



**May 2017** 

NASDAQ: BOFI

#### Safe Harbor



This presentation contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 (the "Reform Act"). The words "believe," "expect," "anticipate," "estimate," "project," or the negation thereof or similar expressions constitute forward-looking statements within the meaning of the Reform Act. These statements may include, but are not limited to, projections of revenues, income or loss, estimates of capital expenditures, plans for future operations, products or services, and financing needs or plans, as well as assumptions relating to these matters. Such



statements involve risks, uncertainties and other factors that may cause actual results, performance or achievements of the Company and its subsidiaries to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. For a discussion of these factors, we refer you to the Company's reports filed with the Securities and Exchange Commission, including its Annual Report on Form 10-K for the year ended June 30, 2016. In light of the significant uncertainties inherent in the forward-looking statements included herein, the inclusion of such information should not be regarded as a representation by the Company or by any other person or entity that the objectives and plans of the Company will be achieved. For all forward-looking statements, the Company claims the protection of the safe-harbor for forward-looking statements contained in the Reform Act.



### Our Business Model is More Profitable Because Our Costs are Lower

As % of average assets	Bofl <sup>1</sup> (%)	Banks \$1-\$10bn <sup>2</sup> (%)
Net interest income	3.93	3.44
Salaries and benefits	0.80	1.48
Premises and equipment	0.14	0.33
Other non-interest expense	0.50	1.15
Total non-interest expense	1.44	2.96
Core business margin	2.49	0.48

<sup>1.</sup> For the three months ended 12/31/16 – the most recent data on FDIC website "Statistics on Depository Institutions Report" Bofl Federal Bank only, excludes Bofl Holding, Inc. to compare to FDIC data

<sup>2.</sup> Commercial banks by asset size. FDIC reported for three months ended 12/31/16. Total of 506 institutions \$1-\$10 billion

#### **Bofl's Business Model Is Differentiated From Other Banks**

Customer

**Experience** 

Insight



Customer Acquisition	Sales	Serv	ricing	Distr	ibution	
<ul> <li>Digital Marketing</li> <li>Affinity and Distribution Partners</li> <li>Data mining/target feeding direct marketing</li> <li>Cross-sell</li> </ul>	<ul> <li>Automated fulfillment</li> <li>Inbound call center sales</li> <li>Outbound call center sales</li> <li>Minimal outside sales</li> <li>Significant inside sales</li> </ul>	<ul> <li>Self-service</li> <li>Digital journer</li> <li>Direct bar center)</li> </ul>	rney • nker (call	Balance Whole looptions Securitiz	an sales	
Core Digital Capabilities						
Data Driven	Integrated Customer	Digital	Digitally		Next-Gen	

Marketing

Enabled

**Operations** 

**Technology** 

### Fiscal 2017 Third Quarter Highlights Compared with Fiscal 2016 Third Quarter



#### **Asset Growth**



#### **Deposit Growth**



#### **Net Income**



#### **Diluted EPS**

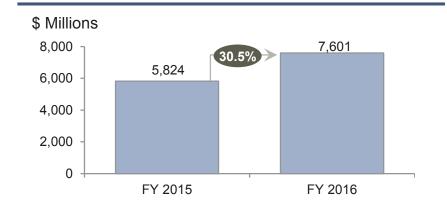


Return on Equity = 21.10% Return on Assets = 1.94%

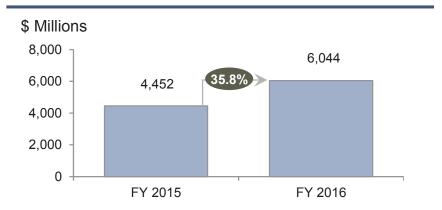
#### Fiscal 2016 Highlights Compared with Fiscal 2015







#### **Deposit Growth**



#### **Net Income**



#### **Diluted EPS**

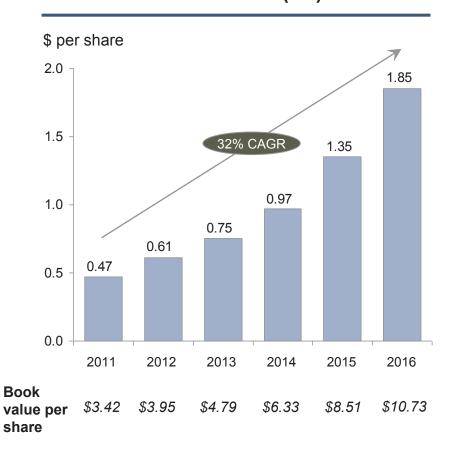


Return on Equity = 19.43% Return on Assets = 1.75%

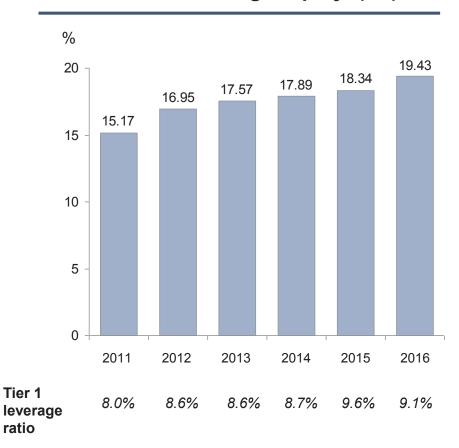




#### **Diluted EPS (FY)**



#### Return On Average Equity (FY)





# **Bofl is a Top Quartile Performer Versus Bank Peer Group**

The 96% on ROE means that the Bank outperformed 96% of all banks. The 16% G&A ranking means that only 16% of banks spend less on G&A than Bofl. Peer group includes savings banks greater than \$1 billion.

#### **Bofl Federal**

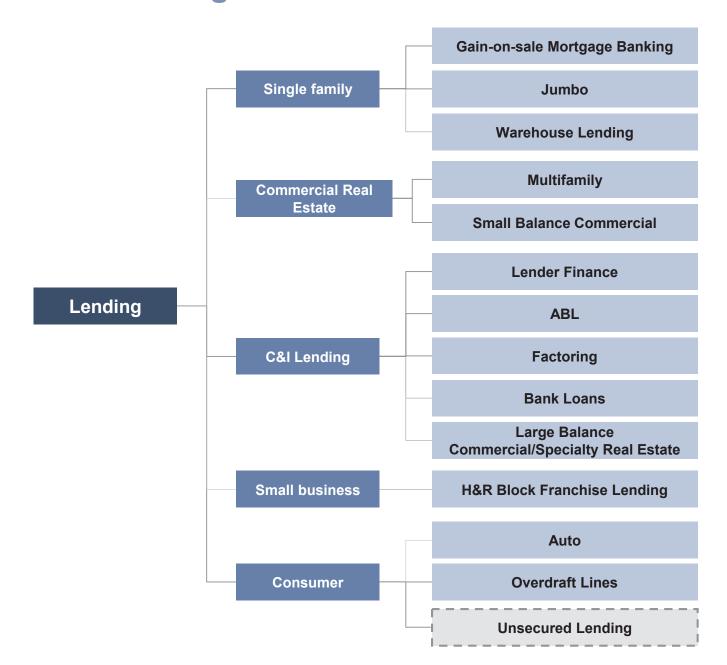
	Bank	Peer Group	Percentile
ROAA	2.09%	0.86%	91%
Return on equity	23.66%	7.94%	96%
G&A	1.45%	2.54%	16%
Efficiency ratio	27.09%	66.39%	4%

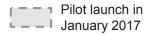
Source: Uniform Bank Performance Report (UBPR) as of 3/31/2017

Note: Peer group is all savings banks with assets greater than \$1 billion for quarter ended 3/31/2017

#### **Diverse Lending Business**



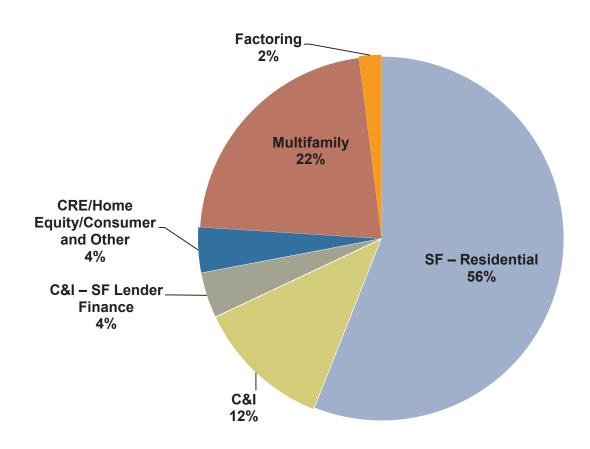






#### **Loan Diversity – March 31, 2017**

#### Loan Portfolio<sup>1</sup> 100% = \$7,096 Million





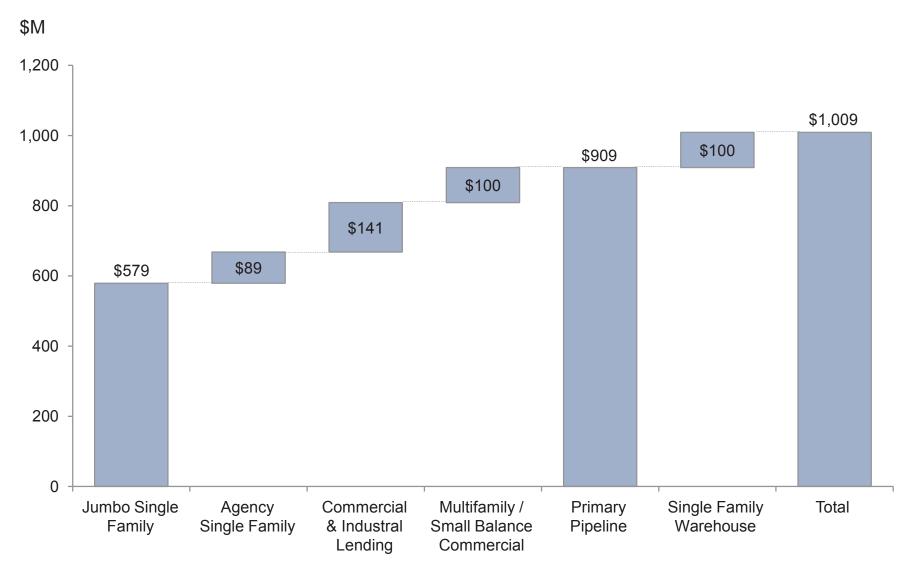
# Our Asset Growth has been Driven by Strong and Profitable Organic Loan Production

Net Loan Portfolio – End of Last Five Quarters (\$ in Thousands)



### **Loan Pipeline Remains Strong**FY 2017 Q3

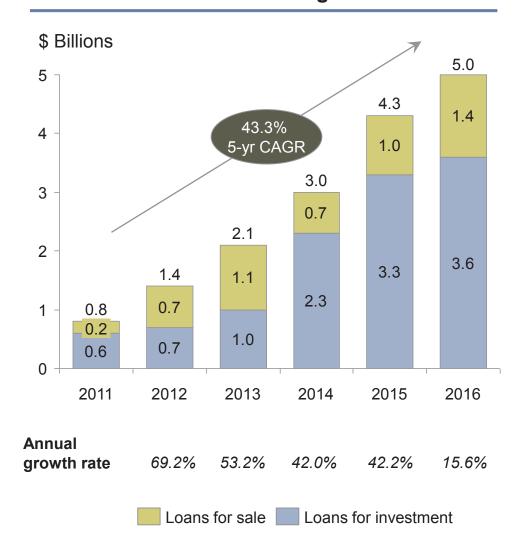




#### **Loan Origination Growth**



#### **Fiscal Year Loan Originations**



#### **Future Plans**

- Organic growth in existing business lines
  - Multifamily geographic expansion
  - Agency and jumbo mortgage channel expansion
  - Small Balance Commercial Real Estate expansion
  - Large Balance Commercial / Specialty Real Estate expansion
- Additional C&I verticals/product expansion
- Retail auto lending launch
- Consumer unsecured installment lending launch

#### **Diversified Branchless Deposit Businesses**



#### **Key Elements**

#### Demographically targeted brands Consumer Differentiated products with turn-down product direct internet options brands Exclusive relationships with significant brands, **Distribution** groups, or employees Exclusive relationships with financial planners **Partners** through Bofl Advisor Business banking with simple suite of cash Small business management services banking **Deposit** Commercial/ Full service treasury/cash management **Treasury** Management 1031 exchange firms **Specialty** Title and escrow companies deposits HOA and property management Prepaid program managers with focus on large BIN national programs sponsorship

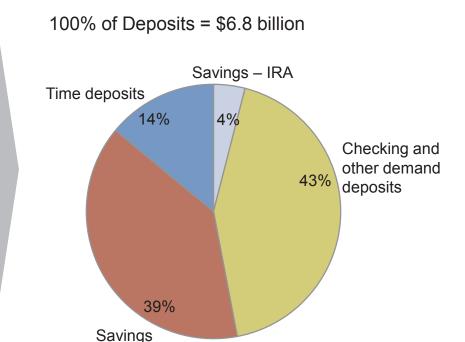


# Deposit Growth in Checking, Business, and Savings Was Achieved While Transforming the Mix of Deposits



# 100% of Deposits = \$2.1 billion Checking and other demand deposits 19% Time deposits 50% 31% Savings

#### March 31, 2017

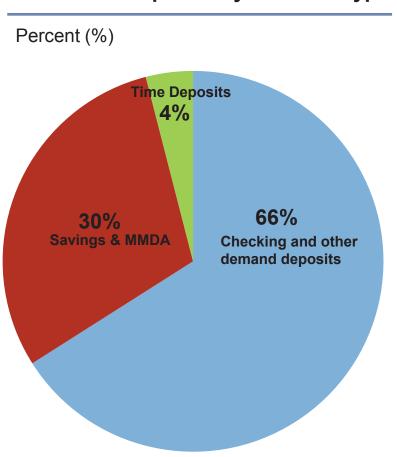


Checking Growth (6/2013-03/2017) = 803% Savings Growth (6/2013-03/2017) = 238%

# Our Business Banking Vertical has Fueled our Deposit Growth while Generating Significant Fee Income



#### **Business Deposits by Account Type\***



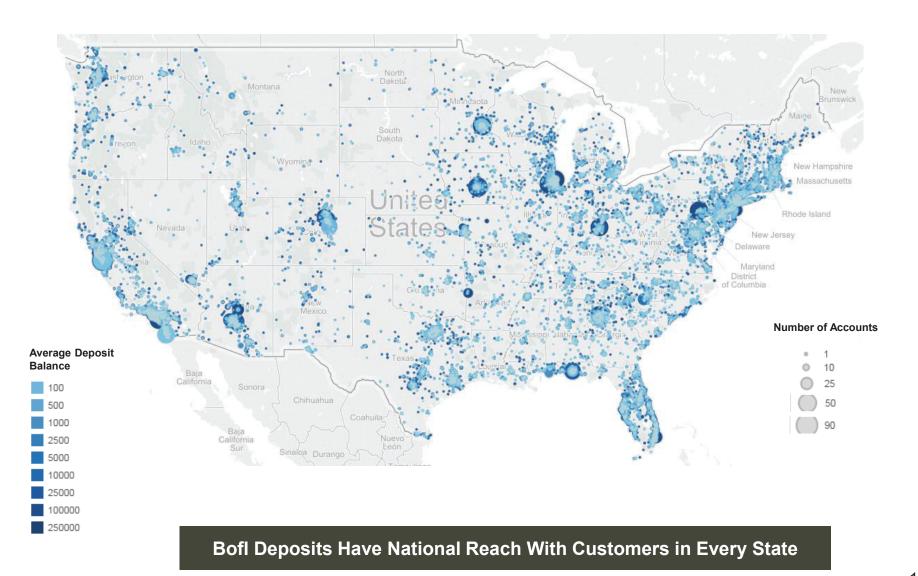
#### **Business Banking Deposits**



<sup>\*</sup> As of quarter end 3/31/17



# **Bofl Customer Base and Deposit Volume is Well Distributed Throughout the United States**



#### **Bofl Customers are Highly Engaged**



#### **Customer Engagement Results**

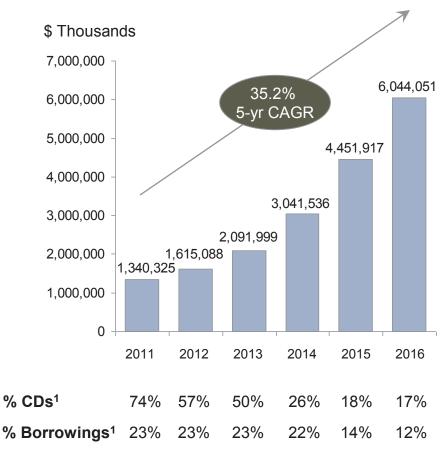
Engagement	Low Activity	High Activity				
Attributes	Low Activity User	Basic User	Engaged	Elite Engaged		
Engagement Score (0-100)	0s	0 < S < 30	30 ≤ S < 60	≥ 60		
Average Lifetime Balance	\$100	\$4000	\$6,000	\$50,000		
Average # of Services Used	-	< 5	7	10		
Average # of POS	-	< 1	10	25		
% of Total Population	22%	15%	41%	23%		
% of Total Balance	0%	6%	24%	70%		
Retention	Moderate	Moderate	High	High		

64% of Population or 94% of Balance are Overall High Engagement

# Core Deposit Growth Was Sufficiently Strong To Grow Overall Deposits While Changing The Deposit Mix



#### **Deposit Growth**



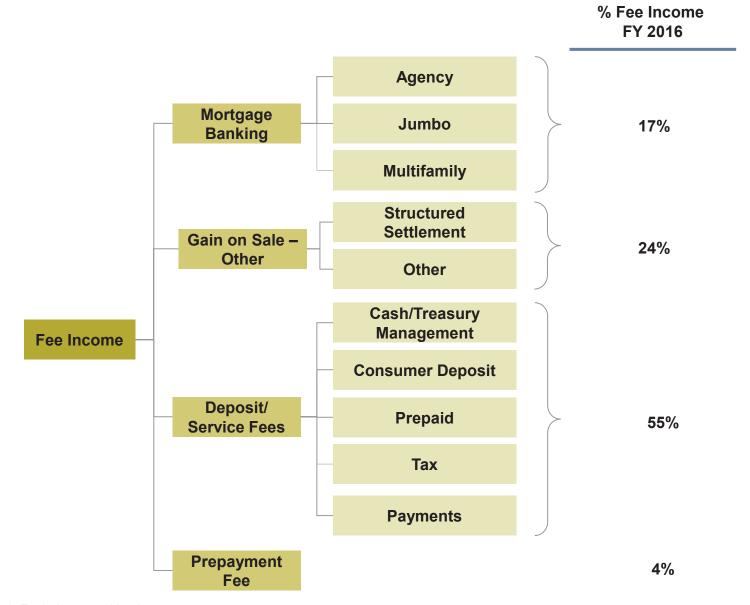
#### **Future Plans**

- Enhanced digital marketing automation integrated to outbound sales group
- Products and technology integration targeted to specific industry groups
- Create differentiated consumer and business banking platform
- Enhanced focus on customer service and user experience
- Leverage existing and create new distribution partnerships to reduce acquisition cost and leverage external brands

<sup>&</sup>lt;sup>1</sup> as a % of total liabilities

#### **Diversified Fee / Non-Interest Income**





<sup>\*</sup> Excludes securities income

<sup>^</sup> Assumes estimated non-Emerald Advance-related H&R Block income included in Deposit/Service Fees

# Over the Last Five Years, Bofl Has Successfully Started New Products, Added Distribution Channels, and Completed Acquisitions



	2010	2011	2012	2013	2014	2015	2016	2017
New product	<ul> <li>Agency mortgage</li> <li>Structured settlement</li> </ul>	,	Warehouse Lending	<ul> <li>Treasury/ cash manage- ment</li> <li>C&amp;I</li> <li>Prepaid</li> <li>Agency Servicing retention</li> </ul>	Small balance CRE	• Auto	HRB franchising lending	<ul> <li>Retail Auto</li> <li>Refund Advance (H&amp;R Block)</li> <li>Unsecured Lending</li> </ul>
Distribution/ channel	<ul><li>Costco</li><li>Retail agency mortgage</li></ul>	<ul> <li>Bofl advisor</li> </ul>	<ul><li>Netbank</li><li>Retail Structured settlement</li></ul>	<ul><li>UFB Direct</li><li>Bank X</li><li>IRA</li></ul>	• Virtus	Wholesale agency		H&R     Block     retail     stores
M&A				<ul> <li>Principal Bank</li> </ul>	Union     Federal	H&R     Block     Bank	Equipment leasing	

#### **Key Goals of Universal Digital Bank**



#### Personalization

- Increase chance of offering right product at the right time and place
- Personalization is the right antidote for too much choice, too much content, and not enough time

#### **Self-Service**

- Eventual artificial intelligence tools assist sale of banking products such as deposits, loans, and mortgages
- Products optimized by channel, recipient and journey
- Self service saves time and cost (e.g., activate and de-activate debit-card in platform, send wires via self-service)

#### Facilitate Partnerships

- Easy integration of third-party features (e.g., biometrics)
- Access to value added tools (e.g., robo-advisory, automated savings features) either proprietary or third party
- Enable creative customer acquisition partners

### Customizable Experience

- Provide holistic and interactive and intuitive design experience
- Integrate online experience with other channels

#### Cross-Sell

- Artificial intelligence and big data credit models enable quick credit decisions
- Customized product recommendations based upon analytical determination of need

#### **Universal Digital Bank Consumer Platform**



Product
Development
(In-House Apps)

- Robo-advisor
- Trusts

Consumer Online Banking Platform

Cross-sell

- Auto
- IRA
- Mortgage
- Personal loan

**App Store Management** 

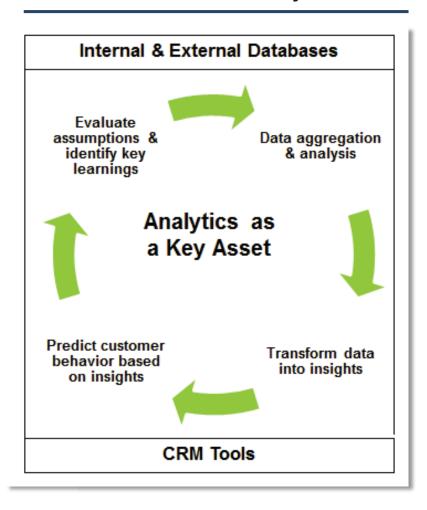
- Third party services/payments
- Third-party lending

Personalization & Segmentation

- Real-time retention
- Next-best action
- Transaction mining
- Personalized alerts

# Advanced Data Analytics Provides Key Insights Into Customer Engagement, Profitability, and Retention to Enhance Customer Lifetime Throughout the Bank

#### **Framework for Data Analysis**



#### **Key Learnings**

Retention & Attrition Drivers to Boost Long-Term Customer Engagement

Customer Segmentation Methodology to Understand Usage & Behavior

Profitability Analysis at the Individual Customer Level

Streamlined Acquisition Process via Lookalike Modeling & Sales Efficiencies

#### BOFI

# We are Also Leveraging Our API Stack to Integrate Our Consumer Enrollment Platform into H&R Block's Tax Software

#### **H&R Block Overview**

- Approximately 10,000 U.S branches
- Files 1 in every 7 U.S. tax returns
- 19.7 million U.S. tax returns per year
- 83% of customers receive a refund
- 35% franchise-owned
- · Approximately 2,400 employees
- 55 million visits per year on HRB website
- Social media
  - 28,600 Twitter Followers
  - 463,000 Facebook fans
  - 1.7 Million views on YouTube

#### **Key Steps for Tax Season 2017**

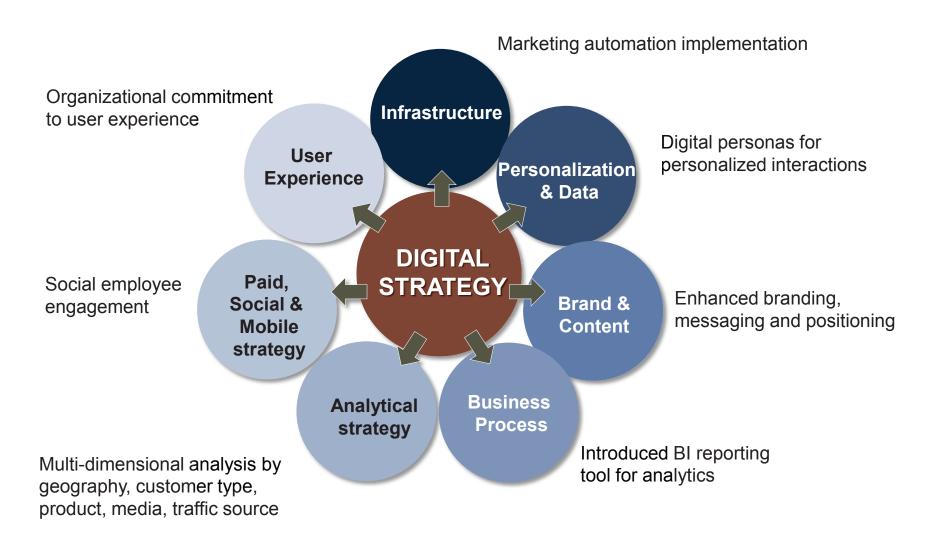
- Accelerate cross-selling strategies on new and existing IRAs
- Full integration of IRAs into H&R Block's tax agency software (backend enrollment fully connected)



 IRA offer on HRB website and datamining on HRB database



# Omni Channel Approach for Bofl's 2017 Digital Marketing Strategy

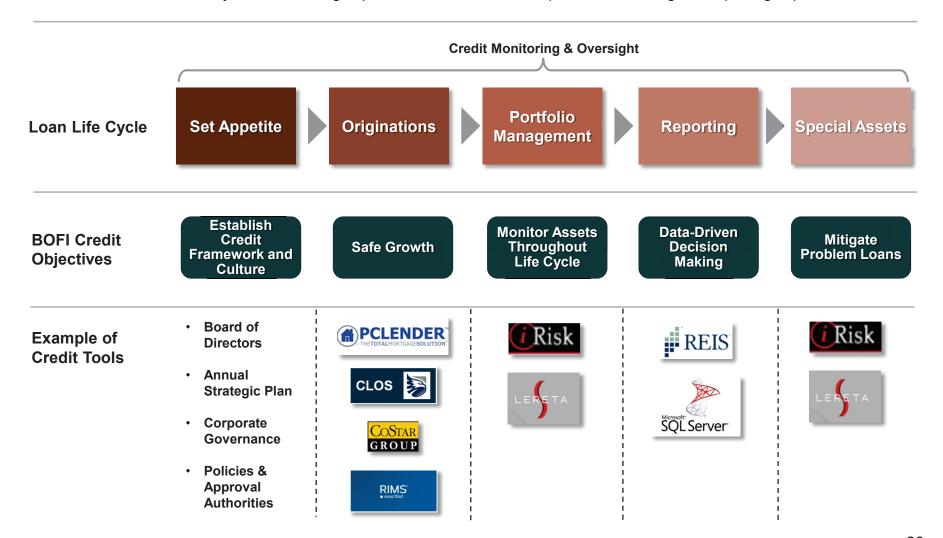


#### **Holistic Credit Risk Management**



What We Do

Utilize a holistic credit-risk management framework to manage and monitor credit quality at each stage of the loan life cycle, and leverage specialized Credit Tools to optimize monitoring and reporting capabilities





# Monitoring & Management Oversight: Core Products

#### Single Family Residential

- Portfolio level monitoring with individual loan reviews completed on an exception basis (i.e. delinquency, FICO/LTV degradation).
- FICO pulled twice a year
- Updated AVMs twice a year
- Super jumbo loans receive complete annual loan review, including updated credit report
- Pledged assets receive refreshed CLTV rations on a semiannual basis
- Portfolio-level review performed quarterly

#### C&I – Bridge

- Loan reviews at least quarterly
- Project updates at least quarterly
- Updated financials at least annually
- Site visits & inspections for development projects

#### **Income Property Lending**

- Risk based annual loan review process, with 4 levels depending on financial performance & risk triggers
- · Updated financials at least annually
- FICO pulled twice a year
- Updated AVMs twice a year
- Updated credit report and property inspections requested based on risk triggers
- Classified loans receive quarterly review
- Portfolio-level review performed quarterly
- Stress testing performed twice a year

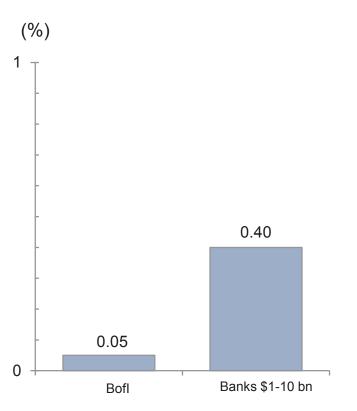
#### **C&I – Lender Finance**

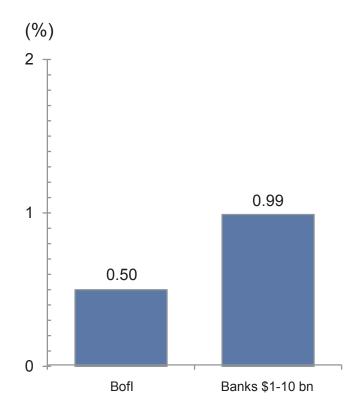
- · Loan reviews at least quarterly
- Updated financials at least quarterly
- Borrowing base / custodial reports at least monthly
- Continuous collateral analytics, with quarterly validation



#### **Best-in-Class Loan Quality**

#### Total Net Charge-Offs Annualized <sup>1</sup> total loans<sup>1</sup>





Loans in non-accrual to

<sup>1.</sup> As reported in FDIC SDI report at 12/31/16. Total of 506 institutions included in the \$1-\$10 billion group.



# **Bank Provides Appropriate Resources to Manage Credit and Compliance Risk**

Department FTEs	June 30, 2013	June 30, 2014	June 30, 2015	June 30, 2016
Credit and Quality Control	27	41	57	65
Risk, Internal Asset Review, Compliance, Audit and BSA	16	26	35	44



#### **Investment Summary**



Full service branchless banking platform with structural cost advantages vs. traditional banks



Superior growth and ROE relative to large and small competitors



Solid track record of allocating capital to businesses with best risk-adjusted returns



New business initiatives will generate incremental growth in customers, loans and profits



Robust risk management systems and culture has resulted in lower credit, counterparty and regulatory risks



#### **Contact Information**

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