



Utkarsh Small Finance Bank

February 14, 2025

**The BSE Limited
543942, 959644, 958226, 975790, 976203**

**National Stock Exchange of India
Limited
NSE symbol: UTKARSHBNK**

Dear Sir/Madam,

Sub: Investor Presentation

Further to our letter dated February 12, 2025, intimating about Earnings Conference Call, please find attached Investor presentation which will be referred during the earnings call with analysts and investors for the financial results of the Bank for the quarter and nine months ended December 31, 2024.

This is for your information and records.

Thanking you,

For **Utkarsh Small Finance Bank Limited**

**Muthiah Ganapathy
Company Secretary & Compliance Officer
ICSI Membership No: F5674**

Registered & Corporate Office

Utkarsh Tower, NH-31 (Airport Road) Sehmalpur, Kazi Sarai, Harhua, Varanasi, Uttar Pradesh - 221105.

CIN: L65992UP2016PLC082804 | ☎ 0542-6605555 | 🌐 www.utkarsh.bank



Utkarsh Small Finance Bank
Aapki Ummeed Ka Khaata

INVESTOR **PRESENTATION**

Q3 FY25

Key Highlights 9M, FY25



01

Gross loan portfolio growth 16% YoY, deposits growth 33% YoY

02

Consistent increase in share of secured loan portfolio – 41% as on December 31, 2024; optimizing disbursement yields across secured asset classes – yield for MSME & HL improved by 50-130 bps over same quarter last year

03

Continued healthy traction in Retail Term Deposits Acquisition – Retail Term Deposits grew 41% YoY

04

Operating profit (pre-provisions) of ₹773 crore in 9M, FY25 (YoY growth 8%)

05

NIMs at 8.6% & Cost-income ratio at 59.8% for 9M, FY25

06

Profit after tax of ₹21 crore in 9M, FY25; RoA & RoE at 0.1% & 0.9% for 9M, FY25

07

Net NPAs at 2.5% as on Dec-24; Carrying floating provision of ₹190 crore; overall provision cover (including floating provision) at 61.1%

Key Highlights Q3 & 9M'FY25



NETWORK	ASSETS	LIABILITIES	FINANCIAL PERFORMANCE		CAPITAL STRUCTURE	ASSET QUALITY
			9M FY25	Q3 FY25		
1,028 vs. [880] Banking Outlets	₹19,057 cr. vs. [₹16,407 cr.] Gross Loan Portfolio	₹20,172 cr. vs. [₹15,111 cr.] Deposits	₹21 cr. vs. [₹338 cr.] Profit After Tax	Loss ₹168 cr. vs. PAT [₹116 cr.] Profit After Tax	₹2,965 cr. vs. [₹2,808 cr.] Capital + Reserves	6.2% vs. [3.0%] Gross NPAs
26 States & UTs	16.2% Gross Loan Portfolio Growth YoY	33.5% / 40.6% Deposits / RTD Growth YoY	₹773 cr. vs. [₹715 cr.] Pre-provisioning Operating Profit	₹185 cr. vs. [₹256 cr.] Pre-provisioning Operating Profit	21.1% vs. [23.2%] CRAR	2.50% vs. [0.19%] Net NPA
19,519 vs. [16,316] Employees	41% vs. [35%] Share of Secured Loans in Gross Loan Portfolio	70% vs. [68%] Share of CASA + Retail Term Deposits	59.8% vs. [56.0%] Cost to Income	68.4% vs. [54.7%] Cost to Income	91.9%* vs. [99.2%] CD Ratio	61.1% vs. [93.8%] Provision Coverage Ratio (incl. floating provision)
			0.1% / 0.9% vs. [2.3% / 18.5%] RoAA / RoAE	-2.5% vs. [2.3%] RoAA		

Figures in [] represent 9M'FY24 / Q3'FY24

*CD Ratio at 86% excl. advances against which refinance is raised



Journey and Franchise

Portfolio Build Up

Deposits Build Up

Financial Performance

Technology, ESG & CSR



Journey and Franchise



Committed journey of ~15 years from Microfinance to Small Finance Bank to Listed Company

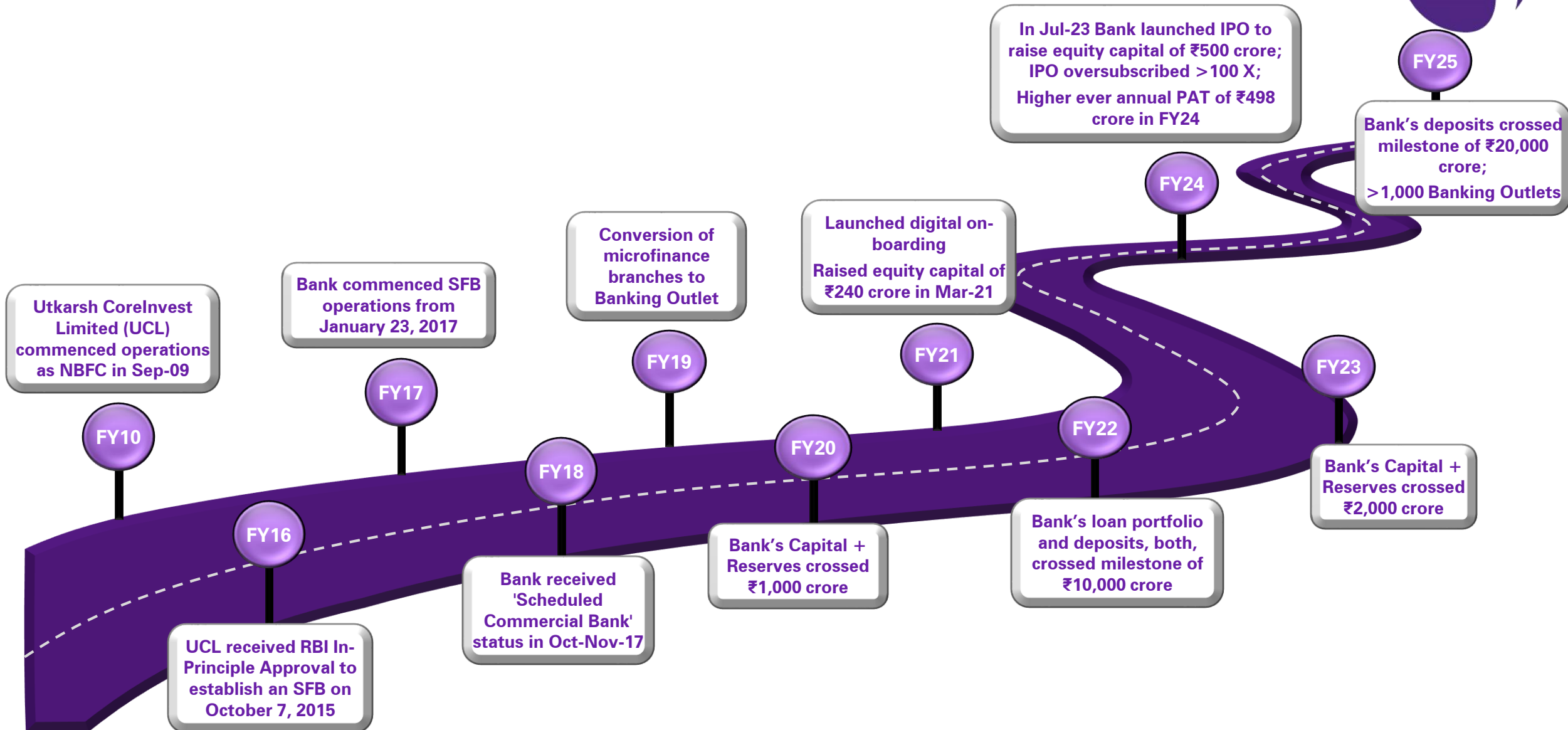


Significant presence in rural & semi urban locations and under penetrated States of the Country



Differentiated branch network to ensure relevant product offerings for customers & ensuring cost efficiency of operations

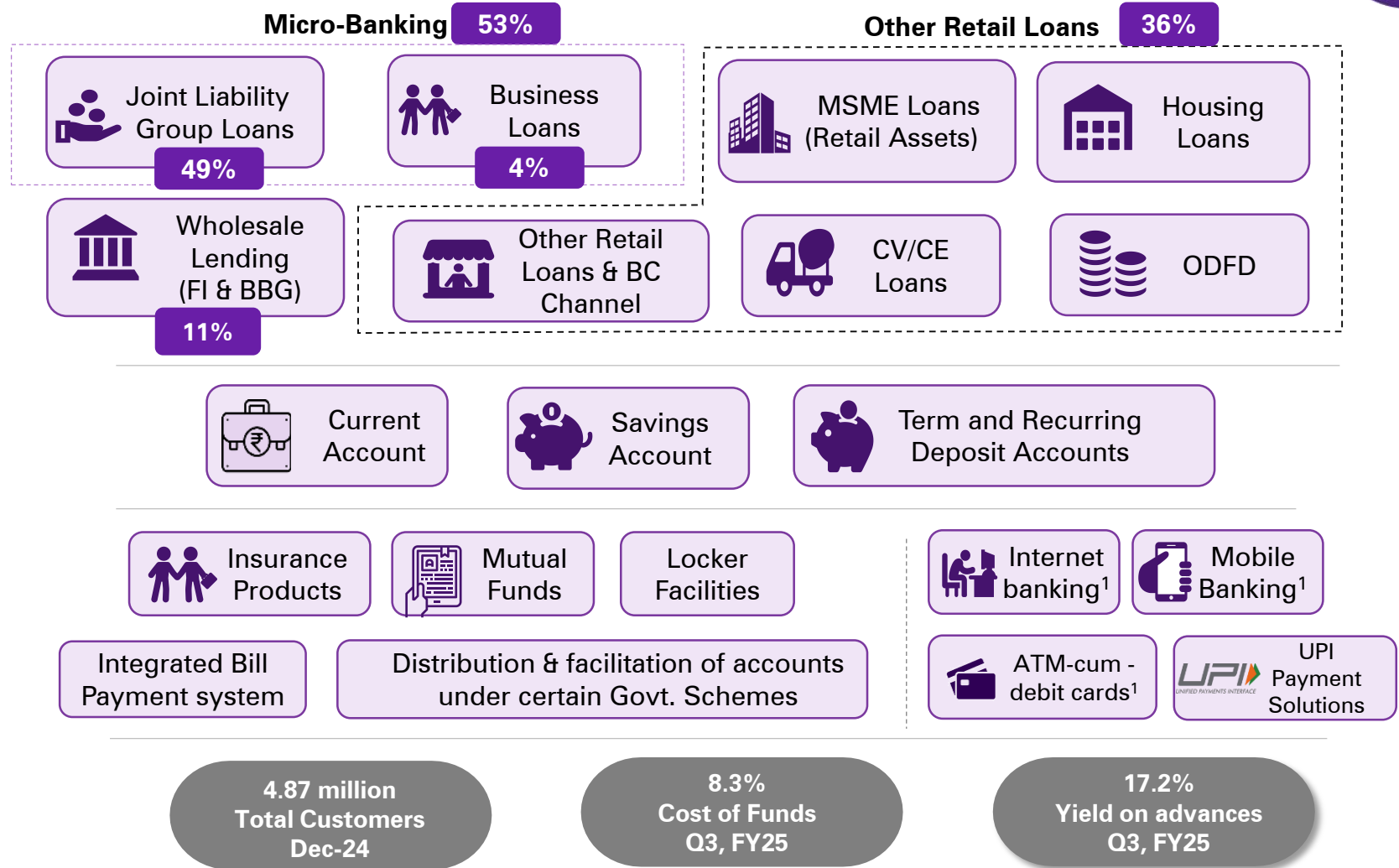
Utkarsh Journey



Business Overview



Focus on Financial inclusion, offer a range of financial products and services that address the specific requirements of customer segments

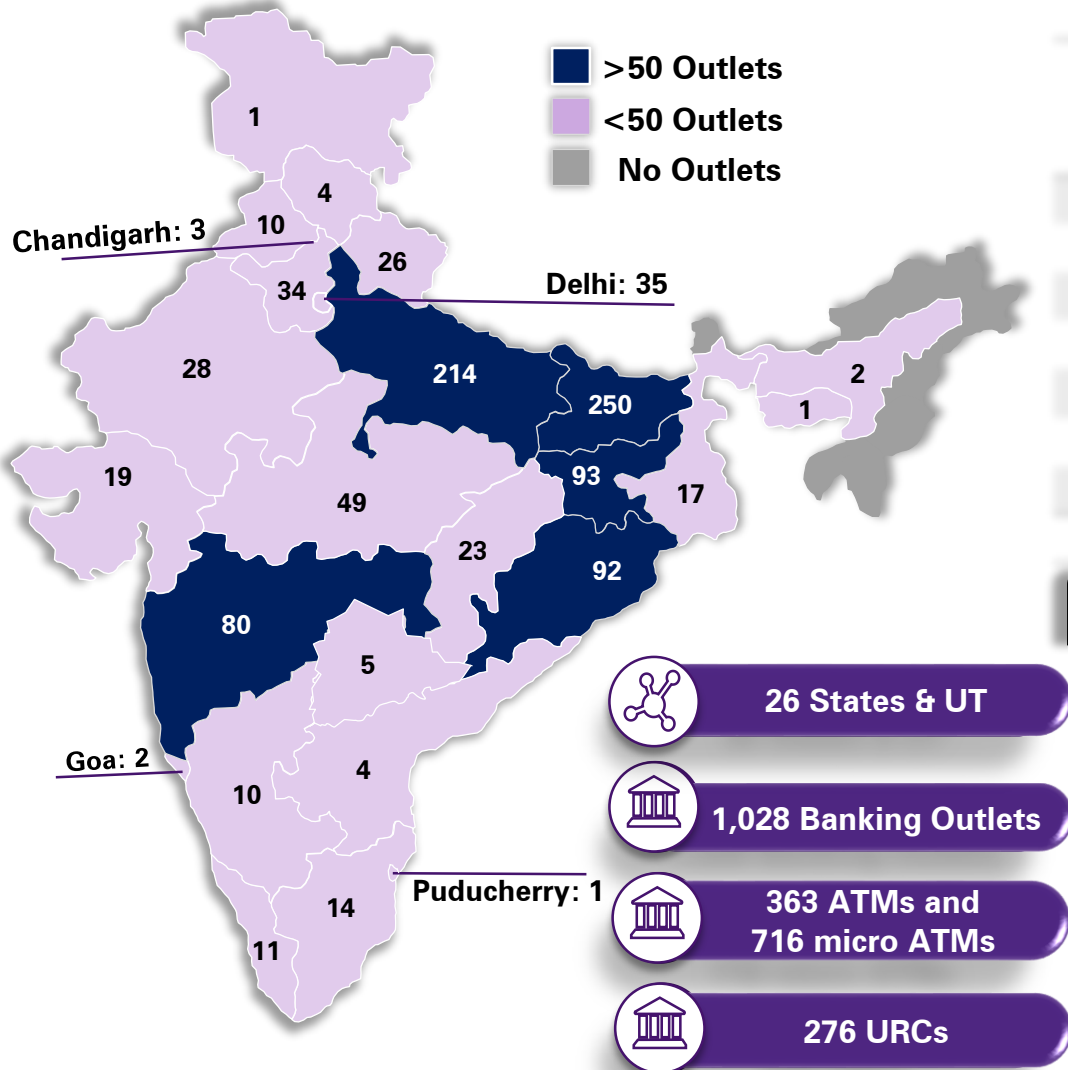


Portfolio split % (Dec'24) ¹ Other Distribution channels

Diversified distribution network



Extensive physical network of Banking Outlets (Dec'24)



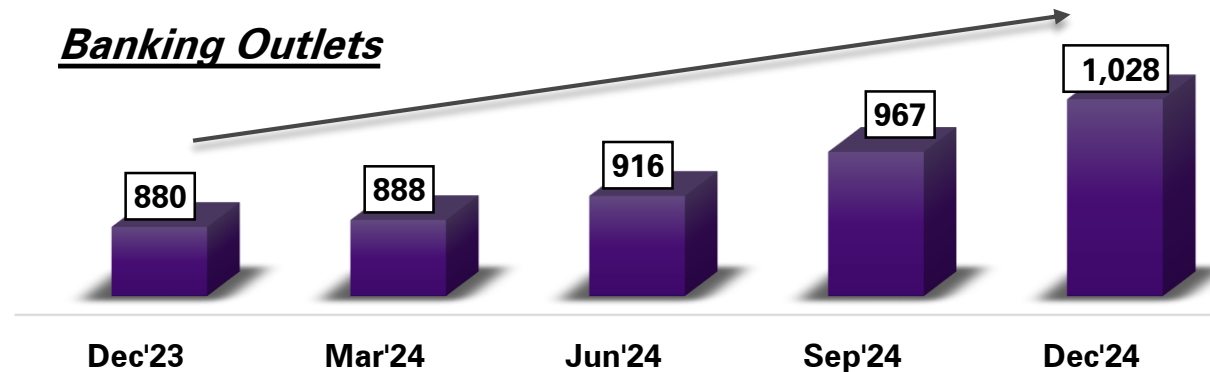
Map not to scale

Potential for Retail Assets within existing Branches (Dec'24)

STATES	Total Banking Outlets	MB Outlets	GB Outlets**	MSME Locations	HL Locations	Wheels Locations
Bihar	250	230	20	9	3	4
Uttar Pradesh	214	164	50	18	16	25
Jharkhand	93	82	11	3	1	3
Odisha	92	85	7	2	2	-
Maharashtra	80	39	41	19	12	-
NCT Of Delhi	35	4	31	3	1	1
Other States	264	101	163	32	26	12
TOTAL	1,028	705	323	86	61	45

During 9M FY25, opened 140 branches (93 MB & 47 GB branches)

Banking Outlets



*Includes 10 Combo Branches

Strategies



Continue diversifying asset portfolio

- ❑ Consistently increase share of secured loans in portfolio mix
- ❑ Leverage wide base of existing customers in the unserved and underserved segments
 - Extend products offering from JLG loans to individual loans, affordable housing and other new products
- ❑ Focus on offering working capital and term loans to MSMEs, small and medium sized corporates, institutional customers
- ❑ Cross-sell to existing clients on-boarded through existing network in urban and metro locations

Grow retail deposits mix across geographies and customer segments to build stable funding source

- ❑ Enter newer geographies including top 100 cities in terms of overall deposits, to grow the bank deposit base
- ❑ Strengthen liability franchise by continuing focus on CASA and retail deposit base
- ❑ Enhance digital offering at various touch points of customer life cycle

Increase share of fee income and capitalize on cross-selling opportunities

- ❑ Generate fee income from own products and cross-selling third-party products
- ❑ Engaged with various partners in offering these products and intend to continue to develop newer partnerships
- ❑ Provide various payment solutions and other relevant services to increase the fee income

Increasing use of technology and digital offerings for last mile delivery to customers

- ❑ Continue to invest in technology as a means of improving customer experience
- ❑ Increase focus on applying the data gathered over the years by creating customized analytical decision models to enhance underwriting and collection procedures





Portfolio Build-up



Loan portfolio grew 16% YoY



Rural & semi urban franchise, deep rooted understanding of our core geographies, proven track record - key strength of our micro-banking lending



Increasing share of secured lending with build-up of MSME, Housing & CV / CE loan book

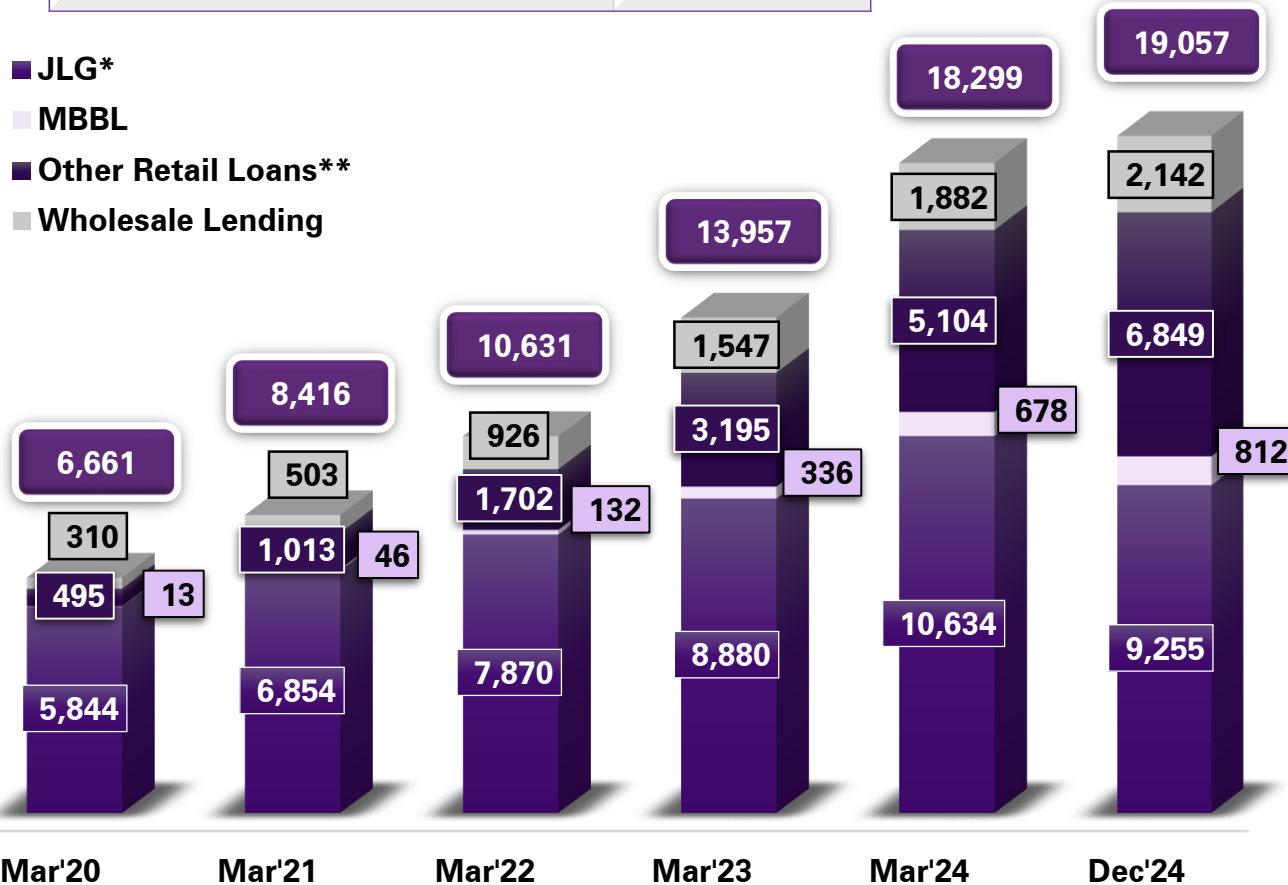
Loan Portfolio Build-up

All Amounts in ₹ Crores

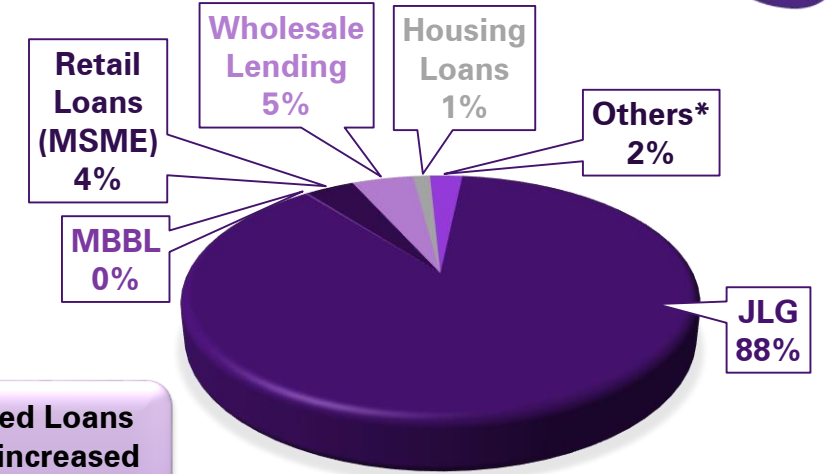


Product	CAGR% (FY20-9M FY25)
Joint Liability Group Loans (JLG)*	10%
Micro-Banking Business Loans (MBBL)	140%
Other Retail Loans**	74%

- JLG*
- MBBL
- Other Retail Loans**
- Wholesale Lending

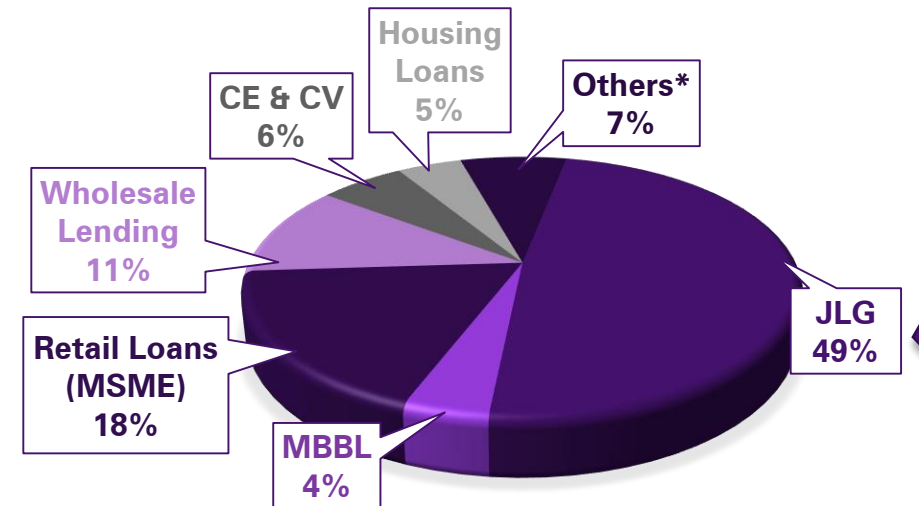


Loan Book (Mar-20)



Loan Book (Dec-24)

Secured Loans share increased to 41%



*Excluding BC JLG portfolio; including BC JLG, JLG loan book is ₹9,737 crore (51% of total portfolio) as of Dec-24;

**Includes MSME, Housing, CE & CV, BC channel, Personal Loans, OD Against FD and others

*Others includes OD Against FD, Personal Loans, Gold loans & BC channel



Micro-Banking Lending

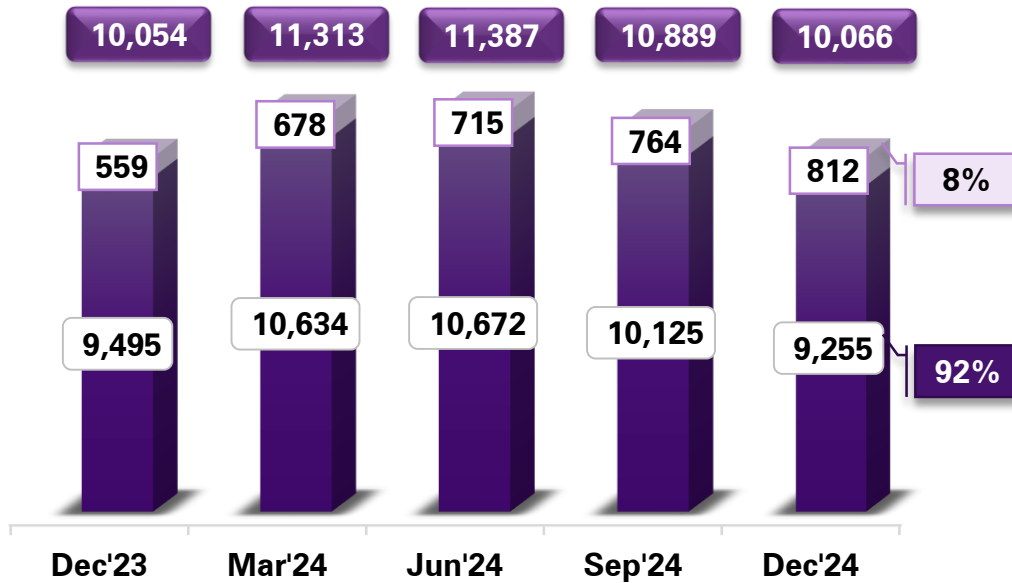


Micro-Banking Lending

All Amounts in ₹ Crores



Portfolio Outstanding

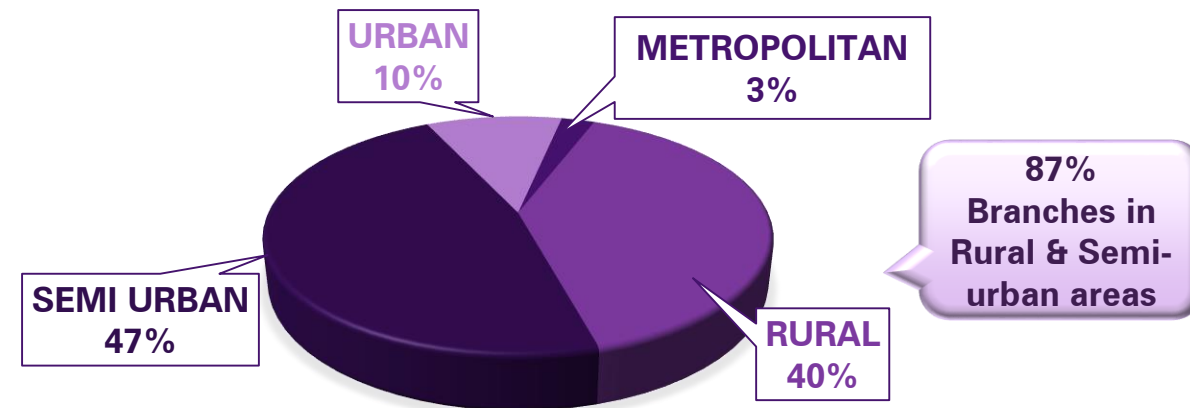


■ Joint Liability Group Loans ■ Micro-Banking Business Loans*

	JLG	MBBL
Customer Base	>28 Lakh	>1 lakh
Portfolio	₹9,255 Crore	₹801 Crore
Average Ticket Size (Disbursements)	~₹56k	~₹1.1 Lakh
Average Ticket Size (Portfolio)	~₹32k	~₹76k

MBBL penetration level ~4%, significant potential to grow

Demographic Break up of MB Outlets



87% Branches in Rural & Semi-urban areas

- Rural and semi-urban presence – 87% MB branches in rural and semi urban locations
- Loan book declined in Q3, FY25 as Bank slowed down on disbursements, focus shifted towards collections
- Opened saving accounts for >60% of micro-banking customers, build customer connect stronger

*includes PM SVANidhi & PM Vishwakarma loan portfolio of ₹11 crore

Joint Liability Group (JLG) Lending

All Amounts in ₹ Crores



Portfolio

9,495

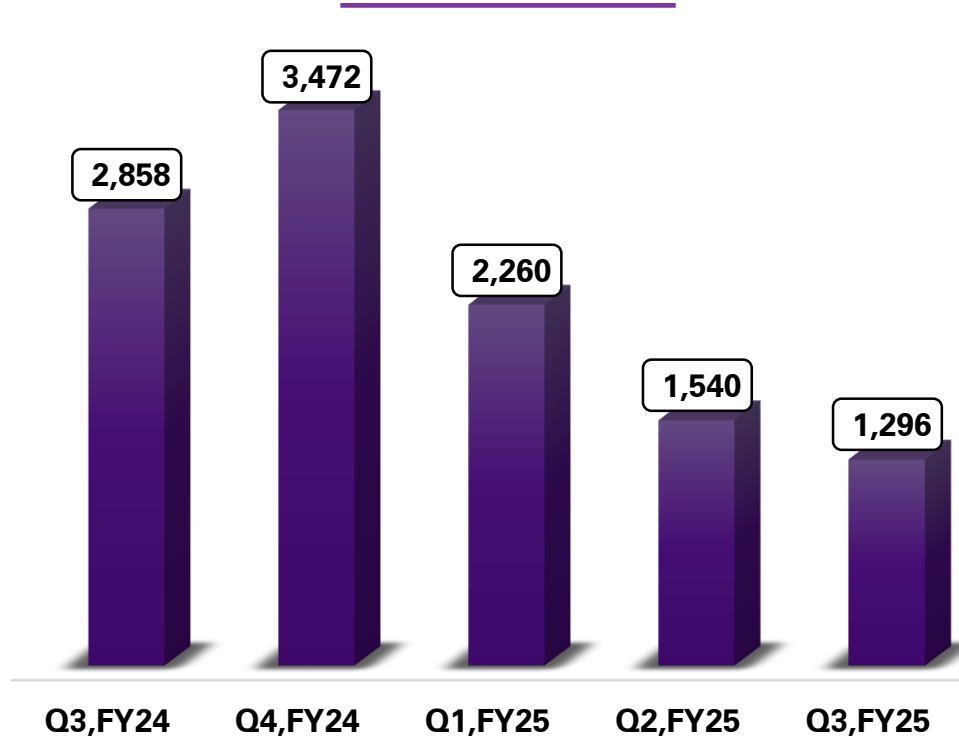
10,634

10,672

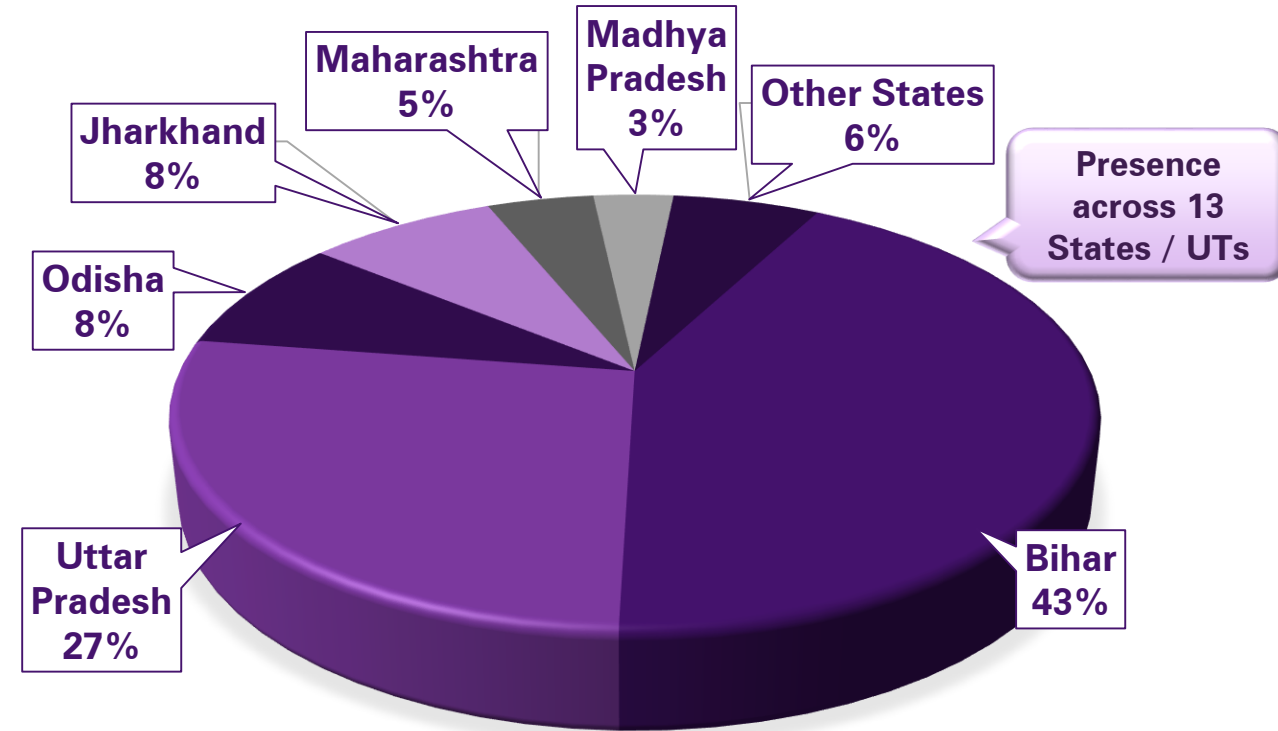
10,125

9,255

Disbursements



Geographical Split of JLG Portfolio



- Slowed down on JLG disbursements in Q3, FY25 considering weakness in collection efficiency and asset quality / borrower level over-leveraging concerns
- Large franchise with customer base of >28 lakhs
- Digital collections through customized UPI QR code / BBPS

Micro-Banking Business Loans

All Amounts in ₹ Crores



Portfolio

553

671

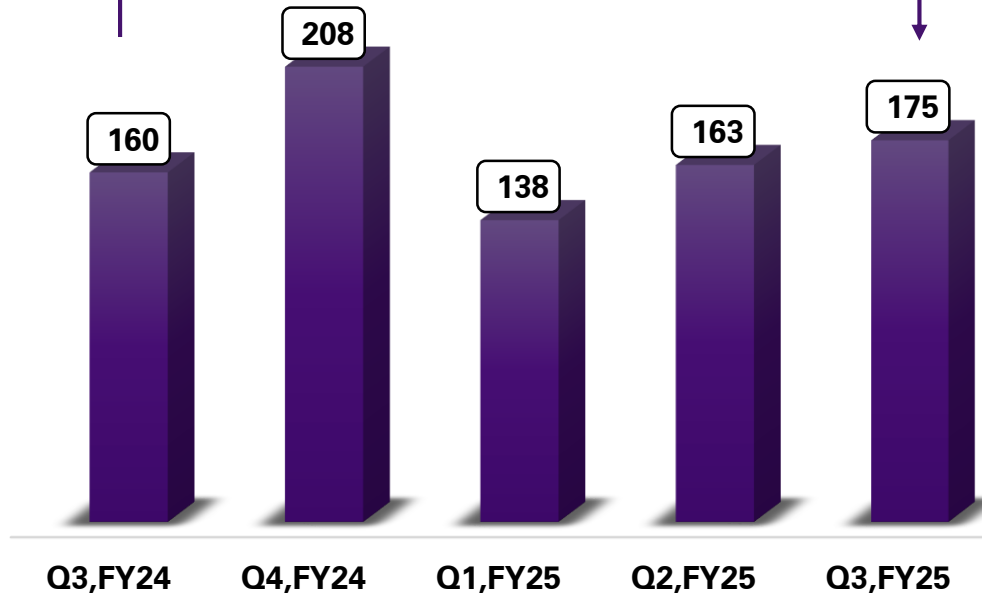
706

754

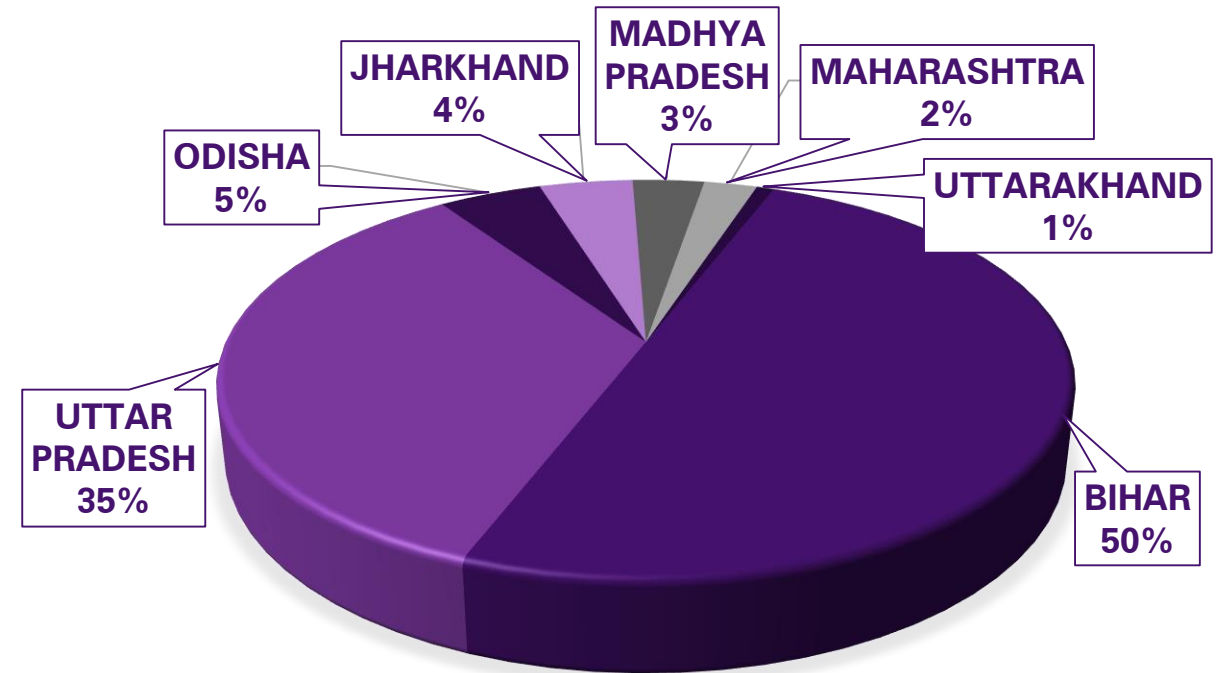
801

Disbursements

9% YoY Growth



Geographical Split of Portfolio



- Micro-Banking Business Loan (MBBL) scaling up on track with YoY loan book growth 45%
- Significant potential to grow considering large JLG client base of the Bank
- Collection largely digital - through direct account debit



Other Retail Lending

MSME (Retail Assets)



Housing Loans



CE & CV Loans

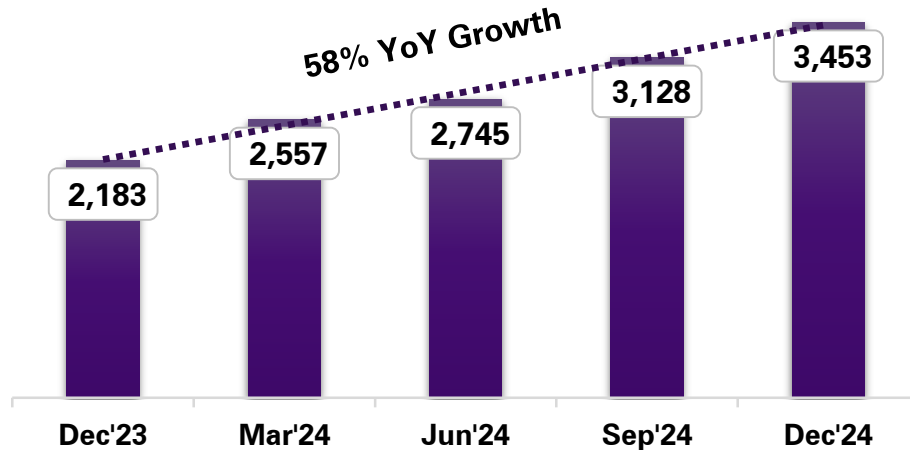


MSME (Retail Assets) Lending

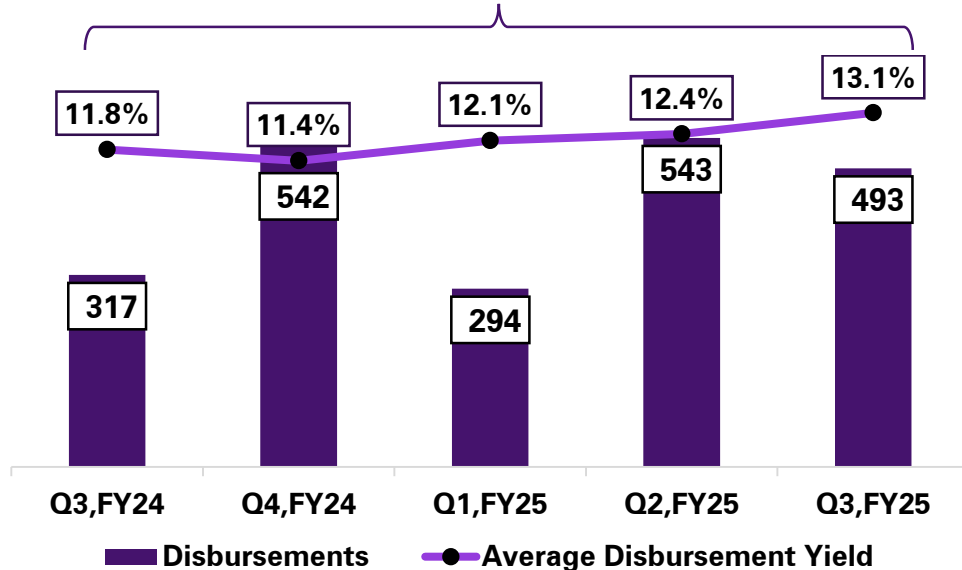
All Amounts in ₹ Crores



Portfolio Outstanding



Disbursements (56% YoY Growth)



Secured Business Loans (LAP)



Unsecured Business Loan



Micro LAP / Overdraft

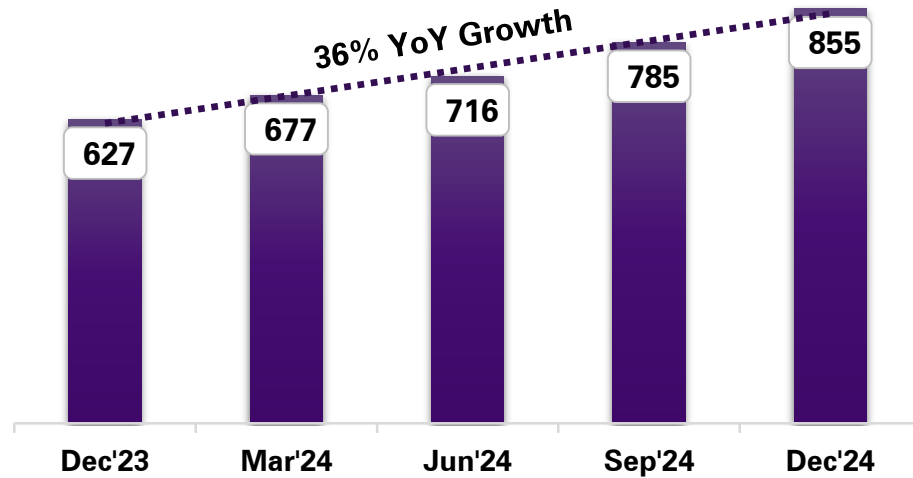
- Significant presence in our core geography
- Offering MSME product (small business segment) through 86 branches, significant headroom to expand within existing branches
- Largely secured lending (>95%)
- Average ticket size of loan book ~₹25-35 lakh
- Consistently optimizing our disbursement yields – improved by 130 bps over same quarter last year

Housing Loans

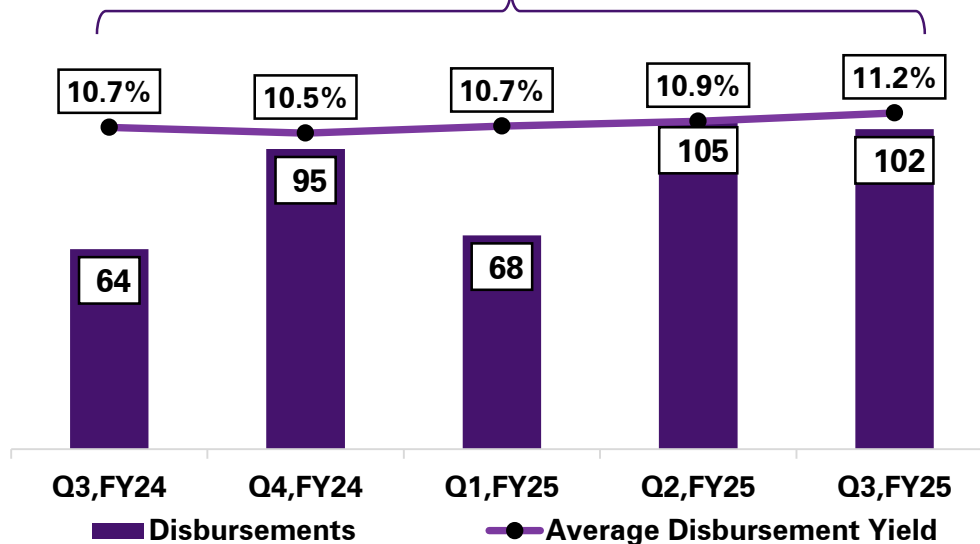
All Amounts in ₹ Crores



Portfolio Outstanding



Disbursements (60% YoY Growth)



Retail Housing Loans

Affordable Housing

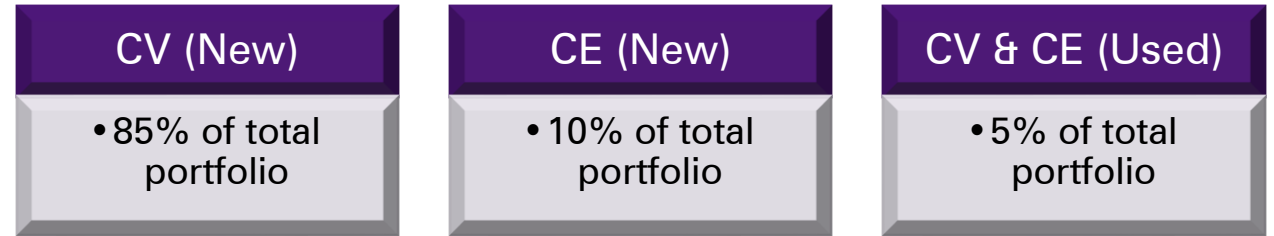
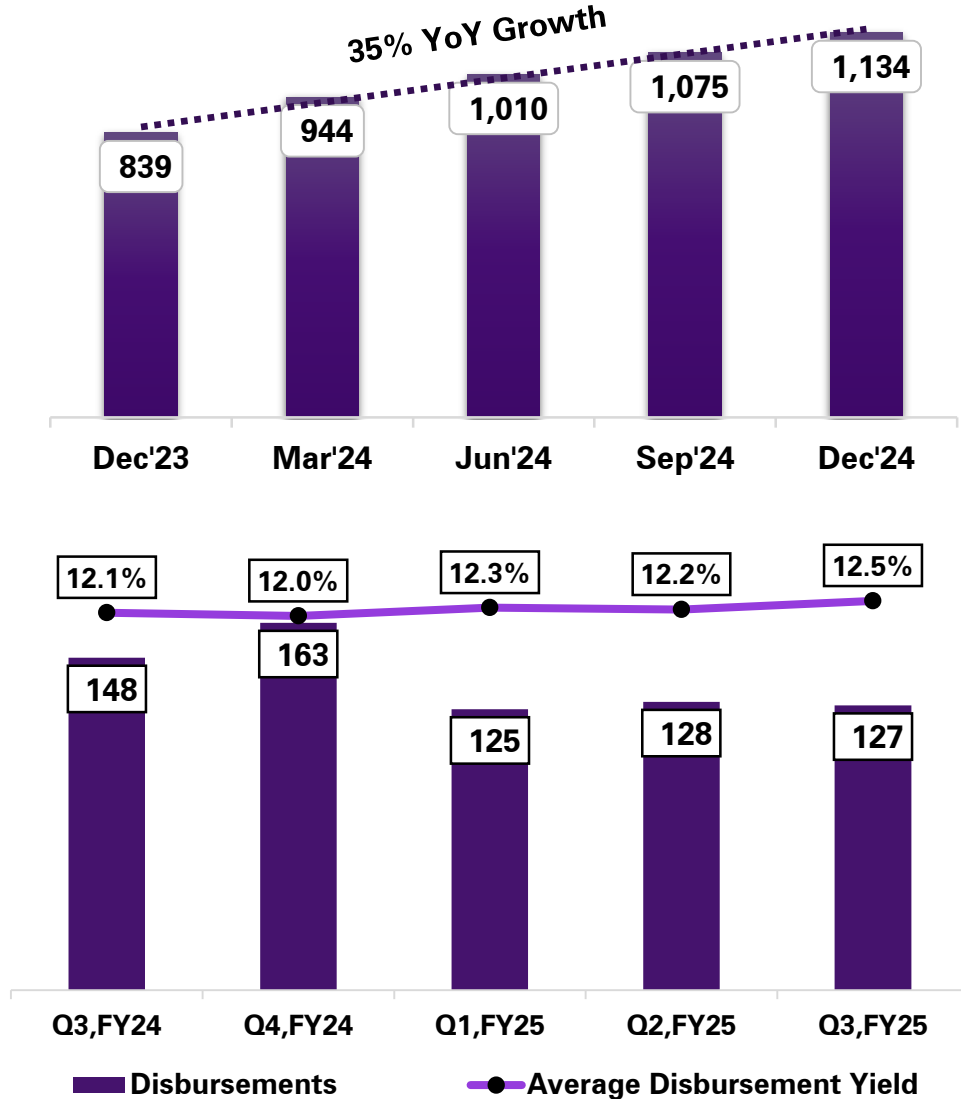
- Significant presence in our core geography
- Currently offering HL product from 61 locations, significant headroom to expand within existing branches
- Housing loans up to ₹35 lakh account for ~63% of housing loan portfolio
- >3,700 customers – Average ticket size of loan book ~₹20-25 lakh
- Consistently optimizing our disbursement yields – improved by 50 bps over same quarter last year

CE & CV Loans

All Amounts in ₹ Crores



Portfolio Outstanding



- Lending primarily to small fleet operator segment
- Currently offering CE & CV product through 45 branches, significant headroom to expand within existing branches
- Currently operating primarily in our core geographies
- >3,600 customers - Average ticket size of loan book ~₹30-35 lakh
- Consistently optimizing our disbursement yields - improved by 40 bps over same quarter last year

Geographical Split of Other Retail Lending

All Amounts in ₹ Crores



Portfolio

4,593

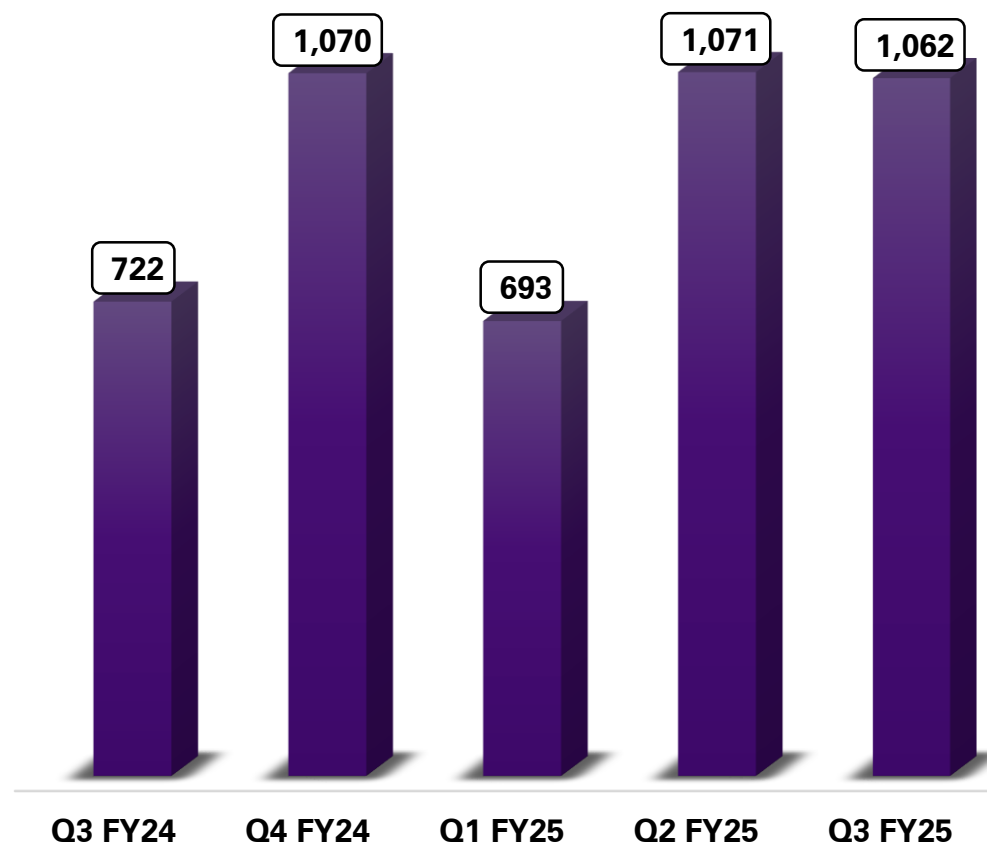
5,104

5,539

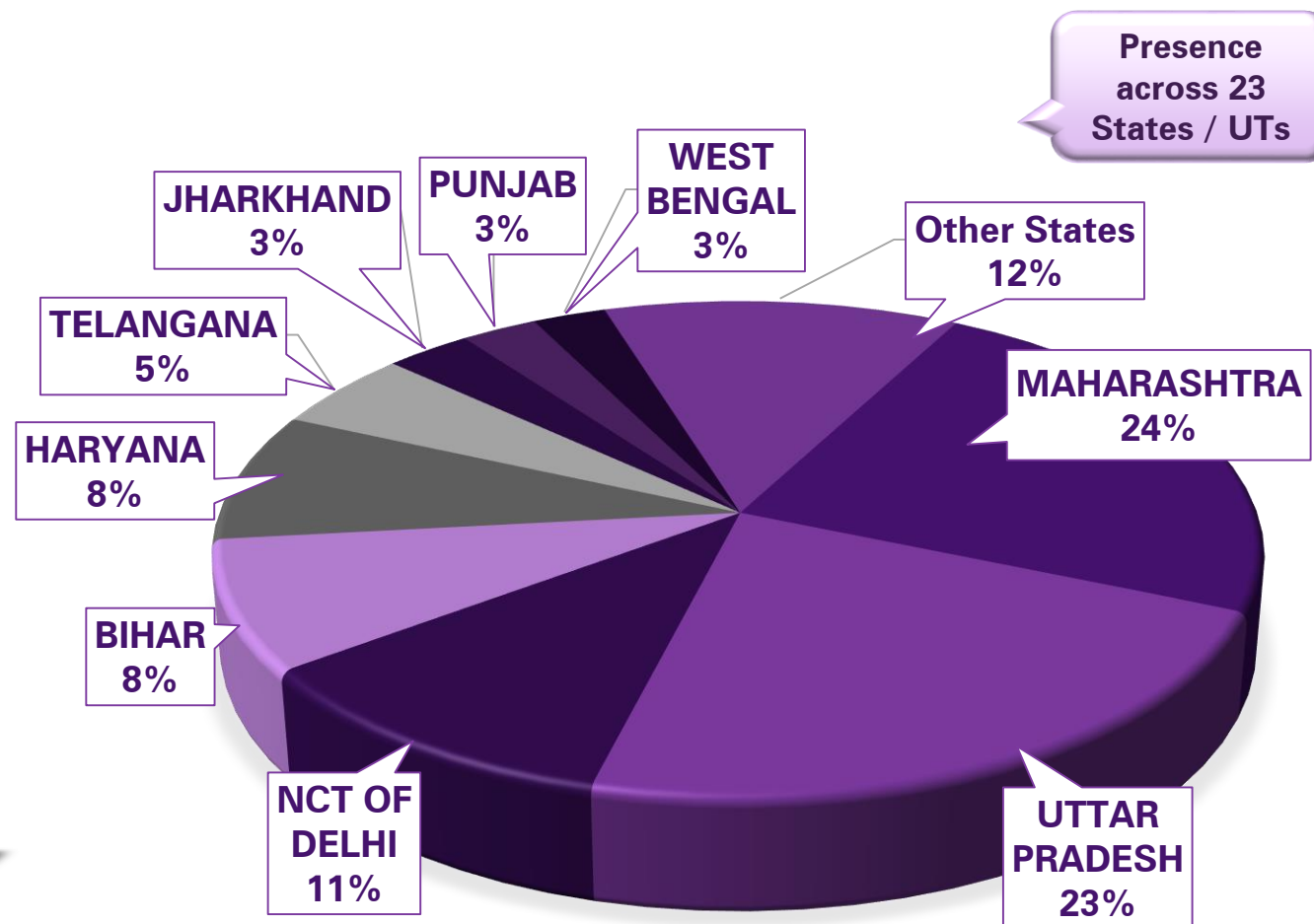
6,162

6,849

Disbursements



Geographical Split of Other Retail Lending Portfolio



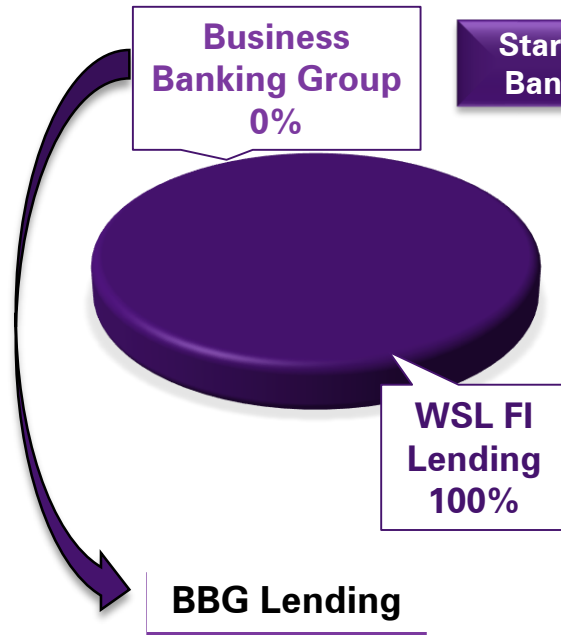
- Other Retail Lending excl. Micro-Banking & Wholesale Lending and Incl. MSME, Housing, CE & CV, BC channel, Personal Loans, OD Against FD and others

Wholesale Lending

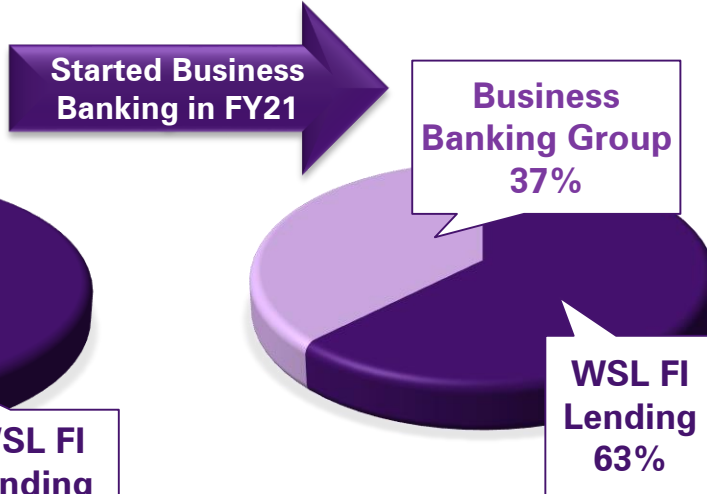
All Amounts in ₹ Crores



Portfolio Break up (Mar-20)

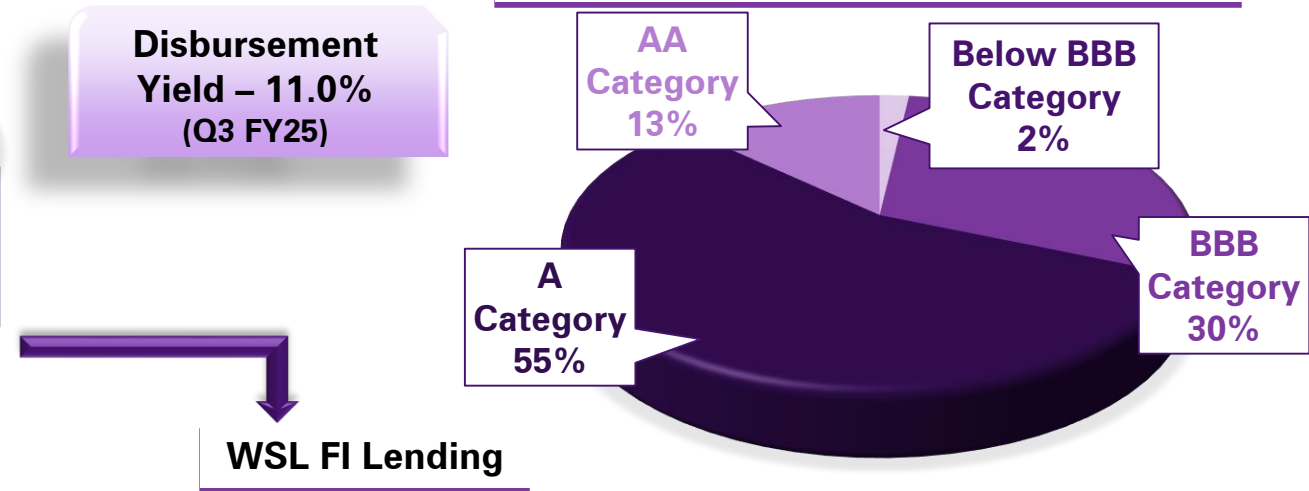


Portfolio Break up (Dec-24)



WSL	Dec-24	Dec-23	Sep-24
Portfolio O/s	₹2,142	₹1,760	₹2,050
Share in Gross Loan Portfolio	11%	11%	11%

Rating Wise WSL FI Portfolio Break up



- Small to medium size corporates (SME segment)
- >200 customers; Average ticket size – ~₹4 crore
- Primarily operating account through OD / DLOD product
- Entire book secured against collateral of immovable properties with cover of >100%

- ~70% of book credit rated "A" category or higher by external credit rating agencies
- >70 customers; Average ticket size of outstanding loan ~₹15-20 crore



Deposits Build-up



Deposits grew by 33% YoY; Retail Term Deposits grew 41% YoY



Expanded General Banking Franchise significantly



Targeting top-100 deposits centres of the country



Focus on building retail franchise

Deposits Trend & Composition

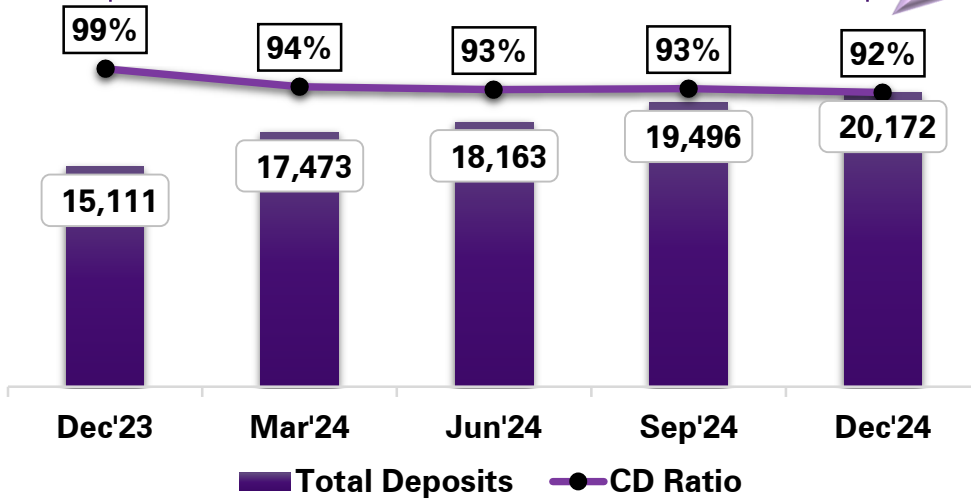
All Amounts in ₹ Crores



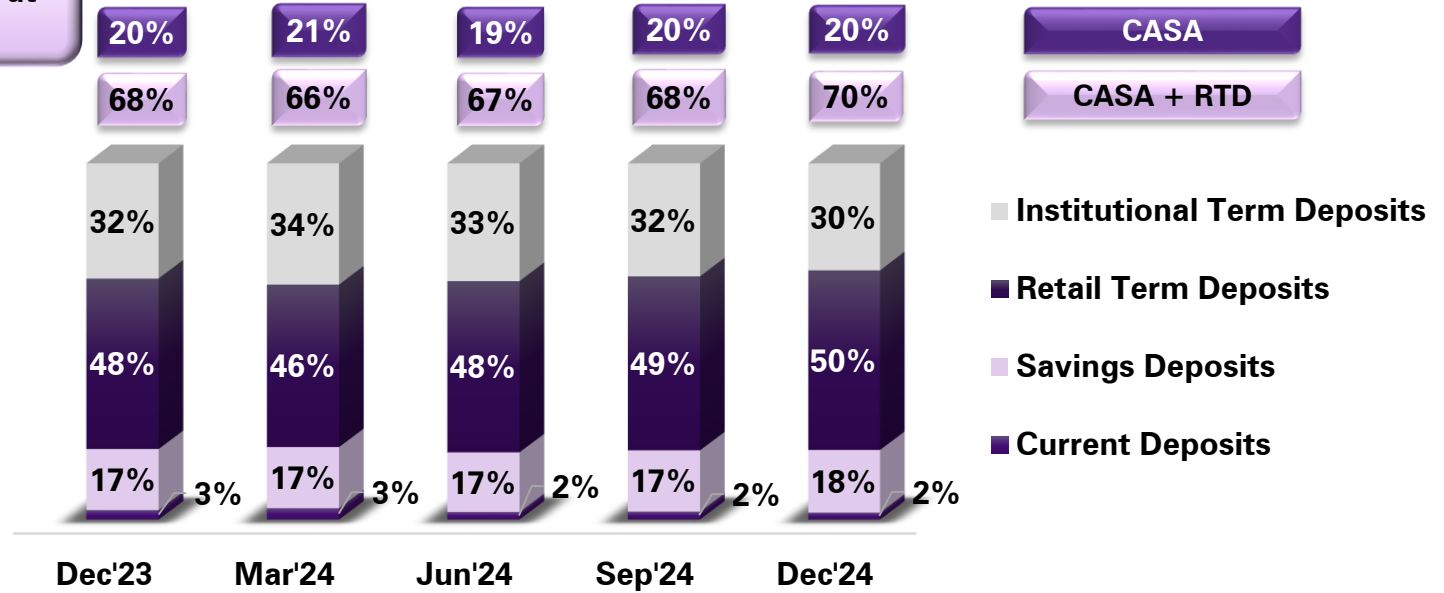
Deposits Trend

Deposits (33% YoY Growth)

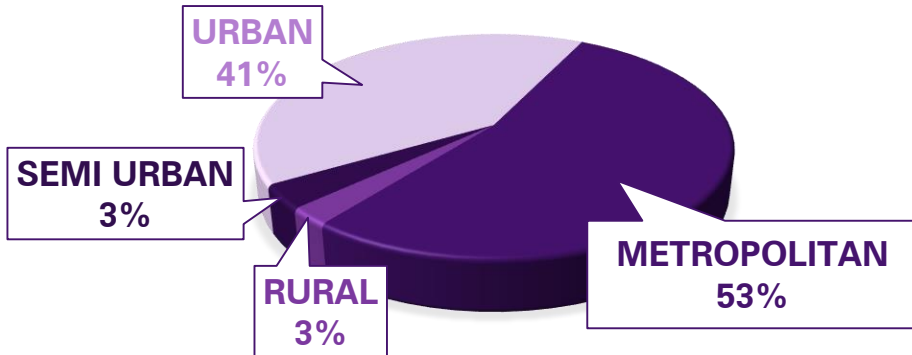
CD ratio (excl. refinance) at 86%**



Deposits Composition



Demographic Profile of Deposits* (Dec-24)



Branch Vintage	GB Branches
< 1 year	48
1-2 year	43
2-3 year	67
> 3 year	165
Total	323

~49% of the branches are <3-year vintage

RTD grew by 41% YoY to ₹10,163 crore vs. ₹7,228 crore (₹9,518 crore Sep-24)

#As per change in regulatory norms, Retail Term Deposits threshold considered as <₹3 crore from Jun-24 onwards vs. <₹2 crore for earlier periods

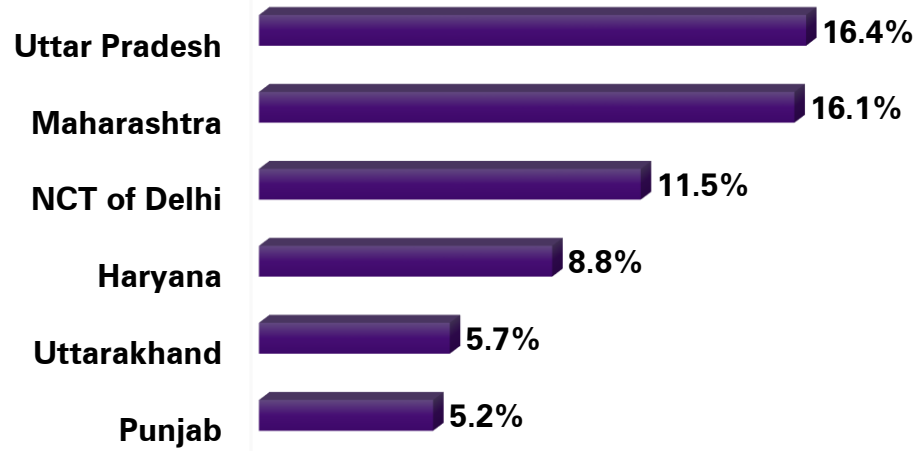
*Excluding Deposits through Fintech & Bank Website
 **CD Ratio excl. advances against which refinance is raised

Deposits Trend & Composition (Contd.)

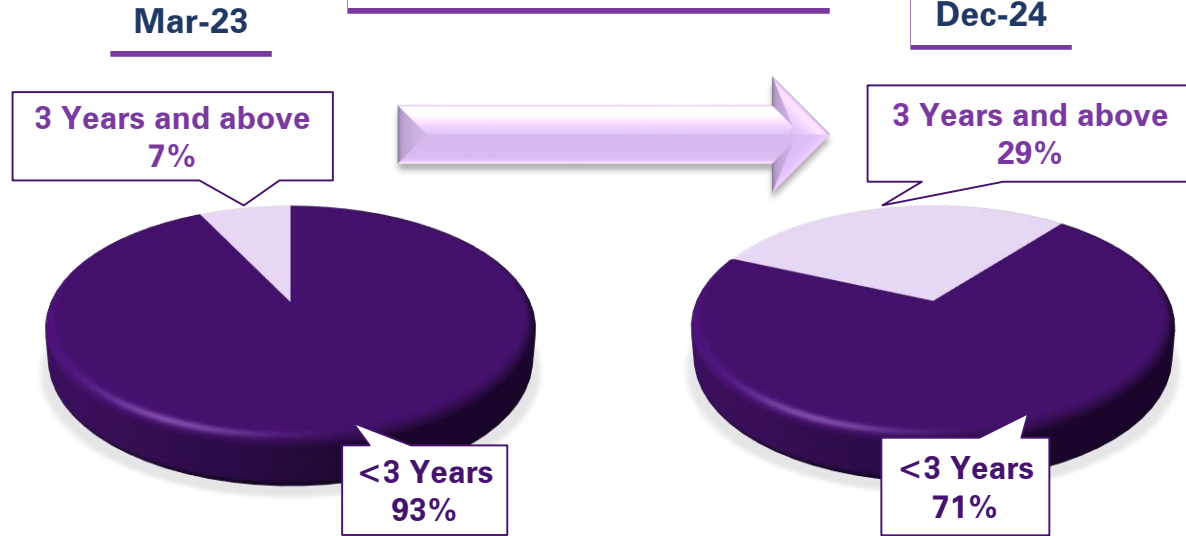
All Amounts in ₹ Crores



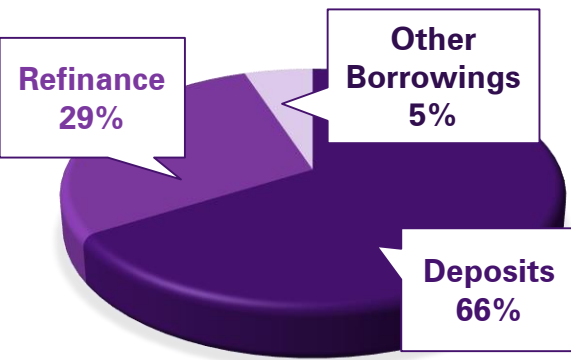
Geographically well diversified Deposits* mix



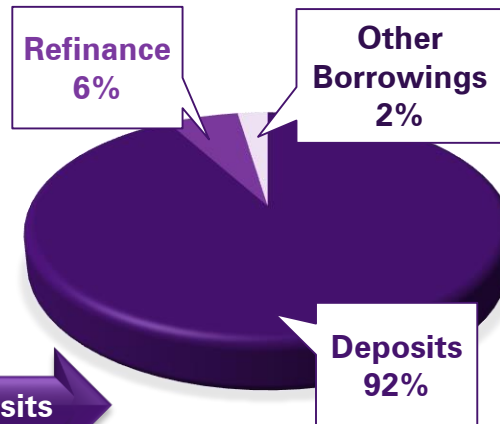
Retail Term Deposits Tenure wise Break up



Funding Mix (Mar-20)



Funding Mix (Dec-24)



Increasing reliance on Deposits

Cost %	Q3 FY25
Term Deposits	8.9%
CASA	5.5%

<1 Year Deposits (incl. CD) accounted for ~4.4% of Term Deposits

Long Term Credit Rating

A+ (Stable)
CARE

A+ (Stable)
ICRA

Rating for certificate of deposit programme

A1+ ICRA

*Excluding Deposits through Fintech & Bank Website

Asset Quality Movement

All Amounts in ₹ Crores



PCR%

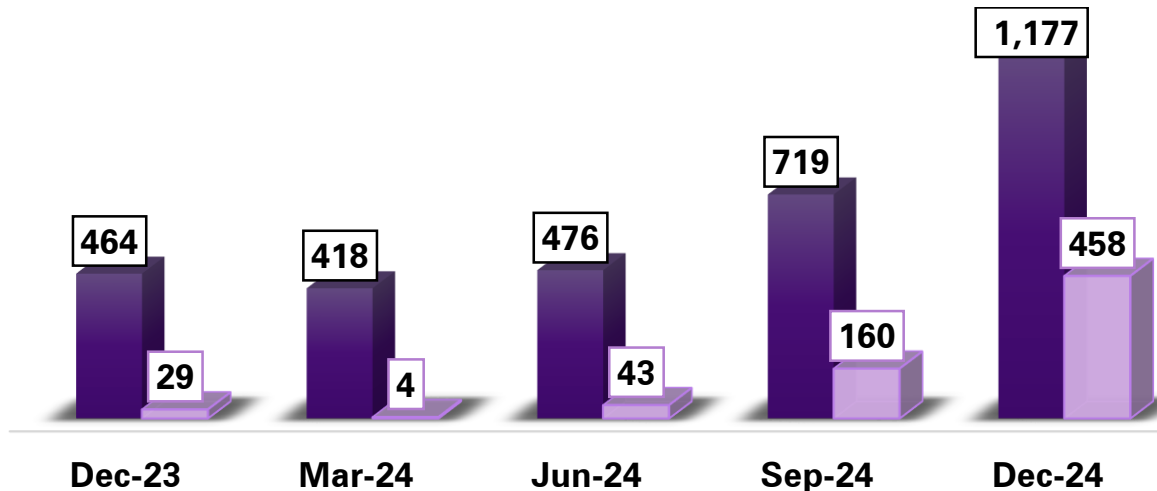
93.8%

98.9%

91.0%

77.7%

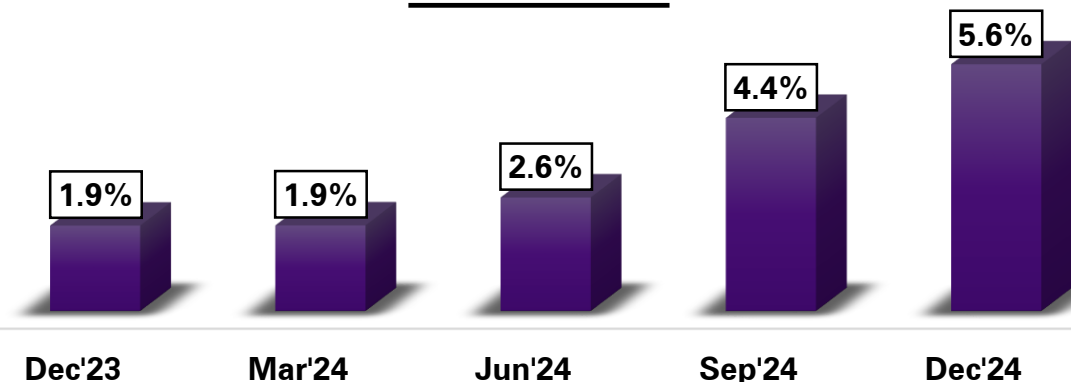
61.1%



■ Gross NPAs ■ Net NPAs

	Dec-23	Sep-24	Dec-24
Gross NPA %	3.0%	3.9%	6.2%
Net NPA %	0.2%	0.9%	2.5%

SMA 1 & 2 %



Provisions Break-up

Particulars	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
NPA Provision	301	264	264	369	529
Floating Provision	134	149	169	190	190
Provision for standard restructured	2	2	1	1	1
Standard Provision	72	78	80	85	85
Total Provisions	509	493	514	646	805

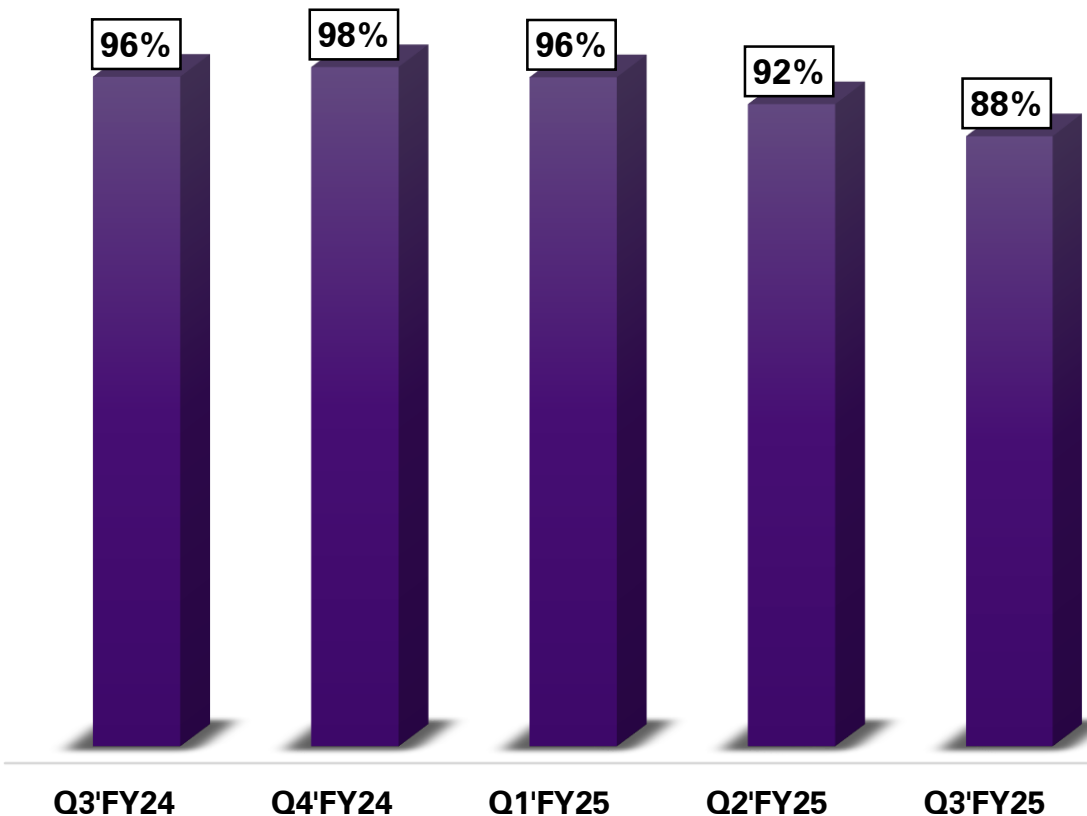
NPA Movement*	Q3 FY24	Q4 FY24	Q1 FY25	Q2 FY25	Q3 FY25
Opening GNPA	404	464	418	476	719
Additions during the period	136	93	180	356	738
Reductions during the period					
Up-gradations & Recoveries	26	49	18	33	27
Write-offs & ARC Sale	49	91	104	79	253
Closing GNPA	464	418	476	719	1,177

*NPA Movement based on quarter-end NPAs

Micro-Banking – Asset Quality



Collection Efficiency (excl. Pre-Payments)



	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
SMA 0 %	0.8%	0.5%	1.8%	4.3%	3.2%
SMA 1 %	0.7%	0.5%	1.2%	2.6%	3.1%
SMA 2 %	0.9%	1.1%	1.2%	2.4%	3.8%
NPA %	3.8%	2.9%	3.1%	5.3%	9.7%

- Collection efficiency & asset quality weakened on account higher leverage level at borrower level and weakened discipline level for centre meetings continuing from covid times
- Strengthening collection efforts and dedicated teams for collections / supervisors at field level to improve collection efficiency



Financial Performance



Stable & consistent financial performance



Focus on cost efficiency resulting healthy cost income ratio



Healthy Operating Profitability

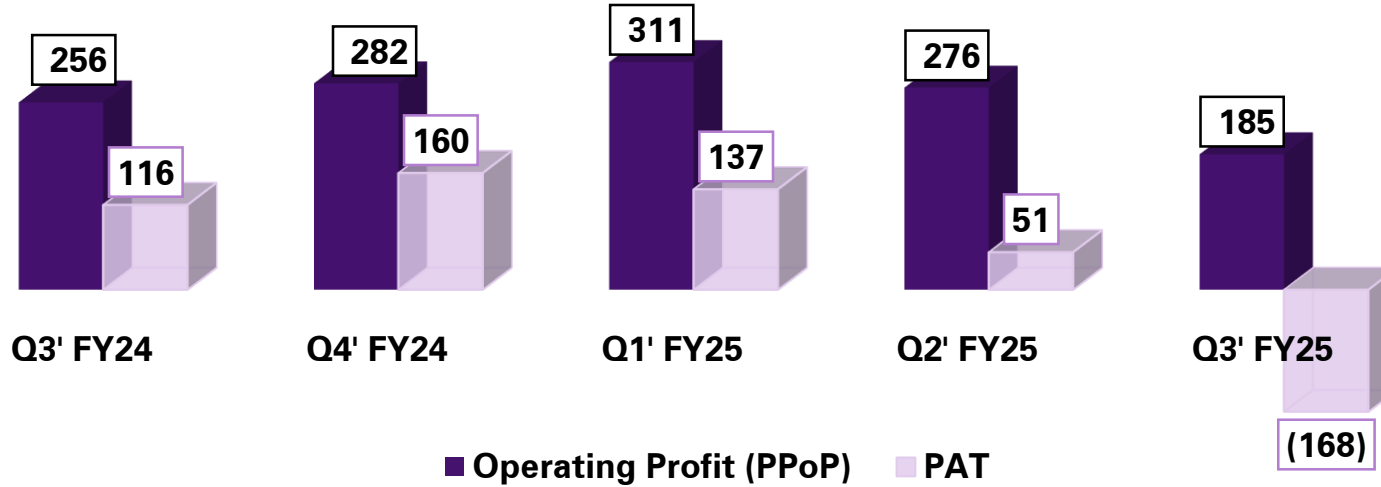


Building floating provision to ensure resiliency

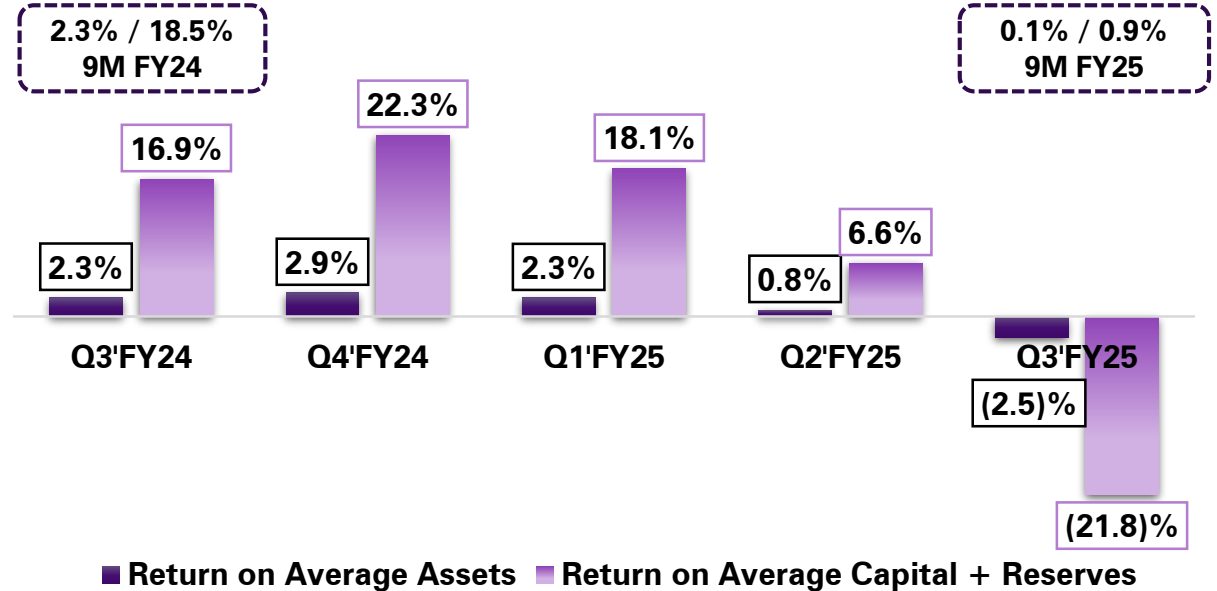
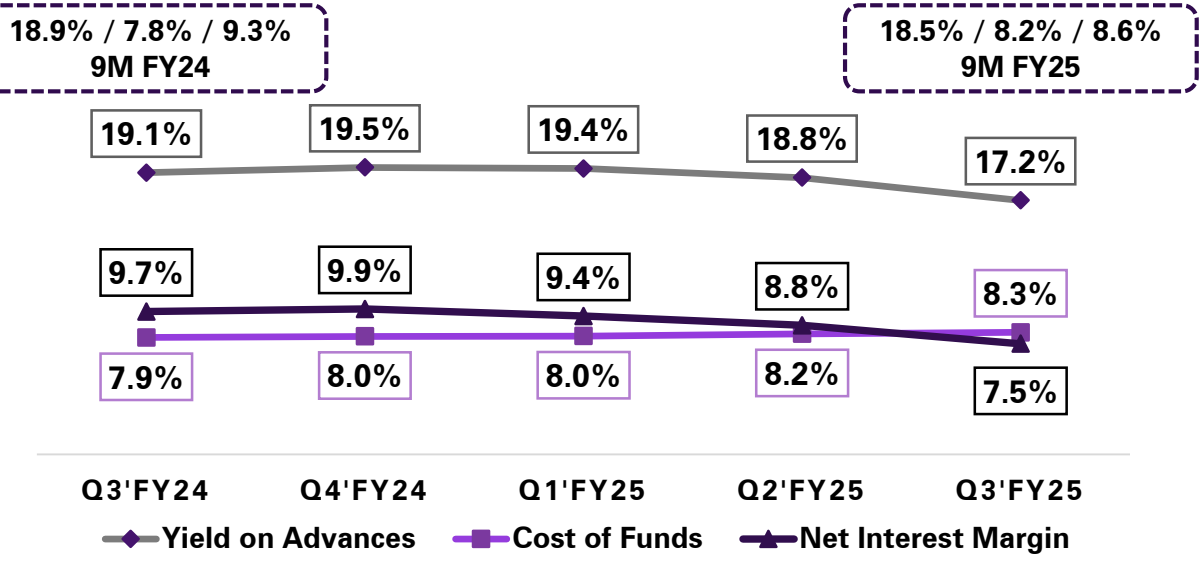
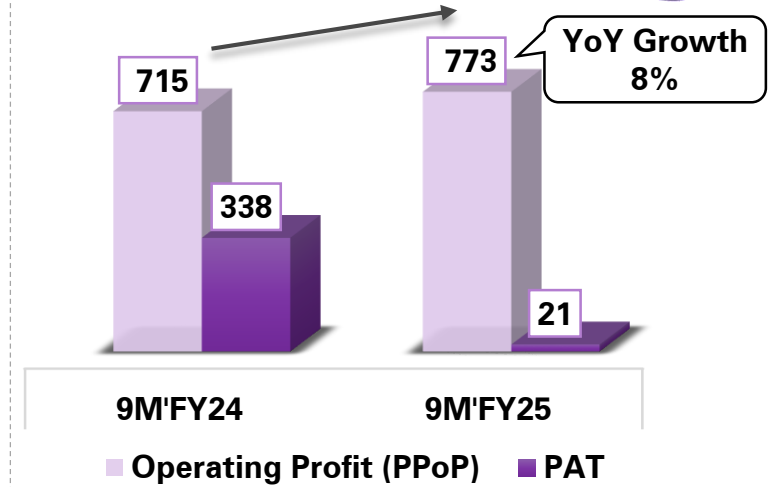
Profitability Metrics



Operating Profit & PAT – Quarterly Trend (₹ in crores)

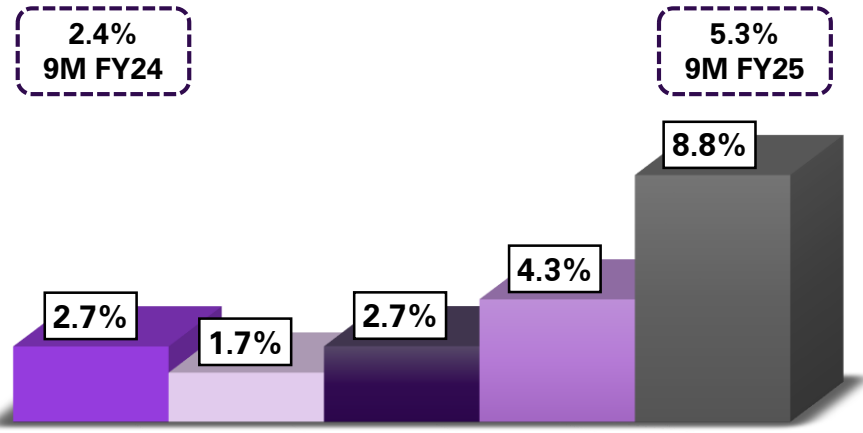


YTD Operating Profit & PAT (₹ in crores)



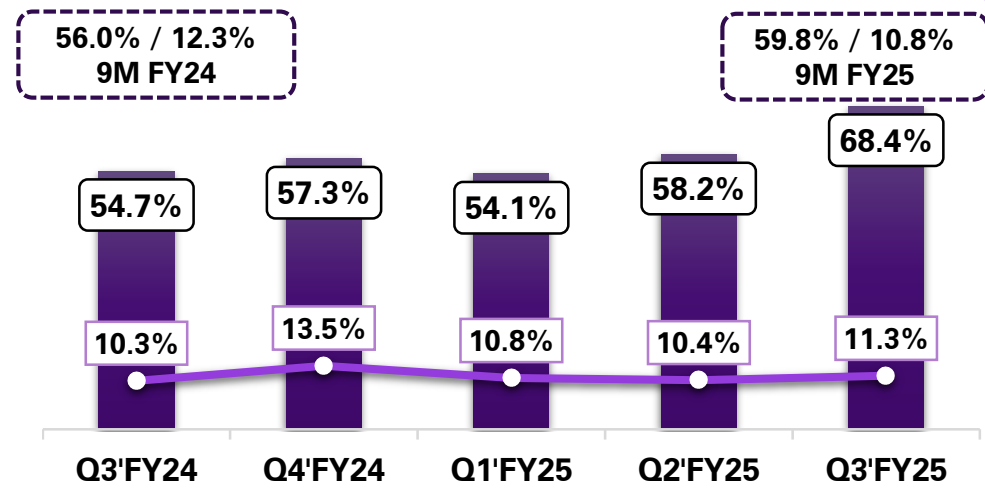
Note - Ratios basis monthly average balances

Profitability Metrics (Contd.)

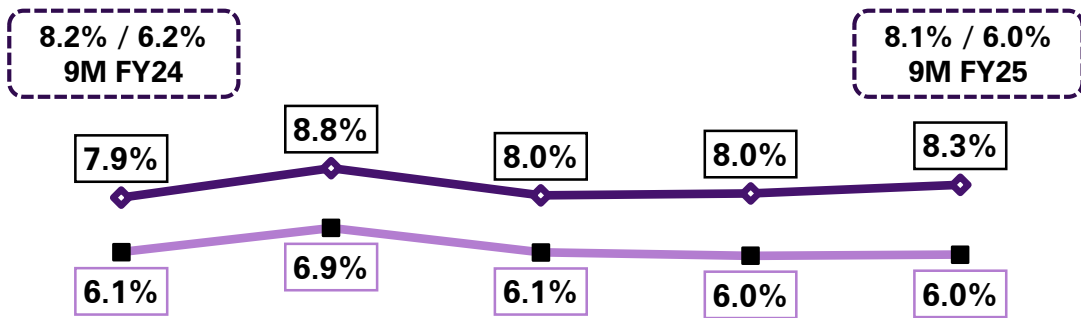


Credit Cost

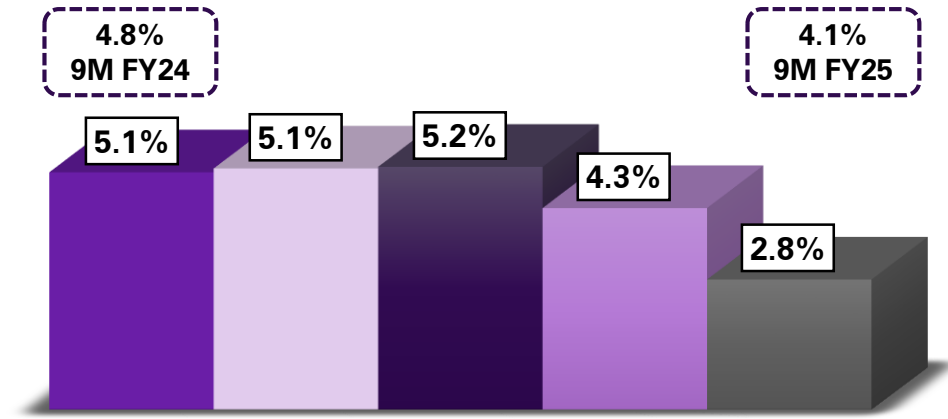
■ Q3'FY24 ■ Q4'FY24 ■ Q1'FY25 ■ Q2'FY25 ■ Q3'FY25



■ Cost to Income Ratio ■ Non-Interest income/Interest income



◆ OPEX on Advances ■ OPEX on Total Assets



Operating Profit as % of Avg. Total Assets

■ Q3'FY24 ■ Q4'FY24 ■ Q1'FY25 ■ Q2'FY25 ■ Q3'FY25

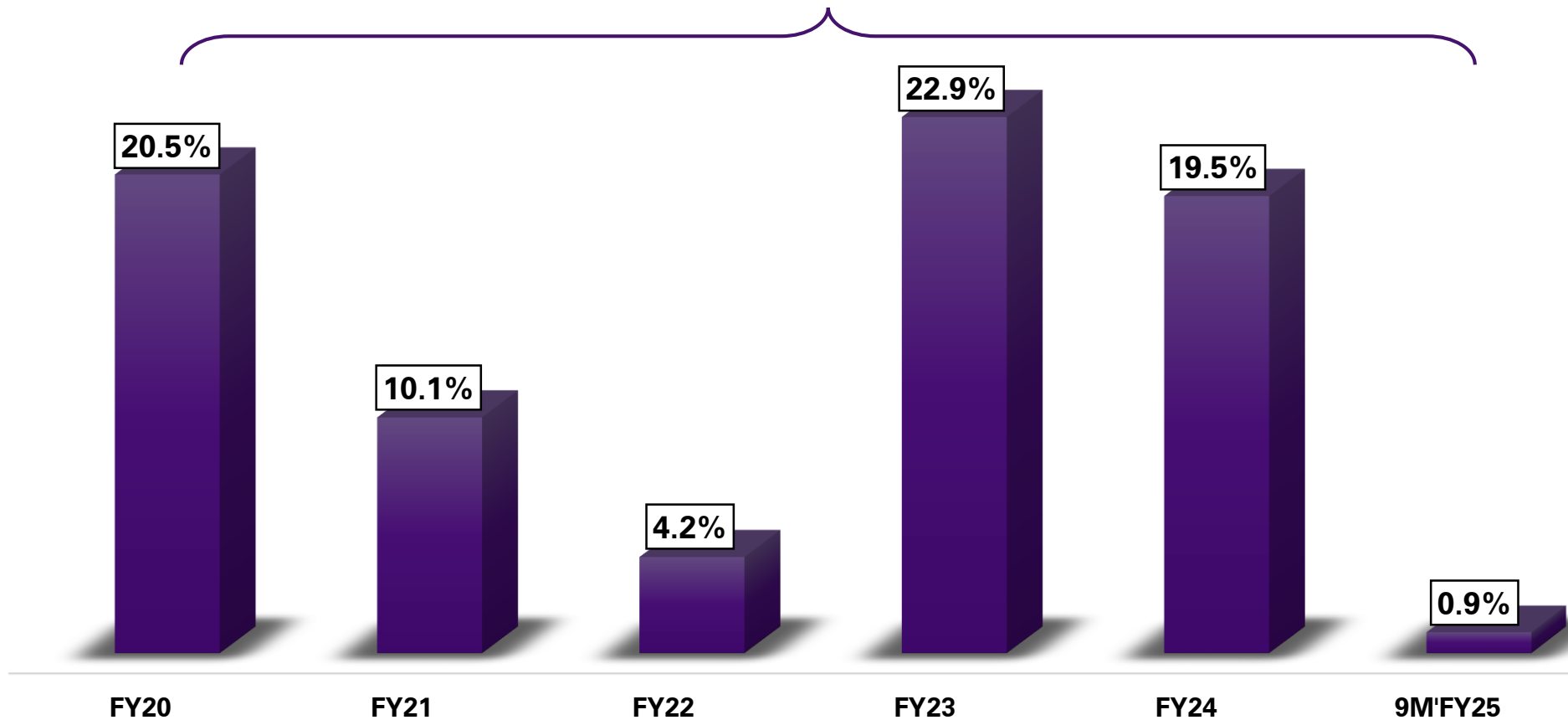
Note - Ratios basis monthly average balances

Cross-Cycle Return on Equity (RoE)

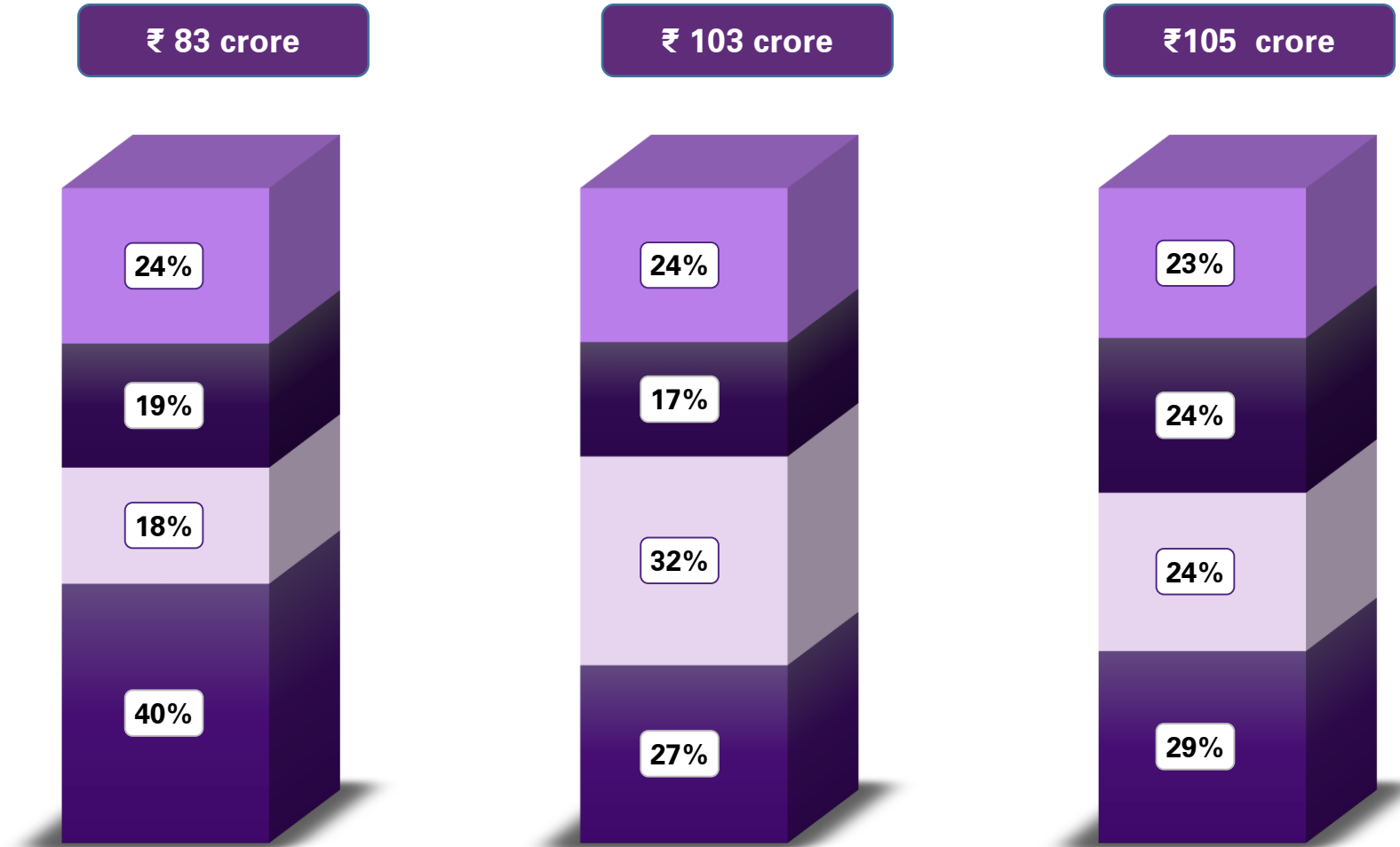


Additionally, built floating provision cushion during this period; ₹190 crore as on Dec-24

Average: 13.0%



Break-up of other income



Q3'FY24

Q2'FY25

Q3'FY25

■ Loan Processing Fee ■ PSLC Income ■ Recovery from written off accounts ■ General Banking & Other Income

CRAR & Tier 1

All Amounts in ₹ Crores



Particulars	Dec-24	Dec-23	Sep-24
Risk Weighted Assets	15,200	11,720	14,565
Total Capital	3,207	2,717	3,267
Tier-I Capital	2,727	2,519	2,892
Tier-II Capital	480	198	375
CRAR	21.10%	23.18%	22.43%
Tier-I CRAR	17.94%	21.49%	19.85%
Tier-II CRAR	3.16%	1.69%	2.58%

Profit & Loss: For the quarter & nine months ended December 31st, 2024

All Amounts in ₹ Crores



Particulars	9M'FY25	9M'FY24	Y-o-Y	Q3'FY25	Q3'FY24	Y-o-Y	Q2'FY25	Q-o-Q
INCOME	Limited Review			Limited Review			Audited	
Total Interest Earned	2,885	2,283	26%	932	806	16%	987	(6)%
Less : Interest Expense	1,274	937	36%	452	324	40%	429	5%
Net Interest Income	1,611	1,346	20%	480	482	0%	558	(14)%
Add : Other Income (Processing Fee on loans + Transaction and other fee income + PSLC income + Write off Collections)	313	280	12%	105	83	28%	103	3%
Operating Income	1,924	1,626	18%	586	565	4%	661	(11)%
EXPENDITURE								
Operating Expenses	1,151	911	26%	400	309	30%	384	4%
Personnel Cost	641	527	22%	225	180	25%	211	7%
Other Operating Expenses	510	384	33%	175	129	35%	174	1%
Operating Profit	773	715	8%	185	256	(28)%	276	(33)%
Total provisions	757	264	187%	423	104	307%	208	103%
PBT	16	451	(96)%	(238)	152	-	68	-
Tax	(4)	113	-	(70)	36	-	17	-
PAT	21	338	(94)%	(168)	116	-	51	-

Balance Sheet: As on December 31st, 2024

All Amounts in ₹ Crores

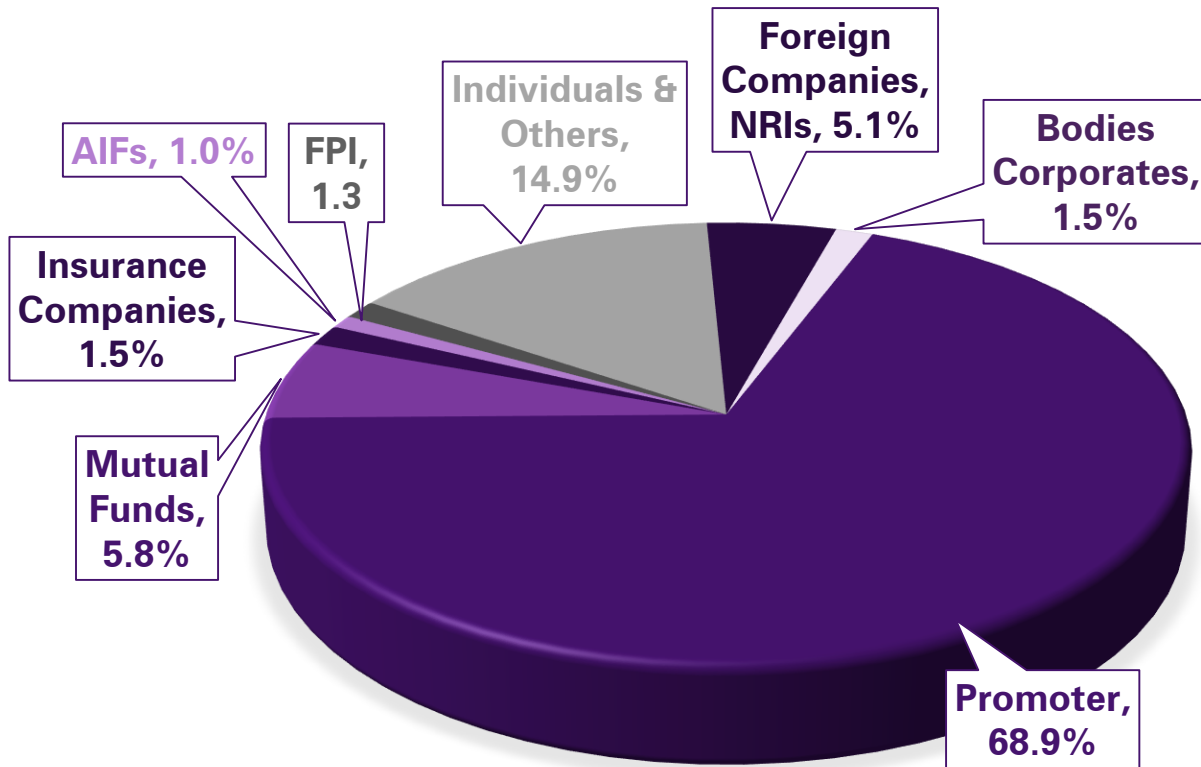


Particulars	December 31 st , 2024	December 31 st , 2023	Y-o-Y	September 30 th , 2024	Q-o-Q
CAPITAL & LIABILITIES	Limited Review			Audited	
Capital and Reserves	2,965	2,808	6%	3,125	(5)%
Deposits	20,172	15,111	33%	19,496	3%
Borrowings	1,767	1,768	0%	1,998	(12)%
Other Liabilities and Provisions	1,703	1,188	43%	1,687	1%
Total	26,607	20,874	27%	26,306	1%
ASSETS					
Cash and balances with RBI	1,577	914	72%	2,545	(38)%
Balances with banks and money at call and short notice	1,038	987	5%	700	48%
Investments	4,423	3,231	37%	4,033	10%
Advances (Net of provisions)	18,528	14,986	24%	18,132	2%
Fixed Assets	349	305	14%	323	8%
Other Assets	692	451	53%	573	21%
Total	26,607	20,874	27%	26,306	1%

Shareholding Pattern



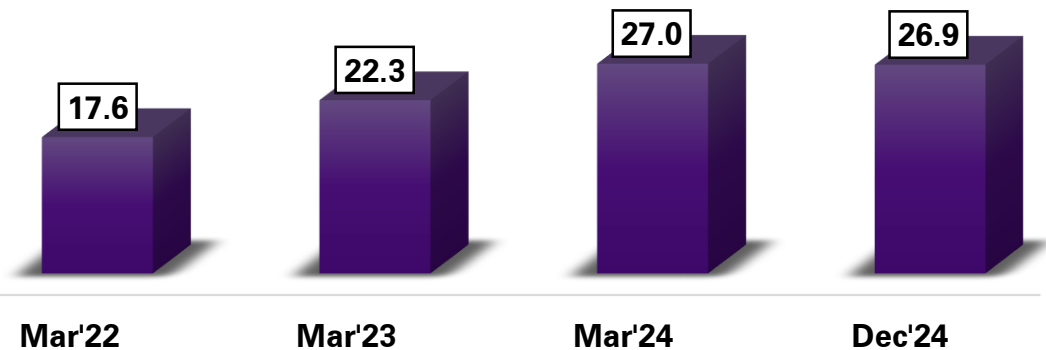
Bank Shareholders as on December 31st, 2024



Top 10 Shareholders as on December 31st, 2024

Utkarsh CoreInvest Limited
Mirae Asset (Mutual Funds)
Olympus ACF Pte. Ltd.
Aavishkaar Bharat Fund
responsAbility Participations Mauritius
Massachusetts Institute of Technology Basic Retirement Plan Trust
Triodos Custody B.V. Acting in its Capacity as A C
ICICI Prudential Life Insurance Company Limited
Bharti AXA Life Insurance Company Ltd.
Wisdomtree India Earnings Fund

Book Value Per Share



Diversified & Experienced Board



Board Members of the Bank



Parveen Kumar Gupta

Part Time Non-Executive Chairman & Independent Director

- Certified Associate of the Indian Institute of Bankers
- Previous associations with SBI as Managing Director & BoB as senior advisor
- Other key associations - Non-Executive Chairman - Future Generali Insurance, Public Interest Director & Chairman – NSDL

Kalpna Prakash Pandey

Independent Director

- Previously worked as the MD & CEO of CRIF High Mark Credit Information Company
- Was also associated with State Bank of India, IDBI Principal AMC and HDFC Bank Limited

Nagesh Dinkar Pinge

Independent Director

- Qualified CA & LLB (General)
- Previously associated with Tata Motors Limited, Reliance Retail Limited, ICICI Bank Limited and others

Govind Singh

Managing Director & Chief Executive Officer

- Certified associate of the Indian Institute of Bankers
- Previously associated with Utkarsh CoreInvest as MD & CEO, ICICI Bank as assistant general manager, Surya Fincap Limited, UTI Bank Limited, Allahabad Bank, State Bank of Patiala and Bank Internasional Indonesia



Ajay Kumar Kapur

Independent Director

- Previous associations include SIDBI as DMD, SIDBI Venture Capital Limited as CEO, MUDRA, Receivables Exchange of India Limited, CGTMSE, amongst others



Muralidharan Rajamani

Non-Executive Director

- BFSI industry veteran (SBI, ICICI Bank, Edelweiss Tokio, L&T Financial Services) in Leadership positions.
- Independent / Advisory Board Member/Mentor
- Qualifications: BSc., MA, CAIIB and Executive Education Stanford University



Pramod Kumar Dubey

Executive Director

- Previously worked with ICICI Bank as the Head of Operations, Federal Bank
- Experienced in branch banking, P&L mgmt., etc.
- Served as an observer on the Board of Midland Microfin Limited
- CAIIB from Indian Institute of Bankers



Mr. Kajal Ghose served as Independent Director of the Bank until January 15th, 2025 and ceased to be the director w.e.f. January 16th, 2025

Leadership Complementing Bank's Strengths



Senior Management Team



Govind Singh - Managing Director & Chief Executive Officer

- Over 25 years of experience in the banking and financial services sector and in particular the microfinance industry
- Previously associated with Utkarsh CoreInvest (Bank's Promoter) as MD & CEO and ICICI Bank Limited, UTI Bank Limited and State Bank of Patiala



Pramod Kumar Dubey – Executive Director

- Previously worked with ICICI Bank as the Head of Operations, Federal Bank
- Experienced in branch banking, P&L mgmt., etc.
- Served as an observer on the Board of Midland Microfin Ltd.
- CAIIB from Indian Institute of Bankers



Sarjukumar Pravin Simaria

Chief Financial Officer

- Experienced in the field of financial management
- Worked at Edelweiss, Fino Payments Bank and HDFC AMC



Amit Acharya

Chief Risk Officer

- Experienced in Credit Underwriting & Risk Management
- Worked with ICICI Bank, Kotak Bank, Axis Bank



Abhijeet Bhattacharjee

Chief Information Officer

- Experienced in the field of information technology
- Worked with RBL as its head of digital channels, & UTI Bank, ABN AMRO, RBS



Hitain Sharma

Chief Human Resource Officer

- Experienced in the field of human resources and industry relations
- Worked at Aditya Birla Sun Life Insurance and Kotak Mahindra Bank as vice president - HR



Mukesh Singh Verma

Chief Compliance Officer

- Experienced in providing regulatory compliance services covering RBI regulations
- Worked with North East Small Finance Bank and AU Small Finance Bank



Muthiah Ganapathy

Company Secretary & Compliance Officer

- Responsible for managing the secretarial affairs
- Worked at Aditya Birla Housing Finance



Alok Pathak

Head - Assets

- Experienced in the field of risk and treasury management
- Worked at Yes Bank as executive vice president - risk management



Sanjay Sharda

Head - Consumer Banking

- Experienced in the field of banking
- Worked with HDFC Bank, Kotak Mahindra Bank, BNP Paribas, IndusInd, and Citibank



Vivek Kashyap

Head JLG – Sales - Micro Banking

- Experience of over two decades in Micro-Banking
- Previously worked with IIFL Samasta, SKS Finance Ltd., Utkarsh SFB



G.H. Vijay Raghava

Head - Treasury

- Experienced in the field of Banking & Treasury
- Worked at Suryoday SFB, ICICI Bank, Bank of India



Rahul Dey

Head - Operations

- Experience in banking and MFI sector
- Worked with Ujjivan Financial Service and Spandana Spoorthy



Umesh Arora

Head - Credit

- Experienced in the field of banking
- Worked at Axis Bank, IDBI Bank & Standard Chartered Bank



Rahul Sinha

Head-Collections, RCU & Data Analytics

- Experienced in the field of lending
- Worked at Bajaj Finance as it business head - MSME lending



Suchita Chatterjee

Interim Head - Internal Audit

- Experience in Audit function with banks and micro financial institutions
- Worked with Ujjivan, IndusInd Bank and Bharat Financials



Tech, ESG & CSR



Technology Setup to support Physical Infrastructure and Digital Requirement















Integrating ESG Sensitivities into our operations & decision-making



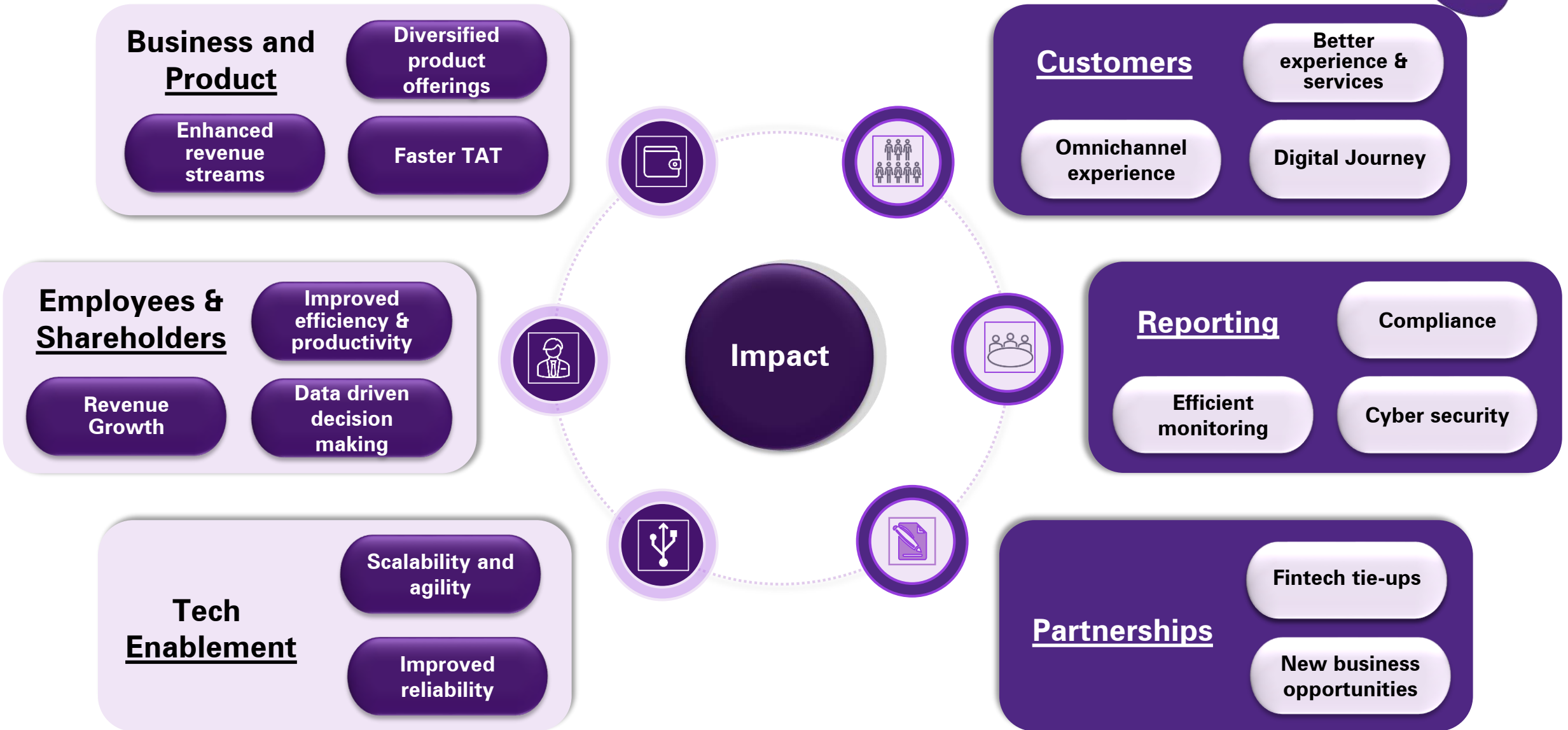
Contributing to the well-being of the society

Technology Setup to support Physical Infrastructure and Digital Requirement

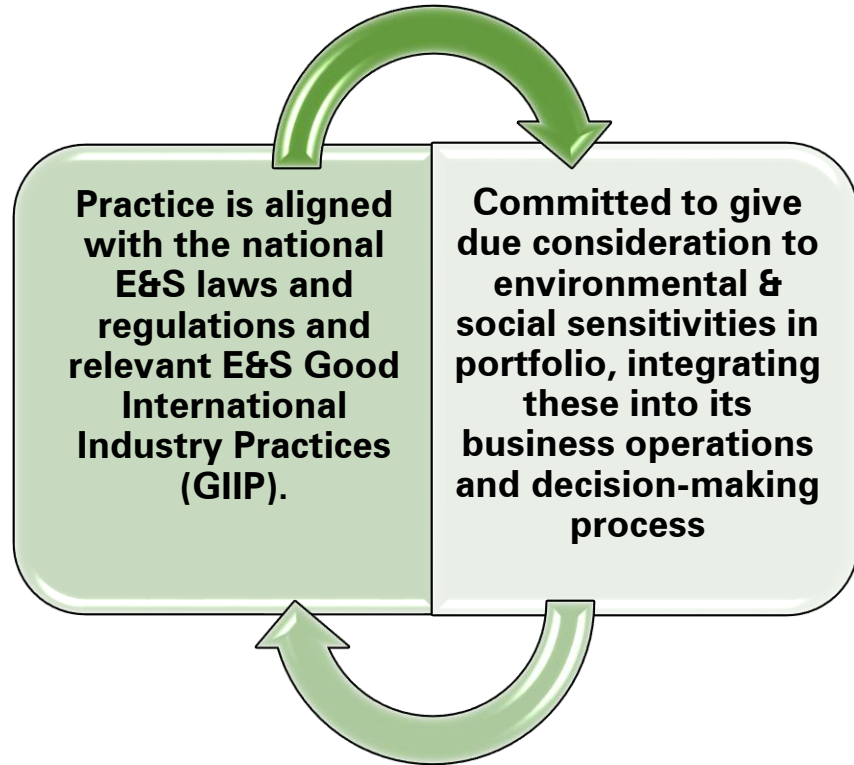


PHYSICAL	DIGITAL
 <p>Supporting extensive branch network of 1,028 branches</p>	 <p>ISO 27001 Certification for IT operation</p>
 <p>Tab enabled feet-on-street for acquisition and collections</p>	 <p>Micro ATM for Cash Withdrawal in Remote locations</p>
 <p>Extensive Mobile and internet Banking for customer service</p>	 <p>Robotic Process Automation for internal process automation</p>
 <p>E-sign and Digital contract for customer KYC and documentation</p>	 <p>Multiple first time launches in Global Fintech Festival</p>
 <p>Data Lake for regulatory reporting</p>	 <p>End to end digitisation on asset acquisition programs</p>
 <p>Digi Onboarding and U-Insta service for Digital acquisition of liability products</p>	 <p>Video KYC for Onboarding and Customer personal discussion.</p>

360-Degree Transformation → Bank Future Growth Ready



Environment, Social & Governance



Environment

- Exclusion List
- Training and awareness
- Energy Saving
- Plantation
- Solar light
- Preserve water quality and availability
- ESG Risk Assessment

Social

- Service to Bottom of pyramid
- Inclusive finance
- Education Support
- Financial Literacy
- Priority Sector lending
- Women empowerment
- Income Generation Loan

Governance

- Diversified Board
- Board independence
- Strong Corporate Governance
- Risk Management Committee
- Audit Committee
- Customer Service Committee
- Nomination and Remuneration Committee

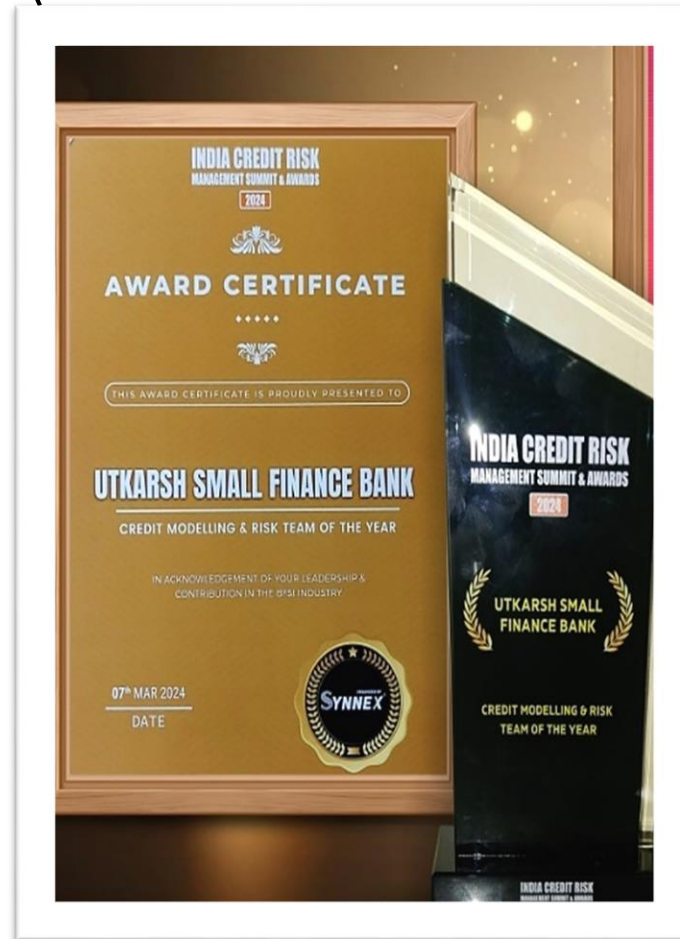


Awards & Accolades



Most Preferred Workplace 2023-24 (BFSI Edition) by Marksmen Daily

Credit Modeling & Risk Team of the Year Award at the India Credit Risk Summit & Awards 2024



Best Technology Talent at 19th Annual Banking Technology Conference, Expo & Citations

Awards & Accolades (Contd.)



**Employee Excellence 2023
by the Times Group – ET
EDGE**

**Best Customer Experience
Strategy by India Customer
Excellence (CX) Summit &
Awards 2023**



**Most Trusted BFSI Brands by
Team Marksmen Daily –
2023-24**

Utkarsh Welfare Foundation: CSR Initiatives



FINANCIAL AWARENESS

Lives Impacted
13,40,000+



HEALTH INITIATIVES

Lives Impacted
20,30,000+



SKILL & ENTERPRISE DEVELOPMENT PROGRAM

Lives Impacted
44,000+



VILLAGE DEVELOPMENT PROGRAM

Lives Impacted
22,000+



OTHER PHILANTHROPIC ACTIVITIES

Initiatives
Blood Donation Camps,
Support to Old Age
Home & Orphanage,
Natural Calamities
Relief Initiatives, etc.

Utkarsh Welfare Foundation: CSR Initiatives (Contd.)



Financial Awareness



Health Camps



E-Clinics



Smart Classes



Women Entrepreneurship



Blood Donation Camps



Village Development Program



Health Awareness



Learning Enhancement Program



Weavers Support Program



Support to Old Age Home



Agri-Input Support

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