Quilter

Full Year Results 6 March 2024



Disclaimer

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Business update

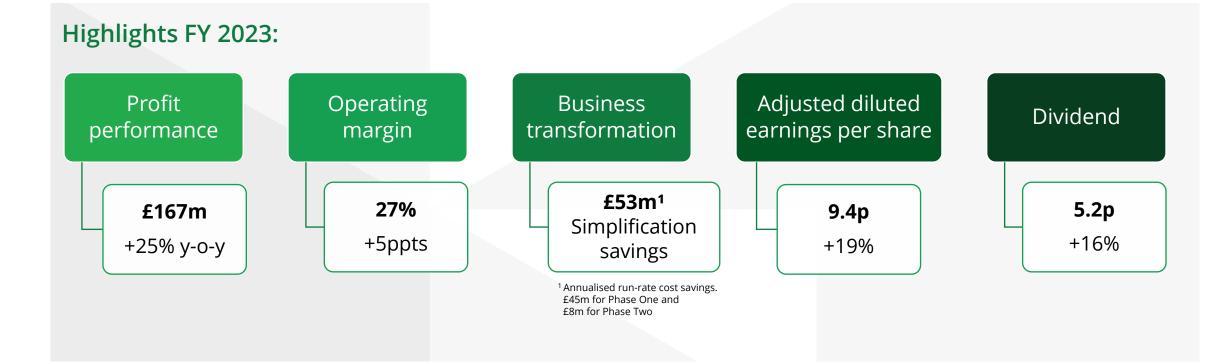




Steven Levin Chief Executive Officer

Introduction





Delivery against our three strategic priorities well underway

Building Distribution



- ✓ Quilter Partners
- ✓ c.£750m back book transfers
- Leading market share for advised platform gross flows and assets
- ✓ Broadly stable RFP numbers
- ✓ Reducing leakage, improving alignment
- ✓ Financial Adviser Academy relaunch
- ✓ Investment Manager hires
- ✓ HNW professional connections launched

Enhancing Propositions



- ✓ CashHub on Platform
- ✓ Tiered adviser charging
- ✓ Adviser Platform co-branding
- ✓ WealthSelect launched on three external Platforms
- ✓ HNW rebrand
- ✓ HNW MPS updates and fixed income product launches
- ✓ Consumer Duty enhancements

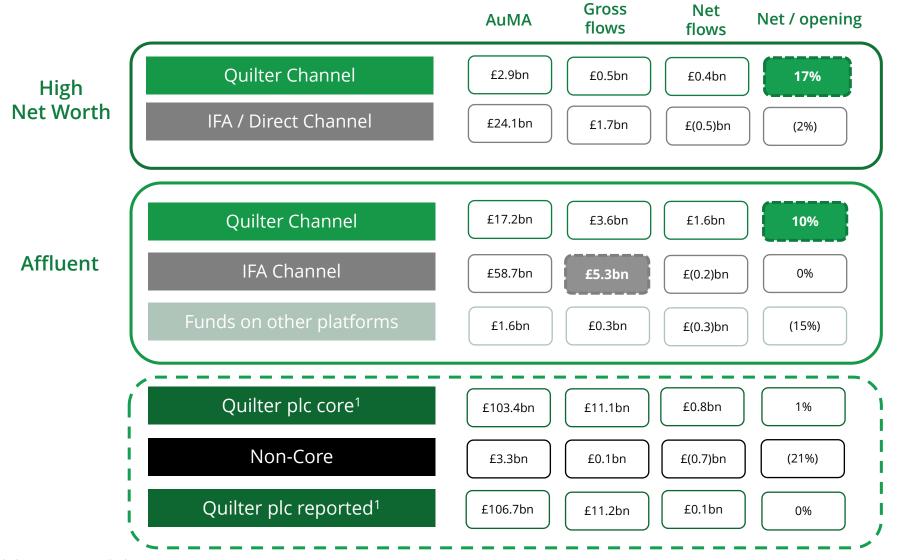
Driving Efficiency



- Simplification Phase One completed one year early
- ✓ £45m Phase One benefit delivered, with £8m Phase Two delivered early
- ✓ 27% operating margin
- ✓ Advice technology transformation programme initiated
- ✓ HNW financial planning direct authorisation submitted



2023 AuMA and flows: good Quilter channel performance

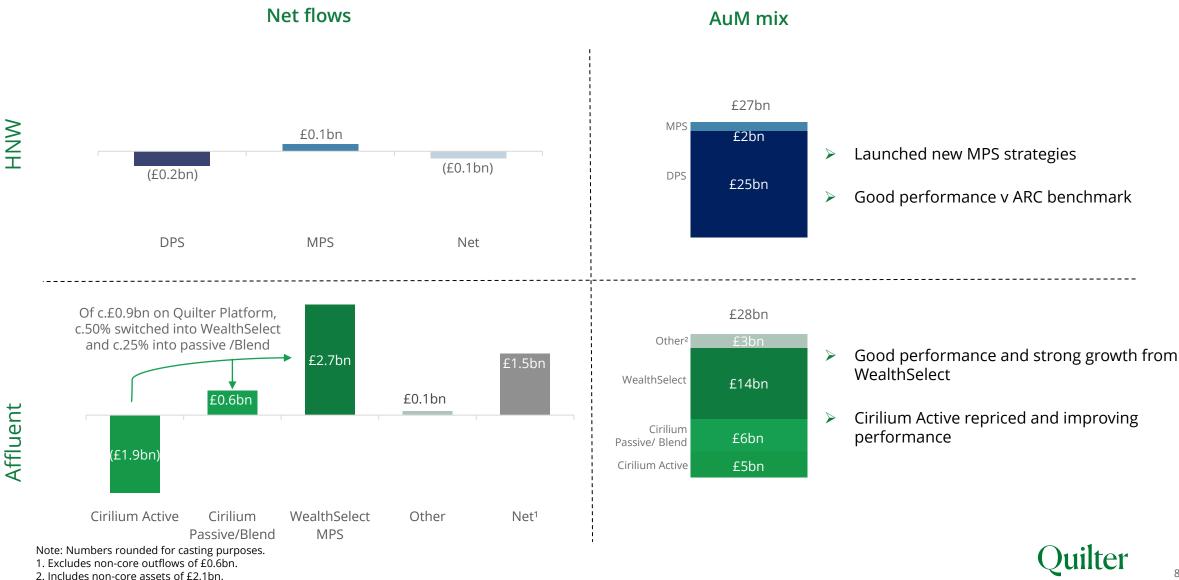


1. Includes Inter-segment dual assets.

Quilter

Quilter investment solutions' managed flows





Delivering the Affluent segment's potential



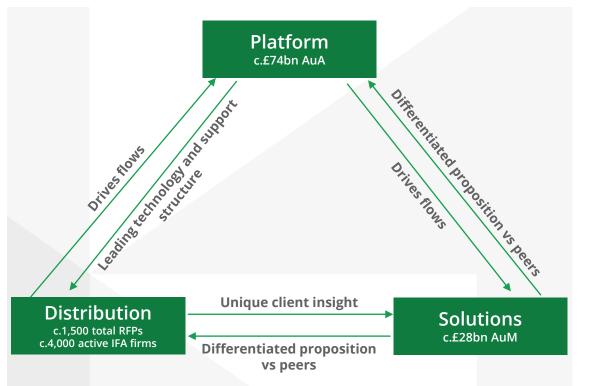
Distribution features

Quilter channel

- Consistent strong flows
- Adviser transformation programme driving efficiency/profit growth
- > Plans to accelerate adviser growth
- Brand investment

IFA channel

- Leading market position
- Growing new business market share
- Increasing new business share
- Increased solutions penetration



Platform features

- Leading adviser platform by stock and flow
- > 3% net flows of opening AuA
- Market leading Platform
- Highly scalable

Investment solutions features

- Good investment performance
- > Product portfolio mix broadened
- Highly scalable

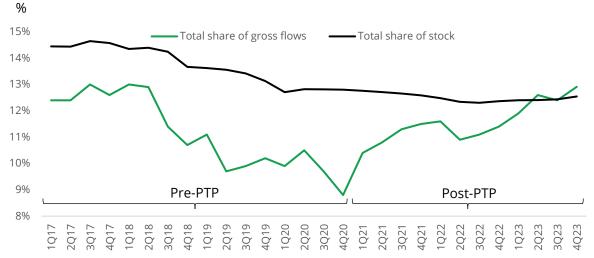


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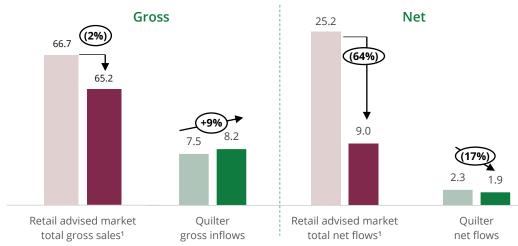
Building distribution: Affluent



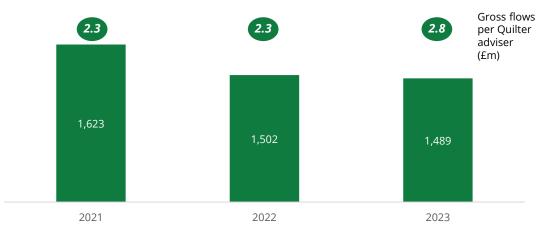




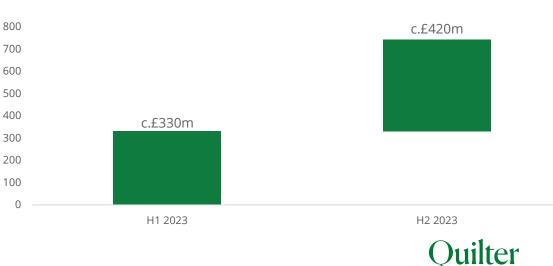




Quilter adviser numbers and productivity: QFP & QCFP

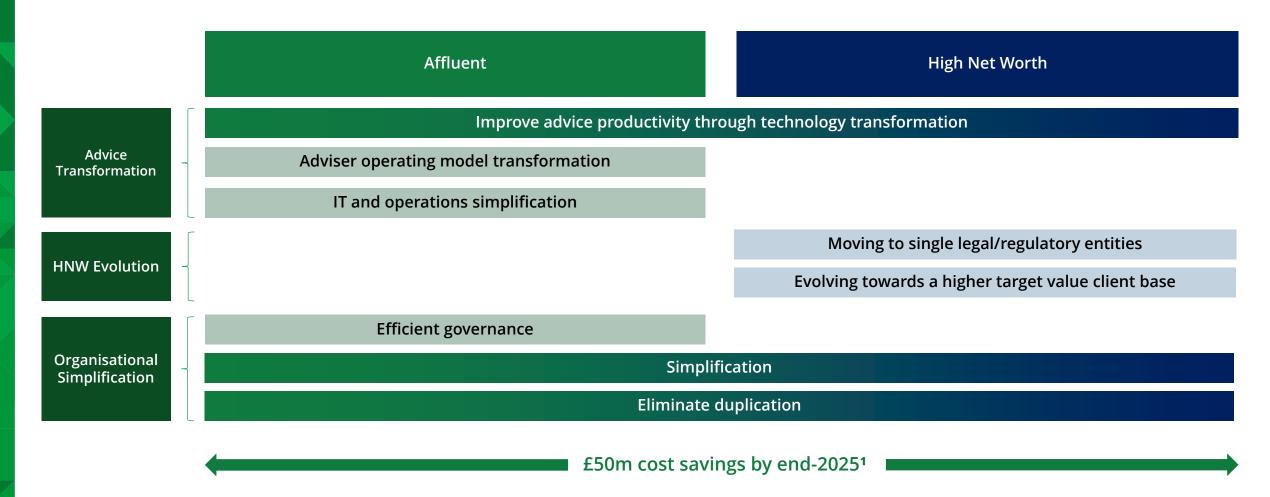


Quilter channel back book transfers 2023 £m



1. Source: Fundscape.

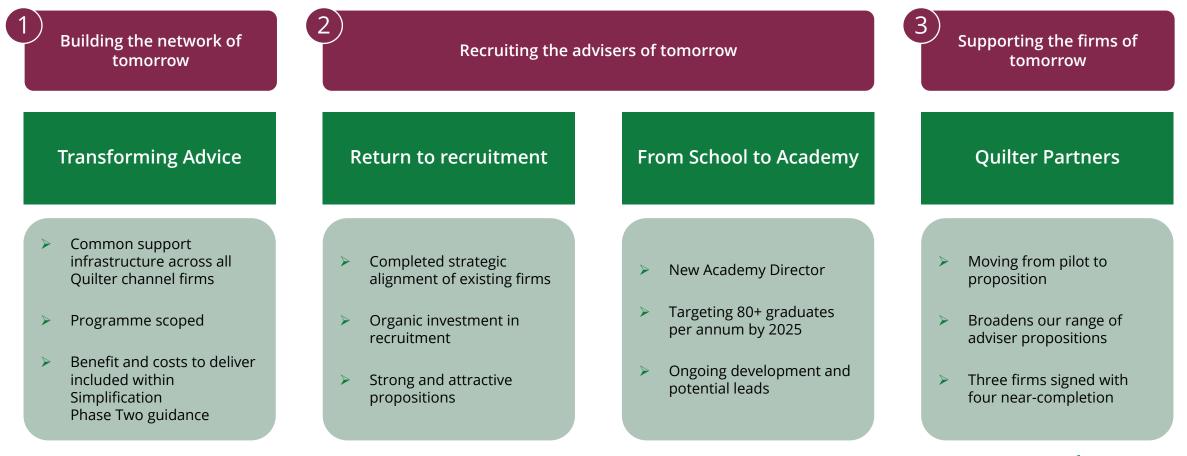






1. On a run-rate basis.

Delivering today and building for tomorrow







Business initiatives:

Distribution:

- Expanded financial planning team planners in every UK office, and introduced into Jersey and Dublin offices
- Broadening range of offering with professional connections partners, targeting higher net worth clients

Proposition:

- MPS strategy launched in Jersey
- > MPS on Platform gaining momentum
- Strong investment performance
- New Chief Investment Officer appointed Efficiency:
- Application with FCA for direct authorisation of Quilter Cheviot

Rebrand first visible step in moving to a single operating model









hy we are right fo





For clients of Quilter Private Client Advisers, this is our new website. Our new name is Quilter Cheviot Financial Planning, and we continue to provide the same high service standards as we always have.

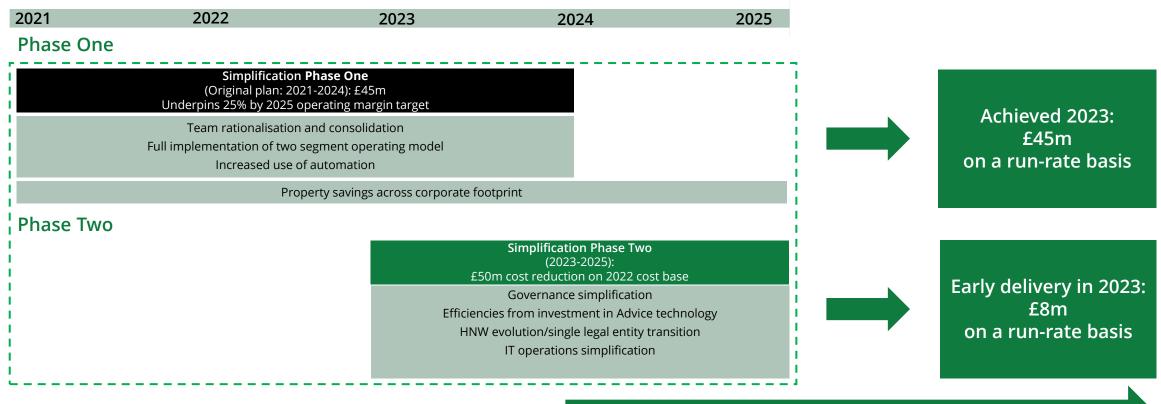




Organisational Simplification: phase one delivered; phase two underway



Simplification phases



Medium-term operating margin goal of 30%



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The unbundled Quilter model is well positioned and focused on delivering good outcomes for:

Clients

Advisers

Colleagues

Shareholders

Consumer Duty and ongoing advice:

- ✓ Further enhanced vulnerable customer support
- Announced Platform fee reduction / interest sharing
- Introduced tiered Adviser charges on Platform
- Established communications toolkit
- Published value assessments
- Adviser engagement supporting their preparation
- Launched new adviser / customer engagement panels
- Platform fees not charged on cash
- Commencing review of historical ongoing advice servicing
- Preparing for the July 2024 Board assessment



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Operating margin

- > 27% achieved in 2023, exceeding target of 25% in 2025
- > Group now focused on 30% medium-term goal
- > Simplification phase two savings of £50m targeted to be delivered by the end of 2025

Net flows / opening AuMA

- > Incremental improvement in 2024
- > 4-5% net flows / opening AuMA when markets normalise, and aspire to build momentum further



Financial review





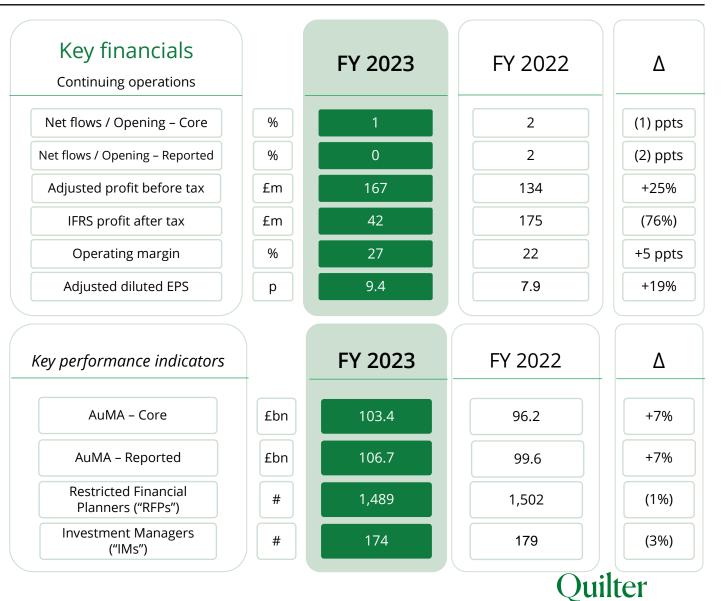
Mark Satchel Chief Financial Officer

Introduction

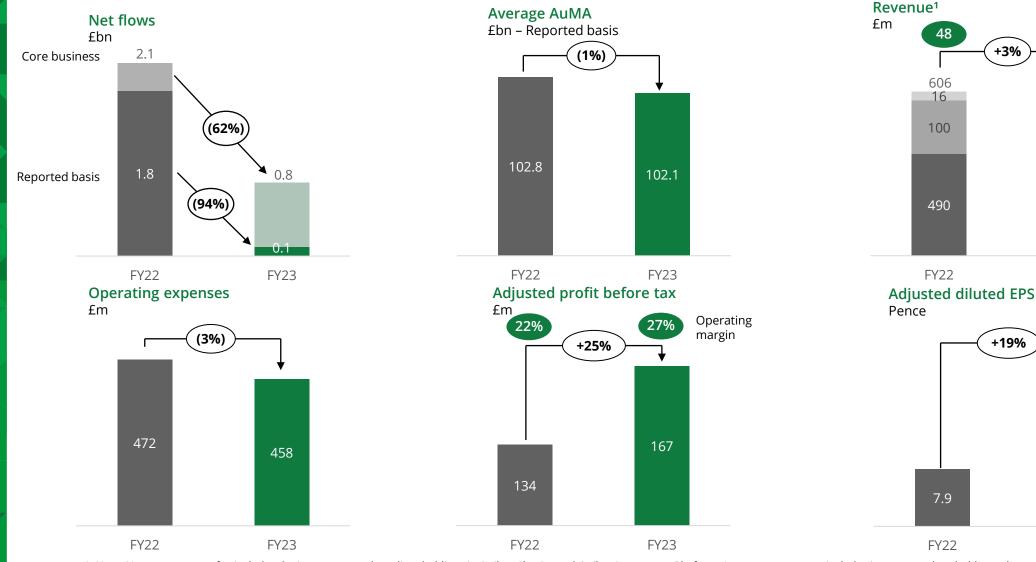


2023 results: summary

- Strong growth in adjusted profit
- Broadly stable revenue margins
- Increased investment revenue
- Strong cost discipline
- Increase in effective tax rate
- Adjusted diluted EPS growth
- Remain well capitalised and liquid:
 - > 16% increase in Full Year dividend



Operating leverage drives strong growth in adjusted profit and EPS



1. Note: Net management fee includes the interest earned on client holdings in Quilter Cheviot and Quilter Investment Platform. Investment revenue includes interest on shareholder cash balances (including cash at bank and money market funds).

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Revenue margin

Investment revenue

Net management fee

Other revenue

(bps)

47

625

62

86

477

FY23

9.4

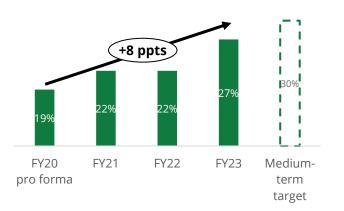
FY23

+3%

+19%

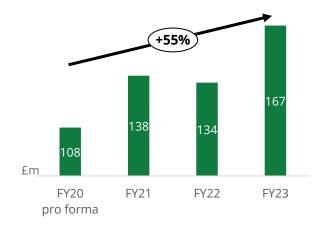


Operating margin



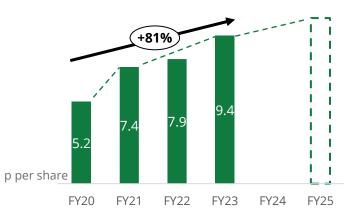
- > Operating margin ahead of 2025 target
- Business model has scope for strong operating leverage
- Focused on 30% medium term target





- Significant increase since sale of Quilter International
 - > Despite market declines in 2022
 - and broadly flat average AuMA in 2023

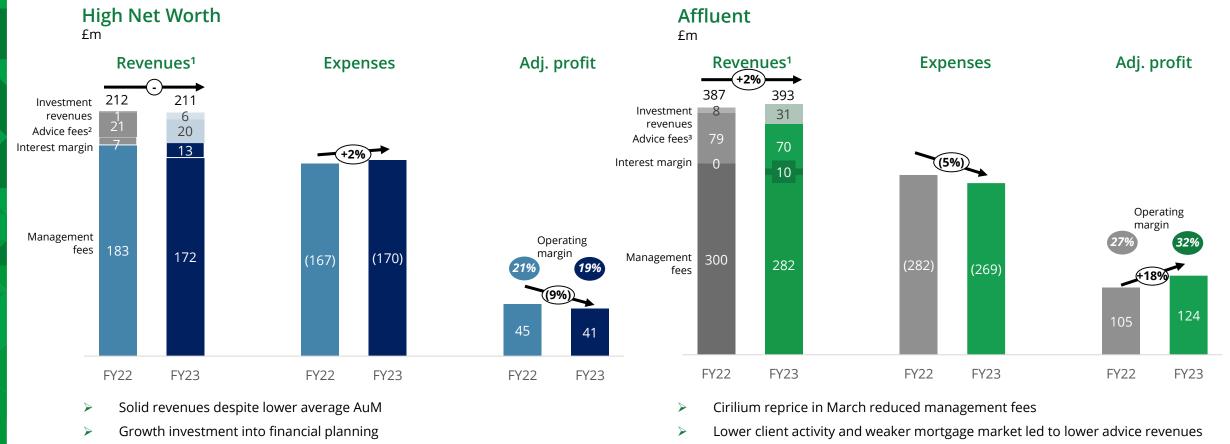
Adjusted diluted EPS momentum: indicative trajectory



- > EPS momentum supported by both
 - business performance and
 - share count reduction from capital returns



Segments: resilient High Net Worth, strong Affluent performance



- > Net 10 advisers added to Quilter Cheviot Financial Planning
- > IM numbers declined 5 on a net basis reflecting retirees and leavers

- Interest margin benefit contributed from Sept' 2023 following platform reprice
- > Costs reflected accelerated delivery of simplification benefits and lower FSCS levies

1. Note: Investment revenue includes interest on shareholder cash balances (including cash at bank and money market funds). Interest margin includes interest earned on client holdings in Quilter Cheviot and the Platform.

2. FY23 figure includes Other revenue of £1m.

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^{3.} FY22 figure includes Other revenue of £2m and FY23 includes Other revenue of £2m.

Managed

47

FY22

 \geq

bps

Revenue margin progression

Cirilium

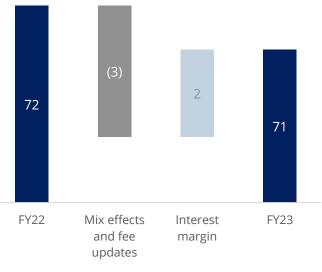
reprice



High Net Worth

Managed

Revenue margin progression bps



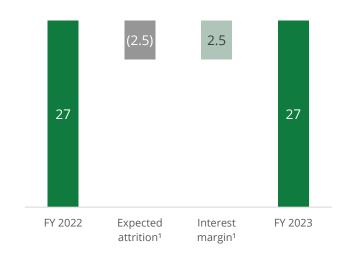
- Broadly stable margin
- Mix effect broadly offset by interest margin

1. On an annualised basis.

Affluent

Administered

Revenue margin progression bps



Cirilium Active repriced in March 2023

Asset mix

(3)

41

FY23

- Cirilium Blend and WealthSelect switching maintains assets within Quilter
- Expect c.1bp per annum margin decline



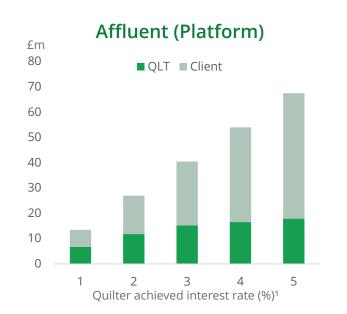
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Interest rate sensitivity manageable

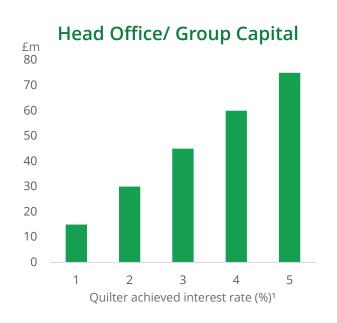
Quilter and clients' revenue share



- > c.£1bn of cash balances at year end
- Current margin 75bps, on c.475bps total client rates
- 50% decrease in interest rates reduces margin contribution by 33%



- > c.£1.4bn of cash balances at year end
- Current margin 130bps, on c.475bps total client rates
- Interest sharing introduced alongside reduction in Platform fees
- > No requirement for client to hold cash
- 50% decrease in interest rates reduces margin contribution by 25%



- > c.£1.5bn of cash balances at year end
- 50% decrease in interest rates would be offset c.5% increase in AuMA

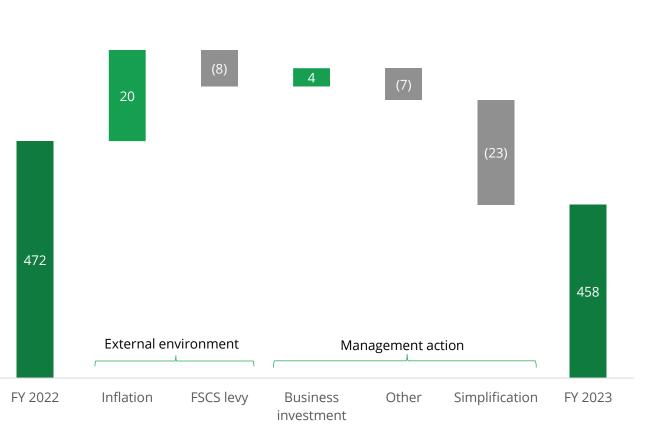


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Contribution calculation assumes £1.0bn Quilter Cheviot client cash balances, £1.4bn Quilter Platform client cash balances, and £1.5bn Quilter Head Office shareholder cash balances. 1. Typically Bank of England base rate less 50bps.

	Cost analysis (£m)			As a percentage o revenues		
	2023	2022		2023	2022	
Support staff costs	115	118				
Operations	21	22				
Technology	32	35				
Property	30	31				
Other base costs ¹	29	30				
Sub-total base costs	227	236		36%	39%	
Revenue-generating staff base costs	96	92		15%	15%	
Variable staff compensation	74	75		12%	12%	
Other variable costs ²	45	46		7%	8%	
Sub-total variable costs	215	213		34%	35%	
Regulatory/ PI costs	16	23		3%	4%	
Total operating expenses	458	472		73%	78%	

2023 expense progression £m

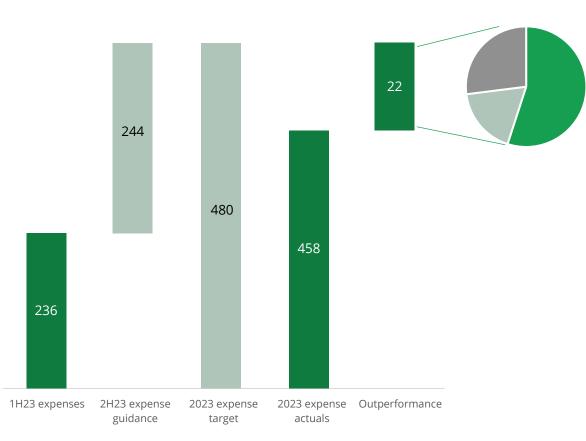


Numbers may not cast due to rounding. 1. Other base costs includes depreciation and amortisation, audit fees, shareholder costs, listed Group costs and governance. 2. Other variable costs includes FNZ costs, development spend and corporate functions variable costs.

Sources of expense out-performance



2023 expense delivery outperformance ^{£m}



1. Excludes any potential costs associated with the review of historical advice.

Sources of outperformance in 2023

- Simplification phase two and additional management expense control
- FSCS levies
- Lower than anticipated change activity

Drivers of expense growth in 2024¹

- Inflation
- Brand investment
- Investment in growth initiatives
- FSCS levies
- Partially offset by Simplification Phase Two



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Strong solvency ratio and cash position

Solvency II ratio (12%) 10% (3%) (2%) 271% 230% Regulatory solvency at Business transformation Odd-lot Offer PRA Dividends Regulatory solvency at Market variances Business initiatives Movement 31 Dec 2022 costs in profit and risk margin 31 Dec 2023 other, net change Holding company cash £m (14) (4) -(2)-(65) 12 (18) 349 299 1 Jan' 23 Head office & Odd-lot Offer Single Strategy Debt issuance Dividends Net interest Finance Cash remittances Capital 31 Dec' 23 Recommended Pro forma business sale costs paid business received costs from subsidiaries contributions Final Dividend at 31 Dec' 23 price adjustment transformation provision funding

- Strong Solvency II ratio
- January: issue of £200 million of 85% Fixed Rate Reset Subordinated Notes due April 2033, with a call option in January 2028

- Holding company cash reserved for
 - Simplification costs
 - Select growth investment
 - > Regulatory capital



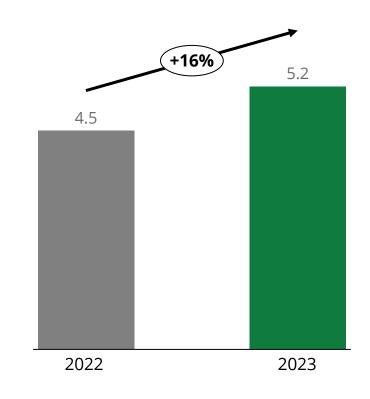
Dividend

Dividend

- > Board recommends a 2023 dividend of 5.2p, an increase of 16%
- > Dividend pay-out ratio of 61% (FY 2022: 57%)
- > Board expects to continue moving up the pay-out range, over time

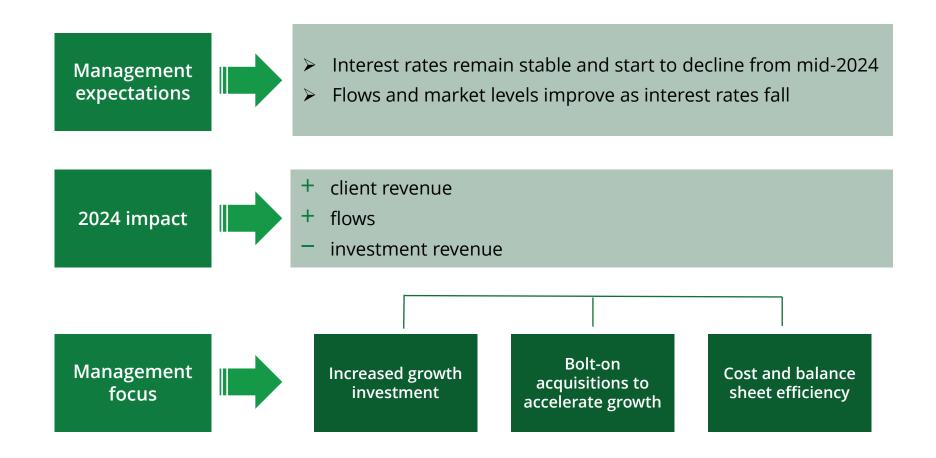
Odd-lot Offer complete

- > Odd-lot Offer approved at the 2023 AGM
- Acquired 16 million shares at c.88p/share from holders of less than 200 shares. This represented a 5% premium to the 5-day VWAP.
- > Shares transferred into the EBT





Operating environment: maintaining our focus on delivery





	FY 2023 guided Group targets	Group target
Net flows	 c.4-5% of opening AuMA per annum as markets normalise, and aspire to build momentum further 	> Unchanged
Revenue margins	 High Net Worth managed assets stable around 70 bps Affluent managed asset mix dependent – trending down to low 40's bps Affluent administered assets trending down c.1 bp p.a 	 High Net Worth managed assets stable around 70 bps Affluent managed assets – mid to high 30 bps, mix dependent Affluent administered assets trending down c.1 bp p.a
Operating margin	Targeting 25% in 2025 and build to 30% in the medium-term	Building towards 30% in the medium-term ¹
Dividend and capital return	Policy pay-out range of 50% to 70% of post-tax, post-interest adjusted profit	> Unchanged
Below the line items	£120m total Phase One (£55m) and Phase Two (£65m) Simplification costs, inclusive of cost of Advice transformation and High Net Worth evolution	Unchanged – £42m spent to date
	2024	guidance
Net flows	 Building towards medium-term targets 	

1. Excludes any potential costs associated with the review of historical advice.



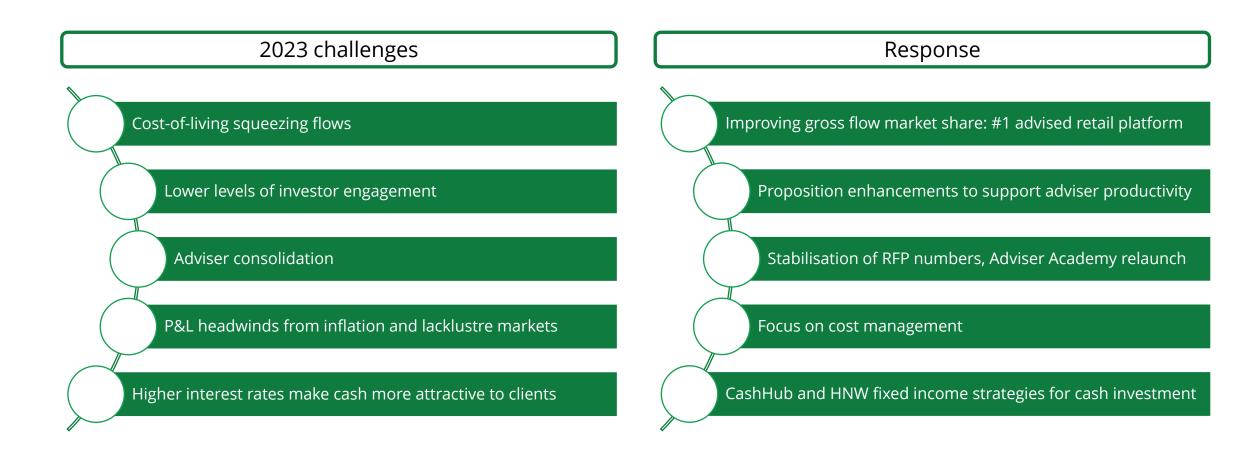


Steven Levin Chief Executive Officer

Concluding remarks



Well positioned to capture flow recovery as market improves

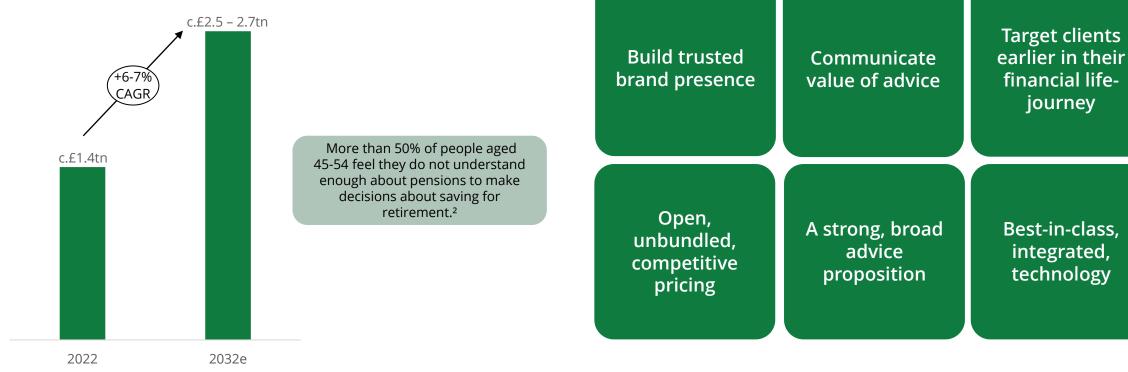


2024: Continued focus on enhancing proposition, building distribution and driving efficiency



The opportunity: industry dynamics supportive of long-term growth

UK wealth management ecosystem outlook



'Face-to-face advice' AuMA¹

1. Source: Oliver Wyman / Quilter.

2. Source: ONS "Early indicator estimates from Wealth and Assets Survey", published August 2020.

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Large, structurally supportive market, with ample growth

opportunity for those who can:

Building the UK's best-in-class wealth manager





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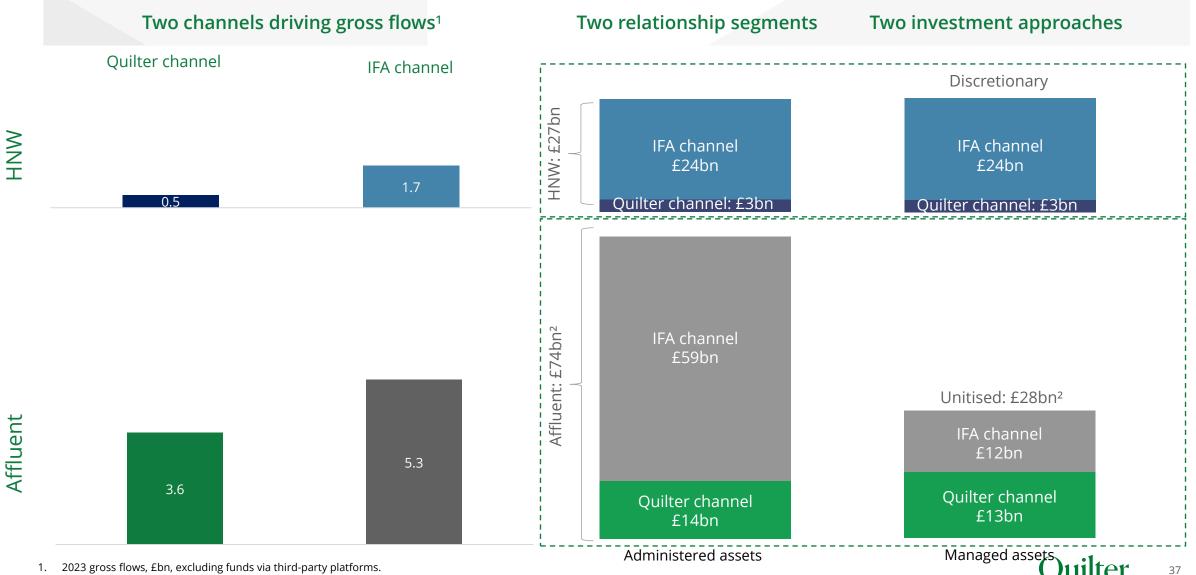


Appendix



The Quilter model

Covering the market with two distribution channels, two scale businesses, two investment approaches



Individual channel figures represent Core assets. Total segment figures include core assets plus non-core assets of £1.2bn administered and £2.1bn managed, respectively. 2.

Movement in assets and flows

2023 gross flows, net flows & AuMA (£bn), unaudited	AuMA as at 31 December 2022	Gross flows (£m)	Net flows (£m)	AuMA as at 31 December 2023	Of which managed by Quilter AuM as at 31 December 2023
AFFLUENT SEGMENT					
Quilter channel	15.4	3,608	1,608	17.2	13.3
IFA channel on Quilter Investment Platform	54.1	5,251	(164)	58.7	10.6
Funds via third-party platform	2.0	301	(316)	1.6	1.6
Total Affluent segment core business	71.5	9,160	1,128	77.5	25.5
HIGH NET WORTH SEGMENT					
Quilter channel	2.4	513	369	2.9	2.9
IFA channel incl. Direct	23.1	1,681	(507)	24.1	24.1
Total High Net Worth segment	25.5	2,194	(138)	27.0	27.0
Inter-Segment Dual Assets ¹	(0.8)	(258)	(158)	(1.1)	(0.3)
Quilter plc core business	96.2	11,096	832	103.4	52.2
Non-core	3.4	78	(695)	3.3	2.1
Quilter plc reported	99.6	11,174	137	106.7	54.3
Affluent AuMA breakdown (incl. non-core):					
Affluent administered only	50.0	4,823	270	53.2	
Affluent managed and administered	17.0	3,369	1,520	20.6	
Affluent external platform	7.9	1,046	(1,357)	7.0	

Note: for modelling purposes, Quilter channel 2023 Platform discrete gross flows and net flows were £2,934m and £2,074m, respectively, with closing AuMA of £13.9bn. 1. Inter-segment dual assets reflect funds sold by Quilter Cheviot and managed by Quilter Investors and the Quilter Cheviot bespoke managed portfolio services solution available to advisers on the Quilter Investment Platform. This is excluded from total AuMA to ensure no double count takes place.

Client pricing: open, unbundled, with choice at the heart

Average fees example, reflecting current predominant choice by clients & their advisers % of investment

		Upfront		Ongoing p.a.			Total Equivalent p.a.			
		Advice	Total	Total p.a/ 10 Years (A)	Advice	Wrapper / Admin	Investment Management	Total (B)	A+B	Financial Advice Included?
Average fees, most popular investment, network adviser	QFP WS Blend Risk Level 5	1.08	1.08	0.11	0.66	0.21	0.58	1.45	1.56	Yes
	QFP - WS Active RL5	1.08	1.08	0.11	0.66	0.21	0.69	1.56	1.67	Yes
	QFP - WS Blend RL5	1.08	1.08	0.11	0.66	0.21	0.58	1.45	1.56	Yes
Average fees for £500K	QFP - WS Passive RL5	1.08	1.08	0.11	0.66	0.21	0.22	1.09	1.20	Yes
investment, Network adviser Platform										
charge, various solutions	QFP Cirilium Balanced Active	1.08	1.08	0.11	0.66	0.21	1.14	2.01	2.12	Yes
	QFP Cirilium Balanced Blend	1.08	1.08	0.11	0.66	0.21	0.73	1.60	1.71	Yes
	QFP Cirilium Balanced Passive	1.08	1.08	0.11	0.66	0.21	0.37	1.24	1.35	Yes

Source: Quilter plc – Based on actual charges made to clients over the last 12 months, produced for publication in December 2023. Notes:

1. The outcome highlighted in bold is the outcome currently the predominant choice made by clients and their advisers. Advice + Platform + Wealth Select Blend (risk level 5).

2. Advice fees are a function of case size, the 108bps and 66bps are the average charges for a £500k portfolio based on actual cases written in 2023 for new business and current ongoing charges.

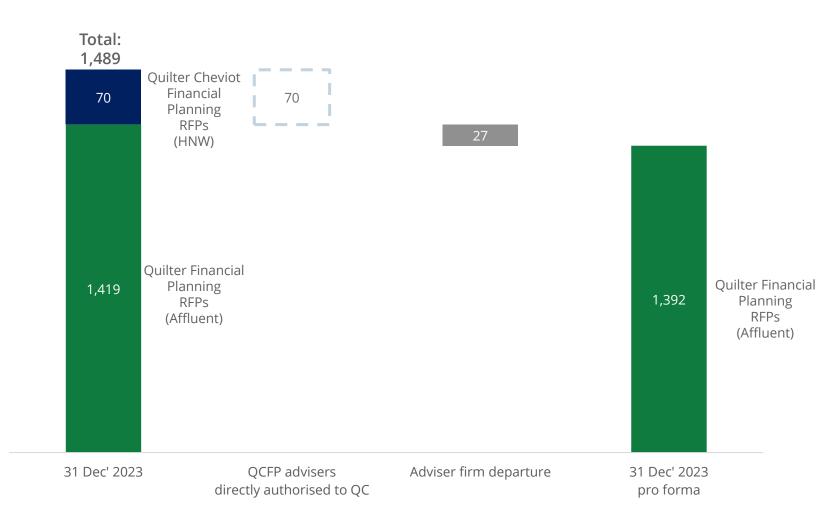
3. Platform fee is based on a £500k portfolio.

4. Investment management fee is inclusive of Quilter's margin and that paid to the underlying fund manager.



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Post-year end movement in RFP headcount





Quilter Investors: investment performance

As at 31 December 2023

	Fund vs IA Sector comparator	1Y	ЗҮ	5Y	10Y	Since inception ¹
	Cirilium Conservative Portfolio	4	4	4	2	2
Cirilium Active	Cirilium Balanced Portfolio	3	4	3	2	1
	Cirilium Moderate Portfolio	3	4	4	3	1
	Cirilium Dynamic Portfolio	3	4	3	3	1
	Cirilium Adventurous Portfolio	2	3	3		3
	Cirilium Conservative Blend Portfolio	3	2			2
	Cirilium Balanced Blend Portfolio	2	2			1
Cirilium Blend	Cirilium Moderate Blend Portfolio	2	2			2
	Cirilium Dynamic Blend Portfolio	2	1			2
	Cirilium Adventurous Blend Portfolio	1	1			1
	WealthSelect Managed Active 3	1	1	1		1
	WealthSelect Managed Active 4	2	2	1		1
	WealthSelect Managed Active 5	1	1	1		1
	WealthSelect Managed Active 6	2	2	2		1
WealthSelect Managed Active	WealthSelect Managed Active 7	2	1	1		1
	WealthSelect Managed Active 8	2	1	1		1
	WealthSelect Managed Active 9	2	1	1		1
	WealthSelect Managed Active 10	3	2	3		3
	WealthSelect Managed Blend 3	1	1	1		1
	WealthSelect Managed Blend 4	1	2	1		1
	WealthSelect Managed Blend 5	1	1	1		1
WealthSelect Managed Blend	WealthSelect Managed Blend 6	2	2	2		1
weattiselett wanagen Bienn	WealthSelect Managed Blend 7	1	1	1		1
	WealthSelect Managed Blend 8	1	1	1		1
	WealthSelect Managed Blend 9	1	1	1		1
	WealthSelect Managed Blend 10	2	2	3		3

Investment performance

- WealthSelect managed portfolio continued to deliver \succ a strong performance
- Cirilium Passive and Blend also performed well \succ during the year
- Following the change in manager at Cirilium Active in \geq late 2022, we have seen an improvement in performance.

Note: Past performance is not a guide to future performance and may not be repeated. UK: Suitable for professional clients. Note: Rankings represent Quartile rankings against respective IA sectors. Cirilium Passive is not measured against an IA comparator and hence does not appear in this table. 1. Cirilium Active launched on 2nd June 2008, with the Adventurous portfolio launching in June 2017. Cirilium Blend launched on 27th July 2019 and WealthSelect launched on 28th February 2014.

High Net Worth: investment performance

Investment Performance

31 December 2023	Absolute Performance				
	1 Year	3 Year	5 Year		
Quilter Cheviot DPS Client Steady Growth	8.3%	6.3%	28.4%		
Quilter Cheviot DPS Equity Risk	10.0%	7.9%	35.0%		

31 December 2023	Benchmark/Peer					
	1 Year	3 Year	5 Year			
ARC PCI Steady Growth Index	7.2%	6.1%	27.6%			
ARC PCI Equity Risk Index	8.3%	7.8%	34.6%			

Highlights

- Steady Growth and Equity Risk clients received good absolute returns and relative to Asset Risk Consultants PCI peer group returns year-on-year
- Steady Growth and Equity Risk clients are ahead of the peer group average over 1, 3 and 5 years



Financial calendar

Date	Event
24 April	Q1 2024 trading statement
23 May	Annual General Meeting
7 August	2024 Interim results
16 October	Q3 2024 trading statement

Upcoming investor conferences in H1 2024

Date	Event
13 March	Avior Corporate Summit, Cape Town
20 March	Berenberg UK Corporate Conference, London
15 May	UBS Pan European SMID-Cap Conference, London
30 May	Anchor Stockbrokers Financial Services Conference, Cape Town
5 June	Goldman Sachs European Financials Conference, Madrid

