McKinsey & Company

Data and Analytics Innovations in Credit Portfolio Management

Presentation document

December 2022

IACPM McKinsey & Company

McKinsey and IACPM together completed a survey on new developments in data and analytics for credit portfolio management

The survey had 3 main objectives

Scan range of industry practices on:

- Emergence of alternative data sources for credit risk identification, assessment, and monitoring
- Related evolution of analytics tools

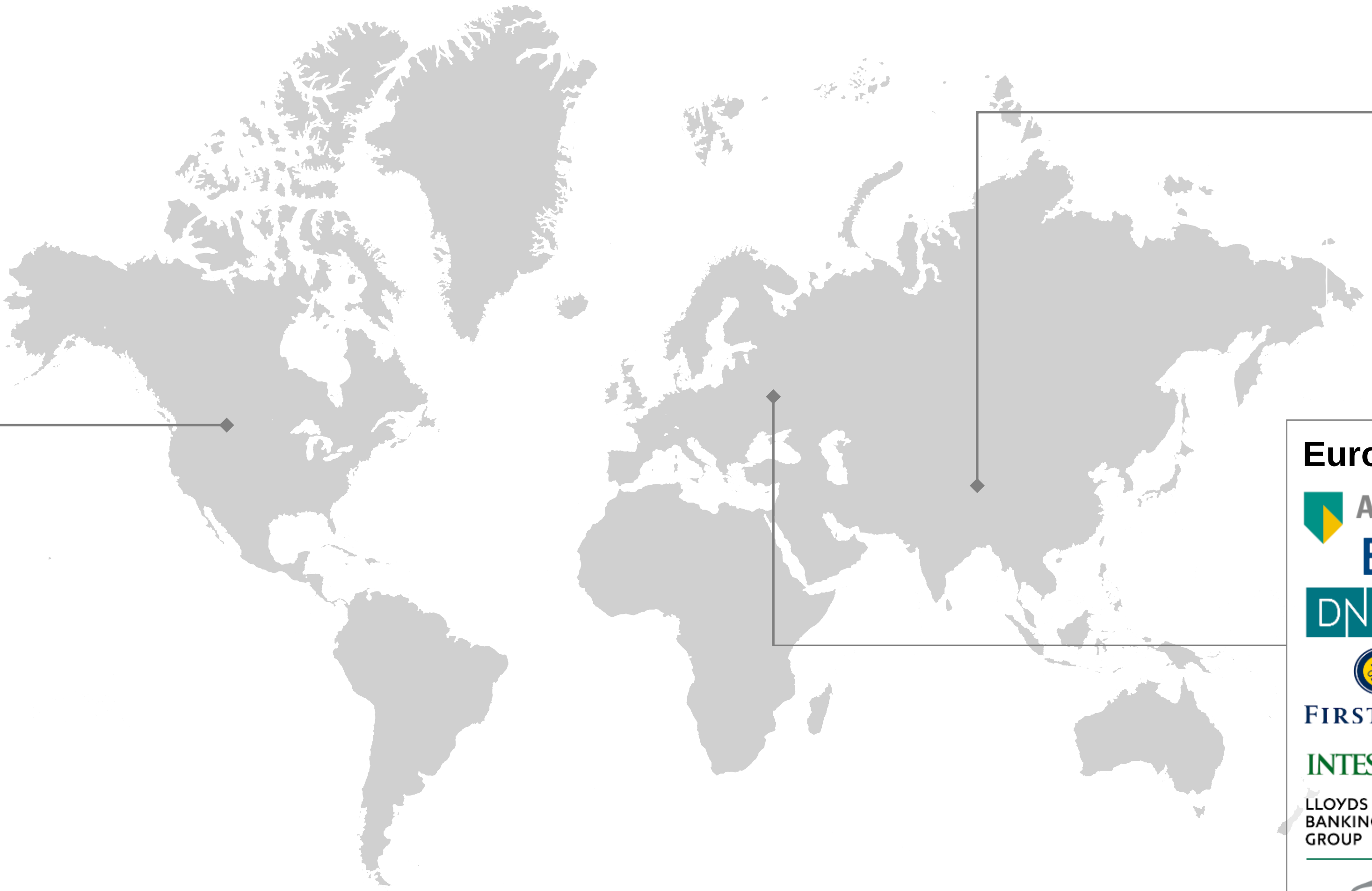
Understand degree to which different data types and analytical approaches are in use/under consideration

Develop insights on current state and path forward for participants to incorporate next generation data and analytics

44 financial institutions participated in the survey from across Americas, APAC, and EMEA

Americas

- AIG
- Bank of America
- ATB Financial
- Bancolombia
- BMO
- HTLF – Strength. Insight. Growth.
- fcc Farm Credit Canada
- National Bank Financial Markets
- KeyBank
- PNC
- M&T Bank
- Prudential
- Goldman Sachs
- RBC
- Regions
- us bank



Asia Pacific

- ANZ
- CommonwealthBank
- DBS
- MUFG
- Maybank
- OCBC Bank
- nab
- UOB
- SBI
- SMBC

Europe Middle East and Africa

- ABN·AMRO
- absa
- Barclays
- BBVA
- DNB
- IDB
- Credit Suisse
- FirstRand
- standard chartered
- UBS
- Intesa Sanpaolo
- UniCredit
- Lloyds Banking Group
- Munich RE
- Natixis – Beyond Banking
- PGGM
- Swiss Re

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

Agenda

Summary of survey results

Perspectives on selected topics

Summary of results

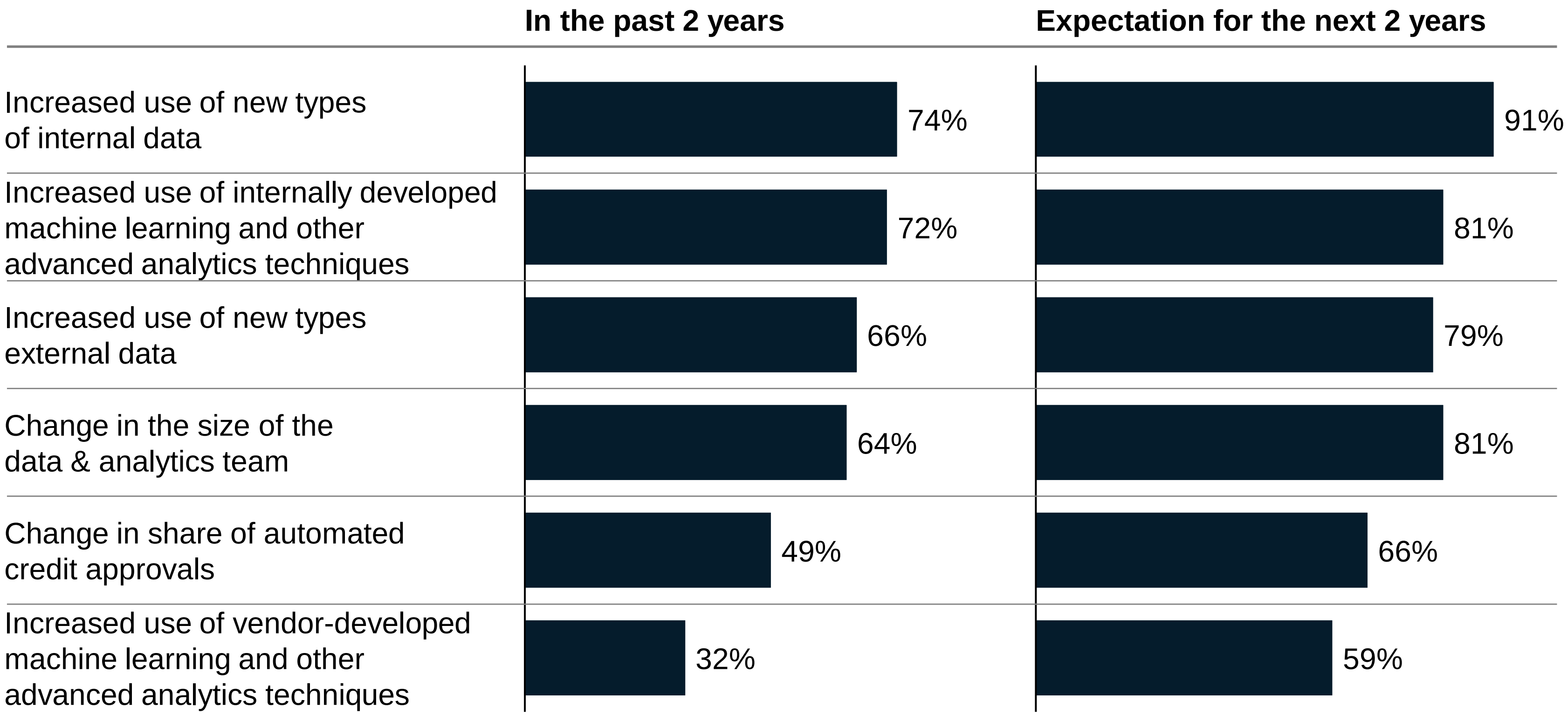
A	**Trends**	Majority of participants expect significant increase in use of internally developed advanced techniques and new types of data
B	**Challenges**	Data quality and talent management are top challenges for both advanced analytics and data solutions
C	**Climate**	Majority of participants believe that Climate and ESG are next big challenge for credit assessment
D	**Investment and Strategic Goals**	Top investment areas have been data tech and data acquisition. Participants expect a greater role of innovative data and advanced analytics in improving credit strategy and customer experience
E	**Use cases**	Machine learning models are primarily gaining traction for risk scoring of SMEs and early warning across the board Innovative external data sources are more used for corporate segment while SME segment uses more innovative internal data sources
F	**Impact**	Use of innovative data and/or advanced analytics improves model accuracy , turn-around-time, automated decisioning and time spent on analysis, with higher benefit observed in SME segment

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

A: Over next 2 years, majority of participants expect significant increase in use of new types of data

How has your firm's data/analytics for credit decisions changed in the past 2 years and how do you expect it to change in the coming 2 years?

% participants see increase in trends



In the past 2 years, over 60% of the participants have seen an increase in the:

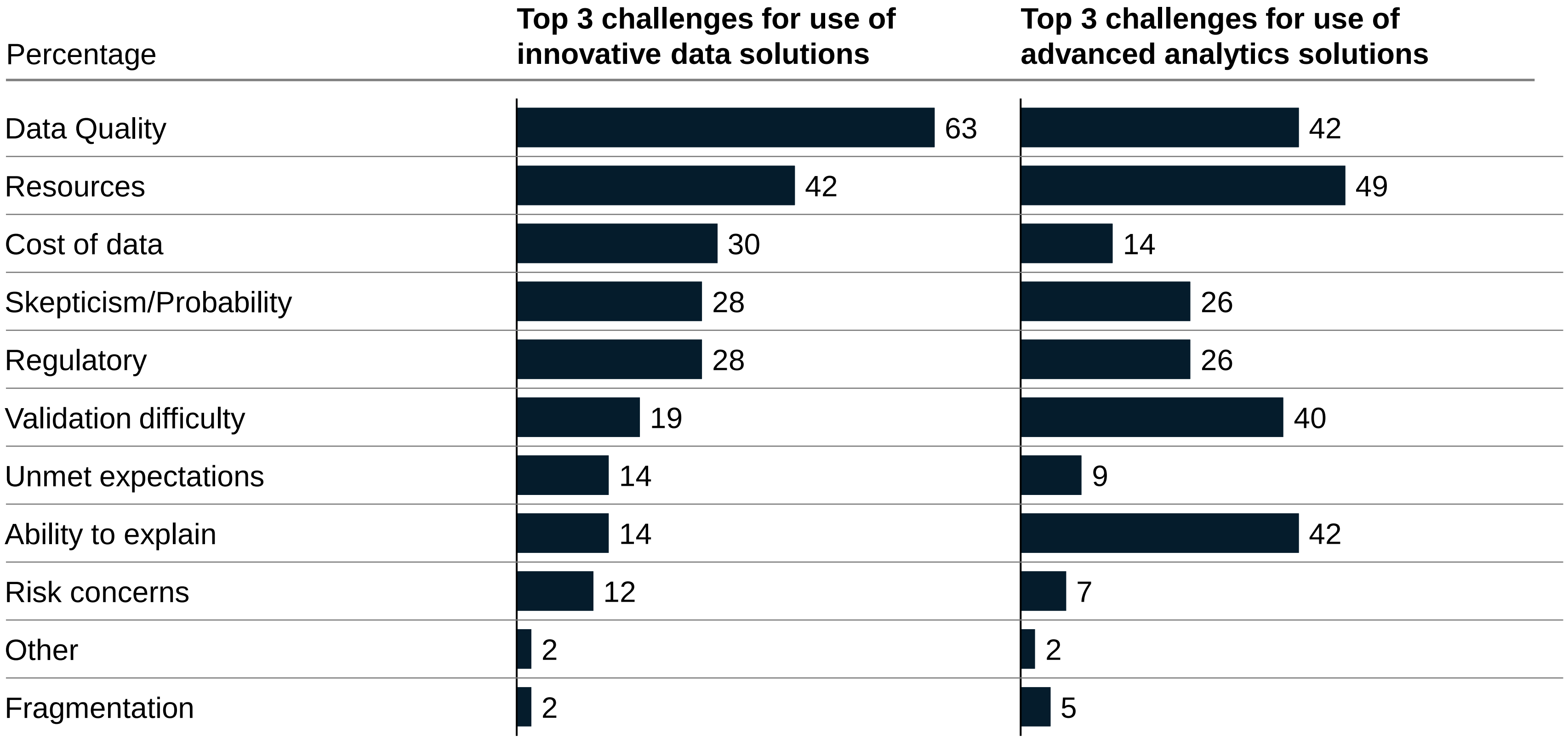
- Use of new types of internal and external data
- Use of internally developed advanced techniques
- Size of data and analytics team

Over the next 2 years, even larger % of participants expect this trend to continue

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

B: Data quality and talent management are top challenges for use of both advanced analytics and innovative data solutions

Currently, what are the major challenges faced by your firm that constrain the use of innovative data or advanced analytics (e.g., machine learning and AI)?



Major challenges for use of advanced analytics solutions are:

- Attract, retain and develop resources
- Ability to explain
- Data quality
- Validation

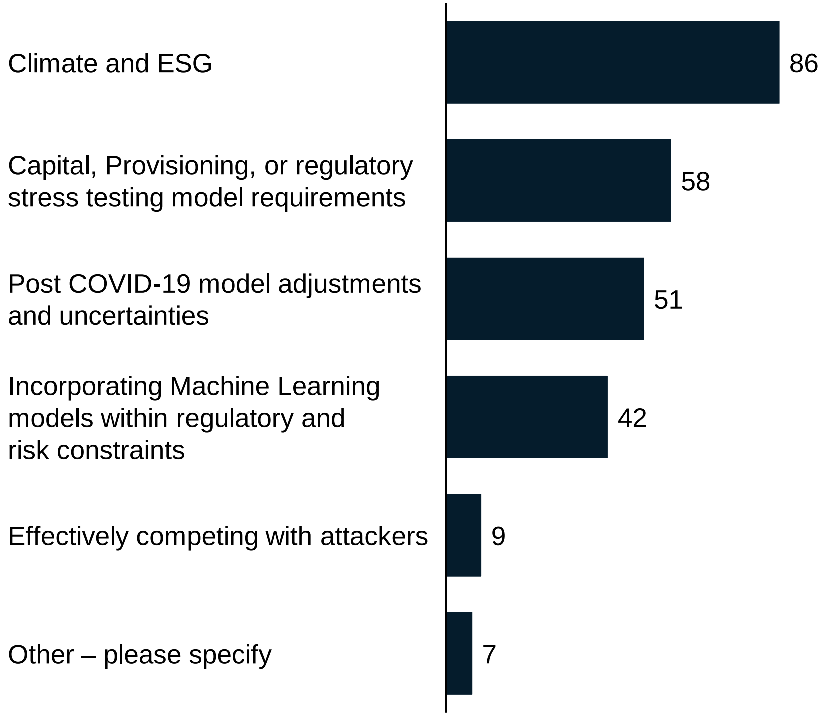
While for using innovative data, key challenge in data quality assessment and talent

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

C: 86% of participants believe Climate and ESG are next big challenges for credit portfolio management

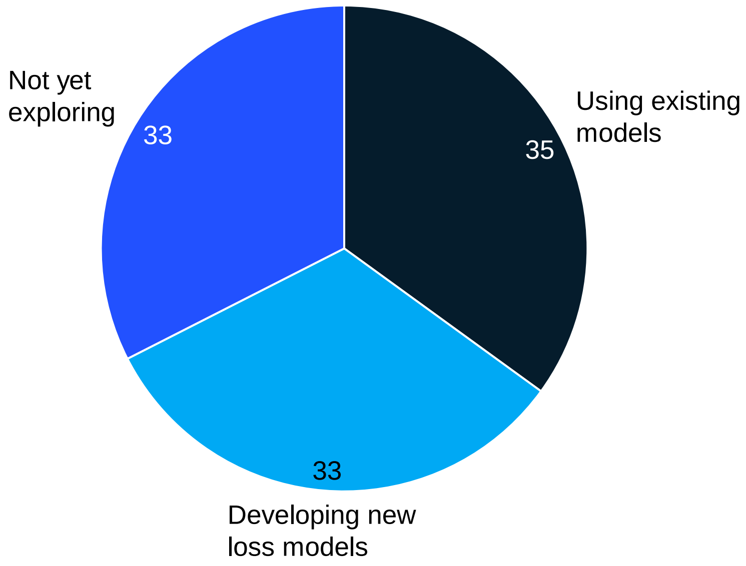
What are the biggest challenges facing credit risk and credit portfolio management analytics in the next 2-3 years?

Percentage



For incorporating the impact of climate risk ,are you using existing loss models with climate shock applied to input variables? Or are you developing new loss models to assess it?

Percentage



One third of the participants plan to use existing credit models to translate the climate impact to credit risk and another one third of the participants plan to develop new loss models for climate assessment

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

C: > 50% of participants have implemented/or are planning to implement climate stress loss analyses in non-SME segments

Have you implemented or are planning to implement in the next 12 months any changes to the credit assessment/ adjudication and monitoring models to capture the impact of climate change? (transition and physical risks)

Percentage of participants

	SME N=33	**Mid-Market** N=29	**Corporate** N=41	**CRE** N=35
No	36%	34%	20%	27%
Yes - Climate stress loss scenarios	39%	59%	54%	52%
Yes - Adjustments to obligor rating methodology	12%	21%	22%	21%
Yes - Obligor climate risk scorecard	21%	28%	39%	39%
Yes - Other (1)	18%	21%	17%	15%

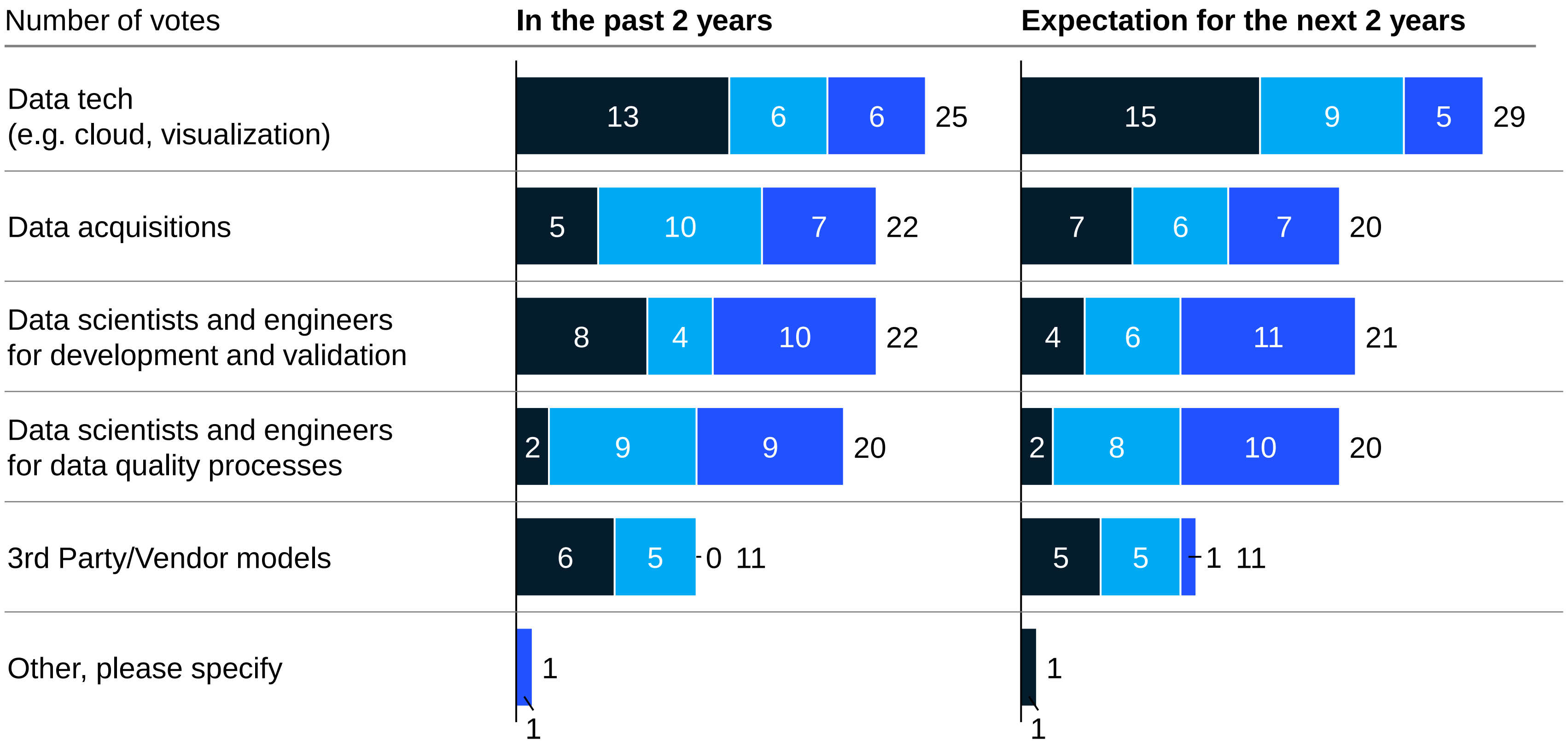
1: E.g., Adjustments to obligor rating methodology and climate stress loss scenarios, but beyond 12 months. Bucketing of risks (geography, industry, property type segments).

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

D: In last 2 years, top investment areas have been data tech and data acquisition – this trend is expected to continue

Largest 2nd largest 3rd largest

Where have you made the most investments in the past 2 years and where do you expect to invest the most in the coming 2 years?



In the past 2 years, the top investment areas for participants were data tech and data acquisition

And this trend in expected to continue over the next 2 years with higher expected investment

Other top investment areas include talent for both development/ validation and data processing

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

E: Machine learning models are primarily gaining traction for Risk Scoring of SMEs and Early Warning across the board

Innovative data sources

What methodologies are being “used in production”, “validated” or “in pilot” for each of the listed use cases for the Corporate and SME portfolio

Percentage		Expert based qualitative models	Statistical approaches (e.g., linear or logistic regression or CHAID)	Simulation-based models (e.g., monte-carlo approaches to economic capital)	Machine learning tree algorithms (e.g. random forest, gradient boosting)	Other machine learning models (e.g. support vector, NLP, neural network)
Corpo-rate	Risk score/ Rating/ PD model	44%	68%	10%	2%	0%
	Early warning indicators	39%	37%	5%	12%	5%
	Credit pricing	44%	24%	5%	0%	0%
	IFRS 9/ CECL	39%	56%	7%	0%	0%
	Stress Testing	32%	46%	29%	0%	0%
SME	Risk score/ Rating/ PD model	41%	72%	6%	13%	3%
	Early warning indicators	44%	56%	9%	16%	3%
	Credit pricing	47%	38%	3%	6%	0%
	IFRS 9/ CECL	44%	66%	6%	3%	0%
	Stress Testing	38%	53%	28%	0%	0%

Expert based and statistical models are most widely applied approaches across the spectrum of use cases

Simulation based models are more widely used for stress testing

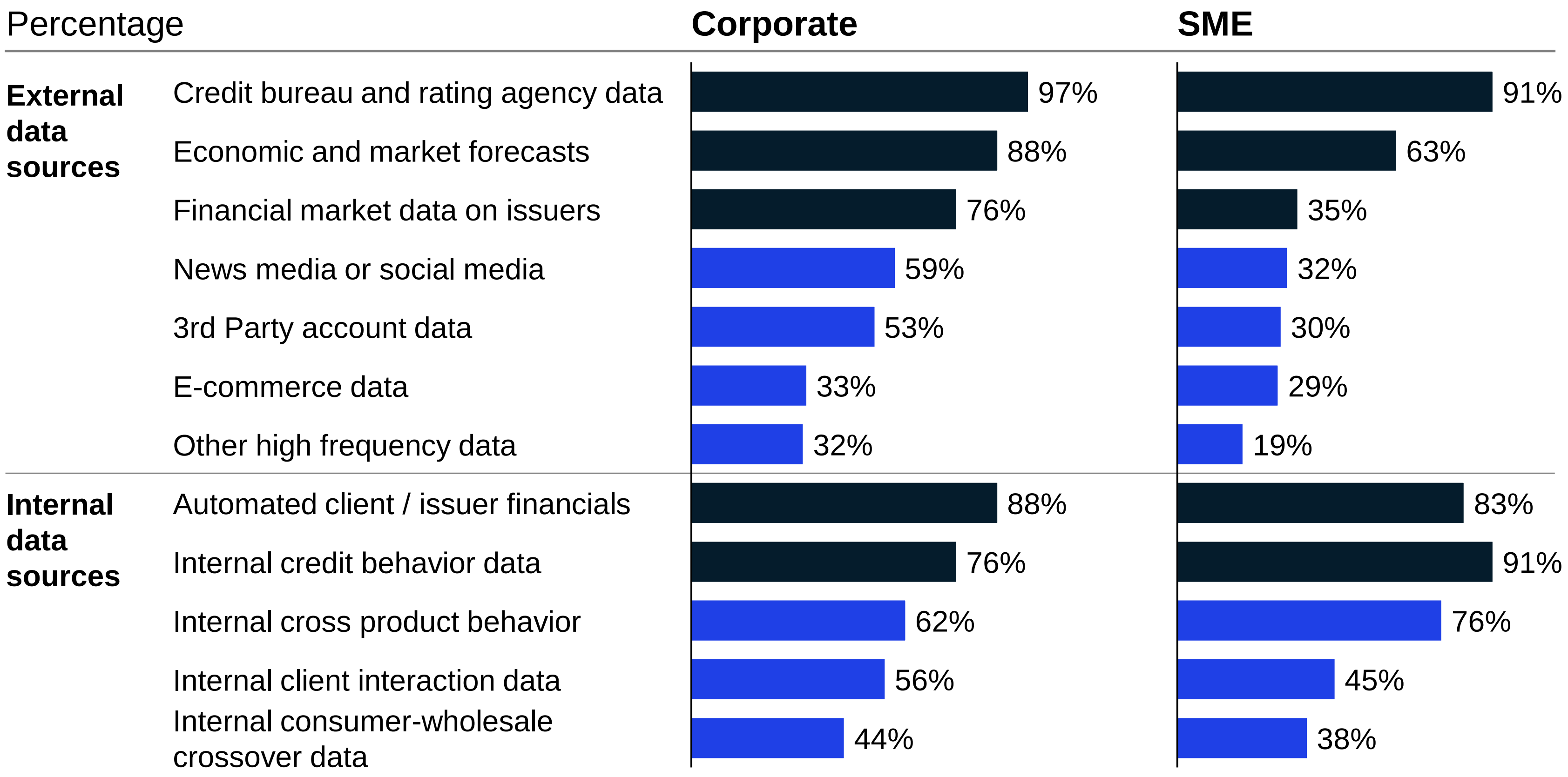
Machine learning models are getting traction for Risk Scoring, Early Warning, and Pricing

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

E: Innovative external data sources are more used for Corporate segment while SME segment uses more innovative internal data sources

Innovative data sources

Which of the following categories of data are being used in production, under pilot or under consideration for credit risk management use cases within the Corporate portfolio?



External data sources:

For Corporates, over 50% of the participants are using, piloting or considering New media or social media and 3rd Party account data, a higher proportion than for SMEs

Both segments use E-commerce data at similar rates

Internal data sources:

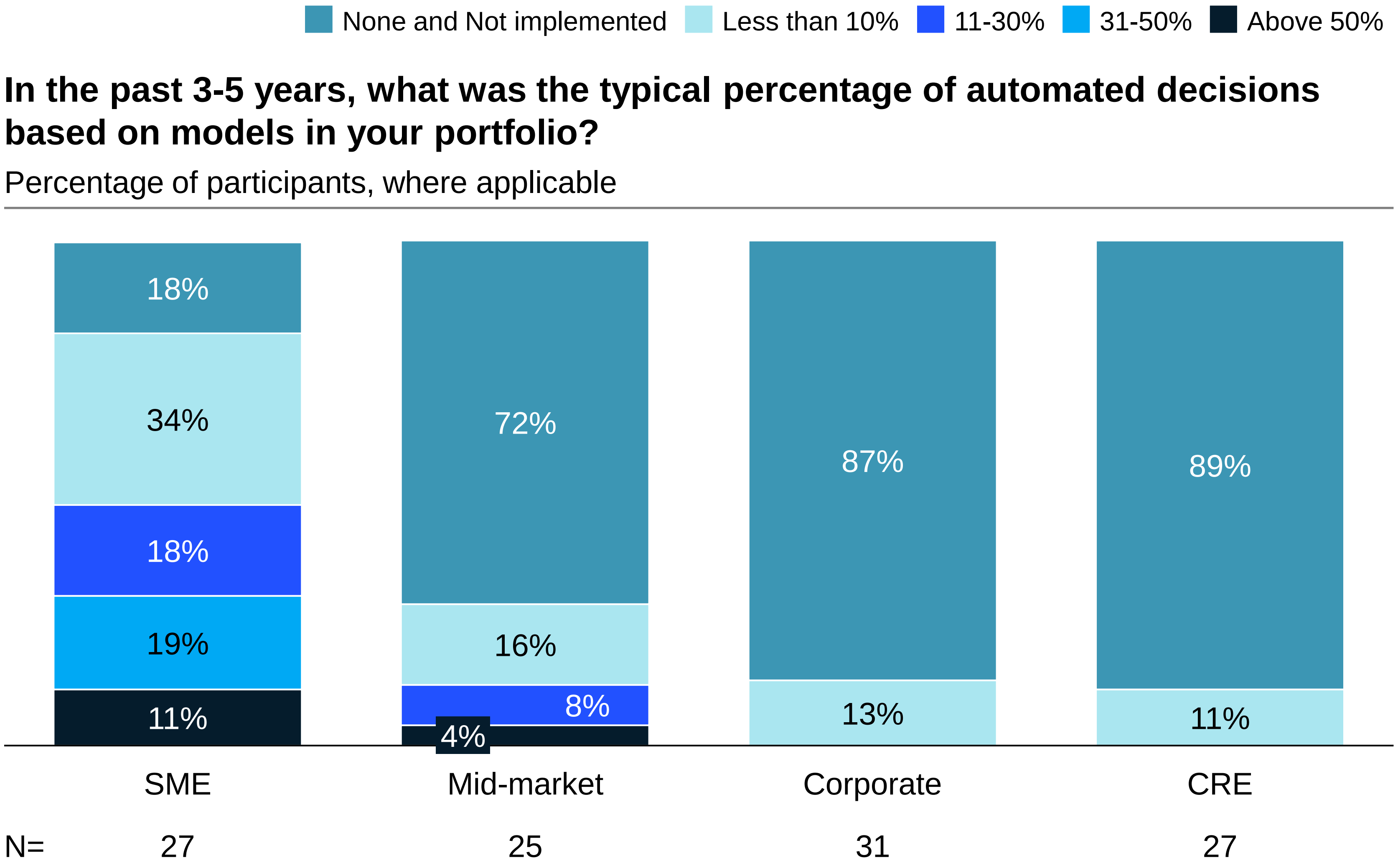
For Corporates, over 70% of the participants are using, piloting or considering Automated client/ issuer financials and internal credit behavior data, while for the SME segment in addition to above 2, internal cross product data also has large share

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

F: Automated decisions are largely a feature of SME portfolios

In the past 3-5 years, what was the typical percentage of automated decisions based on models in your portfolio?

Percentage of participants, where applicable



Key insights

Fully automated decisions for a material portion of the portfolio is almost exclusively a feature of SME portfolios

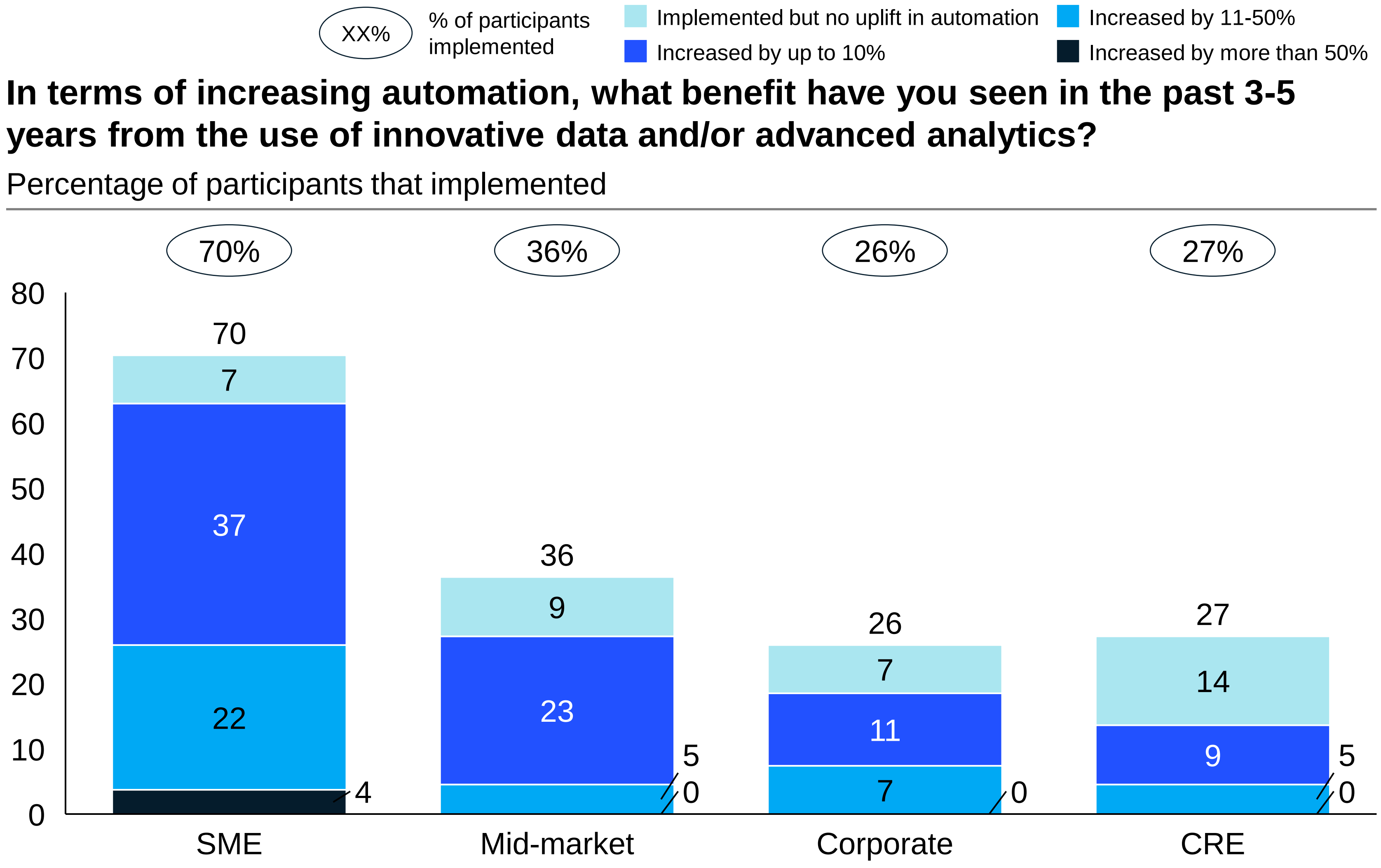
However, there are pockets of portfolio with full automation, even for mid-market and others

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

F: Where implemented, use of innovative data and/or advanced analytics typically achieved increased automation

In terms of increasing automation, what benefit have you seen in the past 3-5 years from the use of innovative data and/or advanced analytics?

Percentage of participants that implemented



63% participants reported an increase in automation for the SME segment, followed by Mid-Market (27%), Corporate (19%) and CRE segment (14%)

Where implemented, use of innovative data and/or advanced analytics typically improved automation by up to 10%

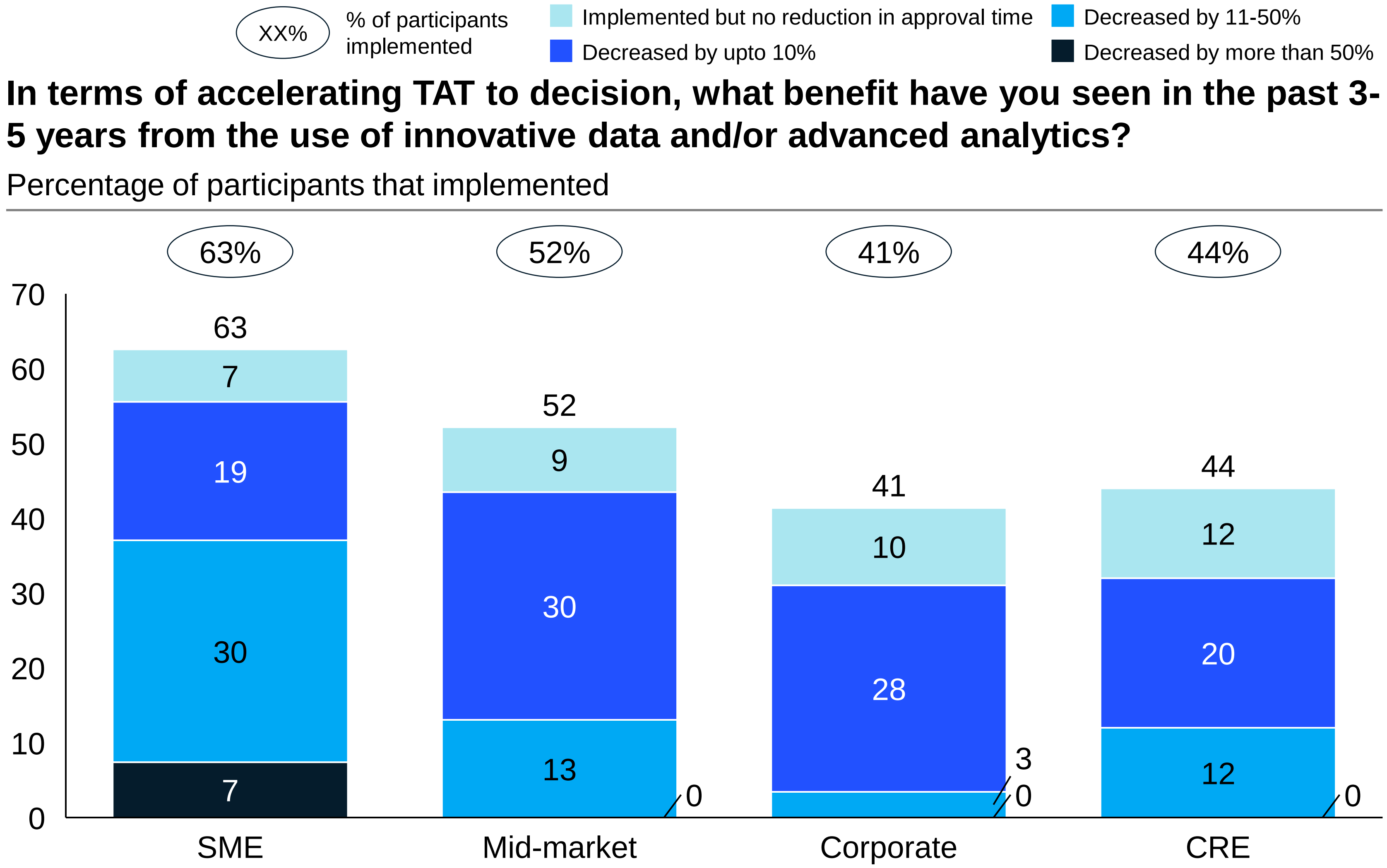
Higher improvement (11-50%) in automation is typically observed in SME segment, which involves the highest level of direct automated decisioning

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

F: Where implemented, use of innovative data and/or advanced analytics significantly improved turn-around-time "TAT" for SMEs

In terms of accelerating TAT to decision, what benefit have you seen in the past 3-5 years from the use of innovative data and/or advanced analytics?

Percentage of participants that implemented



56% participants reported decrease in TAT for the SME segment, followed by Mid-Market (43%), CRE (32%), and Corporate (31%)

Where implemented, use of innovative data and/or advanced analytics typically improved turn-around-time "TAT" by up to 10%

Higher improvement (11-50%) in TAT is typically observed in SME segment but also to some extent in Mid-Market and CRE segment

Source: McKinsey/IACPM Survey on data and analytics innovations in Credit Portfolio Management – October 2021

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Perspectives on selected topics

Perspectives on specific topics : Climate Risk, Next generation data and analytics, and Scenario planning and forecasting

Climate Risk

Setting up a modular, portfolio specific methodology for scenario analyses is critical, prioritization will depend on exposure to high-risk sectors

Climate risk impact on portfolio requires inter-disciplinary skills and mobilization across credit, front-line, and model risk management

Next generation data and analytics

Using cross-product data with help from AI/ML can drive both revenue growth and automated credit decision

For larger obligors, availability of analytics and accessible data is key for turnaround time reduction, however, doing so requires treating data quality as more than a ‘regulator-required’ effort

Scenario Planning and Forecasting

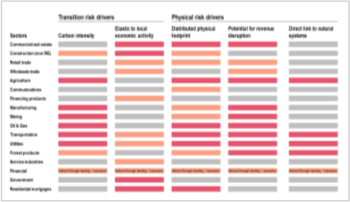
Building a flexible infrastructure to forecast and optimize portfolio is more critical than ever

Rather than waiting for a full-scale solution, banks would want to establish analytics and organizational capabilities that enable rapid ‘what-if’ analyses

Key learnings on the materiality of Climate Risk on Credit, based on our extensive work with banks

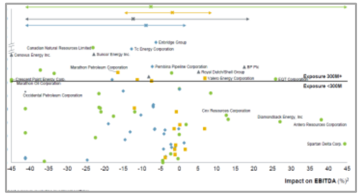
Risk is concentrated in "pockets" across the portfolio; banks need to take a targeted approach

- **Both physical and transition risk lie in very targeted areas of the portfolio:** for example, for a large global bank we identified that approximately ~15% of their loan book was materially exposed to climate risk
- **Banks need to perform heatmapping** to focus their efforts on the high risk portfolios and risks: even within a CRE portfolio for a large US bank, we found that majority of the credit impact came from 10% of the portfolio



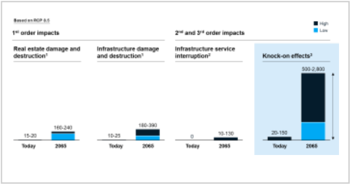
The "average" impact is moderate in the near-term, but there is high degree of counterparty-level variability

- **We found that even for high risk industries, the average impact is moderate:** For example, in a portfolio of upstream O&G companies, the impact by 2025 under below 2C scenario was ~7% median impact on EBITDA
- **However, the difference between winners and losers is stark:** in the upstream O&G example, we saw several counterparties with up to ~40% impact on EBITDA, while there were other companies that saw a positive EBITDA impact



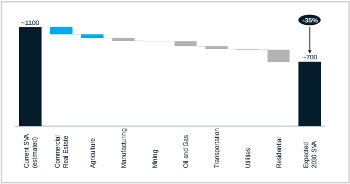
Most of the risk is in knock-on impacts that most banks do not model

- **Direct damages are immaterial on credit; Knock-on effects can dwarf direct impacts**, e.g., 4.5x the impact of direct 1st order impact for a Muni flood example
- **Material risk drivers** include community deterioration, geographic transition risk, and broader ecosystem impacts (e.g., insurance cost and availability)
- **Real estate losses are driven by asset pricing** (property values and cap rates), not physical damage



Climate is not a "capital" problem; however, it can have real impact on returns / economic profit

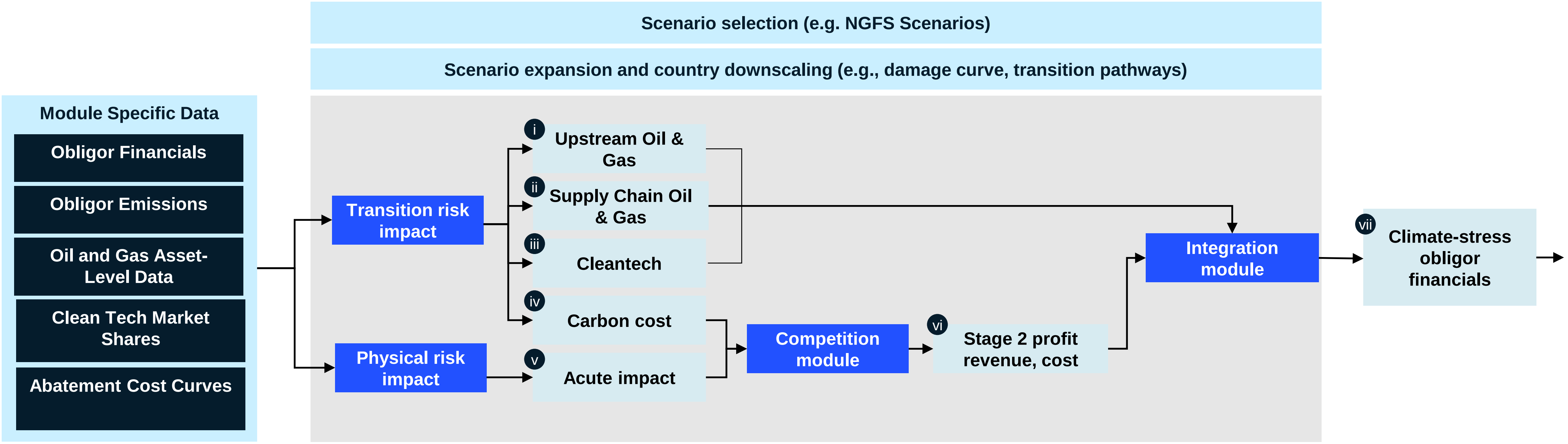
- **A 'CCAR mindset' of focusing on capital risks will underestimate the business value risk** and miss the opportunity to steer the business
- **For a North American bank, we identified that 35% of economic profits** could erode by 2030 without taking action on key pockets of climate risk exposures



Scenario analyses for corporate and mid-market obligors needs to be sector-specific: Oil and gas example

Methodology isolates individual aspects of scenario analysis through modules that calculate Oil and Gas obligor impacts from:

- Oil and Gas demand changes across Upstream and Downstream Operations
- Clean Technology demand changes
- Carbon Costs
- Acute Physical Hazard damage costs

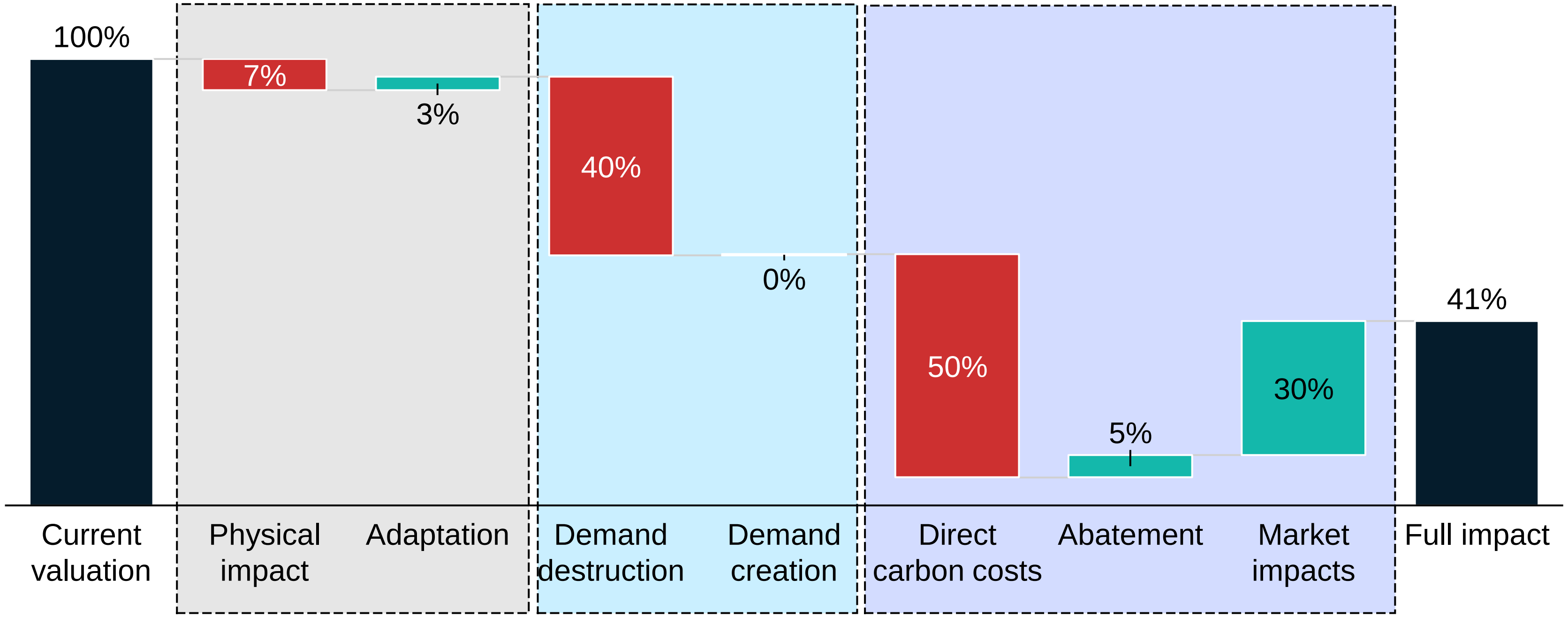


Sanitized example: Demand destruction, direct carbon cost, and market impacts for a specific obligor

Assuming no management/bank action

Delayed transition scenario – 2050

Valuation impact waterfall – average impacts weighted by exposure



Physical risk impact

Revenue impact

Driven by current business composition, breakeven cost, and oil and gas price

Carbon cost impact

Driven by carbon emissions which drives carbon costs, abatement and ability to pass cost to customers/ market impacts

Takeaway

Demand destruction, direct carbon cost and market impacts are the top 3 drivers of the climate impact to the O&G portfolio

- Demand destruction is related to the business composition and breakeven cost
- Direct carbon cost is related to the carbon price and the amount of output that can be sustained
- Market impact is related to the ability to pass cost to customers and gain market share from other players

Deposits data can be used to create an up-to-the-minute estimate of SMB's financials

Context

Deposits transactions can be analyzed using a transaction classifier to derive an estimate of

- **SMB's financials (e.g., revenues, revenue growth, and profits)**

Using a reinforcement learning and natural language processing, deposits transactions are analyzed to provide structure to unstructured data

In a client application, this method yield **95% transaction classification accuracy** and over 300 risk signals and competitive indicators, resulting in substantial improvement in predictive power of credit risk models

Risk signals extracted from transactions

SME financial position

- Estimated revenues and profits
- Business seasonality
- Sectoral dependencies

Competitive information

- Multi-banking clients
- Loans with other lenders
- Interest rate changes by other lenders
- Fintech relationships (e.g. Paypal)

Strategic implications

Competition to become the primary bank will intensify

In turn, **banks that host the deposit account where the payroll is deposited have a competitive advantage**

Deposit accounts are already increasingly being bundled with other financial products

Fees for deposit accounts are expected to reduce further

Case example: Leveraging transaction data to transform credit decisioning

Illustrative; Client example

Traditional lending process	Reimagined credit decisioning
Customer completes credit application form	Customer completes online application (pre-populated, leveraging API enabled data sources)
Customer provides bank account and provides simple historic financial statements	ETB: Transactional data from own system, used to build synthetic financial statements NTB: Customer provides permission[1] to access bank transactions data to build synthetic financial statements
RM manually reviews data and performs credit assessment (scoring model, uses credit bureau, and historic/ narrow financial data)	10101 01010 10101 Algorithm integrates data and performs credit assessment (e.g., leveraging transaction classier to build financial statements, link to risk signals)
Manual decision communicated to customer	Decision communicated to customer (instant time yes)

More predictive power

Up to **40%** additional predictive power in some subsegments

More customer insights

95% Accuracy of financial inflows and outflows from classifier

More sophisticated understanding of risks

>300 Predictive risk signals – linked to transaction classifications

An AI-driven asset deployment driven approach can accelerate data quality improvement significantly

1

AI toolkit for data

Detection: Ready to implement package to assess data quality

Correction: Relationship discovery and anomaly detection to find errors

Repair: AI driven correction through an open-loop process

2

Deployment accelerators

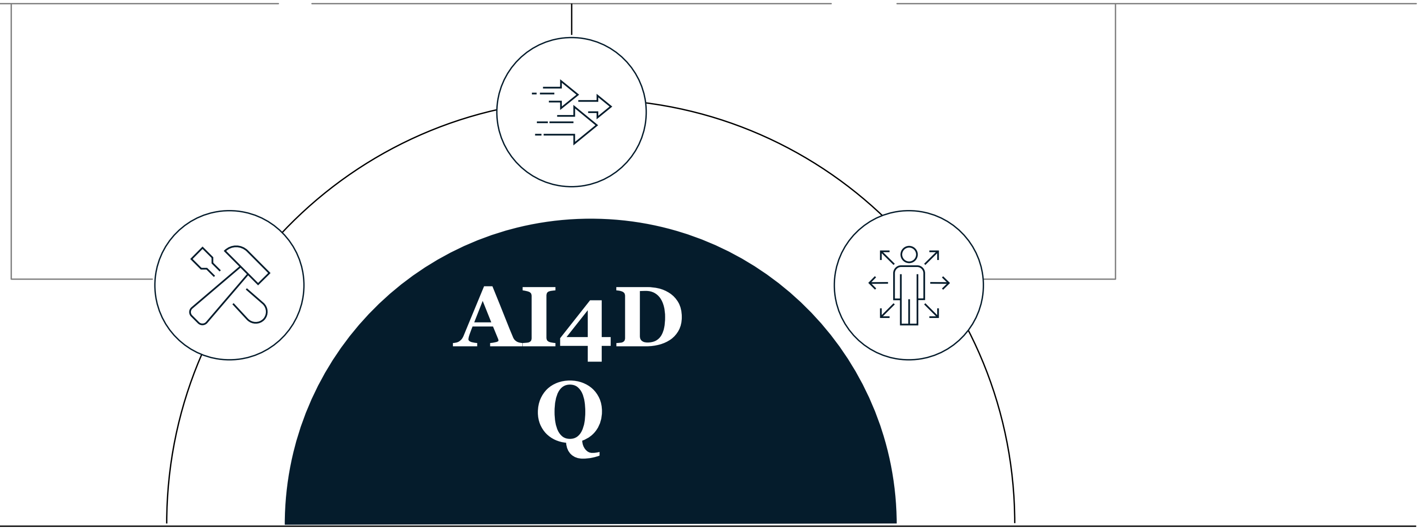
Deployable as pipelines that can be stand-alone for immediate results and integrated into Data Platforms to continuously monitor and improve data quality (e.g., Apache Airflow integration with Collibra), platform agnostic deployment

3

Training modules

A new way of working, including roles, talent, an a fast-paced Agile operating model

Co-development of solutions through build-operate-transfer to sustain the impact



When **implemented together** these 3 components significantly accelerate data quality capabilities

Data Quality can be addressed through modularized tools in three core areas

	Detection	Correction	Repair
Objectives	**Measure the quality of each record** on a scale of Low, Medium, High data quality to help prioritize remediation	**Recommend corrections** to data quality errors **prioritized by business impact** and measure the confidence (e.g., 95%)	**Validate recommendations** with experts and incorporate changes into underlying data systems feeding reports
How machine learning helps	Automatic generation of reports on the profile of data, inferred relationships between tables and anomalies, root cause identification to prioritize upstream interventions	Rule-mining and clustering algorithms recommend corrections to data quality errors, quantify confidence, and help estimate business impact	Validate corrections with experts (open-loop) confirming only lower confidence recommendations manually and automated approval of validated changes
Illustration	Detect top 1th percentile interest rate, unusually late maturity date as a potential error	Correct loan type with attribution, country of origination, and address with 95% confidence	Flag and automatically fix reporting dates that were corrected by experts repeated
Ready-to-deploy tools	Data relationship discovery Entity disconnect identification Root cause identification Anomality detection	Automated DQ rule generation Free-form text corrections Comparison to 3rd party data Corrections that integrate attribute, record, and database signals	Collaborative workflows Programmatic data validation

High impact examples AI being used to improve data quality

Root cause detection and correction to errors in 5M customer accounts

Corrected 5M free-form occupations to accelerate AML Customer Risk Rating using a neural language model and traditional fuzzy matching

Accelerating an enterprise data transformation with AI

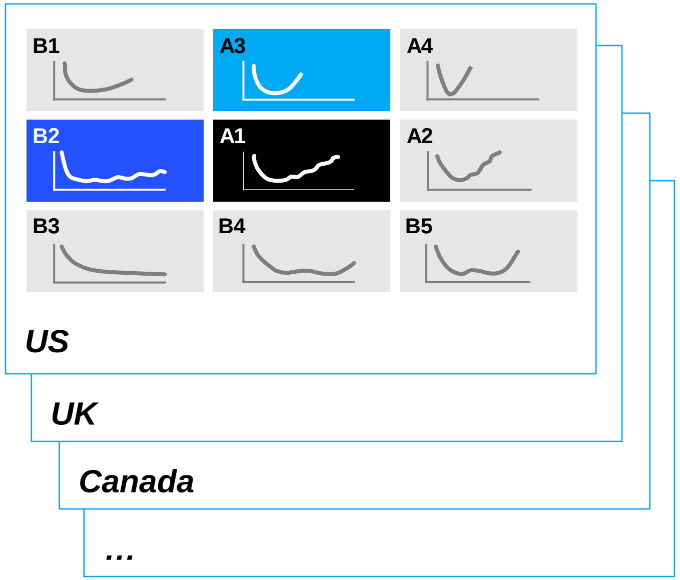
Automated data quality detection and correction with AI (human-in-the-loop) to reduce data transformation timeline by 30-40 percent

Automated identification of errors in CRE loan data

Automated detection of data quality errors in over 100,000 loans using time series anomaly detection to detect issues in real time and prioritize remediation

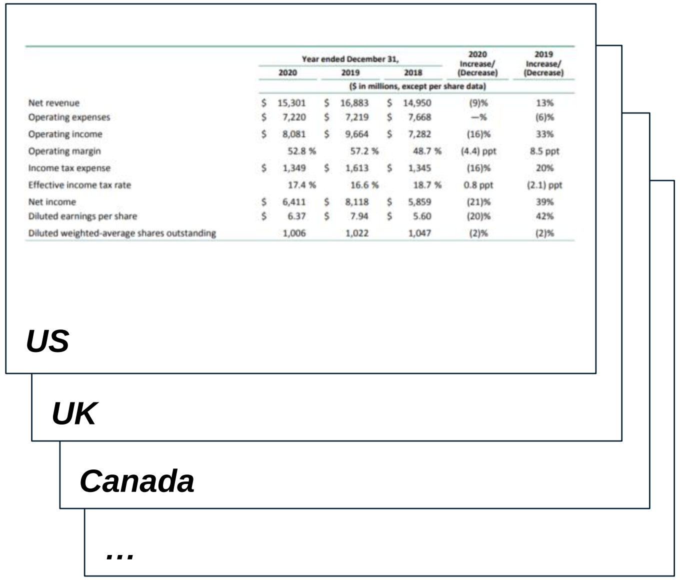
Scenario planning and forecasting approach needs to be tailored to bank’s footprint flexible to incorporate different driving factors

Scenarios from underlying reasons



Develop inflation scenarios based on set of underlying reasons (e.g., supply chain bottleneck leading to ‘cost-push’ inflation) and consider incorporation of important macro-linkages (e.g., currency fluctuation risk)

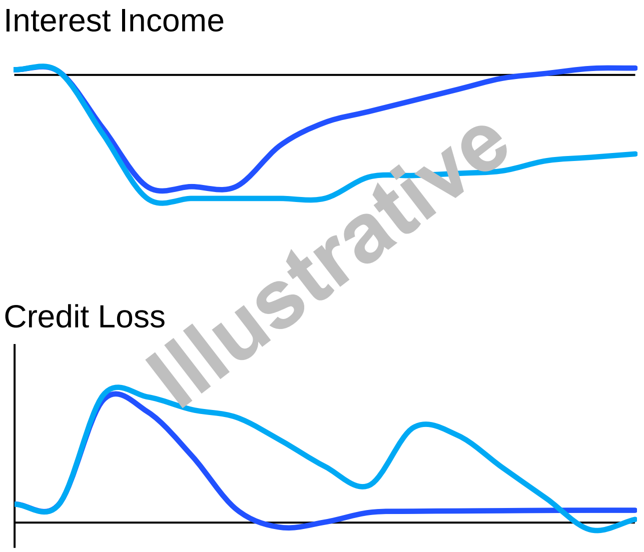
Business drivers from scenarios



	Year ended December 31, 2020	2019	2018	2020 Increase/ (Decrease)	2019 Increase/ (Decrease)
	($ in millions, except per share data)				
Net revenue	$ 15,301	$ 16,883	$ 14,950	(9)%	13%
Operating expenses	$ 7,220	$ 7,219	$ 7,668	—%	(6)%
Operating income	$ 8,081	$ 9,664	$ 7,282	(16)%	33%
Operating margin	52.8 %	57.2 %	48.7 %	(4.4) ppt	8.5 ppt
Income tax expense	$ 1,349	$ 1,613	$ 1,345	(16)%	20%
Effective income tax rate	17.4 %	16.6 %	18.7 %	0.8 ppt	(2.1) ppt
Net income	$ 6,411	$ 8,118	$ 5,859	(21)%	39%
Diluted earnings per share	$ 6.37	$ 7.94	$ 5.60	(20)%	42%
Diluted weighted-average shares outstanding	1,006	1,022	1,047	(2)%	(2)%

Identify drivers that are likely to be inflation-sensitive for business portfolios / geographies, and direction of impact – e.g., inflation may drive up transaction volume in the short term; however, inflation may also reduce demand in the long term

Full estimates from business drivers and optimize across BUs



Develop analytics to project the underlying drivers and the business portfolio financials

Based on projection results, **synthesize implications** for **strategic decision-making**

Uncertainty in economic path require a forecasting approach that is nimble, flexible, and responsive to emerging risks like inflation

Scenario Generation and Refinement

Customized scenarios for portfolio/segments

- Can be macro-economic or event driven
- Recent macro-trends (e.g., EPOP ratio) core to design

Business driver forecast through models

Volume, Revenue, and Expense Forecast Models tied to business drivers (e.g., line utilization) and scenario conditioned

Implementation Engine

One-click solution for aggregation, reporting and visualization

Versatility

- Flexibility to expand current internal scenarios with new variables
- Ability to add macro and event driven overlays
- Ability to refresh scenarios weekly vs. monthly

Coherence

- Model and analytics developed for relevant drivers and separately for relevant geography
- Models capture time trend, macroeconomic factors, seasonality and latent portfolio factors in a transparent manner

Flexibility

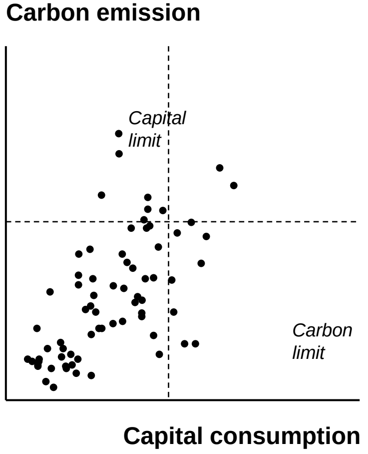
- Designed to capture, test and visualize business actions under different macro-conditions
- Structured to generate report on portfolio and sub-segment level with different ‘what-if’

In addition to standard capital or liquidity constraints, exploring emissions related constraints can help in portfolio alignment

Preliminary list of constraints incorporated in the approach (to be refined based on observations during design phase)

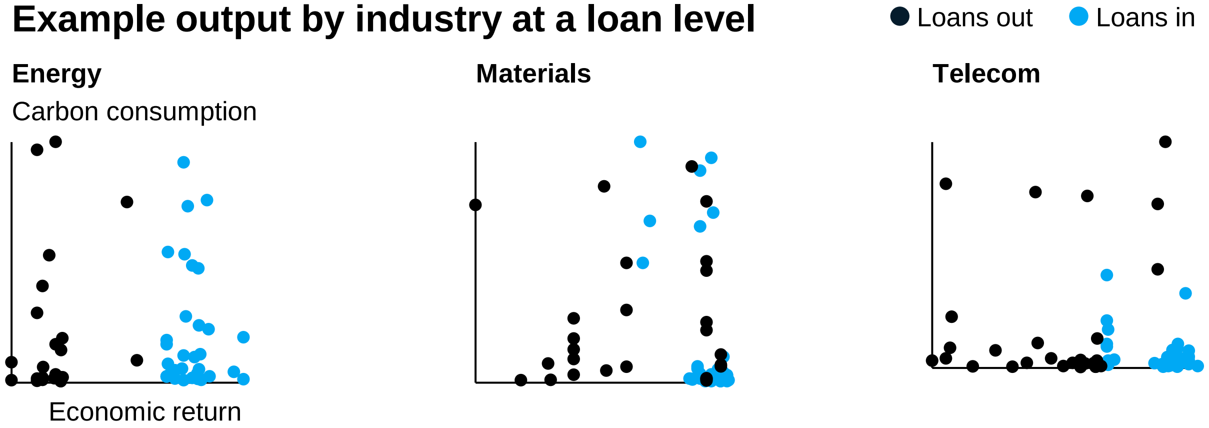
	Product	Industry	BU
Capital	✓	✓	✓
Risk Weighted Assets	✓	✓	✓
Expected Loss	✓	✓	✗
Origination/balance growth	✓	✓	✓
Liquidity coverage ratio	✗	✗	✗
Emissions	✗	✓	✓

Approach to incorporate emissions related constraints



- Include carbon limit based on benchmark scenario at North America with relevant downscaling
- Add constraint for net zero target of total portfolio emissions
- Develop functionality to add sector specific targets and connect with potential sector-specific carbon intensity metric

Example output by industry at a loan level



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