

Date: May 18, 2021

To,

National Stock Exchange of India Limited
Listing Department
Exchange Plaza, C-1, Block G, Bandra Kurla
Complex, Bandra (E)
Mumbai – 400 051

BSE Limited
Listing Compliance
P.J. Tower,
Dalal Street, Fort,
Mumbai – 400 001

Symbol: UJJIVANSFB

Scrip Code: 542904

Dear Sir/Madam,

Sub: Outcome of the meeting of the Board of Directors-Approval of Financial Results for the quarter and financial year ended March 31, 2021

Further to our letter bearing reference number USFB/CS/SE/2021-22/06 dated May 13, 2021 and pursuant to Regulation 30 and 33 read with Schedule III of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby inform you that further to the review by the Audit Committee, the Board of Directors of the Bank, at their meeting held on May 18, 2021, has, *inter alia*, considered and approved the Audited Financial Results of the Bank for the quarter and financial year ended March 31, 2021 along with the Audit Report thereon issued by the statutory auditors of the Bank, M/s MSKA & Associates, Chartered Accountants.

A copy of aforesaid Audited Financial Results and Audit Report thereon issued by the statutory auditors of the Bank, a copy of press release and the investor presentation on financial and business performance of the Bank for quarter and financial year ended March 31, 2021 are enclosed herewith.

The meeting of the Board of Directors commenced at 11:30 A.M. and concluded at 04:45 P.M.

This intimation shall also be available on the Bank's website at www.ujjivansfb.in.

We request you to take note of the above.

Thanking You,

Yours faithfully,
For UJJIVAN SMALL FINANCE BANK LIMITED


Chanchal Kumar
Company Secretary and Compliance Officer

INDEPENDENT AUDITOR'S REPORT

TO THE BOARD OF DIRECTORS OF UJJIVAN SMALL FINANCE BANK LIMITED

Report on the Audit of the Financial Results

Opinion

We have audited the accompanying Financial Results of **Ujjivan Small Finance Bank Limited** ("the Bank") for the quarter and year ended March 31, 2021 ("the Statement") being submitted by the Bank pursuant to the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended ("Listing Regulations").

In our opinion and to the best of our information and according to the explanations given to us, the Statement:

- i. is presented in accordance with the requirements of Regulation 33 of the Listing Regulations; and
- ii. gives a true and fair view, in conformity with the recognition and measurement principle laid down in the applicable accounting standards prescribed under Section 133 of the Companies Act, 2013 ("the Act") read with Companies (Accounts) Rules, 2014, as amended to the extent applicable, the relevant provisions of the Banking Regulation Act, 1949, the circulars, guidelines and directions issued by the Reserve Bank of India (RBI) from time to time (the "RBI Guidelines") and other accounting principles generally accepted in India of the net profit and other financial information for the year ended March 31, 2021.

Basis for Opinion

We conducted our audit in accordance with the Standards on Auditing (SAs) specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Statement section of our report. We are independent of the Bank in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the Statement, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter

We draw attention to Note 12 to the financial results, which describes that the extent to which the COVID-19 pandemic will continue to impact the Bank's operations and its financial results will depend on ongoing and uncertain future developments.

Our opinion is not modified in respect of this matter.

Board of Directors' Responsibility for the Statement

This Statement has been compiled from the annual audited financial statements. The Bank's Management and Board of Directors are responsible for the preparation of the Statement that gives a true and fair view of the net profit and other financial information of the Bank in accordance with the Accounting Standards specified under section 133 of the Act, the RBI Guidelines and other accounting principles generally accepted in India and in compliance with the Listing Regulations. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act and RBI Guidelines for safeguarding of the assets of the Bank 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 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 Statement 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 the Statement by the Board of Directors of the Bank, as aforesaid.

In preparing the Statement, the Board of Directors are responsible for assessing the Bank'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 Bank or to cease operations, or has no realistic alternative but to do so.

The Board of Directors of the Bank are also responsible for overseeing the Bank's financial reporting process.

Auditor's Responsibilities for the Audit of the Statement

Our objectives are to obtain reasonable assurance about whether the Statement as a whole is 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 Statement.

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 Statement, 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. Under section 143(3)(i) of the Act, we are also responsible for expressing our opinion on whether the Bank has internal financial controls with reference to financial statements in place and the operating effectiveness of such controls.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Directors.
- 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 Bank's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's 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 auditor's report. However, future events or conditions may cause the Bank to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the Statement, including the disclosures, and whether the Statement represent the underlying transactions and events in a manner that achieves fair presentation.

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.

Other Matter

The Statement includes the results for the quarter ended March 31, 2021 being the balancing figure between the audited figures in respect of the full financial year and the published unaudited year to date figures up to the third quarter of the current financial year which were subjected to limited review by us.

Our opinion is not modified in respect of the above matter.

For MSKA & Associates
Chartered Accountants

ICAI Firm Registration No.105047W



Swapnil Kale
Partner

Membership No. 117812
UDIN: 21117812AAAAFH3627
Mumbai
May 18, 2021

UJJIVAN SMALL FINANCE BANK LIMITED

CIN: L65110KA2016PLC142162

Registered and Corporate Office: Grape Garden, No. 27, 3rd "A" Cross, 18th Main, 6th Block, Koramangala, Bengaluru - 560095, Karnataka
Website: www.ujjivansfb.in Phone: +91 80 4071 2121

Audited Financial Results for the Quarter and Year Ended March 31, 2021

(Rs. in Lacs)

S.No.	Particulars	Quarter ended			Year ended	
		March 31, 2021	December 31, 2020	March 31, 2020	March 31, 2021	March 31, 2020
		(Audited) (Refer Note 6)	(Unaudited)	(Audited) (Refer Note 6)	(Audited)	(Audited)
1	Interest Earned (a)+(b)+(c)+(d)	61,785	68,832	73,749	280,607	270,360
	a) Interest/ discount on advances/ bills	56,443	63,775	69,822	260,038	255,171
	b) Income on Investments	4,217	4,530	3,620	17,298	13,870
	c) Interest on balances with Reserve Bank of India and other interbank funds	1,125	527	307	3,271	773
	d) Others	-	-	-	-	546
2	Other Income (Refer note 10)	11,729	10,043	7,216	31,082	32,221
3	Total Income (1)+(2)	73,514	78,875	80,965	311,689	302,581
4	Interest Expended	24,973	25,604	27,085	107,751	107,001
5	Operating Expenses (i)+(ii)	32,675	32,893	34,820	123,008	131,857
	(i) Employees Cost	16,928	20,394	18,490	74,878	71,849
	(ii) Other Operating Expenses	15,747	12,499	16,330	48,130	60,008
6	Total Expenditure (4)+(5)	57,648	58,497	61,905	230,759	238,858
	[excluding provisions & contingencies]					
7	Operating Profit before Provisions & Contingencies (3)-(6)	15,866	20,378	19,060	80,930	63,723
8	Provisions (other than tax) and Contingencies	(2,522)	58,345	9,688	79,910	17,099
9	Exceptional Items	-	-	-	-	-
10	Profit/(Loss) from Ordinary Activities before tax (7)-(8)-(9)	18,388	(37,967)	9,372	1,020	46,624
11	Tax Expense	4,739	(10,084)	2,057	190	11,632
12	Net Profit/(Loss) from Ordinary Activities after tax (10)-(11)	13,649	(27,883)	7,315	830	34,992
13	Extraordinary items (net of tax expense)	-	-	-	-	-
14	Net Profit/(Loss) for the year (12)-(13)	13,649	(27,883)	7,315	830	34,992
15	Paid up equity share capital (Face Value of Rs 10/- each)	172,831	172,825	172,822	172,831	172,822
16	Reserves excluding revaluation reserves				124,671	123,808
17	Analytical Ratios					
	(i) Percentage of shares held by Government of India	NIL	NIL	NIL	NIL	NIL
	(ii) Capital Adequacy Ratio - BASEL II (Refer note 11)	26.44%	26.93%	28.82%	26.44%	28.82%
	(iii) Earnings per share (before and after extraordinary items, net of tax expenses)*					
	Basic EPS (Rs)	0.79	(1.61)	0.42	0.05	2.19
	Diluted EPS (Rs)	0.79	(1.61)	0.42	0.05	2.18
	(iv) NPA Ratios					
	(a) Gross NPAs	107,060	13,058	13,714	107,060	13,714
	(b) Net NPAs	42,458	640	2,749	42,458	2,749
	(c) % of Gross NPAs to Gross Advances	7.07%	0.96%	0.97%	7.07%	0.97%
	(d) % of Net NPAs to Net Advances	2.93%	0.05%	0.20%	2.93%	0.20%
	(v) Return on assets (average)*	0.69%	(1.51)%	0.42%	0.04%	2.21%

* Figures for the quarters are not annualised



UJJIVAN SMALL FINANCE BANK LIMITED

CIN: L65110KA2016PLC142162

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Segment information in accordance with Accounting Standard on Segment Reporting (AS-17) of the operating segment of the Bank is as under:

(Rs. in Lacs)

S.No	Particulars	Quarter ended			Year ended	
		March 31, 2021	December 31, 2020	March 31, 2020	March 31, 2021	March 31, 2020
		(Audited) (Refer Note 6)	(Unaudited)	(Audited) (Refer Note 6)	(Audited)	(Audited)
1	Segment Revenue					
(a)	Treasury	8,259	9,805	3,965	31,931	19,781
(b)	Retail Banking	63,899	67,712	75,421	274,084	277,268
(c)	Wholesale Banking	1,356	1,358	1,579	5,674	5,532
(d)	Unallocated	-	-	-	-	-
	Less: Inter-segment revenue					
	Income from operations	73,514	78,875	80,965	311,689	302,581
2	Segment Results					
(a)	Treasury	2,834	4,157	(272)	10,293	4,241
(b)	Retail Banking	16,545	(41,153)	11,513	(4,817)	48,845
(c)	Wholesale Banking	1,001	864	(123)	2,974	153
(d)	Unallocated	(1,992)	(1,835)	(1,746)	(7,430)	(6,615)
	Total Profit Before Tax	18,388	(37,967)	9,372	1,020	46,624
3	Segment Assets					
(a)	Treasury	493,033	496,623	355,489	493,033	355,489
(b)	Retail Banking	1,454,524	1,370,573	1,426,435	1,454,524	1,426,435
(c)	Wholesale Banking	64,865	50,795	54,916	64,865	54,916
(d)	Unallocated	25,623	23,582	4,284	25,623	4,284
	Total Assets	2,038,045	1,941,573	1,841,124	2,038,045	1,841,124
4	Segment Liabilities					
(a)	Treasury	493,033	496,623	355,489	493,033	355,489
(b)	Retail Banking	1,175,425	1,099,870	1,127,772	1,175,425	1,127,772
(c)	Wholesale Banking	47,712	37,116	39,091	47,712	39,091
(d)	Unallocated	-	-	-	-	-
	Total Liabilities	1,716,170	1,633,609	1,522,352	1,716,170	1,522,352
5	Capital Employed (Segment Assets - Segment Liabilities)					
(a)	Treasury	-	-	-	-	-
(b)	Retail Banking	279,099	270,703	298,663	279,099	298,663
(c)	Wholesale Banking	17,153	13,679	15,825	17,153	15,825
(d)	Unallocated	25,623	23,582	4,284	25,623	4,284
	Total	321,875	307,964	318,772	321,875	318,772

A) Treasury: The Treasury Segment primarily consists of net interest earnings from the Bank's Investment portfolio, money market borrowing and lending, gains or losses on Investment operations and income from sale of Priority Sector Lending Certificates ("PSLC").

B) Retail Banking: The Retail Banking Segment serves retail customers through a branch network and other delivery channels. Retail Banking includes lending to and deposits from retail customers and identified earnings and expenses of the segment. This segment raises deposits from customers and provides loans and other services to customers. Revenues of the retail banking segment are derived from interest earned on retail loans, processing fees earned and other related incomes. Expenses of this segment primarily comprises of interest expense on deposits & borrowings, infrastructure and premises expenses for operating the branch network and other delivery channels, personnel costs, other direct overheads and allocated expenses.

C) Whole Sale Banking: The Wholesale Banking Segment provides loans to Corporates and Financial Institutions. Revenues of the wholesale banking segment consist of interest earned on loans made to customers. The principal expenses of the segment consist of interest expense on funds borrowed from external sources and other internal segments, premises expenses, personnel costs, other direct overheads and allocated expenses of delivery channels, specialist product groups, processing units and support groups.

Notes :

- 1) Statement of Assets and Liabilities as at March 31, 2021 is given below:

Particulars	(Rs. in Lacs)	
	As at March 31, 2021 (Audited)	As at March 31, 2020 (Audited)
CAPITAL AND LIABILITIES		
Capital	192,831	192,822
Employees Stock Options and Purchase Outstanding	4,372	2,142
Reserves and Surplus	124,671	123,808
Deposits	1,313,577	1,078,048
Borrowings	324,732	395,327
Other Liabilities and Provisions	77,862	48,977
Total	2,038,045	1,841,124
ASSETS		
Cash and Balances with Reserve Bank of India	171,153	122,487
Balances with Banks and Money at Call and Short notice	86,597	11,842
Investments	251,645	239,614
Advances	1,449,395	1,404,364
Fixed Assets	28,073	30,048
Other Assets	51,182	32,769
Total	2,038,045	1,841,124



2) Statement of Cashflow as at March 31, 2021 is given below:

Particulars	(Rs. in Lacs)	
	For the year ended March 31, 2021 (Audited)	For the year ended March, 31 2020 (Audited)
Cash Flow from Operating Activities		
Profit before taxation	1,020	46,624
Adjustments for :		
Depreciation on Bank's Property	7,680	7,263
Loss on sale of Land, Building & Other assets (net)	77	19
Expense on employee stock option	2,230	2,142
Expense on employee stock purchase	-	797
Fixed Assets Written off	-	9
Provision for Non Performing Assets	61,074	10,451
Provision for Standard Assets	18,822	6,641
Interest earned on fixed deposits	830	95
Profit on sale of Held-to-maturity (HTM) securities	5,092	140
Amortisation of premium on HTM securities	1,301	455
	98,126	74,636
Adjustments for :		
(Increase) in Advances	(106,105)	(359,570)
Decrease/(Increase) in Investments in other than HTM securities	46,227	(20,787)
Decrease/(Increase) in Other Assets	2,729	(3,690)
Increase in Deposits	235,528	340,104
Increase in Other Liabilities	10,063	4,629
	286,568	35,322
Direct taxes paid (net of funds)	(20,900)	(11,150)
Net Cash Flow generated from/(used in) Operating Activities (A)	265,668	24,172
Cash Flow from Investing Activities		
Proceeds from sale of Fixed Assets	32	59
Purchase of Fixed Assets including work in progress	(5,814)	(8,953)
Investment in HTM securities (Net)	(64,651)	(66,760)
Deposits (created)/encashed with Banks and financial institutions	(65,212)	-
Net Cash Flow used in Investing Activities (B)	(135,645)	(75,654)
Cash Flow from Financing Activities		
Proceeds from issue of equity shares (net of issue expenses)	43	100,204
Decrease in Borrowings (Net)	(70,595)	(21,282)
Preference dividend paid during the year	-	(1,100)
Dividend distribution tax paid during the year	-	(226)
Net Cash Flow generated from Financing Activities (C)	(70,552)	77,596
Net Increase in Cash and Cash Equivalents (A+B+C)	59,471	26,114
Cash and Cash Equivalents at the beginning of the year	133,879	107,765
Cash and Cash Equivalents at the end of the year	193,350	133,879

Note:

- 3) The above financial results have been reviewed by the Audit Committee and approved by the Board of Directors at its meeting held on May 18, 2021. The financial results for the quarter and year ended March 31, 2021 have been subjected to an audit by the statutory auditors of the Bank. The report thereon is unmodified.
- 4) The above financial results have been prepared in accordance with the Banking Regulation Act, 1949, generally accepted accounting principles in India, including Accounting Standards as prescribed under section 133 of the Companies Act, 2013, Regulation 33 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulation, 2015, as amended, and the guidelines issued by the Reserve Bank of India ('RBI').
- 5) The Bank has consistently applied its significant accounting policies in the preparation of its quarterly financial results and its annual financial statements during the years ended March 31, 2021 and March 31, 2020.
- 6) The figures of the last quarter in each of the financial years 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 the third quarter of the respective financial year.
- 7) The RBI, vide notification dated December 04, 2020, stated that in view of the ongoing stress and heightened uncertainty on account of COVID-19, banks should continue to conserve capital to support the economy and absorb losses. The notification also stated that in order to further strengthen the banks' balance sheets, while at the same time support lending to the real economy, banks shall not make any dividend payment on equity/preference shares from the profits pertaining to the financial year ended March 31, 2020. The Bank did not declare final equity/preference dividend for the financial year ended March 31, 2020. However, the bank in its board meeting held on July 30, 2019, declared an interim preference dividend of 5.5% i.e. Rs 0.55 per preference share of Rs 10 each (within the maximum permissible coupon rate of 11%) amounting to Rs 1,100 lacs (excluding Dividend Distribution Tax) was paid during the financial year ended March 31, 2020.
Given that the current "second wave" has significantly increased the number of COVID-19 cases in India and uncertainty remains, the Board of Directors of the Bank, at its meeting held on May 18, 2021, have considered it prudent to currently not propose any dividend for the financial year ended March 31, 2021.
- 8) During the year ended March 31, 2021, the Bank allotted 29,069 equity shares under Employee Stock Purchase Scheme (ESPS) 2019 and 61,967 equity shares pursuant to the exercise of options under the approved Employee Stock Option Plan (ESOP) 2019.
- 9) During the quarter ended December 31, 2020, the Bank had granted, 3,04,549 options to Senior Management under the ESOP 2019. However, as at March 31, 2021, 59,91,126 options have been lapsed, 81,70,136 options vested and are yet to be exercised and balance 2,68,80,420 options remains unvested.



- 10) Other income includes income from commission, exchange and brokerage, processing fees, profit on sale of investments, PSLC fee income and recoveries from accounts previously written off.
- 11) The Capital Adequacy Ratio ("CAR") has been computed as per RBI Circular No. RBI/2016-17/81 DBR.NBD.No. 26/16.13.218/2016-17 dated October 06, 2016 on 'Operating Guidelines for Small Finance Banks'.
The Bank has followed BASEL II standardized approach for credit risk in accordance with the aforesaid guidelines. Further, the RBI vide its Circular No. DBR.NBD.No.4502/16.13.218/2017-18 dated November 08, 2017 has provided an exemption to all Small Finance Banks whereby no separate capital charge is prescribed for market risk and operational risk.
Further, the Bank has not considered contingent provisions created on account of COVID-19 stress for the purpose of computing CAR.
- 12) Consequent to the outbreak of COVID-19 pandemic, the Indian government announced a lockdown in March 2020. Subsequently, the national lockdown was lifted by the government, but regional lockdowns continue to be implemented in areas with a significant number of COVID-19 cases.
The impact of COVID-19, including changes in customer behaviour and pandemic fears, as well as restrictions on business and individual activities, has led to significant volatility in global and Indian financial markets and a significant decrease in global and local economic activities, which may persist even after the restrictions related to the COVID-19 outbreak are lifted. The slowdown during the year has led to a decrease in loan originations and in collection efforts' efficiency. This may lead to a rise in the number of customers defaults and consequently an increase in provisions there against.
The extent to which the COVID-19 pandemic, including the current "second wave" that has significantly increased the number of cases in India, will continue to impact the Bank's operations and financial results will depend on ongoing as well as future developments, which are highly uncertain, including, among other things, any new information concerning the severity of the COVID-19 pandemic and any action to contain its spread or mitigate its impact whether government-mandated or elected by the Bank.

In order to mitigate the burden of debt servicing brought about by disruptions on account of COVID-19 pandemic and to ensure the continuity of viable businesses, the RBI through its circulars dated March 27, 2020 and April 17, 2020, permitted Banks to grant a moratorium, on the payment of all instalments and/ or interest, falling due between March 01, 2020 and May 31, 2020 to their borrowers. This period was extended by RBI till August 31, 2020 through its circular dated May 23, 2020. The Bank accordingly extended the moratorium option to its borrowers in accordance with its Board approved policies. In respect of such accounts that were granted moratorium, the asset classification remained standstill during the moratorium period.

The quantitative disclosures as required by RBI circular dated April 17, 2020 for the year ended March 31, 2021 are given below:

Particulars	(Rs in lacs)
Respective amounts in SMA/overdue categories, where the moratorium/deferment was extended, in terms of paragraph 2 and 3 of the circular*	12,020
Term Loan Instalments: Rs 11,996 lacs Cash Credit / Overdraft: Rs 24 lacs	
Respective amount where asset classification benefits is extended*	12,020
Term Loan Instalments: Rs 11,996 lacs Cash Credit / Overdraft: Rs 24 lacs	
Provisions made during Q4FY2020 and Q1FY2021 in terms of paragraph 5 of the circular	1,147
Provisions adjusted during the respective accounting periods against slippages in terms of paragraph 6 of the circular	929
Residual provisions as on March 31, 2021 in terms of paragraph 6 of the circular	218

*represents outstanding balance as on March 31, 2021 in respect of such accounts.

Above disclosure includes all the accounts which were standard but overdue as on February 29, 2020 and remained overdue as on June 30, 2020.

- 13) The Honourable Supreme Court of India (Hon'ble SC), vide an interim order dated September 03, 2020 in the writ petition - Gajendra Sharma Vs Union of India & Anr., had directed that the accounts which were not declared Non-Performing Assets ('NPA') till August 31, 2020 shall not be declared as NPA till further orders. Accordingly, an account, which was not declared NPA as at August 31, 2020, was not declared NPA subsequently as per the RBI's Master Circular - Prudential Norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances ('IRAC Norms').

However, if the Bank had classified borrower accounts as NPA after August 31, 2020, the Bank's proforma Gross NPA ratio and proforma Net NPA ratio as at December 31, 2020 would have been 4.83% and 2.05% respectively. Pending disposal of the case, as a matter of prudence, the Bank had created provisions for interest reversal and loan loss in respect of these accounts, which was included in 'Provisions and Contingencies'.
The interim order granted to not declare accounts as NPA stood vacated on March 23, 2021 vide the judgement of the Hon'ble SC in the matter of Small Scale Industrial Manufacturers Association Vs UOI & Ors. and other connected matters. In accordance with the instructions in paragraph 5 of the RBI circular dated April 07, 2021 issued in this connection, the Bank has continued with the asset classification of borrower accounts as per the extant RBI instructions/IRAC norms.

- 14) Details of resolution plan implemented under the Resolution Framework for COVID-19 related stress as per RBI circular dated August 6, 2020 are given below:

	(Rs in lacs, except number of accounts)				
Type of borrower	(A) Number of accounts where resolution plan has been implemented under this window*	(B) Exposure to accounts mentioned at (A) before implementation of the plan	(C) Of (B), aggregate amount of debt that was converted into other securities	(D) Additional funding sanctioned, if any, including between invocation of the plan and implementation	(E) Increase in provisions on account of the implementation of the resolution plan **
Personal Loans	36,412	10,099	-	-	1,010
Corporate persons	-	-	-	-	-
Of which, MSMEs	-	-	-	-	-
Others	226,664	50,357	-	-	5,036
Total	263,076	60,456	-	-	6,046

* represents accounts which were restructured and active as on March 31, 2021.

** Provisions held as on March 31, 2021.



- 15) The Bank has restructured accounts in accordance with RBI Circular on 'Micro, Small and Medium Enterprises (MSME) sector – Restructuring of Advances' - DBR.No.BP.BC.100/21.04.048/2017-18 dated February 07, 2018, DBR.No.BP.BC.108/21.04.048/2017-18 dated June 06, 2018, DBR.No.BP.BC.18/21.04.048/2018-19 January 01, 2019, DOR.No.BP.BC.34/21.04.048/2019-20 dated February 11, 2020 and DOR.No.BP.BC/4/21.04.048/2020-21 dated August 6, 2020.

(Rs in lacs except number of accounts)

Particulars	As at March 31, 2021	As at March 31, 2020
No. of Accounts Restructured	91,308	-
Amount	23,518	-

- 16) In accordance with the instructions in the aforesaid RBI circular dated April 07, 2021, the Bank shall refund/ adjust 'interest on interest' to all borrowers including those who had availed of working capital facilities during the moratorium period, irrespective of whether moratorium had been fully or partially availed, or not availed. Pursuant to these instructions, the methodology for calculation of the amount of such 'interest on interest' has been circulated by the Indian Banks Association ('IBA'). Based on the methodology recommended by the IBA, the Bank has calculated the said amount to be refunded and accordingly reduced Rs 3.50 lacs from the interest income for the year ended March 31, 2021.
- 17) The Code on Social Security, 2020 ('the Code') relating to employee benefits, during the employment and post-employment, has received Presidential assent on September 28, 2020. The Code has been published in the Gazette of India. Further, the Ministry of Labour and Employment has released draft rules for the Code on November 13, 2020. However, the effective date from which the changes are applicable is yet to be notified and rules for quantifying the financial impact are also not yet issued. The Bank will assess the impact of the Code and will give appropriate impact in the financial statements in the period in which, the Code becomes effective and the related rules to determine the financial impact are published.
- 18) Figures of the previous period/ year have been regrouped/ reclassified wherever necessary to confirm to the current period's/ year's presentation.

Bengaluru
May 18, 2021

By order of the Board
For Ujjivan Small Finance Bank Limited



Nitin Chugh
DIN: 01884659
Managing Director & CEO



Press Release

Bounce back in growth | Improvement in collections **Underlying business profitability remains strong**

Bengaluru, May 18, 2021: Ujjivan Small Finance Bank Ltd. [BSE: 542904; NSE: UJJIVANSFB], today announced its financial performance for the year and quarter ended March 31, 2021.

Summary of Ujjivan Small Finance Bank Business Performance – Q4 FY 2020-21

- ❖ Gross advances at ₹15,140 crore up 7% Y-o-Y
- ❖ Net Profit of ₹136 crore up 86% Y-o-Y
- ❖ Disbursement for Q4FY21 stood at ₹4,274 crore vs ₹3,254 crore at Q4FY20; Mar'21 disbursement was 2.2x Y-o-Y
- ❖ Non Micro Banking contributes 28% of total portfolio as against 23% in Mar'20
- ❖ Secured Advances stand at 27% of the total portfolio as on Mar'21 as against 22% in Mar'20
- ❖ Total provision as on 31st Mar'21 of ₹955 crore covering 6.3% of gross advances
- ❖ GNPA at 7.1% and NNPA at 2.9% as of Mar'21 against 1.0% and 0.2% respectively as of Mar'20; write-off of ₹74 crore in Q4FY21; Provision coverage ratio as on Mar'21 is 60%
- ❖ Deposits at ₹13,136 crore as of Mar'21 up by 22% Y-O-Y as against Mar'20; covering 87% of total advances
- ❖ Retail deposits at 48% of the total deposits vs 44% of Mar'20; CASA ratio at 21% in Mar'21 vs 14% in Mar'20
- ❖ Strong new retail customer acquisition, 3.15 lakh customers acquired during the Q4FY21
- ❖ Net interest income of ₹368 crore in Q4FY21; Net interest margin at 7.9% in Q4FY21 against 11.2% in Q4FY20
- ❖ Cost to Income ratio at 67% in Q4FY21 vs 65% in Q4FY20
- ❖ ROA/ ROE at 2.7%/ 17.3% in Q4FY21 vs. 1.6%/ 9.3% in Q4FY20
- ❖ Collections remained stable at 94% in Mar'21
- ❖ Capital adequacy ratio at 26.4% with Tier-1 capital at 25.0%; Liquidity coverage ratio at 116.1% as of Mar'21

Summary of Ujjivan Small Finance Bank Business Performance – FY 2020-21

- ❖ Disbursement for FY21 at ₹8,397 crore
- ❖ PPOP of ₹809 crore in FY21 against ₹637 crore in FY20
- ❖ Net Profit of ₹8.3 crore in FY21
- ❖ Net Interest Income of ₹1,729 crore in FY21 against ₹1,634 crore in FY20
- ❖ Net Interest Margin at 9.5% in FY21 against 10.8% in FY20
- ❖ Cost to Income ratio improved to 60% in FY21 from 67% in FY20
- ❖ ROA/ ROE for FY21 at 0.04%/ 0.3% vs 2.2%/ 13.9% for FY20

Mr. Nitin Chugh, MD & CEO, Ujjivan Small Finance Bank said, "Q4FY21 was a very good quarter in terms of strong business growth and improvement in collections. Due to sustained improvement in productivity and improving economic conditions, we saw disbursements reaching a record high of Rs 4,274 cr up 31% y-o-y. This was led by secular growth across all asset verticals. In Q4 we also benefitted from our investments in digital and through partnerships with fintechs that helped us in expanding our distribution and sales. On the collections side too we saw significant improvement with monthly collection efficiency picking up and closing at 94% in March'21; our restructured book delivered ~74% collection efficiency. Liability franchise continued to strengthen as retail granular deposits builds up with CASA meaningfully increasing to 21%. Healthy customer acquisition continued in our liability business during the quarter. Cost of funds has further reduced to 6.8% from 7.9%/7.1% in Q4FY20 / Q3FY21. Q4FY21 NIM was impacted primarily on account of de-recognition of interest income on the GNPA's. This impacted yields as well as cost-to-income ratio; cost on absolute basis remains well under control despite significant increase in business

volumes. We continue to carry Rs 172 cr of covid provisions which provides cushion for credit cost in upcoming months. As the business environment remains impacted due to the second wave of the pandemic across the country, we are closely monitoring the ground situation and taking adequate steps to safeguard the interests of our employees, customers, investors and all other stakeholders.”

About Ujjivan Small Finance Bank Limited:

Ujjivan Small Finance Bank Limited is a small finance bank licensed under Section 22 (1) of the Banking Regulation Act, 1949 to carry on the business of small finance bank in India.

Bank serves 59.2 lakh customers through 575 branches and 16,571 employees spread across 248 districts and 24 states and union territories in India. Gross Loan Book stands at ₹15,140 crore with a deposit base of ₹13,136 crore as of March 31, 2021.

'Bank's CSR objective is to reach underserved and unserved sections of the society. In Q4 FY21 the Bank has partnered with Cheshire Disability Trust to enable livelihood training for persons with disabilities, the Bank has also supported the chronic need for Intensive Care Units at the Christian Missionary Hospital in Vellore. Understanding the need for health care and precautions in these testing times, the Bank has funded for the procurement and installation of 5 information kiosks to be displayed across outpatient departments at St. John's Hospital, Bangalore. Through our strategic partner, Parinaam Foundation, we initiated various community development programs and a special program to educate the public about the Covid awareness. The Covid Education program reached 3,57,000+ beneficiaries including general public and customers. The Bank also provided 3.4 lakh masks across India and supported people suffering from harsh winters by providing blankets in North and East regions. Supported food supply and other daily needs for 75 people affected with leprosy/HIV Aids through Sumanahalli Society.'

Web: www.ujjivansfb.in Twitter: [@UjjivanSFB](https://twitter.com/UjjivanSFB)

Safe Harbour:

Some of the statements in this document that are not historical facts are forward-looking statements. These forward-looking statements include our financial and growth projections as well as statements concerning our plans, strategies, intentions and beliefs concerning our business and the markets in which we operate. These statements are based on information currently available to us, and we assume no obligation to update these statements as circumstances change. There are risks and uncertainties that could cause actual events to differ materially from these forward-looking statements. These risks include, but are not limited to, the level of market demand for our services, the highly-competitive market for the types of services that we offer, market conditions that could cause our customers to reduce their spending for our services, our ability to create, acquire and build new businesses and to grow our existing businesses, our ability to attract and retain qualified personnel, currency fluctuations and market conditions in India and elsewhere around the world, and other risks not specifically mentioned herein but those that are common to industry.

For further information, please contact:

Ujjivan Small Finance Bank Limited	
For Media Queries: Ms. Nivedita Ghosh +91 9901576620 nivedita.ghosh@ujjivan.com	For Investor Queries: Mr. Deepak Khetan +91 7045792752 deepak.khetan@ujjivan.com



UJJIVAN SMALL FINANCE BANK

Build a Better Life

Q4 FY21 PRESENTATION

MAY 2021



Business Today - KPMG Best Bank and Fintech Jury Award 2020 in innovation, workforce & talent and enterprise resilience (qualitative) for SFB category



Indian Banks' Association

IBA – 16th Annual Banking Technology Award 2021 (SFB Category)
Best Digital Financial Inclusion Initiatives
First Runner Up: Best Technology Bank of the Year and Best IT Risk & Cyber Security Initiatives



Jury Recognition Award for Excellence in Cognitive Automation at UiPath Automation Excellence Awards 2020



Inclusive Finance India Award 2020: SFB for achieving financial inclusion among SFBs



Ranked 3rd in India's Best Companies To Work For 2020



Awarded 'Best Microfinance Bank' by AsiaMoney



UJJIVAN SMALL FINANCE BANK

Build a Better Life

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- 🔥 Figures for the previous period / year have been regrouped wherever necessary to conform to the current period’s / year’s presentation. Total in some columns / rows may not agree due to rounding off.
- 🔥 Note: All financial numbers in the presentation are from Audited Financials or Limited Reviewed financials or based on Management estimates.

Contents

Performance Highlights



Business Overview



Financials



Ujjivan – Building a Mass Market Bank



Q4-FY21 – Key Highlights



Bounce back in growth with highest ever disbursements – ₹ 4,274 Cr, up 96% Q-o-Q; 31% Y-o-Y | Mar'21 disbursement 2.2x Y-o-Y



Improved collections: 96% of customers have started paying post end of moratorium



Healthy customer acquisition in Q4 with 3.15 lac new customers | Retail deposits up 32% Y-o-Y; CASA up 85% Y-o-Y |
Total deposit at ₹ 13,136 Cr up 22% Y-o-Y



NII* at ₹ 368 Cr; NIM at 7.9%;



Net Profit at ₹ 136 Cr up by 86% Y-o-Y | ROA at 2.7%



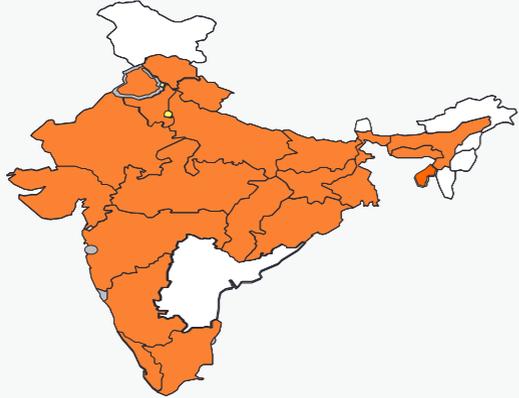
26% Capital adequacy with Tier-1 capital at 25% as on 31st March'21 | Liquidity Coverage ratio at 116%

Performance Highlights

Key Highlights as on Mar'21

24 States/ UTs, 248 Districts

vs 244 districts in Mar'20



575 branches¹, 491 ATMs²

vs 575 branches; 475 ATMs in Mar'20



Expanding Customer base

59.2 lakh customers
vs. 52.5 lakh in Mar'20



40.1 lakh borrowers
vs. 43.5 lakh in Mar'20

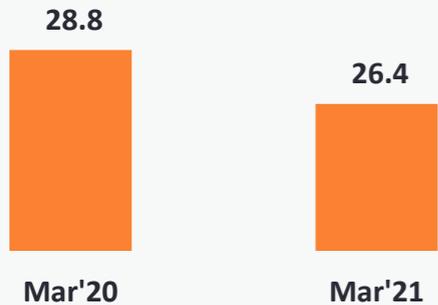
16,571 Employees

vs 17,841 in Mar'20



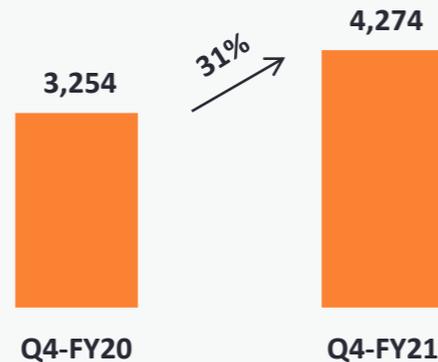
CRAR

%



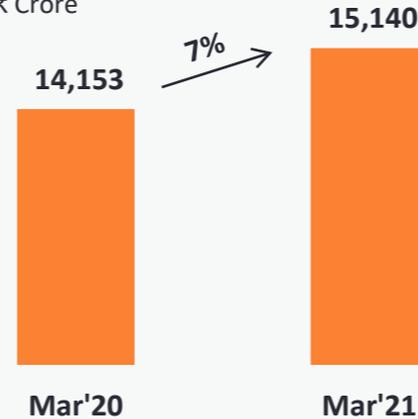
Q4 Disbursements

₹ Crore



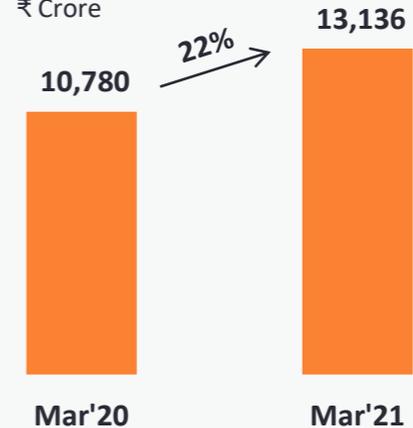
Gross Advances

₹ Crore



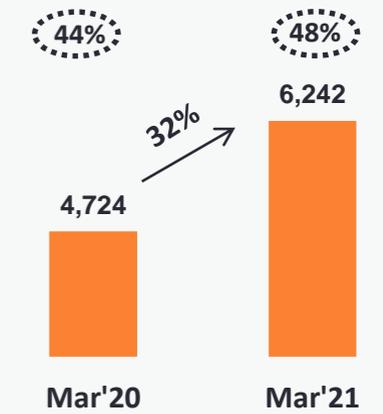
Total Deposits

₹ Crore



Retail Deposits³

₹ Crore



Q4 FY21 – Key Highlights

Net Interest Income

₹ Crore



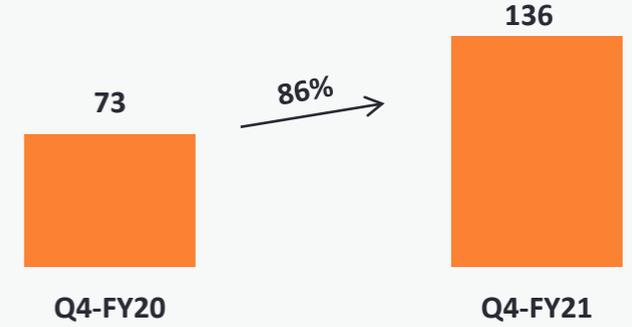
Pre-provision Operating Profit (PPOP)

₹ Crore



Profit after Tax

₹ Crore



Net Interest Margin

7.9%

Vs.

11.2%

Q4-FY20

ROA

2.7%

Vs.

1.6%

Q4-FY20

ROE

17.3%

Vs.

9.3%

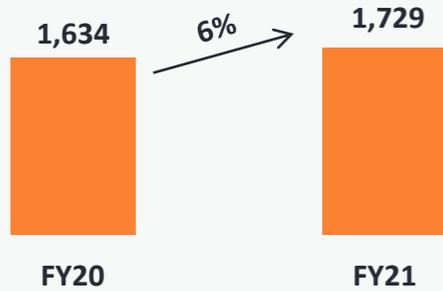
Q4-FY20

Note: Numbers mentioned in () are negative

FY21 – Key Highlights

Net Interest Income

₹ Crore



Net Interest Margin

9.5%
Vs.
10.8%
FY20

Pre-provision Operating Profit (PPOP)

₹ Crore

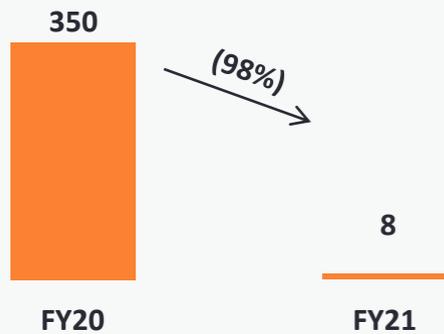


GNPA

7.1%
Vs.
1.0%
Mar'20

PAT

₹ Crore



ROA

0.04%
Vs.
2.2%
FY20

ROE

0.3%
Vs.
13.9%
FY20

NNPA

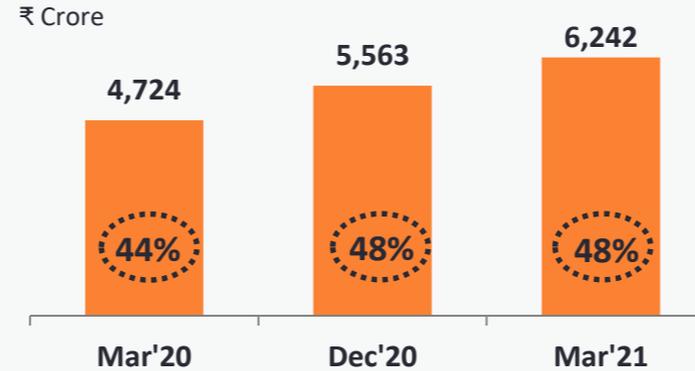
2.9%
Vs.
0.2%
Mar'20

Note: Numbers mentioned in () are negative

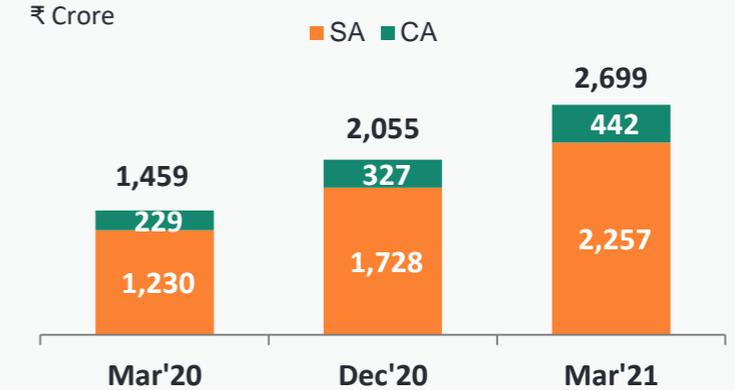
Liabilities – Healthy CASA growth, strong customer acquisition

- We continue to **focus on building granular** and stable deposit base
- **Total deposits grew** 22% Y-o-Y to ₹ 13,136 Cr; CASA at 21% of deposits grew 85% Y-o-Y
- **Retail deposits grew 32% Y-o-Y**; contributing to 48% of total deposits in Mar'21 vs 44% in Mar'20
- **Strong customer acquisition** – 13.5 lakh new deposit accounts opened during FY21; focus on improving sales productivity – lead generation and conversion
- **Focus on changing product mix** – Business Edge, Privilege SA, Privilege Senior Citizen, Salary etc
- Launched **Garima Savings A/c** – focused towards new-age women customers
- Introduced competitive deposit rates to garner retail deposits
- **Cost of deposits continues to trend lower** – 6.6% vs 7.0% in Dec'20 / 7.8% in Mar'20 led by significant growth in CASA

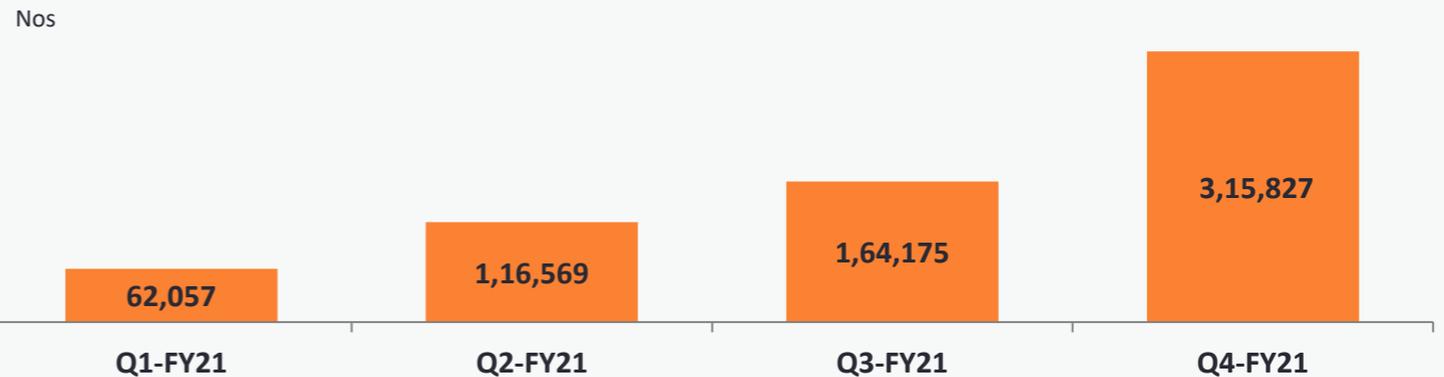
Retail Deposits share increasing rapidly



CASA: 31% Q-o-Q growth



Customer acquisition ramping-up at branches



Strong bounce back in asset business (1/3)

- **Collections** have sustained momentum
 - 94% in Mar'21 consistent with 94% in Dec'20
 - 99.5%+ collection for loans disbursed in FY21 as of Mar'21
- **Disbursement**
 - Highest ever disbursements: ₹ 3,317 Cr up 18% Y-o-Y – with pick up in economic activities
 - Mar'21 disbursement: ₹ 1,240 Cr vs ₹ 689 Cr in Mar'20
 - Credit demand picking up momentum - 22% of loans in Q4 was to new customers
- **Expanding reach**
 - New customer acquisition picked up with over 1.4 lakh new customers acquired in Q4-FY21
 - Money Mitra (Ujjivan Transaction point) – Activated 165+ outlets across 16 states facilitating customers for basic banking services
 - 9000+ transaction points activated with Airtel Payments Bank tie-up
 - Tie-up with PayNearby in Q3-FY21 – activated across 130 outlets
- **New products**
 - **Gold Loan** – Pilot running well in 5 branches. 126 loans disbursed worth ₹ 74 lacs disbursed since Oct'20
 - Q4FY21 – 12% of repeat loans were through pre-approved processes for Microbanking customers showing good traction ~ ₹ 245 Cr booked in Q4-FY21 (~ ₹ 180 Cr in Q3-FY21)
- **Digital collections**
 - Cashless collections was 11% in Mar'21 improved from 10% in Dec'20
 - Additionally 28% of the repayment is supported by CMS like Airtel Payments Bank, PayNearby locations

Strong bounce back in asset business (2/3)

Affordable Housing

- **Collection efficiency** – 96% in Mar’21 (94% in Dec’20)
- **Best quarter ever** in terms of volume disbursement; crossed all previous pre-Covid benchmarks with an overall Ujjivan SFB affordable housing loan book crossing a milestone of ₹ 2000 Cr As of Mar’21
- **Milestone disbursements** at ₹ 324 Cr in Q4-FY21 up from ₹ 209 Cr in Q3-FY21 vs ₹ 187 Cr in Q4-FY20
 - Mar’21 disbursement at ₹ 125 Cr; significant improvement in frontline loan officer productivity
 - Continued focus on semi-formal segment; deeper penetration in tier 3-4 markets, region specific product offerings
- **Process improvement with focus on cost saving, process efficiency, increase in productivity**
 - Digital on-boarding system live across branches
 - Digital & Hub based disbursements – adapting to the new normal assuring business continuity; 30% reduction in disbursal TAT

MSE

- **Collection efficiency (MSE Secured)** – 91% in Mar’21 (90% in Dec’20)
- **Highest ever disbursements** at ₹ 276 Cr in Q4-FY21 – up from ₹ 136 Cr in Q3-FY21 vs ₹ 114 Cr in Q4-FY20
 - Mar’21 disbursement at ₹ 124 Cr; significant improvement in frontline loan officer productivity
 - New case log-ins above pre-Covid levels – more focus on Semi-formal and formal segments
 - Internal sourcing improved with activation of 75% of targeted Branches on MSE disbursements
- **New products:**
 - Disbursed 1,750 cases of ₹ 59 Cr under MSE Navnirman Loan (NNL) backed by ECLGS scheme in FY21
 - Fintech tie-up with Supply Chain finance went live in Jan’21, 330+ customers on-boarded with cumulative limit set-up of ₹ 42 Cr in Q4-FY21
- **Process improvement:**
 - LOS Mobile sourcing solution piloted in Q4 across 5 locations, with full-fledged launch planned for Q1-FY22
 - Disbursement Hubs in Ahmedabad, Coimbatore and Patna are operational, resulting in improved TAT

Strong bounce back in asset business (3/3)

FIG

- **Collection efficiency** – 98% in Mar’21 (99% in Dec’20)
- **Disbursements** – Cautiously scaling up; ₹ 240 Cr in Q4-FY21 vs ₹ 105 Cr in Q3-FY21 & ₹ 83 Cr in Q4-FY20
- Focus on higher-rated entities for growth
- **New Products** – Call Money for Cooperative banks successfully launched generating decent revenue
- **WIP** – To launch Bank Guarantee product for capital market clients, Cooperative banks etc

Personal

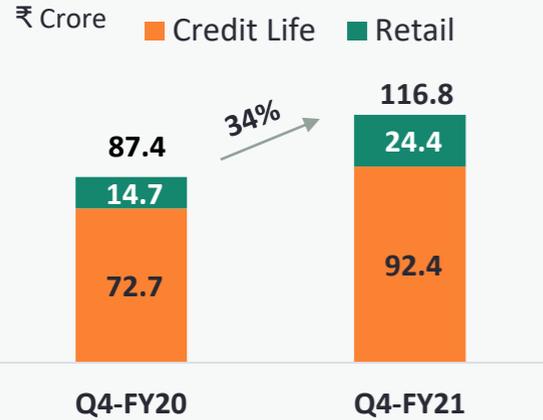
- **Collection efficiency** – 91% in (89% in Dec’20)
- **Disbursements** in Q4-FY21 at ₹ 44 Cr against Rs 8.4 Cr in Q4-FY20
- **Tie-ups** with super cat A, cat A, cat B, cat C & Government companies (>100 Cr Turnover and Rating BB/B above)
- **Channel**
 - Proprietary channel sourcing showing good traction
 - Data analytics for lead generation; especially for existing customers
 - Offered from all Ujjivan branches
 - DSA Channel and other aggregators
- **Fintech tie-up went live in Mar’21 and May’21;** to supplement customer acquisition
- **End-to-end digital product:** Using tech service provider, focus on making whole flow digital and contactless.

Vehicle

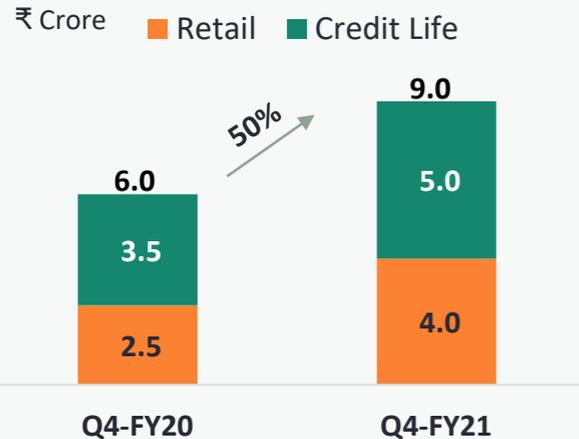
- **Collection efficiency** – 99% in Mar’21 (97% in Dec’20)
- **Disbursements** in Q4-FY21 at ₹ 38 Cr vs ₹ 9 Cr in Q4-FY20
- **Channel:** Focus on Proprietary channel and cross-selling; expanded reach to all Ujjivan branches; setting-up dealer channels
- **Segment:** Focus on Tier-II+ markets; medium to low income category
- **Launched digital LOS** for two-wheeler products; FY22 to see increased adoption

Third Party Products: Focus on retail products to drive fee income

Strong pick-up in retail premium



...driving fee income



Insurance

Product

- **Addition of new guaranteed Life Insurance product and term plan in Mar'21 with ₹ 10 lakh business** - driving deeper customer penetration with better customer segmentation & product basket

Distribution

- **2687 IRDA certified employees** as of Mar'21 (953 as of Dec'20)
- 95% of branches are equipped with IRDA certified professional
- WIP: Distribution through phone banking and digital modes

Technology/automation projects with Riskcovry:

- Digital Insurance distribution project in final phase of IT development for 1st phase plan
- Revamped Hospi-Cash product in Aug'20 – complete digital product – onboarding, payment and policy delivery. Proposal accepted by IRDA to digitize Hospi-Cash claims. Deployment in progress.

Mutual Funds

- Mutual Fund ARN received from AMFI; addition of new fee income revenue stream for the bank
- Collaboration with BSE-Star to launch Mutual Fund distribution
- Evaluating Tech vendors in progress for digitizing solutions for Mutual Funds & Atal Pension Yojana

Digital initiatives enhancing business processes



API Banking & Fintech partnership

- Ujjivan offers 159 API's which cover most of the banking transactions & requirements like customer on-boarding for liabilities & assets, service requests & all types of payment services
- 7 APIs listed on NPCI's API Aggregator portal – nfinite.in (among the first 2 banks whose APIs are listed here)
- 6 Fintech partnerships live – 3 for Loan repayments and 3 for Digital Lending to personal loans and MSE customers



Robotic Process Automation

- Q4-FY21 – 12 processes across business verticals completely automated, leading to substantial savings
- As per internal analysis 99% accuracy has been achieved for most processes
- 15 processes to be automated by Q1-FY22, with targeting automation of 15 processes every quarter



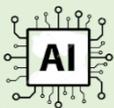
Digital repayments / collections

- Digital collections continue to remain stable contributing to average of 18% of Microbanking and RuralBanking collections for FY 20-21
- Expansion of collection points through fintechs (PayNearby, SETU) and payments bank (Airtel) has contributed to 40% of overall collections in Q4-FY21; 10,000+ fintech partner outlets activated pan-India
- Self repayment modes like BBPS* have seen substantial uptick with M-o-M growth of 15% overtaking direct cash deposits at collection points



Enhancing customer life cycle value

- For Existing to Bank customers, Automated Customer Engagement (ACE) platform implemented for improved customer engagement and enriching Customer Life Time Value (CLTV)
- Machine Learning based customer segmentation models have helped identify and target potential customers for x-sell and up-sell opportunities

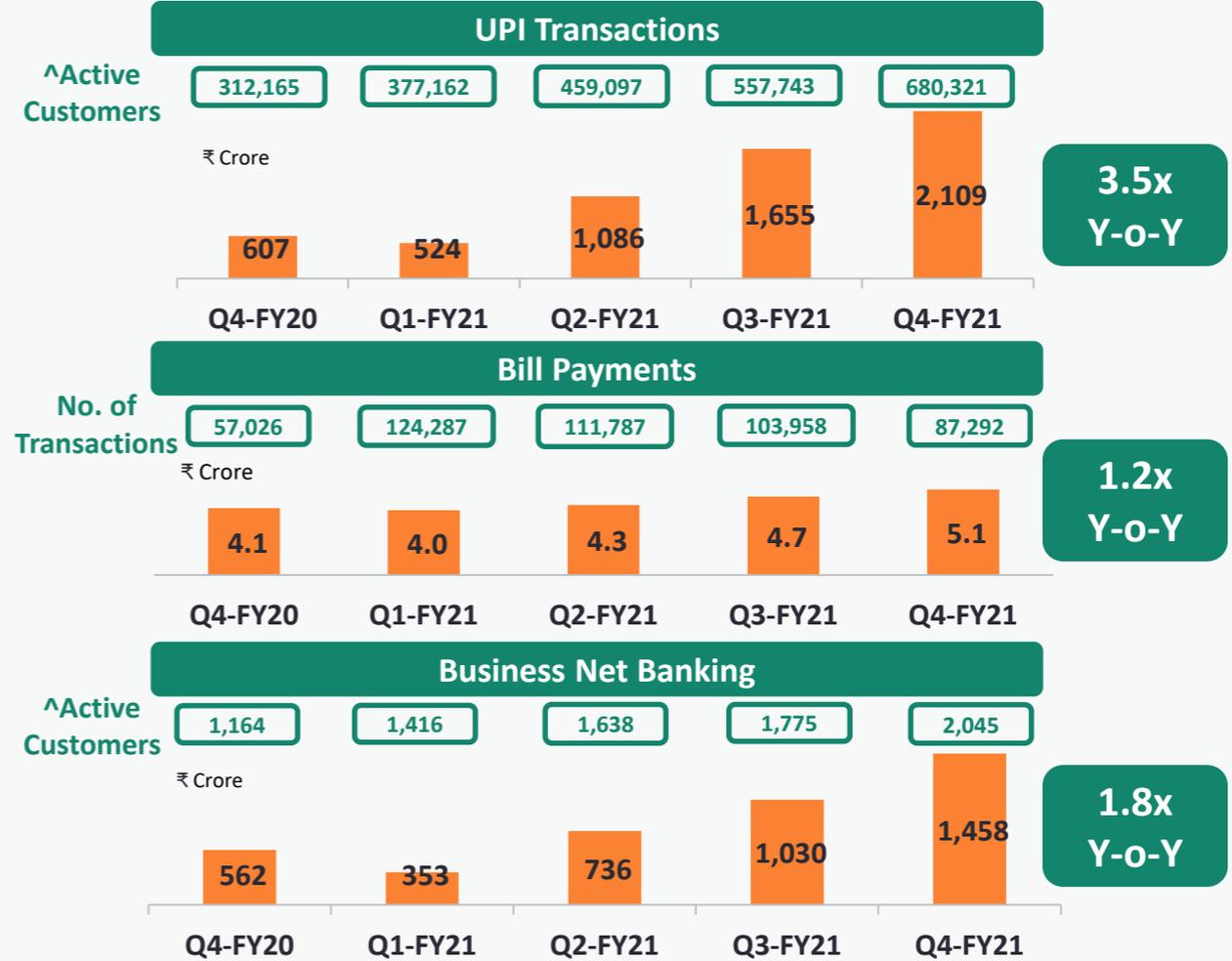
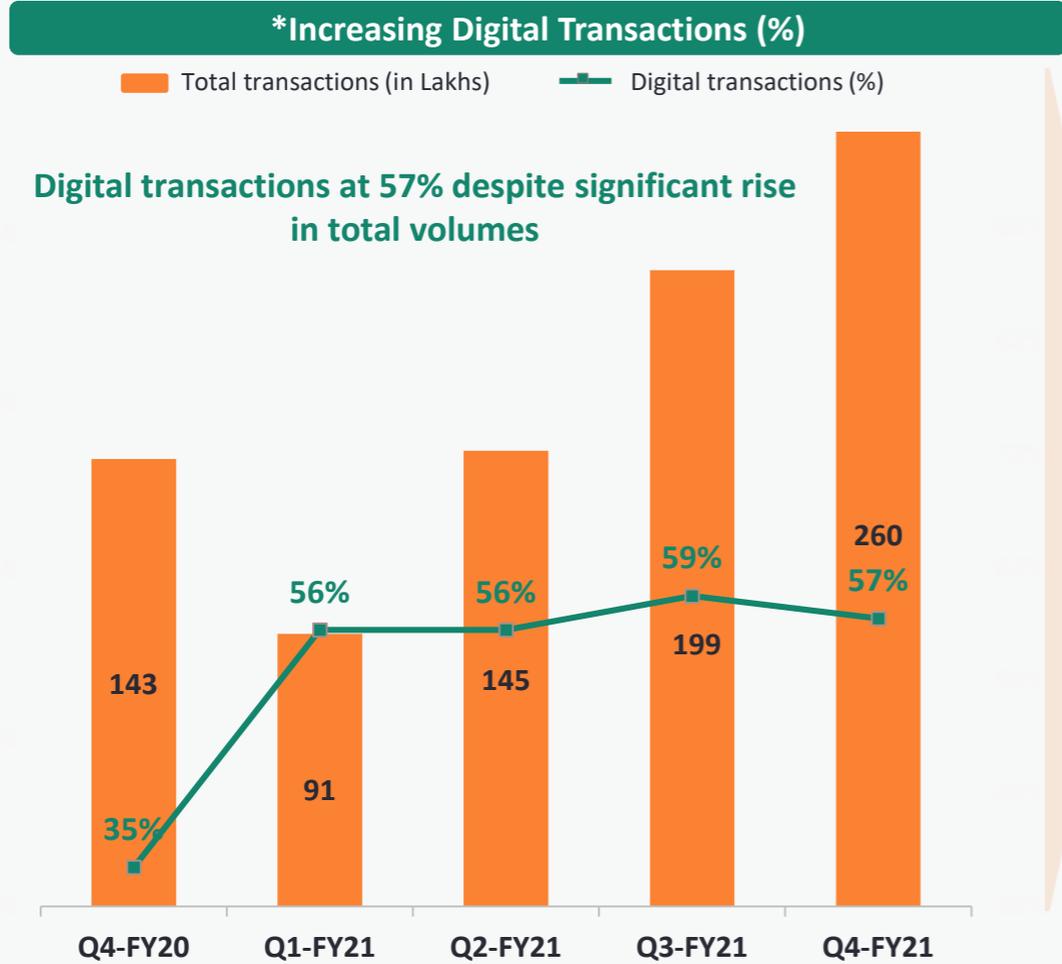


Artificial Intelligence

- Multi-lingual Bot introduced on USFB website; WIP to enhance to Intelligent Bot; facilitate in lead generation and customer experience

* Bharat Bill Pay System

Increasing digital footprints (1/2)



*Basis CBS volumes

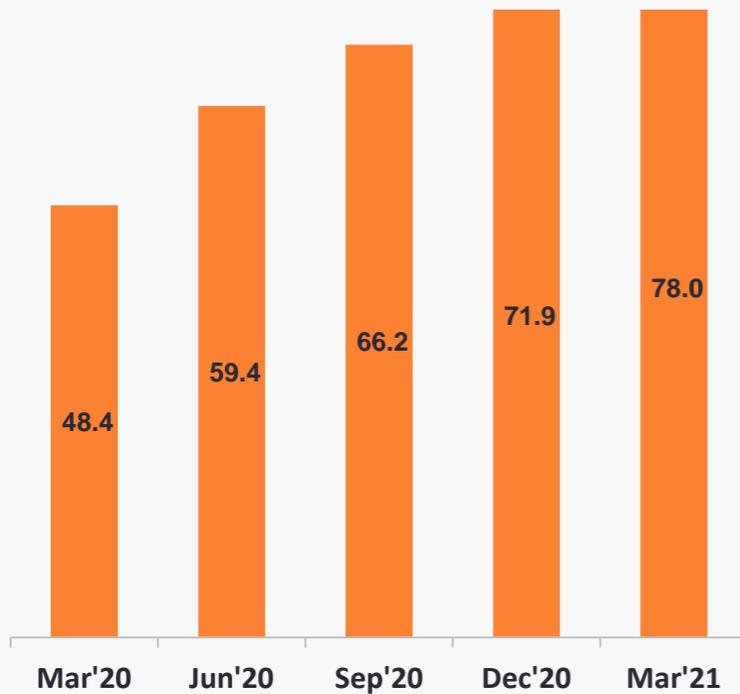
^Active customers as of period end

Increasing digital footprints (2/2)

Internet Banking active users

Nos in '000

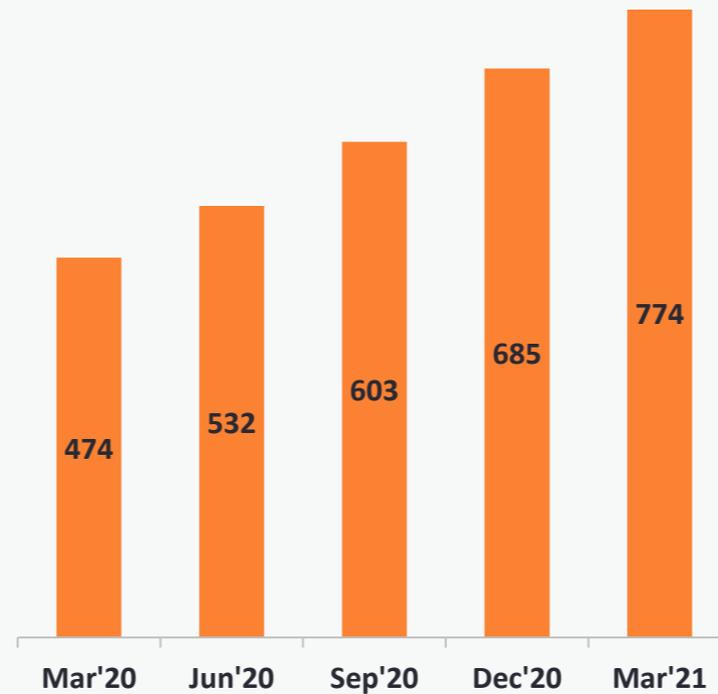
1.6x Y-o-Y



Mobile Banking active users

Nos in '000

1.6x Y-o-Y

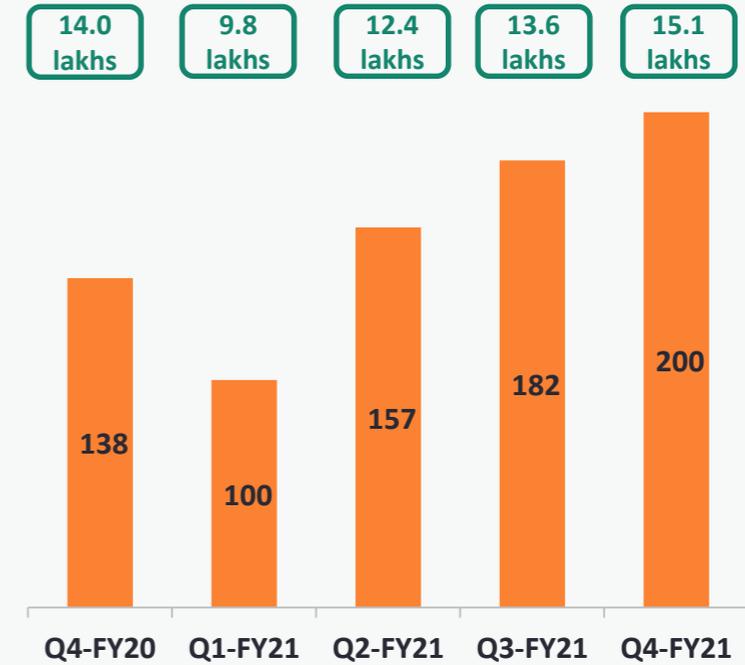


POS Transactions

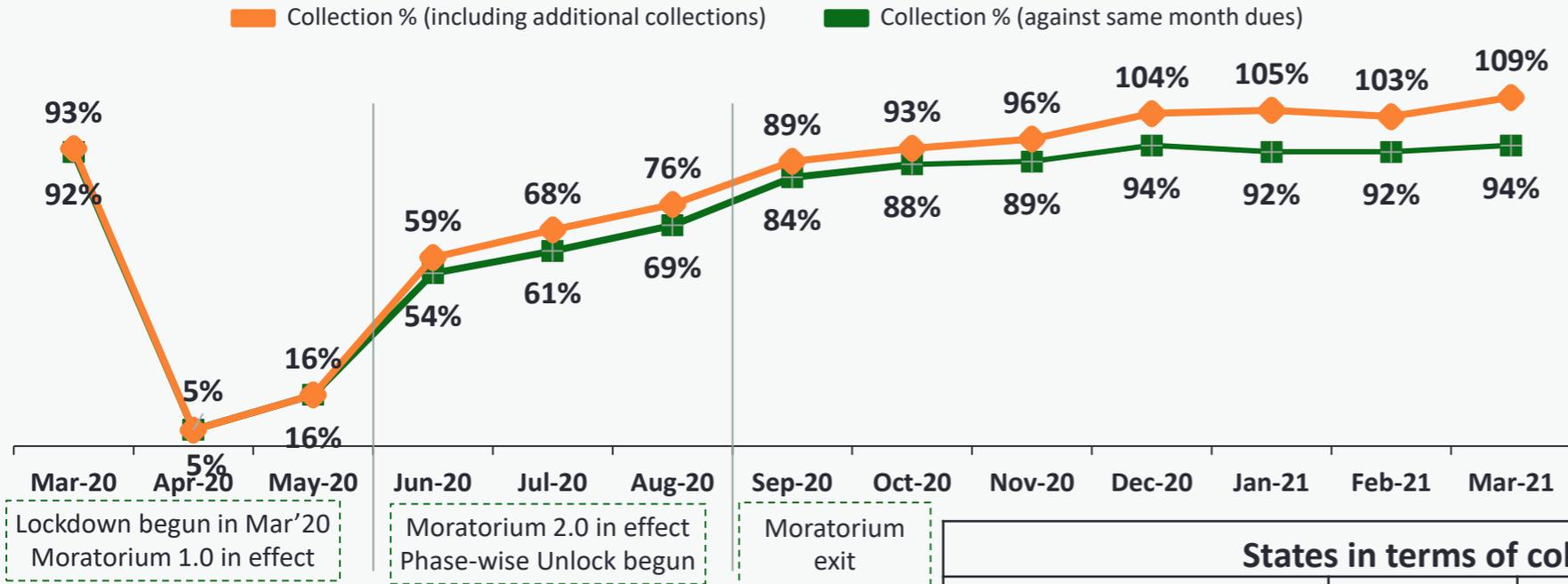
No. of Transaction (in box)

Value in ₹ Crore

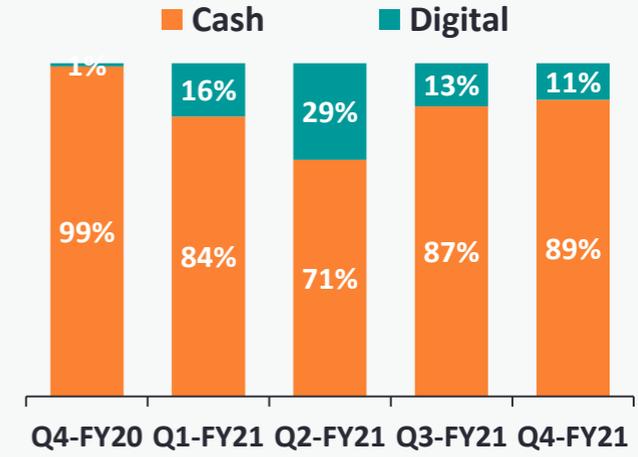
1.4x Y-o-Y



Collections: 96% of customers have started paying post end of moratorium



Digital vs cash collections



- Collection efficiency - collections for the period against dues for the period. It does not include pre-closures and any advance or future payments
- Flexible & multiple modes of collections apart from traditional centre meetings/door-to-door collections

States in terms of collections – March'21 (Bank level)					
High collections	Coll %	OSP%	Low collections	Coll %	OSP%
Meghalaya	99.4%	0.1%	Assam	84.4%	2.3%
Uttarakhand	99.3%	0.4%	Maharashtra	88.3%	9.7%
Himachal Pradesh	99.1%	0.1%	Punjab	88.7%	2.4%
Uttar Pradesh	98.8%	4.4%	Chhattisgarh	90.7%	0.5%
Goa	98.1%	0.1%	Madhya Pradesh	92.8%	1.5%

Note: Excludes OD accounts as of 29th Feb'20

Improving collection efficiency (1/2)

₹ Crore	Nov'20				Dec'20				Jan'21			
Verticals	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection
MicroBanking	952.4	846.0	89%	52.0	897.0	843.9	94%	75.8	887.7	818.0	92%	97.7
MSE (Secured)	18.3	16.2	88%	7.9	18.3	16.5	90%	11.6	19.2	17.3	90%	12.9
MSE (Unsecured)	5.5	3.7	67%	0.5	5.3	3.7	69%	0.3	4.9	3.2	66%	0.3
Affordable Housing	23.8	22.2	94%	9.7	24.5	23.0	94%	10.7	25.1	23.5	94%	13.0
Personal Loan	3.5	3.1	88%	-	3.8	3.3	89%	-	4.1	3.7	91%	0.9
Vehicle Loans	1.0	0.9	96%	-	1.3	1.3	97%	0.01	1.7	1.6	97%	0.01
FIG Lending	36.8	36.8	100%	-	44.7	44.1	99%	-	34.6	33.9	98%	0.5
Total	1,041.2	928.9	89%	70.1	994.8	935.8	94%	98.5	977.2	901.0	92%	125.3

Note: Excludes OD accounts as of 29th Feb'20

Improving collection efficiency (2/2)

₹ Crore	Feb'21				Mar'21				Apr'21			
Verticals	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection
MicroBanking	894.7	822.4	92%	85.9	940.6	885.0	94%	105.0	934.0	825.5	88%	53.0
MSE (Secured)	19.2	17.0	89%	12.0	19.8	17.8	90%	19.0	20.9	18.1	87%	9.1
MSE (Unsecured)	4.9	3.0	62%	0.5	4.6	2.9	63%	0.7	4.6	2.2	48%	0.0
Affordable Housing	26.0	24.4	94%	14.6	26.9	26.0	96%	27.2	27.9	25.5	91%	14.5
Personal Loan	4.5	4.1	90%	-	4.6	4.2	91%	-	5.0	4.4	88%	0.9
Vehicle Loans	1.9	1.6	88%	0.1	2.1	2.1	99%	0.0	2.8	2.7	96%	0.1
FIG Lending	37.7	36.9	98%	0.2	41.4	40.6	98%	0.6	34.3	33.6	98%	0.0
Total	988.8	909.4	92%	113.2	1,040.0	978.6	94%	152.5	1,029.6	912.0	89%	77.5

Note: Excludes OD accounts as of 29th Feb'20

States with lower MicroBanking collections

Maharashtra



806

West Bengal



1,542

Assam



304

Punjab



346

Total MB Portfolio as on Apr'21 (₹ cr)

Reasons for low collections

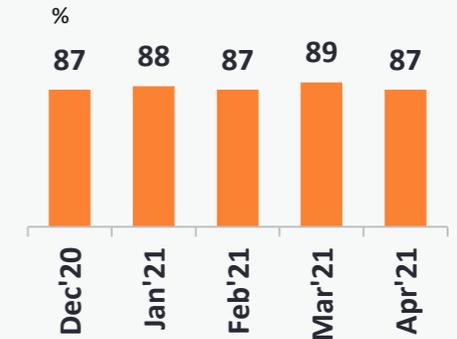
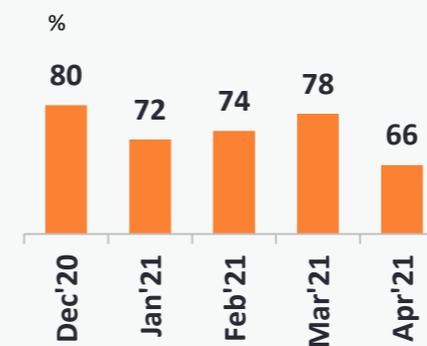
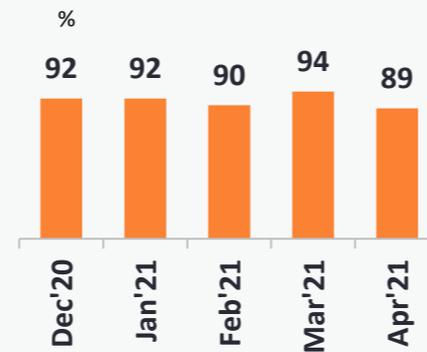
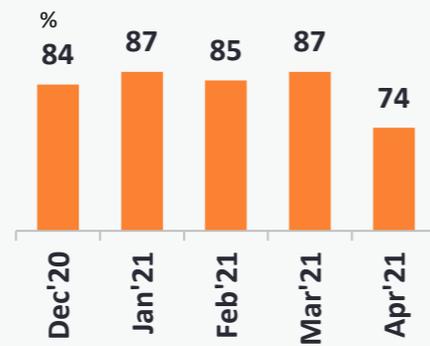
- High Covid exposure
- Localized political intervention
- Lockdowns due to 2nd wave

- Lockdowns due to 2nd wave

- MFI Bill

- Farm bill protest by political parties
- Lockdowns due to 2nd Wave

Collection trend



Update on restructured portfolio

MicroBanking

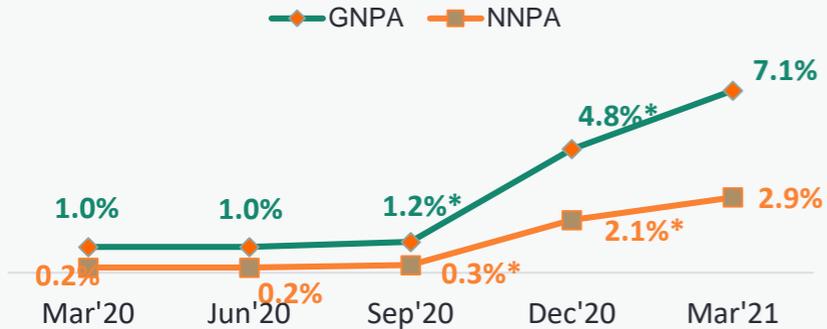
- Restructuring implemented for 3.7 Lac accounts worth ₹ 852 Cr in Q3; no additional restructuring done in Q4
- Restructuring book stands at 6.8 % of the portfolio as of March'21 (8.5% in Dec'20)
- The collection efficiency of our restructured book is consistent at 74%
- Average collection efficiency of these cases stands at 74%+ when compared to 49% pre-restructuring
- GNPA at 3.6% for restructured book as of Mar'21

Retail Assets

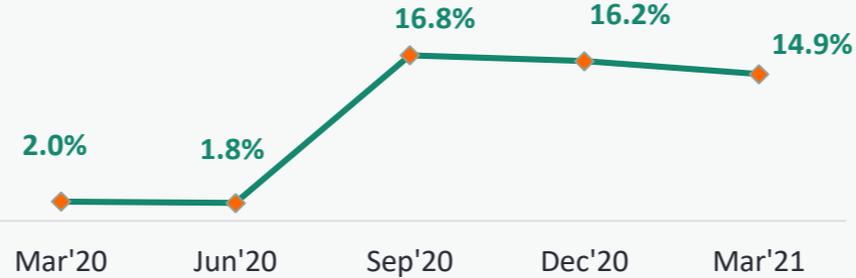
- 121 cases in Housing portfolio worth ₹ 13.7 Cr restructured by the end of March'21
- Restructuring completed for 62 MSE accounts worth ₹ 11.4 Cr under MSME framework and 16 accounts worth ₹ 1.6 Cr under Part B of the resolution framework
- ~400 cases under Part B of the resolution framework in MSE worth ₹ 38 Cr identified for restructuring shall be finalized before the deadline of 30-Jun-2021

Portfolio Quality – GNPA, NNPA and PCR

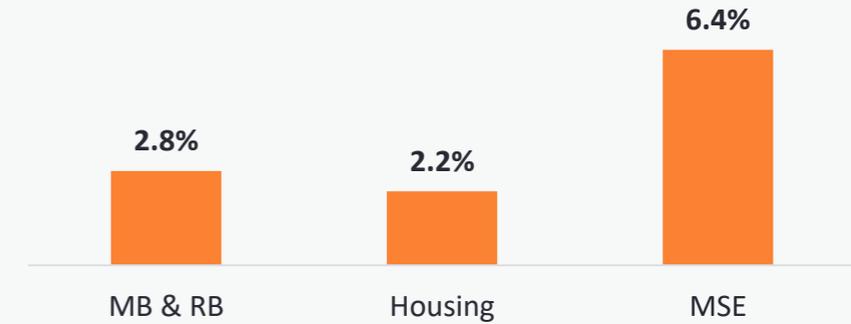
GNPA & NNPA



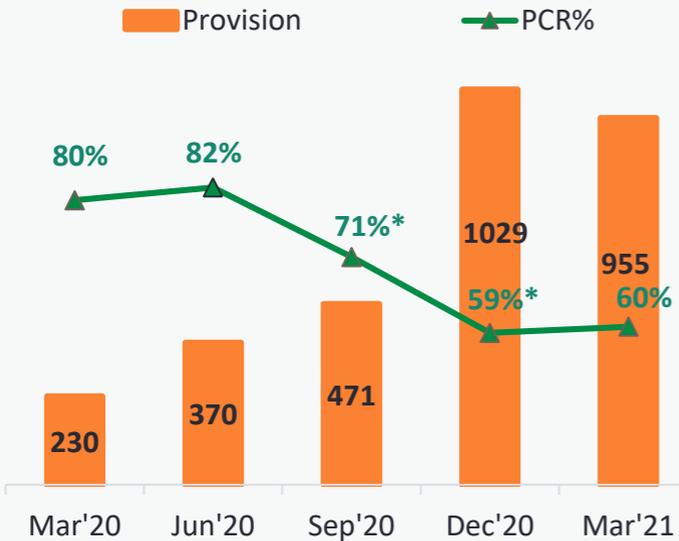
Portfolio At Risk (PAR>0 %)



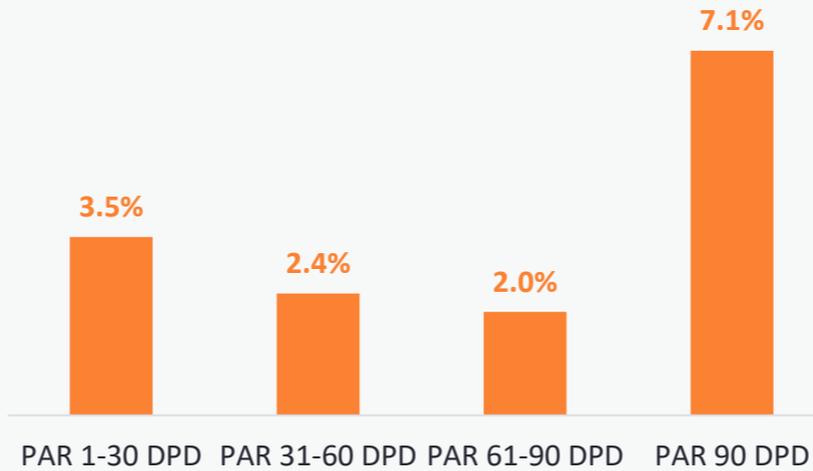
NNPA Q4FY21 (segment wise)



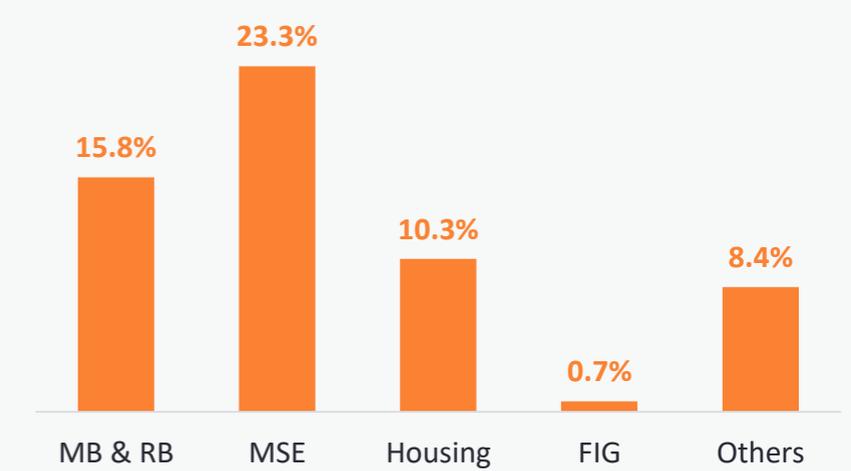
Provision (₹ in Crore) & Provision Coverage Ratio



Portfolio At Risk (Bucket wise)



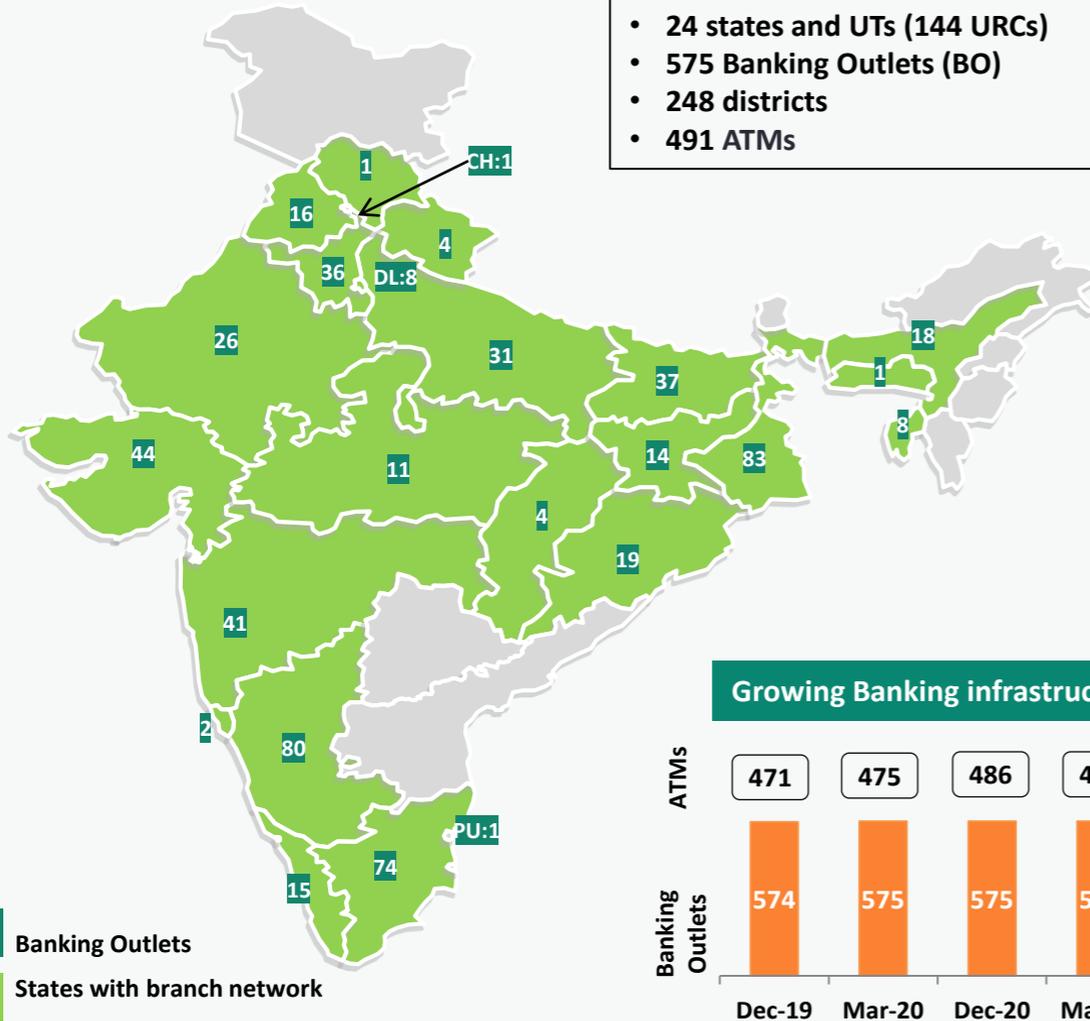
Portfolio At Risk (segment wise)



Business Overview

Well Diversified Pan India Presence

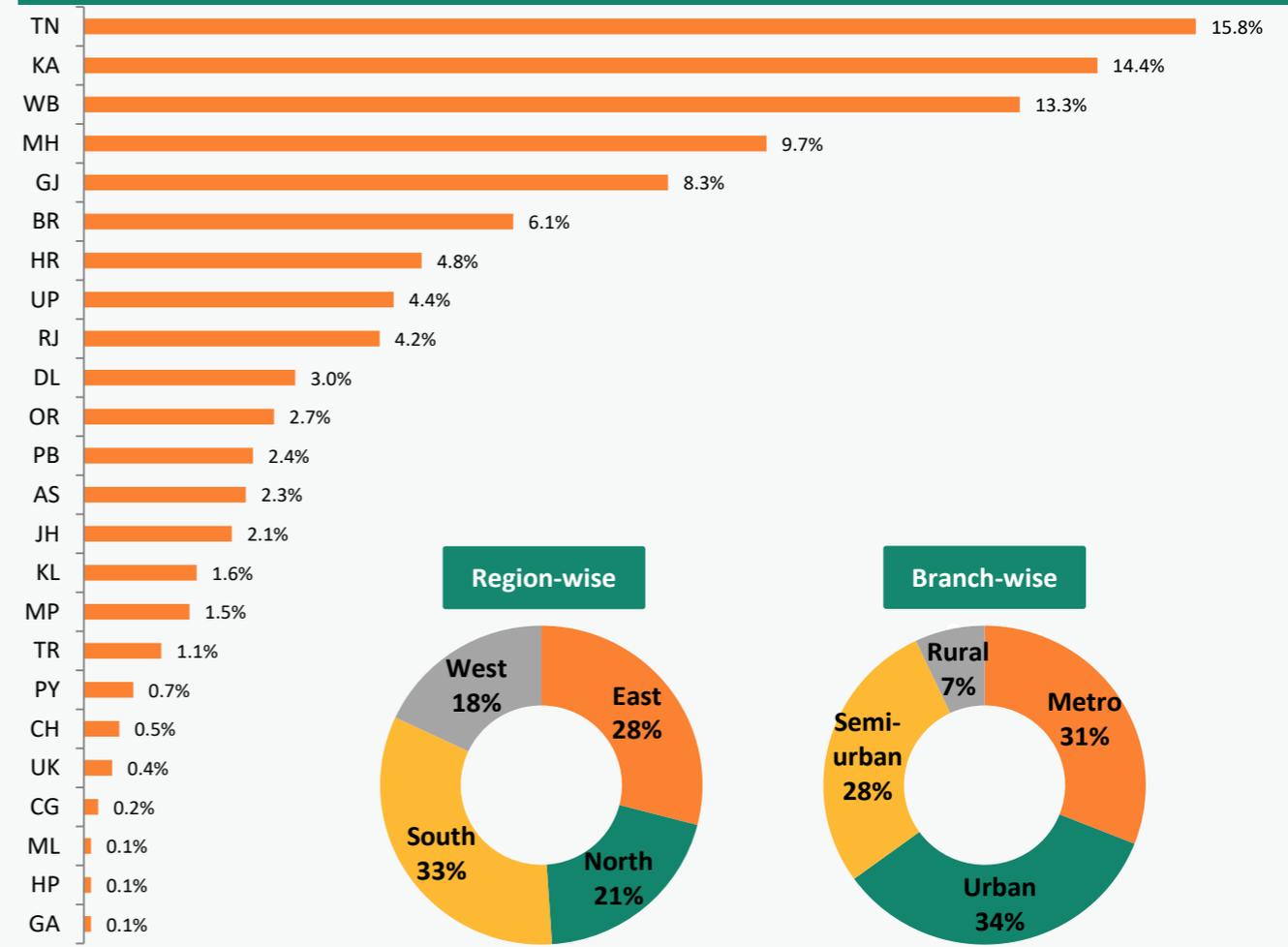
- 24 states and UTs (144 URCs)
- 575 Banking Outlets (BO)
- 248 districts
- 491 ATMs



Growing Banking infrastructure



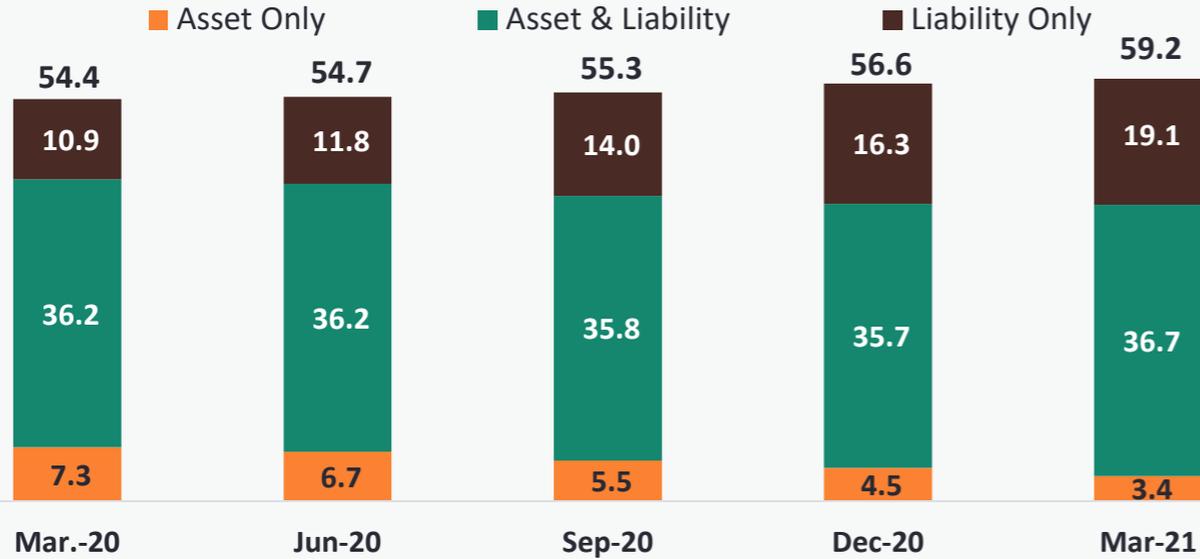
Gross Advances (Mar'21)



Total Gross Advances – ₹ 15,140 Cr

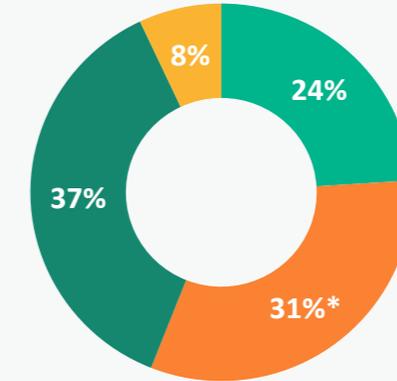
Expanding liability customer base

Customer Base Growth



Customers (in Lakhs)	Mar'20	Jun'20	Sep'20	Dec'20	Mar'21
Asset only Customers	7.3	6.7	5.5	4.5	3.4
Liability Customers	47.1	48.0	49.8	52.0	55.9
Liability only Customers	10.9	11.8	14.0	16.3	19.1
Total Customers	54.4	54.7	55.3	56.6	59.2

Customer Base – Basis of Branch Classification

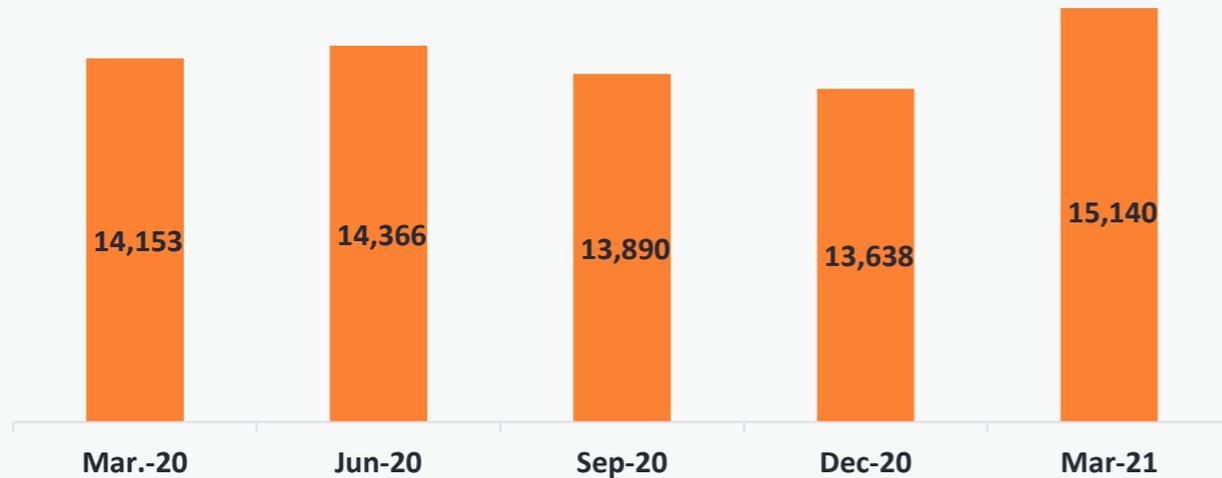


■ Metropolitan
 ■ Semi-Urban
 ■ Urban
 ■ Rural
 *Semi-Urban branches largely cater to rural customers

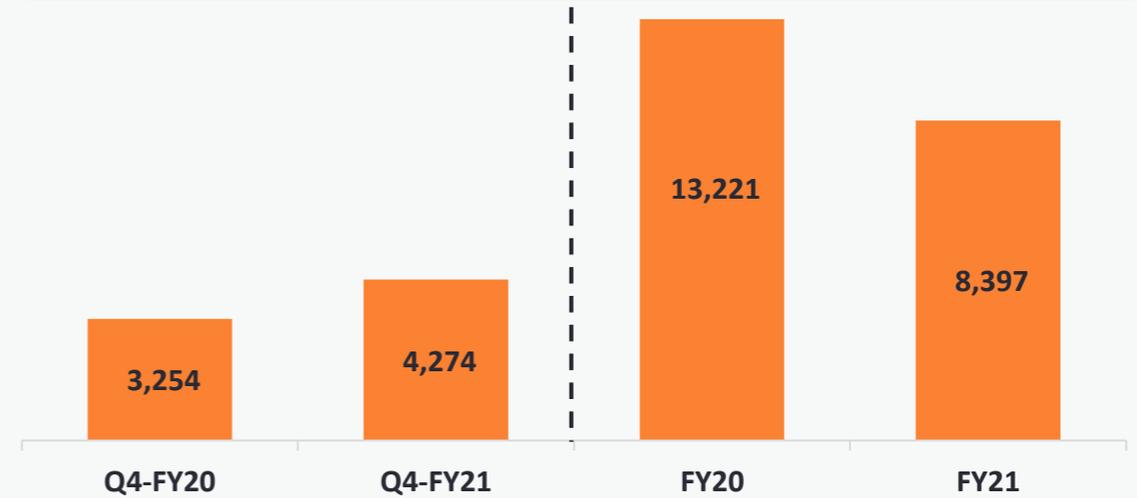
- Liability customers up by 19% vs Mar'20
- New customer acquisition continues with the uptrend during the quarter – Liability only customers at 19.1 lakhs vs 16.3 lakhs as on Dec'20

Gross advances and disbursement trend

Gross Advances (₹ in Crore)



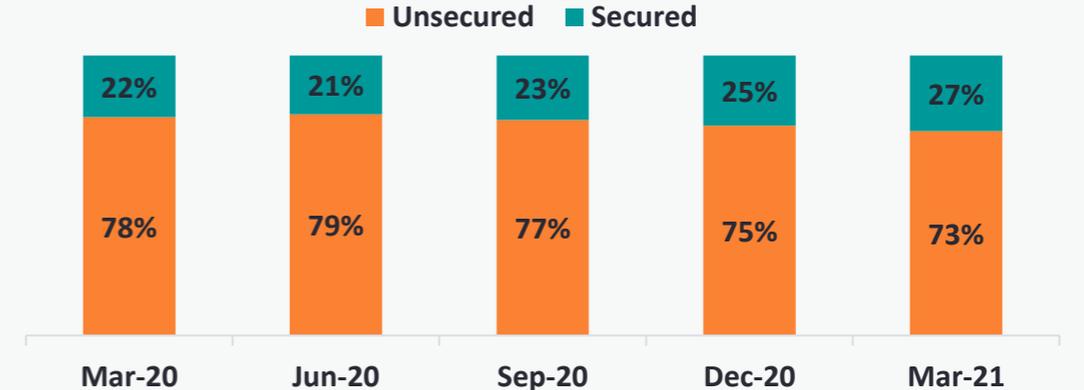
Total Disbursements (₹ in Crore)



Microfinance Loan Disbursement (No. of Loans)



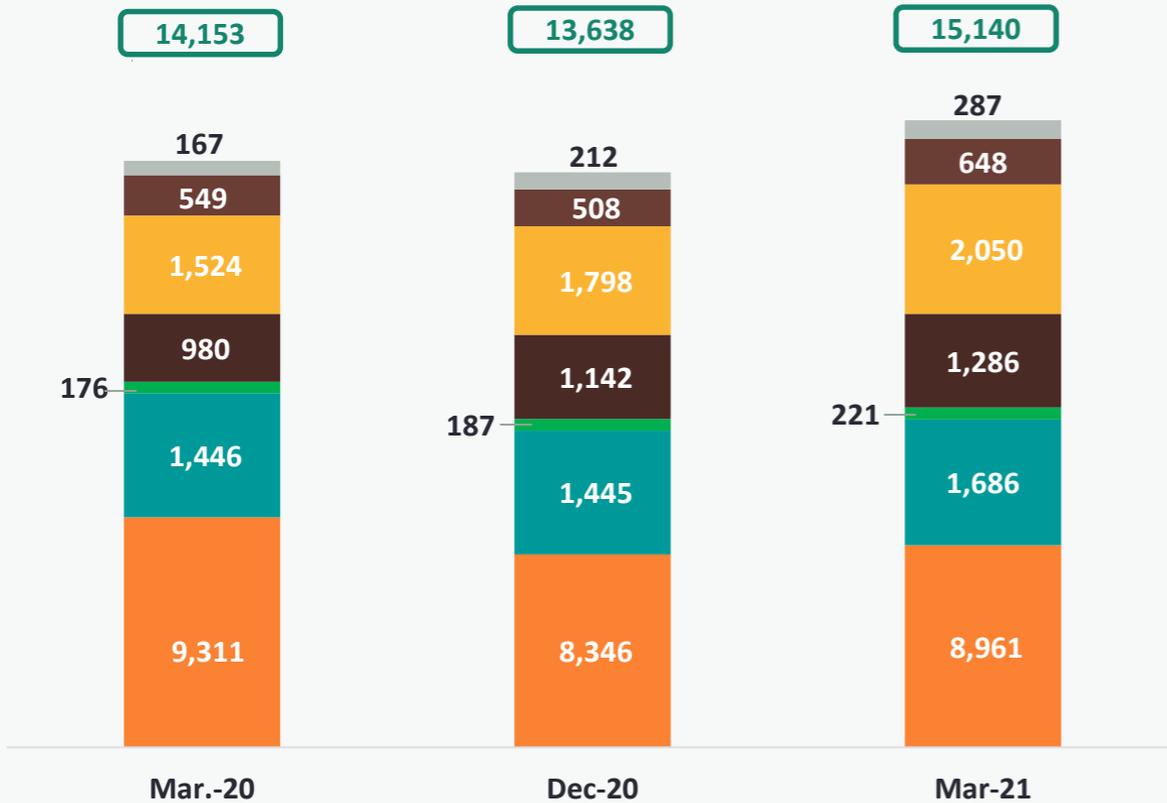
Portfolio Breakup



Gross advances breakup

Gross Advances– Segment wise (₹ in Crore)

- Group Loans
- Micro Individual Loans
- Agri & Allied Loans
- MSE
- Affordable Housing
- FIG
- Others*



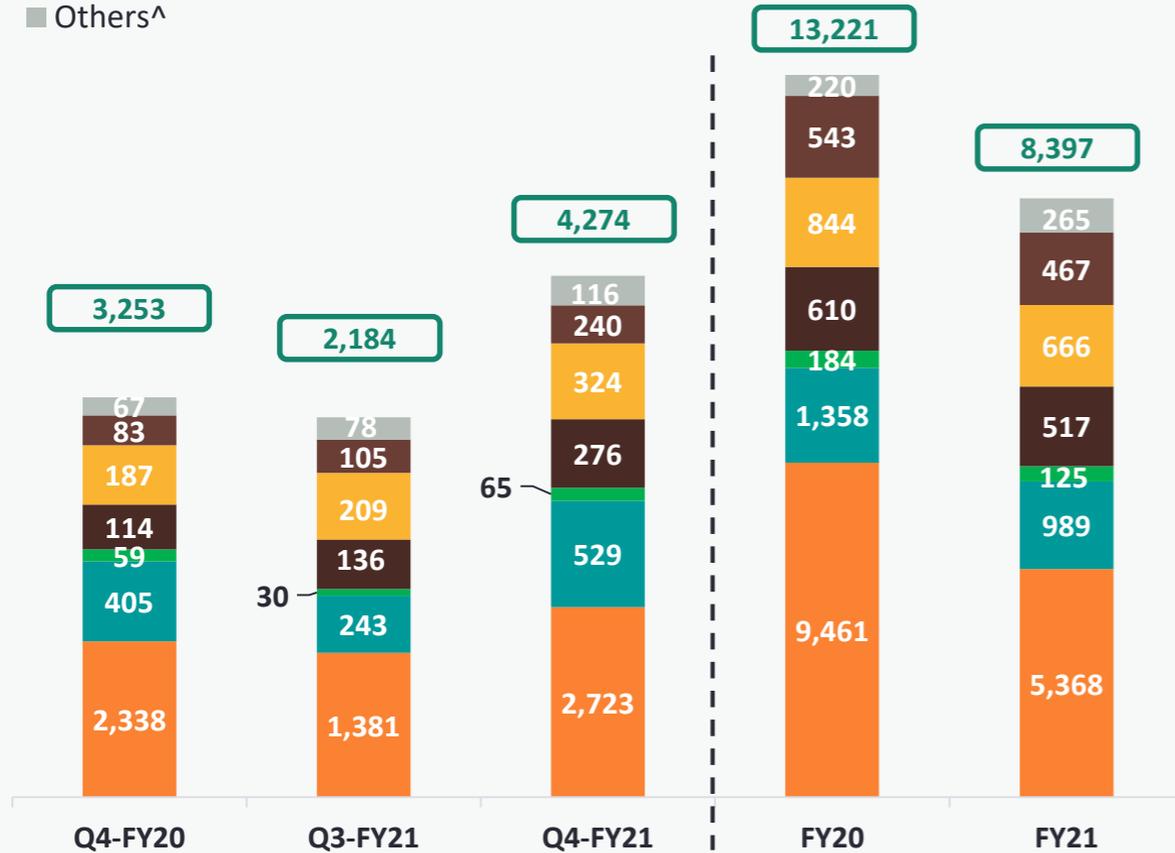
Product	% Gross Advances	Growth Y-o-Y	Growth Q-o-Q
Group Loans	59%	(4%)	7%
Micro Individual Loans	11%	17%	17%
Agri & Allied loans	1%	26%	18%
MicroBanking	72%	(1%)	9%
MSE	8%	31%	13%
Affordable Housing	14%	34%	14%
FIG Lending	4%	18%	28%
Others	2%	72%	35%
Total	100%	7%	11%

*Includes Personal Loan, Vehicle loan, Staff Loan & others

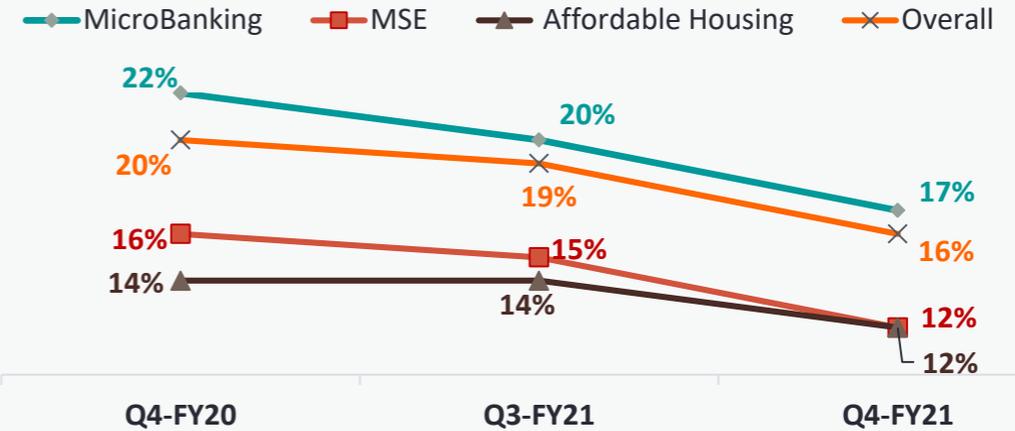
Disbursement & average ticket size

Product wise Disbursement (₹ in Crore)

- Group Loans
- MSE
- Others^
- Micro Individual Loans
- Affordable Housing
- Agri & Allied Loans
- FIG



Yield** (%) – Segment wise

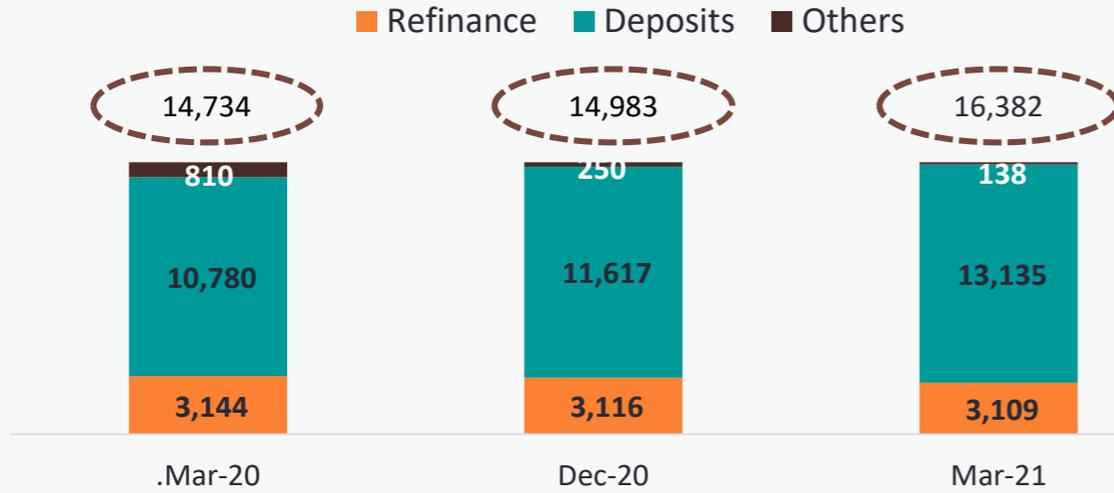


Average Ticket Size (₹)

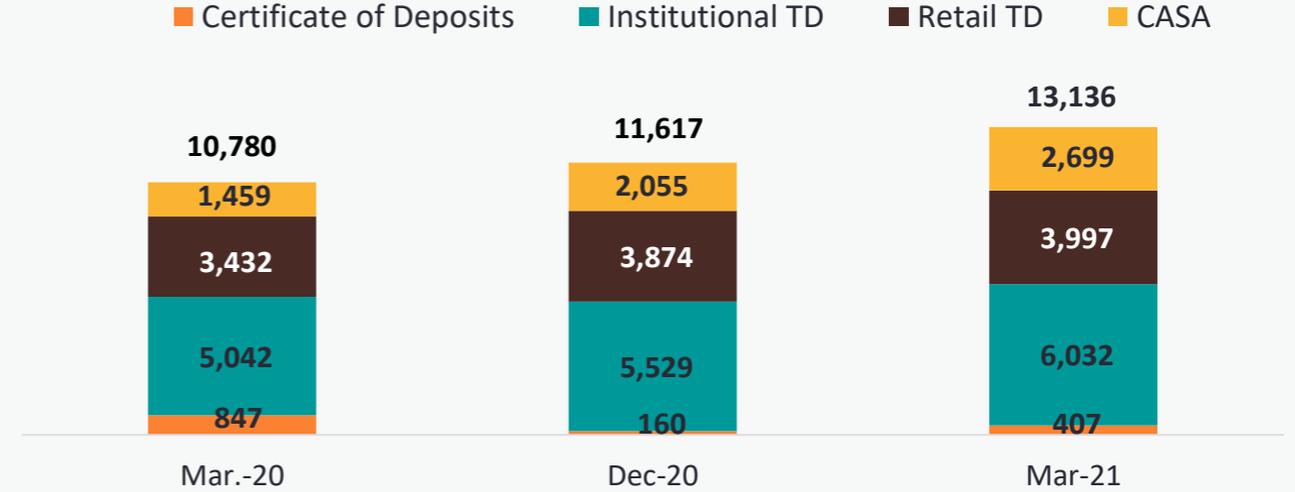
Product	Q4-FY20	*Q3-FY21	*Q4-FY21
Group Loans	35,440	39,279	38,463
Micro Individual Loan	98,162	1,02,430	1,13,909
MSE	13.9 lakhs	15.2 lakhs	19.8 lakhs
Affordable Housing	9.7 lakhs	10.2 lakhs	11.1 lakhs

Liability : Retail franchise showing healthy traction

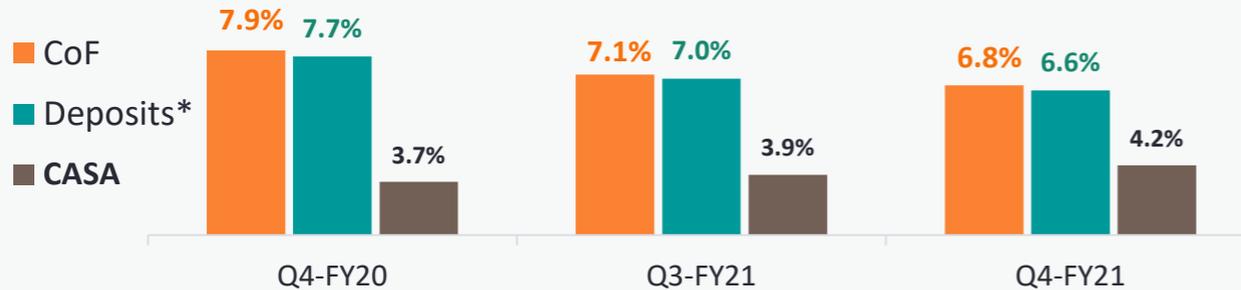
Total liabilities profile (₹ in Crore)



Deposits break-up (₹ in Crore)



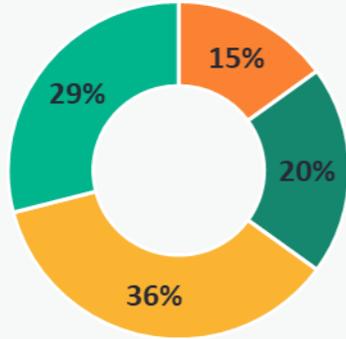
Cost of funds



- ❖ Comfortable ALM position
- ❖ Credit-Total Deposit: 115% vs 117% as of Dec'20
- ❖ Retail % share has increased to 48% from 44% in Mar'20
- ❖ Cost of Deposits declined 110 bps Y-o-Y due to low interest rates coupled with rising share of retail deposits, reaping benefits from existing banking outlets and digital offerings

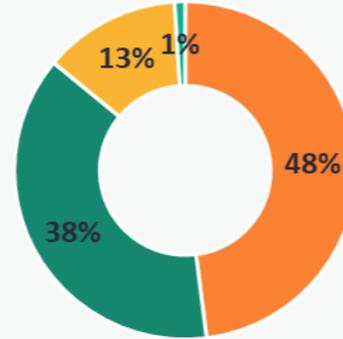
Well-diversified deposit mix

Region-wise deposit mix



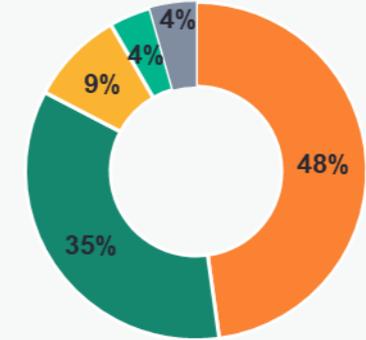
East West North South

Branch classification wise deposit mix



Metropolitan Urban Semi Urban Rural

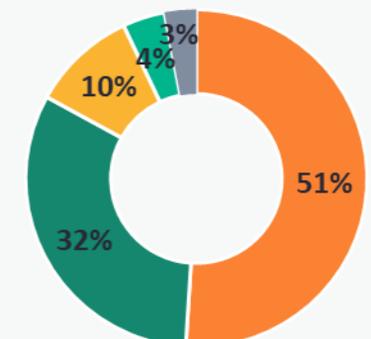
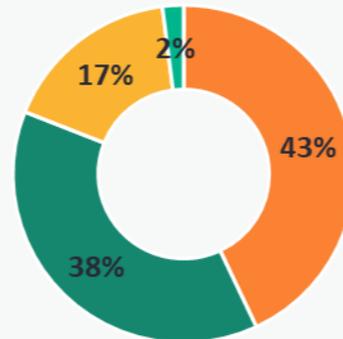
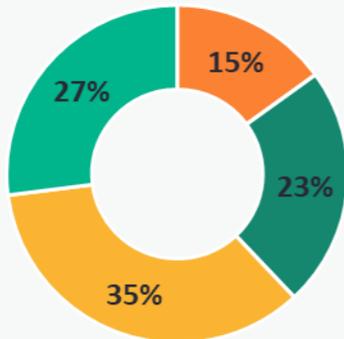
Segment wise deposit mix



Individuals Banks Corporate Govt. TASC^

Mar'20

Mar'21



Healthy capital adequacy

(₹ in Crore)

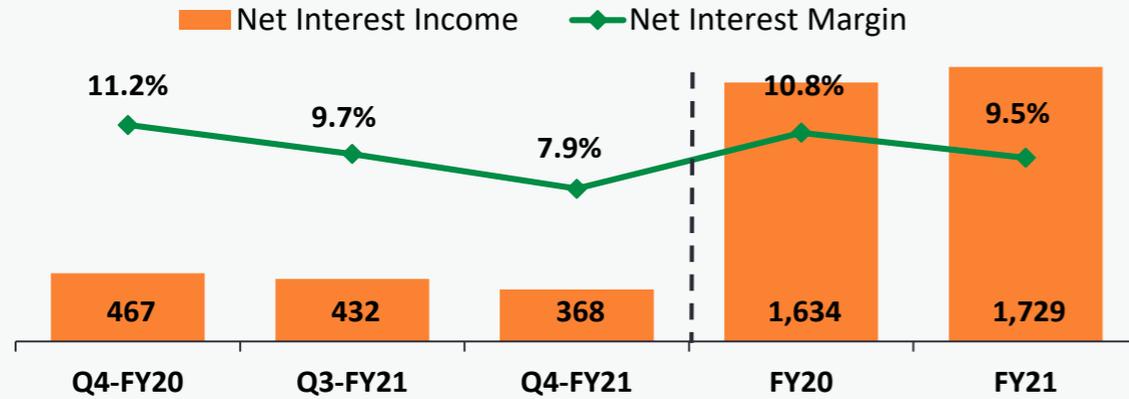
	Mar'20	Jun'20	Sep'20	Dec'20	Mar'21
Credit Risk Weighted Assets	10,775	11,032	10,543	10,342	11,420
Tier I Capital	3,018	3,072	3,168	2,681	2,863
Tier II Capital*	87	93	99	103	157
Total Capital	3,105	3,164	3,268	2,785	3,020
CRAR	28.8%	28.7%	30.99%	26.93%	26.44%
Tier I CRAR	28.0%	27.8%	30.05%	25.93%	25.07%
Tier II CRAR	0.8%	0.8%	0.94%	1.00%	1.38%

* Additional COVID provisioning of ₹ 172 Cr not part of Tier II capital

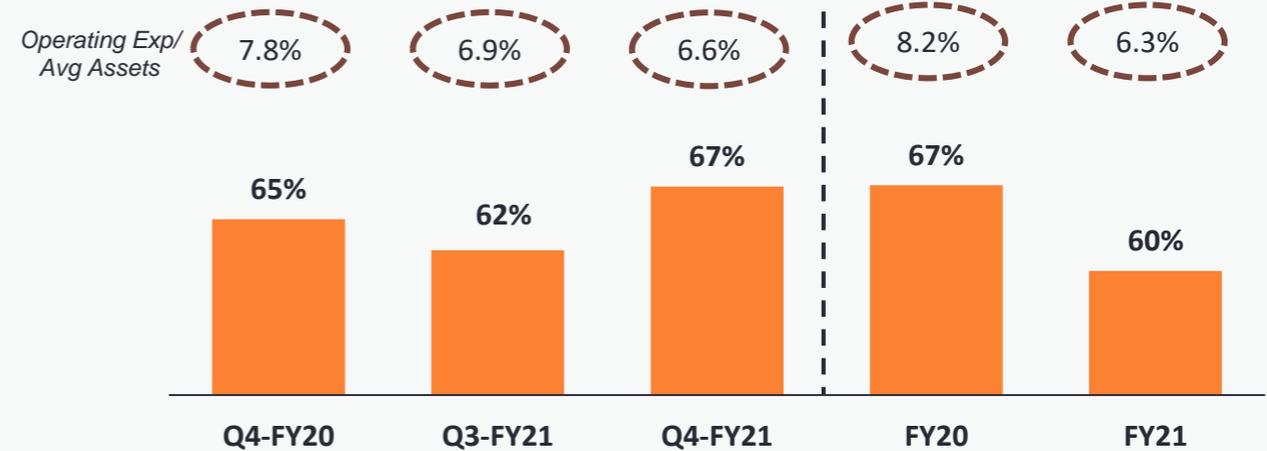
Financial Overview

Financial Overview

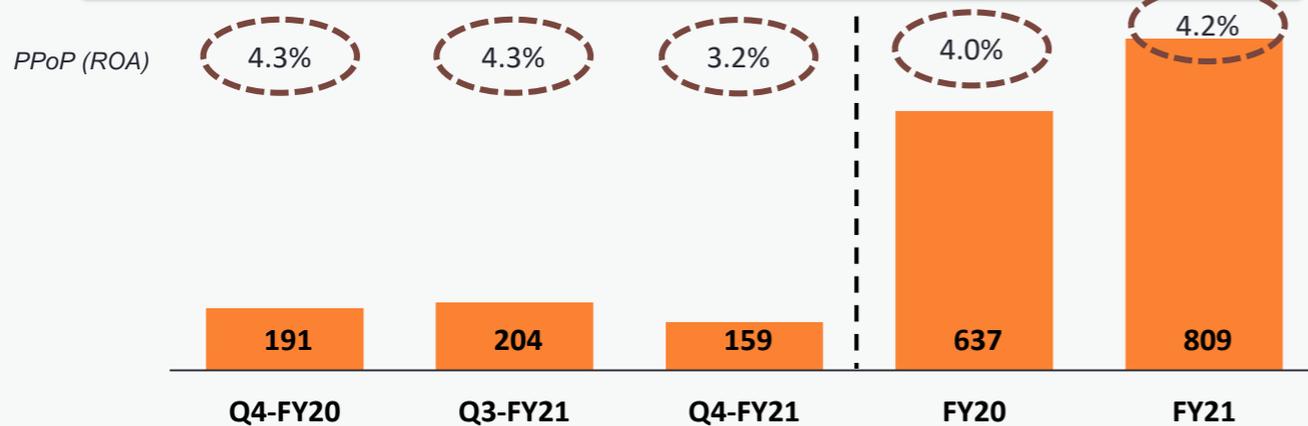
NII (₹ in Crore) & NIM



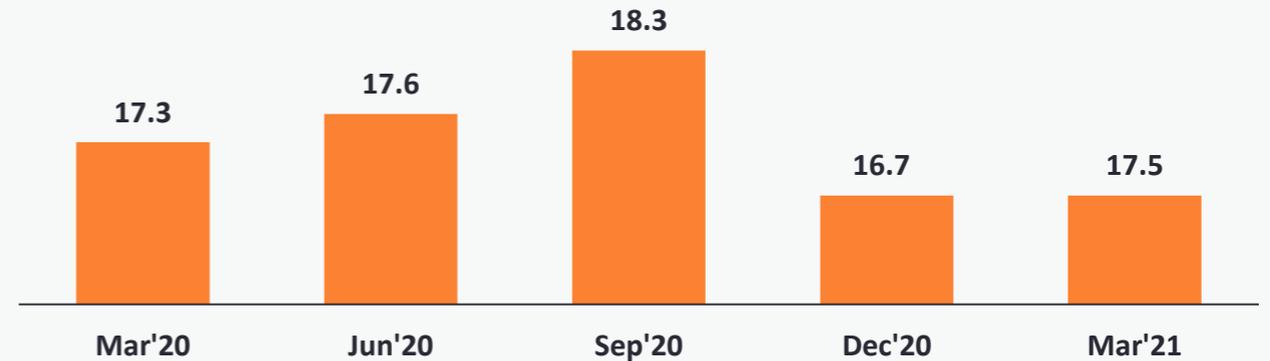
Cost to Income Ratio & Operating Expenses/ Average Assets (%)



Pre-Provision Operating Profit (₹ in Crore)



Book Value Per Share (in ₹)



Income Statement

Particulars (₹ in Crore)	Q4-FY21	Q4-FY20	YoY Growth	Q3-FY21	QoQ Growth	FY21	FY20	YoY Growth
Interest Earned	618	737	(16)%	688	(10)%	2806	2,704	4%
Other Income	117	72	63%	100	17%	311	322	(3)%
Total Income	735	810	(9)%	789	(7)%	3117	3,026	3%
Interest Expended	250	271	(8)%	256	(2)%	1078	1,070	1%
Operating Expenses	327	348	(6)%	329	(1)%	1230	1,319	(7)%
Provisions and Contingencies	22	117	(81)%	483	(95)%	801	287	179%
- Provisions for tax	47	20	133%	(100)	(147)%	2	116	(98)%
- Provisions (Other than tax) & Contingencies	(25)	97	(126)%	583	(104)%	799	171	367%
Total Expenditure	599	736	(19)%	1,068	(44)%	3109	2,676	16%
Net profit for the period	136	73	86%	(279)	(149)%	8	350	(98)%

Total Income - Breakup

Particulars (₹ in Crore)	Q4-FY21	Q3-FY21	Q4-FY20	FY21	FY20
Interest on loan	564	638	698	2,600	2,551
Int. on investments	53	51	39	206	146
Securitization Inc.	0	0	0	0	6
Total Interest Earned	618	688	737	2,806	2,704
Processing Fees	54	28	41	106	167
PSLC Income	29	5	(2)	58	45
Trading Income	0	43	-	56	6
Bad Debts Recovery	3	3	7	9	31
Insurance Income	10	5	6	20	20
Misc. Income	21	17	19	62	53
Total Other Income	117	100	72	311	322
Total Income	735	789	810	3,117	3,026

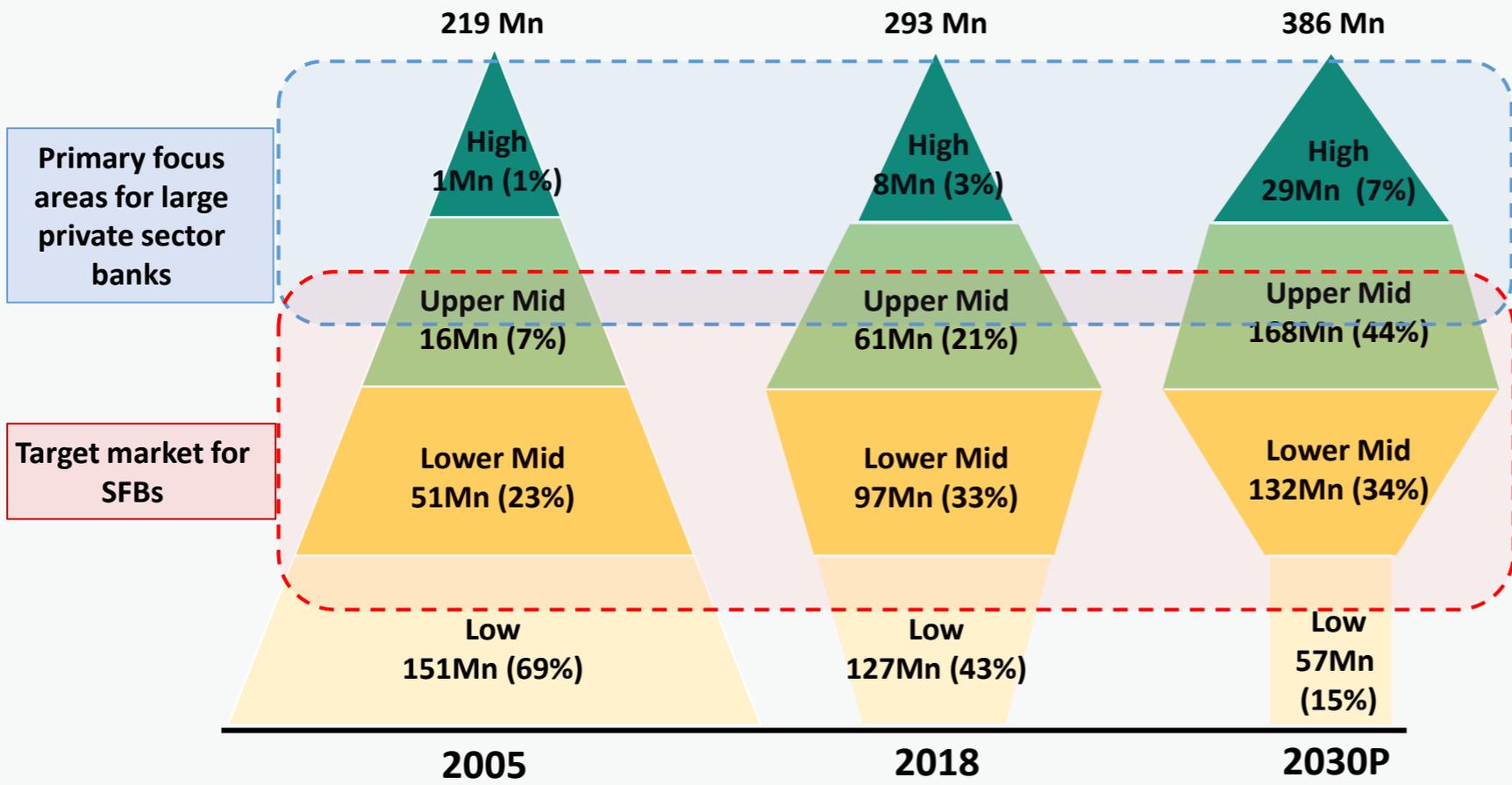
Balance Sheet

Particulars (₹ in Crore)	Mar-21	Dec-20	Mar-20
CAPITAL AND LIABILITIES			
Capital	1,928	1,928	1,928
Employees Stock Options Outstanding	44	41	21
Reserves and Surplus	1,247	1,110	1,238
Deposits	13,136	11,617	10,780
Borrowings	3,247	3,366	3,953
Other Liabilities and Provisions	778	1,354	491
TOTAL	20,380	19,416	18,411
ASSETS			
Cash and Balances with Reserve Bank of India	1,711	1,206	1,225
Balance with Banks and Money at Call and Short Notice	866	427	118
Investments	2,516	3,484	2,396
Advances	14,494	13,514	14,044
Fixed Assets	281	289	300
Other Assets	512	496	328
TOTAL	20,380	19,416	18,411

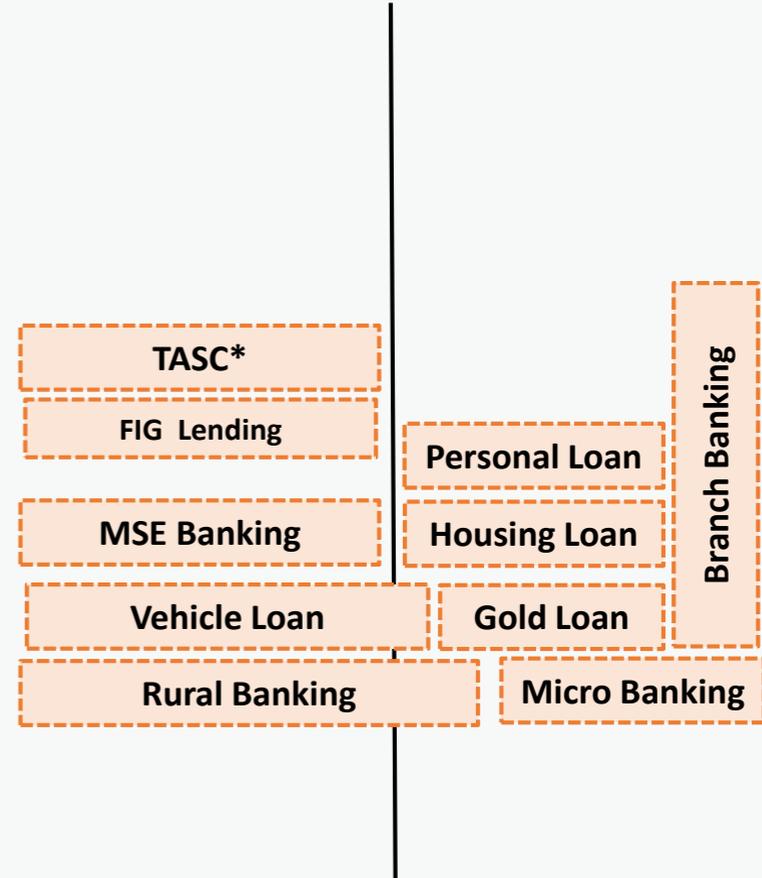
Ujjivan – Building a Mass Market Bank

Well placed to gain from evolving country demographics

SFBs suited to reap benefits of the expanding middle-class expansion*



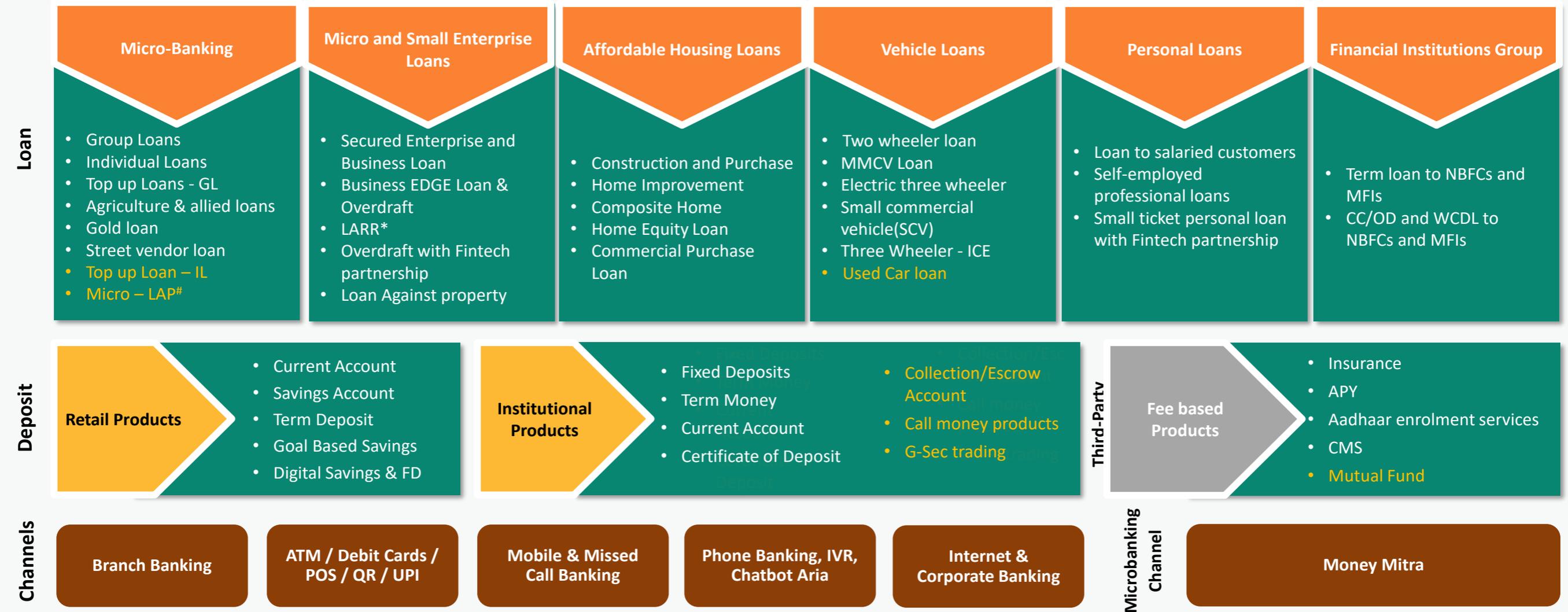
USFB Enterprise Products USFB Individual Products



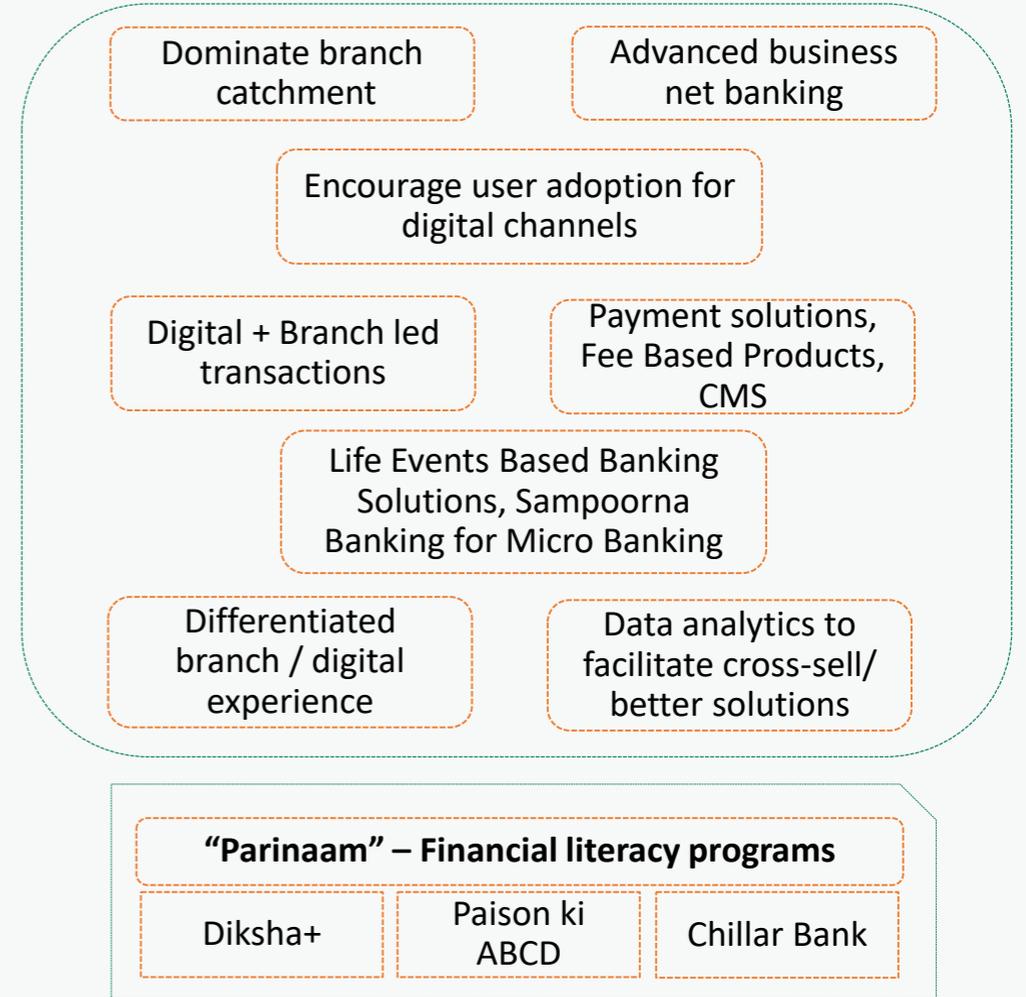
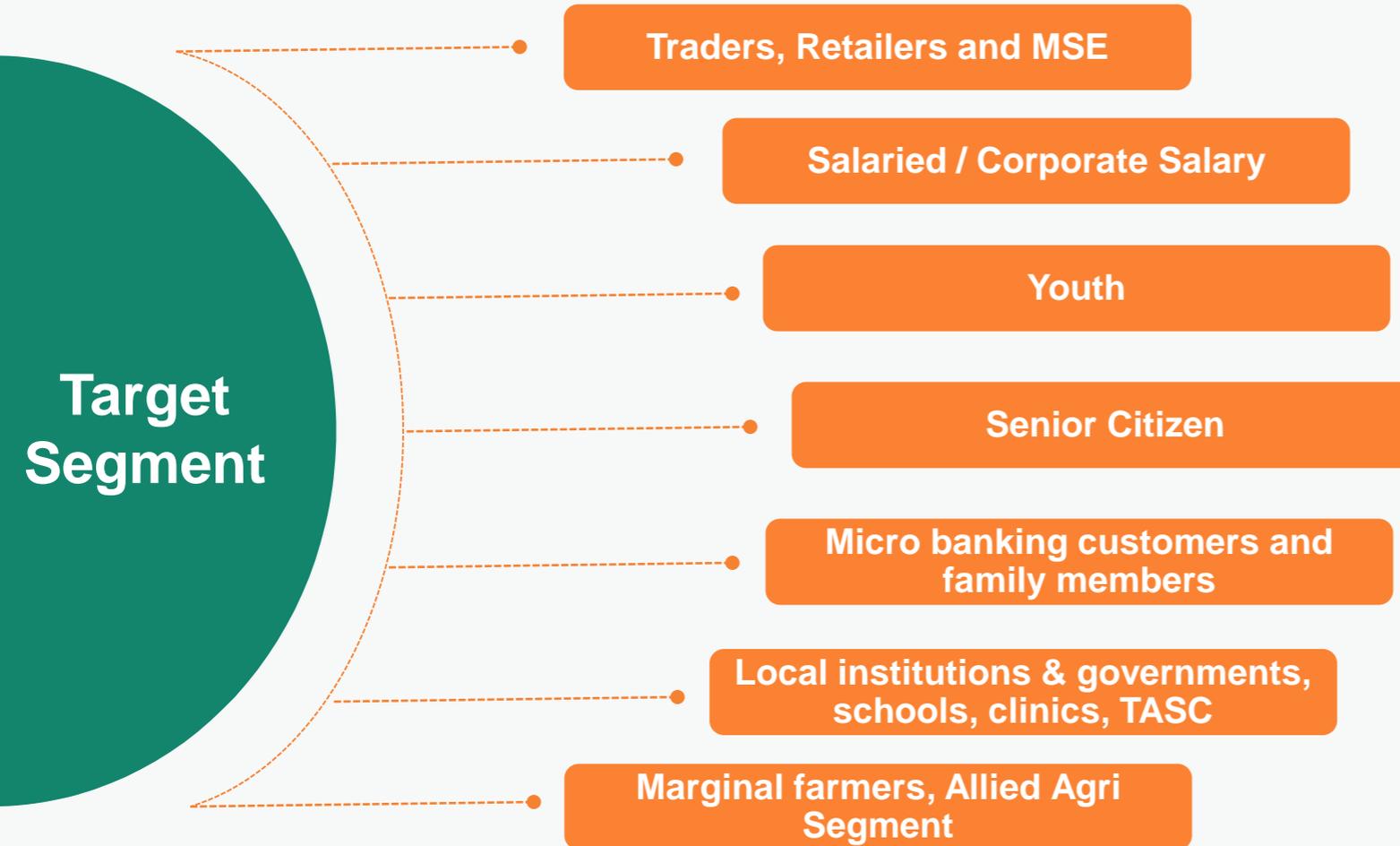
*Trusts, Associations, Societies and Clubs

*Source: PRICE Projections based on ICE 360⁰ Surveys (2014, 2016, 2018); Note: Low income: <\$4,000, Lower-mid: \$4,000-8,500, Upper-mid: \$8,500-40,000, High income: >\$40,000 basis income per household in real terms; Projections with annual GDP growth assumed at 7.5%;

Comprehensive suite of Banking Products & Services



Focus on growing stable and granular liability base



Ramped up retail deposits: ₹ 6,242 crores (48% of total deposits) vs ₹ 4,724 crores (44% of total deposits) Y-o-Y

Other Income – diversifying revenue streams

Third Party Products

₹ 10 crore in Q4-FY21 | ₹ 20 crore in FY21

Current line of products – to be ramped-up over medium-term

- Insurance: Life, General, Health insurance
 - Relevant benefits for target segment
 - Simple and easy process
 - Sold through branches and field staff

Products under evaluation

- Mutual Funds
- National Pension Scheme

Process improvement

- Automation & IT integration
- Tick-based products

Other Income

PSLC Income

₹ 29 crore in Q4-FY21 | ₹ 58 crore in FY21

- Focussed approach to maximise PSLC income by way to automated tagging and better timing
- Majority of portfolio is PSL compliant vs. regulatory requirement of maintaining 75%

Fee-Based & others

₹ 79 crore in Q4-FY21 | ₹ 233 crore in FY21

- Processing fess
- AMC/NACH/ CMS Fee
- Treasury Income
- Bad debt recovery and others

Serving customers through multiple delivery channels

Multiple delivery channels



Personal & Business Internet banking

- Web-based, can be accessed from any system
- High volume bulk upload facility
- Customizable client centric approval matrix



ATMs

- 491 ATMs including 53 ACR* machines
- Customer alerts for each incorrect PIN entry & Green PIN facility 24/7 for OIN change
- Empowering customers to block/unblock debit card & set transaction limits through ATMs
- 12 regional languages



Web/ Tablet Based Origination

- Liability customer acquisition from anywhere using website
- Tablet-based customer acquisition for loan products
- Chatbot Aria to improve user experience
- Door-step service; faster, easier, better TAT



Phone

- 24x7 phone banking helpline
- Loan on Phone for repeat GL customers
- Ability to service customers in 13 Languages
- Missed call and SMS banking services



Mobile App

- High customer rating of 4.4/5 on Google Playstore as of Mar'21 – Highest among SFBs
- Nine languages option – English, Hindi, Kannada, Tamil, Bengali, Marathi, Gujarati, Punjabi and Odiya
- Working on voice and video enabled customer interface
- Active users exceeds 0.68 million as of Mar'21

Strong Independent Board

Name	Education	Experience	Name	Education	Prior Experience
Nitin Chugh MD and CEO	Bachelor's degree in technology (electrical engineering) from Kurukshetra University and a professional diploma in marketing management from All India Management Association	Prior associations with banks incl. Standard Chartered Bank, HDFC Bank and worked with Modi Xerox Limited. HCL and Hewlett Packard Limited	Umang Bedi Independent Director	Bachelor's degree in engineering from University of Pune General Management Program from Harvard Business School, Boston	Co-Founder of Dailyhunt, India's largest local language content & news discovery platform. Previously the Managing Director - India and South Asia with Facebook India Online Services Private Limited, ADOBE Systems India Private Limited and Intuit Inc.
Mona Kachhwaha Non-Executive Director	PGDM in business management from XLRI Jamshedpur and has completed a PE programme from Oxford University	Previously worked with Citibank and Caspian Impact Investment Adviser	Rajni Mishra Additional Director (Independent)	M.Com (Gold Medalist) from MS University, Vadodara	Career banker for nearly four decades with SBI as well as its associate banks. Handled varied assignments and diverse portfolios, gained exposure in branch administration, corporate credit, forex treasury etc. She is the chairperson and Independent Director of NCL Buildtek limited, Hyderabad
Chitra Kartik Alai Non-Executive Nominee Director	B.Com from Osmania University and MBA from Symbiosis Institute	Serves as General Manager at the Chennai regional office of SIDBI	Ittira Davis Additional Director (Non-Executive, Non-Independent)	PGDM from the Indian Institute of Management, Ahmedabad	International banker with over 40 years of banking experience having worked extensively in the Middle East and Europe. Was previous associated with Europe Arab Bank, Citibank in India and the Arab Bank Group in the Middle East. Joined Ujjivan in March 2015 to manage the transition to an SFB. He was the MD & CEO of Ujjivan Financials from July 2018 until March 2021
Prabal Kumar Sen Independent Director	Master's degree in arts (economics) from Calcutta University	Served as Professor at XLRI Institute of Rural Management as a Bank of Baroda chair professor & University of Burdwan	Rajesh Kumar Jogi Additional Director (Non-Executive, Non-Independent)	Bachelor of Arts degree in Economics and is a Fellow member ICAI and advanced Management Program from the Harvard Business School in Boston	Rich work experience of 27 years in the Banking Industry with a focus on risk management. Previous was associated with Natwest Group (erstwhile RBS Group) and was Chief Risk Officer, India of the Royal Bank of Scotland and subsequently the Country Head of Risk, India for the Group
Nandlal Laxminarayan Sarda Independent Director	M.Tech and PhD from IIT, Bombay	Previously served on the boards of the Union Bank of India, CCIL and Andhra Bank	Harish Devarajan Additional Director (Independent)	bachelor's degree in commerce from Madras University and PGDPM&IR from XLRI, Jamshedpur	He has gained rich experience working with TVS Sundram Fasteners Ltd. and Hindustan Unilever Ltd. (as Vice President HR). He was on the Board of Bank of India and has been a freelance Leadership Coach and Organization Consultant since 2008
Mahadev Lakshminarayanan Independent Director	B.Sc from Kerala University and CA from ICAI	Serves on the board of Aspinwall and Company and ex-partner at Deloitte Haskins & Sells LLP and Fraser & Ross			
Umesh Bellur Additional Director (Independent)	Doctor of philosophy degree from Syracuse University, Syracuse, NY, USA	Professor & Head of Computer Science and Engineering at IIT, Bom. Previously worked with TCSI Corp, Oracle Corp, Covad Comm. Corp, Collation Inc. in California. Member of Technology Advisory Board for the SEBI, SBI, CCIL and NSDL. He is currently a director on Board of CDSL			

Experienced Management Team

Name & Designation	Prior association	Education
Nitin Chugh <i>MD & Chief Executive Officer</i>	HDFC Bank, Standard Chartered Bank, HCL Hewlett Packard, Modi Xerox	<ul style="list-style-type: none"> ● B. Tech, Kurukshetra University ● Professional Diploma in Marketing Management, All India Management Association
Sanjay Kao <i>Head - Human Resources</i>	Citibank, ABN AMRO Bank, Dunia Finance and Lipton India Ltd	<ul style="list-style-type: none"> ● B.Tech, BHU ● PGDM, IIM Calcutta
Upma Goel <i>Chief Financial Officer</i>	Ujjivan Financial Services , L&T Finance Holdings and Escorts Securities	<ul style="list-style-type: none"> ● Chartered Accountant, ICAI
Alok Chawla <i>Head – Audit</i>	Mizuho Bank, ING Vysya Bank and Tata Motors Finance	<ul style="list-style-type: none"> ● B.Com, DU ● CA, ICAI and a Certified internal auditor
Jolly Zachariah <i>Head – Channels</i>	Ex COO (west) of Ujjivan Financial Services Limited; Citigroup	<ul style="list-style-type: none"> ● B.Com, Bombay University
Arunava Banerjee <i>Chief Risk Officer</i>	State Bank of India, Standard Chartered Bank and Bahraini Saudi Bank	<ul style="list-style-type: none"> ● MA Economics, Calcutta University ● Associate of the Indian Institute of Bankers
Rajat Singh <i>Head - Micro & Rural Banking</i>	Ujjivan Financial Services	<ul style="list-style-type: none"> ● B. Tech (Agriculture and Food Engineering), IIT Kharagpur
Rajeev Pawar <i>Head – Treasury</i>	Growmore Research; Kotak Mahindra Capital; Daewoo Securities India Ltd. ; American Express Bank, Standard Chartered Bank	<ul style="list-style-type: none"> ● Masters Business Management, JBIMS ● Diploma in Business Management, Xavier's Institute of Management Mumbai
Dheemant Thacker <i>Head - Digital Banking</i>	HDFC Bank, Bandhan Bank, Aditya Birla Capital	<ul style="list-style-type: none"> ● M.B.A (Marketing), NMMIS ● B.E (Mechanical), Mumbai University ● PGDBM, MDI Gurugram ● Associate of Indian Institute of Banking & Finance ● MSc, Pt Ravishankar Shukla University
Shrinivas Murty <i>Head - Liabilities</i>	HDFC Bank, Bandhan Bank, ICICI Bank Ltd	<ul style="list-style-type: none"> ● MCA, Government College of Engineering ● BSc (Physics, Electronics), SIES College
Venkat Krishnan V <i>Chief Technology Officer</i>	Utkarsh SFB, Al Ahli Bank of Kuwait, Edelweiss Tokio Life, Yes Bank, Dhanlaxmi Bank, HSBC	<ul style="list-style-type: none"> ● PGDM (Marketing & Finance), Xavier Institute of Management ● B.Tech (Mechanical Engineering), Kurukshetra
Ashish Goel <i>Chief Credit Officer</i>	ICICI Bank, Marico Industries, Godrej & Boyce	<ul style="list-style-type: none"> ● MBA in Finance, Sikkim Manipal University ● B.Pharm, Dr. M.G.R. Medical University
Brajesh Joseph Cherian <i>Chief Compliance Officer</i>	The South Indian Bank, Axis Bank	

Key Growth Strategies

01

COMPREHENSIVE & RELEVANT PRODUCTS

- Entire gamut of asset and liability products to attract new customers and deepen existing customer relationships
- Expand range of third party products and services
- Increase penetration of asset products under Retail, MSE and affordable housing segments

02

FOCUS ON DIGITAL BANKING AND ANALYTICS

- User-friendly digital interface to extend bank's reach and offer a strong banking platform and focus on user adoption with programs like DigiBuddy
- Invest in API platform, innovations, fintech partnerships to widen product offerings/ banking solutions
- Invest strategically to integrate technology into operations to empower customers, reduce costs and increase efficiencies
- Adopt robotic processes to automate operational processes
- Data analytics to be used to offer customized solutions
- Establish USFB as a modern technology enabled bank

03

BUILD A STABLE & GRANULAR DEPOSIT BASE

- Improve share of CASA, recurring and fixed deposits by building a sticky deposit base and attracting new customers; focus on retail deposit base to reduce cost of funds
- Selectively open branches in urban areas with large customer base
- Target mass customer acquisition through focused programs

04

EXPAND & OPTIMIZE DISTRIBUTION NETWORK

- Use right combination of physical and digital channels and partnerships to expand reach
- Expand banking outlets and infrastructure
- Strengthen alternate delivery channels and encourage customers to move towards a cashless environment

05

CONTINUE FOCUS ON IMPROVING FINANCIAL AND DIGITAL INCLUSION

- Focus on the un-served and underserved segments and educate customers to develop improved financial behaviour
- Maintain transparency, responsibly price loan offerings, effectively redress grievances and ensure disclosures in vernacular languages
- Continue to partner with Parinaam Foundation to enhance financial literacy and develop Kisan Pragati Clubs
- Promote use of bank accounts, UPI and digital payment gateways

06

DIVERSIFY REVENUE STREAMS

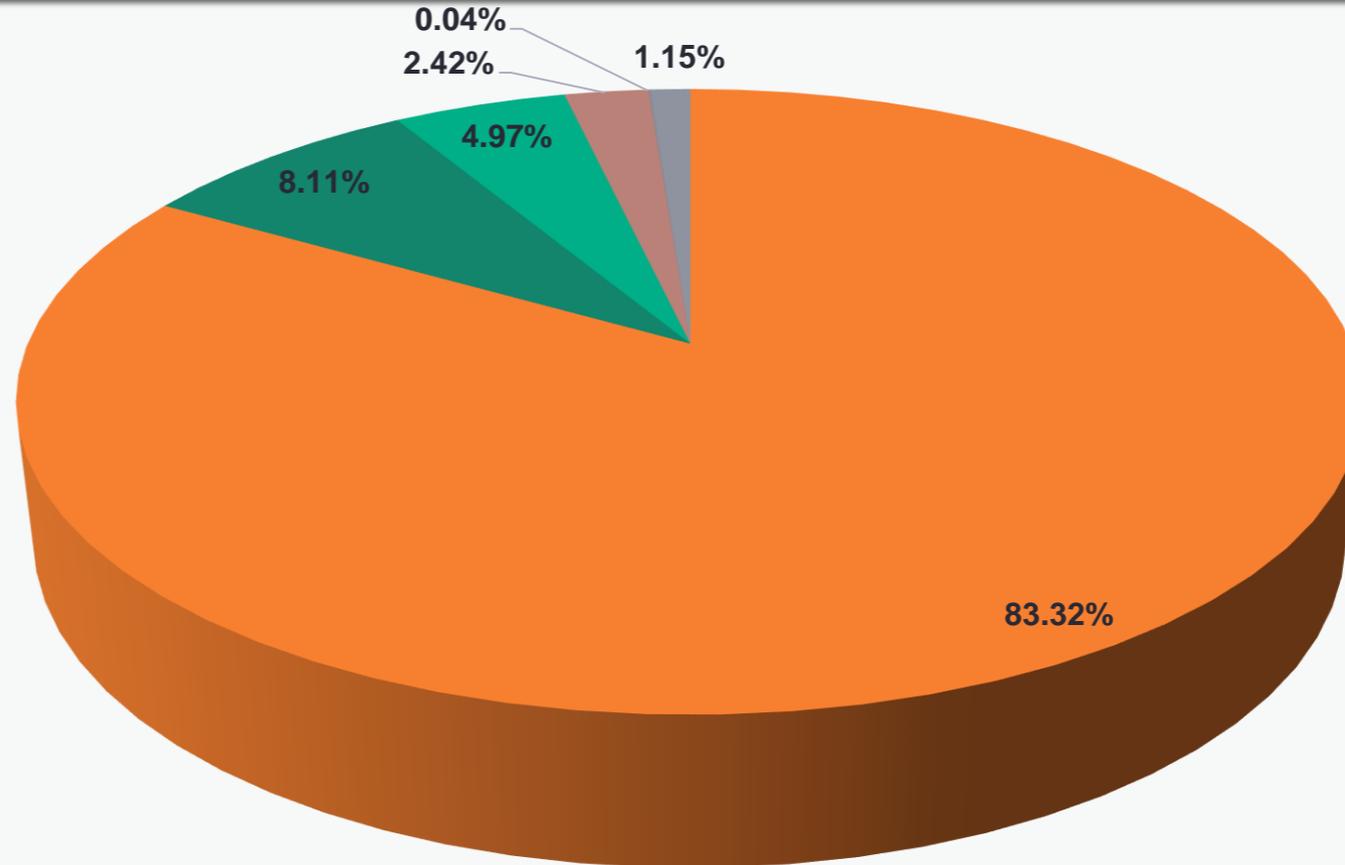
- Leverage banking infrastructure to diversify product portfolio and increase fee and commission-based business
- Increase focus on treasury income, bancassurance, fee and processing charges
- Introduce new products and services and focus on cross-selling to existing customers

Annexure

Shareholding Pattern

Shareholding Pattern (Based on Holding) as on 31st March, 2021

- Promoter*
- Resident Individuals/HUF
- Foreign Investors
- Alternative Investment Funds
- Mutual Funds
- Others



*Promoter is Ujjivan Financial Services Ltd which is a Core Investment Company and listed on NSE/ BSE

Ujjivan: Inclusive Growth Philosophy

CSR Approach

The Bank constantly strives to ensure strong corporate culture which emphasizes on integrating CSR values with business objectives. The Bank's CSR activities are focused on serving the unserved & underserved through healthcare/ preventive health care, sanitisation, cleanliness, disaster relief, promoting education, making available safe drinking water and livelihood support

Covid Relief

Taken initiatives to support the communities and frontline workers affected by the pandemic, directly through Bank's branch network across India and also through partner organisations

Community Development

Work with CSR partner organisations for promoting quality of life for marginalized communities by providing infrastructural support to educational institutions, health care units, other public amenities across India including support for vocational trainings

Disaster Relief

Quickly responding and undertaking relief activities during natural calamities like floods, cyclones through vast branch network in various parts of the country



**Following the “Double Bottom Line” approach of business
Aims to establish an equilibrium of financial and social benefits before arriving at business decisions**

Relief Activities

Beneficiary



13,60,103 public including customers



12,200+ Municipality and Panchayat workers



3,57,000+ trained on COVID awareness



10,500 Healthcare Workers



49,355 Police Personnel



200 Drivers & Conductors

- **Covid relief activity:**
 - Distributed 3,40,000+ Masks, 41,000+ Soaps, 27,700+ Sanitizers, 8,000+ PPE kits, 13,700+ dry ration and many more
 - ₹ 2.89 Cr spent in response to the pandemic outbreak
 - 4 ICU beds were provided to CMC Vellore hospital & 5 information kiosks were installed at OPDs of St. John's Hospital, Bangalore.
- **Covid Education :**
 - Educated 3,57,000+ beneficiaries including general public and customers were trained on Covid symptoms, precautions, nearby testing centres and insurance schemes by GOI
 - The awareness programs were conducted in 18 states and Uts
- **Community Development:**
 - 24 Civil infrastructures were built/renovated across India.
 - Partnered with Cheshire Disability Trust to enable livelihood training for persons with disabilities



49

Thank You!