

Nest!
BANK

Financial and business results



Executive summary

2022 strengthened our belief that the secret to Nest Bank's success lies in our commitment to provide high-quality services at the best market price. Record profits and a steadily growing number of customers prove that we're making the right decisions.

Entrepreneurs truly appreciate our unrivaled quality to price ratio boosted with practical innovations. Our primary aim is to provide these value-driven solutions that significantly contribute to the growth of businesses.

So, what's our secret? The passion of our team and the slick tech behind our products. From offering a fully mobile account that is so easy to set up as taking a selfie, to transforming a smartphone into a Nest POS payment terminal. Our goal is to make technology serve customers better.



Piotr Kowynia
CEO

Financial results

47,1 M
PLN

Nest! Group with record high net profit

Net profit **+2174%**

YOY

53%

Improved operational efficiency of Nest! Group

Cost/Income **-5,3 pp.**

YOY

8,2%

Increased shareholder value

ROE **+7,82 pp.**

YOY

13,8%

A stable capital base

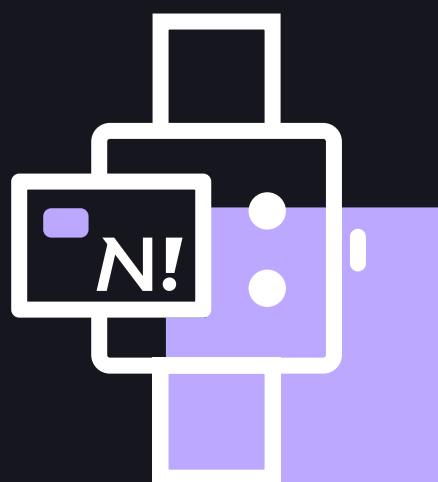
TCR **+0,36 pp.**

YOY

2022 in a nutshell

Powered by technology

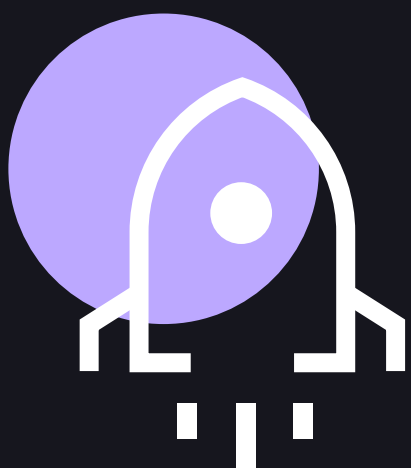
- Major processes implemented in the public cloud:
 - Data Lake and Big Data,
 - Marketing Cloud from Salesforce,
 - snap a selfie to open an account.



Online rules!

- Quick and easy customer acquisition. An account at Nest! is ready to roll in just 9 minutes – a smartphone and selfie is all you need.
- World's first implementation of Visa Mobile payments.
- Need to accept payments? No problem. Turn your smartphone into a POS with the Nest POS app.
- 85% of current accounts acquired online.

2022 in a nutshell



New offer is picking up steam

- The offer has been extended to include loans for micro-enterprises and small Limited Liability Companies (LLCs).
- Consolidation loan for businesses – perfect loan for tough times.
- New mobile payments: the first in the world to launch Visa Mobile. If you're into wearables, check out SwatchPAY!.
- **Growing number of transactional customers – businesses up by 13%, individuals up by 5%.**

A friendly workplace and social responsibility

- Nest! was awarded with gold medal in the prestigious EcoVadis ranking.
- A friendly workplace. 84% of our team agrees that Nest Bank is a good employer.



Showered with awards. We're ready to scoop up more.

The Banker
INNOVATION IN
DIGITAL BANKING
AWARDS 2022

Global Retail Banking Innovation 2022
Award for the introduction of new
digital payment methods



Bronze award for the Best Brand
Development Project



Best consolidation loan and business
account in the market



Nominated for mobile application
development in the 2022 Mobile Trends
Awards



Details

Powered by technology

+60%

Employment growth in IT (YOY)

A-players join the team

Bigger IT muscle ready for bigger challenges – IT team has grown by 60%.

Cloud projects that make you say WOW

- The first customer onboarding in Poland to be implemented in a public cloud.
- The first bank in Poland to implement Marketing Cloud from Salesforce.
- Secure and immediate access to real-time data by using Data Lake and Big Data in the public cloud.



+47%

Increase in automation replacing manual labor (YOY).

Robots on board

115 of them took over more than 122,000 hours of manual work. This is 47% increase compared to 2021.

Mobile revolution, here we go



Say Neeest!
It's time for your
new account.

That's all you need to
have your new
account up and
running.

9
minutes



4,9/5^{CES}



72^{NPS}

Convenient

Process is intuitive (Customer Effort Score* 4.9/5) and has positive ratings from users (NPS** 72 after completing the process).

Cloud-based

The first onboarding in Poland implemented in the computing cloud.



* Customer Effort Score (CES) is a customer's assessment of the effort required during their interaction with the company, such as shopping, solving a problem, or other interactions.

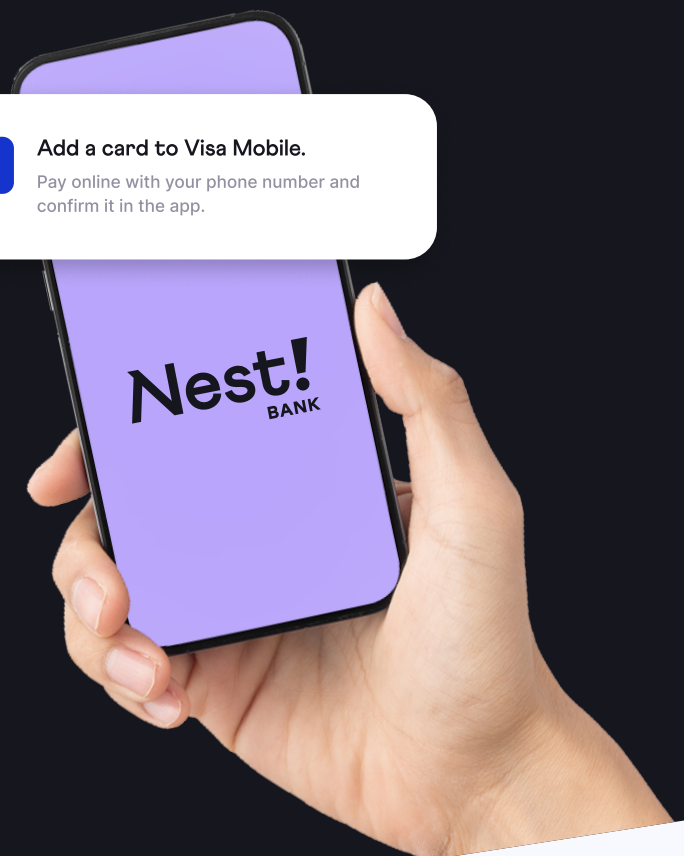
** NPS stands for Net Promoter Score, which measures customer loyalty by asking how likely they are to recommend a company/service to their friends or family.

First bank in Poland to implement Visa Mobile payment



Add a card to Visa Mobile.

Pay online with your phone number and confirm it in the app.



Nest! customers shifted to mobile and fell in love

+14%

Increase in mobile-only
customers (YOY)

+58%

Increase in the value
of mobile transactions
(YOY)

+29%

Increase in the number
of mobile transactions
(YOY)

Innovation embedded in the DNA

Nest POS

Turn your smartphone into a POS.

SwatchPAY!

All you need to pay is a watch.

Visa B2B Connect

The first bank in Poland to introduce new cross-border payments from VISA.

Payment gateway

Easy payments for e-commerce.





+45%

Cash no more

Increase in the value of mobile wallet transactions. Thanks to new payment methods and a growing number of active users.

Online first

85%

Share of accounts acquired online

We're grabbing more and more accounts online

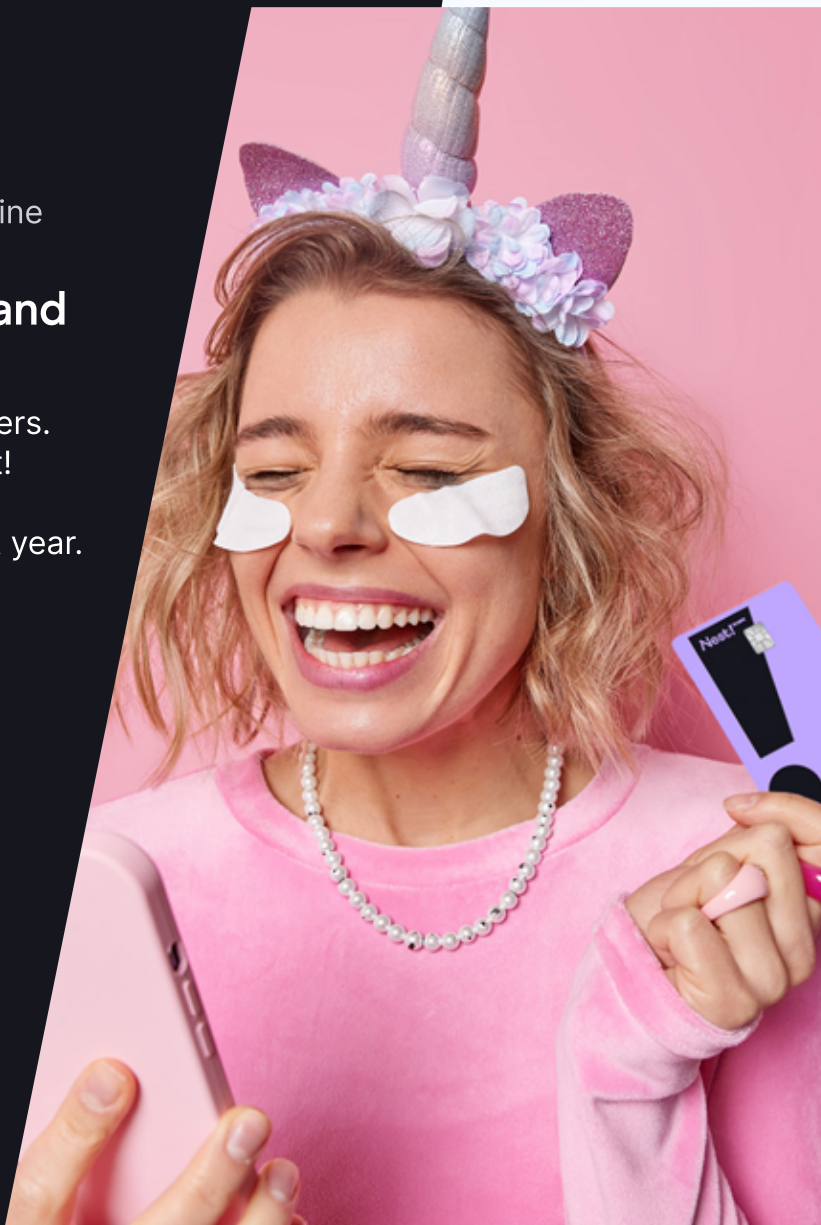
Modern banking for modern users. It's no wonder that 85% of Nest! customers onboarded online. That's 14 pp. increase from last year.

+50%

Increase in the number of applications and instructions submitted online (YOY)

No need to visit

Convenience above all. At Nest!, you can handle almost all your banking tasks online.



Entrepreneurs matter!



99,6%

The offer expanded with loans for micro businesses and small LLCs.

A consolidation loan is offered with a 3% bonus*, making it a good loan for tough times.

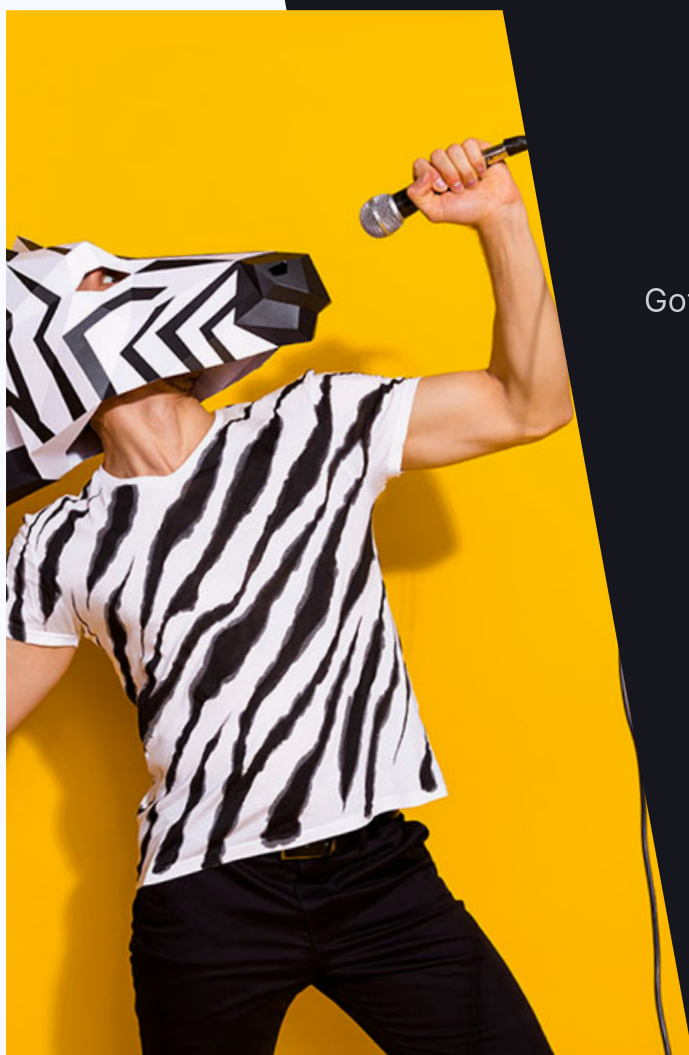
The number of loans granted in 2022 secured with the de minimis guarantee of BGK.

Nest Bank is among the TOP 10 banks in the number of de minimis guarantees granted by BGK**.

* The bonus is calculated on the amount of the loan transferred from another bank and paid into the account designated by the customer.

** The de minimis guarantee program is a part of the government program "Supporting entrepreneurship through sureties and guarantees of Bank Gospodarstwa Krajowego". De minimis guarantees are aimed at improving access to finance for SMEs and providing widely available guarantees to support development of enterprises.

Positive buzz from the customers



68%

Requests solved on the first contact

Got a problem? It's done! Nest Bank values your time – the FCR* ratio reached 68% and increased by 7 pp.(YOY)

45 NPS

Nest Bank? Go for it!

Our service quality leaves customers smiling. The Net Recommendation Index (NPS)** increased to whopping 45 points.

*First Call Resolution or First Contact Resolution is a metric used to measure the resolution of customer inquiries or problems during the initial call or contact with a bank employee.

** NPS stands for Net Promoter Score which measures customer loyalty by asking how likely they are to recommend a company/service to their friends or family.

Tech-savvy at heart, with eye-catching looks

Cards

Featuring a distinctive exclamation mark. Plus, they're vertical for that extra wow factor.



App rebranding and new website

Bold colors. Distinctive typography. Intuitive UX.

New logo and colors

Dynamic and ready to roll. That's Nest!

Great results with a responsible approach



Social responsibility

Nest Bank has been awarded gold medal in the international EcoVadis ranking and is among the top 3% of the highest-rated companies in the financial industry worldwide.

Sustainability

Believing in the principles of sustainable development, Nest Bank is a member of the United Nations Global Compact.



We had a blast,
and it's gonna
get even better!
What's in store
for 2023?

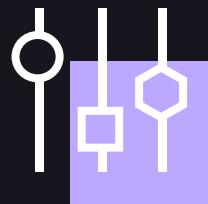


2023 in brief

More tech goodies



The app is switching to Flutter. One solution for iOS and Android, resulting in lower costs and faster development.



Personalized communication and automatic campaigns implemented by Salesforce for higher customer activation and cross-selling.

Even more cool tools for businesses



Virtual card

10 minutes and you're all set up.



Online currency exchange

Currency exchange at an attractive rate. Quick and convenient.



All set to kick off an epic new ad campaign

Comic, dynamic, and absolutely
stunning. Stand out or die!

Nest!

BANK

