

On-Demand Solutions for the Insurance, Financial, e-Governance & Healthcare sectors

# **INVESTOR PRESENTATION**

1 Ebix Way, Johns Creek, GA 30097 | Phone: (678) 281 2020 | www.ebix.com



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# **EBIX MISSION**

# EBIX GOAL IS TO BE THE LARGEST FINTECH COMPANY IN THE WORLD THAT CAN CONVERGE ALL INSURANCE AND FINANCE SERVICES

### CONVERGENCE

Ebix's goal is to be the leading powerhouse of insurance and financial transactions in the world. The Company's technology vision is to focus on the convergence of all channels, processes and entities in a manner such that data seamlessly flows once a data entry has initially been made. Ebix strives to work collaboratively with clients to develop innovative technology strategies and solutions that address specific business challenges and requirements. Ebix combines the newest technologies with its capabilities in consulting, systems design and integration, IT and business process outsourcing, applications software, and web and application hosting to meet the individual needs of organizations.

The company's technology vision is to focus on convergence of all insurance and financial exchange channels, processes and entities for seamless data flow. The company intends to do that by designing products and services that are pioneering in its field. The company believes that profitability and revenue growth must go hand in hand.

With no competitors who can match the completeness of its vision or its distinct advantages, Ebix is ideally positioned to seize an enormous market opportunity. Cited by numerous third parties for the high quality of its offerings, Ebix has built an outstanding reputation amongst a large, impressive customer base. With a strong recurring Software as a Service (SaaS) model, Ebix is positioned to be a leading global FinTech player.

The company has been featured on Fortune Magazine's 100 Fastest Growing Company List 5 times in the last decade. Ebix also has history of producing 19 years of both top line and bottom line sequential growth. Under the present management, Ebix stock has shown shareholder return of more than 16,000% growth in terms of stock value.



# EXECUTIVE SUMMARY

EBX





# **ABOUT EBIX**

Founded in 1976, Ebix, Inc. is listed on the NASDAQ Global Market and is a part of the Russell 2000 Index and Standard & Poor's Smallcap 600 Index. Headquartered in Johns Creek, Georgia, Ebix has 50+ offices across the world in countries like Australia, Brazil, New Zealand, Singapore, Canada, U.K. and India. Through its various SaaS based software platforms, Ebix employs 7,800+ professionals providing products, support and consultancy to thousands of customers on six continents across 69+ countries.

Ebix Su	ummary
<ul> <li>Market capitalization of approximately \$850 Million and 7,800+ employees globally, working across 50+ offices</li> </ul>	One of the largest insurance and financial exchange
<ul> <li>Ebix has a strong clientele of millions of users globally across financial institutions, public institutions, banks, insurance companies, insurance brokers and healthcare professionals</li> </ul>	<ul> <li>Ebix's centers in India have Carnegie Mellon's highe operations to its customers</li> </ul>
The Company has a proven high Growth and Profitable Recurring Revenue Model with 88% recurring revenues	<ul> <li>Ebix's insurance exchanges power transactions betw insurance companies</li> </ul>
Strong Balance sheet and 20 years of sequential top line and bottom line growth	<ul> <li>Ebix powers leading insurance and reinsurance exch UK, and NZ</li> </ul>
<ul> <li>A client base spread across 69+ countries with hundreds of thousands of users using its platforms and exchanges</li> </ul>	<ul> <li>Ebix's Annuity Exchange powers more than \$60 billio United States</li> </ul>
Ebix Exchange in Australia powers a majority of the electronic property & casualty insurance transactions	<ul> <li>Ebix systems tend to be multi-lingual and multi-curre Japanese, Chinese, Hindi and English)</li> </ul>
All worldwide intellectual property and development is led by its India staff	Ebix's On-Demand CRM solution is used by 125,000
<ul> <li>EbixCash's goal is to converge B2C &amp; B2B processes, front-end &amp; back-end processes, while creating distribution markets on one hand and enabling on-demand technology solutions on the other hand</li> </ul>	<ul> <li>EbixCash, through its travel portfolio of Via and Mero travel exchanges with over 2,200+ employees, 212,4 9,800 corporate clients; processing an estimated \$2.</li> </ul>
<ul> <li>EbixCash's Forex operations have emerged as a leader in India's airport Foreign Exchange business with operations in 32 international airports, including Delhi, Mumbai, Bangalore, Hyderabad, Chennai and Kolkata, conducting over \$4.8 billion in gross transaction value per year</li> </ul>	<ul> <li>EbixCash is the only Financial Exchange in the operating margins, along with unparalleled organic Gross Merchandise Value (GMV) of \$18 billion(pre-C</li> </ul>

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ges in the world

nest CMMI Level 5 rating and provide quality

tween hundreds of thousands of brokers and

changes in countries like the US, Australia,

llion in Annuity premiums annually in the

rency (French, Portuguese, Spanish,

00 plus users in the United States alone

ercury is also one of Southeast Asia's leading 2,450+ agent network, 25 branches and over 2.5 billion in gross merchandise value per year

e Indian subcontinent with consistent strong c and inorganic growth rate. EbixCash handles -Covid)

# **SUMMARY HIGHLIGHTS**



### Industry Leadership Opportunity by Leveraging Ebix's Strong Market Presence.

The insurance and finance IT market is a highly fragmented multi-billion dollar industry. Ebix's innovative exchange strategy and its global reach positions it as a possible leader in the worldwide insurance and financial exchange markets.

### **Consistency of Performance.**

Large, Impressive Client Base for **Expansion and Cross-selling.** 

Ebix's outstanding reputation with a large customer base and community of insurance and finance professionals offers tremendous expansion and crossselling opportunities to accelerate an already very strong market position.

24%

2020

	Q1 2021* Annualized Non GAAP	2020 Non GAAP	2019 Non GAAP	2018 GAAP	2017 GAAP	2016 GAAP
Revenues in million \$	1,160.2	625.6	580.6	497.8	364.0	298.3
Growth of Q1 2021 over other years		85%	100%	133%	219%	289%
Net Income in million \$	102.9	113.1	96.7	117.7	100.6	93.8
Growth of Q1 2021 (Non GAAP) over other years		-9%	6%	-12%	2%	10%
Diluted EPS in \$	3.36	3.70	3.16	3.73	3.17	2.86
Growth of Q1 2021 (Non GAAP) over other years		-9%	6%	-10%	6%	17%

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### **High Growth and Profitable Recurring Revenue Model.**

With approximately 88% of its revenue generated from recurring sources, Ebix has a high degree of visibility into its growth trajectory.

### **Operating Margins**



# **SUMMARY HIGHLIGHTS**

### UNIQUE DIFFERENTIATION ENHANCES EBIX'S LEADERSHIP OPPORTUNITY



Ebix's exchanges power transactions between hundreds of thousands of brokers and insurance companies.

Ebix runs over 22 million compliant life policy illustrations and over 40 million life insurance quotes annually. Ebix's annuity exchange powers in excess of \$60 billion in premiums annually in the United States. Ebix Exchange in Australia powers the majority of the electronic property & casualty insurance transactions. Ebix's On-Demand CRM solution is used by 125,000 plus users in the United States alone. With the aggregation of a large community of insurance companies and brokers on its exchanges, Ebix is seen as a vehicle to insurance markets by these entities. Companies not using Ebix exchanges risk losing access to the aggregated markets that Ebix could offer them access to.



EbixCash is the new 'Financial Services' arm of Ebix that originated in India

EbixCash's goal is to converge B2C & B2B processes, front-end & back-end processes, while creating distribution markets on one hand and enabling ondemand technology solutions on the other hand. EbixCash is the only Financial Exchange in the Indian subcontinent with consistent strong operating margins, along with unparalleled organic and inorganic growth rate. EbixCash handles Gross Merchandise Value (GMV) of \$18 billion(pre-Covid).



Ebix's team includes subject matter and domain experts with a deep understanding of the insurance and finance industries, spanning hundreds of years of collective experience. Its infrastructure and experienced executive management team is highly capable of sustaining its leadership and growing Ebix into the future.



Ebix provides a multi-national broker or carrier a common code base world-wide, unlike any other software player in the insurance industry that addresses these markets.

Ebix systems are multi-lingual and multi-currency (French, Portuguese, Spanish, Japanese, Chinese and English).



With fully owned offshore facilities in India, Ebix has the ability to reduce the cost structure of acquired companies and increase their efficiency.

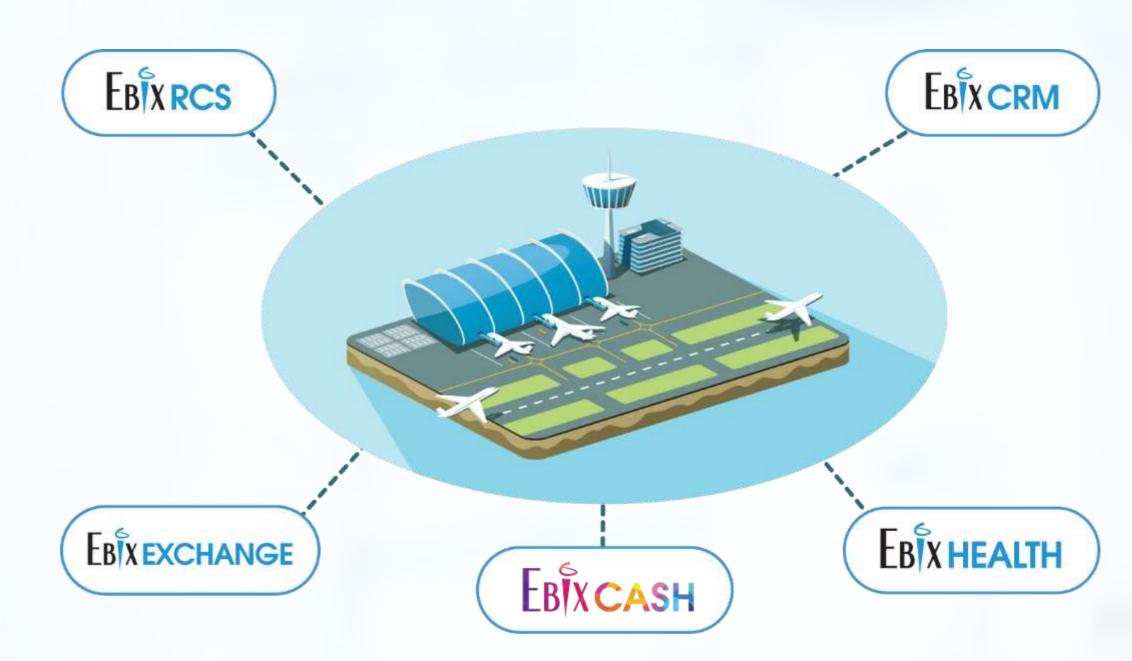
Ebix's centers in India have Carnegie Mellon's highest CMMI Level 5 rating, and provide quality operations to its customers.



### Experienced Executive Management Team with Domain Expertise and Industry Recognition.



# **AIRPORT FOR INSURANCE AND FINANCE**



EBIX VISION – TO BECOME AN AIRPORT FOR INSURANCE, HEALTHCARE AND FINANCE CONVERGED TOGETHER





# **GLOBAL FOOTPRINT**

Our markets and our clients cross geographic boundaries. With customers on six continents across 69+ countries, Ebix has a unique footprint in the insurance, healthcare and financial industries.



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New Zealand

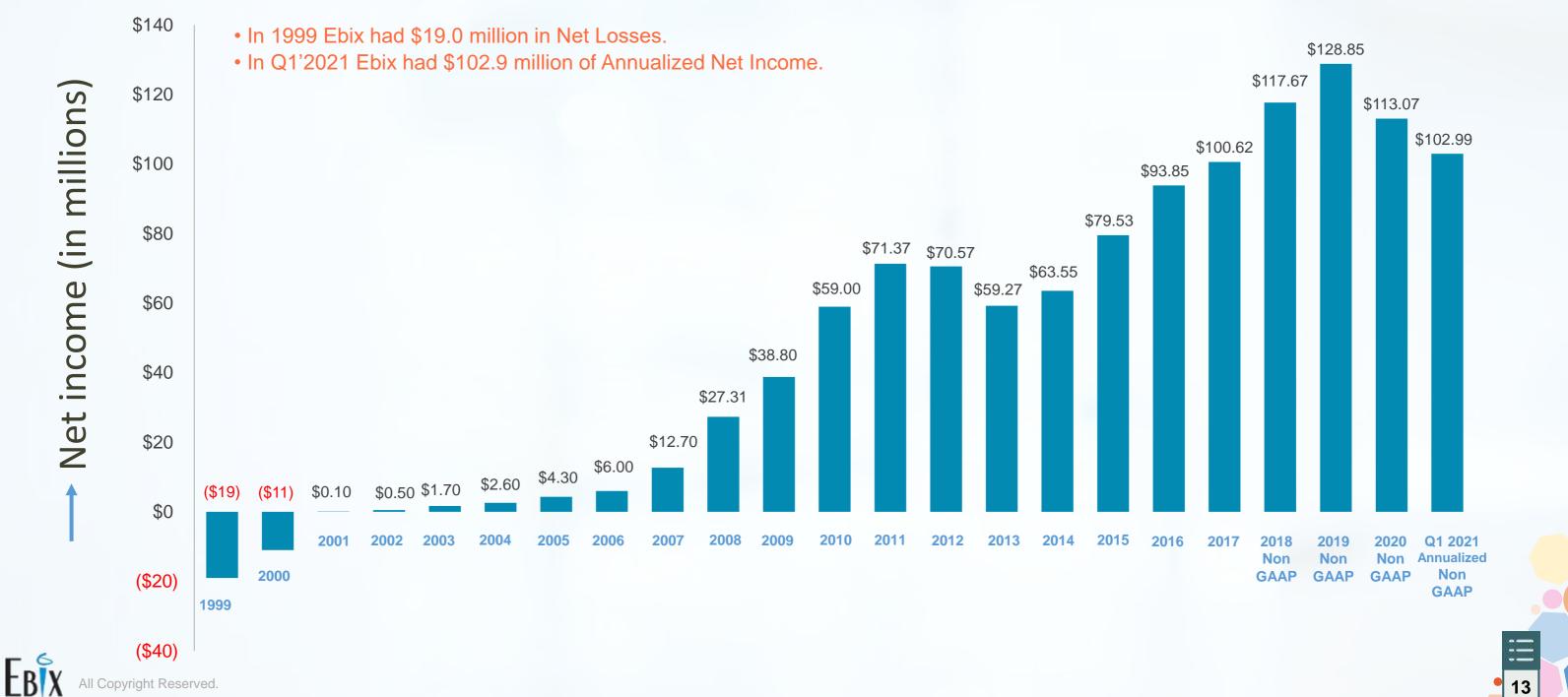
# FINANCIAL SNAPSHOT

EBX



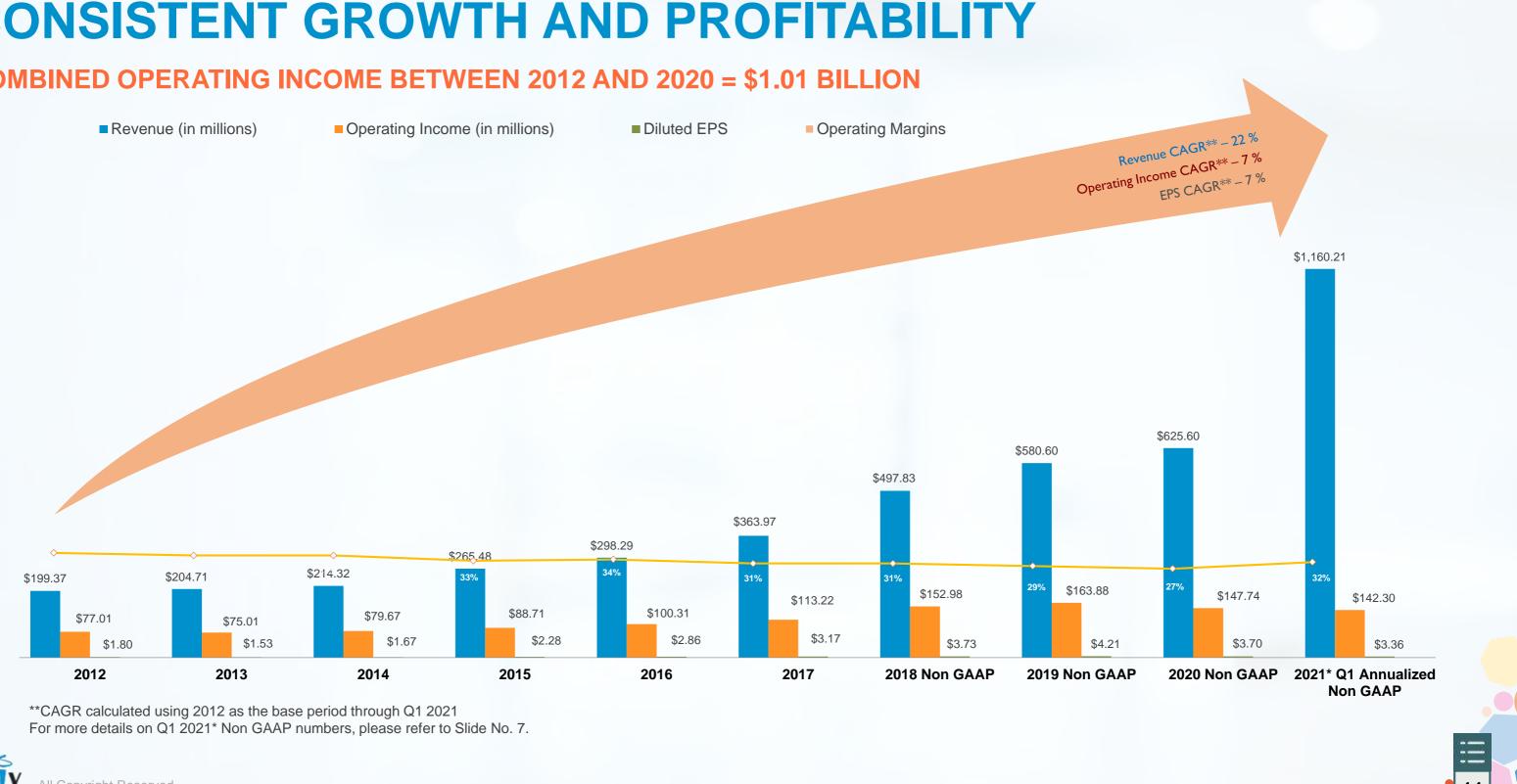


# **THE JOURNEY TILL NOW**

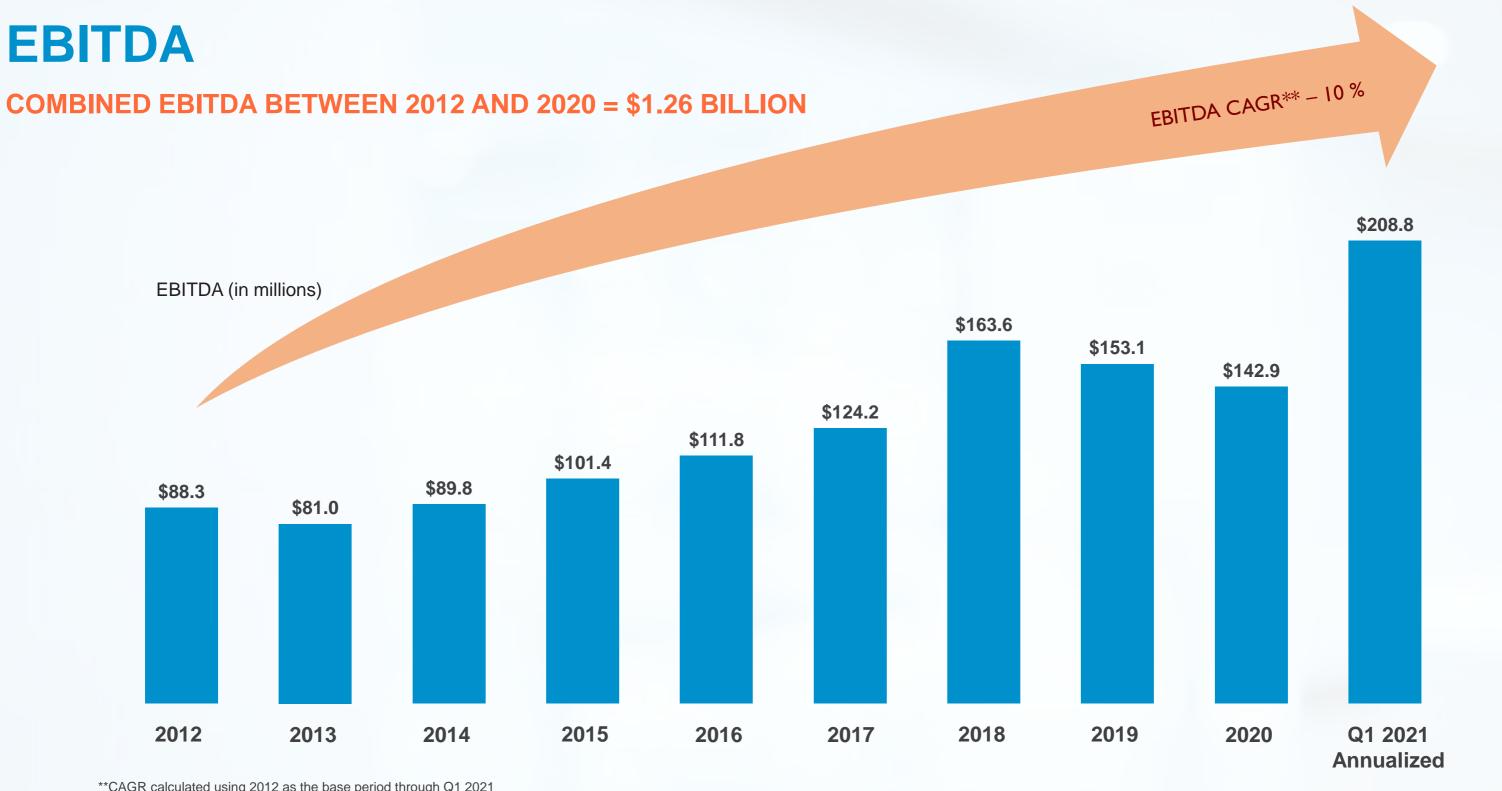


# **CONSISTENT GROWTH AND PROFITABILITY**

### **COMBINED OPERATING INCOME BETWEEN 2012 AND 2020 = \$1.01 BILLION**



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\*\*CAGR calculated using 2012 as the base period through Q1 2021



# **BALANCE SHEET METRICS**

### **HEALTHY BALANCE SHEET**

	2020	2019	2018	2017	2016	2015	2014
Net Debt (millions) (Debt less cash, cash equivalents & short term investments)	\$569.9	\$668.6	\$551.2	\$310.8	\$155.6	\$148.4	\$69.4
Current Ratio	1.89	1.55	1.35	1.72	2.31	2.28	1.49
Cash Balance +Short- term investments (millions)	130.1	77.7	\$169.1	\$89.5	\$117.2	\$58.7	\$52.6
Working Capital (millions)	\$170.5	\$129.0	\$110.0	\$106.0	\$117.3	\$65.6	\$34.1
Debt to Market Cap ratio	0.69	1.36	1.51	0.81	0.64	0.51	0.28

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# **INDUSTRY & MARKET OVERVIEW**

EBX







# EBX

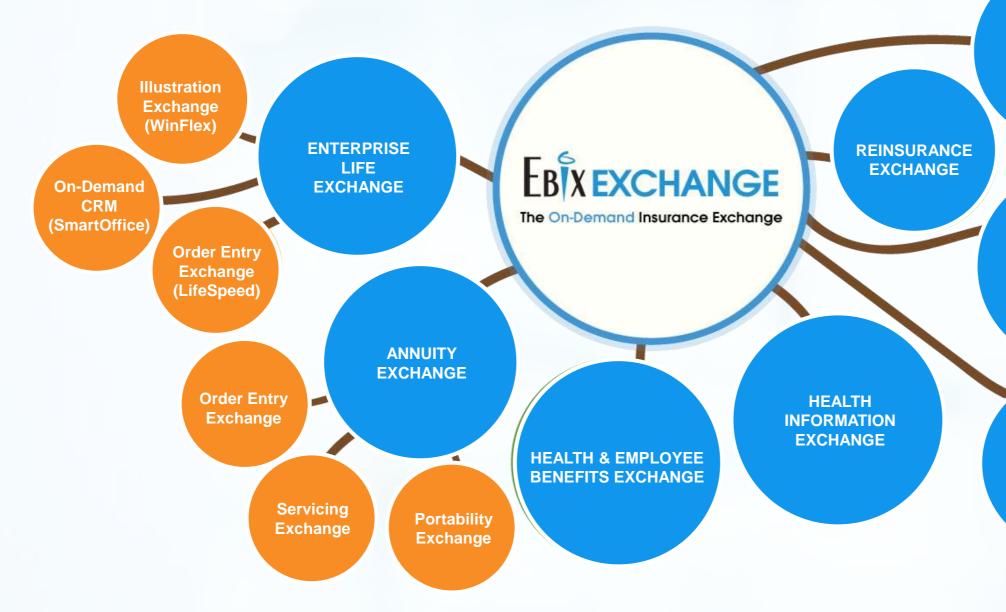
# EBIX EXCHANGE (Insurance)

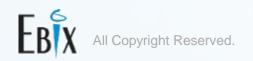




# **EBIX'S INSURANCE EXCHANGE VISION**

### **THE INSURANCE & HEALTHCARE EXCHANGE CHANNEL**





# **CONVERGENCE IS KEY**



RISK/CLAIMS EXCHANGE

WORKERS COMP EXCHANGE

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# **EBIX'S INSURANCE EXCHANGE VISION**

### **THE INSURANCE & HEALTHCARE EXCHANGE CHANNEL**

Multiple exchanges across the world in the fields of life, annuity, health, property & casualty insurance conducting in excess of \$100 billion in insurance premiums.

- Risk Mgmt. & Workers Compensation
- Life Insurance
- Customer Relationship Management
- Annuities
- Health Benefits
- Property & Casualty
- Financial



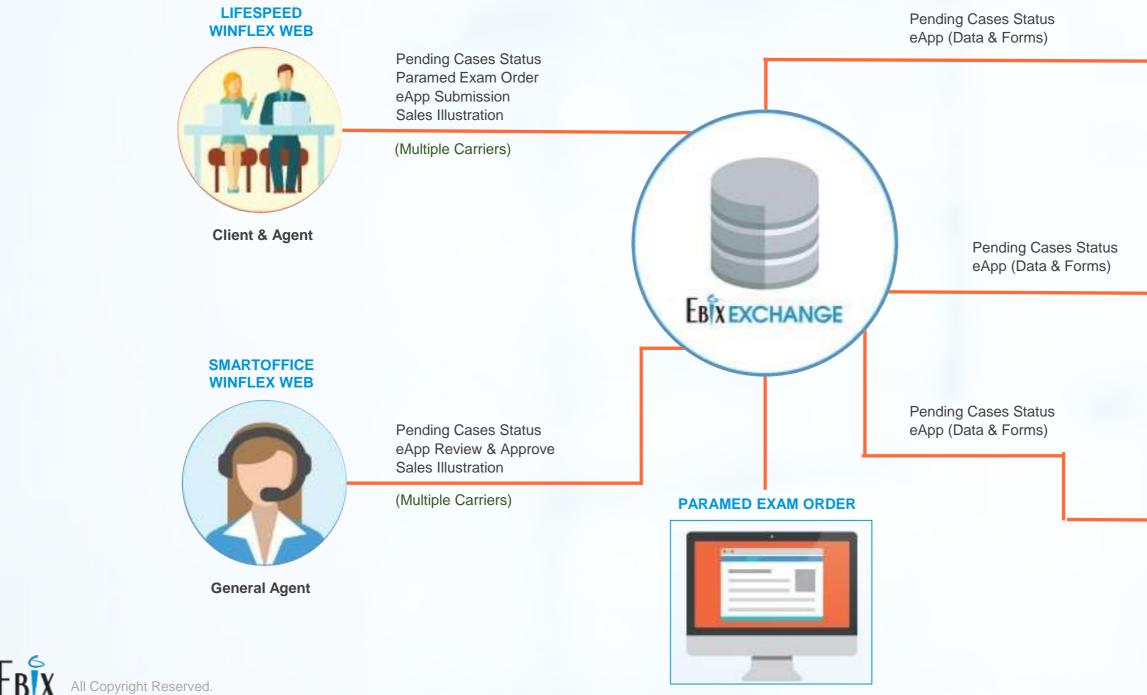
### **Ebix Vertical Exchange Channel Revenue Split in Q1 2021**



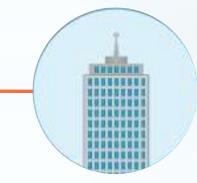


# THE INSURANCE EXCHANGE CHANNEL

### LIFE EXCHANGE



**Service Provider** 



Life Carrier 1



Life Carrier 2

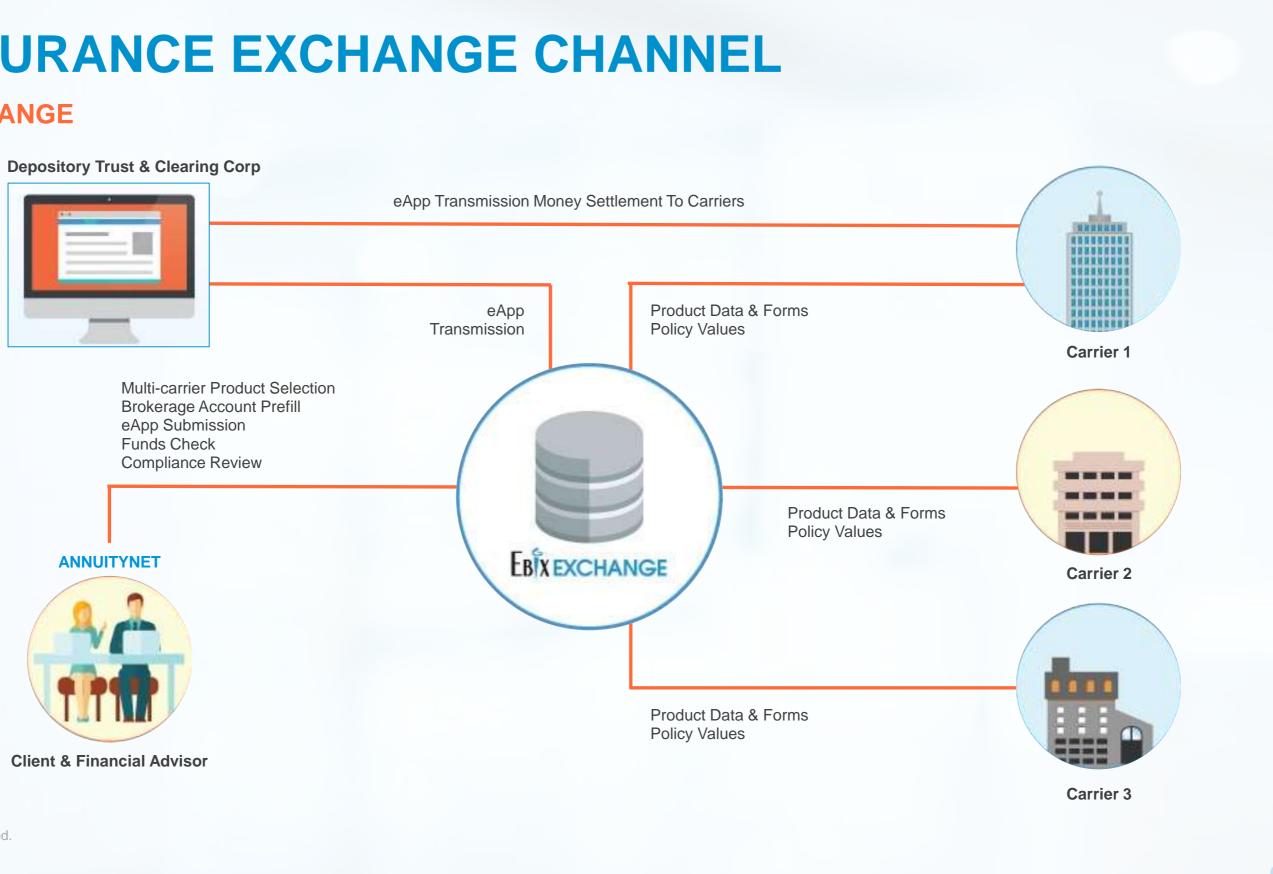


Life Carrier 3



# THE INSURANCE EXCHANGE CHANNEL

### **ANNUITY EXCHANGE**



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# THE EBIXHEALTH EXCHANGE

HEALTH EXCHANGE - THE ONLY END-TO-END COMPREHENSIVE EXCHANGE TRUSTED BY THOUSANDS OF CARRIERS, THIRD PARTY ADMINISTRATORS, BROKERS, EMPLOYERS & CONSUMERS, DESIGNED TO ADDRESS THE SPECIFIC NEEDS ACROSS THE HEALTHCARE SERVICE VALUE CHAIN



# **CONVERGENCE IS KEY**



**9 Million Insured** Lives, used by Top carriers & 3 of the Top 10 TPAs in the US

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Care Guides Health News Mobile Technologies Marketing Technologies E-Learning, M-Learning

# **RISK COMPLIANCE SOLUTIONS**





# **POWERING THE INSURANCE BROKER**



- Fully integrated modules that support all phases of the business process, including Quotations, Policies, Placing, Invoicing, Accounting, Claims & Analytics
- Multi-country, multi-currency and multi-lingual



- · E-commerce-based, end-to-end, backend system to automate a broker's entire business
- Policy processing/Claims administration/Sales Management/ Underwriting/Rating etc.
- Built in-house, deployed across United States



- businesses in Australia
- Interfaces with Ebix Exchange, funding applications
- Management Systems

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 Comprehensive e-commerce enabled business system designed for General Insurance Intermediaries Insurance Intermediaries

• Used by over 5,000 users across 600

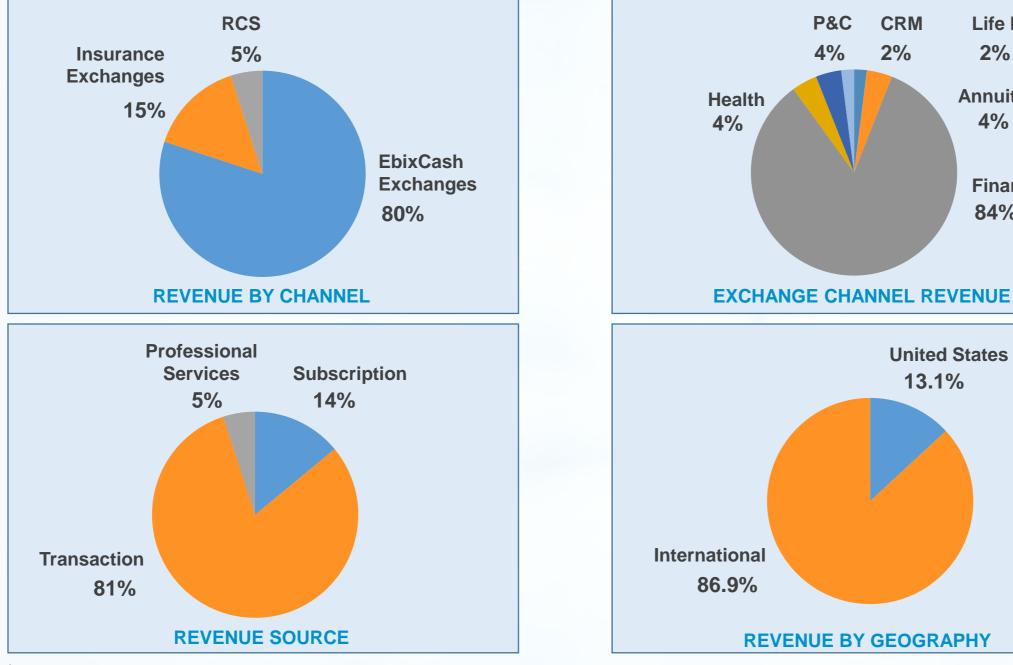
On-line quoting and all of the major premium

· Seamless integration to electronic trading platforms, Premium Funding systems, Banks, Payment Gateways and Document

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# **INSURANCE EXCHANGES CONTINUE TO GROW WITH RECURRING REVENUE STREAMS**



\* Numbers as of Q1 2021



- Life Insurance 2%
- Annuities 4%
- **Financial** 84%



# EBIXCASH

HUB OF FINANCIAL TRANSACTIONS





### **EBIXCASH** FIRST CONSUMER-FOCUSED DIGITAL CONGLOMERATE OF INDIA

India's Story Driving Strong Growth in Payments and Travel Industry

Attractive Market Leading Positioning Across Business Segments

Enabling the Digital Journey of Indian Consumers through a Highly Integrated Platform

> Driving Indian Consumer's Onlineto-Offline-to-Online Journey with Strong Customer Relationships

> > **HUB OF FINANCIAL TRANSACTIONS**

EBIXCASH

Clear Roadmap for Future Growth and Profitability

### Proven Organic & Inorganic Growth Strategy

### **Robust Financial and Operating Performance**

Experienced Management Team



### **EBIXCASH** HUB OF FINANCIAL TRANSACTIONS

EbixCash's goal is to converge B2C & B2B processes, front-end & back-end processes, while creating distribution markets on one hand and enabling on-demand technology solutions on the other hand. EbixCash goal is to establish leadership and become an end-to-end one-stop place for the end customer and the back end players by converging all these mediums for Remittance, Foreign exchange, Payment Solutions, Insurance, Travel, Financial Technologies and E-Learning in India and abroad



EbixCash is the only Financial Exchange in the Indian subcontinent with consistent strong operating margins, along with unparalleled organic and inorganic growth rate. EbixCash handles Gross Merchandise Value (GMV) of \$18 billion(pre-Covid).

### **HUB OF FINANCIAL TRANSACTIONS**



## **EBIXCASH FINANCIAL EXCHANGE**



### **HUB OF FINANCIAL TRANSACTIONS**

### BPO & LOGISTICS

### INSURANCE

### REMITTANCE

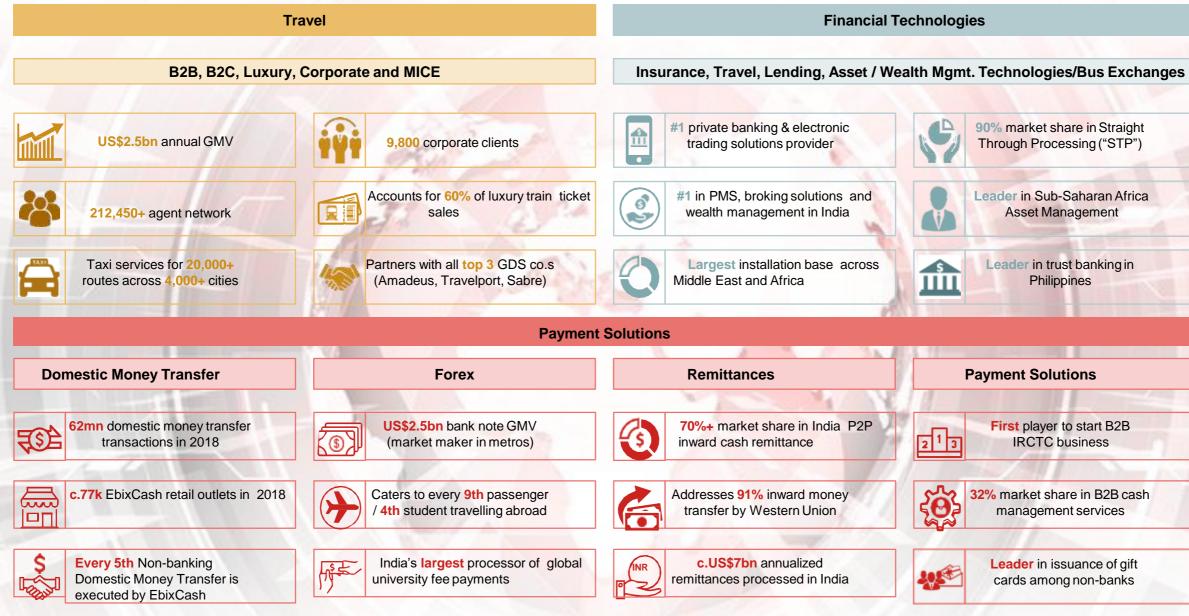
E-LEARNING

### FINANCIAL TECHNOLOGIES



# **ATTRACTIVE MARKET LEADING POSITIONING ACROSS BUSINESS SEGMENTS**

MULTI-FACETED PLATFORM "HARD-TO-REPLICATE" SYNERGISTIC BUSINESS MODEL



Note: MICE - Meetings, incentives, conferencing, exhibitions.

### HUB OF FINANCIAL TRANSACTIONS

90% market share in Straight Through Processing ("STP")

Leader in Sub-Saharan Africa Asset Management

Leader in trust banking in Philippines

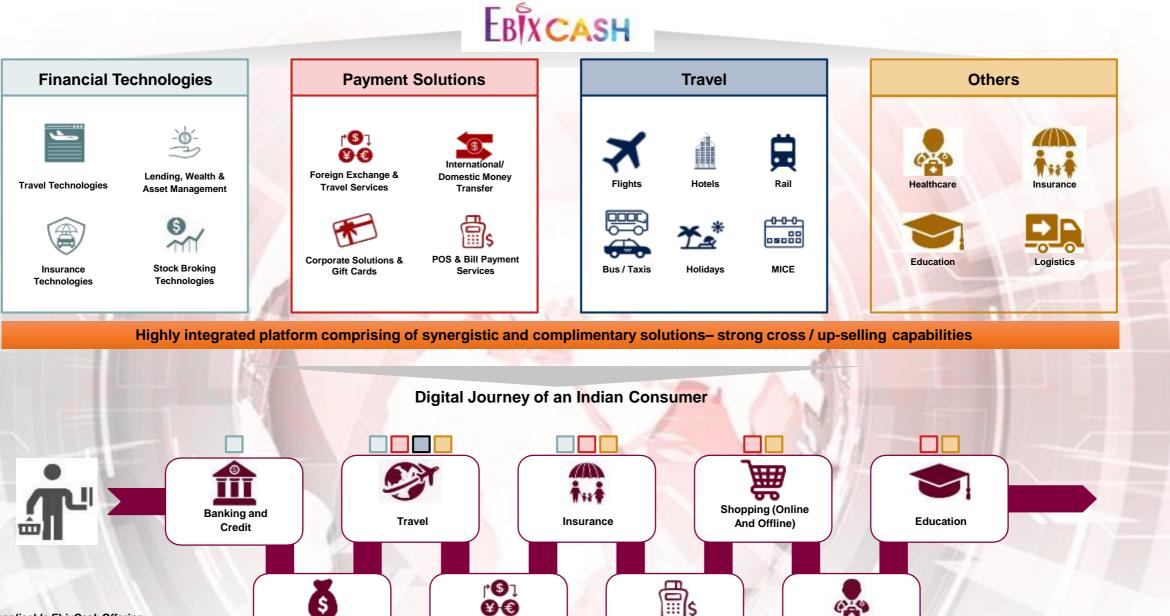
First player to start B2B **IRCTC** business

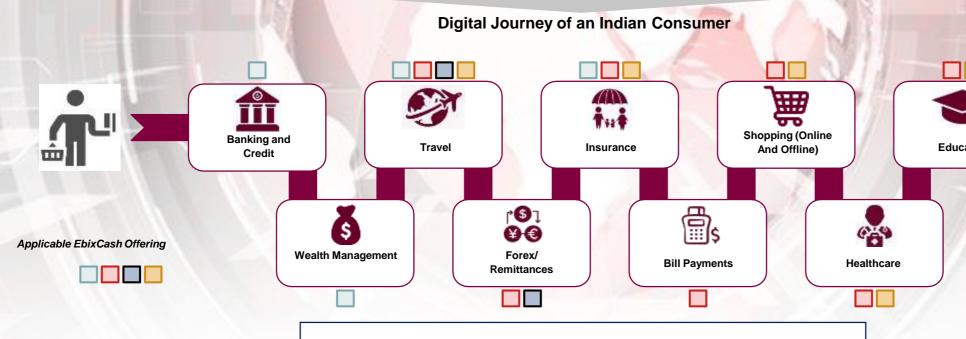
32% market share in B2B cash management services

> Leader in issuance of gift cards among non-banks



### **ENABLING THE DIGITAL JOURNEY OF INDIAN CONSUMERS** HIGHLY INTEGRATED PLATFORM ADDRESSING THE LIFECYCLE OF CONSUMPTION OF INDIAN CONSUMERS ACROSS MULTIPLE AREAS





**HUB OF FINANCIAL TRANSACTIONS** 

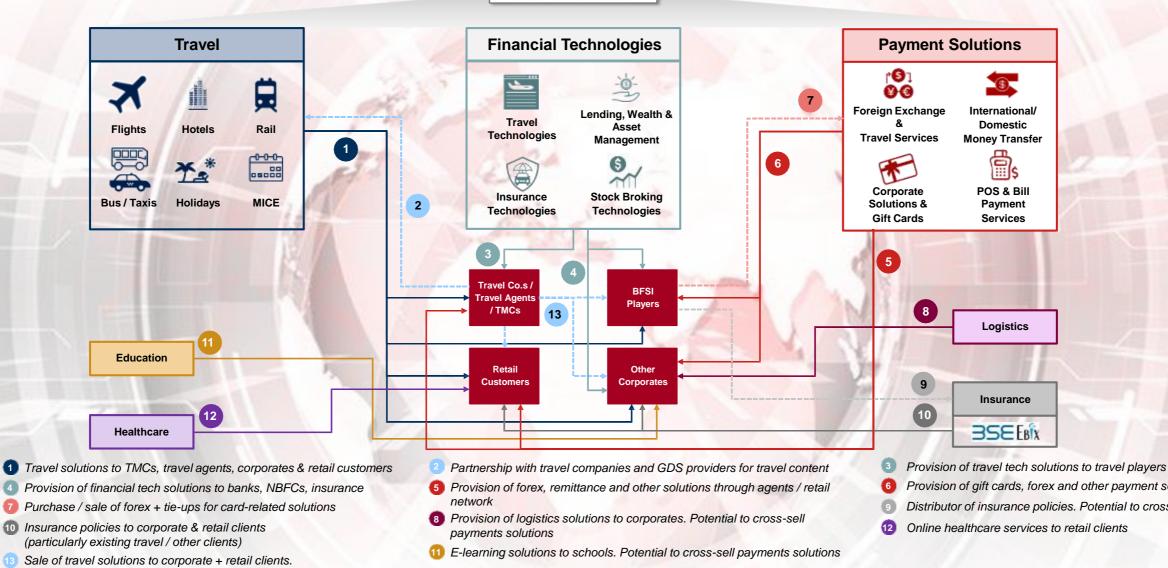


# **HIGHLY INTEGRATED PLATFORM WITH STRONG CROSS/UP-SELLING CAPABILITIES**

HIGHLY INTEGRATED PLATFORM WITH SYNERGISTIC AND COMPLEMENTARY SOLUTIONS

4

Potential to cross-sell insurance, logistics, forex etc.



EBIXCASH

### **HUB OF FINANCIAL TRANSACTIONS**

6 Provision of gift cards, forex and other payment solutions to corporates Distributor of insurance policies. Potential to cross-sell insurance tech

## **DRIVING INDIAN CONSUMER'S ONLINE-TO-OFFLINE-TO-ONLINE JOURNEY** UNIQUE COMBINATION OF STRONG PHYSICAL FOOTPRINT AND DIGITAL PLATFORM THAT OFFERS WIDE COVERAGE WITH LAST MILE REACH –

UNIQUE COMBINATION OF STRONG PHYSICAL FOOTPRINT AND DIGITAL PLATFORM THAT OFFERS WIDE COVER STRONG POTENTIAL TO LEVERAGE THE NETWORK ACROSS INDUSTRIES



**HUB OF FINANCIAL TRANSACTIONS** 

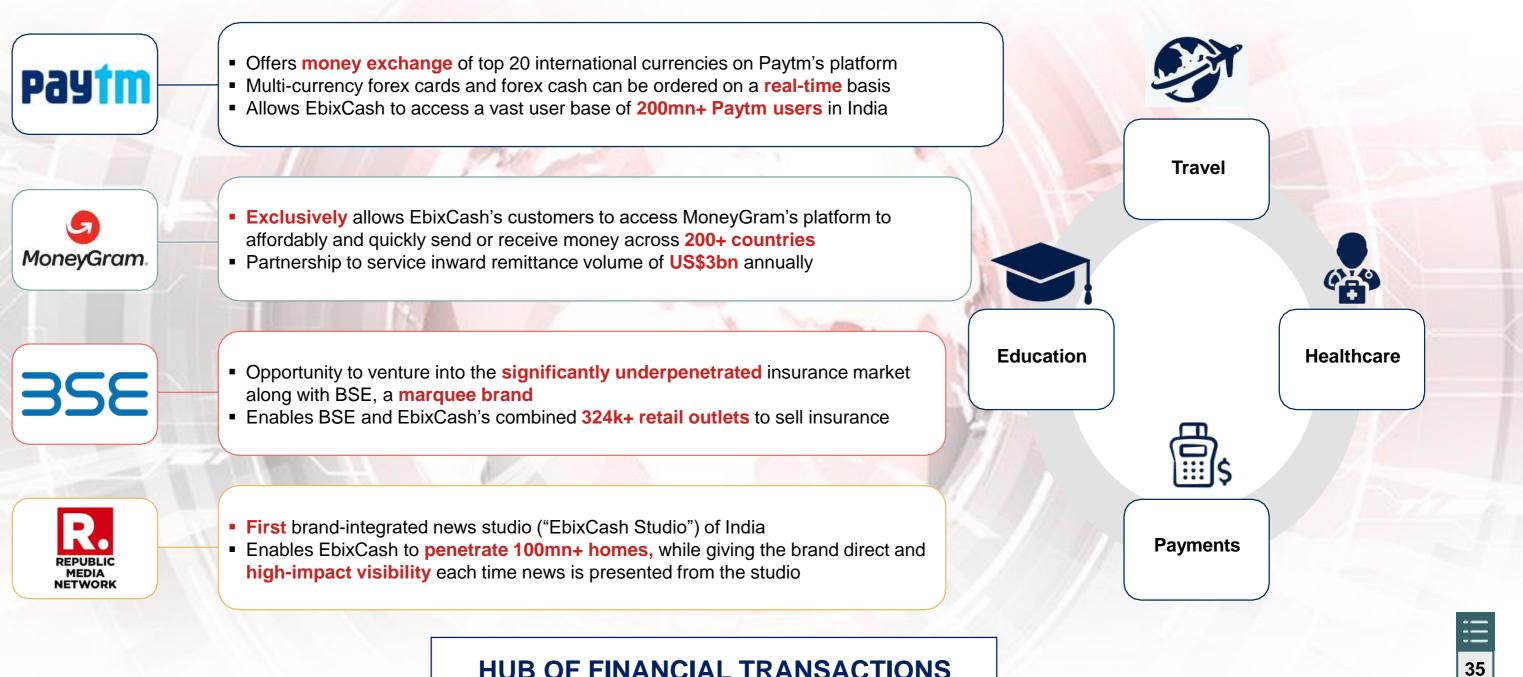


# **VISIONARY STRATEGIC PARTNERSHIPS**

### PARTNERED WITH LEADING PLAYERS ACROSS INDUSTRIES

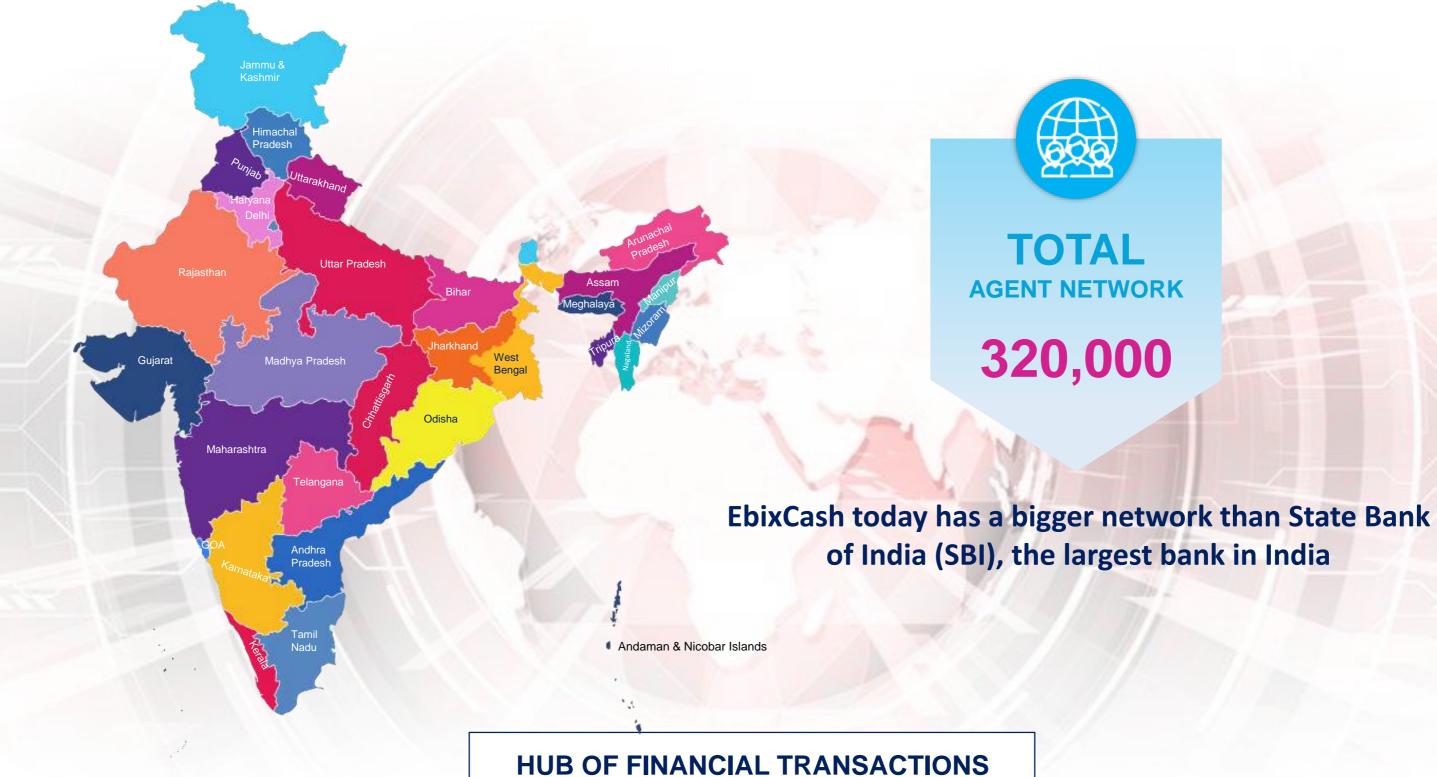
**Unique Partnerships** 

**Key Areas of Future Acquisitions** 

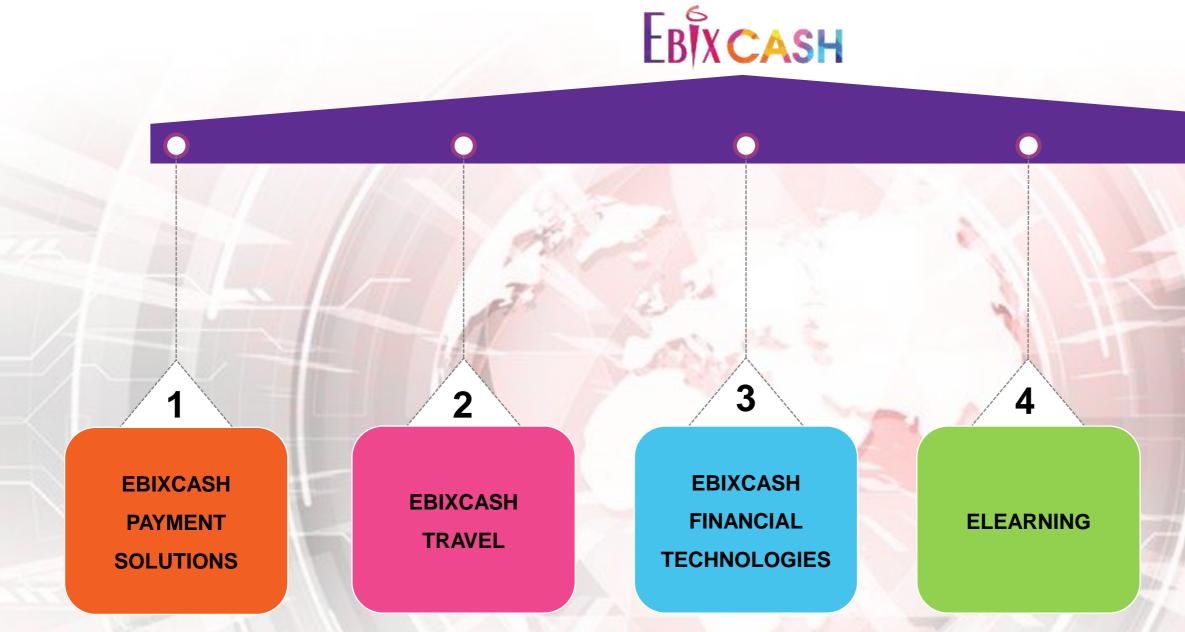


### **HUB OF FINANCIAL TRANSACTIONS**

# **EBIXCASH AGENT NETWORK**







### **HUB OF FINANCIAL TRANSACTIONS**

### STARTUP INITIATIVES

5





1

PAYMENTS

FOREX

### REMITTANCE



### **EBIXCASH PAYMENT SOLUTIONS - FOREX**

**EBIXCASH FOREX REACH IS UNPARALLELED** 

Every 9th Passenger travelling overseas is an EBIXCASH World Money customer

Market Maker for Bank Notes in all the metro cities of India

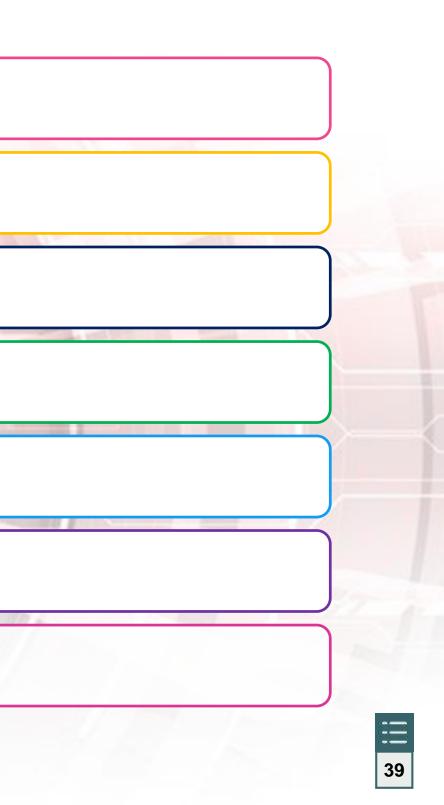
Student Segment GMV – USD 900 Mn and Retail GMV- USD 280 Mn

Every 4th Student travelling overseas is serviced by EBIXCASH World Money

Bank Note GMV- USD 2.45 Bn

India's largest partner for processing University Fee Payments Globally

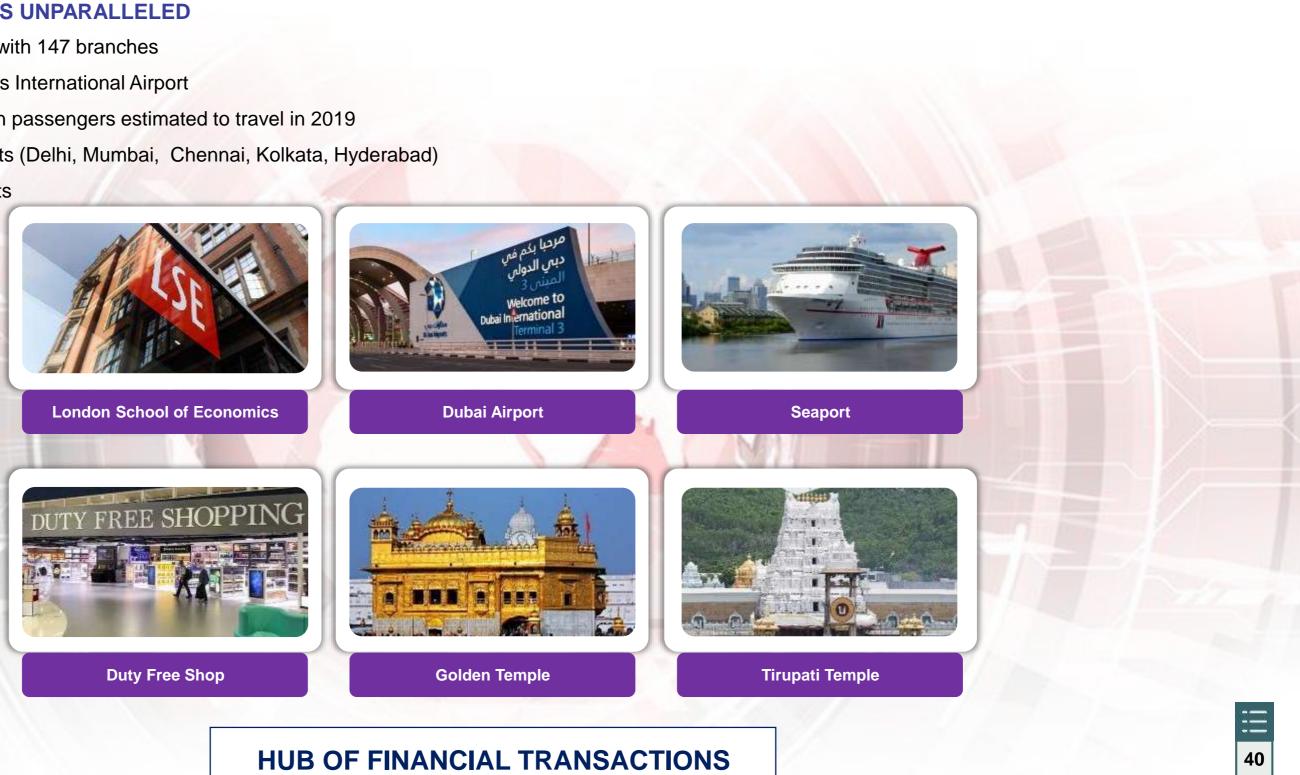
Only company dealing with maximum number of currencies in India



### **EBIXCASH PAYMENT SOLUTIONS - FOREX**

#### EBIXCASH FOREX REACH IS UNPARALLELED

- Footprint across 69 cities with 147 branches ٠
- 89 counters present across International Airport ٠
- Covering 90% of 28 million passengers estimated to travel in 2019 ٠
- Present at all metro airports (Delhi, Mumbai, Chennai, Kolkata, Hyderabad) ٠
- Present across 12 seaports ٠



### **EBIXCASH PAYMENT SOLUTIONS - FOREX**

#### FINANCIAL AIRPORT – PAYTM AND EBIXCASH WORLD MONEY

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				No F	i	\$	
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Currency 🥥	изо тна	EUR	AED	sco	GBP	AUD	CAL
Forex Card	74.81 2.34	85.77	20.57	54,24	97.41	55.10	37.7
Cash	75.06 2.40	86.07	20.97	54.53	97.55	53.54	58.1
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### **EBIXCASH SERVES AS A TRUE AIRPORT FOR FINANCIAL TRANSACTIONS**





### **EBIXCASH PAYMENT SOLUTIONS - REMITTANCE**

Over 78%+ market share in India P2P Inward Cash Remittance



3

Over 100,000+ live locations – expanding to over 150,000+ locations in India and new markets such as Philippines (3rd largest inward remittance market)

Largest network partner of Western Union Globally holding 91% of its transactions in India Digitalizing the process by transferring the funds in electronic format in EBIXPAY wallet or EBIXCASH Prepaid cards

C

TOTAL MARKET SIZE OF MTO (CASH TO CASH): USD 9BN : EBIXCASH GMV OF TRANSACTIONS: USD 7.02BN EBIXCASH IS A DOMINANT LEADER IN REMITTANCE BUSINESS IN INDIA

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**HUB OF FINANCIAL TRANSACTIONS** 

#### 5

#### Processes more than \$7.02 bn annualized remittances in the country

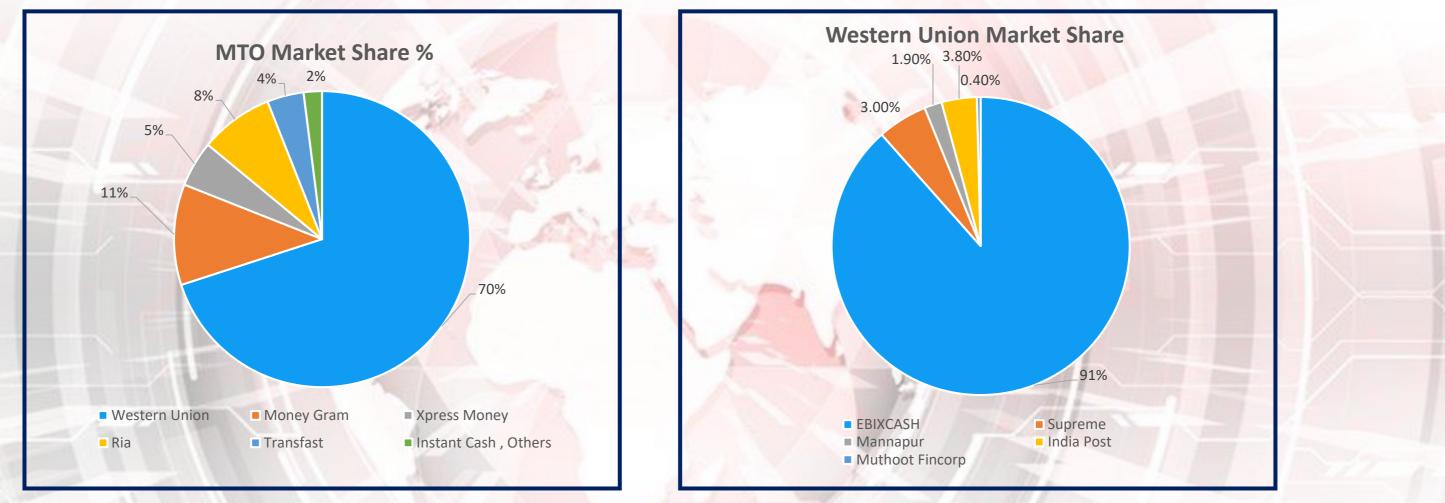
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### **EBIXCASH PAYMENT SOLUTIONS - REMITTANCE**

#### **INWARD MONEY TRANSFER: INDUSTRY LANDSCAPE**

Service for transferring Money from abroad to India. EbixCash accounts for 91% business of Western Union and 78% of the overall inward remittance market



\* Total Market Size of MTO (cash to Cash): USD 9Bn : EbixCash GMV of transactions: USD 7.02 Bn

\*\*Note : Above figures are Market Estimates



#### **EBIXCASH CORPORATE SOLUTIONS**



### **STRONG PHYGITAL LAST MILE REACH THROUGH 320,000 FRANCHISEES**





**EBIXCASH PAYMENTS PRODUCT OFFERINGS** 





#### **INDIA DOMESTIC FOOTPRINT**

	Domestic Money Transfer	<ul> <li>DMT Market stands at USD 5 Bn in India</li> <li>Every 5<sup>th</sup> non banking DMT is executed by EbixCash</li> </ul>
	Indian Railway Catering and Tourism Corp	<ul> <li>EbixCash was the first player to start this business</li> <li>Every third railway ticket being booked by agents in B2B segment is through Portal</li> </ul>
	Cash Management Services	<ul> <li>EbixCash holds 32% market in B2B cash management services</li> <li>The total market is estimated to be USD 550 Million</li> </ul>
/	General Purpose Reloadable Cards	<ul> <li>EbixCash holds 4% of the overall GPR card</li> <li>The overall card is estimated to be USD 14 Billion</li> </ul>
	Gift Card	<ul> <li>EbixCash is the leader amongst all non-banking players for issuance of Gift</li> </ul>

### **HUB OF FINANCIAL TRANSACTIONS**

#### through the EbixCash

and Long the local

#### e of Gift cards



#### A FEW EXAMPLES



Reliance General Insurance rewarded their employees with Flipkart gift vouchers as incentives fulfilled by EbixCash



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#### **FRANCHISEE OUTLETS**





#### A SAMPLE SPECTRUM OF KEY CLIENTS

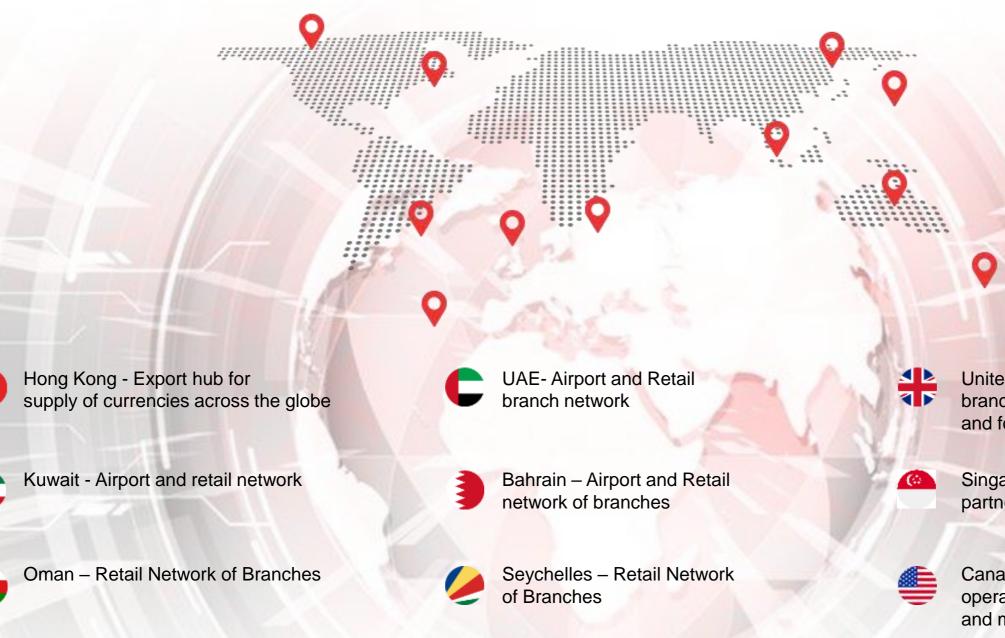






#### THE ROAD AHEAD

1



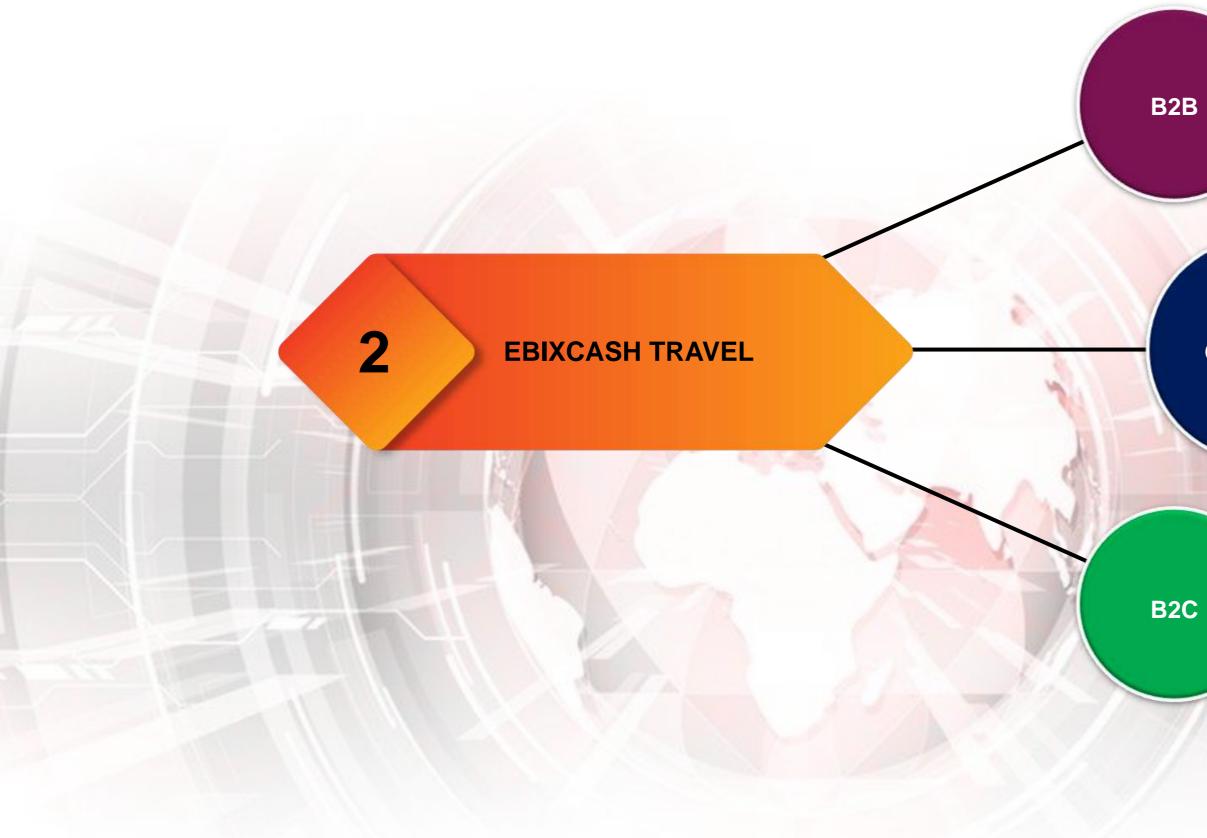
#### **HUB OF FINANCIAL TRANSACTIONS**

United Kingdom – Retail branch network offering travel and foreign exchange services

Singapore - Retail operation in partnership with Western Union

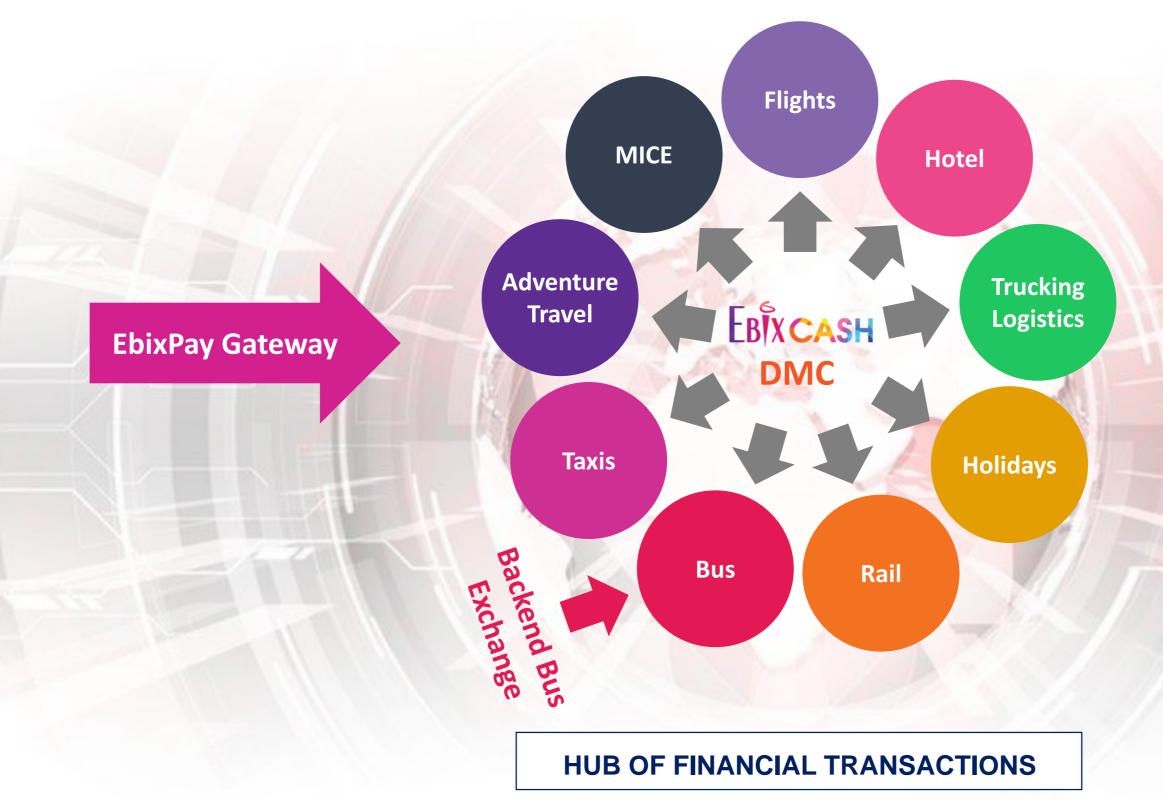
Canada and USA - Retail operations for foreign exchange and money transfer services





### Luxury, Corporate and MICE



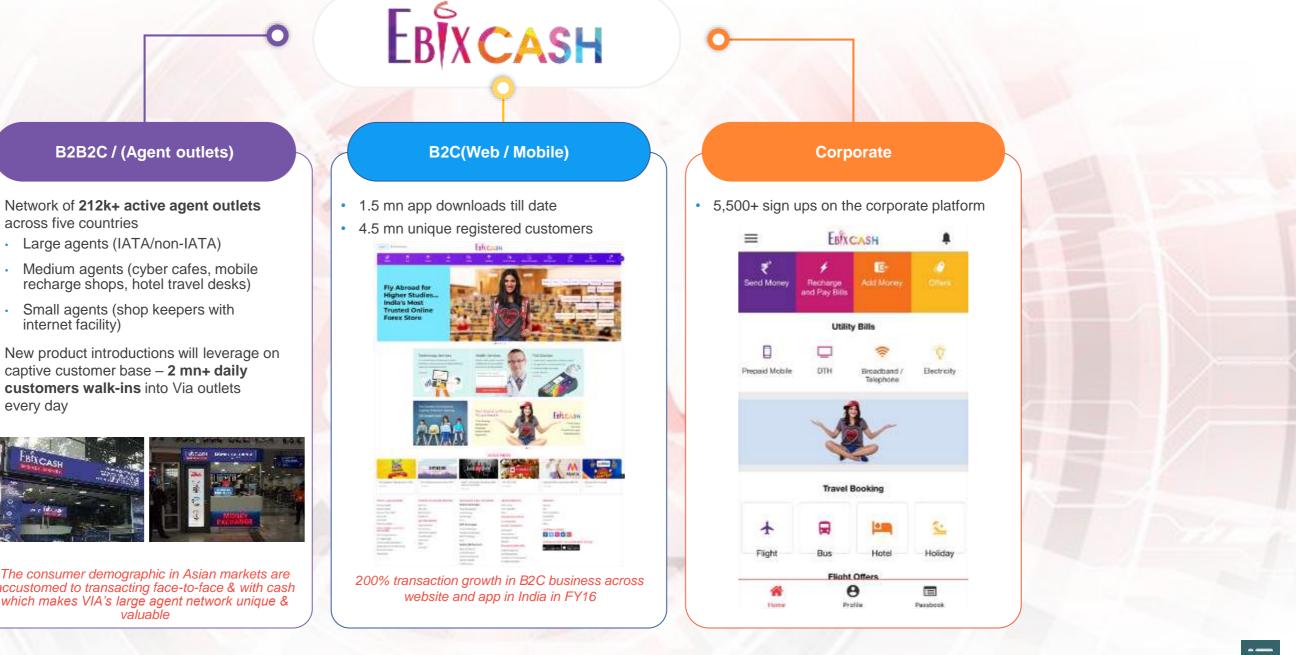


### Ebixcash Travel Products Zillious Via



### **EBIXCASH TRAVEL – CORPORATE AND B2C**

LARGE BASE OF 212K+ AGENTS ACROSS 5 COUNTRIES - COMPLEMENTED BY FAST GROWING B2C AND CORPORATE CHANNELS



Network of 212k+ active agent outlets

- New product introductions will leverage on captive customer base - 2 mn+ daily customers walk-ins into Via outlets every day

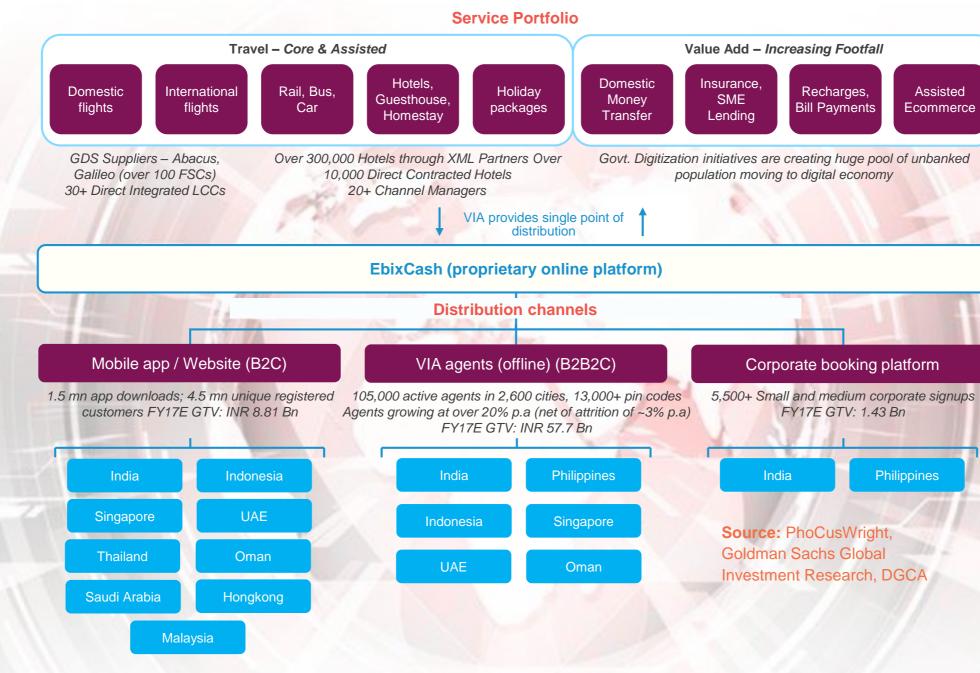


The consumer demographic in Asian markets are accustomed to transacting face-to-face & with cash which makes VIA's large agent network unique &



### **EBIXCASH TRAVEL – B2B**

#### FAST GROWING & PROFITABLE TRAVEL PLATFORM WITH DISTRIBUTION ACROSS INDIA AND SE ASIA



**HUB OF FINANCIAL TRANSACTIONS** 

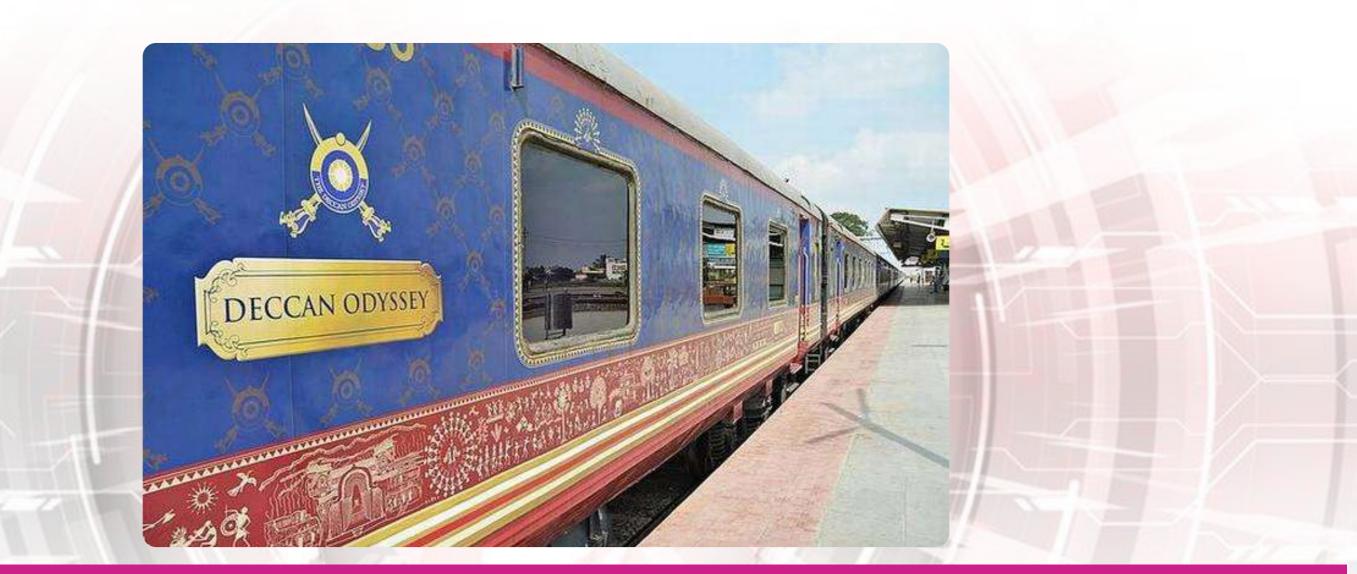
Assisted Ecommerce



### **EBIXCASH TRAVEL - LUXURY AND MICE**







#### EBIXCASH IS A LEADING PLAYER IN THE TRAIN E-TICKETING MARKET ACCOUNTING

FOR 60% OF THE LUXURY TRAIN TICKET SALES



**KEY CLIENTELE** 









IT TAKES DECADES OF CAPITAL & HARD WORK TO BUILD A MULTI-SIDED TRAVEL PLATFORM FROM THE GROUND UP...

### \$2.5 Billion In Annual GMV

# 212,450+ Agent Network



**HUB OF FINANCIAL TRANSACTIONS** 

### 9,800 **Corporate Clients**

### 25 Branches



### Travel Technologies

### EBIXCASH FINANCIAL TECHNOLOGIES

3

BPO Services Lending, Wealth and Asset Mgt.

### Insurance Technologies

Bus Exchange Technologies



### **EBIXCASH TRAVEL TECHNOLOGIES**



EBIXCASH IS THE TECHNOLOGY BEHIND MOST OF THE LEADING TRAVEL PLAYERS IN INDIA



### **EBIXCASH BUS EXCHANGE TECHNOLOGIES**

- India's Bus Exchange ٠ Leader powering Bus roadways of 18 states
- EbixCash recently implemented the bus exchange successfully for **Rajasthan Roadways** powering 5,800 buses
- Presently implementing the • city of Pune's bus ecommerce software and firmware across 2000 buses.



#### WEALTH, ASSET AND LENDING MANAGEMENT



# 40+

Countries with Lending solutions



#### WEALTH, ASSET AND LENDING MANAGEMENT - PRODUCTS

#### WEALTH MANAGEMENT

- Comprehensive solution covering the entire wealth management lifecycle
- Automates and integrates the end-to-end process with a modular suite of solutions
- Easy interface with core banking systems and multi-channel delivery

#### **BROKING PRODUCTS**

- Robust rule-based risk mgmt framework
- Integrated market watch and arbitrage watch
- Real-time risk monitoring: gross exposure, margin limits
- Online collateral revaluation

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#### **CUSTODY**

- Multi-market, multi asset global custody solution to manage the entire custodial banking business
- Provides a client interface to view and transact

#### **COMPLIANCE SOLUTIONS**

- Robust compliance monitoring solution covering UCITS, NURS, IMA and Prospectus Rules; Also includes leverage monitoring under the AIFMD regulations
- Plug and play interfaces with most popular custodian solutions - to take positions and trade data

#### CORE PRODUCT MONEYWARE HAS WON MULTIPLE AWARDS UNDER THE PRIVATE BANKING TECHNOLOGY SPACE.

#### **HUB OF FINANCIAL TRANSACTIONS**

#### **ASSET MANAGEMENT**

Complete asset management solution covering all front, middle and back office functions

Supports multiple asset classes and currencies

Integrated fund accounting feature





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INSURANCE TECHOLOGIES BSE - EBIX JV INSURANCE EXCHANGE

- We see BSE-Ebix as a large market opportunity
- India's first non-aligned end to end insurance exchange
- Approved by IRDA
- Distribution, both at the last mile and online
- End to end backend technology solutions



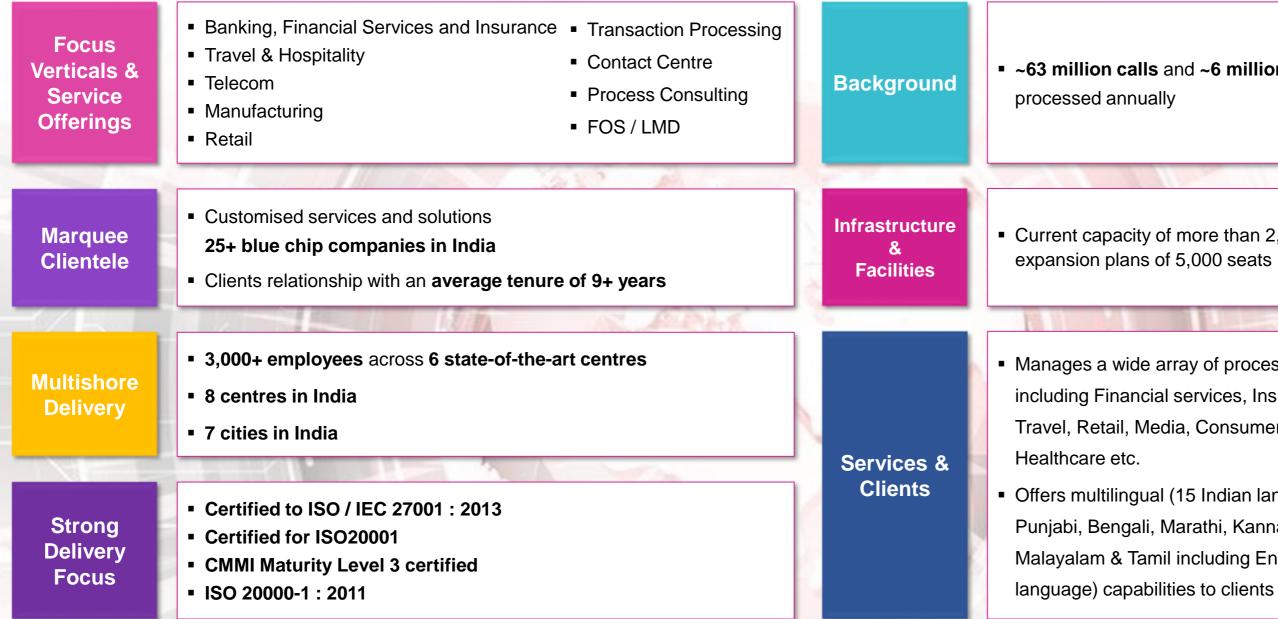
#### **KEY CLIENTS**



- 32+ banking and financial institutions in India are EbixCash clients
- Top 3 Middle East banks are EbixCash Clients
- Top 3 Qatar banks are EbixCash Clients



### **EBIXCASH BPO SERVICES PORTFOLIO**



#### **HUB OF FINANCIAL TRANSACTIONS**

• ~63 million calls and ~6 million data transactions

Current capacity of more than 2,000 seats with

 Manages a wide array of processes across verticals including Financial services, Insurance, Telecom, Travel, Retail, Media, Consumer Durables,

 Offers multilingual (15 Indian languages – Hindi, Punjabi, Bengali, Marathi, Kannada, Telugu, Malayalam & Tamil including English as an anchor



### **EBIXCASH BPO SERVICES OFFERINGS**

#### **CONTACT CENTER - VOICE**

#### Inbound

- Query/ Request Handling
- Dealer/ Partner Helpdesk
- Complaints Management
- Sales Queries
- Leads Nurturing

#### Outbound

- Lead Generation
- Tele Sales
- Welcome Calling
- Upsell/ Cross Sell
- Relationship Management
- Soft Collections
- VOC/ Loyalty/ Retention



#### Email

- Query Resolution
- Marketing Campaigns
- Welcome Emailers

#### Chat

- Query resolution
- Sales Support
- Order Booking/ Management

#### **Social Media**

- Online Reputation Management
- WhatsApp Customer Service
- Digital Marketing

#### FEET ON STREET / LAST MILE DELIVERY

- Channel development
- Order booking & fulfilment
- Field Collections
- Field Referrals
- Last mile delivery

#### HRO

- Hiring & On-boarding
- Payroll Management
- HR Helpdesk



#### **HUB OF FINANCIAL TRANSACTIONS**

#### IT/ DIGITAL/ OTHER TRANSFORMATION SERVICES

- Knowledge Management
  - Designing and implementing knowledge storage access and maintenance
- Application development
  - Bespoke or custom software development, deployment and maintenance
  - Application consulting
- Infrastructure Management
  - Design Process --- Install Handover

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- RPA with AI/ ML
- Process Consulting

### **EBIXCASH BPO SERVICES PARTNERSHIPS**



#### **HUB OF FINANCIAL TRANSACTIONS**

#### **Telecom / IT/ ITES**







### **E-LEARNING SOLUTIONS VISION**



## **CONVERGENCE IS KEY**

#### **E-Learning Solutions 4**6



### **EBIXCASH ELEARNING**

Vast repository of digital rich-media content across grades K-12

# An Initiative of

Recipient of multiple awards including CII Customer Obsession Award 2019, Edtech Review 2018 etc.

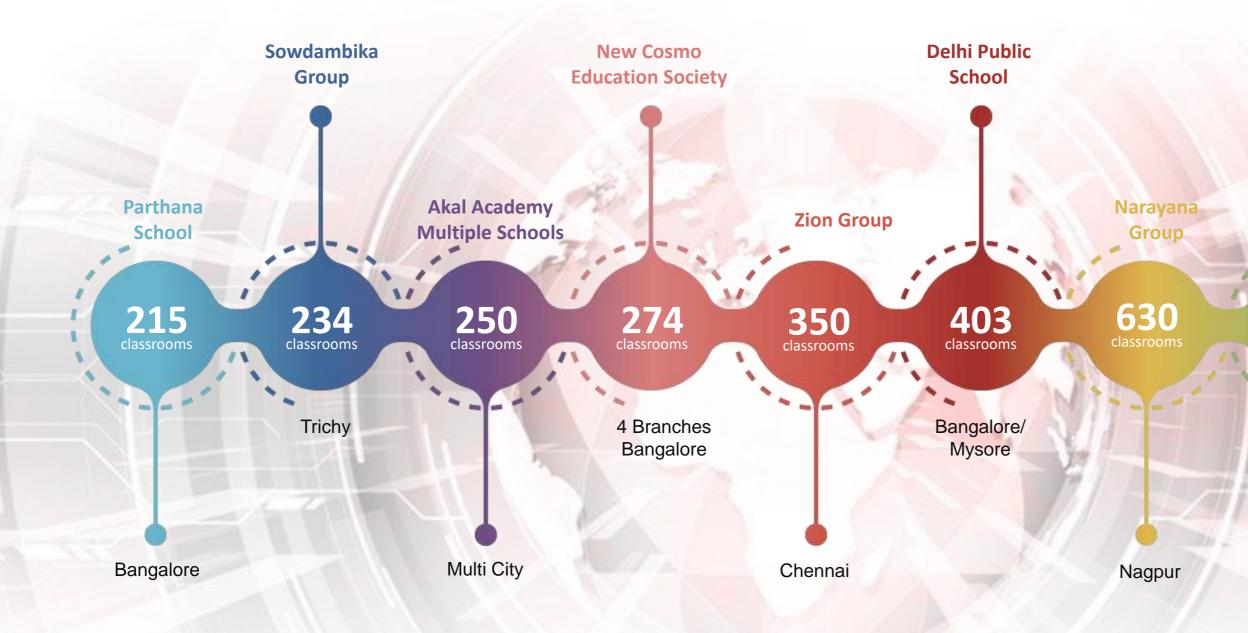
Subscribed by over 6,000 schools, 75,000 classrooms and 3 million students

350,000 sessions everyday and international partnerships Content available across 12 boards and 5 regional languages



### **EBIXCASH ELEARNING**

#### **MARQUEE CUSTOMERS**



#### Chief Khalsa Deewan

640 classrooms

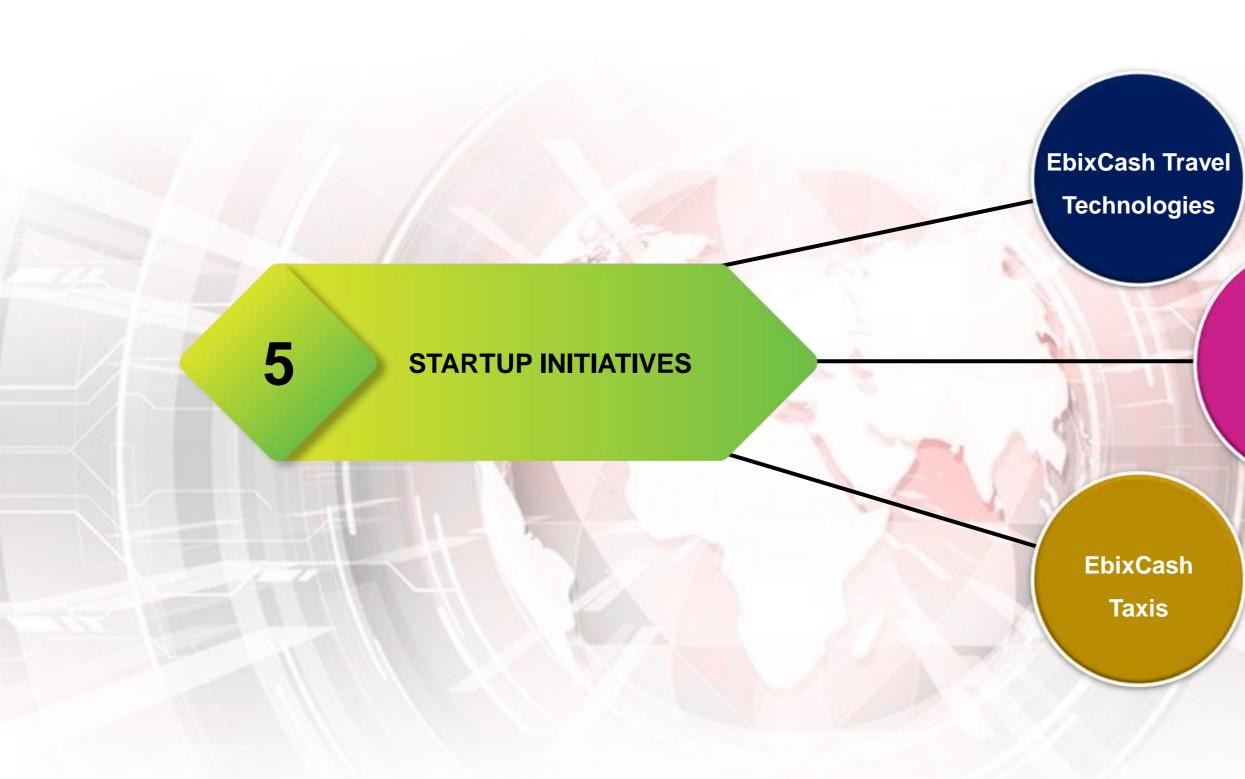
Multi City

Diocese Jalandhar

1450 classrooms

Multi City

₩ 72



### EbixCash Logistics



### **EBIXCASH LOGISTICS**

### Start-up effort targeting to be the "Uber" of Trucking logistics



B2B Trucking-Domestic

B2B Trucking E-Commerce



End to End Domestic and International Cargo



B2B End to End Retail Distribution

#### Packers and Movers

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# End to End Shipping Cargo

Integrated Warehousing Solutions



# **EBIXCASH LOGISTICS**

**TOP CLIENTS** 











### **EBIXCASH TRAVEL - TAXIS**

NOW BOTH INTRA-CITY AND INTER-CITY SERVICE

#### • 50% money saving on one way trips

All Inclusive Pricing

• Ensures simultaneous affordability and availability

Good quality service by pre-approved drivers

• Door to door travel option, highly convenient

**TRAVELERS** 



### **EBIXCASH CABS**

Cab E-commerce corporate travel



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DRIVERS

**HUB OF FINANCIAL TRANSACTIONS** 

Zero investment, more business Choose where and when to go Choose own price for each trip Throughout the year business No haggling to get customers

### 4000+

CITIES



### **EBIXCASH ROADMAP FOR FUTURE GROWTH AND PROFITABILITY** MULTI-PRONGED GROWTH STRATEGY FOCUSED ON DRIVING ORGANIC GROWTH SUPPLEMENTED BY NICHE ACQUISITIONS

#### **Multiple "Branches" of Future Growth**



Along with growth within business segments, clear focus on cross-selling (eg. Payment solutions to logistics and e-learning clients, front-end distribution and collection services to NBFC clients, insurance technology to insurance clients etc.)



# **A FEW STRATEGIC THOUGHTS**

EBX







# **THE SECRET MANTRA**

### **COST PRICE**

**KEY COMPANY GOALS** 

Operating Margins of 30-35%\*

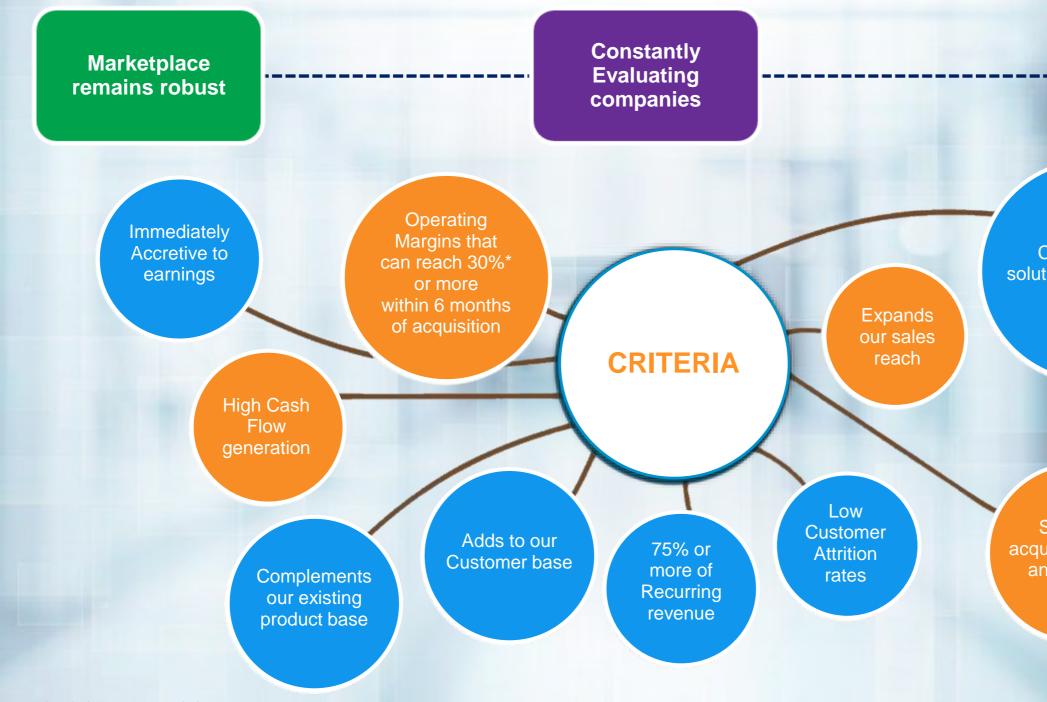
On Demand SaaS recurring revenue streams

\*excludes payment solutions

### **SELLING PRICE**



# **EBIX'S ACQUISITION PHILOSOPHY**



Looking at domestic and International exchanges

SaaS and Cloud based solutions in our core verticals

Usually Structure acquisitions with an Earn-out feature



# **THANK YOU!**



