



Dear friends, partners, and shareholders of 8Twelve,

We've been super busy since closing our financing at the end of Q2 this year and we're excited to share with you our progress in making financial services more accessible to all Canadians.

First and foremost, **8Twelve Financial Technologies is proud to announce that its Mortgage division 8Twelve Mortgage (Lic #13072) is once again been honoured with the prestigious award** by its industry peers through Canadian Mortgage Professionals for being a **Top Brokerage in 2021!** This is a testament to the standardized process our technology platform and business model creates in supporting an industry-leading customer experience. We also **grew our Google reviews by over 60% while maintaining a 4.9/5 star rating** which recognizes the level of customer service we provide.

In anticipation of our upcoming technology platform update in Q4, we have **increased** our customer support headcount, which includes agents, underwriters, and back-office **support staff by over 50%**. This is in line with our objectives as we plan to accelerate our ramp going into year-end and beyond. We are really excited about the reaction new hires have when joining our organization. To summarize "8Twelve is unique in the industry given its tech platform, operating process, and culture" (because we actually have one!). They've never experienced anything like it in the business and are thrilled by the prospect of helping to reshape the sector for continued growth.

We are also pleased to announce that our **corporate senior leadership team has also been growing with the addition of key talent in Marketing, Operations, and People & Culture roles**. These individuals collectively have over 50 years of experience having worked with well-recognized and highly respected firms such as Scotiabank, Royal Bank of Canada, Rogers, Wal-Mart, Timbercreek, and Community Trust. They are a welcome addition to our team and are helping to lay the foundation to further accelerate our future growth.

On the B2B front, we are well ahead of schedule in securing and implementing partnerships. In the quarter we **secured four new B2B partners in the insurance, real estate, and financial advisor channels**. These partnerships put 8Twelve in front of thousands of Canadian families through referrals, email campaigns, app integrations, and content marketing. One of these was publicly announced in August with SideDrawer, where we performed an API integration between SideDrawer's document collaboration platform and 8Twelve's fintech mortgage brokerage. Through this integration, SideDrawer's professional users have the opportunity to refer their clients to 8Twelve's Mortgage platform, apply for and ultimately provide the required mortgage documents, all from within SideDrawer's secure platform. These types of B2B partnerships will ramp up our mortgage origination volumes, lower our origination cost, and ultimately provide a better customer experience.

Needless to say, it has been a very busy time at 8Twelve and we're happy to share our progress with you. In the future, we'll have many more announcements to come as we **continue to improve the customer experience** and make it easier than ever for Canadians to access financial services!

Keep up with 8Twelve Financial Technologies by clicking [here](#) and following our [LinkedIn](#) page.



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