

# Consumer Finance

# **COF/SYF/BFH: January Operating Metrics**

**Price Objective Change** 

## **Credit in-focus in January metrics**

Credit card issuers COF, SYF, and BFH reported monthly operating metrics today and we believe COF had the cleanest print among peers. Overall, January data detailed a continued deceleration in loan growth and a pick-up in delinquencies. Positively, net charge-off rates for COF and BFH improved on a m/m basis. That said, credit is likely to get weaker in 1Q and we note SYF's 1Q losses are trending higher than our prior expectations and BFH also has guided for 1H24 losses in the mid-to-high 8% (vs. 8% in Jan). Loan growth at COF and SYF was better than historical seasonality. This could be a source of upside for top-line estimates, but if driven by higher revolve rates because consumers are more financially stressed, it could also be a source of credit concern.

## COF: Strong card credit and in-line loans

January net charge-off (NCO) rate fell 7bps m/m to 5.71%, which is better than historical seasonality would predict as January loss rates typically increase 5bps m/m (past 10yr avg). While 1-month data is too early to call a cyclical peak in losses, the Jan credit loss data is encouraging and while we still expect loss rates to increase a bit from current levels, the rate of increase should moderate. Jan DQs increased 17bps m/m, broadly inline with recent history. We remain comfortable with our 5.80% domestic card NCO forecast for 1Q (vs. consensus at 5.67%). Loan growth was also solid at 11.9% y/y, a slight deceleration from 12.2% in December. The sequential decline of 1.9% was better than the average 2.5% decline observed over the last 10 years and loans are trending inline with our 1Q forecast.

# SYF: NCOs up 40bps m/m

Synchrony (SYF) reported January adj. NCO rate of 6.0%, up 40bps m/m which was weaker than historical seasonality (+20bps m/m). Positively, delinquency rates were again broadly in-line with typical seasonality, suggesting losses should follow and y/y increases in NCOs should moderate soon. That said, the Jan NCO rate was above our expectation, and we think 1Q losses are likely trending above our prior 5.85% forecast, and we adjust our loss forecast to 6.1% for 1Q. Ending loan balances of \$101.3B grew 10.7% y/y, decelerating from December at 11.4%. Balances fell 165bps m/m which was less than historical seasonality (5yr average of -394bps). We also note that the Ally portfolio has not been closed yet.

# BFH: Losses down 20bps to 8.0%

Losses fell 20bps in January to 8.0% from 8.2% in December and the seasonal decline is better than historical seasonality would suggest (7yr average of +3bps). While January losses were solid, we note BFH guidance and delinquency trajectory suggest 1H24 losses are likely in the mid-to-high 8% range. BofAe/cons expect this as 1Q estimates are 8.50%/8.55%, respectively. Loan balances declined 9.8% y/y vs -9.5% in December, due to harder comps from the loss of the BJ's portfolio.

See inside for estimate changes for COF, SYF, and BFH in addition to BFH PO change to \$40 from \$35 previously.

BofA Securities does and seeks to do business with issuers covered in its research reports. As a result, investors should be aware that the firm may have a conflict of interest that could affect the objectivity of this report. Investors should consider this report as only a single factor in making their investment decision.

Refer to important disclosures on page 6 to 10. Analyst Certification on page 5. Price Objective Basis/Risk on page 5.

Timestamp: 15 February 2024 09:51AM EST

#### 15 February 2024

Equity
United States
Consumer Finance

Mihir Bhatia Research Analyst BofAS +1 415 436 3553 mihir.bhatia@bofa.com

Jason Kupferberg Research Analyst BofAS jason.kupferberg@bofa.com

Nathaniel Richam-Odoi Research Analyst BofAS +1 646 855 1607 nate.richam-odoi@bofa.com

Cassie Chan Research Analyst BofAS cassie.chan@bofa.com

Caroline Latta Research Analyst BofAS caroline.latta@bofa.com

BFH: Bread Financial

CFPB: Consumer Financial Protection Bureau

COF: Capital One

DQ: Delinquencies

NCO: Net charge-off

SYF: Synchrony Financial

# **COF: NCO rates improve sequentially**

# Card loss rates at 5.71%, down 7bps m/m

The January domestic card NCO rate was 5.71%, which was down 7bps m/m from December. The sequential move was better than historical seasonality which shows an average 5bps increase m/m in January (10yr average). Loss rates generally tick higher in 1Q, so we are comfortable with our 1Q Domestic card NCO forecast of 5.8% (vs. consensus at 5.67%). Notably, the 30+ day delinquency rate increased 17bps m/m to 4.78%, in-line with recent history at +15bps m/m.

Auto loss rates also increased to 2.36% from 2.18% in December. The delinquency rate in Auto was 6.29% (6.34% in December). Auto NCOs were up 18bps m/m and DQs down 4bps m/m, both underperformed historical seasonality with 10-yr average m/m changes in January averaging +1bps for NCOs and -17bps for DQs. Overall, we would view Auto credit results as a negative in January, though note that Auto losses tend to decline more sharply in Feb/March.

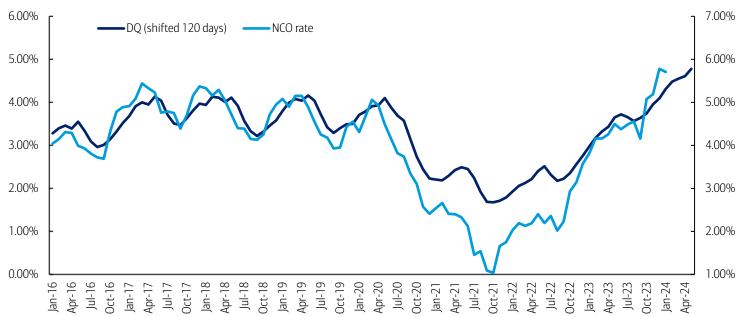
# Loan growth up 11.9% y/y

Domestic credit card balances of \$144.9B increased 11.9% y/y which is a slight deceleration from December at 12.2% y/y. The sequential 186bps decline in loan balances outperformed historical seasonality which has averaged a 253bps decline in balances over the last 10 years. Loan balances are generally trending in-line with expectations. Auto balances also fell 36bps m/m to \$73.8B, likely reflecting Capital One's continued prudence in the market.

# Tweaking estimates

We tweak our 1Q/2024 estimates to \$3.99/\$13.89 from \$4.12/\$13.90 previously as we account for more front-weighted reserving as peak losses come into view. We maintain a \$146 PO based on an unchanged 10.5x multiple to our 2024 EPS forecast. Buy.

Exhibit 1: COF DQ rate is still increasing which suggests NCO could tick higher in the near-term COF lagged DQs and NCO rates



**Source:** BofA Global Research estimates, company reports

BofA GLOBAL RESEARCH



# SYF: Losses up 40bps m/m

# Card losses increase to 6.0% in January

The January net charge-off rate was 6.0%, which was up 40bps from December at 5.6%. The increase in December charge-off rate was primarily due to +20bps recovery adjustment in January (vs. -0.10% adj. in December) and an additional charge-off cycle in December. That said, we do look at SYF losses adjusted for recovery timing and January at +40bps m/m, meaningfully underperformed historical seasonality of +20bps in January. Historically, losses typically increase further in February and then decline slightly in March, and our loss forecast at 5.85% appears low. The 30+ DQ rate increased 20bps m/m to 4.9%, largely in-line with historical seasonality, which we view as a positive. DQs have been performing broadly in-line with historical seasonality for the past quarter, suggesting the changes in loss rates (NCO rate) should also begin to reflect typical seasonality and y/y increases will moderate shortly (Exhibit 2).

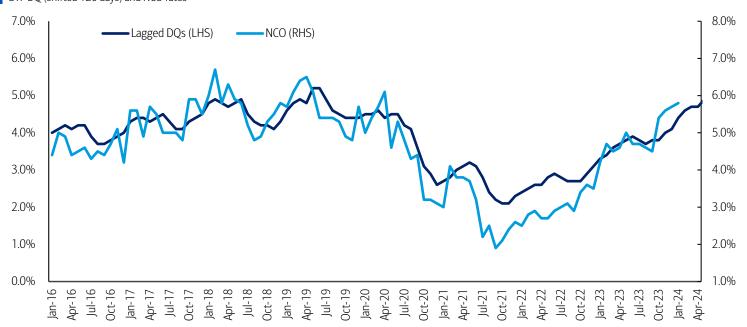
# January loan balances grow 10.7%

Ending loan balances of \$101.3B increased 10.7% y/y, decelerating from December at 11.4% y/y. Balances declined 165bps m/m which was much more resilient than typical January seasonality which has averaged a 394bps decline m/m in the last five years. While balances typically decline in February and March, we believe BofAe/cons estimates are reasonably well calibrated at \$101.1B/101.0B given the addition of the Ally point of sale portfolio which should close in 1Q24.

# **Adjusting estimates**

We adjust our 2024/2025 EPS estimates to \$5.59/\$6.42 from \$7.35/\$6.37 prior as we account for weaker 1H24 credit and adjust out the Pet's Best sale. We maintain a Neutral rating and \$41 PO based on an unchanged 6.5x multiple to 2025 EPS.

**Exhibit 2: Relative stability in DQs implies credit deterioration should moderate** SYF DQ (shifted 120 days) and NCO rates



 $\textbf{Source:} \ \mathsf{BofA} \ \mathsf{Global} \ \mathsf{Research} \ \mathsf{estimates}, \mathsf{company} \ \mathsf{reports}$ 

BofA GLOBAL RESEARCH



# BFH: Loss rates improve, but DQs are up

# Loss rates down to 8.0%

The January NCO rate of 8.0% improved 20bps m/m from December at 8.2%. The sequential improvement in loss rates was better than seasonality – over the last seven years NCO rates have increased 3bps on average in January. That said, delinquency rates increased 26bps m/m (+21bps m/m historical avg) to 6.76% which could point to higher credit losses in the near-term (Exhibit 3). The company noted in its 1Q24 investor deck that it expects 1Q24 and 2Q24 losses in the mid-to-high 8% range. BofAe 1Q/2Q NCO forecasts at 8.50%/8.70% are consistent with this and reflect further deterioration. We note that while consensus is in-line in 1Q at 8.55%, it could be a bit low in 2Q at 8.59%.

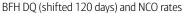
# Loan growth down 9.8% on tough comps

Ending principal loan balances of \$17.3B were down 332bps m/m which is a touch weaker than typical seasonality would predict (7yr average at -313bps). The weakness likely reflects Bread's tighter underwriting and commentary that BFH's consumer spending has been slowing. End of period receivables at \$18.8B were down 9.8% y/y a slight deceleration from -9.5% in December as the company continues to face tough comps from the loss of the BJs portfolio.

# Tweaking estimates and PO

We are lowering our 1Q estimates for loan growth, but maintaining our net charge-off forecast. For loan balances, we now forecast \$17.7B (\$18.0B prior) slightly above consensus at \$17.6B and we expect charge-offs of 8.50% slightly below consensus at 8.55%. We tweak our 1Q/2024 estimate to \$3.25/\$8.60 from \$3.31/\$8.74. We increase our PO to \$40, which is now based on a 0.9x multiple to current book value (vs. a PE based BV prior). We believe more investors are looking at BFH through a book value lens given potential profitability challenges if the CFPB's late fee rule was to come into effect. A BV <1.0 is appropriate in such a backdrop. If the market gains confidence BFH can return to its historical margin or earnings profile, with lower late fees, we think the stock could re-rate nicely. However, this is likely to take some time, in our view. Maintain Neutral.

## Exhibit 3: DQ trends imply losses can move higher in the near-term





**Source:** BofA Global Research estimates, company reports

BofA GLOBAL RESEARCH



#### Exhibit 3: DQ trends imply losses can move higher in the near-term

BFH DQ (shifted 120 days) and NCO rates

#### этоскѕ тептіопеа

Prices and ratings for stocks mentioned in this report

**BofA Ticker** 

**BFH** 

COF

SYF

Source: BofA Global Research

Bloom

BFH US COF US SYF US

# Price objective basis & risk

#### **Bread Financial Holdings Inc (BFH)**

Our \$40 PO is based on a 0.9x multiple to current book value. We believe more investors are looking at BFH through a book value lens given potential profitability challenges if the CFPB's late fee rule was to come into effect. We view a book value of <1.0 as appropriate in such a backdrop.

Downside risks to our price objective are: an economic downturn, which could lead to elevated loan loss rates, increased defaults, higher credit costs and slower loan growth. Deteriorating economic conditions would likely hurt investor sentiment and drive valuations lower. Loss of retail partners also poses a risk to growth and the earnings outlook.

#### Capital One Financial (COF)

Our \$146 PO is based on a 10.5x PE multiple to our 2024 EPS forecast. A 10.5x PE multiple is in the middle of the historical range (7-12x) which we think is appropriate given the more optimistic macro outlook and strong loan growth, partially offset by rising credit costs.

Downside risks are: slower than expected revolving credit growth, faltering economic recovery and rising loan losses, which could drive earnings below our estimates, and result in valuation compression. Cybersecurity and regulations are also risks.

#### Synchrony Financial (SYF)

Our \$41 PO is based on a 6.5x P/E multiple on 2025E EPS. Our multiple is on the low end of the typical trading range for SYF (6-12x), which we think is appropriate given the relatively uncertain macro backdrop and rising credit costs, somewhat balanced by the potential for high capital returns.

Downside risks to our price objective are an economic downturn, which could lead to elevated loan loss rates, increased defaults, higher credit costs and slower loan growth. Deteriorating economic conditions would likely hurt investor sentiment and drive valuations lower. Loss of retail partners also poses a risk to growth and earnings outlook.

Upside risks are: Consumer balance sheets continue to hold strength and credit metrics remain strong. Increased visibility in peak loss rates shifts investor sentiment. Federal reserve achieves a soft landing. Outsized capital return.

# **Analyst Certification**

I, Mihir Bhatia, hereby certify that the views expressed in this research report accurately reflect my personal views about the subject securities and issuers. I also certify that no part of my compensation was, is, or will be, directly or indirectly, related to the specific recommendations or view expressed in this research report.



### US - Payments, Processors, Specialty Finance and IT services Coverage Cluster

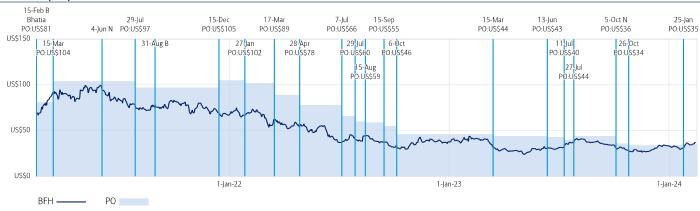
ACCENTURE PIC ACN ACN US Jason Kupferberg American Express Company AXP AXP US Milhir Bhatia Block Inc SQ SQ US Jason Kupferberg Capital One Financial COF COF US Milhir Bhatia Discover Financial DFS DFS US Milhir Bhatia Enact Holdings ACT ACT US Milhir Bhatia Essent Group ESNT ESNT US Milhir Bhatia Essent Group ESNT ESNT US Milhir Bhatia Fidelity National Information Services FIS FIS US Jason Kupferberg Fiserv Inc FI FI US Jason Kupferberg Fiserv Inc FI FI FI US Jason Kupferberg Fiserv Inc FLYW FLYW SJASON Kupferberg Global Payments Inc GPN GPN US Jason Kupferberg Jack Henry & Associates JKHY JKHY US Jason Kupferberg Marqeta MQ MQ US Cassie Chan Mastercard Inc MA MA US Jason Kupferberg MGIC Investment Corp. MTG MTG US Milhir Bhatia NMI Holdings NMIH NMIH US Milhir Bhatia NUVei NVEI NVEI US Jason Kupferberg Nuvei NVEI NVEI SJASON Kupferberg Nuvei NVEI NVEI Jason Kupferberg Nuvei NVEI NVEI SJASON Kupferberg Jason Kupferberg Nuvei NVEI NVEI SJASON Kupferberg Nuvei NVEI NVEI SJASON Kupferberg Nuvei Nuvei NVEI NVEI SJASON Kupferberg Nuvei Shift Payments, Inc	
Accenture Plc American Express Company AXP AXP AXP US Mihir Bhatia Block Inc SQ SQ US Jason Kupferberg Capital One Financial COF COF US Mihir Bhatia Discover Financial Discover Financial Discover Financial Discover Financial Discover Financial Enact Holdings ACT ACT US Mihir Bhatia Essent Group ESNT ESNT US Mihir Bhatia Fidelity National Information Services FIS FIS US Jason Kupferberg Fiserv Inc FI FI US Jason Kupferberg FleetCor Technologies Inc. FLT FLT US Mihir Bhatia Flywire FLYW FLYW US Jason Kupferberg Global Payments Inc GPN GPN GPN US Jason Kupferberg Jack Henry & Associates JKHY Marqeta Margeta MA MA US Jason Kupferberg Marqeta MGIC Investment Corp. MTG MMH NMIH US Mihir Bhatia Nuvei Nuvei NVEI NVEI NVEI CN Jason Kupferberg Jason Kupferberg Nuvei NVEI NEL N Jason Kupferberg Jason Kupferberg Nuvei NVEI NVEI N Jason Kupferberg Nuvei Nivir Bhatia Mihir Bhatia	
American Express Company Block Inc SQ SQ US Jason Kupferberg Capital One Financial COF COF US Mihir Bhatia Discover Financial Discover Financia Discover Financia Dis	
Block Inc Capital One Financial COF COF US Mihir Bhatia Discover Financial DFS DFS US Mihir Bhatia Discover Financial DFS DFS US Mihir Bhatia Enact Holdings ACT ACT US Mihir Bhatia Essent Group ESNT ESNT US Mihir Bhatia Fidelity National Information Services FIS FIS US Jason Kupferberg Fiserv Inc FI FI FI FI US Jason Kupferberg FleetCor Technologies Inc. FLT FLT US Mihir Bhatia Flywire FLYW FLYW US Jason Kupferberg Global Payments Inc GPN GPN US Jason Kupferberg Jack Henry & Associates JKHY JKHY US Jason Kupferberg Marqeta MQ MQ US Cassie Chan Mastercard Inc MA MA US Jason Kupferberg MTG MGC Investment Corp. MTG MTG US Mihir Bhatia NUMI Holdings NMIH NMIH US Mihir Bhatia Nuvei NVEI NVEI NVEI US Jason Kupferberg NVEI CN JASON Kupferberg	
Capital One Financial Discover Financial Discover Financial DFS DFS DFS US Mihir Bhatia Enact Holdings ACT ACT US Mihir Bhatia Essent Group ESNT ESNT US Mihir Bhatia Fidelity National Information Services FIS FISUS Jason Kupferberg Fiserv Inc FILT FILT US Mihir Bhatia Flywire FLYW FLYW US Jason Kupferberg Global Payments Inc GPN GPN US Jason Kupferberg Jack Henry & Associates JKHY Marqeta Marqeta MQ MQ US Cassie Chan Mastercard Inc MA MA US Jason Kupferberg MGI Investment Corp. MTG MGI NVEI NMI Holdings NMIH NMIH US Mihir Bhatia NUrvei NVEI NVEI NVEI NVEI NVEI NVEI NVEI NVEI	
Discover Financial Enact Holdings ACT ACT US Mihir Bhatia Essent Group ESNT ESNT US Mihir Bhatia Essent Group ESNT Fidelity National Information Services FIS Fiserv Inc FieetCor Technologies Inc. FLT FLT US Mihir Bhatia Flywire FLYW FLYW US Jason Kupferberg Global Payments Inc Jack Henry & Associates JKHY Marqeta Marqeta Margeta Mastercard Inc Mastercard Inc MGIC Investment Corp. MIG MGIC Investment Corp. MIG	
Enact HoldingsACTACT USMihir BhatiaEssent GroupESNTESNT USMihir BhatiaFidelity National Information ServicesFISFIS USJason KupferbergFiserv IncFIFI USJason KupferbergFleetCor Technologies Inc.FLTFLT USMihir BhatiaFlywireFLYWFLYW USJason KupferbergGlobal Payments IncGPNGPN USJason KupferbergJack Henry & AssociatesJKHYJKHY USJason KupferbergMarqetaMQMQ USCassie ChanMastercard IncMAMA USJason KupferbergMGIC Investment Corp.MTGMTG USMihir BhatiaNMI HoldingsNMIHNMIH USMihir BhatiaNuveiNVEINVEI USJason KupferbergNuveiNVEINVEI USJason KupferbergNuveiNVEI USJason KupferbergNuveiNVEI USJason KupferbergOneMain Holdings, Inc.OMFOMF USMihir Bhatia	
Essent Group Fidelity National Information Services FIS Fiserv Inc FiletCor Technologies Inc. FILT FILT US Mihir Bhatia Flywire FLYW FLYW US Jason Kupferberg FLYW FLYW US Jason Kupferberg FLYW S Global Payments Inc GPN US Jason Kupferberg Jack Henry & Associates Marqeta Marqeta Mastercard Inc MA MA US Mihir Bhatia MA US Jason Kupferberg MAGIC Investment Corp. MTG MTG MTG US Mihir Bhatia NUVEI NVEI NVEI NVEI NVEI NVEI OneMain Holdings, Inc. Mihir Bhatia	
Fidelity National Information Services Fiserv Inc Fiserv Inc Fil Fil Fil SIUS Jason Kupferberg FleetCor Technologies Inc. FLT FLT US Mihir Bhatia Flywire FLYW FLYW US Jason Kupferberg Global Payments Inc GPN GPN US Jason Kupferberg Jack Henry & Associates JKHY JKHY US Jason Kupferberg Marqeta MQ MQ US Cassie Chan Mastercard Inc MA MA US Jason Kupferberg MAGIC Investment Corp. MTG MTG MTG US Mihir Bhatia NMIH Oldings NMIH NMIH US Mihir Bhatia Nuvei NVEI NVEI NVEI NVEI OneMain Holdings, Inc. Mihir Bhatia	
Fiserv Inc Fiserv Inc FiletCor Technologies Inc. FLT FLT FLT US Mihir Bhatia Flywire Flywire Flyw FLYW FLYW US Jason Kupferberg Global Payments Inc Jack Henry & Associates JKHY Marqeta Marqeta Mastercard Inc Mastercard Inc MGIC Investment Corp. MTG MMI Holdings NMIH NMIH US Mihir Bhatia Nuvei NVEI NVEI NVEI OneMain Holdings, Inc. Mihir Bhatia Mihir Bhatia NMI Bhatia NVEI NVEI NVEI NVEI ONF Mihir Bhatia Mihir Bhatia Mihir Bhatia	
FleetCor Technologies Inc. FLT FLT FLT US Mihir Bhatia Flywire Flywire Flyw FLYW US Jason Kupferberg Global Payments Inc GPN GPN US Jason Kupferberg Jack Henry & Associates JKHY JKHY US Jason Kupferberg Marqeta MQ MQ US Cassie Chan Mastercard Inc MA MA US Jason Kupferberg MGIC Investment Corp. MTG MTG US Mihir Bhatia NMIH HOldings NMIH NMIH US Mihir Bhatia Nuvei NVEI NVEI NVEI US Jason Kupferberg NVEI US Jason Kupferberg NVEI US Mihir Bhatia	
Flywire Flywire Flywire Global Payments Inc GPN GPN GPN US Jason Kupferberg Jack Henry & Associates JKHY JKHY US Jason Kupferberg Marqeta MQ MQ US Cassie Chan Mastercard Inc MA MS Jason Kupferberg MGIC Investment Corp. MTG MTG MTG US Mihir Bhatia NMIH Holdings NMIH NMIH US Mihir Bhatia Nuvei NVEI NVEI NVEI NVEI US Jason Kupferberg NVEI CN Jason Kupferberg NVEI CN Jason Kupferberg NVEI CN Jason Kupferberg NVEI CN Jason Kupferberg OneMain Holdings, Inc.	
Global Payments Inc Jack Henry & Associates JKHY JKHY US Jason Kupferberg Jack Henry & Associates Marqeta MQ MQ US Cassie Chan Mastercard Inc MA MA US Jason Kupferberg MGIC Investment Corp. MTG MTG US Mihir Bhatia NMIH Holdings NMIH NMIH US Mihir Bhatia Nuvei NVEI NVEI NVEI US Jason Kupferberg OneMain Holdings, Inc. OMF OMF US Mihir Bhatia	
Jack Henry & Associates  Marqeta  MQ  MQ  MQ  MS  Cassie Chan  MA  MS  Jason Kupferberg  MGIC Investment Corp.  MTG  MIGH  NMIH  NMIH  NMIH  NMIH  NVEI  NVEI  NVEI  NVEI  NVEI  OneMain Holdings, Inc.  MEHY  JKHY US  JASON Kupferberg  MR US  MA US  JASON Kupferberg  MTG US  Mihir Bhatia  MIH  NMIH US  Mihir Bhatia  NVEI US  Jason Kupferberg  NVEI CN  Jason Kupferberg  OMF  OMF  OMF US  Mihir Bhatia	
Marqeta MQ MQ US Cassie Chan Mastercard Inc MA MA US Jason Kupferberg MGIC Investment Corp. MTG MTG US Mihir Bhatia NMI Holdings NMIH NMIH US Mihir Bhatia Nuvei NVEI NVEI US Jason Kupferberg Nuvei YNVEI NVEI CN Jason Kupferberg OneMain Holdings, Inc. OMF OMF US Mihir Bhatia	
Mastercard IncMAMA USJason KupferbergMGIC Investment Corp.MTGMTG USMihir BhatiaNMI HoldingsNMIHNMIH USMihir BhatiaNuveiNVEINVEI USJason KupferbergNuveiYNVEINVEI CNJason KupferbergOneMain Holdings, Inc.OMFOMF USMihir Bhatia	
MGIC Investment Corp.  MTG  MTG US  Mihir Bhatia  NMI Holdings  NMIH  NMIH US  Mihir Bhatia  Nuvei  NVEI  NVEI  NVEI US  Jason Kupferberg  Nuvei  NVEI  NVEI OMF  OMF US  Mihir Bhatia	
NMI HoldingsNMIHNMIH USMihir BhatiaNuveiNVEINVEI USJason KupferbergNuveiYNVEINVEI CNJason KupferbergOneMain Holdings, Inc.OMFOMF USMihir Bhatia	
NuveiNVEINVEI USJason KupferbergNuveiYNVEINVEI CNJason KupferbergOneMain Holdings, Inc.OMFOMF USMihir Bhatia	
Nuvei YNVEI NVEI CN Jason Kupferberg OneMain Holdings, Inc. OMF OMF US Mihir Bhatia	
OneMain Holdings, Inc. OMF OMF US Mihir Bhatia	
0 ,	
Shift4 Payments, Inc FOUR FOUR S lason Kupferberg	
, , , , , , , , , , , , , , , , , , ,	
Telus International TIXT TIXT US Cassie Chan	
Telus International YTIXT TIXT CN Cassie Chan	
Visa Inc. V V US Jason Kupferberg	
WEX Inc. WEX WEX US Mihir Bhatia	
NEUTRAL	
ADP ADP US Jason Kupferberg	
Affirm Holdings AFRM AFRM US Jason Kupferberg	
Bread Financial Holdings Inc BFH BFH US Mihir Bhatia	
DLO as on Kupferberg	
Globant SA GLOB GLOB US Jason Kupferberg	
PayPal Holdings Inc PYPL PYPL US Jason Kupferberg	
SoFi Technologies Inc SOFI SOFI US Mihir Bhatia	
Synchrony Financial SYF SYF US Mihir Bhatia	
Thoughtworks TWKS TWKS US Jason Kupferberg	
Toast TOST TOST US Jason Kupferberg	
TTEC Holdings TTEC TTEC US Cassie Chan	
UNDERPERFORM	
, 1 0	
, 1	
Cognizant Technology Solutions CTSH CTSH US Jason Kupferberg	
Coinbase COIN COIN US Jason Kupferberg	
DXC Technology DXC DXC US Jason Kupferberg	
EPAM Systems EPAM EPAM US Jason Kupferberg	
Paychex PAYX PAYX US Jason Kupferberg	
Radian Group Inc RDN RDN US Mihir Bhatia	
Rocket Companies, Inc. RKT RKT US Mihir Bhatia	
TaskUs TASK TASK US Cassie Chan	
Western Union WU WU US Jason Kupferberg	

# **Disclosures**

# **Important Disclosures**



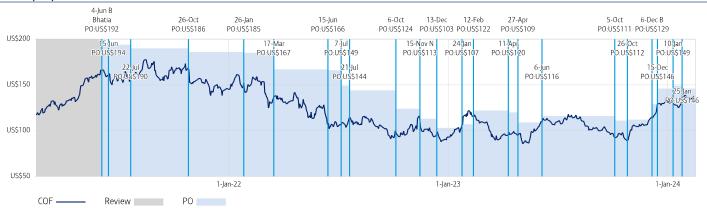
#### **Bread Financial (BFH) Price Chart**



B: Buy, N: Neutral, U: Underperform, PO: Price Objective, NA: No longer valid, NR: No Rating

The Investment Opinion System is contained at the end of the report under the heading "Fundamental Equity Opinion Key". Dark grey shading indicates the security is restricted with the opinion suspended. Medium grey shading indicates the security is under review with the opinion withdrawn. Light grey shading indicates the security is not covered. Chart is current as of a date no more than one trading day prior to the date of the report.

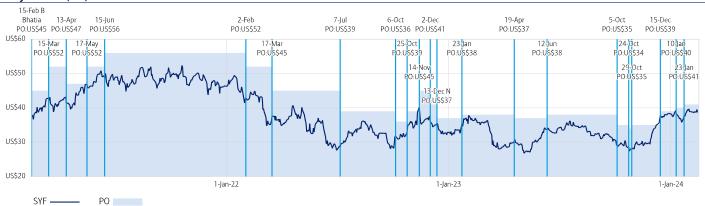
#### Capital One (COF) Price Chart



B: Buy, N: Neutral, U: Underperform, PO: Price Objective, NA: No longer valid, NR: No Rating

The Investment Opinion System is contained at the end of the report under the heading "Fundamental Equity Opinion Key". Dark grey shading indicates the security is restricted with the opinion suspended. Medium grey shading indicates the security is under review with the opinion withdrawn. Light grey shading indicates the security is not covered. Chart is current as of a date no more than one trading day prior to the date of the report.

#### Synchrony Financial (SYF) Price Chart



B: Buy, N: Neutral, U: Underperform, PO: Price Objective, NA: No longer valid, NR: No Rating

The Investment Opinion System is contained at the end of the report under the heading "Fundamental Equity Opinion Key". Dark grey shading indicates the security is restricted with the opinion suspended. Medium grey shading indicates the security is under review with the opinion withdrawn. Light grey shading indicates the security is not covered. Chart is current as of a date no more than one trading day prior to the date of the report.

#### Equity Investment Rating Distribution: Financial Services Group (as of 31 Dec 2023)

Coverage Universe	Count	Percent	Inv. Banking Relationships R1	Count	Percent
Buy	156	53.79%	Buy	94	60.26%
Hold	72	24.83%	Hold	48	66.67%
Sell	62	21.38%	Sell	35	56.45%

Equity Investment Rating Distribution: Global Group (as of 31 Dec 2023)

Coverage Universe	Count	Percent	Inv. Banking Relationships R1	Count	Percent
Buy	1895	53.62%	Buy	1083	57.15%
Hold	832	23.54%	Hold	454	54.57%
Sell	807	22.84%	Sell	383	47.46%

R1 Issuers that were investment banking clients of BofA Securities or one of its affiliates within the past 12 months. For purposes of this Investment Rating Distribution, the coverage universe includes only stocks. A stock rated Neutral is included as a Hold. and a stock rated Underperform is included as a Sell.

FUNDAMENTAL EQUITY OPINION KEY: Opinions include a Volatility Risk Rating, an Investment Rating and an Income Rating. VOLATILITY RISK RATINGS, indicators of potential price fluctuation, are: A - Low, B - Medium and C - High. INVESTMENT RATINGS reflect the analyst's assessment of both a stock's absolute total return potential as well as its attractiveness for investment relative to other stocks within its Coverage Cluster (defined below). Our investment ratings are: 1 - Buy stocks are expected to have a total return of at least 10% and are the most attractive stocks in the coverage cluster; 2 - Neutral stocks are expected to remain flat or increase in value and are less attractive than Buy rated stocks and 3 - Underperform stocks are the least attractive stocks in a coverage cluster. An investment rating of 6 (No Rating) indicates that a stock is no longer trading on the basis of fundamentals. Analysts assign investment ratings considering, among other things, the 0-12 month total return expectation for a stock and the firm's guidelines for ratings dispersions (shown in the table below). The current price objective for a stock should be referenced to better understand the total return expectation at any given time. The price objective reflects the analyst's view of the potential price appreciation (depreciation).

# Investment rating Total return expectation (within 12-month period of date of initial rating) Ratings dispersion guidelines for coverage cluster<sup>R2</sup>

Buy	≥ 10%	≤ 70%
Neutral	≥ 0%	≤ 30%
Underperform	N/A	≥ 20%

R2Ratings dispersions may vary from time to time where BofA Global Research believes it better reflects the investment prospects of stocks in a Coverage Cluster.

INCOME RATINGS, indicators of potential cash dividends, are: 7 - same/higher (dividend considered to be secure), 8 - same/lower (dividend not considered to be secure) and 9 - pays no cash dividend. Coverage Cluster is comprised of stocks covered by a single analyst or two or more analysts sharing a common industry, sector, region or other classification(s). A stock's coverage cluster is included in the most recent BofA Global Research report referencing the stock.

Price Charts for the securities referenced in this research report are available on the Price Charts website, or call 1-800-MERRILL to have them mailed. BofAS or one of its affiliates acts as a market maker for the equity securities recommended in the report: Bread Financial, Capital One, Synchrony Financial. BofAS or an affiliate was a manager of a public offering of securities of this issuer within the last 12 months: Capital One.

The issuer is or was, within the last 12 months, an investment banking client of BofAS and/or one or more of its affiliates: Bread Financial, Capital One, Synchrony Financial.

BofAS or an affiliate has received compensation from the issuer for non-investment banking services or products within the past 12 months: Bread Financial, Capital One, Synchrony Financial.

The issuer is or was, within the last 12 months, a non-securities business client of BofAS and/or one or more of its affiliates: Bread Financial, Capital One, Synchrony Financial.

BofAS or an affiliate has received compensation for investment banking services from this issuer within the past 12 months: Bread Financial, Capital One, Synchrony Financial.

BofAS or an affiliate expects to receive or intends to seek compensation for investment banking services from this issuer or an affiliate of the issuer within the next three months: Capital One, Synchrony Financial.

BofAS together with its affiliates beneficially owns one percent or more of the common stock of this issuer. If this report was issued on or after the 9th day of the month, it reflects the ownership position on the last day of the previous month. Reports issued before the 9th day of a month reflect the ownership position at the end of the second month preceding the date of the report: Capital One, Synchrony Financial.

BofAS or one of its affiliates is willing to sell to, or buy from, clients the common equity of the issuer on a principal basis: Bread Financial, Capital One, Synchrony Financial.

The issuer is or was, within the last 12 months, a securities business client (non-investment banking) of BofAS and/or one or more of its affiliates: Bread Financial, Capital One, Synchrony Financial

BofA Global Research personnel (including the analyst(s) responsible for this report) receive compensation based upon, among other factors, the overall profitability of Bank of America Corporation, including profits derived from investment banking. The analyst(s) responsible for this report may also receive compensation based upon, among other factors, the overall profitability of the Bank's sales and trading businesses relating to the class of securities or financial instruments for which such analyst is responsible.

# **Other Important Disclosures**

From time to time research analysts conduct site visits of covered issuers. BofA Global Research policies prohibit research analysts from accepting payment or reimbursement for travel expenses from the issuer for such visits.

Prices are indicative and for information purposes only. Except as otherwise stated in the report, for any recommendation in relation to an equity security, the price referenced is the publicly traded price of the security as of close of business on the day prior to the date of the report or, if the report is published during intraday trading, the price referenced is indicative of the traded price as of the date and time of the report and in relation to a debt security (including equity preferred and CDS), prices are indicative as of the date and time of the report and are from various sources including BofA Securities trading desks.

The date and time of completion of the production of any recommendation in this report shall be the date and time of dissemination of this report as recorded in the report timestamp.

Recipients who are not institutional investors or market professionals should seek the advice of their independent financial advisor before considering information in this report in connection with any investment decision, or for a necessary explanation of its contents.

Officers of BofAS or one or more of its affiliates (other than research analysts) may have a financial interest in securities of the issuer(s) or in related investments. Refer to BofA Global Research policies relating to conflicts of interest.

'BofA Securities' includes BofA Securities, Inc. ('BofAS') and its affiliates. Investors should contact their BofA Securities representative or Merrill Global Wealth Management financial advisor if they have questions concerning this report or concerning the appropriateness of any investment idea described herein for such investor. 'BofA Securities' is a global brand for BofA Global Research.

Information relating to Non-US affiliates of BofA Securities and Distribution of Affiliate Research Reports:

BofAS and/or Merrill Lynch, Pierce, Fenner & Smith Incorporated ("MLPF&S") may in the future distribute, information of the following non-US affiliates in the US (short name: legal name, regulator): Merrill Lynch (South Africa): Merrill Lynch South Africa (Pty) Ltd., regulated by The Financial Service Board; MLI (UK): Merrill Lynch International, regulated by the Financial Conduct



Authority (FCA) and the Prudential Regulation Authority (PRA); BofASE (France): BofA Securities Europe SA is authorized by the Autorité de Contrôle Prudentiel et de Résolution (ACPR) and regulated by the ACPR and the Autorité des Marchés Financiers (AMF). BofA Securities Europe SA ("BofASE") with registered address at 51, rue La Boétie, 75008 Paris is registered under no 842 602 690 RCS Paris. In accordance with the provisions of French Code Monétaire et Financier (Monetary and Financial Code), BofASE is an établissement de crédit et d'investissement (credit and investment institution) that is authorised and supervised by the European Central Bank and the Autorité de Contrôle Prudentiel et de Résolution (ACPR) and regulated by the ACPR and the Autorité des Marchés Financiers. BofASE's share capital can be found at www.bofaml.com/BofASEdisclaimer; BofA Europe (Milan): Bank of America Europe Designated Activity Company, Milan Branch, regulated by the Bank of Italy, the European Central Bank (ECB) and the Central Bank of Ireland (CBI); BofA Europe (Frankfurt): Bank of America Europe Designated Activity Company, Frankfurt Branch regulated by BaFin, the ECB and the CBI; BofA Europe (Madrid): Bank of America Europe Designated Activity Company, Sucursal en España, regulated by the Bank of Spain, the ECB and the CBI; Merrill Lynch (Australia): Merrill Lynch (Hong Kong): Merr (Asia Pacific) Limited, regulated by the Hong Kong Securities and Futures Commission (HKSFC); Merrill Lynch (Singapore): Merrill Lynch (Singapore) Pte Ltd, regulated by the Monetary Authority of Singapore (MAS); Merrill Lynch (Canada): Merrill Lynch (Canada): Merrill Lynch (Canada): Merrill Lynch (Mexico): Merrill Ly de Bolsa, regulated by the Comisión Nacional Bancaria y de Valores; Merrill Lynch (Argentina): Merrill Lynch Argentina SA, regulated by Comisión Nacional de Valores; BofAS Japan: BofA Securities Japan Co., Ltd., regulated by the Financial Services Agency; Merrill Lynch (Seoul): Merrill Lynch International, LLC Seoul Branch, regulated by the Financial Supervisory Service; Merrill Lynch (Taiwan): Merrill Lynch Securities (Taiwan) Ltd., regulated by the Securities and Futures Bureau; BofAS India: BofA Securities India Limited, regulated by the Securities and Exchange Board of India (SEBI); Merrill Lynch (Israel): Merrill Lynch (I Financial Services Authority (DFSA); Merrill Lynch (Brazil): Merrill Lynch S.A. Corretora de Títulos e Valores Mobiliários, regulated by Comissão de Valores Mobiliários; Merrill Lynch KSA Company: Merrill Lynch Kingdom of Saudi Arabia Company, regulated by the Capital Market Authority.

This information: has been approved for publication and is distributed in the United Kingdom (UK) to professional clients and eligible counterparties (as each is defined in the rules of the FCA and the PRA) by MLI (UK), which is authorized by the PRA and regulated by the FCA and the PRA - details about the extent of our regulation by the FCA and PRA are available from us on request; has been approved for publication and is distributed in the European Economic Area (EEA) by BofASE (France), which is authorized by the ACPR and regulated by the ACPR and the AMF; has been considered and distributed in Japan by BofAS Japan, a registered securities dealer under the Financial Instruments and Exchange Act in Japan, or its permitted affiliates; is issued and distributed in Hong Kong by Merrill Lynch (Hong Kong) which is regulated by HKSFC; is issued and distributed in Taiwan by Merrill Lynch (Taiwan); is issued and distributed in India by BofAS India; and is issued and distributed in Singapore to institutional investors and/or accredited investors (each as defined under the Financial Advisers Regulations) by Merrill Lynch (Singapore) (Company Registration No 198602883D). Merrill Lynch (Singapore) is regulated by MAS. Merrill Lynch Equities (Australia) Limited (ABN 65 006 276 795), AFS License 235132 (MLEA) distributes this information in Australia only to "Wholesale' clients as defined by s.761G of the Corporations Act 2001. With the exception of Bank of America N.A., Australia Branch, neither MLEA nor any of its affiliates involved in preparing this information is an Authorised Deposit-Taking Institution under the Banking Act 1959 nor regulated by the Australian Prudential Regulation Authority. No approval is required for publication or distribution of this information in Brazil and its local distribution is by Merrill Lynch (Brazil) in accordance with applicable regulations. Merrill Lynch (DIFC) is authorized and regulated by the DFSA Information in Germany and is regulated by BaFin, the ECB and the CBI. BofA Securiti

This information has been prepared and issued by BofAS and/or one or more of its non-US affiliates. The author(s) of this information may not be licensed to carry on regulated activities in your jurisdiction and, if not licensed, do not hold themselves out as being able to do so. BofAS and/or MLPF&S is the distributor of this information in the US and accepts full responsibility for information distributed to BofAS and/or MLPF&S clients in the US by its non-US affiliates. Any US person receiving this information and wishing to effect any transaction in any security discussed herein should do so through BofAS and/or MLPF&S and not such foreign affiliates. Hong Kong recipients of this information should contact Merrill Lynch (Asia Pacific) Limited in respect of any matters relating to dealing in securities or provision of specific advice on securities or any other matters arising from, or in connection with, this information. Singapore Pte Ltd in respect of any matters arising from, or in connection with, this information. For clients that are not accredited investors, expert investors or institutional investors Merrill Lynch (Singapore) Pte Ltd accepts full responsibility for the contents of this information distributed to such clients in Singapore.

#### General Investment Related Disclosures:

Taiwan Readers: Neither the information nor any opinion expressed herein constitutes an offer or a solicitation of an offer to transact in any securities or other financial instrument. No part of this report may be used or reproduced or quoted in any manner whatsoever in Taiwan by the press or any other person without the express written consent of BofA Securities. This document provides general information only, and has been prepared for, and is intended for general distribution to, BofA Securities clients. Neither the information nor any opinion expressed constitutes an offer or an invitation to make an offer, to buy or sell any securities or other financial instrument or any derivative related to such securities or instruments (e.g., options, futures, warrants, and contracts for differences). This document is not intended to provide personal investment advice and it does not take into account the specific investment objectives, financial situation and the particular needs of, and is not directed to, any specific person(s). This document and its content do not constitute, and should not be considered to constitute, investment advice for purposes of ERISA, the US tax code, the Investment Advisers Act or otherwise. Investors should seek financial advice regarding the appropriateness of investing in financial instruments and implementing investment strategies discussed or recommended in this document and should understand that statements regarding future prospects may not be realized. Any decision to purchase or subscribe for securities in any offering must be based solely on existing public information on such security or the information in the prospectus or other offering document issued in connection with such offering, and not on this document.

Securities and other financial instruments referred to herein, or recommended, offered or sold by BofA Securities, are not insured by the Federal Deposit Insurance Corporation and are not deposits or other obligations of any insured depository institution (including, Bank of America, N.A.). Investments in general and, derivatives, in particular, involve numerous risks, including, among others, market risk, counterparty default risk and liquidity risk. No security, financial instrument or derivative is suitable for all investors. Digital assets are extremely speculative, volatile and are largely unregulated. In some cases, securities and other financial instruments may be difficult to value or sell and reliable information about the value or risks related to the security or financial instrument may be difficult to obtain. Investors should note that income from such securities and other financial instruments, if any, may fluctuate and that price or value of such securities and instruments may rise or fall and, in some cases, investors may lose their entire principal investment. Past performance is not necessarily a guide to future performance. Levels and basis for taxation may change.

This report may contain a short-term trading idea or recommendation, which highlights a specific near-term catalyst or event impacting the issuer or the market that is anticipated to have a short-term price impact on the equity securities of the issuer. Short-term trading ideas and recommendations are different from and do not affect a stock's fundamental equity rating, which reflects both a longer term total return expectation and attractiveness for investment relative to other stocks within its Coverage Cluster. Short-term trading ideas and recommendations may be more or less positive than a stock's fundamental equity rating.

BofA Securities is aware that the implementation of the ideas expressed in this report may depend upon an investor's ability to "short" securities or other financial instruments and that such action may be limited by regulations prohibiting or restricting "shortselling" in many jurisdictions. Investors are urged to seek advice regarding the applicability of such regulations prior to executing any short idea contained in this report.

Foreign currency rates of exchange may adversely affect the value, price or income of any security or financial instrument mentioned herein. Investors in such securities and instruments, including ADRs, effectively assume currency risk.

BofAS or one of its affiliates is a regular issuer of traded financial instruments linked to securities that may have been recommended in this report. BofAS or one of its affiliates may, at any time, hold a trading position (long or short) in the securities and financial instruments discussed in this report.

BofA Securities, through business units other than BofA Global Research, may have issued and may in the future issue trading ideas or recommendations that are inconsistent with, and reach different conclusions from, the information presented herein. Such ideas or recommendations may reflect different time frames, assumptions, views and analytical methods of the persons who prepared them, and BofA Securities is under no obligation to ensure that such other trading ideas or recommendations are brought to the attention of any recipient of this information. In the event that the recipient received this information pursuant to a contract between the recipient and BofAS for the provision of research services for a separate fee, and in connection therewith BofAS may be deemed to be acting as an investment adviser, such status relates, if at all, solely to the person with whom BofAS has contracted directly and does not extend beyond the delivery of this report (unless otherwise agreed specifically in writing by BofAS). If such recipient uses the services of BofAS in connection with the sale or purchase of a security referred to herein, BofAS may act as principal for its own account or as agent for another person. BofAS is and continues to act solely as a broker-dealer in connection with the execution of any transactions, including transactions in any securities referred to herein.

BofA ESGMeter Methodology:



ESGMeter is a proprietary metric based on quantitative analysis and fundamental analyst inputs that reflects our assessment of a company's Environmental, Social and Governance-related attributes. The ESGMeter is intended to indicate a company's likelihood of experiencing stronger financial stability (higher return on equity and lower earnings and price volatility) over the next three years relative to peer group. There are three ESGMeter levels - Low, Medium, and High - which indicate whether a company has attributes most likely to translate into superior financial stability (in the case of a High level) or weaker financial stability (in the case of a Low level) over the next three years relative to its peer group. A Medium level suggests that a company exhibits ESG characteristics that are likely associated with financial stability results in line with its peer group over the next three years. Full details of our methodology, financial stability definition and disclaimers are available at BofA ESGMeter methodology. ESGMeter is not indicative of a company's future stock price performance and is not an investment recommendation or rating. ESGMeter is independent of the BofA Global Research fundamental equity analyst's investment rating, volatility risk rating, income rating or price objective for that company.

Copyright 2024 Bank of America Corporation. All rights reserved. iQdatabase® is a registered service mark of Bank of America Corporation. This information is prepared for the use of BofA Securities clients and may not be redistributed, retransmitted or disclosed, in whole or in part, or in any form or manner, without the express written consent of BofA Securities. BofA Global Research information is distributed simultaneously to internal and client websites and other portals by BofA Securities and is not publicly-available material. Any unauthorized use or disclosure is prohibited. Receipt and review of this information constitutes your agreement not to redistribute, retransmit, or disclose to others the contents, opinions, conclusion, or information contained herein (including any investment recommendations, estimates or price targets) without first obtaining express permission from an authorized officer of BofA Securities. Materials prepared by BofA Global Research personnel are based on public information. Facts and views presented in this material have not been reviewed by, and may not reflect information known to, professionals in other business areas of BofA Securities, including investment banking personnel. BofA Securities has established information barriers between BofA Global Research and certain business groups. As a result, BofA Securities does not disclose certain client relationships with, or compensation received from, such issuers. To the extent this material discusses any legal proceeding or issues, it has not been prepared as nor is it intended to express any legal conclusion, opinion or advice. Investors should consult their own legal advisers as to issues of law relating to the subject matter of this material. BofA Global Research personnel's knowledge of legal proceedings in which any BofA Securities entity and/or its directors, officers and employees may be plaintiffs, defendants, co-defendants, or co-plaintiffs with or involving issuers mentioned in this material is based on public infor

This information has been prepared independently of any issuer of securities mentioned herein and not in connection with any proposed offering of securities or as agent of any issuer of any securities. None of BofAS any of its affiliates or their research analysts has any authority whatsoever to make any representation or warranty on behalf of the issuer(s). BofA Global Research policy prohibits research personnel from disclosing a recommendation, investment rating, or investment thesis for review by an issuer prior to the publication of a research report containing such rating, recommendation or investment thesis.

Any information relating to the tax status of financial instruments discussed herein is not intended to provide tax advice or to be used by anyone to provide tax advice. Investors are urged to seek tax advice based on their particular circumstances from an independent tax professional.

The information herein (other than disclosure information relating to BofA Securities and its affiliates) was obtained from various sources and we do not guarantee its accuracy. This information may contain links to third-party websites. BofA Securities is not responsible for the content of any third-party website or any linked content contained in a third-party website. Content contained on such third-party websites is not part of this information and is not incorporated by reference. The inclusion of a link does not imply any endorsement by or any affiliation with BofA Securities. Access to any third-party website is at your own risk, and you should always review the terms and privacy policies at third-party websites before submitting any personal information to them. BofA Securities is not responsible for such terms and privacy policies and expressly disclaims any liability for them.

All opinions, projections and estimates constitute the judgment of the author as of the date of publication and are subject to change without notice. Prices also are subject to change without notice. BofA Securities is under no obligation to update this information and BofA Securities ability to publish information on the subject issuer(s) in the future is subject to applicable quiet periods. You should therefore assume that BofA Securities will not update any fact, circumstance or opinion contained herein.

Subject to the quiet period applicable under laws of the various jurisdictions in which we distribute research reports and other legal and BofA Securities policy-related restrictions on the publication of research reports, fundamental equity reports are produced on a regular basis as necessary to keep the investment recommendation current.

Certain outstanding reports or investment opinions relating to securities, financial instruments and/or issuers may no longer be current. Always refer to the most recent research report relating to an issuer prior to making an investment decision.

In some cases, an issuer may be classified as Restricted or may be Under Review or Extended Review. In each case, investors should consider any investment opinion relating to such issuer (or its security and/or financial instruments) to be suspended or withdrawn and should not rely on the analyses and investment opinion(s) pertaining to such issuer (or its securities and/or financial instruments) nor should the analyses or opinion(s) be considered a solicitation of any kind. Sales persons and financial advisors affiliated with BofAS or any of its affiliates may not solicit purchases of securities or financial instruments that are Restricted or Under Review and may only solicit securities under Extended Review in accordance with firm policies.

Neither BofA Securities nor any officer or employee of BofA Securities accepts any liability whatsoever for any direct, indirect or consequential damages or losses arising from any use of this information.

