

**USFB/CS/SE/2024-25/57**

**Date:** July 25, 2024

**To,**

**National Stock Exchange of India Limited**  
Listing Department,  
Exchange Plaza, C -1, Block G, Bandra Kurla  
Complex, Bandra (E),  
Mumbai-400 051

**BSE Limited**  
Listing Compliance,  
P.J. Tower,  
Dalal Street, Fort,  
Mumbai-400 001

**Symbol:** UJJIVANSFB

**Scrip Code:** 542904

Dear Sir/Madam,

**Sub: Press Release and Investor Presentation on the financial performance of the Bank for the quarter ended June 30, 2024**

Further to our intimation carrying reference number USFB/CS/SE/2024-25/56 dated July 25, 2024 please find enclosed herewith, a copy of the press release and investor presentation on the business and financial performance of the Bank for the quarter ended June 30, 2024.

This intimation shall also be available on the Bank's website at [www.ujjivansfb.in](http://www.ujjivansfb.in).

We request you to take note of the above.

Thanking You,

Yours faithfully,

**For UJJIVAN SMALL FINANCE BANK LIMITED**

**Sanjeev Barnwal**  
**Company Secretary & Head of Regulatory Framework**

*Encl: As mentioned above*

Press Release

## **Margins aided by stable CoF; Healthy Collection Efficiency;** **Retail deposits continues to grow; Rising Secured book proportion**

Gross loan book at ₹ 30,069 crore up 19% YoY;

Secured book at 31.3% as of Jun'24 vs 30.2% as of Mar'24;

Asset quality continues to be healthy with GNPA/NNPA at 2.3%/0.4%;

Deposits at ₹ 32,514 crore up 22% YoY; CASA up 27% YoY; CASA ratio at 25.6%

RoA /RoE at 2.9% / 20.9%

**Bengaluru, Thursday 25 July, 2024: Ujjivan Small Finance Bank Ltd.** [BSE: 542904; NSE: UJJIVANSFB], today announced its financial performance for the quarter ended June 30, 2024

### **Summary of Ujjivan Small Finance Bank Business Performance – Q1FY25**

#### ❖ **Assets**

- Gross loan book at ₹ 30,069\* crore up 19%/1% YoY/QoQ
- Secured book at 31.3% as of Jun'24 vs 30.2% as of Mar'24
- Disbursements were at ₹ 5,286 crore in Q1FY25 at par YoY and down by 21% QoQ

#### ❖ **Collection and Asset Quality**

- Collections Efficiency at ~98% efficiency in Jun'24; NDA collection consistently at ~99%
- Portfolio at risk\* at 4.2% as of Jun'24; GNPA\* at 2.3% as of Jun'24 vs 2.1% as of Mar'24; NNPA\* at 0.4% as on Jun'24 vs 0.3% as on Mar'24
- Q1FY25 write-off at ₹ 59 crore; Provision coverage ratio as on Jun'24 is 84%#

#### ❖ **Deposits**

- Deposits at ₹ 32,514 crore as of Jun'24 up by 22%/3% YoY/QoQ
- CASA at ₹ 8,334 crore up 27% YoY; CASA ratio at 25.6% as of Jun'24 vs 26.5% as of Mar'24
- Retail TD<sup>^</sup> grew 42%/14% YoY/QoQ

#### ❖ **Financials**

- Q1FY25 NII of ₹ 941 crore up 19% YoY / 1% QoQ; NIM at 9.3% for Q1FY25
- Cost to Income ratio at 55% in Q1FY25
- Q1FY25 PPOp at ₹ 510 crore up 11% YoY; Q1FY25 PAT of ₹ 301 crore down 7% YoY / 9% QoQ
- Healthy return ratios as normalisation continues – RoA/RoE at 2.9%/20.9% vs 3.3%/24.8% in Q4FY24

#### ❖ **Capital and Liquidity**

- Capital adequacy ratio at 24.8% with Tier-1 capital at 23.0%
- Provisional Daily Average LCR for Jun'24 was 137%

<sup>§</sup> Including Micro mortgages

\* Without adjusting IBPC & Securitization of ₹ 2,369 / ₹ 2,360/ ₹ 2,573 crores as on Jun 2024/ Mar 2024/ Jun 2023

<sup>^</sup> Retail TDs are TDs less than ₹ 3 crores

# Floating provision of ₹ 250 Cr continues to be on books & can be utilized for making specific provisions in future during extraordinary circumstances, with prior approval from the RBI ₹ 30 Cr was moved to Tier II capital in Jun'22 while ₹ 60 Cr, ₹ 10 Cr and ₹ 30 Cr were moved to other provision in Sep'22, Dec'22 and Mar'23 respectively

**Mr. Sanjeev Nautiyal, MD & CEO, Ujjivan Small Finance Bank** said, “Our focussed business approach culminated with strong connect with the field aided in healthy asset book growth of 19% YoY to ₹ 30,069 crore as of Jun’24. This was significantly supported by strong growth in secured asset book improving by 5% QoQ, especially led by affordable housing. As on Jun’24 the secured book proportion stands at 31.3% vs 30.2% as on Mar’24. I am happy to see that we are on track to meet our stated objective and will ensure to improve the secured book contribution to 40% of the total gross advances by end of next financial year. New business segments like Micro-mortgages, Gold Loans and Vehicle Finance will play a meaningful role offering an enhanced product suite to our customers and will see significant spurt in business volumes, offsetting the impact on yields due to rising secured book proportion. Our focus on building granularity in the deposit book reflects through the strong growth in retail deposits forming 73% of the total deposits up 37% YoY. Total deposits were ₹ 32,514 crore up 22% YoY, with CASA ratio at 25.6% as at Jun’24. This healthy growth reflects our C/D ratios pegged at optimal levels of 85% (including IBPC/securitisation). We are confident that business volumes will improve post H1FY25 and our asset book growth guidance will be comfortably achieved. In addition, improving business productivity, enhancing value-add product offering, continually improving service level benchmarks, leveraging technology to enhance business processes will continue to be the mainstay to serve our customers better.

Our Bank has always strived for transparency and our prudent business approach has delivered strong business performance sequentially. During the last 2 quarters, signs of stress were visible in some isolated pockets of few states where we operate. Basis which we had developed a cautious approach especially towards acquiring new to credit customer and suitably moderated our disbursements. We are aware how the PAR book has increased to 4.2% in Q1FY25 from 3.5% in Q4FY24 but are equally confident that our collections stable at 98% underpinned by strong collection team will manage asset quality at healthy levels and our guidance on credit cost will stay intact.

NIMs for Q1FY25 was at 9.3% aided by stable cost of funds at 7.5%. PPOP was at ₹ 510 crore. Net Profit for the quarter was ₹ 301 crore, this was lower vs last quarter as normalisation in credit cost continues. Our return ratios continue to be healthy with RoA at 2.9% and RoE at 20.9% for the quarter.”

### **About Ujjivan Small Finance Bank Limited:**

Ujjivan Small Finance Bank Limited is a small finance bank licensed under Section 22 (1) of the Banking Regulation Act, 1949 to carry on the business of small finance bank in India. Bank serves ~90 lakh customers through 752 branches and 22,882 employees spread across 326 districts and 26 states and union territories in India. Gross loan book stands at ₹ 30,069 crore with a deposit base of ₹ 32,514 crore as of Jun 30, 2024.

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

Web: [www.ujjivansfb.in](http://www.ujjivansfb.in) Twitter: [@UjjivanSFB](https://twitter.com/UjjivanSFB)

### **Safe Harbour:**

*Some of the statements in this document that are not historical facts are forward-looking statements. These forward-looking statements include our financial and growth projections as well as statements concerning our plans, strategies, intentions and beliefs concerning our business and the markets in which we operate. These statements are based on information currently available to us, and we assume no obligation to update these statements as circumstances change. There are risks and uncertainties that could cause actual events to differ materially from these forward-looking statements. These risks include, but are not limited to, the level of market demand for our services, the highly-competitive market for the types of services that we offer, market conditions that could cause our customers to reduce their spending for our services, our ability to create, acquire and build new businesses and to grow our existing businesses, our ability to attract and retain qualified personnel, currency fluctuations and market conditions in India and elsewhere around the world, and other risks not specifically mentioned herein but those that are common to industry.*

### **For further information, please contact:**

#### **Ujjivan Small Finance Bank Limited**

#### **For Media Queries:**

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+91 9820177907

[ram.uppara@ujjivan.com](mailto:ram.uppara@ujjivan.com)

# Q1FY25 INVESTOR PRESENTATION





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- Figures for the previous period / year have been regrouped wherever necessary to conform to the current period’s / year’s presentation. Total in some columns / rows may not agree due to rounding off.
- Note: All financial numbers in the presentation are from Audited Financials or Limited Reviewed financials or based on Management estimates.

# KEY HIGHLIGHTS - Q1FY25 (1/2)



## Gross Loan Book

₹ 30,069 cr

Up 19% yoy

Jun'23: ₹25,326 cr



## Total Deposits

₹ 32,514 cr

Up 22% yoy

Jun'23: ₹26,660 cr

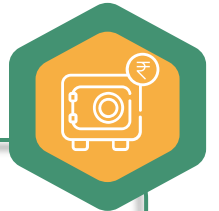


## Retail TD\*+ CASA

₹ 23,975 cr

Up 37% yoy

Jun'23: ₹17,534 cr



## GNPA/NNPA

2.3%/0.4%

Down 3 bps/Up 33 bps yoy

Jun'23: 2.4%/0.06%



## CRAR

24.8%

Down 184 bps yoy

Jun'23: 26.7%



## Employees

22,882

Up 19% yoy

Jun'23: 19,294



\* Note: Retail TD are TDs below ₹ 3 Crs; \*\* Floating provision of ₹250 Cr (NPA provision: ₹ 120 cr; Other provision: ₹ 100 cr; Tier-II Capital: ₹ 30 cr) continues to be on the books which can be utilized for making specific provisions in future during extraordinary circumstances, with prior approval from the RBI (as & when required); \*\*\* All NPA and gross loan book data in this document (except in Financial Overview section) are without adjusting for IBPC & Securitization book



# KEY HIGHLIGHTS - Q1FY25 (2/2)

## Q1FY25 Vs Q1FY24



NII

₹ 941 cr *Up 19% Vs ₹ 793 cr*



NIM

9.3% *Up 6 bps Vs 9.2%*



PPOp

₹ 510 cr *Up 11% Vs ₹ 458 cr*



PAT

₹ 301 cr *down 7% Vs ₹ 324 cr*



RoA

2.9% *down 89 bps Vs 3.8%*



RoE

20.9% *down 890 bps Vs 29.8%*



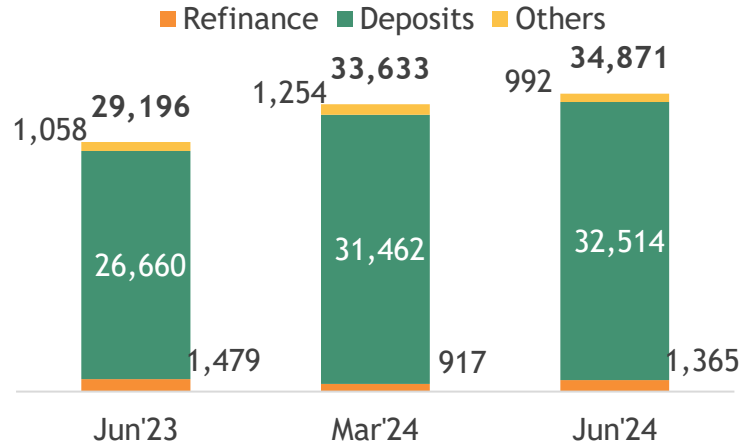
# Liabilities: Driving Retail Deposit Base



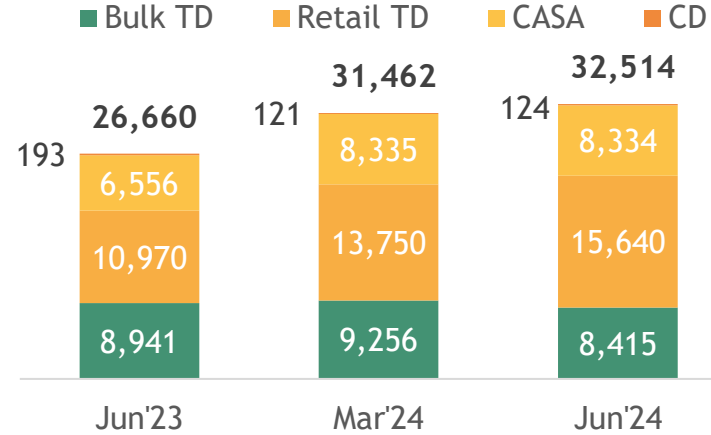


# HEALTHY DEPOSIT GROWTH WITH RETAIL AT FOREFRONT

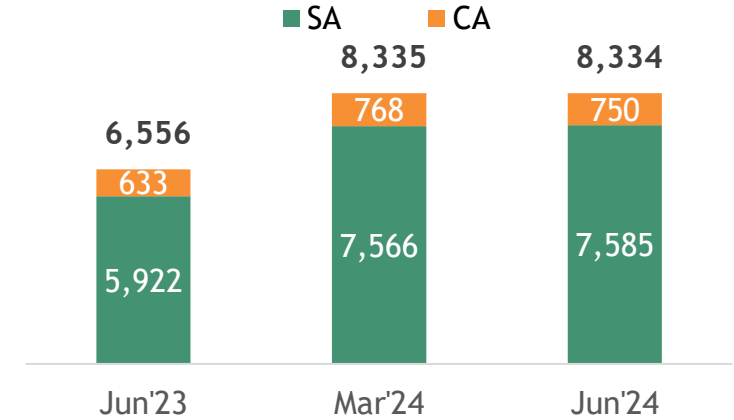
## Total liabilities profile (₹ in crore)



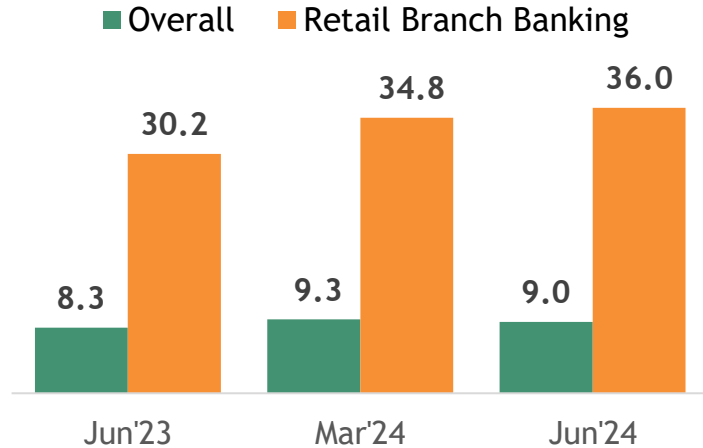
## Deposits break-up (₹ in crore)



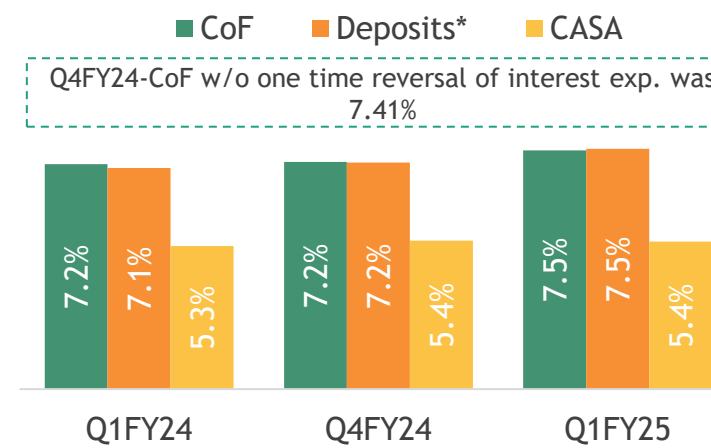
## CASA break-up (₹ in crore)



## Improving Average SA Balances (₹ in '000)



## Cost of funds#



- ❖ Retail Deposits at 74% vs 70% as of Mar'24
- ❖ Average daily LCR at 137% for Jun'24
- ❖ Credit To Deposit Ratio: 85% as of Jun'24, adjusted for IBPC/ Securitisation book (92% including IBPC/Securitisation)
- ❖ Ratings - CRISIL A1+, (₹ 2,500 Cr certificate of deposits); CARE AA- (stable) (Long term bank facilities, ₹ 10,000 Cr Fixed Deposits)

^ TD: Term Deposits, CASA: Current Account, Savings Account;  
\*Cost of Blended Deposits - TD + CA+ SA; # On Book + off Book



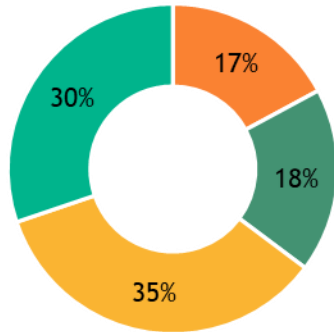
# WELL-DIVERSIFIED DEPOSIT MIX

Region-wise deposit mix

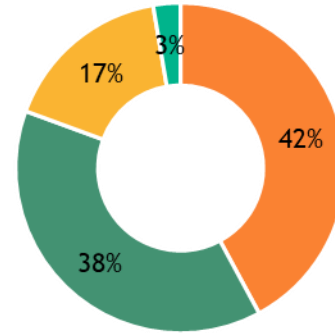
Branch classification wise deposit mix

Segment wise deposit mix

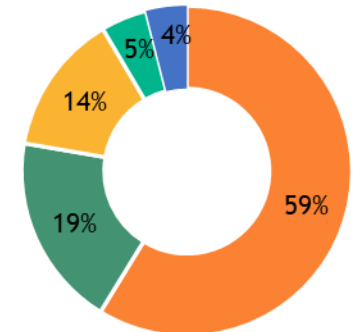
Jun '24



■ East ■ West ■ North ■ South

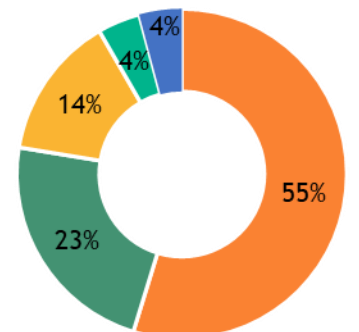
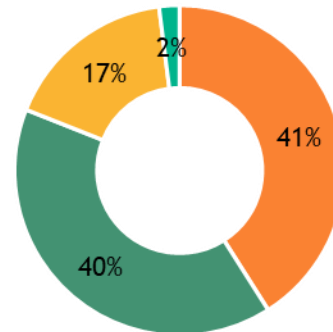
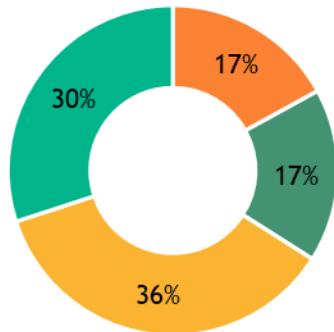


■ Metropolitan ■ Urban ■ Semi Urban ■ Rural



■ Individuals ■ Banks ■ Corporate ■ Govt. ■ TASC

Jun '23



Deposits from individual continues to grow with our focus on building granular deposit base, with concentration below 15% in each state

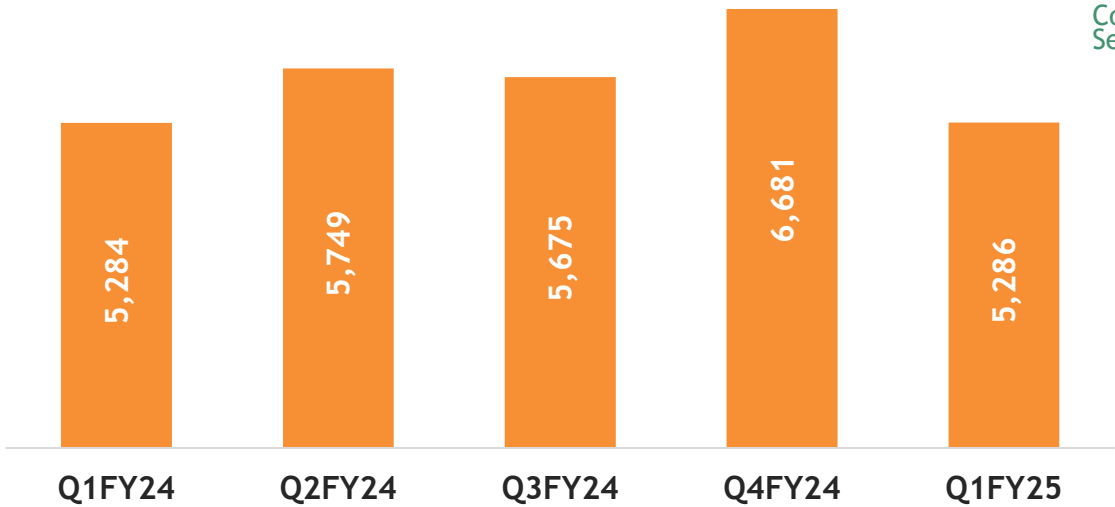


Assets: Well-diversified growth with new customer acquisition

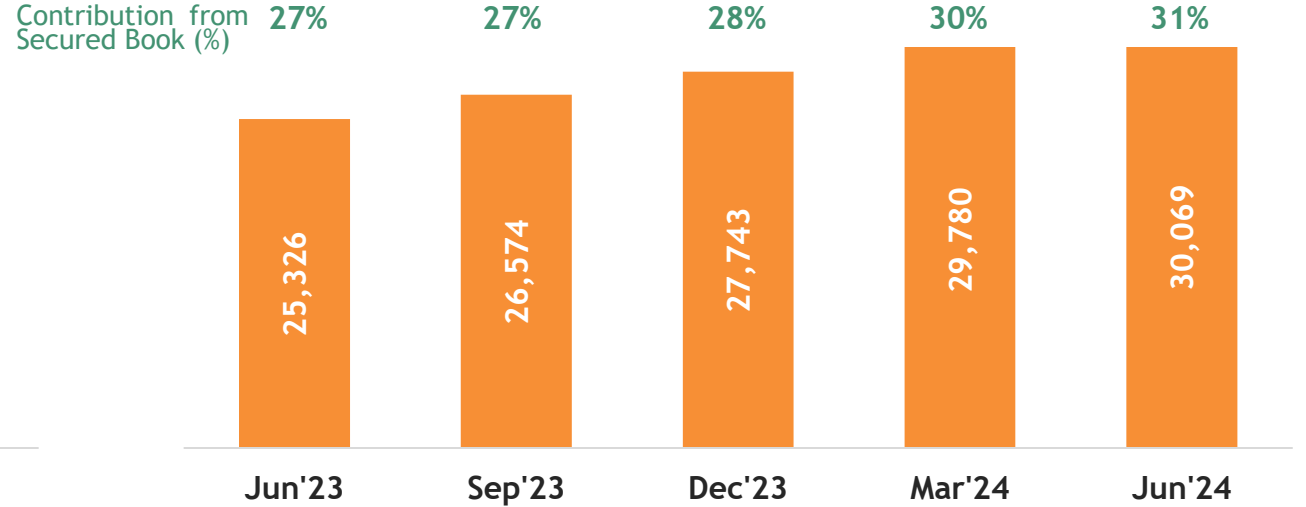


# GROSS LOAN BOOK AND DISBURSEMENT TREND

### Disbursements (₹ in crore)

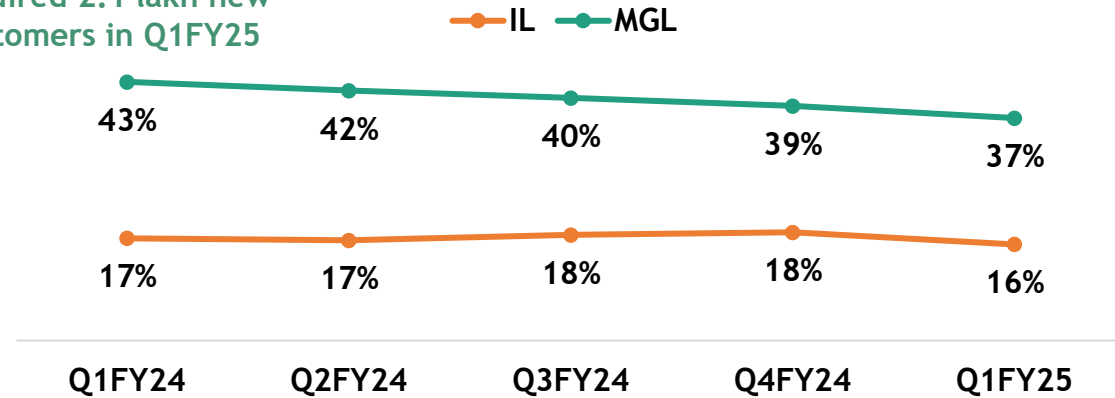


### Gross Loan Book (₹ in crore)

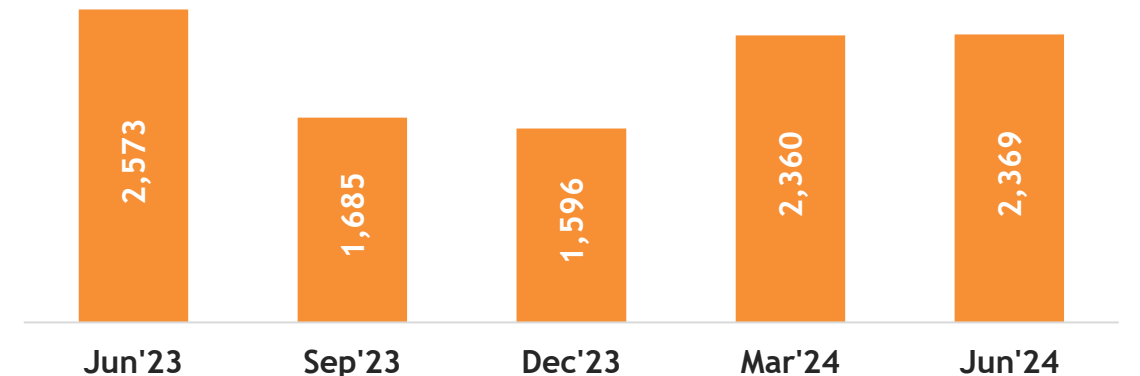


### New Customer acquisition (% of Fresh Loans)

Acquired 2.1 lakh new customers in Q1FY25



### IBPC/ Securitisation (₹ in crore)

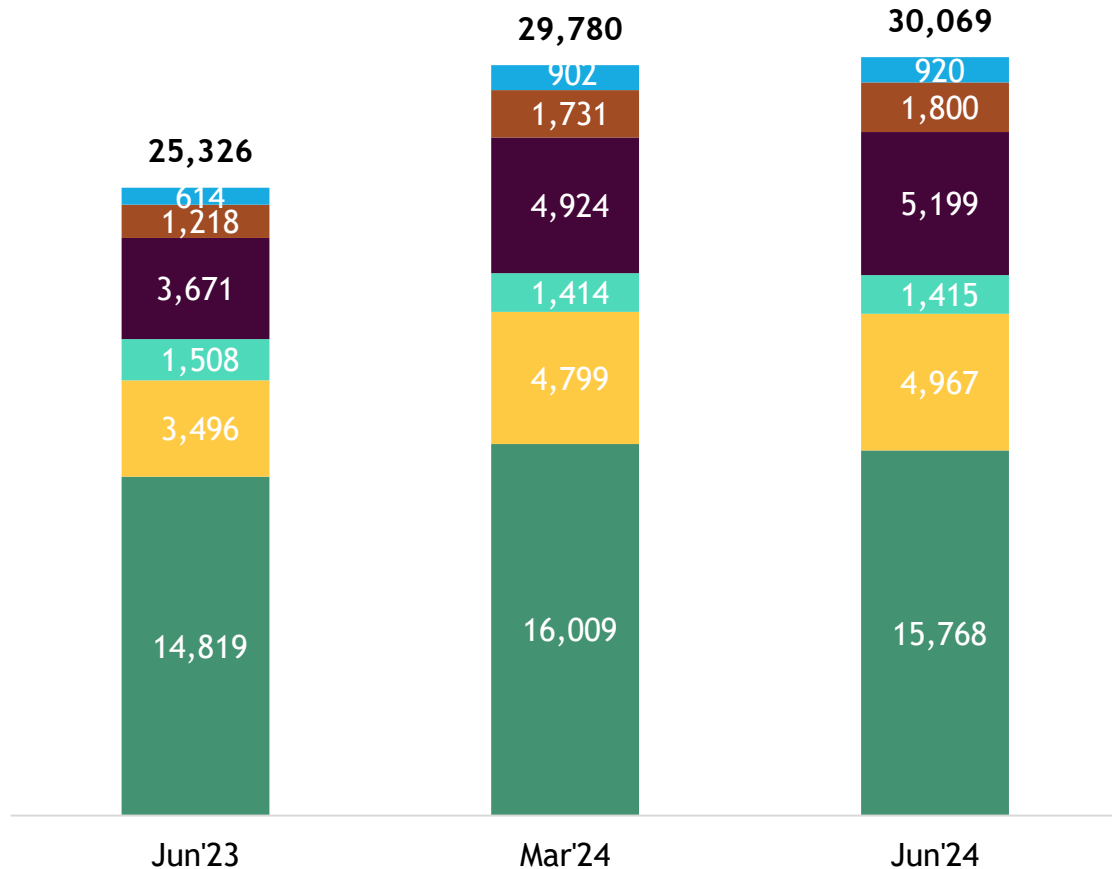




# GROSS ADVANCES - YOY GROWTH

Gross Loan Book - Segment wise (₹ in crore)

■ MGL ■ IL ■ MSME ■ AH\* ■ FIG ■ Others



Product	% Gross Loan Book	Growth YoY	Growth QoQ
Micro Group Loans	52%	6%	(2)%
Individual Loans	17%	42%	3%
MSME	5%	(6)%	0%
Affordable Housing*	17%	42%	6%
FIG Lending	6%	48%	4%
Others^	3%	50%	2%
<b>Total</b>	<b>100%</b>	<b>19%</b>	<b>1%</b>

MGL- Micro Group Loans      IL- Individual Loans      MSME- Micro Small & Medium Enterprise

AH- Affordable Housing (Including M-LAP)      FIG- Financial Institution Groups

^Includes Vehicle loan, Gold Loan, Staff Loan, OD-FD, KPC & others

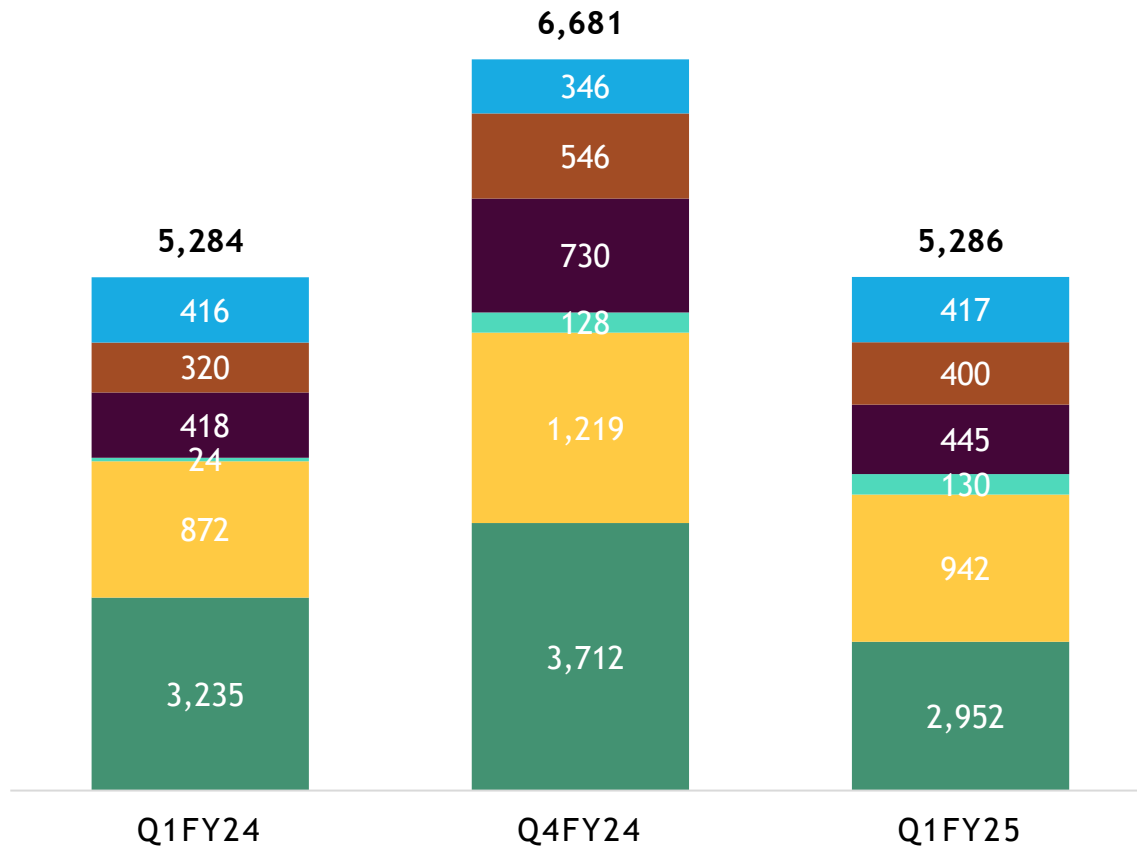
\* Includes Micro-LAP



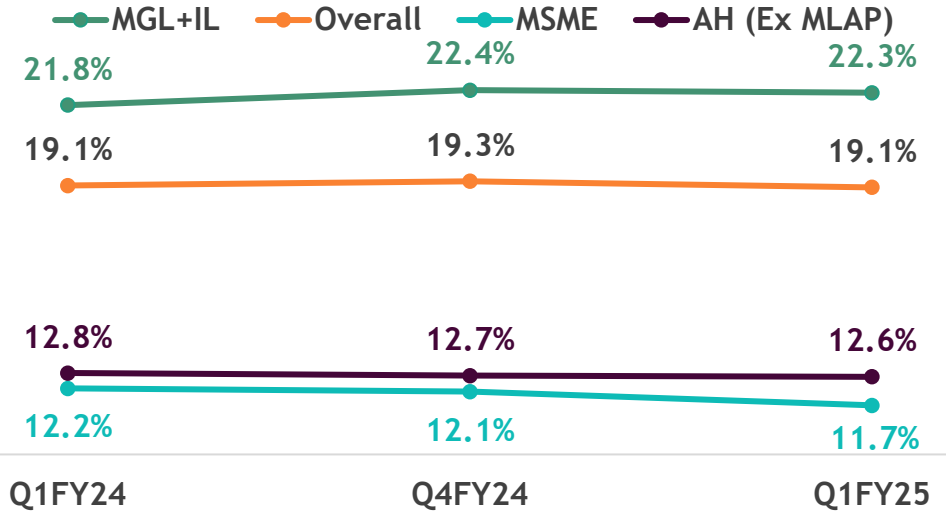
# DISBURSEMENT, YIELD AND AVERAGE TICKET SIZE

## Product wise Disbursement (₹ in crore)

■ MGL ■ IL ■ MSME ■ AH\* ■ FIG ■ Others^



## Yield (%) - Segment wise



## Average Ticket Size (₹)

Product	Q1FY24	Q4FY24	Q1FY25
Micro Group Loans	53,965	57,578	56,490
Individual Loan	1,30,139	1,35,937	1,26,965
MSME (ex-fintech)	34.4 lakhs	48.0 lakhs	55.7 lakhs
Affordable Housing (Ex-Micro-LAP)	13.4 lakhs	14.2 lakhs	13.7 lakhs

^Includes Vehicle loan, Gold Loan, Staff Loan, OD-FD, KPC & others

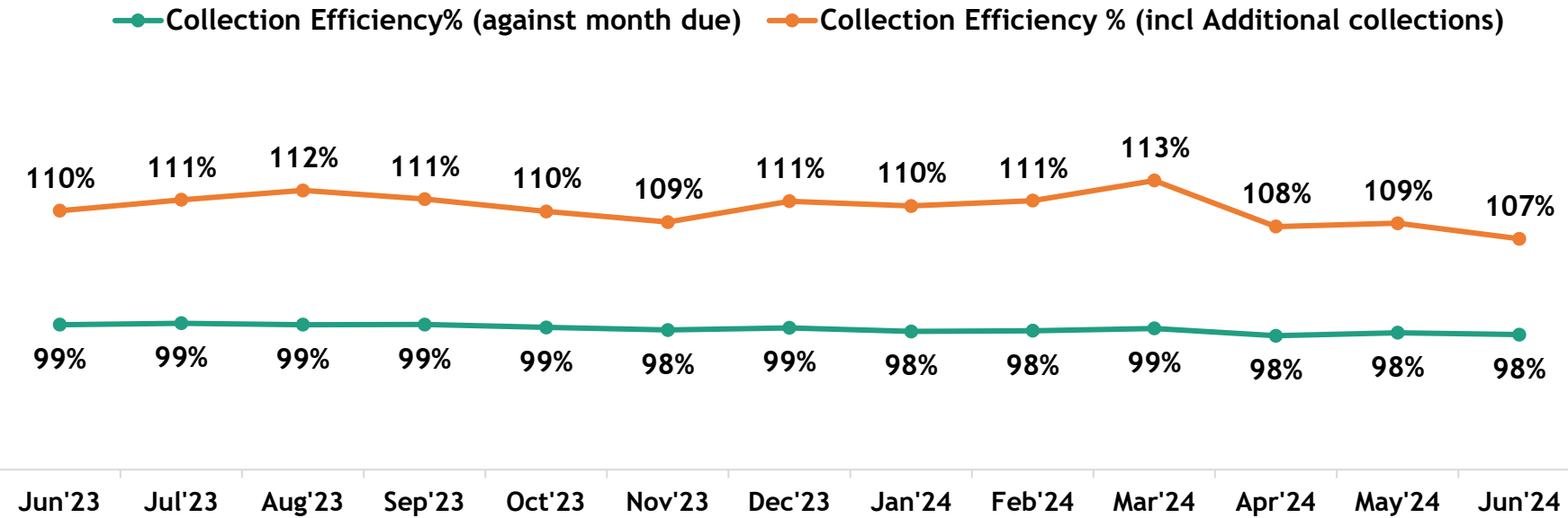
\*Includes Micro-LAP



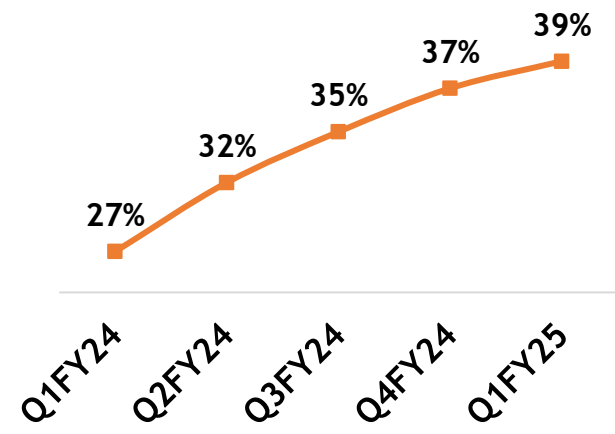
# ASSET QUALITY



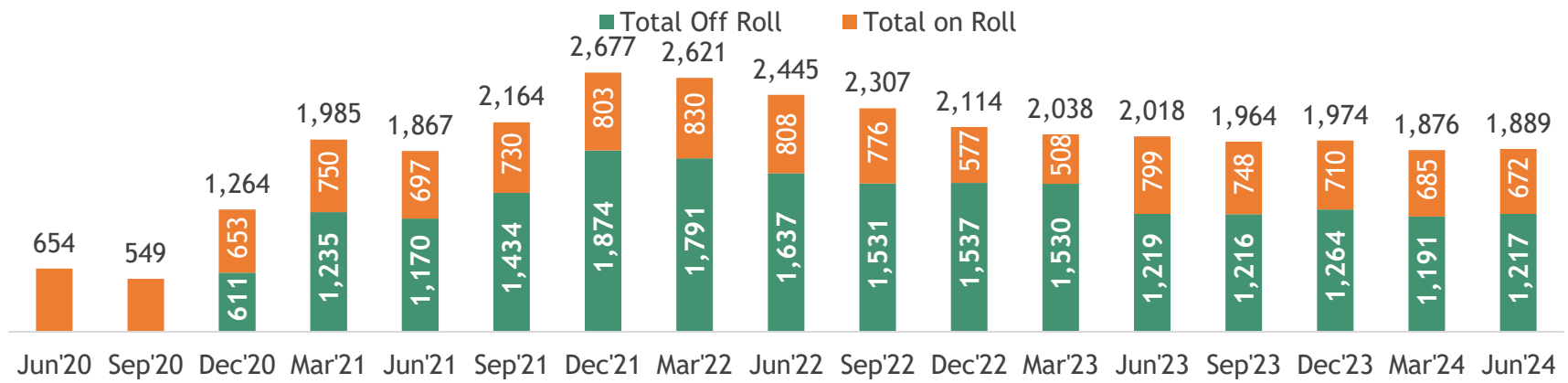
# HEALTHY COLLECTIONS DESPITE RISING STRESS



## Cashless MB collections



## Well calibrated collections team... (Nos)



- Digital Collections for Jun'24 at 37%
- Flexible & multiple modes of collections through digital modes
- Cashless collections include repayments through SI, NACH, Hello Ujjivan, BBPS
- Expediting legal process for collections in secured book
- Data analytics driven prediction models based on Early Warning Triggers aiding in better collections

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





# COLLECTION EFFICIENCY

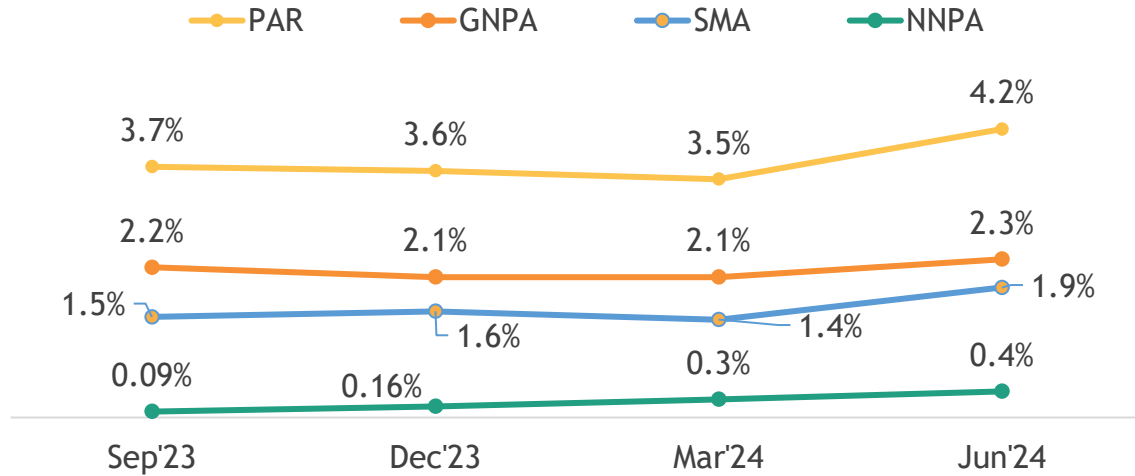
₹ Crore	Apr'24				May'24				Jun'24			
Verticals	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection
MGL+IL	1,588.1	1,557.1*	98%	111.5	1,619.0	1,589.1*	98%	126.2	1,623.6	1,587.8*	98%	116.3
Affordable Housing	69.0	66.4	96%	53.4	71.4	69.8	98%	47.7	73.0	71.3	98%	43.9
MSME	22.9	20.3	89%	21.3	23.0	20.7	90%	17.7	23.2	20.6	89%	16.3
FIG Lending	89.8	89.8	100%	0.0	97.5	97.5	100%	0.0	185.1	185.1	100%	0.0
Others	16.6	14.9	90%	2.0	18.9	16.0	85%	2.0	17.8	15.8	89%	1.5
<b>Total</b>	<b>1,786.2</b>	<b>1,748.5</b>	<b>98%</b>	<b>188.3</b>	<b>1,829.9</b>	<b>1,793.2</b>	<b>98%</b>	<b>193.6</b>	<b>1,922.6</b>	<b>1,880.6</b>	<b>98%</b>	<b>178.0</b>

\* Including OD collection

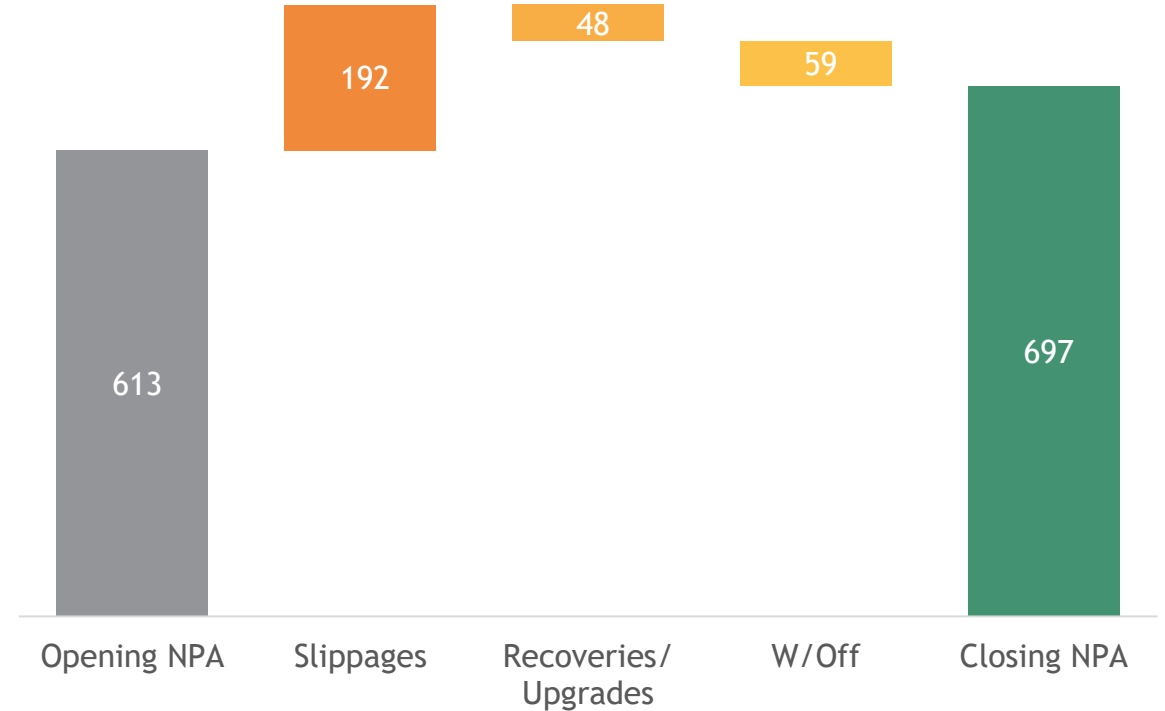


# CONSISTENT COLLECTIONS MAINTAINING ASSET QUALITY

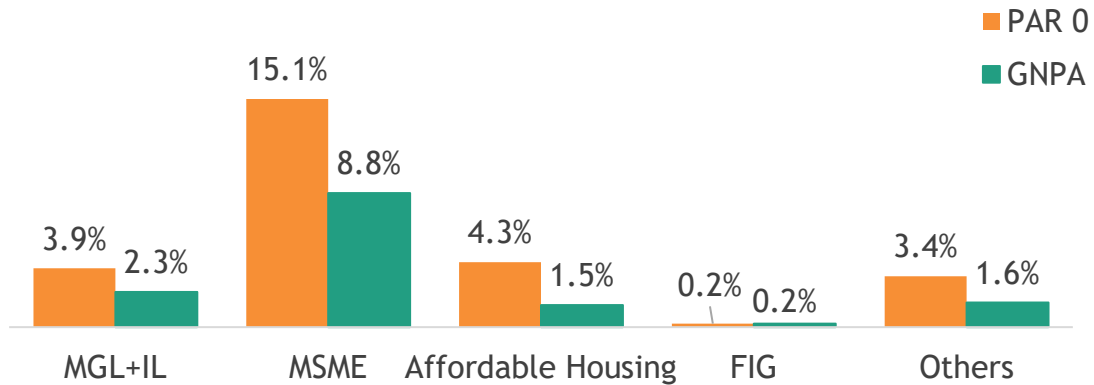
## NPA & SMA started to normalize



## YTD NPA Movement Table#



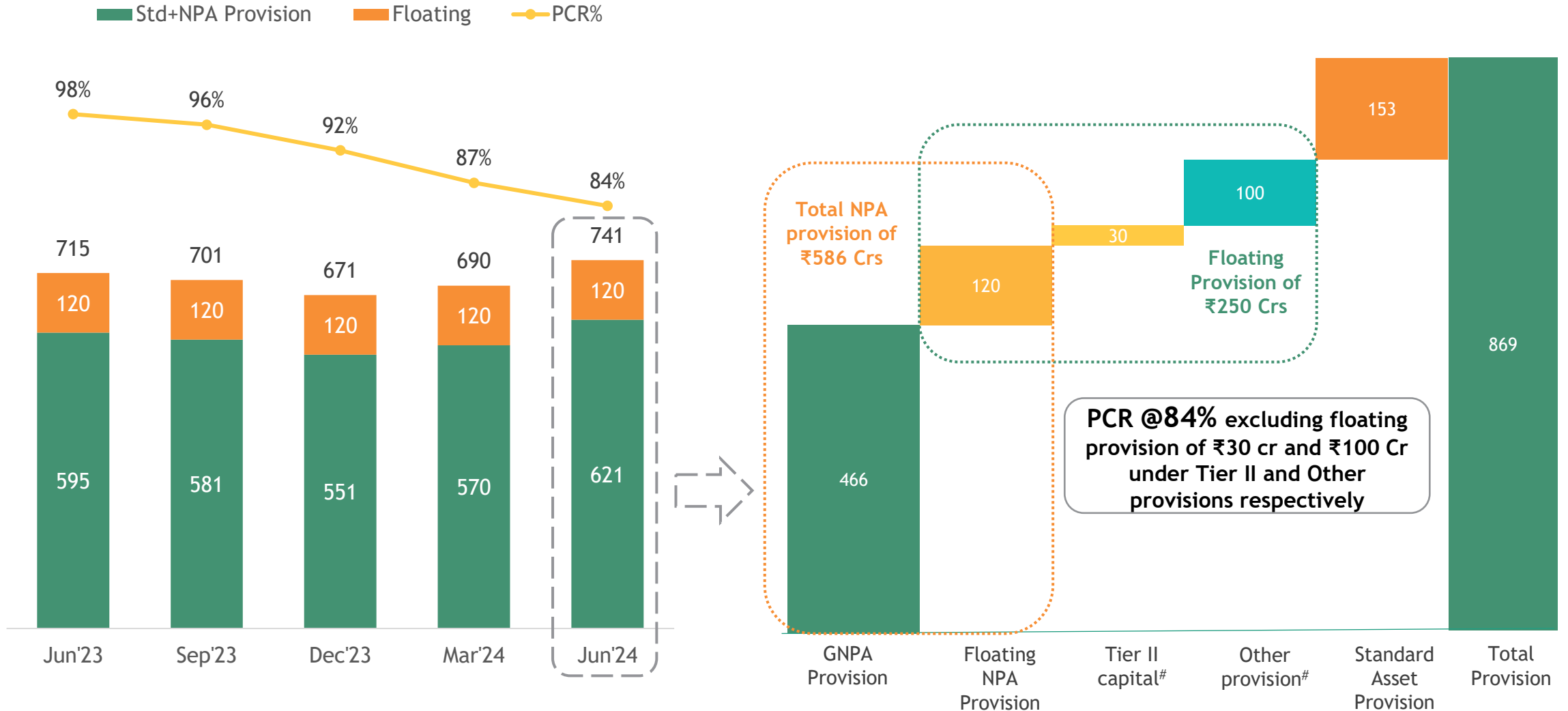
## PAR 0 and GNPA (segment wise)





# HEALTHY FLOATING PROVISION COVER

(₹ in cr)



# Floating provision of ₹250 Cr continues to be on books & can be utilized for making specific provisions in future during extraordinary circumstances, with prior approval from the RBI ₹ 30 Cr was moved to Tier II capital in Jun'22 while ₹ 60 Cr, ₹ 10 Cr and ₹ 30 Cr were moved to other provision in Sep'22, Dec'22 and Mar'23 respectively

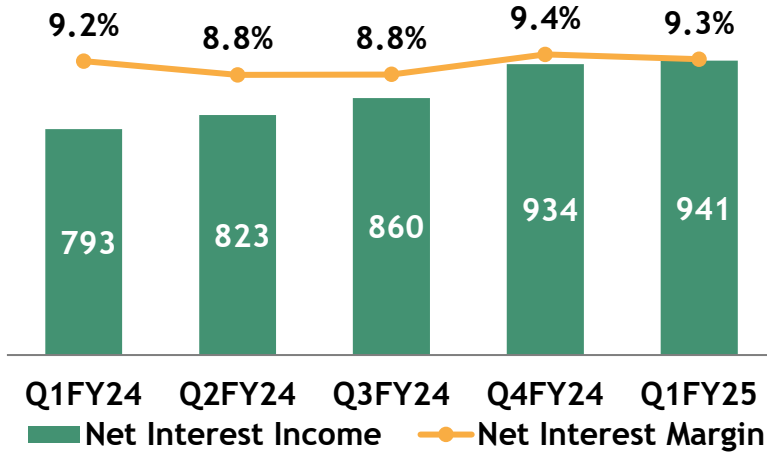


# Financial Overview

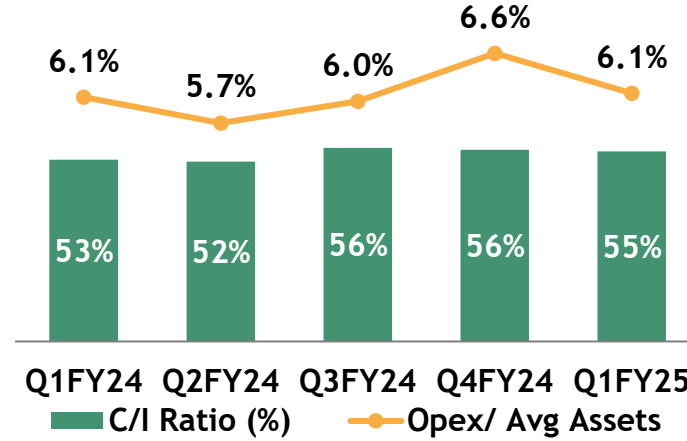


# FINANCIAL OVERVIEW

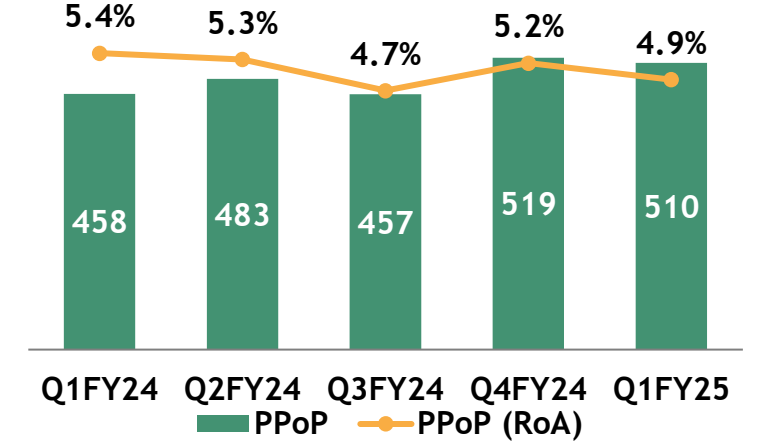
## NII (₹ in crore) & NIM\*



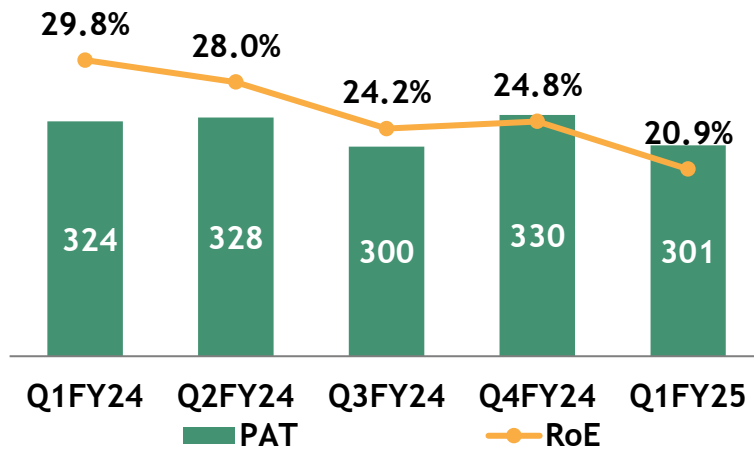
## Cost to Income Ratio & Operating Expenses/ Average Assets (%)



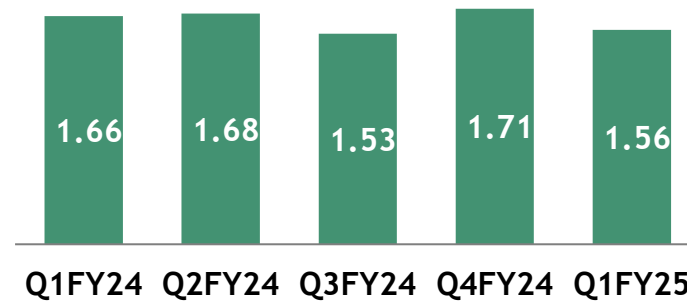
## Pre-Provision Operating Profit & PPOp (RoA)



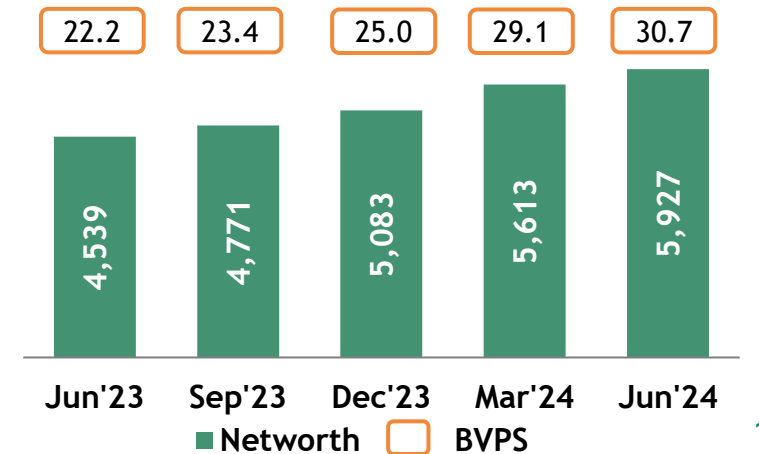
## PAT (₹ in crore) & RoE



## EPS\* (₹)



## Net worth (₹ in crore) & BVPS (₹)



\* NIM based on total book including IBPC & Securitization



# INCOME STATEMENT

Particulars (₹ in crore)	Q1-FY25	Q1-FY24	YoY Growth	Q4-FY24	QoQ Growth
Interest Earned	1,577	1,287	23%	1,529	3%
Other Income	197	177	11%	236	(17)%
<b>Total Income</b>	<b>1,774</b>	<b>1,464</b>	<b>21%</b>	<b>1,765</b>	<b>1%</b>
Interest Expended	636	494	29%	595	7%
Personnel Expenses	348	275	27%	338	3%
Operating Expenses	281	237	19%	313	(10)%
<b>Total Cost</b>	<b>1,265</b>	<b>1,006</b>	<b>26%</b>	<b>1,246</b>	<b>1%</b>
<b>Pre Provision Operating Profit</b>	<b>510</b>	<b>458</b>	<b>11%</b>	<b>519</b>	<b>(2)%</b>
Credit cost	110	26	322%	79	39%
Other provisions & contingencies	0	0	(82)%	0	53%
Tax	99	108	(8)%	110	(10)%
<b>Net profit for the period</b>	<b>301</b>	<b>324</b>	<b>(7)%</b>	<b>330</b>	<b>(9)%</b>



# TOTAL INCOME - BREAKUP

Particulars (₹ in crore)	Q1-FY25	Q1-FY24	YoY Growth	Q4-FY24	QoQ Growth
Interest on loan	1,379	1,133	22%	1,346	2%
Int. on investments	195	149	31%	179	9%
Securitization Income	3	4	(30)%	3	(15)%
<b>Total Interest Earned</b>	<b>1,577</b>	<b>1,287</b>	<b>23%</b>	<b>1,529</b>	<b>3%</b>
Processing Fees	69	67	4%	88	(21)%
PSLC Income	20	26	(22)%	12	68%
Insurance Income	22	9	130%	34	(37)%
Bad Debt Recovery	27	35	(23)%	36	(25)%
Treasury	5	8	(30)%	12	(53)%
Misc. Income*	54	33	62%	54	(1)%
<b>Total Other Income</b>	<b>197</b>	<b>177</b>	<b>11%</b>	<b>236</b>	<b>(17)%</b>
<b>Total Income</b>	<b>1,774</b>	<b>1,464</b>	<b>21%</b>	<b>1,765</b>	<b>1%</b>

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



# BALANCE SHEET

Particulars (₹ in crore)	As at Jun 30, 2024	As at Mar 31, 2024	As at Jun 30, 2023
<b>CAPITAL AND LIABILITIES</b>			
Net worth	5,927	5,613	4,539
Capital	1,933	1,931	2,155
Employees Stock Options Outstanding	77	72	57
Reserves and Surplus	3,918	3,610	2,327
Deposits	32,514	31,462	26,660
Borrowings	2,358	2,171	2,536
Other Liabilities and Provisions	1,252	1,176	1,015
<b>TOTAL</b>	<b>42,050</b>	<b>40,422</b>	<b>34,750</b>
<b>ASSETS</b>			
Cash and Balances with Reserve Bank of India	2,119	2,518	1,509
Balance with Banks and Money at Call and Short Notice	351	18	1,163
Investments	11,118	9,766	8,787
Advances	27,114	26,883	22,169
Fixed Assets	470	427	328
Other Assets	878	810	794
<b>TOTAL</b>	<b>42,050</b>	<b>40,422</b>	<b>34,750</b>





# HEALTHY CAPITAL ADEQUACY

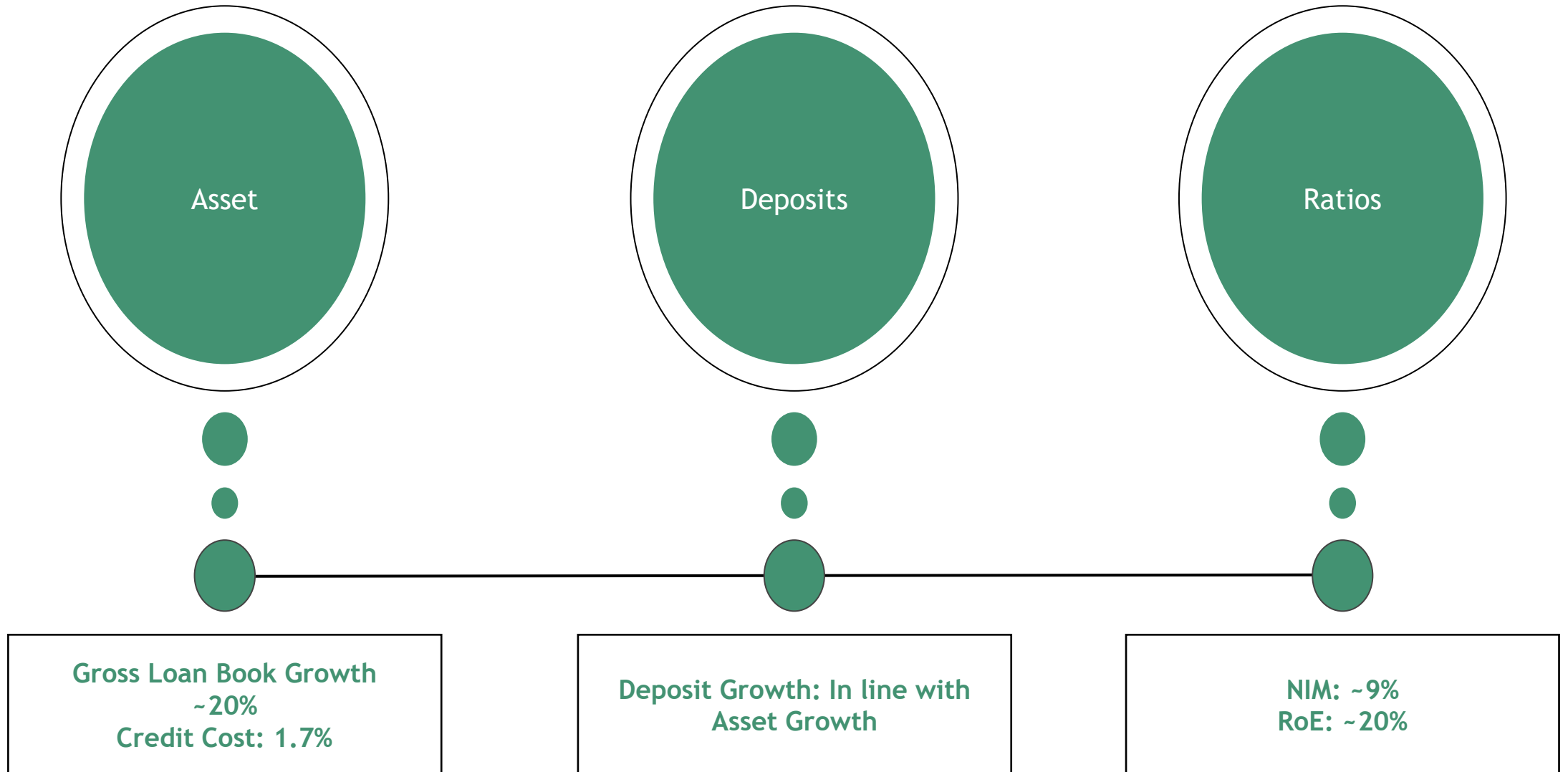
(₹ in Crore)	Jun'23	Sep'23	Dec'23	Mar'24	Jun'24
Credit Risk Weighted Assets	17,012	18,839	20,924	22,829	23,625
Tier I Capital	4,018	4,239	4,597	5,155	5,425
Tier II Capital*	522	506	503	482	446
<b>Total Capital</b>	<b>4,541</b>	<b>4,745</b>	<b>5,099</b>	<b>5,637</b>	<b>5,870</b>
<b>CRAR</b>	<b>26.69%</b>	<b>25.19%</b>	<b>24.37%</b>	<b>24.69%</b>	<b>24.85%</b>
Tier I CRAR	23.62%	22.50%	21.97%	22.58%	22.96%
Tier II CRAR	3.07%	2.69%	2.40%	2.11%	1.89%
Floating Provision considered in Tier II out of 250 Cr	30	30	30	30	30

Floating provision of ₹250 Cr created in Jun'21 continues to be on books and can be utilized for making specific provisions in extraordinary circumstances with prior approval of RBI. Including ₹ 250 Cr of floating provision, total provision on gross loan book are at ₹ 942 Cr as of 31st Dec'22 / ₹ 877 Cr as of Mar'23 / ₹ 845 Cr as of Jun'23 / ₹ 831 Cr as of Sep'23 / ₹ 801 Cr as of Dec'23 / ₹ 820 Cr as of Mar'24 / ₹ 869 Cr as of Jun'24

For FY 21 - 22 ₹250 Cr was utilized towards NNPA/ PCR calculation;

During June 2022, the Bank had utilized ₹220 Cr for NNPA/ PCR calculation and ₹30 Cr was utilized as part of Tier II capital; As a result of sustained recovery efforts and continued improvement in the Banks portfolio leading to reduction in GNPA of the Bank, in the current quarter only ₹120 Cr is utilized for NNPA/ PCR calculation, ₹30 Cr has been utilized as part of Tier II capital. The balance ₹100 Cr has been grouped as part of other provisions without utilising the same towards Tier II capital, this amount continues to be earmarked for utilization for NNPA/PCR (as and when required)

# GUIDANCE FY25





# Ujjivan - Platform for growth

Please refer to [Investor Meet Presentation](#) for more details uploaded on our website, [www.ujjivansfb.in](http://www.ujjivansfb.in)



# SERVING CUSTOMERS THROUGH MULTIPLE CHANNELS

## Multiple Digital channels



### Retail Mobile / Internet Banking

- Loaded with 125+ Features i.e financial & Non Financial
- Available in 9 Languages (including English)
- Easy access to multiple relationships with one app
- Multiple payments modes available such as NEFT, RTGS, IMPS & Internal fund transfers
- Value added features i.e GST & Bill Payments available



### Hello Ujjivan App

- India's 1<sup>st</sup> Voice Visual Vernacular App launched for Micro Banking segments of customers
- Available in 11 Languages (including English) with Chatbot facility
- Helps conduct basic financial & non-financial banking transactions



### Payments

- UPI enabled for customers to support P2P, P2M & P2PM transactions
- Live on UPI Lite for low value UPI transactions below ₹ 500
- AePS enabled platform to promote Digital Inclusion
- Merchant QR Codes for small merchants/retailers
- Secured Payment Gateways for e-Com transactions



### Digital Acquisition (DFD / DSA)

- Ujjivan's fully digital solution to open Savings Account & Fixed Deposit
- Available for new and standalone existing customers
- Account can be opened from anywhere within India
- Solution integrated with video KYC
- Ujjivan's 1<sup>st</sup> solution fully deployed on AWS Cloud



### Business Internet Banking

- Dedicated platform for Corporate customers
- Maker Checker facility
- High volume bulk upload facility
- Multi Fund Transfer option available
- GST & Direct tax payments feature for corporate customers

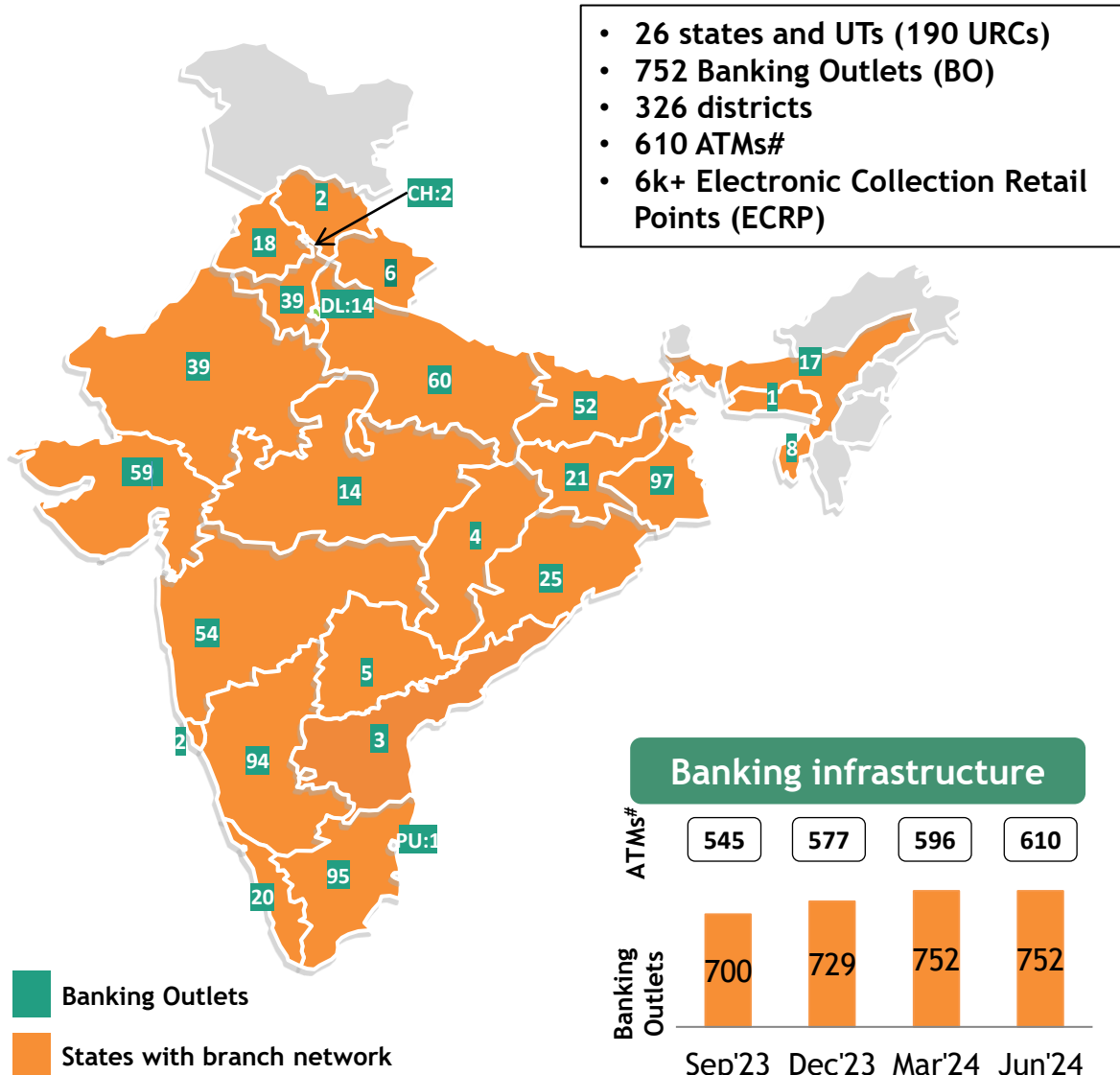


### SMS & Missed Call Banking

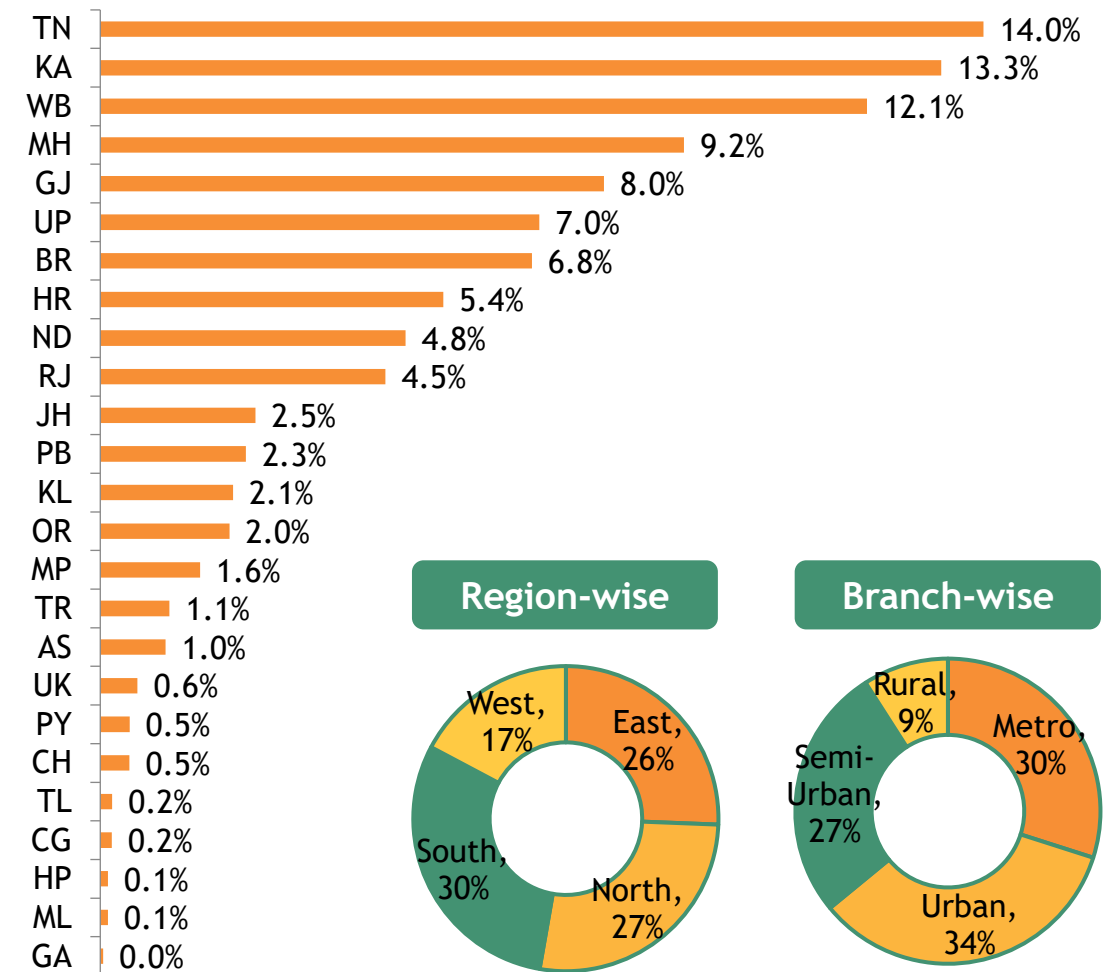
- Providing basic services for customers using feature phones
- Helps conduct basic banking transactions such as Balance Enquiry, Mini statement, Last 5 Transactions, Request cheque Book, Hotlist Debit Card etc.



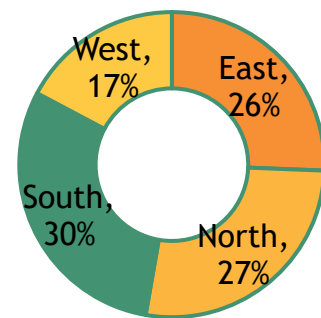
# WELL DIVERSIFIED PAN INDIA PRESENCE



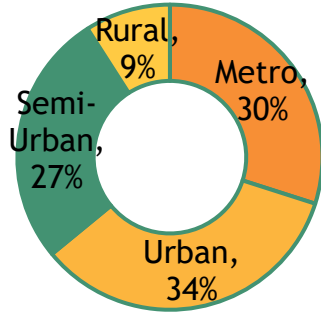
## Jun'24 Gross Loan Book (%)



### Region-wise



### Branch-wise



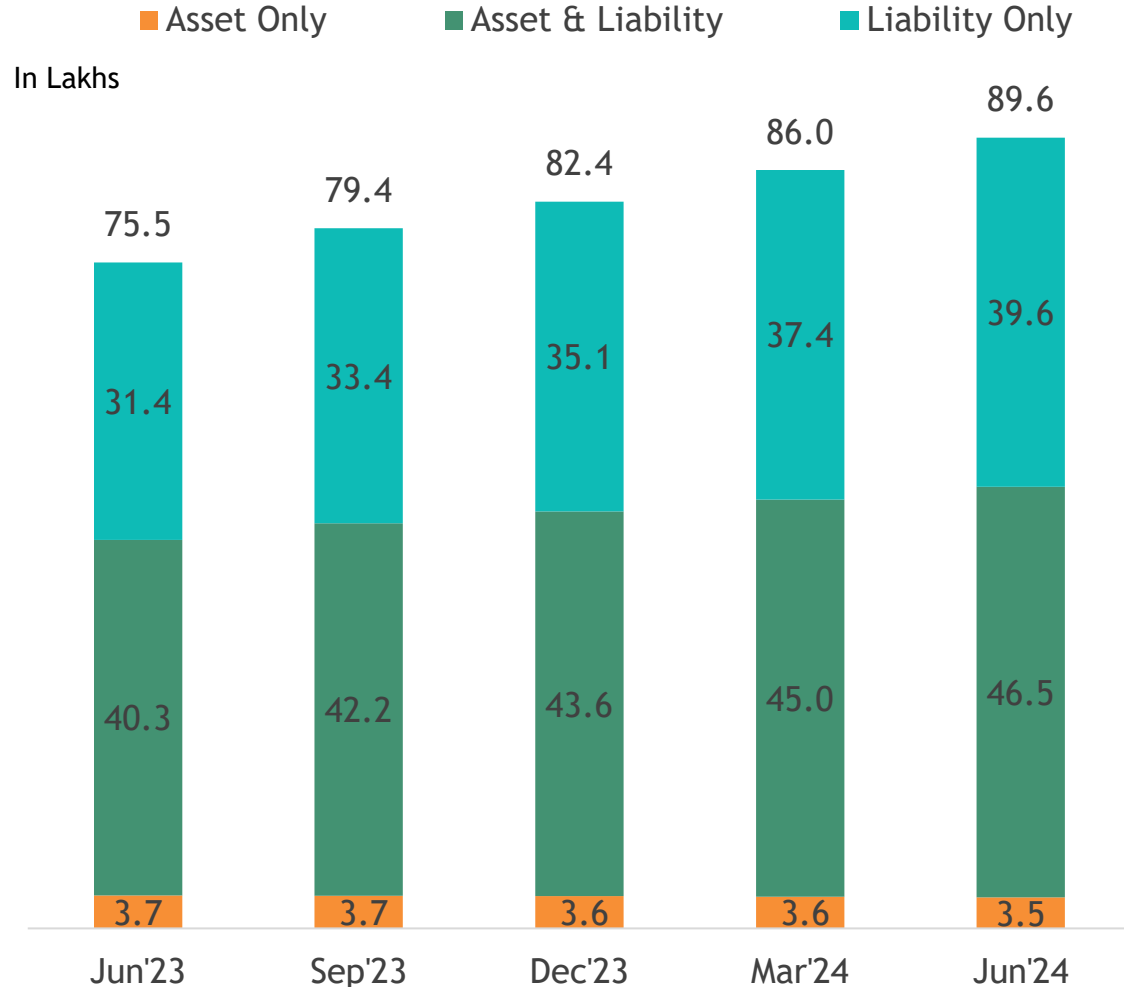
Total Gross Loan Book - ₹ 30,069 Cr\*

\*Includes IBPC and securitization



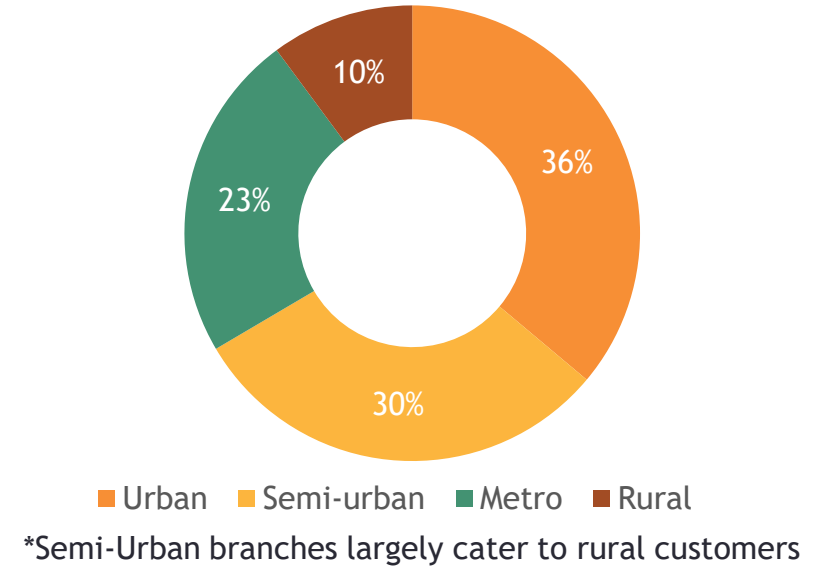
# EXPANDING CUSTOMER BASE

## Customer Base Growth



~5.4L dormant / inactive accounts closed in Q1FY24

## Customer Base - Basis of Branch Classification



- Liability customers grew by 20% YoY
- New customer acquisition continues to be a key focus
- Net Liability only customer addition at 2.2 lakhs for the quarter
- Borrower base up with 1.4 lakhs net addition in Q1FY25 vs 1.4 lakhs in Q4FY24



# COMPREHENSIVE SUITE OF PRODUCTS & SERVICES

**Loan**

Micro-Banking	Micro, Small & Medium Enterprise Loans	Affordable Housing Loans	Financial Institutions Group	Others
<ul style="list-style-type: none"> <li>Group Loans</li> <li>Individual Loans</li> <li>Top up Loans</li> <li>Agriculture &amp; allied loans</li> <li>Gold loan</li> <li>Street vendor loan</li> <li>Water Sanitation Loan</li> <li>Cattle Maintenance Loan</li> <li>NULM<sup>^</sup></li> <li>Pre-approved - IL</li> </ul>	<ul style="list-style-type: none"> <li>Prime LAP# - Semi Formal</li> <li>Elite LAP# - Formal</li> <li>Business EDGE Overdraft</li> <li>Dealer Finance</li> </ul>	<ul style="list-style-type: none"> <li>Construction and Purchase</li> <li>Home Improvement</li> <li>Composite Home</li> <li>Home Equity Loan</li> <li>Commercial Purchase Loan</li> <li>Micro-LAP</li> <li>Pre Qualified Top-up</li> <li>Micro Business Loan</li> <li>Micro Home Improvement Loan</li> </ul>	<ul style="list-style-type: none"> <li>Term loan to NBFCs, HFCs and MFIs</li> <li>CC/OD</li> <li>Bank Guarantee</li> <li>CP/NCD</li> </ul>	<ul style="list-style-type: none"> <li>Two-wheeler loans</li> <li>E-3 wheeler loans</li> <li>Busimoni OD</li> <li>OD against FD</li> <li>Loan Against FD</li> <li>Non MF Loans</li> </ul>

**Deposit**

Retail Products	Institutional Products	Third-Party
<ul style="list-style-type: none"> <li>Current Account</li> <li>Savings Account</li> <li>Non Resident Account</li> <li>Term Deposit</li> <li>Digital Savings &amp; FD</li> </ul>	<ul style="list-style-type: none"> <li>Fixed Deposits</li> <li>Term Money</li> <li>Institutional Savings</li> <li>Current Account</li> <li>Certificate of Deposit</li> <li>PFMS Integration</li> </ul>	<ul style="list-style-type: none"> <li>Call money products</li> <li>G-Sec trading</li> <li>Collection and CC/OD variants of current account</li> </ul>

**Fee based Products**

- Insurance
- 3-in-1 Demat Trading Services
- Forex
- APY
- Aadhaar enrolment services
- CMS
- Safe deposit locker

**Channels**

Branch Banking, Asset Centers	ATM / POS / QR code/ Money Mitra/ Touch-points	Mobile & Internet Banking, Hello Ujjivan	Phone Banking, IVR, Video Banking	Internet & Corporate Banking
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# Loan against property  
<sup>^</sup> National urban livelihood mission

# STRONG INDEPENDENT BOARD (1 / 2)



Name	Education	Experience
<b>Banavar Anantharamaiah Prabhakar</b> <i>Chairman and Independent Director</i>	Commerce graduate, University of Mysore, Chartered Accountant.	Retired as Chairman and Managing Director of Andhra Bank after serving various Banks for about 37 years. Prior to that he served as the Executive Director of Bank of India for a period over 3 years, He also worked abroad for about eight years in two stints at Zambia and U.K. He was the Chief Executive of Bank of Baroda UK Operations.
<b>Ittira Davis*</b> <i>Managing Director and CEO</i>	PGDM, Indian Institute of Management, Ahmedabad	International banker with 40+ years of banking experience having worked extensively in the Middle East and Europe. Was previously associated with Europe Arab Bank, Citibank in India and the Arab Bank Group in the Middle East. Joined Ujjivan in Mar'15 to manage the transition to an SFB. He was MD & CEO of UFSL for Jul'18 -Mar'21
<b>Sanjeev Nautiyal*</b> <i>Managing Director and CEO (w.e.f. July 01, 2024)</i>	BA, MBA and Certified Associate of the Indian Institute of Bankers	He is a banker with over three decades of extensive strategic domain expertise in Retail, SME, Financial Inclusion, Operations, HR, International Banking, and Treasury. He earlier held significant roles as Deputy Managing Director, Financial Inclusion & Micro Markets, SBI and MD & CEO, SBI Life Insurance. He earlier served as an Independent Director in Life Insurance Corporation and as an advisor in various organisations.
<b>Samit Kumar Ghosh</b> <i>Non-Executive Director</i>	MBA, Wharton School of Business, University of Pennsylvania.	Founder of UFSL and served as its MD & CEO. He retired as MD and CEO of Ujjivan SFB on November 30, 2019. He is a Career banker with over 30 years of experience in India & overseas.
<b>Sudha Suresh</b> <i>Independent Director</i>	B.Com (Honors) C.A., Grad ICWA, CS	Finance professional with a rich experience of over two decades in various organizations & a decade as practicing chartered accountant. She is the founding partner of S. Rao & Associates, Chartered Accountants, Bangalore and founder of Mani Capital. She was the MD & CEO (2017-18) and Chief Financial Officer (2008-17) of UFSL
<b>Rajni Mishra</b> <i>Independent Director</i>	M.Com (Gold Medallist), MS University, Vadodara	Career banker for nearly four decades with SBI as well as its associate banks. Handled varied assignments and diverse portfolios, gained exposure in risk management, branch administration, corporate credit, forex treasury etc. She was the chairperson and Independent Director of NCL Buildtek limited, Hyderabad

\*Mr. Ittira Davis retired on June 30, 2024. Mr. Sanjeev Nautiyal took charge as the MD & CEO w.e.f. July 01, 2024





# STRONG INDEPENDENT BOARD (2/2)

Name	Education	Experience
<b>Ravichandran Venkataraman</b> <i>Independent Director</i>	Qualified FCCA (UK), ACMA (UK), Program for CFOs with Wharton Business School	A global leader with a track record spanning 30+ years having worked in India, London and Bahrain. He brings a strong business background and having worked with top Business Leaders in over 100 countries. He is the Chairperson of eVidyaloka Trust, a not-for-profit social enterprise into remote education for rural children in India. Previously, he has worked with HP's Global Business Services, Hewlett Packard, ANZ Bank and Bank Muscat.
<b>Rajesh Kumar Jogi</b> <i>Independent Director</i>	Bachelor of Arts (Economics), Fellow member ICAI, Advanced Management Program from Harvard Business School	Rich work experience of 27 years in Banking industry with a focus on risk management. Previously was associated with Natwest Group (erstwhile RBS Group) and was Chief Risk Officer, India of the Royal Bank of Scotland and subsequently the Country Head of Risk, India for the Group
<b>Anita Ramachandran</b> <i>Independent Director</i>	MBA from Jamnalal Bajaj Institute	HR expert with over 40 years of experience as a management consultant. Began her career with AF Ferguson & Co and has worked in a wide range of areas. Founded Cerebrus Consultants in 1995 to focus on HR advisory services, including Organisation transformation. Has been an Independent Director on various Boards for the last 20 years.
<b>Carol Furtado**</b> <i>Executive Director</i>	Masters in Business Administration (Finance)	She comes with 26+ years of banking experience in Retail Banking and NBFC domains with expertise in leading Business, Banking operations, Credit and People functions. Carol is a key member of the leadership team that laid the foundation and built Ujjivan. She was instrumental in the recognition of Ujjivan as a certified great place to work. She has previously worked with the ANZ group, Bank Muscat and Centurion Bank Ltd. In 2009, she was the recipient of the Financial Women's Association award by Women's World Banking in recognition of her demonstrated professional commitment.
<b>Mona Kachhwaha***</b> <i>Independent Director</i>	MBA: Post Graduate Diploma in Business Management B.A. (Hons)	She has over 30 years of experience in banking and impact investing. She is a Partner at UC Impower, an early-growth stage equity fund, incubated by Unitus Capital (2020-Present Previously, at Caspian Impact Investment Adviser (2007-2019), she managed the India Financial Inclusion Fund. She started her career at Citibank (1994-2007), where she worked across various retail asset businesses and led the bank's foray into Inclusive Finance in 2005.

**\*\*Ms. Carol has been appointed as an Executive Director w.e.f. May 01, 2024**

**\*\*\*Ms. Mona Kachhwaha has been appointed as an Independent Director w.e.f. May 18, 2024**



# KEY GROWTH STRATEGIES

01

## COMPREHENSIVE & RELEVANT PRODUCTS

- Entire gamut of asset and liability products to attract new customers and deepen existing customer relationships
- Expand range of third party products and services
- Increase penetration of asset products under Retail, MSME and housing segments

02

## FOCUS ON DIGITAL BANKING AND ANALYTICS

- User-friendly digital interface to extend bank's reach and offer a strong banking platform; focus on user adoption with programs like DigiMitra\*
- Invest in API platform, innovations, fintech partnerships to widen product offerings/ banking solutions
- Invest strategically to integrate technology into operations to empower customers, reduce costs and increase efficiencies
- Adopt robotic processes to automate operational processes
- Data analytics to be used to offer customized solutions
- Establish bank as a modern technology enabled bank

03

## BUILD A STABLE & GRANULAR DEPOSIT BASE

- Improve share of CASA, recurring and fixed deposits by building a sticky deposit base and attracting new customers; focus on retail deposit base to reduce cost of funds
- Selectively open branches in urban areas with large customer base
- Target mass customer acquisition through focused programs

04

## STRONG DISTRIBUTION & COLLECTION NETWORK

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

05

## CONTINUE FOCUS ON IMPROVING FINANCIAL AND DIGITAL INCLUSION

- Focus on the un-served and underserved segments and educate customers to develop improved financial behaviour
- Maintain transparency, responsibly price loan offerings, effectively redress grievances and ensure disclosures in vernacular languages
- Continue to partner with Parinaam Foundation to enhance financial literacy and develop Kisan Pragati Clubs
- Promote use of bank accounts, UPI and digital payment gateways

06

## DIVERSIFY REVENUE STREAMS

- Leverage banking infrastructure to diversify product portfolio and increase fee and commission-based business
- Increase focus on treasury income, bancassurance, fee and processing charges
- Introduce new products and services and focus on cross-selling to existing customers



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# Annexures

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# AWARDS & ACCOLADES



Finacle Innovation Awards, 2024  
- Process Innovation Platinum



Ambition Box Employee Choice Awards 2024  
- Ranked 2 in Banking (Large Category)



BFSI Technology Awards  
- Robotic Process Automation



Great Place to Work, 2024  
Attained 54th Rank

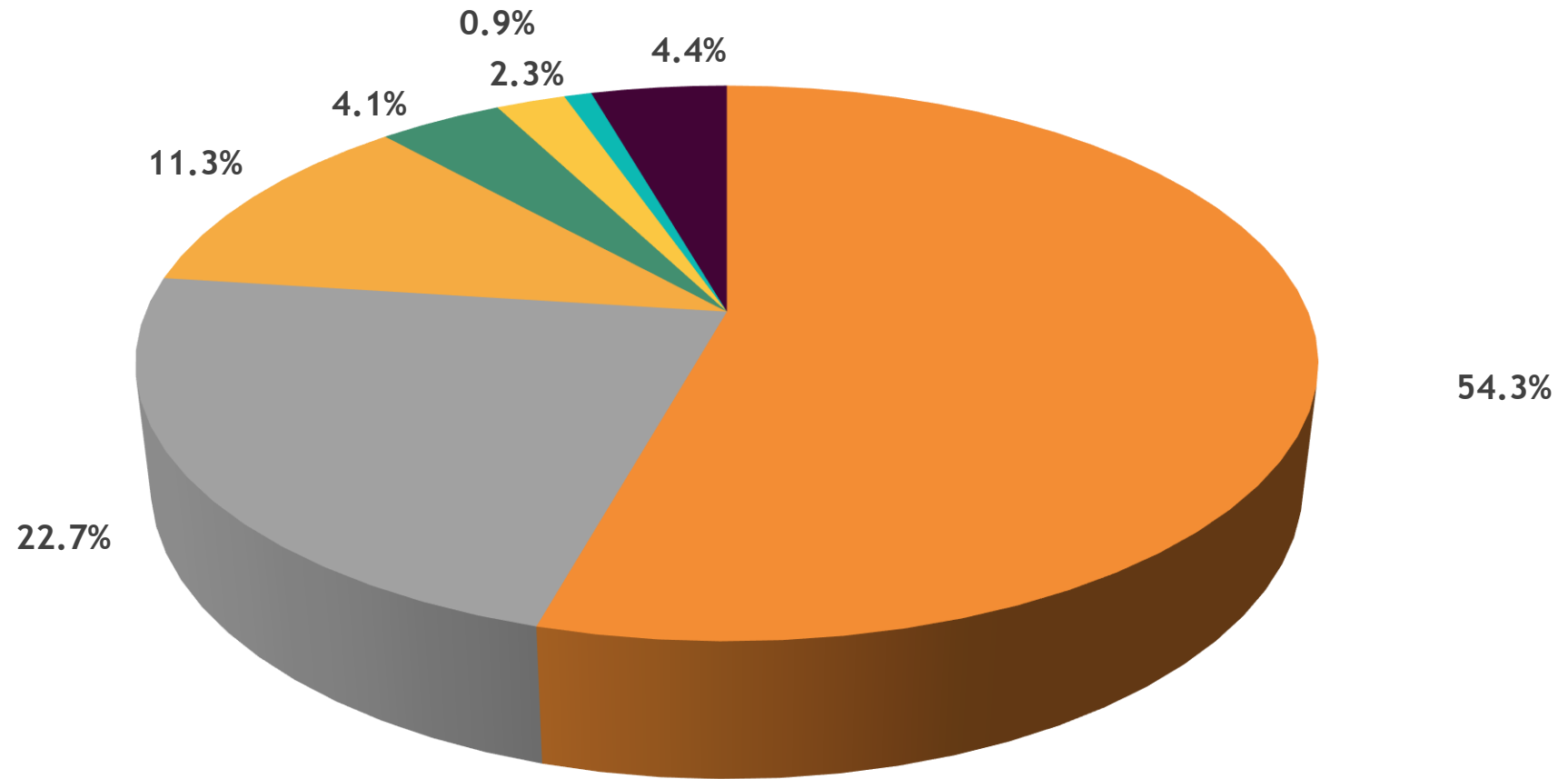


HR Trailblazer Awards  
- Winners of Employee Engagement Excellence Award



# SHAREHOLDING PATTERN AS ON JUN'24

- Resident Individuals/HUF
- Mutual Funds
- Others
- Foreign investors
- Alternative Investment Fund
- Bodies Corporate
- Insurance Companies



# CORPORATE SOCIAL RESPONSIBILITY



## Plan for FY'25

- ✓ Develop the central data management tool to cover all CSR Initiatives.
- ✓ 10% increase in projects in aspirational districts / BIMARU states.
- ✓ Collaborate with CSR aggregators for high impact projects (Example – Give India)
- ✓ 5% Increase in volunteer engagement from FY24.
- ✓ 20% increase in green cover from FY24 through tree plantation.

Thematic Area	FY'25
Community Development (Chote Kadam)	35%
Environment	15%
Livelihood	15%
Education /Sports	10%
Healthcare	15%
Disaster Relief & PM relief	10%
<b>Total</b>	<b>100%</b>



**CSR Activity**  
Summer Relief Kit distributed to 300 street vendors



**Cleanliness Drive-71 Locations, 1700+ Emp Volunteered, 2033 Kg Waste Collected**



**Employee Volunteering**  
7 Activities conducted; 65 employees volunteered



**Chote Kadam**  
4 Projects handed over to the community, Benefited to 450+ students

# ENVIRONMENT, SOCIAL & GOVERNANCE (ESG)



## Plan for FY'25



Completion of BRSR report



Regional and Branch-level Competitions for ESG Performance



Implement a central data management tool to cover all ESG Initiatives



Publication of the ESG Report (GRI)



Preparation for DJSI assessment and guidance to enhance baseline ESG scores



Inclusion of Scope 3 measurements. (Travel, Employee Commute, Emissions by Value Chain Partners.



Planning for external assurance in accordance with ISAE 3000 and AA 1000 AS (2008) Standards

## Achievements Q1 FY'25

#OneBankOneUjjivan

JOIN THE MOVEMENT TO  
**COOL THE GLOBE!**

Thank you for watching our passionate team members share their commitment to saving our planet. Together, we can make a real difference.

**ACT NOW!**

Download the Cool The Globe app today to start contributing to environmental conservation efforts and stand a chance to win exciting rewards!

To participate, share a screenshot of your dashboard in the 'Cool The Globe' app with Preethi Mishra at [preethi.mishra@ujjivan.com](mailto:preethi.mishra@ujjivan.com).

Available on the App Store and Google Play.

**Your Actions Matter. Our Earth Needs You.**

\*For internal purpose only.

## BRSR Completed

Business Responsibility & Sustainability Report has been prepared for the FY23-24

## Cool The Globe

On environment day, we promote the COOL THE GLOBE and urge our employees to start using the same to reduce the carbon emission.

# FINANCIAL LITERACY PROGRAM (FLP)



## Diksha+ Pro

26,231 customers enrolled in Diksha+ FL Program.

92% of the customers were certified

46% Shown interest for different banking products

28% Customers accessed different banking products

20% customers repaid digitally

## Ujjivan Entrepreneurs Development Program

350 MSME Customers/Co-  
Applicants trained at 26  
locations

8,327 Customers and  
community people across  
178 branches have attended  
Financial Literacy Camp

## FLC for Rural Customers



## “Pragati” for IL Customers

9,88 customers across 8  
branches from Assam has  
been participated in the  
“Pragati” Financial  
Literacy Program designed  
for Nano-Entrepreneurs





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THANK YOU

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**For Investor Queries:**  
[investorrelations@ujjivan.com](mailto:investorrelations@ujjivan.com)

