

SATIN CREDITCARE NETWORK LTD.

Reaching out!

INVESTOR PRESENTATION

June 2020

**BUILDING A DIFFERENCE
TO MAKE A DIFFERENCE**

BSE: 539404 | NSE: SATIN

Corporate Identity No. L65991DL1990PLC041796

**WE ARE
GREAT PLACE TO WORK - CERTIFIED™**

Building and Sustaining High-Performance™ Culture



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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. Based on revised returns filed by the company, some items for the year ended Mar31, 2020 have been regrouped.



COVID-19 Business Update & New Initiatives

COVID-19 Business Update



The World Health Organisation declared COVID-19 as a pandemic on March 11, 2020 and India has been under a national lockdown since March 25, 2020.

Below are the key highlights on the same:

Branch Operations

- As per government directives to slowly open up the lockdown restrictions along with observing social distancing protocol, the workforce is carrying on operations at the branch level on rotation basis
- All of our branches are operational

Centre Meetings

- We are conducting limited format center meetings to adhere to social distancing
- Regular connect and awareness calls with clients during restriction of movement

Collection Efficiencies

- Most borrowers willing to pay, and we have collected over Rs. 228.5 crore since lockdown until 10th June'20, despite the tight restrictions in operations
- ~76% of borrowers are in rural areas (which fortunately have little or no Covid19 incidence)
- ~78% engaged in animal husbandry and agriculture allied activities which comes under essential services, hence recoveries from these borrowers (engaged in essential services) are expected to be much faster

Credit Cost/Provisions

- Additional credit cost of Rs. 82.76 crore has been accounted for COVID-19 impact

Employees

- Advising Employees about the precautions to be taken at individual and community level and have assured them of our support through this period
- All safety protocols of temperature sensing, wearing of safety gears, social distancing measures, office sanitizing etc. are being adhered to very strictly
- Ensuring safety and well-being by making provisions for the staff who are staying at the branches, enabled work from home for HO & RO staff with IT support
- E-learning modules for all the employees covering the behaviour and functional aspects
- Continuous interaction with field staff to keep them motivated, Happy Hour with HR, series of interactions with employees to counsel and motivate them
- We are currently working with approximately 90% field staff at our branches

IT Technology Strength

- We are focused on cashless collection and have quickly launched digital collections in the current lockdown situation as well. Digital collections have seen a good traction and scale
- We have launched a customer service app to connect with our clients and service them digitally

Liquidity Management

- In the last week of March raised Rs. 400 crore, despite nationwide lockdown. Raised Rs. 344 crore post March 31st 2020
- As of 31st March 2020, Company has Rs. 1,600 crore as liquidity and additionally, sanctioned but undrawn lines are of Rs. 871 crore, one of the highest in the industry
- With the current levels of liquidity, Company is comfortable in serving all its outside liabilities for next ~ 6-7 months assuming an extreme stress testing scenario of zero collection over this unprecedented period.
- Considering the current collection trends, company is comfortable in serving its outside liabilities for next 12 months
- Capital adequacy ratio of 30.49%
- Comfortable ALM position

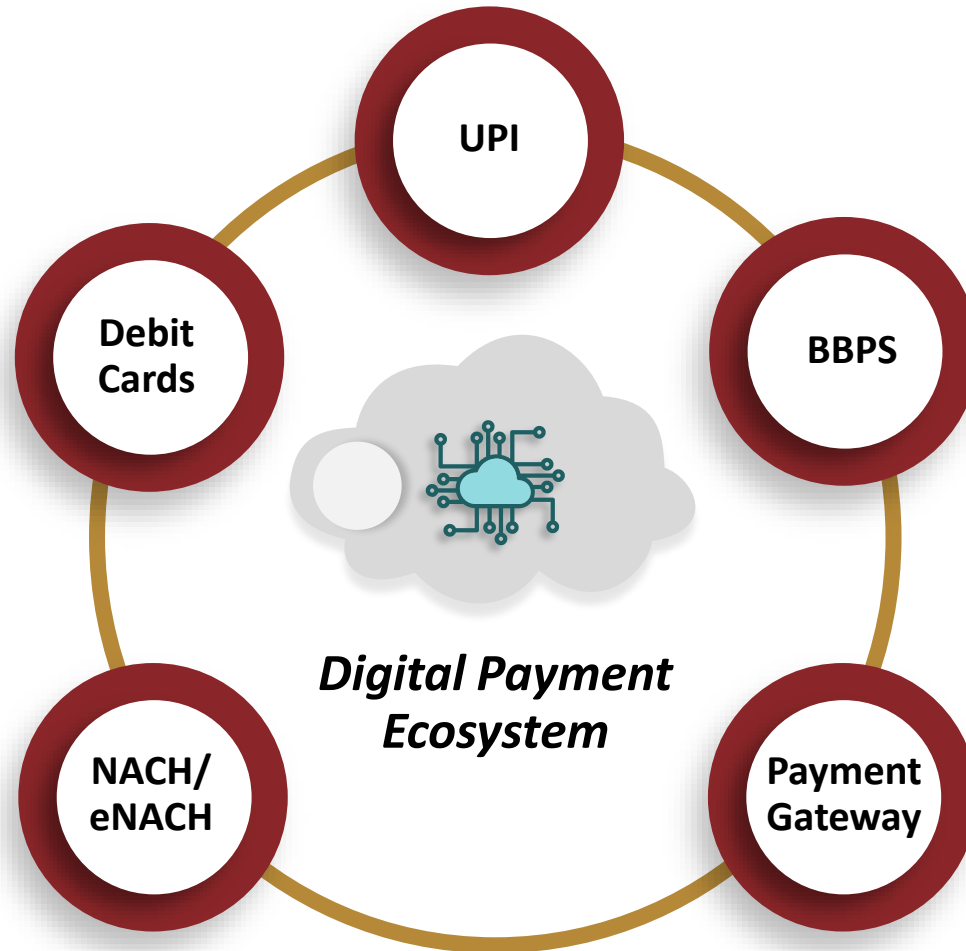
Moratorium status

- **Borrowers**
 - Borrowers who avail moratorium – the incremental interest and the increase in the loan tenure would be explained to the borrower
 - 25-30% clients are likely to opt for moratorium
- **Lenders**
 - We got moratorium from ~63% of lenders
 - Continue to work with our lenders to raise additional funds
 - Company continues to serve interest during moratorium

Taking further steps to achieve completely digital ecosystem



Modes enabled during COVID-19 for *contactless repayments via popular apps like Google pay, Paytm, Phonepe etc.*

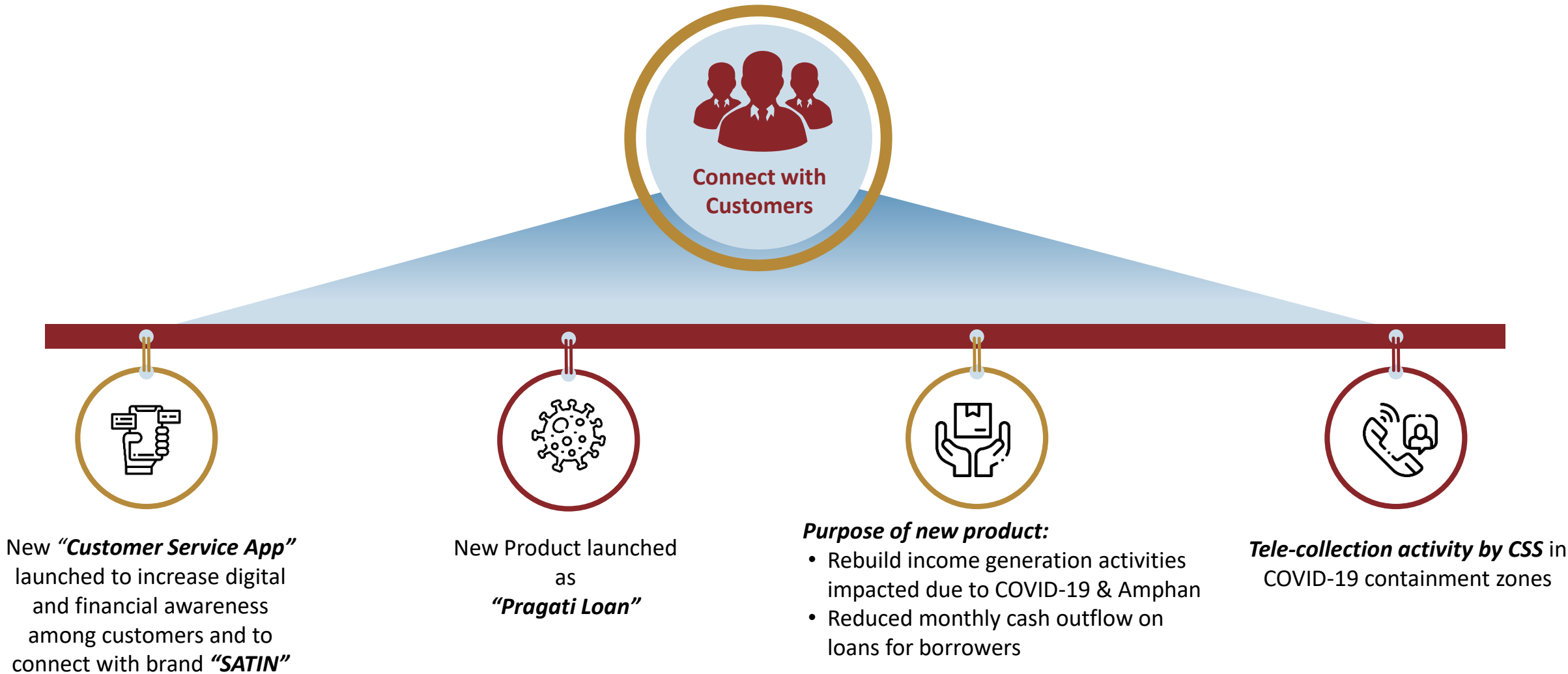


Under progress - *Addition of Satin on BBPS (Bharat Bill Payment System) :: One Stop Solution by NPCI for recurring payments*

Customer activation *under process for regular collections via NACH/eNACH through bank accounts*

For financially literate customers, *payment gateway facility to be provided on Satin website*

Steps taken to improve connect with customers during COVID-19



Socially responsible at the time of COVID – 19 and Amphan



Activities done during COVID-19:



Contribution of Rs. 10 lacs to **PM Cares Fund**



Donation of **Ration and other essential items for Covid and Amphan**



Distribution of **Masks and other safety items**



Contribution of Rs. 5 lacs to **Assam government for fight against COVID-19**



PM CARES
Prime Minister's Citizen Assistance and Relief
in Emergency Situations Fund





Overview and Key Performance Highlights

Key Business Performance Highlights (1/2)



India's leading NBFC-MFI with 34.6 lacs customers, 1,383 branches, 397 districts and 23 states, with Assets Under Management (AUM) of Rs. 8,174 crore for FY20

RoA 2.2%, RoE 11.9% and CRAR 30.49% in FY20

Awarded Companies with Great Manager award and National Best Employer Brands in NBFC Sector

'Great Place to Work' certified in January 2020

Awarded Certificate of Excellence in Clean Energy Finance, in line with our commitment towards a better tomorrow

Awarded 8th Rank In "Dream Companies to Work For"

Percentage of Promoter pledge has gone down from 52.88% in Dec'18 to 11.8%, more shares in the process of being released as repayment is done

Having 76% rural exposure which is immune from various economic challenges, GNPA at 2.9% and NNPA at 0.6% in Q4FY20, despite difficult business environment

Only lender to 58% 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 CARE A-(stable) and ICRA A-(stable); Short term rating CARE A1 and ICRA A1 (upgraded from ICRA A2+), Grading MFI1 (highest order)

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

- Implemented cashless disbursements across 100% branches
- 37.0% of collection via cashless mode in Mar'20, up from 27% in Dec'19, enabled in all branches

Added 29 new branches across 7 districts during Q4FY20, further strengthening our PAN India presence. Strategy to have per district exposure below 1% of total AUM

Book value per share at Rs. 278.54

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. 139 crore with Nil delinquency, Standalone credit rating of CARE BBB (Stable). Successfully started raising debt, 9 lenders including refinance facility sanction from NHB, Rs. 30 cr additional equity infusion by SCNL during FY20

Taraashna Services Ltd renamed as Taraashna Financial Services Ltd (TFSL), AUM has grown up by ~9% during Q4FY20 to Rs. 704 crores

Satin Finserv Ltd, Satin's MSME arm, AUM of Rs. 111 Crore, Investment of Rs. 80 crore during FY20 by SCNL, Standalone credit rating of CARE BBB-

Figures are on consolidated basis unless otherwise stated

Corporate Overview Standalone – FY20



Rs. **156** crore

PAT

2.3%

ROA

12.0%

ROE

30.49%

CRAR

Rs. **7,220** crore

GLP

Rs. **8,045** crore

Disbursement

25.6 lacs

No. of Loans disbursed

1,140

Branches

Rs. **33,000**

Average Ticket Size

23

States & UTs

36.2 lacs

Loan Accounts Outstanding

98.8%

Collection Efficiency

Corporate Overview Consolidated – FY20



Rs. **155** crore

PAT

2.2%

ROA

11.9%

ROE

Rs. **8,174** crore

GLP

Rs. **1,503** crore

Revenue

Rs. **917** crore

NII

1,383

Branches

23

States & UTs

34.6 lacs

Clients

Data for FY20, RoA and RoE are calculated on annualized basis



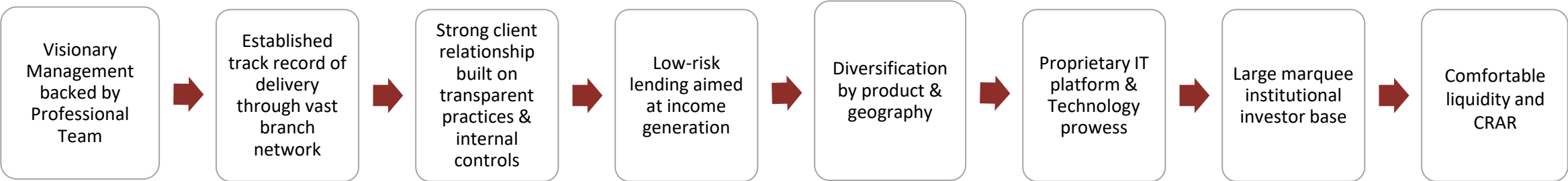
What makes Satin a Compelling Investment Story

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



Seeking Excellence



Accountability & Ownership



Team Work & Collaboration



Integrity



Nurturing Lives

Awarded excellence in clean energy finance



Distributed 85,579 clean energy products impacting 4.11 lakh people's lives

Awarded Certificate of Excellence in Clean Energy Finance



01

Satin is one of the newest partners of Microenergy Credits – (MEC)

02

Satin's clean energy programme is an illustration of its dedication to serve the bottom of pyramid section of society by providing customized financial solution

03

Satin is investing in carbon funds for expanding and improving their clean energy programme

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 Mar'20	MFI ⁽¹⁾	Taraashna Financial Services Limited ⁽²⁾	Satin Housing Finance Limited ⁽³⁾	Satin Finserv Limited (SFL) ⁽⁴⁾
Start Date	May'08 (JLG)	May'12	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	23	8	4	8
No. of Branches	1,134*	213	15	15
Gross Loan Portfolio (Rs. crore)	6,953 ⁽⁵⁾	704	139	111
No. of loan accounts	3,613,818	373,779	1,266	1,113
Avg. Ticket Size for Q4 FY20	Rs. 37,000 (JLG)	Rs. 31,200 (JLG)	Rs. 1,257,000	Rs. 442,000 (Retail) ⁽⁶⁾

Notes

(1) As on Mar'20, 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. 267 crore other than MFI portfolio

(6) Average Ticket Size of Retail Financing is 4.4 lacs. Overall, the average ticket size of SFL is Rs. 9.97 lacs

*As of Q4FY20, there were 1,134 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
- CSS
- OTP validation
- No loans given to delinquent customers

... 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

Financing ~Rs. 100 crore during FY20

Product Financing

Bicycle Loan

60,000+ loans disbursed

Solar Products

55,000 loans disbursed

Home Appliances

7,500 loans disbursed

Consumer Durables

20,000+ loans disbursed

Water & Sanitation

27,000+ loans disbursed

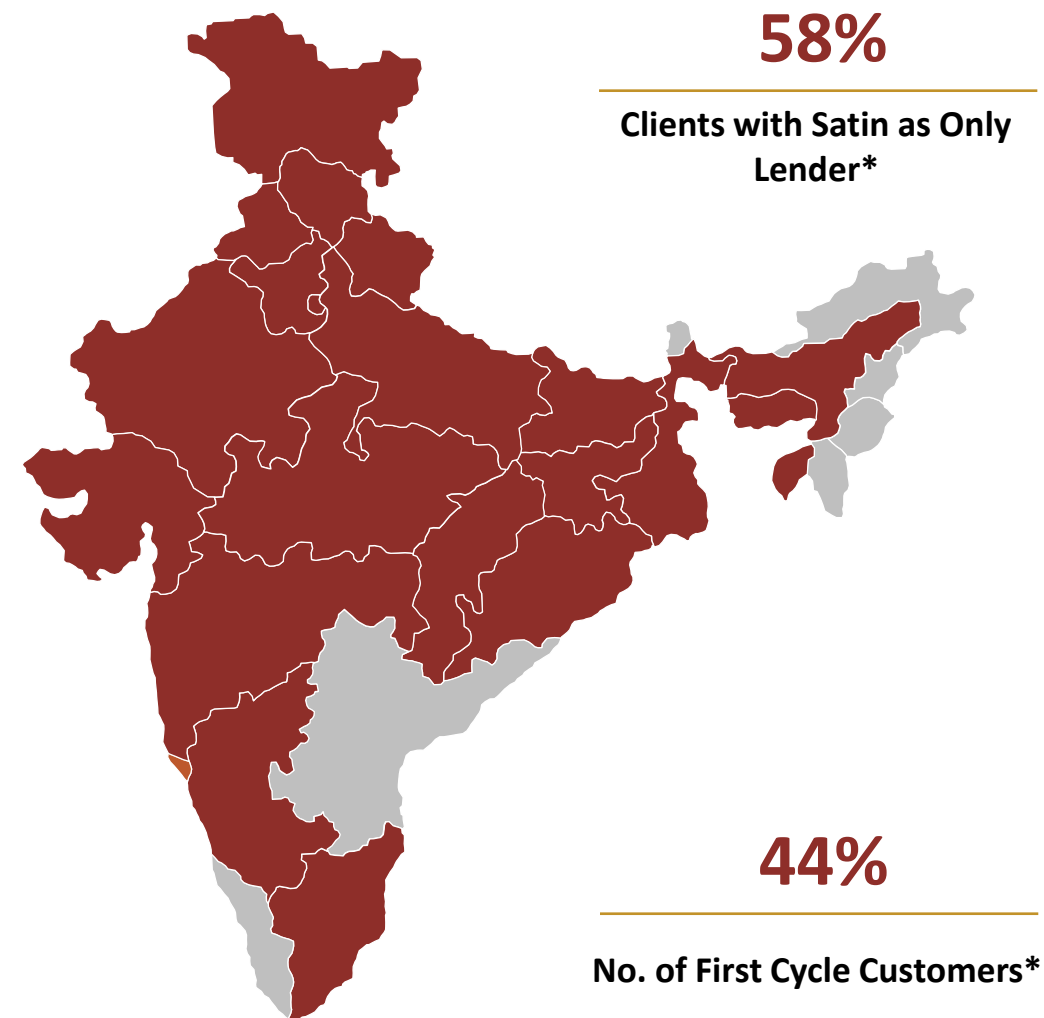
Benefits

- 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 FY20

2. Diversified Geographical Presence

...serving ~36 lacs Customers across India



34.6 lacs

No. Of Active Clients

397

No. of Districts

68

No. of Regional Offices

8,152

No. of Loan Officers

39.9 lacs

No. of Loan Accounts

87,000+

No. of Villages

2.6 lacs

No. of Centres

13,005

No. of Employees

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

... 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) Mar'20
	FY15	FY20	
UTTAR PRADESH	43.3%	23.0%	1,884
BIHAR	17.2%	16.4%	1,339
MP	18.5%	9.2%	753
DELHI & NCR	5.1%	3.5%	283
UTTARAKHAND	4.0%	1.6%	130
TOTAL	88.1%	53.7%	4,388

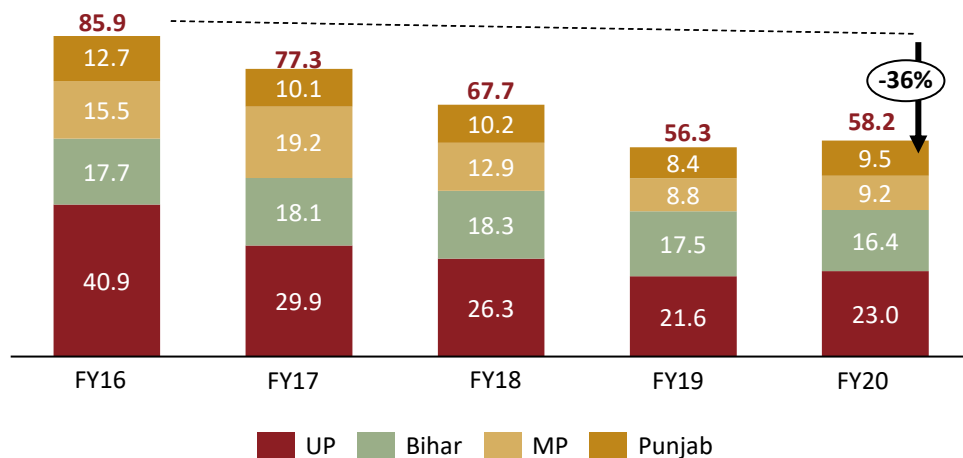
States	% of total GLP		GLP (Rs. crore) Mar'20
	FY15	FY20	
PUNJAB	8.2%	9.5%	778
RAJASTHAN	1.6%	5.6%	460
HARYANA	1.1%	3.7%	299
MAHARASHTRA	0.9%	1.1%	87
J&K	0.1%	0.1%	8
TOTAL	11.9%	20.0%	1,631

States	% of total GLP		GLP (Rs. crore) Mar'20
	FY15	FY20	
WEST BENGAL	0.0%	6.0%	488
ASSAM	0.0%	4.7%	381
GUJARAT	0.0%	3.6%	292
ORISSA	0.0%	3.5%	284
TAMIL NADU	0.0%	3.1%	249
JHARKHAND	0.0%	2.1%	172
KARNATAKA	0.0%	1.3%	108
CHHATTISGARH	0.0%	1.1%	93
TRIPURA	0.0%	0.8%	66
HIMACHAL PRADESH	0.0%	0.1%	8
PONDICHERRY	0.0%	0.1%	7
MEGHALAYA	0.0%	0.1%	5
SIKKIM	0.0%	0.0%	1
TOTAL	0.0%	26.4%	2,154

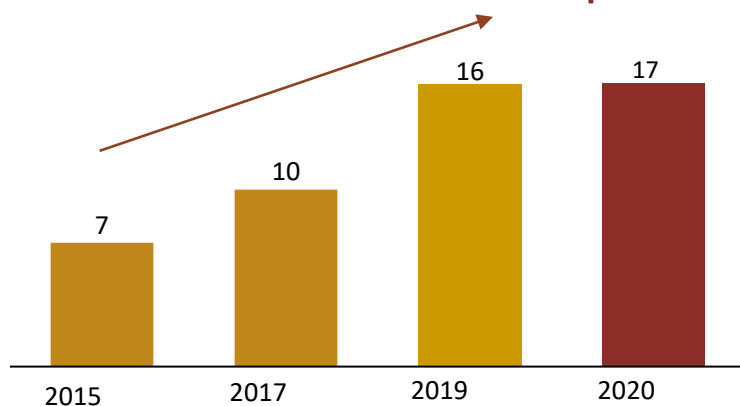
... And de-risking geographical concentration

To have become a PAN India Player

Share of Top 4 States Reduced from 86% to 58% over 5 years

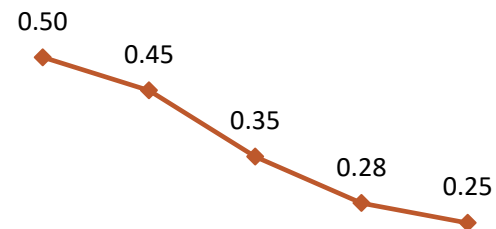


Number of States with more than 1% exposure of SATIN

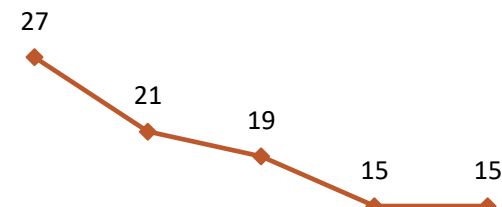


Limiting Exposure per district

Average exposure per district %



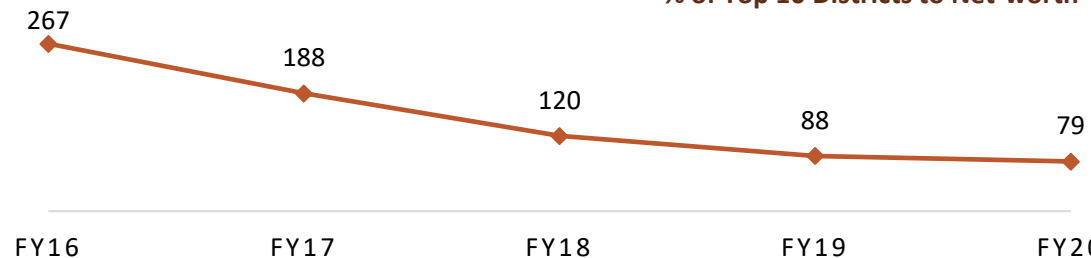
% of Top 10 Districts to AUM



FY16 FY17 FY18 FY19 FY20

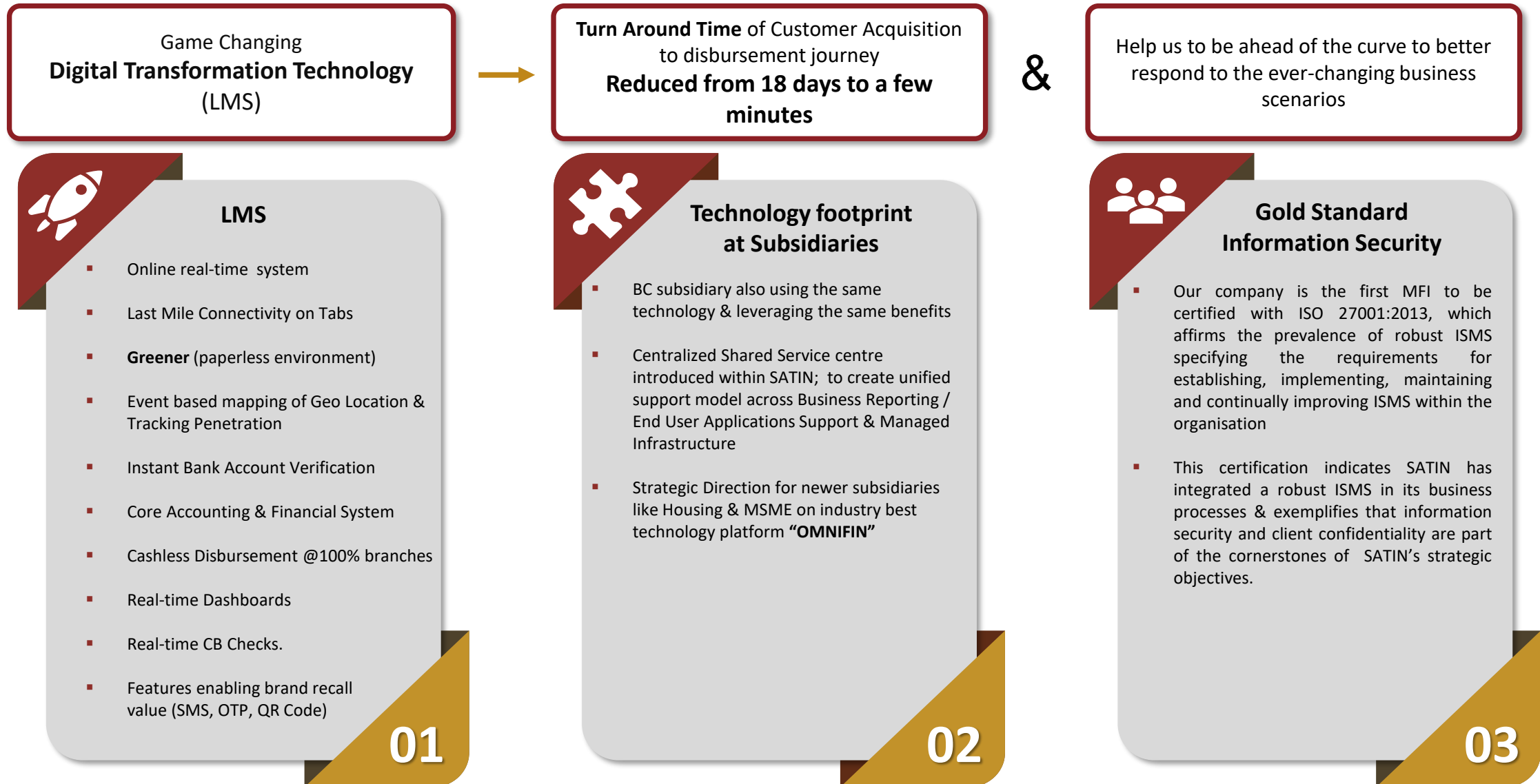
Particulars	FY16	FY17	FY18	FY19	FY20
No. of Districts - JLG	180	236	306	359	397
% of Districts with <1% exposure	85.0%	88.1%	92.5%	96.4%	96.5%
% of Districts with >2%	5.6%	2.1%	1.0%	0.6%	0.5%

% of Top 10 Districts to Net-worth



FY16 FY17 FY18 FY19 FY20

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 and 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

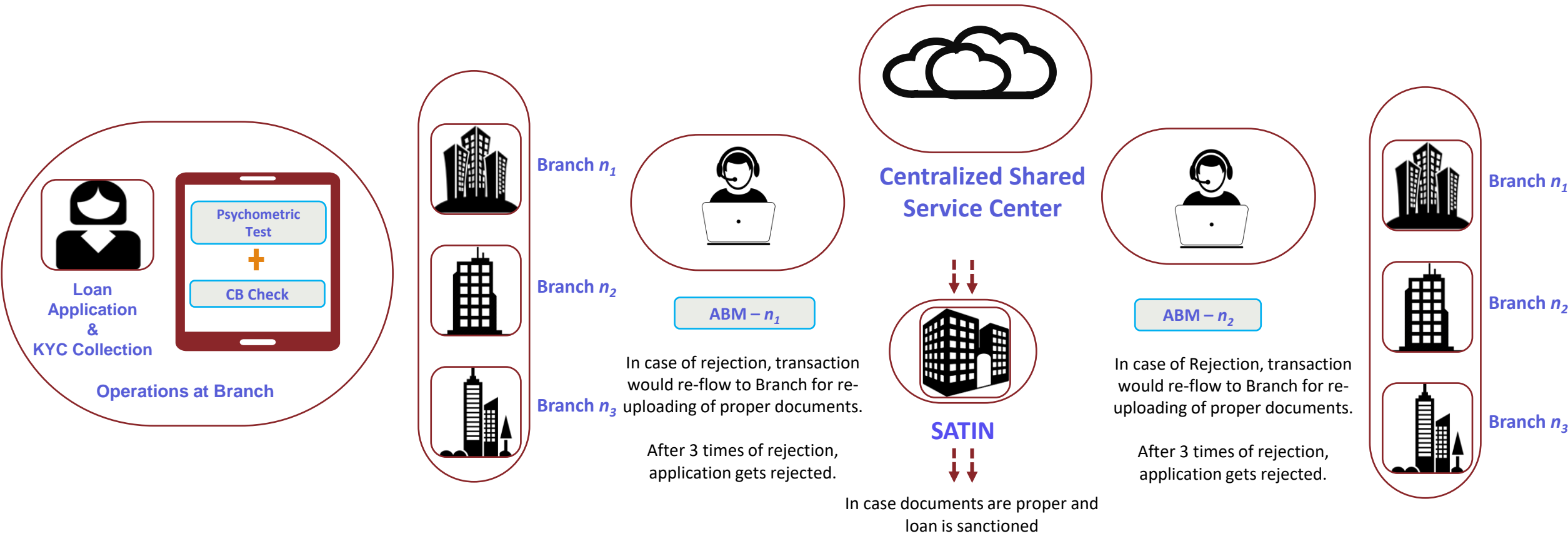
IVR

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

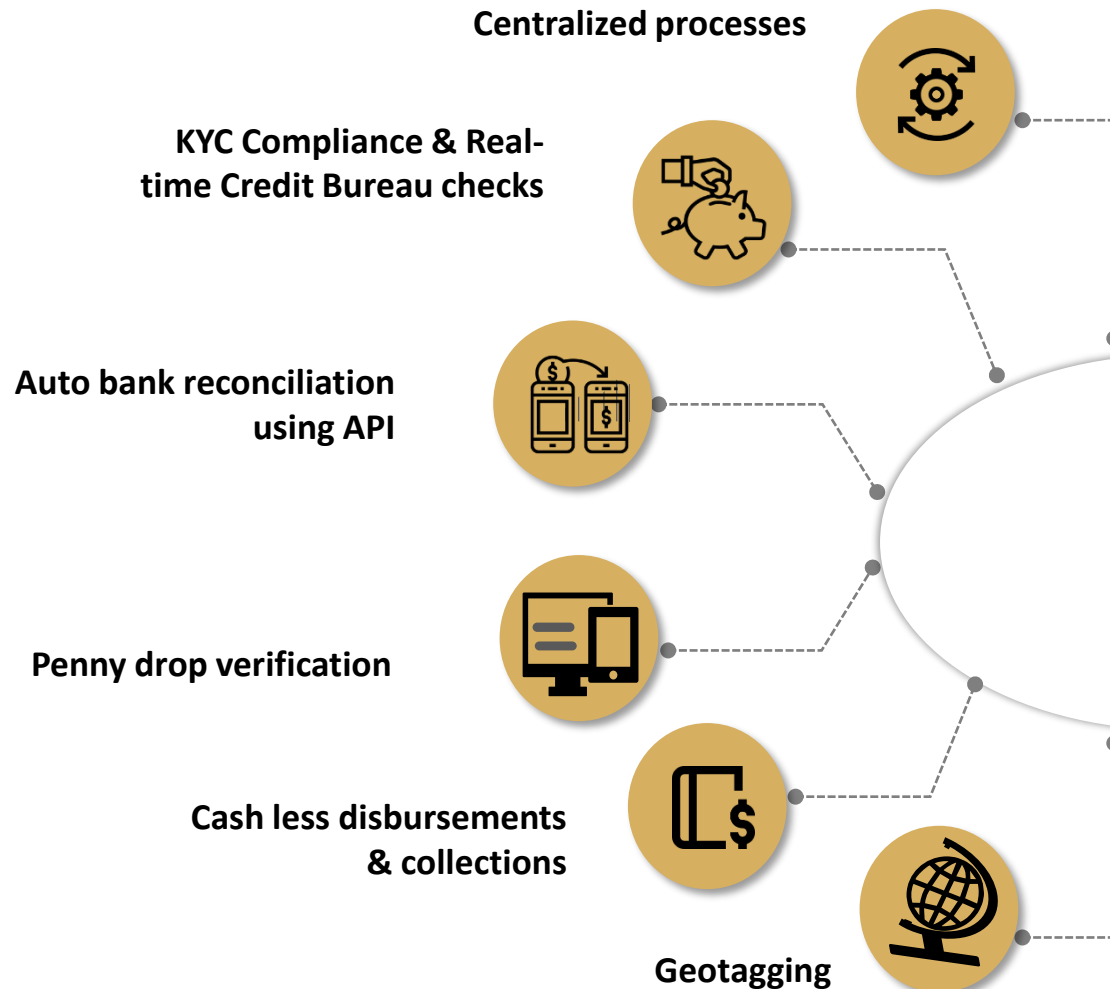
Centralized Shared Services



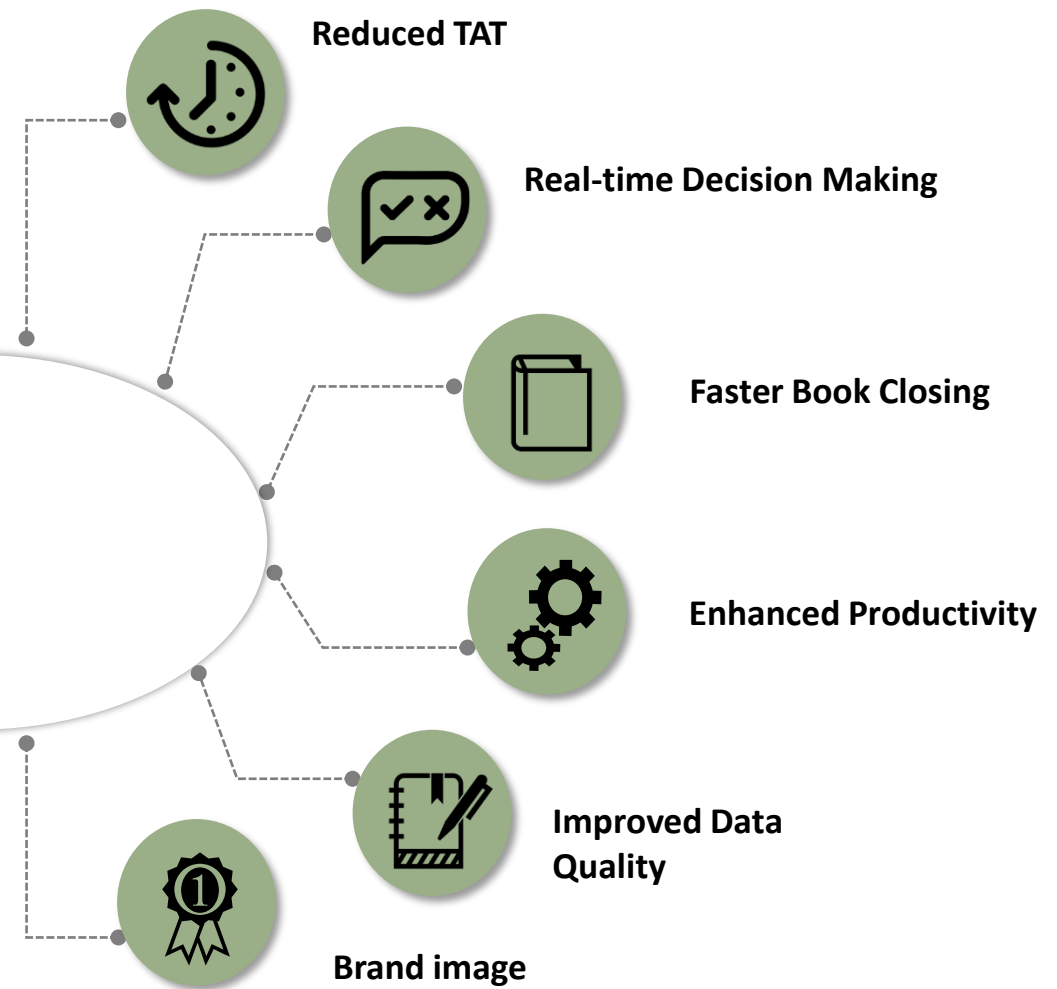
... Leading to Operating Efficiency & Scalability



New initiatives...



..leading to improved processes



4. Robust Underwriting Processes



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



101

Zonal Auditors &
Regional Auditors

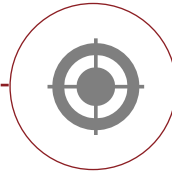
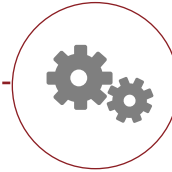


100% Digital

on Audit Reports and Findings

Quarterly Audit

Regional Office, Branch & Social
Performance Management



Feedback based

Compliance Audit

3,876 Audits

completed in last year

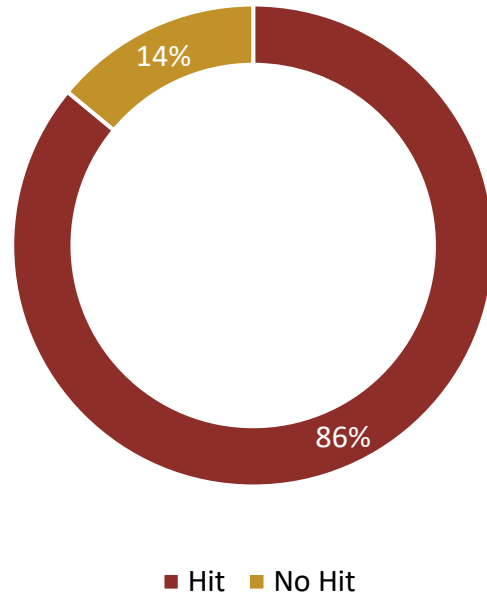
18 man-days

field audit per auditor per month

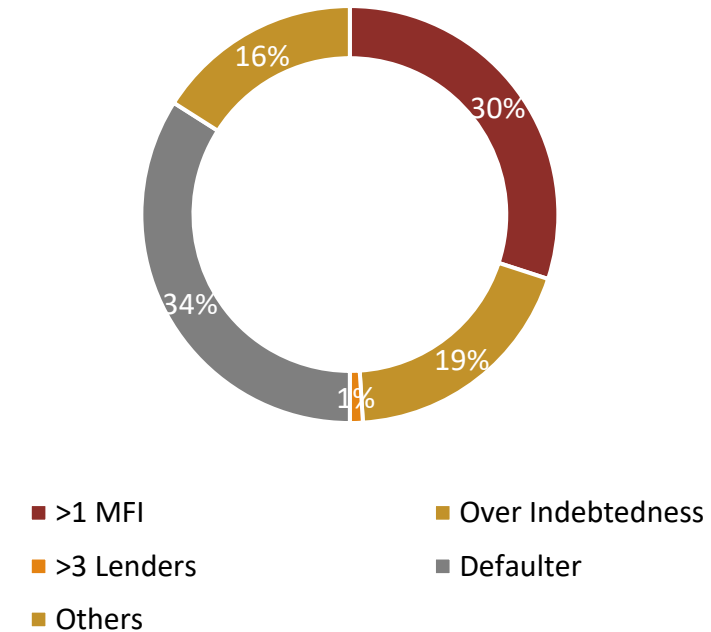
... Coupled with robust underwriting techniques



Hit Rate for all Products – Q4FY20



CB Rejection Reason – Q4FY20



SCNL Guidelines

	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 Q4FY20

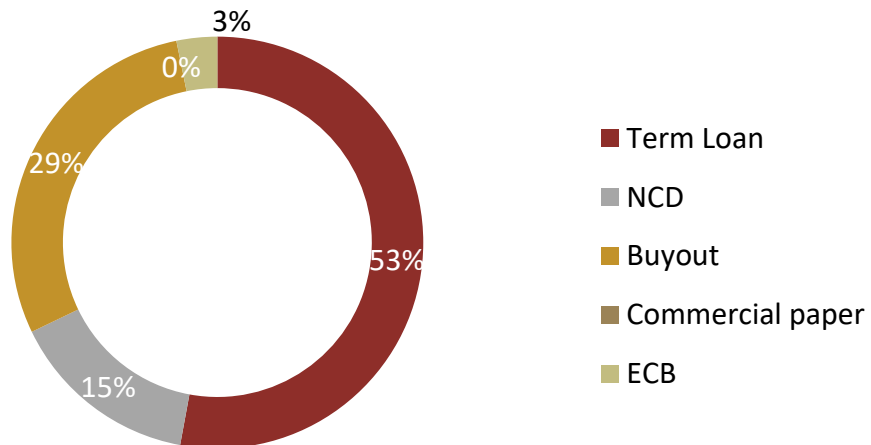
Note:

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

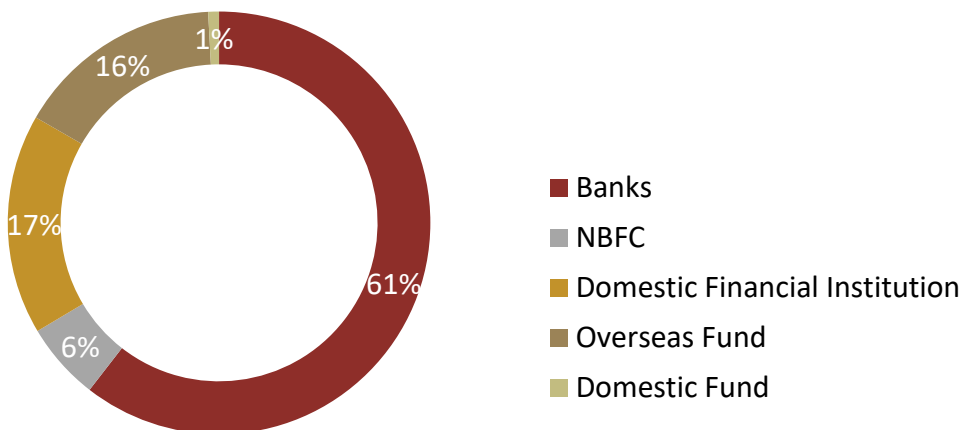
5. We have a well-diversified Liability Profile...

... insulated from Capital Market Turbulence

Product-wise Mar'20



Lender-wise Mar'20



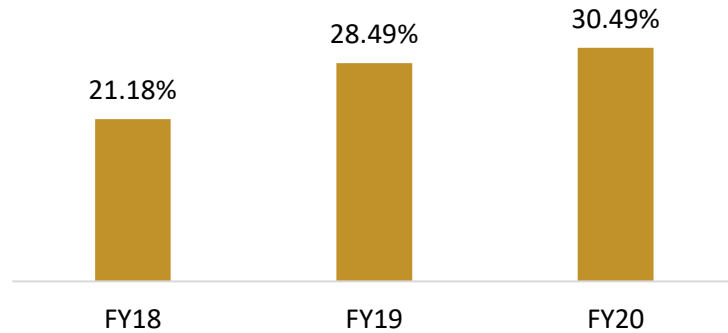
Large Lender Base
64 Active Lenders

Top 10 Funders	% Share as on 31 st Mar'20
NABARD	12%
State Bank of India	11%
Indian Bank	8%
Bank of Maharashtra	4%
SIDBI	4%
Standard Chartered Bank	4%
Bank of Baroda	4%
Blue Orchard Microfinance Fund	4%
IDFC First Bank	3%
HSBC	3%
Total of top 10 lenders	58%

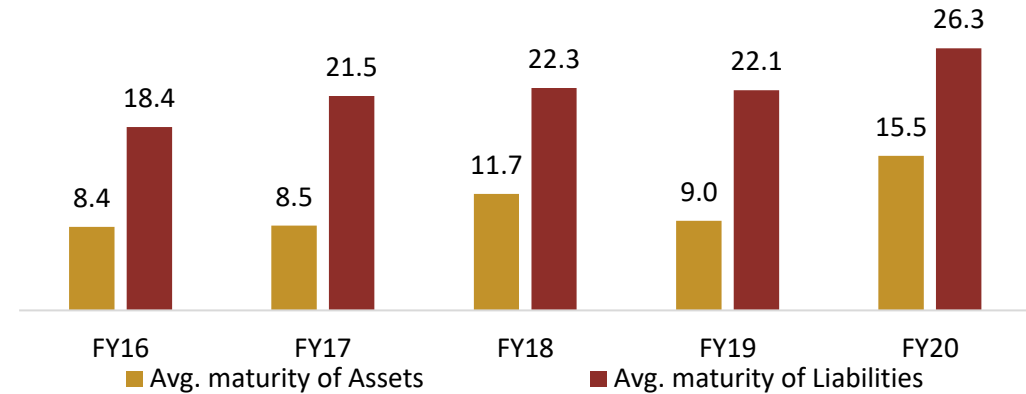
6. Strong Capitalization with Ample Liquidity



Healthy CRAR to support Growth Opportunities



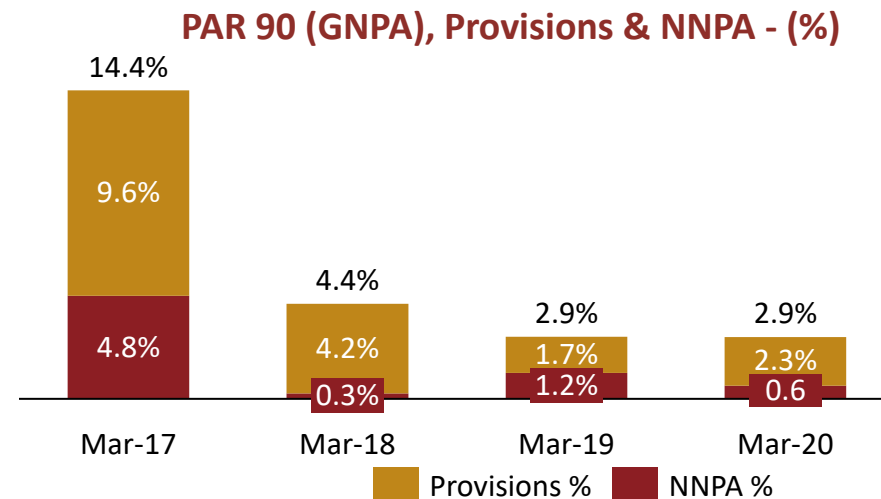
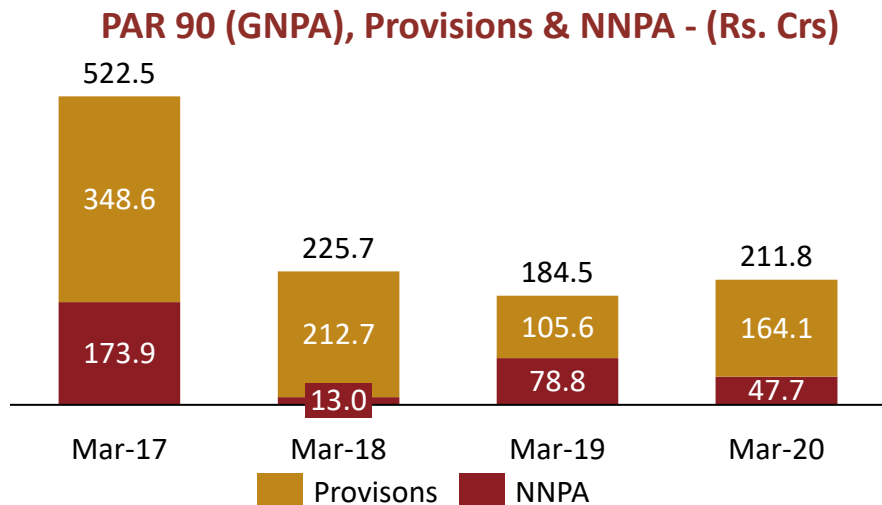
Benefit of positive ALM continues



Static ALM as on 31 st Mar'20 (Rs. Crore)	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Total
Inflows							
Liquidity at the beginning of month*	1,600	1,522	1,474	1,289	1,044	1,013	1,600
Principal - Loan portfolio	5	16	104	122	179	205	631
Interest - Loan portfolio	5	27	37	62	61	66	257
Total (A)	1,610	1,566	1,615	1,473	1,283	1,283	2,488
Outflows							
Principal repayments	54	57	272	397	199	242	1,221
Interest repayments	34	35	53	32	72	41	266
Total (B)	88	92	325	429	271	282	1,487
Cumulative Mismatch (A-B)	1,522	1,474	1,289	1,044	1,013	1,001	1,001

*Excluding margin money deposits Rs 269.5 cr lien with Lenders and undrawn sanction in hand Rs.871 crore as on Mar'20
Amount raised during last 7 days: Rs. 400 cr , including sub-debt of Rs. 50 cr

... With improving asset quality – Yearly

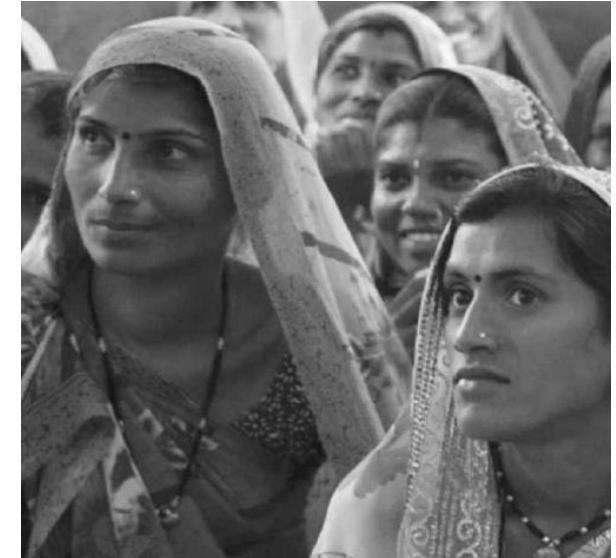


Provision as per RBI rules as at 31st March 2020 is Rs. 81.7 crore, hence we are sufficiently provided

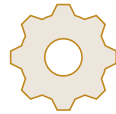


MULTIPLE GROWTH LEVERS..

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



13,844 (+27% Y-o-Y)

Branch Network

112,616 (+31% Y-o-Y)

Employee Base

3.1 crore (+31% Y-o-Y)

Total Clients

3.7 crore (+32% Y-o-Y)

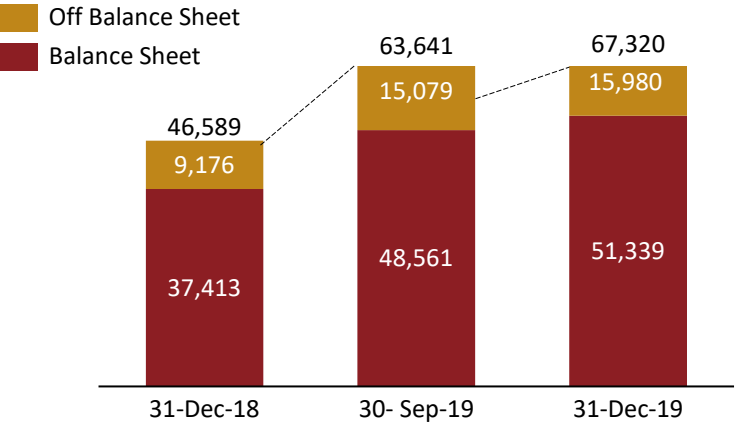
Total Loan Accounts

Rs. **28,623** (+15% Y-o-Y)

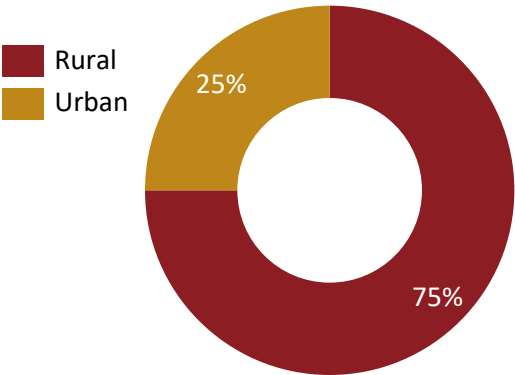
Average Ticket Size

Rs. **67,320 crore** (+44% Y-o-Y)

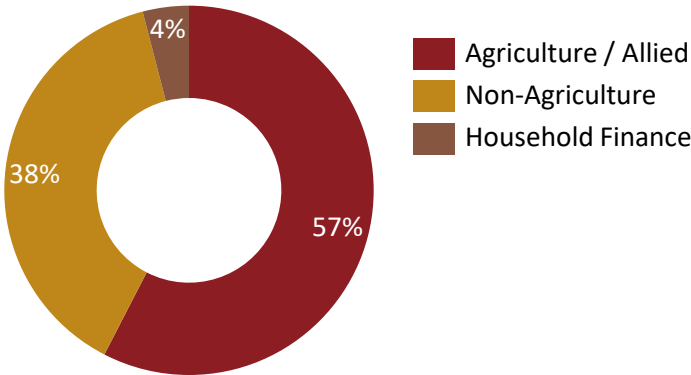
Assets Under Management (AUM)



Loan Portfolio (Rs. crore)



Breakup of GLP geography
(31st Dec 2019)



Breakup of GLP purpose
(31st Dec 2019)

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

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 94% of TFSL's total disbursement for Mar'20, 1% collection through cashless mode
- » TFSL has a low risk business model which is highly capital efficient
- » AUM stood at Rs. 704 crore, with presence across 8 states
- » The Company operates through 213 branches, has more than 3.7 lakh active loan clients.
- » `67,000 loans disbursed in Q4FY20

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, Collection Efficiency of >80% during lockdown
- » Mainly caters to customers belonging to Middle- and Low-Income Groups in peripherals of Tier II and below cities
- » CRAR of 125.9% and gearing of 1.28. Equity infusion of Rs. 30 cr by SCNL in FY20, total equity stands at Rs. 80 crore
- » AUM Rs. 139 crore, with presence across 4 states with 1,266 customers
- » Standalone rating of BBB (Stable) from CARE
- » 9 active lenders including NHB refinance

Satin Finserv Limited (SFL)

- » Incorporated in Aug'18, got license from RBI to start business in Jan'19
- » Standalone credit rating of CARE BBB-
- » Gross Loan Portfolio of Rs. 111 crore in FY20
- » CRAR for Q3FY20 is 92.06%
- » Equity infusion of Rs 80 crore by SCNL during FY20, total equity stands at s 102.5 cr as on Mar 31, 2020
- » Business will focus on secured retail MSME lending, wholesale lending to small NBFC MFI and others
- » 15 Branches across 8 states with 1,113 active loan clients

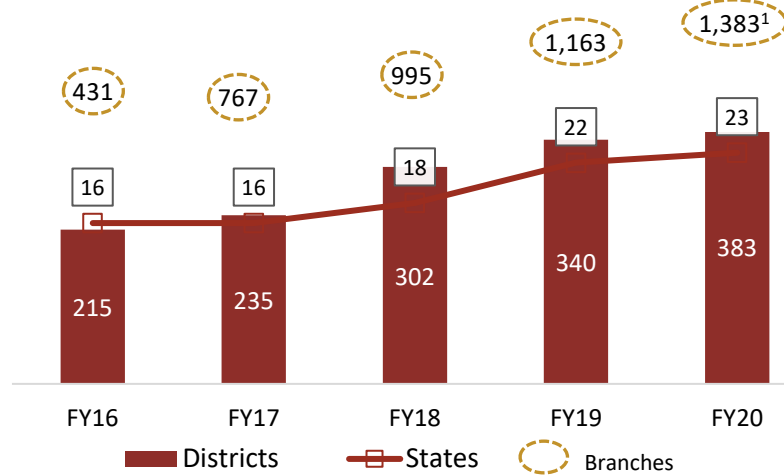


KEY FINANCIAL & OPERATIONAL METRICS

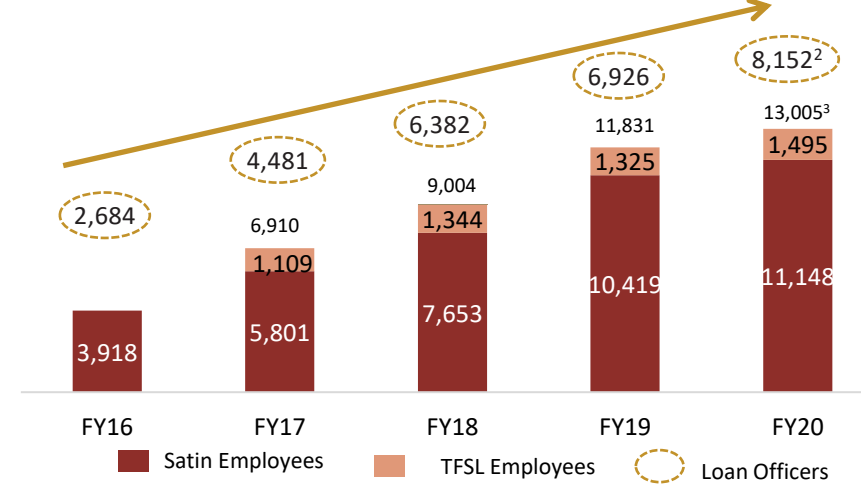
Key Operation Metrics – (1/2)



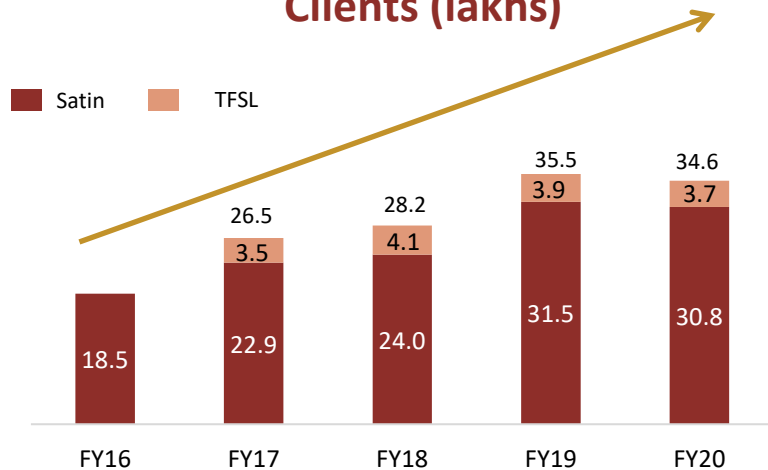
Districts, States and Branches



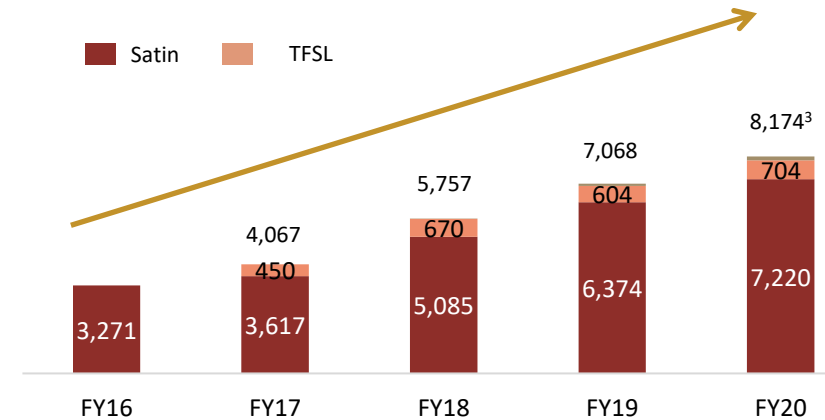
Employees & Loan Officers



Clients (lakhs)



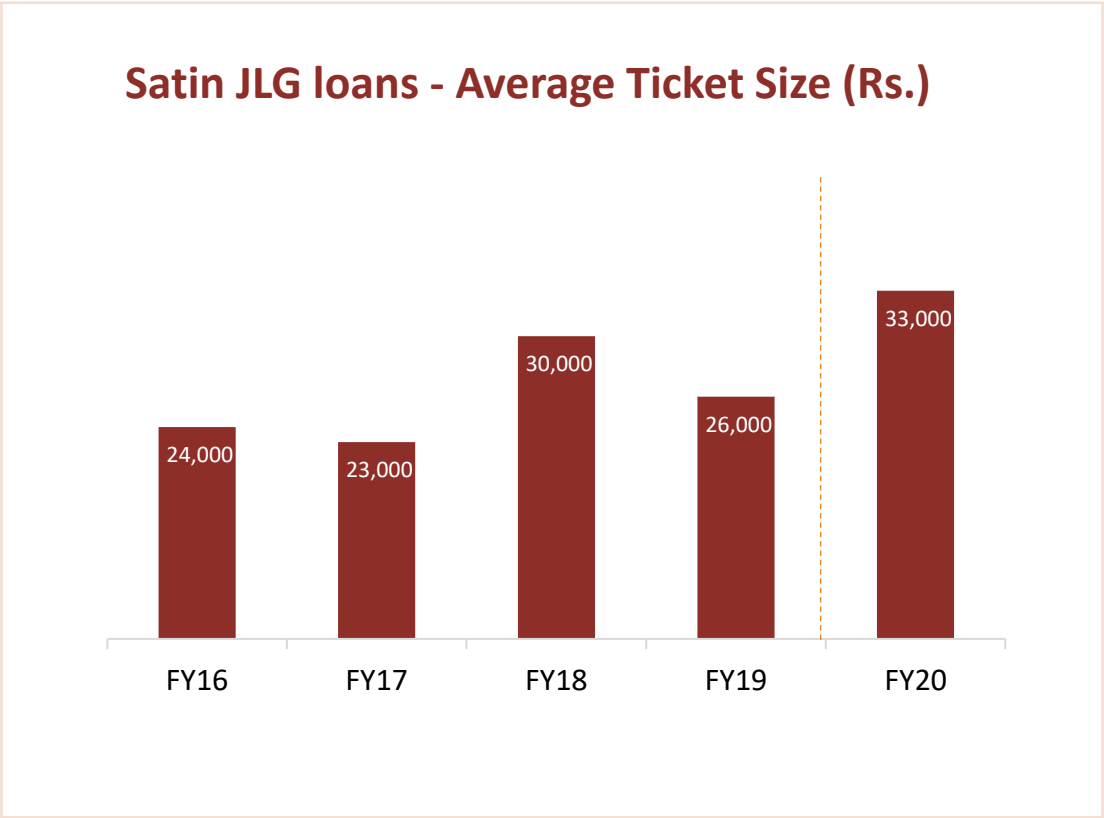
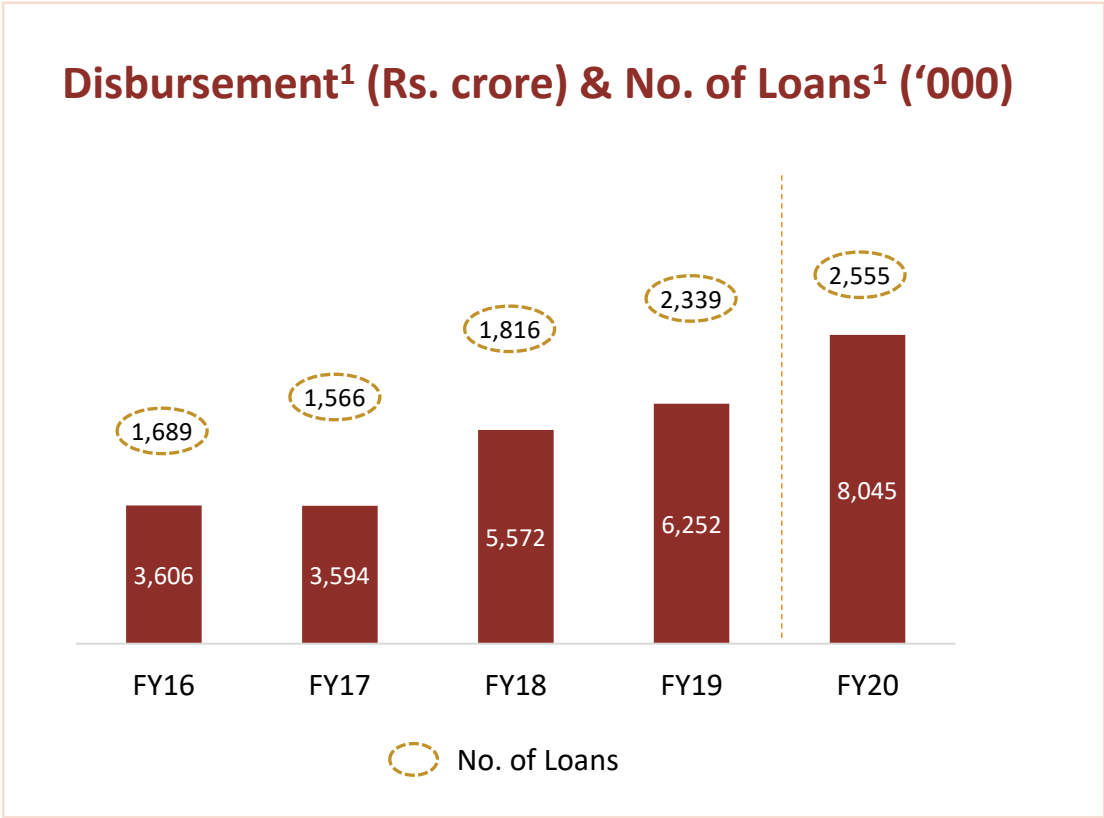
Gross Loan Portfolio (Rs. crore)



Note: (1) Data on Consolidated basis. On a standalone basis, the number of branches were 1,140; (2) Data on a consolidated basis. On a standalone basis the number of loan officers were 6,863; (3) Consolidated figures includes Satin Housing Finance Limited and Satin Finserv Ltd.

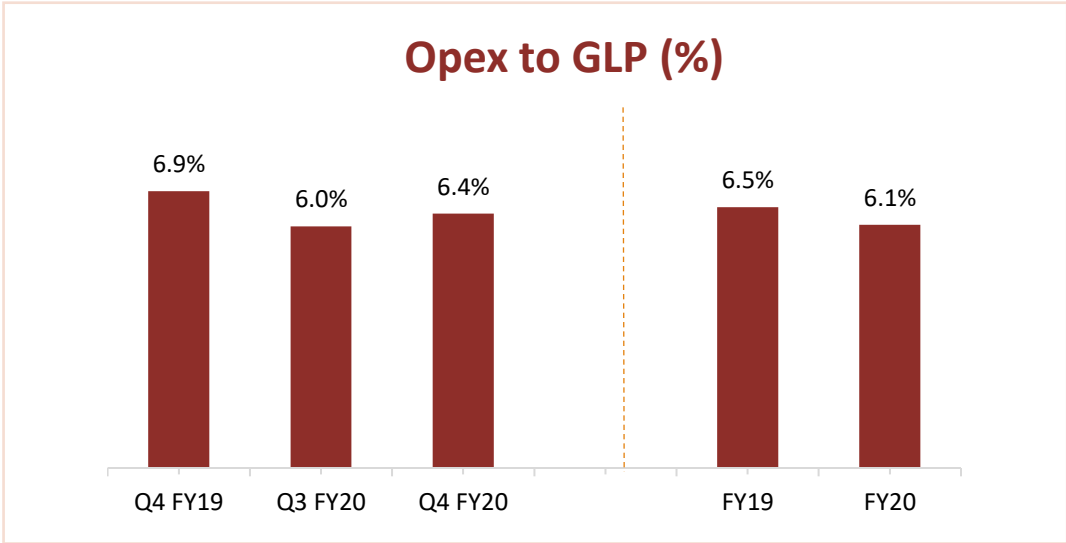
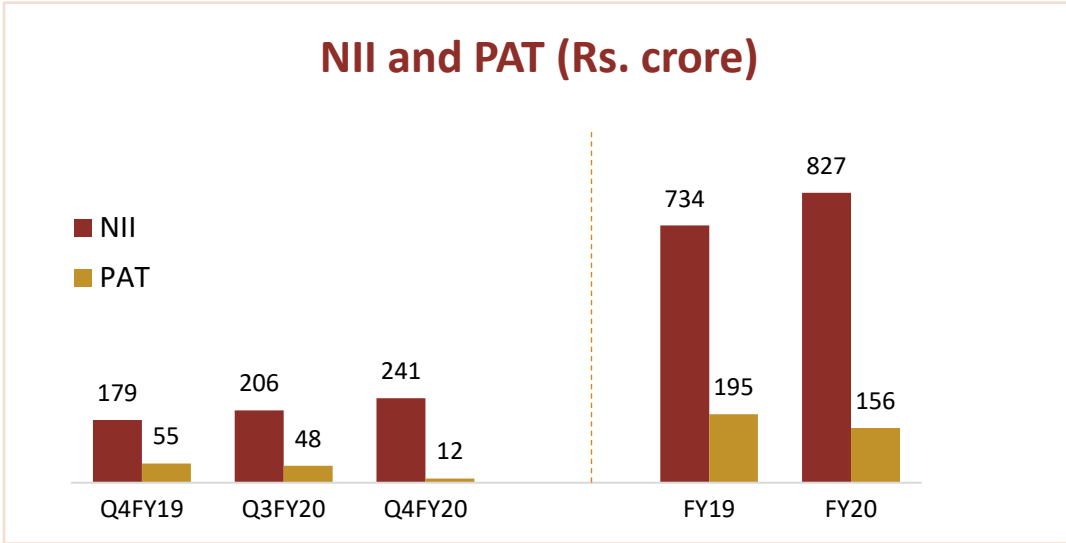
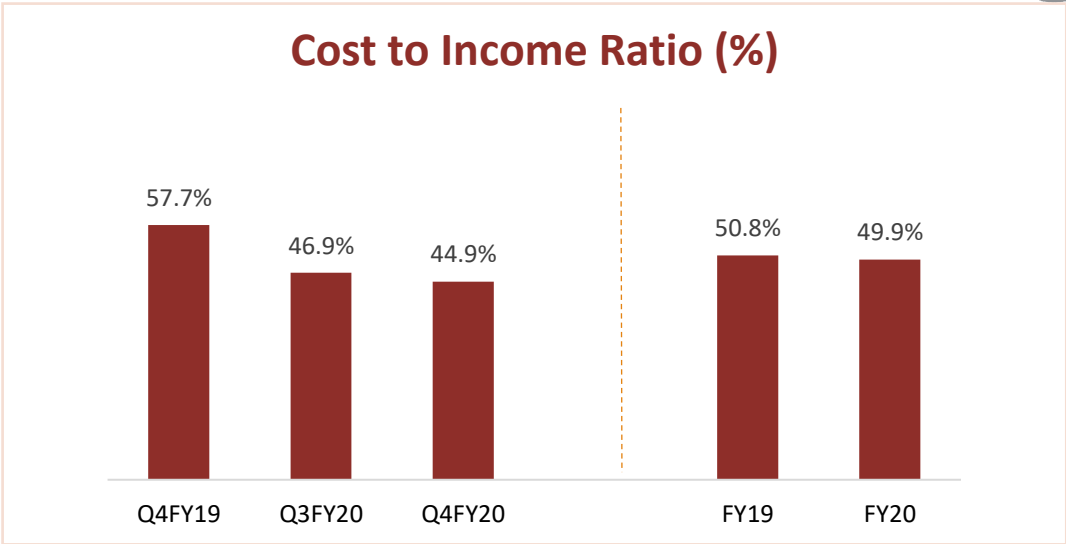
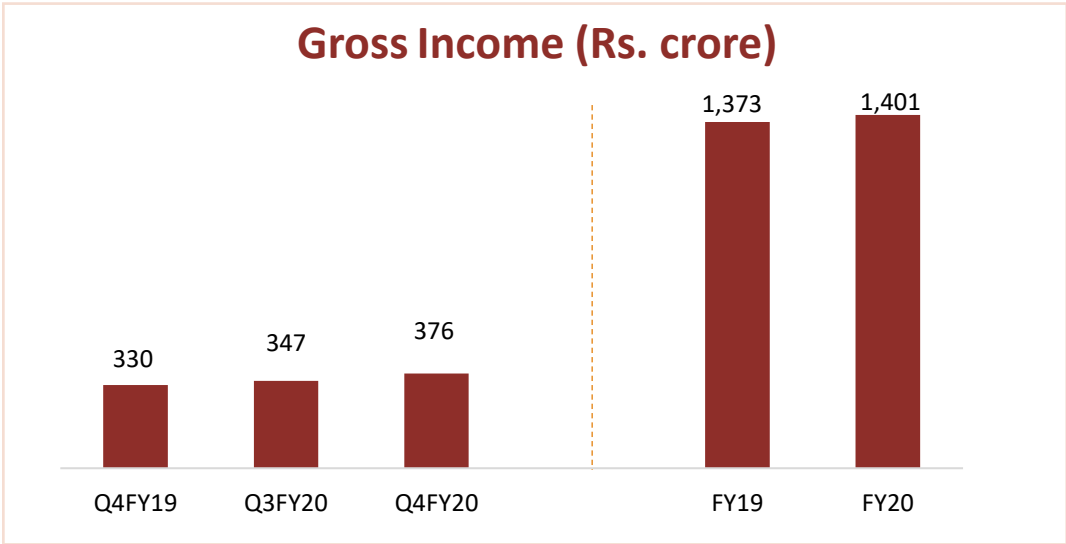


Steady Growth seen in Disbursement



1. Data on Standalone basis

Key Standalone Financials





FINANCIAL & OPERATIONAL DETAILS (Consolidated)

Annexure – Business Details – Consolidated



Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ%
AUM (Rs. crore)	8,174	7,068	15.6%	7,284	12.2%
On-Book AUM*	4,621	4,459	3.6%	4,092	12.9%
Securitization	46	429	-89.2%	34	34.2%
Assignment	2,056	1,281	60.5%	1,776	15.7%
Business Correspondence	543	633	-14.2%	522	4.0%
TFSL - Business Correspondence	704	604	16.5%	646	9.0%
SHFL - Housing Finance	139	79	75.7%	138	0.4%
SFL	111	11	872.9%	109	1.3%
AUM Mix (Rs. crore)	8,174	7,068	15.6%	7,284	12.2%
MFI Lending	6,380	5,473	16.6%	5,600	13.9%
Product Financing	30	7	355.9%	18	61.5%
MSME	267	261	2.1%	249	7.0%
Business Correspondence - IndusInd Bank	543	633	-14.2%	522	4.0%
TFSL - Business Correspondence	704	604	16.5%	646	9.0%
SHFL - Housing Finance	139	79	75.7%	138	0.4%
SFL	111	11	872.9%	109	1.3%
No. of Branches	1,383	1,163	18.9%	1,354	2.1%
SCNL	1,140	977	16.7%	1,110	2.7%
TFSL	213	180	18.3%	213	0.0%
SHFL	15	5	200.0%	13	15.4%
SFL	15	1	-	18	-16.7%

*includes securitization, differences due to rounding off

Annexure – Business Details – Consolidated



Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ%
No. of Employees	13,005	11,831	9.9%	12,971	0.3%
SCNL	11,148	10,419	7.0%	11,184	-0.3%
TFSL	1,495	1,325	12.8%	1,477	1.2%
SHFL	216	83	160.2%	182	18.7%
SFL	146	4	-	128	14.1%
No. of Loan Officers	8,152	6,959	17.1%	8,225	-0.9%
SCNL	6,863	5,991	14.6%	7,005	-2.0%
TFSL	1,068	922	15.8%	1,057	1.0%
SHFL	106	46	130.4%	102	3.9%
SFL	115	-	-	61	-
No. of Active Clients	3,458,304	3,547,128	-2.5%	3,563,799	-3.0%
SCNL	3,082,146	3,149,607	-2.1%	3,192,871	-3.5%
TFSL	373,779	396,887	-5.8%	368,879	1.3%
SHFL	1,266	630	101.0%	1,225	3.3%
SFL	1,113	4	-	824	35.1%
Average Ticket Size					
MFI Lending (SCNL)	37,000	26,000	42.3%	35,000	5.7%
Product Financing (SCNL)	4,195	3,666	14.4%	4,120	1.8%
MSME (SCNL)	2,250,000	3,640,000	-38.2%	1,400,000	60.7%
TFSL	31,200	28,400	9.9%	31,000	0.6%
SHFL	1,257,000	1,453,000	-13.5%	1,268,000	-0.9%
SFL	997,000	28,700,000	-	1,327,000	-24.9%

Annexure – P&L Statement – Consolidated



Particulars (Rs. crore)	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %	FY20	FY19	YoY%
Revenue								
Interest and Fee Income	257	239	7.7%	250	2.9%	994	1,116	-11.0%
DA Income	85	48	78.8%	56	53.0%	236	133	76.9%
Treasury Income	23	30	-25.2%	32	-29.7%	117	95	23.7%
BC Fees	35	28	23.3%	31	12.2%	127	87	45.9%
Other Operating Income	10	5	92.5%	6	63.3%	29	13	117.8%
Total Revenue	409	350	17.0%	375	9.3%	1,503	1,445	4.0%
Expenses								
Finance Cost	139	153	-9.2%	145	-4.4%	586	642	-8.8%
Employee Benefit Expenses	90	84	7.5%	86	4.9%	351	305	15.0%
Credit Cost & FLDG for BC	127	-10	-	61	107.1%	223	58	280.8%
Other Expenses	31	33	-6.1%	25	24.6%	114	110	3.4%
Depreciation and amortization expense	5	4	43.8%	4	29.0%	18	13	40.2%
Total Expenses	391	263	48.6%	321	22.0%	1,292	1,129	14.4%
Profit Before Tax	18	87	-79.1%	54	-66.5%	212	316	-33.0%
Tax expense	5	30	-83.4%	7	-30.2%	57	114	-50.4%
Profit after Tax	13	56	-76.9%	47	-72.1%	155	201	-23.1%
Other comprehensive income net of taxes	33	25	-	-1	-	45	25	78.1%
Total Comprehensive Income	46	81	-43.0%	46	-	200	227	-11.9%



FINANCIAL & OPERATIONAL DETAILS (Standalone)

Annexure - Operational Details – Standalone (Quarterly)



Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %
Gross AUM (Rs. crore)	7,220	6,374	13.3%	6,390	13.0%
No. of districts	383	340	12.6%	371	3.2%
No. of branches	1,140	977	16.7%	1,110	2.7%
No. of States of operation	23	22	4.5%	22	4.5%
No. of Employees	11,148	10,419	7.0%	11,184	-0.3%
No. of Loan Officers	6,863	5,991	14.6%	7,005	-2.0%
No. of Loan accounts	3,615,690	3,604,646	0.3%	3,822,803	-5.4%
Disbursement during the period (Rs. crore)	2,516	2,314	8.7%	1,904	32.1%
No. of loans disbursed during the period	726,661	857,224	-15.2%	571,403	27.2%

Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %
MFI Lending (excl. Prod. Financing & MSME)					
Gross AUM (Rs. crore)	6,923	6,106	13.4%	6,123	13.1%
No. of branches	1,134	971	16.8%	1,104	2.7%
No. of Employees	11,120	10,298	8.0%	11,154	-0.3%
No. of Loan Accounts	3,512,881	3,572,524	-1.7%	3,757,074	-6.5%
Disbursement during the period (Rs. crore)	2,454	2,171	13.0%	1,861	31.9%
No. of loans disbursed during the period	668,256	841,191	-20.6%	539,656	23.8%

Annexure - Operational Details – Standalone (Quarterly)



Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %
Productivity Metrics for MFI lending					
Gross AUM/ Branch (Rs. crore)	6.1	6.3	-2.9%	5.5	10.1%
Gross AUM/ Loan Officer (Rs. crore)	1.0	1.0	-1.0%	0.9	15.4%
Disbursement/ Branch (Rs. crore)	2.2	2.2	-3.2%	1.7	28.4%
Disbursement/ Loan Officer (Rs. crore)	0.4	0.4	-1.3%	0.3	34.6%
No. of Clients/ Branch	2,627	3,211	-18.2%	2,833	-7.3%
No. of Clients/ Loan Officer	434	520	-16.5%	446	-2.7%
Average Ticket Size (Rs.)	37,000	26,000	42.3%	35,000	6.5%
Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %
Product Financing					
Gross AUM (Rs. crore)	30	6.5	355.9%	18	61.5%
No. of Loans Accounts	100,937	30,374	232.3%	63,897	58.0%
Disbursement during the period (Rs. crore)	24	5.7	325.7%	13	88.1%
No. of loans disbursed during the period	58,241	15,657	272.0%	31,529	84.7%
Ticket Size for the period (Rs.)	4,195	3,666	14.4%	4,120	1.8%
Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %
MSME ⁽¹⁾					
Gross AUM (Rs. crore)	267	261	2.1%	249	7.0%
No. of branches	34	34	0.0%	34	0.0%
No. of employees	28	121	-76.9%	30	-6.7%
No. of Loans Accounts	1,872	1,748	7.1%	1,832	2.2%
Disbursement during the period (Rs. crore)	37	137	-73.0%	31	20.9%
No. of loans disbursed during the period	164	376	-56.4%	218	-24.8%
Average Ticket size	2,250,000	3,640,000	-38.2%	1,400,000	60.7%

1. Includes Loan Dost portfolio

Annexure - Financial Performance – Standalone



Particulars (Rs crore)	FY20	Q4FY20	Q4FY19	Q3FY20	FY19
Gross yield ⁽¹⁾	20.61%	22.07%	22.07%	21.70%	23.97%
Financial Cost Ratio ⁽²⁾	8.44%	7.92%	10.10%	8.85%	11.15%
Net Interest Margin ⁽³⁾	12.17%	14.15%	11.98%	12.86%	12.81%
Operating Expense ratio ⁽⁴⁾	6.07%	6.35%	6.91%	6.03%	6.51%
Loan Loss Ratio ⁽⁵⁾	2.97%	6.81%	-0.60%	3.39%	0.96%
RoA ⁽⁶⁾	2.25%	0.72%	3.30%	2.87%	3.01%
RoE ⁽⁸⁾	12.00%	3.49%	19.97%	13.79%	19.08%
Leverage (Total Debt ⁽⁷⁾ / Total Net Worth)	3.72	3.72	4.55	3.41	4.55
Cost to Income Ratio	49.86%	44.88%	57.69%	46.89%	50.83%

Asset Quality	FY20	Q4FY20	Q4FY19	Q3FY20	FY19
GNPA %	2.9	2.9	2.9	3.1	2.9
ECL as % of AUM	2.3	2.3	1.7	2.2	1.7

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)	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %	FY20	FY19	YoY%
Revenue								
Interest and Fee Income	247	237	4.3%	242	2.2%	966	1,113	-13.2%
DA Income	85	48	78.8%	56	53.0%	236	133	76.9%
Treasury Income	21	29	-27.3%	31	-30.4%	112	91	22.0%
BC Income	14	14	1.0%	15	-10.8%	62	25	148.9%
Other Operating Income	9	3	193.1%	4	96.9%	25	11	135.3%
Total Revenue	376	330	13.8%	347	8.1%	1,401	1,373	2.0%
Expenses								
Finance Cost	135	151	-10.8%	142	-4.8%	574	639	-10.2%
Employee Benefit Expenses	75	73	3.1%	72	4.6%	297	265	12.0%
Credit Cost & FLDG for BC	116	-9	-1393.4%	54	113.4%	202	55	264.7%
Other Expenses	28	27	5.0%	21	34.1%	101	97	3.7%
Depreciation and amortization expense	5	3	32.6%	3	32.9%	15	11	34.3%
Total Expenses	359	245	46.1%	292	22.7%	1,188	1,067	11.3%
Profit Before Tax	17	85	-80.0%	55	-69.2%	213	306	-30.3%
Tax expense	4	29	-84.7%	7	-39.0%	57	111	-48.6%
Profit After Tax	12	55	-77.5%	48	-73.9%	156	195	-19.9%
Other comprehensive income net of taxes	33	25	31.4%	-1	-	45	25	77.5%
Total Comprehensive Income	46	81	-43.5%	47	-3.4%	201	220	-8.8%



FINANCIAL & OPERATIONAL DETAILS (Subsidiaries)

Annexure - Operational Details – TFSL



Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ%
Gross AUM (Rs. crore)	704	604	16.5%	646	9.3%
Disbursement during the period (Rs. crore)	211	206	2.4%	213	-1.2%
No. of loans disbursed during the period	66,450	72,115	-7.9%	68,586	-3.1%
No. of Active Customers	373,779	396,887	-5.8%	368,879	1.3%
No. of Employees	1,495	1,325	12.8%	1,477	1.2%
No. of Loan Officers	1,068	922	15.8%	1,057	1.0%
No. of States of operation	8	8	0.0%	8	-
No. of districts	108	91	18.7%	108	-
No. of branches	213	180	18.3%	213	-
No. of Regional Offices (RO)	9	8	12.5%	9	-

Productivity Metrics					
Gross AUM/ Branch (Rs. crore)	3.3	3.4	-1.5%	3.0	9.0%
Gross AUM/ Loan Officer (Rs. crore)	0.7	0.7	0.6%	0.6	7.9%
Disbursement/ Branch (Rs. crore)	1.0	1.1	-13.4%	1.0	-1.2%
Disbursement/ Employee (Rs. crore)	0.1	0.2	-9.2%	0.1	-2.4%
No. of Clients/ Branch	1,755	2,205	-20.4%	1,732	1.3%
No. of Clients/ Loan Officer	350	430	-18.7%	349	0.3%
Average Ticket size (Rs.)	31,200	28,400	9.9%	31,000	0.6%

Annexure - P&L Statement – TFSL



Particulars (Rs crore)	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %	FY20	FY19	YoY%
Revenue								
Total Revenue	22.2	16.4	1.4%	17.2	20.17%	69.8	68.3	2.2%
Expenses								
Finance Cost	0.8	1.1	141.2%	0.9	-16.5%	3.2	2.5	28.4%
Employee Benefit Expenses	9.4	8.7	8.5%	9.7	5.1%	38.3	35.3	8.3%
Credit Cost	4.2	2.0	218.0%	6.1	435.4%	13.4	5.7	133.5%
Other Expenses	7.7	2.3	-17.4%	2.5	19.7%	14.4	11.1	29.6%
Depreciation and amortization expense	0.4	0.1	43.7%	0.5	9.1%	1.7	1.1	58.5%
Total Expenses	22.5	14.2	34.5%	19.6	40.7%	71.0	55.7	27.3%
Profit Before Tax	-0.3	2.1	-205.3%	-2.5	-823.5%	-1.2	12.6	-109.5%
Tax expense	0.1	1.0	-173.6%	-0.5	163.2%	-0.2	4.1	-104.6%
Profit After Tax	-0.4	1.2	-218.3%	-2.0	-469.8%	-1.0	8.4	-111.9%
Other comprehensive income net of taxes	0.2	-0.2	-	-	-	0.3	0.1	304.3%
Total Comprehensive Income	-0.2	1.0	-206.9%	-2.0	-459.9%	-0.7	8.5	-108.9%

Annexure - Operational Details – SHFL



Particulars	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ%
Gross AUM (Rs. crore)	139	79	75.7%	138	0.4%
Average Ticket Size (Rs)	1,257,000	1,453,000	-13.5%	1,268,000	-0.9%
Disbursement (Rs. crore)	6	34	-82.9%	26	-77.2%
CRAR (%)	125.89	111.1	-	133.78	-
No. of Branches	15	5	200.0%	13	15.4%
No. of States	4	4	0.0%	4	0.0%
No. of Total Staff	216	83	160.2%	182	18.7%
No. of Loan Officers	106	46	130.4%	102	3.9%

Annexure - Financial Details– SHFL



Particulars (Rs crore)	Q4FY20	Q4FY19	YoY%	Q3FY20	QoQ %	FY20	FY19	YoY%
Revenue								
Interest and Fee Income	5.1	2.2	127.6%	4.6	11.3%	16.8	4.5	277.4%
Treasury Income	0.6	0.4	52.4%	0.5	32.4%	1.9	1.0	83.4%
Other income	0.8	1.0	-18.0%	1.1	-27.5%	2.3	1.6	43.1%
Total Revenue	6.5	3.6	80.1%	6.2	5.9%	21.0	7.1	196.9%
Expenses								
Finance cost	2.9	0.8	258.7%	2.4	20.7%	8.3	1.1	651.0%
Employee benefit expenses	3.1	1.6	92.4%	2.3	37.1%	9.7	4.8	102.0%
Credit Cost	0.9	0.1	613.9%	0.1	929.5%	1.2	0.3	285.6%
Other expenses	0.0	0.8	-95.8%	0.8	-96.0%	2.5	2.3	9.5%
Depreciation and amortization expenses	0.1	-	244.4%	0.1	14.4%	0.5	0.1	413.3%
Total Expenses	7.1	3.4	109.3%	5.7	24.3%	22.2	8.6	158.7%
Profit Before Tax	-0.6	0.2	-343.3%	0.5	-225.9%	-1.2	-1.5	-18.6%
Tax expense	-0.1	0.1	-233.8%	0.2	-166.7%	-0.3	-0.3	2.0%
Profit After Tax	-0.5	0.1	-405.2%	0.3	-261.3%	-0.9	-1.2	-23.4%
Other comprehensive income	-	-	-	-	-	-	-	-
Total Comprehensive Income	-0.4	0.2	-380.6%	0.3	-257.0%	-0.9	-1.2	-25.6%

Annexure - Financial & Operational Details – SFL



Particulars	Q4FY20
Gross AUM (Rs. crore)	111
Average Ticket Size (Rs)	996,500
Disbursement (Rs. crore)	10
No. of Loan Disbursed	312
No. of Branches	15
No. of States	8
No. of Total Staff	146

Particulars (Rs crore)	Q4FY20	FY20
Revenue		
Interest and Fee Income	5.72	13.59
Treasury Income	0.06	0.24
Other income	0.08	0.18
Total Revenue	5.86	14.02
Expenses		
Finance cost	0.73	1.76
Employee benefit expenses	2.11	6.67
Credit Cost	0.56	1.46
Other expenses	0.42	3.13
Depreciation and amortization expenses	0.09	0.11
Total Expenses	3.90	13.14
Profit Before Tax	1.96	0.88
Tax expense (DTA)	0.53	0.24
Profit After Tax	2.49	0.65
Other comprehensive income	-0.02	-
Total Comprehensive Income	2.47	0.65

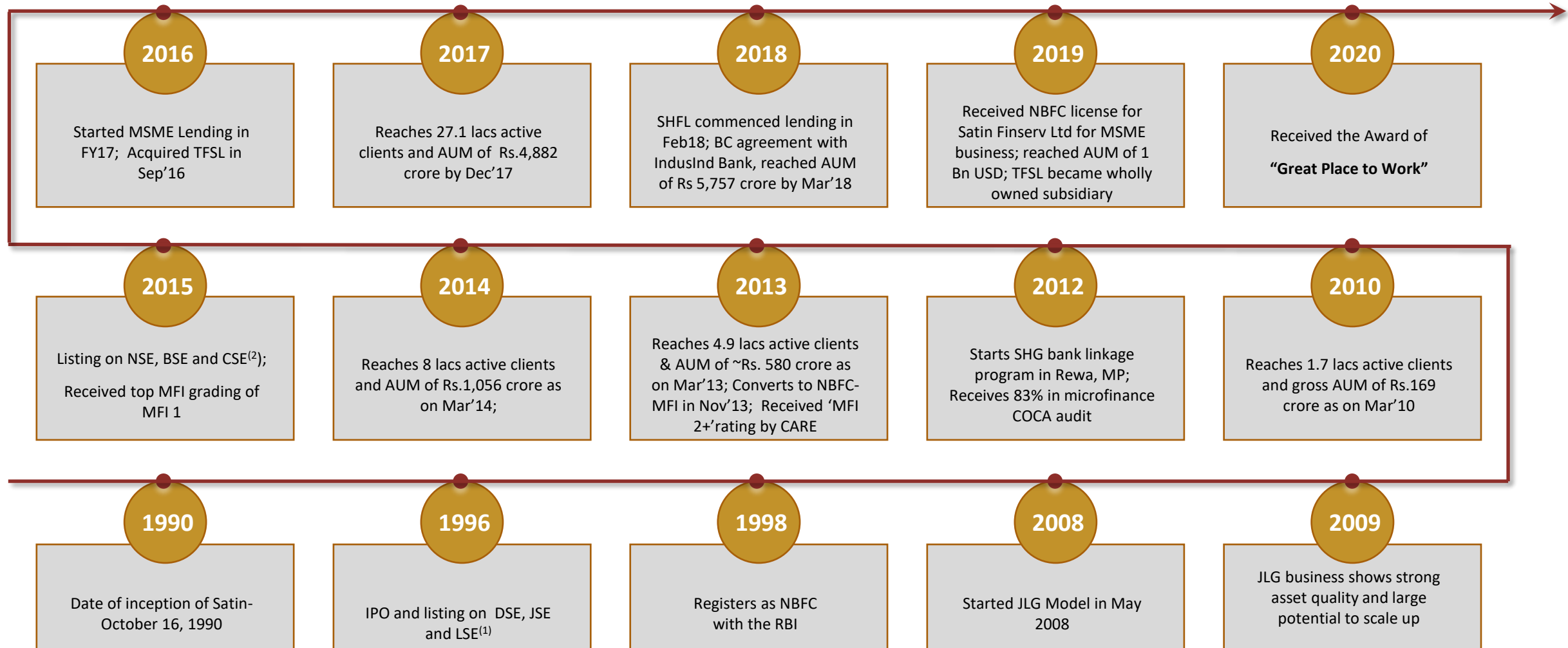
A large, stylized graphic of the SATIN logo, consisting of a thick, gold-colored chevron shape. Inside the chevron, there is a red band filled with various yellow icons representing social and economic themes, such as people, houses, hearts, suns, bicycles, and financial symbols like the rupee and a star.

COMPANY BACKGROUND

Key milestones: Crossed the USD 1 billion AUM mark



Business Timeline

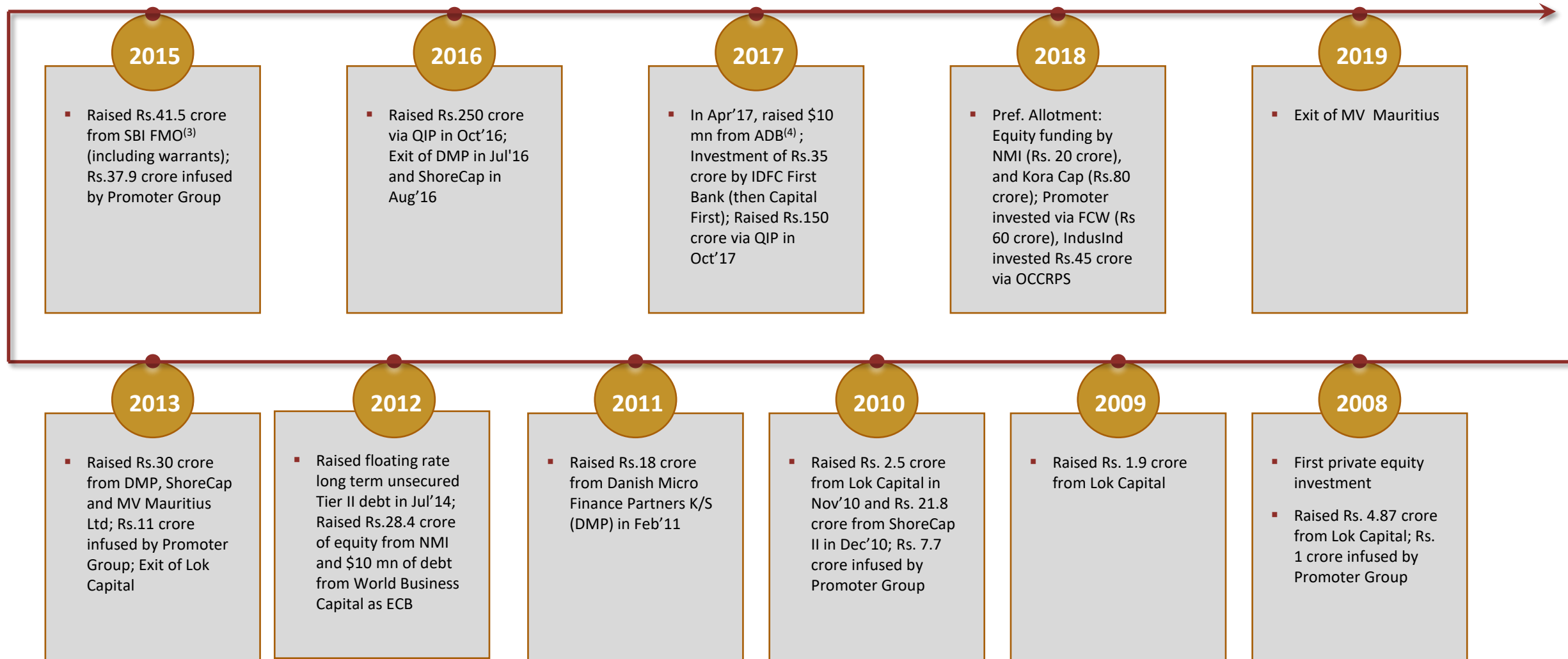


Note: 1. Regional Stock Exchanges (DSE – Delhi Stock Exchange, JSE – Jaipur Stock Exchange, LSE- Ludhiana Stock Exchange); (2) BSE - BSE Limited, NSE - National Stock Exchange of India Limited, CSE - The Calcutta Stock Exchange Limited

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 – 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

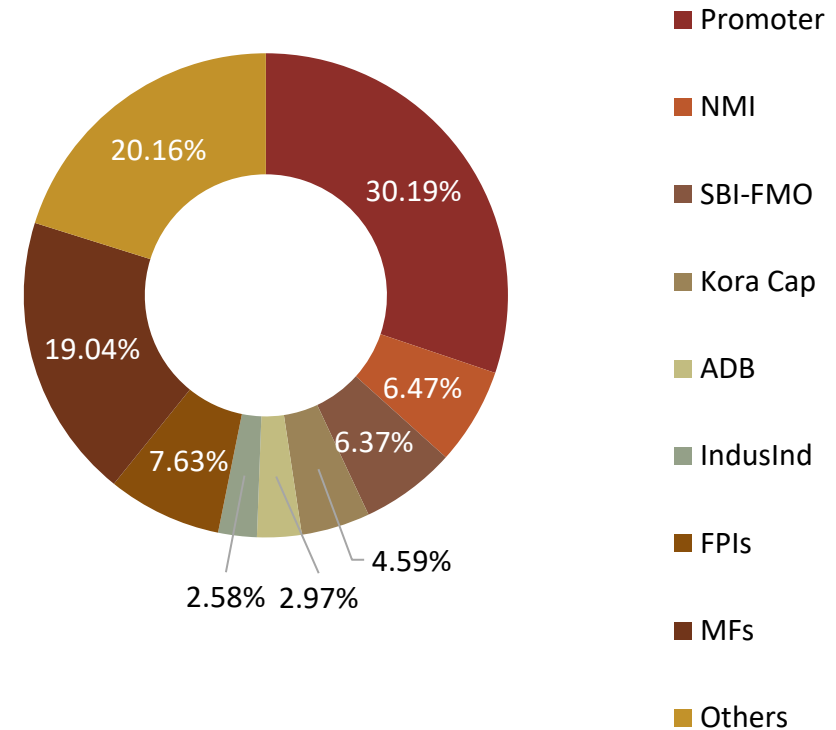
- Morgan Stanley
- Government Pension Fund Global
- Massachusetts Institute of Technology



Foreign Bank

- Asian Development Bank

Marquee Shareholder Base As on Mar 31, 2020



Making a Difference to the Community



Women Financial Empowerment Workshops

6 Workshops for our clients in 5 states with average participation of 300-350 clients



Health Check-up Camps

5 Free health check-up camps for the community in Assam and Odisha



Financial Awareness Camps

9 Awareness camps in Sivasagar region on Credit Discipline and Financial Literacy, in the wake of Assam crisis.



Skill Development Training

6 Skill development trainings in partnership with USHA sewing machines in Assam



Supporting Local Schools

Supporting 4 local government schools through provision of school bags to the students in Assam



Water and Sanitation (WASH) Loans & Clean Energy Loans

Financing safe water and sanitation needs of our clients in 4 states (Assam, Bihar, Uttar Pradesh and West Bengal) and providing clean energy loans for purchase of solar home lighting systems



Flood & Cyclone Relief Initiatives

Flood relief camps in West Bengal, Assam and Bihar



Building a Difference to Make a Difference



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. HP Singh received Business Leader of the Year Award in NBFC Sector at World HRD Congress by ET Now



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



November 2019

Awarded "Company with Great
Manager"



February 2020

Won "National Best Employer Brand"
"Dream Companies to Work For"

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!