

#### December 16, 2020

To

BSE Limited	National Stock Exchange	Metropolitan Stock Exchange
Department of Corporate Services	of India Limited	of India Limited
Listing Department	Listing Department	4 <sup>th</sup> Floor, Vibgyor Towers,
P J Towers,	Exchange Plaza,	Plot No. C 62,
Dalal Street,	Plot no. C/1, G Block,	G Block, Opp. Trident Hotel,
Mumbai – 400001	Bandra-Kurla Complex,	Bandra Kurla Complex,
Scrip Code: 535648	Bandra (East),	Bandra (East),
	Mumbai – 400051	Mumbai – 400098
	Scrip Symbol: JUSTDIAL	Scrip Symbol: JUSTDIAL

Dear Sir/Madam,

Sub.: Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 -**Intimation of Investor Calls** 

In accordance with the provisions of the Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we would like to inform that the representative(s) of the Company shall attend investors meeting viz. - "Motilal Oswal 3rd Ideation Conference" on Thursday, December 17, 2020 organised by Motilal Oswal.

The Schedule may undergo change due to exigencies on part of Investor/Company.

List of participants and copy of presentation to be shared with investors are enclosed.

This is for your information and records please.

Thanking You,

Yours truly,

For Just Dial Limited

Manan Udani **Company Secretary** 

**Encl: As above** 

**Just Dial Limited** 

CIN: L74140MH1993PLC150054

Registered & Corporate Office: Palm Court Building M, 501/B, 5th Floor, New Link Road, Besides Goregaon Sports Complex, Malad West, Mumbai - 400064 Tel.: 022-28884060 / 66976666 • Fax: 022-28823789

## Just Dial Limited – Investors Meeting – December 17, 2020

Sr. No.	Name of the Participants
1	Alchemy Capital
2	Alder Capital
3	AlfAccurate Advisors Pvt Ltd
4	Allianz Global Investors
5	Alpha Enterprises
6	Anived Portfolio Managers
7	Apah Capital Management
8	ASK Investments
9	Auroville Investment Management
10	Aviva Investors Services
11	Birla Sun Life Insurance
12	Buena Vista Fund Management
13	Dalal and Broacha Portfolio Managers
14	Doric Capital
15	Duro Capital
16	East Lane Capital
17	Ellerston Capital
18	Emkay PMS
19	Finvest Advisors
20	Fractal Capital
21	GMO Emerging Markets
22	Goldman Sachs Asset Management
23	Halo Investment Management
24	HDFC Asset Management Company
25	Helios Capital
26	Hillfort Capital
27	HSBC Asset Management India
28	ICICI Lombard
29	Indgrowth Capital
30	Infina Finance
31	Karma Capital India
32	Kotak Wealth Management
33	KRM Securites Pvt Ltd
34	Malabar Investments
35	MK Ventures
36	Morgan Stanley Private Equity Asia
37	MOSL AMC
38	Multiples Alternate Asset
39	New Mark Capital
40	Nippon India Mutual Fund
41	Ocean Dial Asset Management
42	OHM Group
43	Old Bridge Capital Management

44	Param Capital
45	Prachi Investments Pvt Ltd
46	Quant Money Managers
47	Renaissance Investment Managers
48	Sameeksha Capital
49	Samsung Investments
50	Solitude Capital Management
51	Sparx Asia Investment Advisor
52	Steinberg India Opportunities Fund
53	Subhkam Ventures (I) Pvt Ltd
54	Suyash Advisors
55	Taishin
56	Tata Asset Management
57	Trident Capital
58	Unifi Capital
59	Valentis
60	Ward Ferry
61	Wealth Premier Advisors

## **CORPORATE PRESENTATION**

October 2020



#### DISCLAIMER

This Presentation has been prepared by Just Dial Limited ("Just Dial") for investors, shareholders, analysts and other relevant stakeholders, solely for informational purposes. The information set out in this Presentation, including business overview, traffic related numbers, products related information, historical financial performance and any forecasts should not be considered as advice or a recommendation to investors or potential investors in relation to holding, purchasing or selling securities or other financial products. Before acting on any information, you should consider the appropriateness of the information having regard to these matters, any relevant offer document and in particular, you should seek independent financial advice.

This presentation may contain forecasts/ forward looking statements based on facts, expectations, and/or past figures relating to the business, financial performance and results of the Company. As with all forward-looking statements, forecasts are connected with known and unknown risks, uncertainties and other factors that may cause the actual results to deviate significantly from the forecast. Readers are cautioned not to place undue reliance on these forward looking statements. Forecasts prepared by the third parties, or data or evaluations used by third parties and mentioned in this communication, may be inappropriate, incomplete, or falsified. Neither the Company or any of its subsidiaries or any of its Directors, officers or employees thereof, provide any assurance that the assumptions underlying such forward-looking statements are fully free from errors nor do any of them accept any responsibility for the future accuracy of the opinions expressed in the Presentation or the actual occurrence of the forecasted developments. Neither the Company nor its directors or officers assumes any obligation to update any forward -looking statements or to confirm these forward-looking statements to the Company's actual results.

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Any information provided in this presentation is subject to change without notice.

Q2 FY21 means the period Jun 1, 2020 to Sep 30, 2020 FY21 or FY 20-21 or FY 2021 means the Financial Year starting Apr 1, 2020 and ending Mar 31, 2021

#### COVID-19 IMPACT & RESPONSE

As a result of lockdown imposed by the Government in March 2020 owing to COVID-19, the Company moved to Work-from-Home (WFH) for all employees. Post lockdown relaxations, Company has opened its offices across India with limited workforce in line with Government's directives issued from time to time. To optimize discretionary costs, Company had curtailed its advertising spends (both digital and non-digital) from April 2020. Majority of traffic is presently coming organically (without advertising). For 1Q FY21 and 2Q FY21, we had 100 million (declined 35.9% YoY) and 130.6 million (declined 19% YoY) guarterly unique visitors, respectively. Organic traffic has recovered well from COVID-19 impact and is growing steadily. On a like-for-like basis, current organic traffic run-rate is ~14% higher versus pre-COVID levels which augurs well for the business. In order to assist SMEs in these unprecedented times, the Company had launched various offers on its paid campaigns during the period, including better discounts, flexibility in activation of their campaign (post lockdown), better payment terms, etc. As a result, the Company was able to arrest COVID-19 impact on 1Q FY21 monetization (Collections) to a decline of 52% YoY and 43% QoQ. With lockdown easing, monetization has further improved and 2Q FY21 Collections (down 28% YoY) grew 41% QoQ. Overall, monetization currently stands at ~75% of pre-COVID levels which is reasonably healthy considering the severe impact COVID-19 has had on SMEs. While prioritizing safety and well-being of its employees, the Company is extensively leveraging technology for its operations. While the Company has a strong Balance Sheet and robust cash position, the Company is reevaluating and optimizing all costs (despite 32% YoY decline in revenue, adjusted EBITDA margin of 28.5% delivered in 1Q FY21 and 32.6% in 2Q FY21) and focusing even more on automated processes to enable it to successfully navigate the ongoing uncertainties and emerge stronger.



Justdial's services connect High user engagement, 111.9 仚 sellers of products & services million ratings & reviews with potential buyers/ users 130.6 million quarterly Database of 30 million listings န္ကလို unique visitors in Q2-FY21 448,600 active paid Scalable and profitable campaigns (3) business model

Figures as on Sep 30, 2020

## KEY STRENGTHS

First Mover Advantage in Indian Local Search Market Strong Brand Recognition with 130.6 million unique quarterly visitors<sup>^</sup> in Q2 FY21 (100 million in Q1 FY21) Comprehensive database of 30 million listings Attractive Value Proposition For Local SMEs Experience and Expertise in Local Indian Market Advanced and Scalable Technology Platform Efficient & Profitable Business Model Strong & Experienced Management Team Strong Financial Profile, Prepaid Model

<sup>^</sup> Unique visitors are aggregated across various mediums – Voice, Desktop/ PC, Mobile; these may not necessarily be mutually exclusive



# NATION WIDE PRESENCE



Nationwide coverage, branches in 11 cities across India



Corporate Headquarters in Mumbai, Technology operations and R&D division in Bengaluru

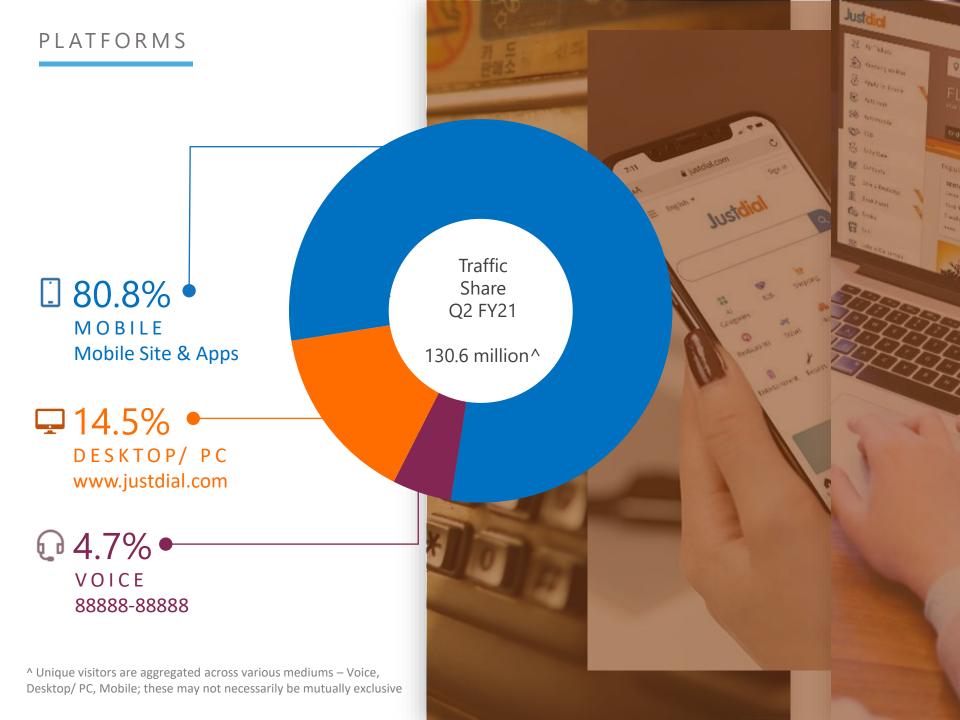


3,138 employees in tele-sales, 4,524 feet-on-street salesforce



On-the-ground presence in 250+ cities pan India, covering 11,000+ pin codes





## MOBILE





Android & iOS Apps

Predictive Auto-Suggest

Company, Category, Product Search

Map View of Category Search

**Location Detection** 

Voice Search

**App Notifications** 

JD Pay

JD Social

Maps & directions

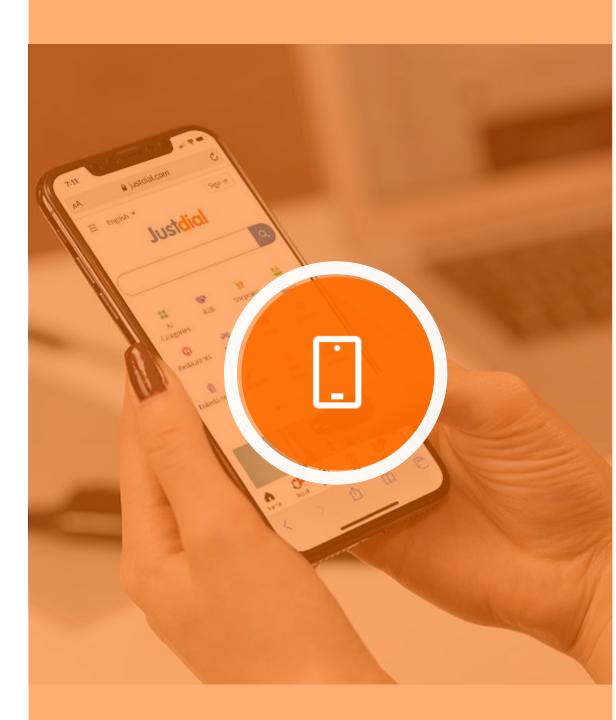
Location-based search service

Ratings & Reviews

Friends' Ratings

Favorites

Search Plus



## WEBSITE

Predictive Auto-Suggest

Company, Category, Product Search

**Location Detection** 

Maps & directions

Operating hours

Business logos

Pictures & videos

Ratings & reviews

Friends' Ratings

Favorites

Search Plus

Popular Category Searches



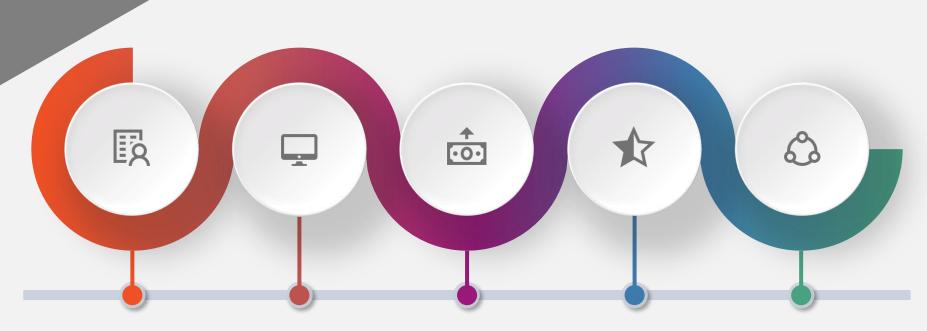
## VOICE



Operator-assisted Hotline Number
One number across India
24 Hours a day x 7 Days a week
Multi-lingual support
Zero-ring Pickup
Personalized Greeting
Multiple queries in one call
Instant Email & SMS



# VALUE PROPOSITION FOR SMEs



## **LISTING**

Every SME should be listed on Justdial - India's leading local search engine & online marketplace

## **OWN WEBSITE**

Justdial can create websites for SMEs instantly, which are mobile-ready, dynamic & have transactional capabilities

## **PAYMENTS**

SMEs can accept digital payments from their customers - via JD Pay, an online payment mechanism

## **RATINGS**

Ratings are key to users' decisionmaking, JD Ratings tool helps SMEs gather more ratings & reviews

#### **REACH**

JD Social, a social media platform with curated content, provides great visibility to businesses rated by users

#### USER ENGAGEMENT



111.9 million Ratings & Reviews

Mobile-verified, unbiased ratings

Friends' Ratings

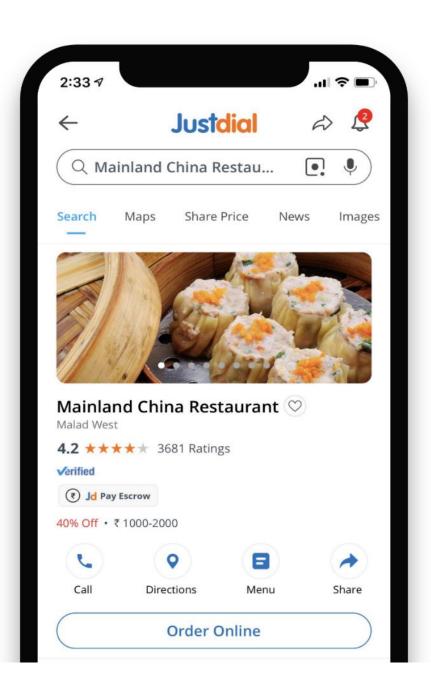
10-Point Rating Scale

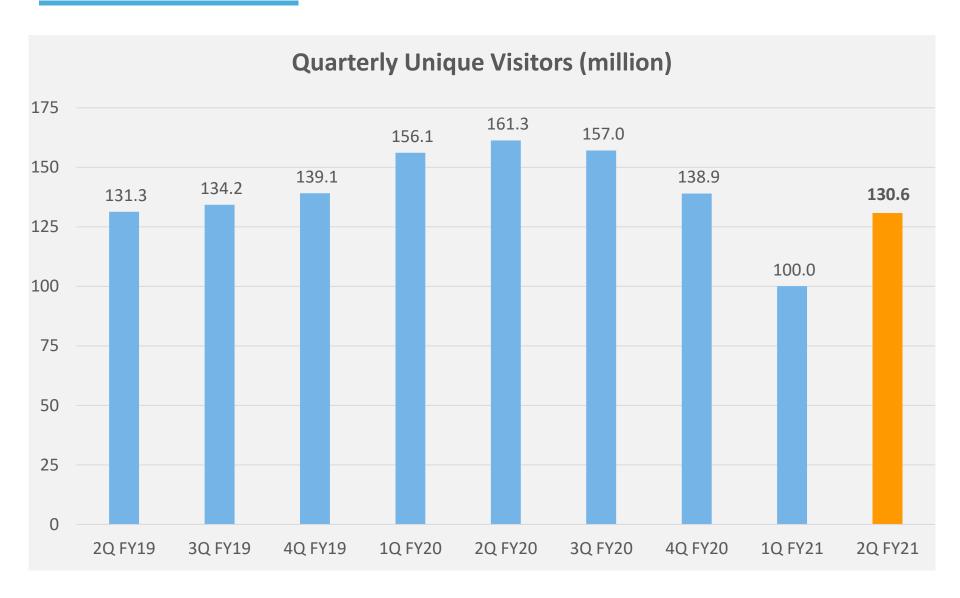
Facebook & Twitter-shareable

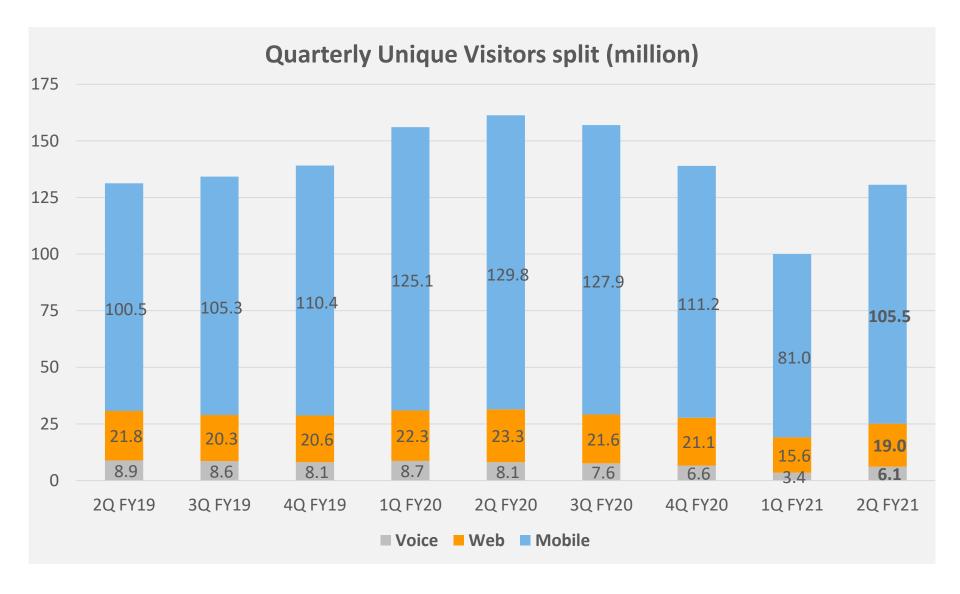
Photos Upload with Review

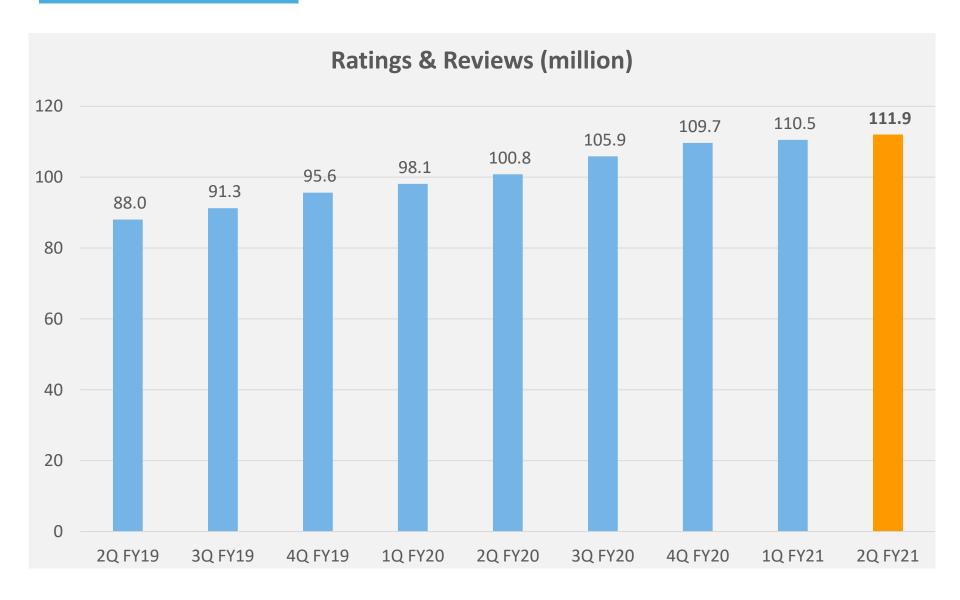
Ratings shared on JD Social

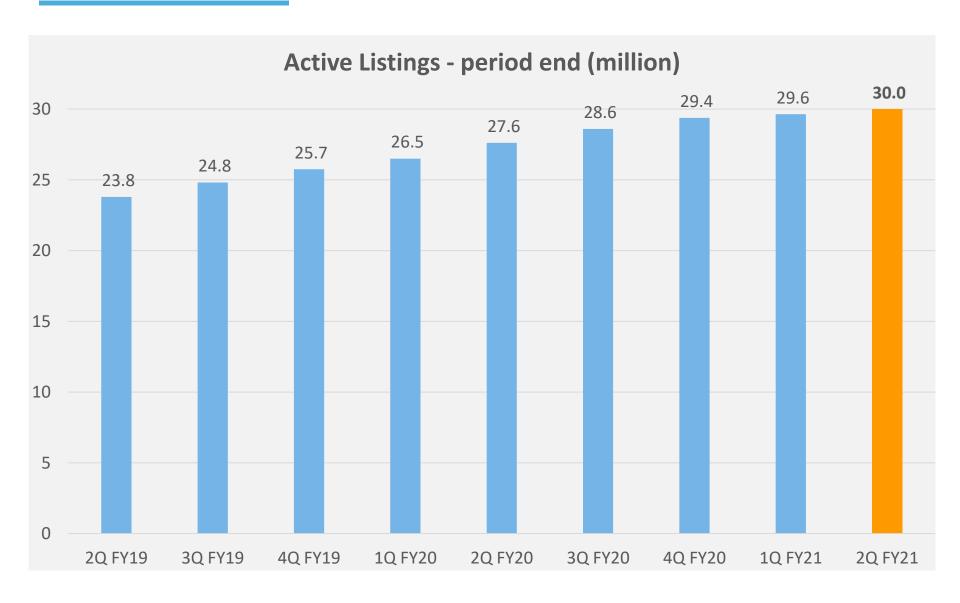
Robust Audit Mechanism

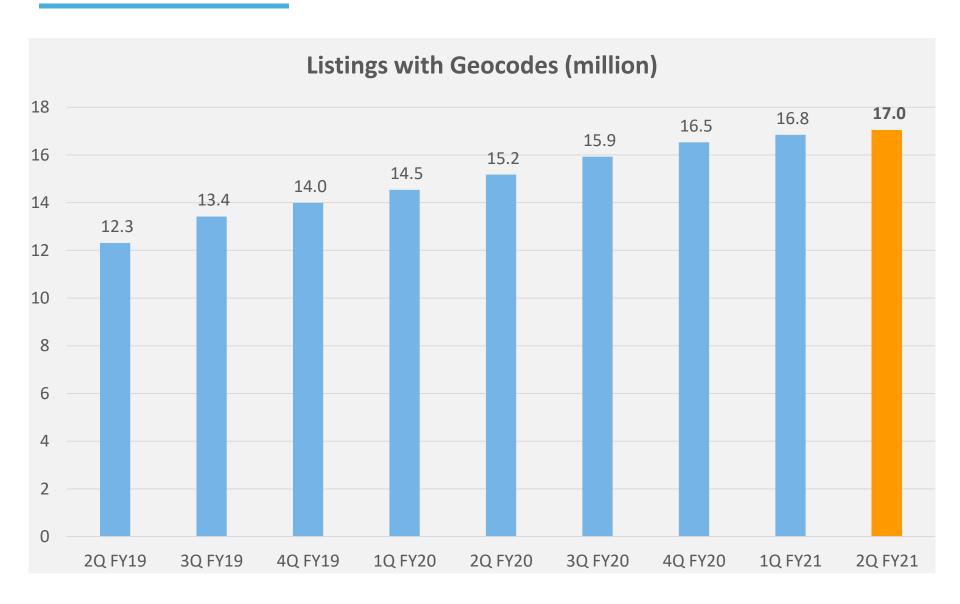


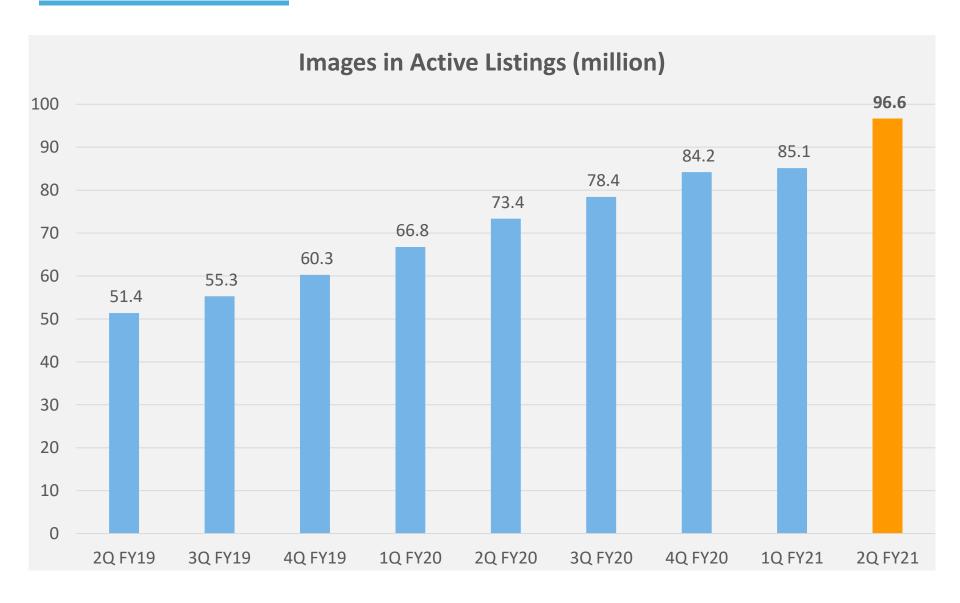


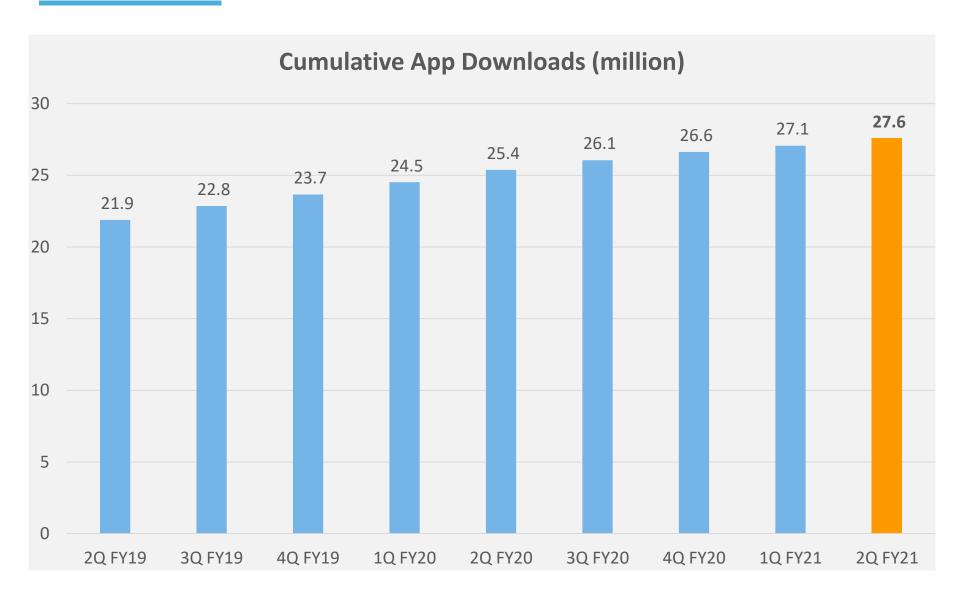




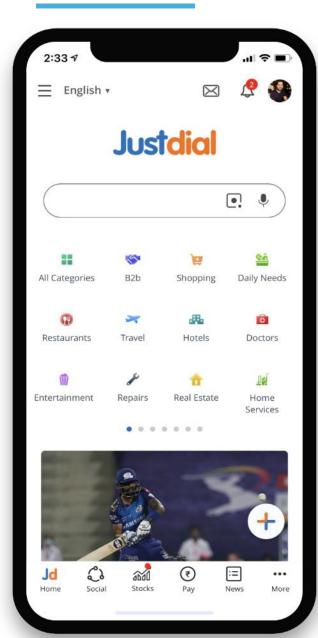


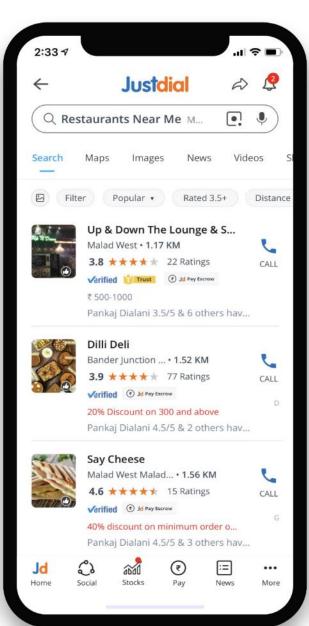


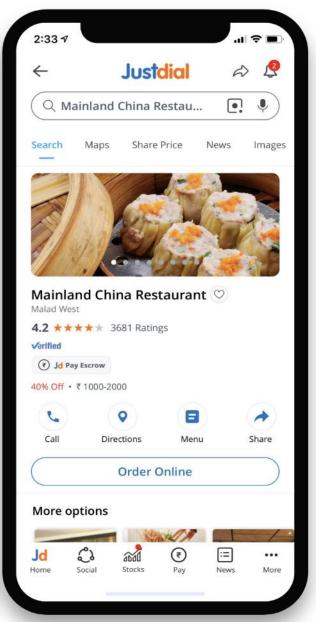




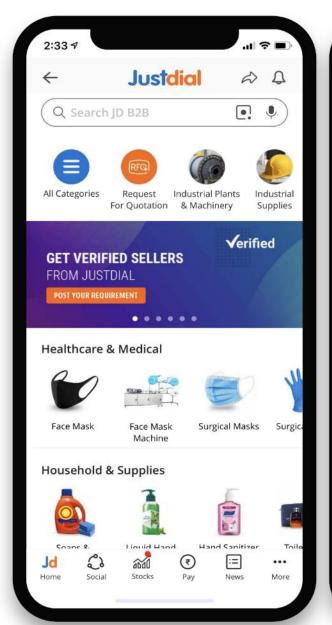


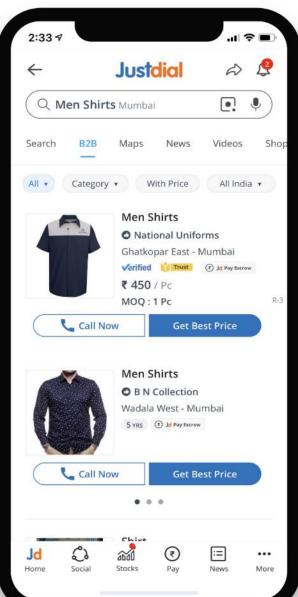


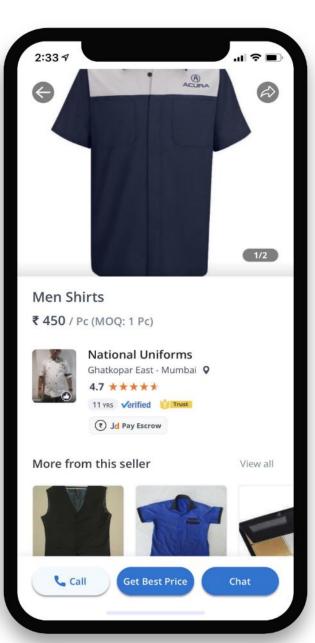




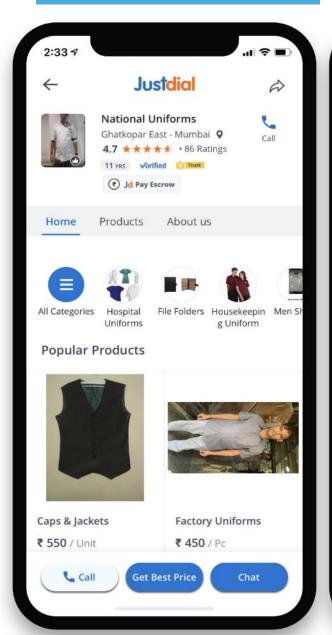
## **B2B - PRODUCTS**

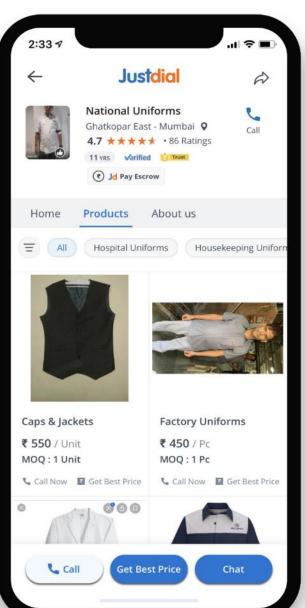


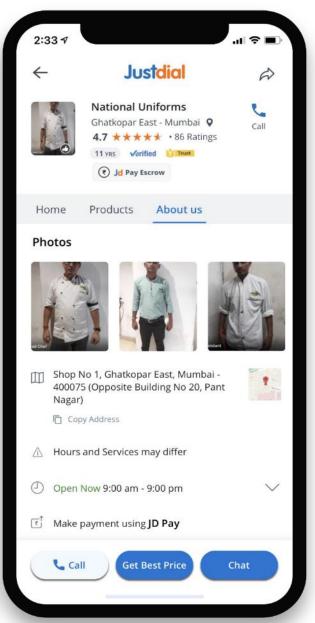


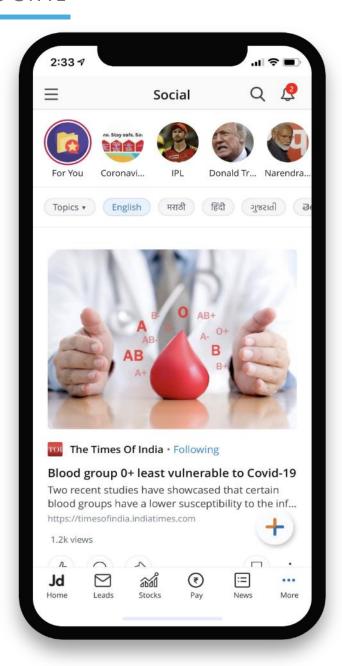


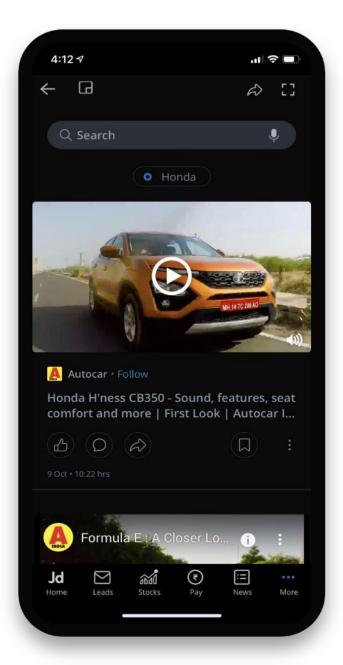
#### B2B - SELLER DETAILS

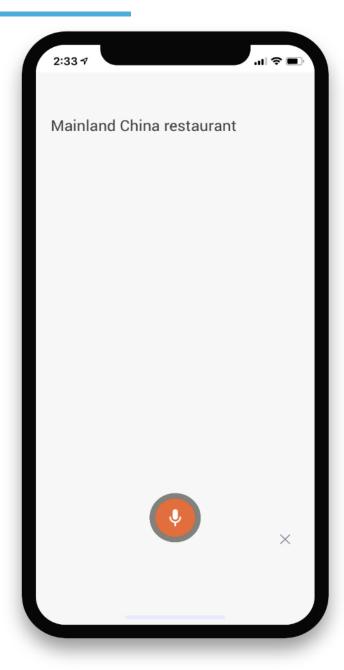


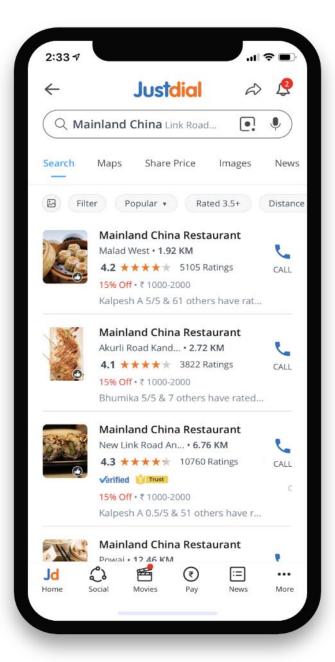




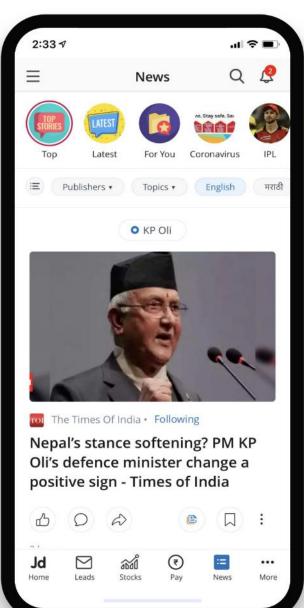






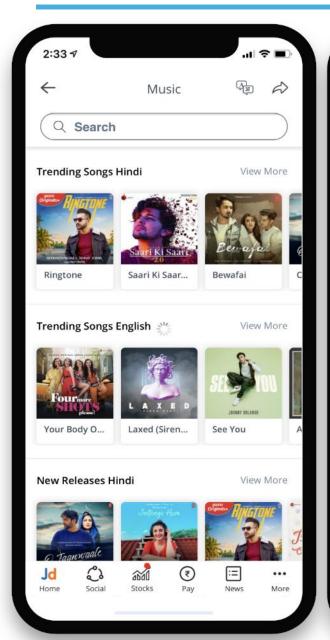


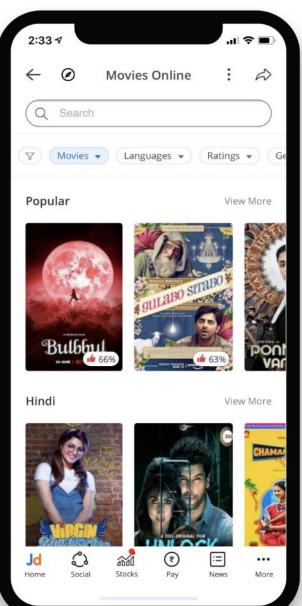


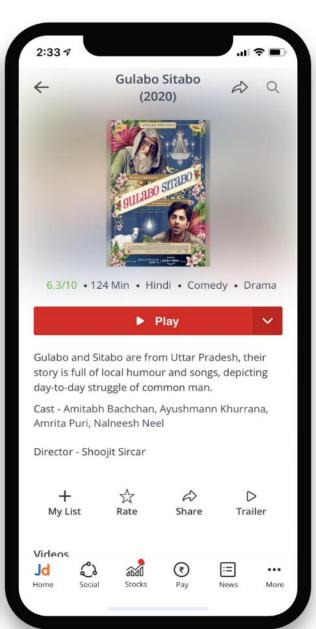


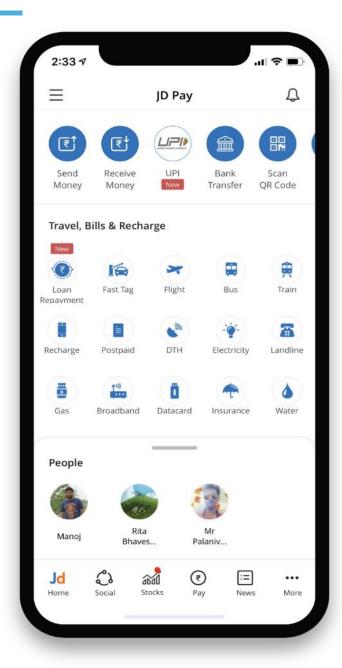


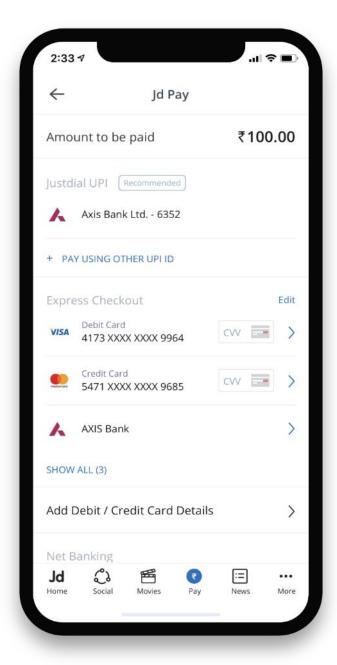
## RADIO / MOVIES ONLINE













## **Price Comparison**

Hail a Cab

Flight Tickets

**Train Tickets** 

**Bus Tickets** 

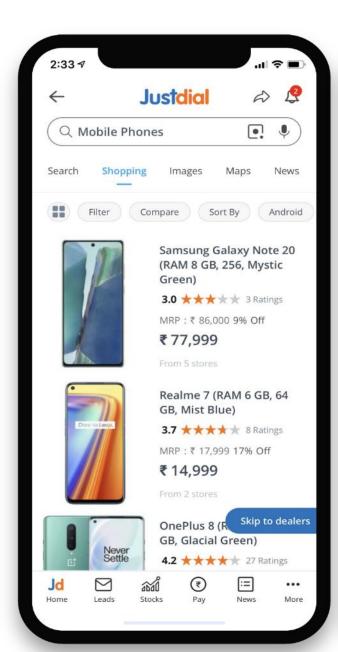
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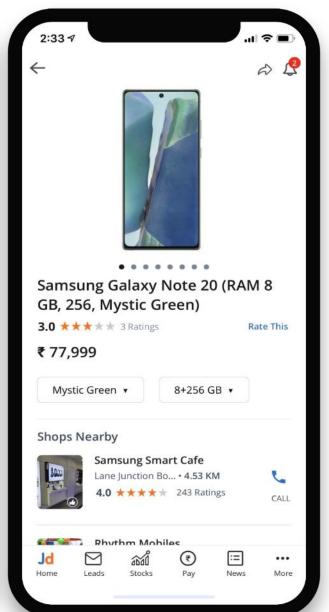
Bills & Recharge

**Stocks** 

**Augmented Reality** 

Pay via UPI





**Price Comparison** 



#### Hail a Cab

Flight Tickets

Train Tickets

**Bus Tickets** 

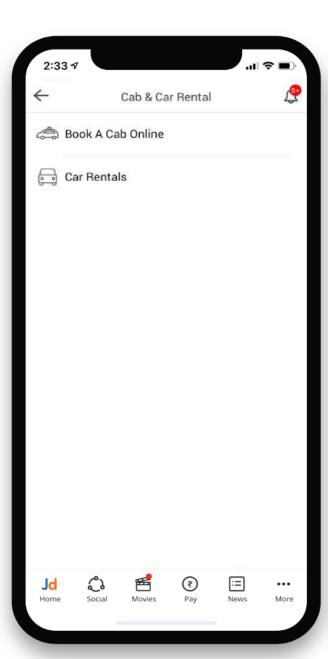
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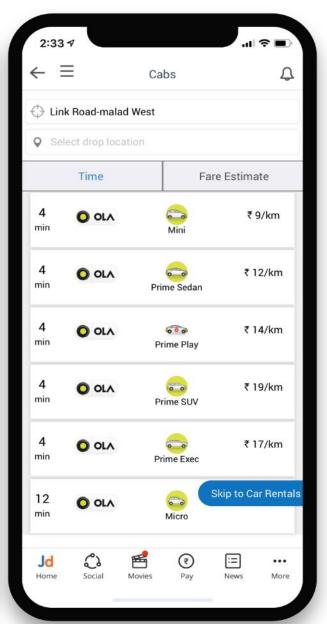
Bills & Recharge

**Stocks** 

**Augmented Reality** 

Pay via UPI





**Price Comparison** 

Hail a Cab



## **Flight Tickets**

**Train Tickets** 

**Bus Tickets** 

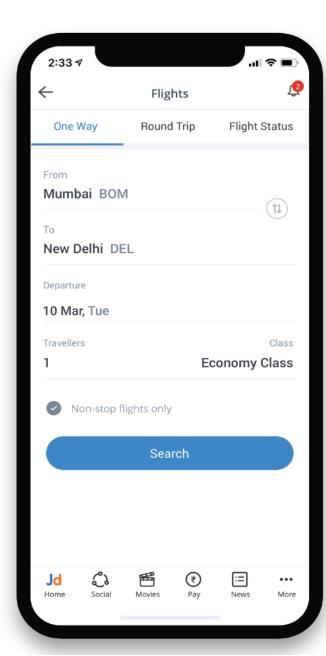
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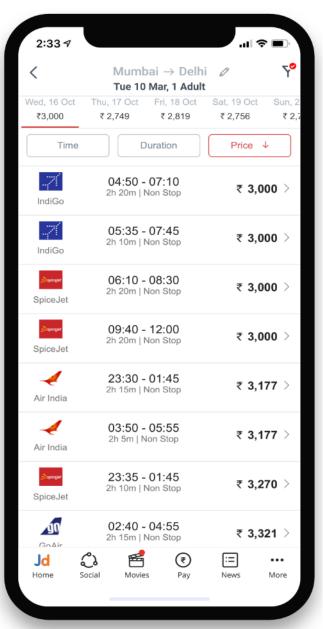
Bills & Recharge

**Stocks** 

**Augmented Reality** 

Pay via UPI





**Price Comparison** 

Hail a Cab

Flight Tickets



#### **Train Tickets**

**Bus Tickets** 

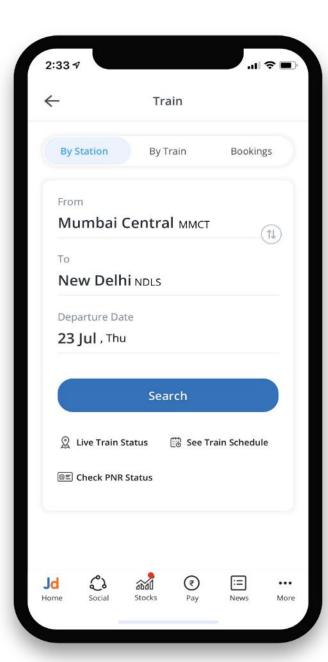
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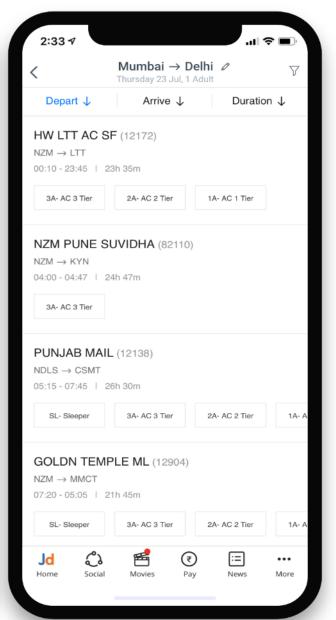
Bills & Recharge

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Pay via UPI





**Price Comparison** 

Hail a Cab

Flight Tickets

**Train Tickets** 



#### **Bus Tickets**

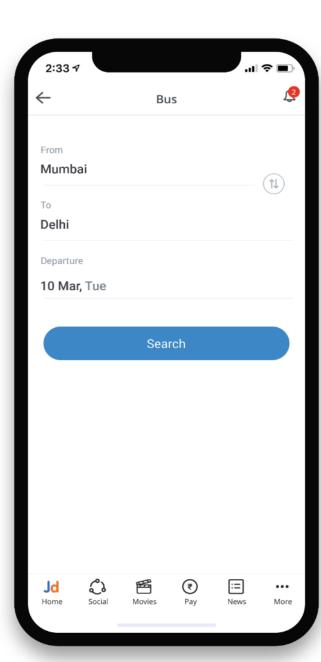
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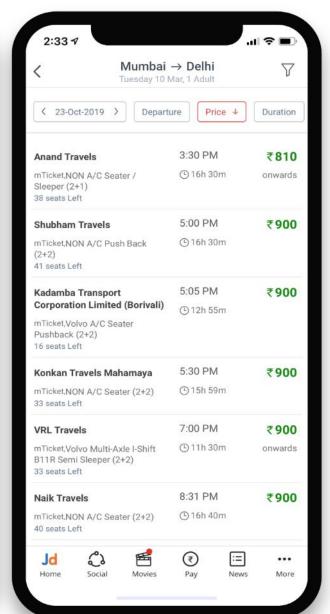
Bills & Recharge

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**Augmented Reality** 

Pay via UPI





**Price Comparison** 

Hail a Cab

Flight Tickets

**Train Tickets** 

**Bus Tickets** 



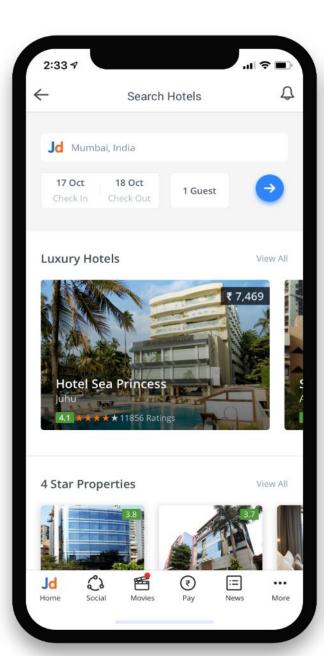
## **Hotel Bookings**

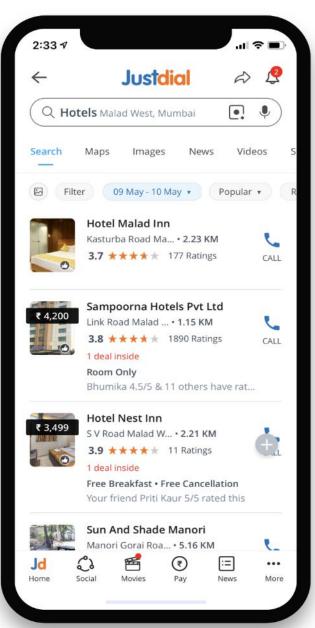
Bills & Recharge

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**Price Comparison** 

Hail a Cab

Flight Tickets

**Train Tickets** 

**Bus Tickets** 

**Hotel Bookings** 

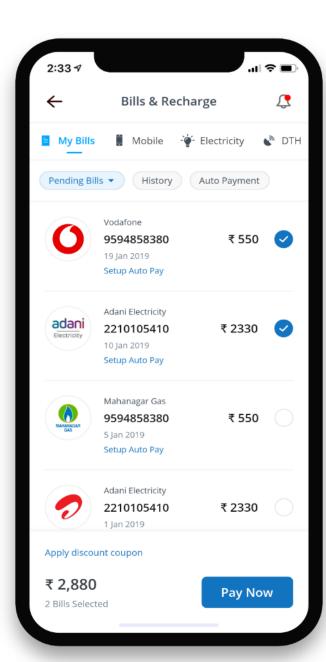


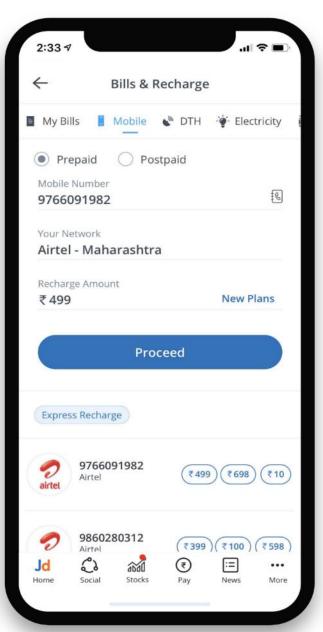
### Bills & Recharge

**Stocks** 

**Augmented Reality** 

Pay via UPI





**Price Comparison** 

Hail a Cab

Flight Tickets

**Train Tickets** 

**Bus Tickets** 

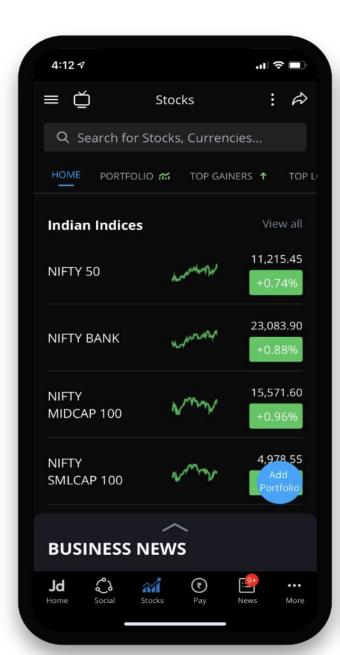
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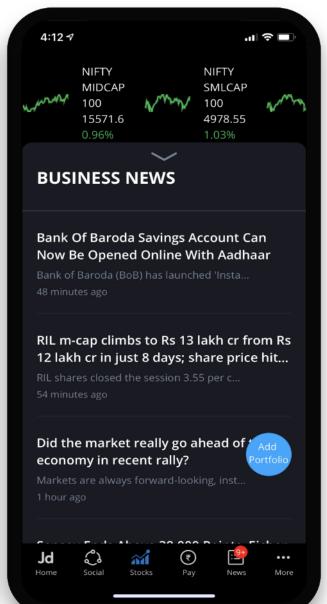
Bills & Recharge



**Augmented Reality** 

Pay via UPI





**Price Comparison** 

Hail a Cab

Flight Tickets

Train Tickets

**Bus Tickets** 

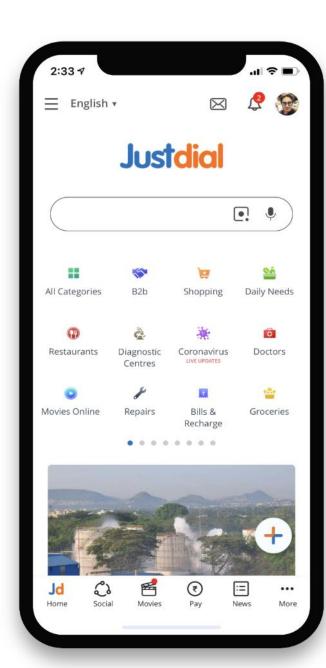
**Hotel Bookings** 

Bills & Recharge

Stocks



Pay via UPI





**Price Comparison** 

Hail a Cab

Flight Tickets

**Train Tickets** 

**Bus Tickets** 

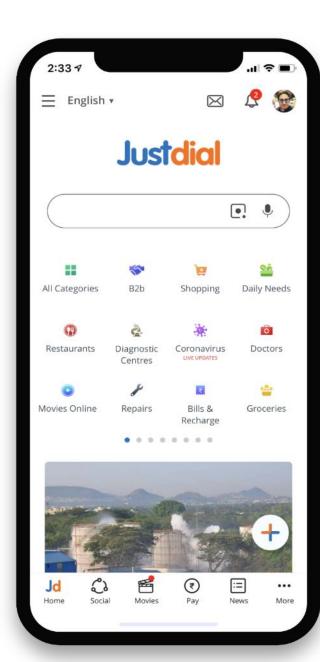
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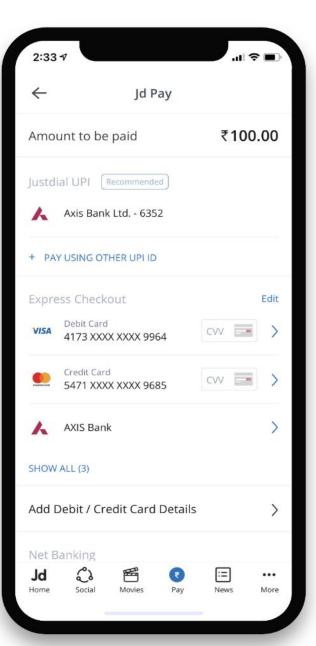
Bills & Recharge

Stocks

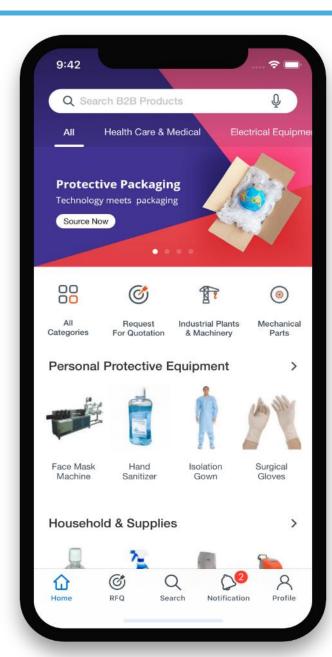
**Augmented Reality** 

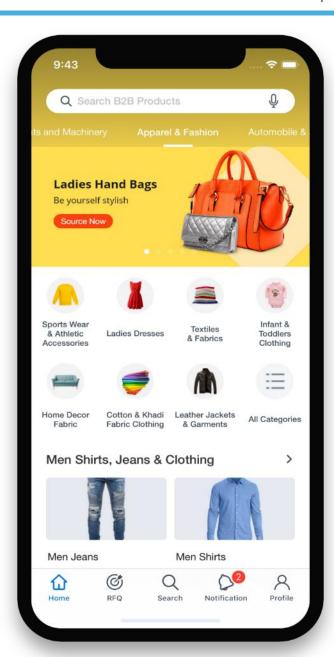


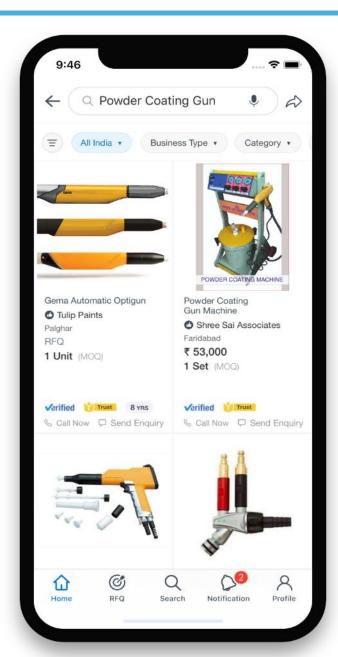


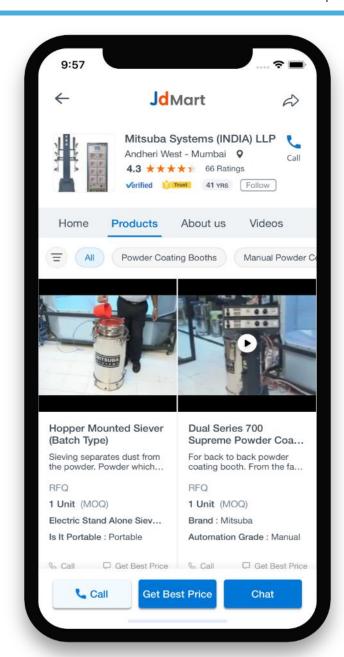


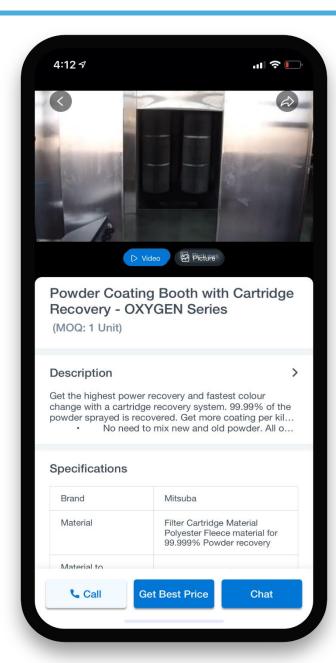


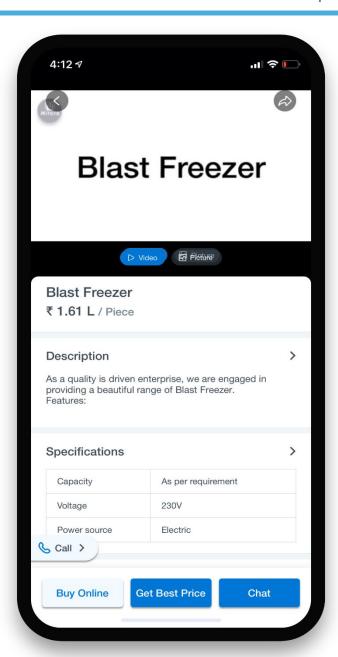












Complete

Search

Scan

Search

Analytics



Real Time Dashboard



Lead Management



**Grab Lead** 



Logistics Integration



Payment Escrow



Complaint Redressal



iPhone App



Android App

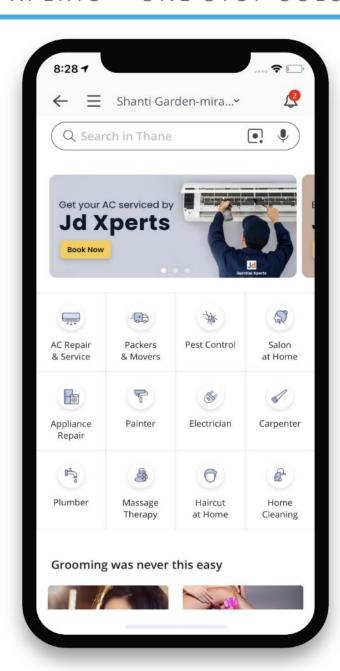


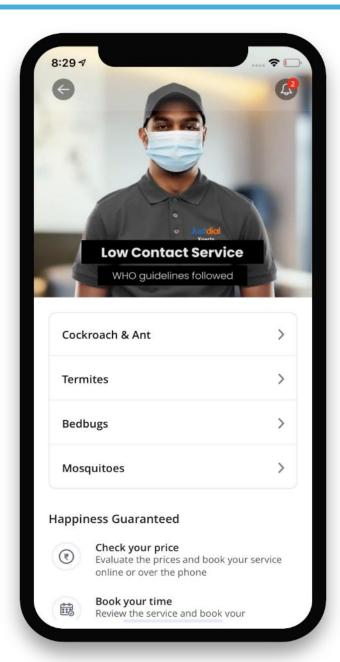
Website



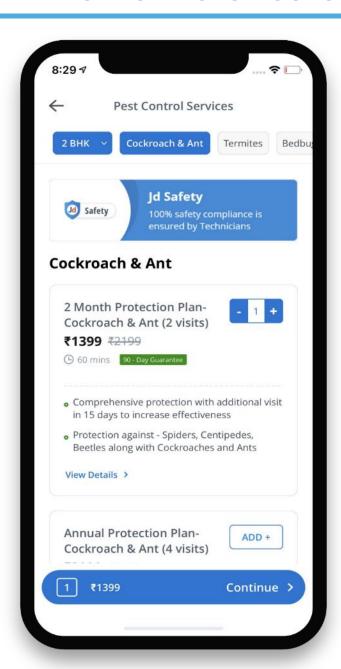
Mobile Site

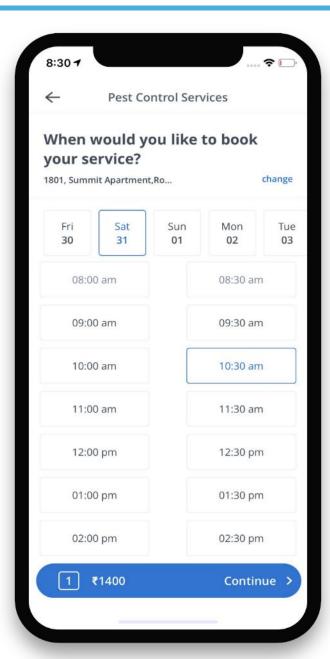
### JD XPERTS - ONE STOP SOLUTION FOR ON-DEMAND SERVICES



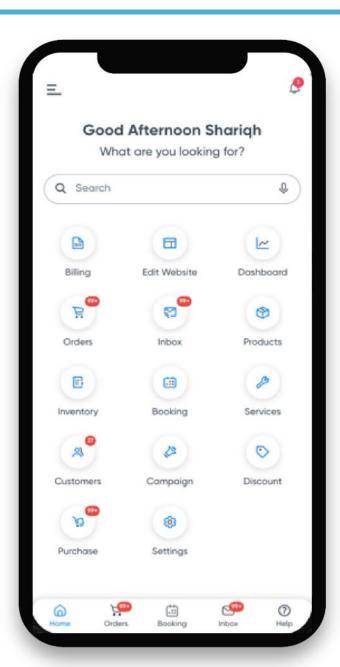


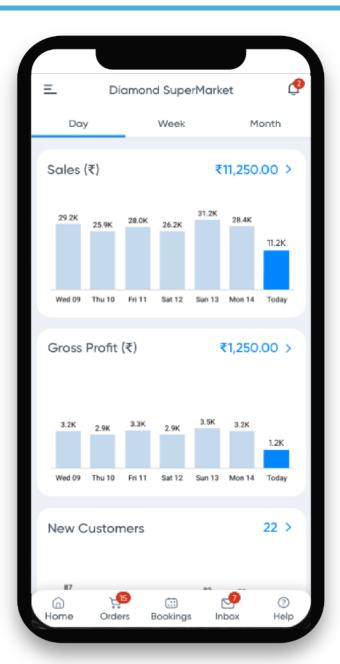
### JD XPERTS - ONE STOP SOLUTION FOR ON-DEMAND SERVICES



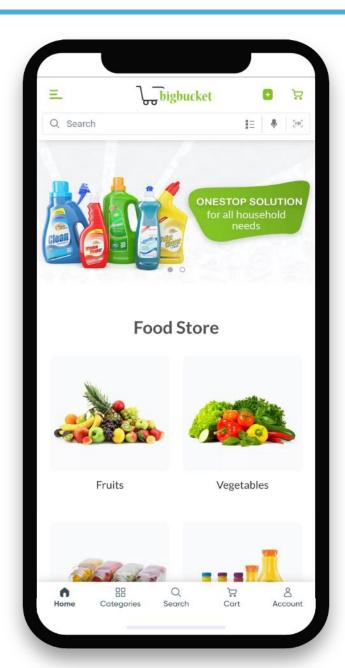


# JD Omni - Cloud-Hosted Solution for Digitalizing Businesses





# JD Omni - Cloud-Hosted Solution for Digitalizing Businesses















Pwerful Search



Cart & Checkout



Prefilled Address & Payment



Discount/ Coupon Code



Wishlist



Reviews & Rating



Web & Mobile Billing System



Barcode Scanners & Receipt Printers



Realtime Dashboard



Order Management



Inventory & Purchase Management



Export Invoices to Tally



Physical Store



Web & Mobile Store



Android App



iOS App



Lite Apps (PWA)



Sell on WhatsApp



Facebook Store



Google Shopping



Marketplace







Add Products via Barcode



16 Million Product Catalogue Library



Create Custom Product



















Jd Pay

UPI

Credit Debit Card

Wallets

Net Banking

COD

Send Online Payment Links

Store Credit (Khata)











Shipyaari (Couries Aggregator)

Swiggy Genie Integration

Dunzo Hyperlocal

Local Delivery Boy

Buy Online, Pickup in Store







Email



SMS



App Notification



Browser Notification

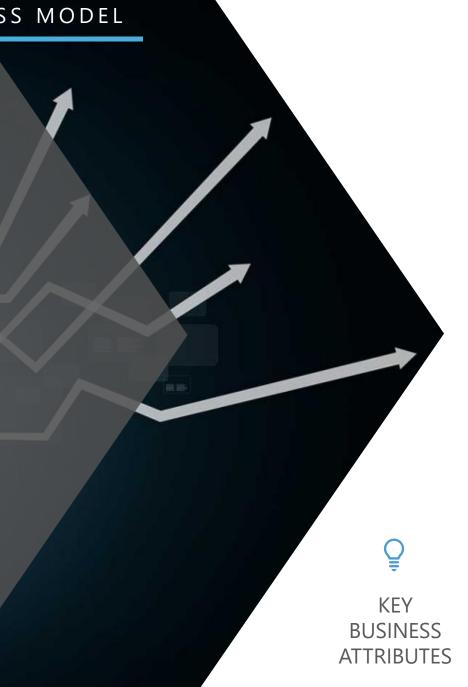


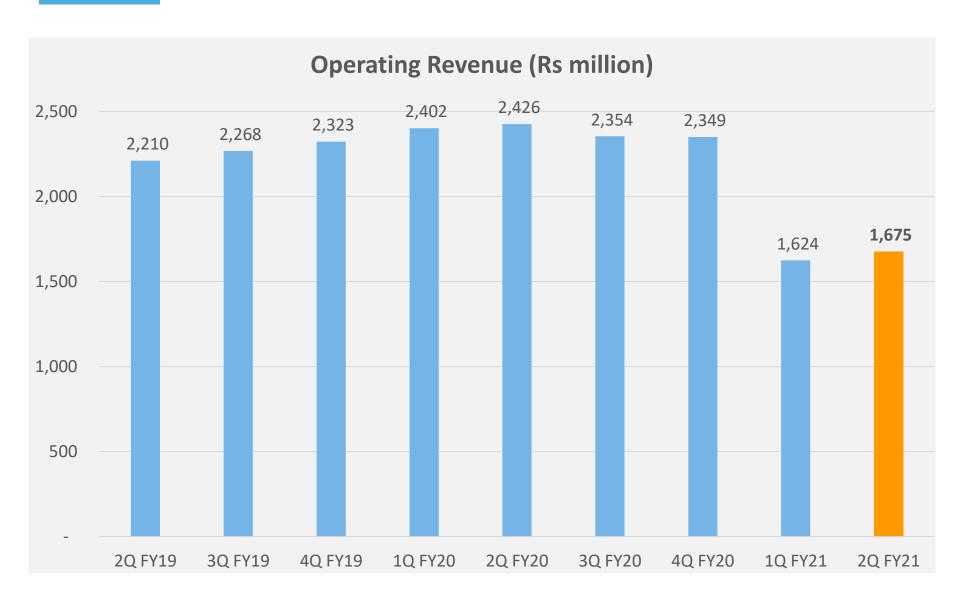
Chat

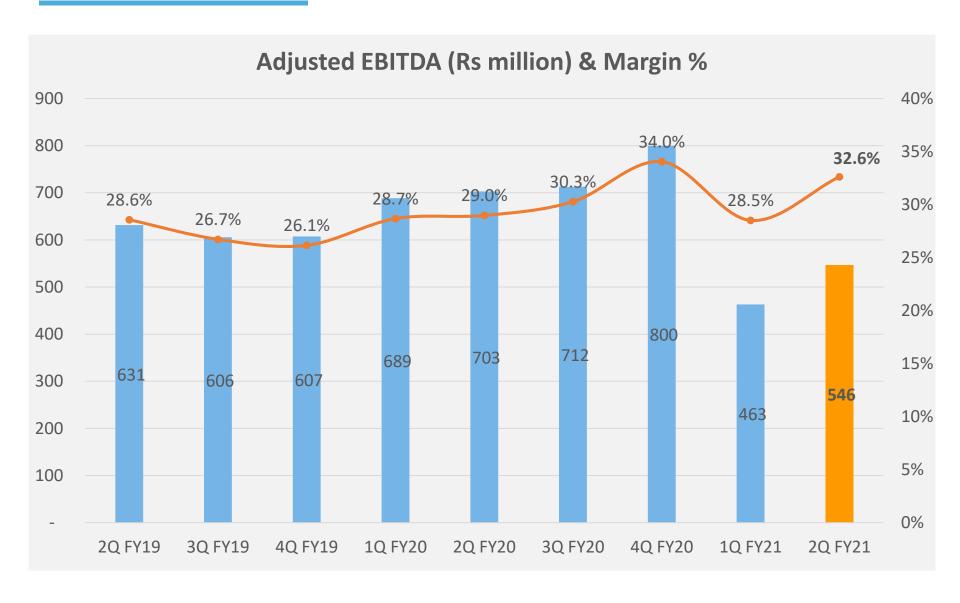


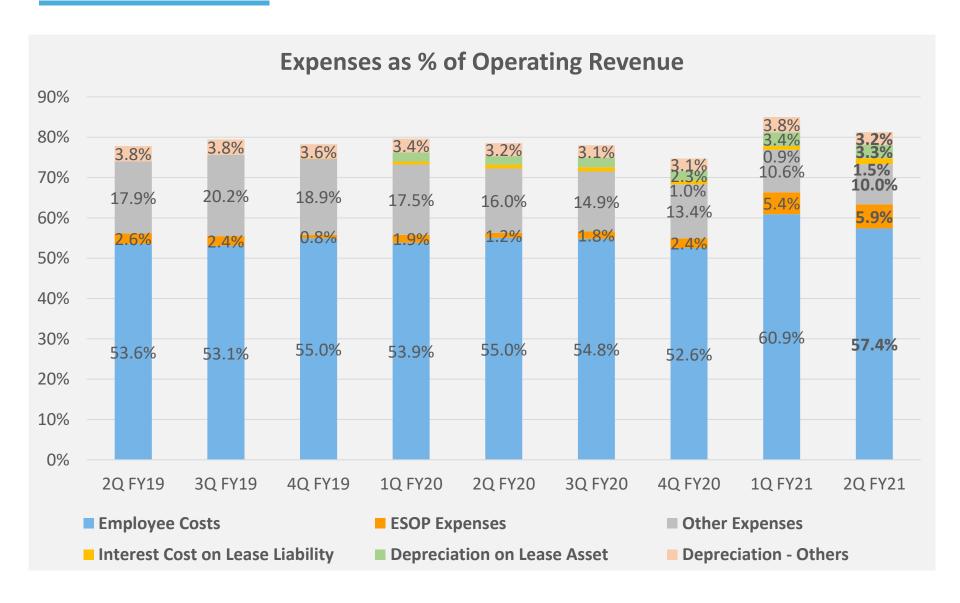
### EFFICIENT & PROFITABLE BUSINESS MODEL

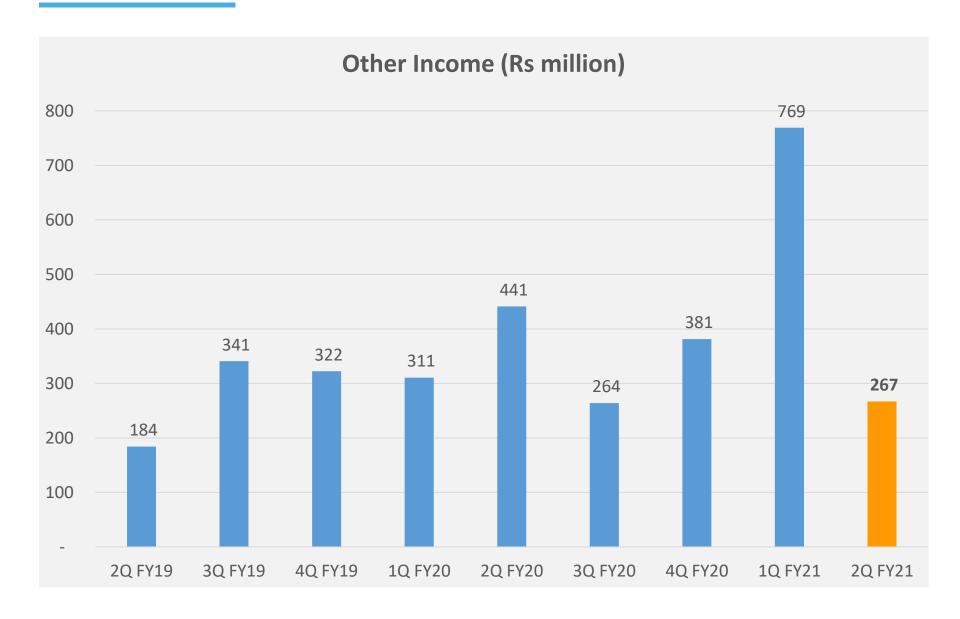
- Paid Advertisers pay a fixed fee to run searchled advertising campaigns for their businesses on Justdial's platforms
- Various premium & non-premium listing packages available which determine placements in search results
- Multiple factors determine pricing, such as business categories of advertiser, geographies targeted, type of package
- Add-on products such as banners, own website, JD Pay, JD Ratings, etc. available
- Advertisers can pay amounts either upfront or through monthly payment plans, with ability to manage campaigns online
- Justdial also runs multi-city/ national campaigns for pan-India advertisers
- Sales team comprises of 3,138 employees in tele-sales, 1,292 feet-on-street (marketing), and 3,232 feet-on-street (JDAs - Just Dial Ambassadors, cold calling team) as on Q2 FY21

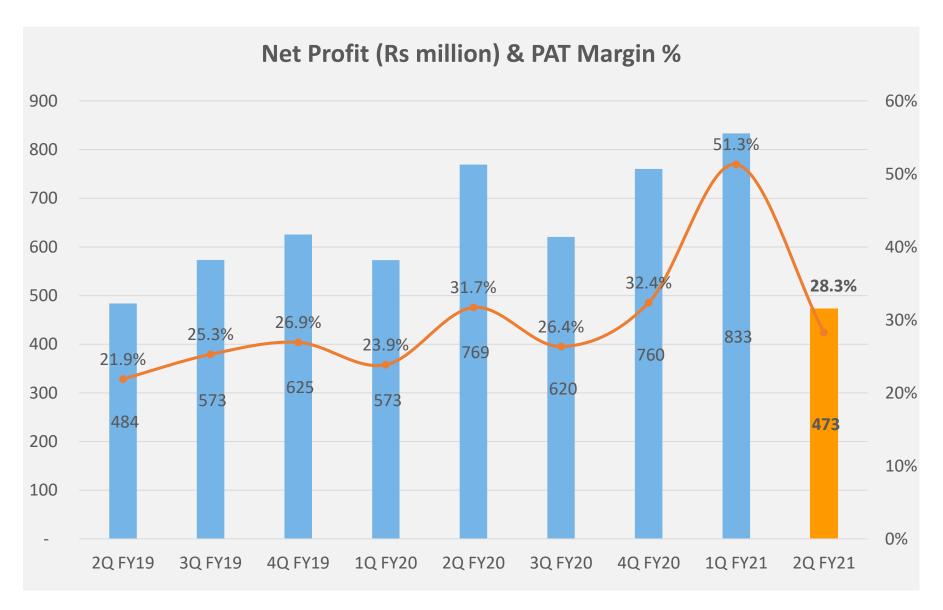




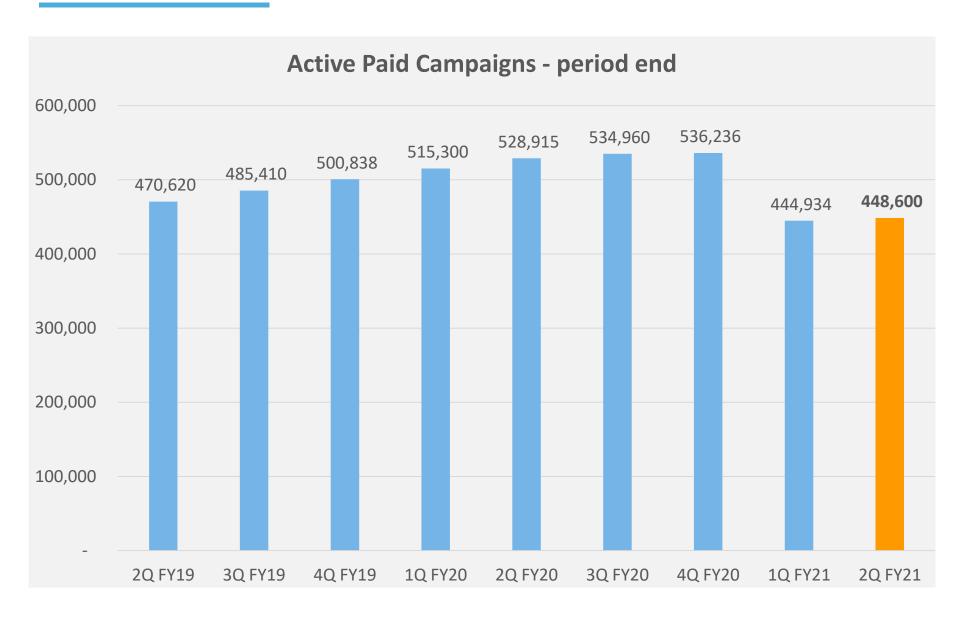


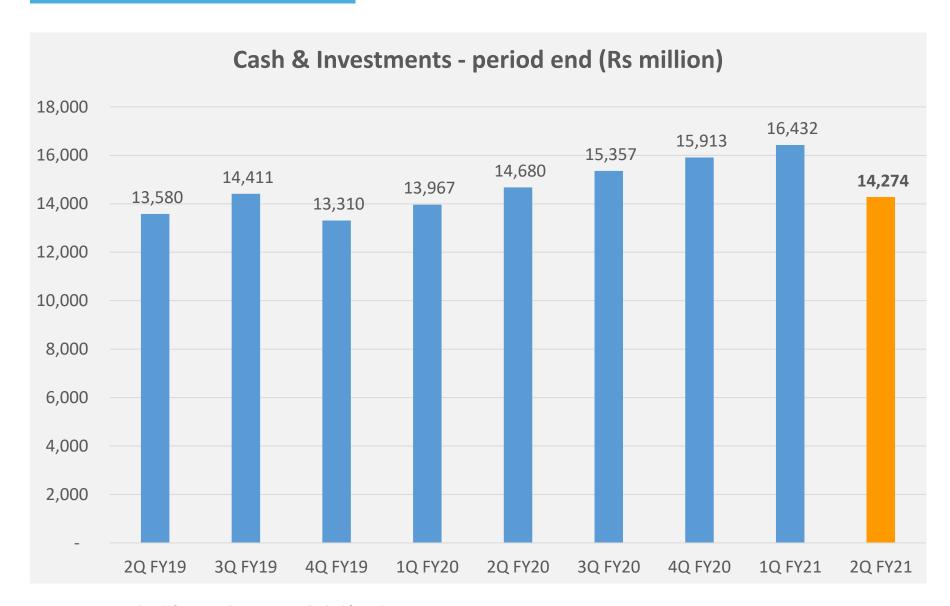




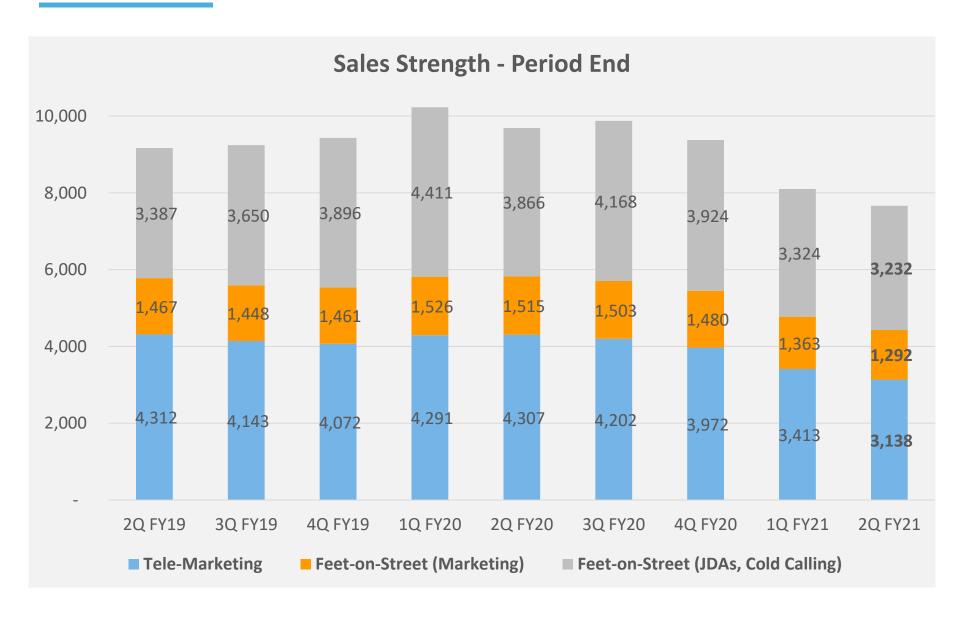


Note: PAT Margin is calculated as Net Profit (Profit After Taxes) as a percentage of Operating Revenue for the quarter.





Note: 2018 Buy-back for Rs2.2bn was concluded/ paid in 4Q FY19 2020 Buy-back for Rs2.2bn, along with Buy-back Tax of Rs0.51bn, was concluded/ paid in 2Q FY21



JUST DIAL LTD - 2Q FY21 (Quarter ended September 30, 2020) PERFORMANCE SUMMARY						
Metric	Unit	2Q FY21	2Q FY20	YoY change	1Q FY21	QoQ change
Operating Revenue	(₹ million)	1,675	2,426	-30.9%	1,624	3.1%
Operating EBITDA	(₹ million)	447	672	-33.5%	375	19.2%
Operating EBITDA Margin	%	26.7%	27.7%	-104 bps	23.1%	360 bps
Adjusted EBITDA (excl. ESOP expenses)	(₹ million)	546	703	-22.2%	463	18.0%
Adjusted EBITDA Margin (excl. ESOP expenses)	%	32.6%	29.0%	364 bps	28.5%	411 bps
Other Income, net	(₹ million)	267	441	-39.6%	769	-65.3%
Profit Before Taxes	(₹ million)	580	962	-39.6%	1,013	-42.7%
Net Profit	(₹ million)	473	769	-38.5%	833	-43.2%
Net Profit Margin	%	28.3%	31.7%	-345 bps	51.3%	-2304 bps
Unearned Revenue (period end)	(₹ million)	2,795	3,804	-26.5%	2,871	-2.6%
Cash & Investments (period end)	(₹ million)	14,274	14,680	-2.8%	16,432	-13.1%

Note: 2020 Buy-back for Rs2.2bn, along with Buy-back Tax of Rs0.51bn, was concluded/ paid in 2Q FY21

JUST DIAL LTD - 2Q FY21 (Quarter ended September 30, 2020) PERFORMANCE SUMMARY						
Metric	Unit	2Q FY21	2Q FY20	YoY change	1Q FY21	QoQ change
Unique Visitors	(million)	130.6	161.3	-19.0%	100.0	30.6%
- Mobile	(million)	105.5	129.8	-18.7%	81.0	30.3%
- Desktop/ PC	(million)	19.0	23.3	-18.6%	15.6	21.7%
- Voice	(million)	6.1	8.1	-24.3%	3.4	78.8%
- Mobile	% share	80.8%	80.5%	27 bps	81.0%	-21 bps
- Desktop/ PC	% share	14.5%	14.5%	6 bps	15.6%	-106 bps
- Voice	% share	4.7%	5.0%	-33 bps	3.4%	127 bps
Total Listings (period end)	(million)	30.0	27.6	8.6%	29.6	1.1%
Net Listings Addition		340,635	1,116,042	-69.5%	258,707	31.7%
Total Images in Listings (period end)	(million)	96.6	73.4	31.7%	85.1	13.5%
Listings with Geocodes (period end)	(million)	17.0	15.2	12.3%	16.8	1.2%
Ratings & Reviews	(million)	111.9	100.8	11.0%	110.5	1.2%
Paid campaigns (period end)		448,600	528,915	-15.2%	444,934	0.8%
Total App Downloads (period end)	(million)	27.6	25.4	8.7%	27.1	1.9%
App Downloads per day		9,207	13,849	-33.5%	7,693	19.7%
Number of Employees (period end)		10,305	12,997	-20.7%	10,984	-6.2%

# BOARD OF DIRECTORS

	EXECUTIVE DIRECTORS			
V S S Mani	Founder, Managing Director and Chief Executive Officer of Justdial with over 32 years of experience in the field of media and local search services.			
Ramani Iyer	Whole-time Director with 27 years of experience, working with Justdial in the field of strategic planning and execution.			
V Krishnan	Whole-time Director with 27 years of experience, working with Justdial in strategic planning and execution.			
Abhishek Bansal	CFO and whole-time Director of Justdial, with overall 12 years of experience and handles Finance, Strategy, Accounting, Treasury, Audit, Legal, Compliance & Traffic. He holds an MBA from IIM Bangalore and a B. Tech. in Electrical Engineering from IIT Roorkee.			
	NON-EXECUTIVE DIRECTORS – INDEPENDENT			
B Anand	Anand is CEO of Nayara Energy, and previously was CFO of Trafigura. He has 33 years of experience in Corporate Finance, Strategy & Investment Banking. He is a Commerce graduate and an associate member of ICAI.			
Sanjay Bahadur	Sanjay is CEO of Pidilite Industries for its Global Constructions & Chemicals division and has 36 years of experience. He holds a degree from Delhi College of Engineering.			
Malcolm Monteiro	Malcolm is serving on Justdial Board since August 02, 2011 and was previously CEO India, DHL eCommerce & was also a member of DHL eCommerce Management Board. He holds a degree from IIT Mumbai & IIM Ahmedabad.			
Bhavna Thakur	Bhavna heads Capital Markets at Everstone Capital and has over 22 years of experience in Corporate Finance, Investment Banking, M&A and Capital Markets. She holds a BA LLB (Hons.) from NLSIU, Bangalore & a Masters in Law from Columbia University, New York.			
NON-EXECUTIVE DIRECTORS – NON INDEPENDENT				
Pulak Prasad	Pulak is Founder & MD of Nalanda Capital and has over 28 years of experience in Management Consulting & Investing. He holds a B. Tech. from IIT Delhi and is an IIM Ahmedabad alumni.			
Anita Mani	Anita has 27 years of experience in the field of General Management. She is a history graduate from University of Delhi.			

# LEADERSHIP TEAM

Name	Designation	Experience	Functional Areas
V S S Mani	Chief Executive Officer	32 Years	Overall growth strategy, planning, execution & management
Abhishek Bansal	Chief Financial Officer	12 Years	Finance, Strategy, Accounting, Treasury, Audit, Legal, Compliance & Traffic
Vishal Parikh	Chief Product Officer	20 Years	Leads Product, Design & Technology teams, and Voice Operations
Sumeet Vaid	Chief Revenue Officer	24 Years	Revenue growth & Business development
Rajesh Madhavan	Chief People Officer	25 Years	Human Resource Functions
Ajay Mohan	Group Vice President, Sales	25 Years	Sales platform management, Strategic alliances, Corporate partnerships & Business expansion
Rakesh Ojha	Group Vice President, Sales	25 Years	Sales & Expansion (West & South Region)
Prashant Nagar	Vice President, Sales	21 Years	Sales & Expansion (Delhi, Just Dial Ambassadors)
Suhail Siddiqui	Vice President, Sales	24 Years	Sales & Expansion (North & East Region)
Rajiv Nair	Vice President, Sales	22 Years	Sales & Expansion (South Region)
Shwetank Dixit	AVP & Head, Database & Content	9 Years	Database Augmentation, Curation & Content enrichment; Traffic (Organic & Inorganic)

# SHAREHOLDING PATTERN

