

SATIN CREDITCARE NETWORK LTD.
Reaching out!

INVESTOR PRESENTATION
September 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

Branch Operations & Centre Meetings

- All branches were operational as on 30th June 2020, all staff has resumed work
- Disbursements got impacted on account of Nationwide Lockdown during the quarter
 - New disbursements were majorly done to existing customers with strong repayment history
- As per Central and State Governments directives, the workforce were carrying on operations at the branch level on rotational basis
 - Continuous interaction with field staff helped us keep them motivated
 - We got COVID insurance cover for all the employees
- We have activated ~98% of the centres
 - Focused on cashless collection and quickly launched digital collections which have seen a good traction and scale
 - Launched customer service app to connect with clients and cashless collection

Collection Efficiency

- Saw improvement in repayments and collections Month on Month with lockdown restrictions easing out
- The collection efficiency trends are as follows:
 - April – 3%; May – 17%; June – 62%; July – 85%; August – 85%
- Most of the customers have started paying instalments
- 11% of the customers have opted for Complete Moratorium

Credit Cost and Provisioning

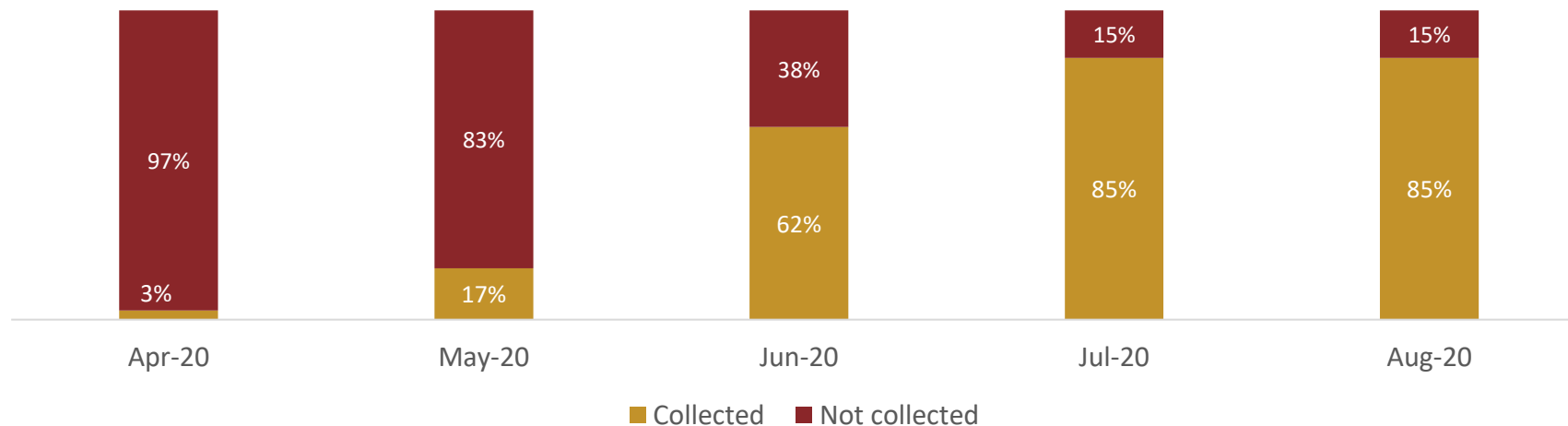
- As of 30th June 2020, GNPA stood at 2.4%
- COVID related provision of Rs. 90 crore over and above standard ECL, which is 2% of on-book portfolio
- We have made adequate provisions against default risk of our book under moratorium and other exigencies
 - Have made total Expected Credit Loss (ECL) of 3.2% as against our GNPA of 2.4% for on-book portfolio
 - As on 30th June 2020, on-book NNPA stood at -0.8%

Capital and Liquidity

- As of 30th June 2020, CRAR stood at 31.09% which is well above regulatory requirements, having a robust ALM position
- Continue to maintain a healthy balance sheet liquidity with Rs. 1,652 crore of surplus funds as on 30th June 2020, leverage of 3.6x
- Have undrawn sanctions worth Rs. 1,006 crore as on 30th June 2020. More loan applications in advanced stage of processing
- During the quarter, the Board of Directors of the Company, considered and approved the fund raising by way of the Rights Issue of Rs. 120 crore which will further augment our capital base to meet future capital requirements and funding requirements for growth of the business and operations and general corporate purposes.
 - The Company has successfully raised Rs. 120 crore via Rights Issue of partly paid equity shares in the ratio of 48:125. The issue was oversubscribed at 123%
 - The Company has made first call of Rs.15 per share on application and balance amount would be called via one or more subsequent calls as may be determined by the Board/Committee of the Board, from time to time

Collection Efficiency and Moratorium

Improvement in Collection Trend

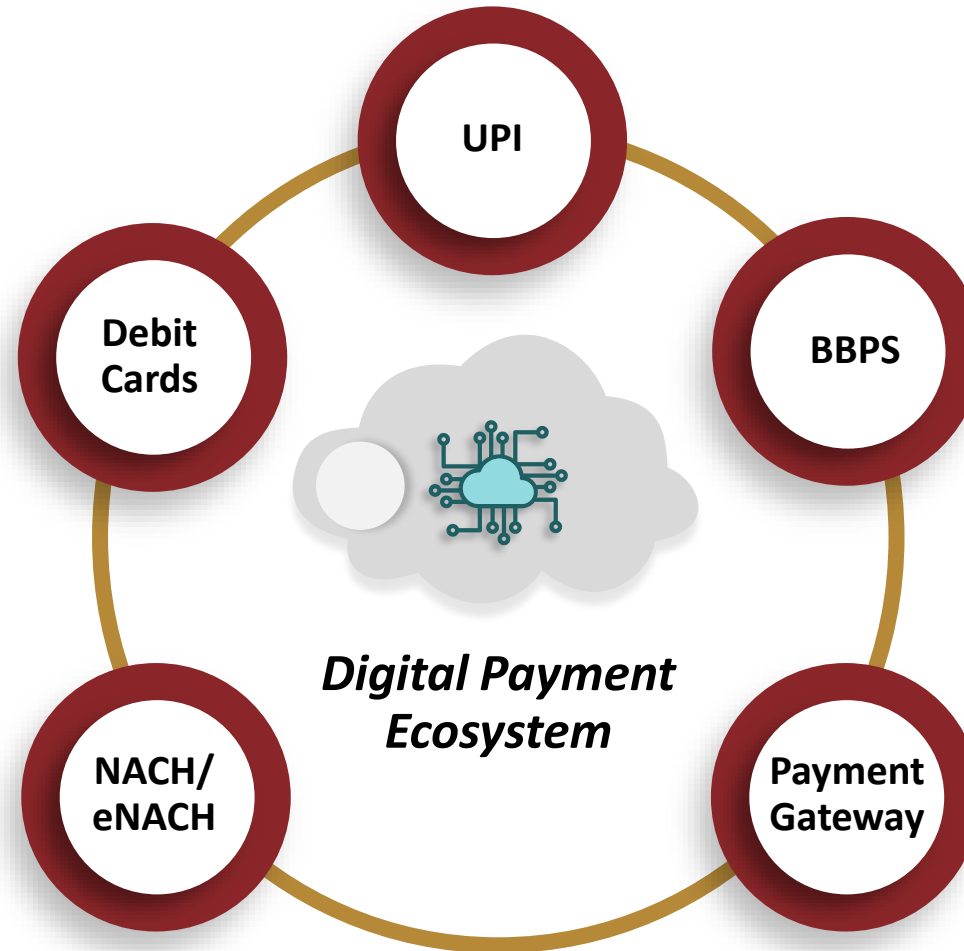


- 89% of the clients are activated, 11% opting for complete moratorium
- For SHFL, the complete moratorium book stands at 6%
- For SFL, the complete moratorium book stands at 4% in retail MSME business

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.*

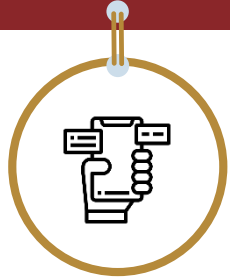


Under progress - *Addition of Satin on BBPS (Bharat Bill Payment System) :: One Stop Solution by NPCI for recurring payments*

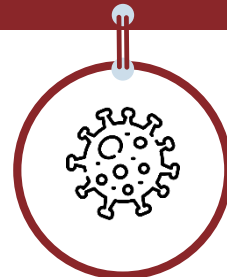
Customer activation *under process for regular collections via NACH/eNACH through bank accounts*

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

Steps taken to improve connect with customers during COVID-19



New **“Customer Service App”** launched to increase digital and financial awareness among customers and to connect with brand **“SATIN”**



New Product launched as **“Pragati Loan”**



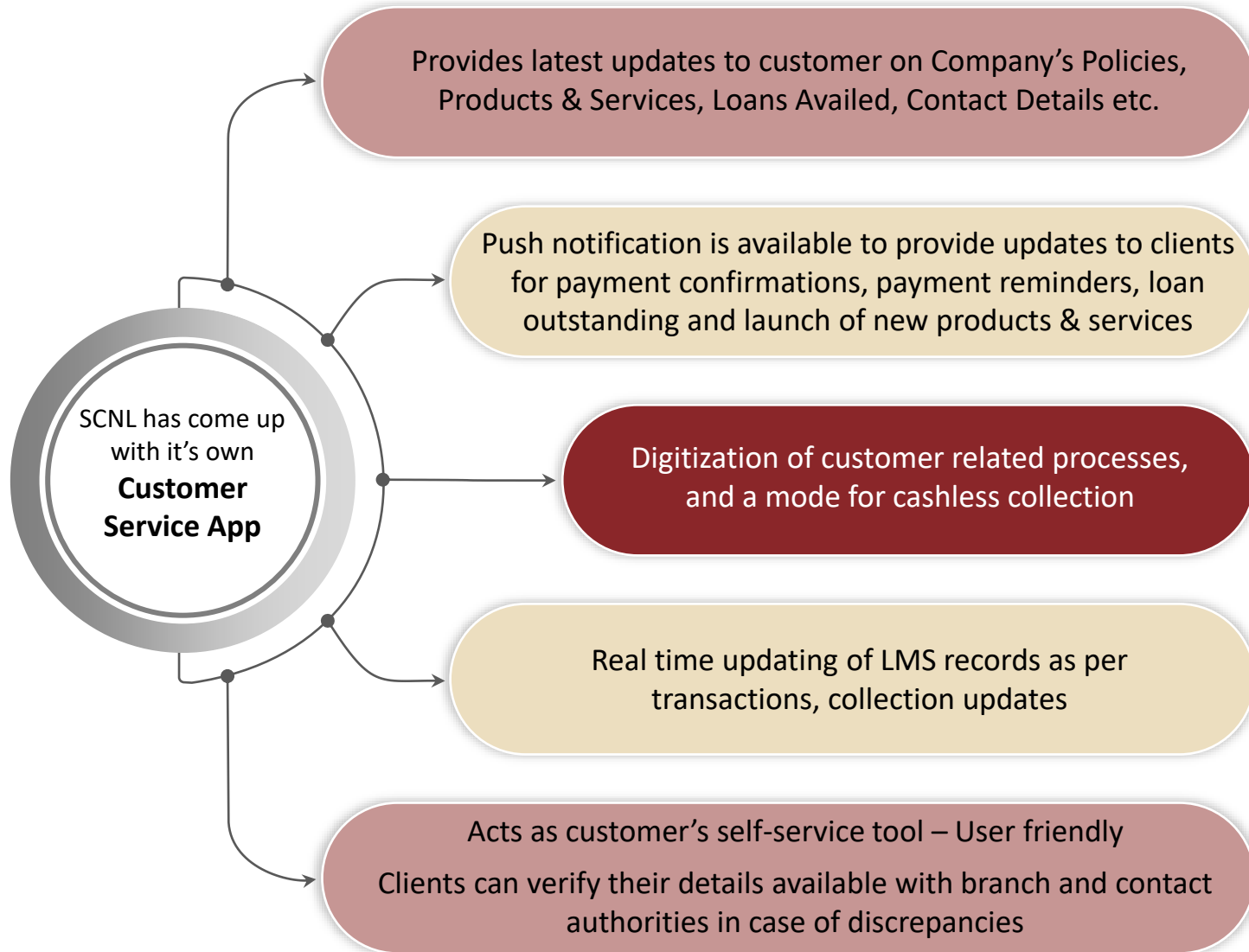
Purpose of new product:

- Rebuild income generation activities impacted due to COVID-19 & Amphan
- Reduced monthly cash outflow on loans for borrowers



Tele-collection activity by CSS in COVID-19 containment zones

Customer Service App (CSA)



Future of CSA...

- Acts a platform for digital payments, hence by ensuring digital literacy in Customer
- More Automated process within CSA to reduce dependency on branch staff
- Ensures improvement in data quality
- Eliminates the use of physical copies of loan documents provided to clients such as Loan cards
- Eliminates chances of staff fraud due to elimination of cash handling

Socially Responsible At The Time of COVID – 19



Activities done during COVID-19:



Contribution to **PM Cares Fund and CM Relied Fund in Assam**



Distribution of **Ration Kits and other essential items for Covid and Flood affected districts in Bihar**



Distribution of **Masks and other safety items**



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 33.2 lacs customers, 1,355 branches, 393 districts and 23 states, with Assets Under Management (AUM) of Rs. 8,119 crore for Q1FY21

Successfully closed Rights Issue of Rs. 120 crore in Aug'20, great response with oversubscription of 123%

GNPA at 2.4% and NNPA at -0.8%¹ in Q1FY21, despite difficult business environment; PCR stands at 130%

Percentage of Promoter pledge has gone down from 52.88% in Dec'18 to 8.9% as on date

Launched 'Customer Service App' for client connect and cashless collection, first in the industry to be able to do so

Having 76% exposure in rural India, which is immune to various macroeconomic challenges

Undergoing various measures for cost optimization, viz. branch and RO merger, staff optimization, operating leverage and cost reduction

'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

*Figures are on consolidated basis unless otherwise stated
1. For on-book portfolio, numbers are standalone*

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, 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
- 12% of collection via cashless mode in Jun'20, adopting entirely new and digital measures

Only lender to 58% clients at the time of disbursement for MFI lending

Book value per share at Rs. 281.89; Post rights issue of Rs. 120 crores with addition of 1.99 crore shares, Book Value per share will be Rs. 220.32

Awarded Companies with Great Manager award and National Best Employer Brands in NBFC Sector; Awarded 8th Rank In “Dream Companies to Work For”

Satin Housing Finance Ltd (SHFL), AUM of Rs. 144 crore, Standalone credit rating of CARE BBB (Stable). 9 active lenders including refinance facility from NHB

Taraashna Financial Services Ltd (TFSL) AUM at Rs. 677 crores, added two new BC partners

Satin Finserv Ltd, Satin's MSME arm, AUM of Rs. 118 Crore, Standalone credit rating of CARE BBB- (Stable). SFL too has been brought to own in-house software now

Figures are on consolidated basis unless otherwise stated

Corporate Overview Standalone – Q1FY21



Rs. **13** crore

PAT

0.7%

ROA

3.5%

ROE

31.09%

CRAR

Rs. **7,181** crore

GLP

Rs. **54** crore

Disbursement

23.3 '000

No. of Loans disbursed

1,117

Branches

Rs. **16,000**

Average Ticket Size

23

States & UTs

34.3 lacs

Loan Accounts Outstanding

Data for Q1FY21, RoA and RoE are calculated on annualized basis

Corporate Overview Consolidated – Q1FY21



Rs. **13** crore

PAT

0.7%

ROA

3.5%

ROE

Rs. **8,119** crore

GLP

Rs. **311** crore

Revenue

Rs. **150** crore

NII

1,355

Branches

23

States & UTs

33.2 lacs

Clients

Data for Q1FY21, RoA and RoE are calculated on annualized basis



What makes Satin a Compelling Investment Story

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

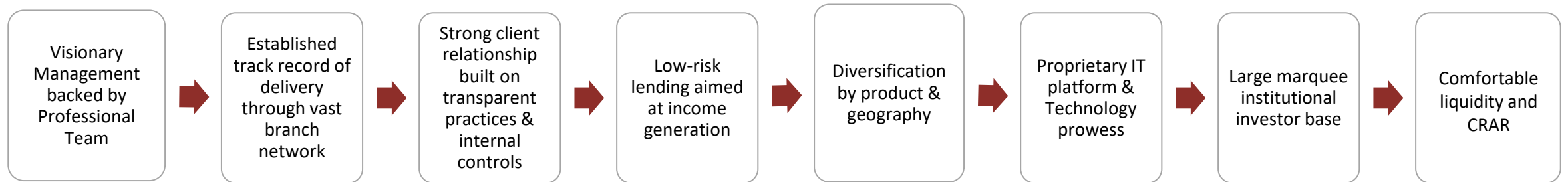
8. Successfully Handled Crisis During Legacy of 30 Years

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



Empowered 89,597 houses with clean energy products impacting 4.30 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

1. Leading MFI player with differentiated Product Offerings



	SCNL	Business Correspondent Services	Housing Finance	SME
Product features as on Jun'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	7	4	8
No. of Branches	1,114*	208	15	15
Gross Loan Portfolio (Rs. crore)	6,894 ⁽⁵⁾	677	144	118
No. of loan accounts	3,426,047	364,533	1,305	1,099
Avg. Ticket Size for Q1FY21	Rs. 16,000 (JLG)	-	Rs. 1,253,000	Rs. 457,000 (Retail) ⁽⁶⁾

Notes

(1) As on Jun'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. 287 crore other than MFI portfolio

(6) Average Ticket Size of Retail Financing is 4.57 lacs. Overall, the average ticket size of SFL is Rs. 10.7 lacs

*As of Q1FY21, there were 1,114 branches with Microfinance operations & 27 branches with MSME operations. Out of the 27 MSME branches, 24 of them also had microfinance operations & 3 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

Emergency Loan (Pragati)

Ticket Size :
Rs. 10,000 – Rs. 30,000

Tenure : 24 months

Eligibility Criteria

- Household Income: Rural-Rs. 1.25 Lacs & Urban/Semi-Urban- Rs. 2 Lacs
- Satin can be 3rd lender & 2nd MFI
- No loans given to delinquent customers

- Outstanding (incl. applied loan): <=1.0 Lacs
- CSS
- OTP validation

... 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

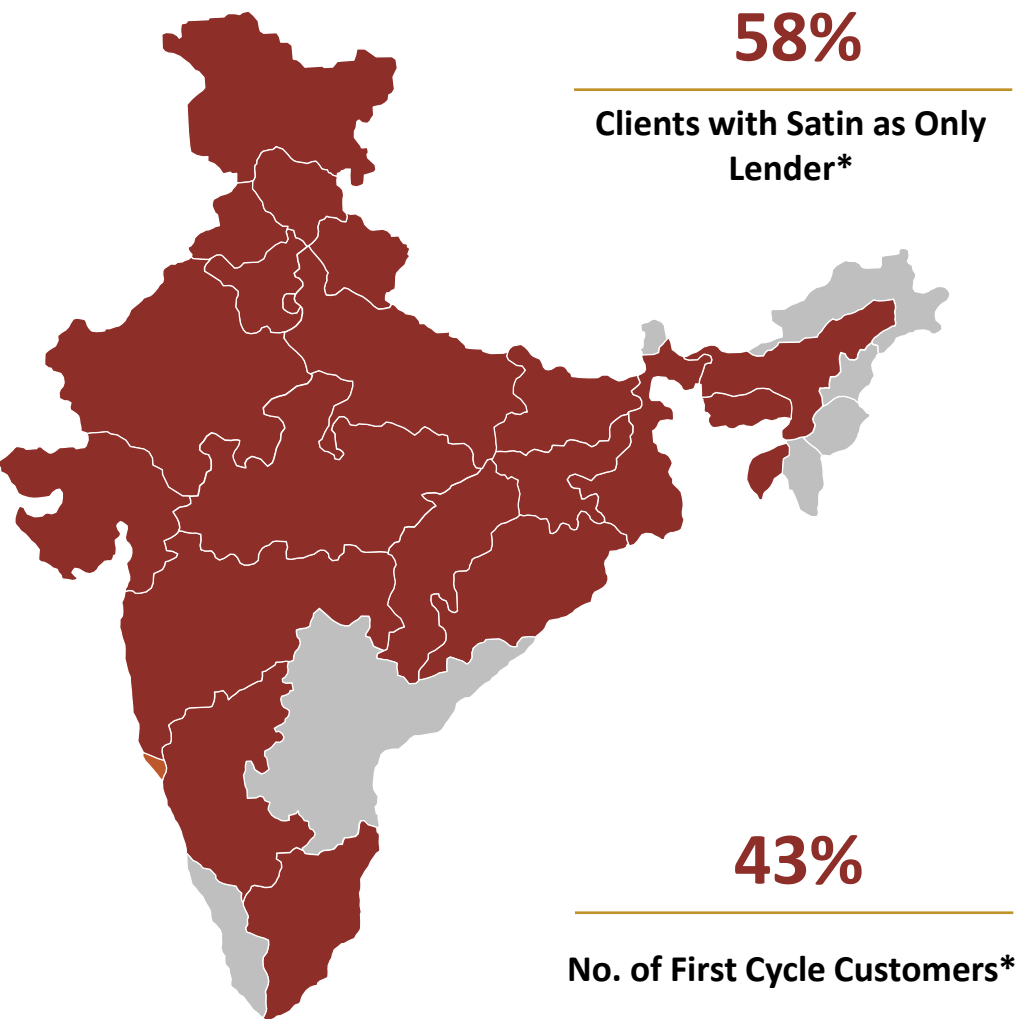
- Enhances the productivity and income generating potential of its clients
- Enables company to leverage its rural outreach
- Capitalizes on company's existing network and client base
- No incremental cost, thus the income directly adds up to the bottom line

Note: No. of loans disbursed during FY20



2. Diversified Geographical Presence

...serving ~33 lacs Customers across India



33.2 lacs

No. Of Active Clients

393

No. of Districts

68

No. of Regional Offices

7,475

No. of Loan Officers

37.9 lacs

No. of Loan Accounts

87,000+

No. of Villages

2.6 lacs

No. of Centres

11,700

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) Q1FY21
	FY16	Q1FY21	
UTTAR PRADESH	40.9%	23.0%	1,863
BIHAR	17.7%	16.2%	1,318
PUNJAB	12.7%	9.5%	771
MADHYA PRADESH	15.5%	9.1%	735
UTTARAKHAND	3.2%	2.0%	163
MAHARASHTRA	1.6%	1.0%	82
TOTAL	91.7%	60.7%	4,931

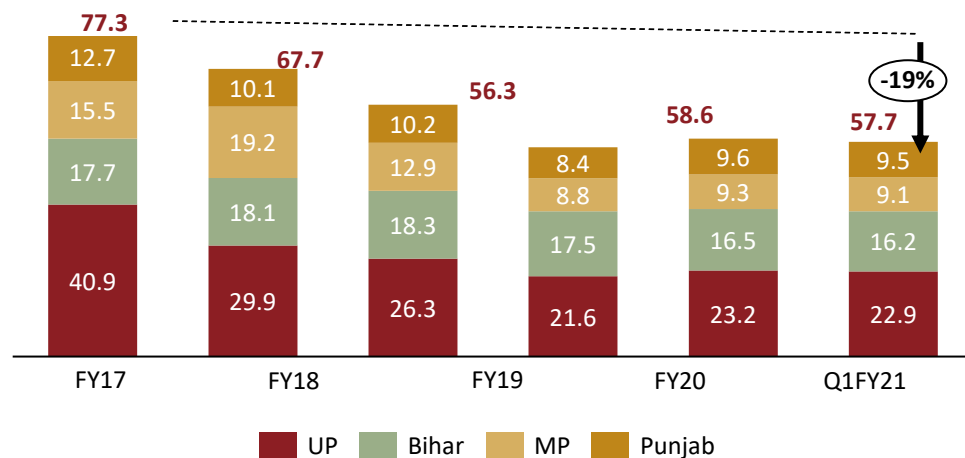
States	% of total GLP		GLP (Rs. crore) Q1FY21
	FY16	Q1FY21	
WEST BENGAL	0.1%	5.8%	467
RAJASTHAN	2.3%	5.5%	444
HARYANA	1.9%	3.7%	299
DELHI & NCR	2.0%	3.7%	299
GUJARAT	0.5%	3.5%	285
JHARKHAND	0.7%	2.1%	170
CHHATTISGARH	0.6%	1.1%	89
J&K	0.1%	0.1%	8
TOTAL	8.2%	25.4%	2,061

States	% of total GLP		GLP (Rs. crore) Q1FY21
	FY16	Q1FY21	
ASSAM	0.0%	4.7%	386
ORRISA	0.0%	3.4%	276
TAMIL NADU	0.0%	3.1%	253
KARNATAKA	0.0%	1.3%	108
TRIPURA	0.0%	1.0%	81
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%	13.9%	1,127

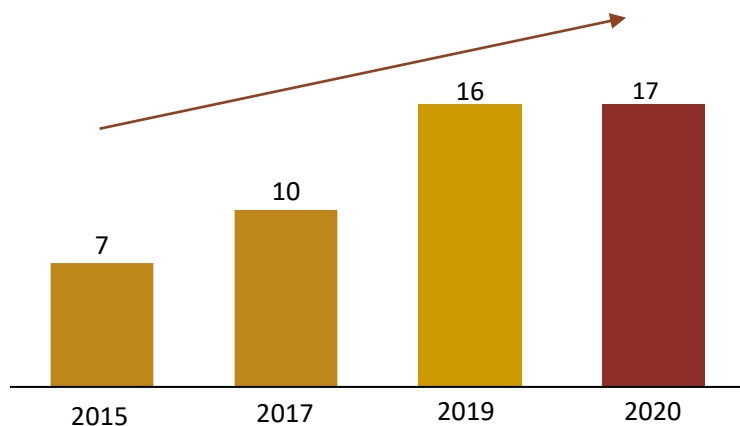
... And de-risking geographical concentration

To have become a PAN India Player

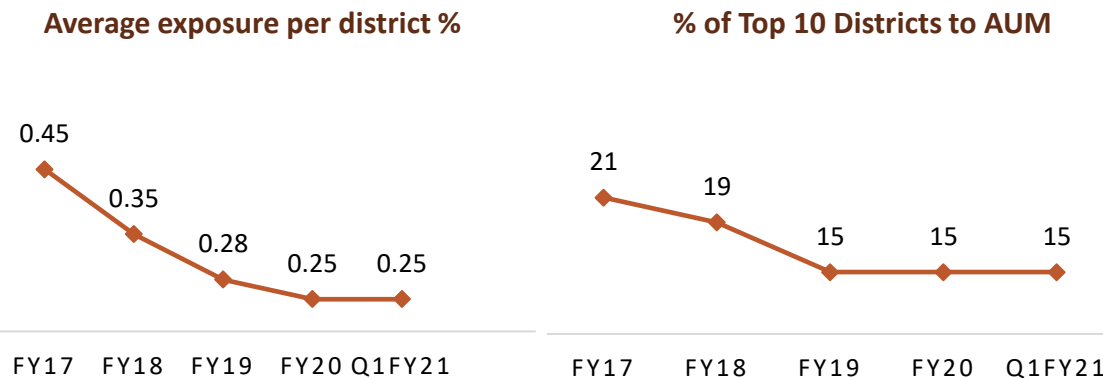
Share of Top 4 States Reduced from 77% to 58% over 4 years



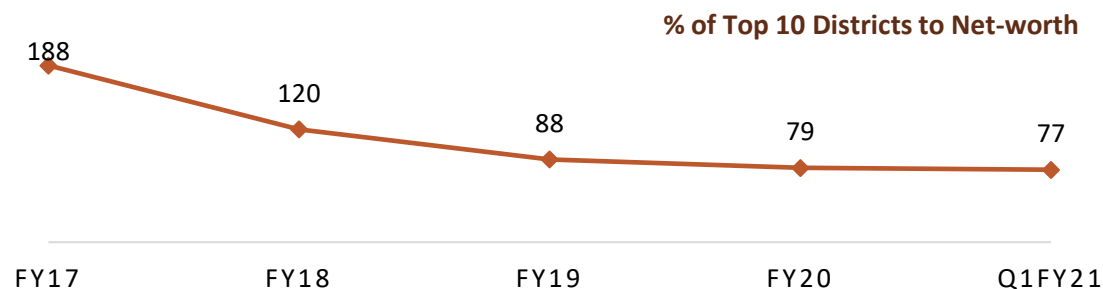
Number of States with more than 1% exposure of SATIN



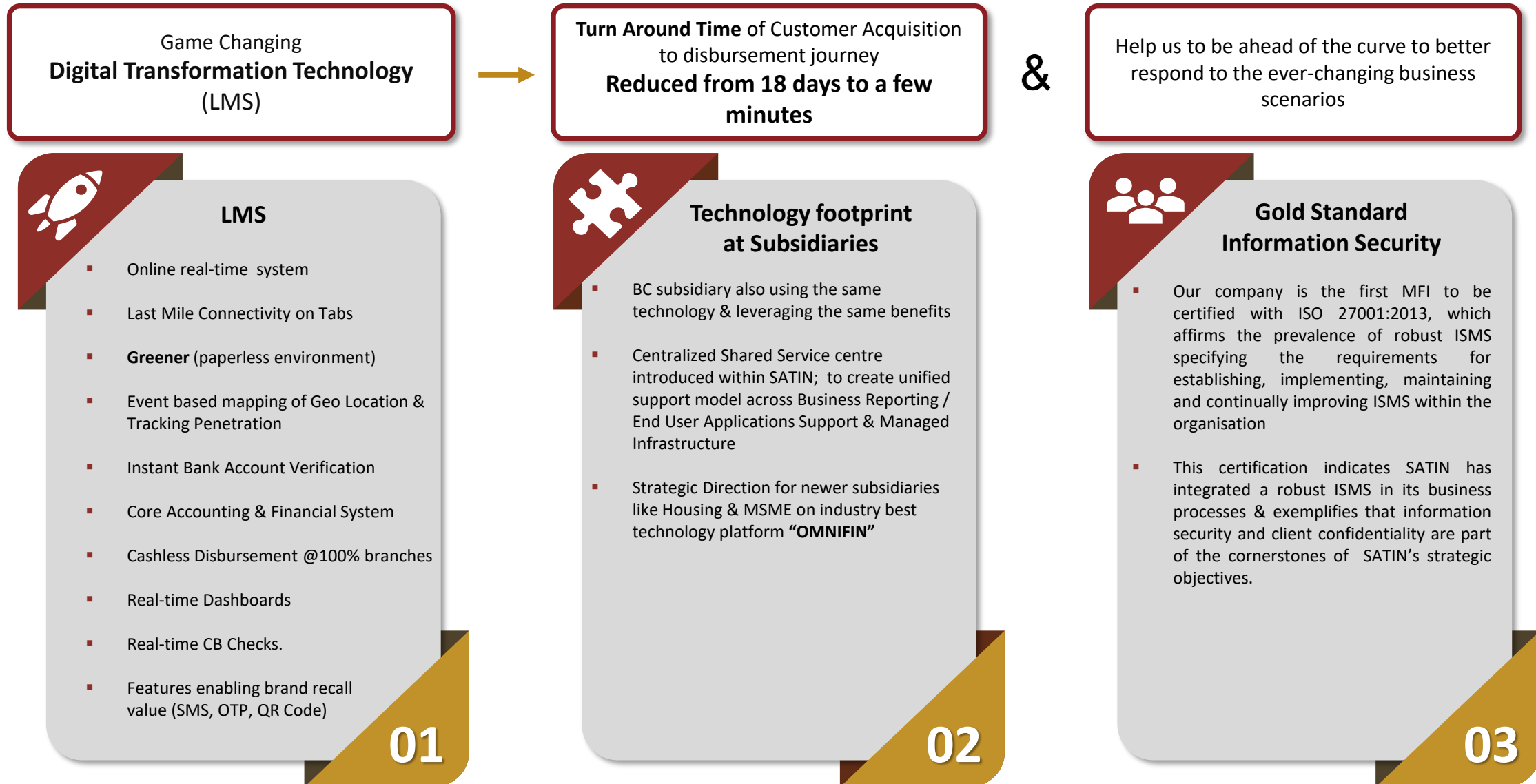
Limiting Exposure per district



Particulars	FY17	FY18	FY19	FY20	Q1FY21
No. of Districts - JLG	236	306	359	397	393
% of Districts with <1% exposure	88.1%	92.5%	96.4%	96.5%	96.4%
% of Districts with >2%	2.1%	1.0%	0.6%	0.5%	0.5%



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



Centralized Shared 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

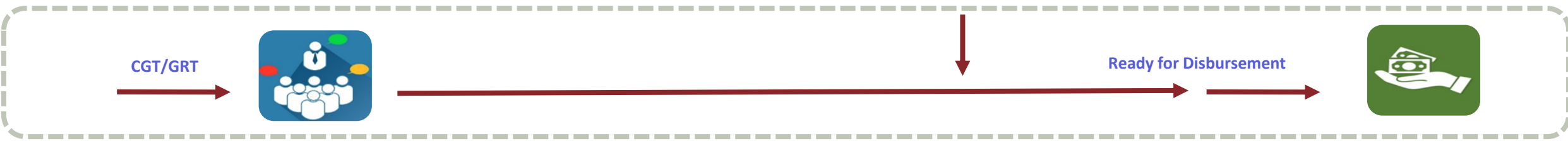
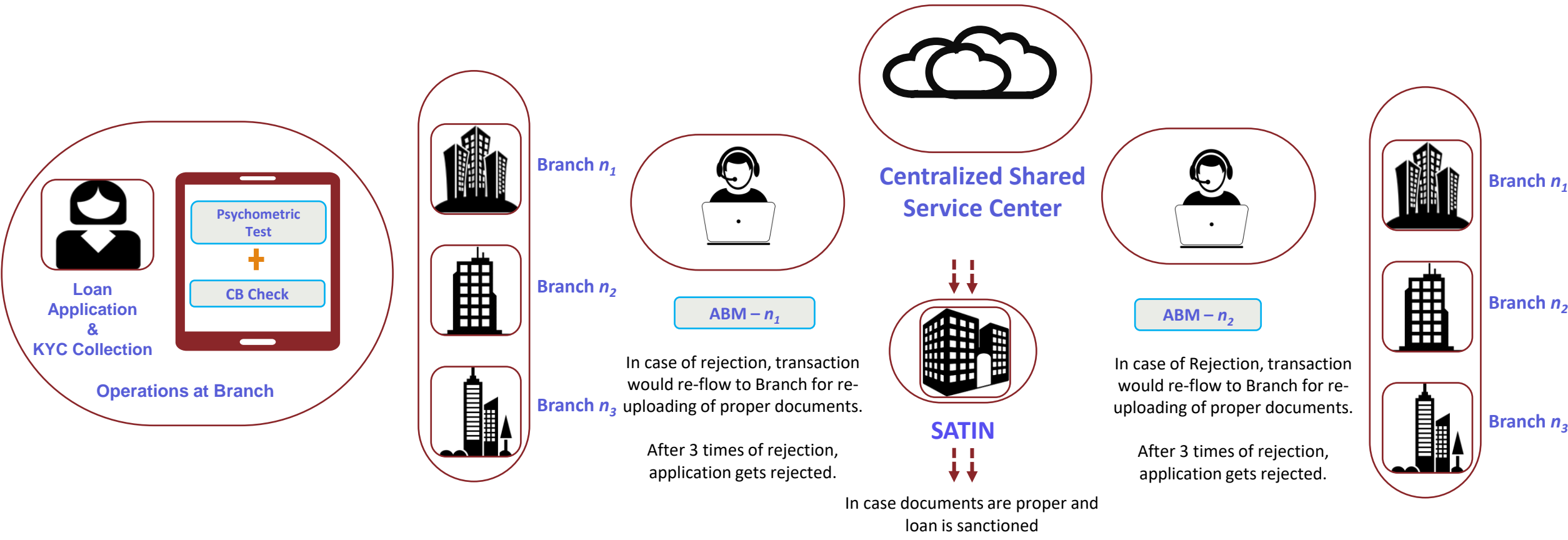
IVR

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

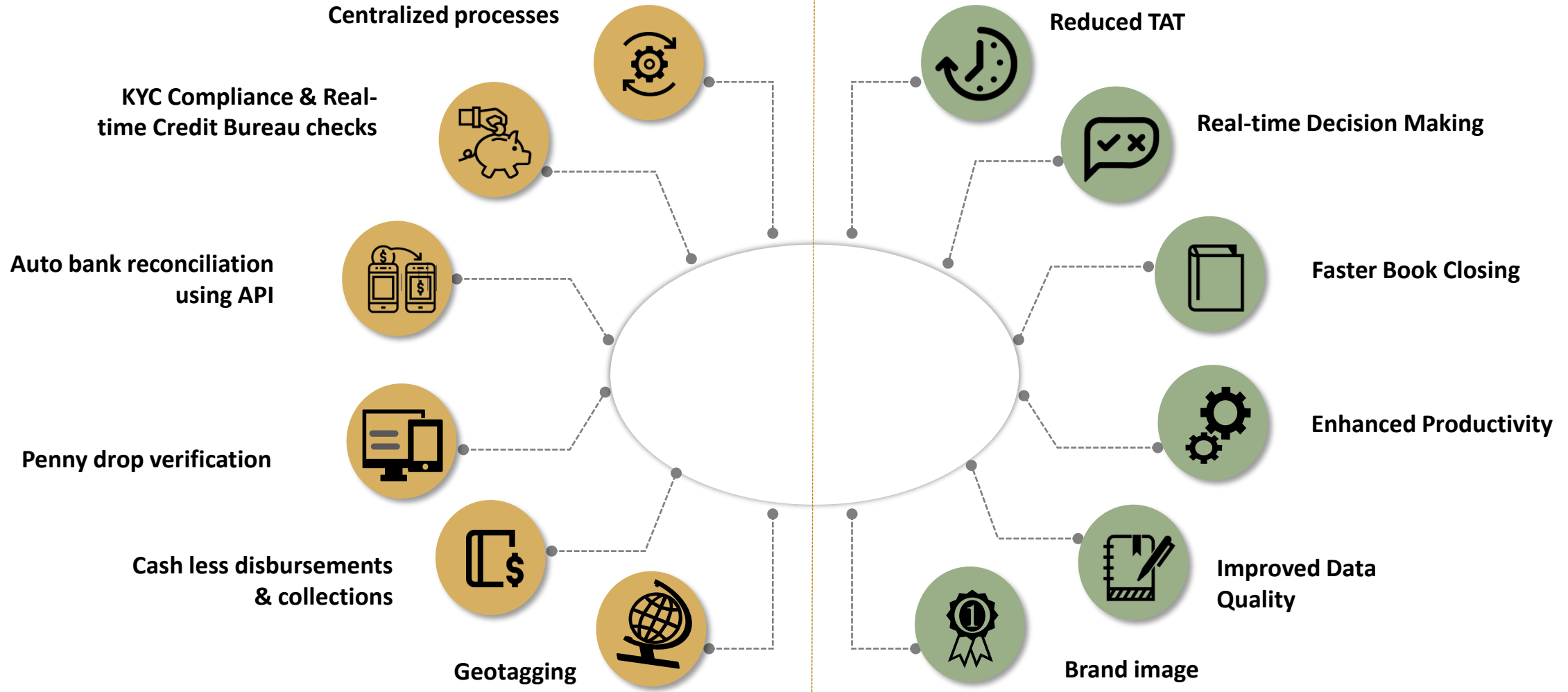


... leading to Operating Efficiency & Scalability



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

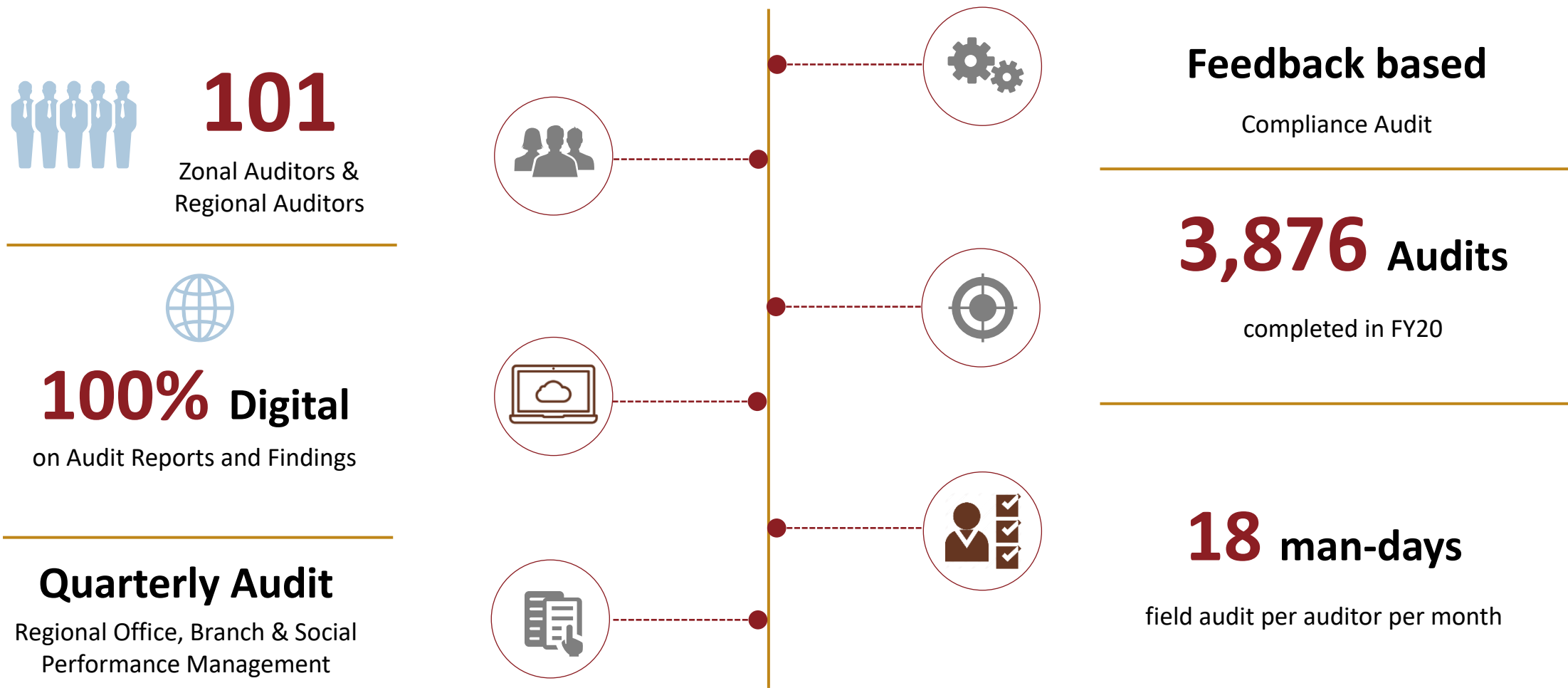


Account verification & Cashless Disbursements

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

...Full-fledged in-house Internal Audit

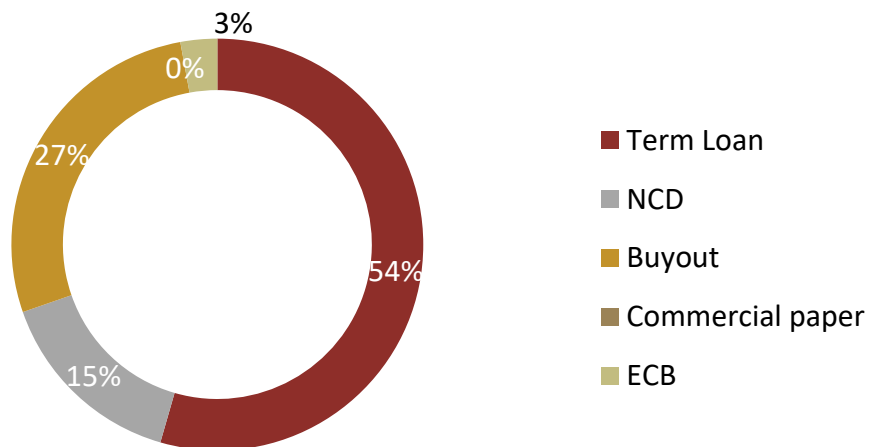
Full-fledged in-house Internal Audit



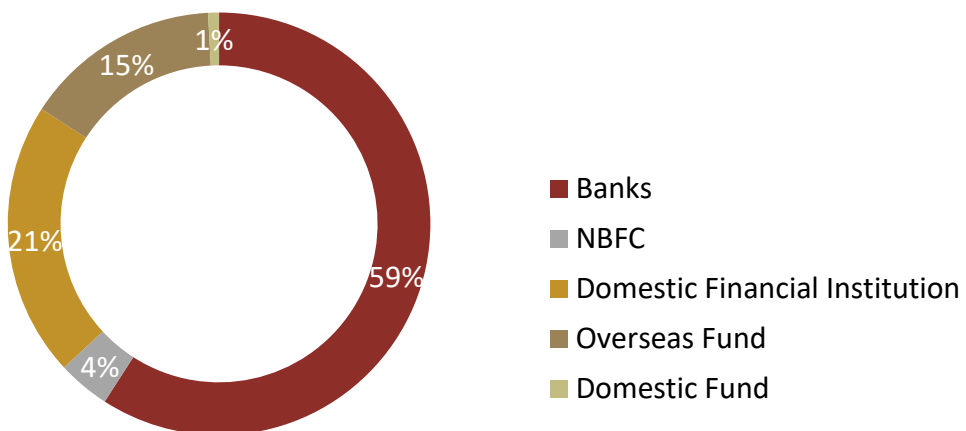
5. We have a well-diversified Liability Profile...

... insulated from Capital Market Turbulence

Product-wise Jun'20



Lender-wise Jun'20



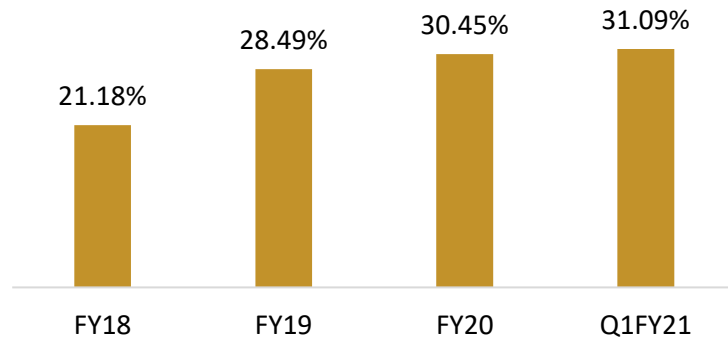
Large Lender Base
61 Active Lenders

Top 10 Funders	% Share as on 30 th Jun'20
NABARD	14%
State Bank of India	10%
Indian Bank	7%
SIDBI	6%
Standard Chartered Bank	4%
Bank of Baroda	4%
Bank of Maharashtra	4%
Blue Orchard Microfinance Fund	4%
IDFC First Bank	4%
HSBC	3%
Total of top 10 lenders	60%

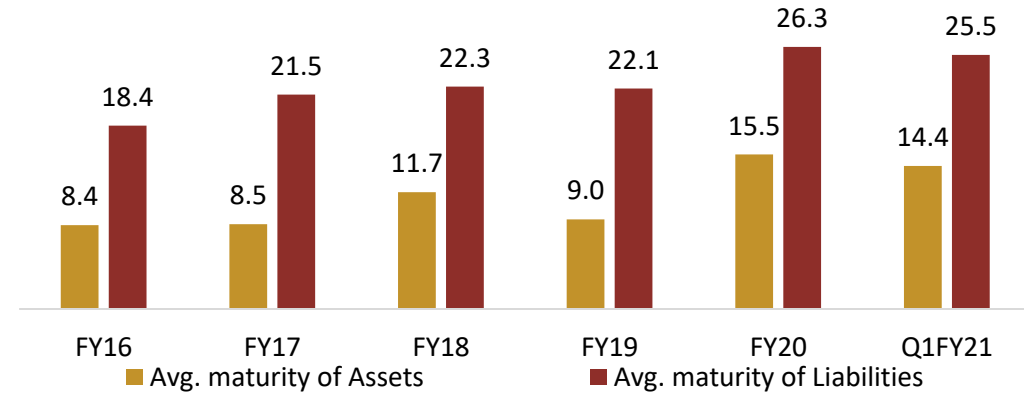
6. Strong Capitalization with Ample Liquidity



Healthy CRAR to support Growth Opportunities



Benefit of positive ALM continues

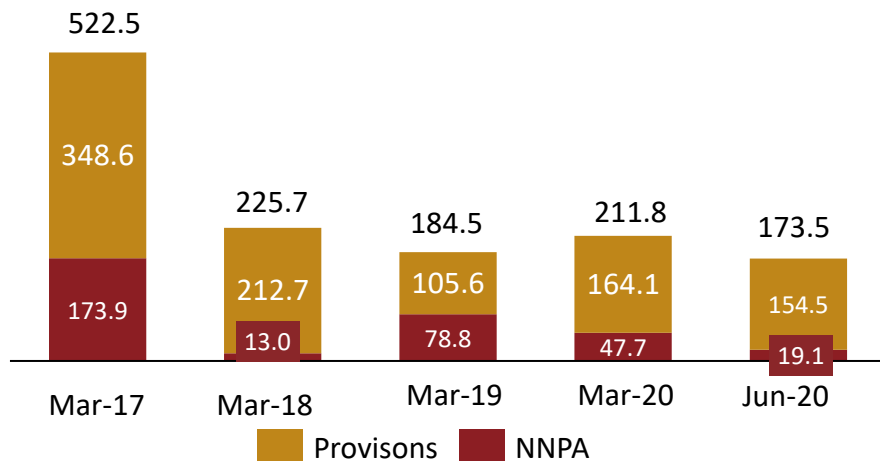


Static ALM as on 30 th Jun'20 (Rs. Crore)	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
Inflows							
Liquidity at the beginning of month*	1,652	1,434	1,423	1,462	1,537	1,646	1,652
Principal - Loan portfolio	237	197	239	250	239	223	1,386
Interest - Loan portfolio	54	61	77	77	71	65	405
Total (A)	1,943	1,692	1,739	1,789	1,848	1,934	3,443
Outflows							
Principal repayments	475	193	234	224	170	364	1,658
Interest repayments	35	76	44	29	31	48	263
Total (B)	509	268	278	252	201	412	1,921
Cumulative Mismatch (A-B)	1,434	1,423	1,462	1,537	1,646	1,522	1,522

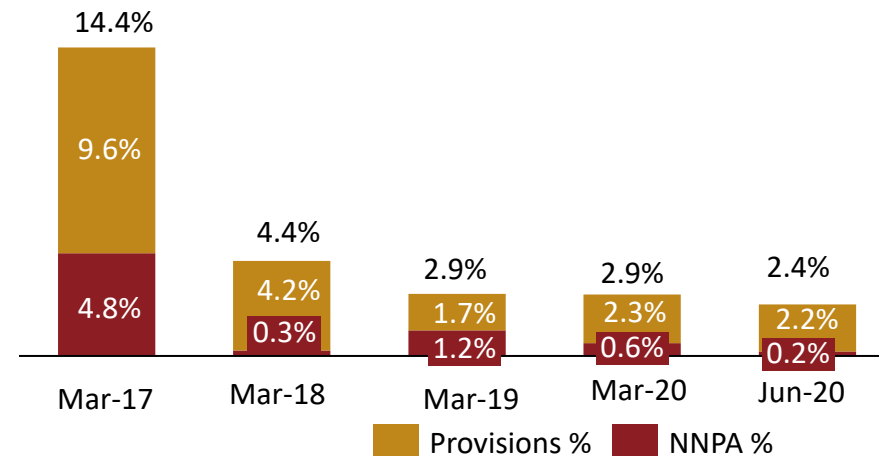
*Excluding margin money deposits Rs 248.4 crore lien with Lenders and undrawn sanction in hand Rs.1006 crore as on Jun'20; Principal repayments of only on-book portfolio are factored in the cashflows

... With improving asset quality

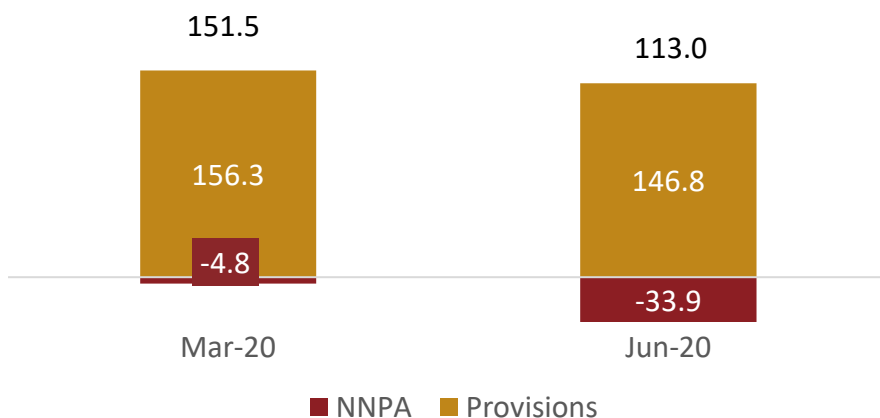
GNPA, Provisions & NNPA on AUM (Rs. crore)



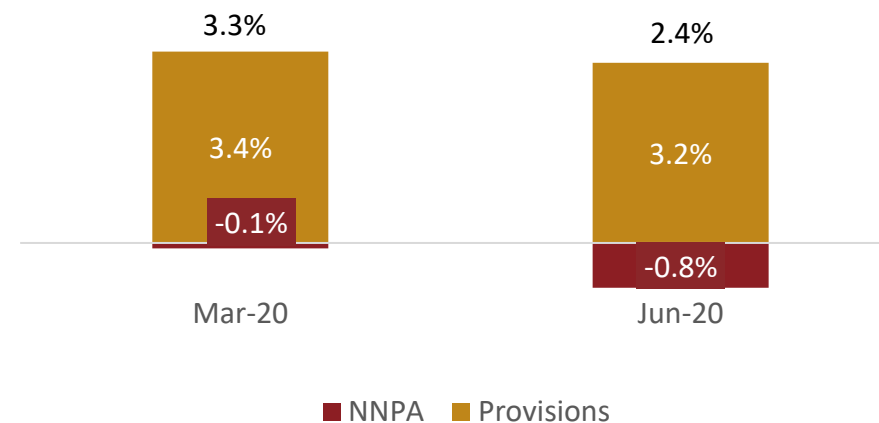
GNPA, Provisions & NNPA on AUM (%)



On-book Provisions & NNPA (Rs. crore)



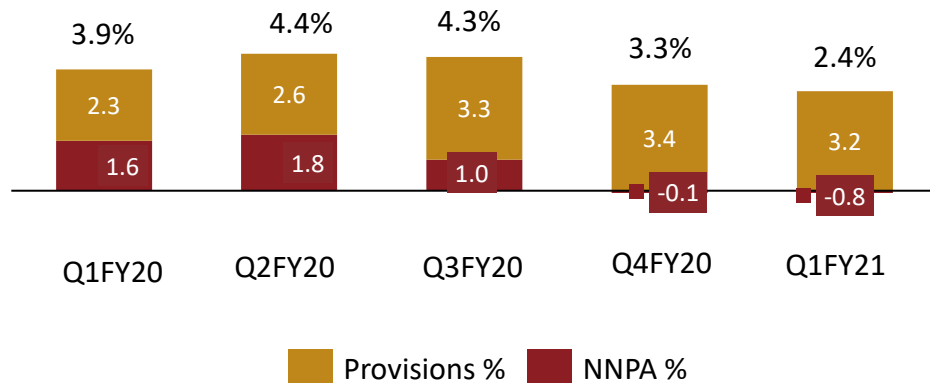
On-book Provisions & NNPA (%)



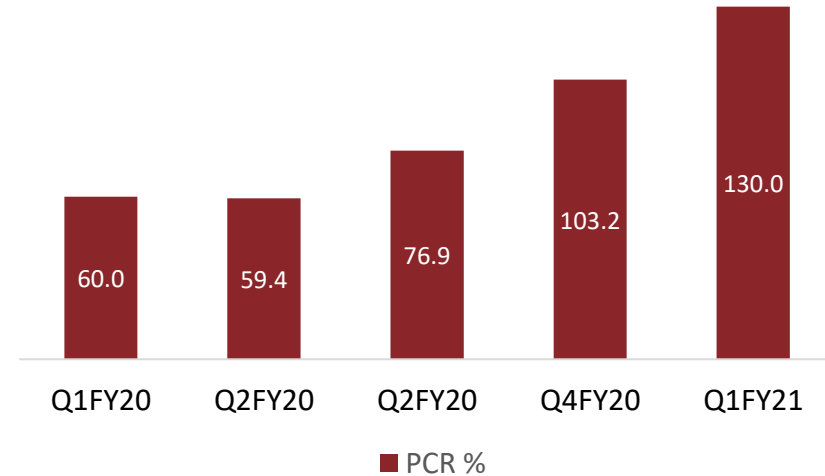
... With improving asset quality – Quarterly



On- book GNPA, Provisions & NNPA (%)



Provision Coverage Ratio (%)

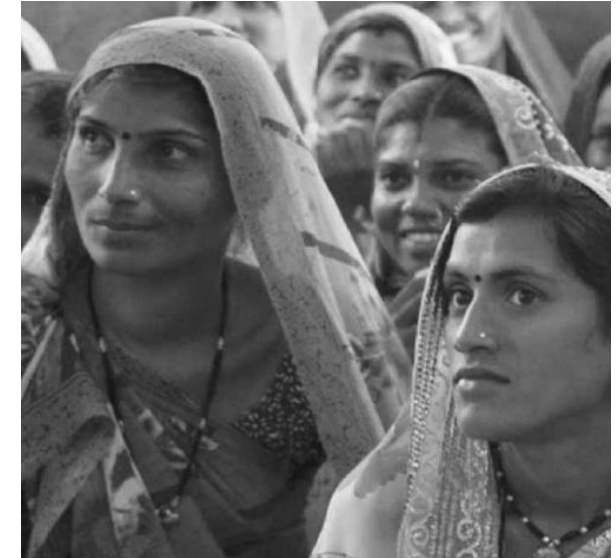


On- book PCR at 130% in June-20 is the highest in the last few years



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



14,275 (+22% Y-o-Y)

Branch Network

116,738 (+25% Y-o-Y)

Employee Base

3.2 crore (+19% Y-o-Y)

Total Clients

3.9 crore (+24% Y-o-Y)

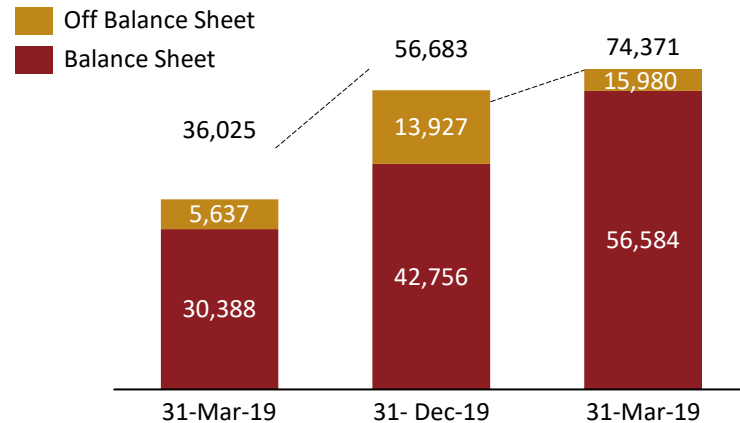
Total Loan Accounts

Rs. **27,754** (+15% Y-o-Y)

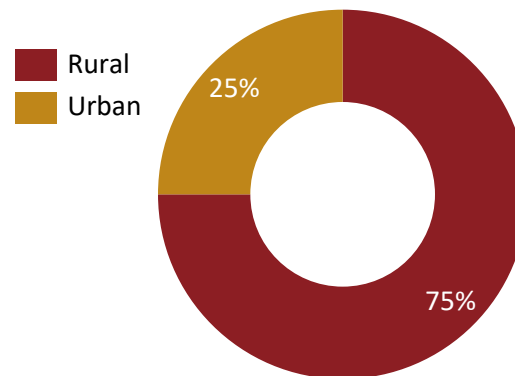
Average Ticket Size

Rs. **74,371 crore** (+31% Y-o-Y)

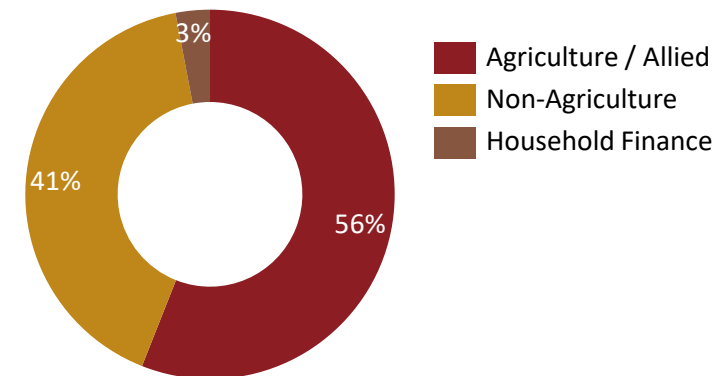
Assets Under Management (AUM)



Loan Portfolio (Rs. crore)



Breakup of GLP geography
(31st Mar' 2020)



Breakup of GLP purpose
(31st Mar' 2020)

Source: MFIN Micrometer March 2020, 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 92% of TFSL's total disbursement for Jun'20, 5% collection through cashless mode
- » TFSL has a low risk business model which is highly capital efficient
- » AUM stood at Rs. 677 crore, with presence across 7 states
- » The Company operates through 208 branches, has more than 3.6 lakh active loan clients

Satin Housing Finance Ltd (SHFL)

- » 100% retail book comprising of:
 - » Affordable home loans – 87%
 - » Loan against property – 13%
- » Excellent portfolio quality 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 98.84% and gearing of 1.41. Total equity stands at Rs. 80 crore
- » AUM Rs. 144 crore, with presence across 4 states with 1,305 customers
- » Standalone rating of BBB (Stable) from CARE
- » 9 active lenders including NHB refinance

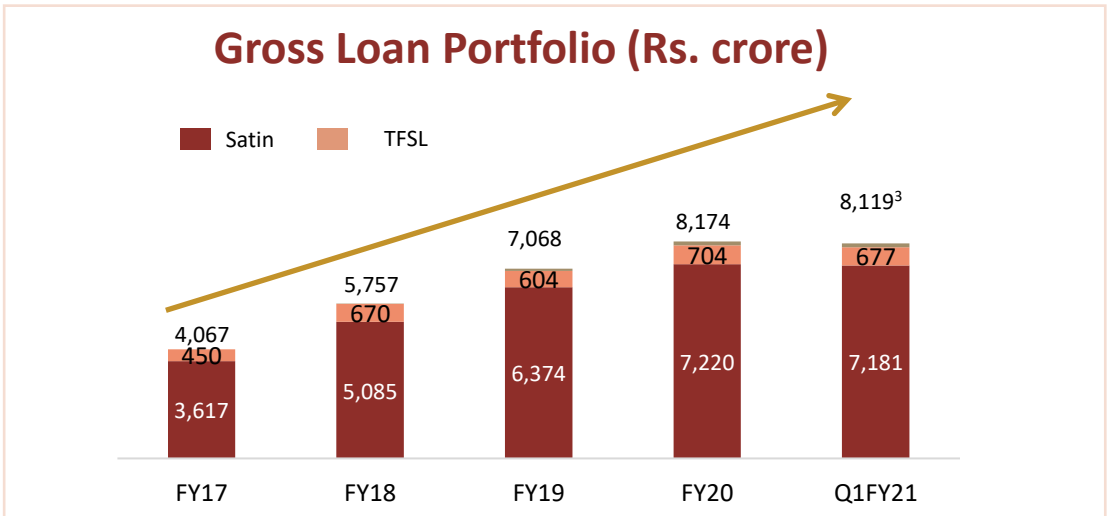
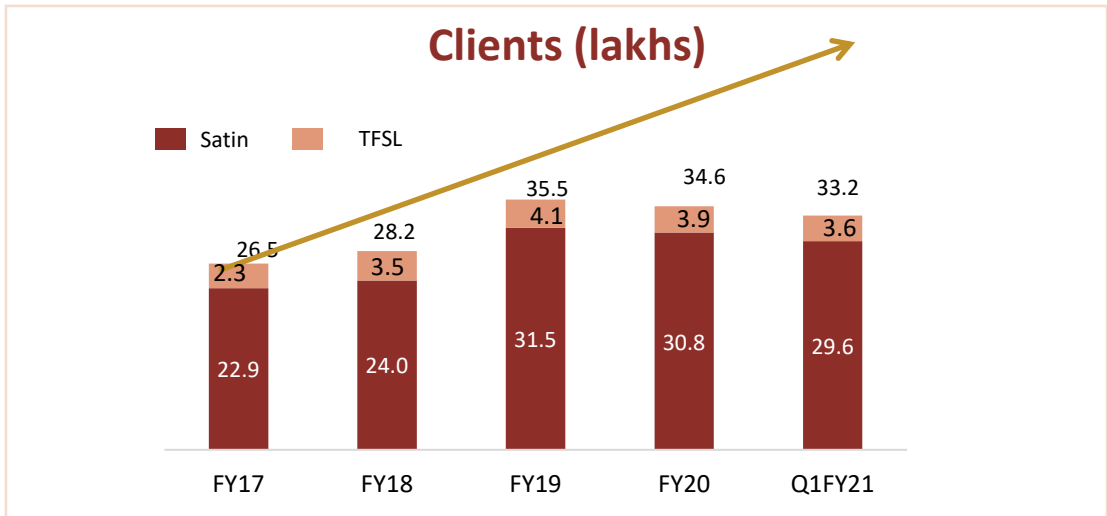
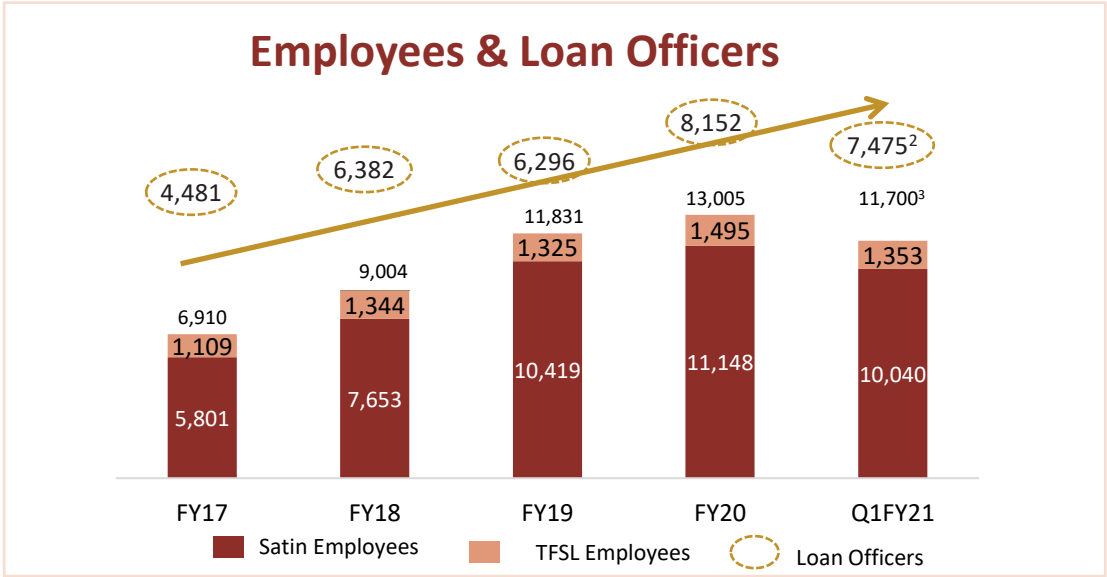
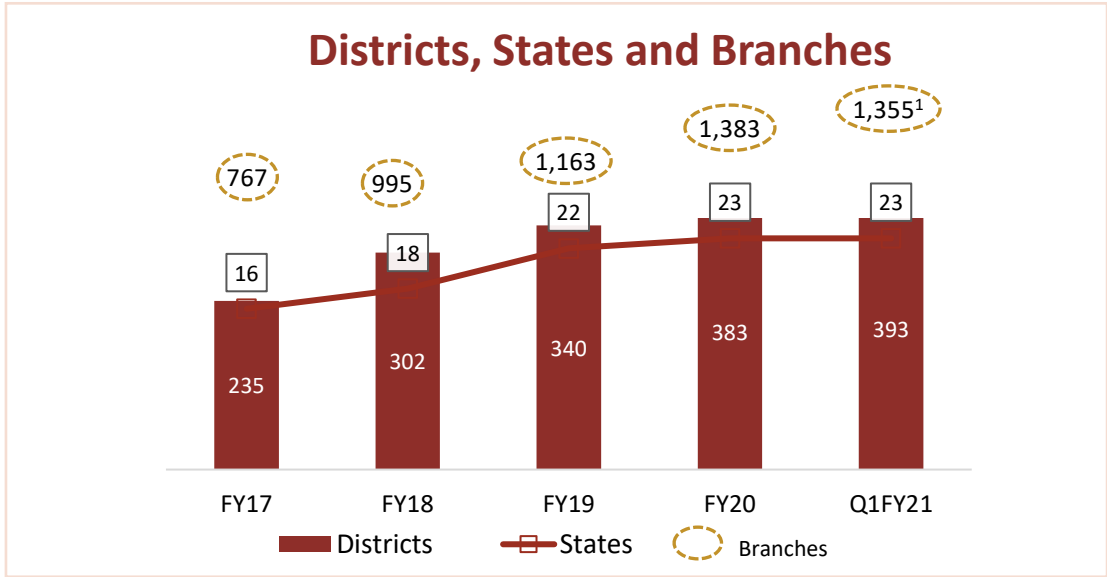
Satin Finserv Limited (SFL)

- » Incorporated in Aug'18, got license from RBI to start business in Jan'19
- » Standalone credit rating of CARE BBB- (Stable)
- » Gross Loan Portfolio of Rs. 118 crore in Q1FY21
- » CRAR for Q1FY21 is 88.08%
- » Total equity stands at Rs. 102.5 crore
- » Business focus on secured retail MSME lending, wholesale lending to small NBFC MFI and others
- » 15 Branches across 8 states with 1,099 active loan clients
- » SFL too has been moved to in-house software



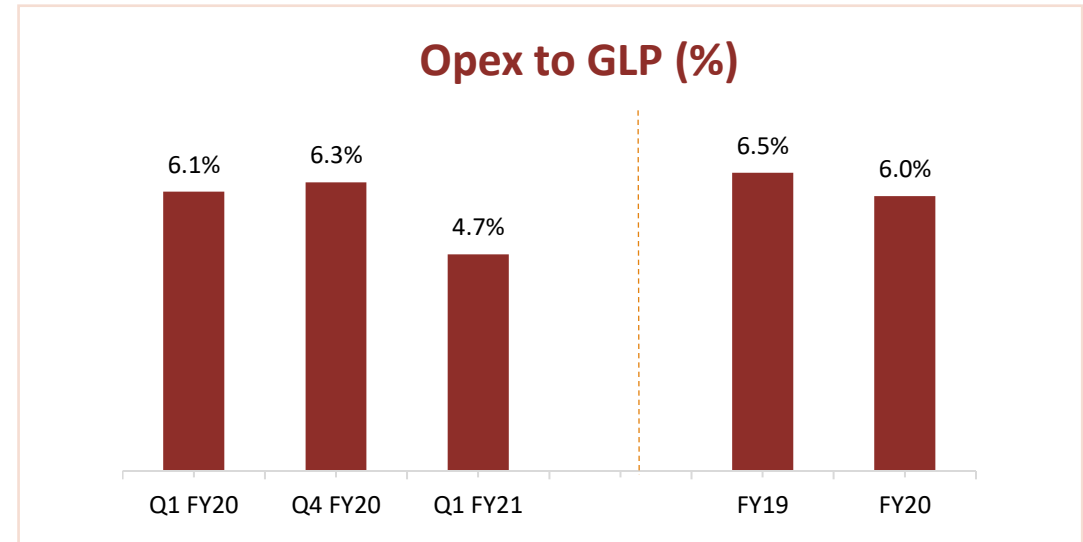
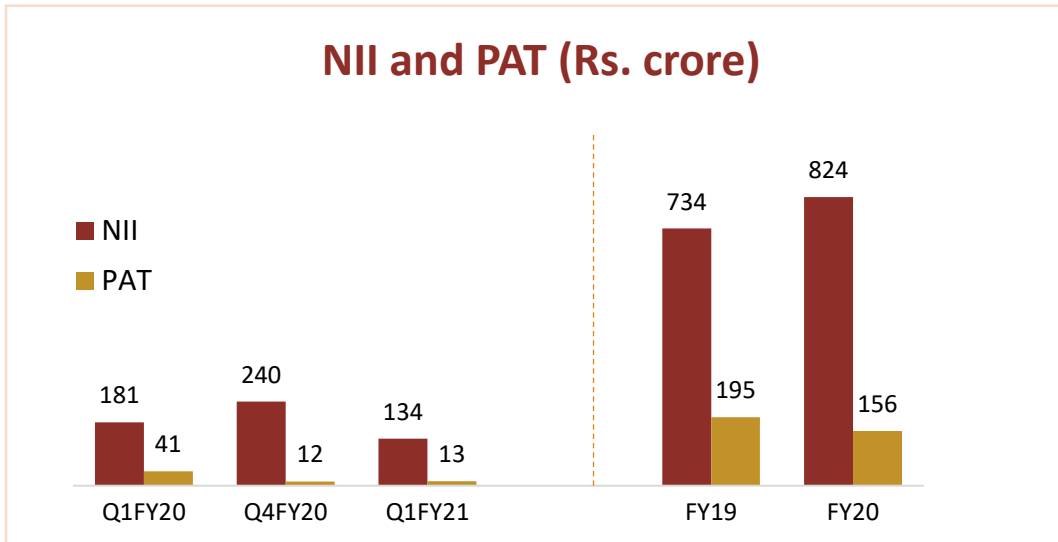
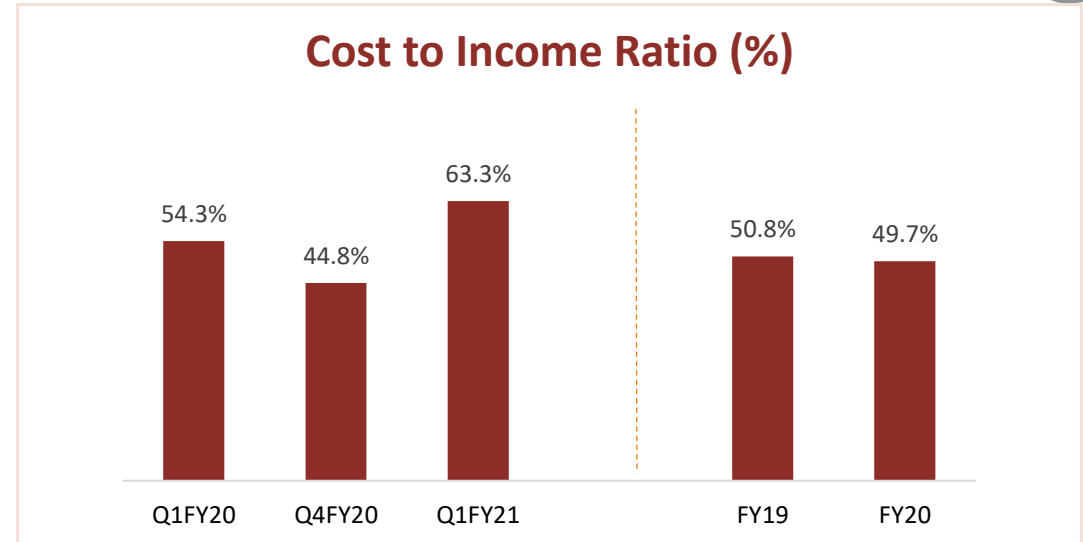
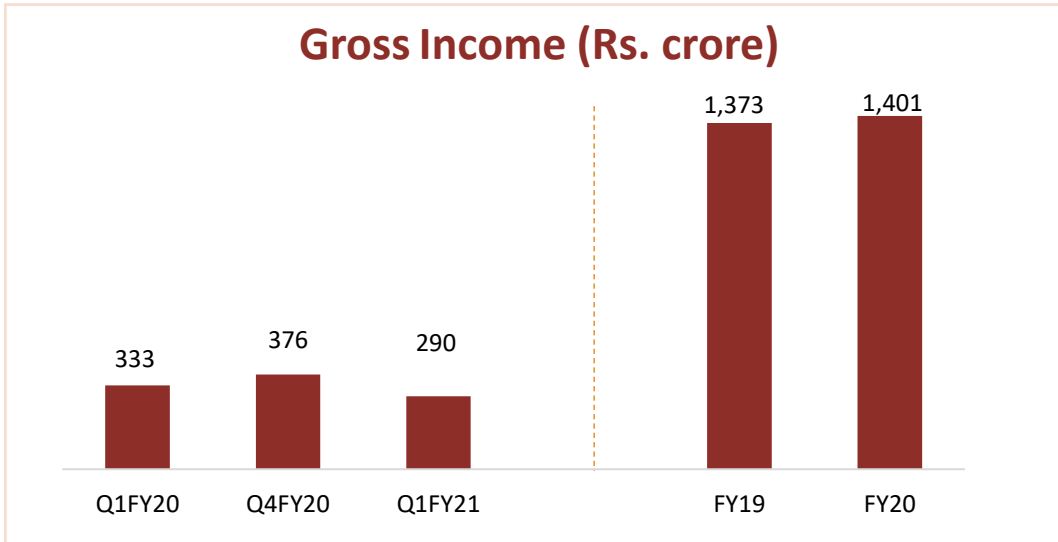
KEY FINANCIAL & OPERATIONAL METRICS

Key Operation Metrics



Note: (1) Data on Consolidated basis. On a standalone basis, the number of branches were 1,117; (2) Data on a consolidated basis. On a standalone basis the number of loan officers were 6,324; (3) Consolidated figures includes Satin Housing Finance Limited and Satin Finserv Ltd.

Key Standalone Financials





FINANCIAL & OPERATIONAL DETAILS (Consolidated)

Annexure – Business Details – Consolidated



Particulars	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ%
AUM (Rs. crore)	8,119	7,139	13.7%	8,174	-0.7%
On-Book AUM*	4,653	4,344	7.1%	4,621	0.7%
Securitization	46	246	-81.3%	46	-0.1%
Assignment	2,009	1,475	36.2%	2,056	-2.3%
Business Correspondence	519	648	-19.9%	543	-4.5%
TFSL - Business Correspondence	677	542	24.9%	704	-3.8%
SHFL - Housing Finance	144	101	42.5%	139	3.4%
SFL	118	30	-299.3%	111	6.4%
AUM Mix (Rs. crore)	8,119	7,139	13.7%	8,174	-0.7%
MFI Lending	6,349	5,523	14.9%	6,380	-0.5%
Product Financing	26	9	194.7%	30	-12.1%
MSME	287	287	-0.1%	267	7.4%
Business Correspondence - IndusInd Bank	519	648	-19.9%	543	-4.5%
TFSL - Business Correspondence	677	542	24.9%	704	-3.8%
SHFL - Housing Finance	144	101	42.5%	139	3.4%
SFL	118	30	299.3%	111	6.4%
No. of Branches	1,355	1,228	10.3%	1,383	-2.0%
SCNL	1,117	1,024	9.1%	1,140	-2.0%
TFSL	208	186	11.8%	213	-2.3%
SHFL	15	6	150.0%	15	0.0%
SFL	15	12	25.0%	15	0.0%

*includes securitization, differences due to rounding off

Annexure – Business Details – Consolidated



Particulars	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ%
No. of Employees	11,700	11,085	5.5%	13,005	-10.0%
SCNL	10,040	9,555	5.1%	11,148	-9.9%
TFSL	1,353	1,342	0.8%	1,495	-9.5%
SHFL	185	106	74.5%	216	-14.4%
SFL	122	82	48.8%	146	-16.4%
No. of Loan Officers	7,475	7,023	6.4%	8,152	-8.3%
SCNL	6,324	5,992	5.5%	6,863	-7.9%
TFSL	948	935	1.4%	1,068	-11.2%
SHFL	94	54	74.1%	106	-11.3%
SFL	109	42	159.5%	115	-5.2%
No. of Active Clients	3,323,727	3,604,373	-7.8%	3,458,304	-3.9%
SCNL	2,956,790	3,226,519	-8.4%	3,082,146	-4.1%
TFSL	364,533	376,746	-3.2%	373,779	-2.5%
SHFL	1,305	829	57.4%	1,266	3.1%
SFL	1,099	279	293.9%	1,113	-1.3%
Average Ticket Size					
MFI Lending (SCNL)	16,000	29,000	-44.8%	37,000	-56.8%
Product Financing (SCNL)	2,050	3,722	-44.8%	4,200	-51.1%
TFSL	23,900	28,600	-16.4%	31,200	-23.4%
SHFL	1,253,000	1,386,000	-9.6%	1,257,000	-0.3%
SFL	1,074,000	622,900	72.4%	997,000	7.7%

Annexure – P&L Statement – Consolidated



Particulars (Rs. crore)	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ %	FY20	FY19	YoY%
Revenue								
Interest and Fee Income	258	249	3.6%	257	0.4%	994	1,116	-11.0%
DA Income	14	39	-64.9%	85	-83.9%	236	133	76.9%
Treasury Income	20	30	-34.0%	23	-12.8%	117	95	23.7%
BC Fees	12	31	-61.7%	35	-65.9%	127	87	45.9%
Other Operating Income	7	4	67.0%	10	-26.0%	29	13	117.8%
Total Revenue	311	353	-12.1%	409	-24.1%	1,503	1,445	4.0%
Expenses								
Finance Cost	160	154	4.2%	139	15.1%	589	642	-8.3%
Employee Benefit Expenses	79	86	-8.0%	90	-12.0%	351	305	15.0%
Credit Cost & FLDG for BC	33	20	68.5%	127	-73.9%	223	58	280.8%
Other Expenses	17	25	-32.7%	30	-43.5%	111	110	0.5%
Depreciation and amortization expense	4	4	-2.6%	5	-25.4%	18	13	40.2%
Total Expenses	293	289	1.6%	391	-25.0%	1,292	1,129	14.4%
Profit Before Tax	17	65	-73.3%	18	-5.0%	212	316	-33.0%
Tax expense	4	23	-81.3%	5	-11.7%	57	114	-50.4%
Profit after Tax	13	41	-68.8%	13	-2.4%	155	201	-23.1%
Other comprehensive income net of taxes	5	8	-35.4%	33	-83.7%	45	25	78.1%
Total Comprehensive Income	18	49	-63.0%	46	-60.8%	200	227	-11.9%



FINANCIAL & OPERATIONAL DETAILS (Standalone)

Annexure - Operational Details – Standalone (Quarterly)



Particulars	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ %
Gross AUM (Rs. crore)	7,181	6,467	11.0%	7,220	-0.5%
No. of districts	305	350	-12.9%	383	-20.4%
No. of branches	1,117	1,024	9.1%	1,140	-2.0%
No. of States of operation	23	22	4.5%	23	0.0%
No. of Employees	10,040	9,555	5.1%	11,148	-9.9%
No. of Loan Officers	6,324	5,992	5.5%	6,863	-7.9%
No. of Loan accounts	3,427,761	3,781,085	-9.3%	3,615,690	-5.2%
Disbursement during the period (Rs. crore)	54	1,806	-97.0%	2,516	-97.9%
No. of loans disbursed during the period	23,331	632,825	-96.3%	726,661	-96.8%

Particulars	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ %
Productivity Metrics for MFI lending					
Gross AUM/ Branch (Rs. crore)	6.2	6.1	1.7%	6.1	1.0%
Gross AUM/ Loan Officer (Rs. crore)	1.1	1.0	5.4%	1.0	7.7%
Disbursement/ Branch (Rs. crore)	0.0	1.7	-98.1%	2.2	-98.5%
Disbursement/ Loan Officer (Rs. crore)	0.0	0.3	-98.0%	0.4	-98.4%
No. of Clients/ Branch	2,569	3,135	-18.1%	2,627	-2.2%
No. of Clients/ Loan Officer	453	533	-15.0%	434	4.4%
Average Ticket Size (Rs.)	16,000	29,000	44.8%	37,000	-56.8%

Annexure - Financial Performance – Standalone



Particulars (Rs. crore)	Q1FY21	Q1FY20	Q4FY20	FY20	FY19
Gross yield ⁽¹⁾	16.08%	20.74%	22.07%	20.61%	23.97%
Financial Cost Ratio ⁽²⁾	8.64%	9.45%	7.95%	8.49%	11.15%
Net Interest Margin ⁽³⁾	7.44%	11.29%	14.12%	12.12%	12.81%
Operating Expense ratio ⁽⁴⁾	4.72%	6.13%	6.32%	6.02%	6.51%
Loan Loss Ratio ⁽⁵⁾	1.76%	1.12%	6.81%	2.97%	0.96%
RoA ⁽⁶⁾	0.72%	2.46%	0.72%	2.26%	3.01%
RoE ⁽⁸⁾	3.52%	13.50%	3.49%	12.00%	19.08%
Leverage (Total Debt ⁽⁷⁾ / Total Net Worth)	3.62	3.91	3.72	3.72	4.55
Cost to Income Ratio	63.34%	54.28%	44.76%	49.66%	50.83%

Asset Quality	Q1FY21	Q1FY20	Q4FY20	FY20	FY19
GNPA %	2.4	2.8	2.9	2.9	2.9
ECL as % of AUM	2.2	1.7	2.3	2.3	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)	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ %	FY20	FY19	YoY%
Revenue								
Interest and Fee Income	248	245	1.1%	247	0.4%	966	1,113	-13.2%
DA Income	14	39	-64.9%	85	-83.9%	236	133	76.9%
Treasury Income	19	28	-31.2%	21	-8.4%	112	91	22.0%
BC Income	3	16	-79.9%	14	-75.8%	62	25	148.9%
Other Operating Income	5	4	30.5%	9	-39.4%	25	11	135.3%
Total Revenue	290	333	-13.0%	376	-22.9%	1,401	1,373	2.0%
Expenses								
Finance Cost	156	152	2.5%	135	15.4%	577	639	-9.7%
Employee Benefit Expenses	67	73	-8.6%	75	-11.7%	297	265	12.0%
Credit Cost & FLDG for BC	32	18	77.5%	116	-72.6%	202	55	264.7%
Other Expenses	15	22	-32.3%	28	-47.1%	97	97	0.4%
Depreciation and amortization expense	3	3	-3.2%	5	-25.5%	15	11	34.3%
Total Expenses	272	268	1.6%	359	-24.1%	1,188	1,067	11.3%
Profit Before Tax	17	65	-73.3%	17	2.4%	213	306	-30.3%
Tax expense	5	24	-80.9%	4	1.1%	57	111	-48.6%
Profit After Tax	13	41	-68.9%	12	2.9%	156	195	-19.9%
Other comprehensive income net of taxes	5	8	-35.9%	33	-83.7%	45	25	77.5%
Total Comprehensive Income	18	50	-63.4%	46	-60.0%	201	220	-8.8%



FINANCIAL & OPERATIONAL DETAILS (Subsidiaries)

Annexure - P&L Statement – TFSL



Particulars (Rs. crore)	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ %	FY20	FY19	YoY%
Revenue								
Total Revenue	10.4	16.2	-35.7%	22.2	-53.0%	69.8	68.3	2.2%
Expenses								
Finance Cost	0.9	0.5	87.7%	0.8	21.9%	3.2	2.5	28.4%
Employee Benefit Expenses	8.5	9.9	-14.3%	9.4	-9.0%	38.3	35.3	8.3%
Credit Cost	0.8	2.0	-60.4%	4.2	-80.9%	13.4	5.7	133.5%
Other Expenses	1.6	2.1	-25.4%	7.7	-79.5%	14.4	11.1	29.6%
Depreciation and amortization expense	0.4	0.4	-5.7%	0.4	-14.5%	1.7	1.1	58.5%
Total Expenses	12.2	15.0	-18.5%	22.5	-45.7%	71.0	55.7	27.3%
Profit Before Tax	-1.8	1.2	-246.8%	-0.3	517.7%	-1.2	12.6	-109.5%
Tax expense	-0.5	0.4	-222.5%	0.1	-590.0%	-0.2	4.1	-104.6%
Profit After Tax	-1.3	0.8	-258.7%	-0.4	233.7%	-1.0	8.4	-111.9%
Other comprehensive income net of taxes	0.0	0.0	-	0.2	-	0.3	0.1	304.3%
Total Comprehensive Income	-1.3	0.8	-258.7%	-0.2	744.0%	-0.7	8.5	-108.9%

Annexure - P&L Statement – SHFL



Particulars (Rs. crore)	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ %	FY20	FY19	YoY%
Revenue								
Interest and Fee Income	5.1	3.2	56.0%	5.1	-1.0%	16.8	4.5	277.4%
Treasury Income	0.4	0.3	42.9%	0.6	-26.2%	1.9	1.0	83.4%
Other income	0.1	0.2	-4.1%	0.8	-81.5%	2.3	1.6	43.1%
Total Revenue	5.7	3.7	52.4%	6.5	-13.2%	21.0	7.1	196.9%
Expenses								
Finance cost	3.3	1.4	128.9%	2.9	13.2%	8.3	1.1	651.0%
Employee benefit expenses	2.4	2.1	12.1%	3.1	-23.3%	9.7	4.8	102.0%
Credit Cost	0.1	0.1	-26.4%	0.9	-92.7%	1.2	0.3	285.6%
Other expenses	0.4	0.8	-47.4%	0.0	1141.6%	2.5	2.3	9.5%
Depreciation and amortization expenses	0.1	0.1	-5.0%	0.1	-39.9%	0.5	0.1	413.3%
Total Expenses	6.2	4.5	37.3%	7.1	-12.6%	22.2	8.6	158.7%
Profit Before Tax	-0.5	-0.8	-32.5%	-0.6	-4.9%	-1.2	-1.5	-18.6%
Tax expense	-0.2	-0.2	-26.2%	-0.1	37.3%	-0.3	-0.3	2.0%
Profit After Tax	-0.4	-0.6	-34.7%	-0.5	-15.4%	-0.9	-1.2	-23.4%
Other comprehensive income	-	-	-	-	-	-	-	-
Total Comprehensive Income	-0.4	-0.6	-34.7%	-0.4	-12.7%	-0.9	-1.2	-25.6%

Annexure - P&L Statement – SFL



Particulars (Rs. crore)	Q1FY21	Q1FY20	YoY%	Q4FY20	QoQ %	FY20
Revenue						
Interest and Fee Income	5.78	1.11	418.9%	5.72	1.1%	13.59
Treasury Income	0.15	0.04	334.9%	0.06	158.2%	0.24
Other income	0.06	0.02	152.6%	0.08	-30.6%	0.18
Total Revenue	5.99	1.17	411.3%	5.86	2.3%	14.02
Expenses						
Finance cost	0.99	0.21	370.6%	0.73	35.6%	1.76
Employee benefit expenses	1.68	1.12	50.3%	2.11	-20.2%	6.67
Credit Cost	0.51	0.07	586.5%	0.56	-9.1%	1.46
Other expenses	0.64	0.86	-25.6%	0.42	54.3%	3.13
Depreciation and amortization expenses	0.04	0.00	1828.5%	0.09	-50.3%	0.11
Total Expenses	3.86	2.27	70.3%	3.90	-0.9%	13.14
Profit Before Tax	2.13	(1.10)	-294.2%	1.96	8.7%	0.88
Tax expense (DTA)	0.53	(0.29)	-282.7%	0.53	0.7%	0.24
Profit After Tax	1.60	(0.80)	-298.4%	2.49	-35.9%	0.65
Other comprehensive income	0.05	-	-	-0.02	-	-
Total Comprehensive Income	1.64	(0.80)	-304.1%	2.47	-33.4%	0.65

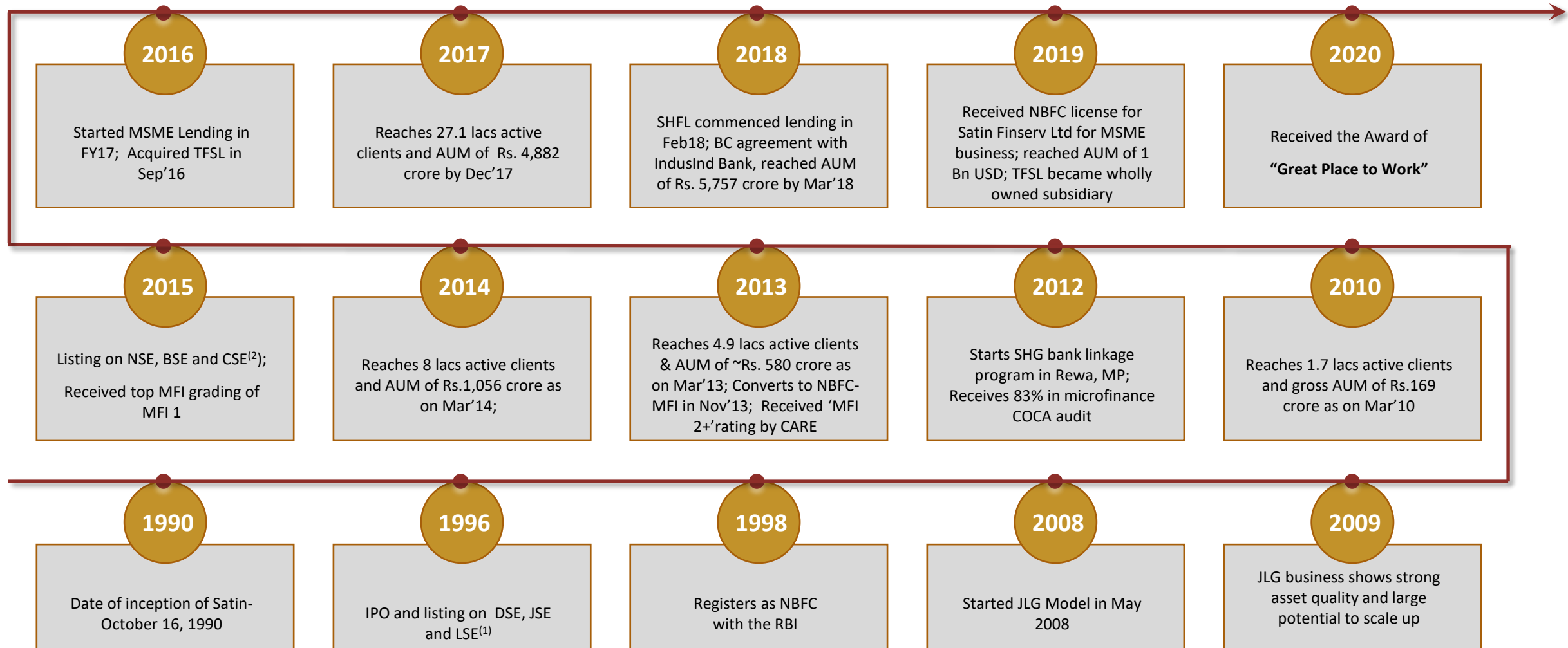


COMPANY BACKGROUND

Key milestones: Crossed the USD 1 billion AUM mark



Business Timeline

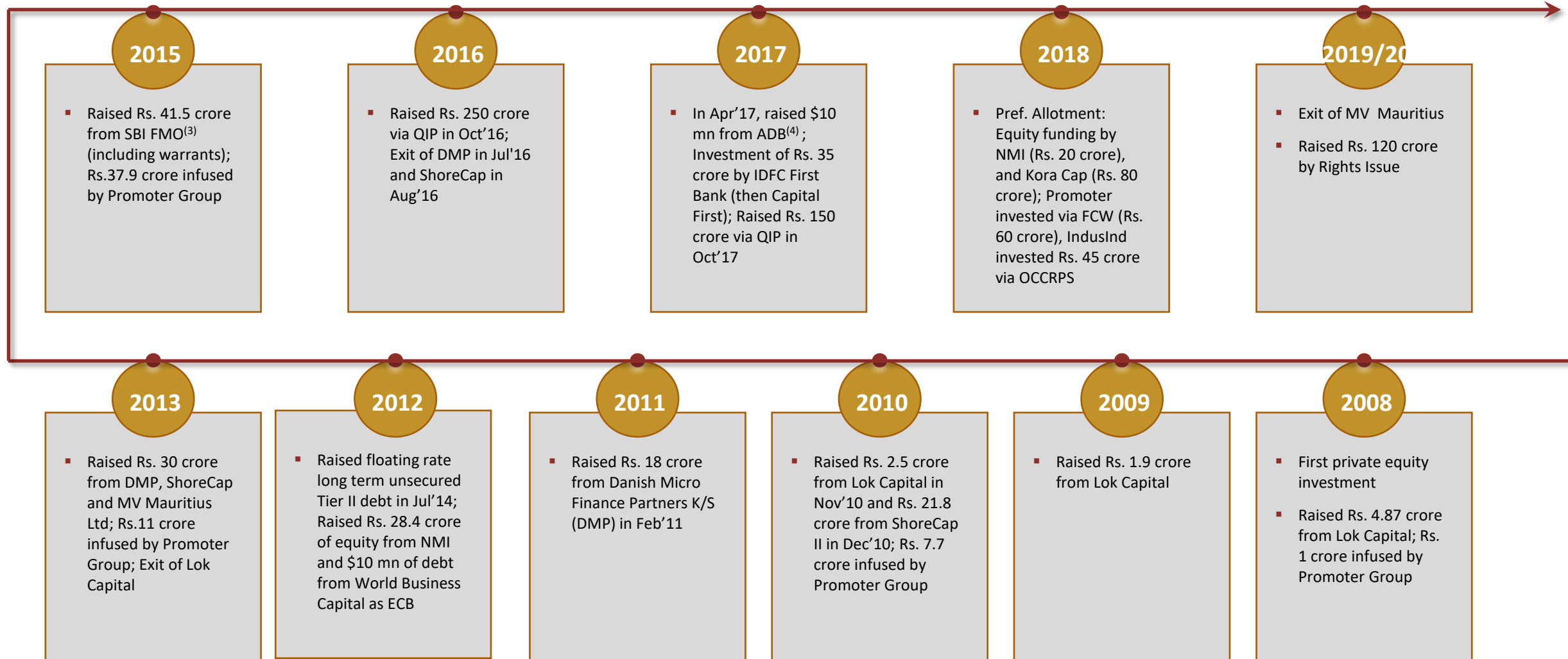


Note: 1. Regional Stock Exchanges (DSE – Delhi Stock Exchange, JSE – Jaipur Stock Exchange, LSE- Ludhiana Stock Exchange); (2) BSE - BSE Limited, NSE - National Stock Exchange of India Limited, CSE - The Calcutta Stock Exchange Limited

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
- Rights Issue of Rs. 120 crore in Aug 2020 in peak of COVID-19 crisis



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

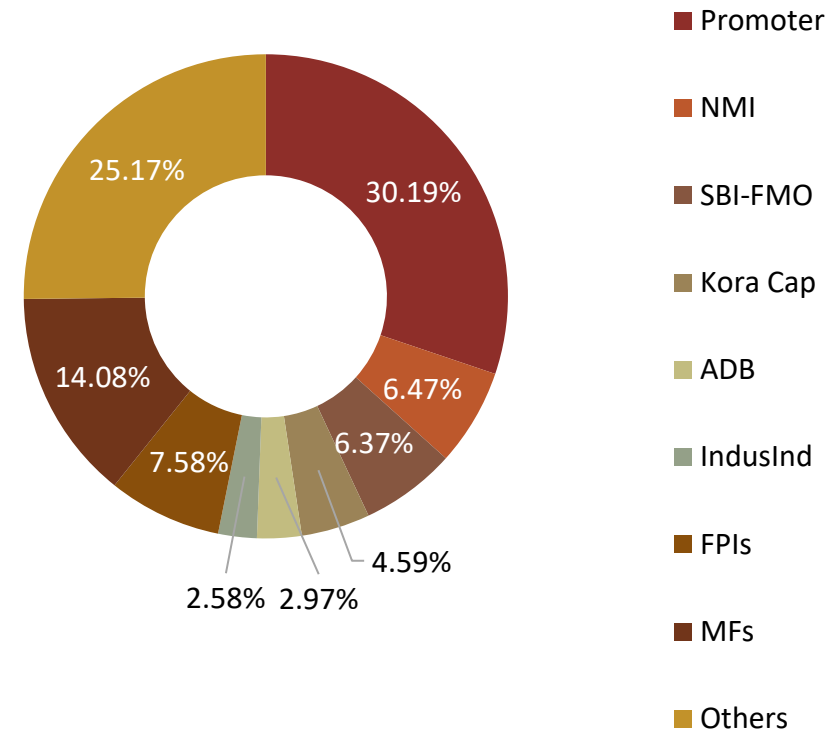
- Morgan Stanley
- Government Pension Fund Global
- Massachusetts Institute of Technology



Foreign Bank

- Asian Development Bank

Marquee Shareholder Base As on Jun 30, 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!