



May 08, 2025

BSE Limited

Corporate Relationship Department,
2nd Floor, New Trading Wing,
Rotunda Building,
P.J. Towers, Dalal Street, Mumbai 400001

National Stock Exchange of India Limited

Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra Kurla Complex, Bandra (E),
Mumbai 400 051

Scrip Code: 544055

Scrip Code: MUTHOOTMF

Dear Sir/Madam,

Sub: Investor Presentation for the Quarter and Year ended March 31, 2025 – Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”)

Pursuant to Regulation 30 read with Para A of Part A of Schedule III of the Listing Regulations, we hereby submit Investor Presentation on Audited Financial Results of the Company for the quarter and year ended March 31, 2025.

Kindly take the same on records.

Thanking you,

Yours faithfully,
For Muthoot Microfin Ltd

Neethu Ajay,
Chief Compliance Officer and Company Secretary

Ernakulam

MUTHOOT MICROFIN LIMITED

CIN:L65190MH1992PLC066228

Regd. Office: 13th Floor, Parinee Crescenzo, Bandra Kurla Complex, Bandra East, Mumbai, Maharashtra - 400051

Administrative: Office 5th Floor, Muthoot Towers, M G Road, Kochi, Kerala - 682035, Tel: +91 -484-4277500, +91-484-4300127, F: +91-484-4300127 E: info@muthootmicrofin.com

www.muthootmicrofin.com



Investor Presentation

Q4 FY'25



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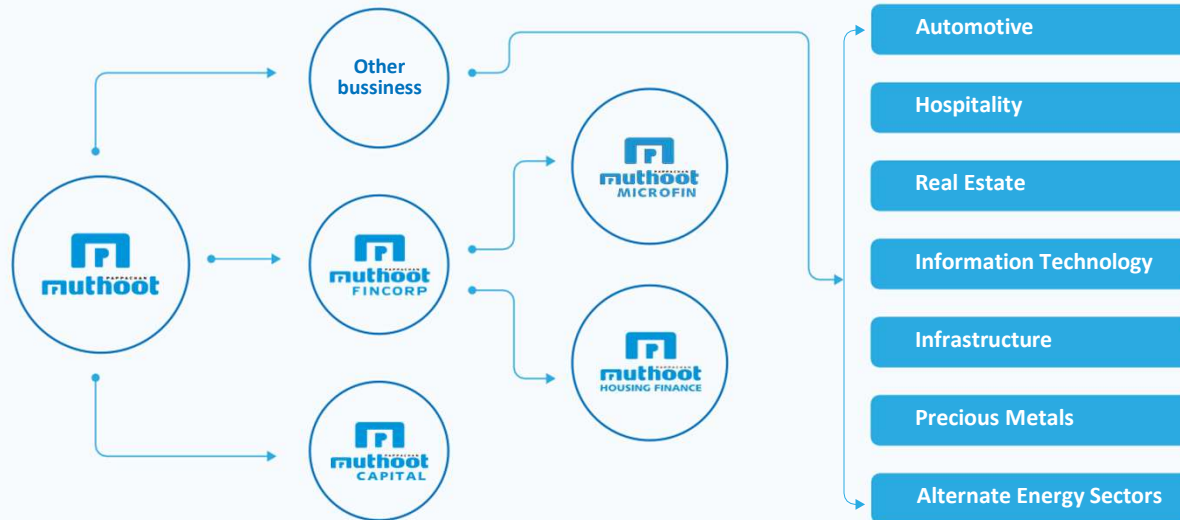
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MPG - Legacy of 138+ years of history



Muthoot Pappachan Group (MPG) is a Well Diversified Business Conglomerate



Present across microfinance, gold finance, two-wheeler finance and housing finance

Muthoot Microfin Limited (MML) is the 2nd Largest company by AUM under the Muthoot Pappachan Group.

Promoters have infused Rs 3,421 Mn in MML till date

One of the few NBFC-MFIs where the original promoters have continued to retain ownership and control over the business¹

Our Promoters

Thomas Muthoot

Chairman & Non-Executive Director, MML



Thomas John Muthoot

Chairman, Muthoot Pappachan Group



Thomas George Muthoot

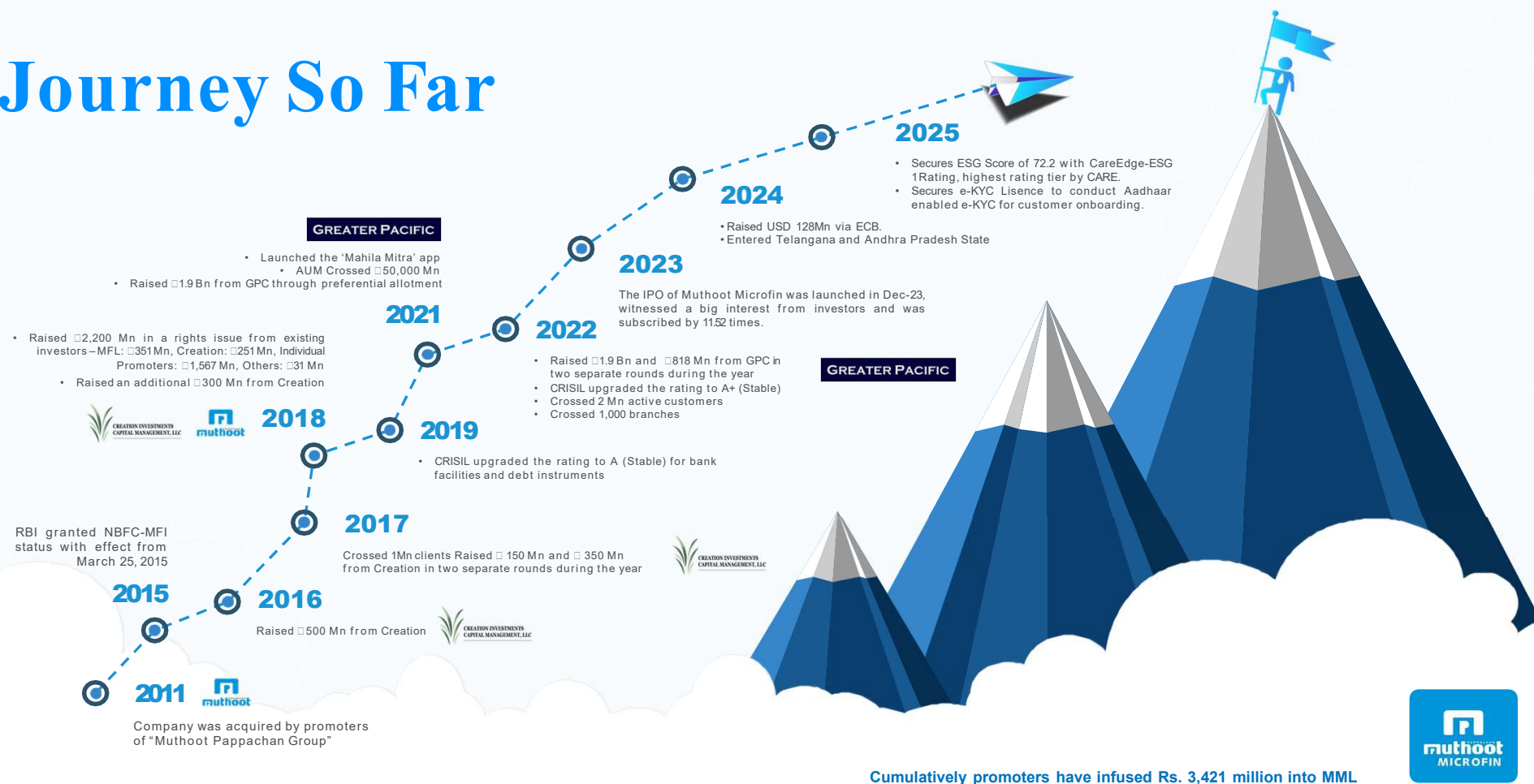
Non-Executive Director, MML



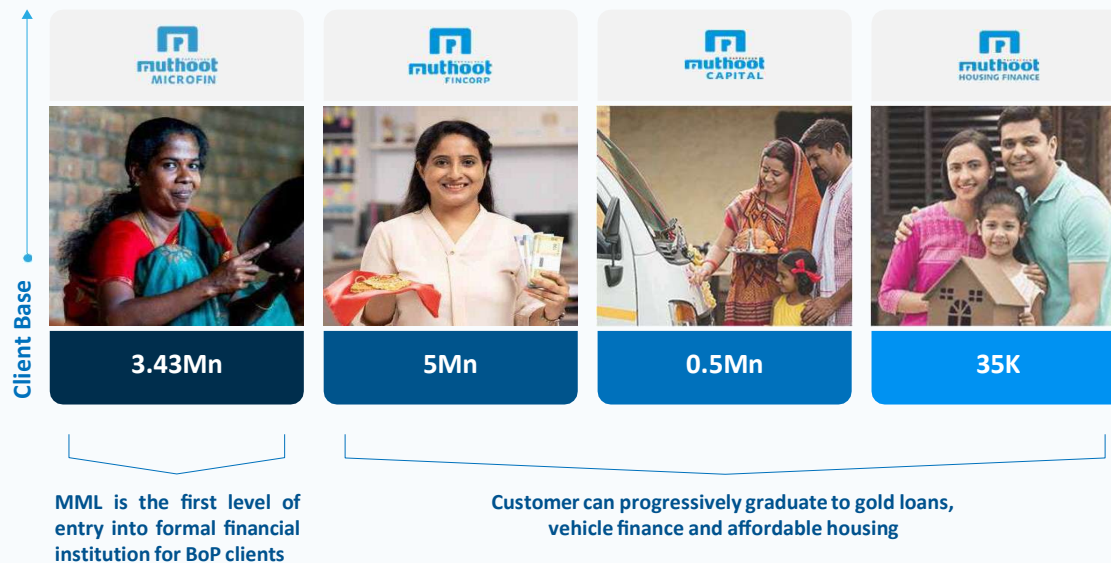
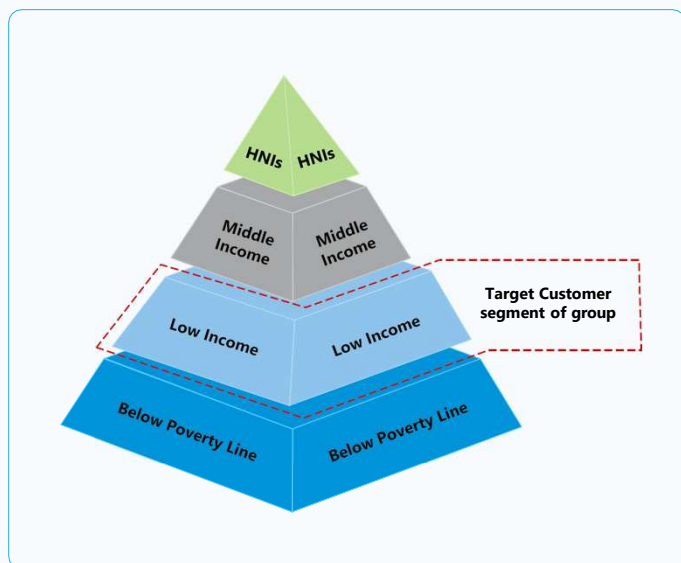
Note:

1. MML is the 2nd Largest NBFC MFI in India (Source: MFIM Micrometer Q3 Report)

Journey So Far



Brand Recall and Synergies with the Muthoot Pappachan Group



Synergies with MPG

History of MPG in working with target customers helps understand the needs of women in rural households & design lending products as per their requirements

Expansion of customer base and geographical footprint

Leveraging MFL's branches and expertise in cash management, gold assessment and storage

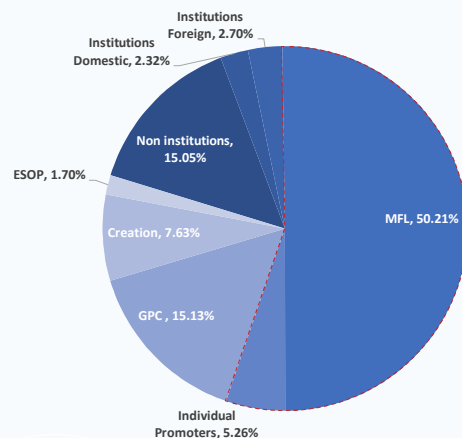
MPG is in process of developing a single platform to allow access to all the Group's loan offerings thus maximizing cross-sell opportunities

MPG provides MML with Brand recall and significant marketing and operational benefits; MML leverages cross-selling opportunities to offer diverse products to meet multiple needs of target customers

Strong Corporate Governance and Support from Promoters & Investors



Shareholding as of 31st Mar'25



One of the few NBFC-MFIs where the original Promoters have continued to retain ownership & Control over the business¹

Statutory Auditor

Suresh Surana & Associates

Internal Auditor



Note:

¹MML is the 2nd Largest NBFC MFI in India (Source: MFIN Micrometer Q3 Report)

Promoter Group Directors



Thomas Muthoot
Chairman & Non-Executive Director
Exp: 38+ years
Muthoot Pappachan Group
HDFC Bank



Thomas George Muthoot
Non Executive Director
Exp: 38+ years
Muthoot Pappachan Group



Thomas Muthoot John
Executive Director
Exp: 14+ years
Muthoot Pappachan Group

Non-Independent Directors



Akshaya Prasad
Non-Executive Director
Exp: 23+ years
Greater Pacific Capital,
Goldman Sachs



John Tyler Day
Non Executive Director
Exp: 13+ years
Creation Investments

Independent Directors



Thai Salas Vijayan
Non-Executive Independent Director
LIC, IRDAI, Shriram Properties



Bhama Krishnamurthy
Non-Executive Independent Director
Exp: 41+ years
SIDBI, Catholic Syrian Bank



Pushpy Babu Muricken
Non-Executive Independent Director
Exp: 17+ years
Joyalukkas, NASSCOM



Alok Prasad
Non-Executive Independent Director
Exp: 35+ years
RBI, NHB, Citicorp



Anil Sreedhar
Non-Executive Independent Director
Exp: 24+ years
GBS Plus, Adra Biotechnologies

Key Managerial Personnel



Key Management Personnel and Senior Management Personnel



Sadaf Sayeed

Chief Executive Officer

Exp: 24+ years, 14 years with MPG

Services: Muthoot Fincorp, HDFC Bank, Indiabulls Credit Services, GE Countrywide Consumer Financial Services, Satin, SpandanaSphoorty



Praveen T

Chief Financial Officer

Exp: 14+ years, 12 years with MPG

Services: Muthoot Fincorp, Ark Power Controls



Neethu Ajay

Company Secretary and Chief Compliance Officer

Exp:

Services: 11+ years, 11 years with MPG



Udeesh Ullas

Chief Operating Officer

Exp: 21+ years, 17 years with MPG

Services: Muthoot Fincorp, Cochin Bridge Infra. Company, ICICI Bank and Fullerton India Credit Company



Subhransu Pattnayak

Chief Human Resource Officer

Exp: 23+ years, 12 years with MPG

Services: Muthoot Fincorp, ICICI Bank



Jinsu Joseph

Chief Risk Officer

Exp: 13+ years, 8 years with MPG

Services: Maben Nidhi, Tamil nadu Mercantile Bank



Linson Chelamattathil Paul

Chief Technology Officer

Exp: 22+ years, 2 years with MPG

Services: V-Guard Industries, Joy Alukkas India



Dileep Kumar Pathak

Chief Internal Auditor

Exp: 15+ years, 13+ years with MPG

Services: Satin Credit Care Network Ltd



Deepu S

Chief Information Security Officer

Exp: 16+ years, 2 years with MPG

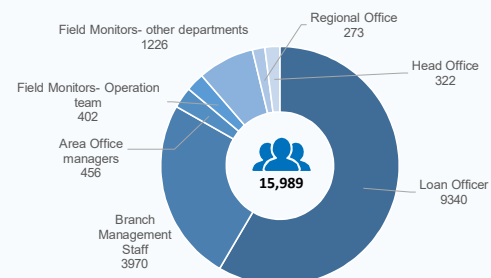
Services: Deloitte Touche Tohmatsu India LLP, South Indian Bank

Note:

1. Employee Data as on Mar 31, 2025

The employee composition displayed in the chart excludes 408 loan officers on the Team Lease & Team up payroll.

Employee Mix¹



Awards & Recognition

"Microfinance Company of the Year Award" from Times Business Awards Kerala 2024

Quantic Business Media CX Excellence Award for "Best Use of Mobile App to deliver customer service"

Awarded 'Microfinance Company of the Year' at the ET Business Awards 2024.

Awarded the Gold Level Certification for Client Protection by M-CRIL.

Mr Sadaf Sayeed, CEO has been recognized among India's Top 10 CEOs by Tradeflock.

Certified as a 'Great Place to Work' for the fifth time by the Great Place to Work Institute, India.

Received Corporate Agency License'

Awarded Best Cyber Security Initiative Award from Banking Frontiers DNA Awards 2024.

Awarded Innovative Customer Service at the CX Excellence Awards 2024.

Secures ESG Score of 72.2 with CareEdge-ESG 1 Rating, highest rating tier by CARE

Secures e-KYC Licence to conduct Aadhaar enabled e-KYC for customer onboarding.

Operational Highlights – FY'25



AUM (Mn)

1,23,567

(+1.3% YoY)

(-0.4% QoQ)



Branch

1,699 Nos

(+12.7% YoY)

(+2.9% QoQ)



Employees

15,989

(+15.3% YoY)

(+1.9% QoQ)



GNPA

4.84%

(+255 bps YoY)

(+181 bps QoQ)



Disbursement (Mn)

88,725

(-16.8% YoY)

19,593 (Q4 FY'25)

(-3.7% QoQ)



Active Clients (Mn)

3.43

(+2.3% YoY)

(+0.2% QoQ)



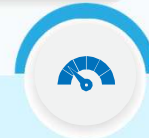
CE

93.6% (Overall)

(-4.8% YoY)

99.5% (X Bucket)

(-1.4% YoY)



NNPA

1.34%

(+43 bps YoY)

(+07 bps QoQ)

Financial Highlights – FY'25



Income (Mn)

INR 25,644

(+13.7% YoY)
(22,553 Mn)



PPOP (Mn)

INR 8,676

(+15.0% YoY)
(7,544 Mn)



Cost to Income Ratio

46.91%

(+121 bps YoY)
(45.70%)



ROA

-1.80%

(-599 bps YoY)
(4.19%)

ROE

-8.19%

(-2,848 bps YoY)
(20.30%)



NIM (Mn)

INR 15,512

(14.3% YoY)
(13,569 Mn)



PAT (Mn)¹

-2,225

(-149.5% YoY)
(4,496 Mn)



NIM%

12.36%

(-27 bps YoY)
(12.63%)



Credit Cost

	FY-24	FY-25
Credit Cost (including overlay)	1.61%	9.36%
Adjusted Credit Cost (without overlay)	1.61%	7.50%
Management Overlay (in Mn)	-	2,296.5

1. PAT for FY25 is after providing for management overlay of 2,296 Mn for Karnataka related impact & other macro-economic factors which is over and above ECL provisioning.

Financial Highlights – Q4 FY'25



Income (Mn)
INR 5,562

(-13.8% YoY)
(-18.4% QoQ)



PPOP (Mn)
INR 1,303

(-45.6% YoY)
(-48.4% QoQ)



Equity (Mn)
INR 26,322

(-6.1% YoY)
(-12.5% QoQ)

CAR
27.86%
(-111 bps YoY)
(-265 bps QoQ)



PCR
(QoQ)

	Q3FY25	Q4FY25
Stage 1	0.60%	1.61%
Stage 2	9.01%	30.76%
Stage 3	58.72%	73.32%



NIM (Mn)
INR 3,210

(-19.6% YoY)
(3,994 Mn)



PAT (Mn)¹
-4,011

(-435.0% YoY)
(1,198 Mn)



COF
11.02%

(-15 bps YoY)
(-05 bps QoQ)

Incr. COF
10.30%



PCR
(YoY)

	Q4FY24	Q4FY25
Stage 1	0.56%	1.61%
Stage 2	1.06%	30.76%
Stage 3	60.99%	73.32%

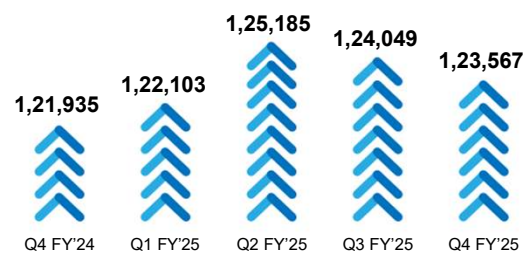
1. PAT for Q4FY25 is after providing for management overlay of 1,984 Mn for Karnataka related impact & other macro-economic factors which is over and above ECL provisioning.

Business Trends Q4 FY'25



AUM (Mn)

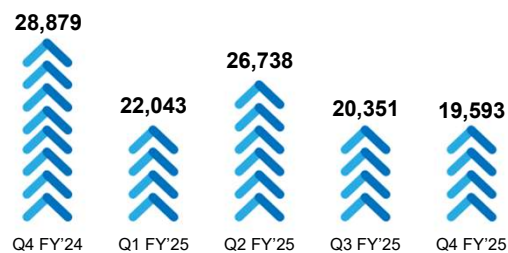
1.3% YoY ↑



AUM marginally grew by 1.3% YoY with a 0.4% QoQ decline, the overall momentum remained positive inspite of challenging external conditions leading to lower disbursements and book creation. This was further aggravated by slower disbursement trends in Karnataka, following the implementation of new MFN guidelines and other prevailing industry challenges

Disbursement (Mn)

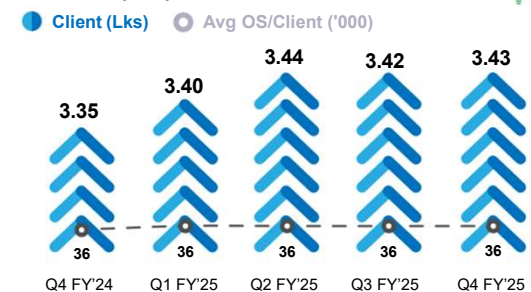
17% YoY ↓



Despite a decline in disbursements—down 4% QoQ and 17% YoY—MML has demonstrated relative resilience when benchmarked against industry performance. Between FY'24 and FY'25, MML's disbursements contracted by 24%, whereas the overall industry experienced a sharper decline of 39%.

Clients (Mn)

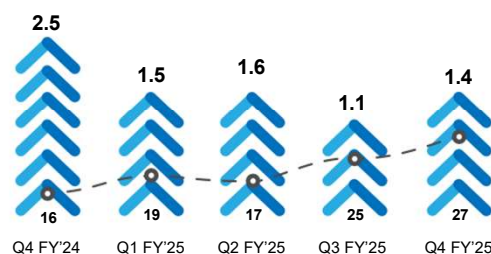
2.3% YoY ↑



Client base growth remained modest with a 2.3% increase YoY and a slight 0.3% rise QoQ, reflecting a stable yet steady expansion. Focusing on deepening engagement with existing clients while onboarding new ones has contributed to an extended outreach.

NTM & NTC Client Count (Lks)

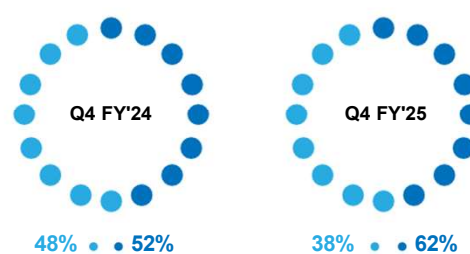
NTM (Lks) NTC % on NTM



In response to the challenging market environment, MML adopted a cautious disbursement strategy in FY'25 by prioritizing the ETM segment over NTM clients. As a result, the share of NTM disbursements declined to 37%, compared to 52% in the previous fiscal year. However, our risk-calibrated approach remained intact—NTM customers were rigorously screened using our scorecard model, with ~99% falling within the 'Very Low' and 'Low' risk categories. This reflects our continued emphasis on prudent sourcing practices, even while navigating a volatile market landscape.

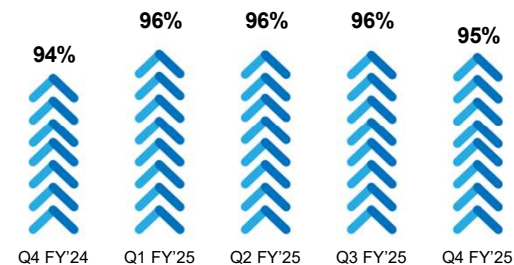
AUM Split ETM & NTM Clients

NTM Existing



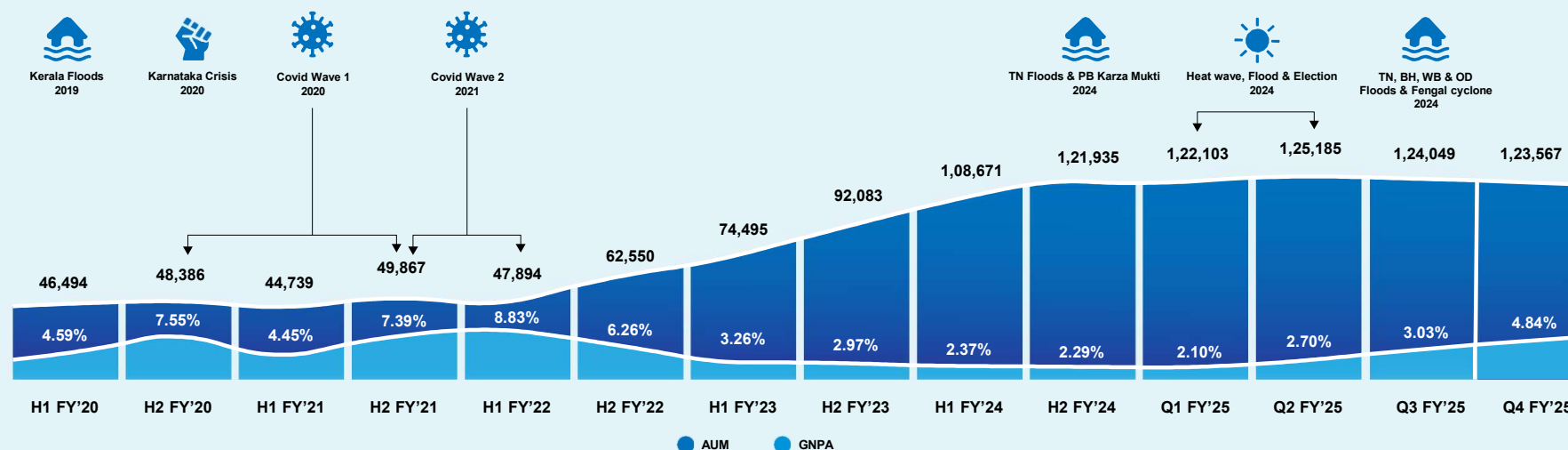
Aligned with the strategy of balancing growth and retention, the share of existing customers rose to 62% in Q4 FY25 from 52% in Q4 FY24, reflecting stronger client loyalty and portfolio stability.

Client Retention



We maintained a strong 95% retention rate in Q4 FY25, reflecting consistent customer loyalty and a data-driven focus on building a high-quality, low-risk borrower base for sustainable growth.

Resilient Business Model – Proven over time



Natural calamities – Fengal Cyclone & Flood impacted loans (Q3 FY'25)

StateName	Impacted Loans #	NATCAT Covered	NATCAT Cover %	NATCAT Settled	NATCAT Settled %
TAMILNADU	50,928	50,928	100%	49,247	96.70%
BIHAR	10,279	10,279	100%	10,145	98.70%
WEST BENGAL	3,221	3,221	100%	3,202	99.40%
ODISHA	805	805	100%	799	99.20%
Other States	8,120	8,120	100%	7,978	98.20%
Total	73,353	73,353	100%	71,371	97.30%

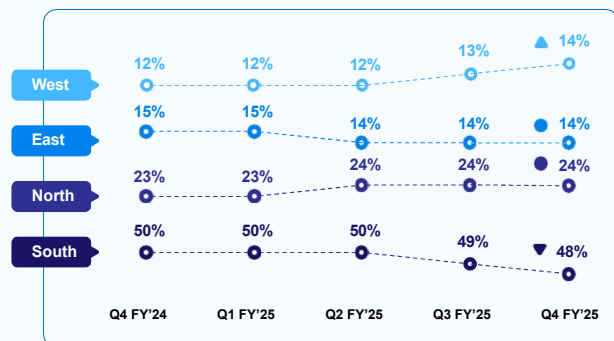
In Q3 FY'25, natural disasters such as the Fengal Cyclone and subsequent floods significantly impacted our loan portfolio. As of Q4 FY'25, we have made substantial progress in addressing the situation through NATCAT insurance coverage. Out of the total affected loans, 97.3% of claims have now been settled, marking a strong recovery from 45.8% in the previous quarter.

During FY'25, a total of 92,792 claims were intimated, out of which 90,639 have been settled, resulting in a 97.7% settlement rate..

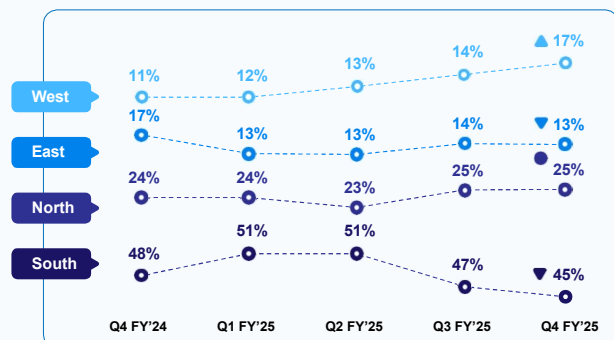
Strategic re-alignment through Diversification



Portfolio Concentration (Region-wise Trend)

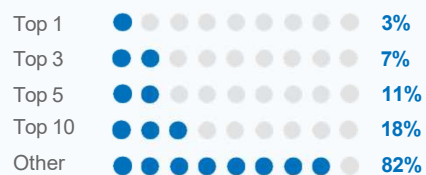
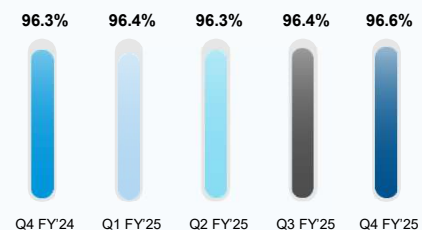


Disbursement Spread (Region-wise Trend)

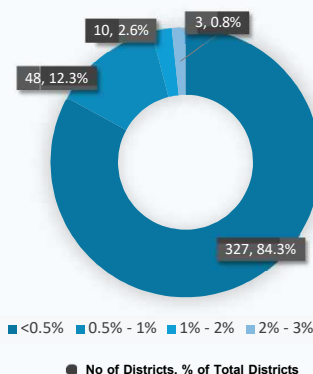


The portfolio and disbursement share of our key markets has been intact; in spite of recent challenges leading to balanced growth with South still holding 48% of the portfolio and disbursement share providing stability to growth and portfolio quality

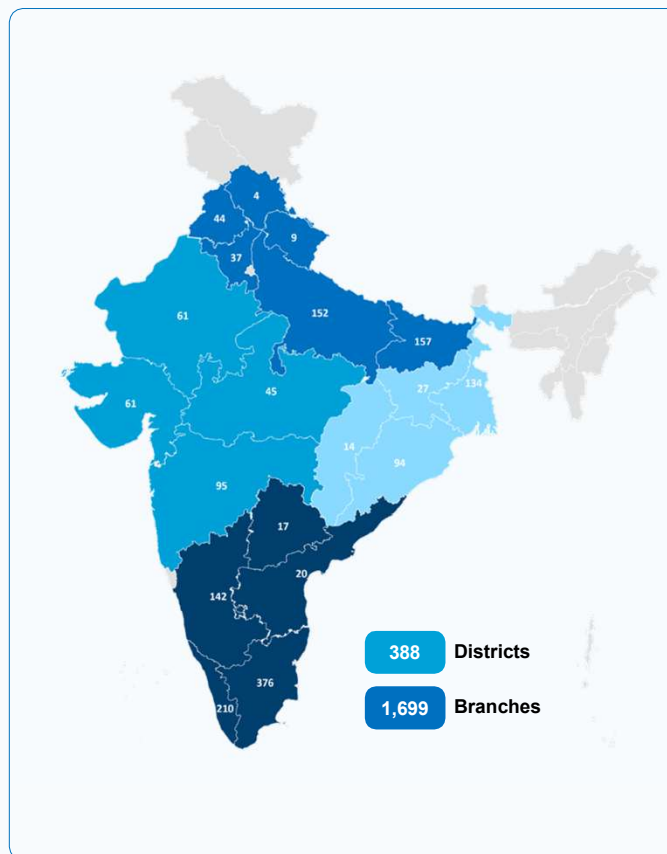
Consistent Rural Penetration (AUM)



Exposure of Districts (% of GLP)



Number of Branches Per State



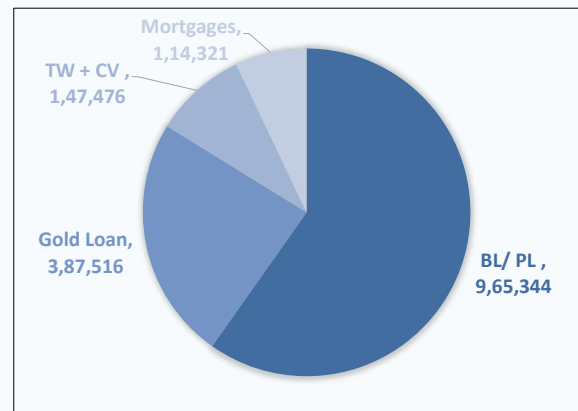
Strategic re-alignment through Diversification



WINNING WITH THE DOUBLE BOTTOM LINE:
**DRIVING SUSTAINABLE
IMPACT AND PROFIT**

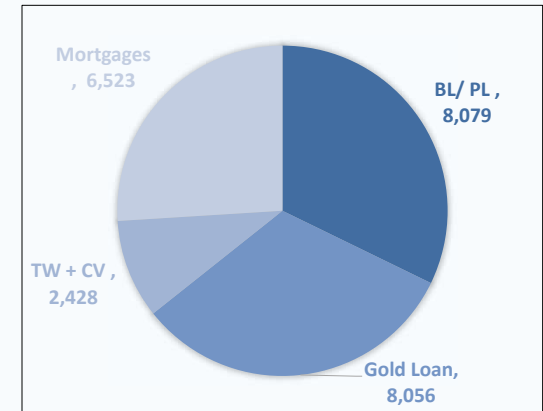
Account Type Count	Clients with Retail Account
Overall	34,26,252
MFI Only	21,54,503
Customer with Retail Loan	12,71,749
1 type of Loan	8,44,730
2 type of Loan	3,08,944
3 type of Loan	92,047
4 & Above	26,028

NUMBER OF CUSTOMERS



	Count	POS (cr)
Clients with Retail Account	12,71,749	28,486
Business Loan	5,12,747	4,916
Personal Loan	4,52,597	3,163
Gold Loan	3,87,516	8,056
Agri Loan	1,63,758	2,449
Vehicle Loan	1,24,520	1,451
Mortgages	1,14,321	6,523
Other	52,116	807
Commercial Vehicle Loan	22,956	977
Credit Card	15,272	72
Leasing	424	70
Overdraft	1,490	0.41

LOAN OUTSTANDING



Cross-Sell Strategy Leveraging Multi-Product Client Exposure to build a Secured book

This slide presents an analysis of our existing MFI client base and their exposure across key retail lending segments. Leveraging our MFI client base's multi-product exposure to identify cross-sell and up-sell opportunities through data-driven segmentation and engagement. This strategy aims to deepen customer value by offering secured products like MSME LAP and Individual Loans to eligible clients, while channelling other product leads to relevant MFL entities, maximizing ecosystem potential with focused outreach.



O/S (Mn) **80,560** ↑ 14%
Penetration **28.3%** ↑ 1%

Gold Loans

Client Share%			
Products	FY'24	FY'25	G%
Gold Loan	11.60%	11.30%	-0.30%

Outstanding			
Products	FY'24	FY'25	G%
Gold Loan	70,630	80,560	14.10%

Penetration%			
Products	FY'24	FY'25	G%
Gold Loan	27.30%	28.30%	1.00%



O/S (Mn) **65,231** ↑ 16%
Penetration **22.9%** ↑ 1%

Mortgage Loans

Client Share%			
Products	FY'24	FY'25	G%
Mortgages	3.40%	3.30%	-0.10%

Outstanding			
Products	FY'24	FY'25	G%
Mortgages	56,382	65,231	15.70%

Penetration%			
Products	FY'24	FY'25	G%
Mortgages	21.80%	22.90%	1.10%



Penetration **8.5%** ↓ 0.6%
O/S (Mn) **24,283** ↑ 4%

Vehicle & Commercial Vehicle Loans

Client Share%			
Products	FY'24	FY'25	G%
Vehicle	3.80%	3.60%	-0.20%
Commercial Vehicle	1.30%	0.70%	-0.60%

Outstanding			
Products	FY'24	FY'25	G%
Vehicle	13,358	14,514	8.70%
Commercial Vehicle	9,967	9,769	-2.00%
Total	23,325	24,283	4.10%

Penetration%			
Products	FY'24	FY'25	G%
Vehicle	5.20%	5.10%	-0.10%
Commercial Vehicle	3.90%	3.40%	-0.40%
Total	9.00%	8.50%	-0.50%

Notes:

- **O/S:** The total current retail loan exposure of our clients in each of the mentioned segments.
- **Penetration:** The proportion of a specific segment's outstanding to the client's overall retail outstanding, indicating the depth of their engagement in that product category.

Strategic re-alignment through Diversification



Impact of delinquency on specific retail loans product

Account Type	Clients with Retail Account	Customer With Retail Loans(MML 90+ PAR (Net of Writeoff))										
		Business Loan	Personal Loan	Gold Loan	Agri Loan	Vehicle Loan	Mortgages	Other	Commercial Vehicle Loan	Credit Card	Leasing	Overdraft
1 type of Loan	7%	12%	7%	2%	7%	7%	5%	6%	6%	4%	7%	10%
2 type of Loan	6%	10%	7%	2%	6%	6%	5%	6%	6%	4%	6%	12%
3 type of Loan	6%	8%	6%	3%	5%	6%	5%	5%	6%	3%	2%	11%
4 & Above	5%	6%	5%	3%	4%	5%	4%	5%	5%	3%	3%	12%

- Analyzing the delinquency cross tabbed with different product groups and retail loan holding, Gold loan, Credit Card and Leasing customers holding lower delinquency across all the retail loan client groups. Though the customer having Credit card or Leasing product is quite miniscule the share of Gold loans in terms of customer overall is around 30%; which is a big chunk of customer to differentiate from and probably more credit worthy customers.
- Overdraft & Business Loan holds the highest delinquency across multiple categories and they form the riskier lot of customers to lend to.

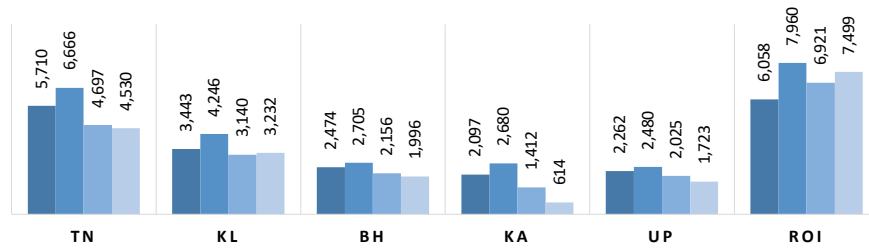
Gold loan customers are seemingly good customers for MFI loans as well as their performance is better compared to the other retail products. This could be crucial input for credit scoring of customer and for cross sell purposes

Top 5 States Performance



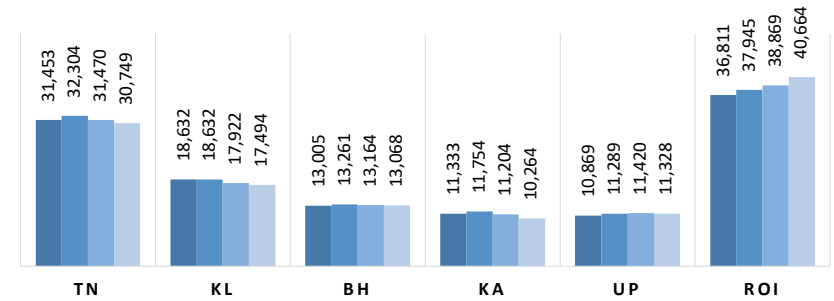
DISBURSEMENT (Mn)

■ Q1 FY'25 ■ Q2 FY'25 ■ Q3 FY'25 ■ Q4 FY'25



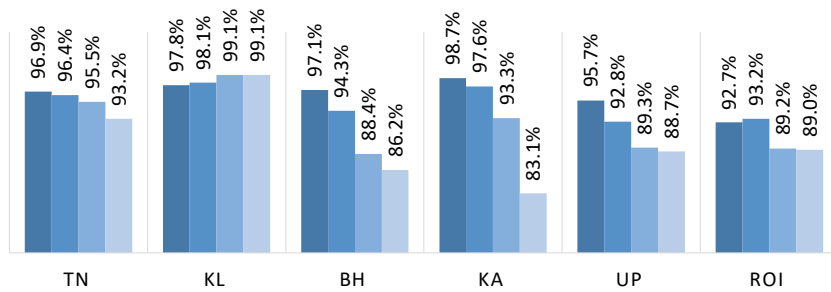
AUM (Mn)

■ Q1 FY'25 ■ Q2 FY'25 ■ Q3 FY'25 ■ Q4 FY'25



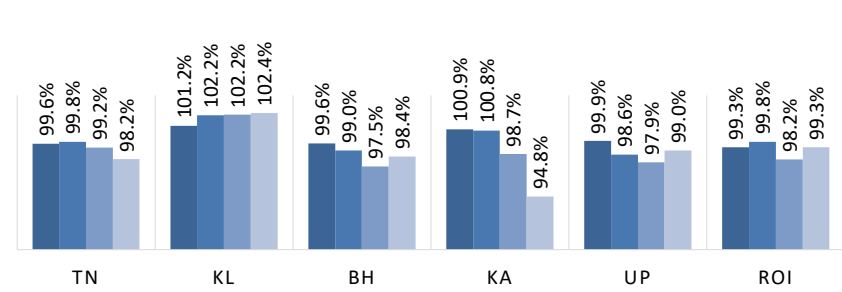
CE%

■ Q1 FY'25 ■ Q2 FY'25 ■ Q3 FY'25 ■ Q4 FY'25



X Bucket CE%

■ Q1 FY'25 ■ Q2 FY'25 ■ Q3 FY'25 ■ Q4 FY'25

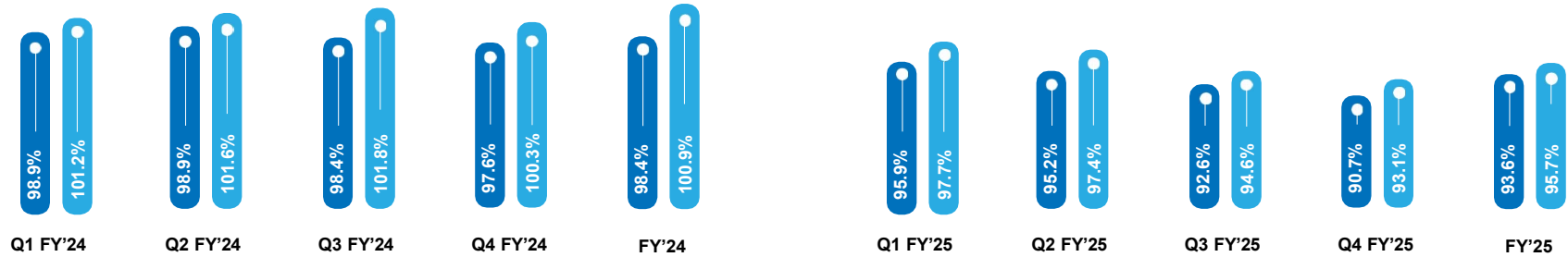


Collection Efficiency



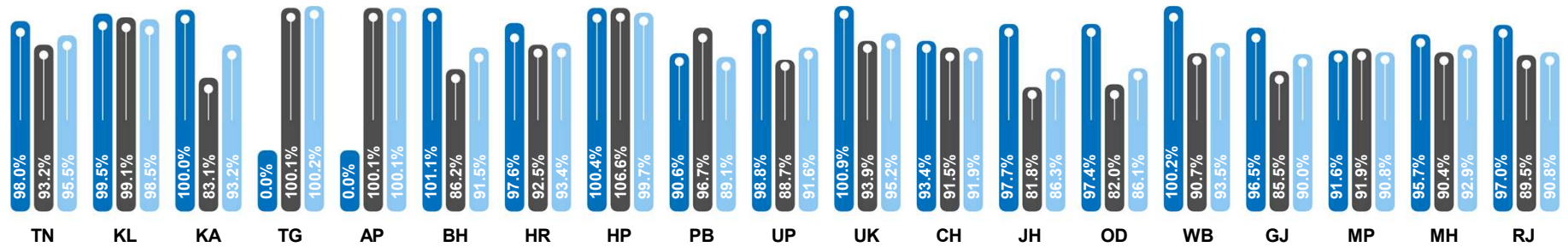
Overall CE

● Overall CE ● Overall CE including closure



State wise Overall CE

● FY'24 ● Q4 FY'25 ● FY'25



Asset Quality 1/7



(in mns)

Slab	(FY 24-25)				(FY 23-24)
	Loan Assets (Gross)	ECL	Loan Assets (Gross) (%)	ECL (%)	ECL (%)
Stage 1	85,102.11	1,367.17	91.34%	1.61%	0.56%
Stage 2	3,557.53	1,094.20	3.82%	30.76%	1.06%
Stage 3	4,511.67	3,308.04	4.84%	73.32%	60.99%
Total	93,171.31	5,769.40	100.00%	6.19%	1.95%
GNPA				4.84%	2.29%
NNPA				1.34%	0.91%

(in mns)

Provision as ECL Model	3,472.9
Management Overlay	2,296.5
Total Provision as per IND AS	5,769.4
IRAAC Provision	1,820.2
Difference in ECL vs IRAAC	3,949.2

Particulars	Q4FY25	FY25
Opening ECL (A)	2,597.67	1,822.65
Additions (B)		
- Provisions as per ECL Model	1,187.61	3,908.33
- Additional Management Overlay	1,984.11	2,296.53
Reversals on account of derecognition of financial instrument (ARC transaction) (C)	-	2,258.11
Closing ECL (D = A+B-C)	5,769.40	5,769.40
Writeoff including waivers (D)	3,290.10	4,244.78
Provision for impairment on loan assets (E)	3,171.72	6,204.86
Other Provisions (F)	100.29	100.29
Baddebts Recovered (G)	42.01	126.68
Net Credit Cost (H = D+E+F-G)	6,520.10	10,423.24
Net Loss on derecognition of financial instrument (ARC transaction) (I)	-	1,142.17
Total Impairment Cost, including Loss on Derecognition of Financial Asset (ARC Transaction) (J = H+I)	6,520.10	11,565.40

The Indian microfinance sector faced challenges due to post-pandemic overexpansion, increased competition, and rising borrower leverage. Political unrest and revived “Karza Mukthi” movements affected collections in some regions. Recovery in borrower discipline has been slow, impacting repayment timelines and new disbursements. Regulatory measures by SROs introduced necessary discipline, helping stabilize the sector. In Karnataka, the new ordinance against coercive lending initially caused disruptions but is expected to support long-term sectoral health. Portfolio performance showed signs of recovery by March 2025.

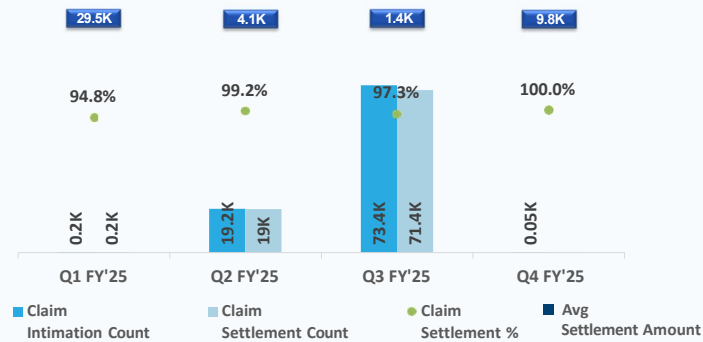
During FY23-24, we recorded a write-off of ₹1,661.2 million.

MML has adopted a cautious stance and provided additional Management overlay of 2,296.53 million to address any further impact from ongoing macro events. This is in addition to provisioning requirement as per ECL model and over and above IRAAC requirements.

- The Company continues to uphold strong underwriting (Bureau checks, Equifax score card, adherence to FOIR, End Use check etc) and collection practices which are unique to MML. Our dedicated collection metrics will ensure the flow rate will be low from Stage 2 to Stage 3.
- In addition, our customers are covered by NATCAT insurance, so that the flood/heavy rains/calamity impacted portfolio of Stage 2 Loans is expected to improve in the next quarter



NATCAT Insurance Settlement



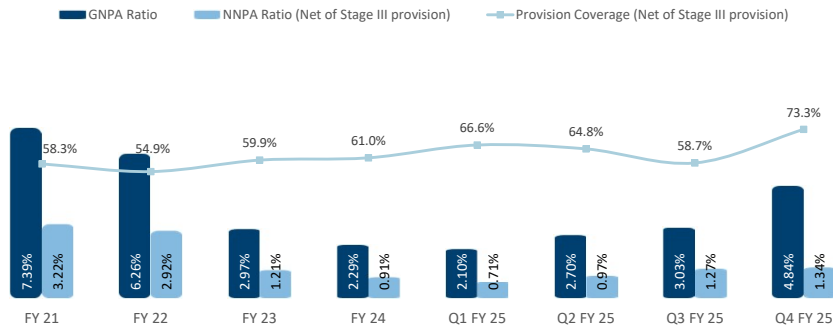
NATCAT Type-wise Intimation vs Settlement for FY'25

Type	Claim Intimation Count	Claim Settlement Count	Claim Settlement %
Flood/Cyclone/Heavy Rain	92,570	90,417	97.7%
House Damaged Due To Flood	141	141	100.0%
Fire Accident	78	78	100.0%
Wall And Roof Damaged	2	2	100.0%
Electric Short Circuit	1	1	100.0%
Grand Total	92,792	90,639	97.7%

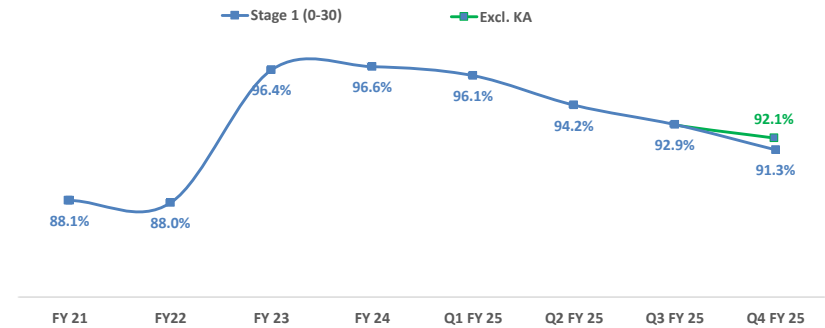
State Name	Q1 FY'25		Q2 FY'25		Q3 FY'25		Q4 FY'25	
	Count	Settlement %	Count	Settlement %	Count	Settlement %	Count	Settlement %
TAMILNADU	2	100.0%	-	-	50,928	96.7%	-	-
RAJASTHAN	2	100.0%	6,321	100.0%	1,456	98.1%	-	-
UTTAR PRADESH	6	100.0%	4,143	99.0%	1,958	98.7%	32	100.0%
BIHAR	47	76.6%	3,649	98.8%	10,279	98.7%	-	-
GUJARAT	6	100.0%	2,463	99.2%	2,574	97.8%	-	-
MADHYA PRADESH	-	-	2,003	98.4%	572	106.3%	-	-
HARYANA	6	100.0%	508	95.5%	545	90.0%	-	-
WEST BENGAL	104	100.0%	1	100.0%	3,221	99.4%	-	-
MAHARASHTRA	23	100.0%	95	100.0%	837	98.3%	-	-
ODISHA	3	100.0%	-	-	805	99.2%	5	100.0%
KARNATAKA	2	100.0%	-	-	50	100.0%	-	-
JHARKHAND	5	100.0%	-	-	63	100.0%	-	-
KERALA	4	100.0%	-	-	46	100.0%	-	-
CHHATTISGARH	-	-	-	-	8	100.0%	-	-
PUNJAB	-	-	-	-	2	100.0%	-	-
UTTARAKHAND	-	0.0%	-	-	9	100.0%	9	100.0%
PAN INDIA	210	94.8%	19,183	99.2%	73,353	97.3%	46	100.0%



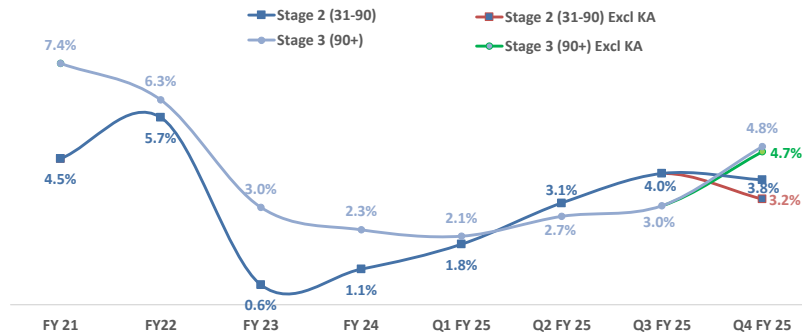
GNPA, NNPA & Provision Coverage



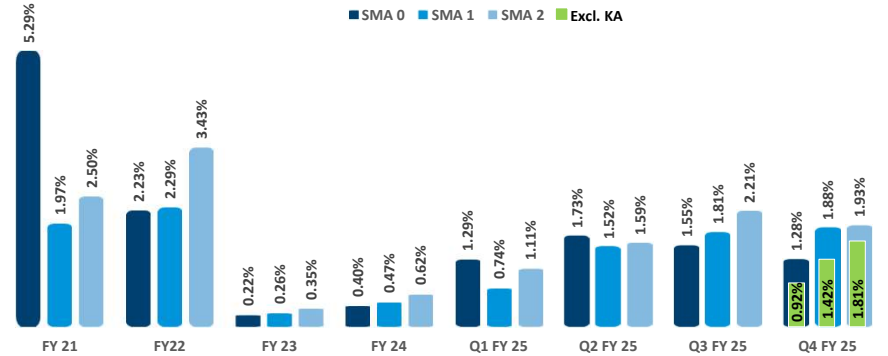
Stage 1 (0-30)



Stage 2 & 3 Comparison



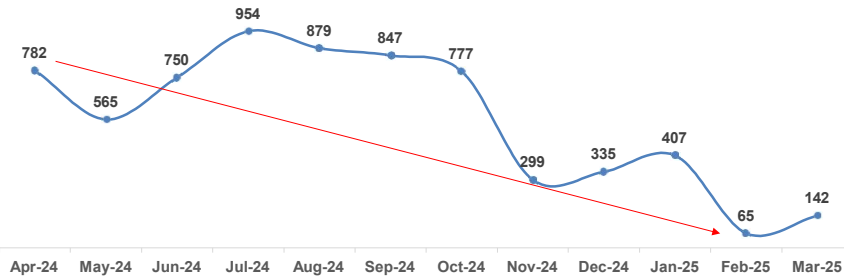
SMA Category Comparison



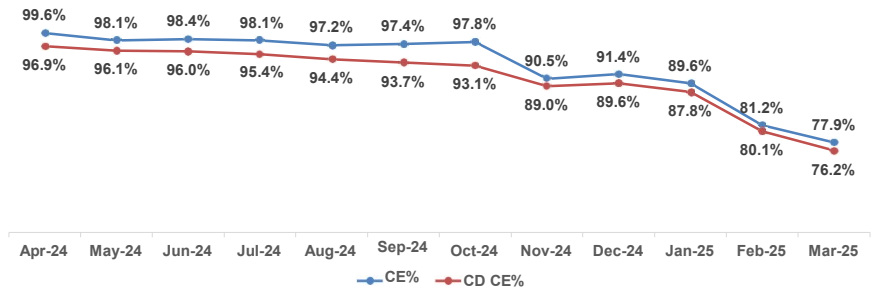


KARNATAKA Crisis – Performance Impact (MML)

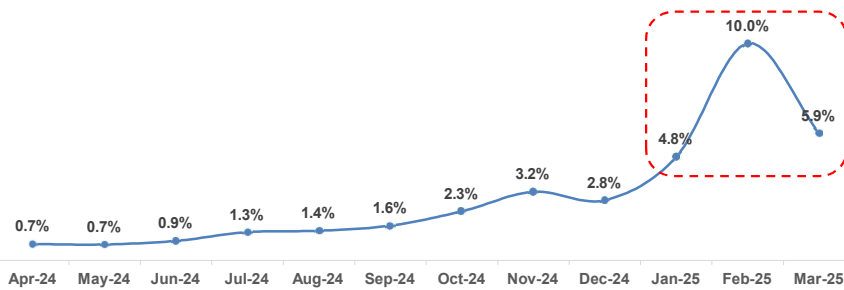
Disbursement (Mn)



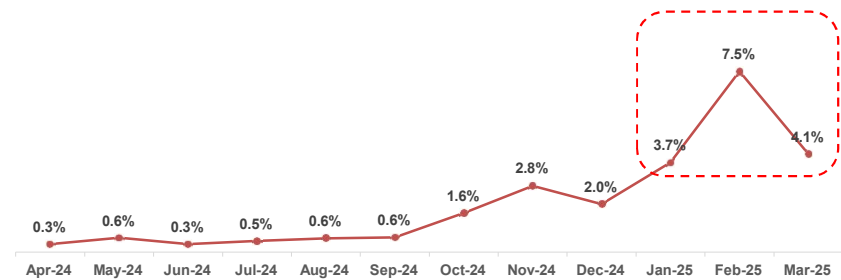
CE% & CD CE%



Fresh Delinquency%



0+ PAR% Increase





Borrowers % - Mar-25	Q4 FY-25				
	Borrower Vintage				
Lender Group	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Unique to MML	11.9%	7.2%	4.7%	11.2%	35.1%
MML+1	11.2%	6.9%	3.1%	6.2%	27.4%
MML+2	9.8%	5.6%	1.6%	3.0%	19.9%
MML+3	6.1%	3.0%	0.6%	1.1%	10.8%
MML+4 & Above	4.0%	2.0%	0.2%	0.5%	6.8%
Total %	43.1%	24.7%	10.2%	22.0%	100.0%

Portfolio % - Mar-25	Q4 FY-25				
	Borrower Vintage				
Lender Group	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Unique to MML	15.9%	7.9%	2.8%	4.6%	31.2%
MML+1	14.8%	8.0%	2.6%	4.5%	30.0%
MML+2	12.3%	6.3%	1.7%	2.6%	22.9%
MML+3	6.8%	2.8%	0.6%	0.9%	11.1%
MML+4 & Above	3.4%	1.1%	0.2%	0.3%	4.8%
Total %	53.1%	26.2%	7.8%	12.9%	100.0%

Considered JLG Loans for this Analysis. Data Sourced from Crif Mar'25

PAR 30+ - Mar-25	Borrower Vintage				
	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Lender Group					
Unique to MML	4.0%	3.0%	1.7%	1.1%	3.1%
MML+1	4.8%	4.0%	2.5%	1.8%	3.9%
MML+2	6.9%	6.3%	3.9%	2.9%	6.1%
MML+3	12.1%	11.6%	7.8%	6.0%	11.2%
MML+4 & Above	33.7%	32.3%	20.9%	17.1%	32.1%
Total %	7.8%	6.2%	3.3%	2.3%	6.3%

- **Client Distribution:** MML reports the lowest proportion of clients in the "Own + 4 or more lenders" segment, standing at 6.8%, which marks a 1.5% decline from the previous quarter.
- **Portfolio Composition:** MML has effectively reduced its portfolio share within the "Own + 4 or more lenders" category to 4.8%, down from 7.1% in the last quarter. This figure remains lower than that of competitors, indicating a sustained focus on maintaining a conservative lending profile.
- **Indebtedness Reduction:** The proportion of MML customers with total indebtedness exceeding ₹2 lakhs has decreased to 1.8%, down from 2.2% in the previous quarter. Similarly, the portfolio share of such customers has declined from 3.2% to 2.3%, reinforcing MML's commitment to responsible lending and risk management.

Borrowers % Mar-25	Q4 FY-25				
	Borrower Vintage				
Indebtedness	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Upto 50K	12.2%	8.0%	5.5%	13.3%	39.0%
50k - 1Lk	15.1%	8.5%	2.6%	4.7%	31.0%
1Lk - 1.5Lk	10.6%	5.5%	1.5%	2.7%	20.3%
1.5Lk - 2Lk	4.1%	2.2%	0.5%	1.1%	7.9%
2Lk Above	1.0%	0.5%	0.1%	0.2%	1.8%
Total %	43.1%	24.7%	10.2%	22.0%	100.0%

Portfolio% Mar-25	Q4 FY-25				
	Borrower Vintage				
Indebtedness	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Upto 50K	10.3%	2.6%	0.8%	1.3%	15.0%
50k - 1Lk	20.3%	11.0%	3.3%	5.1%	39.7%
1Lk - 1.5Lk	15.0%	8.2%	2.5%	4.2%	29.9%
1.5Lk - 2Lk	6.3%	3.7%	1.1%	2.0%	13.0%
2Lk Above	1.2%	0.7%	0.1%	0.3%	2.3%
Total %	53.1%	26.2%	7.8%	12.9%	100.0%

MML+ 4 & above Borrowers % - Mar-25	Q4 FY-25				
	Borrower Vintage				
Indebtedness Grouping	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Upto 50K	0.0%	0.0%	0.0%	0.0%	0.0%
50k - 1Lk	0.5%	0.3%	0.0%	0.1%	1.0%
1Lk - 1.5Lk	1.6%	0.8%	0.1%	0.2%	2.7%
1.5Lk - 2Lk	1.3%	0.5%	0.1%	0.1%	2.0%
2Lk Above	0.6%	0.3%	0.0%	0.1%	1.1%
Total %	4.0%	2.0%	0.2%	0.5%	6.8%

PAR 30+ Mar-25	Borrower Vintage				
	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Upto 50K	7.0%	6.9%	4.0%	3.1%	6.5%
50k - 1Lk	6.2%	4.8%	2.7%	1.9%	4.9%
1Lk - 1.5Lk	8.2%	6.5%	3.6%	2.3%	6.5%
1.5Lk - 2Lk	10.1%	7.5%	3.4%	2.6%	7.8%
2Lk Above	25.0%	18.4%	8.7%	8.5%	20.3%
Total %	7.8%	6.2%	3.3%	2.3%	6.3%

Considered JLG Loans for this Analysis. Data Sourced from Crif Mar'25.
Total Indebtedness = MFI + Unsecured Retail Finance

Borrowers %	Q4 FY-25					Q3 FY-25					Q2 FY-25				
	Borrower Vintage					Borrower Vintage					Borrower Vintage				
Lender Group	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Unique to MML	11.9%	7.2%	4.7%	11.2%	35.1%	14.0%	5.6%	6.1%	9.1%	34.8%	12.7%	5.6%	5.8%	8.8%	32.9%
MML+1	11.2%	6.9%	3.1%	6.2%	27.4%	13.0%	5.0%	3.9%	5.0%	26.8%	11.7%	5.0%	4.0%	5.1%	25.8%
MML+2	9.8%	5.6%	1.6%	3.0%	19.9%	11.3%	3.6%	1.8%	2.4%	19.1%	10.5%	3.9%	1.9%	2.5%	18.8%
MML+3	6.1%	3.0%	0.6%	1.1%	10.8%	7.5%	1.9%	0.7%	0.9%	11.0%	7.7%	2.3%	0.8%	1.1%	11.9%
MML+4 & Above	4.0%	2.0%	0.2%	0.5%	6.8%	6.2%	1.3%	0.3%	0.5%	8.2%	7.7%	1.8%	0.4%	0.7%	10.6%
Total %	43.1%	24.7%	10.2%	22.0%	100.0%	52.0%	17.4%	12.7%	17.9%	100.0%	50.3%	18.6%	12.9%	18.1%	100.0%

Borrowers %	Q4 FY-25					Q3 FY-25					Q2 FY-25				
	Borrower Vintage					Borrower Vintage					Borrower Vintage				
Indebtedness	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %	0-2 Y	2-4 Y	4-6 Y	>6 Y	Total %
Upto 50K	12.2%	8.0%	5.5%	13.3%	39.0%	15.5%	6.4%	7.6%	10.9%	40.3%	14.1%	6.2%	7.3%	10.5%	38.1%
50k - 1Lk	15.1%	8.5%	2.6%	4.7%	31.0%	17.4%	5.7%	3.0%	3.9%	30.0%	15.4%	6.0%	3.2%	4.1%	28.6%
1Lk - 1.5Lk	10.6%	5.5%	1.5%	2.7%	20.3%	12.4%	3.6%	1.5%	2.1%	19.5%	12.2%	4.0%	1.6%	2.2%	20.0%
1.5Lk - 2Lk	4.1%	2.2%	0.5%	1.1%	7.9%	5.2%	1.4%	0.5%	0.8%	7.9%	6.1%	1.8%	0.6%	1.0%	9.5%
2Lk Above	1.0%	0.5%	0.1%	0.2%	1.8%	1.5%	0.4%	0.1%	0.2%	2.2%	2.6%	0.6%	0.2%	0.4%	3.8%
Total %	43.1%	24.7%	10.2%	22.0%	100.0%	52.0%	17.4%	12.7%	17.9%	100.0%	50.3%	18.6%	12.9%	18.1%	100.0%

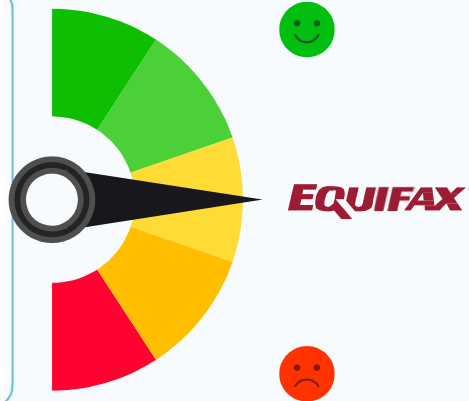
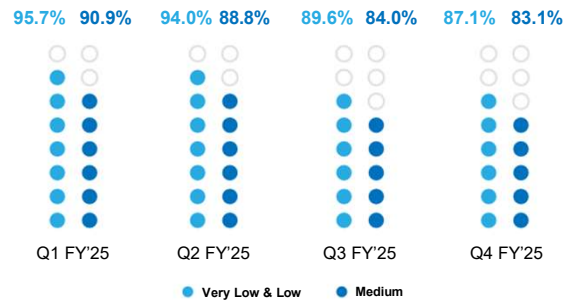
Considered JLG Loans for this Analysis. Data Sourced from Crif Mar'25.

Total Indebtedness = MFI + Unsecured Retail Finance

Score Card Impact (New Sourcing)



Risk Category wise Collection Efficiency



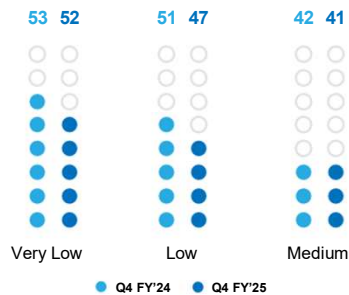
Impact of Score Card

Unique credit score developed along with Equifax

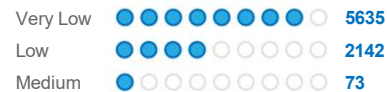
Risk Category	No. of loans (Mn)					
	From Inception	Q1-FY'25	Q2-FY'25	Q3-FY'25	Q4-FY'25	FY'25
Total	2.29	0.06	0.16	0.10	0.14	0.46
Very Low	69.9%	66.7%	68.8%	80.0%	78.6%	73.9%
Low	27.5%	33.3%	31.3%	20.0%	21.4%	26.1%
Medium	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%

Score Card-Based ATS

ATS ('000)



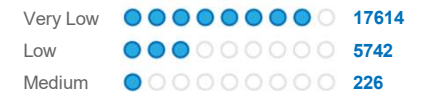
Score Card-Based Disbursements Q1 FY'25 (Mn)



Score Card-Based Disbursements Q3 FY'25 (Mn)



Score Card-Based Disbursements FY'25 (Mn)



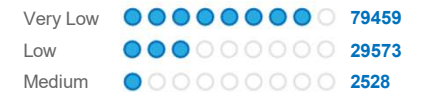
Score Card-Based Disbursements Q2 FY'25 (Mn)



Score Card-Based Disbursements Q4 FY'25 (Mn)



Score Card-Based Disbursements - From Score Card Inception (Mn)

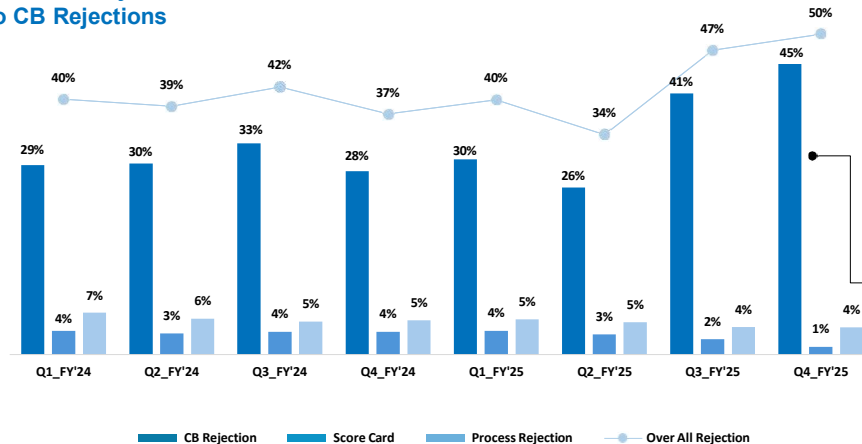


Note : NTM segment is considered for this Analysis.

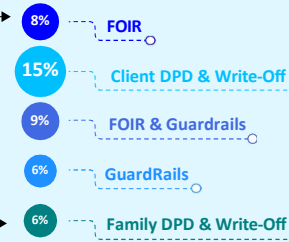
Marked increase in rejection leading to lower disbursement



Q4 FY'25 Major Contributors to CB Rejections



Primary Reasons for Rejection



The overall rejection rate in FY'25 fluctuated between 34% and 50%, with a sharp increase in Q3 (47%) and Q4 (50%)

The primary driver of this surge was the CB rejection rate, which rose from 26% in Q2 to 41% in Q3, and further to 45% in Q4. This trend aligns with the anticipated impact of MFIN Guardrails (Guardrail 2.0) implementation. Additionally, rejections are expected to rise by another 8% in Q1 FY'26 following the GD 2.0 lender count cap reduction from 4 to 3, effective April 1, 2025.

Conversion Trend FY'25

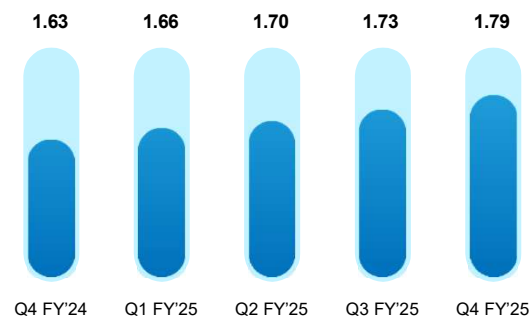
The conversion rate has evidenced a decline from 29% in Q3-FY'25 to 26% in Mar 2025, primarily driven by : Increased CB rejections and lower sourcing volumes.



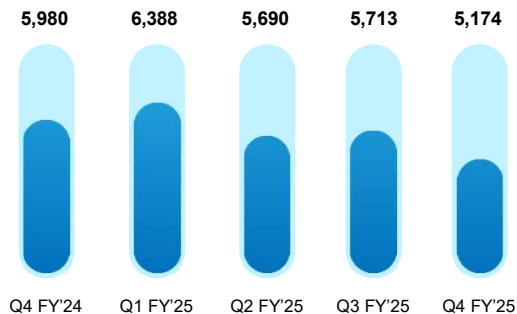
Digitization driving Collections



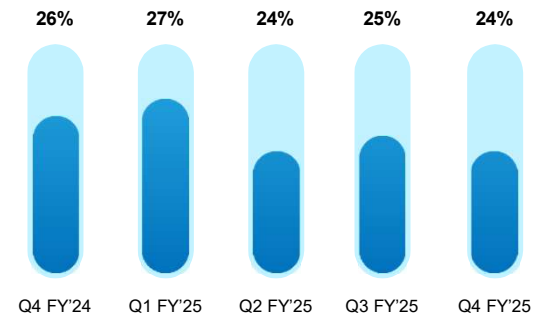
Customer App Installation (Cum. Mn)¹



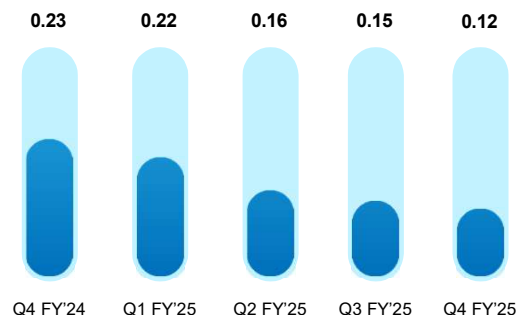
Digital Collection (Mn)



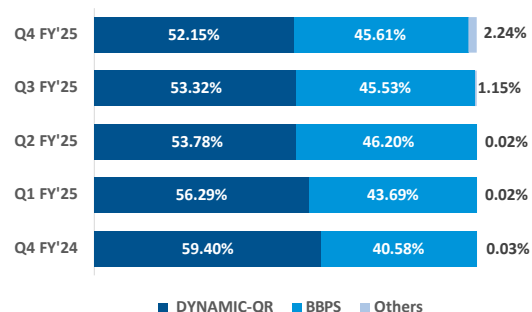
Digital Collection Share%²



Digital Client Acquisition (Mn)³



Channel-wise digital collection share%



- **Customer App Installations:** The cumulative customer app downloads continued to rise in Q4 FY'25, reaching 1.79 Mn by quarter-and albeit at a lower pace. While quarterly additions saw a slight uptick compared to Q3, the overall trend of steady growth in the range of 34K to 54K per quarter reflects our sustained digital presence. With planned feature enhancements and engagement campaigns in the pipeline, we aim to further accelerate app adoption in the next financial year.
- **Digital Collection Performance:** In Q4 FY'25, digital collections stood at 5,174 Mn with a digital share of 24%, maintaining consistency within the 24%-27% range observed throughout the fiscal year. While the absolute collection saw a marginal dip from the previous quarter, the stable digital share amidst operational challenges indicates continued customer trust and adoption of digital channels. Our focus remains on strengthening digital acquisition and deepening engagement to boost both volume and share going forward.

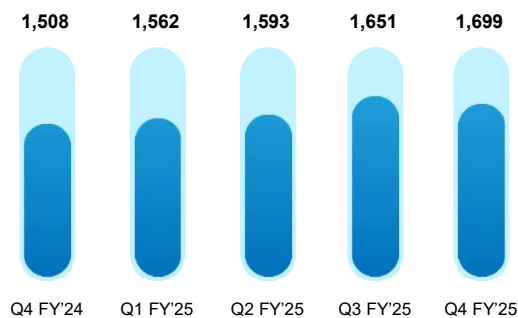
Note:

1. App Installation represents the cumulative count of customers who have downloaded and registered "Mahila Mitra" app
2. Digital Collection share in the overall collection is the ratio of digital collection to the overall collection for the relevant Quarters.
3. If a client completes their first-ever digital transaction, we classify them as having being digitally acquired.

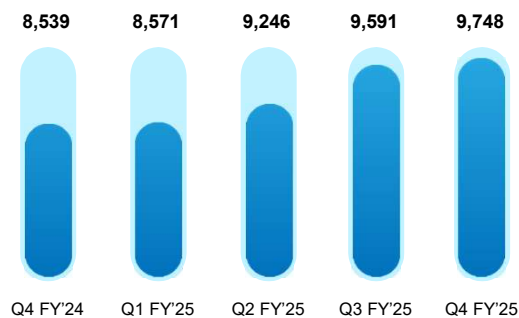
Key Metrics



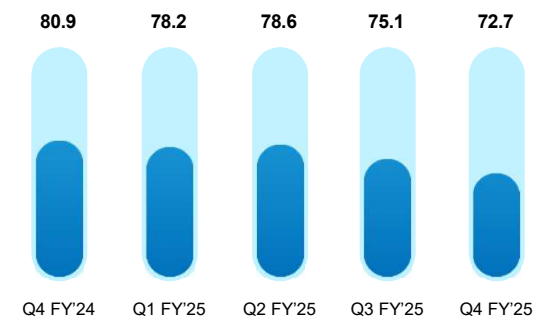
Branch Count



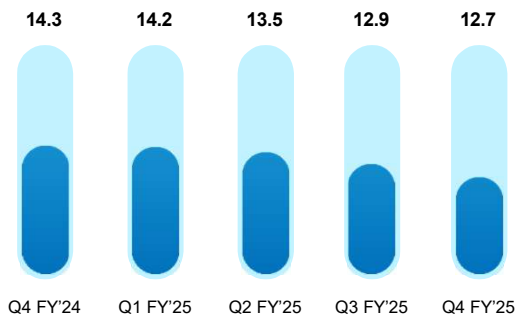
RO Count



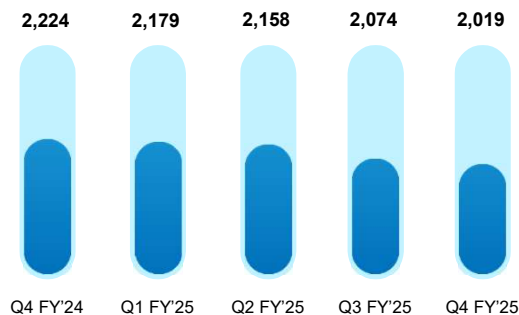
AUM per Branch (Mn)



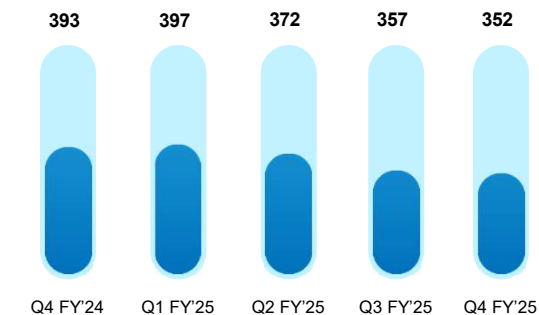
AUM per RO (Mn)



Client per Branch



Client per RO



Note : Productivity ratios per RO for Q4 FY'25 includes 408 contractual staff in the payroll of team lease.

Guidance FY 26

Particulars	Actual	Guidance	Commentary
	FY 25	FY 26	
AUM-Growth	1.3%	5%-10%	Growth expected to be back on FY 26
NIM	12.4%	12.4%-12.7%	The NIM expected to remain as the COF is coming down. The yield to be remain in same level
Operating Cost	6.2%	6%-6.2%	The Operating expense to be on higher side as we do more diversification and incur more collection cost.
Credit Cost	9.4%	4%-6%	First half of the financial year, the credit cost to remain high and the Credit cost to stabilize from Q3 onwards.
RoA	-1.8%	0.5%-2%	MML will be back profitable in FY 26
RoE	-8.2%	2.5%-10%	The ROE as per leverage.

P & L Statement



Financial Comparison	Q4 FY 25	Q4 FY 24	YoY (%)	Q3 FY 25	QoQ (%)	FY 25	FY 24	YoY (%)
Income								
Revenue from operations	5,550.3	6,432.2	-13.71%	6,807.8	-18.47%	25,616.9	22,489.3	13.91%
Other income	11.9	18.6	-36.01%	6.6	79.14%	27.5	63.5	-56.71%
Total income	5,562.2	6,450.7	-13.77%	6,814.5	-18.38%	25,644.4	22,552.8	13.71%
Expenses								
Finance costs	2,217.1	2,306.9	-3.89%	2,372.9	-6.57%	9,301.1	8,660.4	7.40%
Employee benefit expenses	1,421.1	1,245.3	14.12%	1,328.4	6.97%	5,339.1	4,464.3	19.60%
Net Loss on derecognition of financial instrument under amortised cost category ¹	0.0	-	-	830.0	-100.00%	1,142.2	-	-
Impairment on financial instruments ²	6,520.1	619.0	953.39%	1,642.3	297.02%	10,423.2	1,725.4	504.11%
Depreciation and amortisation expense	111.8	97.6	14.62%	109.4	2.24%	428.4	354.4	20.88%
Other expenses	509.3	408.2	24.77%	480.8	5.93%	1,899.5	1,529.9	24.16%
Profit before tax	(5,217.2)	1,773.9	-394.11%	50.6	-10402.98%	(2,889.0)	5,818.5	-149.65%
Profit after tax	(4,011.5)	1,197.6	-434.96%	38.0	-10655.77%	(2,225.2)	4,495.8	-149.50%
Total comprehensive income	(3,782.1)	1,232.6	-406.84%	74.0	-5210.04%	(1,805.8)	4,632.6	-138.98%

1. Net loss on derecognition of financial instrument under Amortised Cost represents written off on account of ARC transaction.

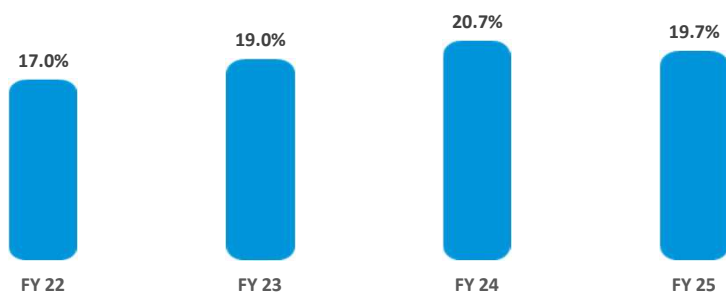
2. Impairment on financial instruments for Q4 FY25 is after providing for management overlay of 1,984 Mn & FY'25 is after providing for management overlay of 2,296 Mn for Karnataka related impact & other macro economic factors which is over and above ECL provisioning.

Previous period's figures have been regrouped/reclassified wherever necessary to correspond with the current period's classification/disclosure.

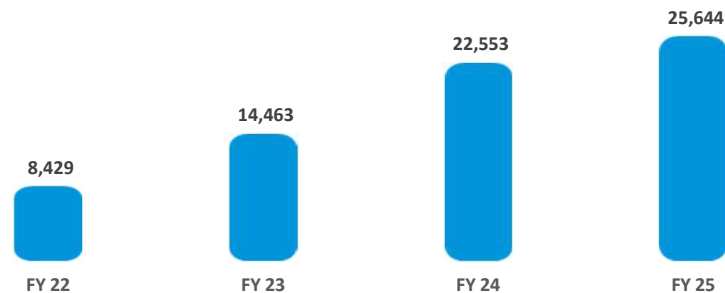
Robust Fiscal year performance in terms of Income/Profitability (1/2)



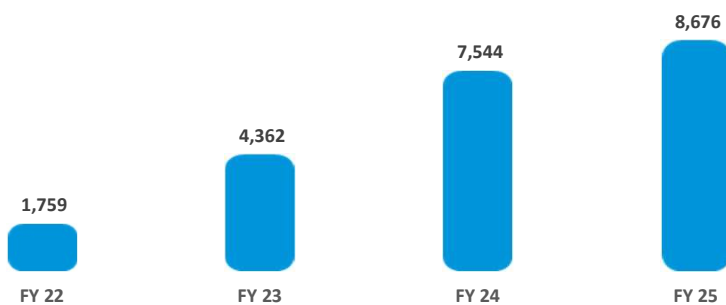
Revenue from Operations



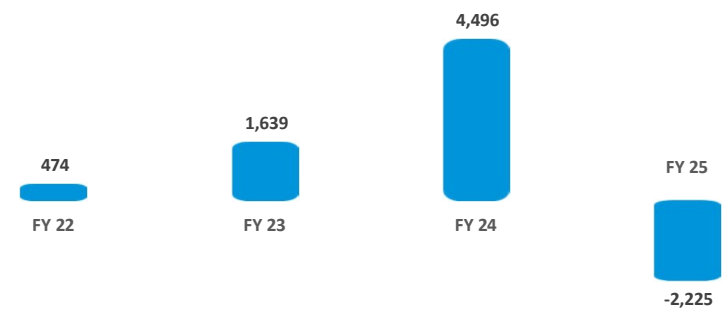
Total income (in Mns)



PPOP (in Mns)



PAT (in Mns)

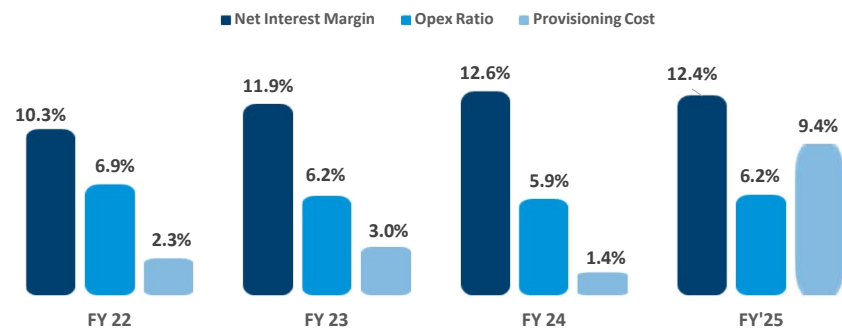


PAT is after providing for management overlay of 2,296 Mn for Karnataka related impact & other macro economic factors which is over and above ECL provisioning.

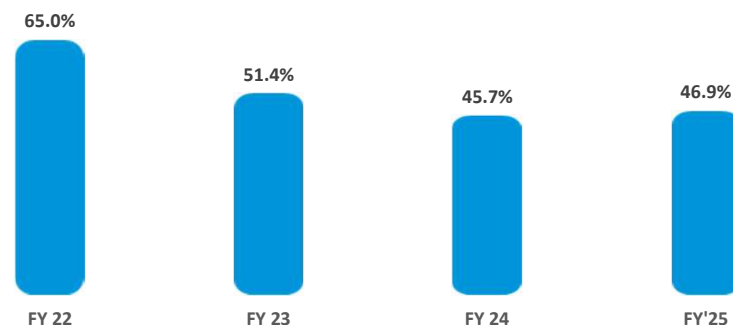
Robust Fiscal year performance in terms of Income/Profitability (2/2)



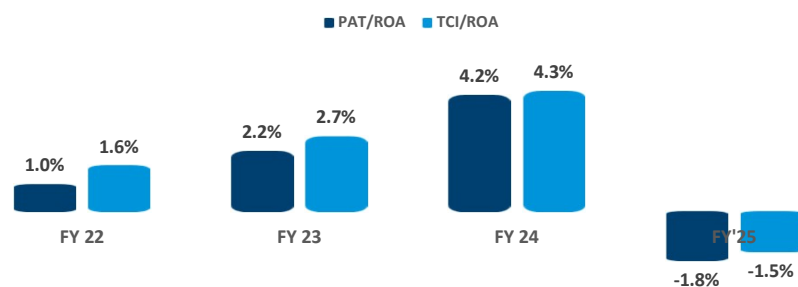
Cost Ratio's



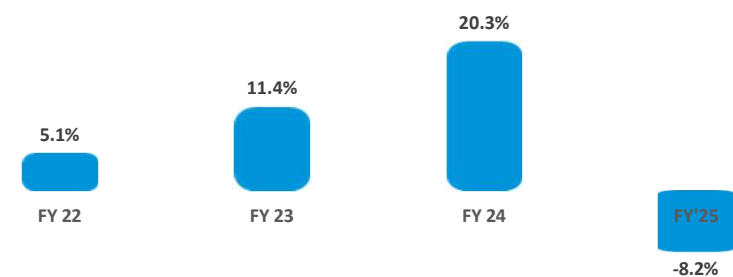
Cost to Income



Profitability Ratio's



ROE



PAT/ROA and TCI/ROA metrics reported are after factoring for management overlay of 2,296 Mn for Karnataka related impact & other macro economic factors which is over and above ECL provisioning.

Balance Sheet



(Rs in Millions)

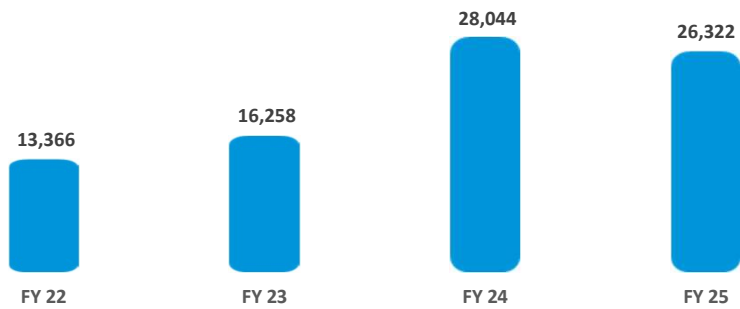
Financial Assets	FY 25	FY 24	Financial Liabilities	FY 25	FY 24
Cash and cash equivalents	6,972.5	9,276.5	Derivative financial instruments	76.9	-
Bank balances other than cash	4,725.2	6,488.2	Total outstanding dues of creditors	196.7	250.5
Trade receivables	221.1	145.2	Debt securities	5,636.6	9,986.2
Other receivables	488.2	2,408.2	Borrowings (other than debt securities)	73,627.6	74,261.6
Loans	87,401.9	92,863.6	Lease liabilities	1,749.2	1,645.0
Investments	3,543.4	467.1	Other financial liabilities	757.9	1,346.1
Other financial assets	1,058.7	1,630.4		82,044.9	87,489.5
	1,04,411.1	1,13,279.2	Non-financial liabilities		
Non-financial assets			Deferred tax liability (net)	-	93.0
Current tax assets (net)	802.2	131.1	Provisions	111.8	110.1
Deferred tax asset (net)	938.2	-	Other non-financial liabilities	91.3	166.1
Property, plant and equipment	767.7	732.8		203.0	369.3
Right of use assets	1,456.8	1,410.9	Equity		
Other intangible assets	1.7	2.9	Equity share capital	1,676.0	1,672.7
Other non-financial assets	192.5	345.4	Other equity	24,646.3	26,370.9
	4,159.1	2,623.0		26,322.3	28,043.5
Total assets	1,08,570.2	1,15,902.3	Total liabilities and equity	1,08,570.2	1,15,902.3

Previous period's figures have been regrouped/reclassified wherever necessary to correspond with the current period's classification/disclosure.

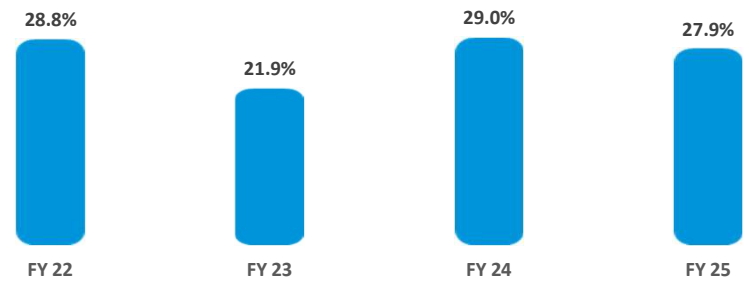
Balance Sheet Metric



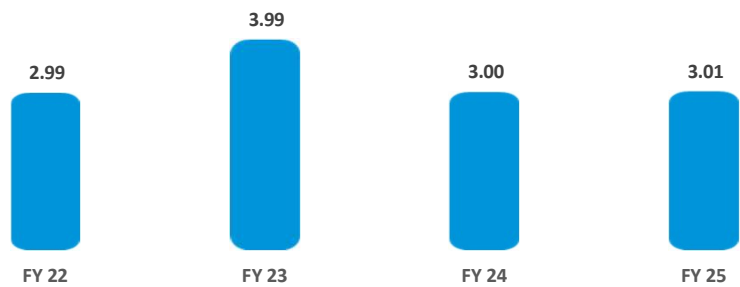
Networth (Mns)



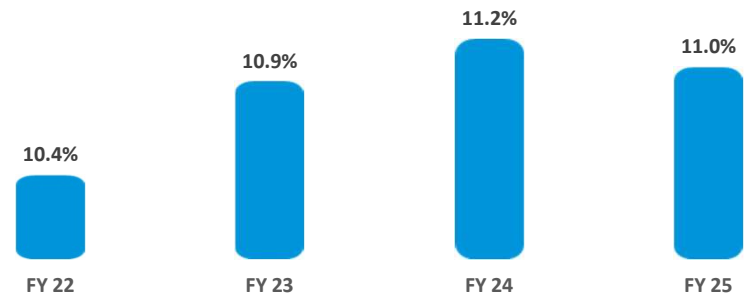
CRAR



Debt/Equity



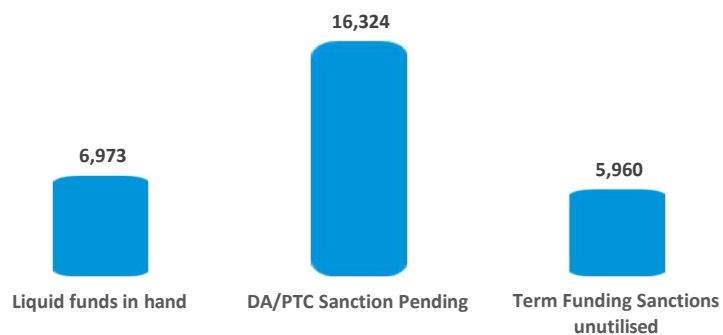
Cost of Borrowing



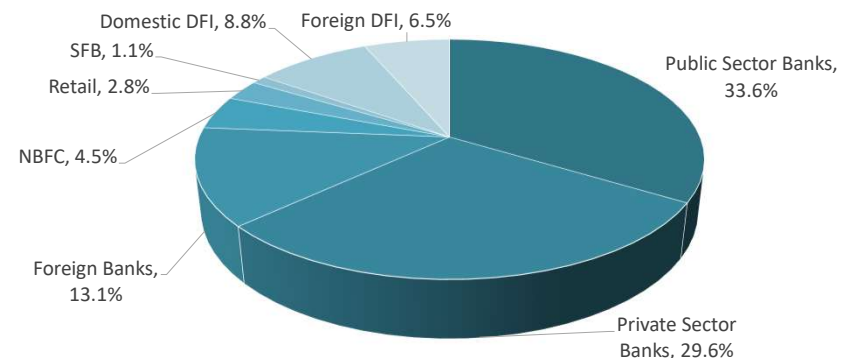
Funding Profile



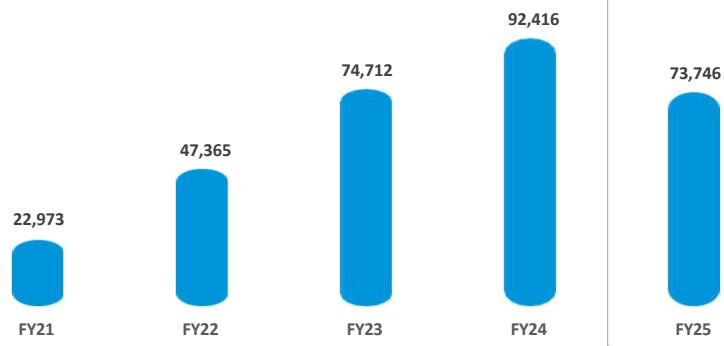
Liquidity-Current Position (in Mns)



Lender wise Outstanding FY25*



Funding Profile – Mobilisation of Funds (in Mns)



Credit Rating	Agency	Rating
Long Term Rating	CRISIL	A+/Stable
ECB Rating	CRISIL	A+/Stable
NCD Rating	CRISIL	A+/Stable
MFI Grading	CRISIL	M1C1

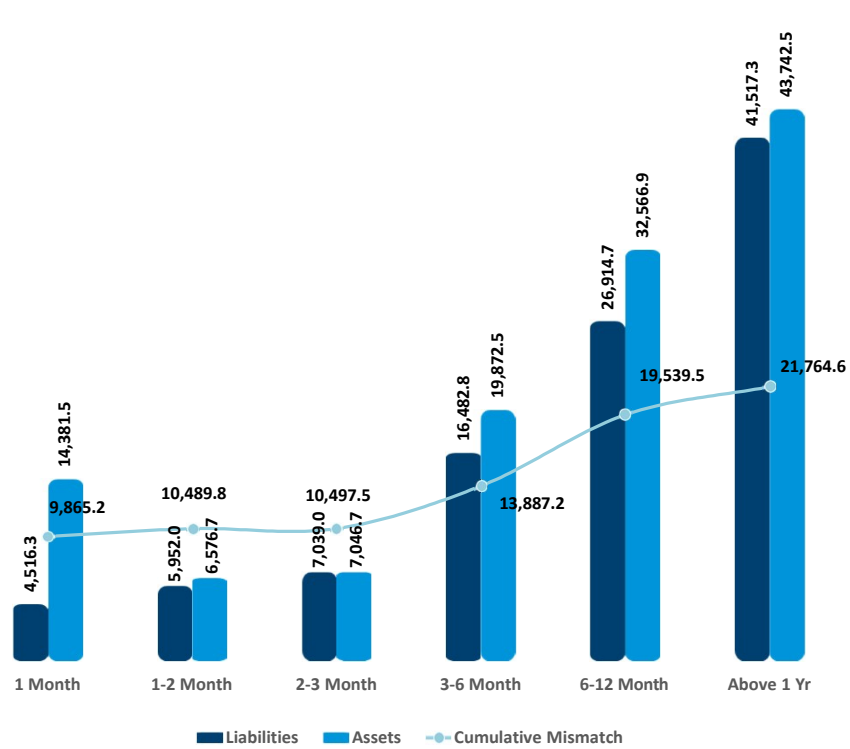
Note:

* The lenderwise outstanding figures include amounts related to both borrowings and Direct Assignment (DA) transactions.

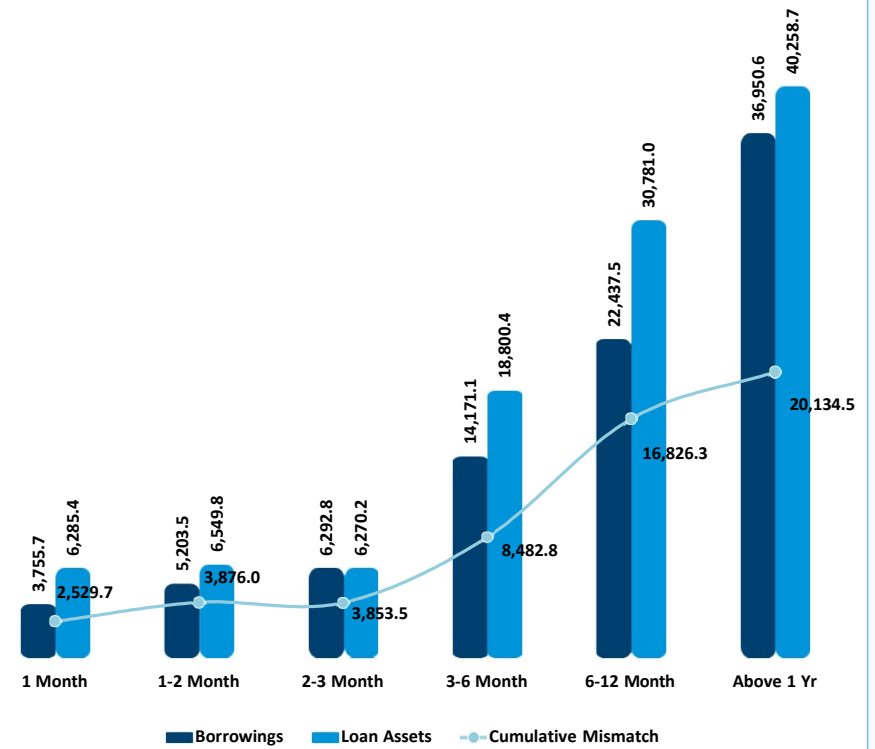
Liquidity – Static Liquidity Position



Static ALM (in Mns)



Maturity ALM (in Mns)



e-KYC



Real-Time Identity Verification

- Instant validation through Aadhaar reduces chances of identity theft or fake borrower creation.
- Biometric authentication ensures the person applying is the actual customer.



Elimination of Fake/Multiple Borrower Profiles

- Prevents the use of duplicate or forged documents.
- Detects and blocks repeat applications under different names using biometric or Aadhaar mapping.



Intelligent Pattern Detection

- e-KYC data can be integrated with CB and internal systems to flag suspicious patterns.
- Enables blacklist matching across branches or MFIs.



Reduces Employee Driven Fraud

- Field staff can no longer onboard fake customers for phantom loans or divert funds, as e-KYC requires customer presence (OTP/biometric).
- Reduces frauds where employees collect physical documents and fabricate details later.



Data Integrity and Tamper-Proof Records

- Digital KYC records are timestamped, immutable, and securely stored, reducing chances of post-verification data manipulation.



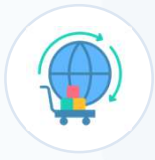
Reduced Operational Risk

- Reduces dependence on paper-based documentation and manual verification, which are more vulnerable to human error and fraud.
- Enables centralized monitoring, flagging high-risk patterns faster.



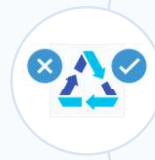
Business Process

Sourcing



- Credit insights to optimize sourcing in geographies with business potential/ risk.
- Target audience based marketing strategies for lead generation.
- Lead generation through customer apk.

Rejection



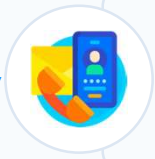
- Generate potential leads from rejected pool through **SCRUB**.
- Customized offering for clients rejected due to Risk Scorecard post tracking their performance in the industry.
- Balance Transfer product for existing rejected good customers.

Lead Conversion



- Individual offering with limited exposure with premium pricing for loss due to group size.
- Offer smaller loans initially and top-up loans at regular repayment milestones for loss due to lower exposure.
- Maximise repeat disbursements through customer app.
- Process Excellence team to minimise loss.
- FOIR Gap based lending to existing good customers

Contactability



- Mandatory verification of Mobile number at frequent intervals.
- Partner with data enrichment providers and onboard skip tracing platforms.



1. Credit Underwriting

- Business Target Computation.
- Customer Fraud Detection.
- Customer Grading.
- AI-based Income Assessment.
- Score Card & Dynamic Risk Based Pricing.

2. Risk Management

- AI-powered Collection Optimization.
- Fraud Detection in Collections.
- Early Warning System.

3. Process Optimization

- Cross-Selling Offers Using Association Rules.
- Personalized Loan Offers & Recommendations.
- Policy & Regulatory Check Automation.
- Branch Profitability.
- Regulatory Report Generation.



- Improve customer financial literacy through omni channel communications.
- Utilize these channels to educate the customers on the hygiene factors which needs to be ensured.
- Psychometric assessment to understand customer personality traits, and behavioral tendencies.
- Add features in the customer app to engage the customers and utilize the transactional data to profile customers and customize the offerings.
- Customer apk to increase engagement by offering digital products, insurance, utility payments, financial literacy, occupation & weather updates etc.

Client Retention



- Engaging Chatbots for grievance handling.
- Dissemination of process and product information through Chatbots.

- Speech and sentiment analysis.
- Agentic workflows for disbursement and collection.
- Customer churn prediction.

- SCRUB analysis to monitor wallet and improve penetration.
- Customer loyalty program.



- Driving RO/ BRM and Hierarchy KRA matrices using geographical intelligence.
- Customer allocation based on performance and vintage.
- Hyper customized training.
- Process execution through agentic AI.

- Smart scheduling and workload balancing.
- Next Best Action Recommendation.

- Addressing product & process queries through Chatbots.
- Engaging Chatbots to resolve employee grievances.

Staff Attrition



Use Location Intelligence for:

- Eligible client prompt.
- Cash deposit prompt.
- Delinquency follow-up prompt.

- Gamifying the incentive journey in the LOS and LMS applications to improve employee engagement and productivity.

- Enabling an SOS feature in the application to assist the employees in case of distress.

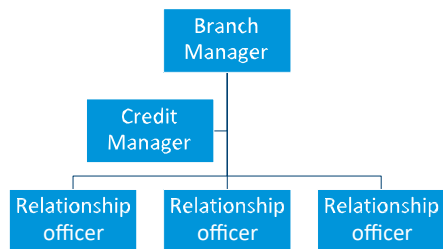


Risk Management Framework

Dedicated Credit Managers at all branches

1,827 Credit Managers supervised by Area Credit Managers and Regional Credit Managers

Branch structure



Efficient and Independent Internal Audit & Compliance team

449 Audits each branch at least once every quarter
Team Strength

Collections

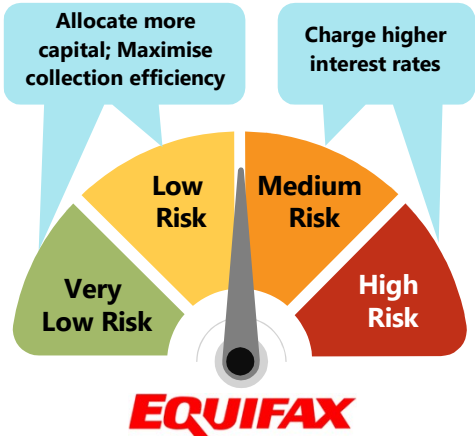
643 Collections Team Strength

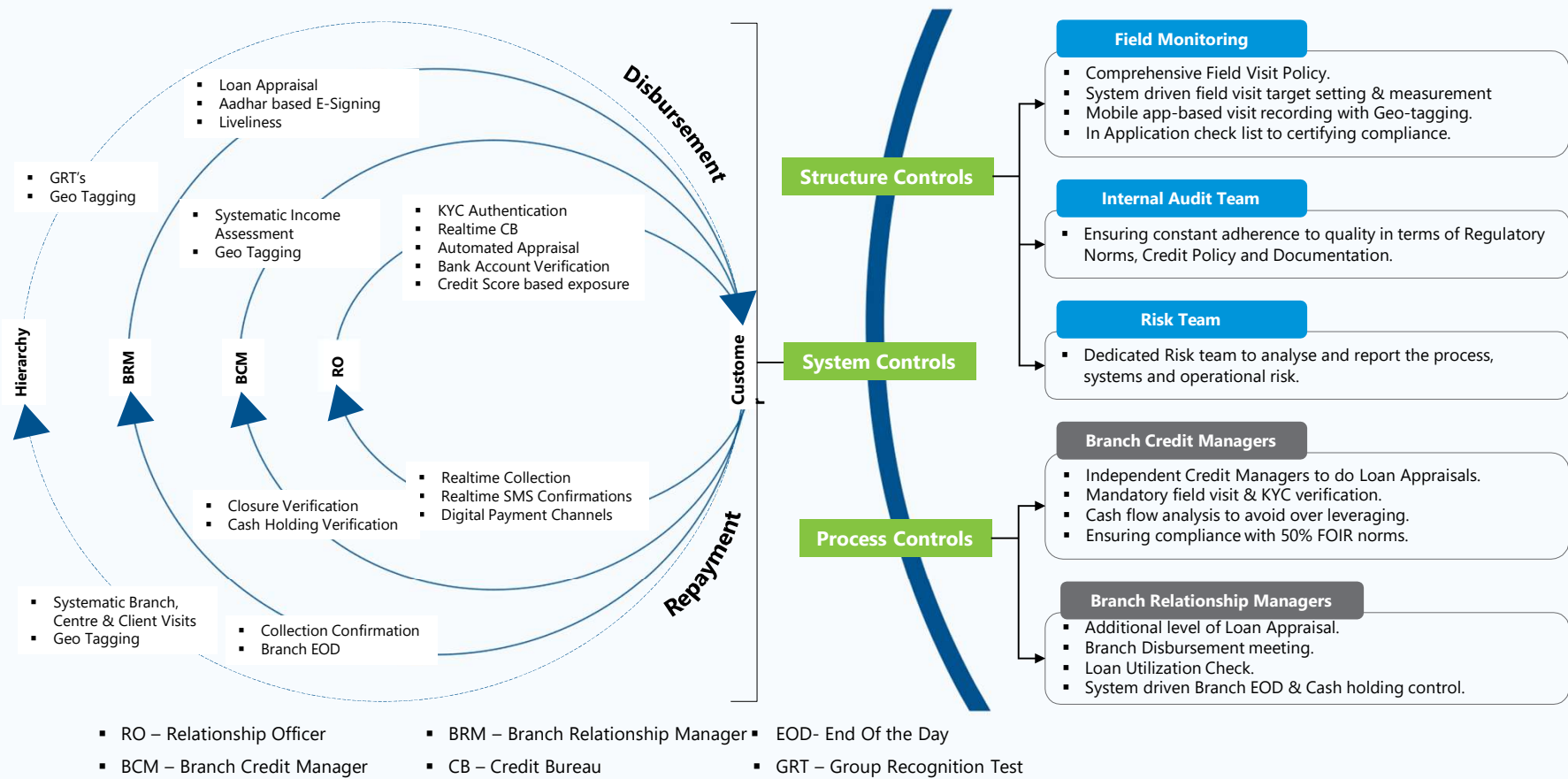


Collection strategy

DPD	Teams Involved	Responsibility/Activity
0-30	Operations team	Regular follow-up for collection directly on field
31-90	Operations team along with risk containing unit tele calling team	Precision time protocol generation over call by risk containing unit tele calling team to support the operations team for collection on field
91-180	In-house debt management services team	Direct customer visit on field
180+	In-house debt management services team & agency collections team	Direct customer visit on field and agency collection with strict monitoring of agency performance and conduct

Unique credit score developed along with Equifax





Suvidha Loan

Client
App Login



CB
Enquiry



Credit
Score Run



Penny Drop
Verification



Tele
Verification



Document
E-Sign



Bank AC
Credit



Suvidha Disb
from Inception:

3655.2 Mn

Suvidha
Active Clients:

61,709



Whatspp



SMS



Dynamic
QR



UPI
Payments

Web
App



UPI
Mandate



BBPS



BHIM
Voice



Note : Express loan processed through customer application without branch visit.

Technology Interventions



Customer Onboarding



Score card-based exposure



Real time CB check



Aadhaar Based e-KYC Verification



Automated Credit Decisioning



Group Training



Nominee KYC Verification



System supported Training process



Geo Tagging



Penny drop verification



Group Confirmation



System supported group evaluation



Master Centre Geo tagging



Loan Evaluation



Systematic FOIR based exposure



Client Geo Tagging



Loan Sanction & Disbursement



E-signing



Digital access to documents



Electronic Fund Transfer



Liveness check



Centre Meeting



Multiple payment channels



Real time collection receipt



Real time SMS confirmation



On field Loan Utilization Check



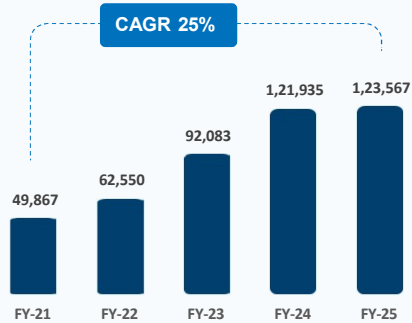
Geo Tagging

- Continuously enhancing system capabilities through technological integrations to increase efficiency, reduce costs, and mitigate risks.

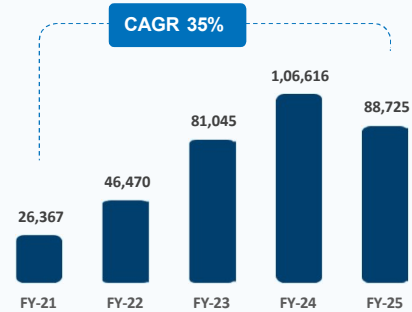
Past Five Years Track Record



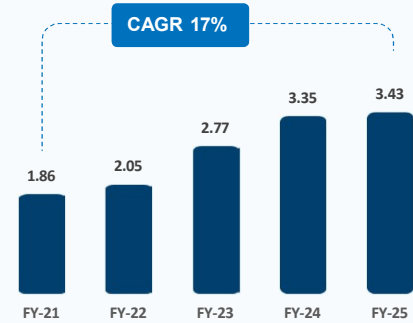
AUM (Mn)



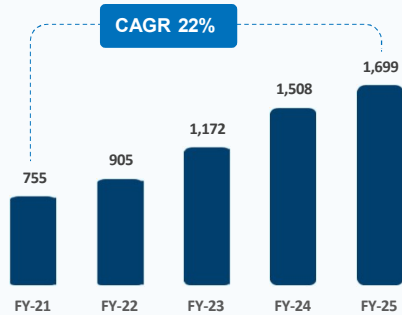
Disbursements (Mn)



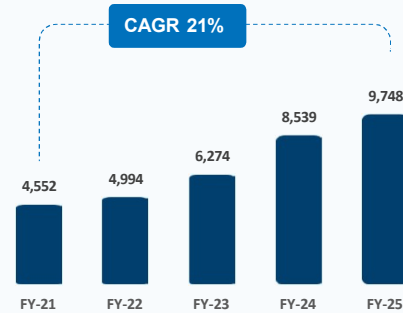
Borrowers (Mn)



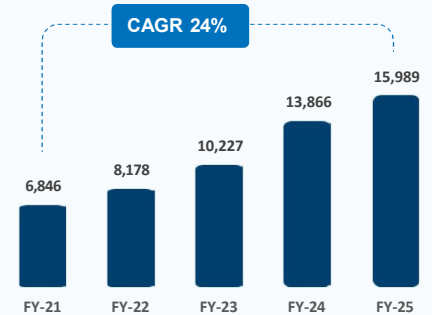
Branches



Loan Officers



Employees



Particulars	Definition
Cost of Borrowing(%)	Cost of borrowing represents annually weighted average interest cost on borrowings, weights being annual average borrowings. Borrowings include debt securities, subordinated liabilities, and borrowings (other than debt securities)
Cost to Income Ratio	Cost to Income ratio is the ratio of the aggregate of our fees and commission expenses, employee benefit expenses, operating expenses and depreciation and amortisation expense to total income net of finance cost for the relevant period.
Credit Cost Ratio	Credit cost represents impairment on financial instruments for the relevant period as a percentage of average monthly gross outstanding loan portfolio.
Debt to Equity (D/E)	Debt to equity represents the ratio of our Total Borrowings to our Net Worth.
Gross NPA ratio (GNPA)	Gross NPA ratio represents the ratio of our Stage III assets to total outstanding loan portfolio. Total outstanding loan portfolio represents the aggregate of future principal outstanding and overdue principal outstanding, if any, for all loan assets held by our Company as of the last day of the relevant year, gross of impairment allowance.
Net Interest Margins	Net Interest Margin is the ratio of our Net Interest Income to our average monthly gross loan portfolio. Our average monthly gross loan portfolio is the simple monthly average of our gross loan portfolio for the relevant period.
NNPA ratio or NNPA Ratio (Net of Stage III provision)	NNPA ratio or NNPA Ratio (Net of Stage III provision) represents the ratio Stage III loans (NPA as per SMA classification) - Stage III Expected Credit Losses (ECL)/ (Gross loan outstanding - Stage III Expected Credit Losses)
NNPA ratio or NNPA Ratio (Net of Total provision)	NNPA ratio or NNPA Ratio (Net of Total provision) represents the ratio Stage III loans (NPA as per SMA classification) - Total Expected Credit Losses (ECL)/(Gross loan outstanding - Total ECL)
Pre-provision operating profit before tax (PPOP)	Pre-provision operating profit before tax represents the sum of profit before tax for the relevant period and impairment on financial instruments for such period.
Provision Coverage Ratio	Provision Coverage Ratio (%) represents the ratio of total impairment allowance on term loans (gross) to Stage III Assets (Gross NPAs) for the relevant period.
Return on annual average equity (ROE)	Return on annual average equity represents the ratio of our Profit After Tax attributable to equity holders to our annual average of net worth.
Return on average gross outstanding loan portfolio (ROA)	Return on average gross loan portfolio represents profit for the relevant period as a percentage of average monthly gross outstanding loan portfolio for such period.
CRAR	The capital to risk assets ratio (CRAR) is calculated as capital funds (Tier I capital plus Tier II capital) divided by risk-weighted assets (the weighted average of funded and non-funded items after applying the risk weights as assigned by the RBI).
Opex	Opex ratio represents the sum of operating expenses as a percentage of average monthly gross outstanding loan portfolio.

Thank You

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Ph. No: +91-98218 49374



About Muthoot
Microfin

Muthoot Pappachan
Group

Mahila Mitra App

