

**February 12, 2020****To,**

**The Manager,
National Stock Exchange of India Ltd.**
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra East, Mumbai-400051

**The Manager
BSE Limited**
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400023

Scrip Code: SATIN

Scrip Code: 539404

Dear Sir/Madam,

Sub: Investor Presentation:

Pursuant to Regulation 30 and 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in terms of other applicable laws, if any, please find the Investor Presentation for the quarter and nine months ended on December 31, 2019.

We request you to make this presentation public by disclosing the same on your website.

The above information is also available on the website of the Company: www.satincreditcare.com

Thanking You,

Yours Sincerely,
For **Satin Creditcare Network Limited**

(Adhish Swaroop)
Company Secretary & Compliance Officer

Encl: a/a

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Overview and Key Performance
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What makes Satin a Compelling
Investment Story

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Multiple Growth
Levers

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Financials of the Company &
Its Subsidiaries

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Company Background

Cautionary Statement

Any forward-looking statements about expected future events, financial and operating results of the Company are based on certain assumptions which the Company does not guarantee the fulfilment of. These statements are subject to risks and uncertainties. Actual results might differ substantially or materially from those expressed or implied. Important developments that could affect the Company's operations include a downtrend in the industry, global or domestic or both, significant changes in political and economic environment in India or key markets abroad, tax laws, litigation, labour relations, exchange rate fluctuations, technological changes, investment and business income, cash flow projections, interest and other costs. The Company does not undertake any obligation to update forward-looking statements to reflect events or circumstances after the date thereof.

Key Business Performance Highlights (1/2)



India's largest NBFC-MFI in no. of customers (35.6 lacs), branches (1,354), districts (391) and states (22), leading in terms of Assets Under Management (AUM), with AUM of Rs. 7,284 crore for Q3FY20

RoA 2.8%, RoE 13.6% and CRAR 32.17% in Q3FY20

First place amongst MFIs in Customer Service Index in third party evaluation undertaken during 2018-19 by MFIN for fair practices code, policies and processes

'Great Place to Work' certified in January 2020

Undergoing complete process re-engineering, leading to tightening of credit norms and better controls

Implemented Centralized Shared Services (CSS) to ensure uniformity of processes and control across our entire network, as back end quality support

Percentage of Promoter pledge has gone down from 52.88% in Dec'18 to 19.85% in Dec'19

Having 76% rural exposure with collection efficiency of 99% on loans disbursed since Apr'18, GNPA at 3.1% and NNPA at 0.9% in Q3FY20, against 3.1% and 1.4% in Q2FY20, despite difficult business environment

No loans given to delinquent customers since Apr'18

Only lender to 57% clients at the time of disbursement for MFI lending

Figures are on consolidated basis unless otherwise stated

Key Business Performance Highlights (2/2)



Long term Credit Rating IND A- (Positive) from India Ratings; Short term rating at A1 from ICRA, CRISIL and CARE ; Grading of MFI 1 from CARE Ratings

Social rating sA from Microfinanza, C1 Code of Conduct Assessment (COCA) from ICRA, the highest grade

Cashless - disbursement implemented across 100% branches
 - 27% collection via cashless mode in Dec'19, up from 12% in Sep'19, enabled in 42% branches

Added 55 new branches across 14 districts during Q3FY20, further strengthening our PAN India presence. Strategy to have per district exposure below 1% of total AUM

Book value per share at Rs. 269.58

In line with our efforts to diversify our offerings, share of non microfinance portfolio has reached ~7% of total AUM

Satin Housing Finance Ltd (SHFL), AUM of Rs. 138 crore with Nil delinquency, Standalone credit rating of CARE BBB (Stable). Successfully started raising debt, 9 lenders including refinance facility sanction from NHB in H1FY20

Taraashna Services Ltd renamed as Taraashna Financial Services Ltd (TFSL), AUM has grown up by ~9% during Q3FY20 to Rs. 646 crores

Satin Finserv Ltd, Satin's MSME arm, taking good shape with AUM of Rs. 109 Crore, Investment of Rs. 50 crore during Q3FY20 by SCNL

Figures are on consolidated basis unless otherwise stated

Corporate Overview Standalone – Q3 FY20



Rs. **48** crore

PAT

2.9%

ROA

13.8%

ROE

32.17%

CRAR

Rs. **6,390** crore

GLP

Rs. **1,904** crore

Disbursement

5.7 lacs

No. of Loans disbursed

1,110

Branches

Rs. **35,000**

Average Ticket Size

22

States & UTs

38.2 lacs

Loan Accounts Outstanding

99%⁽¹⁾

Collection Efficiency

(1) On portfolio disbursed since Apr'18, comprising 96% of portfolio

Corporate Overview Consolidated – Q3 FY20



Rs. **47** crore

PAT

2.8%

ROA

13.6%

ROE

Rs. **7,284** crore

GLP

Rs. **375** crore

Revenue

Rs. **230** crore

NII

1,354

Branches

22

States & UTs

35.6 lacs

Clients

Data for Q3FY20, RoA and RoE are calculated on annualized basis

Update on Assam



On account of unrest in few districts of upper Assam by some organizations and protests thereafter, the operations were impacted in North Eastern districts of Assam

Rs. **250** crore

On-book Portfolio

Rs. **3** crore

GNPA

Rs. **29** crore*

Provisions

The company has taken various measures, along with SROs viz. MFIN and Sadhan to address the concerns

We are also in constant touch with the clients, organizing financial literacy and awareness workshops, distributing school bags, health camps and skill building and training across the state

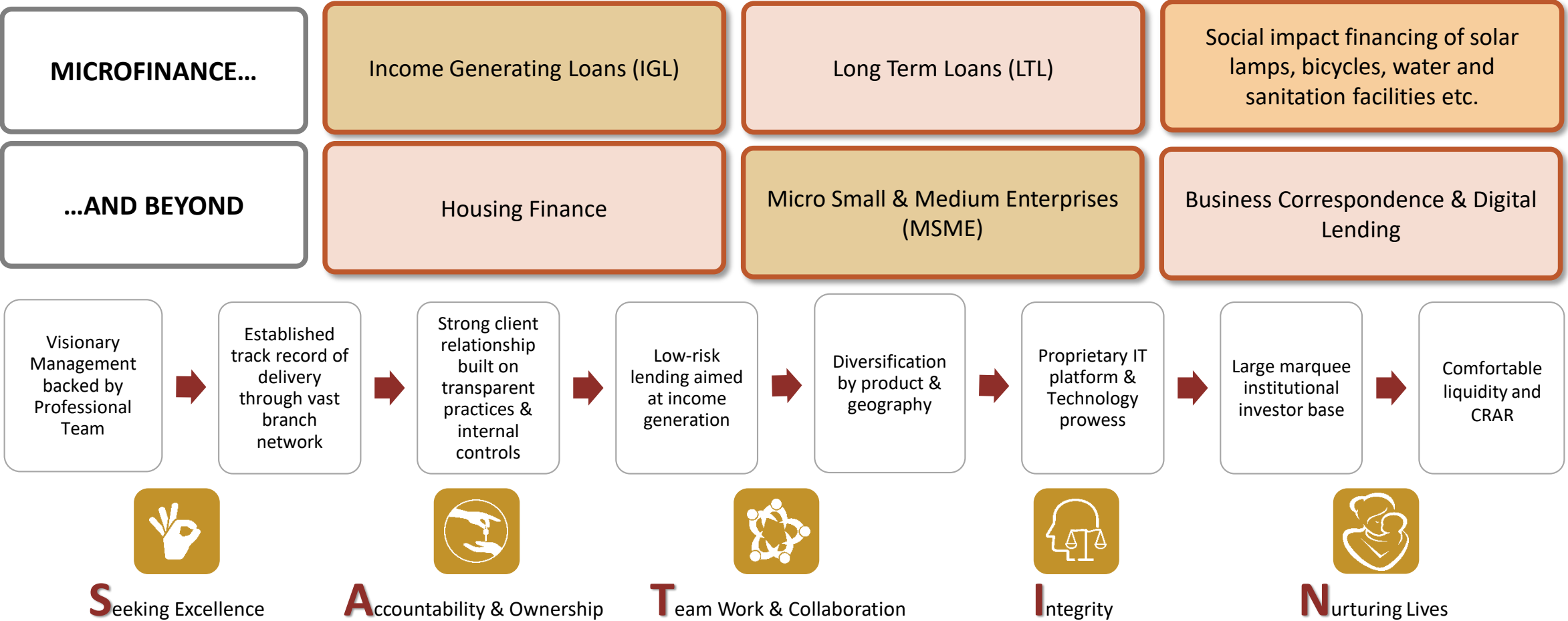
* Of the Rs. 29 crore of provisions, Rs. 26 crores was done during the last quarter i.e. in Q3FY20

Who we are



Microfinance is primarily based on the Joint Liability Group (JLG) model, to provide financial assistance and enable women from rural and semi-urban areas to achieve self sustainability

CREATING A NICHE BY BEING A ONE STOP FINANCIAL SERVICES PROVIDER FOR OUR CUSTOMERS



What makes Satin a Compelling Investment Story



1. Leading MFI player with differentiated Product Offerings

2. Diversified Geographical Reach

3. Technology Prowess

4. Robust Underwriting Processes

5. Well-diversified liability profile

6. Ample Liquidity & Positive ALM

7 Strong & Experienced Management Team

8. Successfully Handled Crisis during legacy of 30 years

1. Leading MFI player with differentiated Product Offerings



	SCNL	Business Correspondent Services	Housing Finance	SME
Product features as on Dec'19	MFI ⁽¹⁾	Taraashna Financial Services Limited ⁽²⁾	Satin Housing Finance Limited ⁽³⁾	Satin Finserv Limited (SFL) ⁽⁴⁾
Start Date	May'08 (JLG)	May'12 ⁽³⁾	Feb'18	Mar'19
Ticket Size Range	Upto Rs. 50,000	Upto Rs. 50,000 (JLG - Microfinance)	Rs. 100,000 – 4,000,000	Rs. 100,000 – 100,000,000
Tenure	6 - 24 months	12 - 24 months	24 - 240 months	12 - 120 months
Frequency of Collection	Bi-Weekly	Bi-Weekly/2 Bi-Weekly	Monthly	Monthly/Quarterly
No. of States/UTs	22	8	4	8
No. of Branches	1,104*	213	13	18
Gross Loan Portfolio (Rs. crore)	6,141 ⁽⁵⁾	646	138	109
No. of loan accounts	3,820,971	368,879	1,225	824
Avg. Ticket Size for Q3FY20	Rs. 35,000 (JLG)	Rs. 31,000 (JLG)	Rs. 1,268,000	Rs. 515,600 (Retail) ⁽⁶⁾

Notes

(1) As on Dec'19, included MFI Lending (loans under JLG model, IndusInd BC and water & sanitation) and Product Financing (Loans for solar lamps, cycles);

(2) TFSL acquisition is effective Sep 1, 2016;

(3) Satin Housing Finance Ltd was incorporated on April 17, 2017

(4) SFL was incorporated on August 10, 2018

(5) SCNL also has MSME portfolio of Rs. 249 crore other than MFI portfolio

(6) Average Ticket Size of Retail Financing is 5.15 lakh. Overall, the average ticket size of SFL is Rs. 13.27 lakh

*As of Q3FY20, there were 1,104 branches with Microfinance operations & 34 branches with MSME operations. Out of the 34 MSME branches, 28 of them also had microfinance operations & 6 were unique.

..with Focus only on Micro-Finance Products



Income Generation Loan (Prarambh)

Ticket Size :
Rs. 8,000 – Rs. 30,000

Tenure : 12/24 months

Long Term Loan (Vridhhi)

Ticket Size :
Rs. 31,000 – Rs. 50,000

Tenure : 24 months

Festival Loan

Ticket Size :
Rs. 6,000

Tenure : 6 months

Product Financing/Wash Loan

Ticket Size :
Rs. 1,099 – Rs. 15,000

Tenure : 6-9 months

Eligibility Criteria

- Household Income: Rural-Rs. 1.25 Lacs & Urban/Semi-Urban- Rs. 2 Lacs
- Member Attendance: 75% in previous 8 meetings
- Center Attendance: 75% in previous 8 meetings
- Satin can be 3rd lender & 2nd MFI

- Outstanding (incl. applied loan): <=1.25 Lacs
- Psychometric & CSS
- OTP validation
- No loans given to delinquent customers since Apr'18

... with opportunities to leverage our customer reach



Satin finances product purchase of solar lamps, bicycles etc. and grants loan for safe water and sanitation facilities

Product Financing

Bicycle Loan

29,910 loans disbursed

Solar Products

35,454 loans disbursed

Home Appliances

5,446 loans disbursed

Consumer Durables

13,676 loans disbursed

Water & Sanitation

23,014 loans disbursed

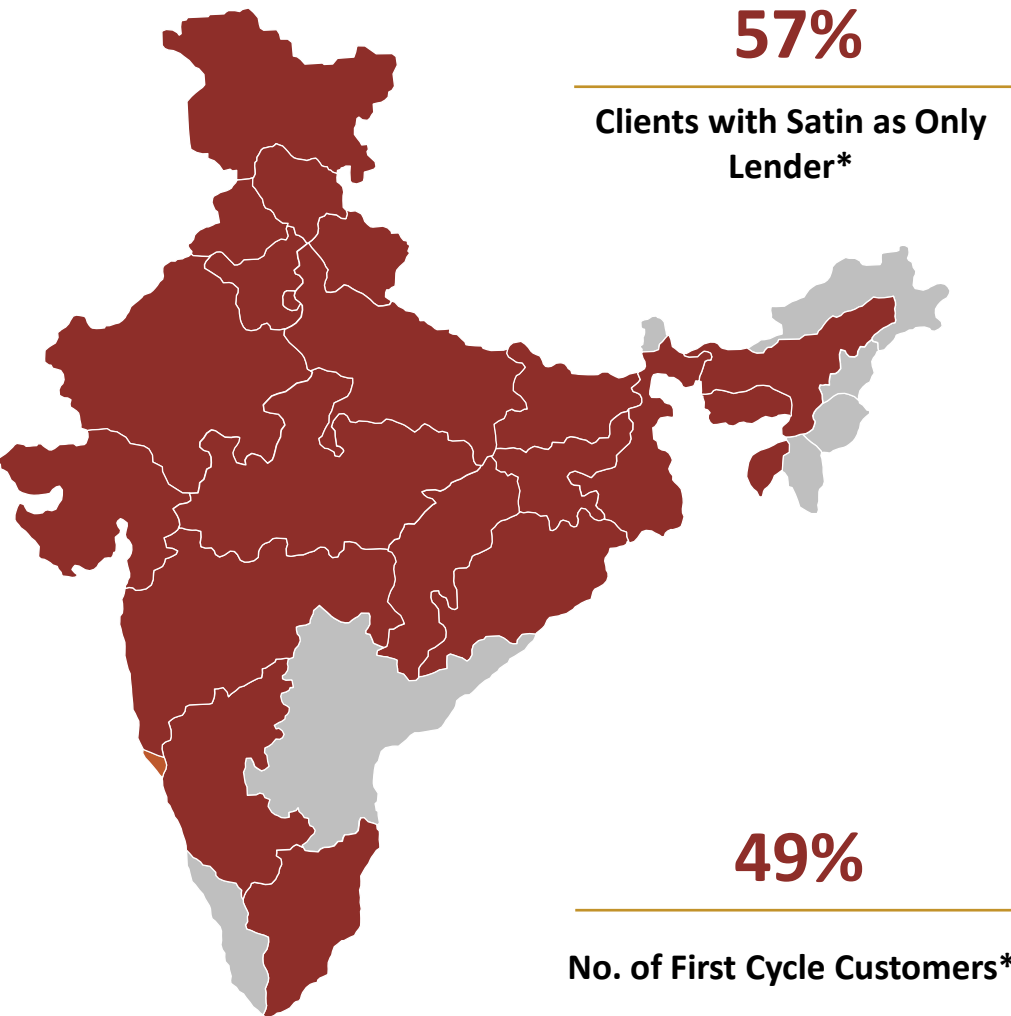
Benefits

- Enhances the productivity and income generating potential of its clients
- Enables company to leverage its rural outreach
- Capitalizes on company's existing network and client base
- No incremental cost, thus the income directly adds up to the bottom line

Note: No. of loans disbursed during 9MFY20

2. Diversified Geographical Presence

...serving ~36 lacs Customers across India



3,563,799

No. Of Active Clients

391

No. of Districts

66

No. of Regional Offices

8,225

No. of Loan Officers

4,193,731

No. of Loan Accounts

85,313

No. of Villages

257,113

No. of Centres

12,971

No. of Employees

*On Consolidated basis
at the time of disbursement, data is for JLG Standalone only

The pictorial representation of Map of India does not purport to be the Political Map of India

... Leading to increasing footprints



1. Increasing exposure to Newer states

2. Reducing exposure to traditional regions

3. Foraying into New Geographies

States	% of total GLP		GLP (Rs. crore) Dec'19
	FY15	Q3FY20	
UTTAR PRADESH	43.3%	23.3%	1,697
BIHAR	17.2%	15.5%	1,132
MP	18.5%	9.4%	684
DELHI & NCR	5.1%	3.5%	258
UTTARAKHAND	4.0%	1.6%	119
TOTAL	88.1%	53.4%	3,890

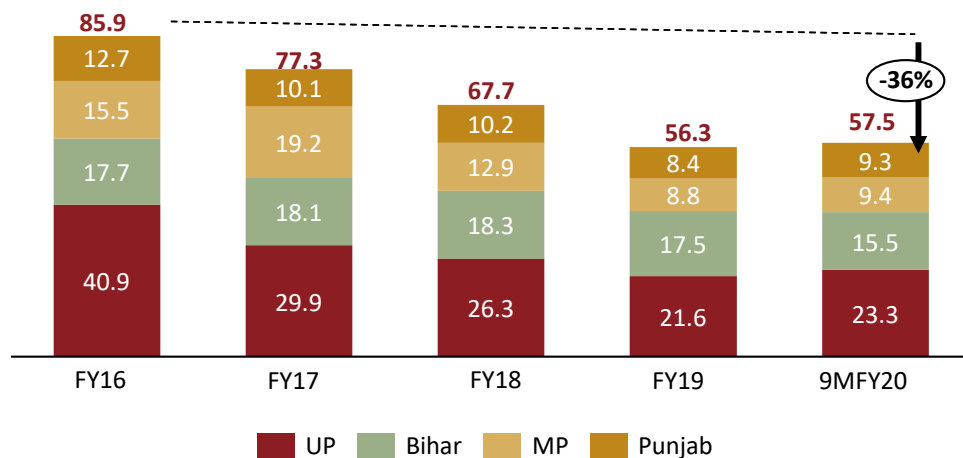
States	% of total GLP		GLP (Rs. crore) Dec'19
	FY15	Q3FY20	
PUNJAB	8.2%	9.3%	674
RAJASTHAN	1.6%	5.1%	369
HARYANA	1.1%	3.6%	262
MAHARASHTRA	0.9%	1.6%	114
J&K	0.1%	0.1%	7
TOTAL	11.9%	19.6%	1,426

States	% of total GLP		GLP (Rs. crore) Dec'19
	FY15	Q3FY20	
ASSAM	0.0%	6.1%	444
WEST BENGAL	0.0%	5.6%	408
GUJARAT	0.0%	3.6%	263
ORISSA	0.0%	3.4%	247
TAMIL NADU	0.0%	3.2%	237
JHARKHAND	0.0%	1.9%	137
CHHATTISGARH	0.0%	1.1%	82
KARNATAKA	0.0%	1.0%	72
TRIPURA	0.0%	0.8%	61
PONDICHERRY	0.0%	0.1%	6
MEGHALAYA	0.0%	0.1%	6
HIMACHAL	0.0%	0.1%	6
TOTAL	0.0%	27.0%	1,968

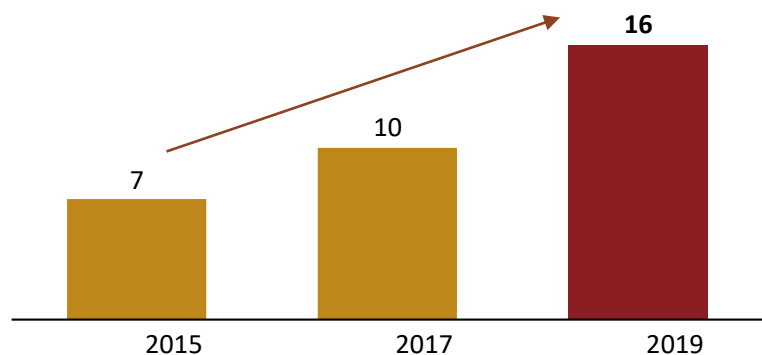
... and de-risking geographical concentration

To have become a PAN India Player

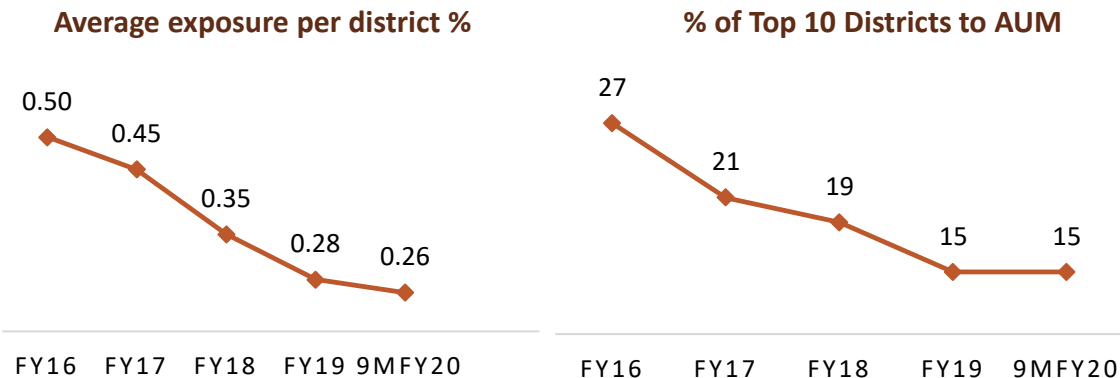
Share of Top 4 States Reduced from 86% to 57% over 4 years



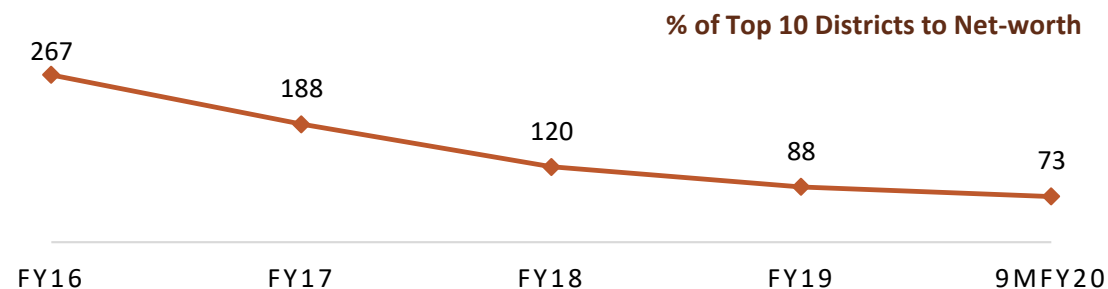
Number of States with more than 1% exposure of SATIN



Limiting Exposure per district

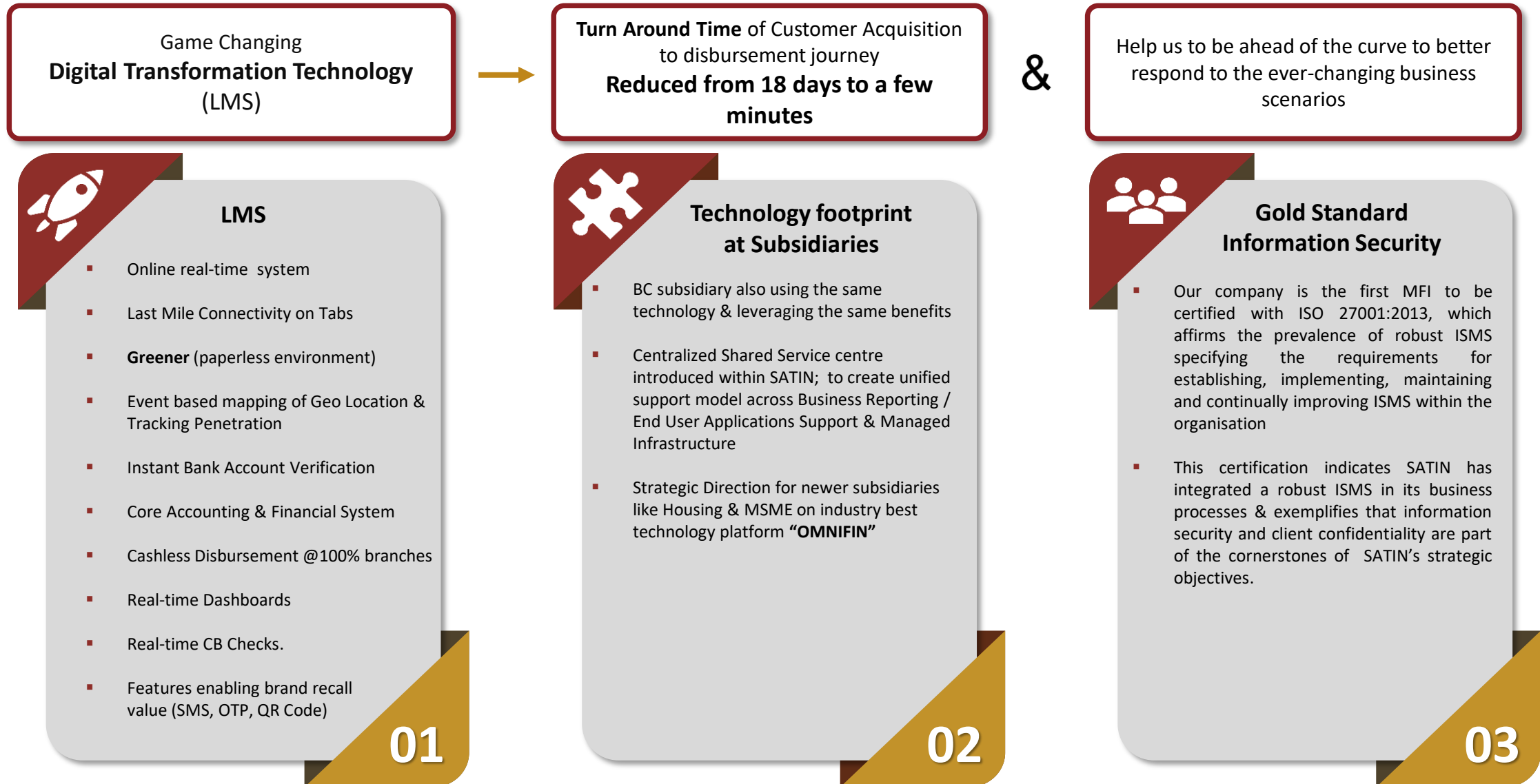


Particulars	FY16	FY17	FY18	FY19	9MFY20
No. of Districts - JLG	180	236	306	359	391
% of Districts with <1% exposure	85.0%	88.1%	92.5%	96.4%	96.9%
% of Districts with >2%	5.6%	2.1%	1.0%	0.6%	0.5%



Target to achieve per state exposure to <20% by 2020

3. A Difference Powered by Technological Prowess & Processes...



Centralized Share Services (Vision, Scope & Task Criteria)



Aimed to maximize the effectiveness of the business process and policies by providing and ensuring high quality services to our clients as well as our stakeholders

Credit Risk Management and Data Quality Maintenance

Loan application details & document verification

Bank details verification & validation

Comments on the basis of checklist

Sanctioning the loan application

Customer Services

Incoming complaint management (multilingual)-SPARSH(IVR)

Loan disbursement verification-TVR

Death verification process

Loan Dost (Outgoing calls)

Centralized Shared Services

KYC Process

Checking the authenticity of documents and improving the quality of documentation and data base

TVR

Tele Verification Response Report is a way to evaluate quality of process followed to disburse a loan and prevent the occurrence of issues or defects in the process

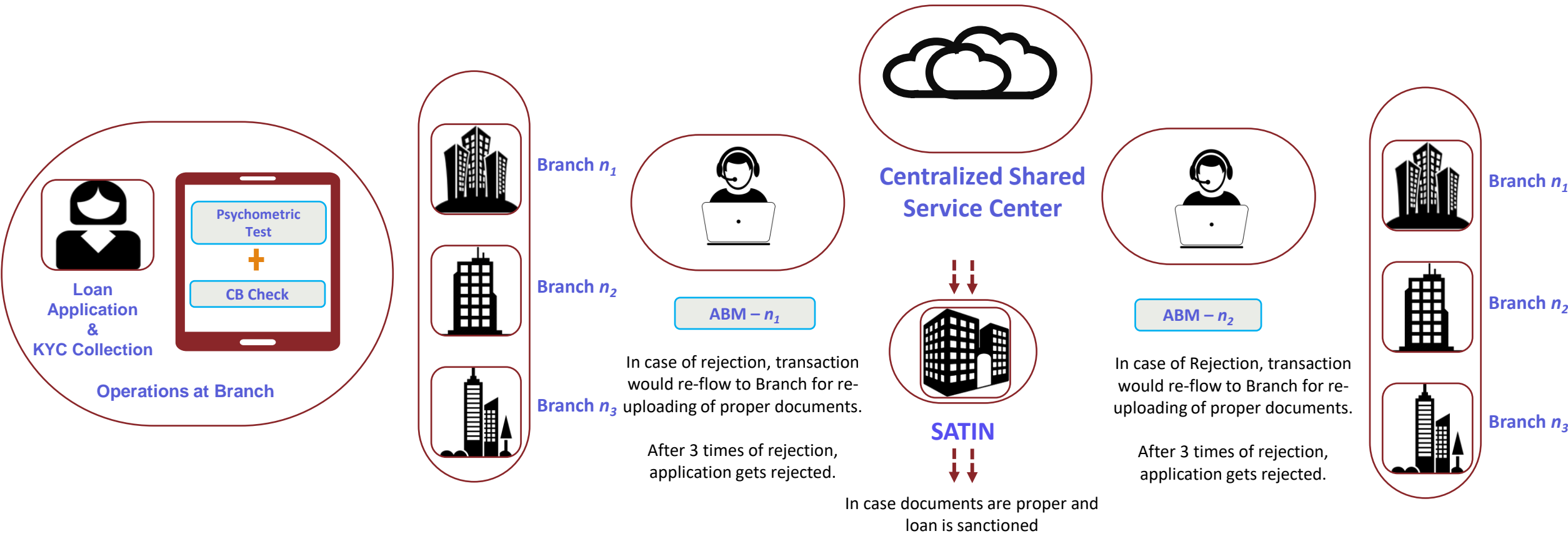
IVR

Interactive Voice Response helps to enhance public image of our brand and provides protection if there is a slip-up in customer service

Tele Collection

To generate the lead for collection from PAR clients and reduce PAR stats

Centralized Shared Services



Psychometric Test – First of its Kind in Microfinance Domain

8 lacs clients have been tested, whose credit performance will be closely monitored to test the efficacy of this tool



Test has been designed for two categories:

- Borrower
- Husband

Borrower category has 34 questions while the Husband category has 29 questions

Test Parameters

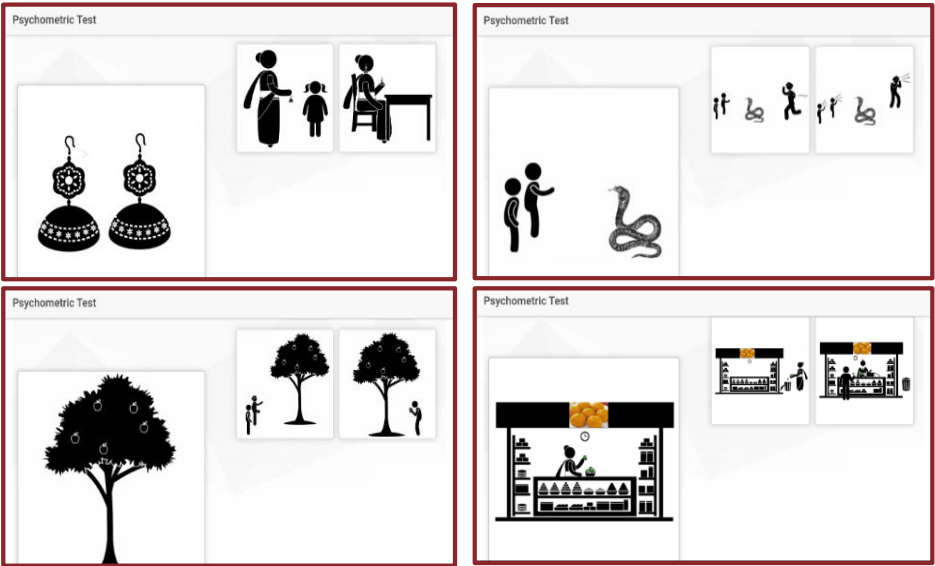
- Integrity
- Intent To Pay
- Opportunistic

Benefits:

- No need to rely totally on historical records of client
- Behavioral aspects can be checked accurately which was not possible earlier
- It will help in selecting the good clients which will improve the asset quality of the company

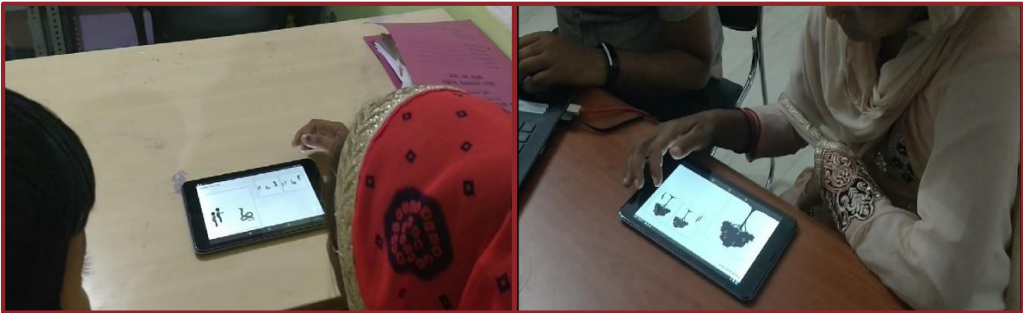
>24% outstanding clients with CE of 99.4% constituting ~40% of portfolio

Test Questions



Psychometric test

Field Implementation



New Projects & Initiatives – Cashless Collection



What it is?

Aadhaar Enabled Payment System (AePS) is a bank led payment method which can facilitate financial transactions at POS (Point of Sales) through Aadhaar authentication. Presently, we have deployed the same at 250+ branches via 1400+ devices

Safety

One of the safest methods for clients among digital transaction. It will also eliminate the risk of cash from operations, resulting in robbery, frauds etc.

Cost Efficient & Productive

It will save the time and cost involved in cash collection and depositing in the bank. Hence, the reconciliation will be faster. Also, the loan officer will devote more time to business generation, with reduced centre meeting time.

Overcoming Challenges

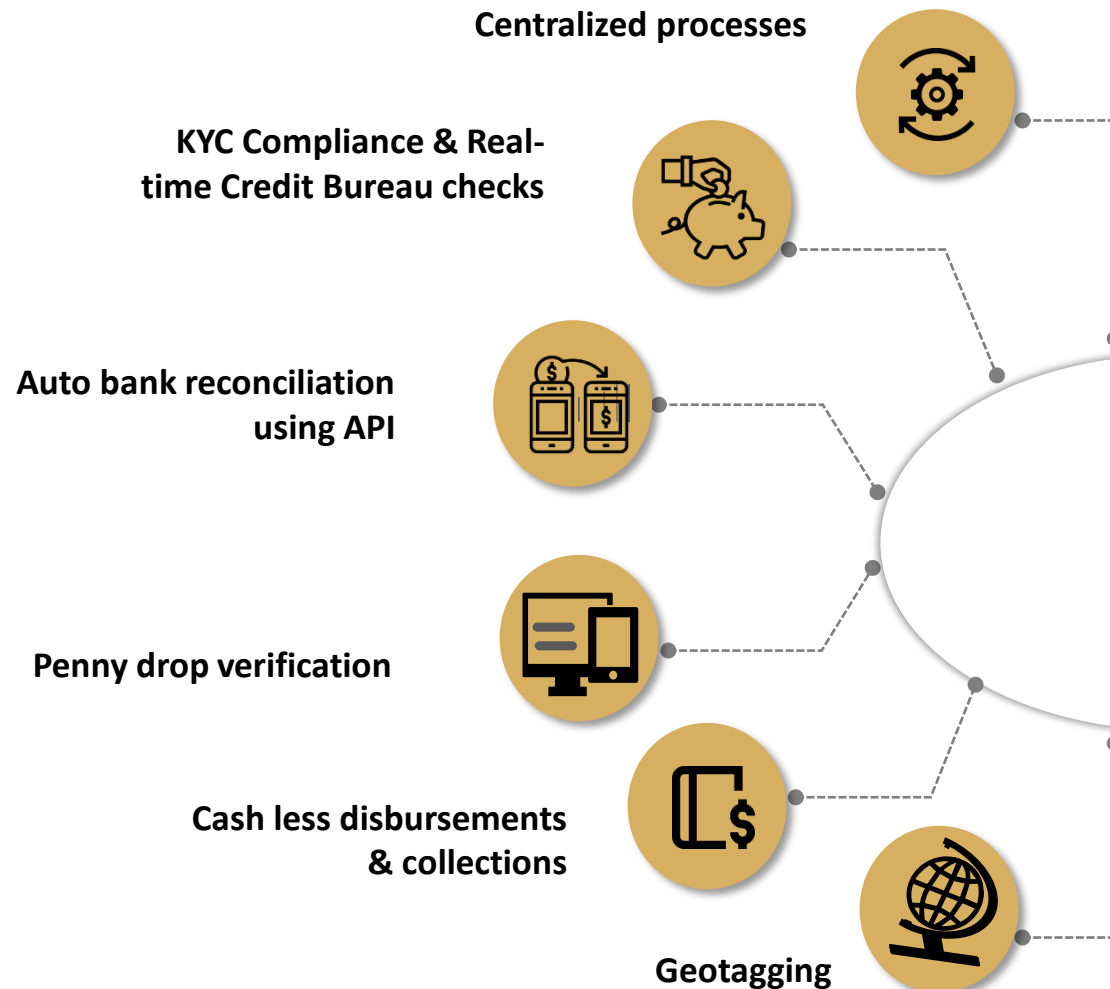
Biometrics not mapped at client's bank account: Clients are being made aware to get the Aadhaar mapped on their bank accounts or update the KYC details

Maintaining sufficient funds in account: Clients are being encouraged to keep the instalments ready in their bank accounts. Process is being evaluated for other possible challenges while scaling up

... leading to Operating Efficiency & Scalability



New initiatives...



..leading to improved processes



4. Robust Underwriting Processes



Psychometric tests

to reduce risk on customers with negative intentions, has made customers filtration process more scientific and transparent



Real-time Credit Bureau checks

to track loan history of the prospective clients, also created own Credit Bureau scorecard for individual clients for better screening



Rotating responsibility

Shuffling CSOs every 9 months and transferring every 18 months to reduce human biases. Risk Officers visit customers regularly



Centralized Share Services

KYC verification, IVR, TVR, ensuring uniform processes



Geo-tagging

of 100% branches and centers and 70% customers' houses



Account verification & Cashless Disbursements

via penny drop verification along with strict KYC compliance, also cashless disbursements eliminates the cash handling risk

...Full-fledged in-house Internal Audit



Full-fledged in-house Internal Audit



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Zonal Auditors &
Regional Auditors

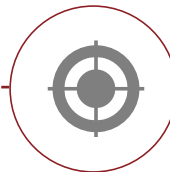
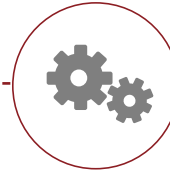


100% Digital

on Audit Reports and Findings

Quarterly Audit

Regional Office, Branch & Social
Performance Management



Feedback based

Compliance Audit

1,103 Audits

completed in last quarter

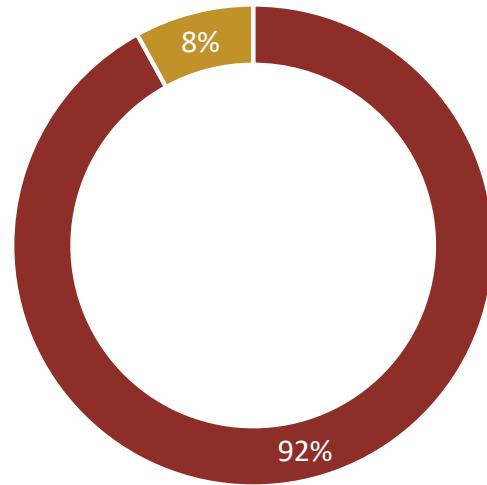
18 man-days

field audit per auditor per month

... coupled with robust underwriting techniques

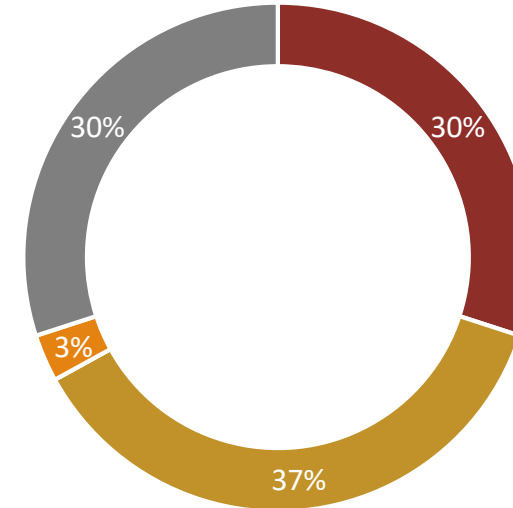


Hit Rate for all Products – Q3FY20



■ Hit ■ No Hit

CB Rejection Reason – Q3FY20



■ >1 MFI ■ Over Indebtedness ■ >3 Lenders ■ Defaulter

SCNL Guidelines – Q3FY20

	Limit	RBI Guidelines	MFIN Guidelines
Indebtedness Limit (INR)	125,000	Yes	Yes
Maximum No. of MFIs/Lenders	2/3	Yes	Yes

Rejection Rate for all products is ~18% for Q3FY20

Note:

- Rejections are done based on data derived from CB report
- Rejection detail belongs to JLG customers

... resulting in Improved Collection Efficiency

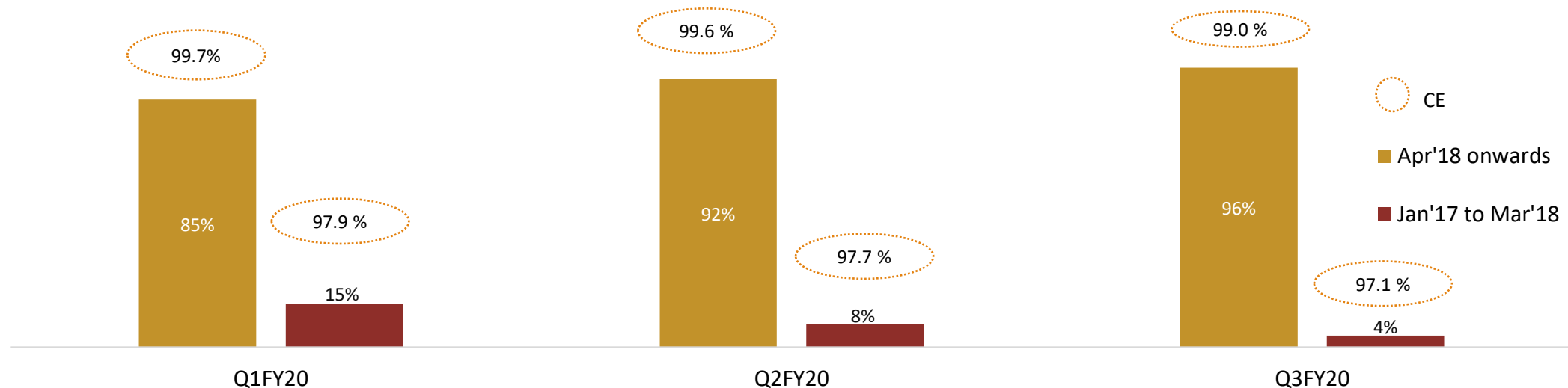


Robust collection efficiency reflecting high credit discipline in disbursement strengthened by process re-engineering

Period of disbursement	Demand (Rs. crore)	Collection (Rs. crore)	% of AUM	Cumulative CE%
Jan'17 to Mar'18(demon impact)	5,962	5,791	4%	97.1%
Apr'18 onwards	6,634	6,567	96%	99.0%

Collection efficiency of loans disbursed after Apr'18 excluding Assam stood at 99.4%

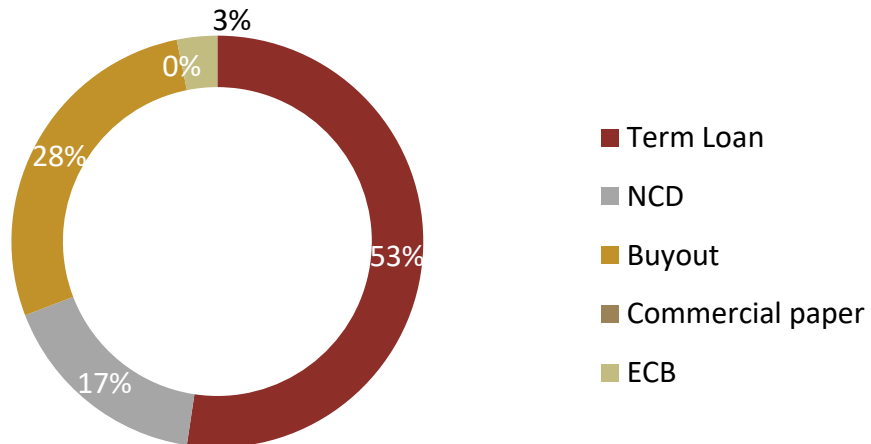
% of AUM



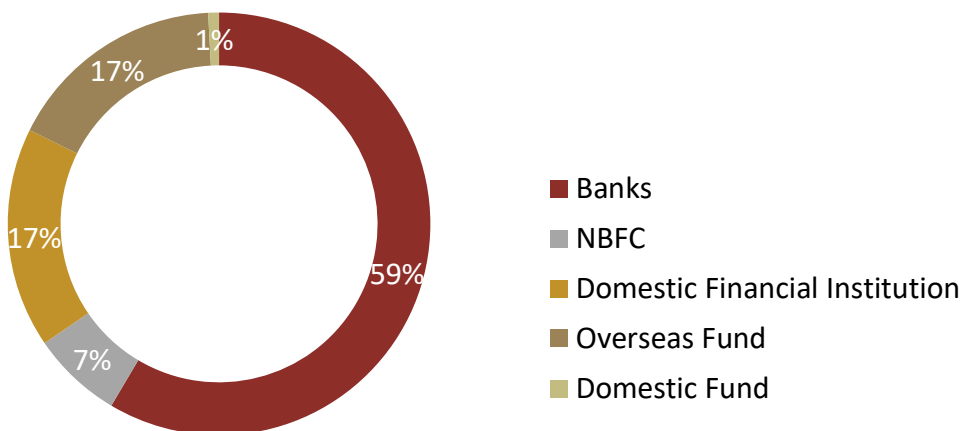
5. We have a well-diversified Liability Profile...

... insulated from Capital Market Turbulence

Product-wise Dec'19



Lender-wise Dec'19



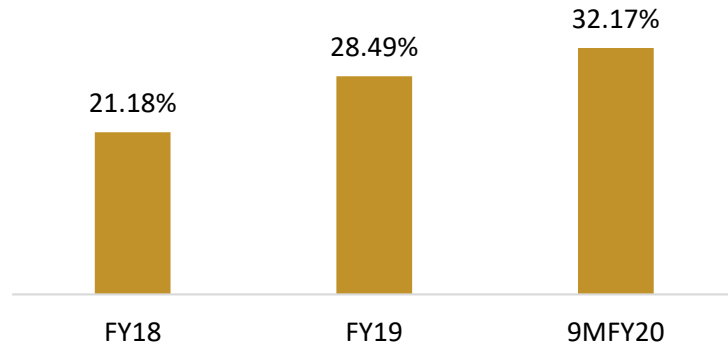
Large Lender Base
70 Active Lenders

Top 10 Funders	% Share as on 31 st Dec'19
State Bank of India	14%
NABARD	13%
Bandhan Bank Limited	5%
Standard Chartered Bank	5%
HSBC	5%
IDFC First Bank	4%
Blue Orchard Microfinance Fund	4%
Bank of Baroda	4%
Axis Bank Limited	3%
FMO Netherlands	3%
Total of top 10 lenders	61%

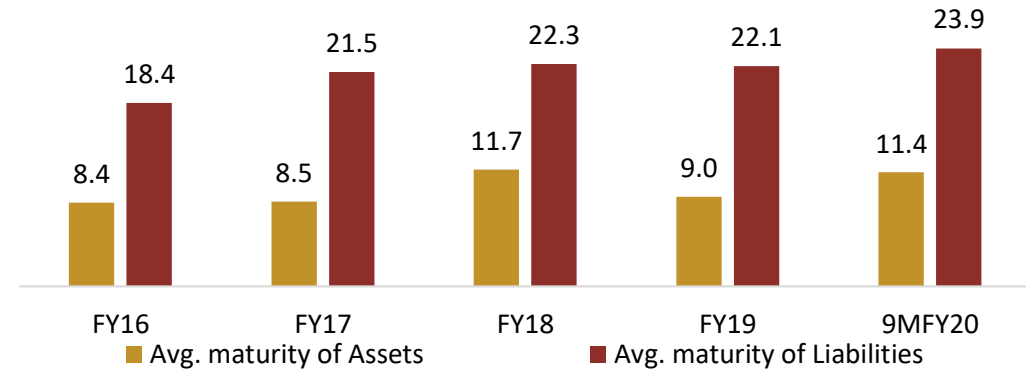
6. Strong Capitalization with Ample Liquidity



Healthy CRAR to support Growth Opportunities



Benefit of positive ALM continues



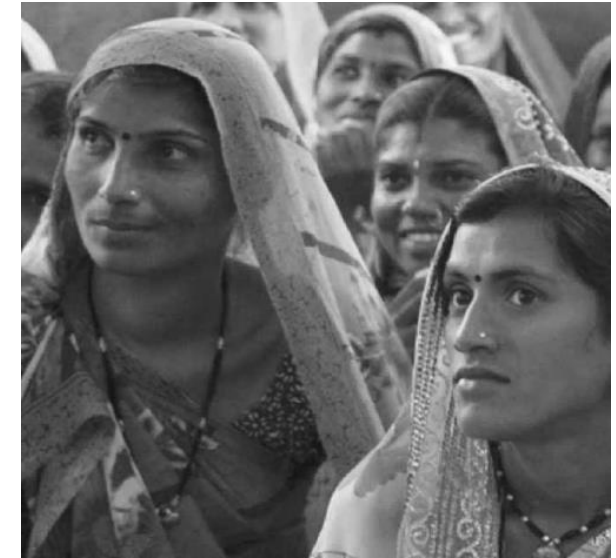
Static ALM as on 31 st Dec'19 (Rs. Crore)	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Inflows							
Liquidity at the beginning of month*	1,875	1,746	1,866	1,944	2,042	2,162	1,875
Principal - Loan portfolio	283	233	250	237	216	216	1,434
Interest - Loan portfolio	75	60	63	57	50	49	355
Total (A)	2,234	2,039	2,178	2,237	2,307	2,428	3,664
Outflows							
Principal repayments	454	98	195	169	118	243	1,278
Interest repayments	34	75	39	27	27	45	248
Total (B)	488	173	234	196	145	289	1,525
Cumulative Mismatch (A-B)	1,746	1,866	1,944	2,042	2,162	2,139	2,139

*Excluding margin money deposits Rs 234.35 cr lien with Lenders and undrawn sanction in hand Rs.831.25 cr as on Dec'19
Amount raised during last 7 days: Rs. 524 cr



MULTIPLE GROWTH LEVERS..

Industry Growth Drivers



Government focus
on digitisation



Massive growth
potential of MSME
and BC sectors



Healthy growth in
affordable housing
finance segment



Increased
penetration of
technology in
rural areas



Large unmet
demand in the
industry

Industry Performance



12,915 (+24% Y-o-Y)

Branch Network

105,505 (+31% Y-o-Y)

Employee Base

2.98 crore (+33% Y-o-Y)

Total Clients

3.50 crore (+34% Y-o-Y)

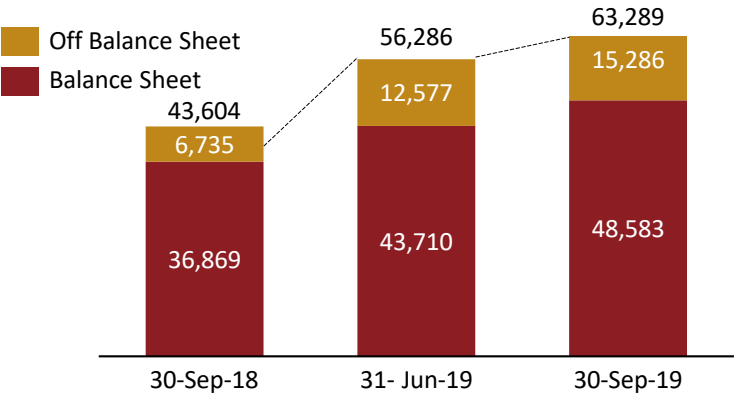
Total Loan Accounts

Rs. **27,391** (+10% Y-o-Y)

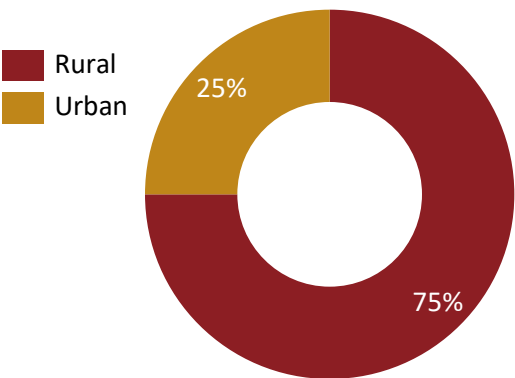
Average Ticket Size

Rs. **63,869 crore** (+46% Y-o-Y)

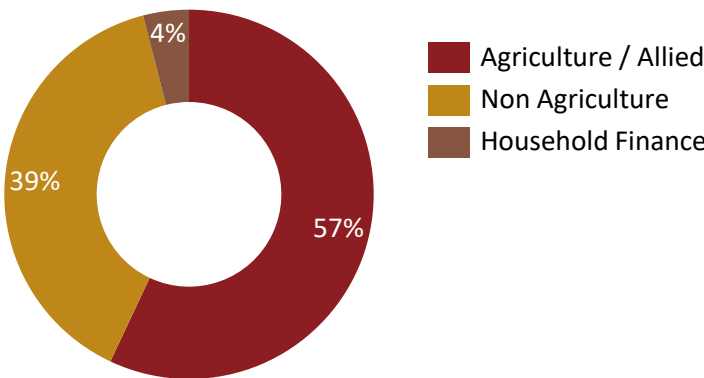
Assets Under Management (AUM)



Loan Portfolio (Rs. crore)



Breakup of GLP geography (30th Sep 2019)



Breakup of GLP purpose (30th Sep 2019)

Source: MFIN Micrometer September 2019, Data is for Microfinance companies

Re-engineering Future with expanding scope through subsidiaries



Core operations

- Continued Focus on Portfolio Quality
- Differentiated processes and controls to be better equipped to handle any exigency
- Aim to achieve per state exposure to <20% by 2020, and per district exposure to <1% of AUM
- Further strengthen Pan India presence through existing branches and by establishing new branches
- Diversify revenue sources by increasing share of cross-sell income
- Credit scores for individuals and groups
- Cashless collections to reach >50% of total collections by Mar'20
- Focus on training to develop the skills of staff to make them future ready
- Digital lending app to provide competitive edge in future growth
- Portfolio diversification through subsidiaries to capitalize on distribution outreach

Allied Businesses through wholly owned subsidiaries

MSME

- Expand operations to new geographies
- Presently operating in Delhi NCR, Haryana, Punjab, MP and Maharashtra
- Focus on portfolio quality

Housing Finance

- Aspire to be a niche housing finance player in tier II, III and IV cities and towns
- Focus on portfolio quality

Business Correspondent

- Entered into BC arrangement with a leading bank, will help in scaling operations
- Plan to broad base offerings besides microfinance

Diversification with allied product offerings



Taraashna Financial Services Ltd - TFSL

- » Acting as a business correspondent, TFSL provides credit to clients in rural and semi-urban areas on behalf of partner banks and NBFCs
- » The cashless disbursement percentage has reached almost 97% of TFSL's total disbursement for Dec'19
- » TFSL has a low risk business model which is highly capital efficient
- » AUM stood at Rs. 646 crore, with presence across 8 states
- » The Company operates through 213 branches, has more than 3.6 lakh active loan clients.
- » 68,582 loans disbursed in Q3FY20

Satin Housing Finance Ltd (SHFL)

- » 100% retail book comprising of:
 - » Affordable home loans – 87%
 - » Loan against property – 13%
- » Boasts of excellent portfolio quality with NIL delinquency since inception
- » Mainly caters to customers belonging to Middle and Low Income Groups in peripherals of Tier II and below cities
- » CRAR of 133.8% and gearing of 1.13
- » AUM stood at Rs. 138 crore, with presence across 4 states with 1,225 customers
- » Standalone rating of BBB (Stable) from CARE
- » NHB refinance sanction received

Satin Finserv Limited (SFL)

- » Incorporated in Aug'18, got license from RBI to start business in Jan'19
- » Gross Loan Portfolio of Rs. 109 crore in Q3FY20
- » CRAR for Q3FY20 is 91.49%
- » Equity infusion of Rs 50 crore by SCNL during Q3FY20
- » Business will focus on secured retail MSME lending, wholesale lending to small NBFC MFI and others
- » 18 Branches across 8 states with 824 active loan clients

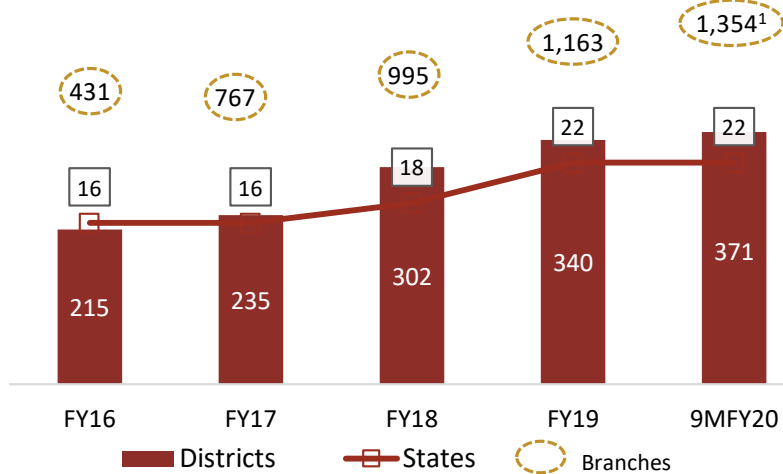


KEY FINANCIAL & OPERATIONAL METRICS

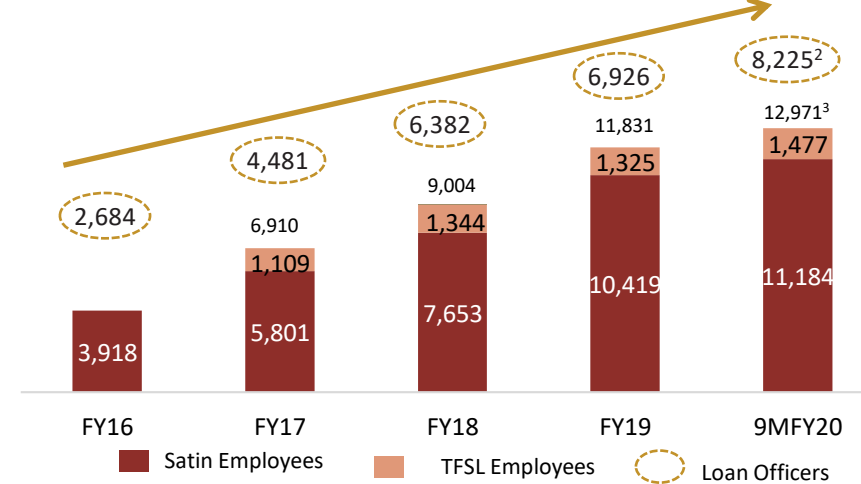
Key Operation Metrics – (1/2)



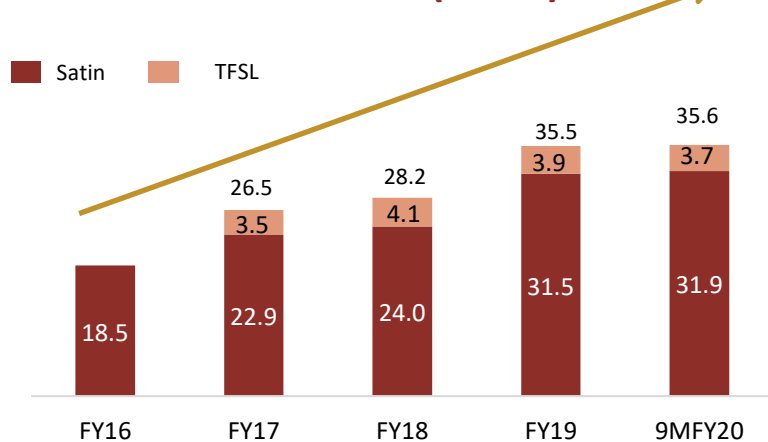
Districts, States and Branches



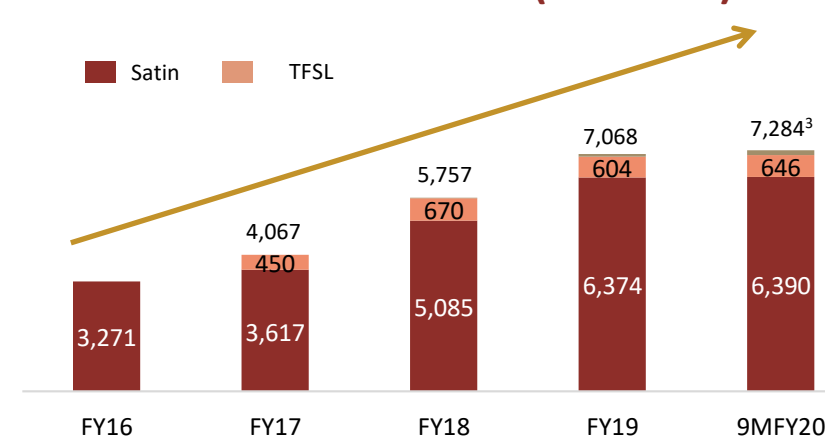
Employees & Loan Officers



Clients (lakhs)



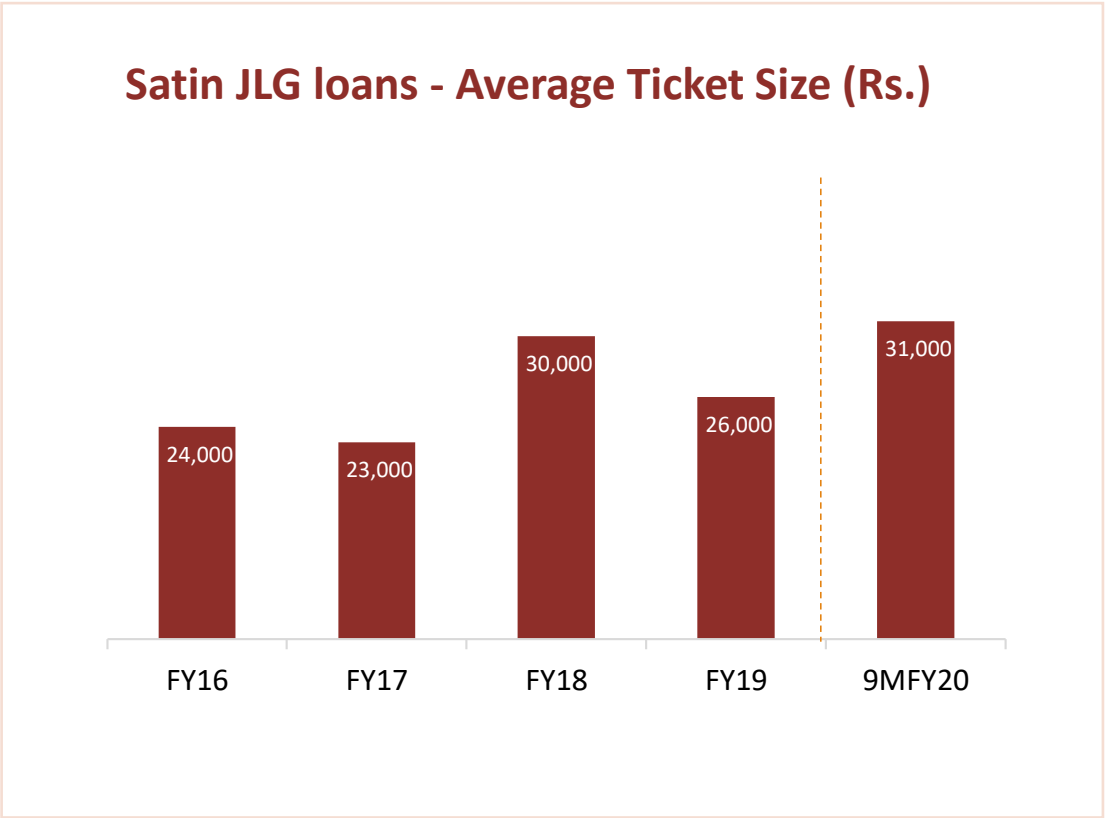
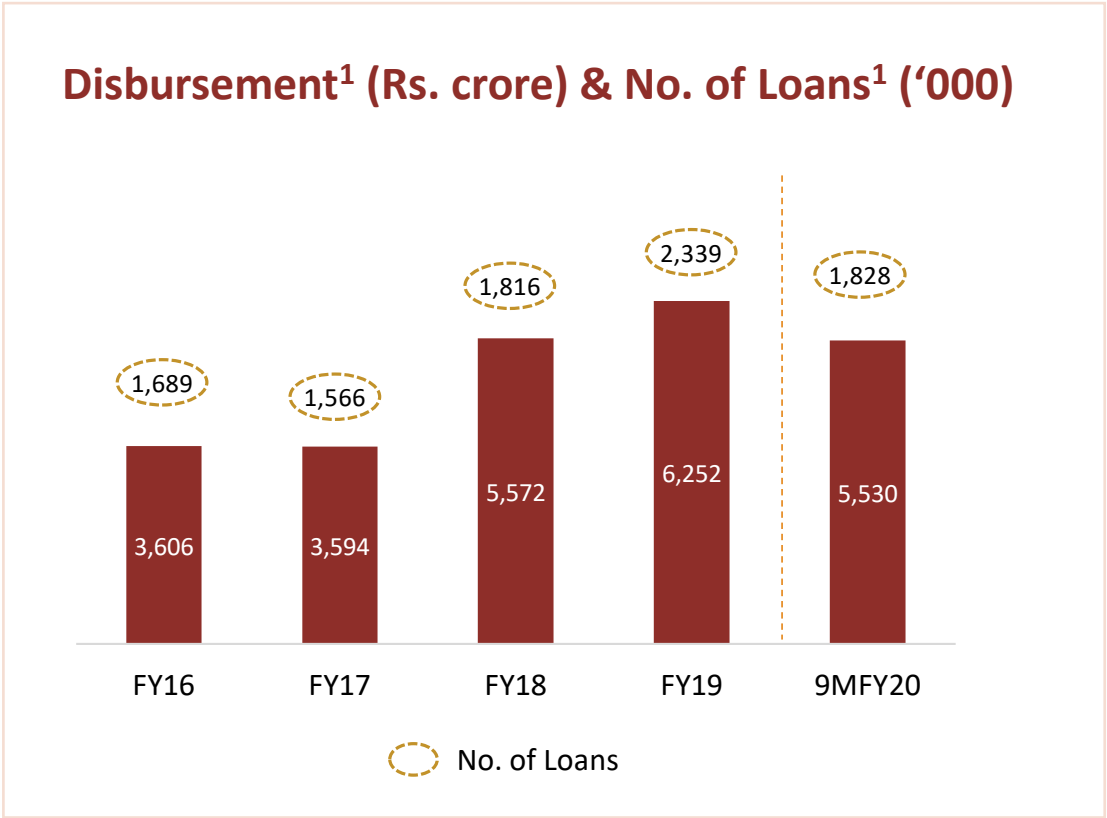
Gross Loan Portfolio (Rs. crore)



Note: (1) Data on Consolidated basis. On a standalone basis, the number of branches were 1,110; (2) Data on a consolidated basis. On a standalone basis the number of loan officers were 7,005; (3) Consolidated figures includes Satin Housing Finance Limited and Satin Finserv Ltd.



Steady Growth seen in Disbursement

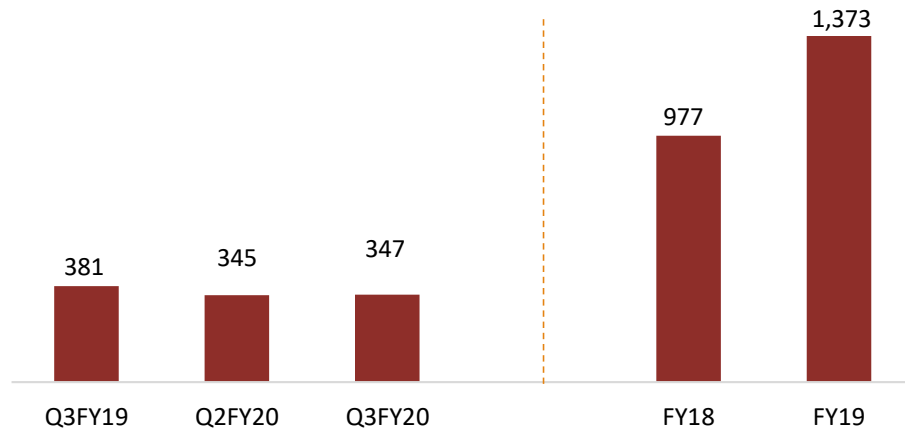


1. Data on Standalone basis

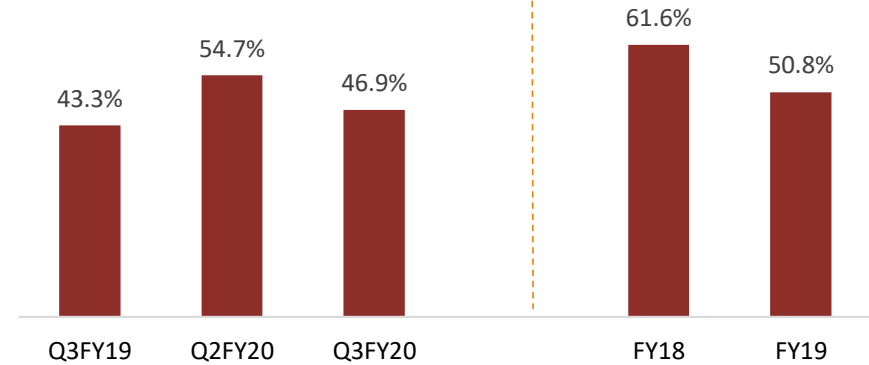
Key Standalone Financials



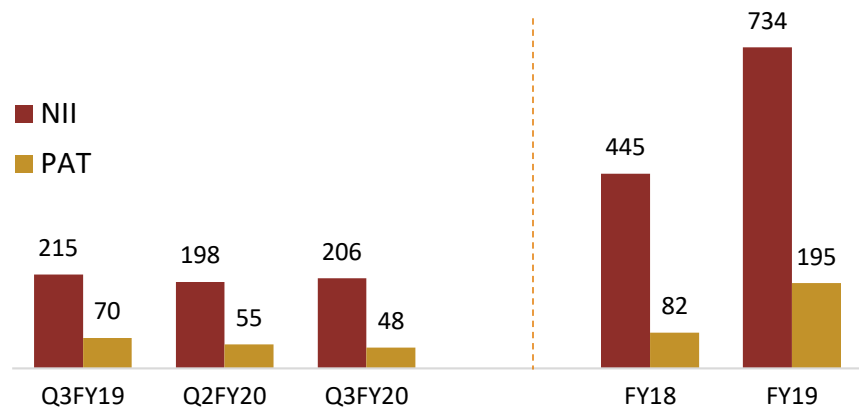
Gross Income (Rs. crore)



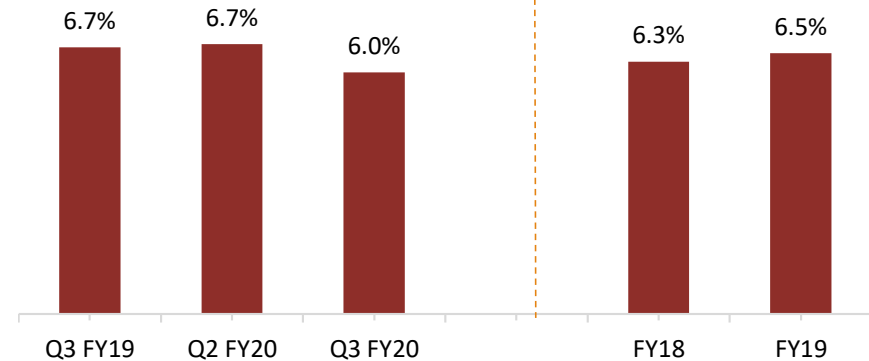
Cost to Income Ratio (%)



NII and PAT (Rs. crore)



Opex to GLP (%)





FINANCIAL & OPERATIONAL DETAILS (Consolidated)

Annexure – Business Details – Consolidated



Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ%
AUM (Rs. crore)	7,284	6,208	17.3%	7,182	1.4%
On-Book AUM*	4,092	4,293	-4.7%	4,140	-1.2%
Securitization	34	446	-92.3%	113	-69.6%
Assignment	1,776	889	99.8%	1,662	6.9%
Business Correspondence	522	407	28.2%	612	-14.6%
TFSL - Business Correspondence	646	573	12.7%	591	9.3%
SHFL - Housing Finance	138	45	203.9%	116	19.5%
SFL	109	-	-	62	75.8%
AUM Mix (Rs. crore)	7,284	6,208	17.3%	7,182	1.4%
MFI Lending	5,600	5,005	11.9%	5,504	1.8%
Product Financing	18	6	184.7%	16	14.9%
MSME	249	171	45.7%	282	-11.7%
Business Correspondence - IndusInd Bank	522	407	28.2%	612	-14.6%
TFSL - Business Correspondence	646	573	12.7%	591	9.3%
SHFL - Housing Finance	138	45	203.9%	116	19.5%
SFL	109	-	-	62	75.8%
No. of Branches	1,354	1,110	22.0%	1,299	4.2%
SCNL	1,110	937	18.5%	1,073	3.4%
TFSL	213	170	25.3%	203	4.9%
SHFL	13	3	333.3%	9	44.4%
SFL	18	-	-	14	28.6%

*includes securitization, differences due to rounding off

Annexure – Business Details – Consolidated



Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ%
No. of Employees	12,971	11,863	9.3%	11,551	12.3%
SCNL	11,184	10,538	6.1%	9,832	13.8%
TFSL	1,477	1,258	17.4%	1,472	0.3%
SHFL	182	67	171.6%	130	40.0%
SFL	128	-	-	117	9.4%
No. of Loan Officers	8,225	6,784	21.2%	7,823	5.1%
SCNL	7,005	5,937	18.0%	6,626	5.7%
TFSL	1,057	816	29.5%	1,055	0.2%
SHFL	102	31	229.0%	69	47.8%
SFL	61	-	-	73	-
No. of Active Clients	3,563,799	3,264,642	9.2%	3,628,465	-1.8%
SCNL	3,192,871	2,877,090	11.0%	3,271,225	-2.4%
TFSL	368,879	387,183	-4.7%	355,731	3.7%
SHFL	1,225	369	232.0%	976	25.5%
SFL	824	-	-	533	54.6%
Average Ticket Size					
MFI Lending (SCNL)	35,000	25,000	40.0%	30,000	16.7%
Product Financing (SCNL)	4,120	2,884	42.9%	4,674	-11.9%
MSME (SCNL)	1,400,000	2,260,000	-38.1%	3,560,000	-60.7%
TFSL	31,000	23,600	31.4%	31,000	0.0%
SHFL	1,268,000	1,380,000	-8.1%	1,341,000	-5.4%
SFL	1,327,000	-	-	1,168,000	13.6%

Annexure – P&L Statement – Consolidated



Particulars (Rs. crore)	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %	9MFY20	9MFY19	YoY%
Revenue								
Interest and Fee Income	250	284	-12.0%	238	5.0%	737	878	-16.0%
DA Income	56	68	-18.3%	57	-1.9%	151	86	75.8%
Treasury Income	32	25	28.4%	33	-1.9%	95	65	46.5%
BC Fees	31	23	33.8%	30	1.9%	93	59	56.8%
Other Operating Income	6	0	-	9	-30.0%	19	11	71.8%
Total Revenue	375	400	-6.4%	366	2.2%	1,094	1,098	-0.4%
Expenses								
Finance Cost	145	167	-13.3%	150	-3.1%	447	490	-8.6%
Employee Benefit Expenses	86	81	6.3%	89	-4.0%	261	222	17.9%
Credit Cost & FLDG for BC	61	10	522.5%	16	293.6%	96	68	41.2%
Other Expenses	25	23	7.2%	32	-22.6%	83	80	3.6%
Depreciation and amortization expense	4	3	21.8%	4	-8.3%	12	9	38.7%
Total Expenses	321	284	12.9%	291	10.2%	901	869	3.6%
Profit Before Tax	54	116	-53.5%	75	-28.5%	194	229	-15.6%
Tax expense	7	45	-83.9%	21	-65.9%	52	84	-38.6%
Profit after Tax	47	71	-34.6%	54	-14.0%	142	145	-2.2%
Other comprehensive income net of taxes	-1	-	-	4	-	11	-	-
Total Comprehensive Income	46	71	-34.9%	58	-20.1%	153	145	5.6%



FINANCIAL & OPERATIONAL DETAILS (Standalone)

Annexure - Operational Details – Standalone (Quarterly)



Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %
Gross AUM (Rs. crore)	6,390	5,590	14.3%	6,414	-0.4%
No. of districts	371	340	9.1%	359	3.3%
No. of branches	1,110	937	18.5%	1,073	3.4%
No. of States of operation	22	23	-4.3%	22	0.0%
No. of Employees	11,184	10,538	6.1%	9,832	13.8%
No. of Loan Officers	7,005	5,937	18.0%	6,626	5.7%
No. of Loan accounts	3,822,803	3,124,344	22.4%	3,890,453	-1.7%
Disbursement during the period (Rs. crore)	1,904	1,338	42.3%	1,819	4.7%
No. of loans disbursed during the period	571,403	545,415	4.8%	624,223	-8.5%

Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %
MFI Lending (excl. Prod. Financing & MSME)					
Gross AUM (Rs. crore)	6,123	5,412	13.1%	6,115	0.1%
No. of branches	1,104	931	18.6%	1,067	3.5%
No. of Employees	11,154	10,420	7.0%	9,797	13.9%
No. of Loan Accounts	3,757,074	3,091,205	21.5%	3,837,236	-2.1%
Disbursement during the period (Rs. crore)	1,861	1,255	48.3%	1,785	4.2%
No. of loans disbursed during the period	539,656	512,745	5.2%	591,996	-8.8%

Annexure - Operational Details – Standalone (Quarterly)



Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %
Productivity Metrics for MFI lending					
Gross AUM/ Branch (Rs. crore)	5.5	5.8	-4.6%	5.7	-3.2%
Gross AUM/ Loan Officer (Rs. crore)	0.9	0.9	-4.1%	0.9	-5.3%
Disbursement/ Branch (Rs. crore)	1.7	1.3	25.1%	1.7	0.7%
Disbursement/ Loan Officer (Rs. crore)	0.3	0.2	25.7%	0.3	-1.4%
No. of Clients/ Branch	2,833	3,055	-7.3%	3,016	-6.1%
No. of Clients/ Loan Officer	446	479	-6.9%	486	-8.2%
Average Ticket Size (Rs.)	35,000	25,000	40.0%	30,000	16.7%
Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %
Product Financing					
Gross AUM (Rs. crore)	18	6.5	184.7%	16	14.9%
No. of Loans Accounts	63,897	31,677	101.7%	51,486	24.1%
Disbursement during the period (Rs. crore)	13	9.3	39.3%	15	-13.6%
No. of loans disbursed during the period	31,529	32,341	-2.5%	32,173	-2.0%
Ticket Size for the period (Rs.)	4,120	2,884	42.9%	4,674	-11.9%
Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %
MSME ⁽¹⁾					
Gross AUM (Rs. crore)	249	171	45.7%	282	-11.7%
No. of branches	34	33	3.0%	34	0.0%
No. of employees	30	118	-74.6%	35	-14.3%
No. of Loans Accounts	1,832	1,447	26.6%	1,731	5.8%
Disbursement during the period (Rs. crore)	31	74	-58.9%	19	58.8%
No. of loans disbursed during the period	218	329	-33.7%	54	303.7%
Average Ticket size	1,400,000	2,260,000	-38.1%	3,560,000	-60.7%

1. Includes Loan Dost portfolio

Annexure - Financial Performance – Standalone



Particulars (Rs crore)	9MFY20	Q3FY20	Q3 FY19	Q2FY20	FY19
Gross yield ⁽¹⁾	21.42%	21.70%	27.35%	21.44%	23.97%
Financial Cost Ratio ⁽²⁾	9.17%	8.85%	11.95%	9.12%	11.15%
Net Interest Margin ⁽³⁾	12.25%	12.86%	15.40%	12.32%	12.81%
Operating Expense ratio ⁽⁴⁾	6.36%	6.03%	6.66%	6.73%	6.51%
Loan Loss Ratio ⁽⁵⁾	1.79%	3.39%	0.56%	0.85%	0.96%
RoA ⁽⁶⁾	2.87%	2.87%	4.17%	3.26%	3.01%
RoE ⁽⁸⁾	14.99%	13.79%	26.92%	16.46%	19.08%
Leverage (Total Debt ⁽⁷⁾ / Total Net Worth)	3.41	3.41	5.05	3.60	4.55
Cost to Income Ratio	51.90%	46.89%	43.27%	54.66%	50.83%

Asset Quality	9MFY20	Q3FY20	Q3 FY19	Q2FY20	FY19
GNPA %	3.1	3.1	3.2	3.1	2.9
ECL as % of AUM	2.2	2.2	2.0	1.7	1.6

1. Gross Yield represents the ratio of total Income in the relevant period to the average AUM
2. Financial Cost Ratio represents the ratio of interest Expense in the relevant period to the Average AUM
3. Net Interest Margin represents the difference between the Gross Yield and the Financial Cost Ratio
4. Operating Expenses Ratio represents the ratio of the Operating Expenses (expenses including depreciation but excluding Credit Cost and interest Expense) to the Average AUM
5. Loan Loss Ratio represents the ratio of credit cost (including FLDG on BC) to the Average AUM
6. RoA is annualized and represents ratio of PAT to the Average Total Assets
7. Total Debt includes Securitization and preference shares considered as debt in accordance of IndAS
8. RoE is annualized and represents PAT(Post Preference Dividend) to the average equity (i.e, net worth excluding preference share capital)

Annexure - P&L Statement– Standalone



Particulars (Rs crore)	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %	9MFY20	9MFY19	YoY%
Revenue								
Interest and Fee Income	242	282	-14.3%	233	3.9%	719	876	-17.9%
DA Income	56	68	-18.3%	57	-1.9%	151	86	75.8%
Treasury Income	31	24	27.0%	31	-3.0%	90	62	45.2%
BC Income	15	8	91.0%	17	-7.9%	48	11	324.4%
Other Operating Income	4	-	-	8	-44.5%	16	8	113.0%
Total Revenue	347	381	-8.9%	345	0.6%	1,025	1,043	-1.7%
Expenses								
Finance Cost	142	167	-15.0%	147	-3.6%	439	488	-10.1%
Employee Benefit Expenses	72	70	2.5%	76	-5.3%	221	192	15.4%
Credit Cost & FLDG for BC	54	8	592.7%	14	296.2%	86	64	33.6%
Other Expenses	21	20	6.8%	28	-26.4%	72	70	3.2%
Depreciation and amortization expense	3	3	15.6%	4	-10.8%	11	8	35.0%
Total Expenses	292	267	9.3%	269	8.7%	829	822	0.9%
Profit Before Tax	55	114	-51.7%	76	-27.8%	196	221	-11.2%
Tax expense	7	44	-83.3%	21	-65.8%	52	81	-35.6%
Profit After Tax	48	70	-31.9%	55	-12.9%	144	139	3.1%
Other comprehensive income net of taxes	-1	-	-	4	-114.5%	11	-	-
Total Comprehensive Income	47	70	-32.7%	58	-19.0%	155	139	11.7%



FINANCIAL & OPERATIONAL DETAILS (Subsidiaries)

Annexure - Operational Details – TFSL



Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ%
Gross AUM (Rs. crore)	646	573	12.7%	591	9.3%
Disbursement during the period (Rs. crore)	213	152	40.5%	209	1.9%
No. of loans disbursed during the period	68,586	54,023	27.0%	64,444	6.4%
No. of Active Customers	368,879	406,042	-9.2%	355,731	3.7%
No. of Employees	1,477	1,335	10.6%	1,472	0.3%
No. of Loan Officers	1,057	906	16.7%	1,055	0.2%
No. of States of operation	8	8	0.0%	8	0.0%
No. of districts	108	103	4.9%	97	11.3%
No. of branches	213	178	19.7%	203	4.9%
No. of Regional Offices (RO)	9	8	12.5%	9	0.0%

Productivity Metrics					
Gross AUM/ Branch (Rs. crore)	3.0	3.2	-5.8%	2.9	4.2%
Gross AUM/ Loan Officer (Rs. crore)	0.6	0.6	-3.4%	0.6	9.1%
Disbursement/ Branch (Rs. crore)	1.0	0.9	17.4%	1.0	-2.9%
Disbursement/ Employee (Rs. crore)	0.1	0.1	27.0%	0.1	1.6%
No. of Clients/ Branch	1,732	2,281	-24.1%	1,752	-1.2%
No. of Clients/ Loan Officer	349	448	-22.1%	337	3.5%
Average Ticket size (Rs.)	31,000	27,800	11.5%	31,000	-

Annexure - P&L Statement – TFSL



Particulars (Rs crore)	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %
Revenue					
Total Revenue	17.2	16.9	1.4%	14.3	20.17%
Expenses					
Finance Cost	0.9	0.4	141.2%	1.0	-16.5%
Employee Benefit Expenses	9.7	9.0	8.5%	9.3	5.1%
Credit Cost	6.1	1.9	218.0%	1.1	435.4%
Other Expenses	2.5	3.0	-17.4%	2.1	19.7%
Depreciation and amortization expense	0.5	0.3	43.7%	0.4	9.1%
Total Expenses	19.6	14.6	34.5%	13.9	40.7%
Profit Before Tax	-2.5	2.3	-205.3%	0.3	-823.5%
Tax expense	-0.5	0.7	-173.6%	-0.2	163.2%
Profit After Tax	-2.0	1.7	-218.3%	0.5	-469.8%
Other comprehensive income net of taxes	-	0.1	-	-	-
Total Comprehensive Income	-2.0	1.8	-206.9%	0.5	-459.9%

Annexure - Operational Details – SHFL



Particulars	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ%
Gross AUM (Rs. crore)	138	45	204.0%	116	19.5%
Average Ticket Size (Rs)	1,268,000	1,380,000	-8.1%	1,341,000	-5.4%
Disbursement (Rs. crore)	26	21	20.9%	18	43.9%
CRAR (%)	133.78	94.65	-	128.95	-
No. of Branches	13	3	333.3%	9	44.4%
No. of States	4	4	0.0%	4	0.0%
No. of Total Staff	182	67	171.6%	130	40.0%
No. of Loan Officers	102	31	229.0%	69	47.8%

Annexure - Financial Details– SHFL



Particulars (Rs crore)	Q3FY20	Q3FY19	YoY%	Q2FY20	QoQ %
Revenue					
Interest and Fee Income	4.6	1.3	263%	3.9	17.6%
Treasury Income	0.5	0.2	134%	0.5	-8.8%
Other income	1.1	0.3	268%	0.2	451.9%
Total Revenue	6.2	1.8	249%	4.6	33.6%
Expenses					
Finance cost	2.4	0.3	695%	1.7	42.0%
Employee benefit expenses	2.3	1.3	81%	2.3	0.0%
Credit Cost	0.1	0.1	19%	0.1	40.5%
Other expenses	0.8	0.4	97%	0.8	5.2%
Depreciation and amortization expenses	0.1	-	356%	0.1	1.0%
Total Expenses	5.7	2.1	173%	4.9	15.7%
Profit Before Tax	0.5	(0.3)	239%	(0.3)	240.3%
Tax expense	0.2	(0.1)	302%	(0.1)	220.7%
Profit After Tax	0.3	(0.2)	217%	(0.2)	255.5%
Other comprehensive income	-	-	-	-	-
Total Comprehensive Income	0.3	(0.2)	217%	(0.2)	252.1%

Annexure - Financial & Operational Details – SFL



Particulars	Q3FY20
Gross AUM (Rs. crore)	109
Average Ticket Size (Rs)	1,327,400
Disbursement (Rs. crore)	50
No. of Loan Disbursed	312
No. of Branches	18
No. of States	8
No. of Total Staff	128

Particulars (Rs crore)	Q3FY20
Revenue	
Interest and Fee Income	4.48
Treasury Income	0.06
Other income	0.06
Total Revenue	4.60
Expenses	
Finance cost	0.48
Employee benefit expenses	1.69
Credit Cost	0.70
Other expenses	0.84
Depreciation and amortization expenses	0.02
Total Expenses	3.73
Profit Before Tax	0.87
Tax expense (DTA)	0.15
Profit After Tax	0.71
Other comprehensive income	0.02
Total Comprehensive Income	0.73

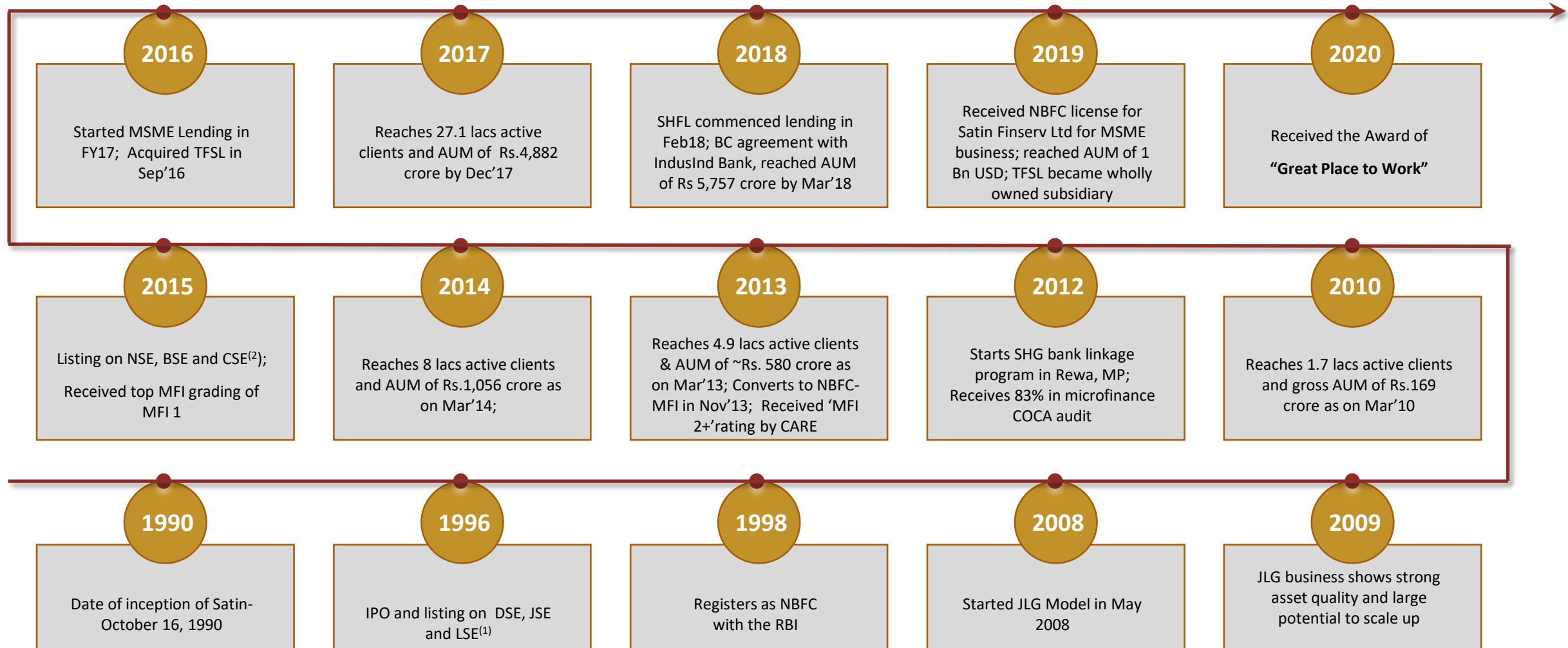
A large, stylized graphic of the SATIN logo, consisting of a thick, gold-colored chevron pointing right, with a red band containing various yellow icons (like a heart, sun, house, and people) running through its center.

COMPANY BACKGROUND

Key milestones: Crossed the USD 1 billion AUM mark



Business Timeline

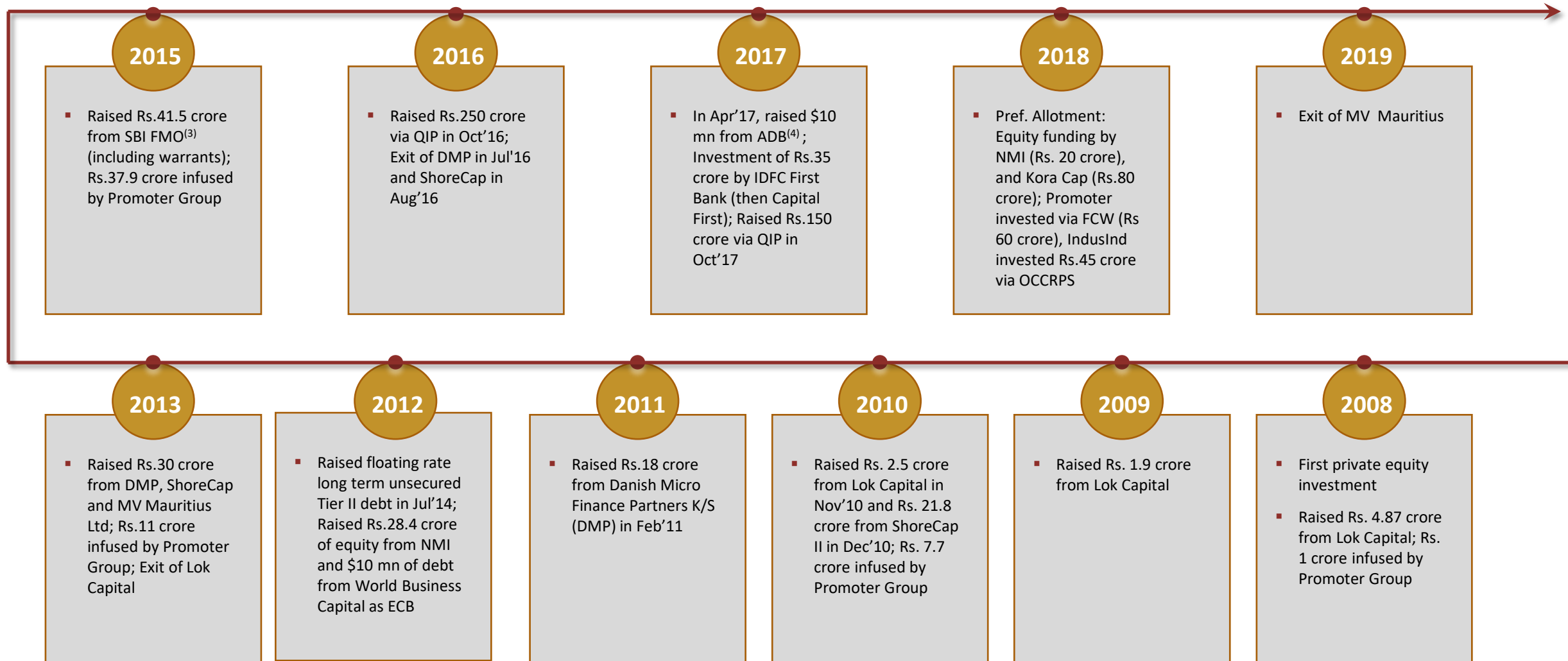


Note: 1. Regional Stock Exchanges (DSE – Delhi Stock Exchange, JSE – Jaipur Stock Exchange, LSE- Ludhiana Stock Exchange); (2) BSE - BSE Limited, NSE - National Stock Exchange of India Limited, CSE - The Calcutta Stock Exchange Limited

Key milestones: Crossed the USD 1 billion AUM mark



Fund Raising Timeline



Note: (3) SBI FMO Emerging Asia Financial Sector Fund Pte. Limited; (4) ADB – Asian Development Bank

Differentiated Investment Choice...



Investor confidence

- 7 rounds of equity capital raised with marquee investors
- Profitable exit to 4 investors
- QIP: Rs. 250 crore from marquee institutions in Oct 2016, Rs. 150 crore from large domestic MFs in Oct 2017



Promoter Commitment

- Promoter stake quite high among MFIs, having invested at regular intervals at par with incoming PE
- Adequate board representation – 3 Nominee Directors representing the Investors

Key Shareholders



Mutual Funds

- DSP
- Aditya Birla
- UTI



Financial Institutions

- IDFC First Bank Ltd
- IndusInd Bank Ltd



Foreign Portfolio Investor

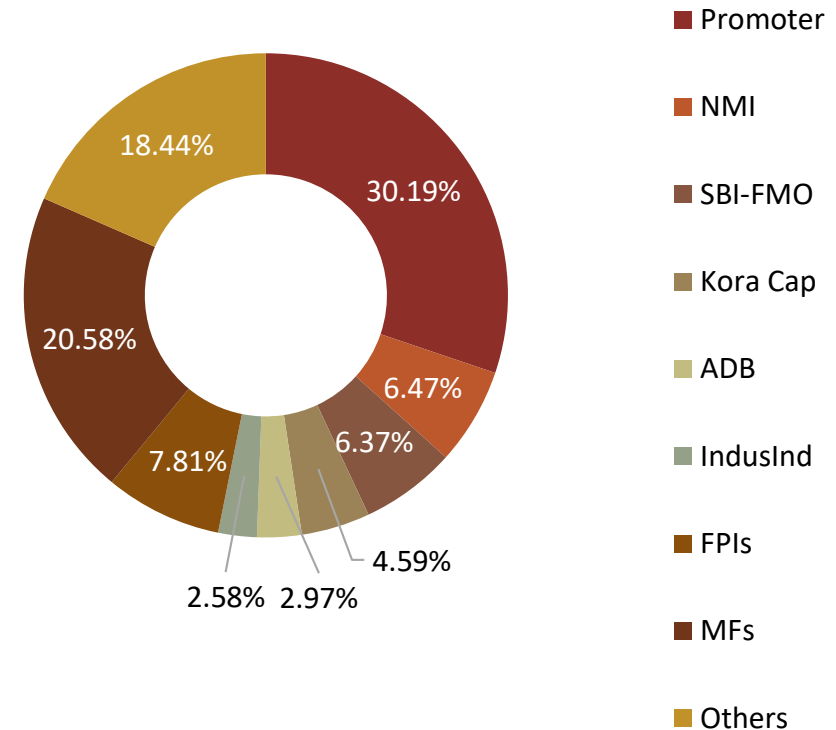
- Morgan Stanley
- Government Pension Fund Global
- Massachusetts Institute of Technology



Foreign Bank

- Asian Development Bank

Marquee Shareholder Base As on Dec 31, 2019



Making a Difference to the Community



Health Check-up Camps

We regularly organise health check-up camps along with campaigns focusing on health and hygiene

On an average, around 300-350 villagers attended each of these camps



Flood Relief Camps

Organised relief activities and distribution of ration to flood-hit villages in Orissa, Assam and Bihar during the monsoons



Support the Maharaja Agrasen Hospital Charitable Trust (MAHCT)

During FY19, the Company contributed ~Rs. 86 lacs to the Trust for setting up of Maharaja Agrasen Medical University at Bahadurgarh (Jhajjar, Haryana)



Women Leadership Empowerment Workshops

During FY19, we joined hands with Nordic Microfinance Initiative (NMI) to organise eight 'Women Leadership Empowerment Workshops'



CSR
Corporate
Social
Responsibility

Awards and Accolades



- Mr. HP Singh, CMD, was conferred the '**Golden Globe Tiger Awards**' at an awards ceremony in Malaysia
- Mr. HP Singh received the '**Exemplary Leader**' Award
- Mr. Dev Verma, Chief Operating Officer, was presented the '**Leader of the Year**' Award
- '**Digital Innovation in Microfinance**' Award in 4th Eastern India Microfinance Summit



September 2018

Won "Rural Champions of The Year"
Award by **ET Edge**



November 2018

Won the "Excellence Award"
by **B2B Info Media**



November 2018

Got sA social rating
from **Microfinanza**



December 2018

Won the "**SKOCH Award**"
for Digital Transformation



January 2019

Received "**C1**" grade in Code of
Conduct Assessment from **ICRA**



July 2019

Moved up in
"**Fortune The Next 500**"



July 2019

Got 1st Prize in
Customer Service Index by **MFIN**



September 2019

"Outstanding Contribution to Water and
Sanitation Lending" from Sa-Dhan and
Water.org

WE ARE

GREAT PLACE TO WORK - CERTIFIED™

Building and Sustaining High-Performance™ Culture



Contact information



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Thank You

SATIN CREDITCARE NETWORK LTD.

Reaching out!