

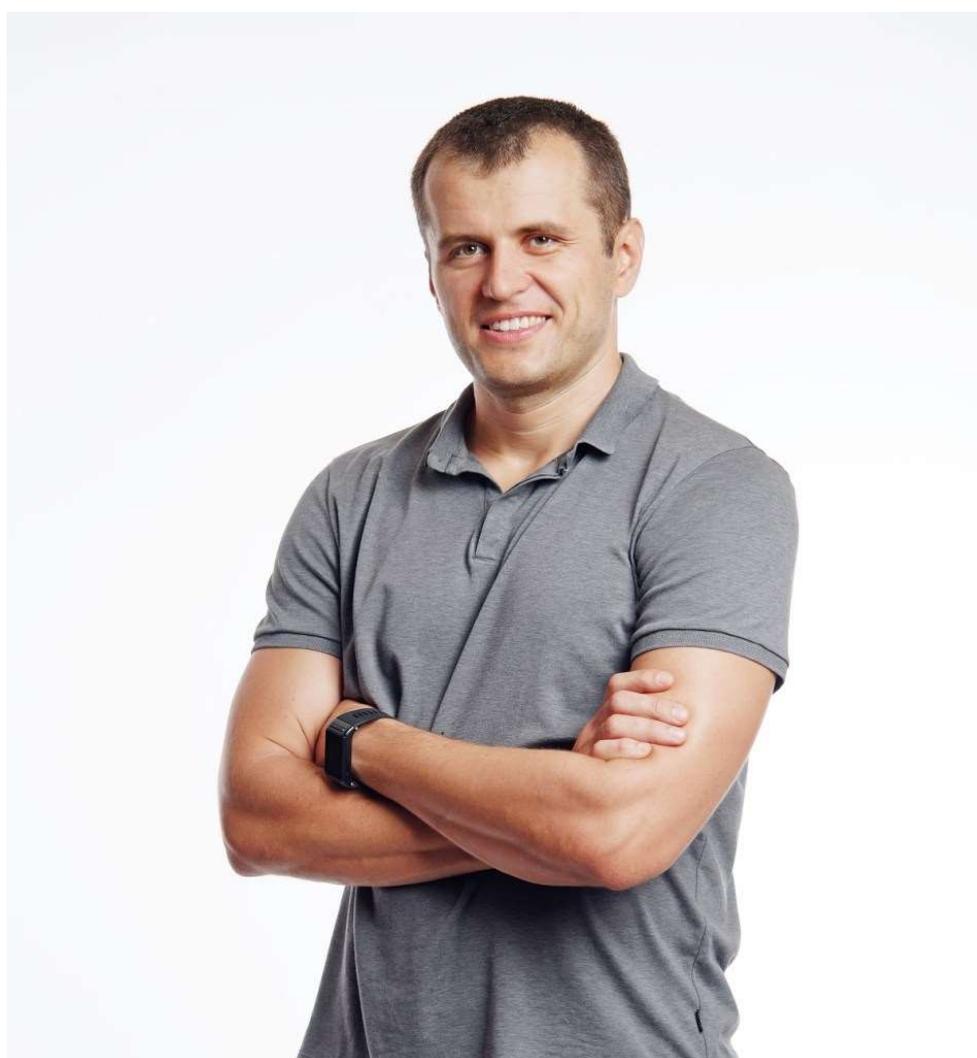
INTERVIEW WITH ROBOCASH

I had the opportunity to get in touch with the Robocash management and an idea that I evaluated could be very useful to the readers of the p2p-italia blog was a Question & Answer session on issues felt by investors.

The platform team immediately made itself very available and proactive to the initiative and in the person of Sergey Sedov himself, founder and CEO of the Robocash group, I received an answer to a series of questions, which gave rise to very interesting information.

The questions arose in part also thanks to the contribution of the investors in the largest Italian telegram group of p2p lending: P2P Lending Italia. I will group them for ease of reading into four categories, based on the topic: the Robocash website, the Robocash financial group, issues from investors and the post-covid Robocash situation.

So, I start by thanking Sergey for the feedback given to the various points and publish the session here in full:



ROBOCASH P2P WEBSITE

P2P Italia: Are there any future plans regarding : a) improvements of your website b) a more detailed set up of the dashboard c) upcoming release of a mobile app?

Sergey:

- We are currently working on the new design for our website and expect to deploy it before the end of this year. The new design will be more user-friendly, more modern and nice to the eye.
- Investor's profile interface will be redesigned next year, but we are collecting our investors' feedback on it and implementing new features, including the dashboard changes, already now. For instance, last month, we added the possibility to download a file with information on purchased loans. By the way, we are always glad to hear any comments or suggestions from our investors. So, if you want to share them, feel free to contact us at support@robo.cash.
- For now we do not consider releasing a mobile app for Robocash, but we are working to optimise the mobile browser version of our website.

Could you explain how to exit an investment,if possible, in Robocash? Are you perhaps considering to implement a secondary market?

S: To exit an investment, first you need to deactivate the Autoinvest for all your portfolios. Then, you have to wait until the borrowers close all their current loans and you get the principal and the interest. A good thing is that in case a loan is overdue or extended by the borrowers, our 30-day buyback guarantee applies and you still get the whole sum and the accrued interest for the loan term and the buyback period.

The secondary market was implemented on the platform in May this year. If you own a one-year-long loan for six months or longer, you can sell it on the secondary market. If no one buys a loan from you for 14 days, on day 15 we will buy it ourselves.

<input checked="" type="checkbox"/>	6662447	Portfolio 8	commercial		€ 43.63	10%	2020-01-28	2020-02-12	2021-01-27	365 days	202
<input type="checkbox"/>	6652362	Portfolio 6	commercial		€ 19.17	10%	2020-01-28	2020-02-11	2021-01-27	365 days	202

Rows per page: 10 21

Investments selected: 1 Total: € 43.63 **SELL**

By the way, for loans lasting more than 1 month we have recently introduced monthly interest payments So now investors can invest in longer-term loans with more attractive conditions.

In the user agreement, point 5.1, you mention a feature not available yet, manual investments. Could it be introduced in the future?

S: At the moment, we have not considered introducing manual investment, and for now we see our investors satisfied with the current system. Robocash was initially designed as a simple and fully automated investment tool - hence the name, the investment is robotized and accessible even for non-experienced investors. Our autoinvest function works flawlessly, and all the user has to do is to set up his/her portfolio settings and start investing. The whole investment process will be managed by the artificial intelligence embedded in the platform.

Recently you have increased the maximum investment amount per investor and lowered the interest rate to 12%. Shortly, what are the reasons to make such a choice?

Q: The growing demand of investors was one of the main reasons for taking these steps. We did have the limit of 10,000 euros per person set by our bank since we launched in 2017, and our investors had been asking to increase it to invest bigger amounts. We understood investors' needs and negotiated the subject with the bank, and in June, we were glad to announce the increase of limits for natural persons to 15,000 euros a month and up to 180,000 euros a year. The decision received a warm response. In fact, we are planning to set the same limits for legal entities too and are now developing this feature.

In the crisis, Robocash Group took all the necessary actions to lower risks and stay profitable, and they worked perfectly. It let our platform perform successfully and keep making payments on time and to the full extent. In August, the group also released its audited financial statements showing it is profitable and stable. Seeing this, more investors started to come to the platform and buy more loans. Consequently, we have come to a decision to return the interest rate to the previous level. Still, the current rate of 12% which applies to all the loans on Robocash is competitive on the market.

ROBOCASH GROUP

Can you tell me how many people work in the Robocash team and how the team is structured?

Q: All together we have 11 people on the Robocash Team working to deliver the best experience to our investors. They are web developers, a QA engineer, PR, marketing and support team, and a project manager. We should mention, though, that Robocash Group has 1126 employees in total, and we can count on other specialists to participate in Robocash platform's development whenever it is necessary.

How much do P2P funds affect the total Robocash group's lending activities?

Q: The main goal of Robo.cash platform is to attract funding for companies of Robocash Group. Since its foundation in 2013, Robocash Group was growing at its own expense without raising any equity. In 2017, we decided to launch our own P2P platform which would attract funds for the companies of the group. For almost 4 years of its operation Robocash funded €181 (\$216) mln worth of loans, from the total of €705 (\$828) mln loans issued by the group (both numbers given for September 30, 2020). The Robocash platform plays a big role for Robocash Group, as it facilitates the group's development and further expansion.

Are you planning to open new branches in Europe? And if so, are you considering to do some business in Italy?

Q: At the moment, the group's activities are mainly focused on South and Southeast Asia. The holding also has a micro consumer lending company in Spain, but there are no plans to launch new projects in Europe in the near time.

What were the reasons why you decided to liquidate your company in the Philippines in 2019?

Q: Robocash Finance Corp. has not been liquidated and is still legally operating in the Philippines. A final decision of the SEC in the Philippines on the company's licence has not yet been made. Robocash Group decided to quit the joint venture in November last year to develop its own way. We have established our company in the Philippines which has a licence for loan issuance. Currently, we are planning to introduce and develop new lending products in the country.



ISSUES FROM INVESTORS

Why did you choose to move the headquarters (physical or just legal?) to Croatia? Is it because of some restriction in Latvia?

§: One of the reasons why Robocash relocated to Croatia was the uncertainty of licensing regime for P2P platforms in Latvia, which could complicate the use of the platform. Also, we have to mention that Robocash was designed purely to attract funds for Robocash Group and not to make profit on its own, so obtaining a license in Latvia did not seem justified to us at that moment. Nevertheless, after the relocation nothing has changed for our investors and the platform has continued performing successfully.

Robocash holds its account with BlueOrange Bank. In 2017 this Bank was fined 1.2 million euros for violating anti-money laundering and terrorism financing rules. Don't you think this could affect investor's trust towards your Group?

§: Even though such a case did take place in the past, our partnership with BlueOrange Bank has been efficient and positive ever since the platform's launch. We have never had any issues with our partner and have always seen the bank follow the necessary regulations on AML and personal data safety. For instance, the bank regularly checks our customers and company's transactions, the platform's compliance with GDPR, etc. All these factors let us see BlueOrange Bank as a reliable partner for both Robocash P2P platform and Robocash Group.

Are investor's funds held in a bank account separated from Robocash's property? Some platform that provide services in the Italian market use dedicated IBANs. What do you think about this solution?

§: Investors' funds are kept separately from Robocash d.o.o on a dedicated bank account. The bank's employees check all transactions and help clarify the situation if any problems occur. We also use a dedicated IBAN for all transactions on Robocash.

POST COVID SITUATION

What are the effects in the p2p investments volumes in Robocash platform, after the covid crisis and the lockdowns in the first half of 2020? Will you be doing some changes in regards to your risk assessment?

☒: It is safe to say that the COVID-19 lockdowns and the crisis that followed were tough on all industries, and P2P lending was no exception. Although we saw a decrease in funding volumes at the beginning of 2020, they started to recover already in May. By August, we returned to our pre-crisis volumes with €6.5 financed mln loans, and we watch the figures growing.

Robocash Group took the necessary steps to lower the risks and win the crisis. First, the expenses were cut. Second, the scoring procedure was optimized in all countries of the group's operation. The lowered number of approved loans was compensated with the improved quality of them, because we ensured better reliability of borrowers. Debt collection rates have been significantly increased thanks to well-adjusted systems, and the number of clients paying back on time reached a record-high level. The group not only avoided all bad impacts of the crisis, but came out as a winner and showed a positive profit in 2020. Such a solid strategy helped us to be stable and continue growing our figures when the first wave of the pandemic hit, and it will surely help us in case of any future challenges.

Do you think that some new government’s regulations might cause troubles to Robocash group and p2p investors in the next future? If so, in which countries, if there’re available informations?

☒: Since Robocash platform is registered in Croatia, it operates under its laws. Concerning possible regulation of the industry, some time ago, the European Commission published its initiatives to create a single regulation for crowdfunding in Europe. When it is adopted, we will be ready to comply with it.

In general, Robocash Group strives to comply with all regulations in the markets of its operation. For instance, our lending companies have necessary licenses in the countries where it is required by law.

Online payday loans vs consumer’s loans physical agencies: do you think physical/street agencies will survive in the future ?

Use of digital services in 2019



☒: Over 75% of loans by Robocash Group are issued online. Our data confirms that interest for online loans is growing, and with increasing digitalization we can only expect higher demand for them. The pandemic has also played a huge role here. However, it is unlikely that offline offices will die out completely in the near future as there is still some share of customers who prefer this way of borrowing.

As one of the few companies which issue both online and offline loans, we can provide each customer with better service depending on what is more convenient for them. This allows us to reach a broader audience and bring the benefits to the bigger number of people underserved by banks.

CONCLUSIONS

P2P Italia: Thanks again to Sergey for all the time spent and, on the same way, thanks also to the Robocash team for the support in this interview.

In the meantime, I remind you that, if you are not registered on the platform and would like to start investing, you can use the P2P-Italy link to support its activity!