Lending unlocked

2022
survey
report

A new era of credit

tink
A Visa Solution

This report presents results from a 2022 survey of 380 senior financial executives across Europe, conducted by independent research firm YouGov on behalf of Tink.

Foreword

by **Christophe Joyau,**
Head of Banking and Lending at Tink

Times are tough. There's no way to sugarcoat it: we're in the midst of a cost-of-living crisis, with consumers across Europe having to significantly tighten their purse strings to make ends meet. Just as the pandemic was almost over, the war in Ukraine stepped in to take its place as 'the no.1 crisis' and shocked the European economy to its core. As it seems we're nowhere near the end of these turbulent times, the onus is on the financial industry to keep the economy going and help vulnerable consumers stay afloat.

At Tink, we've been talking about how open banking is powering a new world of finance, a world where data can be used as a force for good. Open banking powered lending is a great example of this. It enables financial institutions to meet their responsibilities in protecting vulnerable consumers while helping them gain greater control over their finances.

Our research reports are intended to give you a perspective in terms of how the industry is evolving, but also what you can do to prepare for what the changes will bring. It combines national statistics with our own proprietary survey insights and expert opinions from the field.

The open banking powered lending tools available today give lenders the opportunity to truly know their customer. Understanding the consumers' actual budget is incredibly appealing and attractive in this market of uncertainty. Open banking can significantly reduce credit risk by giving lenders or credit institutions the means they need to accurately assess creditworthiness.

With Tink's recent acquisitions of Eurobits, Instantor and FinTecSystems we have nearly two decade's worth of experience in open banking and in how credit institutions can use this technology to better service their customers.

We're proud to already be working with household names such as NatWest, American Express, and Nordea, as well as emerging brands such as Revolut, Gimi, and Bliq. These brands are all using open banking in order to protect their vulnerable customers in these troubled times.

Amid all the uncertainty, one thing is clear: it's time to act. We're staring down the gaping jaws of new financial crisis and must work together to not be swallowed. The moment is here, and it's been here for some time. Now it's up to the industry to decide what to do with it. So what are we waiting for?

Enjoy the read – and don't hesitate to reach out with any questions.

In this report

Executive summary

Since the pandemic, all bets are off regarding when the economic situation will return to 'normal'. But in reality, we've been nowhere near 'normal' since the last financial crisis of 2008. Perhaps this economic uncertainty is the new normal in a world where we don't know when the next destabilising event will hit, or if we can wean ourselves off fossil fuels to slow climate change.

In a market where supply and demand shift drastically on a daily basis, it's not unrealistic to assume that market volatility will be a recurring phenomenon. With no obvious alternative energy source to immediately replace oil, coal, and gas, conflicts such as the Russia-Ukraine war will continue to have devastating effects on the economy. Financial authorities and governing bodies throughout Europe agree and the call to action is clear: protect vulnerable consumers by practising responsible lending and supporting those who struggle. This way lenders can contribute to the overall stability of the sector by granting loans consistent with credit policies.

How to prepare for more years of this macroeconomic uncertainty, then? The first order of business is to protect both vulnerable businesses and consumers by ensuring the consumer credit industry has the tools needed to accurately assess the affordability and creditworthiness of loan applicants. This means using the best tools available to prevent anyone from digging themselves deeper into financial trouble, either by borrowing more than they can afford or being forced to turn to less mainstream – and less regulated – forms of credit.

As open banking is what we do at Tink, it's not surprising that we consider it part of the solution to this and many other current problems. That doesn't make us wrong, though. **With real-time access to financial data such as income levels, account transactions, and expenses, lenders can assess applicants' affordability with more accuracy.**

Our latest research shows that there's a definite market need for these kinds of open banking powered solutions in lending. When asked how their loan origination processes had been affected by the pandemic, **68% of executives within banking and lending responded that they had tightened the criteria for granting consumer loans.**

This concern for credit risk has persisted since mid-pandemic and is showing no signs of stopping now that the war in Europe has wreaked havoc on supply chains and stock markets – causing hikes in interest rates in an attempt to curb the rapidly rising inflation.

The time to act and to protect the financially vulnerable is now. If there are tools available that could help both financial institutions and struggling consumers regain some financial stability, why not use them?

Consumer lending in times of uncertainty

Barely two years into the decade so far, no one can say that it has been uneventful. In early 2020, the world turned upside down when the COVID-19 pandemic entered our lives and brought with it worldwide panic, lockdowns, and multiple industry disruptions. Through it all, the financial industry has had to undergo a plethora of changes, shouldering the heavy responsibility to keep a global economy afloat in these unique and uncertain times.

In the 2021 report, 'New era of finance – open banking in the post-pandemic world' we expressed concern at the way the industry was tackling pandemic-related issues. Bank revenues were way down, with non-performing loans at an all-time low. Interest rates were so low that some were even negative. While bankruptcies were down by 50%, this was only because COVID-19 governmental programmes were keeping businesses afloat artificially. All this led to an uncomfortable uncertainty that has since persisted.

The outlook for 2022 was relatively good, with financial institutions reporting increased revenues in 2021. The pandemic situation was improving, while supply chain and logistics bottlenecks were starting to ease. But it all changed on 24 February when Russia invaded Ukraine, ushering in a new sense of urgency as Europe faced its first war in decades.

Since then, global stock markets have experienced a serious correction and energy prices have soared sky high as many European countries lost access to the Russian gas on which they were so dependent. **All across the globe, inflation rates have been climbing relentlessly during the first half of 2022, followed by a rise in interest rates.**

In the UK, a perfect storm of post-COVID economic issues brought on by sluggish supply chains, Brexit, and the war caused inflation to reach 10.1% in July 2022. The categories of spending where consumers are experiencing the strongest price increases are in housing and utilities (such as gas, electricity, and water), transportation, food, and beverages.

Annual change of the Harmonised Index of Consumer Prices in the euro area, breakdown by purpose of consumption, June 2022

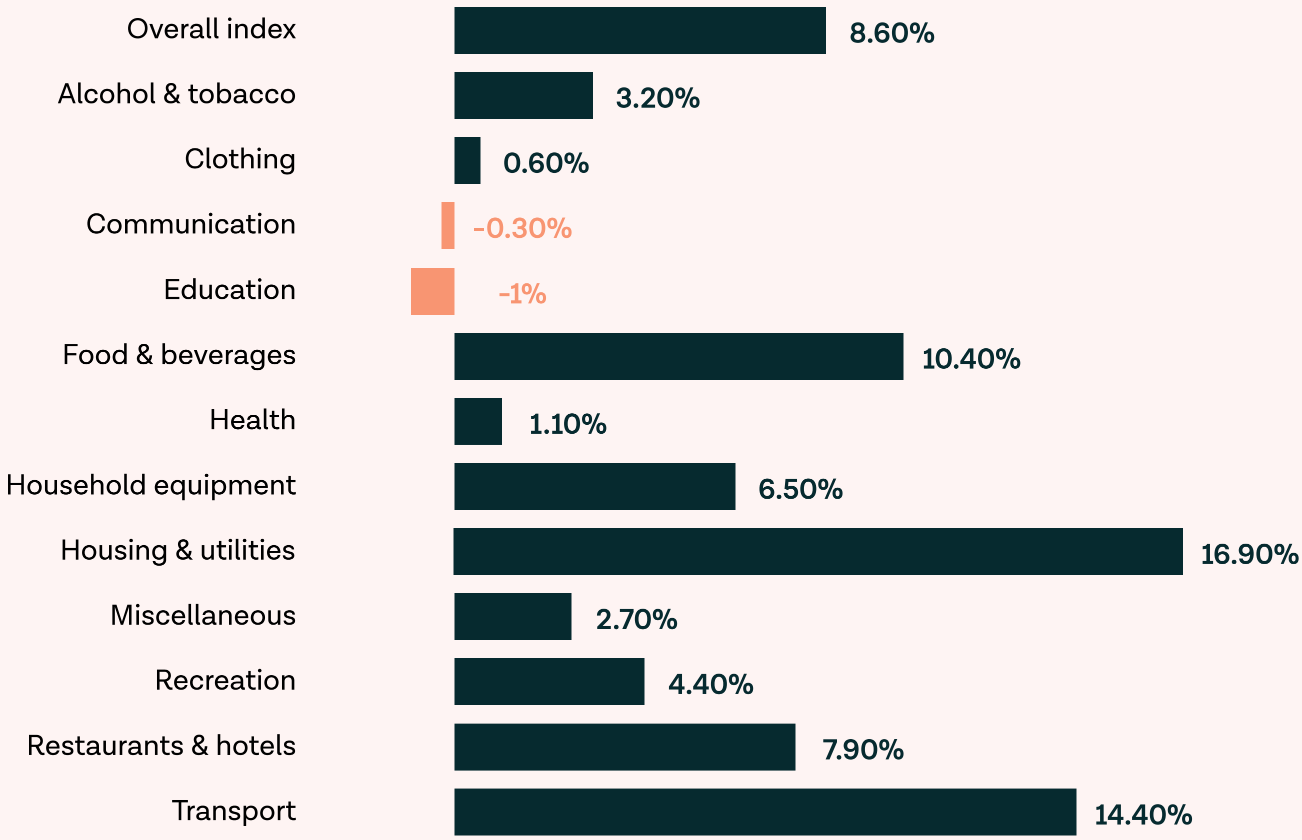


Figure 1
Note: In the euro area, the Harmonised Index of Consumer Prices (HICP) is used to measure consumer price inflation. That means the change over time in the prices of consumer goods and services purchased by euro area households.
Source: ECB, Eurostat, July 2022

The rise in inflation and interest rates has pushed many economies into a cost-of-living crisis, made worse by the fact that real-wage growth in countries such as the UK is at its lowest in 21 years. The UK government announced a raft of measures to help tackle cost of living hikes, but are under increased pressure to go further. The initiatives are unlikely to be enough on their own as we enter the winter months, and many companies are taking action on their own instead of waiting for government intervention: some are offering staff one-off payments to help with the cost of living, and British Gas announced it will give 10% of its profits (up to £1500 per household) back to consumers – regardless of which energy provider they are with. **The financial industry as a whole will need to find ways to protect the vulnerable in these troubled times,** using whatever tools we have at our disposal to help consumers stay afloat.

The UK is not alone in needing to tighten its belt. All over Europe, consumers feel that their cost of living has increased in the last year (see Figure 2) – and many fear that it will continue to rise. In response to the dire situation, the European Commission (EC) has revised the EU's growth outlook downwards, and the forecast for inflation upwards. Rising energy prices caused by the Russia-Ukraine war is the biggest contributor to this year's economic uncertainty, triggering a domino effect and causing the price of food and commodities to rise, curtailing households' purchasing power.

Perceived change in the cost of living in the last year

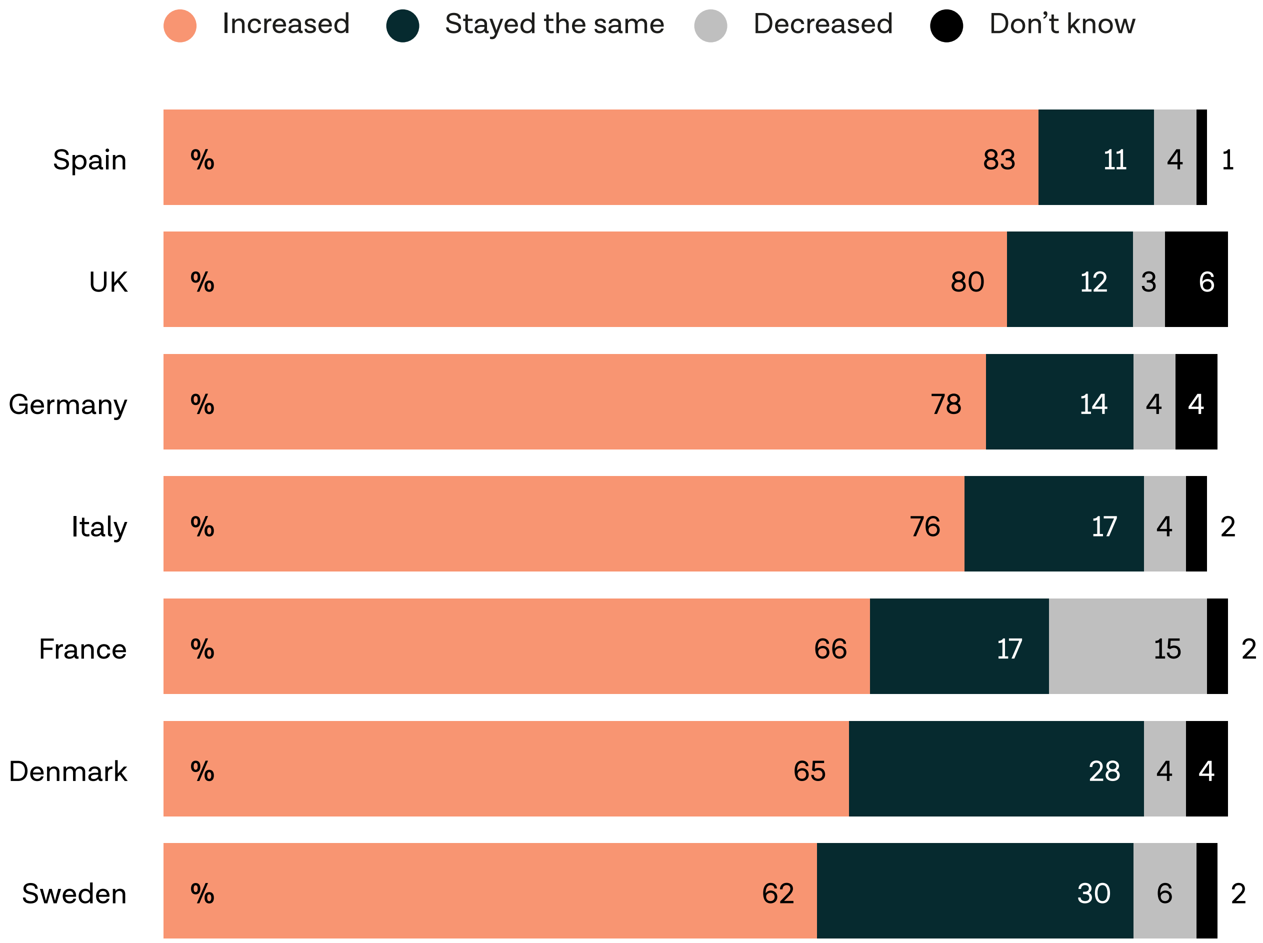


Figure 2
Source: YouGov, 'Eurotrack: Is the cost-of-living squeeze being felt around Europe?', March 2022

Insolvencies and non-performing loans

Last year we wrote that the rate of non-performing loans (NPLs) was at an all-time low and had become unsustainable. To the surprise of many analysts, credit performance continues to be strong in 2022. In the EU, the ratio of non-performing loans has dropped to only 1.95% in the first quarter of 2022 — the lowest level ever recorded since supervisory banking statistics were first published.

But now that the worst of the pandemic is over, the economic uncertainty has given rise to questions about many borrowers' ability to repay their loans. Indeed, the European Central Bank (ECB) believes that the economic crisis caused by the coronavirus pandemic is likely to trigger a sharp increase in non-performing loans – they could even reach levels as high as €1.4 trillion by the end of 2022.

Non-performing loans are a threat to the entire economy since financial institutions use their capital to absorb these losses. They negatively affect banks' ability to generate new lending into the real economy which can become a problem for banks' financial stability – something which affects wider society as a whole.

In the UK, there are already signs that the low NPL ratio is likely to deteriorate over the coming months (Figure 3). During the first quarter of this year, major UK banks have registered an aggregated impairment charge of £1.0 billion, following four consecutive quarters of impairment releases. Moreover, the number of reported company insolvencies are also starting to climb. In June 2022, the Insolvency Service recorded 1,691 company insolvencies, which is 40% higher than in the same month in the previous year (1,207 in June 2021), and 15% higher than the number registered three years previously (pre-pandemic: 1,467 in June 2019).

Non-performing loans by reference period across the European Union

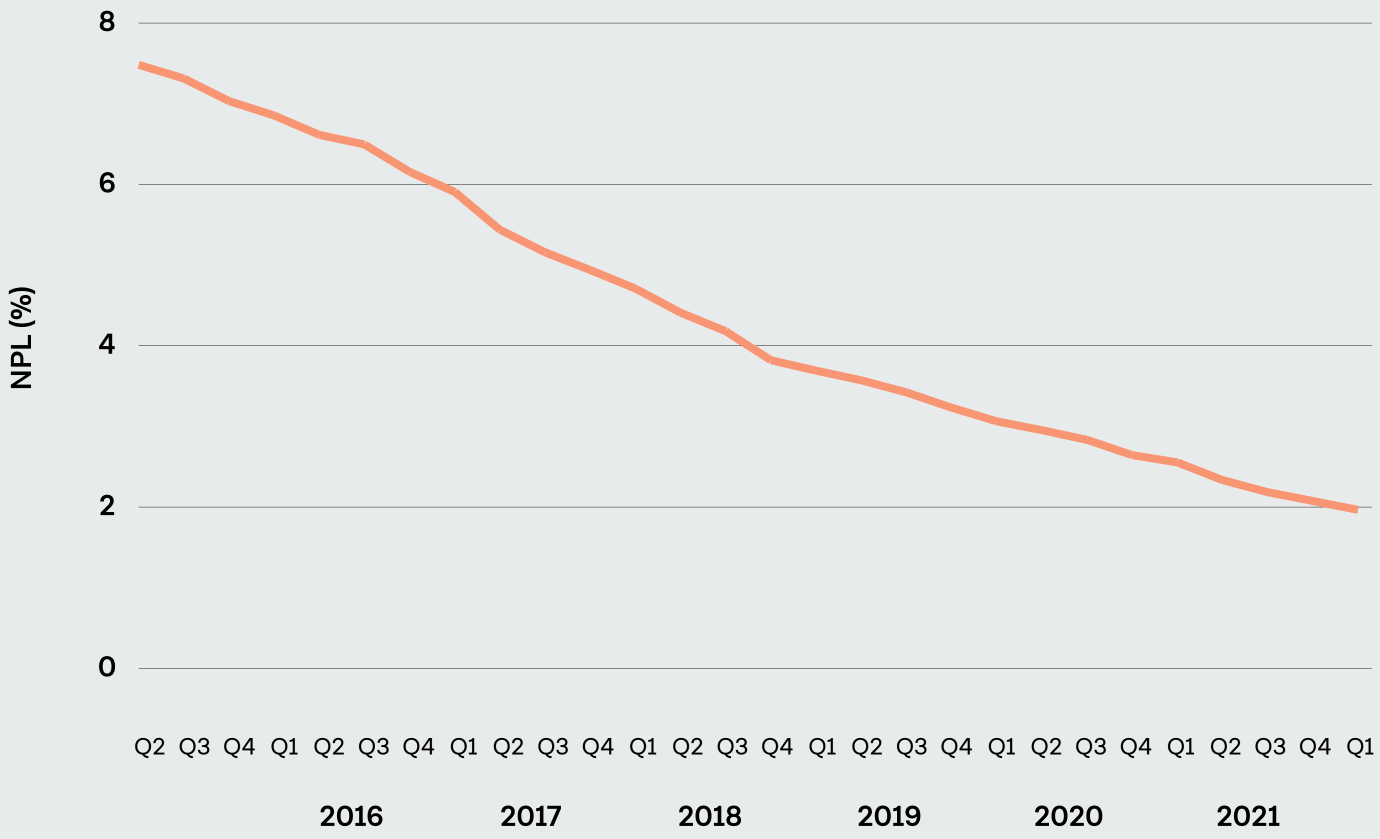


Figure 3
Source: ECB, July 2022

Protecting the vulnerable

In these turbulent times, the financial industry has a responsibility to help consumers stay afloat. In this, a lot of the responsibility belongs to lenders. For both lender and borrower it has always been imperative that consumers only take out loans they can afford to repay. Already in June 2020, the European Banking Authority (EBA) released its comprehensive approach to loan origination in response to financial stability concerns. The EBA's updated guidelines on loan origination and monitoring are necessary in order to protect consumers and the sovereignty of the credit market. With regulatory support, borrowers can be protected from borrowing money they can't afford to pay back, while lenders can ensure that their credit portfolio is in line with their risk appetite.

The UK's Financial Conduct Authority (FCA) has also jumped into action to protect those affected by rising inflation, a higher cost of living, and stagnating wages. New Consumer Duty rules have been introduced that set higher and clearer standards of consumer protection across financial services and require firms to put their customers' needs first. And in June 2022, the FCA sent a letter to 3,500 lenders reminding them of the standards they should meet as consumers across the UK are affected by the rising cost of living.

With this new economic climate and the FCA's stern reminder to lenders, the importance of credit institutions' risk management and assessment is evident. As many banks and other credit institutions still use suboptimal onboarding and assessment processes, this field is in need of modernisation. In this digital age, manually processing applications with heaps of paperwork makes little sense when there's the option to safely and securely enable access to data – the kind that open banking enables.

'The financial services industry has a significant role in helping consumers manage their finances – and it should expect us to pay close attention to how they do that over the next few months.'

– **Sheldon Mills,** Executive Director of Consumers and Competition at the FCA

Rising concerns over interest-free credit

The UK government is going even further in its attempt to protect consumers from unsupervised lending. In June 2022, the HM Treasury announced a plan to implement stronger regulation of interest-free buy-now-pay-later (BNPL) credit agreements in the interest of 'protecting consumers and fostering the safe growth of this innovative market in the UK'. This aligns with research published by Barclays which suggests that vulnerable consumers could fall into trouble by using BNPL instead of more traditional forms of credit in a cost-of-living crisis.

As BNPL services are growing in popularity, regulators aim to ensure consumers are protected by the same rules when using these services as with more traditional loans or credit services. Under the planned new regulations, lenders will carry a larger responsibility to ensure loans are affordable for consumers. They will be required to conduct affordability checks and make sure their advertisements are 'fair, clear, and not misleading'.

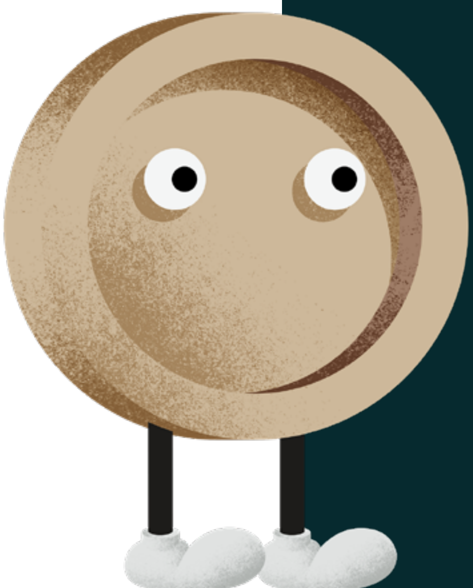
The move to regulate BNPL has been welcomed by many financial institutions, and innovative businesses have been quick to announce that they're on a mission to offer safer products. Revolut, for instance, announced the rollout of what they call a 'responsible' BNPL product across Europe.

Tech giants are also entering the ring – Apple launched its own BNPL service following its acquisition of fintech start-up Credit Kudos, highlighting that regulations will have a broader impact on the market than perhaps previously expected. Indeed, Big Tech's entry into the BNPL market has prompted the Consumer Financial Protection Bureau (CFPB) in the US to take a 'very careful look' into the matter.

The BNPL industry is dependent on their consumers being able to pay the money back. As such, BNPL companies are particularly vulnerable in the current economic downturn, with well-known brands announcing layoffs and seeing their stock market value plummet.

Tink 101: affordability checks

Despite what some people think, credit checks are not the same as affordability checks. A credit check looks backward. It evaluates a customer's credit history and record of meeting debt obligations, then assumes that this is telling for the future. An affordability check, on the other hand, is about looking forward. It considers the potential for credit to adversely impact the customer's financial situation under different scenarios. What could happen if interest rates or the cost of living rise? Or if the source of income changes? At the end of the day, affordability checks take into consideration, above all, the customer's financial well-being.



Rabobank: Revolutionising small-to-medium business lending

Thomas Horn,
Strategy Lead Embedded Lending, Rabobank

Who he is

Thomas Horn is a Digital Strategist and Intrapreneur at Rabobank. He was an early evangelist of sustainable finance and has since moved on to reinvent banking and lending for the small and medium-sized enterprise (SME) segment.

What he's known for

With a keen eye on the future, Thomas built a reputation for his unswerving efforts to disrupt Rabobank's services and lending business for SMEs. His goal is simplifying services for customers by making them more efficient and much easier to use.

Why we spoke with him

Knowing that banks have complex operations and that this is often reflected in the proposition presented to customers, he and his team saw an opportunity to use open banking to simplify banking services and operations and ran with it.

'We launched an SME lending solution that can give the applicant a yes/no response in only 10 minutes.'

Rabobank

How has Rabobank's lending process changed over the past few years?

Before we talk about how the lending process has changed, it's important to appreciate Rabobank's heritage. Many know that Rabobank is one of the largest banks in the Netherlands, deeply rooted into local communities and ecosystems. We continue to run as a cooperative bank today, with a rich history servicing SMEs in the Dutch market. In fact, Rabobank services nearly half of the Dutch SMEs. Our cooperative bank model is characterised by a high degree of personal and bespoke services, which has been an important differentiator for many years. However, our customers are also becoming more tech savvy and we recognised that these SMEs were looking for better digital propositions.

As you'd imagine, the process for financing requests within the SME retail domain, in the range of €10K to €1M, was traditionally a manual process via the local banks. It could take us six to eight weeks to process a typical loan application. It can be exceedingly frustrating for a business or entrepreneur to have to wait that long, not knowing if they will be able to get the financing they need.

We believed that we could remove that uncertainty and shorten the time-to-yes significantly using open banking technologies. And we did. **We launched an SME lending solution that can give the applicant a yes/no response in only 10 minutes.**

How is open banking lending different from traditional lending?

It's entirely different. Traditionally, we'd manually check annual results and filings, examine the chamber of commerce details, and assess the entrepreneur's track record in order to identify attributes of risk. Now, we are using open banking to retrieve the SME's transaction details and perform risk assessments by analysing and categorising thousands of transactions. By doing this we can predict the probability that an applicant will default within 12 months.

The outcome? We managed to improve nearly every KPI in the process. Customer satisfaction increased significantly. SMEs now say they are serviced in a fast and more intuitive manner. We also managed to improve our risk-profiling capabilities and thus lowering the costs of servicing loan requests and meeting our objectives to digitalise Rabobank's lending propositions. Ultimately, these benefits flow back to our customers through increased bankability and swiftly providing financial solutions.

One of the learnings while scaling these capabilities is the importance of trust and brand recognition. When we launched the service under the original 'Fundr' brand – which we use for innovation purposes – we saw SMEs could be hesitant choosing the open banking powered process despite the obvious benefits. Clearly adding the Rabobank brand increased adoption and 'trust' in the service significantly.

Besides some of the macro developments, **there is no denying that open banking is one of the biggest drivers for innovation in the financial services industry today.** With the heavy regulatory burden on banks, it's hard to articulate how difficult it is to innovate. It's important to recognise that PSD2 released us from an impasse where it has now become much easier to justify innovation. This is in part because the threat of competition creates more urgency to improve our services. As an innovator, I am glad to see that we are feeling the heat. As a large bank, if we set our minds to it, we can also make the biggest waves and benefit the Dutch SME sector in a big way.

However, we believe that the regulations are still not open enough to really encourage the innovation that will power such innovations. The investment barrier can still be too high for non-financial parties to quickly innovate within this space.

What will SME lending look like five to 10 years from today?

I'd expect that the commoditization of the SME lending market will continue. The opportunity to digitalise and use alternative data sources as a core part of the underwriting criteria will continue as well. At Rabobank, we are proud of our 10 minute process but we can improve it even further. Customers expect swift journeys with instant approvals and payouts. In five to 10 years, I don't expect the experience to be equivalent to checking out at the supermarket, but that's where things are heading.

Obviously, we cannot talk about the future of lending without talking about embedded finance and embedded lending. This is the next frontier. At Rabobank, we've established several partnerships for embedded lending. Notably, in the Netherlands, we're working, amongst others, with Bol.com (owned by Ahold-Delhaize) – one of the biggest e-commerce platforms, and bookkeeping service providers such as SnelStart. Basically, we aim to be where SMEs manage their businesses. However, there's still so much we can do to optimise these processes and to create true digital services.

We recognise that the biggest change will need to come from within. Rabobank's platform will need to evolve as we rethink the channels through which we deliver our products and services. We've now started with SME loans, but we'll simultaneously need to evolve everything from integrating payrolling information, bookkeeping services, and much more to increase our own platform's value as well. We need to be technically superior than where we are today, and keep evolving our API, data, and lending capabilities.

Rabobank knows everything about banking data, but we need to know everything about our customer data too. Mastering alternative data points will be one of the biggest challenges for us over the next five to 10 years. A challenge we happily accept, because we want to continue to be a key partner for all SMEs in the Netherlands.

Consumer credit in the post-pandemic era

Every year, we shed light on how the industry is changing. For this year's report, we interviewed 380 financial executives from across Europe about how their business has changed during the pandemic. The survey was conducted in February and March 2022 so while the data is fresh, it will not reflect the full impact of the Russia-Ukraine war and the resulting crisis.

During the pandemic, a lot of people lost their main source of income, leading lenders to feel that a tightening of loan processing and creditworthiness assessment was in order. While various government programmes helped keep struggling companies afloat, consumers weren't always so lucky. Figure 4 shows that even though the rate of NPLs hit an all-time low, nearly six out of 10 lenders felt the need to tighten the criteria for granting new loans – both the private and the business kind.

Criteria for consumer and business loans

Q. How has the criteria for granting a consumer/business loan (e.g. mortgage, auto loan, credit card) changed as a result of the pandemic?

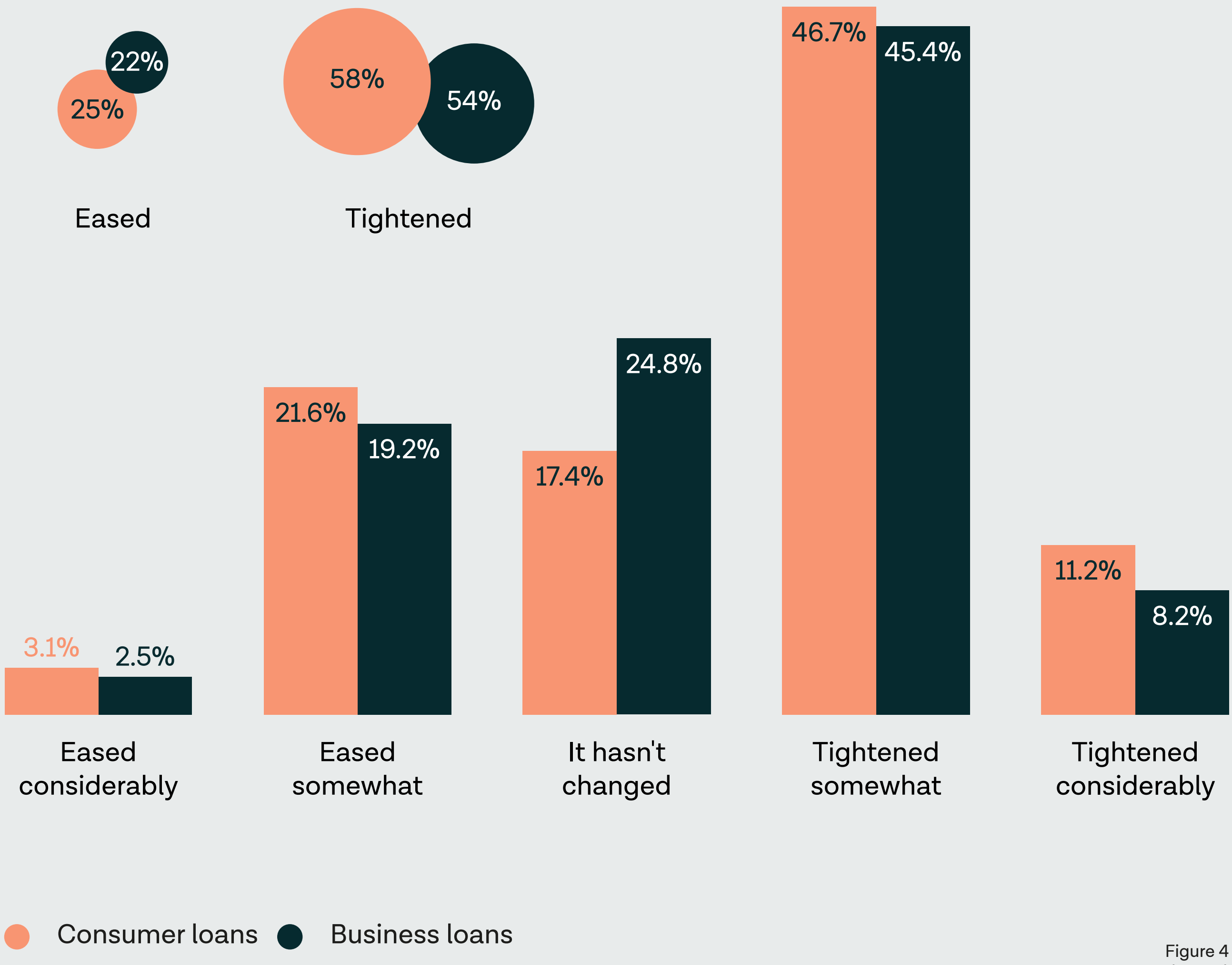


Figure 4
Base: All who provide credit or loans (n=364)
Source: Tink, 2022

According to the research, 58% of the surveyed respondents said the criteria for granting a consumer loan tightened as a result of the pandemic. The criteria for granting business loans has also tightened, with 54% of respondents saying they are more careful when considering business loans. Even though governmental programmes saved many businesses from bankruptcy during the pandemic, lenders felt they needed to conduct extra rigorous checks to make sure they weren't granting loans to businesses doomed to fail. On the other hand, the data also shows that one in four have eased the lending criteria for consumer loans (25%) and one in five for business loans (22%). This could reflect the changes communicated by central banks to give consumers better access to financing for mortgages and other types of secured loans.

From a country perspective, the survey results indicate that France (71%), Spain, and the UK (68%) are the top countries that have tightened the criteria for consumer loans, whereas Italy (73%), Germany (63%), and Norway (59%) are the top countries that have tightened business loan criteria. The data also suggests that countries such as Sweden, France, and the UK are considerably tighter on consumer loans than business loans. These countries have seen rapid adoption of consumer financing products over the last decade. In turn, this may also reflect an attempt to amend lending practices in order to lower the risk of defaults caused by granting loans to consumers who can't afford them.

Respondents indicating that criteria for consumer and business loans have tightened by country

Q. How has the criteria for granting a consumer/business loan (e.g. mortgage, auto loan, credit card) changed as a result of the pandemic?

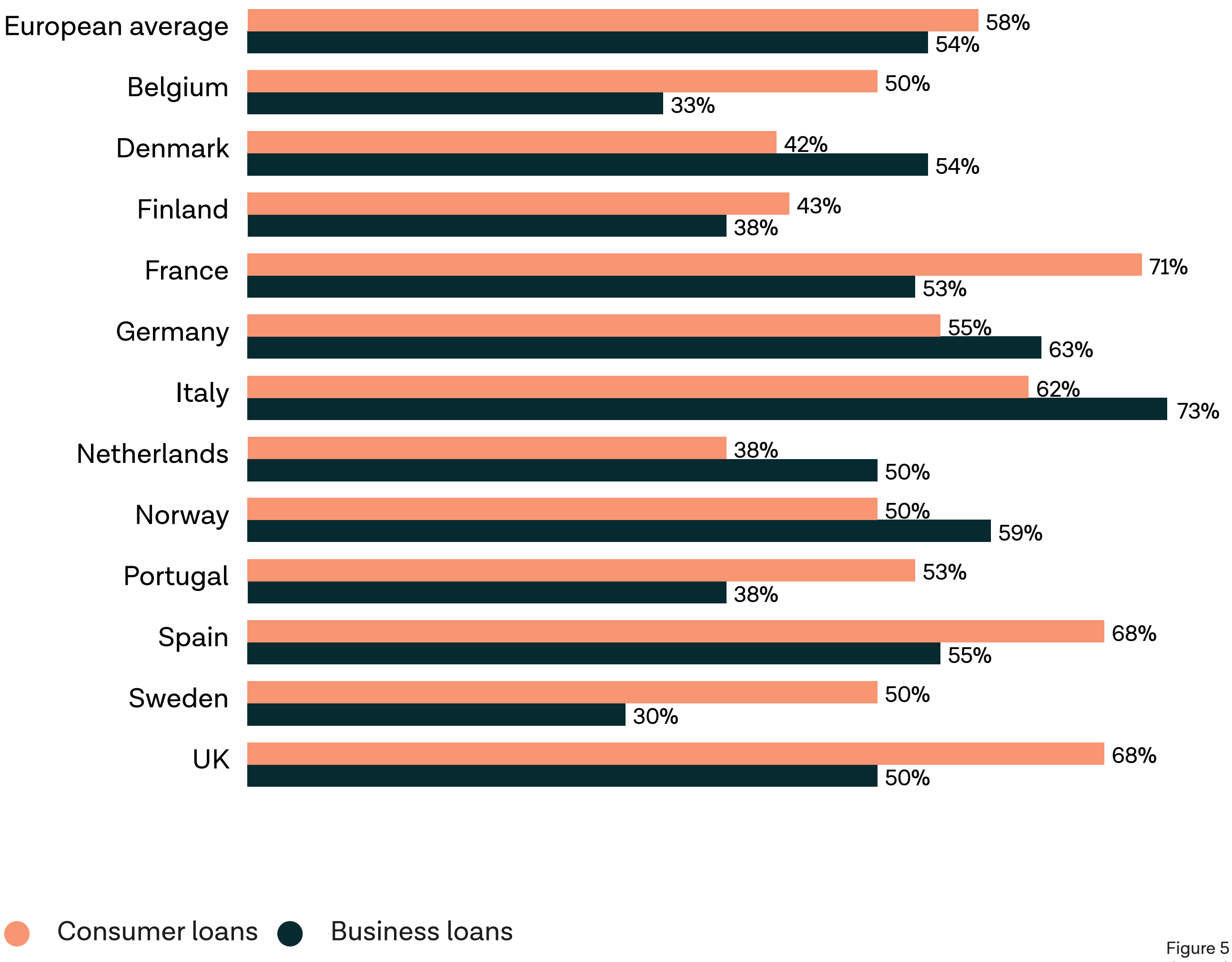


Figure 5
Base: All who provide credit or loans (n=364)
Source: Tink, 2022

SBAB: Staying ahead of the curve

Daniel Ljungel,
Head of Business Development, SBAB

Who he is

Daniel Ljungel is responsible for the commercial business development at the Swedish state-owned mortgage bank SBAB.

What he's known for

Daniel is a progressive leader for whom the glass is half-full. He sees opportunities, not problems, and is always willing to find ways to deliver mutual benefits.

Why we spoke with him

Daniel is a true open banking pioneer. Under his leadership, SBAB was the first mortgage bank in Sweden to leverage open banking technologies to improve the application experience.

'We're planning to use open banking for income verification because it will generate important cost savings and has the potential to dramatically improve the customer experience.'

How do you see the current macroeconomic climate impacting the credit market?

Over the last few years, we have been experiencing a booming economy which has been further supported by the pandemic stimulus packages. For SBAB, it's been our best 5 years ever. But the current macroeconomic climate is changing fast with rapidly growing inflation and interest rates. This is why we expect tougher times ahead.

As these changes will likely affect the housing market going forward we will also be affected, since mortgages are our core businesses. We expect people will borrow lower amounts and there will likely be less clients who can afford a second house or a holiday home. So far, most of our customers have been resilient to the macroeconomic changes, but we are well aware of the fact that things can change quickly in circumstances like these.

From a broader perspective, we expect unsecured lending and buy-now-pay-later (BNPL) to suffer more from the macro situation. If we land in a recession, people will shop less, travel less, and go out less. But people will still need a place to live.

How do you drive innovation in a mature mortgage industry?

When I speak with my peers at industry conferences, they often say 'you Scandinavian banks are so ahead of the curve'. They say we're at the forefront of innovation, but I have this constant fear that we're lagging behind as a business. This is why we are working very hard at getting or staying ahead. **It is imperative that we never underestimate how fast this industry is changing.**

Bear in mind that the experience of taking up a mortgage is quite complex, even though we are trying to make it as smooth as possible. Not long ago you needed lots of paperwork, at least 8-10 phone calls, and/or several physical meetings in a branch office to get a mortgage. At SBAB we do things differently. Using in-app interactions with the customer, we aim to reduce the number of phone calls to 3-4, and for the paperwork to be relatively light. We have succeeded in making the mortgage application process smooth by comparison, but what the customer really wants is a fully automated process. The customer would prefer to be the one to initiate any phone contact, to be acknowledged when anxious about the biggest transaction of their lives, rather than the bank calling them to validate income levels and employer agreements.

It's difficult to innovate in this industry because there are so many regulations to consider. We also need to keep in mind that as long as the regulations stay the way they are, it's primarily the established players in the mortgage industry who would benefit, and the product would never really scale. If it were to scale, it wouldn't surprise me to find other industries jumping on the opportunity. The closer we get to fully digital mortgages, the sooner big techs will want to leverage their millions of user interactions.

How has open banking impacted mortgages?

Like most banks, we saw open banking as a threat in the beginning. But we wanted to engage with Tink proactively to see how we could help each other. Together, we launched the MortgageMatch app and over the last 5 years more than 140,000 customers have used the app to compare or check their interest rates. It has been a great tool to win customers, but also to gain competitive insights on pricing and market share. Open banking helped us a lot strategically.

Realistically though, all customer situations are unique. People have different levels of income, relationships, separations, family, et cetera. When they complete a mortgage application, the status of the request is most often yellow, not green or red. Open banking can automate some of the processes but not all of them, yet. For instance, verifying income and estimating an applicant’s long-term ability to meet debt obligations is traditionally one of the most time-consuming steps in the loan origination process. We’re planning to use open banking for income verification because it will generate important cost savings and has the potential to dramatically improve the customer experience. There is no off-the-shelf solution for this yet; we’ll still need to complement PSD2 data with additional information or documentation, but it is something that we aim to launch next year.

Overall, we need to give credit where credit is due. Tink has played an important role as a technology partner, thus giving us the ability to focus on being the experts in mortgage loans. **Our collaboration with fintechs has allowed SBAB to further specialise by focusing on our core business, which has made our role in the value chain increasingly clear.** Fintechs are usually experts within one service or product. Today you could more or less build a new bank by assembling all these fintechs as modular Lego bricks. We constantly need to ask ourselves where our own expertise lies. Is it in client service? Is it in managing risk, or in our customer interface? Maybe it’s in the trust we’re afforded as a state-owned brand? Those are some of the questions we ask ourselves – and I encourage other bank executives to do the same.

The problem with loan origination

The main challenge in loan origination is the balance between asking for a sufficient amount of information to properly validate and assess the applicant, but at the same time having a lean and streamlined application process that prevents user drop-off.

As such, assessing creditworthiness accurately at the point of application is a well-known challenge in the lending industry, with as many as 70-80% of applicants often being denied directly by traditional lenders. The reasons for rejection range from their profile not meeting the lender's credit policy (such as insufficient income or previous missed debt repayments), issues with underlying data sources (such as 'thin' and insufficient user files due to lack of a credit history), or not properly submitting required proof documentation.

However, if lenders were to add ten additional questions in the application to help cover for the reasons above – as well as asking for additional proof documents – then the negative impact on the application conversion rate will outweigh the increased accuracy in creditworthiness assessments. Put simply, people want simple user experiences – preferably digital – or they turn elsewhere.

If, over the last couple of years, lenders had had access to truly effective creditworthiness assessment tools, perhaps they wouldn't have felt the need to tighten their processes. The problem lies in the current complexity of loan origination.

Given the volatile economic climate of the past few years (or decade), it's to be expected that banks and other financial and credit institutions feel the need to protect their assets and boost revenue by reducing the number of loans at risk of defaulting. Especially considering the often antiquated tools used to assess if a consumer loan can be granted or not.

Common obstacles in the lending process

Today's most common loan application assessment tools can hinder rather than help lenders grant performing loans. Oftentimes, they are:

Manual

Applicants have to send in paperwork such as payslips, proof of identity, and tax records for the lender to be able to assess their creditworthiness.

Slow

Given the amount of manual paperwork, the process is slow and frustrating to both consumer and lender. Often lenders need days, sometimes even weeks, to assess a loan application – leading to a high amount of applicant drop offs.

Risky

As with any manual process there's a distinct risk of forgery, where the applicant can fake PDF documents to look like payslips, or forge their identity, address, and assets.

Unreliable

The information required is often outdated and unreliable, such as 12 to 18 months-old tax records. This does not provide enough information to accurately assess loans in volatile times – who would ever think that a restaurant with a 95% occupancy rate would go bankrupt before the COVID-19 pandemic?

Incomplete

Payslips offer a very limited and incomplete view of income, showing only a single stream of income that stretches back three months, but does not offer the ability to assess fluctuating incomes from multiple sources, or offer a long-term view of the applicants financial status.

Financially exclusive

Many consumers such as expats, young people, or the self-employed are automatically rejected since they are not in the 'system' or are perceived as being financially unstable.

The challenges of assessing creditworthiness

The manual and incomplete quality of the data lenders traditionally use makes it difficult to accurately assess affordability. Moreover, lenders often use simplistic statistical estimates to assume a spending profile based on factors such as household size. As Figure 6 shows, this makes it considerably harder for them to accurately assess an applicant's creditworthiness – leading them to decline creditworthy customers.

The top reason respondents gave for not being able to assess the applicant's risk- or creditworthiness was the inability to verify assets or collateral (32%). This is unsurprising as a single individual could have a multitude of collateral in different shapes and sizes, such as stocks, real estate, or other assets. Hunting down the details and evaluating all these different assets is time-consuming and difficult.

Another top reason for not being able to assess the applicant's creditworthiness is the inability to categorise payment history to identify risk attributes. Not having a categorised overview of the applicant's bank transactions means missing key information such as spending patterns, loan exposure, their liabilities, and how they manage their money. A well-enriched transaction history can give you an overview of an applicant's spending habits and financial health as you can see, for instance, how much of their income they spend on gambling, how many days they are in overdraft, or whether they are paying off a risky number of other loans.

As the other key challenges given by financial executives included the inability to verify liabilities, identity, and income it's clear that the loan origination process suffers from a lack of aggregated and categorised information to support its credit assessment practices.

Ranking the reasons why loan applications are rejected

Q. What are the most common reasons why you are unable to assess the applicant's creditworthiness?

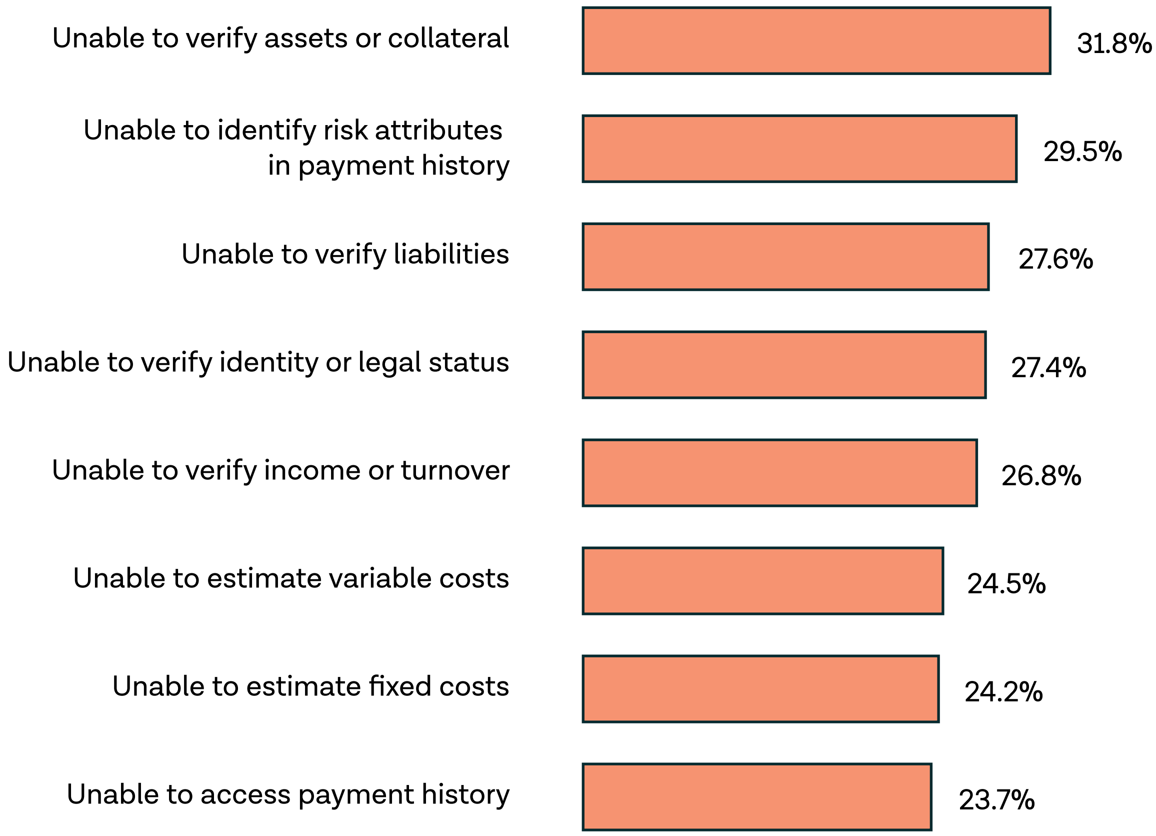
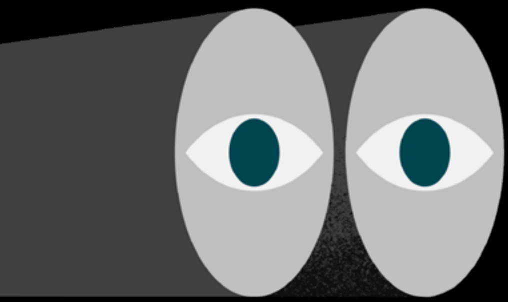


Figure 6
Base: All who provide credit or loans (n=364)
Source: Tink, 2022

The credit bureau blind spot



The inability to correctly assess affordability and creditworthiness with today's most common loan application processes proves what's often called 'the credit bureau blind spot'.

Information received from credit bureaus suffers from the issues addressed above: it's incomplete, often incorrect, and out-of-date. Using antiquated as opposed to real-time data leads to poor customer experiences and an increased risk of rejecting creditworthy applicants and approving those who may not be in the same financial situation as they were when the data was recorded.

In Sweden, for example, it is common to use the previous year's tax records, meaning the data can be up to 18 months old. Over the course of the pandemic, people's financial situations could change drastically in just a couple of months – never mind a whole year. Whereas someone who just moved countries would have to wait more than a year to be included in the financial system even if they had a regular income.

In short, using antiquated data is detrimental to both lender and borrower and there's little excuse for it anymore – modern technology capable of generating up-to-date and accurate data already exists.

Prestalo: Taking marketplace lending to new frontiers

Kristoffer Hanson,
CEO and co-founder,
Prestalo

Who he is

Kristoffer is an entrepreneurial and results-oriented leader with a great dose of empathy, drive, and positive thinking. He's long been a pioneer in adopting open-banking-enabled lending processes in order to increase financial inclusion and well-being.

What he's known for

He is passionate about how technology can help improve society. Kristoffer is in the game to make a difference in the world and to have a positive impact on everyone he meets.

Why we spoke with him

Through Prestalo, Kristoffer imagined that borrowers could get the best interest rates from several banks via only one platform and one application. He's long been a pioneer in adopting open-banking-enabled lending processes in order to increase financial inclusion and well-being.

'With open banking, our approval rates are over 90% and the default rates are at least 5 times lower compared to traditional lending practices.'

prestalo

How has the lending industry changed over the past few years?

Over the last couple of years, we've seen the lending model change faster in some regions than others. We saw that marketplace lending was growing fast in the Nordic countries as we anticipated a similar opportunity would exist in other markets. For instance, in Spain, there weren't any good aggregators and only a small number of price comparison firms.

We believed there would be an opportunity to replicate the marketplace lending model for the Spanish market by brokering consumer loans offered by different investors or banks. We don't take deposits or lend ourselves, but rather we generate revenues from commissions received from borrowers and lenders.

It's also true that the digitalisation of the lending market came quicker in some countries than in others. In Spain, the major consumer financing banks provided very rudimental digital interfaces. Most would engage with customers through their traditional retail channels, which would typically mean that prospects would be invited to come to the banks' physical offices or branches.

Still today, many of these continue to lack the ability to retrieve basic customer information via electronic means. Also the absence of credit history and categorised transaction details means that Spain has been a relatively risky market to enter for many years, and often banks continue to operate with limited access.

This basically means that there's a huge opportunity for us to bring a new generation of lending into the market. One where we utilise online channels to deliver superior customer experiences and where we can make more informed lending decisions using open banking technologies.

How do you see open banking impacting the world of lending today?

It's important to understand the traditional process that applicants go through. When someone applies for a loan, it's common for lenders to ask for proof of income or a 30 or 60-day transaction history printout. As a lender, you need to judge your decision based on what the applicant tells you. Often the information is incomplete, or you need to trust it's true even when you can't verify it against any other sources.

Since lenders are in the business of managing risk, rejection rates are traditionally very high. In fact, less than 10% of applications using a traditional document transfer process are accepted and granted a loan on the first attempt. This means that in over 90% of cases, there's additional manual work for the lender and it's usually a terrible experience for the borrower too.

At Prestalo, we've designed our business to process more accurate information and deliver better experiences for the borrower. **Using open banking, we optimise and automate a lot of the work that would otherwise be manual, such as verifying income and confirming the employment records through fixed salary payments.** We enable borrowers to request a loan via a traditional process, but our goal is to encourage them to use open banking during the application process.

With open banking, our approval rates are over 90% and the default rates are at least 5 times lower compared to traditional lending practices. We can better understand the customer by looking at the right parameters and offer an application journey where there is very little manual input required from the customer.

What are your predictions for the lending market?

I believe the usage of open banking technologies in the lending business is still in its infancy. Currently, it’s primarily being used to check the IBAN, verify income, and categorise some of the transactions. It’s evident that most lenders are not using the full depth of information available in the open banking data; they focus on easily identifiable KPIs.

Over the next couple of years, I predict that credit institutions will be adding data layers on top of open banking information. For instance, it’s typically very difficult to extract relevant information from raw transaction data – like tagging, categorising, or identifying existing debt obligations in the correct way. But it’s also about going beyond account information; retrieving and understanding open finance data such as income statements from the tax authorities. I believe that as our data models mature and improve, we’ll start to see lenders using this information to make decisions in real-time, and not just feeding it into the existing credit models.

At the end of the day, it will all depend on the customer. We find that customers often see open banking as a big hurdle when applying for a loan. So it’s a double-edged sword. **Hopefully, over time, customers will see that open banking offers greater levels of convenience** and it’s simply providing an easier and more time-efficient way to provide access to the information that lenders need to originate the loan anyway.

Closing the affordability assessment data gap

There are many different factors that lenders must consider when assessing a loan application to ensure the applicant can afford repayments until the end of maturity. However, these factors vary greatly from country to country, meaning that standardised models for loan origination processes seldom work across geographies.

The lack of a standardised credit information solution across Europe means that every market has to build creditworthiness assessment models best suited to their own needs.

The European average (Figure 7), however, indicates that assessing the applicant's solvency is the most important. According to the survey, the most common factors evaluated in risk assessment models are the frequency of failed payments (29%), number of outstanding loans (28%), and average time in overdraft (27%).

It's easy to understand why the frequency of failed payments is considered important in virtually every European market. The lack of cash reserves indicates that the applicant falls short on their responsibilities to meet payments, or that they're frequently moving funds between different accounts – which could be an indication of fraudulent activity.

Similarly, the number of outstanding loans can indicate overindebtedness, signalling increased risk of defaulting on the loan in question as well. Additionally, a large number of loans that have been granted over a short period of time could be an indicator of fraud.

The average time spent in overdraft illustrates the applicant's cash reserves, or lack thereof, and the level of responsibility with which they manage their financial health. If the applicant stays in overdraft it indicates either a lack of funds, or a disregard for their finances and any fees they may incur – or both. Ideally, lenders want to grant loans to those that have the intention – and capability – to pay them back.

Factors considered during a loan process

Q. Which of the following factors do you evaluate in your current risk assessment models?

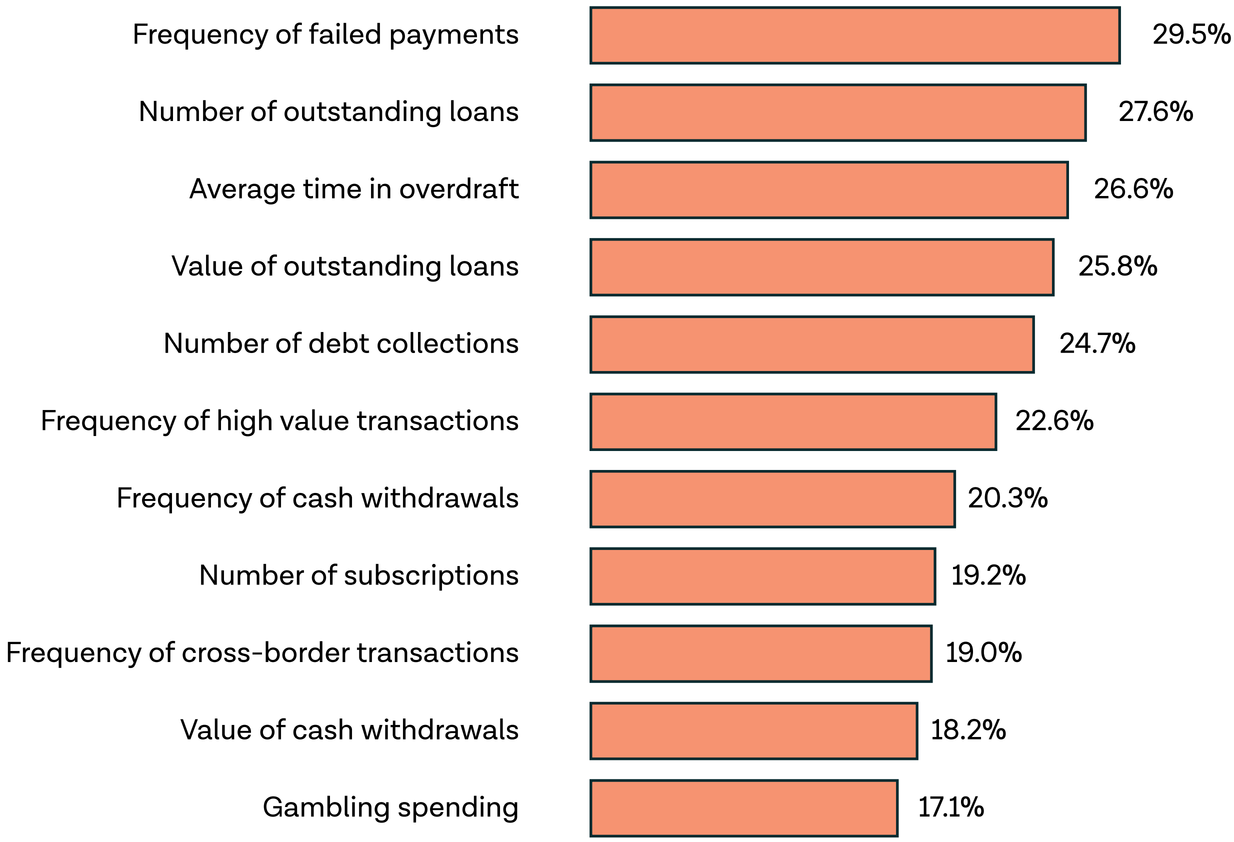


Figure 7
Base: All who provide credit or loans (n=364)
Source: Tink 2022

Regional insights

Although the Mortgage Credit Directive and Consumer Credit Directive indicate that EU Member states are required to have a credit database, not all countries have found a model to use it effectively. Where the Netherlands relies heavily on the Central Credit Registration Office (BKR), in countries such as Sweden lenders need to find alternative ways to assess risk. In Sweden, Finansinspektionen advises that the assessments must be based on sufficient information about the consumer's financial circumstances, so the consumer can pay back their loans and at the same time maintain a reasonable standard of living. If the loan has been issued through a credit intermediary, the creditor may need to supplement the information collected by the intermediary as a central database is not yet present.

In the Nordics, there are some red-flag behaviours that differ from those of other countries, such as ATM withdrawals. Sweden and Denmark are about as close to cashless societies as you can get, which means they are more concerned with ATM withdrawals than countries where cash is more prominent. Frequent cash withdrawals are an anomaly which could indicate risky activities such as gambling, black-market trading, or even criminal activities. In countries where cash is king, however – such as Portugal and France – cash withdrawals are not considered to be of much importance.

Sweden has the most diversified number of risk assessment attributes. Looking at not only income, debt, and fixed costs but also at variable costs such as subscriptions, thus giving the lender a holistic perspective on affordability – and the ability to accurately predict the applicant's ability to pay the loan back. This is not surprising given that Sweden is in the lead when it comes to implementing new technologies to improve the financial ecosystem (including but not limited to open banking) which often puts them ahead of the curve.

The Netherlands weighs value against the BKR check – which is the national debt database – in which all credit related products are recorded. So both business and consumer credit products will be reflected there and stand centre to the creditworthiness assessment process.

Rethinking what's important in the lending process

The research shows that the most important steps in the lending process are to validate and verify income followed by assessing overall affordability (see Figure 8). In contrast, profiling customers and behavioural insights are considered least critical for the lending process. While verifying and validating income is very important, lenders should also take steps to upgrade their ways of gathering behavioural insights as well. After all, increasing market share without exceeding the company's risk tolerance is a challenge for lenders – and they need innovative tools to achieve that.

Credit guidelines stipulate the need to analyse and understand the ongoing financial health of customers through proactive customer outreach programmes. Behavioural analytics are becoming increasingly important as a way to prioritise and structure such programmes. If you want to stay in line with regulatory requirements and recommendations, profiling customers and applicants to assess their overall financial health is a step in the right direction.

Steps in the lending process ranked by level of importance

Q. How important are the following steps for the lending process?

Figure 8
Base: All who provide credit or loans (n=364)
Source: Tink, 2022

What open banking can do for lending

It's hardly surprising that many of our survey respondents are planning to use open banking for the steps considered most important to the lending process (Figure 9). Open banking offers the potential to address many of the problems illustrated in the past chapter, unlocking a whole new era of consumer lending where creditworthiness assessment data is always up-to-date, accurate, and relevant. This also means lenders can better meet their responsibilities to protect vulnerable consumers while further decreasing the amount of non-performing loans and boosting revenue.

Where respondents are planning to use open banking

Q. Do you plan to use, or are you currently using, open banking technologies to enhance lending processes?

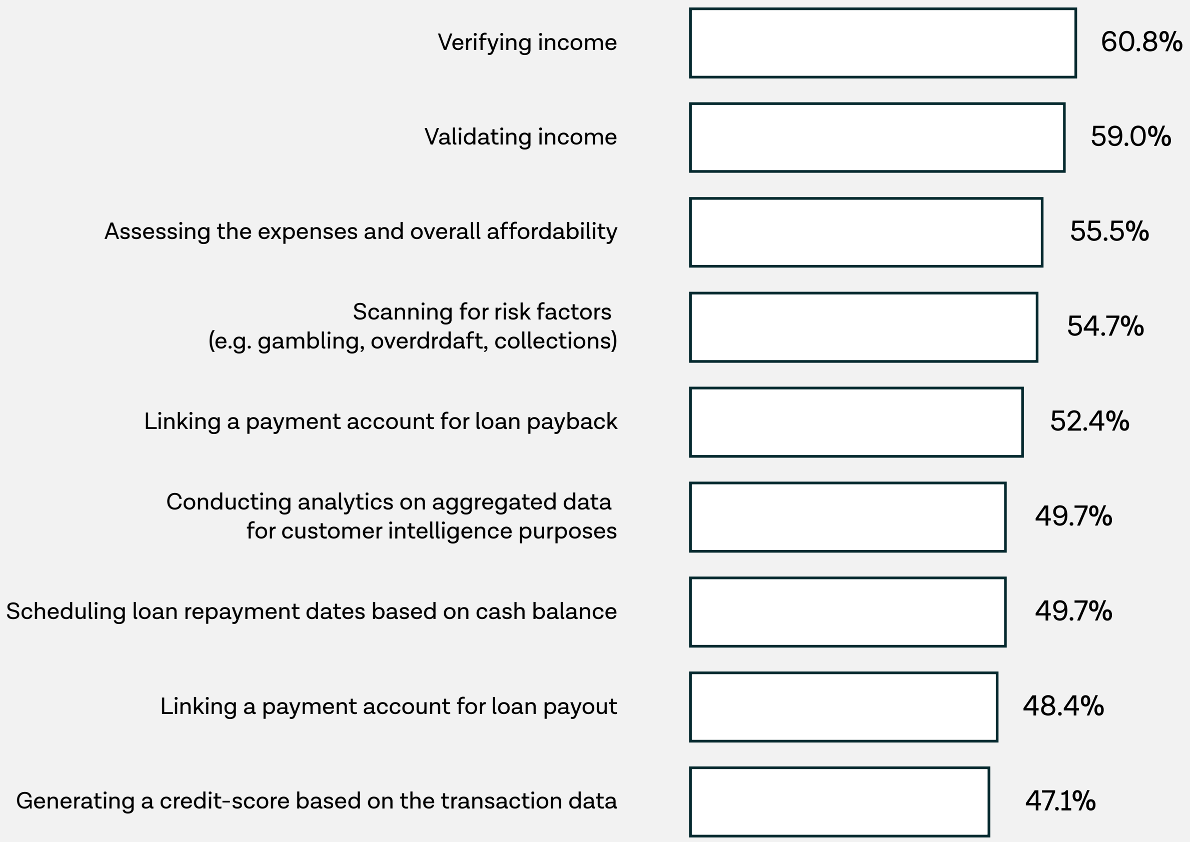


Figure 9
Base: All who provide credit or loans (n=364)
Source: Tink, 2022

Enter open banking-enabled solutions

The data shows that the main obstacle for lenders is the inability to evaluate applicants in real time without adding too much friction to the process – thus impacting conversion rates. However, as suggested above, open banking enables lenders to assess loan applications more effectively. With instant access to categorised account information it's possible to verify income and affordability in seconds or minutes, rather than days.

In addition to a faster and more convenient user journey, open banking powered lending gives lenders the tools they need to:

Assess and categorise income streams

There are many different types of income and having access to real-time, aggregated data can give you an accurate overview. With open banking you can instantly validate the applicant's main source of income such as salary, but it also gives you an overview of other income streams such as benefits, pensions, dividend payouts, subletting, and more. You can also isolate the various income streams and select the types of income you want included in your risk decisioning.

Get a complete overview of affordability

Access to financial data enables you to not only instantly verify and then assess an applicant's income, but also to take a closer look at their spending patterns. Open banking gives you the opportunity to get a complete overview of affordability by honing in on the applicant's so-called non-discretionary spending, meaning the essential things that they can't cut out of their budget. In many cases consumers will adjust their discretionary spending – such as travel, transport and shopping – depending on the cash flow they have available. That's why being able to receive a complete overview of non-discretionary spending such as mortgage-, rent-, or other housing payments is of great importance.

Detect predictive risk patterns

Financial data has great predictive power in the credit scoring process. At first glance, two applicants can have similar profiles (such as personal information and income) but vary greatly when you dig deeper into the transactional data. In many cases, the payment spending patterns may tell a different story. Spending in categories such as gambling, ATM usage, additional loan payments are all factors of risk. Moreover, open banking can also help identify records related to collections agencies as well as overall free cash flow, daily account balances, and overdraft usage. These types of patterns are proven to have strong predictive impact when back tested on real loan outcomes, such as default rates.

What's in it for lenders?

Open banking powered lending is faster and more convenient than traditional loan origination processes. It's digital and user-friendly, offering consumers a faster, simpler experience. On the lenders' side, there are many benefits to implementing open banking in the loan origination process:

Higher conversion rates

As open banking offers a less manual and more convenient user journey it's often the preferred option for end users. Data from Tink's lending partners indicates that offering an open banking onboarding experience boosts conversion rates by as much as 20-50%.

More nuanced income verifications

With open banking you can assess financial data from a longer time period – up to 12 months – than the three months possible with traditional payslips. This provides a more nuanced and representative picture of the applicant's income, taking into account seasonal fluctuations such as holiday pay and bonuses. Open banking affordability assessments also encompass more types of income than a monthly or weekly salary, such as benefits, pensions, and freelancer income.

Improved Gini coefficient

The Gini coefficient is used to assess a model's effectiveness in differentiating between 'bad' borrowers, who will default in the future, and 'good' borrowers, who won't default in the future. Open banking powered lending improves the Gini coefficient by up to 50%, meaning lenders can approve more loans without taking on more risk.

Significantly reduced risk of fraud

When an end user connects their account through open banking, by necessity they have to authenticate using Strong Customer Authentication (SCA) in order to confirm that the bank account belongs to them (and is under the same name as the one on their loan application).

This virtually removes the possibility of identity theft, making it significantly harder for fraudsters to apply for loans in someone else's name. It's also much easier to forge fake payslips when submitted in PDF form. Tink has found that lenders using open banking can get a real-time snapshot of a consumer's transaction history, reducing fraud by up to 70%.

Less time spent on manual administration

By using open banking, lenders no longer need to manually check each payslip or identity document. The lead time to start processing applications is also significantly shorter as the applicant grants instant access to their financial information instead of spending a few hours or days digging up and then submitting proof of income and identity.

What's in it for the consumers?

Since financial services entered the digital era, the greatest prize has been finding the optimal user experience. Nowadays, it's more and more important to offer customers a speedy, safe, and seamless experience in order to minimise drop-offs and avoid churn.

Simpler and safer user journeys

To reiterate, open banking provides lenders with the opportunity to offer intuitive customer journeys. Embedding open banking technologies into the loan origination process is beneficial to both lenders and borrowers.

In most European markets, users are able to instantly authenticate towards their bank using biometrics-enabled mechanisms (such as facial recognition or fingerprint). Because of this, the onboarding journey in some markets often takes less than 10 seconds.

When borrowers are given the choice between a faster credit decision with open banking or having to wait days while submitting multiple documents manually, most would choose the former, less roundabout, option. Especially since open banking allows the user to complete the whole journey on a mobile device without having to export information from other services or manually upload documents.

In sum, the borrower gets a faster loan application and onboarding process, with greater personalisation and convenience than more traditional alternatives. It also reduces the risk of anyone else using the applicant's personal information to apply for a loan in their name, and grants them a better control over the entire process – and of their financials as a whole.

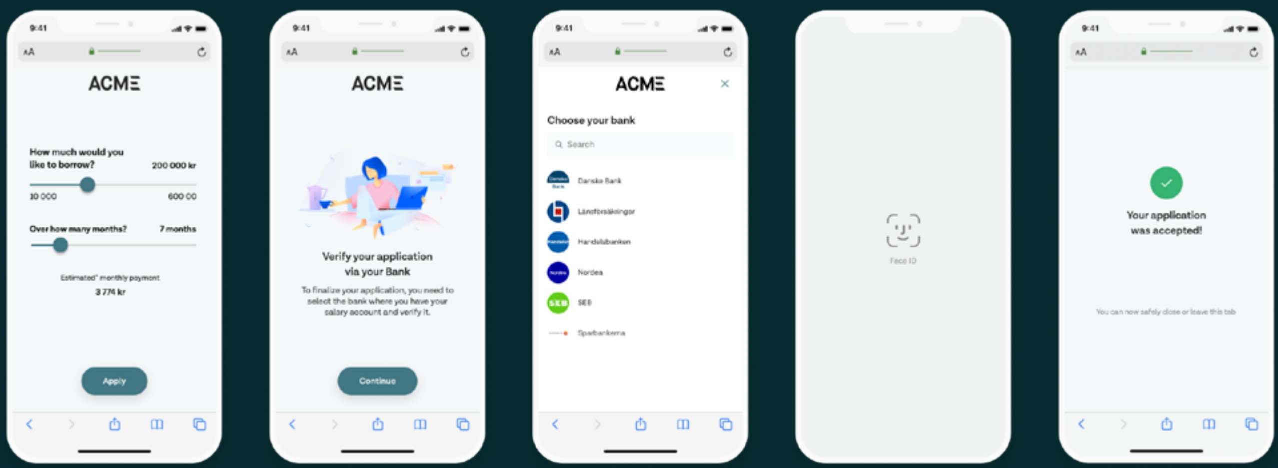
What an open banking-enabled application journey could look like

Customer's flow

Prompt user to
verify information

Customer's application flow

Provide response
to application



Embedded Tink flow

User authenticates
and provides consent

A more inclusive lending landscape

Apart from providing consumers seeking credit with a more convenient user experience, open banking can also help promote financial inclusion in the lending industry. With traditional loan origination processes, those with irregular or alternative sources of income would often be excluded since their solvency may not be immediately apparent from their income and credit history. This means that many creditworthy applicants are excluded from getting a loan when they need one, making it harder for them to access credit at a rate that fairly reflects their financial situation. This is effectively pushing more people towards less mainstream forms of borrowing.

The same is true for those who are too young or too new in a given country to have accrued a comprehensive credit history, meaning that those who might really need and deserve a loan – such as first-time apartment or house buyers – will be rejected even though they can afford the repayments. In this way, lending can be an unfair business. In the interest of avoiding too much risk or non-performing loans, lenders typically reject loan applications where the applicant can't prove their creditworthiness – even if the reason is out of their control and has little relation to their actual solvency.

Unfortunately, it's even more important to avoid these kinds of discrepancies and mistaken judgements in times like these. Times are tough for many European households and the need for accurately assessing creditworthiness and affordability when processing loans is of the utmost importance. In the UK alone, the abrdn Financial Fairness Trust and researchers at the University of Bristol estimate that 16% of households, or 4.4 million, are in 'serious financial difficulties' and a further 20% are 'struggling' to get by. Many have felt the need to pawn or sell off their possessions.

Many of these struggling households could benefit from lenders integrating loan application processes that enable them to accurately assess someone's affordability. To make sure those who can't repay don't end up in deeper financial trouble than they already are – or that those who simply need a leg-up for a shorter period of time can get help from trusted creditors instead of turning to other, less safe options.

In other words, the Financial Conduct Authority's call to UK lenders urging them to be responsible and help make things easier for struggling consumers could easily be followed by implementing open banking into your loan application process – empowering responsible lending for consumers all across the grid.

How to unlock open banking powered consumer lending

This report talks a lot about the different problems facing lenders today, and how open banking can help solve them. Still, it's not always easy to implement new solutions or technologies into existing lending processes. So how can you best prepare for the open future of consumer lending while avoiding falling behind in the quest for optimal, cost-efficient loan origination experiences?

There are a few key steps that lenders should keep in mind when adjusting their business models to better fit the needs of their customers.

1

Do the diagnostics

Take a good look at your existing business models around consumer lending and evaluate what you need to do to adapt and prepare for the current economic climate. Considering the state of the world today, with rising interest rates, energy prices, and inflation, it's best to protect both borrowers and your business by accessing real-time, accurate affordability data before approving loans.

In these uncertain times, anticipating financial distress and avoiding applicants with overindebtedness is increasingly vital. By introducing open banking into the loan origination process, a lender can not only protect their own business but also increase the likelihood that they can support vulnerable but creditworthy consumers as well.

2

Know your customer

All loan origination starts by finding out what you don't already know about your applicants – what are the gaps in your knowledge? Do you have all the information you need to verify their identity? Have you verified their income but need to know more about their transaction data to properly assess their creditworthiness?

Once you understand the gaps in your knowledge, you can look for solutions to fill it. Often, the problem isn't actually with the creditworthiness assessment itself but with the way or format in which the information is gathered. Manual processes and physical documents increase the risk of human error and reduce efficiency. Fully digital processes with instant, real-time, and easily verifiable data enable faster, smarter decision making. Making sure you have access to the right information, in the right format.

3

Find opportunities to create value for the user

Think about your application process from the applicant's point of view. Is it user-friendly, or is there a high amount of drop-offs during the onboarding process? When the applicant has to manually fill out information the likelihood of them abandoning the process and turning to other, more convenient ways of getting a loan will be higher. Nevertheless, access to account information will only be granted by users if there is a clear and immediate value exchange – such as knowing the results of the application within 10 minutes.

Borrowers take it for granted that the loan application process consists of uploading documents and potentially waiting days to get a response from the credit institution. With open banking you can delight your users by giving them a response in seconds or minutes rather than days.

Start small and build from there

4

There's no need to replace your entire system in one go. Take it one step at a time. Instead of replacing existing models overnight, you can enhance what you already have by complementing your existing creditworthiness assessment model with new data sources.

Open banking can help accelerate or augment the assessment of relevant factors in the model. Depending on the type of credit that is being issued (overdraft, credit card, payday loan) you can use real-time account data to gain insights into anything from identity to net income and risk.

Use partners instead of trying to do everything yourself

5

Improving your assessment model doesn't have to mean changing the operational process of granting the loan. Instead of trying to build and implement every new process yourself – and overhauling your entire business system – a dedicated open banking partner can plug new data sources into your existing processes.

Lenders don’t have to overhaul their current loan origination process and disrupt their operations to enjoy the full benefits of open banking. Rather, it merely enhances and improves some flawed and inefficient processes inherent in the system, enabling you to approve a loan in 10 minutes instead of 10 days – with less risk of default than if you had checked the applicant manually.

Given that it vastly improves the user experience by making an otherwise manual and tedious process faster, safer, and more convenient, open banking will also serve to improve conversion and reduce churn. Who would choose to log in to multiple systems and banking apps to download payslips, ID documents, and proof of address when you can provide all this information via the click of a button?

Open lending is here to stay, and while the shift may present challenges for some lenders, the good news is that it comes with extraordinary benefits – especially for first movers. Ultimately, successfully adopting open banking will lead to higher revenues, increased conversion rates, an improved Gini coefficient, and less risk to both lenders and borrowers.

In short, it’s a win-win.

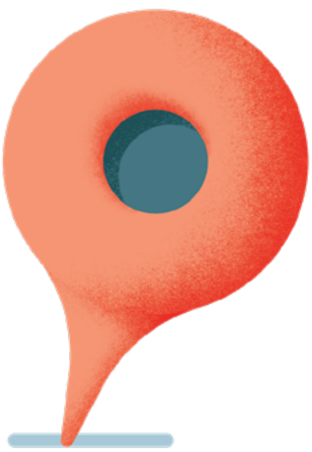
About this research

For the fourth year in a row, we turned to independent market research organisation YouGov to conduct a wide-ranging survey on how open banking is changing Europe's financial landscape, and on how the pandemic has affected the industry.

All interviews were conducted by YouGov between 7 February and 31 March 2022, and included 380 prominent financial services executives spread across 12 countries: Belgium (22), Denmark (21), Finland (20), France (48), Germany (45), Italy (48), Netherlands (23), Norway (21), Portugal (22), Spain (43), Sweden (21), the UK (46).

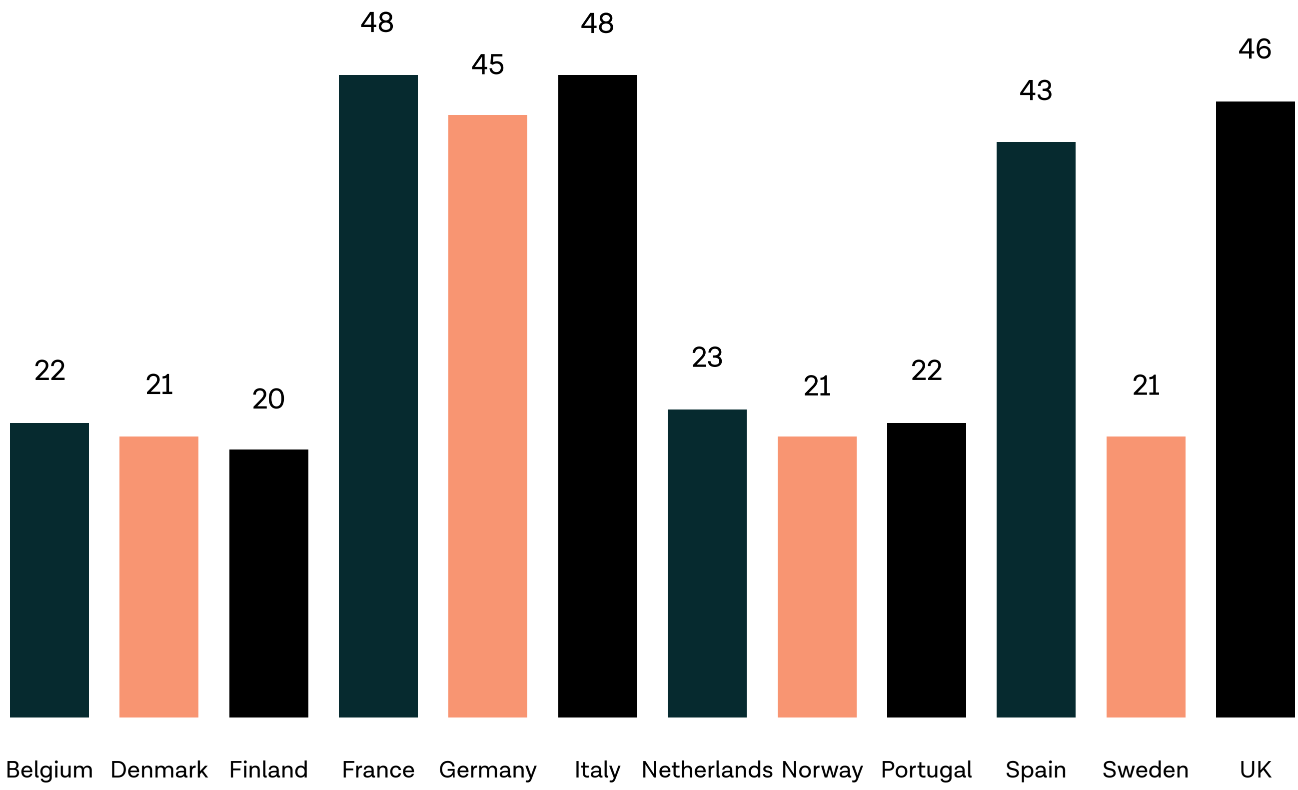
The participants answered questions through telephone interviews and an online questionnaire (all in local languages, to improve the validity of responses).

In order to be selected for the survey, participants needed to be i) senior decision makers or influencers, ii) employed by a regulated financial institution, iii) have confident knowledge of PSD2, and iv) have insight into the open banking investment plans.

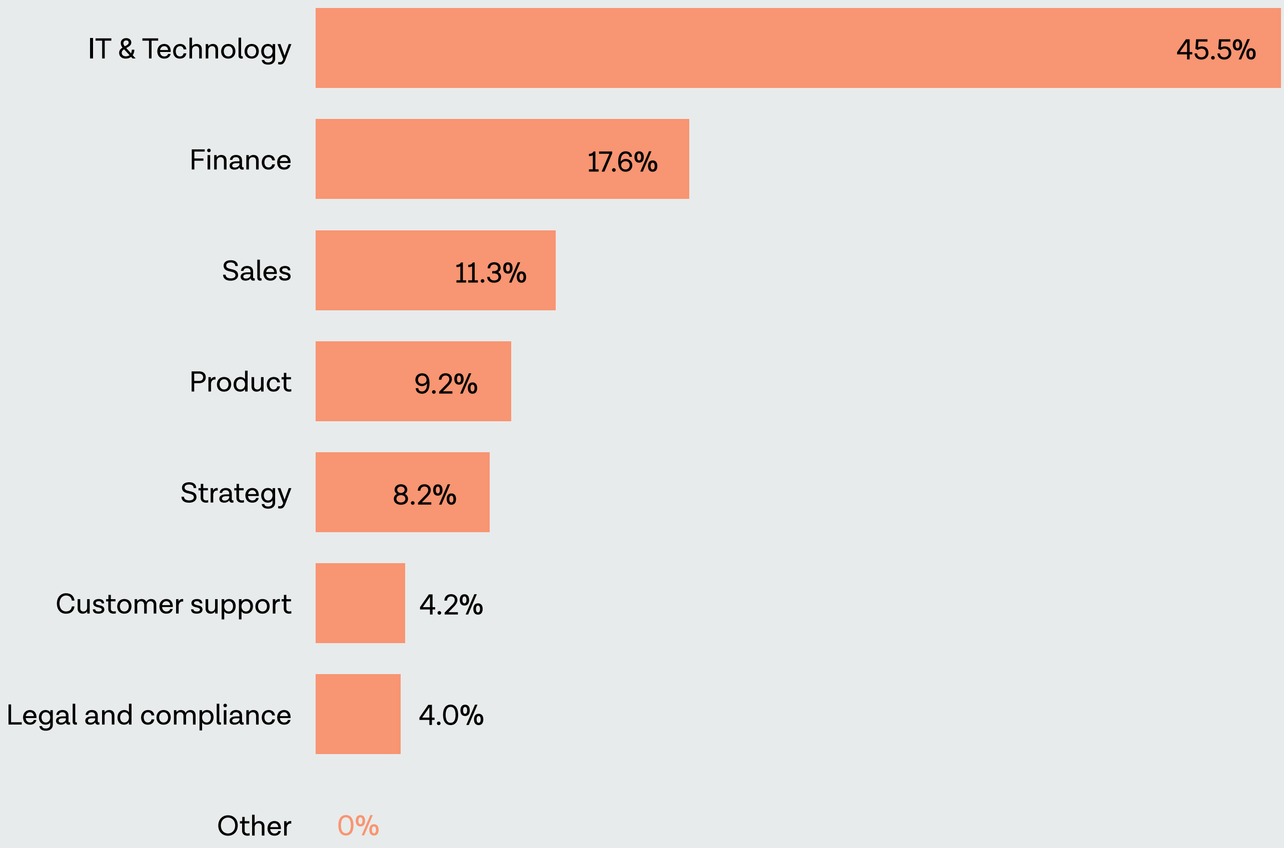


Demographics

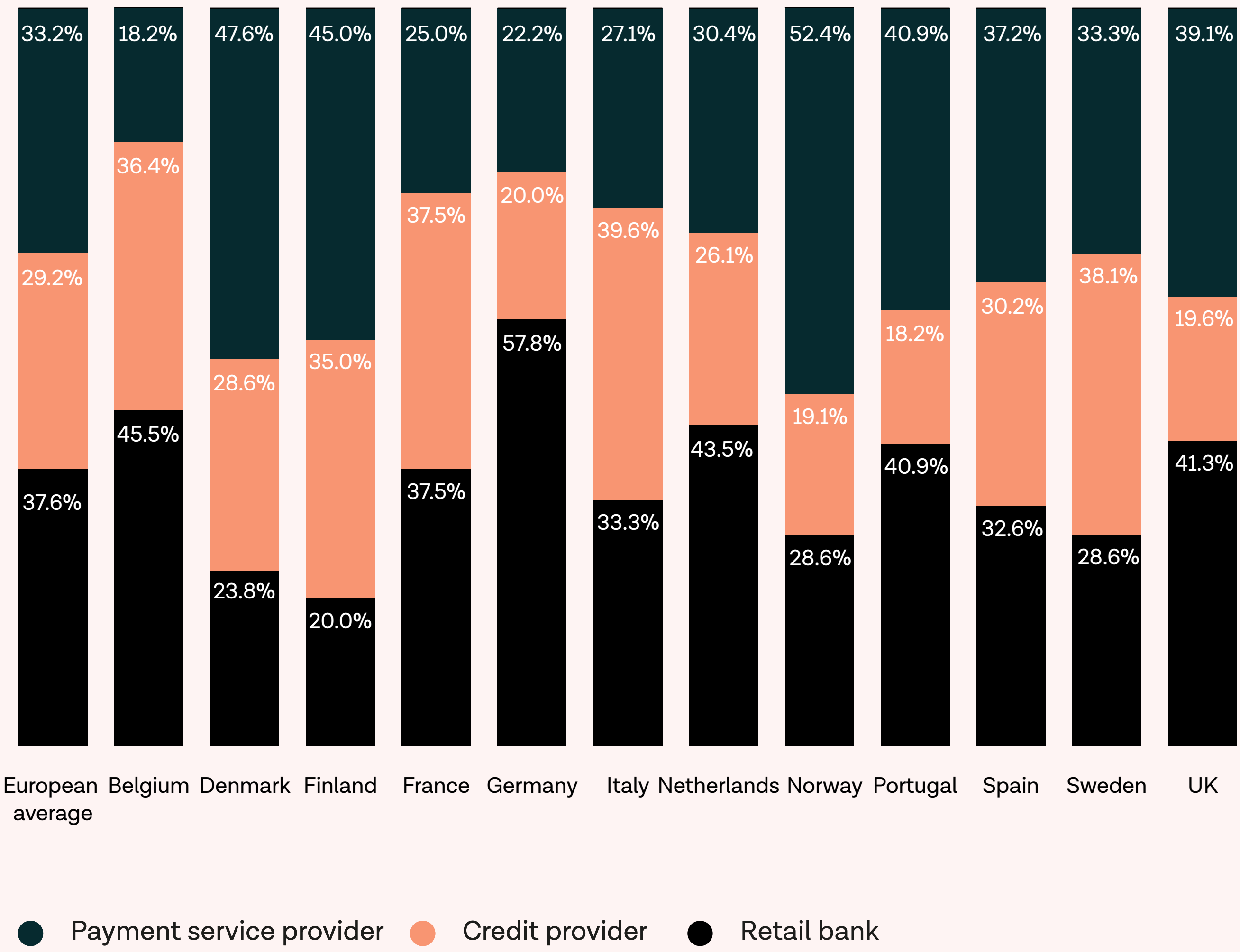
Where are you based in terms of daily operations?



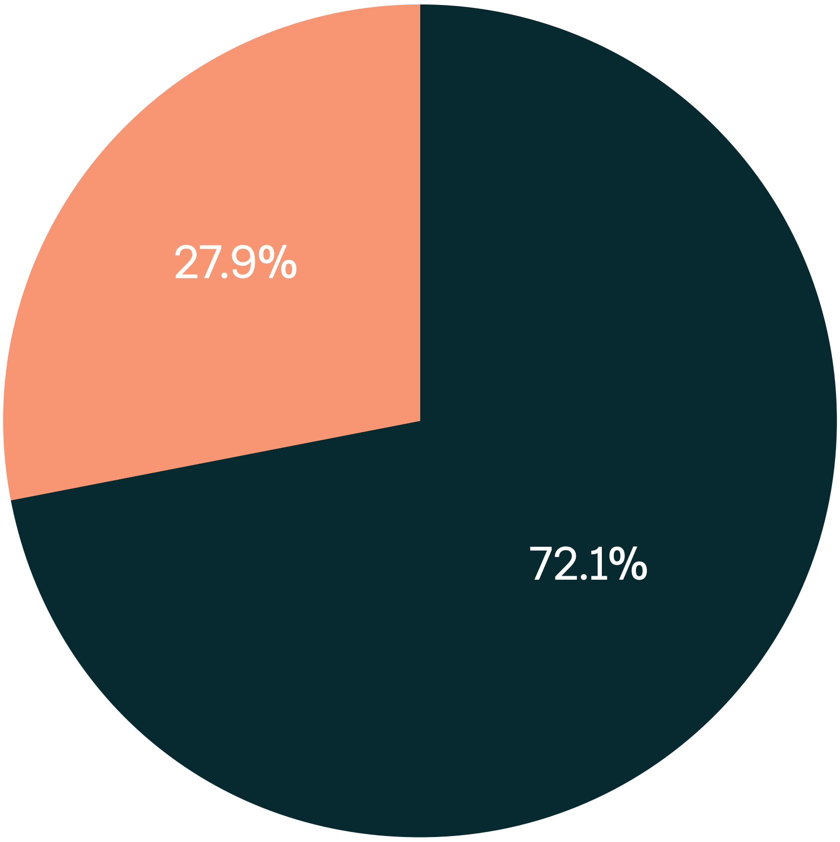
Which of the following best describes your position within your organisation?



What type of financial institution does your organisation represent?



Is your organisation making investments in relation to PSD2 or open banking?

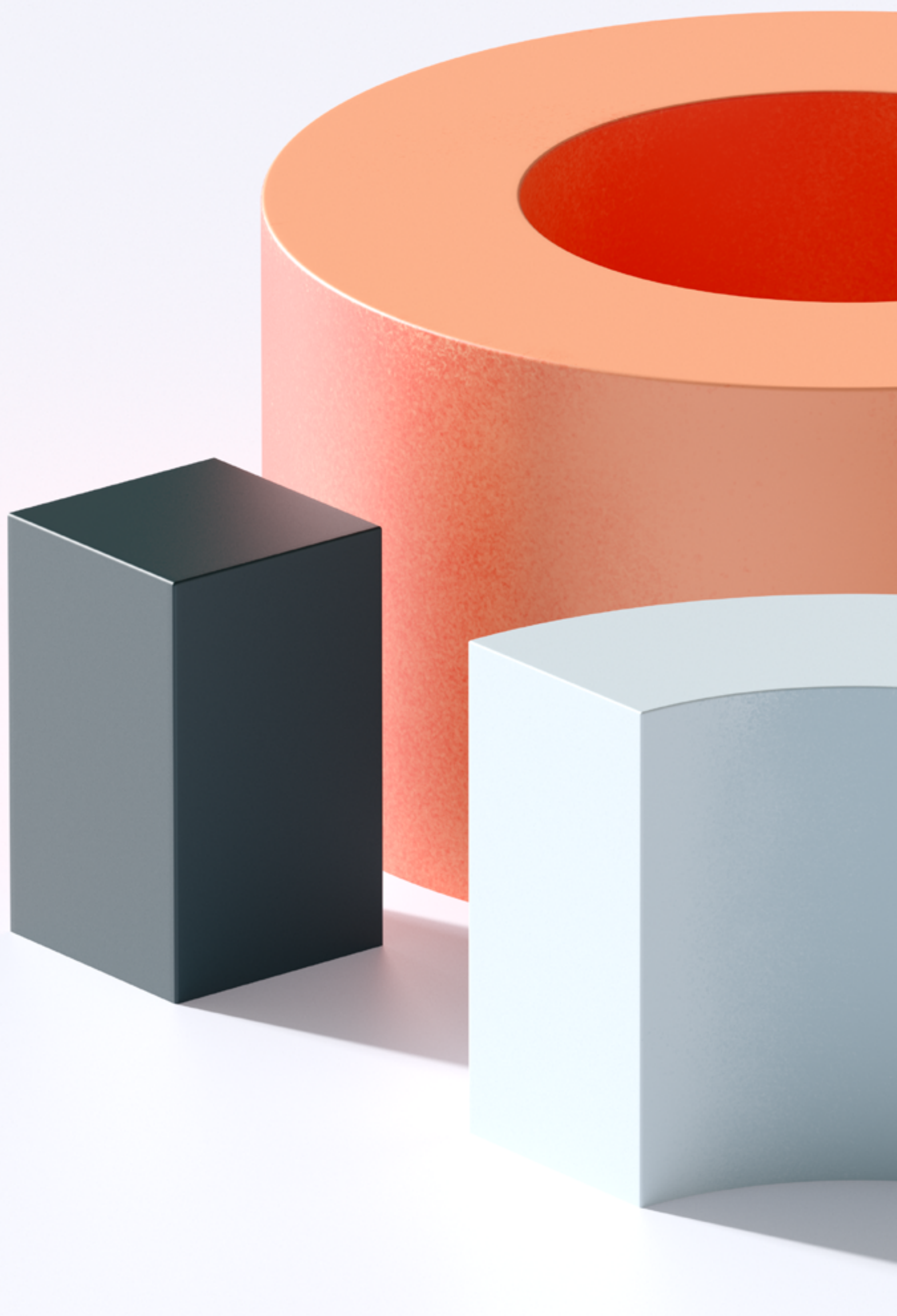


● Yes ● Not yet, but we are planning to in the next 12 months

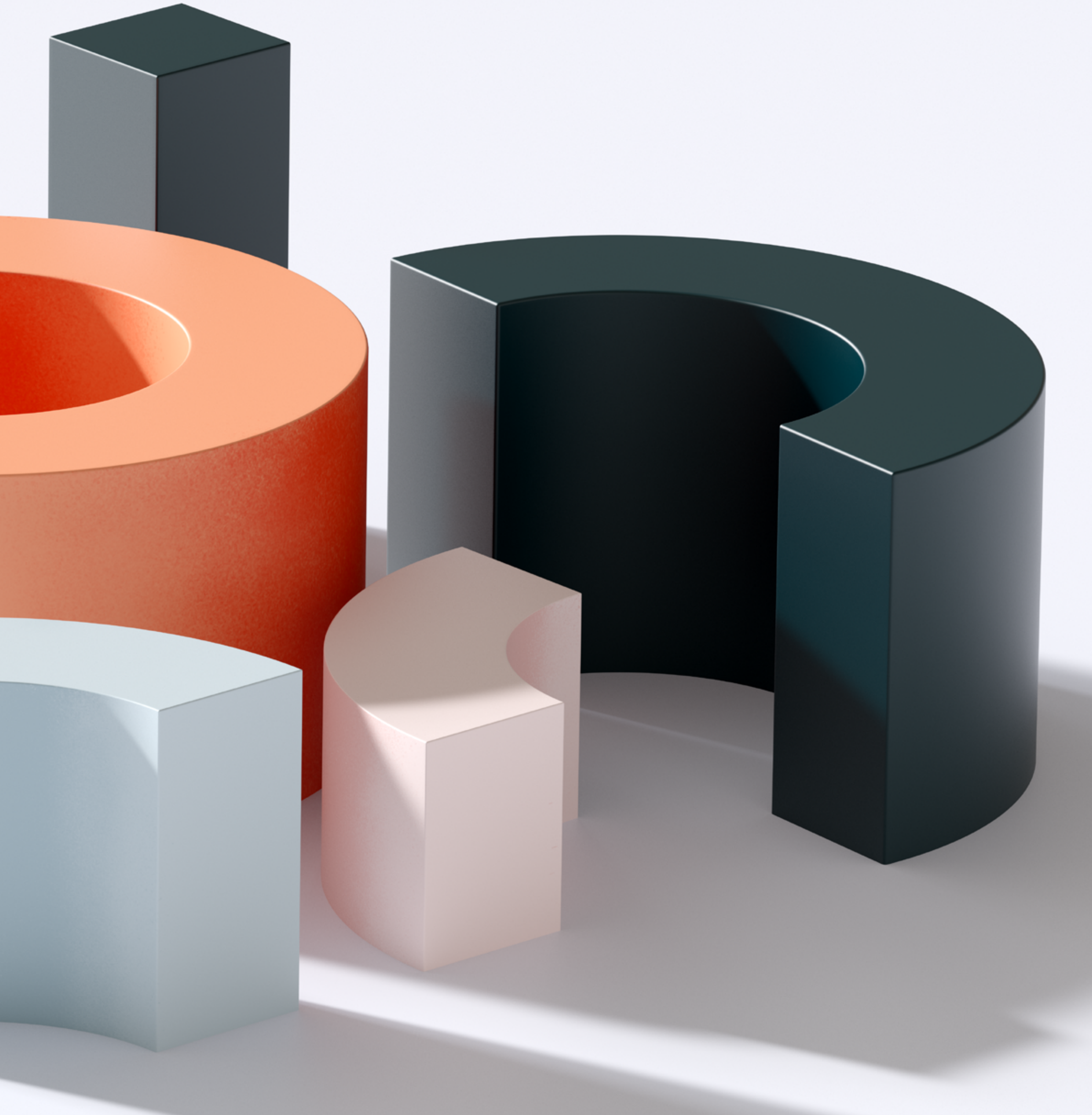
About Tink

Tink is Europe's leading open banking platform that enables banks, fintechs and startups to develop data-driven financial services. Through one API, Tink allows customers to access aggregated financial data, initiate payments, enrich transactions, verify account ownership and build personal finance management tools. Tink connects to more than 3,400 banks that reach over 250 million bank customers across Europe.

Founded in 2012 in Stockholm, Tink became a wholly owned subsidiary of Visa in 2022. Tink's 500 employees serve more than 300 banks and fintechs in 18 European markets, out of offices in 13 countries.



We power the new world of finance



Want to unlock open lending?

Increase cost efficiency, reduce risk, and boost UX – start implementing open banking powered lending today. Get in touch and we'll help you get started:

partnerships@tink.com

Learn more at

tink.com