Investor presentation

Autumn 2020

Quilter

Investment overview and Quilter's journey to date

Quilter

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

- ✓ Leading UK and cross-boarder wealth manager with £100bn+ of customer assets
- Advice-led investment solutions for customers in the UK and selected international markets
- ✓ LSE and JSE listed, ~£2.5bn market cap¹
- A proven track-record, with scale in a growing market and momentum for future profit growth

Key Performance Indicators from continuing operations, excluding QLA		H1 2020	H1 2019	Δ
Financial:				
NCCF	%	1.1	0.3	+267%
NCCF/opening AuMA	%	2	1	-
Integrated flows	£bn	1.4	1.4	-
AuMA	£bn	107.4	107.3	-
Asset retention	%	92%	88%	+4ppt
Adjusted profit before tax ²	£m	71	89	(20%)
A&WM adjusted profit before tax	£m	41	50	(18%)
WP adjusted profit before tax	£m	47	56	(16%)
IFRS profit/(loss) after tax	£m	44	(32)	-
Operating margin	%	21	26	(5ppt)
Non-financial:			FY 2019	
Restricted Financial Planners ('RFPs')	#	1,808	1,799	+9
Investment Managers ('IMs')	#	169	167	+2

^{1.} As at September 2020.

^{2.} Includes Head Office adjusted profit before tax of £(17)m in H1 2020 and H1 2019.

Quilter has scale and leading position in chosen capabilities

Comparison with listed UK peers

	Total AuMA¹ (£bn)
Quilter	£107bn³
St. James's Place	£116bn
Standard Life Aberdeen⁴	£512bn
Hargreaves Lansdown	£104bn
Rathbones	£49bn
AJ Bell	£54bn
Brewin Dolphin	£47bn
Integrafin	£40bn

Adv	vice	Platf	orms	Solu	tions
Restricted (CF30's) ²	Independent advisers	Advised Platform	International	Multi-asset	Discretionary
1,808	4,000+ firms	£56bn AuA	£20bn AuA	£21bn AuM	£23bn AuM
4,324		Restricted only platform		\checkmark	Rowan Dartington
110	\checkmark	\checkmark		\checkmark	SL Wealth
167		Direct platform		\checkmark	
n.a.					\checkmark
n.a.		✓ Direct & Restricted			
430					√
n.a.		\checkmark			

Indicates capability **and** scale within capability

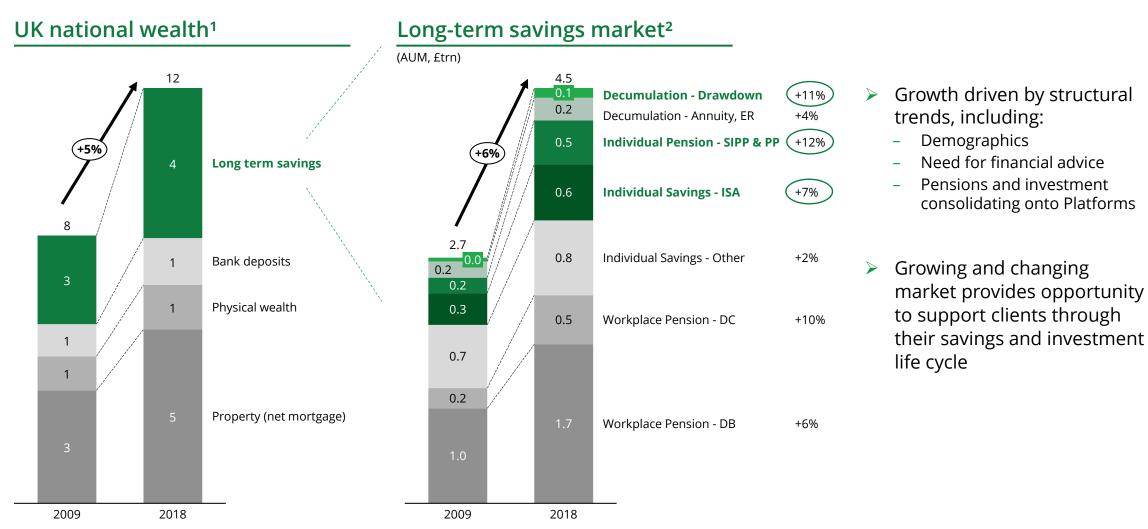


Includes closing AuA and / or closing AuM for competitors as at 31 December 2019.

Quilter and SJP figures as at 30 June 2020; SLA as quoted in its 2019 Annual Report and Accounts; HL and BRW figures as quoted in FT Top 100 financial advisers 30 June 2018 which includes all CF30's, not only financial

Total Quilter closing AuMA includes intra-group eliminations. Platform & Wealth-only assets total £84.4bn as at 30 June 2020.

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



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

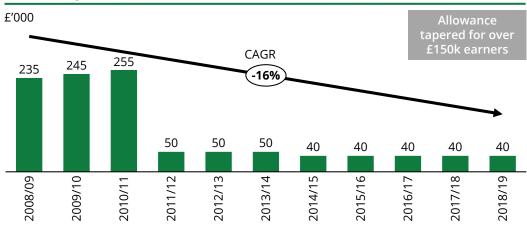
MiFID II, GDPR & SMCR

- 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

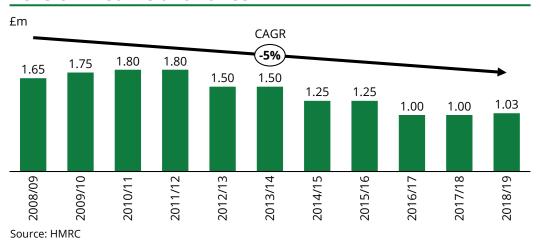


Fiscal changes driving complexity, changing client behaviour and need for advice

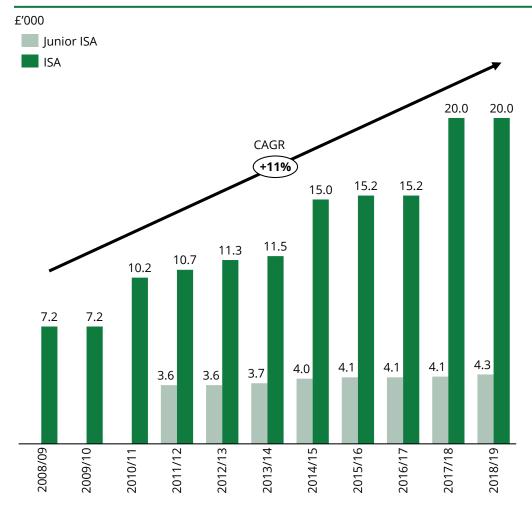
Annual pension allowance



Pension lifetime allowance



ISA annual allowance

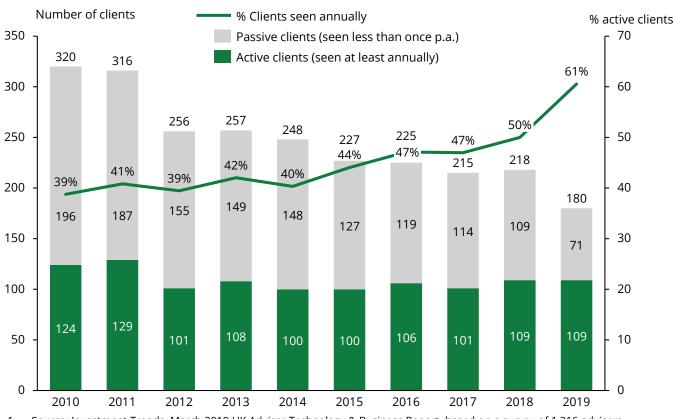




Advice: shift in how advisers serve their clients

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

Adviser average client portfolio¹



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



^{1.} Source: Investment Trends. March 2019 UK Adviser Technology & Business Report, based on a survey of 1,216 advisers.

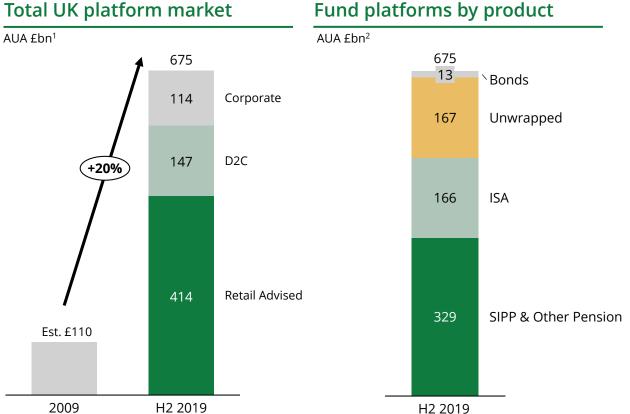
Passive clients considered to be those the adviser sees less than once a year; Active clients considered to be those the adviser sees as least annually. Based on annual survey of c.600-800 advisers

Platform: savings and investments consolidating onto Platforms, particularly pensions

Pensions and investments consolidating onto platforms Pension is 'anchor' product on **Platform**

Platforms play an important role in modern wealth management

Total UK platform market



For Advisers

- Tools and technical support
- Customer relationships in one place
- Deliver back office functionality
- Custody, settlement and reporting

For Customers

- Holdings in one place
- Tax-efficient wrappers
- Customer service including reporting and transactions

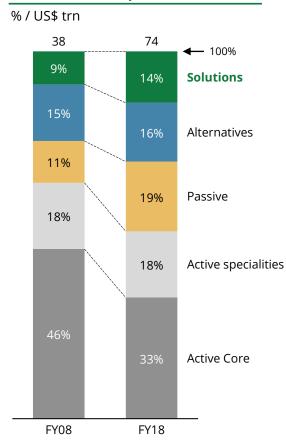
Source: Platforum 2009 Total Platform AuM £92bn excluding D2C; Fundscape 2019 Q2

Source: Fundscape 2019 Q2



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

Global AuM split¹



Quilter Solutions

Discretionary portfolio service

- Dedicated Quilter investment manager to design bespoke portfolios
- Tailored approach considering client personal investment objectives, attitude and risk tolerance
- > Service for clients with more than £200k to invest

Managed portfolio service ("MPS")

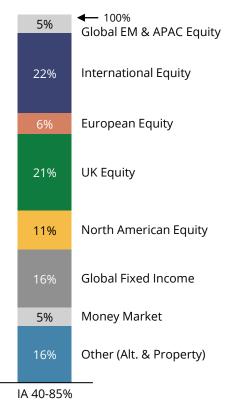
- Outsourcing portfolio construction and management to Quilter's multiasset investment specialists
- Active and Passive Blend portfolios that risk-matched portfolios from Global Partner fund ranges

Multi Asset funds

- Range of multi-asset funds including Cirilium Active, Passive and Blend
- > Fund range differs in terms of breadth of investment proposition
- Customer needs include accumulation, decumulation, income & international

Typical asset allocation²

Typical 40-85% mixed asset fund asset allocation



^{1.} 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.





Business models adapted to changing regulation and evolving value chain

Typical older / Pre-RDR Insurance models

Customers

Financial Advice

Platform / Wrappers

Solutions

Asset management

- Product driven sales, 'pushed' through incentive driven distribution channels
- Commission models driving sales based culture
- Closed or 'off'-platform
- Insurance based pensions & savings products that embedded investment management
- Typically insurers' in-house asset management

Modern Wealth Manager

- Customer driven solutions
- Adviser focus ongoing relationships
- Open architecture wrap-platform with transparent pricing and investment choice
- Risk based investment solutions with focus on customer outcomes
- Provide building blocks for solutions



Quilter has adapted its business model

Our journey to deliver a modern UK focussed wealth manager

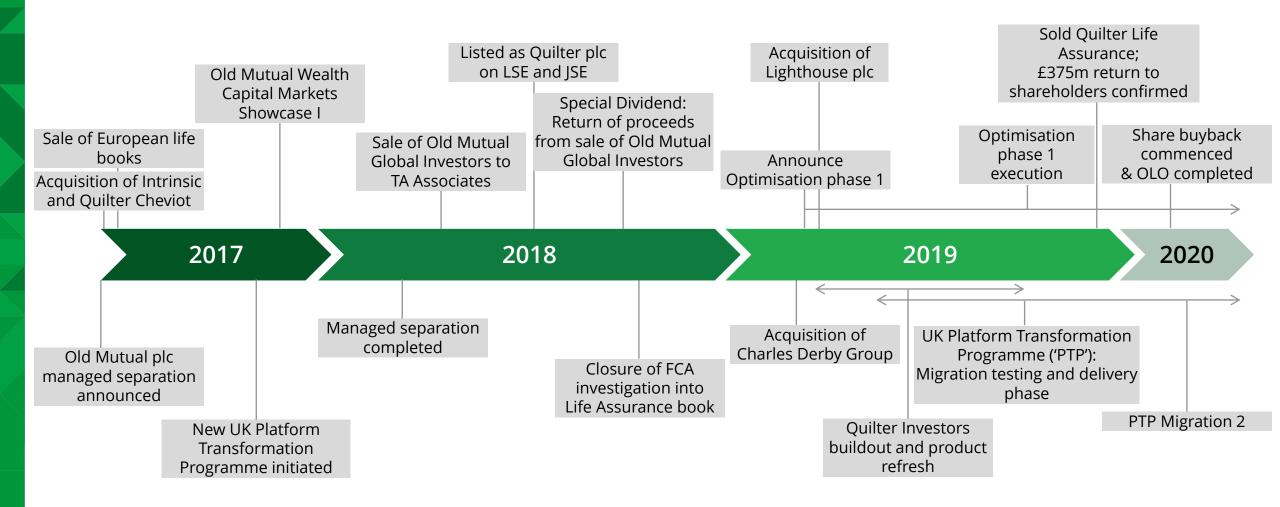
Modern UK-focussed **UK & European** wealth manager Life Assurer Italy **Acquired and built Switzerland Advice Network & National** Austria **Poland** Built Germany multi-asset solutions business France Liechtenstein **Acquired** Luxembourg **Quilter Cheviot Finland** OMGI Heritage **Investing** in Platform transformation **Growing Wealth Platforms UK & International platforms** 2012 **Today**

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
- Largely re-branded businesses to 'Quilter'
- FCA investigation into Quilter Life
 Assurance closed and business sold to
 ReAssure
- Initiated Optimisation phase 1

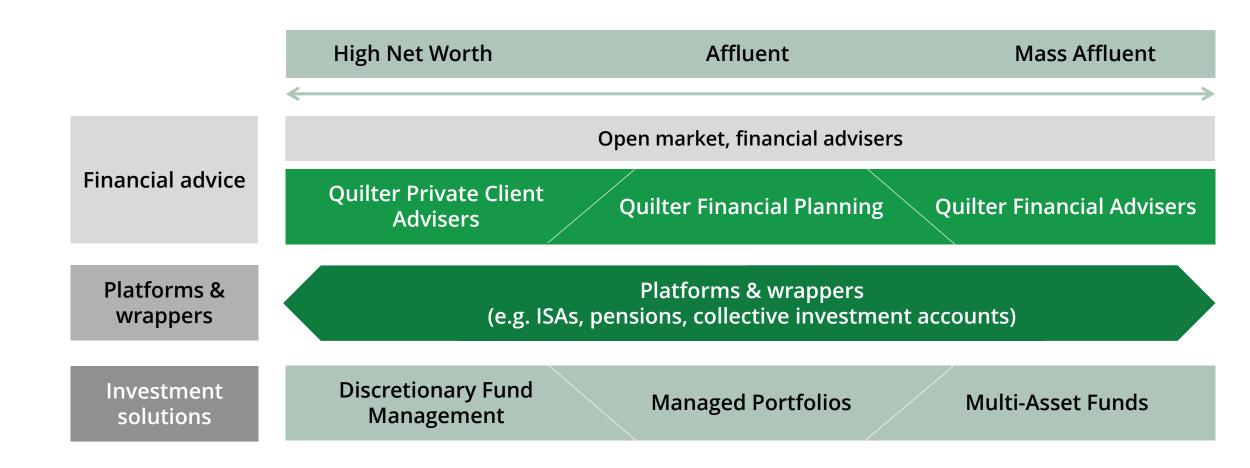


Our journey to deliver a focussed UK wealth management business



Quilter's multi-channel advice-led model

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



Performance

Quilter

H1 2020 highlights: delivering through disruption

Financial performance

- £71m adjusted profit before tax: Pleasing outturn in a challenging environment
- Stable gross flows, resilient integrated flows, significantly improved net flows
- Strong rebound in AuMA from March lows, closing at £107.4bn at end-June

Strategic progress

Significant Platform migration scheduled for Q4 2020

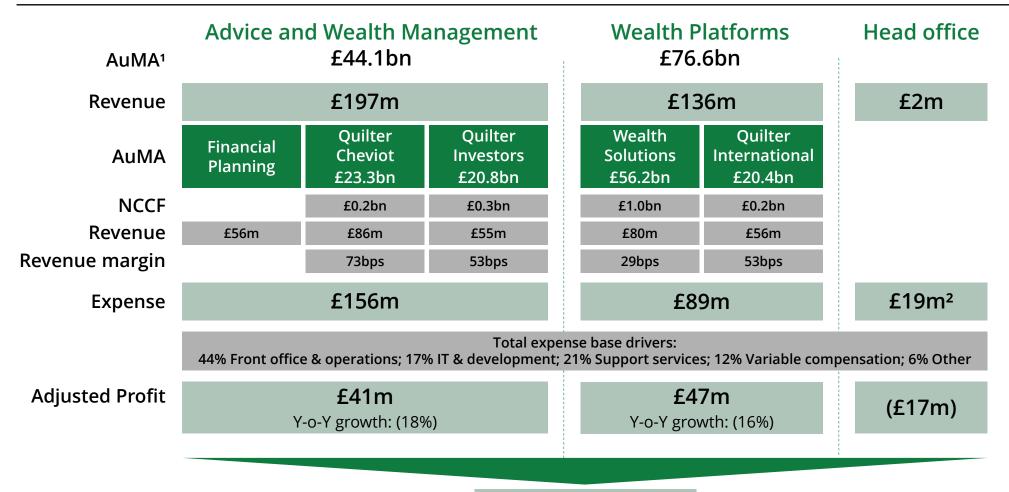
- Lighthouse acquisition integration progressing well, in line with plan
- Key management changes announced to drive next stage of Quilter's growth

Operational improvement

- Optimisation initiatives on track to deliver c.£50m cost saves
- Incremental tactical cost reduction of c.£30m in 2020
- Added new investment managers and Restricted Financial Planners
- Technology upgrades and new system enhancements implemented, remotely



What drives our business: H1 2020 results



£71m

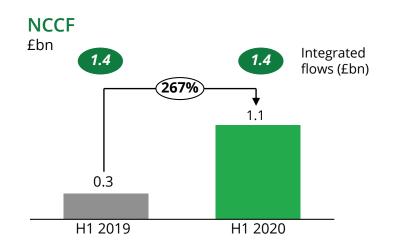
Y-o-Y growth: (20%)

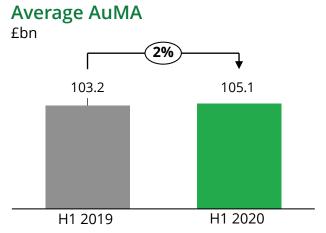


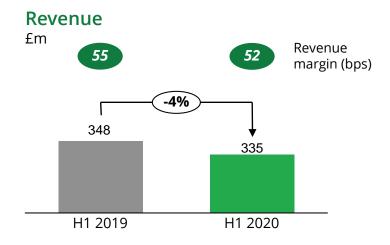
^{1.} Group AUMA totals £107.4bn after (£13.3bn) elimination of intra-Group items.

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

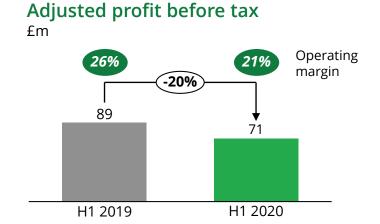
H1 2020: Resilient performance

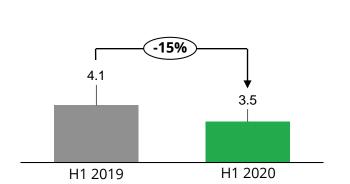






Expenses £m +2% 259 H1 2019 H1 2020

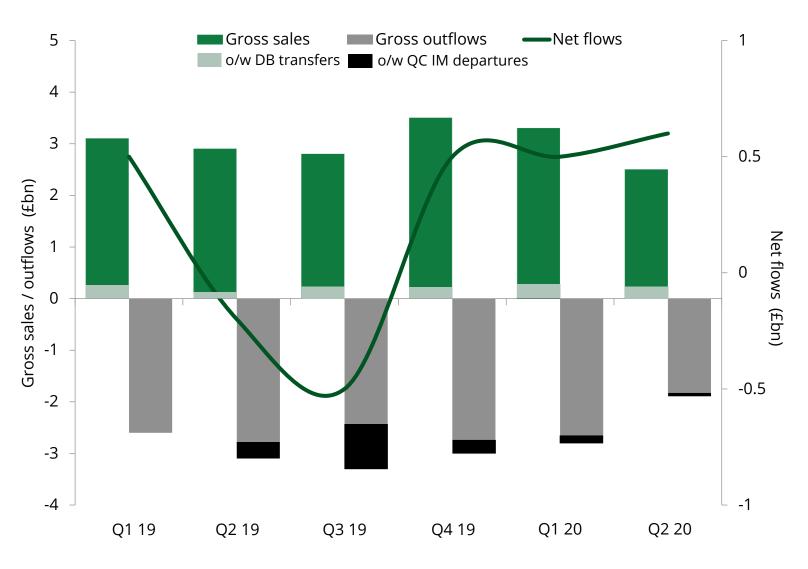




Adjusted diluted EPS

Pence

2020: Improving net flows

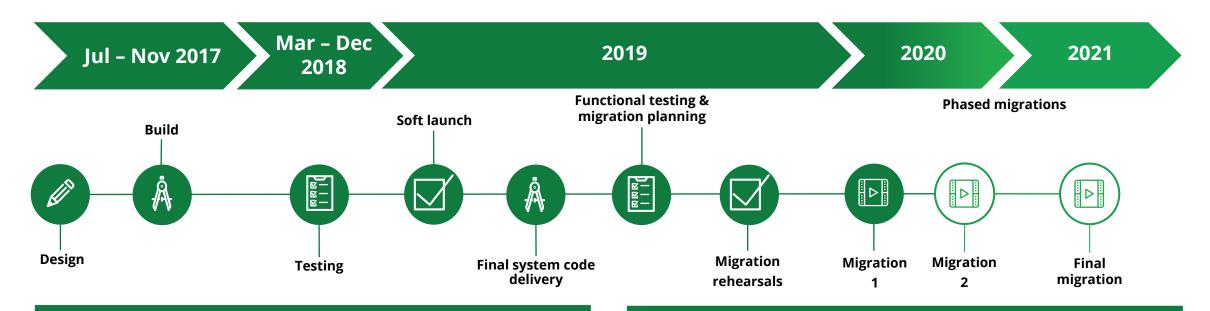


- Substantial improvement in net flows: from £0.3bn to £1.1bn
- Stable gross sales and integrated flows
- Advisers highly engaged with clients, supporting them navigate volatility and uncertain times
- COVID-19 accelerated industry-wide trend for switching to Passive/Blend solutions
- Welcomed FCA announcement on plans to reform DB transfer market – wholly consistent with existing Quilter practice

Business initiatives

Quilter

UK Platform Transformation Programme



First migration successfully undertaken

New platform continues to operate well and at scale Continued focussed support for advisers and customers

Adviser feedback driving system improvements

Lessons learnt from first migration incorporated into further migration planning

Adviser engagement and readiness key to final migrations

Second migration of c.2,000 adviser firms to capture majority (c.75%) of AuA and include QFP

Final migration represents c.5,500 adviser firms with c.15% of AuA

Total programme costs expected to be c.£200 million

Successful migration of customers and advisers is the gateway to a strong business relationship over time ... new platform will be the beating heart of Quilter





Optimisation: A phased, multi-year programme

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

Phase 1: Operational efficiencies

Efficiency initiatives to deliver improvements in operational performance

Targeting c.2 percentage point operating margin improvement by 2020 and a further 2 percentage points by 2021¹

Phase 2: Streamline

Widen scope of efficiency plan to streamline the business post-PTP

Transition to a simpler, high growth business

Further detail to be provided in due course

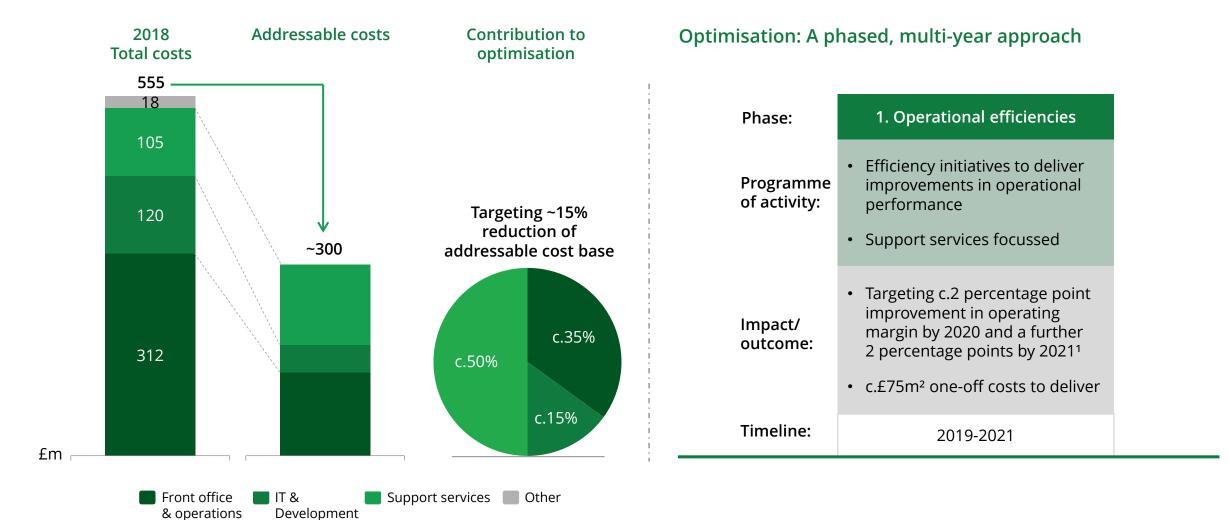
2019-2021

Post-completion of UK Platform Transformation Programme

^{1.} The Group noted in its 1Q 20 Trading Statement, published 21 April 2020, that it no longer expects to meet its targeted 27% operating margin for 2020 due to lower market levels leading to lower AuMA and hence revenues. It should equally be noted 2021's operating margin target will be subject to market performance.



Optimisation focussed on addressable cost base



^{1.} The Group noted in its 1Q 20 Trading Statement, published 21 April 2020, that it no longer expects to meet its targeted 27% operating margin for 2020 due to lower market levels leading to lower AuMA and hence revenues. It should equally be noted 2021's operating margin target will be subject to market performance.





Optimisation Phase 1: £14m achieved in H1 20

What we have done	What we have left to do
Simplification and unification of central support functions commenced	Fully transform our support functions into centres of excellence
Quick win tactical efficiencies delivered	General ledger and integrated HR and Procurement system implementation
Staff restructuring initiated; day-rate contractor reductions and third-party contracts renegotiated	Automate more of the Advice process
System changes to support further rationalisation commenced; robotics introduced in Quilter International	Standardise processes and automate operations as appropriate
Odd-lot Offer and legal entity rationalisation	

Optimisation initiatives to support two percentage point improvement in 2021 operating margin vs 2020 outturn

Buyback programme update and dividend outlook

Return of QLA sale net proceeds: Share buyback programme

Share buyback – Tranche 1	
Total shares purchased	43.2 million
Total cash consideration	£50.2 million
Average share price	116.14p

Share buyback – Tranche 2a	as at 7 August 2020
Total shares purchased	17.8 million
Total headroom remaining	c.£49 million
Average share price to date	144.10p

Share buyback – Tranche 2b	
Total cash consideration	£50 million

Subject to further Board consideration: decision based on prevailing market and business conditions following completion of Tranche 2a

Interim dividend

	2020	2019
Interim dividend	1.0p	1.7p ¹
Pay-out ratio ²	41%	46%

- 2020 interim dividend within dividend payout range
- Cautious position given significant macro and business uncertainties for H2 2020
- Decision on overall 2020 pay-out ratio to be taken at FY20 Results – dependent on market conditions, share buyback progress and business outlook, in line with policy

FCA application for Buyback programme Tranche 3 to be submitted in due course

^{1.} Inclusive of 0.43p contribution from Quilter Life Assurance.

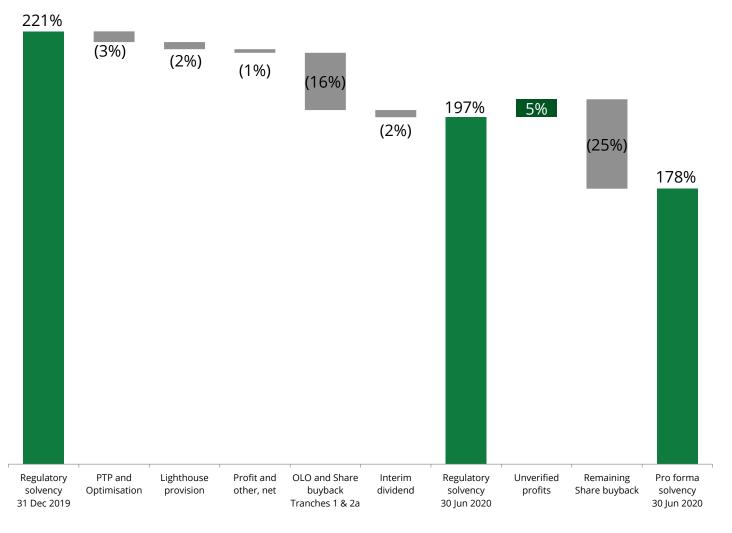
Annualised.

Cash and capital

Quilter

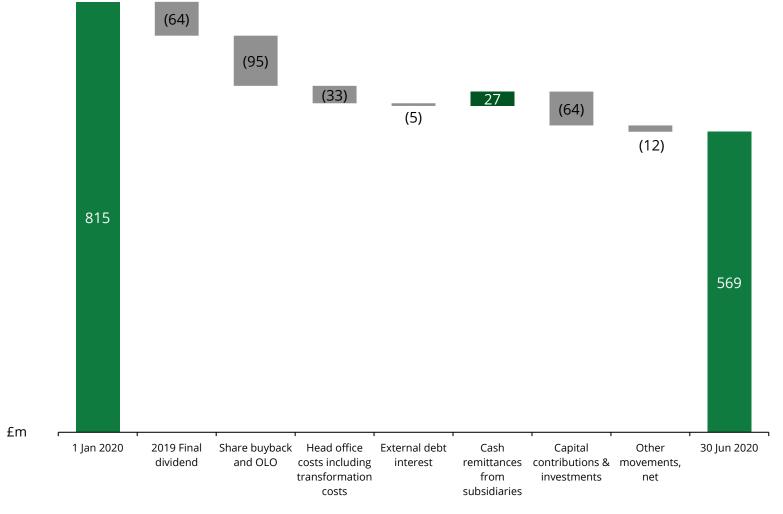
Continued strong solvency position

Solvency II ratio



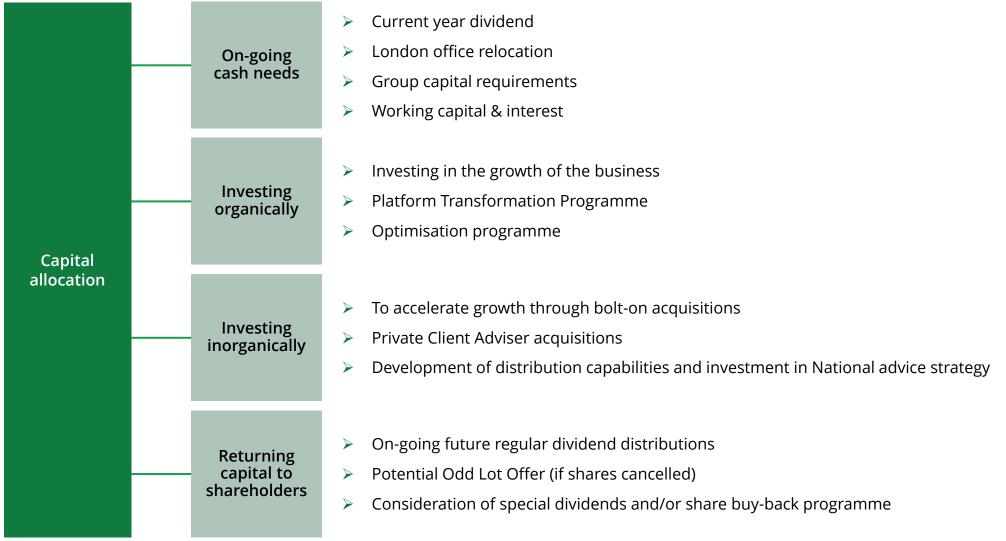
- Solvency II ratio reduced principally due to Share Buyback and Odd-lot Offer
- Provides capacity for strategic investments
- Liquidity a greater constraint than capital
- Strong capital position versus peers

Holding company cash



- Planned future expenditures include:
 - Dividends
 - Continued return of net proceeds from QLA sale, via share buyback
 - > PTP and Optimisation expenses
 - London property fit-out

Capital management philosophy



Investment case and 2020 outlook

Quilter

Quilter investment case

A unique combination of capabilities, scale and market positions

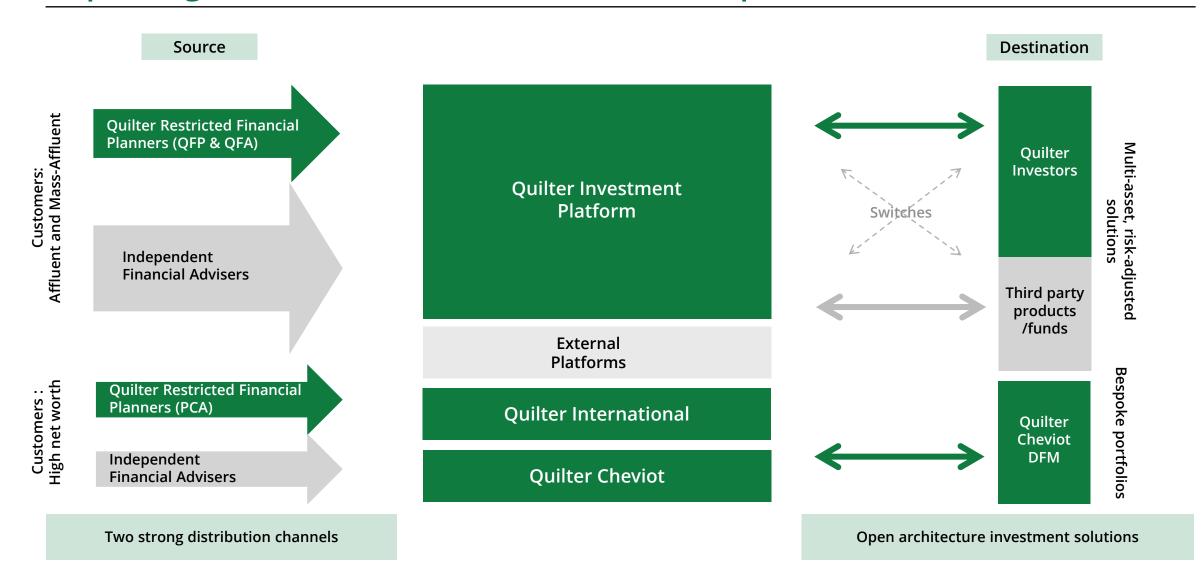
Full-service wealth manager providing choice and delivering good customer outcomes Leading positions across one of the world's largest wealth markets with strong structural growth drivers Multi-channel proposition and investment performance driving integrated flows and long-term customer and adviser relationships Attractive top-line growth and the opportunity for operating leverage 5 Strong balance sheet with low gearing and improving cash generation to drive shareholder returns



Key focus for H2 20 and beyond ...

Continue to support advisers, employees and communities through disruption Complete Platform Transformation Programme Integrate acquisitions and deliver flow growth Execute Optimisation plans to drive operating leverage Return £375 million to shareholders

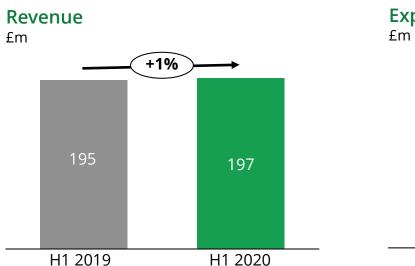
Improving cohesion between our business capabilities

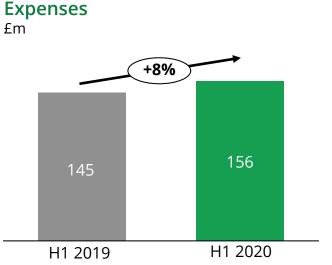


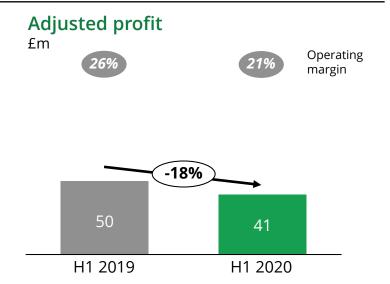
Appendix

Quilter

H1 2020: Advice and Wealth Management





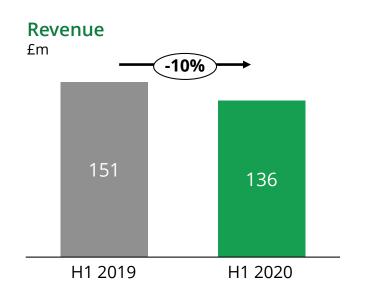


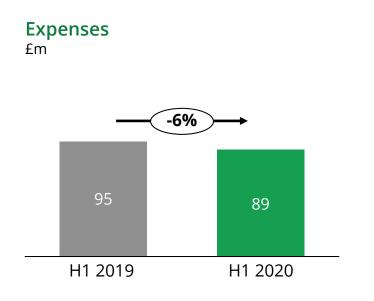
- Flows benefited y-o-y from reduction in Quilter Cheviot outflows and switching into Quilter Investors' Passive/Blend solutions
- Marginally lower RFP productivity as focussed on supporting clients through market turmoil
- Increased QFP revenues from acquisitions offset by reduction in Mortgage and Protection sales and opportunities to attract new clients through lockdown
- Increased expenses as absorbed full impact of H1 2019's Advice acquisitions
- Revenue margin trended down, as previously-guided impact of sales in Quilter Investors' passive/blend solutions gained momentum

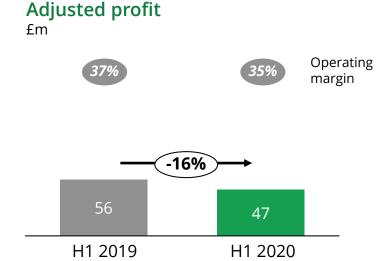
KPIs		H1 2020	H1 2019
Revenue margin	bps	64	67
NCCF	£bn	0.5	-
NCCF / Opening AuM¹	%	2	-
Closing AuM	£bn	44.1	44.7
Average AuM	£bn	43.3	43.1



H1 2020: Wealth Platforms







- Lower revenues primarily due to Quilter Investment Platform's previously announced repricing and adverse FX and lower interest rates in Quilter International
- Good cost control and optimisation initiatives lowered cost base
- Asset retention remained strong, improving year-on-year

KPIs		H1 2020	H1 2019
Revenue margin	bps	36	39
NCCF	£bn	1.2	0.6
NCCF / Opening AuA ¹	%	3	2
Closing AuA	£bn	76.6	74.8
Average AuA	£bn	74.5	71.6

Updated financial guidance

	Previous guidance	Updates to guidance
Optimisation & operating margin target (pre-tax)	 Optimisation: £75m one-off costs to deliver optimisation phase 1 initiatives, with c.50% incurred by end of 2019 Target: Targeting c.2 percentage point improvement in operating margin by 2020 (27%) and a further 2 percentage points by 2021 (29%), assuming broadly normal market performance from around current levels, together with steady net flows Coronavirus-induced correction makes this a challenge if market levels remain depressed 	 Moved away from 2020 guidance in March due to significant COVID-19 driven market decline Optimisation initiatives to support two percentage point operating margin improvement in 2021 versus 2020 outturn
Tax rate	Corporate tax rate to remain below UK marginal rate, due to profit mix and lower tax rate in International	No change
Share count	 Shares in respect of staff share schemes expected to vest over the next two years. OLO shares housed in Treasury to fund future staff share schemes. Future share awards then satisfied through on-market purchases Buyback shares to be cancelled at purchase 	No change
London relocation	 Relocation anticipated to increase property costs by £10m in 2020 while we incur some dual-running costs, and c.£5m of ongoing additional costs thereafter 	No change
UK Platform Transformation Programme	 Costs incurred to be approximately £185m in total over the programme 	Total project costs expected to be c.£200 million based on current migration timetables

Updated financial guidance continued

	Previous guidance	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 over the medium-term – expect to build back to target following PTP completion and once impact of COVID-19 market volatility fades
Revenue margin	Continue to expect gradual decline given Platform repricing and expectation for normalisation of Quilter Investors' margin progression	Broad direction remains unchanged
Managed separation & standalone costs	 Standalone listed group operating costs now reflected in cost base at full run-rate Remaining £4m managed separation costs to be incurred in 2020, principally re-branding 	No change
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



Updated financial guidance continued

	Previous guidance	Updates to guidance
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	 Board to walk up target 40-60% pay-out ratio from point of Listing Expect 2020 dividend pay-out ratio to be at the top end of target pay-out range Dividend per share growth dependant on share buyback pace 	 Decision on overall 2020 pay-out ratio to be taken at FY20 Results – dependent on market conditions, share buyback progress and business outlook, in line with policy
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		
Seasonal dynamics	FSCS levies paid in first half of year	No change



Environmental, Social & Governance credentials

Quilter's ESG strategy is set out in our Shared Prosperity Plan

Theme	2025 commitments	Lead KPIs	UN SDGs
Financial wellbeing	> Improve access to financial guidance and advice for customers	> Financial Adviser School graduates	3 GOOD HEALTH
	> Promote financial wellbeing for all our colleagues	> Colleagues in share save scheme	<i>-</i> ₩•
	> Empower young people to manage their money well for life	Number of young people benefiting from financial education	4 QUALITY ENGLATION
Inclusive growth	> Create an inclusive culture at work that embraces diversity	> % of women in senior management	5 SENDER EQUALITY
	➤ Enable colleagues and communities to thrive in work	Colleague engagement NPS score	8 DECENT WORK AND ECONOMIC GROWTH
	> Empower customers to be more engaged in their financial future	> % customers digital access	M
Responsible investment	> Embed responsible investment principles across our business	> PRI score	13 CLIMATE ACTION
	Exercise active stewardship of our customers' assets	Voting & engagement	17 PARTNERSHIPS
	> Reduce the environmental intensity of our activities	➤ Tonnes CO₂e per colleague	₩
Responsible business conduct	> Operate responsibly	% colleagues code of conduct training	





ESG rating: BBB

SUSTAINALYTICS

ESG risk rating: 22.1/100



Rated A (Strategy & Governance)

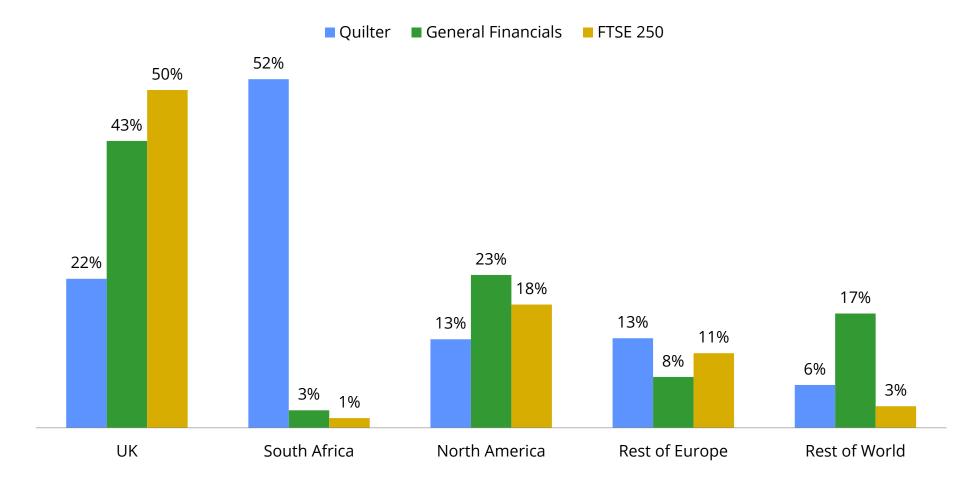


Environmental stewardship score: B-



Register structure by geography

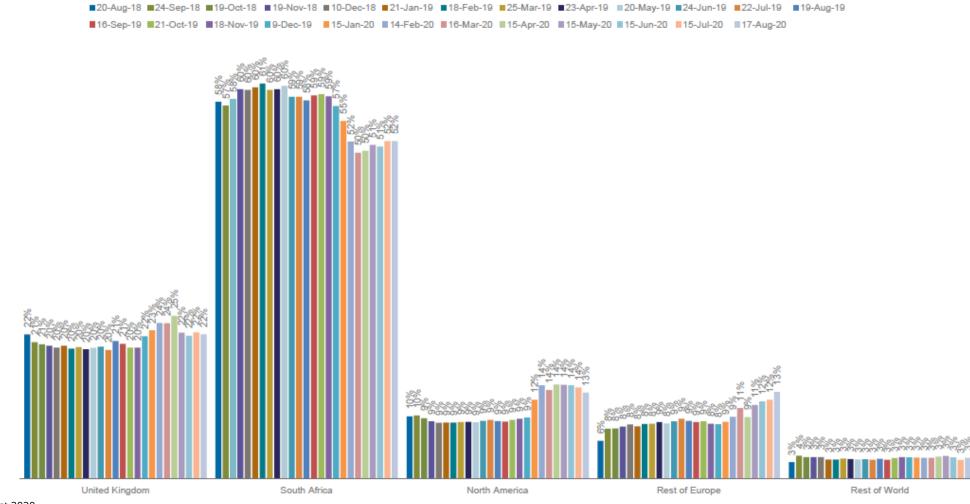
Company analysis vs key benchmark data





Register structure over time

Company analysis over time



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Disclaimer

This presentation should be read in conjunction with the announcement published by Quilter plc on 11 August 2020.

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