

May 06, 2021

**To**  
**BSE Limited**  
**Phiroze Jeejeebhoy Towers**  
**Dalal Street**  
**Mumbai- 400001**  
*Scrip code: 541770*

**National Stock Exchange of India Limited**  
**The Exchange Plaza**  
**Bandra Kurla Complex Bandra (East)**  
**Mumbai- 400051**  
*Scrip code: CREDITACC*

Dear Sir/ Ma'am,

**Sub: Audited Standalone and Consolidated Financial Results of the Company for the for the Fourth Quarter and Financial year ended March 31, 2021 along with the Report of the Auditors'**


We herewith enclose the audited Standalone and Consolidated Financial Results of the Company for the for the Fourth Quarter and Financial year ended March 31, 2021 as approved and adopted by the Board of Directors along with Reports of the Statutory Auditors, press release and investor presentation.

Further, as per Regulation 52(4) of the SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015, disclosures are attached.

We request you to take the same on record.

Thanking you,

**Yours Faithfully**  
**For CreditAccess Grameen Limited**



**M. J. Mahadev Prakash**  
**Head – Compliance, Legal & Company Secretary**

*Encl.: As above*

May 06, 2021

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**Mumbai- 400051**  
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Dear Sir/ Ma'am,

**Sub.: Declaration under Regulation 33 (3)(d) and 52(3)(a) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015**

As per the requirements of Regulation 33 (3)(d) and 52(3)(a) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby declare and confirm that Deloitte Haskins & Sells, the Statutory Auditors of the Company has expressed an unmodified opinion on the Auditors' Report (Standalone and Consolidated) of the Company for the financial year ended March 31, 2021.

Kindly take the above on record.

Thanking you,

**Yours Faithfully**  
**For CreditAccess Grameen Limited**

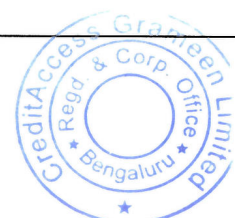


**M. J. Mahadev Prakash**  
**Head – Compliance, Legal & Company Secretary**

**Statement of standalone financial results for the quarter and year ended March 31, 2021**

Sr. No.	Particulars	Quarter ended			Year ended	
		31-Mar-21 (Refer Note 12)	31-Dec-20 (Unaudited)	31-Mar-20 (Refer Note 12)	31-Mar-21 (Audited)	31-Mar-20 (Audited)
	<b>Revenue from operations</b>					
(a)	Interest income	510.56	412.98	454.38	1,877.13	1,617.19
(b)	Fees and commission	3.65	4.17	2.00	8.49	4.95
(c)	Net gain on fair value changes	83.45	21.05	3.16	130.64	56.15
(d)	Others	9.44	1.48	1.38	11.27	5.20
I	<b>Total revenue from operations (I)</b>	<b>607.10</b>	<b>439.68</b>	<b>460.92</b>	<b>2,027.53</b>	<b>1,683.49</b>
II	<b>Other income</b>	<b>1.81</b>	<b>0.47</b>	<b>0.12</b>	<b>3.61</b>	<b>0.87</b>
III	<b>Total income (I+II)</b>	<b>608.91</b>	<b>440.15</b>	<b>461.04</b>	<b>2,031.14</b>	<b>1,684.36</b>
	<b>Expenses</b>					
(a)	Finance costs	186.02	179.17	167.01	740.07	571.03
(b)	Fee and commission expense	1.97	0.22	0.43	3.01	1.18
(c)	Impairment of financial instruments	200.24	242.38	140.68	646.90	238.98
(d)	Employee benefits expenses	76.24	74.19	68.17	299.60	259.64
(e)	Depreciation and amortisation expenses	6.56	5.30	5.07	23.43	19.64
(f)	Other expenses	38.52	34.29	49.84	123.84	143.00
IV	<b>Total expenses (IV)</b>	<b>509.55</b>	<b>535.55</b>	<b>431.20</b>	<b>1,836.85</b>	<b>1,233.47</b>
V	<b>Profit/(loss) before tax (III-IV)</b>	<b>99.36</b>	<b>(95.40)</b>	<b>29.84</b>	<b>194.29</b>	<b>450.89</b>
	<b>Tax expense</b>					
(1)	Current tax	(9.63)	8.72	41.90	93.44	159.32
(2)	Deferred tax	36.72	(32.51)	(34.87)	(41.54)	(35.93)
VI	<b>Total tax expense (VI)</b>	<b>27.09</b>	<b>(23.79)</b>	<b>7.03</b>	<b>51.90</b>	<b>123.39</b>
VII	<b>Profit/(loss) for the period / year (V-VI)</b>	<b>72.27</b>	<b>(71.61)</b>	<b>22.81</b>	<b>142.39</b>	<b>327.50</b>
VIII	<b>Other comprehensive income</b>					
(a)	(1) Items that will not be reclassified to profit or loss					
	- Remeasurement gain/ (losses) on defined benefit obligations (net)	1.19	(0.08)	(0.36)	0.22	0.05
	(2) Income tax relating to items that will not be reclassified to profit or loss	(0.30)	0.02	0.09	(0.05)	(0.01)
	<b>Subtotal (a)</b>	<b>0.89</b>	<b>(0.06)</b>	<b>(0.27)</b>	<b>0.17</b>	<b>0.04</b>
(b)	(1) Items that will be reclassified to profit or loss					
	- Net change in fair value of loans measured at fair value through other comprehensive income	46.76	0.47	(30.36)	42.93	(34.83)
	(2) Income tax relating to items that will be reclassified to profit or loss	(11.77)	(0.12)	7.64	(10.80)	7.46
	<b>Subtotal (b)</b>	<b>34.99</b>	<b>0.35</b>	<b>(22.72)</b>	<b>32.13</b>	<b>(27.37)</b>
	<b>Other comprehensive income/(loss) (VIII = a+b)</b>	<b>35.88</b>	<b>0.29</b>	<b>(22.99)</b>	<b>32.30</b>	<b>(27.33)</b>
IX	<b>Total comprehensive income/(loss) (VII+VIII) (comprising profit/(loss) and other comprehensive income/(loss) for the period / year)</b>	<b>108.15</b>	<b>(71.32)</b>	<b>(0.18)</b>	<b>174.69</b>	<b>300.17</b>
X	<b>Paid-up equity share capital (face value of ₹10 each)</b>				<b>155.58</b>	<b>143.99</b>
XI	<b>Other equity</b>				<b>3,479.23</b>	<b>2,525.09</b>
XII	<b>Earnings per equity share (EPS) (face value of ₹ 10 each)</b>					
	Basic (EPS) *	4.65	(4.64)	1.58	9.52	22.78
	Diluted (DPS) *	4.61	(4.64)	1.57	9.46	22.59

\* The EPS and DPS for quarters ended March 31, 2021, December 31, 2020 and March 31, 2020 are not annualised.


**Our Financial Products**

**Micro Finance**

**Retail Finance**



**Statement of standalone financial results for the quarter and year ended March 31, 2021**

**Notes:**

**1. Statement of standalone assets and liabilities as at March 31, 2021**

₹ in crore			
Sr. No.	Particulars	As at March 31, 2021 (Audited)	As at March 31, 2020 (Audited)
	<b>ASSETS</b>		
(1)	<b>Financial assets</b>		
(a)	Cash and cash equivalents	1,874.59	564.62
(b)	Bank balance other than cash and cash equivalents	71.38	15.82
(c)	Other receivables	-	0.22
(d)	Loans	9,717.82	9,172.64
(e)	Investments	662.93	661.44
(f)	Other financial assets	109.80	45.74
(2)	<b>Non-financial assets</b>		
(a)	Current tax assets (net)	29.47	17.59
(b)	Deferred tax assets (net)	115.01	84.27
(c)	Property, plant and equipment	18.37	24.19
(d)	Right to use assets	66.66	52.93
(e)	Intangible assets	15.73	9.50
(f)	Intangible assets under development	0.62	2.84
(g)	Other non-financial assets	14.41	9.86
	<b>Total assets</b>	<b>12,696.79</b>	<b>10,661.66</b>
	<b>LIABILITIES AND EQUITY</b>		
(1)	<b>Financial liabilities</b>		
(a)	<b>Payables</b>		
	(I) Trade payables		
	(i) Total outstanding dues of micro enterprises and small enterprises	-	-
	(ii) Total outstanding dues of creditors other than micro enterprises and small enterprises	25.19	18.36
	(II) Other payables		
	(i) Total outstanding dues of micro enterprises and small enterprises	-	-
	(ii) Total outstanding dues of creditors other than micro enterprises and small enterprises	145.07	61.48
(b)	<b>Borrowings</b>		
	- Debt securities	1,506.04	655.07
	- Borrowings (other than debt securities)	7,249.68	7,142.49
	- Subordinated liabilities	25.00	25.00
(c)	<b>Other financial liabilities</b>	81.63	65.07
(2)	<b>Non-financial liabilities</b>		
(a)	Provisions	19.68	16.02
(b)	Other non-financial liabilities	9.69	9.09
(3)	<b>Equity</b>		
(a)	Equity share capital	155.58	143.99
(b)	Other equity	3,479.23	2,525.09
	<b>Total liabilities and equity</b>	<b>12,696.79</b>	<b>10,661.66</b>

**Our Financial Products**



**Statement of standalone financial results for the quarter and year ended March 31, 2021**

**2. Statement of standalone cash flows for the year ended March 31, 2021**

Particulars	For the year ended	
	March 31, 2021 (Audited)	March 31, 2020 (Audited)
<b>Cash flow from operating activities:</b>		
Profit before tax	194.29	450.89
<b>Adjustments:</b>		
Interest income on loans	(1,858.17)	(1,611.05)
Interest on deposits with banks and financial institutions	(18.96)	(6.14)
Depreciation and amortisation expenses	23.43	19.64
Finance costs	740.07	571.03
Impairment on financial instruments	646.90	238.98
Gain on derecognition of loans designated at FVTOCI	(112.89)	(41.33)
Net gain on financial instruments at fair value through profit or loss	(17.74)	(14.82)
Share based payments to employees	1.96	2.51
Provision/(Reversal of provision) for other assets	0.20	0.32
	<b>(595.20)</b>	<b>(840.86)</b>
<b>Operational cash flows from interest:</b>		
Interest received on loans	1,852.85	1,572.25
Finance costs	(709.74)	(540.41)
<b>Working capital changes:</b>		
(Increase) in loans	(1,143.84)	(2,804.82)
Decrease/ (Increase) in other receivables	0.22	(0.13)
Decrease in other financial assets	48.63	41.97
(Increase) in other non-financial assets	(3.37)	(1.57)
Increase/ (decrease) in trade and other payables	90.42	(23.89)
Increase in provisions	3.88	4.19
Increase in Other financial liabilities	2.31	0.95
Increase in other non-financial liabilities	0.60	3.17
	<b>(1,001.15)</b>	<b>(2,780.13)</b>
<b>Income tax paid</b>	<b>(105.37)</b>	<b>(163.69)</b>
<b>Net cash flows (used in) Operating activities</b>	<b>(364.32)</b>	<b>(2,301.95)</b>
<b>Cash flow from investing activities</b>		
Purchase of property, plant and equipment	(3.29)	(14.21)
Proceeds from sale of property, plant and equipment	0.46	0.12
Purchase of Intangible assets and expenditure on Intangible assets under development	(8.50)	(7.44)
(Increase) / Decrease in bank balance other than cash and cash equivalents	(55.55)	25.99
Interest on deposits with banks and financial institutions	18.96	6.14
Purchase of investments at fair value through profit and loss	(7,200.60)	(9,125.63)
Sale of investments at fair value through profit and loss	7,218.34	9,140.45
Investment in equity shares of subsidiary	(1.49)	(661.24)
<b>Net cash flows (used in) investing activities</b>	<b>(31.67)</b>	<b>(635.82)</b>
<b>Cash flow from financing activities</b>		
Debt securities issued / (repaid) (net)	825.84	88.72
Borrowings other than debt securities issued (net)	108.39	3,012.59
Subordinated liabilities repaid (net)	-	(11.39)
Payment of Lease liability (net)	(17.35)	(5.93)
Financial liability towards securitisation (repaid) (net)	-	(158.92)
Proceeds from issuance of equity share capital including securities premium	799.99	-
Proceeds from the Employee Stock options	2.62	3.59
Expenses incurred towards issuance of equity share capital	(13.53)	-
<b>Net cash flows from financing activities</b>	<b>1,705.96</b>	<b>2,928.66</b>
<b>Net increase / (decrease) in cash and cash equivalents</b>	<b>1,309.97</b>	<b>(9.11)</b>
Cash and cash equivalents as at the beginning of the year	564.62	573.73
Cash and cash equivalents as at the end of the year	1,874.59	564.62

**Our Financial Products**

**Statement of standalone financial results for the quarter and year ended March 31, 2021**

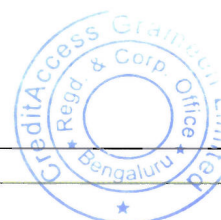
**Notes:**

- 3 The above results for the quarter and year ended March 31, 2021 have been reviewed by the Audit Committee and approved by the Board of Directors at their respective meetings held on May 06, 2021. The statutory auditors of the Company have issued an unmodified Audit Opinion on the Audited Financial Results for the year ended March 31, 2021.
- 4 The financial results of the Company have been prepared in accordance with Indian Accounting Standards (Ind AS) as per the Companies (Indian Accounting Standards) Rules, 2015 (as amended from time to time) and notified under Section 133 of the Companies Act, 2013 ("the Act").
- 5 The COVID -19 pandemic continues to spread across the globe and India, which has contributed to a significant volatility in global and Indian financial markets and a significant decrease in global and local economic activities. The financial results, includes the potential impact of the COVID-19 pandemic on the Company's financial results which are dependent on future developments, which are highly uncertain, including, among other things, any new information concerning the severity of the second wave of COVID-19 pandemic and any action to contain its spread or mitigate its impact whether Government mandated or elected by the Company and its subsequent impact on the recoverability's on the Company's assets. The Company has, based on current available information and based on the policy approved by the board, determined the provision for impairment of financial assets including the additional overlay for uncertainty over the potential macro-economic impact of the pandemic.  
  
Based on the current indicators of future economic conditions, the Company considers this provision to be adequate and expects to recover the carrying amount of these financial assets. Given the uncertainty over the potential macro-economic condition, the impact of the global health pandemic may be different from that estimated as at the date of approval of these financial results and the Company will continue to closely monitor any material changes to future economic conditions.
- 6 During the previous year, the Company has completed the acquisition of a controlling stake (76.08%) in the paid-up equity share capital of Madura Micro Finance Limited (MMFL), an NBFC-MFI registered with the Reserve Bank of India (RBI) which will subsequently be followed by an amalgamation of MMFL's business with the Company, subject to obtaining necessary approvals from various regulatory authorities.  
  
During the current year, the Company has further acquired 12,241 equity shares, representing 0.17% of the paid-up equity share capital of MMFL, taking the aggregate shareholding of the Company in MMFL to 76.25 %.
- 7 The Company operates in a single business segment i.e. lending to members, having similar risks and returns for the purpose of Ind AS 108 on 'Operating Segments'. The Company operates in a single geographical segment i.e. domestic.
- 8 Pursuant to the approval accorded by the board of directors of the Company (the "Board"), at its meeting held on September 3, 2020 and the special resolution passed by the members of the Company at the Extraordinary General Meeting (EGM) held on September 26, 2020, the Capital Raising Committee of the Board (the "CRC Committee") has, at its meeting held on October 05, 2020 approved the Qualified institutions placement of equity shares of face value ₹10 each of the Company.  
  
Subsequently, the CRC Committee, at its meeting held on October 8, 2020, approved the allotment of 11,315,323 Equity Shares of face value ₹ 10 each to eligible qualified institutional buyers at the issue price of ₹ 707 per Equity Share (including a premium of ₹ 697 per Equity Share) aggregating to ₹ 799,99,33,361 (Rupees Seven Ninety Nine Crore Ninety Nine Lakh Thirty Three Thousand Three Hundred and Sixty One only).
- 9 The Company, during the quarter and year ended March 31, 2021 has allotted 90,569 and 281,258 equity number of shares respectively each, fully paid up, on exercise of options by employees, in accordance with the Company's Employee Stock Option Scheme(s).
- 10 The Indian Parliament has approved the Code on Social Security, 2020 (the "Code") which would impact the contributions by the Company towards Provident Fund and Gratuity. The Ministry of Labour and Employment has released draft rules for the Code on Social Security, 2020 on November 13, 2020, and has invited suggestions from stakeholders which are under active consideration by the Ministry. The Company will assess the impact and its evaluation once the subject rules are notified and will give appropriate impact in its financial statements in the period in which, the Code becomes effective and the related rules to determine the financial impact are published.
- 11 The Ind AS financial results of the Company for the quarter and year ended March 31, 2020, were audited by the S.R. Battiboi & Co. LLP Chartered Accountants, the predecessor auditor who have expressed an unmodified opinion.
- 12 The figures for the quarter ended March 31, 2021 and March 31, 2020 are the balancing figures between audited figures in respect of the full financial year and the published year to date figures upto the end of third quarter of the respective financial year.
- 13 Previous year / periods figures have been regrouped / rearranged, wherever considered necessary, to conform with current period's classification.



Udaya Kumar Hebbar  
Managing Director & CEO

Bangalore  
May 06, 2021



**Our Financial Products**



Micro Finance



Retail Finance



## **INDEPENDENT AUDITORS' REPORT ON AUDIT OF ANNUAL STANDALONE FINANCIAL RESULTS AND REVIEW OF QUARTERLY FINANCIAL RESULTS**

### **TO THE BOARD OF DIRECTORS OF CREDITACCESS GRAMEEN LIMITED**

#### **Opinion**

We have (a) audited the Standalone Financial Results for the year ended March 31, 2021 and (b) reviewed the Standalone Financial Results for the quarter ended March 31, 2021 (refer 'Other Matters' section below), which were subject to limited review by us, both included in the accompanying "Statement of Standalone Financial Results for the Quarter and Year Ended March 31, 2021" of **CreditAccess Grameen Limited** (the "Company"), (the "Statement"), being submitted by the Company pursuant to the requirements of Regulation 33 and Regulation 52 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended (the "Listing Regulations").

#### **(a) Opinion on Annual Standalone Financial Results**

In our opinion and to the best of our information and according to the explanations given to us, the Standalone Financial Results for the year ended March 31, 2021:

- i. is presented in accordance with the requirements of Regulation 33 and Regulation 52 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended; and
- ii. gives a true and fair view in conformity with the recognition and measurement principles laid down in the Indian Accounting Standards and other accounting principles generally accepted in India of the net profit and total comprehensive income and other financial information of the Company for the year then ended.

#### **(b) Conclusion on Unaudited Standalone Financial Results for the quarter ended March 31, 2021**

With respect to the Standalone Financial Results for the quarter ended March 31, 2021, based on our review conducted as stated in paragraph (b) of Auditors' Responsibilities section below, nothing has come to our attention that causes us to believe that the Standalone Financial Results for the quarter ended March 31, 2021, prepared in accordance with the recognition and measurement principles laid down in the Indian Accounting Standards and other accounting principles generally accepted in India, has not disclosed the information required to be disclosed in terms of Regulation 33 and Regulation 52 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, including the manner in which it is to be disclosed, or that it contains any material misstatement.



## **Basis for Opinion on the Audited Standalone Financial Results for the year ended March 31, 2021**

We conducted our audit in accordance with the Standards on Auditing ("SAs") specified under Section 143(10) of the Companies Act, 2013 (the "Act"). Our responsibilities under those Standards are further described in paragraph (a) of Auditors' Responsibilities section below. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India (the "ICAI") together with the ethical requirements that are relevant to our audit of the Standalone Financial Results for the year ended March 31, 2021 under the provisions of the Act and the Rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ICAI's Code of Ethics. We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion.

## **Emphasis of Matter**

We draw attention to Note 5 to the Statement in which the Company describes the continuing uncertainties, particularly on the impairment provisions, arising from the COVID 19 pandemic which are dependent on future developments.

Our opinion/conclusion is not modified in respect of this matter.

## **Management's Responsibilities for the Statement**

This Statement which includes the Standalone Financial Results is the responsibility of the Company's Board of Directors and has been approved by them for the issuance. The Standalone Financial Results for the year ended March 31, 2021 has been compiled from the related audited standalone financial statements. This responsibility includes the preparation and presentation of the Standalone Financial Results for the quarter and year ended March 31, 2021 that give a true and fair view of the net profit and other comprehensive income and other financial information in accordance with the recognition and measurement principles laid down in the Indian Accounting Standards prescribed under Section 133 of the Act read with relevant rules issued thereunder and other accounting principles generally accepted in India and in compliance with Regulation 33 and Regulation 52 of the Listing Regulations. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the Standalone Financial Results that give a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the Standalone Financial Results, the Board of Directors are responsible for assessing the Company's ability, to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Board of Directors are also responsible for overseeing the financial reporting process of the Company.

## **Auditors' Responsibilities**

### **(a) Audit of the Standalone Financial Results for the year ended March 31, 2021**

Our objectives are to obtain reasonable assurance about whether the Standalone Financial Results for the year ended March 31, 2021 as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this Standalone Financial Results.

As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the Annual Standalone Financial Results, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Directors.
- Evaluate the appropriateness and reasonableness of disclosures made by the Board of Directors in terms of the requirements specified under Regulation 33 and Regulation 52 of the Listing Regulations.
- Conclude on the appropriateness of the Board of Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the ability of the Company to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the Statement or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the Annual Standalone Financial Results, including the disclosures, and whether the Annual Standalone

# Deloitte Haskins & Sells

Financial Results represent the underlying transactions and events in a manner that achieves fair presentation.

- Obtain sufficient appropriate audit evidence regarding the Annual Standalone Financial Results of the Company to express an opinion on the Annual Standalone Financial Results.

Materiality is the magnitude of misstatements in the Annual Standalone Financial Results that, individually or in aggregate, makes it probable that the economic decisions of a reasonably knowledgeable user of the Annual Standalone Financial Results may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and in evaluating the results of our work; and (ii) to evaluate the effect of any identified misstatements in the Annual Standalone Financial Results.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

## **(b) Review of the Standalone Financial Results for the quarter ended March 31, 2021**

We conducted our review of the Standalone Financial Results for the quarter ended March 31, 2021 in accordance with the Standard on Review Engagements ("SRE") 2410 'Review of Interim Financial Information Performed by the Independent Auditor of the Entity', issued by the ICAI. A review of interim financial information consists of making inquiries, primarily of the Company's personnel responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with SAs specified under section 143(10) of the Act and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.

## **Other Matters**

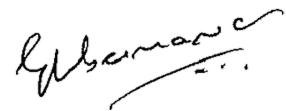
- The comparative financial information of the Company for the quarter and year ended March 31, 2020 included in this Statement have been audited by the predecessor auditor. The report of the predecessor auditor on these comparative financial information dated May 30, 2020 expressed an unmodified opinion. Our opinion/conclusion on the Statement is not modified in respect of this matter.



# Deloitte Haskins & Sells

- The Statement includes the results for the quarter ended March 31, 2021 being the balancing figure between audited figures in respect of the full financial year and the audited year to date figures up to the third quarter of the current financial year which were subject to limited review by us. Our opinion/conclusion on the Statement is not modified in respect of this matter.

For **Deloitte Haskins & Sells**  
Chartered Accountants  
(Firm's Registration No. 008072S)



G. K. Subramaniam  
(Partner)  
(Membership No. 109839)  
(UDIN: 21109839AAAAFH7468)

Place: Mumbai  
Date: 6 May 2021

**Statement of consolidated financial results for the quarter and year ended March 31, 2021**

₹ in crore

Sr. No.	Particulars	Quarter ended			Year ended	
		31-Mar-21 (Refer Note 12)	31-Dec-20 (Unaudited)	31-Mar-20 (Refer Note 12)	31-Mar-21 (Audited)	31-Mar-20 (Audited)
	<b>Revenue from operations</b>					
(a)	Interest income	611.95	513.24	470.57	2,290.03	1,633.39
(b)	Fees and commission	3.66	4.17	2.05	8.50	5.00
(c)	Net gain on fair value changes	83.74	21.17	3.35	132.90	56.35
(d)	Others	24.56	2.96	5.74	29.31	9.57
I	<b>Total revenue from operations (I)</b>	<b>723.91</b>	<b>541.54</b>	<b>481.71</b>	<b>2,460.74</b>	<b>1,704.31</b>
II	<b>Other income</b>	<b>2.29</b>	<b>1.49</b>	<b>0.41</b>	<b>5.33</b>	<b>1.17</b>
		<b>2.29</b>	<b>1.49</b>	<b>0.41</b>	<b>5.33</b>	<b>1.17</b>
III	<b>Total income (I+II)</b>	<b>726.20</b>	<b>543.03</b>	<b>482.12</b>	<b>2,466.07</b>	<b>1,705.48</b>
	<b>Expenses</b>					
(a)	Finance costs	237.27	224.20	174.31	928.72	578.34
(b)	Fee and commission expense	1.98	0.22	0.43	3.01	1.18
(c)	Impairment of financial instruments	250.43	275.65	138.96	771.36	237.27
(d)	Employee benefits expenses	95.69	94.97	70.57	379.99	262.05
(e)	Depreciation and amortisation expenses	11.65	10.46	5.80	44.07	20.37
(f)	Other expenses	50.59	42.88	51.53	158.52	144.67
IV	<b>Total expenses (IV)</b>	<b>647.61</b>	<b>648.38</b>	<b>441.60</b>	<b>2,285.67</b>	<b>1,243.88</b>
V	<b>Profit/(loss) before tax (III-IV)</b>	<b>78.59</b>	<b>(105.35)</b>	<b>40.52</b>	<b>180.40</b>	<b>461.60</b>
	<b>Tax expense</b>					
(1)	Current tax	(6.90)	11.16	43.05	106.44	160.47
(2)	Deferred tax	29.21	(37.45)	(33.31)	(57.44)	(34.36)
VI	<b>Total tax expense (VI)</b>	<b>22.31</b>	<b>(26.29)</b>	<b>9.74</b>	<b>49.00</b>	<b>126.11</b>
VII	<b>Profit/(loss) for the period / year (V-VI)</b>	<b>56.28</b>	<b>(79.06)</b>	<b>30.78</b>	<b>131.40</b>	<b>335.49</b>
VIII	<b>Other comprehensive income</b>					
(a)	(1) Items that will not be reclassified to profit or loss					
	- Remeasurement (losses) and gains on defined benefit obligations (net)	1.27	(0.15)	(0.39)	0.17	0.02
	(2) Income tax relating to items that will not be reclassified to profit or loss	(0.29)	0.02	0.10	(0.04)	(0.01)
	<b>Subtotal (a)</b>	<b>0.98</b>	<b>(0.13)</b>	<b>(0.29)</b>	<b>0.13</b>	<b>0.01</b>
(b)	(1) Items that will be reclassified to profit or loss					
	- Net change in fair value of loans measured at fair value through other comprehensive income	46.77	0.47	(30.36)	42.93	(34.83)
	(2) Income tax relating to items that will be reclassified to profit or loss	(11.77)	(0.12)	7.64	(10.80)	7.46
	<b>Subtotal (b)</b>	<b>35.00</b>	<b>0.35</b>	<b>(22.72)</b>	<b>32.13</b>	<b>(27.37)</b>
	<b>Other comprehensive income/(loss) (VIII = a+b)</b>	<b>35.98</b>	<b>0.22</b>	<b>(23.01)</b>	<b>32.26</b>	<b>(27.36)</b>
IX	<b>Total comprehensive income/(loss) (VII+VIII) (comprising profit/(loss) and other comprehensive income/(loss) for the period / year)</b>	<b>92.26</b>	<b>(78.84)</b>	<b>7.77</b>	<b>163.66</b>	<b>308.13</b>
	<b>Profit is attributable to:</b>					
	Owners of the Company	76.87	(77.29)	28.84	134.02	333.55
	Non-controlling interest	(20.59)	(1.77)	1.94	(2.62)	1.94
	<b>Other comprehensive Income is attributable to:</b>					
	Owners of the Company	35.10	0.23	(23.00)	32.27	(27.35)
	Non-controlling interest	0.88	(0.01)	(0.01)	(0.01)	(0.01)
	<b>Total comprehensive Income is attributable to:</b>					
	Owners of the Company	111.97	(77.06)	5.83	166.29	306.19
	Non-controlling interest	(19.71)	(1.78)	1.94	(2.63)	1.94
X	<b>Paid-up equity share capital (face value of ₹10 each)</b>				155.58	143.99
XI	<b>Other equity</b>				3,535.97	2,590.23
XII	<b>Earnings per equity share (EPS) (face value of ₹ 10 each)</b>					
	Basic (EPS) *	3.62	(5.12)	2.00	8.96	23.20
	Diluted (DPS) *	3.59	(5.12)	1.99	8.90	23.00

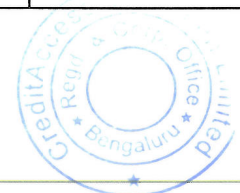
\* The EPS and DPS for quarters ended March 31, 2021, December 31, 2020 and March 31, 2020 are not annualised.

**Our Financial Products**

**Statement of consolidated financial results for the quarter and year ended March 31, 2021**
**Notes:**
**1. Statement of consolidated assets and liabilities as at March 31, 2021**

₹ in crore

Sr. No.	Particulars	As at March 31, 2021 (Audited)	As at March 31, 2020 (Audited)
	<b>ASSETS</b>		
(1)	<b>Financial assets</b>		
(a)	Cash and cash equivalents	2,360.09	644.87
(b)	Bank balance other than cash and cash equivalents	124.29	72.77
(c)	Other receivables	-	0.22
(d)	Loans	11,720.48	11,098.91
(e)	Investments	0.54	45.56
(f)	Other financial assets	132.05	58.36
(2)	<b>Non-financial assets</b>		
(a)	Current tax assets (net)	30.84	22.11
(b)	Deferred tax assets (net)	104.09	57.44
(c)	Property, plant and equipment	24.15	31.69
(d)	Right to use assets	67.50	54.60
(e)	Goodwill on consolidation	317.58	317.58
(f)	Intangible assets	163.54	172.63
(g)	Intangible assets under development	0.62	2.84
(h)	Other non-financial assets	13.47	10.63
	<b>Total assets</b>	<b>15,059.24</b>	<b>12,590.21</b>
	<b>LIABILITIES AND EQUITY</b>		
(1)	<b>Financial liabilities</b>		
(a)	<b>Payables</b>		
	(I) Trade payables		
	(i) Total outstanding dues of micro enterprises and small enterprises	-	-
	(ii) Total outstanding dues of creditors other than micro enterprises and small enterprises	62.55	41.19
	(II) Other payables		
	(i) Total outstanding dues of micro enterprises and small enterprises	-	-
	(ii) Total outstanding dues of creditors other than micro enterprises and small enterprises	139.14	67.46
(b)	<b>Borrowings</b>		
	- Debt securities	1,674.95	792.58
	- Borrowings (other than debt securities)	9,163.68	8,644.06
	- Subordinated liabilities	102.70	103.03
(c)	<b>Other financial liabilities</b>	82.94	67.20
(2)	<b>Non-financial liabilities</b>		
(a)	Current tax liabilities (net)	-	-
(b)	Provisions	25.53	20.31
(c)	Other non-financial liabilities	11.37	11.21
(3)	<b>Equity</b>		
(a)	Equity share capital	155.58	143.99
(b)	Other equity	3,535.97	2,590.23
(c)	Non-controlling interests	104.83	108.95
	<b>Total liabilities and equity</b>	<b>15,059.24</b>	<b>12,590.21</b>



2

**Our Financial Products**

**Micro Finance**

**Retail Finance**



**Statement of consolidated financial results for the quarter and year ended March 31, 2021**
**2. Statement of consolidated cash flows for the year ended March 31, 2021**

Particulars	For the year ended	
	March 31, 2021 (Audited)	March 31, 2020 (Audited)
<b>Cash flow from operating activities:</b>		
Profit before tax	180.40	461.60
<b>Adjustments for:</b>		
Interest income on loans	(2,264.41)	(1,632.85)
Interest on deposits with banks and financial institutions	(25.62)	(6.34)
Depreciation and amortisation expenses	44.07	20.37
Finance costs	928.72	578.34
Impairment on financial instruments	771.36	237.27
Net gain on financial instruments at fair value through profit or loss	(20.01)	(15.02)
Gain on derecognition of loans designated at FVTOCI	(112.89)	(41.33)
Other Income	(9.68)	(4.19)
Share based payments to employees	1.96	2.51
Provision for other assets	0.20	0.32
	<b>(686.30)</b>	<b>(860.92)</b>
<b>Operational cash flows from interest:</b>		
Interest income on loans	2,235.18	1,587.43
Finance costs	(896.09)	(558.50)
<b>Working capital changes:</b>		
(Increase) in loans	(1,311.08)	(2,742.42)
Decrease / (Increase) in other receivables	0.22	(0.13)
Decrease in other financial assets	39.18	38.43
(Increase) in other non-financial assets	(2.98)	(1.57)
Increase / (Decrease) in trade and other payables	94.17	(23.33)
Increase in other financial liabilities	2.31	0.88
Increase in provisions	5.39	4.19
Increase in other non-financial liabilities	0.15	4.62
Decrease in derivative financial instruments	-	1.10
	<b>(1,172.64)</b>	<b>(2,718.23)</b>
<b>Income tax paid (net of refunds)</b>	<b>(115.22)</b>	<b>(164.02)</b>
<b>Net cash flows (used in) / from Operating activities (A)</b>	<b>(454.67)</b>	<b>(2,252.64)</b>
<b>Investing activities</b>		
Purchase of property, plant and equipment	(4.74)	(14.36)
Proceeds from sale of property, plant and equipment	0.46	0.12
Purchase of Intangible assets and expenditure on Intangible assets under development	(9.82)	(7.44)
Interest on deposits with banks and financial institutions	25.62	6.34
Decrease / (increase) in bank balance other than cash and cash equivalents	(51.52)	23.85
Purchase of investments	(8,206.90)	(9,240.63)
Sale of investments	8,271.92	9,285.72
Investment in equity shares of subsidiary	(1.49)	(661.24)
<b>Net cash flows (used in) / from investing activities (B)</b>	<b>23.53</b>	<b>(607.64)</b>
<b>Financing activities</b>		
Debt securities issued / (repaid) (net)	853.42	88.72
Borrowings other than debt securities issued (net)	522.19	2,839.72
Subordinated liabilities repaid (net)	-	(11.39)
Payment of Lease liability (net)	(18.33)	(5.93)
Proceeds from issuance of equity share capital including securities premium	799.99	3.59
Proceeds from the Employee Stock options	2.62	-
Expenses incurred towards issuance of equity shares	(13.53)	-
<b>Net cash flows from Financing activities (C)</b>	<b>2,146.36</b>	<b>2,914.71</b>
<b>Net increase in cash and cash equivalents</b>	<b>1,715.22</b>	<b>54.43</b>
<b>Cash and cash equivalents as at the beginning of the year</b>	<b>644.87</b>	<b>590.44</b>
<b>Cash and cash equivalents as at the end of the year</b>	<b>2,360.09</b>	<b>644.87</b>

**Statement of consolidated financial results for the quarter and year ended March 31, 2021**

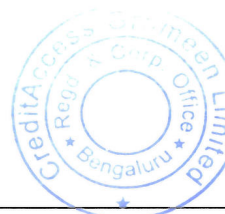
**Notes:**

- 3 The above consolidated financial results of CreditAccess Grameen Limited (the "Holding Company") and its subsidiaries (collectively referred to as the "Group") for the quarter and year ended March 31, 2021 have been reviewed by the Audit Committee and approved by the Board of Directors at their respective meetings held on May 06, 2021. The statutory auditors of the Group have issued an unmodified Audit Opinion on the Consolidated Audited Financial Results for the year ended March 31, 2021.
- 4 The consolidated financial results of the Group have been prepared in accordance with Indian Accounting Standards (Ind AS) as per the Companies (Indian Accounting Standards) Rules, 2015 (as amended from time to time) and notified under Section 133 of the Companies Act, 2013 ("the Act").
- 5 The COVID -19 pandemic continues to spread across the globe and India, which has contributed to a significant volatility in global and Indian financial markets and a significant decrease in global and local economic activities. The consolidated financial results, includes the potential impact of the COVID-19 pandemic on the Group's financial results which are dependent on future developments, which are highly uncertain, including, among other things, any new information concerning the severity of the second wave of COVID-19 pandemic and any action to contain its spread or mitigate its impact whether Government mandated or elected by the Group and its subsequent impact on the recoverability's on the Group's assets. The Group has, based on current available information and based on the policy approved by the board, determined the provision for impairment of financial assets including the additional overlay for uncertainty over the potential macro-economic impact of the pandemic.  
  
Based on the current indicators of future economic conditions, the Group considers this provision to be adequate and expects to recover the carrying amount of these financial assets. Given the uncertainty over the potential macro-economic condition, the impact of the global health pandemic may be different from that estimated as at the date of approval of these consolidated financial results and the Group will continue to closely monitor any material changes to future economic conditions.
- 6 During the previous year, the Holding Company has completed the acquisition of a controlling stake (76.08%) in the paid-up equity share capital of Madura Micro Finance Limited (MMFL), an NBFC-MFI registered with the Reserve Bank of India (RBI) which will subsequently be followed by an amalgamation of MMFL's business with the Holding Company, subject to obtaining necessary approvals from various regulatory authorities.  
  
During the current year, the Holding Company has further acquired 12,241 equity shares, representing 0.17% of the paid-up equity share capital of MMFL, taking the aggregate shareholding of the Holding Company in MMFL to 76.25 %.
- 7 The Group operates in a single business segment i.e. lending to members, having similar risks and returns for the purpose of Ind AS 108 on 'Operating Segments'. The Group operates in a single geographical segment i.e. domestic.
- 8 Pursuant to the approval accorded by the board of directors of the Holding company (the "Board"), at its meeting held on September 3, 2020 and the special resolution passed by the members of the Holding Company at the Extraordinary General Meeting (EGM) held on September 26, 2020, the Capital Raising Committee of the Board (the "CRC Committee") has, at its meeting held on October 05, 2020 approved the Qualified institutions placement of equity shares of face value ₹10 each of the holding Company.  
  
Subsequently, the CRC Committee, at its meeting held on October 8, 2020, approved the allotment of 11,315,323 Equity Shares of face value ₹ 10 each to eligible qualified institutional buyers at the issue price of ₹ 707 per Equity Share (including a premium of ₹ 697 per Equity Share) aggregating to ₹ 799,99,33,361 (Rupees Seven Ninety Nine Crore Ninety Nine Lakh Thirty Three Thousand Three Hundred and Sixty One only).
- 9 The Holding company, during the quarter and year ended March 31, 2021 has allotted 90,569 and 2,81,258 equity number of shares respectively each, fully paid up, on exercise of options by employees, in accordance with the Holding company's Employee Stock Option Scheme(s).
- 10 The Indian Parliament has approved the Code on Social Security, 2020 (the "Code") which would impact the contributions by the Group towards Provident Fund and Gratuity. The Ministry of Labour and Employment has released draft rules for the Code on Social Security, 2020 on November 13, 2020, and has invited suggestions from stakeholders which are under active consideration by the Ministry. The Group will assess the impact and its evaluation once the subject rules are notified and will give appropriate impact in its consolidated financial statements in the period in which, the Code becomes effective and the related rules to determine the financial impact are published.
- 11 The consolidated Ind AS financial results of the Group for the quarter and year ended March 31, 2020, were audited by the S.R. Batliboi & Co. LLP Chartered Accountants, the predecessor auditor who have expressed an unmodified opinion.
- 12 The figures for the quarter ended March 31, 2021 and March 31, 2020 are the balancing figures between audited figures in respect of the full financial year and the published year to date figures upto the end of third quarter of the respective financial year.
- 13 Previous year / periods figures have been regrouped / rearranged, wherever considered necessary, to conform with current period's classification.



**Udaya Kumar Hebbar**  
Managing Director & CEO

Bangalore  
May 06, 2021



**Our Financial Products**



**Micro Finance**



**Retail Finance**



## **INDEPENDENT AUDITORS' REPORT ON AUDIT OF ANNUAL CONSOLIDATED FINANCIAL RESULTS AND REVIEW OF QUARTERLY CONSOLIDATED FINANCIAL RESULTS**

### **TO THE BOARD OF DIRECTORS OF CREDITACCESS GRAMEEN LIMITED**

#### **Opinion and Conclusion**

We have (a) audited the Consolidated Financial Results for the year ended March 31, 2021 and (b) reviewed the Consolidated Financial Results for the quarter ended March 31, 2021 (refer 'Other Matters' section below), which were subject to limited review by us, both included in the accompanying "Statement of Consolidated Financial Results for the Quarter and Year Ended March 31, 2021" of **CreditAccess Grameen Limited** (the "Parent") and its subsidiaries (the Parent and its subsidiaries together referred to as the "Group") for the quarter and year ended March 31, 2021, (the "Statement") being submitted by the Parent pursuant to the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended (the "Listing Regulations").

#### **(a) Opinion on Annual Consolidated Financial Results**

In our opinion and to the best of our information and according to the explanations given to us, and based on the consideration of the audit reports of the other auditors on separate financial statements of the subsidiaries referred to in Other Matters section below, the Consolidated Financial Results for the year ended March 31, 2021

(i) includes the results of the following entities:

<b>S.No</b>	<b>Name of the Company</b>	<b>Nature of relationship</b>
1	CreditAccess Grameen Limited	Parent
2	Madura Micro Finance Limited	Subsidiary
3	Madura Micro Education Private Limited	Step-down Subsidiary

- (ii) is presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended; and
- (iii) gives a true and fair view in conformity with the recognition and measurement principles laid down in the Indian Accounting Standards and other accounting principles generally accepted in India of the consolidated net profit and consolidated total comprehensive income and other financial information of the Group for the year ended March 31, 2021.



## **(b) Conclusion on Unaudited Consolidated Financial Results for the quarter ended March 31, 2021**

With respect to the Consolidated Financial Results for the quarter ended March 31, 2021, based on our review conducted and procedures performed as stated in paragraph (b) of Auditors' Responsibilities section below and based on the consideration of the review reports of the other auditors referred to in Other Matters section below, nothing has come to our attention that causes us to believe that the Consolidated Financial Results for the quarter ended March 31, 2021, prepared in accordance with the recognition and measurement principles laid down in the Indian Accounting Standards and other accounting principles generally accepted in India, has not disclosed the information required to be disclosed in terms of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, including the manner in which it is to be disclosed, or that it contains any material misstatement.

## **Basis for Opinion on the Audited Consolidated Financial Results for the year ended March 31, 2021**

We conducted our audit in accordance with the Standards on Auditing ("SAs") specified under Section 143(10) of the Companies Act, 2013 ("the Act"). Our responsibilities under those Standards are further described in paragraph (a) of Auditors' Responsibilities section below. We are independent of the Group in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India ("the ICAI") together with the ethical requirements that are relevant to our audit of the Consolidated Financial Results for the year ended March 31, 2021 under the provisions of the Act and the Rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ICAI's Code of Ethics. We believe that the audit evidence obtained by us and the audit evidence obtained by the other auditors in terms of their reports referred to in Other Matters section below, is sufficient and appropriate to provide a basis for our audit opinion.

## **Emphasis of Matter**

We draw attention to Note 5 to the Statement in which the Group describes the continuing uncertainties, particularly on the impairment provisions, arising from the COVID 19 pandemic which are dependent on future developments.

Our opinion/conclusion is not modified in respect of this matter.

## **Management's Responsibilities for the Statement**

This Statement, which includes the Consolidated Financial Results is the responsibility of the Parent's Board of Directors and has been approved by them for the issuance. The Consolidated Financial Results for the year ended March 31, 2021, has been compiled from the related audited consolidated financial statements. This responsibility includes the preparation and presentation of the Consolidated Financial Results for the quarter and year ended March 31, 2021 that give a true and fair view of the consolidated net profit and consolidated other comprehensive income and other financial information of the Group in accordance with the recognition and measurement principles laid down in the Indian Accounting Standards, prescribed under Section 133 of the Act, read with relevant rules issued thereunder and other accounting principles generally accepted in India and in compliance with Regulation 33 of the Listing Regulations.

# Deloitte Haskins & Sells

The respective Board of Directors of the companies included in the Group are responsible for maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the Group and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and the design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the respective financial results that give a true and fair view and are free from material misstatement, whether due to fraud or error, which have been used for the purpose of preparation of this Consolidated Financial Results by the Directors of the Parent, as aforesaid.

In preparing the Consolidated Financial Results, the respective Board of Directors of the companies included in the Group are responsible for assessing the ability of the respective entities to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the respective Board of Directors either intends to liquidate their respective entities or to cease operations, or has no realistic alternative but to do so.

The respective Board of Directors of the companies included in the Group are responsible for overseeing the financial reporting process of the Group.

## **Auditors' Responsibilities**

### **(a) Audit of the Consolidated Financial Results for the year ended March 31, 2021**

Our objectives are to obtain reasonable assurance about whether the Consolidated Financial Results for the year ended March 31, 2021 as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this Consolidated Financial Results.

As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the Annual Consolidated Financial Results, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of such controls.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Directors.
- Evaluate the appropriateness and reasonableness of disclosures made by the Board of Directors in terms of the requirements specified under Regulation 33 of the Listing Regulations.
- Conclude on the appropriateness of the Board of Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the ability of the Group to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the Consolidated Financial Results or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the Annual Consolidated Financial Results, including the disclosures, and whether the Annual Consolidated Financial Results represent the underlying transactions and events in a manner that achieves fair presentation.
- Perform procedures in accordance with the circular issued by the SEBI under Regulation 33(8) of the Listing Regulations to the extent applicable.
- Obtain sufficient appropriate audit evidence regarding the Annual Standalone Financial Results of the entities within the Group to express an opinion on the Annual Consolidated Financial Results. We are responsible for the direction, supervision and performance of the audit of financial information of such entities included in the Annual Consolidated Financial Results of which we are the independent auditors. For the other entities included in the Annual Consolidated Financial Results, which have been audited by the other auditors, such other auditors remain responsible for the direction, supervision and performance of the audits carried out by them. We remain solely responsible for our audit opinion.

Materiality is the magnitude of misstatements in the Annual Consolidated Financial Results that, individually or in aggregate, makes it probable that the economic decisions of a reasonably knowledgeable user of the Annual Consolidated Financial Results may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and in evaluating the results of our work; and (ii) to evaluate the effect of any identified misstatements in the Annual Consolidated Financial Results.

We communicate with those charged with governance of the Parent and such other entities included in the Consolidated Financial Results of which we are the independent auditors regarding, among other matters, the planned scope and timing of the audit and significant audit findings including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them

all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

## **(b) Review of the Unaudited Consolidated Financial Results for the quarter ended March 31, 2021**

We conducted our review of the Consolidated Financial Results for the quarter ended March 31, 2021 in accordance with the Standard on Review Engagements (SRE) 2410 'Review of Interim Financial Information Performed by the Independent Auditor of the Entity', issued by the ICAI. A review of interim financial information consists of making inquiries, primarily of the Company's personnel responsible for financial and accounting matters and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with SAs specified under section 143(10) of the Act and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.

The Statement includes the results of the entities as listed under paragraph (a)(i) of Opinion and Conclusion section above.

We also performed procedures in accordance with the circular issued by the SEBI under Regulation 33(8) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, to the extent applicable.

## **Other Matters**

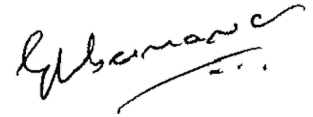
- The comparative financial information of the Group for the quarter and year ended March 31, 2020 included in this Statement have been audited by the predecessor auditor. The report of the predecessor auditor on these comparative consolidated financial information dated May 30, 2020 expressed an unmodified opinion. Our opinion/conclusion is not modified in respect of this matter
- The Statement includes the results for the Quarter ended March 31, 2021 being the balancing figure between audited figures in respect of the full financial year and the published year to date figures up to the third quarter of the current financial year which were subject to limited review by us. Our opinion/conclusion is not modified in respect of this matter.
- We did not audit the financial statements of two subsidiaries included in the consolidated financial results, whose financial statements reflect total assets of Rs. 2,598.28 crore as at March 31, 2021 and total revenues of Rs.117.93 crore and Rs. 435.29 crore for the quarter and year ended March 31, 2021 respectively, total net loss after tax of Rs. (13.57) crore and Rs. (0.40) crore for the quarter and year ended March 31, 2021 respectively and total comprehensive loss of Rs. (13.52) crore and Rs. (0.44) crore for the quarter and year ended March 31, 2021 respectively and net cash flows of Rs. 405.27 crore for the year ended March 31, 2021 as considered in the Statement. These financial statements have been audited by other auditors whose reports have been furnished to us by the Management and our opinion and conclusion on the Statement, in so far as it relates to the amounts and disclosures included in respect of these subsidiaries is based solely on the reports of the other auditors and the procedures performed by us as stated under Auditors' Responsibilities section above. Our report on



# Deloitte Haskins & Sells

the Statement is not modified in respect of the matters with respect to our reliance on the work done and the reports of the other auditors.

For **Deloitte Haskins & Sells**  
Chartered Accountants  
(Firm's Registration No. 008072S)



G. K. Subramaniam  
(Partner)  
(Membership No. 109839)  
(UDIN: 21109839AAAAFI7837)

Place: Mumbai  
Date: 6 May 2021



CreditAccess Grameen Limited

Q4 & FY21 Investor Presentation

May 2021

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## Key Business Updates

Consolidated Results Overview

CAGL: Financial & Operational Metrics

MMFL: Financial & Operational Metrics

Investment Rationale

Annexure





# Organisational Excellence Awards – Two Consecutive Years

## Microfinance Organisation of the Year

The award conferred at the 12<sup>th</sup> Inclusive Finance India Awards 2020



## India's 30 Best Workplaces in BFSI – 2021

Great Place to Work Institute India



## Business Growth Momentum Maintained in Q4 FY21

### GLP grew by 13% YoY and 10% QoQ to INR 13,587 Cr

- New Disbursals (Jun-Mar): ~69% of GLP
- CAGL: INR 11,341 Cr (+15% YoY, +11% QoQ)
- MMFL: INR 2,246 Cr (+7% YoY, +6% QoQ)

### Borrowers declined by 3.5% YoY to 39.12<sup>1</sup> Lakh

- CAGL: 28.71 Lakh (2,12,688 new added in Q4 FY21, 3,96,573 in FY21)
- MMFL: 10.98 Lakh (79,471 new added in Q4 FY21, 1,59,385 in FY21)

### Disbursements grew by 42% YoY and 3% QoQ to INR 4,726 Cr

- CAGL: INR 4,143 Cr (+42% YoY, +3% QoQ)
- MMFL: INR 583 Cr (+41% YoY, +4% QoQ)

### Gradual pick-up in monthly collections (excl. arrears/ incl. arrears)

- CAGL: 94%/ 97% in Mar-21, MMFL: 90%/ 91% in Mar-21

## Early Risk Recognition and Conservative Provisioning

### CAGL: Continued focus on early risk recognition & provisioning

- ECL of 5.00% against GNPA of 4.38% (predominantly @ 60+ dpd)
  - Additional COVID buffer of INR 103.4 Cr (1.0% ECL) created for FY22
  - 0.73% restructured assets (99.5% < 30 dpd), continue to be accounted under Stage 3 Assets
- Write-off of INR 278.7 Cr (incl. accelerated write-off of INR 273.4 Cr) in Q4 FY21
- INR 16.0 Cr interest income (on Stage 3 portfolio) de-recognized in Q4 FY21

### MMFL: Gradual Alignment of Provisioning Policy with CAGL

- ECL of 5.07% against GNPA of 4.70%, Write-off of INR 39.2 Cr in Q4 FY21
- Additional COVID buffer of INR 8.8 Cr (0.4% ECL) created for FY22
- INR 3.9 Cr interest income (on Stage 3 portfolio) de-recognized in Q4 FY21

**Strong profitability in Q4 FY21 was utilized to absorb accelerated write-offs and build additional provisioning buffer ahead of FY22**

## Strong Balance Sheet Position to Enable Consistent Growth in Future

### Adequate Liquidity & continued support from lenders

- INR 2,484.4 Cr C&CE (16.5% of total assets) as on 31<sup>st</sup> March 2021
- INR 2,614 Cr undrawn sanctions as on 31<sup>st</sup> March 2021
- INR 3,951 Cr sanctions in pipeline as on 31<sup>st</sup> March 2021

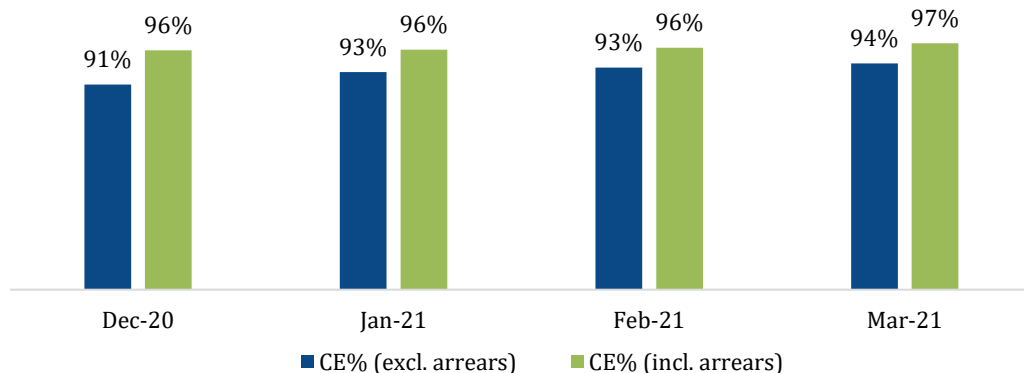
### Healthy Capital Position even after early risk recognition and provisioning

- CRAR: CAGL 31.8% (Tier 1: 30.5%)
- CRAR: MMFL 20.9% (Tier 1: 17.7%)
- CRAR: Consolidated 26.8% (Tier 1: 25.5%)

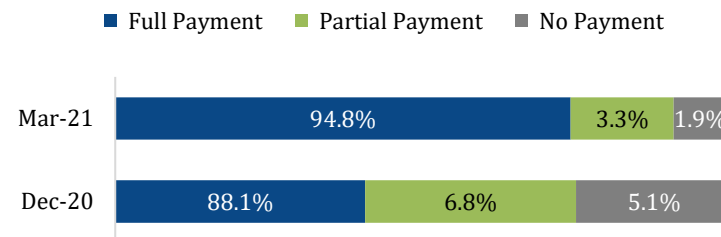
1) Excluding 57,737 common borrowers

# Consistent Improvement in Monthly Collections (CAGL)

## MoM Improvement in Collection Efficiency



## Reduction in % Portfolio of Non-Paying Customers



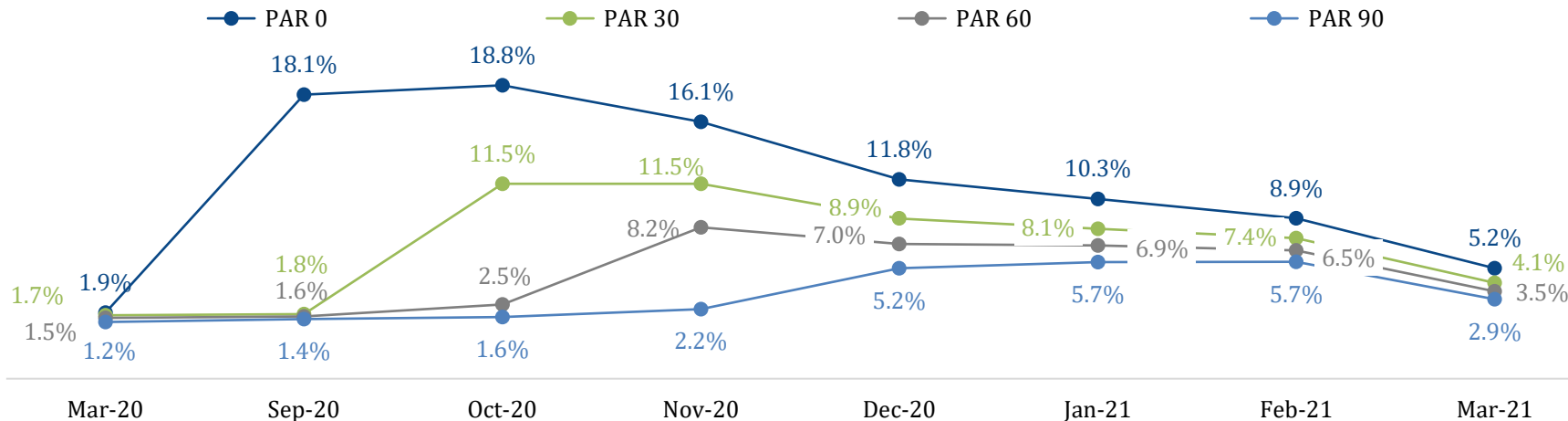
CE % (excl. arrears)	Dec-20	Jan-21	Feb-21	Mar-21
Karnataka	93%	95%	95%	96%
Tamil Nadu	94%	94%	95%	95%
Madhya Pradesh	92%	93%	94%	94%
Others	94%	95%	96%	97%
<b>Total (Excl. Maharashtra)</b>	<b>93%</b>	<b>94%</b>	<b>95%</b>	<b>96%</b>
Maharashtra	86%	88%	89%	90%
<b>Total</b>	<b>91%</b>	<b>93%</b>	<b>93%</b>	<b>94%</b>

CE % (incl. arrears)	Dec-20	Jan-21	Feb-21	Mar-21
Karnataka	97%	97%	97%	98%
Tamil Nadu	97%	96%	97%	97%
Madhya Pradesh	96%	96%	96%	97%
Others	97%	98%	98%	99%
<b>Total (Excl. Maharashtra)</b>	<b>97%</b>	<b>97%</b>	<b>97%</b>	<b>98%</b>
Maharashtra	95%	94%	94%	96%
<b>Total</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>	<b>97%</b>

NOTE: Restructured Book amounts to INR 75.5 Cr (0.73% of GLP) (99.5% < 30 dpd) as on Mar-21

# Significant Containment of Asset Quality Stress (CAGL)

MoM Reduction in PAR



PAR 0	Dec-20	Jan-21	Feb-21	Mar-21
Karnataka	8.6%	7.4%	6.4%	3.6%
Tamil Nadu	10.1%	9.8%	8.4%	6.1%
Madhya Pradesh	9.8%	8.7%	7.7%	4.3%
Others	8.3%	6.3%	4.9%	2.8%
<b>Total (Excl. Maharashtra)</b>	<b>9.0%</b>	<b>7.9%</b>	<b>6.7%</b>	<b>4.0%</b>
Maharashtra	19.1%	16.9%	14.9%	8.7%
<b>Total</b>	<b>11.8%</b>	<b>10.3%</b>	<b>8.9%</b>	<b>5.2%</b>

Mar-21	PAR 60	PAR 90
Karnataka	2.6%	2.2%
Tamil Nadu	3.6%	2.8%
Madhya Pradesh	2.9%	2.4%
Others	1.8%	1.5%
<b>Total (Excl. Maharashtra)</b>	<b>2.7%</b>	<b>2.3%</b>
Maharashtra	5.7%	4.8%
<b>Total</b>	<b>3.5%</b>	<b>2.9%</b>

NOTE: Restructured Book amounts to INR 75.5 Cr (0.73% of GLP) (99.5% < 30 dpd) as on Mar-21



# Early Risk Recognition & Conservative Provisioning (CAGL)

		Q4 FY21			Q3 FY21		
Asset Classification (dpd)		EAD (INR Cr)	EAD%	ECL%	EAD (INR Cr)	EAD%	ECL%
Stage 1	0-15 (GL), 0-30 (RF)	9,748.0	94.5%	1.8% <sup>2</sup>	9,007.1	90.2%	0.7%
Stage 2	16-60 (GL), 31-90 (RF)	114.8	1.1%	24.2%	298.8	3.0%	16.8%
Stage 3	60+ (GL), 90+ (RF)	451.4 <sup>1</sup>	4.4%	69.5%	683.0	6.8%	70.1%
<b>Total</b>		<b>10,314.2</b>	<b>100%</b>	<b>5.0%</b>	<b>9,988.8</b>	<b>100%</b>	<b>5.9%</b>

1) 0.73% (INR 75.5 Cr) restructured assets (99.5% < 30 dpd), continue to be accounted under Stage 3 Assets

2) Includes additional COVID buffer of INR 103.4 Cr (1.0% of ECL)

## CAGL adopts conservative approach leading to early recognition of risk backed by accelerated provisioning coverage

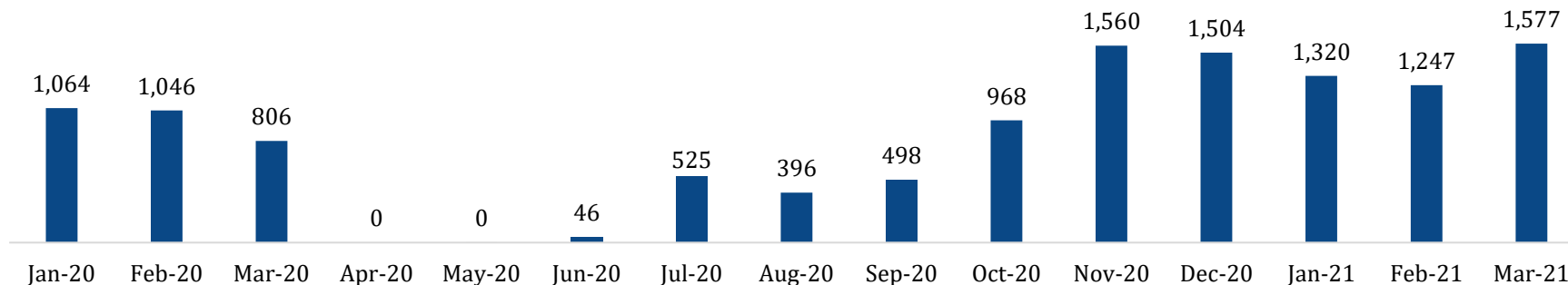
Contribution of Customers as on Mar-21	Stage 1 EAD%	Stage 2 EAD%	Stage 3 EAD%	Total EAD%
Full Payment	93.7%	0.0%	0.7%	94.4%
Partial Payment	0.8%	0.9%	2.0%	3.7%
No Payment	0.0%	0.2%	1.7%	1.9%
<b>Total</b>	<b>94.5%</b>	<b>1.1%</b>	<b>4.4%</b>	<b>100%</b>

- Continued efforts to encourage customers to maintain/ improve the repayment trend
- Additional financing support to customers displaying improving repayment behaviour
- Focus on roll-back of partially paying customers and activation of non-paying customers
- **Accelerated Write-off of INR 273.4 Cr in Q4 FY21**

EAD: Exposure at default includes principal and accrued interest

# New Disbursements Back on Pre-COVID Growth Path (CAGL)

## Significant Pickup in Loan Disbursements, back to Pre-COVID Growth Trend... (INR Cr)



## ...Driven by Growth From Both Mature & New Branches

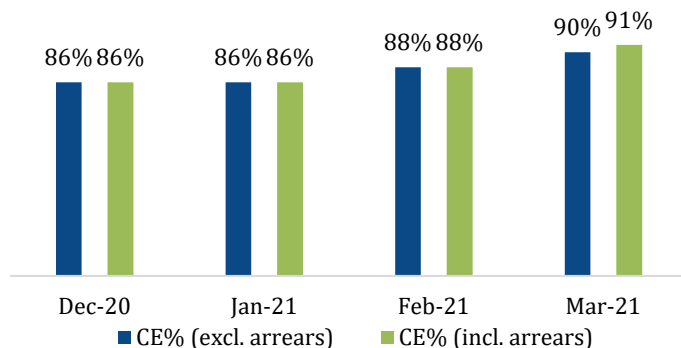
Disbursements (INR Cr)	No. of Branches	Q4 FY20	Q4 FY21	% YoY Growth
Branches opened before FY20	670	2,473.7	3,430.2	38.7%
Branches opened during FY20	259	442.7	713.0	61.1%
<b>Total</b>	<b>929</b>	<b>2,916.4</b>	<b>4,143.2</b>	<b>42.1%</b>

## ...While Displaying Stable Asset Quality

New Disbursals (Jun-20 to Mar-21)	INR Cr	PAR% as on Mar-21
Regular	9,468.5	99.0%
PAR 0	97.9	1.0%
PAR 30	39.7	0.4%
PAR 60	22.8	0.2%
PAR 90	12.3	0.1%
<b>Total Disbursals</b>	<b>9,641.3</b>	<b>72% of GLP</b>

# Update on Collections & Provisioning at MMFL

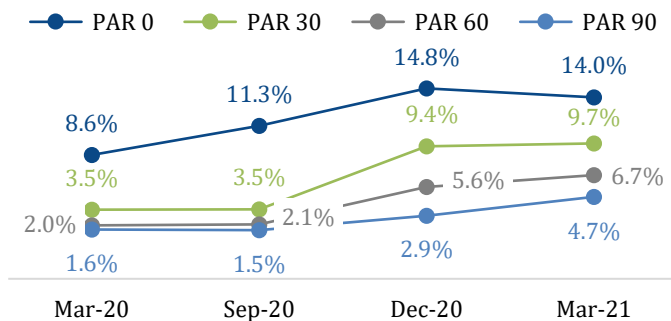
## Improvement in Monthly Collections



## Building Adequate Provisioning

Asset		Q4 FY21			Q3 FY21		
Classification (dpd)		EAD (INR Cr)	EAD%	ECL%	EAD (INR Cr)	EAD%	ECL%
Stage 1	0-30	1,901.9	90.2%	1.1%	1,890.6	90.8%	2.0%
Stage 2	31-90	108.6	5.1%	18.7%	132.9	6.4%	15.6%
Stage 3	90+	99.1	4.7%	67.1%	58.1	2.8%	64.0%
<b>Total</b>		<b>2,109.5</b>	<b>100.0%</b>	<b>5.1%</b>	<b>2,081.6</b>	<b>100.0%</b>	<b>4.6%</b>

## MoM Reduction in PAR



Contribution of Groups as on Mar-21	Stage 1 EAD%	Stage 2 EAD%	Stage 3 EAD%	Total EAD%
Full Payment	85.8%	0.7%	0.7%	87.1%
Partial Payment	4.3%	4.4%	3.4%	12.0%
No Payment	0.1%	0.1%	0.7%	0.9%
<b>Total</b>	<b>90.2%</b>	<b>5.1%</b>	<b>4.7%</b>	<b>100.0%</b>

- Gradual alignment of ECL with CAGL
- Maintained healthy provisioning % for Stage 2 & 3 Assets despite healthy proportion of partially paying groups

Key Business Updates

**Consolidated Results Overview**

CAGL: Financial & Operational Metrics

MMFL: Financial & Operational Metrics

Business Overview

Annexure





# Q4 FY21: Consolidated Performance Highlights

**GLP**  
**INR 13,587 Cr**  
**(+13.3% YoY)**

**Active Borrowers**  
**39.12 Lakh**  
**(-3.5%)**

**Branches 1,424**  
**(+2.2% YoY)**

**Employees 14,399**  
**(-0.7% YoY)**

**PPOP**  
**INR 329 Cr**  
**(+83.3% YoY)**

**PAT: INR 56 Cr**  
**(+82.8% YoY)**  
**Adj. PAT: INR 183 Cr <sup>1</sup>**  
**(+94.9% YoY)**

**ROA/ Adj. ROA <sup>1</sup>**  
**1.5%/ 4.8%**

**ROE/ Adj. ROE <sup>1</sup>**  
**6.0%/ 19.5%**

**Total Equity**  
**INR 3,796 Cr**  
**D/E Ratio**  
**2.9x**

**GNPA 4.43% <sup>2</sup>**

**Provisioning 5.01%**  
**(0.9% additional COVID buffer)**

1) Figures adjusted excluding the impact of accelerated write-offs and additional COVID provisioning buffer of INR 112.2 Cr created for FY22

2) 0.61% (INR 75.5 Cr) restructured assets (99.5% < 30 dpd), continue to be accounted under Stage 3 Assets

# FY21: Consolidated Performance Highlights

**GLP**  
INR 13,587 Cr  
(+13.3% YoY)

**Active Borrowers**  
39.12 Lakh  
(-3.5%)

**Branches 1,424**  
(+2.2% YoY)

**Employees 14,399**  
(-0.7% YoY)

**PPOP**  
INR 952 Cr  
(+36.2% YoY)

**PAT: INR 131 Cr**  
(-60.8% YoY)  
**Adj. PAT: INR 260 Cr <sup>1</sup>**  
(-34.3% YoY)

**ROA/ Adj. ROA <sup>1</sup>**  
0.9%/ 1.8%

**ROE/ Adj. ROE <sup>1</sup>**  
4.0%/ 8.0%

**Total Equity**  
INR 3,796 Cr  
**D/E Ratio**  
2.9x

**GNPA 4.43% <sup>2</sup>**

**Provisioning 5.01%**  
(0.9% additional COVID buffer)

1) Figures adjusted excluding the impact of accelerated write-offs and additional COVID provisioning buffer of INR 112.2 Cr created for FY22

2) 0.61% (INR 75.5 Cr) restructured assets (99.5% < 30 dpd), continue to be accounted under Stage 3 Assets

# Q4 & FY21: Consolidated P&L Statement

Profit & Loss Statement (INR Cr)	Q4 FY21	Q4 FY20	YoY%	Q3 FY21	QoQ%	FY21	FY20	YoY%
Interest income	612.0	466.5	31.2%	513.2	19.2%	2,290.0	1,629.3	40.6%
- Interest on Loans	602.1	462.5	30.2%	502.2	19.9%	2,251.5	1,595.4	41.1%
- Income from Securitisation	1.0	1.4	-29.1%	3.2	-68.8%	13.0	27.6	-53.0%
- Interest on Deposits with Banks and FIs	8.8	2.6	242.6%	7.8	12.5%	25.6	6.3	304.3%
Income from Direct Assignment	<b>89.0</b>	<b>0.0</b>	-	<b>15.1</b>	-	<b>122.6</b>	<b>41.3</b>	<b>196.5%</b>
Finance Cost on Borrowings	236.9	174.0	36.2%	223.3	6.1%	924.5	578.0	59.9%
Cost on Financial Liability towards Securitisation	0.3	0.3	7.1%	0.9	-62.7%	4.2	0.3	-
<b>Net Interest Income</b>	<b>463.7</b>	<b>292.2</b>	<b>58.7%</b>	<b>304.1</b>	<b>52.5%</b>	<b>1,483.9</b>	<b>1,092.3</b>	<b>35.8%</b>
Non-interest Income & Other Income	25.3	15.7	61.3%	14.7	71.6%	53.5	34.8	53.5%
<b>Total Net Income</b>	<b>488.9</b>	<b>307.8</b>	<b>58.8%</b>	<b>318.8</b>	<b>53.4%</b>	<b>1,537.4</b>	<b>1,127.1</b>	<b>36.4%</b>
Employee Expenses	95.7	70.6	35.6%	95.0	0.8%	380.0	262.0	45.0%
Other Expenses	52.6	36.7	43.1%	43.1	21.9%	161.5	130.6	23.7%
CAGL-MMFL Merger - Transaction Costs	0.0	15.2	-	0.0	-	0.0	15.2	-
Depreciation, Amortisation & Impairment	11.6	5.8	100.8%	10.5	11.4%	44.1	20.4	116.3%
<b>Pre-Provision Operating Profit</b>	<b>329.1</b>	<b>179.5</b>	<b>83.3%</b>	<b>170.3</b>	<b>93.2%</b>	<b>951.8</b>	<b>698.9</b>	<b>36.2%</b>
Impairment of Financial Instruments	138.2	56.1	146.4%	275.7	-49.9%	659.1	154.4	326.9%
Additional COVID-19 Provisions for next FY	112.2	82.9	35.4%	0.0	-	112.2	82.9	35.4%
<b>Profit Before Tax</b>	<b>78.6</b>	<b>40.5</b>	<b>93.9%</b>	<b>-105.3</b>	<b>174.6%</b>	<b>180.4</b>	<b>461.6</b>	<b>-60.9%</b>
Total Tax Expense	22.3	9.7	129.1%	-26.3	184.9%	49.0	126.1	-61.1%
<b>Profit After Tax</b>	<b>56.3</b>	<b>30.8</b>	<b>82.8%</b>	<b>-79.1</b>	<b>171.2%</b>	<b>131.4</b>	<b>335.5</b>	<b>-60.8%</b>
<b>Adj. Profit After Tax</b>	<b>182.7</b>	<b>93.8</b>	<b>94.9%</b>	<b>-79.1</b>	<b>331.1%</b>	<b>260.0</b>	<b>395.7</b>	<b>-34.3%</b>

1) Interest income (on Stage 3 portfolio) de-recognized was INR 19.9 Cr in Q4 FY21 and INR 98.8 Cr in FY21

2) Figures adjusted excluding the impact of accelerated write-offs and additional COVID provisioning buffer created for next financial year (Q4 FY21: INR 112.2 Cr, Q4 FY20: INR 82.9 Cr)

# Q4 & FY21: Consolidated Balance Sheet

Balance Sheet (INR Cr)	Q4 FY21	Q4 FY20	YoY%	Q3 FY21	QoQ%
Cash & Other Bank Balances	2,484.4	717.6	246.2%	1,586.9	56.6%
Loans					
- Balance sheet assets (Net of Impairment Loss Allowance)	11,707.4	11,004.3	6.4%	11,221.0	4.3%
- Securitised assets	13.1	94.6	-86.1%	32.6	-59.7%
Property, plant and equipment	24.2	31.7	-23.8%	24.9	-2.9%
Intangible assets	164.2	175.5	-6.4%	167.1	-1.7%
Right to use assets	67.5	54.6	23.6%	59.1	14.1%
Other Financial & Non-Financial Assets	281.0	194.3	44.6%	242.0	16.1%
Goodwill	317.6	317.6	0.0%	317.6	0.0%
<b>Total Assets</b>	<b>15,059.2</b>	<b>12,590.2</b>	<b>19.6%</b>	<b>13,651.0</b>	<b>10.3%</b>
Debt Securities	1,675.0	792.6	111.3%	1,502.4	11.5%
Borrowings (other than debt securities)	9,154.5	8,563.1	6.9%	8,045.7	13.8%
Subordinated Liabilities	102.7	103.0	-0.3%	108.5	-5.3%
Financial liability towards Portfolio securitised	9.2	81.0	-88.7%	23.6	-61.1%
Lease liabilities	75.3	61.9	21.7%	65.9	14.4%
Other Financial & Non-financial Liabilities	246.2	145.5	69.2%	203.2	21.1%
<b>Total Equity</b>	<b>3,691.6</b>	<b>2,734.2</b>	<b>35.0%</b>	<b>3,593.1</b>	<b>2.7%</b>
Minority Interest	104.8	109.0	-3.8%	108.6	-3.5%
<b>Total Liabilities and Equity</b>	<b>15,059.2</b>	<b>12,590.2</b>	<b>19.6%</b>	<b>13,651.0</b>	<b>10.3%</b>



# Q4 & FY21: Understanding the Credit Cost Impact

CAGL	Q4 FY21	FY21
Opening ECL - (A)	594.3	265.7
Additions (B)	135.9	554.2
- Provisions as per ECL	32.5	450.8
- COVID Buffer for FY22	103.4	103.4
Reversals (on account of write-off) (C)	214.4	304.1
Closing ECL (D = A+B-C)	515.8	515.8
Write-off (E)	278.7	396.9 <sup>1</sup>
<b>P&amp;L Charge (F = B-C+E)</b>	<b>200.2</b>	<b>646.9</b>

1) Includes pre-COVID write-off of INR 118 Cr

MMFL	Q4 FY21	FY21
Opening ECL - (A)	95.9	46.6
Additions (B)	36.1	101.3
- Provisions as per ECL	27.3	92.6
- COVID Buffer for FY22	8.8	8.8
Reversals (on account of write-off) (C)	25.1	41.1
Closing ECL (D = A+B-C)	106.9	106.9
Write-off (E)	39.2	64.2 <sup>1</sup>
<b>P&amp;L Charge (F = B-C+E)</b>	<b>50.2</b>	<b>124.5</b>

1) Includes pre-COVID write-off of INR 24 Cr

Key Business Updates

Consolidated Results Overview

**CAGL: Financial & Operational Metrics**

MMFL: Financial & Operational Metrics

Investment Rationale

Annexure



# Q4 FY21: CAGL Standalone Performance Highlights

**GLP: INR 11,341 Cr**  
(+14.6% YoY)

**Proforma GLP<sup>5</sup>:**  
**INR 11,637**  
(+17.6% YoY)

**NIM**  
**11.3% / 11.9%<sup>1</sup> / 12.5%<sup>2</sup>**

**Weighted Avg. COB**  
**8.9%**

**Cost/Income Ratio**  
**29.2%**

**Opex/GLP Ratio**  
**4.6%**

**PPOP**  
**INR 300 Cr**  
(+75.7% YoY)

**PAT: INR 72 Cr**  
(+217.0% YoY)

**Adj. PAT: INR 194 Cr<sup>3</sup>**  
(+125.5% YoY)

**ROA/ Adj. ROA<sup>3</sup>**  
**2.2% / 6.0%**

**ROE/ Adj. ROE<sup>3</sup>**  
**8.1% / 21.7%**

**Capital Adequacy Ratio**  
**31.8%**

**Tier 1 Ratio**  
**30.5%**

**Total Equity**  
**INR 3,635 Cr**

**D/E Ratio**  
**2.4x**

**GNPA**  
(GL: 60+ dpd, RF: 90+ dpd)  
**4.38%<sup>4</sup>**

**Provisioning 5.00%**  
(incl. 1% additional  
COVID buffer)

**Accelerated Write-off**  
**INR 273 Cr**

**Branches 964**  
(+3.8% YoY)

**Employees 10,625**  
(-1.8% YoY)

**Active Borrowers**  
**28.71 Lakh (-1.2% YoY)**

**Proforma Borrowers<sup>5</sup>**  
**29.63 Lakh (+2.8% YoY)**

- 1) Figures adjusted excluding impact of interest income (on Stage 3 portfolio) de-recognition of INR 16.0 Cr in Q4 FY21
- 2) Figures adjusted excluding impact of interest income de-recognition and impact of maintaining higher liquidity on balance sheet
- 3) Figures adjusted excluding the impact of accelerated write-offs and additional COVID provisioning buffer of INR 103.4 Cr created for FY22
- 4) 0.73% (INR 75.5 Cr) restructured assets (99.5% < 30 dpd), continue to be accounted under Stage 3 Assets
- 5) Figures adjusted excluding the impact of accelerated write-offs

# FY21: CAGL Standalone Performance Highlights

**GLP: INR 11,341 Cr**  
(+14.6% YoY)

**Proforma GLP<sup>5</sup>:**  
**INR 11,637**  
(+17.6% YoY)

**NIM**  
**10.8% / 11.7%<sup>1</sup> / 12.1%<sup>2</sup>**

**Weighted Avg. COB**  
**9.3%**

**Cost/Income Ratio**  
**34.8%**

**Opex/GLP Ratio**  
**4.5%**

**PPOP**  
**INR 841 Cr**  
(+21.9% YoY)

**PAT: INR 142 Cr**  
(-56.5% YoY)

**Adj. PAT: INR 265 Cr<sup>3</sup>**  
(-31.6% YoY)

**ROA/ Adj. ROA<sup>3</sup>**  
**1.2% / 2.2%**

**ROE/ Adj. ROE<sup>3</sup>**  
**4.6% / 8.6%**

**Capital Adequacy Ratio**  
**31.8%**

**Tier 1 Ratio**  
**30.5%**

**Total Equity**  
**INR 3,635 Cr**

**D/E Ratio**  
**2.4x**

**GNPA**  
(GL: 60+ dpd, RF: 90+ dpd)  
**4.38%<sup>4</sup>**

**Provisioning 5.00%**  
(incl. 1% additional  
COVID buffer)

**Accelerated Write-off**  
**INR 273 Cr**

**Branches 964**  
(+3.8% YoY)

**Employees 10,625**  
(-1.8% YoY)

**Active Borrowers**  
**28.71 Lakh (-1.2% YoY)**

**Proforma Borrowers<sup>5</sup>**  
**29.63 Lakh (+2.8% YoY)**

- 1) Figures adjusted excluding impact of interest income (on Stage 3 portfolio) de-recognition of INR 86.4 Cr in FY21
- 2) Figures adjusted excluding impact of interest income de-recognition and impact of maintaining higher liquidity on balance sheet
- 3) Figures adjusted excluding the impact of accelerated write-offs and additional COVID provisioning buffer of INR 103.4 Cr created for FY22
- 4) 0.73% (INR 75.5 Cr) restructured assets (99.5% < 30 dpd), continue to be accounted under Stage 3 Assets
- 5) Figures adjusted excluding the impact of accelerated write-offs



# Q4 & FY21: CAGL Standalone P&L Statement

Profit & Loss Statement (INR Cr)	Q4 FY21	Q4 FY20	YoY%	Q3 FY21	QoQ%	FY21	FY20	YoY%
Interest income	510.6	454.4	12.4%	413.0	23.6%	1,877.1	1,617.2	16.1%
- Interest on Loans <sup>1</sup>	504.3	452.0	11.6%	406.8	23.9%	1,858.2	1,611.1	15.3%
- Income from Securitisation	0.0	0.0	-	0.0	-	0.0	0.0	-
- Interest on Deposits with Banks and FIs	6.3	2.4	164.0%	6.1	2.6%	19.0	6.1	208.6%
Income from Direct Assignment	79.3	0.0	-	15.1	426.3%	112.9	41.3	173.1%
Finance Cost on Borrowings	186.0	167.0	11.4%	179.2	3.8%	740.1	571.0	29.6%
Cost on Financial Liability towards Securitisation	0.0	0.0	-	0.0	-	0.0	0.0	-
<b>Net Interest Income</b>	<b>403.8</b>	<b>287.4</b>	<b>40.5%</b>	<b>248.9</b>	<b>62.3%</b>	<b>1,249.9</b>	<b>1,087.5</b>	<b>14.9%</b>
Non-interest Income & Other Income	19.0	6.7	185.9%	12.1	57.3%	41.1	25.8	59.2%
<b>Total Net Income</b>	<b>422.9</b>	<b>294.0</b>	<b>43.7%</b>	<b>261.0</b>	<b>62.0%</b>	<b>1,291.1</b>	<b>1,113.4</b>	<b>16.0%</b>
Employee Expenses	76.2	68.2	11.8%	74.2	2.8%	299.6	259.6	15.4%
Other Expenses	40.5	35.1	15.5%	34.5	17.3%	126.8	129.0	-1.6%
CAGL-MMFL Merger - Transaction Costs	0.0	15.2	-	0.0	-	0.0	15.2	-
Depreciation, Amortisation & Impairment	6.6	5.1	29.4%	5.3	23.8%	23.4	19.6	19.3%
<b>Pre-Provision Operating Profit</b>	<b>299.6</b>	<b>170.5</b>	<b>75.7%</b>	<b>147.0</b>	<b>103.8%</b>	<b>841.2</b>	<b>689.9</b>	<b>21.9%</b>
Impairment of Financial Instruments	96.8	57.8	67.4%	242.4	-60.1%	543.5	156.1	248.1%
Additional COVID Provisions for next FY	103.4	82.9	24.8%	0.0	-	103.4	82.9	24.8%
<b>Profit Before Tax</b>	<b>99.4</b>	<b>29.8</b>	<b>233.1%</b>	<b>-95.4</b>	<b>204.1%</b>	<b>194.3</b>	<b>450.9</b>	<b>-56.9%</b>
Total Tax Expense	27.1	7.0	285.4%	-23.8	213.9%	51.9	123.4	-57.9%
<b>Profit After Tax</b>	<b>72.3</b>	<b>22.8</b>	<b>217.0%</b>	<b>-71.6</b>	<b>200.9%</b>	<b>142.4</b>	<b>327.5</b>	<b>-56.5%</b>
<b>Adjusted Profit After Tax <sup>2</sup></b>	<b>194.3</b>	<b>86.1</b>	<b>125.5%</b>	<b>-71.6</b>	<b>306.0%</b>	<b>265.3</b>	<b>387.7</b>	<b>-31.6%</b>
Key Ratios	Q4 FY21	Q4 FY20		Q3 FY21		FY21	FY20	
Portfolio Yield	18.6%	19.6%		16.3%		18.6%	19.4%	
Cost of Borrowings	8.9%	9.6%		9.3%		9.3%	10.0%	
NIM	11.3%	12.1%		8.7%		10.8%	12.2%	
Cost/Income Ratio	29.2%	36.8%		43.7%		34.8%	36.7%	
Opex/GLP Ratio	4.6%	4.6%		4.7%		4.5%	4.9%	

1) Interest income (on Stage 3 portfolio) de-recognized was INR 16.0 Cr in Q4 FY21 and INR 86.4 Cr in FY21

2) Figures adjusted excluding the impact of accelerated write-offs and additional COVID provisioning buffer (Q4 FY21: INR 103.4 Cr, Q4 FY20: INR 82.9 Cr) created for next financial year

# Q4 & FY21: CAGL Standalone Balance Sheet

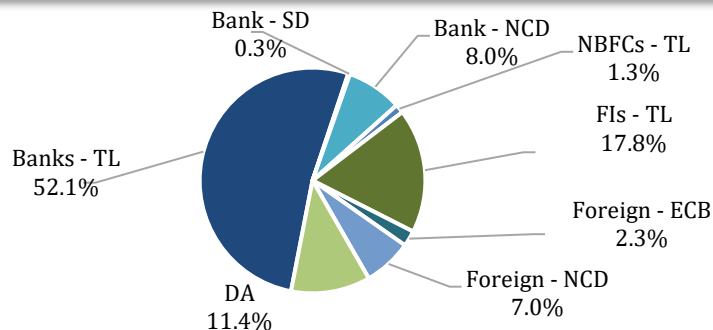
Balance Sheet (INR Cr)	Q4 FY21	Q4 FY20	YoY%	Q3 FY21	QoQ%	FY21	FY20
Cash & Other Bank Balances	1,946.0	580.4	235.3%	1,322.6	47.1%	1,946.0	580.4
Loans							
- Balance sheet assets (Net of Impairment Loss Allowance)	9,717.8	9,172.6	5.9%	9,273.7	4.8%	9,717.8	9,172.6
- Securitised assets	0.0	0.0	-	0.0	-	0.0	0.0
Property, plant and equipment	18.4	24.2	-24.0%	19.2	-4.5%	18.4	24.2
Intangible assets	16.4	12.3	32.6%	16.1	1.5%	16.4	12.3
Right to use assets	66.7	52.9	25.9%	58.1	14.7%	66.7	52.9
Other Financial & Non-Financial Assets	268.9	157.9	70.3%	238.2	12.8%	268.9	157.9
Investment in MMFL	662.7	661.2	-	662.9	0.0%	662.7	661.2
<b>Total Assets</b>	<b>12,696.8</b>	<b>10,661.7</b>	<b>19.1%</b>	<b>11,590.9</b>	<b>9.5%</b>	<b>12,696.8</b>	<b>10,661.7</b>
Debt Securities	1,506.0	638.2	136.0%	1,336.7	12.7%	1,506.0	638.2
Borrowings (other than debt securities)	7,249.7	7,159.4	1.3%	6,464.4	12.1%	7,249.7	7,159.4
Subordinated Liabilities	25.0	25.0	0.0%	25.0	0.0%	25.0	25.0
Financial liability towards Portfolio securitised	0.0	0.0	-	0.0	-	0.0	0.0
Lease liabilities	74.4	60.1	23.7%	64.7	15.0%	74.4	60.1
Other Financial & Non-financial Liabilities	206.9	109.9	88.2%	175.8	17.7%	206.9	109.9
<b>Total Equity</b>	<b>3,634.8</b>	<b>2,669.1</b>	<b>36.2%</b>	<b>3,524.3</b>	<b>3.1%</b>	<b>3,634.8</b>	<b>2,669.1</b>
<b>Total Liabilities and Equity</b>	<b>12,696.8</b>	<b>10,661.7</b>	<b>19.1%</b>	<b>11,590.9</b>	<b>9.5%</b>	<b>12,696.8</b>	<b>10,661.7</b>
Key Ratios	Q4 FY21	Q4 FY20		Q3 FY21		FY21	FY20
ROA / Adj. ROA <sup>1</sup>	2.2% / 6.0%	0.9% / 3.3%		-2.5%		1.2% / 2.2%	3.6% / 4.2%
D/E	2.4	2.9		2.2		2.4	2.9
ROE / Adj. ROE <sup>1</sup>	8.1% / 21.7%	3.4% / 12.9%		-9.0%		4.6% / 8.6%	12.9% / 15.2%
GNPA (GL: 60+ dpd, RF: 90+ dpd)	4.38%	1.49%		6.84%		4.38%	1.49%
Provisioning <sup>2</sup>	5.00%	2.78%		5.94%		5.00%	2.78%

1) Figures adjusted excluding the impact of accelerated write-offs and additional COVID provisioning buffer (Q4 FY21: INR 103.4 Cr, Q4 FY20: INR 82.9 Cr) created for next financial year

2) Provisioning including management overlay

# Q4 FY21: Well-Diversified Liability Mix

## Liability Mix - Institution / Instrument Wise (%)

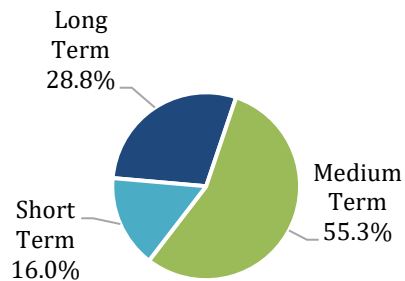


Note: O/S Direct Assignment (Sold Portion) - INR 1,118.9 Cr

## Focus on dynamic liability management

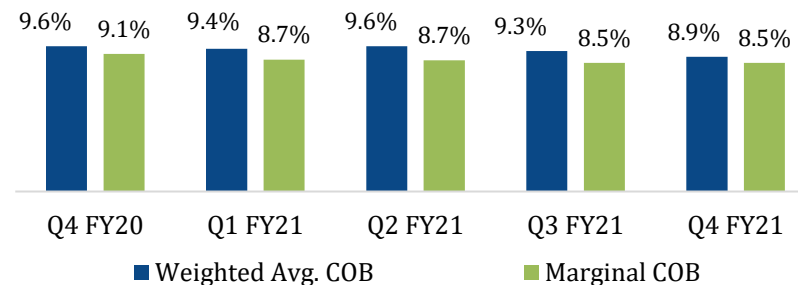
- Focus on long-term funding with a mix of domestic & foreign sources
- Target to meet funding requirement through foreign/longer term sources over medium term
- Diverse lenders' base:
  - 36 Commercial Banks, 3 Financial Institutions, 9 Foreign Institutional Investors, 2 NBFCs
- Strong parentage of CreditAccess India providing access to diverse global lender base

## Liability Mix - Tenure Wise (%)



	Source	% Mix
Short Term <= 1 year	Domestic	14.2%
	Foreign	1.8%
Medium Term > 1 year, <= 3 years	Domestic	49.8%
	Foreign	5.5%
Long Term > 3 years	Domestic	23.8%
	Foreign	5.0%

## Cost of Borrowing (%)



# Q4 FY21: Stable Liquidity / ALM Position Backed by Continued Support from Lenders

Static Liquidity / ALM Position Particulars (INR Cr)	For the month			For Financial Year	
	Apr-21	May-21	Jun-21	FY22	FY23
Opening Cash & Equivalents (A)	1,937.8	2,103.6	2,308.9	2,367.1	3,253.0
Loan recovery [Principal] (B)	614.8	585.3	600.1	6,509.4	3,405.1
<b>Total Inflow (C=A+B)</b>	<b>2,552.6</b>	<b>2,688.9</b>	<b>2,909.0</b>	<b>8,876.5</b>	<b>6,658.1</b>
Borrowing Repayment [Principal]					
Term loans and Others (D)	363.6	283.7	409.0	4,154.7	2,130.8
NCDs ( E )	0.0	0.0	44.6	491.0	593.0
Securitisation and DA (F)	85.4	96.3	88.3	977.8	394.0
<b>Total Outflow G=(D+E+F)</b>	<b>449.0</b>	<b>380.0</b>	<b>541.8</b>	<b>5,623.5</b>	<b>3,117.8</b>
Closing Cash & equivalents (H= C-G)	2,103.6	2,308.9	2,367.1	3,253.0	3,540.3
<b>Static Liquidity (B-G)</b>	<b>165.8</b>	<b>205.3</b>	<b>58.2</b>	<b>885.9</b>	<b>287.3</b>

Debt Drawdowns (INR Cr)	Q4 FY21
FIs	220.0
Banks – TL	1,869.0
Banks – DA	1,003.8
NCD	195.0
<b>Total</b>	<b>3,287.8</b>

Undrawn Sanctions as on 31<sup>st</sup> March 2021

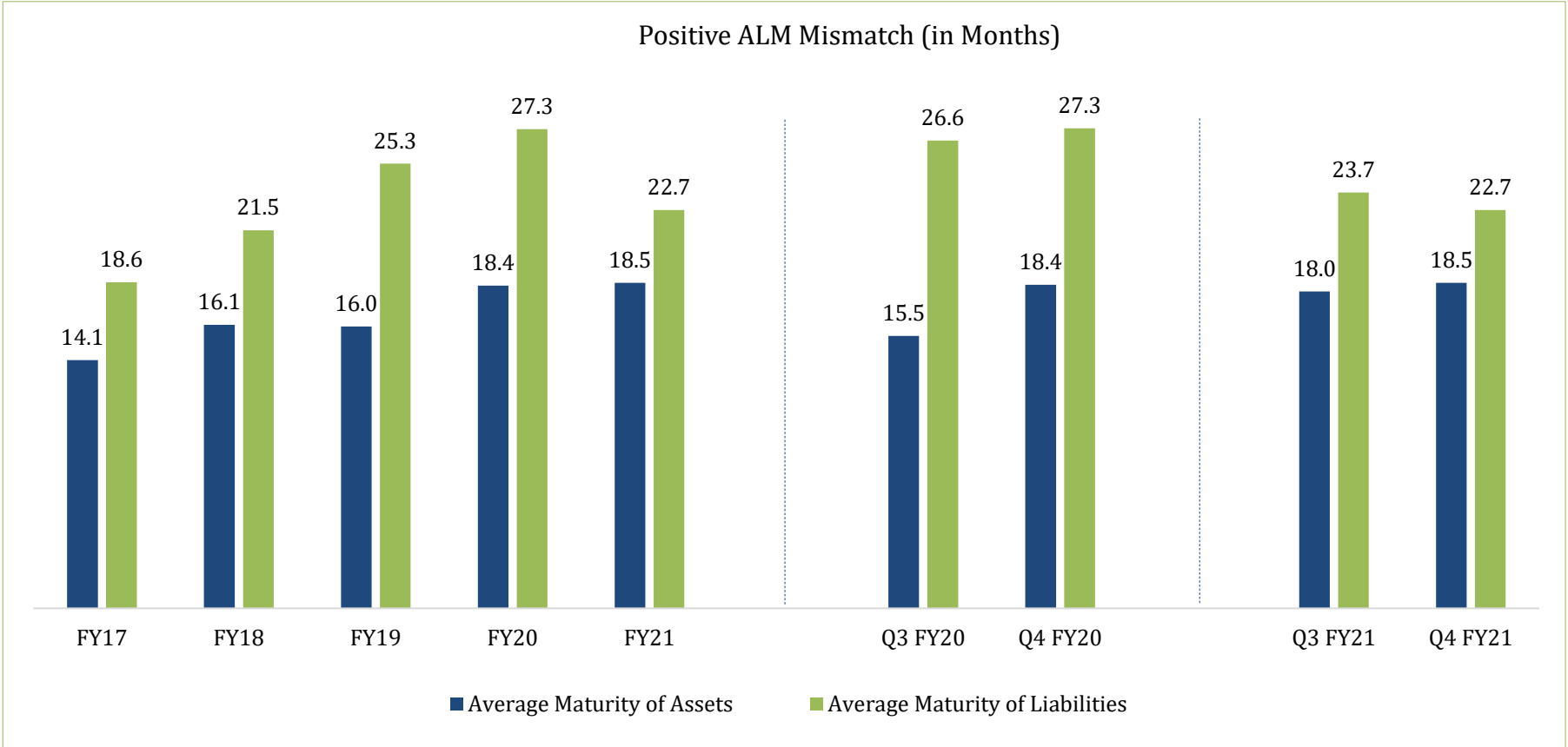
INR 2,384 Cr

Sanctions in pipeline as on 31<sup>st</sup> March 2021

INR 3,785 Cr



# Q4 FY21: Positive ALM Continues To Contribute Growth



# Q4 FY21: Stable Credit Ratings

Rating Instrument	Rating Agency	Q4 FY20 Rating/Grading	Q4 FY21 Rating/Grading
Bank facilities	CRISIL	-	A+ (Stable)
	ICRA	A+ (Stable)	A+ (Stable)
	Ind-Ra	-	A+ (Stable)
Non-convertible debentures	CRISIL	-	A+ (Stable)
	ICRA	A+ (Stable)	A+ (Stable)
	Ind-Ra	-	A+ (Stable)
	BWR	-	A+ (Positive)
Subordinated debt	ICRA	A+ (Stable)	A+ (Stable)
Commercial Paper	ICRA	A1+	A1+
Comprehensive Microfinance Grading(Institutional Grading/Code of Conduct Assessment (COCA))	CRISIL/SMERA	M1C1	M1C1
Social Rating	M-CRIL	Σα	Σα
Social Bond Framework	Sustainalytics	Certified	Certified

1) As per SIDBI guidelines, comprehensive Microfinance grading should be done by the same organization (CRISIL is our rating agency)

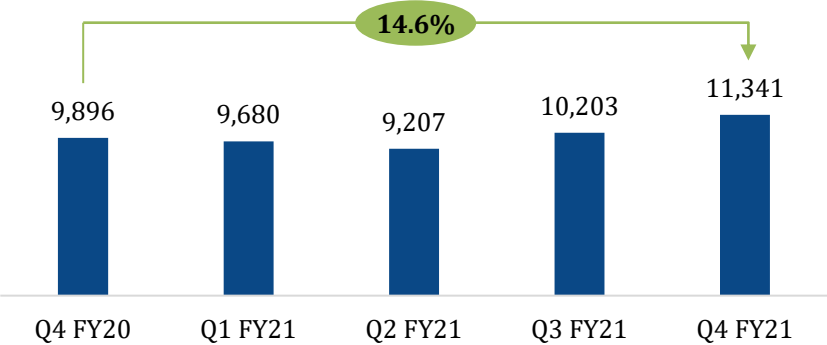
M1 - Microfinance Institutional Grading – Reflects CRISIL’s opinion on the ability of an MFI to conduct its operations in a scalable and sustainable manner

C1 - Social Rating – Expert opinion in the social performance of a financial institution , and likelihood that it meets social goals in line with accepted social values

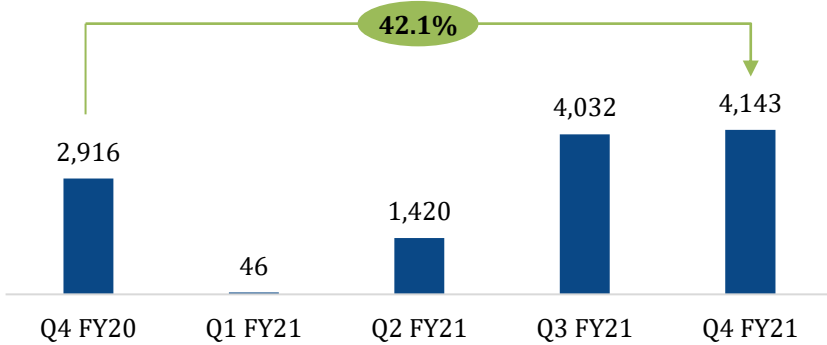
2) CAGL has developed the Social Bond Framework under which it intends to issue social bonds to global investors. CAGL had engaged Sustainalytics to review the Social Bond Framework, dated November 2019 and provide a second-party opinion on the Framework’s social credentials and its alignment with the Social Bond Principles 2018 (SBP). Sustainalytics is of the opinion that the CAGL’s Social Bond Framework is credible and impactful and aligns with the four core components of the SBP

# Q4 FY21: Robust Quarterly Performance Trend (1/2)

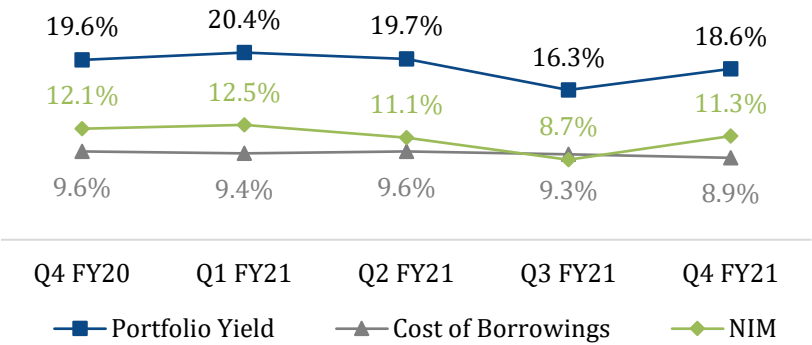
Gross Loan Portfolio (GLP) (INR Cr)



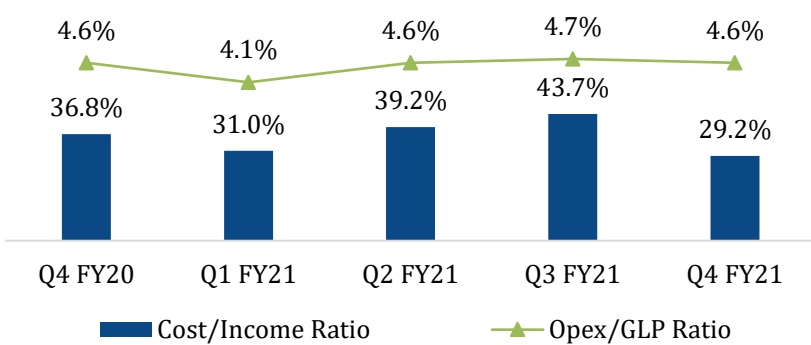
Disbursements (INR Cr)



Margin Analysis (%)

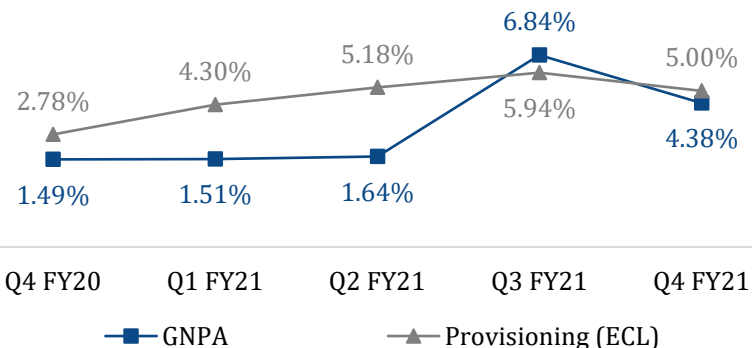


Operating Efficiency (%)

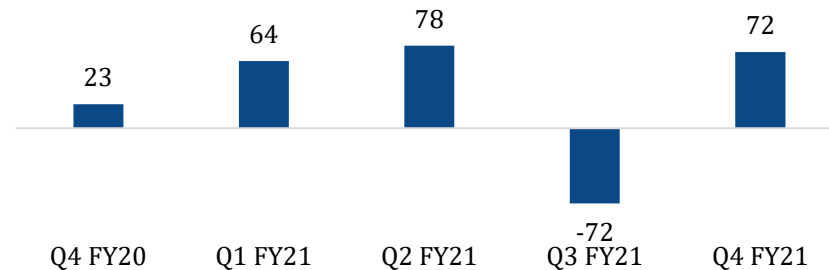


# Q4 FY21: Robust Quarterly Performance Trend (2/2)

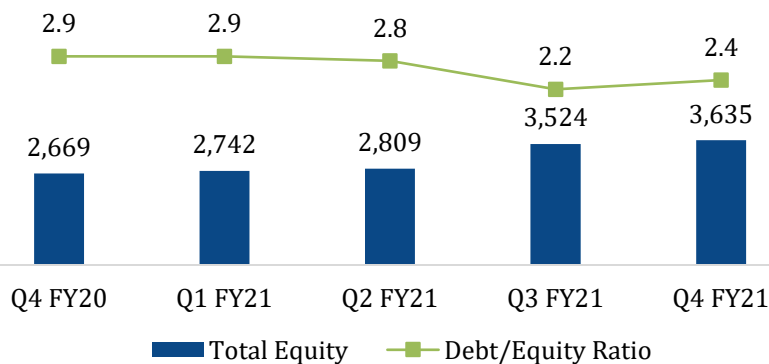
Asset Quality (%)



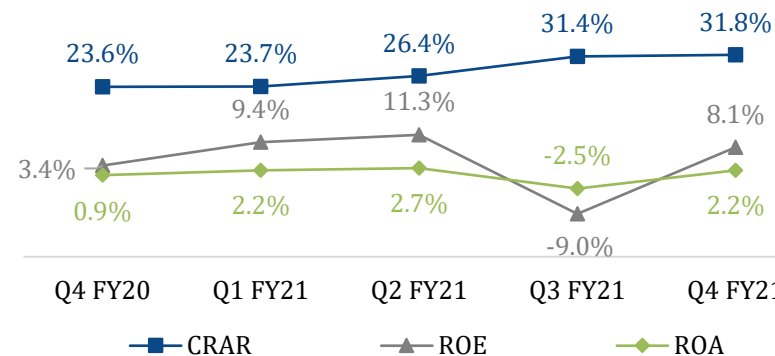
PAT (INR Cr)



Total Equity (INR Cr) & Debt/Equity Ratio



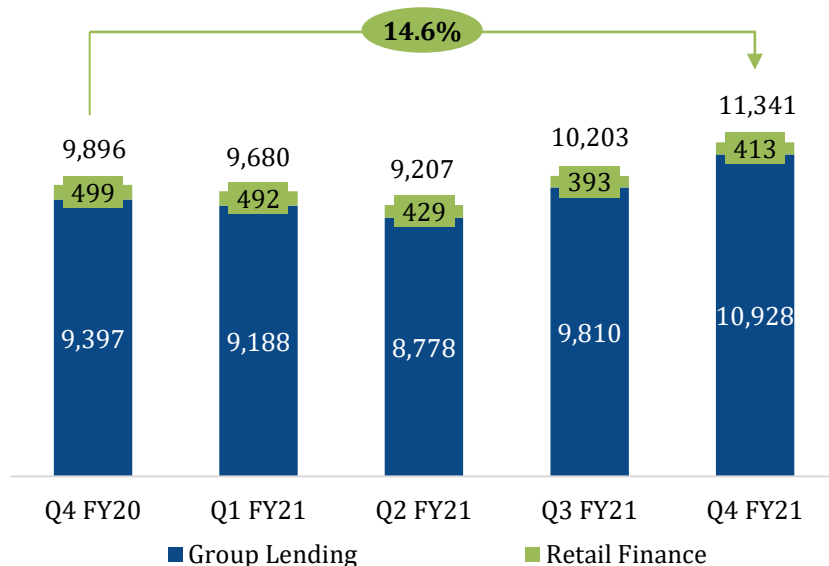
Return Ratios & Capital Adequacy (%)





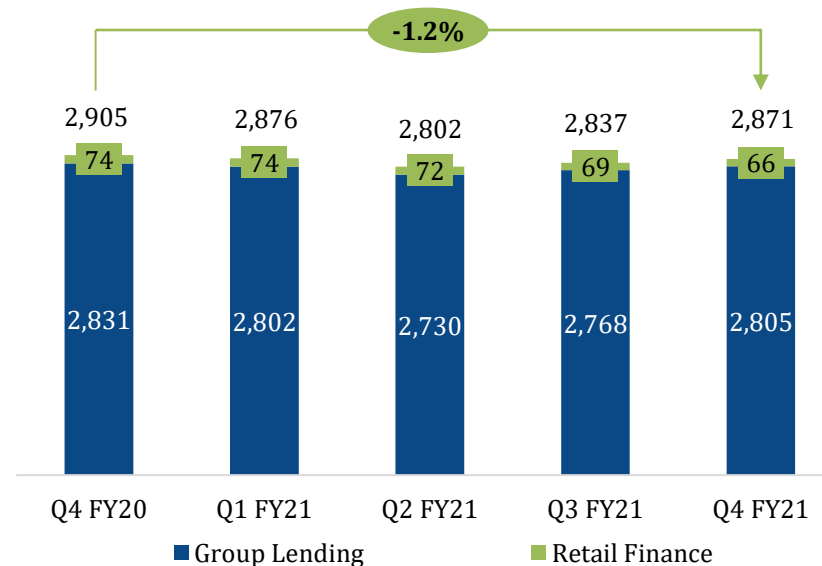
# Q4 FY21: Strong Business Traction With Rural Focus...

Gross Loan Portfolio (GLP) (INR Cr)



- Strong focus on non-urban geographies with 84% borrowers
- Group Lending (GL) 96.4%, Retail Finance (RF) 3.6%
- GL Loan Usage – Animal Husbandry 45.7%, Trading 26.6%, Partly Agri related 15.0%, Production 7.9%, Housing 1.6%, Others 3.2%

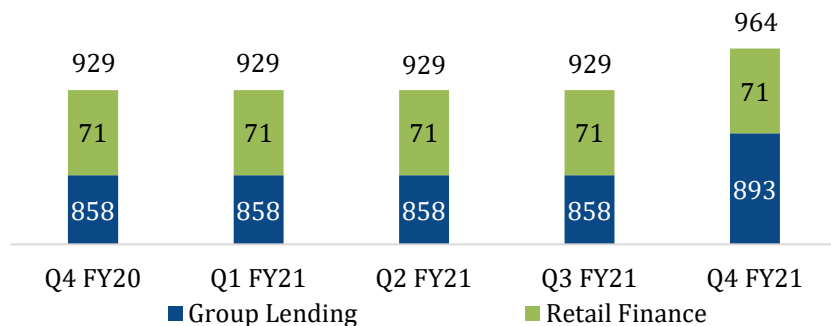
Borrowers ('000)



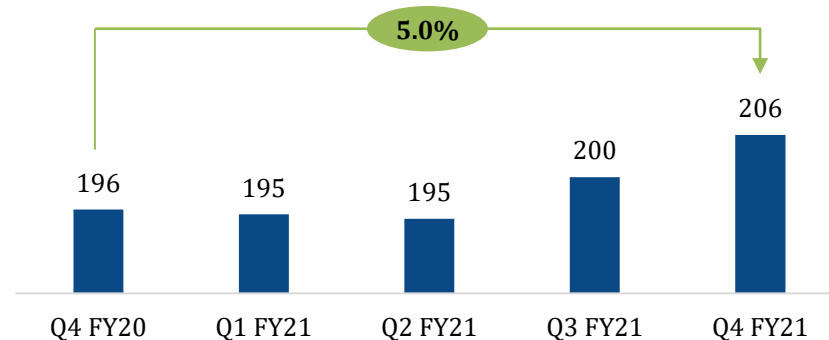
- 10.9 Lakh GL borrowers have completed 3 years, with strong client retention
- Collection frequency: GL (57.6% weekly, 39.6% bi-weekly, 2.7% monthly), RF (100% monthly)

# Q4 FY21: ...Backed by Consistent Growth In Infrastructure

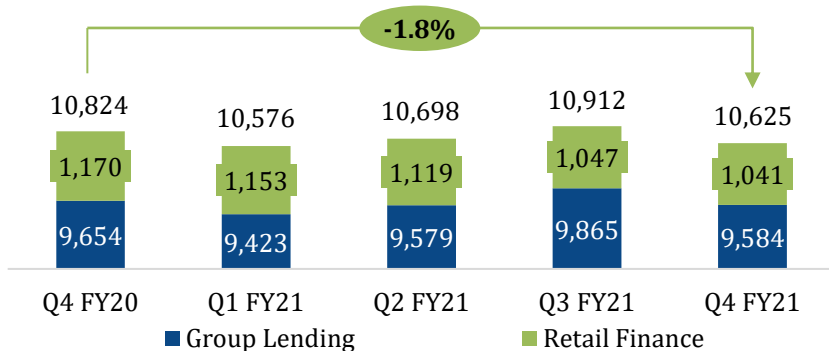
## Branches



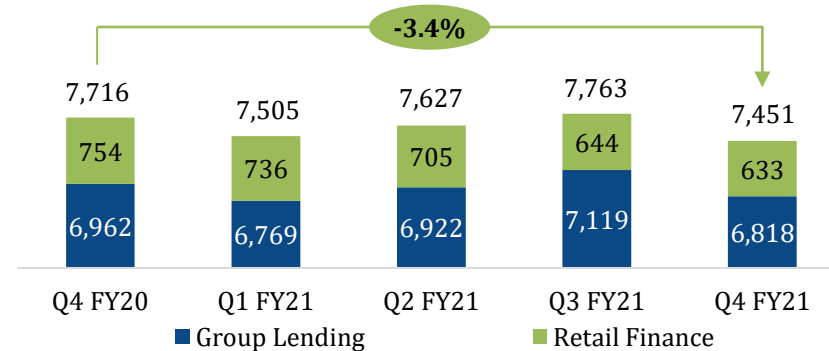
## Kendras (Group Lending) ('000)



## Employees

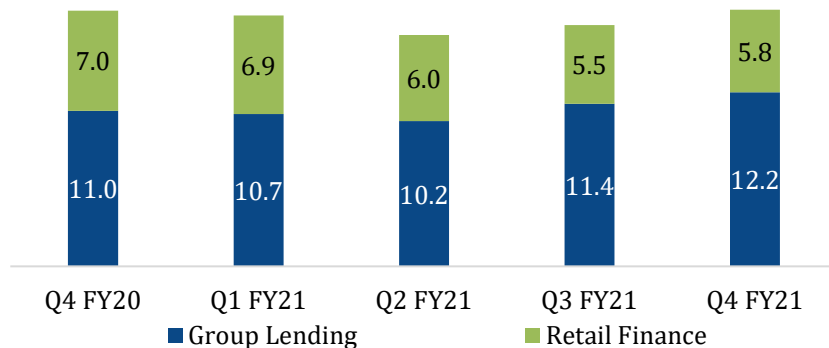


## Loan Officers

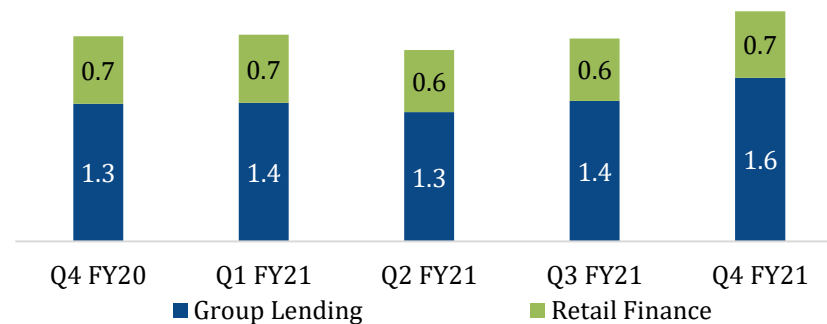


# Q4 FY21: ...Along With Sustainable Productivity

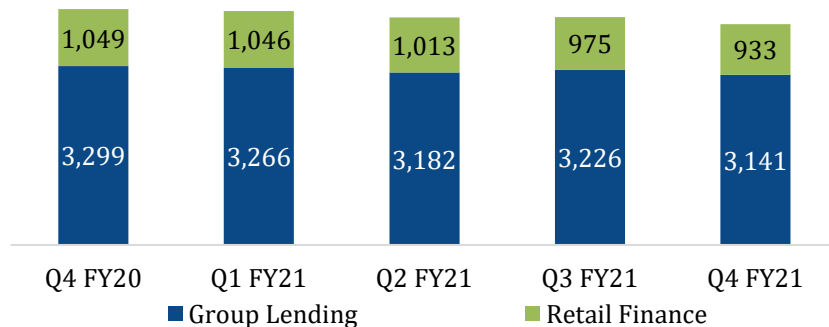
GLP / Branch (INR Cr)



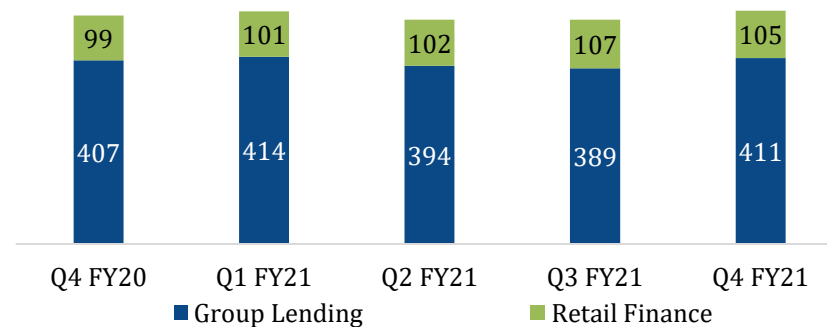
GLP / Loan Officer (INR Cr)



Borrowers / Branch



Borrowers / Loan Officer



# Q4 FY21: ...Product Range To Meet Diverse Customer Needs

GLP - Product Mix	Q4 FY20		Q1 FY21		Q2 FY21		Q3 FY21		Q4 FY21	
	(INR Cr)	% of Total	(INR Cr)	% of Total	(INR Cr)	% of Total	(INR Cr)	% of Total	(INR Cr)	% of Total
IGL	8,447	85%	8,278	86%	8,096	88%	9,381	92%	10,593	93%
Family Welfare	168	2%	146	2%	67	1%	35	0%	23	0%
Home Improvement	770	8%	753	8%	608	7%	388	4%	311	3%
Emergency	13	0%	11	0%	7	0%	5	0%	2	0%
Retail Finance	499	5%	492	5%	429	5%	393	4%	413	4%
<b>Total</b>	<b>9,896</b>	<b>100%</b>	<b>9,680</b>	<b>100%</b>	<b>9,207</b>	<b>100%</b>	<b>10,203</b>	<b>100%</b>	<b>10,203</b>	<b>100%</b>

GLP - Avg. O/S Per Loan (INR '000)	Q4 FY20	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY21
IGL	22.2	21.9	21.7	25.7	28.9
Family Welfare	3.0	2.7	2.2	2.6	2.6
Home Improvement	8.8	8.8	8.2	8.0	8.6
Emergency	0.6	0.6	0.6	0.5	0.6
Retail Finance	66.5	65.8	59.0	54.3	59.5
<b>Total</b>	<b>17.9</b>	<b>17.8</b>	<b>18.6</b>	<b>23.0</b>	<b>26.9</b>

GLP - Avg. O/S Per Borrower (INR '000)	Q4 FY20	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY21
Group Lending	33.2	32.8	32.2	35.4	38.9
Retail Finance	67.0	66.3	59.7	56.8	62.3



# Q4 FY21: District Wise Exposure Trend

Portfolio Exposure of Districts (% of Portfolio)	Q4 FY20		Q1 FY21		Q2 FY21		Q3 FY21		Q4 FY21	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	179	78%	179	78%	179	78%	181	78%	195	79%
0.5% - 1%	19	8%	19	8%	19	8%	17	7%	22	9%
1% - 2%	22	10%	22	10%	23	10%	24	10%	21	9%
2% - 4%	9	4%	9	4%	8	3%	8	3%	9	4%
> 4%	1	0%	1	0%	1	0%	1	0%	0	0%
Total	230	100%	230	100%	230	100%	231	100%	247	100%

Borrowers Exposure of Districts (% of Borrowers)	Q4 FY20		Q1 FY21		Q2 FY21		Q3 FY21		Q4 FY21	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	175	76%	175	76%	177	77%	177	77%	192	78%
0.5% - 1%	22	10%	22	10%	20	9%	21	9%	24	10%
1% - 2%	26	11%	26	11%	26	11%	27	12%	25	10%
2% - 4%	7	3%	7	3%	7	3%	6	3%	6	2%
> 4%	-	0%	-	0%	-	0%	-	0%	-	0%
Total	230	100%	230	100%	230	100%	231	100%	247	100%

District in terms of GLP	Q4 FY20		Q1 FY21		Q2 FY21		Q3 FY21		Q4 FY21	
	% of Total GLP	Contribution to QoQ Growth %	% of Total GLP	Contribution to QoQ Growth %	% of Total GLP	Contribution to QoQ Growth %	% of Total GLP	Contribution to QoQ Growth %	% of Total GLP	Contribution to QoQ Growth %
Top 1	4%	2%	4%	-5%	4%	-8%	4%	3%	4%	3%
Top 3	12%	7%	11%	-13%	11%	-17%	11%	9%	11%	9%
Top 5	17%	11%	17%	-19%	17%	-19%	17%	14%	16%	14%
Top 10	29%	20%	29%	-29%	29%	-31%	28%	23%	27%	20%
Other	71%	80%	71%	-71%	71%	-69%	72%	77%	73%	80%

Key Business Updates

Consolidated Results Overview

CAGL: Financial & Operational Metrics

**MMFL: Financial & Operational Metrics**

Investment Rationale

Annexure



# Q4 FY21: MMFL Performance Highlights

**GLP**  
INR 2,246 Cr  
(+7.0% YoY)

**NIM**  
8.3%/ 9.0%<sup>1</sup>/ 10.1%<sup>2</sup>  
**Weighted Avg. COB**  
10.7%

**Cost/Income Ratio**  
50.4%  
**Opex/GLP Ratio**  
6.1%

**PPOP**  
INR 33 Cr  
(-28.3%)

**PAT: INR -14 Cr**  
(-154.1% YoY)

**Adj. PAT: INR -7 Cr<sup>3</sup>**  
(-119.0% YoY)

**ROA/ Adj. ROA<sup>3</sup>**  
-2.1%/ -1.1%

**ROE/ Adj. ROE<sup>3</sup>**  
-13.3%/ -6.7%

**Capital Adequacy Ratio**  
20.9%

**Tier 1 Ratio**  
17.7%

**Total Equity**  
INR 401 Cr

**D/E Ratio**  
5.3x

**GNPA (90+ dpd)**  
4.70%

**Provisioning**  
5.07%  
(incl. 0.4% additional  
COVID buffer)

**Branches 460**  
(-0.9% YoY)  
**Employees 3,774**  
(+2.8% YoY)

**Active Borrowers**  
10.98 Lakh  
(-9.7%)

- 1) Figures adjusted excluding impact of interest income (on Stage 3 portfolio) de-recognition of INR 3.9 Cr in Q4 FY21
- 2) Figures adjusted excluding impact of interest income de-recognition and impact of maintaining higher liquidity on balance sheet
- 3) Figures adjusted excluding the impact of additional COVID provisioning buffer of INR 8.8 Cr created for FY22

# FY21: MMFL Performance Highlights

**GLP**  
INR 2,246 Cr  
(+7.0% YoY)

**NIM**  
10.2%/ 10.8%<sup>1</sup>/ 11.3%<sup>2</sup>  
**Weighted Avg. COB**  
10.9%

**Cost/Income Ratio**  
49.0%  
**Opex/GLP Ratio**  
5.7%

**PPOP**  
INR 125 Cr  
(-23.6%)

**PAT: INR -0.2 Cr**  
(-100.2% YoY)  
**Adj. PAT: INR 6 Cr<sup>3</sup>**  
(-92.7% YoY)

**ROA/ Adj. ROA<sup>3</sup>**  
-0.01%/ 0.3%  
**ROE/ Adj. ROE<sup>3</sup>**  
-0.05%/ 1.6%

**Capital Adequacy Ratio**  
20.9%  
**Tier 1 Ratio**  
17.7%

**Total Equity**  
INR 401 Cr  
**D/E Ratio**  
5.3x

**GNPA (90+ dpd)**  
4.70%

**Provisioning**  
5.07%  
(incl. 0.4% additional  
COVID buffer)

**Branches 460**  
(-0.9% YoY)  
**Employees 3,774**  
(+2.8% YoY)

**Active Borrowers**  
10.98 Lakh<sup>4</sup>  
(-9.7%)

- 1) Figures adjusted excluding impact of interest income (on Stage 3 portfolio) de-recognition of INR 12.4 Cr in Q4 FY21
- 2) Figures adjusted excluding impact of interest income de-recognition and impact of maintaining higher liquidity on balance sheet
- 3) Figures adjusted excluding the impact of additional COVID provisioning buffer of INR 8.8 Cr created for FY22
- 4) 1,00,093 customers were written-off in FY21

# Q4 & FY21: MMFL P&L Statement

Profit & Loss Statement (INR Cr)	Q4 FY21	Q4 FY20	YoY%	Q3 FY21	QoQ%	FY21	FY20	YoY%
Interest income	101.4	118.0	-14.1%	100.3	1.1%	412.6	454.9	-9.3%
- Interest on Loans <sup>1</sup>	97.9	108.0	-9.4%	96.4	1.6%	393.0	422.3	-6.9%
- Income from Securitisation	1.0	8.8	-88.7%	2.2	-54.8%	13.0	27.6	-53.0%
- Interest on Deposits with Banks and FIs	2.5	1.2	106.1%	1.7	49.2%	6.7	5.0	32.9%
Income from Direct Assignment	9.7	6.2	57.1%	0.0	-	9.7	10.4	-6.6%
Cost on Borrowings	51.8	48.2	7.4%	44.1	17.4%	185.9	185.5	0.2%
Cost on Financial Liability towards Securitisation	0.4	1.9	-78.2%	0.9	-54.8%	4.4	10.0	-55.9%
<b>Net Interest Income</b>	<b>58.9</b>	<b>74.1</b>	<b>-20.5%</b>	<b>55.2</b>	<b>6.6%</b>	<b>232.0</b>	<b>269.8</b>	<b>-14.0%</b>
Non-interest Income & Other Income	6.8	2.7	156.0%	2.6	158.5%	13.0	10.6	22.5%
<b>Total Net Income</b>	<b>65.7</b>	<b>76.8</b>	<b>-14.4%</b>	<b>57.9</b>	<b>13.5%</b>	<b>245.0</b>	<b>280.4</b>	<b>-12.6%</b>
Employee Expenses	19.4	19.3	0.7%	20.8	-6.4%	80.4	67.4	19.3%
Other Expenses	12.7	10.5	21.1%	8.6	47.9%	35.3	38.3	-7.7%
CAGL-MMFL Merger - Transaction Costs	0.0	0.2	-	0.0	-	0.0	6.1	-
Depreciation, Amortisation & Impairment	1.0	1.3	-25.9%	1.1	-6.6%	4.3	5.1	-16.5%
<b>Pre-Provision Operating Profit</b>	<b>32.6</b>	<b>45.5</b>	<b>-28.3%</b>	<b>27.5</b>	<b>18.7%</b>	<b>125.0</b>	<b>163.6</b>	<b>-23.6%</b>
Impairment of Financial Instruments	41.4	12.6	298.5%	33.3	50.9%	124.5	47.3	112.0%
Additional COVID-19 Provisions for next FY	8.8	9.9	-	0.0	-	0.0	9.9	-
<b>Profit Before Tax</b>	<b>-17.6</b>	<b>23.0</b>	<b>-176.7%</b>	<b>-5.8</b>	<b>-202.4%</b>	<b>0.5</b>	<b>106.4</b>	<b>-99.5%</b>
Total Tax Expense	-4.0	-2.1	88.2%	-1.5	-177.2%	0.7	26.7	-97.3%
<b>Profit After Tax</b>	<b>-13.6</b>	<b>25.1</b>	<b>-154.1%</b>	<b>-4.4</b>	<b>-210.8%</b>	<b>-0.2</b>	<b>79.7</b>	<b>-100.2%</b>
<b>Adj. Profit After Tax <sup>2</sup></b>	<b>-6.8</b>	<b>35.9</b>	<b>-119.0%</b>	<b>-4.4</b>	<b>-55.8%</b>	<b>6.4</b>	<b>87.1</b>	<b>-92.7%</b>
Key Ratios	Q4 FY21	Q4 FY20		Q3 FY21		FY21	FY20	
Portfolio Yield	18.4%	22.3%		19.4%		19.8%	21.9%	
Cost of Borrowings	10.7%	11.7%		10.8%		10.9%	11.6%	
NIM	8.3%	12.4%		10.2%		10.2%	11.9%	
Cost/Income Ratio	50.4%	40.6%		52.6%		49.0%	39.5%	
Opex/GLP Ratio	6.1%	5.9%		5.9%		5.7%	5.5%	

1) Interest income (on Stage 3 portfolio) de-recognized was INR 3.9 Cr in Q4 FY21 and INR 12.4 Cr in FY21

2) Figures adjusted excluding the impact of additional COVID provisioning buffer (Q4 FY21: INR 8.8 Cr, Q4 FY20: INR 9.9 Cr) created for next financial year



# Q4 & FY21: MMFL Balance Sheet

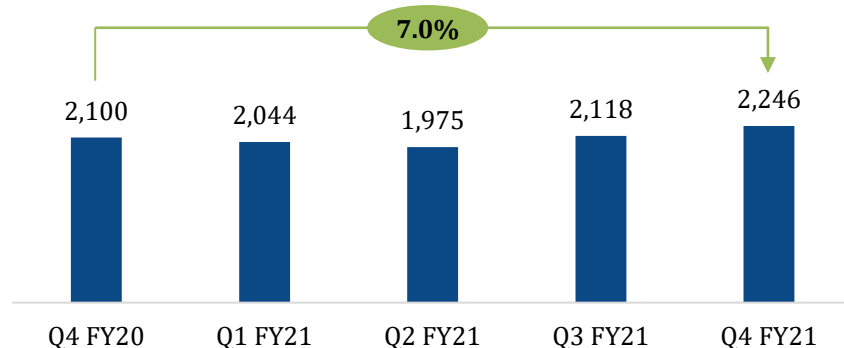
Balance Sheet (INR Cr)	Q4 FY21	Q4 FY20	YoY%	Q3 FY21	QoQ%	FY21	FY20
Cash & Other Bank Balances	538.4	137.2	292.5%	264.3	103.7%	538.4	137.2
Investment in Mutual Funds	0.0	45.0	-	0.0	-	0.0	45.0
Loans							
- Balance sheet assets (Net of Impairment Loss Allowance)	1,989.5	1,832.0	8.6%	1,947.7	2.2%	1,989.5	1,832.0
- Securitised assets	13.1	94.6	-86.1%	32.2	-59.2%	13.1	94.6
Property, plant and equipment	5.8	7.5	-22.9%	5.6	2.7%	5.8	7.5
Intangible assets	1.9	0.9	117.8%	1.0	102.4%	1.9	0.9
Right to use assets	0.8	1.7	-49.8%	1.0	-18.8%	0.8	1.7
Other Financial & Non-Financial Assets	48.6	30.5	59.7%	39.8	22.2%	48.6	30.5
<b>Total Assets</b>	<b>2,598.3</b>	<b>2,149.3</b>	<b>20.9%</b>	<b>2,291.5</b>	<b>13.4%</b>	<b>2,598.3</b>	<b>2,149.3</b>
Debt Securities	168.9	137.3	23.0%	165.5	2.0%	168.9	137.3
Borrowings (other than debt securities)	1,902.9	1,417.6	34.2%	1,578.8	20.5%	1,902.9	1,417.6
Subordinated Liabilities	74.9	74.9	0.0%	80.5	-7.0%	74.9	74.9
Financial liability towards Portfolio securitised	9.2	80.8	-88.7%	23.5	-61.0%	9.2	80.8
Lease liabilities	1.0	1.8	-45.6%	1.2	-17.2%	1.0	1.8
Other Financial & Non-financial Liabilities	40.1	35.3	13.8%	27.2	47.8%	40.1	35.3
<b>Total Equity</b>	<b>401.4</b>	<b>401.6</b>	<b>-0.1%</b>	<b>414.9</b>	<b>-3.3%</b>	<b>401.4</b>	<b>401.6</b>
<b>Total Liabilities and Equity</b>	<b>2,598.3</b>	<b>2,149.3</b>	<b>20.9%</b>	<b>2,291.5</b>	<b>13.4%</b>	<b>2,598.3</b>	<b>2,149.3</b>
Key Ratios	Q4 FY21	Q4 FY20		Q4 FY21		FY21	FY20
ROA/ Adj. ROA <sup>1</sup>	-2.1%/ -1.1%	4.5%/ 6.4%		-0.8%		-0.01%/ 0.3%	3.6%/ 4.0%
D/E	5.3	4.1		4.4		5.3	4.1
ROE/ Adj. ROE <sup>1</sup>	-13.3%/ -6.7%	25.6%/ 36.6%		-4.2%		-0.05%/ 1.6%	21.9%/ 23.9%
GNPA (90+ dpd)	4.70%	1.60%		2.79%		4.70%	1.60%
Provisioning <sup>2</sup>	5.07%	2.35%		4.60%		5.07%	2.35%

1) Figures adjusted excluding the impact of additional COVID provisioning buffer (Q4 FY21: INR 8.8 Cr, Q4 FY20: INR 9.9 Cr) created for next financial year

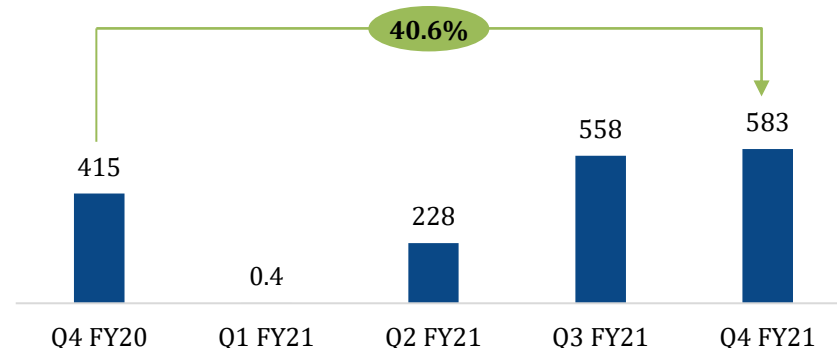
2) Provisioning including management overlay

# Q4 FY21: Quarterly Performance Trend (1/4)

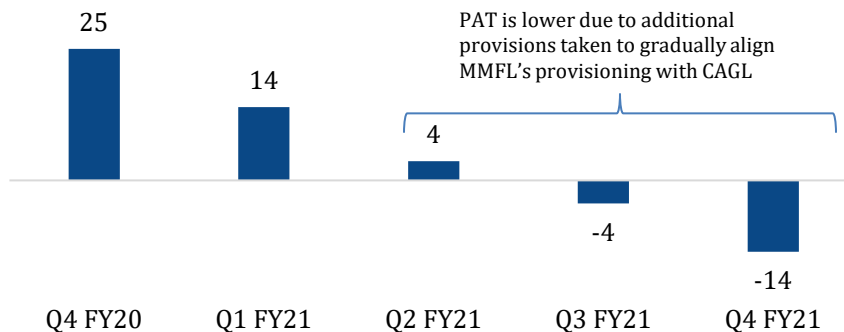
Gross Loan Portfolio (GLP) (INR Cr)



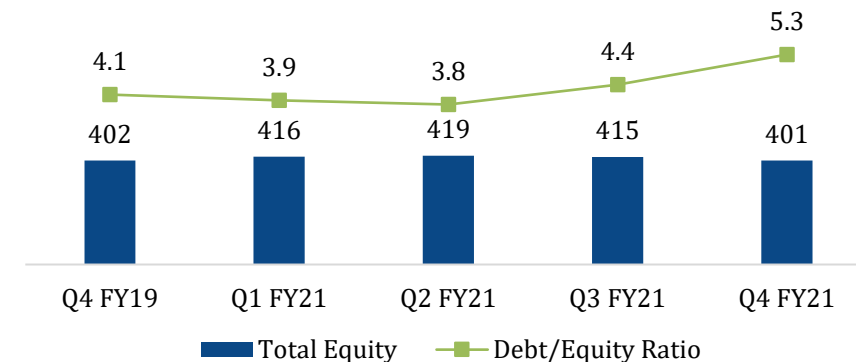
Disbursements (INR Cr)



PAT (INR Cr)

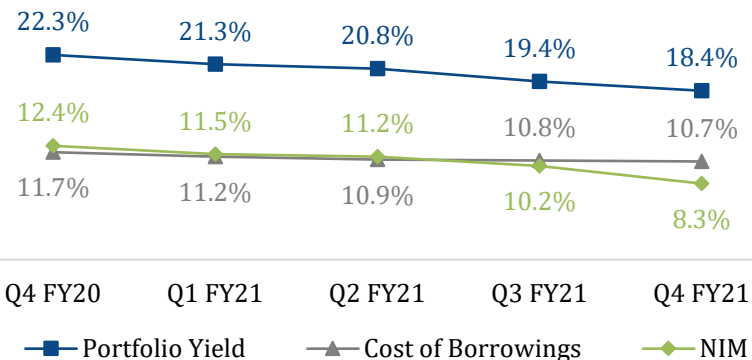


Total Equity (INR Cr) & Debt/Equity Ratio

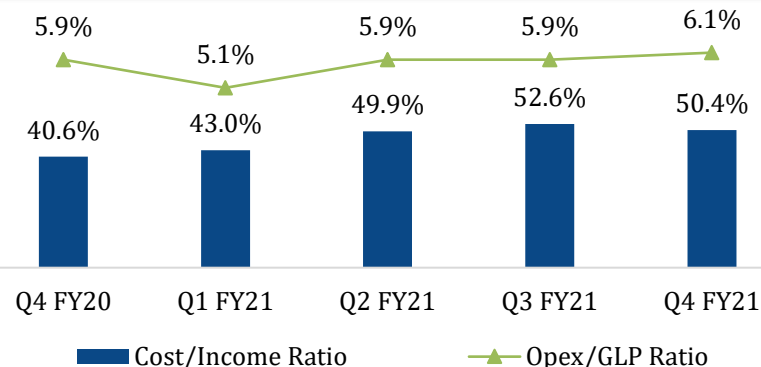


# Q4 FY21: Quarterly Performance Trend (2/4)

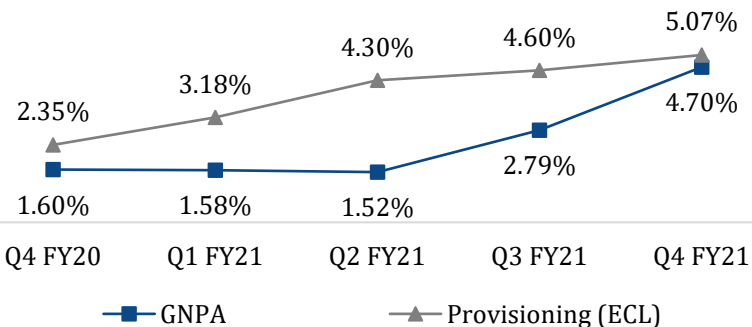
Margin Analysis (%)



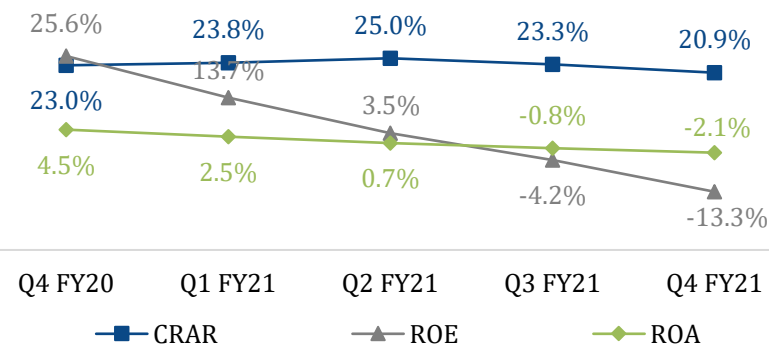
Operating Efficiency (%)



Asset Quality (%)

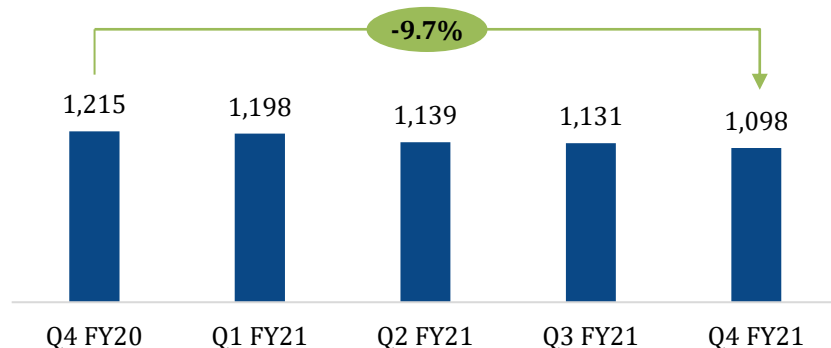


Return Ratios & Capital Adequacy (%)

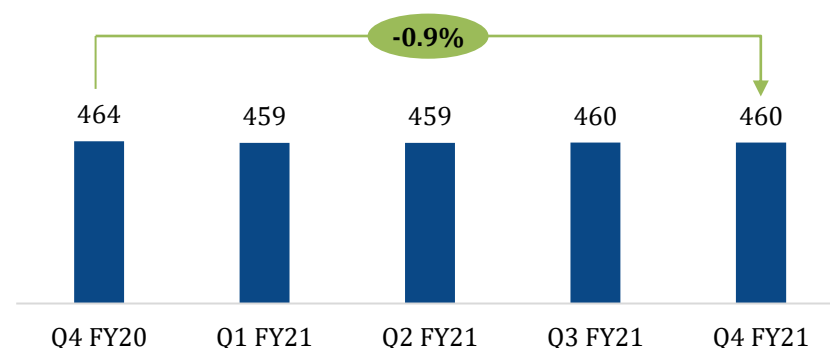


# Q4 FY21: Quarterly Performance Trend (3/4)

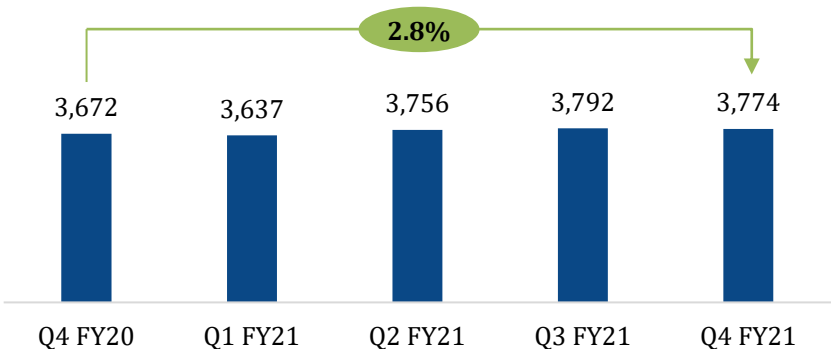
Borrowers ('000)



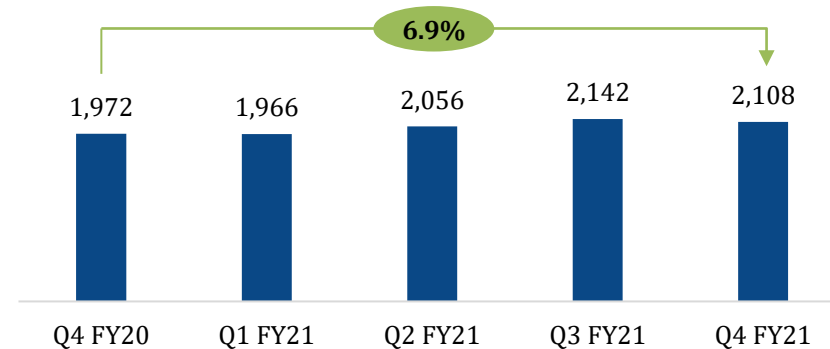
Branches



Employees

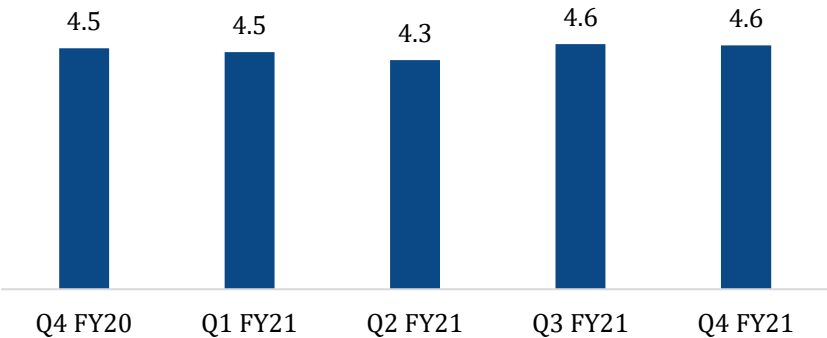


Loan Officers

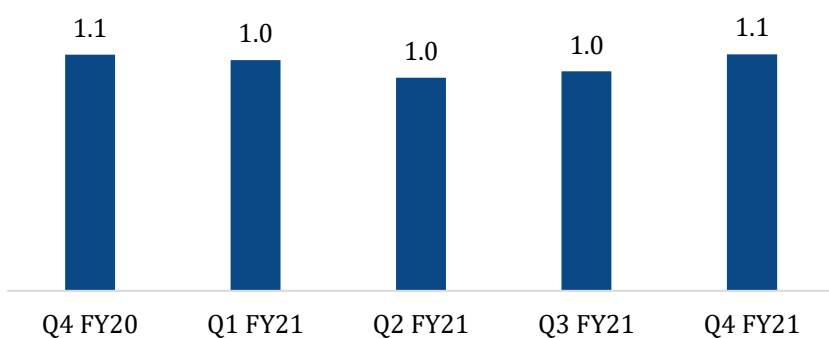


# Q4 FY21: Quarterly Performance Trend (4/4)

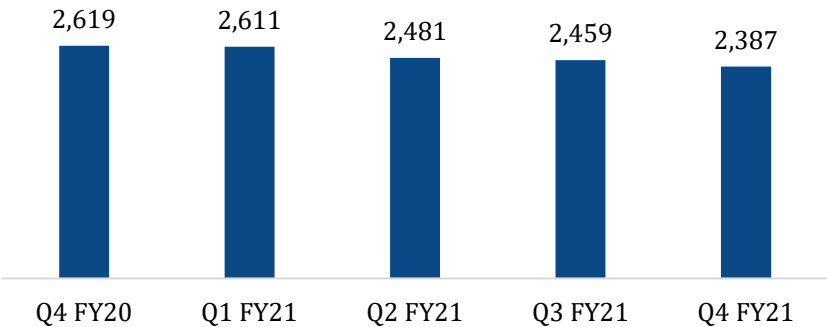
GLP / Branch (INR Cr)



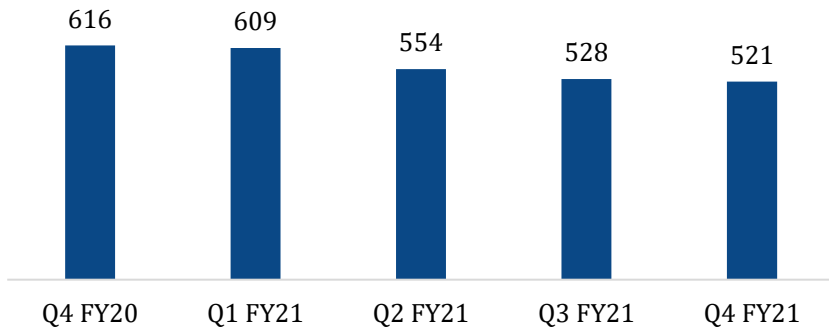
GLP / Loan Officer (INR Cr)



Borrowers / Branch



Borrowers / Loan Officer





# Q4 FY21: District Wise Exposure

Portfolio Exposure of Districts (% of Portfolio)	Q4 FY20		Q4 FY21	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	31	33%	29	30%
0.5% - 1%	23	24%	27	28%
1% - 2%	27	28%	28	29%
2% - 4%	12	13%	11	11%
> 4%	2	2%	1	1%
<b>Total</b>	<b>95</b>	<b>100%</b>	<b>96</b>	<b>100%</b>

Borrowers Exposure of Districts (% of Borrowers)	Q4 FY20		Q4 FY21	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	38	40%	32	33%
0.5% - 1%	20	21%	20	21%
1% - 2%	23	24%	31	32%
2% - 4%	12	13%	11	11%
> 4%	2	2%	2	2%
<b>Total</b>	<b>95</b>	<b>100%</b>	<b>96</b>	<b>100%</b>

District in terms of GLP	Q4 FY20	Q4 FY21
	% of Total GLP	% of Total GLP
Top 1	5%	5%
Top 3	13%	11%
Top 5	19%	17%
Top 10	32%	30%
Others	68%	70%

# Q4 FY21: Diversified Liability, Stable Liquidity, Positive ALM

Liability Mix – Institution / Instrument Wise	Q4 FY21
Banks – Term Loan	49.5%
FIs – Term Loan	14.8%
NBFCs – Term Loan	18.1%
Domestic – NCD	3.9%
Foreign – NCD	3.2%
Sub-Debt	3.3%
Securitisation <sup>1</sup>	0.4%
Direct Assignment <sup>1</sup>	6.9%

Liability Mix – Tenure Wise	Q4 FY21
<= 2 Years	61%
< 2 & <= 3 Years	10%
< 3 & <=6 Years	29%

Credit Rating	Rating Agency	Rating / Grading
Bank facilities & NCDs	ICRA CARE	A- (OWP) BBB+ (OWP)
Sub- Debt	ICRA	A- (OWP)
MFI	ICRA	M2+

OWP – On watch with positive implication

1) Securitisation Book: INR 9.2 Cr, Direct Assignment (Sold Portion): INR 158.0 Cr

Static Liquidity / ALM Position Particulars (INR Cr)	For the month		
	Apr-21	May-21	Jun-21
Opening Cash & Equivalents (A)	538.4	571.0	618.6
Loan recovery [Principal] (B)	179.0	184.6	190.2
<b>Total Inflow (C=A+B)</b>	<b>717.4</b>	<b>755.6</b>	<b>808.8</b>
Borrowing Repayment [Principal]			
Term loans and Others (D)	130.6	120.7	99.6
Securitisation and DA (E)	15.8	16.2	14.4
<b>Total Outflow G=(D+E)</b>	<b>146.4</b>	<b>136.9</b>	<b>114.0</b>
Closing Cash & equivalents (H= C-G)	571.0	618.6	694.8

<b>Static Liquidity (B-G)</b>	<b>32.6</b>	<b>47.7</b>	<b>76.2</b>
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Debt Drawdowns (INR Cr)	Q4 FY21	Undrawn Sanctions as on 31 <sup>st</sup> March	Sanctions in Pipeline as on 31 <sup>st</sup> March
NBFCs – TL	235.0	INR 230 Cr	INR 166 Cr
Banks – TL	335.0		
Banks – DA	125.5		
FIs – TL	100.0		
<b>Total</b>	<b>795.5</b>		

Key Business Updates

Consolidated Results Overview

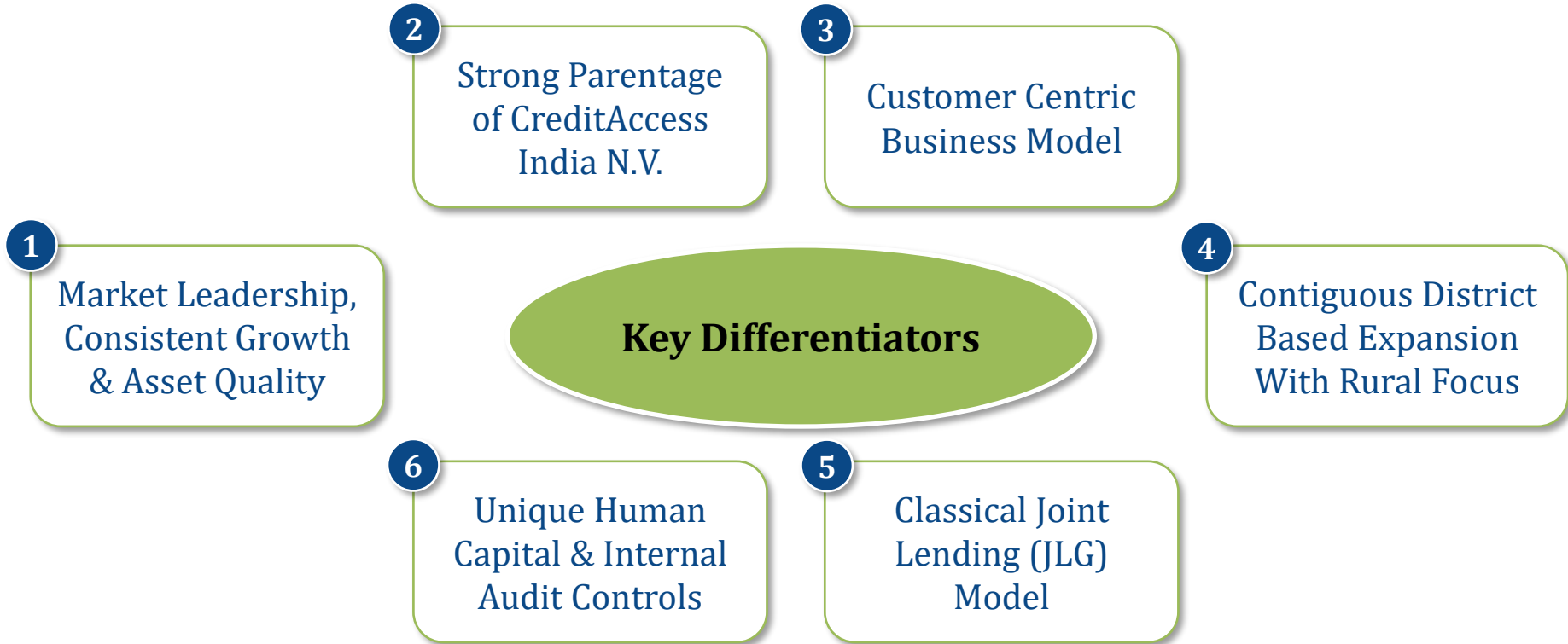
CAGL: Financial & Operational Metrics

MMFL: Financial & Operational Metrics

**Investment Rationale**

Annexure

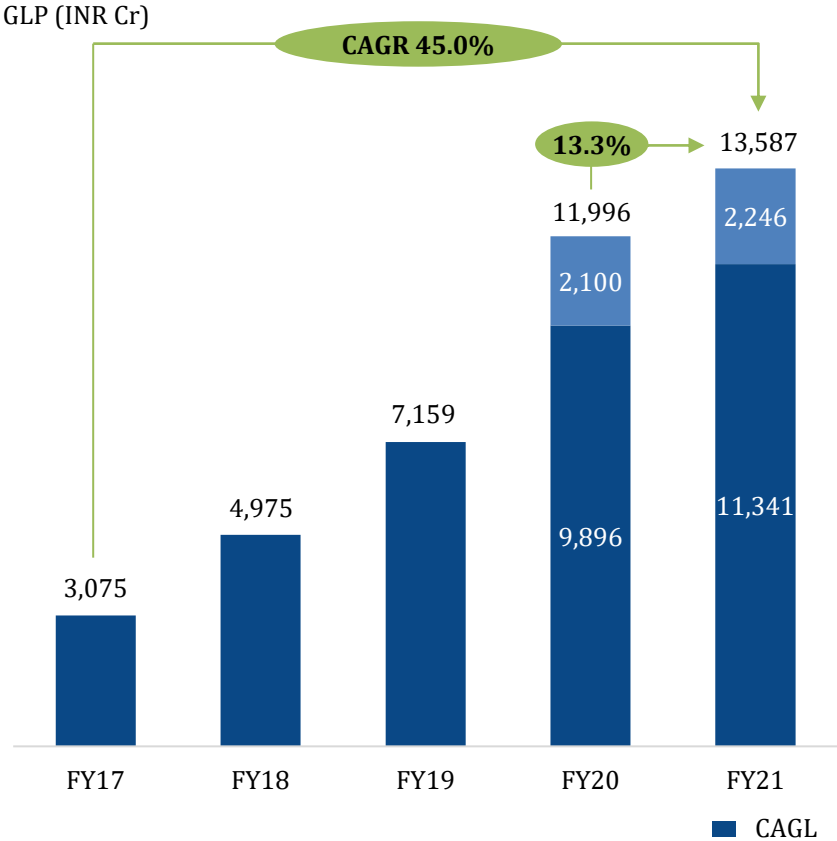




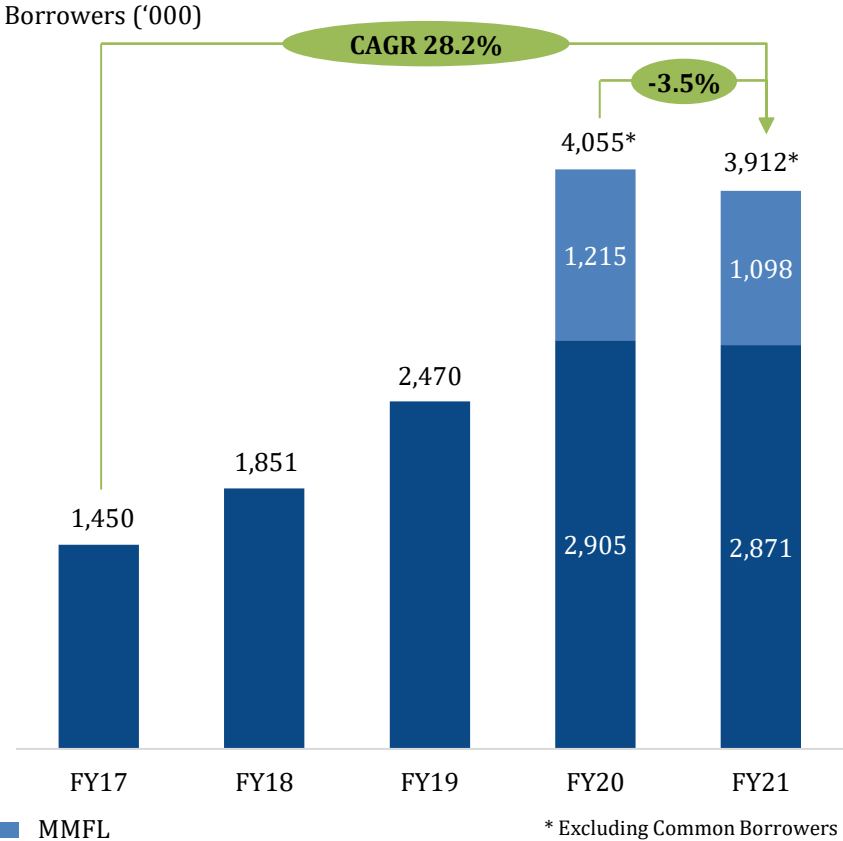
**Uniquely positioned to capitalize on the highly underpenetrated credit in rural areas with one of the lowest lending rate & one of the best operating cost efficiency**

# Leading MFI with Expanded Scale & Footprint (1/2)

Strengthened Leadership Position with ~ INR 13,587 Cr Portfolio



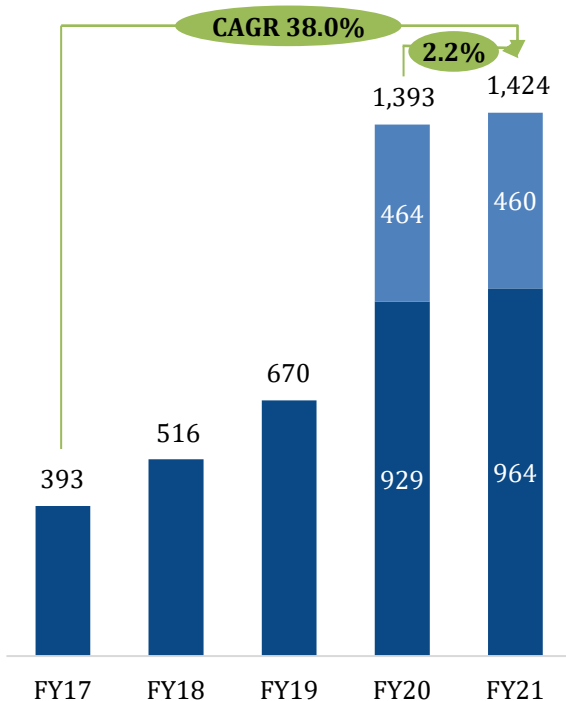
Augmented Borrower Base of ~ 3.9 Mn



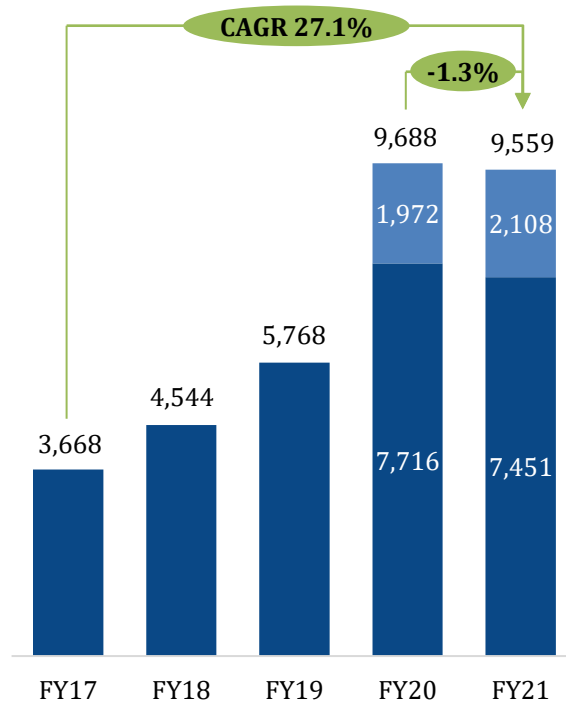
# Leading MFI with Expanded Scale & Footprint (2/2)

## Expanded Branch Network & Human Infrastructure to Drive Future Growth

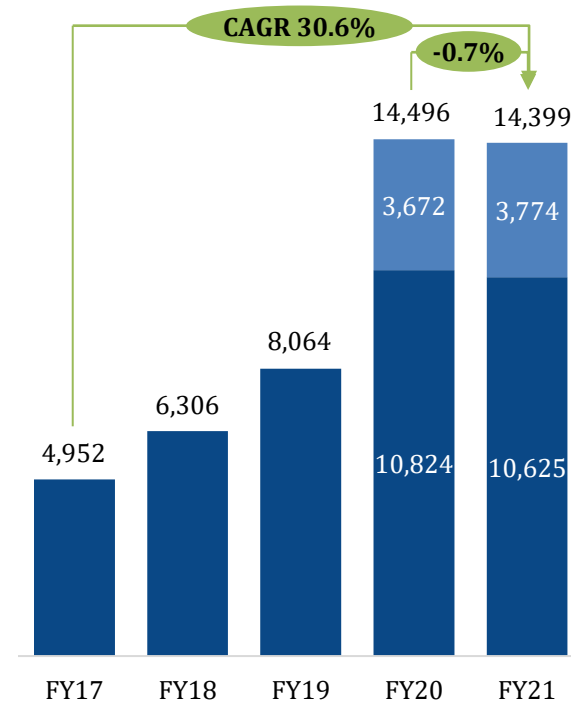
### Branches



### Loan Officers



### Employees



■ CAGL

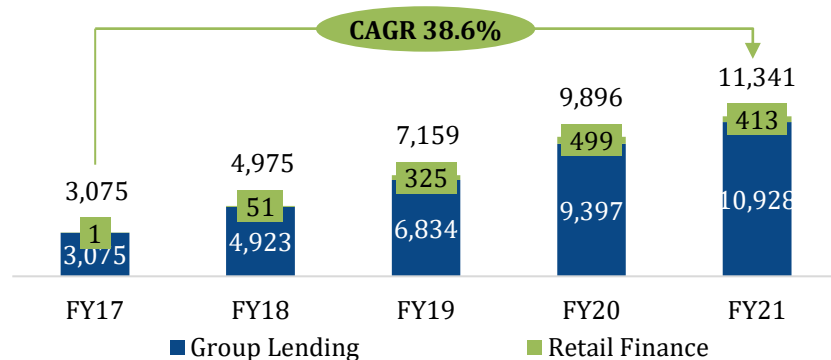
■ MMFL



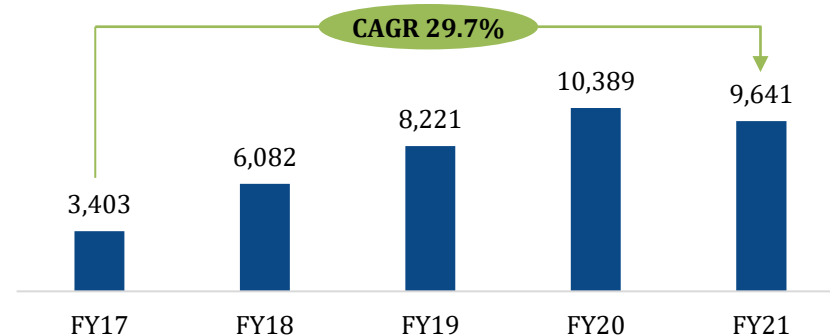
# Consistent Organic (Standalone) Growth Trend (1/3)

Note: Refer Annexure for definition of key ratios

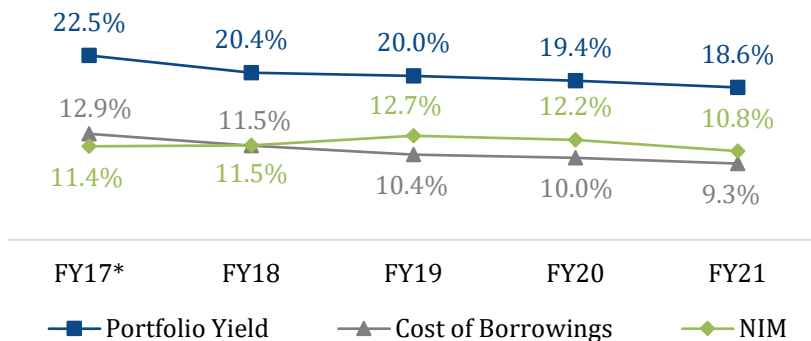
## Gross Loan Portfolio (GLP) (INR Cr)



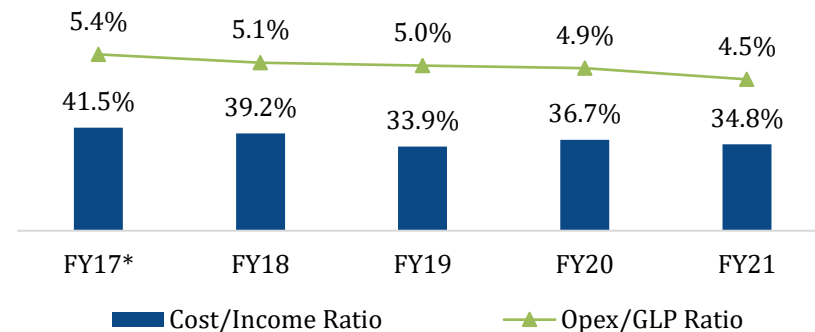
## Disbursements (INR Cr)



## Margin Analysis (%)



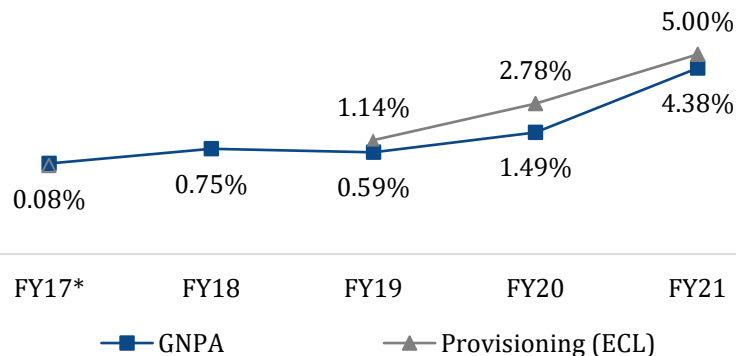
## Operating Efficiency (%)



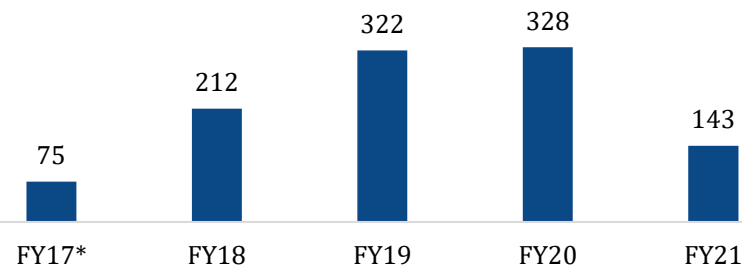
# Consistent Organic (Standalone) Growth Trend (2/3)

Note: Refer Annexure for definition of key ratios

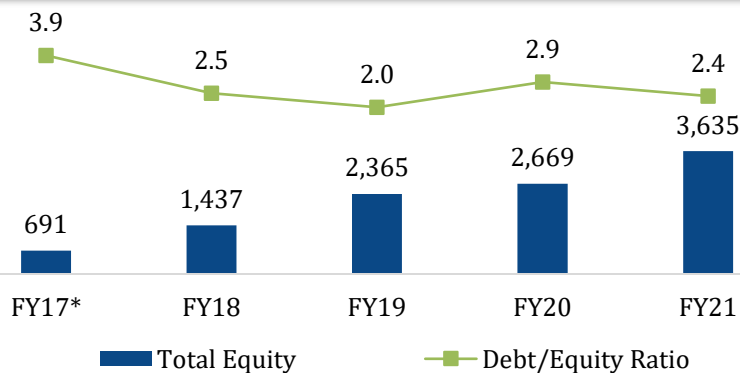
Asset Quality (%)



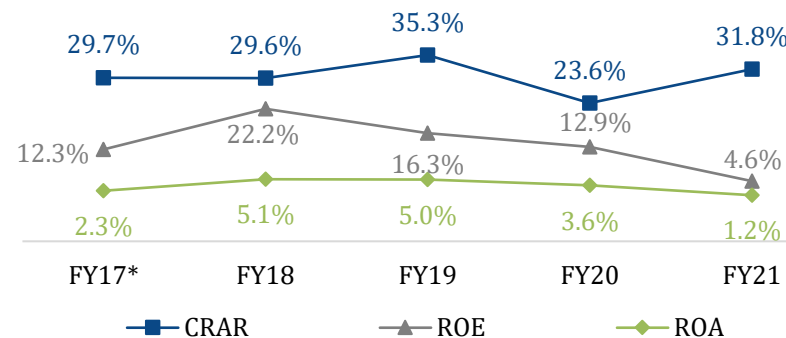
PAT (INR Cr)



Total Equity (INR Cr) & Debt/Equity Ratio

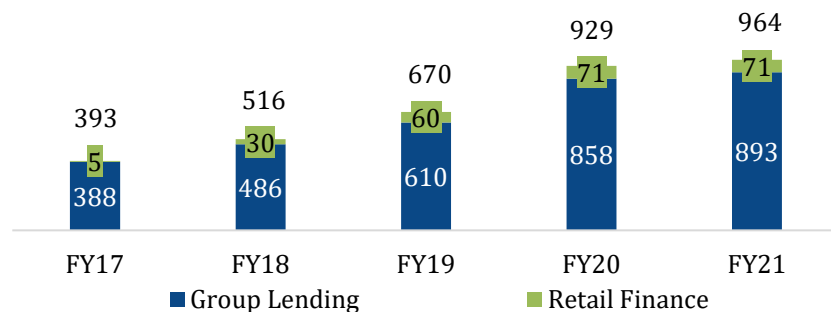


Return Ratios & Capital Adequacy (%)

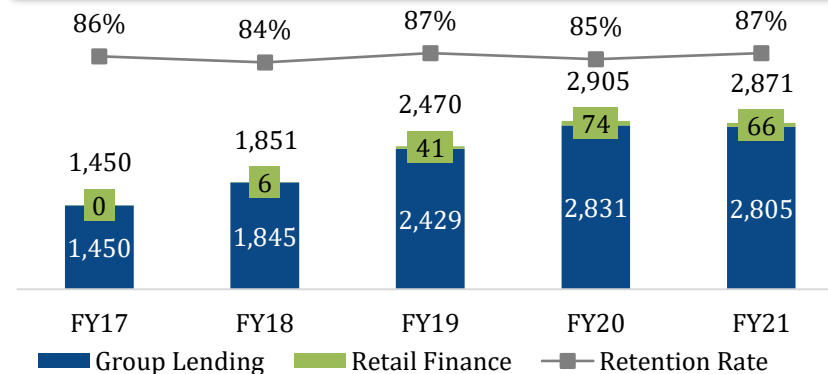


# Consistent Organic (Standalone) Growth Trend (3/3)

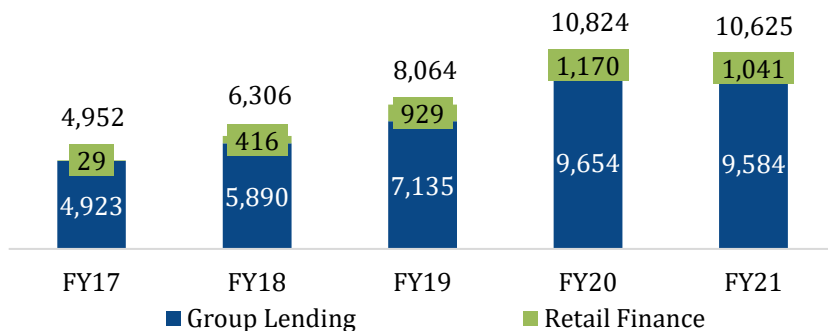
## Branches



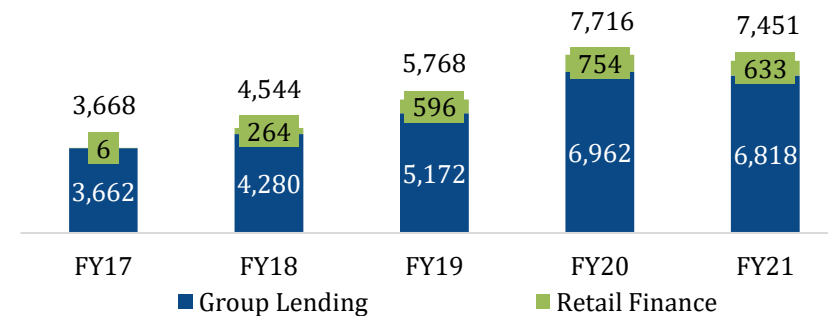
## Borrowers ('000) & Retention Rate (%)



## Employees



## Loan Officers





## Committed to Micro Finance Business

- CreditAccess India N.V. (CAI) specialises in Micro and Small Enterprises financing
- Widely held shareholding base: 257 shareholders
  - Olympus ACF Pte Ltd. 15.1%, Asian Development Bank 8.6%, individuals/HNIs/Family Offices 76.3%
- Headquartered in Amsterdam, The Netherlands

## Strong Financial Support

- Invested through multiple rounds of capital funding along with secondary purchase during 2009 to 2017
- Displayed trust in our business model post demonetisation by infusing INR 550 Cr in FY17
- Provides access to global fundraising opportunities leveraging CAI's network and relationships
- Holds 73.99% in CAGL, committed to hold up to the regulatory requirement in future

# Customer Centric Business Model (1/2)



Partnering in growth with diverse product suite catering to entire customer life cycle



One of the lowest lending rates - 19.15%



Customer flexibility - Even in a group, borrowers can have different borrowing limit, ticket size, disbursement & repayment schedule, no pre-payment penalty



Customer can have multiple loans within the credit line/borrowing limit to meet specific requirements



High customer engagement through predominantly weekly Kendra meetings



Strong focus on client protection in collection, awareness building and grievance resolution

High customer satisfaction  
87% Borrower retention rate

Portfolio stability with  
lower loan run-off

Significant growth  
from existing customer

Lower customer  
acquisition cost

# Customer Centric Business Model (2/2)

Loan Type	Customer Centric Products	Purpose	Ticket Size (INR)	Tenure (months)
Group	Income Generation Loan(IGL)	Business Investments and Income Enhancement activities	5,000 - 80,000	12-24
Group	Home Improvement Loans	Water Connections, Sanitation and Home Improvement & Extensions	5,000 - 50,000	12-48
Group	Family Welfare Loans	Festival, Medical, Education and Livelihood Improvement	1,000 - 15,000	3-12
Group	Special Situation Loans	Emergencies	2,000	6
Group	Emergency Loans	Emergencies	1,000	3
Individual	Retail Finance Loans	Purchase of inventory, machine, assets or for making capital investment in business or business expansion	Up to 5,00,000	6-60

## Cashless shift based on customer's preference

- Small loans: Cash/Cashless  
Larger Loans: Cashless
- 100% of branches enabled for cashless disbursements
- Currently, 90%+ disbursements are on cashless mode
- 100% cashless in retail finance business

## Retail Finance

- Retail Finance was launched in 2016 to support the enhanced credit needs of our graduated customers, making CAGL 'One stop shop' for various customer requirements



# Calibrated, Contiguous District Based Expansion Strategy...

- ✓ Focus on achieving deep penetration within a particular district within three years of commencement of operations
- ✓ Gradual expansion into the next (typically adjoining) district
- ✓ Systematic methodology in selection of new districts based on availability of infrastructure, competition, historical performance trend, socio-economic risk, growth potential
- ✓ Contiguous expansion provides significant scale and diversification advantages
- ✓ Familiarity of the loan officers with demographics of nearby districts enables effective customer evaluation and better servicing
- ✓ Lower exposure to a particular district (98% of districts  $\leq 2\%$  of GLP, No single district has  $> 4\%$  of total GLP)

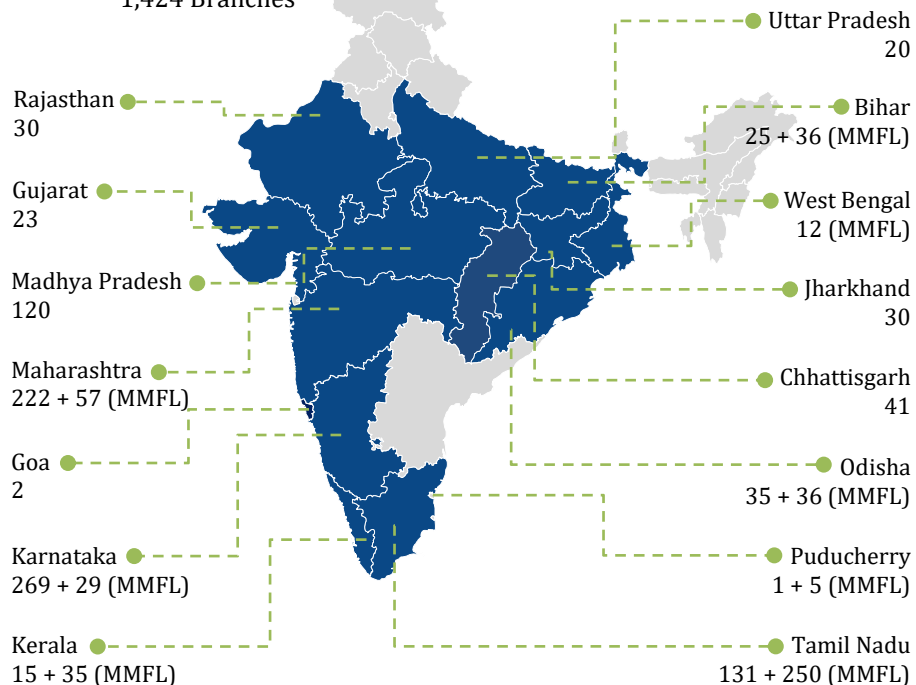
# ...Leading To Geographic Diversification

## Our Presence

14 States / 1 UT

265 Districts

1,424 Branches



Branch Network	Q4 FY21 CAGL + MMFL	Q4 FY21 % Share
Karnataka	298	20.9%
Maharashtra	279	19.6%
Tamil Nadu	381	26.8%
Madhya Pradesh	120	8.4%
Other States & UTs	346	24.3%
<b>Total</b>	<b>1,424</b>	<b>100.0%</b>

Borrowers ('000)	Q4 FY21 CAGL + MMFL	Q4 FY21 % Share
Karnataka	1,165	29.8%
Maharashtra	841	21.5%
Tamil Nadu	997	25.5%
Madhya Pradesh	325	8.3%
Other States & UTs	583	14.9%
<b>Total</b>	<b>3,912*</b>	<b>100.0%</b>

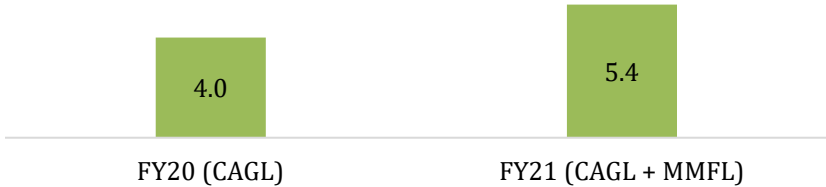
GLP (INR Cr)	Q4 FY21 CAGL + MMFL	Q4 FY21 % Share
Karnataka	5,194	38.2%
Maharashtra	3,186	23.4%
Tamil Nadu	2,562	18.9%
Madhya Pradesh	1,113	8.2%
Other States & UTs	1,532	11.3%
<b>Total</b>	<b>13,587</b>	<b>100.0%</b>

\* Excluding 57,737 (2.0%) Common Borrowers

# ...And Deeper Presence with Rural Focus



## Higher District Penetration: Branches Per District



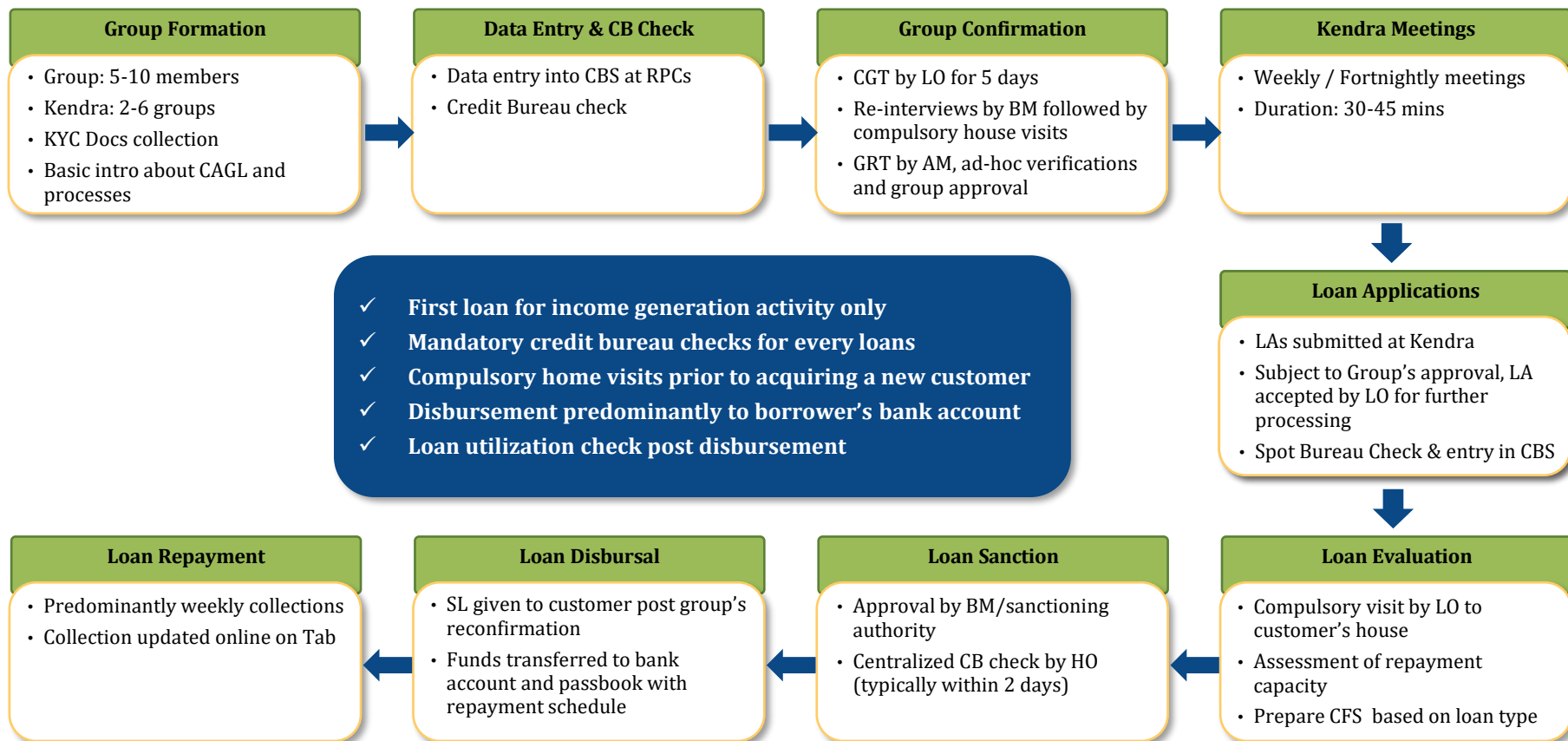
## Higher Proportion of Rural Borrowers



GLP Exposure of Districts (% of GLP)	Q4 FY21 (CAGL + MMFL)	
	No. of Districts	% of Total Districts
< 0.5%	205	77%
0.5% - 1%	28	11%
1% - 2%	27	10%
2% - 4%	5	2%
> 4%	0	0%
Total	265	100%

District in terms of GLP	Q4 FY21 (CAGL + MMFL)
	% of Total GLP
Top 1	3%
Top 3	9%
Top 5	14%
Top 10	23%
Other	77%

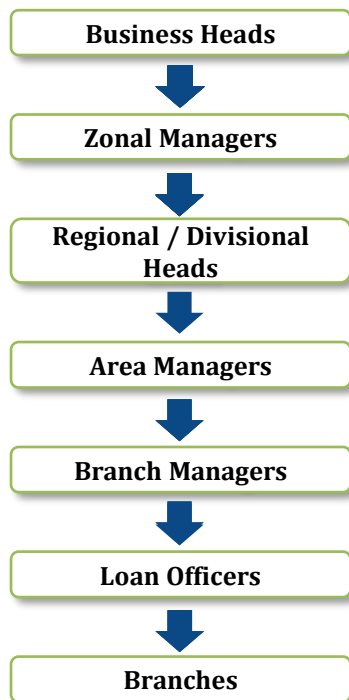
# Classical JLG Lending Model



Note: CB: Credit Bureau, CBS: Core Banking System, RPC: Regional Processing Center, CGT: Compulsory Group Training, LO: Loan Officer, BM: Branch Manager, CFS: Cash Flow Statement, AM: Area Manager, LA: Loan Application, HO: Head Office, SL: Sanction Letter, KM: Kendra Meeting

## Unique Human Capital

### Well-established Operational Structure



Multiple layers  
of checks during  
customer selection,  
loan sanctioning,  
loan disbursement,  
loan utilization check

### Sound Understanding of Rural Market

- ~90% of employees are hired fresh from rural communities
- ~50%-60% of employees are from families of active customers

### Highly Efficient Workforce

- In-house 4-weeks pre-hiring training program
- Compulsory rotation of loan officers annually and branch managers bi-annually for varied job experience and work satisfaction
- Employee incentives delinked from disbursement or collections, and linked to number of customers serviced and quality of service
- High employee retention rate

## Internal Audit & Controls

- Internal audit frequency – 6 times in a year at branches, 4 times at regional offices, 4 times at head office
- Internal audit teams are responsible for HO, branch and field audits
- Internal audit of back-end process at head office
- The Audit Committee of our Board is updated every quarter on significant internal audit observations, compliances, risk management practices and control systems

Key Business Updates

Consolidated Results Overview

CAGL: Financial & Operational Metrics

MMFL: Financial & Operational Metrics

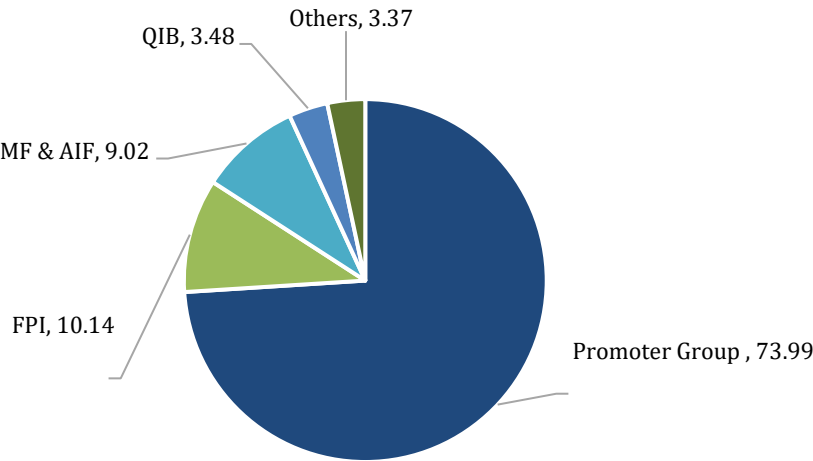
Investment Rationale

**Annexure**





Shareholding Pattern – March 2021



Top 10 Institutional Investors – March 2021

- HDFC Life Insurance Company
- ICICI Prudential Life Insurance Company
- ICICI Prudential MF
- IIFL AMC
- Nippon MF
- T Rowe Price
- Taiyo Pacific Partners
- Tata AIA Life Insurance
- Vanguard
- WCM Investment Management

1. Portfolio Yield = (Interest on loans – processing fees + Income from securitisation) / Avg. quarterly on-book loans
2. Cost of Borrowings / Weighted Avg. COB = (Borrowing cost – finance lease charges) / Monthly average borrowings
3. Marginal COB = (Borrowings availed during the period \* interest rate + processing fees and other charges) / Borrowings availed during the period
4. NIM = (NII – processing fees, interest on deposits, income from direct assignment + finance lease charges) / Avg. quarterly on-book loans
5. Cost/Income Ratio = Operating cost / Total Net Income
6. Opex/GLP Ratio = Operating cost / Avg. quarterly GLP
7. ROA = PAT/Avg. Quarterly Total Assets (including direct assignment) (Annualized), ROE = PAT/Avg. Quarterly Total Equity (Annualized)
8. Debt = Debt Securities + Borrowings (other than debt securities) + Subordinated Liabilities
9. GNPA = Stage III (ECL) exposure at default / (Sum of exposure at default of Stage I + Stage II + Stage III)

# COVID-19 CSR Initiatives (Directly Managed By CAGL Team): FY21

In the backdrop of COVID-19 pandemic situation in India, CAGL has decided to focus its CSR activities in towards following activities –

- Preventive and precautionary activities
- Support communities in dealing with COVID-19 issues
- Support communities in recovering from COVID-19 infection

The following activities were selected and executed in the COVID-19 affected areas in all CAGL operating states and districts

- Distribution of PPE kits - N95 mask, sanitizers, hand gloves, shoe rapper, spectacle, gown, cotton and spirit
- Distribution of medical kits - 50 masks, 50 sanitizers -100ml and 50 pair of hand gloves
- Distribution of groceries
- Distribution of thermal scanners

Type Of Activity	Target Beneficiaries	Number of Institutions / Locations	Number of Beneficiaries	Number of Kits
Grocery Kits	Flood affected members, Covid-19 affected customers, CAGL staff and branches, GK Members, Police Stations, Gram Panchayat Staff, Asha Workers, Anganwadi Teachers, Health Centers, Media Offices, General Public, Quarantine Centers, Municipal Office, Tahsildar Office, General Community, Govt. Hospital	237	8,919	8,919
Health Kits		6,272	3,70,522	9,431
PPE Kits/ Quarantine Center Items		8	615	195
Thermal Scanners & Other Items		350	52,294	350
<b>Total</b>		<b>6,867</b>	<b>4,32,350</b>	<b>18,895</b>

# COVID-19 CSR Initiatives (Directly Managed By CAGL Team): FY21

State	Estimated Expenditures	Total Amount (INR) (As on 31 <sup>st</sup> Mar, 2021)
Karnataka	76,57,000	87,47,918
Maharashtra	44,20,000	46,49,178
Tamil Nadu	26,20,000	23,38,157
Madhya Pradesh	12,65,000	11,87,841
Chhattisgarh	4,51,000	5,04,775
Odisha	3,85,000	5,41,586
Jharkhand	2,75,000	4,42,025
Bihar	2,20,000	13,03,714
Rajasthan	4,00,000	2,39,021
Gujarat	3,60,000	96,200
Kerala	3,00,000	2,48,150
Uttar Pradesh	1,65,000	1,26,805
Goa	22,000	24,000
Puducherry	20,000	19,471
<b>Grand Total</b>	<b>1,85,60,000</b>	<b>2,04,68,841</b>

\*INR 14,69,327 used from Special Fund aside..



# COVID-19 CSR Initiatives (Through Navya Disha): FY21

Type Of Activity	Target Beneficiaries	Number of Institutions / Locations	Number of Beneficiaries	Number of Kits
Grocery Kits	Flood affected members, Covid-19 affected customers, CAGL staff and branches, GK Members, Police Stations, Gram Panchayat Staff, Asha Workers, Anganwadi Teachers, Health Centers, Media Offices, General Public, Quarantine Centers, Municipal Office, Tahsildar Office, General Community, Govt. Hospital	460	1,707	1,644
Health Kits		3,765	1,24,269	5,219
Thermal Scanners & Other Items		2	-	-
<b>Total</b>		<b>4,227</b>	<b>1,25,976</b>	<b>6,863</b>

State	Total Amount (INR) (As on 31 <sup>st</sup> March, 2021)
Karnataka	50,58,096
Maharashtra	6,53,783
Tamil Nadu	1,05,615
Madhya Pradesh	7,36,781
Odisha	1,50,775
Bihar	2,02,360
Kerala	46,000
Uttar Pradesh	61,800
<b>Grand Total</b>	<b>70,15,210</b>

\*Additional logistics expenses: INR 58,008

\*\*Hence, Total Navya Disha Expenditure:  
INR 70,73,218



## For Further Queries:

Nilesh Dalvi  
Head – Investor Relations  
Contact No – 9819289131  
Email ID – [nilesh.dalvi@cagrameen.in](mailto:nilesh.dalvi@cagrameen.in)







## CreditAccess Grameen Limited – Fourth Quarter & Full Year FY20-21 Results

### Sustained Business Growth Momentum, Improved Asset Quality and Robust Collections Trend

**Bengaluru, 6<sup>th</sup> May 2021:** CreditAccess Grameen Limited (NSE: CREDITACC, BSE: 541770, 'CAGL'), country's leading microfinance institution, today announced its audited financial performance for the fourth quarter and financial year ending March 31, 2021.

#### Consolidated Business Highlights:

- GLP grew by **13% YoY** (from INR 11,996 crore) and **10% QoQ** (from INR 12,321 crore) to **INR 13,587 crore**.
- Disbursements grew by **42% YoY** (from INR 3,331 crore) and **3% QoQ** (from INR 4,590 crore) to **INR 4,726 crore**. New Disbursals forms **69% of GLP** and have been displaying stable asset quality.
- Active borrowers declined by **3.5% YoY** from 40.55 lakh to **39.12 lakh**.
- March-21 **Collection Efficiency** improved to **94%** (excl. arrears) / **97%** (incl. arrears) for **CAGL** and **90%** (excl. arrears) / **91%** (incl. arrears) for **MMFL**.

#### Consolidated Financial Highlights: Q4 FY21

- Total income grew by **51% YoY** from INR 482.1 crore to **INR 726.2 crore**. NII grew by **59% YoY** from INR 292.2 crore to **INR 463.7 crore**, despite de-recognition of INR 19.9 crore interest income on stage 3 portfolio.
- Pre-provision operating profit grew by **83% YoY** from INR 179.5 crore to **INR 329.1 crore**.
- Impairment of financial instruments increased from INR 139.0 crore to **INR 250.4 crore**.
  - **Strong profitability in Q4 FY21 was utilized to absorb accelerated write-offs and build additional provisioning buffer ahead of FY22.**
  - Write-offs were **INR 317.9 crore** (incl. accelerated write-offs of **INR 273.4 crore**).
  - **Additional provisioning buffer of INR 112.2 crore** on account of COVID-19 pandemic impact.
  - Total ECL provisions were **INR 622.6 crore** (**5.01%** of loan portfolio) against **GNPA of 4.43%**.
- Despite conservative provisioning and write-offs, Profit After Tax grew by **83% YoY** from INR 30.8 crore to **INR 56.3 crore**.
- **Adjusted Profit After Tax**, excluding the impact of accelerated write-offs and additional COVID buffer, grew by **94.9% YoY** from INR 93.8 crore to **INR 182.7 crore**
- Liquidity position remained robust with **INR 2,484.4 crore cash & cash equivalents** as on 31<sup>st</sup> March 2021, amounting to **16.5% of total assets**.
- Healthy capital position with standalone **CRAR of 31.8%** and consolidated **CRAR of 26.8%**.
- **A+ (Stable) Credit Rating** affirmed by leading rating agencies in India.

#### Consolidated Financial Highlights: FY21

- Total income grew by **45% YoY** from INR 1,705.5 crore to **INR 2,466.1 crore**. NII grew by **36% YoY** from INR 1,092.3 crore to **INR 1,483.9 crore**, although there is de-recognition of INR 98.8 crore interest income on stage 3 portfolio during the period
- Pre-provision operating profit grew by **36% YoY** from INR 698.9 crore to **INR 951.8 crore**.
- Impairment of financial instruments increased from INR 237.3 crore to **INR 771.3 crore**
  - Write-offs were **INR 461.1 crore** (incl. accelerated write-offs of **INR 273.4 crore** and **pre-COVID GNPA of INR 142 crore**).
  - **Additional provisioning buffer of INR 112.2 crore** on account of COVID-19 pandemic impact.
- Conservative provisioning/ write-offs led to Profit After Tax decline from INR 335.5 crore to **INR 131.4 crore**.



- **Adjusted Profit After Tax**, excluding the impact of accelerated write-offs and additional COVID buffer, declined from INR 395.7 crore to **INR 260.0 crore**.

#### **Key Metrics: FY21**

Particulars	CAGL	MMFL
Gross Loan Portfolio (INR Cr)	11,341	2,246
Borrowers (Lakh) *	28.71	10.98
Branches	964	460
Loan Officers	7,451	2,108
Employees	10,625	3,774

\* only 57,737 common borrowers

Particulars (INR Cr)	CAGL	MMFL
Net Interest Income (NII)	1,249.9	232.0
Pre-Provision Operating Profit (PPOP)	841.2	125.0
Profit Before Tax (PBT)	194.3	0.5
Profit After Tax (PAT)	142.4	-0.2
Adjusted PAT <sup>2</sup>	265.3	6.4

Key Ratios	CAGL	MMFL
Net Interest Margin (NIM)	10.8/12.1% <sup>1</sup>	10.2%/ 11.3% <sup>1</sup>
Cost/Income Ratio	34.8%	49.0%
Opex/GLP Ratio	4.5%	5.7%
Gross NPA	4.38%	4.70%
Provisioning	5.00%	5.07%
Return on Assets (ROA)	1.2%/ 2.2% <sup>2</sup>	-0.01%/ 0.3% <sup>2</sup>
Return on equity (ROE)	4.6%/ 8.6% <sup>2</sup>	-0.05%/ 1.6% <sup>2</sup>

1) NIM adjusted excl. impact of interest income de-recognition and maintaining higher liquidity on balance sheet

2) Figures adjusted excluding the impact of accelerated write-offs and additional COVID provisioning buffer created for FY22

#### **Support Measures to help Employees with COVID:**

- Reimbursement of the vaccination cost for all employees and one immediate family member.
- Any employee who is tested positive for COVID, and if not covered under ESIC or Insurance, will receive reimbursement of INR 50,000.
- In case of hospitalisation due to COVID, current month salary will be paid in advance. Further, 14 days of quarantine leaves and 28 days of COVID leaves will be granted over and above the sick leaves.
- All employees are covered with adequate Mediciam and life cover.
- In case of unfortunate demise of any employee, company will check if any immediate family member can be offered an employment at CAGL, else a monthly contribution for a period of twelve months, equivalent to the last drawn salary, shall be made to the family of the deceased employee.

**Commenting on the performance, Mr. Udaya Kumar Hebbar, Managing Director and CEO of CreditAccess Grameen, said,** “We recorded 15% YoY and 11% QoQ growth in standalone loan portfolio to INR 11,341 crore with an active borrower base to 28.7 lakh. On consolidated basis including MMFL, loan portfolio grew by 13% YoY and 10% QoQ to INR 13,587 crore with an active borrower base of 39.1 lakh. Our disbursements grew by 42% YoY to INR 4,143 crore at CAGL and 41% YoY to INR 583 crore at MMFL. The new disbursements made during FY21 are displaying stable asset quality which forms 69% of loan portfolio on consolidated basis. Our resilient business model and strong customer connect helped us to increase collection efficiency from 91% in Dec-20 to 94% in Mar-21. Overall collections (including arrears) reached 97% in Mar-21. Even in case of MMFL, collection efficiency improved from 86% in Dec-20 to 90% in Mar-21, and overall collections (including arrears) reached 91% in Mar-21. We continue to



*maintain solid liquidity position with INR 2,484.4 Cr cash and cash equivalents amounting to 16.5% of total assets as on 31st March 2021.*

*While we ended FY21 on a very strong footing with robust business growth and significant improvement in asset quality, the sudden spread of second wave of COVID-19 pandemic has again created a challenging operating environment. We are anticipating the collections to witness a temporary decline in Q1 FY22 on account of several intermittent lockdowns/restrictions being imposed across various states. As a precautionary measure, we have already taken accelerated write-offs and built additional COVID provisioning buffer in FY21. Our focus in these testing times will be on safeguarding the health of our employees and customers. We shall closely evaluate the business impact of the on-going disruptions and use our experience of FY21 to stabilise our business. We will evaluate and support our borrowers using various measures announced by RBI on 5<sup>th</sup> May 2021. Our strong balance sheet, adequate liquidity and capital position, stable credit rating, and strong relationship with our lenders should enable us to receive continued funding access over coming months. Further our demonstrated capability of managing asset quality stress, witnessed multiple times in the past, backed by our resilient business model coupled with highly experienced stable management team, should give comfort and confidence to our lenders, investors and various stakeholders."*

### **About CreditAccess Grameen Limited**

CreditAccess Grameen limited is a leading Indian microfinance institution headquartered in Bengaluru, focused on providing micro-loans to women customers predominantly in rural areas across India. The Company, on consolidated basis, is now operating in 265 districts in the 14 states (Karnataka, Maharashtra, Tamil Nadu, Chhattisgarh, Madhya Pradesh, Odisha, Kerala, Goa, Gujarat, Rajasthan, Uttar Pradesh, Bihar, Jharkhand and West Bengal) and one union territory (Puducherry) in India through 1,424 branches. The Company's Promoter is CreditAccess India N.V., a multinational company specializing in MSE financing (micro and small enterprise financing), which is backed by institutional investors and has a micro-lending experience in India over more than a decade.

### **For more information, please contact:**

#### **Nilesh Dalvi**

Vice President – Investor Relations

CreditAccess Grameen Ltd

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#### **Girish Dikey**

PR Consultant

Ketchum Sampark

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May 06, 2021

**To**  
**BSE Limited**  
**Phiroze Jeejeebhoy Towers**  
**Dalal Street**  
**Mumbai- 400001**

Dear Sir/ Ma'am,

**Sub: Disclosure under Regulation 52(4) of the securities and Exchange Board of India (Listing Obligations and disclosure Requirements Regulations, 2015)**

Pursuant to Regulation 52(4) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations"), please find below the details for the half year and year ended March 31, 2021:

Sl. No.	Particulars	Details
1	Credit Rating and Change in Credit Rating (if any)	[ICRA]A+ (Stable)
2	Asset Cover available, in case of non-convertible debt securities	SFS 1.96 CFS 1.91
3	Debt Equity Ratio	SFS 2.42 CFS 2.88
4	Previous due date for the payment of interest/ dividend for non- convertible redeemable preference shares/ repayment of principal of non-convertible preference shares/ non convertible debt securities and whether the same has been paid or not; and	Annexure 01
5	Next due date for the payment of interest/ dividend of non-convertible preference shares/principal along with the amount of interest/dividend of non-convertible preference shares payable and the redemption amount	Annexure 01
6	Debt service coverage ratio	NA
7	Interest service coverage ratio	SFS 1.26 CFS 1.29

8	Outstanding redeemable preference shares (Quantity and Value)	NA
9	Capital redemption reserve /debenture redemption reserve	NA
10	Net worth	3634.82 Crores 3796.38 Crores
11	Net Profit After Tax	SFS 142.39 CFS 131.40
12	Earnings Per Share	SFS Basic (EPS) 9.52 / Diluted (DPS) 9.46 SFS Basic (EPS) 8.96 CFS Diluted (DPS) 8.90

Kindly take the above on record.

Thanking you,

**Yours Faithfully**

**For CreditAccess Grameen Limited**



**M. J. Mahadev Prakash**

**Head – Compliance, Legal & Company Secretary**

**Annexure:01**

ISIN	Previous due date		Whether paid or not	Next due date for payment of Interest / Principal		Redemption date
	Interest	Principal		Interest	Principal	
INE741K07330	28-Feb-21		Paid	31-May-21		29-Jul-22
INE741K07223	28-Mar-21		Paid	28-Sep-21		28-Sep-23
INE741K07264	27-Feb-21		Paid	27-Aug-21		27-Feb-23
INE741K07256	08-Nov-20		Paid	08-May-21	08-May-23	08-Nov-24
INE741K07199	03-Dec-20	03-Jun-20	Paid	03-Jun-21	03-Jun-21	03-Jun-22
INE741K07298	01-Jan-21	01-Jan-21	Paid	01-Apr-21	01-Jul-21	21-Apr-23
INE741K07322	30-Jan-21		Paid	30-Jul-21	30-Jul-21	30-Jul-23
INE741K07280			Paid	26-Jun-21		26-Jun-23
INE741K07306			Paid	03-Jul-21		03-Jul-23
INE741K07314			Paid	27-Jul-21		21-Apr-23
INE741K07272	31-Mar-21		Paid	30-Jun-21		19-Feb-22
INE741K07348			Paid	14-Aug-21		14-Feb-22
INE741K07355	23-Mar-21		Paid	23-Jun-21		22-Mar-22
INE741K07363			Paid	20-Oct-21		20-Apr-22
INE741K07371			Paid	11-Nov-21		11-May-22
INE741K07389	10-Mar-21		Paid	10-Jun-21	13-Sep-21	10-Jun-22
INE741K07397			Paid	11-Mar-23		11-Mar-23
INE741K07405			Paid	30-Sep-21		31-Mar-24
INE741K07207	25-Jul-20	25-Jul-20	Fully repaid			25-Jul-20
INE741K07231	31-Mar-21	31-Mar-21	Fully repaid			31-Mar-21