



April 6, 2022

**BSE Limited**  
Department of Corporate Services,  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Fort,  
Mumbai – 400 001

**National Stock Exchange of India Limited**  
The Listing Department,  
Exchange Plaza,  
Bandra Kurla Complex,  
Mumbai – 400 051

Scrip Code: 543396

Symbol: PAYTM

**Subject: Update on the operating performance**

Dear Sir / Madam,

In accordance with the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended and Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information and in terms of Regulation 8 of SEBI (Prohibition of Insider Trading) Regulations, 2015, please find enclosed herewith an update on the operating performance of the Company for 4th Quarter of Fiscal 2022 (updated for March 2022).

The aforesaid details will also be hosted on the Company's website viz. [www.paytm.com](http://www.paytm.com).

Request you to kindly take the same on record.

Thanking you

Yours Sincerely,

For **One 97 Communications Limited**

**Amit Khara**  
**Company Secretary & Compliance Officer**



**Dear Shareholders,**

I am pleased to share our update of operating metrics for the fourth quarter. Our team's phenomenal execution is evident in acceleration of monthly transacting users to over 70 million, adoption of 2.9 million devices by our merchants and disbursement of over 6.5 million loans per quarter through our platform.

While we will publish our fiscal 2022 financial results in due course, we are encouraged by our business momentum, scale of monetization and operating leverage. We expect this to continue, and I believe we should be **operating EBITDA breakeven in next 6 quarters** (i.e. EBITDA before ESOP cost, and by the quarter ending September 2023), well ahead of estimates by most analysts. Importantly, we are going to achieve this without compromising any of our growth plans.

Against the backdrop of volatile market conditions for high growth stocks globally, our shares are down significantly from the IPO price. Rest assured, the entire Paytm team is committed to build a large, profitable company and to create long-term shareholder value. Aligned with this, my stock grants will be vested to me only when our market cap has crossed the IPO level on a sustained basis.

I am proud of the talent that we have in our company, and our culture of being ambitious and entrepreneurial. We continue to expand our team with great talent from both the technology and finance industries.

We remain grateful for the support of our shareholders.

Best,

**Vijay Shekhar Sharma,**

Founder and CEO, Paytm

## Paytm Quarterly Operating Performance Update for March 2022

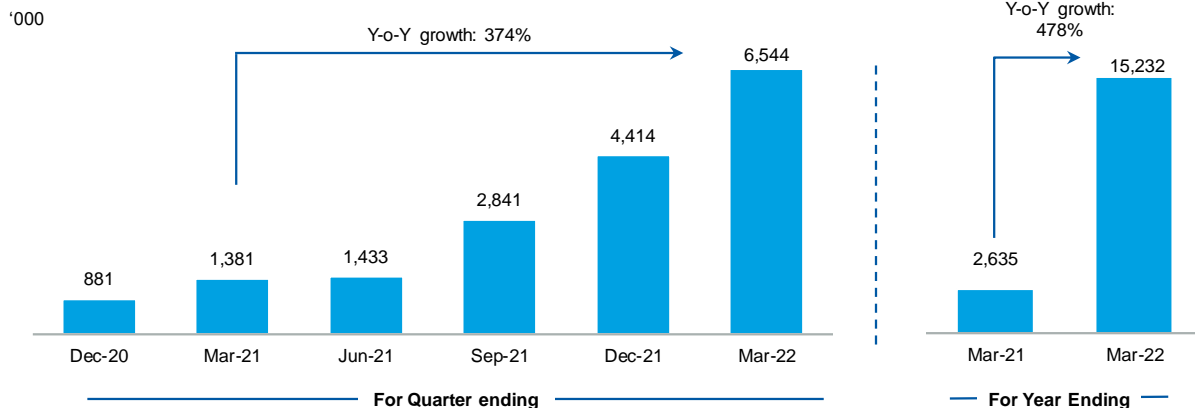
### New milestones achieved in Lending. Monthly Transacting Users of Paytm super-app at its highest

- Lending business scales to 6.5 million loan disbursements during the quarter, aggregating to a total loan value of INR 3,553 Cr (\$474 million) during the quarter (YoY growth of 417%)
- Offline payments business accelerates with 0.9 million devices deployed in this quarter. Total number of devices deployed grew to 2.9 million
- Paytm Super App average monthly transacting users (MTU) for the quarter grows 41% YoY to 70.9 million
- Over 104% YoY increase in GMV for the quarter at INR 2.59 Lakh Cr (\$34.5 billion)

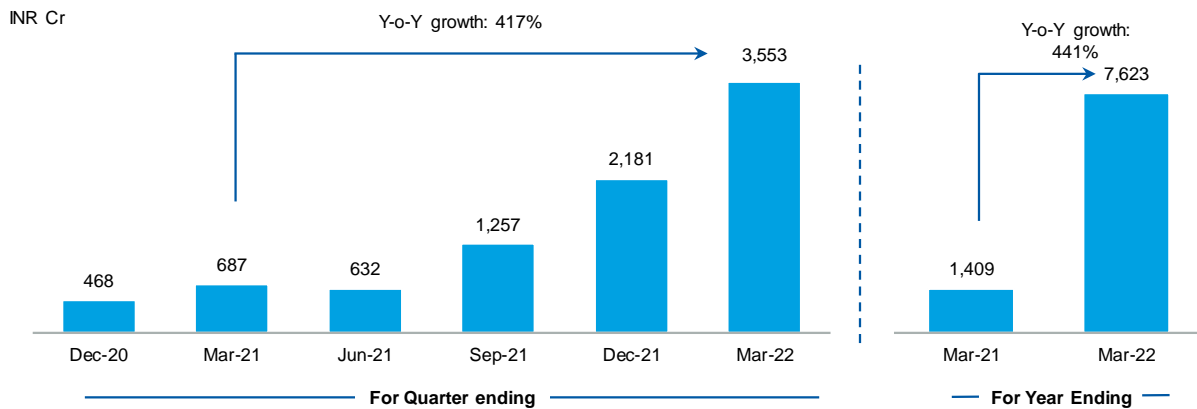
**Lending business sees massive surge:** Working in partnership with marquee lenders, we have scaled our loan disbursement and servicing business to great scale. RBI's clear regulations have made this a mainstream business.

The number of loans disbursed through our platform grew 374% YoY to 6.5 million loans in Q4 FY 2022, while the value of loans disbursed was INR 3,553 Cr (YoY growth of 417%).

Number of loans disbursed through Paytm



### Value of loans disbursed through Paytm



**Robust growth in merchant payments volume:** Paytm offers omnichannel payment solutions to online and offline merchants. Total merchant payment volume (GMV) processed through our platform during the fourth quarter of FY 2022 aggregated to approximately INR 2.59 Lakh Cr (\$34.5 billion), marking a y-o-y growth of 104%. We saw strong quarter-on-quarter trends, despite the previous quarter having an impact of the festive season.

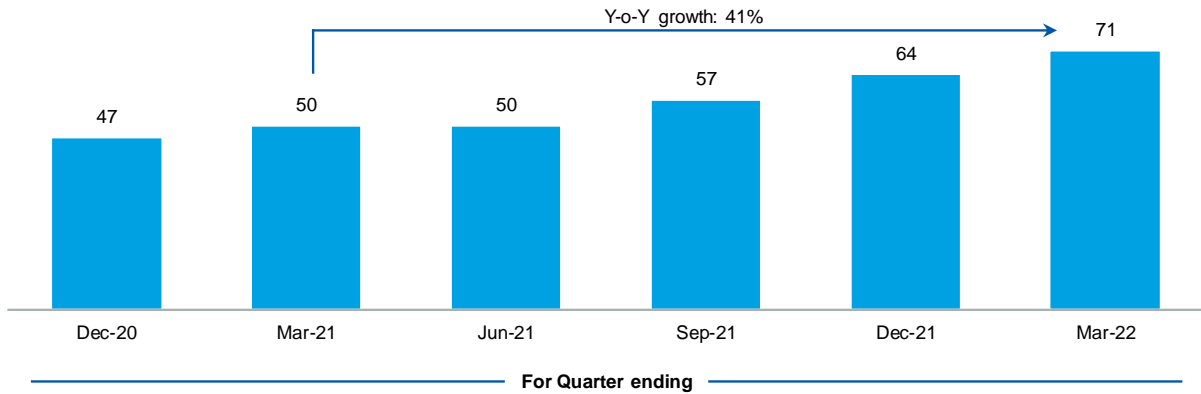
### Gross Merchandise Value (GMV)



**Paytm Super App offerings drive highest user engagement:** Paytm super app gives the most comprehensive payment choices to customers. We have seen record growth in user engagement on the Paytm platform, with average monthly transacting users (MTU) in the fourth quarter of FY 2022 at 70.9 million, growth of 41% Y-o-Y.

### Monthly Transacting Users (MTU)

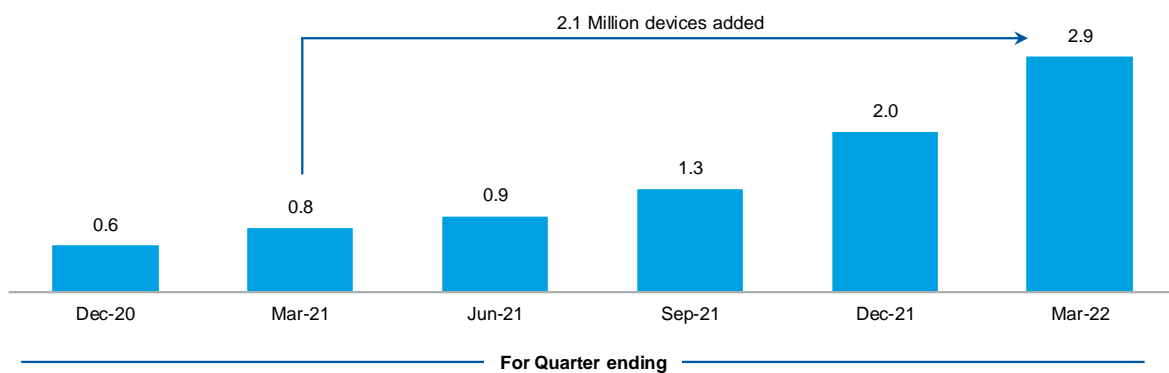
# MM



**Over 900,000 devices deployed this quarter:** With our device-led strategy, we are taking offline payment to the next stage of technology adoption and monetization from subscription and lending. In just 3 years, we have deployed 2.9 million devices in stores and are currently deploying about 1,000 devices per day. Due to the higher engagement that we see with our device merchants, we expect a rise in the number of merchants eligible for loans.

### Total Devices Deployed (POS + Soundbox)

# MM



**Notes:**

1. Exchange rate used \$1 = INR 75
2. GMV is defined as the value of total payments made to merchants through transactions on our app, through Paytm payment instruments or through our payment solutions, over a period. It excludes any consumer-to-consumer payment services such as money transfers
3. MTU: Monthly Transacting User or unique users with at least one successful transaction in a particular calendar month
4. Total loans disbursed by financial institution partners through our platform include both consumer loans and merchant loans, and excludes the number and the value of loans sourced by third parties through advertising on our platform, and aggregation of EMLs on our POS devices

**Disclaimer**

*This document includes certain statements that are, or may be deemed to be, “forward-looking statements” and relate to the Company and its financial position, business strategy, events and courses of action. Forward-looking statements and financial projections are based on the opinions and estimates of management as on the date such statements are made and are subject to a variety of risks and uncertainties and other factors that could cause actual events or results to differ materially from those anticipated in the forward-looking statements and financial projections. Representative examples of factors that could affect the accuracy of forward looking statements include (without limitation) the condition of and changes in India’s political and economic status, government policies, applicable laws, international and domestic events having a bearing on Company’s business, and such other factors beyond our control.*

*Forward-looking statements are not guarantees of future performance including those relating to financial metrics, general business plans and strategy, future outlook and growth prospects, and future developments in its businesses and its competitive and regulatory environment. These forward-looking statements represent only the Company’s/ its management’s current intentions, beliefs or expectations, and no representation, warranty or undertaking, express or implied, is made or assurance given that such statements, views, projections or forecasts in the document, are correct or that any objectives specified herein will be achieved.*

**Use of Operating Metrics**

*The operating metrics reported in this document are calculated using internal Company data based on the activity of our merchants, consumers and other participants in our ecosystem. While these numbers are based on what we believe to be reasonable estimates of engagement, for the applicable period of measurement, there are inherent challenges in measuring usage across our large online, offline, in-store and mobile presence. The methodologies used to measure these metrics require significant judgment and are also susceptible to algorithm or other technical errors. We regularly review our processes for calculating these metrics, and from time to time we may discover inaccuracies in our metrics or may make adjustments to improve their accuracy, which can result in adjustments to previously disclosed metrics. In addition, our metrics will differ from estimates published by third parties due to differences in methodology.*