

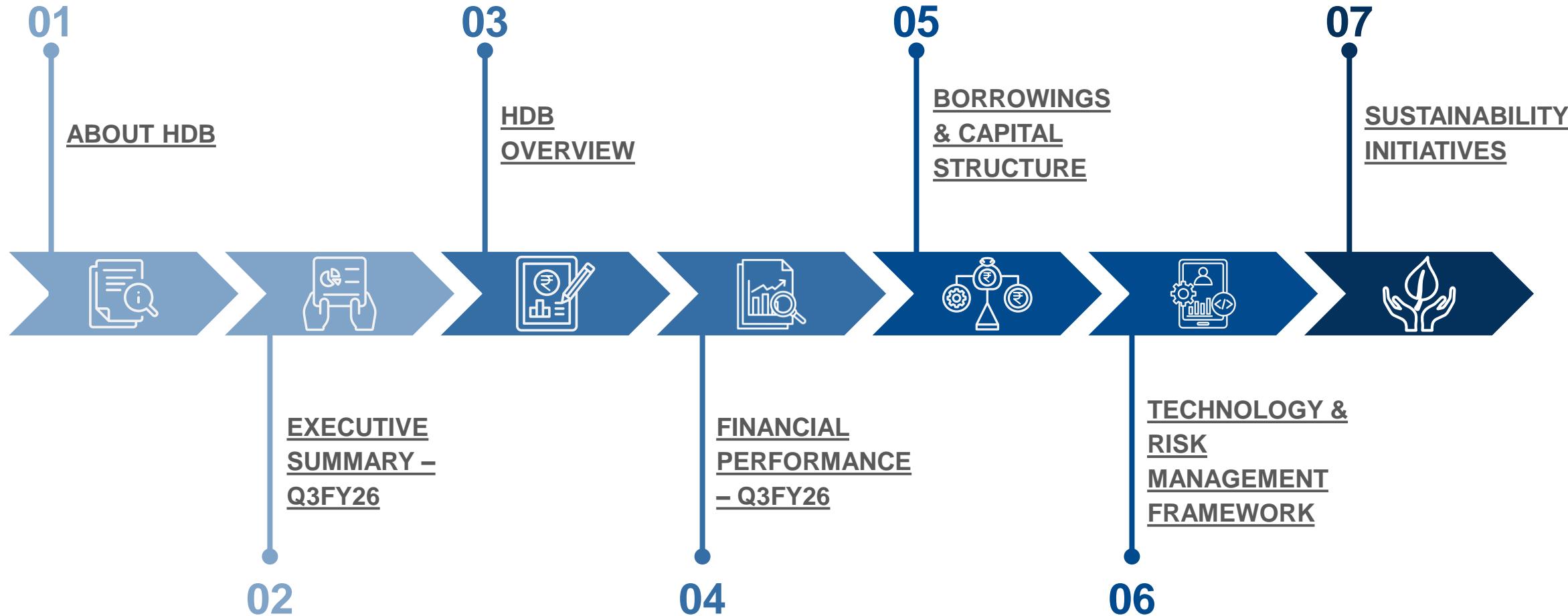


# Q3 FY26 Earnings Presentation

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January 14, 2026

# Presentation Path



## Section 1

### About HDB



- 1 HDB – Snapshot
- 2 The Essence of HDB – Our Vision, Mission and Values
- 3 Our Journey

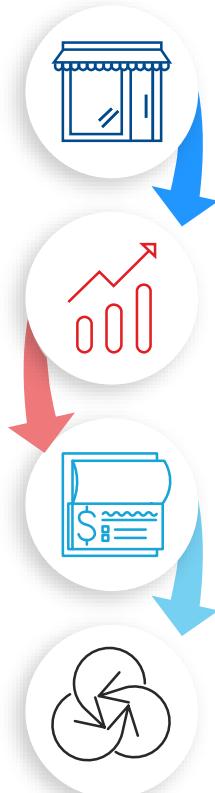
# HDB – Snapshot

- We are a **subsidiary of HDFC Bank**, which is the largest private sector bank in India
- HDBFS is licensed by RBI as a Non-Banking Finance Company (“NBFC”)
- Classified as an **‘Upper Layer’ NBFC**
- Strong and reliable financial institution which is **independently funded** - its long-term debt & bank facilities rated CARE AAA & CRISIL AAA, and short-term debt & commercial papers rated A1+
- Network of **1,744 branches** spread across **1,165 cities and towns**
- Long operating track record and understanding of customer behaviour leveraged to focus on lending to underbanked and underserved customers
- 3 key business lines:
  - **Enterprise Lending** (small and medium businesses lending)
  - **Asset Finance** (Commercial Vehicles / Construction Equipment/ Tractor financing)
  - **Consumer Finance** (Auto, Two-wheeler and short tenor consumption loans)
- **Granular and well seasoned loan book**
  - Top 20 largest borrowers contribute ~0.30% of loans
  - Loan book seasoned across asset and macro economic cycles
- **Conservative liability franchise built on a prudent ALM framework**



**We serve ‘Aspirational India’**

# The Essence of HDB ... What we stand for



**Best in class Governance practices embedded over the years through a pedigreed parentage**

**Focused on prudent, purposeful, resilient growth which is rooted in values**

**Our Foundational Pillars – People | Processes | Products | Partnerships**

**At the heart of everything we do**

**Customers**

**Stakeholders**

**Employees**

# The Essence of HDB ... Our Vision and Mission



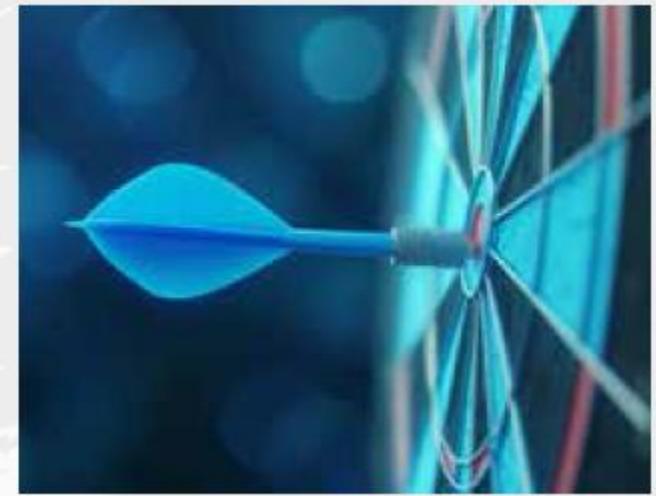
## Vision

To be India's most admired NBFC through great execution, driving simplicity and developing humility



## Mission

To deliver innovative products and services to cater to the growing needs of an aspirational India, serving both individual and business clients



# The Essence of HDB ... Our Values

## Integrity

We ensure that the highest standard of professional conduct is embedded in every corner of the organisation. It defines how we go about our business and treat our people, customers and stakeholders.

- We are transparent and ethical in the way we conduct ourselves
- We are honest and fair and base our conclusions on facts
- We have a strong moral code and take responsibility of our actions

## Collaboration

We believe that success is achieved not by any one individual but by teams that work together.

- We operate in a spirit of collaboration and teamwork
- We support and encourage people to use their expertise and experience to solve everyday challenges
- We embrace a mindset of openness and trust that helps in breaking silos

## Agility

We proactively respond to the changing market environment and evolving needs of our customers.

- We strive to deliver the highest sustainable standards through efficient and timely execution
- Our speed of action reflects our readiness to continuously improve and our openness to change and discovery
- We are flexible and constantly look for ways to enhance efficiencies

## Respect

As we continue to increase our reach in every corner of the country, we value those who work with us and the contributions that they make to our business.

- We respect our people's individuality and diversity
- We conduct ourselves in a manner that reflects the spirit of inclusion and humility
- We treat all our customers, employees and stakeholders with respect and empathy

## Excellence

In our journey of becoming India's most admired NBFC, we want to excel and set high standards in every aspect.

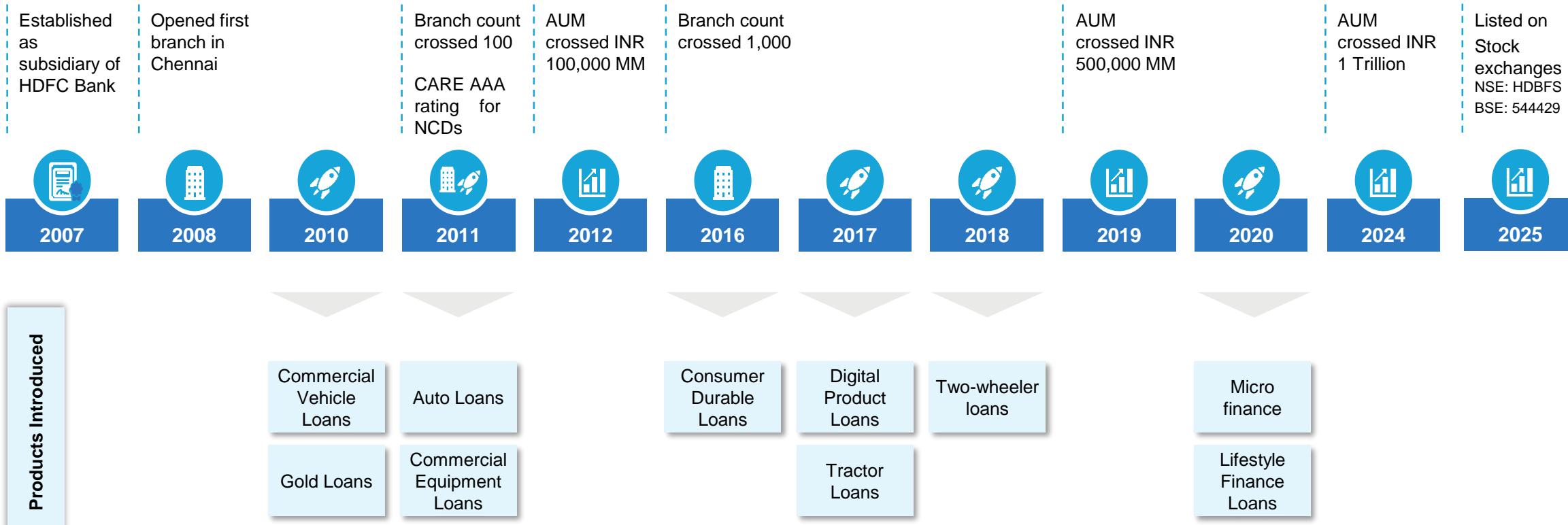
- We aim to execute flawlessly and deliver the highest quality of service and value through simple, relevant solutions
- We challenge ourselves to meet our goals and pursue excellence
- We consistently strive to exceed the expectations of our customers, colleagues and stakeholders

## Simplicity

We keep our customers, employees and stakeholders at the heart of everything we do.

- We focus on removing complexities
- We deliver solutions that are simple and relevant
- Our communication, policies and processes are simple to understand and easy to follow

# Our Journey

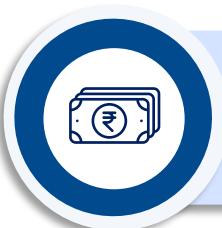


# Executive Summary Q3FY26



- 1 Key Parameters
- 2 Key Highlights – Q3FY26 & 9MFY26

# Key Parameters – Q3 FY26



**Total Gross Loans**  
₹ 1,14,577 Cr



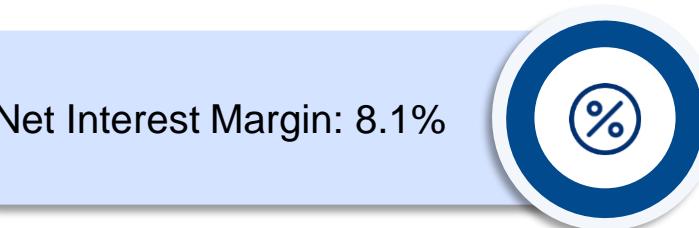
**Q3 PAT**  
₹ 686 Cr\*



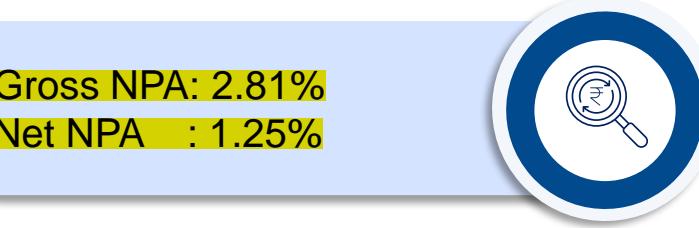
**Return on Assets: 2.35%\***  
**Return on Equity : 14.0%\***



**1,744 Branches across  
1,165 Cities/ Towns**



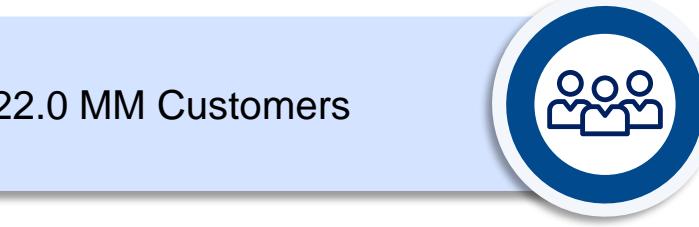
**Net Interest Margin: 8.1%**



**Gross NPA: 2.81%**  
**Net NPA : 1.25%**



**Earnings/share : ₹ 7.8**  
**Book Value/share: ₹ 239.0**



**22.0 MM Customers**

\*Note: Excludes impact on account of the new labour codes

# Key Highlights – Q3 FY26 & 9MFY26 (1/3)

## Business metrics

- Customer franchise grew to **22.0** million with an increase of 4.8% during the quarter and 19.3% Y-o-Y
- The total gross loans as on December 31, 2025 stood at **₹1,14,577 crores**, growing 2.8% sequentially and 12.2% Y-o-Y. Secured loans comprised **74%** of the total loan book
- Disbursements for the quarter ended December 31, 2025 was **₹17,917 crores**, up by 14.9% sequentially and by 10.1% YoY
- Branch count stood at **1,744** spread across **1,165** cities and towns

## P&L Metrics

Employee benefit expenses includes a provision of ₹61 crores on account of the new labour codes, of which ₹56 crores pertains to the Lending business.

- Net interest income for the quarter was **₹2,285 crores**, an increase of 4.2% Q-o-Q and 22.1% Y-o-Y; Net interest income for nine-months ended December 31, 2025 was **₹6,569 crores**, an increase of 20.0% Y-o-Y
- Net Interest Margin for Q3FY26 was at **8.09%** vs 7.95% in Q2FY26 & 7.46% in Q3FY25; Net Interest Margin for 9MFY26 was at **7.91%** vs 7.59% in 9MFY25

# Key Highlights – Q3 FY26 & 9MFY26 (2/3)

## P&L Metrics (contd...)

- Cost to Income ratio for lending business was **39.5%** in Q3FY26 (excluding impact on account of the new labour codes) as compared to 40.7% in Q2FY26 & 42.5% in Q3FY25
- Credit Cost for the quarter was **₹712 crores** as against ₹748 crores for the prior quarter and ₹636 crores for the quarter ended December 31, 2024; Credit Cost for nine months ended December 31, 2025 was **₹2,130 crores** as against ₹1,479 crores for the nine months ended December 31, 2024
- Profit after tax for the quarter ended December 31, 2025 was **₹686 crores** (excluding impact on account of the new labour codes) as against ₹472 crores for quarter ended December 31, 2024; Profit after tax for the nine-months ended December 31, 2025 was **₹1,835 crores** (excluding impact on account of the new labour codes) as against ₹1,645 crores for nine-months ended December 31, 2024

## Asset Quality

- Gross Stage 3 as at December 31, 2025 was **2.81%** as against 2.81% as at September 30, 2025 and **2.25%** as at December 31, 2024
- Provision Coverage on the Stage 3 book stood at **55.59%**

# Key Highlights – Q3 FY26 & 9MFY26 (3/3)

## Return Metrics

- RoA & RoE (annualized & excluding impact on account of the new labour codes)
  - RoA for the quarter ended December 31, 2025 stood at **2.35%**
  - RoA for the 9MFY26 stood at **2.15%**
  - RoE for the quarter ended December 31, 2025 stood at **13.99%**
- Earnings per share for the quarter was **₹7.8** and Book Value per share stood at **₹239.0**

## Borrowing Metrics

- Our Borrowing mix remains well-diversified with 40% of our borrowings as on December 31, 2025 coming from bank loans, 36% from NCDs, rest from a mix of other instruments

## Capital & Liquidity Metrics

- We remain well capitalized with total CRAR of **21.81%** as at December 31, 2025

## Employee Metrics

- Employee Count of **61,269** for the lending business

# HDB Overview



- 1 HDB – At a Glance
- 2 Key Metrics
- 3 Product Portfolio & Loan Book Mix
- 4 Distribution Network
- 5 Customer Franchise

# HDB at a glance



## One of the leading, diversified retail-focused NBFCs in India

- ★ Product portfolio serving multiple credit needs of customers across three business verticals: Enterprise Lending, Asset Finance and Consumer Finance



## One of India's largest and fastest growing customer franchises

- ★ Primarily catering to underserved and underbanked customers in low to middle income households with minimal or no credit history



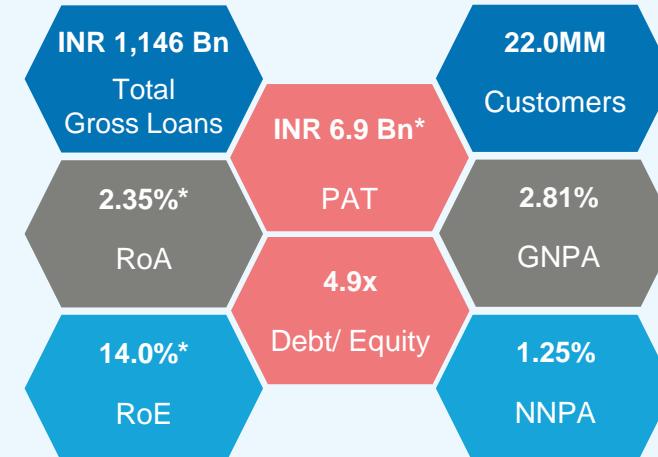
## Well seasoned and highly granular loan book

- ★ Diversified across products and geographies resulting in strong & sustainable franchise

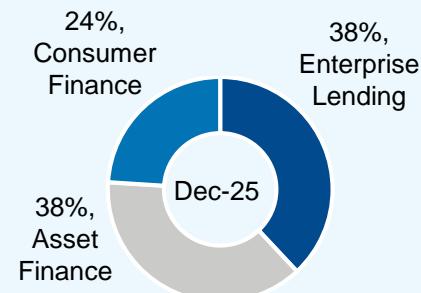
**Note:** Data as on December 31, 2025; RoA and RoE are quarterly annualized

\* PAT, RoA & RoE exclude impact on account of the new labour codes

## Key Metrics (Q3FY26)



## Total Gross Loans Mix



# Key Metrics



Scale

**INR 1,146 Bn**

Total Gross Loans



Growth (QoQ/YoY)

**2.8% / 12.2%**

Total Gross Loans Growth



Asset Quality

**2.81%**

GNPA



Profitability and Returns

**INR 6.9 Bn\***

PAT

**22.0 MM**

Customers

**18.0% / 45.2%\***

PAT Growth

**1,744**

Branches

**4.8% / 19.3%**

Customers Growth

**1.25%**

NNPA

**2.5%**

Credit Cost

**2.35%\***

RoA

**14.0%\***

RoE

**Note:** Data as on December 31, 2025; RoA and RoE are quarterly annualized

\* PAT, PAT Growth, RoA & RoE exclude impact on account of the new labour codes

# Product Portfolio

ATS<sup>1</sup> (INR)

Avg. Tenor<sup>1</sup>

Customer Segment	Products																							
	Icon	Product Name	Value	ATS <sup>1</sup>	Avg. Tenor <sup>1</sup>	Icon																		
Enterprise Lending		Loan Against Property	4.5MM	~10 yrs			Enterprise Business Loan	1.3MM	~9 yrs			Business Loan	295K	~4 yrs			Salaried Personal Loan	338K	~5 yrs			Gold Loans	236K	~3 yrs
Asset Finance		Commercial Vehicle Loans	895K	~4 yrs			Construction Equipment Loans	2.0MM	~4 yrs			Tractor Loans	309K	~4 yrs										
Consumer Finance		Consumer Durables Loans	15K	~1 yr			Auto Loans	437K	~4 yrs			Two-Wheeler Loans	54K	~3 yrs			Relationship Personal Loan	54K	~2 yrs			Micro Lending	25K	~2 yrs



Fee  
Products



General  
Insurance



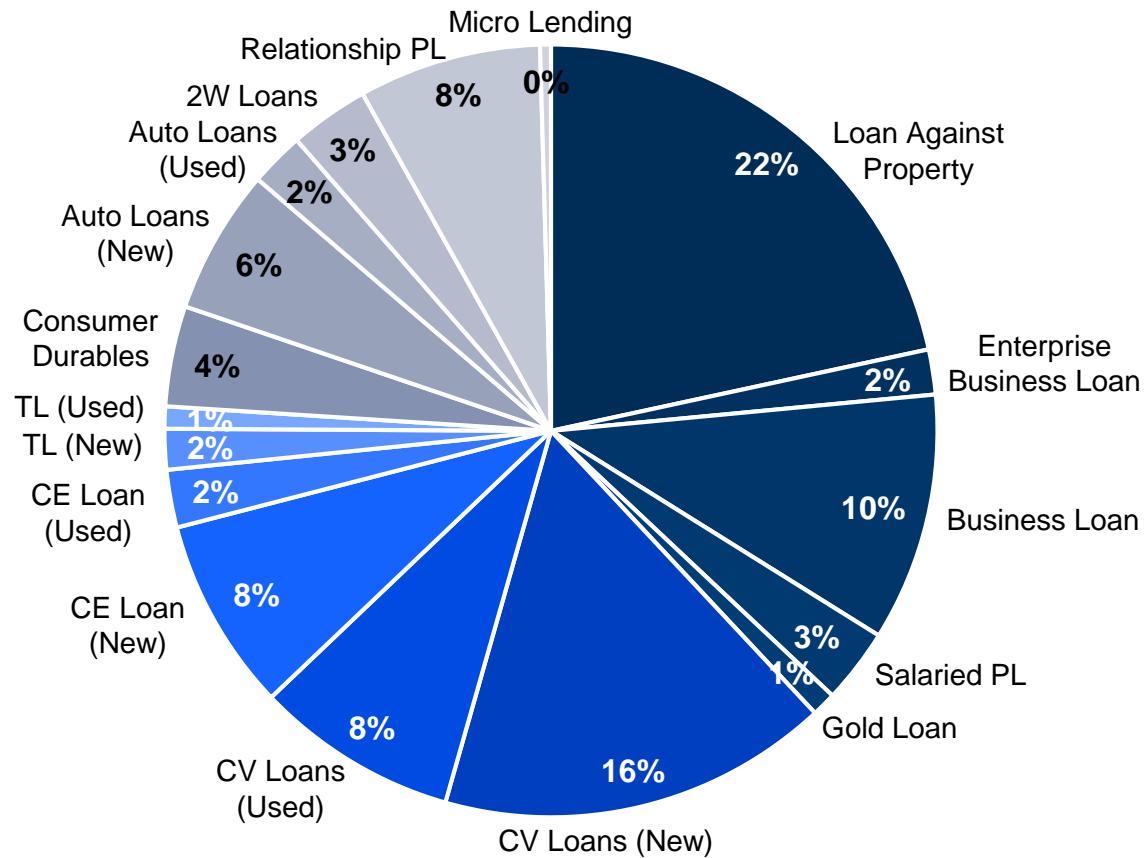
Life  
Insurance



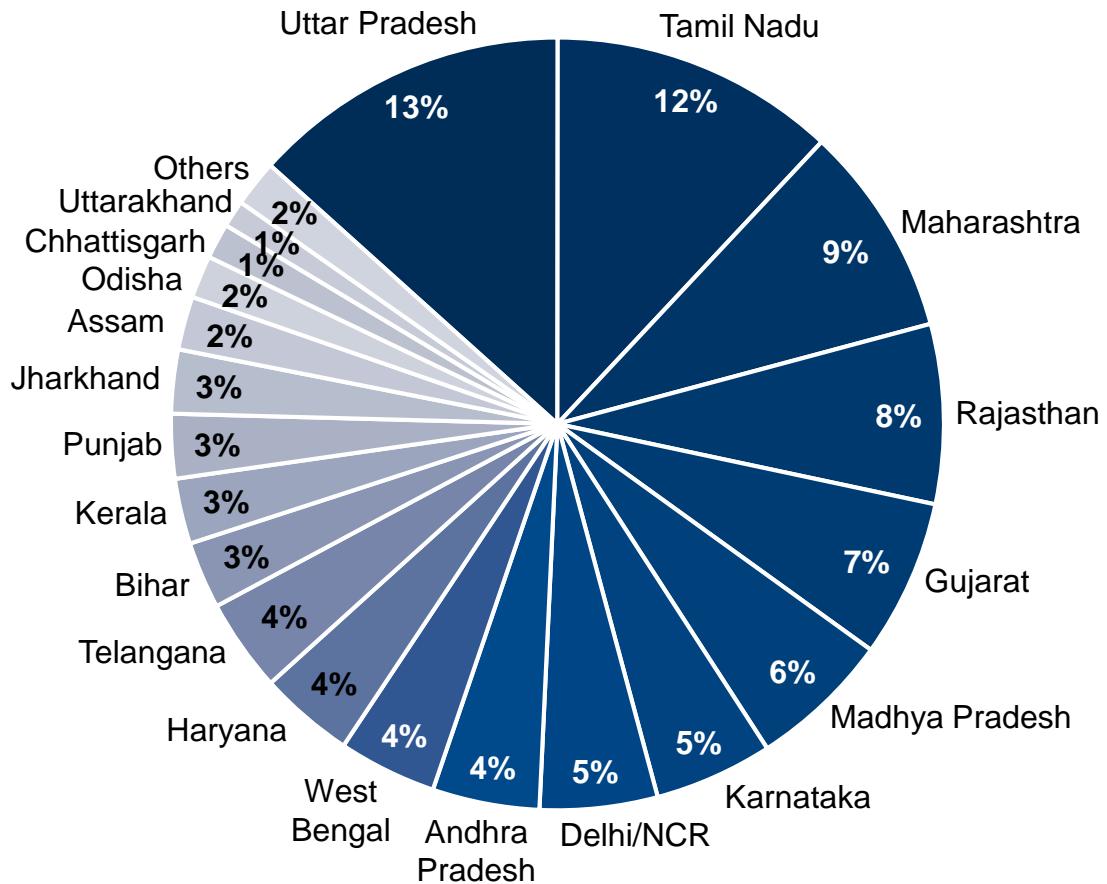
Health  
Insurance

# Loan Book Mix

## Product Mix

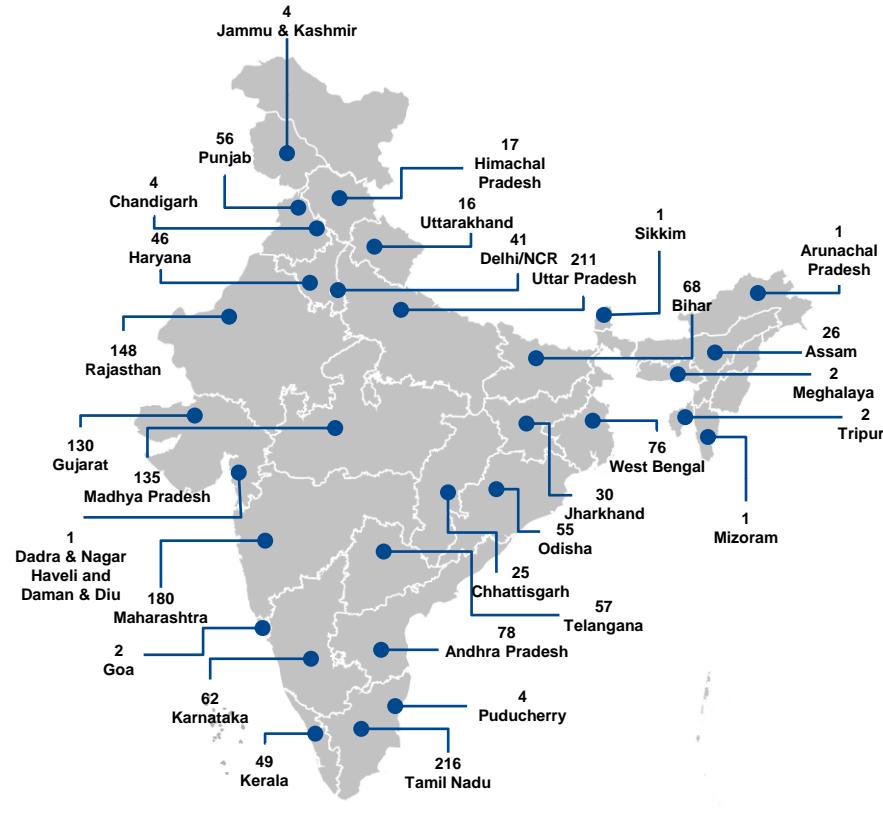


## Geographic Mix

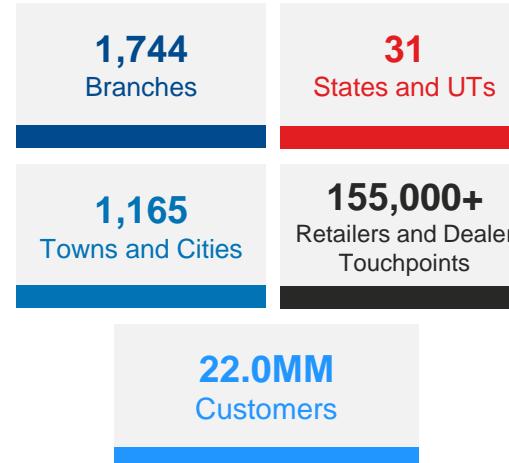


# Omni-Channel Distribution with Pan-India Branch Network

## Pan India Presence With Focus on Expansion in Tier-2+ Markets<sup>(1)</sup>

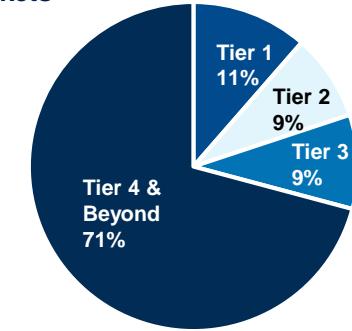


## Wide Distribution Presence<sup>(1)</sup>

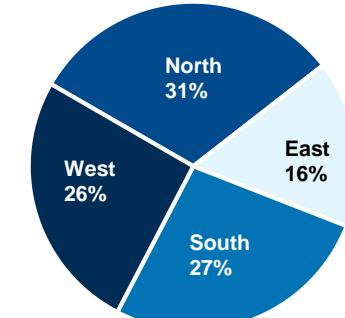


- ✓ 80%+ of Our Branches are Outside 20 Largest Cities in India
- ✓ 71% Branches Located in Tier 4+ towns

## Strong Presence Beyond Metro Markets<sup>(1)</sup>



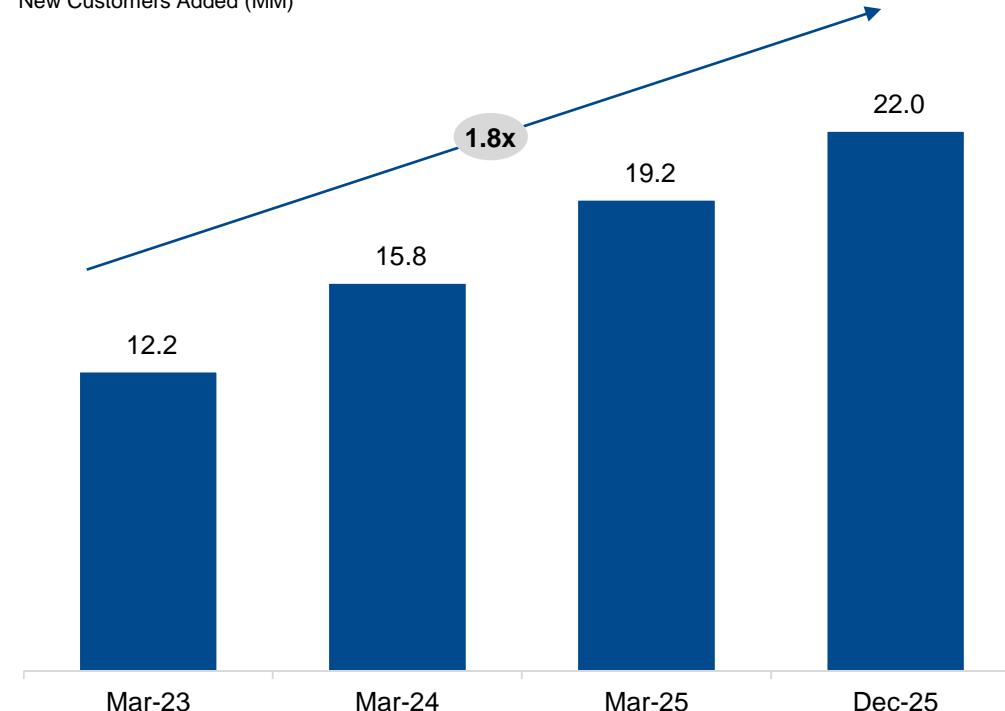
## Balanced Presence Across Geographies<sup>(1)</sup>



# Customer Franchise

## Customer Franchise Growth

New Customers Added (MM)



Granular Loan Book...

~INR  
164,000

Average Ticket Size of  
Overall Loan Book

...With a Low Customer Concentration

~0.30%

of Total Gross Loan Book from 20  
Largest Customers

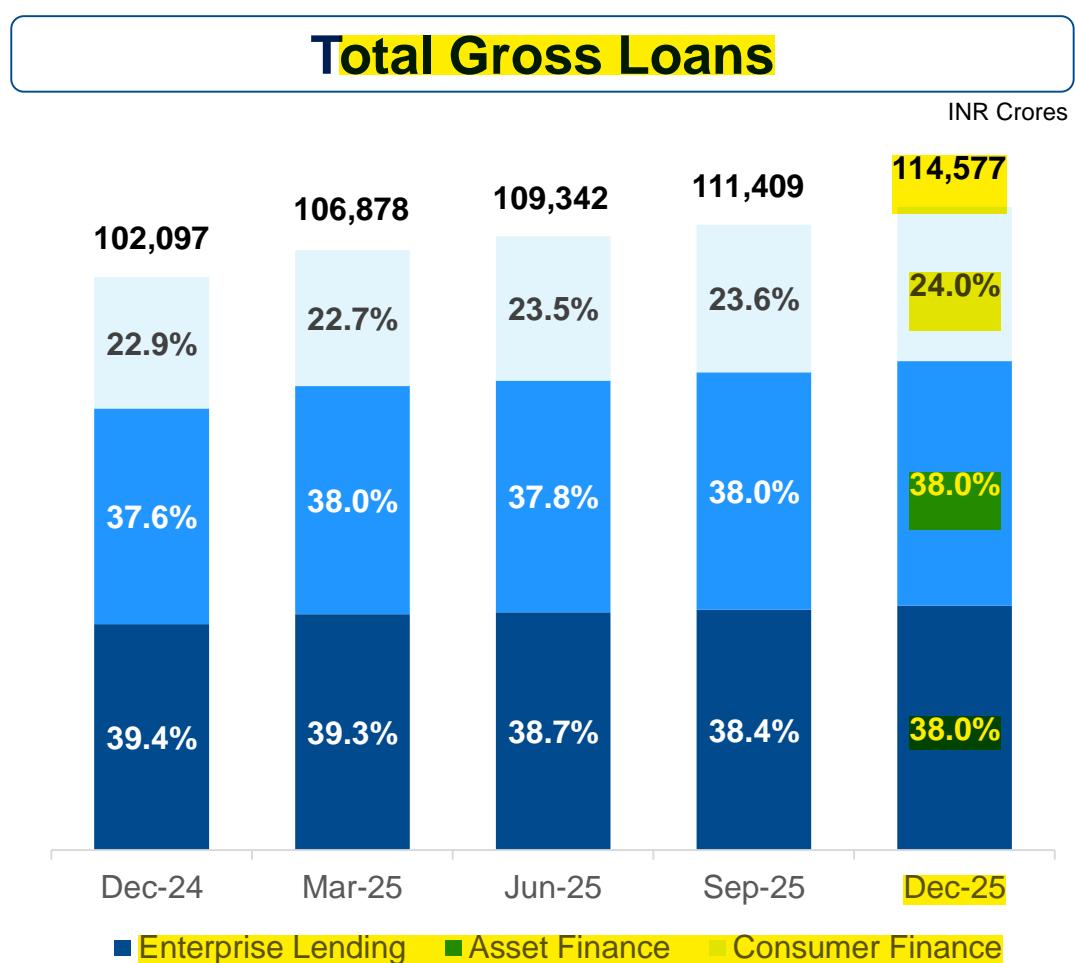
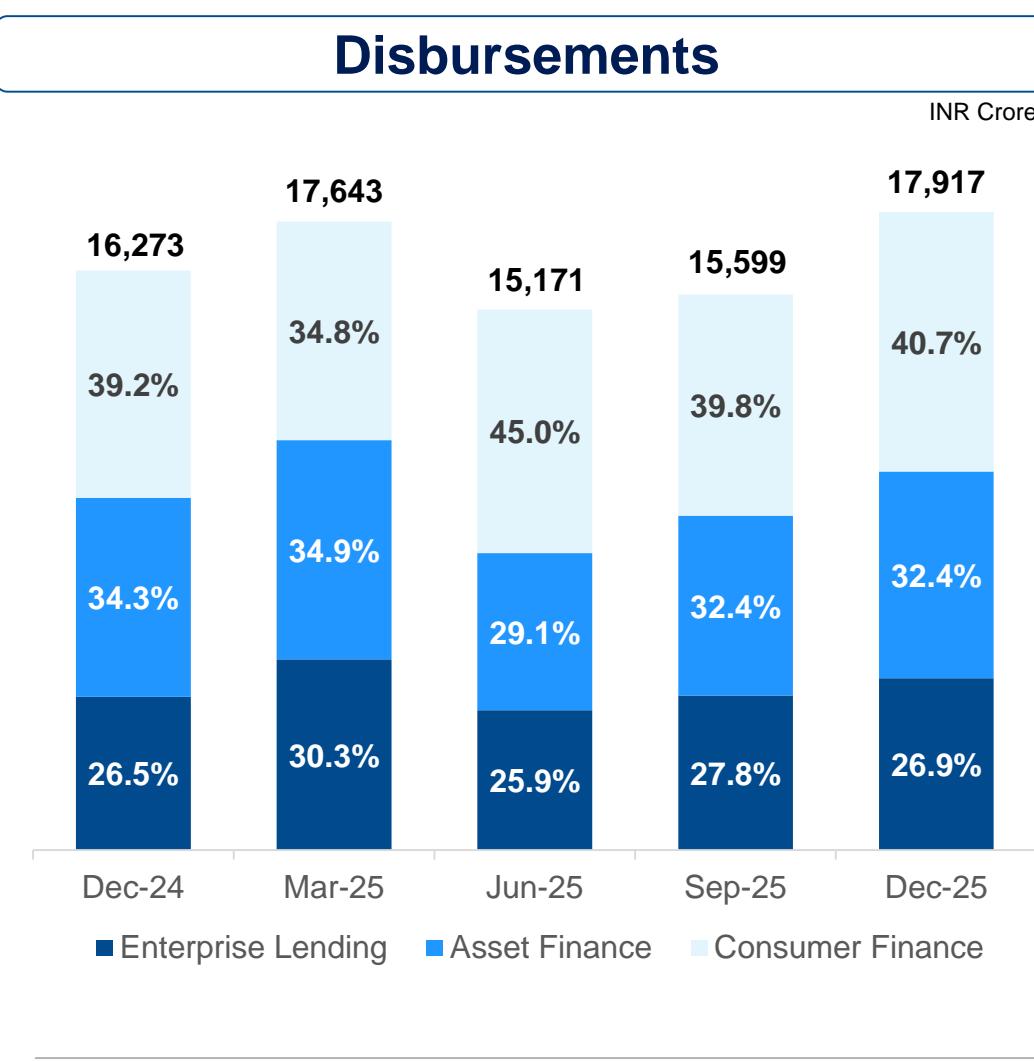
## Section 4

# Financial Performance Q3FY26



- 1 Disbursement & Total Gross Loans Mix
- 2 P&L
- 3 Return Metrics
- 4 Asset Quality
- 5 Performance through the years

# Disbursement and Total Gross Loans Mix



# Profit & Loss Statement

INR Crores

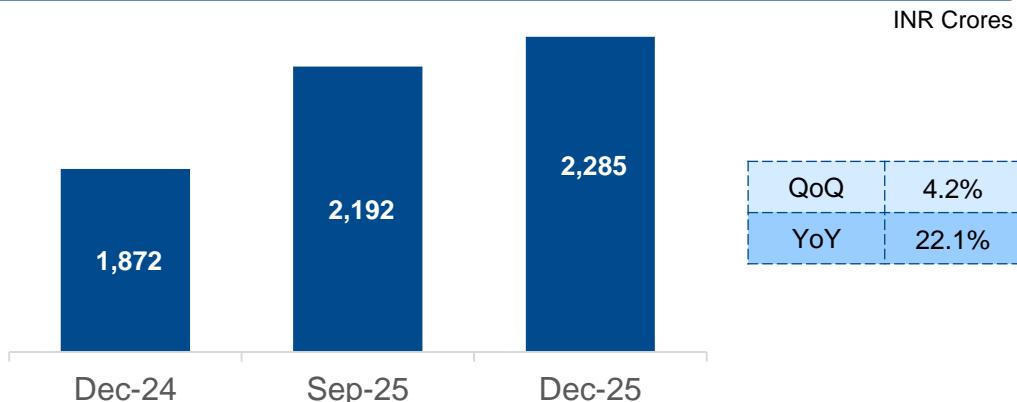
Particulars	Q3FY25	Q2FY26	Q3FY26	QoQ	YoY	9MFY25	9MFY26	YoY
<b>Total Gross Loans</b>	<b>1,02,097</b>	<b>1,11,409</b>	<b>1,14,577</b>	<b>2.8%</b>	<b>12.2%</b>	<b>1,02,097</b>	<b>1,14,577</b>	<b>12.2%</b>
Interest income	3,517	3,887	3,989	2.6%	13.4%	10,213	11,707	14.6%
Finance cost	1,645	1,694	1,704	0.6%	3.6%	4,740	5,138	8.4%
<b>Net Interest Income</b>	<b>1,872</b>	<b>2,192</b>	<b>2,285</b>	<b>4.2%</b>	<b>22.1%</b>	<b>5,473</b>	<b>6,569</b>	<b>20.0%</b>
Non-Interest Income	321	339	378	11.7%	17.7%	908	1,047	15.3%
<b>Net Income</b>	<b>2,193</b>	<b>2,531</b>	<b>2,663</b>	<b>5.2%</b>	<b>21.4%</b>	<b>6,381</b>	<b>7,616</b>	<b>19.4%</b>
Employee cost	628	679	750	10.3%	19.3%	1,868	2,114	13.1%
Other Operating Expenses	305	350	359	2.7%	17.9%	864	1,058	22.5%
<b>Total expenses</b>	<b>933</b>	<b>1,029</b>	<b>1,109</b>	<b>7.7%</b>	<b>18.8%</b>	<b>2,732</b>	<b>3,172</b>	<b>16.1%</b>
<b>Pre-Provisioning Operating Profit</b>	<b>1,260</b>	<b>1,502</b>	<b>1,555</b>	<b>3.5%</b>	<b>23.3%</b>	<b>3,649</b>	<b>4,445</b>	<b>21.8%</b>
Credit Cost	636	748	712	-4.8%	12.0%	1,479	2,130	44.0%
<b>Profit Before Tax – Lending</b>	<b>625</b>	<b>753</b>	<b>842</b>	<b>11.8%</b>	<b>34.8%</b>	<b>2,170</b>	<b>2,315</b>	<b>6.7%</b>
BPO Income (Net)	16	29	18	-37.4%	12.0%	54	61	13.0%
Tax Expense	168	201	216	7.8%	28.5%	579	582	0.6%
<b>Profit After Tax</b>	<b>472</b>	<b>581</b>	<b>644</b>	<b>10.8%</b>	<b>36.3%</b>	<b>1,645</b>	<b>1,793</b>	<b>9.0%</b>

Excluding Impact of the New Labour Codes:

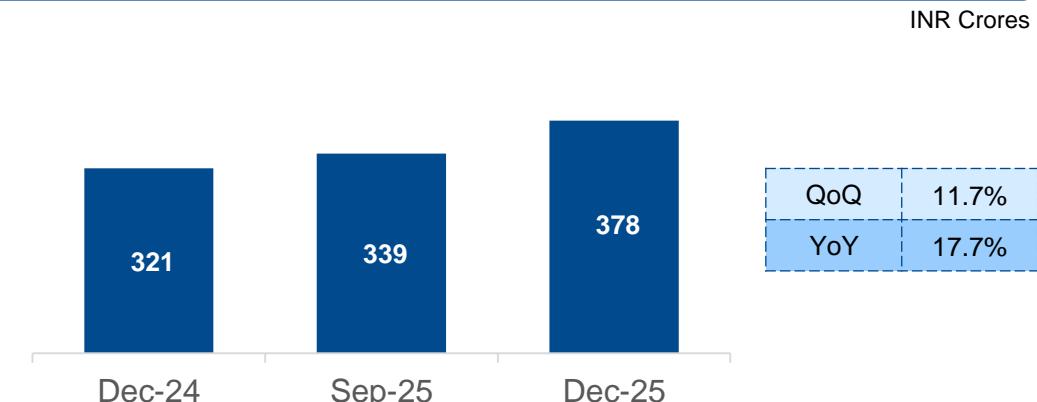
Pre-Provisioning Operating Profit	1,260	1,502	1,611	7.2%	27.8%	3,649	4,501	23.3%
Profit Before Tax – Lending	625	753	898	19.2%	43.8%	2,170	2,370	9.2%
Profit After Tax	472	581	686	18.0%	45.2%	1,645	1,835	11.6%

# Income Metrics – Lending Business

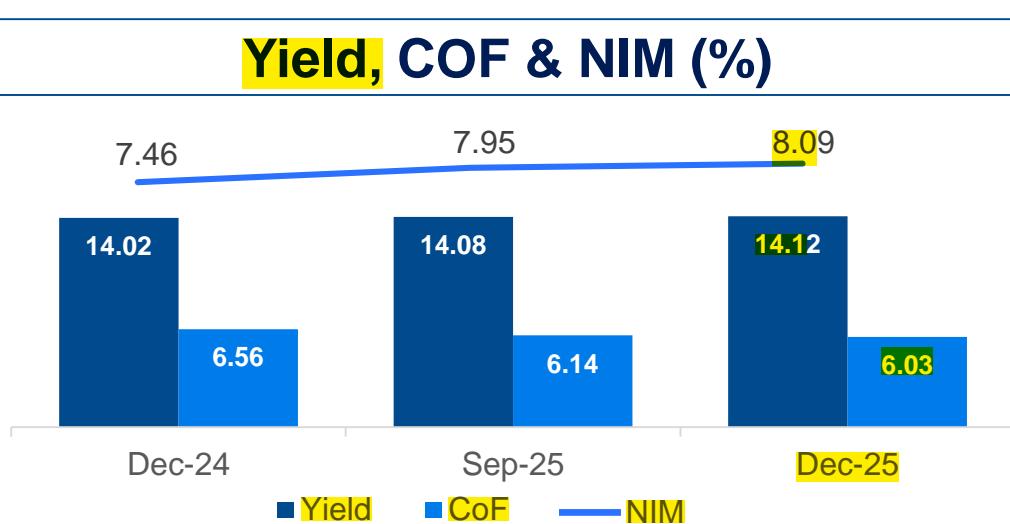
## Net Interest Income



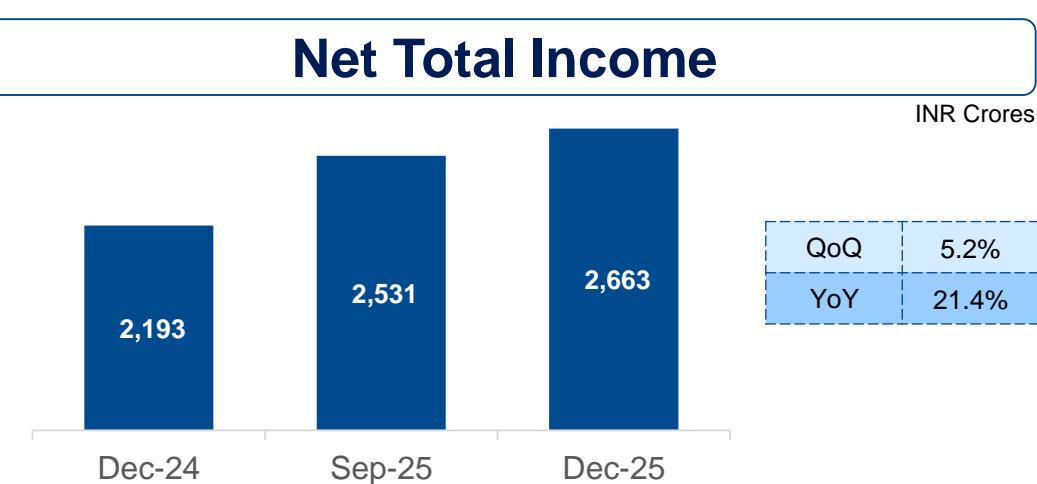
## Non-Interest Income



## Yield, COF & NIM (%)

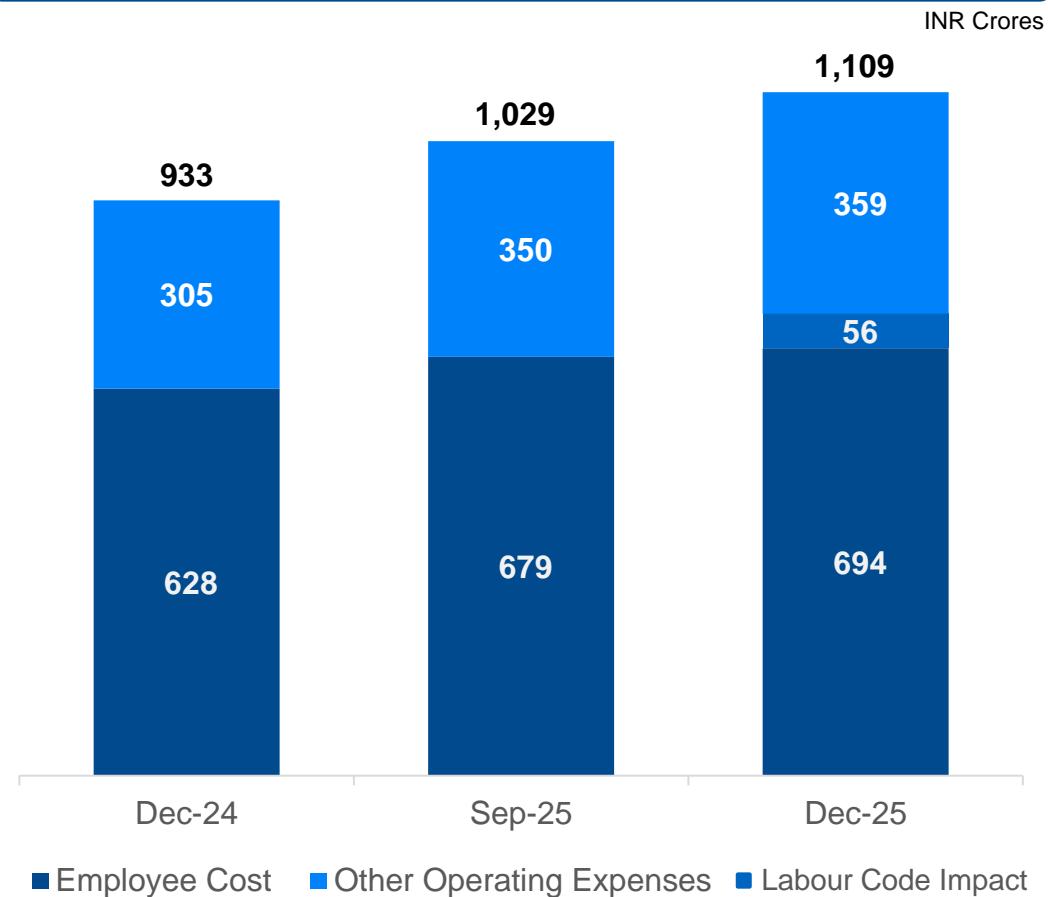


## Net Total Income

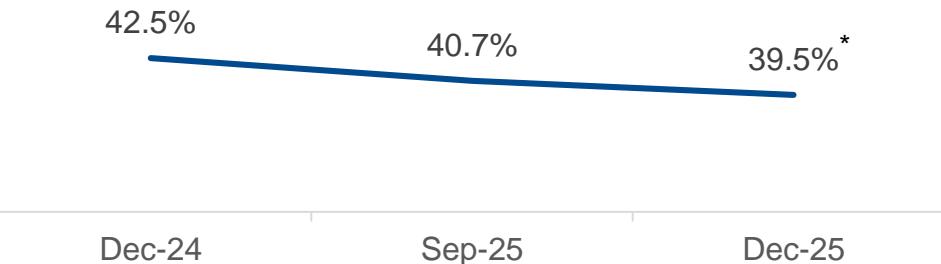


# Operating Expenses – Lending Business

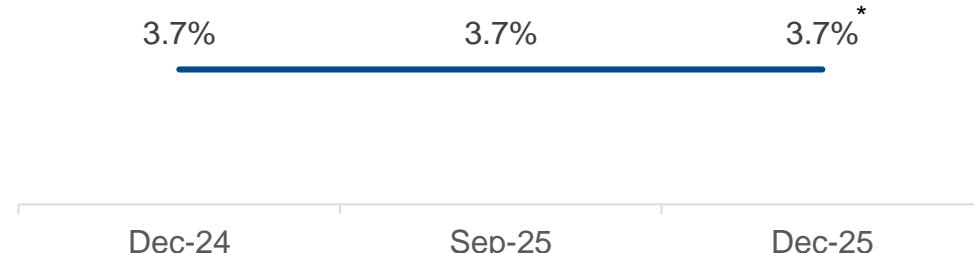
## Operating Expenses



## Cost-to-Income Ratio



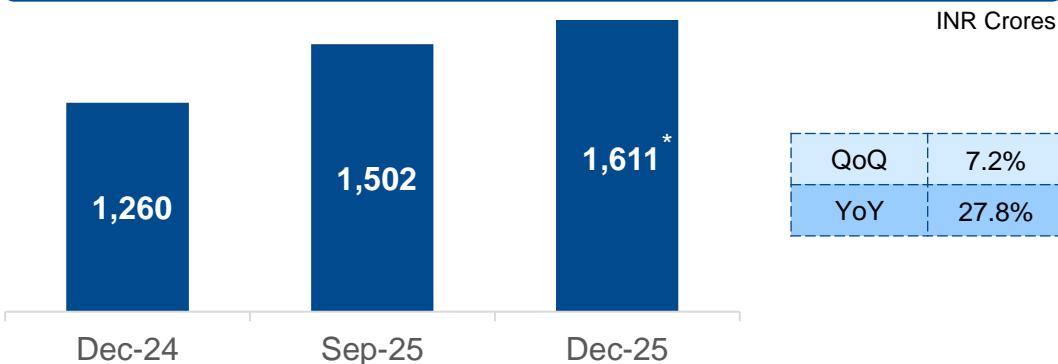
## Opex to Total Gross Loans (annualized)



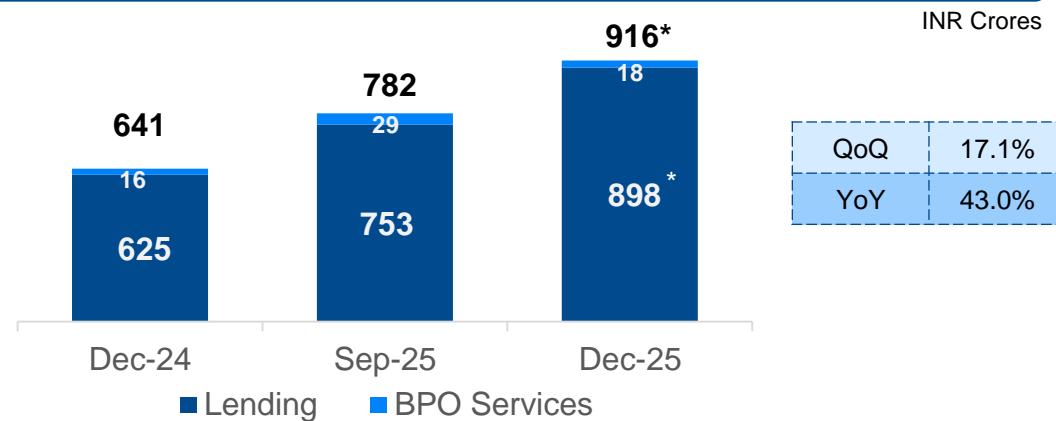
\*Excluding impact on account of the new labour codes

# Profitability Metrics

## Pre-Provisioning Operating Profit (Lending)



## Profit Before Tax



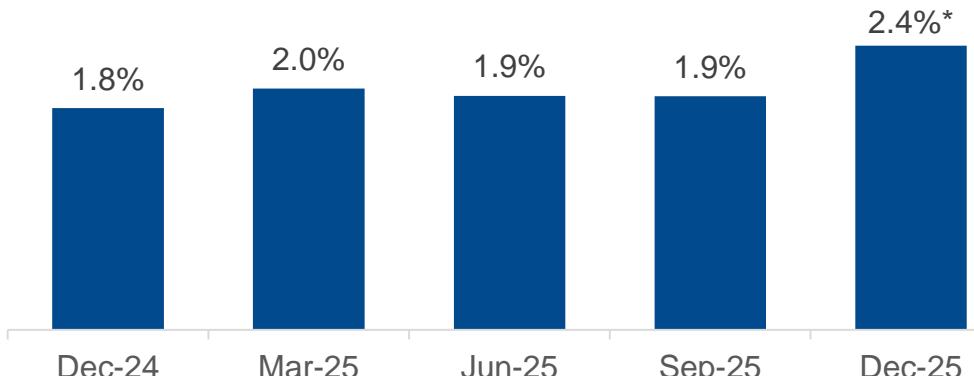
## Profit After Tax



\*Excluding impact on account of the new labour codes

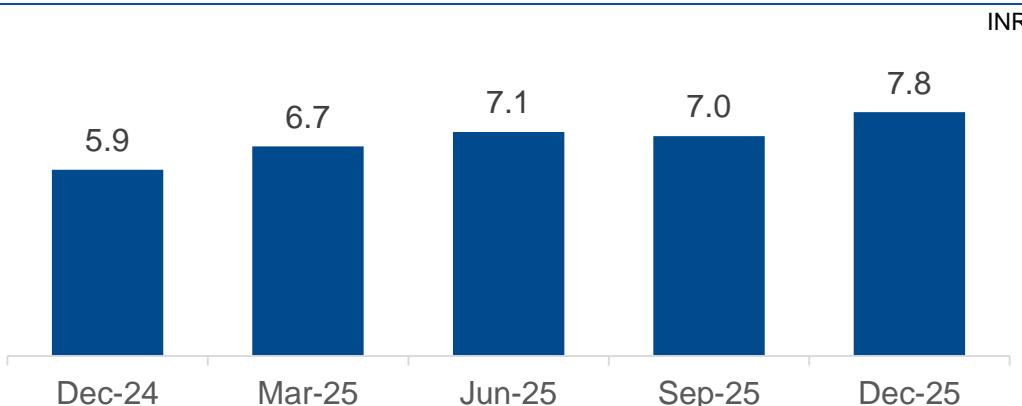
# Return Metrics

## Return on Assets

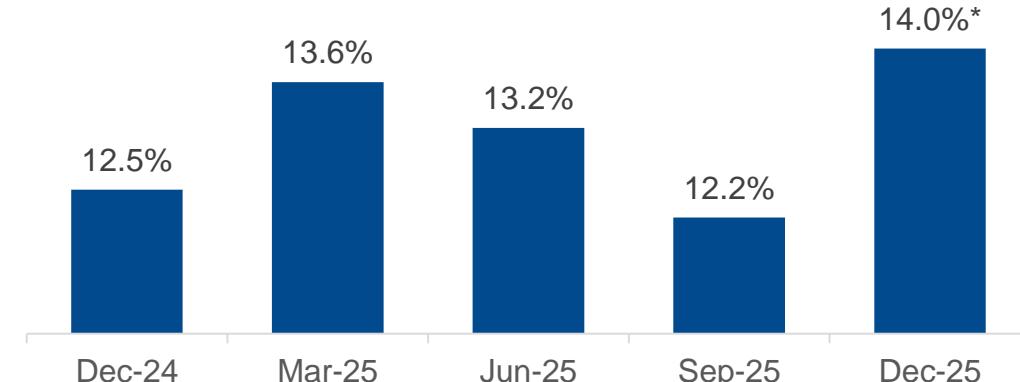


\*Excluding impact on account of the new labour codes

## Earnings Per Share

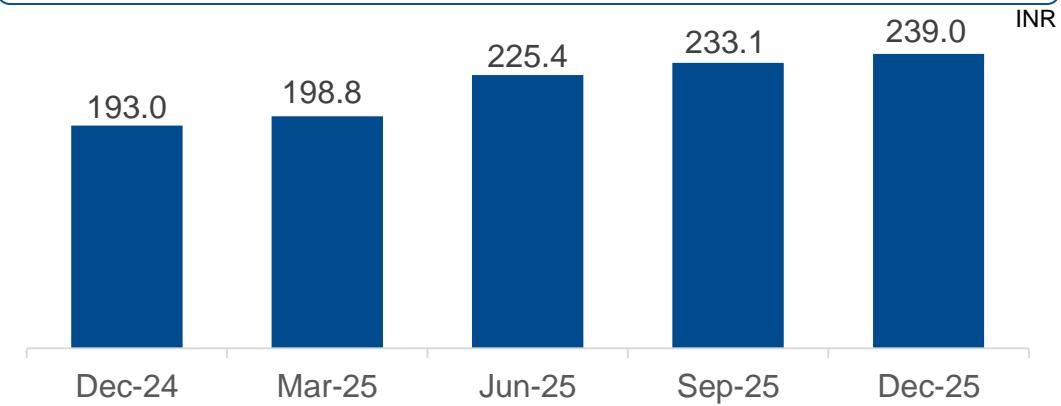


## Return on Equity

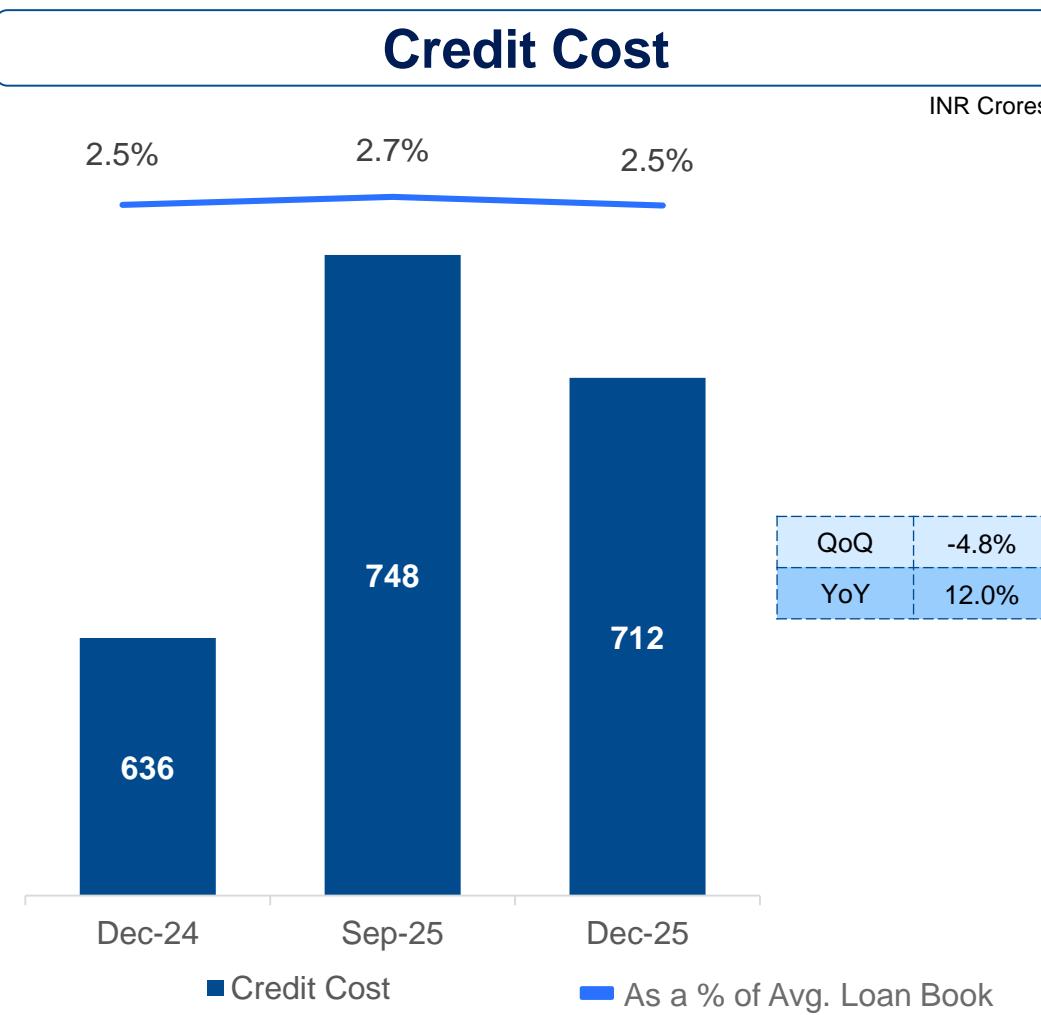


\*Excluding impact on account of the new labour codes

## Book Value Per Share



# Asset Quality



## Loan Book Staging

INR Crores

	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
<b>Stage-wise Loan Book</b>					
<b>Total Gross Loans</b>	<b>1,02,097</b>	<b>1,06,878</b>	<b>1,09,342</b>	<b>1,11,409</b>	<b>1,14,577</b>
Stage 1	97,707	1,02,735	1,04,106	1,05,794	1,09,103
Stage 2	2,096	1,729	2,442	2,489	2,260
Stage 3	2,294	2,414	2,794	3,126	3,215
<b>Provision Coverage</b>					
Stage 1	1,630	1,788	1,521	1,441	1,450
Stage 2	450	396	497	498	448
Stage 3	1,377	1,351	1,584	1,711	1,787

# Performance Through The Years

Financial Snapshot (INR Crores)	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25	3 Yr CAGR	10 Yr CAGR
AUM	19,290	25,906	34,277	44,469	55,425	58,833	61,561	61,444	70,084	90,235	107,262	20.4%	18.7%
Total Income (Lending)	2,453	3,222	4,380	5,533	7,077	8,643	8,924	8,943	9,769	12,222	15,084	19.0%	19.9%
Interest Expenses (Lending)	1,347	1,572	2,050	2,357	3,333	4,081	3,883	3,326	3,512	4,864	6,390	24.3%	16.8%
<b>Net Total Income (Lending)</b>	<b>1,106</b>	<b>1,651</b>	<b>2,330</b>	<b>3,176</b>	<b>3,743</b>	<b>4,562</b>	<b>5,041</b>	<b>5,617</b>	<b>6,257</b>	<b>7,357</b>	<b>8,693</b>	<b>15.7%</b>	<b>22.9%</b>
Operating Expenses (Lending)	413	649	950	1,261	1,456	1,760	1,576	1,939	2,440	3,143	3,724	24.3%	24.6%
Credit Cost (Lending)	172	194	340	519	637	1,442	3,069	2,466	1,330	1,067	2,113	-5.0%	28.5%
<b>Profit before tax (Lending)</b>	<b>521</b>	<b>807</b>	<b>1,040</b>	<b>1,396</b>	<b>1,651</b>	<b>1,360</b>	<b>396</b>	<b>1,213</b>	<b>2,487</b>	<b>3,147</b>	<b>2,857</b>	<b>33.0%</b>	<b>18.6%</b>
Net BPO Income	10	10	18	69	73	104	104	135	141	158	71	-19.1%	22.1%
<b>Profit after tax</b>	<b>349</b>	<b>534</b>	<b>699</b>	<b>952</b>	<b>1,153</b>	<b>1,005</b>	<b>391</b>	<b>1,011</b>	<b>1,959</b>	<b>2,461</b>	<b>2,176</b>	<b>29.1%</b>	<b>20.1%</b>
<b>Ratios</b>													
Cost to Income (Lending)	37.4%	39.3%	40.8%	39.7%	38.9%	38.6%	31.3%	34.5%	39.0%	42.7%	42.8%		
Return on Assets	2.1%	2.4%	2.4%	2.4%	2.3%	1.7%	0.6%	1.6%	3.0%	3.0%	2.2%		
Return on Equity	14.7%	16.0%	15.7%	16.5%	17.2%	13.2%	4.8%	11.2%	18.7%	19.5%	14.7%		
Gross NPA	0.8%	1.2%	1.5%	1.6%	1.8%	3.9%	4.5%	5.0%	2.7%	1.9%	2.3%		
Net NPA	0.5%	0.7%	0.8%	1.0%	1.2%	3.1%	3.1%	2.3%	1.0%	0.6%	1.0%		
Provisioning Coverage Ratio	43.6%	41.1%	42.4%	39.7%	32.2%	19.4%	31.7%	54.1%	65.1%	66.8%	56.0%		
CRAR	23.1%	19.2%	20.8%	17.9%	17.9%	19.4%	18.9%	20.2%	20.1%	19.2%	19.2%		
Leverage Ratio	5.46	6.27	5.38	6.41	7.14	6.93	7.02	5.77	5.26	5.81	5.85		
Credit Cost to Avg. Gross Loans	1.1%	0.9%	1.2%	1.4%	1.3%	2.5%	5.1%	4.0%	2.0%	1.3%	2.1%		

# Borrowings & Capital Structure

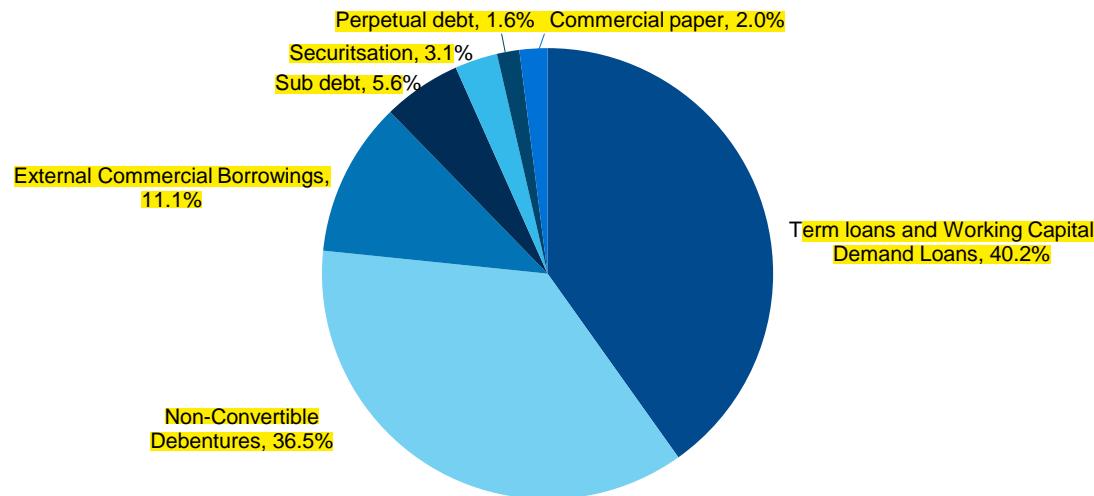


- 1 Liability Franchise
- 2 Capital & Liquidity Metrics
- 3 Balance Sheet and Capital Productivity
- 4 Shareholding Pattern

# Liability Franchise

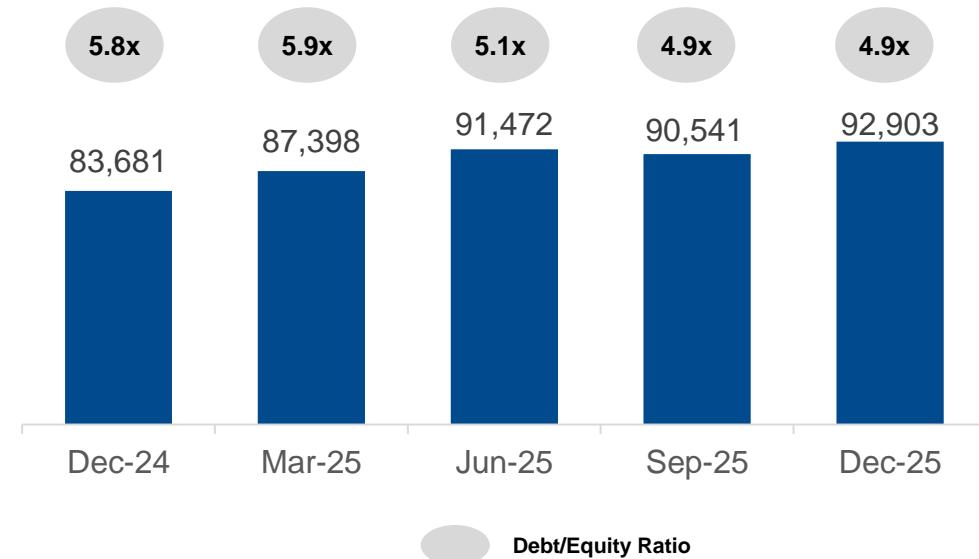
## Liabilities Break-up

As on Dec-25



## Borrowings Overview

INR Crores



**CRISIL**

**AAA / Stable;  
A1+**

**CARE**

**AAA / Stable;  
A1+**

High-quality liability franchise enables us to fund our growth plans at scale

# Capital & Liquidity Metrics

LCR

157%

161%

151%

174%

163%

CRAR

19.20%

19.22%

20.18%

21.82%

21.81%

Tier-II Capital

4.78%

4.55%

4.47%

4.56%

4.53%

Tier-I Capital

14.42%

14.67%

15.71%

17.26%

17.28%

Dec-24

Mar-25

Jun-25

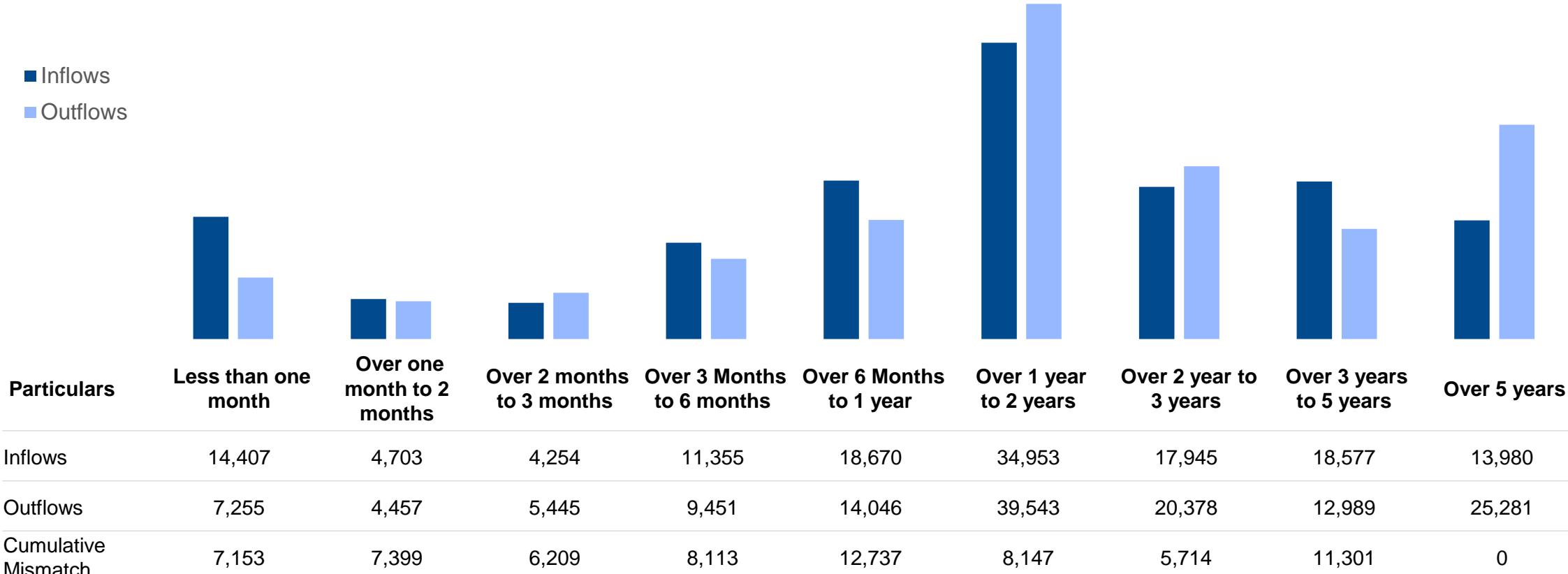
Sep-25

Dec-25

# Asset Liability Management – December 2025

INR Crores

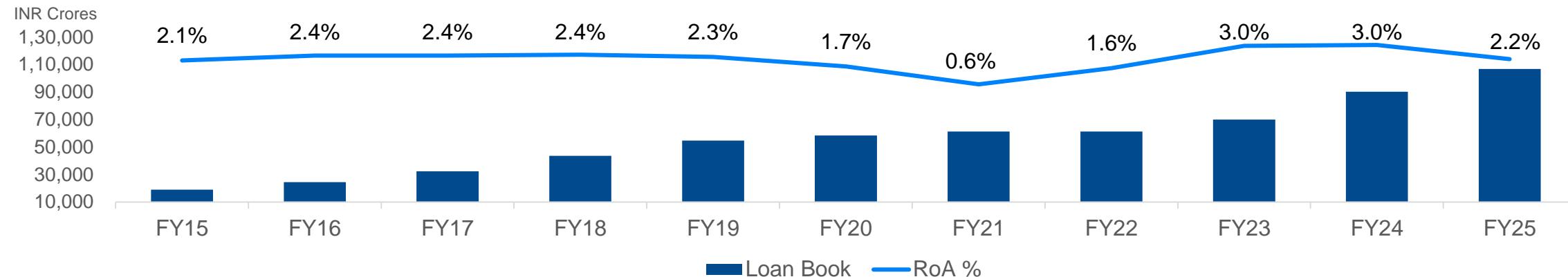
■ Inflows  
■ Outflows



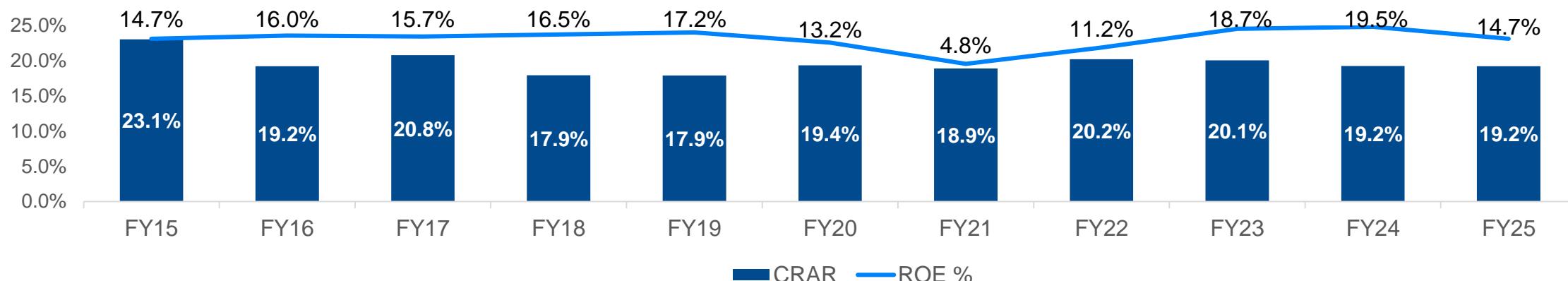
Positive cumulative mismatch across all time-buckets

# Balance Sheet and Capital Productivity

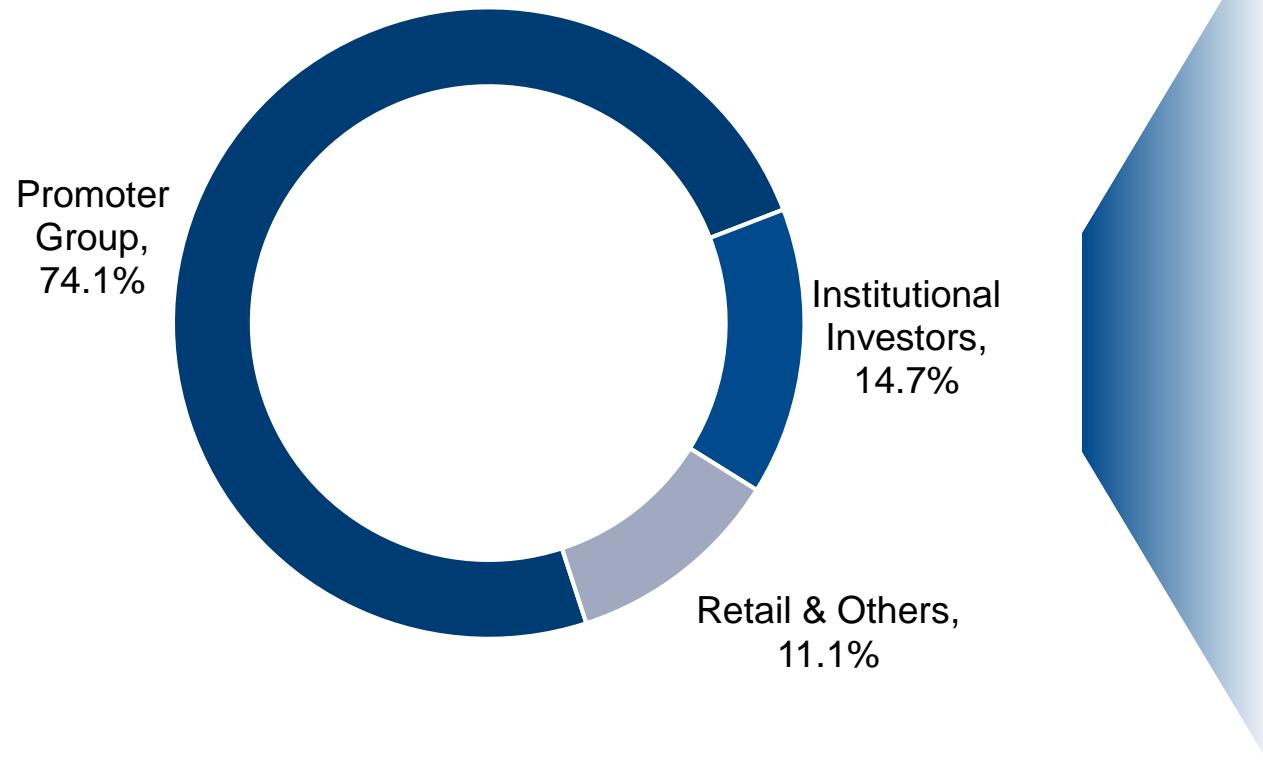
## Total Gross Loans and RoA



## Capital Position and RoE



# Shareholding Pattern



## Notes:

(1) Holdings as on 31<sup>st</sup> Dec-2025

(2) Institutional Investors include MFs, Insurance Cos, FPIs, AIFs & Pension Funds

## Top Institutional Holdings: Domestic

Kotak MFs

Nippon MFs

Mirae MFs

SBI MFs

Franklin Templeton MFs

## Top Institutional Holdings: Foreign

Vanguard

Baillie Gifford

Daiwa Asset Management

BNP Paribas

Government Pension Fund Global

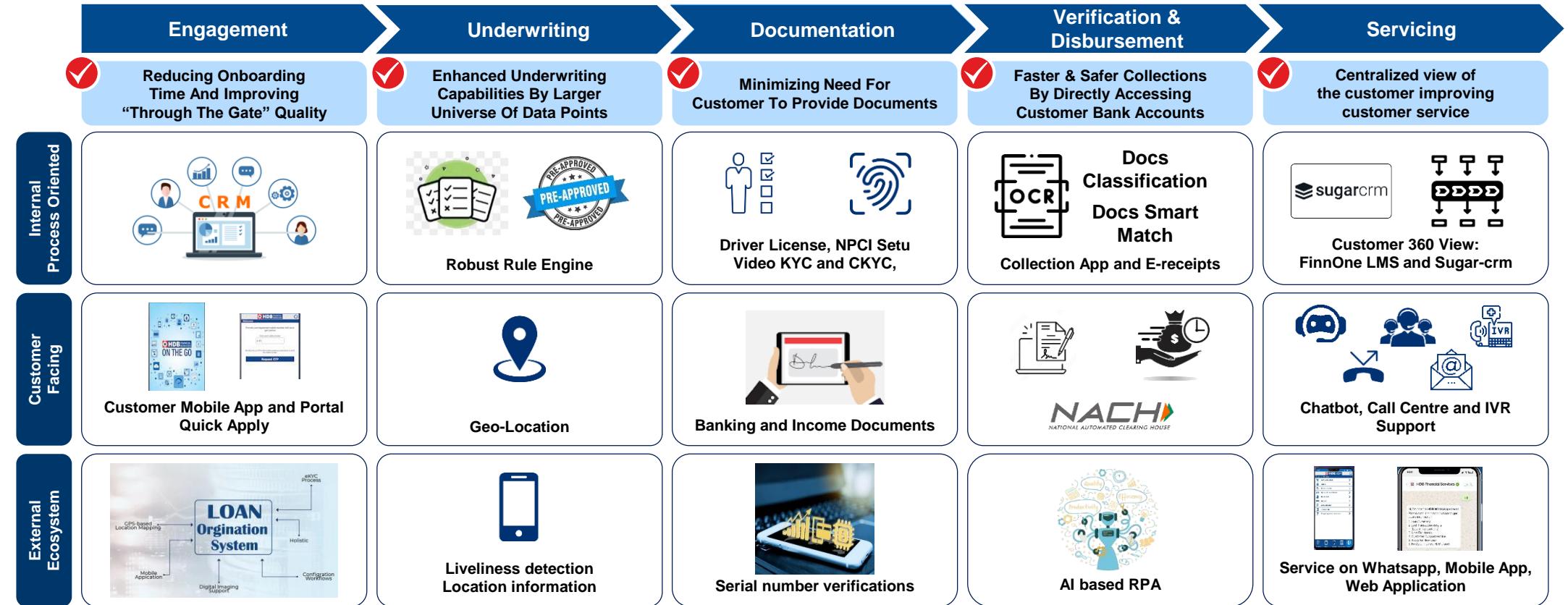
## Section 6

# Technology & Risk Management Framework



- 1 Technology Stack
- 2 Digital Capability
- 3 Risk Management Framework

# Technology Stack



Technology Capabilities Benefiting our Customers, our Third-party Partners as well as our Sales Teams

# Digital Capabilities – “HDB OnTheGo” App

## Unified Loan Platform – HDB OnTheGo

**Downloads**  
**1.28+ Crore**

**App Rating**  
**4.1 Star**

**DAU**  
**3.57 L**

**Best NBFC DNA Awards 2024**

**Digital & Loan Solutions**

- Avail Pre-Approved Offers
- Credit Line drawdown requests
- Guest User Journey
- Pay Overdue / EMI Payments (via multiple gateway options)
- Quick Apply for New Loans (Sales Finance, Asset Finance, Enterprise Lending)
- Loan Application Tracking

**Engage**

- Hot Offers & Cashback Campaign
- Raise a Service Request (CIBIL, Prepayment, NOC, Refunds, etc.)
- Instant Connect to Customer Support
- Explore the Branches (Map Integrated)
- Blogs, FAQs & Social Connect Hub
- App Rating via Push Notification

**Manage & Service**

- Download Letters & Statements (SOA, NOC, etc.)
- View Charges & Repayment Details
- Last 5 Credits & Debits
- Repayment Schedule & EMI Calculator
- Pre-Payment Simulation (Plan & Estimate Early Payments)
- Update Profile / Email ID (Manage Contact Information)

**Notifications**

- Payment Reminders & Due Communications
- Personalised Pre-Approved Loan Communications
- Funnel Drop-Off Reminders for loan journey users
- Cashback & Offer Alerts to Users
- CIBIL education & Regulatory Communications
- App Update Alerts

With 72 service journeys, & 37 powerful features. One unified digital loan ecosystem

DAU: Daily active users

Scan QR to download the app

Google Play

App Store

# Risk Management Framework

								
<b>Business / Strategic Risk</b>	<b>Operational Risk</b>	<b>Reputation Risk</b>	<b>Credit Risk</b>	<b>Interest Rate Risk</b>	<b>Liquidity Risk</b>	<b>Compliance Risk</b>	<b>Technology Risk</b>	<b>Information Security Risk</b>
								
Mange risks via <b>diversification</b> across product lines, customer segments and geographies, and <b>targeting balanced growth</b> while maintaining asset liability balance, <b>prudent provisioning</b> for bad assets	Operational Risk Management Committee in place to manage risks by <b>identifying, assessing and monitoring potential threats, strengthening controls and minimizing operational risk losses</b>	Manage risks through a <b>strict code of conduct</b> policy for its employees, good corporate governance policies and an effective customer grievance mechanism	Manage risks by <b>defining target markets</b> and <b>underwriting criteria for every product</b> and providing loans to only those eligible customers who <b>pass the minimum credit parameters</b>	Manage risks by <b>performing Gap Analysis</b> to measure interest rate risk exposure to NII over the horizon of analysis along with <b>tailoring advances book and funding strategy</b> to offset repricing of borrowings by repricing loans	Asset Liability Committee in place which <b>reviews NIMs, maturity profile and asset liability management</b> ; articulates <b>interest rate views</b> and consequently decides on <b>future business strategy</b> — all while complying with the regulatory LCRs	Manage, identify and reduce risks by rigorous testing and robust internal policies which are updated frequently in line with regulatory changes. The Compliance team works with business and operations to ensure active compliance risk management and monitoring.	Manage risks via Disaster recovery and Business Continuity Plans (BCP) to enhance <b>system resiliency to manage risks due to system failures and cyber-attacks</b>	Phishing emails are protected at gateway level through anti-spam and <b>anti-malware solutions</b> , Sender Policy Framework ensures only validated/ registered domains can deliver emails

# Sustainability Initiatives



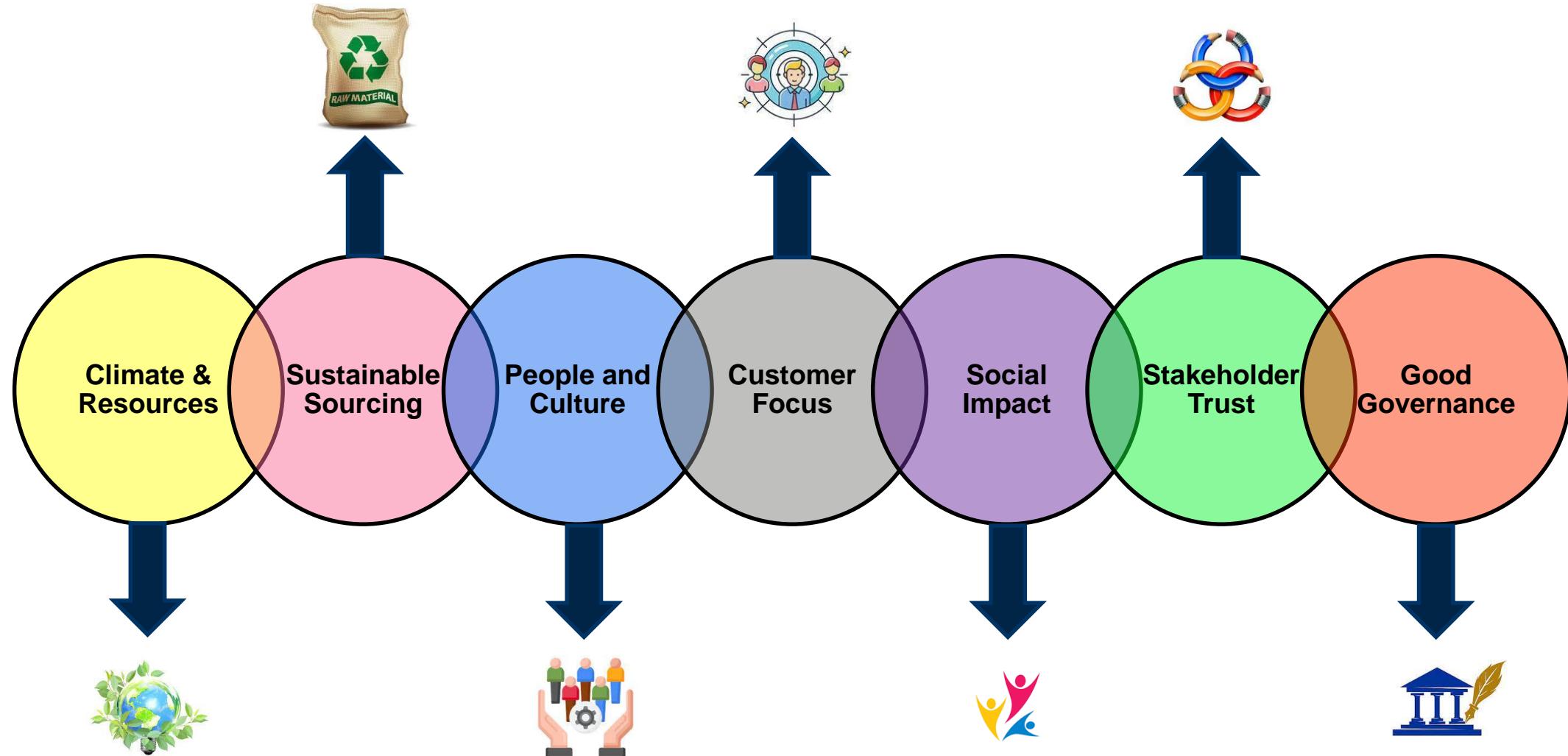
- 1 Environment, Social & Governance (ESG)
- 2 Corporate Social Responsibility (CSR)

# ESG Framework



- **Integrate ESG Ideology:** Embedding the Company's ESG ideology and identifying ESG related risks and adverse incidents that can affect business operations
- **Ethical Conduct:** Conduct business ethically having value driven approach in decision making
- **Stakeholder Commitment:** Demonstrate organizational commitment to stakeholders meeting their requirements and expectations
- **Impact Reporting:** Reporting the measurable impacts of business activities on the environment and society
- **Robust Compliance:** Ensuring robust compliance management with applicable statutory and regulatory guidelines
- **Continuous ESG Improvement:** Continual evaluation and adoption of relevant measures to improve upon ESG Maturity

# ESG Priorities



# ESG Highlights

Installed water and light sensors to actively manage and reduce utility consumption.



Adopted static invertors over DG sets at 89 premises to reduce CO2 and air emissions

Transitioned to 100% FSC certified paper in our operations.

Deployed 200 energy efficient 5-Star rated A/C utilizing zero Ozone Depletion Potential R32/R410A refrigerants

Secured pan-India creche tie-ups for all employees



**SOCIAL**

Financed 119k MSMEs and 66k farmers demonstrating our commitment to inclusive growth & financial inclusion.

13% of our disbursements in FY26 so far have been to women borrowers, driving financial inclusion and economic empowerment



Implemented 10 high-impact CSR projects in Aspirational Districts.

Certified among Top 25 NBFC by Great Place To Work (2025-26).



Directly impacted over 83,000 lives through various community and CSR initiatives.

**1**

Achieved ISO 27001:2022 Certification for a robust Information Security Management System

**2**

ESG & CSR committee at the Board level and ESG policy framework approved by Board members

**3**

Simulated Cyberattack drills like phishing campaigns to strengthen cybersecurity.

Launched "TRINETRA" (IT Command Centre) to strengthen our technology operations and Cybersecurity posture

**4**



**GOVERNANCE**

Mandatory training to all employees on POSH, Cybersecurity, and Health & Safety standards

**5**

Achieved ISO 22301:2019 Certification for comprehensive Business Continuity Management (BCM).

**6**

# Corporate Social Responsibility – Key Highlights



₹ 2,600 Mn+  
Spent on CSR Initiatives

100+  
Social & Environmental Projects  
Supported

75  
On-boarded Partners

11  
CSR Programs

Note: Figures since inception

# Corporate Social Responsibility – Key Highlights

**> 15,50,000**

lives impacted through initiatives in the areas of healthcare, livelihoods, environment & others

**> 5,20,000**

trees planted to create carbon sinks, promote afforestation, and create livelihoods

**19,894**

tons of waste diverted from entering into landfills and waterbodies with support of local authorities

**1,045**

waterbodies restored to recharge groundwater tables & create storage capacity at surface level

**3,490**

diagnostic camps conducted promoting preventive care for overall health & well-being

**332**

sanitation complex retrofitted making safe sanitation accessible in schools and communities

**198**

patient beds (including OTs) introduced in charitable hospitals for improved reach

**8**

active transport aarogyam kendras – physiotherapy centers for truck drivers

**1,004**

financial literacy workshops conducted

Note: Figures since inception

# CSR: Intervention Themes

## Environment (Water + Waste + Plantation)



Reviving Depleting Lakes



Building Water Harvesting Structures



Promoting Waste Management



Tree Plantation Drives

## Healthcare (Preventive + Curative + Capacity)



Physiotherapy for Truck Drivers



Maternal Child Health & Nutrition



Free OPD Services in Rural Areas



Safe Sanitation Complex, WASH

## Literacy & Livelihoods (Employability Skills + Financial Literacy)



Skill Enhancement Program



Promoting Rural Livelihoods



Financial Literacy Program (physical)



Financial Literacy Program (digital)

# Safe Harbour Statement

Certain statements are included in this release which contain words or phrases, such as 'will', 'aim', 'will likely result', 'believe', 'expect', 'will continue', 'anticipate', 'estimate', 'intend', 'plan', 'contemplate', 'seek to', 'future', 'objective', 'goal', 'project', 'should', 'will pursue' and similar expressions or variations of these expressions, that are 'forward-looking statements'. Actual results may differ materially from those suggested by the forward-looking statements due to certain risks or uncertainties associated with our expectations with respect to, but not limited to, our ability to implement our strategy successfully, the market acceptance of and demand for various services, future levels of our non-performing loans, our growth and expansion, the adequacy of our allowance for credit and investment losses, technological changes, volatility in investment income, our ability to market new products, cash flow projections, the outcome of any legal, tax or regulatory proceedings in India and in other jurisdictions we are or become a party to, the future impact of new accounting standards, our ability to pay dividends, the impact of changes in RBI and other regulations, our ability to roll over our short-term funding sources and our exposure to market and operational risks.

By their nature, certain of the market risk disclosures are only estimates and could be materially different from what may actually occur in the future.

As a result, actual future gains, losses or impact on net income could materially differ from those that have been estimated. In addition, other factors that could cause actual results to differ materially from those estimated by the forward-looking statements contained in this document include, but are not limited to: general economic and political conditions, instability or uncertainty in India and other countries which have an impact on our business activities or investments caused by any factor, including terrorist attack in India, the United States or elsewhere, anti-terrorist or other attacks by the United States, a United States-led coalition or any other country, tensions between India and Pakistan related to the Kashmir region or between India and China, military armament or social unrest in any part of India, the monetary and interest rate policies of the Government of India, natural calamities, inflation, deflation, unanticipated turbulence in interest rates, foreign exchange rates, equity prices or other rates or prices, the performance of the financial markets in India and globally, changes in Indian and foreign laws and regulations, including tax, accounting and RBI guidelines, changes in competition and the pricing environment in India, and regional or general changes in asset valuations.

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Before acting on any information you should consider the appropriateness of the information having regard to these matters, and in particular, you should seek independent financial advice.

# Thank You

For More Information please contact:

Email: [investorcommunications@hdbfs.com](mailto:investorcommunications@hdbfs.com)

# Segment P&L Statement 9M FY26

INR Crores

Particulars	Lending	BPO	Total
Interest income	11,707	-	11,707
Finance cost	5,138	-	5,138
<b>Net Interest Income</b>	<b>6,569</b>	-	<b>6,569</b>
Non Interest Income	1,047	930	1,977
<b>Net Income</b>	<b>7,616</b>	<b>930</b>	<b>8,547</b>
Employee cost*	2,114	829	2,943
Other Operating Expenses	1,058	40	1,098
<b>Total expenses</b>	<b>3,172</b>	<b>870</b>	<b>4,041</b>
<b>Pre-Provisioning Operating Profit</b>	<b>4,445</b>	<b>61</b>	<b>4,505</b>
Credit Cost	2,130	-	2,130
<b>Profit Before Tax</b>	<b>2,315</b>	<b>61</b>	<b>2,375</b>

*\*Impact on account of the new labour codes*

56

5

61