



UJJIVAN SMALL FINANCE BANK

Build a Better Life

USFB/CS/SE/2023-24/47

Date: July 27, 2023

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 for the quarter ended June 30, 2023

Further to our intimation carrying reference number USFB/CS/SE/2023-24/46 dated July 27, 2023, 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, 2023.

This intimation shall also be available on the Bank's website at 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

☎ 18002082121

🌐 www.ujjivansfb.in

✉ customercare@ujjivan.com

Press Release

Sustaining and Scaling New Heights

Highest-ever PAT at ₹324 crore for Q1FY24 driven by strong business momentum

Disbursed ₹5,284 crore for Q1FY24; Gross loan book up 30% Y-o-Y

Collections/ asset quality continues to be at industry best; PAR at 3.8%; GNPA/NNPA at 2.4%/0.06%

Deposits up 45% Y-o-Y; Retail TDs[^] up 71% Y-o-Y

Bengaluru, Thursday 27 July, 2023: Ujjivan Small Finance Bank Ltd. [BSE: 542904; NSE: UJJIVANSFB], today announced its financial performance for the quarter ended June 30, 2023

Summary of Ujjivan Small Finance Bank Business Performance – Q1FY24

❖ Assets

- Disbursements were at ₹5,284 crore in Q1FY24 up 22% Y-o-Y
- Continued strong quarterly disbursement in Housing and FIG; disbursed ₹418 crore/ ₹320 crore respectively – highest ever for both the segments
- Gross loan book at ₹25,326* crore up 30%/5% Y-o-Y/Q-o-Q

❖ Collection and Asset Quality

- Continued traction on Collections with ~99% efficiency in Jun'23; NDA collection consistently at ~100%
- Portfolio at risk at stable at 3.8% as of Jun'23*
- GNPA declined to 2.4% as of Jun'23 vs 2.6% as of Mar'23; NNPA continues to be negligible at 0.06% as on Jun'23
- Total of ₹ 60 crore written-off in Q1FY24; Provision coverage ratio as on Jun'23 is 97.6%[#]

❖ Deposits

- Deposits at ₹26,660 crore as of Jun'23 up by 45%/4% Y-o-Y/Q-o-Q
- Retail TD grew 71%/8% Q-o-Q/Y-o-Y
- CASA grew 27% Y-o-Y taking CASA ratio at 24.6% as on Jun'23
- Healthy retail liability customer acquisition

❖ Financials

- Q1FY24 NII of ₹793 crores up 32% Y-o-Y; NIM at 9.2%* for Q1FY24
- Cost to Income ratio at 52.8% in Q1FY24 vs 58.5% for Q1FY23
- Q1FY24 PPoP at ₹458 crore up 52% Y-o-Y; PAT of ₹324 crore up 60% Y-o-Y

❖ Capital and Liquidity

- Capital adequacy ratio at 26.7% with Tier-1 capital at 23.7%
- Provisional LCR at 189% as of Jun'23

* Without adjusting IBPC & Securitization of ₹2,573/₹2,174/₹1,794 crores as on Jun 2023/ Mar 2023/ Jun 2022

[^] Retail TDs are TDs of below ₹2 crores

[#] For Jun'23, out of ₹250 crores floating provision only ₹120 crores has been utilized towards NNPA/ PCR calculation; ₹100 crores has been classified under "other provisions" and ₹30 crores used towards Tier II capital. Entire 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

Mr. Ittira Davis, MD & CEO, Ujjivan Small Finance Bank said, “FY24 has started on a very strong note as we hit another highest ever profit figure. The growth has come on the strong platform built during FY23. Our disbursement has been strong, despite Q1 being seasonally weakest quarter, taking our loan book past ₹25,000 crore mark. Among secured assets, Affordable Housing and FIG continues to show strong growth, while other products will start picking-up towards latter half of the year. During the quarter, we consciously reduced the excess liquidity which was driving negative carry and pulling our NIMs down. Deposits were up 45% Y-o-Y/ 4% Q-o-Q driven by retail focus. Our credit cost for the quarter was minimal on the back of strong collections. While, slippages continue to be under control, NPA recoveries have started to move towards normalization. Bad debt recoveries continue to be strong; we expect the same to be substantial this fiscal as well albeit lower than FY23. We remain confident of our sub-100 bps credit cost for FY24. We expanded our physical presence by 32 new branches during the quarter and look forward to add ~70 more branches during Jul’23-Mar’24. Our vvv* based mobile banking app – “Hello Ujjivan” targeting non-tech savvy customers continues to do well with 2.7+ lakh customer downloads. Customers are increasingly using the app to transact. We are hopeful that “Hello Ujjivan” will bring several long-term benefits to the business and the society as well.

We have been delivering sustained profitability with significant improvement Q-o-Q for last six consecutive quarters. With our strong financial performance and growing business momentum, we have launched a national brand campaign to further establish our image as a mass-market bank. The business is delivering on all-fronts and gives us immense confidence to re-assure our FY24 guidance shared at the beginning of the year.

On the merger with our promoter, the hearing of our application with the NCLT was completed on June 28, 2023 and we positively expect to receive the order soon, entailing directions for scheduling the meetings of the stakeholders and other directions as the NCLT may deem fit.”

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 ~76 lakh customers through 661 branches and 19,294 employees spread across 285 districts and 25 states and union territories in India. Gross loan book stands at ₹25,326 crore with a deposit base of ₹26,660 crore as of Jun 30, 2023.

‘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 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: Mr. Ram Kumar Uppara +91 9820177907 ram.uppara@ujjivan.com	For Investor Queries: Mr. Deepak Khetan +91 7045792752 deepak.khetan@ujjivan.com

Q1 FY24 INVESTOR PRESENTATION



UJJIVAN
UJJIVAN SMALL FINANCE BANK



DISCLAIMER

- This presentation has been prepared by Ujjivan Small Finance Bank Limited (the “Bank”) solely for information purposes, without regard to any specific objectives, financial situations or informational needs of any particular person. All information contained has been prepared solely by the Bank.
- No information contained herein has been independently verified by anyone else. This presentation may not be copied, distributed, redistributed or disseminated, directly or indirectly, in any manner.
- This presentation does not constitute an offer or invitation, directly or indirectly, to purchase or subscribe for any securities of the Bank by any person in any jurisdiction, including India and the United States. No part of it should form the basis of or be relied upon in connection with any investment decision or any contract or commitment to purchase or subscribe for any securities. Any person placing reliance on the information contained in this presentation or any other communication by the Bank does so at his or her own risk and the Bank shall not be liable for any loss or damage caused pursuant to any act or omission based on or in reliance upon the information contained herein.
- No representation or warranty, express or implied, is made as to, and no reliance should be placed on, the fairness, accuracy, completeness or correctness of the information or opinions contained in this presentation. Such information and opinions are in all events not current after the date of this presentation. Further, past performance is not necessarily indicative of future results.
- This presentation is not a complete description of the Bank. This presentation may contain statements that constitute forward-looking statements. All forward looking statements are subject to risks, uncertainties and assumptions that could cause actual results to differ materially from those contemplated by the relevant forward-looking statement. Important factors that could cause actual results to differ materially include, among others, future changes or developments in the Bank’s business, its competitive environment and political, economic, legal and social conditions. Given these risks, uncertainties and other factors, viewers of this presentation are cautioned not to place undue reliance on these forward-looking statements. The Bank disclaims any obligation to update these forward-looking statements to reflect future events or developments.
- Except as otherwise noted, all of the information contained herein is indicative and is based on management information, current plans and estimates in the form as it has been disclosed in this presentation. Any opinion, estimate or projection herein constitutes a judgment as of the date of this presentation and there can be no assurance that future results or events will be consistent with any such opinion, estimate or projection. The Bank may alter, modify or otherwise change in any manner the content of this presentation, without obligation to notify any person of such change or changes. The accuracy of this presentation is not guaranteed, it may be incomplete or condensed and it may not contain all material information concerning the Bank.
- This presentation is not intended to be an offer document or a prospectus under the Companies Act, 2013 and Rules made thereafter , as amended, the Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2009, as amended or any other applicable law.
- 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 - Q1FY24 (1/2)



Gross Loan Book

₹ 25,326 cr

Up 30% yoy

Jun'22: ₹19,409 cr



Total Deposits

₹ 26,660 cr

Up 45% yoy

Jun'22: ₹18,449 cr



Retail TD*

₹ 10,970 cr

Up 71% yoy

Jun'22: ₹6,432 cr



GNPA/NNPA

2.4%/0.06%

Down 354/4 bps

Jun'22: 5.9%/0.1%



CRAR

26.7%

Up 666 bps

Jun'22: 20.0%



Employees

19,294

Up 16% yoy

Jun'22: 16,664



Added 32 branches during Q1FY24 taking total branch count to 661

* Note: Retail TD are TDs below ₹ 2 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 - Q1FY24 (2/2)

Q1FY24 Vs Q1FY23



NII

₹ 793 cr *Up 32% Vs ₹ 600 cr*



NIM

9.2% *Down 40 bps Vs 9.6%*



PPOp

₹ 458 cr *Up 52% Vs ₹ 301 cr*



PAT

₹ 324 cr *Up 60% Vs ₹ 203 cr*



RoA

3.8% *Up 42 bps Vs 3.4%*



RoE

29.8% *Up 178 bps Vs 28.0%*

UJJIVAN'S TALES OF TRUST & PROGRESS



TALES OF TRUST
& PROGRESS



Trust is not a sign of weakness;
it is an act of courage.

It is a reflection of our belief
in the inherent goodness of humanity.

It is a recognition that, despite our imperfections,
we can forge connections that transcend faith and belief.

When we choose to trust,
we build a positive, productive relationship.

When we choose to trust
we choose to grow together.

That's how we unlock the transformative power
that lies within each and every one of us.



How did trust shape this food vendor's relationship with his customer?



How did trust alter the journey of two strangers on a train?



How did trust deepen the bond between an aged teacher and her ex-student?



How did this coffee business owner's complete trust in his supplier impact their relationship?

Click on the images to hear the tales

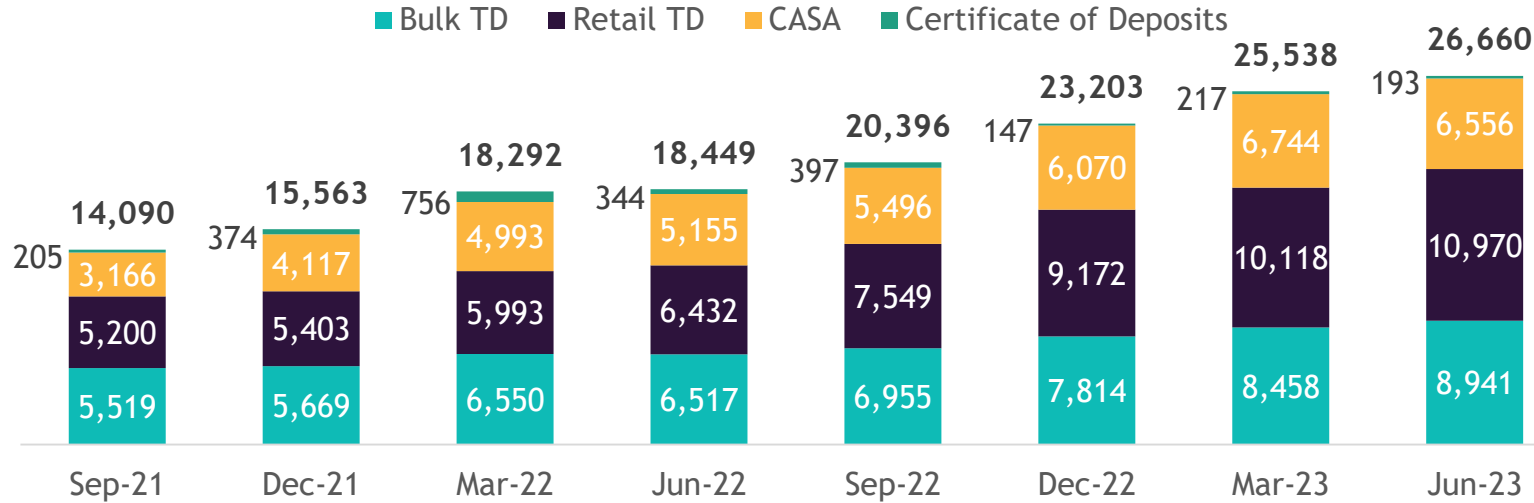


Liabilities: Driving Retail Deposit Base

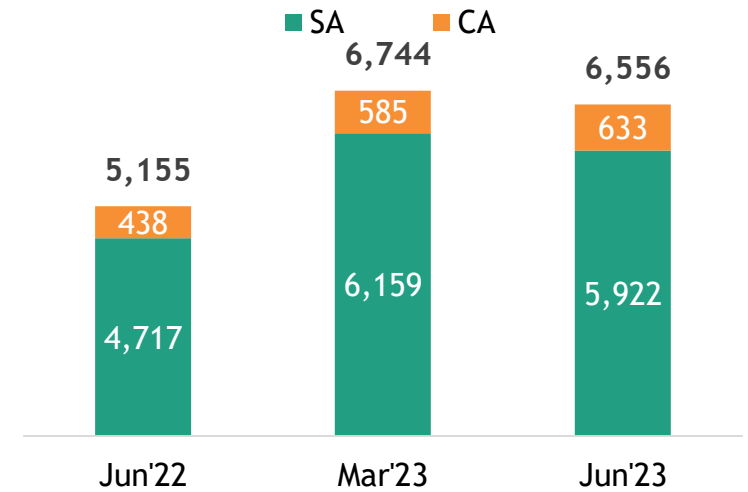


STRONG DEPOSIT GROWTH WITH RETAIL AT FORE-FRONT

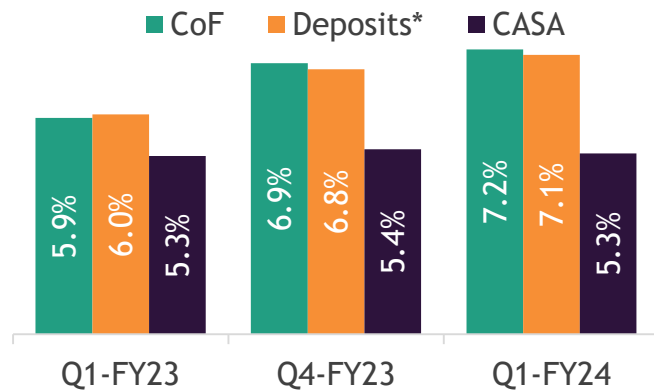
Deposits break-up (₹ in crore)



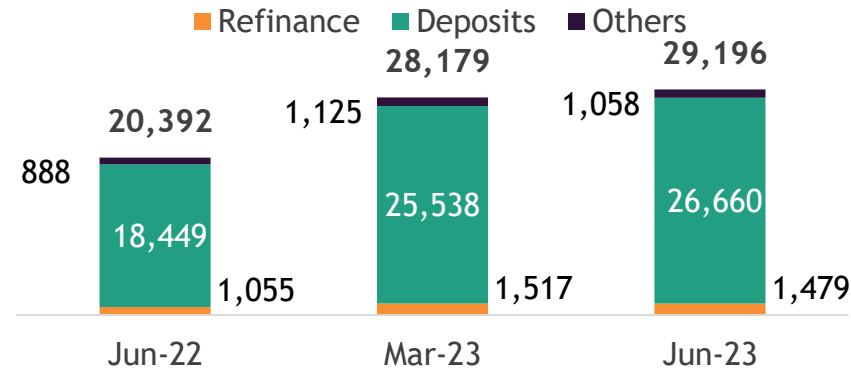
CASA break-up (₹ in crore)



Cost of funds



Total liabilities profile (₹ in crore)



- ❖ Comfortable ALM position
- ❖ LCR at 189% as on Jun'23
- ❖ Credit To Deposit Ratio: 95% as of Jun'23 (85% adjusted for IBPC/ Securitisation book)
- ❖ Ratings - CRISIL A1+ (₹ 2,500 Cr certificate of deposits); CARE A+ (Long term bank facilities)

^ TD: Term Deposits, CASA: Current Account, Savings Account; *Cost of Blended Deposits - TD + CA+ SA



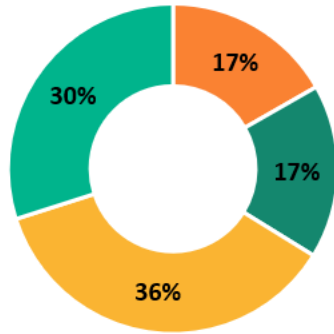
WELL-DIVERSIFIED DEPOSIT MIX

Region-wise deposit mix

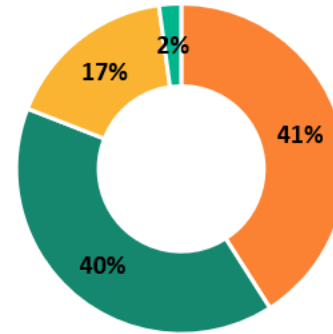
Branch classification wise deposit mix

Segment wise deposit mix

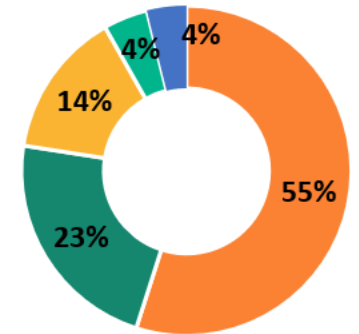
Jun'23



■ East ■ West ■ North ■ South

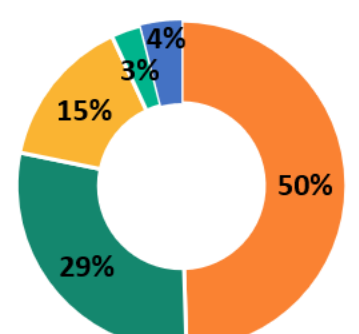
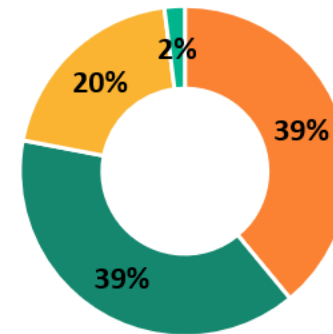
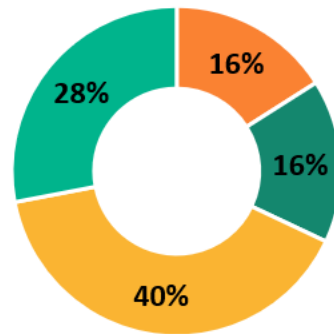


■ Metropolitan ■ Urban ■ Semi Urban ■ Rural



■ Individuals ■ Banks ■ Corporate ■ Govt. ■ TASC^

Jun'22



Deposits from individual continues to grow with our focus on building granular deposit base

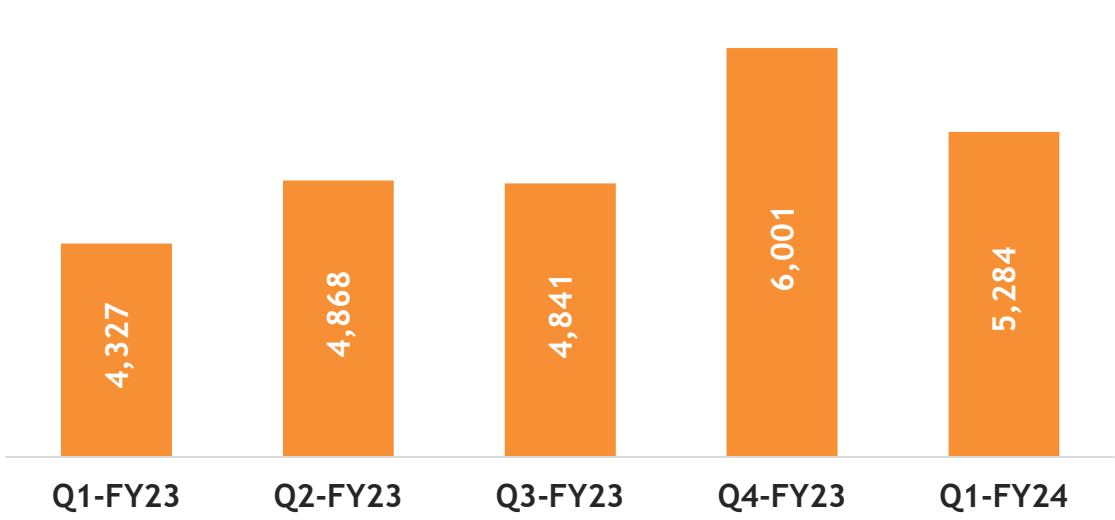


Assets: Well-diversified growth with new customer acquisition

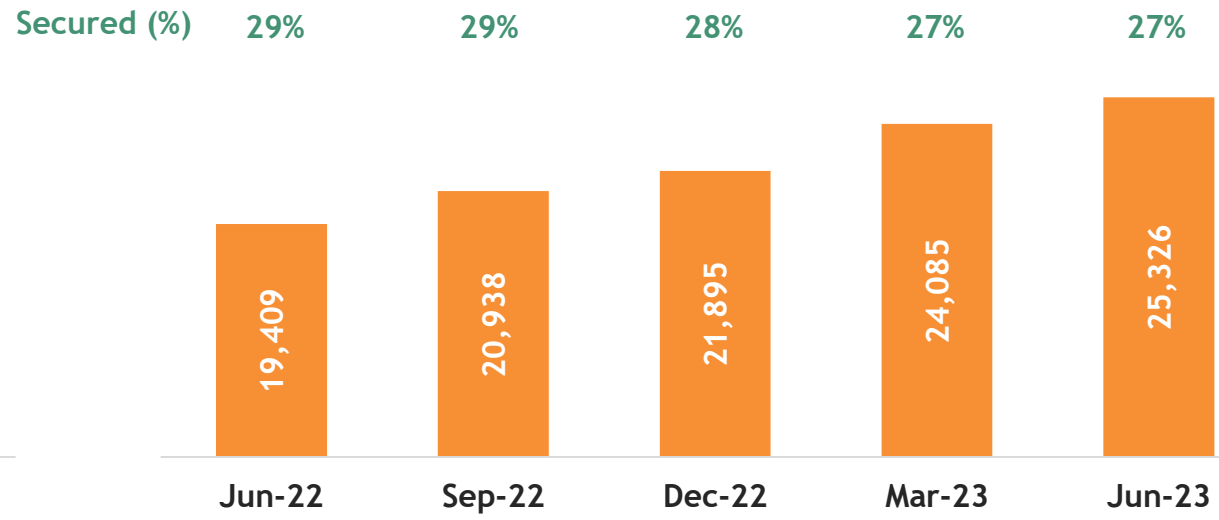


GROSS LOAN BOOK AND DISBURSEMENT TREND

Strong disbursements (₹ in crore)



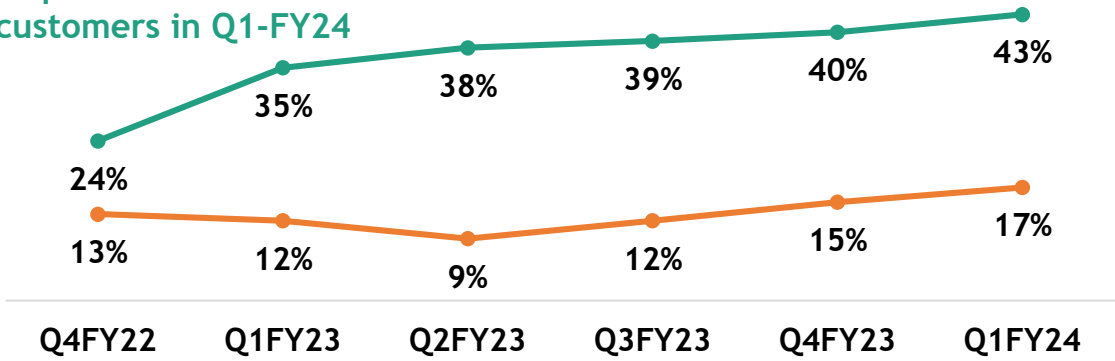
Consistent growth in Gross Loan Book (₹ in crore)



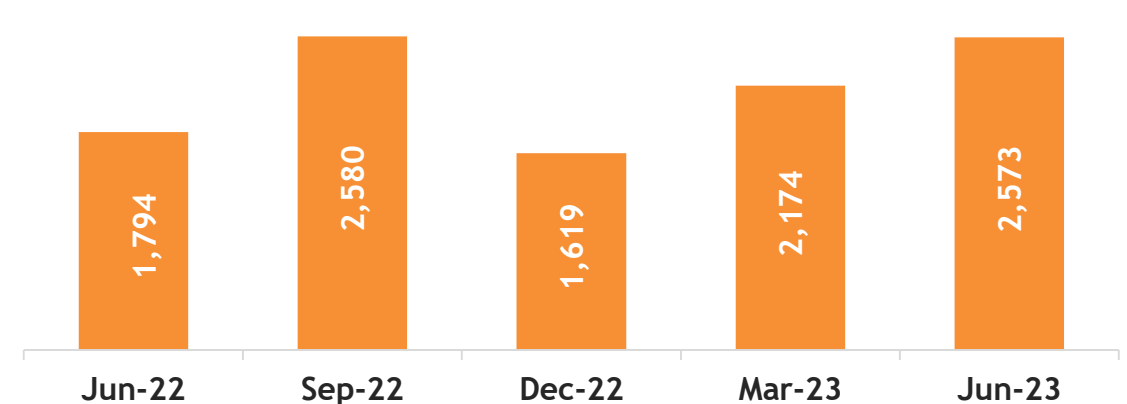
Healthy growth in New Customer acquisition (% of Fresh Loans)

Acquired 2.6 lakh new customers in Q1-FY24

IL MGL



IBPC/ Securitisation

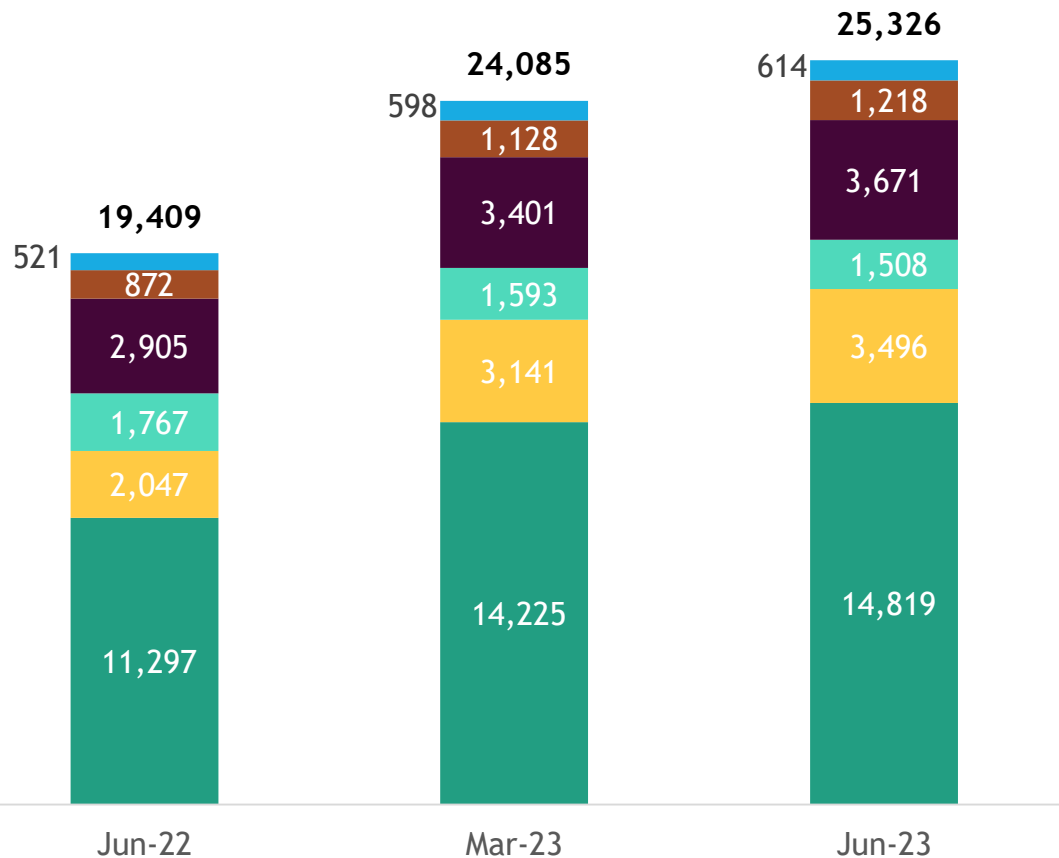




GROWING ACROSS SEGMENTS

Gross Loan Book - Segment wise (₹ in crore)

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



Product	% Gross Loan Book	Growth Y-o-Y	Growth Q-o-Q
Micro Group Loans	59%	31%	4%
Individual Loans	14%	71%	11%
MSME	6%	(15)%	(5)%
Affordable Housing*	14%	26%	8%
FIG Lending	5%	40%	8%
Others	2%	18%	3%
Total	100%	30%	5%

MGL- Micro Group Loans IL- Individual Loans MSME- Micro Small & Medium Enterprise
 Current MSME Fintech partnership has been discontinued; multiple alliances in WIP

AH- Affordable Housing

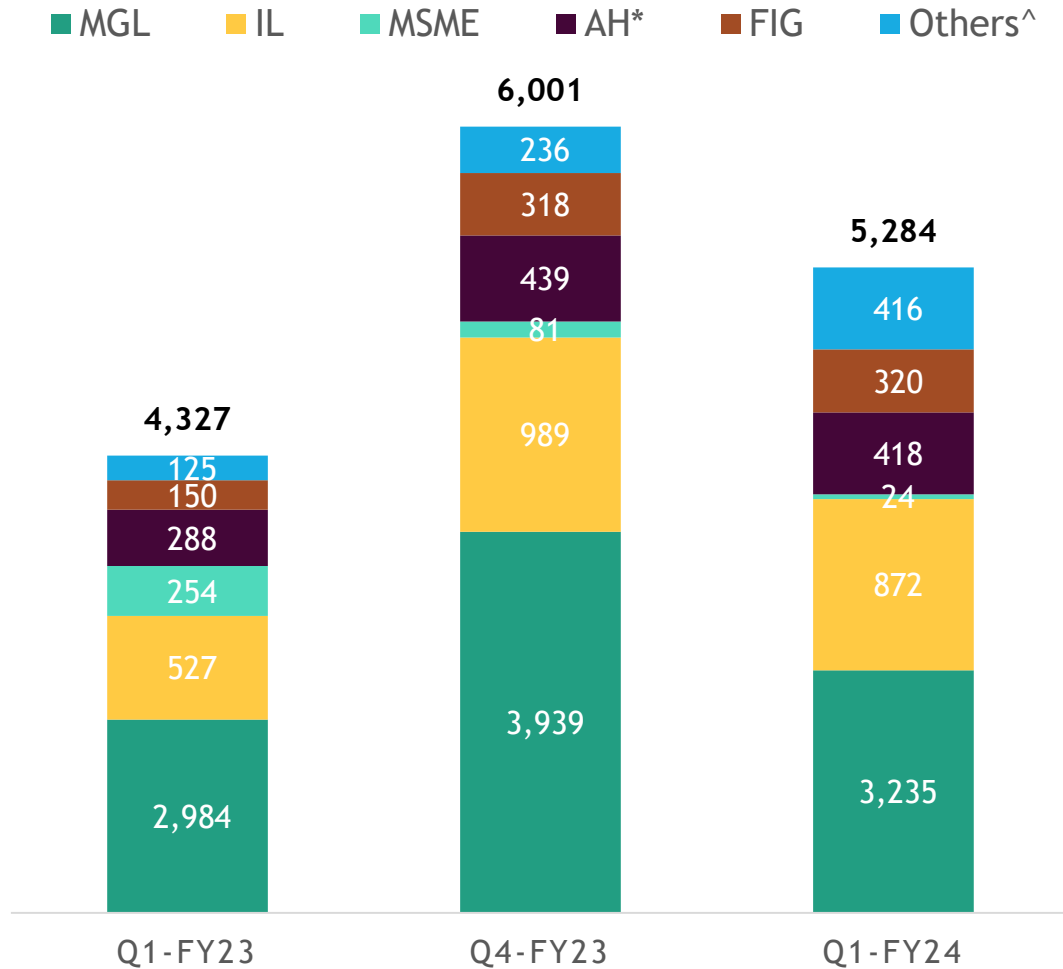
FIG- Financial Institution Groups

* Includes M-LAP

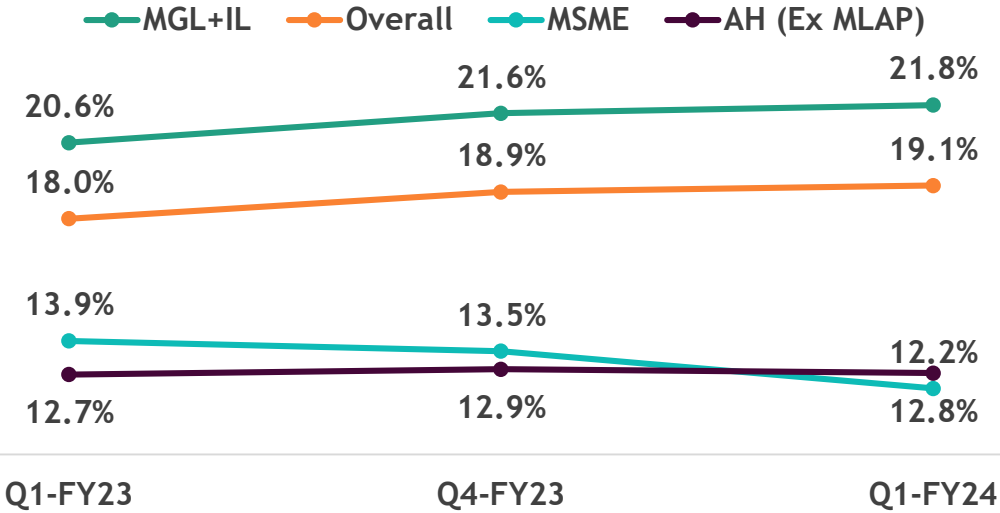


DISBURSEMENT, YIELD AND AVERAGE TICKET SIZE

Product wise Disbursement (₹ in crore)



Yield (%) - Segment wise



Average Ticket Size (₹)

Product	Q1-FY23	Q4-FY23	Q1-FY24
Micro Group Loans	56,944	55,664	53,965
Individual Loan	1,28,084	1,31,742	1,30,139
MSME (ex-fintech)	32.7 lakhs	30.6 lakhs	34.4 lakhs
Affordable Housing (Ex-MLAP)	11.6 lakhs	13.2 lakhs	13.4 lakhs

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

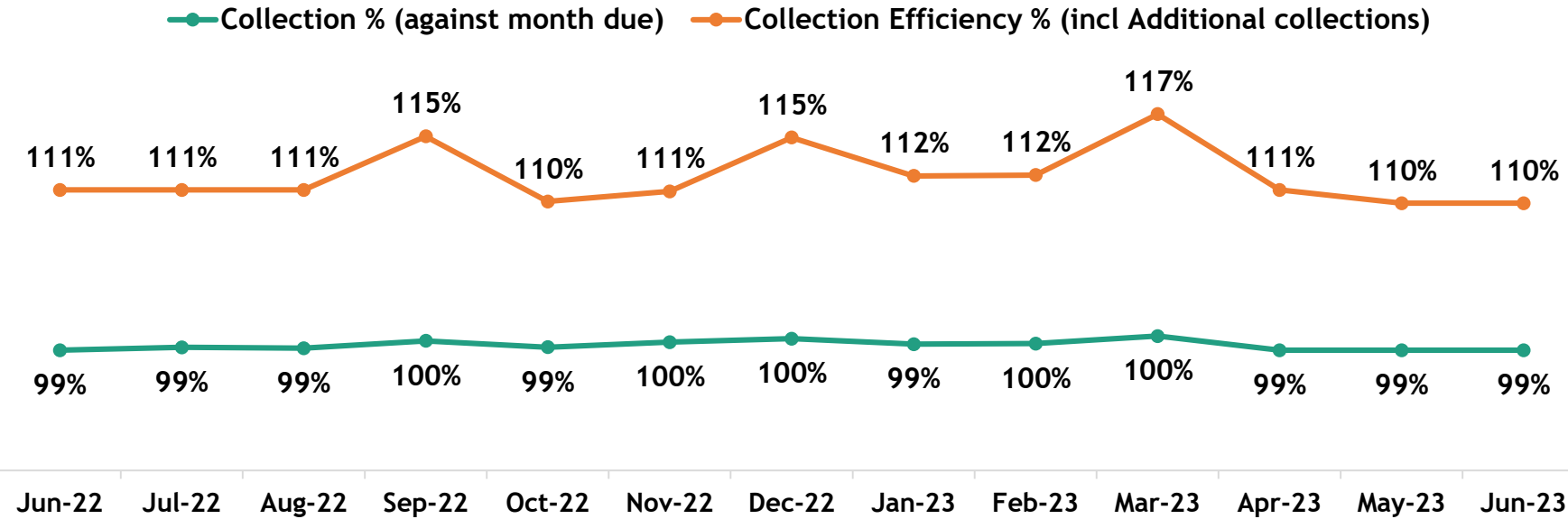
* Includes M-LAP



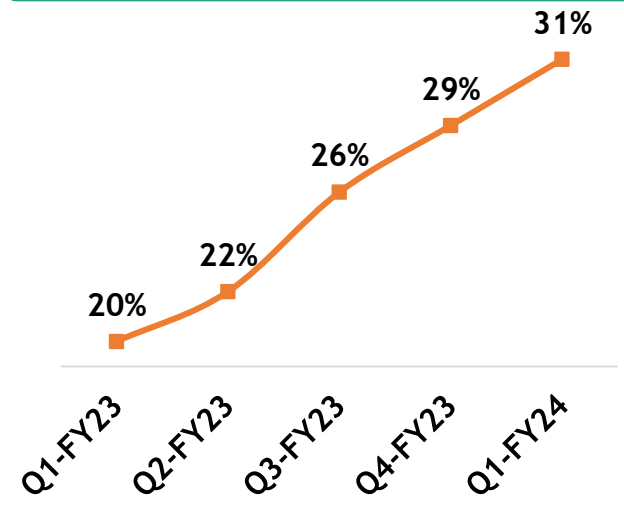
Sustained improvement in asset quality



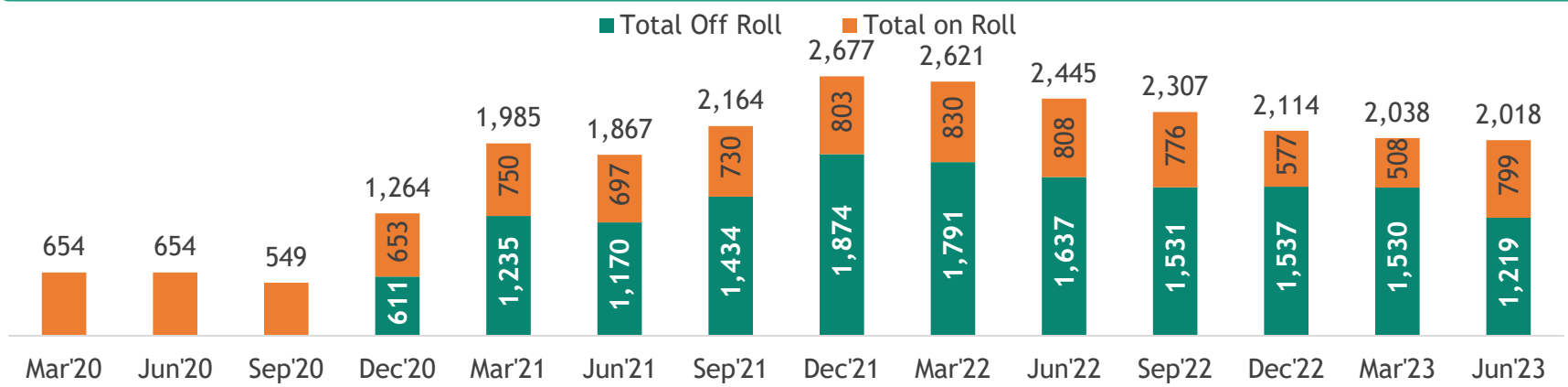
COLLECTIONS SUSTAINING; NDA COLLECTIONS AT ~100%



Cashless MB collections



Collection team to gradually reduce... with NPA + restructured pool shrinking (Nos)



- Flexible & multiple modes of collections apart from traditional centre meetings/door-to-door collections
- Introduced various digital modes of repayment
- 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

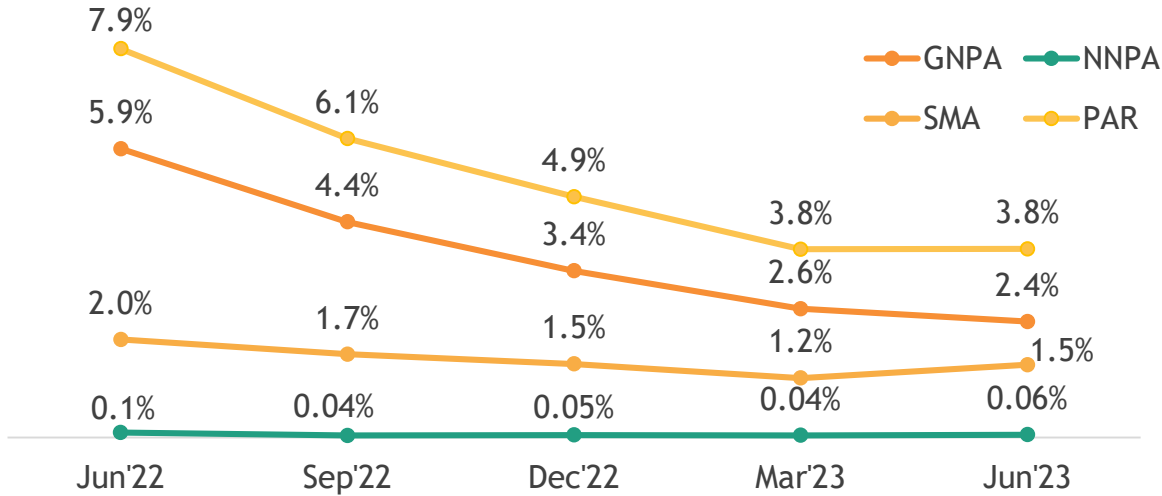
₹ Crore	Apr'23				May'23				Jun'23			
Verticals	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection
MGL+IL	1,229.4	1,225.0*	100%	79.4	1,281.3	1,278.1*	100%	92.8	1,314.8	1,308.5*	100%	101.2
Affordable Housing	46.3	44.5	96%	41.7	47.6	45.8	96%	36.4	48.7	47.0	96%	44.6
MSME	25.8	22.6	88%	19.9	25.7	22.4	87%	15.6	25.4	22.3	88%	20.5
FIG Lending	80.5	80.5	100%	20.0	58.4	58.4	100%	-	103.3	103.3	100%	-
Others	15.8	14.2	90%	3.2	16.9	15.0	89%	3.2	16.4	14.8	90%	3.4
Total	1,397.9	1,386.8	99%	164.1	1,429.8	1,419.7	99%	148.0	1,508.7	1,495.9	99%	169.7

* Including OD collection

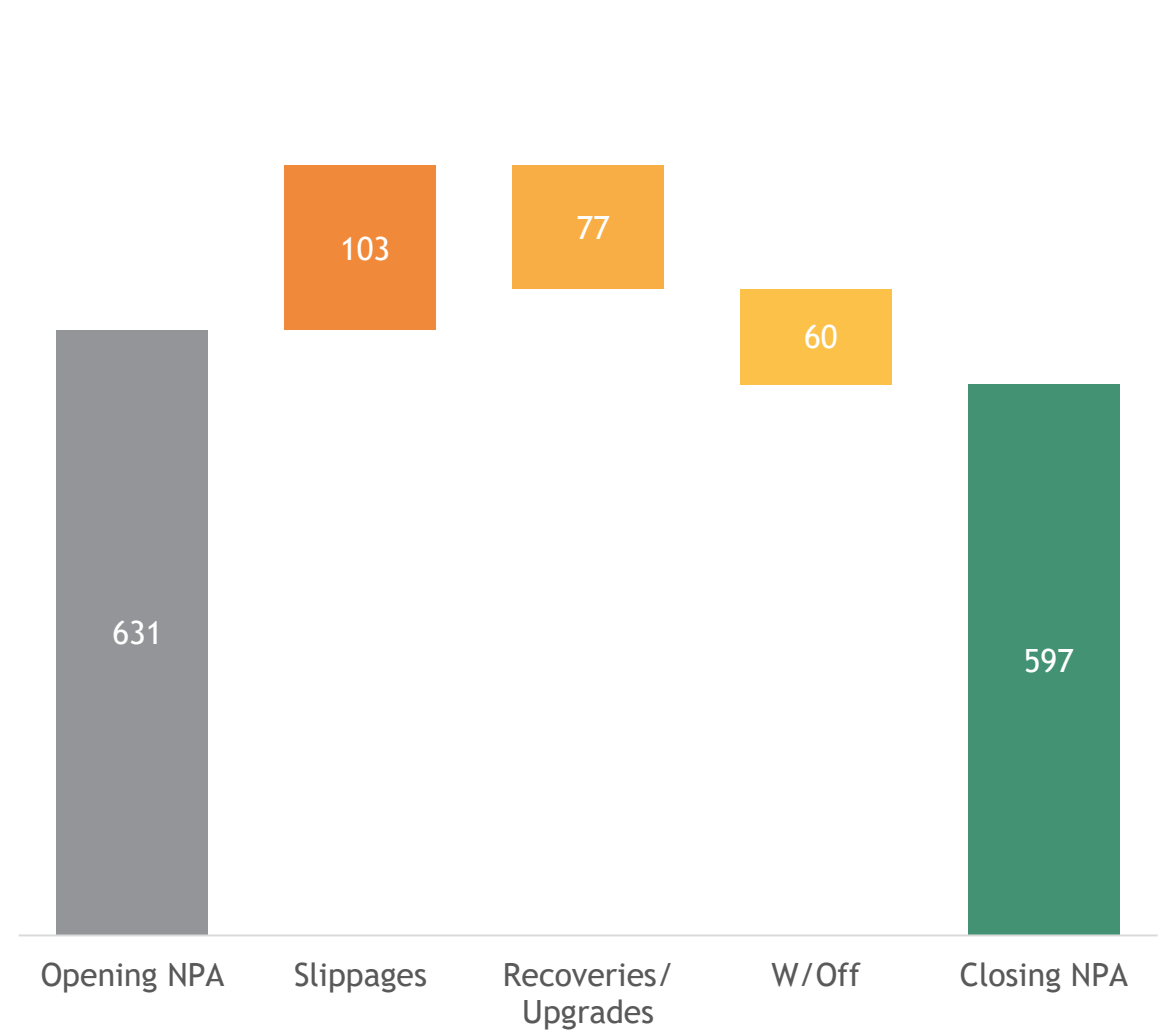


SUSTAINED COLLECTIONS DRIVING BETTER ASSET QUALITY

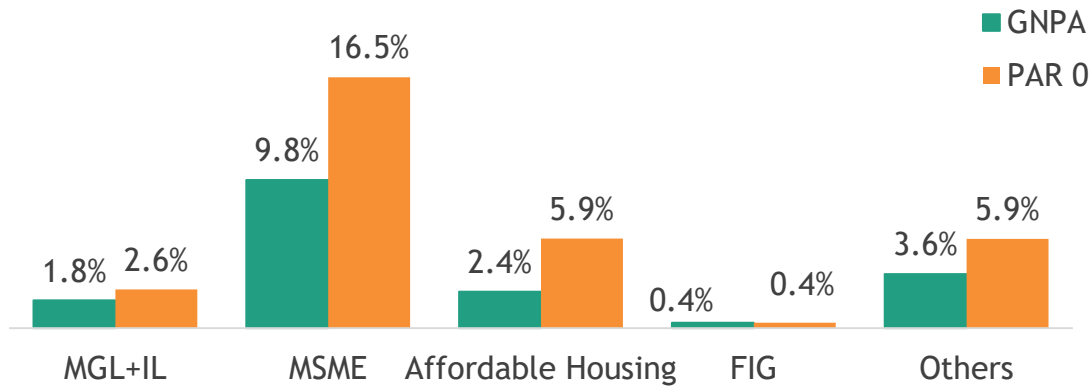
NPA & SMA have shrunk significantly



NPA Movement Table#



PAR 0 and GNPA (segment wise)

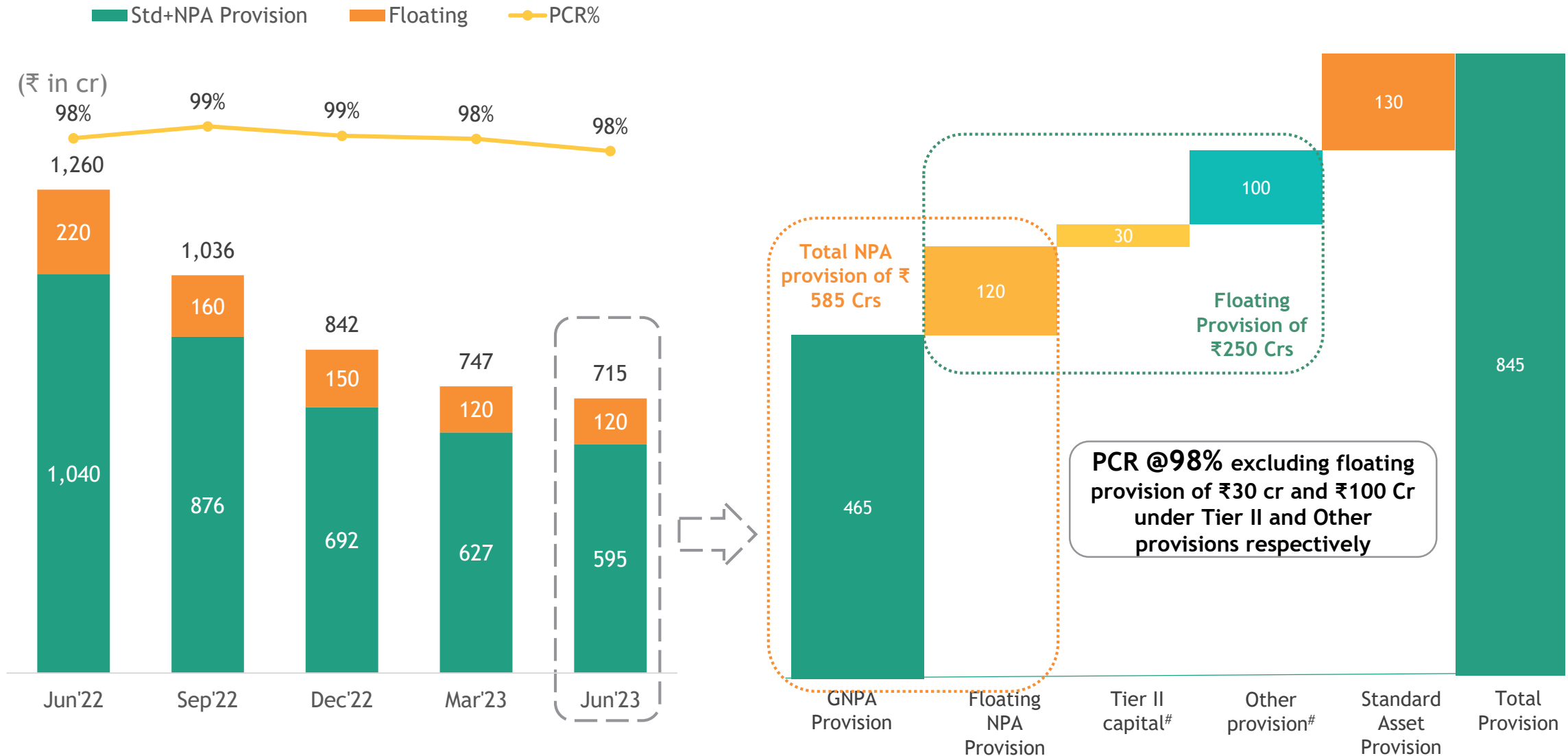


*On Gross Loan Book and excluding provisions utilised in Tier II and provisions grouped as other provisions

Excluding IBPC/Securitisation



FLOATING PROVISION @1%; CUSHIONING P&L



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

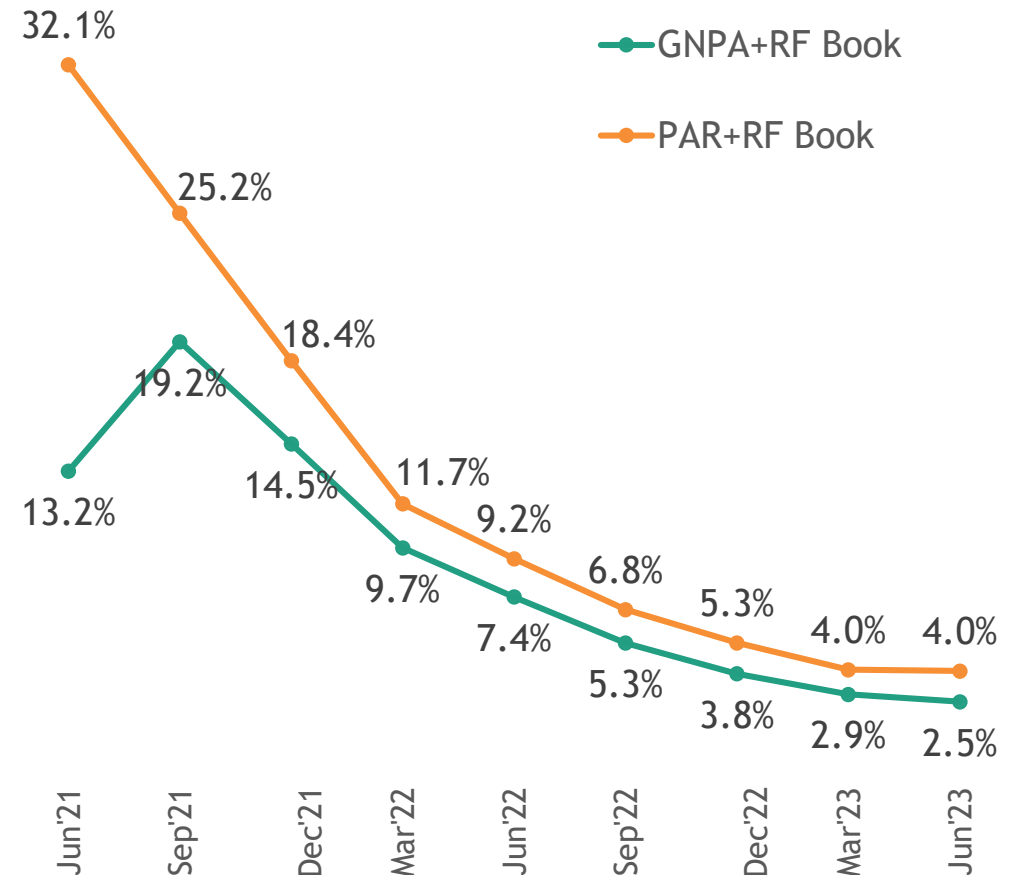


SUSTAINED COLLECTIONS DRIVING BETTER ASSET QUALITY

Restructured Book

₹ crores	RF 1.0	RF 2.0	Total
Micro Banking (GL+IL)	65	39	104
Housing	8	17	25
MSME	6	47	52
Loan Book	79	103	182
PAR	71	79	150
GNPA	69	66	135
Provisions	70	66	136
Jun'23 Coll. Eff. %			102%

Significant reduction in stress book



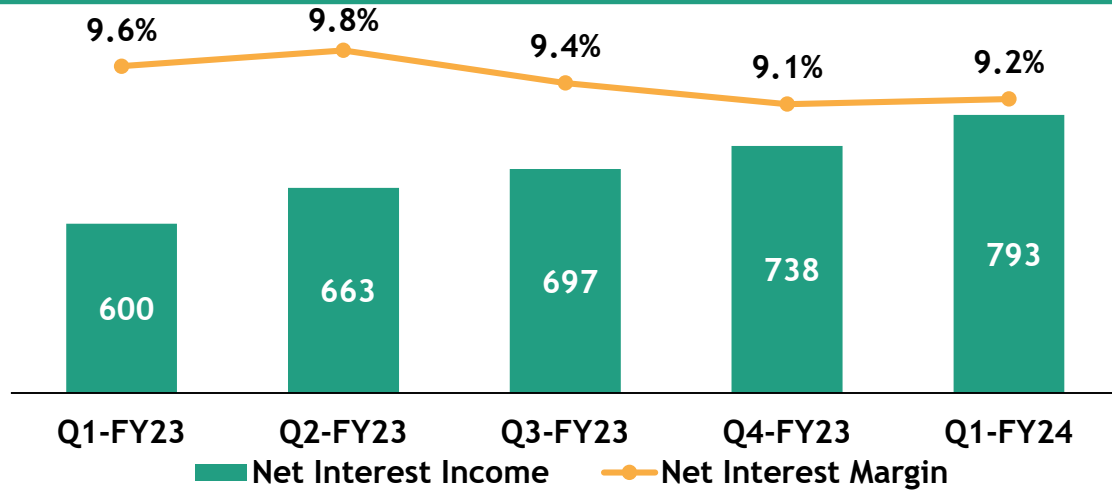


Financial Overview

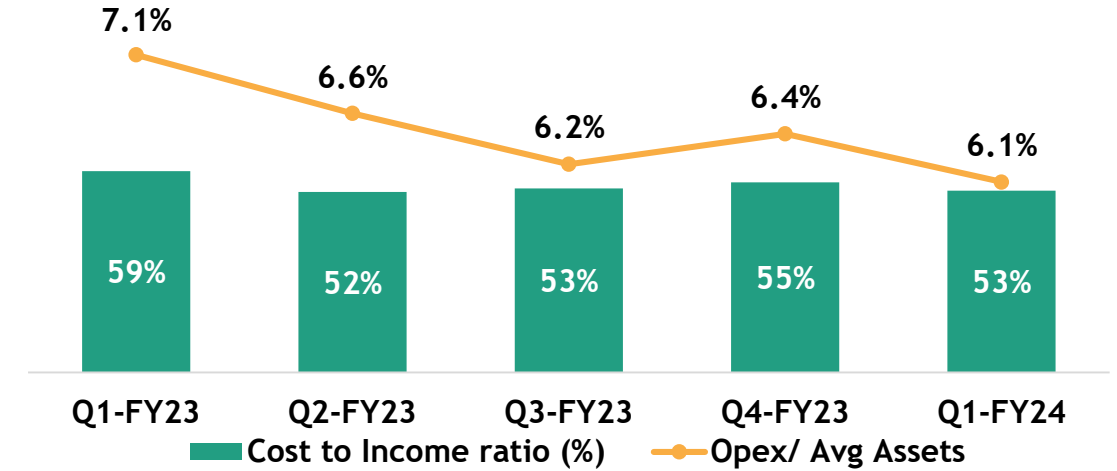


FINANCIAL OVERVIEW

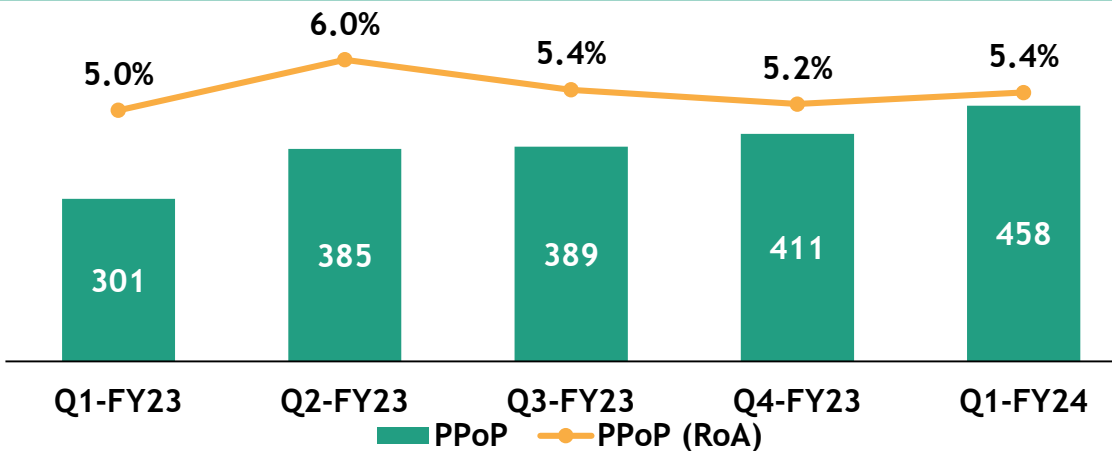
NII (₹ in crore) & NIM*



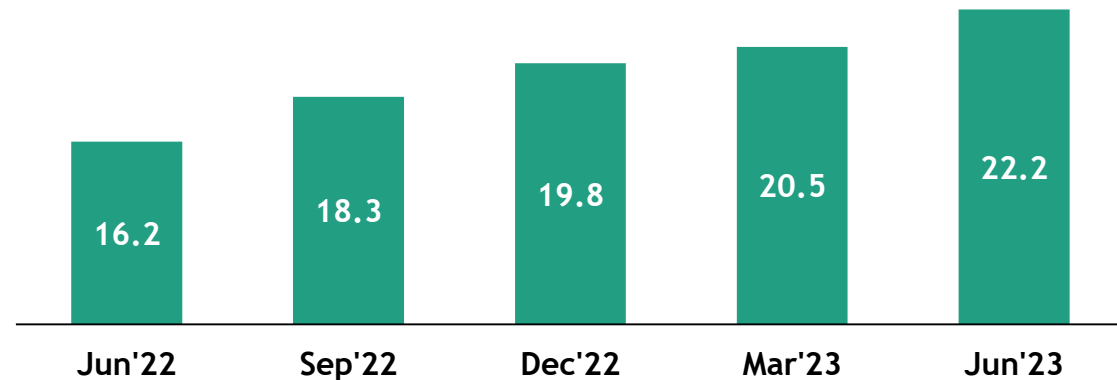
Cost to Income Ratio & Operating Expenses/ Average Assets (%)



Pre-Provision Operating Profit (₹ in Crore)



Book Value Per Share (in ₹)



* NIM based on total book including IBPC & Securitization



INCOME STATEMENT

Particulars (₹ in crore)	Q1-FY24	Q1-FY23	YoY Growth	Q4-FY23	QoQ Growth
Interest Earned	1,287	905	42%	1,185	9%
Other Income	177	125	42%	179	(1)%
Total Income	1,464	1,030	42%	1,364	7%
Interest Expended	494	306	62%	447	11%
Personnel Expenses	275	224	23%	262	5%
Operating Expenses	237	200	19%	245	(3)%
Total Cost	1,006	729	38%	953	6%
Pre Provision Operating Profit	458	301	52%	411	12%
Credit cost	26	30	(13)%	(2)	NM
Other provisions & contingencies	0	0	(25)%	(0)	NM
Tax	108	68	59%	103	5%
Net profit for the period	324	203	60%	310	5%



TOTAL INCOME - BREAKUP

Particulars (₹ in crore)	Q1-FY24	Q1-FY23	YoY Growth	Q4-FY23	QoQ Growth
Interest on loan	1,133	818	38%	1,037	9%
Int. on investments	149	81	84%	142	6%
Securitization Income	4	6	(29)%	6	(30)%
Total Interest Earned	1,287	905	42%	1,185	9%
Processing Fees	67	55	22%	78	(15)%
PSLC Income	26	9	178%	4	574%
Insurance Income	9	8	26%	15	(39)%
Bad Debt Recovery	35	30	17%	45	(23)%
Treasury	8	(1)	NM	1	463%
Misc. Income*	33	25	32%	35	(5)%
Total Other Income	177	125	42%	179	(1)%
Total Income	1,464	1,030	42%	1,364	7%

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



BALANCE SHEET

Particulars (₹ in crore)	As at Jun 30, 2023	As at Mar 31, 2023	As at Jun 30, 2022
CAPITAL AND LIABILITIES			
Net worth	4,539	4,209	3,007
Capital	2,155	2,155	1,928
Employees Stock Options Outstanding	57	51	44
Reserves and Surplus	2,327	2,003	1,035
Deposits	26,660	25,538	18,449
Borrowings	2,536	2,641	1,943
Other Liabilities and Provisions	1,015	929	836
TOTAL	34,750	33,317	24,235
ASSETS			
Cash and Balances with Reserve Bank of India	1,509	2,305	913
Balance with Banks and Money at Call and Short Notice	1,163	178	1,019
Investments	8,787	8,510	4,838
Advances	22,169	21,290	16,486
Fixed Assets	328	283	260
Other Assets	794	750	720
TOTAL	34,750	33,317	24,235



HEALTHY CAPITAL ADEQUACY

(₹ in Crore)	Jun'22	Sep'22	Dec'22	Mar'23	Jun'23
Credit Risk Weighted Assets	12,956	13,726	15,369	16,361	17,012
Tier I Capital	2,423	3,208	3,511	3,712	4,018
Tier II Capital*	172	457	488	511	522
Total Capital	2,595	3,665	3,999	4,223	4,541
CRAR	20.03%	26.70%	26.02%	25.81%	26.69%
Tier I CRAR	18.70%	23.37%	22.84%	22.69%	23.62%
Tier II CRAR	1.33%	3.33%	3.18%	3.12%	3.07%
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 ₹ 1,290 Cr as of 30th Jun'22/ ₹ 1,126 Cr as of 30th Sep'22 / ₹ 942 Cr as of 31st Dec'22 / ₹ 877 Cr as of Mar'23 / ₹ 845 Cr as of Jun'23.

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 Bank's 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).



Ujjivan - Platform for growth

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



SERVING CUSTOMERS THROUGH MULTIPLE CHANNELS

Multiple delivery channels



Personal & Business Internet banking

- Web-based, can be accessed from any system
- Access Management - Single sign in for all accounts, Easy access to multiple relationships with one app
- Aadhar authentication based password reset
- High volume bulk upload facility
- Customizable client centric approval matrix



ATMs

- 523 biometric enabled ATMs including 61 ACRs*
- Customer alerts for each incorrect PIN entry & Green PIN facility 24/7 for PIN change
- Empowering customers to block/unblock debit card & set transaction limits through ATMs
- 9 regional languages



Web/ Tablet Based Origination

- Liability customer acquisition from anywhere using website
- Tablet-based customer acquisition for loan products
- Chatbot Aria to improve user experience
- Door-step service; faster, easier, better TAT



Phone/ Video Banking

- 24x7 phone banking helpline
- TD booking for existing customers
- VKYC and Video Banking services
- Phone Banking Supported in 14 Languages. 9 languages through Interactive Voice Response (IVR) system and additionally, 5 Languages through human interaction
- NR separate Line

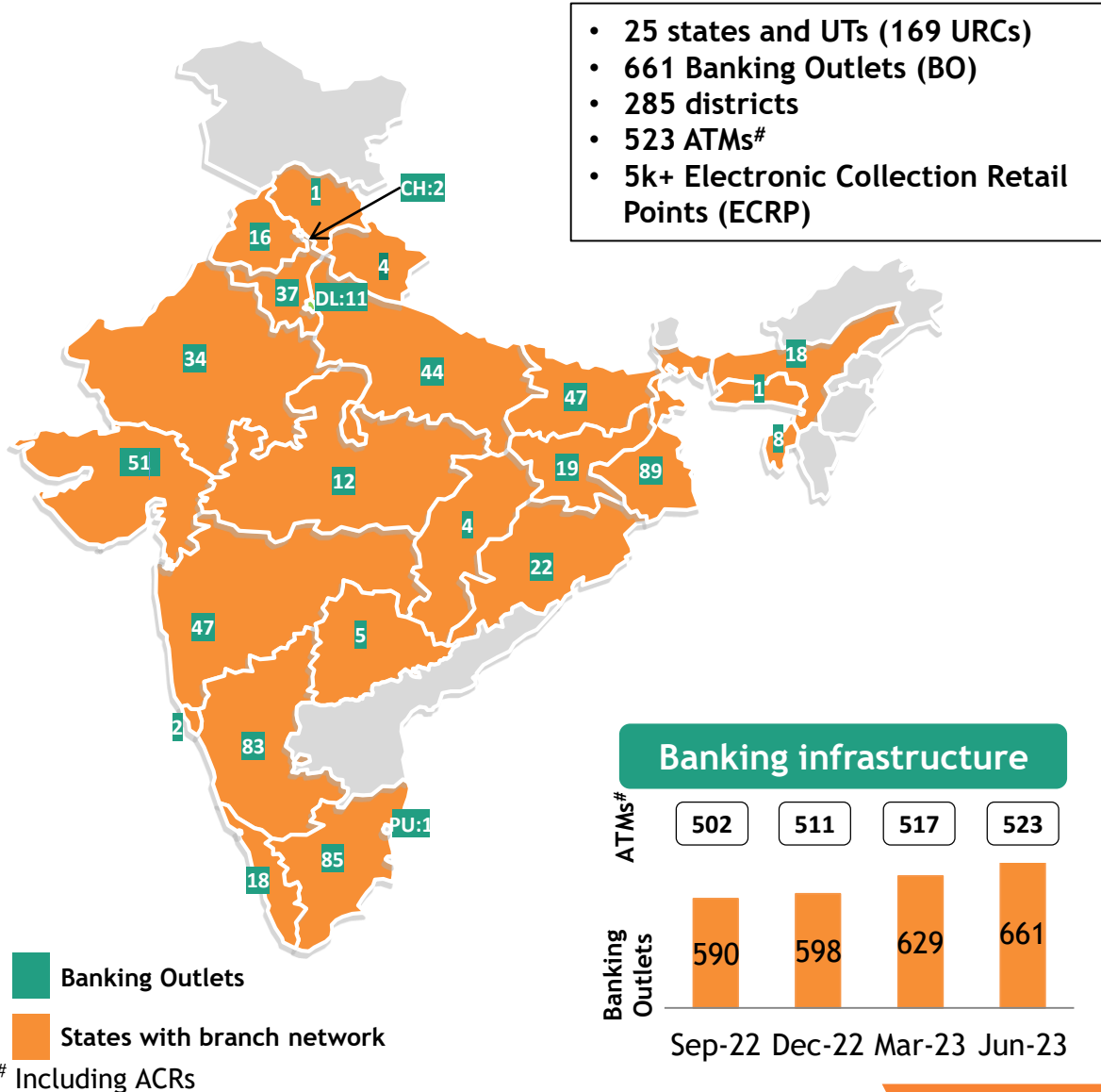


Mobile App Hello Ujjivan

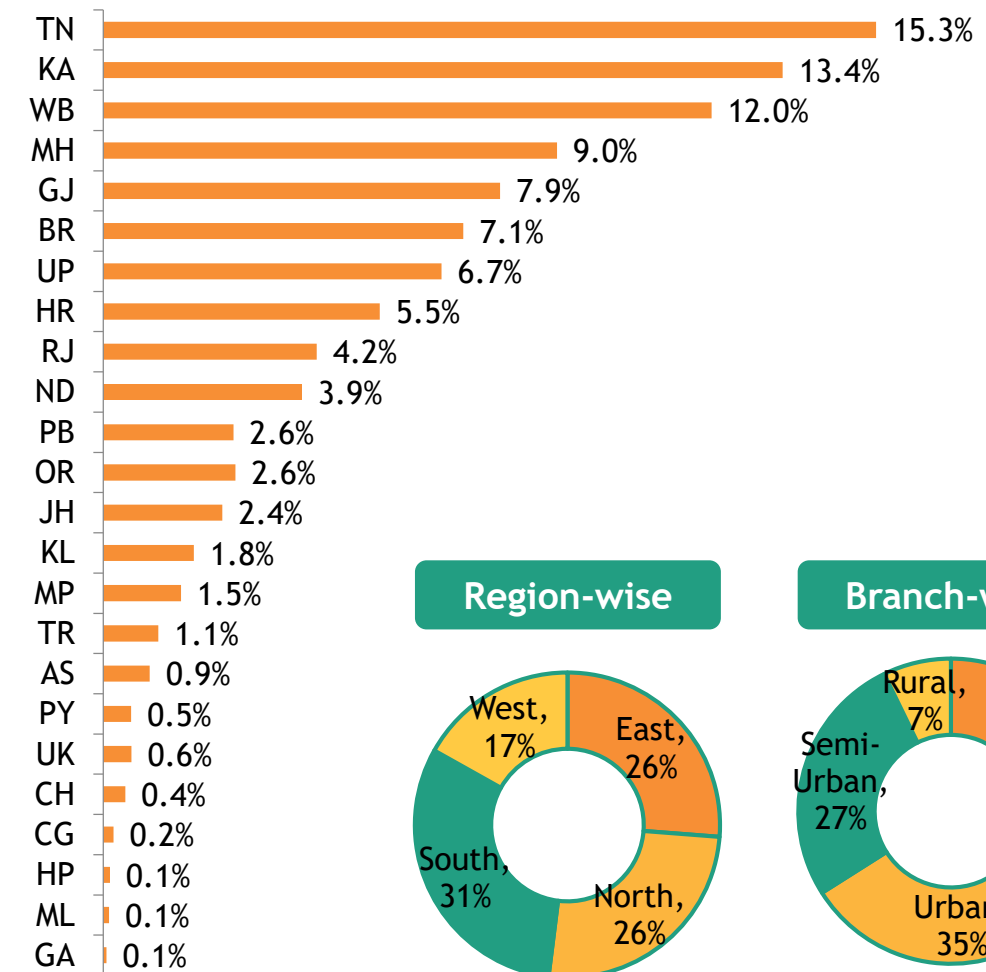
- Nine languages option - English, Hindi, Kannada, Tamil, Bengali, Marathi, Gujarati, Punjabi and Odiya.
- Implemented Device Binding for both android and iOS users for making app usage more safe and secure
- Aadhar authentication based password reset
- Hello Ujjivan went live on Google Playstore for Android users in Nov'22
- One of the best mobile banking app that will navigate the customer through voice, visuals and available in vernacular languages to aid unserved and underserved customer segments on digital platform
- More details in our digital section



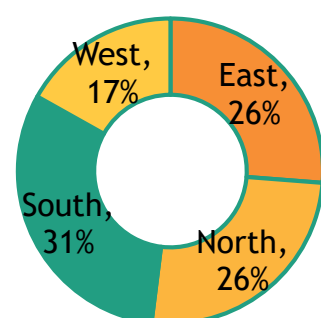
WELL DIVERSIFIED PAN INDIA PRESENCE; ADDED 32 NEW BRANCHES DURING THE QUARTER



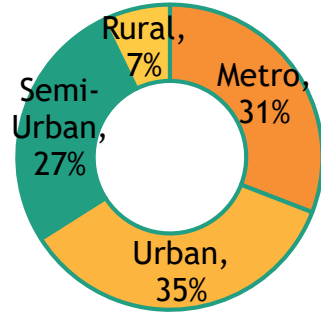
Jun'23 Gross Loan Book



Region-wise



Branch-wise



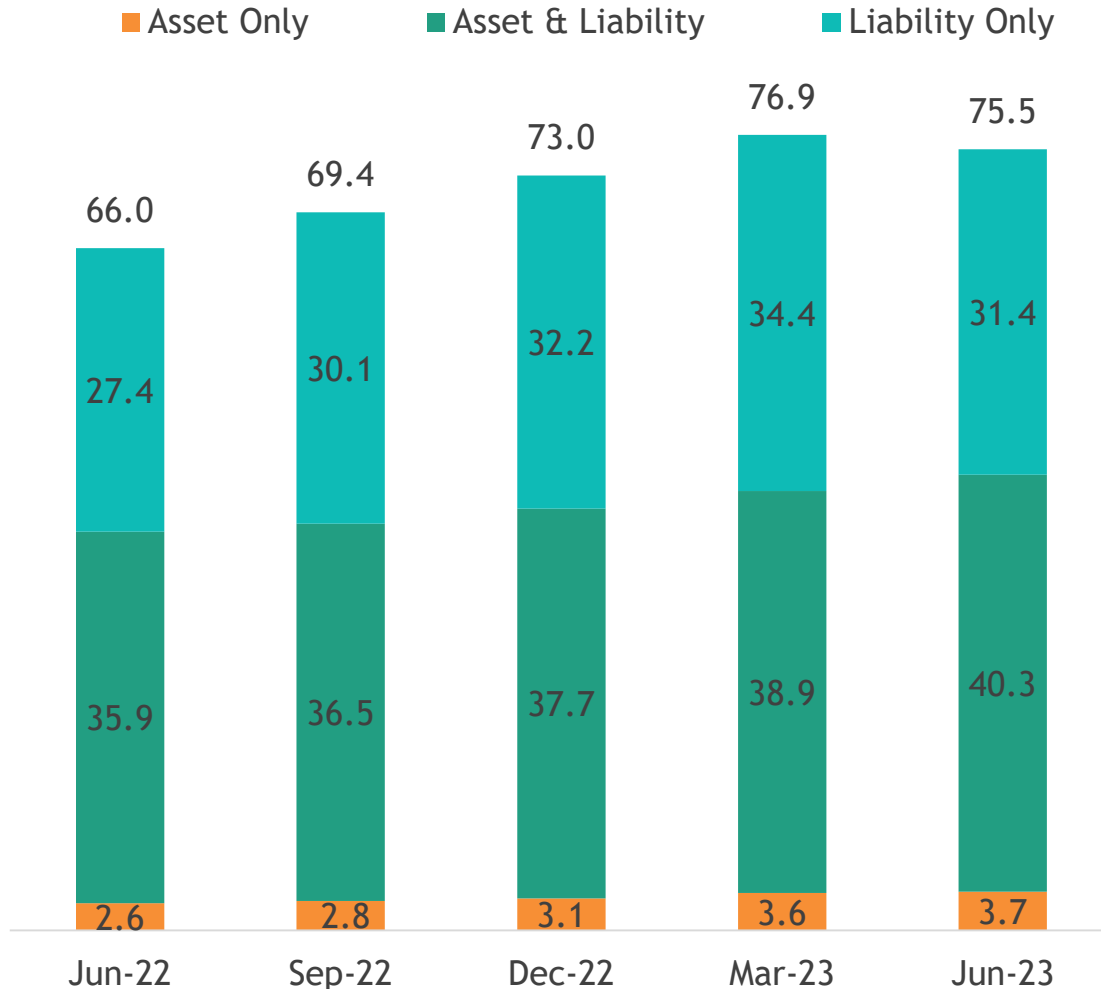
Total Gross Loan Book - ₹ 25,326 Cr*

*Includes IBPC and securitization



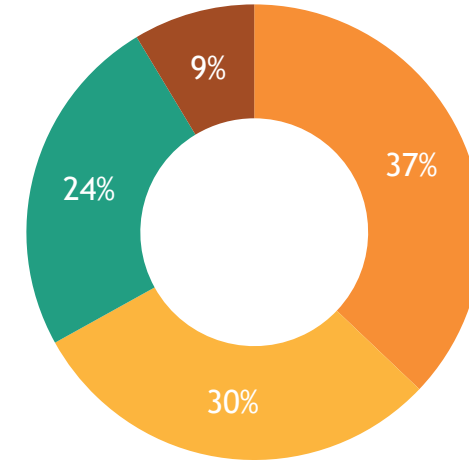
EXPANDING LIABILITY CUSTOMER BASE

Customer Base Growth



~5.4L dormant / inactive accounts closed in Q1 FY24

Customer Base - Basis of Branch Classification



Urban Semi-urban Metro Rural

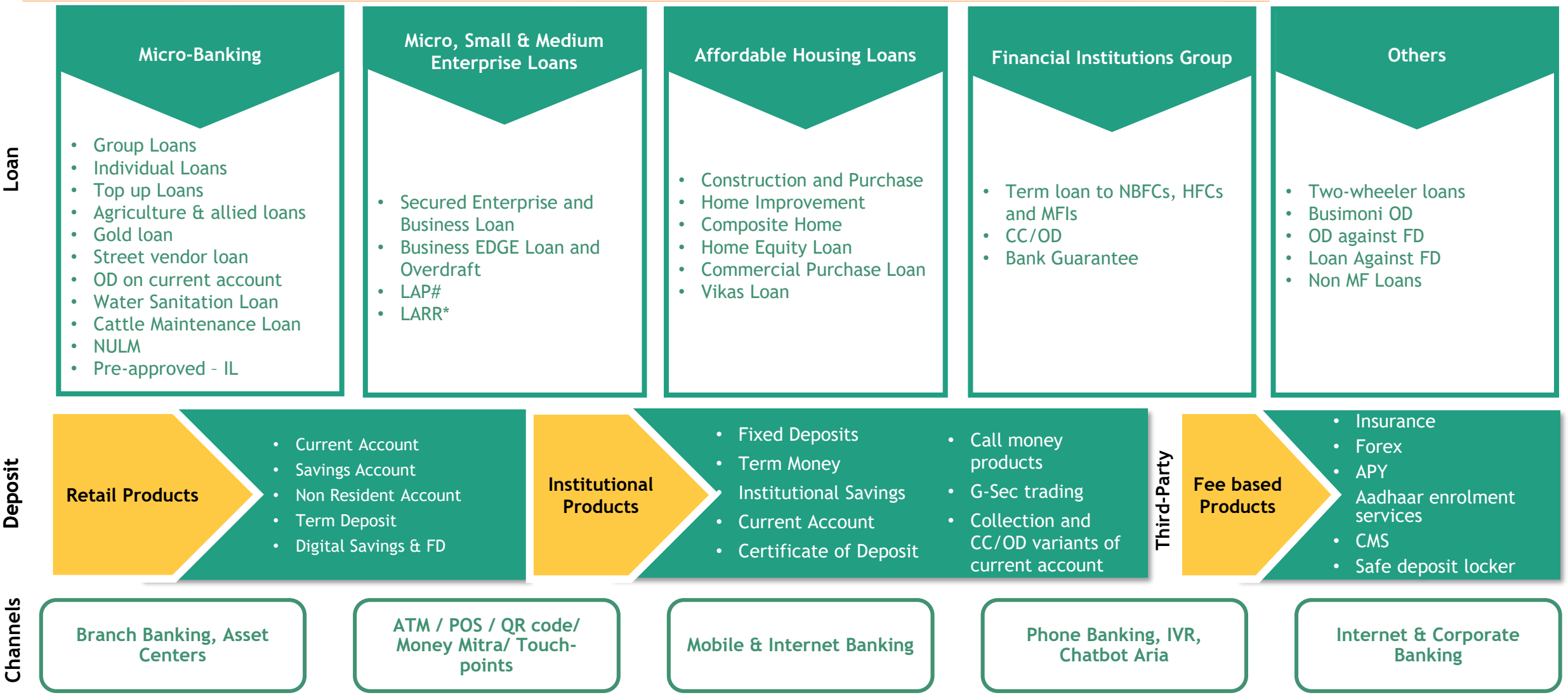
*Semi-Urban branches largely cater to rural customers

- Liability customers grew by 13% Y-o-Y
- New customer acquisition continues to be strong
- Net Liability only customer addition at 2.4* lakhs for the quarter
- Borrower base picking up pace with 1.6 lakhs net addition in Q1 vs 1.7 lakhs in Q4

*Calculated without considering the effect of dormant/ inactive accounts closed.



COMPREHENSIVE SUITE OF PRODUCTS & SERVICES



* Loan against Rent Receivables
 # Loan against property



STRONG INDEPENDENT BOARD (1 / 2)

Name	Education	Experience
Ittira Davis <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
Banavar Anantharamaiah Prabhakar <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.
Samit Kumar Ghosh <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.
Rajni Mishra <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



STRONG INDEPENDENT BOARD (2/2)

Name	Education	Experience
Ravichandran Venkataraman <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.
Rajesh Kumar Jogi <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
Sudha Suresh <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
Anita Ramachandran <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.



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 and focus on user adoption with programs like DigiBuddy
- 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



Annexures



AWARDS & ACCOLADES



ACEF Global Customer Engagement Awards
Gold for Word of Mouth Marketing Creative



Great Place To Work.



Recognised as India's Best Companies To Work For with rank of 45
Recognised as India's Best Workplaces in Small Finance Bank



Content Marketing Summit- Asia
Best Use of Experiential Content



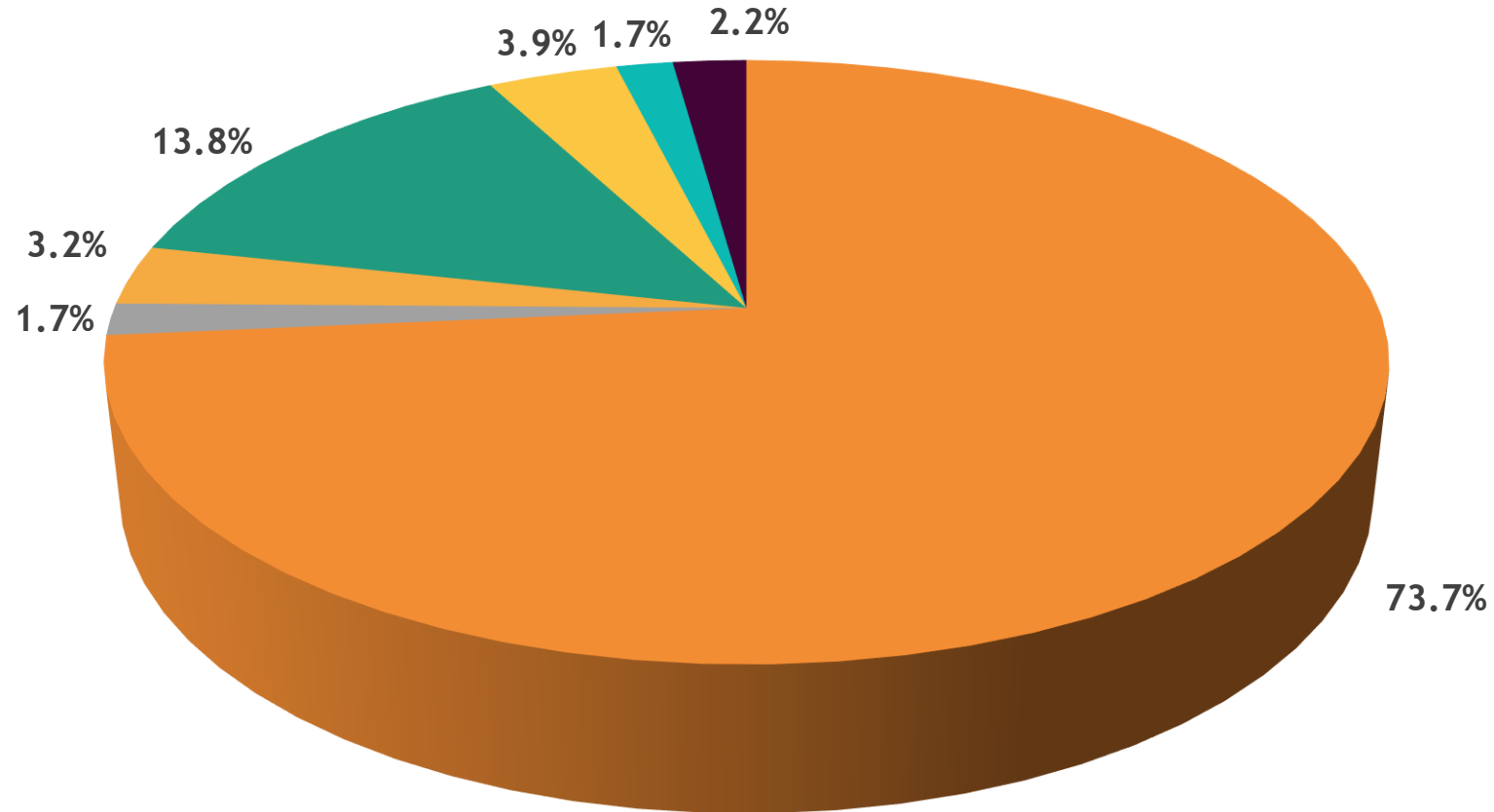
Best Use of Omni-Channel Content (Silver)



SHAREHOLDING PATTERN - JUN'23

Raised ₹ 475 Cr via fresh equity issuance in Sep'22; complying with Minimum Public Shareholding requirement

- Promoter*
- Resident Individuals/HUF
- Others
- MF
- Foreign investors
- Insurance Companies
- Alternative Investment Fund



*Promoter is Ujjivan Financial Services Ltd, a Core Investment Company and listed on NSE/ BSE

SOCIAL SERVICES - PROGRAMS

01

Financial Literacy

- Diksha +
- Chillar Bank
- FLP - URC
- FLP - MSE
- FLP Beyond Ujjivan



02

CSR

- Community Development
- Livelihood
- Disaster Relief



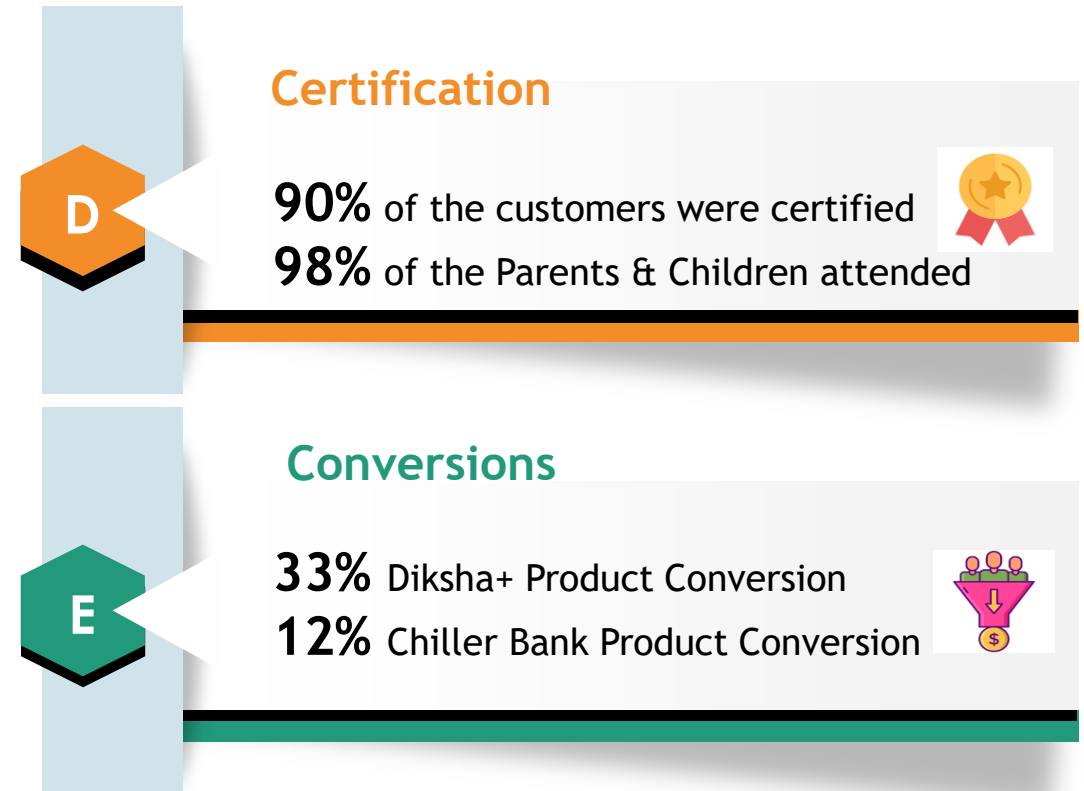
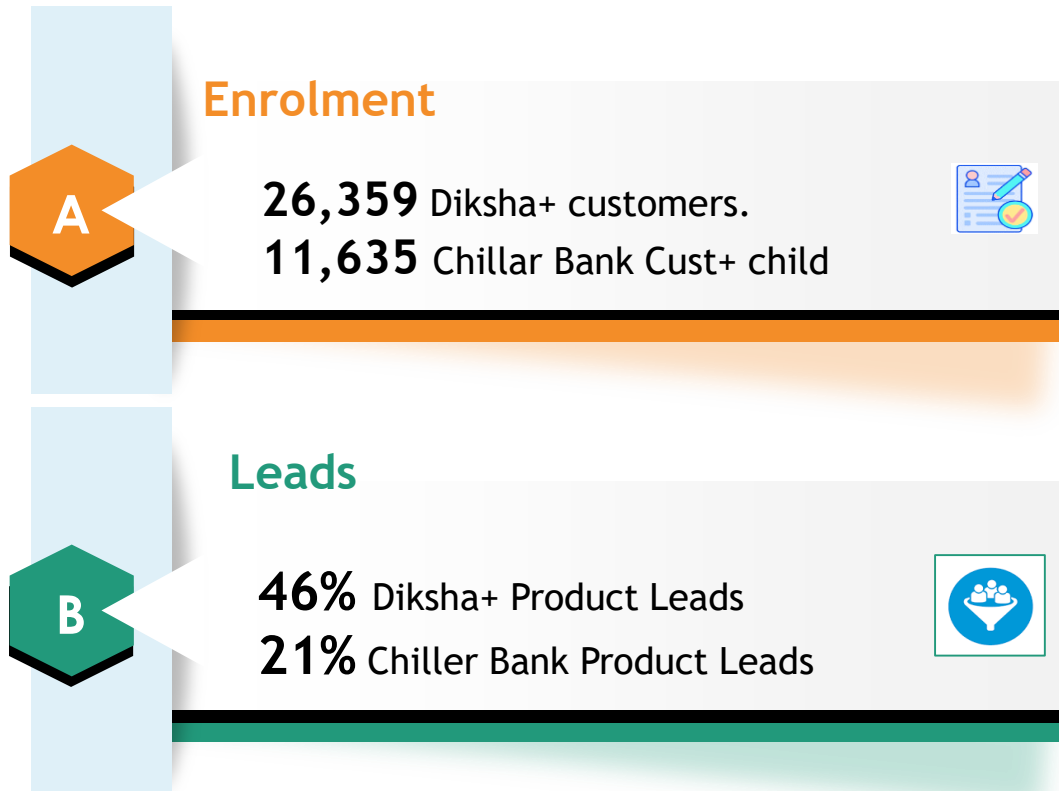
03

ESG

Environmental, Social & Governance .



FINANCIAL LITERACY PROGRAM (DIKSHA + & CHILLAR BANK)



FINANCIAL LITERACY PROGRAM (FLC & PRAGATI)

4603 Customers and community people across 131 branches have attended Financial Literacy Camp

FLC for URC Branch



“Pragati” for IL Customers

120 customers across 8 branches from Assam has been participated in pilot “Pragati” Financial Literacy Program

#OneBankOneUjjivan



PRAGATI

FINANCIAL LITERACY PROGRAM*

Introducing Pragati Financial Program. An advanced financial literacy training for Nano-entrepreneurs. Take active participation and show your support as Ujjivan in partnership with Haqdarshak, embarks on this new journey.

An initiative of the Microbanking & Social Services Team

DATE: 11 May 2023 to 16 May 2023

BRANCHES

Lacit Nagar, Narengi, Kalapahar, Maligaon, Mirza, Pathsala, Baihata Chairali, & Hajo

*Pilot Program

Strictly for Internal Communication

38

CORPORATE SOCIAL RESPONSIBILITY



PROJECT SWACHH NEIGHBORHOOD



About 650+ employees & volunteers participated in the Swachh Neighbourhood drive across 26 branches.



Employees have been associated with the NGO partner - E-Vidyaloka who would be teaching the children of Govt. Schools & participated in the Code Mela program conducted by Pi Jam at Pune



EMPLOYEE VOLUNTERING



DISASTER RELIEF ACTIVITY



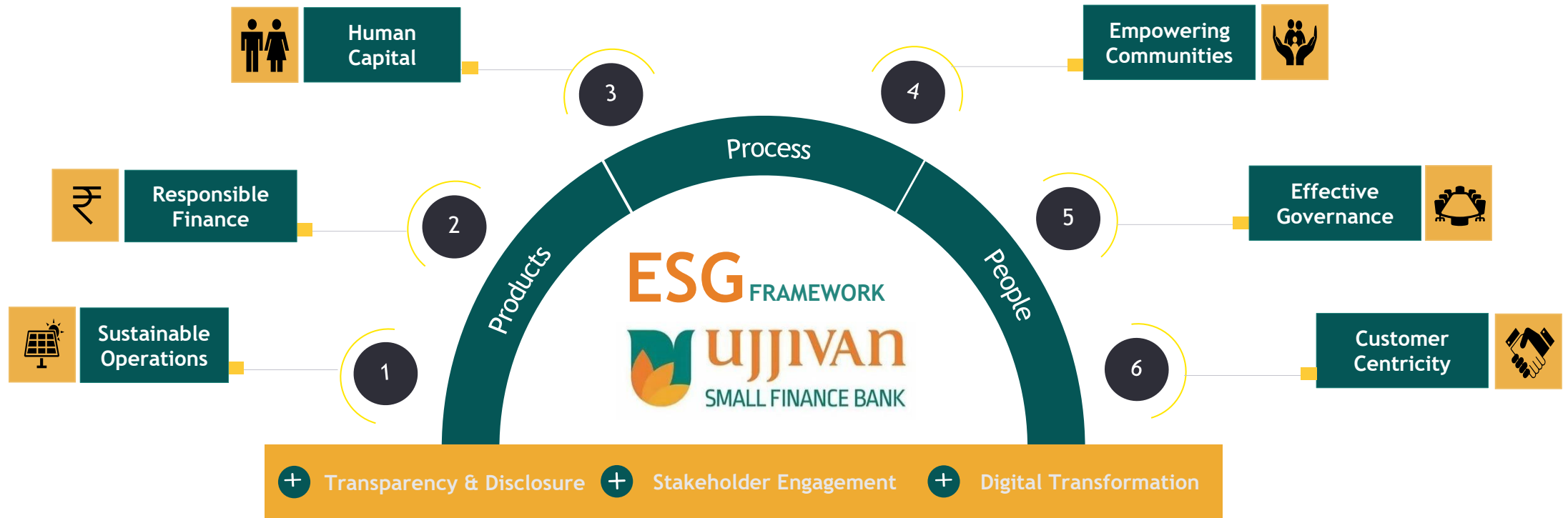
Ujjivan SFB is proud to have been a part of the relief efforts in the aftermath of the disaster that struck the residents of Appa Pada slum on the 13th of March 2023.


We hope our humble contribution of 200 ration and utensil kits goes some way in helping the victims rebuild their lives.

CORPORATE SOCIAL RESPONSIBILITY



ESG FRAMEWORK - 'SIX' PILLARS



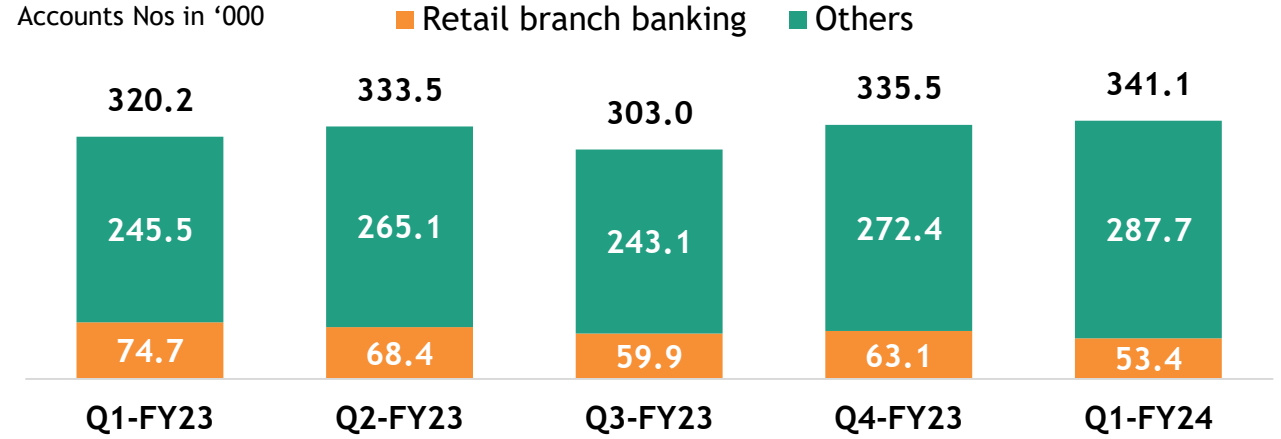
 To provide financial services to the **unserved and underserved** customers and transform to a **responsible** mass market **bank**, building a **sustainable tomorrow**



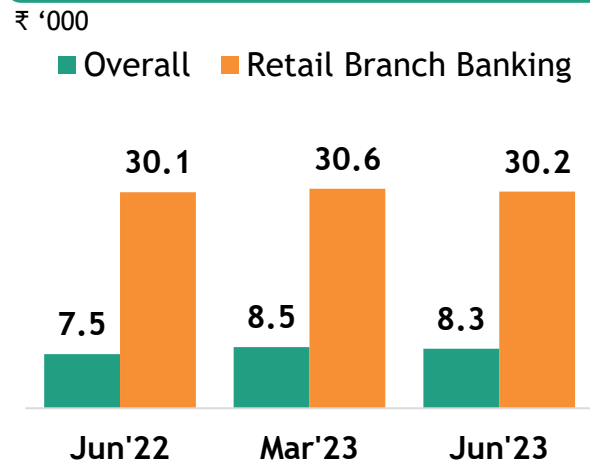
FOCUS ON RETAIL DEPOSIT FRANCHISE

- Total deposits grew 45% Y-o-Y to ₹ 26,660 Cr
- Retail TD grew 71% Y-o-Y
- CASA deposits grew 27% Y-o-Y; 24.6% of total deposit as of Jun'23
- Focus on value-add products to drive average balances
 - Overall average SA balance moved to ₹ 8.3k from ₹ 7.5k Y-o-Y

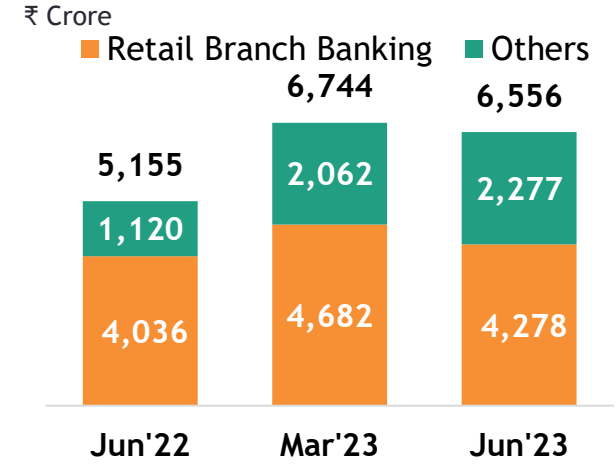
Customer acquisition



Improving Average SA Balances



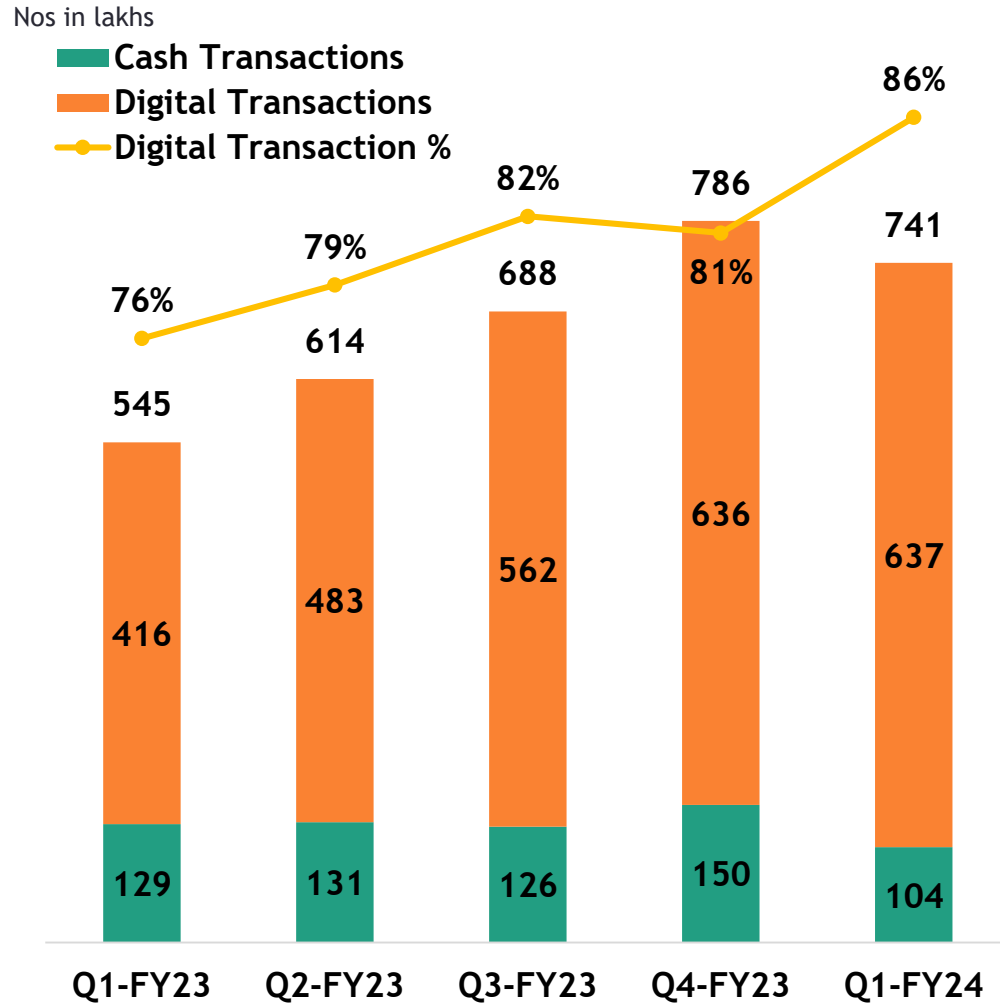
CASA profile



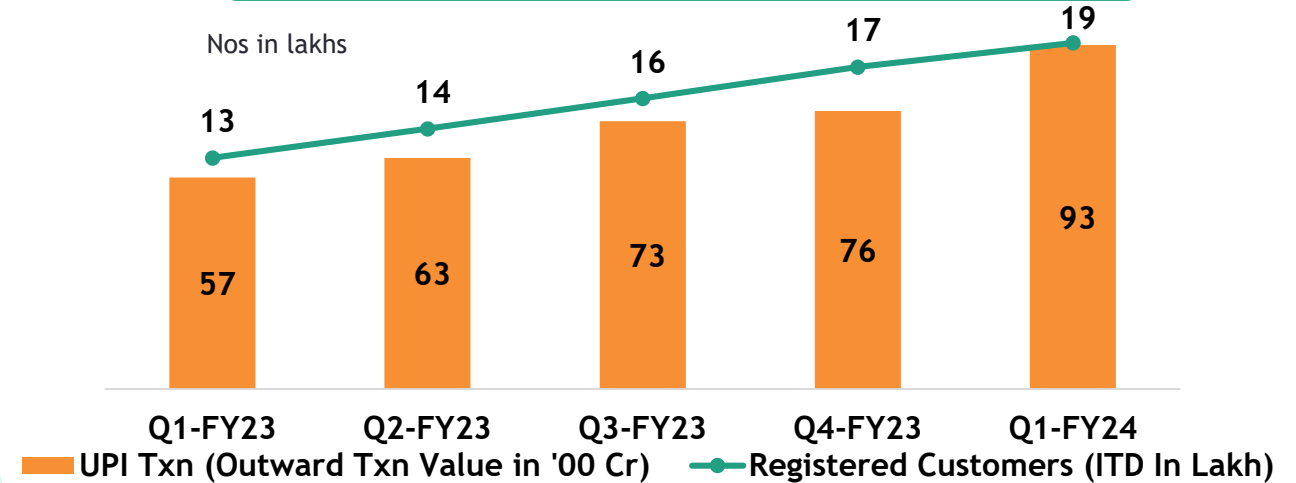


INCREASING DIGITAL TRANSACTIONS (1/2)

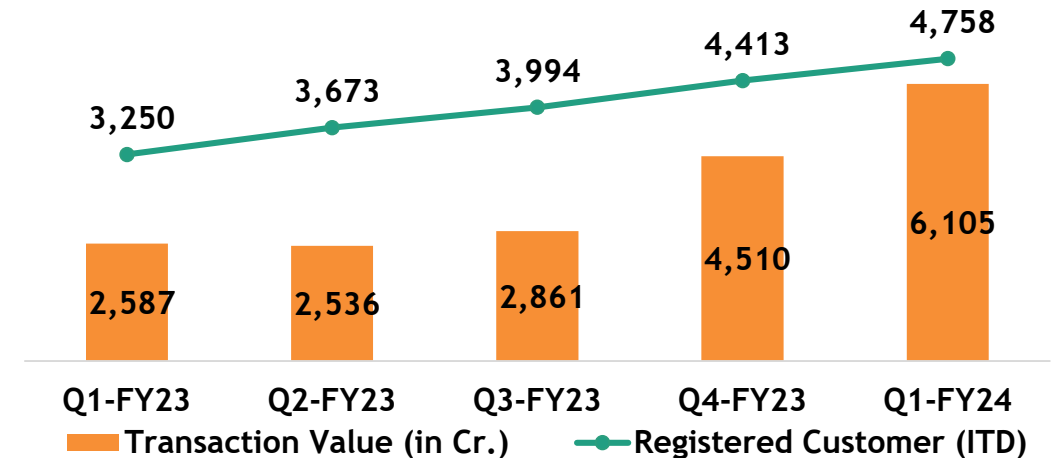
Increasing Digital Transactions*



UPI Transactions



Business Net Banking



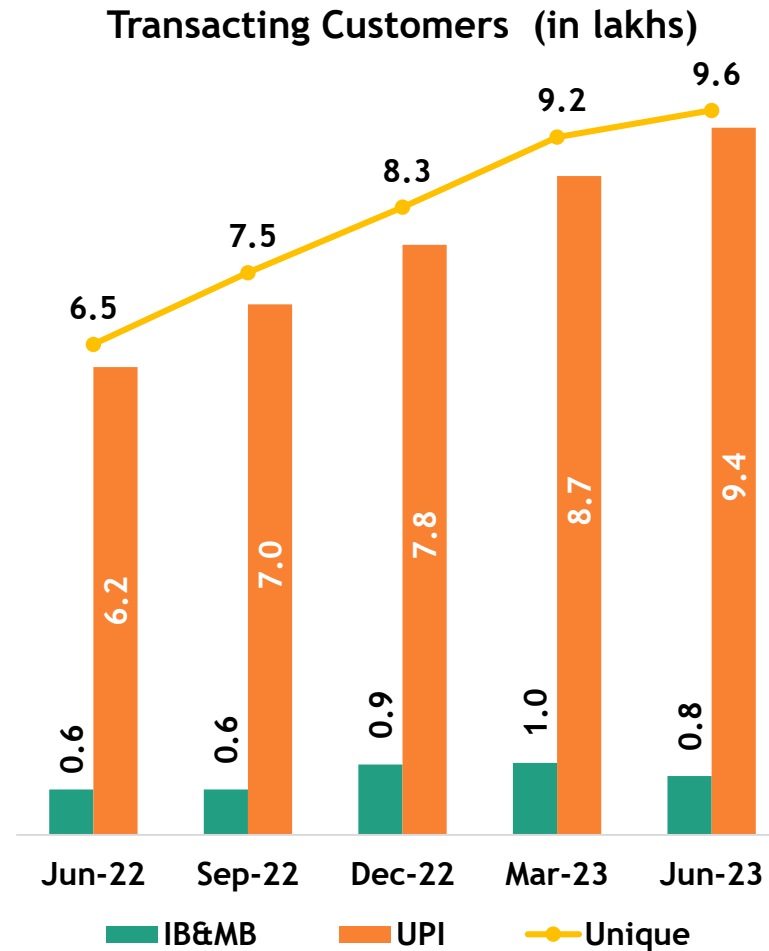
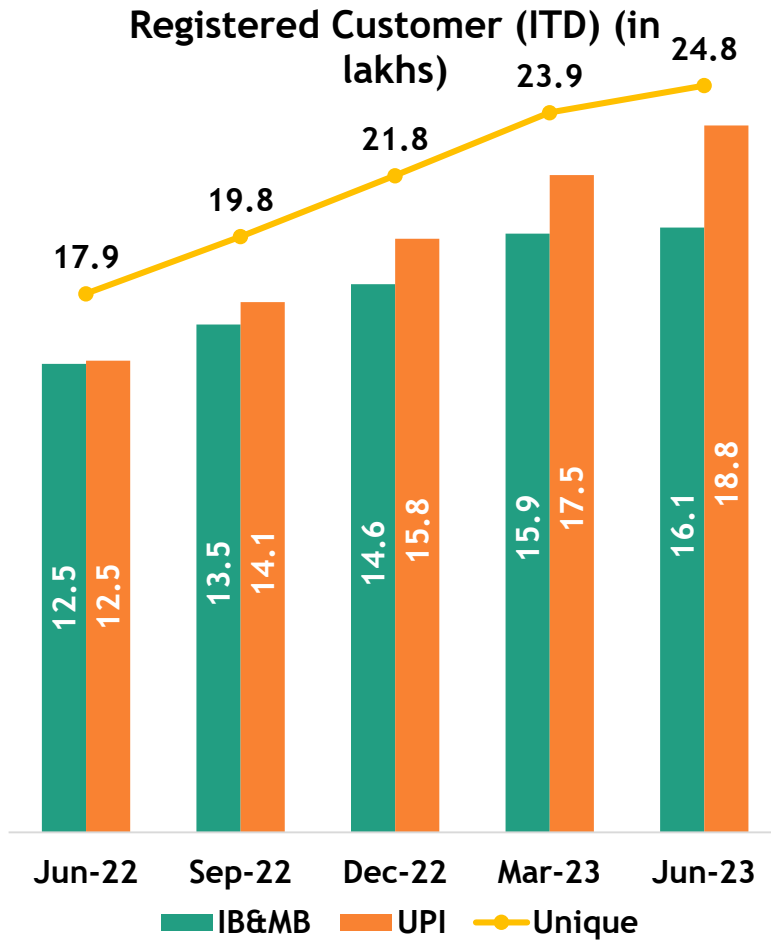
*Basis CBS volumes



INCREASING DIGITAL TRANSACTIONS (2/2)

Digital penetration among customers continues to show a healthy increase

Ranking reflecting leadership*



Cards Transaction @ ATM

1st among SFBs
24th among all Banks

Cards Transaction @POS

1st among SFBs
34th among all Banks

Cards Issued

1st among SFBs
20th among all Banks



THANK YOU

For Investor Queries:

Mr. Deepak Khetan

+91 7045792752

deepak.khetan@ujjivan.com