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Ujjivan Small Finance Bank Limited

CS: Good Afternoon everyone. I Sanjeev Barnwal, Company Secretary of your company participating in this AGM on video audio mode from our registered office welcomes you all to the 7th Annual General Meeting and we are thankful for your participation through virtual mode. May I request Bhaskar to please share the number of shareholders present at this meeting.

Moderator: We have the requisite quorum available. We can start with the meeting. As of now the count is 57 individuals.

CS: Thank you Bhaskar. I will now request our respected Chairman Mr. Prabhakar who is also, the chairman of the Stakeholders Relationship Committee to welcome the shareholders and commence the formal proceedings.

Chairman: Good afternoon shareholders and also the directors on the dais. Since the quorum is present, I would like to call the meeting to order. Before we commence the meeting, I would like to introduce the directors on the dais, I have with me Mr. Ittira Davis on my left, Managing Director and CEO. On my right is Mr. Samit Kumar Ghosh, Non-Executive and Non-Independent Director. Next to him is Mr. Rajesh Kumar Jogi, Independent Director. We have Mr. Ravichandran Venkataraman Independent Director joining us online. Ms. Sudha Suresh, Independent Director and Chairperson of the Audit Committee, is joining us online.

Ms. Rajini Mishra, Independent Director is also joining online. Ms. Anita Ramachandran, Independent Director and Chairperson of the nomination and Remuneration committee is also joining us online from Bombay. We also have with us Mr. Ramesh Murthy, CFO of the Bank. And we have the representatives of the statutory auditors Mukund M. Chitale & Co. and B.K. Ramadhyani and Co.

Mr. Jayachandran, Practicing Company Secretary is also joining us through online mode. S. Kannan Scrutinizer and Mr. Bhaskar from KFin, the Moderator for this AGM and other members of the RTA. Before I request Mr. Davis to brief you on the comments of the Bank I would like to just say a few words as a matter of formality. Dear shareholders, in the financial year 21- 22 the bank embarked on the journey of recovery with a fourfold objective of strengthening the leadership team, growing business volumes, increasing collections and improving asset quality. In the year 2022-23 the bank managed to achieve positive outcome on all the four fronts and finished the year with a spectacular profitability. The Bank's focus has been to consolidate its businesses and make them profitable and invest in new avenues of growth. The Bank closed the year with an outstanding net profit of 1100 crores which is unprecedented in the history of Ujjivan and to adequately reward the shareholders for their continued credence in the company. The Board declared and paid the first ever interim equity dividend of seven and a half percent, that is 75 Paise per equity share in the FY 2022- 23 and further has also recommended a final equity dividend to its shareholders for the year.

Also, the bank has met its commitment to the preference shareholders by declaring and paying the 11% preference dividend for the year 2022- 23. While Microfinance has been the forte of the Bank's business, the bank also concentrated to diversify and expand its other business products such as affordable housing, MSME, FIG, that is financial institutions, group branch banking, etc. The growth in

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this business has played a lucrative role in building the pillars for expansion of the Bank's business beyond Microfinance. In the upcoming year also in the coming years also, the bank will further strive to improve the business of its non MFI products and will also explore introduction of new products with the overall objective of increasing its secured book, which is our immediate priority. Further, the Bank has also been focusing on strengthening its alternative delivery channels like phone banking, video banking, digital banking. As this is the way forward in the ever upgrading the industry.

We believe that the investments would start bearing fruit in the current financial year and henceforth the Bank has as you know, we have a very strong board with three women directors coming from different fields of expertise in risk management, in HR, in information technology and of course, we have bankers also on the Board. During the fiscal, the Board met numerous times through various Board and Board committees to supervise, monitor the functions of the Bank and provide necessary guidance and support. As the Bank paved its way towards growth and profitability.

Further on the talent front, the bank was able to stabilize the attrition and retain and attract talent at all levels of organization. Bank has a resilient senior management team, comprising of well qualified, experienced and passionate leaders, whose contribution and consistency helps help the bank achieve new heights of success and we are confident that the bank is set to achieve significant new milestones. I would also like to highlight that while the bank has always believed in giving back to the society and has taken up various initiatives such as the Chote Kadam Project in partnership with the Parinam Foundation, skill development programs and other development projects for the benefit of the underprivileged communities.

This year, the Bank has started taking conscious efforts to improve in the overall environmental, social and governance front. Last year, I expressed my optimism that the bank has the potential to grow exponentially and we were hopeful that the long-standing shareholders will appreciate the overall performance and be rewarded in the years to come. I take pride that the Bank has delivered beyond the expectations and all our optimism became a reality with the stellar business and financial performance, well-defined long term objectives, strong trust and zealous Ujjivan team.

I remain optimistic. The bank is on track to create a leading mass market Bank serving fast growing, aspiring middle class of the Indian Society. I take this opportunity to thank all the Shareholders, regulators, customers and all the employees of the Bank and the colleague directors on the Board who continue to trust us through our ongoing journey towards strengthening our core and shaping our future.

I now request Mr. Davis to give you an outline of the performance of the Bank and also to take questions from the Shareholders.

Mr. Davis: Good Afternoon. Thank you, Mr. Chairman. Welcome again to the 7th AGM of Ujjivan Small Finance Bank. As the Chairman said, financial year 2022- 23 was our turnaround year and we have completed the turnaround and we can now look at growing the Bank and taking it to the next level. Your Bank has not only delivered extraordinary profits this year, but also on all, most every banking ratio we have come out on top. So, your Bank in one year, has done a record turnaround which all of you must be very proud of, I'd like to just highlight some of the points which would indicate where we are going. Last year 2022- 23, we opened 52 branches after our hiatus or period during COVID when we didn't open any new branches. So, 52 new branches were opened and we entered our 25th state, which is Telangana.

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We are now in Hyderabad. This year we are planning to open 104 branches and enter the 26th state, Andhra Pradesh. There is no other small finance bank which has a distribution in 26 states.

So, your company is unique and very special on that. This allows us to diversify our portfolio and we are present all across the country. The other points that I'd like to just mention here is the awards. Some of the awards that Ujjivan won last year, we did win awards in cybersecurity fraud, monitoring, customer engagement and direct marketing. In fact, one of our advertisements called Shagun Ka lifafa won an international award. And on the subject of advertising and brand building, this week we launched our first nationwide brand building campaign the core of which is Trust.

And I'd like to thank the shareholders for trusting in Ujjivan and helping in the turnaround. This has been very unique. The other important part which I would like to touch upon is that we have launched an unique app which is called Hello Ujjivan.

And this was launched in May and we have already seen three lakh downloads which is helping us to increase the digital repayments going forward. Our digital offering is going to balance the brick and mortar offering that we have and that has to be the way forward to be able to balance our cost structure and to take us to the next level. So that is where we are concentrating and that is where we are investing. The other part, which is you know something that we have Expanded upon up to now, our social commitments were seen through the CSR mode. Now we have expanded that to what is now known as ESG - Environment, Social and Governance. All three very important parts. And this is something that we have put in place. And with that, we have made a small change to our mission statement, which is to and I'll just read that out to you. Our mission statement now is to provide financial services to the underserved and unserved customers as a responsible mass market bank focused on building a sustainable tomorrow. The small changes are to bring into focus both the governance as well as the environmental factors. And I'm sure you will be proud of the way in which the institution is turning on this factor. Thank you to the shareholders, Mr. Chairman, the board and the staff for the support in achieving this turnaround.

CS: Thank you, Sir. Dear Shareholders, the Bank has taken requisite steps to enable all members to participate and vote on the resolutions to be considered at this AGM notice dated June 14, 2023 convening this AGM and the copy of the annual report for financial year 22- 23 have already been circulated to the members of the Bank. With your permission, I take the notice convening the meeting as read Statutory Auditors report dated May 11, 2023 and the Secretarial Auditors Report dated May 11, 2003 does not contain any adverse observations or comments. Since the AGM is being held through VC and the AGM resolutions have already been put to vote by remote evoting, there will be no formal process of moving the motion and seconding the same. Further, this AGM is deemed to be conducted at the registered office of the Bank in Bangalore. Members who have not cast their vote earlier through remote evoting can cast their vote during the course of this AGM through the E voting facility which is now open. Members may click on the thumb option below their screen to cast their vote on the resolutions.

Now, turning to the agenda items listed in the notice of meeting, there are five items of business and they are first to receive, consider and adopt the audited financial statements of the Bank for the financial year ended March 31, 2023 and the reports of the Board of Directors and auditors thereon. Second item to declare final dividend for the financial year 2022-23. 3rd item to reappoint Mr. Samit Kumar Ghosh, who retires by rotation as a director and being eligible, seeks reappointment to approve the reappointment of Ms. Rajni Mishra as an Independent Director of the Bank for the second term. To approve the reappointment of Mr. Rajesh Jogi as an Independent Director of the Bank for the

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second term. We would like to inform the members that as per the provisions of the act, the remote evoting process was carried out by the bank from Monday, July 24 till Thursday, July 27, through the services of our RTA service provider Kfin Technologies. Once the Q and A session starts the names of the shareholders who have registered as a speaker shareholder will be called out one by one by the moderator only. The audio of the speaker shareholder will then be unmuted by the host. The shareholder is requested to turn on his video prior to asking their query. The speaker shareholder faces any connectivity issue.

We would invite the next speaker to join and once the connectivity improves the speaker's shoulder will be called again to speak. Once the other shareholders complete their turn. Over to you Bhaskar to carry out the speaker Q & A session please.

Moderator: Thank you. I would like to request Mr. Bimal Jain from Delhi to kindly unmute himself. Switch on the video if he desires to do so and proceed with asking the question, please. Mr. Vimal Jain from Delhi. You are requested to kindly unmute yourself, switch on your video if you desire to do so and proceed with asking the question. I have not received any input from Mr. Vimal Jain. We will move on to our next speaker, Mr. Vinay Vishnu Bhide from Mumbai. Mr. Vinay Vishnu Bhide from Mumbai.

You are requested to kindly unmute yourself, switch on your webcam and proceed with asking the question please. Unfortunately, we have not received any input from Mr. Vinay Vishnu. So we'll move on to our next speaker, Mr. Santosh Kumar Saraf

Mr. Santosh Kumar Saraf: मेरे भाइयों बहनों मैं सबसे पहले आपको धन्यवाद देता हूँ अच्छा डिविडेंड के लिए और मैं एक ही पैसे के इस साल बैंक ने कितने नए ब्रांच खोले और कितने नए एम्प्लॉई ऐड किया बताएगा और मैं भास्कर को धन्यवाद देता हूँ सर नमस्कार.

Moderator: Thank you Mr. Santosh, we'll move on to our next speaker, Mr. Hiranand Parshram Kotwani from Kalyan. Mr. Hiranand Parshram, you are requested to kindly unmute yourself, switch on your video if you desire to do so and proceed with asking the question please. Mr. Hiranand parshram.

Mr. Hiranand Parshram Kotwani: Yeah. Hello gentlemen. Namaste from Kalyan. Hello. I am audible.

Moderator: Yes, sir. You are audible sir.

Mr. Hiranand parshram Kotwani: Yeah. Just your audio came now. Otherwise, the Kfintech giving the audio no video. Okay. The gentleman convey my first it's his first meeting. Convey my good wishes. Long way to go. Certainly, the sincerity and competence are visible. The Bank play important role in the society and sincerity, competence and transparency play important role. I used to cry for last 15 years in a PSU bank regarding the NPA front and recovery. And I told in 2007 that certainly there is no problem for ten years. But certainly there are problem. The Bank play primary society. Certainly the loan and all this how you are going to improve the growth and prosperity and various national level branches and monitoring and digitalization I want to know from you. Thank you and good luck.

Moderator: Thank you, sir. We will move on to our next speaker. Mr. Ramesh Shankar Gula from Hyderabad. Mr. Ramesh Shankar Gula. You are requested to unmute yourself, switch on your webcam if you desire to do so and proceed with asking the question, please. Mr. Ramesh Shankar Gula. We

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have not received any input from Mr. Ramesh Shankar so we'll move on to Mr. Praveen Kumar. Our next speaker, Mr. Praveen Kumar from Delhi. Mr. Praveen Kumar.

Mr. Praveen Kumar: Hello. I'm audible, sir.

Moderator: Yes, you are. Yes, you are. Please.

Mr. Praveen Kumar: A very very good afternoon to my respected chairperson, well decorated, esteemed board of director and my co fellow shareholders joined this meeting. Sir, Myself, Praveen Kumar, joining this meeting from New Delhi. I have few observations which I'd love to share with the entire house. First of all, I am very thankful to our respective chairperson for his in-depth address to the shareholder. Sir, you cover almost everything and under your leadership this time the dividend which you announced I'm very happy. I am part of our bank since IPO I'm the original allottee of our bank and I'm very delighted that our company our Bank is growing slow.

and steadily with a strong foundation of professional management we are having sir and sir, the investor friendly approach of our bank truly shows that yes, this bank care for retail investor. I supported all the resolution which you set out for the notice today. And I'd love to thank our KMP respected CFO, our company secretary Sanjeev and his entire team for bringing highest standard of corporate governance. Just a small request from my side if we love to keep in touch with the company secretary.

There's one number which is reflecting but it will be never picked up by anybody. So, you have to provide another number so that at least if you want to speak to them our CFO, respected CFO, respected CS to at least we can talk to them if we have any issue. And I request on this Board to request our company secretary who has ample experience in his life and he's the true asset for us request him, if possible, to send me the hard copy of Annual report after closing the meeting. And I wish you all the very best for the brighter future for all of us. You are very good Respected chairperson. I really salute your leadership and I wish you all the very best. Thank you, sir. Thank you very much.

Moderator: Thank you, Mr. Praveen. We would move on to our next speaker Mr. Manjeet Singh from Delhi. Mr. Manjeet Singh, you are requested to kindly unmute yourself, switch on your webcam if you desire to do so and proceed with asking the question, please. Mr. Manjeet Singh from Delhi. We have not received any input from Mr. Manjeet Singh so we'll move on to our next speaker Mr. Gagan Kumar from Delhi. Mr. Gagan Kumar, you are requested to kindly unmute yourself.

Switch on your webcam if you desire to do so and proceed with asking the question, please. Mr. Gagan Kumar from Delhi. We have not received any input so we'll move on to our next speaker mr. Sarvjit Singh from Delhi. Mr. Sarvjit Singh, you are requested to kindly unmute yourself, switch on your webcam if you desire to do so and proceed with asking the question, please. In the absence of any input from Mr. Sarvjit Singh we will move on to our next speaker Mr. Abhishek J. from Chennai. Mr. Abhishek, you are requested to kindly unmute yourself. Switch on your webcam if you desire to do so and proceed with asking the question, please.

Mr. Abhishek: can you hear me? sir Am I Audible?

Moderator: Sir, you are audible but very faint. Can you speak a little louder please? Abhishek ji Mr. Abhishek, your volume is very faint. Can you please come closer to the microphone please? Mr.

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Abhishek, we have lost input from Mr. Abhishek so we will come back to him. Mr Abhishek. Am I audible? Because we are getting a video and audio feed from your end but there's no audio coming in. We'll move on to our next speaker and we'll come back to you in a while, Sir. The next speaker is Mr. Dilip Kumar Jain. Mr. Dilip Kumar Jain from Jaipur. Mr. Dilip Kumar Jain, you are requested to kindly unmute yourself. Switch on your webcam if you desire to do so and proceed with asking the question, please. Okay. We have not received any input from Mr. Dilip Kumar Jain. We will move back to Mr. Abhishek Jain. Mr. Abhishek Jain are you able to unmute yourself and speak at this point in time? Okay, we have not received any audio input from Mr. Abhishek Jain. So, we will move on to our next speaker Mr. Ajay Kumar Jain from Delhi. Mr. Ajay Kumar Jain, you are requested to unmute yourself.

Mr. Ajay Kumar Jain: हाँ नमस्कार चेयरमैन साहब मैं दिल्ली से अजय कुमार जैन बैंक का शेयर होल्डर बोल रहा हूँ और आपने अपनी जो चेयरमैन स्पीच दी और जो बताया और जो कहा वो काफी सही लगा और ये लगता है कि बैंक ने 2022 23 से भी अच्छी प्रोग्रेस करी है और जो आपने प्रोजेक्शन लिए थे ये हैं उसमें और आगे बढ़ेगा जिसका लाभ बैंक के साथ साथ कस्टमर को भी मिलेगा और शेयर होल्डर को मिलेगा हमारे बैंक की सबसे अच्छी खासियत है कि हमारा बैंक जो है ये कस्टमर का फ्रेंड ली है उनको अपनी तरफ आकर्षित करने के साथ साथ उनको जो अपनी सर्विस देता है तो कस्टमर आपने हमारे बैंक से जुड़ने की कोशिश करता है और जिसका लाभ उसको मिलता है तो इसीलिए हमारे बैंक को आगे तरक्की करने की मिलती है तब उसे शेयर होल्डर्स के लिए भी बैंक कोई ऐसा ऑप्शन स्कीम लाए क्योंकि आज हमारी बैंक की प्रेजेंट्स कम है बटरी हम दिल्ली में रहते हैं तो हम भी अपने बैंक के साथ जुड़े ऐसा कोई अपना स्टेज डिपार्टमेंट कोई स्कीम चलाया मुहिम चलाएं इतना बड़ा वाला शेयर होल्डर है वो हमारे बैंक का अकाउंट होल्डर बनेगा तो हमें बिज़नेस नहीं गिरेगा और इसका लाभ और जो ये हमने इनकम होगी उससे शेयर होल्डर को मिलेगा सर आपसे मिलने की बहुत इच्छा होती है दिल्लीवालों को आपको मैं बैठे कोई इन्वेस्टर मिल क्या कोई ऐसा हो तो आज जो शेयर होल्डर ऐसे स्पीकर इन राइट इस है उनको यदि आप बुलाया जाए तो हम आपसे रुबरू हो सकें और जानता है और आप जैसी सत्य से सीखने को भी मौका मिलेगा आपके लिए शुभकामनाएँ और ये पोस्ट के रूप में जो आपने भी अरएन्जमेंट किया है जिनका भी बहुत अच्छे सेलेक्शन है बिल्कुल ऐसा लग रहा है की आपके आमने सामने बैठे हुए हैं आने वाले समय और शायद यदि कोई बैंक का कोई ऐसा मूवमेंट हो या कुछ हो तो हम अपने घर में लगाकर रखें ताकि हमें अपनी बैंक की याद रहे संभव हो तो करिएगा प्रेशर कोई नहीं और आप के लिए शुभकामनाएं नमस्कार जय हिन्द।

Moderator: Thank you, Mr. Ajay. We would move on to our next speaker Mr. Rakesh Kumar from Delhi. Mr. Rakesh Kumar, you are requested to kindly unmute yourself.

Switch on your webcam if you desire to do so and proceed with asking the question, please. Mr. Rakesh Kumar from Delhi. We have not received any input from Mr. Rakesh Kumar so we'll move on to our next speaker Mr. Jaydeep Bakshi from Kolkata.

Mr. Jaideep Bakshi request you to unmute yourself. Switch on your webcam if you desire to do so.

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Mr. Jaydeep Bakshi: Very good afternoon, Chairman and Board of Directors. Myself, Jaideep Bakshi. Connecting from the city of Kolkata. Sir, I was busy in other meetings. I couldn't go through your initial speech. However, I hope our Bank will move forward in the coming years under your guidance. What are the steps are we taking for our data protection? That is the main cause of concern now. And what is our spending on this? Our marketing and advertisement for further inroads and regarding MSME what are our thought process and are we opening new branches in the semi urban area? Just kindly throw some light on this. Nothing to add more, I wish the bank will move further ahead in the coming days under your leadership. Thank you, sir, for giving me an opportunity and kindly share with me a hard copy of annual report. It will be very helpful.

Moderator: Thank you, Mr. Jaydeep. We will move on to our next speaker Ms. Rajni Gupta from Delhi. Ms. Rajni Gupta. You are requested to kindly unmute yourself. Switch on the webcam if you desire to do so and proceed with asking the question, please. Ms. Rajini Gupta. Unfortunately, we have not received any input from Ms. Rajini Gupta. We will move on to our next speaker, Mr. Rajesh Kevalram Chenani from Mumbai. Mr. Rajesh Kevalram Chenani from Mumbai. You are requested to kindly unmute yourself. Switch on your webcam if you desire to do so and proceed with asking the question, please. Mr. Rajesh Kevalram Chenani from Mumbai. We have not received any input. Moving on to Ms. Celestian Elizabeth Mascarenas from Mumbai. Ms.

Celestian, you are requested to kindly unmute yourself. Switch on your webcam if you desire to do so and proceed with asking the question, please. Ms.Celestian Elizabeth Mascarinus. We have not received any input from Ms. Celestian.We will go back to Mr. Abhishek J from Chennai. Mr. Abhishek. J. Am I audible to you? If you can unmute yourself and proceed with asking the question, please, now?

Mr. Abhishek: You are audible sir whether I am audible or not sir?

Moderator: Yes, now you are audible, now you are audible.

Mr. Abhishek: Okay sir. Okay sir, my name is Abhishek. So first of all, I congratulate the management on the eve of Annual General Meeting, trust all is well with you and your family. In this challenging situation a company deserves much more respect than the currentmarket cap.

Moderator: Okay. We have lost input from Mr. Abhishek Jain. We will come back to him if he comes back again. There seems to be a connectivity issue at his end.

We will move on to our next speaker Mr. K. Bharat Raj. Mr. K Bharat Raj. You are requested to kindly unmute yourself. Switch on your webcam if you desire to do so and proceed with asking the question please. Mr. K Bharat Raj.

Mr. K Bharat Raj: Yeah. Very good afternoon chairman, entire board of directors. I'm Bhatraj calling from Hyderabad under the leadership of our founder, founder, Mr. Samit Kumar. Ghosh. My bank is going under the right track. Wonderful performance, sir. And my bank is spreading all over the country. I'm happy. But I am happy to share that my chairman and MD that you came to Hyderabad. Thank you for introducing the branch in Hyderabad. It is maybe late but at last you came to Hyderabad. I'm very happy, sir. Sir, what is your future plans in Jammu, Kashmir and other parts of northeastern states? Please let me know when your footprints are coming. Sir, at present in every state you have the branches. Sir, What about the districts? Sir, because Telangana and Andhra are very big states.

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You have only one branch in Andhra and one branch in Telangana. So how you want to come, expand the branches in district wise sir? Because if you see Tirupathi is a very good potential area vijaywada Vizag there are the potential cities. So, when you're coming in these cities sir? Chairman sir, thanks for your dividend a wonderful CSR work. Chairman, I want to share some views because Vijayan bank is a small cap bank but how you attract the public sir? Because PB is very important because personal banking without personal banking the branch cannot sustain. So, how you want to make PB a strong footfall? So how you attract the in generation? Sir. Nowadays every debit and credit cards they're introducing tie up with some branded so you have any future plans with a tie up with co-branded debit cards and co-branded credit cards. Because airport lounges access our small banks, some banks are introduced this airport lounges access Flipkart or Amazon like that, sir How you want to attract the in generation, sir? So, you have any feature plans to the co-branded cards? Chairman sir, I want to share one more thing sir, there is no secretary department to inform us what is the shareholder number? Nothing. And my company site is so much busy I cannot access him sir, so that I request that Mr. Sanjeev is a very senior person and he has very good experience. Why not you allocate him in other segments so that you purely assign one company secretary would be access to a company as shareholder. Sir So every time I cannot call my Chairman or MD for any issues sir, so my request is give very big assignment over Sanjeev Ji so that he's previously working as a CEO and is working as CS means it is something it has been very hard sir. So, Chairman sir, please look into the issue sir so that at least you arrange a very good comprehension who is accessible for us. Sir, Sanjeev Ji is a wonderful person. I'm not saying, I'm not telling that he's wrong but he is a very matured and senior person. You should give very senior assignment. Chairman sir, please arrange a fiscal agency so that we can have a very good interaction with you. Once the IPO, we never met any board of directors and our founder Chairman also we want him. We want to honour him sir. Once again sir, we wish you continue the dividend pay-out in coming years also my best wishes to you sir. Thank you very much. God bless you. Take care sir.

CS: Mr. Bharat, if you still remain there, please I mean from which email ID you would have sent an email? Because there could not be a single instance where the secretarial team doesn't respond to each of the shareholder. We have always been a very responsive company, responsive bank and any email which comes addressed to our group email ID corporate secretarial whether it comes to investor doctor relations or directly to me we made sure that it gets addressed within 24 hours.

That has been a practice and we continue to follow that Bhaskar. Please continue with your next speaker.

Moderator: Sure. Thank you. We will move on to our next speaker Mr. Sunil Kumar Modak from Calcutta. Mr. Sunil Kumar, you are requested to kindly unmute yourself, switch on the webcam if you desire to do so and proceed with asking the question, please. Mr. Sunil Kumar Modak from Calcutta. We have not received any input from Mr. Sunil Kumar Modak so we'll go ahead and move on to our next speaker Mr. Deepak Hari Prashad Dave from Ahmedabad. Mr. Deepak Hari Prashad Dave from Ahmedabad you are requested to kindly unmute yourself, switch on your webcam and proceed with asking the question. Well, we have not received any input from Mr. Deepak Hari Prashad Dave. We will move on to our next speaker Ms. Bharti Sharaf. Ms. Bharti Sharaf you are requested to kindly unmute yourself and switch on your webcam if you desire to do so and proceed with asking the question.

Please. Ms. Bharti Saraf.

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Ms. Bharti Saraf: Yes. 1 minute.1 minute. Just a minute. Just a minute. Give me Mr.Bhaskar . I am sharing my video. माननीय अध्यक्ष जी मैं भारती में सब में जॉन ने संतोष कुमार साहब बोल रहा हूँ पहले मेरे को नंबर दिया था मैं स्पीच पूरी नहीं कर सका किसी कारण इसलिए क्षमा चाहता हूँ दुबारा अटेंड करने के लिए आपसे क्षमा चाहता हूँ दुबारा हमारे उनको मेरे कम से कम नमस्कार नहीं कर सका इंग्लिश दोबारा मीटिंग कर रहा हूँ लेकिन मुझे याद है की चार या 5 साल पहले हम जब विजुअल की फिजिकल मीटिंग हुई थी तो मैं बेंगलोर गया था और हमारी बहुत अच्छी बात हुई थी और उन्होंने पूरी अपनी बताई थी और हमें साथ में उन्होंने स्ट्राइक्स भी लिया था मैं इसलिए उनका आभार प्रकट करता हूँ सर मैं पहले दूसरे मीटिंग में नंबर आ गया था इसलिए मैं निकल गया था मैं आपको नमस्कार करता हूँ और आपकी लंबी उम्र की कामना करता हूँ उससे हमारे जीतने भी डाइरेक्टर है जितनी भी अधिकारी कह रहे हैं और जीतने भी कर्मचारी और जीतने भी हमारे भाई बहन वीटो कंप्लेंट है मैं संतोष व शराब कल का ही रहने वाला सब पर सब आप सभी को नमस्कार करता हूँ साझा करता होगा आप जीतने भी डाइरेक्टर और जीतने भी अधिकार है जो भी आप प्रोजेक्ट है अच्छे सवस्थ होंगे सर सर मैं मैनेजमेंट उनकी टीम को धन्यवाद देता हूँ लिस्ट में आने के लिए पहली साल ही आपने दो बार दिया सर आज ही करता हूँ इसी तरह आगे भी हमें डिजिटेंट मिलते रहेंगे सर और सर इसी का फल है क्या जुबान भी 450 करीबन आ गए क्योंकि नीचे हो गए हमारी कंपनी के 2060 के बाद में नीचे में 19 तक आ गए थे सर 18 प्यार दोबारा रिकवर कर रहे हैं हमारे अच्छे की कामना है अच्छा दिख रहा है सर और सर आपको मैं एक बार मैनेजमेंट की टीम को धन्यवाद दूंगा इन सलाह आप करीब 1000 न्यू इम्प्लॉई एडिट किया है सर इसके लिए मैं धन्यवाद दूंगा सर फिर भी एक रिकवेस्ट है सर आप क्या फीमेल इंप्लाइज है 19% है तो इनकी संख्या बढ़ाई ये क्योंकि हमारा देश तीसरी बड़ी इकोनॉमी बनने की आशा कर रहा है और लोग कहते हैं 2028 तक अब 20 से की निचली बड़ी इकोनॉमी बन जाएंगे सर तो हमारे यहाँ फीमेल जी की संख्या 50% है सर तो उनको अगर नहीं करेंगे तो हम शायद आसान नहीं कर सकते की तीसरी उनके फिगर हम बन सके की आज देखिये फाइनांस मिनिस्टर हमारी फीमेल है रेजिडेंट हमारी फीमेल है और भी हमारे कर्मचारी जो फीमेल है अच्छा काम कर रही है सर रिकवेस्ट और सर आपका अभी तक 25 25 स्टेट में आप हो तो बाकी और स्टेट में कब तक आप करोगे ये बता देगा और नॉर्थ ईस्ट में आप कहाँ अभी है इसके बारे में बताइए सर और सर फ्यूचर में क्या प्लान क्या प्लान आगे बढ़ने के लिए क्या प्लान है करने के लिए क्या कर रहे हैं इसके बारे में बताएगा सर और अभी कहाँ था की क्या डिपॉजिट है ये बताएगा लॉग बुक की क्या पोजीशन बताएगा सर ज्यादा मैं समय नहीं लूंगा की फिर क्या अभी आप से मुलाकात करनी है सर मैं जीतने भी हमारे डाइरेक्टर है जीतने भी अधिकारी हैं और जीतने भी कर्मचारी आप उनको 2023 24 की शुभकामना देता हूँ और वहाँ से प्रार्थना करता हूँ भगवान माने चील 2023 24 सभी के लिए हेल्थी वेदी और पोस्टर और सेफ्टी के साथ देती तो और सर ये प्लैटफॉर्म जब गाय काफी अच्छा होता है की अभी डॉक्टर भाई यहाँ से अपडेट कर रहा हूँ बखशी सब करता सेट कर रहे थे तो बेहतर है और हमारे डाइरेक्टर भी अपने घर से मिले जहाज अवेलेबल वहाँ से अटेंड कर सकते हैं फ्यूचर में अगर फिजिकल मीटिंग करते नहीं है सर तो उसमें साथ में मिक्सअप करके रखिये बी सी का भी ऑप्शन जिसे फिजिकल मीटिंग में नहीं आ सके तो किसी बात की आज का प्रसाद का मौसम रहता है सर फिजिकल मीटिंग में आने के बाद कई बार पॉसिबल नहीं होता सर मैं अपने मॉडरेटर को भी धन्यवाद देता हूँ काफी अच्छा से प्लैटफॉर्म काफी अच्छा है और इनके काफी

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अच्छा है तो फ्यूचर ने कहा बी को प्लैटफॉर्म यूज करिए ये आपसे प्रार्थना है धन्यवाद जय हिंद एक बार सभी को नमस्कार

Moderator: Thank you Mr. Shantosh Saraf. On behalf of Bharti Saraf we'll move on to next speaker. Ms. Lekha Satisha from Mumbai.

Ms. Lekha Satish Shah from Mumbai you are requested to kindly unmute yourself, switch on your webcam if you desire to do so and proceed with asking the question. Please. Ms. Lekha Satish Shah.

Ms. Lekha Satish Shah: Hello. Can you hear me, sir?

Moderator: Yes ma'am.

Ms. Lekha Satish Shah: Respected Chairman, sir, board of directors and my fellow members. Good afternoon to all of you myself Leka Shah from Mumbai.

First of all, I'm very much thankful to our company secretary for sending the AGM notice well in time which is full of knowledge, fact and pickets in place. Thank you, Chairman sir, for explaining us beloved the bank. Congratulations for excellent work, sir. Sir, I pray to God that he always showers his blessing upon you. Sir अपॉन यू सिर इतना अच्छा तरह से अपना कंपनी सेक्रेटरी अपने बैंक को बारे में डिटेल्स में दिए हैं और आपका चेयरमैन स्वीट में भी अपनी इतना इतना समझाया मुझे कोई भी अपने बैंक को इस कोई क्वेश्चन पूछने का नहीं है सर Sir, I hope the company will continue video conference meeting in future. So I strongly support all the resolutions for today's meeting and my best wishes always our company, always our bank and its prosperity. Thank you, sir.

Moderator: Thank you Ms. Shah. We will move on to our next speaker Mr. Sarvajit Singh from Delhi. Mr. Sarvajit Singh has registered himself twice with two different Folios. I'm assuming he's the same Sarvajit Singh. Sarvajit Singh from Delhi you are requested to kindly unmute yourself and proceed with asking the question. We have not received any input from Mr. Sarvajit Singh again. So we'll move on to our next speaker Mr. Prakash Awasya from Indore. Mr. Prakash, you are requested to kindly unmute yourself. Switch on your webcam if you desire to do so and proceed with asking the question. Please. We have not received any input. Yes, Sanjeev,

CS: we are running late you know just how many speakers are more left.

Moderator: This was the last speaker.

CS: Thanks.

Moderator: So, I hand it back to the board. Please continue with the rest of the session. Thank you.

Mr. Davis: Thank you. Bhaskar I'll respond to those questions.

Some of the questions have been asked a couple of times so we'll combine the answers. The first question was about adding value to society and stakeholders. On this I'd like to say that Ujjivan's values are based upon serving the underserved and the unserved. We have provided ground level support. We specifically started by supporting women and the weaker sections of society. And we also have 25% of our branches in unbanked rural areas again providing support to the communities in those areas.

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We have today altogether about 661 branches which are operational today. We have added also 1000 employees. During financial year 23 opened 54 branches and during this financial year we will be adding to that. Further, the question on data protection as I had mentioned in my speech Jeevan has won several awards for data protection and for cybersecurity. This is one of our very important aspects and all our IT systems and any other systems that we put in place cybersecurity and customer data protection is one of our major objectives. And we work also very closely with the Reserve Bank of India and the NPCI. When it comes to this data protection rest assured, we are implementing and spending what is required to ensure your data is safe with us. The MSME Plan we are in transition mode. We have gone back to the drawing board and we are trying to reconfigure some of the products. We are beginning to relaunch them. And in the second half of this year, we will be ready to fully relaunch the MSME with working capital and other products which will help us in the longer term and make it a more sustainable business. You were asking also about the scheme for shareholders. We are very keen to see what we can do through our branches for our shareholders. So, you're most welcome to visit our branches and talk to our branch teams and see what we can do for you by way of value-added services to our shareholders.

We are also sending communications and as our company secretary mentioned, any question which is asked or which comes to their attention is responded to within 24 hours. So that is something that we pride ourselves over and we will continue to do so. Any suggestions you may have, please send them to the company secretary email and we will look into it. In the semi urban areas, one of the questions was how many branches are there in semi urban areas? We are opening 32 branches in the first quarter this year and altogether 70 branches will be opened in semi urban areas during this financial year. Altogether, we have 188 semi urban branches as of June 30. With regard to our branches in the Northeast, we have 18 branches in Assam, one branch in Meghalaya and eight branches in Tripura. That's a total of 27 branches. We are carefully monitoring the situation and if it is deemed to be something that we can do profitably and achieve our objectives, we will be looking at other States, including JNK, Sikkim and other places as and when the opportunity arises. But at this present time, we do not believe that it's the right time to go to these States because the business volumes that we are looking at is not present there. We have five branches in Telangana, all of which are in Hyderabad. We are opening three branches this year in Andhra Pradesh. One in Vizag, one in Vijaywada and the other one in Rajamandri. So with that, we will cover that area and Telangana. We will add branches as we go along based on the business model. Rest assured that we are looking at ways to expand our presence in the country. On the subject of co-branded cards, we have received this request from a few locations and few customers. We are looking into it. We will evaluate and take a call on how to take it forward. However, I must say that some of the things that you mentioned or one of the shareholders mentioned about airport launches and all the other things is already available on our debit card. The holder of debit cards can use these lounges. We are working to see what other things we can add to the debit card offering so that it will be one of the best debit card features as we go forward.

We are among the leaders in UPI, among the small finance banks. The UPI transactions at Ujjivan is by and far the largest in the banking space. We also have the mobile banking, which we are revamping. And we also have Hello Ujjivan, which we have offered to you. As far as the women employees in the organization is concerned right now, we had 18% at the end of financial year 23. We are increasing that to 19% today.

We have three women directors and two senior people ladies among the management. And we're trying to set aside certain positions in the organization where we will try to see whether we can employ

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women on a preferential basis. And to that extent, we would like to see this ratio move into the 20s in the near future. As far as Casa is concerned, as of June 23 we have 6556 crores, which is about 27% growth year on year. Gross loan book is at 26,326 crores and that is up 30% from the previous year. I think one of the important issues which I'd like to touch upon, although no question was asked, is about our reverse merger. The reverse merger is in process. The approvals from RBI and Sebi, etc. Have been obtained. The final approvals with the NCLT Bangalore is in process. We have got a preliminary indication of the requirements at the end of June, but we are waiting for the written order from the NCLT, from the court. As soon as that is received, we will proceed to complete the requirements.

And we are hopeful that this reverse budget process will be completed during this financial year. Everything goes well, hopefully it will be done in the third quarter. But our objective is to try and complete it during this financial year.

With that, we have answered all the questions, so I'll hand it over to the Chairman.

CS: Thank you, sir. So, we hereby inform the members that Mr. S. Kannan, practicing CS has been appointed as the scrutinizer and who is also attending this AGM through VC will submit his report to the results of the evoting shall be announced. Not later than 48 hours from the conclusion of this AGM by intimation to the exchanges and will also be placed on the website of the bank.

The recorded transcript of this AGM will be made available on the website of the bank as well. Members who have not cast their vote electronically can cast their votes through Instapoll which is open after the meeting is concluded. I'll request the Chairman to please give a vote of thanks to the shareholders.

Chairman: Thank you, Sanjeev. I would like to thank all the shareholders for taking so much of interest in participating in the AGM and asking several questions. I'm sure all your questions have been addressed by Mr. Davis. Our MD and CEO would also like to thank all our directors and auditors who have joined this meeting from various places. I think we have covered all the agenda items. I would now declare the 7th annual General Meeting of Ujjivan Small Finance Bank has concluded. So, once again, thank you all for this. The company secretary is hereby authorized to declare the results of the remote E voting as well as votes casted through E voting during the AGM. The resolutions set forth in the notice are deemed to be passed today subject to requisite votes. Stay safe and healthy. Thank you all once again. Thank you.

CS: Thank you Bhaskar, for your support.