

# Belgium FY23 2nd Yr. Performance Dec-22

YTD Bud Var.

3,337,025

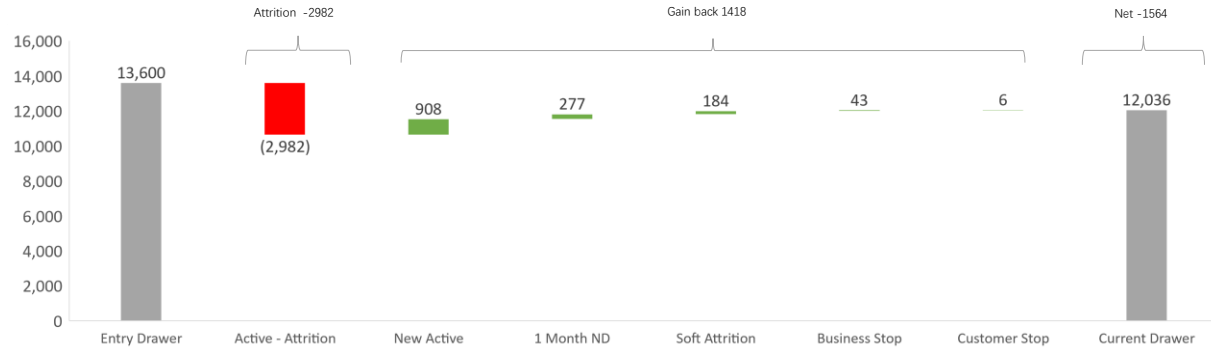
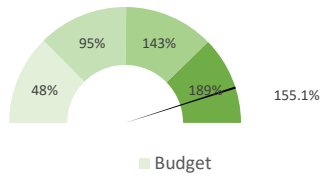
YTD Conversion

ACT 155%  
BUD 143%

YE % Target

189%

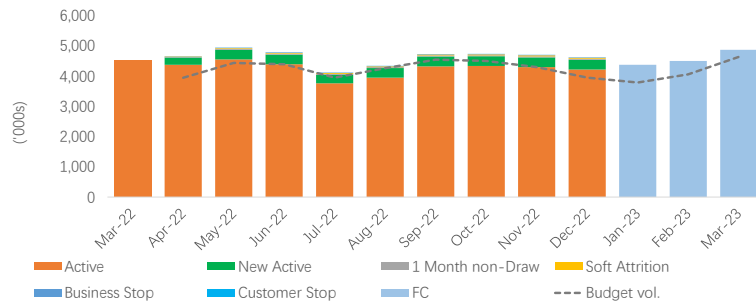
2nd Yr. Conversion %



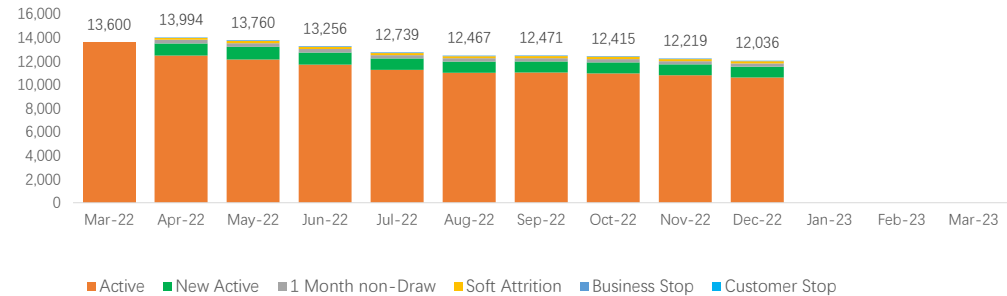
\* All Status at 'Entry'

## FY23 YTD Trends

2nd Yr. Vol



2nd Yr. Drawers



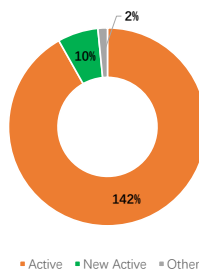
YE Bud Var. Projection

4,599,724

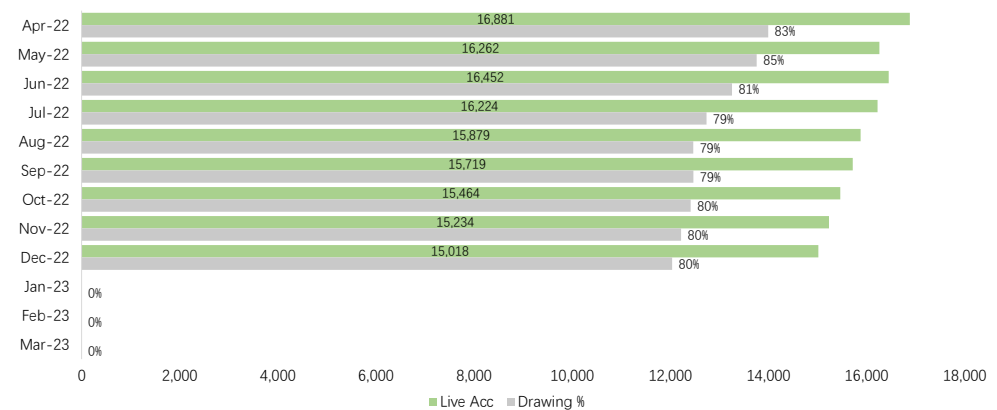
YE Conversion Projection

206%

FY23 Conversion YTD - 155.1%



2nd Yr. Live Acc & Drawing %

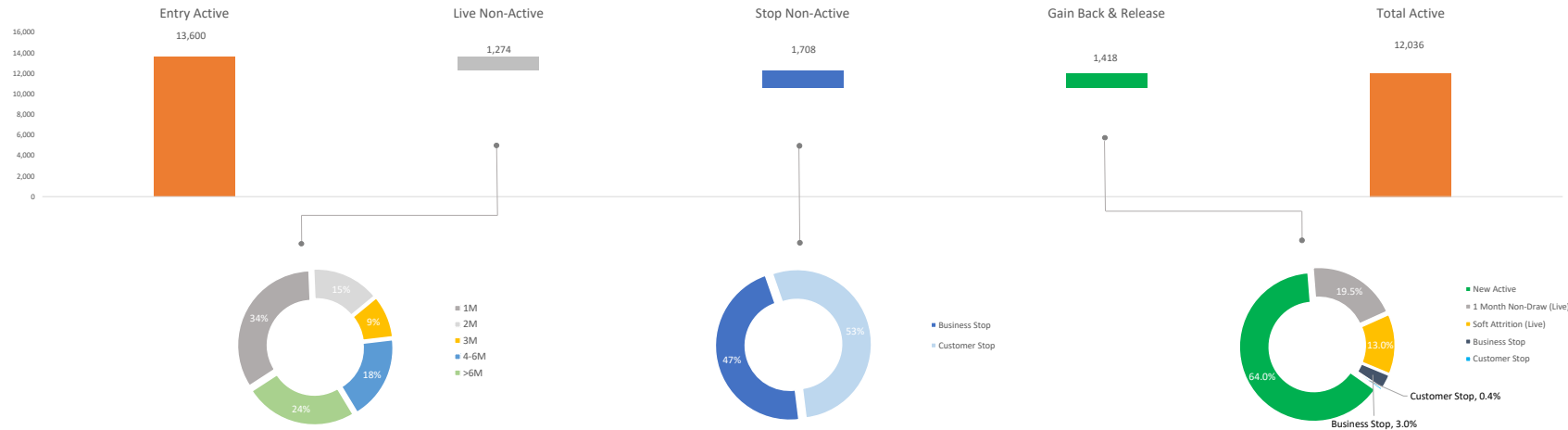


# Belgium FY23 2nd Yr. Performance Dec-22

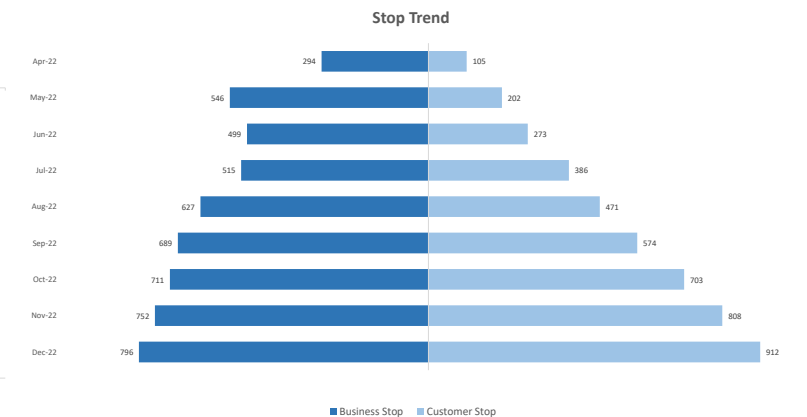
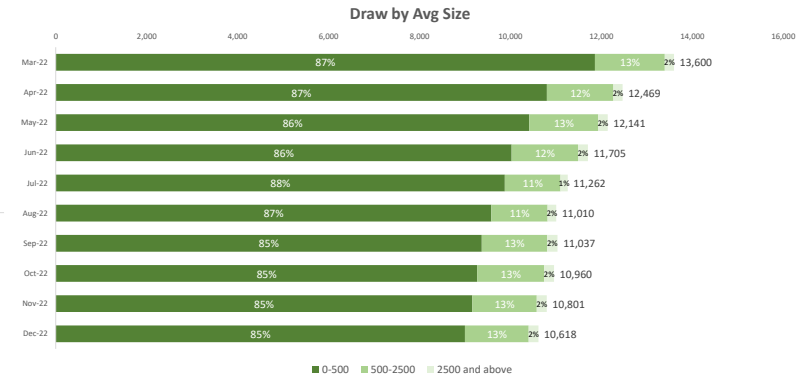
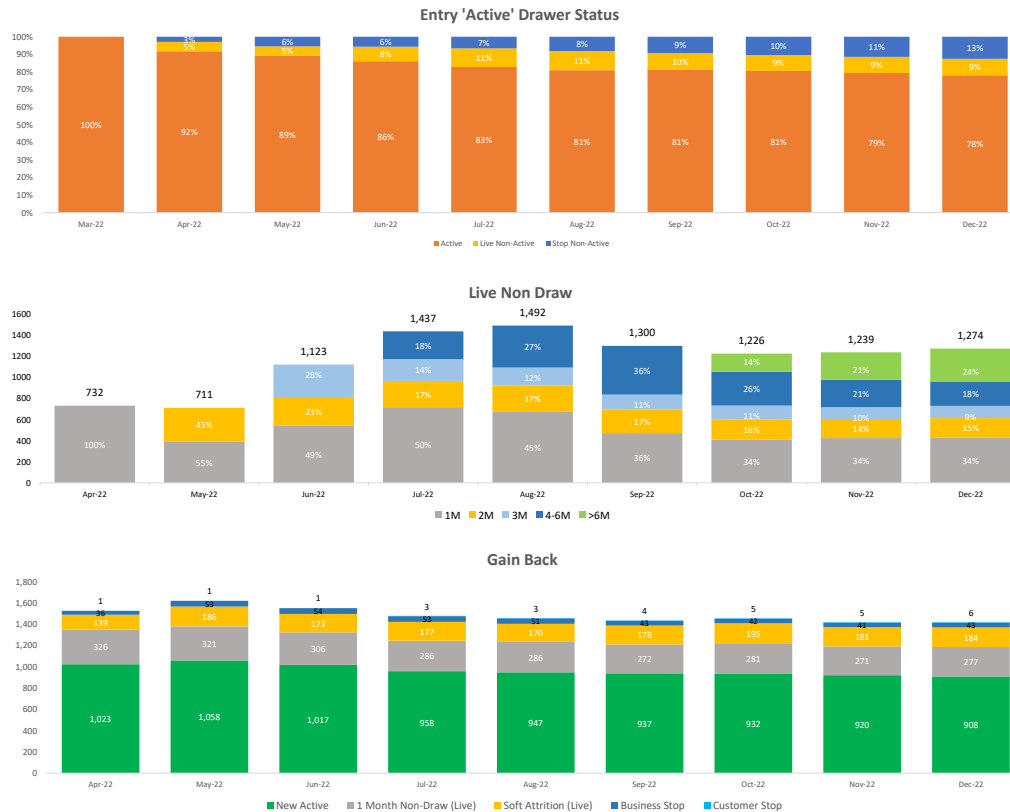
Total Live  
**15,018**

Total Active  
**12,036**

Drawing %  
**80%**



## FY23 YTD Trends



## 2nd Yr. Trends

Open Status	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Live Non-Draw	3,268	2,938	3,460	3,757	3,676	3,382	3,167	3,133	3,088
Live Account	16,881	16,262	16,452	16,224	15,879	15,719	15,464	15,234	15,018
% Non-Draw	19%	18%	21%	23%	23%	22%	20%	21%	21%

### PAYG Vol.

New Active	236,154	317,201	315,393	276,918	315,492	326,486	321,105	324,588	321,690
Active	4,373,977	4,550,010	4,391,312	3,760,167	3,946,838	4,320,589	4,333,250	4,292,918	4,217,573
1 Month non-Draw	27,705	33,246	33,037	32,101	30,166	32,909	30,110	31,891	32,528
Soft Attrition	13,815	21,814	24,259	30,485	29,564	29,536	29,127	34,090	32,639
Business Stop	4,683	12,209	14,947	13,785	13,103	14,131	14,141	13,750	12,708
Customer Stop	14	176	43	208	454	701	736	711	816
Total	4,656,348	4,934,656	4,778,991	4,113,664	4,335,617	4,724,352	4,728,469	4,697,948	4,617,954

### PAYG Drawers

New Active	1,023	1,058	1,017	958	947	937	932	920	908
Active	12,469	12,141	11,705	11,262	11,010	11,037	10,960	10,801	10,618
1 Month non-Draw	326	321	306	286	286	272	281	271	277
Soft Attrition	139	186	173	177	170	178	195	181	184
Business Stop	36	53	54	53	51	43	42	41	43
Customer Stop	1	1	1	3	3	4	5	5	6
Total	13,994	13,760	13,256	12,739	12,467	12,471	12,415	12,219	12,036

### Avg. Vol.

New Active	231	300	310	289	333	348	345	353	354
Active	351	375	375	334	358	391	395	397	397
1 Month non-Draw	85	104	108	112	105	121	107	118	117
Soft Attrition	99	117	140	172	174	166	149	188	177
Business Stop	130	230	277	260	257	329	337	335	296
Customer Stop	14	176	43	69	151	175	147	142	136
Total	333	359	361	323	348	379	381	384	384

# Belgium FY23 BB Performance Dec-22

YTD Bud Var.

1,488,936

YTD Churn

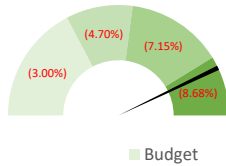
ACT (6.5%)

BUD (7.2%)

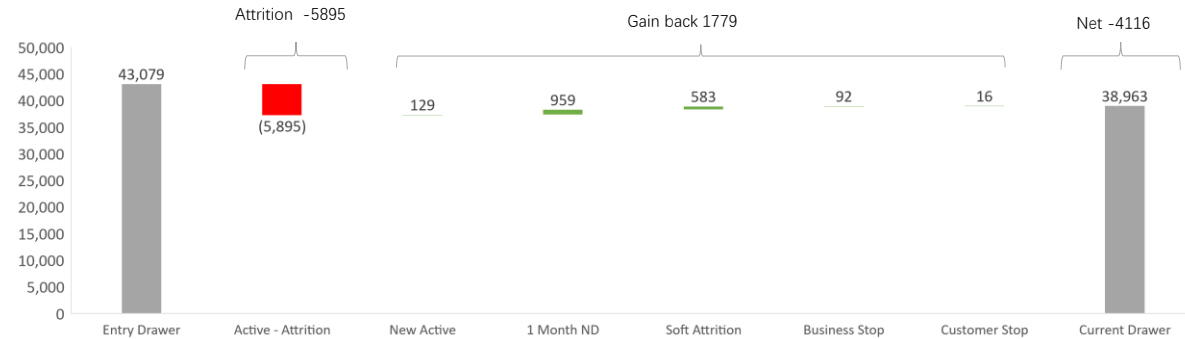
YE % Target

(8.7%)

BB Churn %



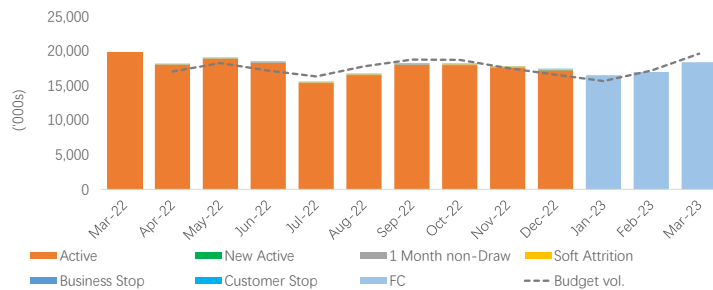
(6.51%) Dec-22



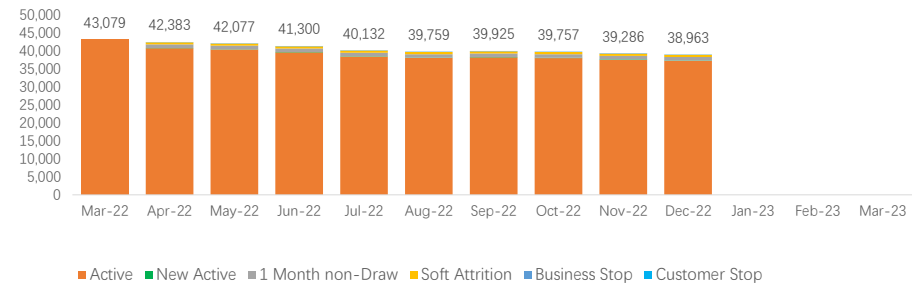
\* All Status at 'Entry'

## FY23 YTD Trends

BB Vol



BB Drawers



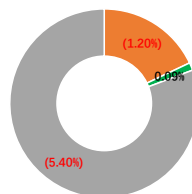
YE Bud Var. Projection

896,309

YE Churn Projection

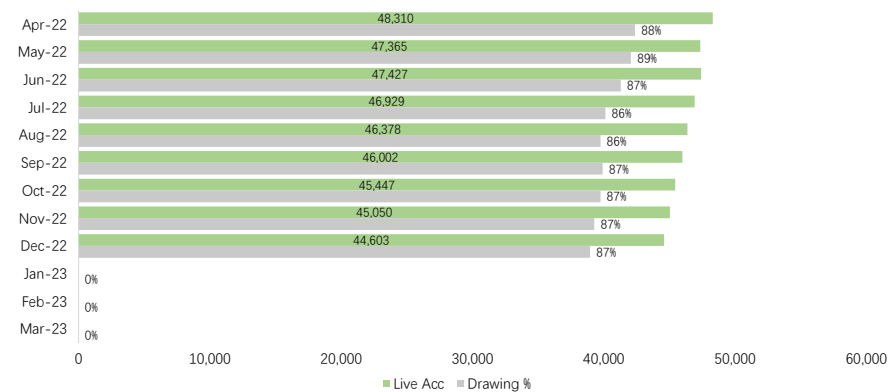
(8.3%)

FY23 Churn YTD - (6.51%)



Active New Active Other

BB Live Acc & Drawing %

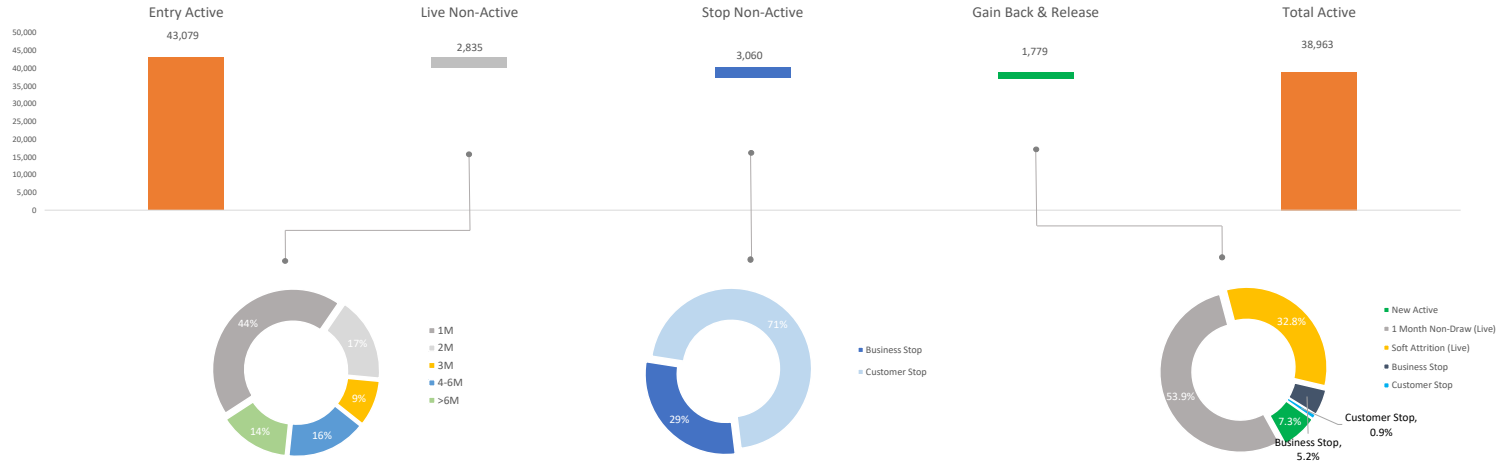


## Belgium FY23 BB Performance Dec-22

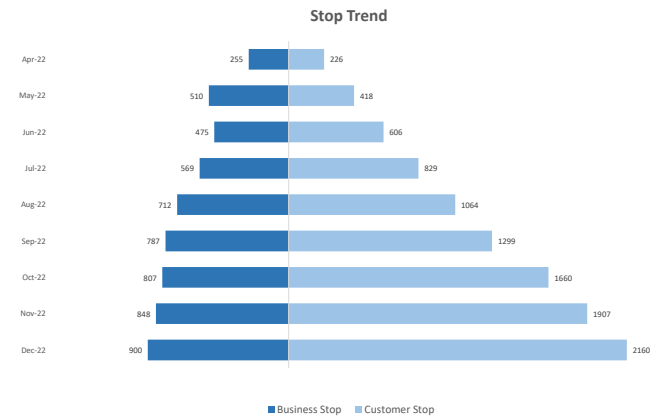
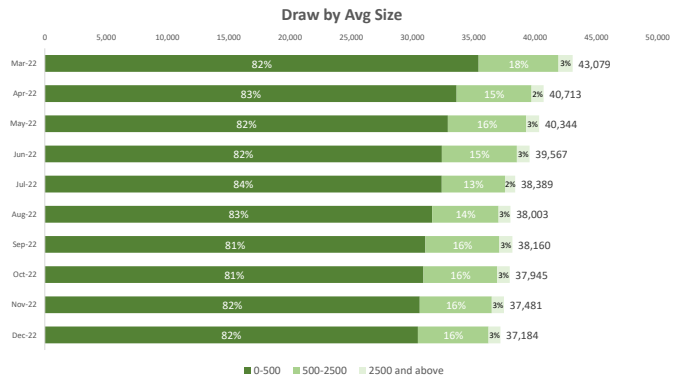
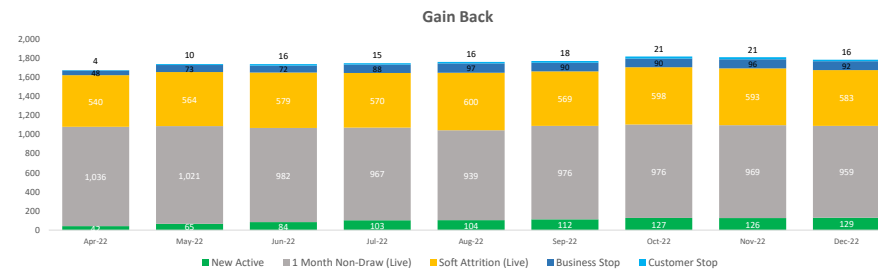
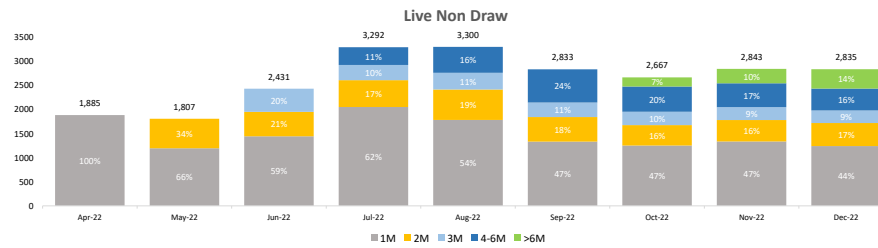
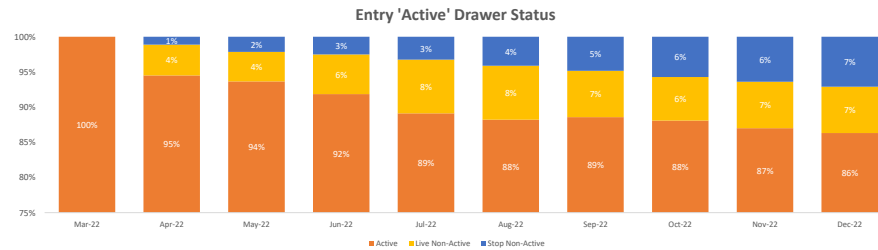
Total Live  
**44,603**

Total Active  
**38,963**

Drawing %  
**87%**



## FY23 YTD Trends



# BB Trends

Open Status	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Live Non-Draw	6,331	5,820	6,511	7,195	6,980	6,333	5,894	5,951	5,847
Live Account	48,310	47,365	47,427	46,929	46,378	46,002	45,447	45,050	44,603
% Non-Draw	13%	12%	14%	15%	15%	14%	13%	13%	13%

## PAYG Vol.

New Active	4,545	10,810	14,688	20,019	24,436	28,497	35,971	33,083	31,629
Active	17,987,791	18,840,397	18,292,659	15,351,687	16,494,251	18,004,853	17,930,692	17,539,274	17,188,716
1 Month non-Draw	83,267	86,228	84,266	87,568	87,898	97,214	94,363	94,210	91,511
Soft Attrition	47,318	65,649	66,197	73,382	78,932	72,923	76,102	79,436	77,807
Business Stop	8,939	25,349	22,754	19,421	23,940	26,195	23,974	24,590	23,666
Customer Stop	251	940	1,632	2,066	1,769	1,992	2,444	2,491	2,239
Total	18,132,111	19,029,373	18,482,196	15,554,143	16,711,226	18,231,674	18,163,546	17,773,084	17,415,568

## PAYG Drawers

New Active	42	65	84	103	104	112	127	126	129
Active	40,713	40,344	39,567	38,389	38,003	38,160	37,945	37,481	37,184
1 Month non-Draw	1,036	1,021	982	967	939	976	976	969	959
Soft Attrition	540	564	579	570	600	569	598	593	583
Business Stop	48	73	72	88	97	90	90	96	92
Customer Stop	4	10	16	15	16	18	21	21	16
Total	42,383	42,077	41,300	40,132	39,759	39,925	39,757	39,286	38,963

## Avg. Vol.

New Active	108	166	175	194	235	254	283	263	245
Active	442	467	462	400	434	472	473	468	462
1 Month non-Draw	80	84	86	91	94	100	97	97	95
Soft Attrition	88	116	114	129	132	128	127	134	133
Business Stop	186	347	316	221	247	291	266	256	257
Customer Stop	63	94	102	138	111	111	116	119	140
Total	428	452	448	388	420	457	457	452	447