Consumer Credit:
State of Play and Outlook



KNUT ØVERNES
MANAGING DIRECTor
Finansieringsselskapenes Forening

Key macroeconomic indicators

EU GDP

2026: 1.1%
2027: 1.4%

EU Inflation

2026: 3.1%
2027: 2.4%

EU Key Interest Rate*

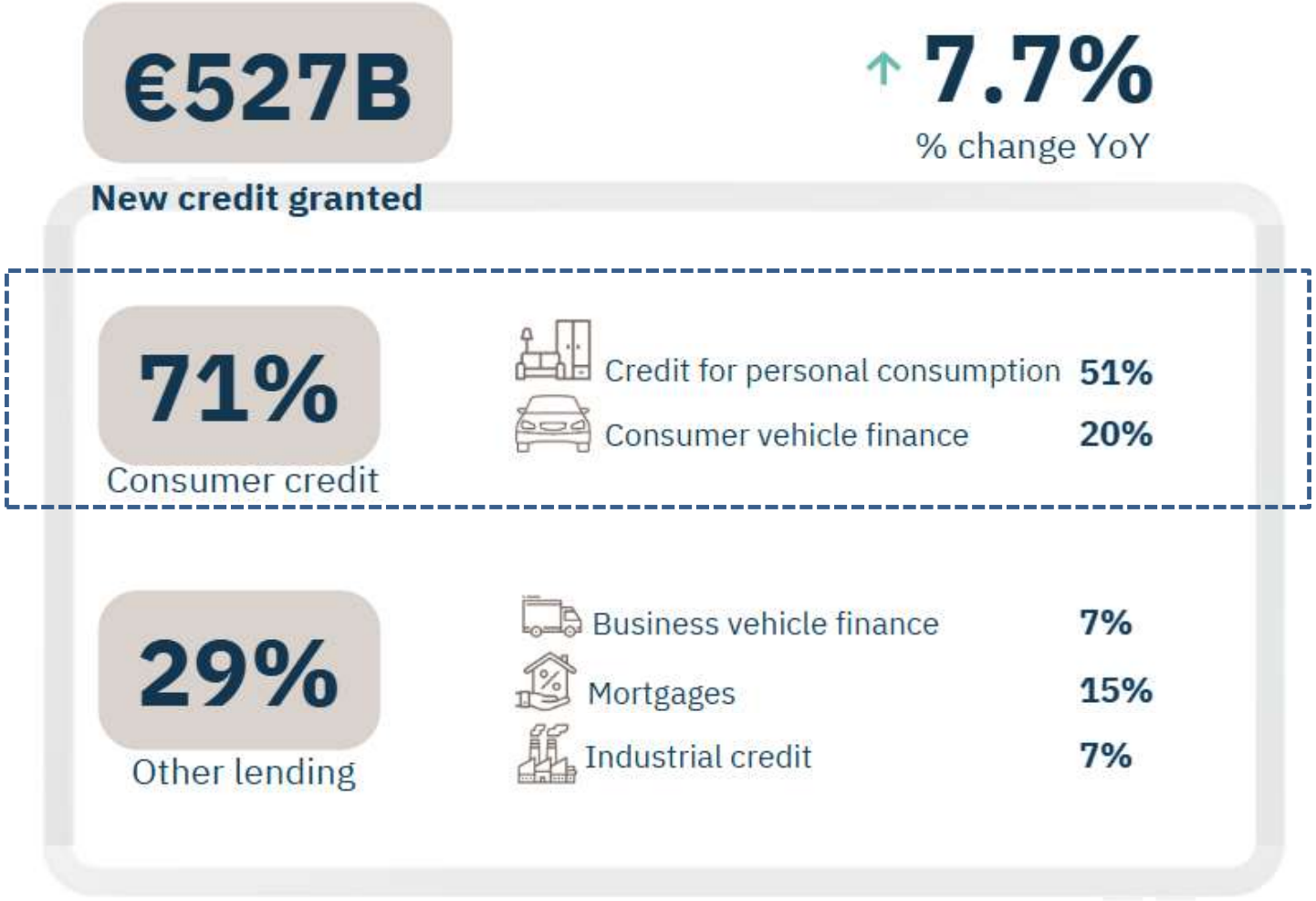
- Feb 2025: 3.15%
- Mar 2025: 2.90%
- Apr 2025: 2.65%
- Jun 2025: 2.40%
- Jun 2026: 2.65%
- Sep 2026: 2.90%

EU Consumer Confidence

September 2026: -15.8 (fell by 0.8 pps)
Remains well below long term average

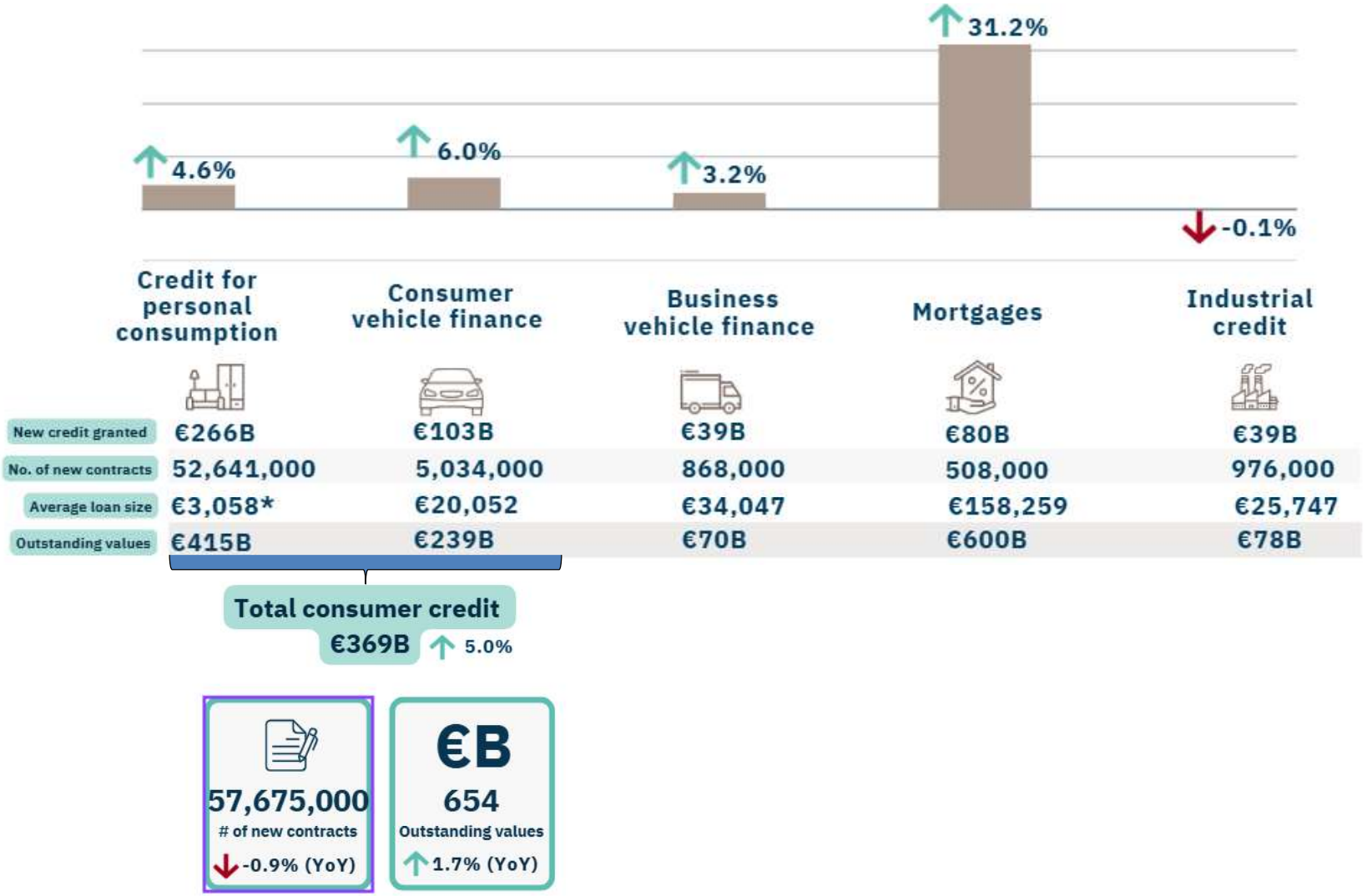
Source: European Economic Forecast Spring 2026, Flash Consumer Confidence Indicator September 2026, ECB Bank Lending Survey Q2 2026, Key ECB interest rates *Marginal lending facility

A quick overlook at the European lending market 2025



Source: Eurofinas Annual Statistical Survey 2025

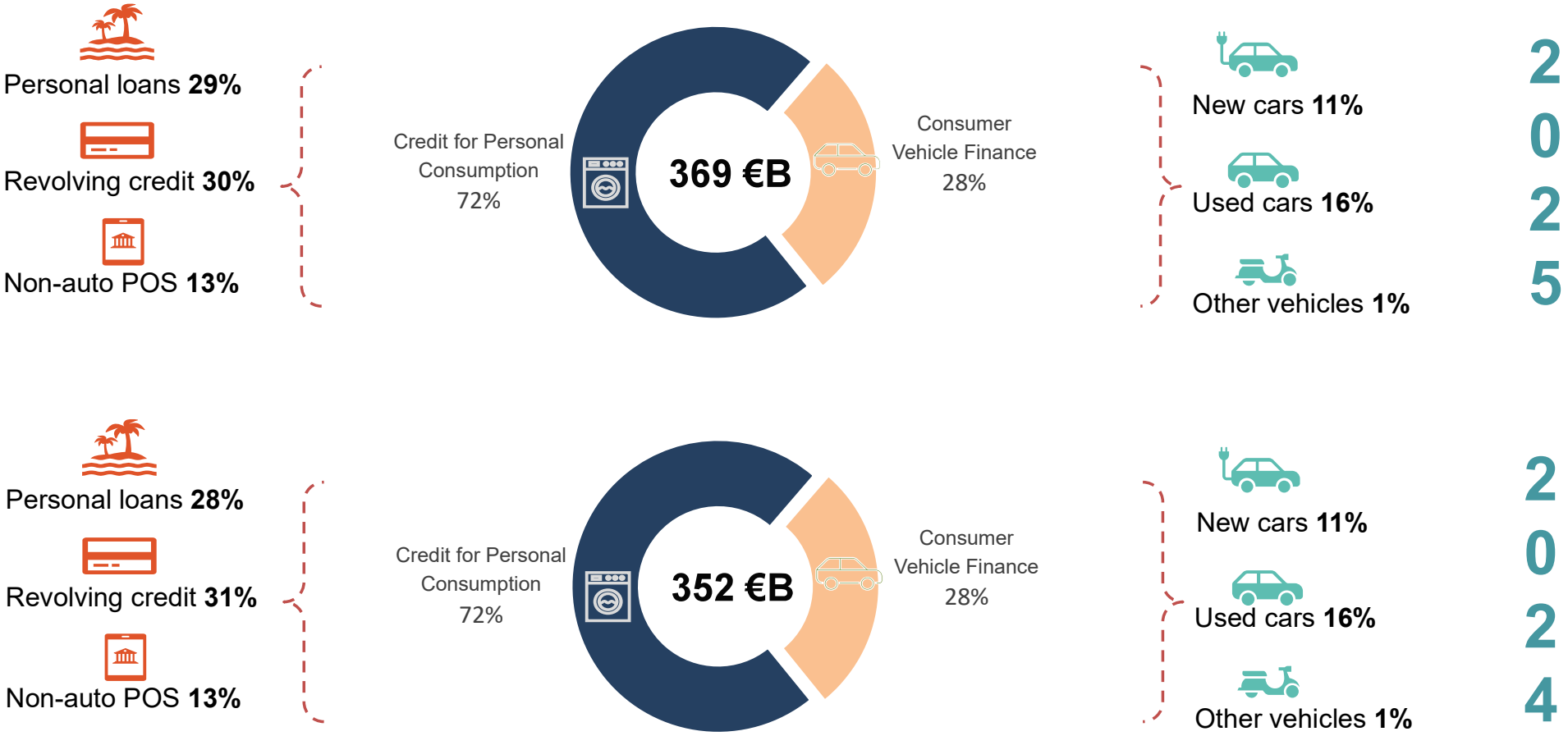
Growth in Eurofinas new credit granted by main loan products (% change YoY), 2025



Source: Eurofinas Annual Statistical Survey 2025

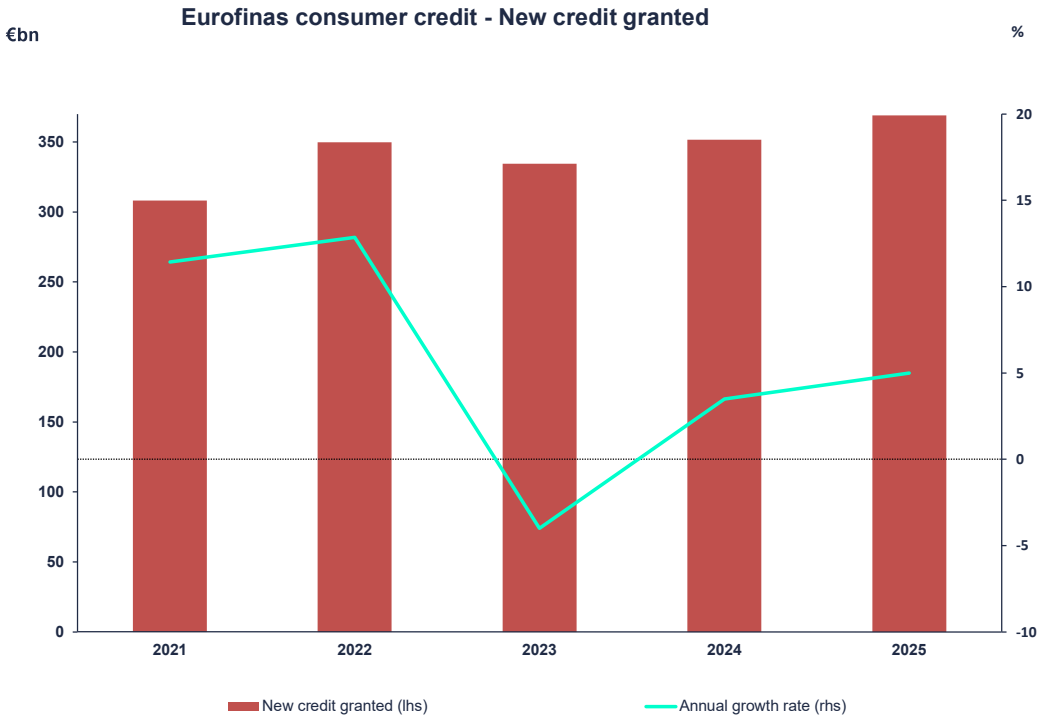
Consumer credit – 2025 and 2024 Overview

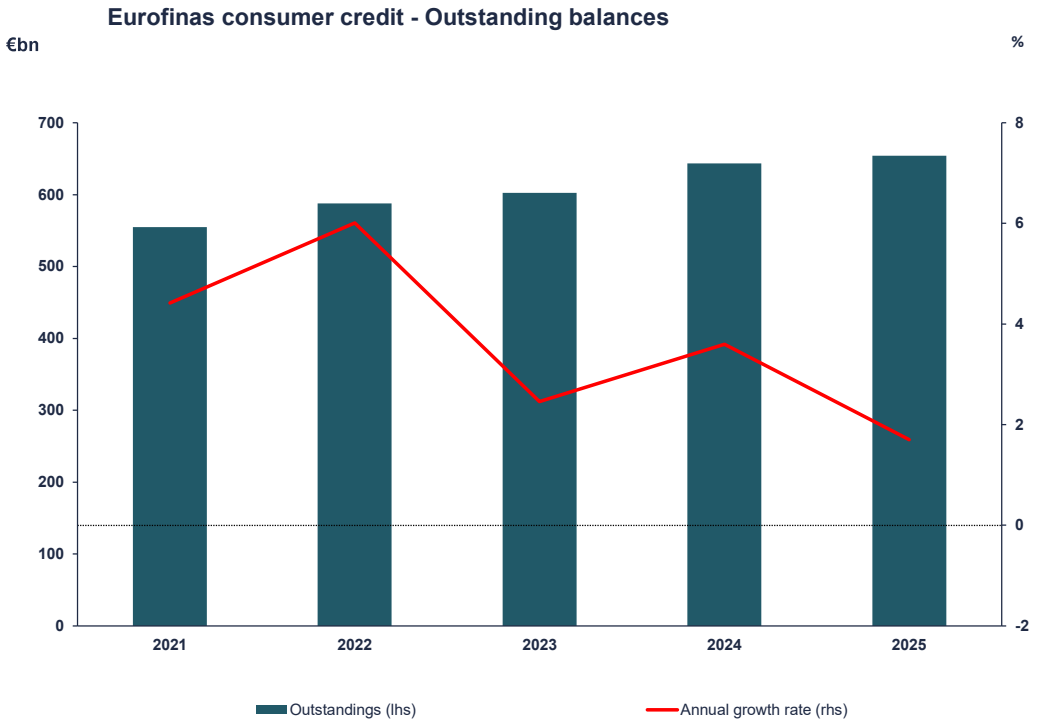
New Consumer Credit by Main Product



Source: Eurofinas Annual Statistical Survey 2025

Consumer credit – New credit granted and Outstanding





Source: Eurofinas Annual Statistical Survey 2025

Consumer Credit:
State of Play and Outlook



CHARLOTTE DENNERY
Chair of the Board of Directors / *BNP Paribas Personal Finance*
Chair / *ASF*

European Leasing & Consumer Credit Industry
ANNUAL CONVENTIONS 15 & 16/10/26 2026//SOFIA

Consumer Credit : State of Play and Outlook

Charlotte DENNERY, Chairman of BNP Paribas Personal Finance

Sofia, Octobre 15th 2026

BNP PARIBAS PERSONAL FINANCE

eurofinas

Banks and Households face multiple and cumulative pressures

A more uncertain environment, with persistent pressure on affordability and funding

A TURBULENT ENVIRONMENT



Geopolitical instability

Conflicts continue to weaken confidence and visibility



Climate change and energy price volatility

Weather events and volatile energy prices increasingly affect households and businesses



Higher refinancing costs

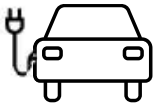
Higher market rates raise banks' funding costs

DIRECT PRESSURE ON HOUSEHOLD BUDGETS



Housing costs

Housing, energy and adaptation needs absorb a growing share of household budgets



Mobility

Higher borrowing and vehicle costs reduce affordability



Accumulated price pressure

Lower inflation has not reversed the previous price shock

Housing accounts for between 1/4 and 1/3 of European households' spending*

35% of Europeans find it increasingly difficult to cover expenses*

Household energy costs rose by 61% over the past decade*

+25 bp ECB deposit rate increase in Sept. 2026**

2Y swap rate: 3.49% on 1 Oct. 2026
+141 bp since end-Feb. 2026**

Euro area inflation: 3.2% in Aug. 2026***

(*) Source: Observatoire Habitat 2026 Cetelem. (**) Source : ECB statistics (***) Source : Eurostats dashboard

BNP PARIBAS PERSONAL FINANCE

Classification : Internal

Yet, the European consumer finance market remains resilient

A mass market with diversified uses

€369bn

consumer credit

71% of total lending (€527 bn)

+5.0%

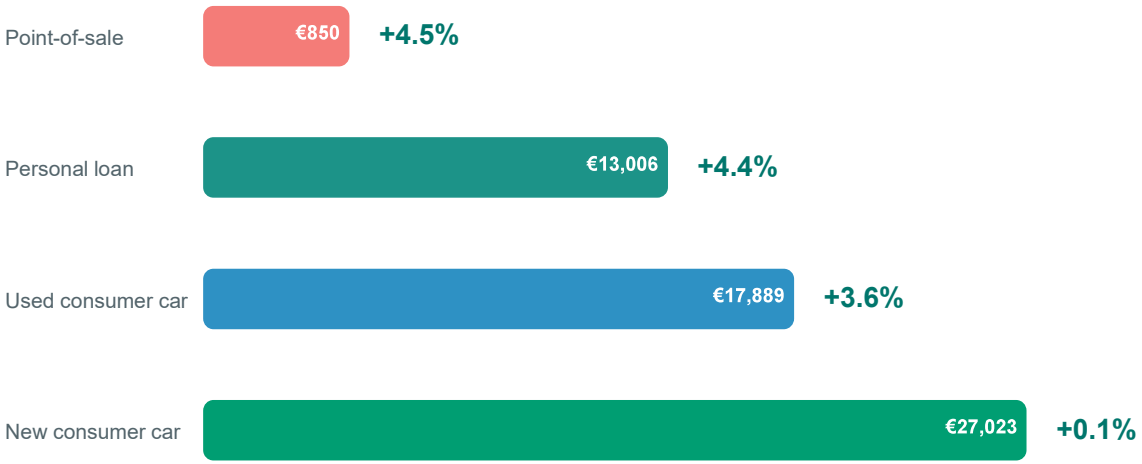
consumer credit growth

vs. 2024

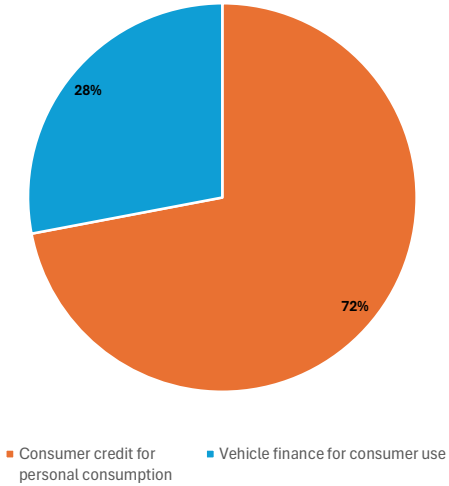
52m+ **new credit contracts for personal consumption,** in 2025

Average amount financed by product

Average loan size, 2025 | change vs. 2024



Total consumer credit, 2025
% of new credit granted



Source: Eurofinas, Key Facts and Figures 2025, Annual Statistical Enquiry. Growth rates and changes in average loan size are nominal and not adjusted for inflation.

Consumer needs and journeys are changing

Consumer finance increasingly supports projects, services and changing ways of life, while helping households bridge temporary cash-flow gaps and purchasing power pressures



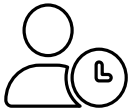
MOBILITY IS CHANGING

- Electrification and diverse powertrains
- Leasing, flexibility and usage models
- Used vehicles and the full vehicle lifecycle



HOUSING, COMFORT & ENERGY NEEDS ARE EVOLVING

- Renovation, comfort and energy bills
- Heating, cooling and home equipment
- Adaptation of homes and condominiums



EUROPE IS AGEING

- Home adaptation and independent living
- Health care expenses



CONSUMPTION IS BECOMING MORE DIGITAL, EMBEDDED AND SERVICE-BASED

- Marketplaces, wallets and embedded finance
- Telco, subscriptions and connected devices
- Sofa Economy
- Delegating purchase and loan selection to an AI Agent

Classification : Internal

Building the future of consumer finance in Europe

A shared vision for responsible, competitive and accessible consumer finance

A MARKET BEING RESHAPED

AFFORDABILITY UNDER PRESSURE

Higher living and funding costs are putting pressure on customers and lenders.

EXPECTATIONS ARE RISING

Customers expect simpler journeys, while regulators require stronger protection.

DATA & AI TRANSFORM THE VALUE CHAIN

Distribution, credit decisions, fraud prevention and servicing are being redesigned.

NEW NEEDS, NEW USES

Mobility, housing, energy, ageing and new consumption models create financing needs.

THE AMBITION

Make responsible finance easy to access, trusted to use and capable of supporting everyday projects and major transitions.

- ACCESSIBLE
- SEAMLESS
- TRUSTED
- INNOVATIVE
- SCALABLE

Classification : Internal

Consumer Credit:
State of Play and Outlook



FRANÇOIS DRION
CEO
Argos

Consumer finance outlook and main challenges / opportunities ahead

Eurofinas - 15th October 2026

Ag2s

Italian consumer finance market

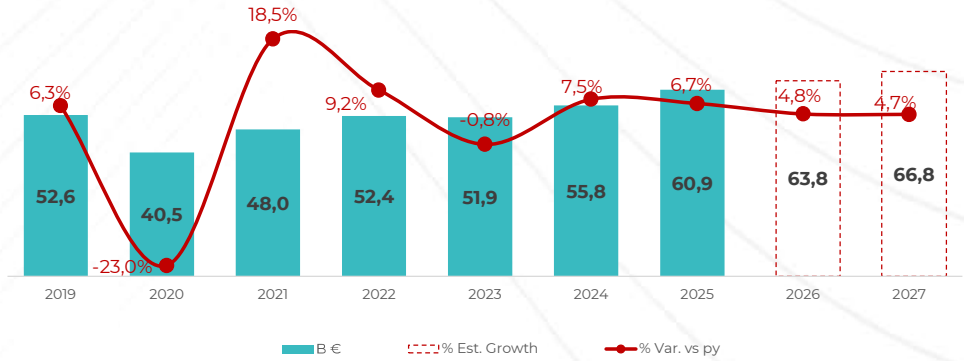
A large, growing and distinctive one

≈€61bn

Total Consumer Credit production in 2025

Scale with room to grow thanks to lowest retail household debt (~50% of GdI vs ~80% EU)

CF PRODUCTION ALL OVER THE YEARS

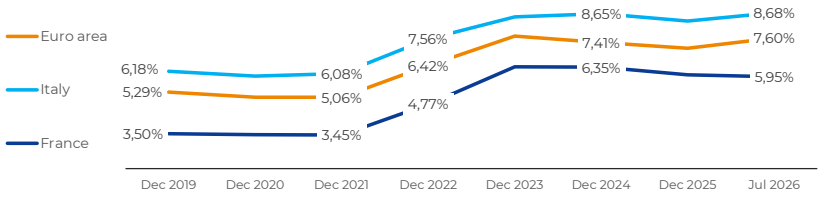


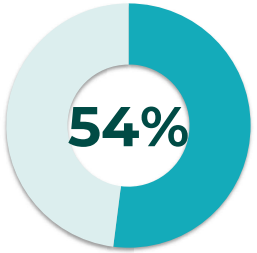
SOUND CREDIT QUALITY

3.2% Italy vs **5.3%** Europe NPL ratio

BANK INTEREST RATES

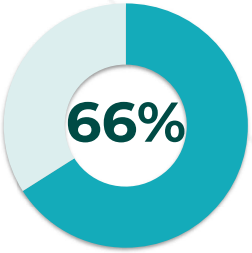
loans to households for consumption (new business)





Weight of Personal loans

On total consumer finance production (€31.9bn)



Of volumes made by specialists

of B2C receivables*

*B2C personal loans and salary-backed loans. Source: Assofin.

Priorities for 2027–2028



Cost to serve & distribution

Automate and enhance advice



Rental & subscription

Expand beyond mobility



Compliance & regulation

CCD2, Lexitor & ECJ sentence managemer



Digital Production

Lower penetration vs EU



Credit quality

Strengthen risk prevention



Omnichannel journeys

Connect digital and advice



Sustainable returns

Diversify with discipline

Consumer Credit:
State of Play and Outlook



ROBERT ERKERS
CEO
Toyota Financial Services Sweden

Consumer Credit - State of play and outlook

Robert Erkers
Boardmember Eurofinas
Chair of board FF- Sweden

Abilities and opportunities

- Better decisions through AI and open banking AIS?
- Fast and correct? Yes but take care of source data evaluation.
- Which groups are left behind?

Responsible lending

- Increased regulations CCD2
- Consumer interest in focus
- Thin line to the embedded consumer finance. How smooth can it be?

Transparency

- Clearer disclosure of costs and fees
- What is included in the interest calculation?
- Easier comparison between lending products
- Better visibility into how borrowing affects credit scores
- Higher demands on Subsidiary Credit Intermediary
- Stronger dispute resolution rights and consumer safeguards

Risks

- How do we mature the younger groups to learn the value of money cashless? Risk for over-indebtedness
- Weaker consumer groups will face difficulties finding credits
- Data privacy challenges when the flows gets rapid.
- Increasing compliance cost might be reflected in pricing. Someone need to pay for it.

Consumer Credit:
State of Play and Outlook



CHARLOTTE STRIL
Chief Growth Officer
Quicksign

How is tech influencing access to financial services?

New business models and efficiency in the light of data and AI

Charlotte Stril • Chief Growth Officer

QuickSign

Everyone's phone in the audience



QuickSign

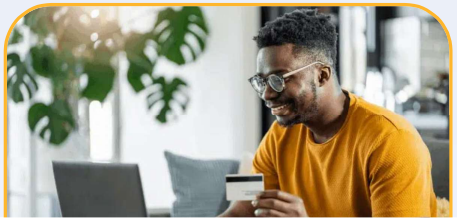
WHAT NEW BUSINESS MODELS?

QuickSign

ENJEUX

Digital distribution models are disrupting the status quo in the financial services industry

CONSUMER CREDIT



% direct sales :
20% (2010) → 42% (2025)

eCommerce shares FR :
10% (2010) → 30% (2025)

cetelem · Cofidis · Sofinco

New e-retailers = New balance

CAR LOANS



≈ 3% market shares
(100% online)



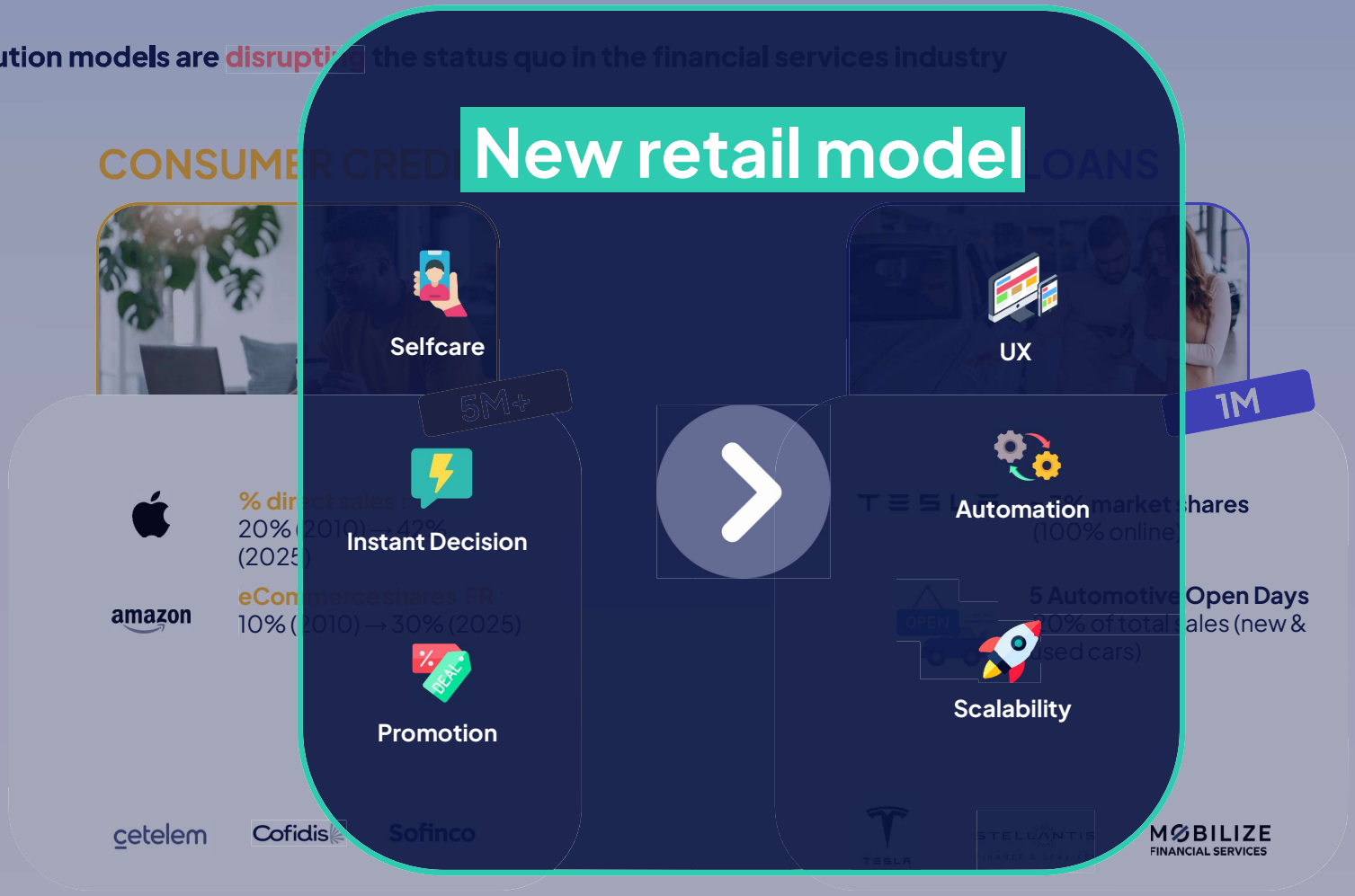
Open Days
20% of total sales (new & used cars)

TESLA · STELLANTIS FINANCE & SERVICES · MOBILIZE FINANCIAL SERVICES

Open Days are forcing financial services to optimize the allocation of funds

ENJEUX

Digital distribution models are disrupting the status quo in the financial services industry



New e-retailers = New balance

Open House Days are forcing financial services to optimize the allocation of funds



QuickSign



QuickSign



QuickSign

HOW DOES THIS IMPACT ACCESS TO CREDIT?

QuickSign

What does access look like?



WANTS A LOAN

GRANTS A LOAN



QuickSign

ZOOM ON ACCESS



#1
DATA ENTRY



#2
SCORE



#3
KYC



#4
COMPLETE





#5
GRANT

QuickSign

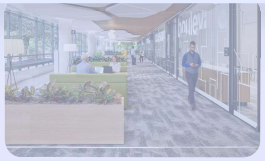
ZOOM ON ACCESS



#1
DATA ENTRY

From painful to
addictive.

#2
SCORE



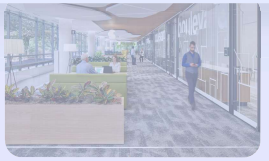


#3
KYC





#4
COMPLETE



#5
GRANT

QuickSign




Meta Muse
Explained
Ideas
Goals
Goals
Monthly Savings Goal

QuickSign

Coming soon...

and already in the US



WANTS A LOAN

Talks to her AI personal agent



REQUESTS A LOAN

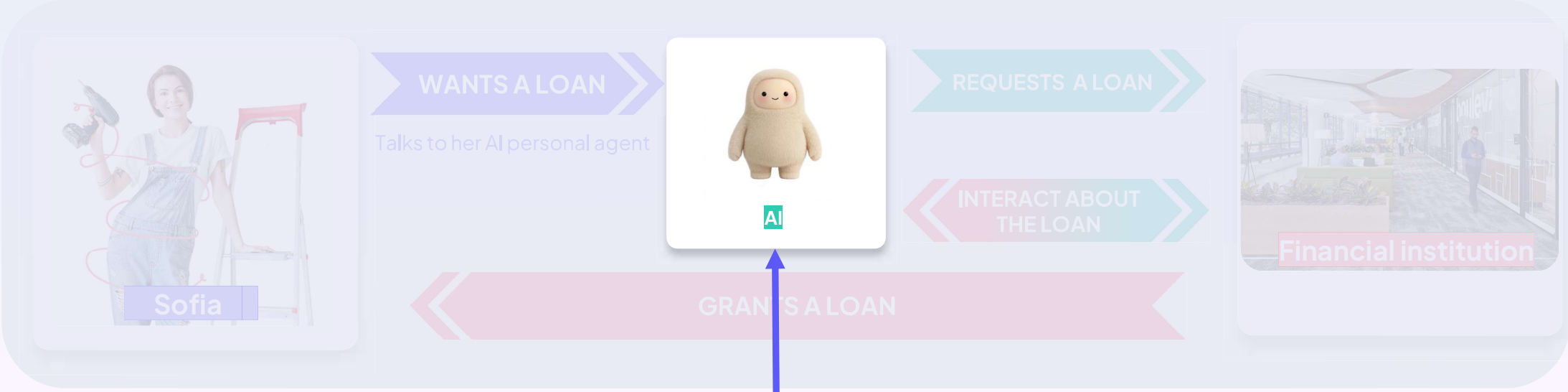
INTERACT ABOUT THE LOAN



GRANTS A LOAN

QuickSign

Get ready for upcoming regulations…



KYA

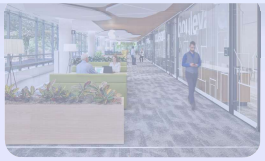
QuickSign

ZOOM ON ACCESS



#1
DATA ENTRY

#2
SCORE





#3
KYC

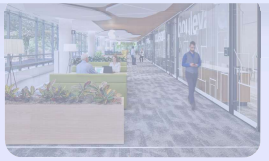
On the brink of
revolutions?



#4
COMPLETE



#5
GRANT

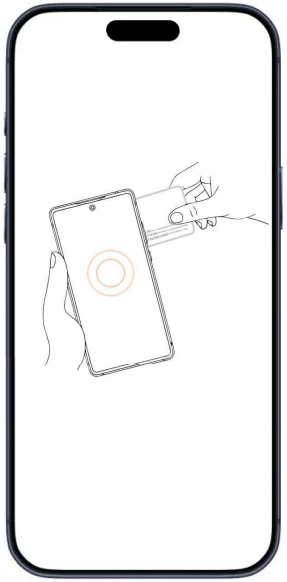


QuickSign

The evolution of identification

100% valid information





QuickSign

and access to customer info.

proof of address, IBAN, salary slip, tax...

The historical standard: OCR





Sosh
par Orange

Votre facture mobile + Livebox

n° de facture : 5751279113
date de facture : 06/12/19

MLE LAZARE CHARLOTTE
84 R MAUBEUGE
75009 PARIS

votre offre

Forfait Sosh mobile + Livebox Fibre 49,99€
synthèse de votre offre page suivante
détails et conditions sur votre espace client

vos coordonnées

MLE LAZARE CHARLOTTE
84 r Maubeuge
75009 PARIS
charlotte.lazare@gmail.com
n° client : 2007745485
code confidentiel : 9159
ligne Livebox : 01 48 74 78 51
ligne mobile : 07 86 76 46 40

nous contacter

par chat : sur sosh.fr>aide & conseil
en ligne : contact.sosh.fr
par téléphone : 3976, pour les cas d'urgence (vol ou perte de mobile ou recouvrement)
du lundi au samedi de 8h00 à 20h00
(attente gratuite puis appel décompté du forfait)

vos espaces clients

site sosh.fr
(coût de connexion selon votre offre)
application mobile MySosh
(coût de téléchargement selon votre offre)
740 depuis votre mobile, 24h/7j
0800 100 740, 24h/7j
(appel gratuit en France métropolitaine)

total du montant prélevé au 17.12.2019 : 48,23 €

montant prélevé sur le compte bancaire se terminant par 9061**
prochaine facture vers le 02.01.2020

39,99 € (abonnements, forfaits et options) + 8,24 € (autres usages)

	HT	TTC
total auprès d'Orange	40,18	48,23
abonnements, forfaits et options		39,99
communications et achats non compris dans votre offre		8,24

retrouvez tous les tarifs de vos communications sur http://tarifsetcontrats.sosh.fr

→ détail de votre facture sur les pages suivantes

Bonne nouvelle !

N'oubliez pas de parrainer vos proches et profitez d'un mois de forfait offert pour vous et votre filleul. Plus d'informations sur https://parrainage.sosh.fr/

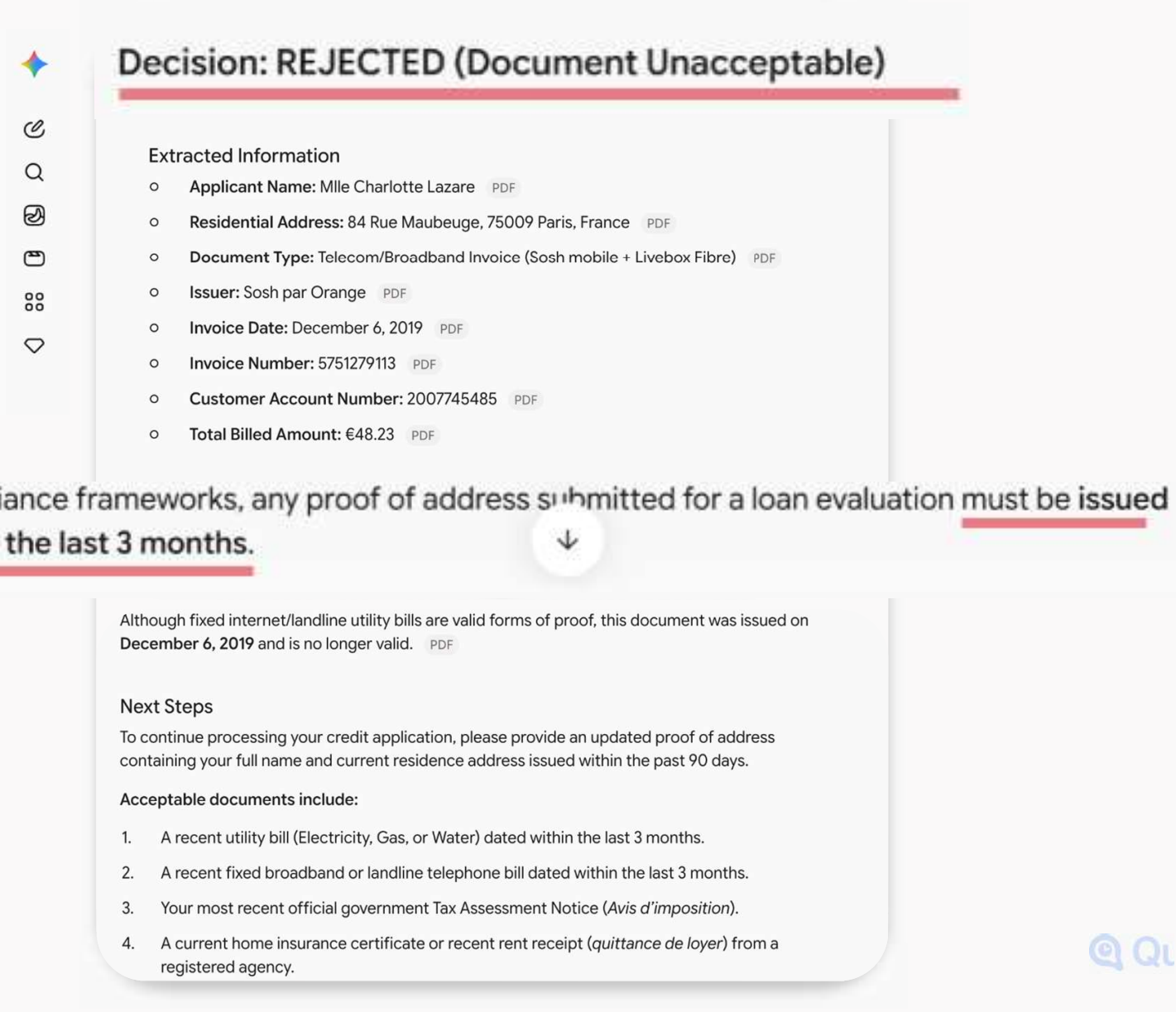
Orange SA au capital de 10 640 226 396 € - 78 rue Olivier de Serres - 75015 PARIS - 380 129 866 RCS Paris

PDF

LAZARE_Justificatif de domicile

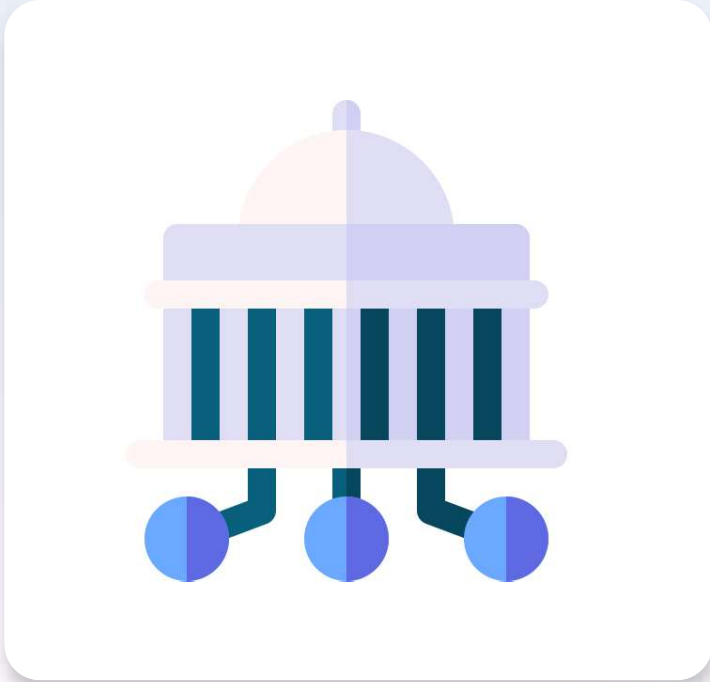
Can you read this document for me as if you were a European bank reviewing my file to grant me a loan? Respond to me in English on whether this document can be accepted and what information you have retrieved to make your decision.

QuickSign


Decision: REJECTED (Document Unacceptable)
Extracted Information
Applicant Name: Mlle Charlotte Lazare PDF
Residential Address: 84 Rue Maubeuge, 75009 Paris, France PDF
Document Type: Telecom/Broadband Invoice (Sosh mobile + Livebox Fibre) PDF
Issuer: Sosh par Orange PDF
Invoice Date: December 6, 2019 PDF
Invoice Number: 5751279113 PDF
Customer Account Number: 2007745485 PDF
Total Billed Amount: €48.23 PDF
compliance frameworks, any proof of address submitted for a loan evaluation must be issued within the last 3 months.
Although fixed internet/landline utility bills are valid forms of proof, this document was issued on December 6, 2019 and is no longer valid. PDF
Next Steps
To continue processing your credit application, please provide an updated proof of address containing your full name and current residence address issued within the past 90 days.
Acceptable documents include:
1. A recent utility bill (Electricity, Gas, or Water) dated within the last 3 months.
2. A recent fixed broadband or landline telephone bill dated within the last 3 months.
3. Your most recent official government Tax Assessment Notice (Avis d'imposition).
4. A current home insurance certificate or recent rent receipt (quittance de loyer) from a registered agency.

new frontier: access to pure data.



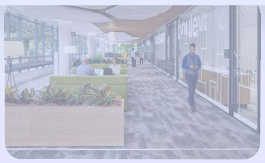


QuickSign

ZOOM ON ACCESS



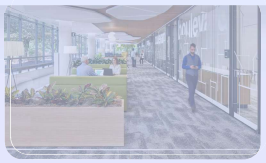
#1
DATA ENTRY



#2
SCORE



#3
KYC



#4
COMPLETE



Crossing borders...
finally!

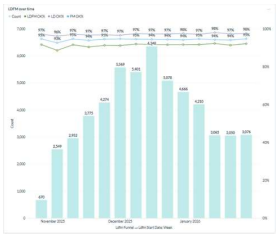
#5
GRANT



QuickSign

To scale = to obsess over data

PERFORMANCE

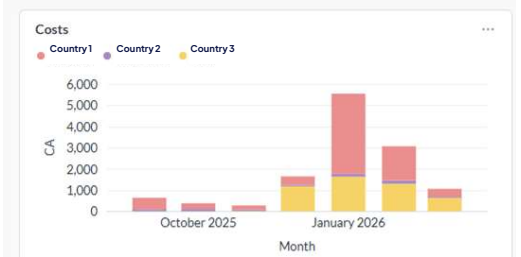


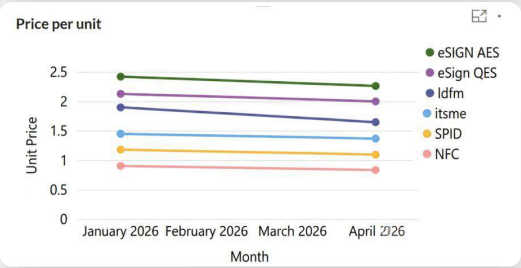


API NOTIFICATIONS


```
{
  "documentId": "c79d64a8-4eda-49e0-ae94-3fd3513bc6ae",
  "applicantId": "1b520d41-e50b-4ebd-b233-ebe4f8736e8a",
  "documentClass": {
    "documentType": "DRIVING_LICENSE",
    "issuingCountry": "FRA",
    "documentSubType": "DRIVING_LICENSE_FRA_CARD_2013"
  },
  "documentFaces": [
    {
      "documentFaceId": "5c00b4f3-ddeb-4d7e-97d0-32f10423410d",
      "uploadDate": "2026-09-24T07:57:08.549252Z",
      "creationDate": "2026-09-24T07:57:16.063110Z",
      "analysis": {
        "documentFaceId": "5c00b4f3-ddeb-4d7e-97d0-32f10423410d",
        "fields": [
          {
            "name": "birthDate",
            "values": [
              "1990-08-10"
            ]
          },
          {
            "name": "birthPlace",
            "values": [
              "EVREUX"
            ]
          },
          {
            "name": "category",
            "values": [
              "AM/B1/B/C1/C/BE"
            ]
          },
          {
            "name": "dateIssued",
            "values": [
              "2020-06-30"
            ]
          },
          {
            "name": "documentNumber",
            "values": [
```


REAL TIME FINANCES





QuickSign

Thank you!



Charlotte Stril

Chief Growth Officer | QuickSign

eurofinas

QuickSign