

## 3Q 2022 highlights

#### Kaspi.kz's Super App model keeps delivering growth

# **Payments**

Marketplace

**Fintech** 

+52% YoY

+51% YoY

Revenue

+51% YoY

+58% YoY

+63% YoY

+59% YoY
Net Income<sup>(1)</sup>

+30% YoY

+28% YoY

+5% YoY



Consolidated

+39% YoY

+30% YoY

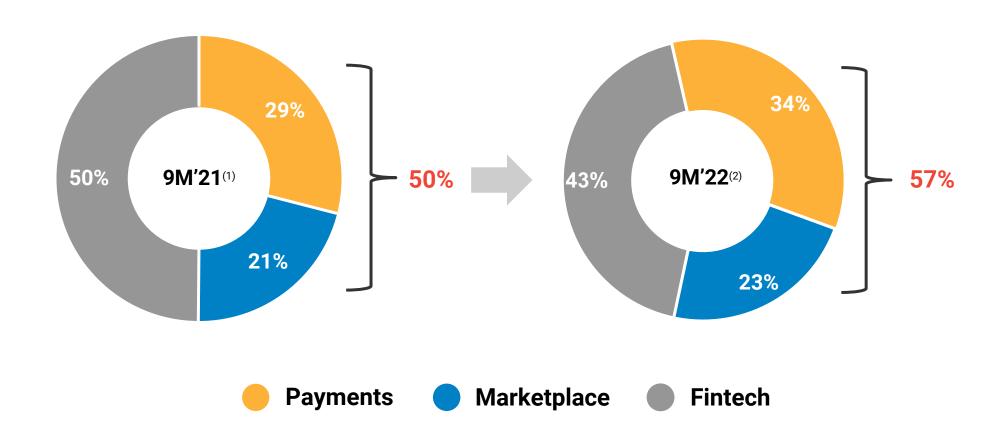
Net Income<sup>(1)</sup>

(R) Kaspi.kz

KZT 600/GDR dividend recommended, subject to shareholder approval
Two GDR buyback programs completed YTD, worth \$51M and \$45M respectively
New GDR buyback program of up to USD 100M

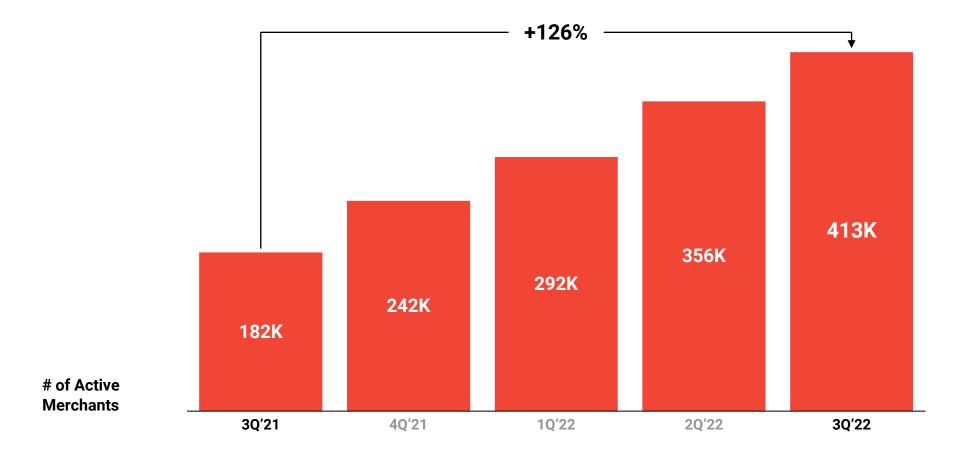
#### Payments and Marketplace 57% of net income in 9M22

High growth, high margin Payments and Marketplace driving profits. Fintech share to keep declining



#### Number of merchants +126% YoY to 413K

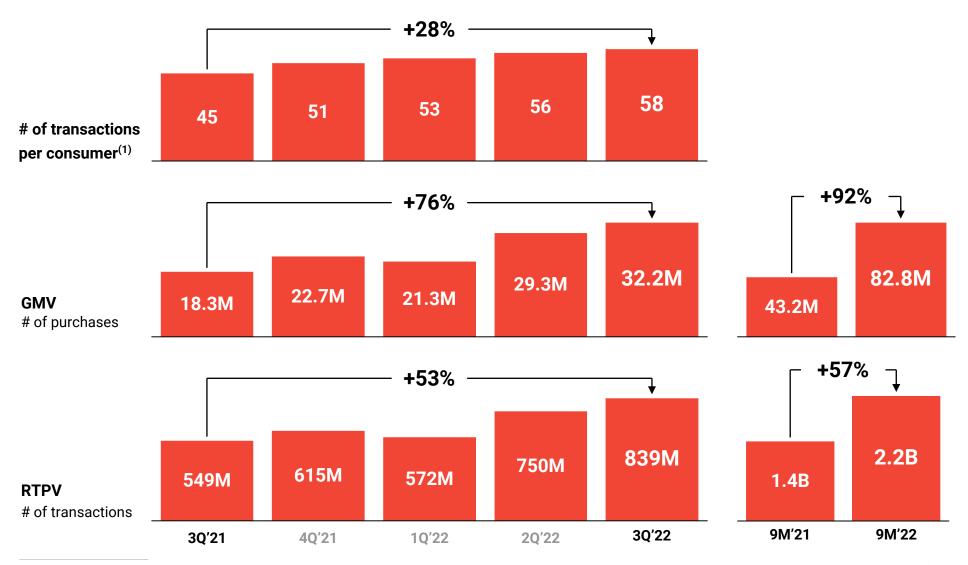
Merchant onboarding still strong. Large & engaged merchant base will ensure fast future growth



( Kaspi.kz

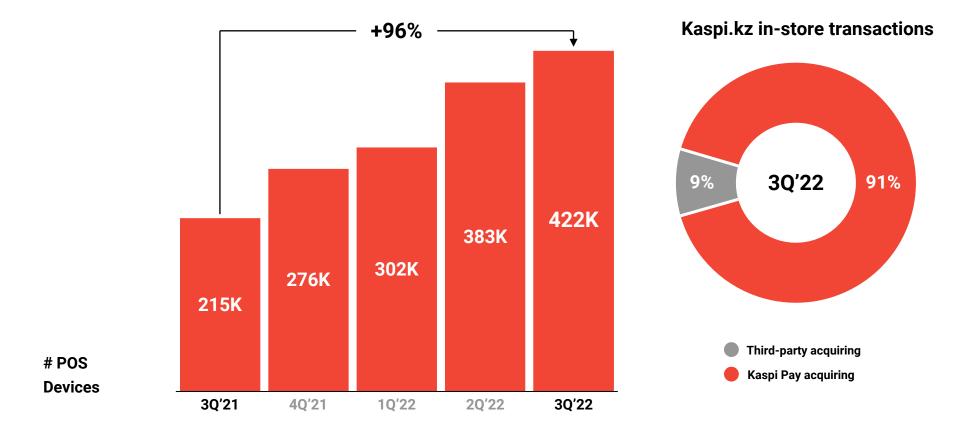
# **GMV** purchases +76% & RTPV transactions +53% YoY

#### More merchants results in more transactions & future fast RTPV and GMV growth



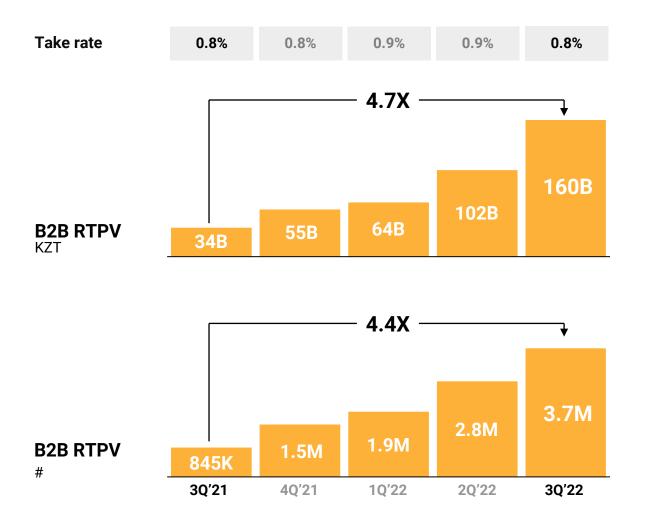
#### Kaspi.kz active POS devices reached 422K devices +96% YoY

#### 91% of all Kaspi.kz in-store transaction processed through Kaspi Pay acquiring



#### B2B Payments RTPV +4.7x & transactions +4.4x YoY

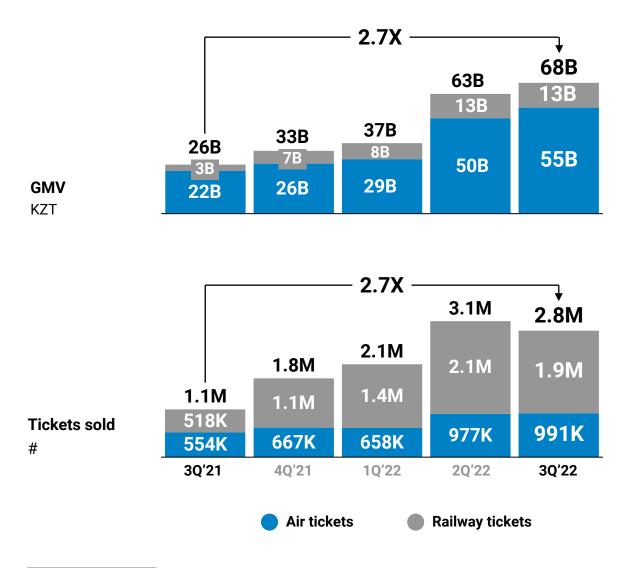
#### B2B Payments is scaling fast. Huge value creation opportunity

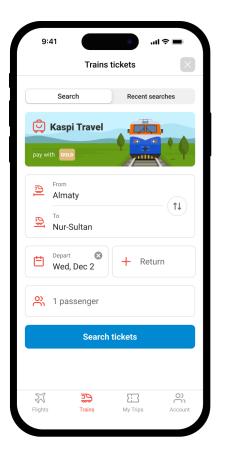




#### Kaspi Travel GMV & tickets sold +2.7x YoY

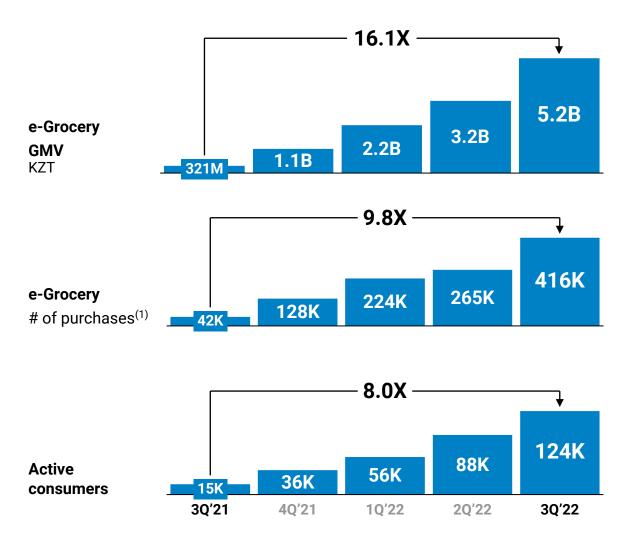
#### Kaspi Travel is N1 in airline and railway bookings. Next addition package holidays in 2023





#### e-Grocery GMV +16.1x, purchases +9.8x & consumers +8x YoY

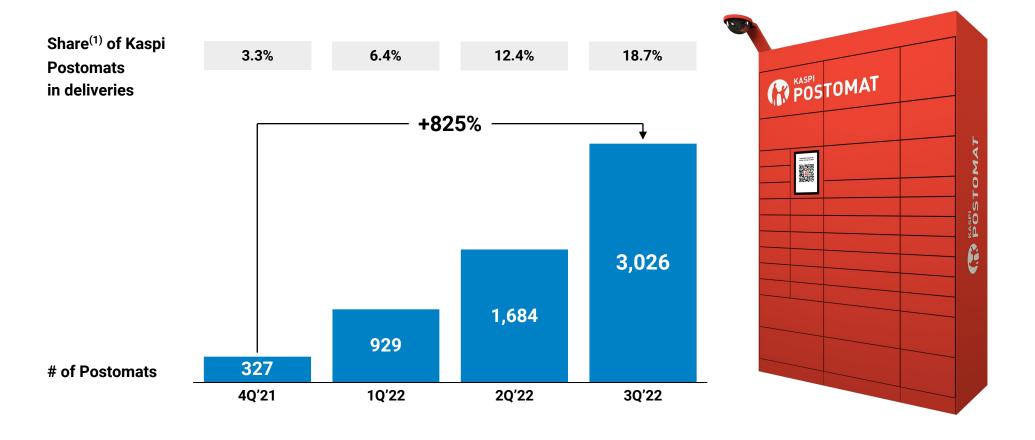
With Magnum we are Kazakhstan's largest e-Grocer. Another massive opportunity to create value





# Kaspi Postomats are now in 55 cities & account for around 19% of deliveries

#### Kaspi Postomats are hugely popular with consumers. We're accelerating their roll-out



# **Payments Platform**



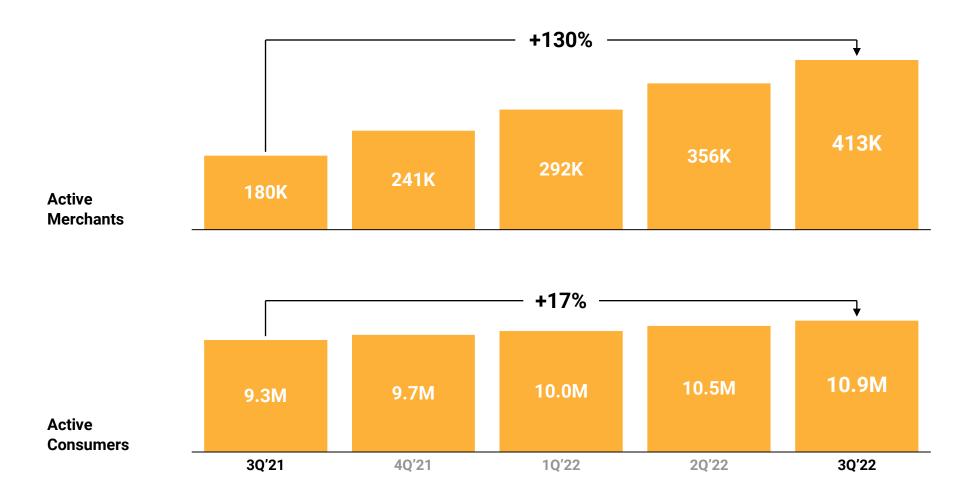






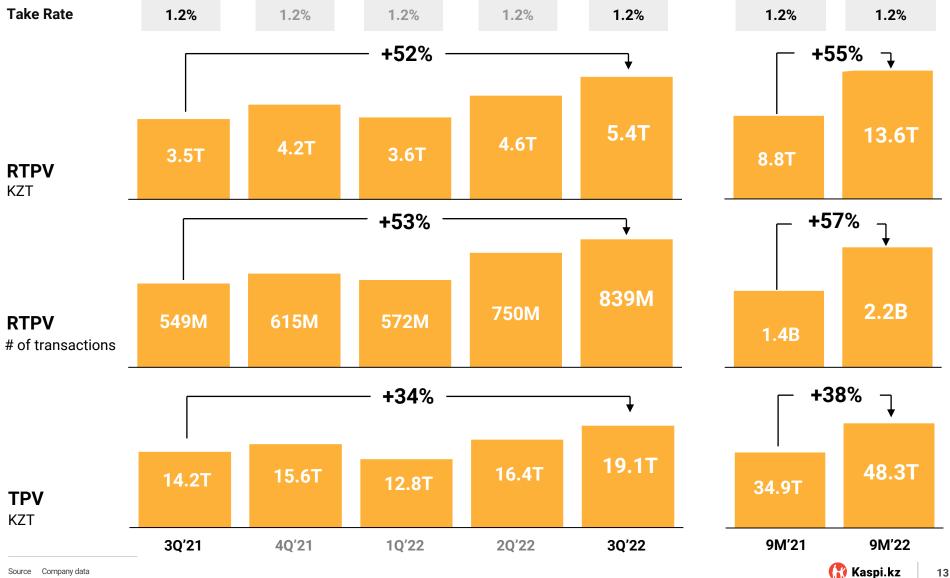
#### Merchants +130% & consumers +17% YoY

#### More Kaspi Pay merchants will mean more future transactions



#### RTPV +52% & TPV +34% YoY

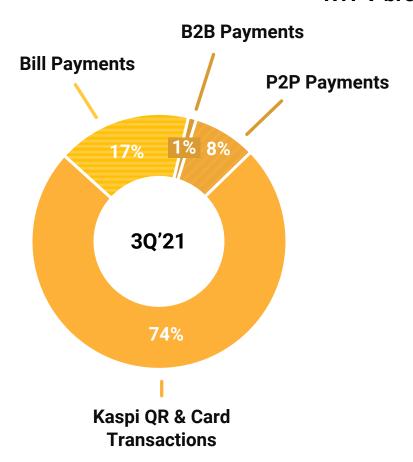
#### RTPV growing significantly faster than TPV as more merchants accept Kaspi QR

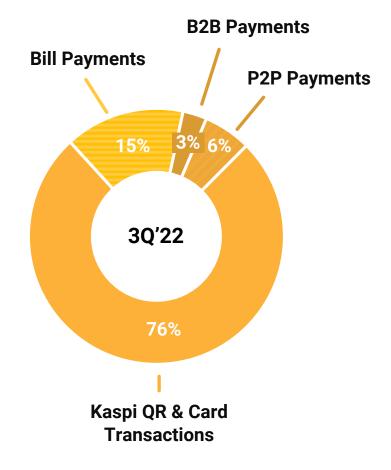


#### Kaspi QR and Card transactions accounted for 76% of RTPV

A large merchant base creates more monetization opportunities. Kaspi QR now, next B2B

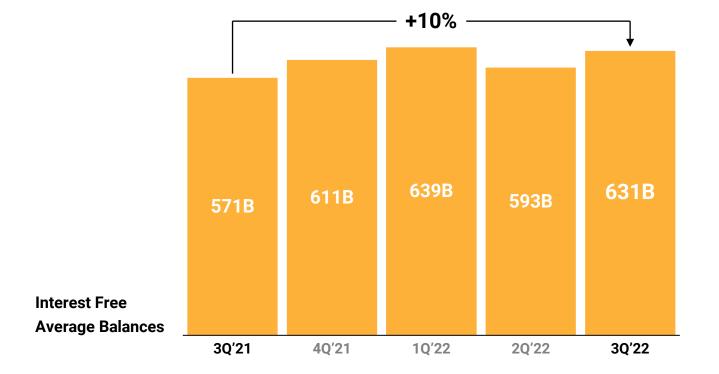
#### RTPV breakdown

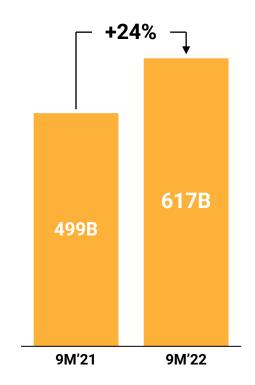




# **Average interest free balances +10% YoY**

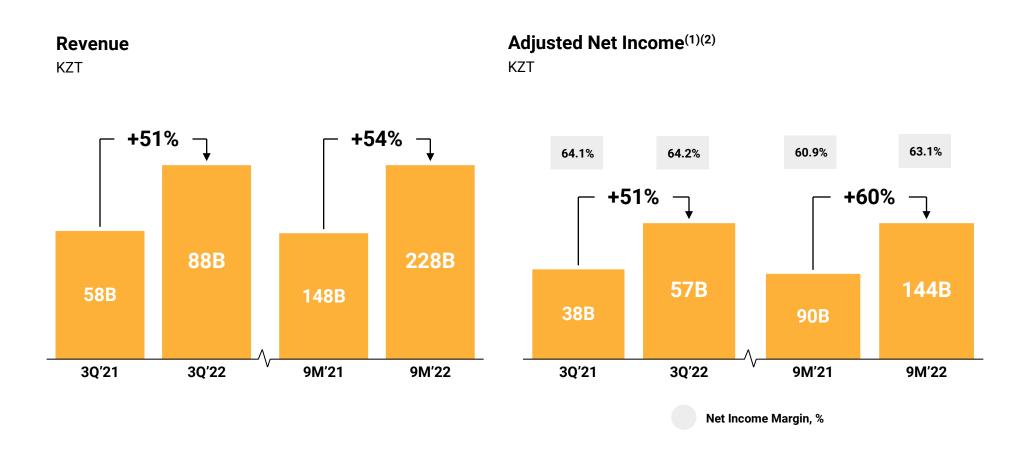
#### Modest growth in balances in part due to high interest rates on Kaspi Deposit





# Payments revenue +51%, net income +51% YoY & 64.2% net income margin

#### Strong top-line flowing through to the bottom-line



# **Marketplace Platform**



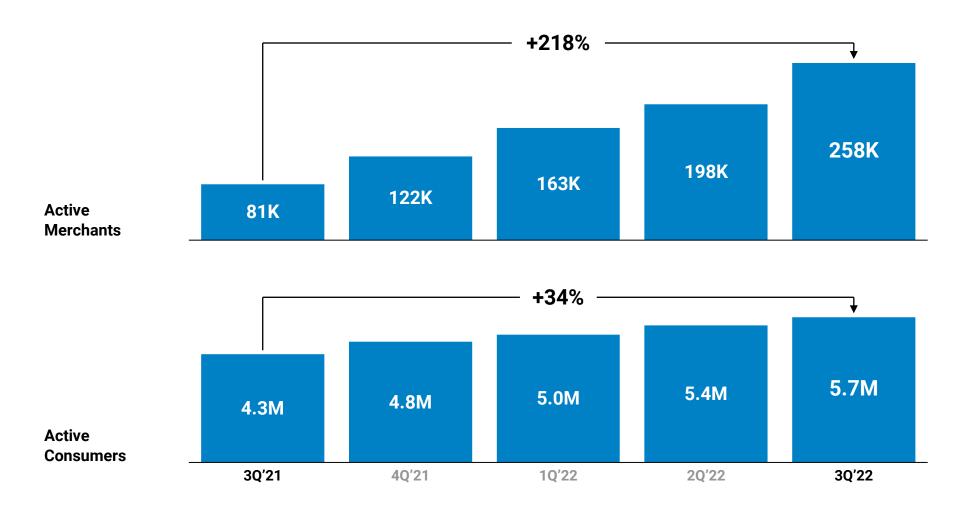






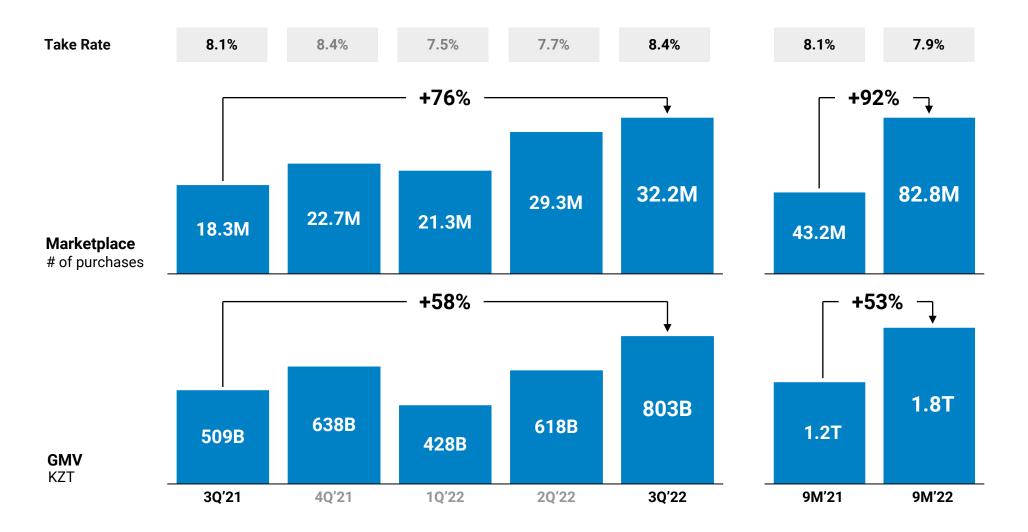
#### Merchants +218% & consumers +34% YoY

#### More merchants means more SKU's, consumers and future transactions



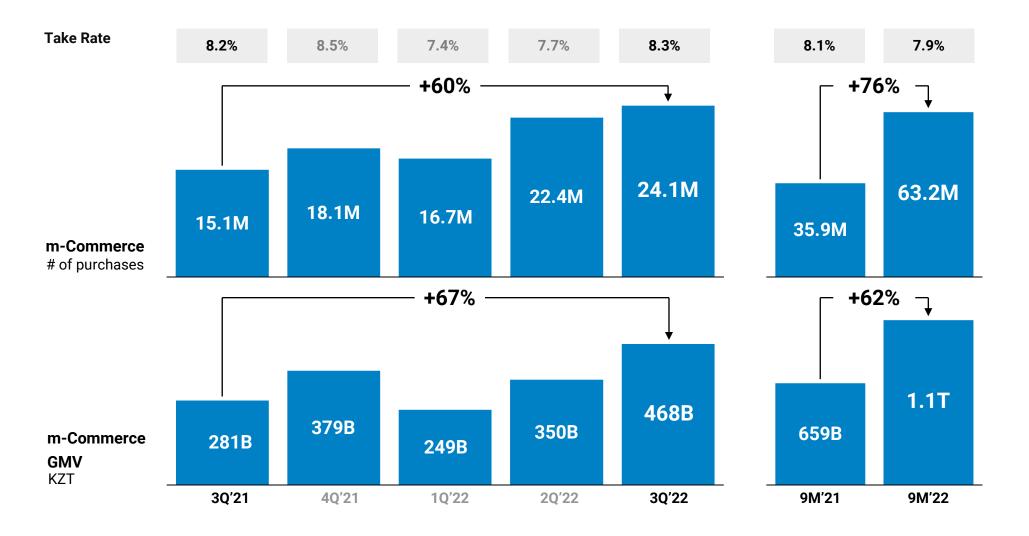
#### GMV +58%, number of purchases +76% & take rate up 30bps YoY

#### Take rate up due to Kaspi Juma. Kaspi Juma back again in November



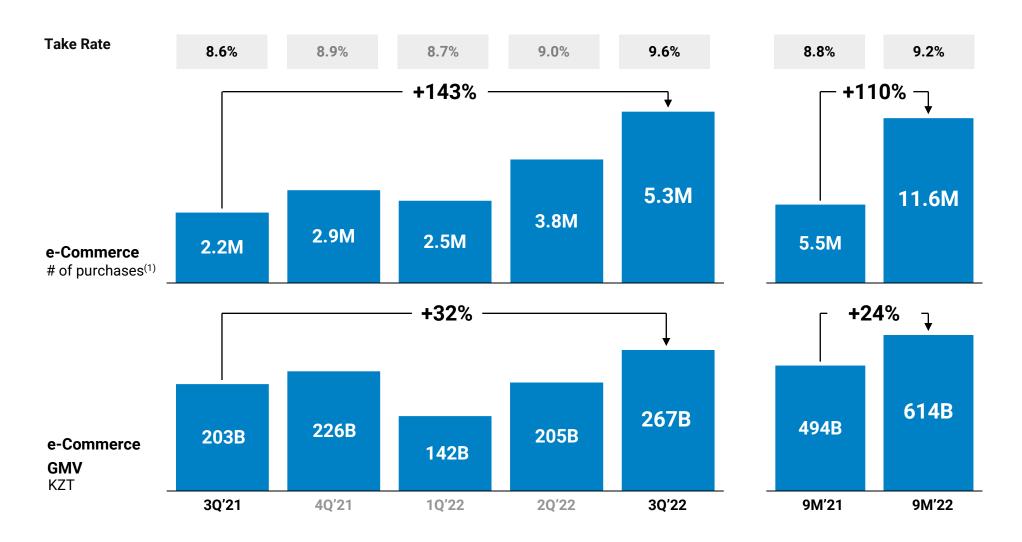
#### m-Commerce number of purchases +60% & GMV +67% YoY

#### **Every quarter m-Commerce delivers strong growth**



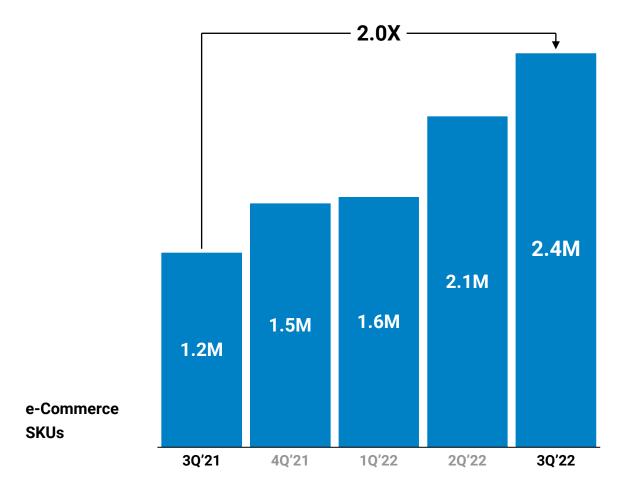
#### e-Commerce purchases growing +143% & GMV +32% YoY

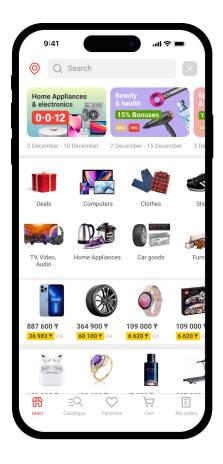
As new lower ticket everyday categories grow in share, e-Commerce GMV growth will accelerate



## e-Commerce SKUs reached 2.4M, +2x YoY

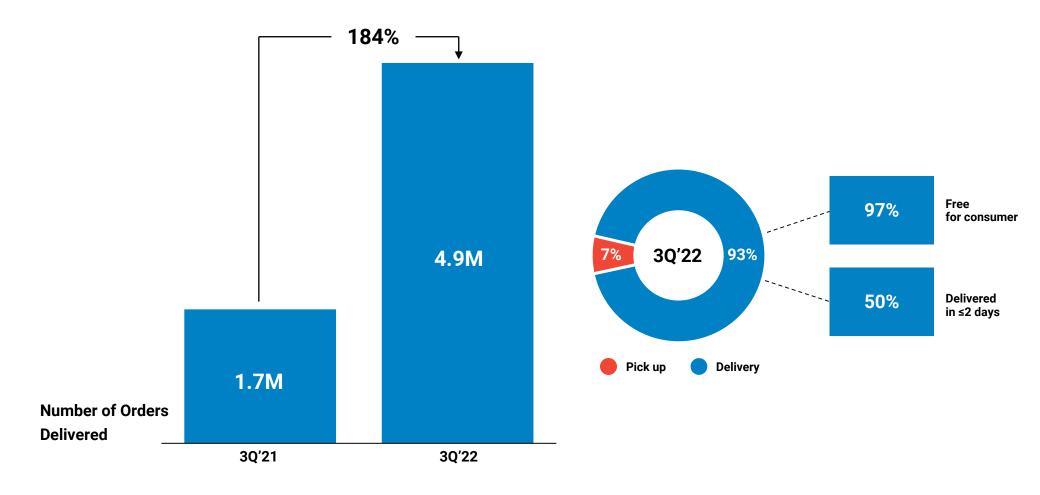
#### Growing assortment breadth & depth remains a priority & adds another competitive advantage





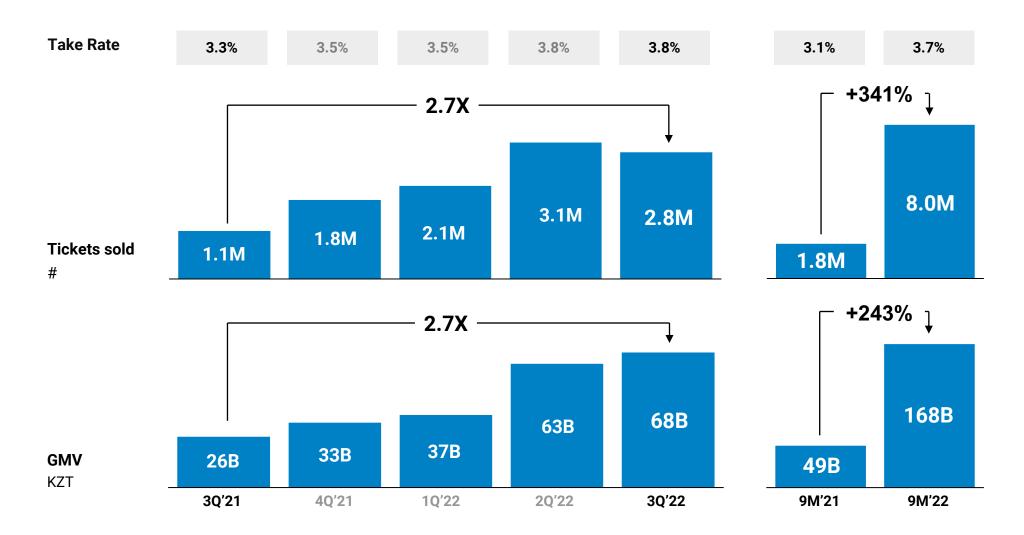
#### e-Commerce deliveries +184% YoY. Share of delivery reached 93%

Free consumer delivery and 50% delivered within 2 days. Another competitive advantage



#### Kaspi Travel GMV & tickets sold +2.7x YoY

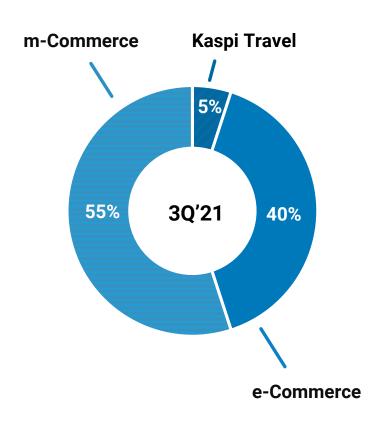
#### Kaspi Travel take rate up to 3.8% driven by surging higher margin railway ticket sales

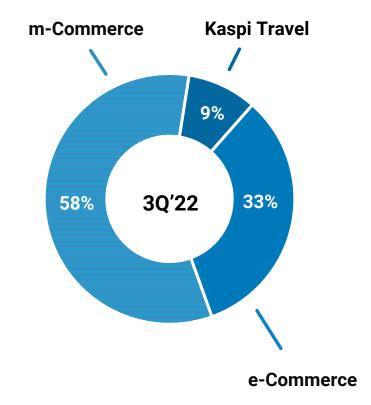


#### **Kaspi Travel now 9% of Marketplace GMV**

Travel gives Marketplace 3 large, diverse & fast growing propositions. e-Grocery will be the 4th

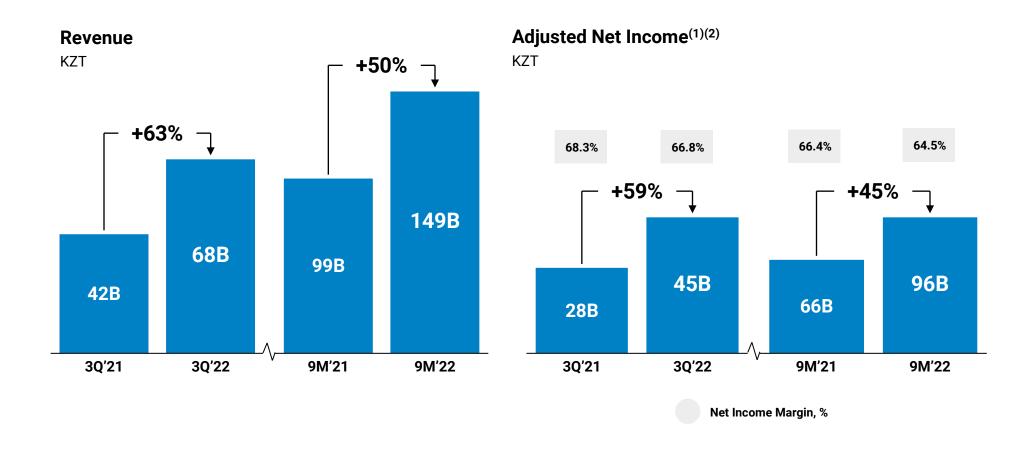
#### **GMV** breakdown by segment



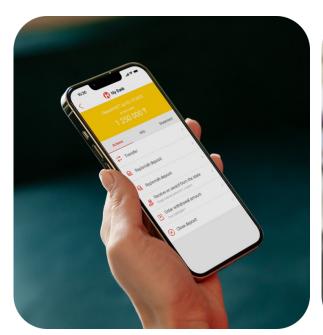


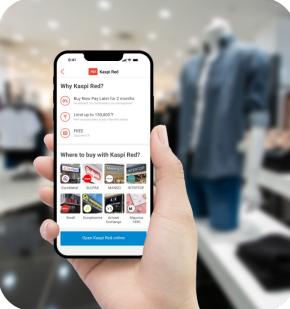
## Marketplace Platform revenue +63% & net income +59% YoY

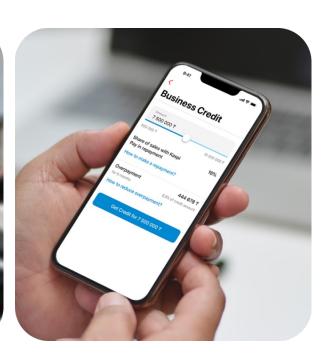
Strong top-line almost entirely drops to bottom line despite investment in free consumer delivery



# **Fintech Platform**



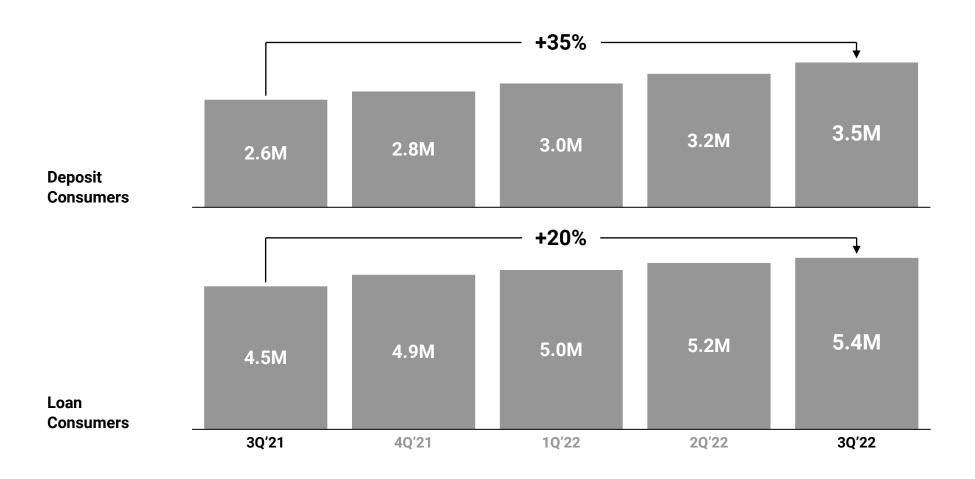






# **Deposit consumers +35% & loan consumers +20% YoY**

#### Growth in our deposit consumer base has accelerated



#### TFV +30% YoY & conversion stable QoQ

#### TFV origination is back to record levels after our more cautious approach in 1H22

**Conversion** Rate

2.3x

2.4x

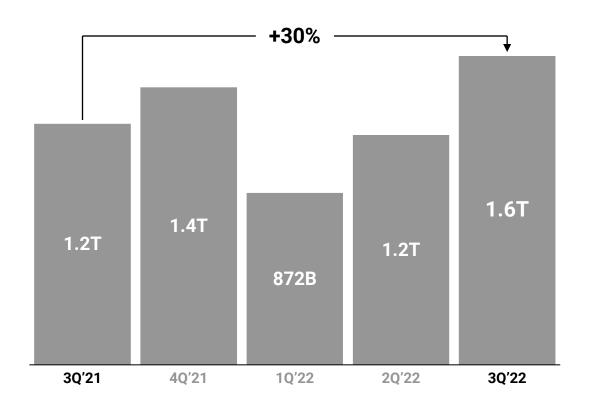
2.2x

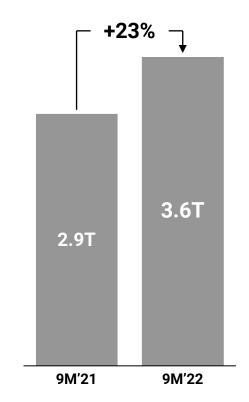
2.0x

2.0x

2.3x

2.0x



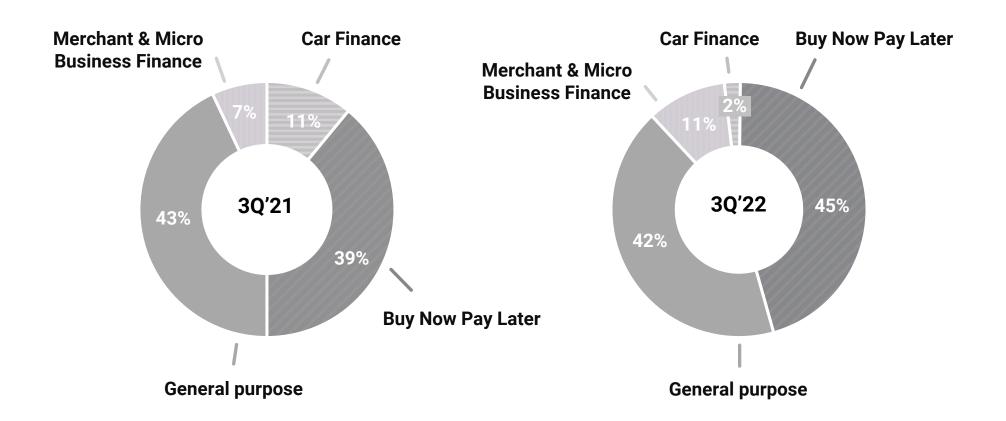


**TFV** KZT

#### **BNPL** up to 45% of origination in 3Q22

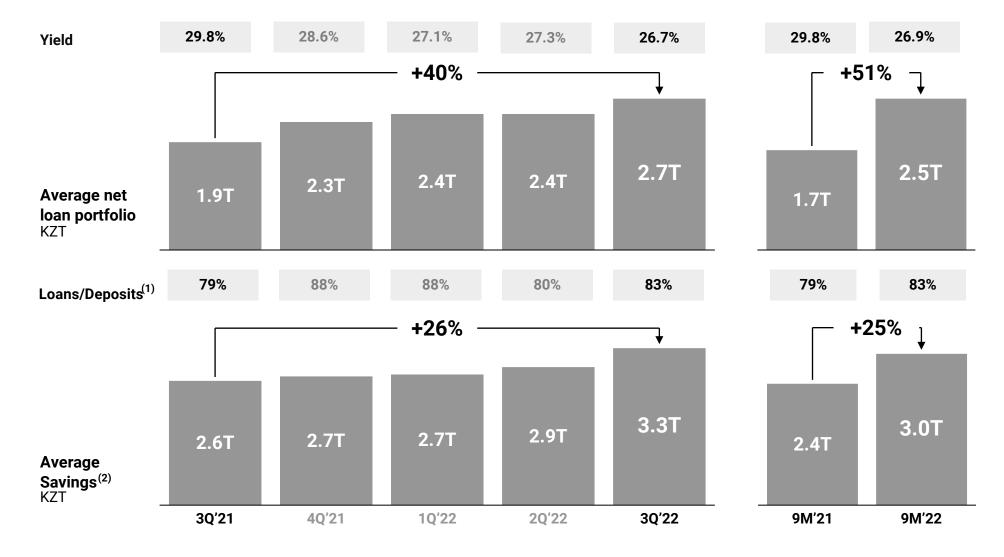
BNPL is low risk and our most important Fintech product. Expect Merchant Finance to scale fast

#### TFV breakdown



#### Average net Ioan portfolio +40% YoY & deposits +26% YoY

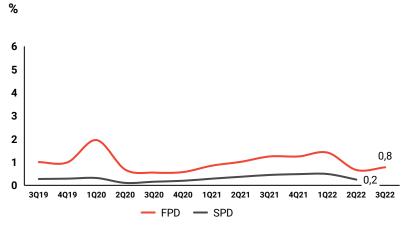
#### Lower yield reflects growing BNPL share. Loan to deposit ratio has normalised



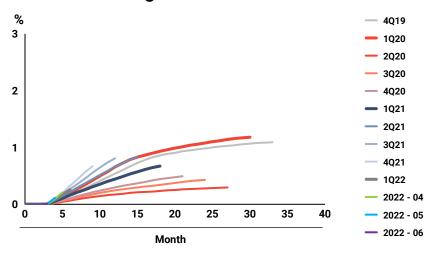
## Data and technology driven risk management

#### We now expect Cost of Risk below 2.0% in 2022. Previous guidance around 2%

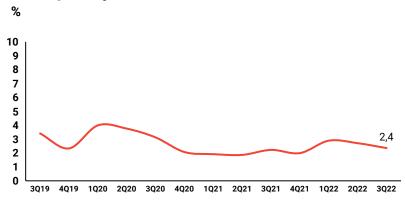
#### First and Second Payment Default(1)



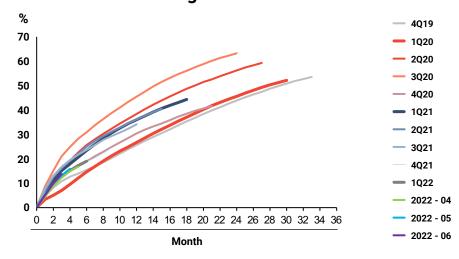
#### Loss Rate Vintages(3)



#### **Delinquency Rate**<sup>(2)</sup>



#### 90+ Collection Vintages(4)



Source Company data

<sup>1.</sup> First payment default (FPD) is the share of loans with the missed first payment. Second payment default (SPD) is the share of loans with the missed first and second payments

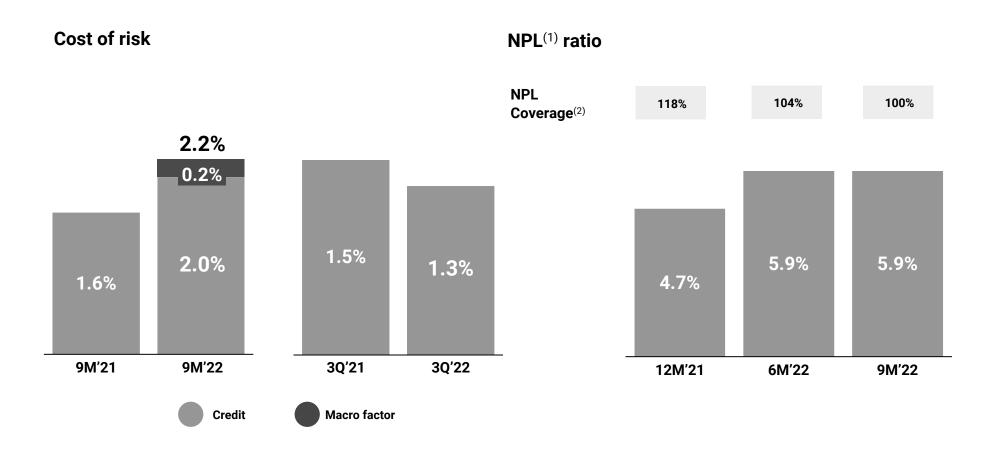
<sup>2.</sup> The share of loans that were not delinquent in the previous month but missed their current due date payment

<sup>3.</sup> Expected loss rate of portfolio originated in specific quarter/month as a combination of actual NPL as of reporting date and expected recovery of NPL based on statistics

<sup>4.</sup> The share of recovery (repayment) of loans that became delinquent more than 90 days in specific quarter/month

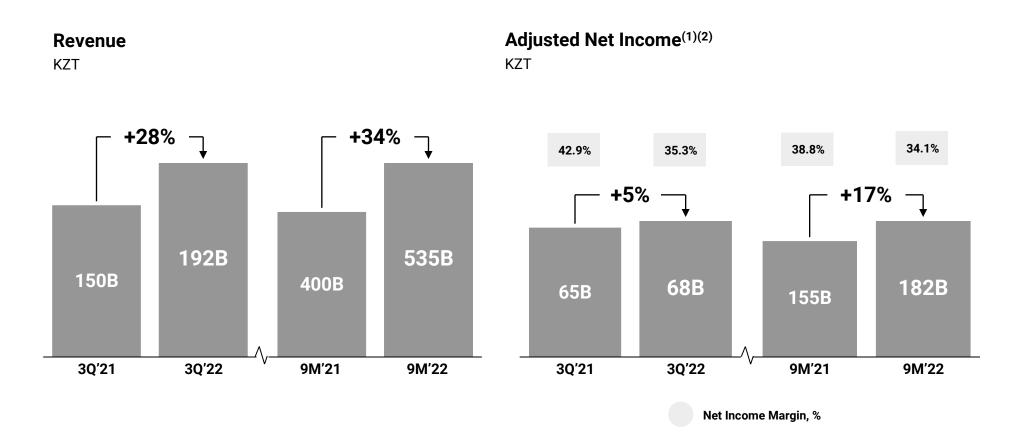
#### **Cost of Risk 1.3% in 3Q 2022**

#### **Credit trends very strong in 3Q22**



#### Fintech Platform revenue +28% & net income +5% YoY

#### Lower yield & higher funding costs impacted profitability inline with guidance

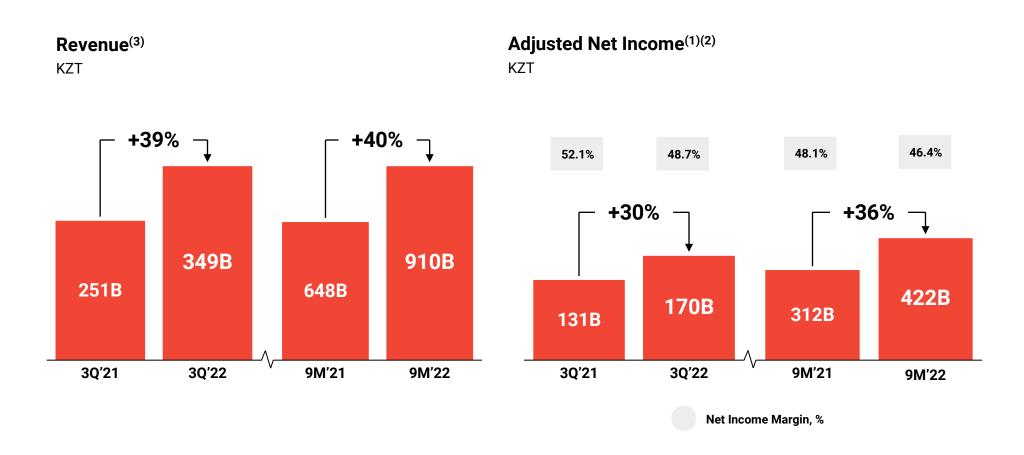


# **Consolidated financials & Guidance**



## Revenue +39% & net Income +30% YoY. Net income margin 48.7%

Increasingly diverse business ensures strong top and bottom-line even with high macro volatility



Source Company data

otes 1. 2021 is Adjusted for Share-based Compensation expenses

<sup>2. 2022</sup> is Adjusted for Share-based Compensation expenses, Contribution to charitable fund "For the People of Kazakhstan", January events losses

<sup>3.</sup> Revenue adjusted for presentation of Rewards in Sale & Marketing expenses

## 2022 Guidance



#### **Upgrading FY22 guidance again**

#### Now expect Kaspi.kz adj. net income growth above 30%

		Old 2022 Guidance	New 2022 Guidance	Rationale
Payments	RTPV	<b>Around 50%</b> YoY Growth	<b>Above 50%</b> YoY Growth	Driven by strong growth in merchants, Kaspi Pay acquiring and B2B transactions
Marketplace	Take rate	Around 8.0%	Above 8.0%	Kaspi Juma was a success & is take-rate accretive
Fintech	Credit Cost of Risk	Around 2.0%	Below 2.0%	Continued improvement in loan quality and increasing share of low-risk BNPL and merchant finance
	Adjusted Net Income <sup>(1)(2)</sup>	<b>27% - 30%</b> YoY Growth	Above 30% YoY Growth	Stronger than expected growth in Payments, higher Marketplace take-rate and improving cost of risk in Fintech

### FY22 guidance

	2021A	9M'22A	2022 Guidance
RTPV	KZT12,935 B	<b>55%</b> YoY Growth	<b>Above 50%</b> YoY Growth
Average Balances on Current Accounts	KZT523 B	<b>24%</b> YoY Growth	Around 20% YoY Growth
Take Rate	1.2%	1.2%	Around 1.1%
Net Income Margin <sup>(1)(2)</sup>	60.5%	63.1%	Above 60%
GMV	KZT 1,844B	<b>53%</b> YoY Growth	Around 55%
Take Rate	8.2%	7.9%	Above 8.0%
Net Income Margin <sup>(1)(2)</sup>	66.2%	64.5%	Mid 60%
TFV	KZT 4,346B	<b>23%</b> YoY Growth	Around 25% YoY Growth
Conversion Rate	2.4x	2.0x	Around 2.0
Yield	29.4%	26.9%	Around 25%
Credit Cost of Risk(3)	1.6%	2.0%	Below 2.0%
Net Income Margin <sup>(1)(2)</sup>	39.3%	34.1%	Low 30%
Adjusted Net Income <sup>(1)(2)</sup>	KZT 455B	<b>36%</b> YoY Growth	<b>Above 30%</b> YoY Growth

Source Company data

<sup>1. 2021</sup> is Adjusted for Share-based Compensation expenses
2. 2022 is Adjusted for Share-based Compensation expenses, Contribution to charitable fund "For the People of Kazakhstan", January events losses
3. Total Cost of Risk including Macro factor of 0.2% equals to 2.2%



Q&A

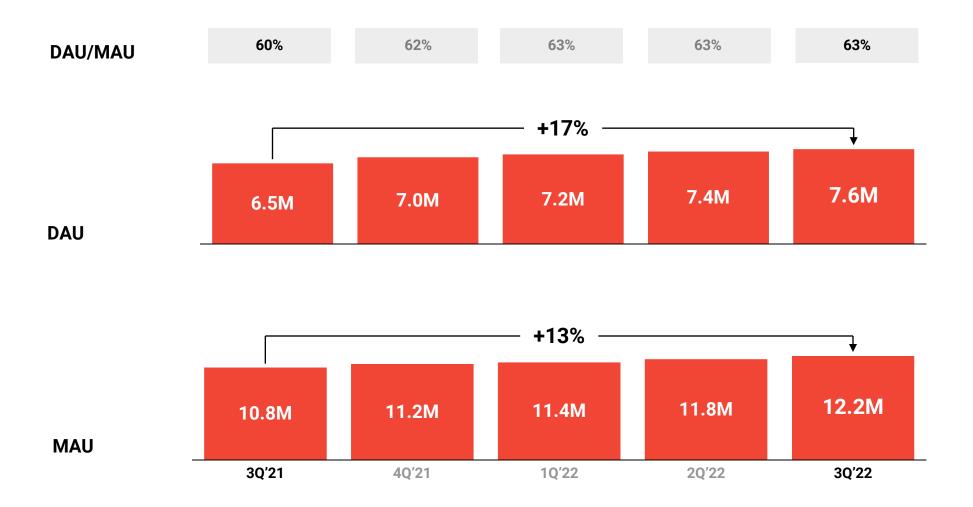


# **Appendix**

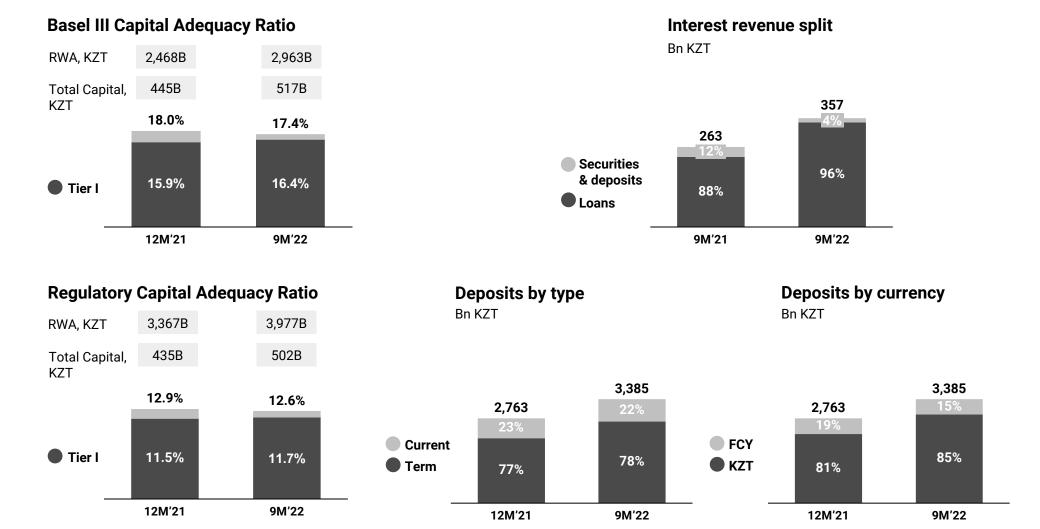


#### DAU +17% and DAU/MAU engagement up to 63%

#### Kaspi.kz's user base, engagement and transaction levels continue to grow



#### **Additional Fintech Platform metrics**



## **Payments Income Statement**<sup>(1)(2)(3)</sup>

	9M 2021, KZT MM	9M 2022, KZT MM	9M 2021 ADJUSTED, KZT MM	9M 2022 ADJUSTED, KZT MM
Revenue	148,176	228,223	148,176	228,223
growth, %	-	-	-	54%
Transaction & Membership Revenue	112,543	174,664	112,543	174,664
Interest Revenue	35,633	53,559	35,633	53,559
Cost of revenue	(14,801)	(20,884)	(14,801)	(20,884)
growth, %	-	-	-	41%
% of revenue	10.0%	9.2%	10.0%	9.2%
Transaction Expenses	(10,362)	(14,492)	(10,362)	(14,492)
Operating Expenses	(4,439)	(6,392)	(4,439)	(6,392)
Total net revenue	133,375	207,339	133,375	207,339
growth, %	-	-	-	55%
margin, %	90.0%	90.8%	90.0%	90.8%
Technology & product development	(11,635)	(16,912)	(9,280)	(14,484)
Sales and marketing	(14,884)	(20,504)	(14,878)	(16,380)
General and administrative expenses	(1,931)	(2,793)	(1,139)	(2,074)
Operating income	104,925	167,130	108,078	174,401
growth, %	-	-	-	61%
·	70.8%	73.2%	72.9%	76.4%
margin, %	(17,813)	(30,415)	(17,846)	(30,415)
Income tax	, ,	, , ,		, , ,
Net income	87,112	136,715	90,232	143,986
growth, %	-	-	-	60%
margin, %	58.8%	59.9%	60.9%	63.1%

3Q 2021, KZT MM	3Q 2022, KZT MM	3Q 2021 ADJUSTED, KZT MM	3Q 2022 ADJUSTED, KZT MM
58,490	88,479	58,490	88,479
-	-	-	51%
44,671	68,254	44,671	68,254
13,819	20,225	13,819	20,225
(5,633)	(7,573)	(5,633)	(7,573)
-	-	-	34%
9.6%	8.6%	9.6%	8.6%
(3,975)	(5,209)	(3,975)	(5,209)
(1,658)	(2,364)	(1,658)	(2,364)
52,857	80,906	52,857	80,906
-	-	-	53%
90.4%	91.4%	90.4%	91.4%
(4,115)	(6,123)	(3,198)	(5,392)
(4,291)	(6,237)	(4,285)	(6,184)
(640)	(950)	(349)	(694)
43,811	67,596	45,025	68,636
-	-	-	52%
74.9%	76.4%	77.0%	77.6%
(7,624)	(11,843)	(7,519)	(11,843)
36,187	55,753	37,506	56,793
-	-	-	51%
61.9%	63.0%	64.1%	64.2%



<sup>1. 2021</sup> is Adjusted for Share-based Compensation expenses
2. 2022 is Adjusted for Share-based Compensation expenses, contribution to charitable fund "For the People of Kazakhstan", January events expenses
3. In Q1 2022 Intergroup revenue of KZT2,423 mm represents interest revenue for Payments that was offset by interest expenses of Fintech. This is due to Fintech partially using Payments' interest free balances to fund it's loan portfolio.

### **Marketplace Income Statement**(1)(2)

	9M 2021, KZT MM	9M 2022, KZT MM	9M 2021 ADJUSTED, KZT MM	9M 2022 ADJUSTED, KZT MM
Revenue	99,400	148,922	99,400	148,922
growth, %	-	-	-	50%
Seller fees	98,059	146,946	98,059	146,946
Other gains and losses	1,341	1,976	1,341	1,976
Cost of revenue	(7,028)	(15,866)	(7,028)	(15,866)
growth, %	-	-	-	126%
% of revenue	7.1%	10.7%	7.1%	10.7%
Transaction Expenses	(89)	(124)	(89)	(124)
Operating Expenses	(6,939)	(15,742)	(6,939)	(15,742)
Total net revenue	92,372	133,056	92,372	133,056
growth, %	-	-	-	44%
margin, %	92.9%	89.3%	92.9%	89.3%
Technology & product development	(6,729)	(9,661)	(5,457)	(8,422)
Sales and marketing	(6,981)	(8,527)	(6,978)	(6,863)
General and administrative expenses	(616)	(1,225)	(609)	(1,225)
Operating income	78,046	113,643	79,328	116,546
growth, %	-	-	-	47%
·	78.5%	76.3%	79.8%	78.3%
margin, % Income tax	(13,323)	(20,529)	(13,334)	(20,529)
Net income	64,723	93,114	65,994	96,017
growth, %	-	-	-	45%
margin, %	65.1%	62.5%	66.4%	64.5%

3Q 2021, KZT MM	3Q 2022, KZT MM	3Q 2021 ADJUSTED, KZT MM	3Q 2022 ADJUSTED, KZT MM
41,657	67,868	41,657	67,868
-	-	-	63%
41,185	67,153	41,185	67,153
472	715	472	715
(3,016)	(6,727)	(3,016)	(6,727)
-	-	-	123%
7.2%	9.9%	7.2%	9.9%
(30)	(48)	(30)	(48)
(2,986)	(6,679)	(2,986)	(6,679)
38,641	61,141	38,641	61,141
-	-	-	58%
92.8%	90.1%	92.8%	90.1%
(2,444)	(3,704)	(1,923)	(3,319)
(2,244)	(2,560)	(2,241)	(2,540)
(229)	(446)	(229)	(446)
33,724	54,431	34,248	54,836
-	-	-	60%
81.0%	80.2%	82.2%	80.8%
(5,832)	(9,496)	(5,778)	(9,496)
27,892	44,935	28,470	45,340
-	-	-	59%
67.0%	66.2%	68.3%	66.8%



#### **Fintech Income Statement**(1)(2)(3)

	9M 2021, KZT MM	9M 2022, KZT MM	9M 2021 ADJUSTED, KZT MM	9M 2022 ADJUSTED, KZT MM
Revenue	400,070	534,929	400,070	534,929
growth, %	-	-	-	34%
Interest Revenue	262,563	356,837	262,563	356,837
Fees, Commissions & Other	136,188	163,869	136,188	163,869
Transaction & Membership Revenue	7,162	3,756	7,162	3,756
Other gains and losses	(5,843)	10,467	(5,843)	10,467
Cost of revenue	(155,345)	(229,489)	(154,636)	(228,574)
growth, %	-	-	-	48%
% of revenue	38.8%	42.9%	38.7%	42.7%
Interest Expenses	(126,269)	(192,942)	(126,269)	(192,942)
Transaction Expenses	(564)	(1,584)	(564)	(1,584)
Operating Expenses	(28,512)	(34,963)	(27,803)	(34,048)
Total net revenue	244,725	305,440	245,434	306,355
growth, %	-	-	-	25%
margin, %	61.2%	57.1%	61.3%	57.3%
Technology & product development	(12,565)	(15,091)	(10,065)	(12,979)
Sales and marketing	(19,465)	(22,318)	(19,458)	(17,737)
General and administrative expenses	(14,024)	(12,586)	(7,929)	(8,596)
Provision expense	(22,899)	(46,413)	(22,899)	(46,413)
Operating income	175,772	209,032	185,083	220,630
growth, %	-	-	-	19%
margin, %	43.9%	39.1%	46.3%	41.2%
Income tax	(29,734)	(38,266)	(29,795)	(38,266)
Net income	146,038	170,766	155,288	182,364
growth, %	-	-	-	17%
margin, %	36.5%	31.9%	38.8%	34.1%

3Q 2021, KZT MM	3Q 2022, KZT MM	3Q 2021 ADJUSTED, KZT MM	3Q 2022 ADJUSTED, KZT MM
150,449	192,396	150,449	192,396
-	-	-	28%
98,775	132,229	98,775	132,229
51,302	57,440	51,302	57,440
2,478	970	2,478	970
(2,106)	1,757	(2,106)	1,757
(53,851)	(87,784)	(53,510)	(87,478)
-	-	-	63%
35.8%	45.6%	35.6%	45.5%
(43,494)	(75,176)	(43,494)	(75,176)
(208)	(311)	(208)	(311)
(10,149)	(12,297)	(9,808)	(11,991)
96,598	104,612	96,939	104,918
-	-	-	8%
64.2%	54.4%	64.4%	54.5%
(4,405)	(5,229)	(3,409)	(4,649)
(5,811)	(6,451)	(5,804)	(6,401)
(4,676)	(4,124)	(2,463)	(2,810)
(8,196)	(9,278)	(8,196)	(9,278)
73,510	79,530	77,067	81,780
-	-	-	6%
48.9%	41.3%	51.2%	42.5%
(12,780)	(13,932)	(12,540)	(13,932)
60,730	65,598	64,527	67,848
-	-	-	5%
40.4%	34.1%	42.9%	35.3%



<sup>1. 2021</sup> is Adjusted for Share-based Compensation expenses
2. 2022 is Adjusted for Share-based Compensation expenses, contribution to charitable fund "For the People of Kazakhstan", January events expenses
3. In Q1 2022 Intergroup revenue of KZT2,423 mm represents interest revenue for Payments that was offset by interest expenses of Fintech. This is due to Fintech partially using Payments' interest free balances to fund it's loan portfolio.

#### **Consolidated Income Statement**(1)(2)(3)(4)

	9M 2021, KZT MM	9M 2022, KZT MM	9M 2021 ADJUSTED, KZT MM	9M 2022 ADJUSTED, KZT MM
Revenue	611,746	877,692	647,646	909,651
growth, %	-	-	-	40%
Interest Revenue	298,196	407,973	298,196	407,973
Fees, Commissions & Other	136,188	163,869	136,188	163,869
Transaction & Membership Revenue	119,705	178,420	119,705	178,420
Seller fees	98,059	146,946	98,059	146,946
Rewards	(35,900)	(31,959)	-	-
Other gains and losses	(4,502)	12,443	(4,502)	12,443
Cost of revenue	(177,174)	(263,816)	(176,465)	(262,901)
growth, %	-	-	-	49%
% of revenue	29.0%	30.1%	27.2%	28.9%
Interest Expenses	(126,269)	(190,519)	(126,269)	(190,519)
Transaction Expenses	(11,015)	(16,200)	(11,015)	(16,200)
Operating Expenses	(39,890)	(57,097)	(39,181)	(56,182)
Total net revenue	434,572	613,876	471,181	646,750
growth, %	-	-	-	37%
·	71.0%	69.9%	72.8%	71.1%
margin, %	(30,929)	(41,664)	(24,802)	(35,885)
Technology & product development  Sales and marketing	(5,430)	(19,390)	(41,314)	(40,980)
General and administrative expenses	(16,571)	(16,604)	(9,677)	(11,895)
Provision expense	(22,899)	(46,413)	(22,899)	(46,413)
	358,743	489,805	372,489	511,577
Operating income	_		-	37%
growth, %				
margin, %	58.6%	55.8%	57.5%	56.2%
Income tax	(60,870)	(89,210)	(60,975)	(89,210)
Net income	297,873	400,595	311,514	422,367
	-		-	36%
growth, %	48.7%	45.6%	48.1%	46.4%

3Q 2022 ADJUSTED KZT MM	3Q 2021 ADJUSTED, KZT MM	3Q 2022, KZT MM	3Q 2021, KZT MM
348,743	250,596	337,529	240,473
39%	-	-	-
152,454	112,594	152,454	112,594
57,440	51,302	57,440	51,302
69,224	47,149	69,224	47,149
67,153	41,185	67,153	41,185
	-	(11,214)	(10,123)
2,472	(1,634)	2,472	(1,634)
(101,778)	(62,159)	(102,084)	(62,500)
64%	-	-	-
29.2%	24.8%	30.2%	26.0%
(75,176)	(43,494)	(75,176)	(43,494)
(5,568)	(4,213)	(5,568)	(4,213)
(21,034)	(14,452)	(21,340)	(14,793)
246,965	188,437	235,445	177,973
31%	-	-	-
70.8%	75.2%	69.8%	74.0%
(13,360)	(8,530)	(15,056)	(10,964)
(15,125)	(12,330)	(4,034)	(2,223)
(3,950)	(3,041)	(5,520)	(5,545)
(9,278)	(8,196)	(9,278)	(8,196)
205,252	156,340	201,557	151,045
31%	-	-	-
58.9%	62.4%	59.7%	62.8%
(35,271)	(25,837)	(35,271)	(26,236)
169,981	130,503	166,286	124,809
30%	-	-	-
48.7%	52.1%	49.3%	51.9%

Source Company data

1. 2021 is Adjusted for Share-based Compensation expenses

<sup>2. 2022</sup> is Adjusted for Share-based Compensation expenses, contribution to charitable fund "For the People of Kazakhstan", January events expenses

3. Revenue adjusted for presentation of Rewards in Sale & Marketing expenses

4. In Q1 2022 Intergroup revenue of KZT2,423 mm represents interest revenue for Payments that was offset by interest expenses of Fintech. This is due to Fintech partially using Payments' interest free balances to fund it's loan portfolio.

#### **Consolidated Balance Sheet**

	31-Dec-2021, KZT MM	30-Sep-2022, KZT MM
Cash and cash equivalents	342,101	517,663
Mandatory cash balances with NBK	32,734	41,312
Due from banks	50,903	36,022
Investment securities and derivatives	607,417	909,416
Loans to customers	2,430,737	2,825,770
Property, equipment and intangible assets	85,101	107,926
Other assets	58,931	80,287
Total assets	3,607,924	4,518,396
Due to banks	76,492	107,165
Customer accounts	2,763,043	3,385,198
Debt securities issued	139,711	136,881
Other liabilities	56,318	57,588
Subordinated debt	67,665	65,794
Total liabilities	3,103,229	3,752,626
Issued capital	130,144	130,144
Treasury shares	(32,614)	(66,735)
Additional paid-in-capital	506	506
Revaluation (deficit)/ reserve of financial assets	2,597	(13,995)
Share-Based Compensation reserve	21,242	20,387
Retained earnings	377,852	689,661
Total equity attributable to Shareholders of the Company	499,727	759,968
Non-controlling interests	4,968	5,802
Total equity	504,695	765,770
Total liabilities and equity	3,607,924	4,518,396

### **Glossary**

Terminology	Definition
Active Consumers	For Kaspi.kz Ecosystem – the total number of consumers which have used any of the Group's products or services at least once during the previous 12 months, expressed in thousands or millions of consumers as of the end of any such period.  The metric is also calculated for each specific Platform (i.e. for Marketplace, Payments, Fintech) and is defined as the total number of consumers which have used the Platform's specific products or services at least once during the previous 12 months
Active Merchants	The total number of merchant stores that have successfully completed the sale of goods or services, or transaction to/with a consumer at least once during the previous 12 months
Adjusted for Share-based Compensation	Regular adjustment to Net Income starting with Q4'20 based on numbers presented in Kaspi.kz Financial Statements. Adjustment to Phantom shares portion of Share-based compensation is net of income tax for the purposes of this presentation
Average Balances on Current Accounts	The average total balance of the Payments Platform's accounts (including Kaspi Business and Kaspi Gold accounts) for each respective period based on the monthly average balances
Average Monthly Transactions per Active Consumer	The ratio of the total number of transactions for the previous 12 months to the total number of Active Consumers as of the end of any such period, divided by 12
Average Net Loan Portfolio	The average balance of the Fintech Platform net loan portfolio for each respective period based on the respective monthly average balances



## **Glossary (cont'd)**

Terminology	Definition
Fintech Yield	The ratio of sum of interest income and banking fee divided by the Fintech Average Net Loan Portfolio
Cost of Risk	Total provision expense for loans divided by the average balance of gross loans to customers for the same period
<b>DAU</b> (Daily Active Users)	The daily number of users with at least one discrete session (visit) in excess of 10 seconds on the Mobile App; average DAU is a simple average of DAU for any given period
Delinquency Rate	The share of loans that were not delinquent in the previous month but missed their current due date payment
FPD (First Payment Default)	The share of loans with the missed first payment
GMV (Gross Merchandise Value)	The total value of goods and services sold across our Marketplace Platform during the respective period
Loss Rate Vintages	Expected loss rate of portfolio originated in specific quarter/month as a combination of actual NPL as of reporting date and expected recovery of NPL based on statistics
MAU (Monthly Active Users)	The monthly number of users with at least one discrete session (visit) in excess of 10 seconds on the Mobile App in the last calendar month of each respective period; average MAU is a simple average of MAU for any given quarter

## **Glossary (cont'd)**

Terminology	Definition
Net Income Margin	The ratio of Net Income to Revenue
RTPV (Revenue-generating TPV)	TPV minus non revenue generating P2P Payments within the Kaspi Ecosystem
SPD (Second Payment Default)	The share of loans with the missed first and second payments
Take Rate	For Payments Platform: ratio of transaction and membership revenue (excluding Kaspi Business) to RTPV For Marketplace Platform: ratio of seller fees to GMV
<b>TFV</b> (Total Finance Value)	The total value of loans to consumers issued within the Fintech Platform
TFV to Loan Portfolio Conversion Rate	The ratio of TFV to Average Net Loan Portfolio, calculated for Fintech Platform
TPV (Total Payment Value)	The total value of payment transactions made by Active Consumers within the Payments Platform

#### **Disclaimer**

#### Forward-looking statements

Some of the information in this announcement may contain projections or other forward-looking statements regarding future events or the future financial performance of Kaspi.kz. You can identify forward looking statements by terms such as "expect", "believe", "anticipate", "estimate", "intend", "will", "could," "may" or "might", the negative of such terms or other similar expressions. Kaspi.kz wish to caution you that these statements are only predictions and that actual events or results may differ materially. Kaspi.kz does not intend to update these statements to reflect events and circumstances occurring after the date hereof or to reflect the occurrence of unanticipated events. Many factors could cause the actual results to differ materially from those contained in projections or forward-looking statements of Kaspi.kz, including, among others, general economic conditions, the competitive environment, risks associated with operating in Kazakhstan, rapid technological and market change in the industries the Company operates in, as well as many other risks specifically related to Kaspi.kz and its respective operations.