

Improving access to fair & affordable credit

# NestEgg user group



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## **Agenda**

- 10.00 Core systems integrations and workarounds
- 10.15 Reducing workload and improving workflow
- 10.30 **Responding to Covid-19**
- 10.45 Enhancing rule flexibility

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## nestege Core systems integration

Wellington: Two stage integration:

- Stage 1: information to and from NestEgg dashboard and Scion
- Stage 2: CUOnline+ integration

**Kesho:** have set up group to explore APIs

Fern: Exchanging requirements

**Custom:** Exchanging requirements



Nudges always required!

**Progress:** Focus on workarounds



## Workarounds



### **Export to .pdf:**

• Append decisions from dashboard to a member file



### **Export to .csv for Progress users:**

• Mimic import from Progress member area



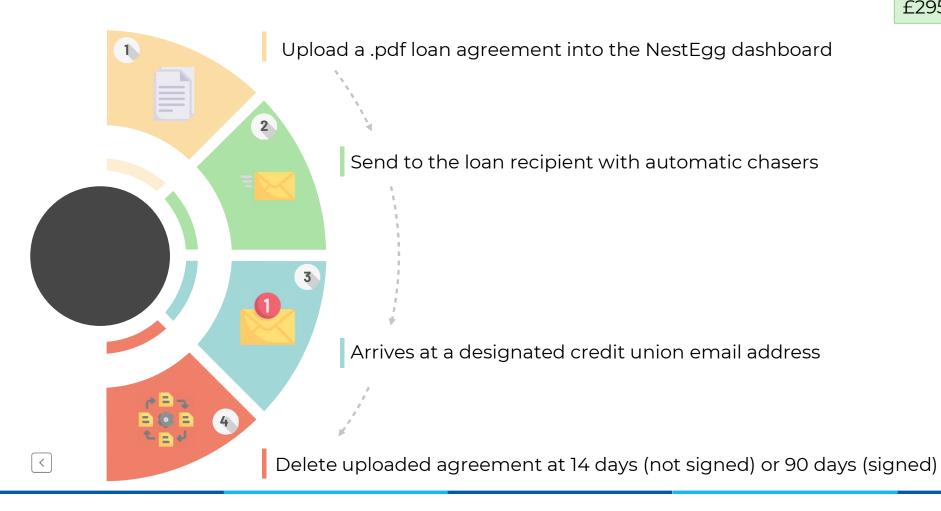
• Create new member accounts without keying





## Reducing workload E-signatures

60p per agreement £295 set up



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## Reducing workload Mailchimp / Drip integration

£495 set up

Add new and existing members to mailing lists during applications Request follow up documents from the dashboard

Optional decline to accept email

Starting point for a range of 'level up' services









For users of decision workflow (online applications)

#### Including:

- ✓ ID documents
- ✓ Payslips
- ✓ Bank statements
- ✓ Open banking

Send declined members to the NestEgg app to help them improve their credit profile

#### Including:

- 'Tagging' members for specific marketing campaigns
- Automating communication process, e.g. new product sign up, payroll deduction
- ✓ Automated reminders on the day first payments are due



## Improved workflow

## **Loan final status**



Pending queue



Remove from pending by confirming accept / decline



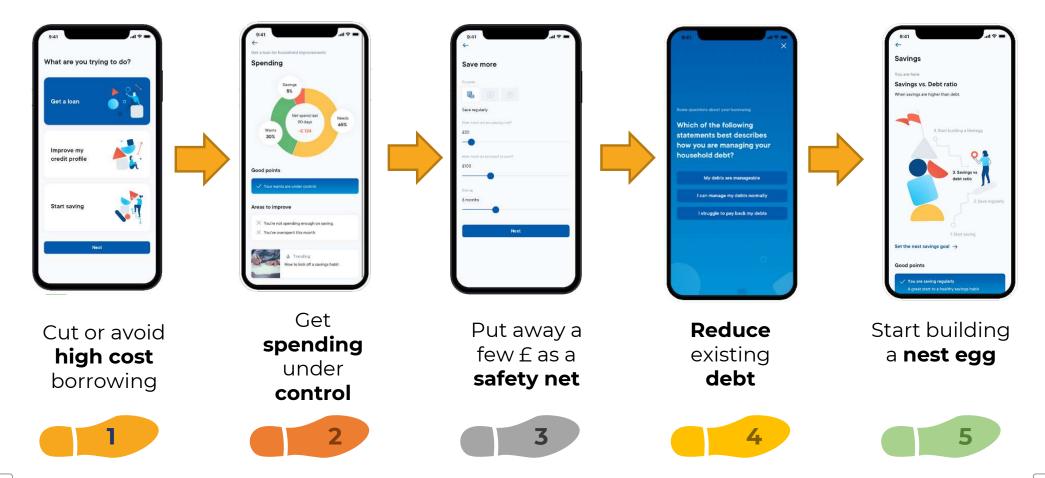
Confirmed accept enables e-signature



New withdrawn status



## nestegg Forward steps to financial health



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## nestegg Backward steps from financial health





## **Borrow FHI**

## Financial stress

Risk indicators

Indebtedness

Missed payments

Legal action



Credit score



Electoral roll



Debt ratios



Revolving credit





Defaults



Missed payments





Insolvencies



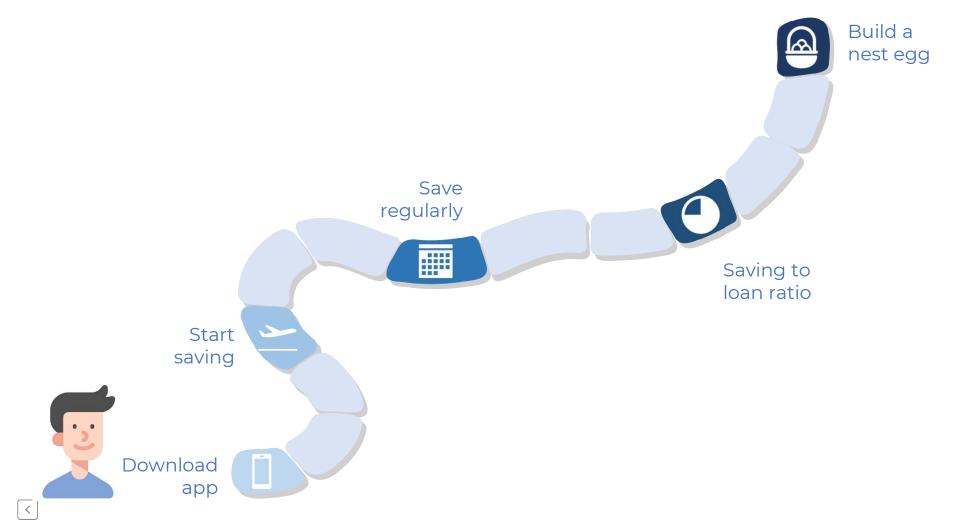
CCJs

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### nestegg **Spend FHI** 20% 50% Goes to your **commitments** Paying off debt Goes to your **needs** Housing Saving 50/30/20 Housekeeping budgeting 30% target Goes to your wants Transport Holidays Eating ' Health care out **Utilities** Drinking Concerts Insurance

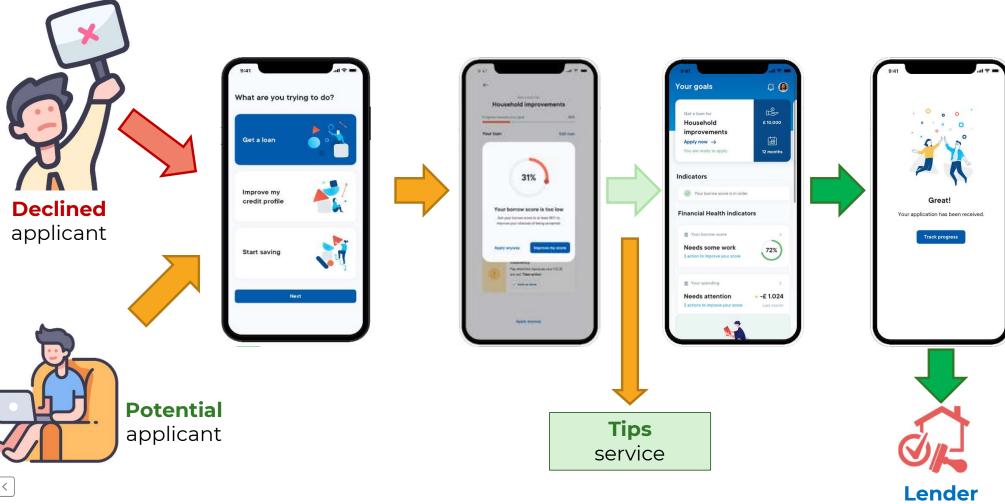


## **Save FHI**





## FHIs: How they work







Roadmap

Email tips

App: private beta

Public beta

01

Tips by email

Tips based on overall lending risk. One pilot credit union 02

Extend tips by email

Two more lenders join pilot

03

**Analysis** 

Assessment of impact with end-user interviews and surveys

04

Private beta: selected lenders

Starting with Central Liverpool Credit Union 05

Private beta: Partners

Extend use of app for partner referrals

06

App available to the public

Invite only basis

October

November

**January** 

**February** 

March

**April** 

Agent of AISP

Nesta checkpoint

FCA Sandbox ends

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## **Email pilot**



Targeted tips for better financial health

Based on **research** into the key risk factors facing users of responsible credit

Addresses key changes since Covid-19



Users self-assess

Tips are based on a users selfassessment of their financial wellbeing

(in the app, they'll be able to connect their **credit profile** and **open banking**)



Tips run over a c. 10 week period

Tips are **emailed to subscribers**, initially 2 per week

New tips arrive weekly



Impact report

At the end of the tips run users are asked to self-assess their financial wellbeing and rank the usefulness of tips resulting in an **impact report.** 



## **Benefits for lenders**



Improves likelihood of being accepted for a loan



Reduces overall portfolio risk



Meets educational goals



Part of the FCA sandbox



FREE service





## Why is NestEgg doing this?



#### Signing up subscribers

Each subscriber provides their **email** to NestEgg to **receive tips** and **information about** the **upcoming mobile app** 



#### No sharing of subscribers

Emails are **NEVER** passed onto a **third-party** 



#### Opt-out / opt-in

Subscribers can leave the service at any time



#### No other services

NestEgg will not sell any other services to the subscribers. **There's no need to use our app** 



## FHIs: Sign up process





## Rule flexibility

#### **Increased granularity**



Defaults (value, type of lender)

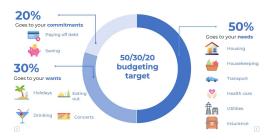


CCJs (value and issue date)



Bankruptcy (issue date)

#### Align to FHIs



## Align to consumer app





## **Affordability**

#### **Today**

#### **Decline rules**

DEC14: Highly Indebted

DEC15: Low OI Score <440

#### **Refer rules**

REF12: 25% Income reduction L3M

REF13: 25% Income reduction L12M

REF14: OI Score Caution <520

REF15: OI Score Caution <580

#### Income verification

ACC01: Income verified

#### Future?

#### Credit bureau data:

- Debt ratios
- Missed payments in last 3 months

#### Open Banking:

- Income verified
- Income higher / lower
- Surplus / deficit



## Roadmap





**February**Loan final status
E-signatures





March

**April**Rules workshop

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