

Annual General Meeting

Company Participants

- Matt Ashley, Chief Financial Officer
- Ulrik Bengtsson, Chief Executive Officer

Other Participants

- Christine Zhou, Analyst
- Ed Young, Analyst
- Gavin Kelleher, Analyst
- Ivor Jones, Analyst
- James Rowland Clark, Analyst
- Joe Thomas, Analyst
- Kiranjot Grewal, Analyst
- Michael Mitchell, Analyst
- Monique Pollard, Analyst
- Richard Stuber, Analyst
- Simon Davies, Analyst
- Ted Nyhan, Analyst
- Virendra Chauhan, Analyst

Presentation

Operator

Good morning and welcome everyone to our Trading Statement Conference Call where we will update you on our performance for the first 17 weeks of the year up to 28th of April. With me today, I have Ulrik, Ruth, and Matt, and to aid transparency, we have split the trading period into two parts. So, our comments today will focus on the first 10 weeks, which we referred to as pre-Coronavirus and then the following seven weeks which were impacted by the Coronavirus. The full 17-week performance numbers are included in the R&F for historical comparisons, and I will now hand you over to Ulrik.

Ulrik Bengtsson {BIO 16169125 <GO>}

We delivered a strong performance across all business areas in the first 10 weeks of the year and continued to deliver on our ambition to diversify internationally. As COVID-19 impacts almost every aspect of our lives, we are now in a world of remote everything. We anticipate this to lead to a systematic and structural change and our customers behave more long term. Our product lends itself very well for digital delivery, and in combination with our product development and innovation momentum, we are well positioned for

what's ahead in all of our geographies. We're also in a good place to power up William Hill quickly as sports resume.

When the COVID-19 situation and its short-term impact on our business unfolded, things moved very fast and we acted quickly and decisively. We took immediate action to minimize cash outflow, including the suspension of dividend, reduce our cost base, provide maximum financial flexibility and preserve our long-term growth investment plans. We prioritized the safety and well-being of our employees. Through our effective work-from-home setup and new communication cadence, we have declared our aim is to preserve as many jobs as possible, and while a number of our colleagues are furloughed, we have ensured they receive 100% of their pay.

We took the decision early on to protect our customers in this difficult time by increasing the level of guardrails and the interactions with them in this period. We have increased six-fold the number of responsible gambling messages issued and we have worked with the BGC and other major operators to put in place the COVID-19 pledges and the voluntary gaming advertising ban.

Overall, we are pleased with how the Group has traded throughout the first 17 weeks, particularly our international business, which has excelled on back of the product development we launched at the end of last year. In the first 10 weeks and before the impact of Coronavirus, the Group was trading ahead of expectations in what we would call a robust performance. 29% of our revenues originated outside of the UK, which compares to 20% last year and in line with our ambitions to diversify internationally. On a pro forma basis, Online International grew 11%, driven by strong performance in gaming and above our expectation of high single-digit growth. We continue to extend the reach of our brands and launched Mr. Green in Spain following the launch of William Hill in Sweden last year. Our product developments have gained traction in our international business and we have further enhancements planned in the next few months. We're also getting our product momentum up in the UK where we saw a net promoter score customer satisfaction metrics improve significantly on back of a number of exciting launches, most notably a new gaming front end that went live in April.

The US business, which now is presented on combined basis, performed strongly, across the board with nearly 90% wagering growth in the expansion of states and a solid 8% growth in our home market Nevada. Finally, retail performance was encouraging ahead of our expectations. The early trends that we saw and that we did communicate at the annual result presentation have continued with customers substituting gaming for sports. However, as the impact of the Coronavirus and the subsequent political decisions were felt on society, it also had a material effect on our business. The UK retail estate was closed and all of our shop staff has been furloughed. The US business was effectively closed although we continue to take some wagers on alternative products in the four states in which we have an online presence.

In the US, we are using this time productively to press ahead with our product development. We have continued to enhance our proprietary tech stack, which is live in New Jersey and is now ready to go live in more states for the rest of this year. We will also be launching online gaming in the second half of 2020. Online UK was materially

impacted by the reduction of sports activity although turnover was more resilient than we initially would have thought, and players turned to some alternative sports.

Online International has performed very well throughout this trading period despite being affected by limited sports calendar and regulatory movements in Latvia and Spain. Growth in gaming was strong and product improvements and enhanced marketing capabilities derived from a new Malta hub continue to drive the growth momentum.

In order to mitigate the effects of COVID-19, we took immediate action and we are pleased to confirm that we have reduced our monthly cash flow to around GBP15 million. We have achieved this through canceling pay increases and bonuses, reducing marketing spend, cost reductions with suppliers and utilizing government support schemes. We are seeing positive signs, we are seeing signs that live sports is starting to return. The German Bundesliga would say behind closed doors this weekend, French Racing was back in this week, and it appears British Racing will resume in the first part of June. In the US, we have so far seen the return of the UFC last weekend, and we will see NASCAR restart this Sunday behind closed doors. The indications from government is that our shops is in the Phase 3 of the UK reopening. Social distancing is likely to remain in place for some time, but we have plans well underway to ensure we can meet the requirements of social distancing and personal protection in our shops.

I've said this before that having a competitive product, the right teams, execute well, are the keys to our future success, and that's evidenced in today's statement. We continue to make good progress despite the current circumstances. And as you all know, we have made a change to our CFO, and Matt will take you through the proactive measures we have taken to secure our financial position. I would like to thank Ruth for all that she has done for William Hill, but now hand over to our new CFO, Matt Ashley. Matt, welcome to William Hill.

Matt Ashley {BIO 18911789 <GO>}

Thanks very much, Ulrik, and you can see here, hello everybody. I'm now already finishing my sixth week at William Hill, and during this brief inauguration period, our focus has been on securing the liquidity and financial flexibility we will need to operate in these uncertain times, whilst at the same time, preserving our ability to invest for growth. Due to limited visibility on how COVID-19 will play out, we are withdrawing all future earnings guidance. However, I am able to update scenarios for you, and on 16th of March COVID update, we said limited sporting activity until the autumn, a one month of shop closures will lead to a reduction in EBITDA of we feel GBP100 million to GBP110 million.

As already stated earlier, as a result of the actions we've taken, we reduced the monthly impact on EBITDA to around GBP15 million a month. So mathematically we can now absorb three months of shop closures with reduced sporting activity until the autumn for the same overall effect. In short, we haven't changed our overall estimate since the announcement on 16th of March, just the mix. I would also like to add that each additional month of shop closures will now lead to a reduced EBITDA impact of between GBP12 million to GBP15 million, assuming the continuation of government support for furloughed workers.

Turning to our financial position, I'm pleased to announce the following discussions with our lenders, who have been very supportive. We secured the following amendments with respect to our net debt covenant. We've got a covenant waiver until December 2020, covenant amendment to 4.5 times in June 2021 and 4 times in December 2021, with our net debt covenant returning to 3.5 times from June 2022 onwards. The RCF of GBP425 million was fully drawn, and as a result, the Group's liquidity is in excess of GBP700 million. We will use this to honor the 2020 bond repayment of GBP203 million which is due on 6th of June. We've preserved liquidity, concluded the period in a strong financial position, enabled the Group to press ahead with all plans to grow the US business and continue to develop our product.

I look forward to meeting you all in time most probably by virtual means for the time-being, but now I'd like to hand back to the operator and open the call for Q&A.

Questions And Answers

Operator

Thank you. Our first question comes from Ed Young from Morgan Stanley. Ed, your line is open. Please limit yourself to two questions.

Q - Ed Young {BIO 19792496 <GO>}

Okay, thank you. In that case, I'll use both my questions on the US and hope the other one will be covered by someone else. So thanks for taking both of them. And the first on the US is, can you just talk a little bit more about the developments on Online Casino, you said H2. What is it that you've got in place or need to get in place for that? Is it also related to the tech stack development you mentioned? Does that mean you'll be more aggressive in states like Pennsylvania and what are your thoughts around a gaming brand? Are you going to use William Hill or would you like to use Caesars?

And my second question is on the structure of the US business I guess, I noticed that Eldorado mentioned the valuation in their call the other day, the market reaction to DraftKings listing has been clear, have your thoughts on potentially doing something with the US business in terms of a spin-off or similar, have they evolved at all over the past few months? Thanks.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Hi, Ed. And so on the Casino side, and we've put in a nuclear effort in to get Casino out given that that would be very helpful when we have no sports and I've actually seen myself the first version of that and demonstration of that Casino product, so that I'm pretty confident that will be ready within the next couple of months, but the unknown is really the regulatory approvals and that's why we sort of hedged that within the second half, and particularly in current circumstances, but it will be good product with -- that would be very competitive.

On the Eldorado conversation, I think it's increasingly clear that the Eldorado Caesars will go ahead and the optionality that brings us over time is well documented. Obviously, we've been busy with a few other things in the last few weeks, but we will -- we are hoping that we will continue to evaluate those options in the next few weeks and months.

Q - Ed Young {BIO 19792496 <GO>}

Okay, thank you. Just on the follow-up on the Online Casino. Does that change your level of aggression you might get into different states? I mean Pennsylvania is going to be -- it's already a top five regulated Online Casino market globally. So is that something that you would like to be progressing around? Or do you think is this going to be New Jersey for now (Multiple Speakers) --

A - Ulrik Bengtsson {BIO 16169125 <GO>}

No, no, it's definitely not only New Jersey. I mean we have Michigan coming on with gaming as well. I mean the assumption you should make is that over time we will be in all US states and that includes all US states that are allowing casino.

Q - Ed Young {BIO 19792496 <GO>}

Okay. Thank you.

Operator

Our next question comes from James Rowland Clark from Barclays. James, please go ahead, your line is open.

Q - James Rowland Clark {BIO 19789495 <GO>}

Hi, good morning. Two questions. The first is on online. So when sports do resume behind closed doors, and that seems to be happening here quite soon, do you expect the marketing bit across the industry to reinitiate betting accounts? And how would you behave and what would your strategy be in that environment? And just returning to the US again, your new product developments in New Jersey, are you confident that you can start to gain online market share? And just -- can you just elaborate on how that product development has gone? And, yes, your view on the future there? Thank you.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

I'll start with the first one. I mean, obviously, sports restarts tomorrow with the German Bundesliga, which is a quality Tier 1 content UK players will recognize the teams and the players, and there will be marketing bids. We have opted for not doing commercial aggressively, but continue to work with our player safety measures and although the advertising ban doesn't apply to sports, we will deploy a responsible gaming advertising in those slots that we originally have planned for commercial activity given where the market and the sentiment is. So that's our strategy for the time being. For the rest of the industry we'll have to wait and see.

On the gaming product, just remind me again -- (Multiple Speakers) yes, online market share in US, sorry. Obviously we've been only playing half of the New Jersey market up until now with sportsbook. So you would assume that deploying a product in the other half of the market would overall increase our market share.

Q - James Rowland Clark {BIO 19789495 <GO>}

Thank you.

Operator

Our next question comes from Monique Pollard from Citi. Monique, please go ahead, your line is open.

Q - Monique Pollard {BIO 18784505 <GO>}

Good morning, everyone. I have two questions from me, please. Firstly, you mentioned in the statement that you're deferring all nonessential CapEx. I just wanted to understand what's classified as nonessential versus essential CapEx and what impact that could have on your 2020 CapEx number?

And then secondly, when we think about the Retail estate, I wanted to understand, firstly, whether you're paying rents on the Retail estate because some competitors aren't and what the shape of that Retail performance might look like when social distancing measures are put in place?

A - Ulrik Bengtsson {BIO 16169125 <GO>}

I'll do the second one, Monique, and then I hand over to Matt for the nonessential CapEx question. But on the Retail estate, yes, we are paying rent and we made a decision quite early on to do that. Obviously, we negotiate with our landlords but we are paying rent. The shape of the estate, I think it's fair to say, is going to be very -- it's very hard to predict the shape of the estate. We have assumed that the -- well, indications, like I said, is that we are in Phase 3 of the opening of the UK which in the very, very preliminary timetable indicated July 4 at the earliest. I don't envision us opening up all our shops on July 4 even though that would be tremendous. But we do plan for somewhat phased opening throughout the year. And in that, of course, we will evaluate how the business is developing under social distancing rules and et cetera, et cetera.

I mean as a side note to that comment, I think we are very pleased with the decisions we took towards the back end of last year closing 700 shops and selling a Northern Ireland estate at this point in time. I'll hand over to Matt for the CapEx question.

A - Matt Ashley {BIO 18911789 <GO>}

Hi Monique, certainly from my perspective, capital allocation is absolutely at the forefront of one of the things on my list. And in terms of what we gave this essential certainly North American development is, as Ulrik was saying, we've developed the iCasino for launch, which is really truly exciting. We've also got the ability now with some of the tech stacks

that we have to deploy them in the states that are liberalized, but they want the tech in that state. And that's pretty exciting to, I did have a demonstration of the tech and how it compares against our competitors in North America, and I certainly think in terms of things like hang time et cetera, we come out of that very, very well. So I think that's a really exciting prospect for our company and there is absolutely no way we're going to be short of funds in that direction given the valuation of the size of the market, the excitement and energy that there is in North America.

With respect to nonessential, it's the bottom of the list. It's the stuff that can wait. And Ruth's done a brilliant job of saying no, which I thank her for. So if you want a number, it's low double digits, very low-double digits reductions probably on the numbers that you have generally out in the market, for the year, I think that would be a sensible target.

Q - Monique Pollard {BIO 18784505 <GO>}

Got it. Understood. Thank you.

Operator

Our next question comes from Ivor Jones from Peel Hunt. Ivor, please go ahead, your line is open.

Q - Ivor Jones {BIO 20535913 <GO>}

Good morning. And could you just talk please about your initial plans for what a socially distant betting shop looks like operationally? Do you limit the numbers in the shop? Do you have the new machines out in the shop et cetera? And secondly, sort of following from what Monique asked about, the press release refers to cost deferrals, further CapEx deferrals and working capital management. So if I were trying to think of amounts outstanding that I might add trade creditors are now going have to be paid as business picks up, how material is that? Thank you.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Well, I think the question on the initial plans on social distancing. I don't think we want to be too transparent in this at this point in time, it's still quite fluid situation and obviously it will be quite different from store-to-store. I think what we have seen in other retail businesses would of course apply to us as well. But it's not only social distancing, it's also because of personal protection, obviously. So it varies store-by-store and I don't want to sort of go into any details of that right now.

On the cost deferrals, I hand over to Matt Ashley.

A - Matt Ashley {BIO 18911789 <GO>}

Yeah, thanks Ulrik. Hi Ivor, on the cost deferrals, there's kind of the temporary and permanent differences, so if you look at rent, we had a -- we prepaid some rent. We prepaid rent quarterly in advance. That stops, we pay on time, we pay it monthly. We pay all our rents. Our -- we're trying to be good customer to our suppliers, but the main thing

is to focus on the permanent differences that we've got through the monthly burn rate. I can't tell you when some of these are going to unwind because simply we don't know. So the chance has obviously given us deferrals on business rates. If they carry on into next year, then we won't have the working capital unwind. But if that ceases between now and Christmas, then clearly, we will. So net-net, I think that will be a negative working capital at the end of the year certainly. But the extent of that will -- I mean, we'll do everything we can to manage the cash, but clearly if the rules change, we will comply with the rules.

Operator

Our next question comes from Simon Davies from Deutsche Bank. Simon, please go ahead, your line is open.

Q - Simon Davies {BIO 2558269 <GO>}

Good morning. I'm sticking with Retail, do you think we're going to see a permanent step-up in staffing requirements given social distancing, deep cleaning et cetera in Retail? And do you think that we should therefore expect another wave of store closures? And secondly, you talked about reduction in marketing spend. Can you quantify that in anyway?

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Well, on the Retail question, Simon, clearly, there will be some incremental cost. It's not material, though, but we do have cost when it comes to hand sanitizers, PPE, the disinfectants et cetera. And I don't think that will be the driver for whether the retail estate if whether that will lead to more shop closures. I think it's more the customer behavioral piece. But it's way too early to say. But I think it's safe to say, like I said in my initial remarks, that there will be changes in customer behavior on back of this. And we will have to watch and follow the development of our Retail estate very carefully as we start to open up, obviously, we're in a very, very good position given that we've just done shop closures. We know very well what the bottom half of our estate looks like and what's needed for that to be profitable.

Q - Simon Davies {BIO 2558269 <GO>}

Great, thanks. And on marketing spend?

A - Ulrik Bengtsson {BIO 16169125 <GO>}

I'm not sure we have quantified anything, I mean what we have done in terms of marketing spend obviously is a lot of the sports marketing throughout these last few weeks have been tapered out and suspended. We do have our packages, like BT now for the German Bundesliga on the weekend, we've already bought that space, so that will go ahead. And we have -- where we think it had made sense, particularly international, we have reallocated some to gaming, but a lot of the marketing spend for sports has been suspended, as I said, and also of course all marketing in the US we'll spend that as well. So that's the areas we have done savings on.

Q - Simon Davies {BIO 2558269 <GO>}

Great, thanks.

Operator

The next question comes from Joe Thomas from HSBC. Joe, please go ahead, your line is open.

Q - Joe Thomas {BIO 16744156 <GO>}

Good morning, everyone. A couple of questions, obviously. First one is just on the shape of the balance sheet, we're seeing companies at the moment that even though they've got covenant waivers and they've got enough liquidity to get through the crisis, but sort of stepping back and having a look at the shape of their balance sheets and what the right level of gearing is. Is that something that you've got a view on or something that you're going to be kind of revisiting again given the relatively new CEO and CFO in position? That's the first question. Second question is, and I apologize if you covered this earlier on. In the online business, online staking was obviously down 6% in the first 10 weeks, is that just a recycling issue on the win margin or was there something else going on there? Thanks.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Yeah, I can take the online question first and then hand over. Yes, I mean, the Online staking is down on back of the high margin. It's basically the explanation for that. The Online product broadly has performed -- or the online sports product broadly has performed very well.

A - Matt Ashley {BIO 18911789 <GO>}

On the shape of the balance sheet, you're absolutely right. It's certainly a case of nil desperandum. We have liquidity, and we thank Ruth for that, so we can take our time and see how the market evolves. There are some interesting dynamics, as alluded to on this call, at what pace does Retail open? What do the revenues look like? How do they settle down? We've got interesting online activity, I mean if the stadium is shut and the people aren't there. There are two schools of thought. One of them is actually, you might see more online sports betting, because people are home watching the game, they've got the ability to do it and less distraction. So don't know how that's going to shake out, but we're going to find out pretty soon. The sporting calendar is spinning up nicely.

We've got to look at the Nevada situation and how the Retail rebounds but of course we've got this exciting developments with the online US market. So there's quite a lot of unknowns out there, but we are quite keen to see how they play out. And once we get a sense of direction, then that's the appropriate time to look at the balance sheet, look at our ambition, see where we want to go and will match the balance sheets, the ambition.

Q - Joe Thomas {BIO 16744156 <GO>}

Thanks.

Operator

The next question comes from Ted Nyhan from JPMorgan. Ted, please go ahead, your line is open.

Q - Ted Nyhan {BIO 19421247 <GO>}

Good morning. Two questions from me, both on regulation. Firstly, do the recent guidances from the UK Gambling Commission and the (inaudible) regulator elsewhere, these temporary measures they have, do they have any material impact on gaming growth? And do you think some of them will become permanent?

And then secondly, could you update us on the regulatory developments in Germany and Netherlands what they are specifically? Thank you.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Yeah, on the Gambling Commission measures, obviously, we've been providing data to the commission. And we're very pleased to see that data published and confirming that it hasn't been a dramatic increase in problem gambling in this period of difficulty in our country. The measures that are put in place, most of those are things that we in some shape or form, already do. There be some updates to the algorithm that we have for proactively contacting players, implementing the one-hour mark, reverse withdrawals, we might have to make some small technical adjustments to align to but broadly, we will reduce some of these things, there would be some impact obviously, but we don't think it's going to be material at this point in time. And on the temporary -- I mean, like all these things, I think we need to assume that they are not temporary. But they sort of, over time, will become permanent if not -- if they are successful, and it's not in the new update of the Gambling Act.

On Germany and Holland, I think these are all well documented in our industry during the last six months to nine months. A lot of it is relating to payment processing and payment methods.

Q - Ted Nyhan {BIO 19421247 <GO>}

Thank you.

Operator

Our next question comes from Michael Mitchell from Davy. Michael, please go ahead, your line is open.

Q - Michael Mitchell {BIO 18976319 <GO>}

Okay. Question number one, Ulrik, just your anticipation of how some of the government supports will either remain in place or be phased out, particularly furloughing on the retail side, post the 4th of July. Is it a case that those furlough schemes and government

supports are likely to stay in place as you reintroduce your state? Or how do you think about that?

And then secondly, and Matt, you talked very clearly about liquidity being in place, the covenant waivers and amendments, but also that you need to see how this settles. I guess the question is, has what has happened impacted at all in your ability to invest in customer acquisition in the US in the short term? Thank you.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

I think I'll deal with both of those, if you don't mind. So on the government support, I think it's been indicated by the Chancellor that this will continue till October in some shape or form. It's also been indicated that it will be a sort of phased approach where the employer needs to take a larger share of the cost, obviously, today we top up the 20% to allow for all of our employees -- furloughed employees to get 100% of the salary, the ratios might change, but I think the support will be there towards October in some shape or form as it looks right now. And obviously, we've been very, very mindful, which I also said in my initial remark to not cut anything that affects our ability to invest in where we think the future is of this company. So the answer to the other question is no.

Q - Michael Mitchell {BIO 18976319 <GO>}

Great. Thank you.

Operator

Our next question comes from Richard Stuber from Numis. Richard, please go ahead, your line is open.

Q - Richard Stuber {BIO 15216122 <GO>}

Hi, good morning everyone. Just two quick questions from me on guidance. When you say that you're withdrawing guidance, just to be 100% clear, does that refer to the November '18 guidance, which you gave for 2023 for all those divisions in US, Online and et cetera? And secondly, just on sort of near term of guidance. I think at the full year, you guided to GBP5 million to GBP10 million impact from depending on credit cards. And I think he said in the statement today, there has been minimal impact. So is it fair to say that GBP5 million to GBP10 million, now you don't expect? Thank you.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Yeah. Thanks, Richard. Yes, absolutely, you got it, we are withdrawing guidance. And that does include these differentiating, so thank you for highlighting that. And then secondly on the credit card, so, obviously, we have a lot less activity at the moment in sports betting. And so we can't clearly see what the impact yet has been. So at the moment, we're sticking with the original GBP5 million to GBP10 million view, but I will update that at the half year.

Q - Richard Stuber {BIO 15216122 <GO>}

Great. Thank you very much.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Thanks, Richard.

Operator

The next question comes from Gavin Kelleher from Goodbody. Gavin, please go ahead, your line is open.

Q - Gavin Kelleher {BIO 6153663 <GO>}

Hi, good morning, Ulrik. Good morning, Matt. And just one for me. Just on the product -- new product initiatives in online, in order to gaming content. And apologies if you covered this already. And give a color on the numbers on exactly what the kind of navigation issues are in gaming and how that impacted the business in the period pre-COVID?

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Hi, Gavin, good morning. Yeah, it's actually already launched. We launched it in April under the cover name of Quiksilver internally as new front-end for both native and mobile web. And you might have remembered we historically have had various sort of verticals on gaming, Vegas and casino and gaming and so forth. This really sort of streamlines that and improves navigation with features like search, last played, and there is a jackpot category, et cetera. And on top of that, significantly improved speed of that application. And we have seen that in all the KPIs following that and the click-through rate to other products and the opening rate of gains on that interface is significantly higher than what we previously would have had. So it's an improvement that we've been working on a while, but finally deployed, and there will be more, we will continue to optimize and improve that gaming experience.

Q - Gavin Kelleher {BIO 6153663 <GO>}

Perfect. Thank you, Ulrik.

Operator

Our next question comes from Christine Zhou from RBC. Christine, please go ahead, your line is open.

Q - Christine Zhou {BIO 19697356 <GO>}

Hi, good morning everyone. And so my first question, I guess is linked to this, the last question as well. And within Online International, in UK, we saw strong momentum in weeks 1 to 10, are most of the new upgrades and rollouts now deployed, so with the new front-end and single wallet in Spain and Italy et cetera, or is there more to come, and is that a good exit rate and what might we expect the normalized growth seems to be?

And my second question linked to that and could you give us an update on the tech stack globally? I see you made improvements in Europe and UK as well. And then of course, new proprietary tech stack in the US, how is that faring and what are the plans to adopt this in other regions? And does the COVID-19 situation slow those plans down?

A - Ulrik Bengtsson {BIO 16169125 <GO>}

That's a lot of questions.

Q - Christine Zhou {BIO 19697356 <GO>}

Sorry.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

It's alright. So on Online International, yeah, clearly we have a good growth momentum there and a lot of it is driven by the product deploys that we promised we're going to have an impact when we talked about them last year. But there are more. So for example, we're going to roll out the product we just launched in the UK for gaming. We're going to roll that out in some of our international territories like Italy, not too far away from now. So it's not finished. We have more work to do in international. And they continue to have a strong growth momentum even post COVID as you would have seen with 5% growth. And it's not only driven by price, it's also driven by that marketing capability we have in the Malta hub. As for guidance, I think, although, we probably have the least amount of uncertainty arguably in the international, we still withdraw that guidance, because there is so much uncertainty going on all over the place.

And of course on the tech stack, I partly answered that question and you can probably see where we are going, because we are consistently now starting to be able to deploy things across territories. So we deploy the new bet slip in Italy and Spain, that's now being brought back to the UK in the next few months. I just talked about the gaming product that we're now deploying back into Italy, first launched it in the UK. We do the same with the US where the data platform that we have in place and the US tech stack is now being rolled out in the European product. So we are slowly converging into one sort of technical architecture, where -- but an architecture is highly componentized and where we start to build truly global components. And this is a long journey that as you can see it has at least started.

Q - Christine Zhou {BIO 19697356 <GO>}

Thank you very much.

Operator

Our next question comes from Virendra Chauhan from AlphaValue. Virendra, please go ahead, your line is open.

Q - Virendra Chauhan {BIO 20945799 <GO>}

FINAL

Yeah. Hello. I have a couple of questions. First one on Online Gaming. So I see that online gaming activity has kind of slowed down in Coronavirus impacted period versus what we were seeing in the earlier period up to 10th March. So I just want to understand what's exactly happening there because conceptually online gaming should have been a segment which should have seen an incremental momentum in a lockdown world. So what exactly is going on -- contraction or relatively slower momentum in the two periods? That would be my first question.

And on the second question now, could you give us a sense of timelines on return to activity in your Retail market especially in the US and the UK side and what -- if you have anything better than what's already in the news? So those would be my two questions. Thank you.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Okay. You were falling off a little bit on the second question. So I have to ask you to ask that again. But let's deal with the first question first, on Online Gaming. And I think it's pro forma for the week one to 10, I don't really think it is one to 10 you're talking about. I don't think we have had a slowdown in gaming. So I think maybe talk to Louise after the call and untangle that question. Can you then repeat the second question, please?

Q - Virendra Chauhan {BIO 20945799 <GO>}

Yeah. On the second one, I said, could you give us a sense of timelines on what would be the return of retail activity across different markets that you operate in from retail -- on the Retail side?

A - Matt Ashley {BIO 18911789 <GO>}

You mean for the UK?

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Like i have been --

Q - Virendra Chauhan {BIO 20945799 <GO>}

UK as well as the US.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

Yeah. Well, I think, other than saying retail, it's going to be a phased return of retail, I think that's starting to become quite clear to us. And as we do that phased return, we're going to monitor very closely how the business evolves and how the customer behavior change. I mean you might have known on annual presentation, we talked a lot about customer behavior in Retail, how it's changing from gaming into sportsbook. So our customers in Retail are pretty resilient and they like to come to our shops. So it's important to get the first indications on the customer behavior before we make too many decisions around retail. But like I said, we have a good view of how our states looks.

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And for the US, of course, it is a little bit more uncertain around the Casino environments, you have seen some Casino starting to open up with limited capacity across the US and reception of that has been incredible. We think that the regional Casinos outside of Nevada will open up quicker and get to some sort of normality quicker. And Nevada will take a little bit longer given that it's sort of the destination or conference destination and more of sort of a bigger-ticket trip to go to Vegas, than your local Casino. So it probably takes a little bit longer in Nevada to get back to normality.

Q - Virendra Chauhan {BIO 20945799 <GO>}

Thank you very much.

Operator

(Operator Instructions) We have a question from Kiranjot Grewal from Bank of America. Kiranjot, please go ahead, your line is open.

Q - Kiranjot Grewal {BIO 19179281 <GO>}

Hi, good morning. I just had one question on the Gambling Act review in the UK. Do you see or do you think there could be a change in the way state cut for taxes are perceived given the current backdrop? Are you hearing anything on that? Thank you.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

I think it would be -- it will be all speculation at this point. And we want to do here from DCMS is, of course that the Gambling Act review is clearly on the cards is not be forgotten in all of this. Obviously, they are busy with all kinds of things. So I think it might be pushed out a little bit in time, but it will happen. And what it will include, I think I'd reiterate what I've been saying historically is that there is going to -- there's going to be some things in that that we like and it's going to be some things in that, that we probably don't like. But we will support and we do support a complete review of the Act regardless.

Q - Kiranjot Grewal {BIO 19179281 <GO>}

Thank you.

Operator

We have no further questions at this point.

A - Ulrik Bengtsson {BIO 16169125 <GO>}

All right. So thank you again for joining us on this call. These are indeed very unusual times. Nonetheless, we remain focused on delivering on our ambition through our strategy, which is a very simple one, to improve William Hill's competitiveness for the long-term by doing three things well; customer, team and execution. Thank you for listening.

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