

**USFB/CS/SE/2023-24/15**

**Date:** May 11, 2023

**To,**

**National Stock Exchange of India Limited**  
Listing Department,  
Exchange Plaza, C -1, Block G, Bandra Kurla  
Complex, Bandra (E),  
Mumbai-400 051

**BSE Limited**  
Listing Compliance,  
P.J. Tower,  
Dalal Street, Fort,  
Mumbai-400 001

**Symbol:** UJJIVANSFB

**Scrip Code:** 542904

Dear Sir/Madam,

**Sub: Press Release and Investor Presentation for the quarter ended March 31, 2023**

Further to our intimation carrying reference number USFB/CS/SE/2023-24/13 dated May 11, 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 financial year ended March 31, 2023.

This intimation shall also be available on the Bank's website at [www.ujjivansfb.in](http://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

## **Milestone year; Setting new benchmarks**

Best ever performance across all parameters with PAT at ₹310 crore/₹1,100 crore for Q4/ FY23  
Disbursed ₹6,001 crore /₹20,037 crore for Q4/ FY23; Gross loan book up 33% Y-o-Y/ 10% Q-o-Q  
Collections/ asset quality at industry best; PAR at 3.8%; GNPA/NNPA at 2.6%/0.04%  
Deposits up 40% Y-o-Y/ 10% Q-o-Q; Retail TDs<sup>^</sup> up 69% Y-o-Y/ 10% Q-o-Q

**Bengaluru, Thursday 11 April, 2023: Ujjivan Small Finance Bank Ltd.** [BSE: 542904; NSE: UJJIVANSFB], today announced its financial performance for the year and quarter ended March 31, 2023

### **Summary of Ujjivan Small Finance Bank Business Performance – Q4FY23 and FY23**

#### ❖ **Assets**

- Disbursements were at ₹6,001 crore/ ₹20,037 crore for Q4FY23/ FY23; crossing major milestones
- All-round growth with Housing and FIG crossing milestone of ₹400 crore/ ₹300 crore quarterly disbursement, disbursing ₹439 crore/ ₹318 crore respectively – highest ever for both the segments
- Gross loan book at ₹24,085\* crore up 33%/10% Y-o-Y/Q-o-Q

#### ❖ **Collection and Asset Quality**

- Continued traction on Collections with ~100% efficiency in Mar'23; NDA collection consistently at ~100%
- Portfolio at risk at 3.8% as of Mar'23\* vs 4.9% as on Dec'22
- GNPA/ NNPA declined to 2.6% / 0.04%\*\* as of Mar'23 against 3.4% / 0.05%\*\* as of Dec'22
- Total of ₹ 67 crore written-off in Q4FY23; Provision coverage ratio as on Mar'23 is 98.4%#
- Restructured book falls below 1%; constitutes only 0.9% of gross loan book\* with provision cover of ~100% and collection efficiency of 111% in Mar'23

#### ❖ **Deposits**

- Deposits at ₹25,538 crore as of Mar'23 up by 40%/10% Y-o-Y/Q-o-Q
- Retail TD grew 69%/10% Q-o-Q/Y-o-Y
- CASA grew 35%/11% Q-o-Q/Y-o-Y taking CASA ratio at 26.4% as on Mar'23
- Healthy retail liability customer acquisition.

#### ❖ **Financials**

- Q4/ FY23 NII of ₹738 / ₹2,698 crores up 36%/ 52% Y-o-Y; NIM at 9.1%\* for Q4FY23, 9.5% for FY23
- Cost to Income ratio at 55.2% in Q4FY23 vs 64.0% Y-o-Y; 54.8% for FY23 down from 70.1% Y-o-Y
- Q4 PPOp at ₹411 crore up 70% Y-o-Y; PAT of ₹310 crore up 145% Y-o-Y; FY23 PPOp at ₹1,485 crore up 133% Y-o-Y; PAT of ₹1,100 crore vs ₹(415) crore in FY22

#### ❖ **Capital and Liquidity**

- Capital adequacy ratio at 25.8% with Tier-1 capital at 22.7%
- Provisional LCR at 180% as of Mar'23

Given the strong performance for the fiscal, the Board has recommended a final dividend of 5% in addition to the 7.5% dividend already paid.

\* Without adjusting IBPC & Securitization of ₹2,174/ ₹1,619/₹2,580 crores as on Mar 2023/ Dec 2022 / Sep 2022

\*\* annualized; ^ Retail TDs are TDs of below ₹2 crores

# For Mar'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, “FY23 started on a high note and ended on even higher note as Q4FY23 marked several milestones in the Bank’s history, set benchmarks and achieved success on multiple fronts. We delivered an all-round performance and met all our guidances. On one hand, we made new benchmarks for growth with all-time high disbursements and on the other hand asset quality continued to show sequential and sustained improvement. Our deposits continued to outpace asset growth crossing ₹25,000 crore mark. We had a negligible credit cost for the year on the back of sustained collections – reduced slippages and strong recoveries. While, slippages have normalised towards the year-end, recoveries may continue for a while. Our continued strong collections will ensure a sub-100 bps credit cost in FY24 as well. We picked-up our branch expansion during the quarter with 31 new branches and will continue it in the new fiscal with around 100 branches. Among various other achievements on digital side, most remarkable one is the launch of our vvv\* based mobile banking app – “Hello Ujjivan” targeting non-tech savvy customers. The app has already received several industry accolades including Aegis Graham Bell Awards 2022 for Innovation in Consumer Tech and has seen 1.3+ lakh downloads. We would continue to leverage our digital capabilities in addition to brick and mortar.

On the merger with our promoter, we have filed our application with Honourable NCLT, Bengaluru and are awaiting observations/ communication. We will keep the stakeholders informed on the same.

In FY24, we would be building on the base of FY23. The contribution of secured products in growth would see improvement as our strategy/ execution for respective verticals take clearer shape. Overall, we remain confident of the business growth (>25% gross loan book growth) and profitability (~22% RoE). We remain committed to our journey towards becoming a leading mass-market bank and contributing towards digital inclusion in India.”

#### **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 ~77 lakh customers through 629 branches and 17,870 employees spread across 271 districts and 25 states and union territories in India. Gross loan book stands at ₹24,085 crore with a deposit base of ₹25,538 crore as of Mar 31, 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](http://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:**

<b>Ujjivan Small Finance Bank Limited</b>	
<b>For Media Queries:</b> Mr. Ram Kumar Uppara +91 9820177907 <a href="mailto:ram.uppara@ujjivan.com">ram.uppara@ujjivan.com</a>	<b>For Investor Queries:</b> Mr. Deepak Khetan +91 7045792752 <a href="mailto:deepak.khetan@ujjivan.com">deepak.khetan@ujjivan.com</a>

# Q4 FY23 INVESTOR PRESENTATION





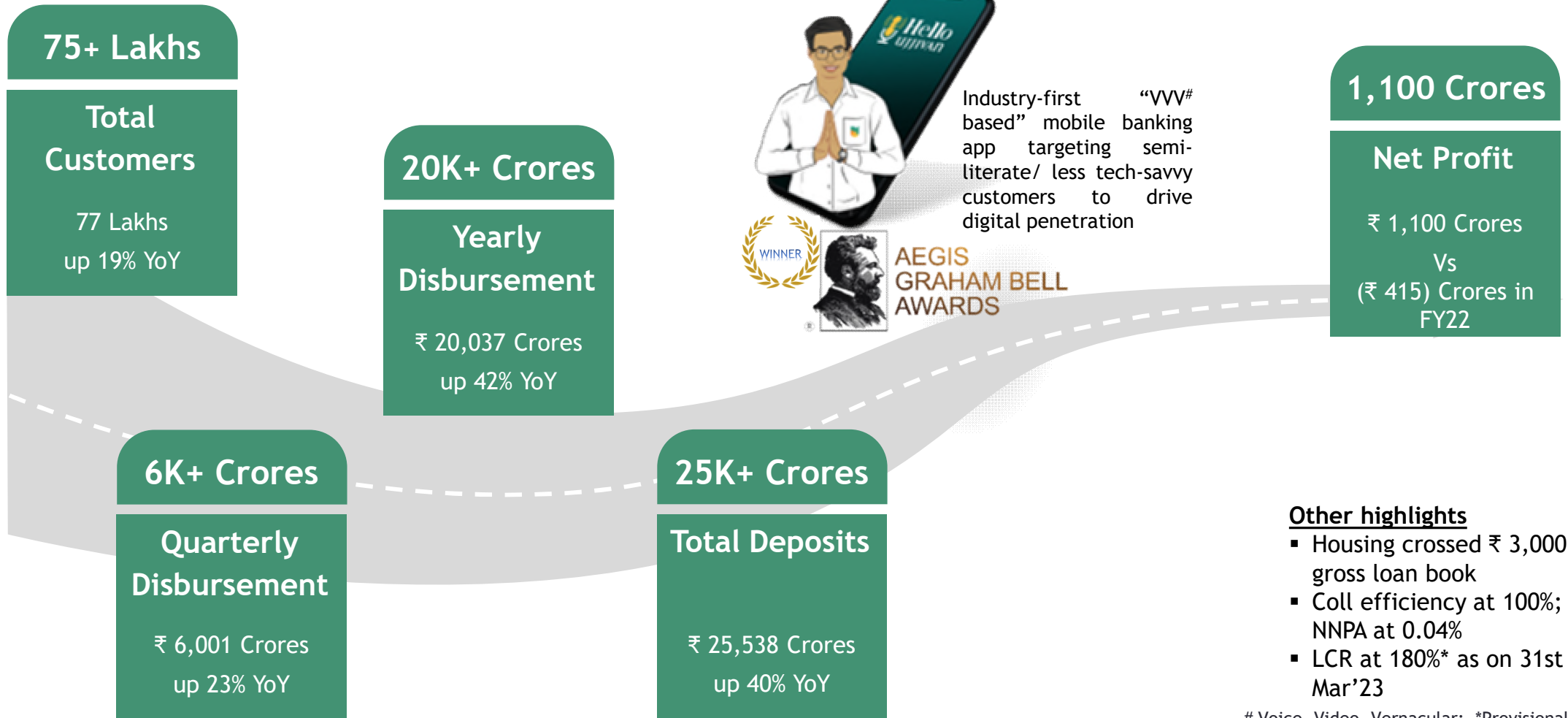
# DISCLAIMER

---

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



# MILESTONE YEAR; SETTING NEW BENCHMARKS



## Other highlights

- Housing crossed ₹ 3,000 cr gross loan book
- Coll efficiency at 100%; NNPA at 0.04%
- LCR at 180%\* as on 31st Mar'23

# Voice, Video, Vernacular; \*Provisional

Note: 1 crore = 10 million; 1 million = 10 lakhs; Numbers mentioned in ( ) are negative



# KEY HIGHLIGHTS - Q4 FY23/FY23 (1/2)

## Gross Loan Book

₹ 24,085 cr

Up 33% yoy

Mar'22: ₹18,162 cr



## Total Deposits

₹ 25,538 cr

Up 40% yoy

Mar'22: ₹18,292 cr



## Retail TD\*

₹ 10,118 cr

Up 69% yoy

Mar'22: ₹5,993 cr



## GNPA/NNPA

2.6%/0.04%

Down 444/54 bps

Mar'22: 7.1%/0.6%



## CRAR

25.8%

Up 682 bps

Mar'22: 19.0%



## Employees

17,870

Up 6% yoy

Mar'22: 16,895









Added 31 branches during Q4FY23 taking total branch count to 629

\* 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 - Q4 FY23/ FY23 (2/2)

	Q4FY23 Vs Q4FY22	FY23 Vs FY22
 NII	₹ 738 cr Up 36% Vs ₹ 544 cr	₹ 2,698 cr Up 52% Vs ₹ 1,774 cr
 NIM	9.1% Down 85 bps Vs 10.0%	9.5% Up 64 bps Vs 8.8%
 PPOp	₹ 411 cr Up 70% Vs ₹ 242 cr	₹ 1,485 cr Up 133% Vs ₹ 637 cr
 PAT	₹ 310 cr Up 145% Vs ₹ 127 cr	₹ 1,100 cr Up Vs ₹ (415) cr
 RoA	3.9% Up 162 bps Vs 2.3%	3.9% Up Vs (1.9)%
 RoE	30.3% Up 1,161 bps Vs 18.7%	31.4% Up Vs (13.8)%



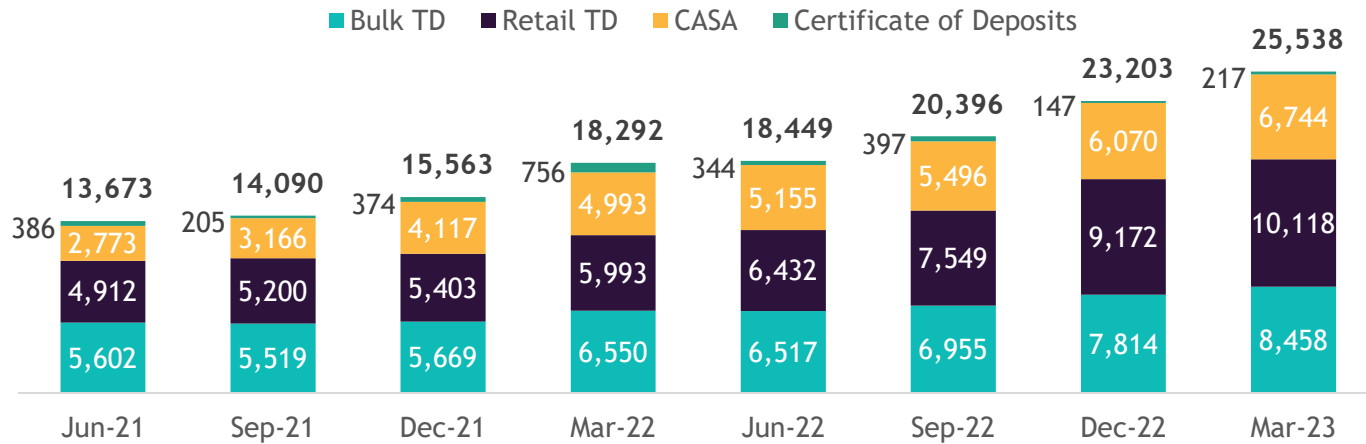


# Liabilities: Driving Retail Deposit Base

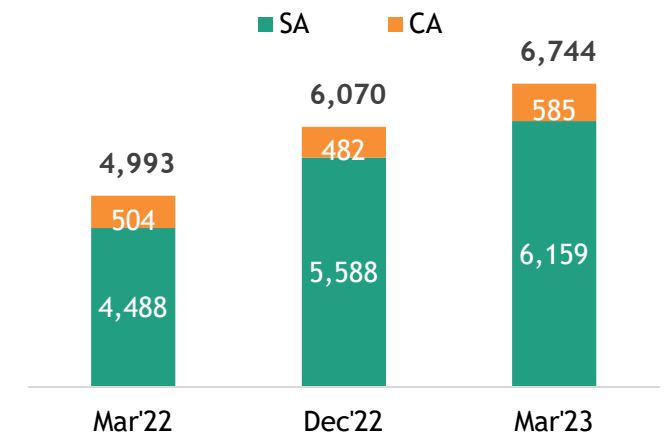


# STRONG DEPOSIT GROWTH WITH RETAIL AT FORE-FRONT

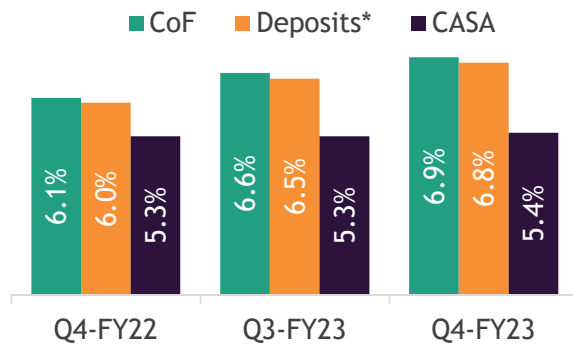
Deposits break-up (₹ in crore)



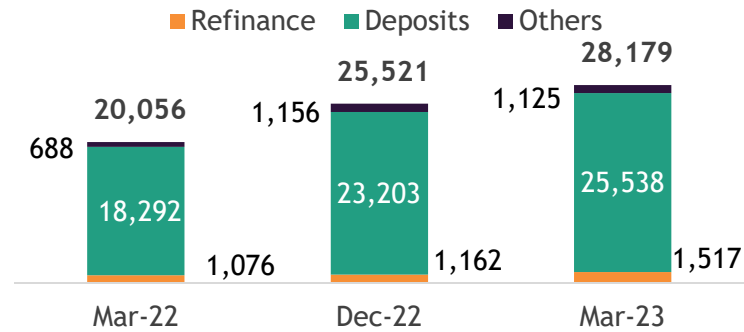
CASA break-up (₹ in crore)



Cost of funds



Total liabilities profile (₹ in crore)



- ❖ Comfortable ALM position
- ❖ Credit To Deposit Ratio: 94% as of Mar'23 (86% adjusted for IBPC/ Securitisation book)
- ❖ Ratings - CRISIL A1+ (₹ 2,500 Cr certificate of deposits); CARE A+ (Long term bank facilities)

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



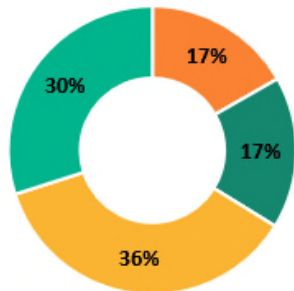
# WELL-DIVERSIFIED DEPOSIT MIX

Region-wise deposit mix

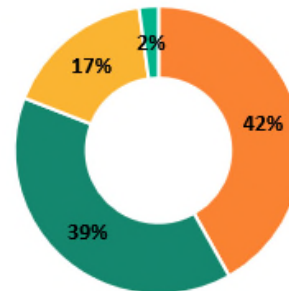
Branch classification wise deposit mix

Segment wise deposit mix

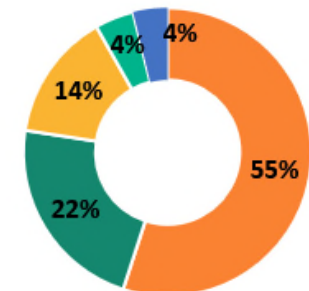
Mar'23



East West North South

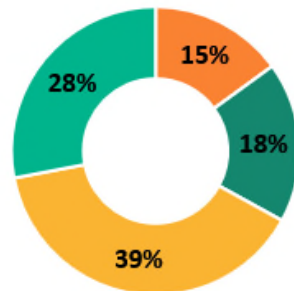


Metropolitan Urban Semi Urban Rural

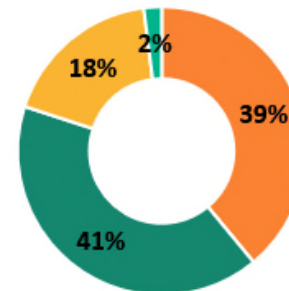


Individuals Banks Corporate Govt. TASC^

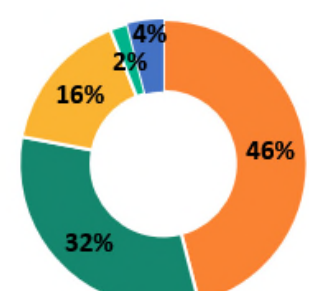
Mar'22



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

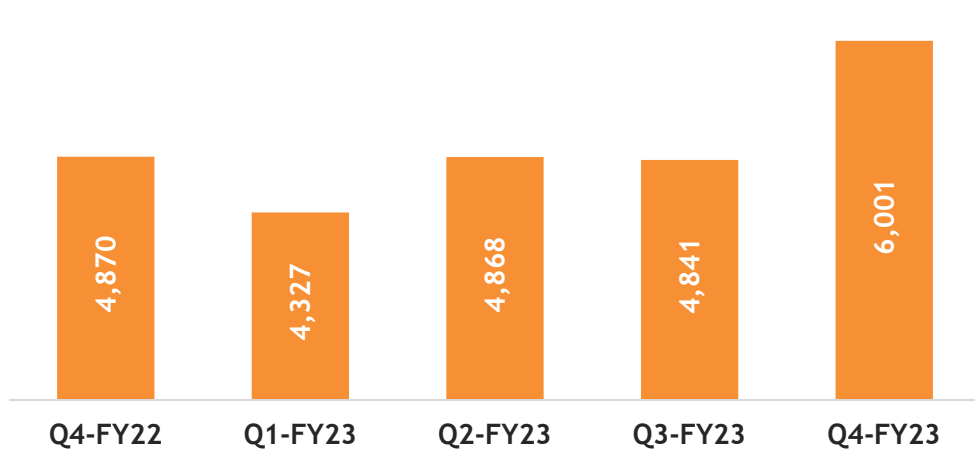


Assets: Well-diversified growth with new customer acquisition

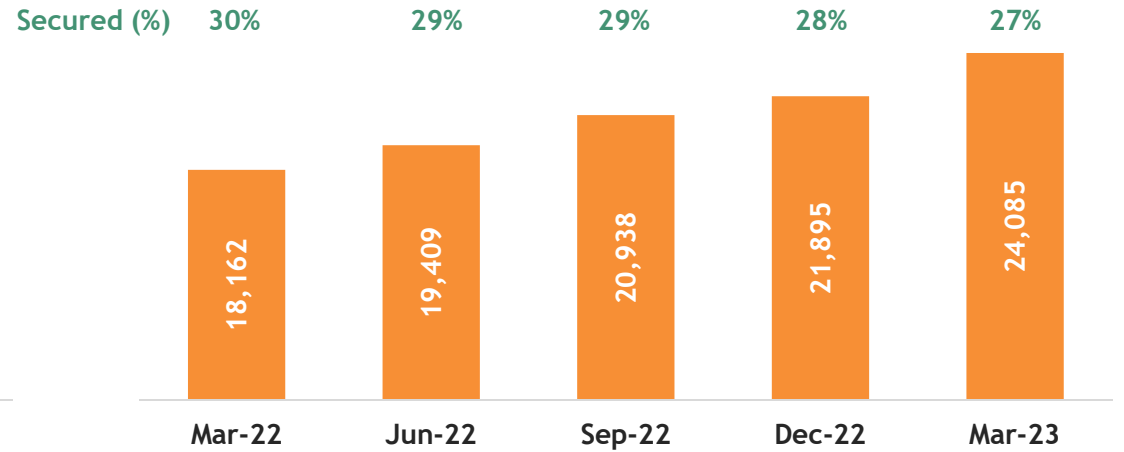


# GROSS LOAN BOOK AND DISBURSEMENT TREND

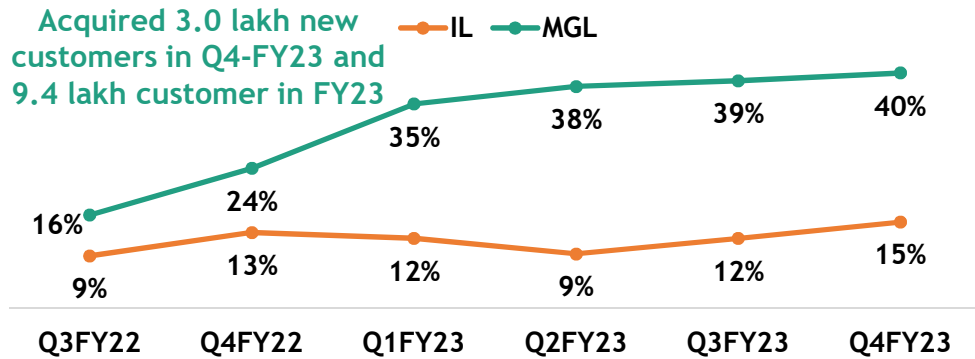
Strong disbursements (₹ in crore)



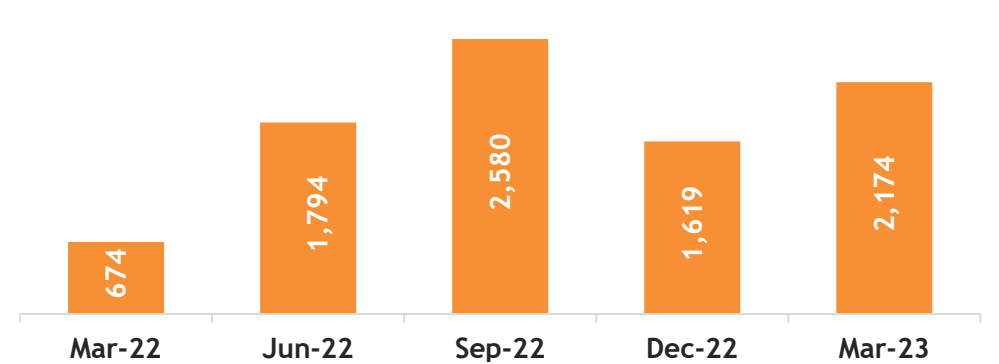
Consistent growth in Gross Loan Book (₹ in crore)



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



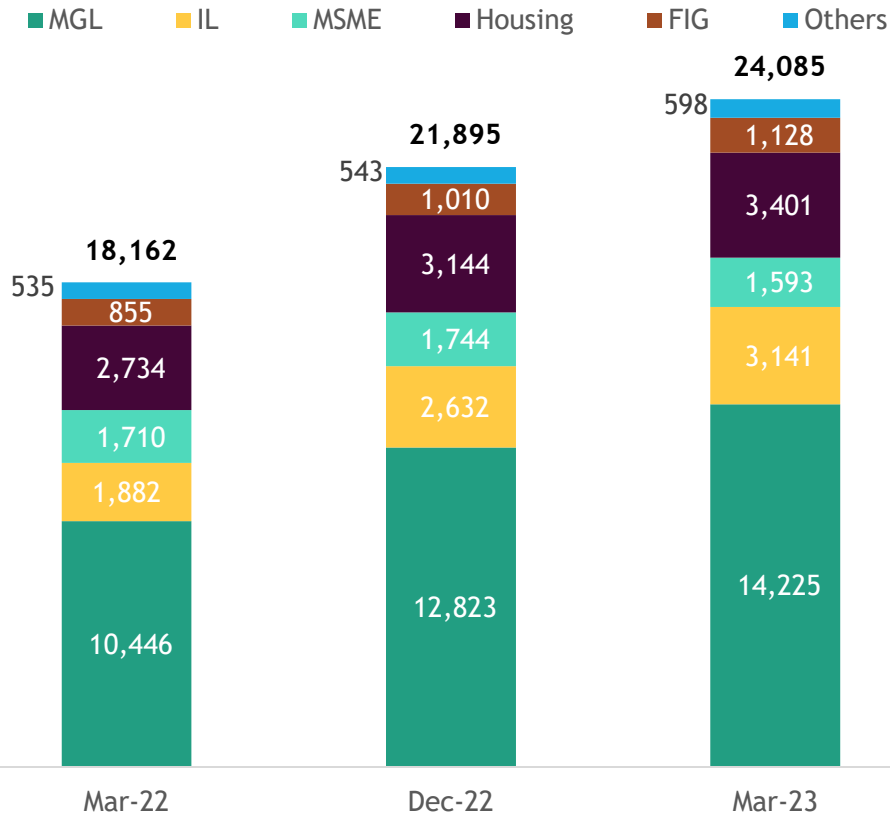
IBPC/ Securitisation





# GROWING ACROSS SEGMENTS

Gross Loan Book - Segment wise (₹ in crore)



Product	% Gross Loan Book	Growth Y-o-Y	Growth Q-o-Q
Micro Group Loans	59%	36%	11%
Individual Loans	13%	67%	19%
MSME	7%	(7%)	(9%)
Housing	14%	24%	8%
FIG Lending	5%	32%	12%
Others	2%	12%	10%
<b>Total</b>	<b>100%</b>	<b>33%</b>	<b>10%</b>

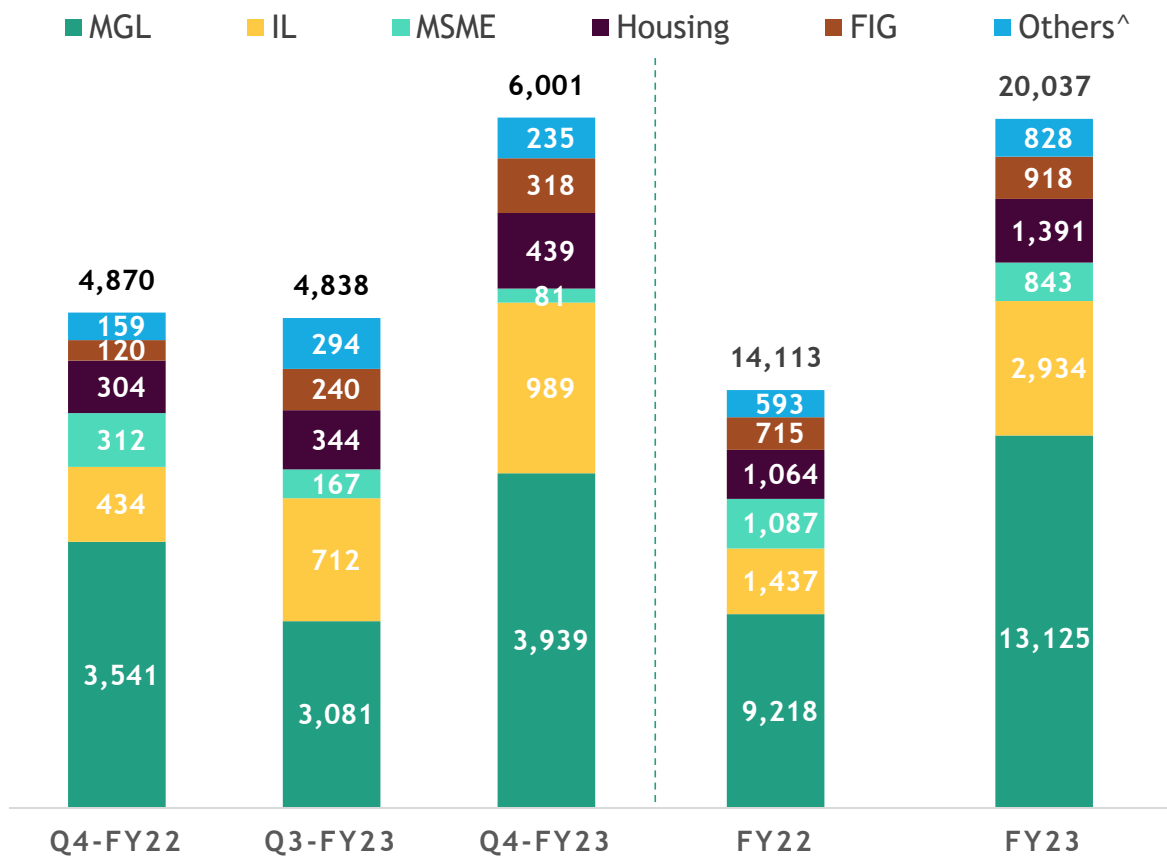
MGL- Micro Group Loans      IL- Individual Loans      MSME- Micro Small & Medium Enterprise  
 Current MSME Fintech partnership has been discontinued; multiple alliances in WIP

FIG- Financial Institution Groups

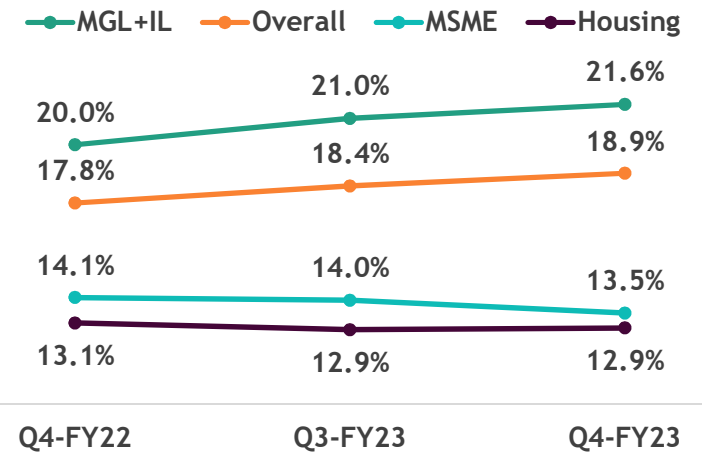


# DISBURSEMENT, YIELD AND AVERAGE TICKET SIZE

Product wise Disbursement (₹ in crore)



Yield (%) - Segment wise



Average Ticket Size (₹)

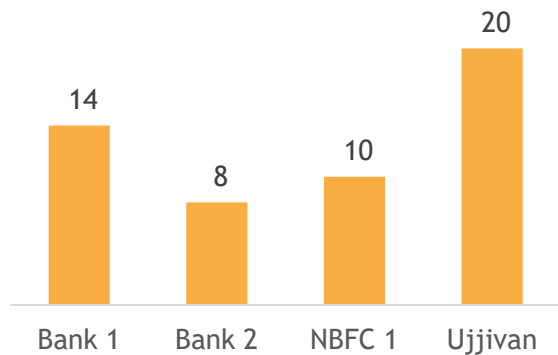
Product	Q4-FY22	Q3-FY23	Q4-FY23
Micro Group Loans	59,475	55,186	55,664
Individual Loan	1,34,980	1,22,185	1,31,742
MSME (ex-fintech)	29.4 lakhs	40.0 lakhs	30.6 lakhs
Housing	11.4 lakhs	12.5 lakhs	12.6 lakhs

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

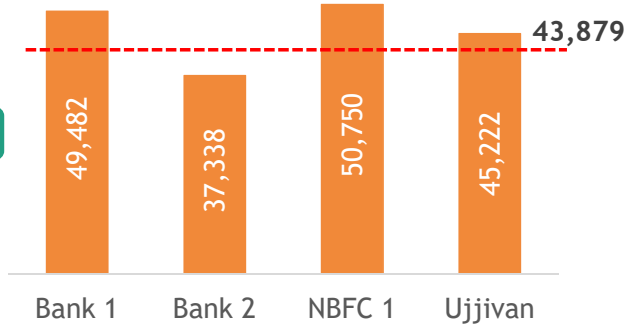


# FOCUS ON VOLUME GROWTH IN MICRO GROUP LOANS

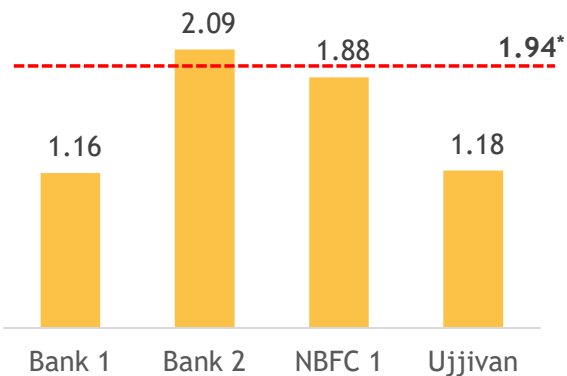
Loan Interval (Months)



Credit Exposure/ Borrower (₹)



No. of Loans per Borrower



New regulatory norms implemented during H2FY23; no major change in rejection rates

Increase in market share driven by customer acquisition - 9.1 lakh\* customers acquired during FY23

Best-in-industry collections/ portfolio quality driven by strong credit norms and dedicated collection efforts

Limited top-up or repeat loans with strict credit norms

- ❖ Must have excellent track record(ETR) with Ujjivan and with other lenders
- ❖ FOIR and household income based eligibility as per regulatory norms
- ❖ Rule engine based underwriting

Notes: As of Sep'22; based on sampling from credit bureau data

\* Based on industry data published by Micro- Meter Issue 43 data as on 30 Sept'22

\* Gross addition in Group Loans

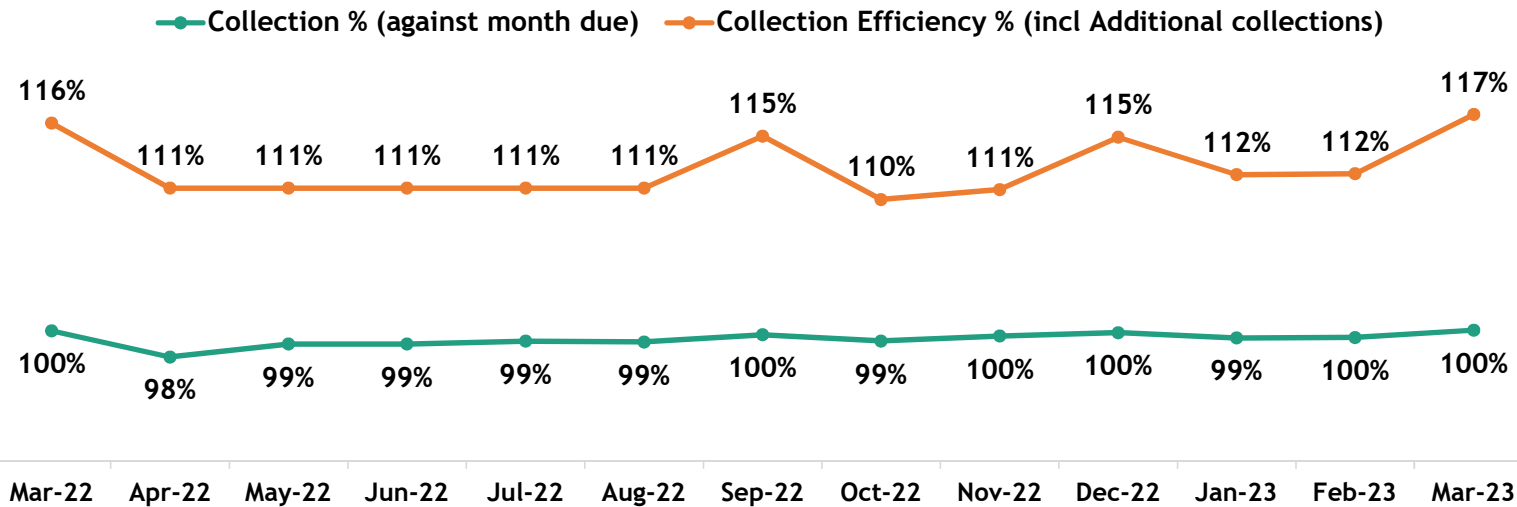




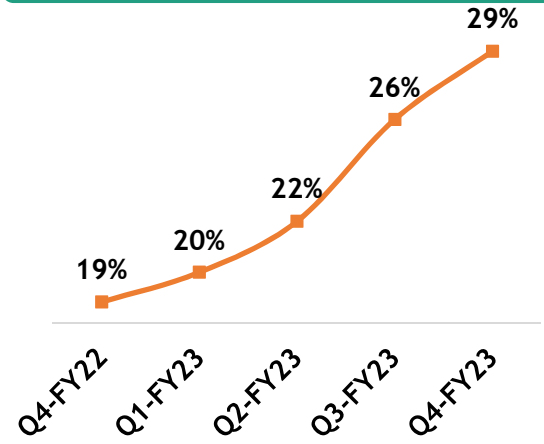
# Sustained improvement in asset quality



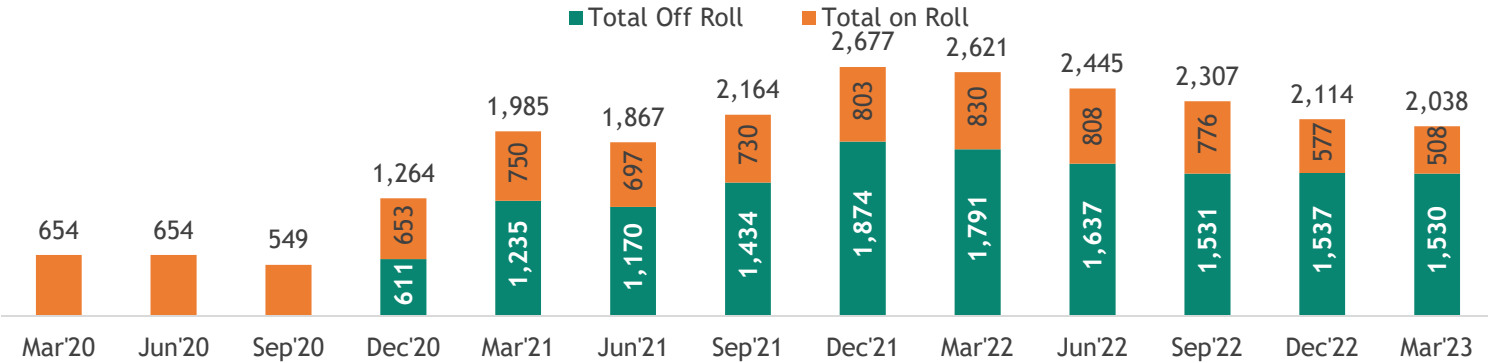
# COLLECTIONS SUSTAINING; NDA COLLECTIONS AT ~100%



## Cashless MB collections



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



Note: Collection efficiency - collections for the period against dues for the period. It does not include pre-closures and any advance or future payments

- 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



# COLLECTION EFFICIENCY

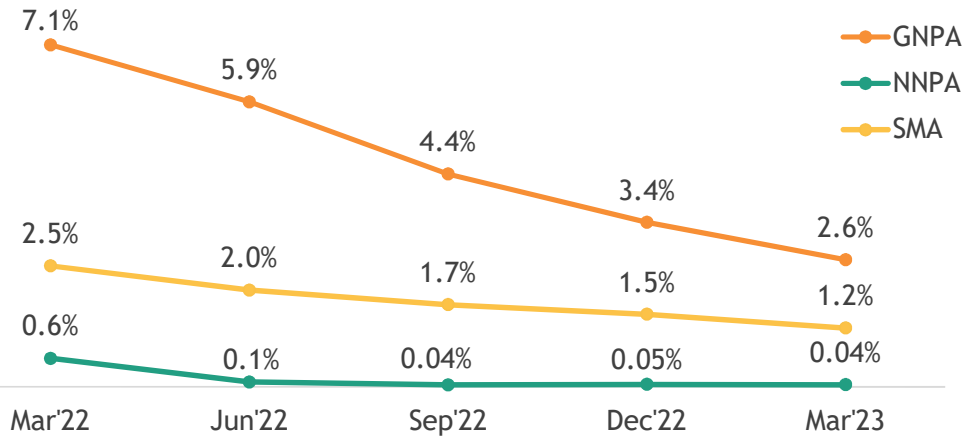
₹ Crore	Jan'23				Feb'23				Mar'23			
Verticals	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection
MGL+IL	1,123	1,123	100%	97	1,171	1,171	100%	92	1,208	1,215	101%	121
MSME	26	23	88%	25	26	23	89%	25	26	23	90%	29
Housing	43	41	95%	33	44	43	96%	46	45	44	97%	54
FIG Lending	57	57	100%	-	64	64	100%	-	85	85	100%	20
Others	17	15	91%	4	17	15	90%	4	16	15	91%	4
<b>Total</b>	<b>1,266</b>	<b>1,259</b>	<b>99%</b>	<b>159</b>	<b>1,322</b>	<b>1,315</b>	<b>100%</b>	<b>167</b>	<b>1,381</b>	<b>1,382</b>	<b>100%</b>	<b>229</b>

\* Including OD collection

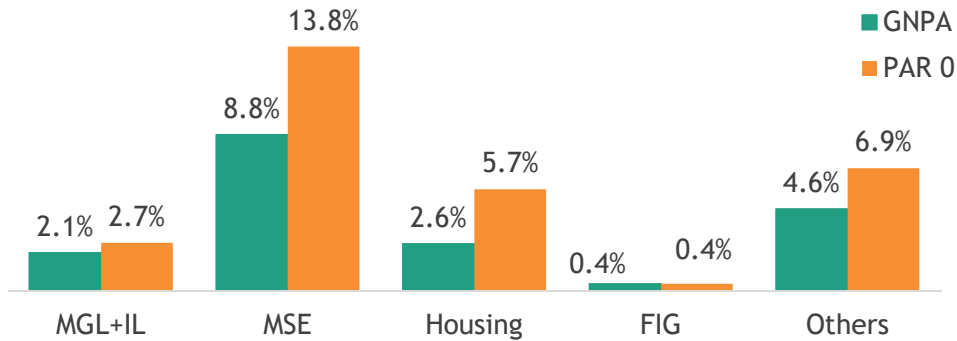


# SUSTAINED COLLECTIONS DRIVING BETTER ASSET QUALITY

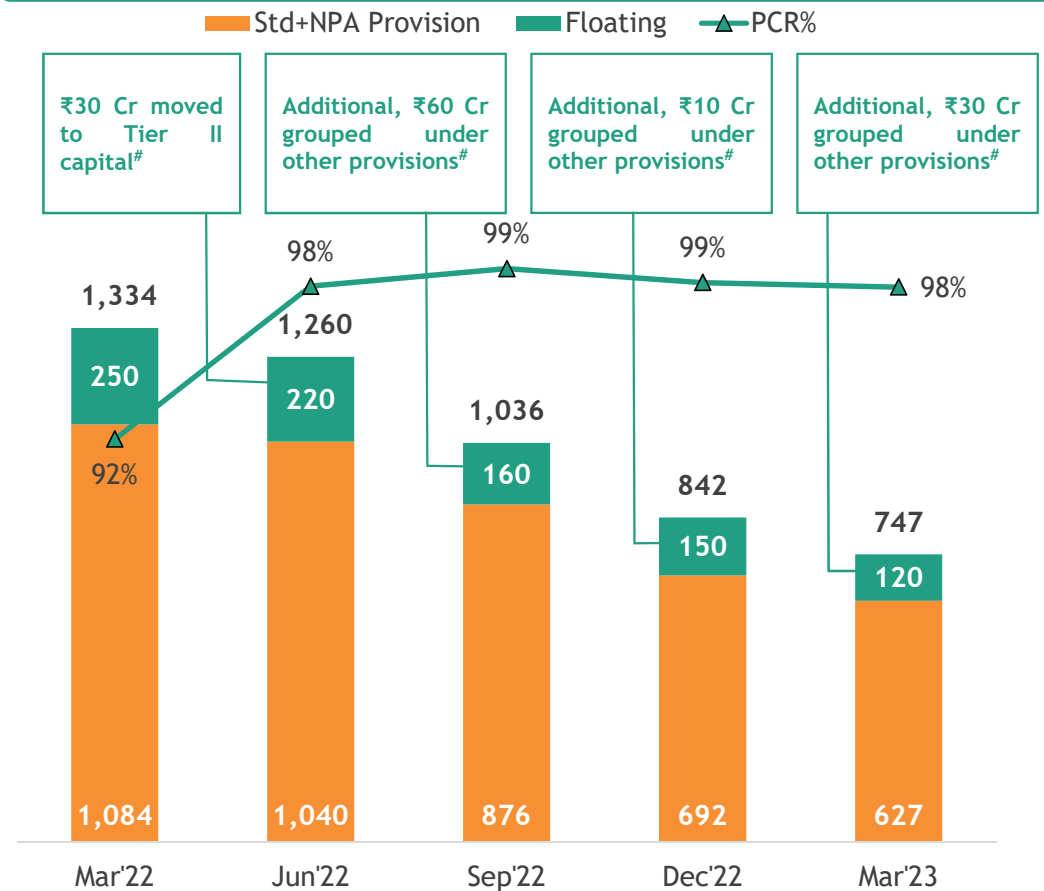
## NPA & SMA have shrunk significantly



## PAR 0 and GNPA (segment wise)



## Total Provision\* (₹ in cr) & PCR



# 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

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

# SUSTAINED COLLECTIONS DRIVING BETTER ASSET QUALITY

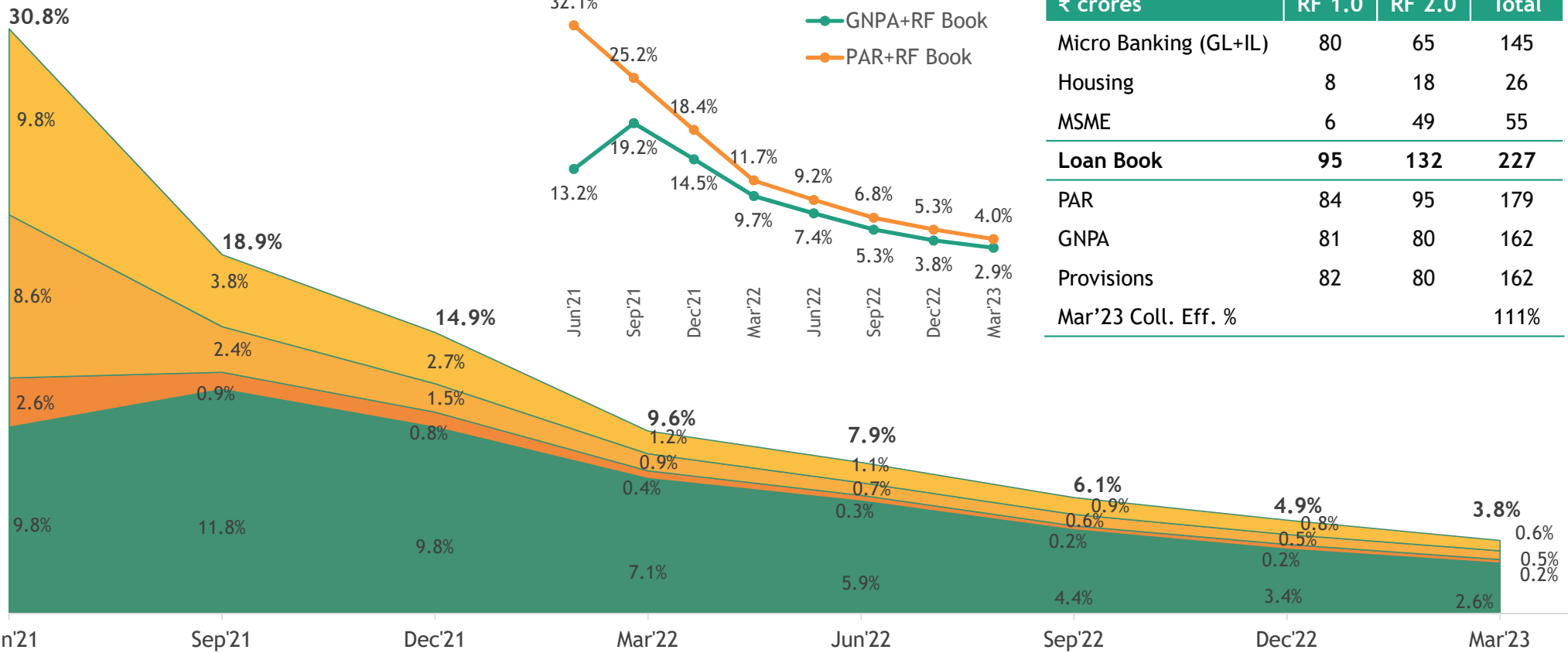


SMA Pool & Restructured Book have shrunk significantly highlighting strong asset quality

■ SMA-0 ■ SMA-1 ■ SMA-2 ■ NPA

Significant reduction in stress book

Restructured Book



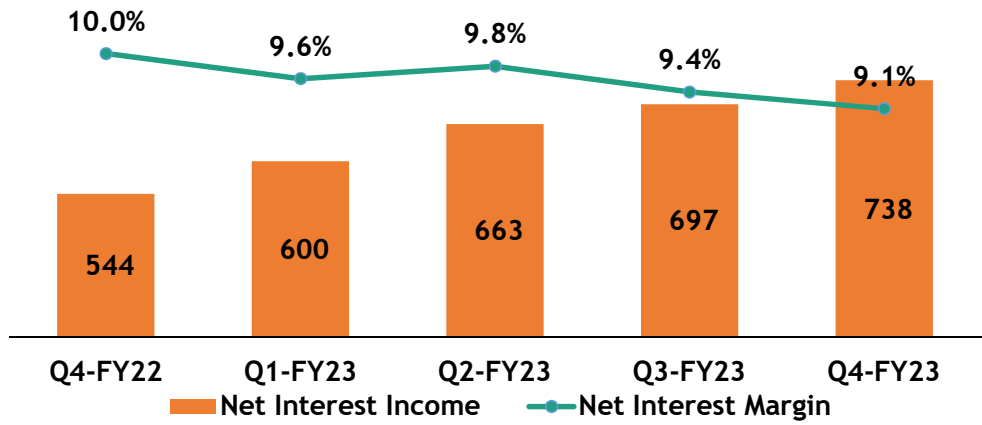


# Financial Overview

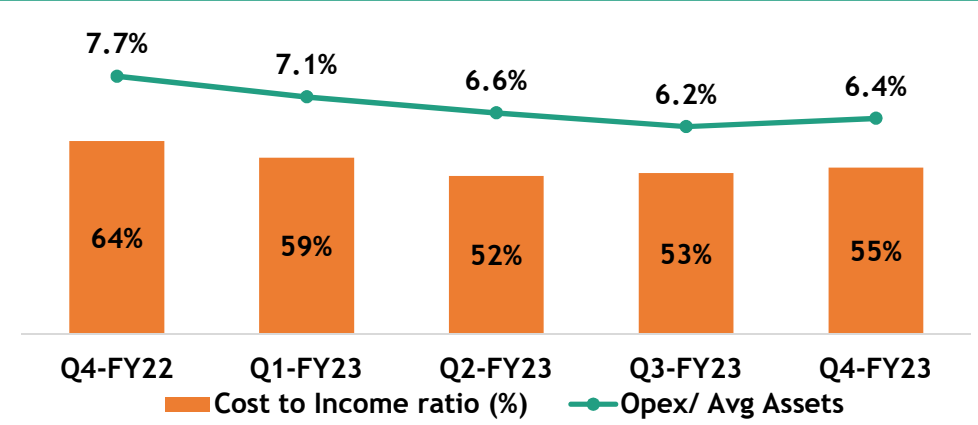


# FINANCIAL OVERVIEW

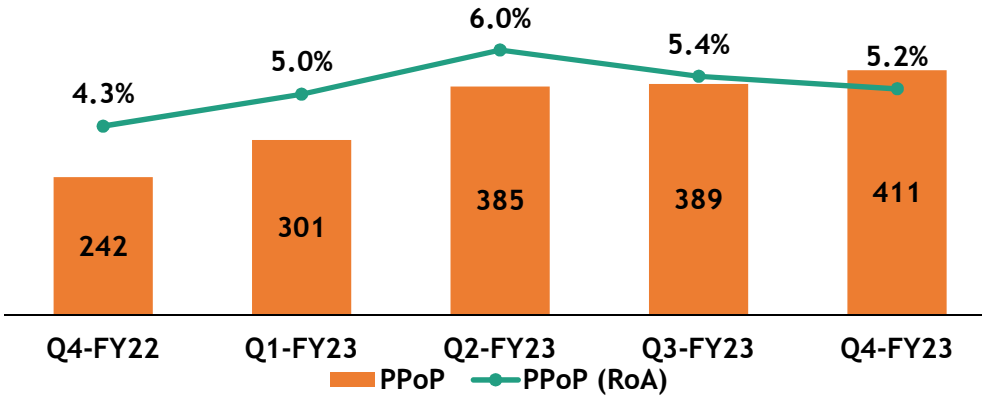
### NII (₹ in crore) & NIM\*



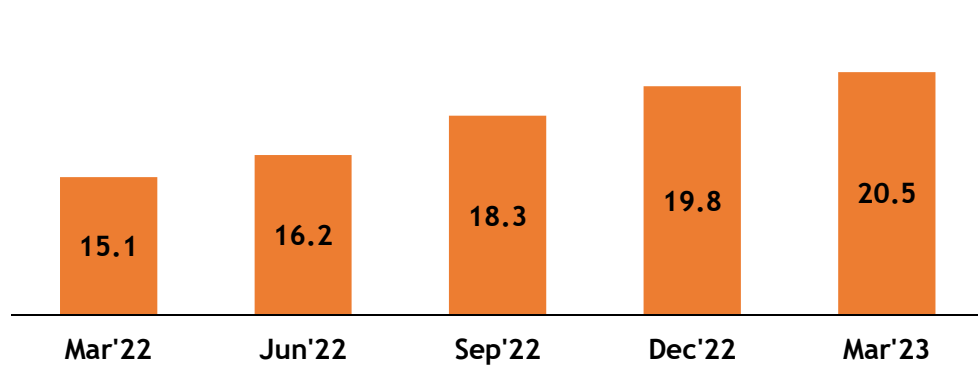
### Cost to Income Ratio & Operating Expenses/ Average Assets (%)



### Pre-Provision Operating Profit (₹ in Crore)



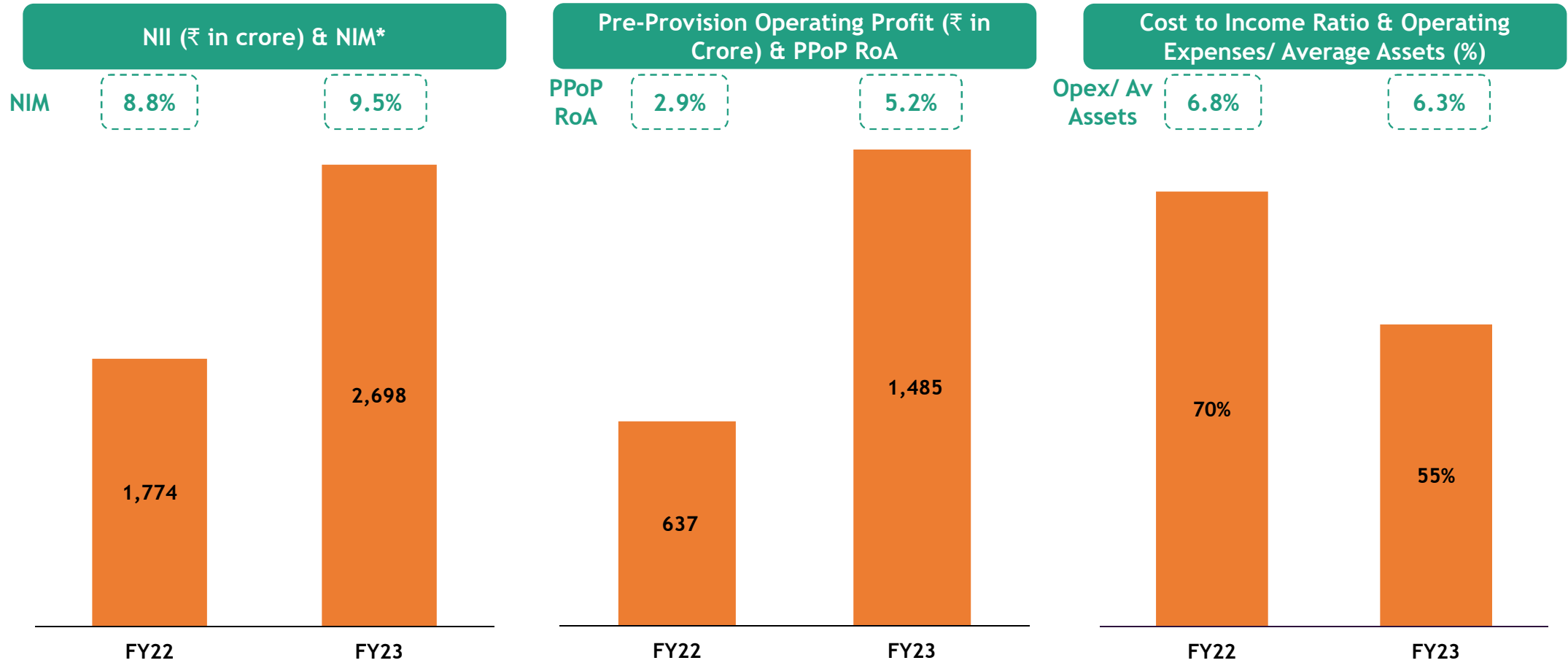
### Book Value Per Share (in ₹)



\* NIM based on total book including IBPC & Securitization



# FINANCIAL OVERVIEW - FY23



\* NIM based on total loan book including IBPC & Securitization





# INCOME STATEMENT

Particulars (₹ in crore)	Q4-FY23	Q4-FY22	YoY Growth	Q3-FY23	QoQ Growth	FY23	FY22	YoY Growth
Interest Earned	1,185	818	45%	1,082	10%	4,165	2,813	48%
Other Income	179	127	41%	139	29%	589	360	64%
<b>Total Income</b>	<b>1,364</b>	<b>946</b>	<b>44%</b>	<b>1,221</b>	<b>12%</b>	<b>4,754</b>	<b>3,173</b>	<b>50%</b>
Interest Expended	447	274	63%	385	16%	1,467	1,039	41%
Personnel Expenses	262	228	15%	229	14%	940	817	15%
Operating Expenses	245	201	22%	217	13%	862	679	27%
<b>Total Cost</b>	<b>953</b>	<b>704</b>	<b>35%</b>	<b>832</b>	<b>15%</b>	<b>3,269</b>	<b>2,536</b>	<b>29%</b>
<b>Pre Provision Operating Profit</b>	<b>411</b>	<b>242</b>	<b>70%</b>	<b>389</b>	<b>6%</b>	<b>1,485</b>	<b>637</b>	<b>133%</b>
Credit cost	(2)	68	NM	0	NM	18	1,164	(98%)
Other provisions & contingencies	0	0	NM	0	NM	0	23	NM
Tax	103	47	NM	96	7%	367	(136)	NM
<b>Net profit for the period</b>	<b>310</b>	<b>127</b>	<b>NM</b>	<b>293</b>	<b>0</b>	<b>1,100</b>	<b>(415)</b>	<b>NM</b>



# TOTAL INCOME - BREAKUP

Particulars (₹ in crore)	Q4-FY23	Q4-FY22	Q3-FY23	FY23	FY22
Interest on loan	1,037	759	957	3,708	2,576
Int. on investments	142	59	118	429	237
Securitization Income	6	0	7	28	0
<b>Total Interest Earned</b>	<b>1,185</b>	<b>818</b>	<b>1,082</b>	<b>4,165</b>	<b>2,813</b>
Processing Fees	78	62	64	259	175
PSLC Income	4	0	0	28	2
Insurance Income	15	10	10	44	26
Bad Debt Recovery	45	25	34	135	47
Treasury	1	0	1	1	18
Misc. Income*	35	30	30	122	92
<b>Total Other Income</b>	<b>179</b>	<b>127</b>	<b>139</b>	<b>589</b>	<b>360</b>
<b>Total Income</b>	<b>1,364</b>	<b>946</b>	<b>1,221</b>	<b>4,754</b>	<b>3,173</b>

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



# BALANCE SHEET

Particulars (₹ in crore)	As at Mar 31, 2023	As at Dec 31, 2022	As at Mar 31, 2022
<b>CAPITAL AND LIABILITIES</b>			
<b>Net worth</b>	<b>4,209</b>	<b>4,064</b>	<b>2,803</b>
Capital	2,155	2,155	1,928
Employees Stock Options Outstanding	51	47	42
Reserves and Surplus	2,003	1,862	832
Deposits	25,538	23,203	18,292
Borrowings	2,641	2,318	1,764
Other Liabilities and Provisions	929	884	754
<b>TOTAL</b>	<b>33,317</b>	<b>30,469</b>	<b>23,612</b>
<b>ASSETS</b>			
Cash and Balances with Reserve Bank of India	2,305	1,850	1,690
Balance with Banks and Money at Call and Short Notice	178	903	486
Investments	8,510	7,152	4,153
Advances	21,290	19,525	16,303
Fixed Assets	283	270	249
Other Assets	750	769	731
<b>TOTAL</b>	<b>33,317</b>	<b>30,469</b>	<b>23,612</b>



# HEALTHY CAPITAL ADEQUACY

(₹ in Crore)	Mar'22	Jun'22	Sep'22	Dec'22	Mar'23
Credit Risk Weighted Assets	12,879	12,956	13,726	15,369	16,361
Tier I Capital	2,279	2,423	3,208	3,511	3,712
Tier II Capital*	166	172	457	488	511
<b>Total Capital</b>	<b>2,446</b>	<b>2,595</b>	<b>3,665</b>	<b>3,999</b>	<b>4,223</b>
<b>CRAR</b>	<b>18.99%</b>	<b>20.03%</b>	<b>26.70%</b>	<b>26.02%</b>	<b>25.81%</b>
Tier I CRAR	17.70%	18.70%	23.37%	22.84%	22.69%
Tier II CRAR	1.29%	1.33%	3.33%	3.18%	3.12%
Floating Provision considered in Tier II out of 250 Cr	-	30	30	30	30

Floating provision of ₹250 Cr created in Jun'21 continues to be on books and can be utilized for making specific provisions in extraordinary circumstances with prior approval of RBI. Including ₹ 250 Cr of floating provision, total provision on gross loan book are at ₹ 1,290 Cr as of 30th Jun'22 / ₹ 1,126 Cr as of 30th Sep'22 / ₹ 942 Cr as of 31st Dec'22 / ₹ 877 Cr as of Mar'23.

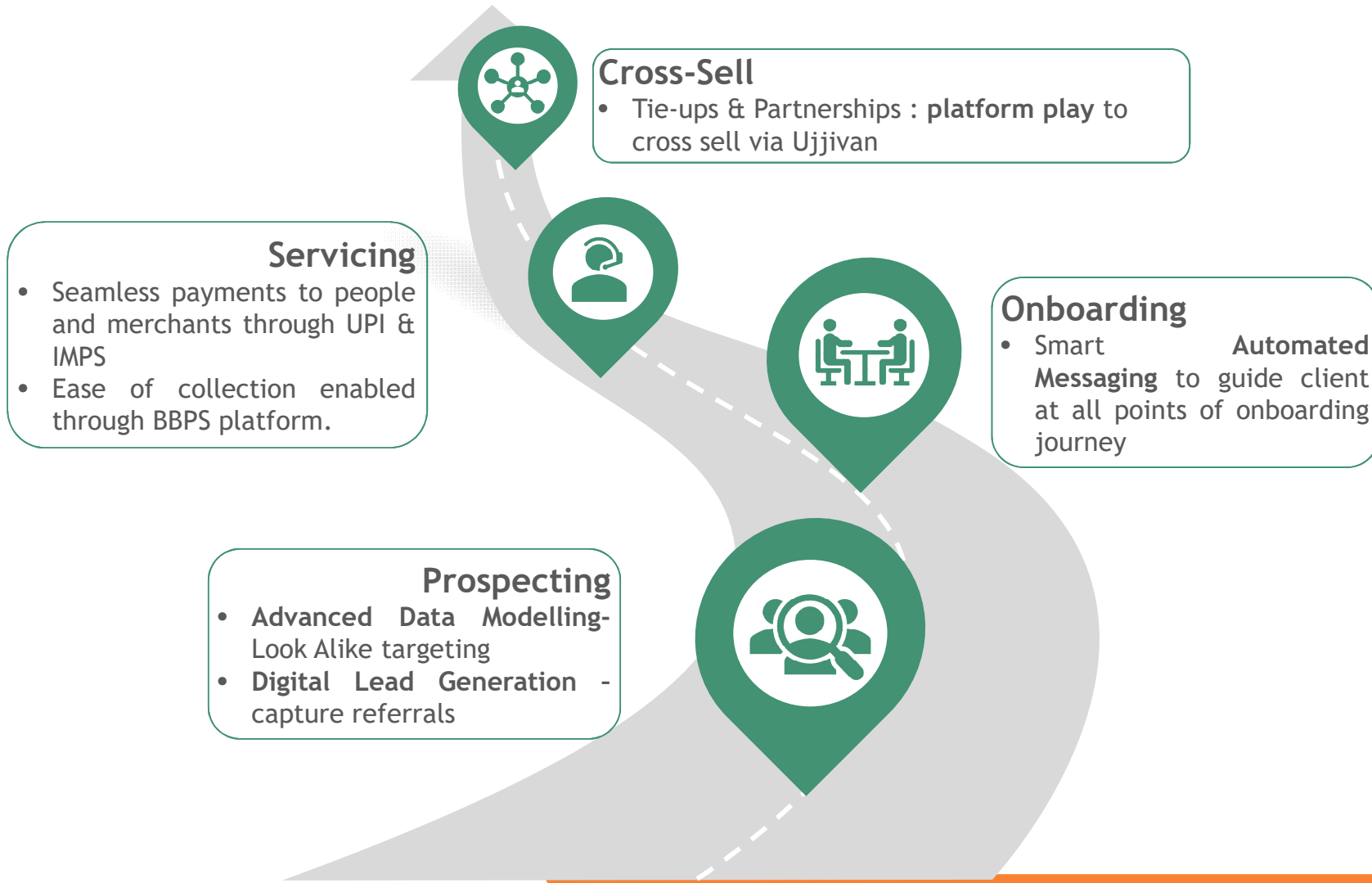
For FY 21 - 22 ₹250 Cr was utilized towards NNPA/ PCR calculation;

During June 2022, the Bank had utilized ₹220 Cr for NNPA/ PCR calculation and ₹30 Cr was utilized as part of Tier II capital; As a result of sustained recovery efforts and continued improvement in the Bank's portfolio leading to reduction in GNPA of the Bank, in the current quarter only ₹120 Cr is utilized for NNPA/ PCR calculation, ₹30 Cr has been utilized as part of Tier II capital. The balance ₹100 Cr has been grouped as part of other provisions without utilising the same towards Tier II capital, this amount continues to be earmarked for utilization for NNPA/PCR (as and when required).



# Ujjivan - Platform for growth

# DIGITAL END-TO-END THROUGH THE VALUE CHAIN



# HELLO UJJIVAN: INDUSTRY-FIRST, DRIVING DIGITAL PENETRATION



Hello Ujjivan went live on Google Playstore for Android users in Nov'22

13<sup>th</sup> Edition Aegis Graham Bell Awards 2022 for Innovation in Consumer Tech

01

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

02

The users can use voice search option for easy understanding and adopt various functionalities of this app

03

This app will help in assisting customers in easily viewing balance & statements, transferring funds, booking deposits, repaying loan EMIs, etc. conveniently in their vernacular language



VOICE



VISUAL



VERNACULAR



Scan to Download

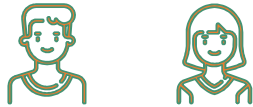
1,30,000+ Downloads\* in 6 months

\*Customer Downloads 28



# MULTIPLE CHANNELS TO SERVE CUSTOMERS

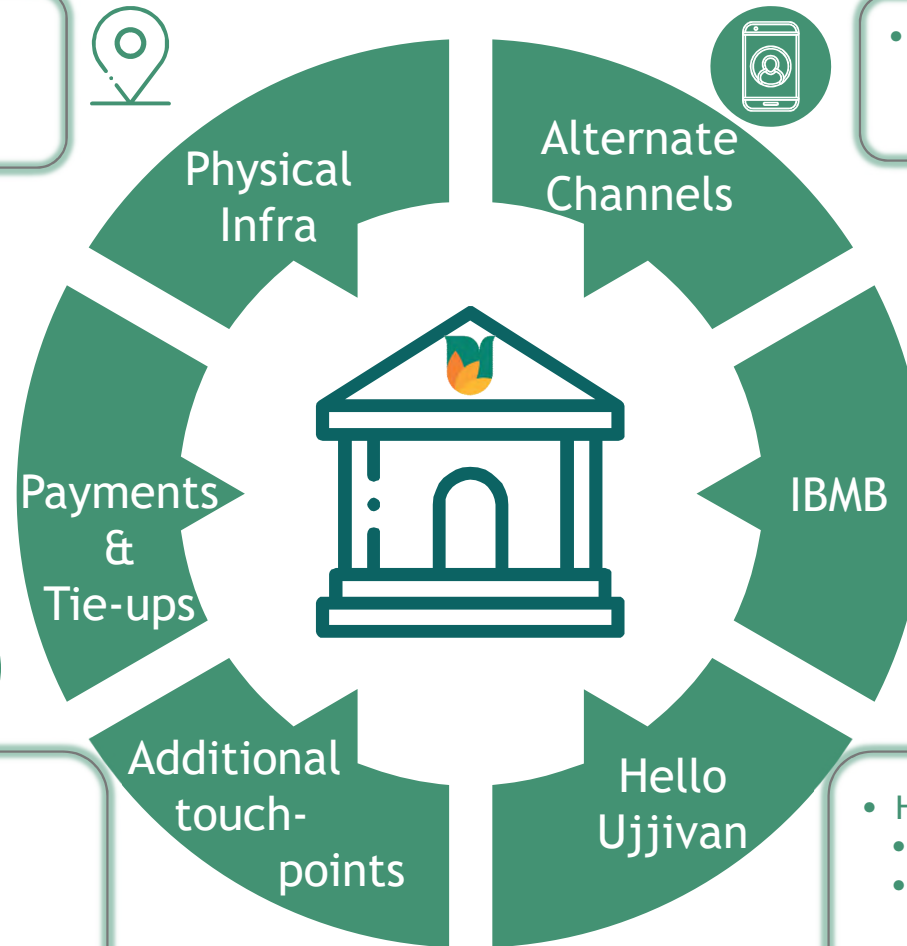
- 25 states and UTs
- 2 Asset Centers
- 271 districts
- 629 Banking Outlets (BO)
- 517 ATMs/ACRs



- QR code/ Ujjivan Pay
- POS
- UPI
- Fintech partnership/ Digital lending



- Relationship Banking
- Chalta Phirta Bank: Door-Step Banking through 13,000+ field staff
- Money Mitra- 260+
- Agency touch points- 5k+



- Phone Banking (200+ services in 9 Indian Languages)
- Video Banking
- Voice Bot



- Internet Banking
- Mobile Banking
- Business Net Banking



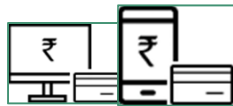
- Hello: Voice, video, vernacular Mobile App
- Targeting less tech-savvy customers
- Services like loan servicing, EMI payment, FD/ RD opening, fund transfer - more to be added like loan application





# 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

- 517 biometric enabled ATMs including 60 ACRs\*
- Customer alerts for each incorrect PIN entry & Green PIN facility 24/7 for PIN change
- Empowering customers to block/unblock debit card & set transaction limits through ATMs
- 9 regional languages



### Web/ Tablet Based Origination

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



### Phone/ Video Banking

- 24x7 phone banking helpline
- TD booking for existing customers
- VKYC and Video Banking services
- Phone Banking Supported in 9 Languages
- NR separate Line



### Mobile App Hello Ujjivan

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

\* Automated Cash Recycler



# BUSINESS STRATEGIES AND FRAMEWORKS

## New Products, focus on secured

- Housing
- MSME (WC, Supply chain)
- Secured Agri Vehicle
- Gold
- M-LAP
- Fee-based - TPP, CMS

## Digital Inclusion

- Multi-channel approach
- Wider customer reach
- Better experience
- Efficiency/ Productivity
- Analytics
- Cross-sell/ Up-sell

## ~₹ 400 Cr\* capex on Tech platforms

- Analytics-based underwriting
- EWS & monitoring
- LOS for secured products
- CRMNext

## People & Skill-set

- Hiring
- Training
- Attrition

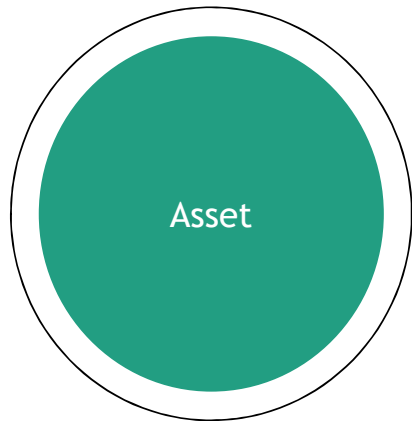


## Infrastructure

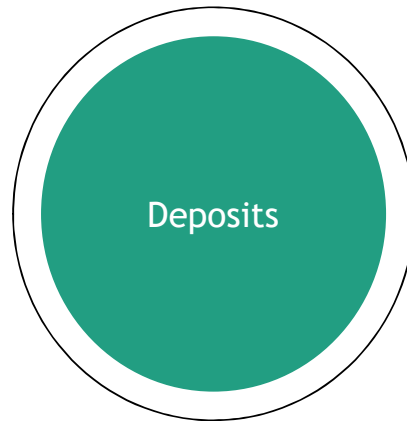
- Branch Expansion
- Hubs/ Asset Centres
- BC Partnerships
- FinTech touch-points
- Money Mitra network

\* Over FY23/ FY24

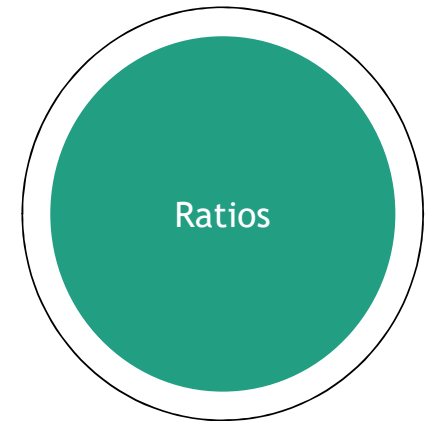
# FY24: TO FURTHER BUILD ON THE STRONG PLATFORM



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



Deposit Growth: >30%  
CASA growth: >35%



NIM: >9.0%  
RoE: >22%

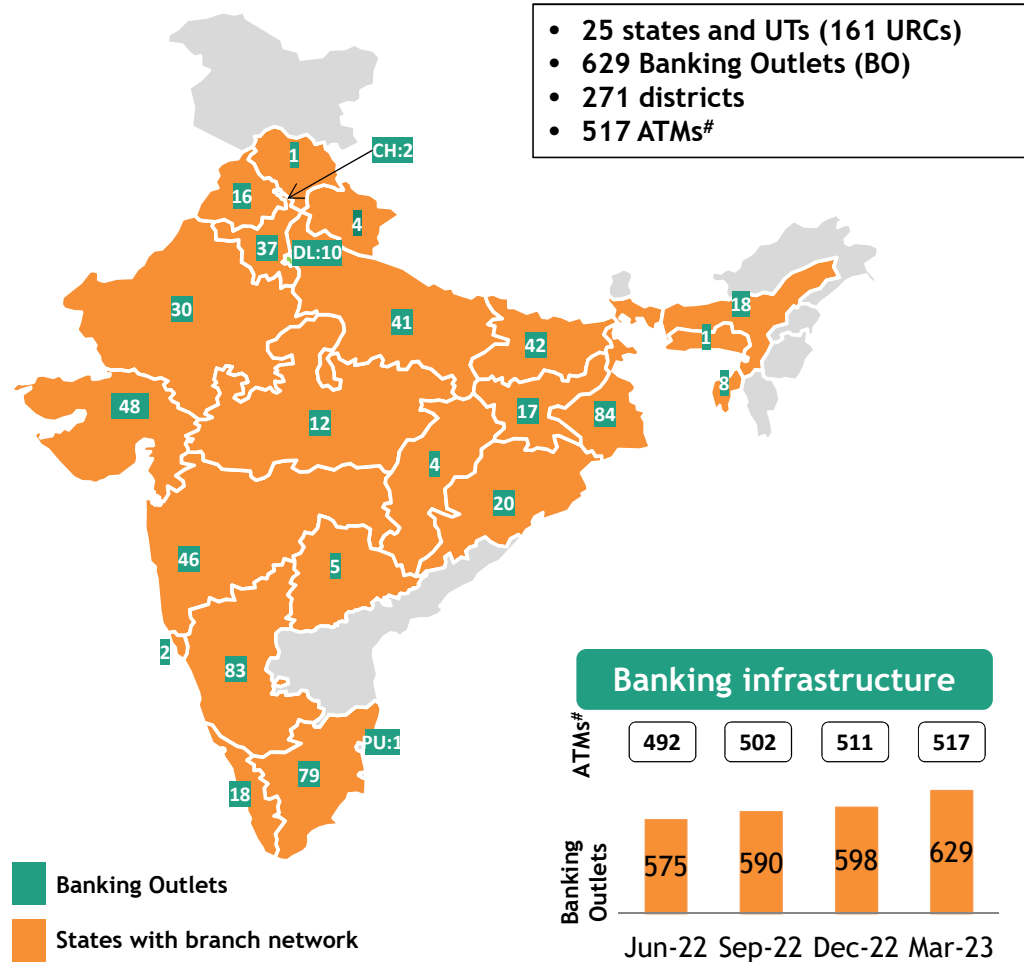




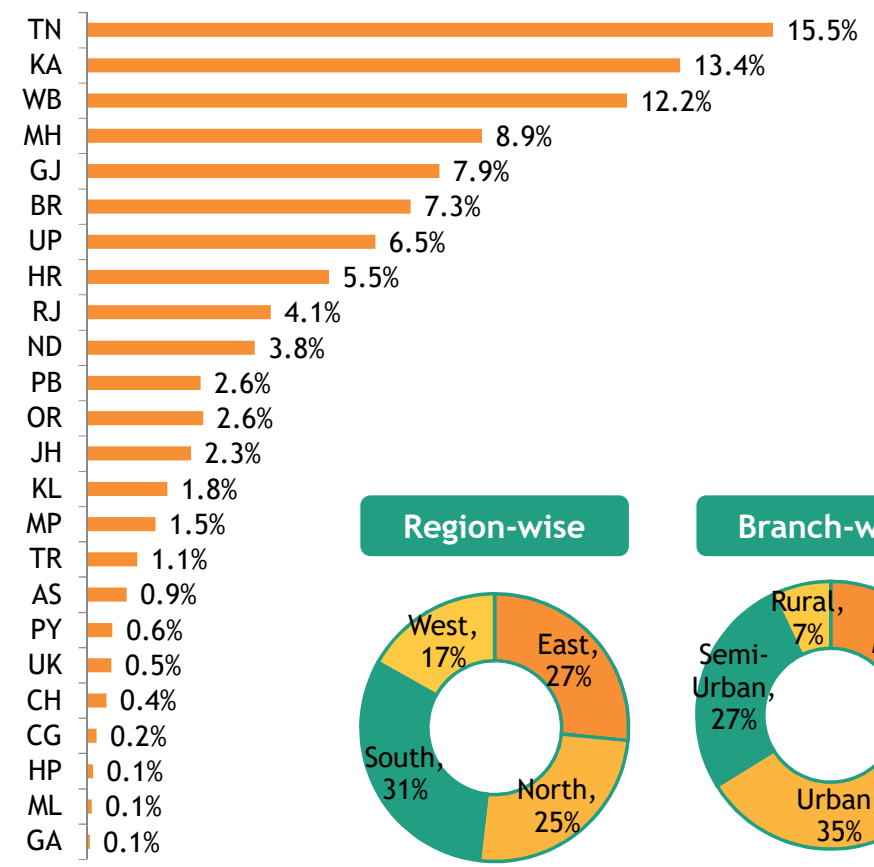
# Ujjivan - Building a Mass Market Bank



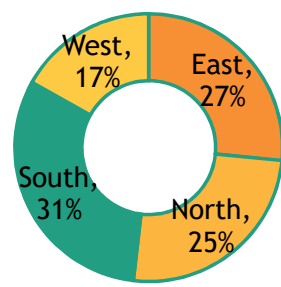
# WELL DIVERSIFIED PAN INDIA PRESENCE; ADDED 31 NEW BRANCHES DURING THE QUARTER



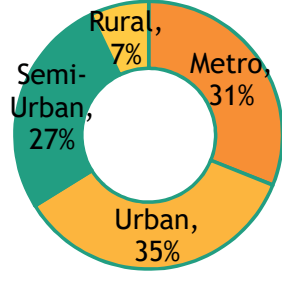
## Mar'23 Gross Loan Book



### Region-wise



### Branch-wise



Total Gross Loan Book - ₹ 24,085 Cr\*

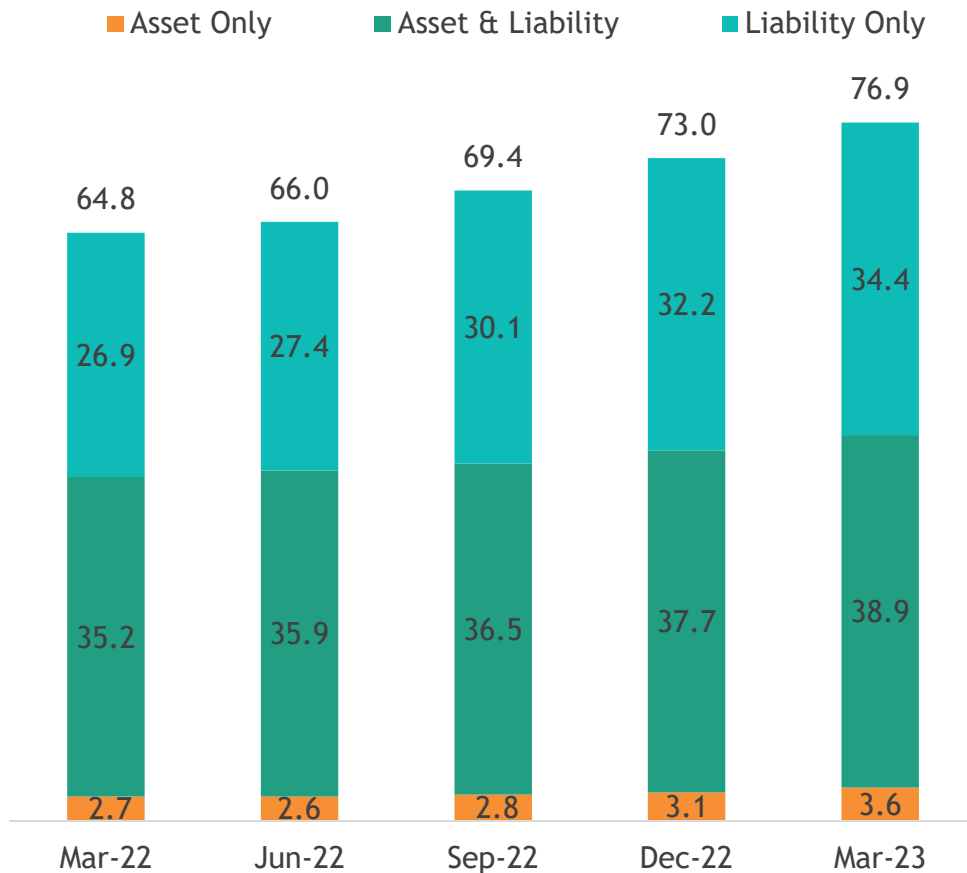
# Including ACRs

\*Includes IBPC and securitization

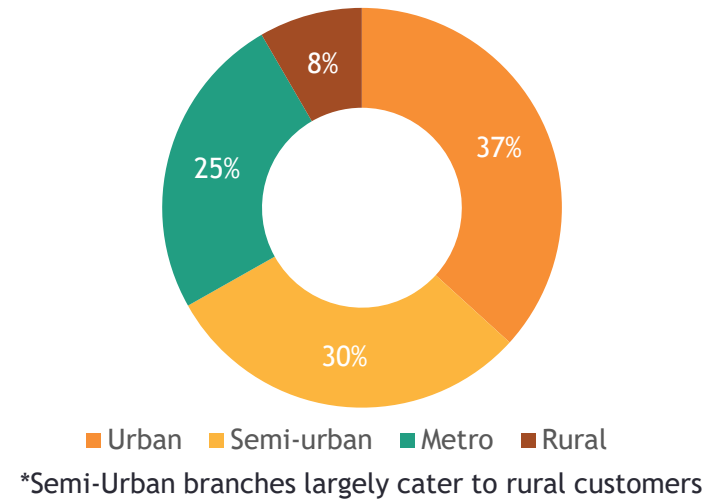


# EXPANDING LIABILITY CUSTOMER BASE

## Customer Base Growth



## Customer Base - Basis of Branch Classification



- Liability customers grew by 18% Y-o-Y
- New customer acquisition continues with the uptrend during the quarter
- Net Liability only customer addition at 2.2 lakhs for the quarter
- Borrower base picking up pace with 1.7 lakhs net addition in Q4 vs 1.4 lakhs in Q3

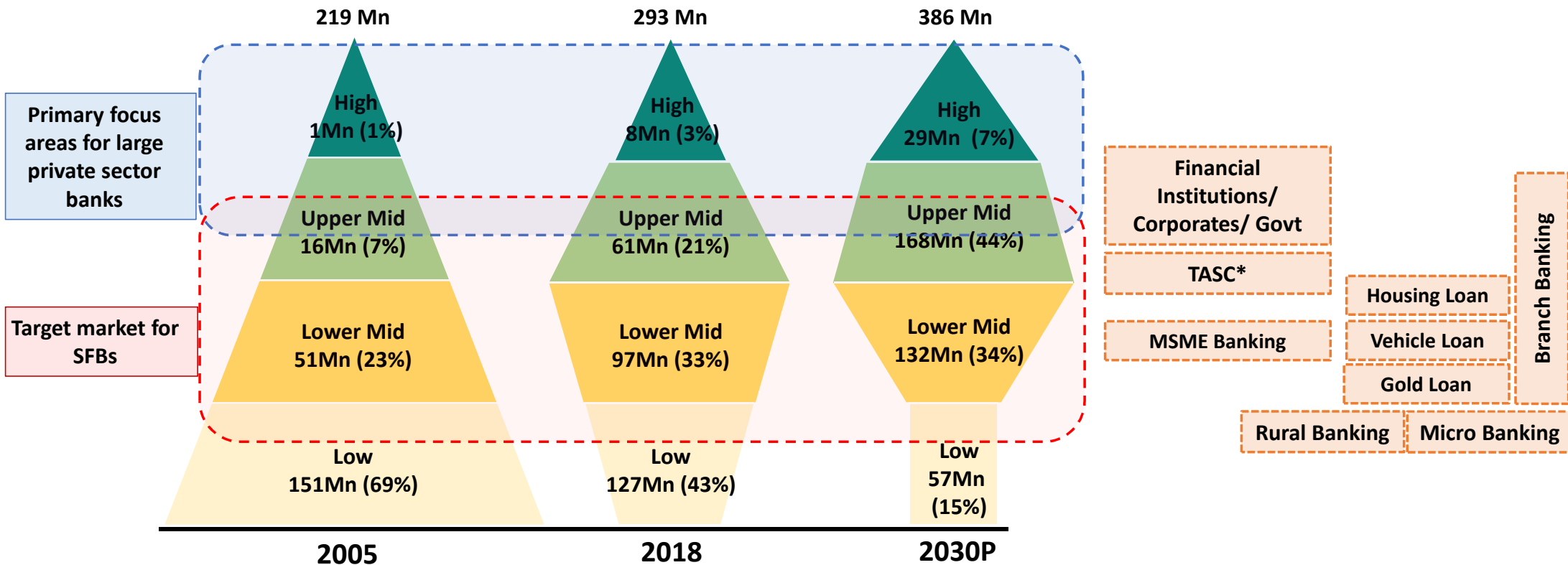


# WELL PLACED TO GAIN FROM EVOLVING COUNTRY DEMOGRAPHICS

SFBs suited to reap benefits of the expanding middle-class expansion\*

Bank's Enterprise Products

Bank's Individual Products



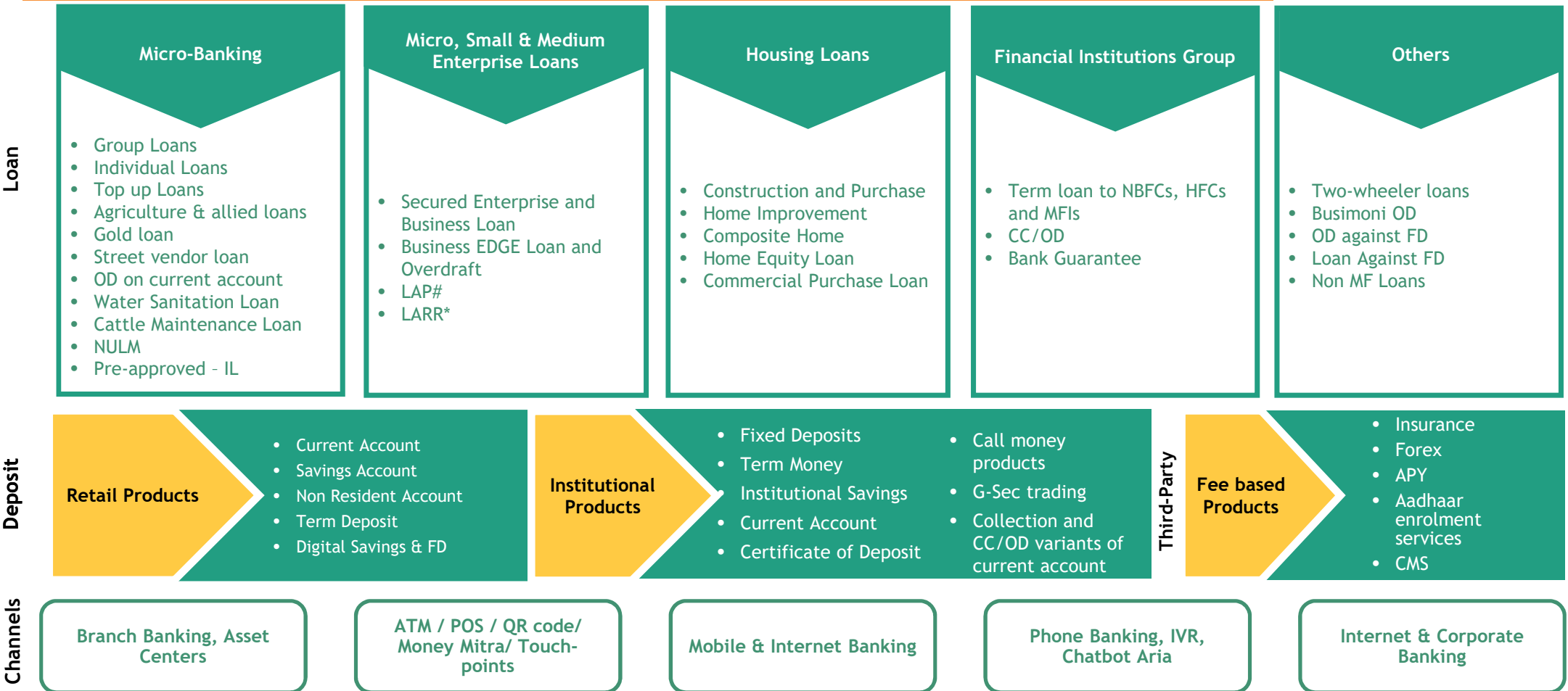
Size of the graph is not to any scale

\*Trusts, Associations, Societies and Clubs

\*Source: PRICE Projections based on ICE 360<sup>o</sup> Surveys (2014, 2016, 2018); Note: Low income: <\$4,000, Lower-mid: \$4,000-8,500, Upper-mid: \$8,500-40,000, High income: >\$40,000 basis income per household in real terms; Projections with annual GDP growth assumed at 7.5%;



# COMPREHENSIVE SUITE OF PRODUCTS & SERVICES

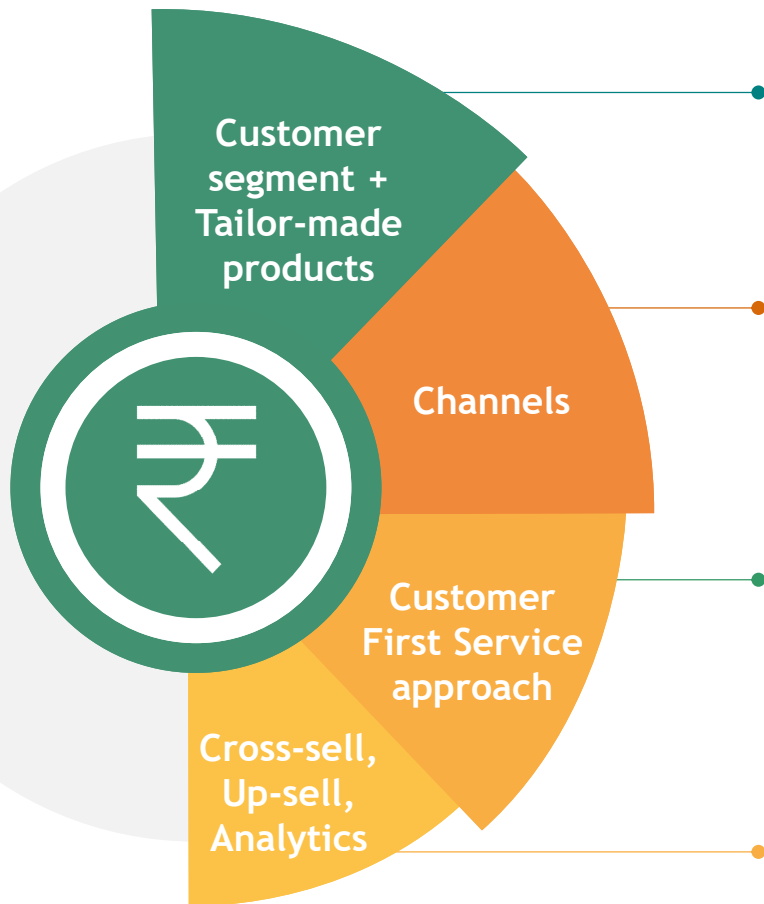


\* Loan against Rent Receivables  
# Loan against property





# BUILDING STABLE AND GRANULAR LIABILITY BASE



- Aspiring middle class
- Senior Citizens
- Women
- NRs
- HNI
- TASC
- MSME & Enterprises
- Need-base products & services
- Focus on value-add CA, SA, fee-based products

- Multi-channel approach
- Expanding branch-reach, relationship banking
- Digital offerings, Video Banking
- Enhancing Phone Banking services
- State-of-the-art IBMB, BNB, Hello Ujjivan

- Competitor benchmark of service standards
- Adherence to TAT standards
- Service Quality Audit for the branches
- Tech Upgrades to Identify common service requests & resolve with in TAT

- Strengthening Analytics vertical - systems, processes, skill-set
- Advanced Data Modelling- Look Alike targeting
- Digital Lead Generation - capture referrals



# STRONG INDEPENDENT BOARD (1/2)

Name	Education	Experience
<b>Ittira Davis</b> <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
<b>Banavar Anantharamaiah Prabhakar</b> <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.
<b>Samit Kumar Ghosh</b> <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.
<b>Rajni Mishra</b> <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
<b>Ravichandran Venkataraman</b> <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.



# STRONG INDEPENDENT BOARD (2/2)

Name	Education	Experience
<b>Rajesh Kumar Jogi</b> <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
<b>Sudha Suresh</b> <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
<b>Satyaki Rastogi</b> <i>Non-Executive Nominee Director</i>	Engineering graduate, NIT Kozhikode	Serves as General Manager and Regional Head at Bengaluru office of SIDBI
<b>PN Raghunath</b> <i>Additional Director- Nominated by RBI</i>	MBA (Banking & Finance), Diploma in International Banking & Finance, Diploma in Business Finance	Heads the foreign exchange department of the Reserve Bank of India, Bengaluru Office. He has experience in the areas of Public Accounts, Public Debt Management, Foreign exchange management and Data Centre of the Reserve Bank. Before joining the Reserve Bank of India, he worked as an officer in State Bank of Hyderabad for three and half years
<b>Anita Ramachandran</b> <i>Independent Director</i>	MBA from Jamnalal Bajaj Institute	HR expert with over 40 years of experience as a management consultant. Began her career with AF Ferguson & Co and has worked in a wide range of areas. Founded Cerebrus Consultants in 1995 to focus on HR advisory services, including Organisation transformation. Has been an Independent Director on various Boards for the last 20 years.



# KEY GROWTH STRATEGIES

01

## COMPREHENSIVE & RELEVANT PRODUCTS

- Entire gamut of asset and liability products to attract new customers and deepen existing customer relationships
- Expand range of third party products and services
- Increase penetration of asset products under Retail, MSME and housing segments

02

## FOCUS ON DIGITAL BANKING AND ANALYTICS

- User-friendly digital interface to extend bank's reach and offer a strong banking platform and focus on user adoption with programs like DigiBuddy
- Invest in API platform, innovations, fintech partnerships to widen product offerings/ banking solutions
- Invest strategically to integrate technology into operations to empower customers, reduce costs and increase efficiencies
- Adopt robotic processes to automate operational processes
- Data analytics to be used to offer customized solutions
- Establish bank as a modern technology enabled bank

03

## BUILD A STABLE & GRANULAR DEPOSIT BASE

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

04

## STRONG DISTRIBUTION & COLLECTION NETWORK

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

05

## CONTINUE FOCUS ON IMPROVING FINANCIAL AND DIGITAL INCLUSION

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

06

## DIVERSIFY REVENUE STREAMS

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



---

---

# Annexures

---

---

# AWARDS & ACCOLADES



## 18<sup>th</sup> IBA Technology Conference, Expo & Awards

Payment and small finance bank category:  
 Best IT Risk Management  
 Special Prize - Best AI&ML Adoption Bank  
 Special Prize - Best Fintech Collaboration



## India Fraud Risk Management Summit & Awards 2023

Best Transaction Fraud Monitoring and Decisioning



## IBSi Global FinTech Innovation Awards 2022

Best Risk Management Implementation  
 Category:-  
 Best Project Implementation  
 Most Impactful project



# INVESTING IN BRAND BUILDING

**THE TIMES OF INDIA** Lucknow

**75 yrs of India's 'Bhaskar' legacy that killed 750**

**Rushdie stabbed 10-15 times in neck in NY, flown to hosp**

**Terrorists kill teenage migrant worker in Kashmir**

**Govt calls for de-escalation in Taiwan**

**79-year-old dies of Covid, 175 new cases in Lucknow**

**SC postpones Noida twin tower racing by 1 week**

**MP dam breach: 1,000 evacuated**

**Silmr eco: 100 aspirational urban local bodies to be developed**

**Happy 75th Independence Day**

**आजादी के 75 साल, बेमिसाल भारत**

**Special Offer 7.5% INTEREST P.A. on Fixed Deposit**

75 weeks (525 days) 0.75% p.a. additional for senior citizen

Give a missed call on 799 666 666 3

**UJJIVAN SMALL FINANCE BANK**

**CELEBRATING REPUBLIC DAY INDIA AT 74**

**President's Address to the Nation**

**7.5% INTEREST P.A. on Savings Account**

Give a missed call on 799 666 666 3

**UJJIVAN SMALL FINANCE BANK**

**THIS AD GIVES YOU GUARANTEED RETURNS**

**8.25% INTEREST P.A.**

Give a missed call on 799 666 666 3

**UJJIVAN SMALL FINANCE BANK**

**8.75% INTEREST P.A. on Fixed Deposit**

**उज्जीवन स्मॉल फाइनेंस बैंक**

**अब अररा कास्तीनी, भोपाल में**

Give a missed call on 799 666 666 3

**उज्जीवन स्मॉल फाइनेंस बैंक**

**முதலீடு செய்வதற்கு ஒரு காரணம் கொண்டாடுவதற்கு ஒரு சந்தர்ப்பம்**

**8.0% INTEREST P.A. on Fixed Deposit**

**8.75% INTEREST P.A. on Fixed Deposit**

Give a missed call on 799 666 666 3

**UJJIVAN SMALL FINANCE BANK**

**अधिक धानना परतावाचा प्रवाह आता आला आहे, नवडेमध्ये.**

**उज्जीवन स्मॉल फायनेन्स बँक**

**आता नवडेमध्ये**

Give a missed call on 799 666 666 3

**उज्जीवन स्मॉल फायनेन्स बँक**

**MK कोचिंग**

**NEET LONG TERM COACHING**

**7.5% INTEREST P.A. on Fixed Deposit**

Give a missed call on 799 666 666 3

**UJJIVAN SMALL FINANCE BANK**

**उज्जीवन स्मॉल फायनेन्स बँक**

**7.5% INTEREST P.A. on Fixed Deposit**

Give a missed call on 799 666 666 3

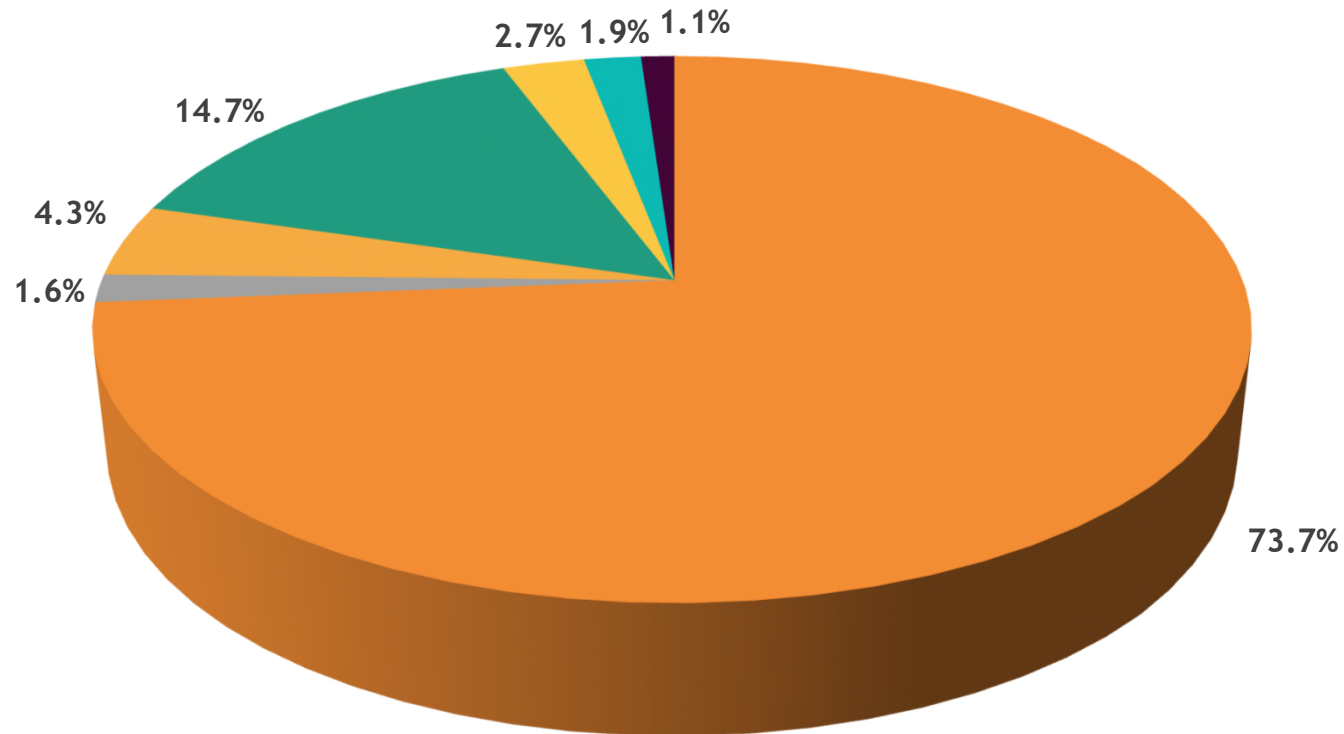
**UJJIVAN SMALL FINANCE BANK**



# SHAREHOLDING PATTERN - MAR'23

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

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



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



# SOCIAL SERVICES - PROGRAMS

01

## Financial Literacy

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



02

## CSR

- Community Development
- Livelihood
- Disaster Relief



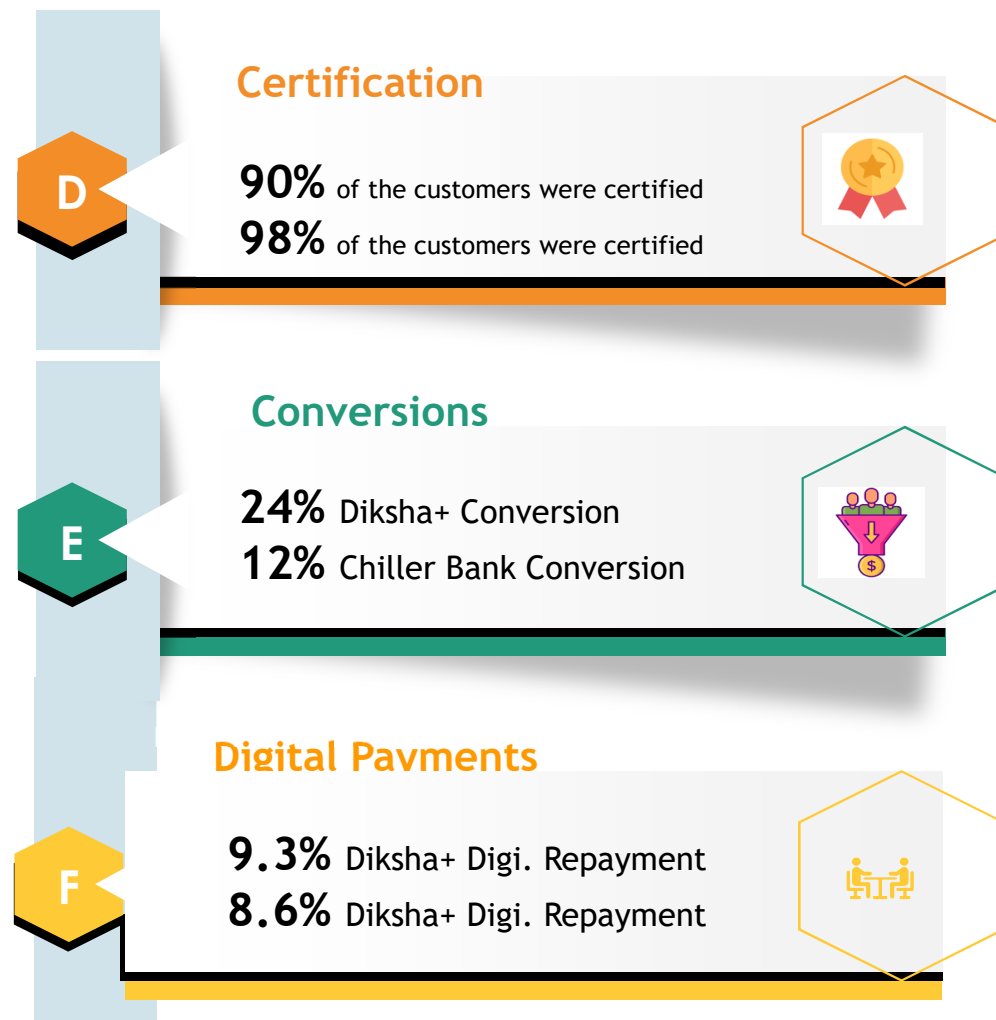
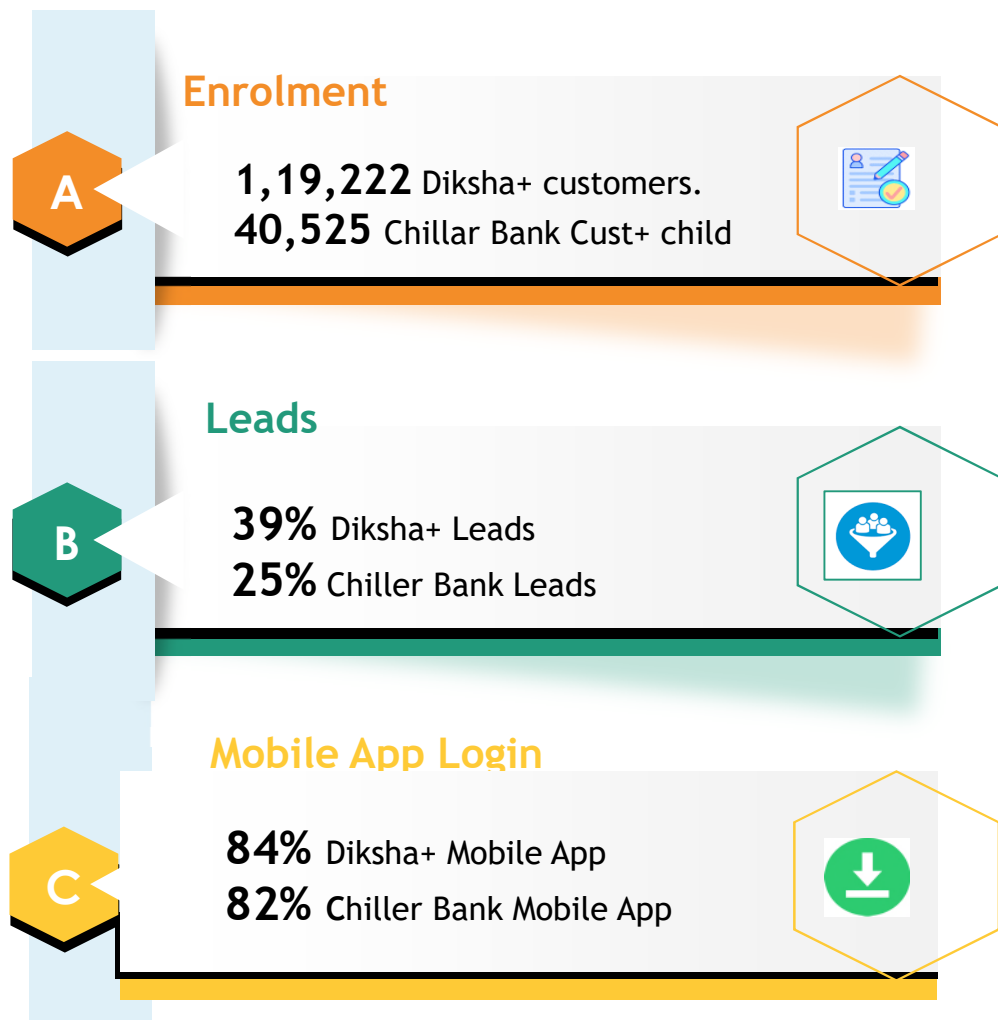
03

## ESG

Environmental, Social & Governance .



# FINANCIAL LITERACY - DIKSHA + & CHILLAR BANK (FY-22-23)



# FLP FOR - MSE & URC - FLP BEYOND UJJIVAN

## FLP for MSE

56 MSE Customers attended the pilot launch at Coimbatore & Aligarh



## FLP for URC

13,348 customers across 134 rural branches were covered under this program

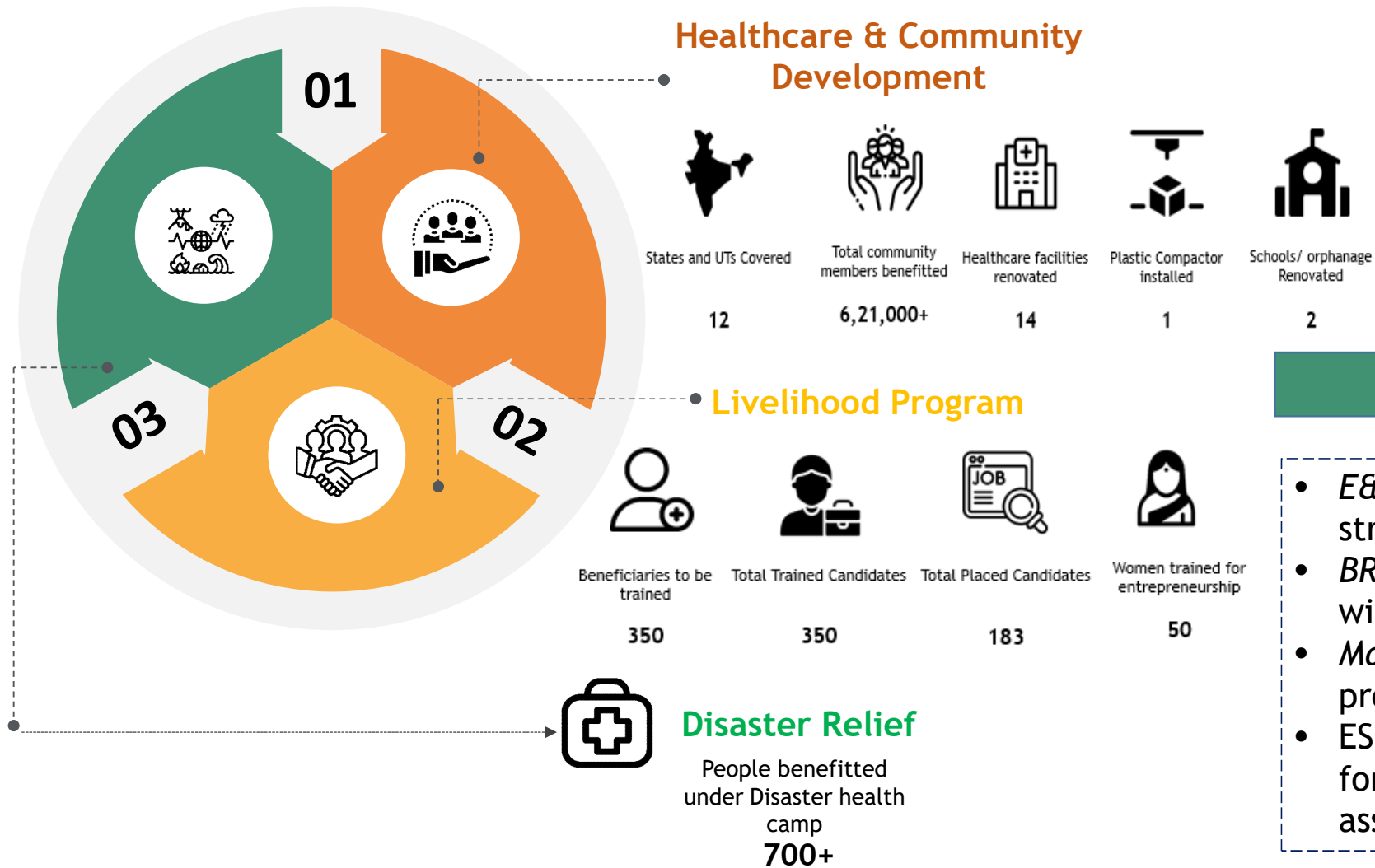
## FLP Beyond Ujjivan

87 Entrepreneurs from TNS Foundation, Anaha Clinic, Mantri Society & Marwari Hospitals





# CORPORATE SOCIAL RESPONSIBILITY & ESG



**ESG**

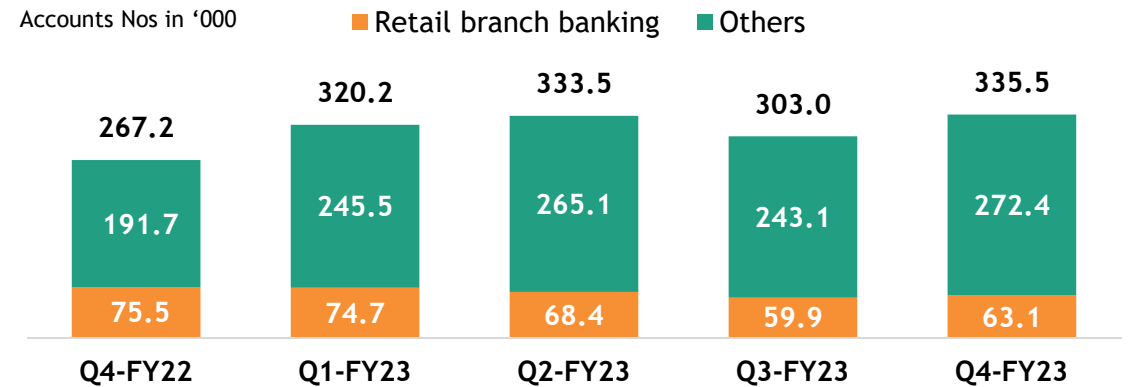
- E&Y has been onboarded as strategy partner
- BRSR will be published along with Annual Report
- Materiality Assessment is in progress
- ESG Frame & strategy formulation post materiality assessment



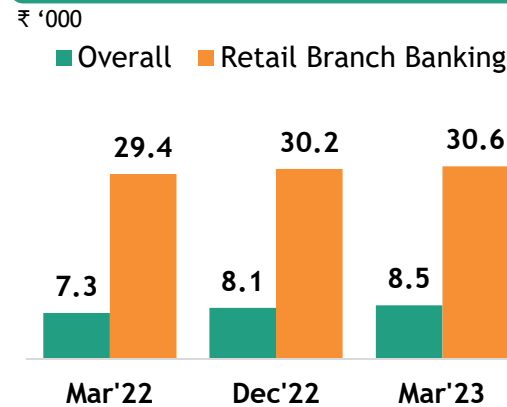
# RETAIL DEPOSIT FRANCHISE FOCUSED ON CUSTOMER ACQUISITION

- Total deposits grew 40% Y-o-Y to ₹ 25,538 Cr
- Retail TD grew 69% Y-o-Y
- CASA deposits grew 35% Y-o-Y; 26.4% of total deposit as of Mar'23
- Focus on value-add products to drive average balances
  - Overall average SA balance moved to ₹ 8.5k from ₹ 7.3k Y-o-Y

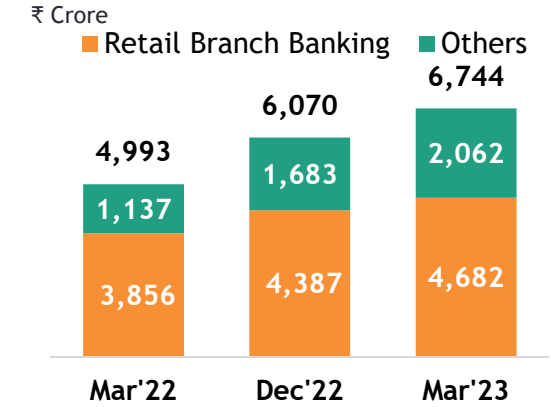
## Customer acquisition



## Improving Average SA Balances



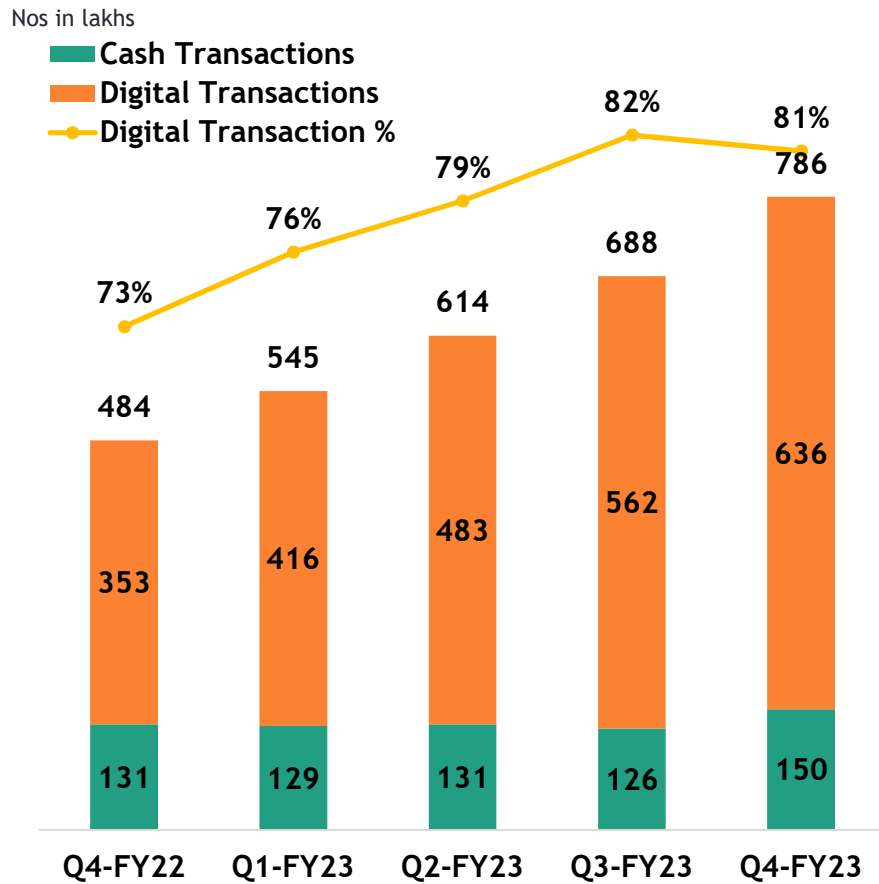
## CASA: Strong growth



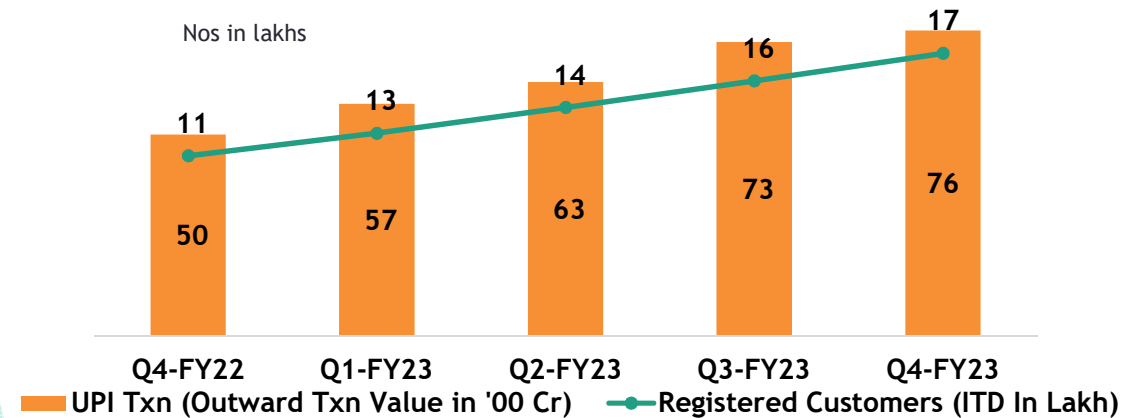


# INCREASING DIGITAL TRANSACTIONS (1/2)

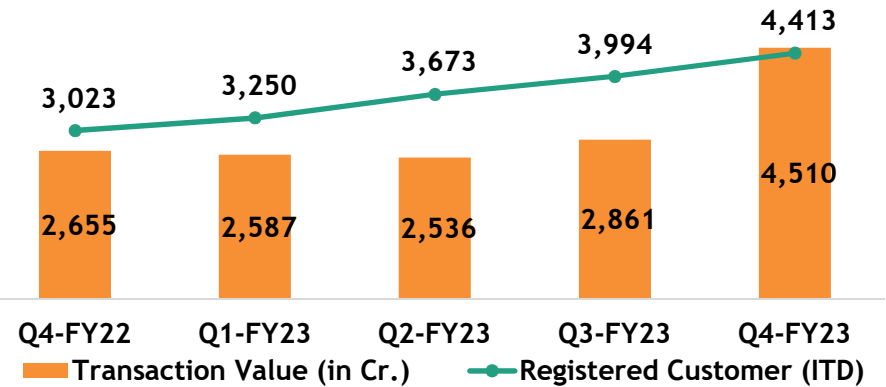
## Increasing Digital Transactions\*



## UPI Transactions



## Business Net Banking



\*Basis CBS volumes



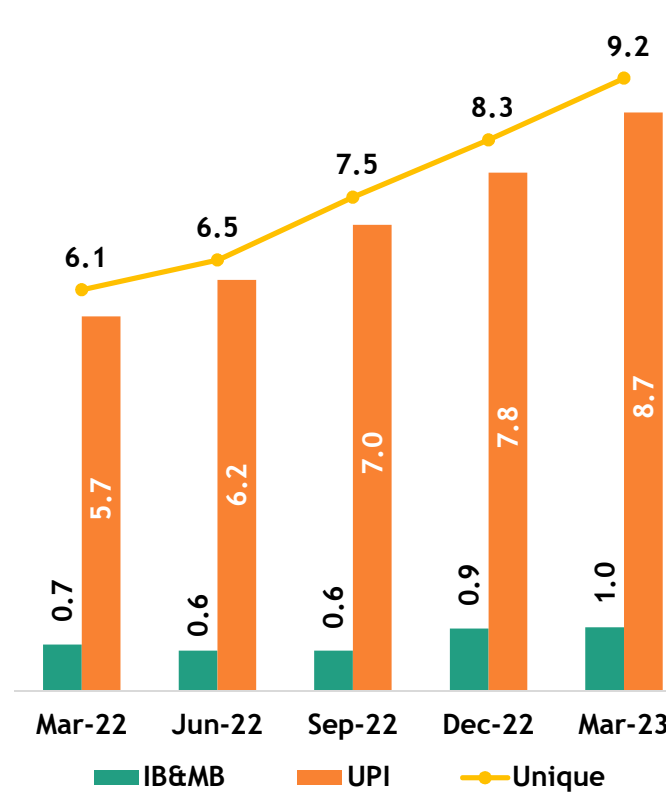
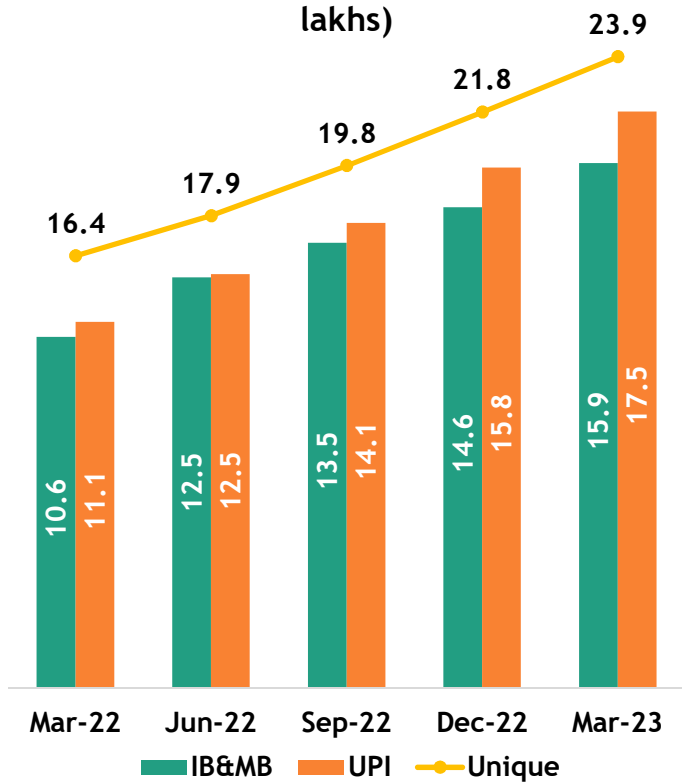
# INCREASING DIGITAL TRANSACTIONS (2/2)

Digital penetration among customers continues to show a healthy increase

Ranking reflecting leadership\*

### Registered Customer (ITD) (in lakhs)

### Transacting Customers (in lakhs)



**Cards Transaction @ ATM**

1<sup>st</sup> among SFBs  
24<sup>th</sup> among all Banks

**Cards Transaction @POS**

1<sup>st</sup> among SFBs  
34<sup>th</sup> among all Banks

**Cards Issued**

1<sup>st</sup> among SFBs  
20<sup>th</sup> among all Banks

**ATM Uptime<sup>#</sup>**

One of the Highest among all Banks

Source:  
<https://www.rbi.org.in/Scripts/ATMView.aspx>  
<https://www.npci.org.in/what-we-do/upi/upi-ecosystem-statistics>

\*For Jan-Mar23

<sup>#</sup> Based on service Partner & Industry Watch



---

---

# THANK YOU

---

---

**For Investor Queries:**  
*Mr. Deepak Khetan*  
+91 7045792752  
[deepak.khetan@ujjivan.com](mailto:deepak.khetan@ujjivan.com)

---