



Internet Trends 2019

Mary Meeker
June 11 @ Code 2019

BOND

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Internet Trends 2019

- 1) **Users**
- 2) **E-Commerce + Advertising**
- 3) **Usage...**
- 4) **Freemium Business Models**
- 5) **Data Growth**
- 6) **...Usage**
- 7) **Work**
- 8) **Education**
- 9) **Immigration + USA Inc.**
- 10) **Healthcare**
- 11) **China** (Provided by Hillhouse Capital)

Thanks

Bond Partners

Michael Brogan & Ansel Parikh helped steer ideas & did a lot of heavy lifting. Noah Knauf, Collin Ebert, Jesse Ellingworth, Everett Randle, Nancy Xiao, Daegwon Chae, Paul Vronsky & Juliet de Baubigny also dug in & were more than on call with help.

Hillhouse Capital

Liang Wu & colleagues' contribution of the China section provides an overview of the world's largest market of Internet users.

Participants in Evolution of Internet Connectivity

From creators to consumers who keep us on our toes 24x7 & the people who directly help us prepare the report. And, Kara & team, thanks for continuing to do what you do so well.

Context...

We use data to tell stories of business-related trends we focus on. We hope others take the ideas, build on them & make them better.

At 3.8B, the number of Internet users comprises more than half the world's population. When markets reach mainstream, new growth is harder to find as evinced by declining new smartphone shipments in 2018. While E-Commerce continues to gain share vs. physical retail, growth rates are slowing. While Internet advertising growth is solid & innovation is healthy, there are areas where customer acquisition costs may be rising to unsustainable levels.

While Internet user growth is slowing, global innovation & competition continue to drive product improvements, new types of usage & monetization – especially in areas of digital video, voice, wearables, on-demand + local services & traditionally underserved markets. Outside of USA, we focus on especially high growth & innovation in data-driven / direct fulfillment & financial services. We highlight massive global usage changes related to the evolution of images & interactive gaming as communications tools & the broad emergence of freemium businesses at scale.

The rapid rise of gathered / analyzed digital data is often core to the holistic success of the fastest growing & most successful companies of our time around the world. Context-rich data can help businesses provide consumers with increasingly personalized products & services that can often be obtained at lower prices & delivered more efficiently. This, in turn, can drive higher customer satisfaction. Better data-driven tools can improve the ability for consumers to communicate directly & indirectly with businesses & regulators.

Core constituents (consumers / businesses / regulators) are increasingly drinking from a data firehose & management challenges continue to rise for all parties. Broad awareness of challenges (& related vigorous / heated debates) can be the first step in driving change.

...Context

Consumers are aware of concerns about Internet usage overload & are taking steps to reduce usage – leading USA-based Internet platforms have rolled out tools to help monitor usage & social media usage growth appears to be decelerating following a period of strong growth. Privacy & problematic content concerns are also top-of-mind & are following similar patterns.

Owing to social media amplification, reveals / actions / reactions about events can occur quickly – resulting in both good & bad outcomes. In markets where online real-time rating systems exist, accountability can be improved vs. offline options as consumers & businesses interact directly while regulators can also benefit.

Rapidly expanding connectivity has helped amplify voices of good & bad actors. This has brought new focus to an age-old challenge for regulators around the world – finding the most effective ways to amplify good & minimize bad, often resulting in different regional interpretations & strategies.

As Internet systems become increasingly sophisticated, data-rich & mission critical, so has the opportunity for cyber attacks. We are in a new era of cyber security where technology issues are increasingly intermixed with international diplomacy & defense.

We focus on the impact of the Internet on work (via on-demand services & remote options), education & healthcare – the materiality of current trends imply inflections are occurring. We update USA trending around government finances & the importance of immigration to the technology sector.

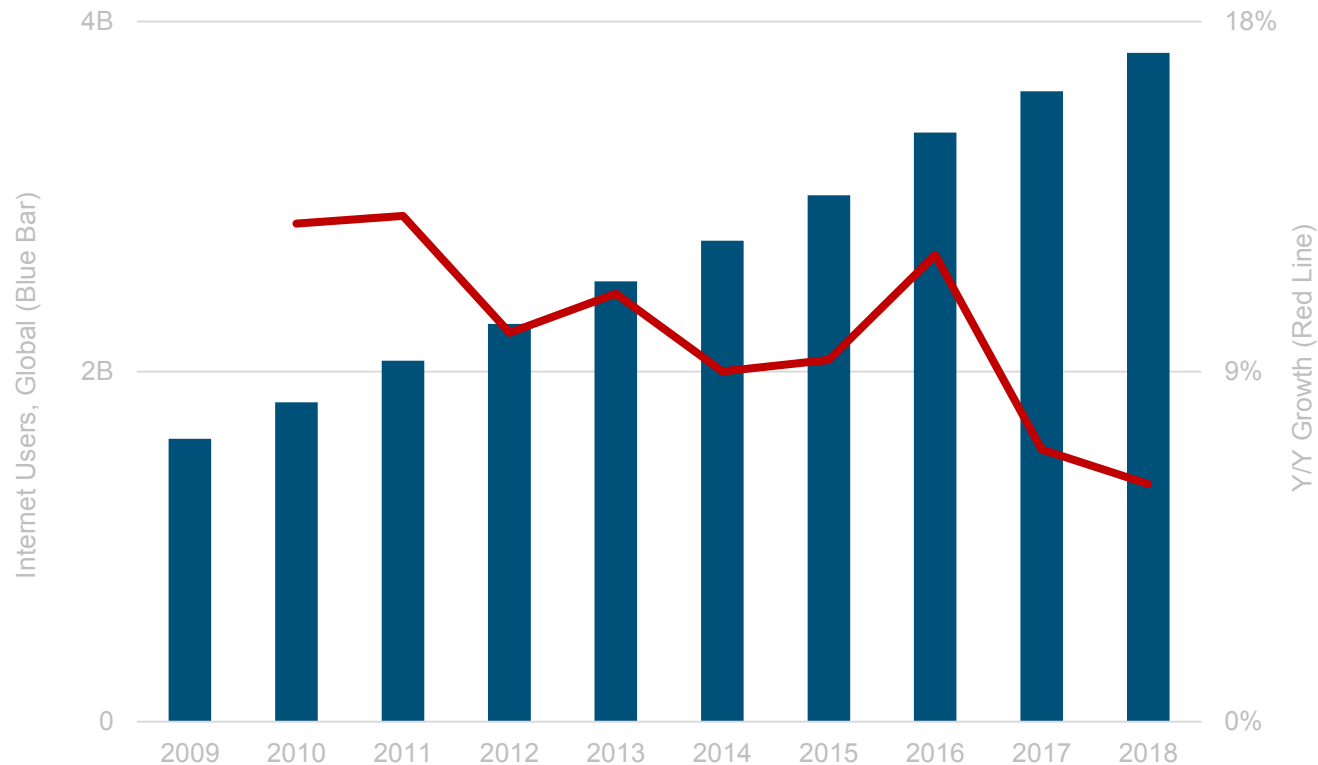
The Hillhouse Capital team provides insights into China – the largest market of Internet users & a leader in innovation / scale.

INTERNET USERS =

**@ >50% GLOBAL PENETRATION...
NEW GROWTH REMAINS HARDER TO FIND**

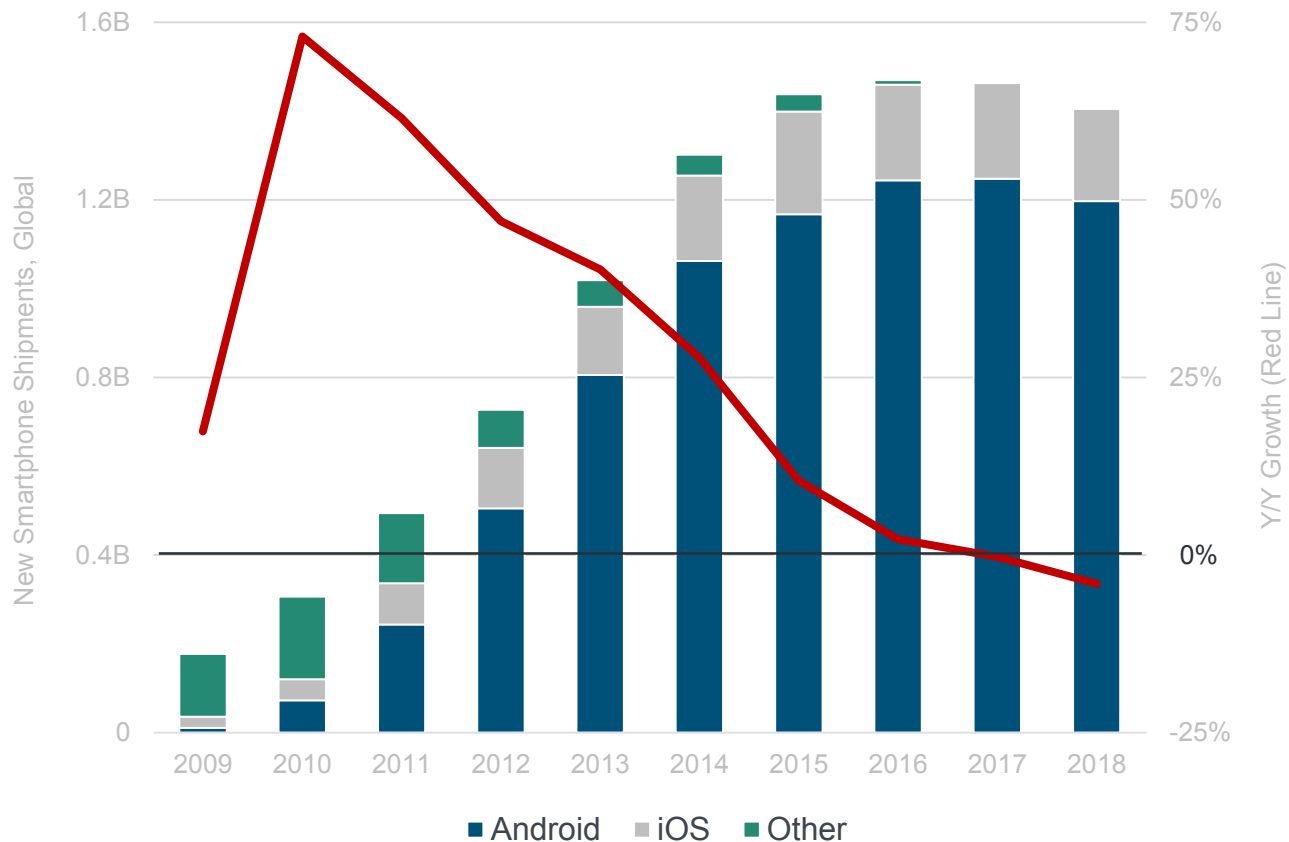
Global Internet User Growth = Solid But Slowing +6% vs. +7% Y/Y

Internet Users vs. Y/Y Growth



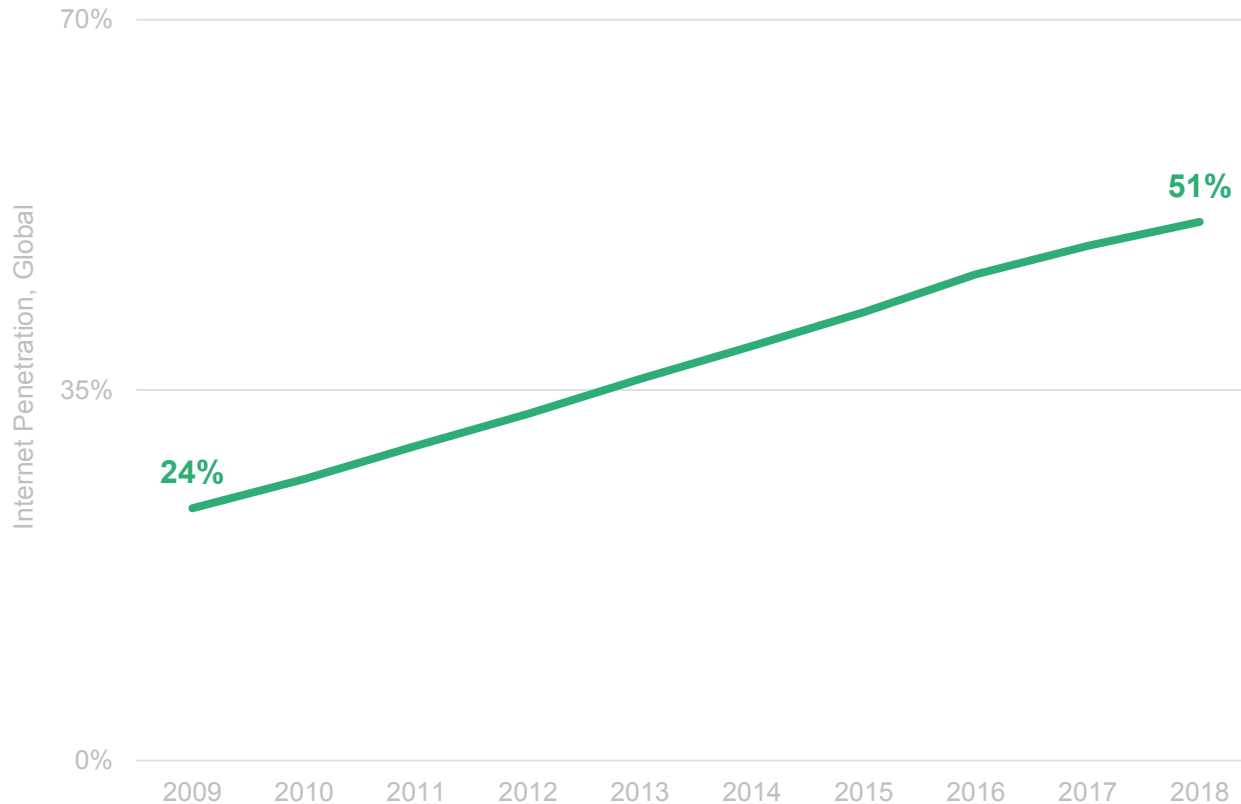
Global New Smartphone Unit Shipments = Declining -4% vs. 0% Y/Y

New Smartphone Unit Shipments vs. Y/Y Growth



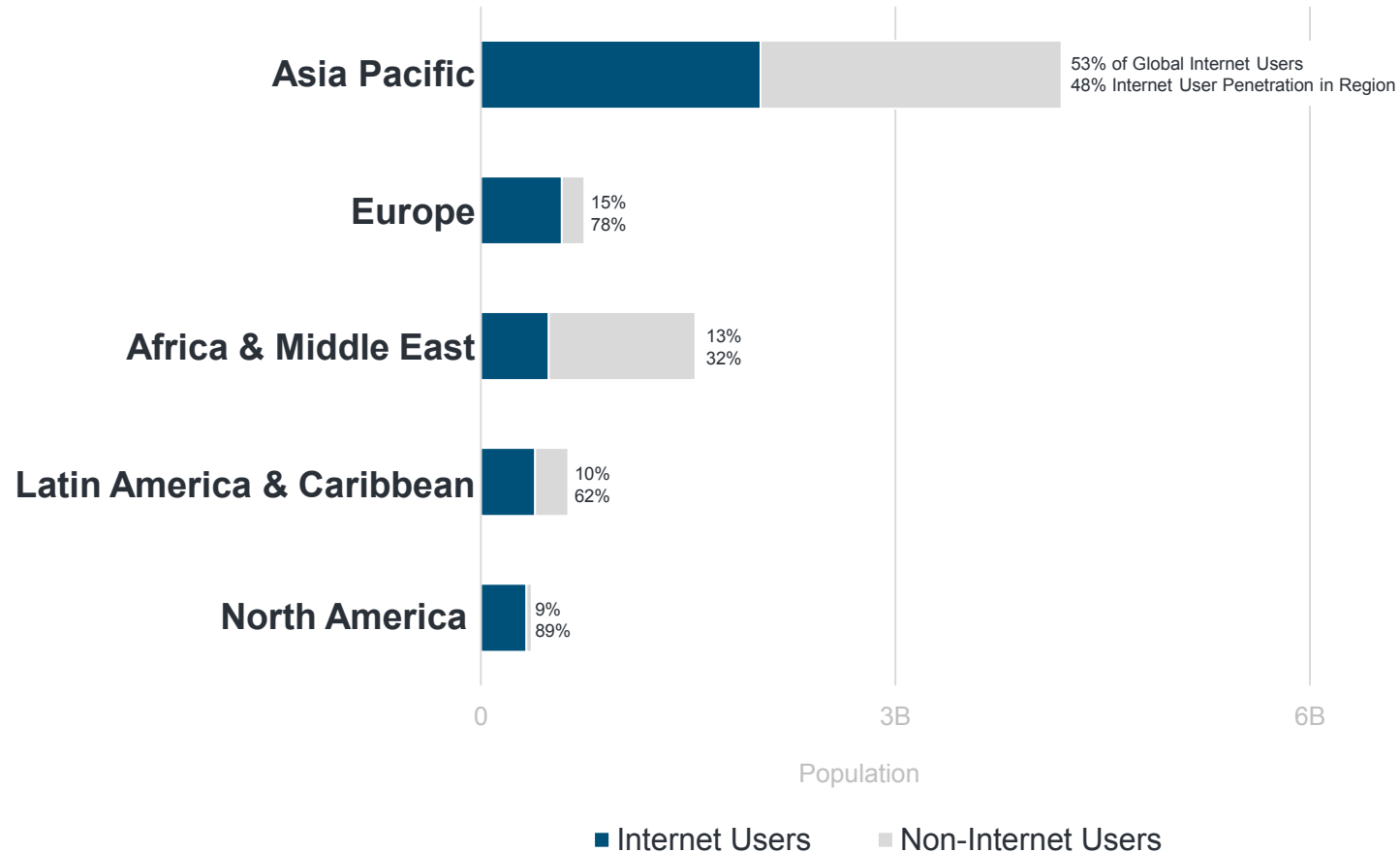
Global Internet Users = 3.8B >50% of Population

Internet Penetration, 2018



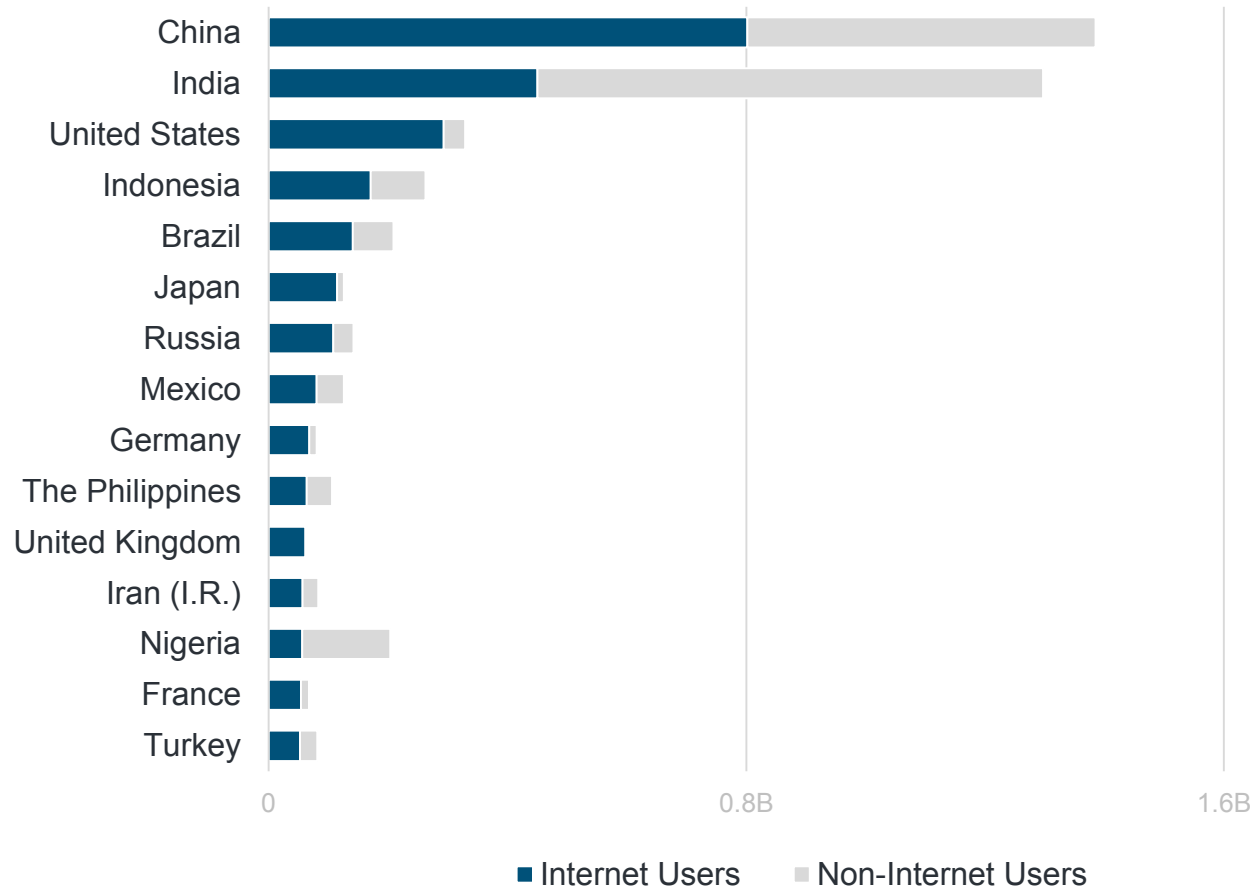
Global Internet Users = Asia Pacific Leads in Users + Potential

Internet Users by Region, 2018



Global Internet Users = China @ 21% of Total...India @ 12%...USA @ 8%

Internet Users – Top Countries, 2018



Global *Internet* Market Capitalization Leaders = USA Stable @ 18 of 30...China Stable @ 7 of 30

Rank 2019	Company	Region	Market Cap Value (\$B)		% Change
			6/7/19	6/7/16	
1	Microsoft	USA	\$1,007B	\$410B	+146%
2	Amazon	USA	888	343	+159%
3	Apple	USA	875	540	+62%
4	Alphabet	USA	741	497	+49%
5	Facebook	USA	495	340	+46%
6	Alibaba	China	402	195	+106%
7	Tencent	China	398	206	+93%
8	Netflix	USA	158	43	+266%
9	Adobe	USA	136	50	+174%
10	PayPal	USA	134	46	+190%
11	Salesforce	USA	125	56	+123%
12	Booking.com	USA	77	67	+15%
13	Uber	USA	75	--	--
14	Recruit Holdings	Japan	52	20	+167%
15	ServiceNow	USA	51	12	+316%
16	Workday	USA	48	16	+197%
17	Meituan Dianping	China	44	--	--
18	JD.com	China	39	32	+22%
19	Baidu	China	38	60	(36%)
20	Activision Blizzard	USA	35	28	+25%
21	Shopify	Canada	34	2	+1,297%
22	NetEase	China	33	23	+44%
23	eBay	USA	33	28	+19%
24	Atlassian	Australia	32	5	+509%
25	MercadoLibre	Argentina	30	6	+388%
26	Twitter	USA	29	11	+173%
27	Square	USA	29	3	+808%
28	Electronic Arts	USA	29	23	+25%
29	Xiaomi	China	28	--	--
30	Spotify	Sweden	25	--	--
Total			\$6,119	\$3,064	

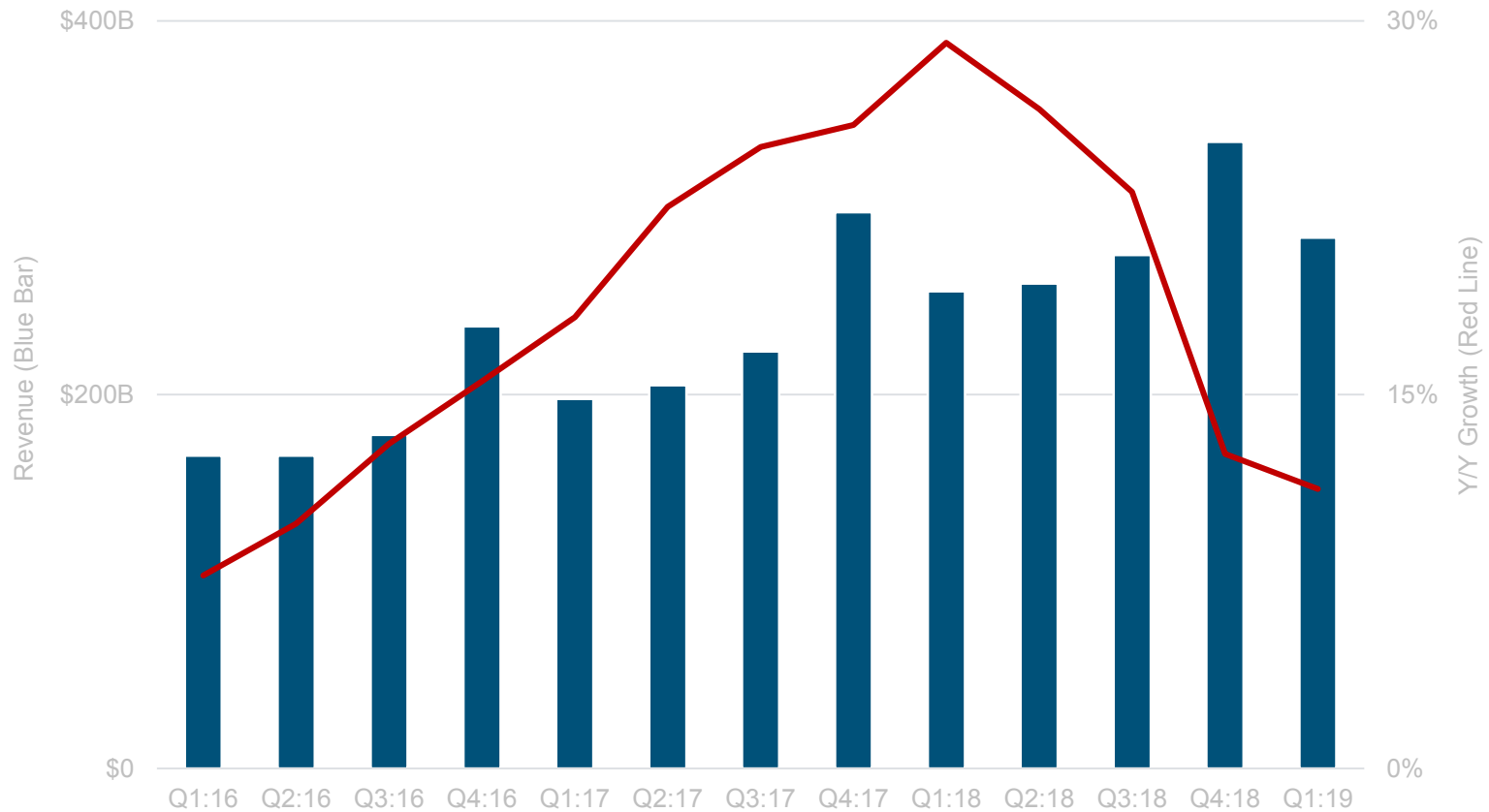
Global Market Capitalization Leaders = USA Stable @ 23 of 30...Technology Stable @ 9 of 30

Rank 2019	Company	Sector	Region	Market Cap Value (\$B)		% Change
				6/7/19	6/7/16	
1	Microsoft	Technology	USA	\$1,007B	\$410B	+146%
2	Amazon	Technology	USA	888	343	+159%
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5	Berkshire Hathaway	Financial Services	USA	505	350	+44%
6	Facebook	Technology	USA	495	340	+46%
7	Alibaba	Technology	China	402	195	+106%
8	Tencent	Technology	China	398	206	+93%
9	Visa	Financial Services	USA	372	192	+94%
10	Johnson & Johnson	Healthcare	USA	368	318	+16%
11	JPMorgan	Financial Services	USA	354	239	+48%
12	Exxon Mobil	Energy	USA	316	371	(15%)
13	Nestlé	Food / Beverages	Switzerland	306	230	+33%
14	Walmart	Retail	USA	303	221	+37%
15	ICBC	Financial Services	China	285	224	+27%
16	Procter & Gamble	Home Goods	USA	273	220	+24%
17	Mastercard	Financial Services	USA	271	106	+156%
18	Bank of America	Financial Services	USA	262	149	+76%
19	Royal Dutch Shell	Energy	Netherlands	259	198	+31%
20	Samsung	Technology	South Korea	249	166	+50%
21	Disney	Media	USA	248	160	+55%
22	Cisco	Technology	USA	239	146	+64%
23	Pfizer	Pharmaceuticals	USA	238	212	+12%
24	AT&T	Telecom	USA	237	242	(2%)
25	Verizon	Telecom	USA	237	207	+15%
26	UnitedHealth	Healthcare	USA	235	131	+79%
27	Roche	Healthcare	Switzerland	233	224	+4%
28	Chevron	Energy	USA	231	191	+21%
29	Coca-Cola	Food / Beverages	USA	220	196	+12%
30	Home Depot	Retail	USA	217	161	+35%
Total				\$11,264	\$7,385	

USA stable at 23 of 30 refers to the fact that 21 USA companies were in the top 30 using same parameters in 2018. Technology in 2018 = 10 of 30.
Source: CapitalIQ data collected 6/7/19. Reflects a global list of publicly traded companies, some companies (e.g., ICBC) derive the majority of their revenue from one country.

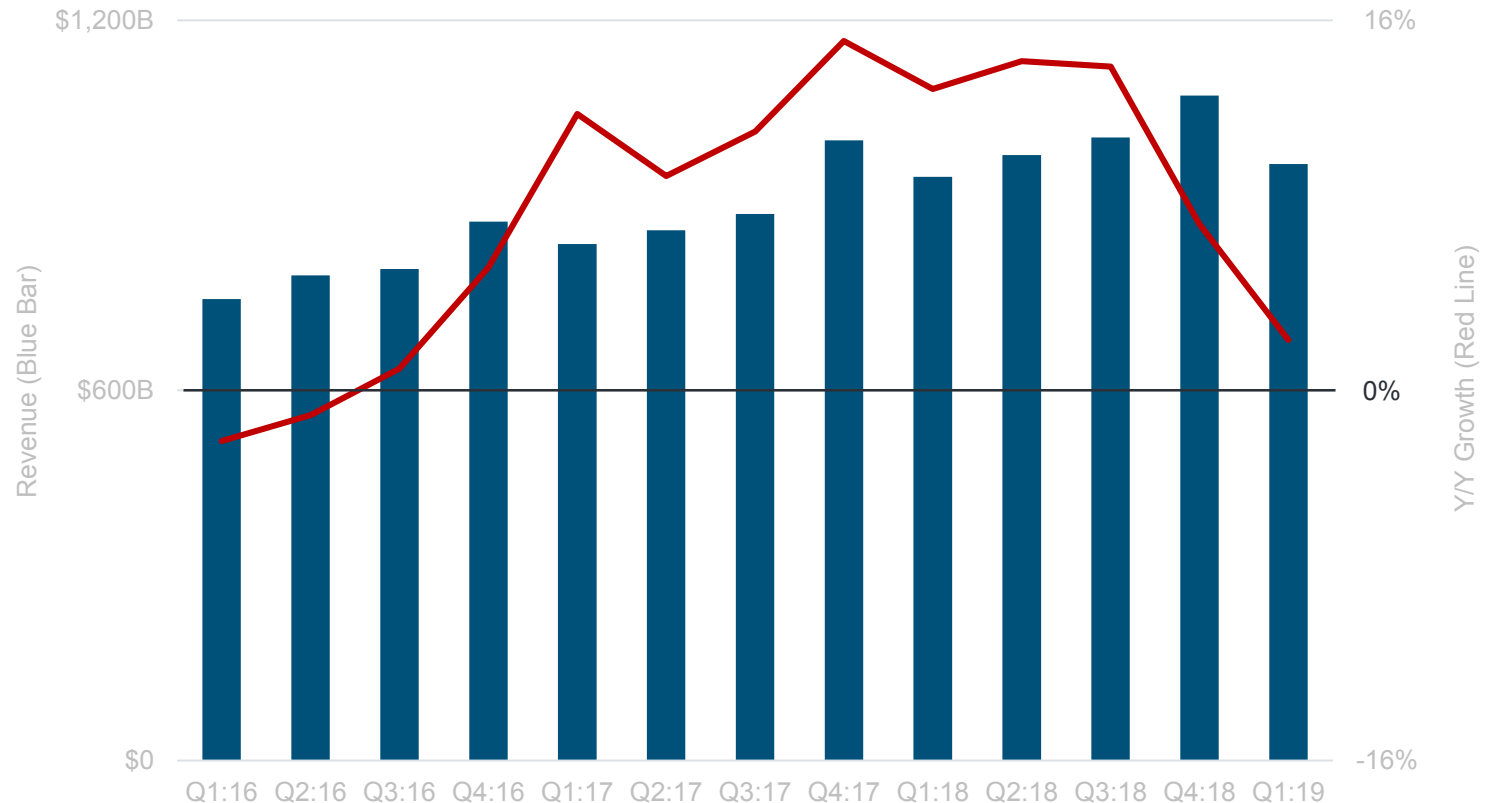
Global *Internet* Market Capitalization Leader Revenue Growth = Slowing +11% vs. +13% (Y/Y – Q1 vs. Q4)

Global Internet Leaders – Revenue vs. Y/Y Growth



Global Market Capitalization Leader Revenue Growth = Slowing +2% vs. +7% (Y/Y – Q1 vs. Q4)

Global Leaders – Revenue vs. Y/Y Growth



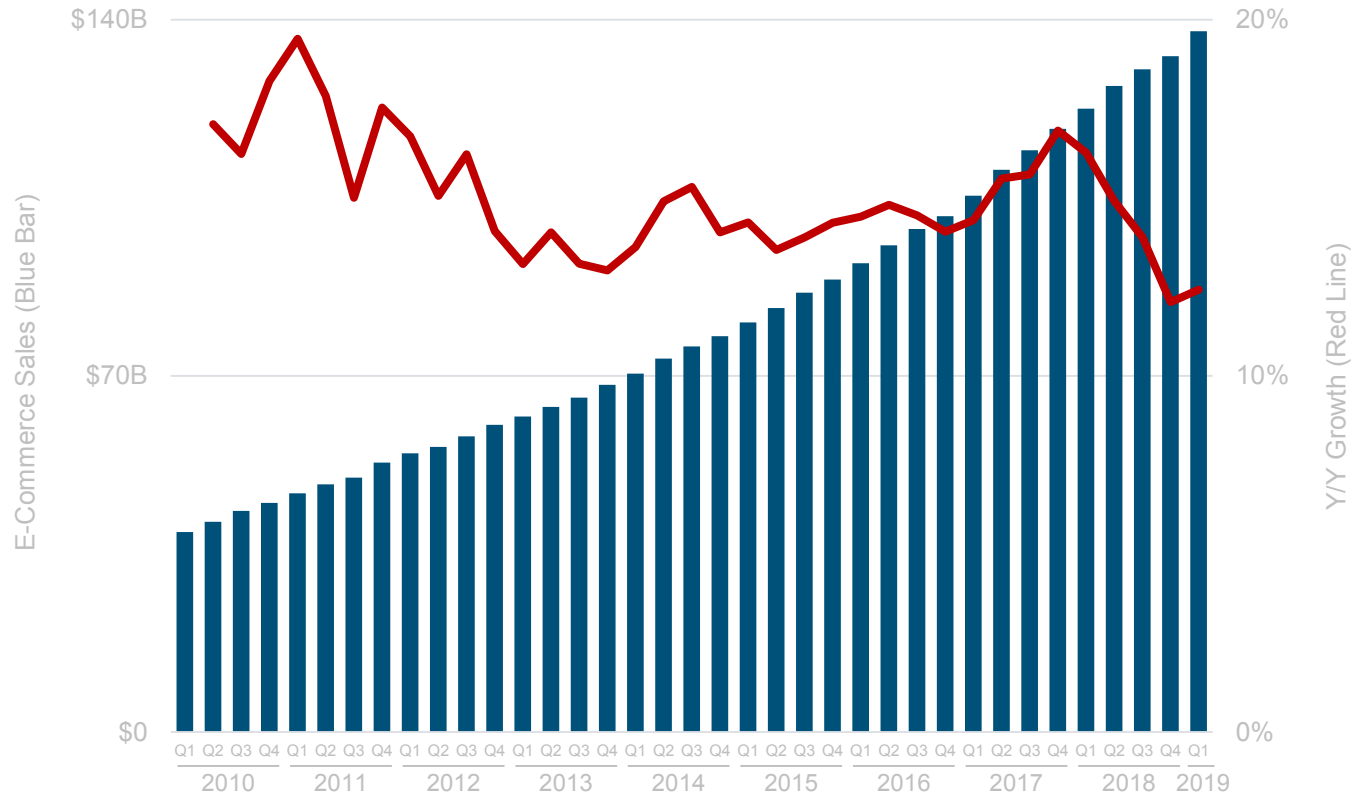
E-COMMERCE + ONLINE ADVERTISING =

**SOLID...
BUT SLOWING GROWTH**

E-Commerce

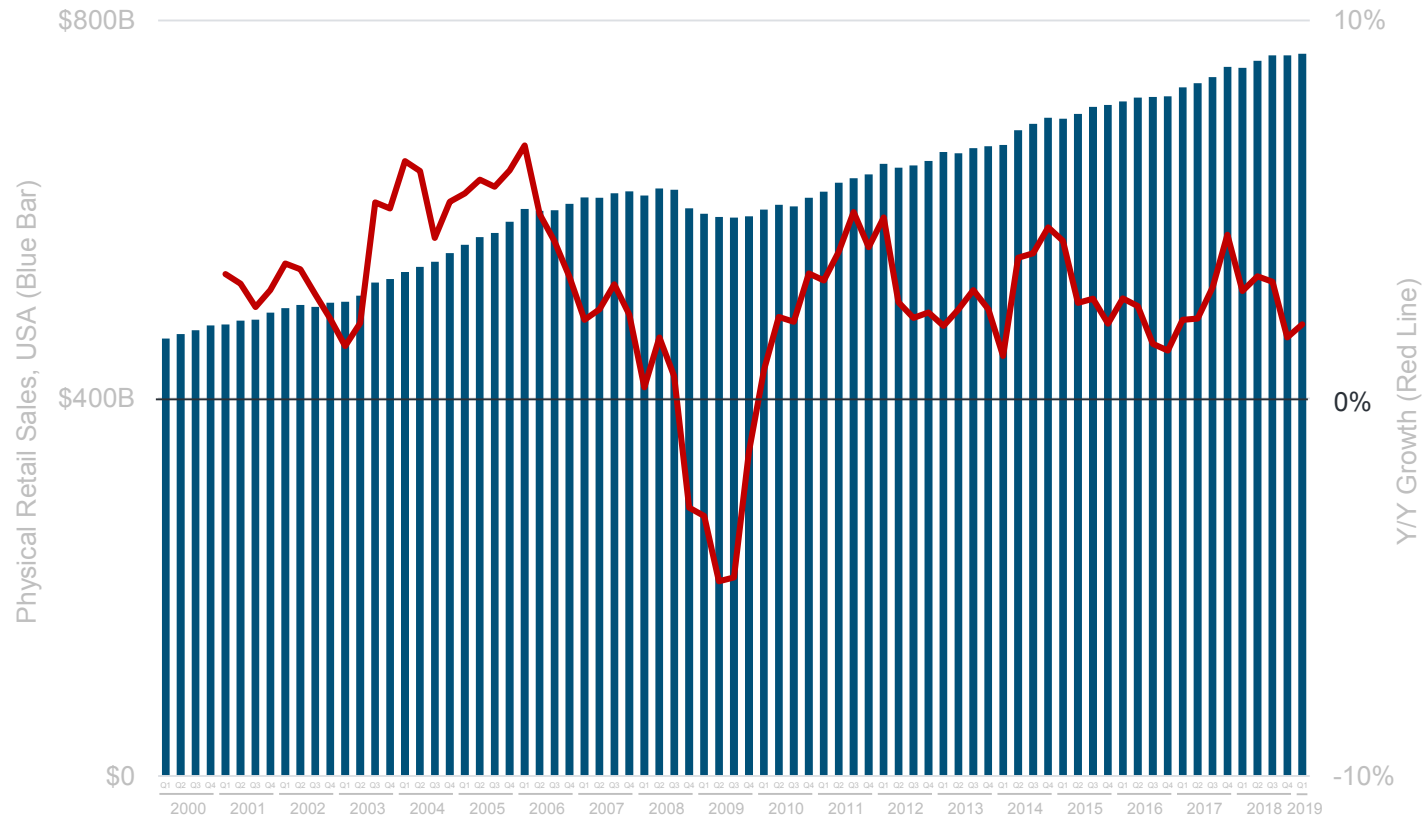
E-Commerce Growth = Solid +12.4% vs. +12.1% (Y/Y – Q1 vs. Q4)

E-Commerce Sales vs. Y/Y Growth, USA



Physical Retail Growth =
Solid +2.0% vs. +1.6% (Y/Y – Q1 vs. Q4)

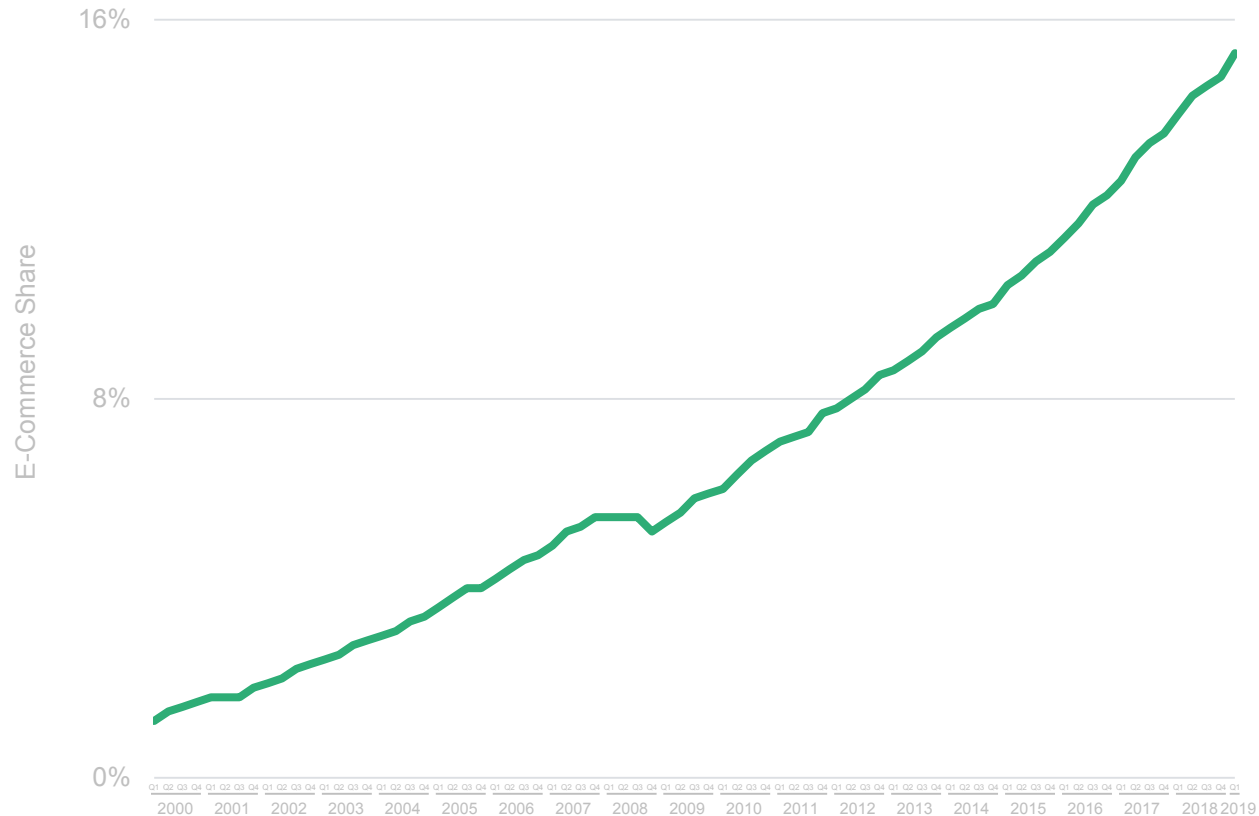
Physical Retail Sales vs. Y/Y Growth, USA



E-Commerce Share =

Gains Continue @ 15% of Retail vs. 14% Y/Y

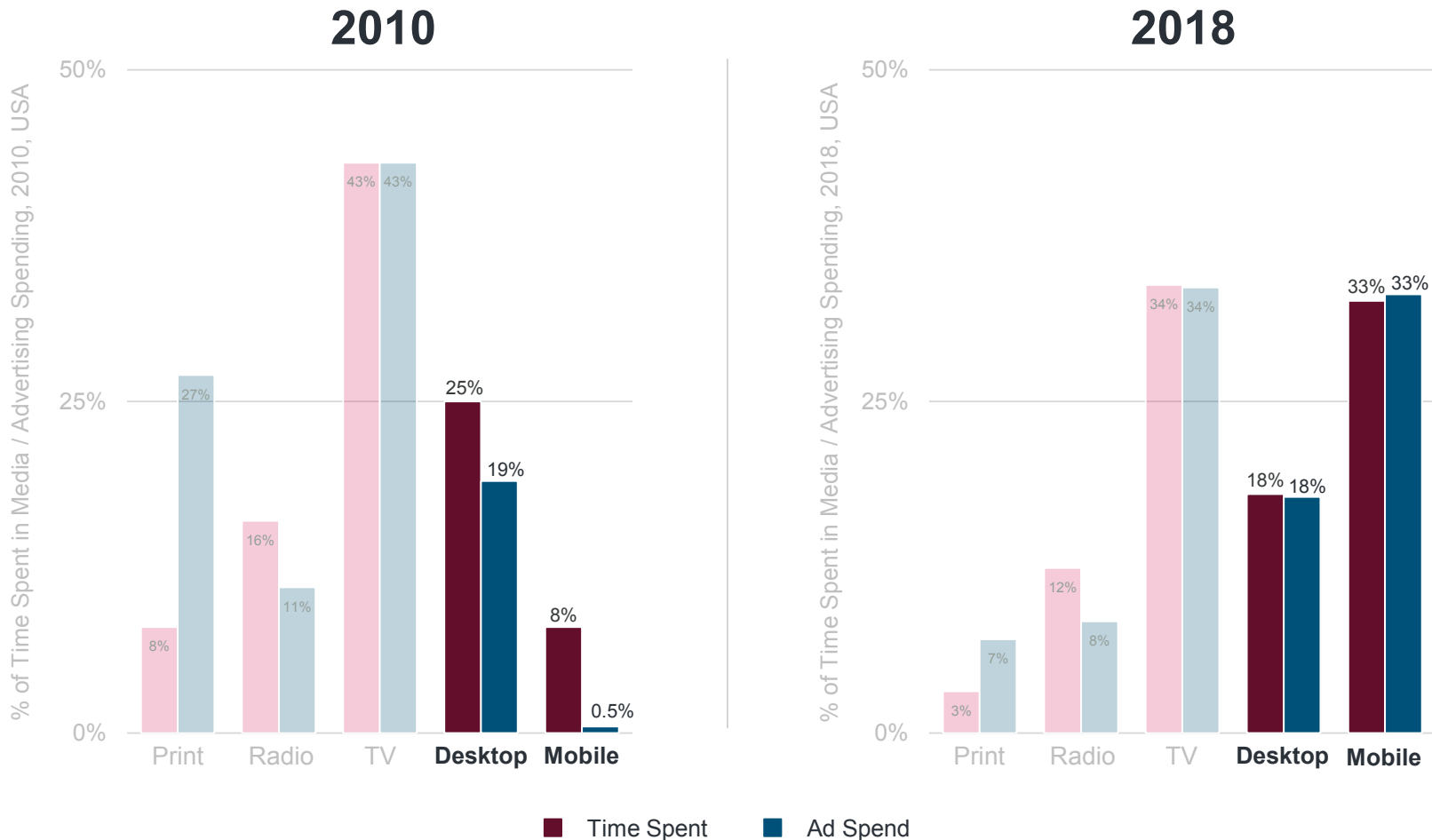
E-Commerce as % of Retail Sales, USA



Online Advertising

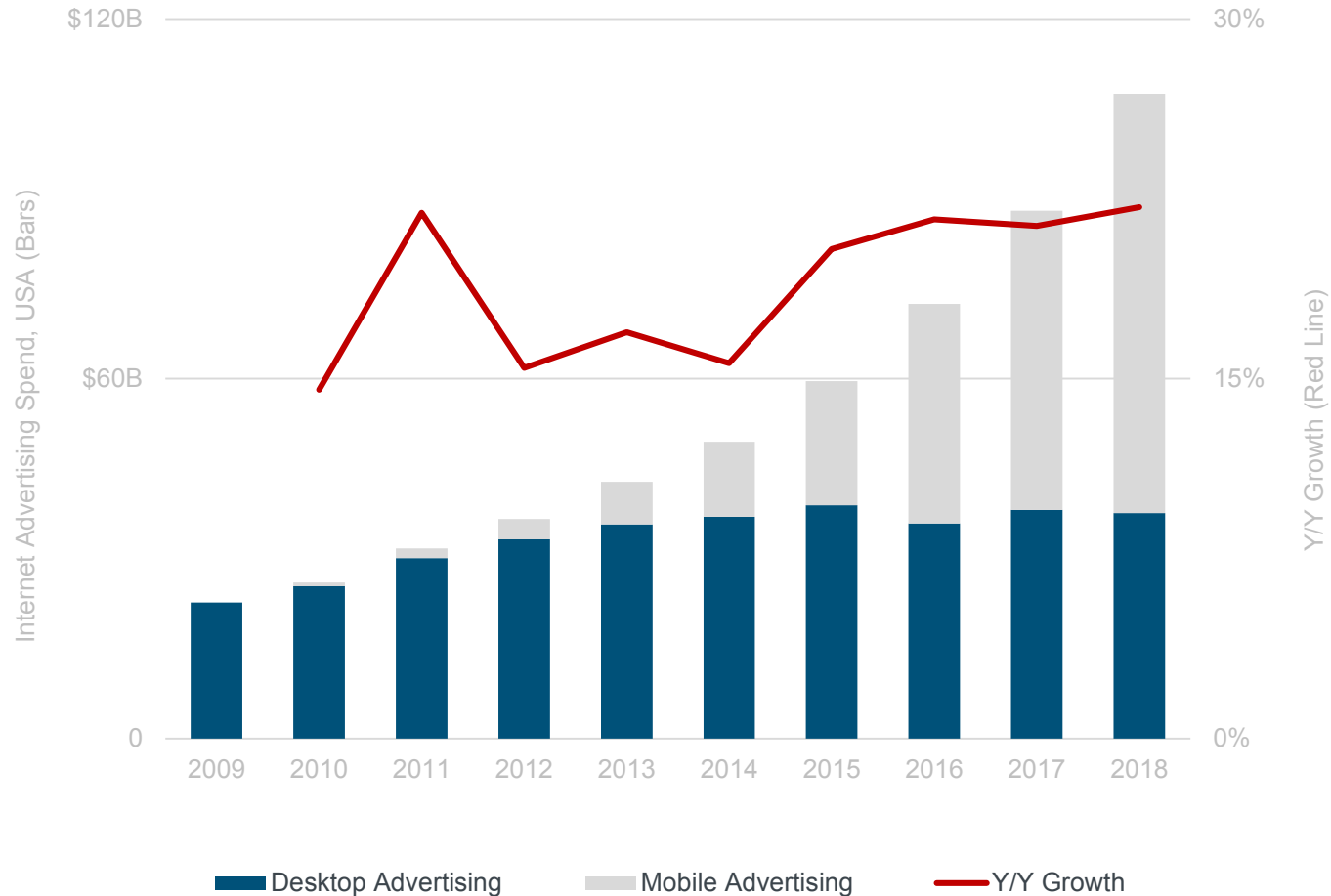
Media Time vs. Advertising Spending = Mobile @ Equilibrium (2018)...Desktop (2015)

% Time Spent in Media vs. % Advertising Spending



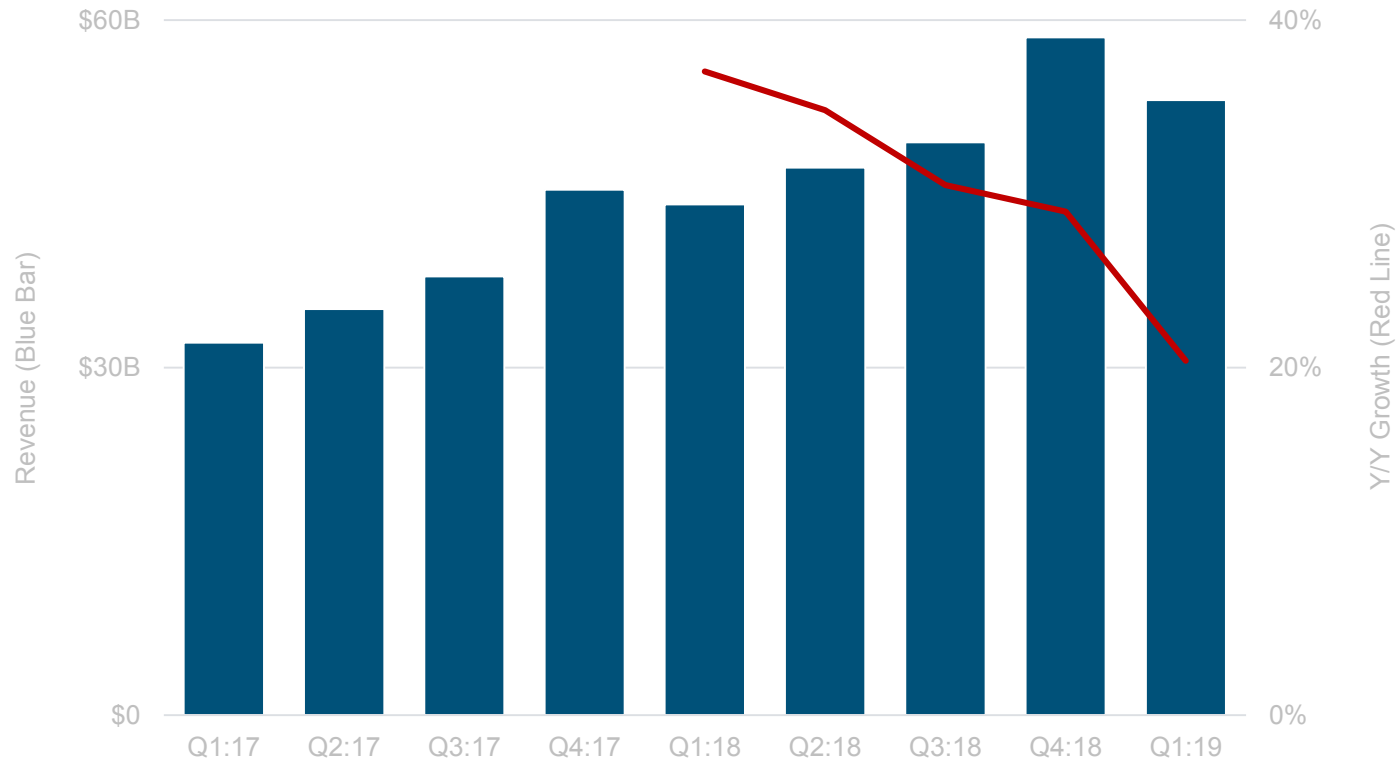
Internet Ad Spending (Annual)= Accelerated +22% vs. +21% Y/Y

Internet Advertising Spend



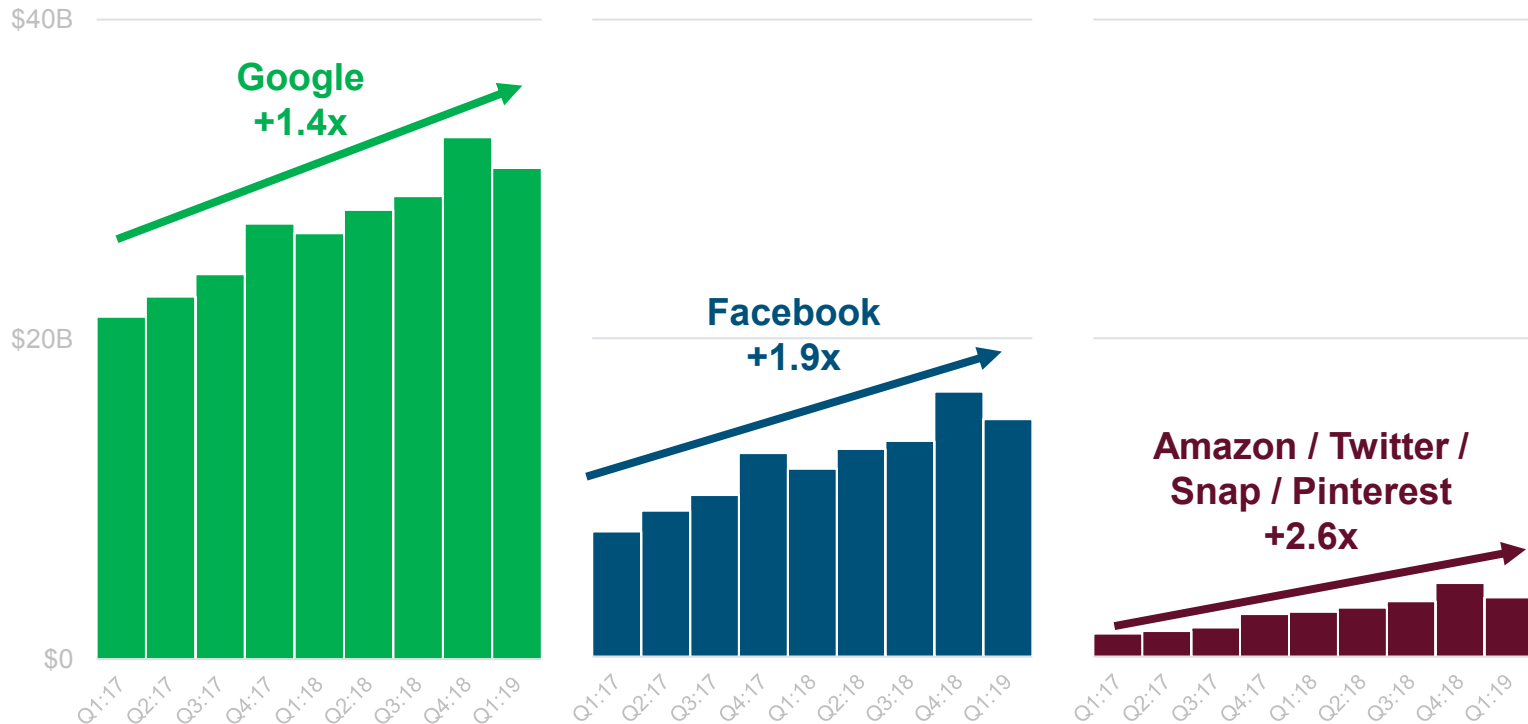
Internet Ad Revenue (Quarterly – Leading USA Platforms) = Decelerating +20% vs. +29% (Y/Y – Q1 vs. Q4)

Leading USA-Based Online Ad Platform Revenue, Global



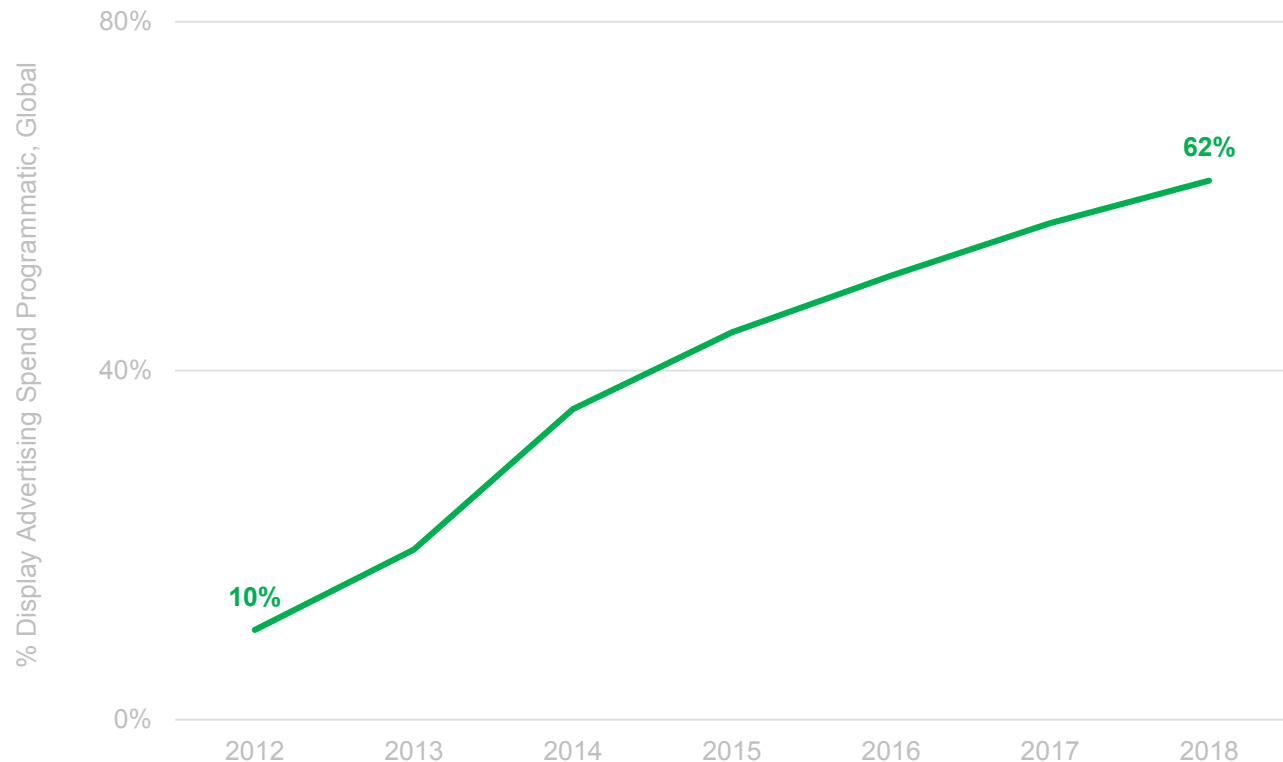
Internet Ad Platforms = Google + Facebook Lead But Others Gaining Share

Select USA-Based Advertising Platform Revenue, Global



Internet Ad Buying = Programmatic Gains vs. Direct Continue... Negatively Impacting Pricing

Programmatic Buying – % Digital Display Advertising, Global

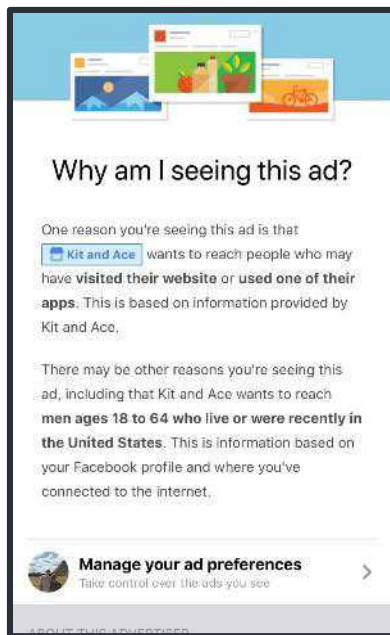


Ad Share Gain Drivers = Better Targeting + New Creative + Commerce + High-Relevance

Facebook

Targeting

Audience Customization



YouTube

Machine Learning

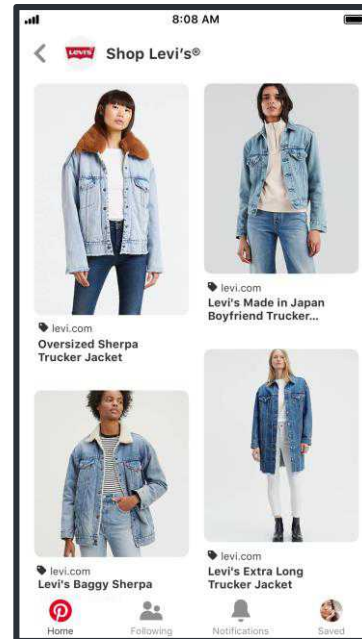
Automatically Time-Edited Clips



Pinterest

Commerce

Shoppable Catalogs



Twitter

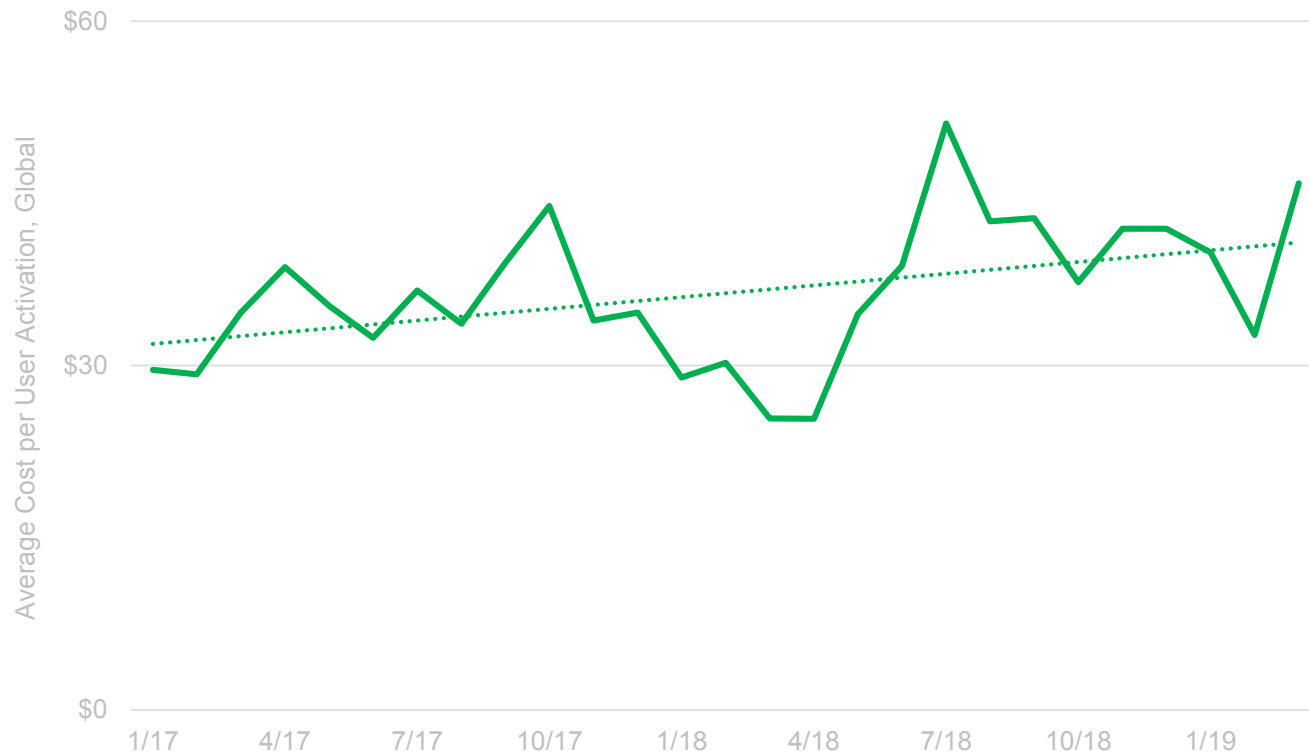
High-Relevance

Promoted Tweets



Customer Acquisition Cost (CAC) = Rising in Highly Competitive / Capitalized Sectors

Cost Per User Activation – Mobile Finance Apps, Global per Liftoff



Source: Liftoff's 2019 / 2018 Mobile Finance App Report. Note: Report draws from internal Liftoff Data from 2/1/17 to 3/31/19, spanning 19B+ ad impressions across 5MM+ App installs, 270MM+ clicks & 3MM activations / registrations. Data focused on North America, Europe, Middle East, Africa & Asia Pacific.
Note: Activation = Adding & depositing funds to an account, activating a spending card, opening an equities position or starting a paid subscription.

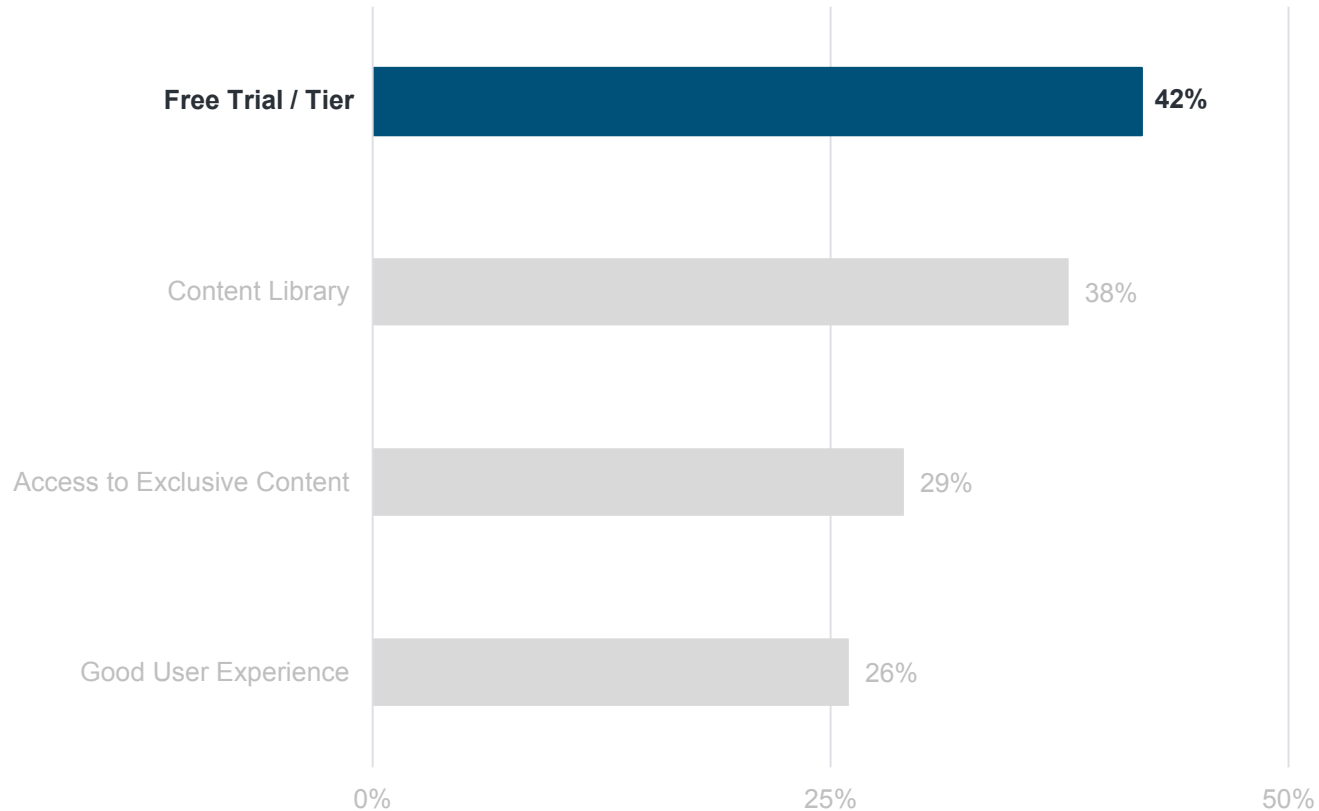
Reality =

CAC Can't Exceed LTV for Very Long

Effective + Efficient Marketing =
One's Own Product +
Happy Customers + Recommendations

Effective + Efficient Marketing = Can Be Free Trial / Tier

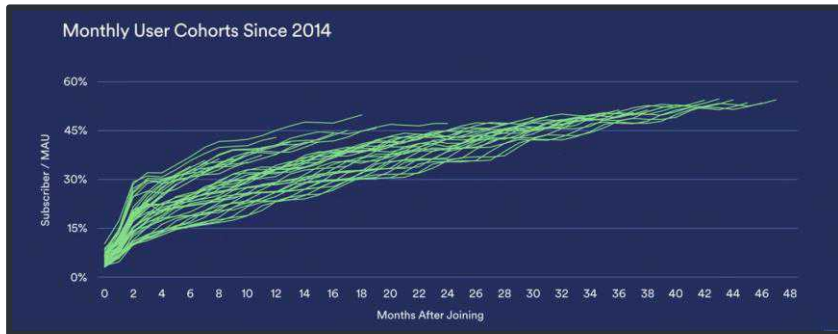
Online Streaming – Reasons For Trying New Service



Happy Customers...

Spotify = Free User Conversion to Paid Subscribers...

Free Ad-Supported Product...

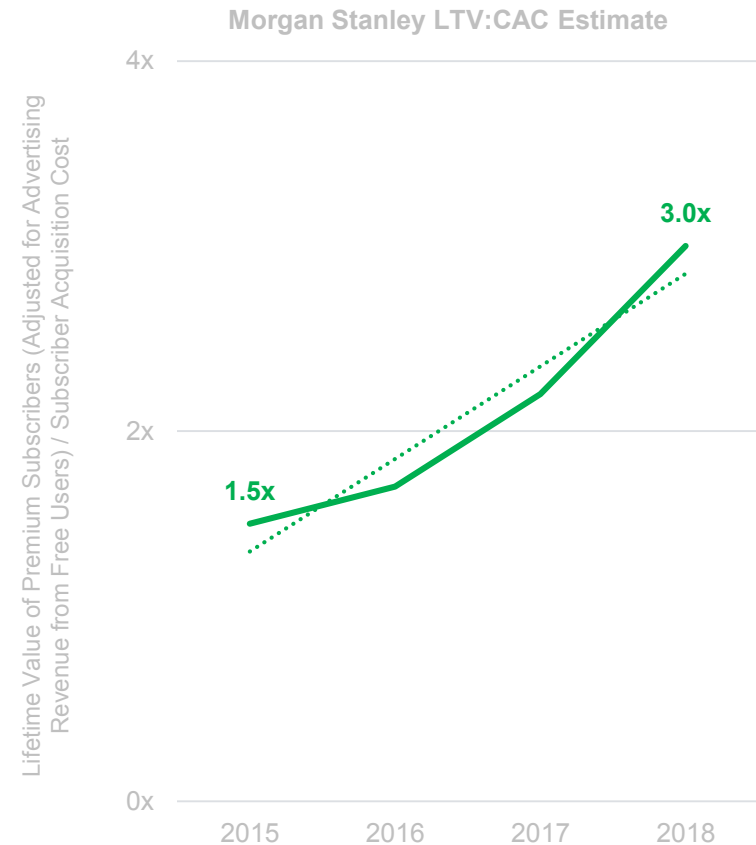


Our freemium model accounts for ~60% of our gross added premium subscribers... the ad-supported service is a subsidy program that offsets costs of new subscriber acquisition.

Developing a better user experience produces by far the most viral effect & impact when investing in growth.
Engagement drives conversion from free consumption to paid subscription.

Barry McCarthy – CFO, Spotify, 3/18

...Rising LTV / Subscriber Acquisition Cost Ratio

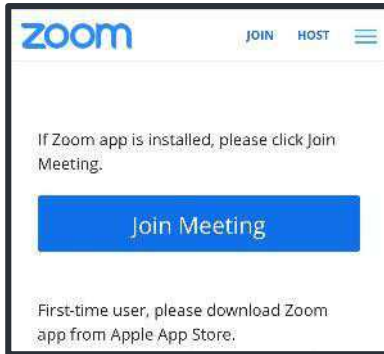


Source: Spotify releases & Morgan Stanley estimates of LTV & SAC. Barry McCarthy @ Spotify Investor Day (3/18). Note: Morgan Stanley estimates LTV by calculating the value of a subscriber (including advertising revenue they generate before they upgrade to a paid user) accounting for gross margin & churn. Subscriber acquisition cost calculated by dividing sales & marketing spend in a relevant period by the number of new subscribers in the same period.

...Happy Customers...

Zoom = Free User Conversion to Paid Subscribers

Free to Join, When Paid User Hosts...



*..we really want to get customers to test our product...
It's really hard to get customers to
try Zoom without a freemium product...*

***We make our freemium product work so well...
If they like our product, very soon they are
going to pay for the subscription.***

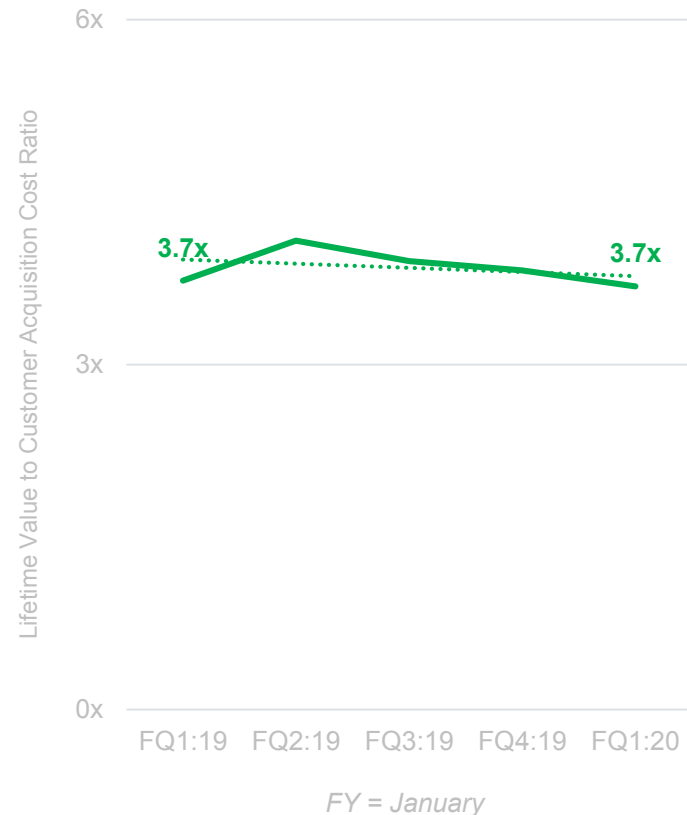
*The most important thing is to make sure the existing
customer [is] happy rather than chasing after new prospects.*

*Our NPS is in the 67-69 range vs. our peers in the 20's...
We do not want to spend money on [the]
marketing side to generate leads.*

Eric Yuan – Founder / CEO, Zoom, 8/17

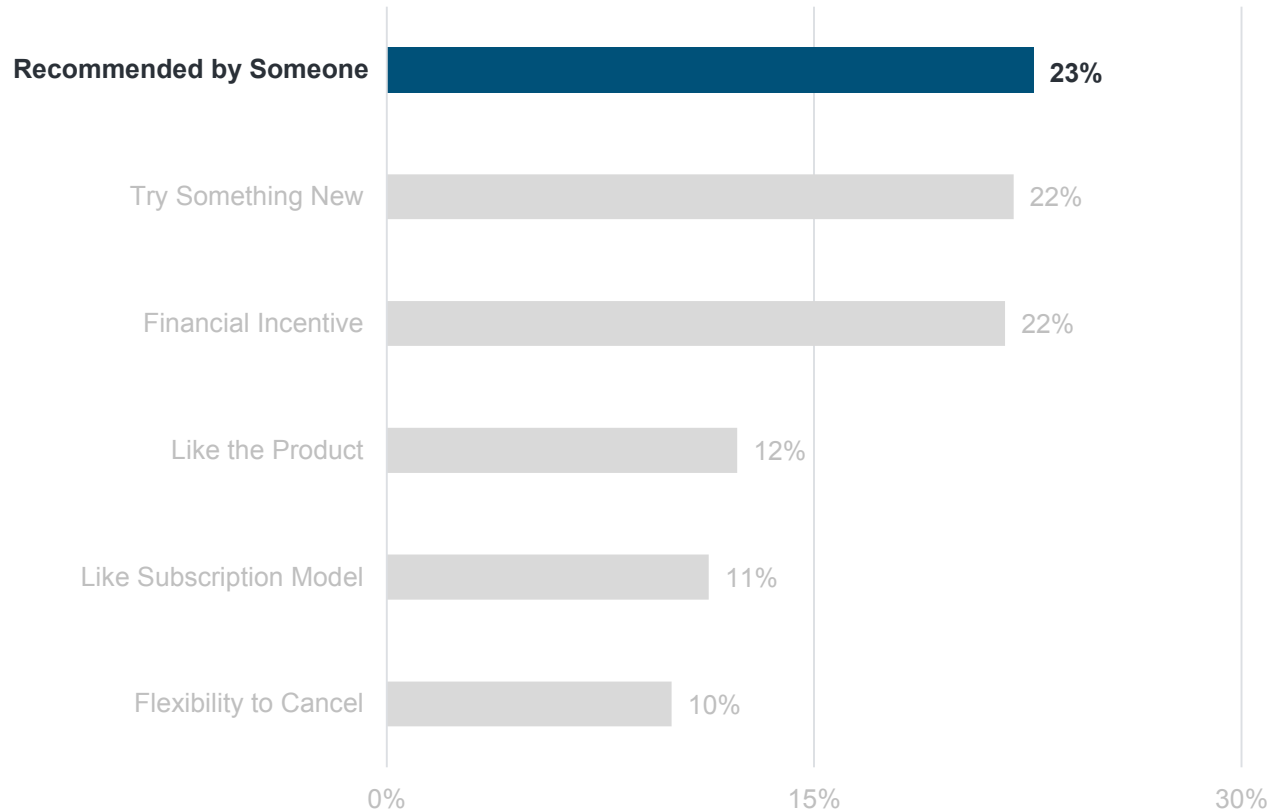
...High LTV / CAC Ratio*

Goldman Sachs Investment Research LTV:CAC Estimate



Effective + Efficient Marketing = Can Be Recommendations

E-Commerce – Reasons for Trying New Subscription Box

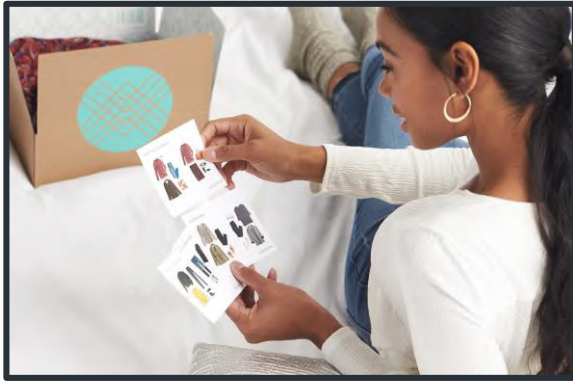


Source: McKinsey Research on E-Commerce Consumers (2/18). Note: Based on online survey from November 8 to 12, 2017, with responses from more than 5,093 participants in the United States. Of those, 4,057 (80 percent) were online shoppers, defined as people who had spent at least \$25 online in the past month. Of those, 607 (15 percent) had subscribed to at least one service over the past 12 months.

Happy Customers...

Stitch Fix = Recommendations Drive Growth

Data-Driven / Personalized Recommendations...



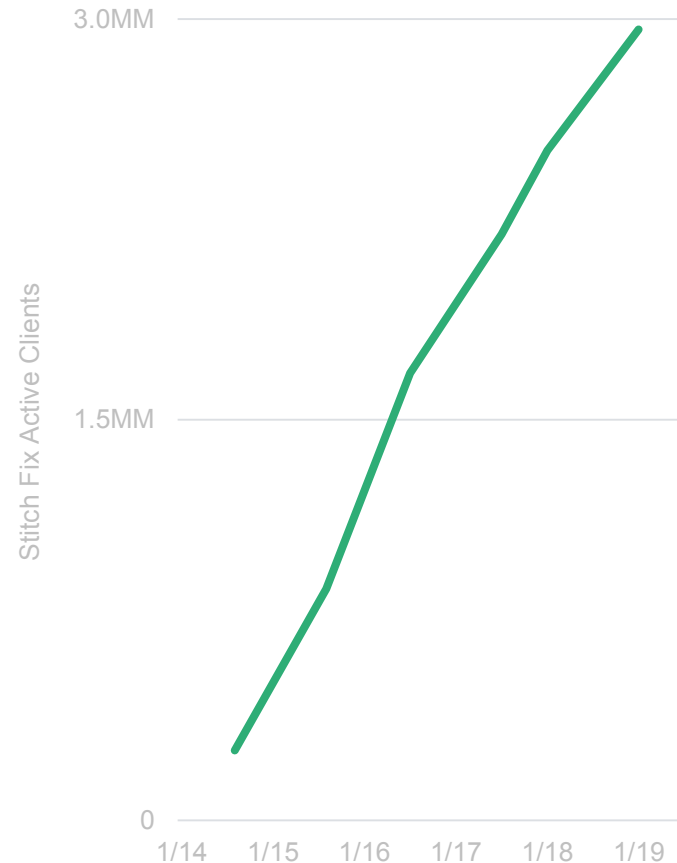
The better way to [sell clothing] is through personalization – get to know product, get to know people & generate really good recommendations...

What's really special about Stitch Fix is that 100% of what we sell is based on recommendations.

We have over 4,000 stylists...what makes them successful is listening, empathy & delivering what the client wants & doing that without judgment...Our business is about helping people feel their best, not necessarily selling the big high-end fashion trends.

Katrina Lake – Founder / CEO, Stitch Fix, 6/18

...Stitch Fix Active Clients



Advertising TBDs

TBD = Impact on Ad Targeting...

Privacy Changes

***...privacy [concerns] are a headwind for [Facebook] in 2019.
It's one of the factors that's contributing to our expected
deceleration of revenue growth throughout the year.***

*You've got regulatory – which was GDPR in 2018...
the regulatory arc will be longer-term in playing out...*

*Platforms like iOS are making bigger
pushes in privacy & that has the potential impact...
then changes that we're making ourselves...*

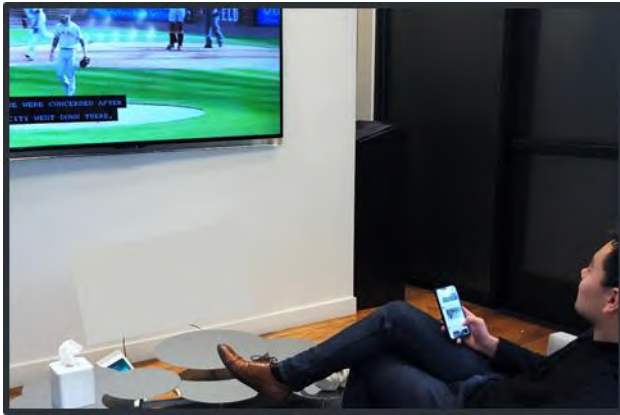
we've elected to rollout GDPR-type controls globally...

*later this year, we'll be launching Clear History,
which will also affect our ability to do third-party targeting.*

David Wehner – CFO, Facebook, 2/19

TBD = Impact on Ad Targeting... Digital TV-Based Ads (Aided by In-Hand Mobiles)

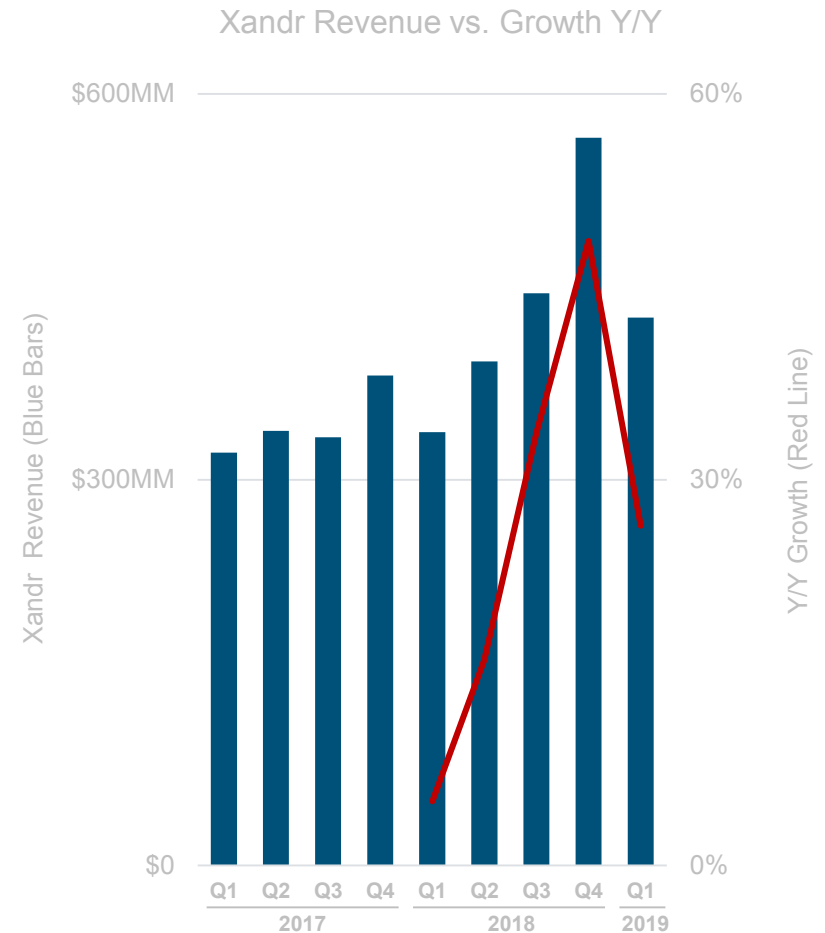
Multi-Platform Data Improves Relevancy...



Nielsen Audience Report (USA)

- 88%** = Use a Second Digital Device While Watching TV
- 71%** = Look Up Content Related To Content They Are Watching
- 41%** = Message Friends / Family About Content They Are Watching

...Creating Opportunities for Better Ad Experiences



INTERNET USAGE =

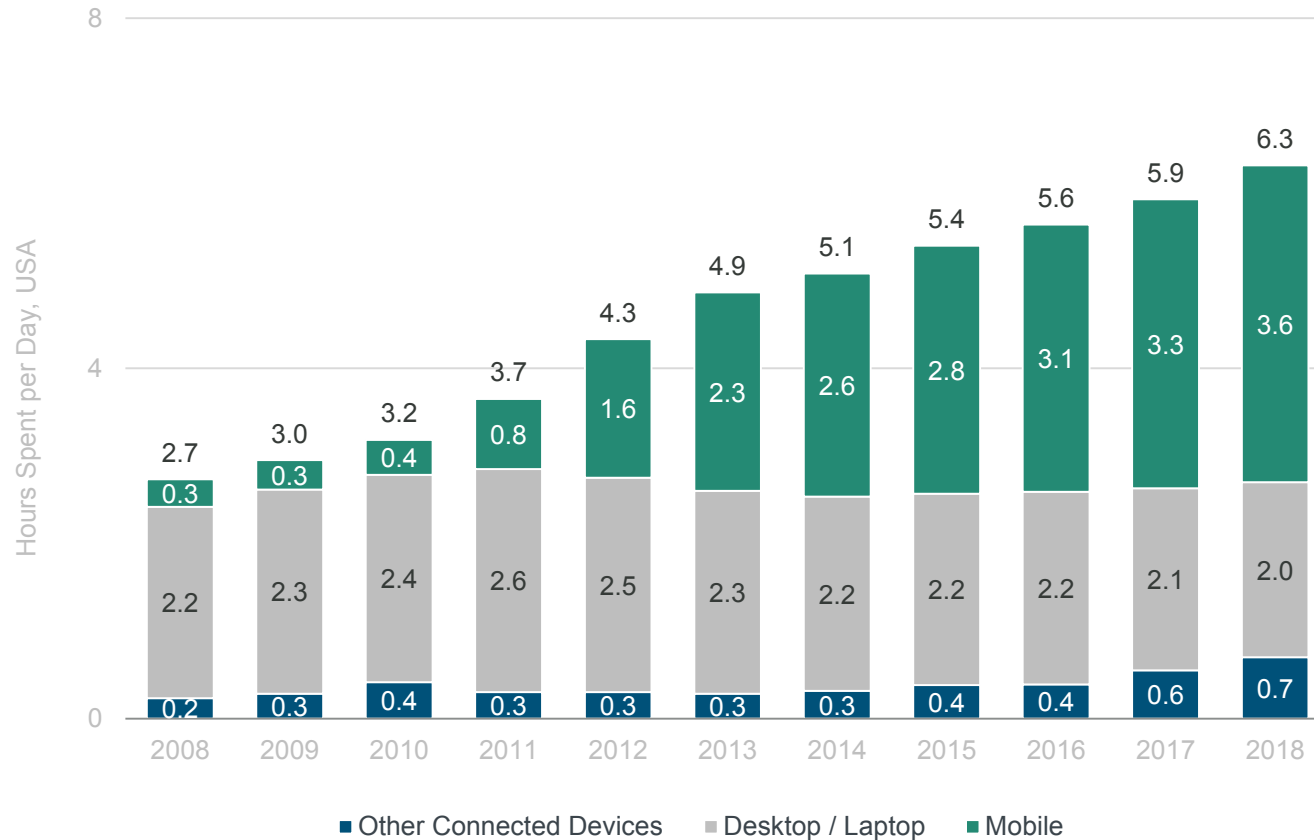
SOLID GROWTH...

DRIVEN BY INVESTMENT + INNOVATION

Usage

Digital Media Usage = Accelerating +7% vs. +5% Y/Y

Daily Hours Spent with Digital Media per Adult User, USA

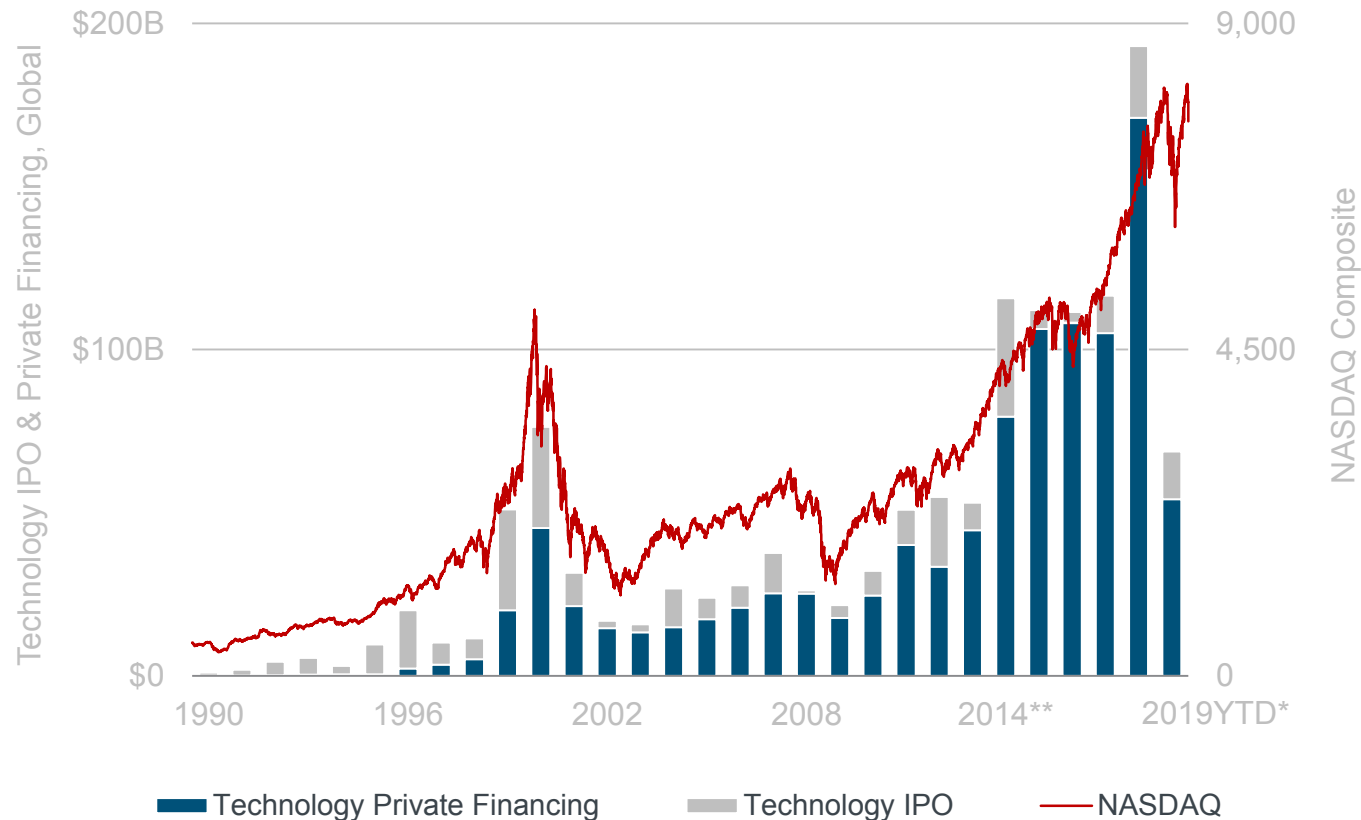


Usage Drivers

*Global Internet / Technology Businesses =
Investment Remains Robust*

Investment (Public + Private) Into Technology Companies = High for Two Decades

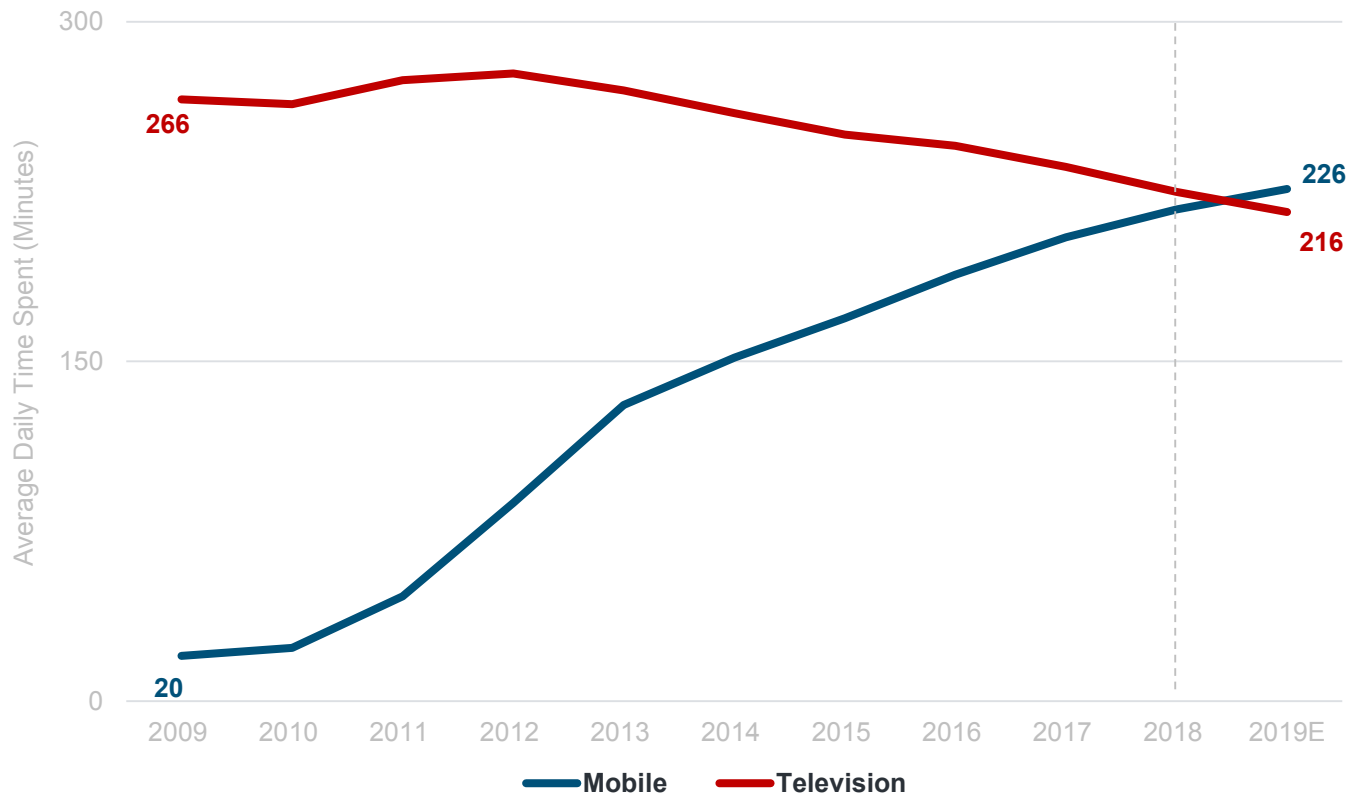
Global USA-Listed Technology IPO Issuance & Global Technology Venture Capital Financing



*Internet / Technology Businesses =
USA-Based
Innovation Remains Robust...*

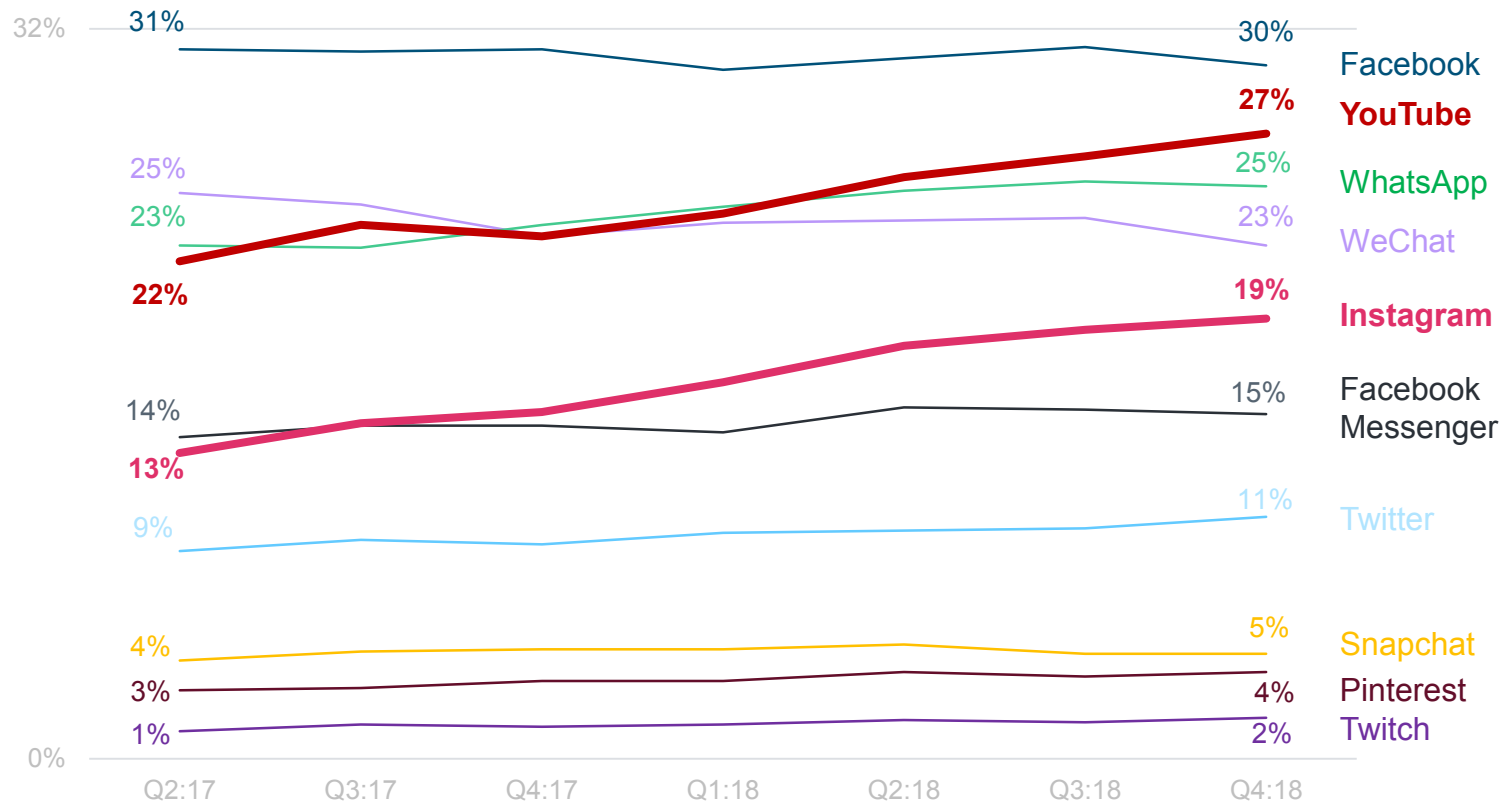
Device Time = Mobile > TV

Television & Mobile Daily Time Spent (Non-Deduped), USA



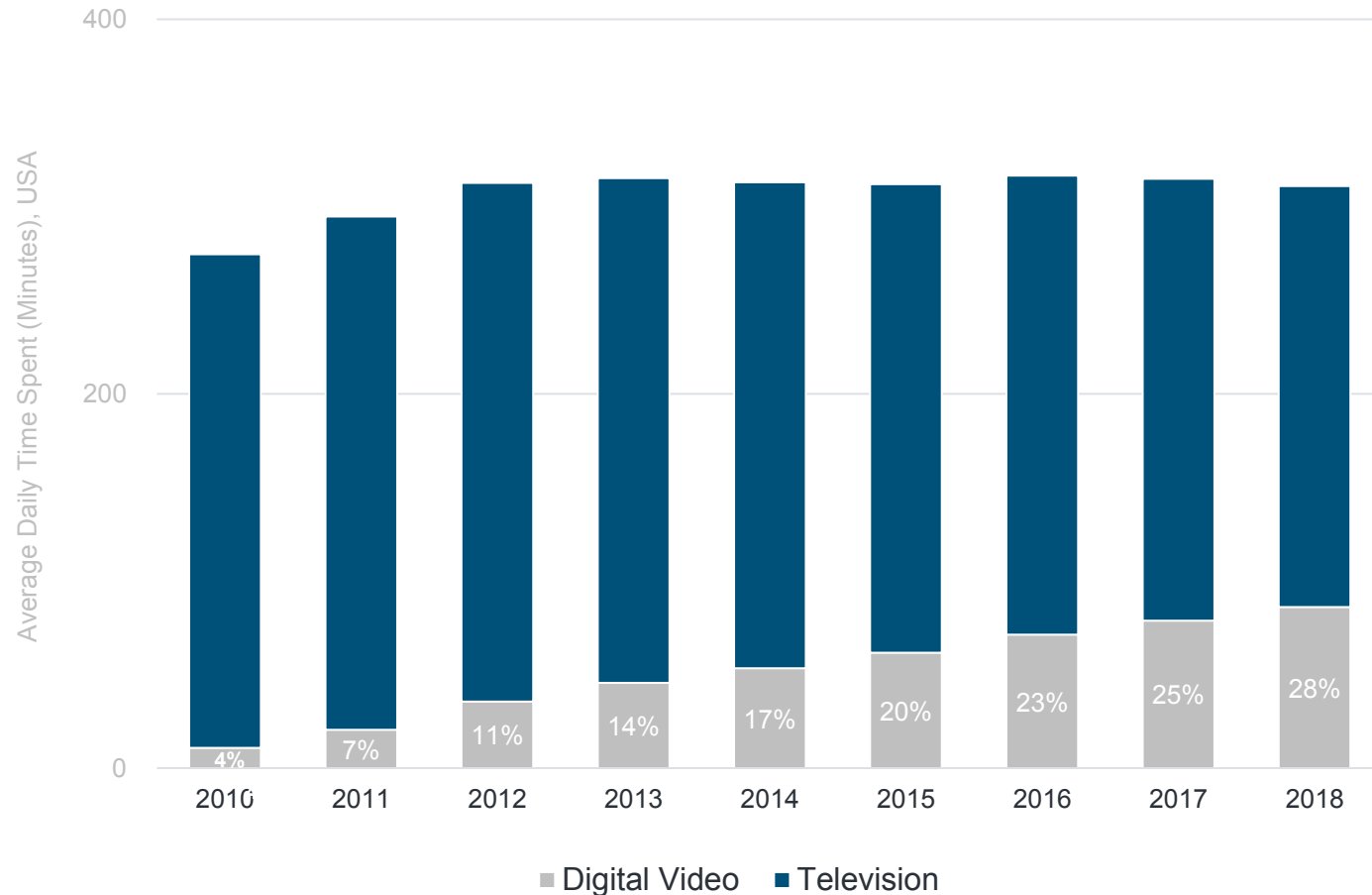
Online Platform Time = YouTube + Instagram Gaining Most

% Internet Users Using Select Platforms > 1x per Day, Global*



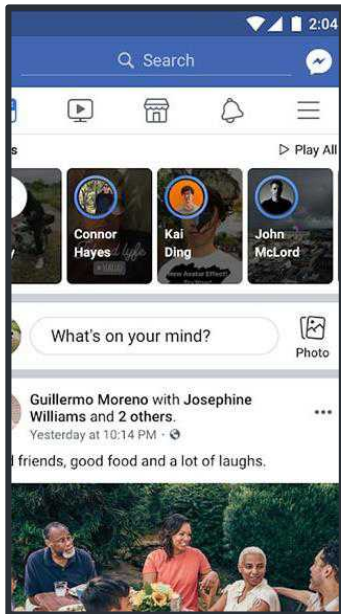
Video Time = Digital +2x in Five Years @ 28% of Total (vs. TV)

Video Watching Daily Minutes – Digital vs. TV, USA

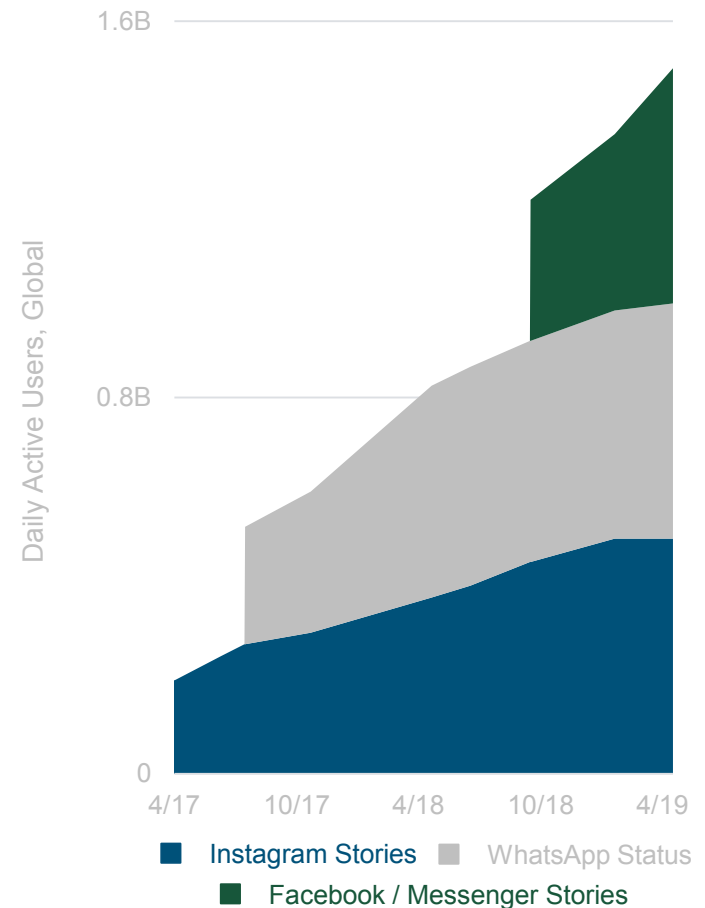


Video Time (Short-Form – Facebook Platform) = 1.5B DAUs + ~2x in One Year

Facebook Stories

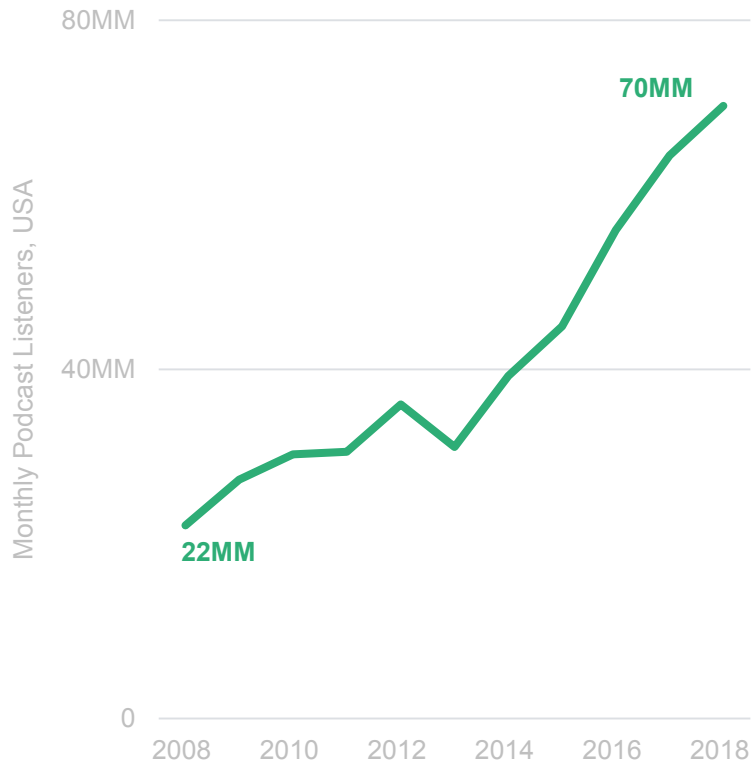


Daily Active Users, Global*



Voice = 70MM Podcast Listener MAUs + ~2x in Four Years...

Podcast Listener MAUs, USA

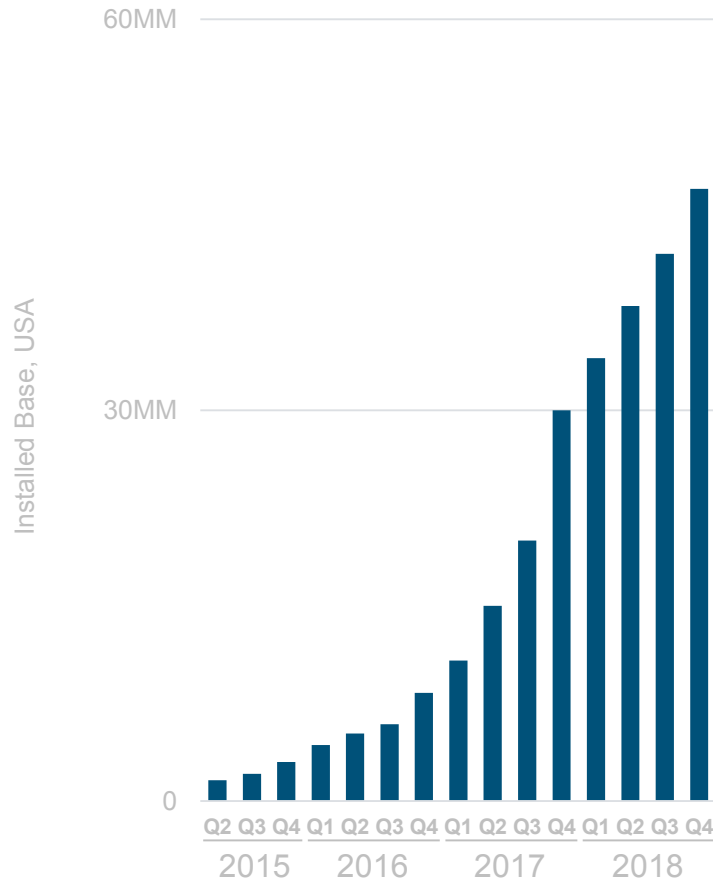


Podcasts – Most Downloaded Apple Podcasts, 2018, USA

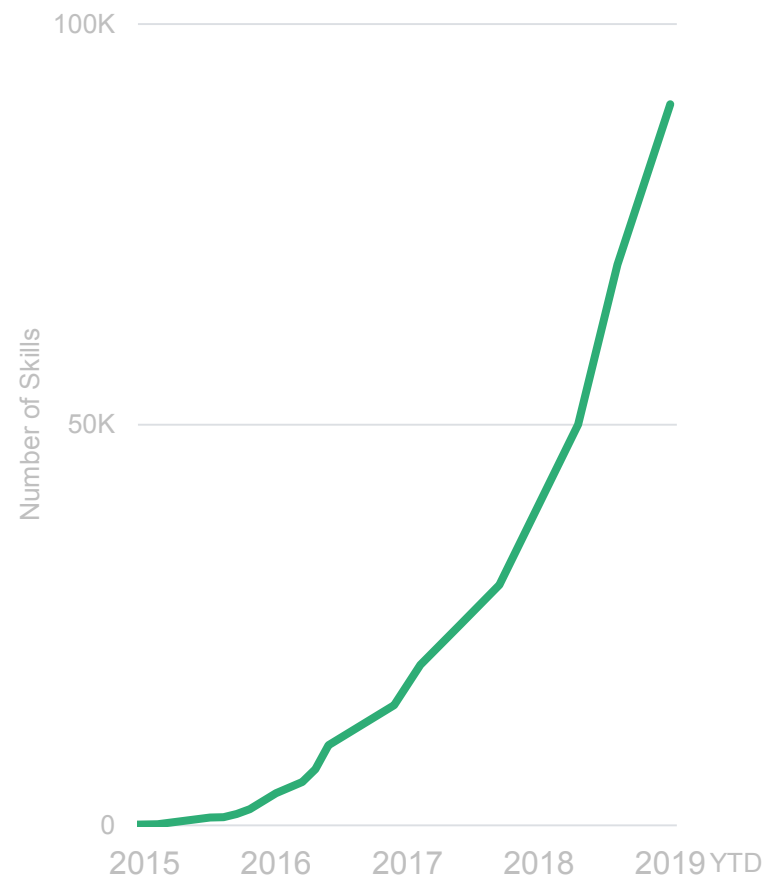
- 1) **The Daily** *The New York Times*
- 2) **The Joe Rogan Experience** Joe Rogan
- 3) **Stuff You Should Know** iHeartMedia
- 4) **Fresh Air** National Public Radio
- 5) **The Dave Ramsey Show** Dave Ramsey
- 6) **My Favorite Murder** Exactly Right
- 7) **TED Talks Daily** TED
- 8) **Up First** National Public Radio
- 9) **The Ben Shapiro Show** The Daily Wire
- 10) **Pod Save America** Crooked Media

...Voice = 47MM Amazon Echo Base + ~2x in One Year

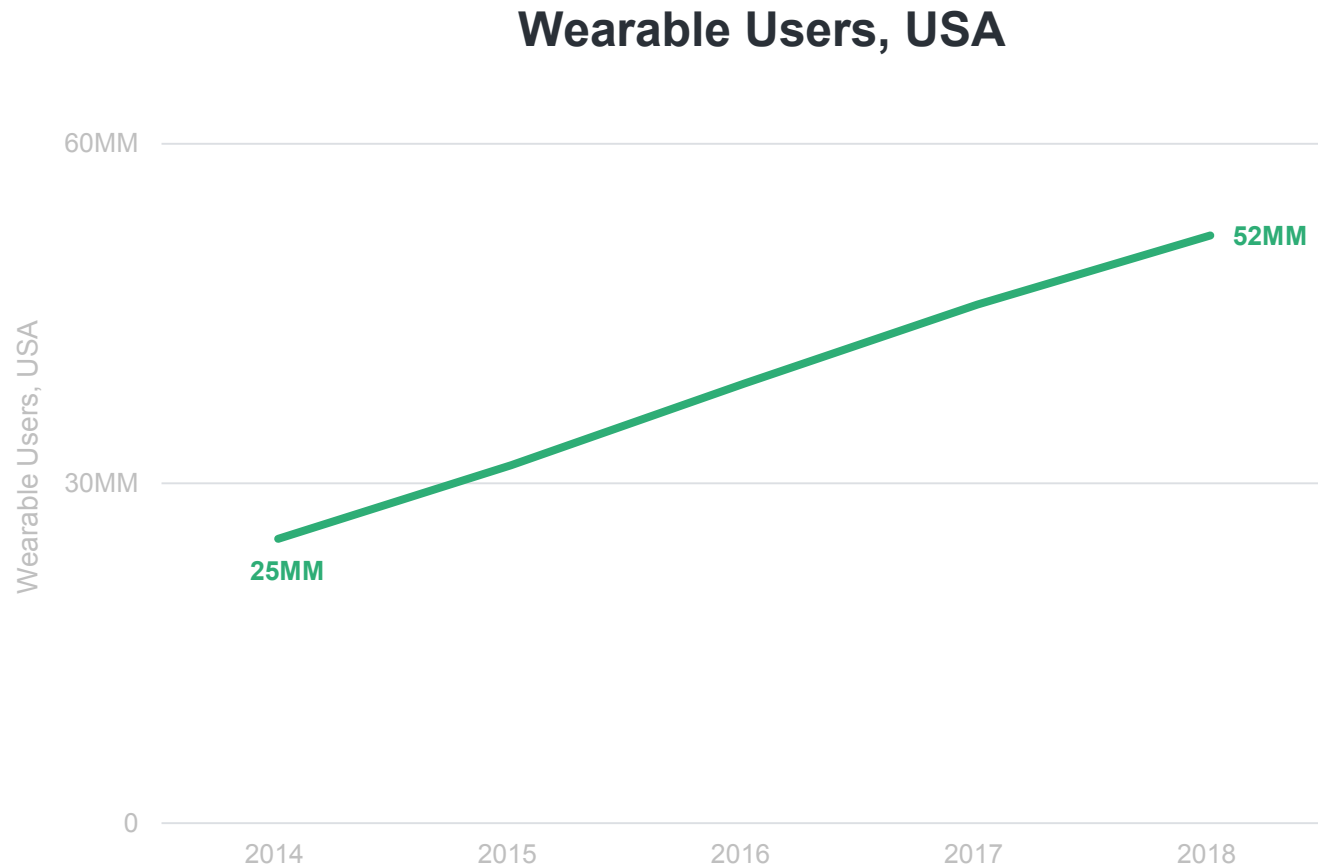
Amazon Echo Installed Base



Amazon Echo Skills

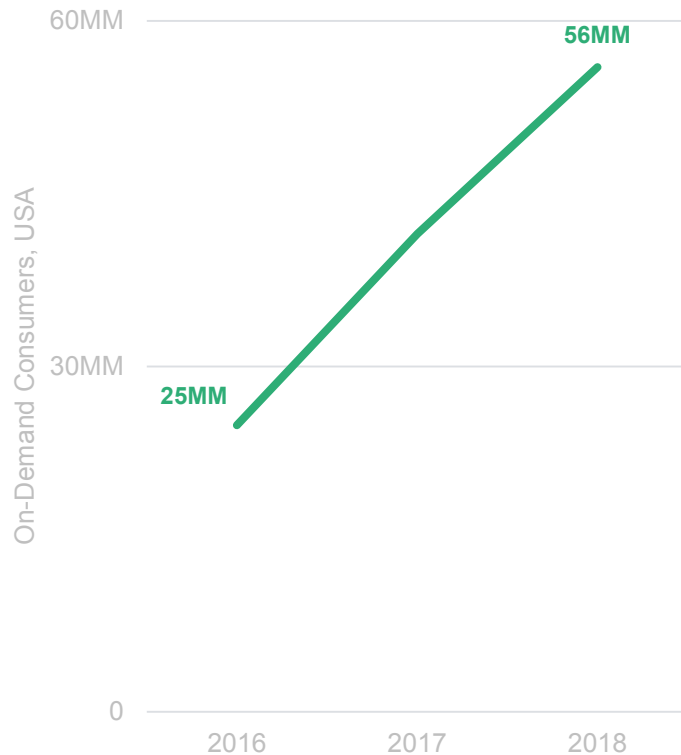


Wearables = 52MM Users + ~2x in Four Years

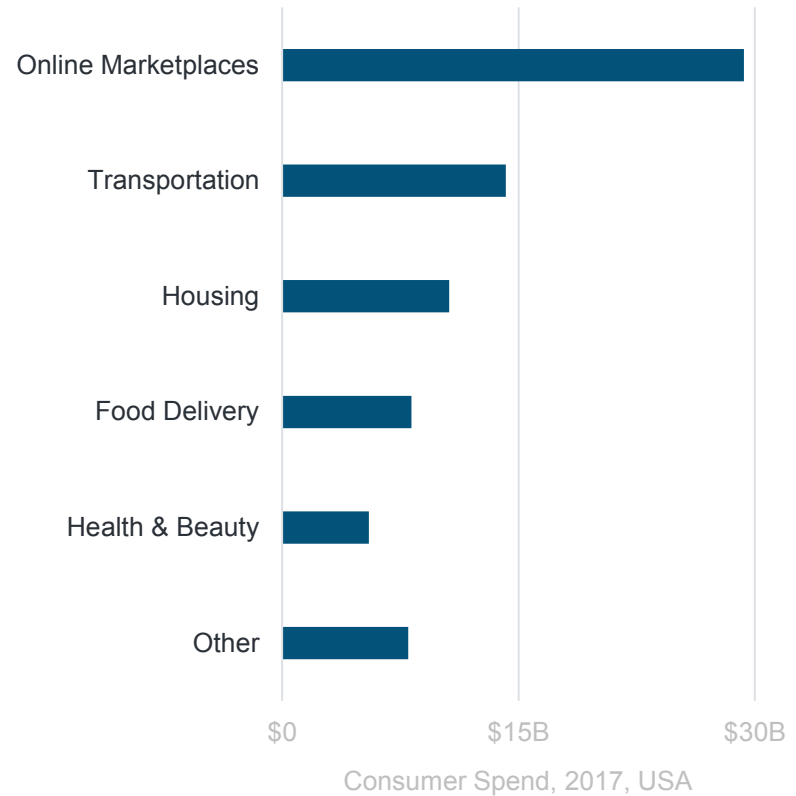


On-Demand = 56MM Consumers + ~2x in Two Years

On-Demand Consumers, USA

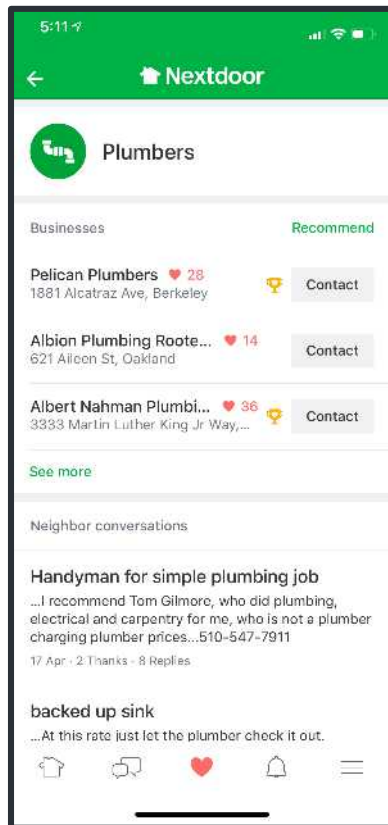


On-Demand Products / Services – Consumer Spend, 2017, USA

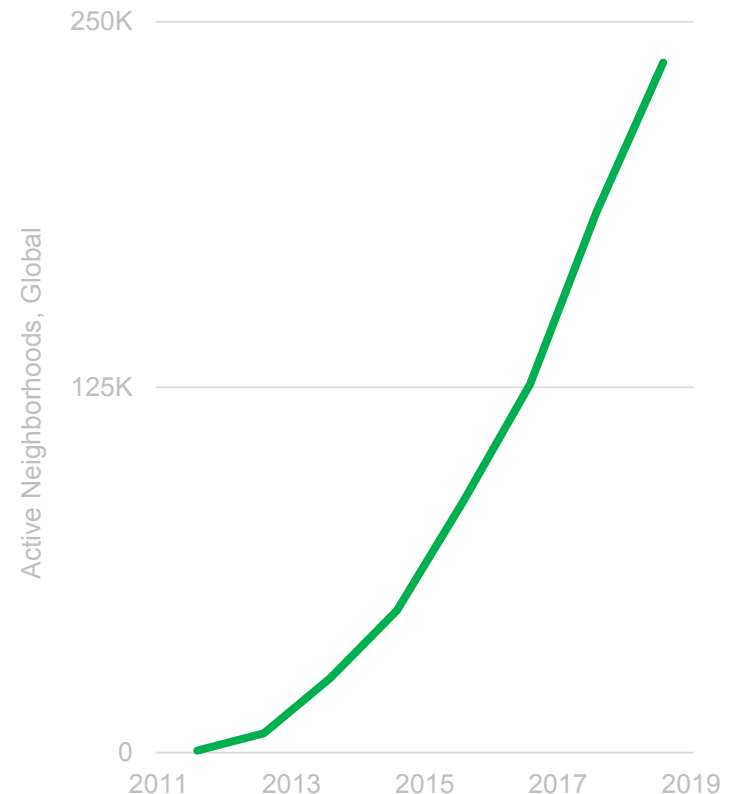


Local = 236K Nextdoor Active Neighborhoods + ~2x in Two Years

**Local Business Recommendations =
29MM, +71% Y/Y**

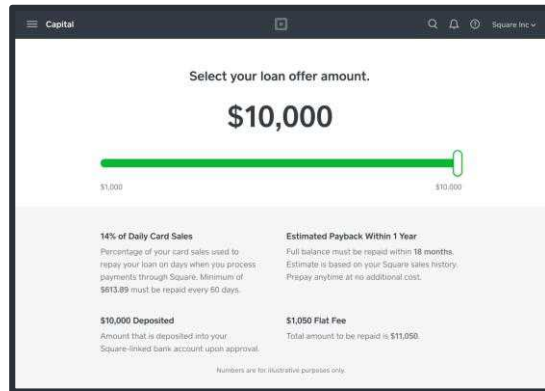


Active Neighborhoods, Global



Underserved Population = Square Seller Base Growing... 28% Points Faster in Lowest vs. Highest Income MSAs, USA*

Square Capital Data



\$4.5B = Loans (2014-Q1:19)

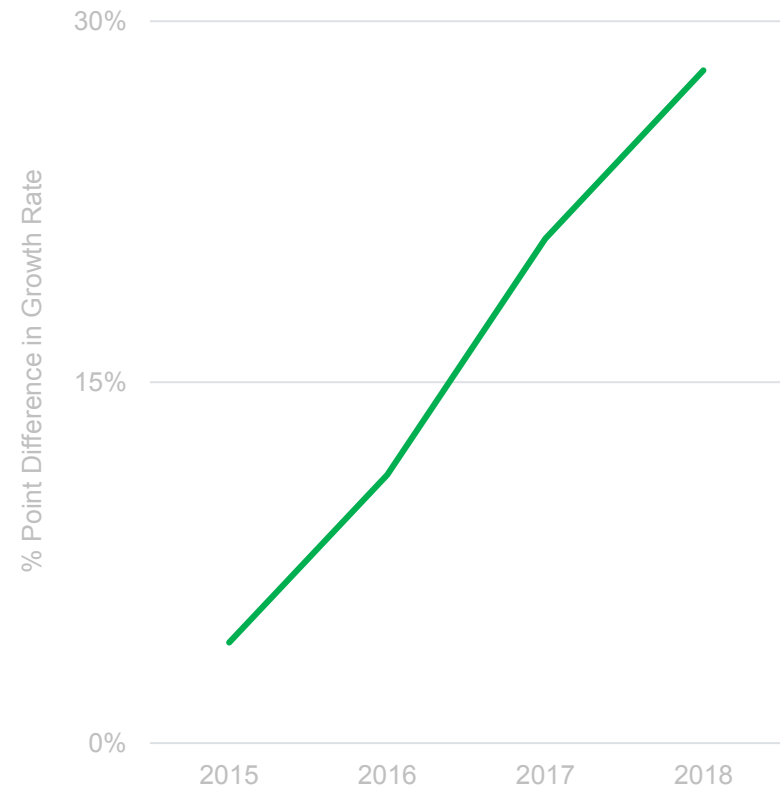
58% = Women-Owned Businesses

35% = Minority-Owned Businesses

\$6K = Average Loan Size
(~18x Smaller Than Average Small Business Administration Loans)*

Growth in Number of Active Square Sellers

*Difference Between 25 Lowest Income & 25 Highest Income USA MSAs**



...Internet / Technology Businesses =

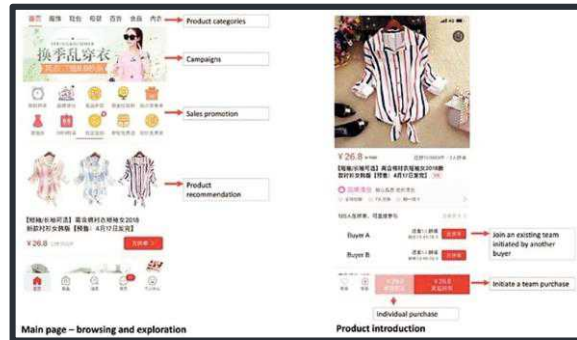
*Non-USA-Based
Innovation Remains Robust...*

*Data-Driven / Direct
Fulfillment
Growing Rapidly...*

China (Pinduoduo) = Connecting Consumer Preferences & Manufacturers... 443MM Buyers + ~2x in Five Quarters

Pinduoduo

Group Discovery / Buying

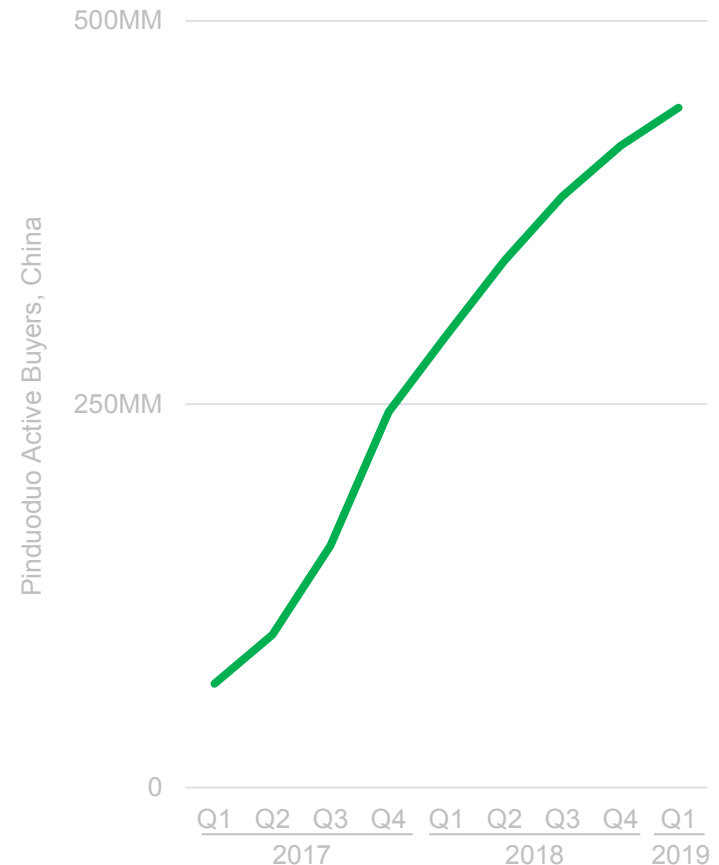


*We call it **consumer-to-manufacturer**, where we understand the users' needs first & enable upstream providers, be it farmers, manufacturers, etc. to produce appropriate products for our users. This is different from how the current system works, where upstream producers design, manufacture & sell without necessarily being in tune with the changing needs of their targeted users.*

As we add more users to the network & also gain more data points through their increasing interaction with our platform, we can further refine our engine to deliver an even better user experience that keeps up with our users' evolving preferences.

Pinduoduo – Q4:18 Earnings Call, 3/19

Active Buyers, China



China (Meituan Dianping) = Connecting Consumers & Local Businesses... ~6MM Merchants + ~2x in Two Years

Meituan Dianping

Fulfillment

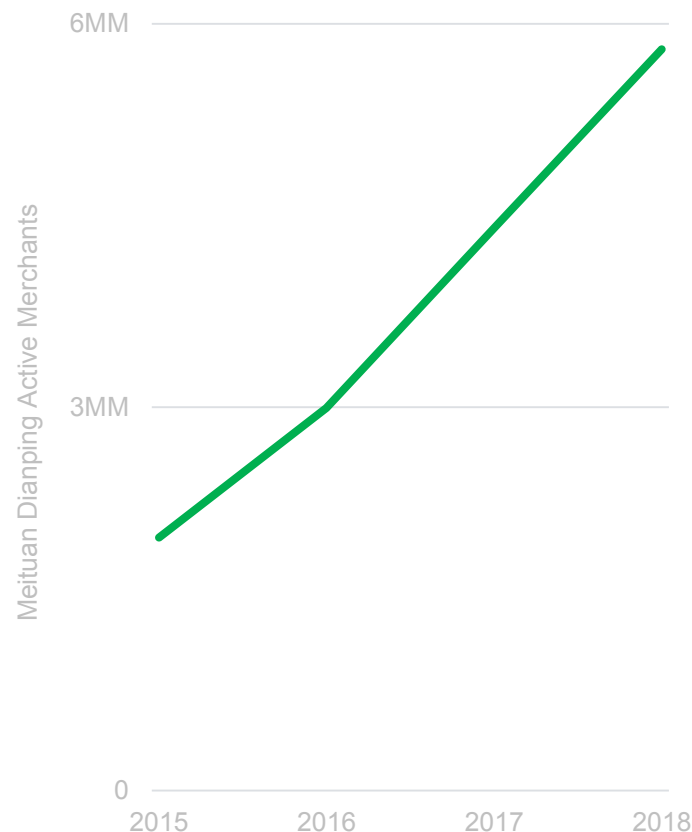


Traditionally, local merchants in China – mostly micro & small businesses – have very few marketing channels available to them. We have become the go-to platform for local search & consumer service discovery.

Based on our data analytics, we leveraged user search queries to connect them with high-quality local merchants who match their preference. We are able to help merchants reach a vast quantity of potential consumers with a low upfront cost & high conversion rates.

Xing Wang – Co-Founder, Chairman & CEO, Meituan Dianping, 3/19

Active Merchants, China

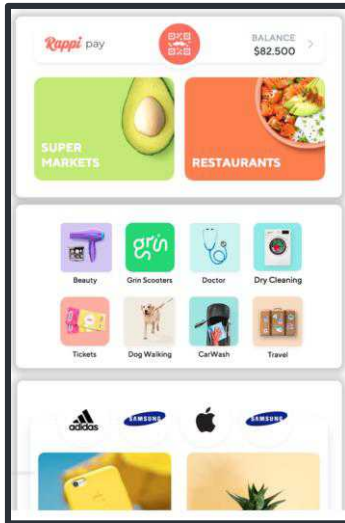


Source: Meituan Dianping Releases (2018-2019) Note: An active merchant is a merchant who has completed at least one transaction, purchased online marketing services, processed a payment through Meituan Dianping's service, or generated an order through Meituan Dianping's ERP system.

Latin America (Rappi) = Digitizing Delivery... 8MM Orders + ~2x in Four Months

Rappi

Digital Delivery Platform

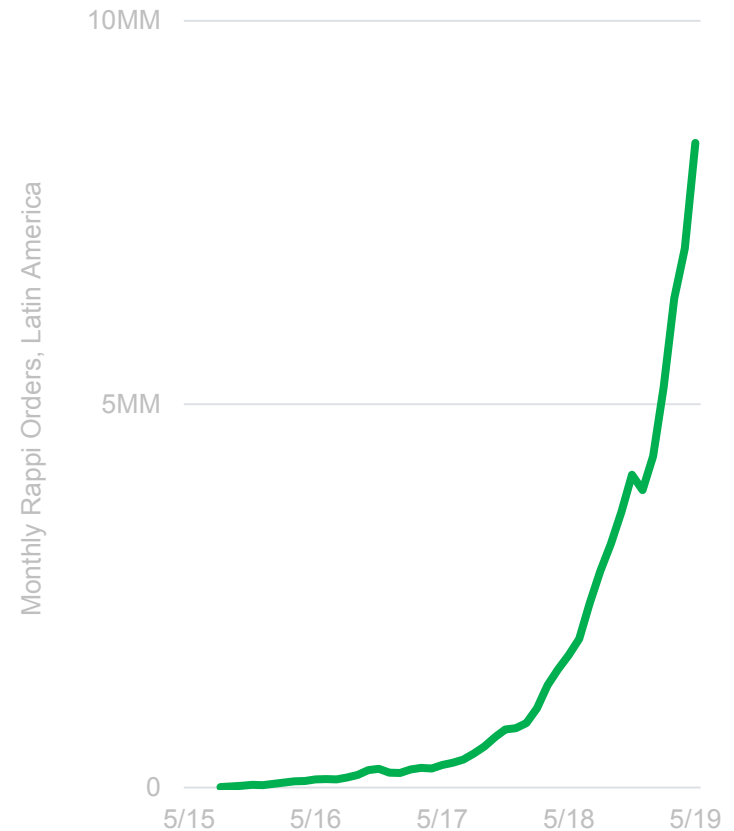


*Latin America has a great delivery culture.
Cities are chaotic, delivery was super manual &
not all stores offered it — there was plenty
of inefficiency & high costs.*

***We thought: what if we digitized this ecosystem
& started to deliver anything in under
30 minutes for less than a dollar?***

Simon Borrero, Sebastian Meija, Felipe Villanmarin, Andres Bilbao, Guillermo Plaza –
Co-Founders, 6/19

Monthly Orders, Latin America



Indonesia (Tokopedia) = Improving Product Delivery Across 17K Islands... ~6MM Merchants + ~2x in One Year

Tokopedia

Same-Day Delivery

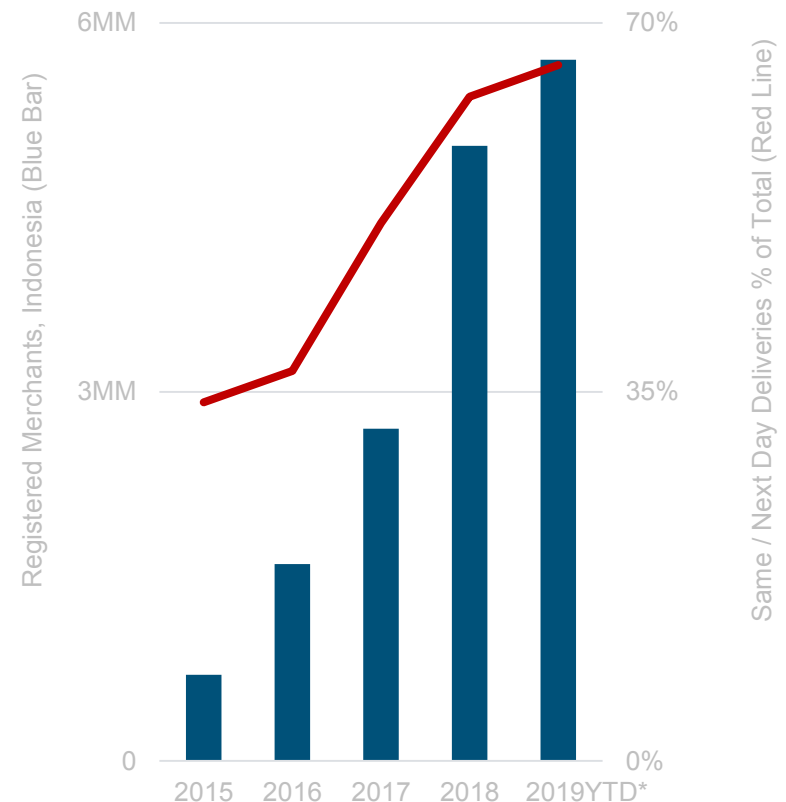


*When we look at sales data...
people from [one island] sometimes don't want to
buy products from sellers on [other islands].*

*We thought – what if we can [give] every business that
joins us...a warehouse everywhere in Indonesia –
every product bought on Tokopedia
[could] be delivered same-day.*

William Tanuwijaya – Co-Founder & CEO, Tokopedia, 2/19

Merchants vs. Same / Next Day Deliveries, Indonesia



Southeast Asia (Shopee) = Mobile-First Social Commerce... \$10B in Gross Merchandise Value + ~2x in One Year

Sea Limited / Shopee

Mobile / Social Shopping

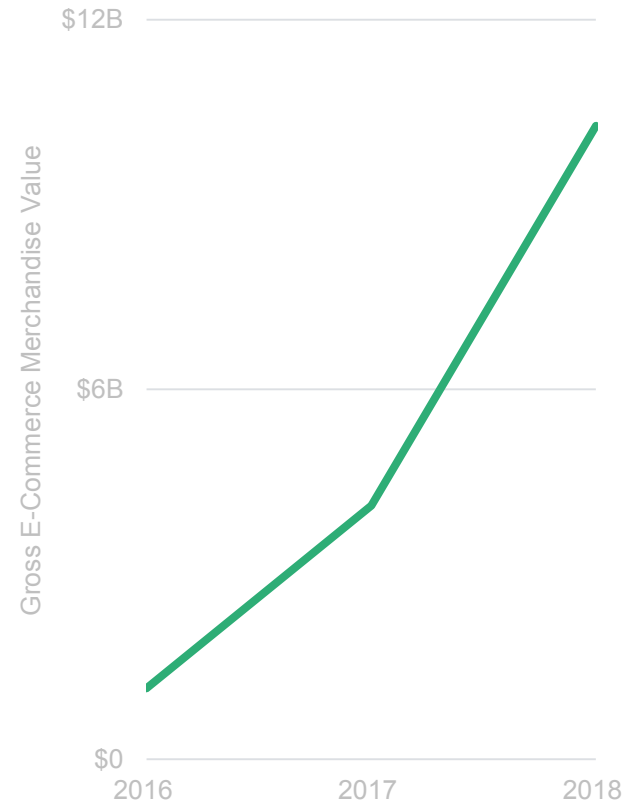


Shopee's ability to grow rapidly over a short period of time is a testament to its focus on building a mobile-centric, socially engaging marketplace with emphasis on high margin products from a highly diverse seller base.

...Shopee has combined its marketplace offering with integrated payments, logistics infrastructure & a comprehensive set of services.

Forrest Li – CEO, SEA Limited, 2/19

Gross Merchandise Value, Southeast Asia



India (Reliance Jio) = Expanding Offline Access to E-Commerce... 307MM Subscribers + ~2x in One Year...

Reliance Jio

Connectivity + Retail

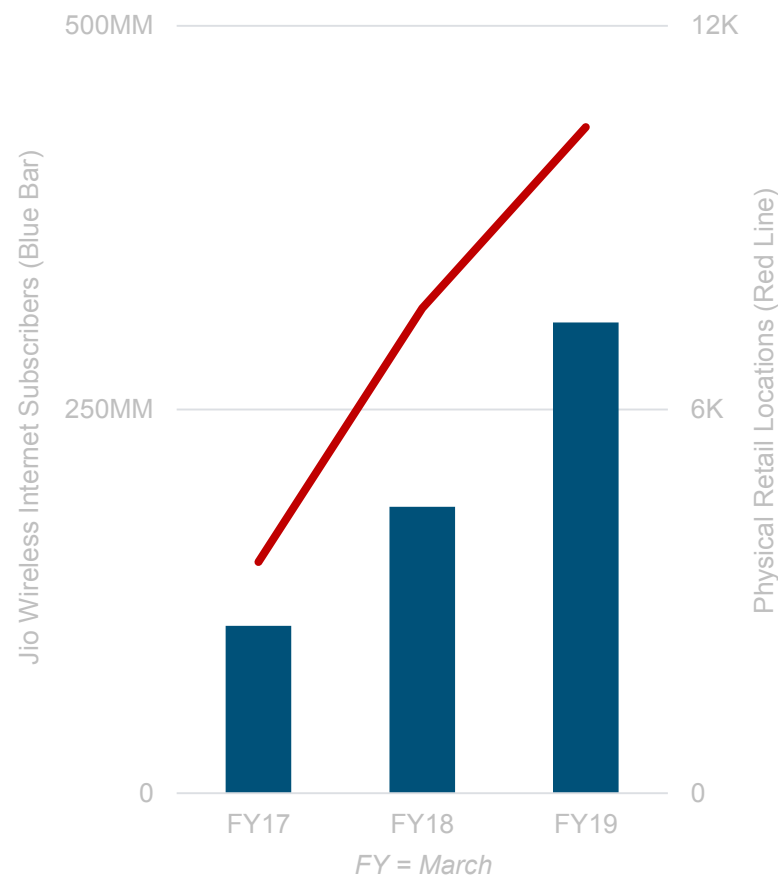


We are creating a hybrid, online-to-offline commerce platform by integrating Reliance Retail's physical marketplace with Jio's digital infrastructure & services.

This platform will bring together 350MM customer footfalls at Reliance Retail stores, 307MM Jio connectivity customers & 30MM small merchants all over India who provide the last-mile physical market connectivity.

Mukesh Ambani – Chairman, Reliance, 7/18

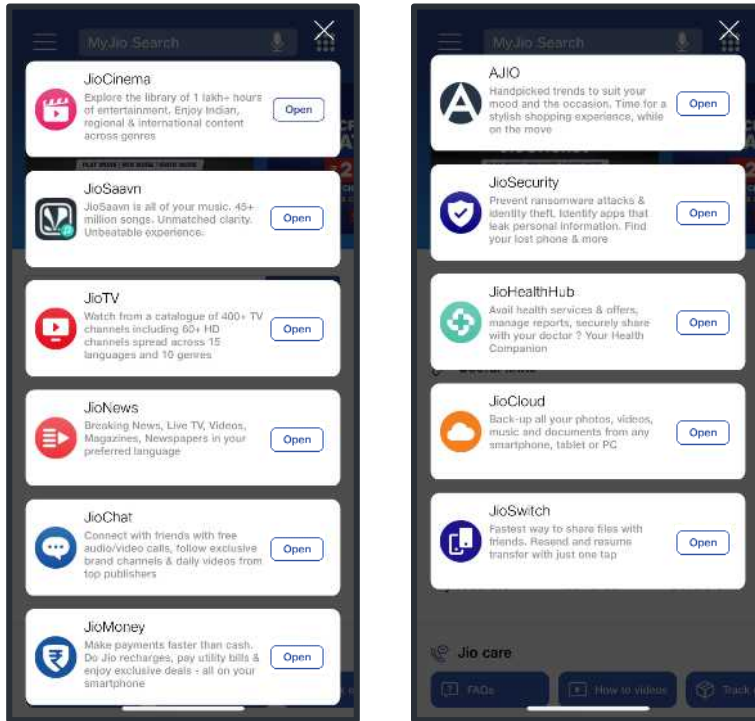
Wireless Subscribers + Offline Stores, India



...India (Reliance Jio) = Broad Base of Jio Services for Consumers... Data Usage + ~2x in One Year

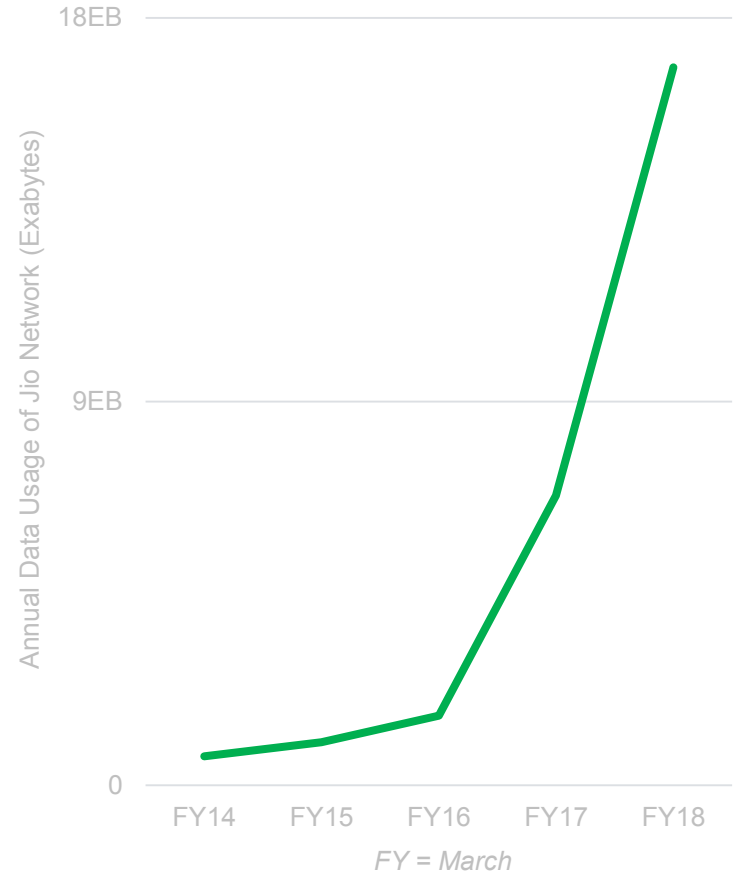
Reliance Jio

Full Suite Apps



**Music...Movies...Television...News...
Chat...Finance...Fashion...Security...
Storage...Data Transfer**

Data Usage, India



...Internet / Technology Businesses =

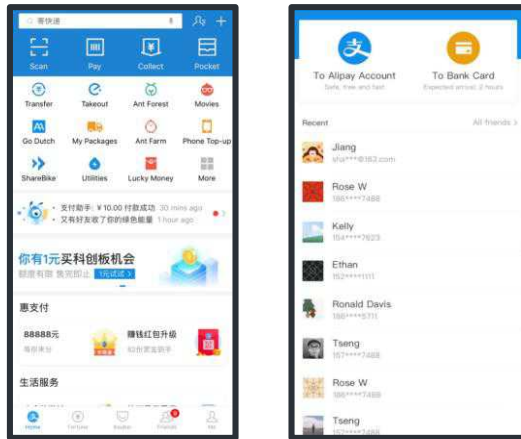
*Non-USA-Based
Innovation Remains Robust...*

*Data-Driven / Direct
Financial Services
Growing Rapidly*

China (AliPay) = Broad Online / Offline Financial Services... 1B Users + ~2x in Two Years

AliPay

Payments / Financial Services

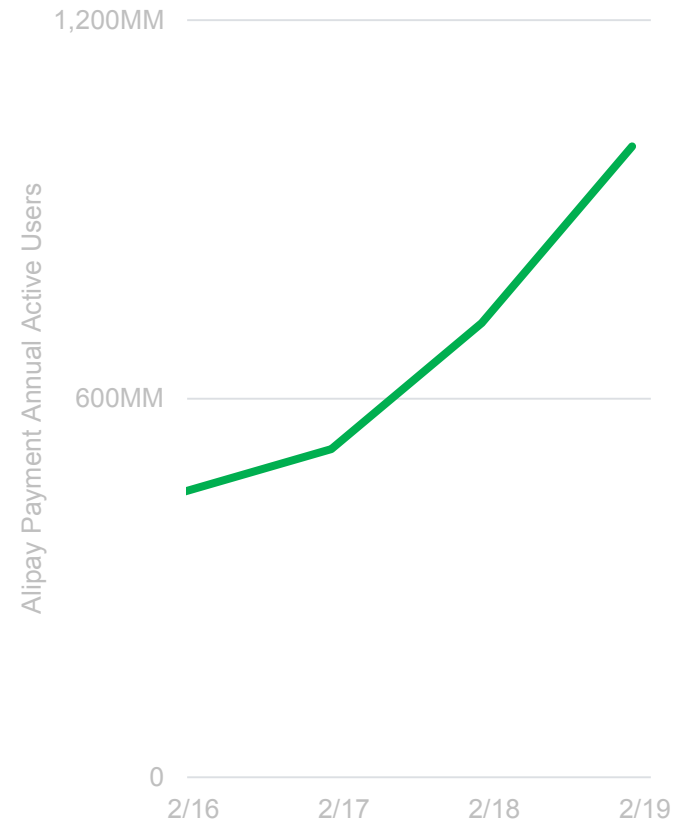


Alibaba has the most comprehensive ecosystem of commerce platforms, logistics & payment to support the digital transformation of the retail sector.

Ant Financial / AliPay is not only China's #1 mobile payments platform, but it is also a provider of financial services such as loans, wealth management & insurance products to hundreds of millions of consumers & millions of small businesses on the Alibaba platform.

Joe Tsai – Executive Vice Chairman, Alibaba, 2/18

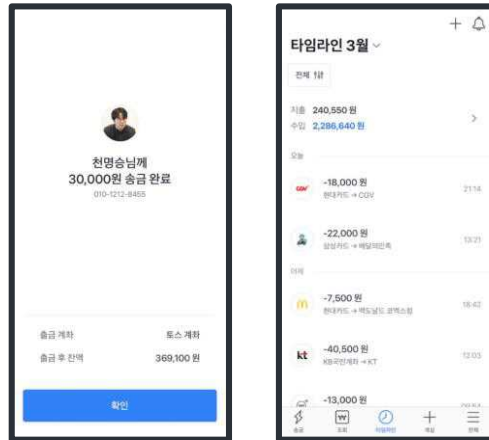
Annual Active Users, Global



South Korea (Toss) = Digital Payments / Financial Services... ~12MM Users + ~2x in One Year

Toss

Payments / Financial Services



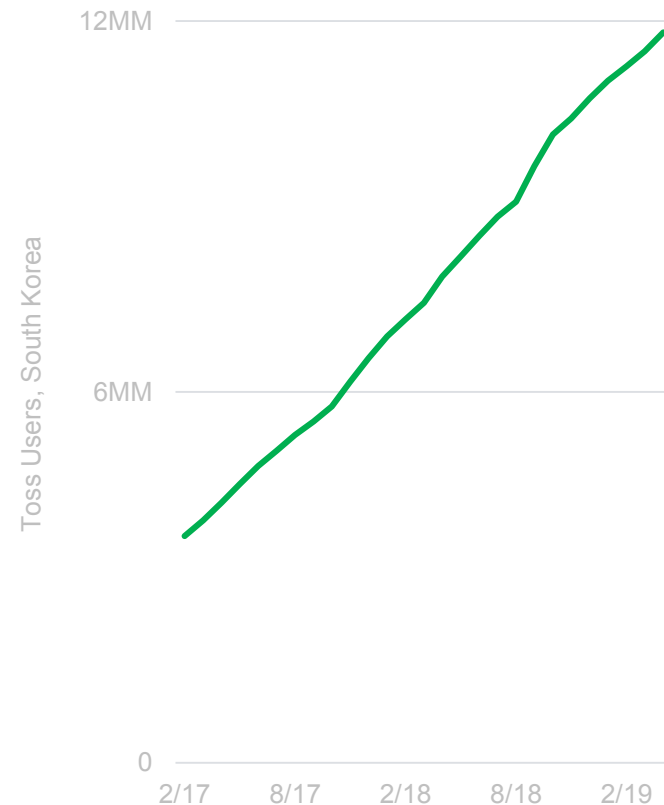
A persistent problem in Korea has been the lack of mid-level interest-rate loans.

The reason for this is because there hasn't been adequate credit evaluation on filers with mid-level credit scores or small business owners.

Data from the Toss mobile payment platform & its partners will help make better credit judgments on those filers when they are seeking loans.

SG Lee – Co-Founder & CEO, Toss, 3/19

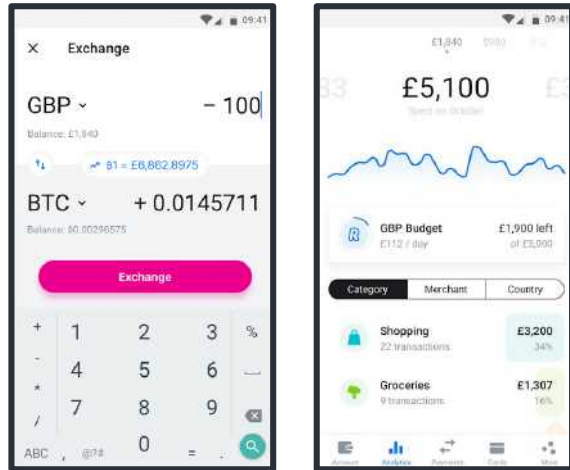
Users, South Korea



Europe (Revolut) = Personalized Banking... 4MM Users + ~2x in Ten Months

Revolut

Money Transfer / Banking



Personalization with the help of data / technology will allow people to have all their [financial] needs covered & what's more – they will be able to choose all those setting themselves.

We're also heavily investing in data science & engineering to automate, accelerate & increase the quality of these decisions.

Nikolay Storonsky – Co-Founder & CEO, Revolut, 11/18

Users, Global



Brazil (Nubank) = Banking / Consumer Credit...

~9MM Unique Customers + ~2x in One Year

Nubank

Banking / Credit

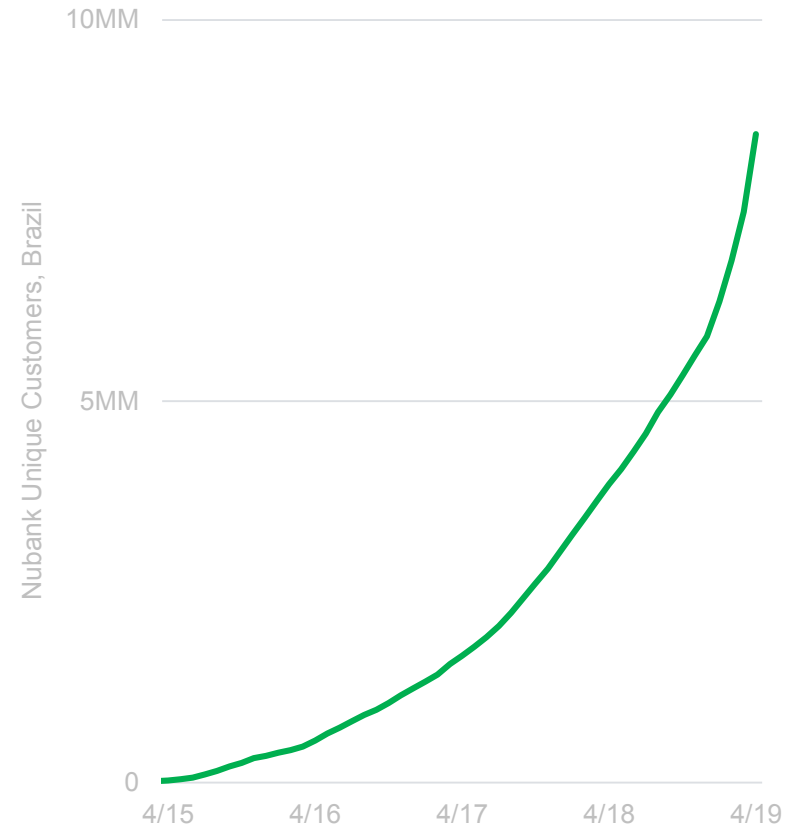


Nubank is the largest purely digital bank offering financial services for Brazil, including no fee credit cards, savings accounts (NuConta), P2P money transfer, bill payment, debit cards, salary account portability & a rewards program with real-time benefits.

Nubank also offers highly personalized loans at low prices owing to Nubank's data-driven direct customer relationship.

Nubank – 5/19

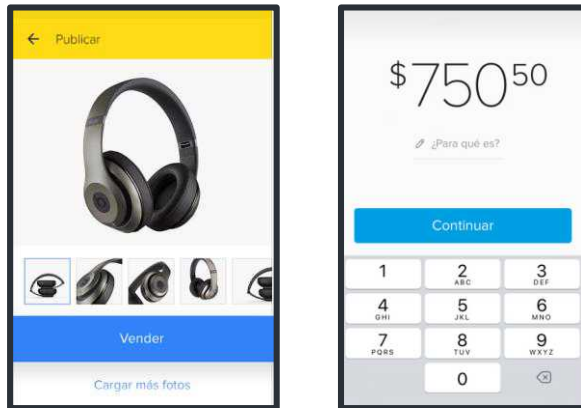
Total Unique Customers, Brazil



Latin America (MercadoLibre) = E-Commerce-Driven Digital Payments... 389MM Transactions + ~2x in Two Years

MercadoLibre

Marketplace / MercadoPago Payments



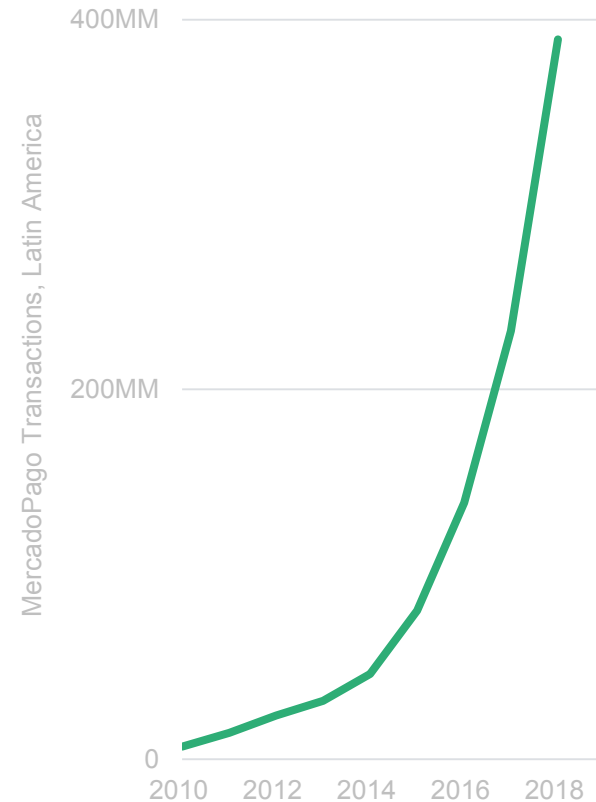
We continue to grow strongly & see tremendous potential in MercadoPago. Off-marketplace transactions already surpassed marketplace transactions.

This trend is compounded by our strong offline initiatives: building out our mobile POS network & MercadoPago's wallet-enabled payments services.

Beyond payments, we are also seeing great adoption of our Asset Management & Credits products. These products facilitate access to financial services to millions of Latin Americans who are either unbanked or underbanked.

Pedro Arnt – CFO, MercadoLibre, 5/19

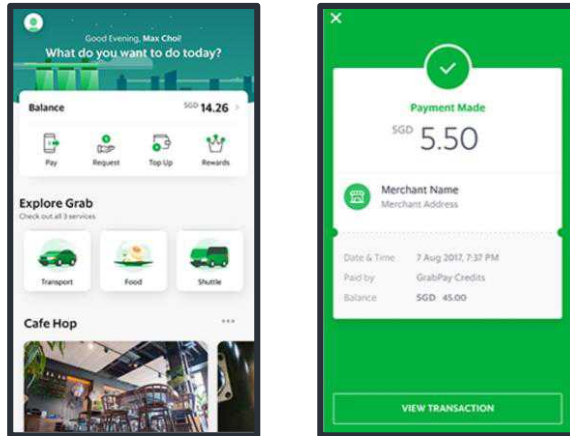
Annual Transactions, Latin America



Southeast Asia (Grab) = Ride Share-Driven Digital Payments... Transaction Value + ~4x in One Year

Grab

GrabPay



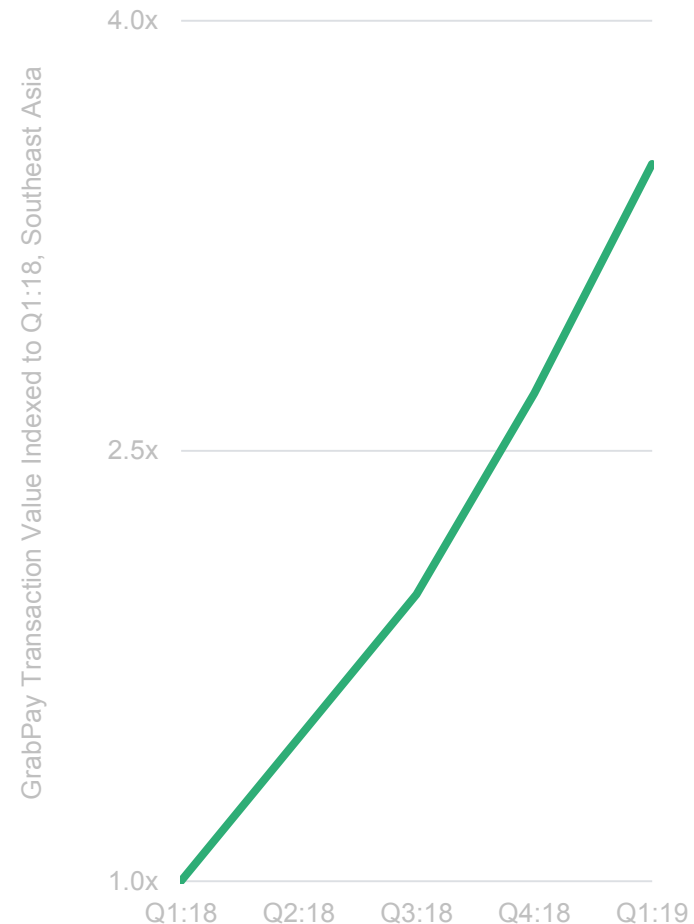
Only 27% of adults in Southeast Asia have bank accounts.

Not having a banking history means that a consumer is invisible to traditional financial institutions - no access to capital to grow businesses or pay for houses.

By launching GrabPay on top of Grab's ride-sharing platform, Grab's millions of users have access to financial services that they could not access via traditional banks & lenders.

Reuben Lai – Senior Managing Director, Grab Financial Group, 5/19

GrabPay Transaction Value, Southeast Asia



Usage =

Images...

Increasingly Relevant Way to Communicate

Images = Oldest Form of Transportable Communication

40K Years Ago =

*Oldest Known Image...
Painting, Indonesia*



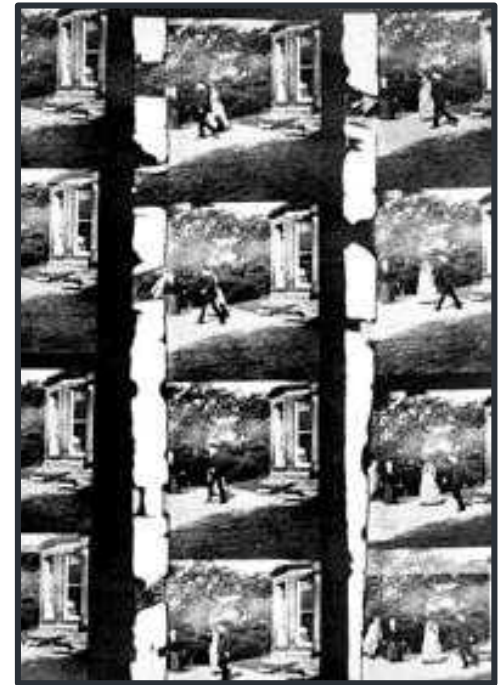
5K Years Ago =

*Oldest Known Text...
Cuneiform, Mesopotamia*



131 Years Ago =

*Oldest Known Moving Image...
Video, United Kingdom*



For Centuries...

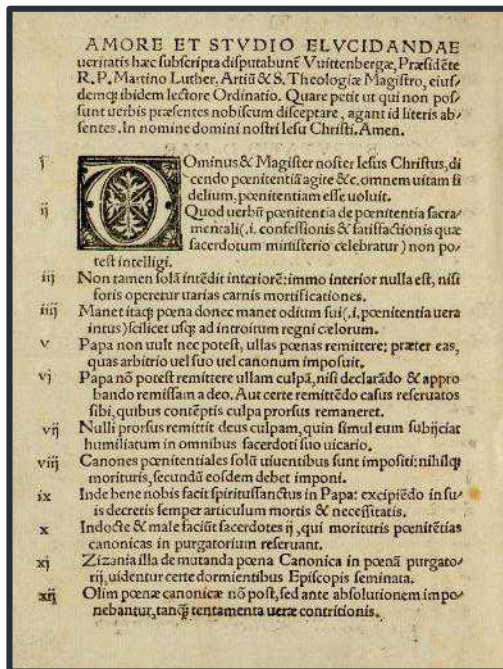
*People Have Learned to
Write & Share Words...*

Offline & One-to-One / Some...

Communication via Text (+ Numbers) = Foundational

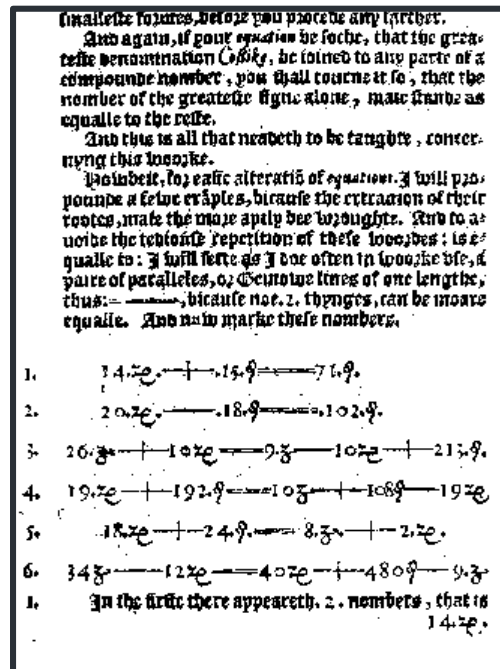
Makes Ideas Transportable...

*Martin Luther's
95 Theses
(1500s)*



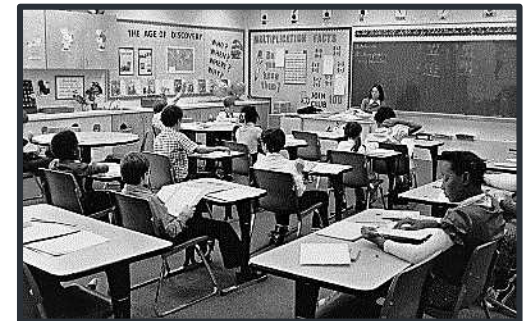
...Simplifies Concepts...

*Robert Recorde's
invention of '='
(1500s)*



...Enables Learning

*Modern 'Public'
Primary Schools
(1800s – Present)*



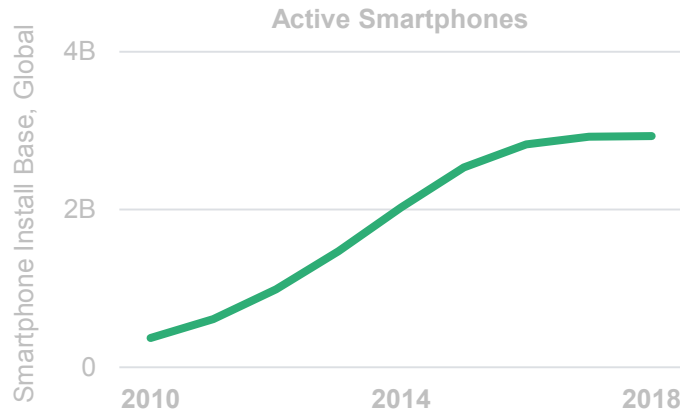
...For Two Decades...

*People Ramping
Image + Video Creation / Sharing...*

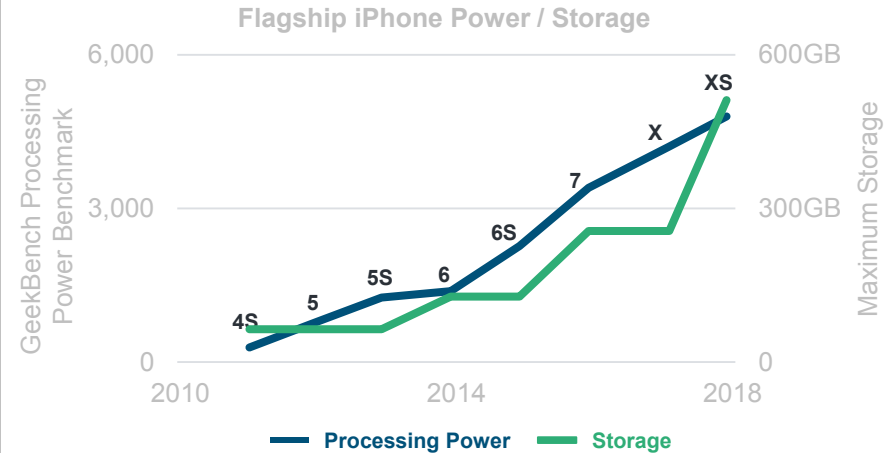
Online & Often One-to-Many

Image Creation = Foundations Continue to Ramp

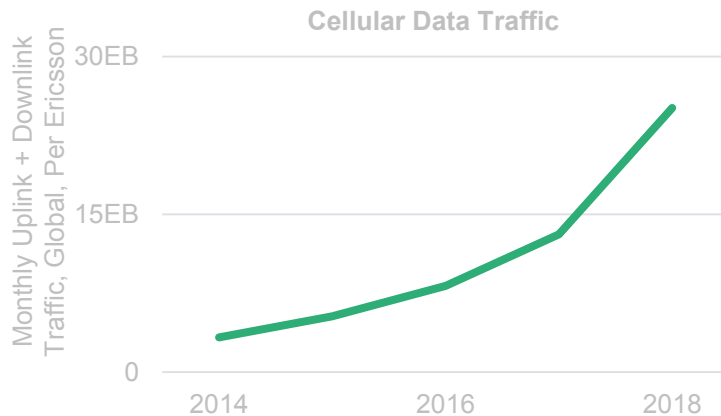
Smartphone / Camera Base...



...Smartphone Power...



...Cellular Data Use...



...WiFi Reach

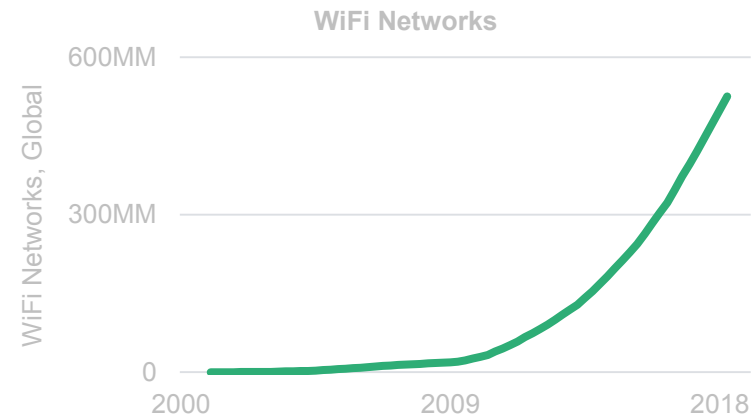


Image Sharing = Foundations Continue to Ramp

Image Creation

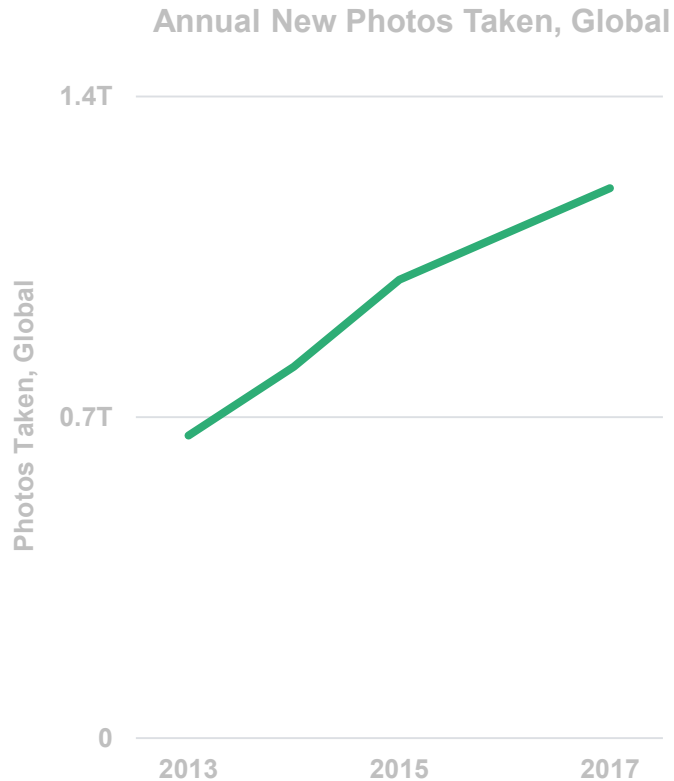


Image Sharing

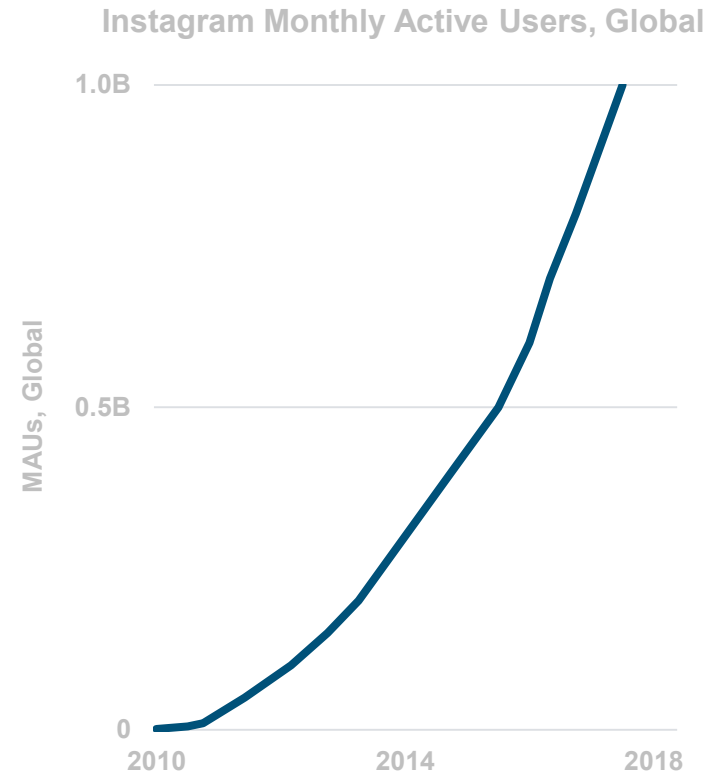


Image Creation + Sharing = Engagement Continues to Ramp...

Twitter (2006) = Text-Only



Twitter (2019) = Text + Images + Video



**>50% of Tweet Impressions =
Images / Video / Other Media**

...Image Creation + Sharing = Platform Functionality + Usage Continues to Ramp...

Instagram Image Sharing Enhancement Evolution

Image Editing /
Sharing



Data-Driven
Discovery



Image + Video
Stories



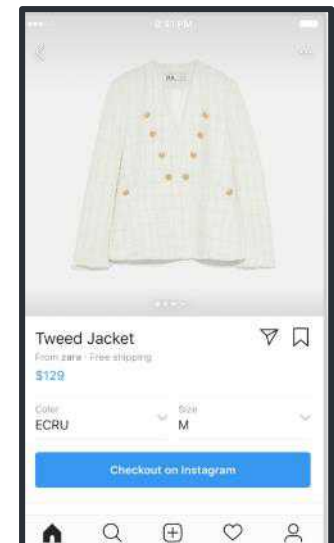
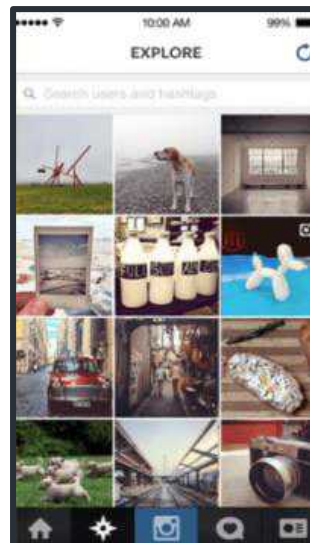
Commerce

2011

2015

2016

2019



...Image Creation + Sharing = Platform Functionality + Usage Continues to Ramp

Pinterest Image Sharing Enhancement Evolution

Image
Organization /
Sharing



Video
Organization /
Sharing

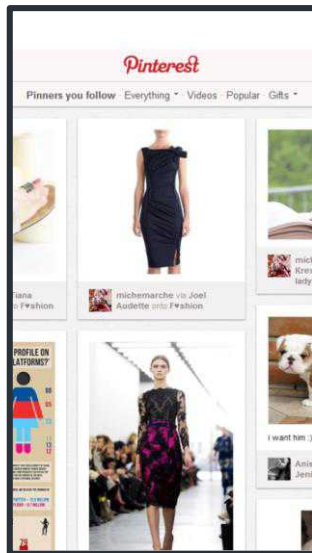


Image-
Powered
Search

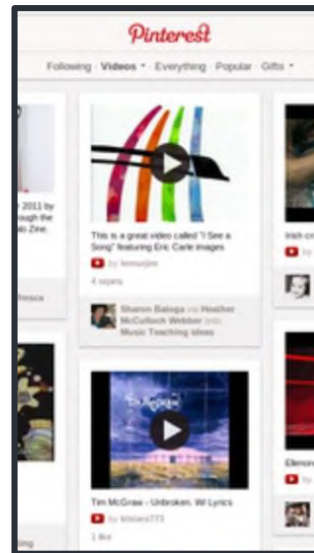


Image-Driven
Discovery /
Commerce

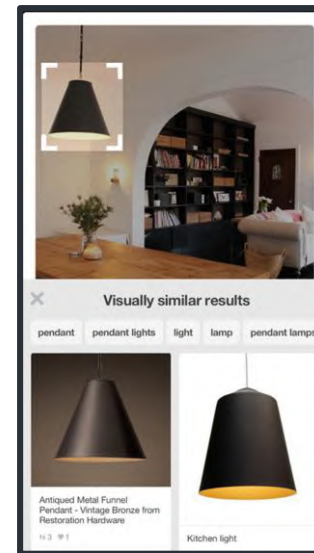
2011



2012



2015



2019

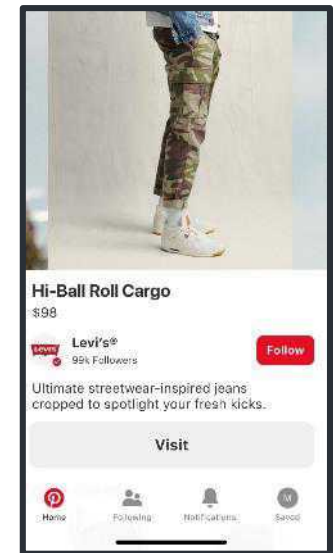


Image-Based Communication = Enabled by Computer Vision + Artificial Intelligence

Google Lens + AR Image Analysis / Communication Evolution

Visual Text
Identification /
Processing

2017

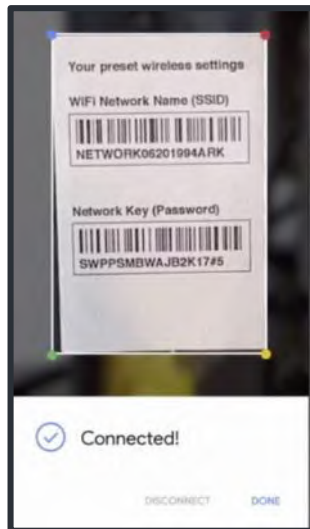
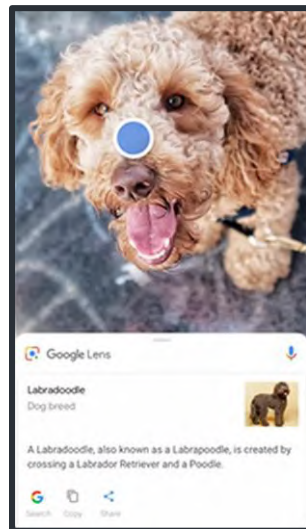


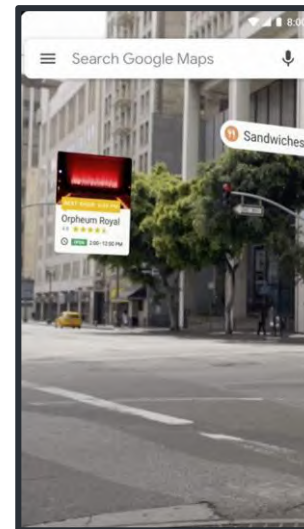
Image
Identification /
Context

2017



Contextual
Augmented
Reality

2018



Real-Time
Visual Text
Translation

2019



People =

*Increasingly Telling Stories via
Edited Images / Videos*

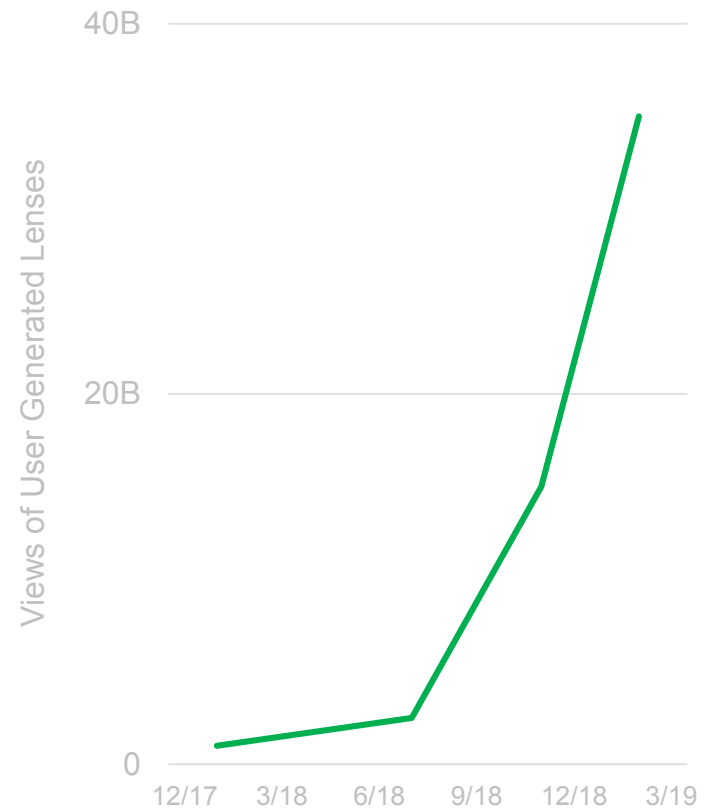
Edited Images = Growing Rapidly

Snap Lens Studio

User Generated / Custom Augmented Reality



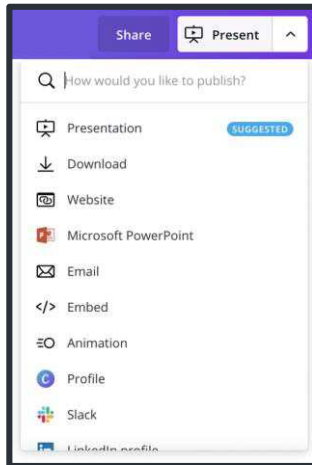
Snap Community Lens Views



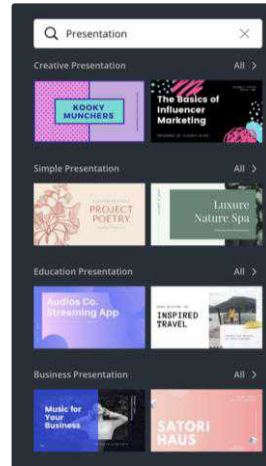
*Image-Based Design Fluency + Story-Telling =
Increasingly Self-Taught + Collaborative...
Still Early Innings*

Design Fluency + Story-Telling (Canva) = Simple / Collaborative / Feedback-Driven Design

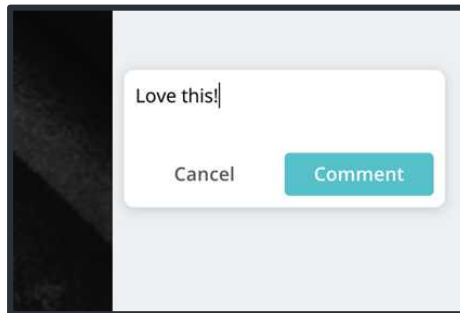
Publish Anywhere



Choose Template



Collaborate in Teams



Customize Design



People have always been visual – our brains are wired for images. Writing was a hack, a detour. Pictorial languages are how we all started to communicate – we are coming full circle.

We are reverting to what is most natural.

Instagram has always been a communication platform, not an image sharing tool.

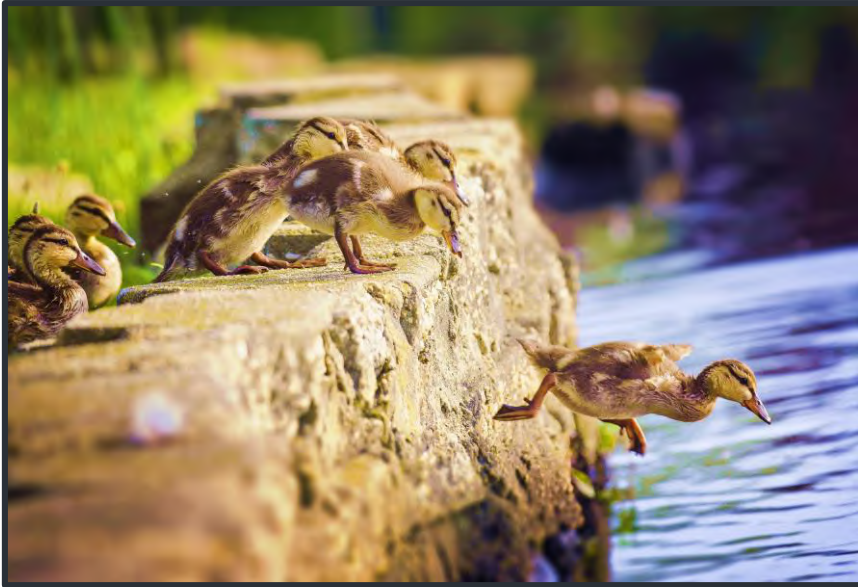
Instagram challenges the notion that beauty comes in a traditional, artsy form...

it's not about beauty, it's about the story you tell.

Instagram's inherent feedback systems help users continuously improve communication skills.

Kevin Systrom – Instagram Co-Founder, 5/19

Picture or 1,000 Words?



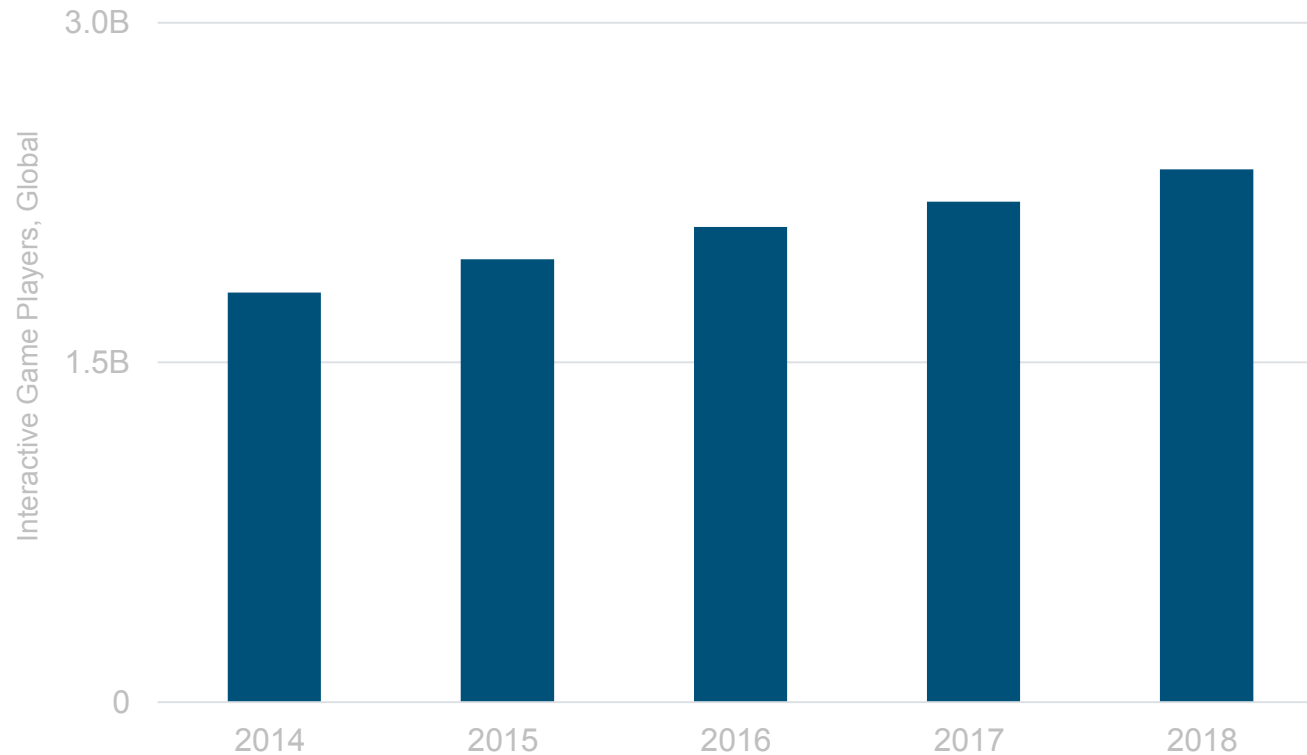
Mallard Duckling making a running leap into the water from the rock ledge at Argyle Lake, Babylon, Long Island. Mallard ducks are the most common & recognizable wild ducks in the Northern Hemisphere. They spend most of their time near natural bodies of water (ponds, marshes, streams, & lakes) where they feed on plants, invertebrates, fish, and insects. Mallards are dabbling, or surface-feeding, ducks because they eat by tipping underwater for food—head down, feet and tail in the air—rather than diving. Mallards also forage and graze for food on land. The male mallard duck, called a drake, sports a glossy green head, a white ring around its neck and a rich, chestnut-brown breast. The mallard duck's outer feathers are waterproof, because of an oil that's secreted from a gland near the tail. Soon after birth, baby ducks, called ducklings, open their eyes. A little more than a day after hatching, ducklings can run, swim, and forage for food on their own. They stay in the nest for less than a month. A group of ducklings is called a brood. Outside the nest, the brood sticks close by the mother for safety, often following behind her in a neat, single-file line. Mallard Duckling making a running leap into the water from the rock ledge at Argyle Lake, Babylon, Long Island. Mallard ducks are the most common & recognizable wild ducks in the Northern Hemisphere. They spend most of their time near natural bodies of water (ponds, marshes, streams, & lakes) where they feed on plants, invertebrates, fish, and insects. Mallards are dabbling, or surface-feeding, ducks because they eat by tipping underwater for food—head down, feet and tail in the air—rather than diving. Mallards also forage and graze for food on land. The male mallard duck, called a drake, sports a glossy green head, a white ring around its neck and a rich, chestnut-brown breast. The mallard duck's outer feathers are waterproof, because of an oil that's secreted from a gland near the tail. Soon after birth, baby ducks, called ducklings, open their eyes. A little more than a day after hatching, ducklings can run, swim, and forage for food on their own. They stay in the nest for less than a month. A group of ducklings is called a brood. Outside the nest, the brood sticks close by the mother for safety, often following behind her in a neat, single-file line. Mallard Duckling making a running leap into the water from the rock ledge at Argyle Lake, Babylon, Long Island. Mallard ducks are the most common & recognizable wild ducks in the Northern Hemisphere. They spend most of their time near natural bodies of water (ponds, marshes, streams, & lakes) where they feed on plants, invertebrates, fish, and insects. Mallards are dabbling, or surface-feeding, ducks because they eat by tipping underwater for food—head down, feet and tail in the air—rather than diving. Mallards also forage and graze for food on land. The male mallard duck, called a drake, sports a glossy green head, a white ring around its neck and a rich, chestnut-brown breast. The mallard duck's outer feathers are waterproof, because of an oil that's secreted from a gland near the tail. Soon after birth, baby ducks, called ducklings, open their eyes. A little more than a day after hatching, ducklings can run, swim, and forage for food on their own. They stay in the nest for less than a month. A group of ducklings is called a brood. Outside the nest, the brood sticks close

Usage =

***Interactive Gaming...
Increasingly Relevant Way to Communicate***

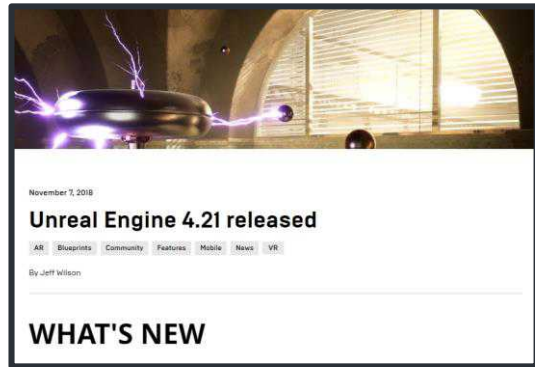
Interactive Gaming Players = Accelerating @ 2.4B +6% vs. +5% Y/Y

Interactive Game Players, Global



Interactive Gaming Innovation = Rising...Across Platforms

Game Engine Innovation...

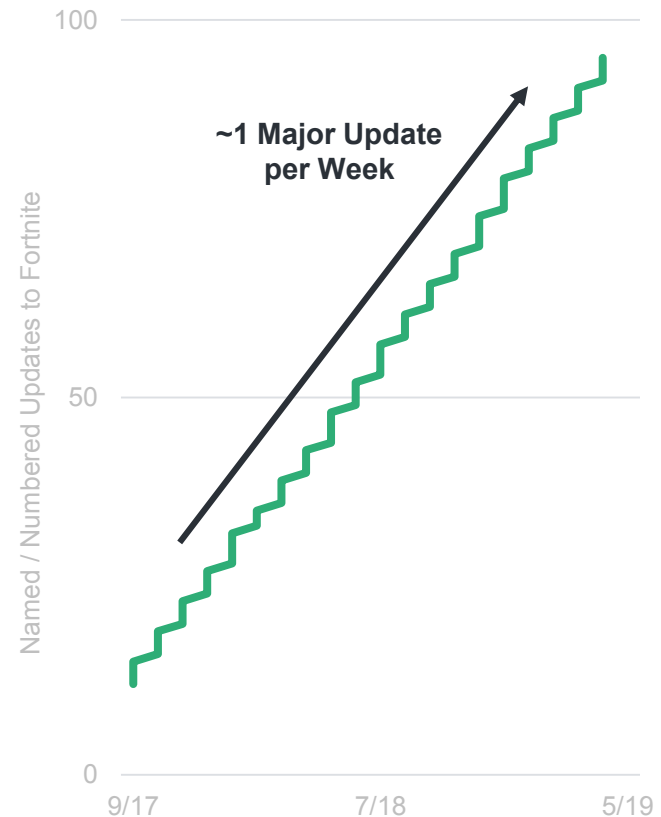


Unreal Engine 4.21 continues our relentless pursuit of greater efficiency, performance & stability for every project on any platform. We made it easier to create faster...

We are always looking for ways to streamline everyday tasks so developers can focus on creating meaningful, exciting & engaging experiences...Iterate faster thanks to optimizations, run automated tests to find issues using the new Gauntlet automation framework, & speed up your day-to-day workflows...

Jeff Wilson – Unreal Engine Release Notes, Epic Games, 11/18

...Frequent Major Updates To Fortnite



Interactive Gaming =

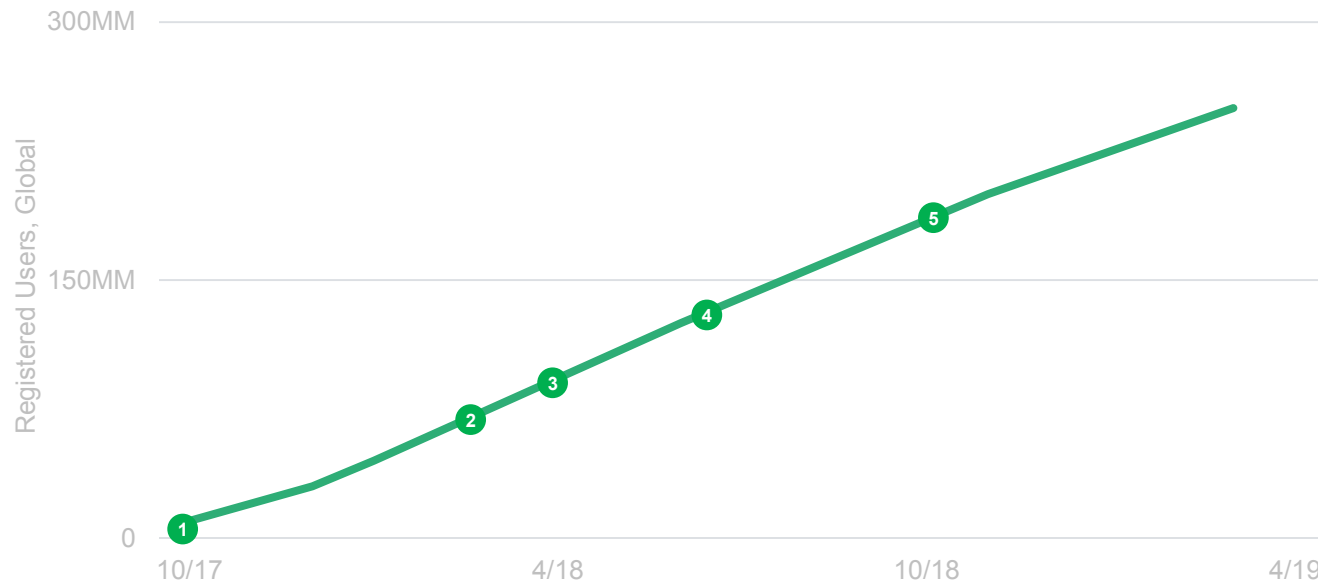
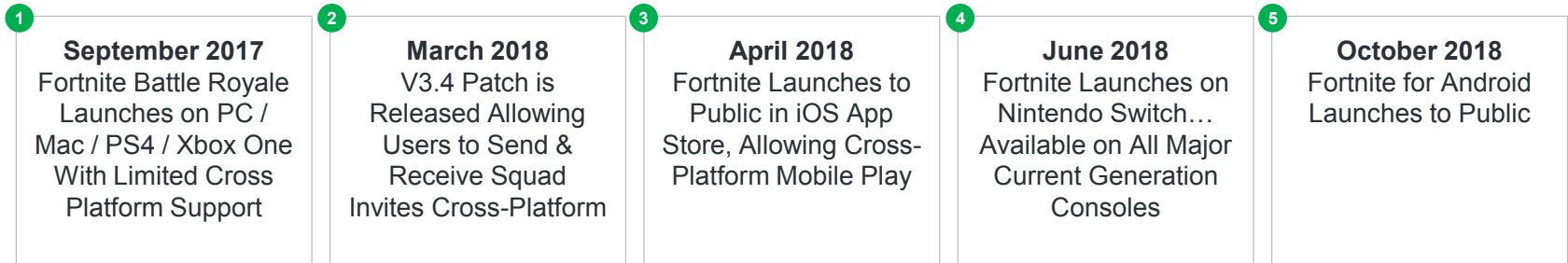
Real-Time

Play + Talk / Text + Watch...

Social in Nearly All Ways

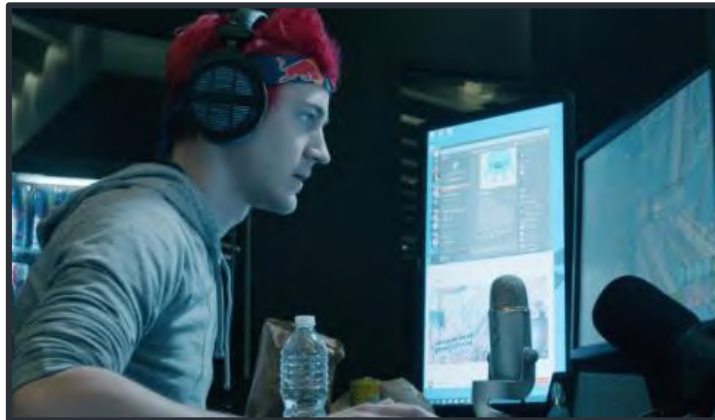
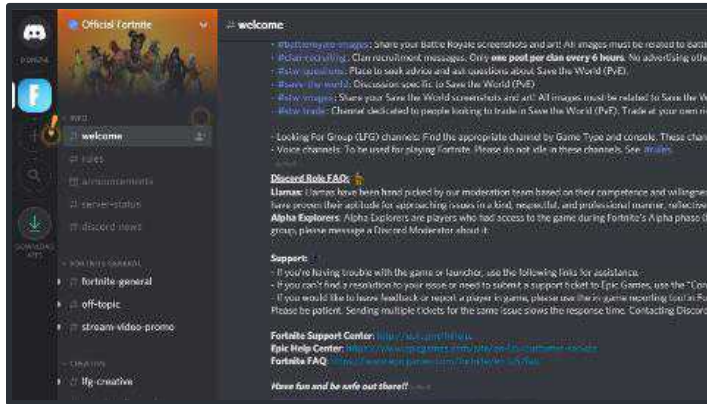
Interactive Gaming (Play) = Fortnite @ 250MM+ Users + ~2x Y/Y Across Seven Platforms

Epic Fortnite Cross-Platform Evolution vs. Registered Users

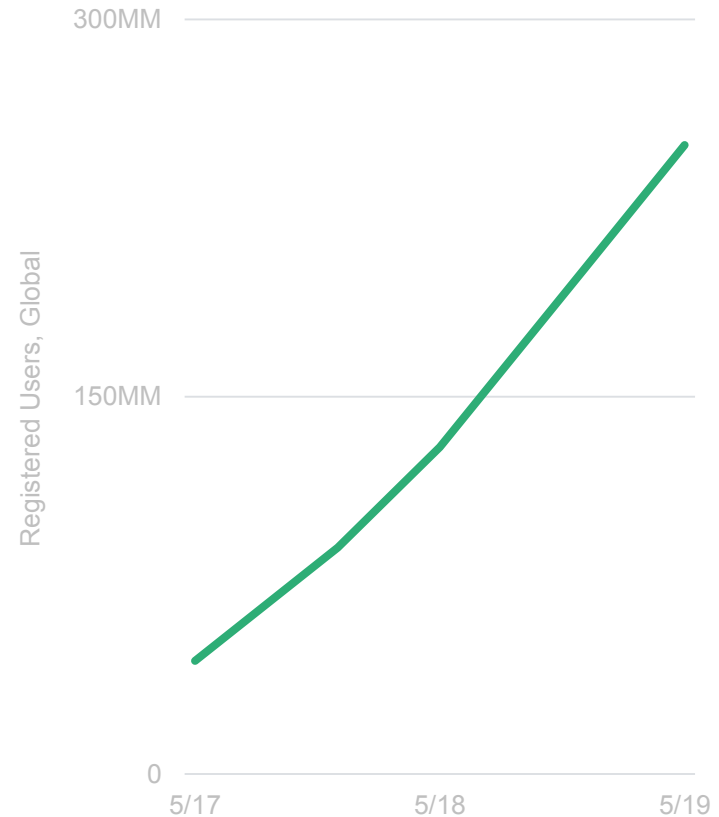


Interactive Gaming (Text / Talk) = Discord @ 250MM Users + ~2x Y/Y

Discord Text / Voice Chat



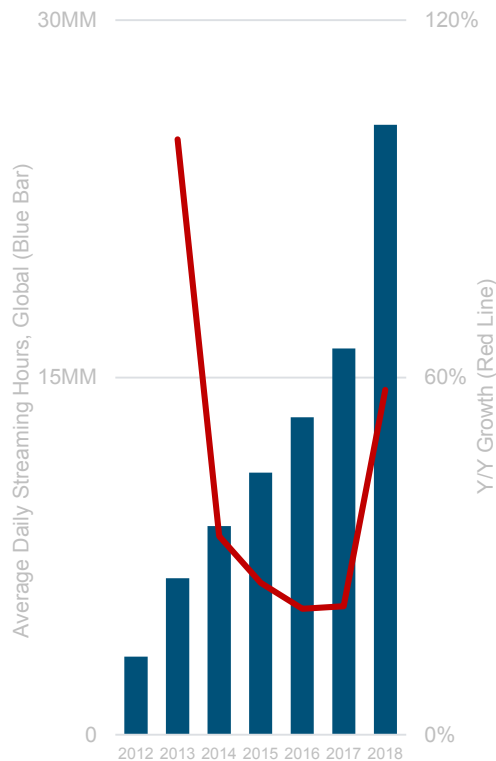
Discord Registered Users



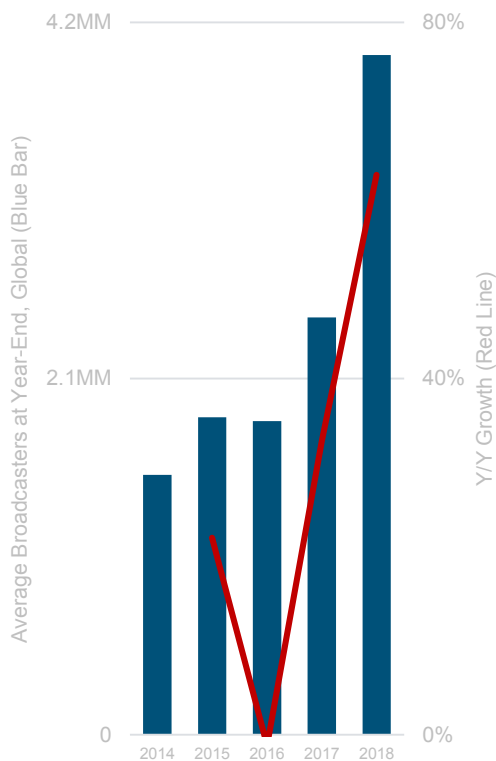
Interactive Gaming (Watch) = Twitch...Time + Viewers + ~2x in Two Years

Twitch

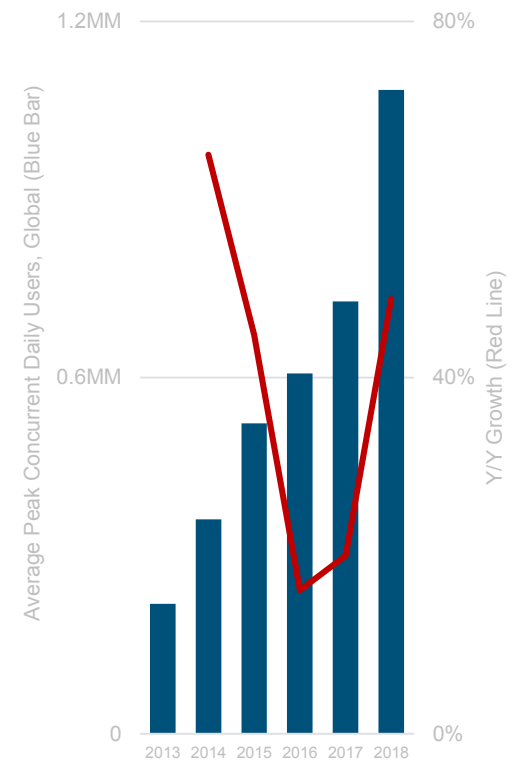
Daily Streaming Hours



Active Broadcasters*



Peak Concurrent Viewers**



Source: TwitchTracker (4/19). Note: *Active broadcasters at year end refers to the number of broadcasters who have streamed in the month of December for a given year. **Average concurrent users refers to the average daily peak of users viewing content on Twitch across a year.

Fortnite = Battle Royale...

Game Environment Capped @ 100 Person Groups...

Multiplayer / Cross-Platform Battle Royale

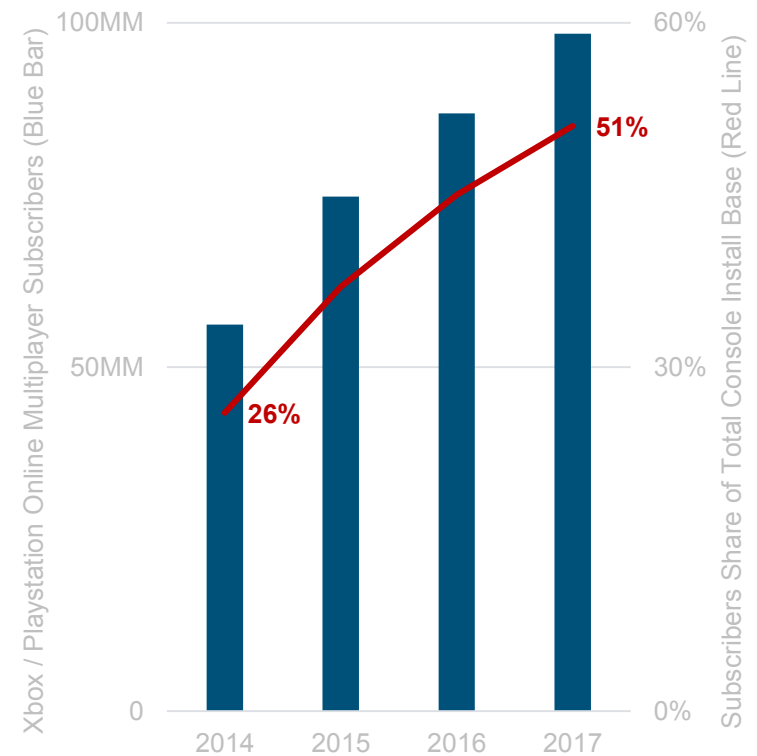


100 Players in Shared World



Players Win via Discovering Items & Outlasting Others

Consoles – Multiplayer Subscribers*



...Fortnite = Events...

Shared Experiences Capped @ 100 Person Groups...

In-Game Events / Experiences



Marshmello Concert (2/19)
11MM Player-Viewers



Cube Opening (11/18)
8MM Player-Viewers

SurveyMonkey / Common Sense Media Teen Fortnite Player Survey

Has Fortnite Helped You _____?

50% = Learn Teamwork Skills

44% = Make a Friend Online

40% = Improve Communication Skills

39% = Bond with Siblings

...Fortnite = Voice Chat...

Collaborative Communication Capped @ 16 Squadmates

To truly see the future of collaborative gameplay & social experiences, you need a large-scale community to help that happen.

We work really, really hard on Fortnite to maintain a safe experience online – for example, there's only chat between you & your squadmates.

There's no proximity-based chat, so it's not possible for one person to grief another person they don't know.

Kim Libreri – CTO, Epic Games, 3/19



Strategize / Bond With Team in Pre-Game Lobby via Voice



Real-Time In-Game Collaboration With Team via Voice

Interactive Gaming...

*Shared Environments
With Collective Purpose / Goals =*

The New Social / Friend Networks?

*Recreating Reality Around
Play + Problem Solving*

FREEMIUM BUSINESS MODELS =

GROWING & SCALING...

STILL EARLY DAYS IN ENTERPRISE / CONSUMER

'Freemium' coined by Fred Wilson (Union Square Ventures) & Jarid Lukin in 2006

Freemium Businesses =

***Free User Experience Enables
More Usage / Engagement /
Social Sharing / Network Effects...***

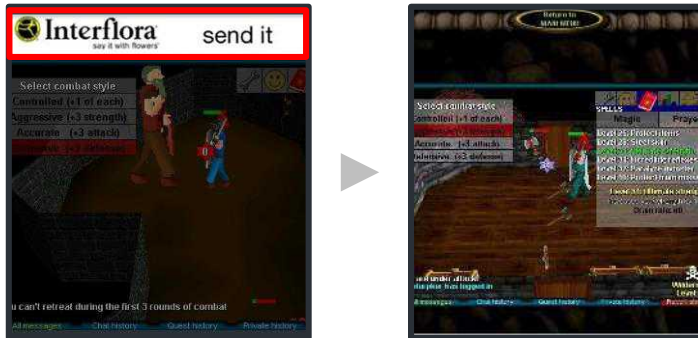
***...Premium User Experience Drives
Monetization / Product Innovation***

Freemium Business Model Evolution =
Gaming → Enterprise → Consumer

Freemium Gaming (2001) = Runescape...

Free

Play With Others...



I launched [Runescape] in 2001.

*The basic plan was to **run it for free, but to pay for my hobby through advertising.** However, when the dot com bubble began to collapse, **advertising dried up & there was no way to pay for the game's server.***

***This is how the member [subscription] came about...** once we had people paying, we were able to reinvest back into the game.*

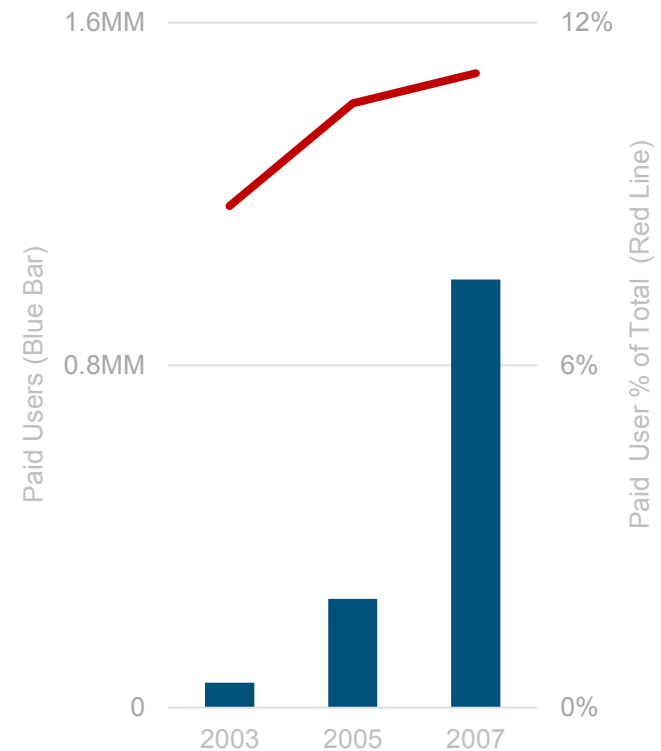
The more we invested, the faster it grew.

Andrew Gower – Runescape / Jagex, Creator, 5/07

Premium

...Improve User Experience

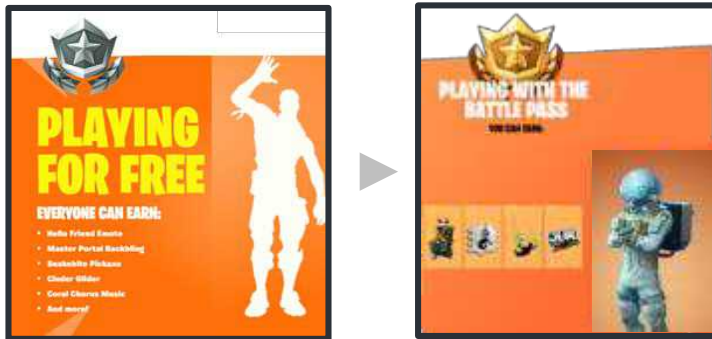
Paid Users + Share of Total



...Freemium Gaming (2017) = Epic Fortnite

Free

Play With Others...



I think it's a very positive trend that people are spending time in social experiences. That's the thing you have to appreciate with Fortnite. Most people are playing together in squads with their friends, they're on voice chat.

They're playing a video game, but what they're really doing is spending time with their friends & chatting all night.

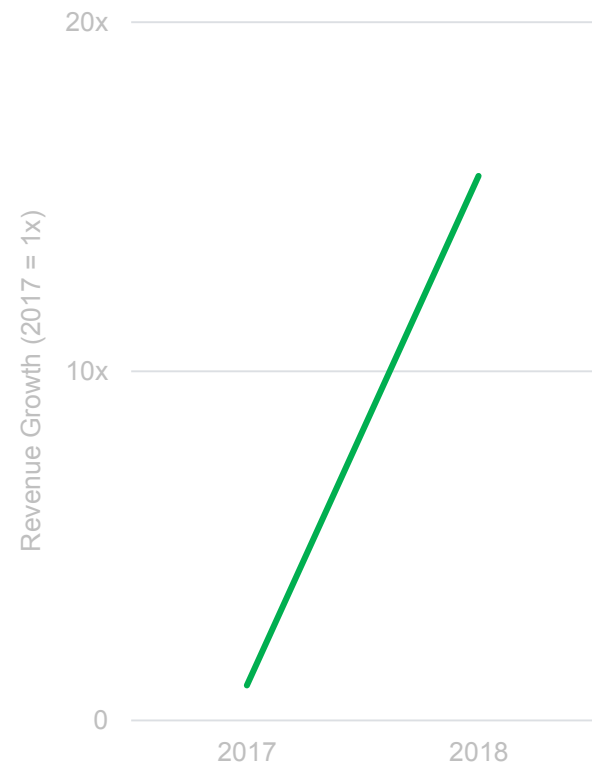
It can last as long as the developers can keep games fresh & fun – we're at that point where we're able to do it & there's a business model with free-to-play.

Tim Sweeney - Epic Games, Founder / CEO, 3/19

Premium

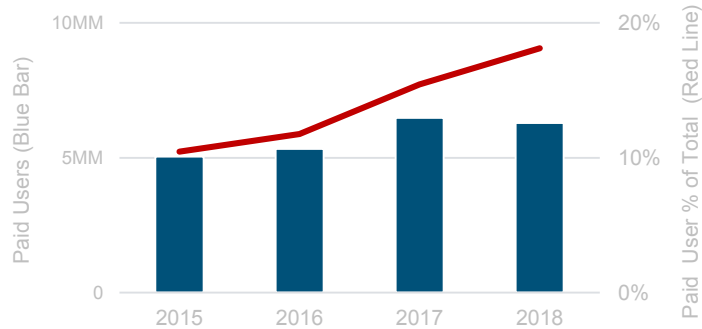
...Improve User Experience

Epic Fortnite Revenue Growth, per Nielsen Superdata*

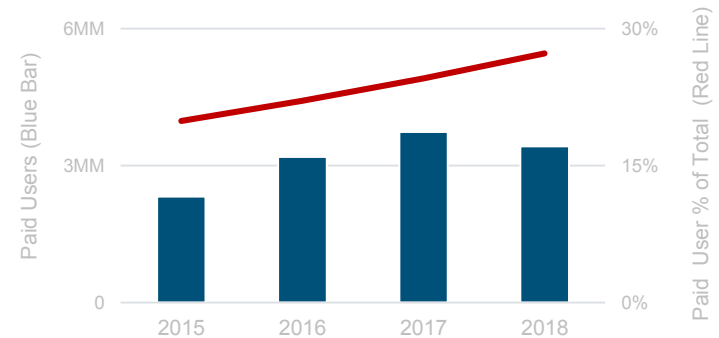


Freemium Gaming = Social / Often Mobile / Can Be Transient

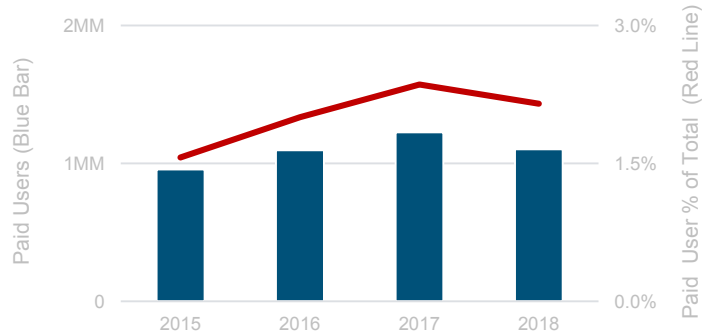
Nexon



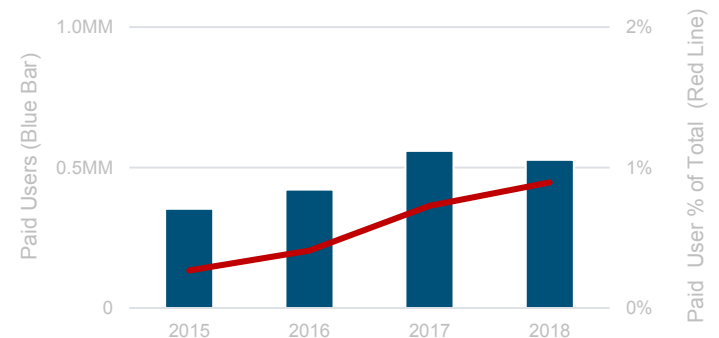
HearthStone



Zynga



Rovio



■ Paid Users — Paid % of Total Users

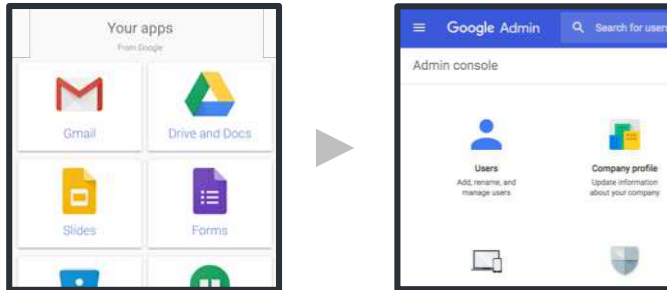
Source: Nexon = Annual Company Filings. HearthStone = Activision Blizzard Filings + Morgan Stanley estimates. Zynga = Zynga Annual Filings. Rovio = Rovio Annual Reporting. Note Paid users refers to users who upgrade to unlock premium features such as ad-free game play. Paid Users % of Total = share of payers in a period divided by total active users in the same period.

Freemium Business Model Evolution =
Gaming → Enterprise → Consumer

Freemium Enterprise (2006) = Google G Suite...

Free

Communicate With Others...



Google's many successful products deliver magical user experiences [for free] & when I joined Google, I was inspired to bring that same magic to the workplace with G Suite...

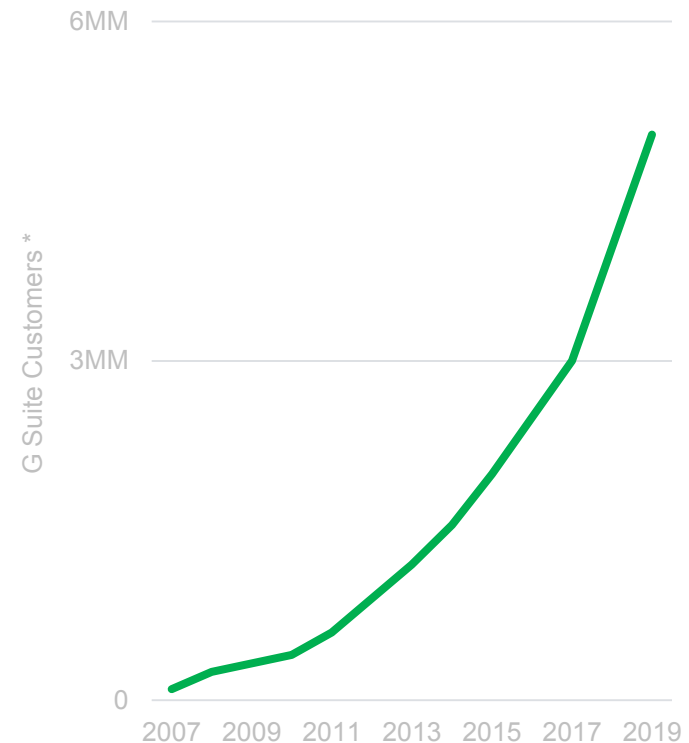
Building [free] products that are loved by billions of users has driven a discipline in the G Suite team for simplicity of design & we are bringing that billion-user experience to the workplace...you're actually seeing that workplace users are demanding it.

Prabhakar Raghavan – Google, SVP of Engineering, 7/18

Premium

...Enterprise User Experience

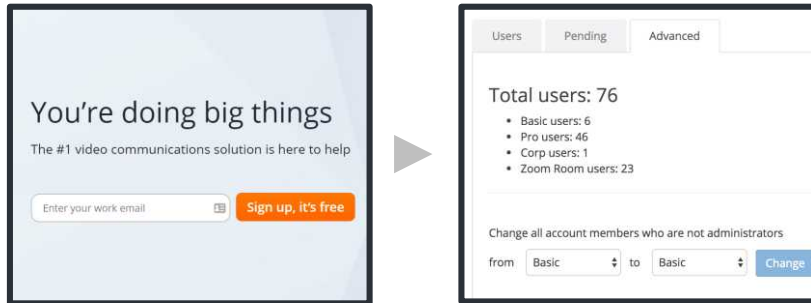
Paid Customers*



...Freemium Enterprise (2013) = Zoom

Free

Communicate With Others...



Our rapid adoption is driven by a virtuous cycle of positive user experiences.

Individuals typically begin using our platform when a colleague or associate invites them to a Zoom meeting.

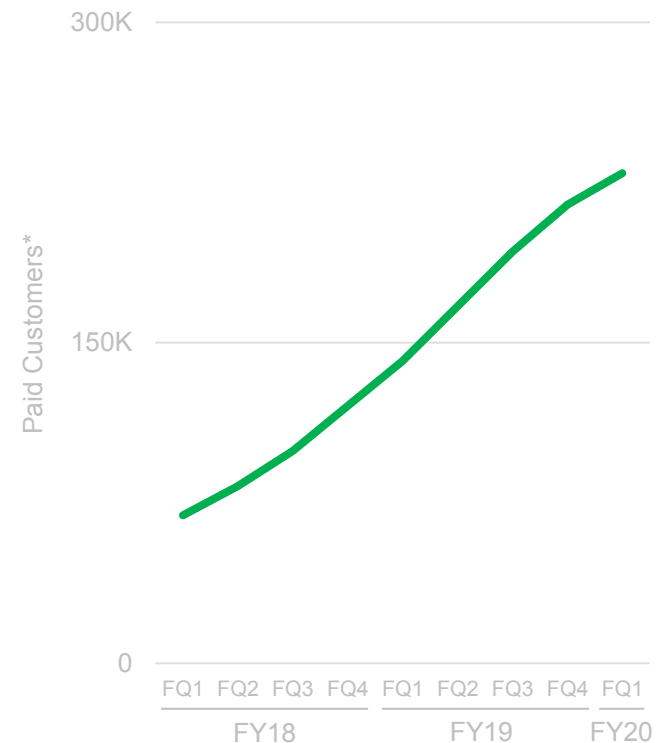
When attendees experience our platform & realize the benefits, they often become paying customers to unlock additional functionality.

Zoom – S-1 Filing, 3/19

Paid

...Enterprise User Experience

Paid Customers*

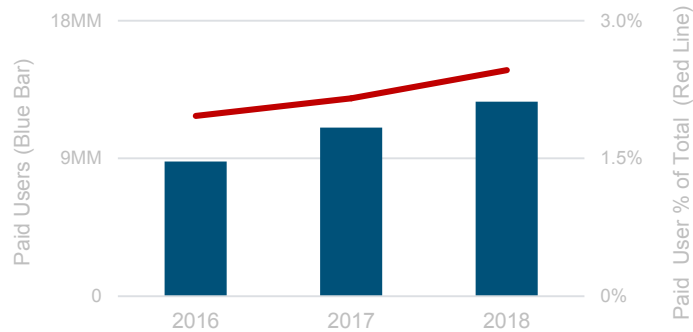


FY = January 31

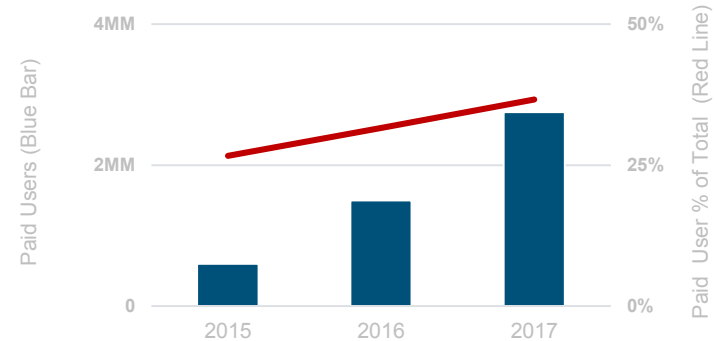
Source: Zoom. Note: *Goldman Sachs Investment Research estimate of Zoom Customers with 1-10 employees plus Zoom annual disclosure of customers with 11+ employees (5/19).

Freemium Enterprise = Collaborative / Business-Critical / Annuity-Like

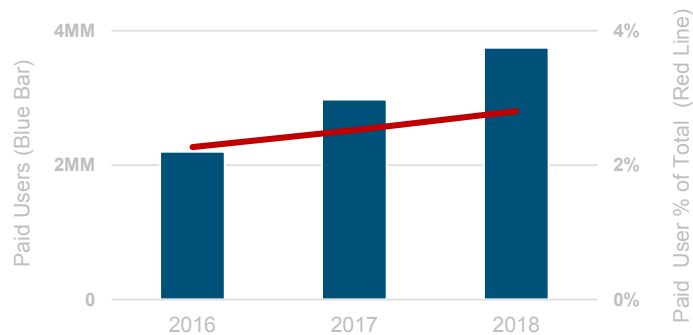
Dropbox



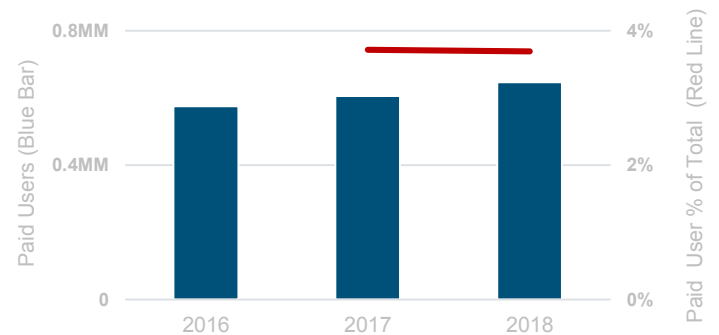
Slack



Wix



SurveyMonkey



■ Paid Users — Paid % of Total Users

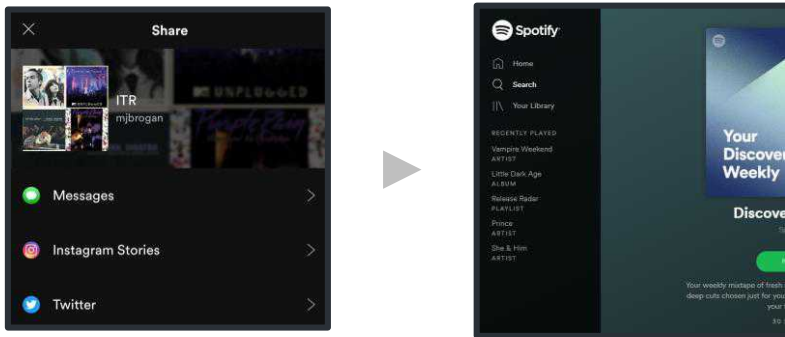
Source: Dropbox = Public releases & Goldman Sachs Investment Research estimates. Slack = Public press release (05/18). SurveyMonkey = Company releases. Wix = Company presentation (3/19). Wix total users represent those with an account. Note: Paid users refers to subscribers to premium products. Paid user % of total = share of payers in a period divided by total active users in the same period.

Freemium Business Model Evolution =
Gaming → Enterprise → Consumer

Freemium Consumer (2008) = Spotify...

Free

Share Music / Playlists With Others...



[Spotify] worked because we recognized... fans wanted all the world's music for free, immediately.

Our users share with their friends the joy of exploring music through Spotify, which creates incredible word-of-mouth for our business.

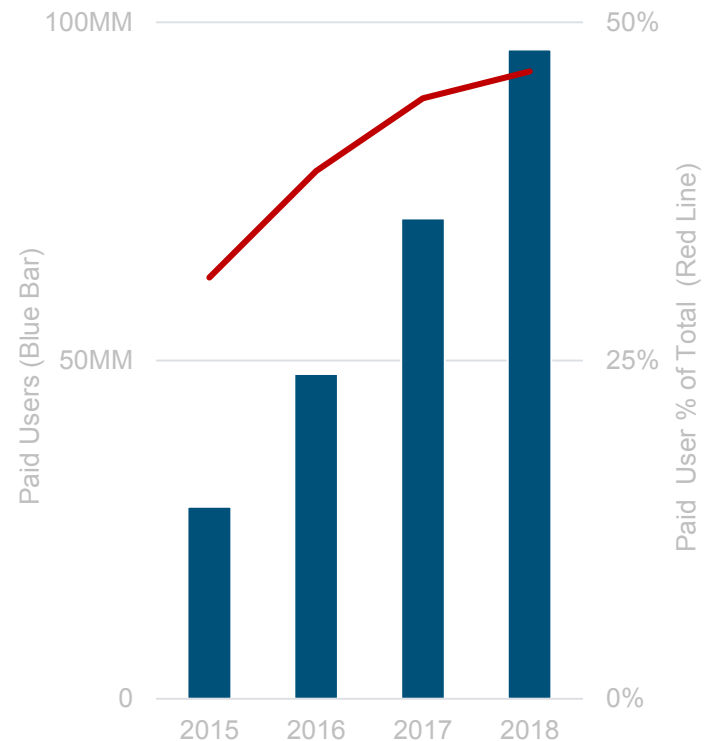
...Our free product drives premium subscription growth, that leads to better personalization & drives use among younger demographics with greater potential lifetime value.

Daniel Ek – Spotify, Founder / CEO, 3/18

Paid

...Premium User Experience

Paid Users + Share of Total

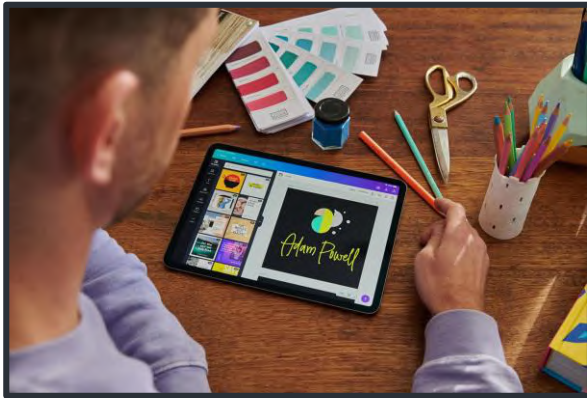


Source: Spotify Analyst Day Presentation (3/18). Spotify.

...Freemium Consumer (2015) = Canva

Free

Design With Others...



We want everyone in the world to be able to design, whether you are in marketing, sales, a teacher or student - design has become a critical part of most professions to communicate ideas.

Rather than being stuck with complicated desktop based tools, we want everyone in the world to be able to create incredible designs that look professional and make them proud.

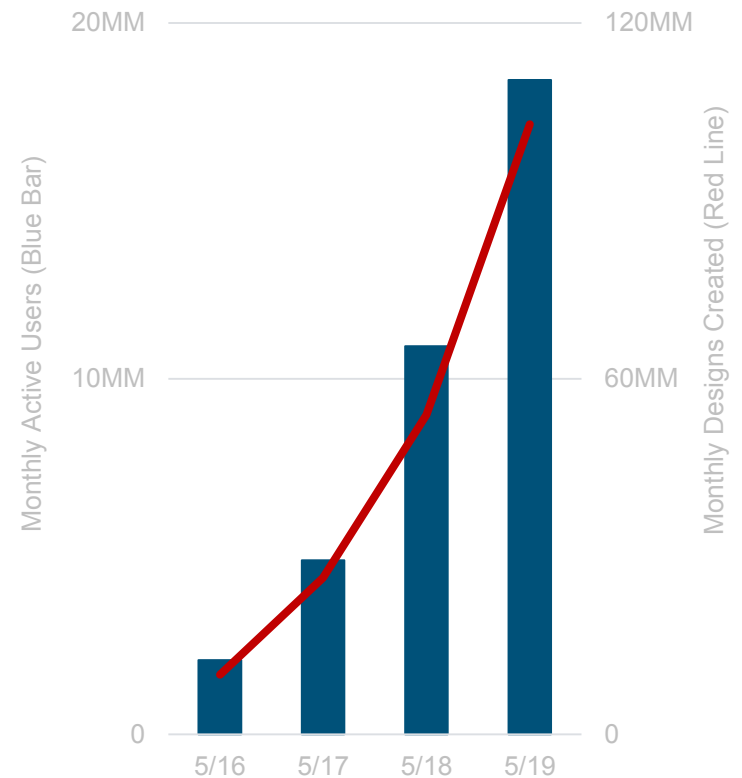
Giving people legitimate value before asking them to pay can be a really useful strategy for any company wanting widespread adoption.

Melanie Perkins – Canva, Co-Founder / CEO, 6/19

Paid

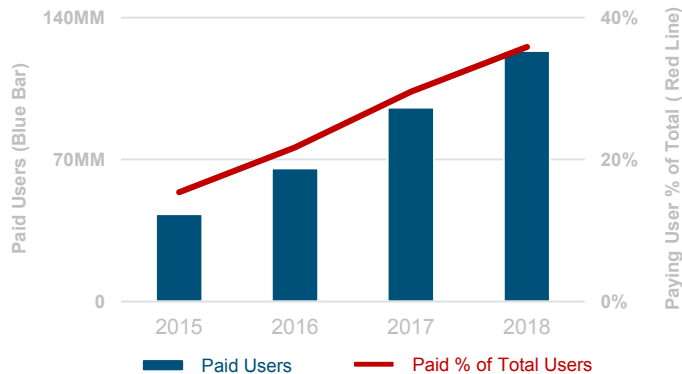
...Premium User Experience

Monthly Active Users + Designs Created

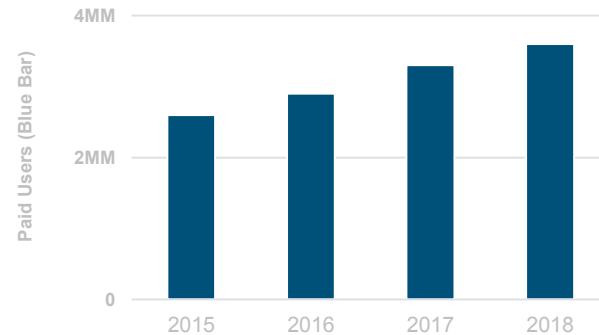


Freemium Consumer = Personalized / Efficient / Often Social / Annuity-Like

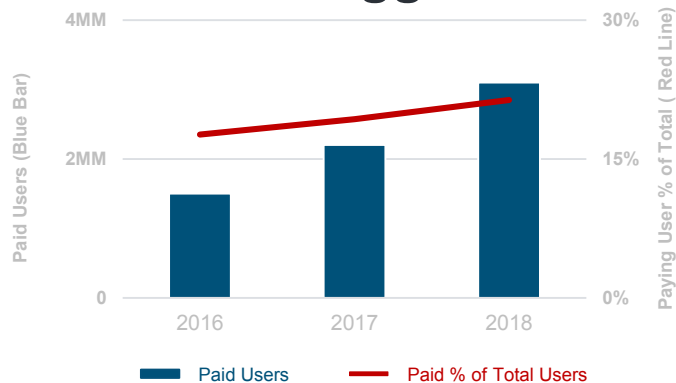
Amazon Prime



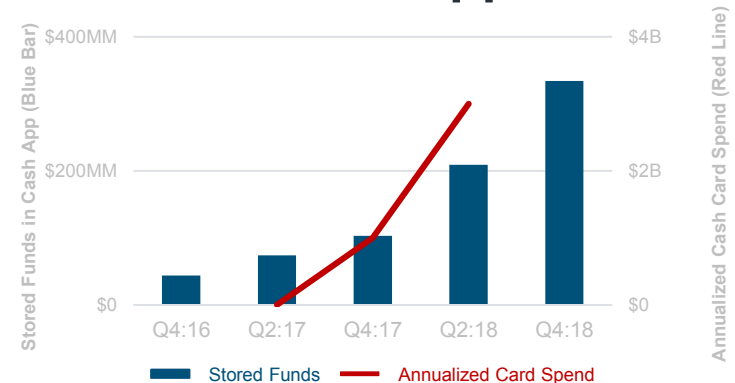
Twitch



Chegg



Cash App



Freemium Business Evolution =

*Started in Gaming
Evolving / Emerging in
Enterprise + Consumer...*

All In...Just Getting Started

Freemium Business Models = All In...Just Getting Started

Select Publicly Traded *Pure-Play* Freemium Businesses*

>10MM Paid Subscribers (3/19)

Gaming	Epic Games <small>(Private Company)</small>	27MM**
Enterprise	Dropbox	13MM
Consumer	Spotify	100MM

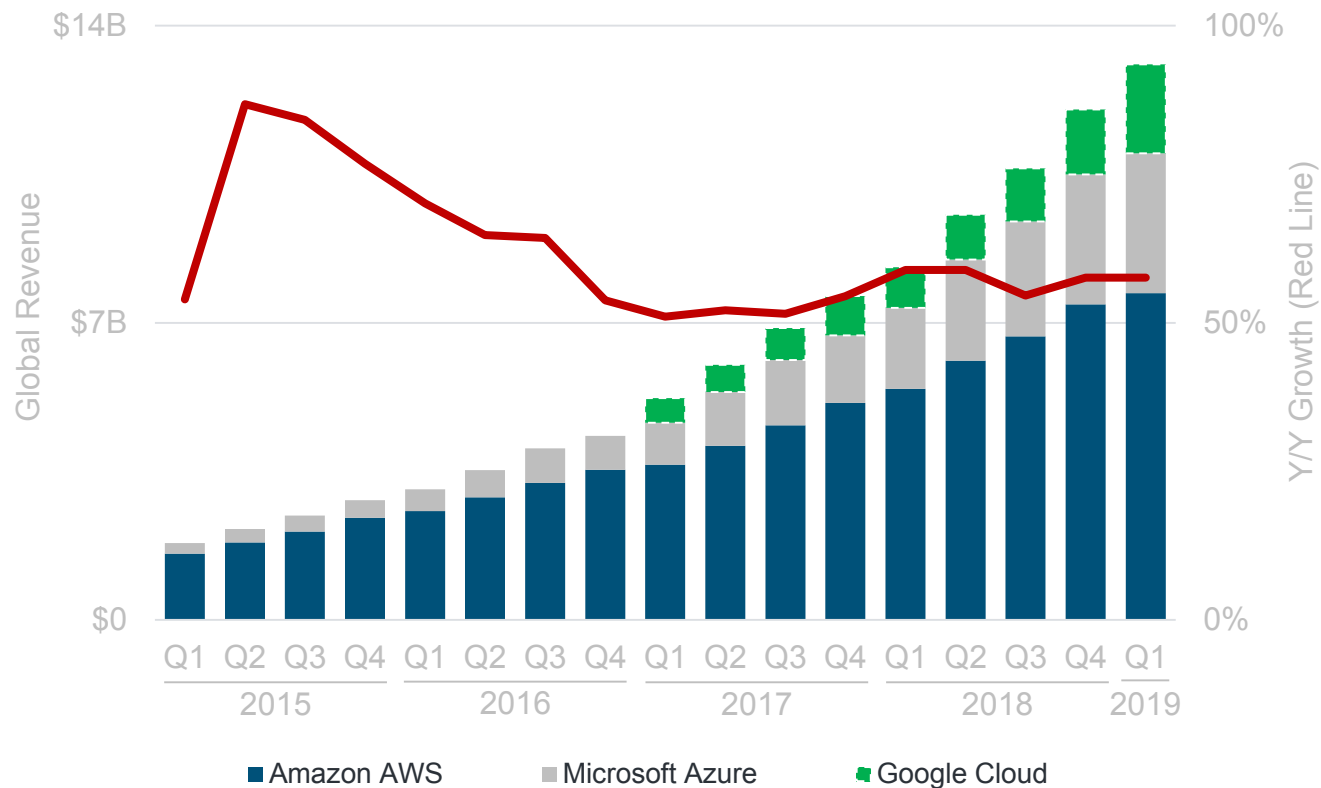
>\$1B Annual Revenue (2018)

		\$1B+ Revenue 1st Year	Primary Monetization Drivers
Gaming	Nexon	2011	Paid Items / Ads / Subscriptions
	King Digital	2013	Paid Items / Ads / Subscriptions
	Supercell	2014	Paid Items / Subscriptions
	Mixi	2015	Paid Items
	Netmarble	2016	Paid Items
	Epic Games <small>(Private Company)</small>	2018	Paid Items / Subscriptions
Enterprise	Dropbox	2017	Subscriptions
Consumer	Spotify	2014	Subscription / Ads
	Pandora	2015	Subscription / Ads
	Match Group	2016	Subscription / Ads

*Freemium Business Model
Enabler =
Cloud Deployment...*

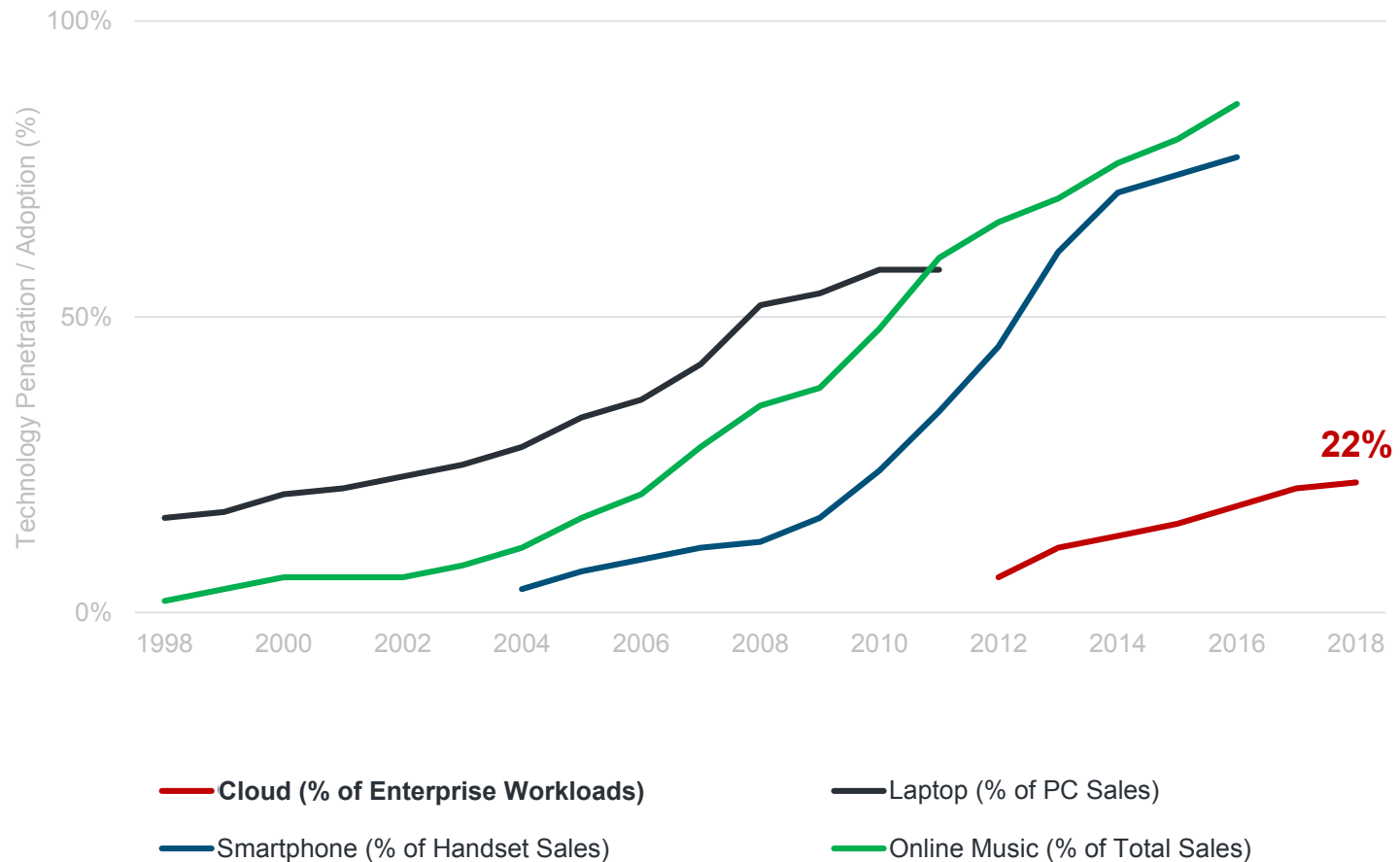
Cloud Deployment = Revenue +58% Y/Y...

Cloud Service Revenue – Amazon + Microsoft + Google



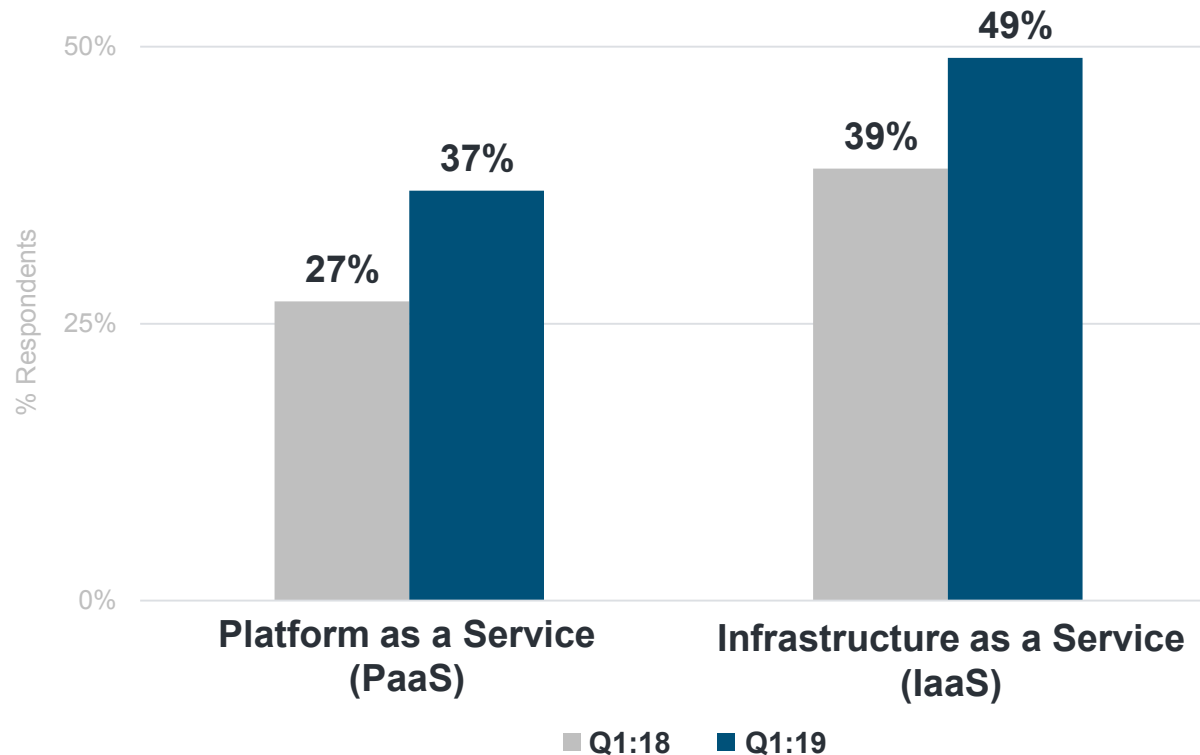
...Cloud Deployment = 22% of Workloads +2x vs. Five Years Ago

Technology Adoption Rates, Global per Morgan Stanley



...Cloud Deployment = Interest Continues to Rise

Cloud Usage – CIO Survey, USA / EU per Morgan Stanley



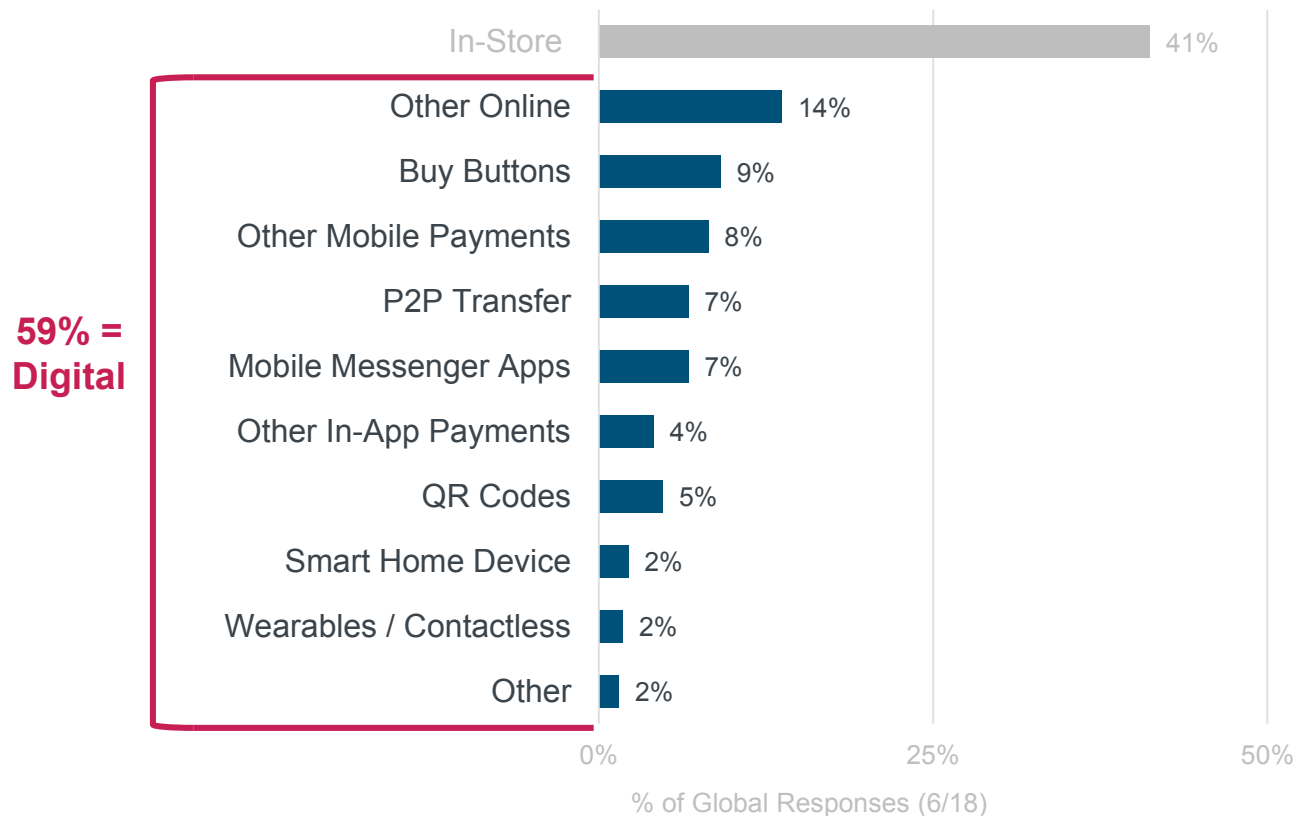
*...Freemium / Subscription Business Model
Enabler =*

Efficient Digital Payments

Digital Payments = >50% of Day-to-Day Transactions

Transactions by Payment Channel

Thinking of your past 10 everyday transactions, how many were made in each of the following ways?



DATA GROWTH =

**CHANGING WAYS THINGS WORK...
RAPIDLY & GLOBALLY**

Data
Collection + Analysis + Utilization =
Evolving From
Humans to Humans / Computers

*Pre-1995
Winning Businesses =
Use **Human** Data / Insights
To Improve Customer Experiences...*

Product Development (1890s-1950s)...

IBM = Feet-on-Street Customer Input

Sales Force + Customers



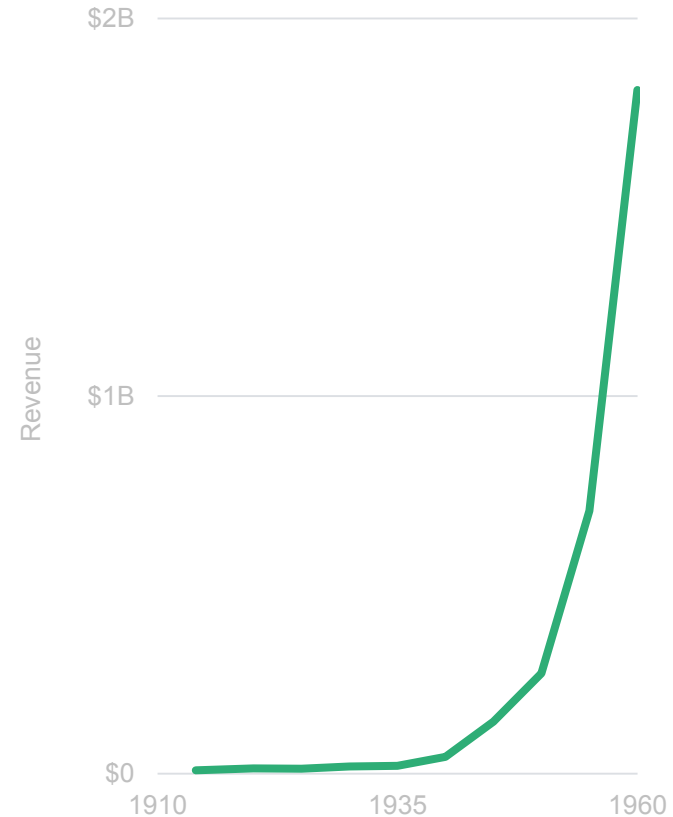
IBM developed a sales force that became deeply knowledgeable about their customers' operations & could explain benefits specific to each organization.

Customers became highly engaged with IBM employees to explain what product innovations they needed to better use these [tabulation machines] that had become so essential to their operations.

Research & development at IBM depended on this interaction between engineers & customers.

James Cortada – *Change & Continuity at IBM*, 3/18

IBM Annual Revenue



Product Development (1970s)...

Nike = Employee / User Input

Employee / User



***All our employees were runners,
we understood the consumer very well...
We & the consumer were one & the same.***

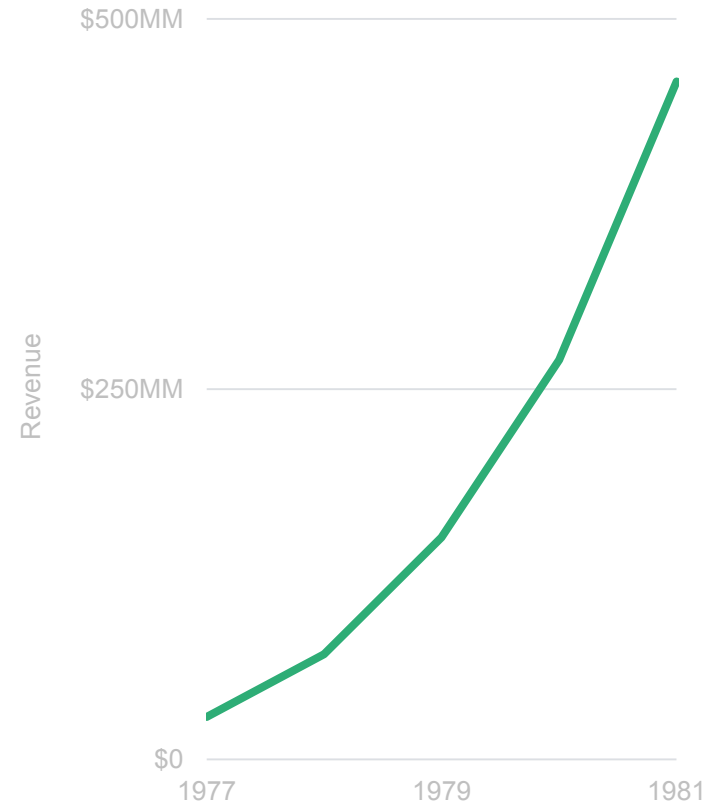
*We got to know the players at the top of the game & did
everything we could to understand what they needed,
both from a technological & a design perspective.*

*Our engineers & designers spent a lot of time
talking to the athletes about what they needed
both functionally & aesthetically.*

Phil Knight – Nike, Founder, 7/92

Nike

Annual Revenue



Product Development (1980s)...

Chrysler = Focus Group Research

Focus Groups



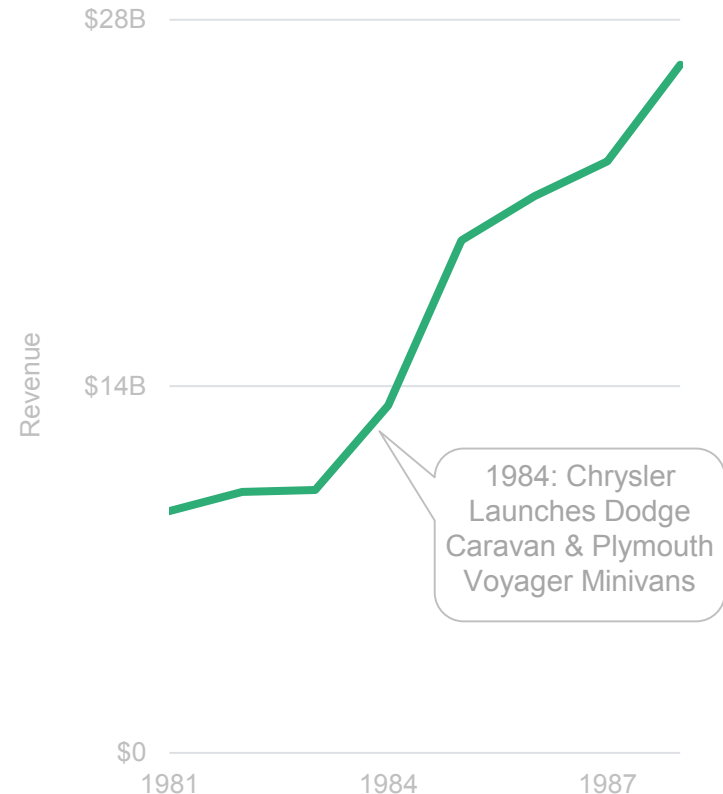
1978 clinics in Atlanta, Denver & San Diego showed that customers wanted –

*The ability to park in a standard garage,
a side door opening at least 30 inches wide...
seating for 3 people across, a flat interior floor,
removable seats & the ability to
walk from one end of the van to another.*

David Zatz – Hemmings Magazine / 'Mopar Minivans,' 2/19

Chrysler

Annual Revenue



Product Development (1980s)...

Intuit = All-In Focus on Customer Testing

User / Usability Testing



*Kwik-Chek User Testing @ Palo Alto Junior League
(Inside Intuit, Taken 1984)*

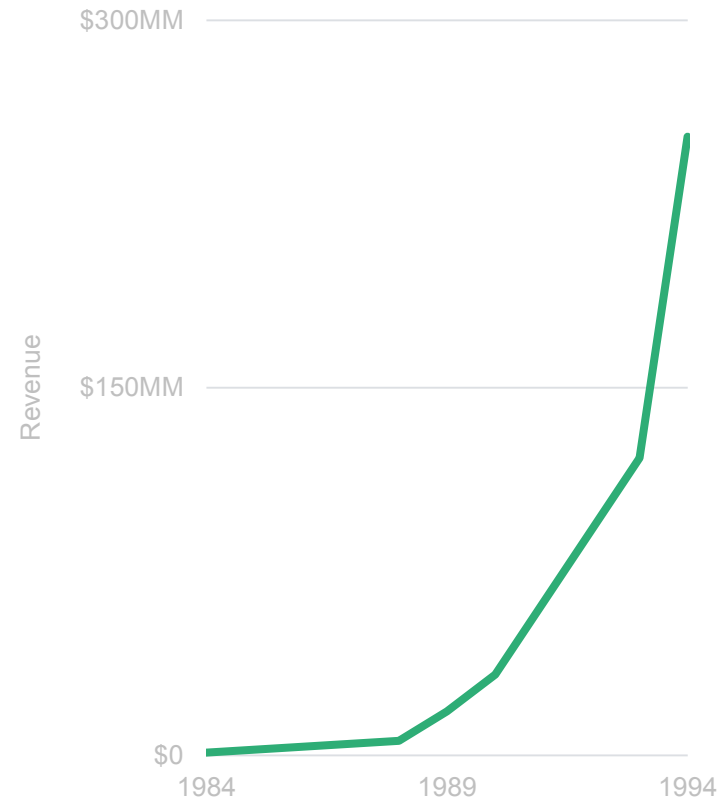
We recruited people off the streets & timed their Kwik-Chek (Quicken) usage with a stopwatch.

After every test, programmers worked to improve the program.

We did usability testing in 1984, five years before anyone else, there's a big difference between doing it & having marketing people doing it as part of their design...a very big difference between doing it & having it be the core of what engineers focus on.

Scott Cook – Intuit, Co-Founder, 9/03

Intuit Annual Revenue



...1990s-2000s...

Internet + Mobile Device + Cloud

Netscape Web Browser – 1994

Amazon Web Services (AWS) – 2006

Apple iPhone – 2007

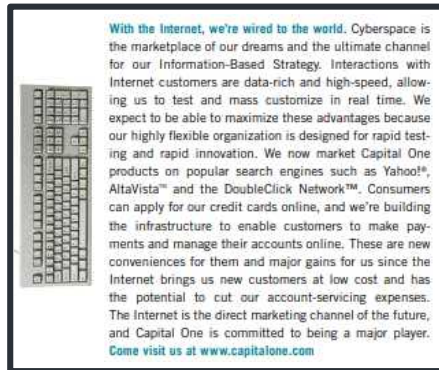
Apple App Store – 2008

*...Post-1995
Winning Businesses =
Use **Digital** Data / Insights
To Improve Customer Experiences...*

Marketing Optimization (Post-1995)...

Capital One = Customer Data

Digital Information Capture



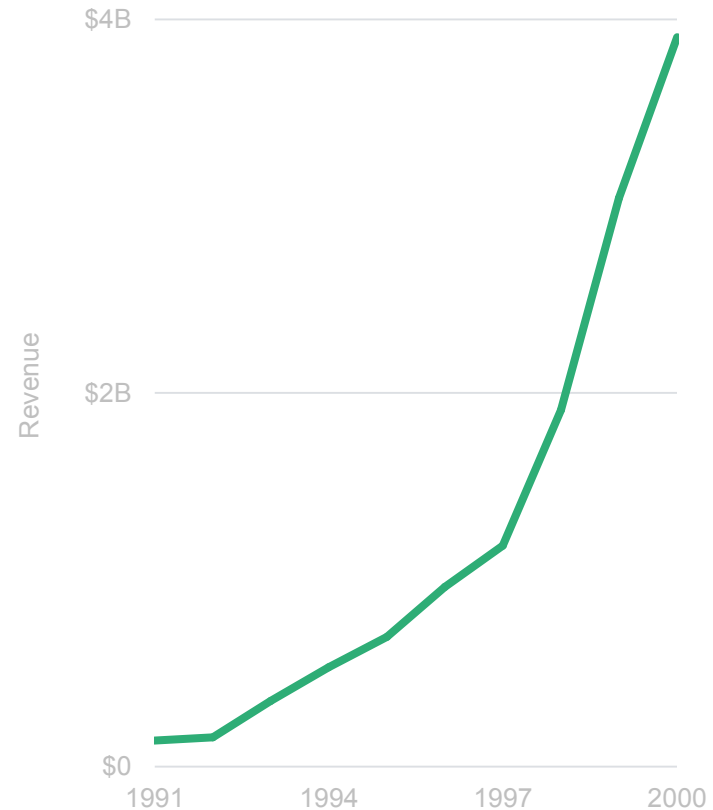
*...the technology & information revolution had transformed the **credit card business into an information business...allowing the capture of information on every customer interaction & transaction.***

*With this information, we can conduct scientific tests; build actuarially-based models of consumer behavior & **tailor products, pricing, credit lines & account management to meet the individual needs & wants of each customer.***

By exploiting this insight, we have transformed the one-size-fits-all credit card industry & created one of the fastest growing companies in America.

Capital One Annual Report – 1996

Capital One Annual Revenue



Source: Capital One Revenue From CapitalIQ (Collected 2019) Quote: 1996 Capital One Annual Report Image: 1998 Capital One Annual Report

User Experience + Sales Optimization (Post-1995)... Amazon = Customer Data

Real-Time Digital Information Capture



*This is Day 1 for The Internet –
& if we execute well – for Amazon.com.*

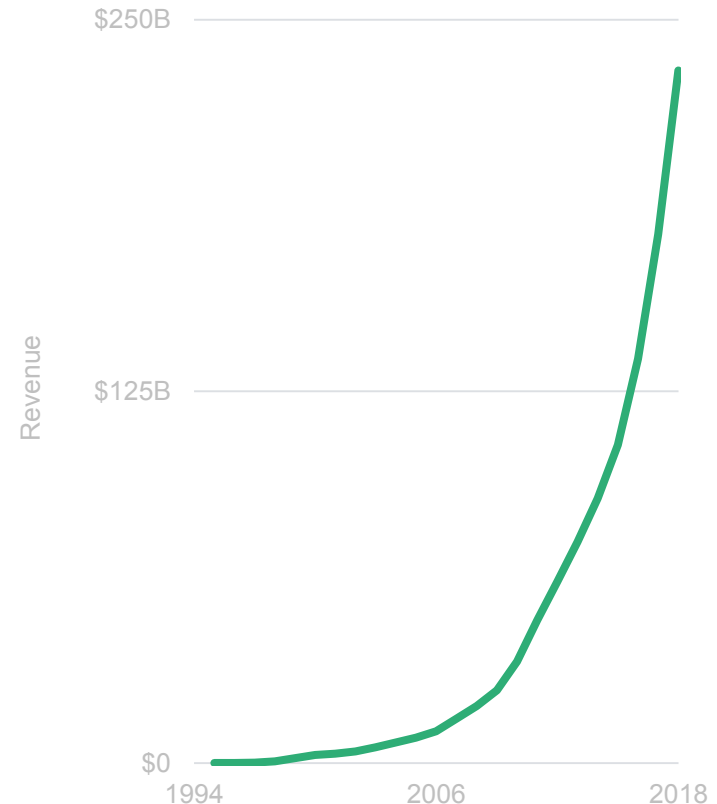
***Today, online commerce saves customers money &
precious time. Tomorrow, through personalization, online
commerce will accelerate the very process of discovery.***

*Amazon.com uses the Internet to create
real value for its customers &, by doing so,
hopes to create an enduring franchise.*

*This year, we maintained a dogged focus on improving the
shopping experience...we now offer...vastly more reviews,
content, browsing options & recommendation features.*

Amazon Annual Report – 1997

Amazon Annual Revenue



...2000s
Winning Businesses =

Build / Use
Data Plumbing Tools

To Use Digital Data / Insights
To Improve Customer Experiences

Data Plumbing Tools = Helping Businesses Real-Time...

Collect Data...

Understand Customer Wants & Improve Business Processes

Increase Customer Input / Improve Products

Manage Direct Customer / Subscriber Relationships

Improve Consumer Decision Making

...Manage Connections...

Organize Internal + External Communication

Communicate with Customers via Multiple Channels

Organize Customer Data Across IT Systems

...Optimize Data

Improve Analytics / Recommendations / Personalization

Respond To Customer Events at Scale

Discover Business Insights + Optimize Fulfillment

Manage Data Growth & Eliminate Inefficiencies

Qualtrics + FabFitFun = Collect Data to... Understand Customer Wants & Improve Business Processes

Qualtrics = Experience Management

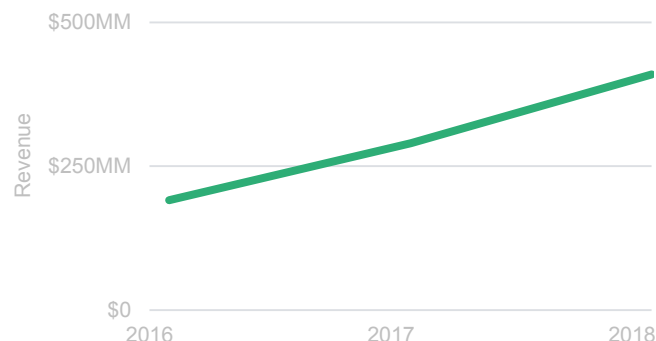


Every organization in the world needs to collect experience data to close the massive gaps between the experiences they think they are delivering & what is really happening, both internally & externally.

Collecting experience data through Qualtrics allows companies to make adjustments in real time & adapt to fast-paced, changing circumstances. This allows those companies to quickly close experience gaps with their customers & enables employees to work more efficiently to serve those customers.

Ryan Smith – Qualtrics, Co-Founder, 6/19

Qualtrics Revenue



FabFitFun = Community Input

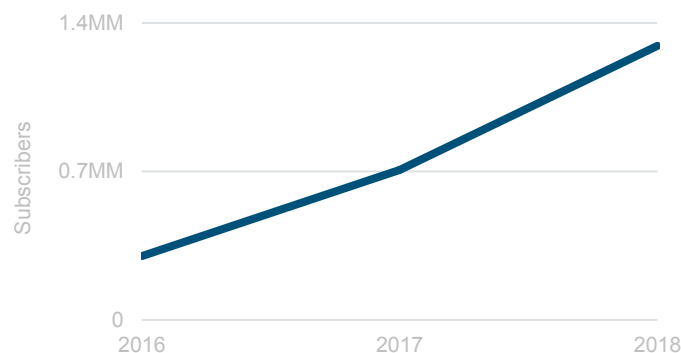


We're constantly tapping our members for real-time feedback to better understand the products & trends they like, the ingredients & formulations that get them excited, & the categories that connect them back to the FabFitFun brand & community.

We've aggregated millions of data points about consumer product & brand preferences allowing us to precisely forecast satisfaction with personalized curations & enable a flywheel between deeper understanding & an improved member experience.

Daniel Broukhim – FabFitFun, Co-Founder / Co-CEO, 6/19

FabFitFun Subscribers



Salesforce + Adidas = Collect Data to... Increase Customer Input / Improve Products

Salesforce = Customer Engagement

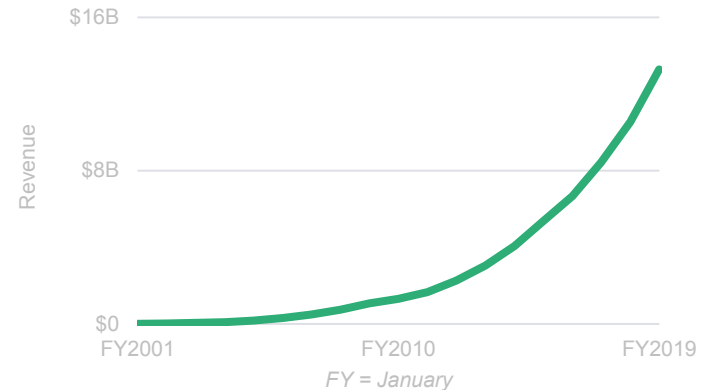


...as every company transforms their relationships with their customers...they're fundamentally changing how they sell & how they service, how they market & innovate.

They're connecting with their customers in a whole new way. They're building incredible new intelligent 360-degree views of their customers, & they're using extraordinary new tools to get faster, more informed decisions & at the heart of all this transformation is Salesforce.

Marc Benioff – Salesforce, Co-Founder / Co-CEO, 8/18

Salesforce Annual Revenue



Adidas = Customer Co-Creation

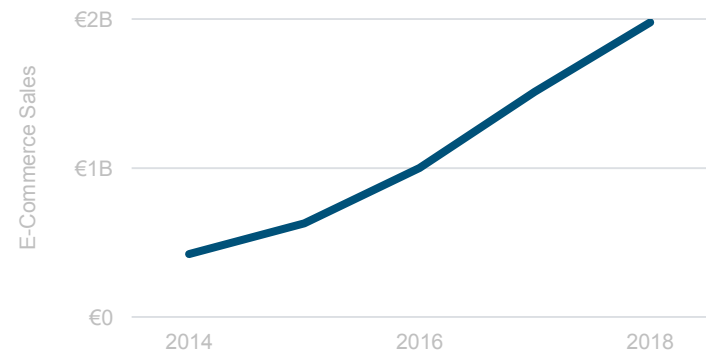


*We need to be able to respond to consumer expectations immediately. **The relationship between Adidas & Salesforce allows us to be proactive in our designs** – our ability to roll out new products & influence trends is amazing...*

Our direct connection with customers through Salesforce basically makes it happen overnight.

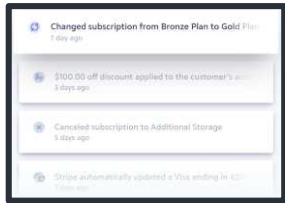
Kasper Rorsted – Adidas, CEO, 6/18

Adidas E-Commerce Sales



Stripe + Slack = Collect Data to... Manage Direct Customer / Subscriber Relationships

Stripe = Transaction Management



...the most innovative companies are establishing recurring relationships with their customers. As these businesses iterate to find the best pricing & sales strategy, they're often unnecessarily constrained by what their billing system allows.

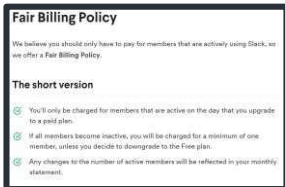
[Customers] needed to do more than just simple subscription management. Based on feedback from many of our customers & others, we built Stripe Billing to provide fast-growing businesses the tools to move quickly & design billing around customer experience.

Noah Pepper – Stripe, Engineering & Product Management, 4/18

Stripe Stripe Billing



Slack = Effective Billing of Users



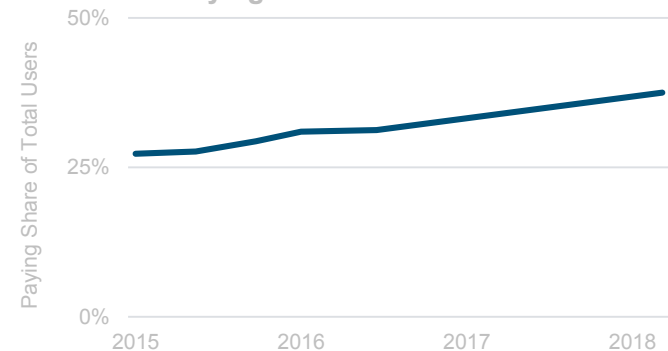
Slack recently launched Fair Billing Policy & it makes our customers say 'Wow, that's amazing.'

They'll tweet about it, tell their friends about it. They'll be very happy with us. They'll be much more likely to renew. They have a positive impression.

That positive impression, obviously, makes a huge difference.

Stewart Butterfield – Founder / CEO, Slack, 7/15

Slack Paying Share of Total Users



Plaid + Betterment = Collect Data to... Improve Consumer Decision Making

Plaid = Financial Data Access



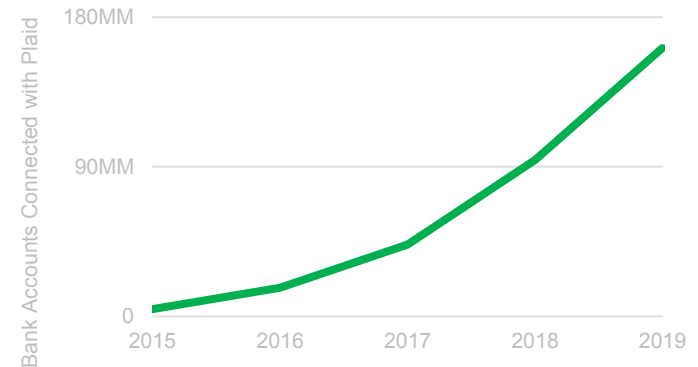
In the past, financial services were organized geographically – a bank would serve a local population & offer whatever services it thought that area needed – which often meant many consumers were underserved. Today, a new class of user-centric financial services companies are emerging that use data to tailor their services to the specific needs of individual consumers.

Our goal at Plaid is to build the infrastructure that enables consumers to easily & securely share their financial data with any financial services app that helps them live healthier financial lives.

Zach Perret – Plaid, Co-Founder / CEO, 6/19

Plaid

Bank Accounts Connected



Betterment = Automated Financial Management



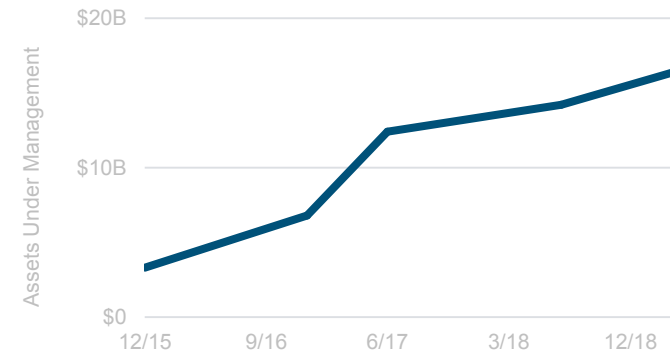
Emotions drive human behavior, especially when it comes to money – people often engage in sub-optimal behaviors like trying to time the market.

Delivering high quality automated financial advice in real-time at scale requires access to consumers' financial data. We're able to use data from Plaid and other sources to deliver personalized, low-cost financial advice to more than 450,000 customers.

Jon Stein – Betterment, CEO, 6/19

Betterment

Assets Under Management



Slack + HelloFresh = Manage Connections to... Organize Internal + External Communication

Slack = Communication Channels



*What Google is doing for the web,
we're trying to structure by channel.*

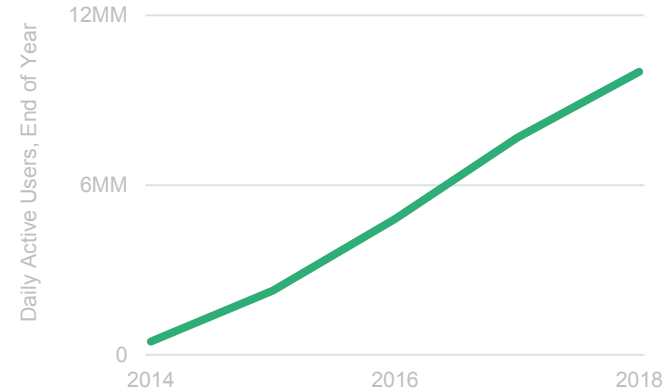
**Team-first, organization-first approach to
messages as opposed to individual first.**

*As individual productivity increases, it's the handoff
between people that gets more complicated.
The talking to other people is the actual work.*

Stewart Butterfield – Slack, Founder / CEO, 5/18

Slack

Daily Active Users



HelloFresh = Feedback Mentoring



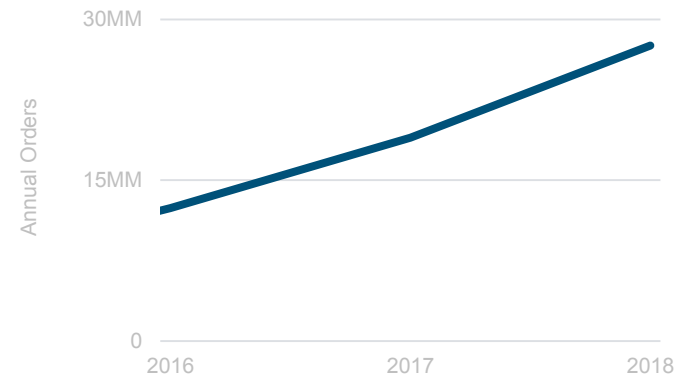
**HelloFresh uses Slack bots to
monitor social media.**

*Whenever someone mentions HelloFresh,
the bot pushes these notices into a Slack
channel. They're similarly alerted whenever
they get a review of their app on the
Apple Store or Google Play.*

HelloFresh – 9/17

HelloFresh

Annual Orders



Source: Slack Public Press Releases, Stewart Butterfield Interview With Inc. (5/18), Slack Public Case Study, Twitter (4/19) Hello Fresh Annual Reports.

Twilio + Shopify = Manage Connections to... Communicate with Customers via Multiple Channels

Twilio = Customer Communication

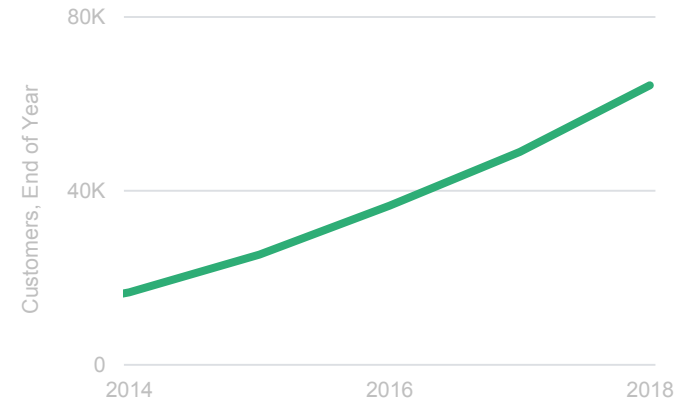


15 years ago, talking to customers meant you had a phone number & customers could call it. Now, you've got text messaging, chat, mobile apps with push notifications, WeChat, WhatsApp, Facebook Messenger.

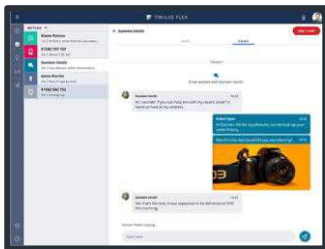
We want to provide one system that allows companies to keep up with this rapidly changing landscape & constantly iterating on those customer experiences with easy to use tools & infrastructure that they don't have to worry about scaling.

Jeff Lawson – Twilio, Founder / CEO. 11/17

Twilio Customers



Shopify = Multi-Channel Dialog

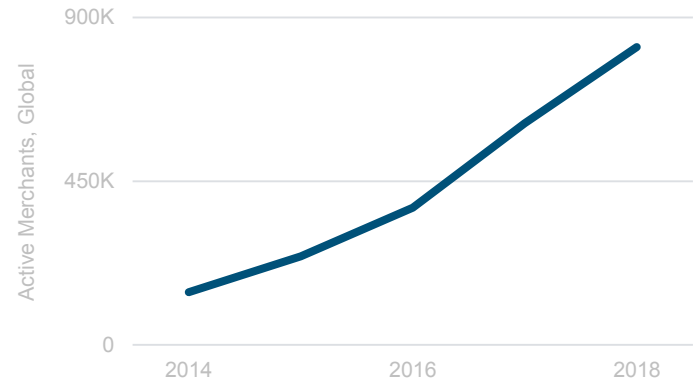


We want to create an easy experience for our customers...we want to establish trust & form a human relationship with our customers [merchants] when they reach out for support on our platform.

It is essential to give our team the tools to cultivate those relationships from anywhere in the world on the channels that our customers want to use.

Chris Wilson – Shopify, Merchant Operations, 11/18

Shopify Active Merchants



Segment + Meredith = Manage Connections to... Organize Customer Data Across IT Systems

Segment = Customer Data Infrastructure



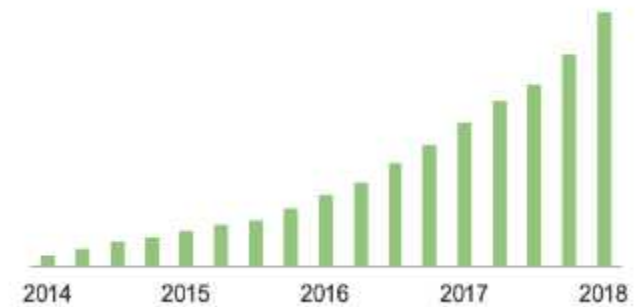
Today's customers expect highly relevant, contextualized experiences wherever they interact with a business. However, this is an extremely difficult technology problem to solve.

Businesses are interacting with customers across dozens of digital channels, leading to a tangled mess of data that is siloed throughout their organization.

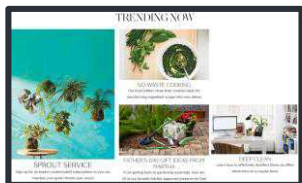
Customer Data Infrastructure solves this problem. It allows companies to collect, manage & easily route their first-party data to whichever application requires it, ensuring customer experiences are consistent and relevant.

Peter Reinhardt – Segment, Co-Founder / CEO, 6/19

Segment Annual Recurring Revenue



Meredith = Content Recommendation



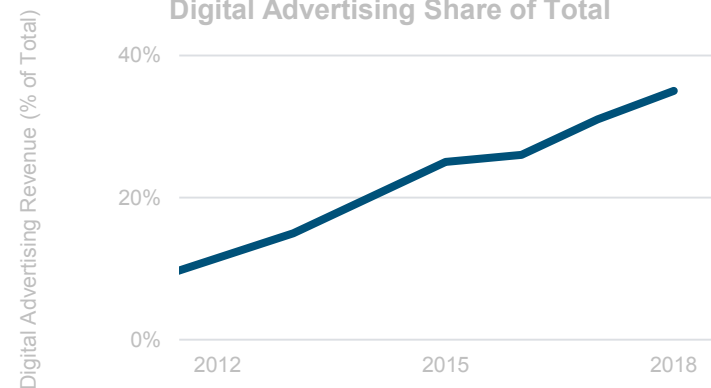
Segment has enabled us to streamline the customer data capture process, while maintaining flexibility to customize for each of our 36+ magazine brands as needed.

Before adopting Segment, we were spending far too much money on disjointed analytics & we had no way to look at the entire network at scale...

We now look across the entire organization to make sure we're best serving all of these groups.

Grace Preyapongpisan & Kerry-Anne Doyle –
Meredith, Business Intelligence, 1/18

Meredith Digital Advertising Share of Total



Source: Segment, Peter Reinhardt Blog Post (9/18). Segment Release (2018) Meredith Annual Reports (2012-2018). Note: Meredith digital advertising reflects National Media segment.

Snowflake + Instacart = Optimize Data to... Improve Analytics / Recommendations / Personalization

Snowflake = Broad Data Access

There's a lot of value in business data, but most companies struggle to extract that value.

The issue is with existing technology. The list of challenges we hear from our customers is consistent:

Data is segregated into separate silos, significant energy goes into managing infrastructure, concurrency & resource limitations get in the way of business needs & overall the tools are hard to work with.

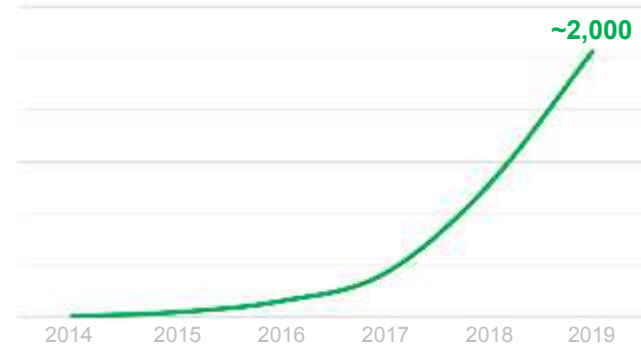


Snowflake's unique architecture solves these problems being built from the ground up to leverage the scale, performance & elasticity of the cloud.

Frank Sliotman – Snowflake, CEO, 6/19

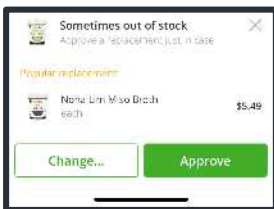
Snowflake

Monthly Active Customers



Instacart = Product Replacements

Every time an Instacart shopper scans an item into their cart or marks an item as "not found," we get information that helps us make granular predictions of an item's in-store availability. This helps us recommend appropriate replacements for items likely to be out-of-stock.

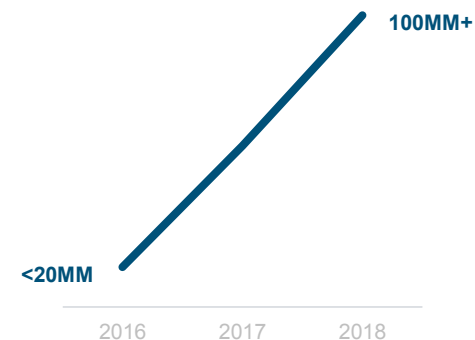


Among other improvements, performing complicated feature engineering in our Snowflake data warehouse instead of python, this new [item replacement] tool, which scores 15x more items than previous tools, was built with 1/5 of the resources in 1/4 of the time.

Instacart – 12/18

Instacart

Households Covered



Confluent + Accor = Optimize Data to... Respond to Customer Events at Scale

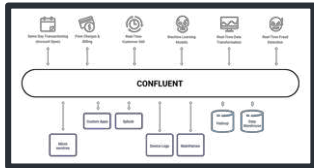
Confluent = Data / Event / Response

Companies are still running on tech from batch-process era, yet their **customers expect experiences with real-time, contextual information.**

Companies are now re-architecting their businesses around real-time data with a new kind of data infrastructure called **event streaming platforms.**

With Confluent, companies can connect all of their systems & power applications with live data sources. Now, they can **engage their customers based on real-time events.**

Jay Kreps – Confluent, CEO, 6/19



Confluent Annual Bookings

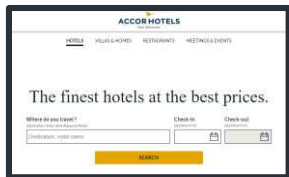


Accor = Availability Request Processing

Accor's augmented hospitality offerings include 4,800 hotels, resorts, & residences across 100 countries.

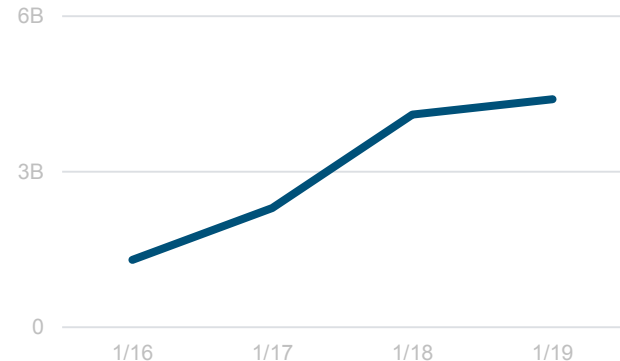
As part of a shift to a more connected, real-time future, Confluent is helping simplify & transform the booking lifecycle, connecting the data & event streams that are triggered the second a customer clicks 'book,' from processing the payment & fraud detection to adding dietary requirements & room preferences from previous bookings.

Julien Ramakichenin – VP Distributed & Intelligent Systems, Accor, 6/19



Accor

Monthly Requests for Lodging Availability



Looker + FarFetch = Optimize Data to... Discover Business Insights + Optimize Fulfillment

Looker = Business Intelligence



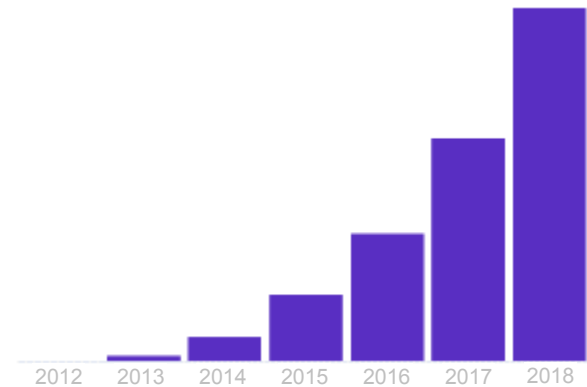
Looker helps companies better understand all the data they have & I think this has been a holy grail for a long time.

Companies want to be data-driven. They want their employees to be able to ask questions & get factual answers.

When we started out, companies didn't understand the lifetime value of their customers completely, & there was this chaos going – we wanted to bring data into the reach of any company so it could use it more effectively.

Frank Bien – Looker, President & CEO, 8/18

Looker Customers



FarFetch = Optimize Order Fulfillment



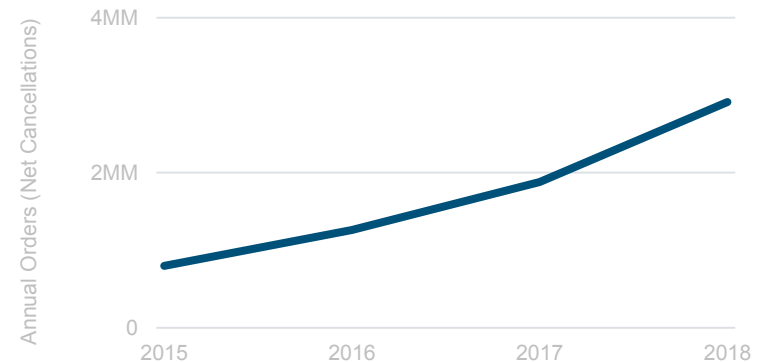
In luxury fashion, there is often a mismatch between supply & demand...Emerging brands typically have no route to the global market & their distribution is limited.

Farfetch has more supply / demand data than anyone else in the luxury fashion industry & is now supplementing it with even more market data.

Over time, Farfetch will turn that data into strategic commercial insights to form the basis of advisory for the fashion industry (starting with the luxury brands) through the development of a disruptive insights platform.

Farfetch – 3/19

FarFetch Annual Net Orders



UiPath + Sumitomo Mitsui = Optimize Data to... Manage Data Growth & Eliminate Inefficiencies

UiPath = Data-Driven Process Automation



UiPath Computer
Vision Training

...[Robotic Process Automation's (RPA)] benefits compound as employees are freed from the burden of routine, monotonous manual work, enabling them to focus on high-value tasks such as improving customer service, enabling front-line staff to retrieve more data at a faster rate & enhancing every aspect, from the booking experience to customer service support.

This leads to greater employee satisfaction & more productive staff who deliver better customer service experience & positive feedback from customers.

Daniel Dines – UiPath, Founder / CEO, 4/18

UiPath Customers



Sumitomo Mitsui = Increase Support Capacity

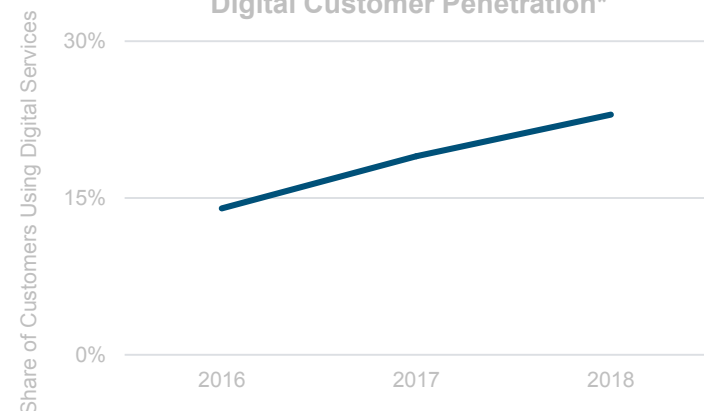
Progress of key initiatives	Target	Actual
Business return to improve efficiency	JPY 20bn	JPY 11.3bn
<ul style="list-style-type: none"> Automated approx. 1.1 min hours (workload of 500 people) of operation by utilizing RPA on a group-wide basis Three-year plan: 5 min hours (workload of 1,000 people) 		
Retail branch reorganization	JPY 20bn	JPY 6.3bn
<ul style="list-style-type: none"> Completed transformation of 103 branches to next-generation branches as well as centralization of back-office operations of 134 branches 		

Our key areas of RPA implementation include – information gathering processes used to enhance sales & planning capabilities (customer transaction / industry data) & supporting branch operations (customer performance reports / mortgage loan brochures).

The anticipated 3MM person-hours of productivity to be generated over the next 3 years [by using RPA] will be used to expand value-add operations, like enhancement of sales capacity through improved customer proposals.

Sumitomo Mitsui Financial Group

Sumitomo Mitsui Digital Customer Penetration*



Source: UiPath, Daniel Dines interview with Aviation & Defense Universe (4/18), Sumitomo Mitsui Banking Corporation press release (11/17) & 2017 annual report (5/18). Digital penetration defined as share of customers using any digital channel to conduct banking operations.

...Data Plumbing Tools = Helping Businesses Real-Time

Collect Data...

Understand Customer Wants & Improve Business Processes

Increase Customer Input / Improve Products

Manage Direct Customer / Subscriber Relationships

Improve Consumer Decision Making

...Manage Connections...

Organize Internal + External Communication

Communicate with Customers via Multiple Channels

Organize Customer Data Across IT Systems

...Optimize Data

Improve Analytics / Recommendations / Personalization

Respond To Customer Events at Scale

Discover Business Insights + Optimize Fulfillment

Manage Data Growth & Eliminate Inefficiencies

Data is now fundamental to how people work & the most successful companies have intelligently integrated it into everyone's daily workflow...

Data is the new application.

Frank Bien – CEO & President, Looker, 6/19

Data / Artificial Intelligence

– Used Properly –

Can Improve Customer Satisfaction

Retail Customer Satisfaction = Can Rise With Data + Personalization

Survey of Retail Customers

91%

Prefer Brands that Provide
Personalized Offers / Recommendations

83%

Willing to *Passively* Share Data in
Exchange for Personalized Experiences

74%

Willing to *Actively* Share Data in
Exchange for Personalized Experiences

Accenture (Global*)

People around the world have called for comprehensive privacy regulation in line with the European Union's General Data Protection Regulation, & I agree...

...[New Regulation] should protect your right to choose how your information is used — while enabling companies to use information for safety purposes & to provide services.

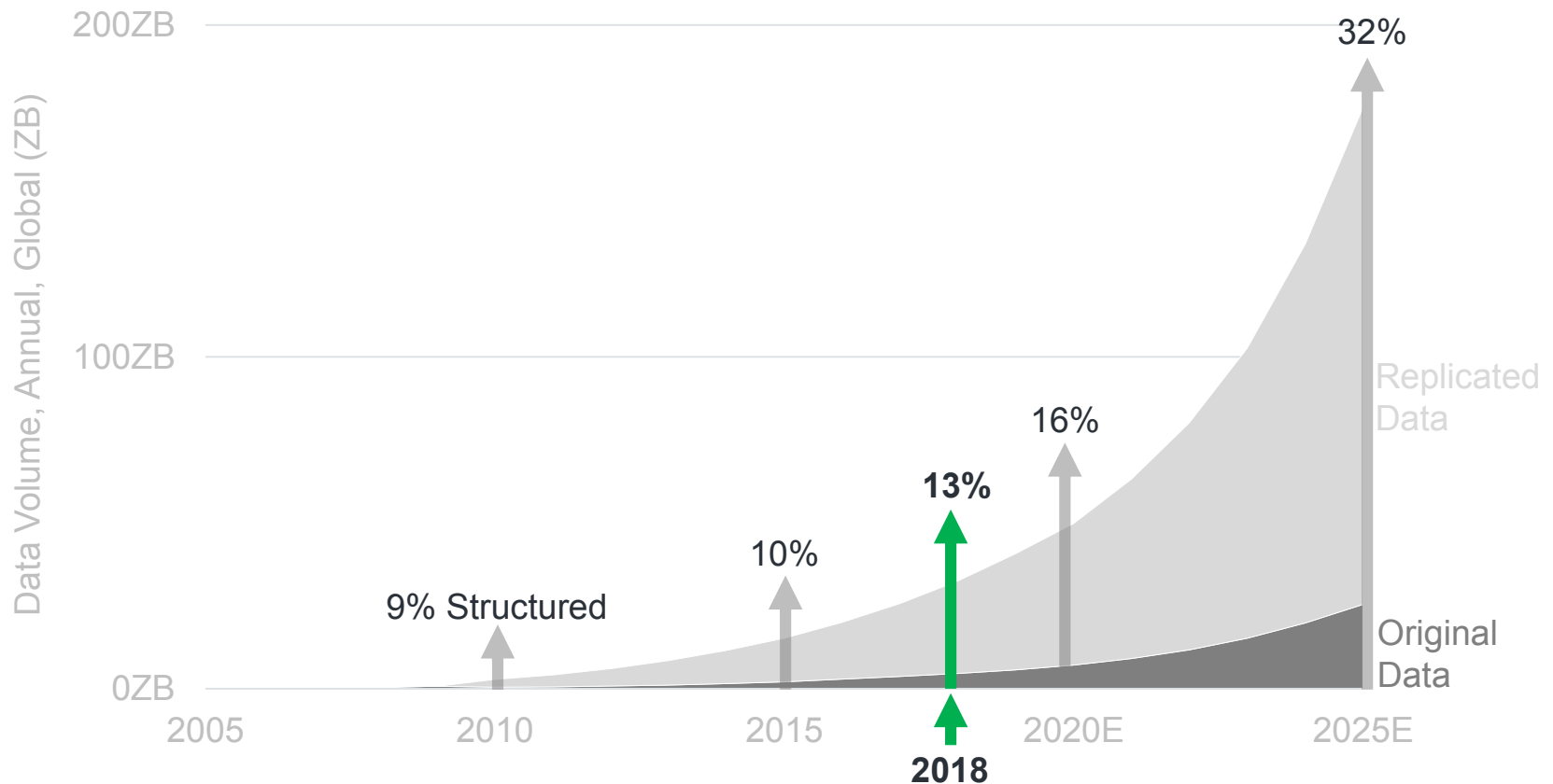
Mark Zuckerberg – Co-Founder / CEO, Facebook, 3/19

***Data Volume + Utilization =
Evolving Rapidly / Broadly***

Data Volume = Extraordinary Growth...

~13% Structured / Tagged & Rising Rapidly

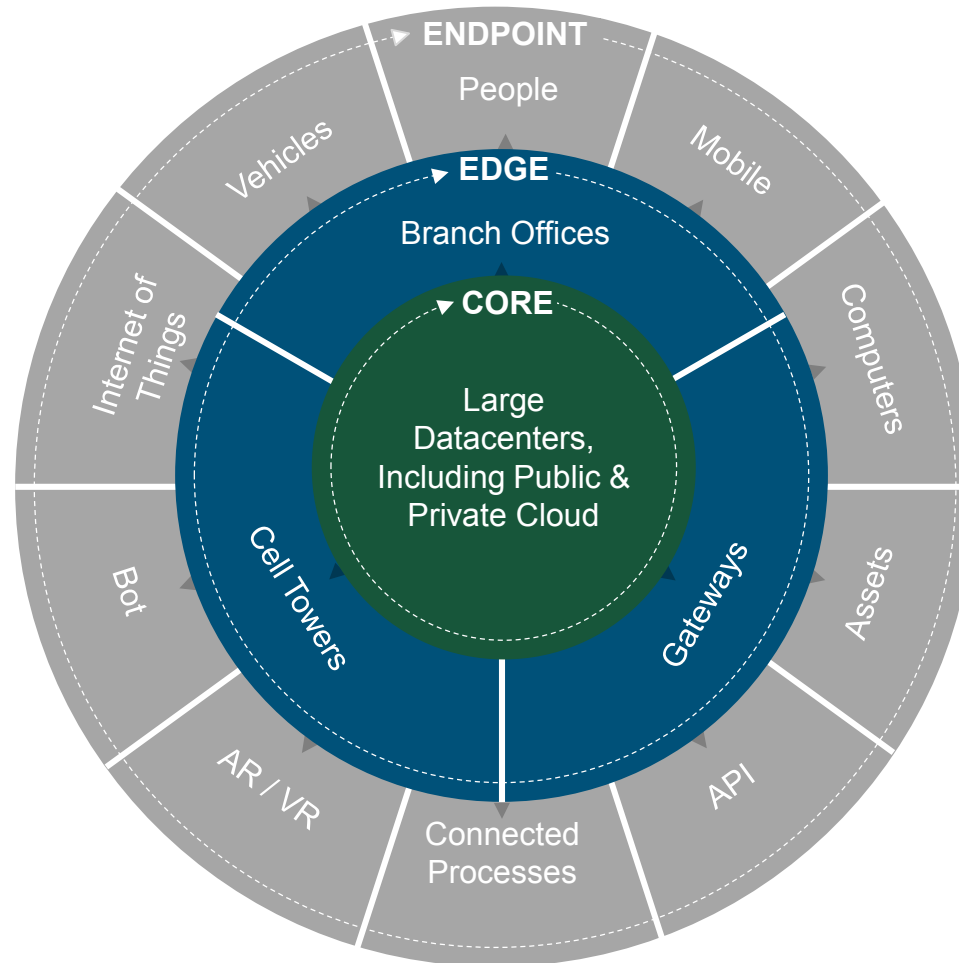
New Data Captured / Created / Replicated, per IDC



Source: IDC 'Digitization of the World From Edge to Core White Paper' developed in collaboration with Seagate (11/18), IDC DataSphere. Note: 1 petabyte = 1MM gigabytes, 1 zeta byte = 1MM petabytes of new data created / captured each year. The grey area in the graph represents data generated, not stored. Structured data indicates data that has been organized so that it is easily searchable & includes metadata & machine-to-machine (M2M) data. Replicated data = data that is a copy of the original..

Data Propagation = Expanding...

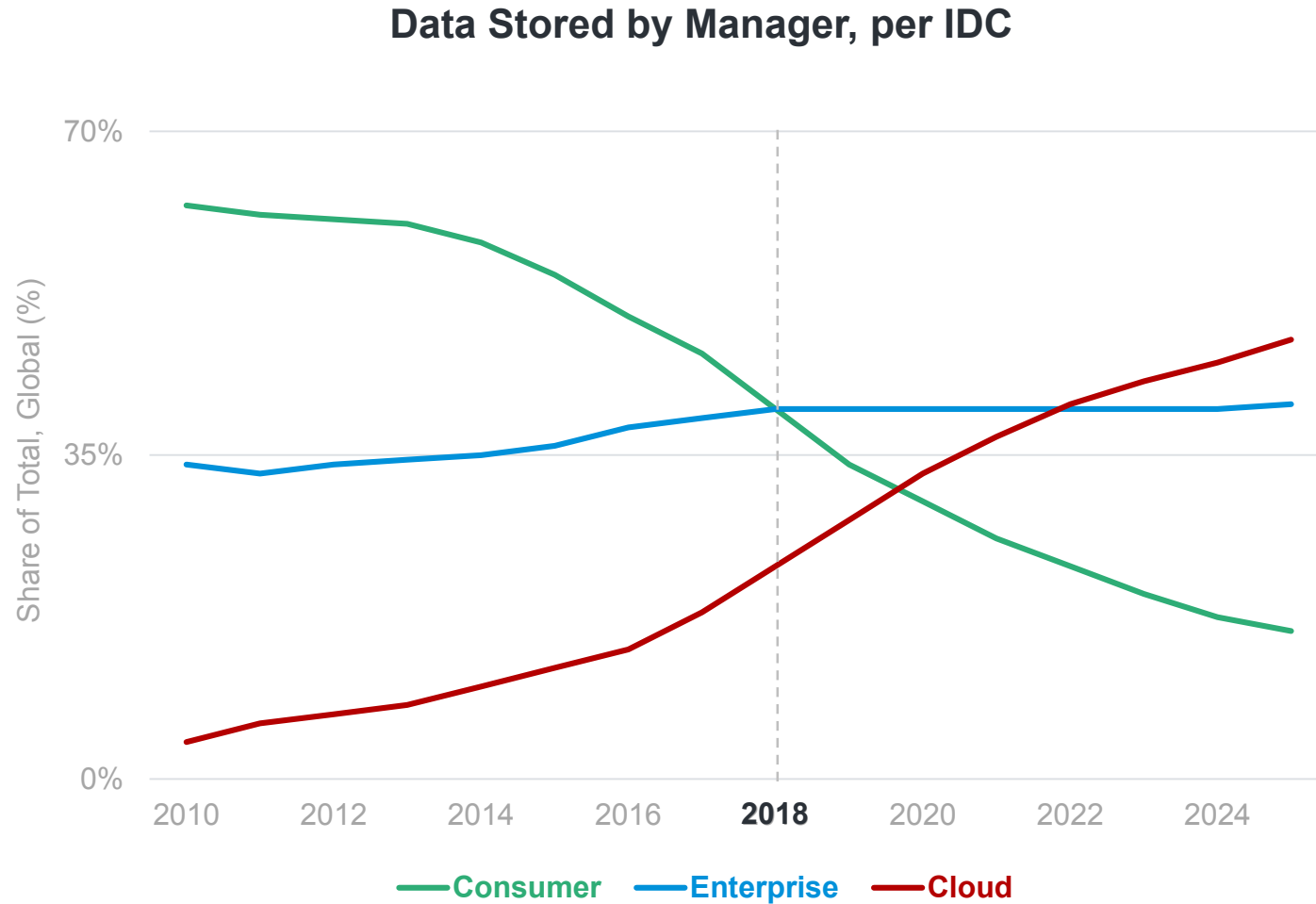
Endpoints \rightleftharpoons Edge \rightleftharpoons Core



Source: Adapted from Graphics presented in IDC 'Digitization of the World From Edge to Core White Paper' developed in collaboration with Seagate (11/18), IDC DataSphere.

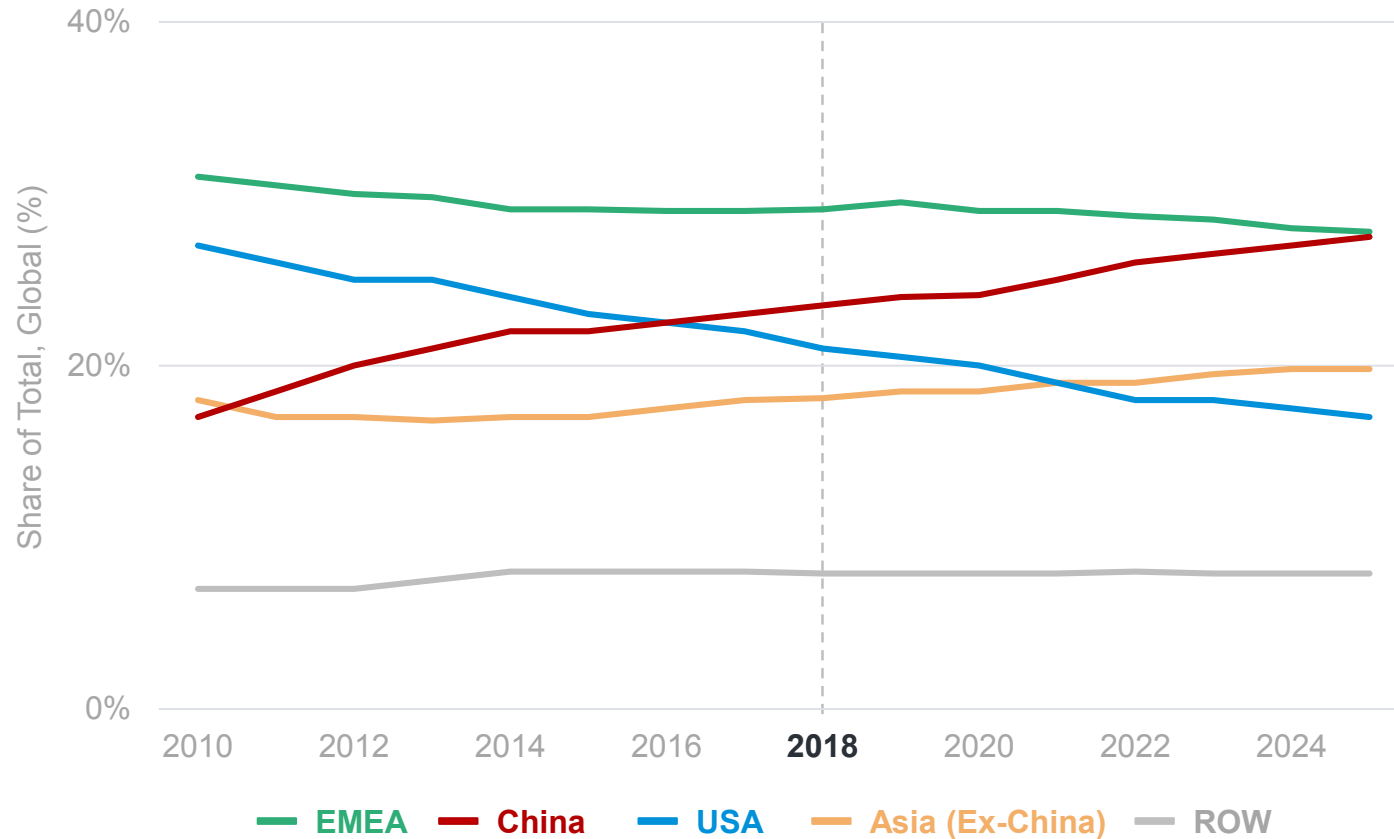
Data Stewardship = Evolving...

Enterprise Surpassed Consumer...Cloud Overtaking Both



Data Volume Share = EMEA Leads... Followed by Fast Rising China...USA Falling

New Data Captured / Created / Replicated by Region, per IDC



The data-driven world will be always on, always tracking, always monitoring, always listening & always watching – because it will be always learning.

What we perceive to be randomness will be bounded into patterns of normality by sophisticated artificial intelligence algorithms that will deliver the future in new & personalized ways.

Artificial intelligence will drive even more automation into businesses & feed processes & engagements that will deliver new levels of efficiency & products that are tailored to business outcomes & individual customer preferences.

Today, companies are leveraging data to improve customer experiences, open new markets, make employees & processes more productive & create new sources of competitive advantage...

Traditional paradigms will be redefined (like vehicle or white goods ownership) & ethical, moral & societal norms will be challenged...

David Reinsel / John Gantz / John Rydning – IDC, *The Digitization of the World – From Edge to Core*, 11/18

Data Volume + Utilization...

Technology Change > Human Adaptability

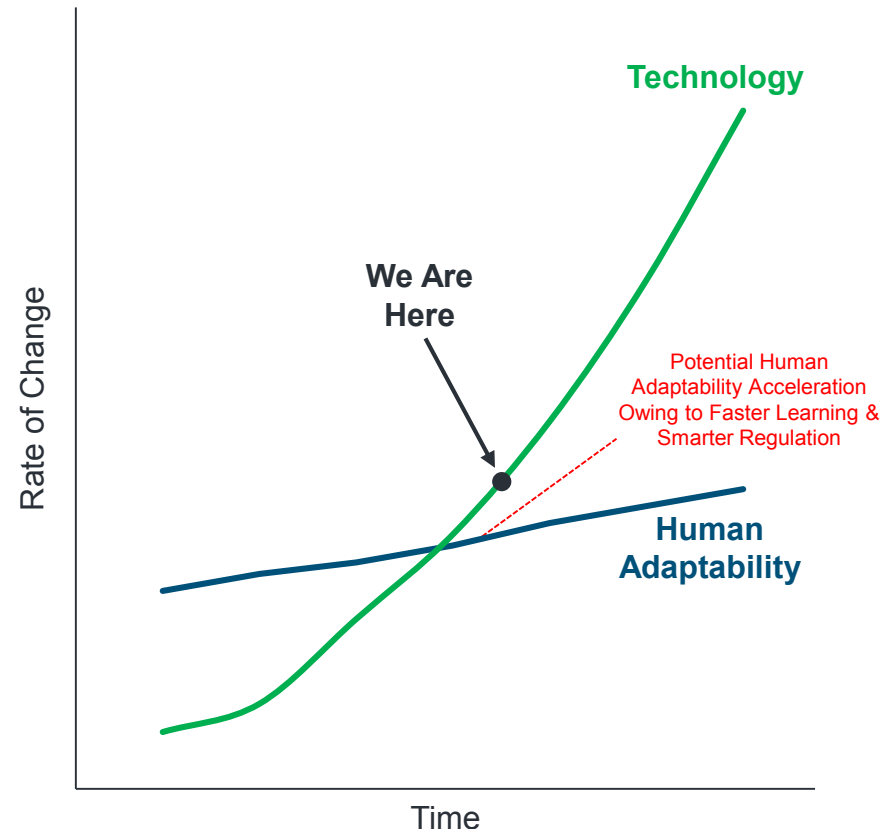
Humans' ability to adapt to technological change is increasing, but it is not keeping pace with the speed of scientific & technological innovation.

To overcome the resulting friction, humans can adapt by developing skills that enable faster learning & quicker iteration & experimentation.

Developing these skills is particularly important for policy makers & regulators who are looking to protect the public interest. They need to be ready to try new approaches, iterate & change with the times so tech progress goes hand in hand with public benefit.

Astro Teller – X, The Moonshot Factory

Adapted from Thomas Friedman's *Thank You For Being Late*, 2016



Consumers + Businesses + Regulators = Increasingly Drinking from Data Firehose



...INTERNET USAGE =

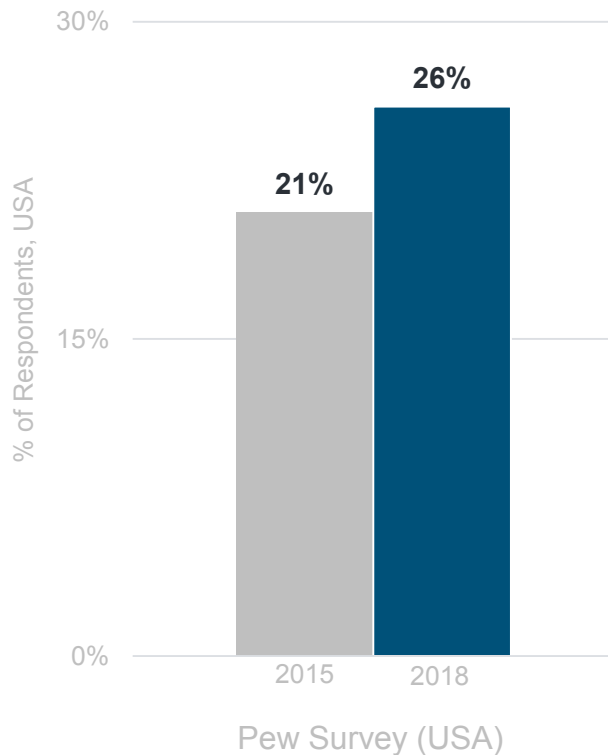
THERE ARE CONCERNS...THERE IS GOODNESS

***Usage Concern =
Overload...***

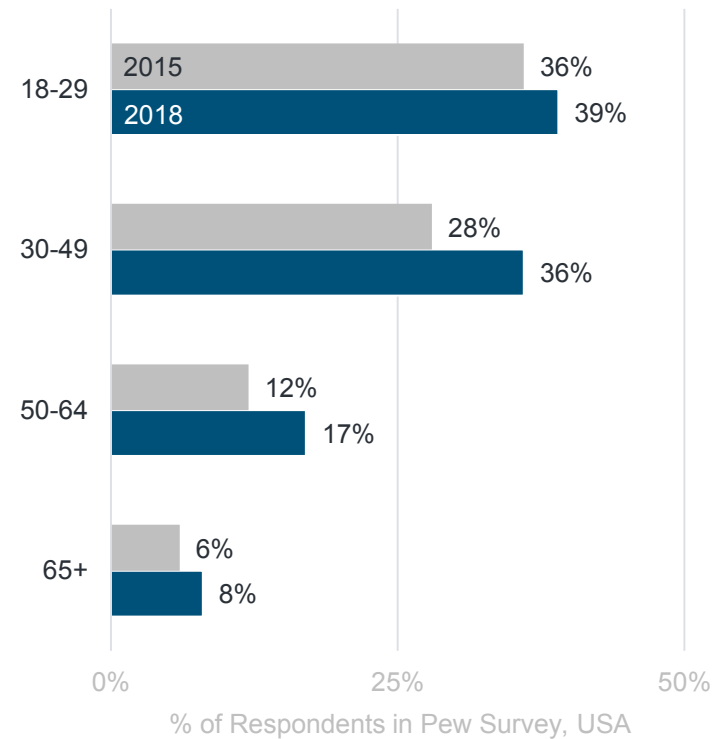
Adults 'Almost Constantly' Online = 26% vs. 21% Three Years Ago

% of Adults Online 'Almost Constantly'

Overall

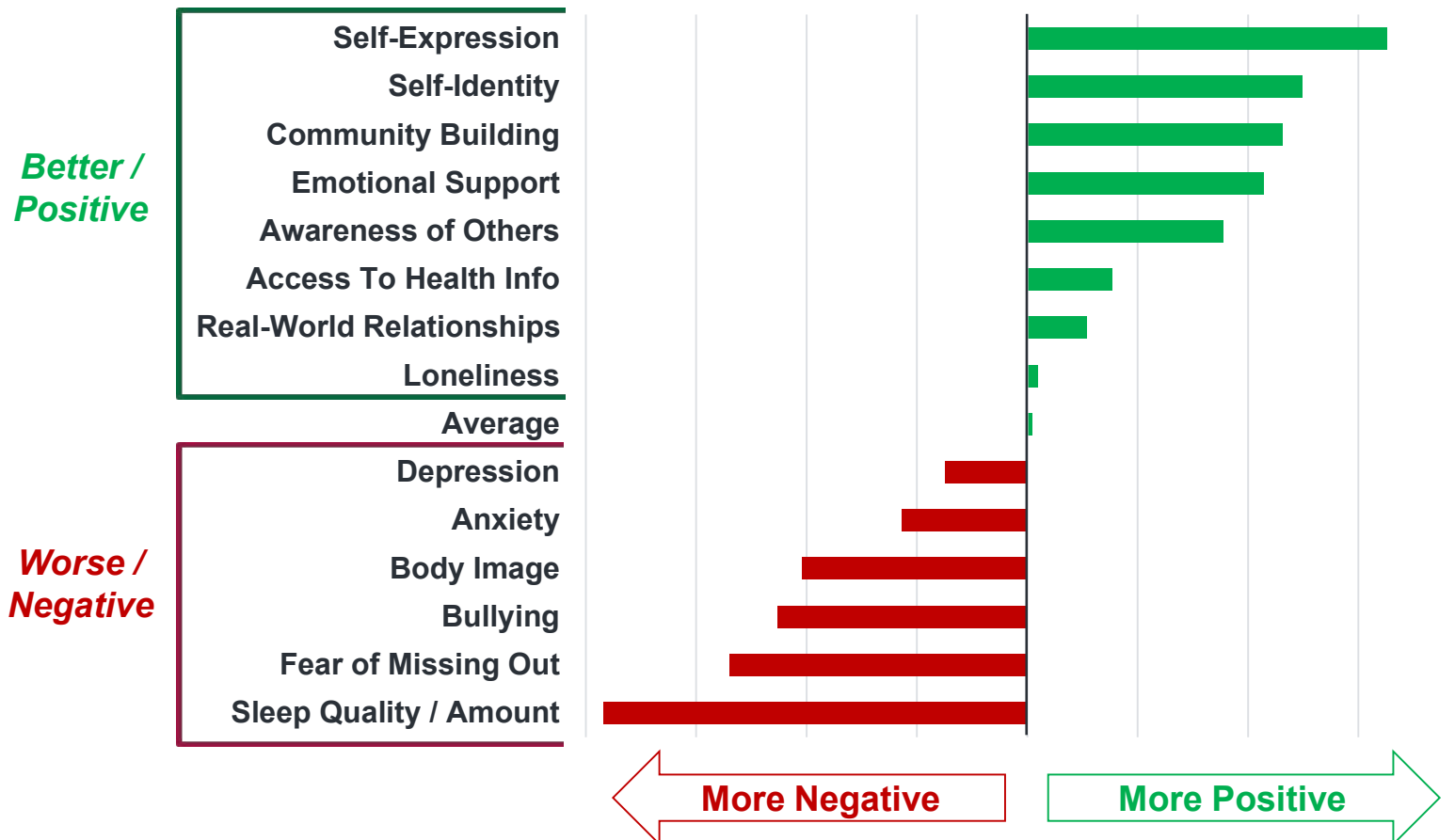


By Age Group



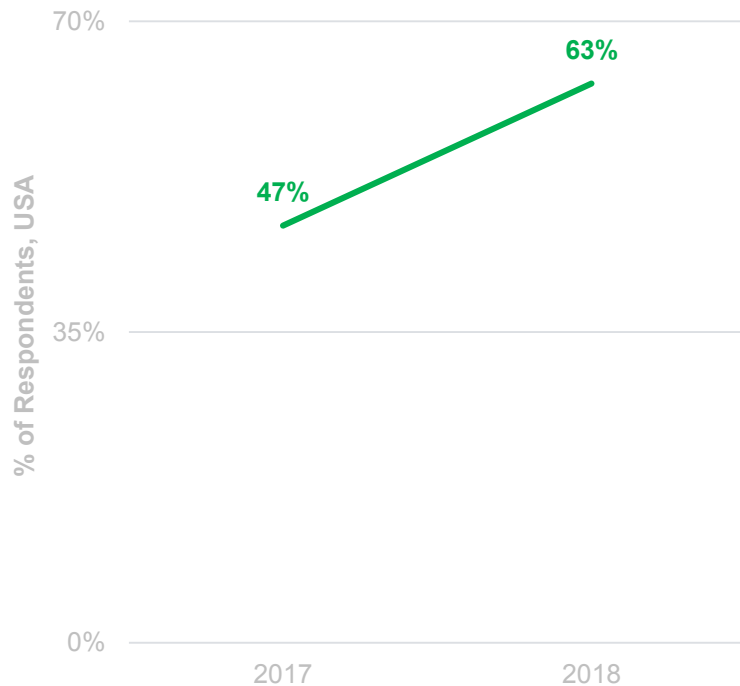
Social Media = Positive & Negative

*Do Social Media Platforms You Use Make These
Health-Related Factors Better or Worse?*

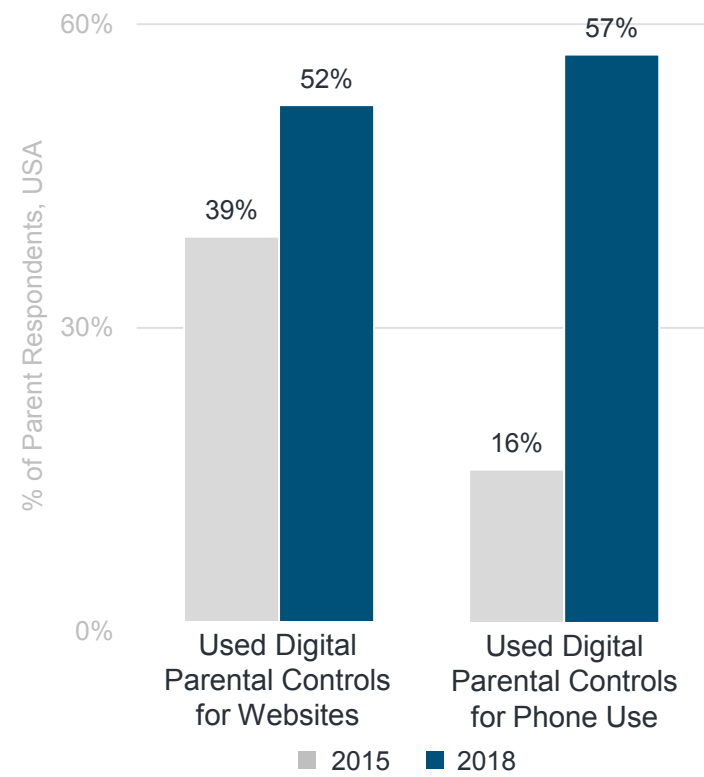


Digital Media = Users Taking Action to Reduce Usage

% of Adults Trying to Limit Personal Smartphone Use, USA



Parent Actions to Regulate Children's Internet / Phone Usage



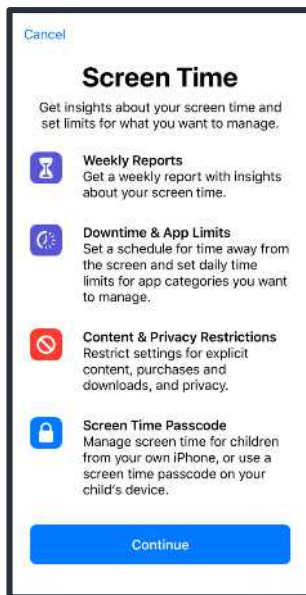
Pew Survey (USA)

Digital Media = Businesses Taking Action to Help Users Monitor Usage

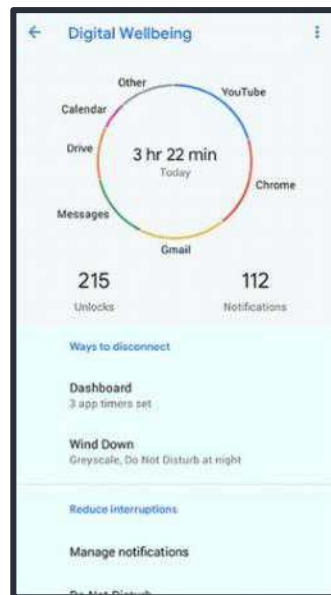
2018

Major Platforms Launched Wellness / Time Tracking Features

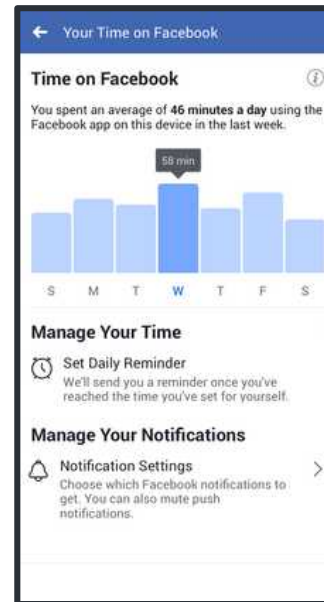
Apple Screen Time



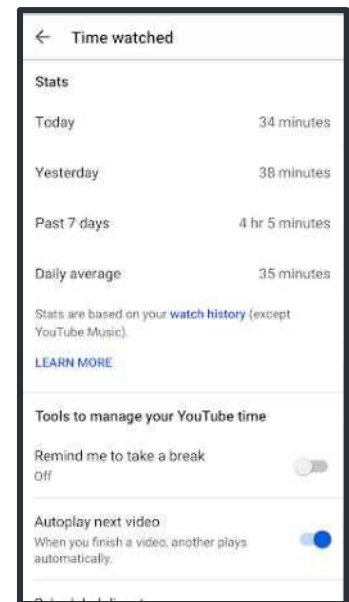
Google Digital Wellbeing



Facebook Your Time on Facebook

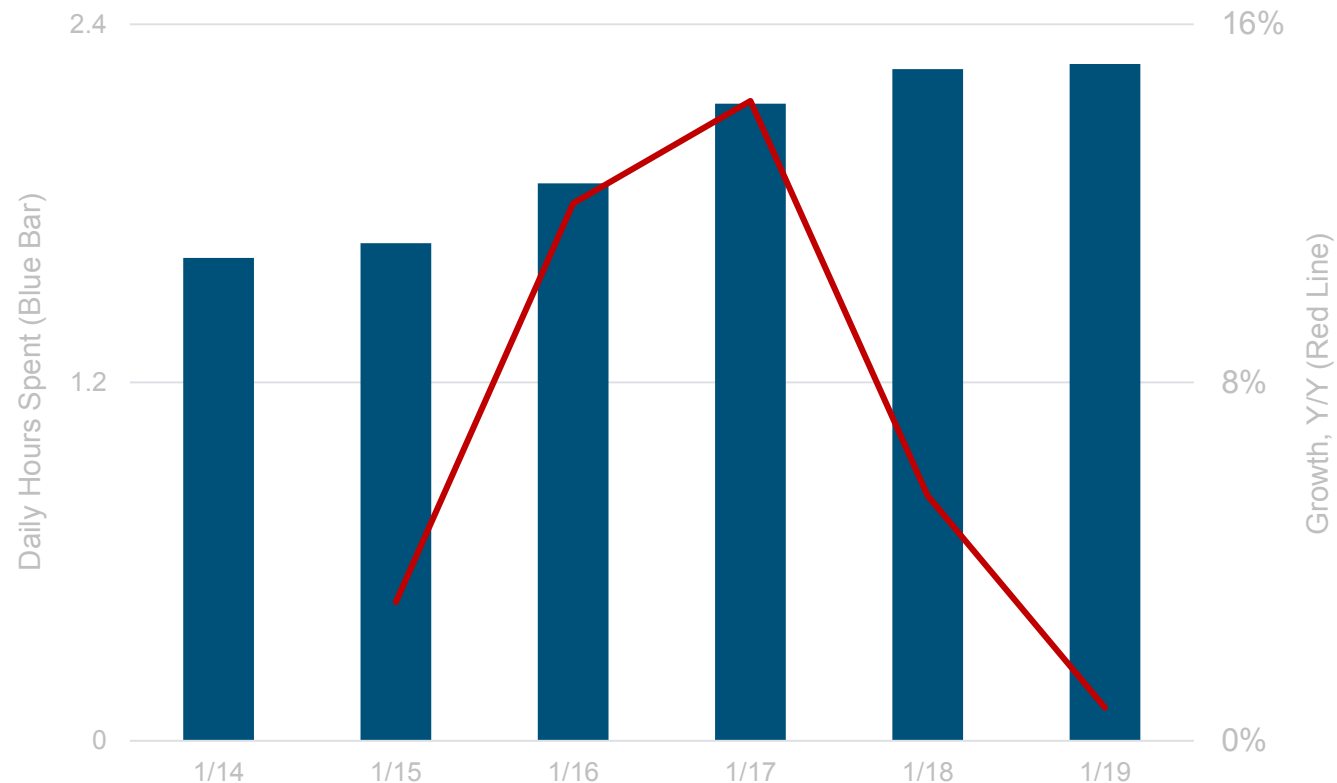


YouTube Time Watched



Social Media Usage = Decelerating... +1% vs. 6% Y/Y

Daily Time Spent on Social Media, Global

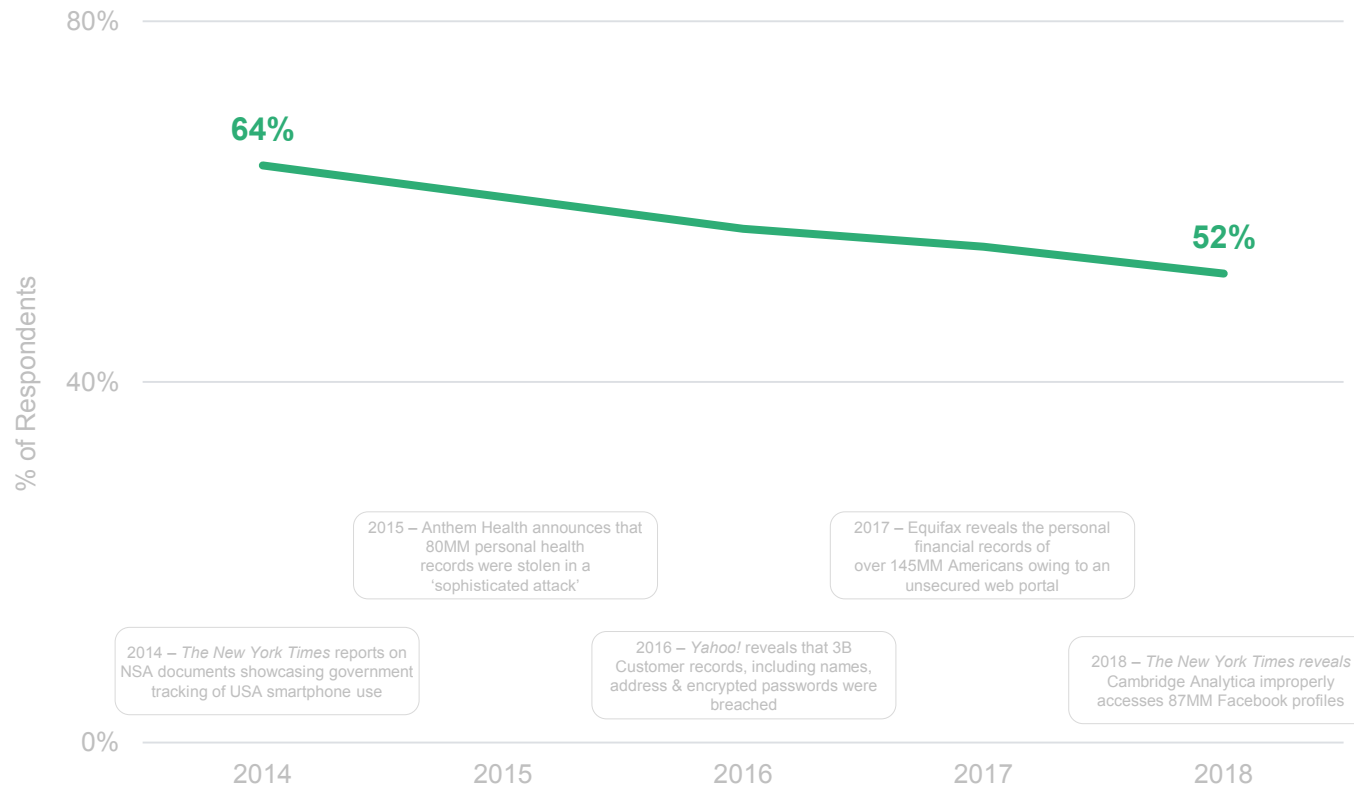


Source: Hootsuite & WeAreSocial Digital 2019 report (1/19). Note: 2019 Estimate owing to the fact that users were surveyed in January 2019, before they have completed the year 2019.

***...Usage Concern =
Privacy...***

Digital Media = Privacy Concerns High But Moderating

People More Concerned About Internet Privacy vs. One Year Ago, Global



Regulators / Businesses = Improving Consumer Privacy Control

Regulators Mandating Privacy Rules / Policies

EU - GDPR

Passed – 2016
Effective – 2018

California State

Passed – 2018
Effective – 2020



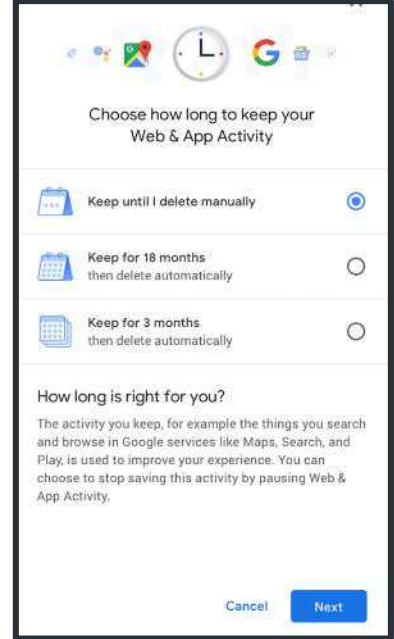
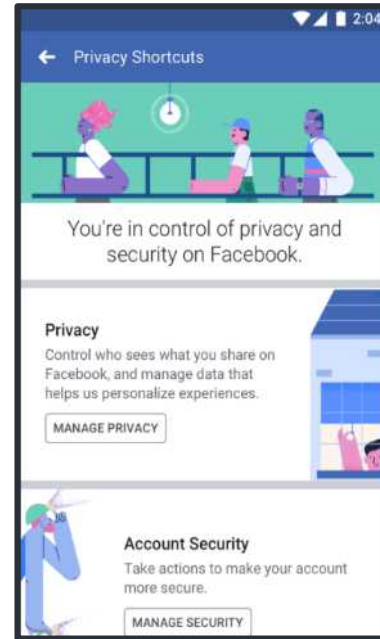
Businesses Improving Privacy Management

Facebook

2018

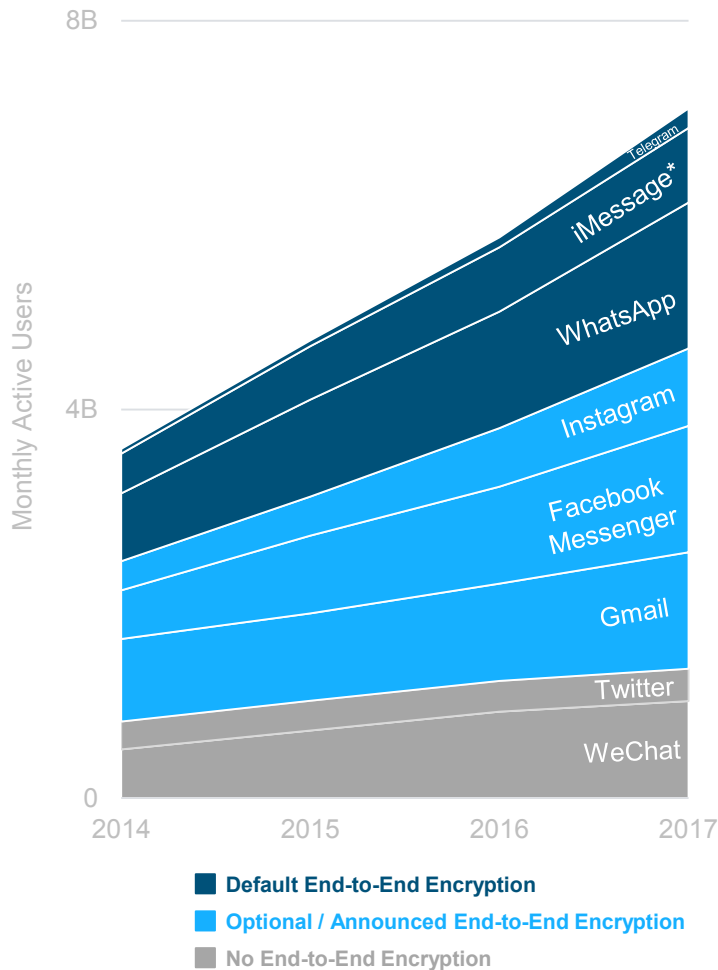
Google

2019

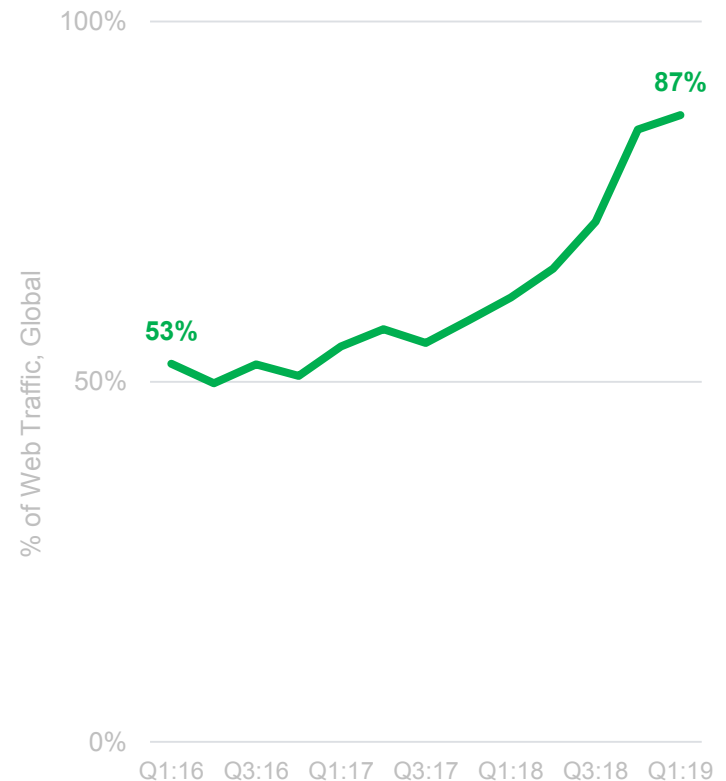


Digital Media = Encrypted Messaging / Traffic Rising Rapidly

Select Messenger MAUs



% of Web Traffic Encrypted

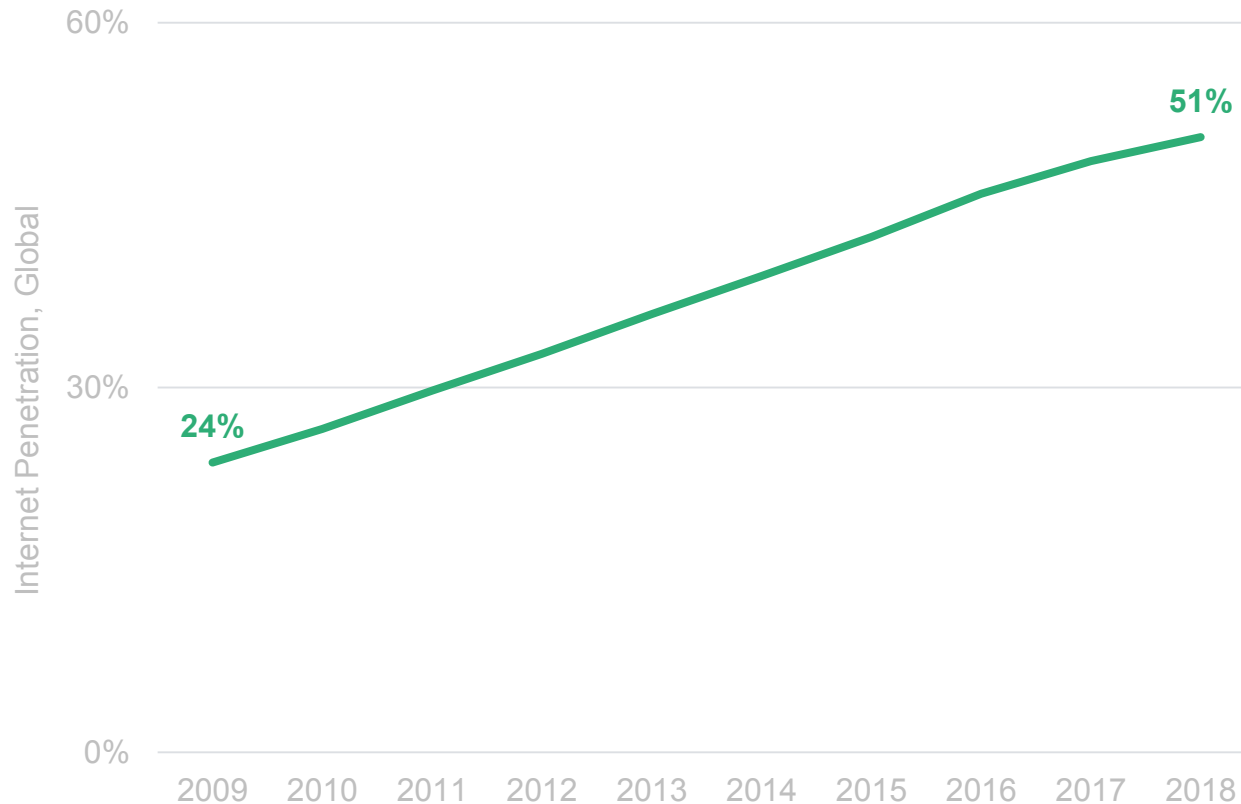


Source: Google, Tencent, Twitter, Facebook, Apple, Telegram releases & Morgan Stanley estimates. Note: *iMessage2 MAUs calculated by install base of Apple iPhones, as estimated by Credit Suisse (2014-2017). WhatsApp employs end-to-end encryption by default. Facebook Messenger has end-to-end encryption capabilities but users have to manually enable them. Instagram does not have end-to-end encryption but Facebook is planning to add that feature & make Facebook Messenger encrypted by default (1/19). All Gmail messages are encrypted at rest and in transit. Fortinet Q3:18 Quarterly Threat Landscape Report (11/18). HTTPS = Hyper Text Transfer Protocol Secure is the secure protocol over which data is sent between the browser and the website the user is connected to.

***...Usage Concern =
Problematic Content / Activity***

More Than Half of Humanity (& Rising) = Online

Internet Penetration, 2018



Media Maxim = People Prefer Negative News (2014)...

We use a lab experiment to capture participants' news selection biases, alongside a survey capturing their stated news preferences...

regardless of what participants say, they exhibit a preference for negative news content.

Marc Trussler & Stuart Soroka – Consumer Demand for Cynical & Negative News Frames, 3/14

...Media Maxim = People Prefer Negative News (1909)

No one attempting to derive an estimate of the present conditions in New York from the front page contents of our many newspapers could be blamed for concluding that society is on the verge of deplorable anarchy.

James E. Rogers – University of Chicago Press, Quoting *The Evening Post* in *The American Newspaper*, 1909

*Problematic Content on Internet =
Can Be Less Filtered + More Amplified*

Images / Streaming = Can Be More Powerful Than Text

Then News via Edited Text



Now News via Live Images



Algorithms = Can Amplify Users Own Patterns

Newsfeeds Curated Using...

Search
History

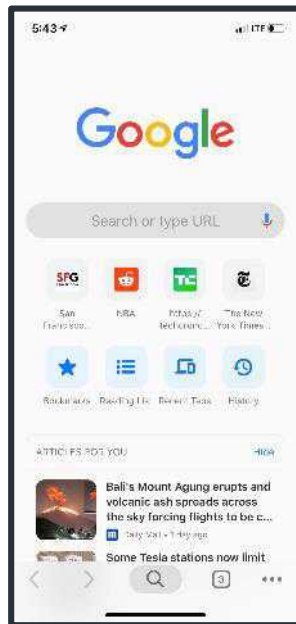
Reading
History

Followed
Accounts

App
Interactions

Followed
Interests

Google



Apple



Twitter



Toutiao

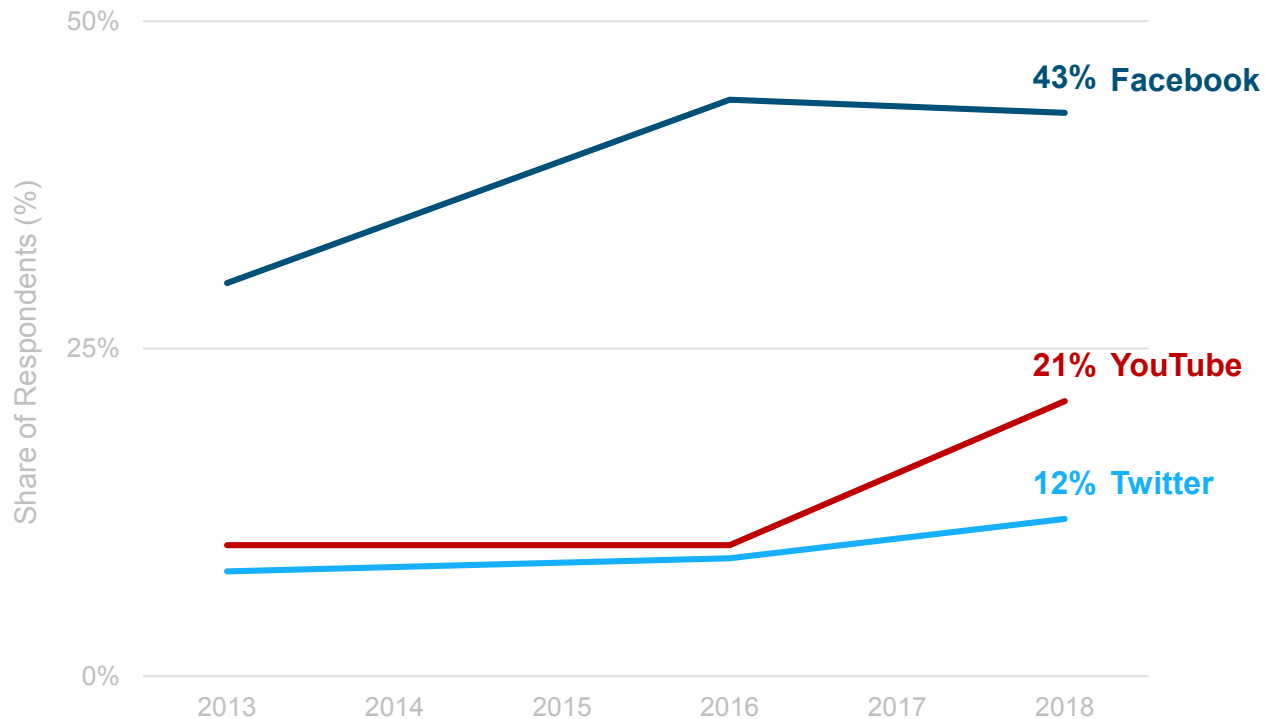


Reddit



Social Media = Can Amplify Trending Topics

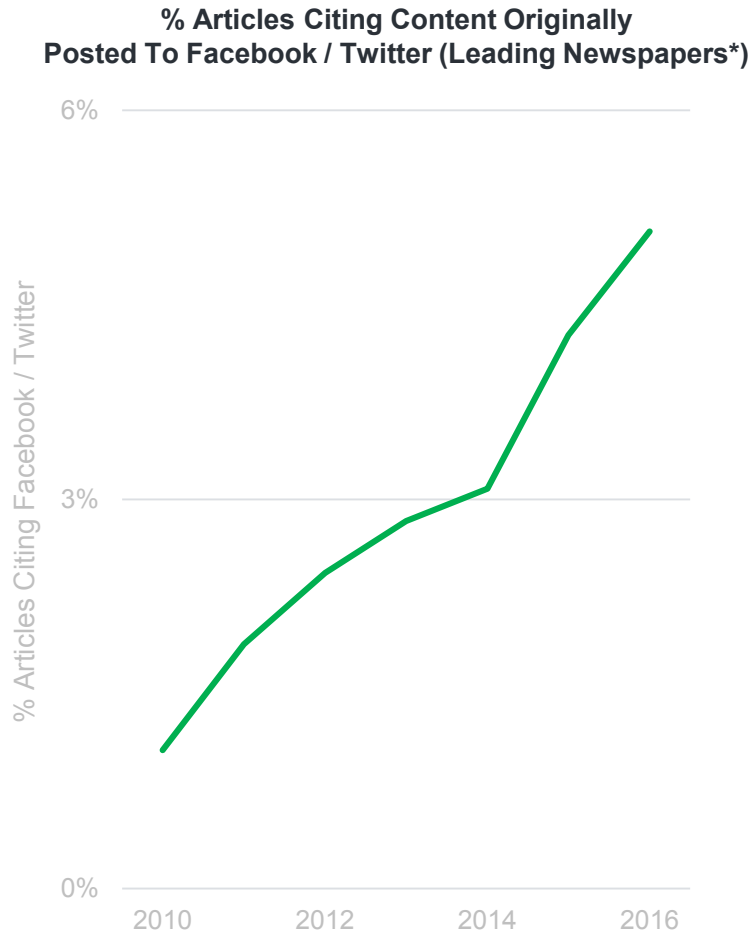
Do You Ever Get News or News Headlines from ____ ?



Pew Survey (USA)

Source: Pew Research (9/18). Note Survey = 4,581 respondents interviewed between 7/30/18 & 8/12/18 vs. historical data from 2016 & 2013.
Note: Instagram / LinkedIn / Reddit / Snapchat / WhatsApp / Tumblr not shown owing to less than 10% of respondents using them to get news in 2018.

Traditional Media Platforms = Can Amplify Social Media Trending Topics



*The topics for which Facebook & Twitter are most commonly sourced [in newspaper articles] are similar across all countries – among them are soft news topics as well as hard news topics such as **domestic & international politics, breaking-news events or reporting on movements, the last of which highlights the relative advantages of social media as a source for journalists.***

Gerret von Nordheim et al. – *Sourcing the Sources*, 6/18

Social Media = Can Amplify Bad Behavior

I Have Experienced _____ Online

42% = Offensive Name-Calling

32% = Spreading of False Rumors

16% = Physical Threats

Pew Survey (USA Teens)

Motivated Bad Actors = Can Amplify Ideologies

The main terrorist problem in the United States today is one of individuals radicalized by a diverse array of ideologies absorbed from the Internet.

Peter Bergen & David Sterman – *The Real Terrorist Threat in America* - *Foreign Affairs*, 10/18

Unintended Bad Actors = Can Amplify Misinformation

The Internet plays a role in fostering distinct & polarized online communities among conspiracy theory believers...

Believers share their opinions & ‘evidence’ with other believers but are less willing to share with people who are critical of conspiracy theories –

with the Internet, conspiracy groups become more homogeneous & their beliefs become stronger over time.

Karen Douglas – Professor of Social Psychology, The University of Kent Writing for *The Conversation*, 6/18

Extreme Views = Can Amplify Polarization

Polarization has been abetted by many factors. Americans are sorting themselves out geographically, living in increasingly politically homogeneous neighborhoods.

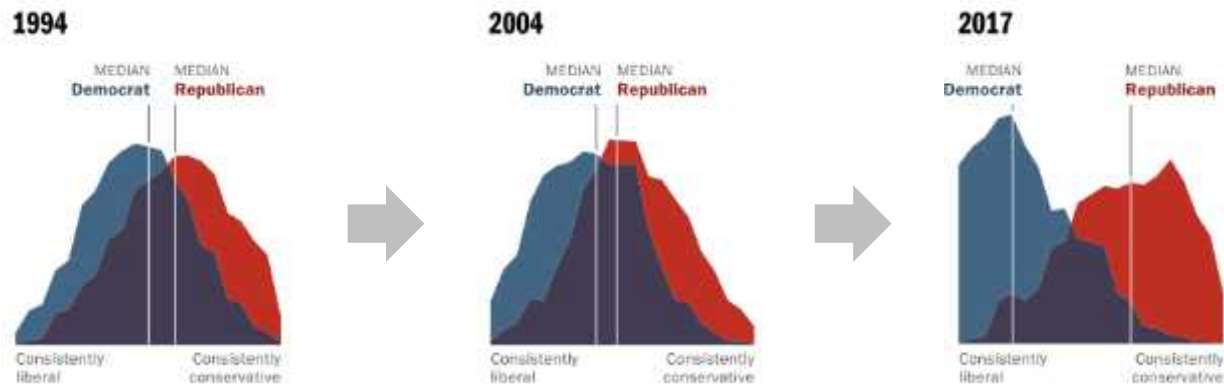
Social media & the proliferation of media channels via the Internet & TV has played a role, allowing people to communicate exclusively with people like themselves.

Identity & the growth of identity politics have also played a role – People have gravitated toward groups that feel they are in a zero-sum competition against one another.

Francis Fukuyama – Stanford University, Professor of Political Science, 12/18

Distribution of Democrats & Republicans

On 10-item Scale of Political Values, per Pew Research, USA



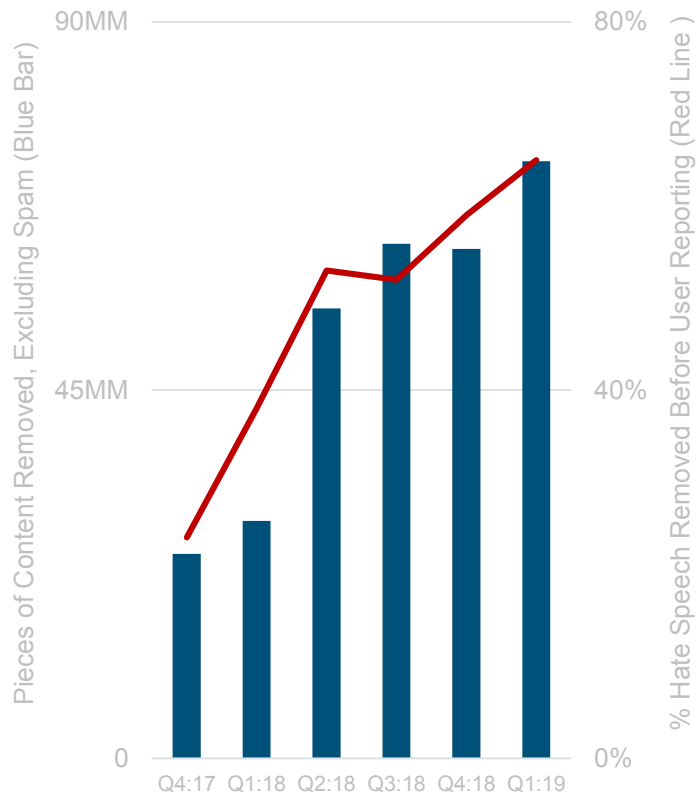
Pew Survey (USA)

Note: Ideological consistency based on a scale of 10 political values questions (see methodology). The blue area in this chart represents the ideological distribution of Democrats & Democratic-leaning independents; the red area of Republicans & Republican-leaning independents. The overlap of these two distributions is shaded purple. Source: Pew Surveys conducted 1994-2017. Stanford release.

Internet Platforms = Driving Efforts to Reduce Problematic Content

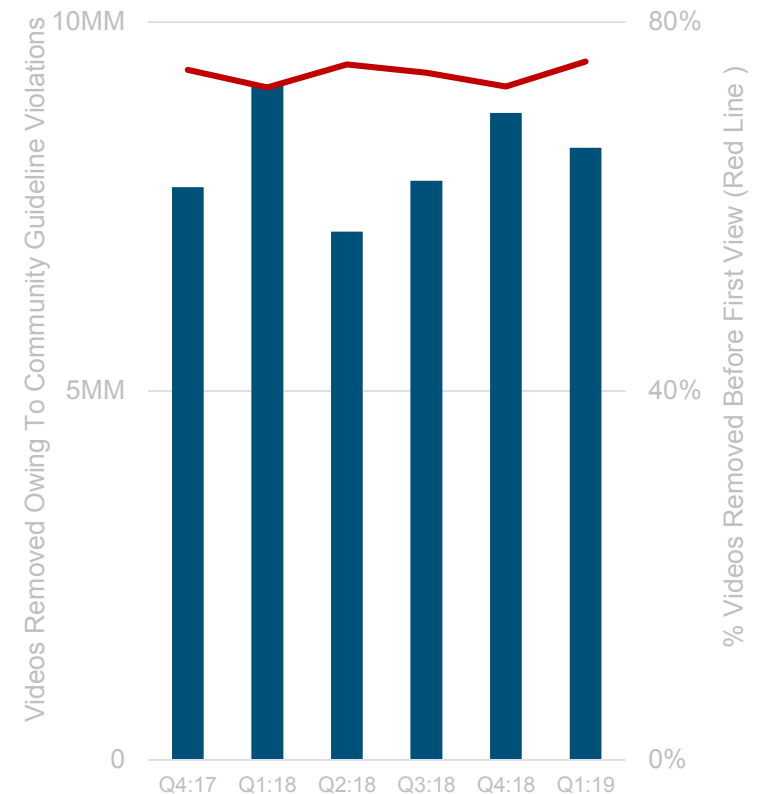
Facebook

Content Items Removed vs.
% Hate Speech Identified / Removed Before User Report



YouTube

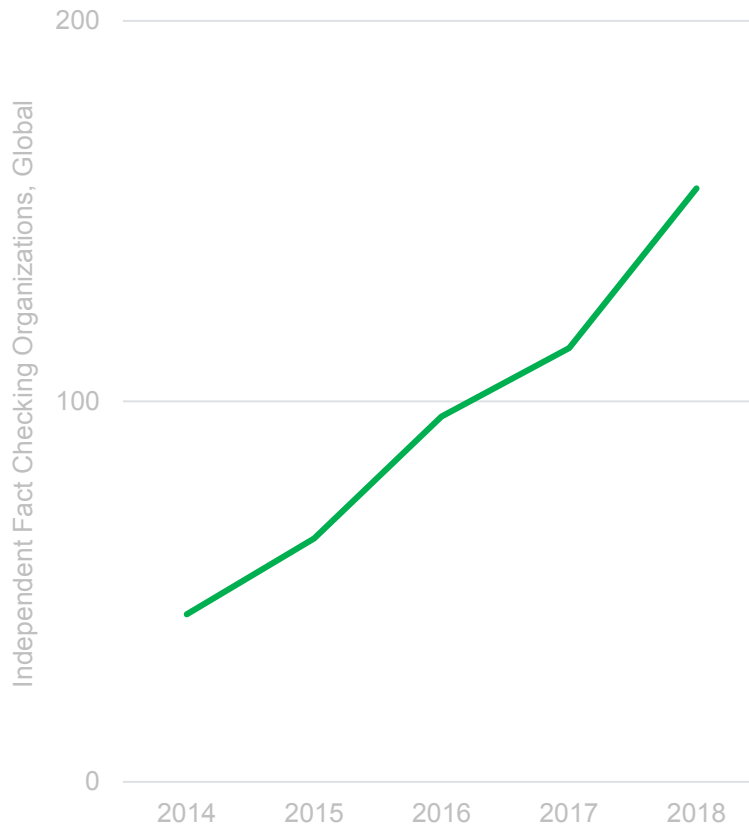
Videos Removed for Community Guideline Violations vs.
Share Flagged / Removed Before First View



Source: Facebook Community Standards Enforcement Report (5/19). Pieces of content include posts, photos, videos or comments that were taken down due to violation of community guidelines. Taking action could include removing a piece of content from Facebook, covering photos or videos that may be disturbing to some audiences with a warning, or disabling accounts. Spam not included due to the scale (Billions of pieces of content removed quarterly). YouTube Community Guidelines enforcement Report (5/19). YouTube Community Guideline Violations can include sexual content, graphic / violent content, harassment, etc.

Consumers + Businesses = Driving Efforts to Moderate Problematic Content

Global Independent Fact-Checking Organizations



The number of media outlets focused on fact-checking & political accountability reporting has grown rapidly. Bolstered by new partnerships & technology, more fact-checking took place during the 2016 election than in previous elections.

Media organizations including NPR & The Washington Post report record-breaking readership of their fact-checking work.

Alan Greenblatt – The American Press Institute, 4/17

***We can definitely continue to improve how we manage the YouTube platform...
I see how much improvement we've already made...If you look back 2 years,
there were a lot of articles about how we handled violent extremism...
if you talk to experts in this field today, you can see we've made tremendous progress.***

*We are an information company - we committed last year to having >10,000 people moderating content...
I see how much progress we've already made. We just made changes to our
recommendation algorithms for borderline content & we've announced we've seen a
50% reduction in the views coming from recommendations on that content.*

***If you combine much better policies with technology to do that at scale,
I think you can be at a much better place.***

Susan Wojcicki – CEO, YouTube, Interview @ Code Conference, 6/19

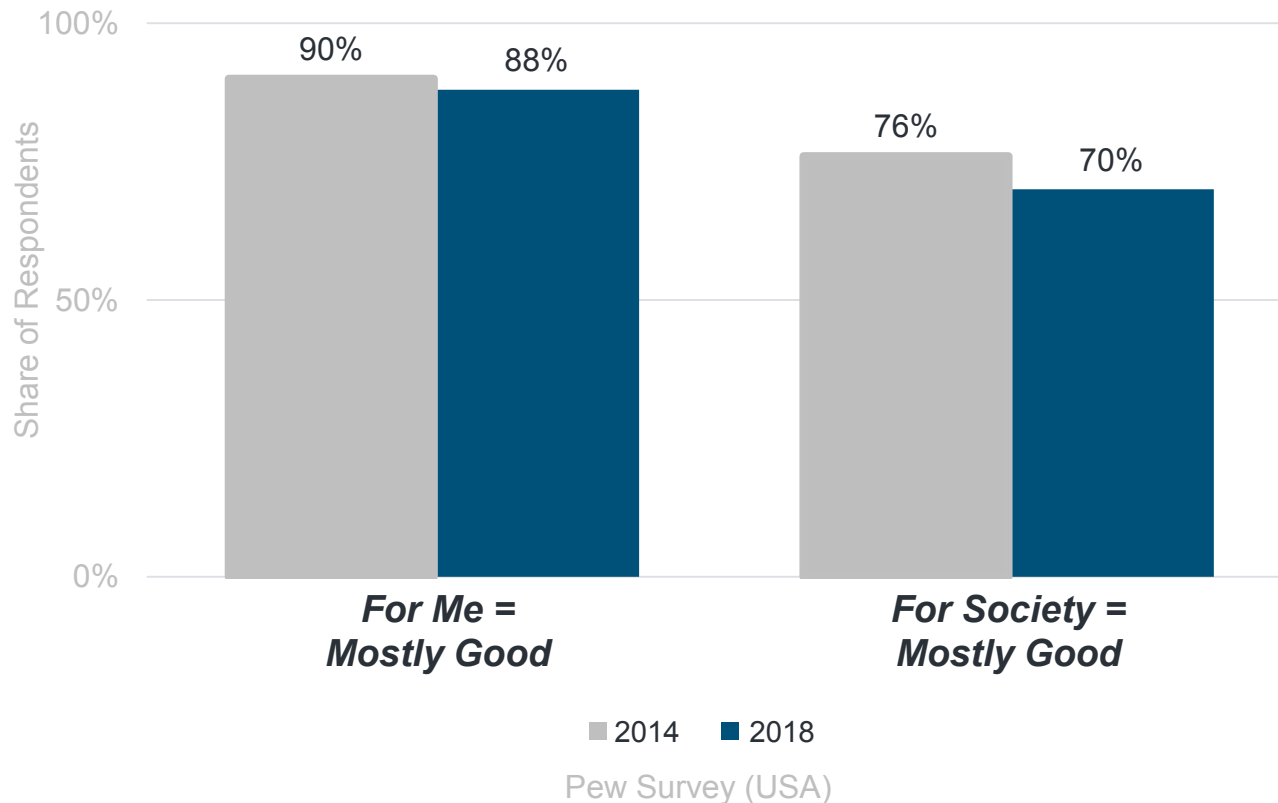
*The Department of Homeland Security has engaged with major
social media companies to encourage them to continue to police their websites...*

***We do see that those efforts are bearing some fruit –
I think we have a long way to go & we look forward to continue
to engage with social media companies in that environment.***

Brian Murphy – Principal Deputy Undersecretary, Department of Homeland Security, Testimony to USA Congress, 5/19

Perception of Internet (USA) = Largely Positive for Individuals + Society

***When You Add Up Internet Advantages & Disadvantages of
The Internet, It Has Been _____ for Me / Society***



***Age-Old Challenge of
Amplifying Good + Minimizing Bad =
Taking Rapid Twists & Turns***

***Global Relationships
Related to
Information + Data =
Evolving Differently / Rapidly***

***In a sense, the World Wide Web as we know it is over...
in its place is something altogether different:
a Balkanized 'splinternet'...where your experience
online is determined by local regulation.***

Mark Scott – Chief Technology Correspondent, Politico, 12/17 & 2/18

***We need a new generation of laws
to govern a new generation of tech.***

Brad Smith – President & Chief Legal Officer, Microsoft, 2/18

***There's a paradigm shift going on...
Governments are moving from a position of
non-interference to a realization that
if we want to keep a cross-border Internet going,
then we [need] a new system of governance.***

Paul Fehlinger – Co-Founder, Internet & Jurisdiction Policy Network, 2/18

Global Internet Freedom...

Partly-Free = Rising...Free / Not-Free = Falling

Freedom House – Freedom on the Net (Global, 2018)

Internet Users Live in a Country Where _____

55%

Political, social, or religious content
is censored / blocked

47%

Government Internet surveillance
powers have increased over past year

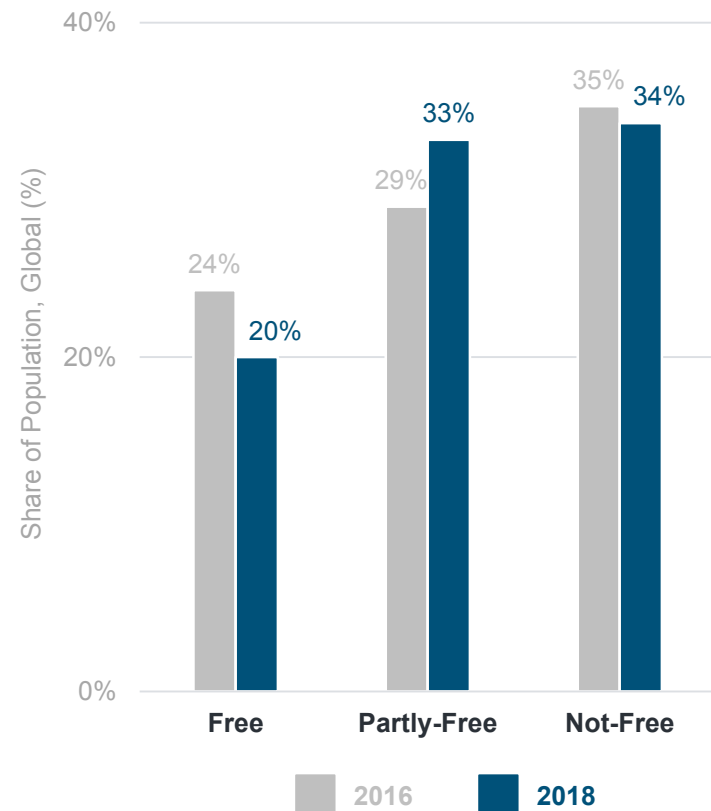
47%

Access to certain social media /
messaging platforms have been blocked

42%

Government has disconnected Internet /
mobile networks often for political reasons

Internet Population 'Internet Freedom Status'



Global Internet Freedom Framework (Freedom House)

Freedom House *Freedom on The Net Index*

Measures a country's level of Internet / digital media freedom, using questions derived from Article 19 of UN's Universal Declaration of Human Rights:

Everyone has the right to freedom of opinion & expression; this right includes freedom to hold opinions without interference & to seek, receive & impart information & ideas through any media regardless of frontiers.

Countries are given points for: 1) Obstacles to Access; 2) Limits on Content; 3) Violations of User Rights

Free

Countries with low economic / infrastructural / regulatory barriers to Internet access...
minimal blocking / filtering of content / information...strong privacy protections

Partly-Free

Countries with some barriers to Internet access (like state-owned providers handicapping competition)...
some blocking of content / information (like news sites or temporary blocks on social media)...
some privacy violations (like data collection requirements with weak judicial oversight)

Not-Free

Countries with strong barriers to Internet access (like cutting off the internet to certain regions)
...strong blocking of content (news sites, opposition figures, permanent blocks on social media)...
rampant privacy violations (like data localization requirements with low judicial independence, unchecked surveillance)

World Wide Web = Webs of Worlds Driven by Local Regulation...

Internet Regulation				
Low	High			
	USA	7 Largest EU Economies*	India	China
Global Internet User %	8%	8%*	12%	21%
Internet Access	<ul style="list-style-type: none">Diverse regulatory bodies with varied / distinct powersPrivately-owned telecom infrastructure accessible to nearly all residents	<ul style="list-style-type: none">Diverse regulatory bodies with varied / distinct powersPrivately-owned telecom infrastructure accessible to nearly all residents	<ul style="list-style-type: none">Diverse regulatory bodies, many with power to regulate accessGovernment initiative to increase Internet access & usage as a 'public good'	<ul style="list-style-type: none">Central government bodies with strong regulatory powerHigh government ownership / control of network infrastructure with ability to regulate access
Content Regulation	<ul style="list-style-type: none">Virtually no content filtering & strong free speech protectionsNo political censorship, strong protection for hosts of user-generated content	<ul style="list-style-type: none">Limited content filtering & free speech protectionsLimited political censorship, some liability for hosts of user-generated content	<ul style="list-style-type: none">Event-driven content filtering often without direct public input with some speech protectionSome censorship, generally to remove 'insulting content'	<ul style="list-style-type: none">Strong content regulation & no expectation of speech protectionRegulation to 'create a more harmonious digital society'
User Regulation	<ul style="list-style-type: none">Some legal privacy protections related to government collection of user dataLimited regulation on encryption / secure communication	<ul style="list-style-type: none">Strong legal privacy protections related to any collection of user dataLimited regulation on encryption / secure communication	<ul style="list-style-type: none">Some legal privacy protections related to government collection of user dataRequired government approval for encryption / secure communication	<ul style="list-style-type: none">Ability to collect user data for regulatory purposesRequired government approval for encryption / secure communication

Legend		
Limited Regulation	Moderate Regulation	Strong Regulation

Note: *Based on analysis of Germany / UK / France / Italy / Spain / The Netherlands / Sweden – 7 largest economies in The European Union, representing >70% of The EU GDP in 2018 & a majority of votes in the EU Parliament. Individual policies vary across The EU, in particular, some eastern European Union countries (e.g., Hungary) significantly limit Internet freedom in stark contrast to more open EU nations. Analysis also takes into account EU-wide directives, such as GDPR. Source: Adapted from Freedom House *2018 Freedom on the Net Report*. Global Internet User % as of 2018 per CIA World Factbook, United Nations / International Telecommunications Union, USA Census Bureau. Internet user data is as of mid-year. Internet user data: Pew Research (USA), China Internet Network Information Center (China), estimates based on IAMA data (India).

...World Wide Web = Webs of Worlds Driven by Local Regulation

Global Internet Regulatory Observations per *Foreign Affairs* (9/18)

USA

In 1997, USA negotiated an agreement through the World Trade Organization that committed 67 signatory countries to 'procompetitive regulatory telecommunications principles'...

As the Internet grew more centralized & as its role expanded, policymakers failed to keep up. When it came to updating regulations for online activities...the Internet was treated as a special realm that did not need regulation & the bad guys took notice.

Karen Kornbluh – Senior Fellow for Digital Policy, Council on Foreign Relations

European Union

The GDPR has...created a blueprint that other states & organizations will study closely as they, too, seek to properly balance individuals' rights to data protection with their other rights & with the legitimate interests of business & government.

The law's main innovation is to establish a bedrock principle of accountability. It places responsibility for properly collecting & processing personal data squarely on organizations & extends to individuals the right to prevent their data from being collected or processed. The GDPR also gives individuals the right to insist that their data be deleted.

Helen Dixon – Data Protection Commissioner, Ireland

India

When a service provider sends an authentication request to Aadhaar (India's National Identity System), the purpose of the authentication is not revealed; all the government knows is when someone uses his Aadhaar number, not where or why.

[Aadhaar shows] India's approach to the Internet is simple – empower users with the technical & legal tools required to take back control of their data.

Nandan Nilekani – Founding Chair of Unique Identification Authority of India

China

Chinese leaders want to ensure a harmonious Internet – one that guides public opinion, supports good governance & fosters economic growth but also is tightly controlled...

China has promoted 'cyber-sovereignty' as an organizing principle of Internet governance...China envisions a world of national Internets, with government control justified by the sovereign rights of states.

Adam Segal – Chair, Emerging Technologies & National Security, Council on Foreign Relations

***Open Internet =
Can Benefit All Constituents***

Open Internet = Core Constituent Motivations

Consumers

Want to Get What They Want Efficiently & Inexpensively

Businesses

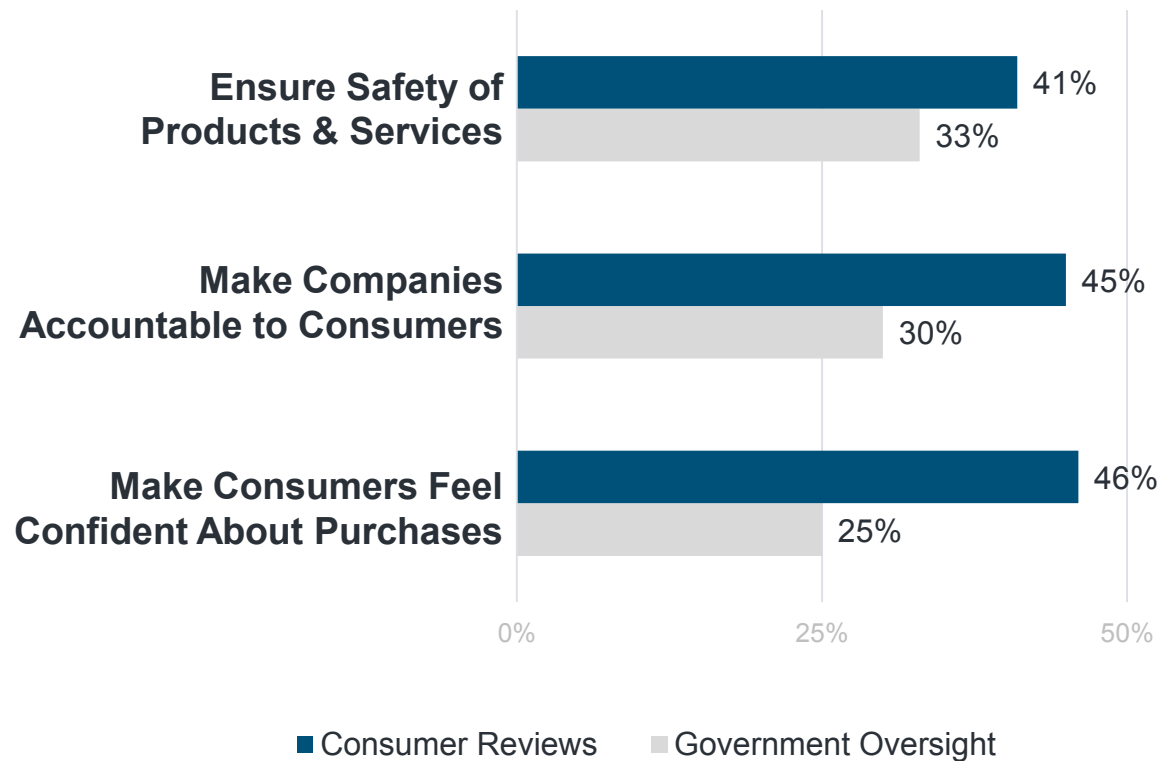
Want to Sell Products & Services Profitably

Regulators

Want to Protect Consumers / Businesses / Social Institutions

Open Internet = Online Reviews Can Boost Multi-Sided Accountability...

Do Online Consumer Reviews / Government Oversight Help 'A Lot' to _____



Pew Survey (USA)

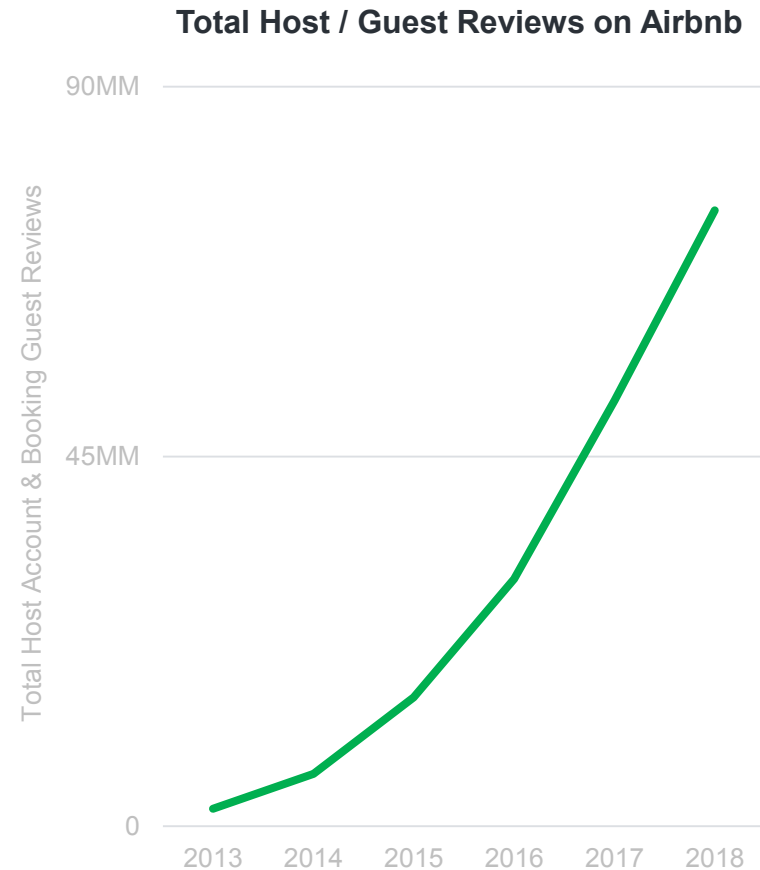
...Open Internet = Online Reviews Can Boost Multi-Sided Accountability

Airbnb

Safety is our number one principle at Airbnb, the whole thing only works if you feel safe – we have a few hundred people on our Trust & Safety Team who really work with the Airbnb community to facilitate that.

70% of guests – when they stay on Airbnb – leave a review, which means we've built a system that allows the community to review properties on Airbnb & build trust.

Brian Chesky – CEO, Airbnb, 4/19



Source: Total host / guest reviews per Airbnb (6/19). Each booked trip taken on Airbnb can have 0-2 reviews depending on if the host account and/or booking guest writes a review.
Brian Chesky quote per interview on CBS News (4/19)

*Reveals / Actions / Reactions
Amplified on Internet =*

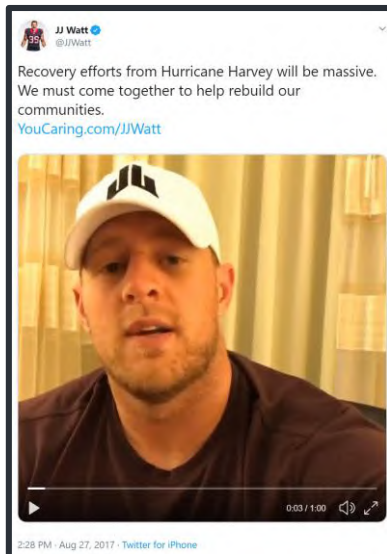
*Can Drive Transparency + Rapid Change for
Consumers / Businesses / Regulators*

Reveal / Action / Reaction...

Twitter = Communication Tool for Citizens...

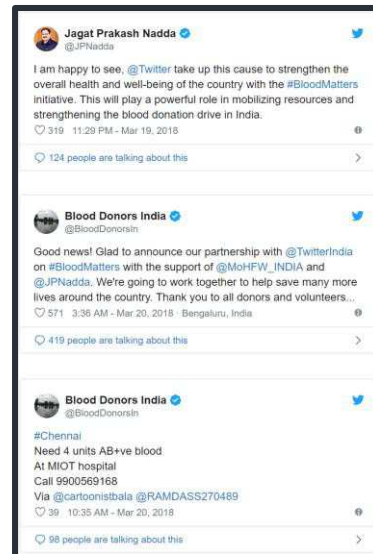
Humanitarian Concerns

JJ Watt Hurricane Harvey Relief



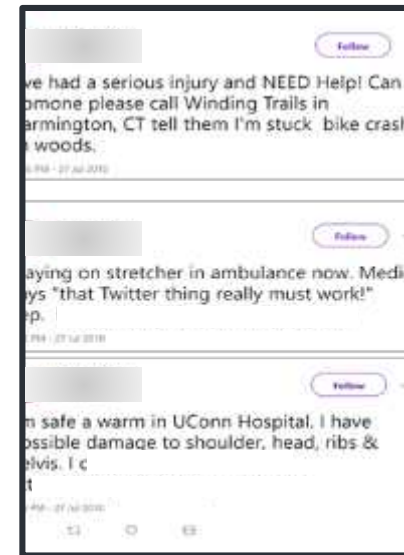
\$42MM Raised...
1 Year
(2017)

Blood Donors India



...11K Donations...
1 Year
(2017)

Emergency Rescue



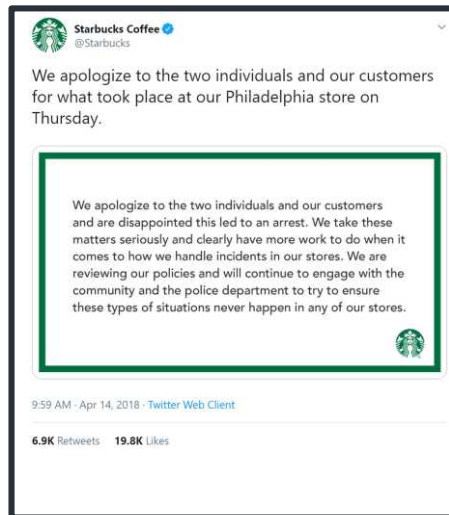
...Accident -> Safety
<3 Hours
(2010)

...Reveal / Action / Reaction...

Twitter = Communication Tool for Consumers + Businesses

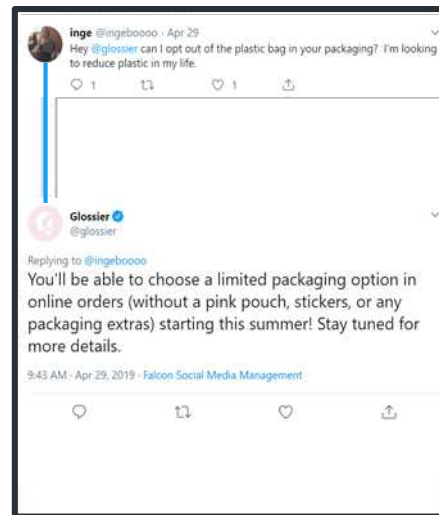
Consumer / Business Concerns

Starbucks



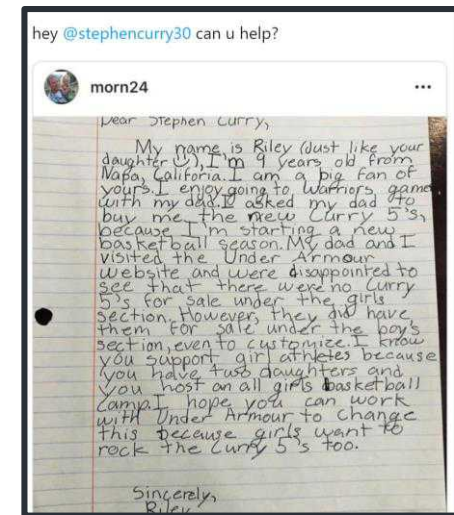
Starbucks Security Policy...
<2 Days
(2018)

Glossier



...New Packaging...
<1 Day
(2019)

Under Armour



...New Steph Curry Shoe Sizes
<1 Week
(2018)

Social Media is Important For _____

69%

Getting Government Officials to Pay Attention to Issues

67%

Creating Sustained Movements for Social Change

58%

Influencing Government Policy Decisions

Pew Survey (USA)

*Open Internet =
Can Be Messy, But Effective...*

*Consumer / Business / Regulators =
Key to Work Together to
Amplify Good + Minimize Bad*

*During the first two-decades of the Internet's growth,
too much faith was put in the technology itself.*

*Not enough was done to address challenges
such as the spread of surveillance technologies,
abuse of online platforms & the general undermining of trust.*

***...[governments] should work to establish better baselines &
metrics to assess the Internet's true impact, as well as the
kinds of actions that enable the good & mitigate the bad.***

***Advocates for the open Internet should acknowledge that regulation
can help, while remaining vigilant to unintended consequences.***

*...all of these stakeholders should continue to forge coalitions
that work across borders in support of flexible, focused &
rights-compliant efforts to improve freedom online.*

Jason Pielemeier – Policy Director, The Global Network Initiative, *Council on Foreign Relations Blog*, 7/18

First Step in Long Journey = An Algorithmic Bill of Rights?

Crowdsourced Algorithmic Bill of Rights, per Sigal Samuel @ Vox



- 1) Transparency
- 2) Explanation
- 3) Consent
- 4) Freedom from Bias
- 5) Feedback Mechanisms
- 6) Data Portability
- 7) Redress
- 8) Algorithmic Literacy
- 9) Independent Oversight
- 10) Federal / Global Governance



***Highly Regulated Internet =
Can Favor State Control***

A fundamental First Amendment principle is that all persons have access to places where they can speak & listen & then, after reflection, speak & listen once more.

Today, one of the most important places to exchange views is cyberspace, particularly social media, which offers relatively unlimited, low-cost capacity for communication of all kinds.

Anthony Kennedy – Former USA Supreme Court Justice – Majority Opinion, *Packingham v. North Carolina*, 6/2017

***If there be time to expose through discussion the falsehood & fallacies,
to avert the evil by the processes of education,
the remedy to be applied is more speech, not enforced silence.***

Louis Brandeis – Former USA Supreme Court Justice – Concurring Opinion, *Whitney v. California*, 5/1927

***I urge improving the governance capacity in cyberspace & developing
a governing network led by the [Communist Party of China].***

***Internet media should spread positive information, uphold the correct
political direction & guide public opinion & values towards the right direction.***

***Internet service providers should take responsibility to prevent cyberspace
from degrading into a platform full of harmful, false & provocative information.***

Xi Jinping – President of The People's Republic of China, As Translated by Xinhua, 4/2018

Cyber Attacks =
Sophistication + Scope Continue to Rise

Cyber Attacks = Evolving Sponsors / Targets / Asks / Detection

1) **State-Sponsored Actor Attacks = Rising**

USA / UK / The Netherlands / Germany Have Publicly Indicted State-Actors

2) **Large-Scale Data Provider Attacks = Rising**

Cloud Providers / Telecoms / Data Brokers Seeing Elevated Attack Activity

3) **Monetary Extortion Cases = Rising**

Non-Attributable Currencies (e.g., Crypto) Enabling Anonymous Ransom Payments

4) **Attack-to-Detection Dwell Time = Continues To Fall**

Average Days = 78 (2018)...101 (2017)...416 (2011)

Cyber Attacks = Opportunities Created by Online System Weaknesses

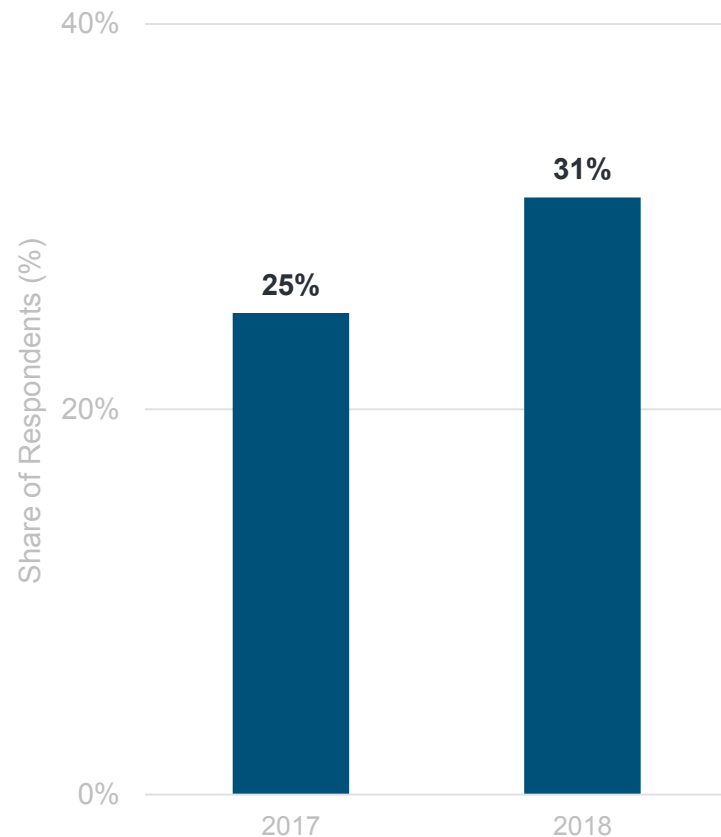
The screenshot shows a 'Security Console' web interface. At the top, there's a navigation bar with tabs: 'Identity', 'Authentication', 'Access', 'Reporting', 'RADIUS', 'Administration', 'Setup', and 'Help'. Below this, there's a section for 'Emergency Access Tokencodes'. It includes a description: 'for emergency access when the user has lost, broken, or misplaced a token. The user authenticates with his or her current PIN + the emergency tokencode'. There's a 'Required field' indicator. Under 'Online Emergency Access', there are checkboxes for 'Online Emergency Access' and 'Enable authentication with an online emergency access tokencode'. Below that, there's a section for 'Type of Emergency Access Tokencode(s)' with radio buttons for 'Temporary Fixed Tokencode' (selected) and 'Set of One Time Tokencodes'. A red arrow points to the 'Temporary Fixed Tokencode' option. Below this, there's a field for 'Online Emergency Access Tokencode' with the value '11864899' and a 'Generate New Code' button. A note says '(Tokencodes will not be assigned to user until you click Save)'. At the bottom, there's a section for 'Emergency Access Tokencode Lifetime' with radio buttons for 'No expiration' (selected) and 'Expire on' with a date picker.

A financial services firm engaged a Mandiant Red Team to evaluate the effectiveness of its information security team's detection, prevention & response capabilities. The team was able to obtain full administrative control of the company domain & compromise all critical business applications without any software or operating system exploits.

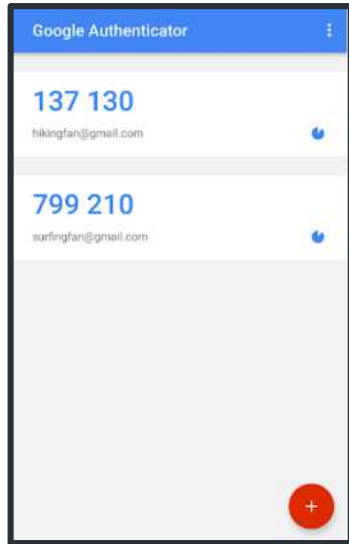
Instead, the team focused on identifying system misconfigurations, conducting social engineering attacks & using the client's internal tools & documentation.

FireEye Threat Research, 4/19

Data Center Operators – Downtime Experienced in Past Year *per Uptime Institute*



2-Factor Authentication = Incomplete Adoption Limits Effectiveness

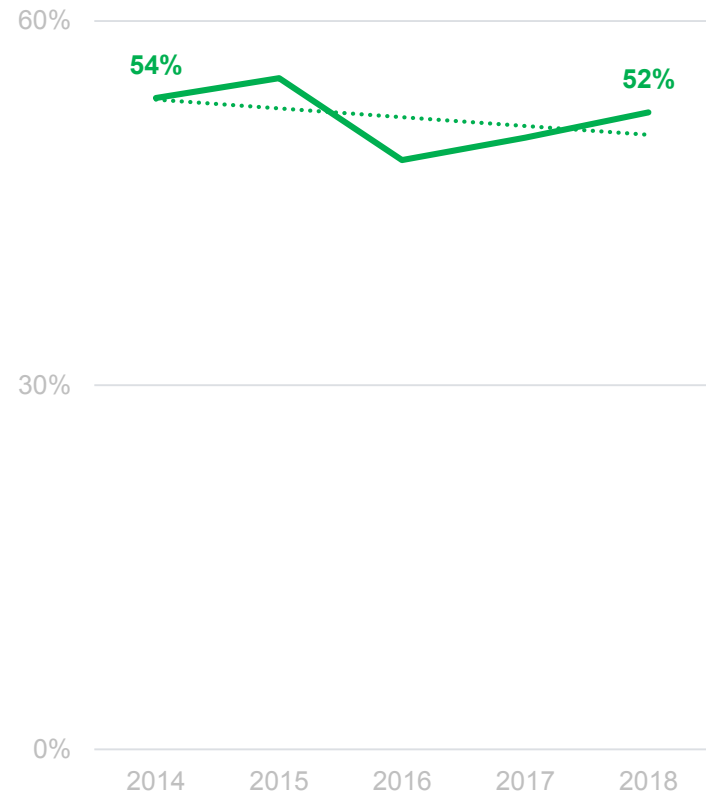


Security experts have seen a significant uptick in the number of clients securing their VPN or remote access infrastructure with multi-factor authentication.

However, there is frequently a lack of multi-factor authentication for applications being accessed from within the internal corporate network.

FireEye Threat Research, 4/19

% Sites Supporting 2-Factor Authentication, Global*



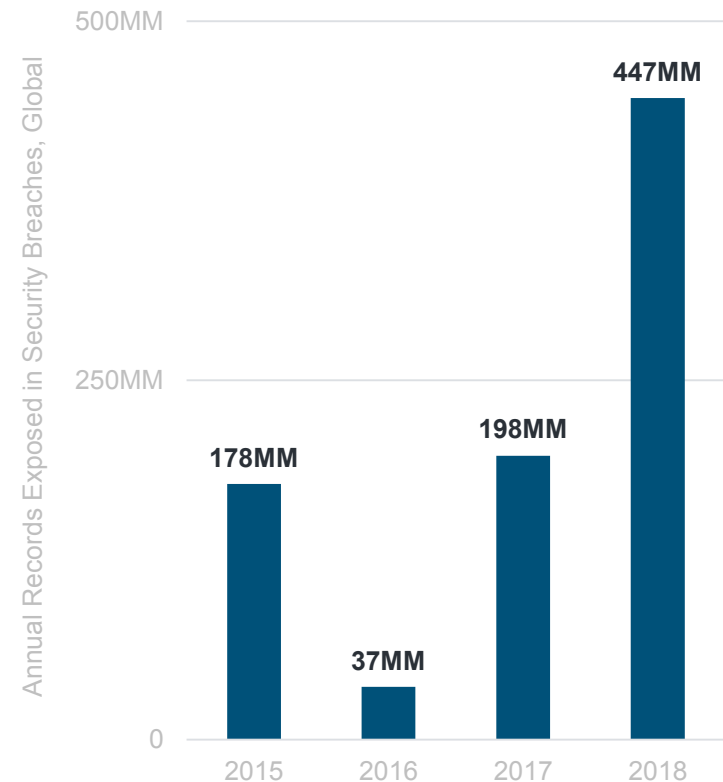
Cyber Attacks = Increasingly Focused on Sensitive Data

As more & more customers move to software as a service & cloud, attackers are following data.

Attacks against cloud providers, telecoms & other organizations with access to large amounts of data... increased in 2018.

FireEye M-Trends Report 2018

Sensitive Records Exposed in Security Breaches



Cyber Attacks = Effects Amplified by State Sponsorship

***States are using the tools of cyberwarfare
to undermine the very foundation of the Internet: trust.
They are hacking into banks, meddling in elections, stealing
intellectual property & bringing private companies to a standstill.***

*The result is that an arena that the world relies on for
economic & informational exchange has turned into an active battlefield.*

Cyber-operations are emblematic of a new style of competition...

*In operation after operation, many of them hardly registered
by the wider world, states are weaponizing the Internet.*

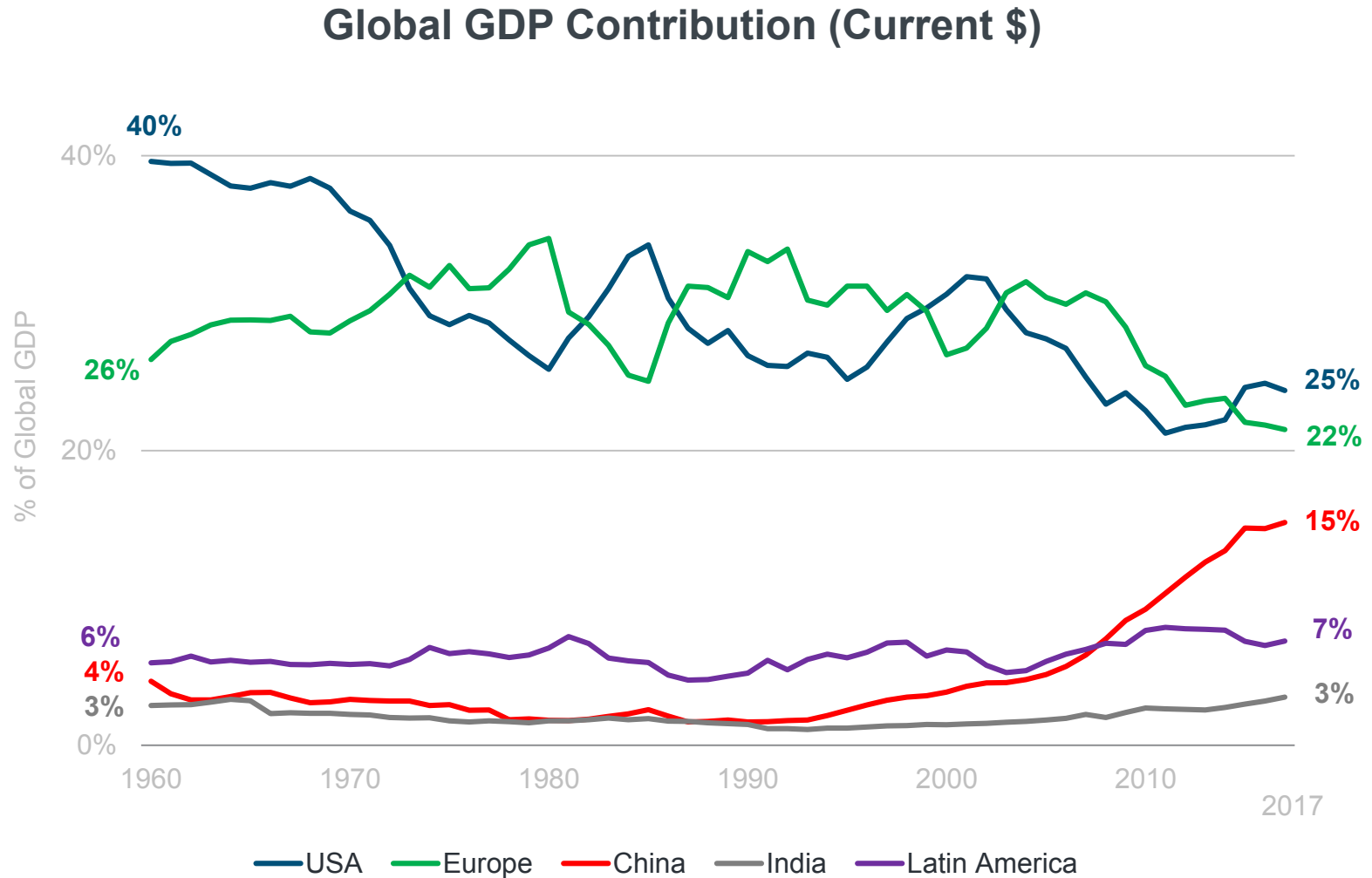
*All these incidents occurred in a gray zone of conflict –
below the threshold of outright war
but above that of purely peacetime behavior.*

Michèle Flournoy & Michael Sulmeyer – Co-Founders, WestExec Advisors, *Foreign Affairs*, 9/18

WORK =

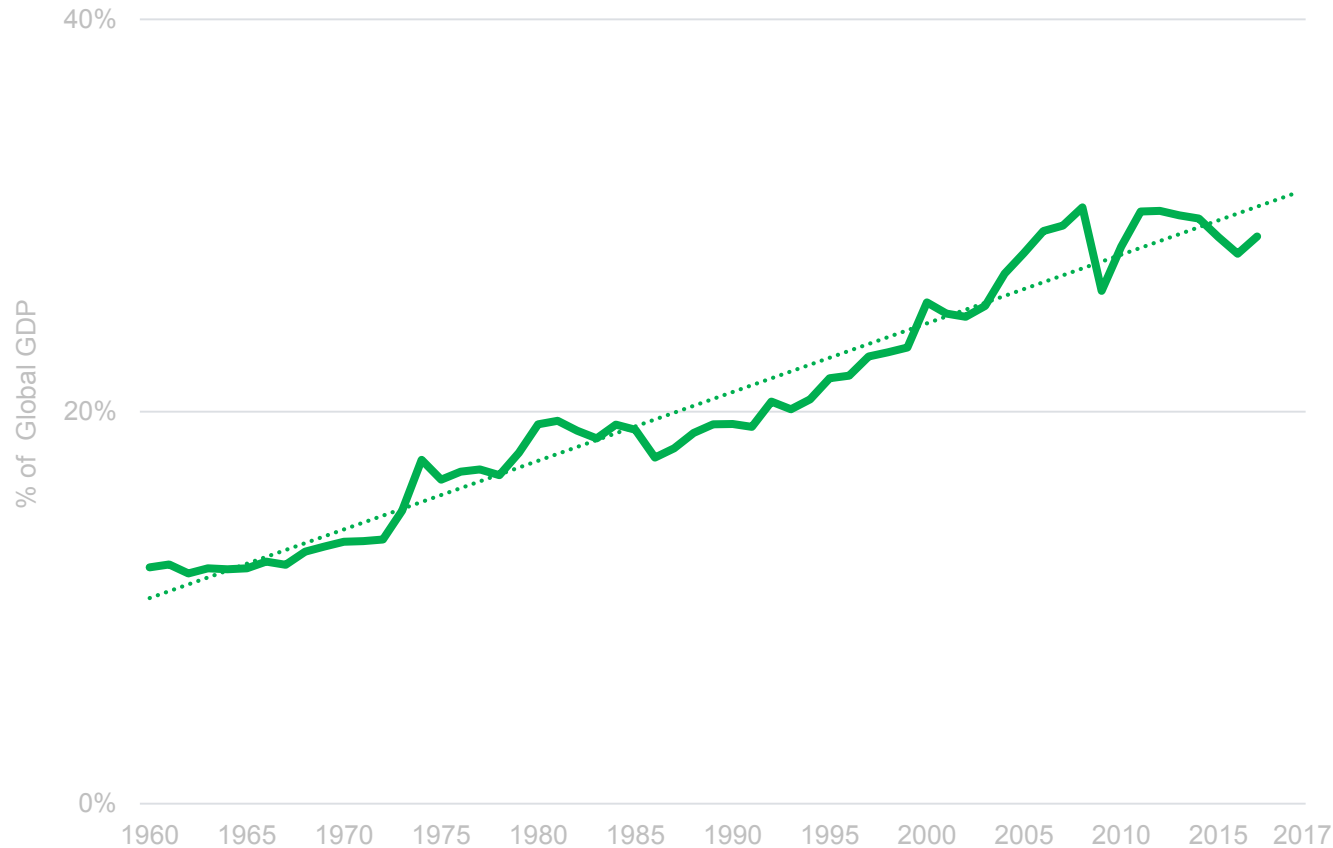
**STRONG ECONOMIC INDICATORS...
INTERNET-ENABLED SERVICES / JOBS HELPING**

Global Relative GDP (Current \$) = China + USA + India Rising...Europe Falling



Cross-Border Trade = 29% of Global GDP... Foundational to Global Economy

Trade as % of Global GDP

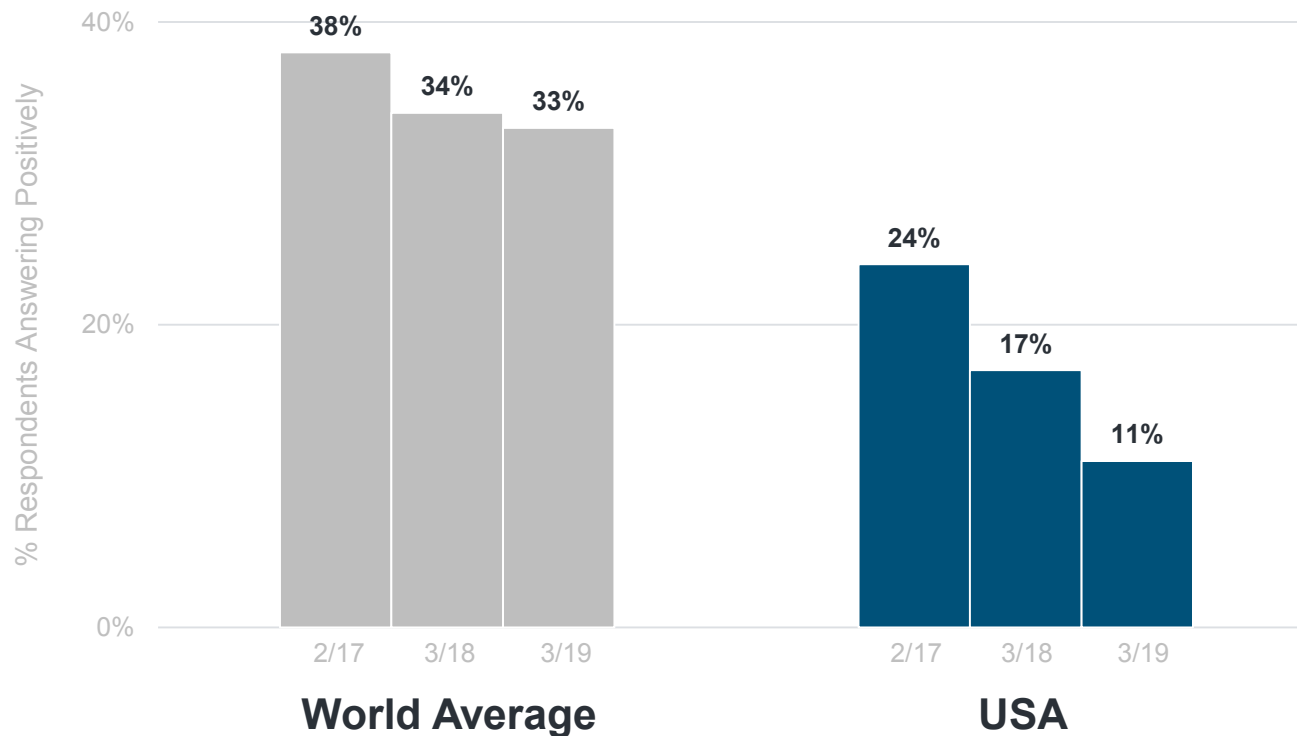


Source: World Bank. Note: 'World Trade' refers to the average of Imports & Exports (to account for goods in-transit between years) for all nations.

Global Relative Unemployment Concern = High... USA = Low...

Are unemployment & jobs among top three worries for your home country?

Ipsos / Reuters Surveys



...Global Relative Unemployment Concern...

USA = Materially Below Other Countries...

Are unemployment & jobs among top three worries for your home country?

Ipsos / Reuters Survey (3/19)

Rank	Country	Share
1	Italy	69%
2	South Korea	66
3	Spain	61
4	South Africa	57
5	Argentina	49
6	India	44
7	Turkey	44
8	Mexico	38
9	Brazil	35
10	Saudi Arabia	34
11	Russia	33
12	France	32
13	Australia	30

Rank	Country	Share
14	China	29%
15	Canada	27
16	Belgium	24
17	Peru	22
18	Japan	19
19	Israel	18
20	Hungary	17
21	Sweden	15
22	Poland	15
23	UK	14
24	Germany	11
25	USA	11

Source: Ipsos Survey Data of ~20K global respondents. Ipsos conducts this survey on a monthly basis, asking the same questions of a statistically representative sample of >1K people in USA & other countries. Note: Percentages do not add to 100% because respondents were allowed to pick 3 choices. . . .

...USA Relative Unemployment Concern = Low & Falling

Which of following are top three worries for your home country (USA)?

Ipsos / Reuters Surveys

February 2017

Rank	Concern	Share
1	Healthcare	36%
2	Crime & Violence	33
3	Terrorism	31
4	Unemployment & Jobs	24
5	Financial/Political Corruption	22
6	Immigration	21
7	Moral Decline	20
8	Poverty & Social Inequality	19
9	Taxes	17
10	Education	16
11	Climate Change	13
12	Extremism	12
13	Environmental Threats	9
14	Maintaining Social Programs	7
15	Inflation	6
16	Childhood Obesity	3
17	Access To Credit	2

March 2018

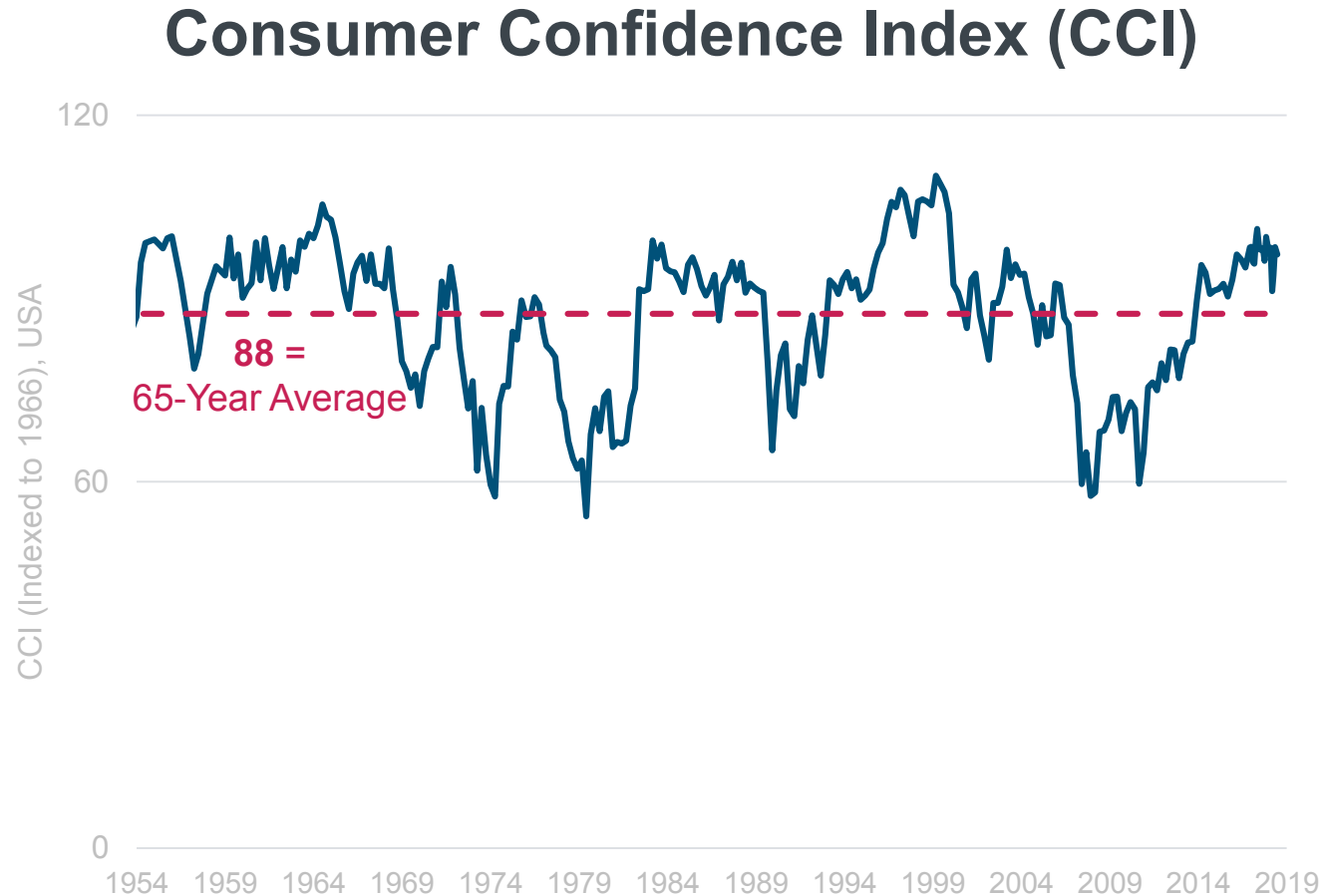
Rank	Concern	Share
1	Crime & Violence	35%
2	Healthcare	33
3	Terrorism	29
4	Financial/Political Corruption	23
5	Immigration	23
6	Moral Decline	23
7	Poverty & Social Inequality	19
8	Unemployment & Jobs	17
9	Extremism	15
10	Education	15
11	Taxes	14
12	Climate Change	12
13	Environmental Threats	10
14	Inflation	7
15	Maintaining Social Programs	5
16	Childhood Obesity	2
17	Access To Credit	2

March 2019

Rank	Concern	Share
1	Healthcare	39%
2	Financial/Political Corruption	28
3	Immigration	28
4	Moral Decline	26
5	Crime & Violence	22
6	Poverty & Social Inequality	21
7	Climate Change	21
8	Extremism	19
9	Terrorism	18
10	Education	15
11	Taxes	15
12	Unemployment & Jobs	11
13	Environmental Threats	10
14	Inflation	6
15	Maintaining Social Programs	6
16	Childhood Obesity	4
17	Access To Credit	0

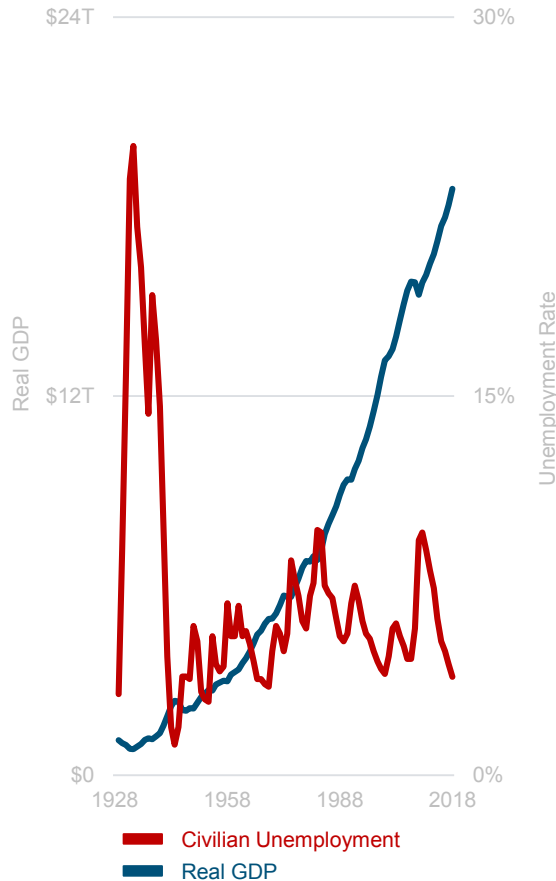
Source: Ipsos Survey Data of ~20K global respondents. Ipsos conducts this survey on a monthly basis, asking the same questions of a statistically representative sample of >1K people in USA. Note: Percentages do not add to 100% because respondents were allowed to pick 3 choices.

Consumer Confidence Index (USA) = High & Rising... @ 97 vs. 88 Sixty-Five Year Average

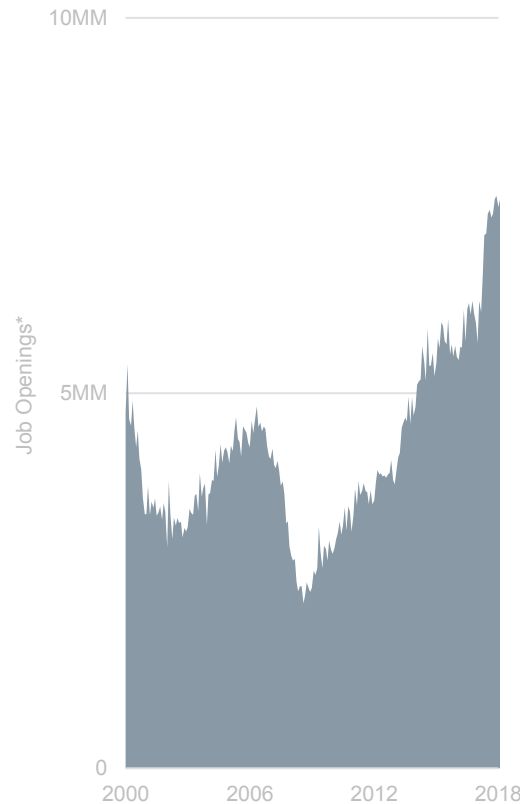


Economy / Employment (USA) = Unemployment @ 19 Year Low... Job Openings @ All-Time High...Wages Rising

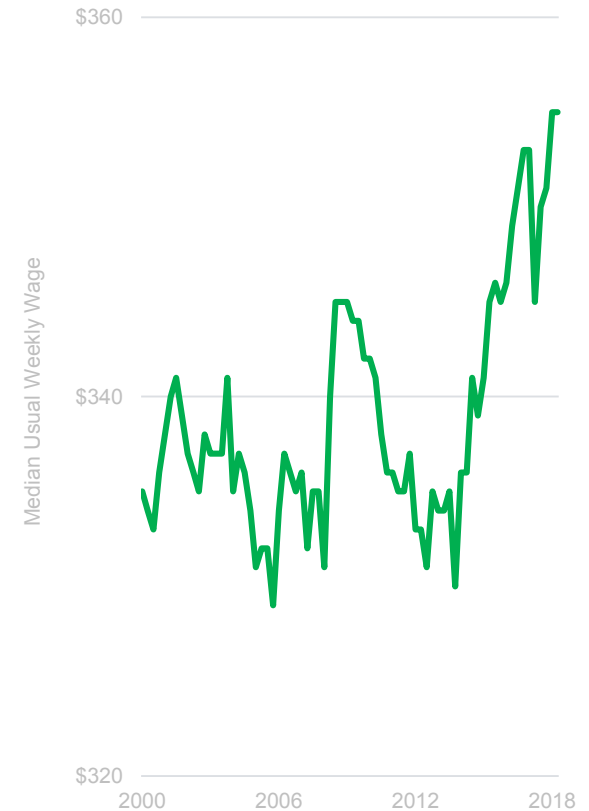
**Real GDP vs.
Unemployment Rate, USA**



Job Openings, USA



**Median Real Weekly Earnings,
All Workers Over 16, USA**

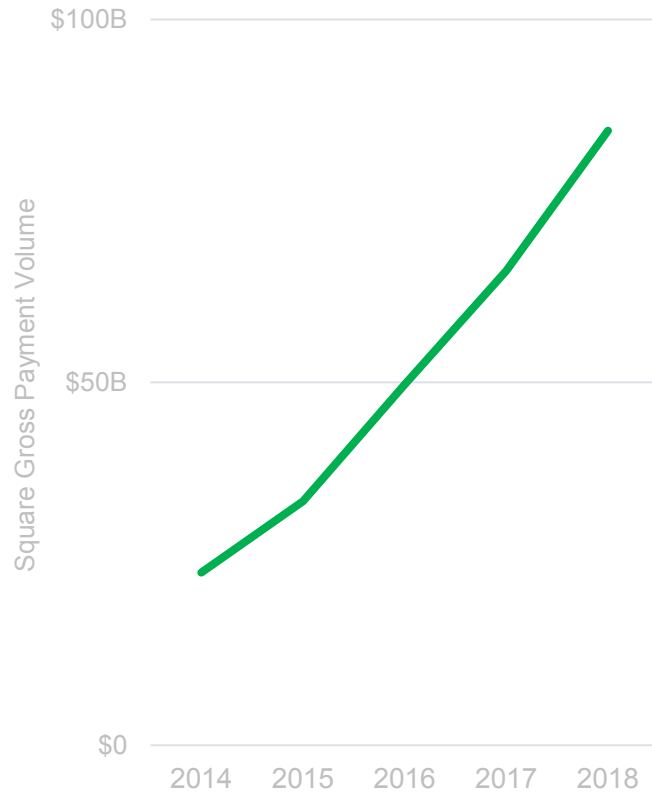


On-Demand Work =

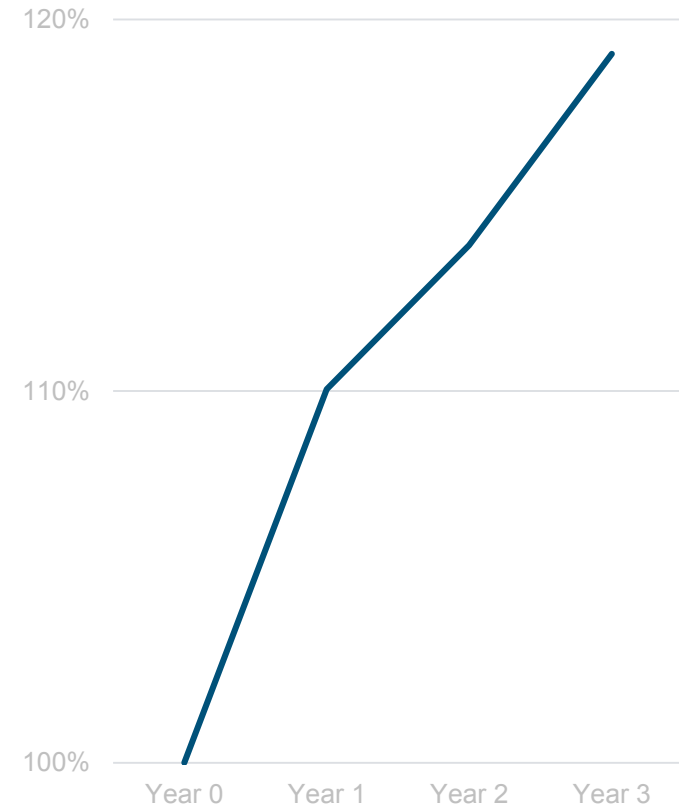
*Creating Internet-Enabled
Opportunities + Efficiencies*

Small Business Enabling Payment Processors = Strong Growth

Square Gross Payment Volume, Global



Stripe Connect – Marketplace Volume Impact* *Per Forrester*



Source: Square SEC filings, Forrester Total Economic Impact Survey on Stripe Connect (Stripe's Marketplace Product) (7/18). Note: A Total Economic Impact Study is a framework to identify the cost, benefit, flexibility & risk factors for an investment decision. Forrester took a multistep approach to evaluate the impact that Stripe Connect can have on an organization, including stakeholder interviews, customer interviews, the development of a composite organization based on the characteristics of interviewed Stripe customers & a financial model that incorporates the effects / risks of Stripe Connect, as identified by Stripe's customers. Based on interview feedback, Forrester determined that a composite organizations would likely have \$475MM in annual transaction volume prior to using Stripe Connect & that Stripe Connect's features (e.g., improved seller settlement) would result in increased volume of \$47.7MM in Year 1, \$66.1MM in Year 2 & \$90.6MM in Year 3.

On-Demand Services = Growing Rapidly...Benefitting Local Merchants

***~5% of [USA] restaurant business's \$800B in annual sales is delivered –
we're still in the very early innings of
the development of on-demand delivery & services.***

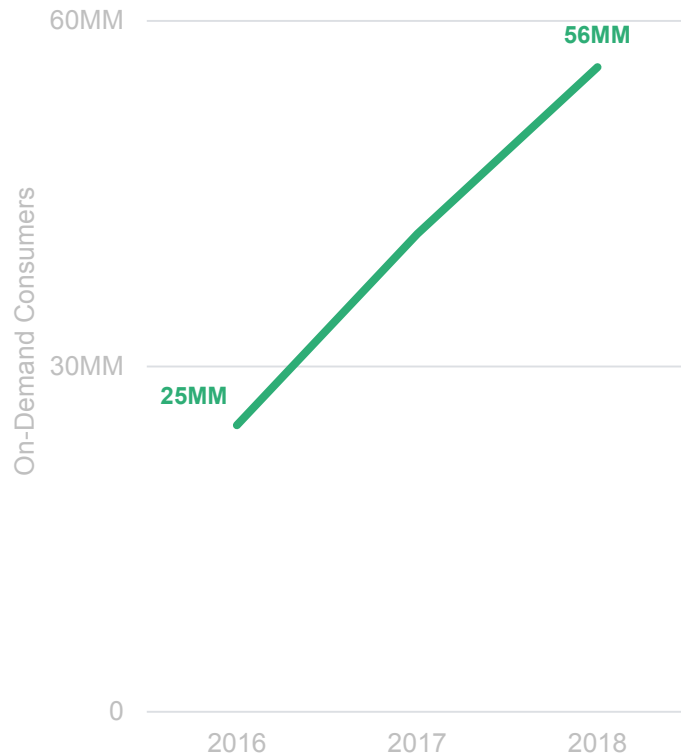
*We started DoorDash to help local businesses...
'local' has long been the promise of E-Commerce but no one has found a way
to help local merchants thrive online – that is the space we focus on.*

***We do this by enabling local merchants to participate in selling convenience.
There are a lot of merchants who are ready to make the transition from selling
experiences to also selling convenience, which can often reduce their costs.
I think this is the biggest business model change in commerce.***

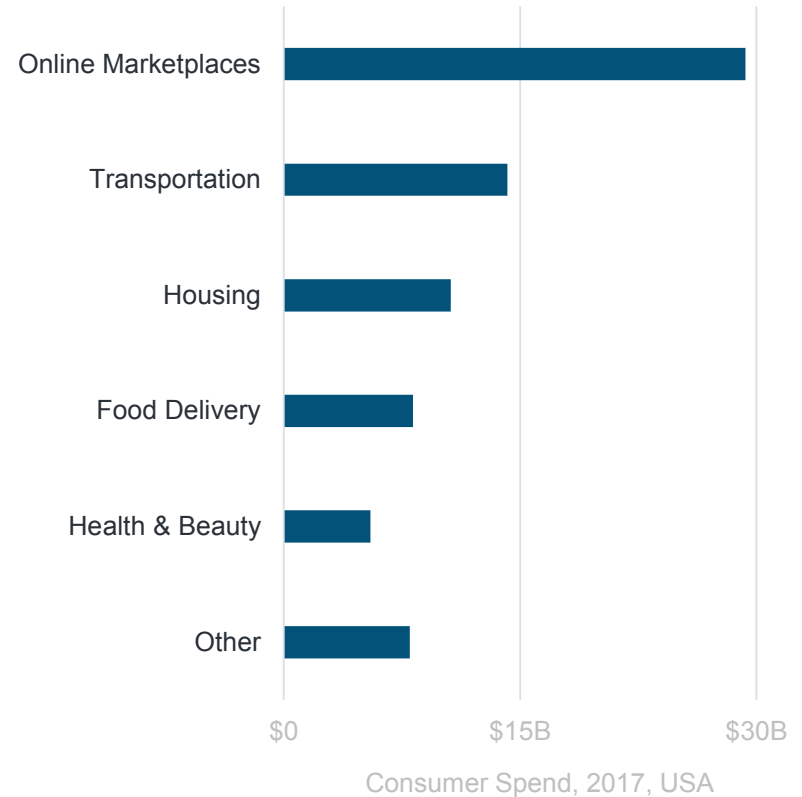
Tony Xu – Founder / CEO, DoorDash, 6/19

On-Demand Consumers = 56MM + ~2x in Two Years

On-Demand Consumers, USA

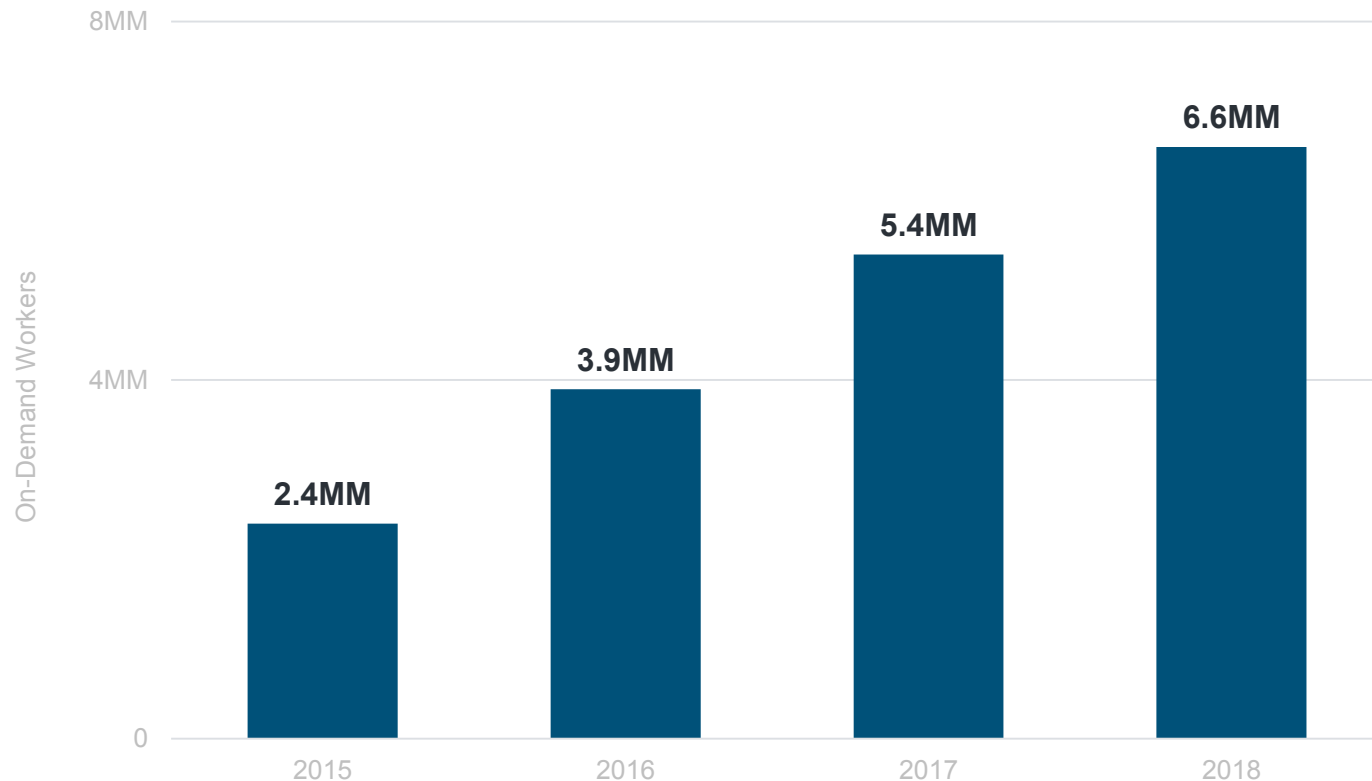


On-Demand Products / Services – Consumer Spend, 2017, USA



On-Demand Workers =
~7MM +22% Y/Y

On-Demand Platform Workers, USA



Source: Emergent Research (2015-2018) + Intuit (2017). Note: On-demand workers defined as online marketplace workers including transportation and/or logistics for people or products, online talent marketplaces, renting out space. Providing other miscellaneous consumer & business services (e.g. TaskRabbit, Gigwalk, Wonolo, etc.). Workers defined as 'active' employees that have done 'significant' on-demand work within the preceding 6 months.

On-Demand Workers = >20MM Applicants on Checkr Platform Since 2015, USA

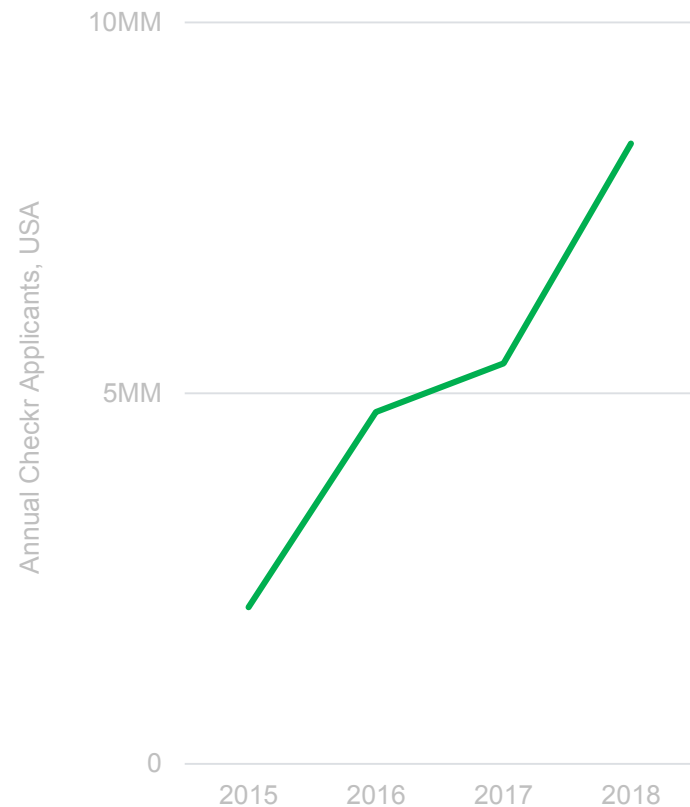
As the on-demand economy continues to evolve & transform the world around us, we're seeing a rapid increase in new & supplemental job creation.

Increasingly, this type of work has become a key driver of economic growth.

Checkr has a front row seat in the on-demand economy, not only to watch the changes unfold, but also to provide solutions that shape & strengthen it. Our technology is designed to give employers the information they need to make informed decisions about their candidates, while helping them scale & grow their business.

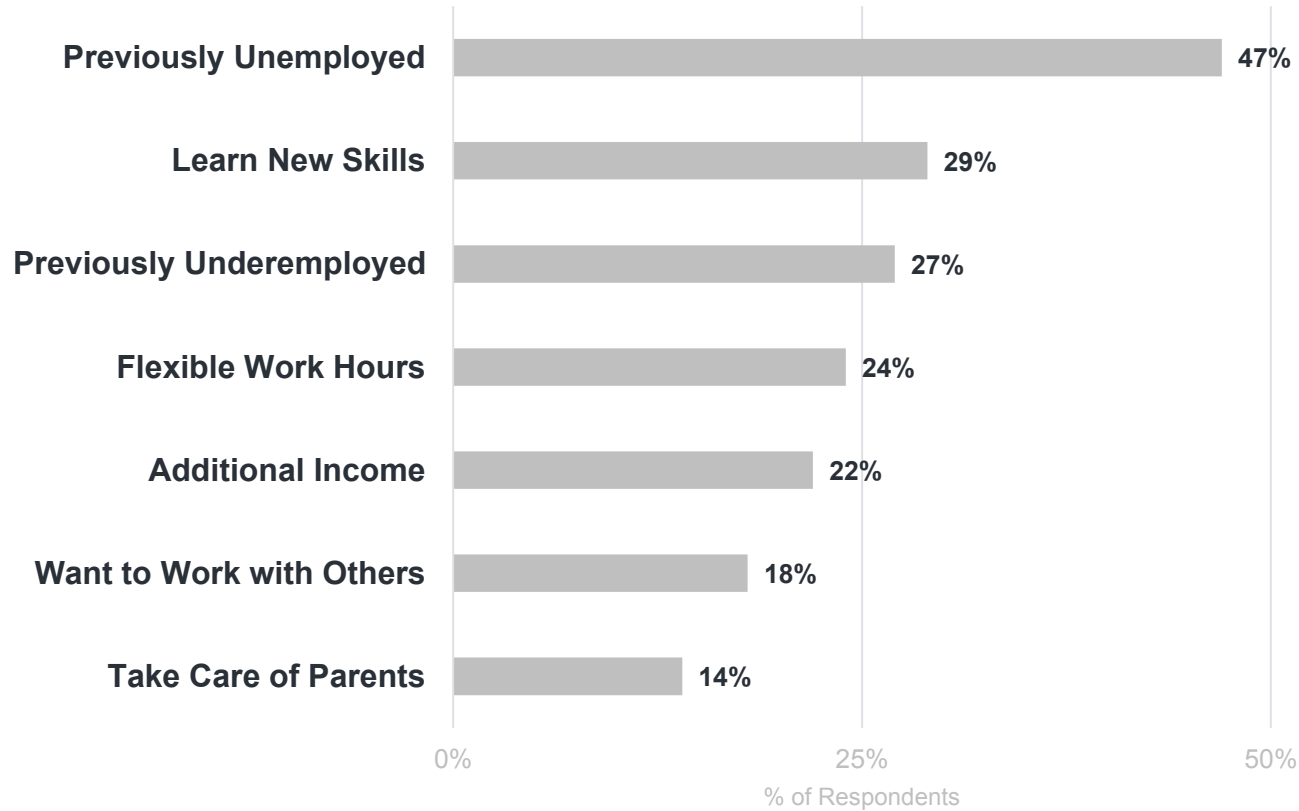
Daniel Yanisse – Co-Founder / CEO, Checkr, 6/19

Checkr On-Demand Platform Applicants, USA



On-Demand Work = Creating Internet-Enabled Benefits

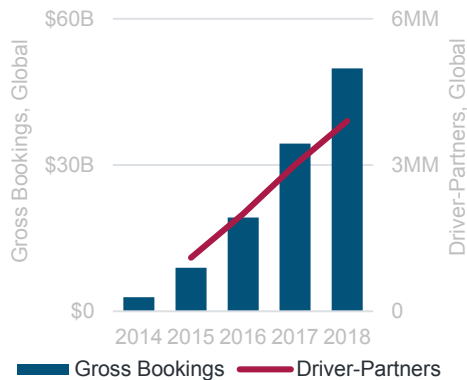
On-Demand Work – Motivations, USA



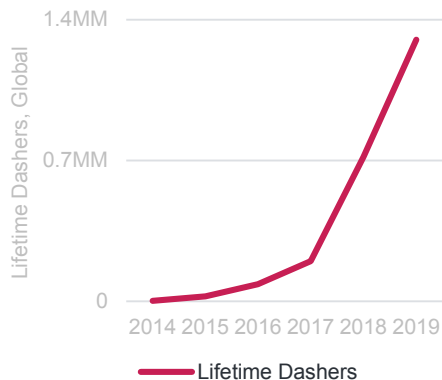
On-Demand Platforms = Big Numbers + High Growth

Real-Time Platforms

Uber @ 4MM Driver-Partners

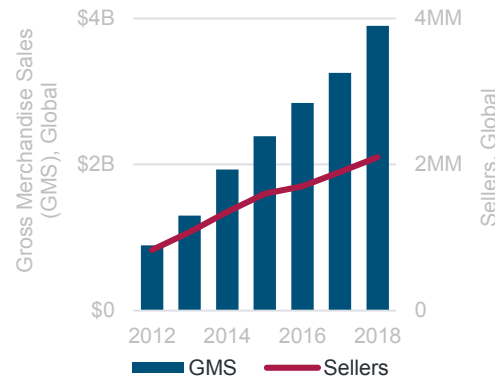


DoorDash @ 1.3MM Dashers

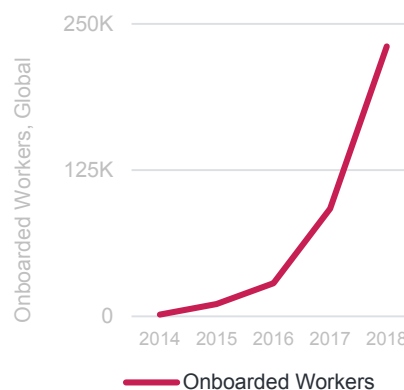


Internet-Enabled Marketplaces

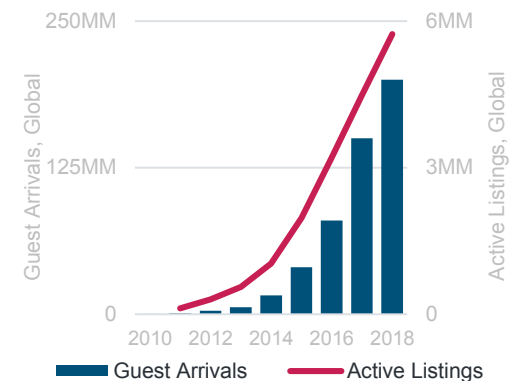
Etsy @ 2MM Sellers



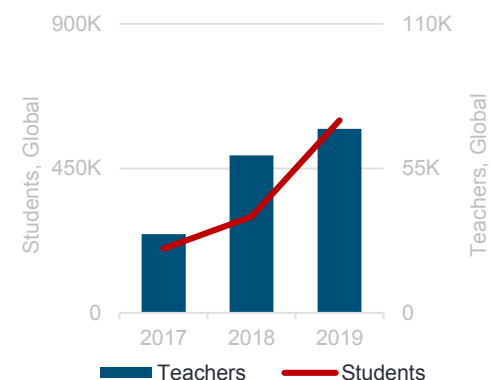
Wonolo @ 230K Workers



Airbnb @ 6MM Listings



VIPKid @ 70K Teachers

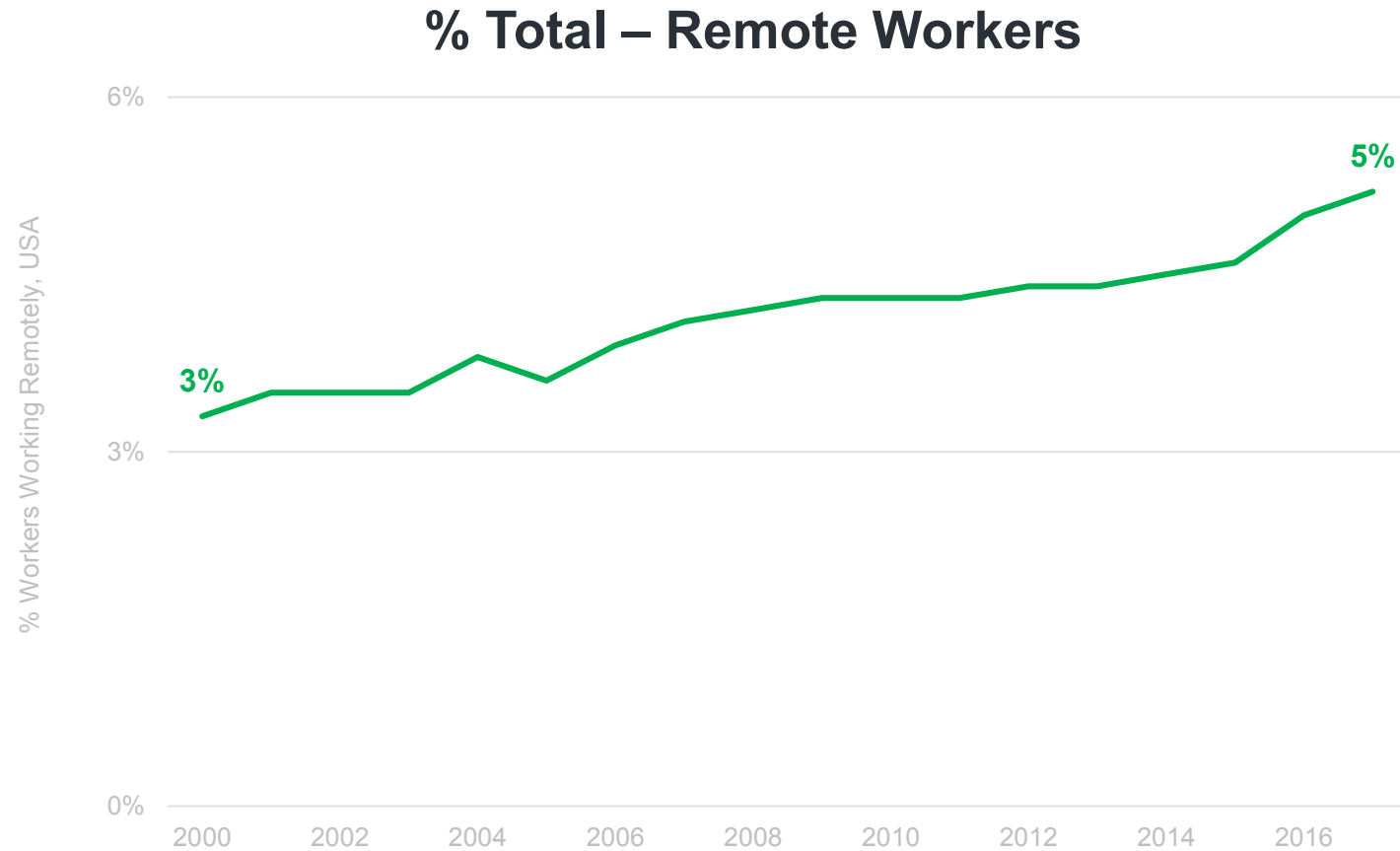


Uber Source: Uber DoorDash Source: DoorDash. Note: Lifetime Dashers defined as the total number of people that have dashed on the platform through the end of each year. 2019 figures are as of 5/19. Etsy Source: Etsy. Airbnb Source: Airbnb, Note: Airbnb 2017 & 2018 Guest arrivals based on estimates from total guest arrivals disclosures in 2018 & 2019. 500MM guest arrivals have occurred via Airbnb as of 2019. VIPKid Source: Company Press Releases (3/19). Wonolo Source: Wonolo.

Remote Work =
Creating Internet-Enabled Work
Opportunities + Efficiencies

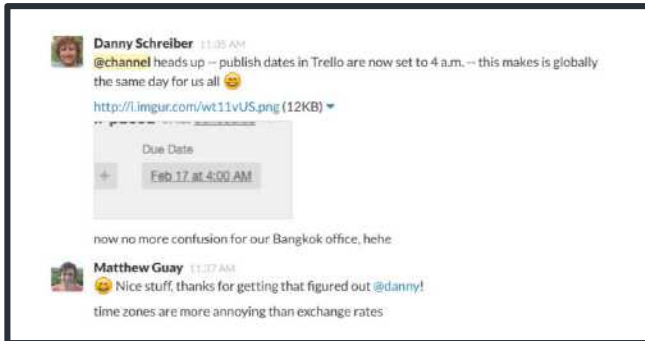
Remote Workers = Rising...

~5% of Americans vs. ~3% in 2000



Remote Workers = Enabled by Online Collaboration Tools

Remote Workforce (Zapier)



At Zapier, we've found that by using a stack of collaboration tools that work well together, our 100% remote team is able to work more efficiently, regardless of where they're located.

It's important for us to have the ability to instantly access a folder, collaborate on a shared document, or chat in real time.

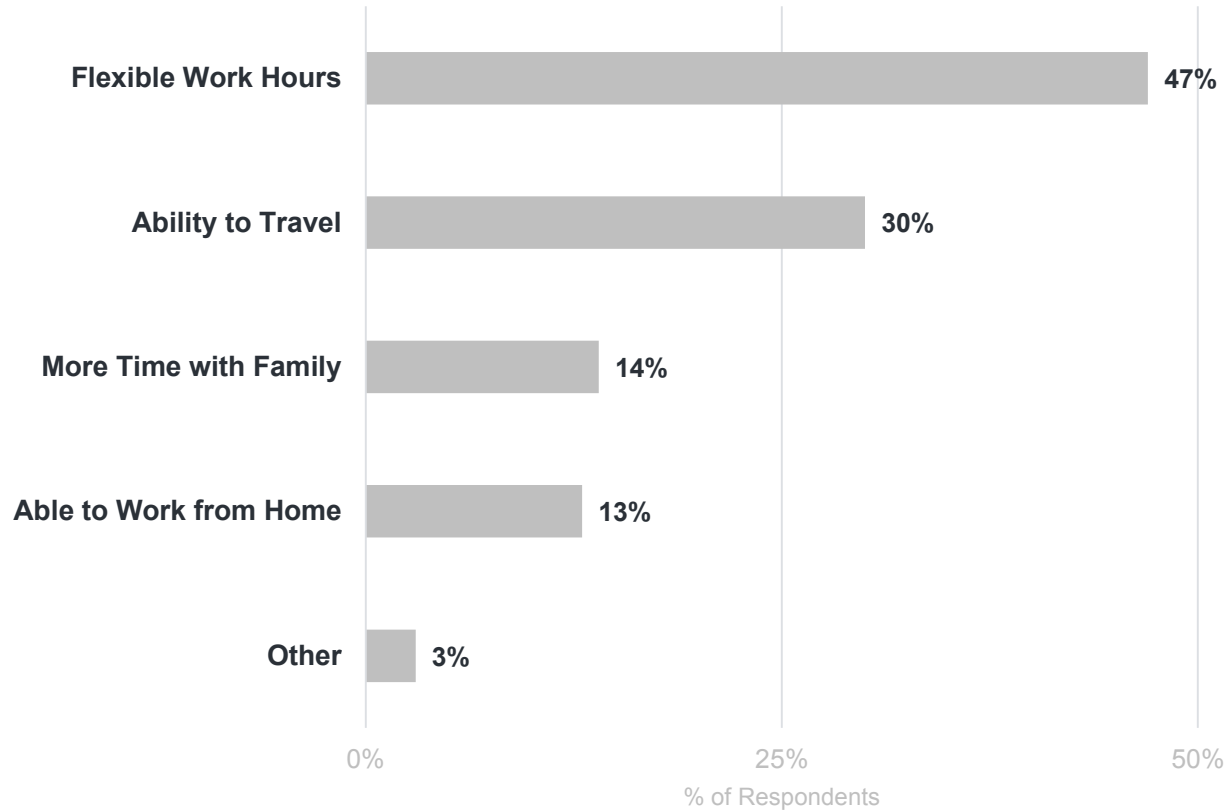
With well-connected tools & processes, any remote employee can feel more focused, productive & in control of their time.

Wade Foster – Co-Founder / CEO, Zapier, 6/19

Highest-Use Apps on Zapier By Remote Teams	Y/Y Growth 1/18-1/19
1) Slack	+42%
2) Google Sheets	+59%
3) Airtable	+37%
4) Help Scout	+101%

Remote Work = Creating Internet-Enabled Benefits

Remote Work – Benefits



Zoom by Day...Fortnite by Night?

Work (via Zoom)...



...Play (via Fortnite)



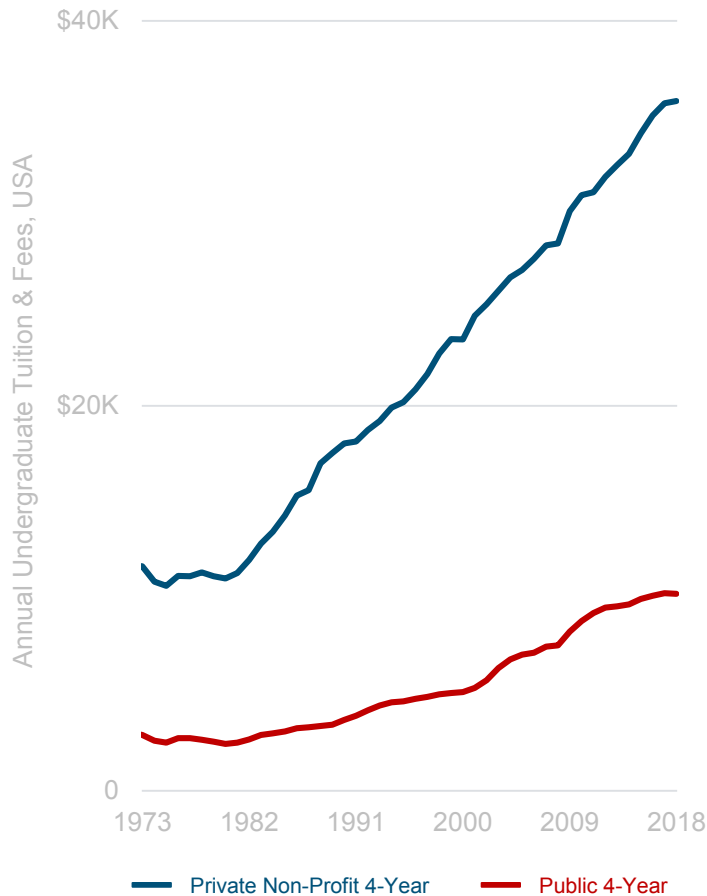
ONLINE EDUCATION =

BIG NUMBERS + BIG GROWTH

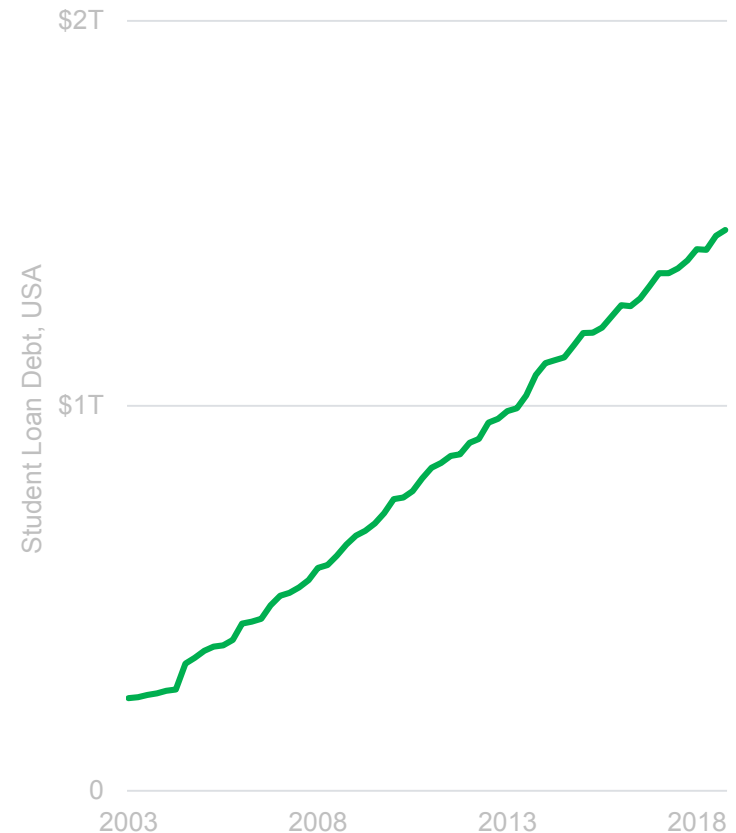
Education Costs (USA)

Education Costs = Rising

Undergraduate Tuition & Fees



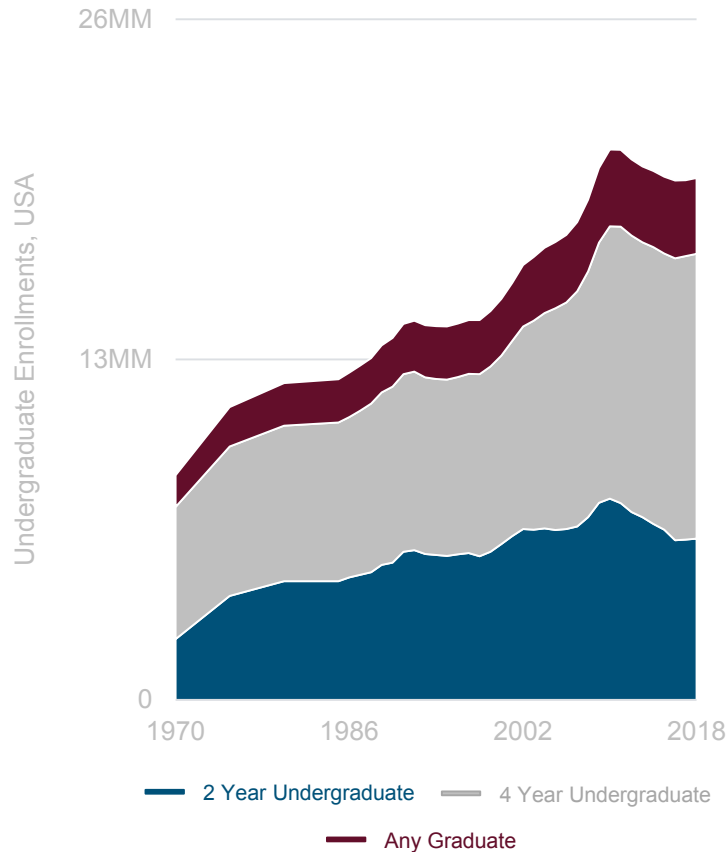
Student Loan Debt



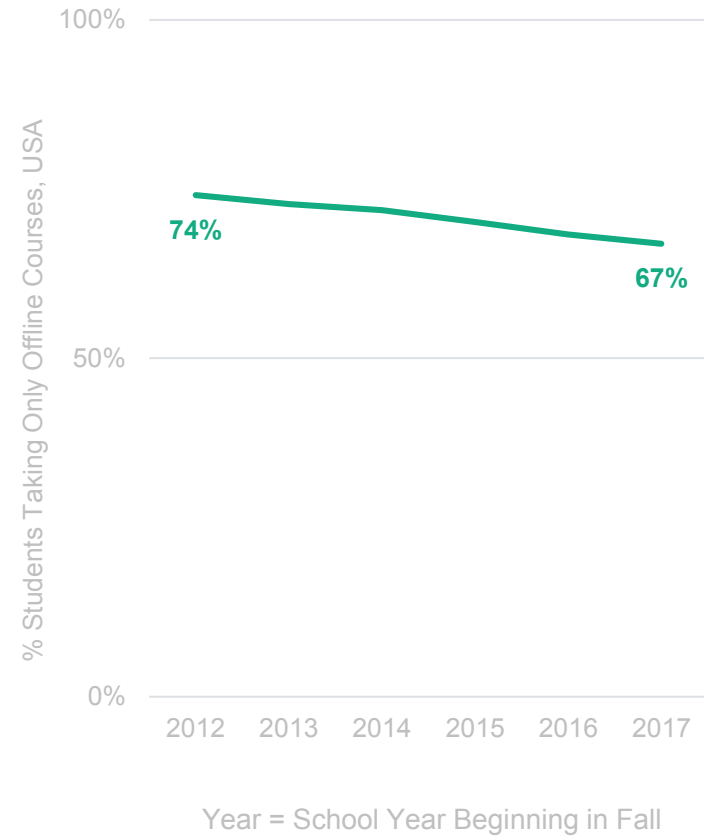
Post-Secondary Education Enrollment (USA)

Offline Education Enrollment = Slowing

Post-Secondary Education – Enrollments*



Post-Secondary Students – % in Only Offline Courses



*Online Education / Learning =
Offline Institutions Expanding Reach*

Online Education Enrollment = High Across Diverse Base of Universities

Top 50 USA Post-Secondary Online Enrollment Leaders (2017)

Public

Institution	Enrollment
University of Maryland	51K
University of Central Florida	36
Ivy Tech Community College	35
Arizona State University	31
University of Florida	31
Florida International University	30
Lone Star College System	23
University of South Florida	22
University of Texas Arlington	21
Houston Community College	19
Valencia College	18
California State – Northridge	17
St Petersburg College	16
Texas Tech University	16
Penn State University – Main	16
College of Southern Nevada	15
Kent State University	15
Florida State University	15
University of Houston	15
University of Cincinnati	14
University of Illinois at U-C	14
Ohio State University – Main	14
Penn State University – World	13
University of North Texas	13
Utah State University	13
N. Virginia Community College	13
University of Arizona	13
Northern Arizona University	13
California State – Fullerton	13

Total Enrollment 576K

Private – For Profit

Institution	Enrollment
University of Phoenix – Arizona	129K
Grand Canyon University	69
Walden University	53
American Public University System	49
Ashford University	41
Capella University	38
Kaplan University – Davenport	37
Colorado Technical University	25
Chamberlain College of Nursing	24
Columbia Southern University	23
Full Sail University	21
DeVry University-Illinois	19

Total Enrollment 528K

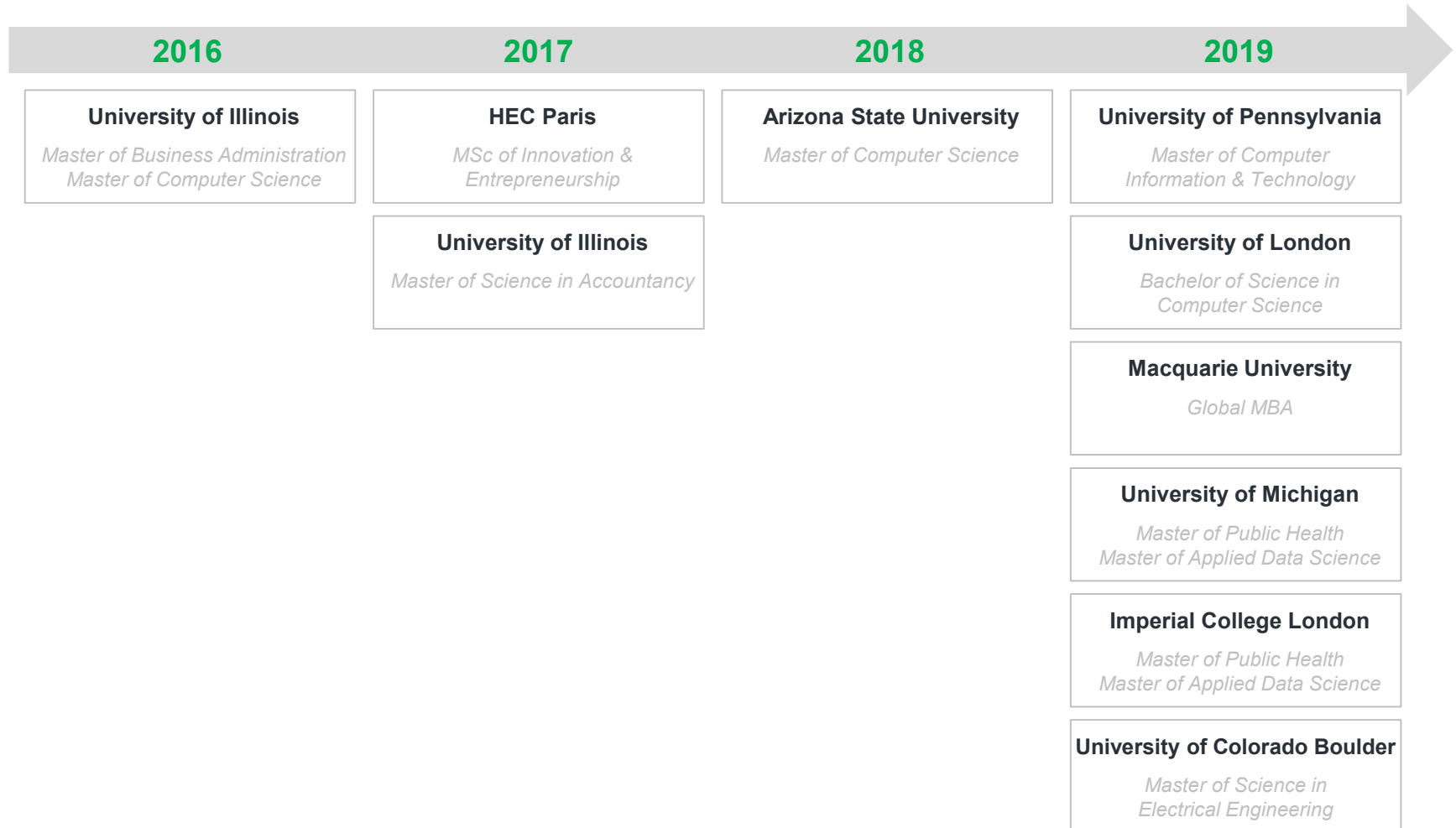
Private – Not For Profit

Institution	Enrollment
Western Governors University	84K
Liberty University	68
Southern New Hampshire U.	64
Excelsior College	42
Brigham Young University	36
Ultimate Medical Academy	16
Embry-Riddle	13
National University California	13

Total Enrollment 336K

Online Education Courses = Top Offline Institutions Ramping Online Offerings

Degree Programs @ Top Institutions Moving Online via Coursera



*...Online Education / Learning Platforms =
Scaling...Different Shapes & Sizes*

Online Education Program Managers = 2U

2U – Post-Secondary (USA)

Online Graduate Programs

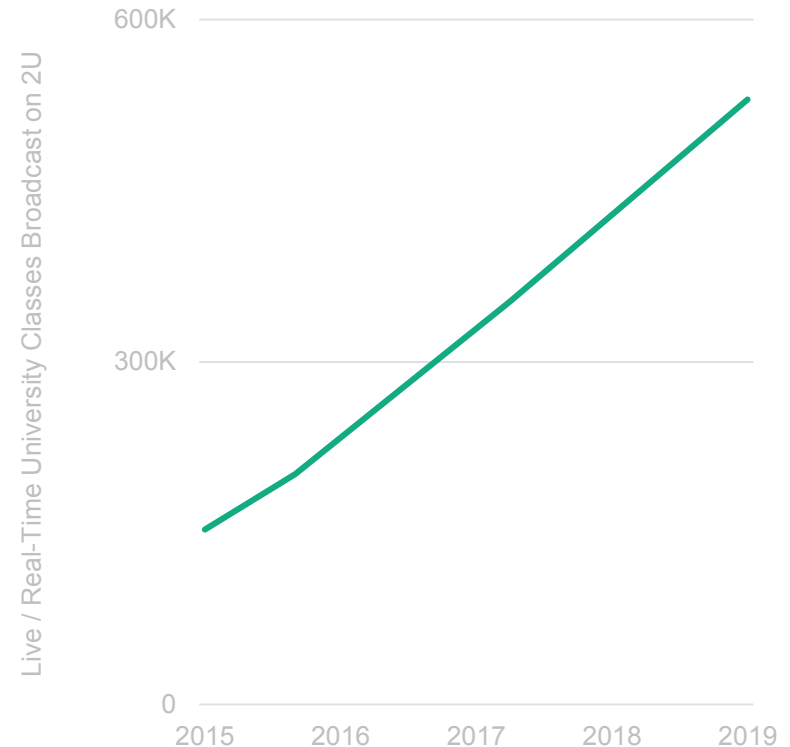


Why should you pick up your life, quit your job & move to attend school if you can get everything you would receive normally from that experience over the Internet... but not sacrifice either quality or the level of relationships – between students & faculty or students & fellow students.

[You can] become a full member of that community, getting the same degree & the same level of access.

Christopher Paucek – Co-Founder & CEO 2U, 11/18

Cumulative Classes Broadcast



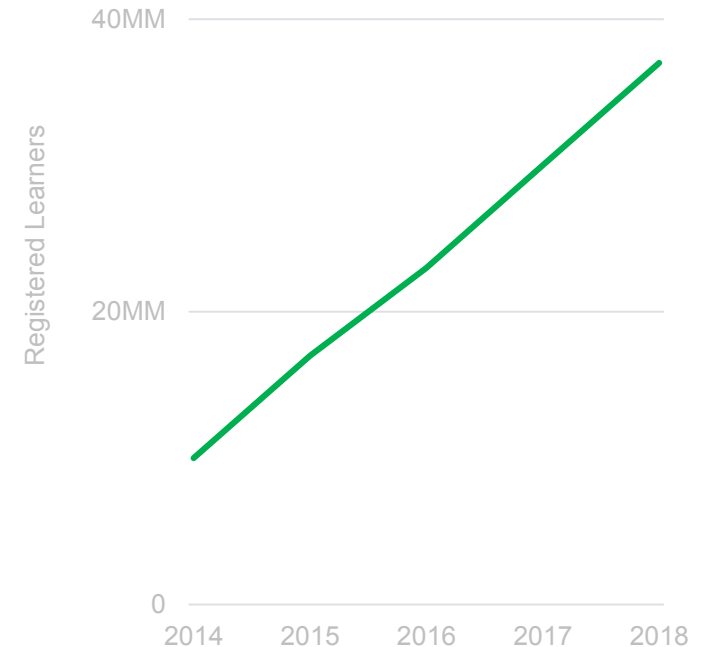
Online Education Marketplaces = Coursera...

Coursera – Post-Secondary (Global)

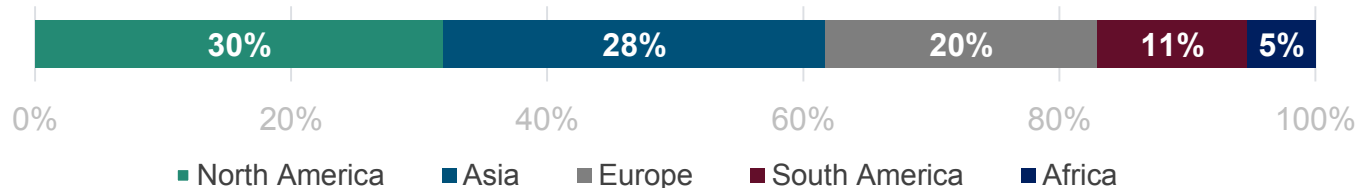
Top Courses, 2018

Machine Learning	Stanford
Learning How to Learn: Powerful Mental Tools to Help You Master Tough Subjects	UC San Diego
The Science of Well-Being	Yale
Bitcoin & Cryptocurrency Technologies	Princeton
Algorithms, Part I	Princeton
English for Career Development	University of Pennsylvania
Financial Markets	Yale
Introduction to Psychology	University of Toronto
Cómo Hacer una Tesis	Universidad Nacional Autónoma de México
Chinese for Beginners	Peking University

Learners



Learners by Geography



...Online Education Marketplaces = Udemy

Udemy – Continuing Education (Global)

Education Marketplace

200MM+ Enrollments in 100K+ Courses

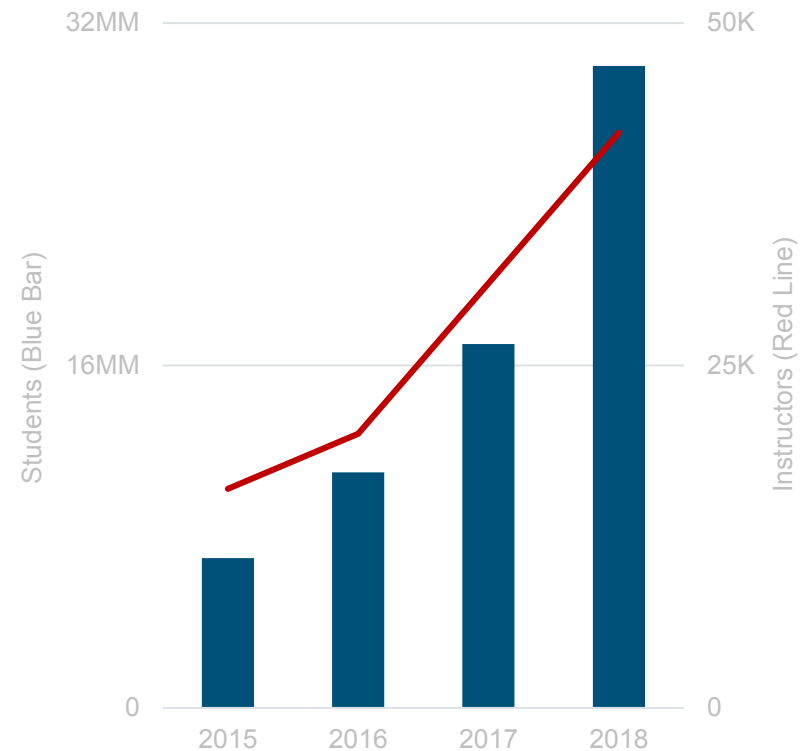


From day one, we wanted to create a destination where anyone could learn skills to improve their life at an affordable price.

Since most of our students learn in order to advance at work, we have also focused on building an enterprise solution with over 3,000 curated courses that focus on business-relevant skills. This has been one of the fastest-growing portions of our business, with customers growing +13x since 2015.

Eren Bali – Co-Founder, Udemy, 5/19

Instructors + Students



Online Education (Post-Graduation Income Sharing) = Lambda School

Lambda School – Post-Secondary (Global)

Income Share Agreements

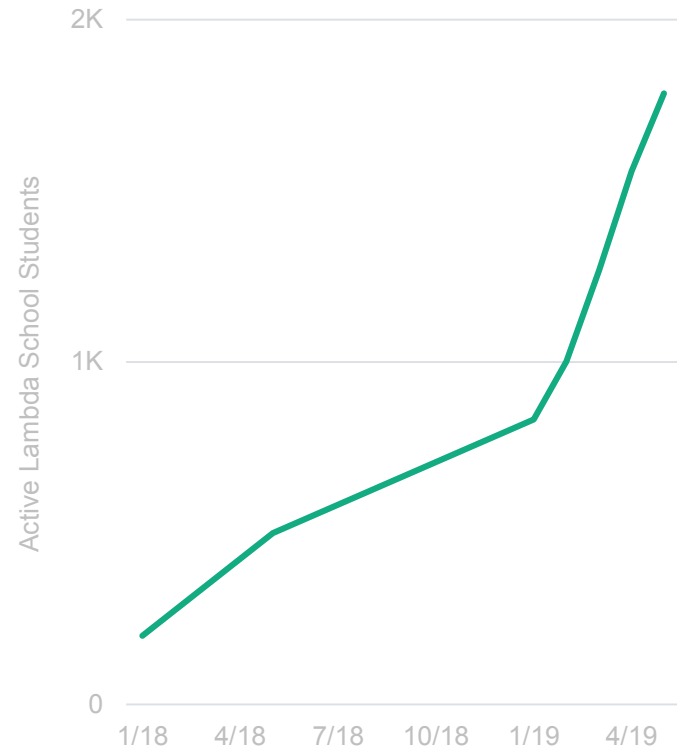


The traditional higher education model downloads the financial risks to the students. Universities aren't incentivized to help students succeed because tuition is paid up front. Not at Lambda School.

We only succeed when our students do – with our ISA model, students pay no tuition until they have landed a job earning \$50K or more. By aligning the incentives of Lambda School with those of the student, we eliminate the financial risk. Ultimately, we help people with raw talent refine their skills & match them with great, high-paying careers they love.

Austen Allred – Co-Founder & CEO, Lambda School, 6/19

Students



Online Education Learning Tools = Chegg...

Chegg – Post-Secondary (USA)

Subscription Education Support

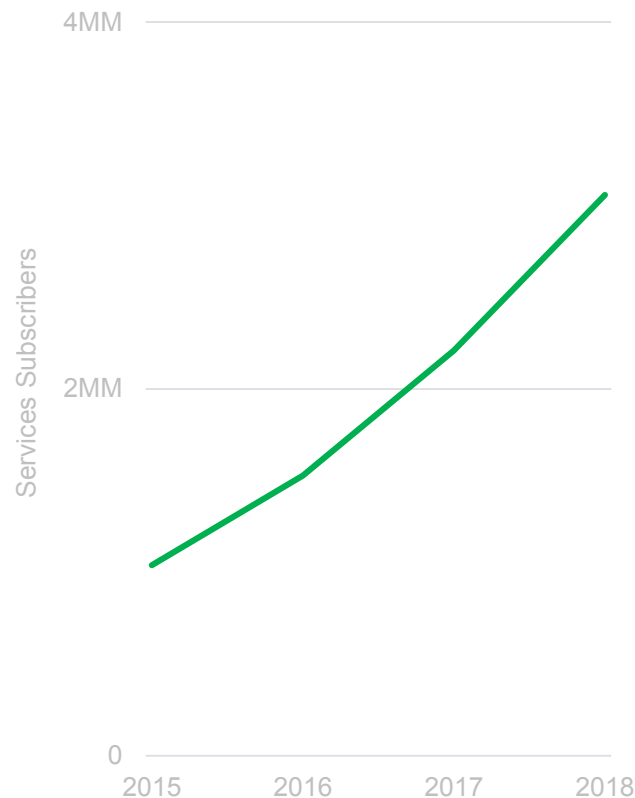
The screenshot shows the Chegg website interface. At the top, there's a search bar and navigation links. Below, a chemistry question is displayed: "Can someone explain the steps for answering this problem please? I can't tell if the NH₂ is supposed to be the connector of the propanoic acid with the aniline to make an amine, or if the NH₂ becomes a substituent to the benzene ring which becomes a substituent to the propanoic acid...". A "Best answer" is provided with a chemical reaction diagram showing the conversion of propanoic acid and aniline to N-phenylpropanamide. The diagram includes chemical structures and arrows indicating the reaction process. On the right side, there are recommendations for chemistry tutors and recently viewed textbook solutions.

*If you learn better by just walking through the steps,
if you learn better by asking questions, if you learn better
by watching videos, we teach you that way.*

*We are constantly expanding the way we can
teach you & the subjects that we're available for,
the speed in which we can get you the answer back,
the format in which you can consume it.*

Dan Rosensweig – CEO, Chegg, 2/19

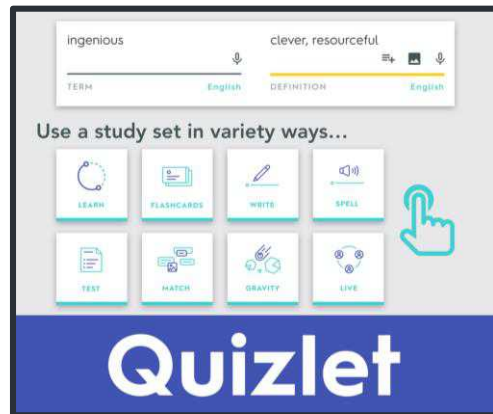
Services Subscribers



...Online Education Learning Tools = Quizlet...

Quizlet – Consumer Learning (Global)

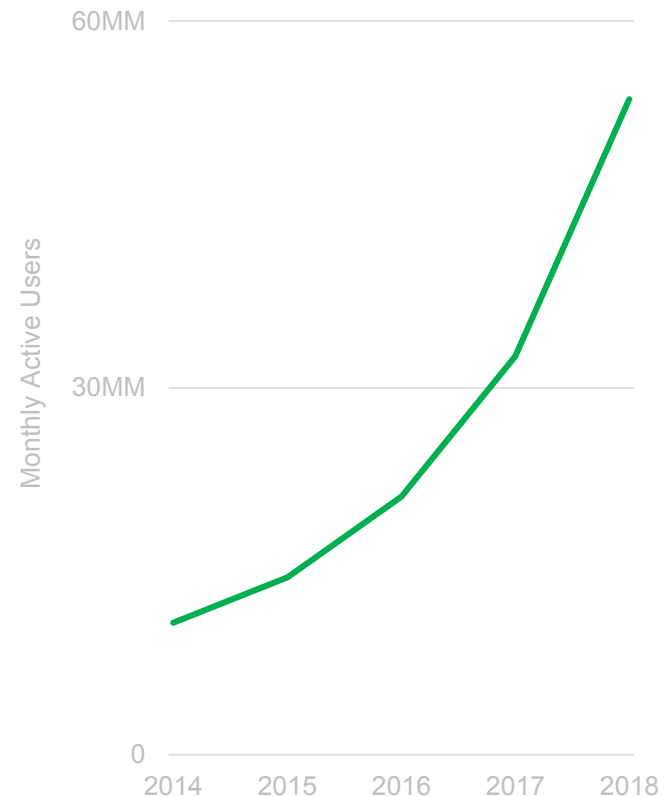
Customizable Learning Tools



We recognize that technological innovation will continue to evolve jobs of the future. Educators have the power to equip students with evergreen skills that will always be necessary in a career, like learning how to learn & fostering a sense of curiosity to take throughout life. Students can really benefit from teachers setting a precedent that ongoing learning is normal & healthy so that incoming employees are agile & able to take on whatever comes their way.

Matthew Glotzbach – CEO, Quizlet, 4/19

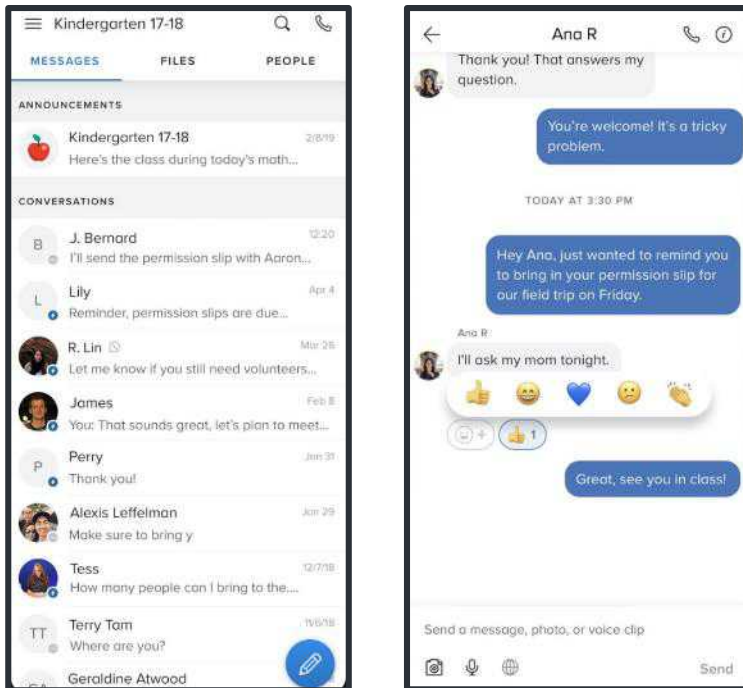
Monthly Active Users



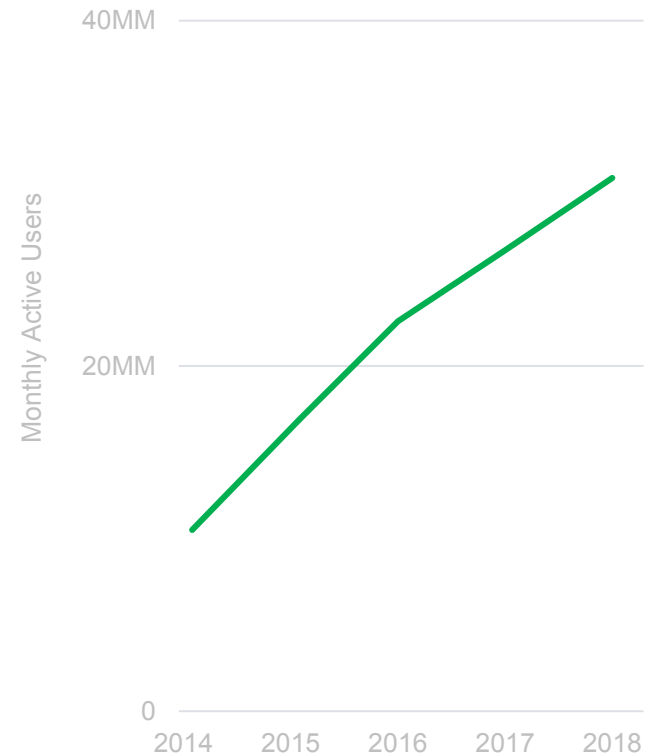
...Online Education Learning Tools = Remind

Remind – K-12 + Post-Secondary (North America)

Teacher-Student-Parent Communication



Monthly Active Users



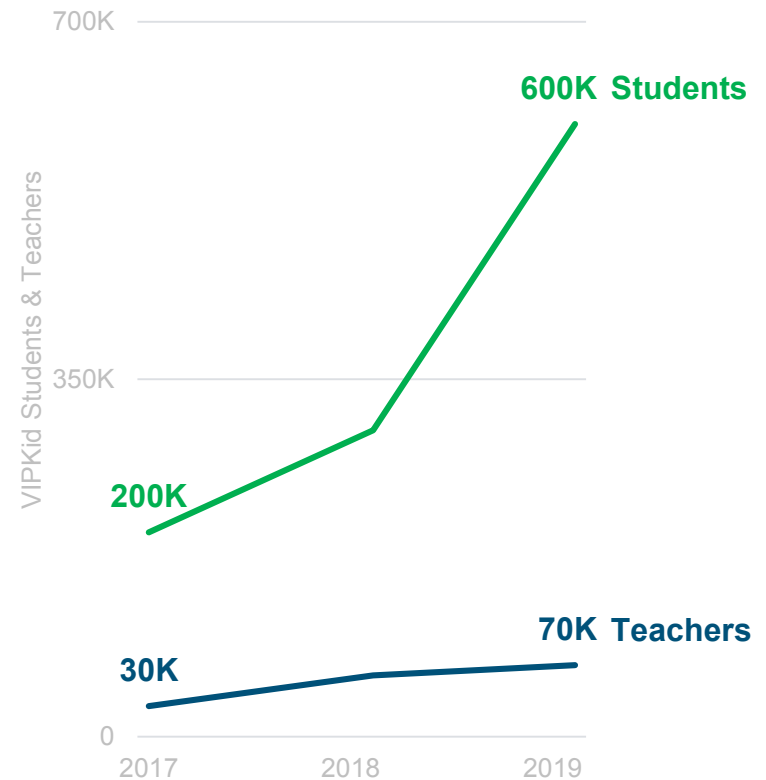
Online Education (Remote Video Chat) = VIPKid

VIPKid – Students Age 4-15 (China) + Teachers (North America)

Remote Language Instruction



Students + Teachers



Online Education (Virtual Classrooms) = Byju's

Byju's – Students Age 9-17 (India)

Video-Based Classes



Paying Students



Online Learning (Broad-Based Video) = YouTube Educational Content

YouTube

4.5B

Annual Hours of 'How-To' Video Viewership

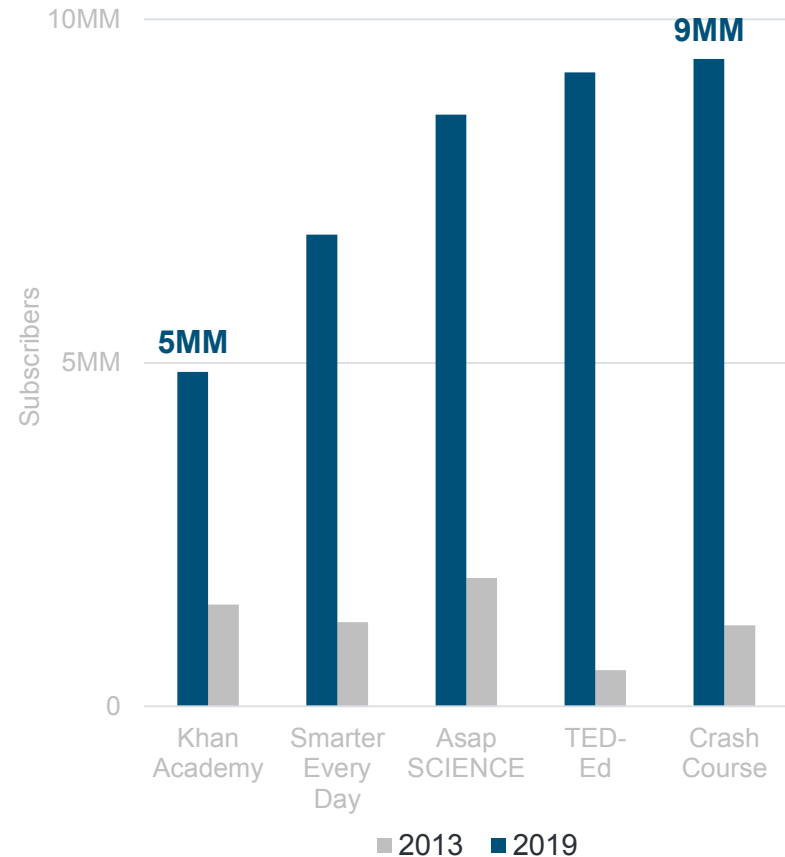
200MM+

Views on Booktuber Content

59%

Gen Z Users Cite YouTube as Preferred Learning Tool

Selected Education Channel Subscribers



Online Education (Job-Relevant Skills)...

Google = Certifications for In-Demand Jobs...

‘Grow With Google’ IT Support Professional Certificate

\$49

Monthly Cost of Coursera Program Courses

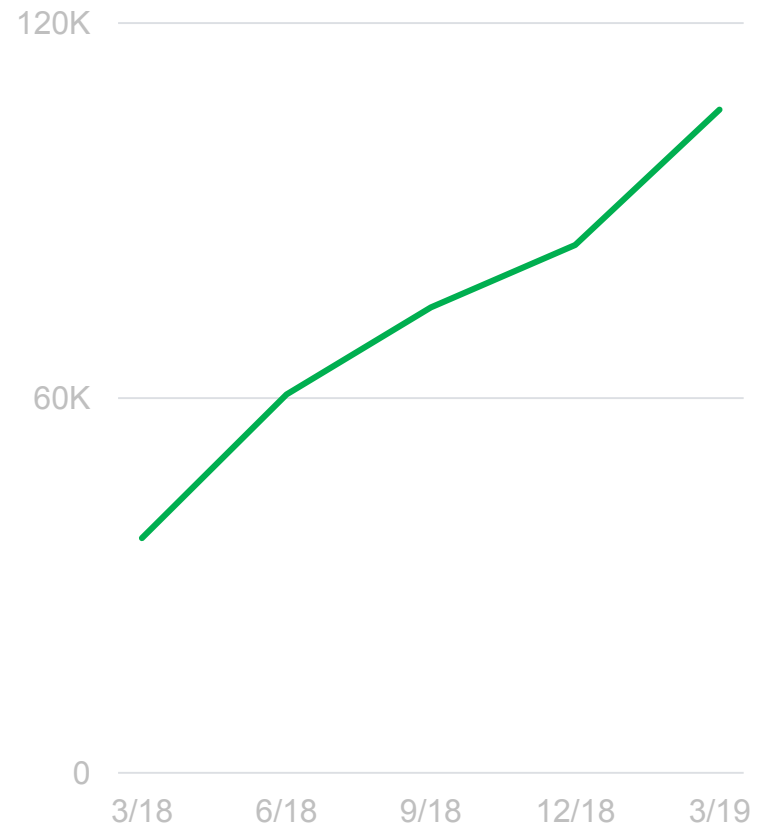
8 Months

Average Time Needed to Complete Program

10K+

Learners Who Have Received
Financial Support from Google

Coursera = Cumulative Program Enrollments



...Online Education (Job-Relevant Skills)...

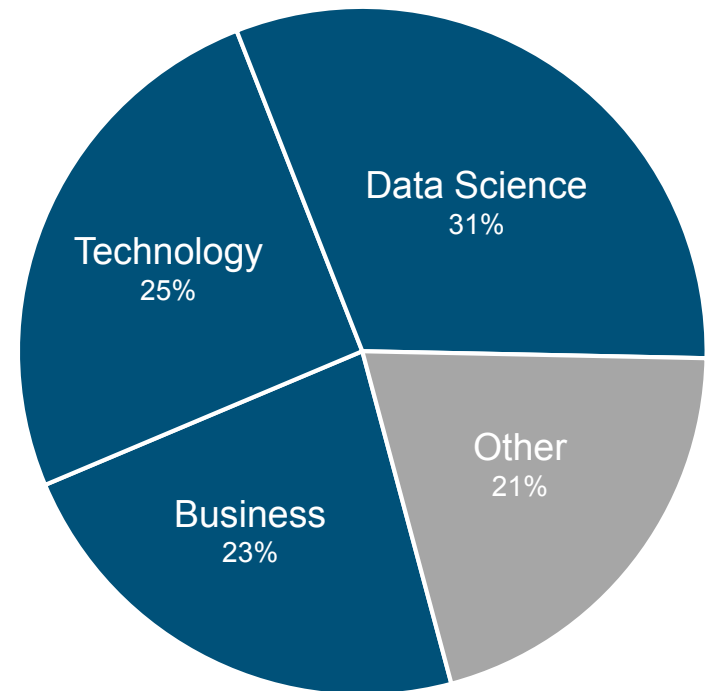
Coursera = ~80% Revenue...Business / Tech / Data Science...

Coursera

Top Specializations, 2018

Deep Learning	deeplearning.ai
Python for Everybody	University of Michigan
Data Science	John Hopkins University
Applied Data Science from Python	University of Michigan
Google IT Support Professional Certificate	Google
Advanced Machine Learning	National Research University Higher School of Economics
Improve Your English Communication Skills	Georgia Institute of Technology
Business Foundations	University of Pennsylvania
Architecting with Google Cloud Platform	Google Cloud
Excel Skills for Business	Macquarie University

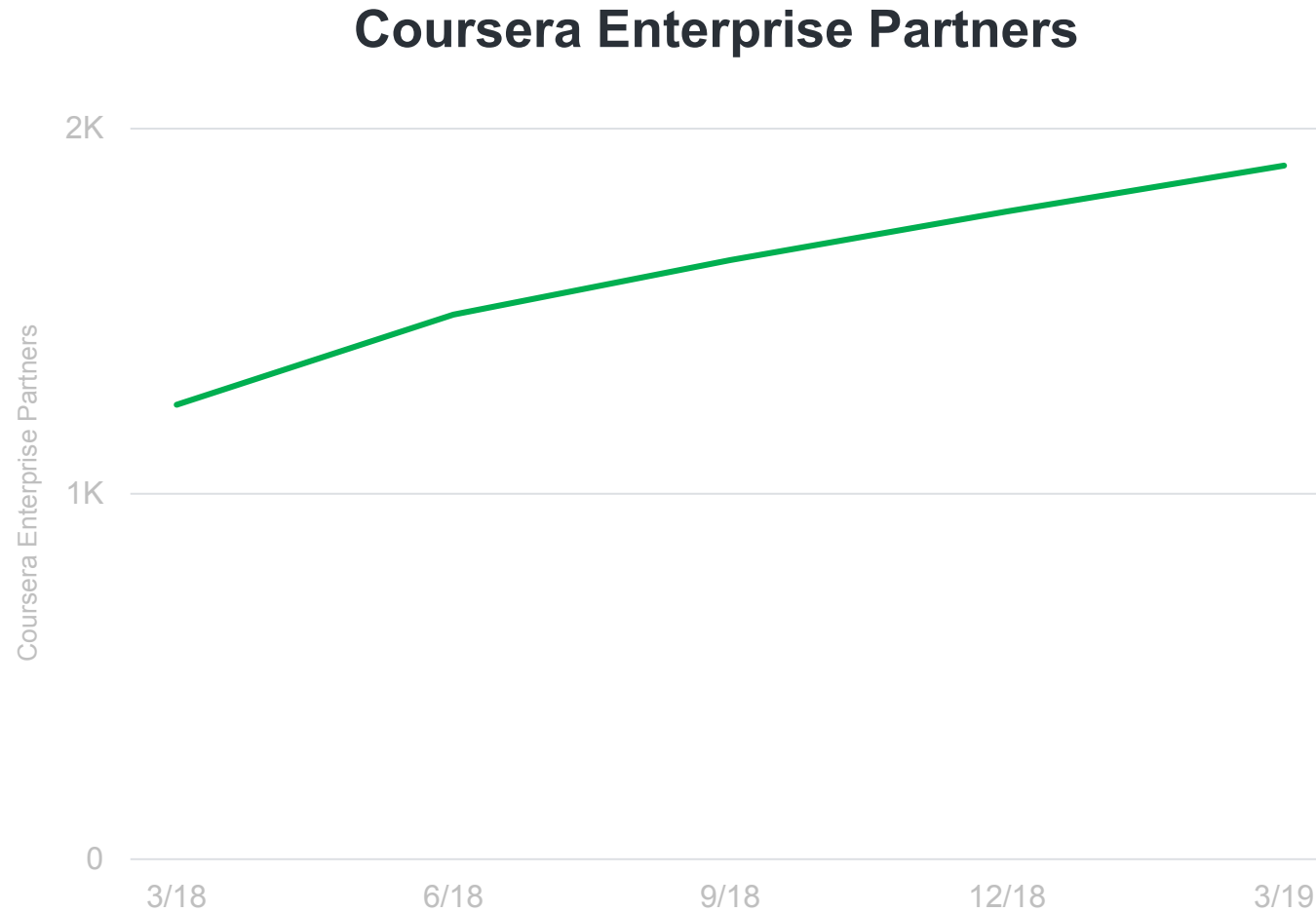
Consumer Learner Revenue by Course Domain, 2018



■ Job-Relevant Skills, per Coursera*

...Online Education (Job-Relevant Skills)...

Skill Building = Increasingly Offered by Employers

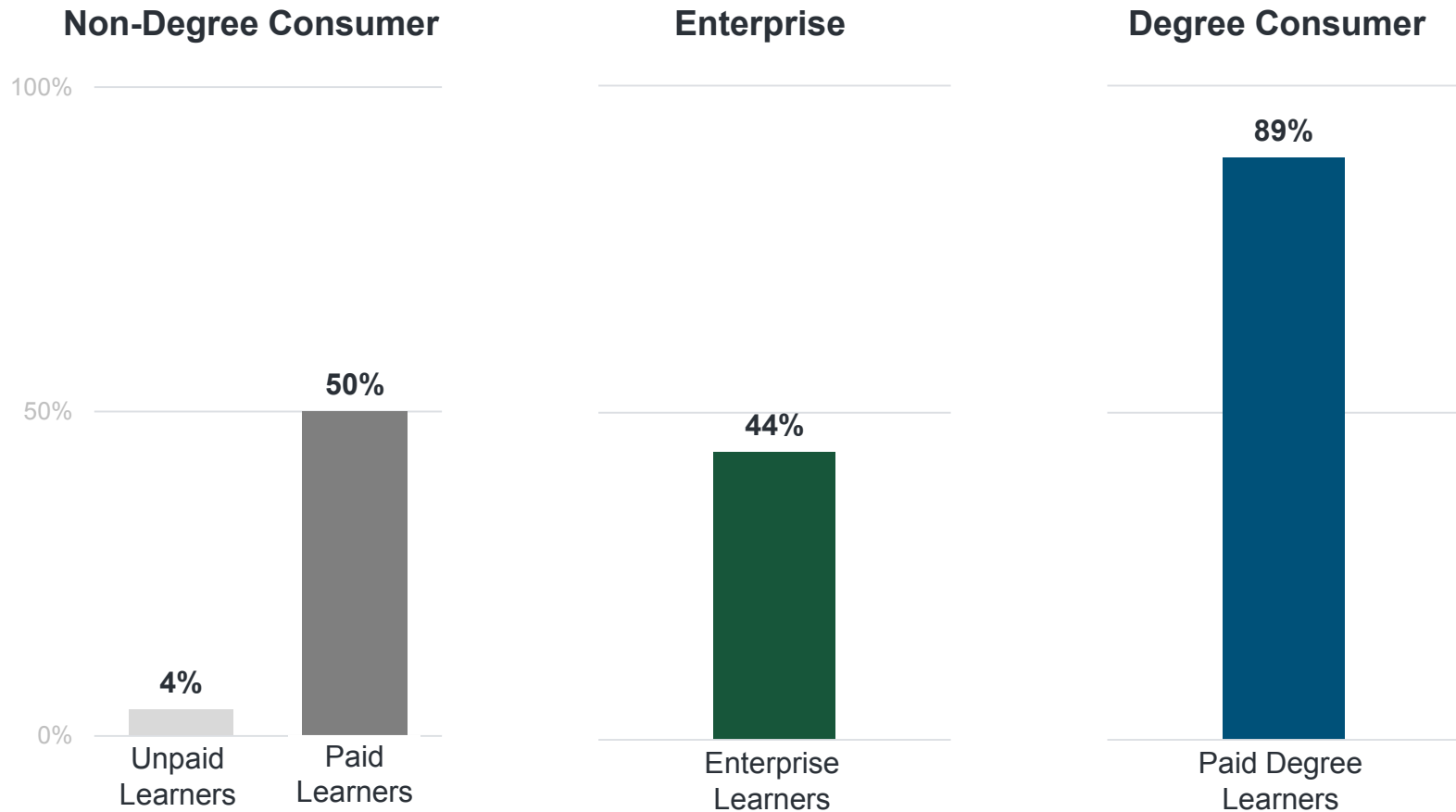


Source: Coursera (6/19). Note: a Coursera enterprise partner is a company engaged with Coursera to provide employee skillbuilding programs based on Coursera content

*Online Education =
High Interest...
Retention / Completion Rates Vary*

Online Learning (Massive Open Online Courses – MOOCs) = Strong Growth...Completion / Retention Rates Vary

Coursera – Course Completion Rate, 2018



Source: Coursera (6/19). Note: Completion rate refers to the number of students that finish a course vs. the number that began the course.

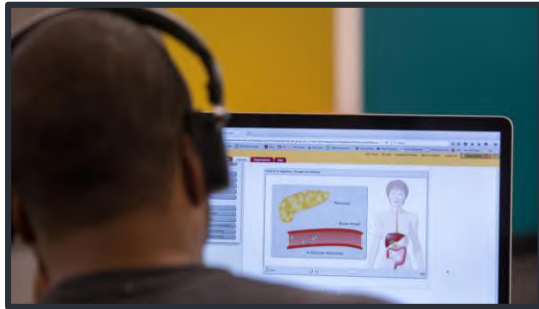
Online Education =

*More Growth + More Users + More Choice...
Lower Cost for Consumers*

Online Education Costs = Can Be Lower vs. Offline

Arizona State University

Online Education Programs / Tool



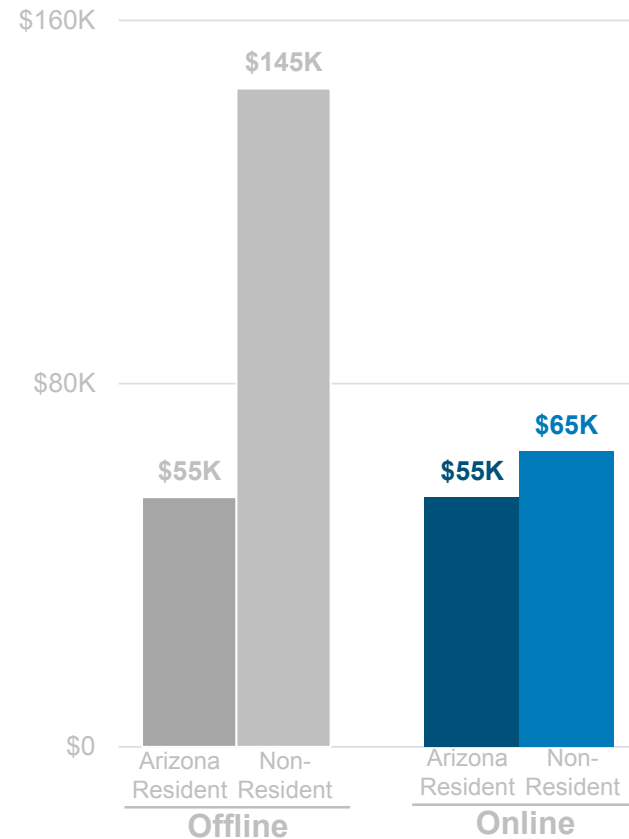
The key to lowering cost is the introduction of technology & new methods that help student success.

The key to stimulating [this] innovation is to change the focus of the culture at a university from the faculty to the students. If you change the focus from faculty-centric to student-centric, you realize you need more tools to achieve certain objectives.

At Arizona State, we need tools for active learning, adaptive learning (advising tools, artificial intelligence-based simulation tools & gaming tools) all in addition to the faculty & advisors that we have. Innovation is absolutely essential when you start thinking about the success of every student.

Michael Crow – President, Arizona State University, 6/16

Undergraduate Degree Tuition / Fees (4 Years)



IMMIGRATION =

IMPORTANT TO USA TECHNOLOGY LEADERSHIP

USA = 60% of Most Highly Valued *Tech* Companies Founded By... 1st or 2nd Generation Americans...1.9MM Employees, 2018

Immigrant Founders / Co-Founders of Top 25 USA Valued Public *Tech* Companies, Ranked by Market Capitalization

Rank	Company	Mkt Cap (\$B)	LTM Rev (\$B)	Employees (K)	Founder / Co-Founder (1st or 2nd Gen Immigrant)	Generation
1	Microsoft	\$1,007B	\$122B	131K	--	--
2	Amazon	888	242	648	Jeff Bezos	2nd, Cuba
3	Apple	875	258	132	Steve Jobs	2nd, Syria
4	Alphabet / Google	741	142	99	Sergey Brin	1st, Russia
5	Facebook	495	59	36	Eduardo Saverin	1st, Brazil
6	Cisco	239	51	74	--	--
7	Intel	206	71	107	--*	--
8	Oracle	182	40	137	Larry Ellison / Bob Miner	2nd, Russia / 2nd, Iran
9	Netflix	158	17	7	--	--
10	Adobe	136	10	21	--	--
11	PayPal	134	16	22	Max Levchin / Luke Nosek / Peter Thiel / Elon Musk***	1st, Ukraine / 1st, Poland / 1st, Germany / 1st, South Africa
12	Salesforce	125	14	35	--	--
13	IBM	118	79	351	Herman Hollerith	2nd, Germany
14	Texas Instruments	104	16	30	Cecil Green / J. Erik Jonsson	1st, UK / 2nd, Sweden
15	NVIDIA	89	11	13	Jensen Huang	1st, Taiwan
16	Qualcomm	84	21	35	Andrew Viterbi	1st, Italy
17	Booking.com	77	14	25	--	--
18	Uber	75	12	22	Garrett Camp	1st, Canada
19	Automatic Data Processing	73	14	57	Henry Taub	2nd, Poland
20	VMware	69	9	23	Edouard Bugnion	1st, Switzerland
21	Intuit	67	7	9	--	--
22	ServiceNow	51	3	8	--	--
23	Workday	48	3	11	Aneel Bhusri	2nd, India
24	Micron	38	30	36	--	--
25	Cognizant	36	16	282	Francisco D'Souza / Kumar Mahadeva	1st, India** / 1st, Sri Lanka

Source: CapIQ as of 6/7/19. *While Andy Grove (from Hungary) is not a co-founder of Intel, he joined as COO on the day it was incorporated. **Francisco D'Souza is a person of Indian origin born in Kenya. ***Max Levchin / Luke Nosek / Peter Thiel's startup Confinity merged with Elon Musk's startup X.com to form PayPal in 3/00.

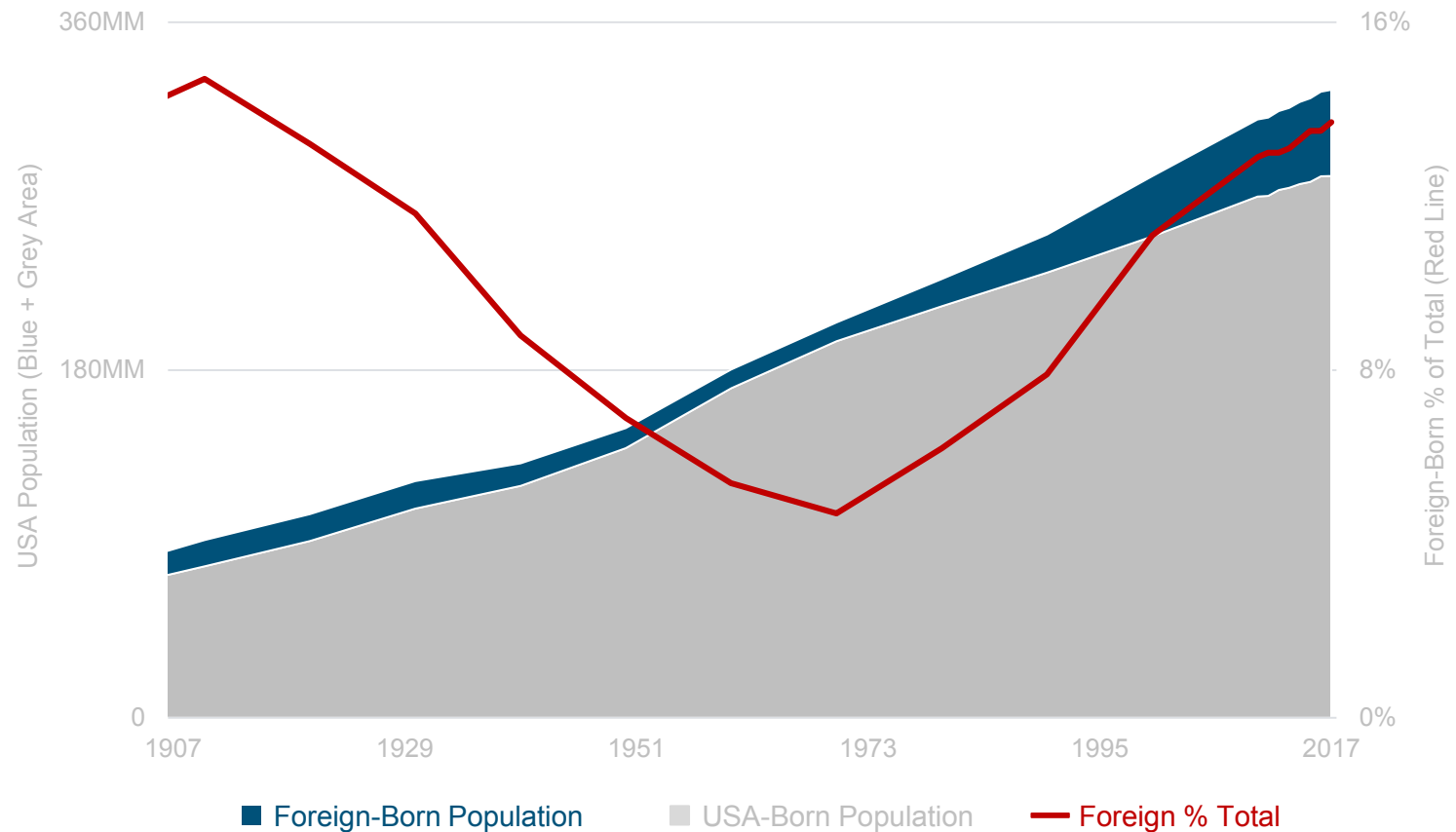
USA = Many Highly Valued Private Tech Companies Founded By... 1st Generation Immigrants

Company	Founder / Co-Founder	Country of Origin	Valuation (\$B)
WeWork	Adam Neumann	Israel	\$47B
SpaceX	Elon Musk	South Africa	31
Stripe	John Collison Patrick Collison	Ireland	23
Palantir	Peter Thiel	Germany	21
Epic Games	Mark Rein	Canada	15
DoorDash	Tony Xu	China	13
Wish	Peter Szulczewski Danny Zhang	Canada	9
Instacart	Apoorva Mehta	India	8
Slack	Stewart Butterfield Serguei Mourachov Cal Henderson	Canada Russia UK	7
UiPath*	Daniel Dines Marius Tirca	Romania	7
Tanium	David Hindawi	Iraq	7
Unity Technologies	David Helgason Nicholas Francis Joachim Ante	Iceland Denmark Germany	6
Robinhood	Baiju Bhatt Vlad Tenev	India Bulgaria	6
Compass	Ori Allon	Israel	4
Credit Karma	Kenneth Lin	China	4
Houzz	Adi Tatarko Alon Cohen	Israel	4
Snowflake	Marcin Zukowski Benoit Dageville Thierry Cruanes	Netherlands France France	4
Rubrik	Bipul Sinha Arvind Nithrakashyap Arvind Jain Soham Mazumdar	India India India India	3
Zoox	Tim Kentley-Klay	Australia	3
Oscar Health	Mario Schlosser	Germany	3

Company	Founder / Co-Founder	Country of Origin	Valuation (\$B)
CrowdStrike	Dmitri Alperovitch	Russia	\$3B
Affirm	Max Levchin	Ukraine	3
Databricks	Ali Ghodsi Matei Zaharia Ion Stoica	Sweden Romania Romania	3
Nuro	Jiajun Zhu Dave Ferguson	China New Zealand	3
Automation Anywhere	Ankur Kothari Mihir Shukla Neeti Metha Shukla Rushabh Parm	India India India India	3
Confluent	Jun Rao Neha Narkhede	China India	3
Roblox	David Baszucki	Canada	2
Medallia	Borge Hald	Norway	2
Lime	Toby Sun Brad Bao	China	2
Zume Pizza	Alex Garden	Canada	2
Gusto	Tomer London	Israel	2
Lemonade	Shai Wininger Daniel Schreiber	Israel	2
LegalZoom	Brian Lee	South Korea	2
Avant	AI Goldstein John Sun Paul Zhang	Uzbekistan China China	2
Apttus	Krik Krappe	UK	2
Postmates	Bastian Lehmann	Germany	2
Sprinklr	Ragy Thomas	India	2
Cloudflare	Michelle Zatlyn	Canada	2
Carta	Manu Kumar	India	2
ZocDoc	Oliver Kharraz	Germany	2
Warby Parker	Dave Gilboa	Sweden	2
Carbon3D	Alex Ermoshkin	Russia	2
Pony.ai	James Peng Tiancheng Lo	China	2
ServiceTitan	Ara Mahdessian Vahe Kuzoyan	Iran Armenia	2
Segment	Ilya Volodarsky	Russia	2
Quanergy	Tianyue Yu	China	2

USA = 14% of Population Foreign-Born & Rising... Near All-Time High (1910) @ 15%

USA Population vs. Foreign-Born % of Total Population



USA INC.* =

WHERE YOUR TAX DOLLARS GO

*USA, Inc. Full Report – bondcap.com/report/usa/

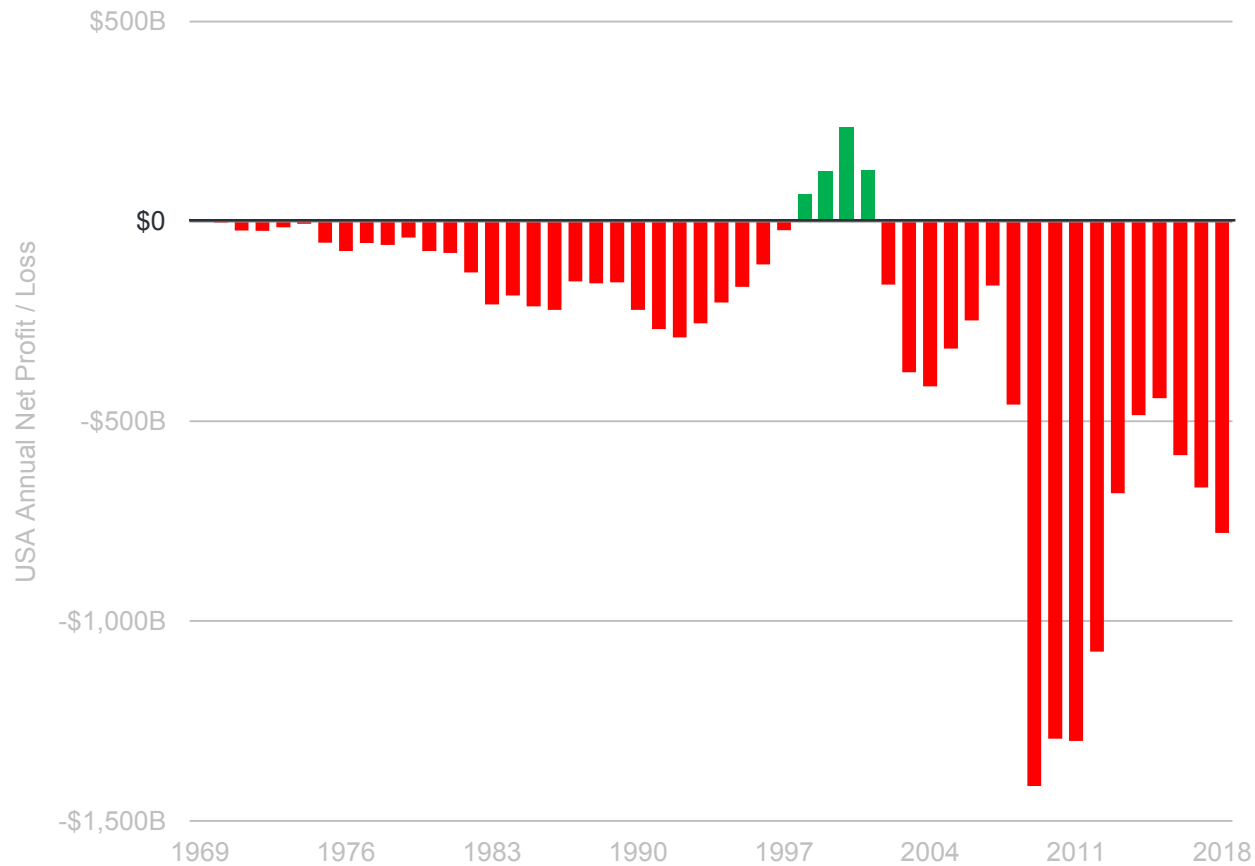
USA Income Statement = -18% Average Net Margin Over 30 Years

USA Income Statement

	F1988	F1993	F1998	F2003	F2008	F2013	F2018	Comments
Revenue (\$B)	\$909	\$1,154	\$1,722	\$1,782	\$2,524	\$2,775	\$3,330	
Y/Y Growth	6%	6%	9%	(4%)	(2%)	13%	0%	+5% Y/Y average, 1988-2018
Individual Income Taxes*	\$401	\$510	\$829	\$794	\$1,146	\$1,316	\$1,684	Largest driver of revenue
% of Revenue	44%	44%	48%	45%	45%	47%	51%	
Social Insurance Taxes	\$334	\$428	\$572	\$713	\$900	\$948	\$1,171	Social Security & Medicare payroll tax
% of Revenue	37%	37%	33%	40%	36%	34%	35%	
Corporate Income Taxes*	\$95	\$118	\$189	\$132	\$304	\$274	\$205	Fluctuates with economic conditions
% of Revenue	10%	10%	11%	7%	12%	10%	6%	
Other	\$79	\$99	\$133	\$144	\$174	\$237	\$271	Estate & gift taxes, duties / fees...
% of Revenue	9%	9%	8%	8%	7%	9%	8%	
Expense (\$B)	\$1,064	\$1,409	\$1,652	\$2,160	\$2,983	\$3,455	\$4,109	
Y/Y Growth	6%	2%	3%	7%	9%	(2%)	3%	
Entitlement / Mandatory	\$448	\$671	\$859	\$1,182	\$1,595	\$2,032	\$2,522	Risen owing to rising healthcare costs + aging population
% of Expense	42%	48%	52%	55%	53%	59%	61%	
Non-Defense Discretionary	\$174	\$247	\$282	\$419	\$522	\$577	\$639	Education / law enforcement / transportation / general government...
% of Expense	16%	18%	17%	19%	18%	17%	16%	
Defense	\$291	\$292	\$270	\$405	\$612	\$626	\$623	2008 increase driven by War on Terror
% of Expense	27%	21%	16%	19%	21%	18%	15%	
Net Interest on Public Debt	\$152	\$199	\$241	\$153	\$253	\$221	\$325	Recent benefit of historic low interest rates
% of Expense	14%	14%	15%	7%	8%	6%	8%	
Surplus / Deficit (\$B)	(\$155)	(\$255)	\$69	(\$378)	(\$459)	(\$680)	(\$779)	-18% average net margin, 1988-2018
Net Margin (%)	(17%)	(22%)	4%	(21%)	(18%)	(24%)	(23%)	

...USA Income Statement = Net Losses in 45 of 50 Years

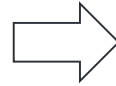
USA Annual Profits & Losses



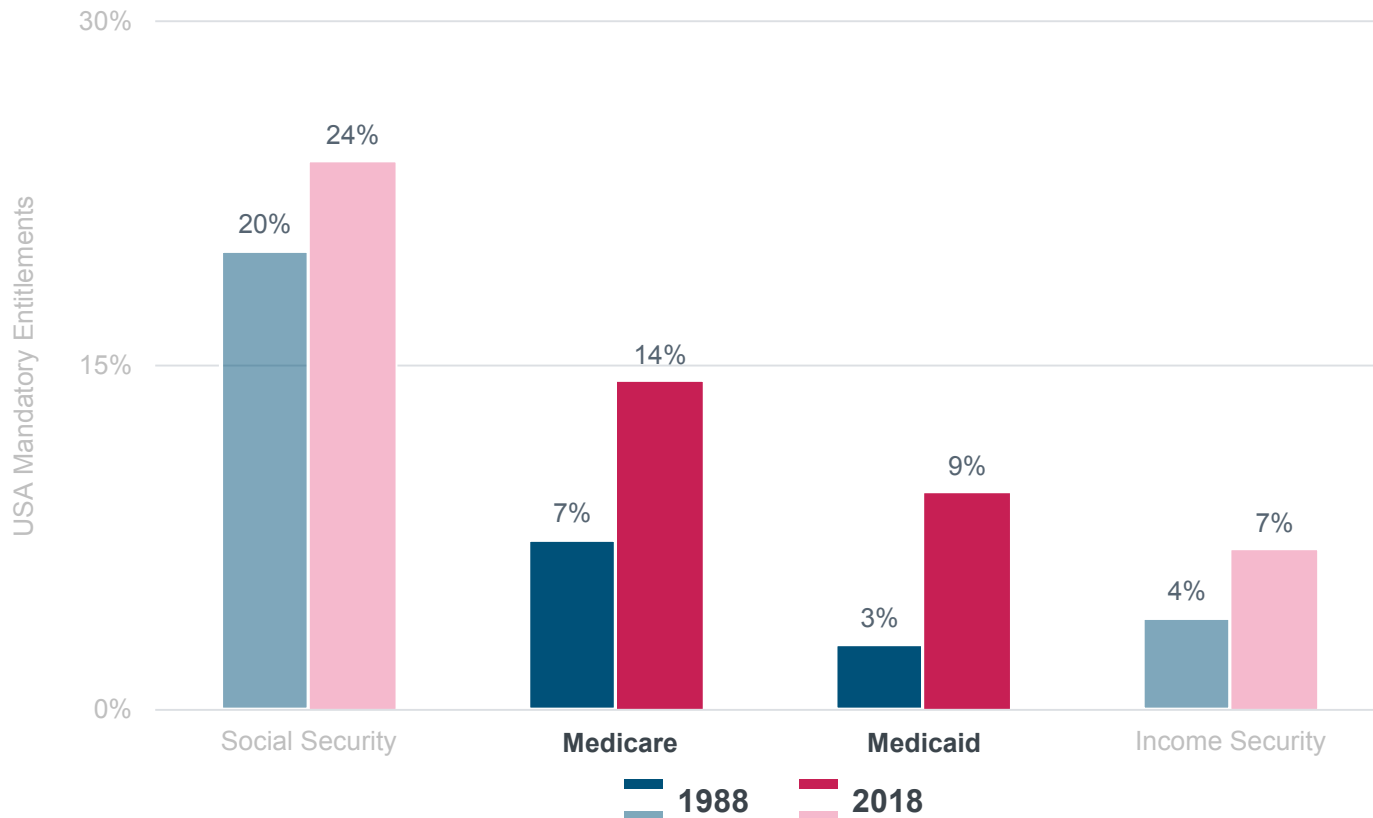
USA Entitlements = Medicare + Medicaid Driving Most Spending Growth...

USA Entitlements by Category

1988 Entitlements* =
\$367B / 34% of Expenses

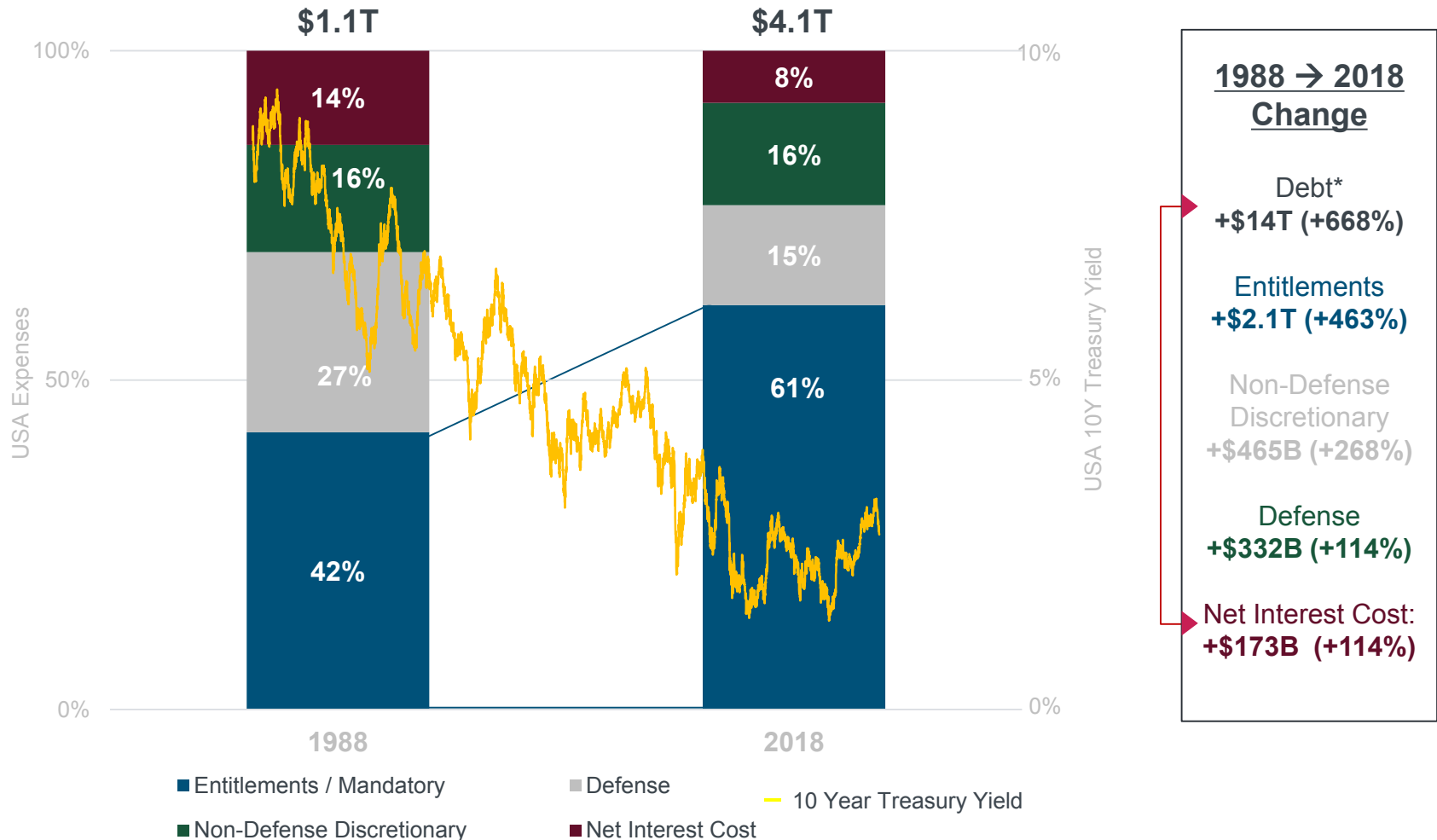


2018 Entitlements* =
\$2.2T / 54% of Expenses



...USA Entitlements = 61% vs. 42% of Government Spending Thirty Years Ago

USA Expenses by Category



USA Entitlements Growth Over 30 Years = Looking @ Numbers...Closer to Home

2017...

\$61K =

Median USA Household Income

\$17K =

Average Entitlement Payout per Household from Federal Government...

Scale = Equivalent to 28% of Household Income

...1987

\$26K =

Median USA Household Income

\$4K =

Average Entitlement Payout per Household from Federal Government...

Scale = Equivalent to 15% of Household Income

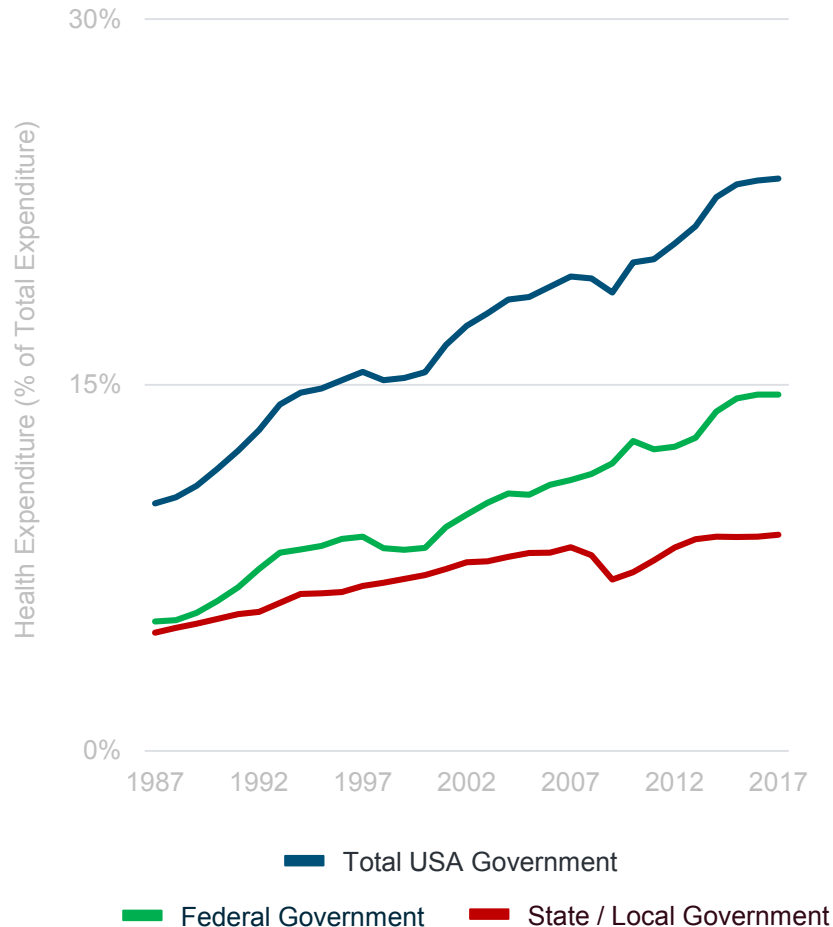
HEALTHCARE (USA) =

DIGITAL IMPACT EXPANDING ACROSS ECOSYSTEM

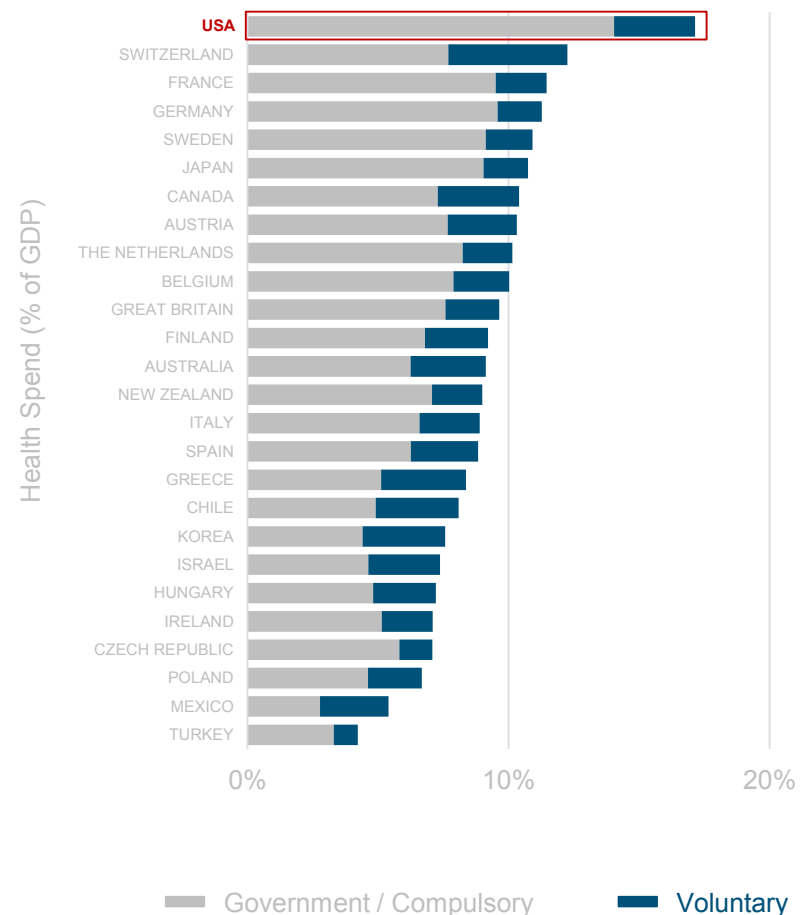
CREATED BY NOAH KNAUF @ BOND

Healthcare Cost = High + Rising for Government / Consumers

Health Expenditures – % of Government Total, USA

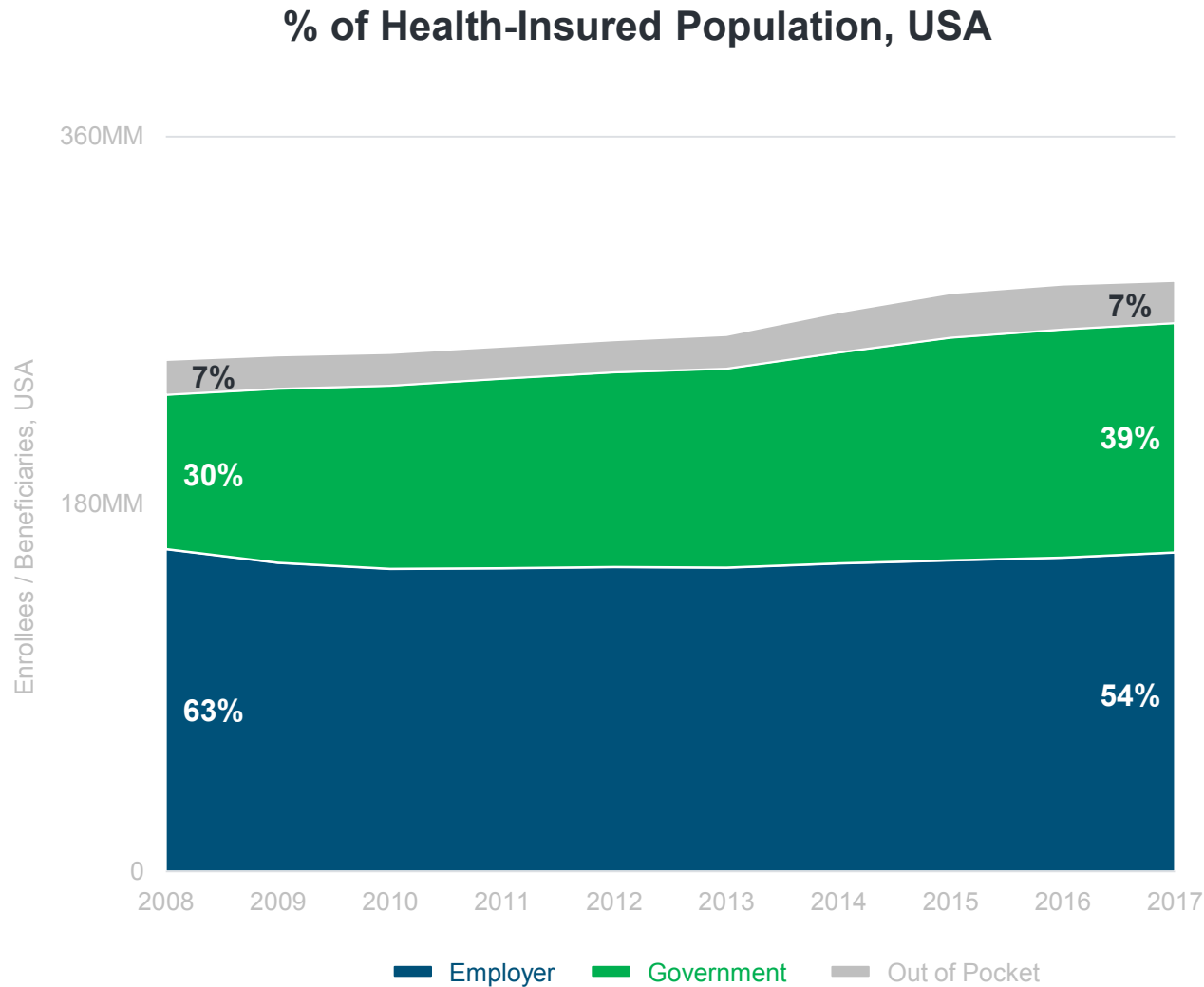


Health Expenditures – % of GDP, 2017, per OECD



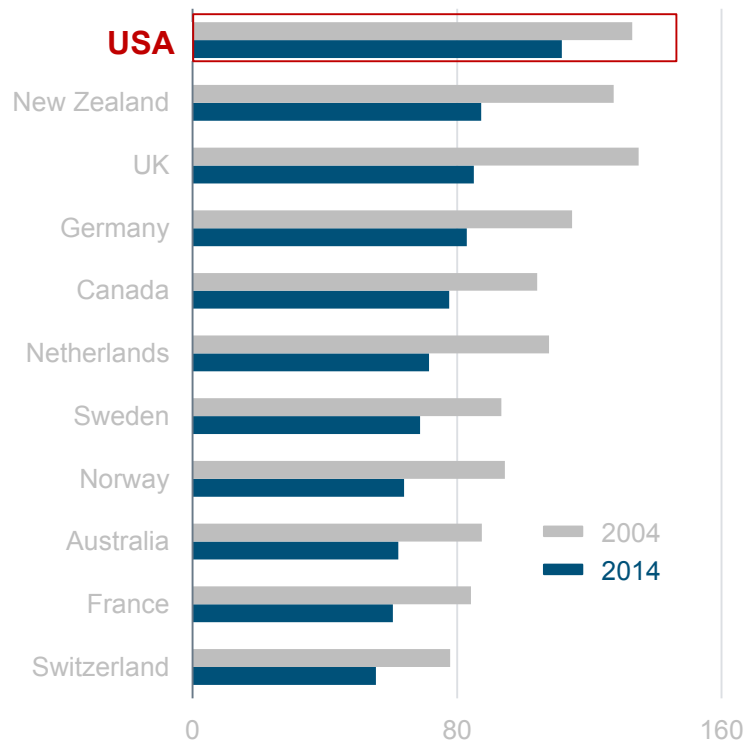
Source: USA Federal + State & Local Healthcare expenditures per the Center for Medicare / Medicaid Studies. Total USA Government expenditures per USA Bureau of Economic Analysis Data. Total Health expenditure per OECD data includes all public / private healthcare spend for the year 2017 (some data subject to future revision per OECD).

Healthcare Insurance Coverage = Increasingly from Government vs. Employer

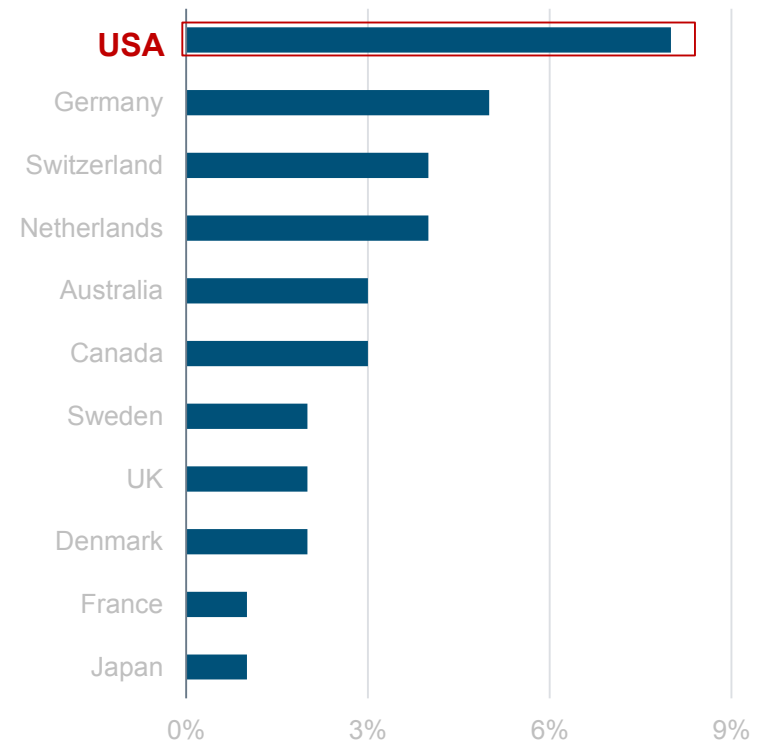


Healthcare Preventable Deaths / Efficiency = USA Worse vs. Peers

Preventable Deaths per 100K People



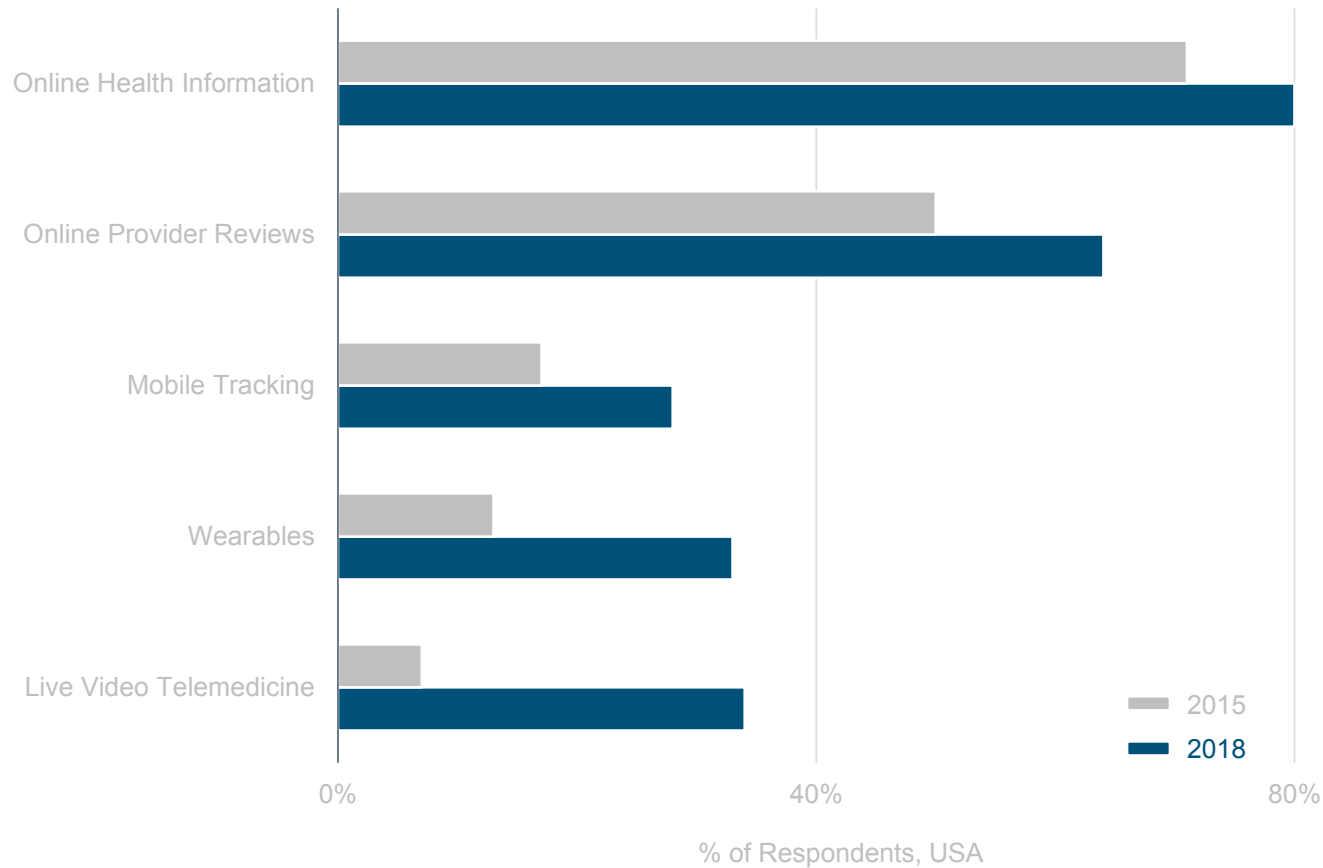
Administrative Healthcare Spend % Total, 2016



Source: Commonwealth Fund Analysis (2017). Preventable deaths defined as deaths due to illnesses that are considered non-fatal with timely formal healthcare treatment, such as hepatitis, renal failure, thyroid disorder & other chronic illnesses. Administrative spend defined as non-care giving roles, such as billings & collections.

Healthcare = Steadily Digitizing...Driven by Consumers

Consumer Adoption of Digital Health Tools, USA



*Healthcare (USA) =
Strong Digital Usage / Adoption*

Data Pools = Unlocking Deeper Research Insights

Internet Research = Increasing Access to Data / Decision-Making Tools

Patient engagement in decision-making has been associated with increased patient satisfaction & improved health outcomes

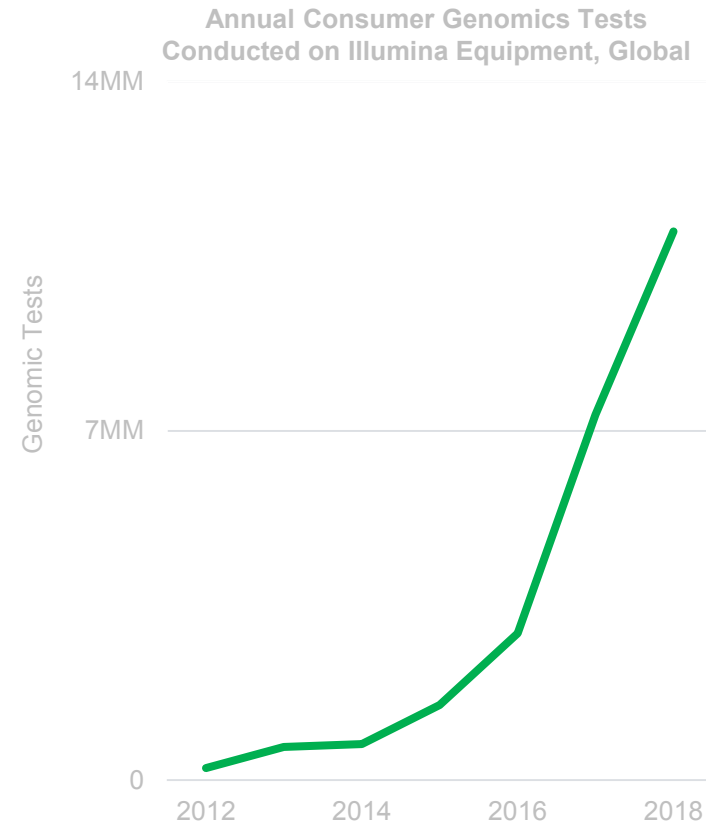
The study analyzed cross-sectional data from 1,945 participants of the [USA] National Health & Aging Trends Study

*Internet use was found to be associated with active decision-making preference in older adults. Similarly, **health-related Internet use was positively associated with decision-making involvement in older adults.***

Cajita, Whitehouse, et al.

Association Between Internet Use & Decision-Making Preference in Older Adults (2/17)

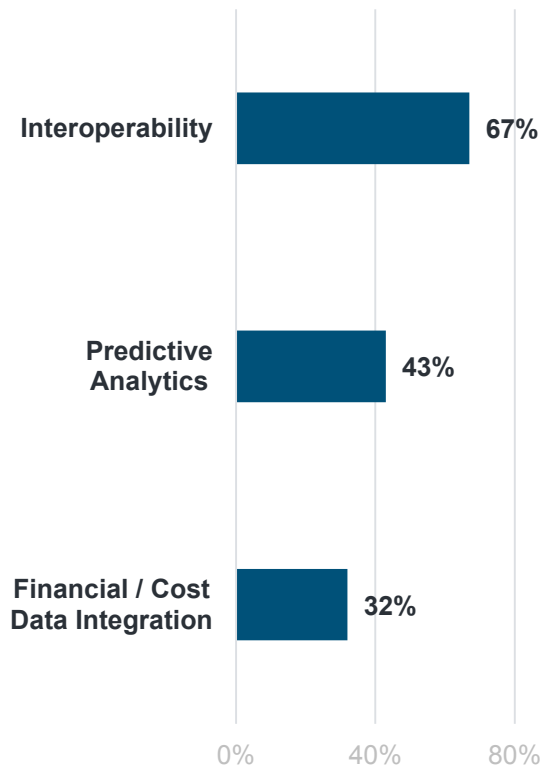
Genomic Testing = Growing Base of Personal Genetic Data



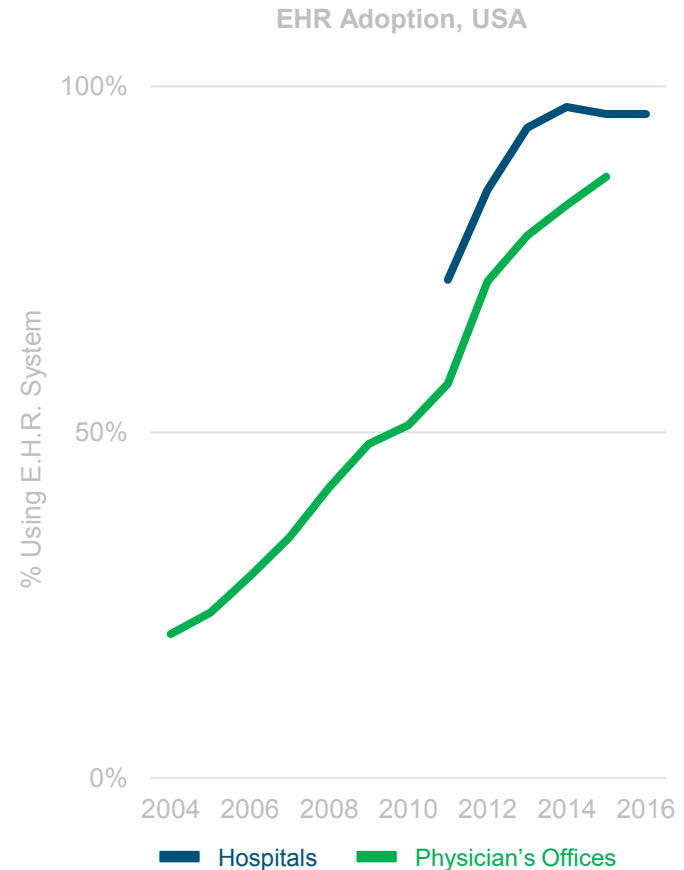
Electronic Health Records (EHR) = Organizing Patient Data

...EHR Usage = Still Early Innings

Top Physician 'Wants' for Future EHR Development, per Stanford / Harris Poll, 9/18



EHR Adoption = Nearing 100%...



Health Networks = Aligning Provider Teams Across Organizations

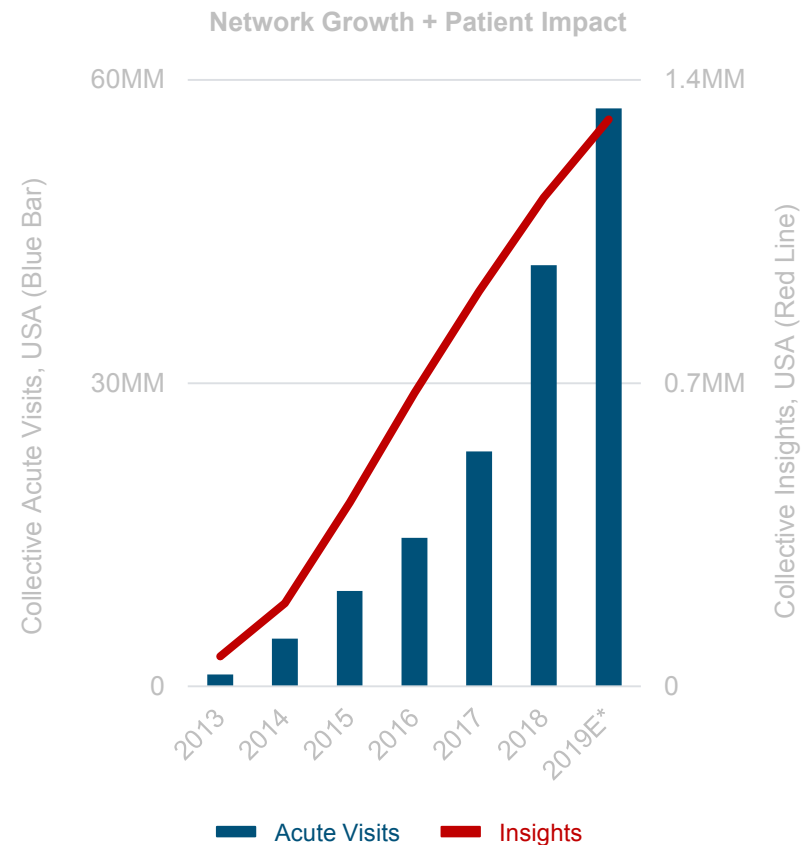
Aligned Care Teams = Improving Outcomes @ Lower Cost

We strive to empower a distributed care team to act with aligned purpose, aware of what each individual member is doing – even if representing differing organizations – all united by their shared stewardship for the patient.

You can either throw a tremendous number of expensive, scarce bodies at the problem – which isn't scalable – or you can use technology. I'm not talking about mere notifications that an encounter has occurred, which we also do, but a deeper level of collaboration.

Chris Klomp – CEO, Collective Medical, 6/19

Collective Medical = Real-Time Collaborative Health Network



Online Discovery = Improving Accessibility + Availability of Care

Optimizing Perishable Inventory = Accelerating Access to Care

Healthcare providers partner with Zocdoc to fill their 20-30% unused, perishable inventory.

This dramatically accelerates access to care for patients.

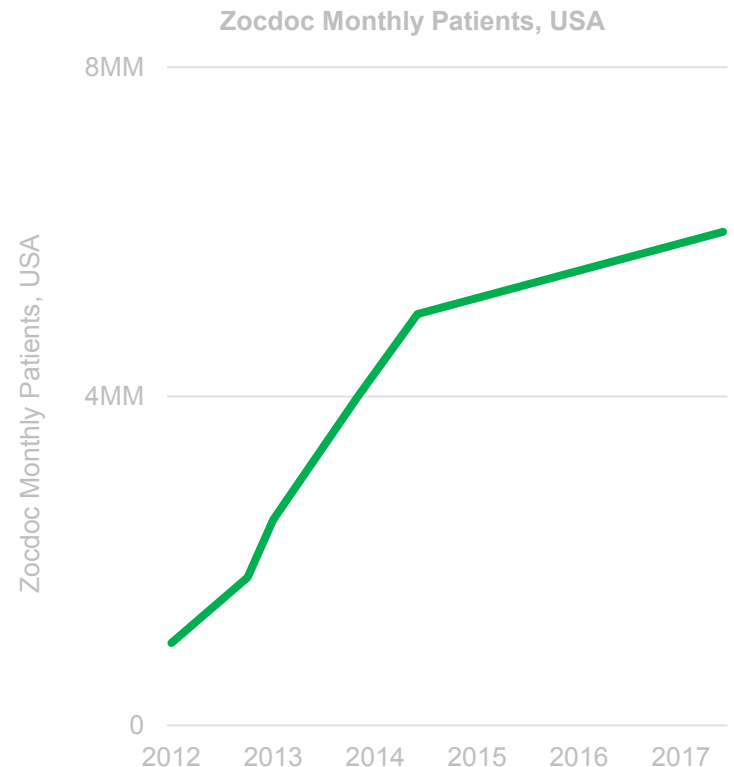
While patients who call wait an average of 24 days to get in to see a doctor, when booking online via Zocdoc, the typical appointment happens within 24-72 hours.

Because of this win/win, in our first market NYC, one in five new patient-doctor relationships is established via Zocdoc.

Our other markets are following the same trajectory.

Oliver Kharraz M.D. – CEO / Founder, Zocdoc, 6/19

Zocdoc = Digital Healthcare Marketplace



On-Demand Urgent Care = Reducing Time to Receive Treatment

**On-Demand Access =
Combining Convenience + Speed**

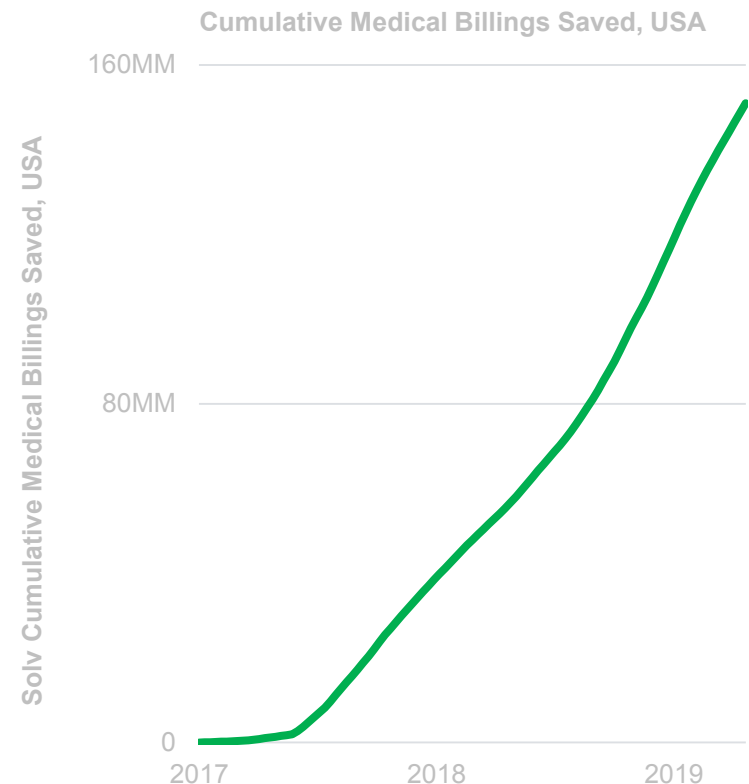
*No longer are patients okay with waiting
as many as 24 days to see a doctor.*

*Solv is putting patients in front of a
provider who can treat their
symptoms in as little as 15 minutes.
The benefit this provides
consumers is real.*

*We've already given ~20 years back to
consumers who typically spend 2 hours
between booking an appointment & getting
their issue resolved.*

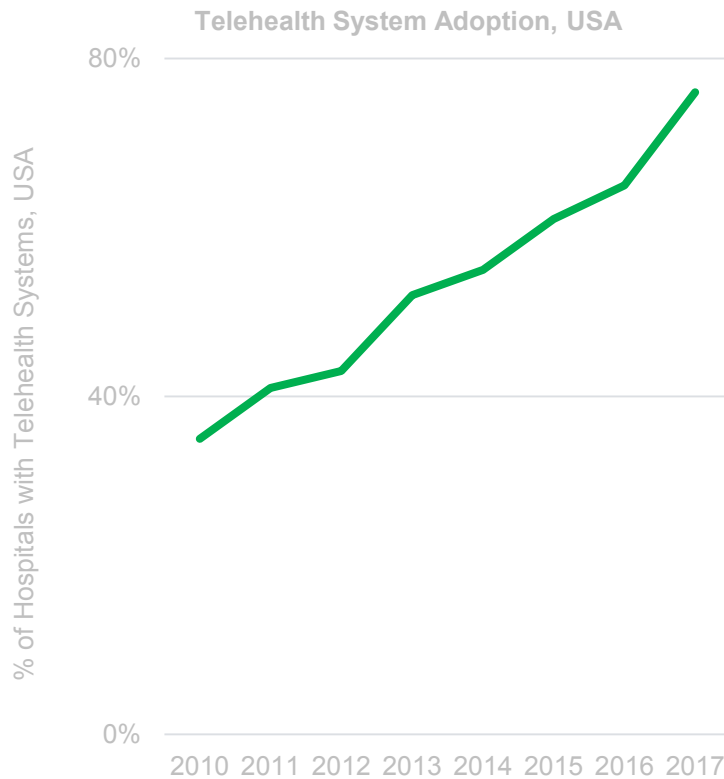
Heather Fernandez – CEO / Co-Founder, Solv, 6/19

**Solv =
Convenient Care Marketplace**

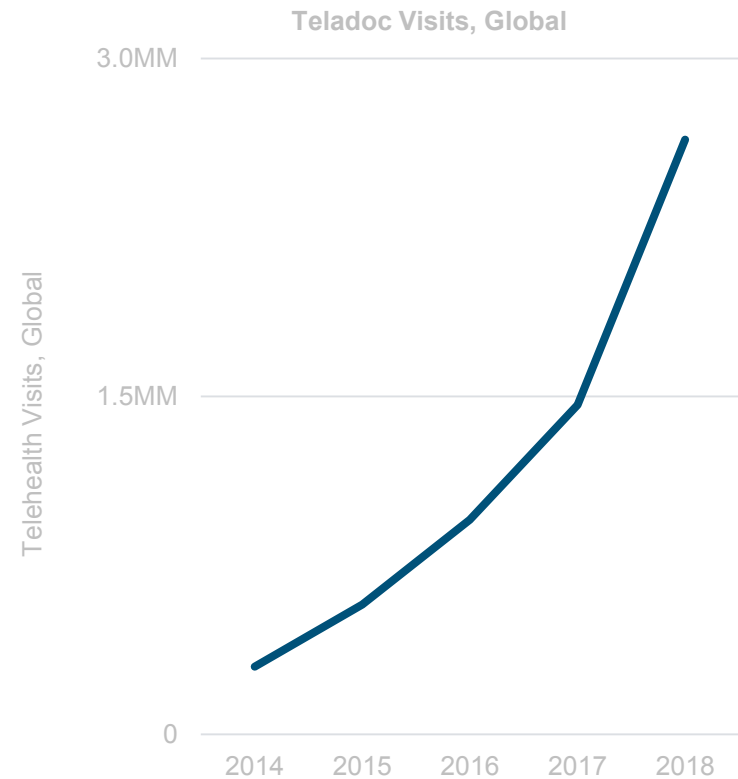


Telehealth / Telemedicine = Strengthening Patient <> Practitioner Relationships

Telehealth Systems = Increasing Hospital Implementation

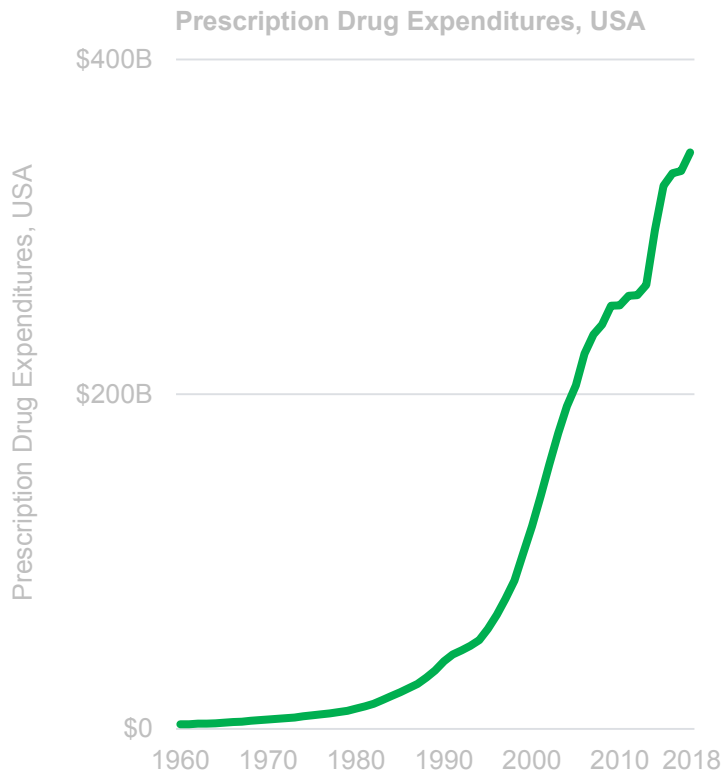


Teladoc = Remote Medical Care

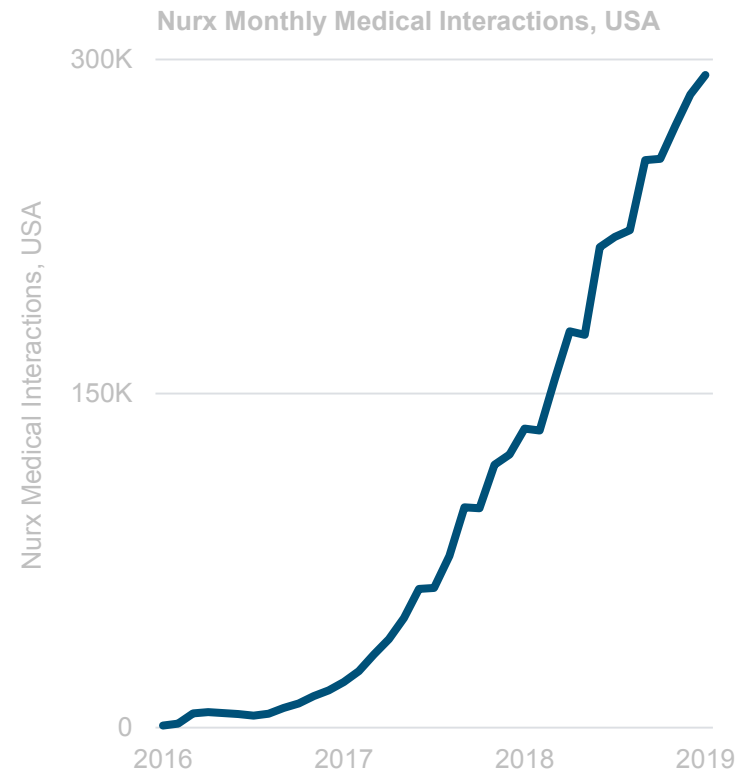


Prescription Delivery = Improving Convenience + Affordability

Prescription Drug Expenditures = Rapidly Rising



Nurx = On-Demand Drug Delivery



Communication / Professional Community = Extending Knowledge Base to Practitioners

Communication = Increasing Ability to Address Unique Cases

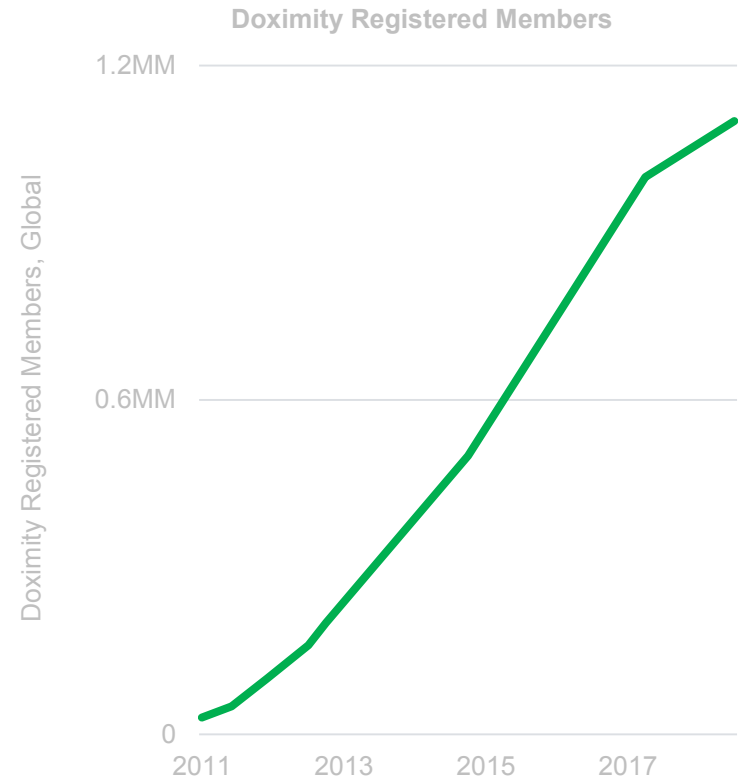
[A patient] was bitten by a Macaque monkey & as a result, came down with a rare form of encephalitis. A potentially fatal brain inflammation. His physician used Doximity to find one of the rare specialist who could treat this condition.

There are only about 20 doctors in the entire U.S. that are expert in this area. The patient was referred & treated successfully.

Most people don't realize that referring patients to the appropriate specialist isn't always easy for physicians & our network makes that process seamless, even in the toughest cases.

Jeff Tangney – CEO / Co-Founder, Doximity, 12/17

Doximity = Physician Social Network



Health Insurance Management = Simplifying + Centralizing User Experience

Modernized Management = Re-Imagining Legacy Systems

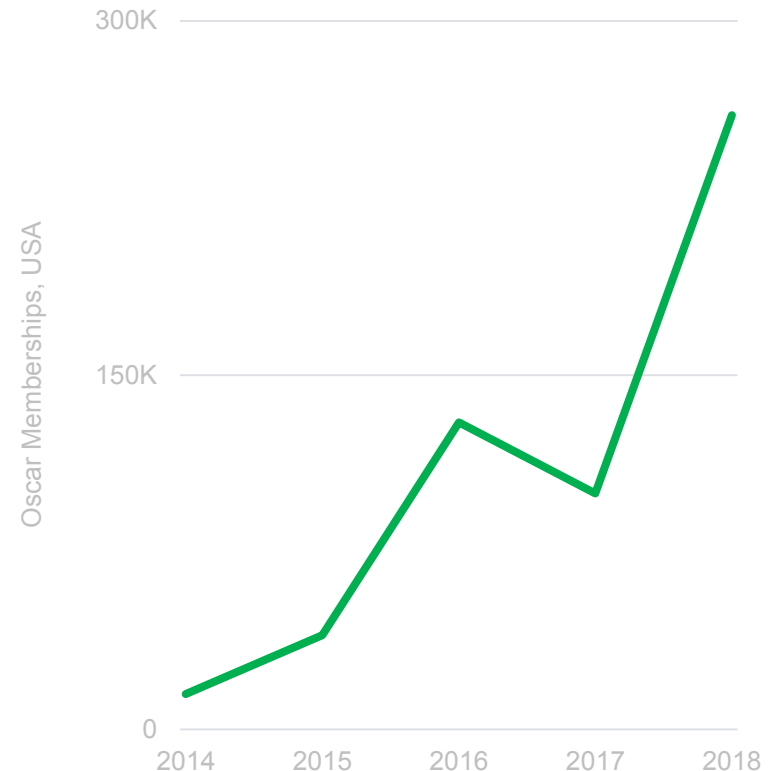
We have our own claims system we've been building, we have our own clinical management system, we built our networks ourselves – pretty much everything that we do internally to manage people's healthcare was reinvented & rebuilt from a technology perspective & so that's what we can now go faster toward.

We can hire more engineers, we can hire more data scientists, more product designers, more smart clinicians who can think about health care a different way.

Mario Schlosser – CEO / Co-Founder, Oscar Health, 8/18

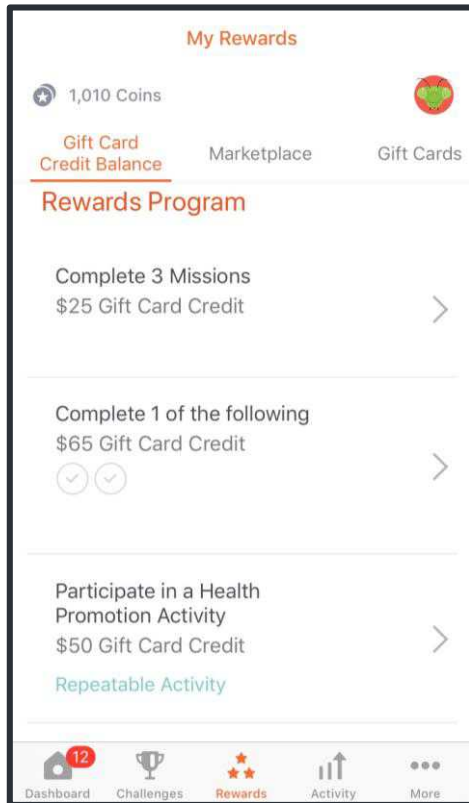
Oscar = Digital Health Management

Oscar Memberships, USA

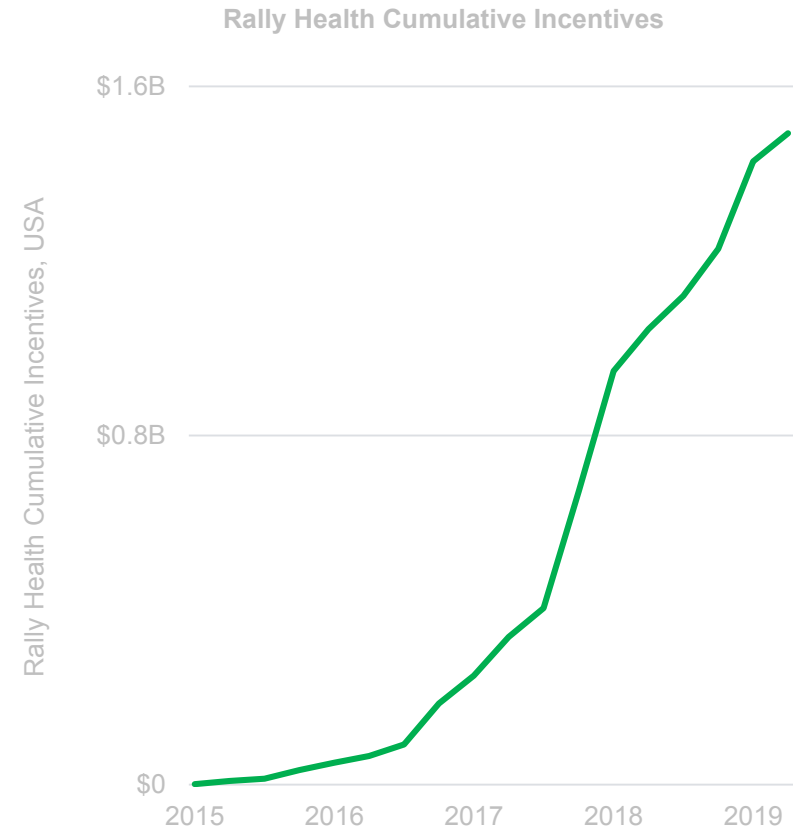


Health Incentive Tools = Driving Positive Choices via Savings + Personalized Rewards

Rewards = Building + Reinforcing Positive Habits

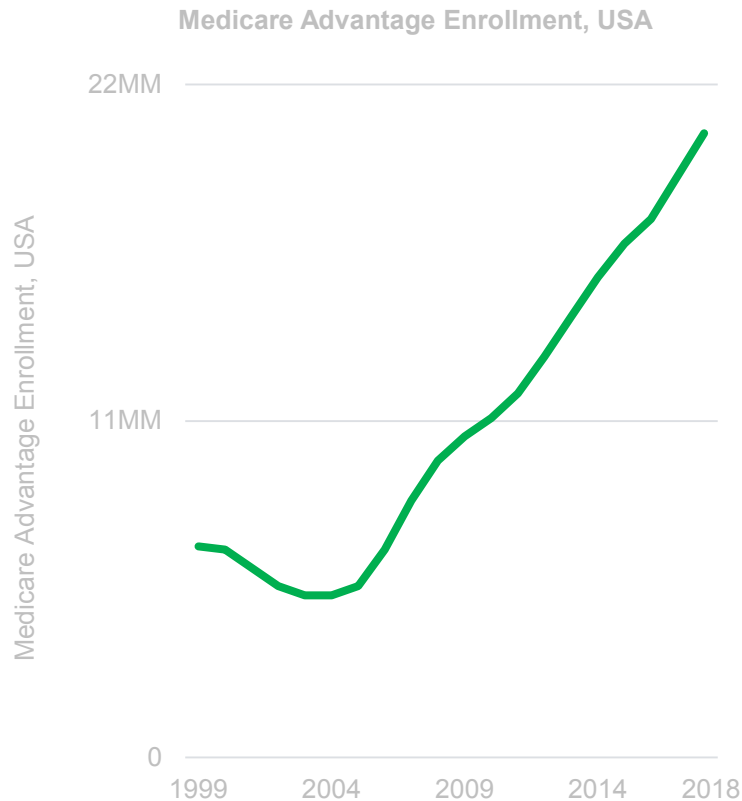


Rally Health = Incentivizing Healthy Living

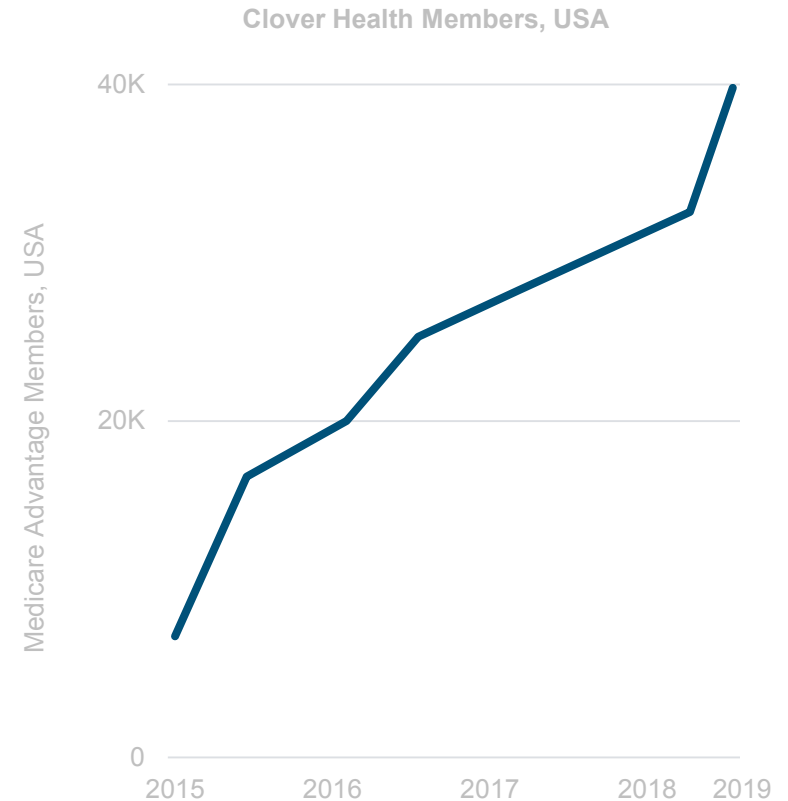


Medicare Plan Management = Personalizing Coverage + Costs

Medicare Advantage Enrollments = On the Rise



Clover Health = Matching Plans with Members' Needs

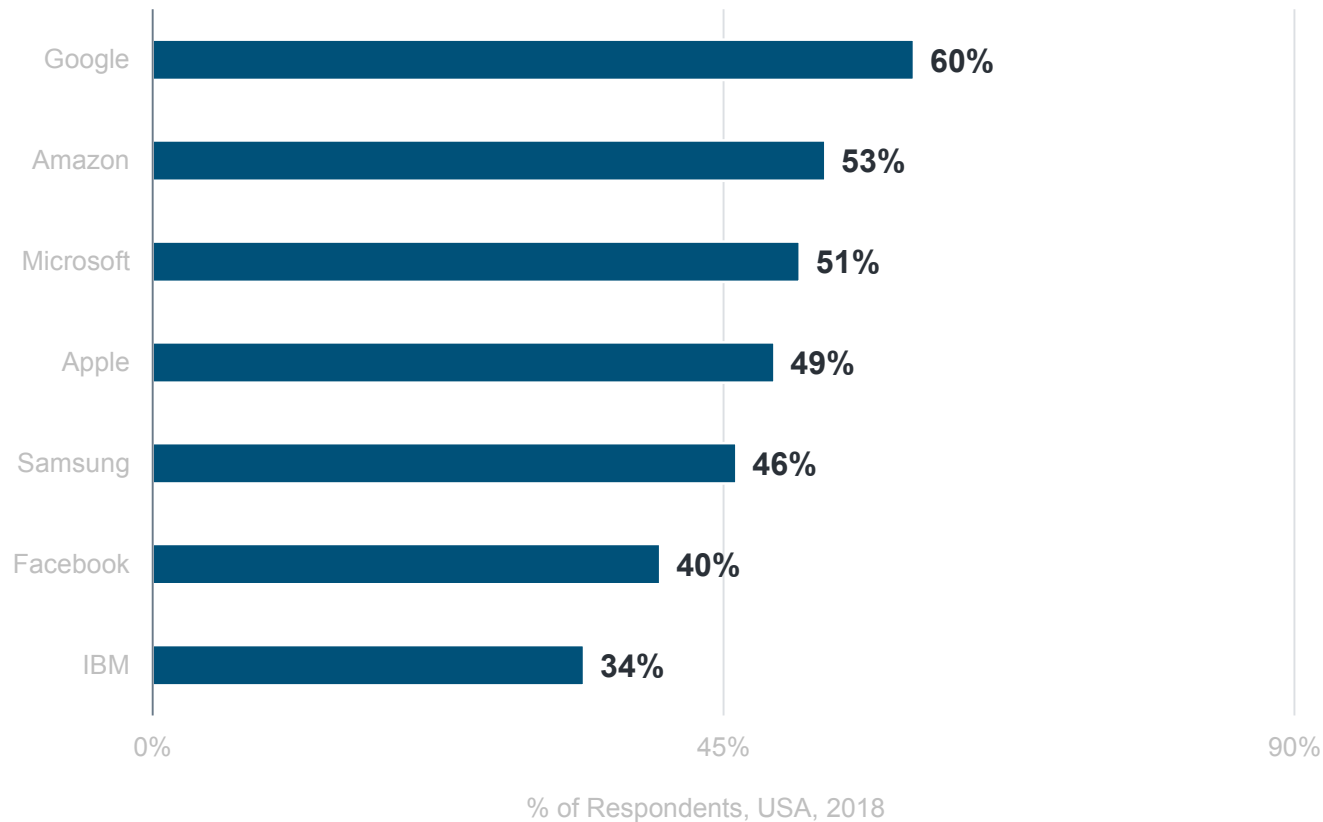


***Healthcare Innovation =
Internet Leaders Building Capabilities***

Healthcare Innovation = Internet Leaders Poised to Capture Data

Internet Leaders = Increasingly Trusted with Healthcare Data

*With which tech company would you share your health data?**



Healthcare Innovation = Apple... Hardware + App Store Leveraging Research For Consumers

Apple = Democratization of Healthcare

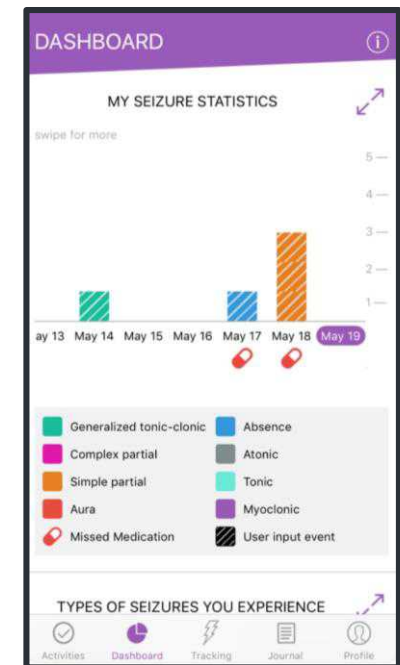
If you zoom out into the future & you look back, & you ask the question, 'What was Apple's greatest contribution to mankind,' it will be about health.

Because our business has always been about enriching people's lives. We've gotten into healthcare more & more through the Watch, other features created with ResearchKit & CareKit & including medical records on the iPhone. This a huge deal.

[Healthcare] is very important for people. We are democratizing it. We are taking what has been with the institution & empowering the individual to manage their health. We're just at the front end of this.

Tim Cook – CEO, Apple, 1/19

Apple ResearchKit = Medical Research Technology for Consumers



Healthcare Innovation = Google / Alphabet... Artificial Intelligence Unlocking Insights for Practitioners

Google = AI Enabled Healthcare

If AI can shape healthcare, it has to work through the regulations of healthcare. In fact I see that as one of the biggest areas where the benefits will play out for the next 10-20 years.

We had recently done work on diabetic retinopathy, it's a cause for blindness, but using AI machine learning we can detect it much better than humans can.

Sundar Pichai – CEO, Google, 10/17

DeepMind Streams = AI Assistant for Doctors + Nurses



Healthcare Innovation = Microsoft Healthcare...

Enabling Healthcare's Move to the Cloud with AI Solutions

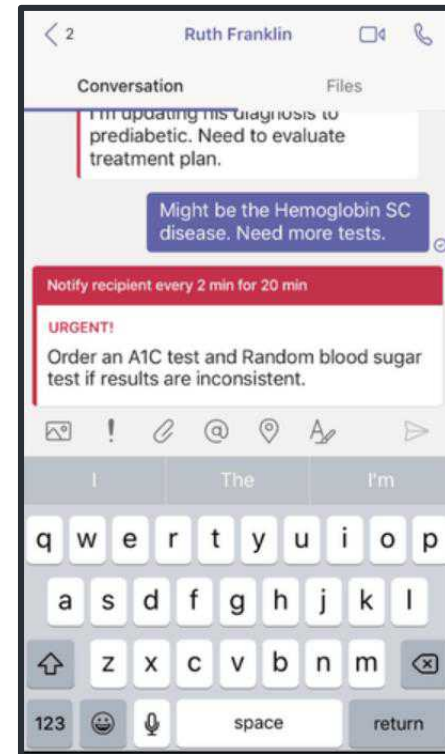
Microsoft = Intelligent Healthcare

The healthcare industry has made great strides over the last decade in helping digitize healthcare & so the next ten will be about turning those assets into better health insights, experiences & outcomes. This is where we can make a big contribution. Cloud, AI & research capabilities will play a fundamental role towards the future. At Microsoft, we're continuing to learn & grow every day from the extensive set of partnerships that we have had in healthcare: over 168,000 healthcare organizations in 140 countries.

Health & wellbeing are central to our daily lives. New inventions developed with our partners using Microsoft AI & machine learning can create a better future & make healthcare delivery more personal, affordable & accessible.

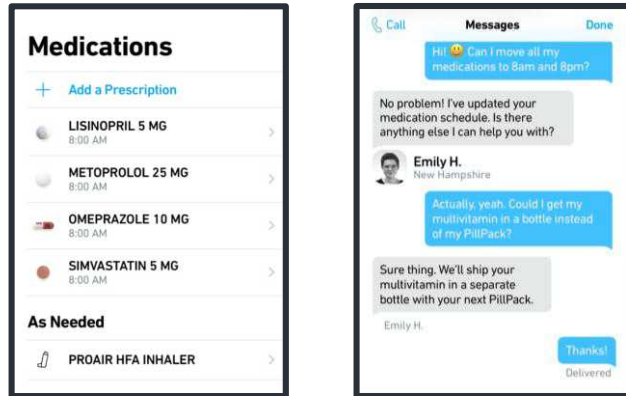
Peter Lee – CVP, Microsoft Healthcare, 4/19

Microsoft Health Bot = Troubleshooting Health Issues



Healthcare Innovation = Amazon / PillPack... Consumer-Centric Approach to Medication Management

PillPack = Consumable Healthcare



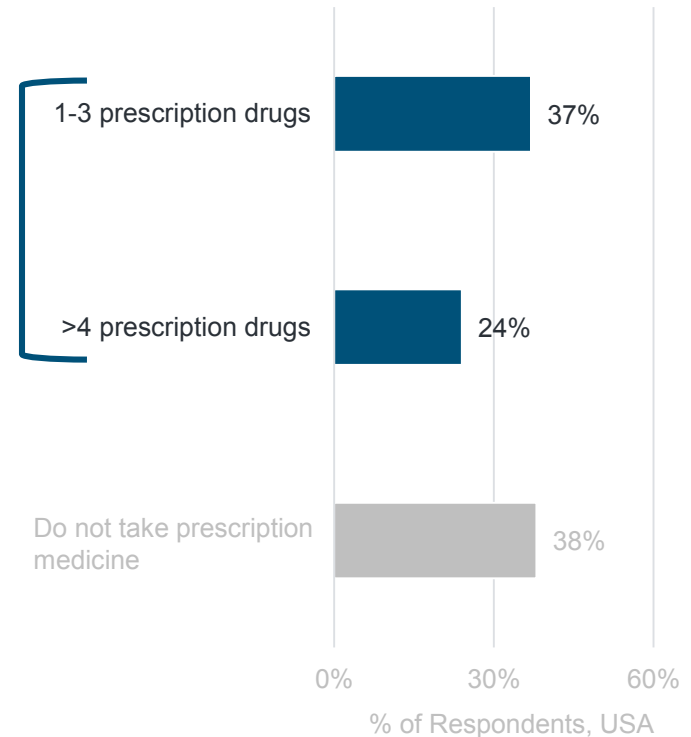
*PillPack is meaningfully improving its customers' lives & we want to help them continue making it easy for people to **save time, simplify their lives, & feel healthier.** We're excited to see what we can do together on behalf of customers over time.*

Jeff Wilke – CEO, Amazon Worldwide Consumer, 7/18

Prescription Medicine Usage = Increasingly Common

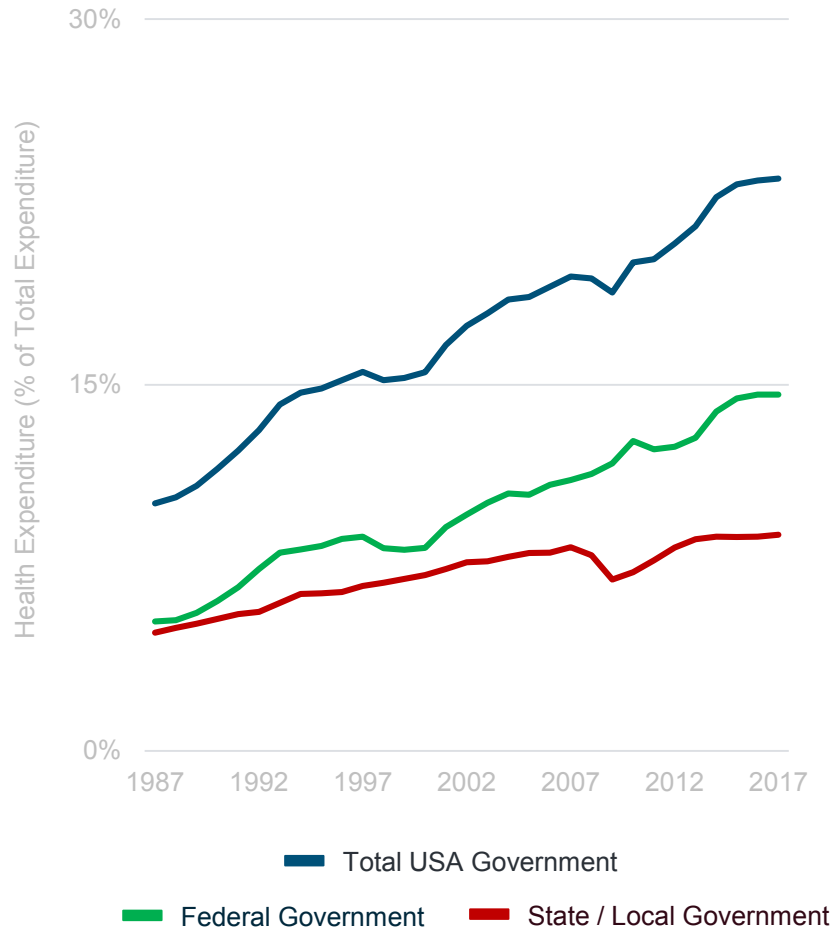
Prescription Medicine Usage, 2019, USA

62% Take Prescription Drugs

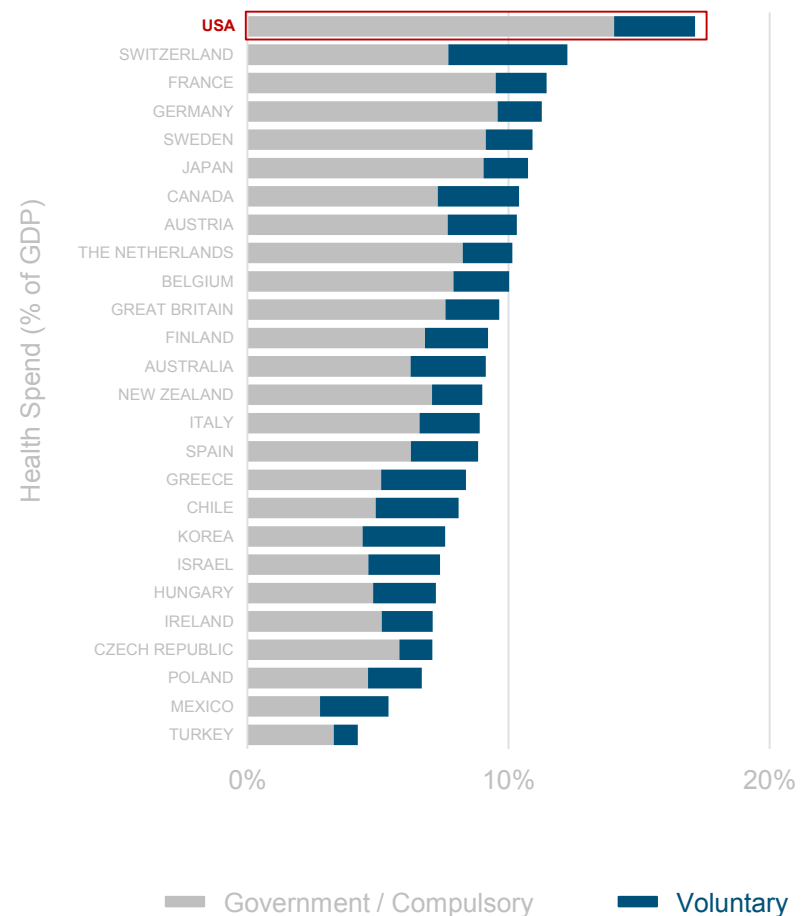


Healthcare Cost = High + Rising for Government / Consumers

Health Expenditures % of Government Total, USA



Health Expenditures, % of GDP, 2017, per OECD



CHINA INTERNET =

INNOVATIVE PRODUCTS + BUSINESSES CONTINUE TO IMPRESS

PREPARED BY HILLHOUSE CAPITAL



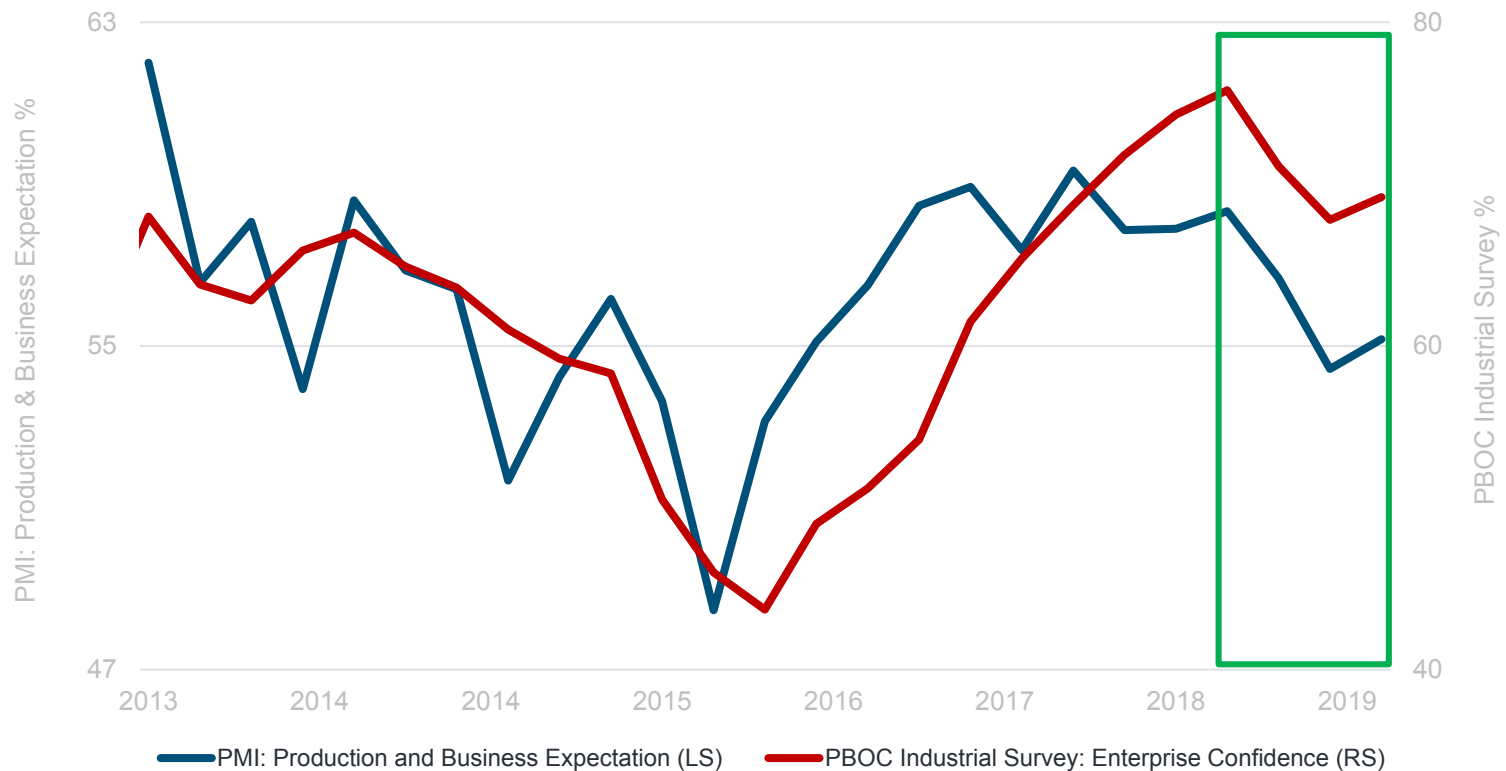
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China Macro Trends

China Near-Term *Business Confidence* = Fluctuating...

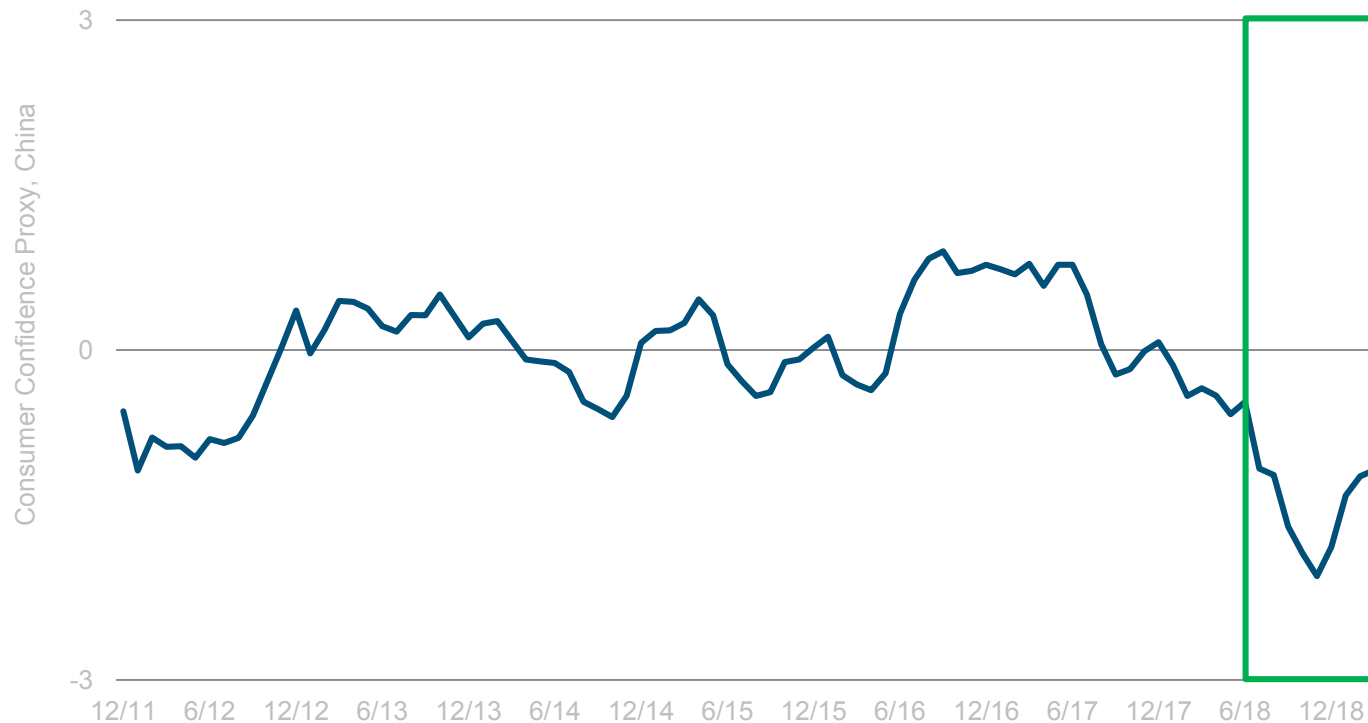
China PMI Business Index + Enterprise Confidence Index (%)



...China Near-Term *Consumer Confidence* = Fluctuating

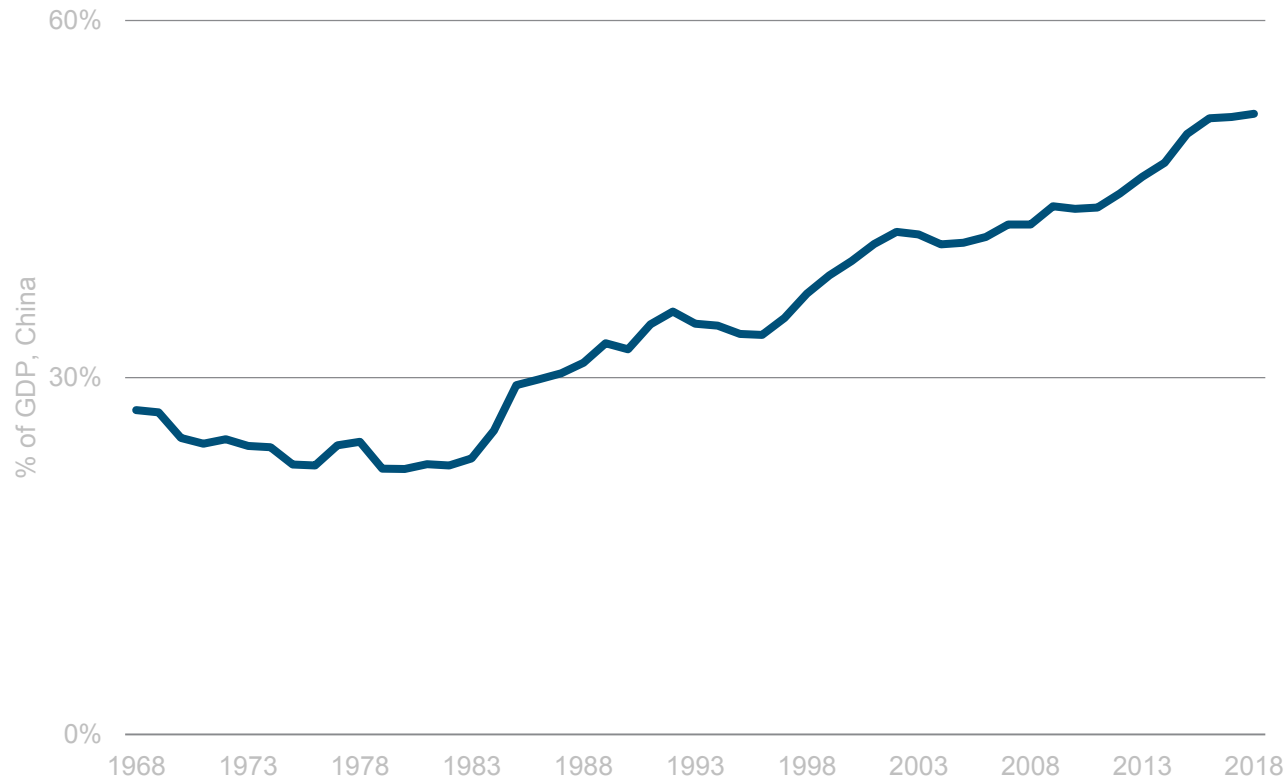
China Consumer Confidence Proxy

Based on Average Z-Score of Household Loans, Consumer Confidence Index, Passenger Car Sales, Air Passenger Traffic & Catering Consumption*



China Service Sector = Continues to Drive Economic Growth

China Service Sector Output as % of Nominal GDP

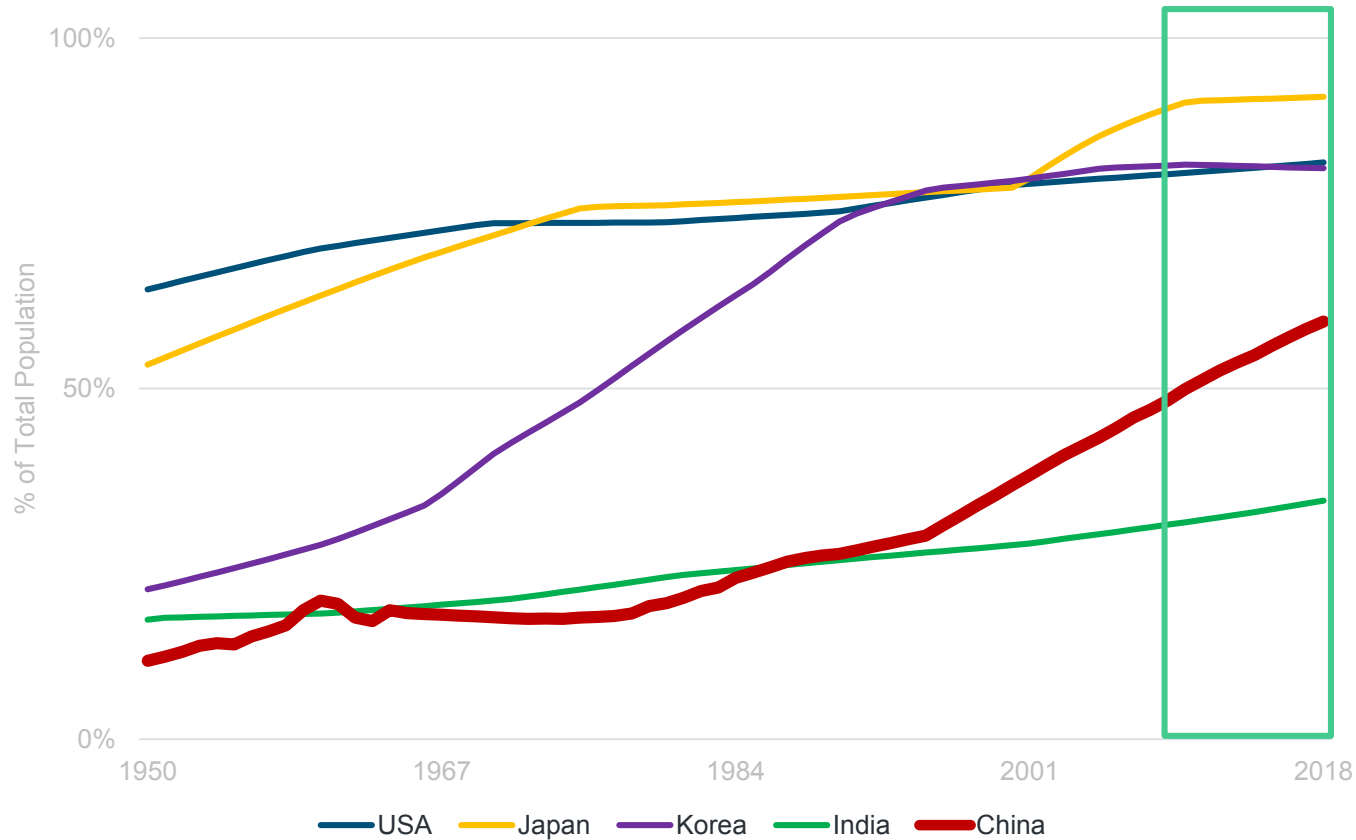


Source: China National Bureau of Statistics, Morgan Stanley Research

Note: Service sector defined as all industries outside of agriculture, forestry, animal husbandry & fishery industries (except support services to agriculture, forestry, animal husbandry & fishery industries), mining (except auxiliary activities of mining), manufacturing (except repairs for metal products, machinery & equipment), production & supply of electricity, steam, gas, water, & construction.

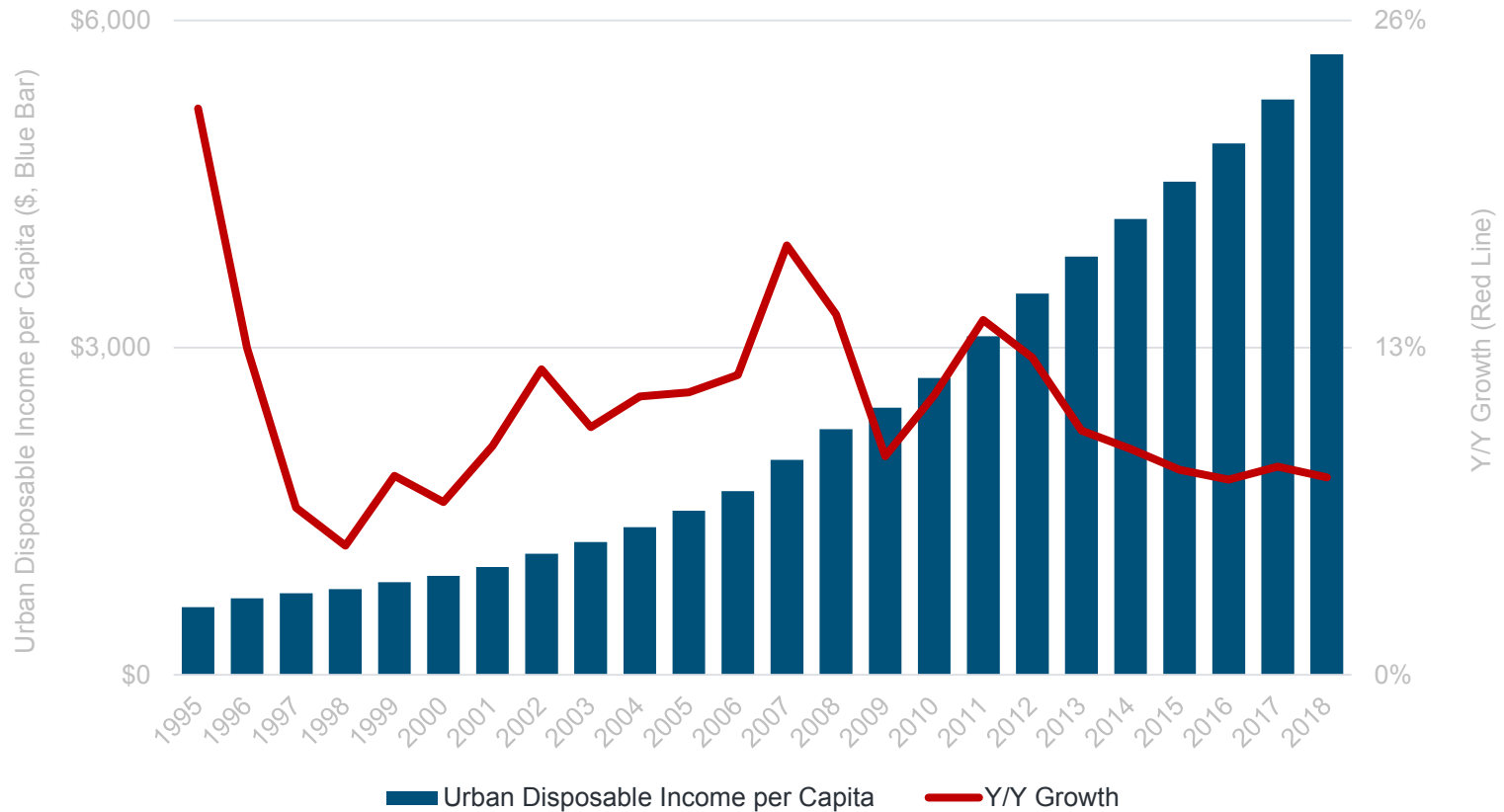
China Urbanization = Rising Rapidly...Room to Grow

Urban Population – % Total Population



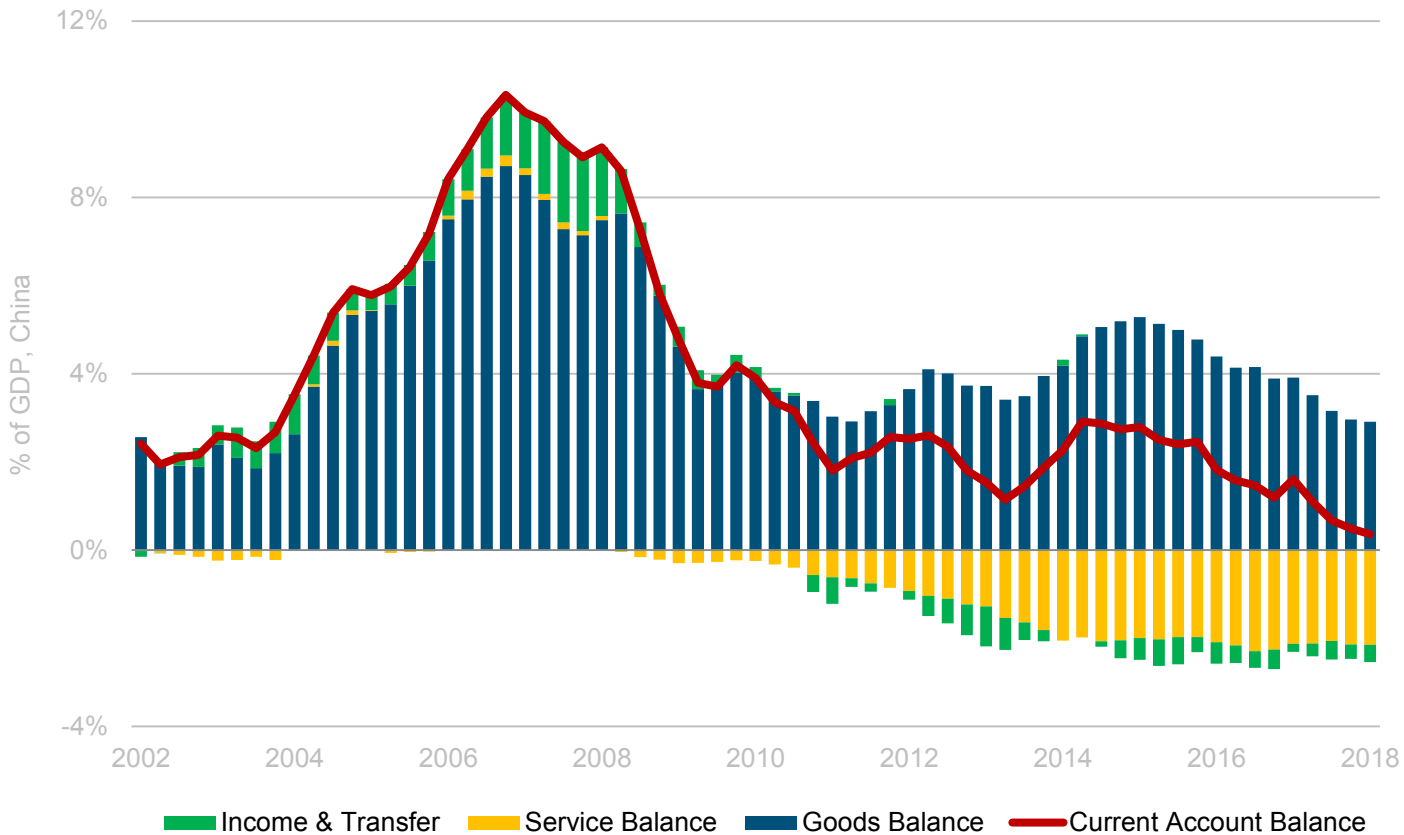
China Urban Disposable Income Per Capita = Solid +8% Y/Y

China Urban Disposable Income per Capita + Y/Y Growth



China Trade Balance = Current Account Surplus Narrowing... Rising Outbound Tourism Offsetting Decreasing Net Exports

China Current Account Balance



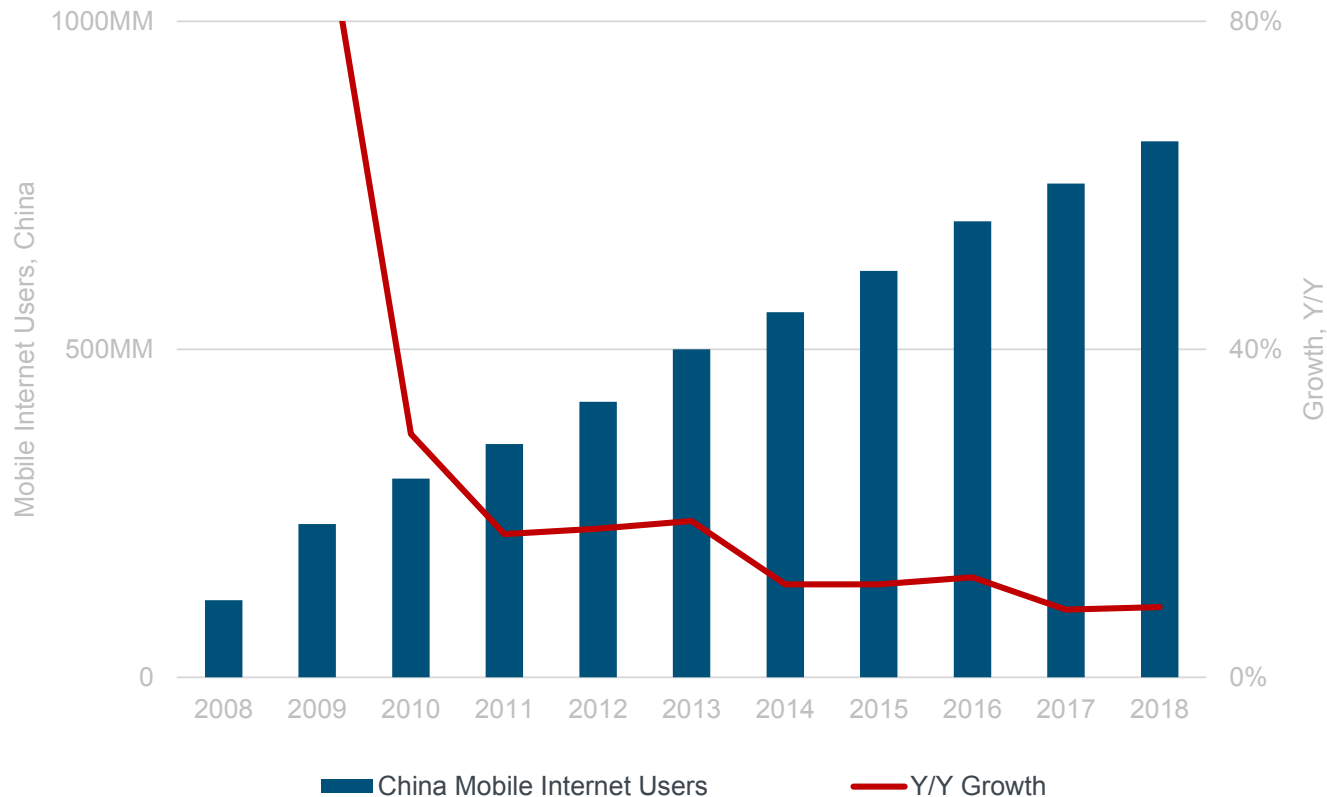
China Share of World Exports = Declining Since 2016 Due to Rising Wages + Aging Labor Force



***China Internet User / Usage Trends =
Robust Usage Growth
Primarily Driven by Short-Form Video***

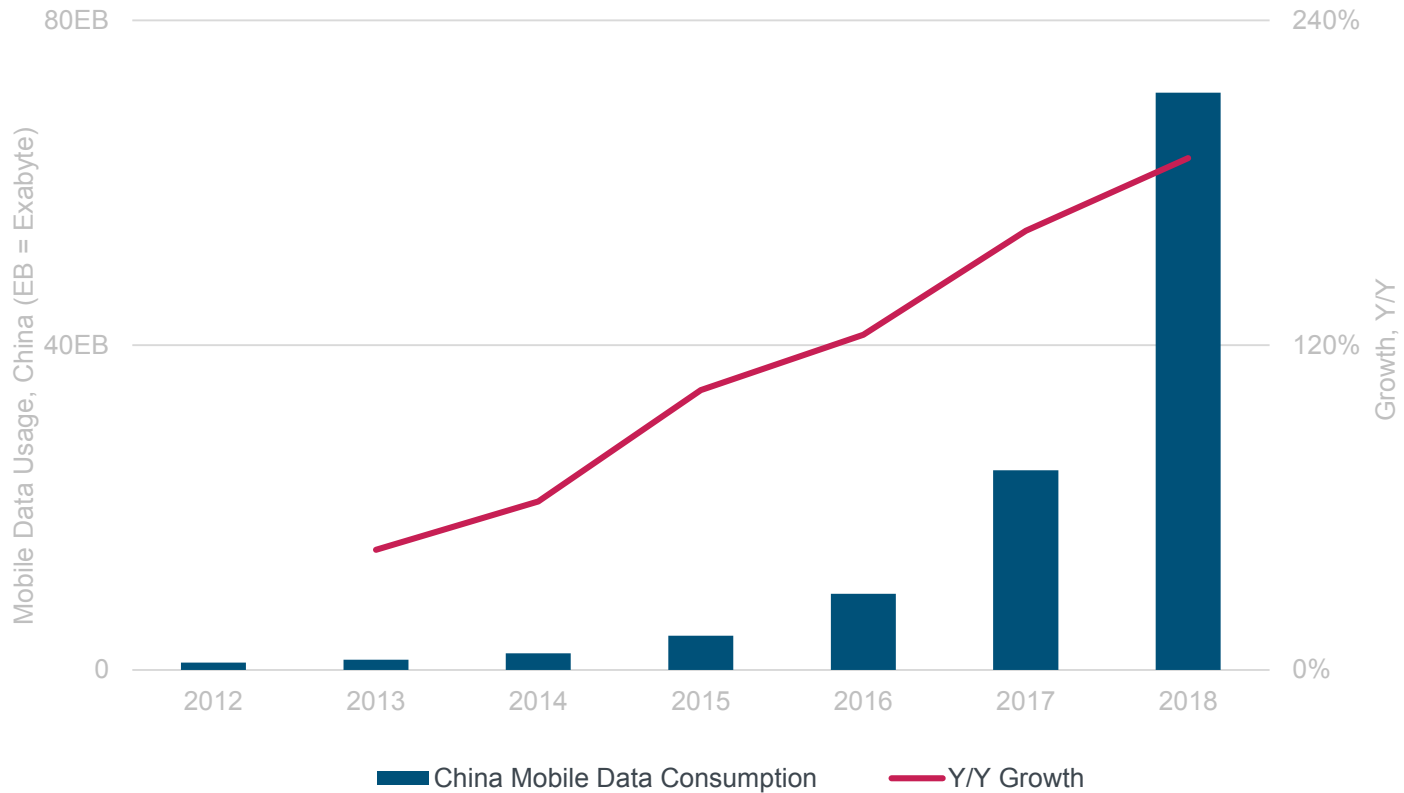
China Mobile Internet Users =
817MM...+9% vs. +8% Y/Y

China Mobile Internet Users vs. Y/Y Growth



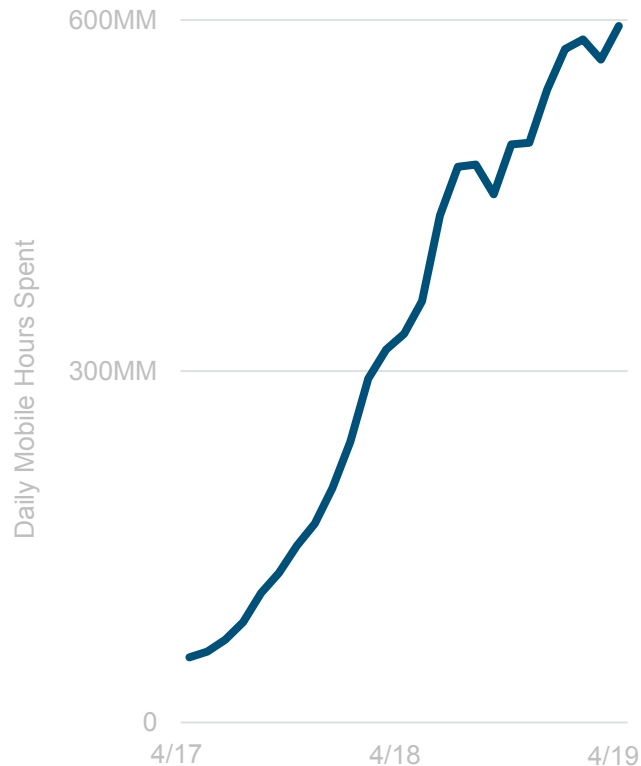
China Mobile Internet Usage (Data) = Continues to Accelerate +189% vs. +162% Y/Y

China Cellular Internet Data Usage & Growth Y/Y

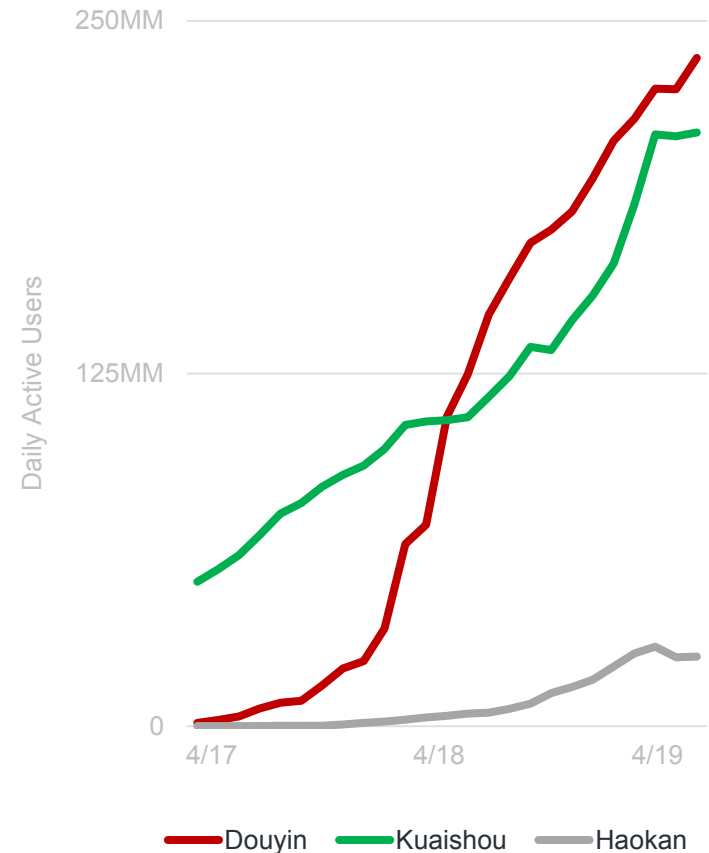


China Short-Form Video = Leading User + Usage Growth Across All App Categories

China Short-Form Video – Daily Time Spent

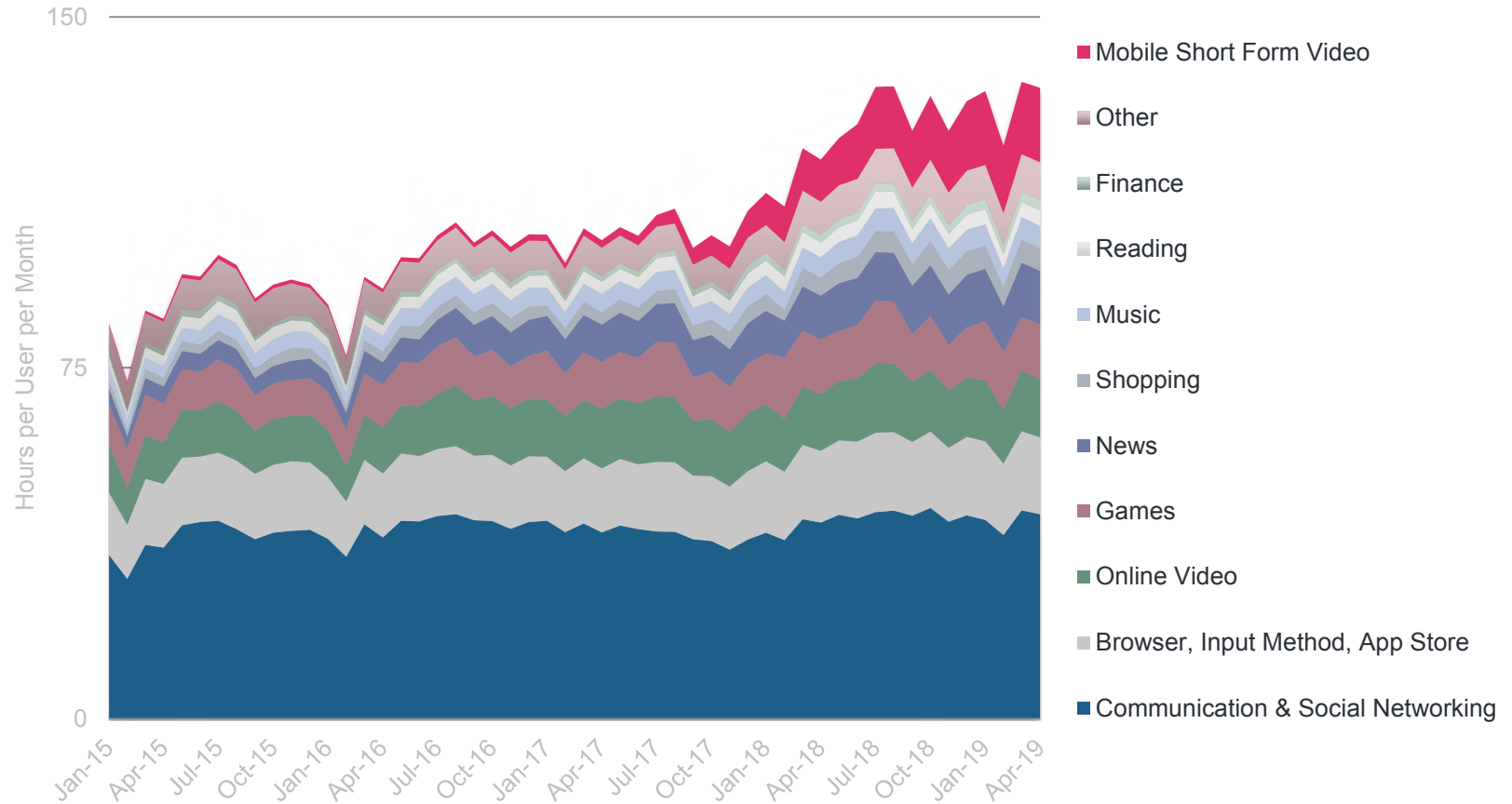


Leading Short-Form Video Platforms – DAUs



China Short-Form Video = Driving *Incremental* Mobile Time Spent Growth

Average Smartphone Time Spent per MAU per Month



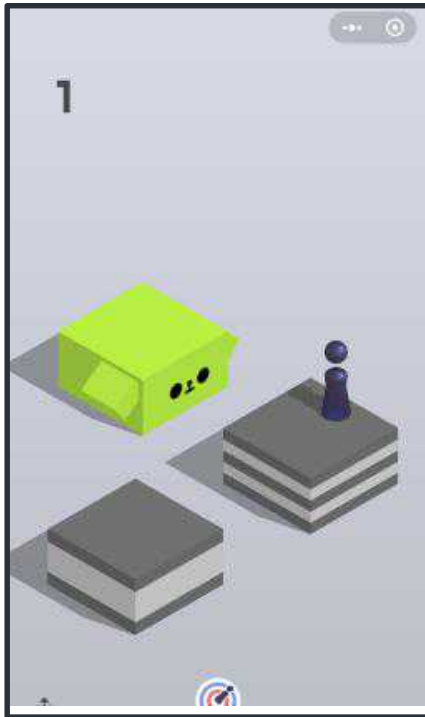
China Innovation =

Games Driving Transformation of...
Payments / E-Commerce / Retail / Education

WeChat Jump Jump = Simple Game Helped Create Ecosystem of Mini-Programs

Tiao yi tiao (Jump Jump)

First Mini-Program Game
100MM+ DAUs in two weeks



Uniqlo Brand

~3x Conversion vs. Industry



Pinduoduo eCommerce

89MM+ MAUs



Tongcheng-Elong

Travel Booking
169MM+ MAUs



WeSing

Entertainment
73MM+ MAUs



QR Code

Public Transit
48MM+ MAUs



Xiaoniangao

Photos
214MM+ MAUs



AliPay Ant Forest = Gamified Philanthropy Can Drive Consumer Engagement

Ant Forest

Accumulate virtual tree credits by completing tasks that reduce carbon emission or paper waste (walking / biking / public transit / online & offline payment / recycling / used goods...)



Protect your virtual tree credits or 'steal' friends' credits by waking up early & checking in often



Ant Financial & other charity partners turn virtual tree credits into real trees to combat deforestation



500MM
Cumulative Users of Ant Forest* within AliPay

100MM
Real Trees Planted*

~4x
Average AliPay Sessions per User per Day**

Pinduoduo = Group Buying... Social Shopping + Gamified Discounts Drive Growth

Pinduoduo

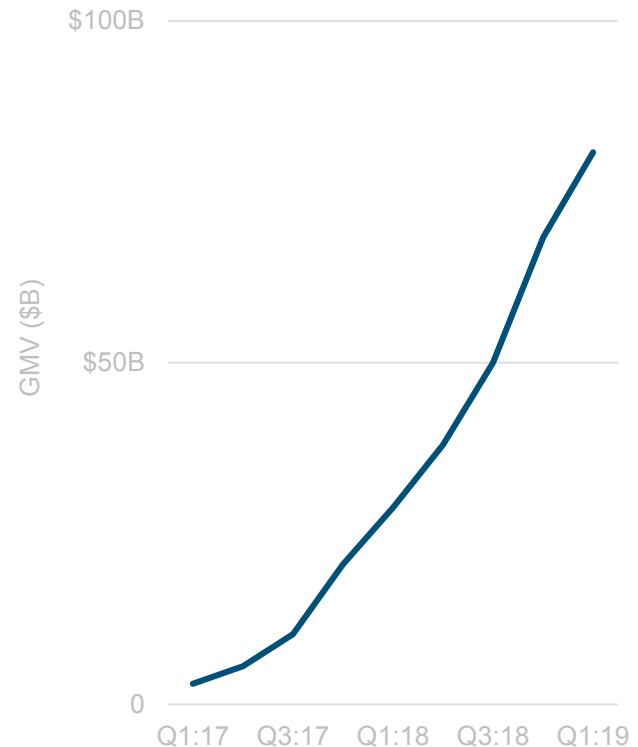
*Get Cheaper Price by
Sharing with Friends*



*Friends Can Play Game &
Help Reduce Prices*



Trailing 12-Month GMV



Belle / TopSports = Digitization + Gamification Can Drive Same-Store-Sales Lift

Belle / TopSports

Store Managers

Real-time Sales by Category & SKU



Employee KPIs & Peer Rankings



Store Associates

Gamified Rewards to Complete KPIs



Competitive Sales Games vs. Peer Stores



Online Education = Structured Fun Games Drive Learning

TAL (XRS) Online *Turning Math Learning Into Games*



Coding Cat *Games of Codes*



Cartoon + Students PK *Enhanced Learning Experience*



China Innovation =
Internet-Based
Products + Business Models

China Chat =

Enabler of Transactions & Services

WeChat Innovation = Evolution from Chat to Mini-Programs / Payments

WeChat
Public Account
Following

1



WeChat
Mini-Programs
Browsing Items

2



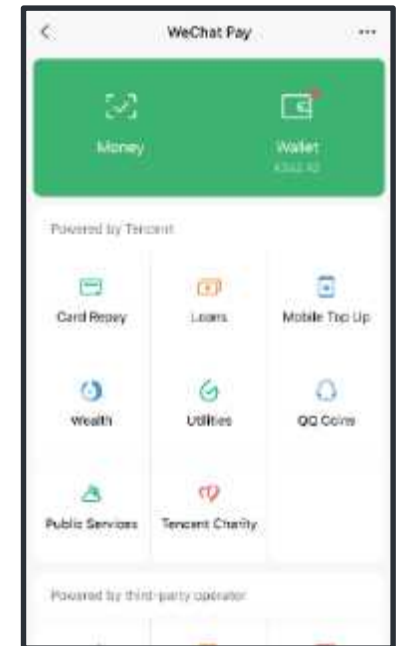
WeChat
Mini-Programs
Placing Order

3



WeChat
Integrated Payment
Finishing Payment

4



Global Rollouts = Kakao / Line / Facebook Incorporate Transaction Features

Kakao

*Chat / Music / Payment /
Games / Transportation...*



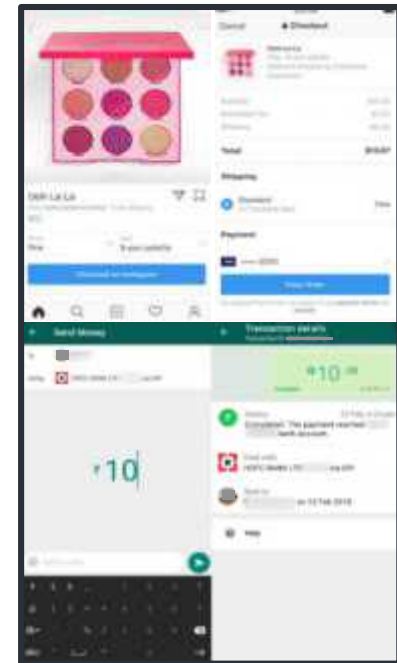
Line

*Chat / Payment /
Food / Coupons...*



Instagram / WhatsApp

*Chat / Shopping /
Money Transfer...*

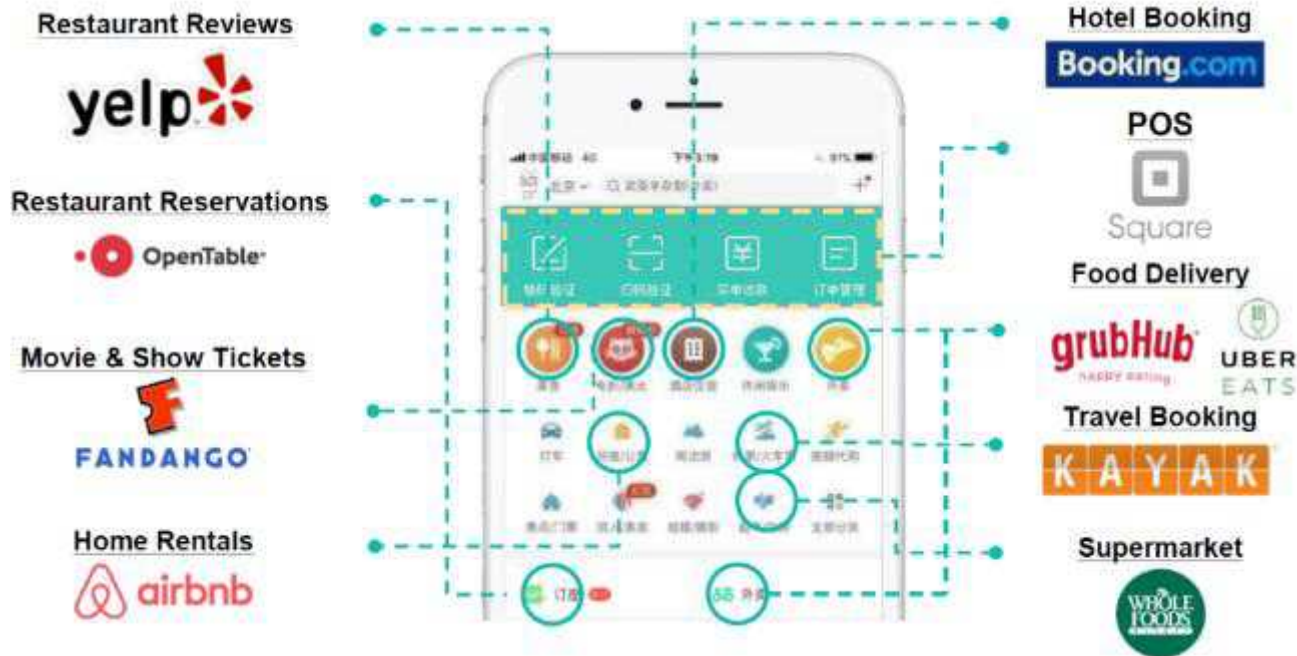


*China Local Services =
Becoming 'Super Apps'*

Meituan = From Group Buying to Super App...

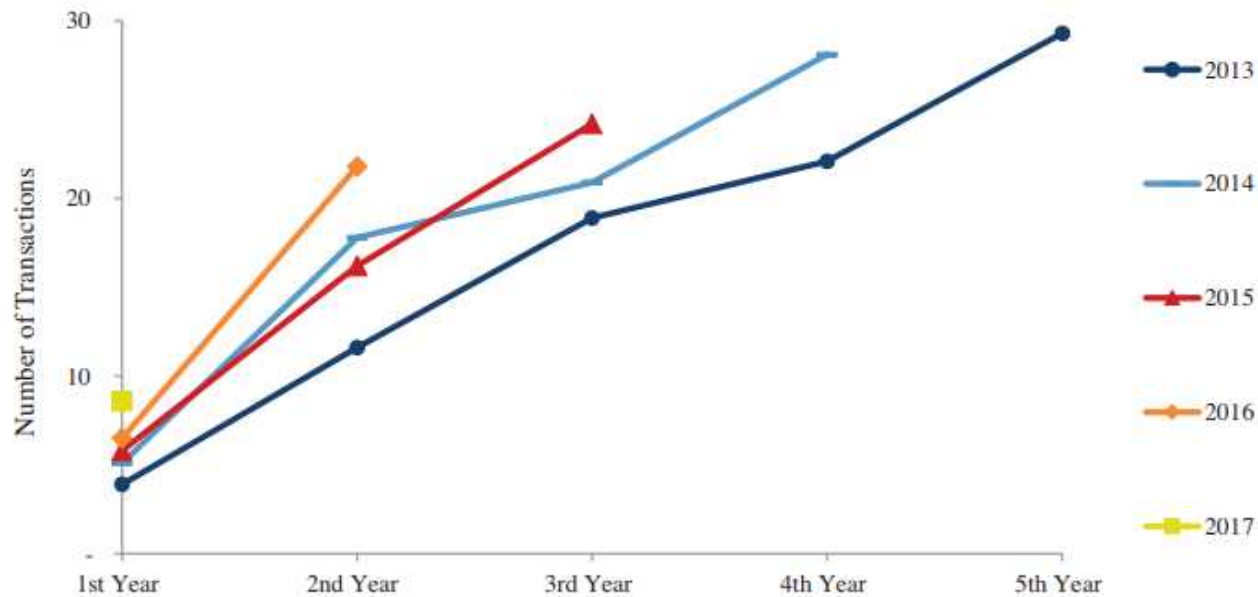
30+ Services...412MM Annual Transacting Users, +26% Y/Y...

Meituan Mobile App Functions vs. Relevant US Peers



...Meituan Super App... Growing Consumer Engagement + Transaction Frequency

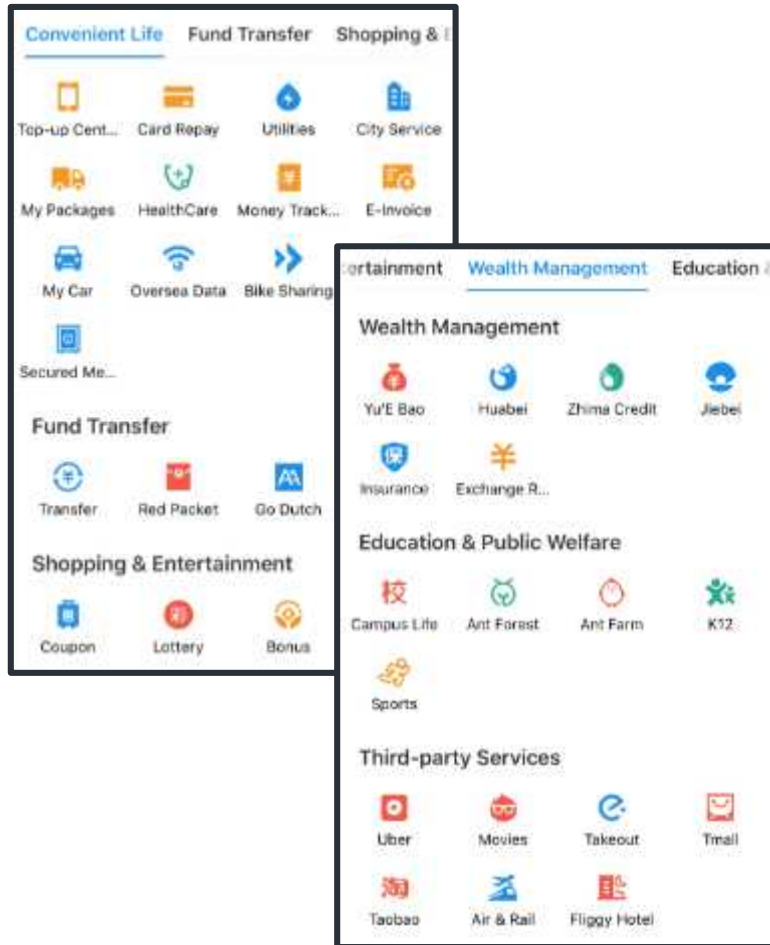
Meituan # of Transactions per User per Year by Cohort



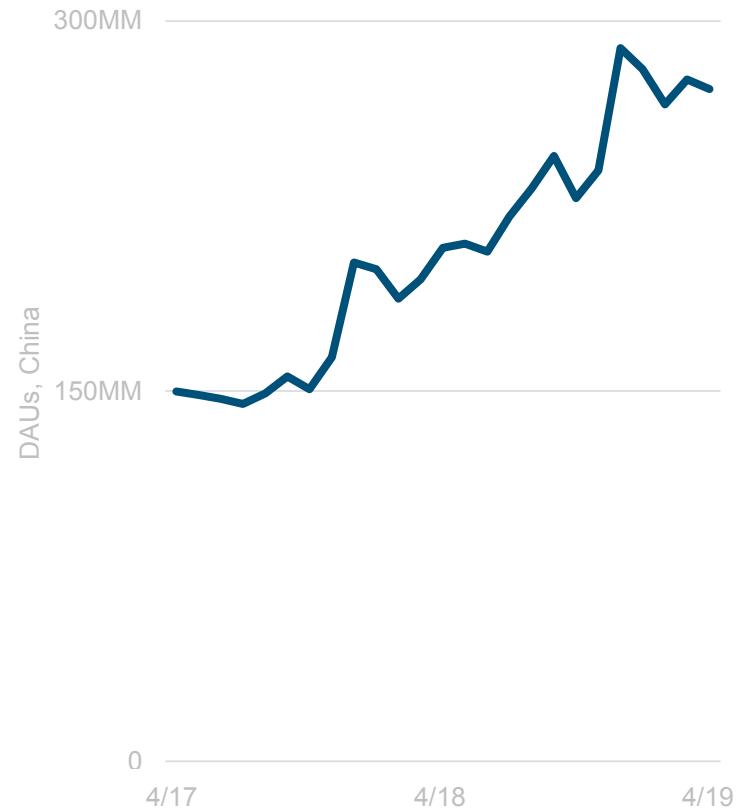
Alipay = From Payments to Super App...

200K+ Mini-Programs...1B+ Users...70% Use 3+ Financial Services*

Alipay



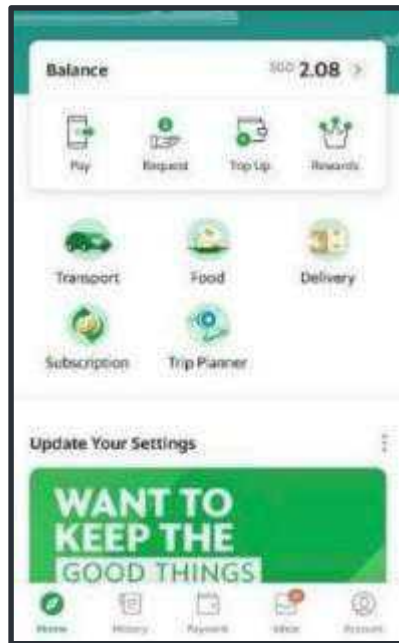
Daily Active Users, China



Global Rollouts = Grab / Rappi / Uber Incorporate 'Super App' Features

Grab

*Transport / Food /
Payment / Logistics...*



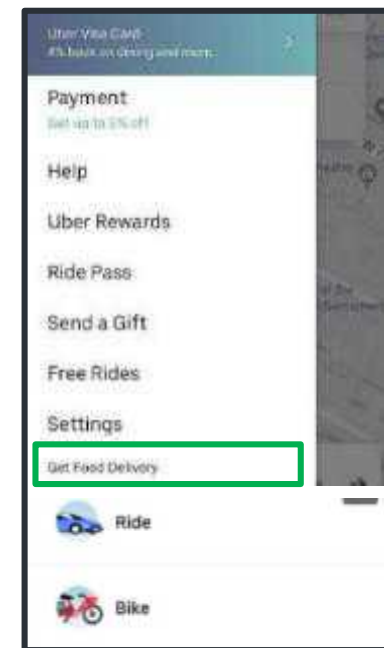
Rappi

*Food / Grocery /
More...*



Uber

*Transport + Food +
e-Bikes + Freight...*



China Retail =
Online / Offline / Omni-Channel

Live-Streaming + E-Commerce = Can Increase... Transparency + Interactivity + Influencer Engagement

Taobao Live

*\$14B+ Live-Streaming GMV
in 2018*



Kuaishou

*Live-Streaming
Shopping*



MOGU

*Live-Streaming = 24% of GMV
4x Repeat Purchase Rate*



Various Online Grocery Retail Formats = Competing For Consumer Wallet Share

Freshippo (Hema) / 7Fresh ...

- Owned & operated stores
- Pick-up or delivery
- Freshippo – 135+ stores



Miss Fresh / Dingdong Maicai / Pupu Shengxian...

- Order in app
- 30min delivery to home
- Owned & operated inventory + fulfillment



Xingsheng Youxuan / Songshu Pinpin / Dailuobo...

- Order in app or groupbuy in WeChat mini-programs
- Next day delivery to neighborhood sorting station + self pick up
- Franchised community partner owner



Meituan / Ele.me / Taoxianda / JD Daojia...

- Order in app
- 30min delivery to home
- Fulfilled by partner stores, delivered by Meituan / Ele.me / Taoxianda / JD



Alibaba 'New Retail' Strategy = Digitizing Various Offline Retail Verticals

Freshippo / Hema

135+
Grocery Stores



Sun Art

470 Supermarkets
Digitized



Suning JV

Consumer
Electronics



Intime

Fashion &
Department Stores



Easy Home

Home
Improvement



Eleme & Koubei

On-demand Delivery for
2,100+ Starbucks Stores



Tmall Store

Rural
Omni-Channel Stores



LingShouTong

1MM+ Mom-&-Pop
Stores Digitized



WeChat Groups & Mini-Programs = Improving Customer Relationship Management (CRM) for Retail

10-20% Belle / TopSports Store Sales* Driven by WeChat Groups & Mini-Programs

Scan QR Code in Store to Join WeChat Group



Receive Latest Product Info via Sales Associates



Receive Latest Brand Info via Public Accounts



Purchase + Checkout via WeChat Mini Programs



Yonghui Superstores = Creating Digital Grocery Experience @ Offline Stores

Yonghui Superstores

*Home Delivery =
~15% of Sales
in Pilot Stores*



*50% of Home Delivery
Ordered via
WeChat Mini-Program*



*Red Packets Shared
in Group Chats
to Drive Engagement*



China Education =
Spreading from Offline to Online

China K-12 Education = Online Augmenting Offline Learning Experience

Xueersi Online (TAL)

*K-12 Live-streaming
Group Courses*



Xueersi Shuangshi (TAL)

*Online Lecturer +
Offline Tutor /
Teaching Assistant*



Zuoyebang

*K-12 Homework Help
(take photos to get answer help)
+ Live-streaming Group Courses*



China Kids (Ages 3-10) Education = Increasing Online Platform Usage Outside of School Hours

VIPKid

English 1-on-1 &
Small Group Live-Streaming
Online Courses



Hetao Coding

Coding Recorded
Courses



Code Mao

Coding Live-streaming
Courses



*China Government Services =
Online Access Rising*

WeChat / AliPay = Digitizing Government Services... 500MM+ Consumers

YueShengShi WeChat Mini Program

10MM+ Verified Users in Guangdong Province
500+ Government Services



AliPay Public Services

~500MM Cumulative Consumers
Served Across 300+ Cities

Service	Covered Cities	Wait Time Before	Wait Time After
Utility Bill Pay	300+	~1 Hour	~1 Minute
Social Security Application	240+	~1 Hour	~1 Minute
Traffic Violation	200+	~30 Min	~1 Minute
Hospital Appointment	250+	--	50% Reduction

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