



SATIN CREDITCARE NETWORK LTD. *Reaching out!*

Business Update

28th April 2020, Gurugram

Satin Creditcare Network Limited would like to thank all its stakeholders for their continued support during these challenging times. We are closely monitoring the current situation and will keep on updating any material developments which impacts the business.

Continuous Communication with all employees and borrowers to ensure health and safety

- Reached out to all our borrowers via calls, text messages and WhatsApp to inform them about the ongoing situation and explained them the importance of social distancing, staying indoors and hygiene. We have approx. 95% client and 100% center connectivity
- We are continuously counselling them about our inability to conduct centre meetings and reach out to them due to lockdown. Awareness messages are being sent to all on a continuous basis. The Company has assured full support throughout this period to all our borrowers
- Few Employee Initiatives includes
 - Ensuring safety and well-being by making provisions for the staff who are staying at the branches
 - 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

Strong Financial and Liquidity Position

- Liquidity Position of ~INR 1,600 crores as on 31st March, 2020 – One of the highest in the MFI Industry
- In addition to this, we have undrawn sanctions of ~INR 900 crores as on 31st March, 2020
- Raised INR 6,426.6 crores during the year
 - Of which ~INR 400 crores raised since nation wide lockdown – This includes INR 50 crores of subordinated debt (Tier II Capital) from a foreign investor
- We thank the lenders for showing strong confidence in the Company
- Raised ECB of USD 15mn from Development Bank of Austria - Their first investment into MFI space in India
- 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

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Building and Sustaining High-Performance™ Culture





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Reduced Promoter Pledge & Strong Fund Raising Record

- The Promoter's pledge of shares has continuously reduced from 52.88% on 31st December, 2018 to 11.79% at present
- Promoters have communicated their intent of reducing the promoter pledge in the coming times

Moratorium Assistance provided to all borrowers

- Moratorium will be offered to all the existing borrowers across India. The borrowers can choose to either pay or avail moratorium. If the borrower avails moratorium, the incremental interest and the increase in the loan tenure would be explained to the borrower

Moratorium and Benefits from various measures announced by RBI

- We have requested for moratorium on all our facilities from our lenders till 31st May 2020. We also continue to work with our lenders to raise additional funds. Company continues to serve interest during moratorium
- The recent announcement by the RBI governor with respect to TLTRO of INR 50,000 crores with specific limit for the NBFCs and NBFC MFIs. This is positive for the MFI Industry
- Announcement of NABARD getting INR 25,000 crores, SIDBI getting INR 15,000 crores and National Housing Bank (NHB) getting INR 10,000 crores is a booster for the sector. Satin and its Subsidiaries has a strong existing relationship with these institutions

Business Update

- We have the most diversified geographical presence with presence in 22 states and over 391 districts. 97% of our districts have less than 1% exposure
- ~80% of our portfolio is in rural areas where there is no major impact of the pandemic. Majority of our portfolio has not been impacted as it is lent to borrowers engaged into activities of animal husbandry and agriculture allied services. Recoveries from these borrowers (engaged in essential services) are expected to be much faster
- As a strategy, once the lock down opens partially/fully we are open to support our customers by giving emergency loans to kick start their business
- We are the pioneers in cashless collection, and have quickly launched the digital collections in the current lock down situation as well. Digital collections have seen a tremendous traction and scale

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