



EOS Group reports a successful 2020/21 financial year in defiance of pandemic

- **EOS clearly profitable despite slight decline in revenue and earnings**
- **High level of investment in secured and unsecured receivables accompanied by targeted cost-cutting measures**
- **Corporate responsibility to be firmly embedded in business model**

Hamburg, August 11, 2021 – Despite all the challenges of the COVID-19 pandemic, the Hamburg-based EOS Group successfully concluded its 2020/21 financial year (ending on 28 February). With a slight decline in revenue of 7.1 percent to EUR 792.5 million, the financial investor and technology-driven debt collection service provider reported earnings before interest, taxes, depreciation and amortization (EBITDA) of EUR 312.4 million (previous year: EUR 343.4 million). Apart from the restrictions on collection activity due to statutory moratoriums in several countries, the financial year was marked by a decline in the volume of non-performing loans (NPLs) on offer on the receivables market. Nevertheless, EOS was once again able to invest a significant sum (EUR 534.3 million) in secured and unsecured receivables and real estate in need of restructuring.

“In view of the difficult conditions of the last year, the positive operating result was by no means a given,” says Klaus Engberding, CEO of the EOS Group. “We needed to continually assess the wider implications of the pandemic, make the right investment decisions and adjust our costs accordingly. I am therefore extremely proud of the fantastic achievement of our teams who faced up to these challenges and made this success possible through their dedicated collaboration.”

Social responsibility to become integral part of business model

The ongoing development of the organization and heavy investment in IT to improve business operations were the key drivers behind the sustained stability of EOS. The values-driven yet forward-looking approach of EOS, which is part of the Otto Group, also contributed to its success. With a new corporate responsibility (CR) strategy, the EOS Group aims to firmly embed four key actionable areas into its business model in future. In this context, the focus is on solution-driven and sustainable debt relief for defaulting consumers, proactive funding initiatives and (financial) education measures, climate-neutral operation by 2030, and the championing of strict and binding industry standards in all 26 countries where the company is located.

“As one of the leaders in our industry we are absolutely aware of our responsibility towards society. Through our actions, we do not just want to help the economic system to function by improving the financial situation of our clients and of defaulting payers; we also aim to use our new CR strategy to do our part to change the world we operate in for the better overall,” says Engberding.

Overview of key figures:

	2020/21	2019/20
Sales revenue (in EUR million)	792.5	853.1
<i>of which</i>		
<i>Germany</i>	<i>289.1</i>	<i>303.3</i>
<i>Eastern Europe</i>	<i>249.7</i>	<i>266.7</i>
<i>Western Europe</i>	<i>207.1</i>	<i>232.0</i>
<i>North America</i>	<i>46.6</i>	<i>51.0</i>
EBITDA (in EUR million)	312.4	343.4

Different figures may appear in tables due to rounding.

Germany remains the most important EOS market

With a turnover of EUR 289.1 million and a 36.5 percent share of consolidated revenue, Germany continues to be the region with the highest revenue within EOS Consolidated. At EUR 168.2 million, the investment level in receivables and real estate was stable. “Our success is primarily due to our operational excellence and understanding of our customers’ needs, which makes us a strong and reliable partner in the debt purchasing and fiduciary collection business,” says Andreas Kropp, member of the EOS Group’s Board of Directors with responsibility for the German market. “Even in this challenging year, we continued to systematically pursue the digitalization of the company and in doing so have given a substantial boost to our future viability.”

As a longstanding member of the German Association of Debt Collection Companies (BDIU), EOS has continued its commitment to high ethical standards in the industry. In the last financial year it also established an in-house ‘hardship case community’, where specially trained personnel find solutions for cases of debt affecting people in permanently dire financial straits. Moreover, the company is committed to financial education for children and young people through its finlit foundation, whose ‘ManoMoneta’ initiative has already reached more than 100 schools.



About EOS Group

The EOS Group is one of the leading technology-driven financial investors and an expert in the processing of outstanding receivables. The company's core business is the purchase of unsecured and secured debt portfolios. With over 45 years of experience, EOS offers some 20,000 customers in 26 countries around the world smart services for all their receivables management needs. Its focus is on banks and companies from the real estate, telecommunications, energy supply and e-commerce sectors. EOS employs more than 6,800 people and is part of the Otto Group.

For more information on EOS Group, please go to: www.eos-solutions.com

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