LiveScore Bet[™]





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BACKGROUND & CONTEXT

THE JOURNEY SO FAR

BRAND DEVELOPMENT BRIEF	BRIEF	PITCH	CREATIVE PLATFORM DEVELOPMENT			
2020 - 2023	Q1 2023	Q2 2023	Q3-Q4 2023	Q1-Q2 2024	Q3 2024	
Brand Framework constructed in 2020, with promise of 'making it easier for fans to enjoy betting' Brand Identity redesigned in 2021, tactically omitting imagery and audio Annual Brand Plans created between 2021 and 2023, identifying positioning gaps and tracker insights.	Need for customer- facing translation of Brand Framework identified Formalisation into 'creative platform' brief, various agencies considered Bicycle London given work due to existing positive relationship and recent talent acquisition to support strategic move into creative space	Bicycle presented five routes as response to brief 'Total Betting' stood out as an opportunity to create distinctiveness and differentiation within the category, whilst aligning to the LiveScore Masterbrand	Development and stress-testing of what 'Total Betting' is and what it isn't Development of four core pillars to guide comms and behaviour Provisional approval of concept by LSG ExCo	Concepting and artworking Copy rules formulated Legal team presented with real-life examples for approval Launch plans created	Go live	

STAKEHOLDER ENGAGEMENT

Throughout this journey, many stakeholders have contributed.

The implementation of 'Total Betting' will be an ongoing, collaborative effort across the business.

Internal **External** Acquisition **Amigo** Bicycle Convergence **Forever Audio** CRM ExCo MatchFit Legal MediaMonks Marketing Design YouGov Product **Product Design Promotions** UX / Research

RESEARCH & MEASUREMENT

Qualitative

✓ One-on-one interviews with a mix of LSB users and non LSB users, general bettors

USER TESTING RESEARCH

- "I think I would define total betting to say that it's an all-in-one immersive sports betting
- "Total Betting is fully about that immersive betting experience and allows you to...almost sort of be a pundit in the betting world"
- "I got the impression that LiveScore Bet is positioning itself as an all-in-one football betting app. So everything is sort of together.'

"I would define it as saying...the whole idea is to immerse you, immerse you into that world, being able to follow a game along live, almost sort of feel and touch every kick of the ball, analyse everything that you want to analyse...."

"I did like how the narrative was quite clear in terms of the concept of taking Total Football and then into Total Betting. I thought that was quite a good

USER TESTING RESEARCH

NON LSB USERS, GENERAL BETTORS

- "The style of betting is a bit more interwoven. It's simplified. It's a one stop shop to bet on whatever sport you want in. It seems quite flexible and user friendly. It was personable in the sense that it had a little bit of history behind it."
- "I definitely would like a sort of one stop shop platform where I could make all my bets without having to go to two or three different sites"

"The phrase you used in the video - Total Betting

that's what grabbed my attention. I wanted to

know a bit more about what it is...what that look

Quantitative

- ✓ YouGov Brand Tracking
- ✓ Creative testing
- ✓ Sub-campaign analysis
- ✓ Brand lift studies
- ✓ MMM

MEASUREMENT FRAMEWORK The framework below showcases the different measurement tools at our disposal; how they work together to evaluate media performance

MEASUREMENT FRAMEWORK

- Upper Funnel

 Brand tracking is the primary methodology for upper funnel media and advertising

 Conducted monthly for 'online weekly sports bettors', facilitated by YouGov (UK and IE) and UM (NL)

 A similar 1st party survey is conducted via the LSM app to understand LSB brand health among LSM users

 Brand tracking captures metrics like brand health metrics (owareness/consideration), key associations for all competitors, switch drivers/blockers and insights into what consumers deem

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- Platforms and media partners after upint studies, conducted an-annually, and upint, or as part of compagins. Insee typically comprise of exposeation depending on the scale of the activity and the technology capabilities available. Delivery varies by partner and activity but it supically bi-annually, of these studies assess if specific baharinal activities impact brand metrics and audience recall of advertising

 For instance, Meta enables brand lift studies once a spend threshold is met, polling the audience to identify uplift

 Reach (000%) and quality indicators like VTRS and Viewbollity. Ser ous east to ensure our messages (propositions) are engaging the audience Regular reporting provided by media agency (Blayle) on a monthly basis.

- Lower Funnel

 Although not the primary function of brand media, measuring the direct impact on the business makes for smarter investment and plann

 Media Mix Modelling (MMM) identifies the P2P contribution and R0I of individual media channels, informing past investment efficiencies

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- ementality studies can help us understand optimal investment levels and scale opportunities by testing spend levels across different region

- al new measurement techniques will be introduced starting from the 24-25 football season Better leveraging share of search data as a proxy for competitiveness and an early indicator for Share of Market (more immediate)
- Attention testing using eye-tracking technology with Playground XYZ, a long-time programmatic partner of GumGum, providing insights into the impact of digital creative and facilitating real-time patimisation towards the most impactful messages and artwork



DIAGNOSIS

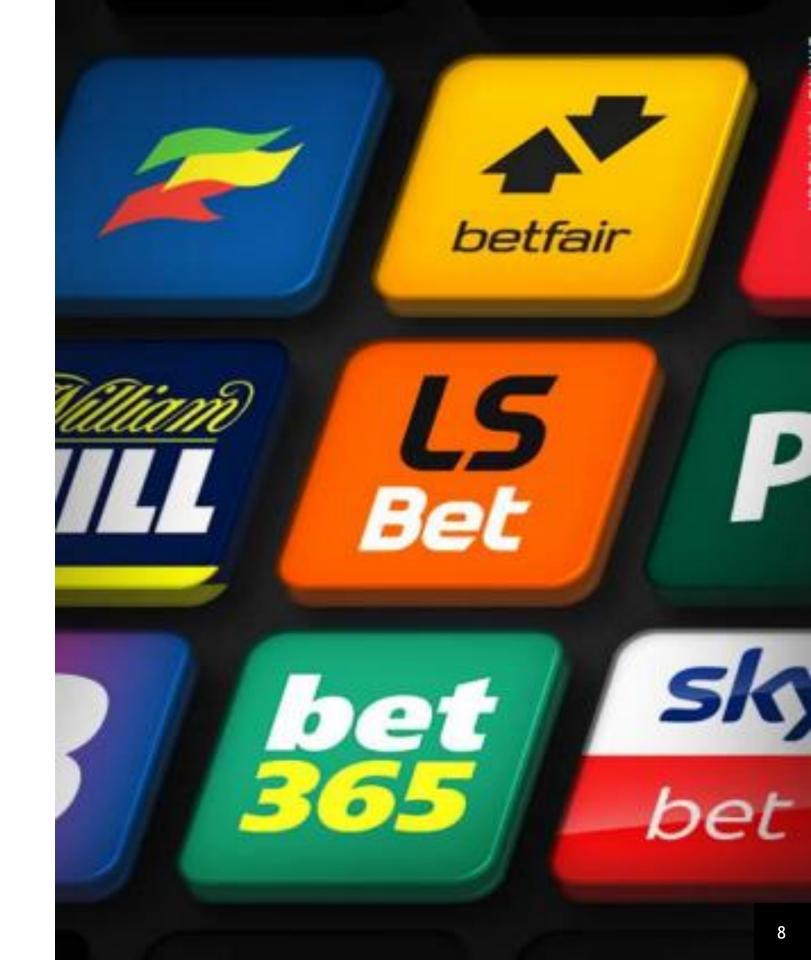
THE MARKET CHALLENGE

There are plenty of betting brands out there, and most of them are saying the same things to the same customers with the same offers, products and services.

So, how do we remain competitive in such a crowded category?

How do we make sure we stand out in our own portfolio?

What makes us LiveScore Bet?



WHAT MAKES US LIVESCORE BET?

LIVESCORE BRAND STORY

LiveScore makes it easier to be a fan.

At the core of our ecosystem stands LiveScore.

Established in 1998 by a passionate United fan who used emerging technology to receive goal updates directly on his Nokia 3310 whilst travelling around South Africa.

Since then, the brand has undergone significant transformation, emerging as one of the most beloved sports media brands globally, boasting a vast audience of over 50 million monthly users spanning across 200+ countries.

For more than 25 years, LiveScore has been an integral part of the match-day ritual for football enthusiasts worldwide. The flagship LiveScore app delivers the fastest and most reliable match updates coupled with unparalleled content and editorial, catering to fans' every need



BRAND ARCHITECTURE: BRANDED HOUSE MODEL

- A branding strategy whereby a single overarching brand name (LiveScore) is used for different products, services, or businesses
- The primary focus is on developing and strengthening one powerful brand identity, resulting in heightened brand recognition, trust, and customer loyalty

LIVESCORE GROUP

LIVESCORE

LIVESCOREBET



CONVERGENCE

EQUITY

We need to leverage the equity the Masterbrand has amongst its users / in market.

Both brands need to look and feel the same in order to do so.

ACCESS

We need to maximise the opportunity that accessing the LSM customer base to drive conversion presents.



BRAND FRAMEWORKS

 $\begin{tabular}{ll} A strategic foundation for business-wide activities. \end{tabular}$



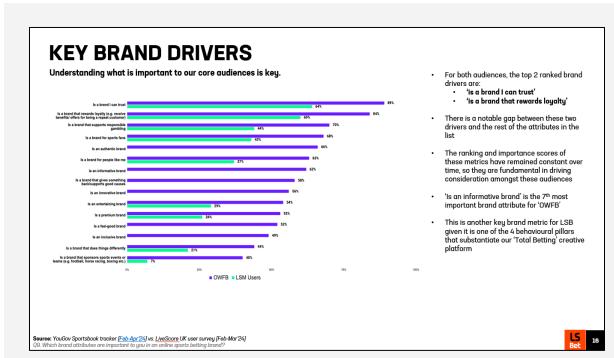


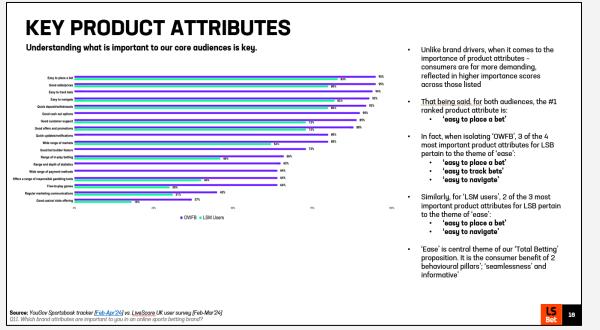
ource: LSM Brand Framework & LSB Brand Framework

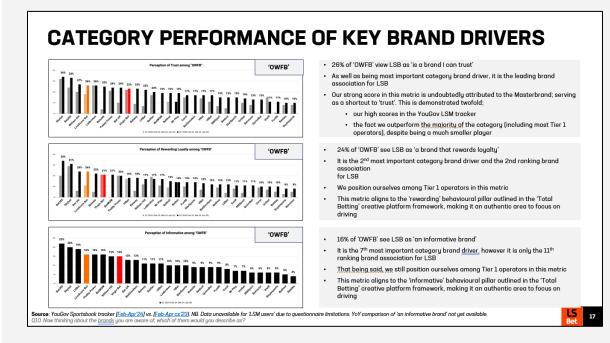
- The brand framework serves as the foundation of our brand, encapsulating our purpose, values and personality
- It is an internal tool designed to guide business decision-making, ensuring consistent direction to maximise opportunities for success
- It was developed in 2021 and informed by a significant body of consumer, competitor and market research and brand insight from key stakeholders across the business
- Both the LSM and LSB frameworks share similar components to best leverage the Masterbrand
- Implantation has been somewhat limited to date due to budgeting challenges in FY 22-23 which impacted long-term planning
- Since the purpose of this project was internal, the 'creative platform' initiative was subsequently launched to transform the framework into something tangible and consumer facing

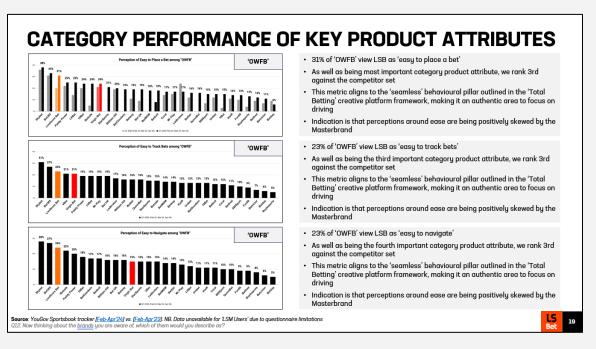


CATEGORY DRIVERS AND PERFORMANCE





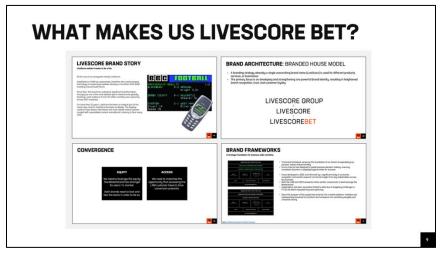


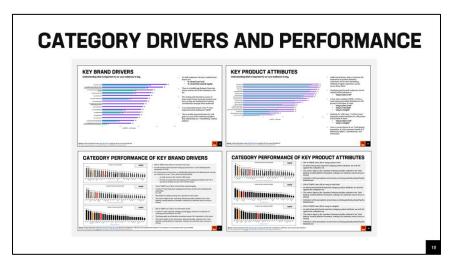


CRITERIA FOR SUCCESS

- Distinctive and differentiated within the category
- Authentic and ownable
- Leverages the Masterbrand
- Resonates with customers
- Connects campaigns and comms
- Directional for colleagues







CREATIVE PLATFORM

WHAT IS A CREATIVE PLATFORM?

A creative platform is how a brand is presents itself to customers.

It serves as a public-facing expression of its brand framework; purpose, mission, promise.

This playbook outlines our creative platform in orange, black and white. It explains why LiveScore Bet offers customers a **TOTAL BETTING** experience.

It's a resource designed to help you think, feel and act like LiveScore Bet for those moments when you're looking for inspiration.

TOTAL BETTING MANIFESTO

1970, Holland.

Ajax of Amsterdam are about to unleash a brand of football so smooth, so connected, it would change the game forever.

They called it **TOTAL FOOTBALL**.

Over fifty years later and we're embracing the idea like never before. LiveScore Bet rewards you with an award-winning betting app, seamlessly interwoven with the content, stats and scores you'd expect

from LiveScore.

We call this

TOTAL BETTING

And like the best things in sport, it works beautifully.

TOTAL doesn't mean comprehensive.

After all we don't have shops and our offering is limited in certain geos. It means converged.

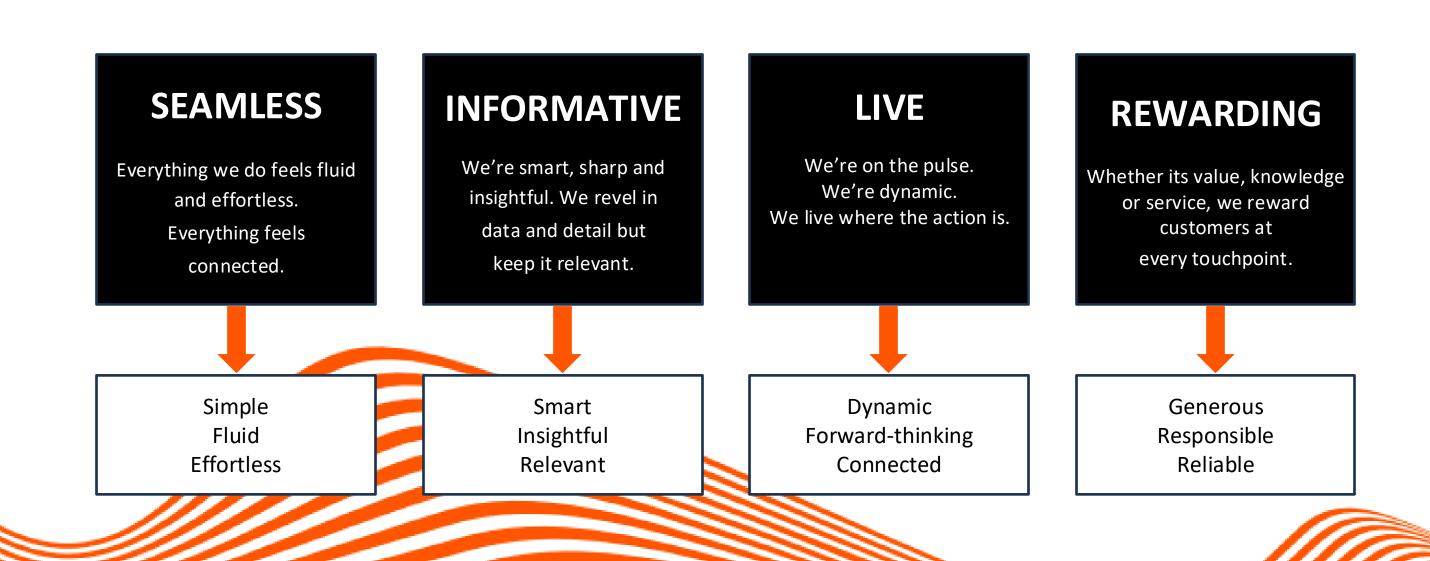
SEAMLESSLY connecting the sports our customers love, to the bets they want. **INFORMED** betting choices powered by data and insight. Features that put you at the heart of the **LIVE** action. **REWARDING** promotions and interactions.

Betting should immerse you in sport, not get in the way of it. Sport and betting are finally on the same wavelength.

LIVESCORE BET

TOTAL BETTING

BEHAVIOURAL PILLARS



THE TOTAL SYSTEM

The beauty of the **TOTAL** system is its robust nature and ability to support our current and future strategy.

TOTAL BETTING is part of a simple system that can be used across our whole ecosystem.

The important point is **TOTAL** is imbued with all of the qualities you've just seen;

SEAMLESS, INFORMATIVE, LIVE and REWARDING,

which can be interwoven into product features, propositions and content across sports and casino.



LOCALISATION

TOTAL BETTING is our global creative platform, however, we understand that we need to be able to adapt and transition to suit the locale we're in. Think of it like switching from 4-2-3-1 to 4-3-3 in a football game. The same plan won't always work for the same opponent, but the essence of how we play stays true to us.

No matter what, the experience is always **SEAMLESS**, **INFORMATIVE**, **LIVE** and **REWARDING**.

In some, **TOTAL BETTING** will be a brand line and campaign concept. In others, the vernacular might be reworked to suit the locale.



PROOF POINTS

SEAMLESS

- The predominant theme among the most important product attributes for 'online weekly bettors' is 'ease of use' (92*% average)
- Amongst our users, these attributes rank even higher in importance (97*% average)
- LSB ranks 3rd (out of 29) in the competitor set for this metric

KEY CONSUMER BENEFIT

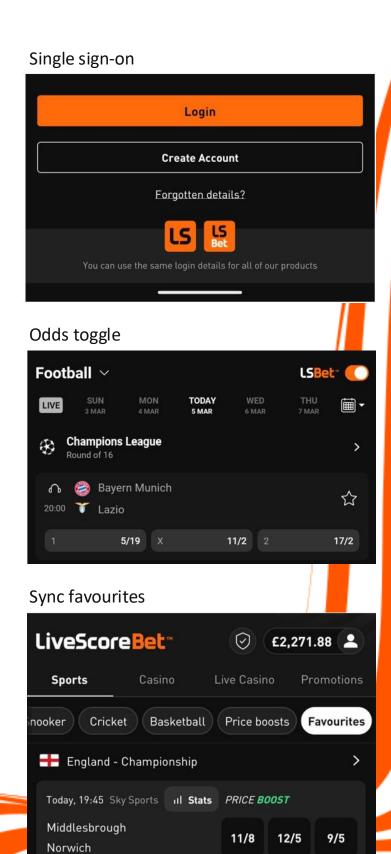
By providing bettors with a seamless experience, they can spend less time apphopping and more time as fans, watching the sports they love.

PROOF POINT

CONVERGENCE FEATURES

One of the unique propositions we offer to fans is our relationship with the masterbrand, LiveScore.

Its symbiotic presence alongside allows fans to check fixtures, scores and research their bets, before utilising LiveScore Bet as part of a convenient and trusted journey.



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INFORMATIVE

- It's the reason why LiveScore was created 25 years ago to update fans with live scores whilst on the go
- 73*% of our users say that 'a range and depth of statistics' is an important product attribute (vs. 63*% market average)
- LSB ranks 3rd (out of 29) in the competitor set for this metric

KEY CONSUMER BENEFIT

By offering bettors an informative experience, they can enhance their knowledge and insight, enabling them to make well informed betting choices.

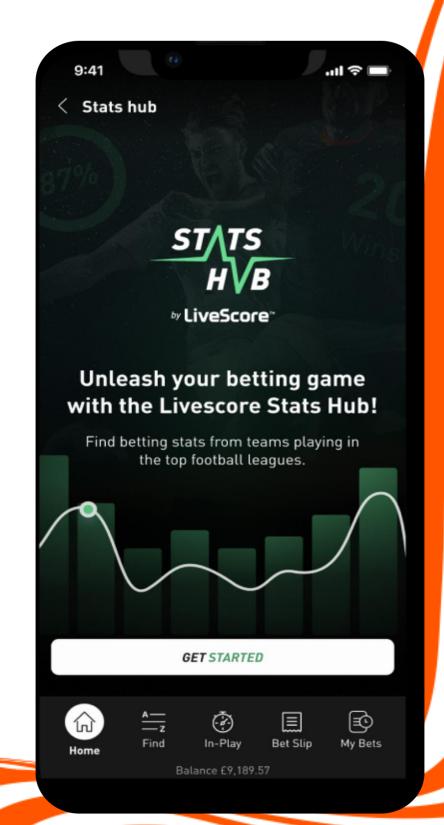
PROOF POINT

STATS HUB

Stats hub is an acca-building tool featuring a comprehensive database of season-long stats which can be filtered by team, competition, timeframe and market type.

The results are organised and displayed from the highest to lowest percentage based on the historical outcomes from the current season.

Planned launch: October '24



LIVE

- Live is at the heart of everything we do it's even in our name
- 76*% of our users say that being 'modern and forward thinking' is an important brand driver (vs. 61*% market average)
- LSB ranks 3rd (out of 29) in the competitor set for this metric

KEY CONSUMER BENEFIT

By prioritising live experiences, bettors will feel closer to and immersed by the action than ever before.

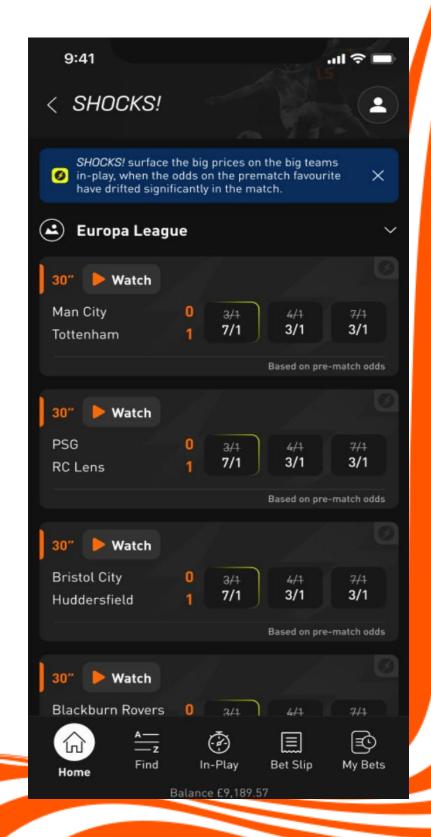
PROOF POINT

SHOCKS

Shocks is a new sportsbook feature, debuting on LSB.

It offers a coupon displaying in-play matches where the expected favorite is either losing or struggling to take the lead, resulting in an inflated price.

Planned launch: August '24



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REWARDING

- The prevalent theme among 2 of the 3 highest-rated brand drivers for 'online weekly bettors' is 'rewarding' (78*% average)
- Amongst our users, these attributes rank even higher in importance (87*% average)
- LSB ranks 4th and 7th (out of 32) in the competitor set for these attributes

KEY CONSUMER BENEFIT

By providing users with a rewarding experience – spanning from promotions through to customer service, they will feel valued at every touchpoint.

PROOF POINT

SUITE OF PROMOTIONS

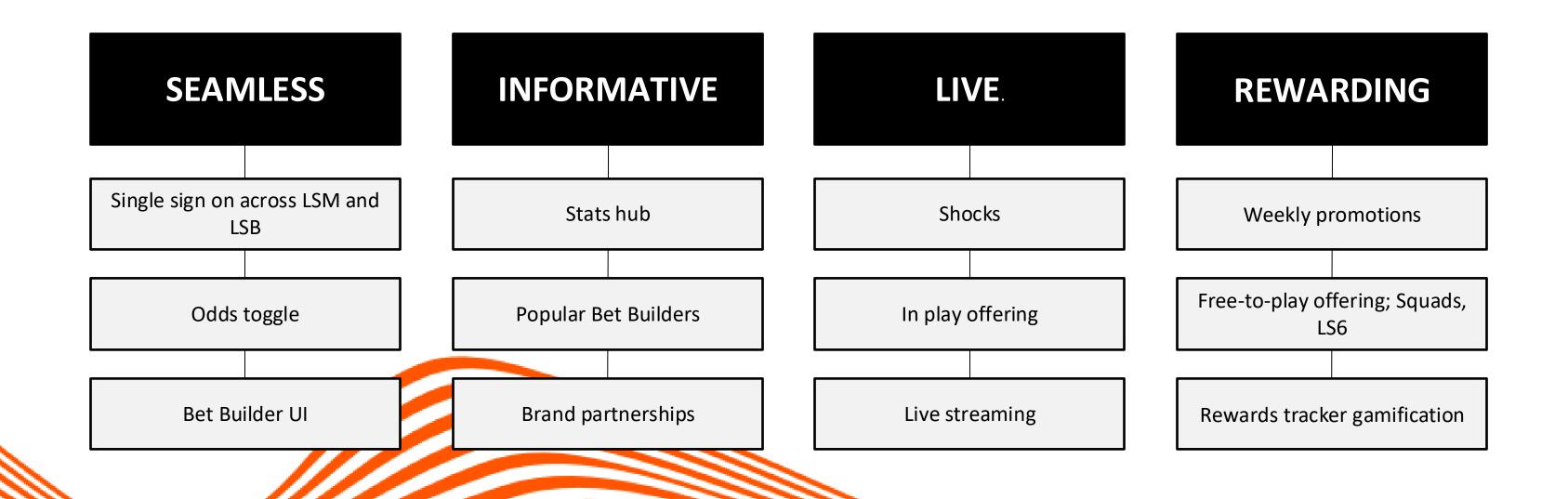
It offers a coupon displaying in-play matches where the expected favorite is either losing or struggling to take the lead, resulting in an inflated price.

MBAL every Saturday 12.30, Weekly Rewards and Daily Free Games are just a few of our recurring promotions that incentivise loyalty.

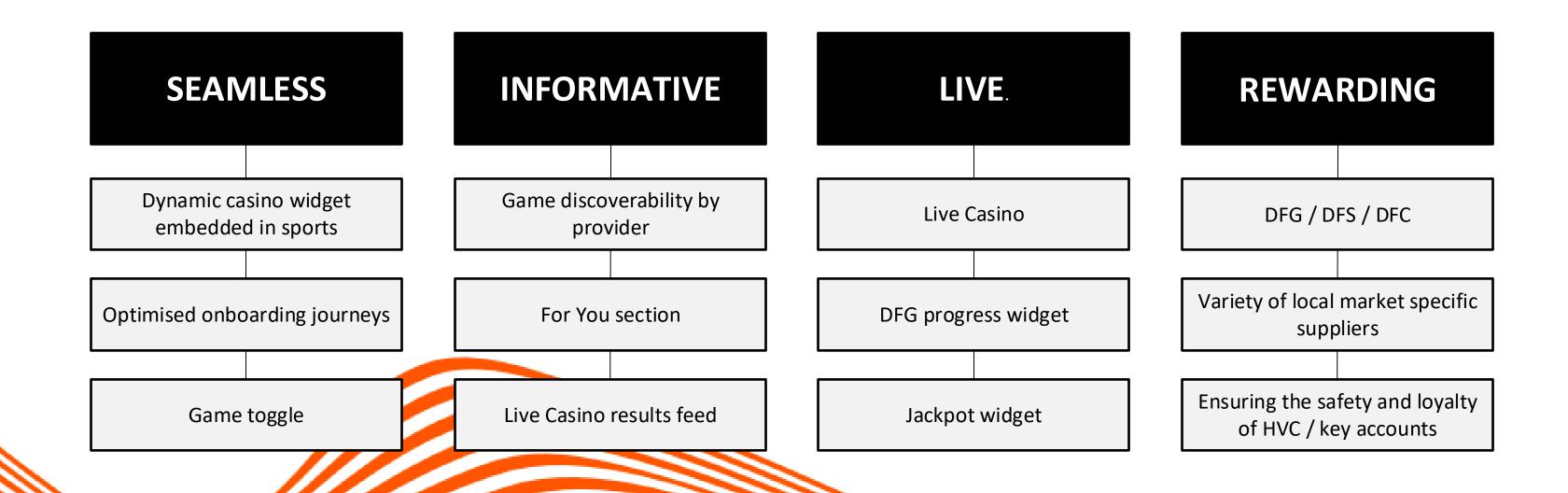




SPORTS PROOF POINTS



CASINO PROOF POINTS



CREATIVE APPLICATION

TOTAL BETTING IN COPY

Our philosophy around **TOTAL BETTING** means we have the opportunity to own the word **TOTAL** and its sibling **TOTALLY.** It gives us a short cut to unpacking our converged approach to betting.

Use **TOTAL** wherever we are adding our brand experience to something.

Are we making it more **SEAMLESS**, more **INFORMATIVE**, more **LIVE** or more **REWARDING**? If we are - it's **TOTAL**.

TOTAL BETTING

Use to describe the complete LiveScore Bet experience

TOTAL CONTROL

Use it to highlight the importance of responsible gambling

TOTAL EASE

Use it to describe any feature that simplifies betting

TOTAL EXCITEMENT

Use it when discussing major sporting occasion

TOTAL FLEXIBILITY

Use it to descript the benefits of our Bet Builder product

TOTAL FUN

Use it to describe free-to-play games

TOTAL REWARDS

Use it when promoting our best offers

TOTALLY SMOOTH

Use it to describe service interactions

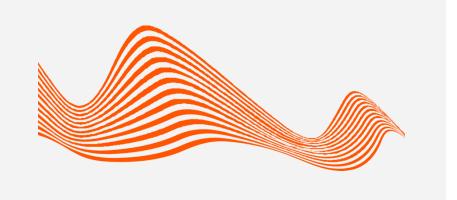
TOTALLY FREE-TO-PLAY

Use it to promote Squads or daily free games

TOTAL BETTING IN DESIGN







LOGO LOCK UP

- Introducing the platform by positioning it directly beneath the logo in a fixed placement
- This is primarily intended to be used within comms where the primary goal is to drive awareness and leverage the creative platform (i.e. Brand)

TICKER

MOMENTUM SHIFT

- TOTAL BETTING should be as visually appealing as Total Football is to fans.
 Our brand signature, Momentum
 Shift, captures this essence beautifully
- A white background serves as the ideal canvas to showcase this dynamic pattern, highlighting its LIVE and SEAMLESS nature

TOTAL BETTING DON'T'S



Don't just put **TOTAL** or **TOTALLY** in front of anything. The words should be used to show how LiveScore Bet enhances the betting experience. For example:

TOTALLY FOOLPROOF

We cannot use language that is not compliant. Instead, opt for **TOTALLY** simple or **TOTAL** simplicity

TOTAL [SPORT]

TOTAL GOLF, TOTAL NHL, TOTAL RACING etc. does not work, as we are not doing anything to enhance the sports themselves

NB. TOTAL FOOTBALL Is the only exception to this rule as it's an existing philosophy



Don't imply that **TOTAL** means we have everything. After all, we don't have shops and our offering is limited in certain geos

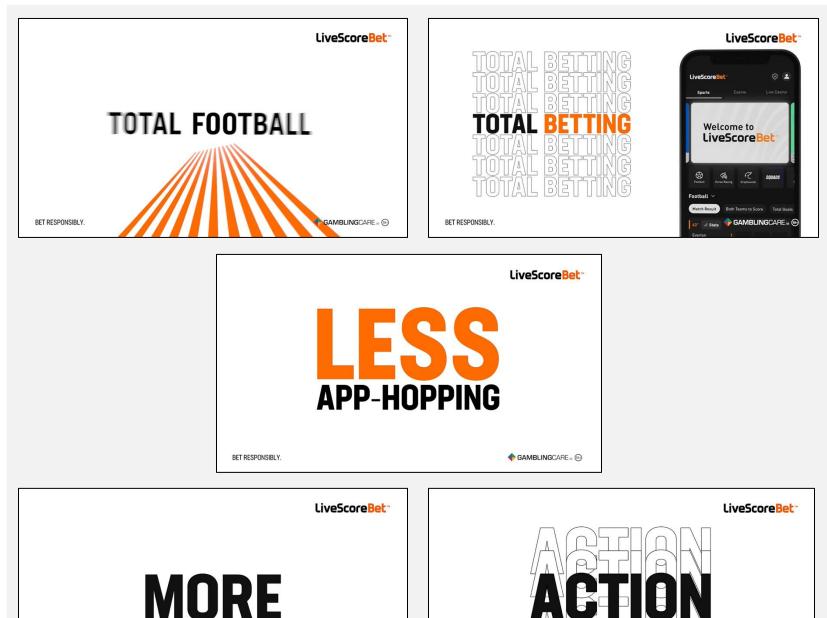


Ensure **TOTAL BETTING** is never split across two lines in copy



Don't abbreviate **TOTAL BETTING** to **TB**

NEW SEASON CREATIVE TV



♦ GAMBLINGCARE :e (18)

GAMBLINGCARE .. (8)

VO:

You know all about Total Football.

Fast, fluid, connected. Game changing.

Now, the LiveScore Bet app brings you the Total Betting experience.

It's everything you love about LiveScore.

Scores and stats play beautifully alongside great odds, offers and a slick Bet Builder.

Or switch your play with a choice of sports and games.

Everything in one place. Less app-hopping, more action.

LiveScore Bet. Total Betting.

Bet responsibly. 18+ Gamblingcare.ie.

BET RESPONSIBLY.

NEW SEASON CREATIVE RADIO

VO

You know all about Total Football.

Fast, fluid, connected. Game changing.

Now, the LiveScore Bet app brings you the Total Betting experience.

It's everything you love about LiveScore.

Scores and stats play beautifully alongside great odds, offers, free-to-play games and a slick Bet Builder.

Everything in one place. Less app-hopping, more action.

Switch your play with LiveScore Bet today. New customers can enjoy €50 in free bets when they bet €10 on sports.

LiveScore Bet. Total Betting.

UK & IE - Welcome Offer

VO:

Total Football is built upon the trust, support and responsibility that each player offers their team.

LiveScore Bet sees responsible gambling in the same way.

So, if you're ever feeling like you're under the cosh.

Need to slow the tempo down.

Or simply want to park the bus.

We've got the info to keep you in total control of your betting.

Visit the safer gambling section of livescorebet.com to learn more.

LiveScore Bet. Total Betting.

Bet responsibly. 18+ Gambleaware.org

VO:

And LiveScore Bet are at the post...

Total anticipation.

Total nerves.

Total adrenaline.

Total mayhem.

Total speed.

Total excitement.

Total heart.

Total bravery.

Total triumph.

Total celebration.

Experience the total thrill of horse racing with LiveScore Bet.

LiveScore Bet. Total Betting. Download the app today.

Bet responsibly, 18+ Gamblingcare.ie

UK & IE - RG IE - Racing

NEW SEASON CREATIVE DIGITAL







UK & IE - MBAL 12.30







UK & IE – Welcome Offer





UK & IE – RG

ANY QUESTIONS?

If you have any questions about the LiveScore Bet brand, or any of the elements of this playbook, please contact:

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APPENDIX

TOTAL BETTING

SEAMLESS

INFORMATIVE

LIVE

REWARDING

CREATIVE PLATFORM

BEHAVIOURAL PILLARS

CREATIVE APPLICATION



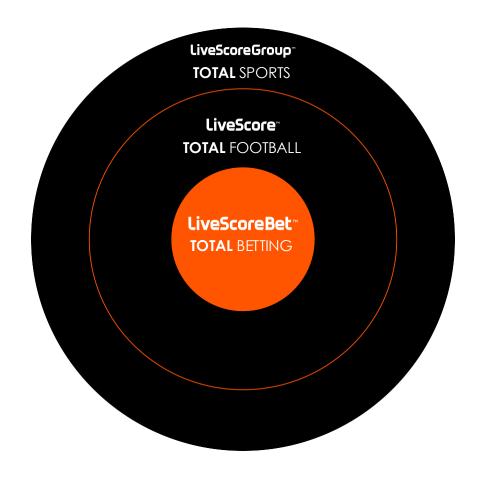
LOGO LOCK UP



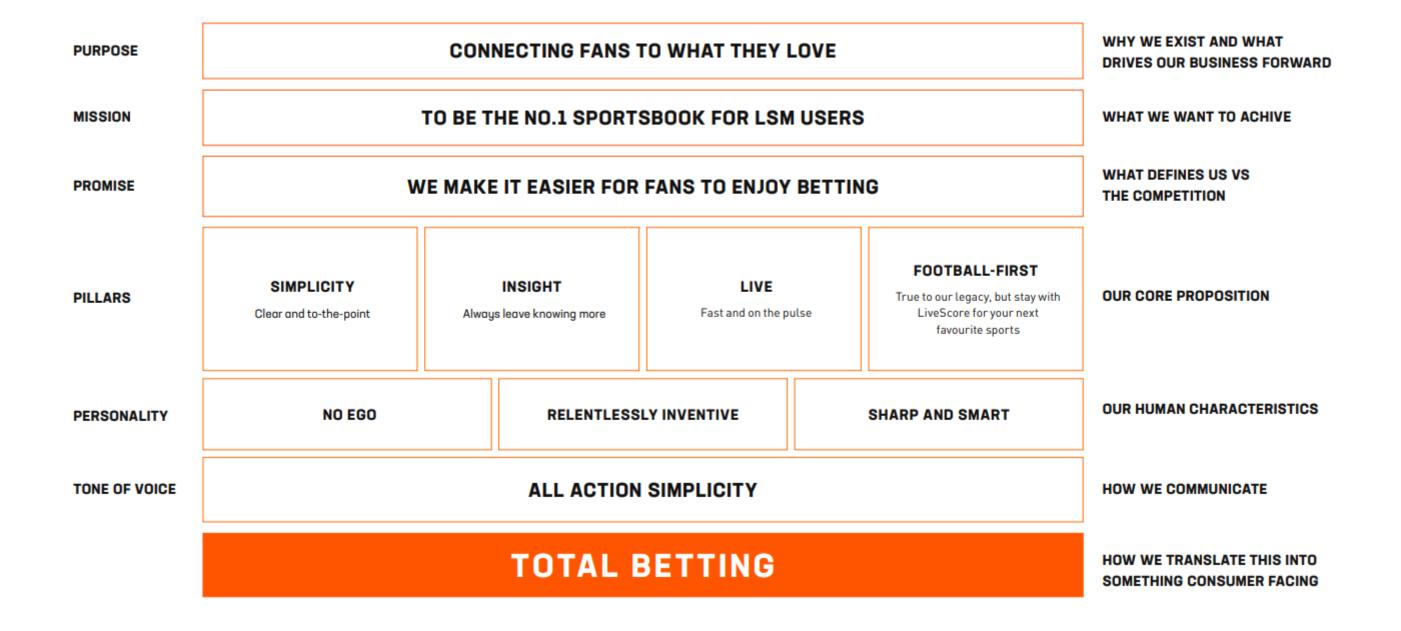
RESPONSIBILITY
TOTAL CONTROL
FUN

TICKER

THE TOTAL SYSTEM



BRAND FRAMEWORK



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THE MASTERBRAND

Back in 1998 the only way to get your team's live scores was through Teletext.

But that was no use if you were on the go.

And so an idea was formed, using emerging tech something better was created. LiveScore was born.

25 years later and LiveScore has grown from a simple scores service into a game changing ecosystem that provides action, stats and analysis to over 50 million daily customers around the world.

And now we've launched an award-winning betting app.

```
per Jim Leighton has
as Scotland's number one
elarus on home soil at
ıday.
39-year-old ahead of
oram.
       t an easy decision
  ew Leighton is the
       for the
              match.
       goals," added
Rugby
```

OUR BRAND TOOLKIT: THE ESSENTIALS

LOGO

Black and Orange: When the logo needs to be applied on a light (white or grey) background we use this version to ensure it stands out and gives contrast.

White and Orange: When the logo needs to be applied on a darker (black) background we use this version.





TYPEFACE

Nuesa Next is modern, honest and straightforward, and can deliver stats and facts to fans in a way that has impact and authority. We use Neusa Next Std in varying weights and styles to make an impact. These include:

PRIMARY HEADLINES

Neusa Next Std, Condensed Bold / Outlined Neusa Next Std, Bold / Outlined

ABC123 ABC123

ABC123 ABC123

BODY

Neusa Next Std, Light / Regular / Medium (Condensed + Compact)

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 123456789

MOMENTUM SHIFT

Momentum Shift highlights the inspirational moments that get the fans out of their seats and into the air.

The design system also delivers a visual analogy for the role the LiveScore brand plays - delivering real time action, stats and analysis, that have a direct and immediate impact on users.



COLOURS

The LiveScore Bet colour palette is purposefully minimal and consists of four colours.



ORANGE RGB: 255, 85, 0. HEX: FF5500 CMYK: 0, 76, 94, 0



WHITE RGB: 255, 255, 255, HEX: FFFFFF CMYK:



GREY RGB: 68, 68, 68. HEX: 444444 CMYK: 67, 60, 59,



BLACK RGB: 17, 17, 17 HEX: 111111 CMYK: 73, 67, 66, 83

USER TESTING RESEARCH

LSB USERS

"I think I would define total betting to say that it's an all-in-one immersive sports betting experience"

"Total Betting is fully about that immersive betting experience and allows you to...almost sort of be a pundit in the betting world"

"I got the impression that LiveScore Bet is positioning itself as an all-in-one football betting app. So everything is sort of together." "I would define it as saying...the whole idea is to immerse you, immerse you into that world, being able to follow a game along live, almost sort of feel and touch every kick of the ball, analyse everything that you want to analyse...."

"I did like how the narrative was quite clear in terms of the concept of taking Total Football and then into Total Betting. I thought that was quite a good parallel"

USER TESTING RESEARCH

NON LSB USERS, GENERAL BETTORS

"The style of betting is a bit more interwoven. It's simplified. It's a one stop shop to bet on whatever sport you want in. It seems quite flexible and user friendly. It was personable in the sense that it had a little bit of history behind it."

"I definitely would like a sort of one stop shop platform where I could make all my bets without having to go to two or three different sites"

"The phrase you used in the video – Total Betting – that's what grabbed my attention. I wanted to know a bit more about what it is...what that looks like."