

Conference International Call Centers - Lisbon

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by José Silva, Whitestar

Who are we?

Whitestar

By the end of 2016, there are expected 1000 employees among Lisbon, Porto and Faro offices, reinforcing Whitestar as the largest servicer operating in Portugal and the only "one stop shop", able to offer a complete and integrated credit service accounts to all investors and originators.

Executive summary

Whitestar manages **performing, sub-performing and non-performing loans** on behalf of blue chip clients and being the only Portuguese vehicle approved and supervised by Banco de Portugal and CMVM.

Initially set up as a servicer that captured NPLs acquired by *Lehman Brothers*, the business evolved naturally under the jurisdiction of an *avant-garde* management team, to become the largest servicer of Portugal. Possessing unique skills and providing an integrated proposal from the **primary servicing to asset disposal**, Whitestar has sparked interest within the financial industry. Halfway through 2014, **Carval Investors (U.K.)** acquired Whitestar and less than a year later, a new big player, **Arrow Global (U.K.)**, acquired the majority of the company.

Assets under management increased from ~ **€0.6 bln** in 2009 to ~ **€2.9 bln** by July 2015 and it is expected to close the current year at ~ **€5.0 bln**.

Continuously seeking diversification of its service portfolio, Whitestar spans its activity from **Corporate advisory**, **Corporate restructuring** and **Corporate real estate services**. Additionally, supply's a full service which includes **Advisory**, **Securitization Management** and **Other administrative services**

- Presently, Whitestar manages **16 securitizations** and **48 portfolios**
- Whitestar team has an extensive **international experience** and has completed several significant transactions in the past few years

Key facts

Whitestar Asset Solutions

- ★ **Founded in 2007**
- ★ **3 Offices** (Lisboa, Porto e Faro)
- ★ **650 employees** by March-2016
- ★ **Strong shareholders** with Arrow Global & Carval Investors

Core Business

- ★ **Market leader in Portugal of Loan servicing & Advisory**
- ★ **Current AuM of ~ € 2.9 bln** and expected **€ 5.0 bln** by Dec-15
- ★ **Current AuM of ~ 5k properties** and expected **€ 10k properties** by Dec-15

Financial position ⁽¹⁾

- ★ **Equity / Net Assets ratio > 0.5**
- ★ **Debt / EBITDA = 0.1 x**

Certifications

- ★ **National and international**



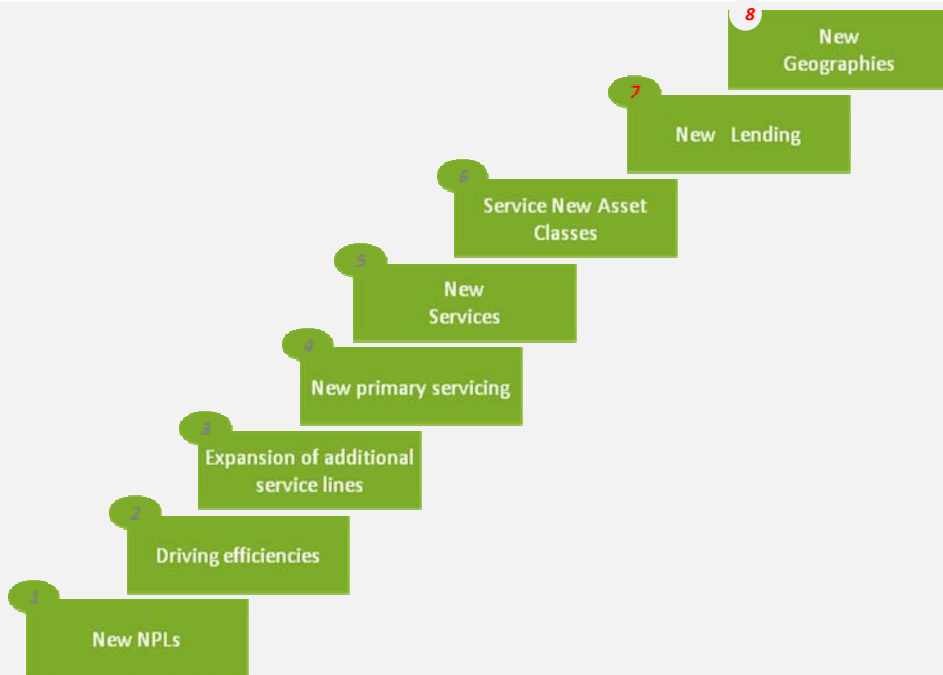
Our ambition

Whitestar's vision is to offer a unique blend of traditional loan management services in addition to a range of complementary offerings, making a "one stop shop" able to offer a complete and integrated service to existing and new players in the Portuguese loan markets.

Present

Future

Comments

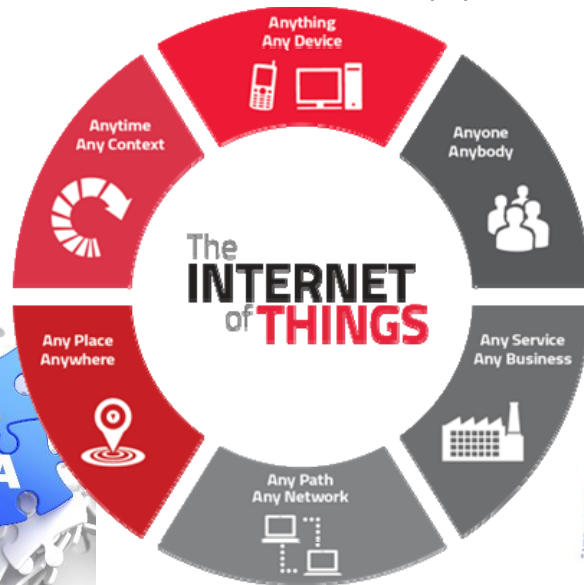


- 8** Natural expansion into Continental Europe
- 7** Platform for lending activity which will require additional investment
- 6** Potential to service corporate real estate assets
- 5** Corporate restructuring services to non bank financial companies
- 4** Primary servicer for banks and other investors
- 3** Potential to expand into new service lines such as real estate management
- 2** Special servicer for banks and other investors
- 1** New business wins driven by on-going business development

Mobility 3rd platform Supported by 4 pillars



BIG DATA



**cloud
services**



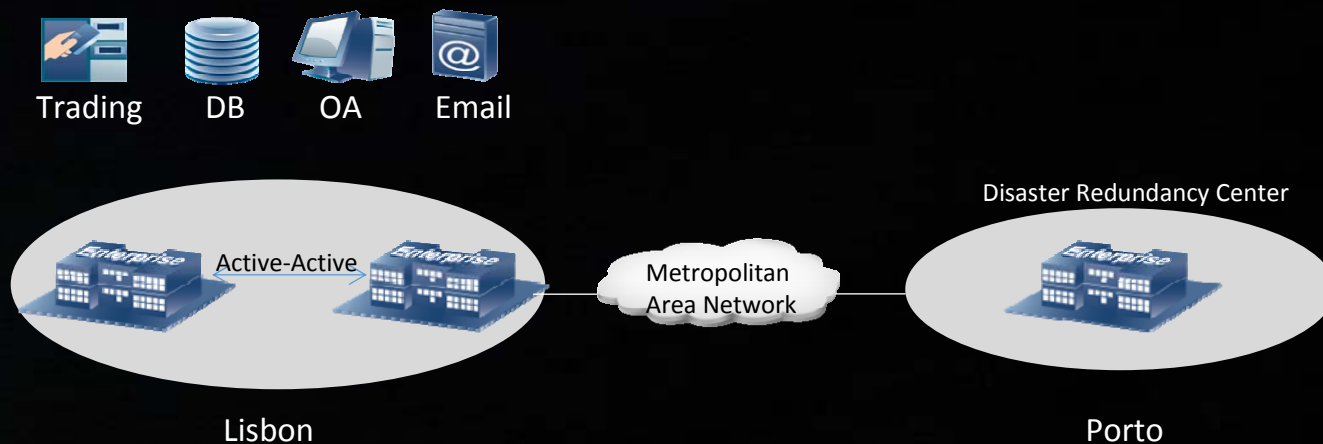
**social
technologies**



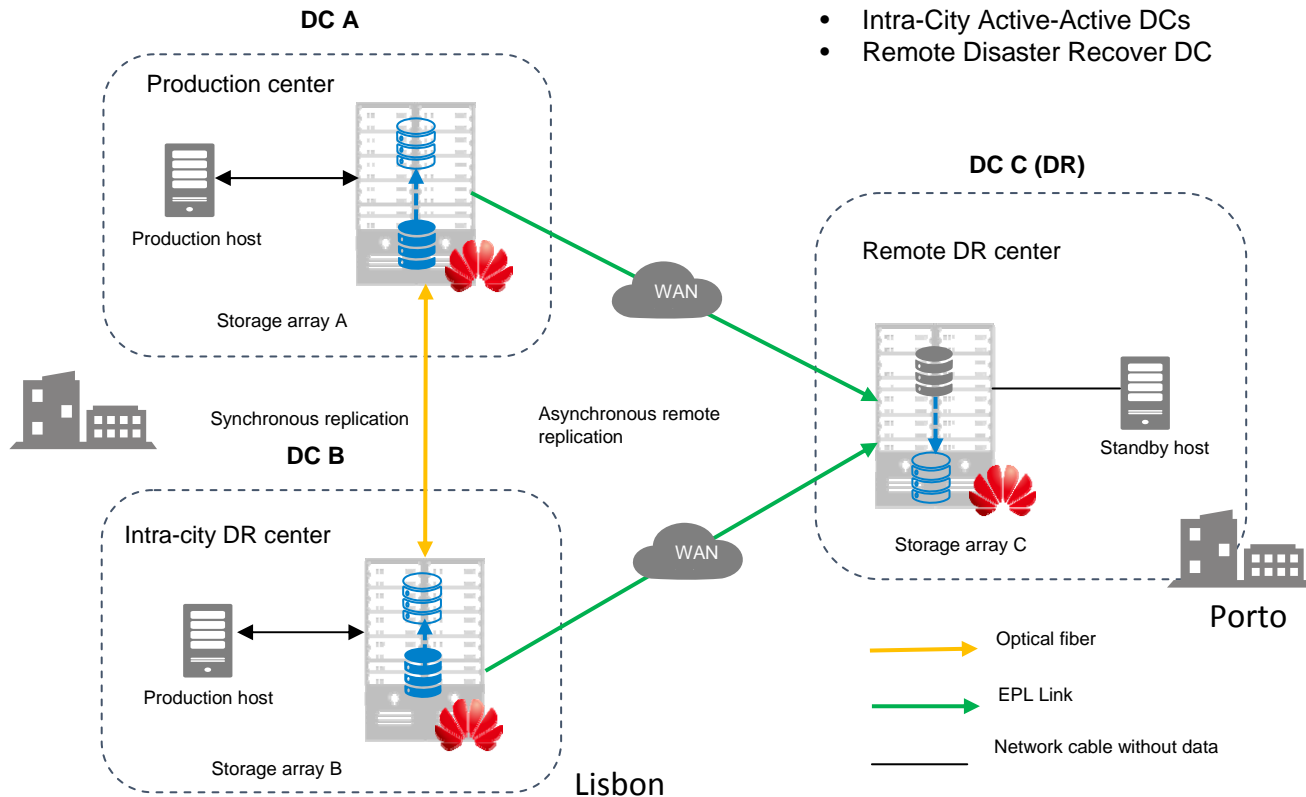
Strategy of Whitestar

Big DATA

Data center architecture



- Ensure reliability by 2 cities, 3 centers
- Smooth expansion for future

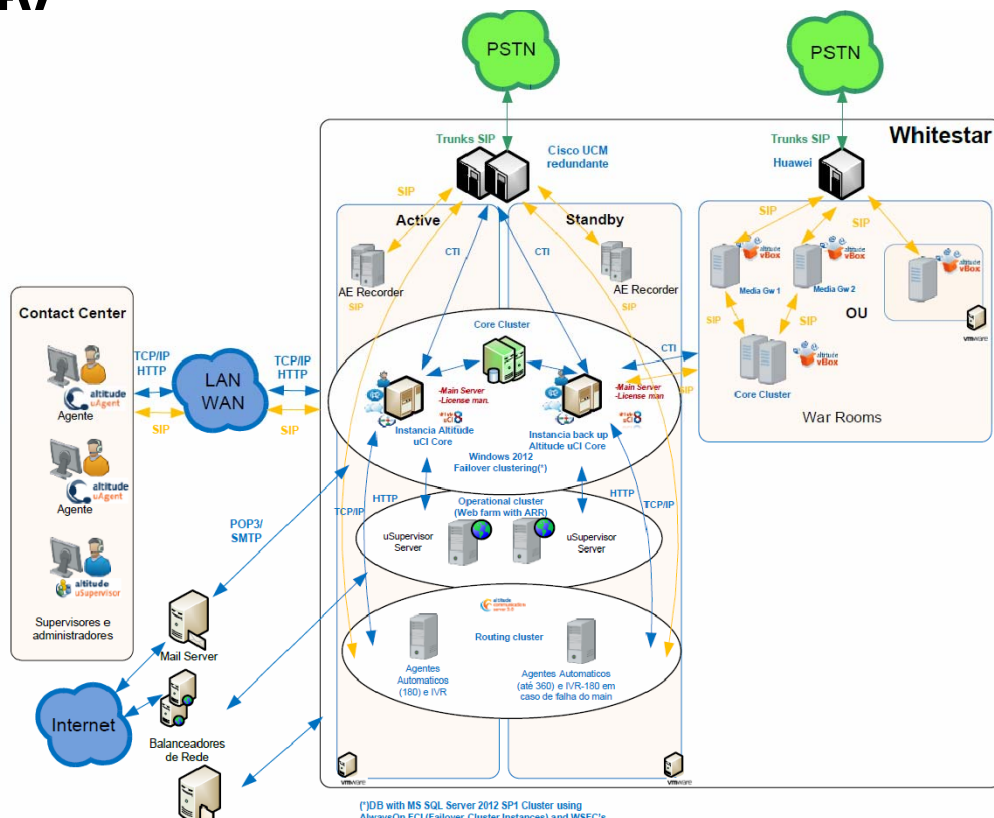


- Intra-City Active-Active DCs
- Remote Disaster Recover DC

Why Altitude

- Altitude is a modular and scalable platform that ensures the growth of solution tailored to business needs
- Based on platform technologies last generation
- Solution with the ability to accelerate the creation and execution of processes associated with :
 - Unification of communications channels;
 - Routing and handling of contacts;
 - Automatically dial-up, to voice portals and user interfaces;
 - Management, monitoring and reporting of one operation;
- It is a modular and scalable platform that ensures the growth of each solution

Architecture - Production platform with high availability



Benefits

Performance business

Real-time decisions based

Unified workflow

Service expanded customer

Social networks

Virtualized business

Campaign Optimization

Improved results

Management Portals

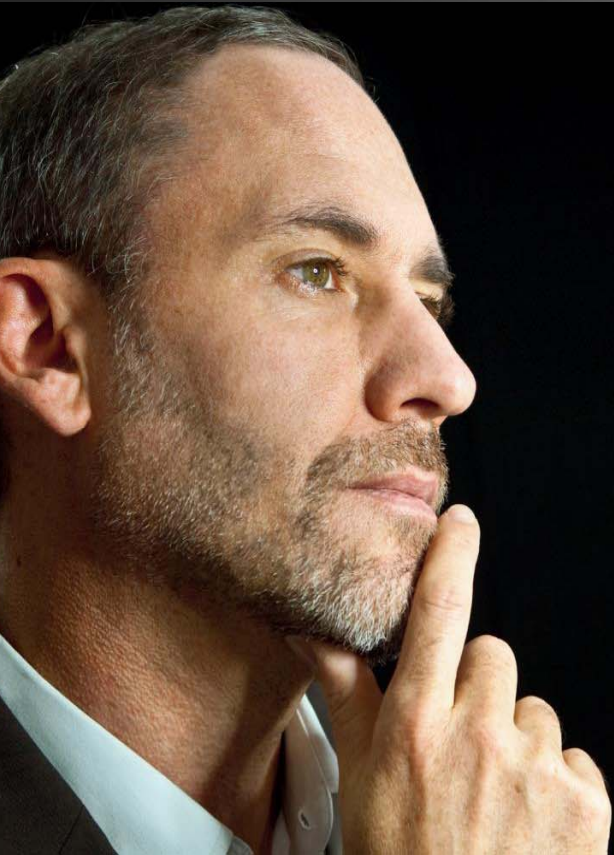
Dashboard adjusted to each user

Fiabilidad, Availability, Usability

High availability guaranteed service

Enriched reporting mechanism

Enhanced analysis



Experience

Performance

Excellent

Good

Average

Poor



THANK YOU