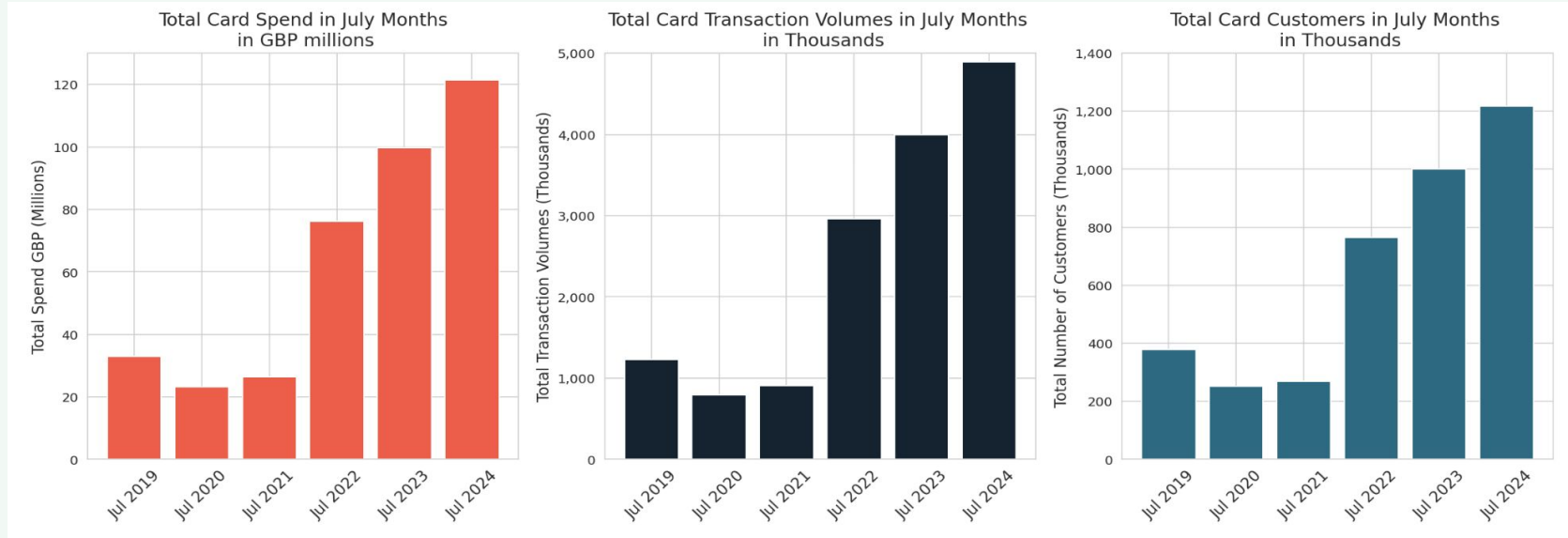


Analysing Foreign Currency Spend of Monzo Customers in July Months

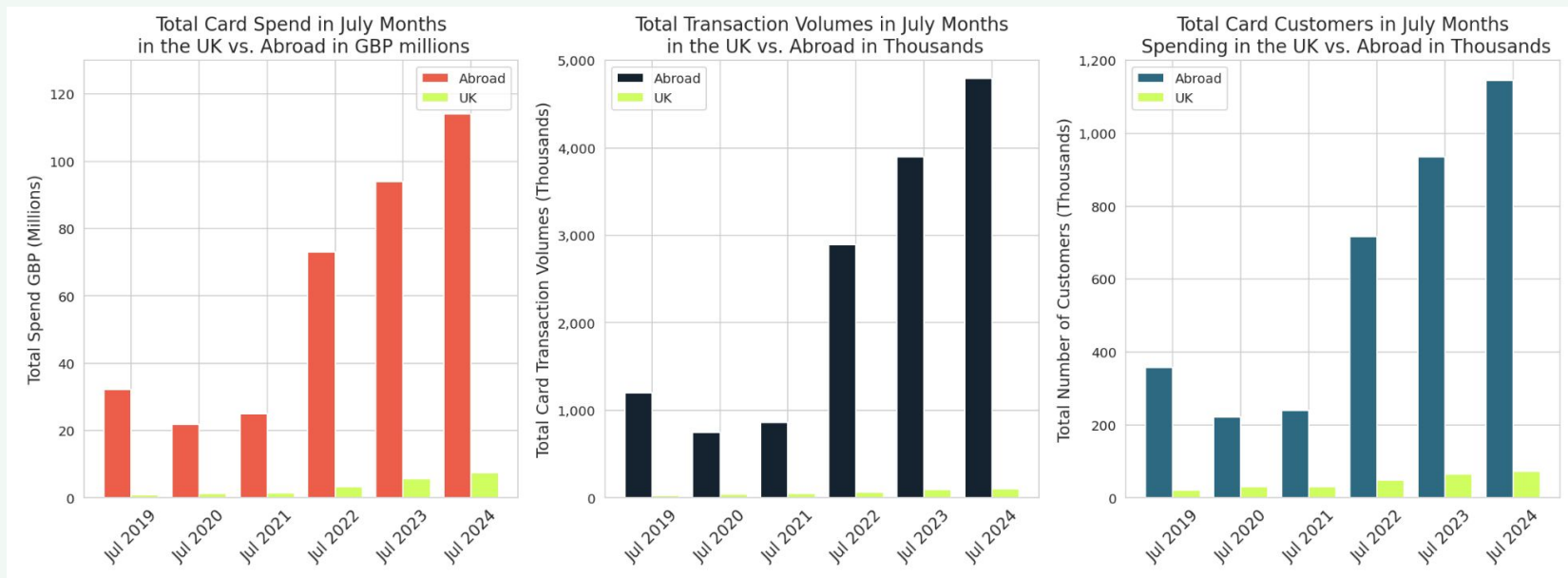
Card spend, volumes and unique customers have increased consistently in July months

- Following a dip during the Covid years (2020-2021), we have seen consistent growth in card spend, card transaction volumes and unique card customers in July months



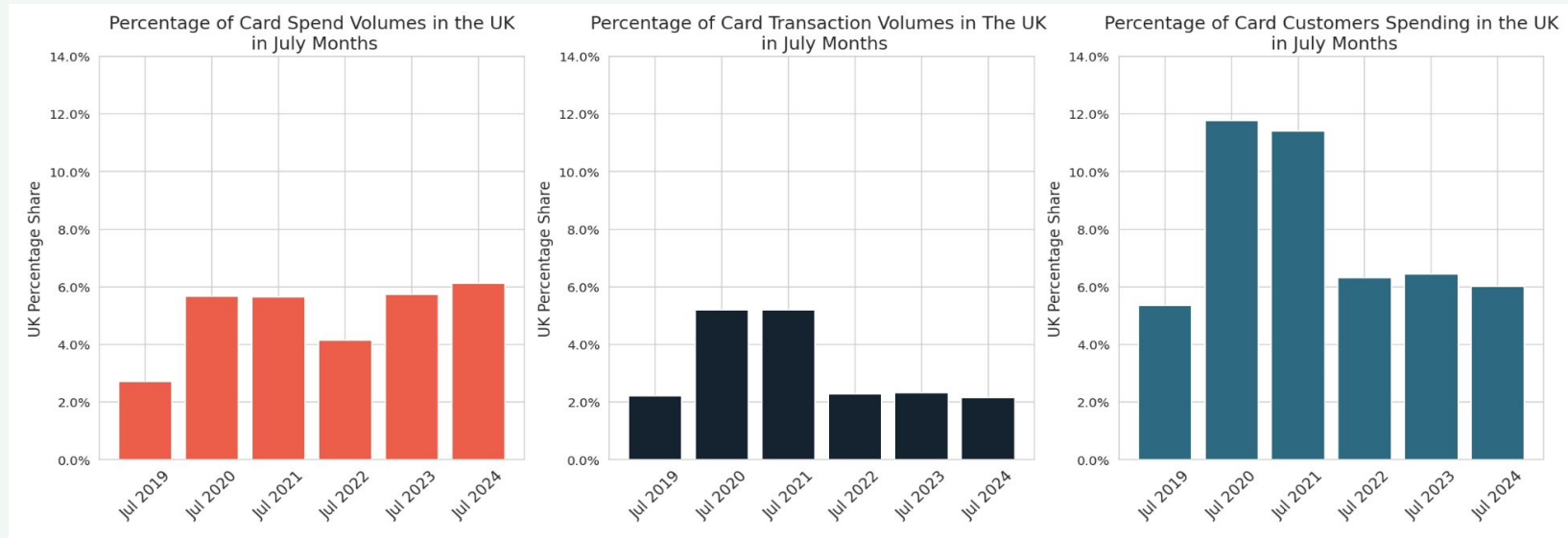
The growth in these metrics is largely driven by an increase in overseas activity

- The growth in card spend, transaction volumes and active customers is driven by activity abroad, which suggests that many customers are using their Monzo accounts for travel
- Card spend and customer numbers in the UK have increased in recent years but still lag far behind overseas activity



Card spend in the UK accounted for just 6% of total card spend in July 2023 and July 2024

- The pandemic resulted in a spike in the share of transaction volumes and the number of customers spending in the UK, due to the absence of foreign travel
- However, these shares fell back to pre-pandemic levels once global travel resumed
- The share of card spend in the UK has been increasing slightly since 2022, indicating there may be an opportunity to accelerate this via experimentation



When customers spend in foreign currency, they mainly transact in Euros or US Dollars

- Monzo customers mainly transact in Euros and US Dollars when transacting in foreign currency
- These were the only currencies with total card spend above £5 million in July 2023

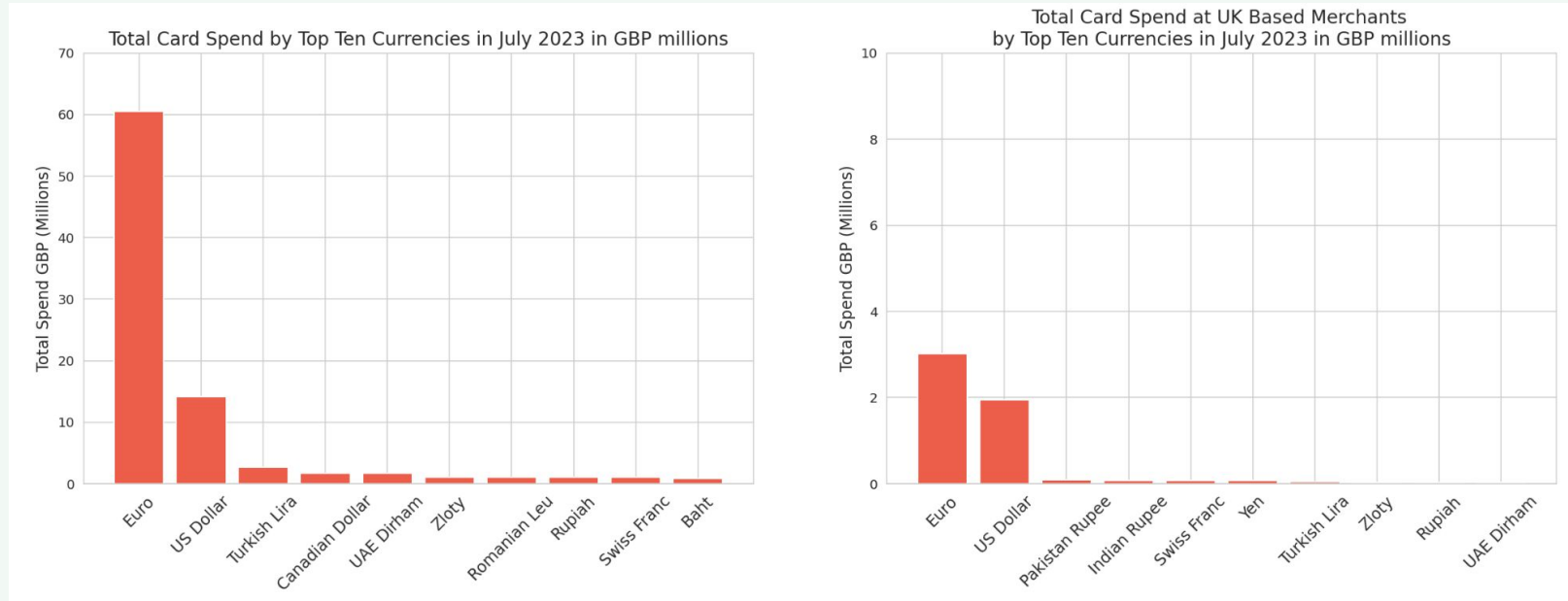
Currencies With Total Card Spend Above £5 Million in July 2023

Currency	Total Spend
Euro	£60.5 million
US Dollar	£14.2 million



How does spend in the UK stack up against total spend by currency in July 2023?

- Similar to overall trends, customers mainly transacted in Euros and US Dollars when spending with UK based merchants
- Additional analysis could be carried out to see where British Sterling fits into these two charts



Conclusion and next steps

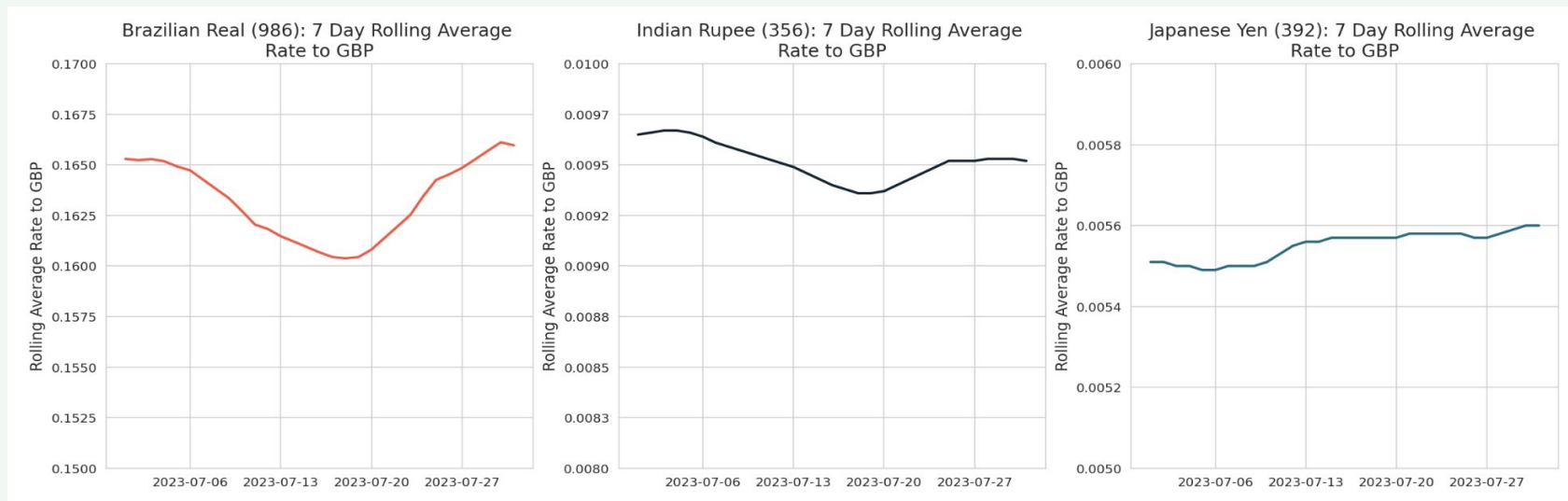
- As awareness of Monzo grows, we have seen increases in card spend, transaction volumes and active customers in July months, particularly in the past three years
- However, a large majority of this increase in activity is accounted for by foreign travel, with spend abroad, particularly in Euros and US Dollars far surpassing that of spend in the UK in July 2023
- The share of foreign currency card spend at UK based merchants in July 2023 was just under 6% of total spend. It would be interesting to see how this figure changes with British Sterling included
- Data from 2022-2024 suggest the share of card spending in the UK is increasing which could indicate an opportunity for further growth through experimentation
- Experiments could focus on incentives for spending with UK based merchants or cash rewards for transferring the customers' main current account to Monzo



Appendix

Brazilian Real and Indian Rupee Saw Falls Against Sterling in July 2023 While the Yen Held Steady

- Both the Brazilian Real and Indian Rupee started to decline against Sterling from 6th July 2023
- While the Real recovered by 27th July, the Rupee didn't quite make a full recovery by the end of the month
- The Japanese Yen mainly held steady across the month although there was a small increase against Sterling in the second week of the month



Thank You