

At Satin Creditcare Network Limited, our key objective is to bring the financially excluded sections of India inside the perimeter of the formal financial marketplace and making a meaningful, long-term and tangible difference in their lives. We play a pioneering role in introducing individual lending to affordable housing, Micro, Small & Medium Enterprises in India's rural and semi-urban areas.

Our growing base of 3.6 million customers across 22 states and Union Territories in India and ₹ 7,182 crore of Assets Under Management makes us one of India's largest NBFC-MFI in terms of Gross Loan Portfolio.

We are one of India's leading micro-finance institutions (MFI) offering our services to the society's under-served and under-privileged sections. With our in-depth domain expertise, we offer collateral-free micro-credit facilities to India's economically active and low-income women.

We are continuously expanding the vistas of our business to deliver customized products and services to our customers. SCNL has also evolved its business model to be a more broad-based financial services provider, and capitalize on its distribution reach built over the years.



**- H. P. Singh, Chairman,
Satin Creditcare Networks**

- India's first MFI to receive ISO 27001:2013 certification for information security and to enter the fintech space
- Received first place amongst all MFIs in customer service index evaluation conducted by MFIN for fair practices code policies and process
- Long-term credit rating updated to CARE-A (Stable)
- Short term rating at A1 from CRISIL and CARE; Grading of MF1
- First MFI to foray in Digital Lending "Loan Dost"



Our Objective

- Promoting socio-economic development at community level.
- Women empowerment through economic interventions in rural & semi-urban areas



Our Vision

- To be a "one-stop solution for the financially excluded households at the bottom of the pyramid for all their financial requirements".



Our Mission

- To be a "financial service powerhouse with a range of financial products designed and suited for the financially excluded community".

Our Genesis...

Way back in 1990 we started our journey to reach out to urban shopkeepers with individual micro loans. We were then faced with the challenge of adopting a business model that went beyond just giving out loans. We are backed by large and marquee institutional investors and have one of the largest lender bases with 77 active lenders. NABARD and State Bank of India are one of our top funders.

With an asset base touching US\$ 1 billion, we remain focused on driving financial inclusion, underlined by our strong commitment to achieve socio-economic progress of low-income communities.

Where We Stand Today...



₹ **7,182**

Total Assets Under Management



3.6 Million

Low-income women under our Network



1,299

Branches



22

No of States we are present in



11,551

Employees

Furthering Financial Inclusion...

We are one of the key enablers in broadening and deepening of financial services till the bottom of the pyramid. We are delivering a far-reaching change in India, serving over three million low-income women in our existing network of operations. Our deep understanding of this segment of the society enables us to serve our customers better.

How we make a difference...

- > We provide financial assistance to those lacking proper access to funds from mainstream financial service providers and the formal financial marketplace, thus supporting the society's economically weaker sections.
- > Through our unique product offerings, we reach out to the MSME segment, thereby supporting the key national priority of financial inclusion.

Our Diversified Product Suite

We offer a diversified suite of products to serve the under-privileged segments of the society. We constantly strive to empower and promote our customers through our diverse range of products and solutions.



IGL Products

Uplifting the economically weaker section of the society by providing loans for income generating purpose like Agriculture, Animal Husbandry, trading and business related activities



Water & Sanitation

Enhances quality of life of members with loans for safe water & sanitation facilities



Solar Loan

Strengthen our members with prolonged light facilities in electricity deficient areas for household and business



Cycles

Helping members to enhance the efficiency and reducing the time of travel to earn their livelihood



Our Business Model

Our business is primarily based on the Joint Liability Group (JLG) model, through which we provide collateral-free, microcredit facilities to economically active women in rural, semi-urban and urban areas. These sections otherwise have limited access to mainstream financial service providers.

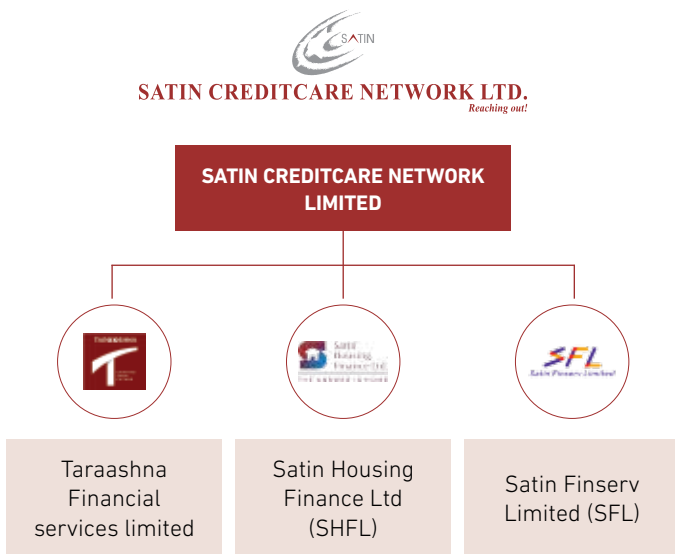
Through our differentiated model, we remain focused on deepening our presence in these areas, particularly those that are not well penetrated by other microfinance institutions across the 22 states and union territories.

Key features of our business model

- > Group lending with joint liability replaces physical collateral with social collateral
- > Joint responsibility instead of collateral security
- > Need-based product delivery
- > Increased access to financial services

Differentiated Business Structure

Lending differentiation through our subsidiaries



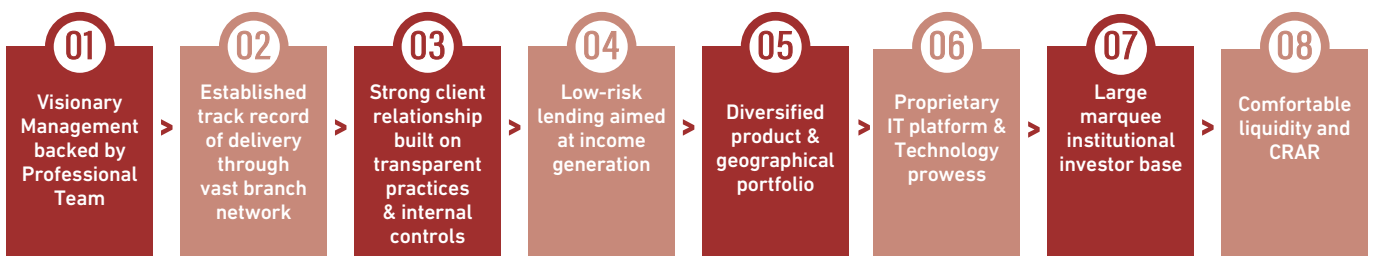
Subsidiaries are also rooted in the same values as pursued by Satin

Satin Finserv Limited serves MSMEs by offering them Loan Against Property in the range of ₹ 1 Lakh to ₹ 15 Lakh.

Satin Housing Finance Ltd is engaged in providing long-term finance for purchase, construction, extension and repair of houses for the retail segment, along with loans against residential property, aligned to the unique needs of its customers.

Taraashna Financial services limited provides services to its clients (similar to SCNL) in rural and urban/semi-urban areas by acting as a Business Correspondent (BC) for banks & NBFCs.

Our Key Strengths

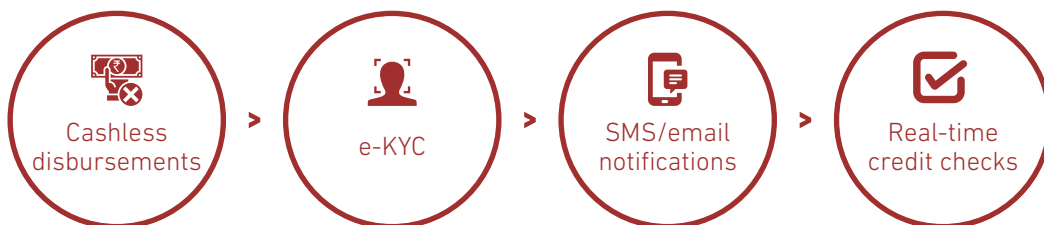
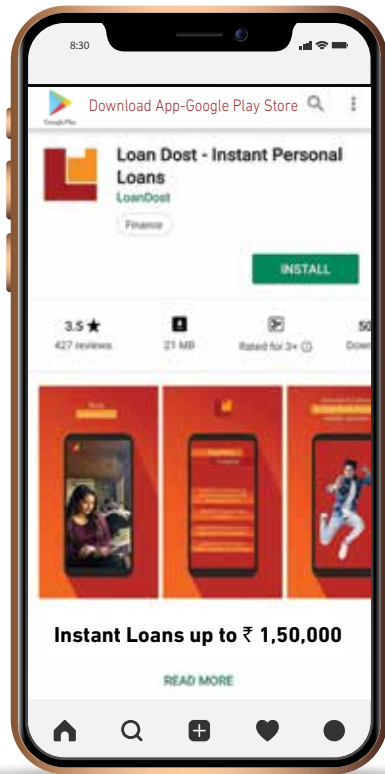


Technology – Our Growth Enabler

We are a fully digitised financial services organisation. Our digital lending platform 'Loan Dost' has the capability to make underwriting decisions in 25 minutes, without any human intervention. This is a robust and secure platform with various checks such as ability to pay, intention to pay and fraud prevention, seamlessly and objectively.



Amongst the First MFIs to foray in digital lending with no human intervention, tapping the millennials.



An Expanding Footprint

With over 3.6 million customers and 1,299 branches, the Company's geographical footprint keeps increasing. Our pan-India presence spans across 22 states and union territories in India.

Our Process Driven Approach

Our strong processes enable us to deliver quality and enhanced customer experience. Our controls on quality and cost efficiency transform "per cost of transaction", leading to reduced cost of operations and ensuring better efficiency.

Strong Risk and Audit Procedures

We have an effective and full-fledged inhouse internal audit department. Our internal audit processes and systems enable us to ensure an optimum portfolio quality.

Risk Management

Our efficient risk management and risk remediation procedures limit the risks we come across all geographies to total industry exposure. Our risk management processes help us maintain a clear focus on quality of portfolio and risk mitigation.

An Effective and Efficient Grievance Redressal

We have a strong mechanism to record queries and complaints from clients and employees and responding to them in a timely manner.

SPARSH

- > The Redressal Handle enables clients to register complaints and get their queries solved.
- > It offers suggestions to customers through a Toll-free number, centre meeting register, complaint box placed at branch offices, and direct phone or e-mail to the Head Office.
- > We provide quick and apt redressal to clients' complaints by escalating them to line departments.

ATOOT BANDHAN

- > The Redressal Handle enables employees to register complaints through a Toll-free number.
- > The Desk ensures that the grievances are meted with effective responses and speedy redressal.

Our Core Values



Seeking Excellence

We strive for perfection and excellence in all that we do and it is this motto that has led to the sustained growth of SCNL.



Accountability & Ownership

While workloads and responsibilities are often shared at SCNL, each person feels completely accountable for the job they do. Employee diligence and dedication form the very foundation on which happy, successful companies are built.



Teamwork & Collaboration

Teamwork brings out the best in people. At SCNL, we feel that positive, constructive and efficient collaboration can ensure success.



Integrity

Integrity is at the apex of our business and we hold ourselves to the highest financial, intellectual and ethical standards no matter what.



Nurturing Lives

As a company, we aim to create value for all the people associated with it, through our various endeavours and action.

Making Difference to the community

SCNL is dedicated to reaching out and touching the lives of financially excluded sections of society and helping widen the range of opportunities for them. The company's approach to alleviating poverty involves **Social Performance Management (SPM)**, which helps convert SCNL's social mission into reality.

- > **Centre Leader Workshop:** SCNL organized a series of 11 'Women Leadership Empowerment Workshops' across its operational regions, with support from the Nordic Microfinance Initiative (NMI).
- > **WASH:** SCNL launched small ticket size loans for its clients, thus enabling them to establish water and sanitation facilities in their households. Since then, SCNL has reached out to over 1,00,000 households, most of which cannot afford toilets at all.
- > **Green Loans:** SCNL's 'Clean Energy Loans' initiative serves to further reduce the traditional dependence on kerosene oil for lighting purposes. Towards the end of 2017, SCNL upgraded its simple solar lamp launched the previous year, into a total solar home lighting system, enabling better access to electricity for its customers.
- > **Health Check Up camps:** SCNL regularly runs campaigns focusing on health and hygiene concerns of the community it works with, in addition holding frequent health check-up camps.
- > **Supporting Local School:** On its part to spread awareness on Sarva Siksha Abhiyaan among villagers, SCNL supports local government schools by facilitating access to clean water for students and providing school bags, pencils, erasers, sharpeners and notebooks to all students.
- > **Disaster Relief Camp:** Every year, SCNL organizes relief activities and the distribution of ration to villages in the flood hit districts of Assam, Odisha, Bihar and West Bengal.



SATIN CREDITCARE NETWORK LTD.

Reaching out!

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