

Date: August 08, 2024

To, Corporate Relationship Department BSE Limited P, J. Tower, Dalal Street Mumbai – 400001 Script Code: 543591	To, National Stock Exchange of India Limited Exchange plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai- 400051 Script Symbol: DREAMFOLKS
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Dear Sir/Madam,

Sub: Investor Presentation on Unaudited Quarterly Financial Results for the quarter ended June 30, 2024

Dear Sir/ Madam,

Pursuant to Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in continuation to our letter dated August 08, 2024 intimating the outcome of the Board Meeting held today, Investor Presentation for the Investors' call scheduled for today i.e. August 08, 2024 at 05:00 P.M. on the Unaudited Quarterly Financial Results of the Company for the quarter ended June 30, 2024 is attached herewith this letter.

This is for your information and records.

Thanking You

For **Dreamfolks Services Limited**


Rangoli Aggarwal
Company Secretary & Compliance Officer
Encl: A/a



DreamFolks Services Limited

Q1FY25 | Investor Presentation

August 2024

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Q1FY25 | Performance Highlights

1

Q1FY25 Performance highlights



Declaring the results, *Liberatha Kallat* , Chairperson and Managing Director, commented:

"We are pleased to announce a strong start to FY25, marked by a notable Revenue growth of 20.5% YoY in Q1FY25. Our commitment to margin enhancement has yielded positive results, with gross margins rising to 11.7% this quarter, up from 10.7% in Q1FY24. Our initial two quarters see a margin compression compared to H2 and we expect the margins to witness an expansion in the later quarters, owing to seasonality and contract renewal cycle. However, on a full-year basis, the Gross Margins would remain in the 11-13% range, as per our guidance. We witnessed a growth of 2.8% YoY in DreamFolks' pax, to reach 2.7 million paxes, despite implementation of the spend-based models by most of the clients.

We have been focusing on increasing the share of services beyond the "India Airport Lounge" offerings, and I'm pleased to report that these services have gained significant traction. Our golf services, in particular, are seeing strong demand. In the domestic market, we have launched golf programs at new locations and added six new clubs that provide access to golf games, lessons, or both. We have also expanded existing services by adding new products such as Medicine on Call and Doctor Consultation through our partnerships.

With all our allied industries expected to witness solid momentum, coupled with our continuous strategic efforts towards achieving our vision, as well as our proprietary state-of-the-art technology platform; we have positioned ourselves correctly and are confident will continue to deliver positive results in future."

Q1FY25

3,208

Revenue *
(Rs. Mn)

20.5%

Revenue
Growth Y-o-Y

Q1FY25 Performance highlights

	Revenue **	Gross Profit & Margin	Adjusted EBITDA & Margin*	PAT & Margin	Net Worth
Q1FY25	Rs. 3,208 Mn ↑ 20.5% Y-o-Y	Rs. 376 Mn ↑ 32.2% Y-o-Y Margin 11.7%	Rs. 258 Mn ↑ 30.3% Y-o-Y Margin 8.0%	Rs. 172 Mn ↑ 32.3% Y-o-Y Margin 5.3%	Rs. 2,545 Mn ↑ 42.6% Y-o-Y
Q1FY24	Rs. 2,663 Mn	Rs. 284 Mn Margin 10.7%	Rs. 198 Mn Margin 7.4%	Rs. 130 Mn Margin 4.9%	Rs. 1,784 Mn

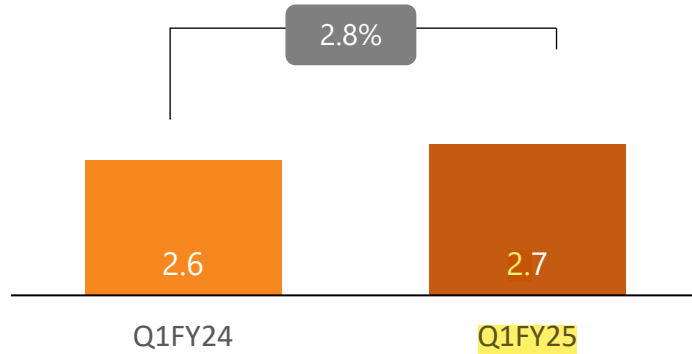
** Revenue from Operations

*After adjusting for non-cash ESOP Expenses of Rs. 60.1 Mn in FY24 and Rs. 11.8 Mn in Q1FY25

Key Operational Metrics & Financials

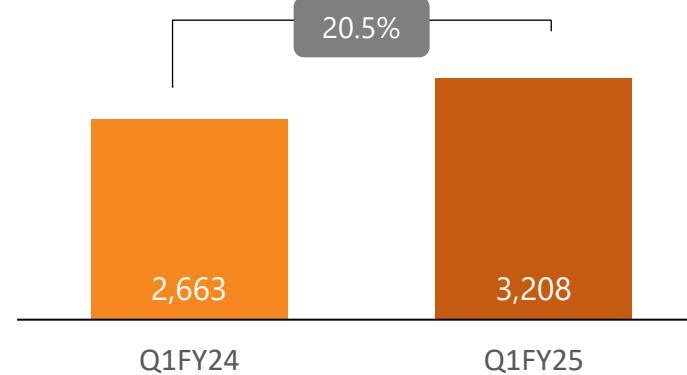
DreamFolks Pax

(Count in Mn, YoY growth in %)



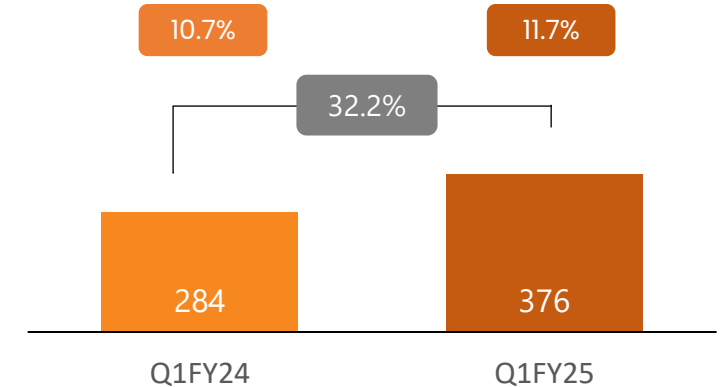
Revenue

(Rs. Mn, YoY Growth in %)



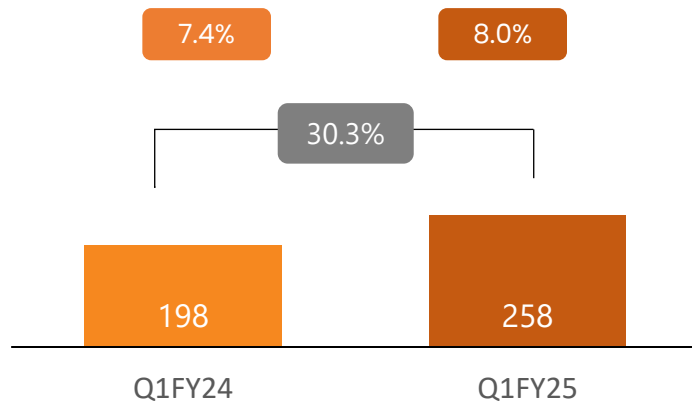
Gross Profit & Margin

(Rs. Mn, Margin in %, YoY Growth in %)



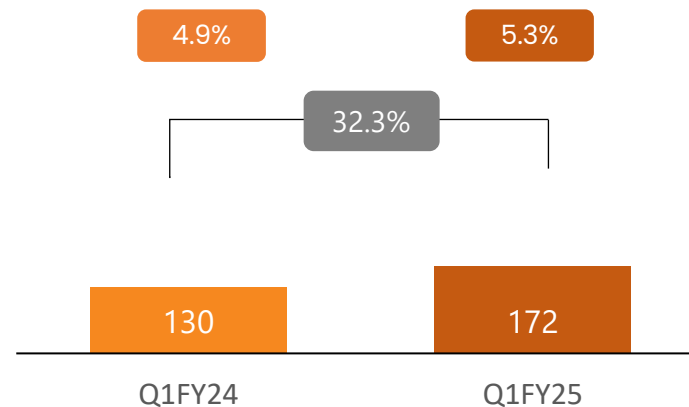
Adjusted EBITDA & Margin*

(Rs. Mn, Margin in %, YoY Growth in %)



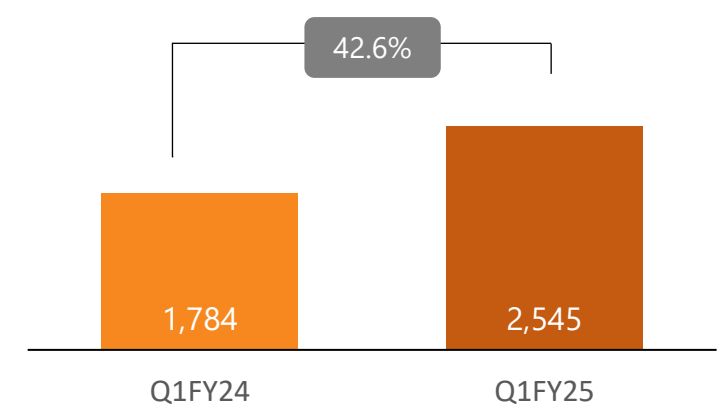
PAT & Margin

(Rs. Mn, Margin in %, YoY Growth in %)



Net Worth

(Rs. Mn, YoY Growth in %)



Consolidated Profit & Loss Statement Q1FY25

	Quarter ended		Year ended	
Particulars (Rs. Mn)	30/06/2024	30/06/2023	31/03/2024	31/03/2023
Revenue from operations	3,208.0	2,663.2	11,350.1	7,732.5
Other income	17.5	10.7	33.3	33.0
Total income	3,225.5	2,673.9	11,383.4	7,765.5
Cost of Services	2,832.4	2,379.1	9,981.7	6,453.8
Employee benefits expenses	103.7	74.9	284.9	178.3
Other expenses	43.1	33.0	143.6	111.2
Adjusted EBITDA*	258.0	198.1	1,033.4	1,046.1
Adjusted PBT *	246.2	187.4	984.6	998.3
Profit After Tax	171.5	129.6	686.4	725.3

Q1FY25 Business Updates (1/2)

New Enterprise Clients

Onboarded prominent names in Loyalty, Travel, Hospitality and Events solutions



Evolve Brands

- Evolve Brand is a decade old Loyalty Programs service provider . They manage flagship accounts across industries like IT, FMCG, Automobile, etc. by providing services like Loyalty, CRM, Rewards, etc.



Signature Journeys

- A&S Signature Journeys specializes in offering customized travel and tour services. Their luxury itineraries are tailor-made to meet individual tastes and desires for a truly memorable holiday.



Tahini Hospitality

- Tahini Hospitality manages lifestyle membership for leading 5-star hotels in Maharashtra.



Story Experiences

- Incorporated in 2007, STORY is a MICE & loyalty company led by loyalty program & experiential marketing experts. They have created over 1500+ world-class events and manage loyalty programs for major MNCs.

Q1FY25 Business Updates (2/2)

New Services added along with few touch points

DreamFolks

New Airport Lounges additions to our network during the quarter

India

- ▶ 5 New Lounges at Domestic terminals of the Nagpur, Vizag, Ranchi, Bagdogra, and Gwalior Airport
- ▶ 1 New Lounge at International terminal at Amritsar Airport



Outside India

- ▶ Added 41 Global lounges in the portfolio

Added 2 new spa location at Airports

- ▶ 1 at the International terminal of Cochin Airport
- ▶ 1 at the International terminal of Lucknow Airport



Added New Products under Healthcare services

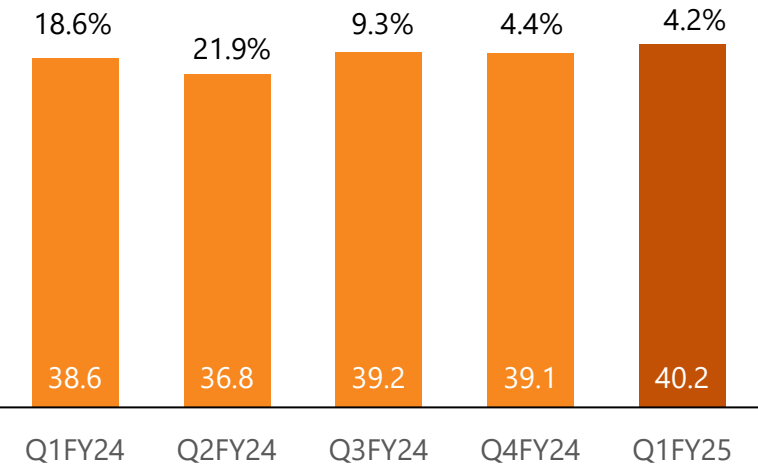
- ▶ Online delivery of Medicines
- ▶ Online Doctor Consultancy

GolfKlik Highlights

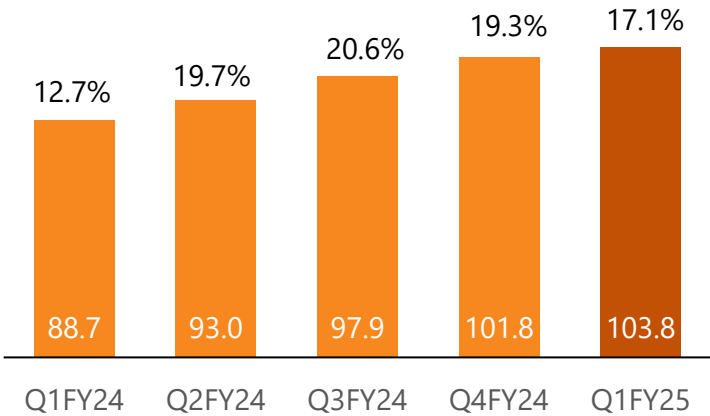
- ▶ 6 new Golf clubs added in India
- ▶ Started Golf programs at new locations for a major client In India

Q1FY25 Key Industry Parameters

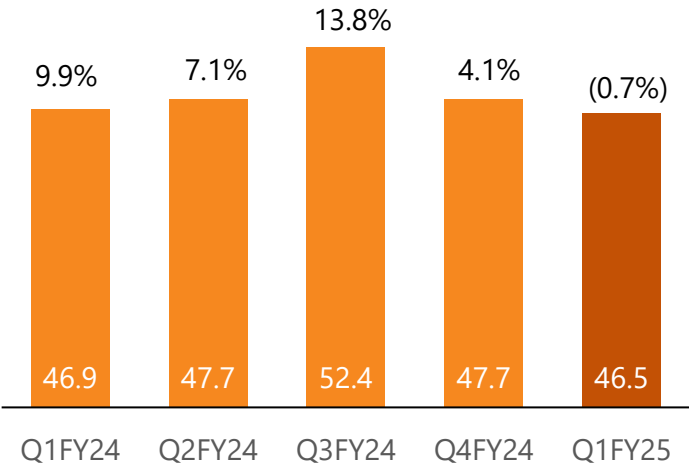
Domestic Passenger Traffic¹
(Count in Mn, YoY growth in %)



Credit Cards in Circulation (As at end of Quarter)²
(Count in Mn, YoY growth in %)



Average Spend Per Credit Card²
(Rs. Thousand, YoY Growth in %)



About DreamFolks and The Way Forward

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DreamFolks : More than just a Lounge Services Provider



DreamFolks is India’s leading Lifestyle Services Aggregator providing services through an in-house proprietary technology platform ensuring scalability and customized solutions to clients such as Banks, Card Networks, Airlines, OTAs and Enterprises

The Pioneer of Lounge Access Industry



Focused on becoming a Travel and Lifestyle services provider

100%

Coverage across
Airport & Railway
lounges In India

~11 Mn

Passengers accessing
lounge services
through DreamFolks in
FY24



Manages Lounge Benefits for Top Banks
& Network Providers in India



Global Coverage in 100+ Countries



1,500+ Touchpoints

Unlocking new avenues of growth by providing additional services:



Meet &
Assist



Spa &
Wellness



Airport
Transfer



Golf Games
& Lessons



Visa
services



E-Sim
& Other services

Key Financials

Rs. 11,350
Mn

FY24 Revenue*

Rs. 1,033
Mn

FY24 Adjusted
EBITDA**

Rs. 686
Mn

FY24 PAT

38.1%

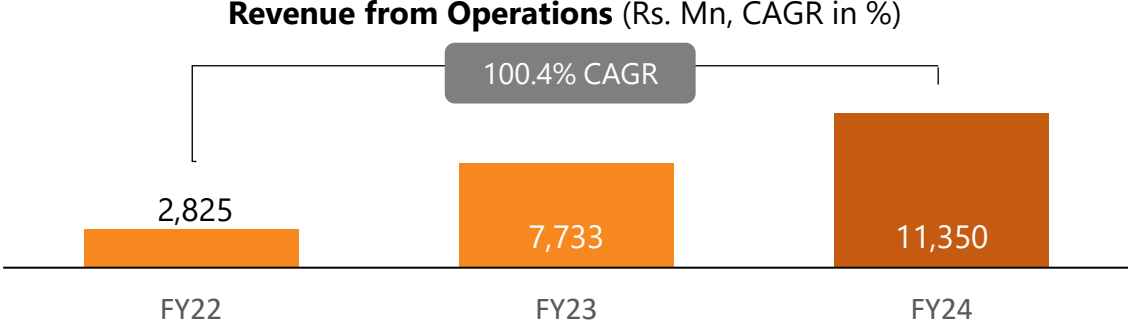
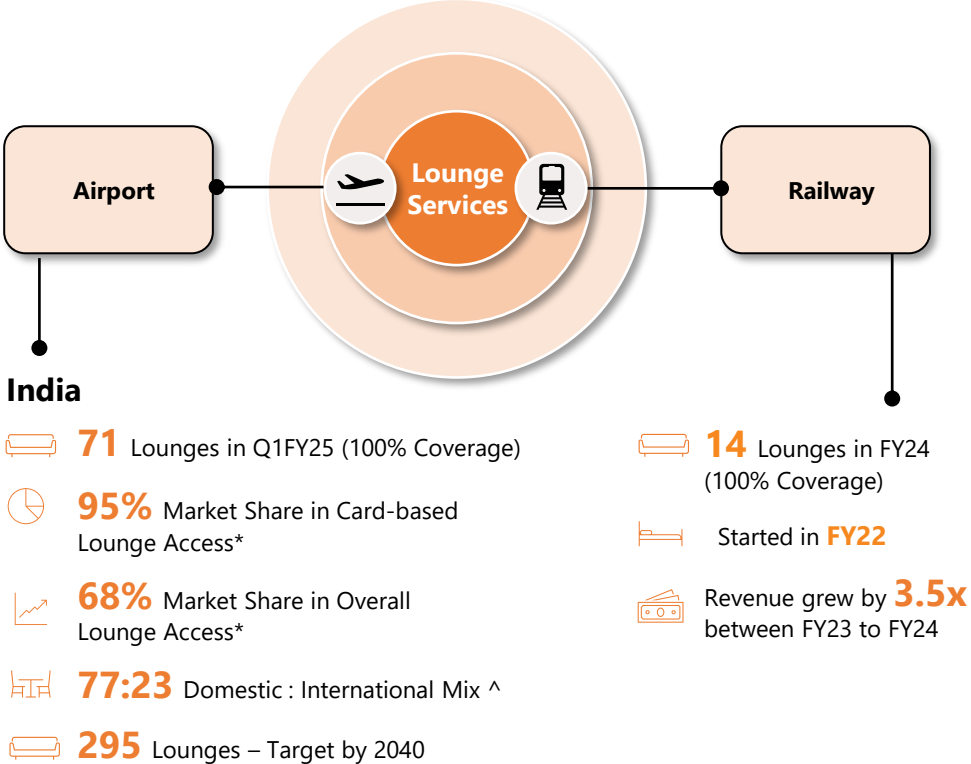
FY24 ROCE

34.9%

FY24 ROE

Dominant Player in Airport & Railway Lounge Services

DreamFolks is the leading player in the Indian lounge aggregation industry, with a **100% Coverage** in both Airports & Railway



Strong Industry Tailwinds

of Credit Cards (Mn)

102 FY24 → **339** FY30E

of Debit Cards (Mn)

965 FY24 → **1,586** FY30E

Passenger Traffic (Mn)

153 FY24 → **290** FY30E

of Operational Airports

148** FY23 → **235** FY30E

of Airport Lounges

65 FY24 → **150** FY30E

Low Credit Card Penetration in India

5.5%

Low Air Travel Propensity

1 India vs **28x** USA

Lounge Penetration

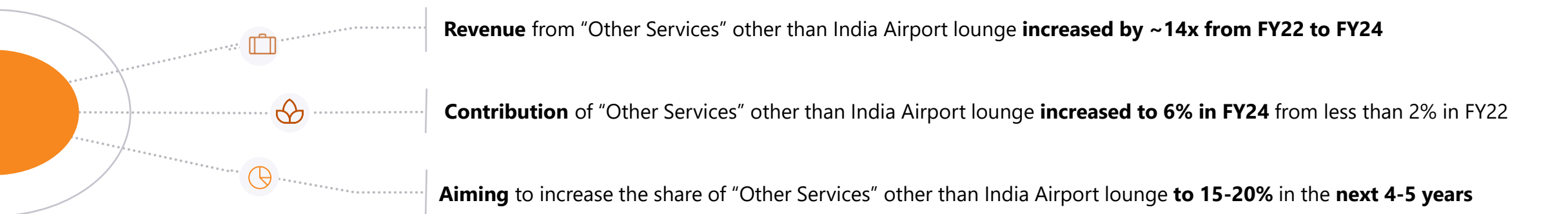
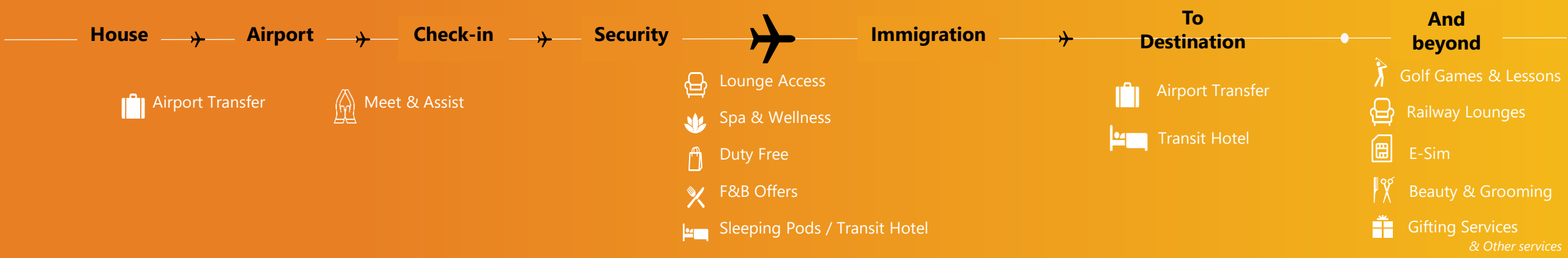
1% In FY13 → **7%** In FY24

Increasing Wallet Share with Clients

Identifying cross-selling opportunities within our diversified set of services

Our services cover the entire consumer journey...

From doorstep to the airport, and beyond



Deep Focus on Growing Other Services, through Tie-ups

Acquisition of **GolfKlik** to allow access to **golf games & lessons** at golf clubs in India & globally



Expanded **Airport Transfer services** through partnership with **Eco Mobility**



Added **Pathology Testing services** through our partnership with **Healthians**



Added access to **Premium Lounges at VFS Visa Centres** across the country along with Visa at your Doorstep Services



Strategic partnership with **RedBeryl** to provide **ultra-luxury experiences** including access to 3000+ exclusive members-only club across 150+ countries, and many more luxury experiences



Added **E-Sim services** through partnership with **Matrix**, one of the largest network providers



Added **Salon Services** through partnership with **Looks Salon** chain offer beauty and grooming services to its clients



Added **Gifting Services** through our collaboration with **My Flower Tree**, allowing customers to send flowers, cakes, planters, etc.



Expanding Footprints in New Geographies

DreamFolks

100+



Countries Covered

1,000+



Cities

PLAZA
PREMIUM
GROUP

Strategic partnership with Plaza Premium Group, to include 340+ Plaza Premium Lounges in 70+ major airports into the DreamFolks network



Entered Malaysia and on-boarded one of the key players in airport lounge space by **offering technology** w.r.t. card-based lounge benefit management



Looking to expand into new geographies

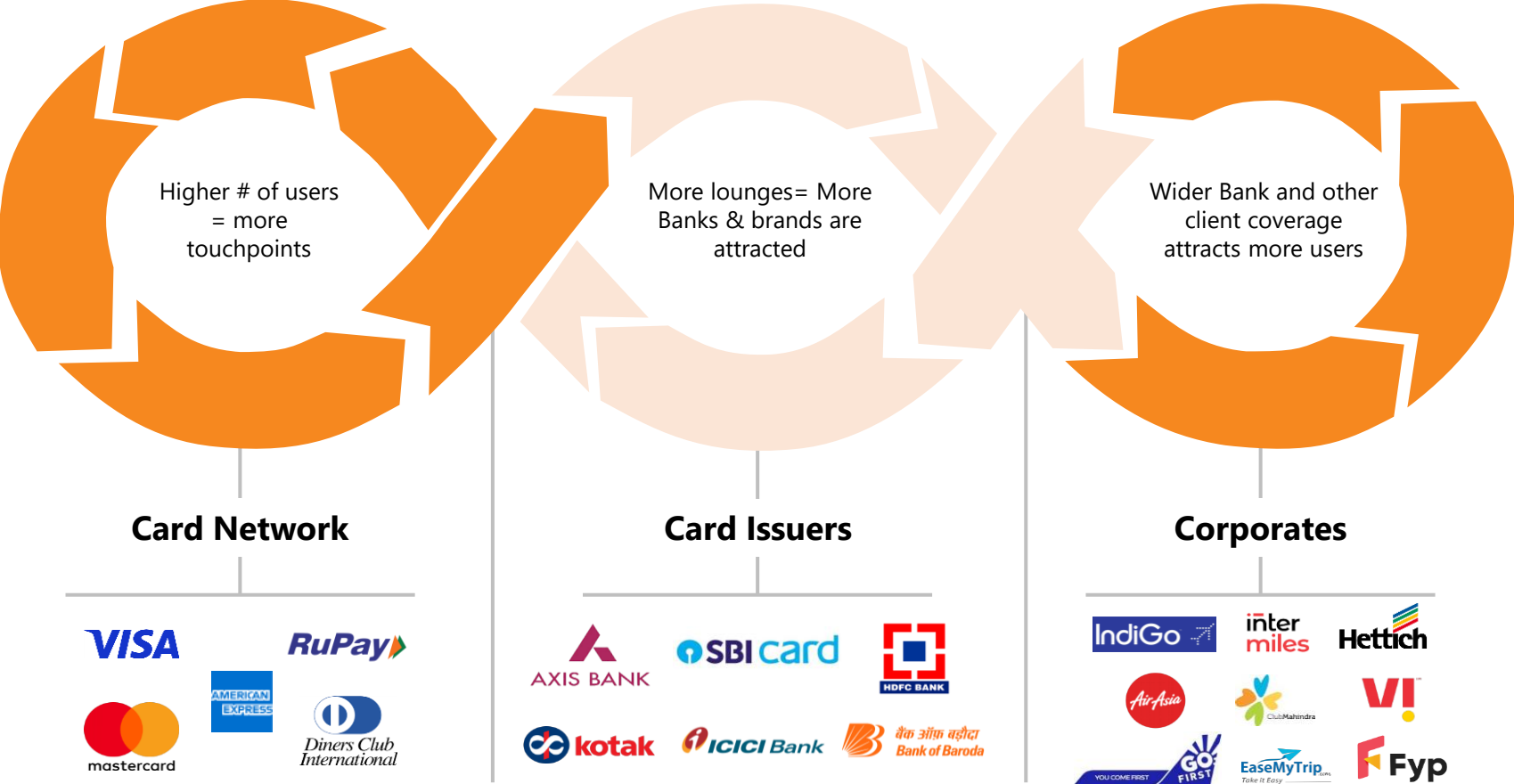
- ▶ Replicating our deep knowledge of the industry, technology innovation, process expertise, and business model across new high growth markets.
- ▶ Leveraging our well-entrenched relationships with our global Clients for expanding our footprint
- ▶ Targeting CEMEA and South-East Asia



Countries where DreamFolks operates

Diversifying Client Base to reduce Customer Concentration

DreamFolks Flywheel



Not an exhaustive List of clients

Key Strengths

3

Robust Business Model backed by State-of-the-art Technology Platform

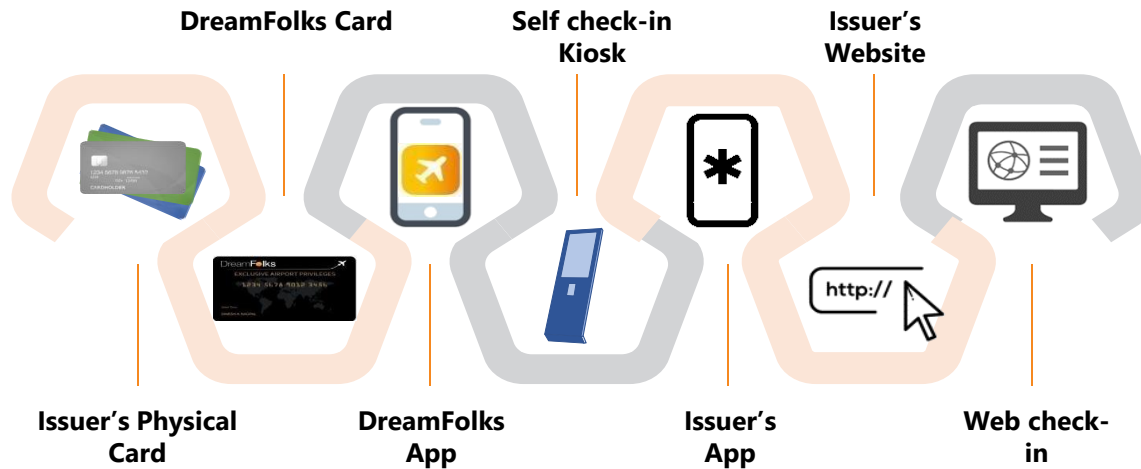
DreamFolks

Robust Business Model

Clients
(Card Issuers/ Card Network Providers/ Airlines/ OTAs/ Enterprises)
tie-up with DreamFolks

...to enable their end-Consumers access services via

Omni-Channel Mode through Hybrid Model



...to get multiple services during their journey at the Airport

State-of-the-art Technology Platform



In-house proprietary technology



Offering technology solutions



Multiple options for access



Client-centric customised products



Deeper client integration

Certifications

- ISO/IEC 27001 (international standard to manage information security)
- PCIDSS version 4 (Payment Card Industry Data Security Standard)
- SOC1 Type 2; SOC2 Type 2, SOC2 Type 1
- LEED Gold Certification

Experienced & Able Leadership Team



Liberatha Peter Kallat

Promoter, Chairperson and Managing Director

- ▶ With company since 2014
- ▶ 24+ Years of Experience
- ▶ Worked at Organisations like Taj GVK Hotels & Resorts, PepsiCo India, Pernod Ricard India



Mukesh Yadav

Promoter & Non-Executive Director

- ▶ With company since 2011
- ▶ 30+ Years of Experience
- ▶ Worked at organisations like Whistling Heights Resorts Pvt. Ltd., Urban Land Management Pvt. Ltd., and Yashna Infratech Pvt. Ltd.



Dinesh Nagpal

Promoter & Non-Executive Director

- ▶ With company since 2011
- ▶ 30+ Years of Experience
- ▶ Worked at organisations like Ankur Propmart Pvt. Ltd., Urban Land Management Pvt. Ltd., and Yashna Infratech Pvt. Ltd.



Balaji Srinivasan

Chief Technology Officer & Executive Director

- ▶ With company since 2019
- ▶ 26+ Years of Experience
- ▶ Worked at organisations like Genpact and Fareye



Giya Diwaan

Chief Financial Officer

- ▶ With company since 2021
- ▶ 24+ Years of Experience
- ▶ Worked at organisations like PwC, Times Internet, Itz Cash Card (now EBIX Cash), and Deloitte Sub.



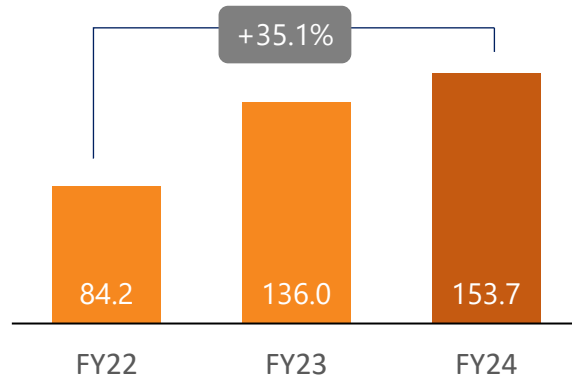
Sandeep Sonawane

Chief Business Officer

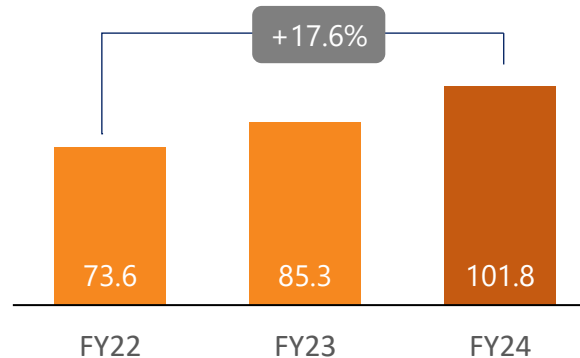
- ▶ With company since 2023
- ▶ 26+ Years of Experience
- ▶ Worked at organisations like Adani Airport Holdings, Pernod Ricard, PepsiCo India, Dabur India

Strong Industry Tailwinds

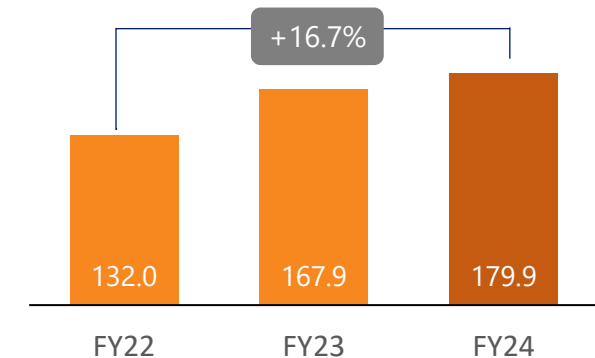
Domestic Passenger Traffic ¹
(Count in Mn, CAGR Growth in %)



Credit Cards in Circulation (As at end of Year) ²
(Count in Mn, CAGR Growth in %)



Average Spend Per Credit Card ²
(Rs. Thousand, CAGR Growth in %)



Key Highlights

- ▶ India has seen a strong rise in demand for domestic travel driven by growing middle class and increase in disposable income
- ▶ The country's attractiveness as a global travel destination has been further enhanced by its geopolitical stability, world-class infrastructure, and the government's renewed focus on expanding tourism sector
- ▶ For our clients like banks, card issuers, card network providers, providing lounge access to their consumers is increasingly becoming a key aspect of their customer acquisition and loyalty programs
- ▶ India has witnessed a remarkable increase in digital payments, driven by factors such as demonetization, government initiatives and the proliferation of smartphones, which has been instrumental in driving the growth of the card industry
- ▶ The Average Spend per Credit Card, which is an important criteria for being eligible for lounge access, has been rising for the last few years, which also showcases the growing adoption of Credit Cards in India

The global lounge industry is expected to grow at a CAGR of 7.5% from 2023-2033, as per Spherical Insights Report (Jan'24)

The MOATS that will help DreamFolks achieve its vision

A dominant player in the Indian lounge aggregation industry with strong tailwinds

Proprietary technology platform providing scalability and tailor-made client solutions



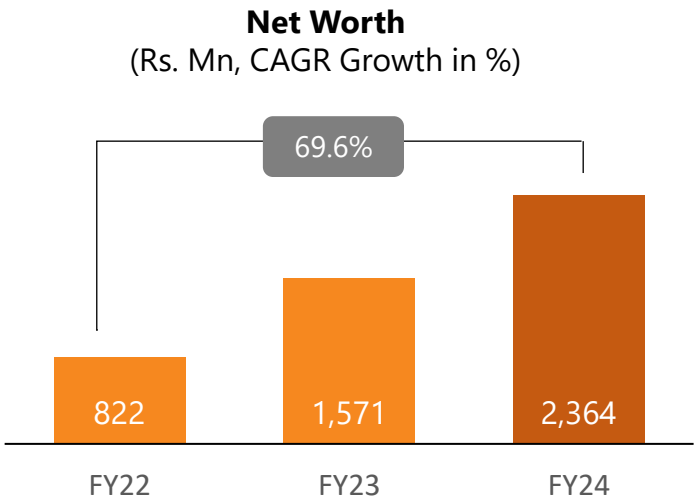
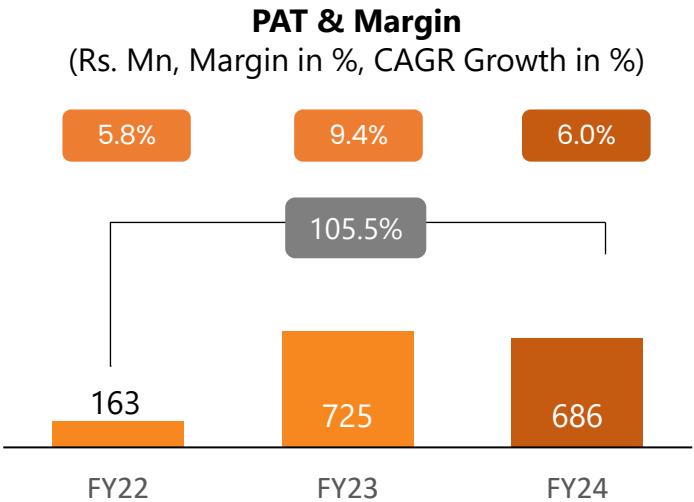
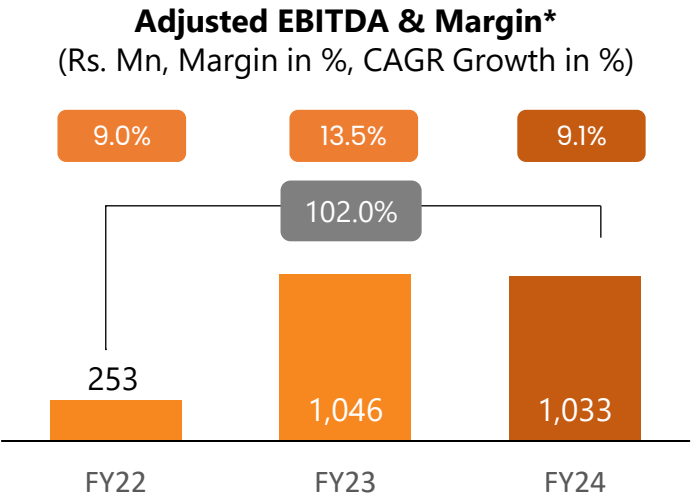
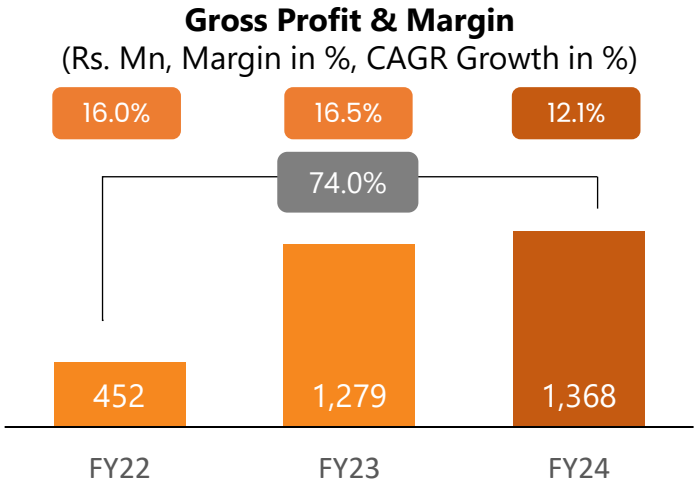
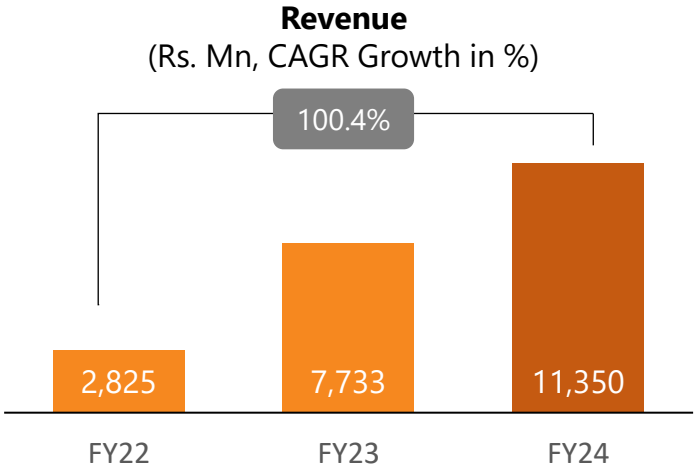
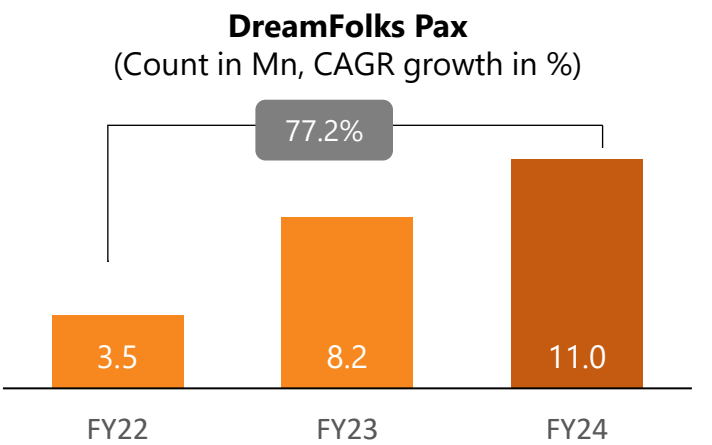
Deep-rooted relationships with marquee Clients developed on the back of long-term associations

Ability to leverage an expanding consumer base without direct acquisition costs

Annual Financial Highlights

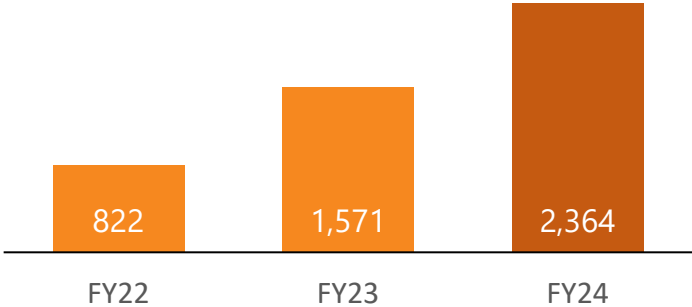
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Key Operational Metrics & Financials

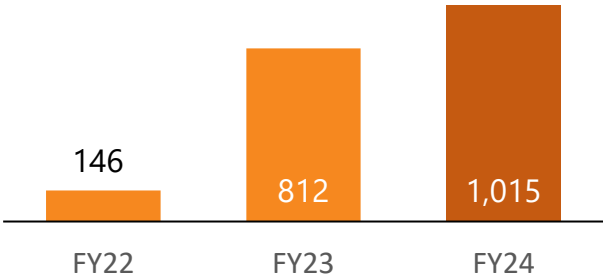


Key Ratios

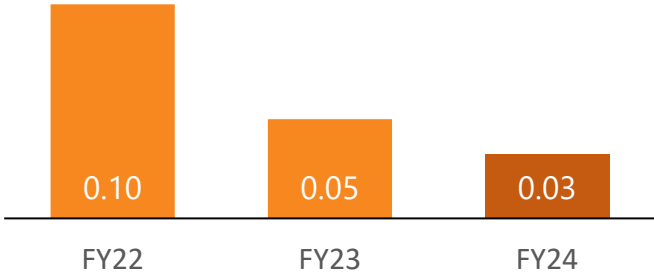
Net Worth
(Rs. Mn)



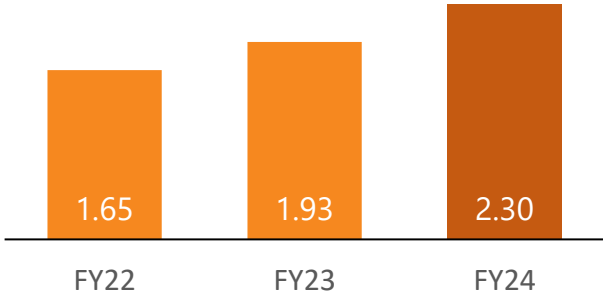
Cash & Cash Equivalents ^
(Rs. Mn)



Debt to Equity Ratio
(times)



Current Ratio
(times)



^ Includes Cash & Case Equivalents, Other Bank Balances and Short-term Investments

Profit & Loss statement

Particulars (Rs. Mn)	FY2022	FY2023	FY2024	CAGR
Revenue from operations	2,825.0	7,732.5	11,350.1	100.4%
Other income	14.9	33.0	33.3	
Total income	2,839.9	7,765.5	11,383.4	100.2%
Cost of Services	2,372.7	6,453.8	9,981.7	
Employee benefits expenses	165.5	178.3	284.9	
Other expenses	61.0	111.2	143.6	
Adjusted EBITDA *	253.3	1,046.1	1,033.4	102.0%
Adjusted PBT *	217.4	998.3	984.6	112.8%
Profit After Tax	162.5	725.3	686.4	105.5%

Balance Sheet

Particulars (Rs. Mn)	As at 31/03/2024	As at 31/03/2023
ASSETS		
Property, plant and equipment	31.2	30.5
Capital work in progress	-	0.4
Intangible assets	18.6	30.9
Right of use assets	43.7	52.9
Investment property	16.2	17.1
Goodwill	8.9	8.9
Other financial assets	43.3	39.0
Deferred tax assets (net)	45.1	24.8
Other non-current assets	1.9	5.9
Total non - current assets	208.9	210.3
Investments	438.7	444.1
Trade receivables	2,649.9	2,018.9
Cash and cash equivalents	284.0	189.6
Other bank balances	292.3	178.7
Other financial assets	105.6	131.6
Other current assets	109.6	42.0
Current tax assets (net)	97.0	13.9
Total current assets	3,977.2	3,018.8
Total assets	4,186.1	3,229.2

Particulars (Rs. Mn)	As at 31/03/2024	As at 31/03/2023
EQUITY AND LIABILITIES		
Share capital	106.1	104.5
Other equity	2,257.7	1462.6
Non-controlling Interest	0.3	4.0
Total equity	2,364.1	1,571.1
<u>Non - current liabilities</u>		
Borrowings	2.1	8.8
Lease Liabilities	48.3	56.7
Provisions	41.4	29.4
Total non - current liabilities	91.8	94.9
<u>Financial liabilities</u>		
Borrowings	2.3	1.4
Lease Liabilities	8.4	6.1
<u>Trade payables</u>		
(i) Total outstanding dues of M&SE	77.1	718.1
(ii) Total outstanding dues of creditors other than M&SE	1,552.5	675.1
Other financial liabilities	21.0	89.5
Other current liabilities	64.9	70.6
Provisions	4.0	2.4
Total current liabilities	1,730.2	1,563.2
Total equity and liabilities	4,186.1	3,229.2

Cash Flow Statement

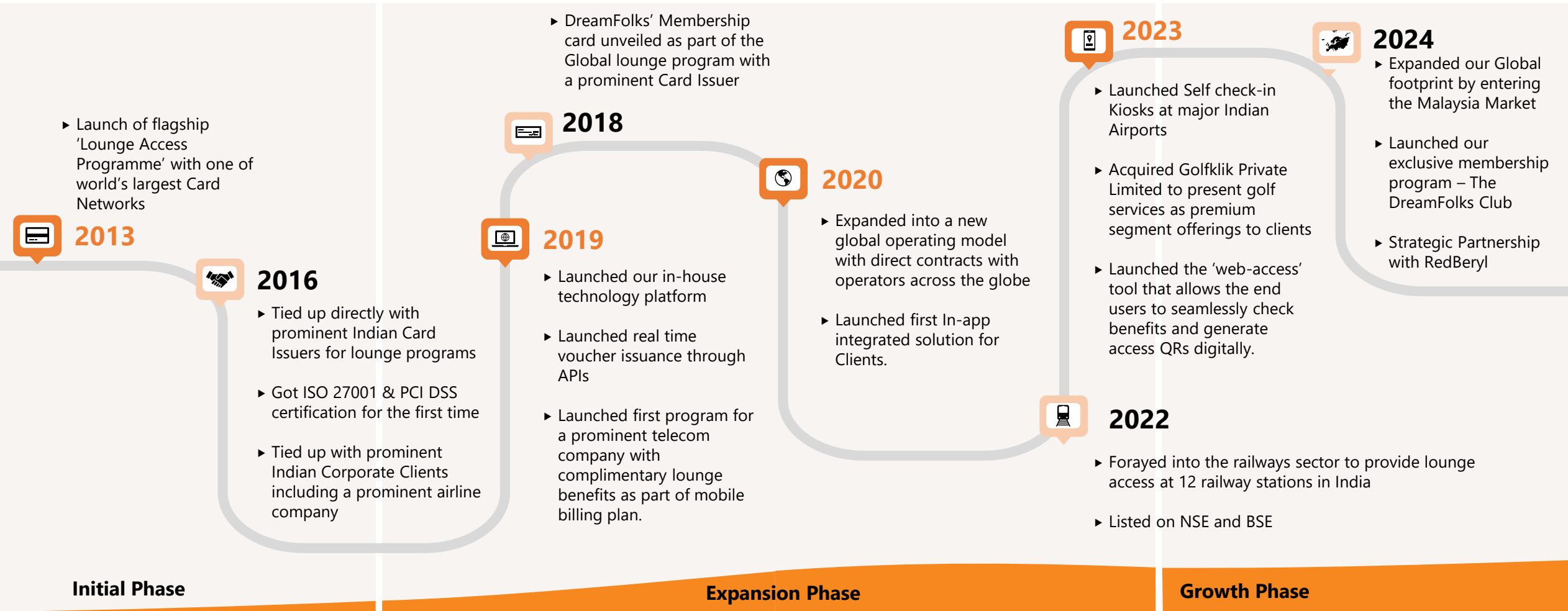
Particulars (Rs. Mn)	Period ended 31/03/2024	Period ended 31/03/2023
Cash Flow from Operating Activities		
Profit / (loss) before tax	924.5	974.4
Adjustments for Non-Operating Items	78.6	46.9
Operating Profit before Working Capital changes	1,003.1	1,021.2
Changes in Working Capital	(444.8)	(337.3)
Cash (used)/generated from Operating	558.3	683.9
Less: Direct Tax paid	(339.1)	(187.8)
Net Cash from Operating Activities	219.2	496.1
Net Cash from Investing Activities	(149.6)	(302.0)
Net Cash from Financing Activities	24.7	(20.6)
Net increase / (decrease) in cash & cash equivalents	94.3	173.5
Cash and cash equivalents at the beginning of the period	189.6	10.9
Add: Cash and Cash Equivalents on acquisition of Subsidiary	-	5.2
Cash and cash equivalents at the end of the period	283.9	189.6

Annexures

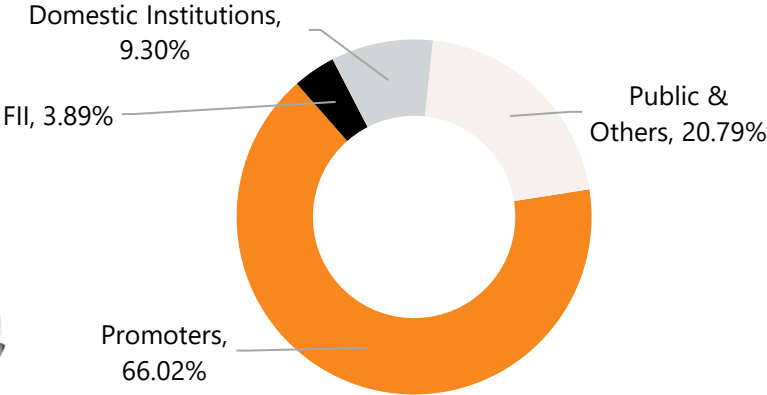
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Journey to being the Leading Airport Services Aggregator

DreamFolks



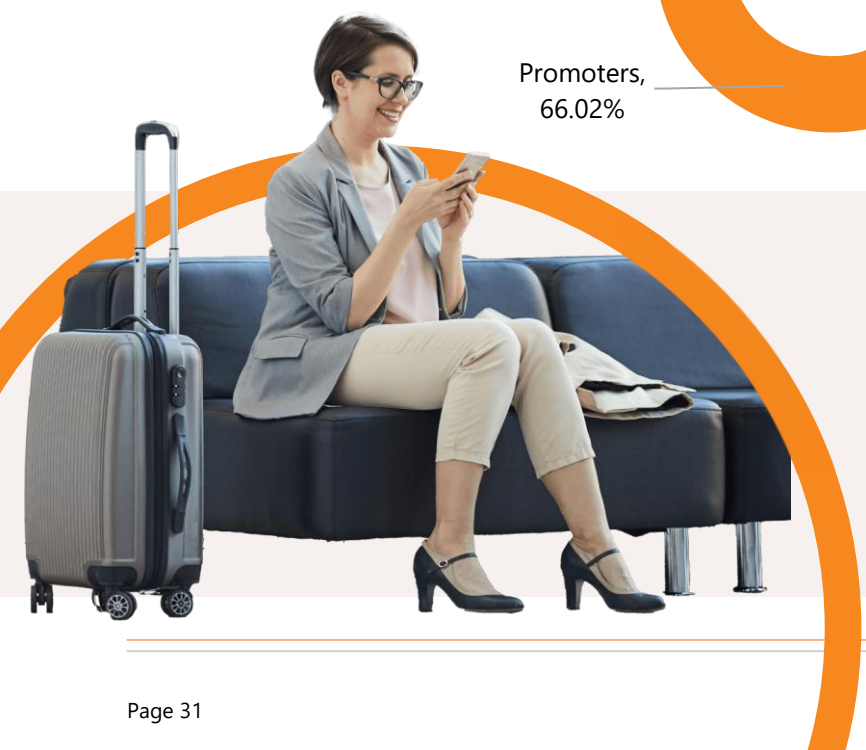
Shareholding Pattern



Shareholder Information as on 30 th June 2024	
BSE Ticker	543591
NSE Symbol	DREAMFOLKS
Market Cap (Rs Mn)	25,325.2
% Free- float	33.98%
Free Float Market Cap (Rs. Mn)	8,605.5
Shares Outstanding (Mn)	53.0
3M ADTV (Shares)	2,23,450
3M ADTV (Rs. Mn)	112.4

Top Institutions

- ▶ Motilal Oswal Mutual Fund
- ▶ Invesco India Mutual Fund
- ▶ Mobius Funds
- ▶ PNB MetLife India Insurance Company Ltd.
- ▶ Mirae Asset Funds
- ▶ Govt. of Singapore
- ▶ Abu Dhabi Investment Authority
- ▶ Kitara India Growth Fund



Awards and Accolades



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India Banking Summit & Awards
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Economic Times
Liberatha Kallat, CMD



Digital Transformation Summit
Balaji Srinivasan, ED & CTO



The Moodie Davitt Report
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Indian Achievers' Forum
Liberatha Kallat, CMD



India CX Summit & Awards
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