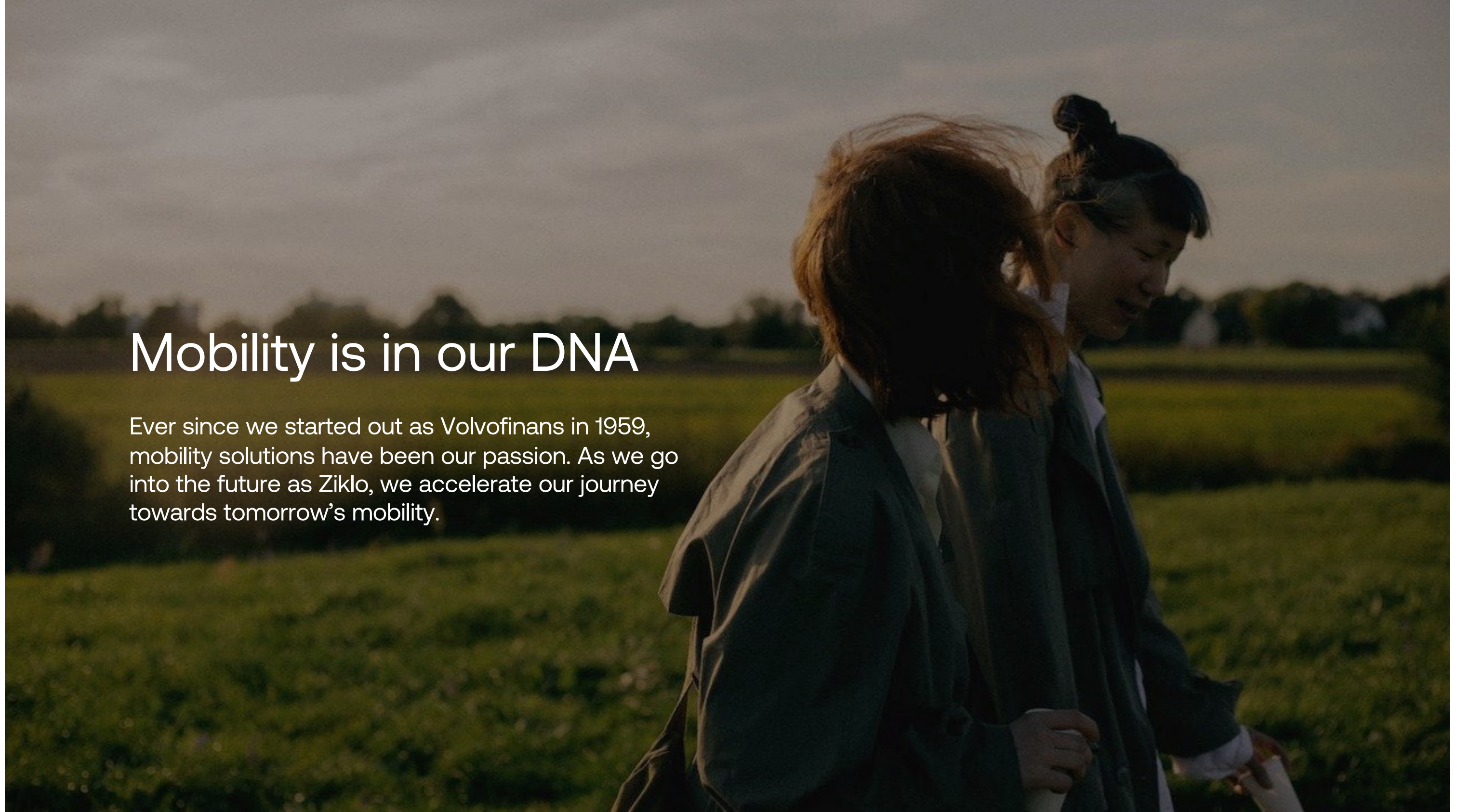


A woman with long dark hair, wearing a dark coat over a blue and white striped shirt and dark trousers, is running on a city street at dusk. She is looking off to the side with a determined expression. The background features modern buildings with large windows, some of which are illuminated from within. The street is paved with dark tiles, and the overall atmosphere is one of movement and urban life.

Welcome to Sweden's Mobility Bank

We've been keeping Sweden moving for more than 60 years.
Our mission now is to help our customers in the transition to the
mobility of the future.

A photograph of two women walking through a green field at sunset. The woman in the foreground has long, wavy brown hair and is wearing a light-colored jacket. The woman behind her has dark hair tied in a bun and is also wearing a light-colored jacket. They are both looking down and smiling. The background shows a line of trees and a cloudy sky with warm, golden light.

Mobility is in our DNA

Ever since we started out as Volvofinans in 1959, mobility solutions have been our passion. As we go into the future as Ziklo, we accelerate our journey towards tomorrow's mobility.

65 Years of Mobility

1959

Volvofinans is founded
to finance Volvo cars

1984

The Volvo Card is introduced,
simplifying car ownership for
hundreds of people

1989

We begin offering
vehicle fleet solutions

2008

Volvofinans is granted a
banking licence

2016

CarPay is launched – a
service and app that make
car ownership even smarter

2024

We change our name to
Ziklo and move into an
exciting future



Our DNA

- Under the name Volvofinans, we have financed millions of cars and helped just as many customers with payment solutions for over 60 years. From the launch of the Volvo Card in 1984 to today's digital solutions with CarPay.
- Ziklo Bank is owned equally by Volvo Cars and Volvo dealers. We have close partnerships with Volvo Cars, the Swedish Volvo dealership network, Volvo Trucks and Polestar, jointly developing solutions for our shared customers.
- We are the market leader in fleet solutions, with several decades in finance and management of company cars for Sweden's many businesses.



V O L V O



THE MOBILITY BANK

A person is shown in profile on the right side of the frame, looking out at a sunset. The person's face is partially in shadow, and they are wearing a light-colored top. The background is a soft, warm glow from the setting sun, with silhouettes of trees and a body of water visible in the distance. The overall mood is contemplative and hopeful.

Building the Leading Bank for Tomorrow's Mobility



OUR VISION

Building the Bank for the Mobility of Tomorrow

With climate-smart transports and cost-effective solutions, we are building the leading bank for tomorrow's mobility. We lead the market in the right direction through in-depth expertise, an extensive customer base, and a strong drive to move forward.

OUR MISSION

The Key to Smart Mobility

We offer financial services, technology and expertise to accelerate the transition to the travel and transport of tomorrow – we call this Sustainable Mobility.



Pillars of our Strategy

A

A brand-independent offering in financial mobility, regardless of vehicle type and segment

+

B

A leader in advisory, new-risk management and pricing in vehicle finance

+

C

A comprehensive offering with a unique mix of products, expertise and agility

A Partner Bank in a Changing World

Sustainability

Electrified vehicles
New energy infrastructure
Car sharing

New business models

Agency agreements and importer roles
Customer relationship/loyalty
Subscription economy

New brands

Over-establishment of 'e-brands'
New brands among our owners
Economic sustainability

A photograph taken from the driver's seat of a car, looking out through the windshield. The road is a two-lane asphalt road with a white dashed line in the center, stretching into the distance. On the right side of the road is a field of tall, dry grass. In the background, several large white wind turbines are visible against a blue sky with scattered white clouds. The car's dashboard and part of the steering wheel are visible in the foreground, slightly out of focus.

THE MOBILITY OF TOMORROW

We Want to Make a Difference

Transport accounts for over 30% of CO₂ emissions, and as Sweden's biggest player in mobility, we can influence and support new and sustainable ways to travel. Electrification of the vehicle fleet is an important part of this. Our overall target is to reduce average CO₂ emissions from the cars in the bank's portfolio by 30% up to 2025 and 70% up to 2030 (base year 2020).

A scenic landscape photograph serving as a background. It features a two-lane asphalt road that curves from the bottom center towards the right. The road is flanked by green grass and tall, dark trees. In the distance, a dark car is visible on the road. The sky is a mix of dark blue and grey, suggesting dusk or dawn, with some light clouds. The overall mood is quiet and atmospheric.

OUR NETWORK

Sweden's Leading Mobility Alliance

Our network is a vibrant, dynamic ecosystem, where we work alongside several of Sweden's other leading players in the world of mobility. Not because an ownership cluster forces us to, but because the collaboration benefits our businesses.

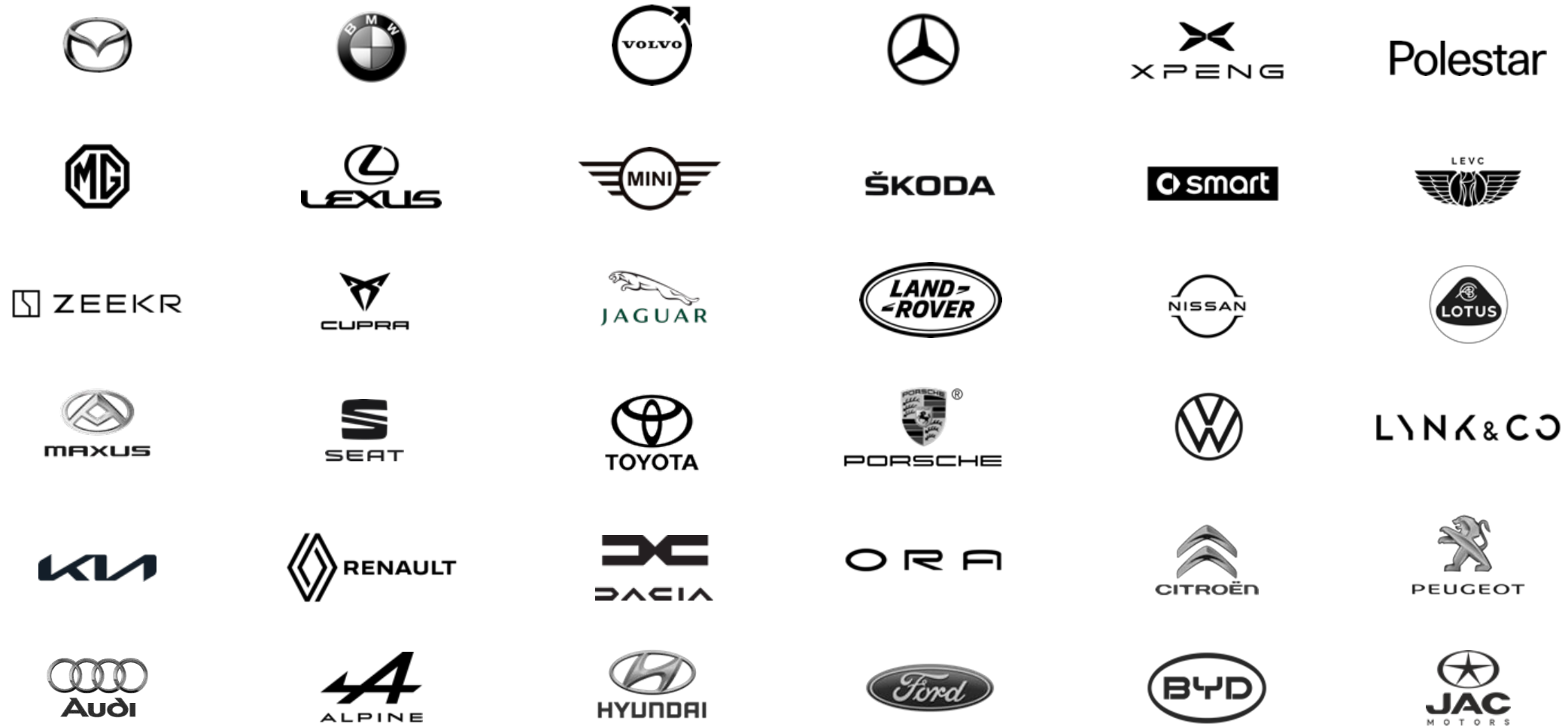


OUR NETWORK

A World-Class Value Chain

Our network knows how the Swedish mobility market works. Ziklo's financial services are fully integrated into our partner network, enabling simplicity and synergies across the business. A combination that creates a world-class Swedish value chain.

Brands Among our Owners



A woman with long, dark hair is seen from the chest up, looking out of a car window. She is wearing a white, ribbed sweater. Her hand is raised to her forehead, and her hair is blowing in the wind. The background shows a sunset or sunrise over a field and mountains, with a warm, golden light. The car's interior is visible in the foreground, including the window frame and a portion of the dashboard.

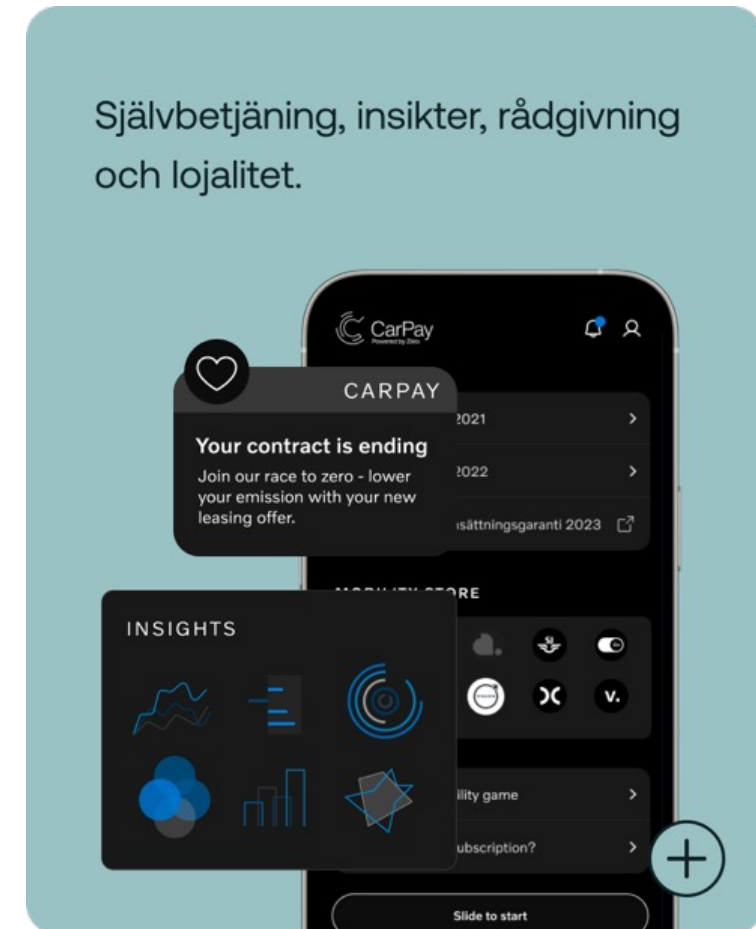
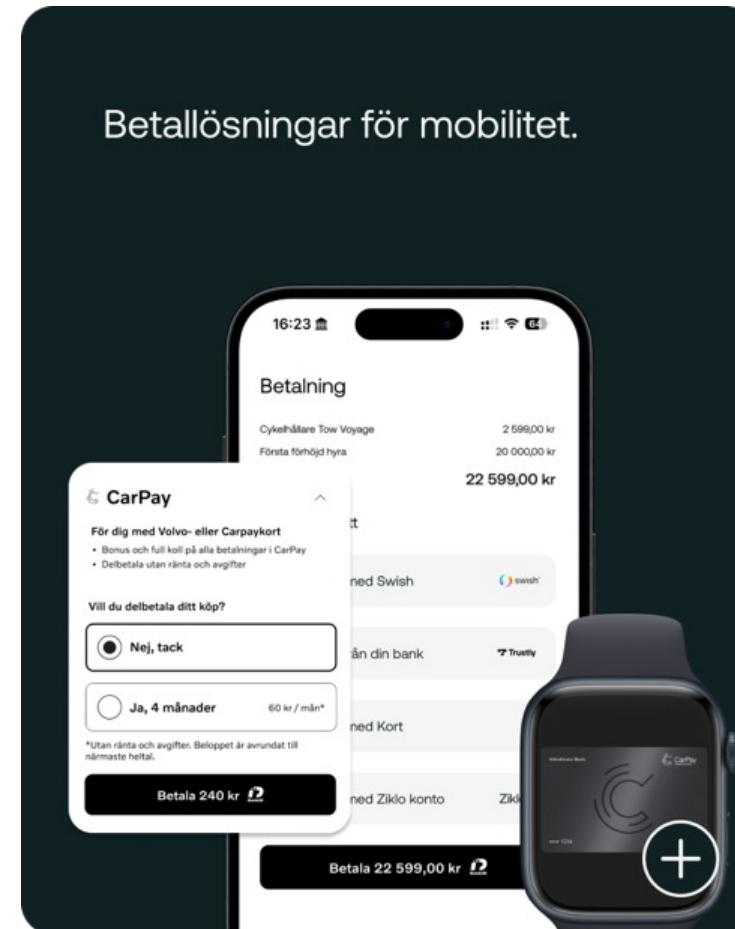
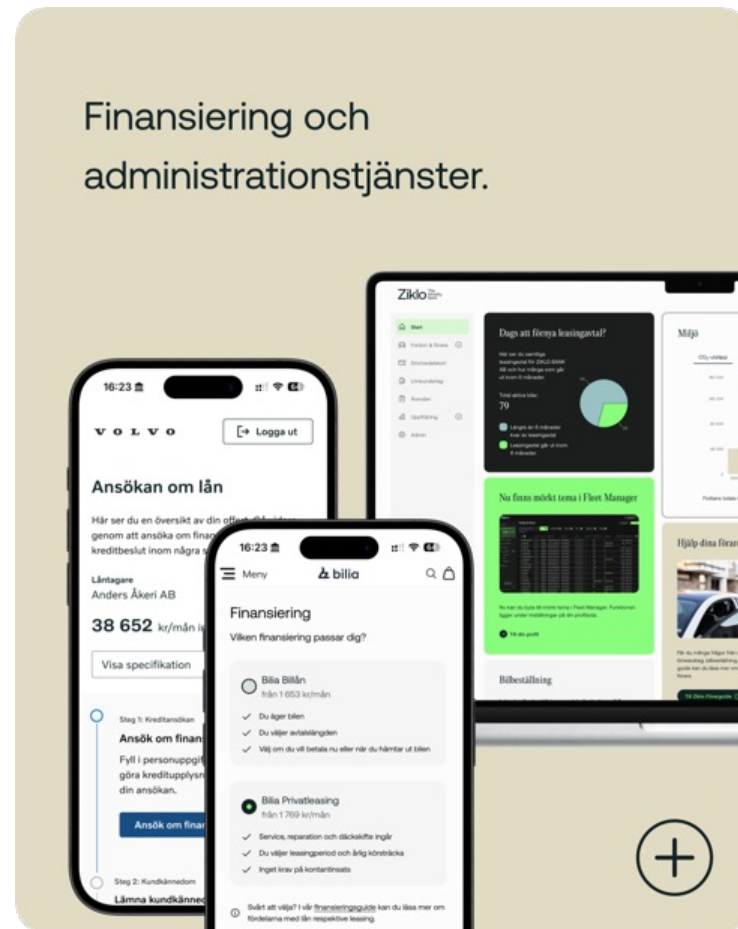
OUR VALUE PROPOSITION

Financial Services for the Mobility of Tomorrow

We have a wide range of finance and payment services for partners, businesses and consumers. Our offering includes not only finance and payment, but also our extensive technical expertise and ability to advice, as well as cooperation with our partners and dealership network.

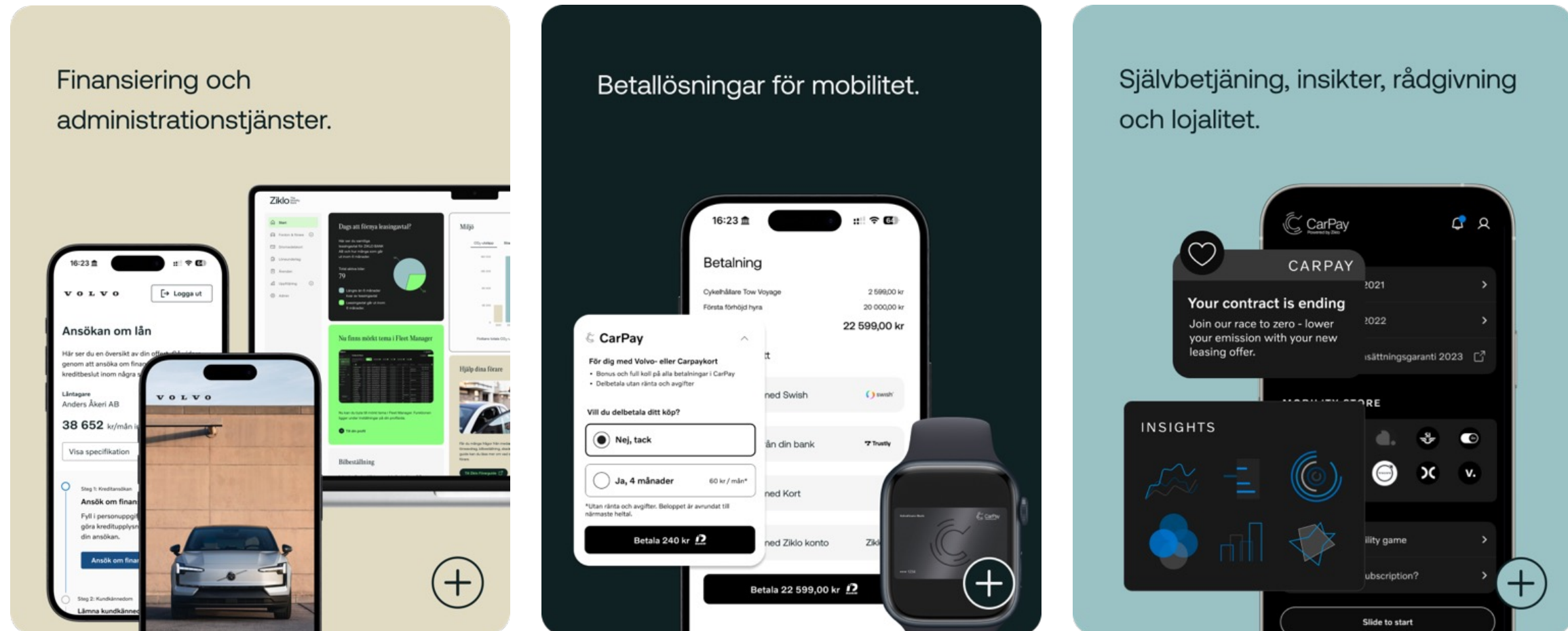
VALUE PROPOSITION – ONE STOP SHOP

A Comprehensive Financial Offering



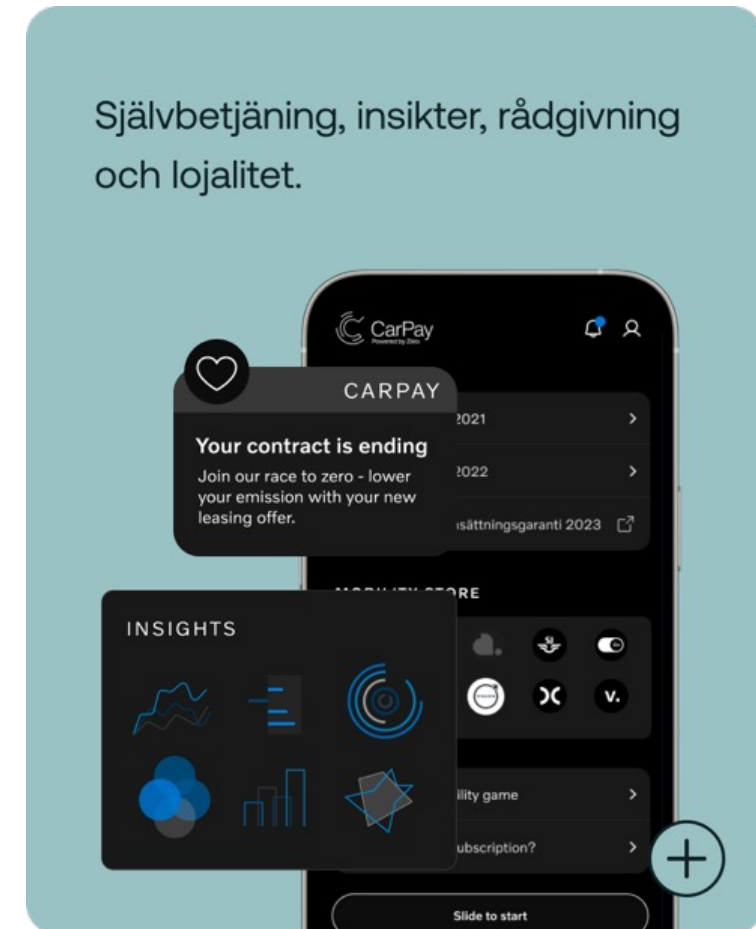
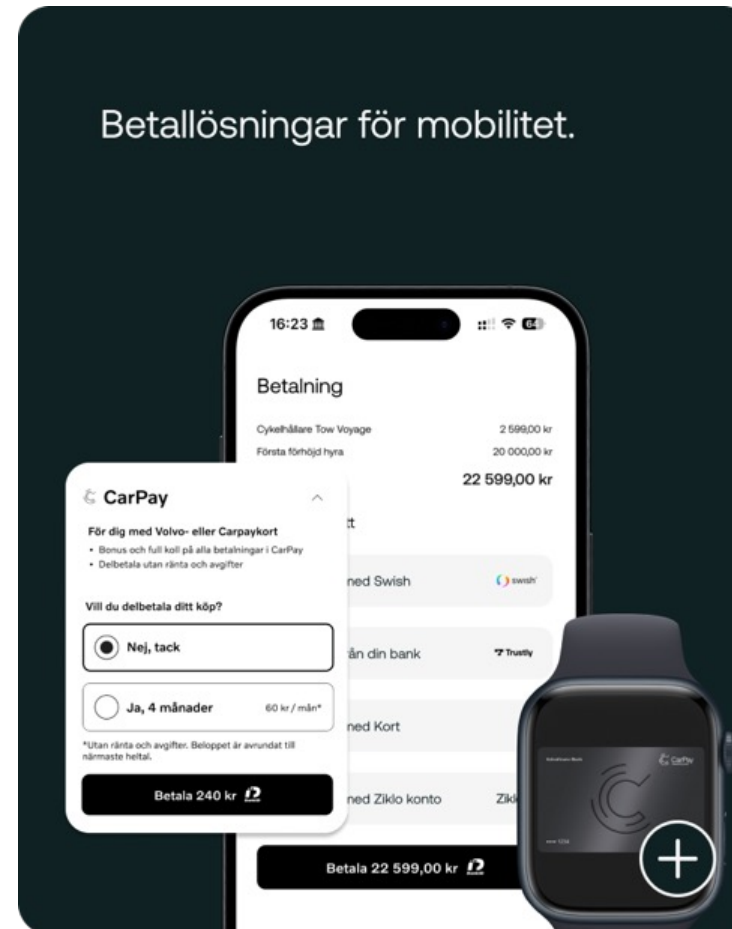
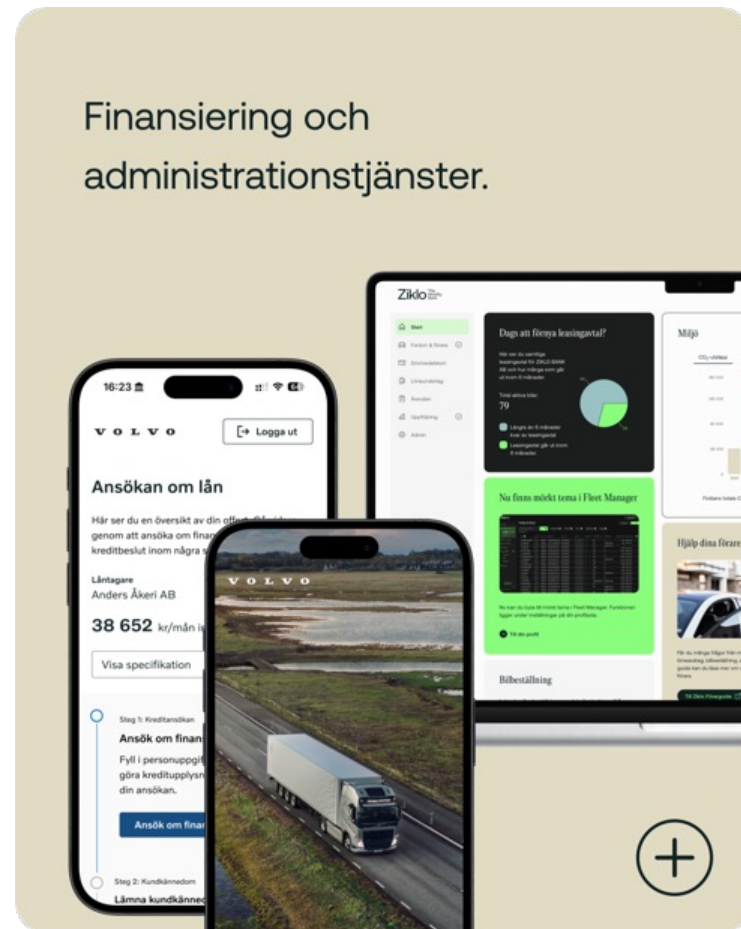
VALUE PROPOSITION – ONE STOP SHOP

A Comprehensive Financial Offering



VALUE PROPOSITION – ONE STOP SHOP

A Comprehensive Financial Offering



PARTNERS

Finance & payment solutions for
OEMs and dealers of vehicles &
mobility services

BUSINESSES

Finance, payment &
administration services for fleet
& business customers

CONSUMERS

Finance & payment services
for consumers

Financial Services for the Mobility of Tomorrow

Our services have grown over decades of working with Volvo Cars and Volvo Trucks, and today our development focuses on solutions for the sustainable mobility of the future.



Fleet Services

Flexible solutions for fleet finance & management



Finance Services

Complete finance offering for a seamless omnichannel customer journey



Payment Services

In-store & e-commerce solutions ensuring secure cash flows and higher average purchases



Loyalty Services

Loyalty programmes that build strong customer relationships with attractive benefits



Partner Services

Innovations that create customer value, loyalty and profitability for our partners



Fleet Services

Flexible solutions for fleet finance & management



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Complete finance offering for a seamless omnichannel customer journey



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In-store & e-commerce solutions ensuring secure cash flows and higher average purchases



Loyalty Services

Loyalty programmes that build strong customer relationships with attractive benefits



Partner Services

Innovations that create customer value, loyalty and profitability for our partners

Administration services

Vehicle finance

Service subscriptions

Loyalty programmes

Loyalty programmes

Policy management

Energy/smart home finance

Checkout systems with payment terminals

Savings account

App as a sales channel

Vehicle management

Credit and contract management

Credit cards focusing on mobility

Marketing & CRM

Inventory credit

Fuel & charging management

Residual value guarantee

Unique payment services for the car trade

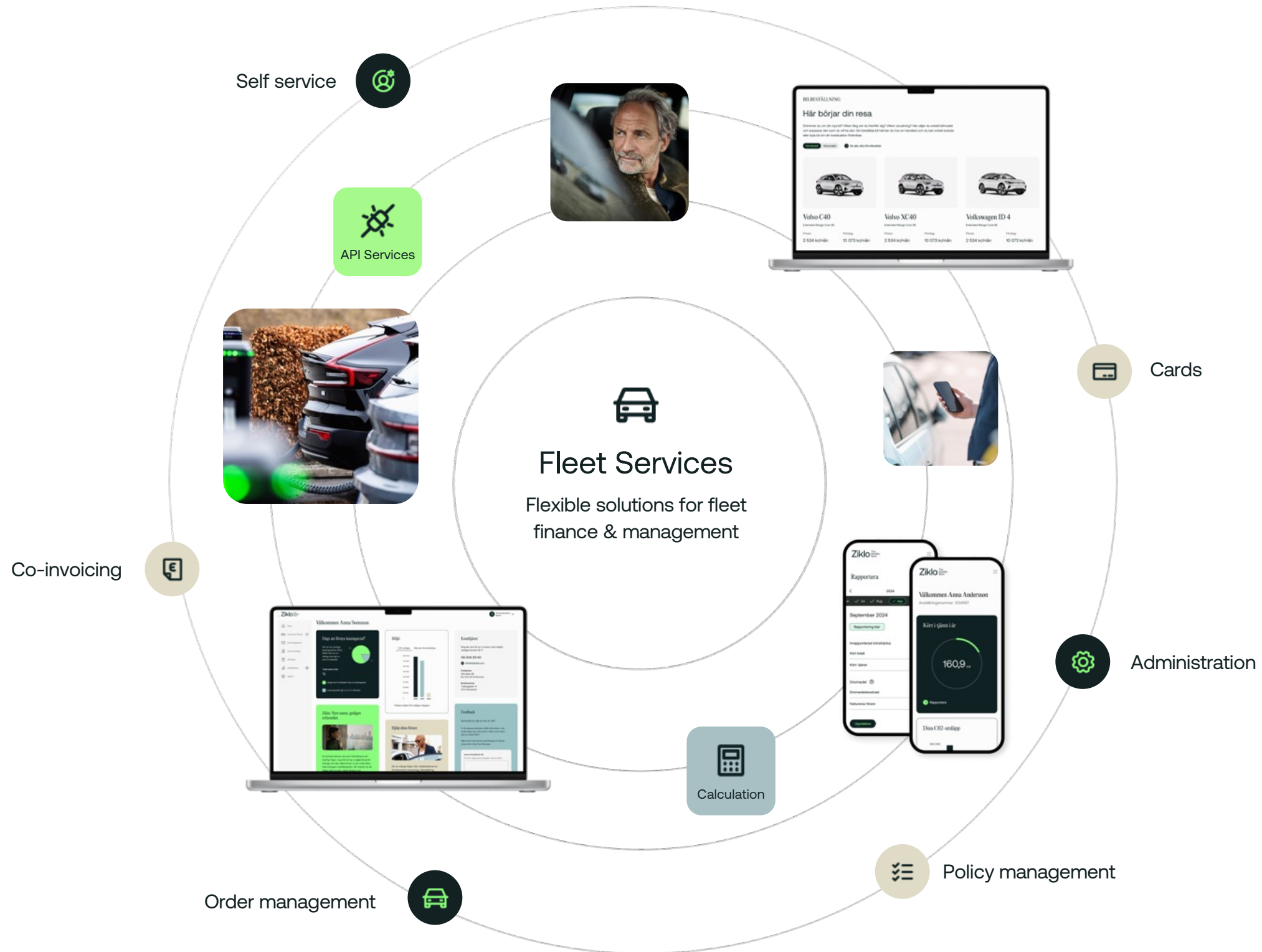
Business development

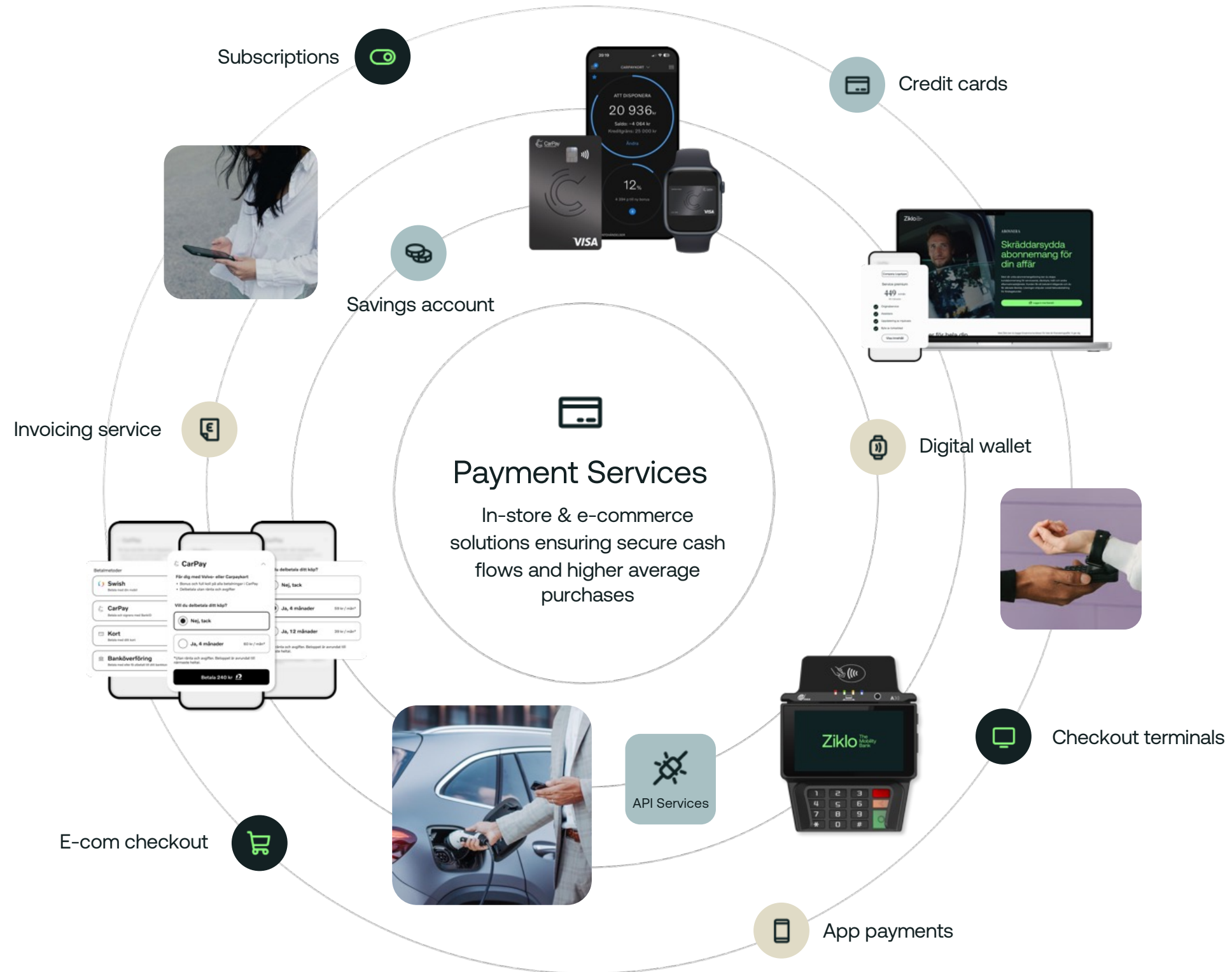
Co-invoicing

Payment plan

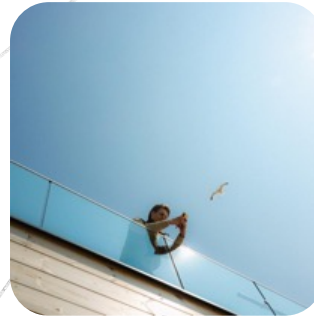
Insights and analytics

Onward sale





Financial overview



Bonus system



Advisory



Discounts & offers

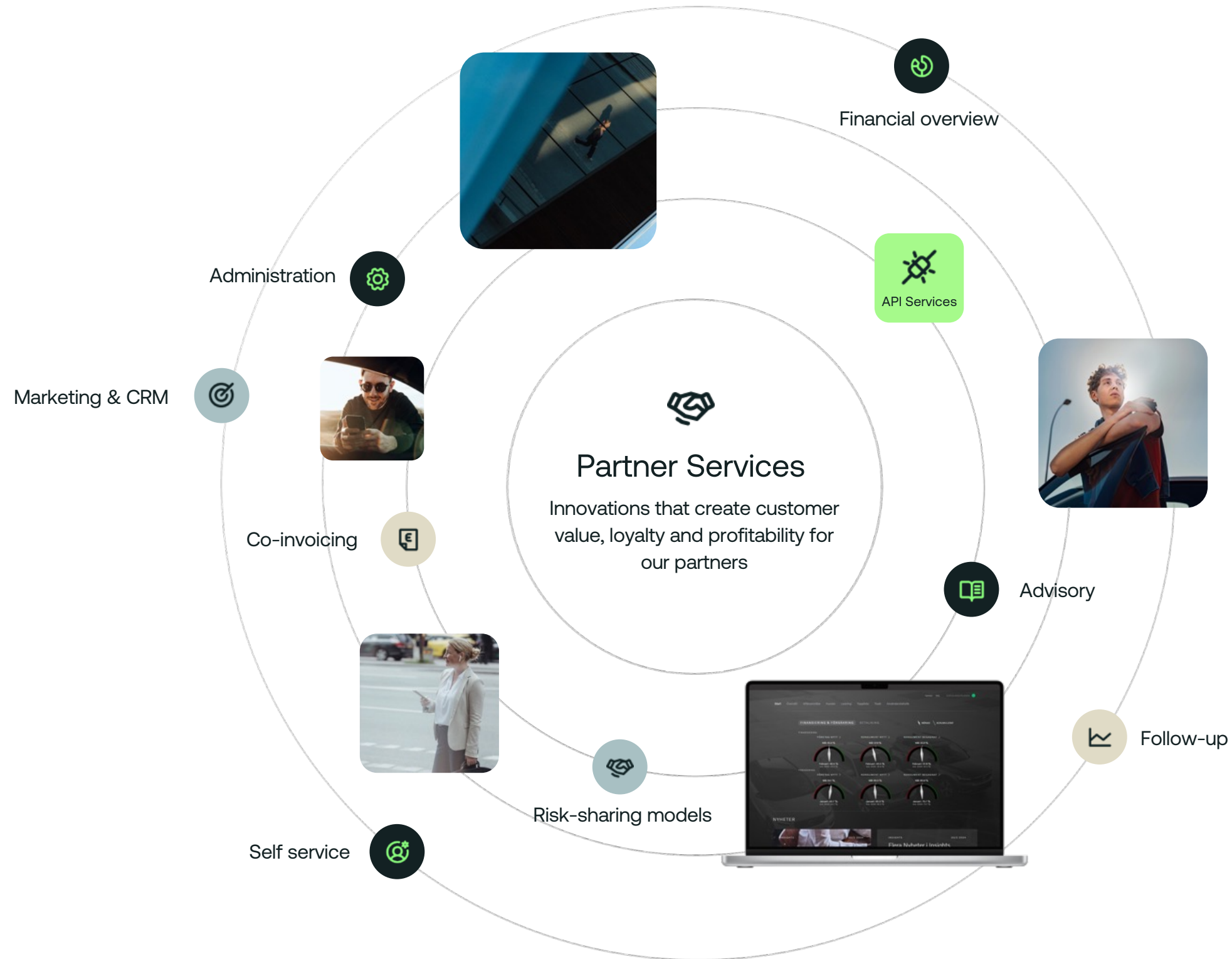


Marketing & CRM



Loyalty Services

Loyalty programmes that build strong customer relationships with attractive benefits



Always with Ziklo Bank



Award-Winning Customer Service

Our award-winning customer service means personalized service on the phone and online for your customers.



Flexible Integration

We offer flexible solutions that can be integrated in your systems.



Marketing Support

We help you produce and distribute marketing materials.



Easy Onboarding

A dedicated project manager stays with your process from onboarding to implementation.



Secured Cash Flow

You always get paid on time by Ziklo Bank – whether your customer pays or not.



Mobility Expertise

We have been financing mobility for over 60 years and know the industry.



Web-Based Tools

You can always manage our user-friendly solutions via computer or mobile.



Risk Protection

We bear the entire credit and fraud risk for purchases made with the CarPay card.



Sustainability Focus

We can future-proof your business with climate-smart offerings.



MARKET POSITION & COMPETITIVE ADVANTAGES

Together We Are Unbeatable

Our offering includes not only finance, payment and subscription services, but also our extensive technical expertise and ability to advice, as well as access to our partners and dealership network.

Benchmarking the Customer Experience

	Fleet services	Vehicle finance	Residual value guarantee	Sustainability offering	Service subscriptions	Payment services for the vehicle trade	Credit cards	Loyalty programmes	App as a sales channel
Ziklo <small>The Mobility Bank</small>	✓	✓	✓	✓	✓	✓	✓	✓	✓
ayvens	✓	✓	✓	✓					
DNB	✓	✓	✓	✓		✓	✓		
Santander	✓	✓	✓						
VOLKSWAGEN FINANCIAL SERVICES	✓	✓	✓		✓	✓	✓		
Nordea	✓	✓	✓	✓					

- ✓ Comparable product
- ✓ Product available but not comparable

Captive

Tailor-made financial solutions and packages for OEMs

01

Ziklo
The
Mobility
Bank

R&D – Innovation

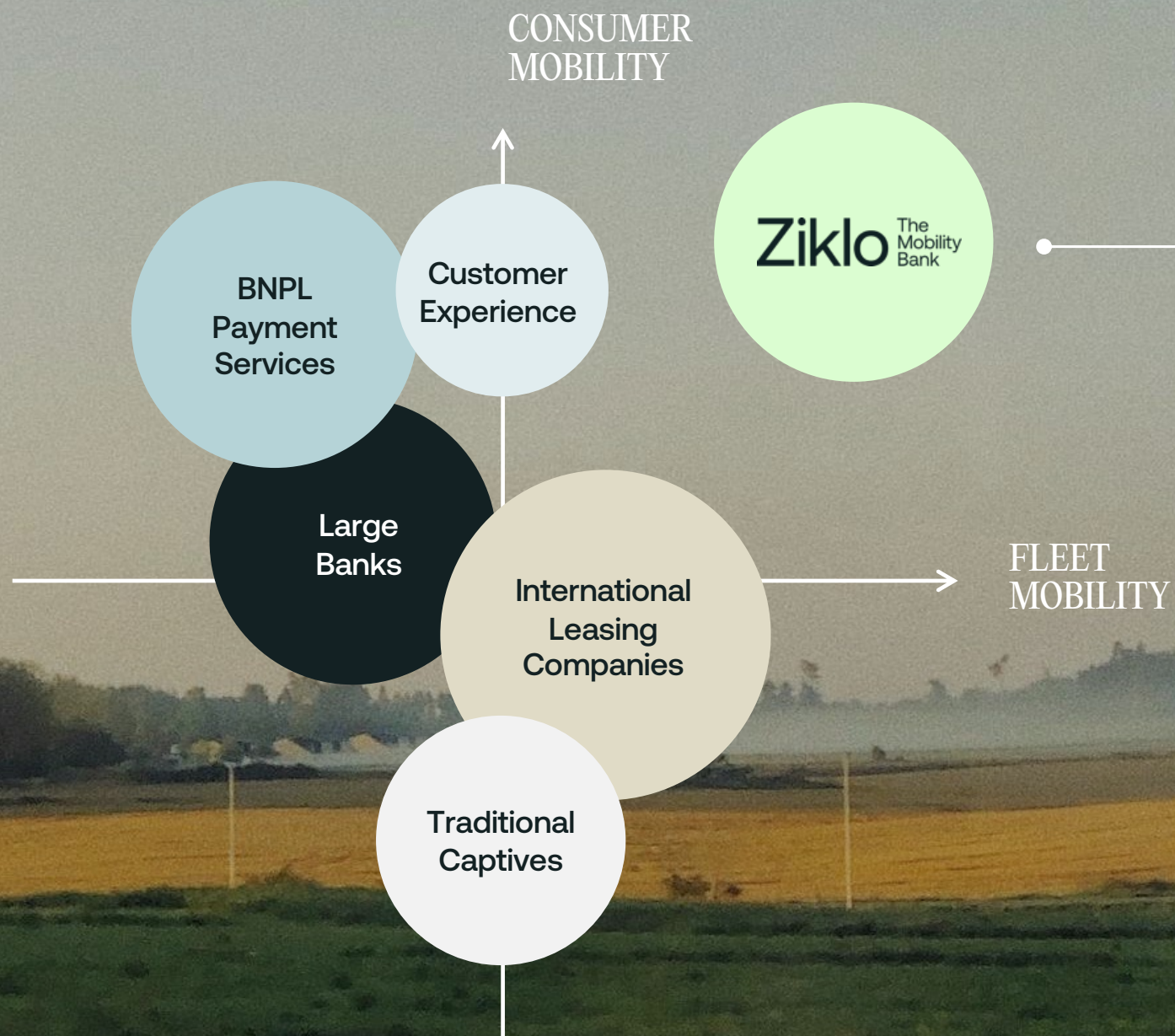
Ecosystem for testing new solutions directly on the market

02

Bank Platform

Fleet capabilities, payment services, loyalty & subscription solutions

03



Tailor-made services based on local conditions in our domestic market, resulting in a unique offering.

ZIKLO THE MOBILITY BANK

Filling a Gap in our
Domestic Market

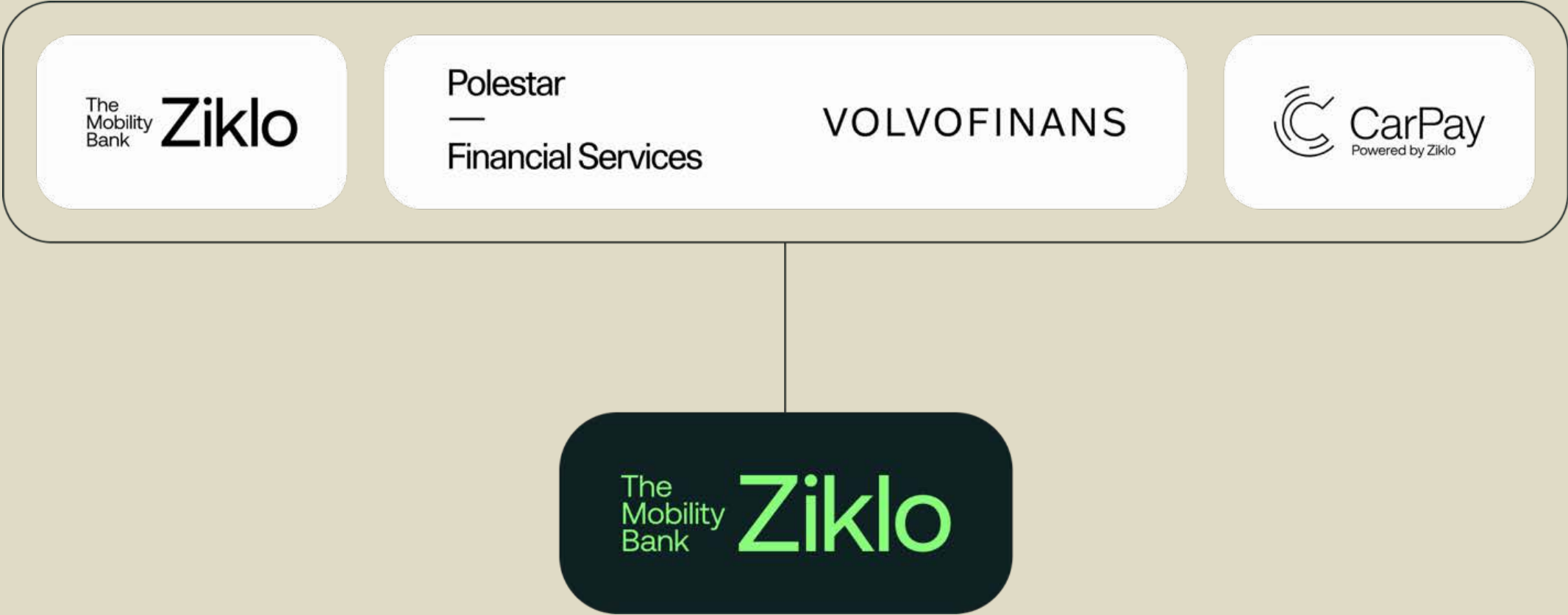
Ziklo The Mobility Bank

Brand Strategy

A large, dark silhouette of a hand reaching upwards, palm facing forward, set against a soft, hazy sunset sky. The hand is positioned on the right side of the frame, with fingers slightly spread. The background is a gradient of light blue and orange, suggesting the sun is low on the horizon. The overall mood is aspirational and forward-looking.

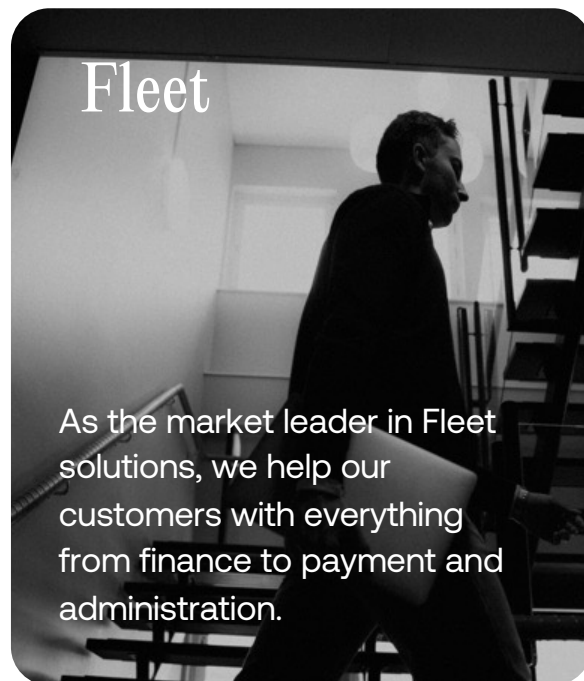
Our Brands

Ziklo Bank is Sweden’s leading mobility bank and is behind some of the country’s most well-known brands in finance and payment.



Ziklo The Mobility Bank

Business Areas



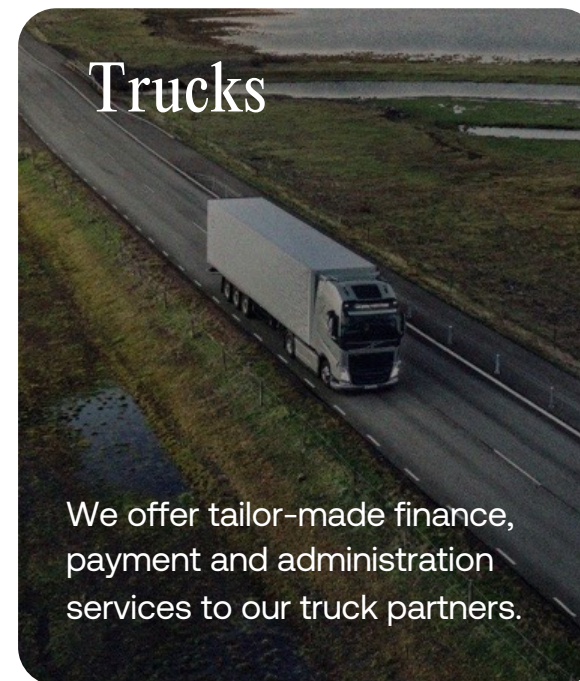
Fleet

As the market leader in Fleet solutions, we help our customers with everything from finance to payment and administration.



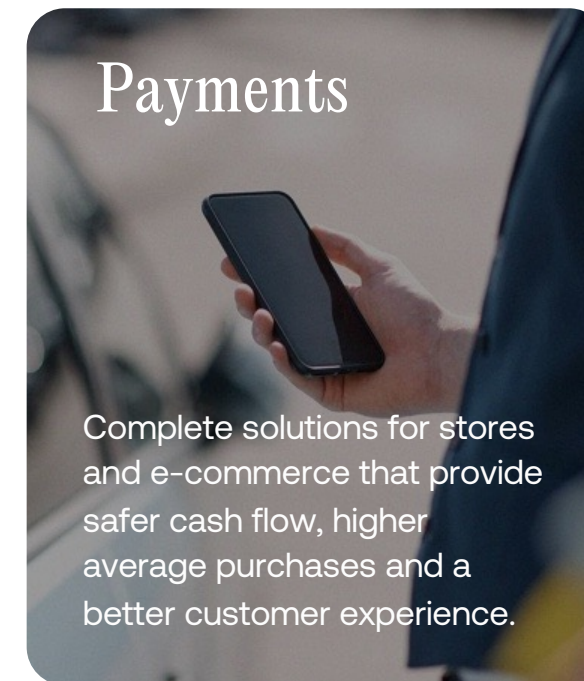
OEM & Retail Cars

With expertise in car finance solutions, we strengthen the business for our partners.



Trucks

We offer tailor-made finance, payment and administration services to our truck partners.



Payments

Complete solutions for stores and e-commerce that provide safer cash flow, higher average purchases and a better customer experience.

Ziklo The Mobility Bank

Our Products & Services



OUR PRODUCTS & SERVICES

Finance Solutions

Stable solutions that provide an attractive finance offering, easier sales work, and seamless customer journeys in all channels.

We Have Solutions for the Whole Customer Journey

We can offer all the service needed for a complete solution for finance customers. Our capabilities can be integrated into your systems, or you can access the same smart functionality via a standalone finance module.



Calculation



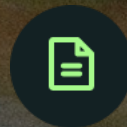
Credit assessment



E-signing



Payment flows

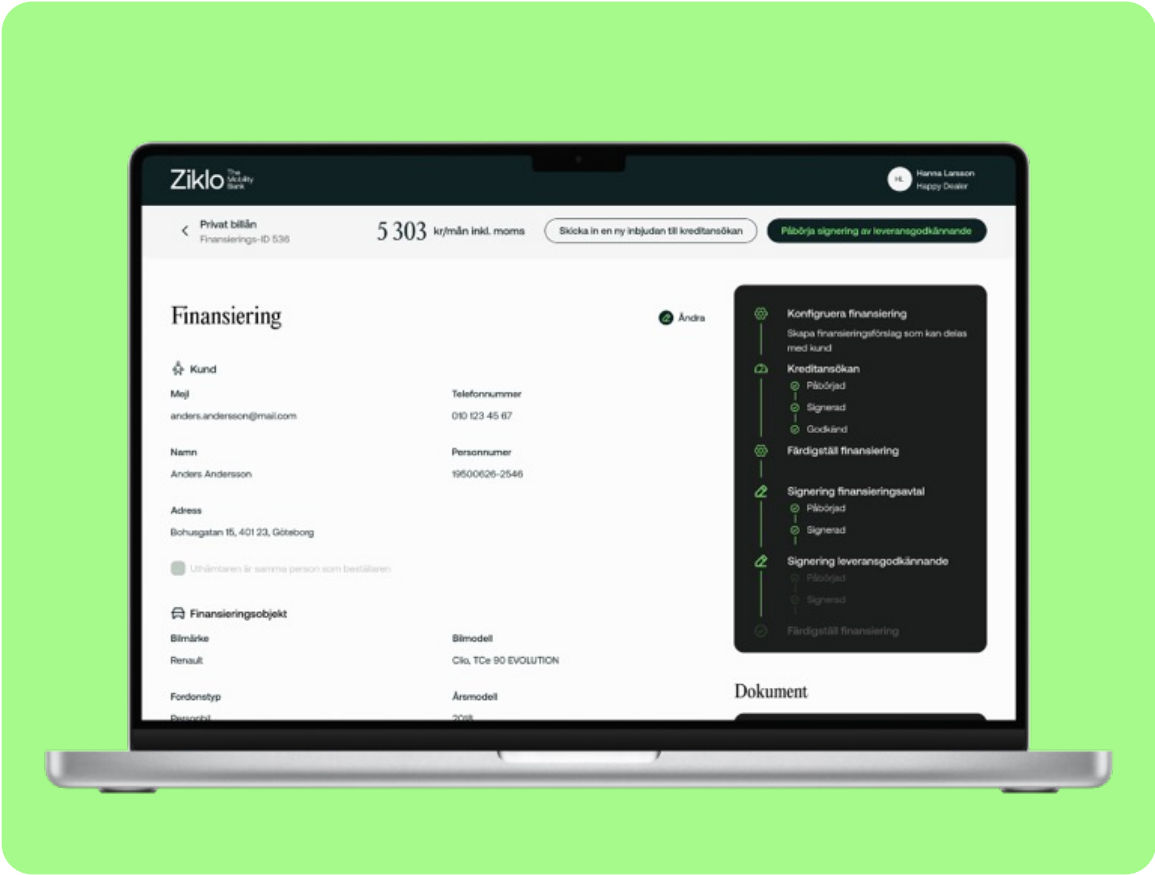


Processing



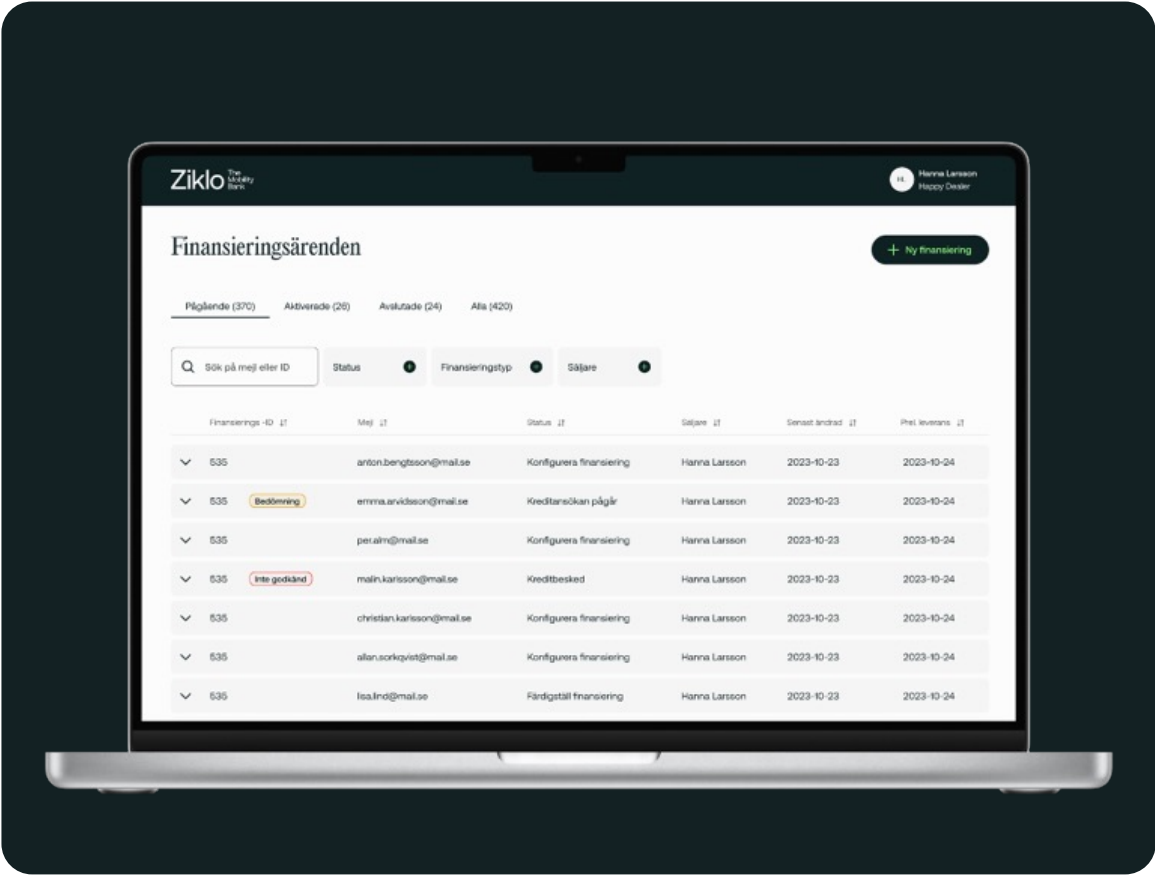
Follow-up

Ziklo Bank – Finansiera



A standalone online tool

The online tool is quick to set up, and the user-friendly interface enables your sales reps to easily create, track and manage customer accounts.



For all brands

An independent finance tool that enables finance regardless of brand.

A photograph of two men standing in front of a large window at night. The man on the left is in focus, wearing a teal button-down shirt with his arms crossed, looking out the window. The man on the right is partially in shadow, also looking out. The background shows a blurred cityscape with warm lights.

OUR PRODUCTS & SERVICES

Payment Solutions

Complete solutions for stores and e-commerce that provide safer cash flow, higher average purchases and a better customer experience.



PAYMENT SOLUTIONS

We Make it Easy to Get Paid – Everywhere

Business is done where the customer is, and with our solutions you can offer secure, convenient payment anywhere, anytime. We are experts in mobility, and we know how to increase purchases and average purchasing in your industry. We help you build customer loyalty, growth and profitability.

Ziklo Bank – Payment Solutions



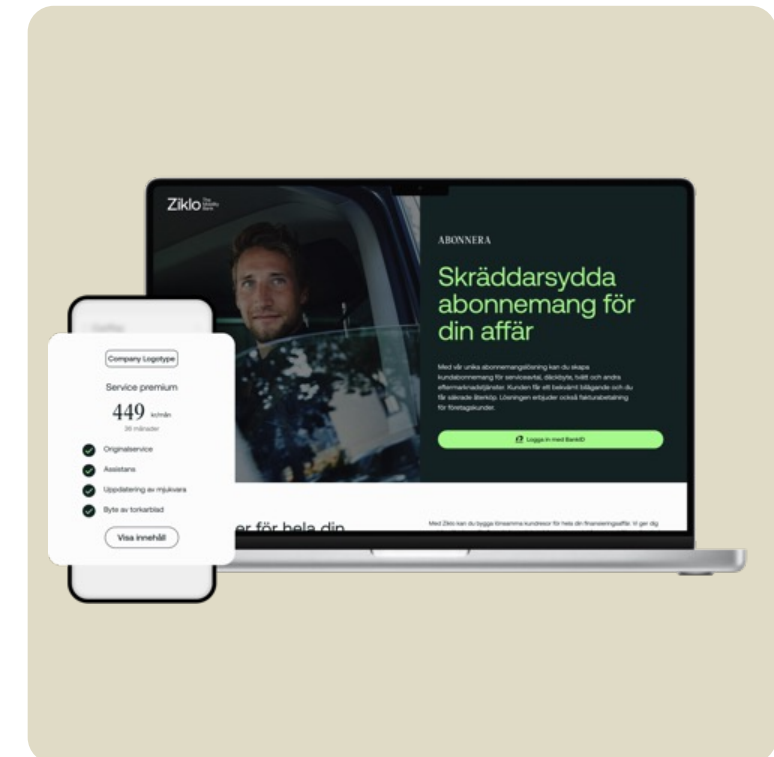
Store

Our checkout system with physical payment terminals makes it easy for you to take payment at your facility. It covers all payment methods and can also handle bonus vouchers.



Online

With our E-checkout, you can build a secure, convenient and seamless customer journey online. Your customer can shop anywhere, anytime, and easily pay by card, Swish or CarPay.



Subscription

With our unique subscription solution, you can create customer subscriptions for service agreements, wheel changes, vehicle washing and other after-sales services.

PAYMENT SOLUTIONS

CarPay Builds Strong Customer Relationships

The CarPay concept is based on a smart app for vehicle finances, a loyalty programme with a bonus system, and a beneficial credit card.



Ziklo The Mobility Bank

Tech & Innovation

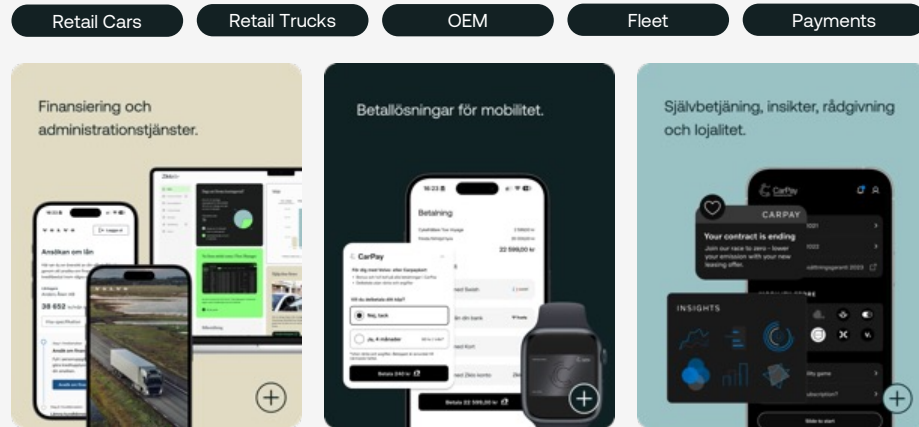


TECH & INNOVATION

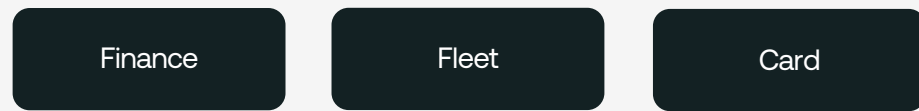
We Are a Tech Company with a Banking Licence

Innovation is the heart of our business. Our developers work alongside our financial experts, and we are constantly striving to create new fintech that evolves business. We develop reliable, user-friendly solutions that create seamless customer journeys and new business opportunities for our customers and partners.

DIGITAL CHANNELS
API SERVICES



CORE
SYSTEMS



ENTERPRISE
SYSTEMS

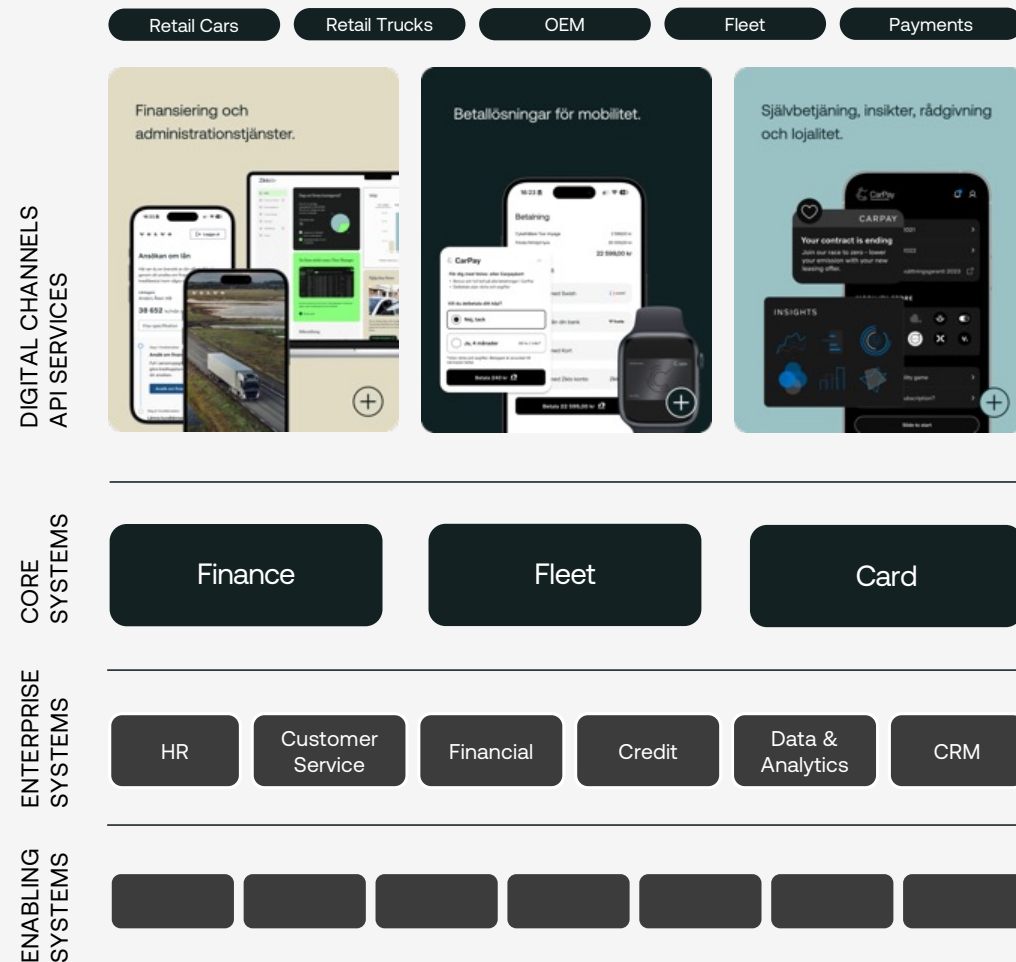


ENABLING
SYSTEMS



THE TOOLBOX IS KEY

A Bank for the New Age



THE TOOLBOX IS KEY

A Bank for the New Age

- Brand independent
- All vehicle types
- Partners outside our 'tech ecosystem'
- New business models
- API-based services – Embedded Financial Services
- Zero Ops – Extreme Automation
- AI
- Speed and efficiency – Cloud
- Scalable and reusable capabilities
- New channel strategy

Ziklo The Mobility Bank

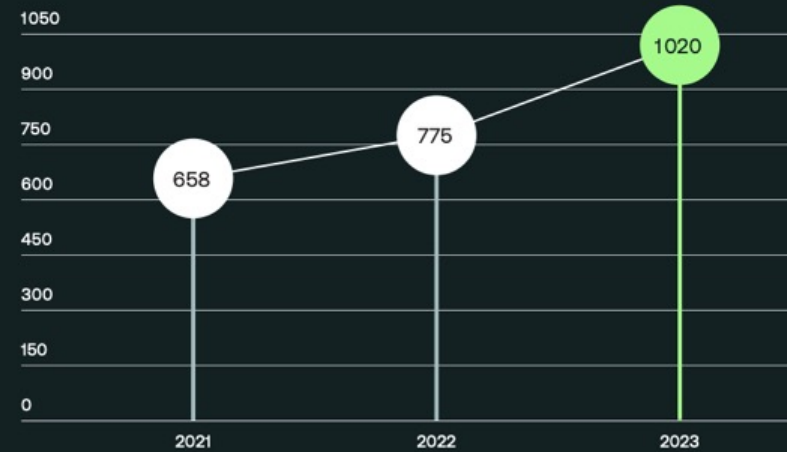
Key Ratios



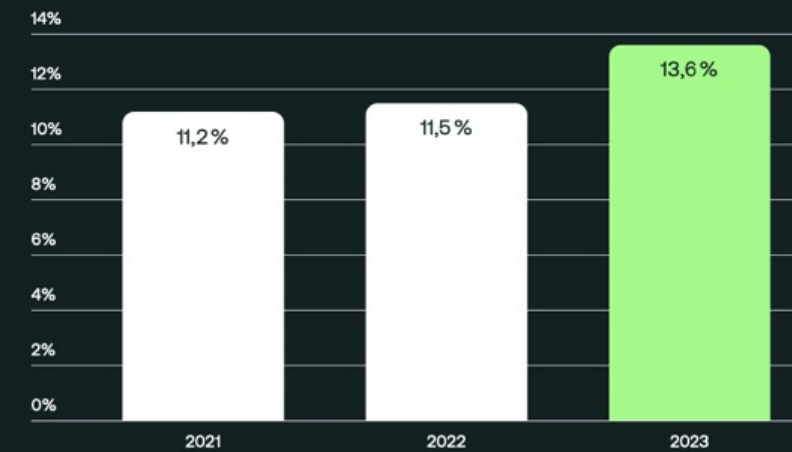
Sammanfattning

Jan–Dec 2023

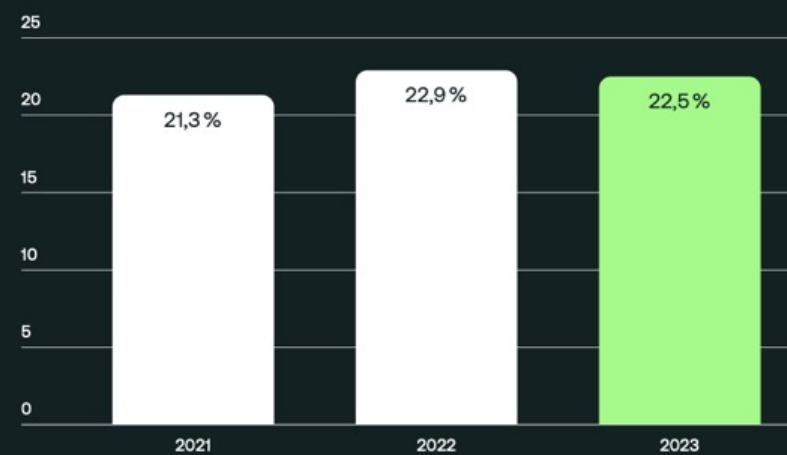
Rörelseresultat, mnkr



Räntabilitet på eget kapital



Kärnprimärkapitalrelation



Kreditförluster/utlåning



OUR KEY RATIOS

42.5 BN

Lending (SEK)

0.03%

Credit losses/lending

22.5%

Common Equity Tier 1
capital ratio

1.02 BN

Operating profit (SEK)

37.5 BN

In bonds and deposits
(SEK)

800 K

CarPay users

0.44

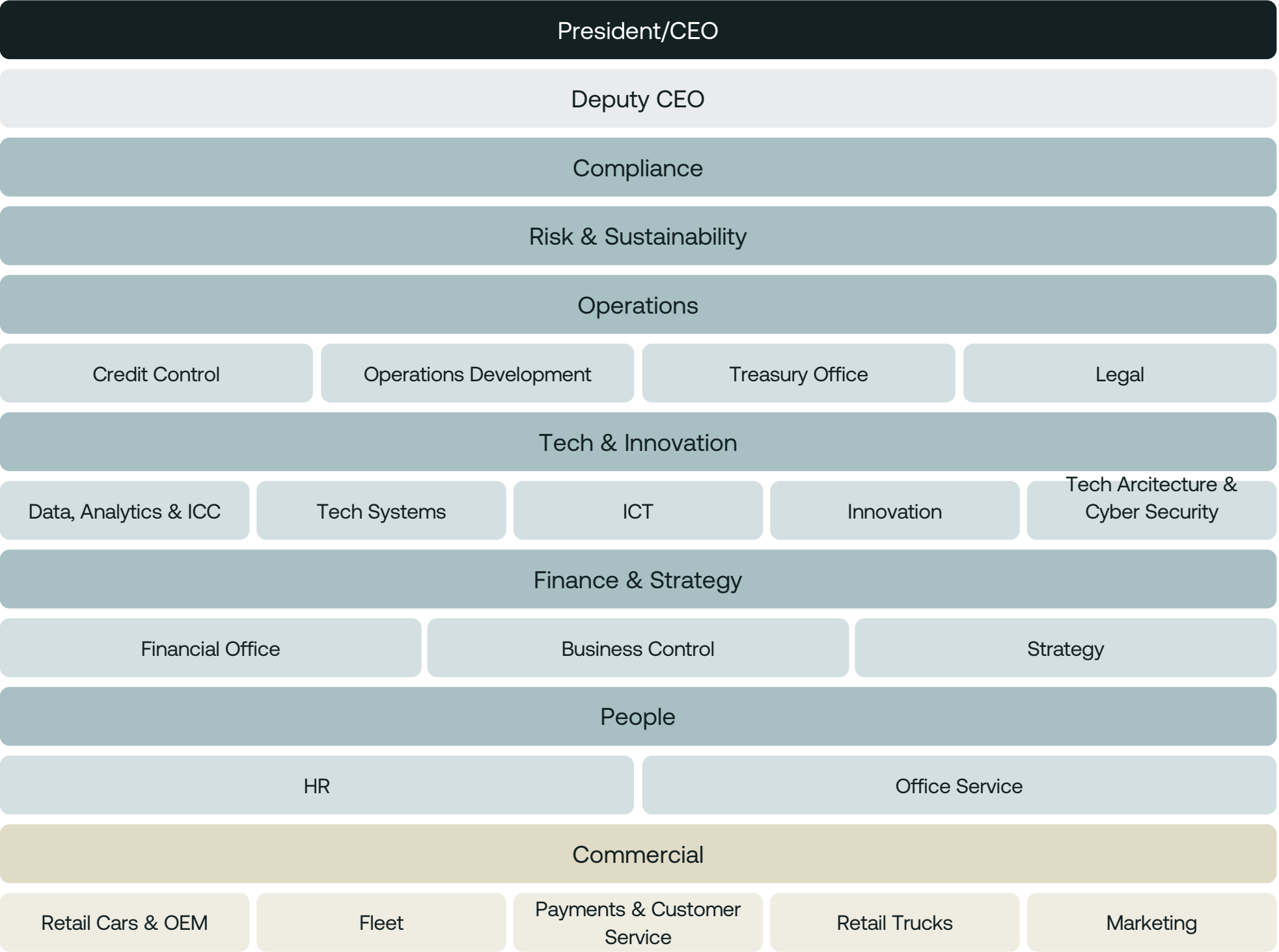
Cost/income ratio

13.6%

Return on equity

Ziklo The Mobility Bank

Organization & Corporate Governance



Board of Directors



Chair
Björn Ingemansson



Vice Chair
Synnöve Trygg



Member
Per Avander



Member
Johan Ekdahl



Member
Ann Hellenius



Member
Björn Rentzhog

ZIKLO BANK

Board of Directors



Member

Jessica Span



Deputy

Anna Wibring



Deputy

Jonas Estéen



Deputy

Johan Ahlberg



Deputy

Oscar Bertilsson Olsborg

Senior Executives

CEO



Joel Graffman, CEO

Tech & Innovation



Marianne Moberg, CIO

Operations



Andreas Bondesson, COO,
Deputy CEO

Commercial



Johan Linder, CCO

Finance & Strategy



Håkan Isaksson, CFO

HR/People



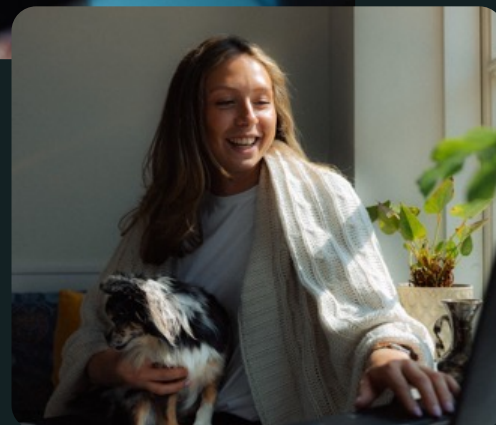
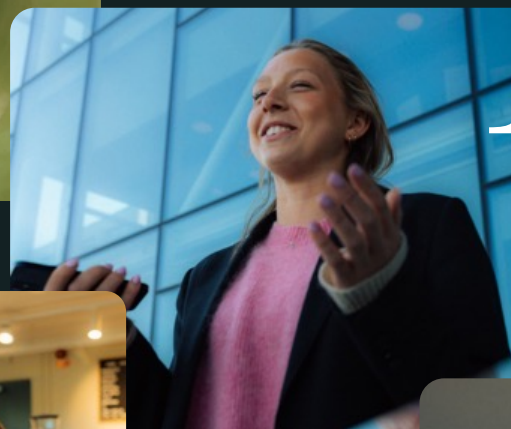
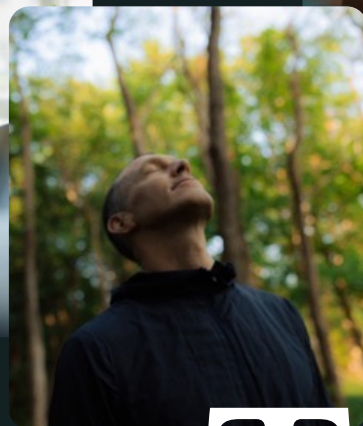
Linda Pedersen, CHRO

Risk & Sustainability



Gunnar Ekeröth, CRO

Together



We are building the Leading Bank for the Mobility of Tomorrow

The
Mobility
Bank

Ziklo