FY23 Results Presentation

For the twelve months ending
31 March 2023

Turners.
Automotive Group

We love cars

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I. Uncertainties relating to government and regulatory policies;

II. The occurrence of catastrophic events with a frequency or severity exceeding our estimates;

III. The legal environment;

IV. Loss of services of any of the company's officers;

V. General economic conditions; and

VI. The competitive environment in which the company, its subsidiaries and its customers operate; and other risks inherent in the company's industry

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Record result

Resilient model

Ready for what's next

Agenda

1. FY23 Results

2. Segment results

3. Looking forward …

Delivering on our plan for growth …

1. **Record result despite macro headwinds of interest rates and a supply constrained used car market**

2. **Auto Retail Division grows profits 28%, Insurance 9% helping to offset material impact from increasing interest rates in Finance Division.**

3. **Full year dividend at 23.0 cps.** Based on current share price this is a gross yield of over 9%+ pa.

4. **Our plan for growth has been proven up and de-risked over the last three years:**
    1. Auto Retail market share and margin gains due to focus on domestic sourcing and retail optimisation
    2. Auto Retail branch expansion pipeline building
    3. Finance quality metrics continue to improve
    4. Insurance distribution improving
    5. EC Credit debt load increasing as wider environment deteriorates

5. **NZ and global economic challenges will persist over the next 12-24 months. still see opportunities in the markets we operate in, and are well positioned to take advantage of these.**

FY23 Results overview

In an environment where costs are up significantly, interest rates have never increased faster, there has been more government regulation in finance and vehicle markets than ever before, and market demand is down…Turners business has continued to perform.

Financials

- EBIT $52.2M up 9% [1]
- NPBT $45.5M +6%
- NPAT $32.6M +4%
- Revenue $389.6M +13%
- Dividend 23.0 cps 0%
- Earnings per share 37.7cps +4%

[1] EBITadjusted for interest expense in Finance (non-IFRS measure)

Key Drivers for FY23

- Continued gains in margin and market share in Auto
- Government regulation has led to fewer used imports from Japan meaning overall used car supply has been constrained
- Speed and size of interest rate increases material ~110% increase in interest expense for Oxford Finance over FY22
- Employee engagement levels remain at record levels and are a core part of the competitive advantage of Turners Auto Group

FY23

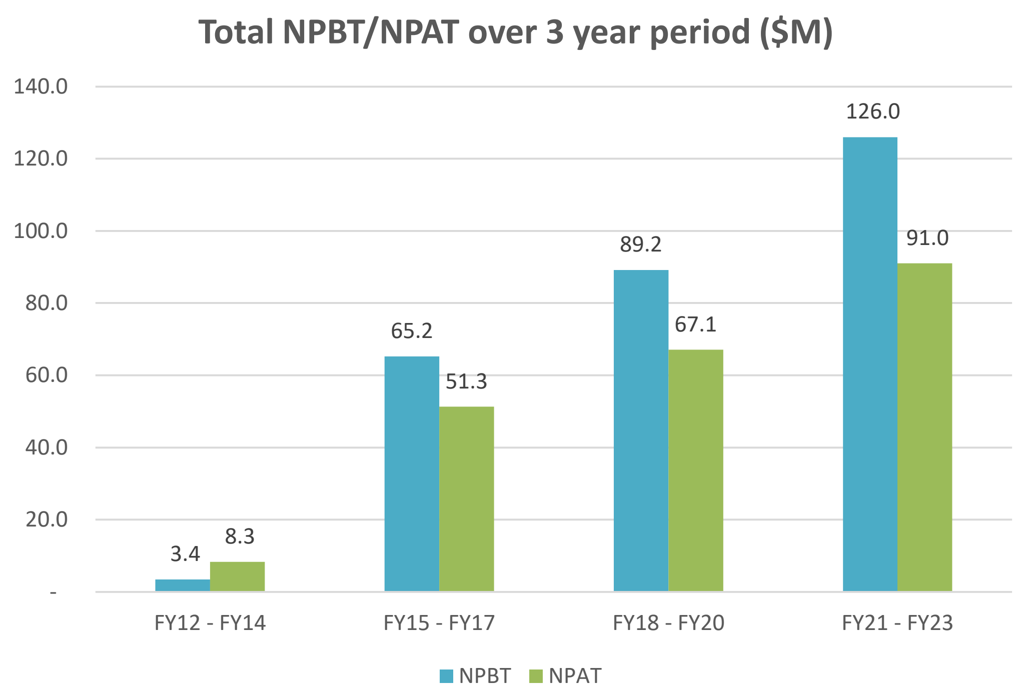
- **FY23 result a record…**
- **Auto retail:** supply constrained market, expecting further gains in market share as branch network expands
- **Finance:** Continued focus on interest margins and credit quality
- **Insurance:** new policy sales strong in a declining market, investment returns improving
- **Credit:** debt load recovering and inbound customer inquiry lifting.

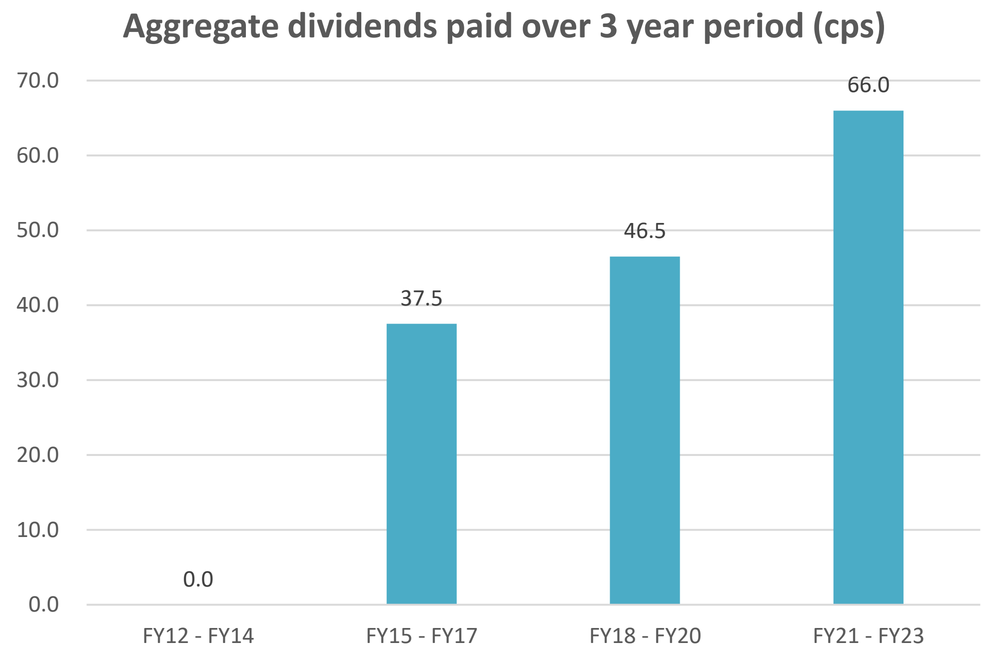
We have made great progress in 4 years…

KPI	FY19	FY23	Progress
Finance conversion	30.3%	30.7%	+
No. of locally sourced vehicles purchased	16,179	24,089	+
BuyNow sales %	48%	51%	+
Auto retail market share	4.9%	8.7%	+
Avg GP per owned unit	$470	$839	+
Average monthly premium lending	$2M	$11M	+
Consumer arrears	10.6%	2.6%	+
Finance net interest margin	13.2%	9.0%	-
Insurance Claims Ratio MBI	72%	53%	+
Gross Written Premium MBI	$32.6M	$31.5M	-
Debt Collected	$56.8M	$34.4M	-

Reported Net Profit Before Tax	**$29.0M**	**$45.5M**	**+**
Earnings per Share	**26.2 cps**	**37.7 cps**	**+**
Dividends Paid per Share	**$0.17**	**$0.23**	**+**

Turners building a strong and sustainable business with a proven track record…





** Dividends fully imputed from FY17 onwards*

Regulatory changes driving drop in used car market sales…

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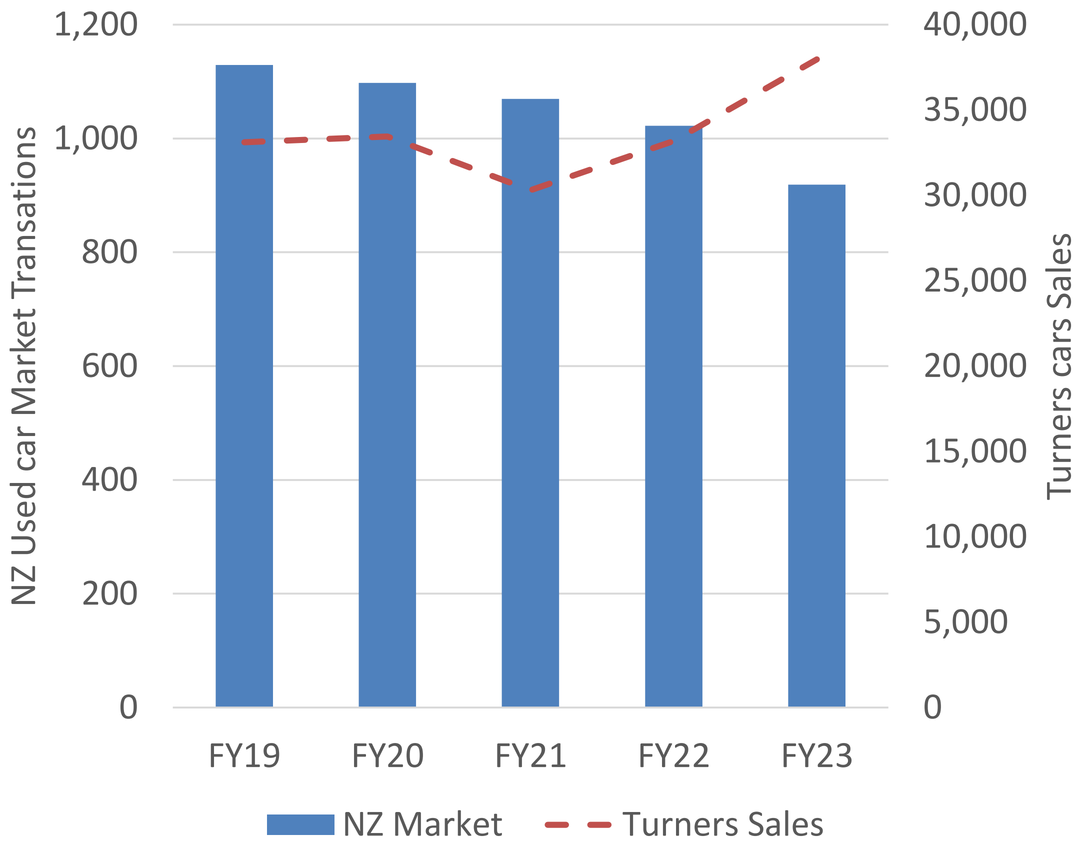
NZ Used Car Change of Ownerships (000s)



Source NZTA

- Government regulation Clean car Standard and Clean Car Discount continuing to constrain the supply of used vehicles in NZ.
- Overall transaction levels down 10% FY22 v FY23.
- 34% reduction in used overseas imports to 90k units.
- Demand for higher value cars is moderating and shifting into the lower price point segments.
- Turners car unit sales up 14% FY23 v FY22.

Registered dealer numbers continue to decline…

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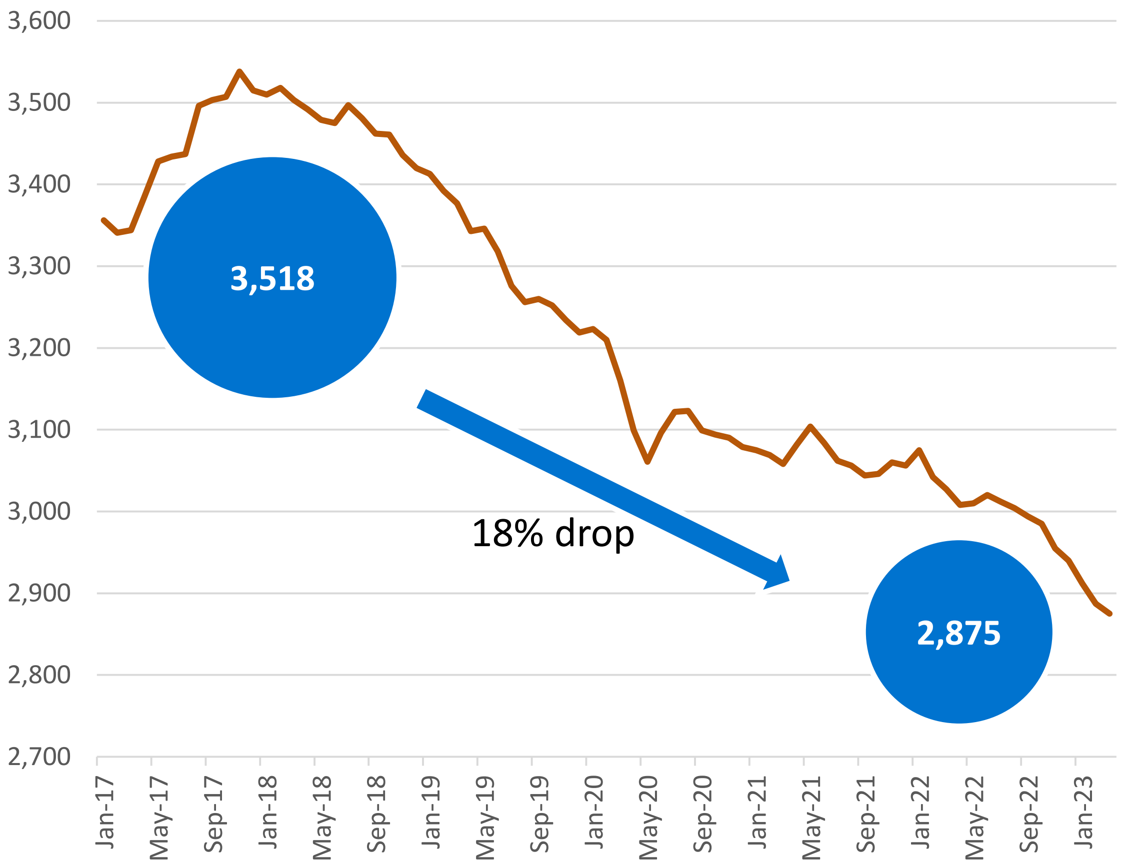
Registered Dealer Numbers NZ (source MBIE)

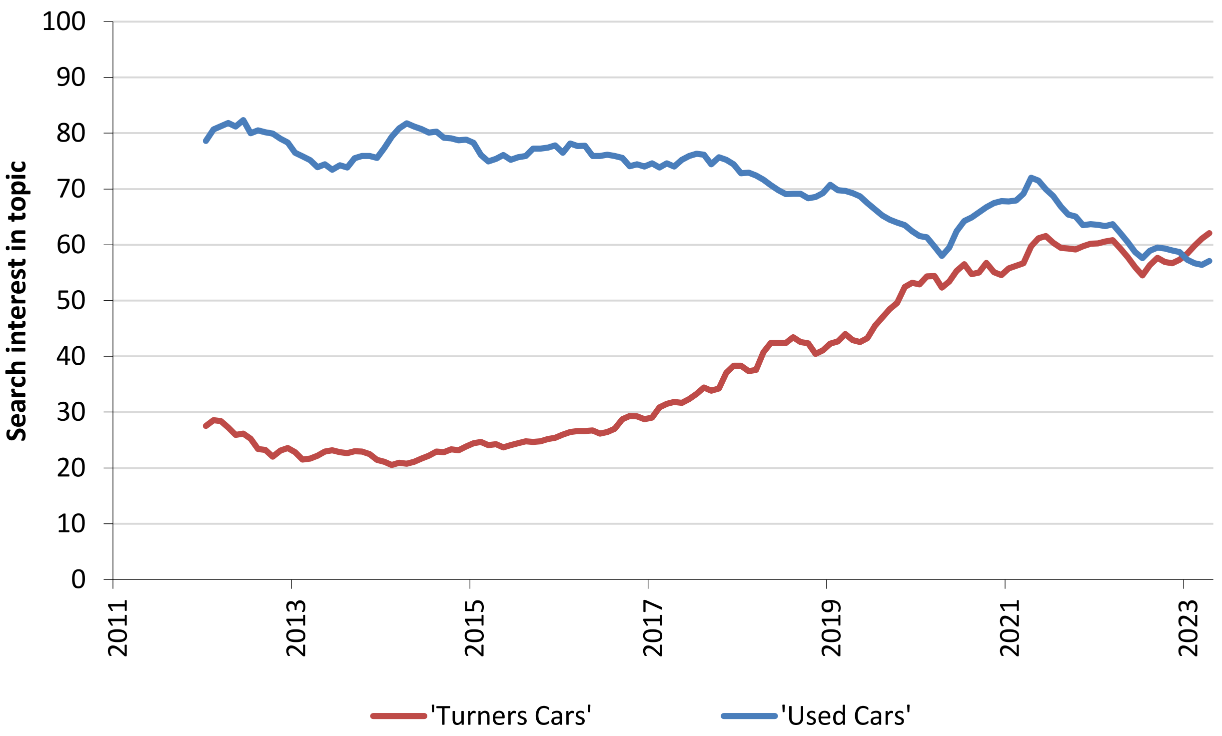


Source: MBIE

- Registered dealer numbers at lowest point since Feb-2014.
- We expect to track down further due to challenges in supply and impact of government regulation.
- Scale, digital capability and vehicle sourcing capability are critical to growing in this environment.

Turners brand becoming synonymous with used car sales in NZ (rolling 12-months)

Combined effect of branch expansion, customer experience, brand investment, digital marketing capability

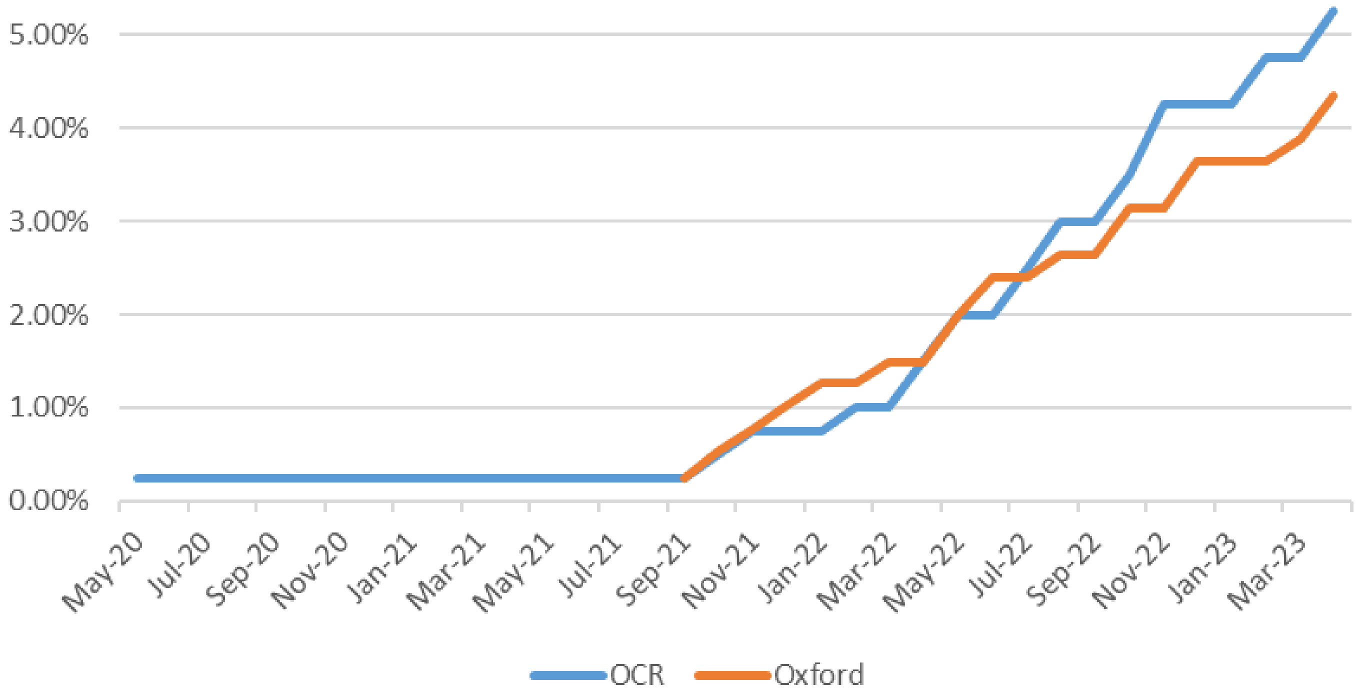


Source - Google search trends

Most trusted winner for 4th year in a row all building our “ownership” of brand category

The rate of change of the OCR is having a material impact on our finance business…

Oxford base rate price movements v OCR actual and forecasted



- Oxford base rates have increased 12 times since Oct-21 but pricing remains ultra-competitive.
- Our strategy has been to proactively review pricing to mitigate the OCR impact, however interest expense is up ~110% (or $7m) over FY22.
- This strategy will ensure we are well placed to grow again once interest rates stabilise.

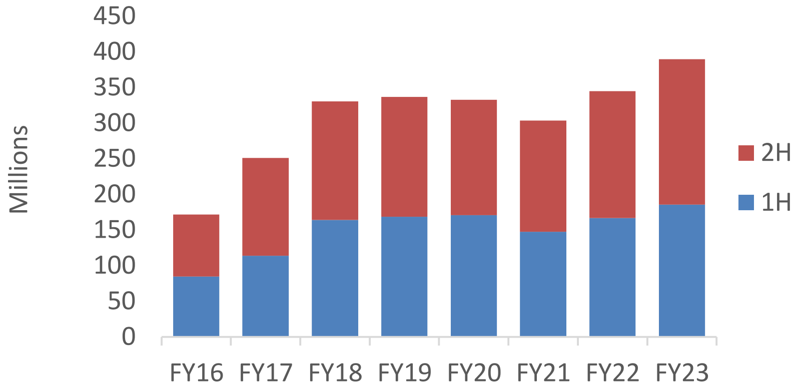
1. FY23 Results

FY23 Results snapshot

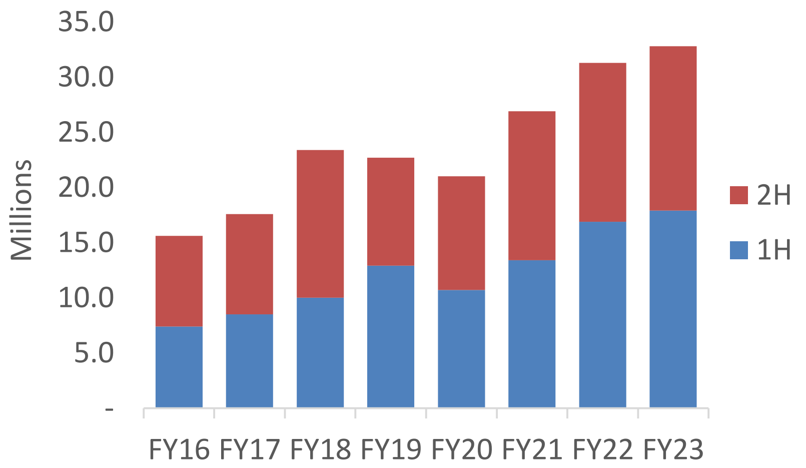
Revenue **$389.6M** +13%	Shareholders' Equity **$272M as at 31 March 23**
Net Profit Before Tax **$45.5M** +6%	Final Dividend 7.0 cps **FY Div 23.0 cps** 0%
EBIT* **$52.2M** +9%	FY22 Earnings Per Share **37.7cps** **(FY22 36.4cps,** +4%**)**
Net Profit After Tax **$32.6M** +4%	

* EBIT adjusted for interest expense in Finance (non-IFRS measure)

Revenue



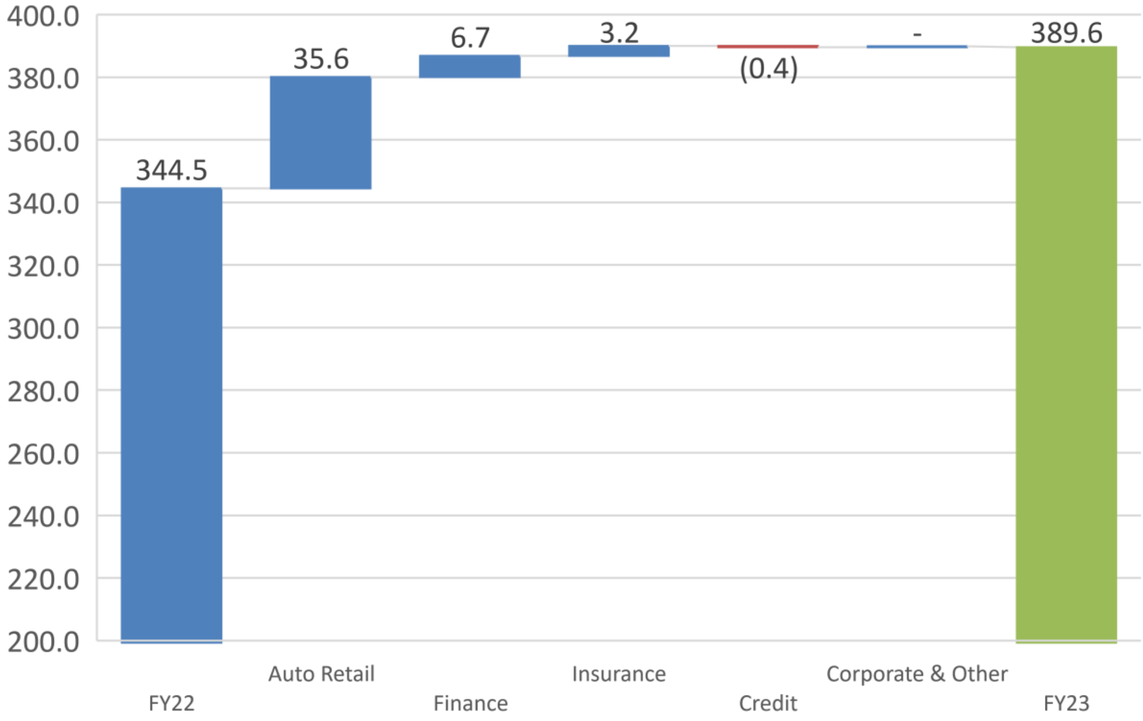
Net profit after tax



FY22 to FY23 Revenue bridge

Revenue increased from $345M to $390M

Revenue Bridge FY22 to FY23 ($M)

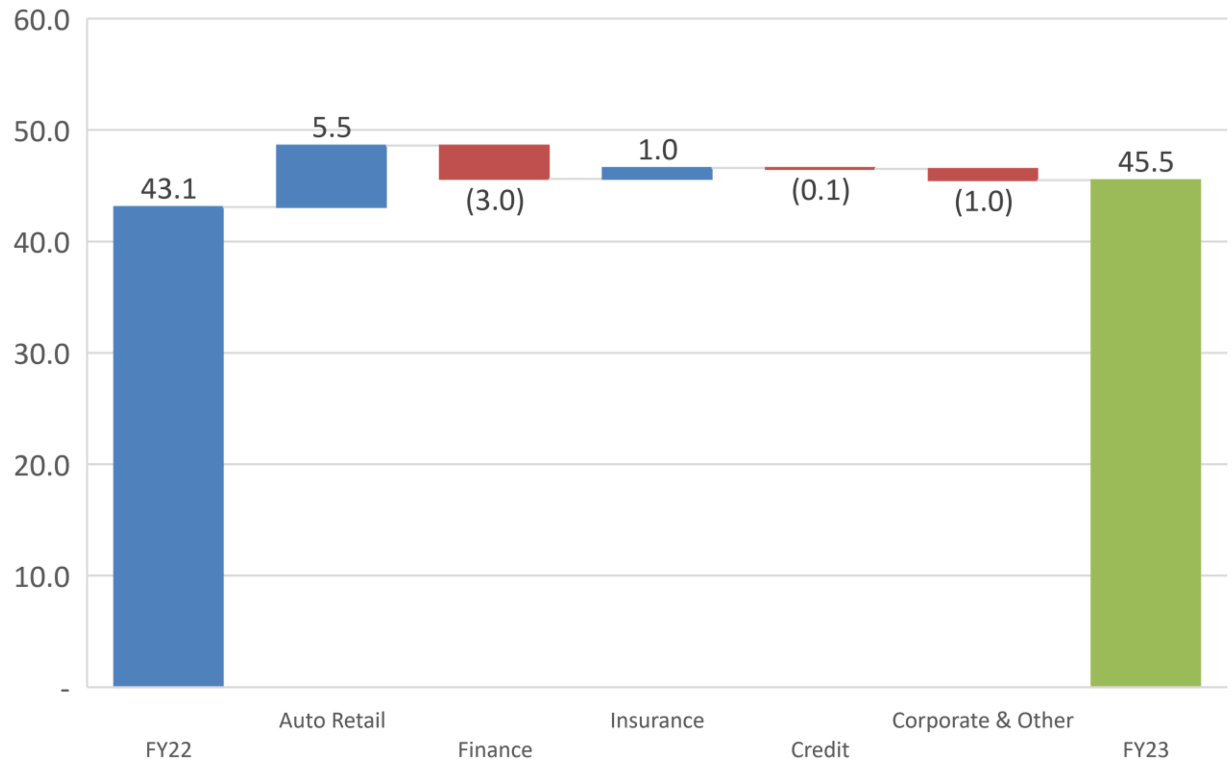


- Auto revenues have grown off increased car and damaged vehicle unit sales, new branches and more owned stock flowing through the business has helped grow our cars market share.
- Finance book revenues reflect higher average loan book over FY23 with growth in premium borrower segment.
- Insurance revenues up off strong policy sales and improved investment returns.
- Credit Management revenues have dropped as a result of less debt load and lower levels of payment arrangements.

FY22 to FY23 Net profit before tax (NPBT) bridge

NPBT increased from $43.1M to $45.5M

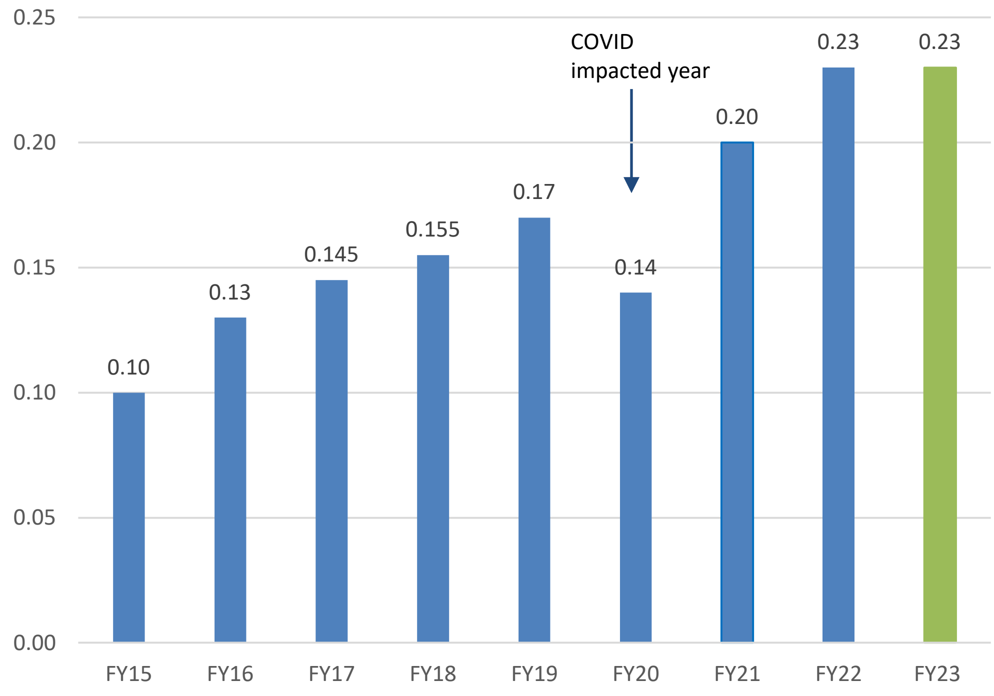
NPBT Bridge FY22 to FY23 ($M)



- Auto Retail profit growth from increased unit sales, better margins, more owned stock and new branches.
- Finance result impacted driven by increasing interest rates and impact on net interest margin, and prioritising credit quality and margin management over loan book growth.
- In H2 we added an additional $0.5M to our provision buffer.
- Insurance result reflects improvements in risk pricing, claims ratios and cost base.
- Credit management result is driven off reduced commissions from less debt loaded.

Turners has a strong and sustainable yield

Dividend per Share ($)



Note - Dividends fully imputed from FY17 onwards

- Proven track record of delivering strong, sustainable and growing dividends in the business.
- Directors have declared a final dividend of 7.0 cents per share taking full FY23 dividends to 23.0 cents per share.
- Dividend payout ratio is 60-70% of NPAT.
- Based on the projected 23.0 cents per share dividend and a share price of $3.75 this is a gross yield of 8.5% pa.
- A dividend reinvestment plan (DRP) will be a feature of the final dividend with a 2% discount applied for those taking up the DRP

Balance sheet has capacity to support growth

($M)	FY23	FY22
Cash and cash equivalents	12	13
Financial assets at fair value	67	70
Inventory	26	32
Finance receivables	425	423
Property, plant and equipment	106	68
Right of use Assets	22	23
Intangible asset	164	164
Other assets	30	32
Total Assets	852	825
Borrowings	412	413
Other payables	56	50
Deferred tax	13	13
Insurance contract liabilities	56	55
Lease liabilities	27	28
Other Liabilities	16	14
Total Liabilities	580	573
Shareholders Equity	272	252

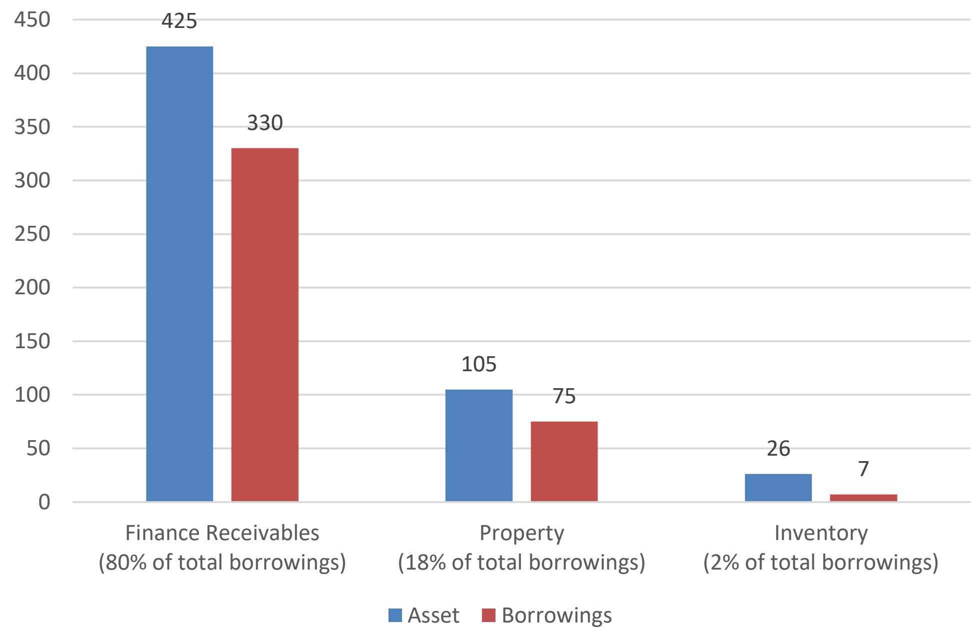
- **Inventory levels** have reduced further as we improve processing times and overall stock turn metrics.
- **Finance Receivables** remain flat year on year due to prioritising margin and credit quality over growth in Oxford.
- **Property, plant and equipment** increase due to development of sites in Rotorua, Nelson, and acquisition of sites in Tauranga, Napier, and Christchurch.
- **Borrowings** have remained flat despite investing in $35M of property over FY23.

Funding mix optimised to support growth

Borrowings

($M)	Limit	Drawn
Receivables – Securitisation (BNZ)	316	295
Receivables – Banking Syndicate (ASB/BNZ)	50	35
Less Cash		(5)
Net Receivables Funding	366	325
Receivables Funding Capacity		41
Corporate & Property	110	75
Working Capital (ASB & BNZ)	30	7
Less Cash		(7)
Net Corporate Borrowings	140	75
Corporate and Property Funding Capacity		**65**

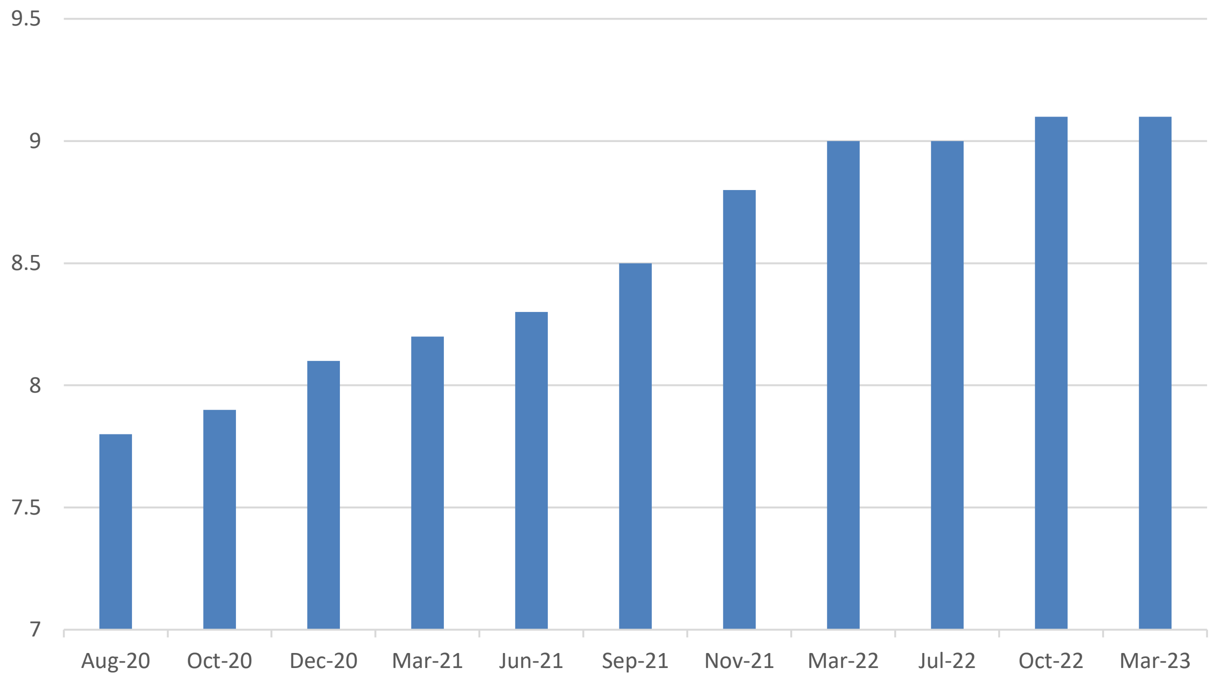
Borrowings by Asset Class ($M)



- Inventory funding broadened to provide flexibility for local purchasing as well as imports.
- BNZ Securitisation notes now consist of Class 1 notes only after 2022 refinance of Class 2 and 3 notes by Turners.
- Oxford capacity expected to support lending over the next 12-24 months.
- Corporate funding capacity more than sufficient to support current committed branch expansion plans in Auto.

Our strong culture is a key advantage for our business

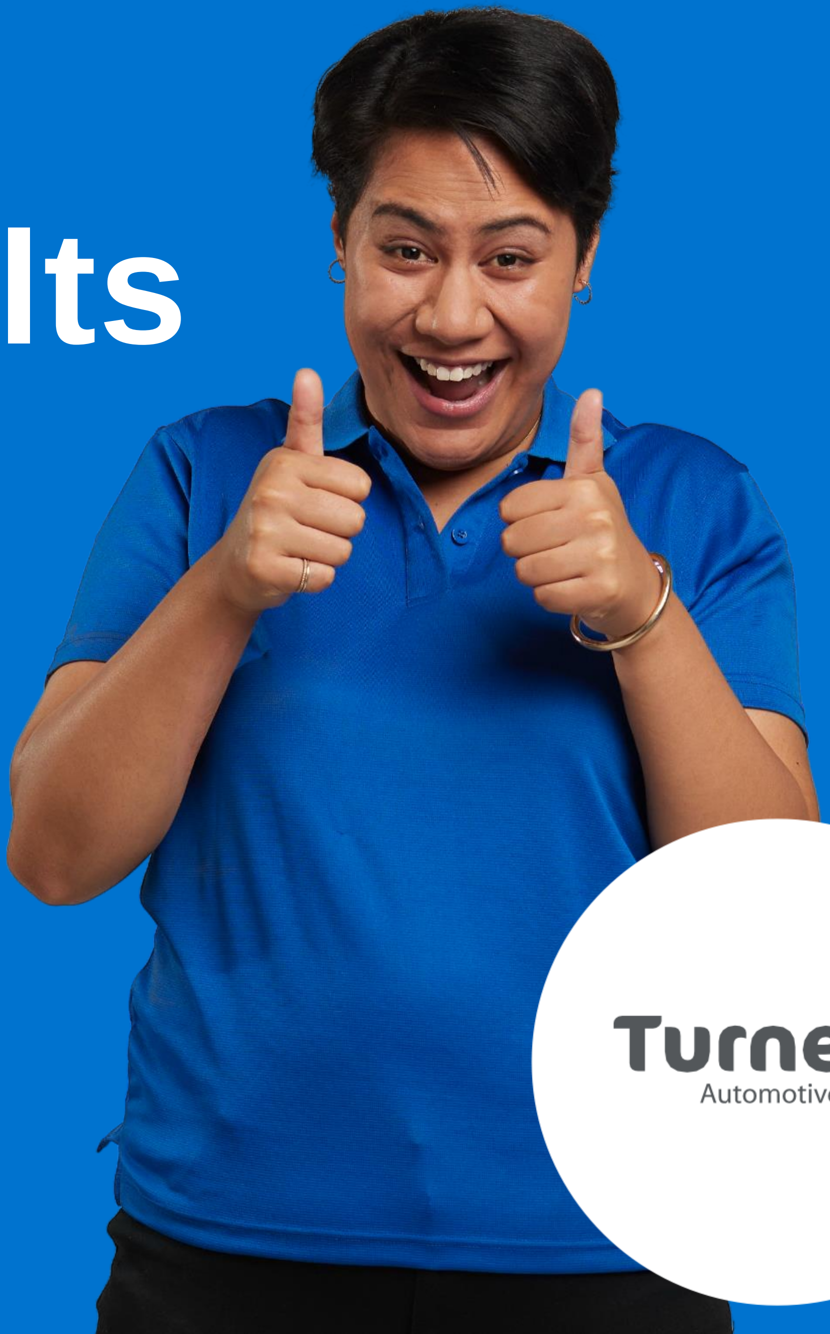
Peakon Employee Engagement Scores



Across nearly 700 employees we are averaging 9/10 to the question "How likely is it that you would recommend Turners Auto Group as a place to work?"

- Turners rank in the top 5% of consumer businesses globally using the Peakon survey tool
- Having a strong culture and an engaged team is very important to us, particularly at a time when recruitment and retention is challenging
- We continue to invest in training, remuneration, and other benefits eg. in FY23 we launched an Employee Share Scheme with just under 50% take up
- Turners scores 9.4 for Diversity and Inclusion. This measures our efforts to maintain a diverse workforce and create an environment where every individual feels included.
- Turners scores 9.1 for Health and Wellbeing. This measures how satisfied employees are with Turners efforts to help them cope with stress and stay mentally, socially, and physically healthy.

2. Segment Results



FY23 by segment

($M)	Automotive Retail		Finance		Insurance		Credit	
Revenue	278.2	15%	58.6	13%	43.6	8%	9.2	(5%)
Segment Profit	25.0	28%	15.0	(17%)	12.6	9%	2.9	(6%)

FY23 Update by segment

Auto Retail

- Market share gains and margin improvement through brand promotion and retail optimisation initiatives.
- Stock turn improving through “speed to sale” operational efficiencies.
- Damaged vehicle unit sales increased by 24% over FY22.

Finance

- Finance margin management through regular pricing increases.
- Credit policy regularly reviewed and tightened to continue improving credit quality metrics.
- Interest expense up materially 110% to $13.1m resulting in expected compression in net interest margin.

Insurance

- Market share gains.
- Claims ratios continue to improve, and less cars moving in working from home arrangements.
- Core technology system replacement development completed.

Credit/Management

- Debt load increasing and well positioned for the next stage of the NZ credit cycle.
- Market wide credit defaults starting to lift off historical lows.
- Customer experience scores very pleasing confirming resolution focus right strategy.

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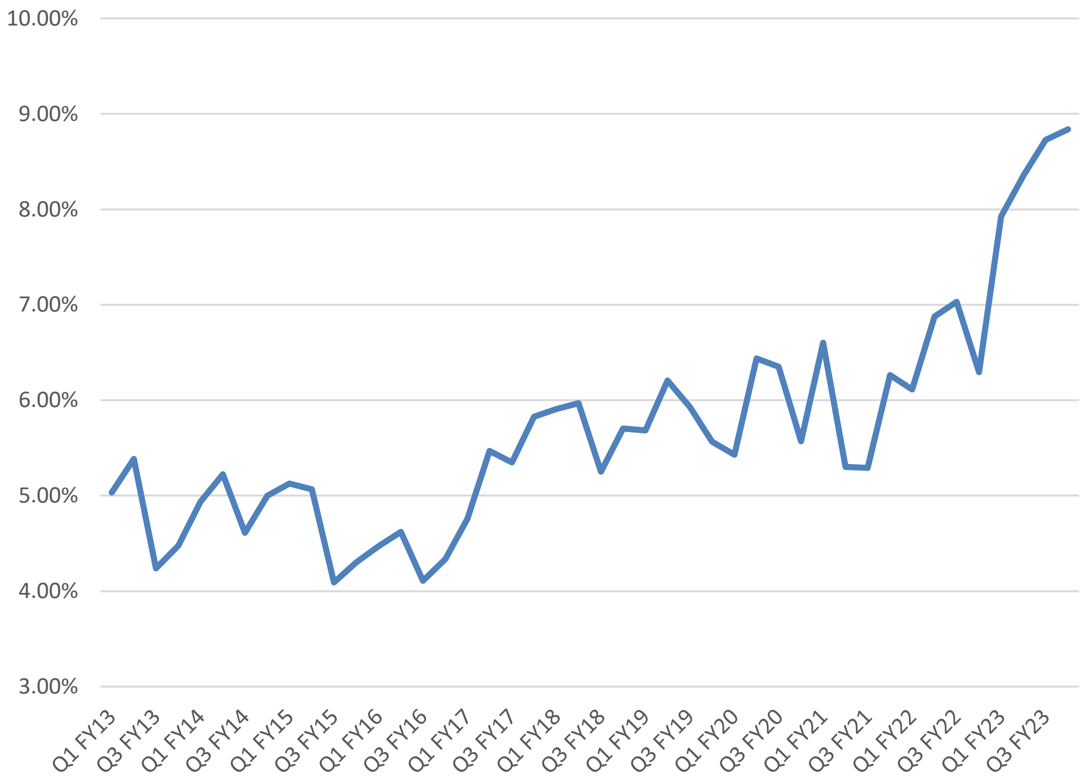
Automotive retail

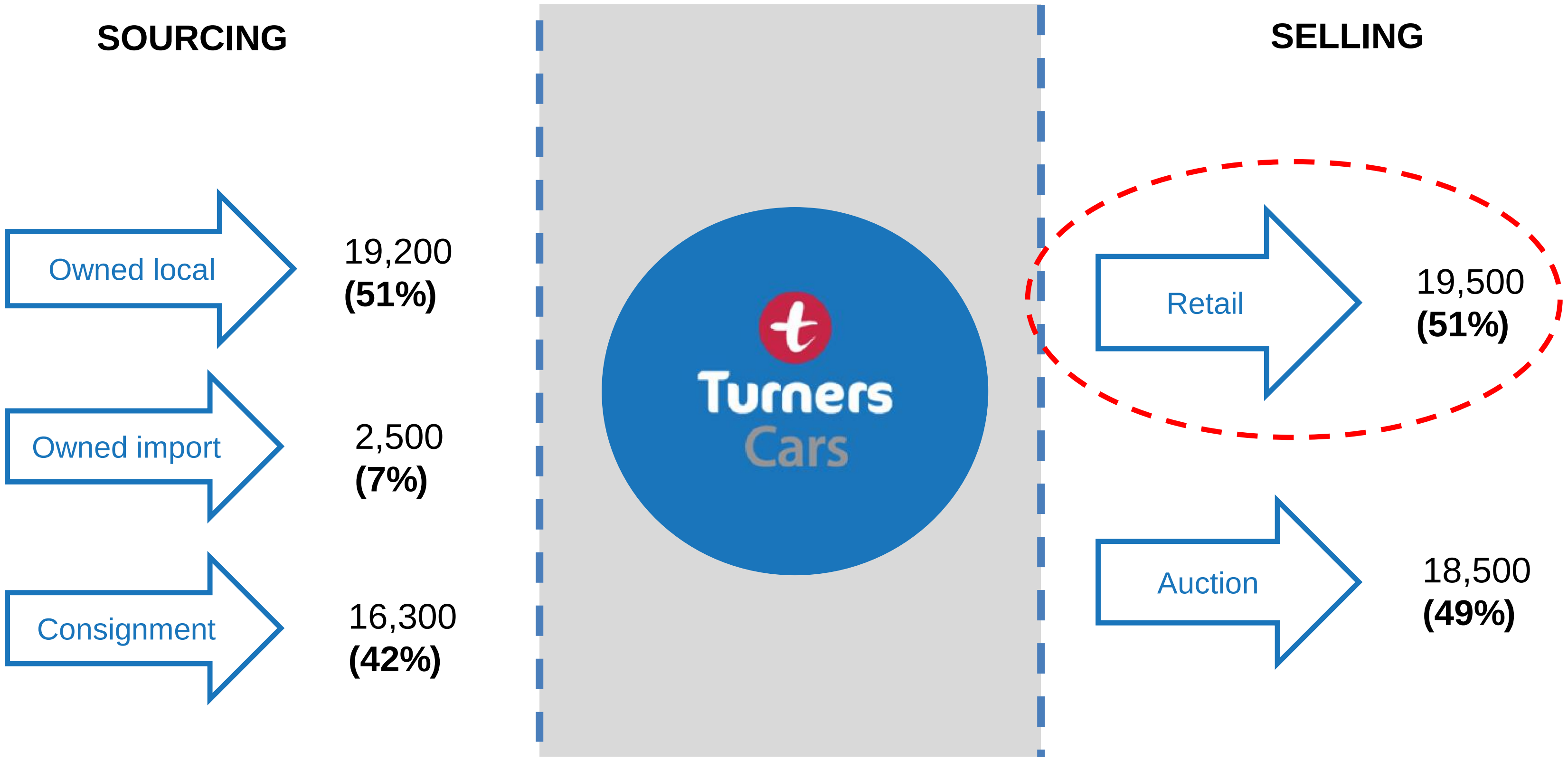
Revenue 278M +15%, Segment Profit $25M +28%

Turners Retail Quarterly Market Share



- Turners “retail” market share has continued to grow throughout FY23. Retail (BuyNow) unit sales up 6% to ~19,500, wholesale auction unit sales up 25% to ~14,700 units.
- Total “owned” units sold in FY23 up 9% over FY22 to 21,700, overall margin on cars we own is up 11% for FY23.
- Nelson and Rotorua now both fully operational and performing above expectations.
- Overall finance attach rates are tracking behind FY22 (FY23 31% v FY22 33%) as a result of both CCCFA changes (Q3 FY22) and credit policy tightening.
- Business continues to operate off lower inventory levels, with faster stock turn as a result of successful domestic sourcing strategy.
- Flood damaged vehicle sales and replacement vehicle demand has contributed an ~$1M in additional operating profit.

Conversion of wholesale auction units to retail channel material opportunity



- **51% of sales in FY23 through the retail channel.**
- 18,500 units sold through auction in FY23 v 14,700 sold in FY22, largely due to adding Fleet Partners ex-lease consignment vehicles.
- For each additional vehicle sold through retail (not auction) Turners makes another $1,000 per vehicle, every 1% uplift in retail % generates ~$400k in additional profit.
- We have generated more owned stock and consignment, and we are increasing our retail % and capacity through branch expansion.
- **Internal target to get to 70% of sales through retail channels by FY26.**

Retail expansion pipeline

Committed development pipeline

Location	Size	Timing	Expected additional profit contribution
Timaru	4,000m2	Q4 FY24	$500k
Napier (site expansion)	8,000m2	Q4 FY24	$500k
Christchurch - Hornby	15,500m2	Q4 FY25	$400k
Christchurch – Burnside (Airport precinct)	8,000m2	Q4 FY25	$300k
Christchurch – City Centre	6,000m2	Q1 FY26	$500k

“Opportunities” pipeline

New locations

- Takanini/Drury
- Whanganui
- North East Christchurch
- Lower Hutt
- Albany north

Existing locations expansion

- Invercargill
- New Plymouth
- Tauranga

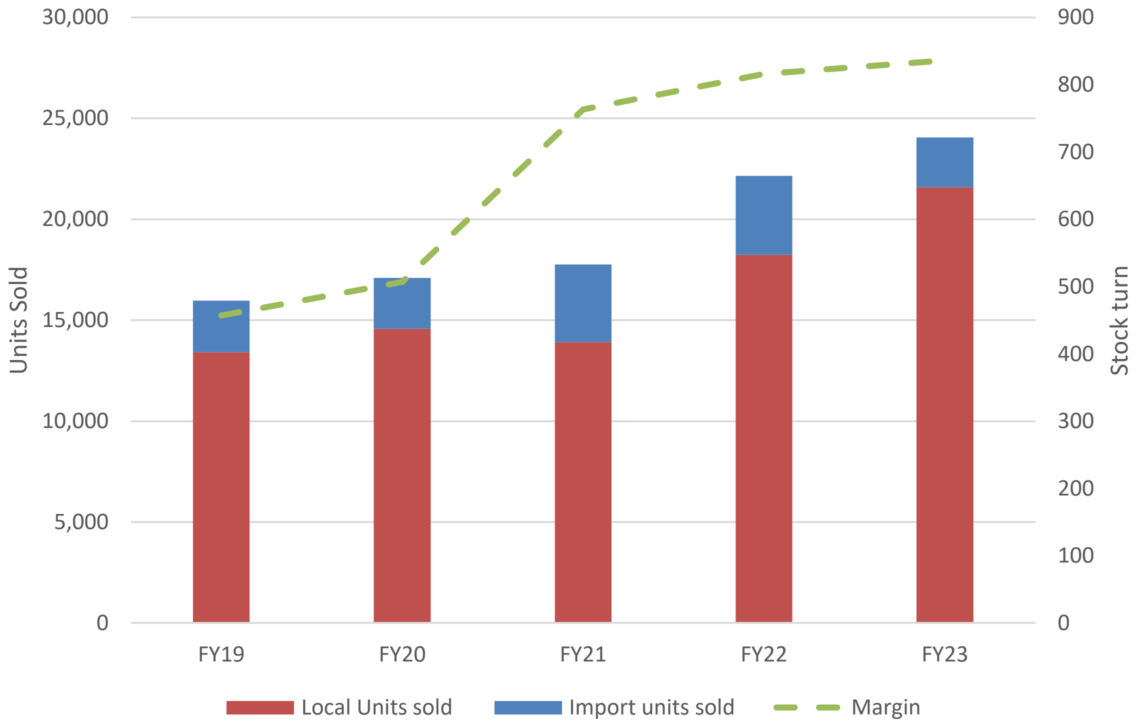
Improving our speed to sale has improved our stock turn and reduced inventory levels

Key Indicator	Sept-21	Mar-22	Sep-22	Mar-23
Speed to sale (days to advertise)	35	25	14	14
Stock value ($M)	34.0	32.0	27.7	26.1
Stock units	4,265	3,797	3,067	3,021

- Data tools have enabled accurate measurement of the process.
- Vehicle preparation process has been re-engineered and optimised for specific vehicle requirements, which has removed a number of time critical bottlenecks.
- Outcome has been higher sales off lower inventory investment, and reduced exposure to market pricing changes.
- Upweighting local sourcing versus used imports has been beneficial.

Focus on local sourcing continues to deliver…

Average Margin[1] ($) and Units of "owned" cars sold

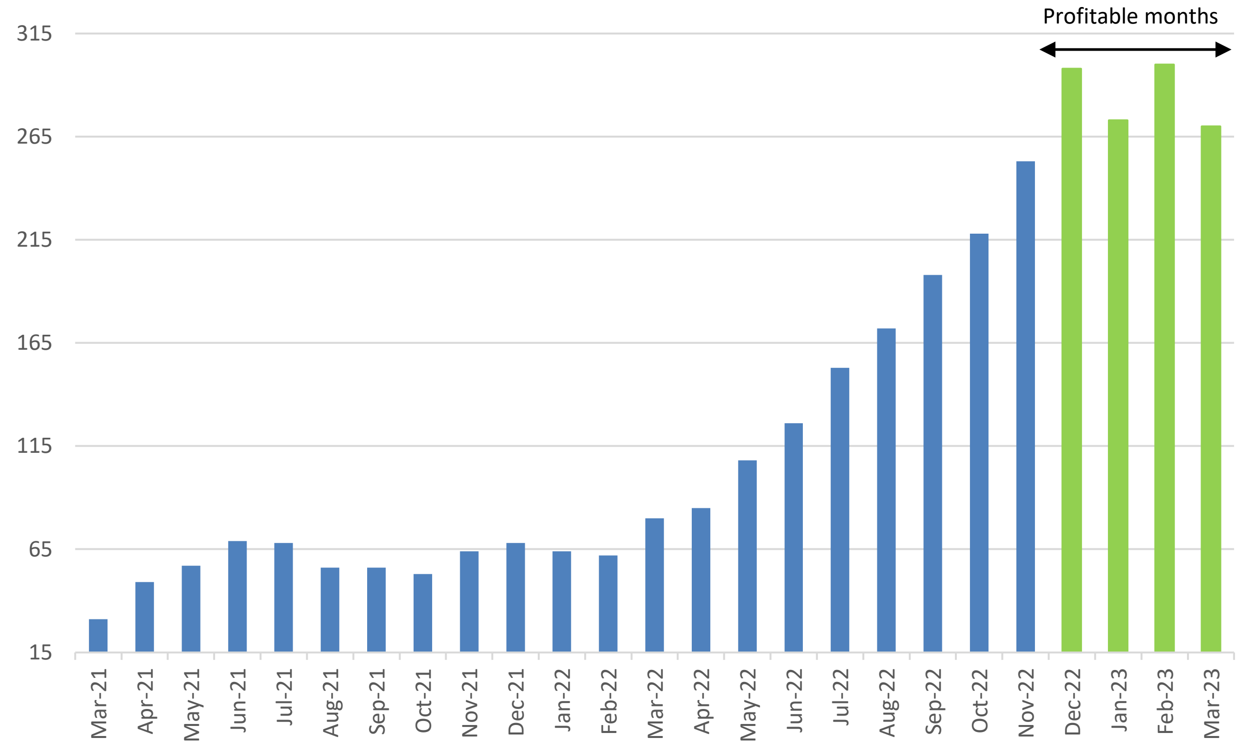


[1] Margin calculated after selling fees

- Positive impact on volume and margins from focus on local sourcing in FY23, use of data, branch network, lead generation, customer experience and conversion.
- Improvements in use of data, higher proportion of domestic buying have helped to lock in structural improvements in margin over pre-pandemic levels as well as stock turn improvements.
- Cut through of Tina campaign continues to deliver record levels of sourcing leads.
- Local sourcing allows business to direct purchasing to high demand vehicle categories faster.

Turners Subscription moves into profit

Turners Subscription snapshot by month

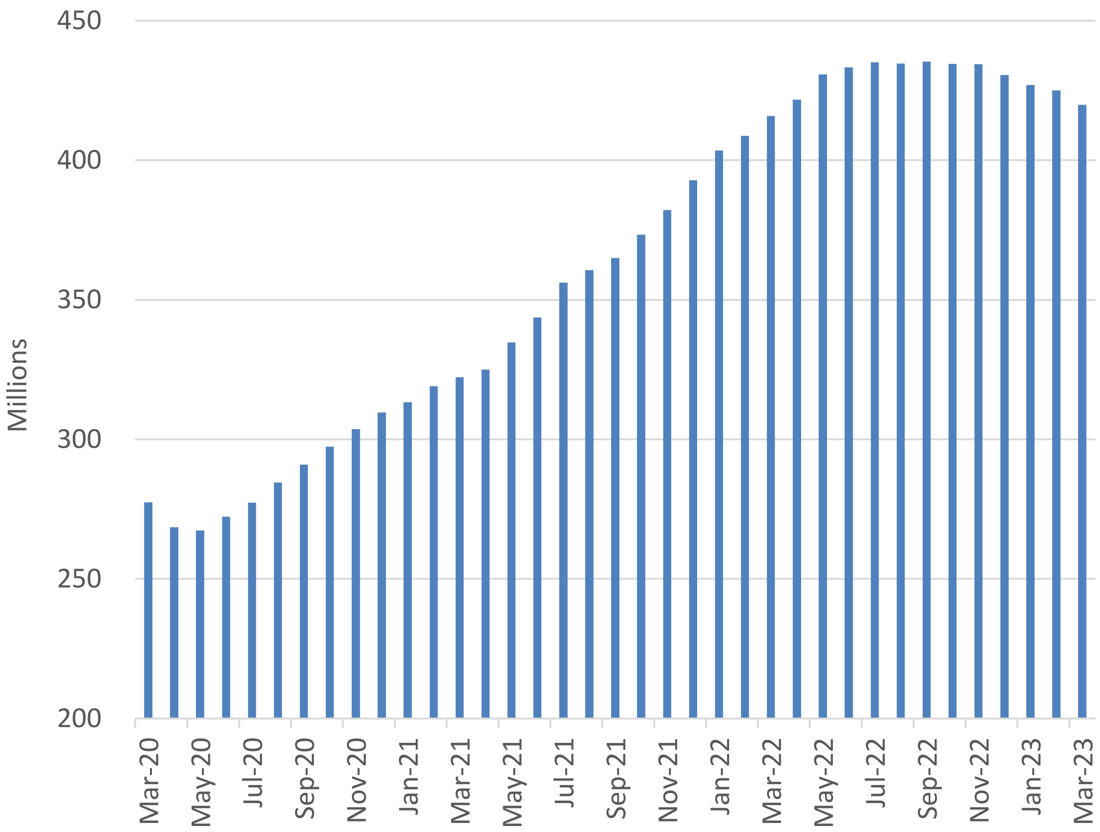


- Turners Subscription has broken through the milestone of 300 concurrent subscriptions in February 2023.
- The average subscription period has reduced due to a spike in short term Xmas subscriptions over Dec-22/Jan-23.
- Daily rates have firmed over last year with FY22 day rates averaging $21 and FY23 at $32 per day.
- ~80% of the Subscription owned cars are Low Emitting Vehicles (LEVs).

Finance

Revenue $58.6M +13%, Segment Profit $15.0M (17%)

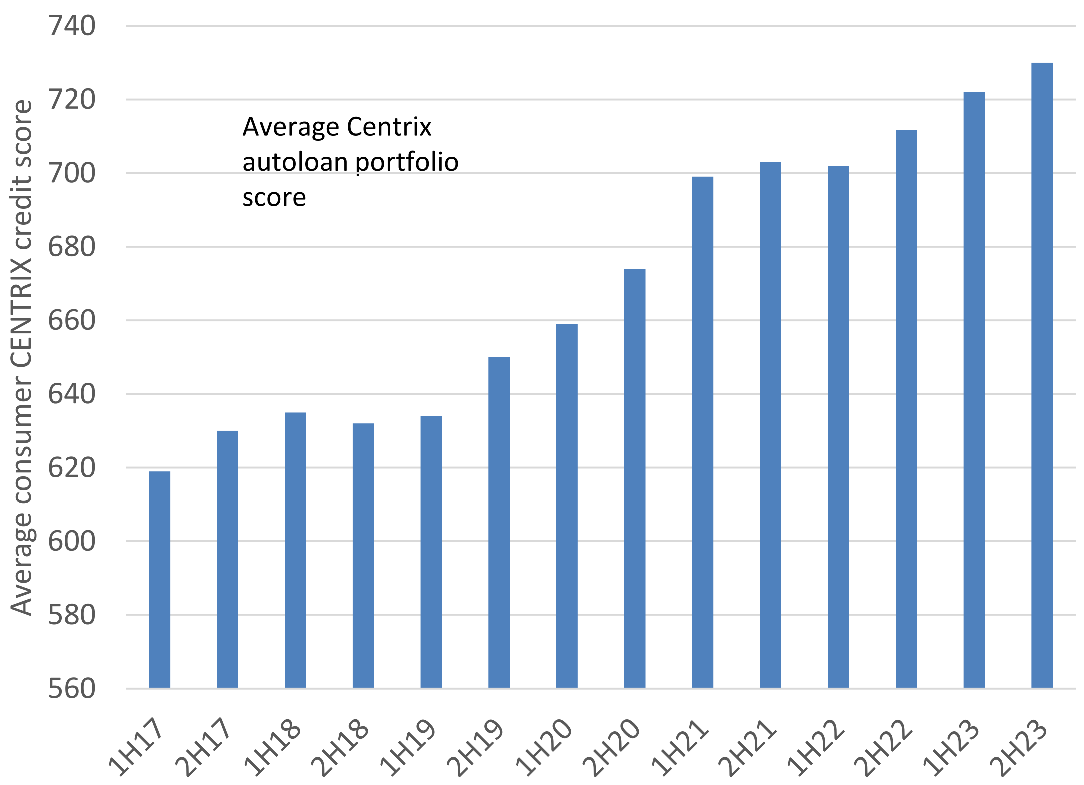
Total Receivables (ex impairments)



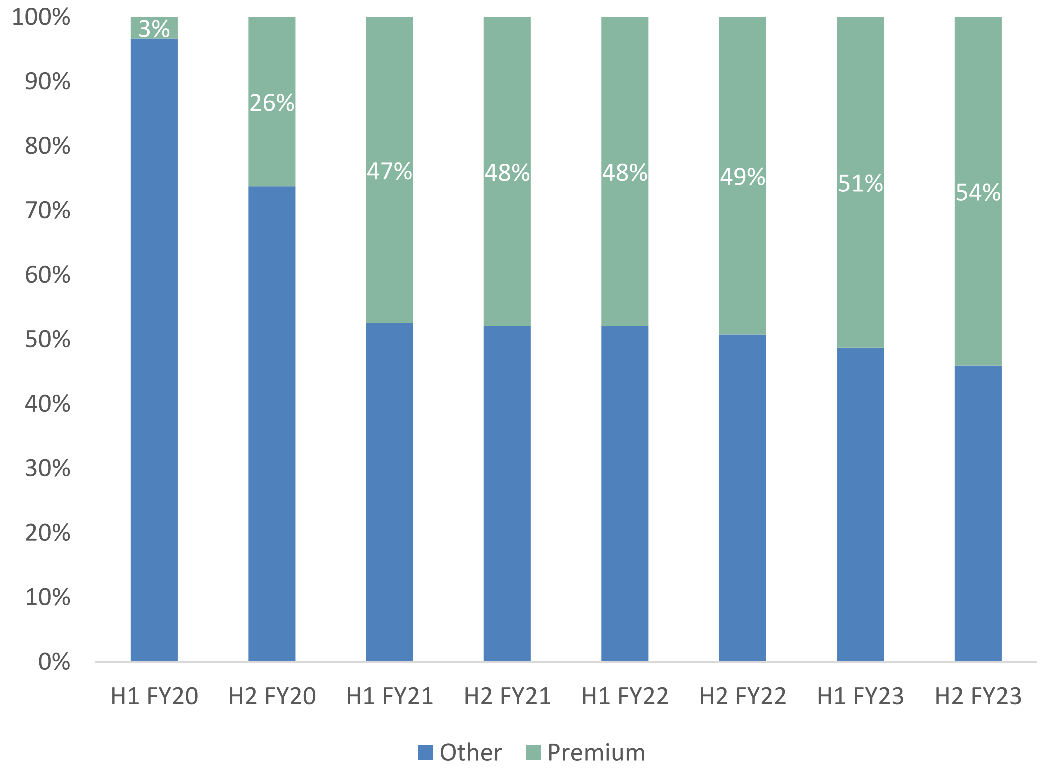
- Growth has moderated as credit quality, regulatory compliance and margin become higher priorities.
- A 110% or ~$7M increase in interest expense has had a material impact on profits on average loan book.
- Credit policy continually tightened throughout HY23, with average credit score continuing to improve. Premium Tier business accounts for 50%+ of our new business per month.
- Controlled lending through our own Turners and Direct channel up 8% in FY23 to $77M.
- Oxford loan arrears continue to track at ~half the levels of the wider market (see Centrix data on slide 34).

The quality of the finance book continues to improve…

Average Credit Score

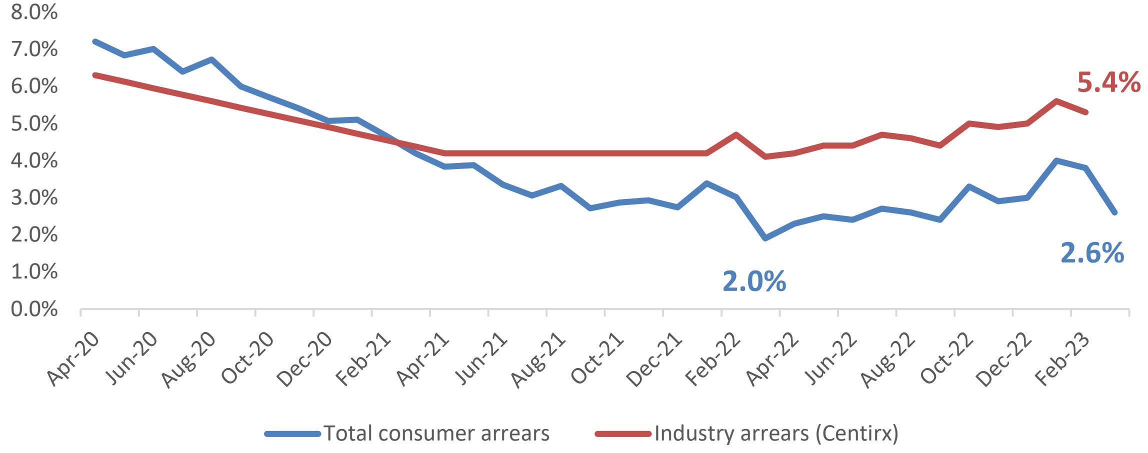


Total New Lending with Premium Tier Risk Split

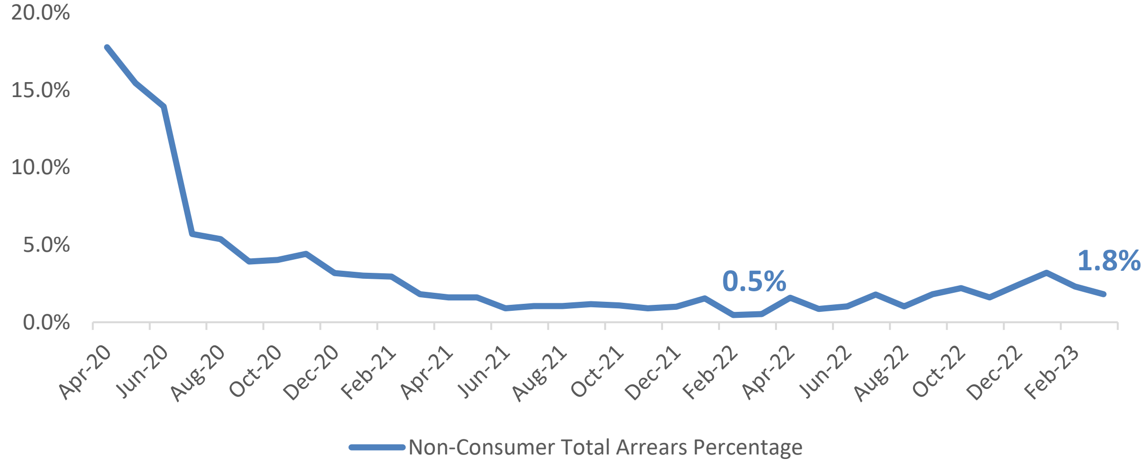


Quality lending strategy resulting in arrears at well below industry benchmarks

Consumer arrears



Commercial arrears

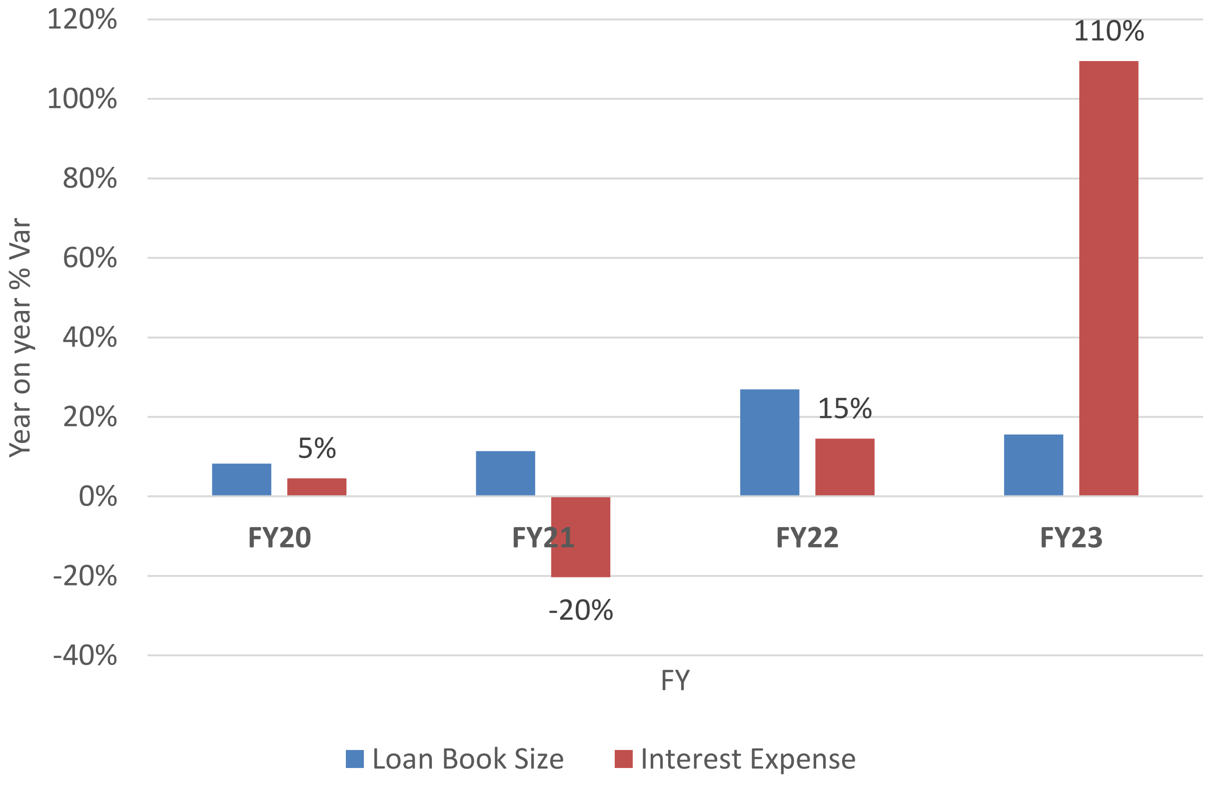


- Oxford loan arrears continue to track better than market data published by Centrix (see chart at top left).
- Our large proportion of premium borrower business combined with tightening credit policy means arrears still tracking well below pre-Covid
- Oxford has continued to tighten credit policy during FY23.
- Consumer total arrears has increased slightly from 2.0% to 2.6% at Mar-23, driven by uplift in short term arrears. However 90+day arrears have actually reduced to 0.4% in Mar-23 from 0.6% in Mar-22.
- There is a material buffer ($2M) over and above BAU arrears provisioning to allow for further economic uncertainty.

Hardship	As at FY23	As at HY23	COVID peak in FY22
Number	45	47	511
Balance	$760,000	$971,000	$12,260,000

The impact of rising OCR on interest expense has been material

% growth in Oxford interest expense and average loan book size

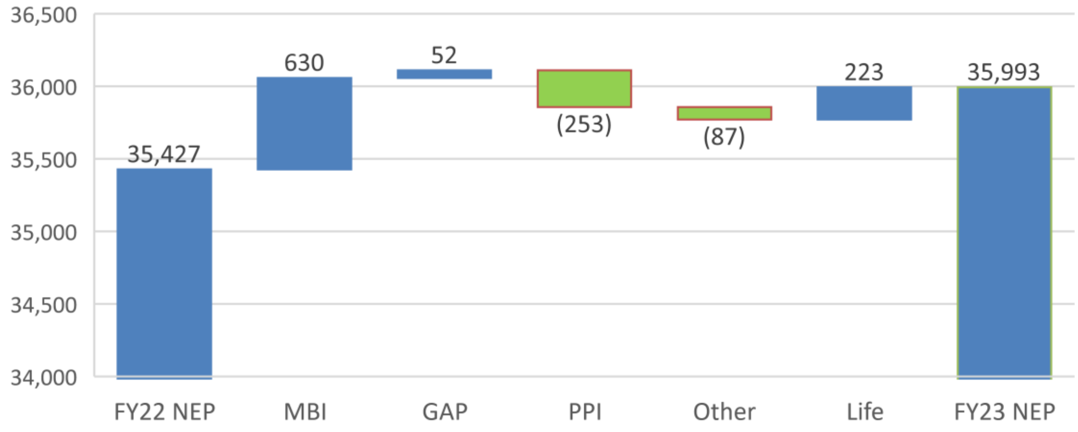


- Average loan book growth from FY22 to FY23 was 13% against interest expense growing at 110% over the same period.
- To combat the fastest rising OCR in history we have implemented 12 base rate movements since Oct-21 for lift of 4.10%.
- Increased hedged portion of borrowings to over ~60%.
- Net Interest Margin expansion expected to resume once OCR peaks.

Insurance

Revenue $43.6M +8%, Segment Profit $12.6M +9%

Net Earned Premium FY22 to FY23 ($000's)



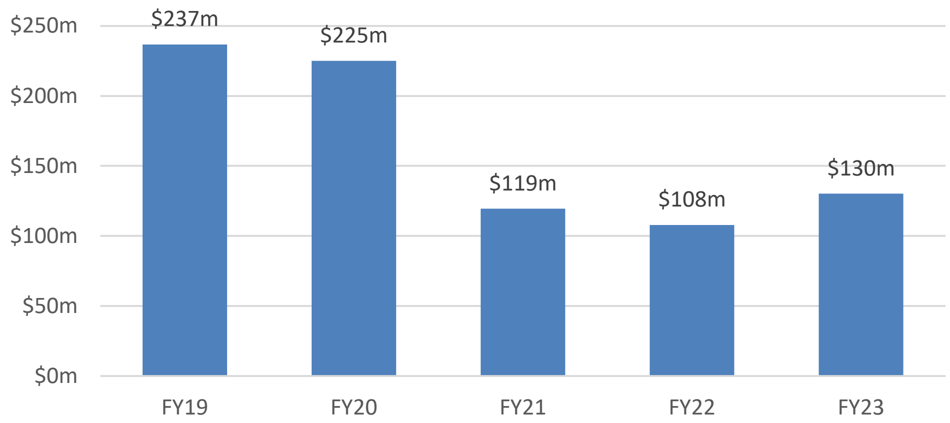
MBI Loss Ratio Performance

- Market share gains continuing to provide robust policy sales despite challenging market conditions.
- Digital distribution arrangements continuing to work well with further opportunities in pipeline.
- Claims Costs inflation being offset by frequency of claims reducing due to changes in consumer behavior (WFH and cost of living).
- Operating Cost Ratio steady between 20-21%.
- Pandemic and weather events have confirmed no catastrophe risk in portfolio, and our de-risking strategy has worked effectively.
- Core system replacement project ready for implementation.

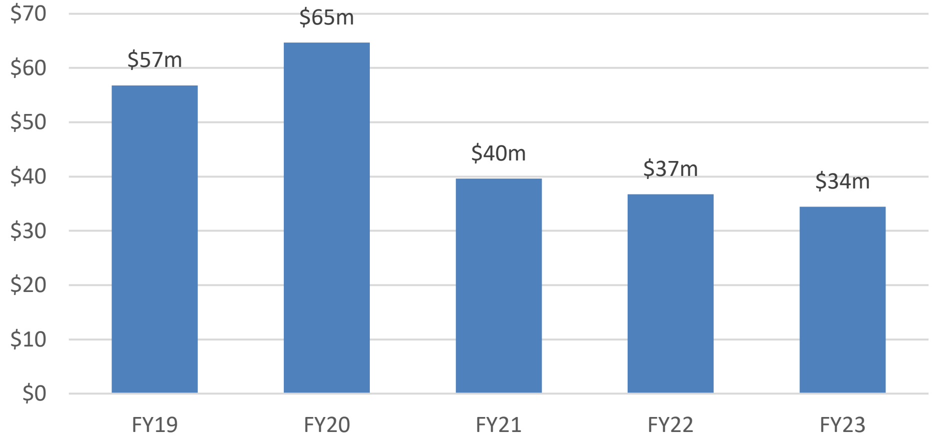
Credit management

Revenue $9.2M (5%), Segment Profit $2.9M (6%)

Total Debt Loaded ($M)



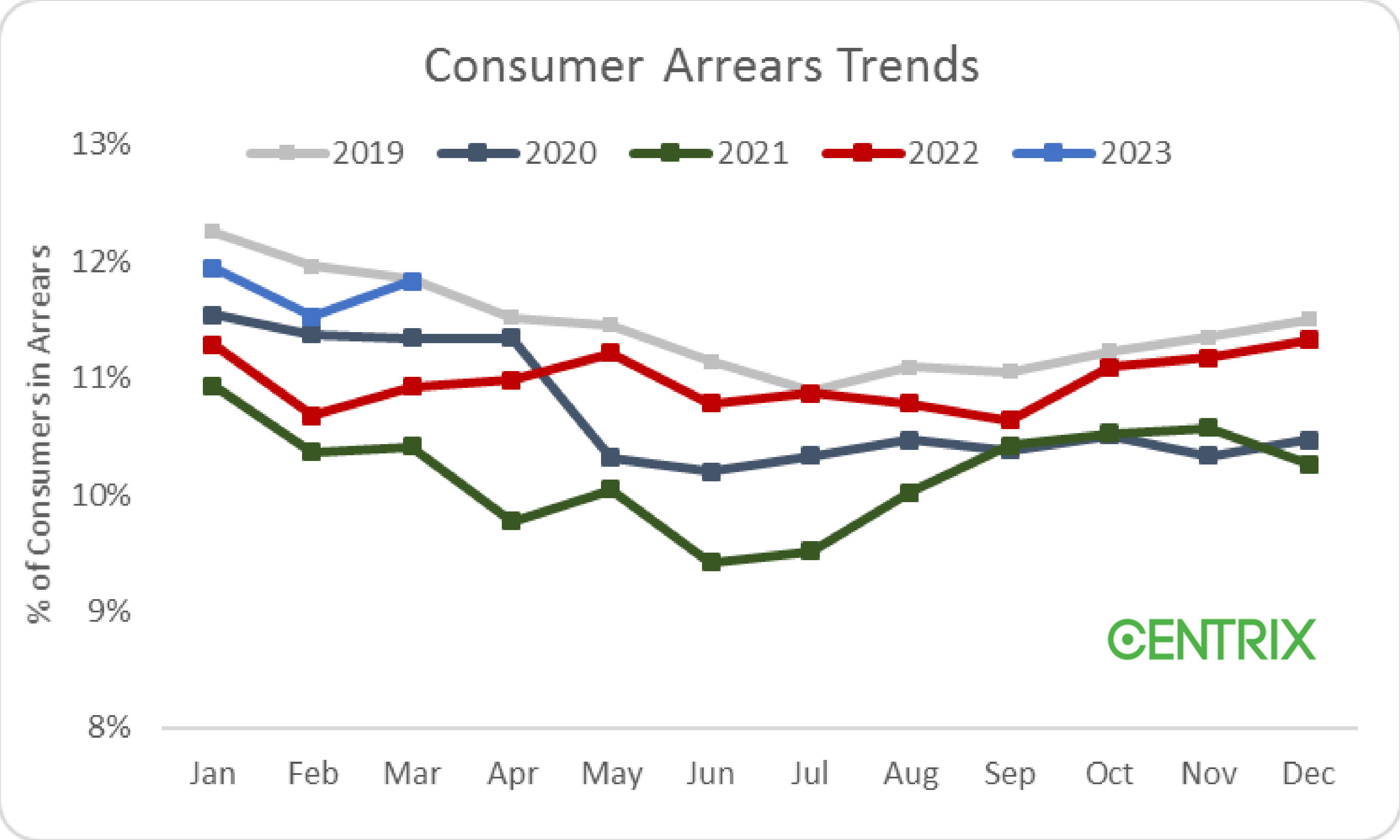
Total Debt Collected ($M)



- Debt value loaded increased by 20% ($22M) over FY22 however 80% ($18M) of this increase was from harder to contact and collect second placement debt.
- Debt value collected was down 9% to $34.4M due to diminished customer payment capacity requiring lower repayment amounts to be accepted, and payment arrangements being extended.
- Promises to Pay kept rate has remained stable through the last 12 months at over 75%.
- Positive signs are being seen for Credit Card demand up 20% (coupled with BNPL demand dropping 15%) year on year flowing through to increased arrears levels, but still lower than pre-pandemic levels – Centrix data April 2023.

Debt load increasing as NZ credit arrears metrics deteriorate

Consumer Arrears Trend



Source – Centrix Credit Bureau

Centrix NZ Credit Metrics

- Consumer arrears are on the increase to 11.8% of the credit active population (11.3% in Mar-22).
- Number of people that are behind on their payments has increased to 427,000.
- The current arrears level is 8% higher on a year-on-year basis as the cost of living pressures persist. Consumer delinquencies are at the same level as reported in March 2019.
- 4.9% of credit active consumers are currently 30+ days past due (up from 4.1% for the same month last year).

3. Looking forward ...

Turners.
Automotive Group

Resilient and well diversified, poised for further growth ahead

The business benefits from strong geographical and earnings diversification during restrictions.

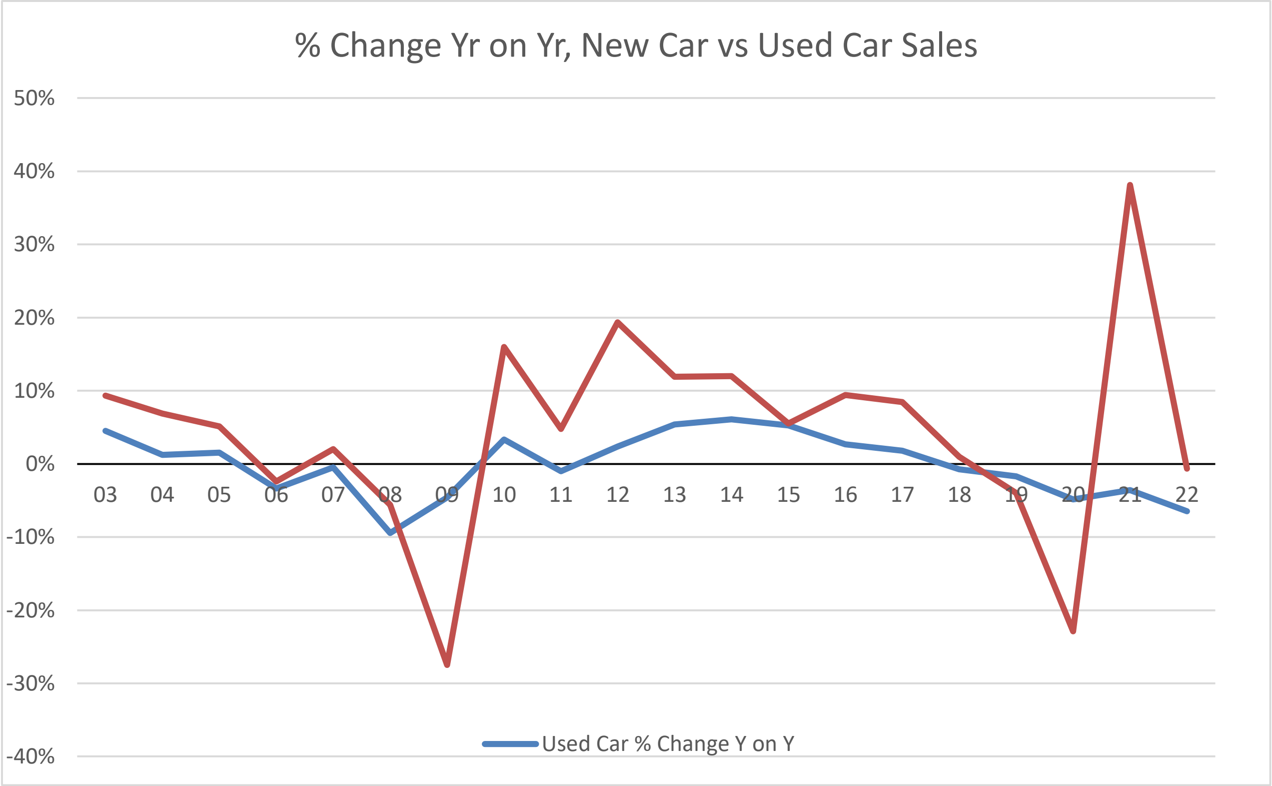
1. **Used car market** is resilient…20% of the vehicle fleet over 20 years old. Replacement demand underpins transaction volumes.

2. **Diversified business** – geographic diversity and earnings diversity across the group.

3. **High "trust" brands** – consumers move to high trust brand in times of uncertainty…our brands continue to grow in strength.

4. **Quality –** we have de-risked in a number of areas with quality metrics improving in finance and insurance**.**

5. **Growth –** good track record of organic growth delivery with further opportunity to come. Halo effect from Auto Retail expansion includes positive uplift for Finance and Insurance divisions.



Challenges have concentrated on economy and interest rates…

Challenge	Mitigation	FY23 risk rating for TRA	FY24 risk rating for TRA
Rapid increases in interest and Inflation rates	• Diversifying funding sources by introducing new funders into Securitisation Warehouse • Increase volume of direct lending • Increase hedging	High	High
Recession	• Repositioning stock levels and price point of cars for "in demand" segments • Local (domestic sourcing) • Tightening of credit policy and continued focus on margins and credit quality in finance book	High	Medium
Supply Chain	• Focus on local vehicle sourcing • Investing more resource in parts procurement in Insurance • Increase number of mobile claims assessors	Medium	Low
Recruitment and retention of people	• Employee share scheme launched • Parental leave benefit strengthened • High employee engagement scores • Employment brand of Turners higher quality	High	Low
Regulatory	• Continued focus on good customer outcomes by measuring and improving customer experience • Continue to engage constructively with regulators directly and through industry associations	Medium	Low

Growth model: FY24

Auto Retail

- Stock acquisition – Keep building domestic sourcing
- Retail optimisation and expansion – develop new sites and build retail volumes
- Transition wholesale auction transactions to retail

Finance

- Pricing and margin management
- Focus on credit quality
- Growth focus will return when interest rates stabilise

Insurance

- Expand distribution through partnership strategy
- Core insurance system replacement
- Continue to enhance risk pricing and product features

Credit Management

- Rebuild payment bank by building on “resolution” focused collections strategy
- Continue working closely with corporates to manage reputational risk
- Well positioned for the next stage of the NZ credit cycle.

Growth model: FY23 – FY25

The model gives us confidence in higher earnings growth through the cycle.
We have found the right formula, and will optimise further …

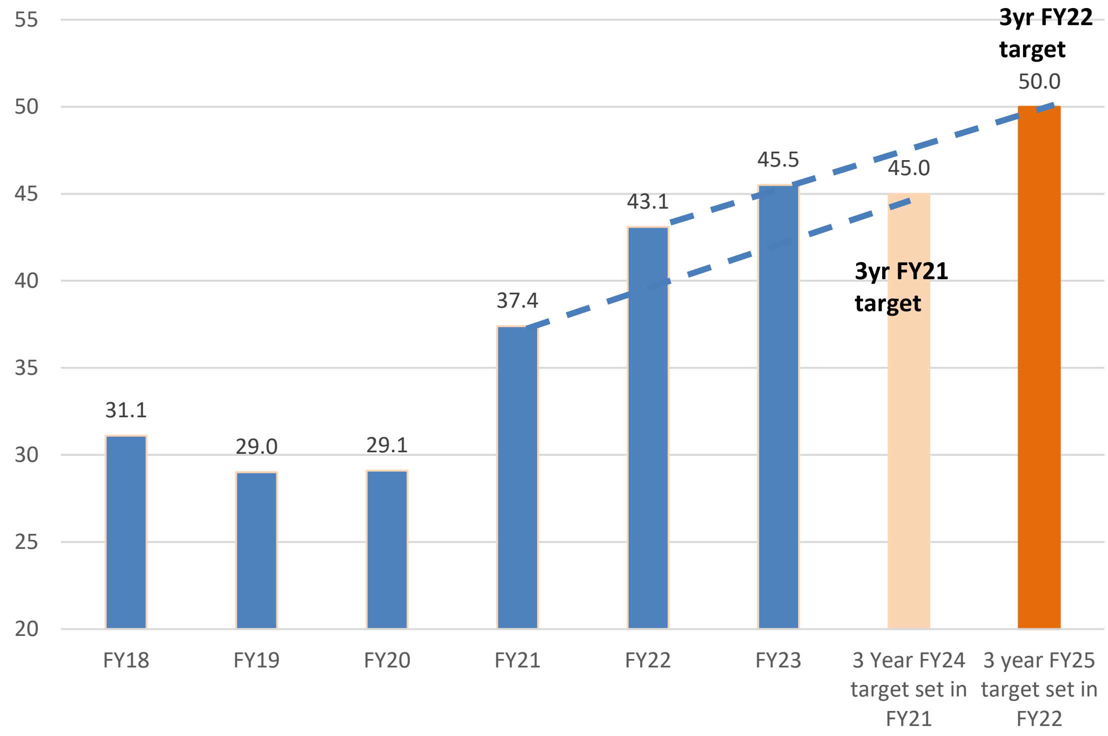
Five key areas underpin our earnings growth, a combination of both physical and digital:

1. **Auto - Branch expansion**
2. **Auto - Vehicle purchasing decision-making**
3. **Auto - Retail optimisation of unit sales from wholesale to retail**
4. **Finance – growth in premium lending**
5. **Insurance – execute distribution opportunities**

We are ready for what's next … $50M PBT by FY25

The broader economic environment and specifically the OCR track could have a timing impact on achieving our FY25 goal

Net Profit Before Tax ($M) [1]



FY21 target of $45M by FY24

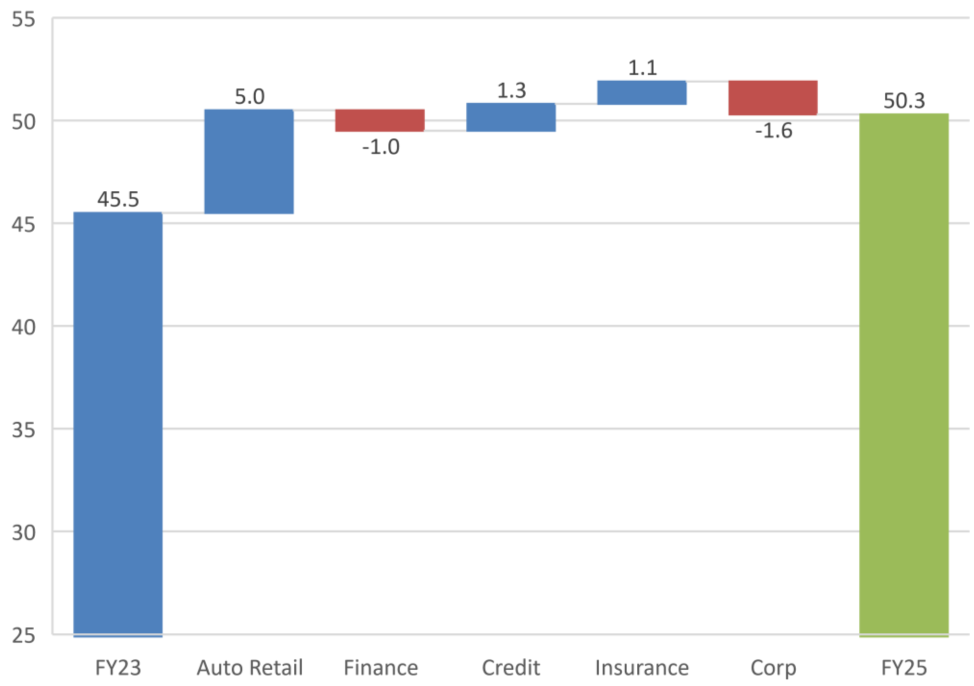
- Achieved 12 months ahead of time.

FY22 target of $50M by FY25

- **Scenario 1** – OCR peak of 5.50% by June 2023 and interest rates start down cycle in H2 CY23 then on track to achieve $50M target by FY25.
- **Scenario 2** – OCR peaks higher than 5.50% and increasing cycle continues into 23/24 then more likely to achieve $50M target by FY26.

Roadmap to $50M NPBT…

Net Profit Before Tax Bridge ($M)



- Business is highly cash generative, leading to growth + yield for shareholders.
- Auto retail growth continues to come from retail optimisation and branch expansion. We are targeting a 10% market share.
- Margin expansion in Auto Retail out of transition of unit sales from auction into retail channels.
- Headwinds in finance offset by growth driven out of direct lending and improvements in distribution.
- Insurance growth to come from direct and digital distribution.
- Credit delivers growth as low pandemic level arrears return to more long term run rate levels.

Outlook + guidance

- Whilst the pandemic uncertainty has decreased, NZ's economic uncertainty has increased. In an environment where costs are up significantly, interest rates have never increased faster, there has been more government regulation in finance and vehicle markets than ever before, and Turners business has continued to perform.

- **Automotive Retail -** we expect to see upside from our new branches in H2 and the supply-constrained market to continue primarily due to impacts on the new car supply chain and government regulation. Domestic supply will be an advantage for Turners and the transition of wholesale auction units into retail sales channel will underpin further market share growth.
- **Finance** - Quality and margin management remain key priorities within the finance division in the short term however once peak OCR has been reached net interest margin will start expanding.
- **Insurance -** we expect new policy sales to be buoyant based on our distribution and market share gains and claims ratios to be stable.
- **Credit Management -** is expected to perform better as the economic conditions worsen and the resultant impact on consumer arrears. We are well positioned for the next stage of the NZ credit cycle.

- Solid start to FY24 with April-23 profit result showing positive growth against prior period.

Results Video

A short video is available summarising the FY23 results at…

https://www.turnersautogroup.co.nz/investor-centre

Questions


Turners Cars
200+ cars on site
Helping Kiwis buy vehicles for over 50 years
Turners Cars
Ask us about Finance & Insurance
Turners.
Automotive Group

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