





### Leasing 23 Broker 23 Conference

#### 21 JUNE 2023

**Birmingham Repertory Theatre** 

SUPPORTING PARTNERS





### Welcome!

Paul Parkinson, Synergy Car Leasing and your host today



### Leasing 23 Broker 23 Conference

### **BVRLA** Meeting Rules – UK Competition Law Compliance



#### DO NOT

- Discuss individual company prices, price changes, terms of sale and profit margins.
- Discuss information as to future plans of individual companies, production, distribution or marketing plans, including proposed new territories or customers.
- Discuss matters relating to individual suppliers or customers or any commercially sensitive information.

#### BE WARY





You receive information from another competitor, or are asked to provide information, that you believe is confidential or commercially sensitive.

#### ALWAYS:

- Ensure a detailed agenda is circulated in advance and are followed closely and minutes of the meeting are recorded and kept.
- Begin the meeting with the reminder that the attendees should not discuss commercially sensitive information under any circumstances.
- Be prepared to halt a meeting if conversations cross into potentially unlawful territory.

#### **NO PROBLEM**

- Discussion on any matter relating to the aims and objectives of the committee for example issues of law and policy affecting the industry.
- Discussing BVRLA policies, lobbying tactics & strategies, and other BVRLA activities.
- Discussing information about industry activities obtained from third parties or other media sources provided the availability of the information has not been arranged with a competitor.
- Discussion with other trade bodies or organisations which will be of general benefit to the industry.







10:30	Welcome from Conference Chairman	Paul Parkinson, Synergy Car Leasing	
10:40	Introduction from Headline Sponsor	Dave McLaughlin, ALD Automotive and Mike Thompson, LeasePlan	
10:50	Session One: Consumer Duty Journey	Chair: Shashi Maharaj, BVRLA Panellists: Jo Davis, Auxillias; Jo Humphreys, the lcv group.; Lynda Gibson, Fleet Alliance; Richard Chadwick, Alphabet and Steve Cocks, Lex Autolease	
11:20	Our business and you: Daniel Layne, QV Systems		
11:25	Session Two: The Economy	Speaker: Brian Hilliard, Societe Generale	
12:05	Our business and you: Anthony Flack, motorcomplete		
12:10	Morning coffee break: opportunity to explore the exhibitor stands and network with colleagues		
12:30	Our business and you: Paul Harrison, leasing.com		
12:35	Session Three: AI? FOMO or real opportunity	Chair: Toby Poston, BVRLA Panellists: Anthony Flack, motorcomplete; Julian Evans, Arval UK; Patrick Fagan, AFL and Sara Rolando, Octopus Electric Vehicles	
13:05	Our business and you: Matthew Boswell, Leasys		
13:10	Lunch break: opportunity to explore the exhibitor stands and network with colleagues		
14:10	Our business and you: David Woodford, Hypervolt		
14:15	Session Four: Outlook Panel Session	Chair: Paul Parkinson Panellists: Geeta Badhan, Central (UK) Vehicle Leasing; Kevin Smith, Lex Autolease; Mark Evans, ALD Automotive; Paul Gordon, Gofor and Steve Tigar, loveelectric	
14:55	Our business and you: Lee Jones, Fleet Procure		
15:00	Session Five: Motivational Keynote	David Hieatt	
15:30	Closing Comments – Conference Chair, Paul Parkinson		
15:35-17:00	Drinks Reception: sponsored by Fleet Procure		





# Broker fleet making substantial contribution to vehicle registrations. At the end of 2022...

- Brokers accounted for 400,000 vehicles on UK roads.
- Fleet size up +27% since 2018.
- Over the same period annual new vehicle registrations -30% to 1.9m. Total broker fleet **Bigger** by volume than any fleet in the FN50. New broker contracts **Bigger** than new retail sales achieved by any UK Dealer group.



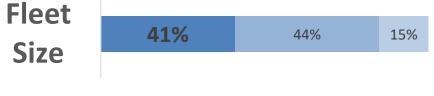


### Leasing brokers positive about economic outlook for next 6 months



# **40%** of brokers expect to see an **improvement** in the economy.

43% of brokers expect to see an
improvement in business for the leasing sector...
Leasing sector...
Improve Stay the same Deteriorate



■ Increase ■ Stay the same ■ Reduce

**41%** of brokers expect to see an **increase** in their fleet size.

Source: BVRLA Half Year Industry Outlook June 2023 (29 respondents)

#### Leasing 23 Broker 23 Conference





100% have necessary resources to embed consumer duty as a business-as-usual activity.
93% say 'my business is ready to implement the Consumer Duty by the deadline of 31st July'.
47% say the interpretation of the rules and guidance issued by the FCA is difficult.
46% say securing the right expertise and guidance to cater for my business was easy.

### **BVRLA Event Support**

5 Webinars573 attending delegates176 organisations represented

### **BVRLA L&D Support**

3 Bespoke courses139 attending delegates62 organisations represented





### **EV** adoption across the broker fleet

19% of the broker car fleet and 40% of new additions are now EV.
1% of the broker van fleet and 3% of new additions are now EV.

Source: BVRLA Leasing Broker research H2 2022 data

### Meeting decarbonisation objectives

44% of brokers think government **on** schedule for all new **cars** to be zero emission at the tailpipe by 2035.

**93%** of brokers think government **behind** schedule for all new **vans** to be zero emission at the tailpipe by 2035.





## **Introduction from Headline Sponsor**

Dave McLaughlin, ALD Automotive and Mike Thompson, LeasePlan

# A new chapter has begun



LeasePlan









### Shaping our future together

# Next generation platform delivering digital transformation



roll {o} out 222

across INDIRECT channel

Broker partners key to growth Strategy







## **Session One: Consumer Duty Journey**

Panel discussion looking at the distribution chain and how the Duty applies throughout, along with what progress has been made so far in each area and what further work there is to be done.



Jo Davis, Auxillias

Jo Humphreys, The lcv group.

Lynda Gibson, Fleet Alliance

Richard Chadwick, Steve Cocks, Alphabet (GB) Ltd Lex Autolease







### Session chaired by Shashi Maharaj, BVRLA









# **Daniel Layne**

QV Systems





## Session Two: UK Economic Outlook

Brian Hilliard, Societe Generale



# **UK ECONOMY BOTTOMING OUT**

But medium term outlook is challenging

Dr Brian Hilliard Chief UK Economist +44 40 7676 7165 brian.hilliard@sgcib.com



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# **GROWN-UPS BACK IN CHARGE**

Truss ousted, sanity restored but times still hard



### THE NEW POLITICAL LANDSCAPE - CALMER BUT TORIES STILL AT WAR

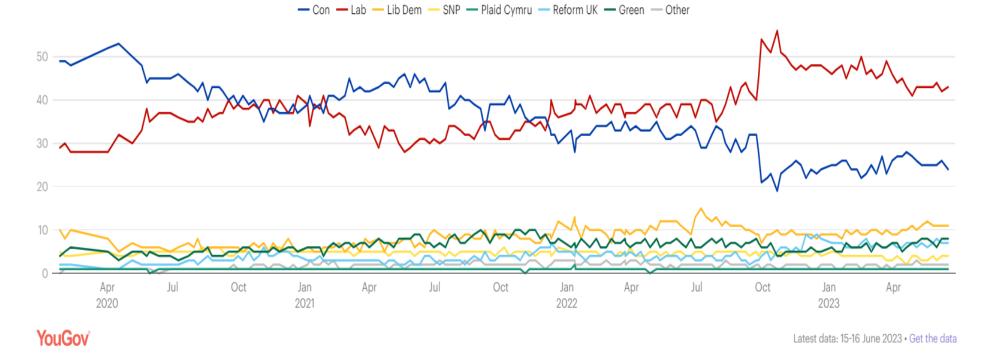
- Hunt replaces Kwarteng but Truss ousted shortly afterwards.
- Sunak appointed Prime Minister
- Northern Ireland Protocol Windsor Framework ERG neutered
  - That helps trade in goods but what about services?
  - 25 years since the Good Friday Agreement
- Boris Johnson quits Parliament but does he eye return after the election?
- 4 May local elections reiterate Labour's massive lead but raise possibility of hung parliament
- SNP decimated after finance scandal claims Sturgeon's head



### **PUBLIC TIRED OF CONSERVATIVES – LABOUR GOVERNMENT LIKELY**

### YouGov Westminster voting intention tracker

If there were a general election held tomorrow, which party would you vote for? %



When it comes to who Britons think would make the best prime minister, Keir Starmer is the preferred option of 30% of Britons (no change) while 23% choose Rishi Sunak (-3). A further 43% are unsure (+2).



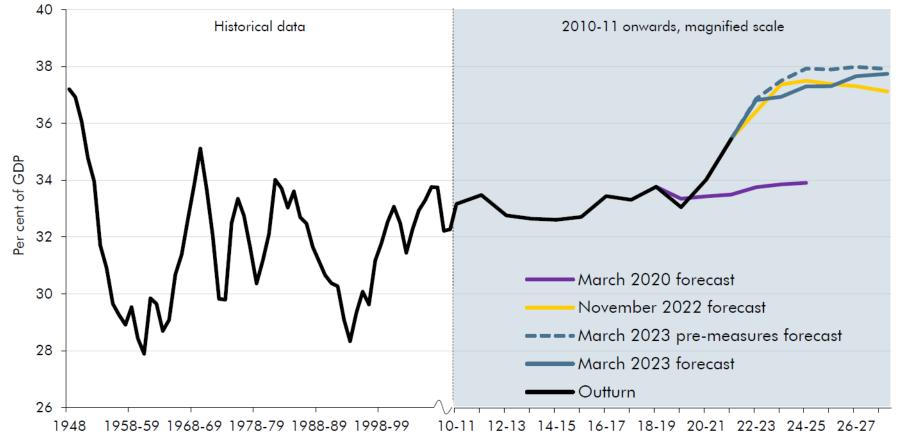


Two Budgets provide more support but also repair finances



### TAX BURDEN STILL UPSETS THE TORIES -HINTS OF CUTS AHEAD

### Chart 4.1: National Accounts taxes as a share of GDP



Note: We have increased the GDP denominator in forecast years for our March 2020 forecast by the upward revision to 2020-21 nominal GDP in the Quarterly National Accounts data. This is to enable like-for-like comparisons with our subsequent forecasts. Source: ONS, OBR



### **NOVEMBER BUDGET FILLED PROJECTED £55BN FISCAL HOLE**

#### **Taxation – pain now**

- Energy Profits levy to rise from 25% to 35% from 1 January 2023
- Windfall tax of 45% on the extraordinary returns of electricity generators
- Income tax personal allowances frozen in nominal terms for a further two years out to 2027-28 and National Insurance and inheritance taxes likewise. Threshold for the 45p income tax rate lowered from £150,000 to £125,140.

### Spending – pain later

- Lower assumption on growth in real value of current spending from 2025 onwards.
- Capital investment held flat in nominal terms and falling by 1.2% pa in real terms
- Low credibility

### But more help immediately

• Energy Price Guarantee extended for 12 months beyond April 2023 with the average household facing a bill of £3000 (raised from then-current £2500).



- The Energy Price Guarantee to be held at the current level of £2500 for the average household for three months from April. The planned increase to £3000 now only occurs in July. This still represents an increase for the average household, though, because the £400 discount provided by Energy Bills Support Scheme will not continue. The government hoped that, in the second half of this year, lower market energy prices would allow the Ofgem price cap to come back into effect with figures just a little above £2000, as the OBR projects. This happened at a level of £2074.
- Measures to boost labour market participation. The centrepiece is childcare reform, including providing 30 hours of free childcare working parents of children aged nine months to two years. The reforms extend free care for 3 and 4 year-olds to younger children and the childcare costs for those on universal credit will be increased from £646 per month to £951 for one child and from £1108 to £1630 for two children and paid up front rather than in arrears. The OBR estimates that these measures will boost employment by 60k by 27/28. The independent Institute for Fiscal Studies (IFS) is sceptical, expecting a boost of only 10k.
- To encourage older workers to return to the workforce, the Lifetime Pension Allowance (LPA) will be scrapped entirely. This is an expensive way to staunch the flow of senior doctors leaving the NHS which has arisen because of quirks in the NHS pension scheme. The total cost of supply-side measures rises to £7bn pa by 27/28.
- Temporary 100% capital allowance for business investment. Cost peaks at £10.7bn in 24/25.

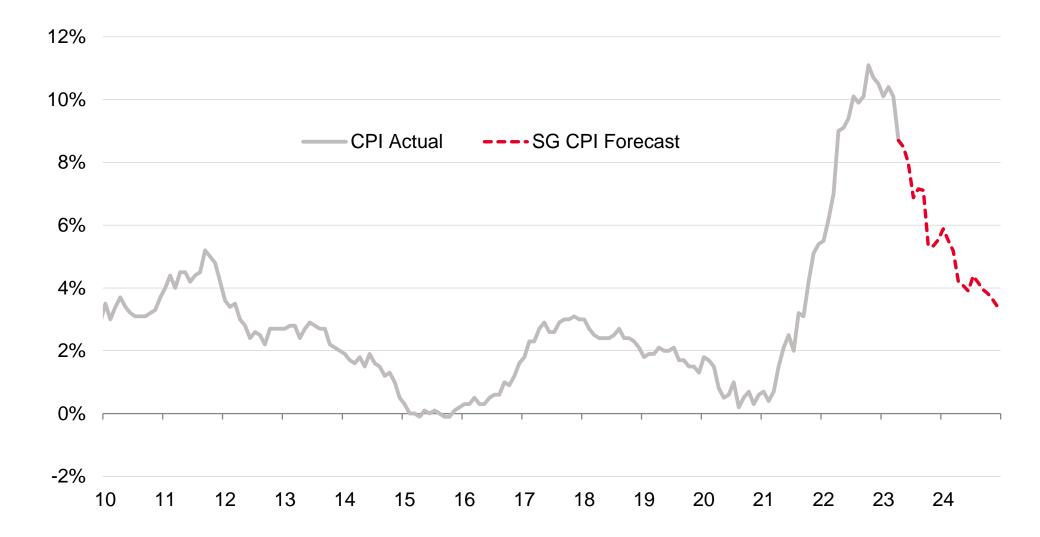




Energy prices falling rapidly, food prices more problematic



### **SG INFLATION FORECASTS – FALLING BUT DISAPPOINTING**



Source: ONS



### **ENERGY PRICE REVERSAL WILL CUT INFLATION SHARPLY**

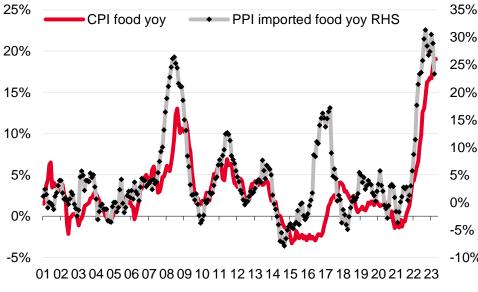


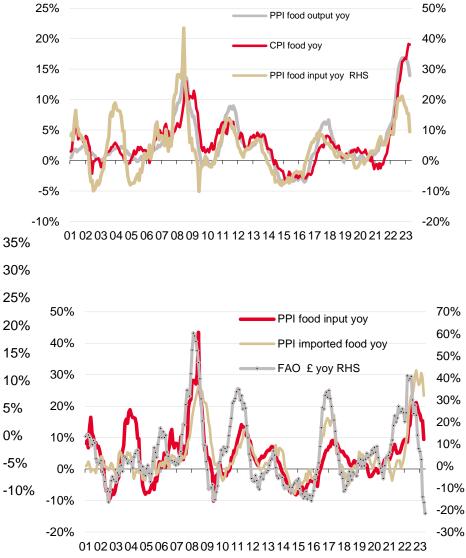
Source: Bloomberg



### **BUT FOOD INFLATION STUBBORNLY HIGH**

- Food inflation has reached 19%! And might now be stabilising
- Global food inflation is falling; UK imported food inflation hit 30% but now 23%
- We still expect a meaningful decline to start soon

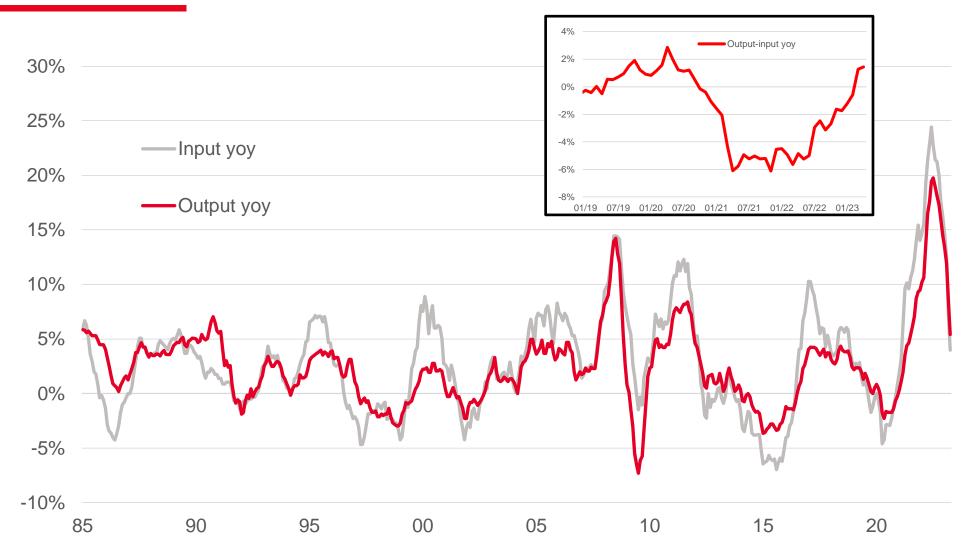




Source: ONS



### **COMPANIES HAVE BEEN ABLE TO PASS ON MASSIVE COST INCREASES**



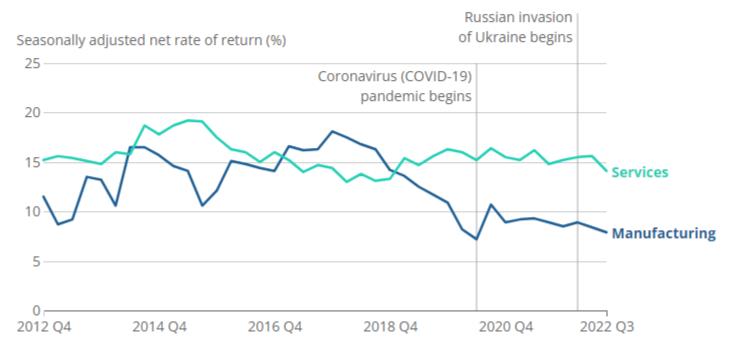
Source: ONS



### THEN PERHAPS NOT SURPRISING THAT PROFITABILITY HAS BEEN STABLE

Figure 3: Net rate of return for both manufacturing and services sectors fell in Quarter 3 2022

Seasonally adjusted net rate of return for UK companies split by manufacturing and services (excluding continental shelf companies), Quarter 4 (Oct to Dec) 2012 to Quarter 3 (July to Sept) 2022



Source: Office for National Statistics - Profitability of UK Companies



### SUPPLY SIDE DISRUPTIONS PROVIDED ONE EXCUSE TO DO SO

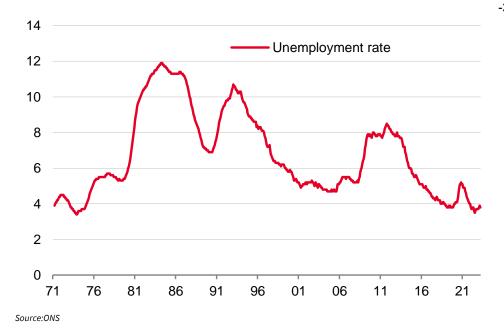


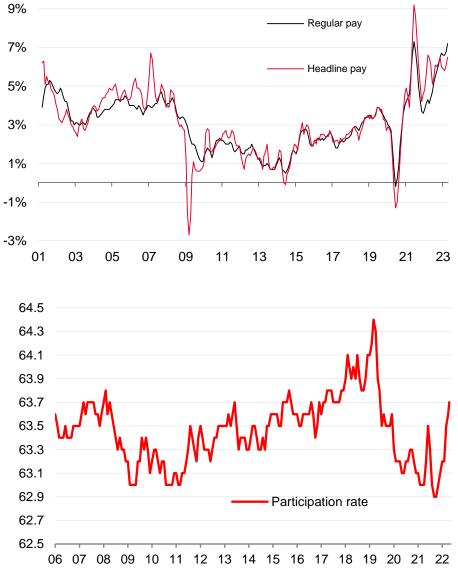
Source: NY Fed



### LABOUR MARKET CONTINUES TO PROVIDE ANOTHER

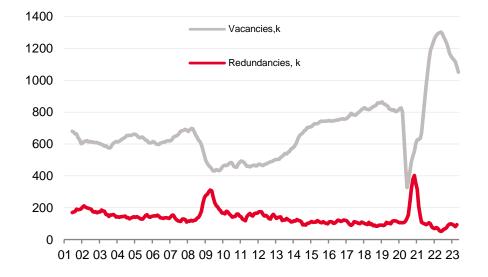
- Unemployment close to record low
- Strong and still accelerating earnings growth
- Participation rate has fallen (but is now recovering)







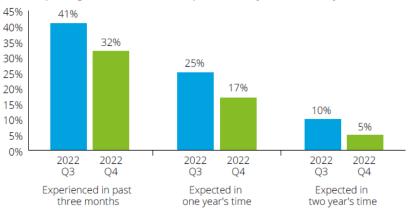
### **MIXED SIGNALS ON EMPLOYMENT**

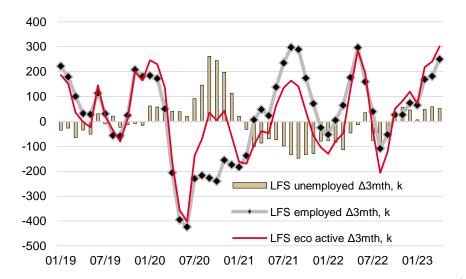


#### **Employment PMIs** 70 - Constr Man 65 60 55 40 35 30 25 20 97 98 99 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23

#### **Chart 7. Recruitment difficulties and labour shortages** % of CFOs who report significant or severe levels of recruitment difficulties or

% of CFOs who report significant or severe levels of recruitment difficulties or labour shortages experienced by their business over the last three months and those expecting similar levels of disruption in one year's and two years' time





Souces: ONS, Deloitte

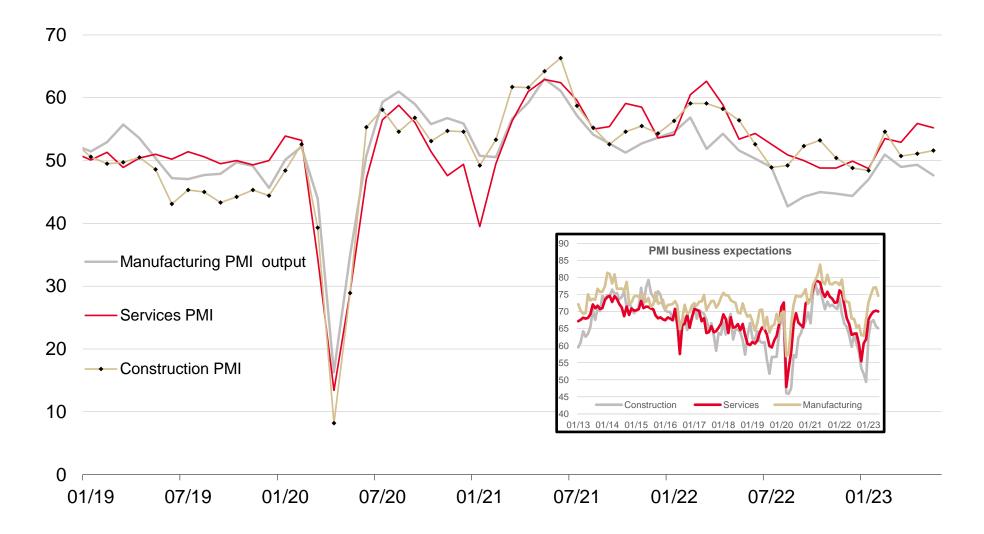




Surprise recovery in business expectations at the start of the year



#### SURPRISING UPTURN IN BUSINESS EXPECTATIONS



Source: S&P Global





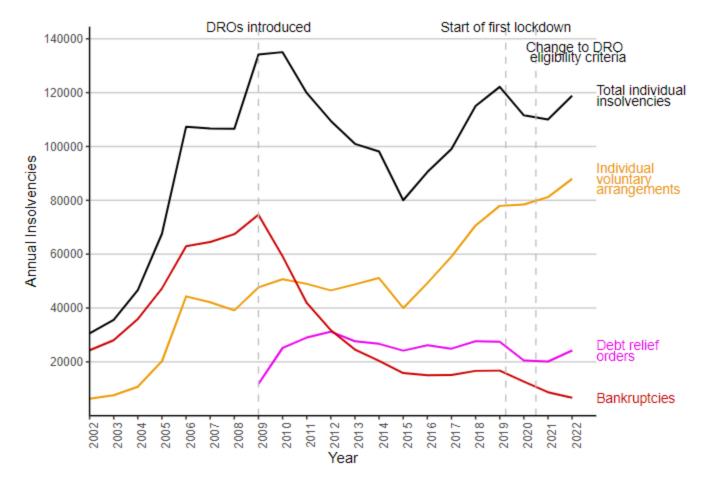
But latest national accounts data showed real incomes rose in 4Q22



#### **HOUSEHOLDS UNDER THE COSH**

Figure 1: Individual insolvency numbers were higher in 2022 than 2021, due to increases in the numbers of IVAs and DROs.

England and Wales, 2002 to 2022

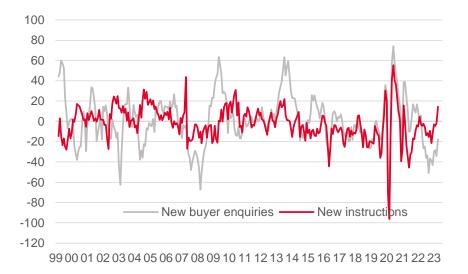


Source: Insolvency Service



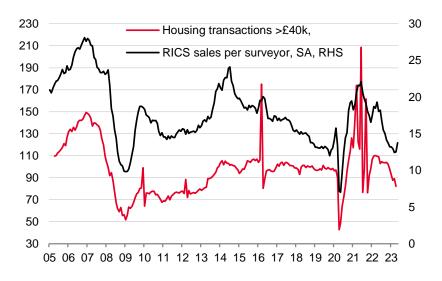
#### HOUSING MARKET WEAK AND FACES WAVE OF MORTGAGE RESETS





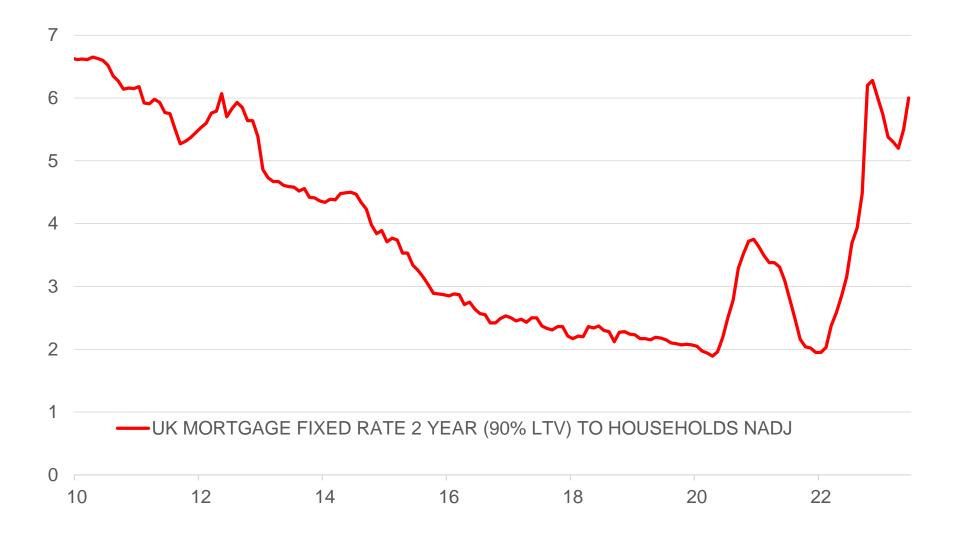
Source: ONS, RICS, BoE, Halifax







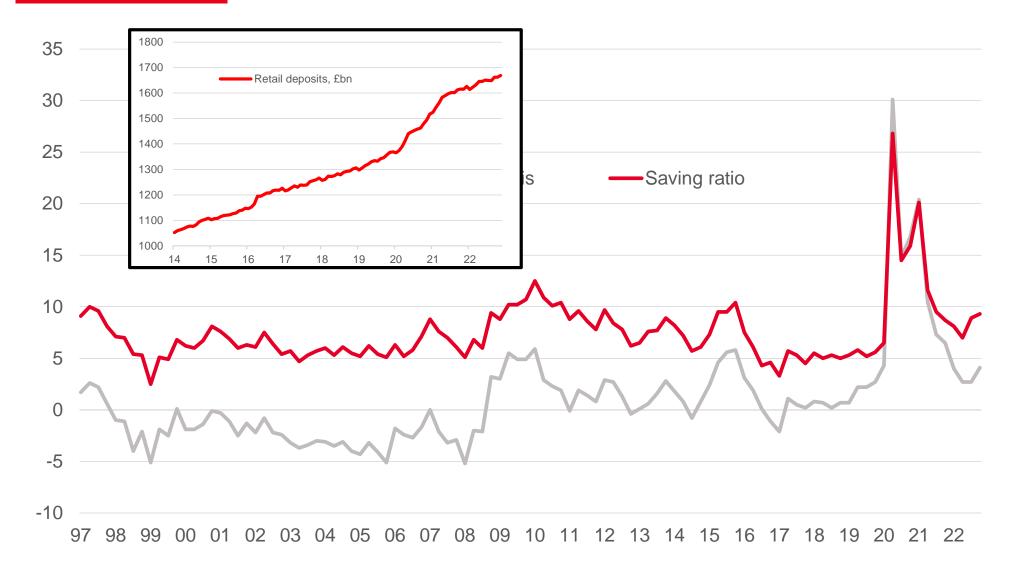
#### **MORTGAGE RATES SOARING - RENEWED PAIN FOR HOUSEHOLDS**



Source: BoE



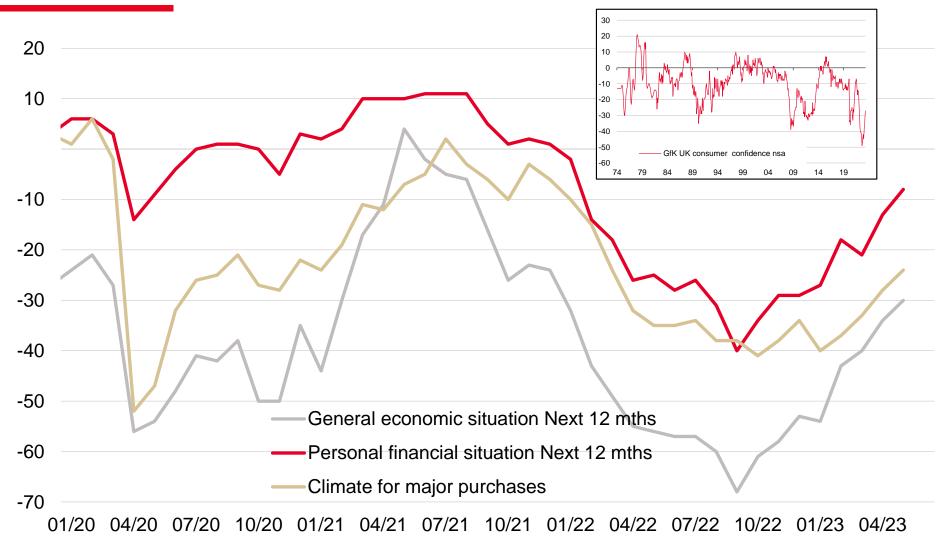
#### **BUT SAVINGS SURGED DURING PANDEMIC – LITTLE SPENT SO FAR**



Souce: ONS



#### **CONSUMER CONFIDENCE HIT RECORD LOW – NOW RECOVERING**



Source: GfK





Upward inflation surprises keep on coming

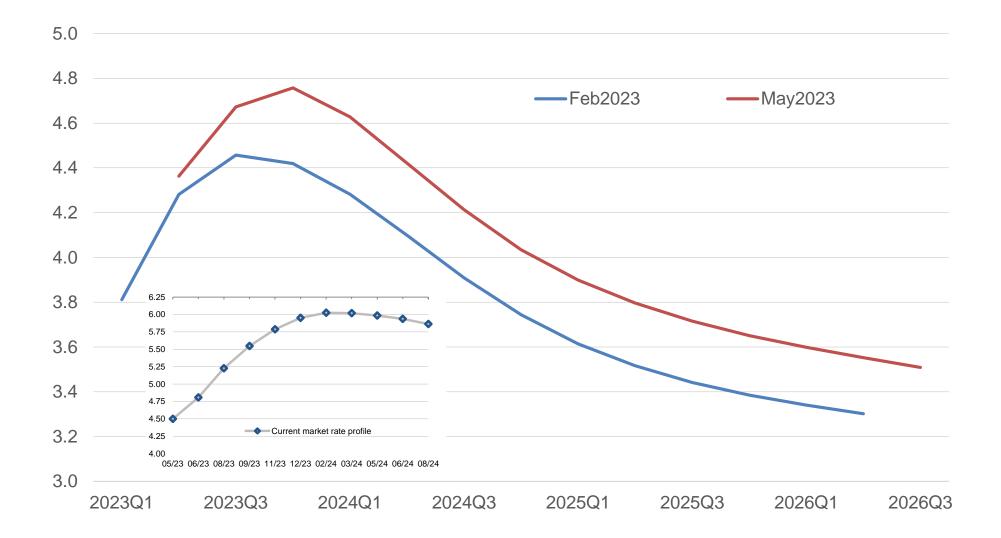


#### **RATE INCREASE IN MARCH, DESPITE SVB CONCERNS**

- Bank Rate hiked by 25bp to 4.25% in March against backdrop of stability concerns; 7-2 vote. Dhingra and Tenreyro think rates already high enough
- Same again in May, taking rate to 4.5%
- Tenreyro to be replaced by Megan Greene in July she is more hawkish
- We see another 25bp hike tomorrow and then another to 5% in August but with a risk of more
- Were regulators asleep at the wheel? Relaxed US regulation of smaller banks
- US authorities guaranteed ALL deposits of SVB renders deposit insurance schemes redundant, even though Fed said this was a one-off
- There is a lesson here about the techno revolution in finance facilitating bank runs. Deposits can be withdrawn amazingly quickly
- Renewed interest in Central Bank Digital Currencies HMT and BoE take next stage towards developing a UK CBDC *"A digital pound is likely to be needed to fulfil our mission"*



#### MARKET SEES 6% PEAK AFTER INFLATION AND WAGE SURPRISES - BOE FORECASTS CONDITIONED ON MAY PROFILE WITH PEAK 1PP LOWER



Source: BoE



#### **UK FORECASTS**

UK	3Q21	4Q21	1Q22	2Q22	3Q22f	4Q22f	1Q23f	2Q23f	3Q23f	2020	2021	2022f	2023f	2024f	2025f	2026f	2027f
GDP (% qoq)	1.7	1.5	0.5	0.1	-0.1	0.1	0.1	0.0	0.1	-11.0	7.6	4.1	0.3	1.2	1.8	1.7	1.6
Consumer expenditure	2.9	0.2	1.2	0.2	-0.3	0.2	0.0	0.1	0.2	-12.9	6.3	5.3	0.4	1.3	1.7	1.6	1.6
Government expenditure	0.4	1.3	-0.4	-1.7	0.8	0.5	-2.5	0.2	0.2	-7.3	12.5	1.8	-1.8	0.8	0.8	0.3	0.0
Investment	0.9	-0.4	8.6	-2.3	1.1	0.3	1.3	0.0	0.3	-10.5	6.1	8.6	1.7	2.0	2.6	2.3	2.3
Non-residential	0.7	-1.3	11.2	-4.8	1.6	1.7	2.9	0.4	0.4	-8.4	2.0	9.0	4.4	2.7	3.3	2.6	2.5
Residential	1.3	1.6	2.6	3.9	-0.1	-3.1	-2.5	-1.0	0.0	-15.7	17.0	7.5	-4.6	0.2	0.6	1.5	2.0
Exports	-3.9	12.8	-7.3	5.1	10.5	-1.4	-8.1	0.7	0.7	-12.1	2.2	9.9	-2.4	3.6	4.1	3.4	3.0
Imports	4.4	4.1	8.2	0.5	-3.1	-0.2	-7.2	1.3	1.0	-16.0	6.2	13.3	-7.1	3.9	3.8	3.3	3.0
Net trade*	-2.5	2.3	-4.8	1.3	4.2	-0.4	-0.3	-0.2	-0.1	1.5	-1.2	-1.2	1.6	-0.1	0.1	0.0	0.0
Inventories*	1.3	-0.4	1.2	-0.2	-2.1	1.0	-1.2	0.8	0.0	-0.6	1.0	0.3	-1.0	0.1	0.0	0.1	0.1
Nominal GDP (% yoy)	8.1	9.8	12.7	10.0	8.6	7.9	6.1	5.1	6.6	-5.8	7.6	9.7	5.7	4.7	3.9	3.7	3.6
CPI headline (% yoy)	2.8	4.9	6.2	9.2	10.0	10.8	10.2	7.9	6.5	0.9	2.6	9.1	7.3	3.9	2.1	2.0	2.0
CPI core (% yoy)	2.6	3.9	5.1	6.0	6.3	6.4	6.1	6.2	5.9	1.4	2.4	5.9	5.9	4.3	2.1	2.0	2.0
Unemployment rate (%)	4.3	4.0	3.7	3.8	3.6	3.7	3.9	3.9	4.1	4.6	4.5	3.7	4.0	4.5	4.7	5.0	5.4
Employment (%yoy)	0.8	1.3	1.5	1.5	0.5	0.8	1.1	0.6	0.7	-0.9	-0.3	1.0	0.7	-0.2	0.4	0.5	0.4
Productivity (output/hour, %yoy)	-3.2	2.4	0.9	-0.2	1.0	0.0	0.5	0.5	0.3	-0.1	1.3	0.4	0.3	1.0	1.0	0.8	0.8
Average weekly earnings (% yoy)	6.1	4.6	6.5	5.2	6.0	6.0	5.9	6.1	5.1	1.8	5.9	5.9	5.3	3.0	3.2	3.2	3.3
Real disposable income (%yoy)	0.6	0.0	-1.1	-2.3	-2.5	-0.8	-1.7	2.7	3.5	-1.0	0.9	-1.7	2.1	0.7	0.2	0.4	0.2
Savings rate (%)	9.5	8.7	8.1	7.0	8.9	9.3	4.0	3.5	3.0	15.9	12.5	8.3	3.4	3.5	3.5	3.5	4.0
Fiscal stance** (% of GDP)										15.0	5.2	6.1	5.1	3.2	2.8	2.2	1.7
Output gap (% of GDP)										-0.3	1.8	0.7	-1.0	-1.6	-1.0	-0.5	-0.3
Profits (% yoy)										2.2	5.0	7.3	6.0	4.8	3.9	3.7	3.6
Current account (% of GDP)										-3.2	-1.5	-3.8	-3.0	-4.0	-4.0	-4.0	-4.0
Budget balance (PSNBex,% GDP)										15.0	5.2	5.5	4.0	2.5	2.8	2.9	3.2
Net Public Debt (% of GDP)										97.1	97.3	99.1	101.3		96.7	95.9	96.8
Bank Rate (%)	0.1	0.3	0.8	1.3	2.3	3.5	4.3	4.8	5.0	0.1	0.1	1.9	4.8	4.1	3.5	3.5	2.5
BoE asset stock, change £bn	30.0	25.0	-27.9	-1.0	-12.1	-23.0	-3.0	-28.0	-38.3	300.0	150.0	-64.1	-73.3	-49.6		-62.7	-48.3
BoE balance sheet, £bn	1069.6	1097.1	1071.7	1073.2	1063.6	1043.1	1042.6	1017.1	981.2	937.1	1097.1	1043.1	979.7	940.2	863.0	810.3	772.0









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#### **CROSS ASSET RESEARCH CREDENTIALS**

### Institutional Investor 2022

#### **All-Europe Research Team**

#### Macro

#1 Multi Asset Research
#1 Index Research
#2 Quantitative Research
#2 Investment Grade Strategy – Europe\*
#3 Derivatives Research

#### Equity

9 Sector Research Teams in the Top 10: #6 Oil Services,
#7 Infrastructure, Construction,
#9 Luxury Goods, Oils, Tobacco,
#10 Media, Banks, HPC

\* From Institutional Investor's Global Fixed Income Survey 2022



Research house of the year Societe Generale





#### **INDIVIDUAL RANKINGS - ALL-EUROPE RESEARCH TEAM**

## Institutional Investor 2022

Economics, Cross-Asset & Quant Research **#1** Alain Bokobza (Multi Asset) **#2** Andrew Lapthorne (Quant) **#2** Vincent Cassot (Derivatives) **#2** Yohan Le Jalle (Index) **#2** Juan Valencia (Investment Grade Strategy)\* **#3** Guy Stear(Investment Grade Strategy)\* **#3** Sebastien Lemaire (Index) **#4** Jitesh Kumar (Derivatives) **#5** Albert Edwards (Multi Asset) **#6** Arthur Van Slooten (Multi Asset) **#7** Manish Kabra (Equity Strategy) **#7** Laure Genet (Index)

\* From Institutional Investor's Global Fixed Income Survey 2022

SOCIETE GENERALE

Cross Asset Research



#### **Equity Sector Research**

#2 Guillaume Delaby (Oil Services)
#2 Marie Line Fort (SMC Europe)
#3 Patrick Jousseaume (SMC Europe)
#5 Victor Acitores (Construction)
#8 Christophe Cherblanc (Media)
#9 Yannick Ouaknine (ESG)
#9 Jonathan Leinster (Beverage)
#10 Ottavio Adorisio (Telecom)





# **Anthony Flack**

Motorcomplete

Anthony Flack

## Who are we?

Launched 2021 Our 3rd BVRLA event

"We prioritise on building strong working relationships with our clients" MotorComplete, formerly known as MotorLease, is the trading name of Auto Platforms. The platform underwent a renaming earlier this year.

Our services encompass a website, pricing engine, CRM, feeds, automation, and integration.

We specialise in CRM, CMS, data management, with a strong emphasis on frontend usability, design, UX/UI, mobile optimisation, SEO, performance tracking, measurability, and conversion.

## 30 broker partners

"We genuinely care about the success of brokers"



## Our mission:

Addressing key challenges

"Having used other platforms, I can say that MotorComplete is the platform of choice for any leasing business"



Poorly designed from a conversion perspective and not easy to navigate.



SEO is challenging and expensive.



Pricing offers is difficult and unable to display exact specifications of stock.



Keeping rates up to date is difficult.

## Our mission:

Addressing key challenges

"Having used other platforms, I can say that MotorComplete is the platform of choice for any leasing business"



Insufficient integration or CRM automation, excessive sales administration.



Limited ability to control and manage content with platforms that are not intuitive.

Changes are costly and time consuming.



Inadequate support and commitment for feature enhancements.





"The fact that they are constantly making the system better just proves to us that we are with the right team!"

#### Innovations 2023 and beyond



Straight through processing.



Data Integration.



Data standards / open data / conformity.

#### Automation (CRM, marketing, and



regulatory).



"The fact that they are constantly making the system better just proves to us that we are with the right team!"

#### Innovations 2023 and beyond



#### Different rental terms / types.



Personalisation.



AI (more to follow on this....).

Questions



## **Coffee Break** Back at 12:30

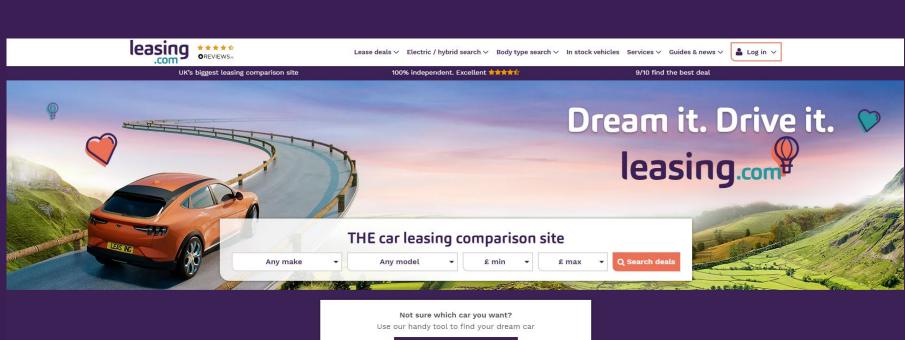


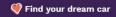




# **Paul Harrison**

leasing.com





We work with 100 high-quality & competitive advertising partners, giving consumers an unrivalled choice of offers.



## Personal leasing: changing behaviour 2020-2023



# 

	Make + Range
1	Mercedes A-Class
2	Nissan Qashqai
3	Volkswagen Golf
4	Audi A3
5	Range Rover Evoque
6	Volvo XC40
7	BMW 2 Series
8	BMW 3 Series
9	Seat Leon
10	Tesla Model 3

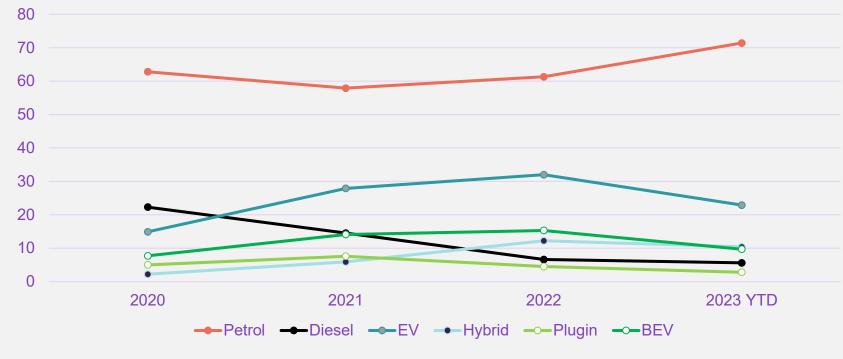
	Make + Range
1	Nissan Qashqai
2	Volkswagen Tiguan
3	Cupra Formentor
4	Hyundai Tucson
5	Vokswagen T-Roc
6	Vauxhall Corsa
7	Peugeot 2008
8	Tesla Model Y
9	Volkswagen Golf
10	Audi A3

## Business leasing: changing behaviour 2020-2023



#### leasing.com

# 2020-2023: Changing fuel-type demand





Taking partners offers to an even bigger audience via new partnerships.

Making our search experience even easier via EV ranges, delivery times, lowest Initial Rental & Tech Specs.



**Enquiry & leasing application APIs.** 





# Session Three: AI? FOMO or real opportunity

Looking at what AI is and the potential for its use in motor finance.



# **AI and Motor Finance**

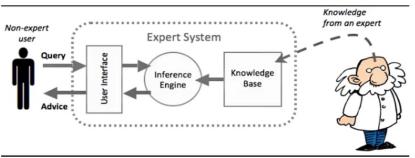


# What is AI?

- Technology that enables a computer to 'think' or act in a more human way (BBC)
- In its simplest form, artificial intelligence is a field that combines computer science and robust datasets to enable problem-solving. It also encompasses the subfields of machine learning and deep learning, which are frequently mentioned in conjunction with artificial intelligence. These disciplines use AI algorithms to create expert systems which make predictions or classifications based on input data (IBM)

## What is AI ?

- The type of AI we typically talk about is Generative AI. This includes algorithms such as ChatGPT that can be used to create content including text, images, code and even voice...
- Typical components of a solution include AI, Machine Learning, Language Processing & Deep Learning
- Everyone is talking about it: World leaders, media, United Nations, University essays, Deepfakes ....Chatbots, and Bill Gates



Neha Singh 2018

# "Artificial intelligence is as revolutionary as mobile phones and the Internet"

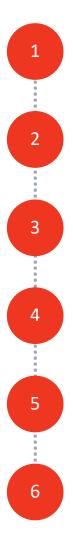
Bill Gates 21 March 2023





# **Potential uses for AI**

- Bill Gates focussed on how it can be used for 'good'
   Productivity enhancement; Personalised agent; Health; Education
- Most of the media seem to focus on the threats and risk, and the need to regulate
- Frequent use cases include chatbots, image analysis, predictive analytics, machine learning, natural language processing, self-driving and robotics
- For Motor Finance
  - $\circ$  Opportunity certainly !
  - Threat some, maybe, am I missing out ...?



Chatbots answering Q&A about leasing and vehicles – to generate enquiry

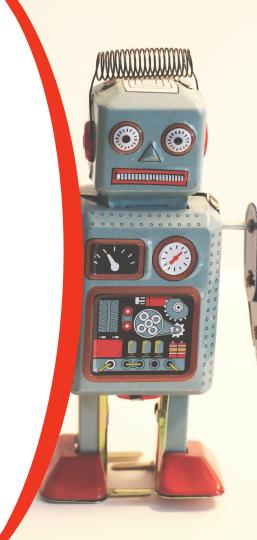
Chatbots integrated to pricing

Service bots in a portal-type environment post live contract

Is this a good car / is this a good deal? Personalised 'value score'

Tells funders which terms are most relevant by customer and vehicle

### *Ideas from the floor.....*



Leasing 23 Broker 23 Conference





### Session chaired by Toby Poston, BVRLA





Anthony Flack, Motorcomplete

Julian Evans, Arval UK

Patrick Fagan, AFL



Sara Rolando, Octopus Electric Vehicles





# **Matthew Boswell**

Leasys



# **BVRLA Leasing Broker Conference**

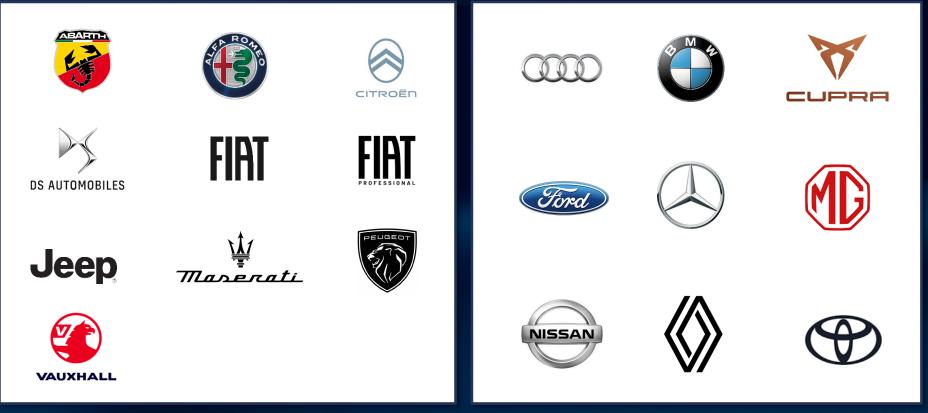
21<sup>st</sup> June 2023

# WHO ARE WE?





### WE ARE MULTI-BRAND



**LEASYS** 

### OUR TEAM PRINCIPLES LEAD THE WAY WE WORK, EVERYDAY

### Kindness Integrity Reliable Trustworthy Resilient Dependable Integrity Trustworthy Honesty Empathetic

LEASYS

# OUR PRODUCTS & LEASYS SERVICES

### OUR PRODUCT & SERVICES ARE TAILORED AROUND OUR CUSTOMERS NEEDS

Our Products & Services are tailored around our customers needs, in the aim to help them:





Standard service Optional service

# OUR BROKER LEASYS TEAM & SUPPORT

### **BROKER PORTAL**

#### What is it?

Leasys has a dedicated portal, designed to support you in growing your Broker business. This portal is the 'go to' resource for all Broker partner related activities, including easy access to the latest campaigns, tutorials to assist you with our quoting system, FAQ's and contact details.

If you wish to join our Broker partner platform or if you are an existing Leasys Broker and would like to learn more, you can register your interest by visiting:

www.leasysbroker.co.uk

#### What is available on the Broker Portal?

Leasys Broker Portal enables you to access:

- ∧ Leasys stock campaigns
- ∧ Current communications (and archive)
- ∧ GENUS quotation system support
- ∧ Top Quotes
- ∧ Ratebook
- ∧ Leasys Supplier set-up
- ∧ FAQ's



### OUR BROKER TEAM

The Indirect Sales – Broker team is here to help you with your volume Business Campaign enquiries and to offer field visit support.



James Russell Head of Indirect Sales

07849 304277 james.russell1@leasys.com



**David Bates** Broker Zone Manager 07557160788 david.bates@leasys.com



Matt Dawson Broker Zone Manager 07787 152 667 matthew.dawson1@leasys.com

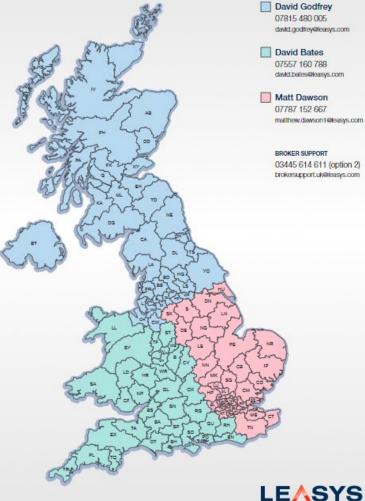
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- ▲ Meeting plan / Face to face meetings
- ∧ Availability
- A Reporting and Training
- ∧ Business Support Development





Leanne George Network Development Manager leanne.george@leasys.com



#### David Godfrey

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#### David Bates

07557 160 788 david.bates@leasys.com

#### Matt Dawson

07787 152 667 matthew.dawson1@leasys.com

#### BROKER SUPPORT

03445 614 611 (option 2) brokersupport.uk@leasys.com

### OUR BROKER SUPPORT TEAM

The Indirect Sales Support team is here to support you with all your Business Contract Hire enquiries:



**Corinne Birch** Indirect Sales Support Manager



Kiran Patel Indirect Sales Support

#### Our commitment to you:

- ▲ Email & Telephone support
- ∧ Generating quotes and conversion quoting
- ∧ Providing GENUS training & advice
- ∧ Getting deals overline
- ∧ Login details



Danielle Cook Indirect Sales Support



Sam Dhansay Indirect Sales Support

#### For support, contact the team on:

03445 614 611

salessupport.uk@leasys.com

LEA



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Follow us:

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# Lunch Break Back at 14:10







# **David Woodford**

Hypervolt

# Enabling a Revolution



### As of today we have 2,386 days until the 2030 deadline.

### 2022 Environmental Performance Index

Rank	Country	EPI Score	10-Year Change
1	Denmark	77.90	14.90
2	United Kingdom	77.70	23.00
3	Finland	76.50	21.00
4	Malta	75.20	25.40
5	Sweden	72.70	15.80

### Introducing Hypervolt

- Founded in 2018, launched in 2021.
- Enabled tens of thousands of personal EV revolutions.
- Committed to UK manufacturing.
- Completely vertically integrated.
- Highest rated EV charging manufacturer on Trustpilot.
- AutoExpress & DrivingElectric's charger of the year 2022/2023.
- Centralising the EV buying journey.
- 2,000+ installation partners UK wide.



Sal and

### Thank you for your time.

@hypervolt





# **Session Four: Industry Outlook Panel**

Panel discussion talking latest trends and outlook for the coming months.



Leasing 23 Broker 23 Conference





# Session chaired by Paul Parkinson, Synergy Car Leasing



Geeta Badhan, Central (UK) Vehicle Leasing



Kevin Smith, Lex Autolease



Mark Evans, Paul Gordon, ALD Automotive Gofor



Steve Tigar, Loveelectric





Lee Jones

Fleet Procure



# **Fleet Procure**

**THE Online Procurement System** 

**BVRLA Leasing Broker Conference** 

2023







- Over 160 subscribed dealers
- 250+ one-off dealers set-up
- Robust dealer SLA agreement
- LIVE vehicle configurator & pricing data
- Pre-loaded vehicle discounts & terms
- Instant OTR prices to plug into your funders
- Pre-loaded vehicle lead times
- Multi-dealer enquiry messaging system
- e-Order to dealer & full order management
- Delivery booking & management

# What does Fleet Procure do for a broker?



# The industries first live stock management system!

Manage and promote your own stock and pre-ordered batches to your teams, with full spec and pricing data!

In excess of 500 vehicles showing available every day from dealer partners, **exclusive** to Fleet Procure

Never lose sight of a cancelled order vehicle again!

Bespoke reporting to track all vehicles' order status

Unique Fleet Procure only batch deals

# STOCK MANAGER

Powered by Powered by



### Free API to your CRM Provider

#### ORDER UPDATES

Task	Detail	Done
Order created	19/05/2023	
Order accepted	19/05/2023	
Stock ETA	24/05/2023	
FO Number	M0629	
Registration number	EF23KAJ	
Chassis number	WF02XXERK2PE16622	
Confirm Delivery Address		
Requested Delivery Date	09/06/2023	
Confirmed Delivery date	09/06/2023	
Delivery completed	12/06/2023	





### One system for all your ordering

Bespoke dealer network options, add your own dealers

Order all funder tactical vehicles

Book all your vehicle deliveries

Ability to load your own bespoke terms & offers

**One system - endless possibilities** 





### **Additional benefits & features**

Access to special OEM discount terms

Fleet terms for SME opportunities

Unique dealer discount terms based on FP volume

Dealer rebate scheme based on FP volume

Broker quarterly meetings and community





# Vital statistics 2023

On average per day...

- 461 vehicle configurations
- 298 enquiries to dealers
- 91 vehicle orders placed
- 84 vehicle deliveries completed









# Session Five: Motivational Speaker Keynote

**David Hieatt** 





# **Closing comments and thanks!** Paul Parkinson, Synergy Car Leasing







# **Final Thoughts**

- Thank you to all the sponsors for supporting the conference
- Thank you to our speakers and you for participating in today's conference
- Feedback: please spend a few minutes to complete the survey
- Future events are displayed on the BVRLA website
- The networking drinks reception, sponsored by Fleet Procure, will be taking place upstairs in the Mezzanine
- Safe journey home and see you next time!

