

USFB/CS/SE/2021-22/26

Date: August 06, 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 ended June 30, 2021

Further to our letter bearing reference number USFB/CS/SE/2021-22/24 dated July 29, 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, in its meeting held on August 06, 2021, has, *inter alia*, considered and approved the Unaudited Financial Results of the Bank for the quarter ended June 30, 2021 along with the Limited Review Report thereon issued by the statutory auditors of the Bank, M/s. MSKA & Associates, Chartered Accountants.

A copy of aforesaid Unaudited Financial Results and Limited Review 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 the quarter ended June 30, 2021 are enclosed herewith.

The meeting of the Board of Directors commenced at 01:30 P.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 Review Report on Unaudited Quarterly Financial Results of the Ujjivan Small Finance Bank Limited pursuant to the Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

To,
The Board of Directors
Ujjivan Small Finance Bank Limited

1. We have reviewed the accompanying Statement of Unaudited Financial Results of Ujjivan Small Finance Bank Limited (the "Bank") for the quarter ended June 30, 2021 (the "Statement") being submitted by the Bank pursuant to the requirements of Regulation 33 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 as amended (the "Regulation").
2. This Statement, which is the responsibility of the Bank's Management and approved by the Board of Directors has been prepared in accordance with the recognition and measurement principles laid down in Accounting Standard 25 'Interim Financial Reporting' ("AS 25") prescribed under section 133 of the Companies Act, 2013 read with relevant rules issued thereunder, the relevant provisions of the Banking Regulation Act, 1949, the circulars, guidelines and directions issued by the Reserve Bank of India (the "RBI") from time to time ("RBI Guidelines") and other recognized accounting principles generally accepted in India. Our responsibility is to express a conclusion on the Statement based on our review.
3. We conducted our review of the Statement 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 Institute of Chartered Accountants of India. This standard requires that we plan and perform the review to obtain moderate assurance as to whether the financial results are free of material misstatement. A review consists of making inquiries primarily of persons 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 Standards on Auditing 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.
4. Based on our review conducted as above, nothing has come to our attention that causes us to believe that the accompanying Statement prepared in accordance with the recognition and measurement principles laid down in AS 25, prescribed under Section 133 of the Companies Act, 2013 read with relevant rules issued thereunder, RBI Guidelines and other accounting principles generally accepted in India, has not disclosed the information required to be disclosed in terms of the Regulation including the manner in which it is to be disclosed, or that it contains any material misstatement or that it has not been prepared in accordance with the relevant prudential norms issued by the RBI in respect of income recognition, asset classification, provisioning and other related matters.
5. We draw attention to Note 8 to the unaudited financial results, which describes that 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 conclusion is not modified in respect of this matter.

For MSKA & Associates
Chartered Accountants
ICAI Firm Registration No.:105047W



Swapnil Kale
Partner
Membership No.: 117812
UDIN: 21117812AAAAMX3698

Mumbai
August 06, 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					
Unaudited Financial Results for the Quarter Ended June 30, 2021					(Rs. in Lacs)
S.No.	Particulars	Quarter ended			Year ended
		June 30, 2021	March 31, 2021	June 30, 2020	March 31, 2021
		(Unaudited)	(Audited) (Refer Note 4)	(Unaudited)	(Audited)
1	Interest Earned (a)+(b)+(c)+(d)	64,166	61,785	74,628	2,80,607
	a) Interest/ discount on advances/ bills	58,604	56,443	69,763	2,60,038
	b) Income on Investments	4,126	4,217	4,154	17,298
	c) Interest on balances with Reserve Bank of India and other interbank funds	1,436	1,125	711	3,271
	d) Others	-	-	-	-
2	Other Income (Refer note 6)	7,463	11,729	2,870	31,082
3	Total Income (1)+(2)	71,629	73,514	77,498	3,11,689
4	Interest Expended	25,726	24,973	28,827	1,07,751
5	Operating Expenses (i)+(ii)	29,649	32,675	27,202	1,23,008
	(i) Employees Cost	16,483	16,928	18,576	74,878
	(ii) Other Operating Expenses	13,166	15,747	8,626	48,130
6	Total Expenditure (4)+(5)	55,375	57,648	56,029	2,30,759
	[excluding provisions & contingencies]				
7	Operating Profit before Provisions & Contingencies (3)-(6)	16,254	15,866	21,469	80,930
8	Provisions (other than tax) and Contingencies	47,483	(2,522)	14,034	79,910
9	Exceptional Items	-	-	-	-
10	Profit/(Loss) from Ordinary Activities before tax (7) (8) (9)	(31,229)	18,388	7,435	1,020
11	Tax Expense	(7,881)	4,739	1,970	190
12	Net Profit/(Loss) from Ordinary Activities after tax (10)-(11)	(23,348)	13,649	5,465	830
13	Extraordinary items (net of tax expense)	-	-	-	-
14	Net Profit/(Loss) for the period (12)-(13)	(23,348)	13,649	5,465	830
15	Paid up equity share capital (Face Value of Rs 10/- each)	1,72,831	1,72,831	1,72,822	1,72,831
16	Reserves excluding revaluation reserves				1,24,671
17	Analytical Ratios				
	(i) Percentage of shares held by Government of India	NIL	NIL	NIL	NIL
	(ii) Capital Adequacy Ratio - BASEL II (Refer Note 7)	25.88%	26.44%	28.68%	26.44%
	(iii) Earnings per share (before and after extraordinary items, net of tax expenses)*				
	Basic EPS (Rs)	(1.35)	0.79	0.32	0.05
	Diluted EPS (Rs)	(1.35)	0.79	0.32	0.05
	(iv) NPA Ratios				
	(a) Gross NPAs	1,37,498	1,07,060	13,982	1,07,060
	(b) Net NPAs	34,873	42,458	2,510	42,458
	(c) % of Gross NPAs to Gross Advances	9.79%	7.07%	0.97%	7.07%
	(d) % of Net NPAs to Net Advances	2.68%	2.93%	0.18%	2.93%
	(v) Return on assets (average)*	(1.19)%	0.69 %	0.29%	0.04%

* Figures for the quarters are not annualised



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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:					
S.No.	Particulars	Quarter ended			Year ended
		June 30, 2021	March 31, 2021	June 30, 2020	March 31, 2021
		(Unaudited)	(Audited) (Refer Note 4)	(Unaudited)	(Audited)
1	Segment Revenue				
(a)	Treasury	9,529	8,259	5,979	31,931
(b)	Retail Banking	60,465	63,899	69,996	2,74,084
(c)	Wholesale Banking	1,635	1,356	1,523	5,674
(d)	Unallocated	-	-	-	-
	Less: Inter-segment revenue	-	-	-	-
	Income From Operations	71,629	73,514	77,498	3,11,689
2	Segment Results				
(a)	Treasury	3,740	2,834	972	10,293
(b)	Retail Banking	(32,718)	16,545	7,791	(4,817)
(c)	Wholesale Banking	(202)	1,001	444	2,974
(d)	Unallocated	(2,049)	(1,992)	(1,772)	(7,430)
	Total Profit Before Tax	(31,229)	18,388	7,435	1,020
3	Segment Assets				
(a)	Treasury	5,28,732	4,93,033	4,29,710	4,93,033
(b)	Retail Banking	13,17,762	14,54,524	14,54,924	14,54,524
(c)	Wholesale Banking	74,499	64,865	52,338	64,865
(d)	Unallocated	35,437	25,623	3,838	25,623
	Total Assets	19,56,430	20,38,045	19,40,810	20,38,045
4	Segment Liabilities				
(a)	Treasury	5,28,732	4,93,033	4,29,710	4,93,033
(b)	Retail Banking	10,73,764	11,75,425	11,48,705	11,75,425
(c)	Wholesale Banking	55,219	47,712	37,325	47,712
(d)	Unallocated	-	-	-	-
	Total Liabilities	16,57,715	17,16,170	16,15,740	17,16,170
5	Capital Employed (Segment Assets - Segment Liabilities)				
(a)	Treasury	-	-	-	-
(b)	Retail Banking	2,43,998	2,79,099	3,06,219	2,79,099
(c)	Wholesale Banking	19,280	17,153	15,013	17,153
(d)	Unallocated	35,437	25,623	3,838	25,623
	Total	2,98,715	3,21,875	3,25,070	3,21,875

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.



Note:

- 1) The above financial results have been reviewed by the Audit Committee and approved by the Board of Directors at its meeting held on August 06, 2021. The financial results for the quarter ended June 30, 2021, have been subjected to "Limited Review" by the statutory auditors of the Bank. The report thereon is unmodified.
- 2) 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 read with relevant rules thereunder, 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')
- 3) The Bank has applied its significant accounting policies in the preparation of these financial results that are consistent with those followed in the annual financial statements for the year ended March 31, 2021.
- 4) The figures for the quarter ended March 31, 2021 are the balancing figures between audited figures in respect of the financial year 2020-21 and the published year to date figures upto December 31, 2020.
- 5) As at June 30, 2021, 8,444,927 options have been lapsed, 7,786,973 options vested and are yet to be exercised and balance 24,809,782 options remains unvested out of the total options granted under the approved Employee Stock Option Plan (ESOP) 2019.
- 6) 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.
- 7) 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.
- 8) 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. During the quarter ended June 30, 2021, India experienced a "second wave" of COVID-19, including a significant surge of COVID-19 cases following the discovery of mutant coronavirus variants in the country.

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 disruptions following the outbreak, have led to a decrease in loan originations and the efficiency in collection efforts. This may lead to a continued rise in the number of customer defaults and consequently an increase in provisions there against.

The extent to which the COVID-19 pandemic 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 mandated by the Government or elected by the Bank.

- 9) Details of resolution plan implemented under the Resolution Framework for COVID-19 related stress as per RBI circular dated August 06, 2020 (Resolution Framework 1.0) are given below:

	(Rs in lacs, except number of accounts)				
	(A)	(B)	(C)	(D)	(E)
Type of borrower	Number of accounts where resolution plan has been implemented under this window*	Exposure to accounts mentioned at (A) before implementation of the plan	Of (B), aggregate amount of debt that was converted into other securities	Additional funding sanctioned, if any, including between invocation of the plan and implementation	Increase in provisions on account of the implementation of the resolution plan **
Personal Loans	33,687	9,817	-	-	982
Corporate persons	-	-	-	-	-
Of which, MSMEs	-	-	-	-	-
Others	2,14,900	40,923	-	-	4,092
Total	2,48,667	50,740	-	-	5,074

* represents accounts which were restructured and active as on June 30, 2021.

** Provisions held as on June 30, 2021.

There were 3,502 borrowers accounts having an aggregate exposure of Rs. 875 lacs to the Bank, where resolution plans had been implemented and now modified under RBI's Resolution Framework 2.0 dated May 5, 2021.

- 10) Figures of the previous period/ year have been regrouped/ reclassified wherever necessary to confirm to the current period's presentation.

By order of the Board
For Ujjivan Small Finance Bank Limited

Bengaluru
August 06, 2021


Nitin Chugh
DIN:01884659
Managing Director & CEO



Press Release

Business regaining momentum Post COVID 2.0
Strong build-up in retail liabilities
Accelerated provisioning covering 8.2% of advances

Bengaluru, August 06, 2021: Ujjivan Small Finance Bank Ltd. [BSE: 542904; NSE: UJJIVANSFB], today announced its financial performance for the quarter ended June 30, 2021.

Summary of Ujjivan Small Finance Bank Business Performance – Q1 FY 2021-22

- ❖ Gross advances at ₹14,037 crore 2% down Y-o-Y and 7% Q-o-Q
- ❖ Q1 FY22 Disbursement at ₹1,311 crore, 177% Y-o-Y growth, 69% Q-o-Q drop
- ❖ Non Micro Banking contributes 32% of total portfolio as against 22% in June, 2020
- ❖ Secured Advances stand at 30% of the total portfolio as on June, 2021 against 21% in June, 2020
- ❖ Total provision as on 30th June, 2021 stands at ₹1,149 crore (including ₹250 crore COVID floating provision), covering 8.2% of gross advances
- ❖ GNPA at 9.8% and NNPA at 2.7% as of June, 2021 against 1.0% and 0.2% respectively as of June, 2020; write-off of ₹280 crore in Q1FY22; Provision coverage ratio of 75% as of June, 2021, against 60% in March, 2021
- ❖ ₹70 crore restructured in Q1FY22 under Resolution 2.0. Total restructured loan book is 5.5%
- ❖ Deposits at ₹13,673 crore up by 24% Y-o-Y; covering 97% of total advances
- ❖ Retail deposits at 48% of the total deposits against 45% as of June, 2020; CASA ratio at 20.3% vs 14.2% in June, 2020. Retail banking contributed to 71% of total CASA, growing 129% Y-o-Y
- ❖ Strong retail liability customer acquisition with 1.1 lakh customers added during the quarter
- ❖ Net Interest Income of ₹384 crore in Q1FY22; Net interest margin at 8.0% in Q1FY22 against 10.2% in Q1FY21
- ❖ Operating expenses to average assets at 5.9% in line with Q1FY21; saving of 9% from Q4 FY21 (6.6%)
- ❖ PPOP at Rs 163 cr in Q1FY22
- ❖ PAT of (₹233) crore in Q1 FY22 against ₹ 55 crore in Q1 FY21
- ❖ ROA/ ROE at (4.7%)/ (30.1%) in Q1FY22 against 1.2%/ 6.8% in Y-o-Y; PPOP ROA at 3.3% against 4.5% in Q1FY21
- ❖ Collections hit due to COVID 2.0 and lockdowns; Collection Efficiency at 78% in June, 2021 against 94% in March, 2021; recovered to 93% in July, 2021. South region which got badly impacted due to extended lockdowns has recovered well in July, 2021 with collection efficiency touching 96% against 63% in June, 2021
- ❖ Capital adequacy ratio at 25.9% with Tier-1 at 24.5%; Liquidity coverage ratio at 138% as of June, 2021

Mr. Nitin Chugh, MD & CEO, Ujjivan Small Finance Bank said, “The onset of the second Covid wave and consequent restrictions and lockdowns lashed the industry, especially the microbanking sector which faced a severe stress. Our business and collection volumes were affected due to the restrictions on movement, resulting in a subdued overall performance in Q1 FY22. As a precautionary measure, floating provision of ₹250 crores has been created to absorb the impact of potential slippages in near future. We are hopeful that our customers will resurrect their livelihoods and continue to be resilient. We continued to diversify our asset book as a strategic approach; the non-MicroBanking portfolio grew to 32% and secured portfolio increased to 30%. In line with our growth strategy, retail branch banking performed strongly and now contributes to a substantial part of our total deposit book. As part of our commitment to provide a full range of banking services, non-binding MoU has been signed with a fin tech partner to enter into the credit card business. We continued to focus on our digital initiatives, driving digital collections (16% in Q1 FY22 against 11% in Q4 FY21) and encouraging contactless disbursement amidst the lockdown phase and our robust digital infrastructure and its optimal application sustained our business quite well in the crucial times.

Business momentum started building up since July both in terms of disbursement and collections. However, we are cautious about a potential impact on account of third Covid wave.”

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 58.2 lakh customers through 575 branches and 16,102 employees spread across 248 districts and 24 states and union territories in India. Gross Loan Book stands at ₹14,037 crore with a deposit base of ₹13,673 crore as of June 30, 2021.

'Bank's CSR objective is to reach unserved and underserved sections of the society. In Q1 FY22, the Bank has prioritized the need for COVID relief across the country. Understanding the need for health care and precautions in these testing times, the Bank has funded for the procurement and installation of 6 Intensive Therapy Units (ITU) for the COVID care ward in St. John's Hospital, Bangalore. To help the battle against COVID, the Bank also funded for the purchase of 40 D Type Oxygen cylinders for the COVID care ward at Christian Medical College, Vellore. Further to the projects undertaken with major hospitals, the Bank has partnered with various local hospitals and Primary Healthcare Centres to reach out to 32,618 beneficiaries, 636 Anganwadi and Asha Care workers and 134 healthcare workers across 7 states.'

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

Q1 FY22 PRESENTATION

AUGUST 2021





DISCLAIMER

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- This presentation is not a complete description of the Bank. This presentation may contain statements that constitute forward-looking statements. All forward looking statements are subject to risks, uncertainties and assumptions that could cause actual results to differ materially from those contemplated by the relevant forward-looking statement. Important factors that could cause actual results to differ materially include, among others, future changes or developments in the Bank’s business, its competitive environment and political, economic, legal and social conditions. Given these risks, uncertainties and other factors, viewers of this presentation are cautioned not to place undue reliance on these forward-looking statements. The Bank disclaims any obligation to update these forward-looking statements to reflect future events or developments.
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- This presentation is not intended to be an offer document or a prospectus under the Companies Act, 2013 and Rules made thereafter , as amended, the Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2009, as amended or any other applicable law.
- 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.

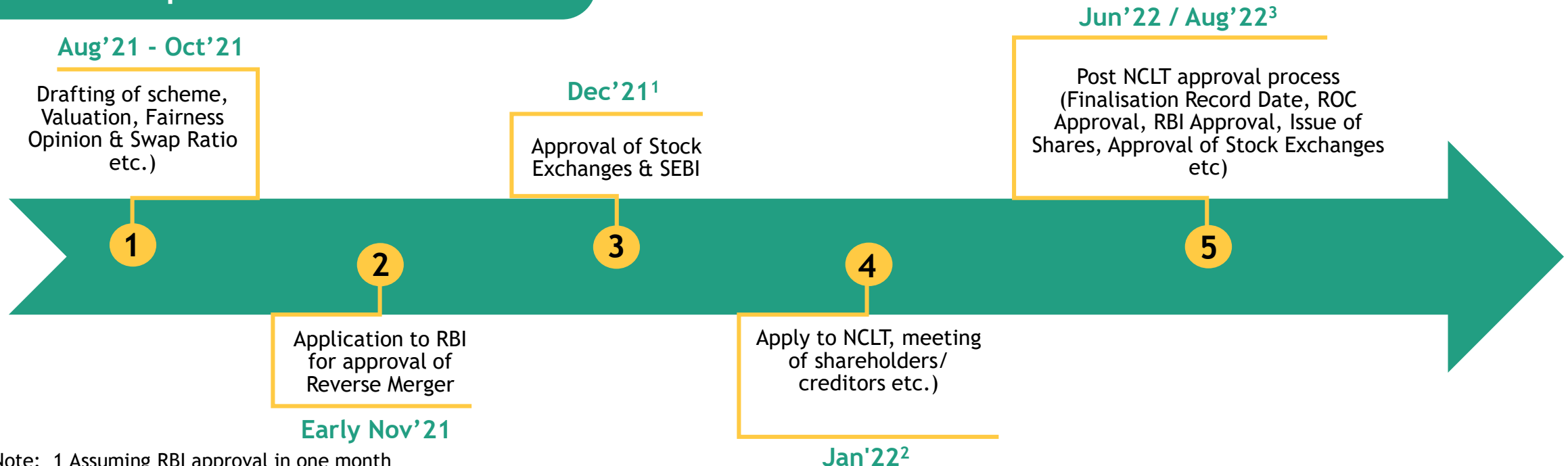


REGULATORY UPDATE

Update from RBI

- RBI vide its letter dated July 09, 2021 has informed the “Association of Small Finance Banks of India” that it has decided to permit small finance banks and respective holding companies to apply for the amalgamation of holding company with small finance bank 3 (Three) months prior to completing five years from the date of commencement of business of small finance bank. Bank will complete 5 years on Jan 31, 2022.
- RBI will examine such requests on merit from the angle of regulatory/supervisory comfort and convey no objection for such amalgamation on satisfactory outcome of due diligence exercise

Expected timeline



Note: 1 Assuming RBI approval in one month
2 Assuming SEBI/ exchanges approval in one month
3 Assuming NCLT approval in 5-7 months

CONTENTS



Performance Highlights



Business Overview



Financials



Ujjivan - Building a Mass Market Bank





Q1-FY22 - KEY HIGHLIGHTS



Disbursements impacted due to COVID 2.0 - ₹ 1,311 Cr, up 177% Y-o-Y; down 69% Q-o-Q



Collections improved to 93% in Jul'21 post dip in May'21/ Jun'21 (72%/78%); good traction in early delinquency buckets



Healthy customer acquisition: 1.1 lakh new customers in Q1 | Retail deposits up 32% Y-o-Y; CASA up 77% Y-o-Y | Total deposit at ₹ 13,673 Cr up 24% Y-o-Y



Asset diversification: Non MicroBanking at 32% (28% in Mar-21); Secured at 30% (27% in Mar-21)



Additional floating provision of ₹ 250 Cr basis potential slippages in near future; book coverage at 8.2%



NII at ₹ 384 Cr | NIM at 8.0% | PAT at (₹ 233 Cr) vs ₹ 55 Cr Y-o-Y



25.9% Capital adequacy with Tier-1 capital at 24.5% as on 30th June'21 | Liquidity Coverage ratio at 137.8%



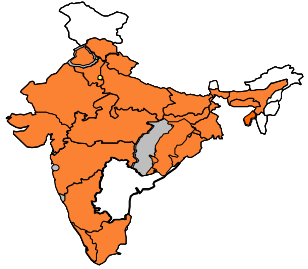
Performance Highlights



KEY HIGHLIGHTS AS ON JUN'21

24 States/ UTs, 248 Districts

vs 244 districts in Jun'20



575 branches¹, 491 ATMs²

vs 575 branches; 475 ATMs in Jun'20



Expanding Customer base

58.2 lakh customers
vs. 54.7 lakh in Jun'20



40.1 lakh borrowers
vs. 43.5 lakh in Jun'20

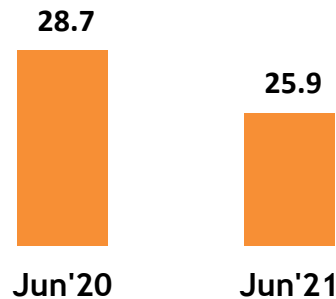
16,102 Employees

vs 17,370 in Jun'20



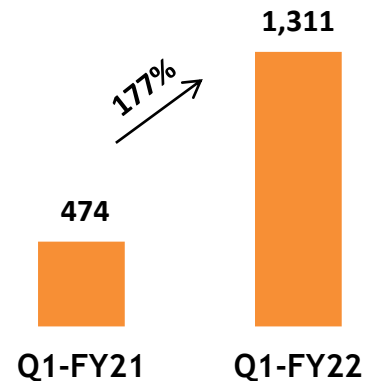
CRAR

%



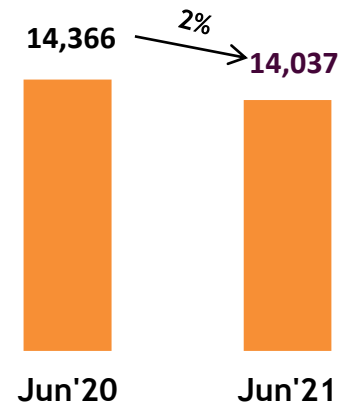
Q1 Disbursements

₹ Crore



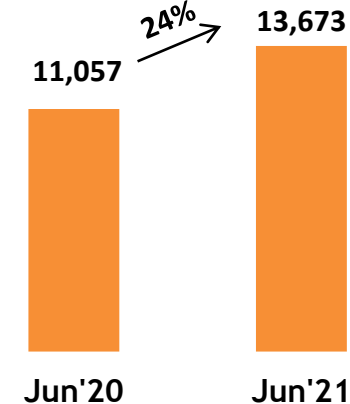
Gross Advances

₹ Crore



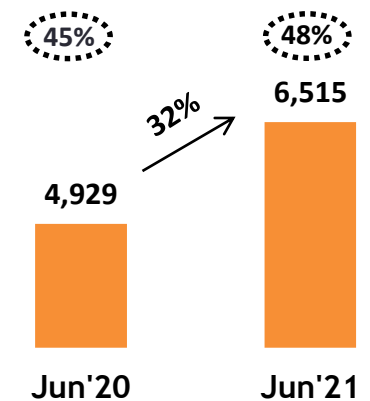
Total Deposits

₹ Crore



Retail Deposits³

₹ Crore



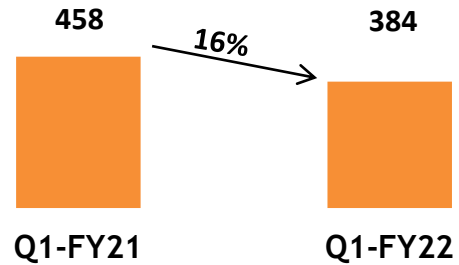
Note: 1 Includes 144 URCs
2 Includes 53 Automated Cash recyclers
3 Retail Deposit as a % of Total Deposit



Q1FY22 - KEY HIGHLIGHTS

Net Interest Income

₹ Crore

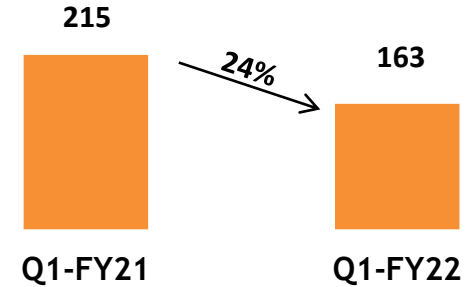


Net Interest Margin

8.0%
Vs.
10.2%
Q1-FY21

Pre-provision Operating Profit (PPOP)

₹ Crore

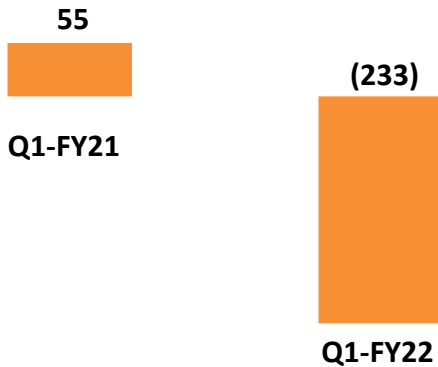


GNPA

9.8%
Vs.
1.0%
Jun'20

PAT

₹ Crore



ROA

(4.7%)
Vs.
1.2%
Q1-FY21

ROE

(30.1%)
Vs.
6.8%
Q1-FY21

NNPA

2.7%
Vs.
0.2%
Jun'20

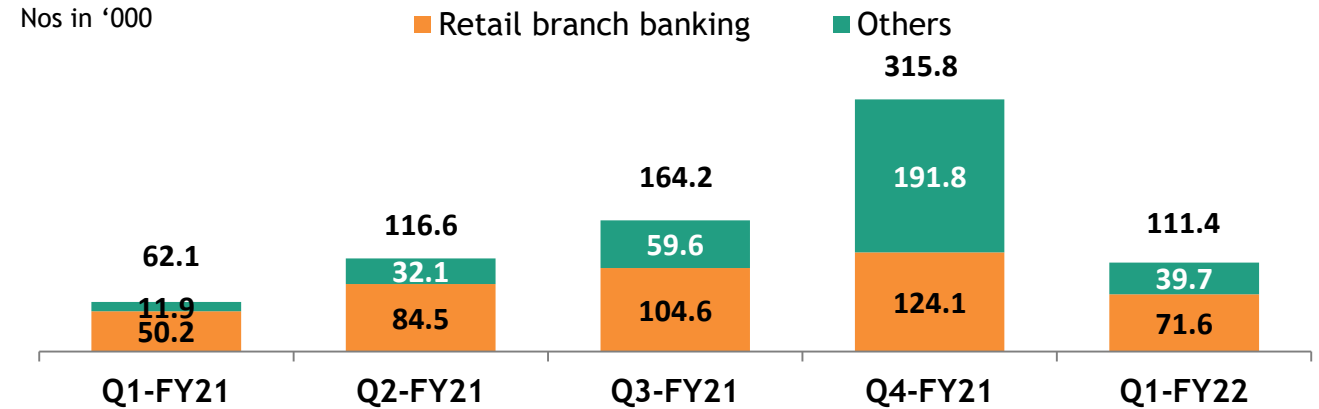
Note: Numbers mentioned in () are negative



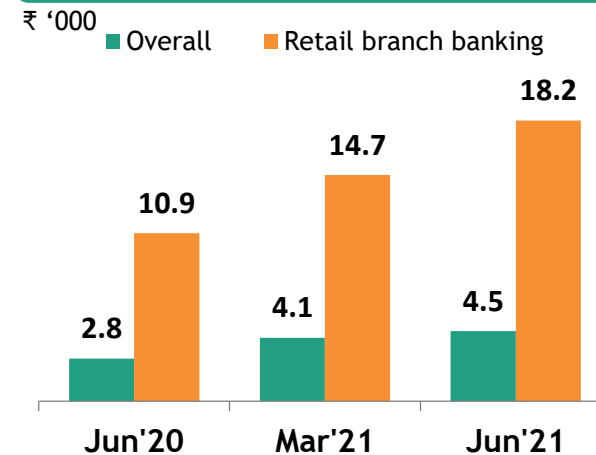
LIABILITIES - RETAIL BRANCH BANKING DRIVING GROWTH

- **Total deposits grew 24% Y-o-Y to ₹ 13,673 Cr**
- **Retail deposits grew 32% Y-o-Y; contributing to 48% of total deposits in Jun'21 vs 45% in Jun'20**
- **CASA deposits grew 77% Y-o-Y; 20% as of Jun'21**
 - **Retail Branch banking CASA grew 129% Y-o-Y; contributes 71% to total CASA**
- **Focus on value-add products to drive average balances**
 - Average balance for Retail Branch Banking SA moved to 18k from 11k/ 15k Y-o-Y/ Q-o-Q
 - Average balance of new SA acquisition by retail branch banking in Q1-FY22 is ₹ 42k vs ₹ 16k in Q1-FY21 and ₹ 21k in Q4-FY21
 - Ex-salary, average balance for Retail Branch Banking SA now at 20K (53k for Q1 acquisition)

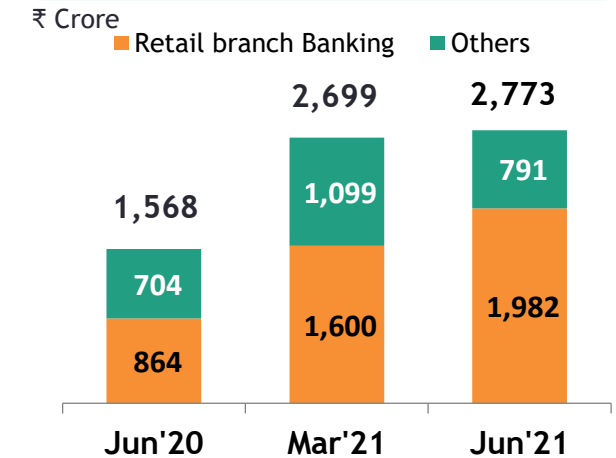
Retail branch banking driving customer acquisition



Improving Average SA balances



CASA: Strong growth





ASSETS UPDATE (1 / 2)

MicroBanking

- **Collections:** COVID 2.0 affect collections - Jul'21 witnessed significant improvement
 - 93% in Jul'21; 77% in Jun'21 vs. 94% in Mar'21
 - South, Maharashtra and West Bengal witnessed higher impact on collections due to severe restrictions; significant improvement in Jul'21 with ease in restrictions; good traction in early delinquencies
 - Collection efficiency of 87%+ in Jun'21 for post Mar'20 disbursements; 94% for Q1 FY22 disbursements
- **Disbursement**
 - Disbursements ₹ 810 Cr up 108% Y-o-Y, down 76% Q-o-Q
 - Provided liquidity support to existing customers for businesses revival - 85% loans to existing customers
 - New customer acquisition was impacted with only 28k new customers acquired in Q1-FY22
- **Expanding reach via Fintech, payments bank tie-ups, money mitra outlets**
 - Added 1,600+ outlets in Q1 taking total to 11,000+ as of Jun'21
- **Digital collections**
 - Q1FY22 cashless collections at 16% up from 11% in Q4-FY21
 - Additionally 35% of the repayment supported by CMS (Airtel Payments Bank, PayNearby) in Q1 FY22 (30% in Q4 FY21)

Affordable Housing

- **Collection efficiency:** expediting legal process to aid collection
 - 93% in Jul'21; 91% in Jun'21 vs. 96% in Mar'21
- **Disbursements** at ₹ 112 Cr in Q1-FY22 vs ₹ 324 Cr in Q4-FY21 vs ₹ 17 Cr in Q1-FY21
 - New case log-ins in June bounced back to pre-second wave levels; improved to highest ever in Jul'21
 - Jun'21 disbursement at ₹ 64 Cr with focus on better customer segments with regular income streams



ASSETS UPDATE (2/2)

MSE

- **Collection efficiency (MSE Secured)** - 87% in Jul'21; 82% in Jun'21 vs. 90% in Mar'21; expediting legal process to aid collection
- **Disbursements at ₹ 106 Cr vs ₹ 276 Cr in Q4-FY21; ₹ 12 Cr in Q1-FY21**
 - Business volume picked up in Jun'21 with disbursement at ₹ 43 Cr, after a dip in May'21 due to COVID 2.0
 - New case log-ins in June bounced back to pre-second wave levels; improved to highest ever in Jul'21 - focus continues on Semi-formal and Formal segments
 - NavNirman loan (ECLGS scheme) - ₹ 0.7 Cr addition; total as of Jun'21 - ₹ 59 Cr
 - Fintech tie-up for Supply Chain finance (live since Jan'21) - ₹ 59 Cr in Q1-FY22 vs ₹ 42 Cr in Q4-FY21

Personal Loans

- **Collection efficiency** - 88% in Jul'21/ Jun'21 vs. 91% in Mar'21
- **Disbursements at ₹ 27 Cr against ₹ 44 Cr in Q4-FY21; business was re-launched in Jul'20**

Vehicle Finance

- **Collection efficiency** - 92% in Jul'21; 86% in Jun'21 vs. 99% in Mar'21
- **Disbursements at ₹ 19 Cr vs ₹ 2 Cr in Q1-FY21 & ₹ 38 Cr in Q4-FY21**
- **Launched digital LOS for two-wheeler products in FY21, scaled to 100% in Q1FY22**

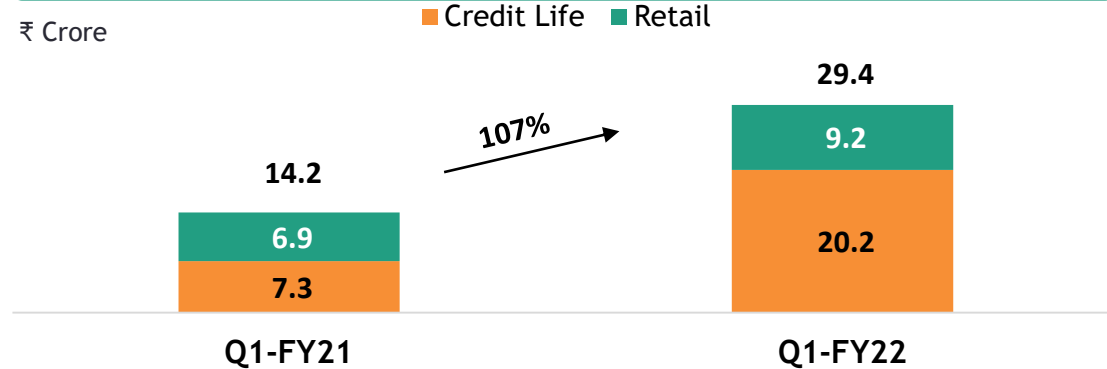
FIG

- **Collection efficiency** - 99% in Jul'21; 98% in Jun'21 vs. 98% in Mar'21
- **Disbursements at ₹ 195 Cr vs ₹ 240 Cr in Q4-FY21, ₹ 41 Cr in Q1-FY21**
- **Focus on A & AA rated NBFCs, HFCs and MFIs to accelerate disbursements**

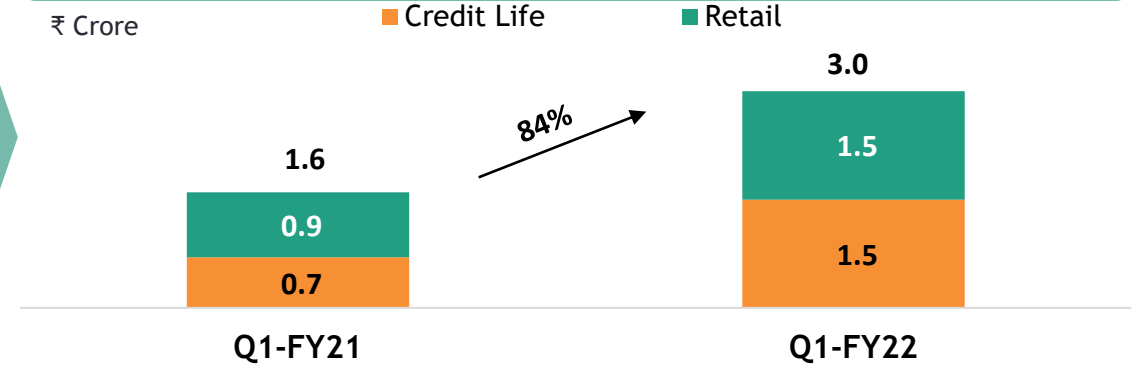


THIRD PARTY PRODUCTS: FOCUS ON RETAIL PRODUCTS

Strong pick-up in retail premium



...driving fee income



Insurance

Product

- Addition of 6 new PAR* products in Jun'21 which generated additional ₹ 40 lakh business - driving deeper customer penetration with better customer segmentation & product basket

Distribution

- 98% of branches are equipped with IRDA certified professional
- 3,056 IRDA certified employees as of Jun'21
- WIP: Distribution through phone banking and digital modes being developed

Technology/automation projects with Riskcovry

- Digital Insurance distribution project in final phase of IT development for 1st phase plan
- Paperless Hospicash product to go live in Aug'21
- Claims Modules of Insurance Partners is being developed

* Participating insurance products



NEW PRODUCTS

Micro Banking

Gold loan: IT integration in-progress; retail branch banking to cross-sell; scaling up to 25 branches in Q2 (from currently 5 branches); plan to expand to 100+ branches in FY22

ECLGS loans: Begun disbursement in Jul'21; ticket sizes are very small

MSE

Credit Guarantee Trust for MSE scheme: Launched Term Loan, Overdraft and Cash credit facility; first cash credit product under MSE
Expected launch in Q2:

- Term Loan, Overdraft and Cash credit for healthcare segment; part of Covid loan book as per RBI's 5th May'21 guidelines
- Working Capital Finance based on GST returns
- General Purpose LAP

Others

Mutual Fund: AMCs shortlisted; IT integration in process; distribution by driving NISM certification across branches; digital offerings

Credit card: Partnered with Fintech; seamless digital on-boarding; to be bundled with liability offerings

Bank Guarantee product for capital & commodity market clients, Cooperative banks

Personal Loan:

- Balance transfer product
- Digital Pre-approved loans with ticket size of ₹ 10k-500k
- Top-up loans for existing customers to improve customer retention

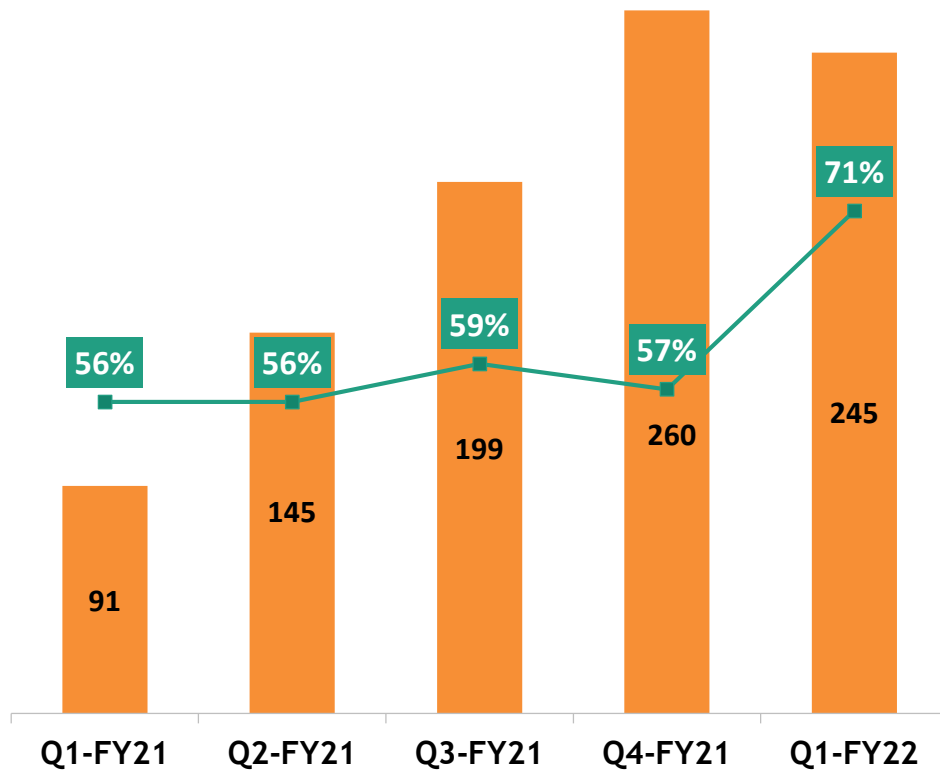
Vehicle Finance: Used-car loan



INCREASING DIGITAL FOOTPRINTS (1/2)

*Increasing Digital Transactions (%)

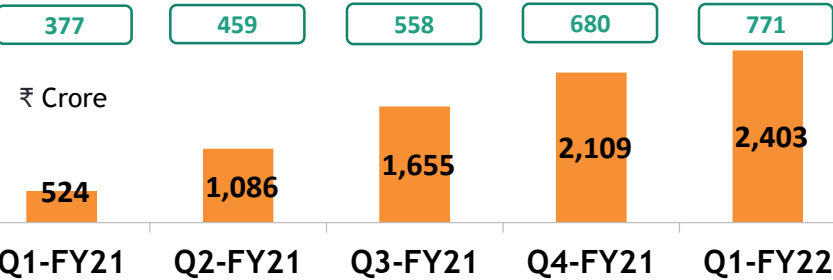
■ Total transactions (in Lakhs) ■ Digital transactions (%)



*Basis CBS volumes ^Active customers as of period end

UPI Transactions

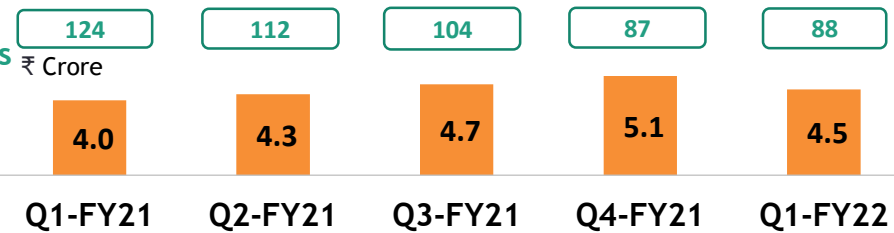
^Active Customers (in lakhs)



4.6x
Y-o-Y

Bill Payments

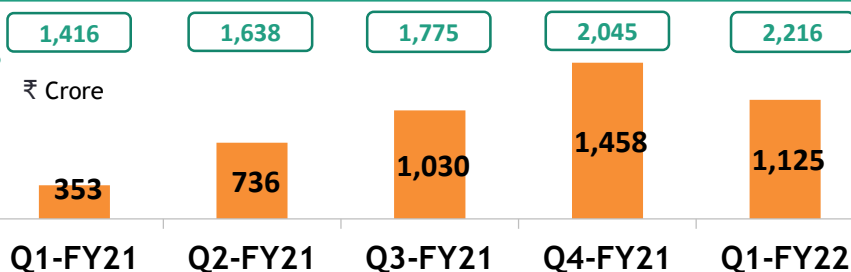
No. of Transactions (in lakhs)



1.1x
Y-o-Y

Business Net Banking

^Active Customers



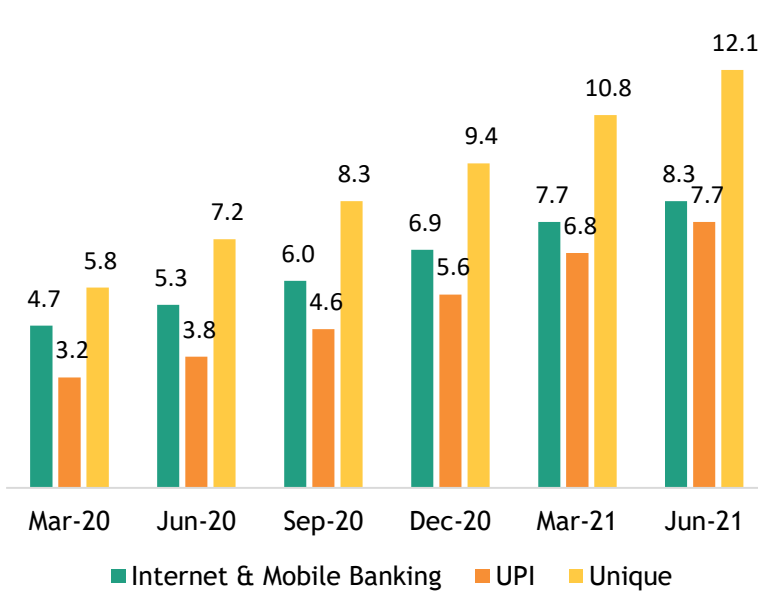
3.2x
Y-o-Y



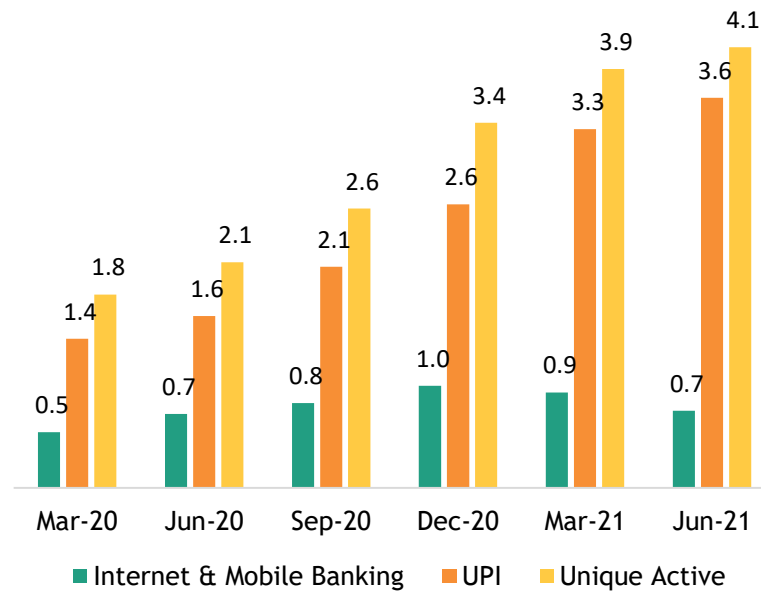
INCREASING DIGITAL FOOTPRINTS (2/2)

Digital penetration among customers continues to show a healthy increase

Registered Customers (in lakhs)



Transacting Customers (in lakhs)



Ujjivan SFB is ranked 1 among SFBs in terms of transactions volume in Mar'21 with market share ranging from 45-50%

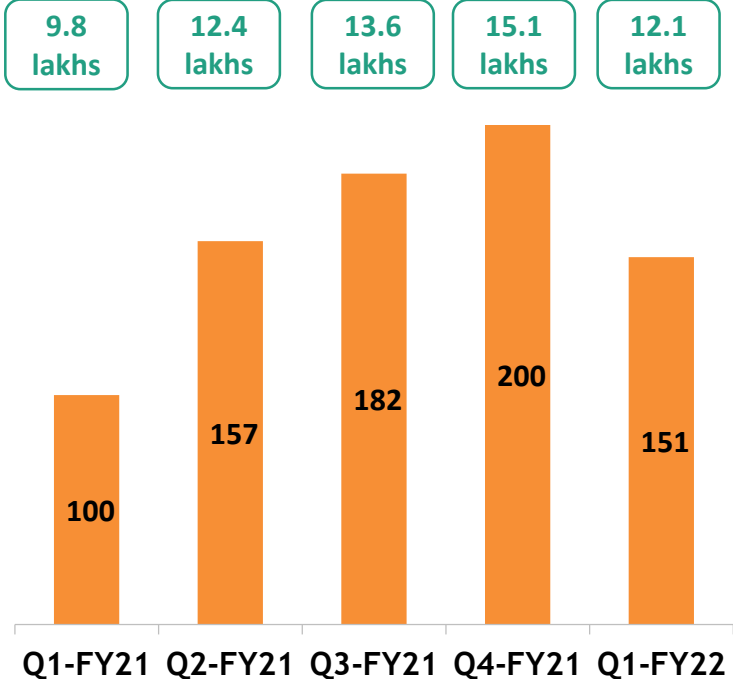
Among 407 Banks reporting Mobile Banking transactions to RBI, Ujjivan SFB ranked 32 in Mar'21 (vs 37 in Mar'20)

POS Transactions

No. of Transaction (in box)

Value in ₹ Crore

1.5x Y-o-Y



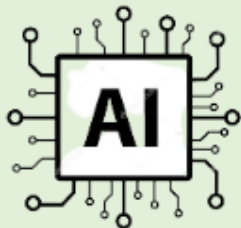
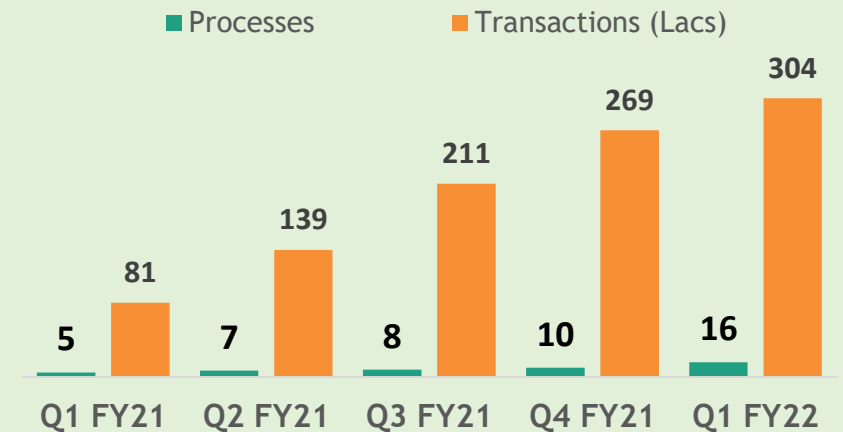
DIGITAL INITIATIVES AIDING PROCESS IMPROVEMENT (1/2)



Robotic Process Automation

- 16 processes across business verticals completely automated of which 2 are completely unattended (RTGS, NEFT Recon)
- RPA handles 1 Cr transactions / month; becoming a key driver towards ensuring business continuity during Covid 2.0
- On-boarded platinum partners of our RPA platform provider to fast-track RPA roadmap
- 15 in development stage, expected to be automated in Q2

RPA processes deployed with rising transactions



Artificial Intelligence

- Multi-lingual Bot introduced on Bank website; extended this to Facebook to improve conversions from digital marketing campaigns; achieving a healthy 9.2% conversion
- An enhanced Intelligent Bot for FAQs, lead generation and customer experience will be piloted for launch in Q2-FY22

DIGITAL INITIATIVES AIDING PROCESS IMPROVEMENT (2/2)



Enhancing customer life cycle value

- Automated Customer Engagement (ACE) platform implemented for improved customer engagement and enriching Customer Life Time Value (CLTV) and is now integrated with Website, Mobile Banking, Internet Banking, Whatsapp, SMS & E-mail engines
- 50+ events configured for real-time trigger based customer campaigns across mobile banking, internet banking and website



Data Analytics & Insights

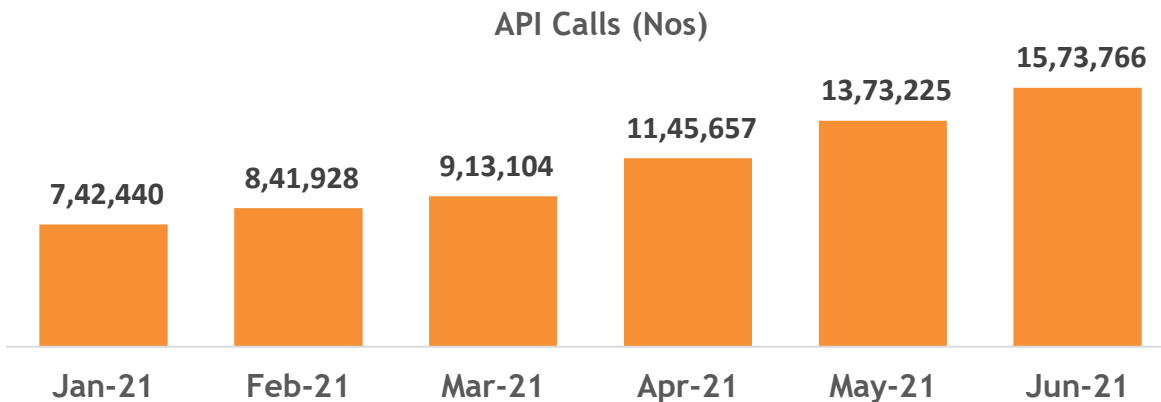
- Customer Profitability scorecard made for Branch Banking customers to:
 - Acquire new, profitable customers,
 - Cross-sell to existing customers
 - Provide differentiated service to customers
 - Migrate customers to more profitable products and services
- Systematically moving to scorecard-based underwriting across all products

API BANKING: CUSTOMER ACQUISITION & FAST TRACKING INTEGRATION



SIMPLE PROCESS FOR IMPLEMENTING API BANKING PARTNERSHIPS THROUGH A SINGLE WINDOW CLEARANCE

Steady increase of API calls from existing partnerships

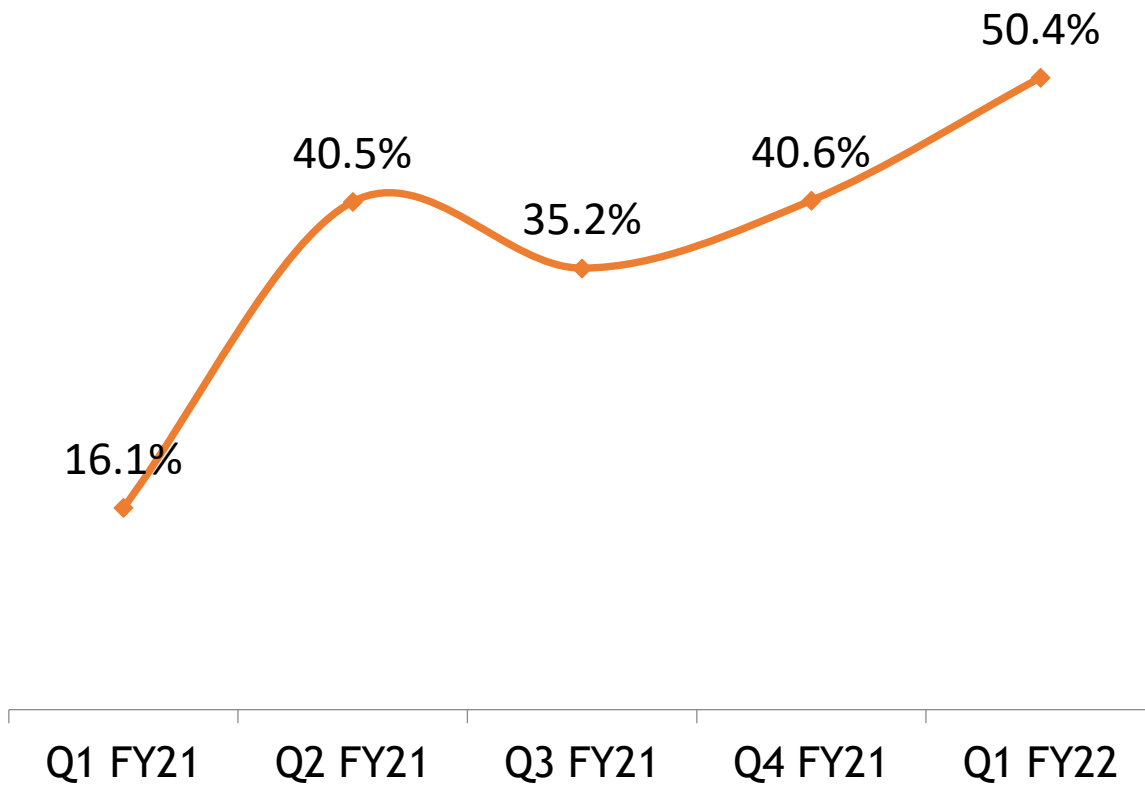


- API Banking Strategy and fintech outreach program in place
- Documentation of entire API stack displayed and available for fintechs to build prototypes
- Entire bank available in 159 APIs for fintechs
- Dedicated portal launched - www.ujjivansfb.in/apibanking
- Single window clearance through dedicated e-mail id & API Banking Team
- 6 Fintech partnerships live - 3 for Loan repayments and 3 for Digital Lending to personal loans and MSE customers



FINTECH TOUCHPOINTS AIDING COLLECTIONS

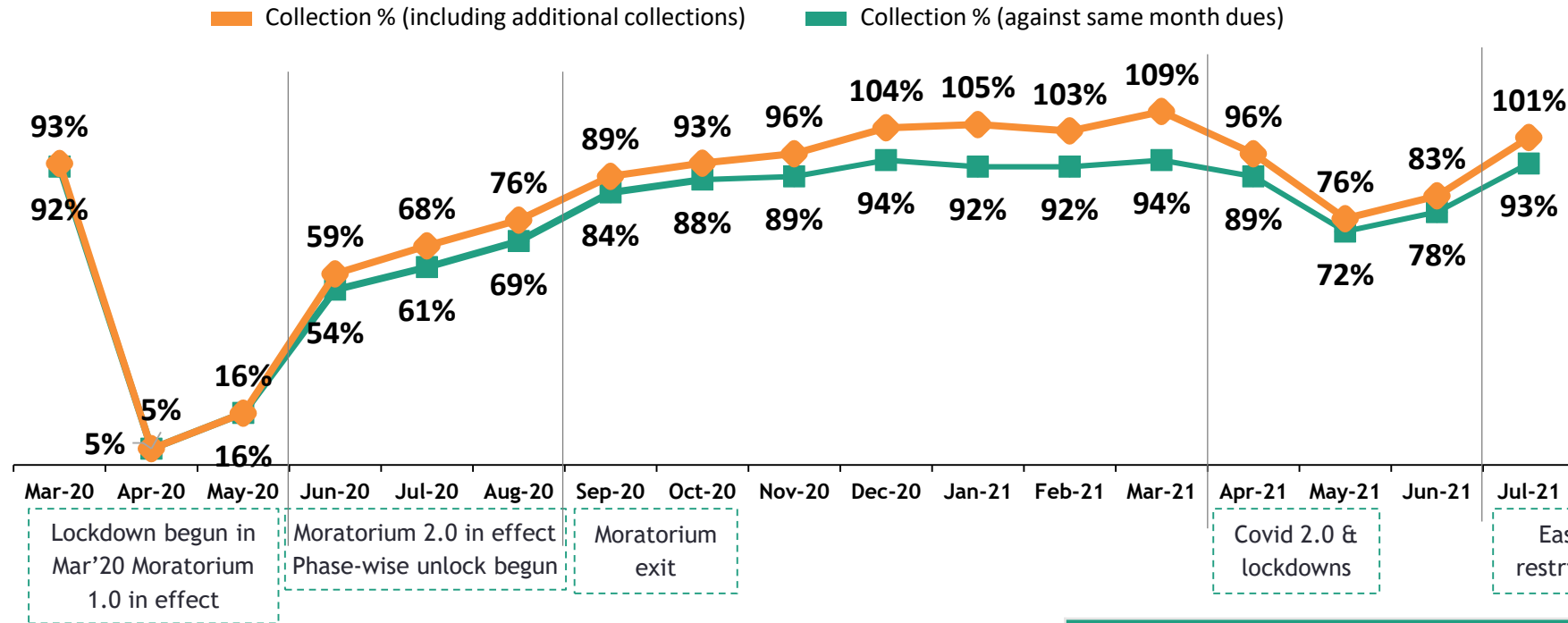
MicroBanking Digital & Fintech Collections %



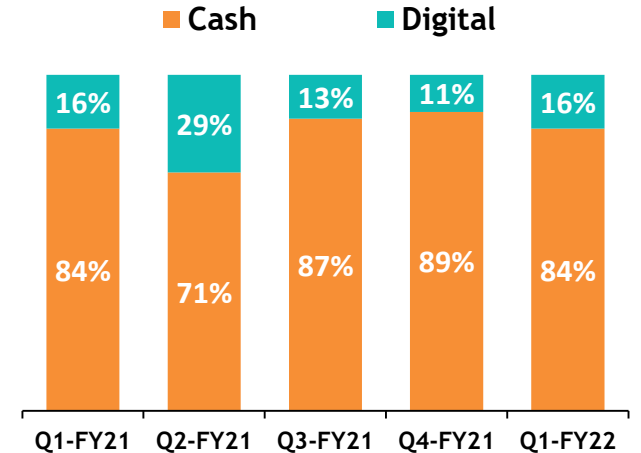
- Better prepared to manage collections in Covid 2.0 due to digital & fintech collections network set up in Q1-FY21
- Expansion of collection points through fintech (PayNearby, SETU) and payments bank (Airtel) - 11,000+ fintech partner outlets activated pan-India
- For MicroBanking, digital collections contribution increased to 16% in Q1-FY22 against 11% in Q4-FY21, including fintech touch points, it reached 50% in Q1-FY22
- WhatsApp based digital collections in pipeline
- In Q1-FY22, data analytics driven prediction models based on Early Warning triggers and geo-spatial analysis led to 11% incremental digital repayments



COLLECTIONS: PICKING UP POST DIP IN MAY'21



Digital vs cash collections



- Flexible & multiple modes of collections apart from traditional centre meetings/door-to-door collections
- Expediting legal process for collections in secured book

States in terms of collections - June'21 (Bank level)

High collections	Coll %	OSP%	Low collections	Coll %	OSP%
Himachal Pradesh	99.6%	0.1%	Kerala	39.7%	1.7%
Uttar Pradesh	94.9%	4.4%	Assam	42.5%	2.1%
Haryana	94.0%	4.6%	Tamil Nadu	61.2%	16.4%
Rajasthan	93.4%	4.1%	Meghalaya	65.8%	0.1%
Chandigarh	93.3%	0.2%	Karnataka	66.9%	14.4%

Note: Collection efficiency - collections for the period against dues for the period. It does not include pre-closures and any advance or future payments
Excludes OD accounts as of 29th Feb'20



COLLECTION EFFICIENCY (1/2)

₹ 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

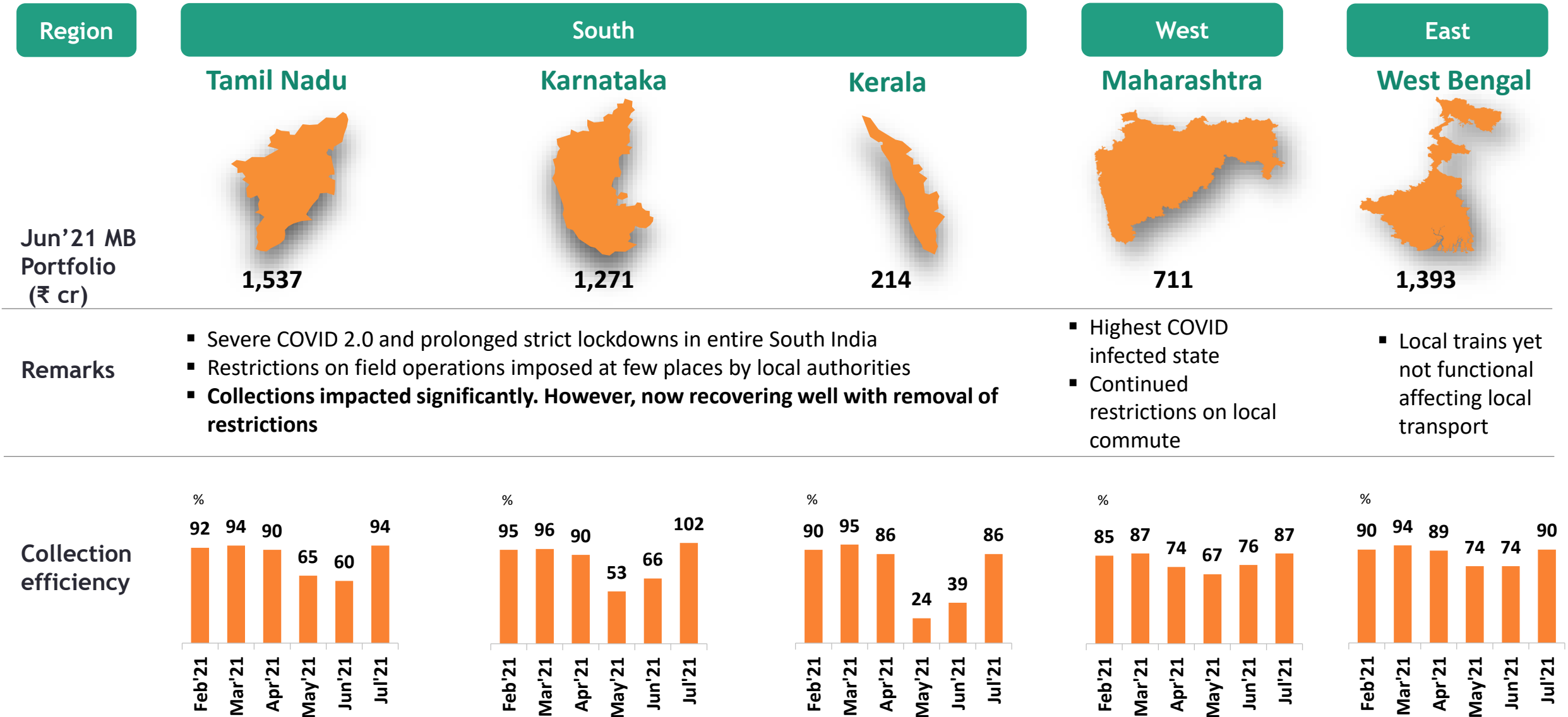


COLLECTION EFFICIENCY (2/2)

₹ Crore	May'21				Jun'21				Jul'21			
Verticals	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection
MicroBanking	955.9	679.4	71%	11.8	936.8	717.7	77%	33.2	841.6	782.0	93%	53.6
MSE (Secured)	22.4	16.7	75%	7.8	21.7	17.8	82%	11.7	21.3	18.6	87%	10.7
MSE (Unsecured)	5.4	1.9	35%	-	5.3	2.2	40%	0.2	4.8	2.0	41%	0.3
Affordable Housing	29.3	25.6	87%	13.7	29.5	26.7	91%	11.4	29.5	27.5	93%	10.1
Personal Loan	5.5	4.8	86%	0.1	5.8	5.1	88%	1.3	6.0	5.3	88%	1.2
Vehicle Loans	3.6	3.1	86%	0.0	4.0	3.4	86%	0.1	4.1	3.8	92%	0.4
FIG Lending	37.0	36.2	98%	-	44.8	44.0	98%	-	55.0	54.2	99%	-
Total	1,059.2	767.6	72%	33.4	1,047.9	816.9	78%	57.9	962.3	893.3	93%	76.2



MICROBANKING - MAJOR STATES WITH LOW COLLECTIONS





ASSAM: UPDATE ON MICROBANKING PORTFOLIO

- **Resolution announced by newly elected State Government**
 - All clients with loans from ≤ 3 lenders and Loan O/S below ₹ 1.25L eligible for relief under the scheme
 - Regular clients with no dues will get max lower of loan outstanding or ₹ 25K as a prompt payment incentive
 - Delinquent clients will get their over dues paid by the govt. and have to pay monthly instalments once regular
 - Those affected by Covid stress on livelihood/health etc. eligible for a one time waiver of the full outstanding
- **Execution and timeline:** Timeline of the relief implementation awaited
- **Impact:** Clear guidelines and eligibility list/methodology yet to be received from the authorities
- **Rub-on to Tripura:** Tripura witnessed temporary impact on collections due to severe lockdown and political interventions - Government/local political influencers announced moratorium even before RBI RF2.0 announcement
- **Ujjivan's Assam MB portfolio** is less than 2% of overall book with total provision of ₹ 61 Cr against GNPA of ₹ 94 Cr
- **Collection efficiency** improved to 59% in Jul'21

Particulars	Mar'20	Jun'20	Sep'20	Dec'20	Mar'21	Jun'21
MB OSP (Rs. Cr)	375	405	385	364	315	247
% of MB Portfolio	3.4%	3.6%	3.7%	3.6%	2.9%	2.6%
% of Ujjivan Portfolio	2.6%	2.8%	2.8%	2.7%	2.1%	1.8%
MB Collection efficiency (%)	83%	39%	70%	80%	78%	41%
MB PAR-0 (%)	17.0%	14.2%	34.7%	35.3%	48.2%	74.8%
MB GNPA (%)	4.6%	4.3%	4.5%	4.7%	28.7%	38.0%

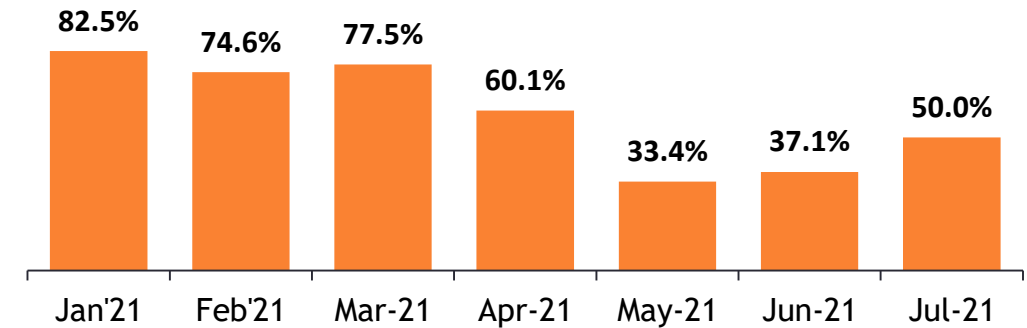


RESTRUCTURED PORTFOLIO - MICROBANKING

Resolution 1.0

- Collection efficiency was ~75% post restructuring; collections impacted as COVID 2.0 begun in April'21
- Dropped to 33%/ 37% in May'21/ Jun'21; improved to 50% in Jul'21
- Provision of ₹ 248 Cr on this book (as of Jun'21 book was ₹ 672 Cr; 9% of customers successfully closed accounts)
- As of Jun'21, 73% of cases slipped into SMA and NPA on account of COVID 2.0

Book restructured under Resolution 1.0: Collection trend



Resolution 2.0

- Collection efficiency dropped from ~94% in Mar'21 to 72% in May'21; huge base of regularly paying customers became delinquent
- Non-delinquent customers as of Mar'21 (largely who were regular during the first wave) considered for restructuring
- Restructured 16,138 accounts (₹ 39 Cr) in Jun'21; including ₹ 8 Cr from Resolution 1.0 bucket
- ₹ 11 Cr provision on book restructured so far under Resolution 2.0



RESTRUCTURED PORTFOLIO - OTHER RETAIL ASSETS

Resolution 1.0

- **MSE:** 79 accounts with portfolio of Rs. 13.4 Cr
- **Affordable Housing:** 121 accounts with portfolio of Rs. 13.8 Cr
- Restructuring was immediately followed by COVID 2.0. Thus, analysis of repayment will not show correct picture
- Provision of ₹ 2.5 Cr on this book

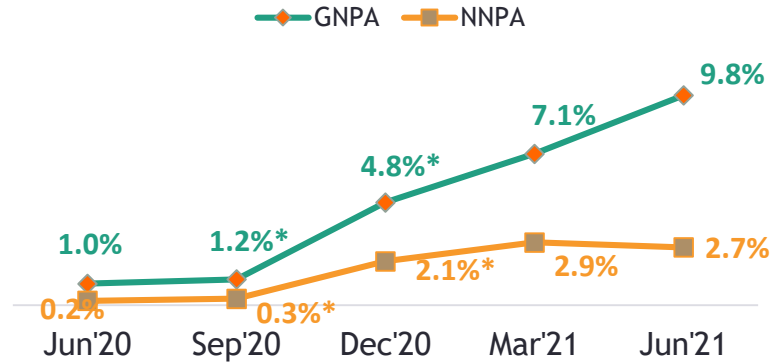
Resolution 2.0

- Customers under stress and non-NPA being considered under Resolution 2.0
- EMI holiday, principal holiday, tenure extension or combination of these are being used to restructure
- **MSE:** 165 accounts with portfolio of Rs. 20.8 Cr in Q1FY22
- **Affordable Housing:** 126 accounts with portfolio of Rs. 10.6 Cr in Q1FY22
- Provision of ₹ 7.0 Cr on this book

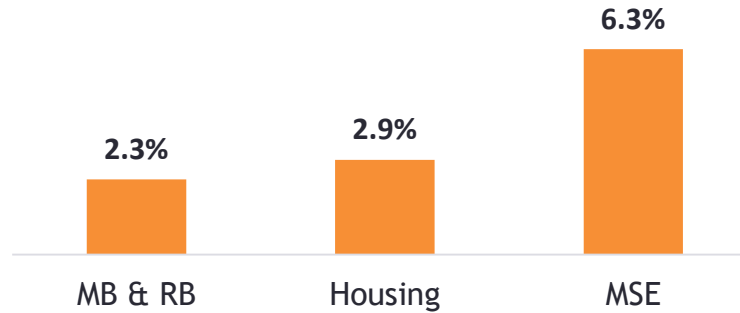


BOOK COVERAGE AT 8.2%, PCR AT 75%, NNPA AT 2.7%

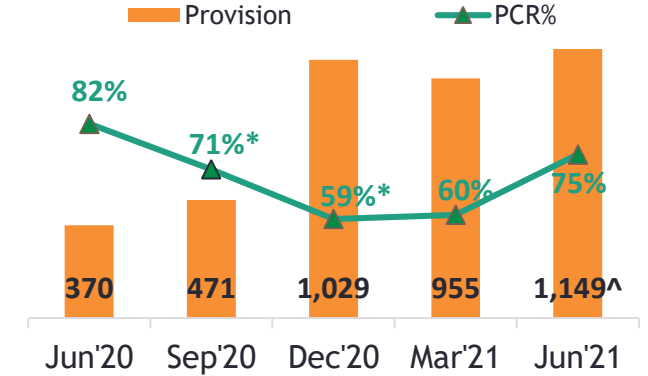
GNPA & NNPA



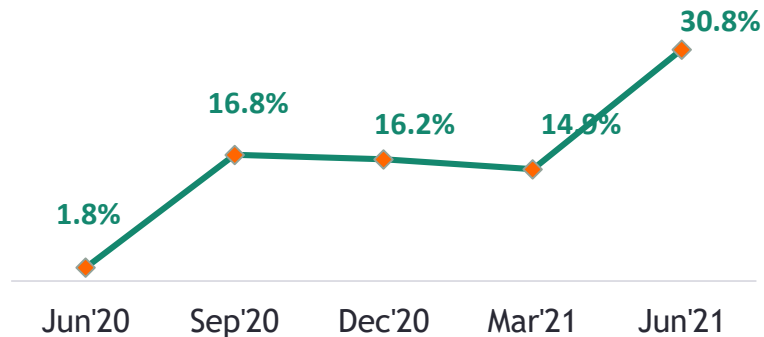
NNPA Q1FY22 (segment wise)



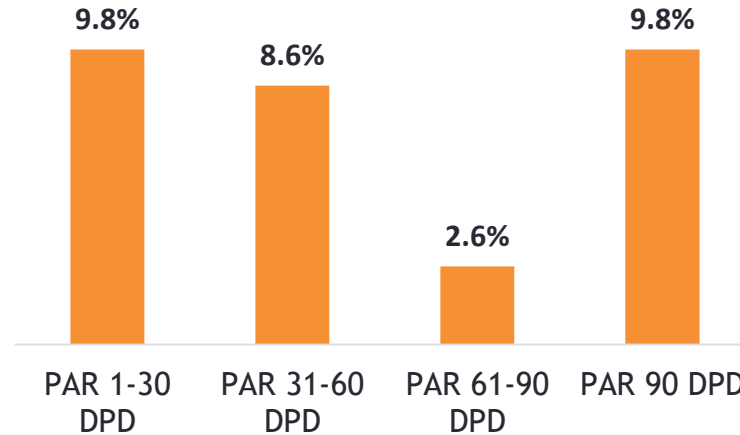
Total Provision (₹ in crore) & Provision Coverage Ratio



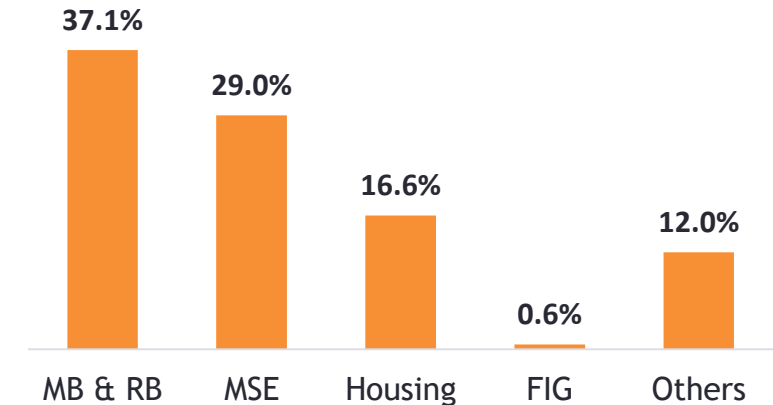
Portfolio at Risk (PAR-0)



Portfolio at Risk (bucket wise)



PAR-0 (segment wise)



*Stated as Proforma number in Q3FY21 & Q2FY21
Reported GNPA/NNPA for Q3FY21 was 1.0%/0.05%; Q2FY21 was 1.0%/0.1%
Reported PCR for Q3FY21 was 95% and Q2FY21 was 86%

₹ 280 Cr of write-offs in Q1FY22

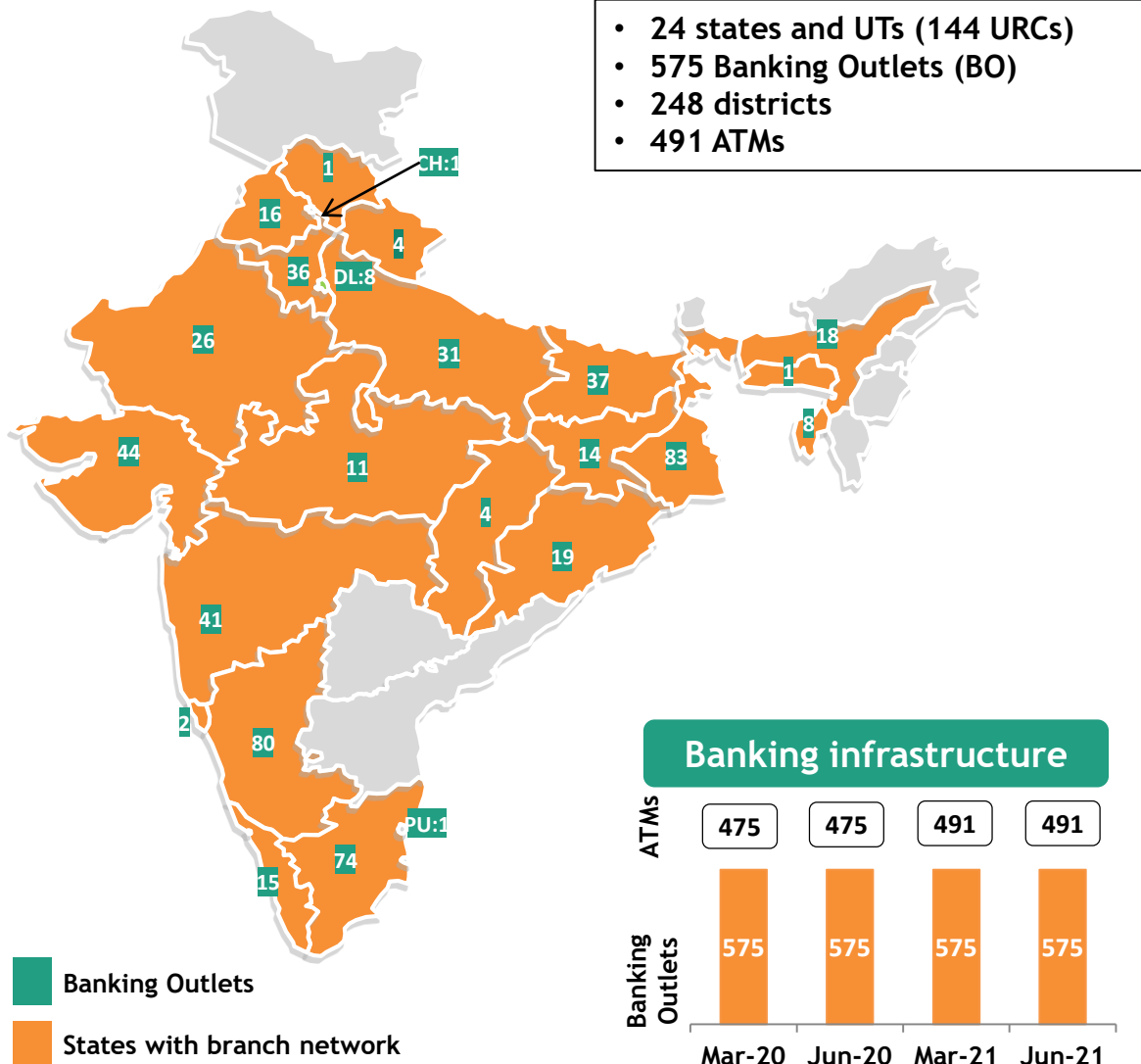
^Q1FY22 PCR includes Rs 250 cr of floating provision; As of 31st Mar'21 bank was carrying Covid provisions of ₹ 172 Cr, not eligible for PCR computation



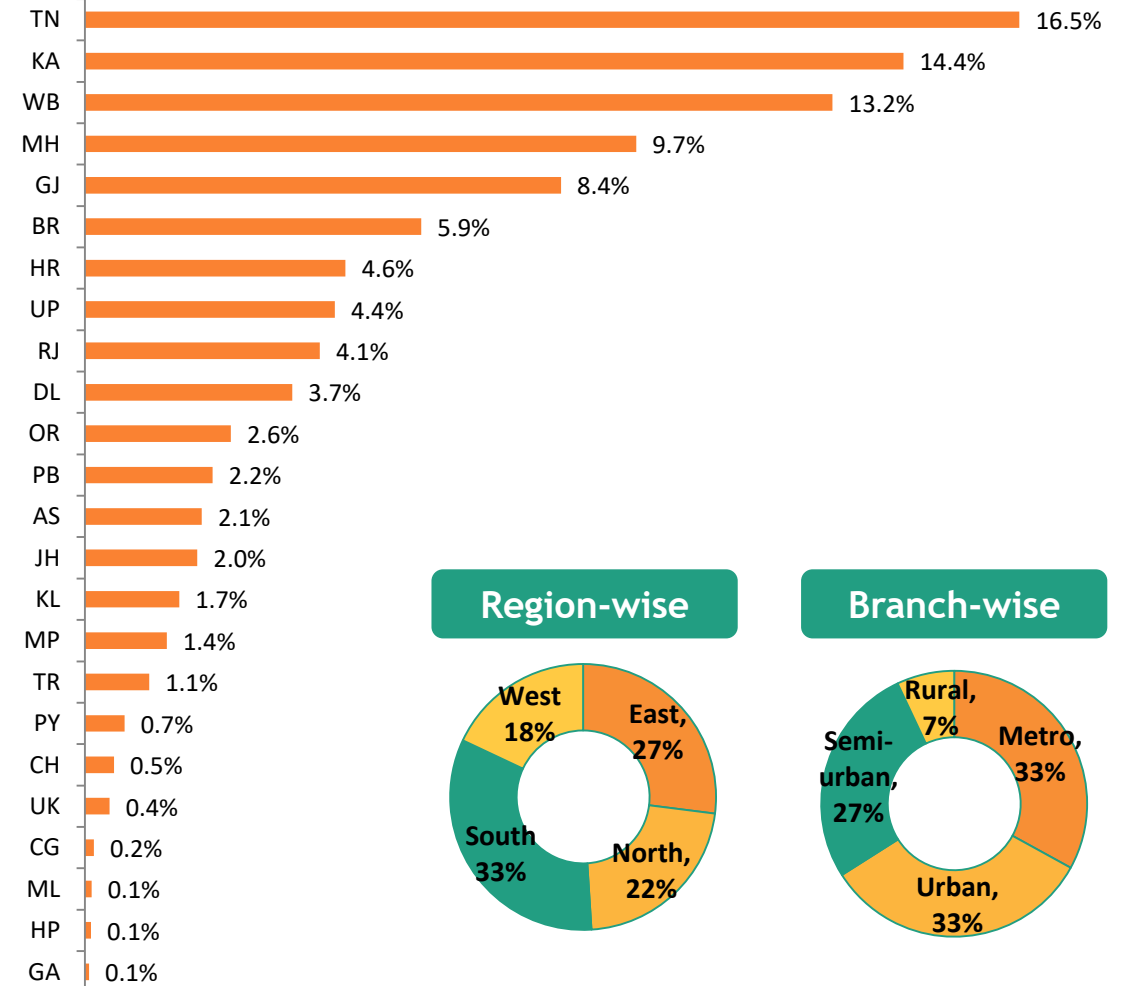
Business Overview



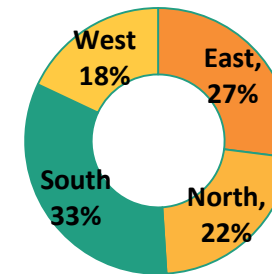
WELL DIVERSIFIED PAN INDIA PRESENCE



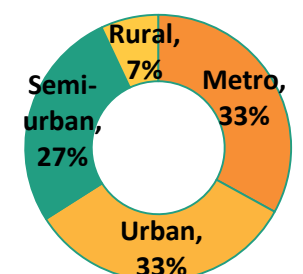
Gross Advances (Jun'21)



Region-wise



Branch-wise

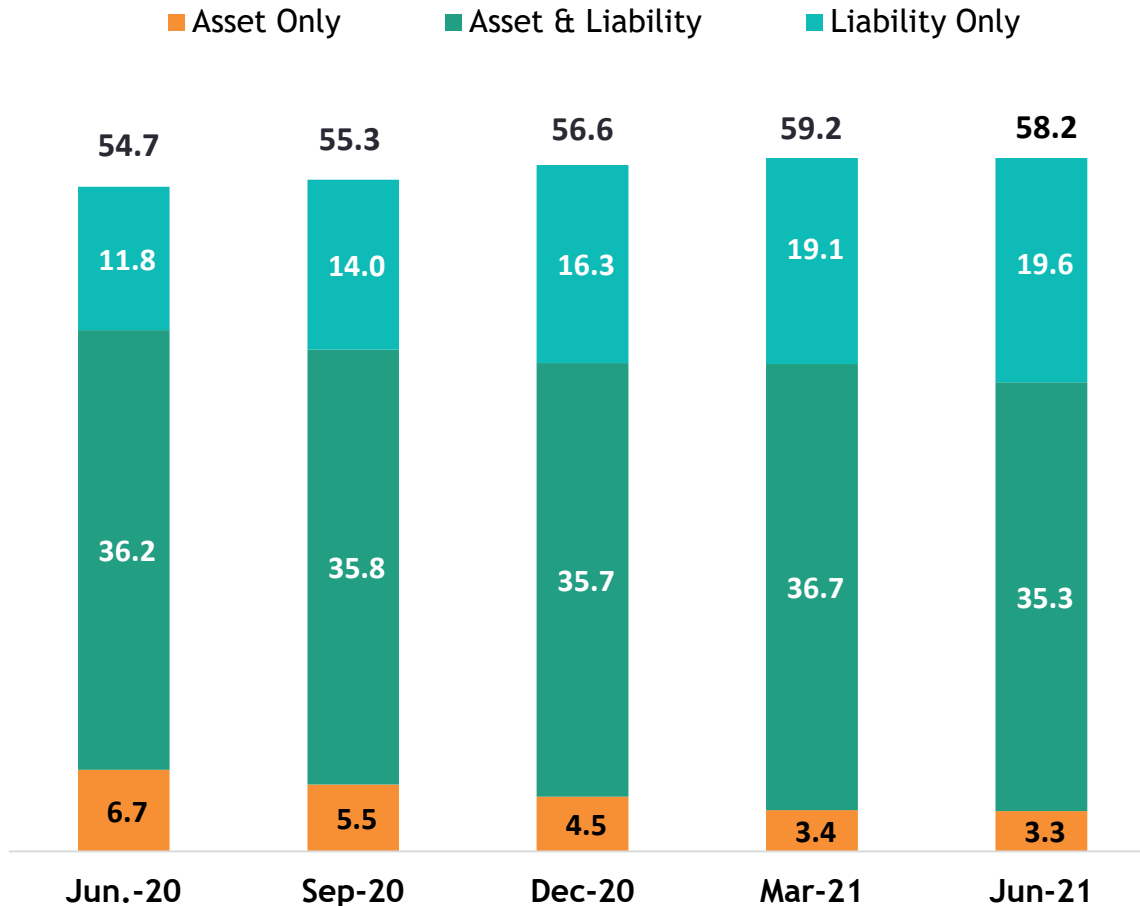


Total Gross Advances - ₹ 14,037 Cr

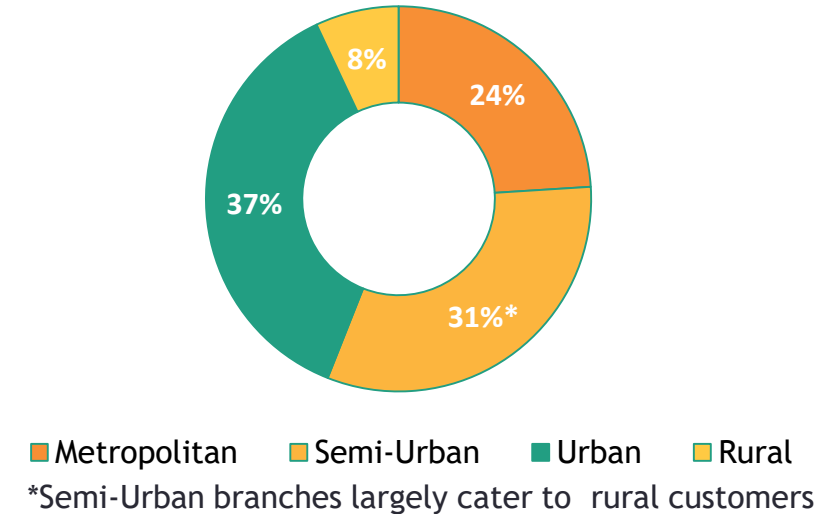


EXPANDING LIABILITY CUSTOMER BASE

Customer Base Growth



Customer Base - Basis of Branch Classification

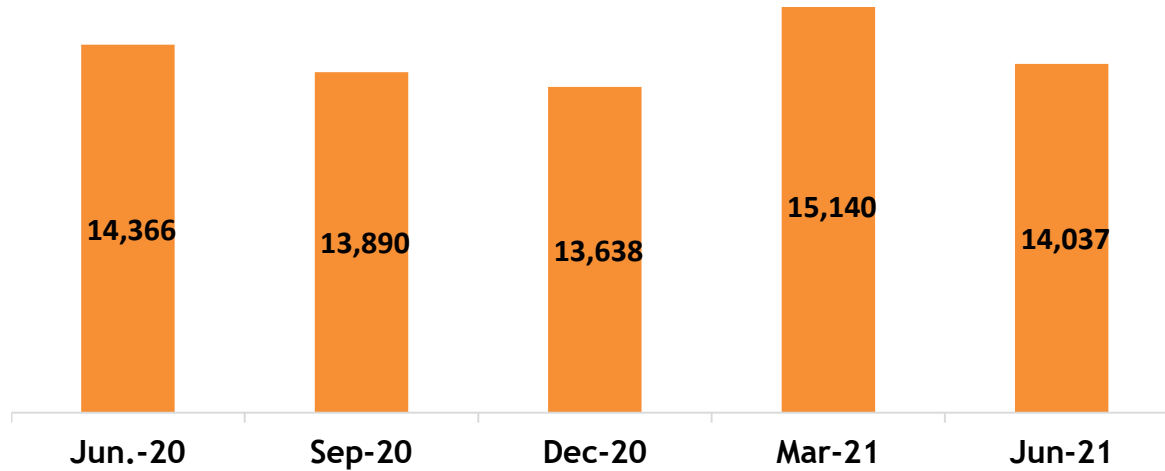


- Liability customers up by 14% vs Jun'20
- New customer acquisition continues with the uptrend during the quarter - Liability only customers at 19.6 lakhs vs 19.1 lakhs as on Mar'21

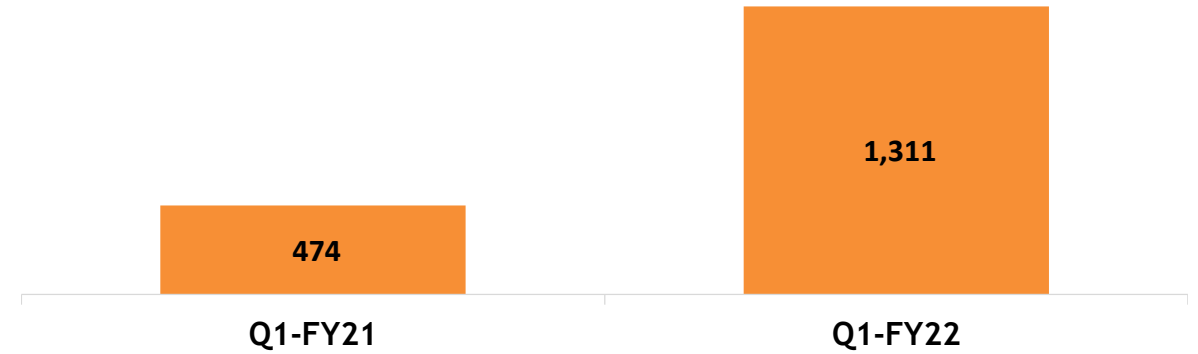


GROSS ADVANCES AND DISBURSEMENT TREND

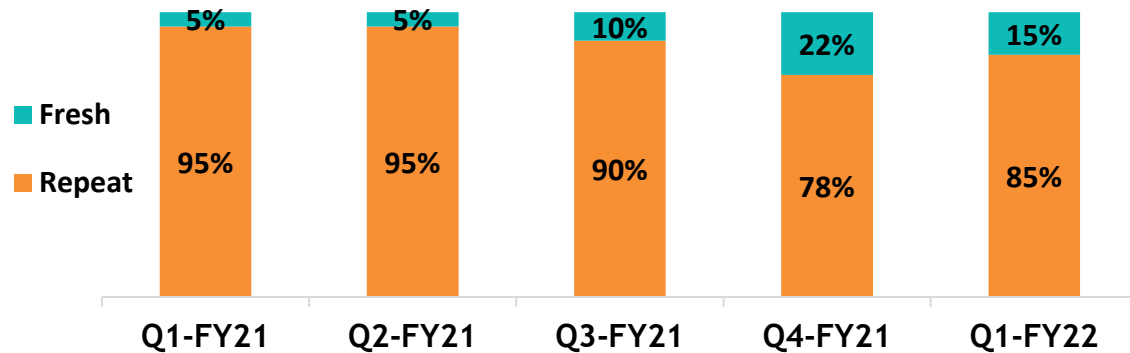
Gross Advances (₹ in crore)



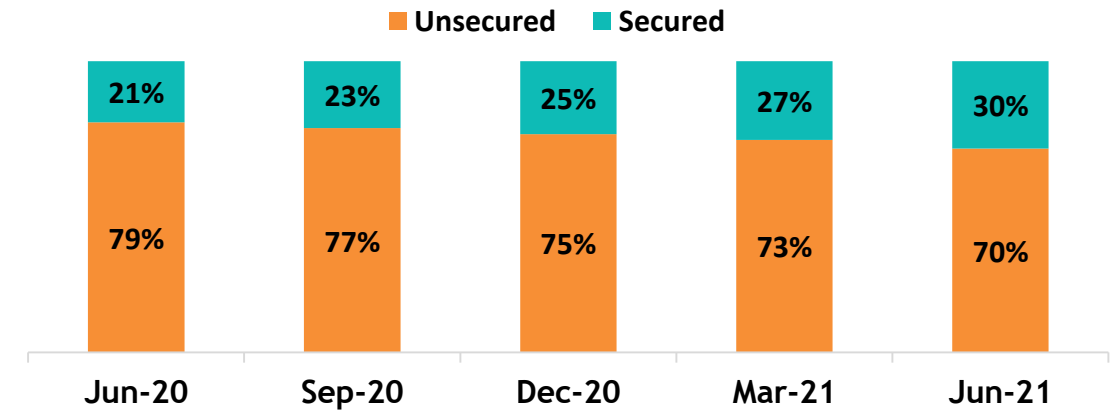
Total Disbursements (₹ in crore)



Microfinance Loan Disbursement (No. of Loans)



Portfolio Breakup

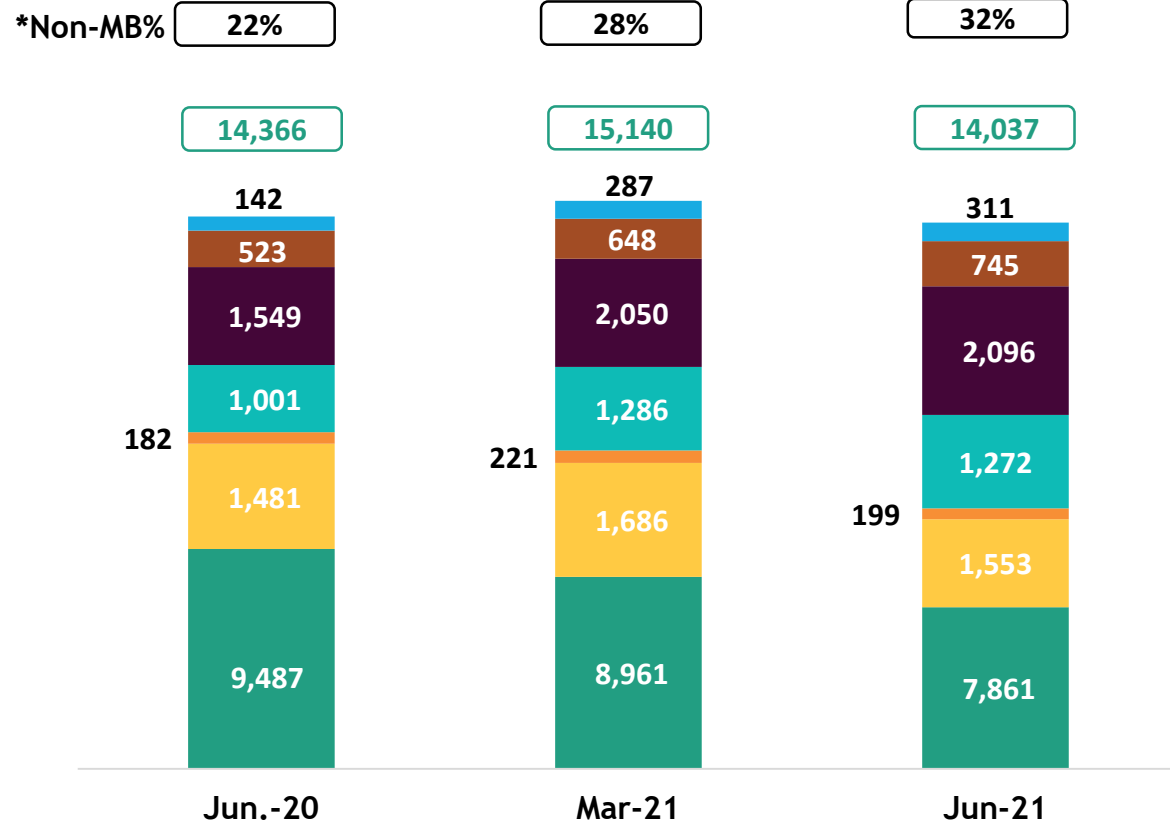




DIVERSIFYING ASSET BOOK

Gross Advances - Segment wise (₹ in crore)

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



*Non-Microbanking

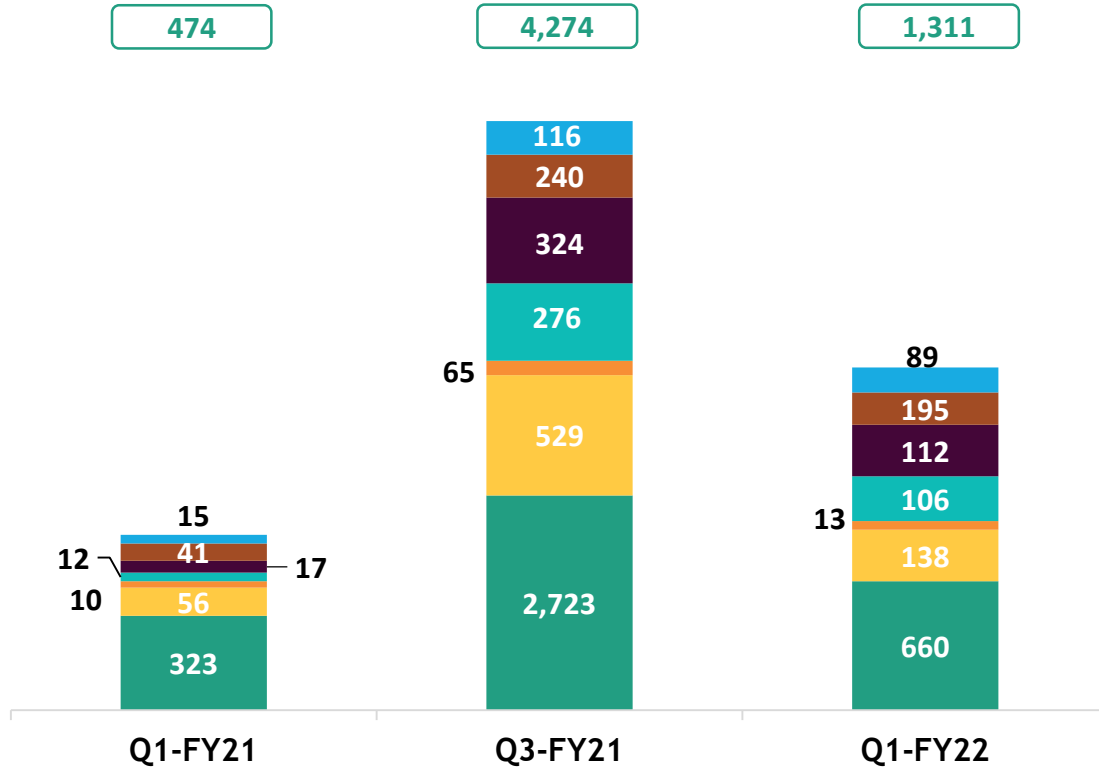
Product	% Gross Advances	Growth Y-o-Y	Growth Q-o-Q
Group Loans	56%	(17%)	(12%)
Micro Individual Loans	11%	5%	(8%)
Agri & Allied loans	1%	9%	(10%)
MicroBanking	68%	(14%)	(12%)
MSE	9%	27%	(1%)
Affordable Housing	15%	35%	2%
FIG Lending	5%	42%	15%
Others	3%	154%	26%
Total	100%	(2%)	(7%)



DISBURSEMENT & AVERAGE TICKET SIZE

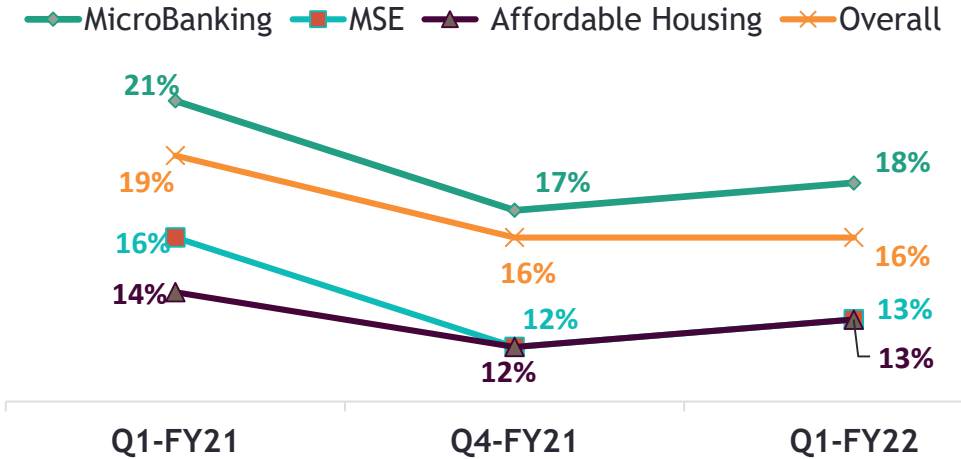
Product wise Disbursement (₹ in crore)

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



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

Yield (%) - Segment wise



Average Ticket Size (₹)

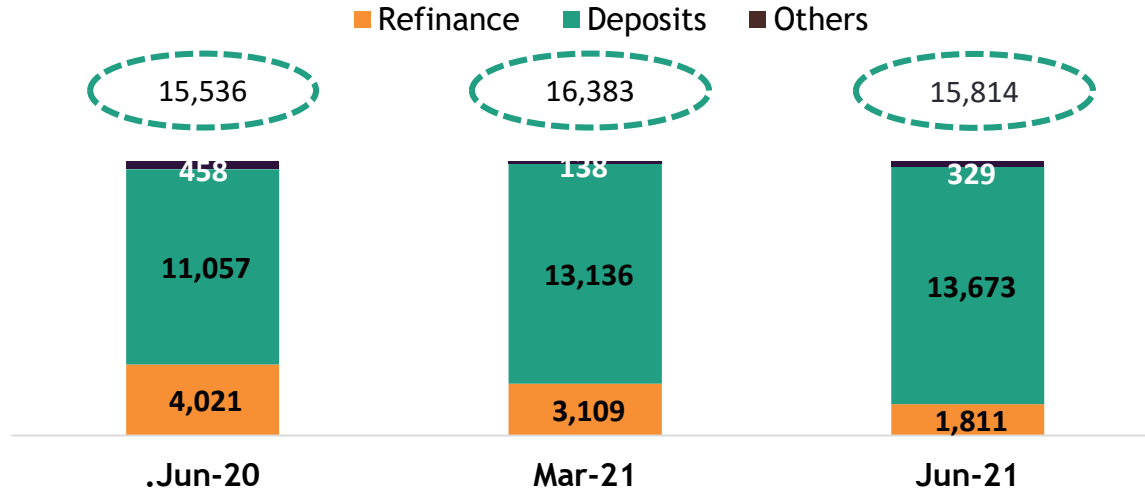
Product	Q1-FY21	Q4-FY21	Q1-FY22
Group Loans	39,068	38,463	39,445
Micro Individual Loan	102,100	1,13,909	1,08,390
MSE*	15.1 lakhs	19.8 lakhs	15.2 lakhs
Affordable Housing	9.5 lakhs	11.1 lakhs	11.2 lakhs

*MSE ticket size is ₹15.3 lakhs in Q1FY22 if Navnirman loans under ECLGS scheme are included

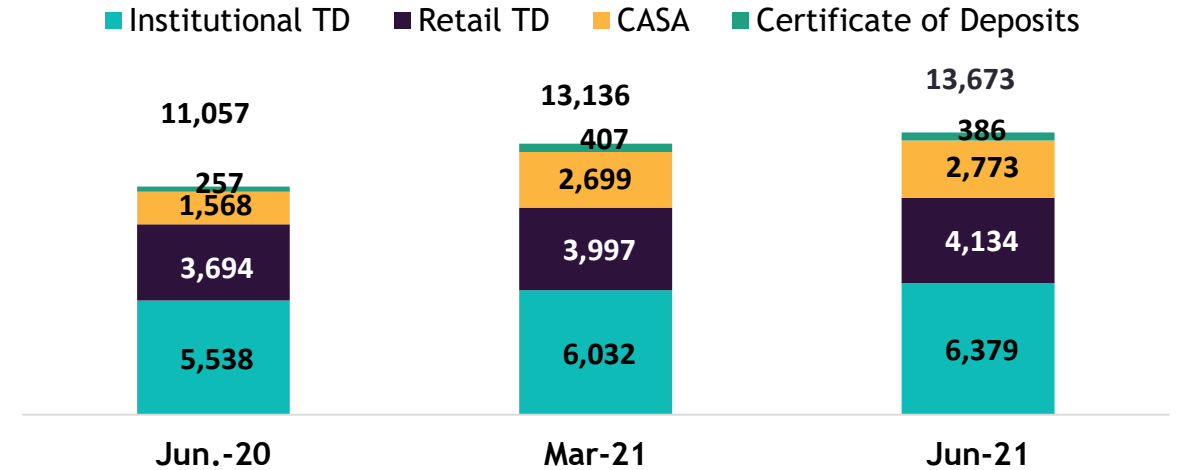


LIABILITY: HEALTHY TRACTION IN RETAIL FRANCHISE

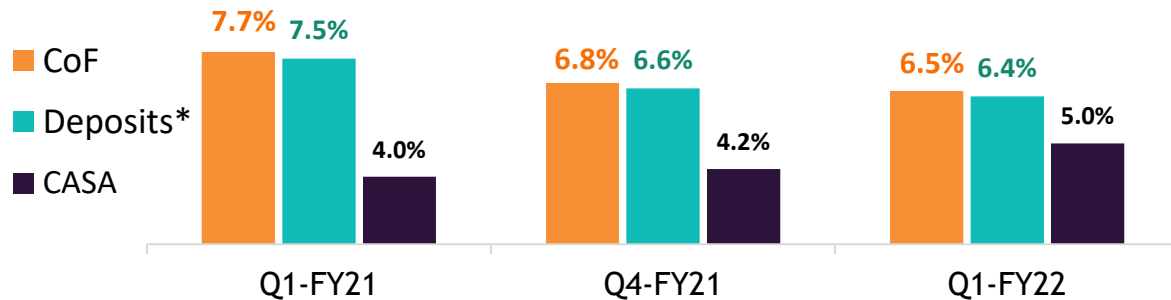
Total liabilities profile (₹ in crore)



Deposits break-up (₹ in crore)



Cost of funds



- ❖ Comfortable ALM position
- ❖ Credit-Total Deposit: 103% vs 115% as of Mar'21
- ❖ Retail % share has increased to 48% from 45% in Jun'20
- ❖ Cost of Deposits declined 110 bps Y-o-Y due to higher contribution from CASA deposits; reaping benefits from existing banking outlets and digital offerings
- ❖ Ratings re-affirmed - CRISIL A1+ (₹ 2,500 Cr certificate of deposits); CARE A1+ (Long term bank facilities)

^ TD: Term Deposits, CASA: Current Account, Savings Account

*Cost of Blended Deposits - TD + CA+ SA



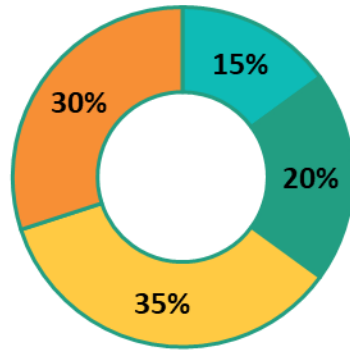
WELL-DIVERSIFIED DEPOSIT MIX

Region-wise deposit mix

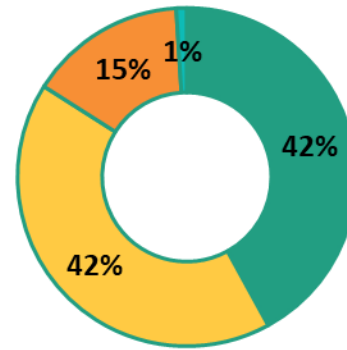
Branch classification wise deposit mix

Segment wise deposit mix

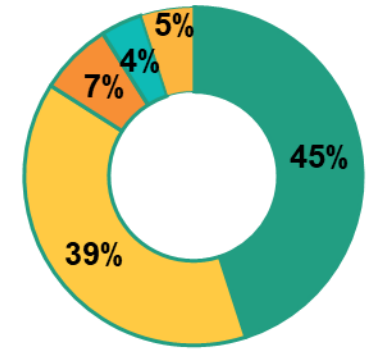
Jun'20



■ East ■ West ■ North ■ South

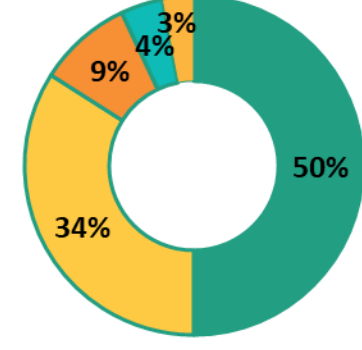
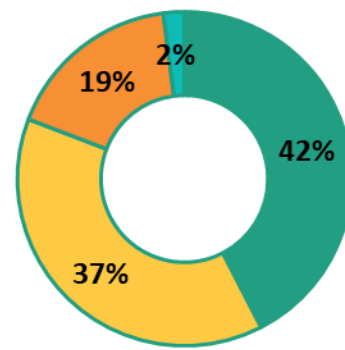
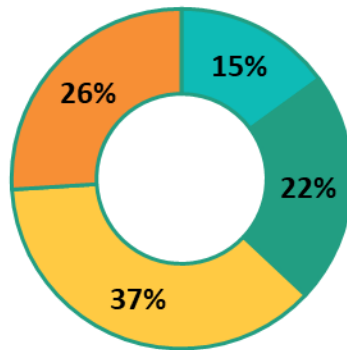


■ Metropolitan ■ Urban ■ Semi Urban ■ Rural



■ Individuals ■ Banks ■ Corporate ■ Govt. ■ TASC^

Jun'21





HEALTHY CAPITAL ADEQUACY

(₹ in Crore)

	Jun'20	Sep'20	Dec'20	Mar'21	Jun'21
Credit Risk Weighted Assets	11,032	10,543	10,342	11,420	10,393
Tier I Capital	3,072	3,168	2,681	2,863	2,546
Tier II Capital*	93	99	103	157	143
Total Capital	3,164	3,268	2,785	3,020	2,689
CRAR	28.7%	30.99%	26.93%	26.44%	25.88%
Tier I CRAR	27.8%	30.05%	25.93%	25.07%	24.50%
Tier II CRAR	0.8%	0.94%	1.00%	1.38%	1.38%

* Additional COVID provisioning of ₹ 250 Cr does not form part of Tier II capital

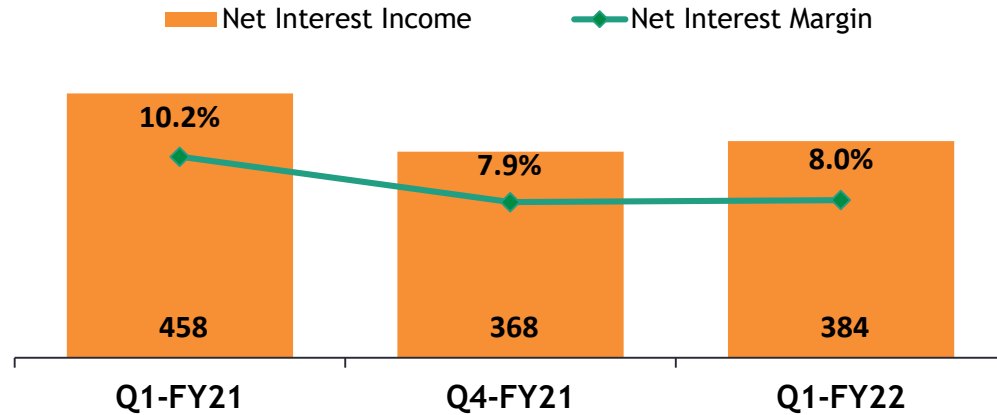


Financial Overview

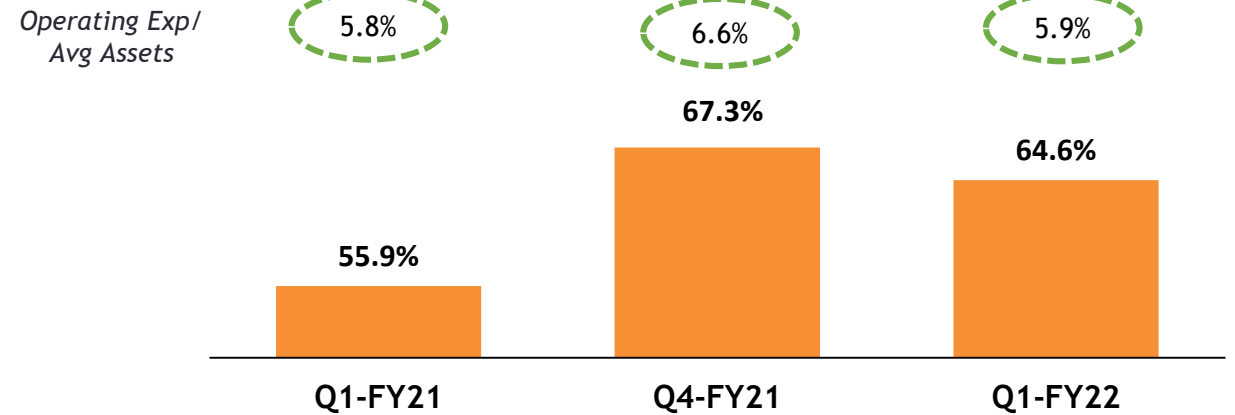


FINANCIAL OVERVIEW

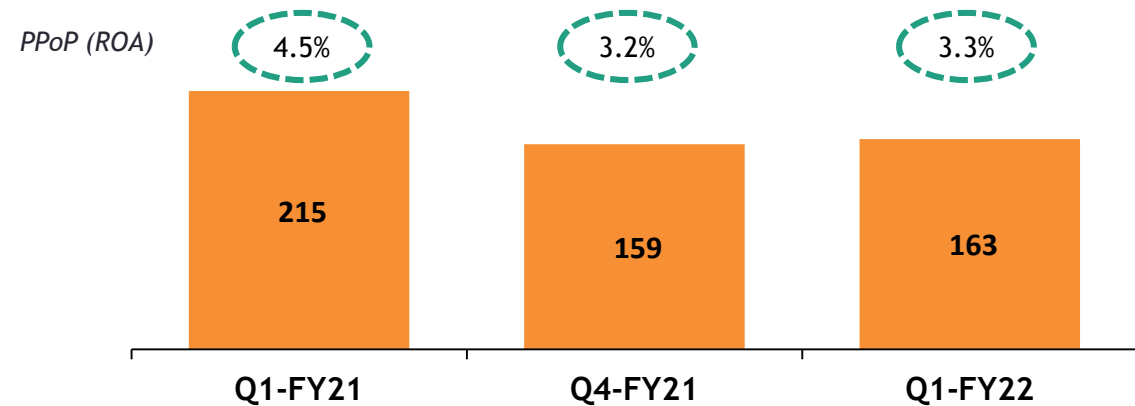
NII (₹ in crore) & NIM



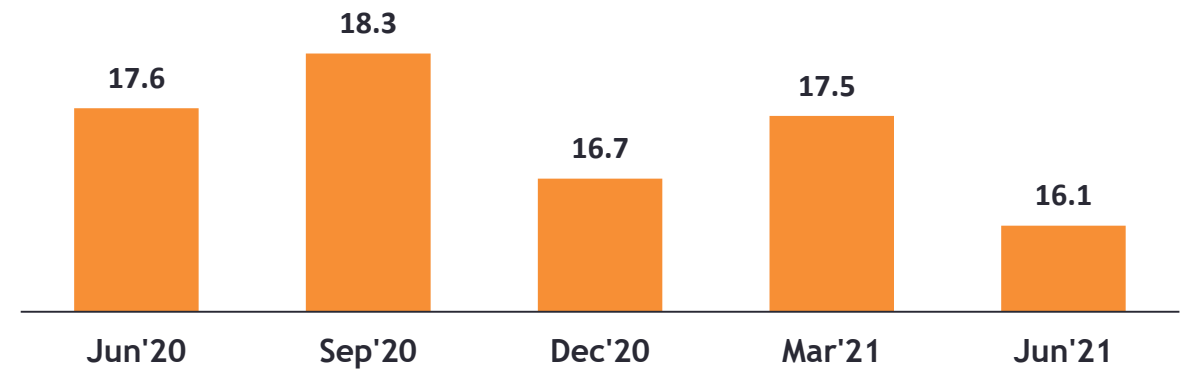
Cost to Income Ratio & Operating Expenses/ Average Assets (%)



Pre-Provision Operating Profit (₹ in Crore)



Book Value Per Share (in ₹)





INCOME STATEMENT

Particulars (₹ in crore)	Q1-FY22	Q1-FY21	YoY Growth	Q4-FY21	QoQ Growth
Interest Earned	642	746	(14%)	618	4%
Other Income	75	29	160%	117	(36%)
Total Income	717	775	(8%)	735	(3%)
Interest Expended	257	288	(11%)	250	3%
Operating Expenses	296	272	9%	327	(9%)
Provisions and Contingencies	396	160	147%	22	1,686%
- Provisions for tax	(79)	20	NM	47	NM
- Provisions (Other than tax) & Contingencies	475	140	236%	(25)	NM
Total Expenditure	950	720	32%	599	59%
Net profit for the period	(233)	55	NM	136	NM



TOTAL INCOME - BREAKUP

Particulars (₹ in crore)	Q1-FY22	Q4-FY21	Q1-FY21
Interest on loan	586	564	698
Int. on investments	56	53	49
Securitization Inc.	-	-	-
Total Interest Earned	642	618	746
Processing Fees	15	54	5
PSLC Income	27	29	0
Treasury Income	13	0	11
Bad Debts Recovery	1	3	1
Insurance Income	3	10	2
Misc. Income	16	21	10
Total Other Income	75	117	29
Total Income	716	735	775



BALANCE SHEET

Particulars (₹ in crore)	Jun-21	Mar-21	Jun-20
CAPITAL AND LIABILITIES			
Capital	1,928	1,928	1,928
Employees Stock Options Outstanding	46	44	30
Reserves and Surplus	1,013	1,247	1,293
Deposits	13,673	13,136	11,057
Borrowings	2,141	3,247	4,479
Other Liabilities and Provisions	763	778	621
TOTAL	19,564	20,380	19,408
ASSETS			
Cash and Balances with Reserve Bank of India	1,343	1,711	1,532
Balance with Banks and Money at Call and Short Notice	1,006	866	317
Investments	3,069	2,516	2,689
Advances	13,261	14,494	14,251
Fixed Assets	271	281	307
Other Assets	614	512	312
TOTAL	19,564	20,380	19,408



Ujjivan - Building a Mass Market Bank

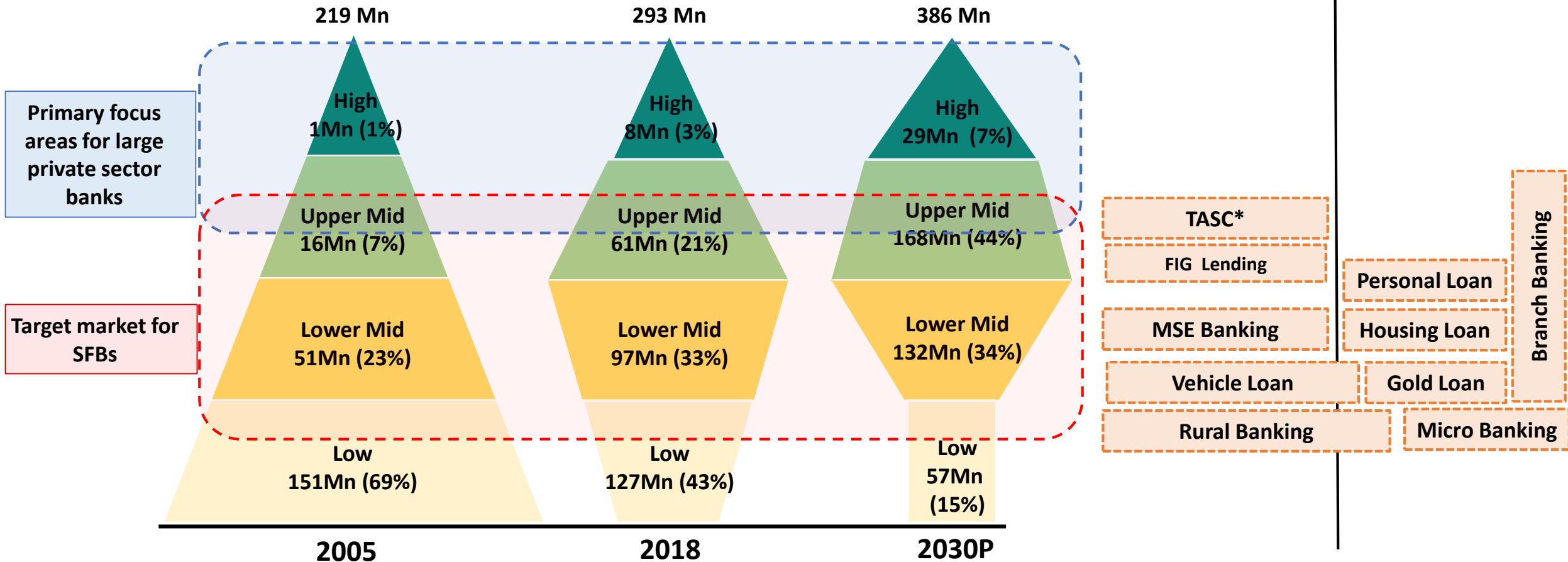


WELL PLACED TO GAIN FROM EVOLVING COUNTRY DEMOGRAPHICS

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

Bank's Enterprise Products

Bank's Individual Products

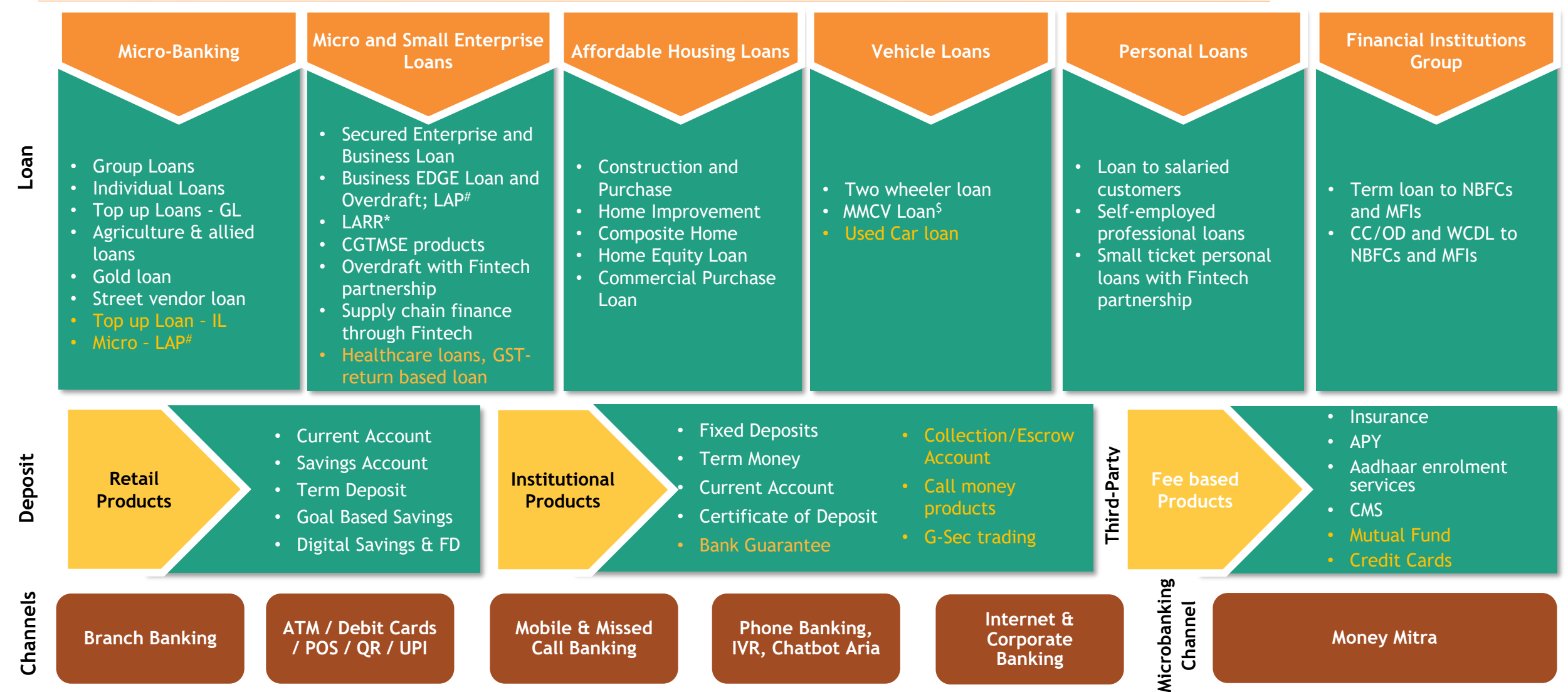


*Trusts, Associations, Societies and Clubs

*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 PRODUCTS & SERVICES



Products highlighted in yellow are WIP

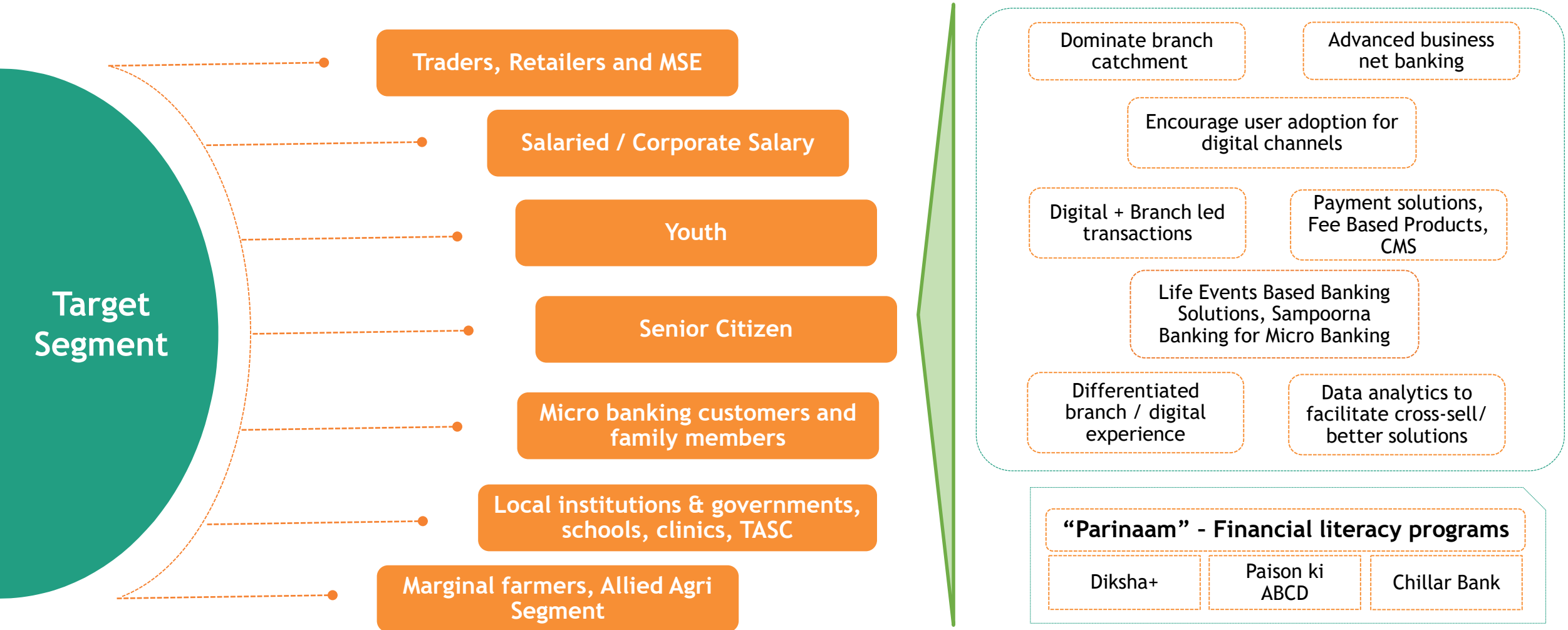
* Loan against Rent Receivables

Loan against property

\$ MMCV includes - (a) Three wheeler Loan- ICE
(b) Three wheeler Loan- electric
(c) Small commercial vehicle loan



BUILDING STABLE AND GRANULAR LIABILITY BASE



Ramped up retail deposits: ₹ 6,515 crores (48% of total deposits) vs ₹ 4,929 crores (45% of total deposits) Y-o-Y



OTHER INCOME - DIVERSIFYING REVENUE STREAMS

Third Party Products

₹ 3 crore in Q1-FY22

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

Process improvement

- Automation & IT integration
- Tick-based products

Other
Income

PSLC Income

₹ 27 crore in Q1-FY22

- Focussed approach to maximise PSLC income by way to automated tagging and better timing

Fee-Based & others

₹ 45 crore in Q1-FY22

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



SERVING CUSTOMERS THROUGH MULTIPLE 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 4.1/5 on Google Playstore as of Jun'21 - One of the best among peers
- Nine languages option - English, Hindi, Kannada, Tamil, Bengali, Marathi, Gujarati, Punjabi and Odiya
- Working on voice and video enabled customer interface
- Active users exceed 1.2 million as of Jun'21

* Automated Cash Recycler



STRONG INDEPENDENT BOARD

Name	Education	Experience	Name	Education	Prior Experience
Nitin Chugh <i>MD and CEO</i>	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 HCL Limited and Modi Xerox Limited	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
Mona Kachhwaha <i>Non-Executive Director</i>	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. Currently works with Unitus Capital Private Ltd.	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
Chitra Kartik Alai <i>Non-Executive Nominee Director</i>	B.Com from Osmania University and MBA from Symbiosis Institute	Serves as General Manager at the Chennai regional office of SIDBI	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
Prabal Kumar Sen <i>Independent Director</i>	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	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
Umang Bedi <i>Independent Director</i>	Bachelor's degree in engineering from University of Pune General Management Program from Harvard Business School, Boston	VerSe Innovation, a company who powers the algorithms 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.			



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
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
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
Ashish Goel <i>Chief Credit Officer</i>	ICICI Bank, Marico Industries, Godrej & Boyce	<ul style="list-style-type: none"> • PGDM (Marketing & Finance), Xavier Institute of Management • B.Tech (Mechanical Engineering), Kurukshetra
Brajesh Joseph Cherian <i>Chief Compliance Officer</i>	The South Indian Bank, Axis Bank	<ul style="list-style-type: none"> • MBA in Finance, Sikkim Manipal University • B.Pharm, Dr. M.G.R. Medical University
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
Jolly Zachariah <i>Head – Customer Experience</i>	Ujjivan Financial Services Limited; Citigroup	<ul style="list-style-type: none"> • B.Com, Bombay University
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
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
Shrinivas Murty <i>Head – Liabilities</i>	HDFC Bank, Bandhan Bank, ICICI Bank	<ul style="list-style-type: none"> • PGDBM, MDI Gurugram • Associate of Indian Institute of Banking & Finance • MSc, Pt Ravishankar Shukla University
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
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"> • MCA, Government College of Engineering • BSc (Physics, Electronics), SIES College
Vibhas Chandra <i>Head – Microbanking</i>	Ujjivan Financial Services Limited	<ul style="list-style-type: none"> • PGDBM (Rural Management) from Xavier Institute of Management, Bhubaneswar

Note: As of 6th Aug'21; * Resigned w.e.f 30 Sep'21



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 bank 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

AWARDS & ACCOLADES...



Great Place To Work®
Institute: Ranked 11th
among 'India's Best
Companies to Work For
2021'



IDEX Legal award 2021 -
Litigation Department of
the Year



The Outlook Money
Awards - Small Finance
Bank of the year
(Editor's Choice)



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



Awarded
'Best Microfinance
Bank'
by AsiaMoney

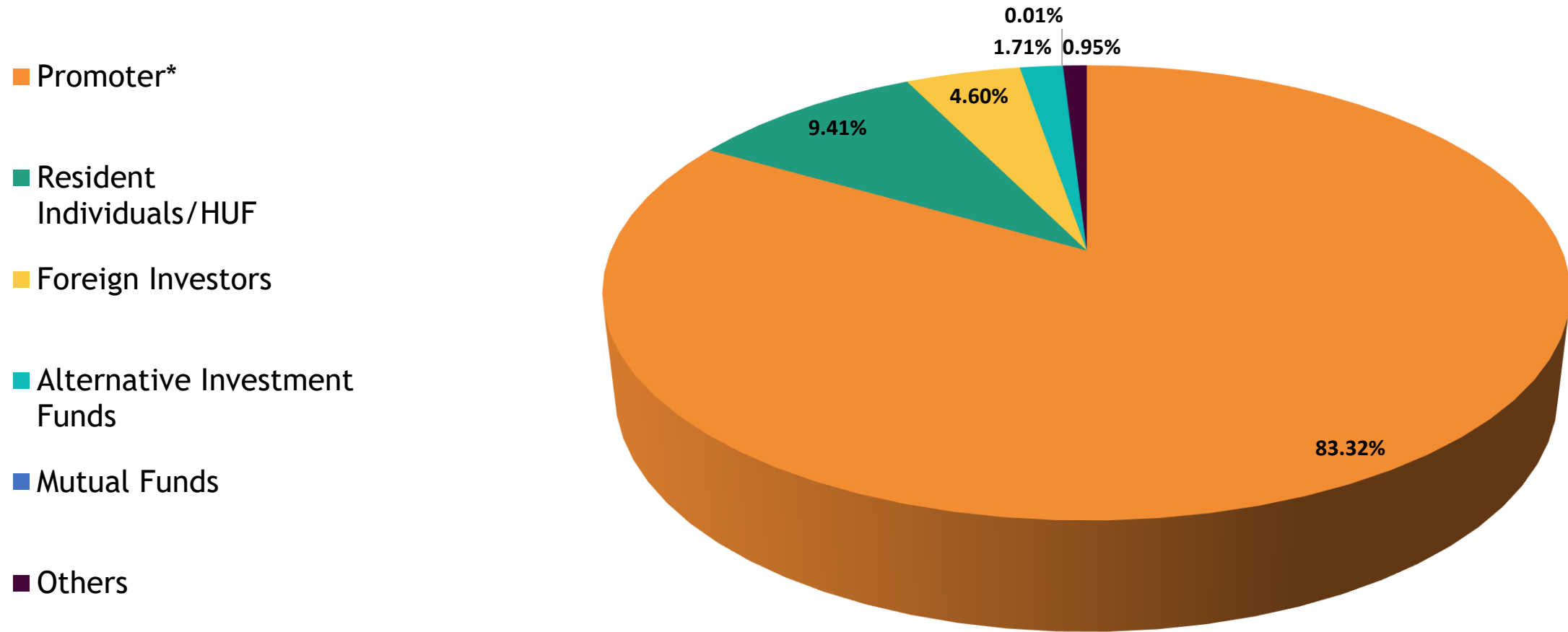


Special
commemorative
award in SFB
category from
NABARD



SHAREHOLDING PATTERN

Shareholding Pattern (based on holding) as on 30th June, 2021



*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. Communities which are disrupted with the global pandemic like never before and affected with natural disasters in some areas, only made matters worse. Ujjivan's response to communities in navigating the unprecedented challenges is focused on healthcare, disaster relief, livelihood, education and community infrastructure development.

Covid Relief

Taken initiatives to support the medical institutions with the infrastructure to treat the COVID patients, 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



32,618 public
including customers



636 Anganwadi and
Asha workers



134 Healthcare
Workers



7 states/UT



12 districts

• Covid relief activity:

- Distributed 340 bed sets, 40 oxygen cylinders, 124 oximeters, 2650 masks, 100 PPE kits, 13 oxygen concentrators and many more
- Total of ₹ 0.8 Cr spent in Q1 FY22 as part of CSR
- 6 ITU beds were provided to St. John's Hospital, Bangalore to support their COVID Care centre
- 40 Oxygen Cylinders given to CMC Vellore as part of COVID relief
- Support for COVID relief extended to 5 COVID Care Centres and 4 Hospitals/PHCs
- 3 infrastructural projects have been initiated and 1 is completed; Construction of swab collection centre in Nethanahalli rural area



THANK YOU

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