



Overview of Wave Money

September 2023

15th January 2024

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1. Wave Money overview
2. Market environment
3. Key performance results
4. Future business plan



Wave Money At A Glance

Vision

Myanmar's leading FinTech

- Founded in 2016, Wave Money is the **first** licensed company as MFS operator in Myanmar
- **Mass market focused** with goal of providing mobile based financial services throughout Myanmar

Our Business Units








Over-the-counter (OTC)



Digital / e-wallet



Our Service Offering

-  Money transfer
-  Airtime top-ups
-  Bill payment
-  Cash/ salary disbursement
-  Cash in & out
-  Merchant API integration
-  QR payments

Strategic Priorities



Maximize profitability from OTC business



Scale Digital solutions



Digital transformation



Wave Money Journey & Milestones

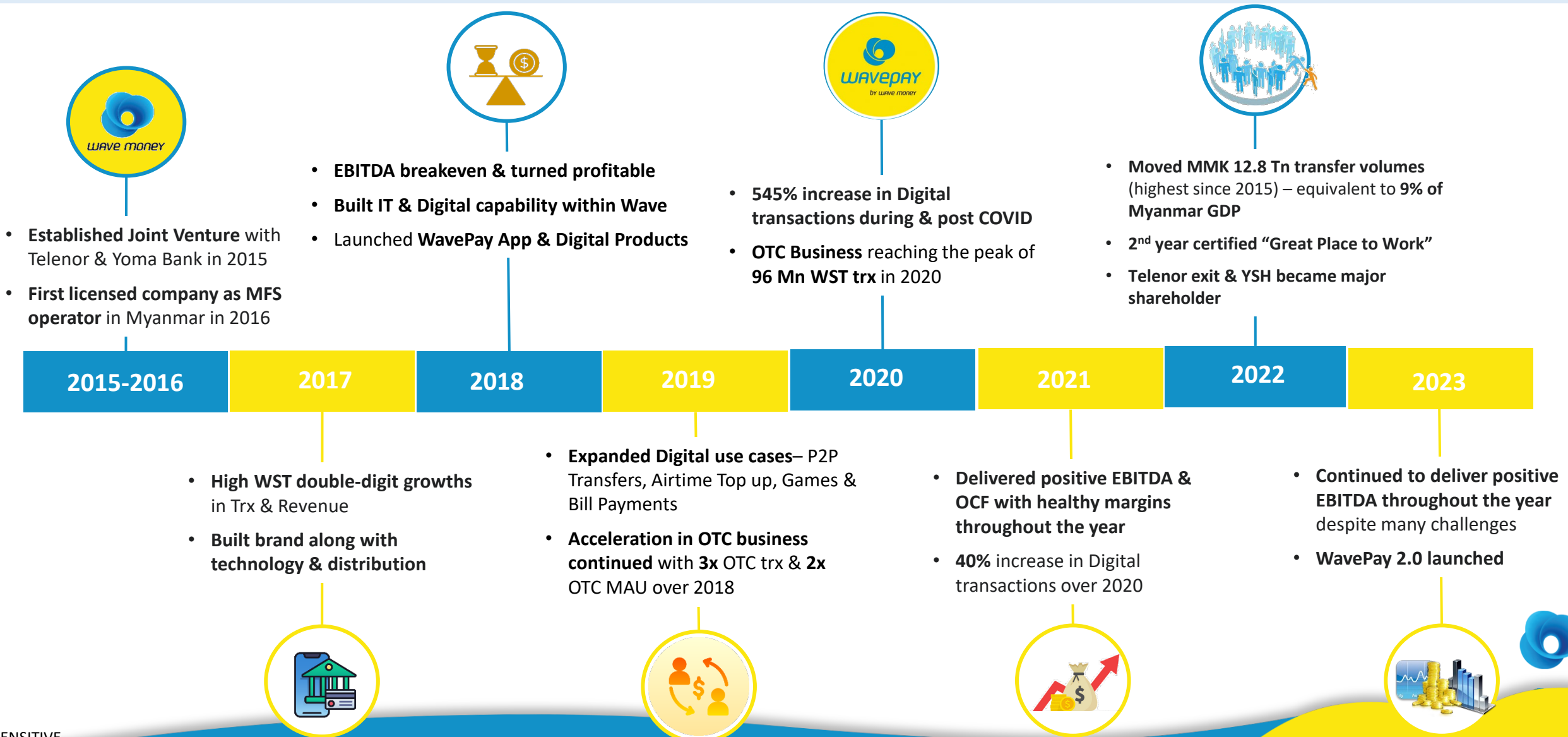


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Overview of Myanmar



54Mn+ Population
(52% Women and 48% Men)



74Mn+ Mobile Connections
(134% Tele-density)



25Mn+ Internet Users
(46% penetration)



21Mn+ Social Media Users
(38% penetration)



10-15Mn Bank Accounts
(20-30% penetration)



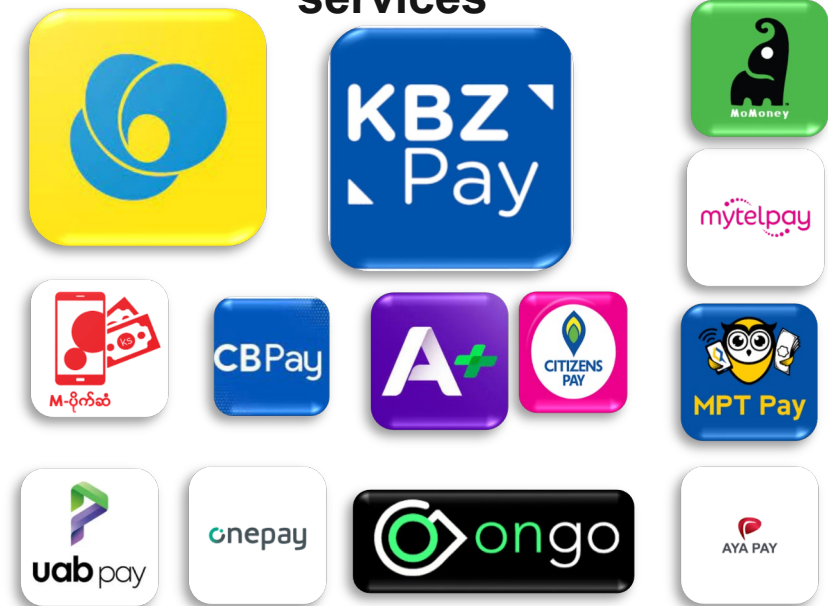
Mobile Financial Services Landscape

Over the counter services



- Traditional money transfer over counter model
- WaveMoney is market leader with 80%+ share
- More players are making attempts to enter this space

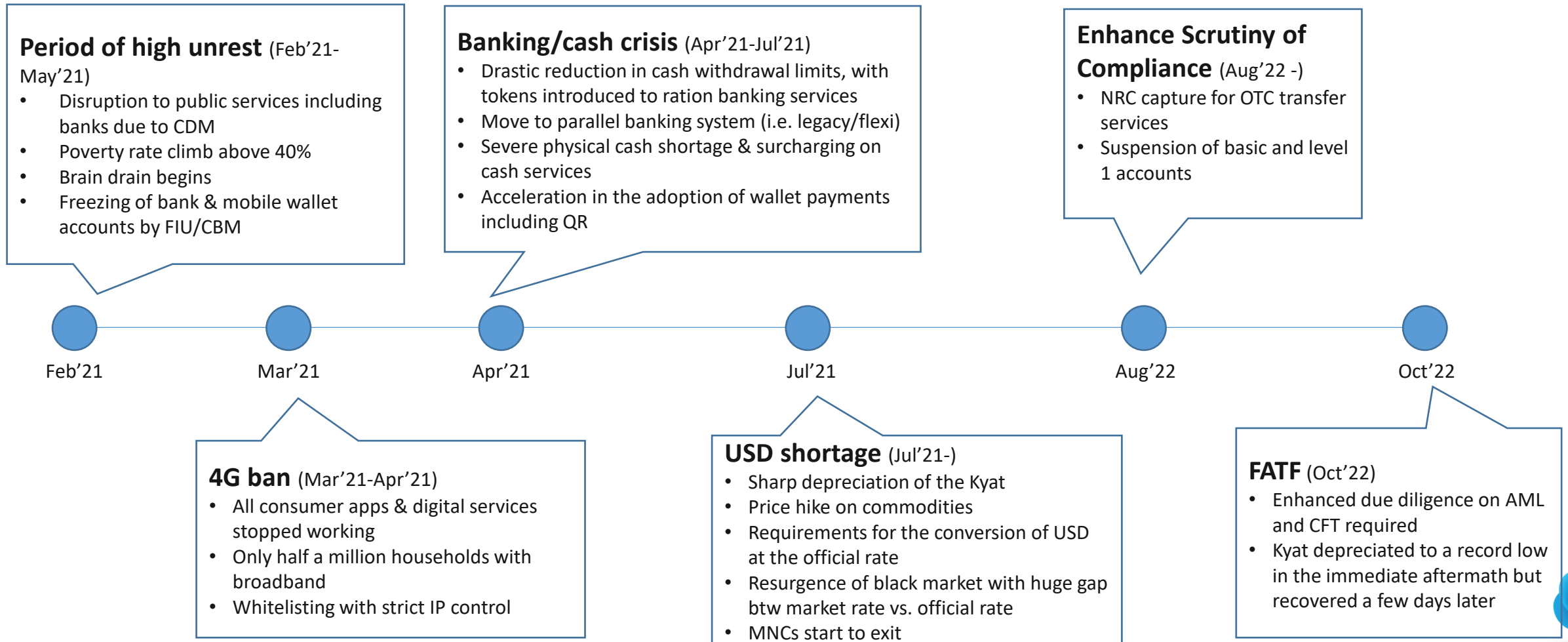
Digital/Mobile Wallet services



- Highly cluttered mobile money wallet business
- More than 25+ players – Operator owned, Bank owned, Individual MFS players etc.
- KBZ Pay and WaveMoney together holds majority of the market.

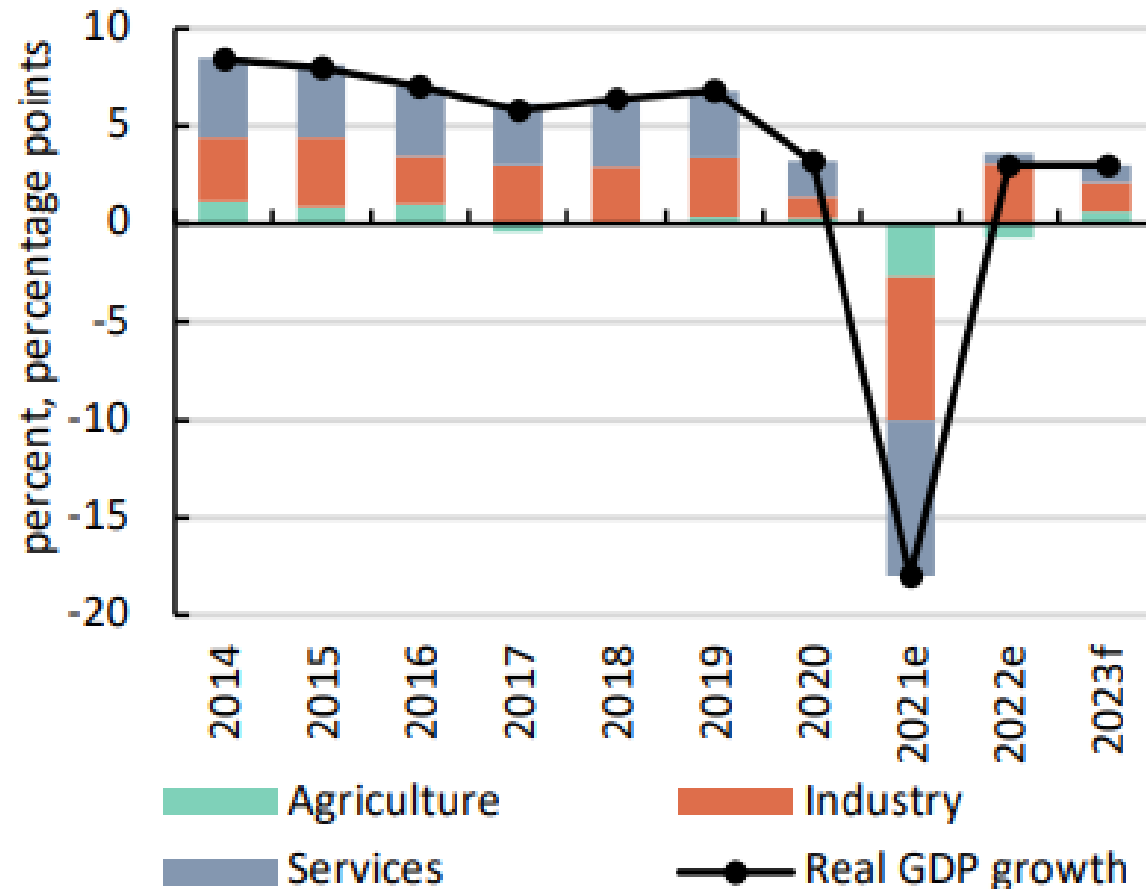


Business climate since February 2021 has been highly complex



Economy is showing signs of resilience, with macro outlook for the current year looking modestly positive

GDP Growth by Sector



Source: World Bank

Key Notes from World Bank

- **3% GDP growth forecast for 2023**
- **13% lower than in 2019** - Indicative of persistent impacts of recent shocks on both supply and demand drivers of the economy
- **Services sector** to see modest growth as inflationary pressure eases. Consumption to create more low-wage service jobs
- **Industrial sector** to face a slowdown in export demand as import cost of raw materials and power shortages erode price competitiveness
- **Agri sector** to regain momentum as exports of rice, pulses and maize expected to be robust



We are regulated under the Central Bank of Myanmar (CBM) as a non-banking financial institution



CBM issued Mobile Financial Services Regulations and commenced granting licenses in 2016.

- The Central Bank of Myanmar (“CBM”) is actively prioritising the digitalisation of the financial system. The CBM plans to roll out MMQR (interoperable merchant QR payments) at the end of this year, with Wave Money being one of the few pilot partners.
- In August 2022, the Central Bank of Myanmar announced new regulatory requirements on customer KYC and transaction monitoring for mobile financial services. As a result, mobile financial services players are required to terminate the accounts of Level 1 users who have not undergone KYC verification.
- CBM removed certain restrictions on transaction limits and the maximum account balances in 2020 during the pandemic crisis. Some cash withdrawal limits were reinstated during the cash crisis in 2021 but they have started to ease again.



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Despite the challenging market environment, we continued to play an important role in Myanmar's economy

Key Performance (April – September 2023)

44% Unbanked

among mobile wallet users

+55,000 Agents

90% geographic coverage

+220,000 QR Merchants

~2X higher than LY at 100K merchants

14% of Myanmar GDP

\$4.5 billion transferred

48% of OTC

transferred to rural areas

101% Increase

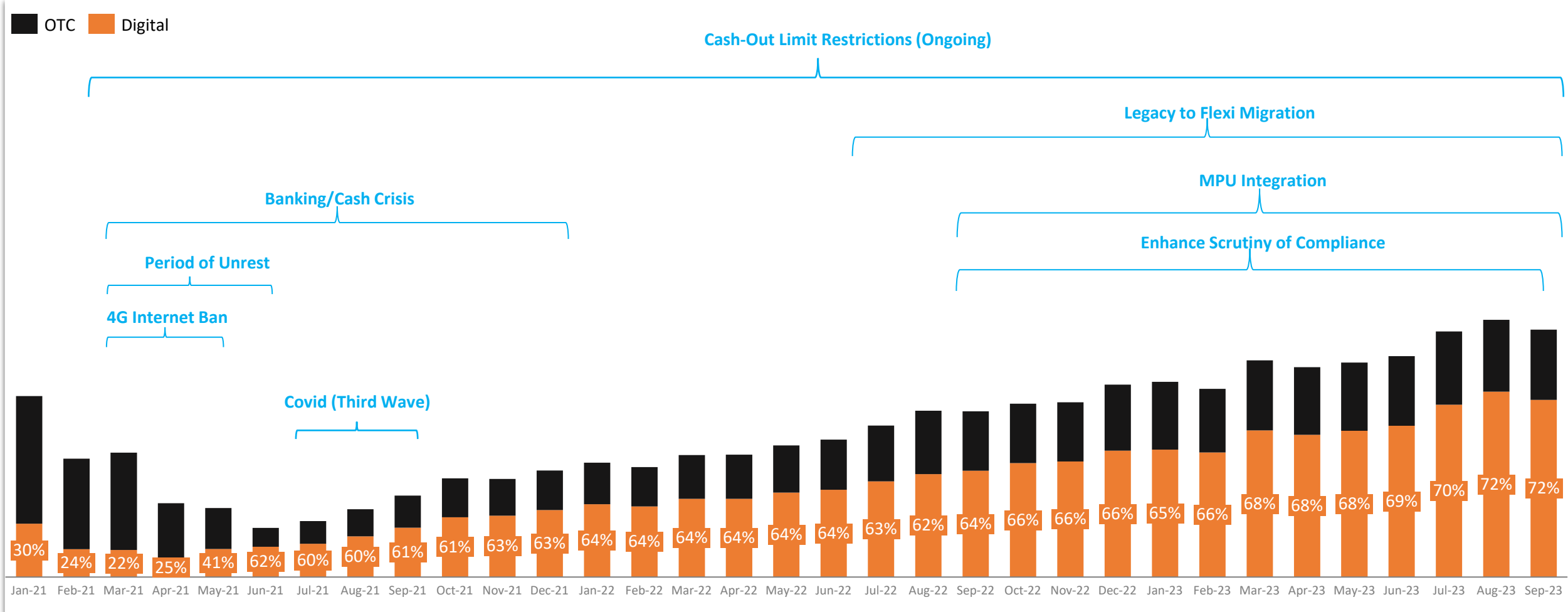
in digital payment volume

\$14 million

paid out as agent commission

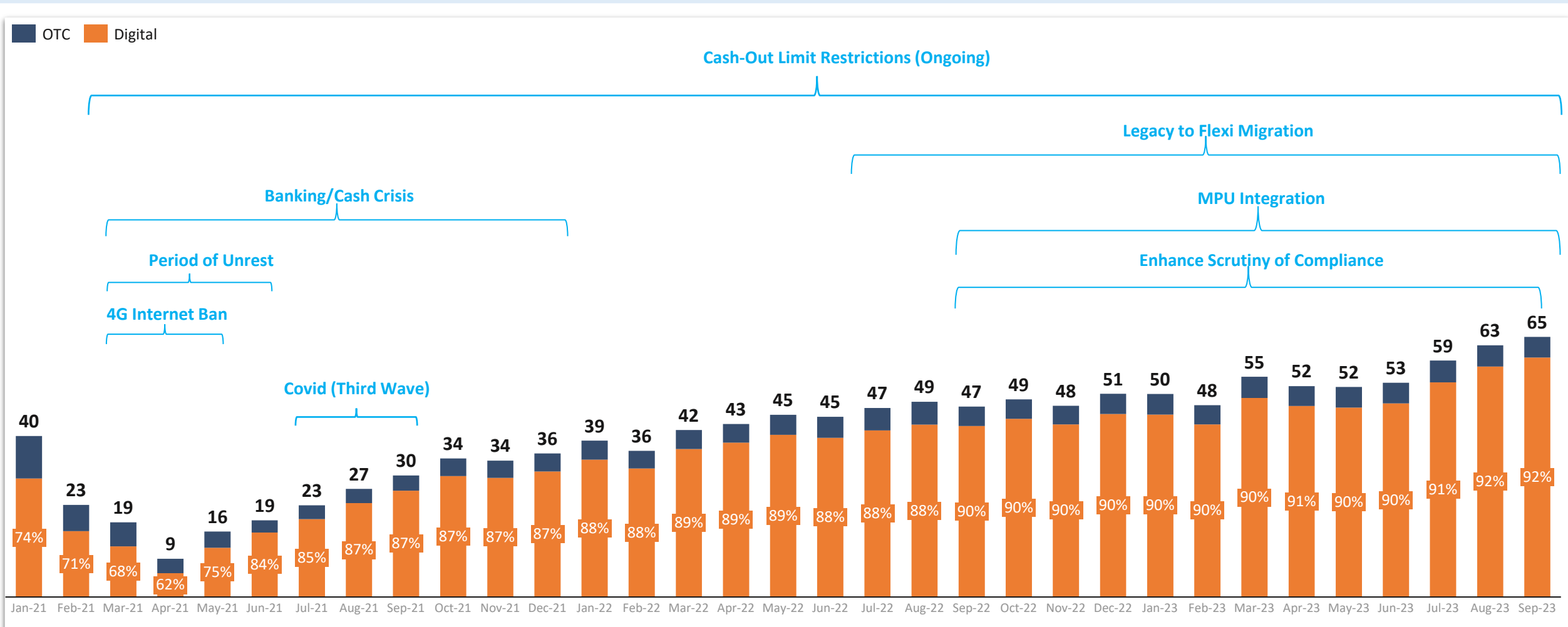


Wave transaction volumes recovered to the level in December 2022; Digital volumes crossed over OTC volumes since Covid and accelerated more than OTC volumes after Flexi migration



Transfer Volumes in MMK Trillion

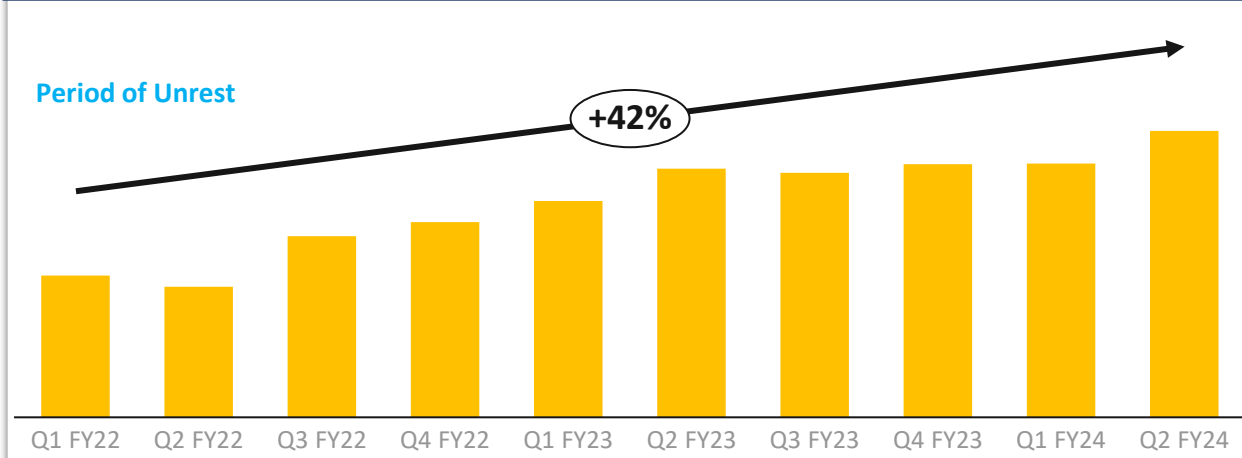
Digital transactions accelerated since COVID and now contributed more than 90% of total transactions



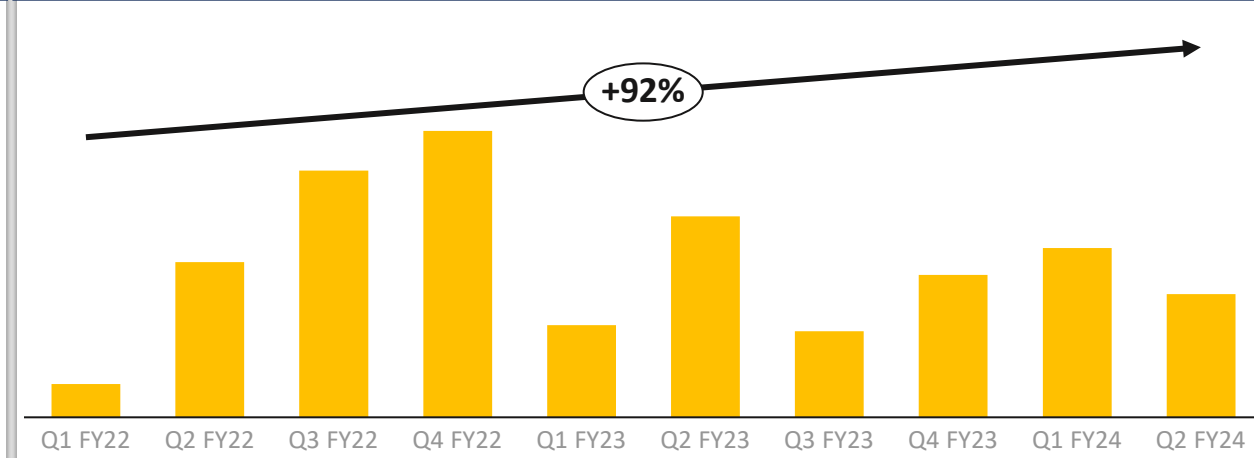
Number of transactions in millions

Continue to be profitable even during Covid, banking/cash crisis, foreign currency restrictions, stringent regulatory compliance and political changes in Myanmar;
Need to invest in IT & Digital transformation for next phase of growth

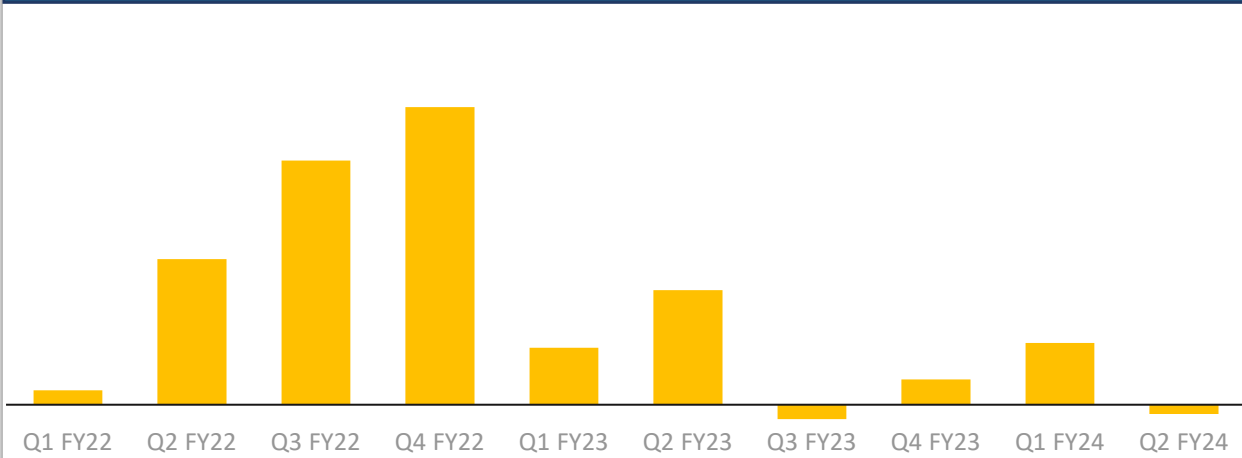
Revenue (MMK)



EBITDA (MMK)



OCF (MMK Bn)



Financials as of September 2023

Wave Money turned profitable at three-year mark
– outperforming the GSMA mobile money benchmark



Our performance was supported by three key assets

Key pillars

Description

Distribution

Largest agent network

- ~60% of POS located in rural areas
- Three-tiered distribution for efficiency and velocity of money circulation: Super-agents, local sales staff and network sales agents
- Strong agent loyalty driven by income generation



Brand & Customer Care

Biggest customer care center in Myanmar

- ~510 customer care operators performing IB, OB, social media, dispute desk, messaging service & channel partner desk
- Currently handling ~650K monthly inbound call volume with 84% customer satisfaction score and 89% call quality score
- One of the leading consumer brands in Myanmar with high brand awareness



Technology

All in Myanmar

- 82 FTEs in Tech & Product, accounting for ~25% of total HQ staff
- Local talent deployment & knowledge transfer
- Building an agile organization in progress with in-house tech competencies spanning across product development, architecture, operations, software engineering, security, QA & release management
- Operationalize new offshore entity in Thailand to support IT transformation



High performing team with focused and experienced international and local management team; Diverse employee base with strong focus on local development

333 Employees

9 Nationalities
represented, with
89% local staff

50% female across entire
workforce. **55% female** when
excluding sales force

Melvyn Pun
Executive Chairman

Internal Audit
(5 Employees)

Project
Management
Office
(7 Employees)

Ye Mon Min
Chief Distribution
Officer

90 Employees

- Distribution Management
- Business Assurance

Robin Chung
Chief Digital Officer

30 Employees

- Acquisition & Growth
- Marketing
- Strategy and Transformation

Kyaw Soe Lin
Chief Business
Officer

19 Employees

- Business Development
- Corporate Sales

Win Myitzu Han
Chief Financial
Officer

71 Employees

- Business Performance & Planning
- Data Analytics
- Business Intelligence
- Finance & Accounting
- Internal Control
- Sourcing
- Operations

Thanthar Shwe
Chief People Officer

9 Employees

- People Experience
- Talent Acquisition & Management
- Workplace Management

Htin Aung Hlaing
Chief Technology
Officer

89 Employees

- IT & Technology
- Product
- Customer Care

Ei Ei San @ Jessica
Chief Risk Officer

7 Employees

- Risk Management
- Compliance

Khine Wai Thwe
Chief Corporate
Affairs Officer

4 Employees

- Corporate Affairs
- Government Relations
- Company Secretary

Leadership Team

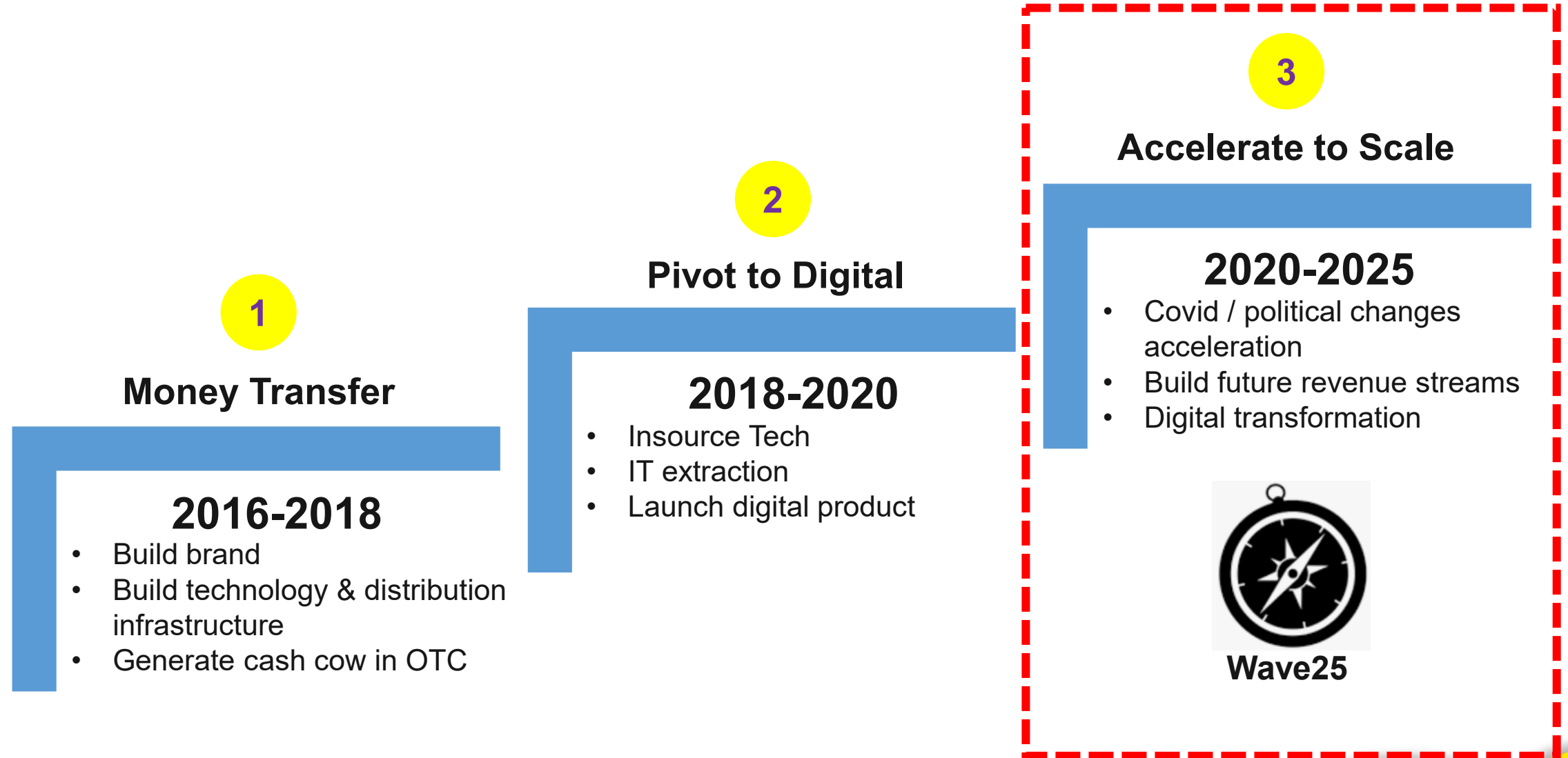


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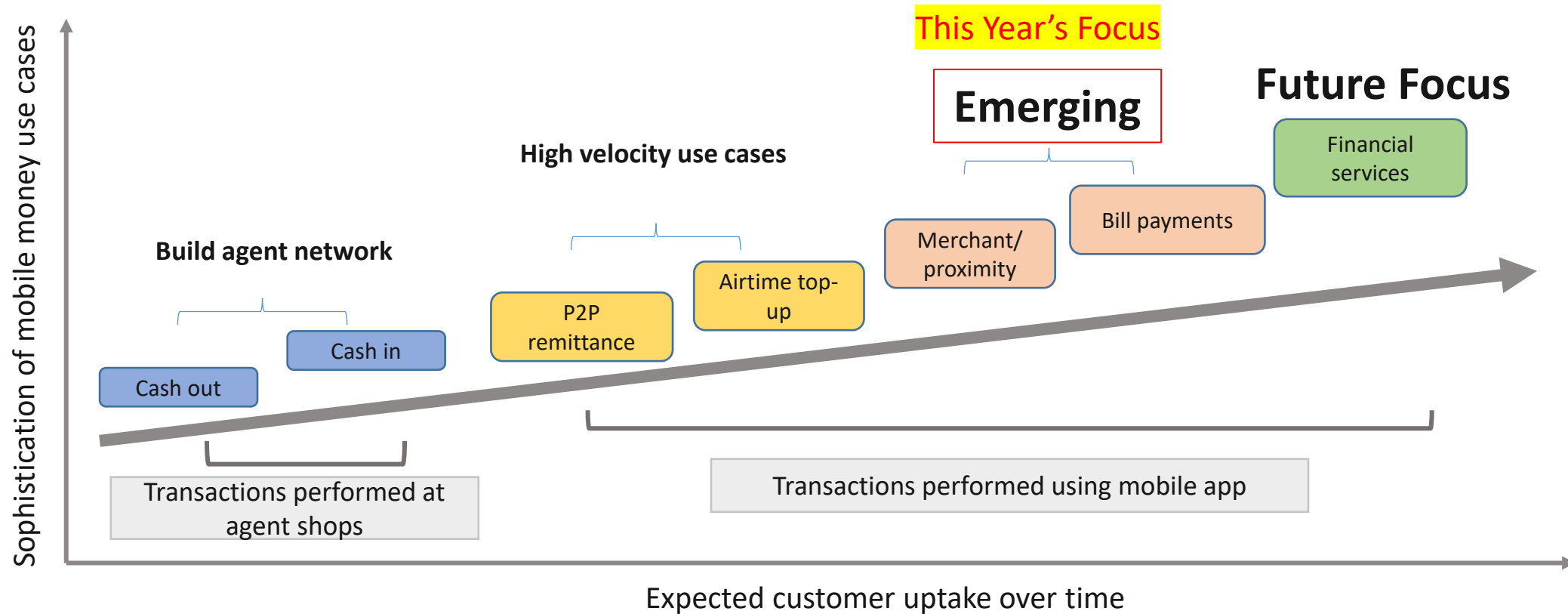
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Wave25 will serve as a compass for the third chapter of DMM's growth journey



As the digital market matures, we see an opportunity to become a leading “payments as a platform” and a digital lender



Strategic Focus

- Creating multiple use cases and developing an ecosystem of digital payments
- Investment in digital transformation to modernise tech stack, including new core and eKYC
- Monetising customer data through high margin balance sheet products and merchant services



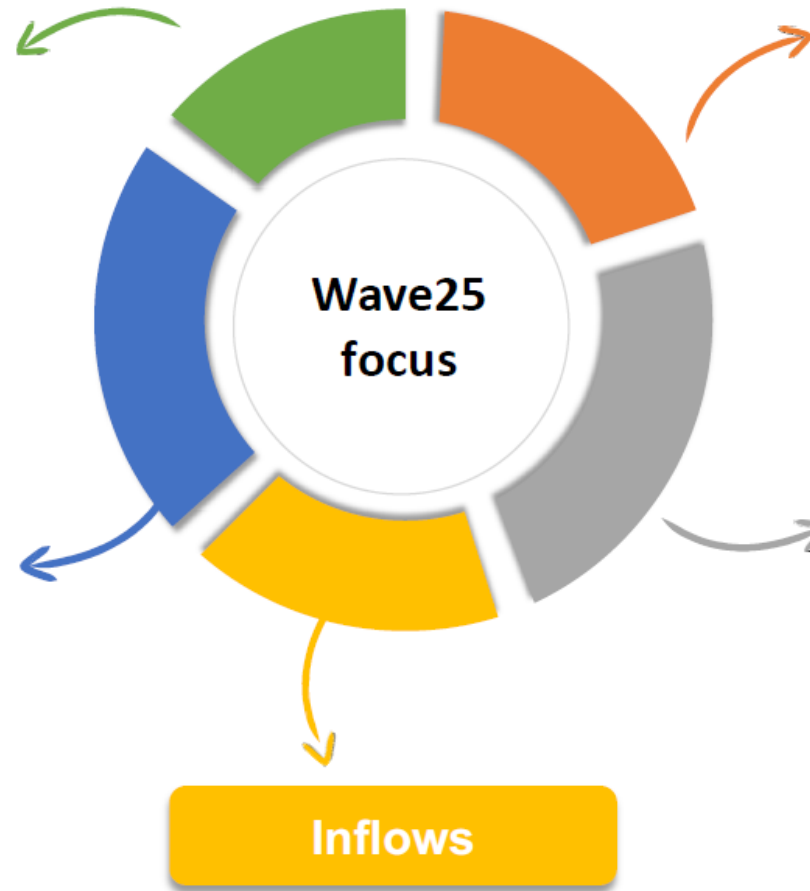
Wave25 – Future Roadmap with the key focus currently on WaveScore for lending, Adtech, International Remittance and MMQR Payments

Payments use cases

- MMQR P1 Payments
- Cross-Border Payments
- P2 Payments Companion
- Cards P3 Payments
- Escrow Payments

Financial Services

- BNPL P5 Financial Services
- Insurance P6 Financial Services
- Personal Loan



Inflows

- International Remittance

Business Solutions

- Ad-Tech
- Merchant Loans
- Data monetisation
- Loyalty

Digital Lifestyle

- Mini App
- E-Commerce



Wave Money is a profitable, high growth company, in a market with huge potential. A strong history of success and performance.



Solid foundation

- Trusted and loved national consumer brand
- Largest distribution network & OTC cash cow
- Largest mobile wallet user base with huge customer consumption data



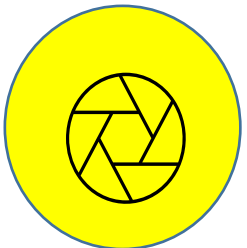
Synergy with Yoma Group

- One of the largest workforces in the country with over 7,000 staffs
- Yoma Bank (part of FMI)
- Yoma Strategic consumer businesses (Yoma F&B, Memories Group, Yoma Fleet, Yoma Micro Power)



High performing team & culture

- A mix of international and local talent steeped in fintech, banking, telecom & tech
- Leading employer brand in the country



A country with huge potential – despite the blip

- Development of digital infrastructure at remarkable rate
- Mobile money still in the nascent stage, substantial room for growth
- Current cash shortages to provide a tailwind leading to broader adoption of mobile money



For more information on Wave Money....

 facebook.com/wavemoney

 @WaveMoney_MM

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