

1Q 2021 key messages

1

Solid quarter showing improving market conditions in all countries

- ✓ Normalization of collections is gaining pace with Gross Revenues at €124m (+47% YoY)
- ✓ **EBITDA ex NRI at €36m** shows strong YoY growth from €19m in 1Q20 (+83%)
- ✓ Significant overperformance of Greece with both sustained collections and overall profitability
- ✓ Net Income growing despite increasing financial charges and D&A related to acquisitions

Ebitda:

€36m

+83% YoY

2

Organic growth and forward flows underpin increasing assets under management

- ✓ **€2.0bn GBV** from new servicing mandates across different classes and countries, on track to reach €7-9bn target p.a.
- ✓ Successfully completed onboarding of €2.6bn Icon portfolio
- ✓ UTP business unit (Italfondiario) is gaining momentum with a steady flow of new business contributing to Efesto Fund
- ✓ Forward flow agreements at €1bn GBV, reaching half of FY €2bn target for 2021 in 1Q21 despite moratoria still in place

New business:

€3bn GBV

3

Solid balance sheet allows for a flexible capital allocation strategy

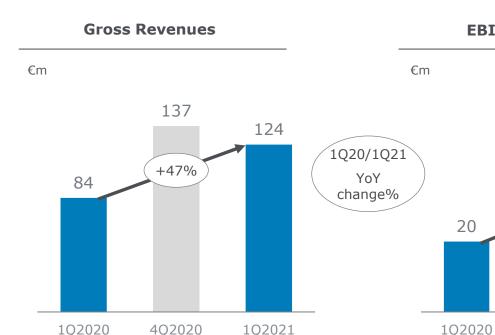
- ✓ Cash generation continues to be strong in a seasonally weak quarter with €19m operating cash flow
- ✓ **Net Cash flow even higher** at €34m benefitting from divesting in financial assets
- ✓ Leverage ratio decreasing to 2.5x even with an unfavourable LTM EBITDA timeframe (12 months of full lockdown months)
- ✓ €21m dividend approved by Shareholders' meeting and closing of first M&A deal in higher growth fintech sectors

Leverage ratio

2.5x



Post-COVID recovery consolidating



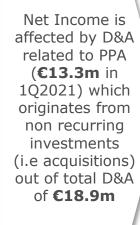


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+83%

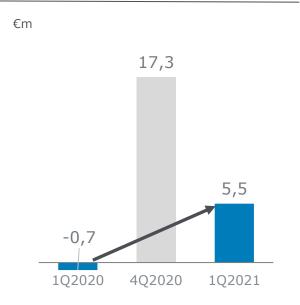
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Net Income ex NRI



 Net Income growth results from higher EBITDA partially offset by higher financial charges and D&A of FPS acquisition

- Strong top line growth (+47%) underpinned by continuous pick-up in collections and full consolidation of doValue Greece
- Net of seasonality effect (Q1 is on average -45% lower than Q4), the recovery is visible also OoO (-10%) at constant perimeter
- Sustained EBITDA growth driven by full consolidation of doValue Greece, higher collections in Spain and progressing recovery in Italy including €4m from profit from sale of notes

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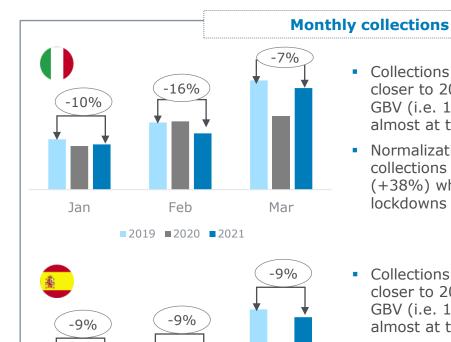
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• EBITDA margin growing at 29% from 23% because of inclusion of higher margin businesses (e.g. Greece)

The positive trend seen in 4Q20 quarter is consolidating in 1Q21



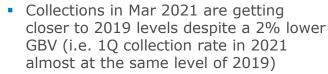
Healing collections



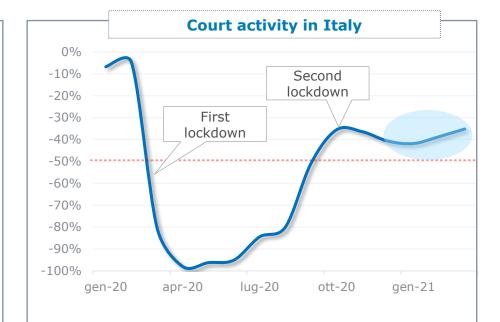
Feb

Mar

- Collections in Mar 2021 are getting closer to 2019 levels despite a 3% lower GBV (i.e. 1Q collection rate in 2021 almost at the same level of 2019)
- Normalization and strong pick-up of collections compared to March 2020 (+38%) which was affected by lockdowns measures



 Normalization and strong pick-up of collections compared to March 2020 (+82%) which was affected by lockdowns measures



- Court activity, measured as awarded court auctions as % of 2019, in doValue Italy managed portfolios, has picked up since September
- The recovery path is showing resilience to new lockdown measures put in place in October
- 1Q includes further improvement in trend as courts are continuing processing back-log of cases

Overall COVID-19 has caused a delay in collections of 2020 (i.e no loss of revenues) and an increase in GBV



Jan

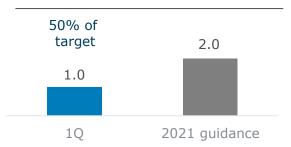
New servicing mandates: targets well on track

BoP 2021 €157.7bn

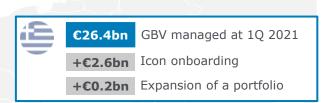
Organic growth of GBV coming from both forward flows contracts and business development

EoP 1Q21 €161.2bn

Inflows from existing clients







Inflow from new clients

25% of target	7.0-9.0
2.0	_
1Q	2021 guidance

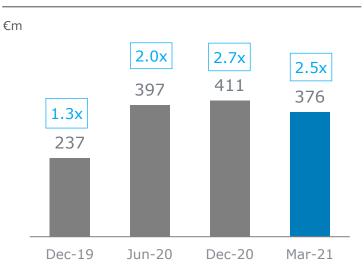






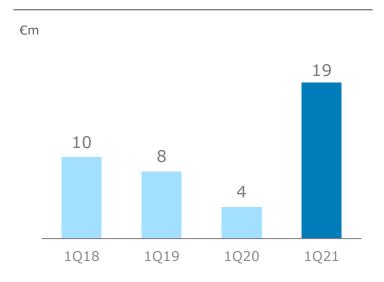
Strong cash flow generation supporting dividend and M&A





- Continuous deleveraging even in a seasonally weak quarter
- Access to debt capital market with a NC2 2025 bond issued in 2020
- Leverage ratio on LTM EBITDA declining from 2.7x at YE20 to 2,5x

Operating free cash flow



- Record operating cash flow for 1Q resulting from structural changes in working capital dynamics (i.e. doValue Greece, more revenues form investors)
- Net cash flow in 1Q at €34m thanks to divestment proceeds from sale of notes partially offset by taxes and financial charges
- Cash flow dynamic sustaining dividend distribution approved in last April

M&A Strategy





- ✓ Geographical diversification completed
- +81bn GBV of new stocks + 2 new forward flows agreements
- Prudent approach with leverage within 3x even after accounting for COVID impact
- Complementary high growing add-on M&A strategy in progress

Announcement of QueroQuitar minority investment

AGM approved a dividend distribution of €20.8m (100% payout out of 2020 Net Income ex NRI)



Investment in QueroQuitar



Overview

- QueroQuitar, established in 2017 in Brazil has developed a new marketplace for the renegotiation of small ticket unsecured which connects debtors and creditors in a seamless way with a full digital end-to-end journey
- The platform is a "destination channel" for those who want to negotiate debts in a neutral and friendly way
 - Eliminates conflicts in the relationship between creditors, debtors and debt collection agencies
 - Preserves a good relationship between the company and its customers
 - 100% Digital process, available 24/7, without human intervention
- 23 customers (banks, insurance companies, utilities, telcos) and ~15m debtors registered in the platform
- 4.6x revenue growth form 2019 to 2020 (+€1m)

Market opportunity

- Exposure to a growing Brazilian market of €80bn unsecured NPLs with a reputed Fintech
- Possibility to import unconvential recovery strategies in Europe establishing a partnership with QueroQuitar

Digital journey







- The debtor, targeted through SMS social networks and Google Ads, registers on the platform in a frictionless way entering its tax id number
- The debtor has an overview of its debt in the platform and can access instantly to restructuring plans
- The debtor accepts the restructuring plan and pays the first instalment through a link

Main customer

















doValue has invested €1.5m in Series A round for a ~10% stake in the company



Responsibly grow

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MATERIAL TOPICS

Consolidated Non Financial Statement 2020:

- Materiality analysis: 13 material topics have been identified relevant to the Group through the involvement of all the stakeholders
- Perimeter extended to the whole group

SUSTAINABLE VALUE

- Value for employees: 57.9% female employees, 99.4% permanent contracts, over 42,000 hours of training provided
- **Social value:** 580 number of beneficiaries of Spazio Mamme of Save the Children in Italy, 1,600 Food-related aid donated to families in difficulty in Greece
- **Environmental value:** 260 waste collected from the seas thanks to the LifeGate PlasticLess® project in Italy, 1,728 sqm forest areas created in Ticino Park (Italy)
- Thanks to Zero Impact® Web Project: 4,320 kg of Co2 compensated. Thanks to LifeGate's Zero Impact® Web Project: 42% of renewable energy on the total electricity purchased

STAKEHOLDER DIALOGUE

- In 2020, the Group focused more on listening and analysing Stakeholders expectations, who represented the starting point to identify the areas for a direct strategy to define the Sustainability Plan for 2021
- doValue introduced a new variable remuneration model with short and medium-term objectives related to development and improvement of the Group's human capital and Environmental, Social & Governance (ESG) strategies
- In 2H20 the People Engagement Survey, the first initiative that involved all Group companies, was launched allowing all employees to express their opinion on the work environment

ESG RATING



Apr 2021





Jan 2021





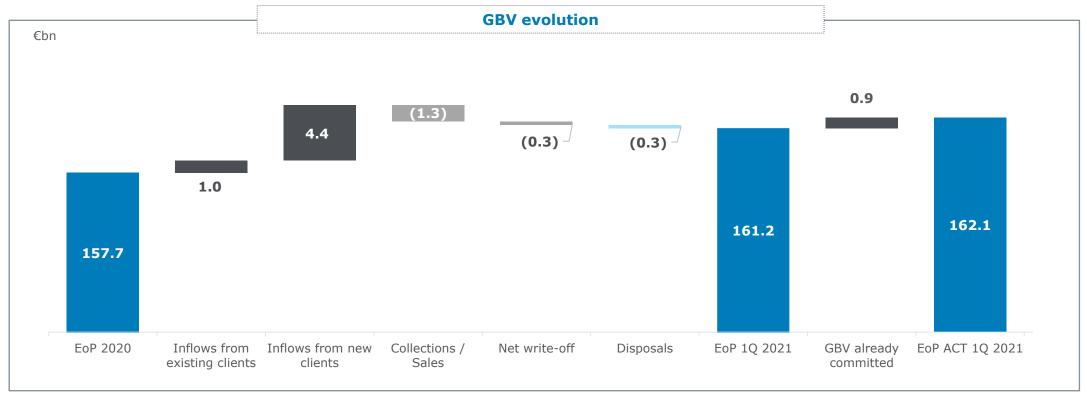
FY20 summary financial highlights

		1Q2020	1Q2021	Δ (%)	
ers	GBV EoP	€134.8bn	€161.2bn	+20%	Strong intake of new mandates continued in 1Q in line with Group targets
Revenue	Gross Collections/Sales	€0.9bn	€1.4bn	+62%	Positive trend in forward flows despite moratoria with run rate above targets
	Gross revenues	€84.3m	€123.7m	+47%	Base fees at 36% of revenues, underpinning the defensive features of doValue's business model
	Net Revenues	€73.0m	€108.6m	+49%	Revenue growth based on ongoing normalization of collections path and full consolidation of doValue Greece
& L e	EBITDA ex NRI¹	€19.5m	€35.8m	+83%	
Simple P&L structure	EBITDA ex NRI¹ margin	23%	29%	+ 6 p.p.	 Growing profitability driven by increasing collections, full consolidation of doValue Greece, and €4m of capital gain on sale of notes
Sin	EBITDA Reported	€18.2m	€35.3m	+94%	Normalization of HR costs after end of Government support schemes and variables compensation reduction
	Net income ex NRI ¹	- €0.7m	€5.5m	n.m.	Net Income impacted by non-cash D&A charges and
	Net income Reported	- €3.7m	€3.1m	n.m.	financial charges in line with expectations
Cash	Net Financial Position (cash)	€233.0m	€376.5m	+62%	 Growth in Net Financial Position due to closing of doValue Greece acquisition (ca. €235m)
Ca	Net Debt/ PF ² EBITDA	1.4x	2.5x	+1.1x	Positive FCF in the period with continuing deleverage and leverage ratio at lowest levels in industry

Notes: 1: Non-recurring items in Operating expenses include the costs connected with the merger between doValue Greece and doValue Hellas, those incurred for the Group reorganization project and costs referred to Covid-19

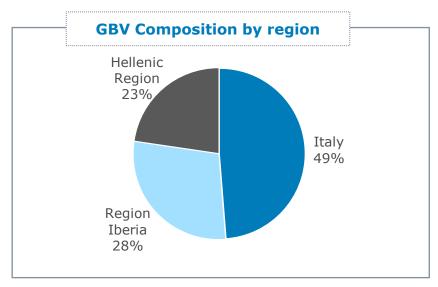
Evolution of GBV under management

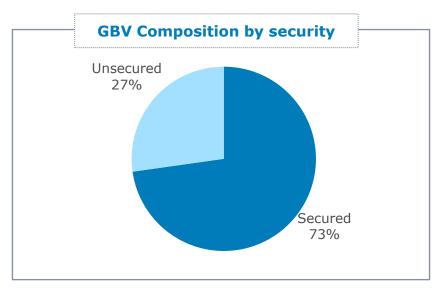
- Assets under management continue to grow organically
- Inflows from existing clients (forward flow agreements with Unicredit, Santander, Alpha Bank, Eurobank) above expectations, despite banking moratoria in place
- Inflows from new clients on track to achieve guidance
- Marina portfolio award in Cyprus and a wave of Efesto Fund to be onboarded in 2021 bring total GBV to €162bn at 1Q21 end
- Collections and REO sales improving in line with expectations with a decreasing ratio of write-off to collections

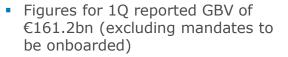




One of the most diversified portfolios in the industry



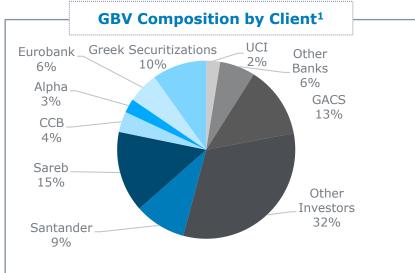


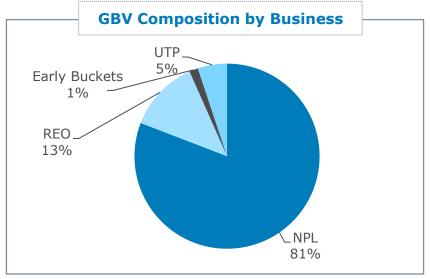


- High quality book composed mostly of large, secured assets
- Country mix: high diversification and focus on most attractive markets



- Product mix: servicing Early arrears, UTP, NPLs and Real Estate assets, in line with evolution of servicing markets
- Average loan size of €142k in Italy, €67k in Spain, Portugal, Cyprus, and <€50k in Greece



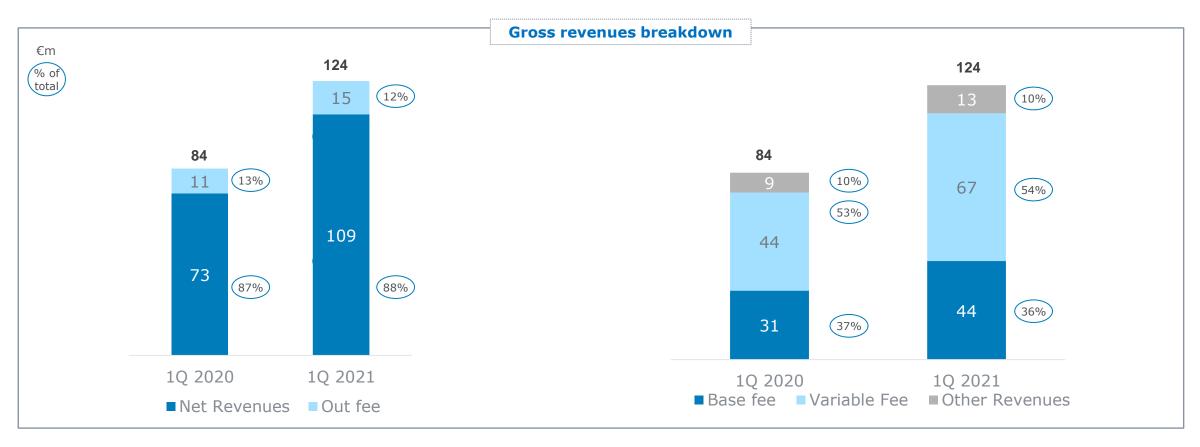


Notes

^{1. &}quot;Other Investors" includes Fortress at 23% of total GBV (together with FINO 2 portfolio).



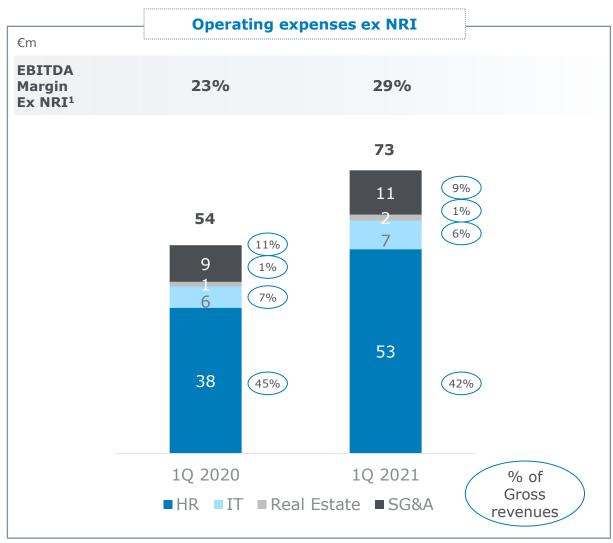
Revenue composition: resiliency in base fees



- Base fees significantly stay high as a proportion of revenues at 36%, despite pick-up in collection, providing a hedge to current scenario
 - Structural higher exposure to Spain and Greece & Cyprus (base fees ca. 10 and >15bps respectively vs Italy at ca. 5bps)
 - Significantly higher than in 1Q20 as percentage of total revenue (37% in 1Q20 vs 36% in 1Q21) in line vs. last year
- Outsourcing fees stable slightly lower in relative terms as perimeter as activity perimeter stabilizes (i.e. REO/NPL)



Focus on operating expenses



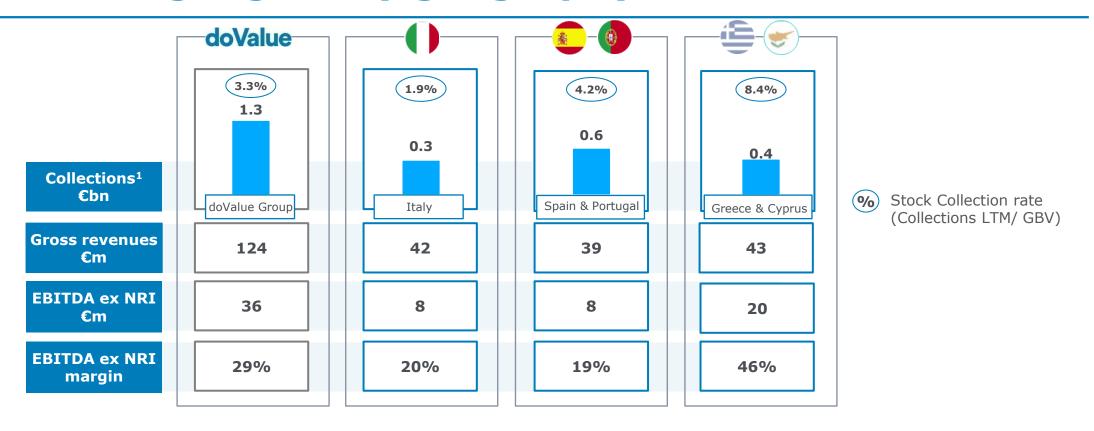
- Growth in overall costs due to larger perimeter (doValue Greece) and end of exceptional cost reduction measures
- Overall HR costs as a proportion of gross revenues decreased thanks to operating leverage and efficiency measures
 - Variable HR cost from 7% of total HR cost in FYI 2020 to 13% in 1Q21
 - End of freeze of variable compensations and furlough schemes
 - Continued plan to exit personnel in order to manage more GBV with "less"
- Reduced IT and business process outsourcing costs in relative terms, discounting early benefits of IBM outsourcing in Italy
- Real Estate costs down also due to reduction of number of offices in Italy and lower use of co-working space
- SG&A declines in relative terms and in absolute terms compared to 4Q20 thanks to efficiency measures

Notes

^{1.} Non-recurring items in Operating expenses include the costs connected with the merger between doValue Greece and doValue Hellas, those incurred for the Group reorganization project and costs referred to Covid-19



Financial highlights by geography

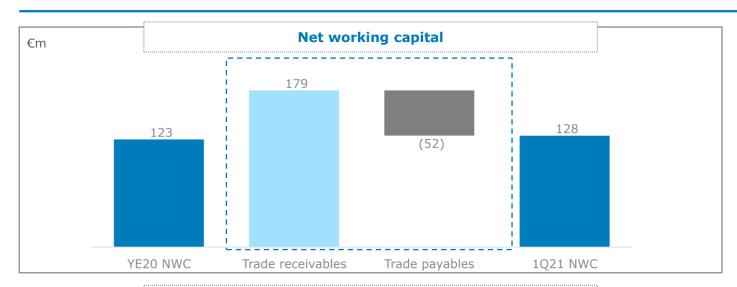


- Structurally higher collection rates in markets ex-Italy, due to shorter timing of legal procedures and improving macro environment
- Collections and REO sales trending towards normalization with improving Stock Collection Rate
- Strong results in Greece and Cyprus, with accretive profitability and downside protection in the form of higher than average base fees.

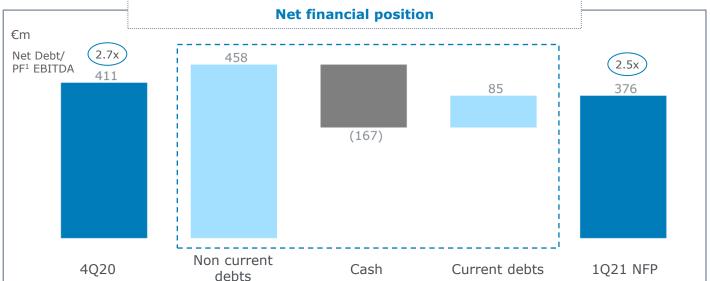
 Overperformance of doValue Greece



NWC and **Net** financial position



- Confirmed improvement of NWC vs past on the back of lower receivables and higher payables
- Client shift towards investors (paying quicker vs banks) and doValue Greece contracts are key structural NWC positives
- No sign of stress in payments by customers due to Covid-19

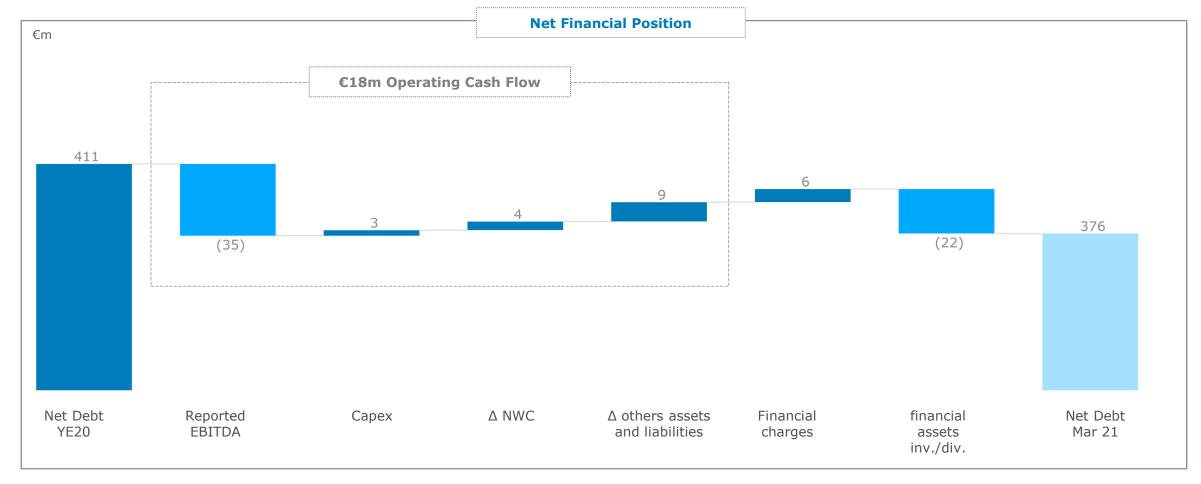


- Continuous deleverage process with leverage at 2.5x and strong liquidity position
- Covenants provide significant headroom even in case of unforeseen external shocks
- Liquidity further strengthened by undrawn revolving credit facilities of ca. €80m
- No refinancing needs until 2025



Cash flow dynamics

- Confirmed highly cash generative nature of business, with positive NWC trend, limited capex
- Net Debt reduction sustained by growing EBITDA and financial assets divestments
- Positive dynamic of operating cash flow even in a seasonally weak quarter







Condensed consolidated income statement 1Q21

Condensed Income Statement	3/31/2021 3/31/	2020 RESTATED	Change €	Change %
Servicing Revenues:	<u>111,043</u>	<u>75,377</u>	<u>35,666</u>	<u>47°</u>
o/w: NPE revenues	92,320	60,486	31,834	539
o/w: REO revenues	18,723	14,891	3,832	26%
Co-investment revenues	4,077	141	3,936	n.s
Ancillary and other revenues	8,541	8,745	(204)	(2)%
Gross revenues	123,661	84,263	39,398	47%
NPEOutsourcing fees	(7,053)	(4,869)	(2,184)	45%
REO Outsourcing fees	(5,149)	(4,152)	(997)	24%
Ancillary Outsourcing fees	(2,815)	(2,197)	(618)	28%
Net revenues	108,644	73,045	35,599	49%
Staff expenses	(52,592)	(38,386)	(14,206)	37%
Administrative expenses	(20,796)	(16,444)	(4,352)	26%
Total "o.w. IT"	(7,443)	(5,463)	(1,980)	36%
Total "o.w. Real Estate"	(1,588)	(1,199)	(389)	32%
Total "o.w. SG&A"	(11,765)	(9,782)	(1,983)	20%
Operating expenses	(73,388)	(54,830)	(18,558)	34%
EBITDA	35,256	18,215	17,041	94%
EBITDA margin	29%	22%	7%	32%
Non-recurring items included in EBITDA ¹⁾	(495)	(1,283)	788	(61)%
EBITDA excluding non-recurring items	35,751	19,498	16,253	83%
EBITDA margin excluding non-recurring items	29%	23%	6%	25%
Net write-downs on property, plant, equipment and intangibles	(18,922)	(16,410)	(2,512)	15%
Net provisions for risks and charges	(1,976)	(1,856)	(120)	6%
Net write-downs of loans	163	50	113	n.s
Profit (loss) from equity investments	-	-	-	n.s
FBIT	14,521	(1)	14,522	n.s
Net income (loss) on financial assets and liabilities measured at fair value	(515)	(246)	(269)	109%
Financial interest and commissions	(6,816)	(2,865)	(3,951)	138%
EBT	7,190	(3,112)	10,302	n.s
Non-recurring items included in EBT ²⁾	(3,091)	(4,163)	1,072	(26)%
EBT excluding non-recurring items	10,281	1,051	9,230	(20)7 n.s
Income tax for the period	(2,803)	(2,185)	(618)	28%
Profit (loss) of assets sold and held for sale net of tax	(2,803)	(2,183)	(018)	207 n.s
Profit (Loss) for the period	4.387	(5,297)	9,684	n.s
Profit (Loss) for the period attributable to Non-controlling interests	7 = -	1,554	- /	_
Profit (loss) for the period attributable to Non-controlling interests	(1,251)	1,554	(2,805)	n.s
Profit (Loss) for the period attributable to the Shareholders of the Parent Company	3,136	(3,743)	6,879	n.s
Non-recurring items included in Profit (loss) for the period	(2,435)	(3,194)	759	(24)%
O.w. Non-recurring items included in Profit (loss) for the period attributable to Non-controlling interest	(36)	(169)	133	(79)%
	` ,	, ,		` ,
Profit (loss) for the period attributable to the Shareholders of the Parent Company excluding non-recurring items	5,535	(718)	6,253	n.s
Profit (loss) for the period attributable to Non-controlling interests excluding non-recurring items				
	1,287	-	1,287	n.s
Earnings per share (in Euro)	0.04	(0.05)	0.09	n.s
Earnings per share excluding non-recurring items (Euro)	0.07	(0.01)	0.08	n.s

¹⁾ Non-recurring items in Operating expenses include the costs connected with the merger between doValue Greece and doValue Hellas, those incurred for the Group reorganisation project and costs referred to Covid-19

²⁾ Non-recurring items included below EBITDA refer mainly to (i) termination incentive plans that have therefore been reclassified from personnel expenses, (ii) fair value delta of the Put-Option and Earn-out and (iii) income taxes



Condensed consolidated balance sheet as of 31/03/21

Condensed Balance Sheet	3/31/2021	12/31/2020	Change €	Change %
Cash and liquid securities	166,555	132,486	34,069	26%
Financial assets	51,585	70,859	(19,274)	(27)%
Property, plant and equipment	33,356	36,176	(2,820)	(8)%
Intangible assets	564,246	577,460	(13,214)	(2)%
Tax assets	122,530	117,909	4,621	4%
Trade receivables	179,263	175,155	4,108	2%
Assets held for sale	30	30	-	n.s.
Consolidation differences to be allocated	-	-	-	n.s.
Other assets	14,532	16,485	(1,953)	(12)%
Total Assets	1,132,097	1,126,560	5,537	0%
Financial liabilities: due to banks	543,019	543,042	(23)	(0)%
Other financial liabilities	84,867	83,162	1,705	2%
Trade payables	51,706	51,824	(118)	(0)%
Tax Liabilities	109,160	105,549	3,611	3%
Employee Termination Benefits	16,312	16,341	(29)	(0)%
Provisions for risks and charges	58,797	55,110	3,687	7%
Liabilities held for sale	-	-	-	n.s.
Other liabilities	57,324	65,872	(8,548)	(13)%
Total Liabilities	921,185	920,900	285	0%
Share capital	41,280	41,280	-	n.s.
Reserves	124,194	145,162	(20,968)	(14)%
Treasury shares	(103)	(103)	-	n.s.
Profit (loss) for the period attributable to the Shareholders of the Parent Company	3,136	(21,943)	25,079	(114)%
Net Equity attributable to the Shareholders of the Parent Company	168,507	164,396	4,111	3%
Total Liabilities and Net Equity attributable to the Shareholders of the Parent				
Company	1,089,692	1,085,296	4,396	0%
Not Facility attacks to Non-Cooptivelling Tatacasts	42.405	41.264	4 4 4 4	20/
Net Equity attributable to Non-Ccontrolling Interests	42,405	41,264	1,141	3%
Total Liabilities and Net Equity	1,132,097	1,126,560	5,537	0%



Consolidated cash flow 1Q21

Cash flow	3/31/2021	3/31/2020 RESTATED	12/31/2020
EBITDA	35,256	18,215	114,347
Capex	(2,748)	(6,647)	(19,735)
EBITDA-Capex	32,508	11,568	94,612
as % of EBITDA	92%	64%	83%
Adjustment for accrual on share-based incentive system payments	974	489	3,098
Changes in NWC (Net Working Capital)	(4,226)	1,732	15,645
Changes in other assets/liabilities	(10,470)	(9,990)	6,555
Operating Cash Flow	18,786	3,799	119,910
Tax paid (IRES/IRAP)	-	-	(15,324)
Financial charges	(6,439)	(2,593)	(17,807)
Free Cash Flow	12,347	1,206	86,779
(Investments)/divestments in financial assets	21,745	2,234	(24,938)
Equity (investments)/divestments	-	-	(234,057)
Dividend paid	-	-	(1,875)
Net Cash Flow of the period	34,092	3,440	(174,091)
Net financial Position - Beginning of period	(410,556)	(236,465)	(236,465)
	(376,464)	(233,025)	(410,556)
Net financial Position - End of period Change in Net Financial Position	34,092	3,440	(174,091)



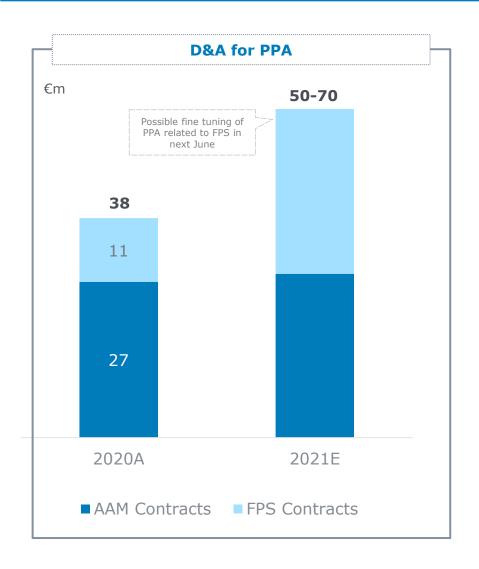
Key performance indicators 1Q21

KPIs	3/31/2021	3/31/2020 RESTATED	12/31/2020	€	º/o
Gross Book Value (EoP) - Group ¹⁾	161,224,964	161,142,897	157,686,703	82,067	0%
Gross Book Value (EoP) - Italy	78,579,021	77,808,637	78,435,631	770,384	1%
Collections of the period - Italy	360,657	329,785	1,386,817	30,872	9%
TM Collections - Italy	1,417,689	1,821,907	1,386,817	(404,218)	(22%)
TM Collections - Italy - Stock	1,423,943	1,809,140	1,349,089	(385,197)	(21%)
TM Collections / GBV EoP - Italy - Overall	1.8%	2.3%	1.8%	(0.5%)	(23%)
TM Collections / GBV EoP - Italy - Stock	1.9%	2.4%	1.9%	(0.5%)	(21%)
taff FTE / Totale FTE Group	39%	35%	43%	4.4%	12%
TM Collections / Servicing FTE - Italy EBITDA	2.10 35,256	2.62 18,215	2.02 114,347	(52.7%) 17,041	(20%) 94%
on-recurring items (NRIs) included in EBITDA	(495)	(1,283)	(10,928)	788	(61%)
BITDA excluding non-recurring items BITDA Margin	35,751 29%	19,498 22%	125,275 27%	16,253 6.9%	83% 32%
BITDA Margin excluding non-recurring items rofit (loss) for the period attributable to the shareholders of the Parent	29%	23%	30%	5.8%	25%
ompany ´	3,136	(3,743)	(21,943)	6,879	n.s.
lon-recurring items included in Profit (loss) for the period attributable to the hareholders of the Parent Company	(2,399)	(3,025)	(42,750)	626	(21%)
rofit (loss) for the period attributable to the Shareholders of the Parent ompany excluding non-recurring items	5,535	(718)	20,807	6,253	n.s.
arnings per share (Euro)	0.04	(0.05)	(0.28)	8.7%	n.s.
Earnings per share excluding non-recurring items (Euro) Capex EBITDA - Capex Net Working Capital Net Financial Position	0.07 2,748 32,508 127,557 (376,464)	(0.01) 6,647 11,568 122,271 (233,025)	0.26 19,735 94,612 123,331 (410,556)	7.9% (3,899) 20,940 5,286 (143,439)	n.s. (59%) n.s. 4% 62%
everage (Net Debt / EBITDA LTM PF)	2.5x	1.4x	2.7x	n.a.	n.a.

¹⁾ In order to enhance the comparability of Gross Book Value (GBV) as of 3/31/2020 the values for doValue Greece have been included at the reference date



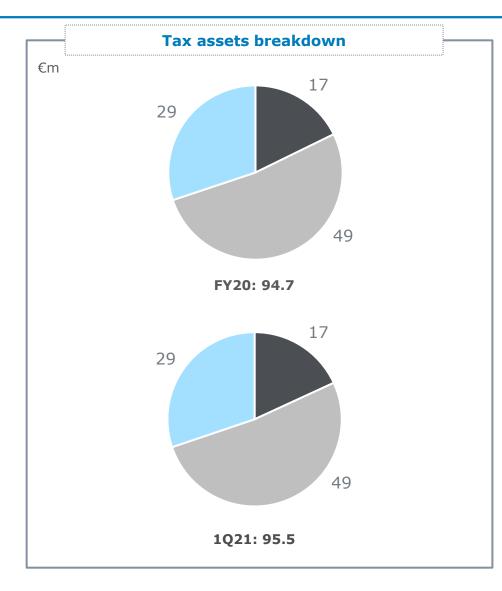
D&A related to Purchase Price Allocation



- Every time the company completes an acquisition, the positive difference between purchase price and net equity of the target company is allocated to:
 - Tangible/Intangible Assets
 - Goodwill
- In the context of the acquisition of FPS and AAM the company has booked:
 - Goodwill of €124m related to AAM
 - Goodwill of €68m related to FPS
 - Intangibles of €193m related to AAM (mostly contracts)
 - Intangibles of € €256m related to FPS (contracts)
- Intangible depreciate on the basis of the curve of expected profitability (i.e. nonlinear amortization) both over the business plan period and across the year
- Goodwill undergoes each year an impairment test (no write-off up until now)
- doValue adopts a safe approach allocating most of the value of its acquisitions to asset which depreciate in a predictable way
- No D&A or intangibles are booked for contracts acquired in the context of regular business development activities with no upfront payment (i.e. no M&A)



Tax assets



Tax assets mostly originated from 2015 UCCMB transaction

- A DTAs (Loss Carry forward)
 - Can be used to off-set future direct taxes, subject to future profitability of the company
 - To be fully exploited through future profit generation
- **B** DTAs (Net Write-down):
 - Can be used to off-set future direct taxes, with no maturity, starting from 2023
- DTAs on temporary differences and others



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Certification of the financial reporting officer

Elena Gottardo, in her capacity as the officer responsible for preparing corporate accounting documents, certifies – pursuant to Article 154-bis, paragraph 2, of Legislative Decree 58/1998 (the Consolidated Financial Intermediation Act) – that the accounting information in this presentation is consistent with the data in the accounting documentation, books and other accounting records.

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