

Media Release: MTF

For immediate release – Tuesday 25 November

MTF Finance Maintains Record Performance and Customer Leadership Amid Economic Headwinds

Investing in people continues to pay off for MTF Finance shareholders. The company has posted another year of strong performance and strategic progress, maintaining record originator earnings of \$91.6 million, industry-leading customer satisfaction and low arrears.

At the same time, MTF has continued to strengthen its foundations - increasing the number of people working on the frontline in New Zealand communities, relaunching its brand and rebuilding its technology platform, which is now in the early stages of rollout.

The MTF Board has declared a dividend of 17.5 cents, a slight increase on 2024, along with a special dividend of 10 cents per share. The special dividend recognises the continued strong business performance, and the near completion of the Business Transformation programme, which has been delivered at a cost well below initial estimates. This brings the total dividend to 27.5 cents per share.

MTF's unique human-led lending model once again proved its resilience – achieving a Net Promoter Score (NPS) of 81.9, compared to 16 for the finance industry, market-leading arrears of just 1 percent over 31+ days and maintaining total assets of \$1.2 billion.

Key Highlights

- **Sales and Performance:** The year marked MTF's third-strongest sales performance on record, with \$792.2 million in new loans.
- **Originator Earnings:** Maintained record earnings of \$91.6 million.
- **Receivables:** Finance receivables closed the year at \$1.098 billion, down just 1.6 per cent on FY24.
- **Shareholder Returns:** The combination of underlying profit and originator earnings was more than \$100 million for the second consecutive year.
- **An NPS score** of 81.9, compared to a financial services industry of just 16 in New Zealand.
- **Dividend:** The Board approved total dividends of 27.50 cents per share for the period – up 58 per cent on FY24.

FY25 also saw major progress in MTF's multi-year Business Transformation, including the launch of MTF Connect – a complete rebuild of the company's technology infrastructure across lending, customer management, data, finance, HR, and marketing systems. The new systems have started to be rolled out to originators, and will continue through to the first half of 2026, delivering immediate experience improvements and financial efficiencies from FY27.

MTF Board Chair Mark Darrow says the company's consistent customer-first strategy is paying off. "We deliberately took a slightly cautious approach to lending to ensure good customer

outcomes, which has shown through low arrears rates and high customer satisfaction levels. Even in tough conditions, MTF continued to invest in technology and marketing, opened a new franchise, and maintained another record year for originator earnings.

“Our model – where originators are also shareholders – creates accountability and alignment you simply don’t see elsewhere. Our decision to keep investing while competitors paused is now paying dividends. With a strong balance sheet and record shareholder returns, we’re well positioned for 2026 and a recovering economy.”

MTF Chief Executive Officer Chris Lamers says 2025 tested the resilience of both customers and lenders – but for MTF, it was a year to stand by its people, not step back.

“While others walked away, we chose to stay and support our customers. Whether it’s helping someone buy their first home, backing a small business through a tough winter, or just finding a solution that works for a family’s weekly budget – these are the stories that make what we do real.

“Our low arrears and world-class NPS are proof points of that commitment. But it’s the people – our originators, our teams, our customers – that set MTF apart. We’re building for the future while never losing sight of the human side of finance.”

With MTF Connect rolling out, new products launching in FY26, and a renewed focus on business lending and mortgage advice, MTF is poised for another strong year. “We remain focused on execution – rolling out new technology, delivering better customer and originator experiences, and continuing to do things differently from the rest of the industry,” says Lamers.

About MTF Finance

MTF is a New Zealand-owned lender – supporting Kiwis since 1970. Through a nationwide network of 55 franchises and 150-plus dealers, MTF provides a full range of finance options - from vehicles and personal loans to mortgages and small-to-medium business lending. Renowned for its strong community roots, MTF blends face-to-face service with digital convenience to deliver finance that’s fast, flexible, and easy to manage.

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