



Business performance in the first 9 months of 2018

Dietmar von Blücher, CFO

30 October 2018

comdirect

Highlights

Key figures

Growth (B2C):

- Strong customer growth with around 160 thousand net new customers after 9 months
- Assets under control of €65.4 billion (c +11% yoy)
- Record net fund inflows of €7.1 billion

Profitability (before taxes):

- Good group profit* after 9 months: €64.3 million (RoE of 13.7%)
- Our full-year profit expectation for comdirect group in 2018 remains unchanged from the communication at our half-year results

* group result incl. discontinued activities

Strategy

Highlights Q3 2018:

- New products and services such as the sparCheck for electricity and gas
- Artificial Intelligence (AI): technologies support efficiency and scalability of growth
- comdirect brand can be experienced live through the innovation partnership with the German Volleyball Association (DVV)

Outlook:

Setting further strategic priorities:

- New brokerage API starts with Guidants platform as launch partner
- comdirect app: account balance query with Apple Watch
- Smart financial companion for insurances



Key figures

Growth (B2C)

Growth accelerated further in Q3

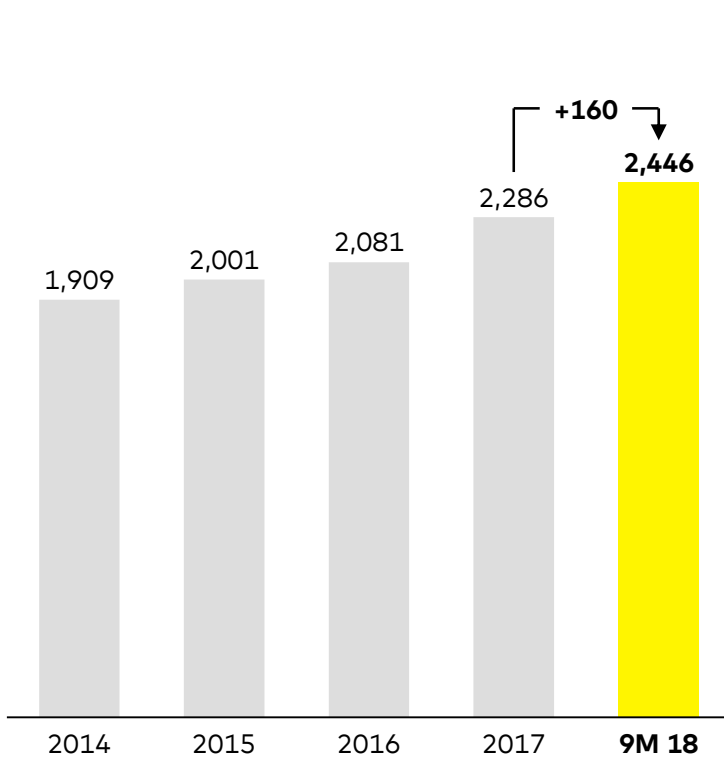
Around 160 thousand net new customers added organically in the first 9 months of 2018 – more than twice as many as last year

Customer assets under control grow by €6.4 billion to €65.4 billion in the first 9 months of 2018

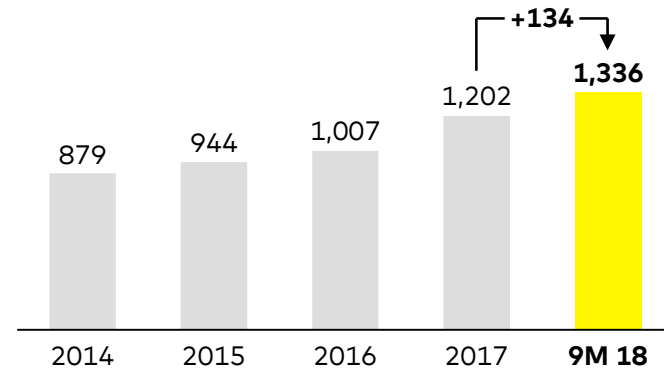
Record net fund inflows of €7.1 billion

Custody accounts (B2C) grow by more than 10% in the first 9 months

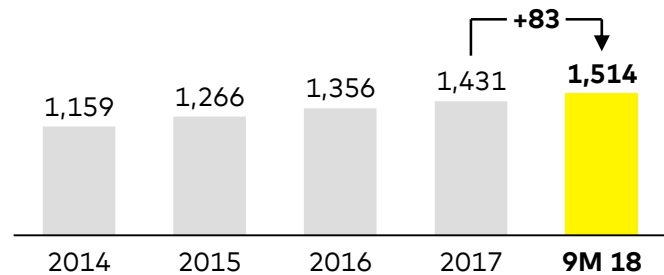
Customers (B2C)



Custody accounts (B2C)

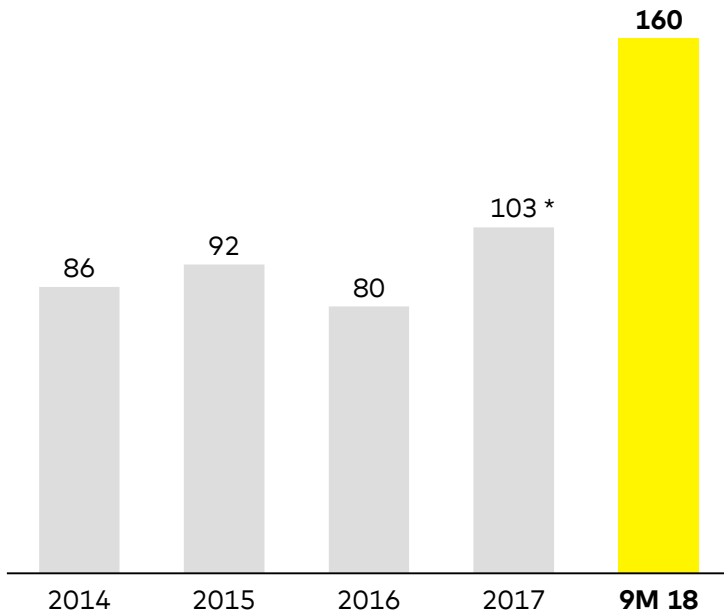


Current accounts

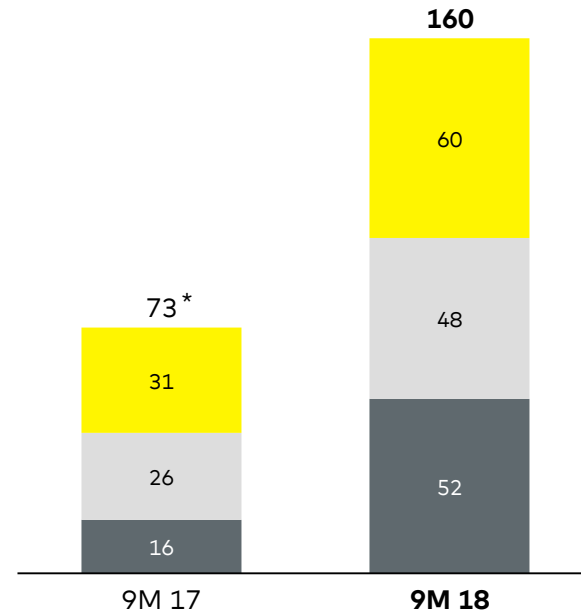


Strong customer growth – more than twice as many new customers as last year

Organic customer growth (B2C) since 2014



Organic customer growth (B2C) nine-month comparison



* Excl. 102k customers from onvista acquisition on 3 April 2017

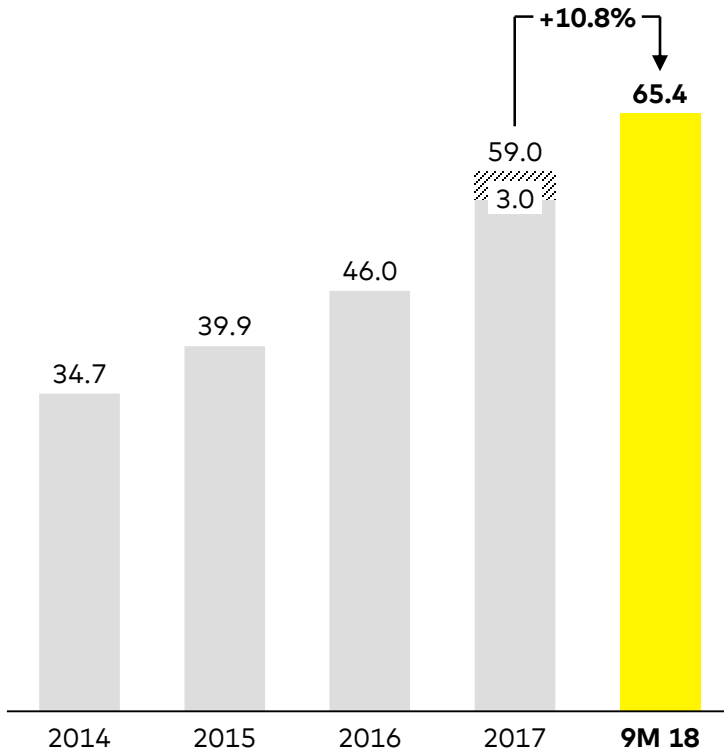
■ Q3 ■ Q2 ■ Q1

in k

Assets under control

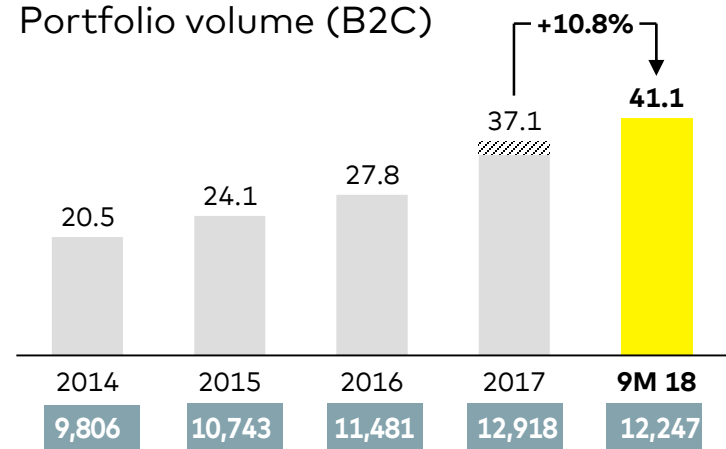
Strong growth in portfolio volume despite cautious markets

Assets under control (B2C)

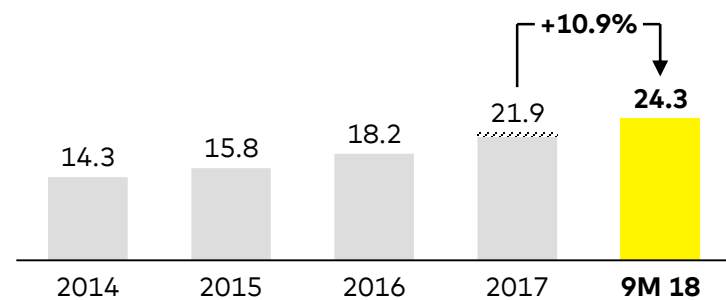


onvista on 3 April 2017

Portfolio volume (B2C)



Deposit volume



DAX Performance Index at end of period

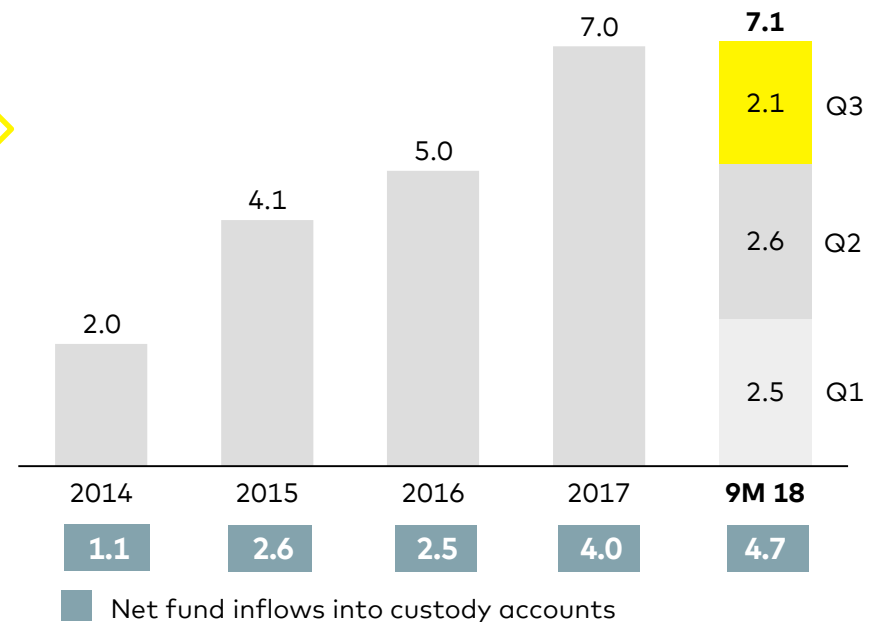
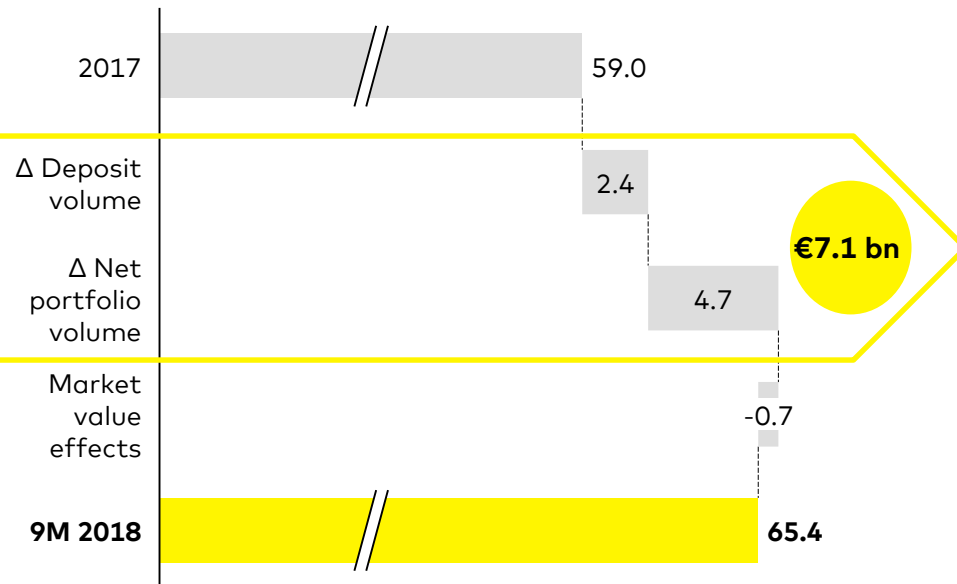
in € bn

Assets under control

Record net fund inflows in the first 9 months of 2018

Assets under control (B2C)

Net fund inflows (B2C)



in € bn

Profitability

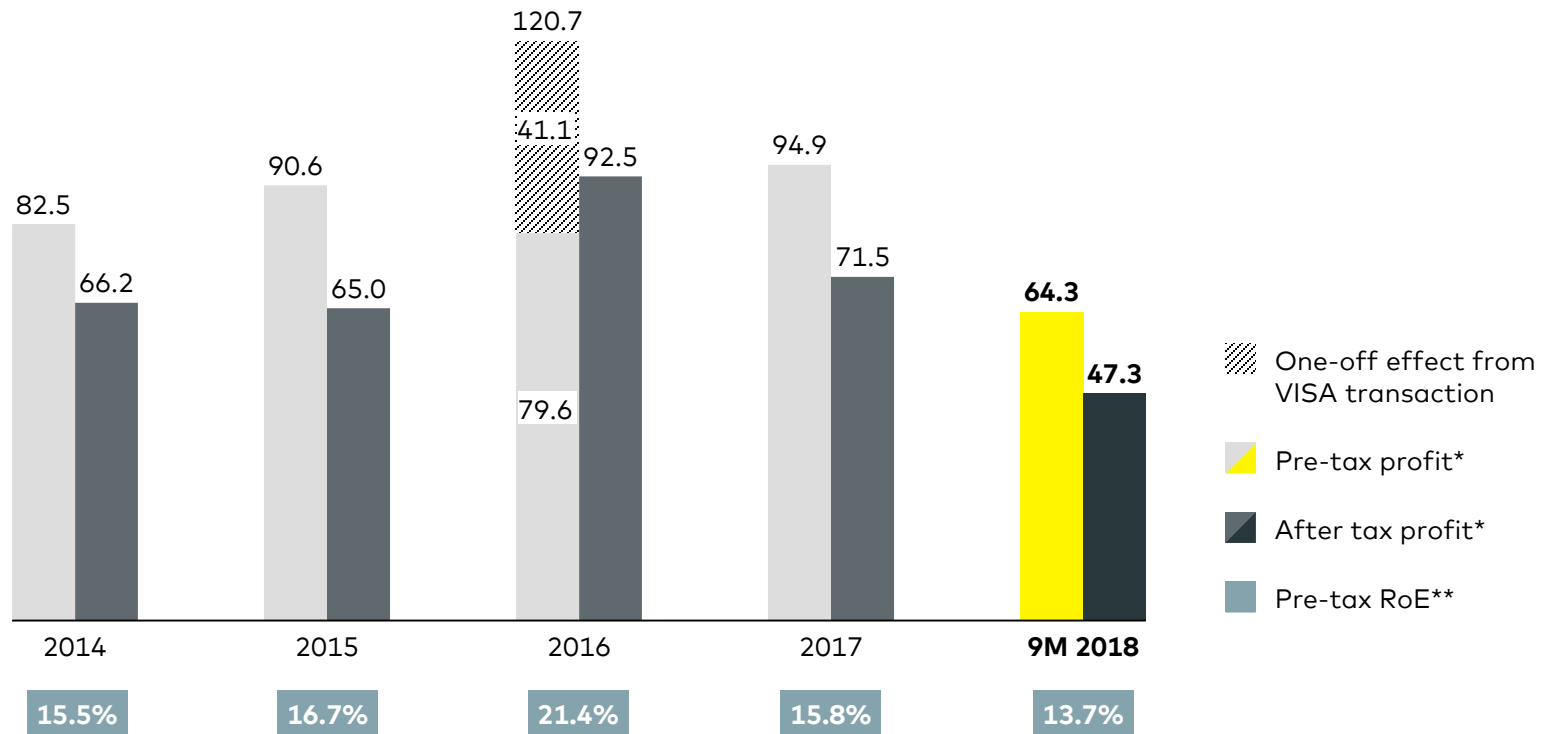
Good group* pre-tax profit after 9 months with €64.3 million (13.7% pre-tax RoE)

comdirect is investing in products, technologies and marketing in order to accelerate its growth path

The profit expectation for the full year remains unchanged from the communication at the half-year

* group result incl. discontinued activities

Good group pre-tax profit with €64.3 million after 9 months

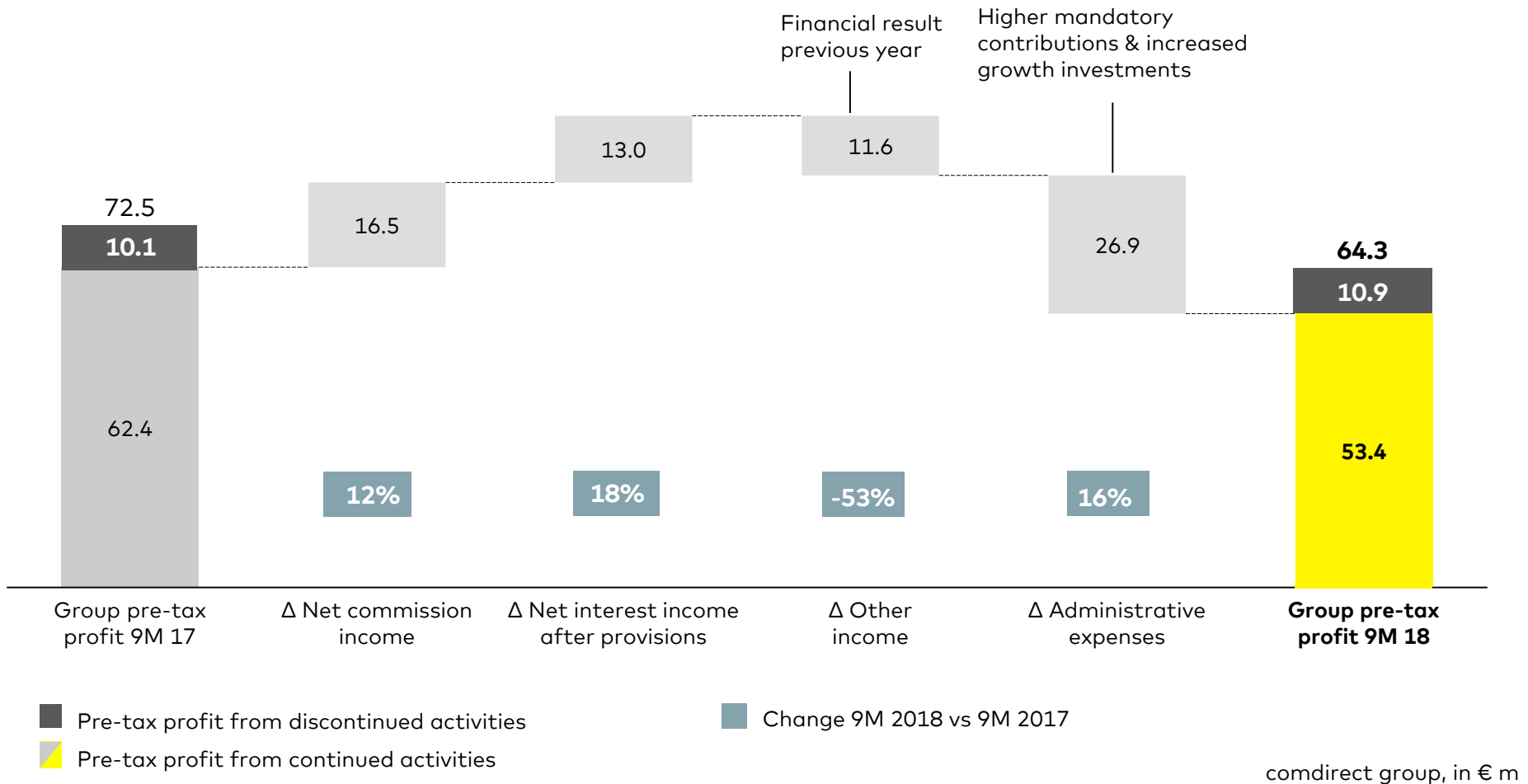


* group result incl. discontinued activities

** annualised

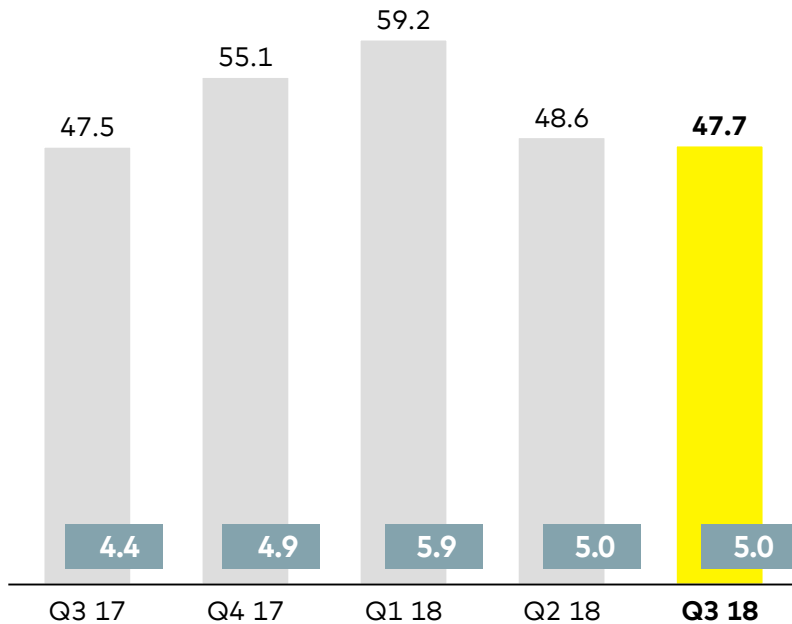
comdirect group, in € m

Growth investments influence the profit

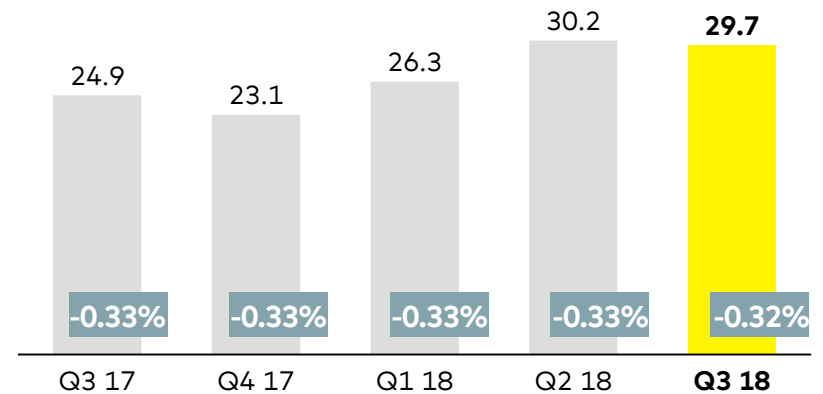


Net interest income stabilises at good level

Net commission income (B2C)



Net interest income after loan loss provisions (B2C)



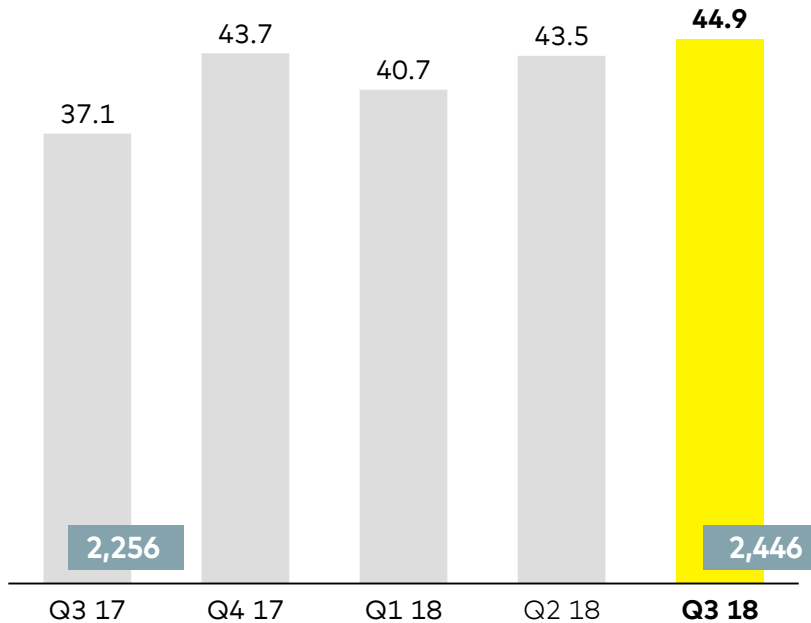
■ Executed orders B2C (m)

■ Ø 3M EURIBOR

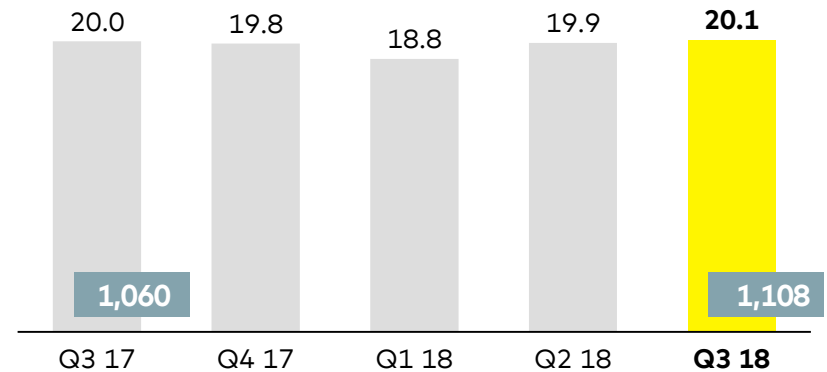
in € m

Growth investments impact other administrative expenses

Administrative expenses (B2C)



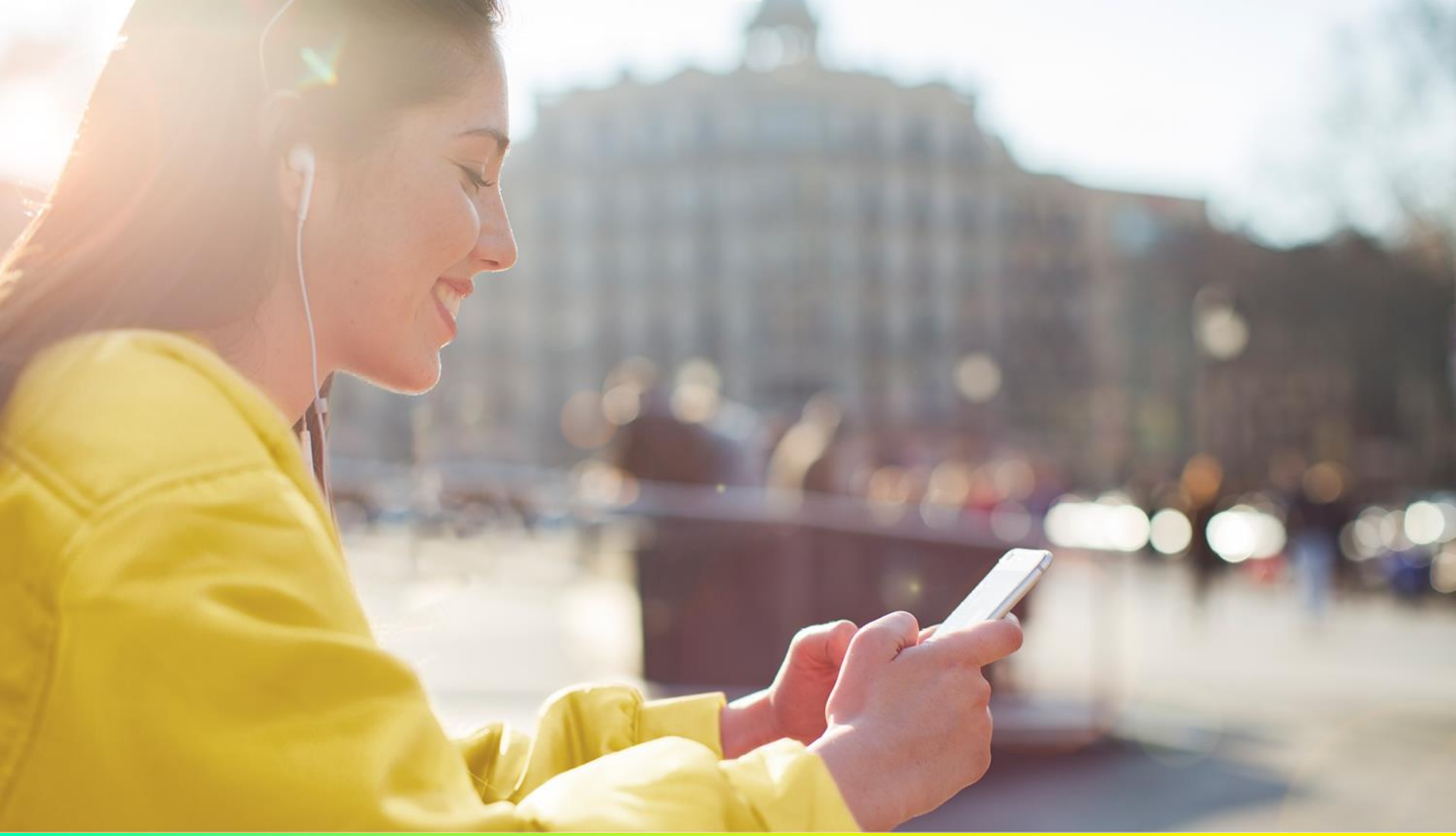
Personnel expenses (B2C)



■ Number of customers B2C (k)

■ Number of FTEs B2C (k)

in € m



Strategy

Strategy

New products and services such as the sparCheck for electricity and gas or planned check for insurance

Technologies with Artificial Intelligence (AI) support efficiency and scalability of growth

comdirect brand can be experienced live through the innovation partnership with the German Volleyball Association (DVV)

New brokerage API starts with Guidants platform as launch partner

In Q3, the focus continues to stay on the two pillars of our strategy



For the second year in a row comdirect was honoured with the `Best Broker` award



Motif Investing

- Customers can invest in themes interesting for them
- New investment themes: robotics and biotech
- Product offering extended to ETFs and shares
- New: convenient securities comparison

Outlook



Provision of a modern brokerage API

- In Q4, with new interface quicker to market and closer to the customer
- Trader portal Guidants as launch partner



Establishment cominvest

- Assets under Management of around €400 million
- Savings plans for existing customers

As smart financial companion we are simplifying our customers' life



Google Pay

comdirect customers were able to use Google Pay from launch in Germany

Strong reception since introduction in June 2018



Pilot Wearables

Contactless payments with the comdirect wrist band

Further functionality to be added in 2019



comdirect app

Gold at the German Design Award 2019

Outlook: query account balance conveniently via Apple Watch

Strategic enhancement through new products & services



onvista media

Launch of payable value added services round financial news such as alert services for traders

Start of commercialisation of advertising space on the comdirect Informer

Jetzt Strom und Gas vergleichen

sparCheck

Simply compare utility providers, change and save

Contractual provider change completes in less than 5 minutes

Outlook

Smart financial companion for insurances

Consolidate insurance policies digitally and optimise them with a few clicks

Technologies with Artificial Intelligence increase scalability and efficiency

AI Technologies



AI technologies increase the scalability of the business model and enable cost efficient growth

Chatbot and voice dialogue system support growth

Hybrid Chatbot

AI technology is supporting the strengths of the personal contact with the customer

- ✓ Rapid and exact answers
- ✓ Continuous learning of the system enables consistent optimisation

Intelligent Voice Dialogue Systems

Automation and execution of standard processes

Individual value add in direct customer contacts




Efficiency improvement and scalability

Robotic Process Automation (RPA) increases efficiency of processes

Software robot starts defined processes independently and executes them

Automation enables rapid execution around-the-clock and relief for standardised processes



 **Efficiency improvement and scalability**

comdirect as an innovation partner and the comdirect brand can be experienced live



comdirect becomes innovation partner in German volleyball

comdirect Challenge become an integral part of the volleyball game

- ✓ comdirect brand can be experienced live
- ✓ Positioning as innovation partner

National Volleyball Beach Tour 2018: 9 events with around 350,000 visitors

Partner of the Beach Volleyball FIVB World Tour Finals Hamburg 2018

Innovation and title partner for the Supercup of the federal Volleyball league until 2020



comdirect

Conclusion

- ✓ **Accelerated growth** (B2C) in the first 9 months with around 160 thousand net new customers and record net fund inflows
- ✓ **Good group pre-tax profit*** with €64.3 million (13.7% pre-tax RoE)
- ✓ comdirect continues to invest in **products, technology and marketing** and secures thus future growth
- ✓ **AI Technologies** to support the strong growth through efficiency improvements and scalability

* group result incl. discontinued activities



Notes

IFRS consolidated income statement

	9M 2017*	9M 2018
Net interest income	84,299	97,579
Net interest expense	12,946	10,203
Net interest income before provisions for possible loan losses	71,353	87,376
Provisions for possible loan losses	1,843	-1,157
Net interest income after provisions for possible loan losses	73,196	86,219
Commission income	162,028	189,871
Commission expenses	22,935	34,322
Net commission income	139,093	155,549
Result from sale and valuation of financial assets	0	4,152
Trading result and result from hedge accounting	-627	0
Result from financial investments	15,045	0
Other operating income	7,619	6,267
Total revenues	234,326	252,187
Personnel expenses	55,690	58,673
Other administrative expenses	107,164	129,120
Depreciation and amortisation	9,085	11,044
Total administrative expenses	171,939	198,837
Income before taxes from continued activities	62,387	53,350
Income before taxes from discontinued activities	10,066	10,920
Group pre-tax profit	72,453	64,270
Group net profit	56,188	47,317

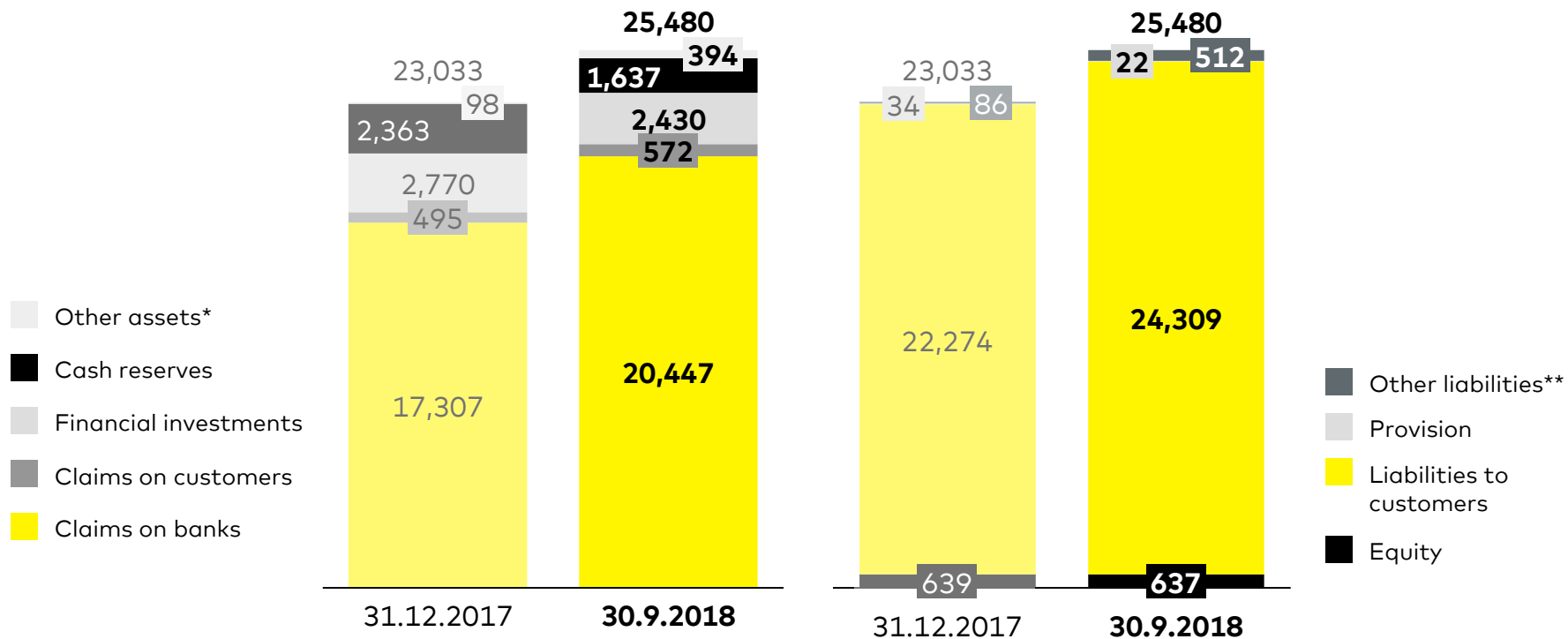
* Previous period adjusted for IFRS 5 (ebase contributions now shown separately as discontinued activities, all line items from continued activities are adjusted for ebase)

in € k

Group balance sheet according to IFRS

Assets







Liabilities



* Incl. assets from discontinued activities
 ** Incl. liabilities from discontinued activities

in € m


2019 financial calendar

-  **30 January**
Preliminary 2018 results; press/analyst conference, Frankfurt/Main
-  **26 March**
2018 annual report
-  **30 April**
Quarterly statement
-  **9 May**
Annual general meeting, Hamburg
-  **1 August**
Half-year report
-  **29 October**
Nine-month statement

Investor relations


If you would like more information or have any questions,
please feel free to contact us:

Simone Glass

 +49 4106 / 704 1966


 simone.glass@comdirect.de

Lea Wischmann

 +49 4106 / 704 1383

 lea.wischmann@comdirect.de

Benedikt von Davier

 +49 4106 / 704 1980

 benediktvon.davier@comdirect.de