

USFB/CS/SE/2023-24/76

Date: October 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 and half year ended September 30, 2023

Further to our intimation carrying reference number USFB/CS/SE/2023-24/75 dated October 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 and half year ended September 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

Press Release

Growing Bigger & Stronger Consistently

NII at ₹ 823 crore up 24% Y-o-Y; PAT at ₹ 328 crore up 11% Y-o-Y
Disbursed ₹ 5,749 crore / ₹ 11,033 crore in Q2FY24/H1FY24; Gross loan book up 27% Y-o-Y
Asset quality continues to be healthy with GNPA/NNPA at 2.2%/0.09% & PAR at 3.7%;
Deposits at ₹29,139 crore up 43% Y-o-Y; Retail TDs[^] up 56% Y-o-Y

Bengaluru, Friday 27 October, 2023: Ujjivan Small Finance Bank Ltd. [BSE: 542904; NSE: UJJIVANSFB], today announced its financial performance for the quarter ended and half year ended September 30, 2023

Summary of Ujjivan Small Finance Bank Business Performance – Q2FY24 and H1FY24

❖ Assets

- Disbursements were at ₹ 5,749 crore/ ₹ 11,033 crore in Q2FY24/H1FY24 up 18%/20% Y-o-Y
- Affordable Housing[§] disbursed ₹ 541 crore/ ₹ 959 crore in Q2FY24/H1FY24 up 69%/58% Y-o-Y
- Gross loan book at ₹26,574* crore up 27%/5% Y-o-Y/Q-o-Q

❖ Collection and Asset Quality

- Continued traction on Collections with ~99% efficiency in Sep'23; NDA collection consistently at ~100%
- Portfolio at risk* at 3.7% as of Sep'23
- GNPA* declined to 2.2% as of Sep'23 vs 2.4% as of Jun'23; NNPA* continues to be negligible at 0.09% as on Sep'23
- Total of ₹ 56 crore written-off in Q2FY24; Provision coverage ratio as on Sep'23 is 96%#

❖ Deposits

- Deposits at ₹29,139 crore as of Sep'23 up by 43%/9% Y-o-Y/Q-o-Q
- Retail TD[^] grew 56%/8% Y-o-Y/Q-o-Q
- CASA grew 28%/7% Y-o-Y/Q-o-Q; CASA ratio at 24.1% as on Sep'23
- Nationwide brand campaign and launch of value-add products yielding results

❖ Financials

- Q2FY24 NII of ₹823 crores up 24% Y-o-Y; NIM at 8.8%* for Q2FY24
- Cost to Income ratio at 52.2% in Q2FY24 vs 52.5% for Q2FY23
- Q2FY24 PPoP at ₹483 crore up 26% Y-o-Y; PAT of ₹328 crore up 11% Y-o-Y

❖ Capital and Liquidity

- Capital adequacy ratio at 25.2% with Tier-1 capital at 22.5%
- Provisional LCR at 158% as on 30 Sep'23

[§] Including MLAP

* Without adjusting IBPC & Securitization of ₹ 1,685/ ₹ 2,573/ ₹ 2,580 crores as on Sep 2023/ Jun 2023/ Sep 2022

[^] Retail TDs are TDs less than ₹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, “Q2FY24 was yet another impressive quarter in terms of business performance. Business momentum continued its strong uptrend as seen in the previous quarters. Disbursements at ₹ 5,749 crore was strong registering a robust growth of 18% Y-o-Y and 9% Q-o-Q. Our secured book in Affordable Housing and FIG continues their strong performance. Further, our newer offerings like Gold loans and two-wheeler loans targeted to meet growing needs of our customer base is enhancing our product suite and will consequently aid growth. To provide further impetus to growth and brand awareness, we have introduced several initiatives during the quarter such as, launch of nation-wide brand campaign and value-add liability products targeting to enhance and deepen brand recall among our existing and potential stakeholders. Further we have also opened 39 new branches, taking our total branch count to 700. In H2 we will be adding ~45 more branches, this will include splitting of few branches to better manage the volumes. All these efforts have resulted in healthy growth of liabilities for our Bank. Our CASA has crossed ₹ 7,000 crore mark, growing by 28% Y-o-Y and 7% Q-o-Q. Further, our Retail TDs + CASA grew 44% Y-o-Y to ₹ 18,818 crore. Q2FY24 was yet another quarter where we marked ₹300 crore+ PAT. This was supported by our healthy NII growing by 24% Y-o-Y and 4% Q-o-Q. However, Cost of funds remained elevated in the current quarter as well, leading to NIM compression of 43 bps vs last quarter. We continue to stick to our guidance on loan and deposit book growth. Further we are also confident to maintain credit cost below 100 bps. Our strong focus on other initiatives such as ‘Hello Ujjivan’ is gaining acceptance among customers with 4.3 Lakhs downloads till date and total repayments of more than ₹ 40 crore in Q2FY24. ‘Digital FDs’ which was recently launched is also expected to bring business in the upcoming quarters.

On merger with our promoter, as per order received from the Hon’ble NCLT, shareholder’s EGM is being convened on 3rd Nov’23 by the Bank as well as Ujjivan Financial Services. Once the merger is approved by the shareholders of both the companies, we will proceed with the remaining procedural and regulatory aspects. We expect the merger to be completed in Q4FY24.”

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 ~79 lakh customers through 700 branches and 21,040 employees spread across 305 districts and 26 states and union territories in India. Gross loan book stands at ₹26,574 crore with a deposit base of ₹29,139 crore as of Sep 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: <i>Mr. Ram Kumar Uppara</i> +91 9820177907 ram.uppara@ujjivan.com	For Investor Queries: <i>Mr. Deepak Khetan</i> +91 7045792752 deepak.khetan@ujjivan.com

Q2 FY24 INVESTOR PRESENTATION



UJJIVAN
UJJIVAN SMALL FINANCE BANK



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- 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 - Q2FY24 (1/2)



Gross Loan Book

₹ 26,574 cr

Up 27% yoy

Sep'22: ₹20,938 cr



Total Deposits

₹ 29,139 cr

Up 43% yoy

Sep'22: ₹20,396 cr



Retail TD*+ CASA

₹ 18,818 cr

Up 44% yoy

Sep'22: ₹13,045 cr



GNPA/NNPA

2.2%/0.09%

Down 223 bps/Up 5 bps yoy

Sep'22: 4.4%/0.04%



CRAR

25.2%

Down 151 bps yoy

Sep'22: 26.7%



Employees

21,040

Up 27% yoy

Sep'22: 16,620









Added 39 branches during Q2FY24 taking total branch count to 700

* 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 - Q2FY24/ H1FY24 (2/2)

	Q2FY24 Vs Q2FY23	H1FY24 Vs H1FY23
 NII	₹ 823 cr <i>Up 24% Vs ₹ 663 cr</i>	₹ 1,616 cr <i>Up 28% Vs ₹ 1,263 cr</i>
 NIM	8.8% <i>Down 102 bps Vs 9.8%</i>	9.0% <i>Down 71 bps Vs 9.7%</i>
 PPOp	₹ 483 cr <i>Up 26% Vs ₹ 385 cr</i>	₹ 941 cr <i>Up 37% Vs ₹ 686 cr</i>
 PAT	₹ 328 cr <i>Up 11% Vs ₹ 294 cr</i>	₹ 652 cr <i>Up 31% Vs ₹ 497 cr</i>
 RoA	3.6% <i>Down 104 bps Vs 4.6%</i>	3.6% <i>Down 33 bps Vs 3.9%</i>
 RoE	28.0% <i>Down 645 bps Vs 34.5%</i>	29.0% <i>Down 115 bps Vs 30.2%</i>

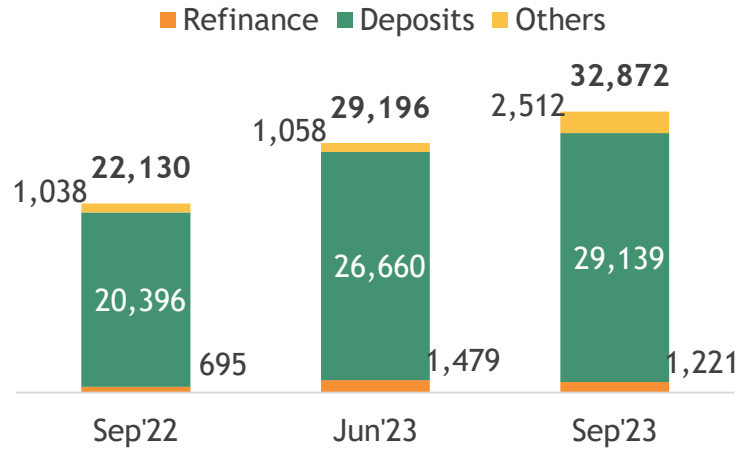


Liabilities: Driving Retail Deposit Base

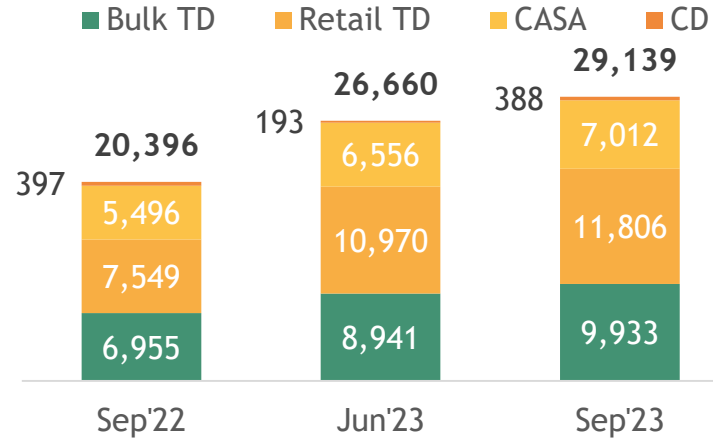


STRONG DEPOSIT GROWTH WITH RETAIL AT FORE-FRONT

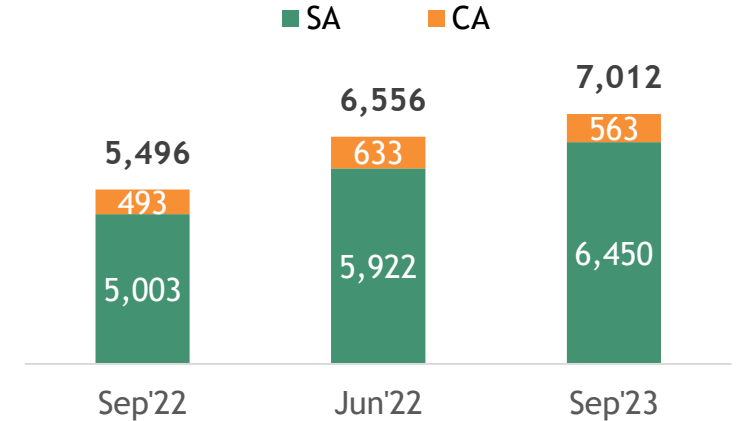
Total liabilities profile (₹ in crore)



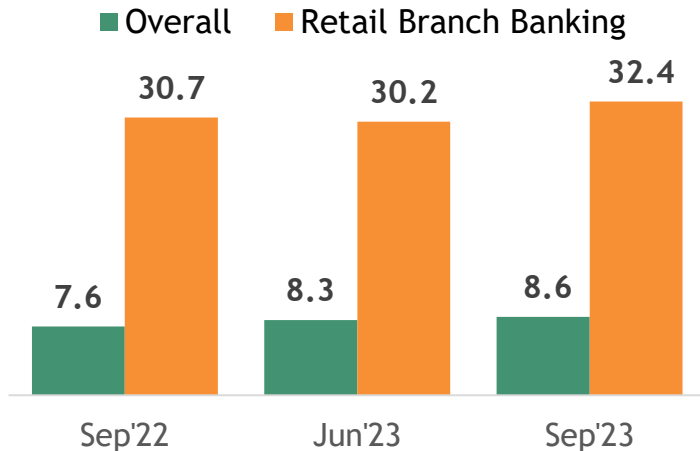
Deposits break-up (₹ in crore)



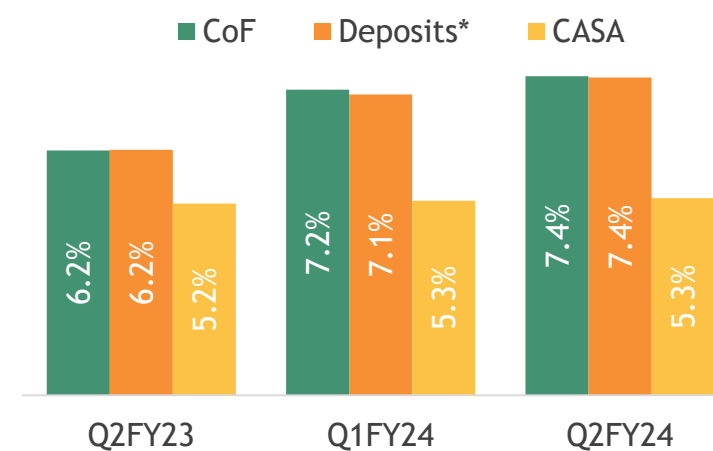
CASA break-up (₹ in crore)



Improving Average SA Balances



Cost of funds#



- ❖ Comfortable ALM position
- ❖ TDs largely repriced as of Sep'23
- ❖ Provisional LCR at 158% as on Sep'23
- ❖ Credit To Deposit Ratio: 91% as of Sep'23 (85% adjusted for IBPC/ Securitisation book)
- ❖ Ratings - CRISIL A1+, (₹ 2,500 Cr certificate of deposits); CARE A+ (Positive) (Long term bank facilities)

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



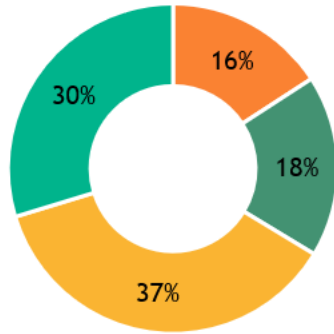
WELL-DIVERSIFIED DEPOSIT MIX

Region-wise deposit mix

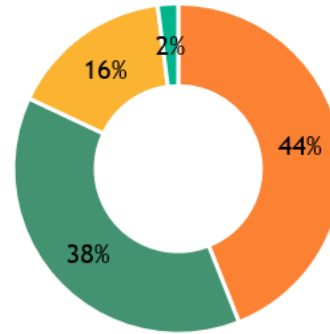
Branch classification wise deposit mix

Segment wise deposit mix

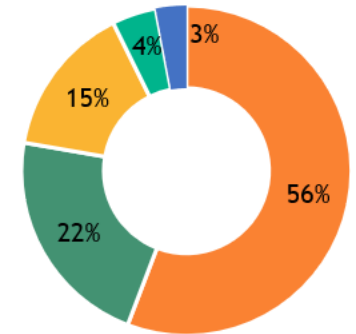
Sep'23



East West North South

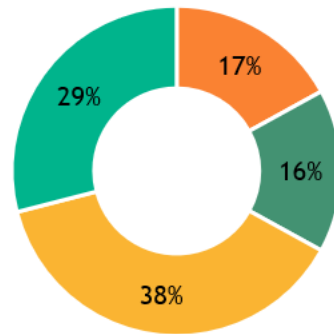


Metropolitan Urban Semi Urban Rural

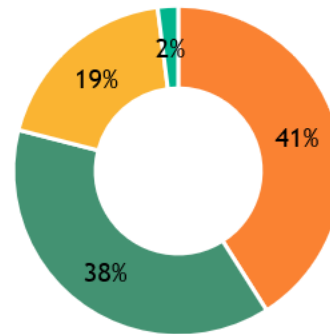


Individuals Banks Corporate Govt. TASC^

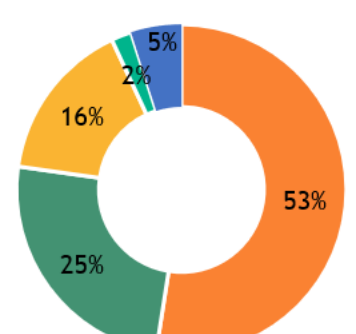
Sep'22



East West North South



Metropolitan Urban Semi Urban Rural



Individuals Banks Corporate Govt. TASC^

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

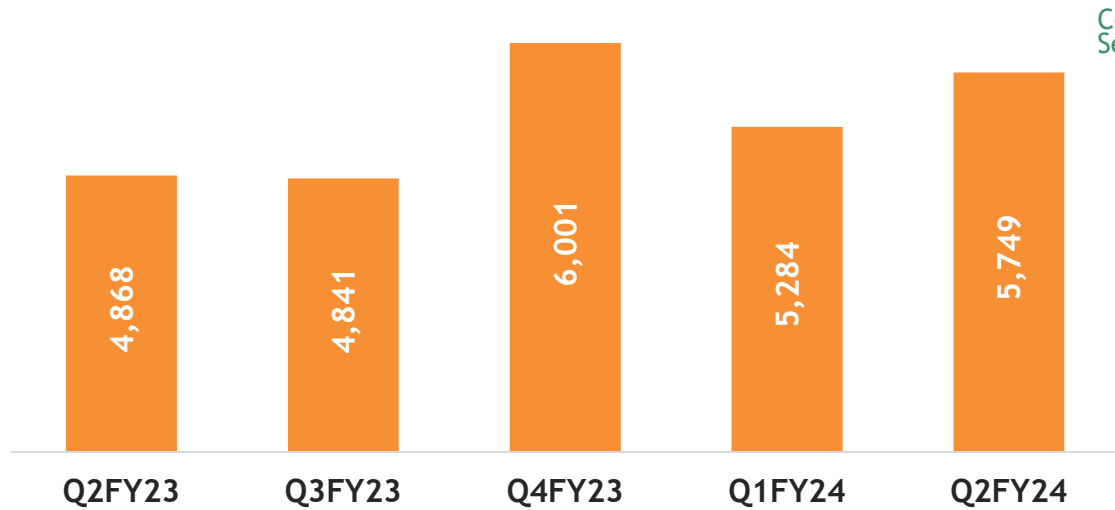


Assets: Well-diversified growth with new customer acquisition

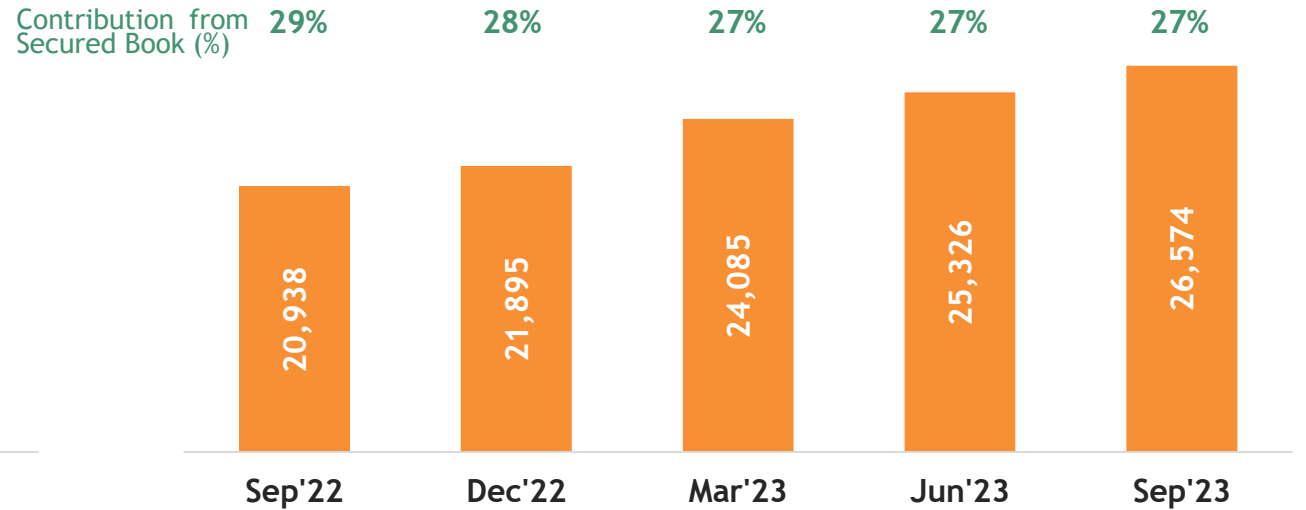


GROSS LOAN BOOK AND DISBURSEMENT TREND

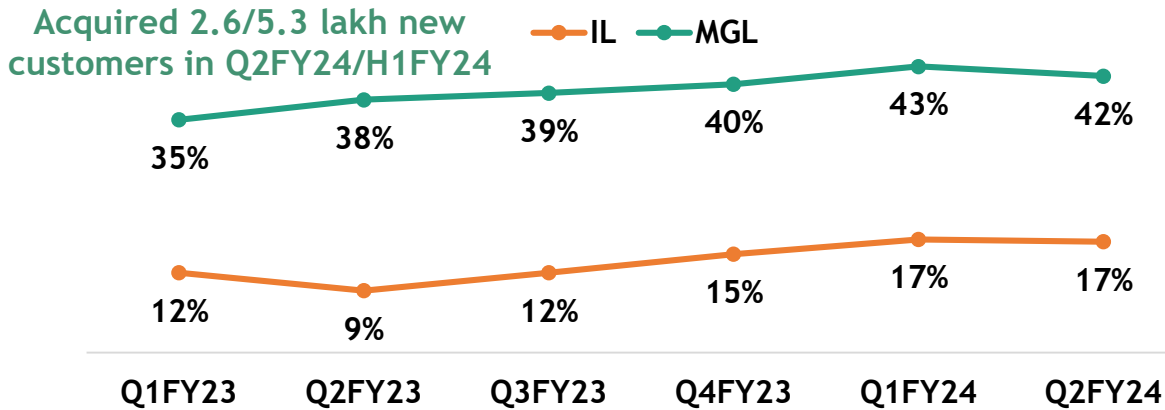
Strong disbursements (₹ in crore)



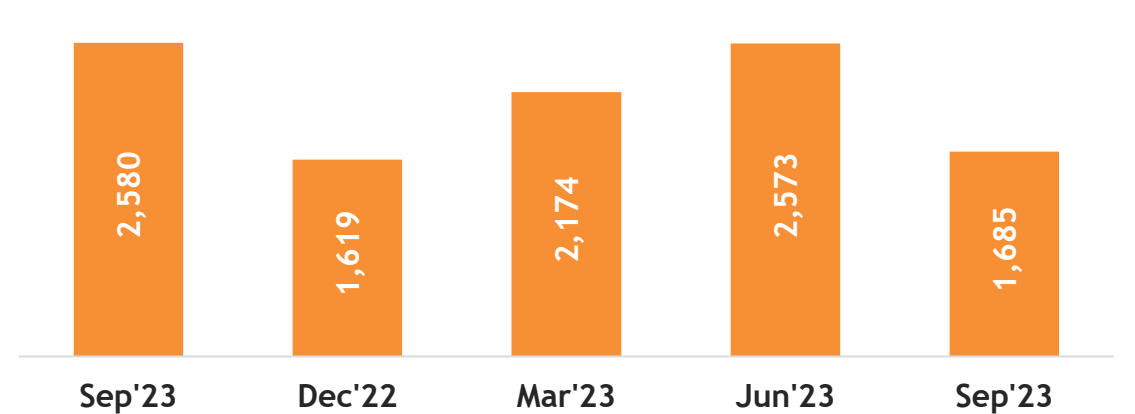
Consistent growth in Gross Loan Book (₹ in crore)



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



IBPC/ Securitisation (₹ in crore)

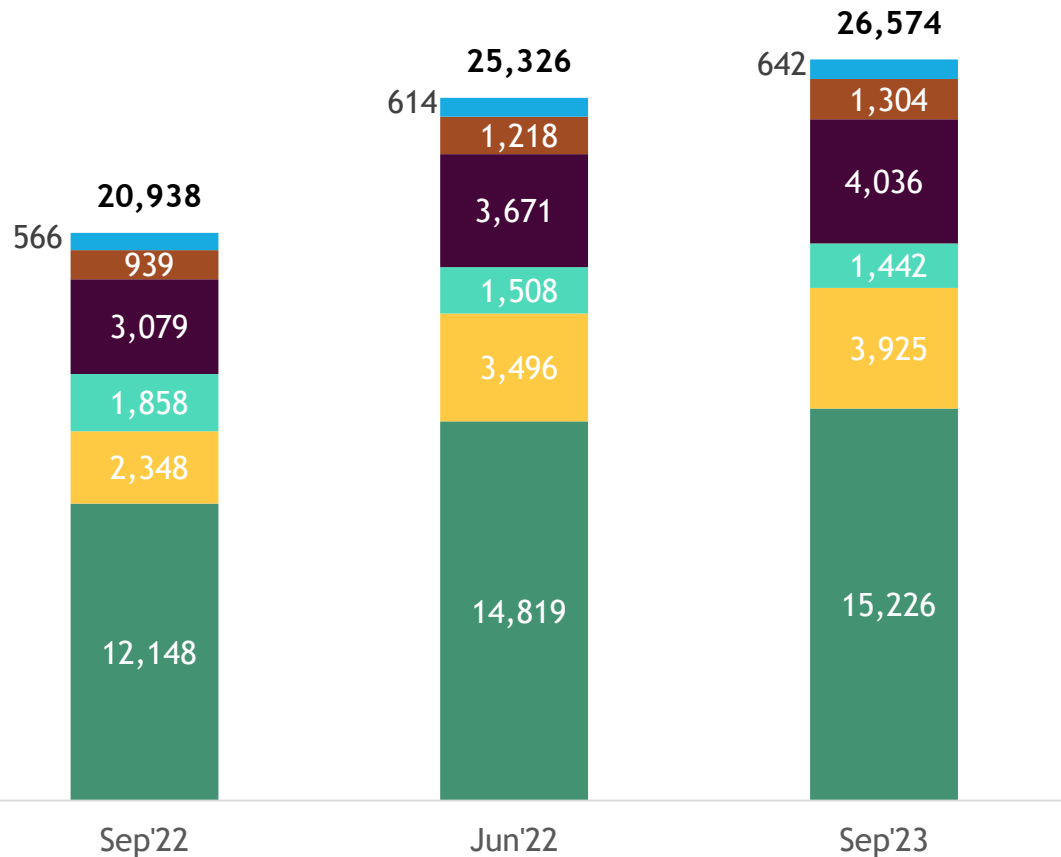




GROWING ACROSS SEGMENTS

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	57%	25%	3%
Individual Loans	15%	67%	12%
MSME	5%	(22)%	(4)%
Affordable Housing*	15%	31%	10%
FIG Lending	5%	39%	7%
Others	2%	13%	4%
Total	100%	27%	5%

MGL- Micro Group Loans

IL- Individual Loans

MSME- Micro Small & Medium Enterprise

AH- Affordable Housing

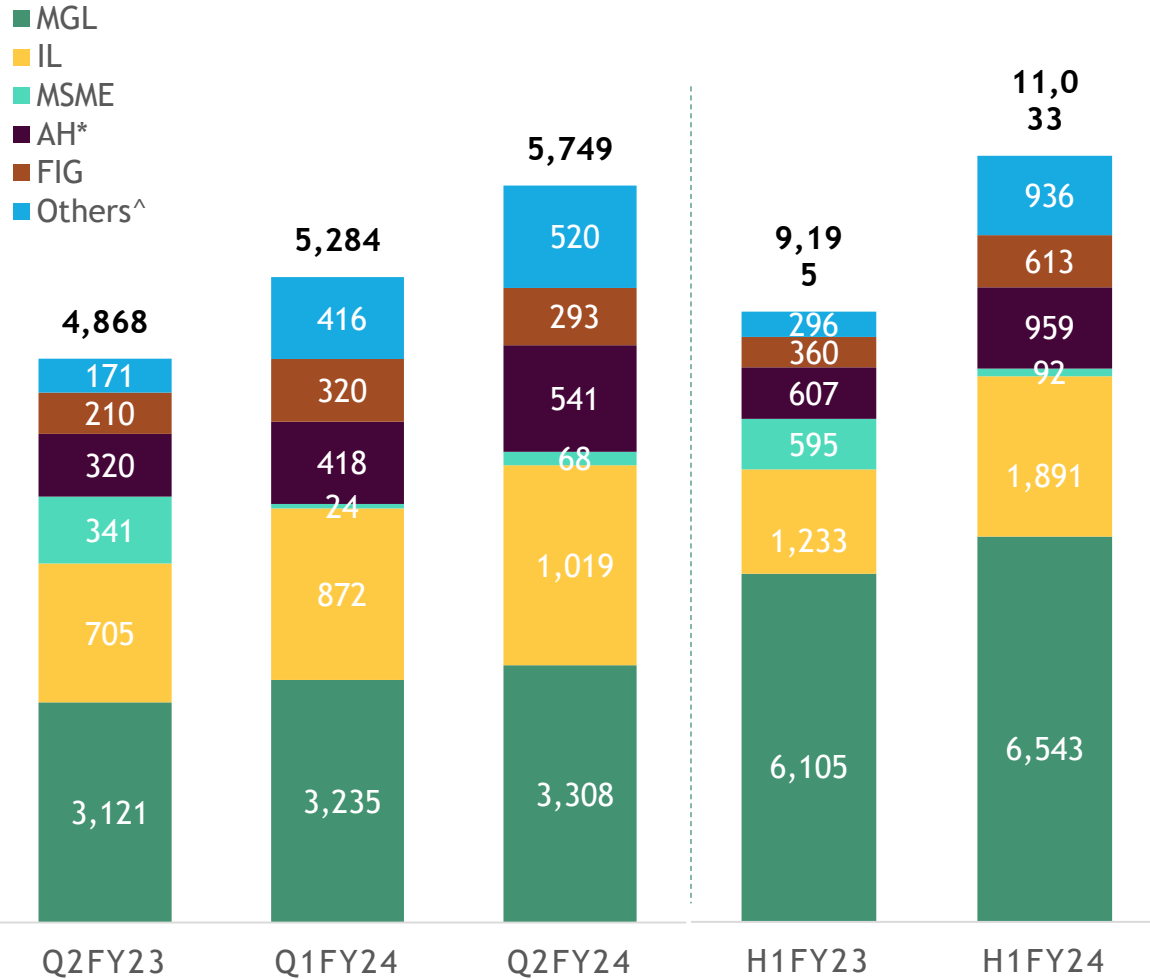
FIG- Financial Institution Groups

* Includes M-LAP

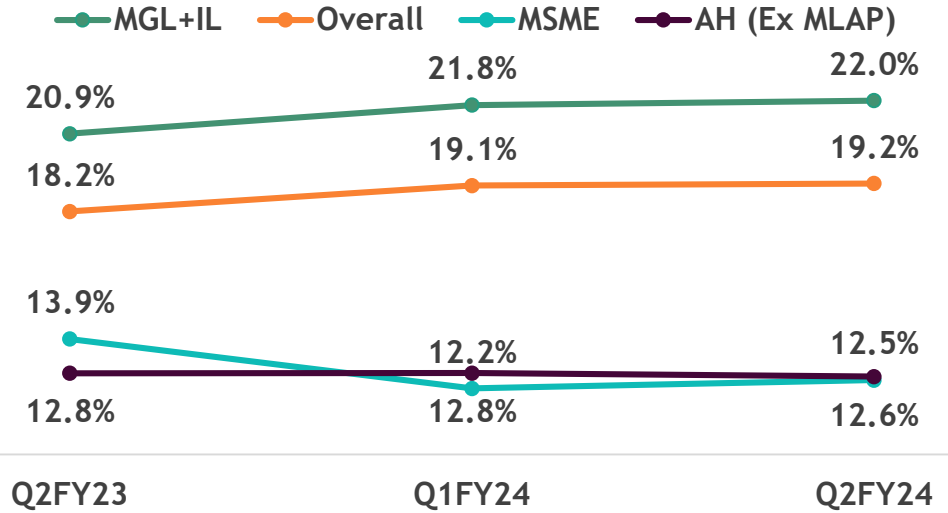


DISBURSEMENT, YIELD AND AVERAGE TICKET SIZE

Product wise Disbursement (₹ in crore)



Yield (%) - Segment wise



Average Ticket Size (₹)

Product	Q2FY23	Q1FY24	Q2FY24
Micro Group Loans	54,033	53,965	55,066
Individual Loan	1,15,552	1,30,139	1,31,113
MSME (ex-fintech)	44.3 lakhs	34.4 lakhs	43.6 lakhs
Affordable Housing (Ex-MLAP)	12.2 lakhs	13.4 lakhs	13.9 lakhs

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

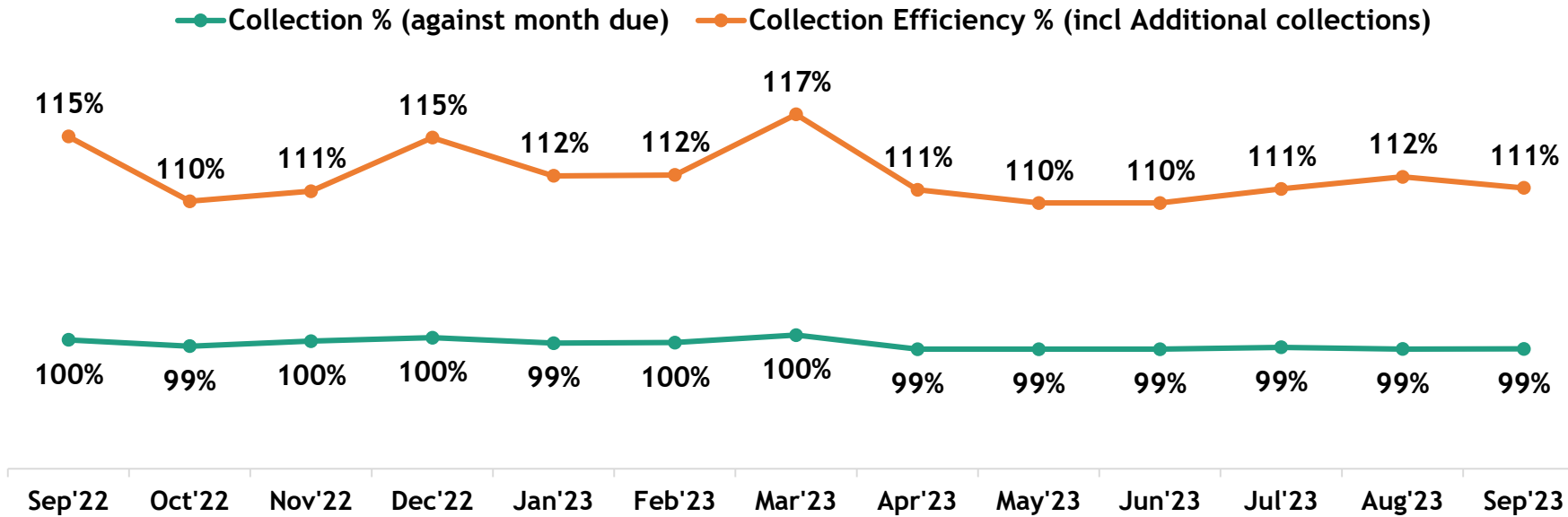
* Includes M-LAP



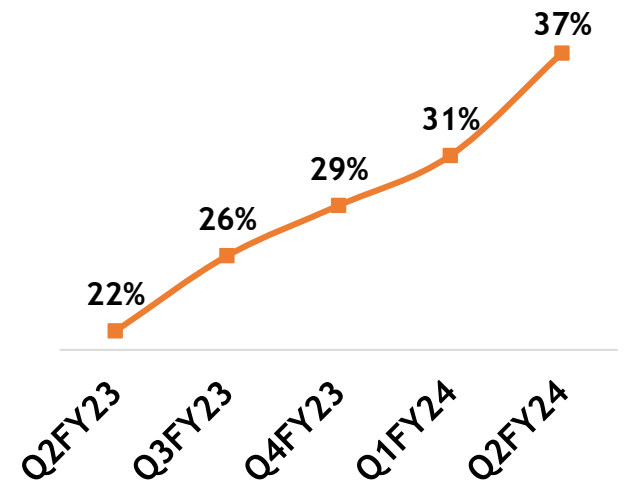
Sustained improvement in asset quality



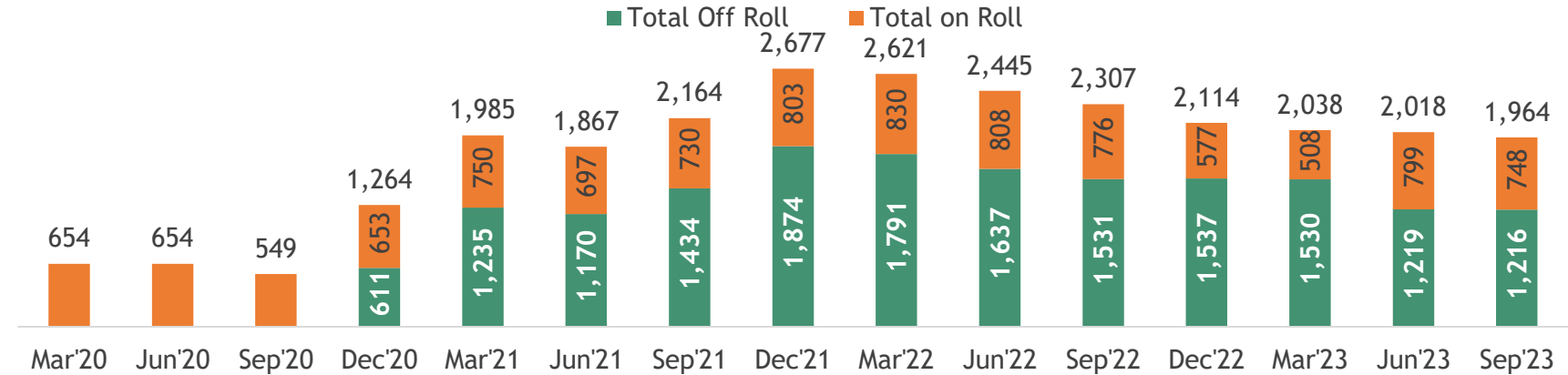
COLLECTIONS SUSTAINING; NDA COLLECTIONS AT ~100%



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

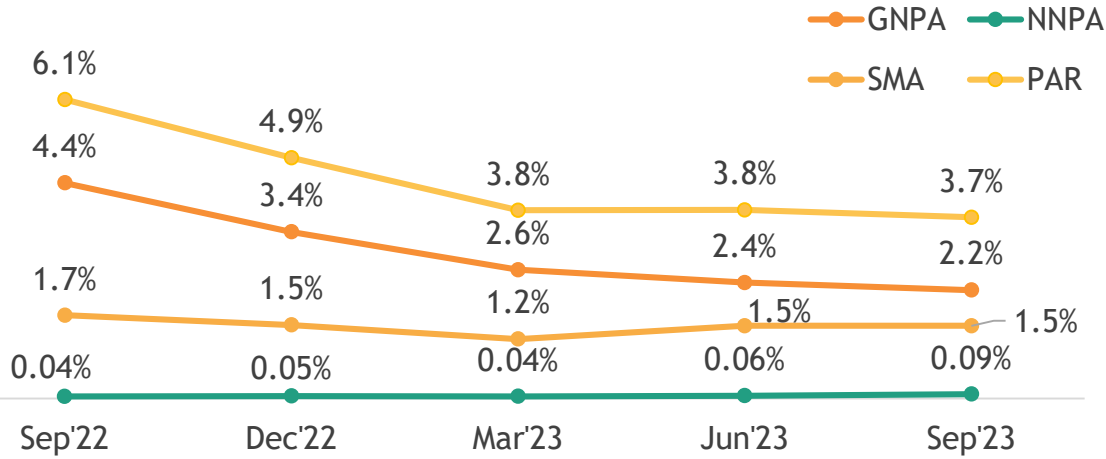
₹ Crore	Jul'23				Aug'23				Sep'23			
Verticals	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection
MGL+IL	1,350.5	1,342.8*	99%	111.6	1,382.4	1,372.6*	99%	123.2	1,412.0	1,402.3*	99%	119.1
Affordable Housing	49.9	48.4	97%	40.0	51.5	49.8	97%	50.7	52.8	51.0	97%	47.7
MSME	24.7	22.1	89%	25.3	24.4	21.8	89%	21.4	24.1	21.1	88%	25.3
FIG Lending	72.9	72.9	100%	0.0	60.4	60.4	100%	0.0	103.7	103.7	100%	0.0
Others	15.9	14.7	92%	3.6	15.8	14.5	92%	3.6	15.8	14.4	91%	2.7
Total	1,513.9	1,500.8	99%	180.5	1,534.5	1,519.1	99%	199.0	1,608.4	1,592.6	99%	194.8

* Including OD collection

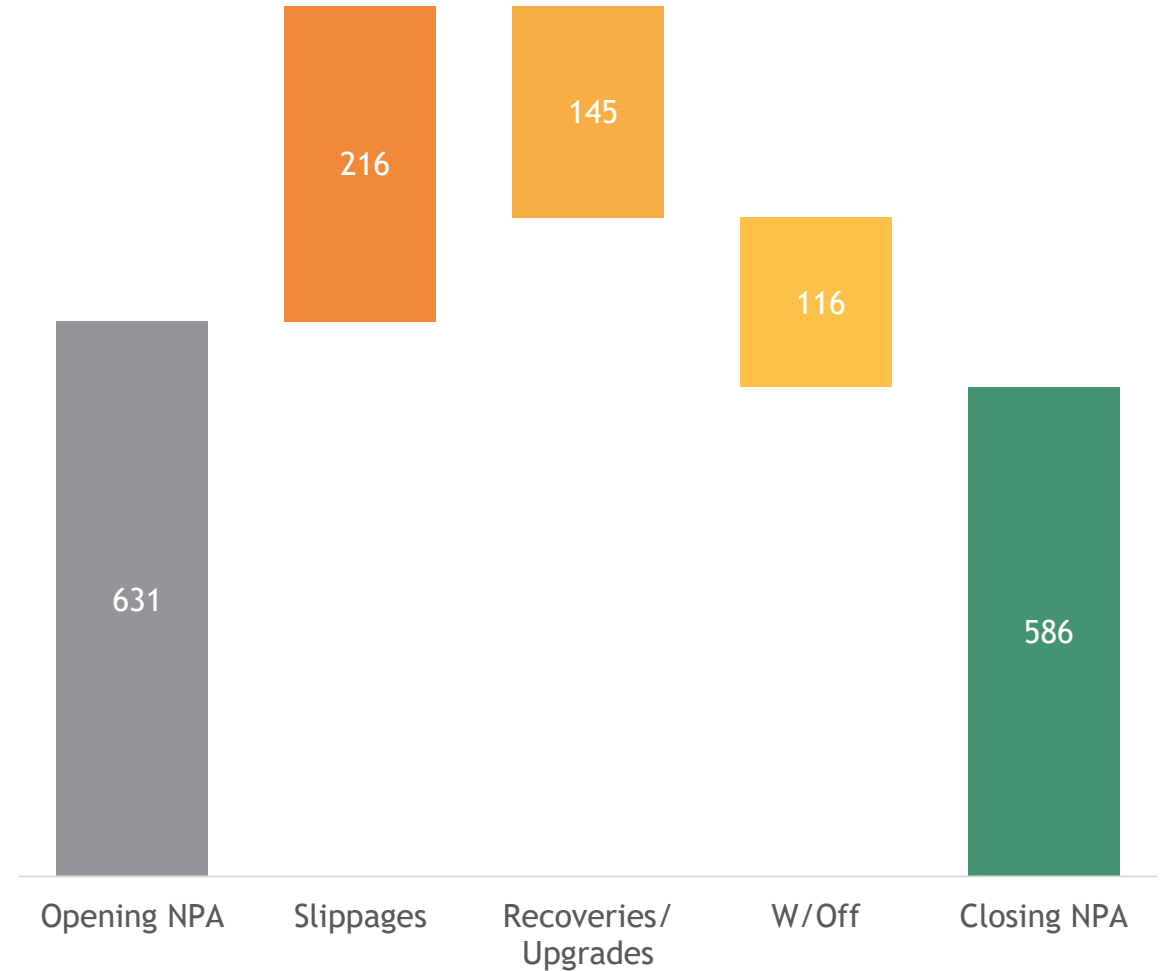


SUSTAINED COLLECTIONS DRIVING BETTER ASSET QUALITY

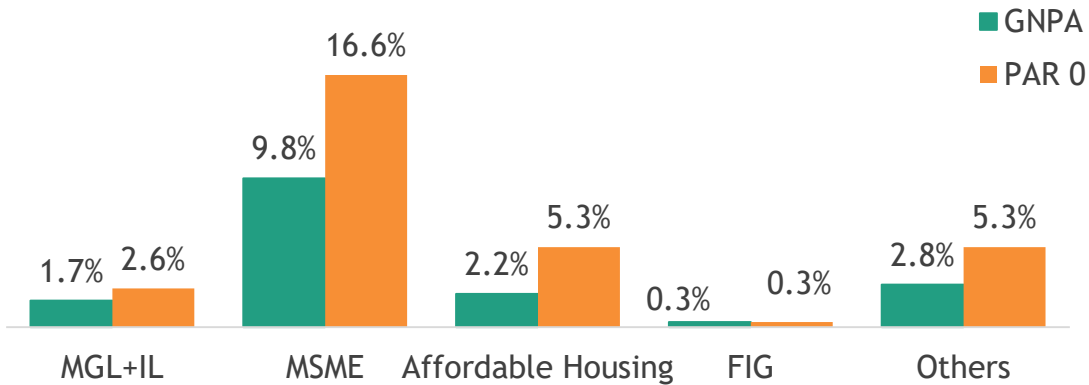
NPA & SMA have shrunk significantly



YTD NPA Movement Table#

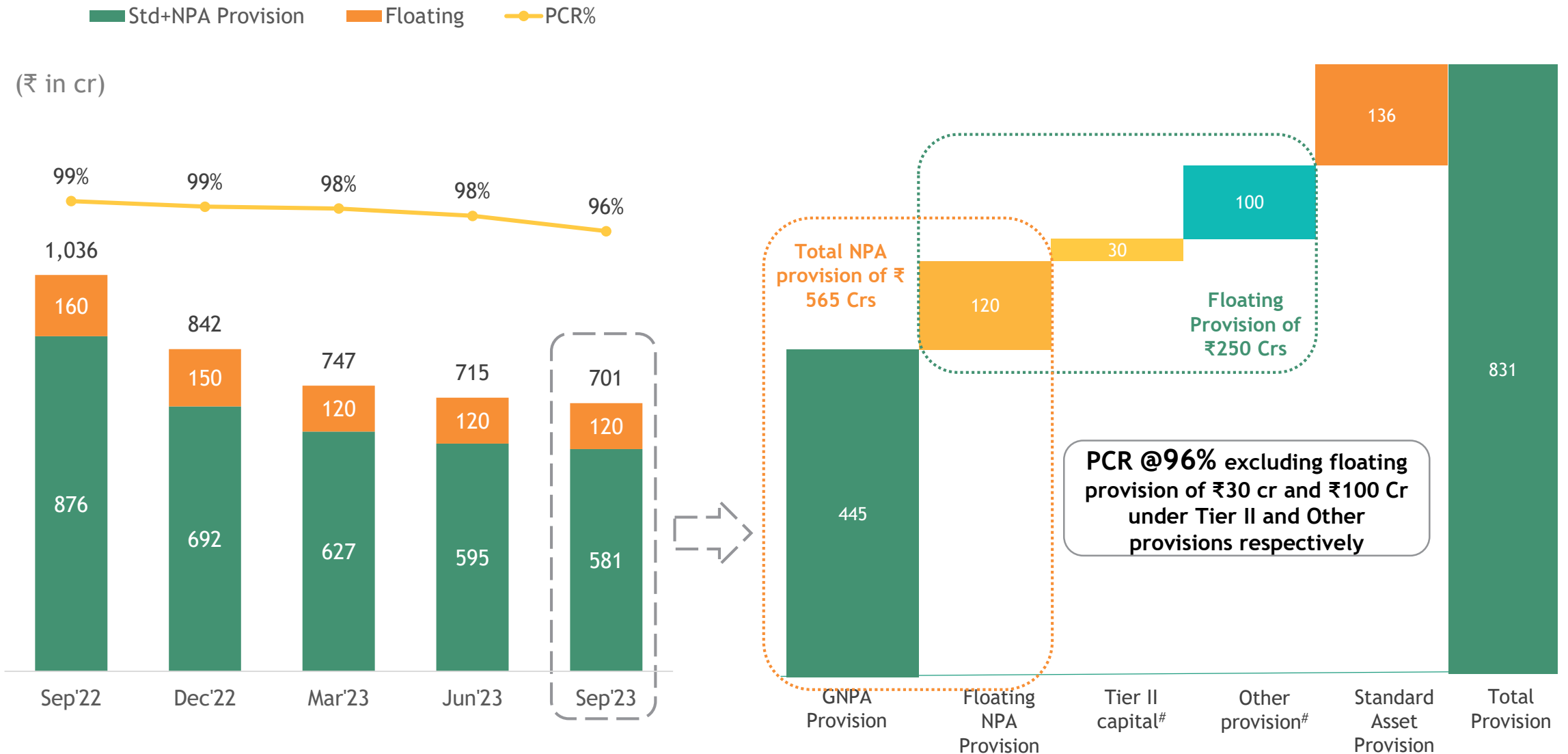


PAR 0 and GNPA (segment wise)





FLOATING PROVISION; 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

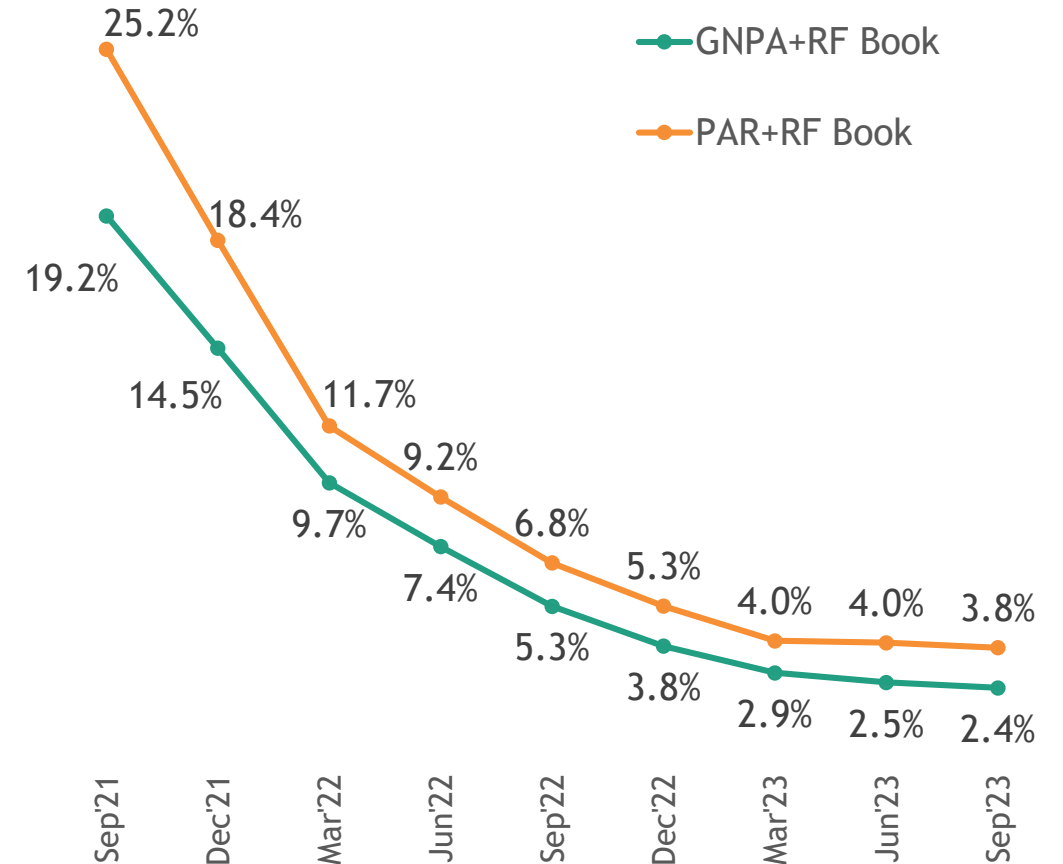
SUSTAINED COLLECTIONS DRIVING BETTER ASSET QUALITY



Restructured Book

₹ crores	RF 1.0	RF 2.0	Total
Micro Banking (GL+IL)	52	23	76
Housing	7	15	23
MSME	5	42	47
Loan Book	65	81	146
PAR	59	62	120
GNPA	57	50	107
Provisions	58	53	111
Sep'23 Coll. Eff. %			118%

Significant reduction in stress book



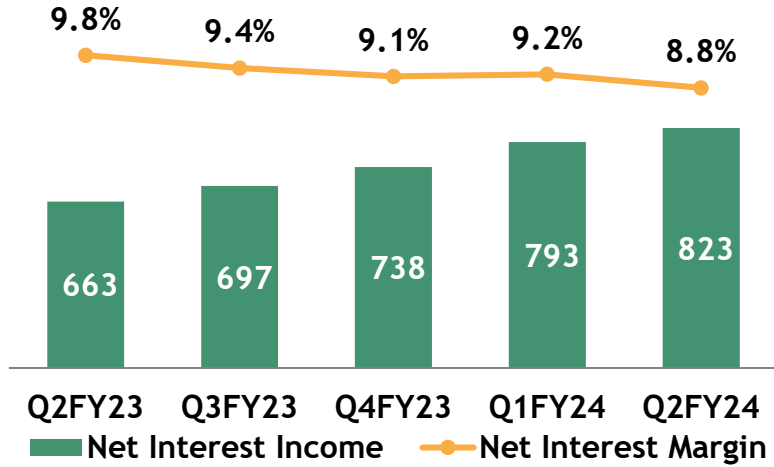


Financial Overview

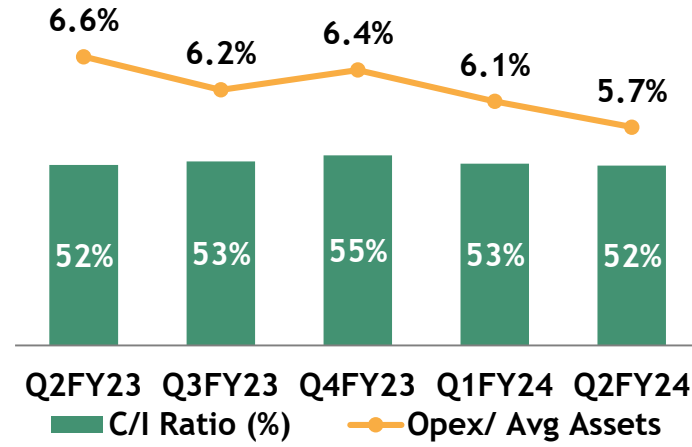


FINANCIAL OVERVIEW

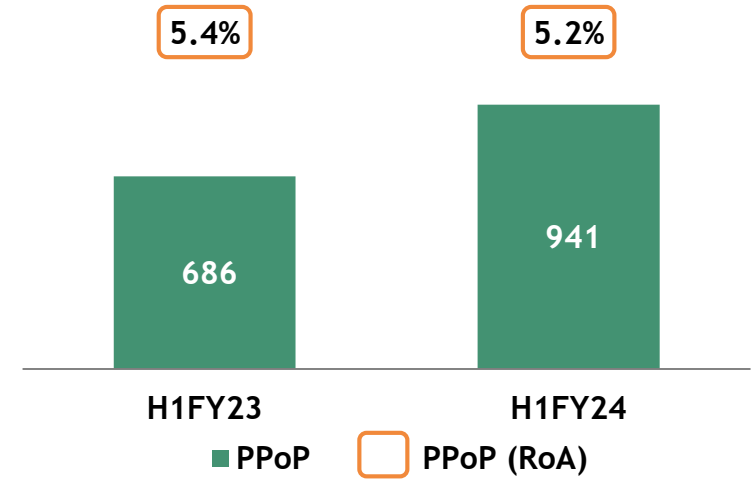
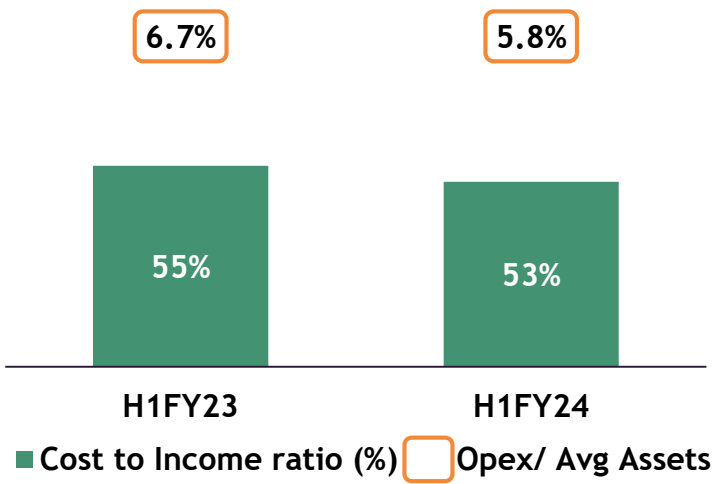
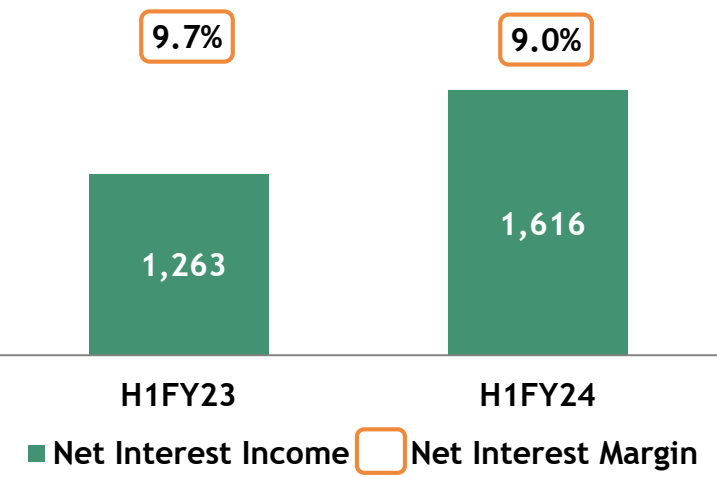
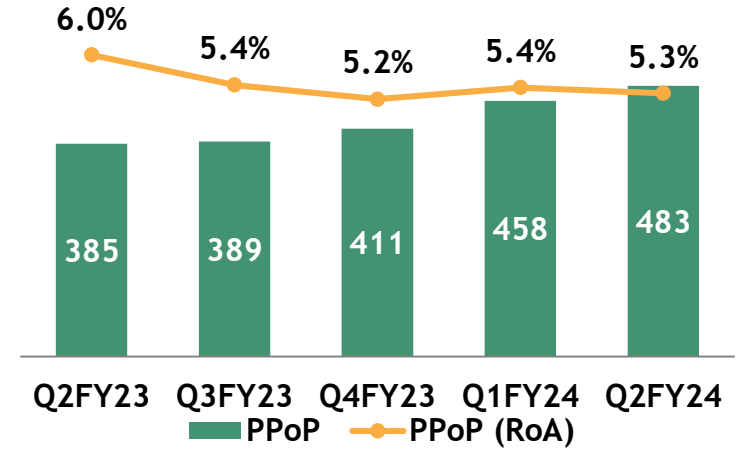
NII (₹ in crore) & NIM*



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



Pre-Provision Operating Profit & PPOP (RoA)

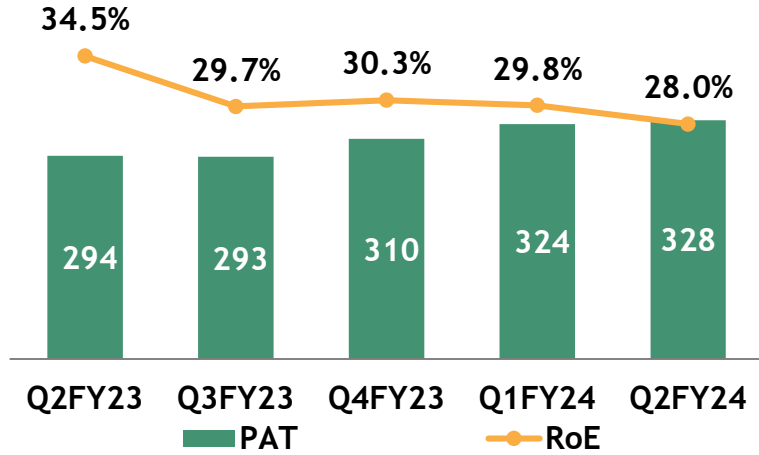


* NIM based on total book including IBPC & Securitization

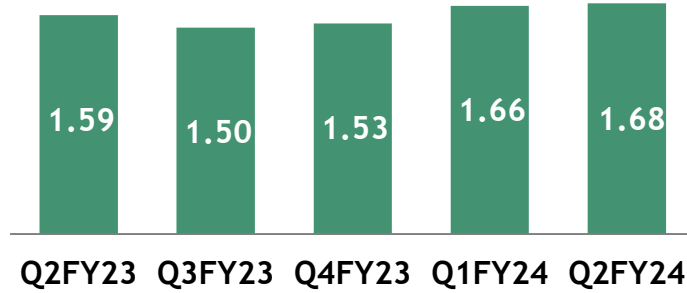


FINANCIAL OVERVIEW

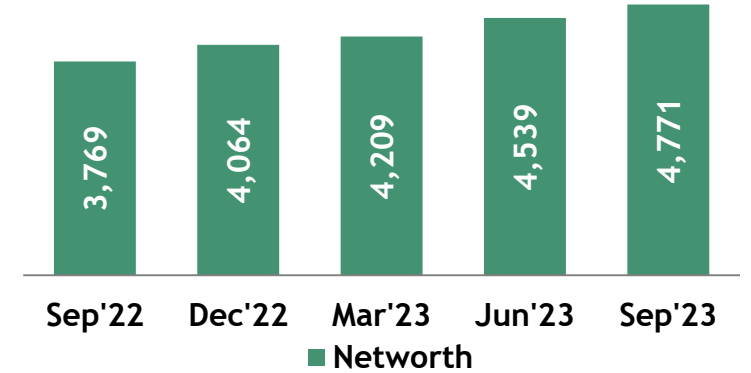
PAT (₹ in crore) & RoE



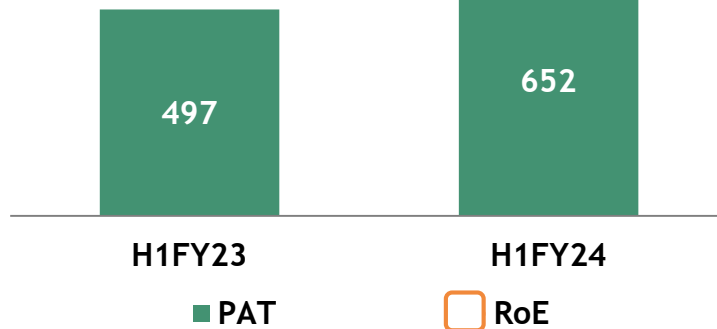
EPS*



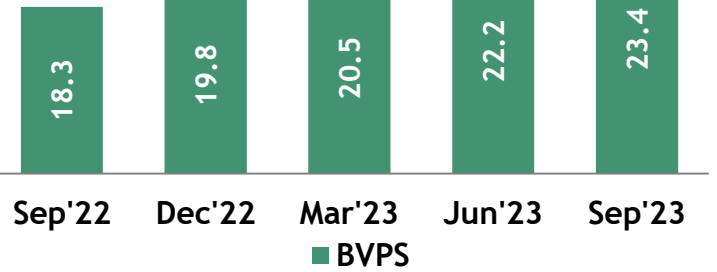
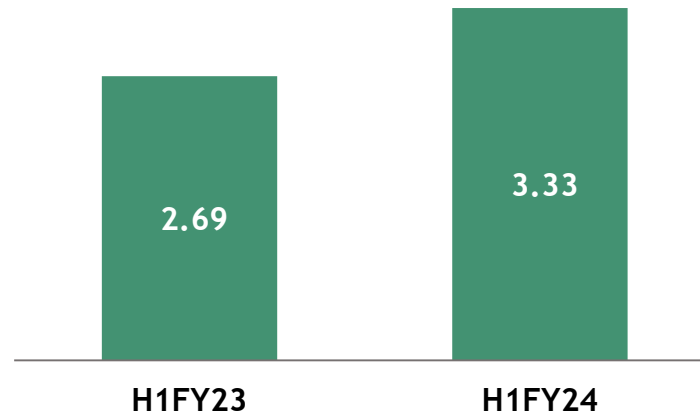
Net worth & BVPS



30.2%



3.33





INCOME STATEMENT

Particulars (₹ in crore)	Q2FY24	Q2FY23	YoY Growth	Q1FY24	QoQ Growth
Interest Earned	1,391	993	40%	1,287	8%
Other Income	189	147	29%	177	6%
Total Income	1,580	1,140	39%	1,464	8%
Interest Expended	568	330	72%	494	15%
Personnel Expenses	283	225	26%	275	3%
Operating Expenses	245	200	23%	237	4%
Total Cost	1,096	755	45%	1,006	9%
Pre Provision Operating Profit	483	385	26%	458	6%
Credit cost	47	(10)	NM	26	81%
Other provisions & contingencies	(0)	(0)	NM	0	NM
Tax	109	101	8%	108	1%
Net profit for the period	328	294	11%	324	1%



TOTAL INCOME - BREAKUP

Particulars (₹ in crore)	Q2FY24	Q2FY23	YoY Growth	Q1FY24	QoQ Growth
Interest on loan	1,210	895	35%	1,133	7%
Int. on investments	177	88	100%	149	18%
Securitization Income	4	10	(55)%	4	5%
Total Interest Earned	1,391	993	40%	1,287	8%
Processing Fees	73	62	18%	67	10%
PSLC Income	0	15	(100)%	26	(100)%
Insurance Income	37	10	256%	9	291%
Bad Debt Recovery	39	26	47%	35	12%
Treasury	1	0	187%	8	(88)%
Misc. Income*	39	32	19%	33	16%
Total Other Income	189	147	29%	177	6%
Total Income	1,580	1,140	39%	1,464	8%

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



BALANCE SHEET

Particulars (₹ in crore)	As at Sep 30, 2023	As at Jun 30, 2023	As at Sep 30, 2022
CAPITAL AND LIABILITIES			
Net worth	4,771	4,539	3,769
Capital	2,156	2,155	2,155
Employees Stock Options Outstanding	55	57	46
Reserves and Surplus	2,560	2,327	1,569
Deposits	29,139	26,660	20,396
Borrowings	3,733	2,536	1,733
Other Liabilities and Provisions	1,038	1,015	866
TOTAL	38,680	34,750	26,785
ASSETS			
Cash and Balances with Reserve Bank of India	1,847	1,509	1,601
Balance with Banks and Money at Call and Short Notice	408	1,163	1,294
Investments	10,930	8,787	5,481
Advances	24,325	22,169	17,435
Fixed Assets	357	328	260
Other Assets	814	794	714
TOTAL	38,680	34,750	26,785



HEALTHY CAPITAL ADEQUACY

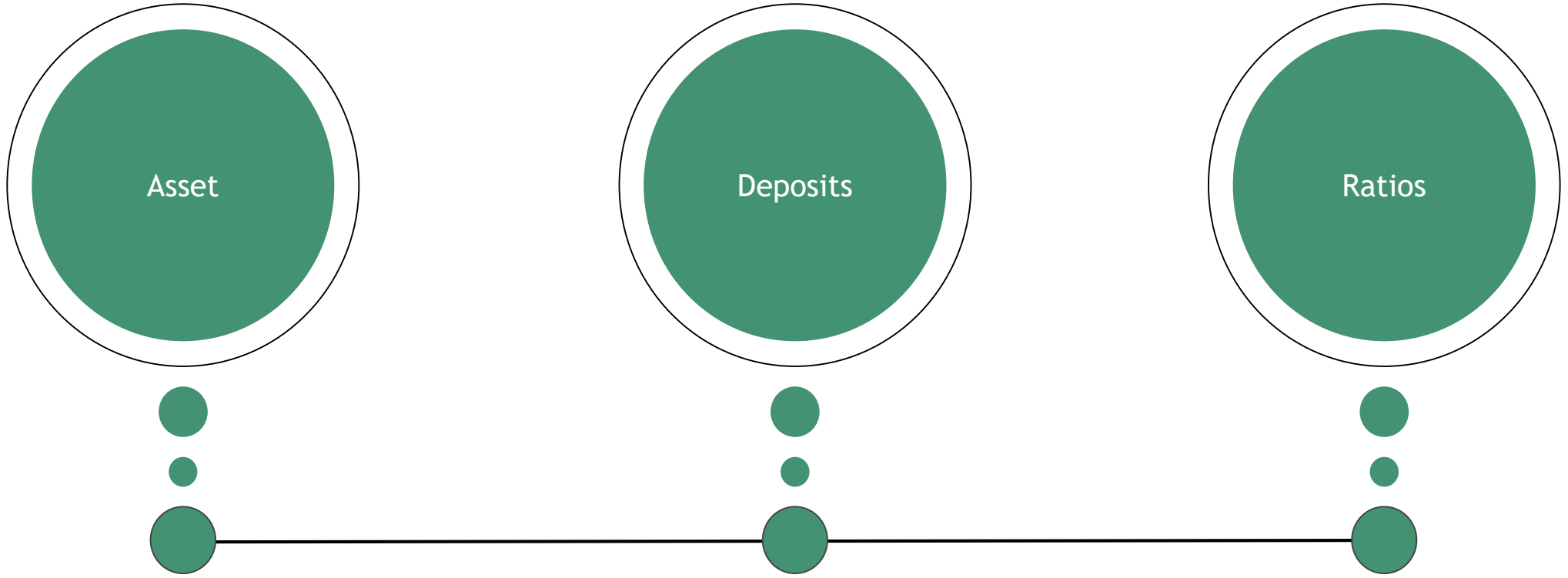
(₹ in Crore)	Sep'22	Dec'22	Mar'23	Jun'23	Sep'23
Credit Risk Weighted Assets	13,726	15,369	16,361	17,012	18,839
Tier I Capital	3,208	3,511	3,712	4,018	4,239
Tier II Capital*	457	488	511	522	506
Total Capital	3,665	3,999	4,223	4,541	4,745
CRAR	26.70%	26.02%	25.81%	26.69%	25.19%
Tier I CRAR	23.37%	22.84%	22.69%	23.62%	22.50%
Tier II CRAR	3.33%	3.18%	3.12%	3.07%	2.69%
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 ₹ 1,126 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 / ₹ 831 Cr as of Sep'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).

GUIDANCE



FY24

Gross Loan Book Growth- >25%
Credit Cost: <100bps

Deposit Growth: >30%

NIM: ~ 9.0%
RoE: >22%

FY25/
FY26

Retain our FY25/FY26 guidance on growth & profitability



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

- 545 biometric enabled ATMs including 62 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
- 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
- Dedicated helpline for NR customers



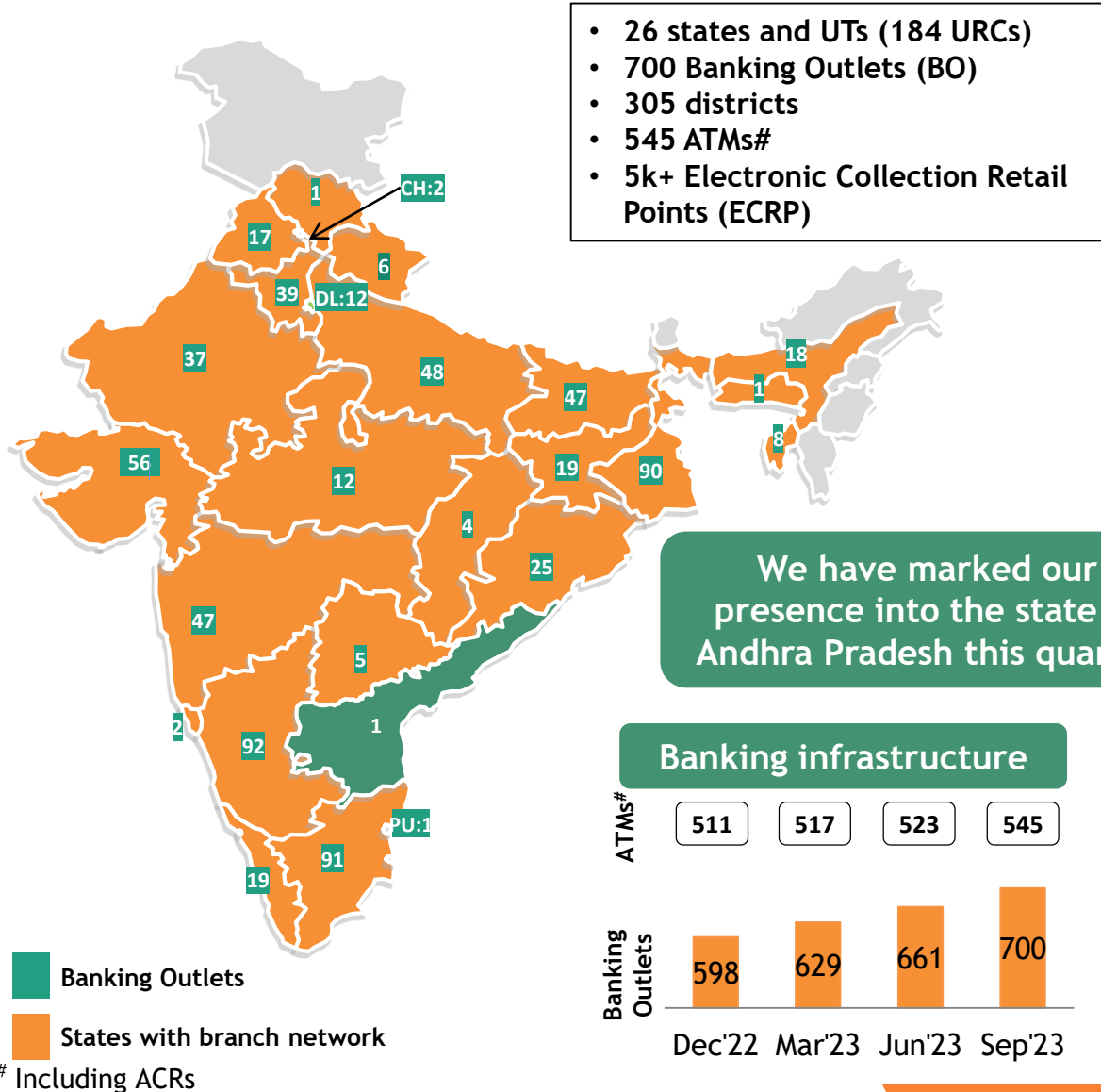
Mobile App Hello Ujjivan

- 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

* Automated Cash Recycler

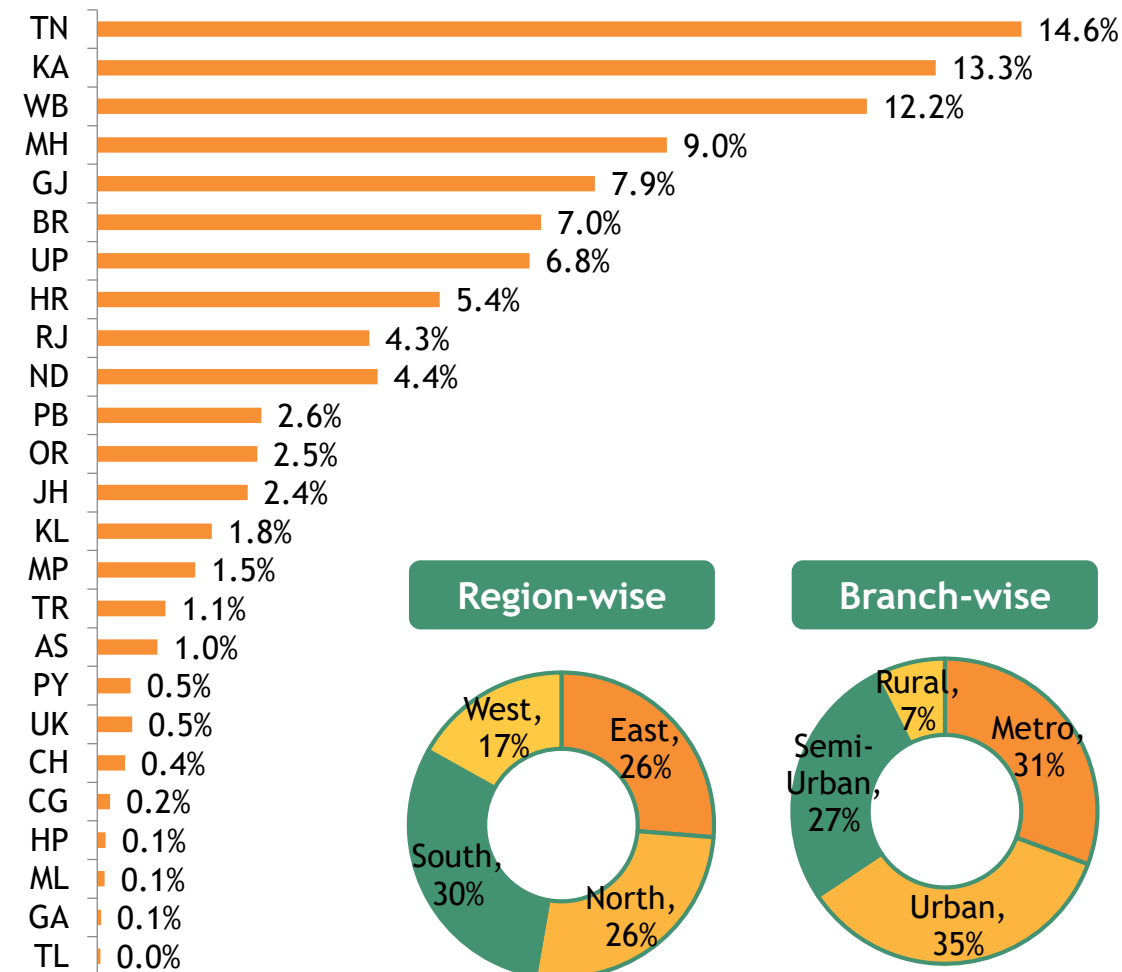


WELL DIVERSIFIED PAN INDIA PRESENCE; ADDED 39 NEW BRANCHES DURING THE QUARTER

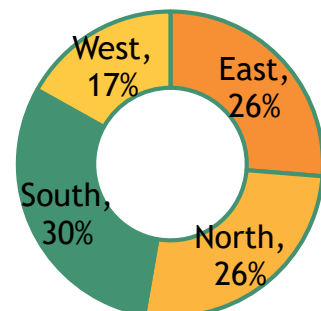


We have marked our presence into the state of Andhra Pradesh this quarter

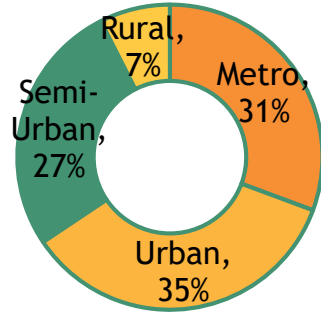
Sep'23 Gross Loan Book (%)



Region-wise



Branch-wise



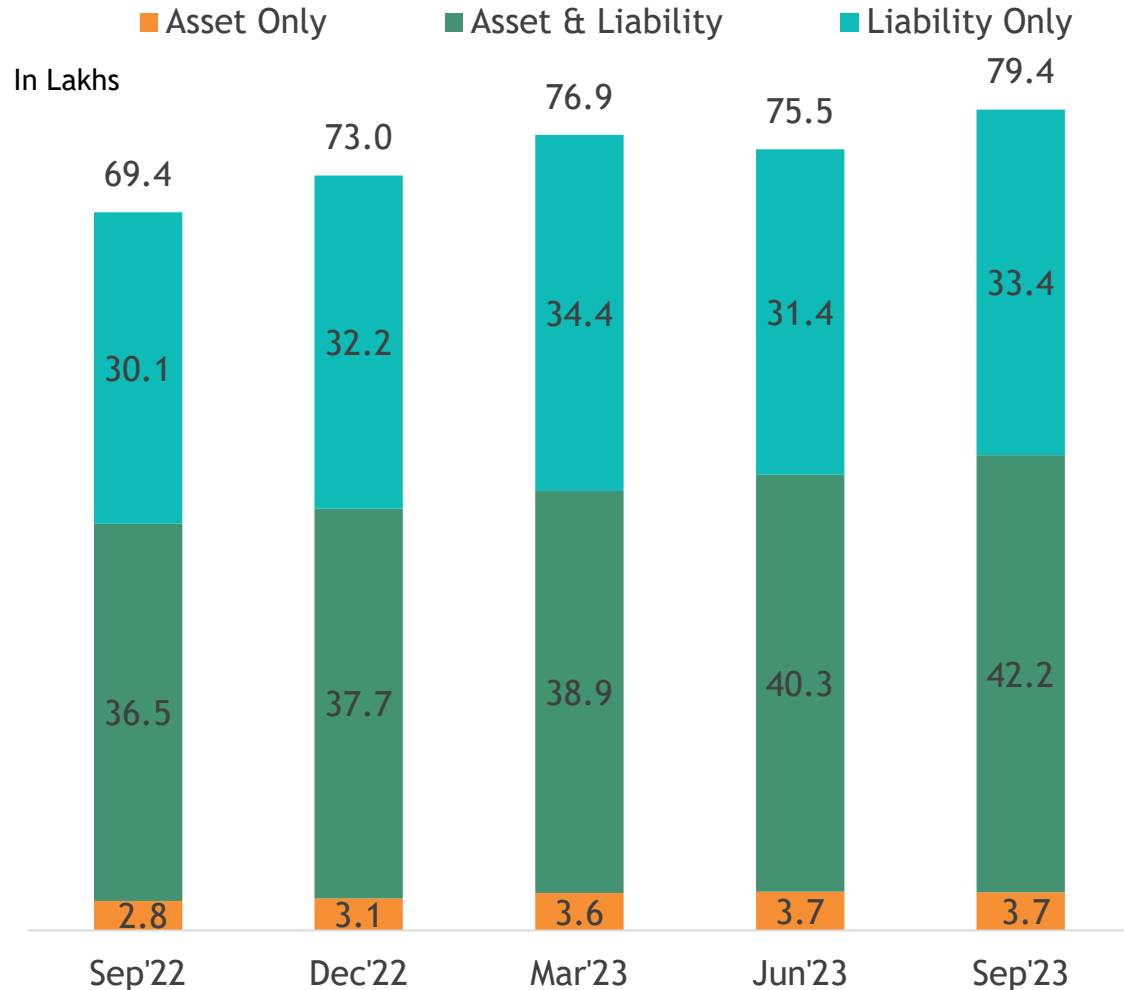
Total Gross Loan Book - ₹ 26,574 Cr*

*Includes IBPC and securitization



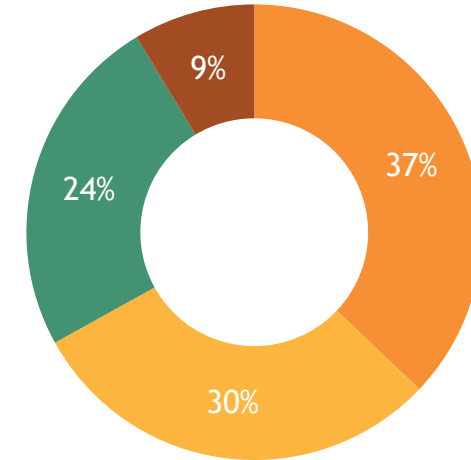
EXPANDING CUSTOMER BASE

Customer Base Growth



~5.4L dormant / inactive accounts closed in Q1 FY24

Customer Base - Basis of Branch Classification



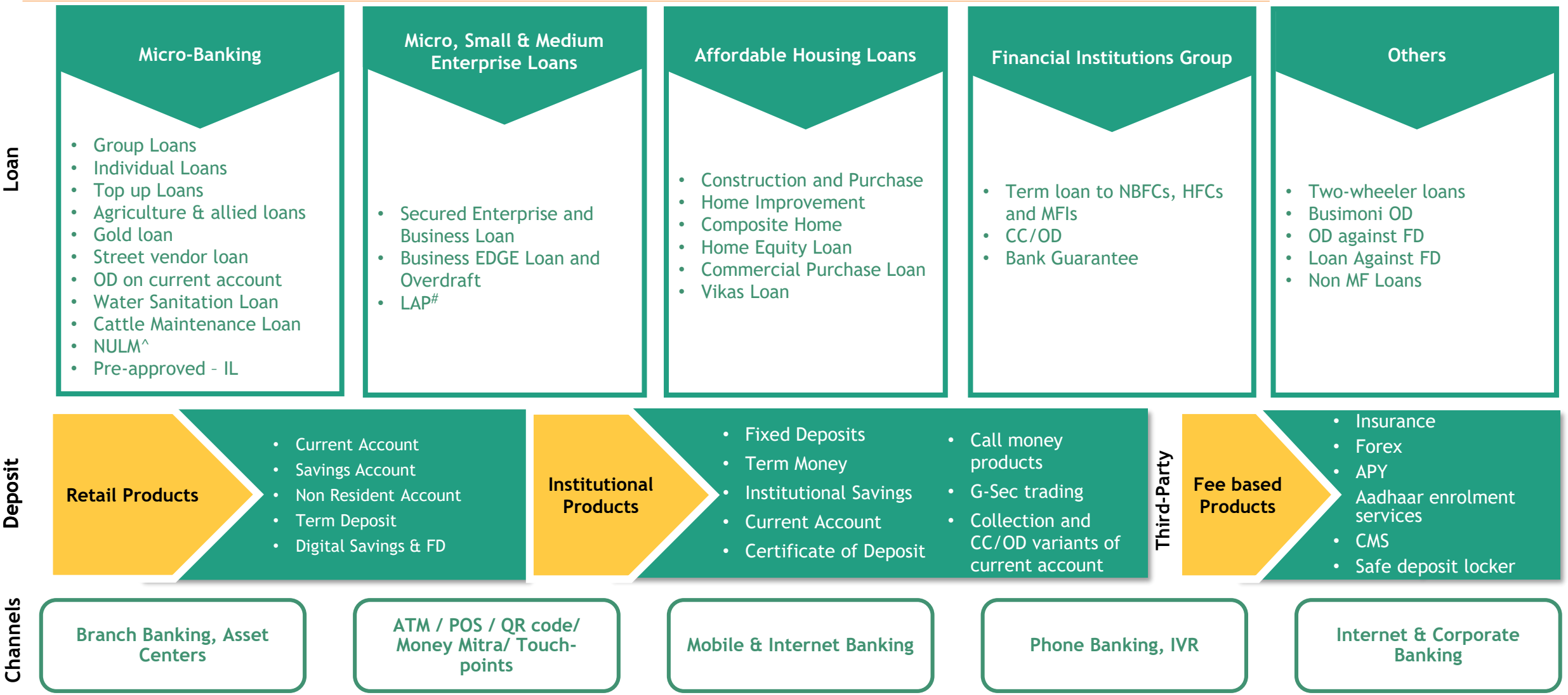
Urban Semi-urban Metro Rural

*Semi-Urban branches largely cater to rural customers

- Liability customers grew by 14% Y-o-Y
- New customer acquisition continues to be strong
- Net Liability only customer addition at 3.9 lakhs for the quarter
- Borrower base picking up pace with 1.9 lakhs net addition in Q2 vs 1.6 lakhs in Q1



COMPREHENSIVE SUITE OF PRODUCTS & SERVICES



Loan against property
[^] National urban livelihood mission



STRONG INDEPENDENT BOARD (1 / 2)

Name	Education	Experience
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.
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
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.
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



STRONG INDEPENDENT BOARD (2/2)

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

03

BUILD A STABLE & GRANULAR DEPOSIT BASE

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

04

STRONG DISTRIBUTION & COLLECTION NETWORK

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

05

CONTINUE FOCUS ON IMPROVING FINANCIAL AND DIGITAL INCLUSION

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

06

DIVERSIFY REVENUE STREAMS

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



Annexures



AWARDS & ACCOLADES



Pitch BFSI Marketing Awards
Most Effective Regional Campaign
Most Effective 360-degree Marketing Campaign



ICC Emerging Asia Banking Awards
Best Performance on Profitability
Best Performance on Growth



CSO 100 Awards
Leaders for innovative, disruptive security projects 2023

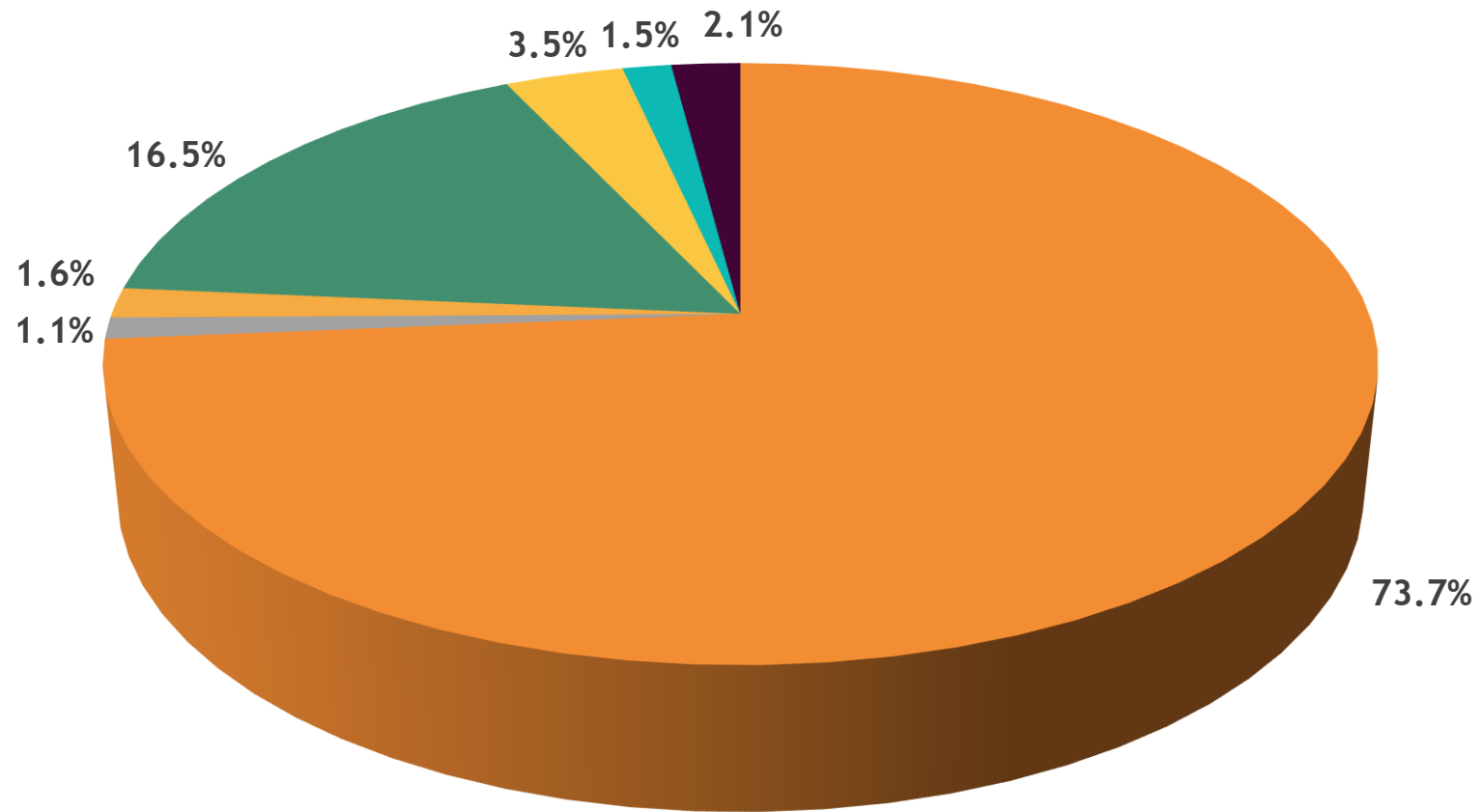


CSI Cyber security Conference & Cyber Security Awards 2023
Outstanding Cyber Security Team in Private Bank



SHAREHOLDING PATTERN - SEP'23

- 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+ Pro
Chillar Bank
Pragati
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)



Enrolment

54,805 Customers trained in Diksha+
22,832 Parents & Children trained
through Chillar Bank

Leads

42% Customers shown interest
22% Parents & Children got the product
access

Digital Repayment

20% Customers repaying digitally
12% Parent's repaying digitally

Certification

90% Customers were certified
98% of the Parents & Children attended

Conversions

32% Customers got product access
14% Parents & Children got product
access ion

Ujj Mobile App

8% Customer's login UJJ Mobile App
5% Parent's login UJJ Mobile App

FINANCIAL LITERACY PROGRAM (FLC & PRAGATI)



9,462 Customers and community people across 151 branches have attended Financial Literacy Camp

FLC for URC Branch



Shot on OnePlus
By Amin



“Pragati” for IL Customers

561 Customers across **8** branches from Assam had 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

CORPORATE SOCIAL RESPONSIBILITY



PROJECT SWACHH NEIGHBORHOOD



About **1,200+** employees volunteered in the Swachh Neighbourhood drive across 34 branches.



No. of tree plantations : 418



25 employees engaged with CSR partners like proVISION Asia, Calcutta Social Project, Pi Jam & Maithree society and had direct interaction with the beneficiaries



Employee engagement with CSR Partners

CORPORATE SOCIAL RESPONSIBILITY



Livelihood Development



Distributed 10 out of 60 wheelchairs to the PWDs in association with proVISION Asia



Livelihood training initiated at Jamshedpur, Ranchi & Varanasi for 300 PWDs



Livelihood training for 200 BPL/APL youths initiated at Bhubaneswar and Jaipur

Disaster Relief



Relief kit comprising of Utensils and groceries distributed to 200 victims of the fire incident @ Appa pada, Mumbai



Grocery kits distributed to the 320 families - victims of Flood at Gujarat

Infrastructure Development

No. of projects budgeted for FY 24: 28
No. of proposed projects approved: 14



Mission statement re-defined to include sustainability

Launched Sustainability webpage

Strategy & Roadmap till FY 2030 formulated

Policy & Reporting gaps being addressed - Maiden BRSR published

GRI report slated for disclosure by end of Oct '23

Process and Data Management System formulated

Maiden DJSI*
assessment
by FY'25



New Policies being drafted

- ❖ OHS
- ❖ Human Rights
- ❖ Vendor code of conduct
- ❖ Sustainability + ESMS
- ❖ Anti-harassment policy (Include in Human Rights Policy)



THANK YOU

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