## First Quarter 2017

April 19, 2017


Lekmerse
$\sqrt{8}$

## CDON.COM

bodystorei.com

## GFVi

FITNESS
MARKET
NLY MAN
NELLY.COM
MEMBERS.COM
Qliro

Qliro Group

## BUSINESS UPDATE

Marcus Lindqvist, CEO

## Increased Gross Profit and Credit Market Licence

## Highlights

1. E-commerce gross profit increased 15 per cent to SEK 162m
2. Financial services reached operating profitability before depreciations
3. Group operating income before depreciation improved SEK 26m

Several steps taken towards revised strategy:

- CDON Marketplace increased external merchant sales
- Nelly increased profits substantially
- Qliro Financial Services became credit market company
- Gymgrossisten improved cash flow from operations
- However, Lekmer remained weak



## CDON Marketplace Grew Merchandise Value

|  | Q1 17 | Q1 16 | Change |
| :--- | :---: | :---: | :---: |
| GMV, external, SEKm | 98.6 | 51.1 | $93 \%$ |
| Total GMV, SEKm 1 | 479.6 | 448.9 | $7 \%$ |
| Net Sales, SEKm | 389.8 | 403.1 | $-3 \%$ |
| Adjusted Ebitda, SEKm 2 | -6.1 | -6.0 |  |
| Ebitda margin 2 | $\mathbf{- 1 . 6 \%}$ | $-1.5 \%$ |  |
| Adjusted Ebit, SEKm ${ }^{2}$ | -12.3 | -10.0 |  |
| Ebit margin 2 | $\mathbf{- 3 . 2 \%}$ | $-2.5 \%$ |  |
| Active customers, '000 ${ }^{3}$ | $\mathbf{1 , 6 8 3}$ | 1,705 | $-1 \%$ |
| Visits, '000 | $\mathbf{2 0 , 2 3 7}$ | 20,459 | $-1 \%$ |
| Orders, '000 | $\mathbf{7 2 1}$ | 790 | $-9 \%$ |
| AOV, SEK | $\mathbf{6 5 9}$ | 573 | $15 \%$ |

${ }^{1}$ Commission income is replaced with gross merchandise value from external merchants ${ }^{2}$ Excluding items affecting comparability
${ }^{3}$ Past twelve months

- CDON Marketplace attractive sales channel for external merchants, their gross merchandise value (GMV) up 93 percent
- Total gross merchandise value increased 7 percent
- Net sales decreased 3 percent, following phase out of own sales of clothes, shoes and books
- Average order value increased 15 percent
- Costs for logistics decreased, resulting in a higher gross margin. In line with strategy, the segment recruited and took actions to develop the platform
- Initiatives affected adjusted operating earnings before deprecations that came in in line with last year, at SEK -6.1m



## Nelly Improved Margins

## NELLY.COM NLYMAN MEMBERS.COM

|  | Q1 17 | Q1 16 | Change |
| :--- | :---: | :---: | :---: |
| Net Sales, SEKm | 267.1 | 268.0 | $0 \%$ |
| Ebitda, SEKm | 12.3 | -2.4 |  |
| Ebitda margin | $4.6 \%$ | $-0.9 \%$ |  |
| Ebit, SEKm | 6.6 | -7.7 |  |
| Ebit margin | $2.5 \%$ | $-2.9 \%$ |  |
| Active customers, '000 1 | $\mathbf{1 , 2 2 9}$ | 1,237 | $-1 \%$ |
| Visits, '000 | 24,504 | 26,515 | $-8 \%$ |
| Orders, '000 | 568 | 601 | $-5 \%$ |
| AOV, SEK | 662 | 631 | $5 \%$ |

${ }^{1}$ Past twelve months

- Flat sales and substantially improved profitability
- Following a successful fourth quarter, opening inventory was low resulting in fewer price based campaigns
- Ebitda margin improved 5.5 percentage points as a result of an increased product margin and decreased fulfilment cost
- Ebit increased SEK 14.3 m reaching a margin of 2.5 percent
- Focused on existing customers for some time, now releasing drama series to reach new customers with innovative format



## Qliro Financial Services - Profitable Before Depreciation Qliro

|  | Q1 17 | Q1 16 | Change |
| :--- | ---: | ---: | :--- |
| Total operating income, SEKm | 49.2 | 31.3 | $57 \%$ |
| Ebtda, SEKm | 2.0 | -2.2 |  |
| Ebt, SEKm | -2.6 | -4.9 |  |
| Loans to the public, net SEKm | 714.3 | 453.1 |  |
| Business volume, SEKm | 783 | 682 | $15 \%$ |
| Orders, '000 | 830 | 790 | $5 \%$ |
| Average shopping basket, SEK | 944 | 862 | $9 \%$ |

- Operating income grew 57 percent
- Profitable before depreciation, improvement by SEK 4.2m
- Business volume increased 15 percent to SEK 783m
- Net loans to the public SEK 714m
- Qliro became a credit market company - launch of payment solution in Norway, and introduction of savings accounts
- Ongoing roll-out of Qliro One and Qliro Click to improve product offering to merchants and consumers


qlirogroup.com


## Gymgrossisten - Strong Cash Flow

## 

|  | Q1 17 | Q1 16 | Change |
| :--- | :---: | :---: | :---: |
| Net Sales, SEKm | 209.8 | 218.8 | $-4 \%$ |
| Ebitda, SEKm | 13.6 | 17.1 |  |
| Ebitda margin, \% | $6.5 \%$ | $7.8 \%$ |  |
| Ebit, SEKm | 12.3 | 16.3 |  |
| Ebit margin, \% | $5.9 \%$ | $7.5 \%$ |  |
| Active customers, '000 1 | 609 | 561 | $9 \%$ |
| Visits, '000 | 6,119 | 6,718 | $-9 \%$ |
| Orders, '000 | 302 | 310 | $-3 \%$ |
| AOV, SEK | 702 | 711 | $-1 \%$ |

${ }^{1}$ Past twelve months

- Net sales declined following slow sales of protein powder, which is a mature market with declining volumes
- The segment expands in growth areas, such as Bodystore (focused on health food) that grew with 21 percent and now constitute 12 percent of the segment
- Focus on cashflow and profitability
- Cash flow improved to SEK 36.2 m due to improved working capital and efficiency in the quarter
- Good profitability in the quarter, especially since last year's Ebit was positively affected by a release of a excess reserve of SEK 4.3m
- Active pursuit of potential partnerships to facilitate continued investments and taking advantage of ongoing consolidation to generate additional shareholder value


Q1 2016 Q1 2017

## Lekmer remains weak

|  | Q1 17 | Q1 16 | Change |
| :--- | ---: | ---: | ---: |
| Net Sales, SEKm | 86.9 | 90.6 | $-4 \%$ |
| Ebitda, SEKm | -20.6 | -18.9 |  |
| Ebitda margin, \% | $-23.7 \%$ | $-20.8 \%$ |  |
| Ebit, SEKm | $\mathbf{- 2 1 . 4}$ | -19.4 |  |
| Ebit margin, \% | $\mathbf{- 2 4 . 6 \%}$ | $-21.4 \%$ |  |
| Active customers, '000 1 | $\mathbf{4 4 6}$ | 411 | $9 \%$ |
| Visits, '000 | $\mathbf{6 , 6 0 4}$ | 6,390 | $3 \%$ |
| Orders, '000 | $\mathbf{1 4 1}$ | 161 | $-13 \%$ |
| AOV, SEK | $\mathbf{6 4 5}$ | 585 | $10 \%$ |

- Net sales decreased in Sweden, partly offset by increased sales in Norway, Denmark and Finland
- Swedish comparison numbers affected by shutdown of the InfraCity store during April 2016
- Increase in number of customers, visits and average order value
- Business remains unprofitable, mainly due to high fulfilment costs
- The actions to improve cashflow and profitability has not yet resulted in substantial impact
- Active pursuit of potential partnerships to facilitate continued investments and taking advantage of ongoing consolidation to generate additional shareholder value

Customer satisfaction on prisjakt.se (out of 10)


## FINANCIAL UPDATE <br> Mathias Pedersen, CFO

## Income Statement

- Presentation format of Qliro Financial Services' P\&L has changed following credit market company approval
- Main effects:
- Financial Services' client commission now reported as part of net sales
- Financial Services' interest expense now reported as part of cost of goods sold
- No impact on bottom line
- Historic data adjusted for comparison

| (SEK million) | E-commerce |  | Financial Services |  | Eliminations |  | Qliro Group |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q1 | Q1 | Q1 | Q1 | Q1 | Q1 | Q1 | Q1 |
|  | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 |

Excluding discontinued operations and items affecting comparability

| Net sales | 953.4 | 981.8 | 48.5 | 28.7 | -2.3 | 0.0 | 999.7 | 1,010.5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Gross profit | 161.6 | 140.4 | 31.7 | 14.5 | -1.4 | 1.3 | 191.9 | 156.2 |
| Gross margin | 16.9\% | 14.3\% | 65.3\% | 50.4\% |  |  | 19.2\% | 15.5\% |
| Operating income before depreciation and amortization | -10.3 | -19.1 | 2.0 | -2.2 | -1.4 | 1.3 | -9.8 | -20.0 |
| Operating margin before depreciation and amortization (\%) | -1.1\% | -1.9\% | 4.1\% | -7.6\% |  |  | -1.0\% | -2.0\% |
| Operating income | -24.5 | -30.8 | -2.6 | -4.9 | -1.4 | 1.3 | -28.5 | -34.3 |
| Operating margin (\%) | -2.6\% | -3.1\% | -5.3\% | -17.0\% |  |  | -2.8\% | -3.4\% |
| Financial items | -0.6 | 0.0 | 0.0 | 0.0 | - |  | -0.6 | 0.0 |
| Adjusted income before tax | -25.1 | -30.7 | -2.6 | -4.9 | -1.4 | 1.3 | -29.1 | -34.3 |
| Items affecting comparability in CDON, excluded above | - | -15.3 | - |  | - |  | - | -15.3 |
| Earnings per share, incl. discontinued operations (SEK) |  |  |  |  |  |  | -0.15 | -0.27 |

## Cash Flow

- Improved cash flow from operating activities
- Payment to Finnish Tax Administration had negative impact on working capital of EUR 5.9 m
- Continued investments in Qliro Financial Services and CDON Marketplace
- Qliro Financial Services seasonally decreased outstanding loans during the quarter as customers paid their bills
- Cash and cash equivalents at quarter's end amounted to SEK 157m (139)

|  | E-commerce |  | Financial Services |  | Qliro Group |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (SEK million) | Q1 2017 | Q1 2016 | Q1 2017 | Q1 2016 |  |  |
| Cash flow from operating activities before changes in working capital | -12.2 | -36.9 | 3.2 | -0.9 | -8.9 | -37.8 |
| Changes in working capital | -261.5 | -207.5 | 39.9 | 41.0 | -221.6 | -166.5 |
| Cash flow from operations | -273.7 | -244.4 | 43.2 | 40.1 | -230.5 | -204.3 |
| Investments in other non-current assets | -6.3 | -7.3 | -17.3 | -10.5 | -23.6 | -17.8 |
| Cash flow to/from investing activities | -6.3 | -7.3 | -17.3 | -10.5 | -23.6 | -17.8 |
| New share issue | - | -50.0 | - | 50.0 | - |  |
| Shareholder contribution, net change |  | -121.1 |  | 121.1 |  |  |
| Group contribution, net change | 2.4 | -29.9 | -2.4 | 29.9 |  |  |
| Utilized credit facilities (QFS) |  |  | -23.7 | 1.7 | -23.7 | 1.7 |
| Cash flow to/from financing activities | 2.4 | -201.0 | -26.2 | 202.6 | -23.7 | 1.7 |
| Change in cash and cash equivalents for the period from continued operations | -277.5 | -452.7 | -0.3 | 232.2 | -277.8 | -220.4 |
| Cash flow from operations |  | 35.3 |  |  |  | 35.3 |
| Cash flow from investing activities | - | -0.7 | - | - | - | -0.7 |
| Change in cash and cash equivalents for the period from discontinued operations |  | 34.5 |  |  |  | 34.5 |
| Change in cash and cash equivalents for the period | -277.5 | -418.1 | -0.3 | 232.2 | -277.8 | -185.9 |
| Cash and cash equivalents at the period's start |  |  |  |  | 435.2 | 324.2 |
| Translation difference |  |  |  |  | -0.4 | 0.4 |
| Cash and cash equivalents at the period's end |  |  |  |  | 156.9 | 138.7 |

## Financial Position

- Balance sheet generally affected by divestment of Tretti in 2016
- Decrease in inventories (apart from Tretti) related to lower inventory levels in most segments
- Year-on-year increase in Qliro Financial Services' loans to the public and interest bearing liabilities financing part of these loans
- Qliro Group is financially well positioned to execute on its strategy

| (SEK million) | E-commerce |  | Financial Services |  | Eliminations |  | Qliro Group |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Mar-17 | Mar-16 | Mar-17 | Mar-16 | Mar-17 | Mar-16 | Mar-17 | Mar-16 |
| Goodwill | 207.3 | 455.5 | 0.0 | - | - | - | 207.3 | 455.5 |
| Other intangible assets | 166.8 | 244.8 | 98.9 | 56.3 | - | - | 265.6 | 301.0 |
| Tangible assets | 16.7 | 29.9 | 9.3 | 4.7 | - | - | 26.0 | 34.6 |
| Financial assets | 131.8 | 106.8 | 0.6 | 2.6 | - | - | 132.4 | 109.5 |
| Inventories | 556.1 | 683.5 | - | - | - | - | 556.1 | 683.5 |
| Loans to the public, net | - | - | 714.3 | 453.1 | - | - | 714.3 | 453.1 |
| Interest bearing receivables | - | - | 12.0 | - | - | - | 12.0 | - |
| Non-interest bearing receivables | 203.2 | 147.1 | 15.1 | 54.5 | -10.8 | -56.3 | 207.4 | 145.4 |
| Cash and cash equivalents | 156.9 | 138.7 | 0.0 | - | - | - | 156.9 | 138.7 |
| Total assets | 1,438.8 | 1,806.2 | 850.1 | 571.3 | -10.8 | -56.3 | 2,278.1 | 2,321.3 |
| Total equity | 705.7 | 955.8 | 299.3 | 211.0 | - | - | 1,005.0 | 1,166.7 |
| Interest bearing liabilities | - | - | 489.0 | 330.7 | - | - | 489.0 | 330.7 |
| Non-interest bearing liabilities | 733.1 | 850.4 | 61.7 | 29.7 | -10.8 | -56.3 | 784.1 | 823.7 |
| Total equity and liabilities | 1,438.8 | 1,806.2 | 850.1 | 571.3 | -10.8 | -56.3 | 2,278.1 | 2,321.3 |

## Qliro Group

## SUMMARY

Marcus Lindqvist, CEO

## Qliro Group

## Nordic Platform for Digital Commerce

- CDON Marketplace is attractive for external merchants and we continue to invest in the marketplace
- Nelly is well positioned within selected niches in Nordic fashion. The business improved profitability thanks to higher gross margin and efficiency measures
- Qliro Financial Services is now established as fast growing and profitable business. We are about to launch several new services for consumers and merchants

- Gymgrossisten improved cash flow, but Lekmer remained weak. Ongoing evaluation of alternatives


## Qliro Group

## Thank you!

# Next report: 14 ${ }^{\text {th }}$ of July 2017 

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