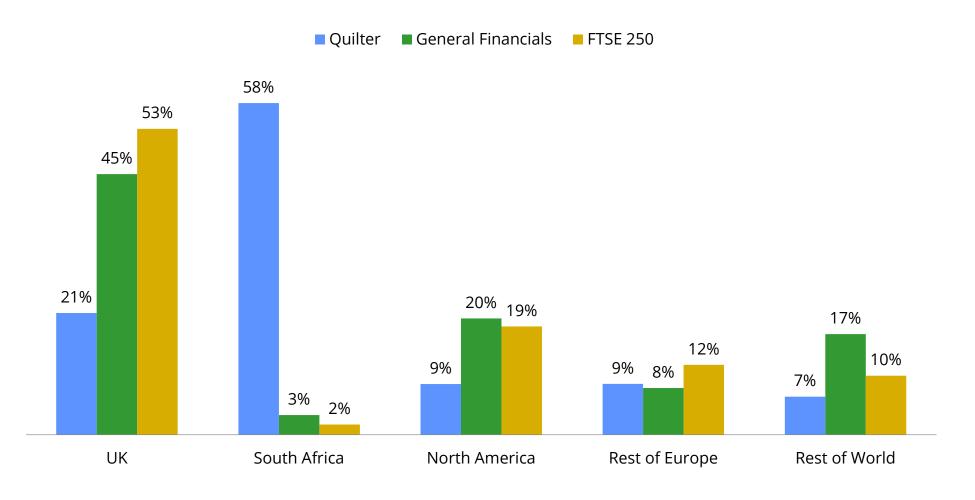


Updated financial guidance continued

	Guidance to market at time of Listing	Updates to guidance
LTIP costs	 New Quilter Performance Shareplan will result in additional LTIP staff costs in 2018 and later years LTIP costs to increase steadily on a phased basis to approximately £15m per annum by 2020 	No change
Debt costs	£200m subordinated debt at 4.478%	No change
Cash conversion	 Approximately 80% of post-tax operating profit from continuing operations into free cash, partially used to fund debt servicing costs and targeted distribution acquisitions Distribution acquisitions expected to be up to £20m p.a. 	No changeNo change
Dividend policy	Target 40-60% pay-out ratio of post-tax adjusted profits, with the split of interim and final dividends approximately one-third and two-thirds, respectively	No change
Capital	Subordinated debt security issued to ensure sufficient capital and liquidity to maintain strong capital ratios and free cash balances to withstand severe but plausible stress scenarios	No change
Other items		
Share count	Shares in respect of staff share schemes expected to vest over the next two years. Future share awards will then be satisfied through on-market purchases	No change
Seasonal dynamics	FSCS levies paid in first half of year	No change

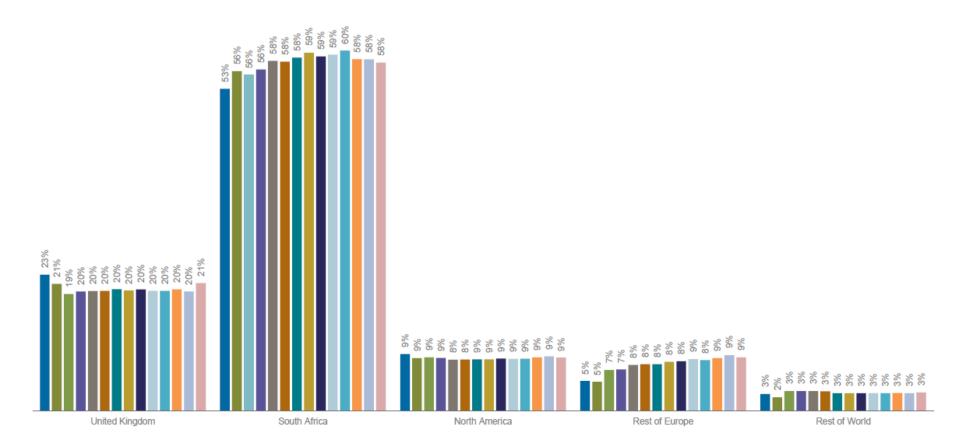


Company analysis vs key benchmark data



Company analysis over time

■ 09-Jul-18 ■ 20-Aug-18 ■ 24-Sep-18 ■ 19-Oct-18 ■ 19-Nov-18 ■ 10-Dec-18 ■ 21-Jan-19 ■ 18-Feb-19 ■ 25-Mar-19 ■ 23-Apr-19 ■ 20-May-19 ■ 24-Jun-19 ■ 22-Jul-19 ■ 19-Aug-19



As at 19 August 2019



Contacts

Investor enquiries

John-Paul Crutchley	UK	+44 207 002 7016 john-paul.crutchley@quilter.com
Keilah Codd	UK	+44 207 002 7054 <u>keilah.codd@quilter.com</u>
Media enquiries		
Jane Goodland	UK	+44 77 9001 2066 jane.goodland@quilter.com
Tim Skelton-Smith	UK	+44 78 2414 5076 <u>tim.skelton-smith@quilter.com</u>
Camarco		
Geoffrey Pelham-Lane	UK	+44 203 757 4985
Aprio		
Julian Gwillim	SA	+27 11 880 0037



Disclaimer

This presentation should be read in conjunction with the announcement published by Quilter plc on 5 August 2019.

This presentation may contain certain forward-looking statements with respect to certain Quilter plc's plans and its current goals and expectations relating to its future financial condition, performance and results.

By their nature, all forward-looking statements involve risk and uncertainty because they relate to future events and circumstances which are beyond Quilter plc's control including amongst other things, international and global economic and business conditions, the implications and economic impact of several scenarios of the UK leaving the EU in relation to financial services, market related risks such as fluctuations in interest rates and exchange rates, the policies and actions of regulatory authorities, the impact of competition, inflation, deflation, the timing and impact of other uncertainties of future acquisitions or combinations within relevant industries, as well as the impact of tax and other legislation and other regulations in the jurisdictions in which Quilter plc and its affiliates operate. As a result, Quilter plc's actual future financial condition, performance and results may differ materially from the plans, goals and expectations set forth in Quilter plc's forward looking statements.

Quilter plc undertakes no obligation to update the forward-looking statements contained in this presentation or any other forward-looking statements it may make.

Nothing in this presentation should be construed as a profit forecast.

Nothing in this presentation shall constitute an offer to sell or the solicitation of an offer to buy any securities.



