

USFB/CS/SE/2022-23/32

Date: July 26, 2022

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 held on July 26, 2022 – Financial Results for Q1-FY2022-23

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 and further to our letter bearing reference number USFB/CS/SE/2022-23/30 dated July 18, 2022, 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 July 26, 2022, has, *inter alia*, considered and approved the Unaudited Financial Results of the Bank for the quarter ended June 30, 2022 along with the Limited Review Report thereon issued by the joint statutory auditors of the Bank, M/s. Mukund M Chitale & Co. and BK Ramadhyan and Co.

A copy of aforesaid Unaudited Financial Results and Limited Review Report thereon issued by the joint 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, 2022, are enclosed herewith.

The meeting of the Board of Directors commenced at 11:30 A.M. and concluded at 02:15 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

Sanjeev Barnwal
Company Secretary and Head of Regulatory Framework

Encl: as mentioned above

B K Ramadhyan & Co LLP

Chartered Accountants
4B, Chitrapur Bhavan ,
No.68, 8th Main,
15th Cross, Malleshwaram ,
Bangalore - 560 055

Mukund M Chitale & Co.

Chartered Accountants
Second Floor, Kapur House, Paranjape B
Scheme Road No 1, Vile Parle East,
Mumbai- 400057

Independent Auditor's Review Report on Review of Unaudited Quarterly Financial Results of the Company 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
Koramangala
Bengaluru

1. We have reviewed the accompanying statement of unaudited financial results ("the Statement") of **Ujjivan Small Finance Bank Limited** ("the Bank") for the three months ended June 30, 2022, being submitted by the Bank pursuant to the requirement of Regulation 33 of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015, as amended.
2. This Statement, which is the responsibility of the Bank's management and approved by Board of Directors, has been prepared in accordance with the recognition and measurement principles laid down in the Accounting Standard 25 "Interim Financial Reporting" ("AS 25") prescribed under section 133 of Companies Act, 2013 ("the Act") read with relevant rules issued thereunder and other accounting principles generally accepted in India. Our responsibility is to issue a report on the Statement based on our review.
3. We conducted our review of Statement in accordance with the Standard on Review Engagement (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 statements are free of material misstatement. A review of Interim Financial Information 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 of 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 and 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 of unaudited standalone financial results prepared in accordance with applicable accounting standards i.e. Accounting Standards prescribed under Section 133 of the Act, read with relevant rules issued thereunder or by the Institute of Chartered Accountants of India and other recognized accounting practices and policies has not disclosed the information required to be disclosed in terms of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended including the manner in which it is to be disclosed, or the Statement contains any material



B K Ramadhyan & Co LLP

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No.68, 8th Main,
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Scheme Road No 1, Vile Parle East,
Mumbai- 400057

misstatement or that it has not been prepared in accordance with the relevant prudential norms issued by the Reserve Bank of India in respect of income recognition, asset classification and provisioning and other related matters.

5. Emphasis of matter:

Attention is drawn to Note 11 to the Statement which describes the impact of the Covid – 19 Pandemic on the Company's operations and financial position, including the credit quality and requirement for provisioning, is uncertain and will depend on the future steps as they evolve and is highly unpredictable at this stage. We have not modified our opinion in this matter

6. Other matters:

The review of unaudited financial results for the three months ended June 30, 2021, were conducted by M/s MSKA and Associates, Chartered Accountants, then statutory auditors of the Bank, who expressed unmodified opinions on such financial results. We do not express any conclusion/ opinion as the case may be, on the figures so reported in the financial results.

7. A copy of the unaudited quarterly financial results of the Bank for the period under review, which formed the basis of our limited review, duly initiated by us for the purpose of identification is enclosed to this report.

For B K Ramadhyan & Co. LLP
Chartered Accountants
FRN: 002878S/ S200021


(H S Vasuki)

Partner

Membership No. 212013

UDIN: 22212013ANQEW4879



Mukund M. Chitale & Co
Chartered Accountants
FRN: 106655W



(Nilesh Joshi)

Partner

Membership No. 114749

UDIN: 22114749ANQEK5747



Place: Bengaluru

Date: July 26, 2022

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, 2022

(Rs. in Lakhs)

Sl No.	Particulars	Quarter ended			Year ended
		June 30, 2022	March 31, 2022	June 30, 2021	March 31, 2022
		(Unaudited)	(Audited)	(Unaudited)	(Audited)
			(Refer Note 6)		
1	Interest Earned (a)+(b)+(c)+(d)	90,537	81,824	64,166	2,81,281
	a) Interest/ discount on advances/ bills	81,844	75,887	58,604	2,57,578
	b) Income on Investments	7,642	5,279	4,126	18,514
	c) Interest on balances with Reserve Bank of India and other interbank funds	467	658	1,436	5,189
	d) Others	584	-	-	-
2	Other Income (Refer note 8 & 10)	9,505	10,256	7,301	31,327
3	Total Income (1)+(2)	1,00,042	92,080	71,467	3,12,608
4	Interest Expended	30,566	27,426	25,726	1,03,921
5	Operating Expenses (i)+(ii)	42,370	42,931	29,649	1,49,638
	(i) Employees Cost	22,104	22,690	16,483	81,260
	(ii) Other Operating Expenses	20,266	20,241	13,166	68,378
6	Total Expenditure (4)+(5) [excluding provisions & contingencies]	72,936	70,357	55,375	2,53,559
7	Operating Profit before Provisions & Contingencies (3)-(6)	27,106	21,723	16,092	59,049
8	Provisions (other than tax) and Contingencies	39	4,379	47,321	1,14,084
9	Exceptional Items	-	-	-	-
10	Profit/(Loss) from Ordinary Activities before tax (7)-(8)-(9)	27,067	17,344	(31,229)	(55,035)
11	Tax Expense	6,773	4,692	(7,881)	(13,577)
12	Net Profit/(Loss) from Ordinary Activities after tax (10)-(11)	20,294	12,652	(23,348)	(41,458)
13	Extraordinary items (net of tax expense)	-	-	-	-
14	Net Profit/(Loss) for the period (12)-(13)	20,294	12,652	(23,348)	(41,458)
15	Paid up equity share capital (Face Value of Rs 10/- each)	1,72,831	1,72,831	1,72,831	1,72,831
16	Reserves excluding revaluation reserves				83,212
17	Analytical Ratios				
	(i) Percentage of shares held by Government of India	NIL	NIL	NIL	NIL
	(ii) Capital Adequacy Ratio - BASEL II (Refer Note 9)	20.03%	18.99%	25.88%	18.99%
	(iii) Earnings per share (before and after extraordinary items, net of tax expenses)*				
	Basic EPS (Rs)	1.17	0.73	(1.35)	(2.40)
	Diluted EPS (Rs)#	1.17	0.73	(1.35)	(2.40)
	(iv) NPA Ratios				
	(a) Gross NPAs	1,14,671	1,28,408	1,37,498	1,28,408
	(b) Net NPAs	1,780	9,960	34,873	9,960
	(c) % of Gross NPAs to Gross Advances	6.51%	7.34%	9.79%	7.34%
	(d) % of Net NPAs to Net Advances	0.11%	0.61%	2.68%	0.61%
	(v) Return on assets (average)*	0.86%	0.57%	(1.19%)	(2.04%)

* Figures for the quarters are not annualised

The effect of potential equity shares on EPS is anti - dilutive



UJIVAN 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.ujivansfb.in Phone: +91 80 4071 2121 Segment information in accordance with Accounting Standard on Segment Reporting (AS-17) of the operating segment of the Bank is as under:					
(Rs. in Lakhs)					
SI No.	Particulars	Quarter ended			Year ended
		June 30, 2022	March 31, 2022	June 30, 2021	March 31, 2022
		(Unaudited)	(Audited)	(Unaudited)	(Audited)
		(Refer Note 6)	-		
1	Segment Revenue				
(a)	Treasury	8,903	5,981	9,529	28,213
(b)	Retail Banking	89,158	84,042	60,303	2,76,927
(c)	Wholesale Banking	1,981	2,057	1,635	7,468
(d)	Unallocated	-	-	-	-
	Less: Inter-segment revenue	-	-	-	-
	Income From Operations	1,00,042	92,080	71,467	3,12,608
2	Segment Results				
(a)	Treasury	1,981	5,982	5,538	6,990
(b)	Retail Banking	25,897	10,229	(35,803)	(62,292)
(c)	Wholesale Banking	474	2,190	(202)	3,752
(d)	Unallocated	(1,285)	(1,057)	(762)	(3,485)
	Total Profit Before Tax	27,067	17,344	(31,229)	(55,035)
3	Segment Assets				
(a)	Treasury	6,67,745	6,17,666	5,28,732	6,17,666
(b)	Retail Banking	16,34,006	16,17,066	13,17,762	16,17,066
(c)	Wholesale Banking	86,116	84,361	74,499	84,361
(d)	Unallocated	35,649	41,353	35,437	41,353
	Total Assets	24,23,516	23,60,446	19,56,430	23,60,446
4	Segment Liabilities				
(a)	Treasury	5,84,893	5,44,990	4,48,003	5,44,990
(b)	Retail Banking	14,31,265	14,26,798	11,16,561	14,26,798
(c)	Wholesale Banking	75,430	74,434	63,125	74,434
(d)	Unallocated	31,226	36,487	30,026	36,487
	Total Liabilities	21,22,814	20,82,709	16,57,715	20,82,709
5	Capital Employed				
(a)	Treasury	82,851	72,677	80,729	72,677
(b)	Retail Banking	2,02,742	1,90,269	2,01,201	1,90,269
(c)	Wholesale Banking	10,685	9,926	11,374	9,926
(d)	Unallocated	4,424	4,865	5,411	4,865
	Total	3,00,702	2,77,737	2,98,715	2,77,737

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/loss from sale/purchase 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.



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- 3) The above financial results have been reviewed by the Audit Committee and approved by the Board of Directors at its meeting held on July 26, 2022. The financial results for the quarter ended June 30, 2022, have been subjected to "Limited Review" by the statutory auditors (B. K. Ramadhyani & Co LLP, Chartered Accountants and Mukund M Chitale & Co, Chartered Accountants) of the Bank. An unqualified report has been issued by them thereon. The financial results for the quarter ended June 30, 2021 were reviewed by M S K A & Associates, Chartered Accountants, on which they had issued an unqualified opinion.
- 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 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')
- 5) The Bank has consistently 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, 2022.
- 6) The figures for the last quarter ended March 31, 2022 are the balancing figures between audited figures in respect of the financial year and published year to date reviewed figures upto December 31, 2021.
- 7) As at June 30, 2022, 2,47,37,051 options have been lapsed, 92,02,429 options vested and are yet to be exercised and balance 3,77,41,321 options remains unvested out of the total options granted under the approved Employee Stock Option Plan (ESOP) 2019.
- 8) Other income includes fees earned from providing services to customers, income from commission, exchange and brokerage, processing fees, selling of third party products, profit on sale of investments and PSLC fee income.
- 9) 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.
- 10) Based on RBI Master Direction on Financial statements - Presentation and Disclosures issued on August 30, 2021, recoveries from written off accounts, which was hitherto included as part of other income have been reclassified as credit to provisions and contingencies. Provision for depreciation on investments, which was hitherto classified as part of provisions and contingencies has been reclassified as part of other income. There is no impact of this change on the net profit/loss of the current or earlier periods. The change has been effected from quarter ended September, 2021 and accordingly comparative figures have been regrouped.
- 11) India is emerging from the COVID-19 virus, a global pandemic that affected the world economy over the last two years. The extent to which any new wave of COVID-19 will impact the Bank's results will depend on ongoing as well as future developments, 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 us.
- 12) Details of loans transferred / acquired during the quarter ended June 30, 2022 under the RBI Master Direction on Transfer of Loan Exposures dated September 24, 2021 are given below:
 - (i) The Bank has not transferred any non-performing assets (NPAs).
 - (ii) The Bank has not transferred any Special Mention Account (SMA) and loan not in default.
 - (iii) The Bank has not acquired any loans through assignment.
 - (iv) The Bank has not acquired any stressed loan.
- 13) As per the RBI Circular DOR.AUT.REC.12/22.01.001/2022-23 dated April 07, 2022, for the purpose of disclosure under Accounting Standard 17, Segment reporting, 'Digital Banking' has been identified as a sub-segment under Retail Banking by Reserve Bank of India (RBI). However, as the proposed Digital Banking Unit (DBU) of the Bank has not yet commenced operations and having regard to the discussions of the DBU Working Group formed by Indian Banks' Association (IBA) (which included representatives of banks and RBI), held on July 14, 2022, reporting of Digital Banking as a separate sub-segment of Retail Banking Segment will be implemented by the Bank based on the decision of the DBU Working Group.
- 14) During the quarter ending June 30, 2022 the Bank has assigned standard advances to Special Purpose Entities (SPEs) as a Securitisation transaction for an aggregate amount of Rs. 12,114 Lakhs. Further the Bank has entered into Direct assignment of standard advances of Rs. 12,240 Lakhs and also entered in to IBPC transaction of Rs. 91,700 Lakhs.
- 15) Figures of the previous periods/year have been regrouped / reclassified, wherever considered necessary to conform to the current period's /year's presentation.



Bengaluru
July 26, 2022



By order of the Board
For Ujjivan Small Finance Bank Limited


Ittira Davis

Managing Director & CEO
DIN: 06442816

Press Release

Ujjivan SFB going strength to strength

Highest ever quarterly net profit of ₹203 crore; RoA at 3.4%/ RoE at 28.0%**;

Strongest Q1 disbursement in Bank's history; deposits up 35% Y-o-Y;

Continued traction on collection and asset quality improvement; PAR at 7.9%; NNPA at 0.1%

Bengaluru, July 26, 2022: Ujjivan Small Finance Bank Ltd. [BSE: 542904; NSE: UJJIVANSFB], today announced its financial performance for the quarter ended June 30, 2022.

Summary of Ujjivan Small Finance Bank Business Performance – Q1 FY 2022-23

- ❖ Gross advances at ₹19,409* crore up 38% Y-o-Y and 7% Q-o-Q
- ❖ Highest ever disbursements for Q1 – ₹4,326 crore up 230% Y-o-Y
- ❖ Total provision is ₹1,260# crore covering 6.5% of gross advances* as on 30th Jun'22 (includes ₹220 crore floating provisions; balance ₹30 crore of floating provision has been moved to other provisions to include in Tier-II capital)
- ❖ Continued traction on Collections side at ~99% in Jun'22
- ❖ Portfolio at risk continues to decline; 7.9% as of Jun'22* vs 9.6% as on Mar'22
- ❖ GNPA/ NNPA declined to 5.9% / 0.1%* as of Jun'22 against 7.1% / 0.6% respectively as of Mar'22; ₹ 79 crore written-off in Q1FY23; Provision coverage ratio as on Jun'22 is 98% (including floating provisions of ₹220 Cr)
- ❖ Substantial reduction in restructured book; constitutes 3.4% of gross advances* with provision cover of 59%
- ❖ Deposits at ₹18,449 crore as of Jun'22 up by 35% Y-o-Y; Retail deposits at 58% of total deposits against 48% as of Jun'21; CASA ratio at 28% in Jun'22 vs 20% in Jun'21. Retail banking CASA grew 104% Y-o-Y crore contributing 78% to total CASA; healthy retail liability customer acquisition.
- ❖ Net Interest Income of ₹600 crore in Q1FY23; Net interest margin at 9.6%* in Q1FY23 against 8.0% in Q1FY22
- ❖ Operating expenses to average assets at 7.1%; Cost to Income ratio at 61% in Q1FY23 vs 65% in Q1FY22
- ❖ PPOp at ₹271 crore vs ₹161 crore in Q1FY22; PAT of ₹203 crore vs ₹(233) crore Y-o-Y
- ❖ Capital adequacy ratio at 20.03% with Tier-1 capital at 18.70%; Liquidity coverage ratio at 182% as of Jun'22

Mr. Ittira Davis, MD & CEO, Ujjivan Small Finance Bank said, "Q1FY23 marks a perfect all-round great beginning to FY23. We are very pleased with the outcome of our efforts have been successfully achieved as we stabilised our business in Q3, turned-around in Q4, and this quarter marks growth and profitability. On disbursement side, it was strongest ever first quarter reaffirming strong credit demand. We disbursed ₹ 4,326 crores improving our loan book to ₹ 19,409* crore up by 38% Y-o-Y. Our deposit book continues strong growth – up 35% Y-o-Y. Retail deposits and CASA contribute to 58% and 28% of total deposit. PAR continues to improve, currently at 7.9%* vs. 9.6% as on Mar'22. This is largely due to normalisation of slippages and strong focus on collections. We continue to hold strong provisioning buffers on our books with PCR at 98%, resulting into NNPA of mere 0.1%. Our strategy to build granular liability base will remain our prime focus going ahead along with enhancing our digital capabilities which is resulting in improved business and productivity levels. We believe that recent business challenges have made us stronger and ready to capitalise on the opportunities ahead."

* Without adjusting for ₹ 1794/ ₹ 674 cr of IBPC/ Securitization as on 30th June 2022 / 31 March 2022;

** annualized

Floating provision of ₹250 Cr created in Jun'21 is included in total provisions and included in NNPA/ PCR calculations; for Jun'22, ₹30 Cr of floating provision has been used towards CRAR calculation and only ₹220 Cr is used for NNPA/ PCR calculation. The entire floating provision continues to be on the books and can be utilised in the future for making specific provisions in extraordinary circumstances with prior approval of RBI. Including ₹ 250 Cr of floating provision, total provision on gross advances are at ₹ 1,290 Cr.

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 66 lakh customers through 575 branches and 16,664 employees spread across 248 districts and 24 states and union territories in India. Gross advances stand at ₹19,409 crore with a deposit base of ₹18,449 crore as of Jun 30, 2022.

' We constantly strive to ensure strong corporate culture which emphasizes on integrating CSR values with business objectives. We work with communities in navigating the unprecedented challenges primarily focused on healthcare, disaster relief, Covid relief, livelihood for especially abled people, education, and community infrastructure development.'

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: Mr. Kartik Bhatt +91 9867178871 kartik.bhatt@ujjivan.com	For Investor Queries: Mr. Deepak Khetan +91 7045792752 deepak.khetan@ujjivan.com

Q1 FY23 PRESENTATION

July 2022





DISCLAIMER

- This presentation has been prepared by Ujjivan Small Finance Bank Limited (the “Bank”) solely for information purposes, without regard to any specific objectives, financial situations or informational needs of any particular person. All information contained has been prepared solely by the Bank.
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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.
- Except as otherwise noted, all of the information contained herein is indicative and is based on management information, current plans and estimates in the form as it has been disclosed in this presentation. Any opinion, estimate or projection herein constitutes a judgment as of the date of this presentation and there can be no assurance that future results or events will be consistent with any such opinion, estimate or projection. The Bank may alter, modify or otherwise change in any manner the content of this presentation, without obligation to notify any person of such change or changes. The accuracy of this presentation is not guaranteed, it may be incomplete or condensed and it may not contain all material information concerning the Bank.
- 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.

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Performance Highlights



Business Overview



Financials



Ujjivan - Building a Mass Market Bank





Performance Highlights

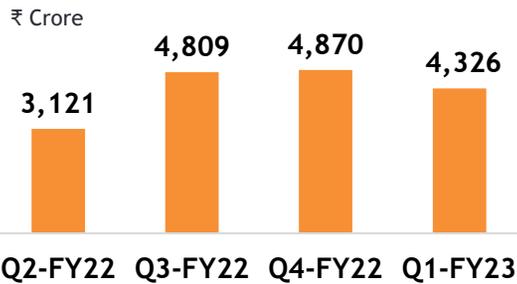


BUSINESS TURNAROUND; BACK ON TRACK

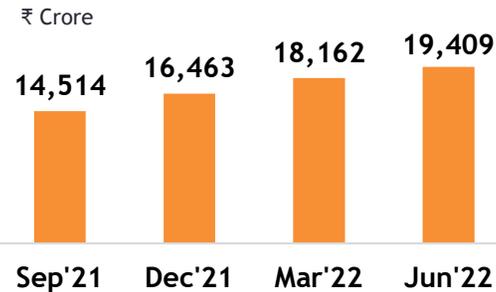
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Business volumes improved; sustaining

Our highest ever Q1 Disbursement



Gross advances



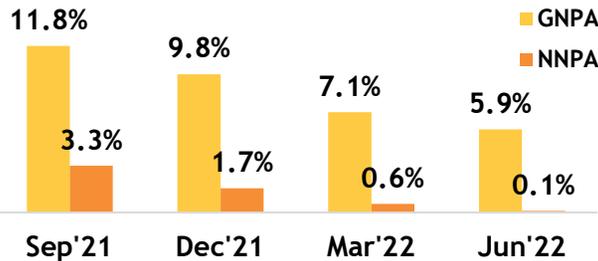
2

Asset quality on continuous improving trend

Reduced Portfolio at Risk



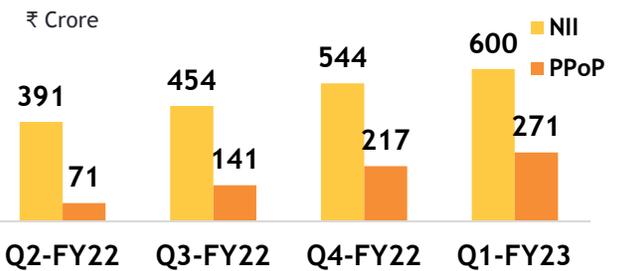
Significant reduction in GNPA/ NNPA



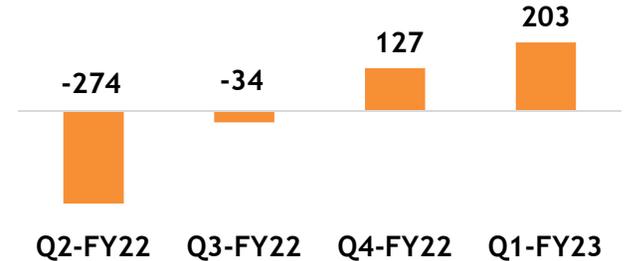
3

Complete turnaround in profitability

Operating profits rising...



...with PAT riding faster





KEY HIGHLIGHTS

Disbursements

Strongest Q1 disbursement for Ujjivan; ₹ 4,326 Cr up 230% Y-o-Y*

Collections

Collection efficiency at ~99% in Jun'22; good traction on restructured/ NPA pool

Liabilities

Retail deposits up 65% Y-o-Y; CASA up 86% Y-o-Y | Total deposit at ₹ 18,449 Cr up 35% Y-o-Y

Asset Quality

Continues to improve - GNPA / NNPA reduced to 5.9% / 0.1% from 7.1% / 0.6% as of Mar'22

Provisioning

Total book coverage at 6.5% with PCR at 98%; including floating provision of ₹ 220 Cr

Financials

NII at ₹ 600 Cr | NIM at 9.6% | Cost-to-income ratio at 61%

Profitability

Highest ever PPop at ₹ 271 Cr | Highest ever PAT at ₹ 203 Cr vs ₹ (233) Cr Y-o-Y
RoA at 3.4% | RoE at 28.0%

Capital

20.03% capital adequacy with tier-I at 18.70% as of Jun'22 | LCR at 182% as on Jun'22

All NPA and gross advances data in this document (except financial overview section) are without adjusting for ₹ 1794 cr / ₹ 674 cr of IBPC/ Securitization as on 30th June 2022 / 31st March 2022

Note: 1 crore = 10 million; 1 million = 10 lakhs; Numbers mentioned in () are negative

* Q1FY22 was impacted due to Covid 2.0



KEY HIGHLIGHTS

Gross Advances

₹ 19,409 cr
Up 38% yoy
Jun'21: ₹14,037 cr

Disbursements

₹ 4,326 cr
Up 230% yoy
Jun'21: ₹ 1,311 cr

CRAR

Mar'22: 20.0%
Down 587 bps yoy
Jun'21: 25.9%

PPOP

₹ 271 cr
Up 68% yoy
Q1-FY22: ₹ 161 cr

PAT

₹ 203 cr
Up yoy
Q1-FY22: ₹ (233) cr

Total Deposits

₹ 18,449 cr
Up 35% yoy
Jun'21: ₹ 13,673 cr

Retail Deposits

₹ 10,761 cr
Up 65% yoy
Jun'21: ₹ 6,515 cr

GNPA

5.9%
Down 390 bps
Jun'21: 9.8%

NII

₹ 600 cr
Up 56% yoy
Q1-FY22: ₹ 384 cr

NIM

9.6%
UP 162 bps yoy
Q1-FY22: 8.0%

Employees

16,664
Up 3% yoy
Jun'21: 16,102

Customer Base

Jun'22: 66.0 lacs
Up 13% yoy
Mar'21: 58.2 lacs

NNPA

0.1%
Down 258 bps yoy
Jun'21: 2.7%

RoA

3.4%
Up 808 bps yoy
Q1-FY22: (4.7)%

RoE

28.0%
Up vs.
Q1-FY22: (30.1)%

Note: Q1FY22 was impacted due to Covid 2.0



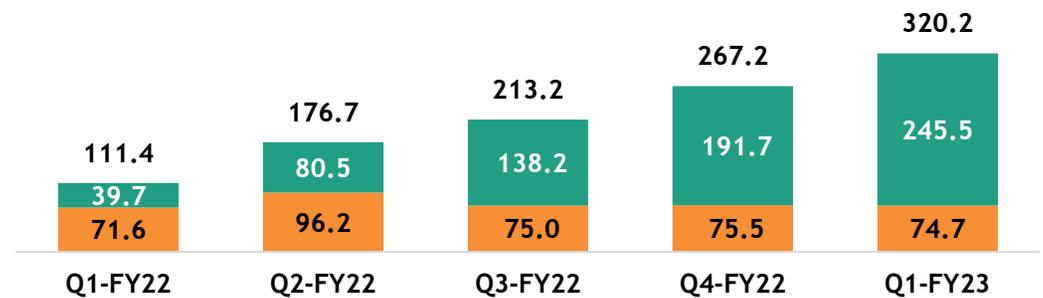
STRENGTHENING RETAIL LIABILITY FRANCHISE

- **Total deposits grew 35% Y-o-Y to ₹ 18,449 Cr**
- **Retail deposits grew 65% Y-o-Y; contributing to 58% of total deposits in Jun'22 vs 48% in Jun'21**
- **CASA deposits grew 86% Y-o-Y; 28.0% of total deposit as of Jun'22**
 - **Retail Branch banking CASA grew 104% Y-o-Y; contributes 78% to total CASA**
- **Focus on value-add products to drive average balances**
 - Average balance for Retail Branch Banking SA moved to ₹ 30k from ₹18k Y-o-Y
 - Overall average SA balance moved to ₹ 8k from ₹ 5k Y-o-Y

Customer Acquisition Picking Up

Accounts Nos in '000

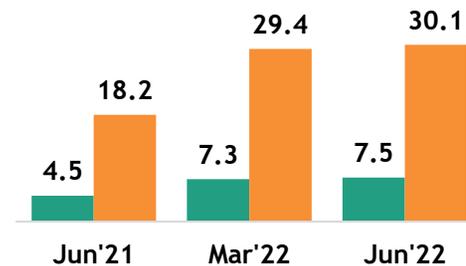
■ Retail branch banking ■ Others



Improving Average SA Balances

₹ '000

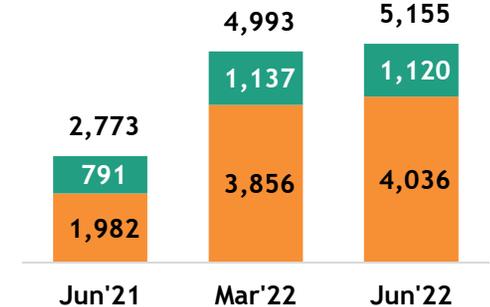
■ Overall ■ Retail Branch Banking



CASA: Strong growth

₹ Crore

■ Retail Branch Banking ■ Others





ASSETS UPDATE - MICROBANKING

Collections

- Collection remains strong across regions/ states with Jun'22 sustaining ~99.5%+
- Focused approach towards different buckets; restricting flow to higher buckets; collection from stressed pool
- Collections aided by strong dedicated collection team, analytics and digital tools

Disbursement

- Strong disbursement despite being Q1: ₹ 3,515 Cr up ~333.9% Y-o-Y, down ~11.7% Q-o-Q
- Building up new customer acquisition - 34% loans to new customers vs. 24% in Q4-FY22; acquired 1.9 lakh new customers in Q1-FY23 vs 1.5 lakh in Q4-FY22

Digital collections

- Digital penetration continues to scale up through existing & new channels like Fintech, payments bank, money mitra outlets
- Q1-FY23 cashless collections at 20% vs 19% in Q4-FY22

New Initiatives

- Expanding Ujjivan Pay QR for merchants and bring in peripheral to the existing product
- Exploring Money Mitra network to include other services
- Growing business through repeat and top-up loans simultaneously increasing our new customer acquisition
- Simplifying IL business processes flow; upgraded to GLOW single flow (loan origination system)
- IL Top Up loans extended to all branches
- Launch of IL Pre-Approved Loans



ASSETS UPDATE - OTHER ASSETS

Collections

- Healthy collections across regions/ states with Jun'22 reaching 94% vs. 96% in Mar'22
- Focused approach towards different buckets; restricting flow to higher buckets; collection from stressed pool
- Collections aided by strong dedicated collection team, analytics and digital tools, legal action
- Formation of collection task force to improve repayment
- Recoveries supported by legal is being expedited

Disbursement

- Q1-FY23 Disbursements at ₹ 812 Cr
 - Housing: ₹ 288 Cr in Q1-FY23 vs ₹ 304 Cr in Q4-FY22 vs ₹ 112 Cr in Q1-FY22
 - MSE: ₹ 254 Cr vs ₹ 312 Cr in Q4-FY22; disbursed ₹ 91 Cr for Q1FY23 vs ₹ 59 Cr Q1FY22 under Fintech loan book for supply chain finance; Disbursed ₹ 12 Cr under CGTMSE scheme
 - FIG: ₹ 150 Cr vs ₹ 120 Cr in Q4-FY22; ₹ 195 Cr in Q1-FY22

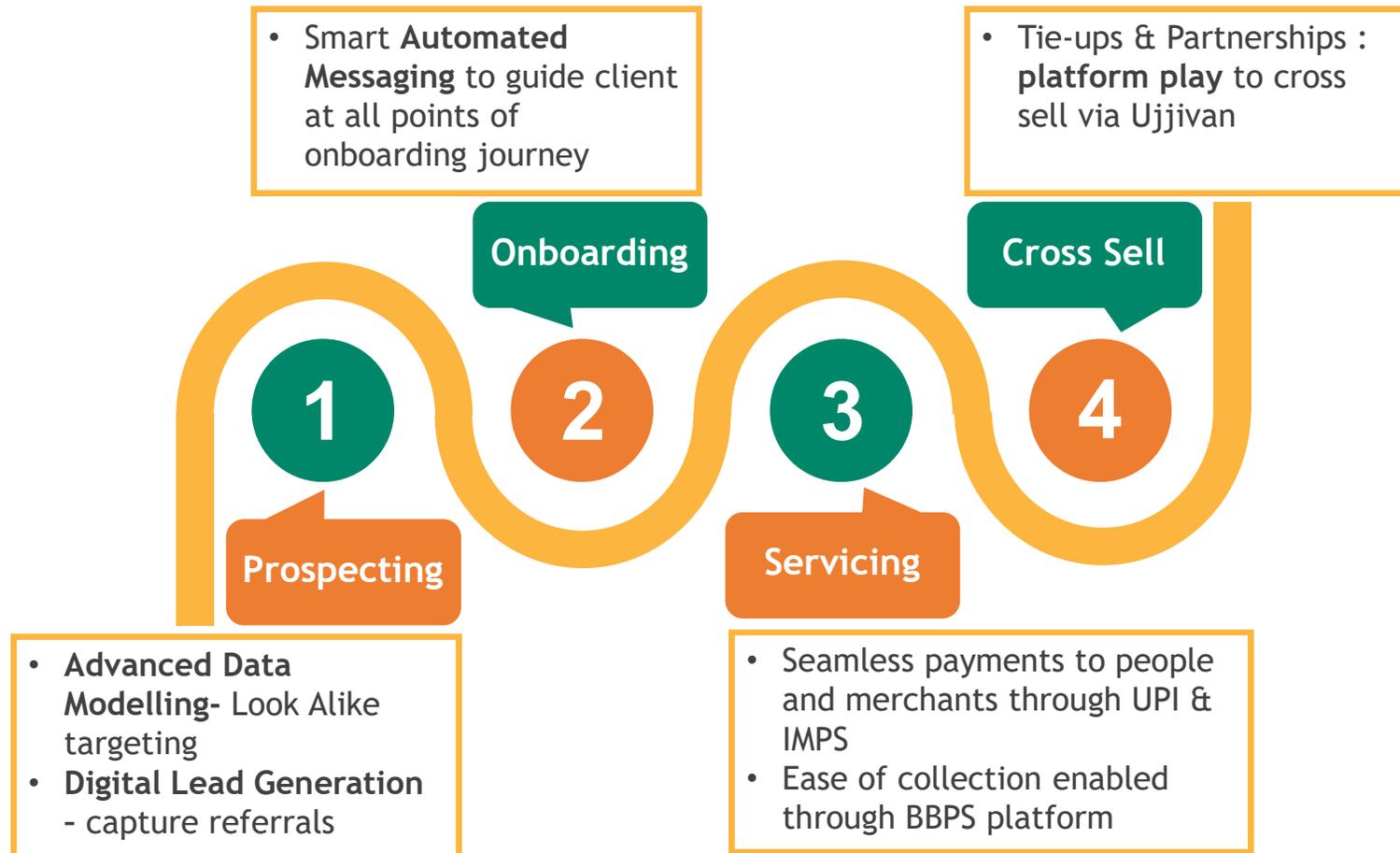
Others

- Increasing focus on Semi-formal/ Formal segment in tier - II & III towns
- Housing: Focus on process improvement; diversify business sourcing; state-level collateral policy implemented
- MSE: Bundling of MSE offerings in CA Variant for prime customers; Exploring New Partnership with Fintechs; focus on relationship banking



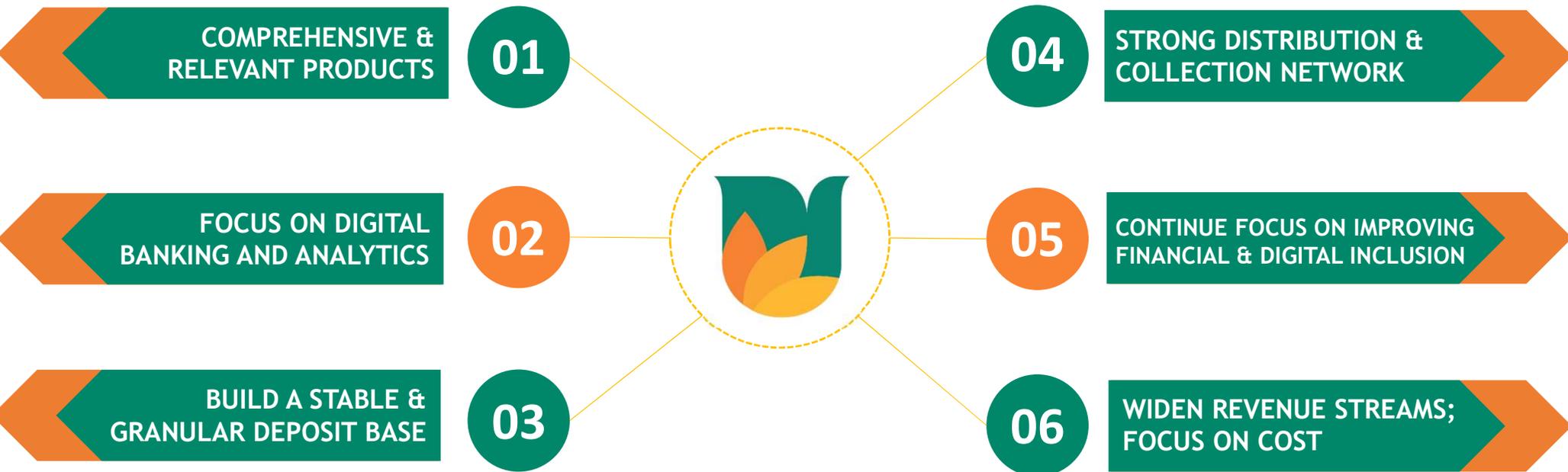
Successfully driving digital journey

DIGITAL END-TO-END THROUGH THE VALUE CHAIN





KEY GROWTH STRATEGIES (1/3)





KEY GROWTH STRATEGIES (2/3)

01 COMPREHENSIVE & RELEVANT PRODUCTS

- Relationship Banking to increase penetration / share of customer wallet
- Entire gamut of asset and liability products to attract new customers and deepen existing customer relationships
- Expand range of third party products and services

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



KEY GROWTH STRATEGIES (3/3)

04

STRONG DISTRIBUTION & COLLECTION NETWORK

- Use right combination of physical and digital channels and partnerships to expand reach, banking outlets and infrastructure
- Build a dynamic and strong collection network with focus on digital repayments
- Strengthen alternate delivery channels and encourage customers to move towards a cashless environment

05

CONTINUE FOCUS ON IMPROVING FINANCIAL & 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

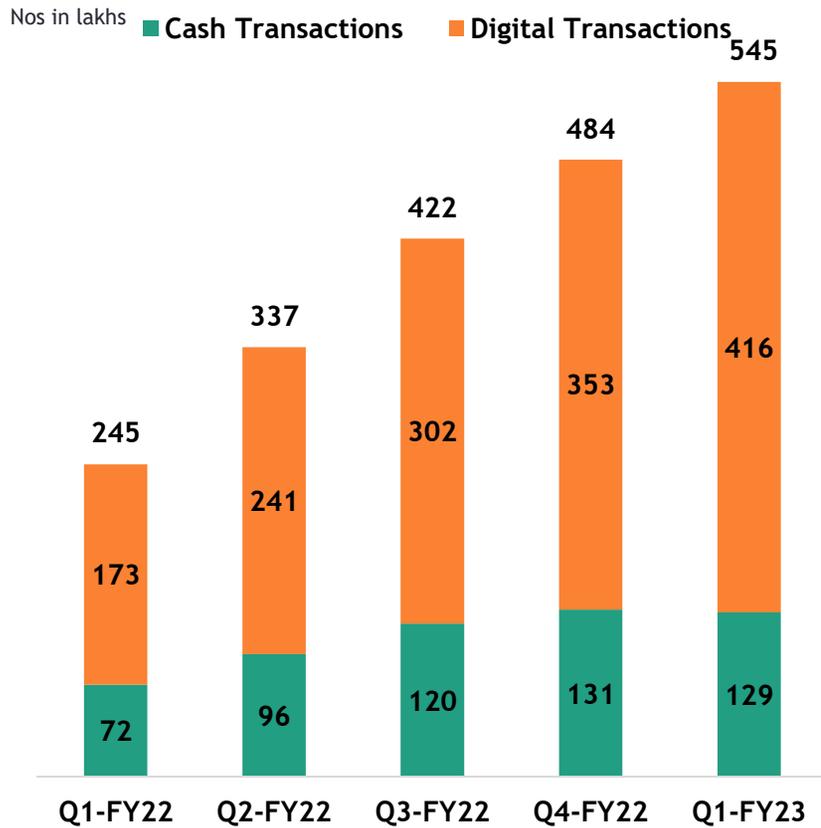
WIDEN REVENUE STREAMS; FOCUS ON COST

- 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
- Leaner cost structure by means of productivity enhancement, digital initiatives



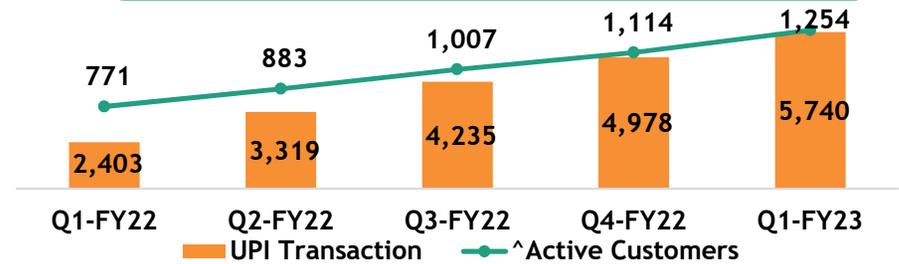
INCREASING DIGITAL TRANSACTIONS (1/2)

Increasing Digital Transactions*



*Basis CBS volumes ^Active customers as of period end

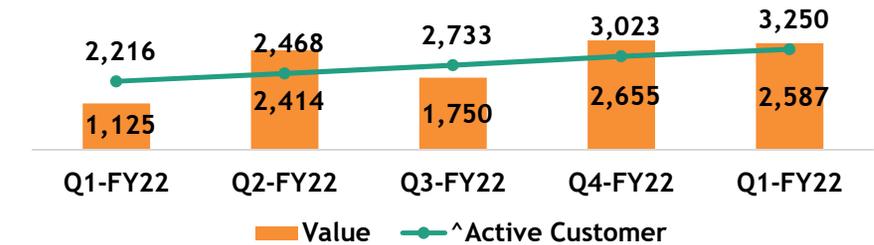
UPI Transactions



Bill Payments



Business Net Banking





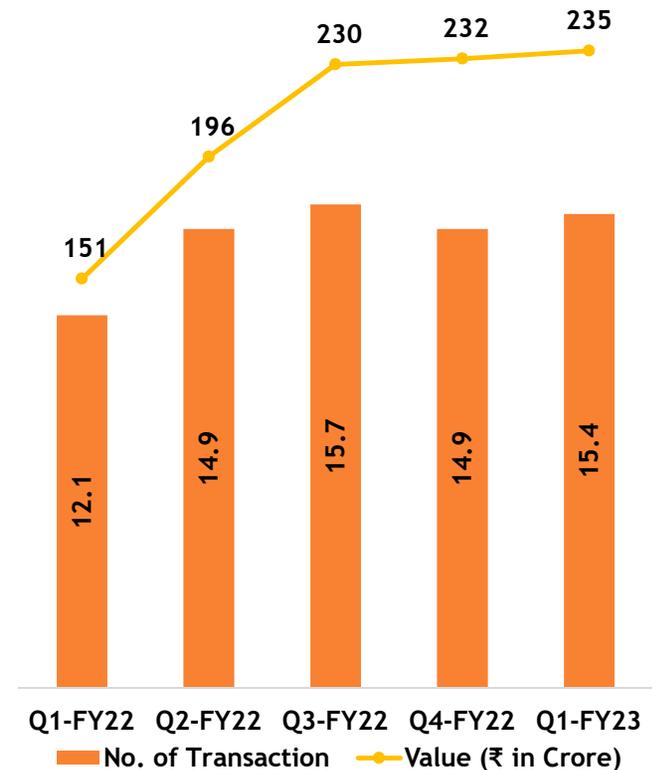
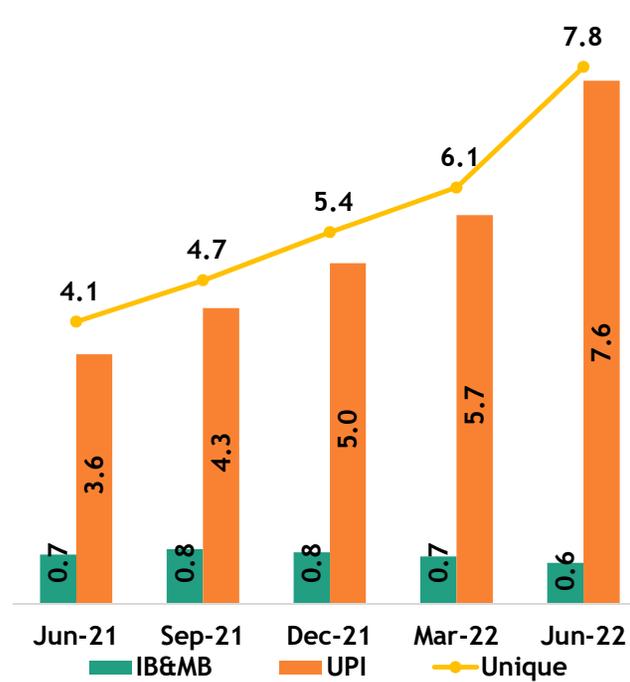
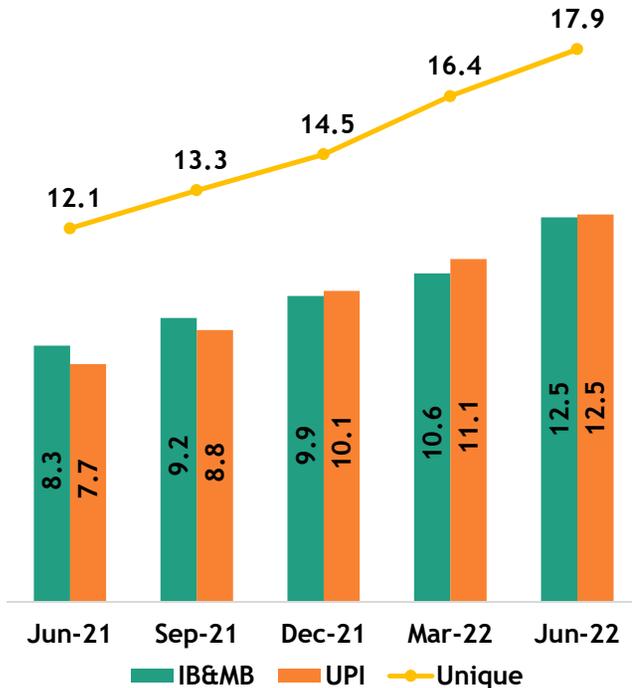
INCREASING DIGITAL TRANSACTIONS (2/2)

Digital penetration among customers continues to show a healthy increase

POS Transactions

Registered Customer (in lakhs)

Transacting Customers (in lakhs)

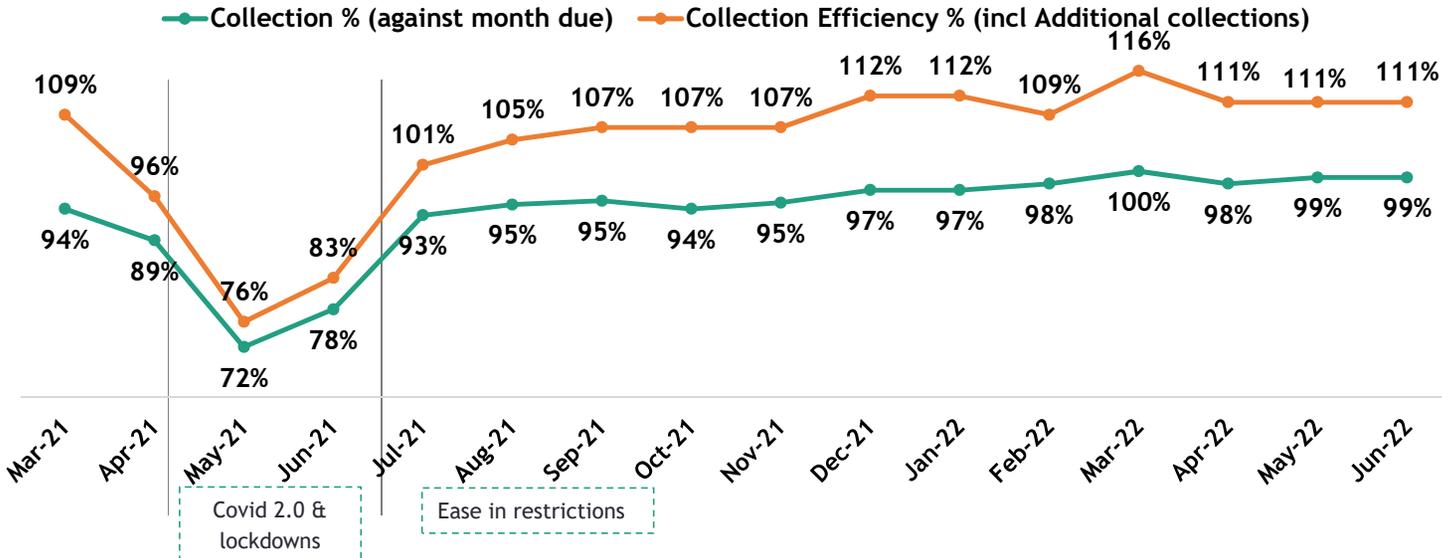




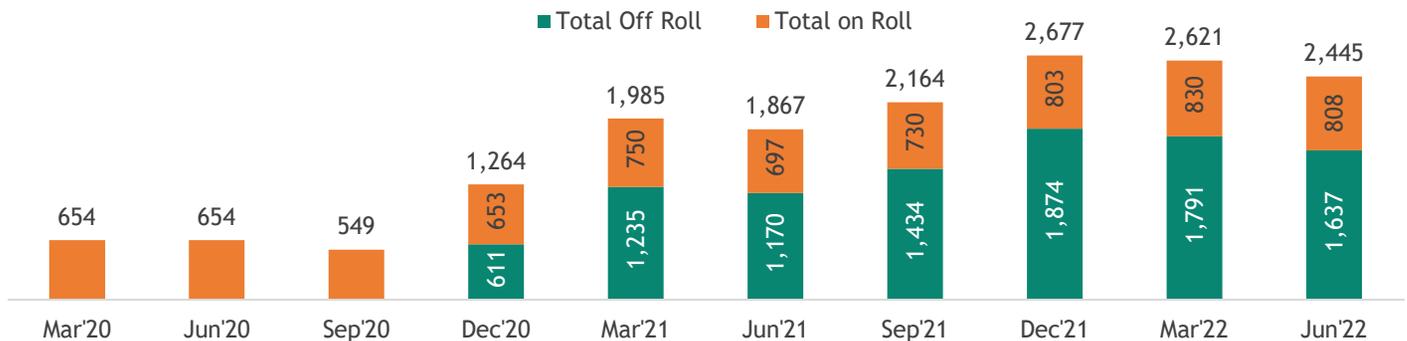
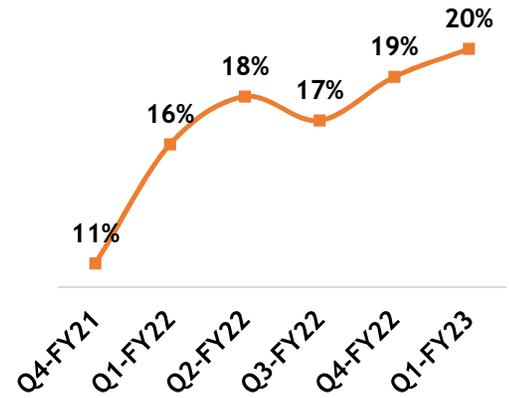
Collections and asset quality parameters



HEALTHY COLLECTIONS LEADING TO IMPROVED ASSET QUALITY



Cashless collections



- Flexible & multiple modes of collections apart from traditional centre meetings/door-to-door collections
- Introduced various digital modes of repayment
- Expediting legal process for collections in secured book
- Data analytics driven prediction models based on Early Warning Triggers aiding in better collections

Note: Collection efficiency - collections for the period against dues for the period. It does not include pre-closures and any advance or future payments



COLLECTION EFFICIENCY (1/2)

₹ Crore	Jan'22				Feb'22				Mar'22			
Verticals	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection
MicroBanking	869.9	844.5	97%	94.9	906.9	889.1	98%	68.1	936.7	944.6	101%	85.7
MSE	25.3	21.2	84%	19.5	25.7	21.8	85%	22.8	25.6	22.1	86%	33.1
Affordable Housing	35.3	33	94%	32.5	36	33.9	94%	29.4	36.8	35.2	96%	50.2
FIG Lending	44.4	44.4	100%	-	41.6	41.6	100%	-	73.2	73.2	100%	-
Others	15.1	13.6	90%	2.4	16.2	14.6	90%	2.4	17.2	16.2	94%	2.4
Total	989.9	956.8	97%	149.4	1,026.5	1,001.0	98%	122.8	1,089.7	1,091.2	100%	171.4



COLLECTION EFFICIENCY (2/2)

₹ Crore	Apr'22				May'22				Jun'22			
Verticals	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection	Due	Collection	Collection %	Additional Collection
MicroBanking	939.3	928.9	99%	76.3	958.4	957.3	100%	79.0	975.1	971.1	100%	81.5
MSE	25.6	21.5	84%	21.6	25.9	22.0	85%	22.0	26.0	22.2	85%	23.8
Affordable Housing	37.6	35.4	94%	29	38.4	36.3	95%	26.2	39.0	36.9	95%	31.8
FIG Lending	49	49	100%	-	39.4	39.4	100%	-	63.7	63.7	100%	-
Others	17.6	16.2	92%	3.4	17.3	15.9	92%	2.8	17.2	15.7	91%	2.8
Total	1,069.2	1,051.1	98%	130.5	1,079.3	1,071.0	99%	130.0	1,121.0	1,109.7	99%	139.8



SIGNIFICANT REDUCTION IN RESTRUCTURED BOOK

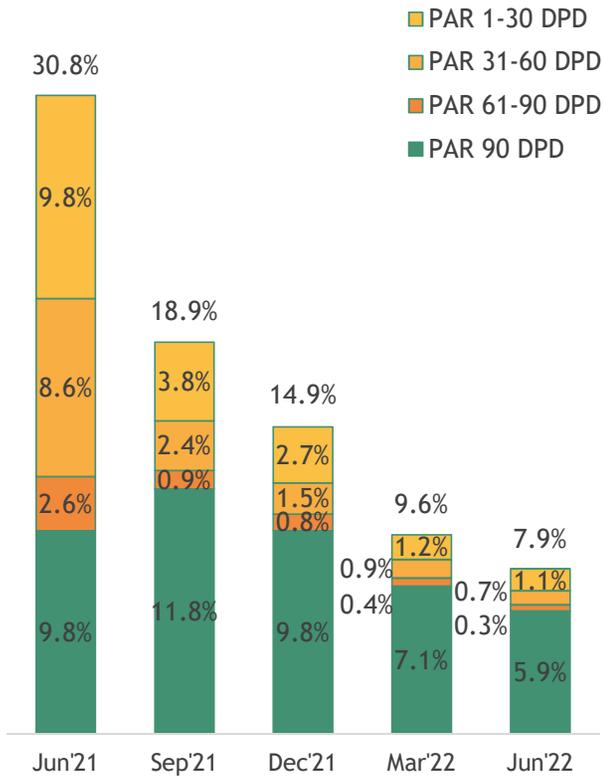
Restructured Book			
₹ crores	RF 1.0	RF 2.0	Total
MicroBanking	188	361	549
Affordable Housing	13	23	36
MSE	11	62	73
Loan Book	212	445	657
PAR	185	232	417
GNPA	179	188	366
Provisions	177	207	384
Collection efficiency %	-	-	84%

- 59% provision on outstanding Restructured Book
- RF 2.0 collection efficiency continues to be strong
- Significant reduction in Stress pool (Restructured + NPA), driven by:
 - Improving collection across buckets
 - PAR/ GNPA has been reducing on absolute basis as fresh slippages have reduced significantly

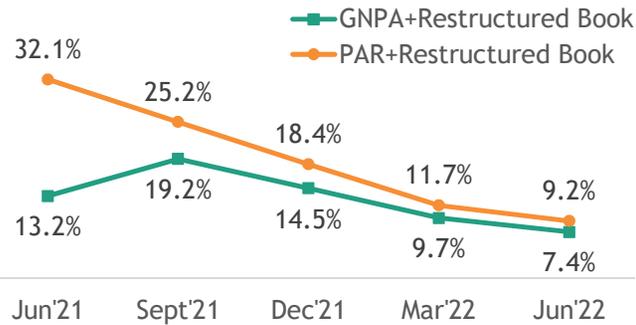


FOCUSED TOWARDS IMPROVING ASSET QUALITY

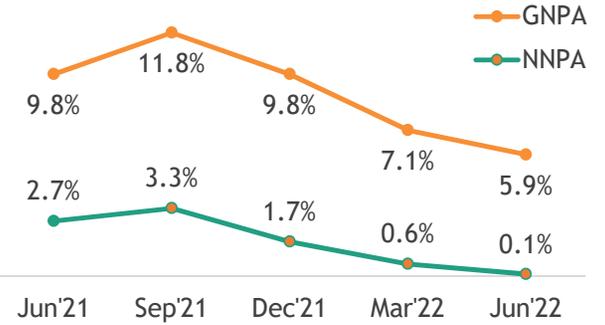
Portfolio at Risk (bucket wise)



Significant reduction in stress book



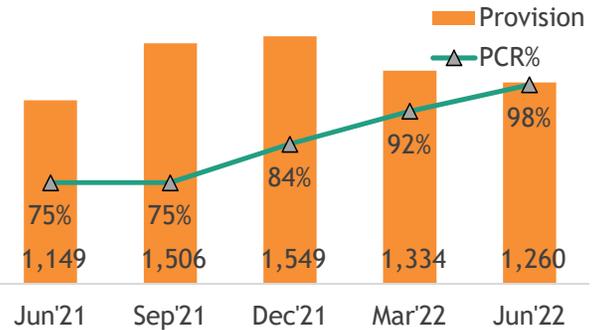
GNPA & NNPA



PAR 0 and GNPA (segment wise)



Total Provision (₹ in cr) & PCR



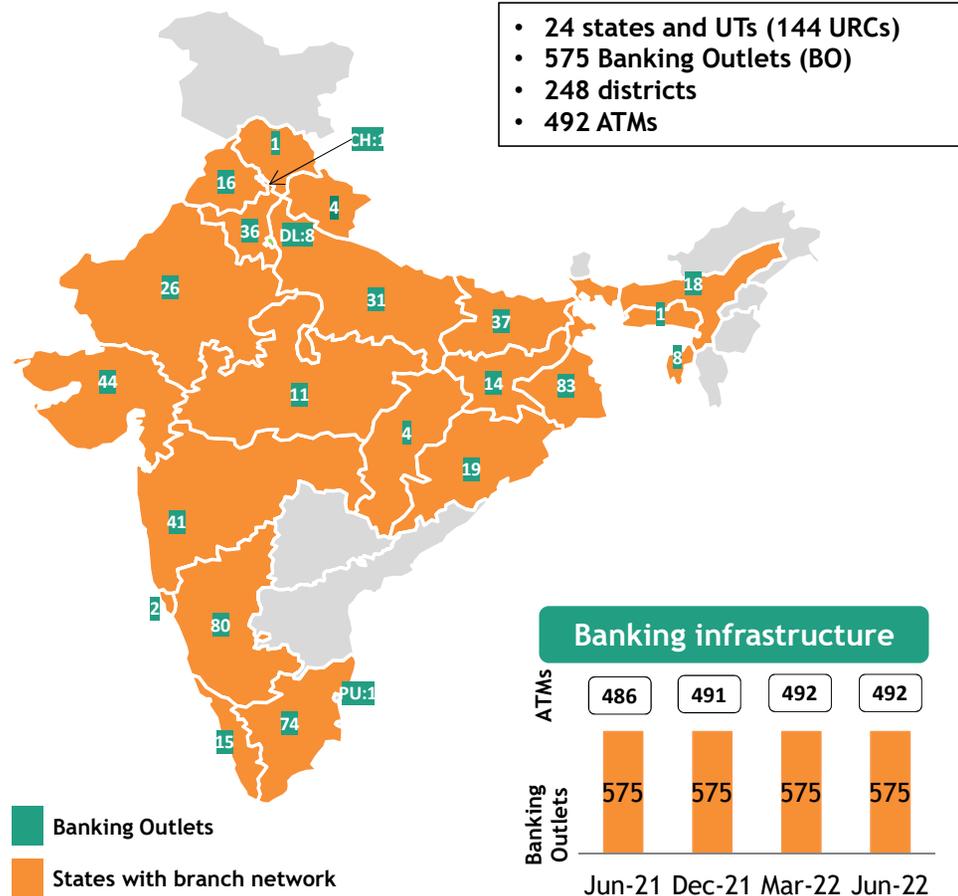
Floating provision of ₹250 Cr created in Jun'21 is included in total provisions and included in NNPA/ PCR calculations; for Jun'22, ₹30 Cr of floating provision has been used towards CRAR calculation and only ₹220 Cr is used for NNPA/ PCR calculation. The entire floating provision continues to be on the books and can be utilised in the future for making specific provisions in extraordinary circumstances with prior approval of RBI. Including ₹ 250 Cr of floating provision, total provision on gross advances are at ₹ 1,290 Cr.



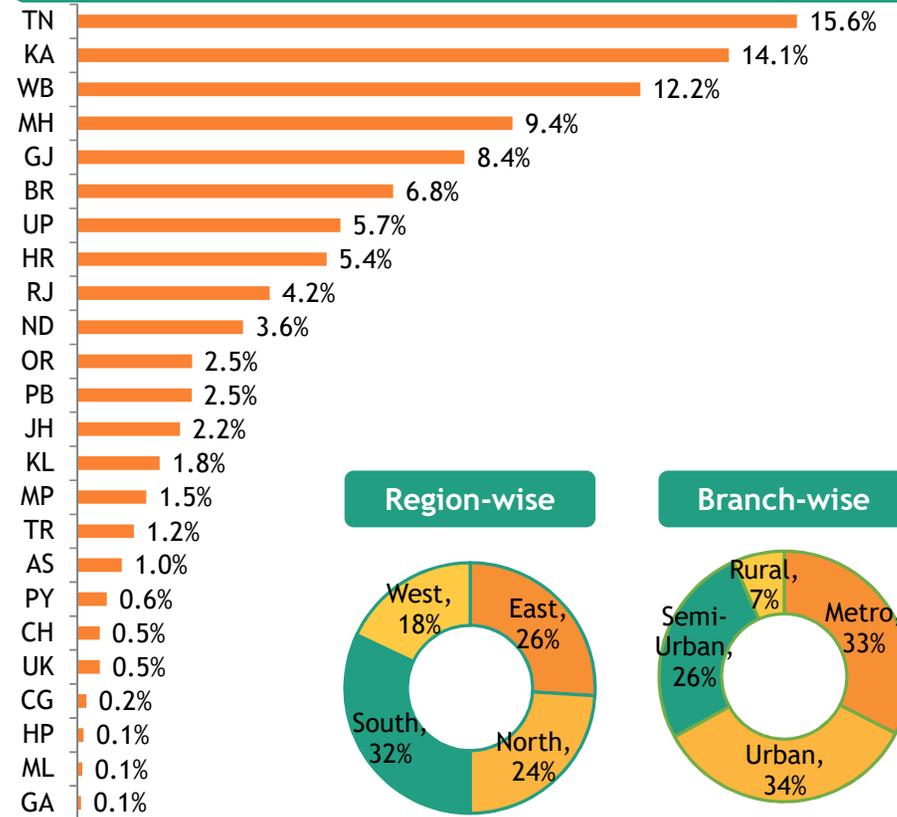
Business Overview



WELL DIVERSIFIED PAN INDIA PRESENCE



Gross Advances (Jun'22)



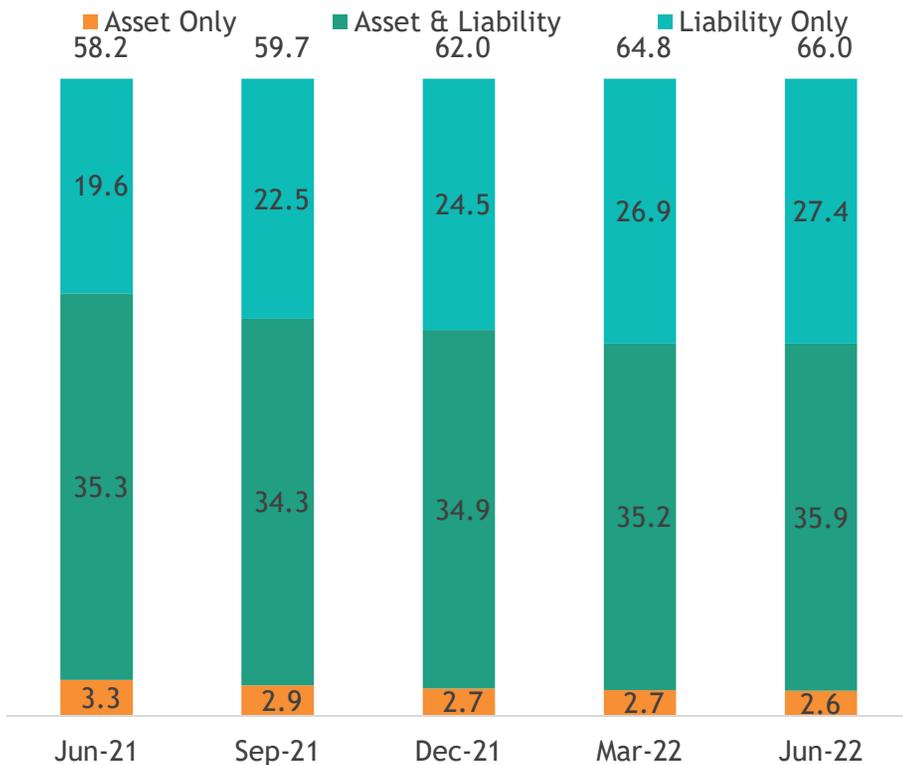
Total Gross Advances - ₹ 19,409 Cr*

*Includes IBPC and securitization

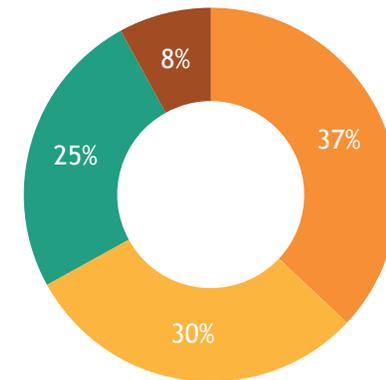


EXPANDING LIABILITY CUSTOMER BASE

Customer Base Growth



Customer Base - Basis of Branch Classification



Urban Semi-urban Metro Rural

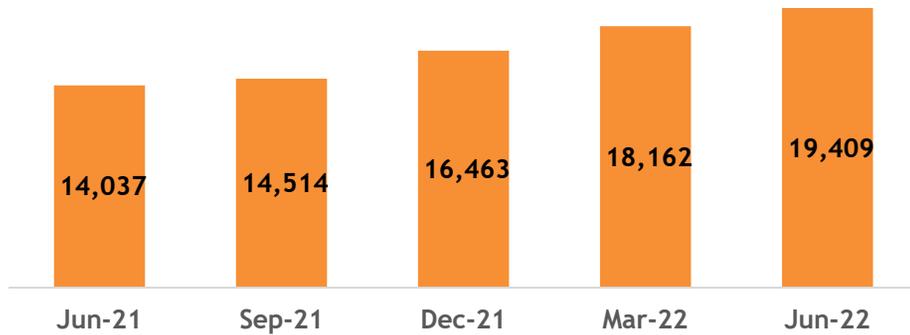
*Semi-Urban branches largely cater to rural customers

- Liability customers grew by 15% vs Jun'21
- New customer acquisition continues with the uptrend during the quarter - Liability only customers at 27.4 lakhs vs 26.9 lakhs as on Mar'22
- Borrower base started to improve reflecting healthy customer acquisition

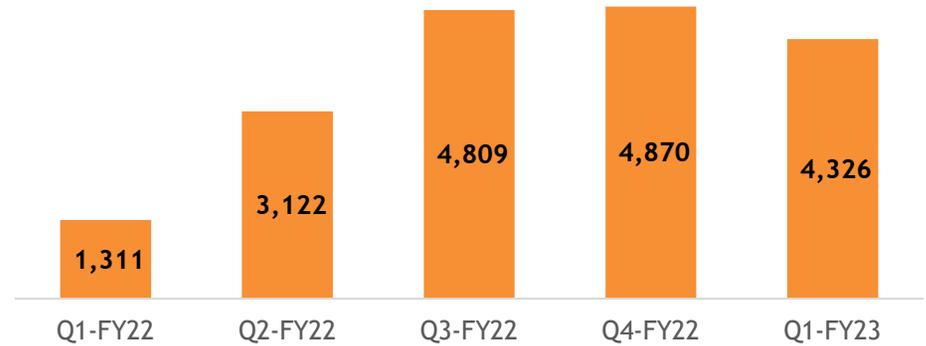


GROSS ADVANCES AND DISBURSEMENT TREND

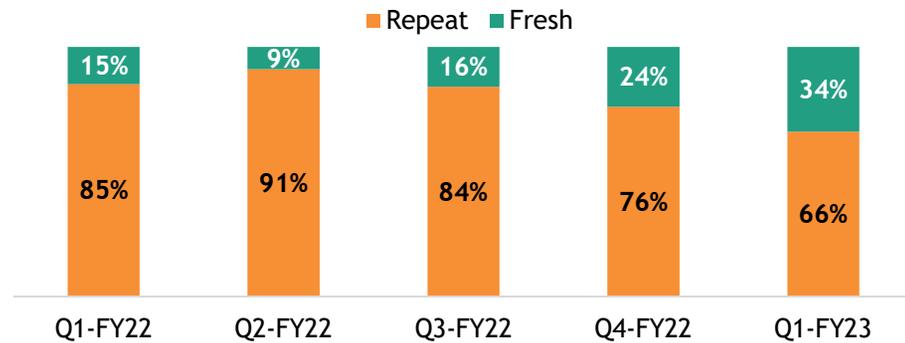
Gross Advances (₹ in crore)



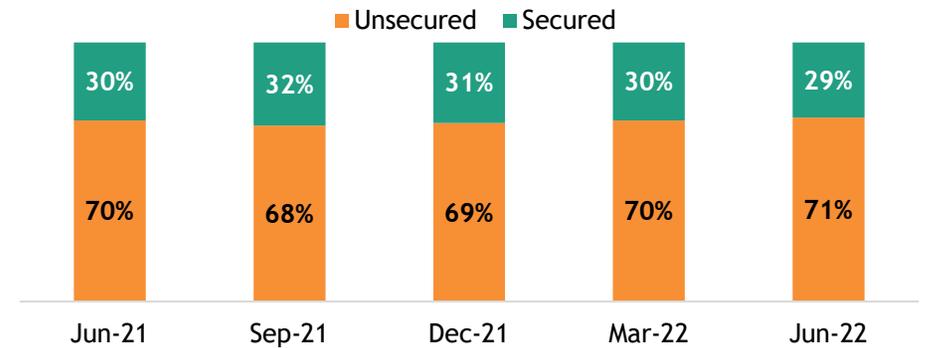
Total Disbursements (₹ in crore)



Microfinance Loan Disbursement (No. of Loans)



Portfolio Breakup

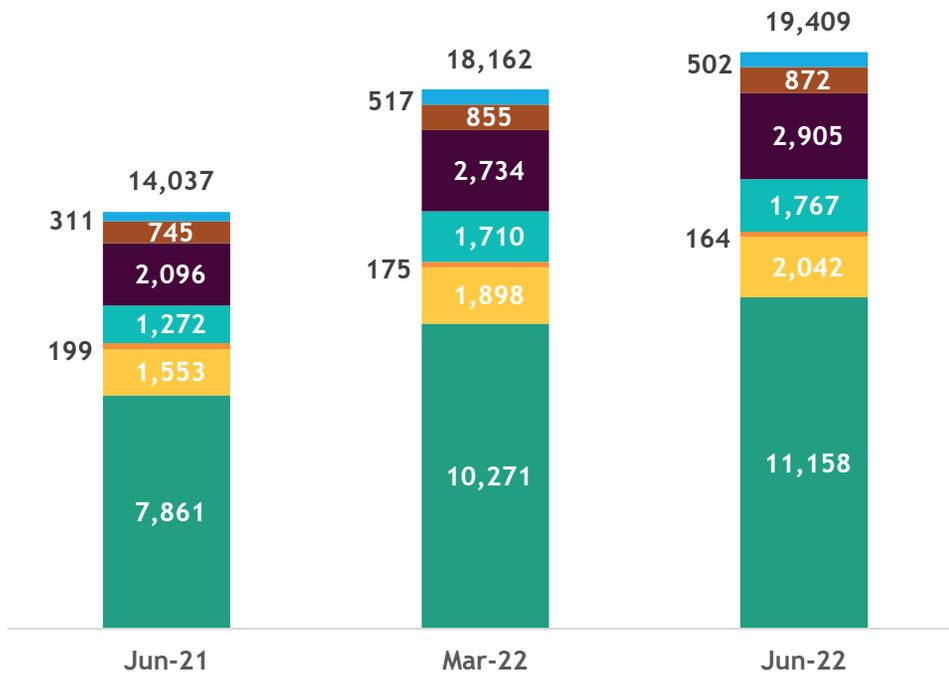




DIVERSIFYING ASSET BOOK

Gross Advances - Segment wise (₹ in crore)

GL IL A&AL MSE AH FIG Others*



Product	% Gross Advances	Growth Y-o-Y	Growth Q-o-Q
Group Loans	57.5%	41.9%	8.6%
Micro Individual Loans	10.5%	31.5%	7.6%
Agri & Allied loans	0.8%	-17.8%	-6.7%
MicroBanking	68.9%	139.0%	8.3%
MSE	9.1%	38.9%	3.3%
Affordable Housing	15.0%	38.6%	6.2%
FIG Lending	4.5%	17.0%	1.9%
Others	2.6%	61.4%	-3.0%
Total	100.0%	38.3%	10.3%

GL- Group Loans IL- Individual Loans

A&AL- Agri & Allied Loan

MSE- Micro Small Enterprise

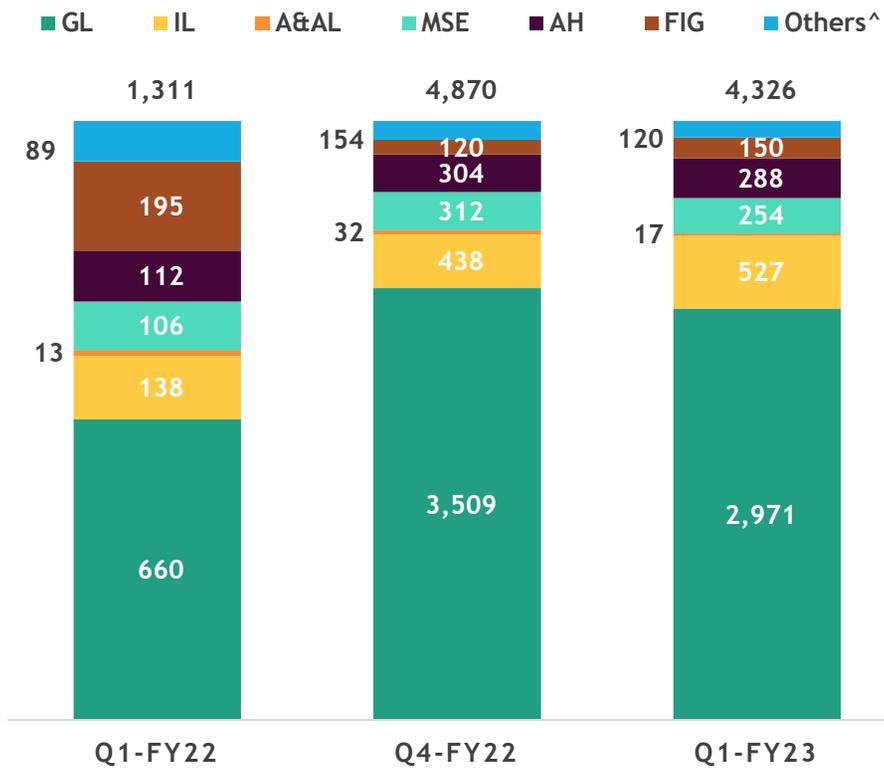
AH- Affordable Housing

FIG- Financial Institution Groups Non-MB- Non Micro Banking

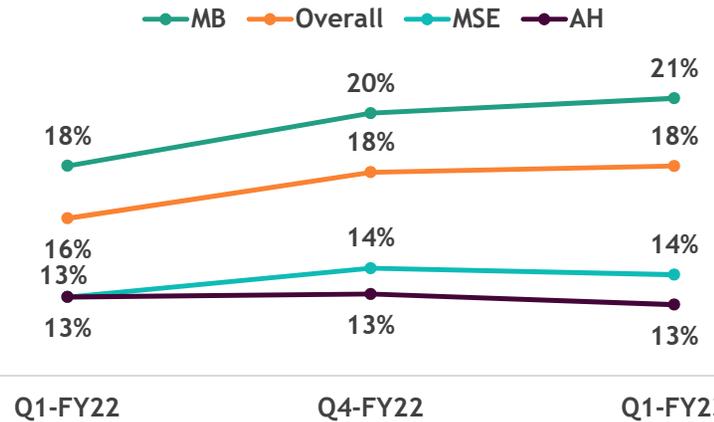


DISBURSEMENT & AVERAGE TICKET SIZE

Product wise Disbursement (₹ in crore)



Yield (%) - Segment wise



Average Ticket Size (₹)

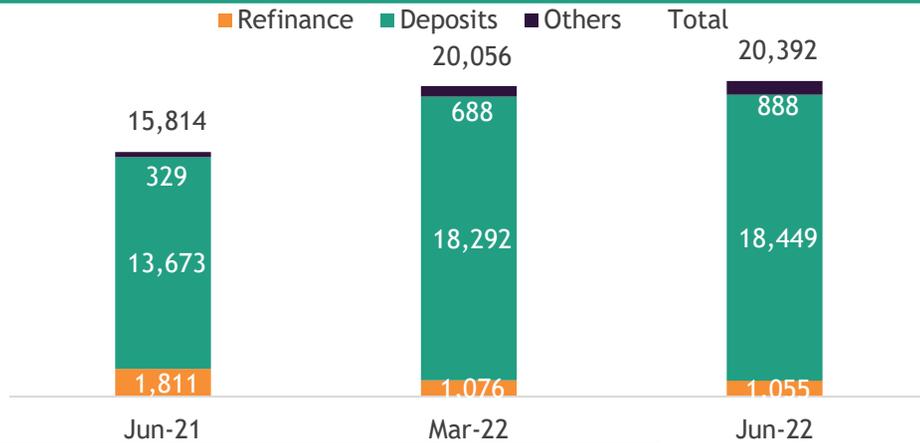
Product	Q1-FY22	Q4-FY22	Q1-FY23
Group Loans	39,445	59,475	56,944
Micro Individual Loan	1,08,390	1,34,980	1,28,084
MSE	15.2 lakhs	16.2 lakhs	17.2 lakhs
Affordable Housing	11.2 lakhs	11.4 lakhs	11.6 lakhs

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

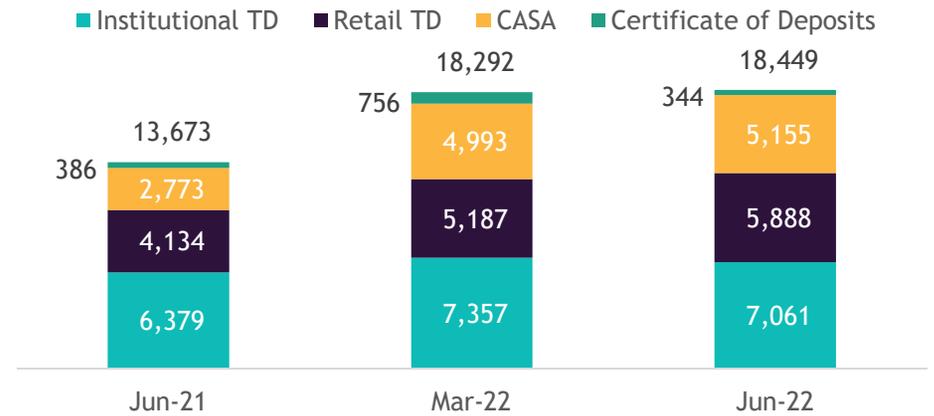


LIABILITY: HEALTHY TRACTION IN RETAIL FRANCHISE

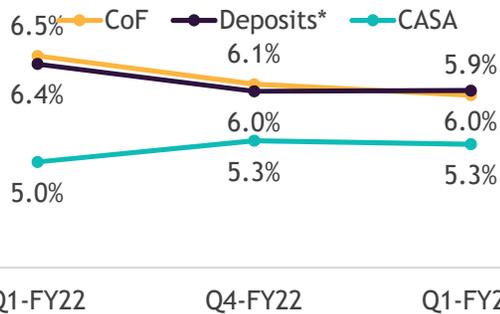
Total liabilities profile (₹ in crore)



Deposits break-up (₹ in crore)

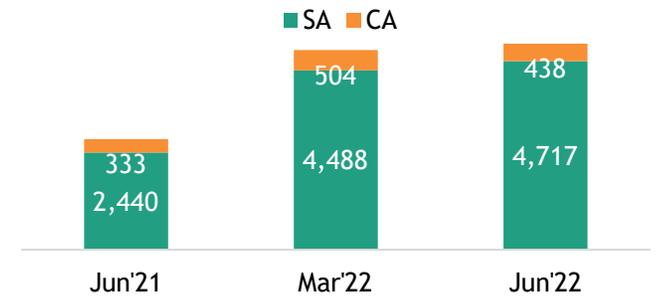


Cost of funds



- ❖ Comfortable ALM position
- ❖ Credit To Deposit Ratio: 105% as of Jun'22
- ❖ Retail % share has increased to 58% from 48% in Jun'21
- ❖ Ratings - CRISIL A1+ (₹ 2,500 Cr certificate of deposits); CARE A+ (Long term bank facilities)

CASA break-up



^ TD: Term Deposits, CASA: Current Account, Savings Account
*Cost of Blended Deposits - TD + CA+ SA



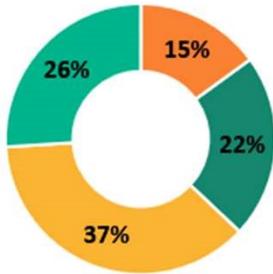
WELL-DIVERSIFIED DEPOSIT MIX

Region-wise deposit mix

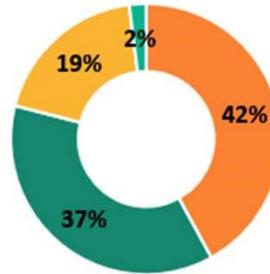
Branch classification wise deposit mix

Segment wise deposit mix

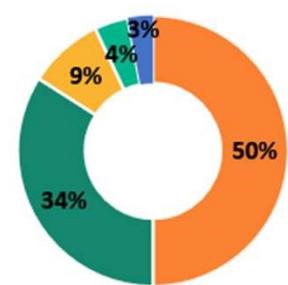
Jun'21



East West North South

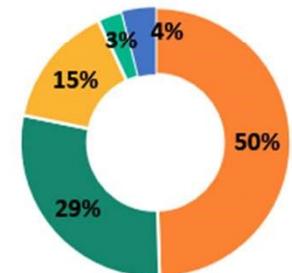
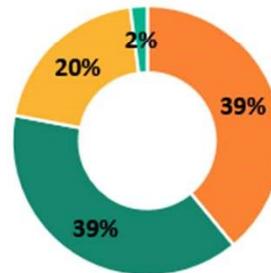
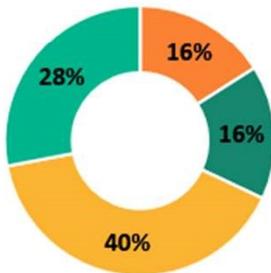


Metropolitan Urban Semi Urban Rural



Individuals Banks Corporate Govt. TASC^

Jun'22



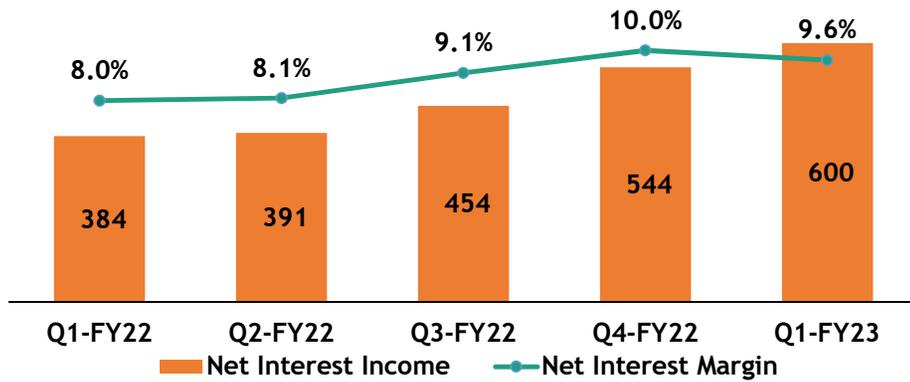


Financial Overview

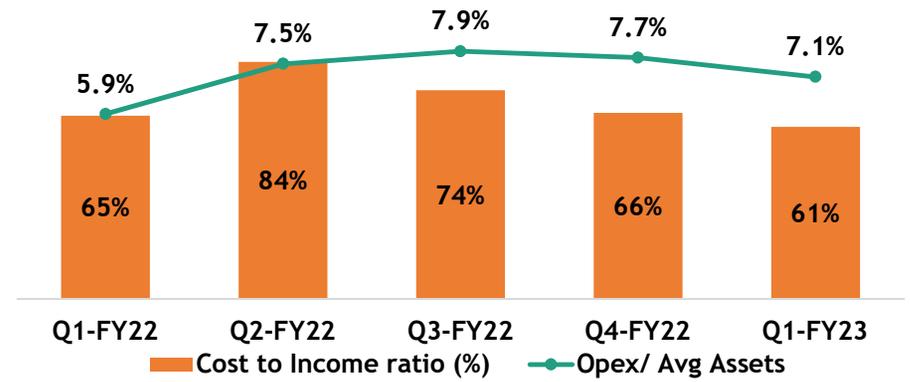


FINANCIAL OVERVIEW

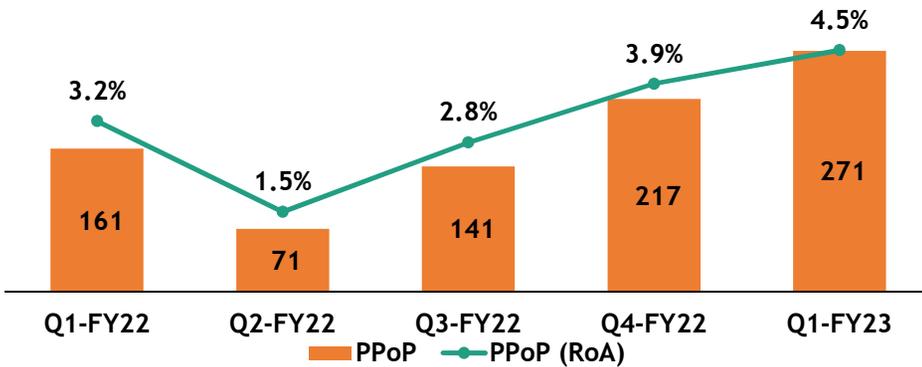
NII (₹ in crore) & NIM*



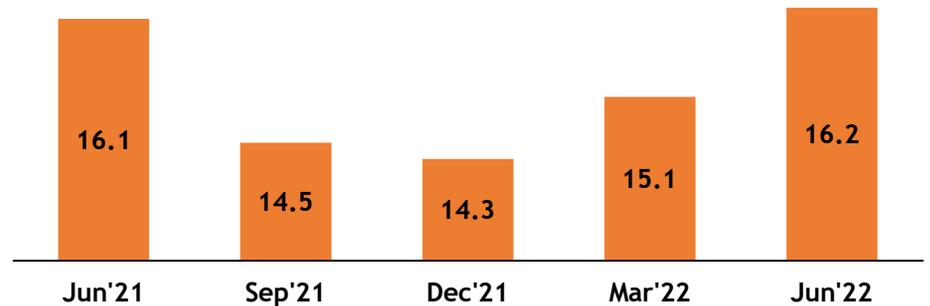
Cost to Income Ratio & Operating Expenses/ Average Assets (%)



Pre-Provision Operating Profit (₹ in Crore)



Book Value Per Share (in ₹)



* NIM based on total book including IBPC & Securitization



INCOME STATEMENT

Particulars (₹ in crore)	Q1-FY23	Q1-FY22	YoY Growth	Q4-FY22	QoQ Growth
Interest Earned	905	642	41%	818	11%
Other Income	95	73	30%	103	(7)%
Total Income	1,000	715	40%	921	9%
Interest Expended	306	257	19%	274	11%
Personnel Expenses	224	166	35%	228	(2)%
Operating Expenses	200	131	53%	201	(1)%
Total Cost	729	554	32%	704	4%
Pre Provision Operating Profit	271	161	68%	217	25%
Credit cost	0	473	(100)%	44	(99)%
Other provisions & contingencies	0	0	NM	0	NM
Tax	68	(79)	NM	47	44%
Net profit for the period	203	(233)	NM	127	60%



TOTAL INCOME - BREAKUP

Particulars (₹ in crore)	Q1-FY23	Q4-FY22	Q1-FY22
Interest on loan	818	759	586
Int. on investments	81	59	56
Securitization Income	6	-	-
Total Interest Earned	905	818	642
Processing Fees	55	62	15
PSLC Income	9	0	25
Treasury Income	(1)	0	13
Insurance Income	8	10	3
Misc. Income*	25	30	15
Total Other Income	95	103	73
Total Income	1,000	921	715

* Includes cards AMC charges, NFS/ other banking operations income and foreclosure/ late payment & other charges

Note: Income has been reclassified - Bad-debt recovery has been set-off against credit cost



BALANCE SHEET

Particulars (₹ in crore)	Jun-22	Mar-21	Jun-21
CAPITAL AND LIABILITIES			
Capital	1,928	1,928	1,928
Employees Stock Options Outstanding	44	42	46
Reserves and Surplus	1,035	832	1,013
Deposits	18,449	18,292	13,673
Borrowings	1,943	1,764	2,141
Other Liabilities and Provisions	836	746	764
TOTAL	24,235	23,604	19,564
ASSETS			
Cash and Balances with Reserve Bank of India	913	1,682	1,343
Balance with Banks and Money at Call and Short Notice	1,019	486	1,006
Investments	4,838	4,153	3,069
Advances	16,486	16,303	13,261
Fixed Assets	260	249	271
Other Assets	720	731	614
TOTAL	24,235	23,604	19,564



HEALTHY CAPITAL ADEQUACY

(₹ in Crore)

	Jun'21	Sep'21	Dec'21	Mar'22	Jun'22
Credit Risk Weighted Assets	10,393	10,483	11,963	12,879	12,956
Tier I Capital	2,546	2,174	2,114	2,279	2,423
Tier II Capital*	143	152	170	166	172
Total Capital	2,689	2,326	2,284	2,446	2,595
CRAR	25.88%	22.19%	19.09%	18.99%	20.03%
Tier I CRAR	24.50%	20.74%	17.67%	17.70%	18.70%
Tier II CRAR	1.38%	1.45%	1.42%	1.29%	1.33%

* Till Mar'22 additional floating provisioning of ₹ 250 Cr was not part of Tier II capital, for Jun'22 ₹ 30 Cr of floating provision has been included as a part of Tier II capital

The entire floating provision continues to be on the books and can be utilised in the future for making specific provisions in extraordinary circumstances with prior approval of RBI. Including ₹ 250 Cr of floating provision, total provision on gross advances are at ₹ 1,290 Cr.



Ujjivan - Building a Mass Market Bank

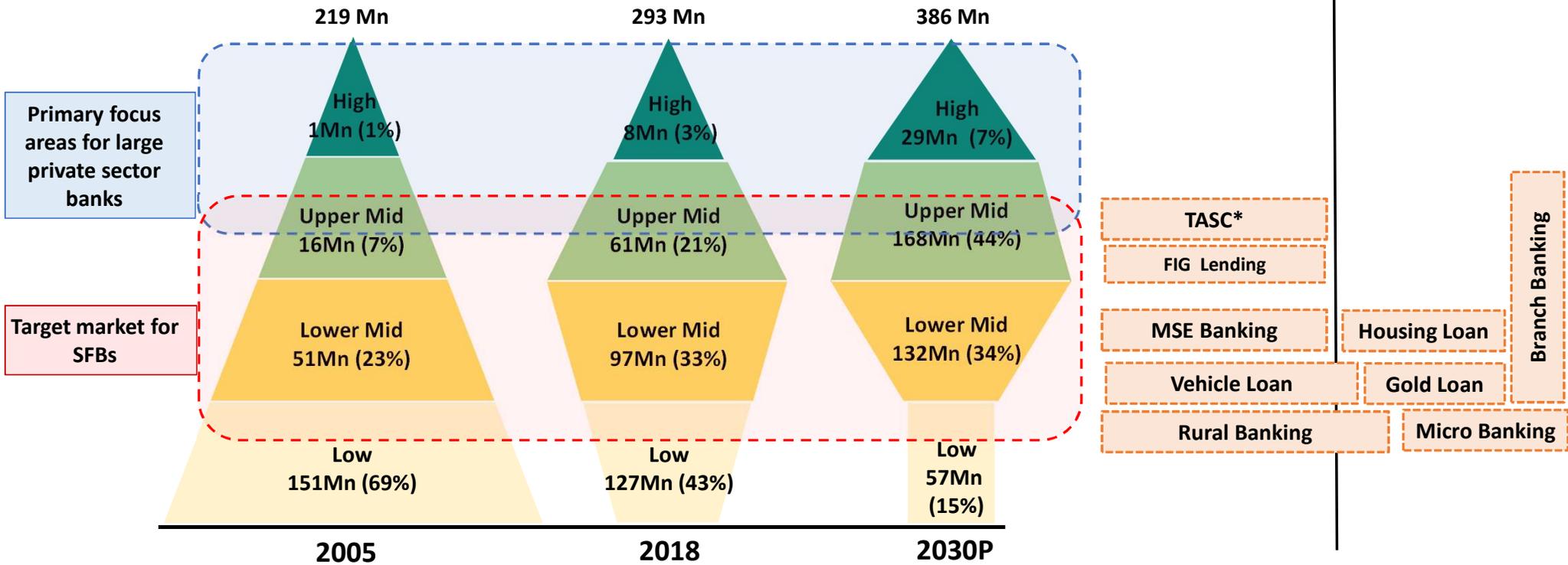


WELL PLACED TO GAIN FROM EVOLVING COUNTRY DEMOGRAPHICS

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 360^o 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%;



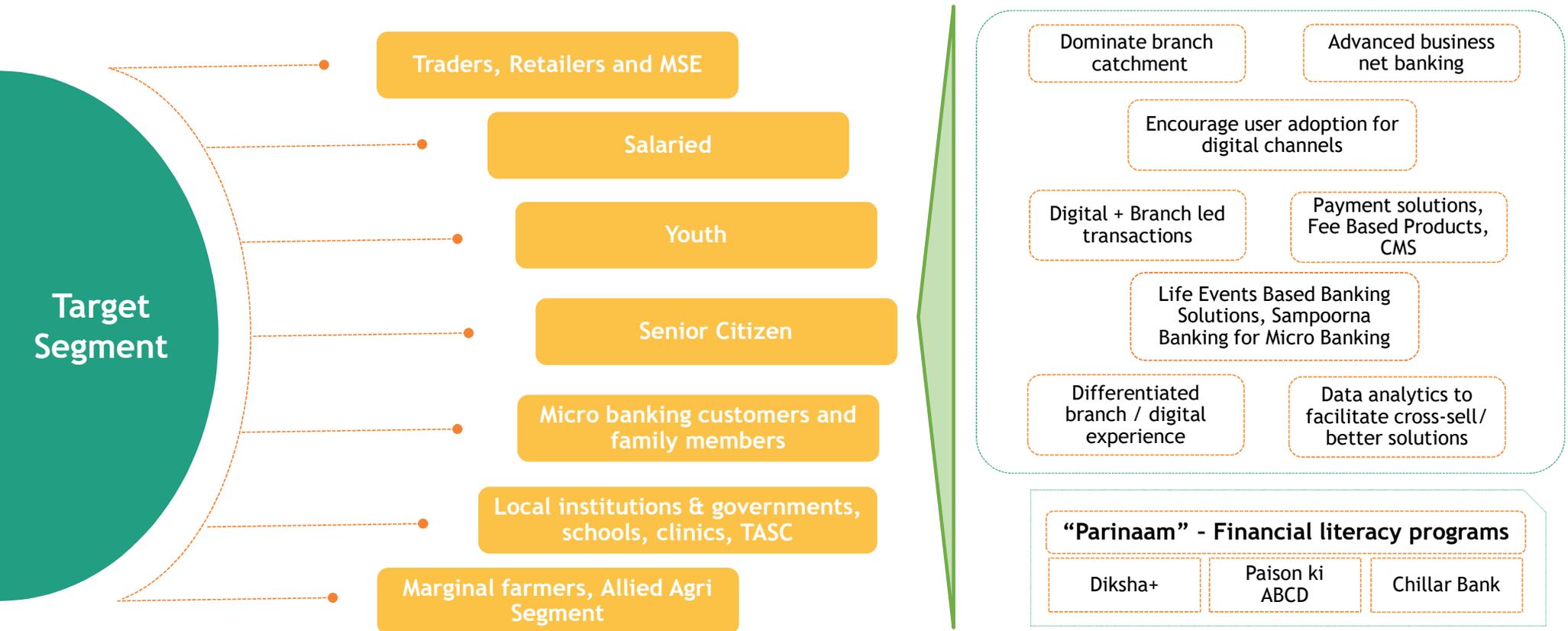
COMPREHENSIVE SUITE OF PRODUCTS & SERVICES



Products highlighted in yellow are WIP
 * Loan against Rent Receivables
 # Loan against property
 ^Working capital demand loan



BUILDING STABLE AND GRANULAR LIABILITY BASE



Continually increasing Retail deposit base: ₹ 10,761 Cr (58% of deposits) vs Jun'21: ₹ 6,515 Cr (48% of total deposits) Y-o-Y



OTHER INCOME - DIVERSIFYING REVENUE STREAMS

Third Party Products

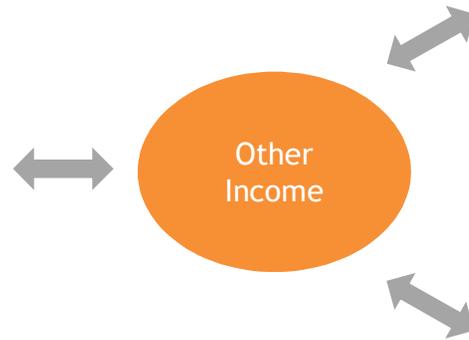
₹ 8 crore in Q1FY23

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



PSLC Income

₹ 9 crore in Q1FY23

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

Fee-Based & others

₹ 95 crore in Q1FY23

- 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

- 492 ATMs including 54 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

- Nine languages option - English, Hindi, Kannada, Tamil, Bengali, Marathi, Gujarati, Punjabi and Odiya.
- Implemented Device Binding for both android and iOS users for making app usage more safe and secure
- Working on unique offering of introducing voice and video enabled customer interface for providing ease of access to the customers

* Automated Cash Recycler



STRONG INDEPENDENT BOARD

Name	Education	Experience
Ittira Davis <i>Managing Director and CEO</i>	PGDM, Indian Institute of Management, Ahmedabad	International banker with 40+ years of banking experience having worked extensively in the Middle East and Europe. Was previously associated with Europe Arab Bank, Citibank in India and the Arab Bank Group in the Middle East. Joined Ujjivan in Mar'15 to manage the transition to an SFB. He was MD & CEO of UFSL for Jul'18 -Mar'21
Banavar Anantharamaiah Prabhakar <i>Chairman and Independent Director</i>	Commerce graduate, University of Mysore, Chartered Accountant.	Retired as Chairman and Managing Director of Andhra Bank after serving various Banks for about 37 years. Prior to that he served as the Executive Director of Bank of India for a period over 3 years, He also worked abroad for about eight years in two stints at Zambia and U.K. He was the Chief Executive of Bank of Baroda UK Operations.
Samit Kumar Ghosh <i>Non-Executive Director</i>	MBA, Wharton School of Business, University of Pennsylvania.	Founder of UFSL and served as its MD & CEO. He retired as MD and CEO of Ujjivan SFB on November 30, 2019. He is a Career banker with over 30 years of experience in India & overseas.
Rajni Mishra <i>Independent Director</i>	M.Com (Gold Medallist), 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 risk management, branch administration, corporate credit, forex treasury etc. She is the chairperson and Independent Director of NCL Buildtek limited, Hyderabad
Ravichandran Venkataraman <i>Independent Director</i>	Qualified FCCA (UK), ACMA (UK), Program for CFOs with Wharton Business School	A global leader with a track record spanning 30+ years having worked in India, London and Bahrain. He brings a strong business background and having worked with top Business Leaders in over 100 countries. He is the Chairperson of eVidyaloka Trust, a not-for-profit social enterprise into remote education for rural children in India. Previously, he has worked with HP's Global Business Services, Hewlett Packard, ANZ Bank's and Bank Muscat.
Rajesh Kumar Jogi <i>Independent Director</i>	Bachelor of Arts (Economics), Fellow member ICAI, Advanced Management Program from Harvard Business School	Rich work experience of 27 years in Banking industry with a focus on risk management. Previously 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
Sudha Suresh <i>Non-Executive Director</i>	B.Com (Honors) C.A., Grad ICWA, CS	Finance professional with a rich experience of over two decades in various organizations & a decade as practicing chartered accountant. She is the founding partner of S. Rao & Associates, Chartered Accountants, Bangalore and founder of Mani Capital. She was the MD & CEO (2017-18) and Chief Financial Officer (2008-17) of UFSL
Satyaki Rastogi <i>Non-Executive Director</i> <i>Nominee</i>	Engineering graduate, NIT Kozhikode	Serves as General Manager and Regional Head at Bengaluru office of SIDBI
PN Raghunath <i>Additional Director-Nominated by RBI</i>	MBA (Banking & Finance), Diploma in International Banking & Finance, Diploma in Business Finance	Heads the foreign exchange department of the Reserve Bank of India, Bengaluru Office. He has experience in the areas of Public Accounts, Public Debt Management, Foreign exchange management and Data Centre of the Reserve Bank. Before joining the Reserve Bank of India, he worked as an officer in State Bank of Hyderabad for three and half years
Anita Ramachandran <i>Independent Director</i>	MBA from Jamnalal Bajaj Institute	HR expert with over 40 years of experience as a management consultant. Began her career with AF Ferguson & Co and has worked in a wide range of areas. Founded Cerebrus Consultants in 1995 to focus on HR advisory services, including Organisation transformation. Has been an Independent Director on various Boards for the last 20 years.



EXPERIENCED MANAGEMENT TEAM

Name & Designation	Prior association	Education
Ittira Davis <i>MD & Chief Executive Officer</i>	UFSL, Europe Arab Bank, Arab Bank, Citi Bank, Bank of America	<ul style="list-style-type: none"> MBA, IIM Ahmedabad B.Com, St. Joseph College of Commerce, Bangalore
Carol Furtado <i>Chief Business Officer (CBO)</i>	UFSL, ANZ Grindlays Bank and Bank Muscat	<ul style="list-style-type: none"> B.Sc, Bangalore University PGDM, Mount Carmel Institute
Martin Pampilly <i>Chief Operating Officer (COO)</i>	UFSL, ANZ Grindlays Bank, Bank Muscat and Centurion Bank of Punjab	<ul style="list-style-type: none"> B.Sc. Computer Science, University of Bangalore
Arunava Banerjee <i>Chief Risk Officer (CRO)</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), XIM, Bhubaneswar B.Tech (Mechanical Engineering), Kurukshetra
MD Ramesh Murty <i>Chief Financial Officer</i>	Karur Vaishya Bank, ANZ Grindlays Bank, Mashreq Bank, Commercial Bank International	<ul style="list-style-type: none"> Chartered Accountant, ICAI General Management Program, Harvard Business School
Ashwin Khorana <i>Chief Information Officer</i>	ING Vyasa Bank (Now Kotak Mahindra Bank), Jana SFB, Standard Chartered Bank	<ul style="list-style-type: none"> Advance Management Program, IIMB
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
Chandralekha Chaudhuri <i>Head – Human Resources</i>	UFSL	<ul style="list-style-type: none"> BBA, LLB – Symbiosis School of law PGCHRM -HR, XLRI
Vibhas Chandra <i>Business Head of MicroBanking</i>	UFSL	<ul style="list-style-type: none"> PGDBM (Rural Management), XIM, Bhubaneswar
Sumit Thomas <i>Head of Branch Banking</i>	ING Vysya Bank (Now Kotak Mahindra Bank), HDFC Bank	<ul style="list-style-type: none"> Ex-PGDM, Symbiosis Institute of Management Studies
Sriram Srinivasan <i>Head – Digital Banking</i>	Citibank, Standard Chartered Bank, HSBC, Digital14	<ul style="list-style-type: none"> PGDM – IIM, Bangalore BE (Hons) in EEE – BITS, Pilani



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

STRONG DISTRIBUTION & COLLECTION NETWORK

- Use right combination of physical and digital channels and partnerships to expand reach, banking outlets and infrastructure
- Build a dynamic and strong collection network
- 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

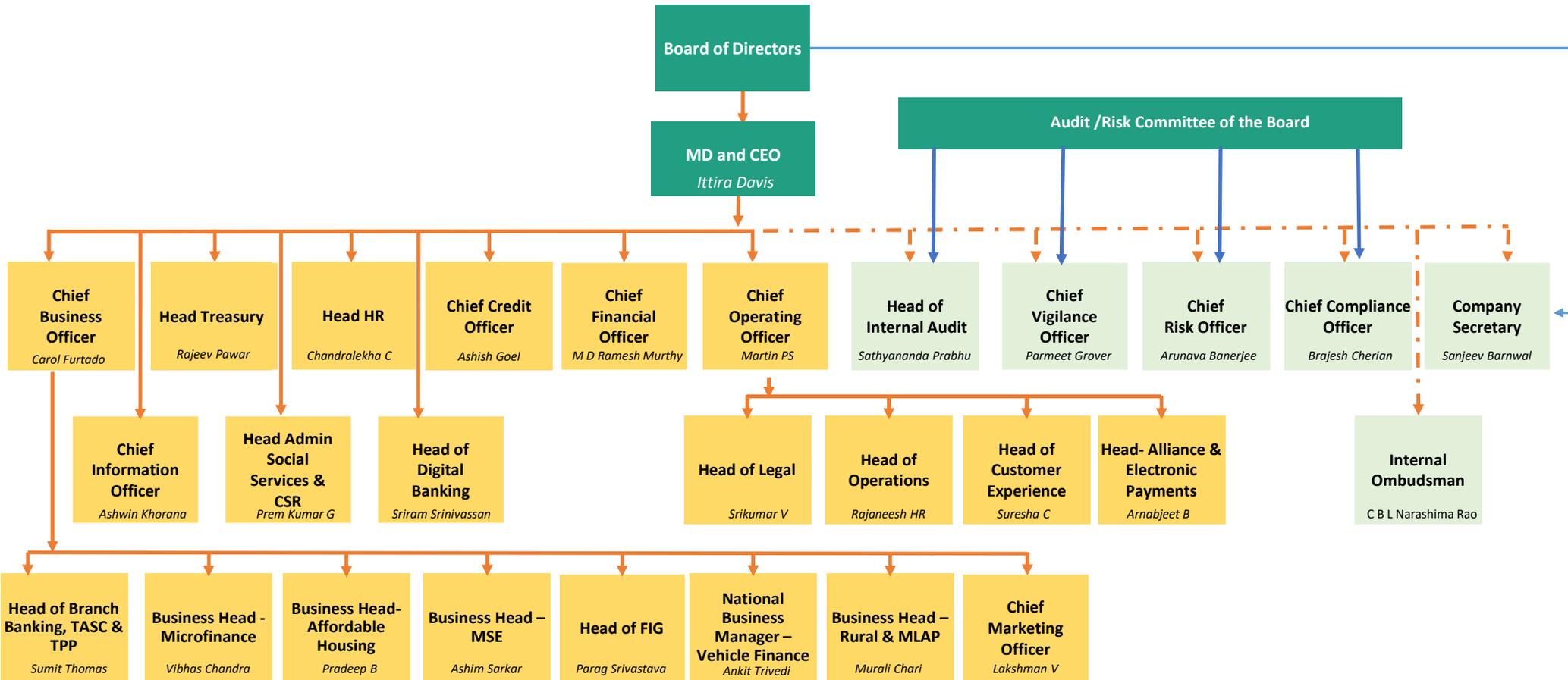
DIVERSIFY REVENUE STREAMS

- 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



Annexures

ORGANIZATION STRUCTURE





AWARDS & ACCOLADES



BFSI Technology Excellence Awards 2022
Best Security Initiatives Banking



CX Excellence Awards 2022:
Best Customer Engagement strategy



IBA - Banking Technology Award 2021
Best IT Risk & Cyber Security Initiatives (amongst SFB / Payments Bank)



Mother Teresa Award: For corporate citizen of the year For 2021.



DSCI Excellence Awards 2021: Winner
Best Security Practices in NBFCs & Small Financial Institutions



Great Place To Work® Institute: Ranked 11th among 'India's Best Companies to Work For 2021. Certified by GPTW for 12th consecutive year



BFSI Excellence Awards 2021
Best Omnichannel Campaign Management

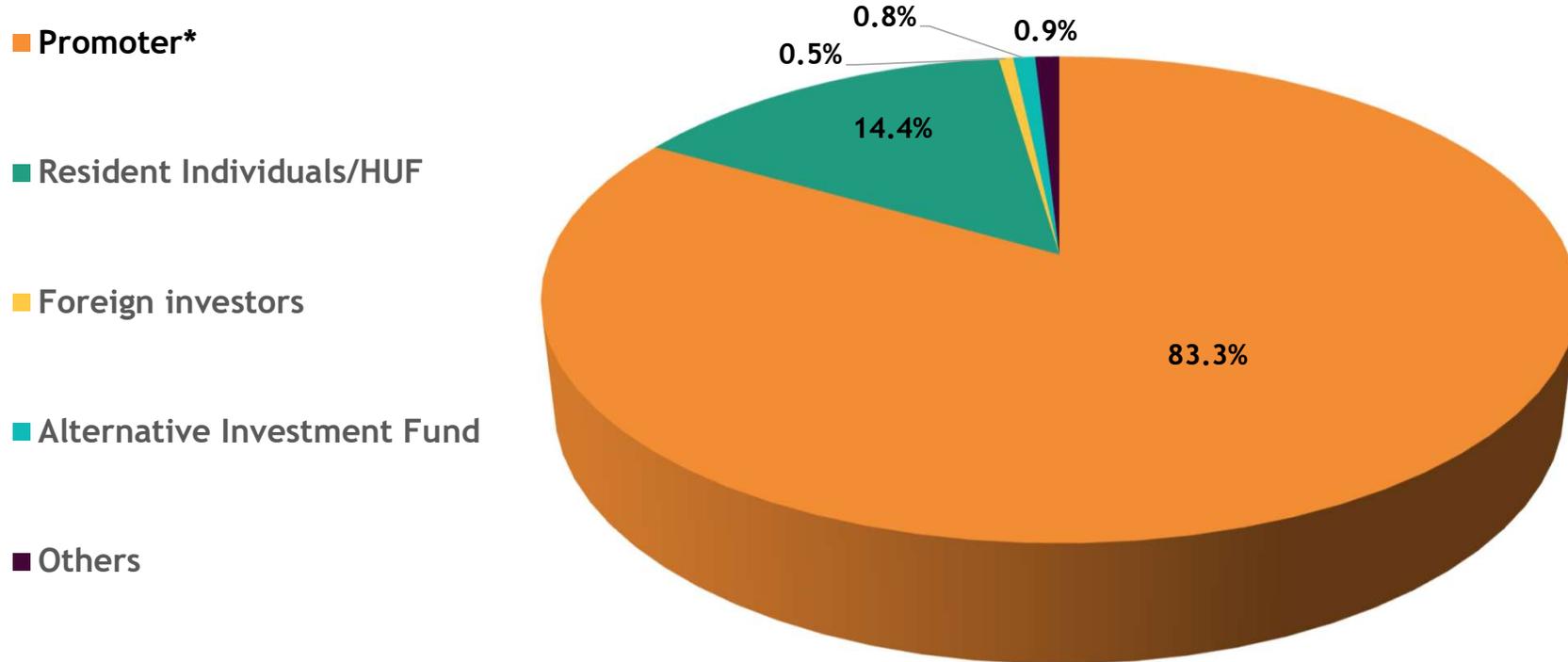


IDEX Legal award 2021
Litigation Department of the Year



SHAREHOLDING PATTERN

Shareholding Pattern (based on holding) as on 30th Jun, 2022



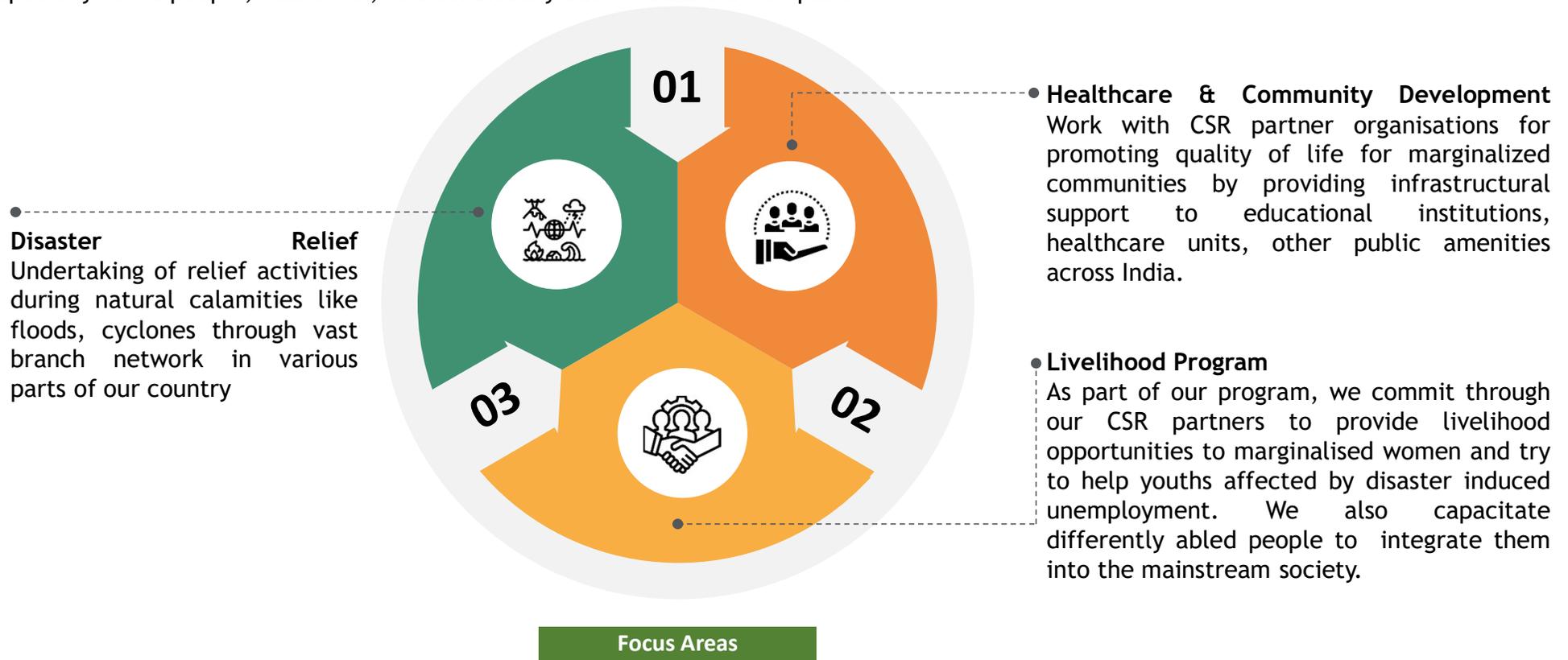
*Promoter is Ujjivan Financial Services Ltd which is a Core Investment Company and listed on NSE/ BSE

UJJIVAN: SUSTAINABLE & INCLUSIVE GROWTH PHILOSOPHY



Our CSR Approach

We constantly strive to ensure strong corporate culture which emphasizes on integrating CSR values with business objectives. We work with communities in navigating the unprecedented challenges primarily focused on healthcare, disaster relief, Covid relief, livelihood for specially abled people, education, and community infrastructure development.



HIGHLIGHTS-Q1

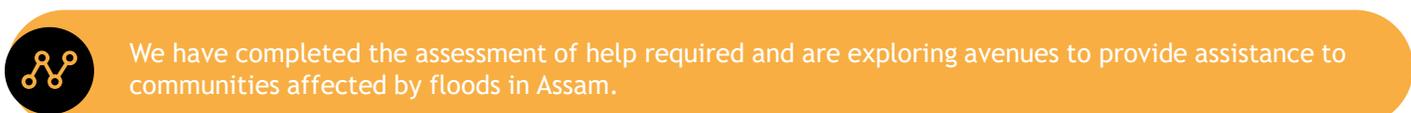


 Under “skilling and livelihood generation program” as on Q1 70 candidates have completed the training and 50 are presently undergoing training. A total of 200 candidates will be trained.

 As on Q1, a total of 40 candidates have been successfully placed through the training programs by our partners Cheshire Disability Trust and Divya Nur Foundation. Average income for the placed candidates is ~₹ 12,000.

 Our initiative “Sustainable livelihood generation for women”, a total of 50 women are being trained. Anticipated average income of these women is ₹ 9,000.

 Through our flagship program “Chote Kadam project”, over 5.29 Lakh community members were benefitted through various projects delivered.

 We have completed the assessment of help required and are exploring avenues to provide assistance to communities affected by floods in Assam.



Training of PwDs at CDT



Youth training by Divya Nur



Transformation of Purnbonoapara PHC under Chote Kadam Project

HIGHLIGHTS-Q1



States and UTs Covered

10



Total community members benefitted

5,29,470



Women undergoing training

50



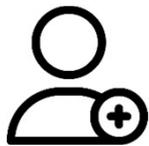
Plastic Compactor installed

1



Total candidates undergoing training

103



Beneficiaries to be trained

200



Total Trained Candidates

70



Healthcare facilities renovated

9



Total Placed Candidates

40



Schools Renovated

1



THANK YOU

For Investor Queries:

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+91 7045792752

deepak.khetan@ujjivan.com
