

IG Group

# Refreshing reporting of customer metrics

IGGROUP.COM 

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As announced on 24 July 2025, IG is revising its definition of **active customers** and **first trades** and introducing **funded customers** as a new key performance indicator

Updated disclosure will be provided every reporting period, beginning with the Q1 FY26 trading update—**historical disclosure is available on IG's investor relations website**

Refreshed disclosure aligns definitions across the Group and better reflects IG's more diversified revenue streams and progress delivering our growth strategy

# Simplifying and aligning key performance indicators

	Active customers	First trades	Funded customers
Revised definition	<ul style="list-style-type: none"> <li>▪ Definition aligned across products to customers that opened or closed a position during a month or held a position at month end</li> <li>▪ tastytrade customers remapped from ETD<sup>1</sup> to relevant product category, with net trading revenue aligned</li> <li>▪ IG will disclose average monthly active customers for the relevant reporting period<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>▪ New customers placing their first trade in the reporting period</li> <li>▪ Definition aligned across all products to include tastytrade stock trading and spot crypto first trades</li> </ul>	<ul style="list-style-type: none"> <li>▪ Customers with a cash balance or holding assets at period end</li> </ul>
Prior definition	<p>Disclosure based on unique customers meeting different criteria by product once in a reporting period (quarter, half or full year):</p> <ul style="list-style-type: none"> <li>▪ OTC derivatives - opened, closed or held a position during a period</li> <li>▪ ETD - opened or closed a position, with all tastytrade stock trading and crypto customers and revenue mapped to ETD</li> <li>▪ Stock trading - held a position at period end</li> </ul>	<ul style="list-style-type: none"> <li>▪ tastytrade stock trading and crypto first trades not disclosed due to historical revenue immateriality</li> </ul>	<ul style="list-style-type: none"> <li>▪ No prior disclosure</li> </ul>

1) Exchange traded derivatives

2) For example, the Q1 FY26 count will represent the average of monthly active customers in June, July and August

# Summary of key changes– active customers

Average monthly active customers ('000) – revised disclosure	FY25				Key changes in revised definition
	Q1	Q2	Q3	Q4	
OTC derivatives	105.6	103.1	106.1	109.2	
Exchanged traded derivatives (ETD)	46.7	47.1	47.3	47.7	tastytrade stock trading and crypto customers previously reported in ETD now mapped to relevant product category
Stock trading & investments	150.3	150.2	153.6	620.3	Includes tastytrade stock trading customers previously reported in ETD due to historical revenue immateriality, with net trading revenue realigned. Revised definition includes customers opening or closing a position in a month, or holding a position at month end <sup>1</sup>
- o/w Freetrade	--	--	--	461.9	
- o/w organic	150.3	150.2	153.6	158.4	
Spot crypto	6.7	6.8	7.5	8.5	Includes tastytrade spot crypto customers previously reported in ETD due to historical revenue immateriality
<b>Total</b>	<b>270.6</b>	<b>268.3</b>	<b>273.1</b>	<b>742.2</b>	Totals adjusted to remove customers active in more than one product category (multi-product customers) to provide a unique count for the Group
- o/w organic	270.6	268.3	273.1	280.3	
% y/y organic	(0.7%)	(1.6%)	0.8%	3.0%	

1) Prior definition only captured stock trading & investments customers holding assets at the end of the relevant reporting period

# Summary of key changes– first trades

<i>First trades ('000) – revised disclosure</i>	FY25				Key changes in revised definition
	Q1	Q2	Q3	Q4	
OTC derivatives	8.4	9.1	15.6	11.6	No change
Exchanged traded derivatives (ETD)	6.5	6.2	7.3	7.0	tastytrade stock trading customers previously reported in ETD now mapped to relevant product category
Stock trading & investments	6.2	6.2	9.0	15.8	Includes tastytrade stock trading customers previously reported in ETD due to historical revenue immateriality
- o/w Freetrade	--	--	--	5.4	
- o/w organic	6.2	6.2	9.0	10.4	
Spot crypto	0.4	0.7	1.5	1.6	Includes tastytrade spot crypto first trades previously not reported due to historical revenue immateriality
<b>Total</b>	<b>16.7</b>	<b>17.2</b>	<b>26.3</b>	<b>28.6</b>	Totals adjusted to remove the customers trading for the first time in more than one product category to provide a unique count for the Group
- o/w organic	16.7	17.2	26.3	23.3	
% y/y organic	(2.3%)	3.8%	45.3%	28.1%	