



SATIN CREDITCARE NETWORK LTD.
Reaching out!

Investor Presentation
July 2023

Relentless
Exploring Prospects.
Growing footprint.



Presentation Path



03 - 14

Business Update



15 - 24

Satin a Compelling Investment Story



25 - 34

Key Financial & Operational Metrics



35 - 44

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 may reflect some price-sensitive information in terms of SEBI regulations and Companies Act, 2013, as amended from time to time. The Company may alter, modify or otherwise change in any manner the contents of this presentation, without obligation to notify any persons of such change or changes. 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 may have been regrouped.

Consolidated Snapshot



Growth momentum continues with...

Best Growth in Q1 in last 5 years at 26% YoY

Highest ever Q1 disbursement in last 5 years

Active Clients crosses 3 million mark

Added 27 branches in Q1FY24

Highest ever Q1 PAT in last 5 years

Leveraging the Outreach through our Subsidiaries

Rs. **9,535** crore
AUM
YoY **↑** 26%

30.5 Lacs
ACTIVE CLIENTS
YoY **↑** 12%

96,000
VILLAGES
YoY **↑** +6,500

Rs. **88** crore
PAT
YoY **↑** 142%

4.3%
RoA
YoY **↑** +1536 bps

Rs. **2,122** crore
DISBURSEMENT
YoY **↑** 24%

1,310
BRANCHES
YoY **↑** +84

Rs. **464** crore
TOTAL REVENUE
YoY **↑** 34%

12.0%
NON MFI SHARE
Capitalising Outreach

21.0%
RoE
YoY **↑** +7774 bps

Standalone Snapshot



Rs. **8,367** crore
AUM

YoY **↑** 31%



Rs. **1,980** crore
DISBURSEMENT

YoY **↑** 27%



27.9 Lacs
ACTIVE CLIENTS

YoY **↑** 17%



2.5%
GNPA

YoY **↓** 182 bps



1,096
BRANCHES

YoY **↑** +63



Operational Efficiencies Playing Out

5.8%

OPEX RATIO

YoY **↓** 133 bps



48.9%

COST TO INCOME

YoY **↓** 2220 bps



25.0%

CAPITAL ADEQUACY

YoY **↑** 240 bps



4.3%

RETURN ON ASSETS

YoY **↑** 104 bps



17.5%

RETURN ON EQUITY

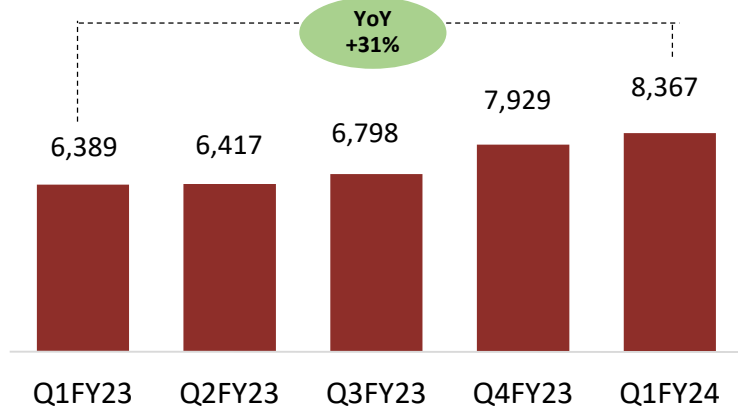
YoY **↑** 281 bps

Expanding AUM to New Frontiers

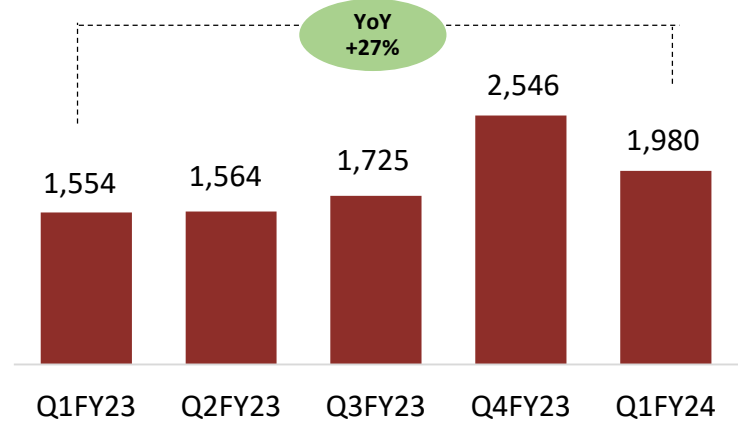


(Rs. crore)

AUM

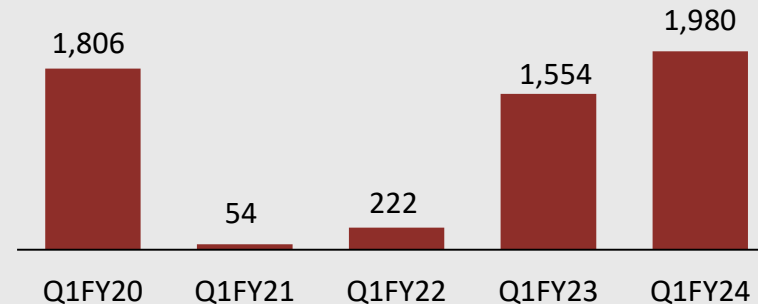


Disbursement



- On track to achieve the guided growth of 25%+
- Strong net customer addition of ~2.3 Lacs in Q1FY24
- 43% first cycle clients as on Q1FY24
- Added 21 new branches during the quarter

- Highest Q1 disbursement in last 5 years; avg monthly run rate of Rs. 660 crore



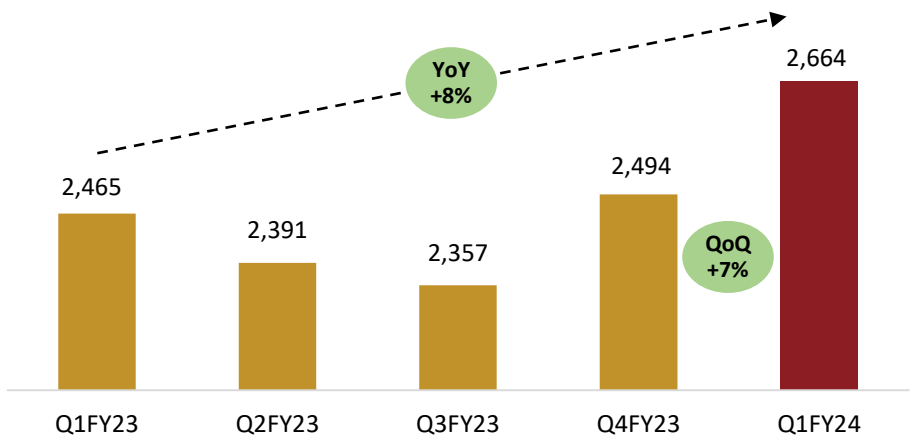
- At the time of disbursement, ~31%* of clients have Satin as the only lender

*considering all retail loans

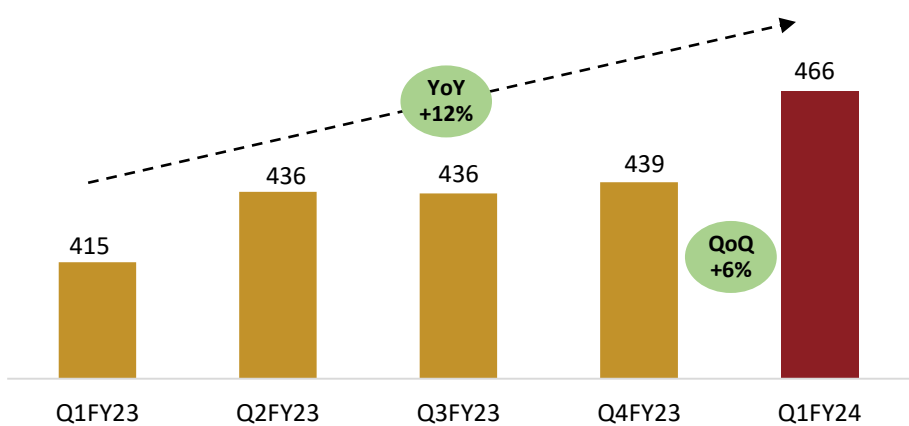
Harnessing Operational Efficiencies to Drive Sustainable Growth



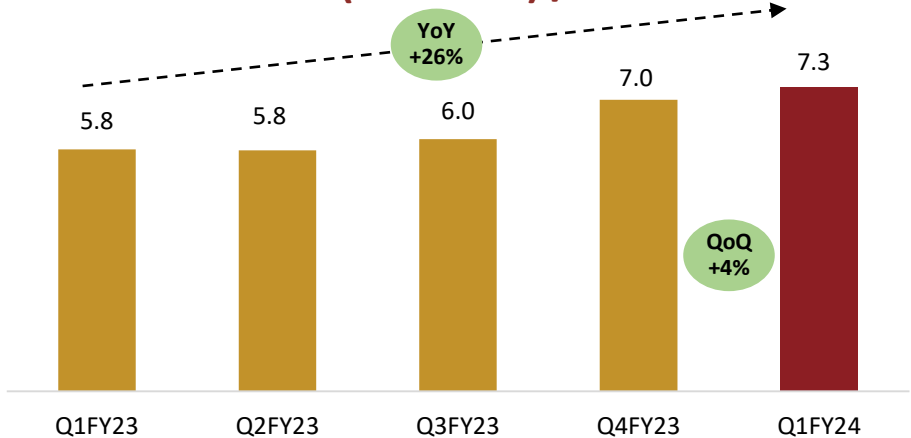
Loan Accounts / Branch



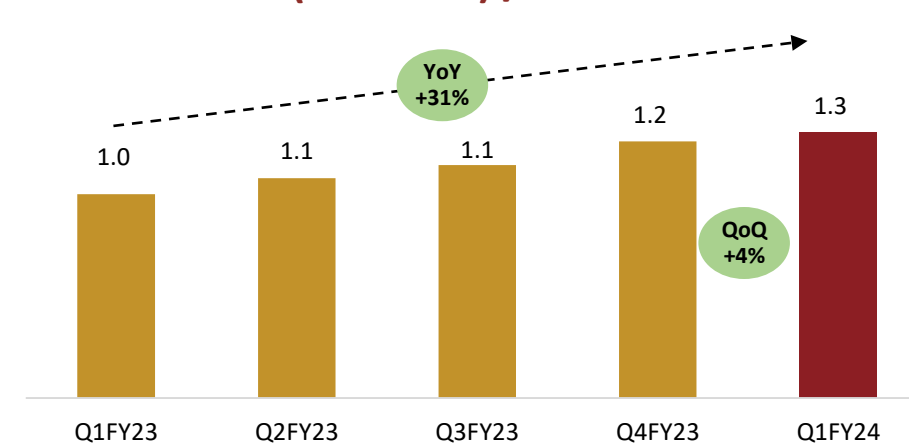
Loan Accounts / Loan Officer



GLP (Rs. crore) / Branch



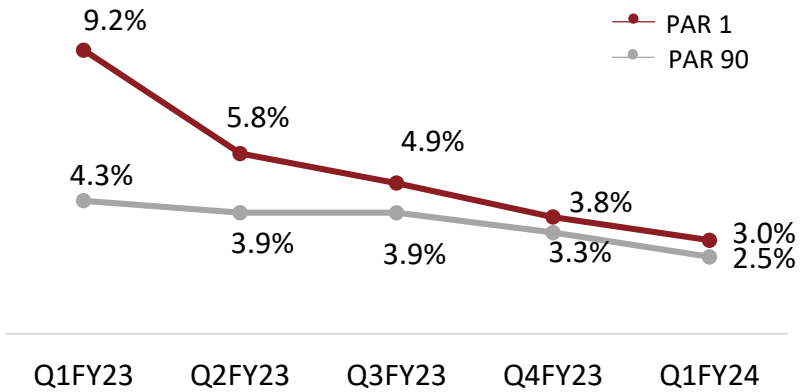
GLP (Rs. crore) / Loan Officer



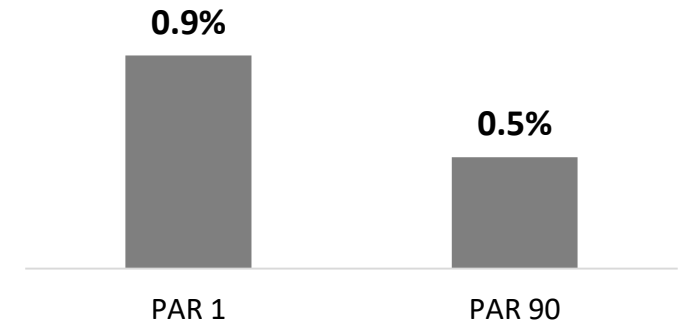
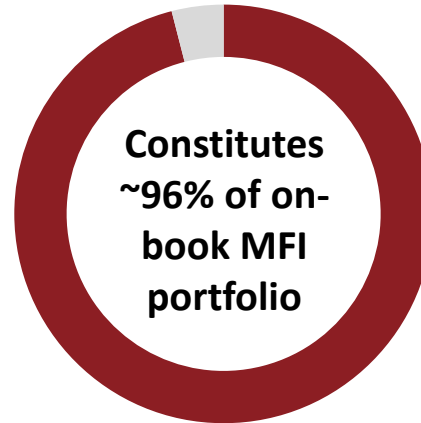
Robust Underwriting Powering Stellar Asset Quality



Asset Quality



Portfolio originated Jul'21 onwards

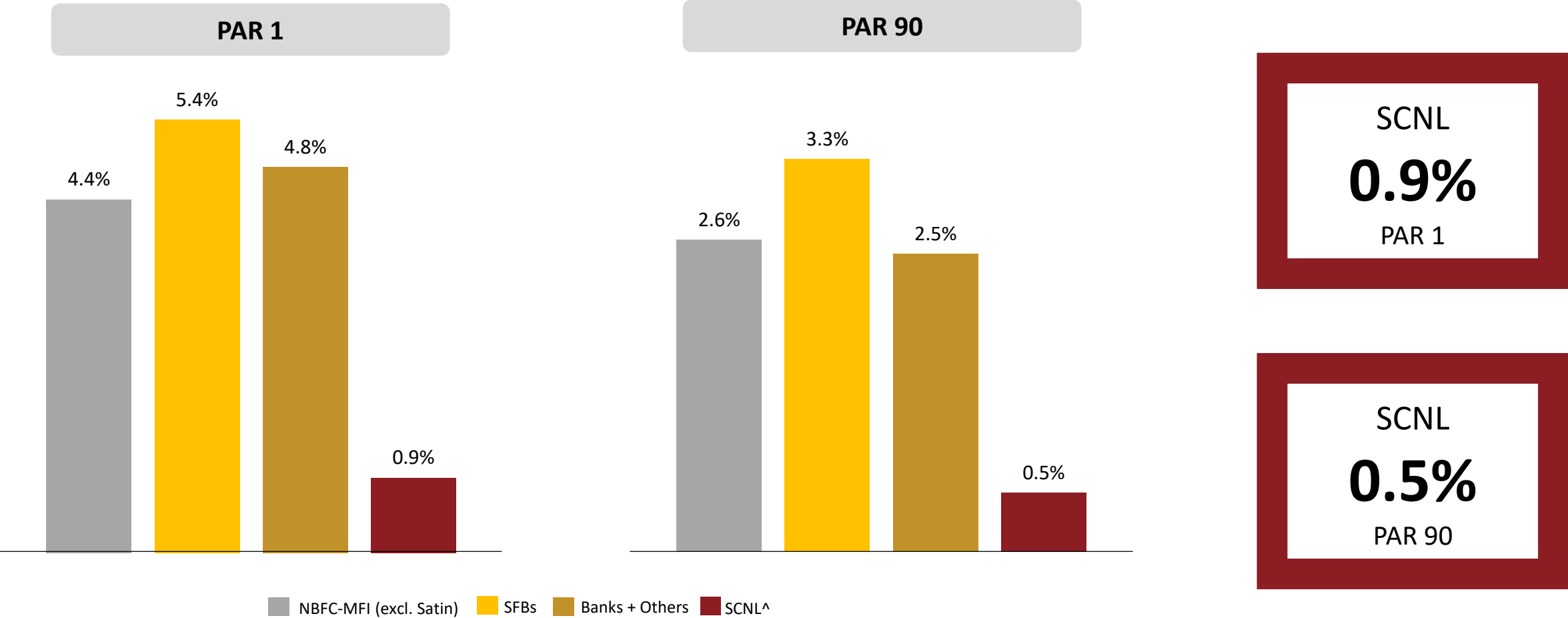


- On-book GNPA stood at Rs. 155 crore (2.49% of on-book portfolio)
- The Company has sufficient on-book provisions amounting to Rs. 103 crore as on Q1FY24, which is 1.6% of on-book portfolio
- **During Q1FY24, collection against write-offs was ~Rs. 9 crore**
- Gross cumulative collection efficiency for Q1FY24 stood at ~99.6%

Best Portfolio Quality in Industry post Pandemic



Portfolio originated Jul'21 onwards showing excellent performance



^Data of SCNL for JLG on-book portfolio

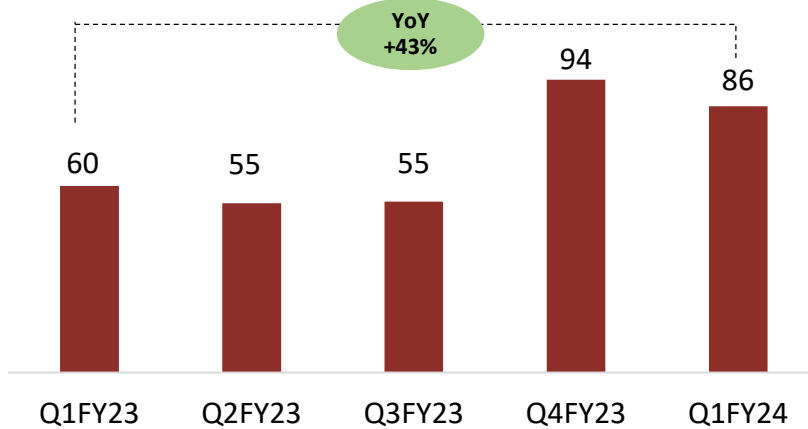
Data available as on May'23

Source: As per CRIF Highmark

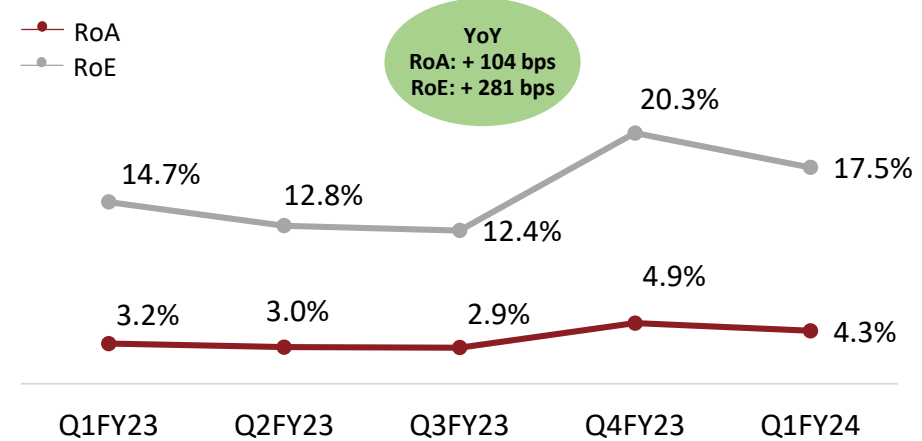
Accelerating Financial Performance Quarter on Quarter



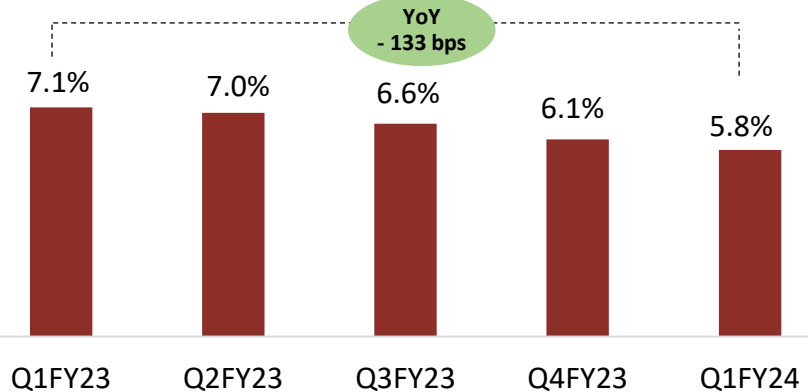
PAT (Rs. crore)



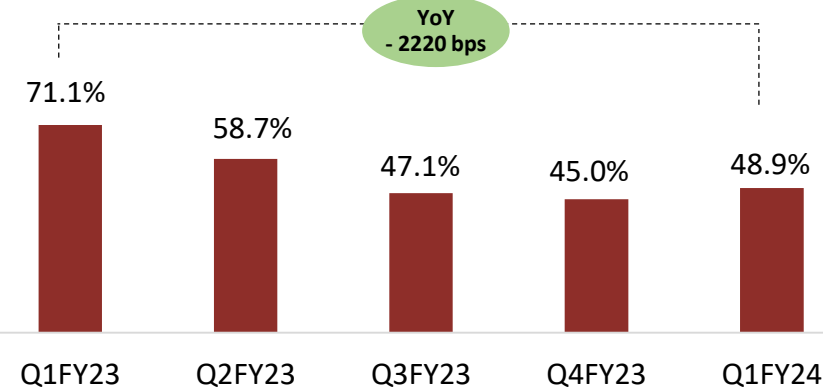
RoA & RoE



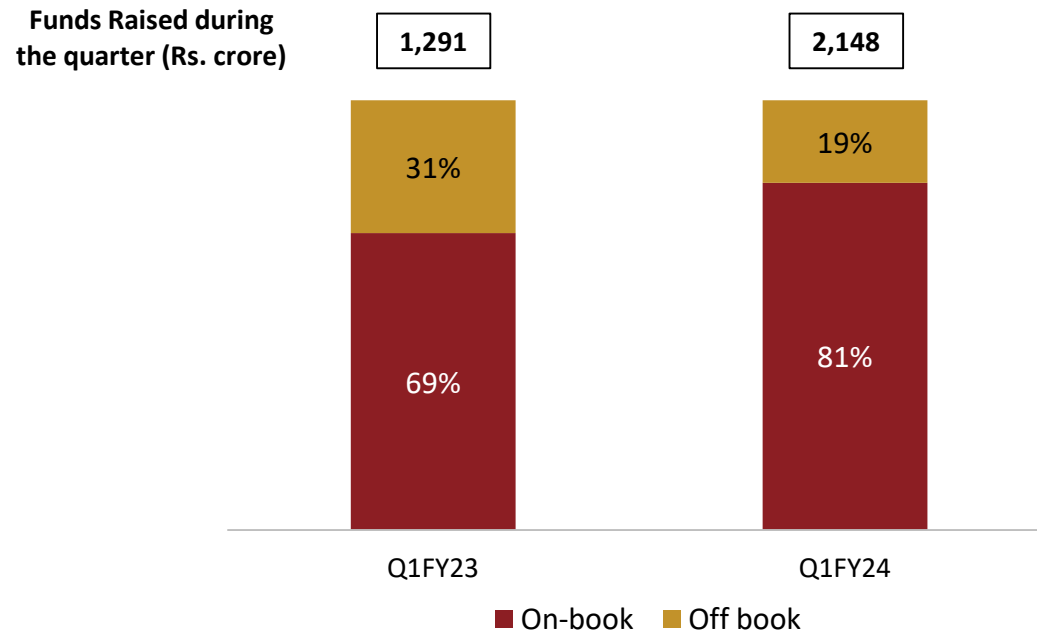
Opex to Avg AUM



Cost to Income



**66% YoY growth in funds raised during the quarter;
~81% on book borrowing**



- **CRAR of 25.0% as on Jun'23; well above regulatory guidelines**
- **As on date, the Company has successfully completed preferential allotment of Rs. 225 crore via issue of equity shares and fully convertible warrants**
- Book Value per Share at Rs. 180 on a consolidated basis (fully diluted)
- Sufficient liquidity of ~Rs. 1,200 crore as on Q1FY24
- Undrawn sanction in hand of Rs. 897 crore
- During the quarter, **ICRA has upgraded the outlook for our long term credit rating to 'Stable'**; our rating stands at ICRA A- (Stable)

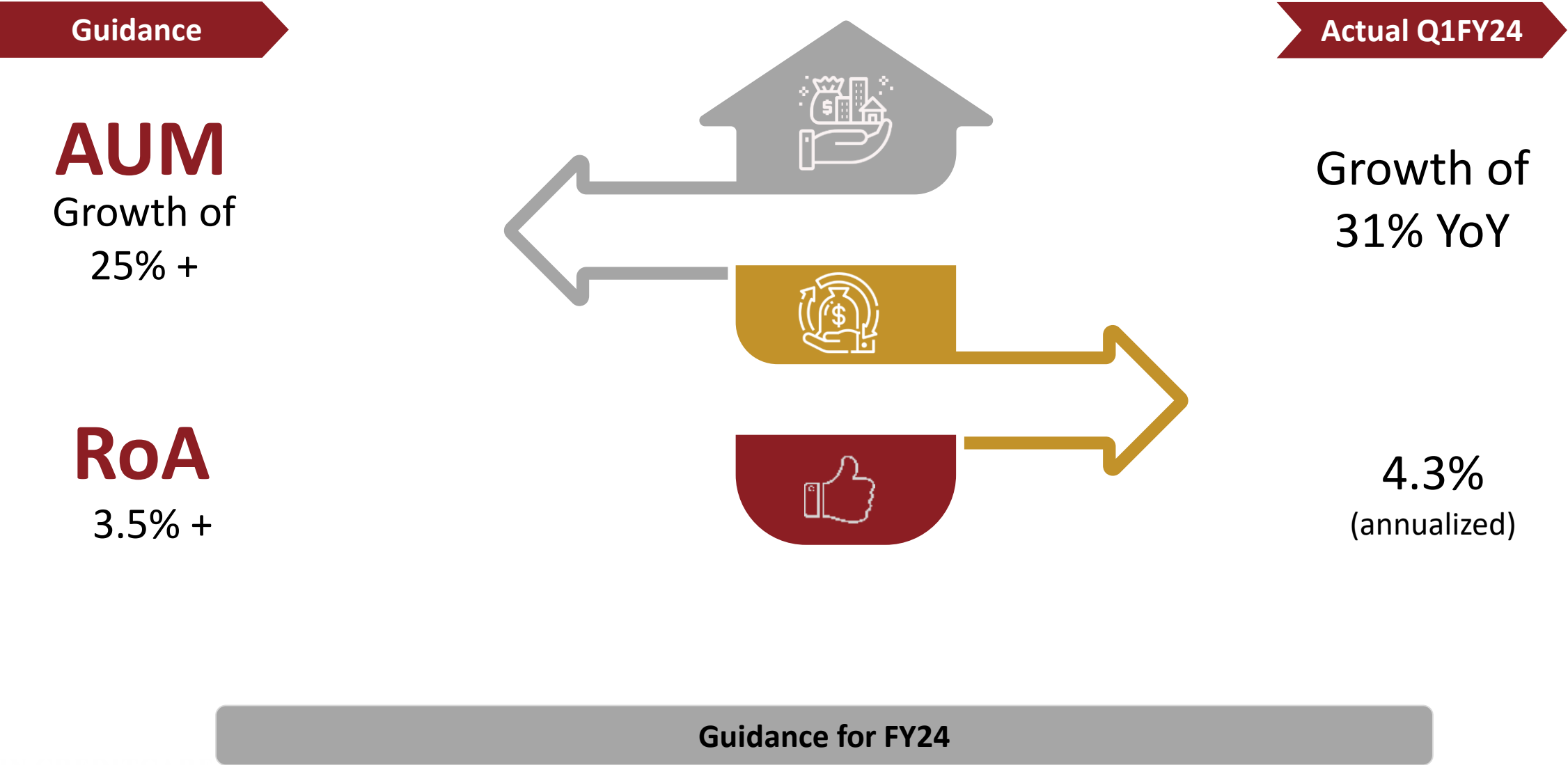
Spotlight : Prestigious Accolades



Ranked 30th amongst the 'Top 100 India's Best Companies to Work for 2023' across all industries



Won Skoch Award in the Silver Category For Loan Management System



SHFL - Leveraging the Outreach through Affordable Housing



Operations across

4 States

32 Branches

- Impeccable track record of 5+ years
- AUM grew by 55% YoY to reach Rs. 514 crore
- Clients belonging to middle and low-income groups from tier II and below cities
- Eligible for SARFAESI enforcement
- No willful default or fraud since inception
- 3 successive profitable years; PAT for Q1FY24 stood at Rs. 1 crore
- The Company has 22 active lenders, including **NHB Refinance**
- No ALM mismatch
- Credit Rating: BBB+ from CARE & Infomerics

Rs. 514 crore

AUM

100%

Retail Book

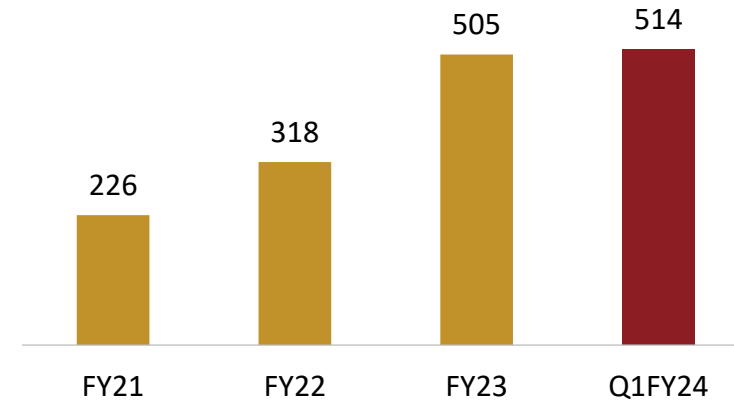
46.1%

CRAR

0.76%

GNPA

AUM (Rs. crore)



SFL - Leveraging the Outreach through Retail MSME



Operations across

10 States

182 Branches

- On book AUM increased 43% YoY to reach Rs. 251 crore
- **Huge untapped potential of the missing middle of small ticket business loans averaging <= Rs. 2 Lacs secured against collateral**
- Robust in-house software
- Profit momentum continued QoQ; PAT for Q1FY24 stood at Rs. 1.1 crore
- The Company has 14 active lenders, including Banks, Impact Funds etc.
- Credit Rating: BBB+ from CARE & Acuite
- SFL and TFSL have merged effective Mar'23. All approvals and formalities of the said merger are completed

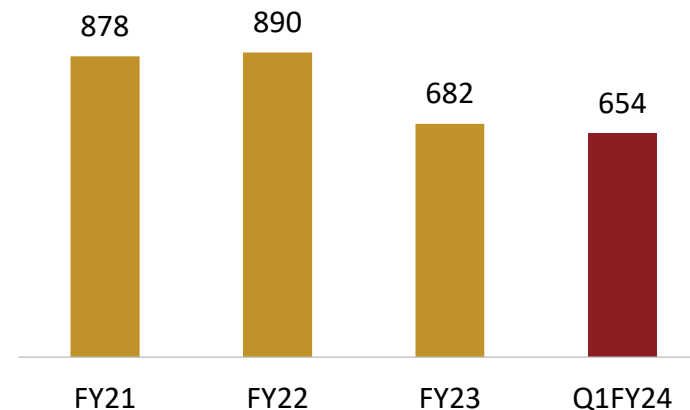
Rs. 654 crore
AUM

**Focus on secured
retail MSME
lending**

41.0%
CRAR

4.73%
GNPA

AUM (Rs. crore)



Conscious call to
reduce the
business
correspondence
AUM to achieve
the PBC criteria

What makes Satin a
Compelling Investment Story



What makes Satin a Compelling Investment Story



1. Differentiated Product Offerings



	SCNL	Satin Housing Finance Limited ⁽²⁾	Satin Finserv Limited ⁽³⁾	
Product features as on Jun'23	MFI ⁽¹⁾	Housing Finance	Business Correspondent Services	MSME
Start Date	May'08 (JLG)	Feb'18	May'12	Mar'19
Ticket Size Range	Upto Rs. 75,000	Rs. 100,000 – 4,000,000	Upto Rs. 50,000 (JLG - Microfinance)	Rs. 100,000 – 100,000,000
Tenure	6 - 30 months	24 - 240 months	12 - 24 months	12 - 120 months
Frequency of Collection	Bi-Weekly	Monthly	Bi-Weekly	Monthly/Quarterly
No. of States/UTs	24	4	6	10
No. of Branches	1,096	32	156	26
AUM (Rs. crore)	7,984 ⁽⁴⁾	514	403	251
No. of loan accounts	29,19,243	5,666	2,42,024	12,415
Avg. Ticket Size for Q1FY24	Rs. 43,000 (JLG)	Rs. 9,60,000	Rs. 39,400	Rs. 1,53,000 (Retail)

Notes

(1) Includes MFI Lending (loans under JLG model, IndusInd BC and water & sanitation) and Product Financing (Loans for solar lamps, cycles)

(2) Satin Housing Finance Ltd was incorporated on Apr 17, 2017

(3) SFL was incorporated on Aug 10, 2018 and TFSL acquisition was effective Sep 1, 2016. W.e.f. Mar 1, 2023 TFSL has merged into SFL

(4) SCNL also has MSME portfolio of Rs. 383 crore other than MFI portfolio

...Deepening Impact through Enhanced Value Creation



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

Financed ~Rs. 45 crore during Q1FY24

Enriching Lives



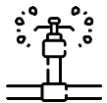
Green Loans

117 loans disbursed



Consumer Durables

7,271 loans disbursed



Water & Sanitation

18,420 loans disbursed



Health

Facilitation through Doc Online

~3,50,000 lives touched

Benefits

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

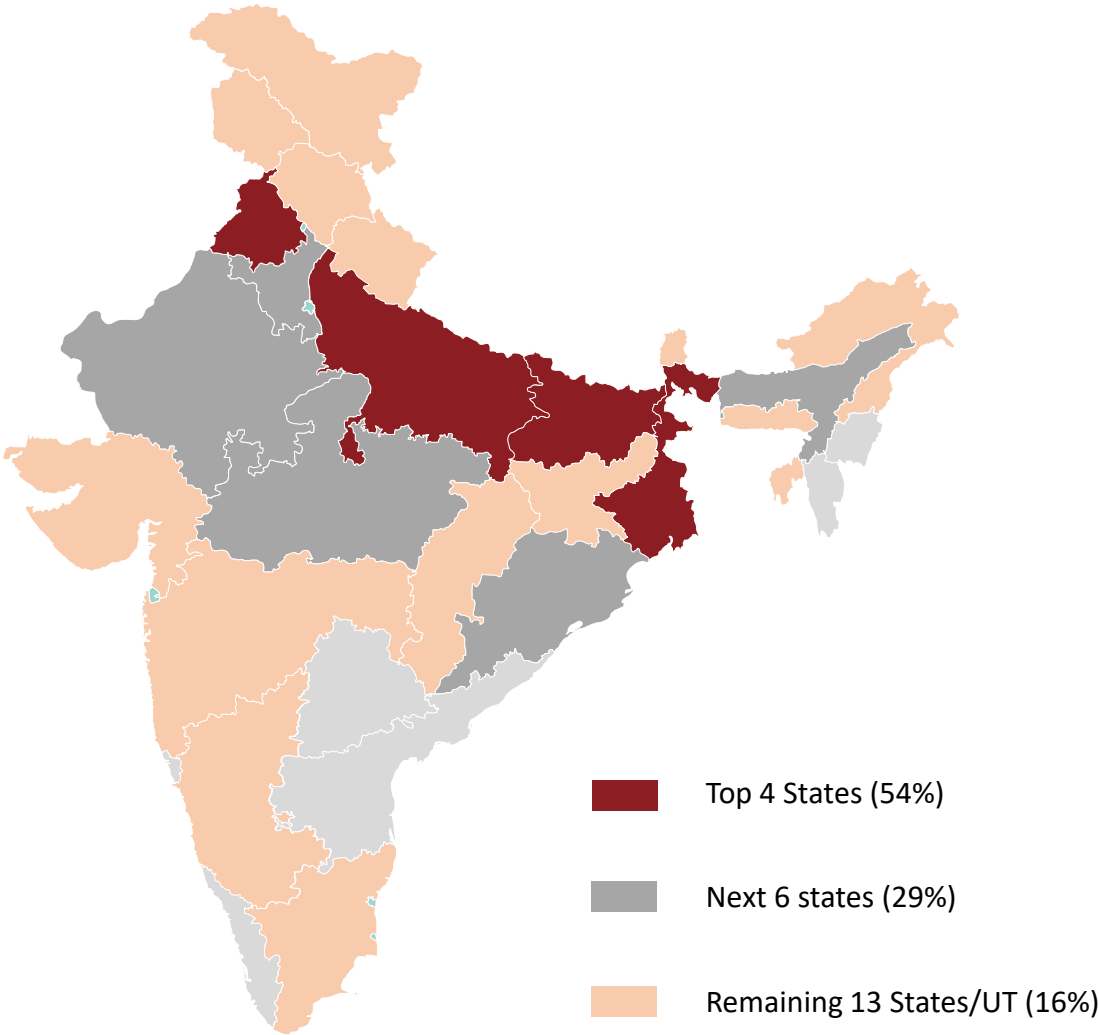
Certified by d.light for our contribution towards to facilitate access to affordable & sustainable impact products

2. Diversified Geographical Presence

...serving 30.5 Lacs clients across India



Presence across 24 States and UT's



96,000

No. of Villages

1,310

No. of Branches

407

No. of Districts

96.1%

Districts with <1% exposure

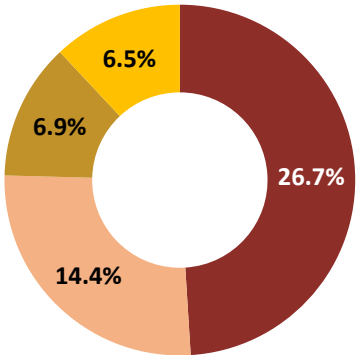
80

No. of Regional Offices

3.0 Lacs

No. of Centres

Top 4 States



- Uttar Pradesh
- Bihar
- West Bengal
- Punjab

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

3. Technology Prowess



AePS Mode

Aadhaar enabled Payment System, a strong lever to facilitate digital repayment of loan installments during the center meetings through Aadhaar authentication using biometric devices

Website

- Payment gateway on the SCNL website
- Clients temporarily migrating for business are able to make timely payments

UPI 2.0

- First in the industry to launch UPI 2.0 autopay
- One time registration & hassle-free auto debits make it a great substitute to E-NACH
- No burden of paying any bouncing charges on the client



1

2

3

4

5



CSA

In-house developed Customer Service Application for easy repayment through various payment apps on a secured platform



QR Code

- QR Code on Loan Card has ensured seamless collection of EMIs
- Client can now pay her EMIs by just scanning the QR Code



The entire cashless ecosystem revolves around UPI

4. Continuous Process Re-engineering



Aadhaar E-Sign

- Another big step towards making the entire business process paperless to digitize the onboarding process
- Introducing customer authentication & document signing with Aadhaar as a base using a service provider



Strengthening the loan origination journey

- 2 step OTP authentication process at the time of KYC punching and at the time of disbursement in the branch
- Capturing the exact location of the client and center with the help of geo-tagging
- Customer liveliness check while clicking picture during KYC



Robust new customer onboarding process

- MFI scores being used as decision making tool while onboarding new customers in system
- Using the data from CICs to source new customers in pockets with good credit history

In house developed Loan Management System (LMS)

- Seamless customer onboarding & disbursement journey starting from Village surveys -Open General meetings - Group formation – KYC punching – Instant CB checks – Instant bank a/c validations – System Validations – Cashless Disbursement- Loan utilization check – Regular collection meetings all bundled in one app



Alignment with new RBI harmonized guidelines

- All required board approved policies have been formulated
- 100% field force has been trained to perform household income & expense assessment
- Changes in Underwriting guidelines, relevant processes & LMS have been completely executed



Tightened field level monitoring mechanisms

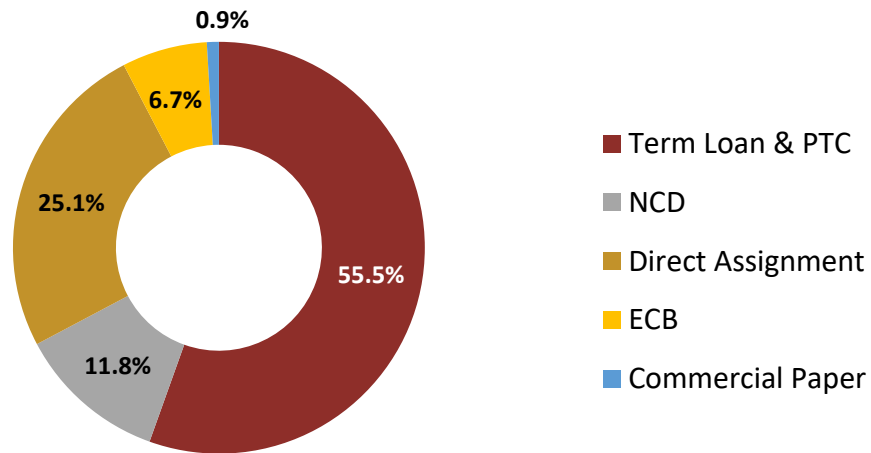
- Surprise Centre Visits (SCV) by the supervisors
- Visits being monitored through geo-tagging & centre picture captured in the system
- SCVs to be a part of KRAs/Scorecards across supervisory layers



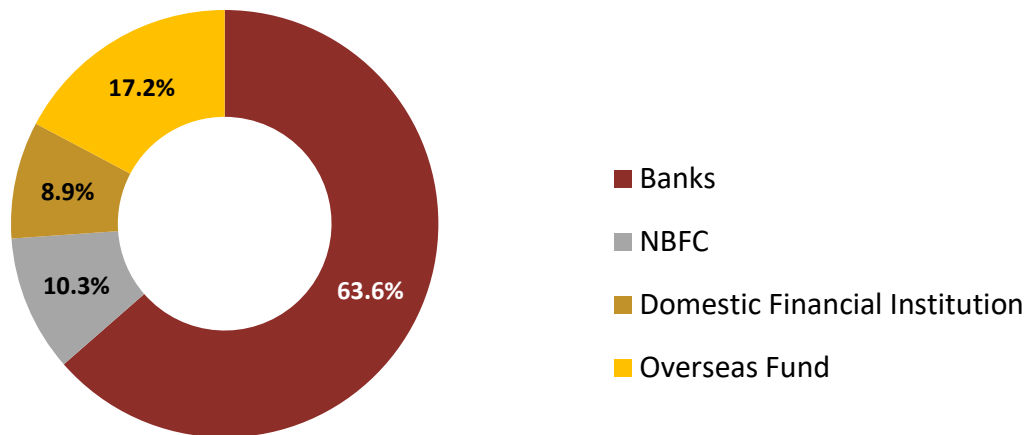
5. We have a well-diversified Liability Profile...



Product-wise Jun'23



Lender-wise Jun'23



Large Lender Base
70 Active Lenders

Top 10 Lending Partners	% Share
State Bank of India	16%
Bank of Maharashtra	8%
Blue Orchard Microfinance Fund	6%
IDFC First Bank Limited	6%
SIDBI	5%
Bank of Baroda	5%
Bandhan Bank Limited	4%
Standard Chartered Bank	4%
Axis Bank Limited	3%
NABARD	3%
Total of Top 10 lenders	60%

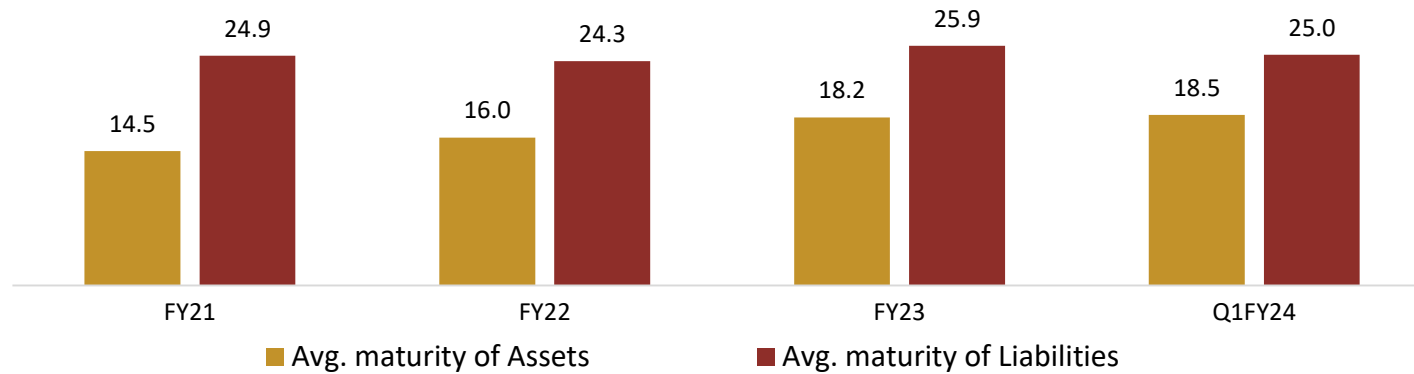
Credit Rating

- Bank Loans (Long term): "A-" by ICRA (upgraded outlook to Stable in Jun'23)
- Short-Term ratings: "A1" by ICRA

6. Positive ALM with Ample Liquidity



Benefit of Positive ALM Continues



Static ALM as on 30 th Jun'23 (Rs. crore)	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total
Inflows							
Liquidity at the beginning of month	1,190	1,187	1,417	1,538	1,749	2,022	1,190
Principal - Loan portfolio	309	316	309	304	299	324	1,861
Interest - Loan portfolio	115	114	106	96	99	84	614
Total (A)	1,613	1,618	1,833	1,938	2,148	2,429	3,665
Outflows							
Principal repayments	387	165	246	158	93	267	1,316
Interest repayments	39	36	49	31	33	60	246
Total (B)	426	200	295	189	126	326	1,562
Cumulative Mismatch (A-B)	1,187	1,417	1,538	1,749	2,022	2,103	2,103

Undrawn sanctions in hand of Rs. 897 crore as on Jun'23

Successfully Navigated Crisis During Legacy of Over 30 Years



Learnings from Demonetization

❑ Implementation of best-in-class technology

- Reduced TAT
- Real-time data
- Enhanced Productivity
- Improved monitoring and control

❑ Diversifying Geographical Presence

- Increasing exposure to newer states
- 96.1% of districts with <1% exposure
- UP share brought down from 40.9% in Dec'16 to 26.7% in Jun'23

❑ Strong Capitalization with Ample Liquidity

- Capital Adequacy has improved from 18.3% in 2016 to 25.0% currently
- Raised Rs. 1,009 crore equity capital
- Liquidity of around Rs. 1,200 crore

❑ Strategic Changes

- Diversified out of unsecured MFI portfolio by floating subsidiaries in housing and MSME finance
- Changed center meeting to bi-weekly
- Process re-engineering
- Strengthened management team

Learnings from COVID-19

❑ Technology and Underwriting

- "Customer Service App" launched
- Contactless repayments via popular apps like Google pay, Paytm, Phonepe etc.
- Addition of Satin on BBPS (Bharat Bill Payment System)
- Payment link on the Satin website
- QR code on customer loan card
- First in the industry to launch UPI 2.0 (auto debit)
- Dedicated manpower for collections
- Switched to AWS
- Steps to obtain Sub-KUA License

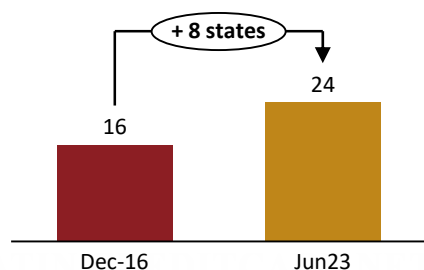
❑ Fund Raising

- First MFI to successfully close an equity round during the peak of pandemic; raised ~Rs. 120 crore vis Rights Issue in Aug'20, fully paid up as of Sep'21
- As on date, the Company has successfully completed preferential allotment of Rs. 225 crore via issue of equity shares and fully convertible warrants

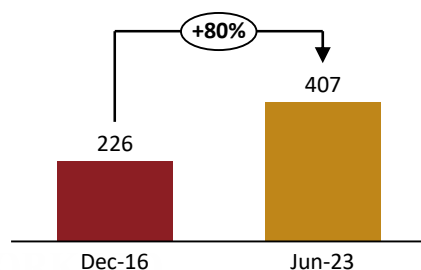
❑ Amalgamation of Subsidiaries

- The management decided to merge TFSL with SFL to leverage on the capital and outreach of the individual companies, combined entity is SFL

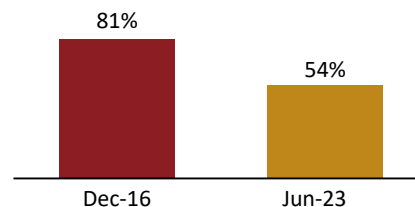
De-risking Geographic Concentration (No. of States)



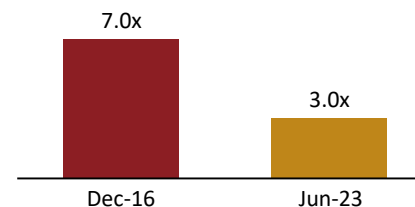
District Diversification



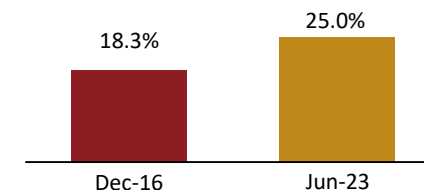
Reduction in Top 4 State Contribution



Reduced Leverage



Improved Capital Adequacy



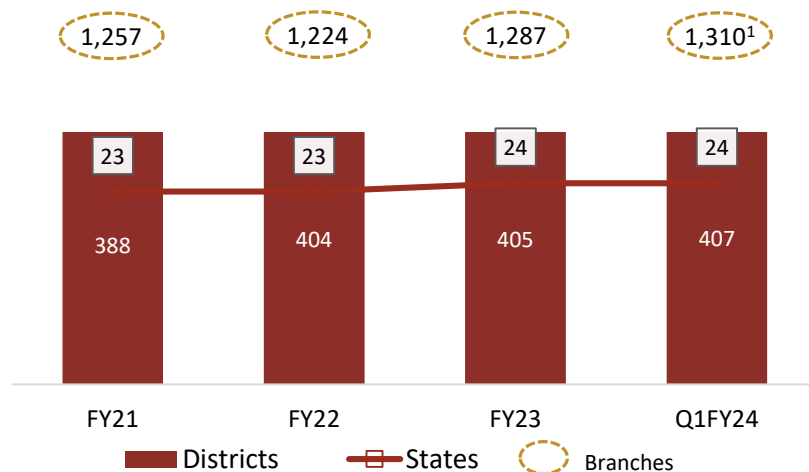
Key Financial & Operational Metrics



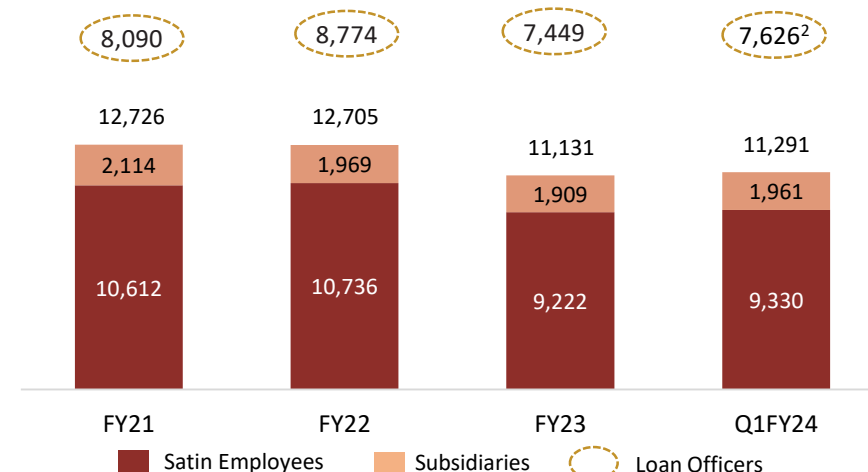
Key Operation Metrics



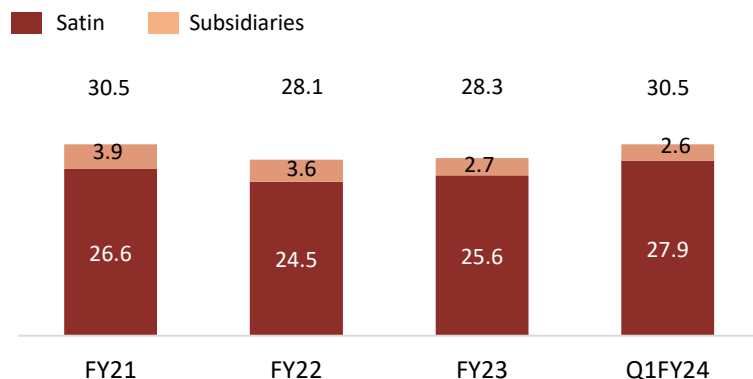
Districts, States and Branches



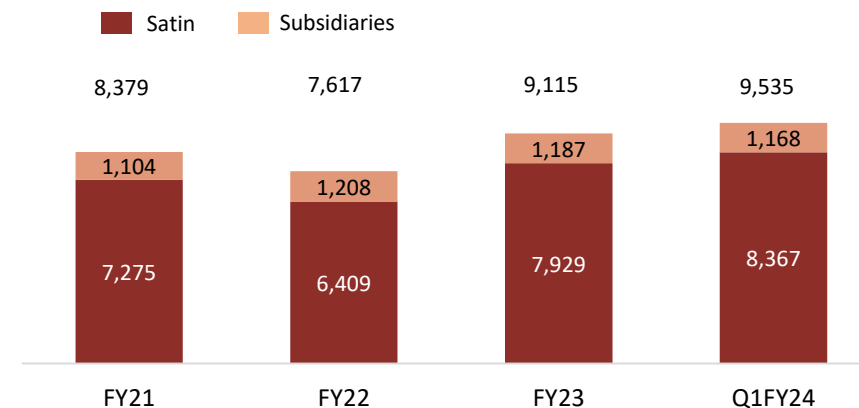
Employees & Loan Officers



Clients (Lacs)



AUM (Rs. crore)



Note: (1) Data on Consolidated basis. On a standalone basis, the number of branches were 1,096; (2) Data on a consolidated basis. On a standalone basis the number of loan officers were 6,263

Business Details



Particulars	Q1FY24	Q1FY23	YoY%	Q4FY23	QoQ%
AUM (Rs. crore)	9,535	7,569	26.0%	9,115	4.6%
SCNL	8,367	6,389		7,929	
On-book AUM*	6,232	5,042		5,650	
Assignment	2,117	1,304		2,258	
Business Correspondence	18	44		21	
SHFL	514 ⁽¹⁾	331		505	
SFL	654	850		682	
Business Correspondence	403	674		456	
AUM Mix (Rs. crore)	9,535	7,569	26.0%	9,115	4.6%
MFI Lending	8,387	6,654		7,992	
Business Correspondence	421	718		477	
Product Financing	26	25		23	
MSME	634	585		618	
Housing Finance	514	331		505	
No. of Branches	1,310	1,224	7.0%	1,287	1.8%
SCNL	1,096	1,031		1,078	
SHFL	32	22		30	
SFL	182	171		179	

Note:

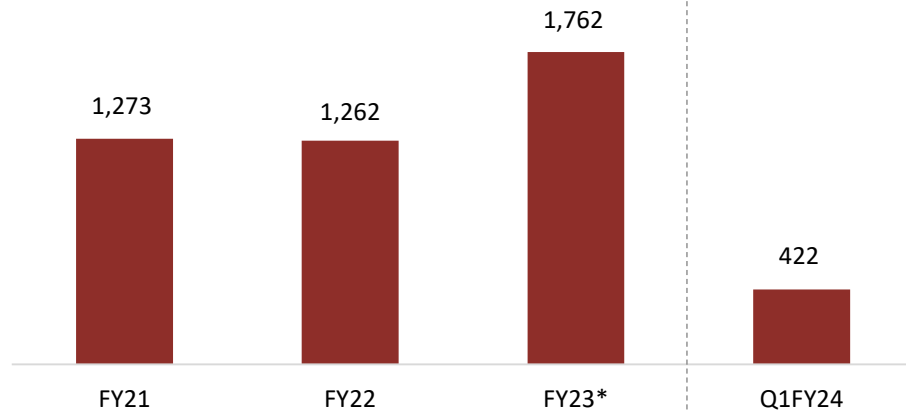
* Includes securitization, differences due to rounding off

1) The portfolio also includes Assigned portfolio of Rs. 41 crore

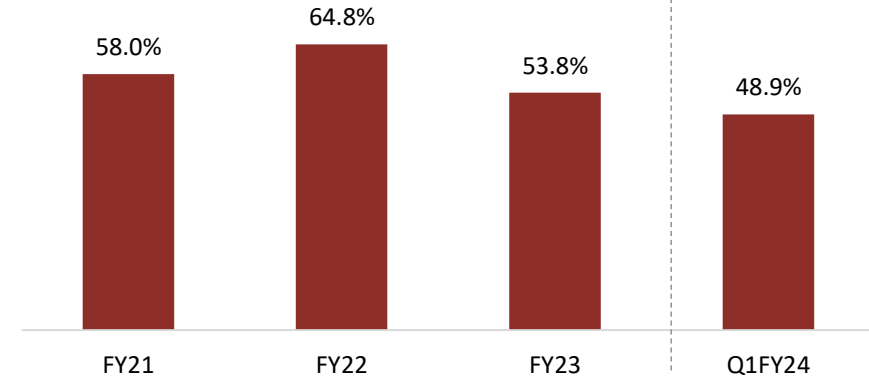
Key Standalone Financials



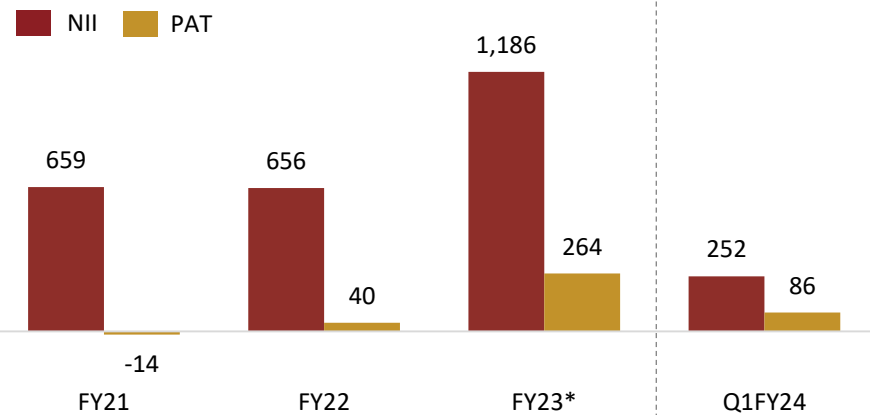
Gross Income (Rs. crore)



Cost to Income Ratio



NII and PAT (Rs. crore)



Opex to Avg AUM



*There was an extraordinary income on account of fair value change for investment in subsidiaries amounting to ~Rs. 350 crore during Q1FY23

Financial Details (Standalone)



Annexure - Financial Performance - Standalone



Particulars (Rs. crore)	Q1FY24	Q1FY23	Q4FY23	FY23	FY22
Gross yield ⁽¹⁾	20.48%	19.44%	21.57%	19.66%	18.44%
Financial Cost Ratio ⁽²⁾	8.35%	9.39%	7.93%	8.04%	8.86%
Net Interest Margin ⁽³⁾	12.13%	10.05%	13.64%	11.62%	9.58%
Operating Expense ratio ⁽⁴⁾	5.81%	7.14%	6.14%	6.25%	6.20%
Loan Loss Ratio ⁽⁵⁾	0.69%	5.12%	0.66%	5.53%	2.51%
RoA ⁽⁶⁾	4.28%	3.25%	4.90%	3.52%	0.53%
RoE ⁽⁷⁾	17.52%	14.71%	20.30%	15.02%	2.60%
Leverage (Total Debt / Total Net Worth)	3.0x	3.3x	2.9x	2.9x	3.4x
Cost to Income Ratio	48.86%	71.06%^	45.00%	53.78%^	64.76%

Asset Quality (on-book)	Q1FY24	Q1FY23	Q4FY23	FY23	FY22
GNPA %	2.49	4.31	3.28	3.28	8.01
ECL %	1.65	7.89	2.10	2.10	6.70

1. Gross Yield represents the ratio of total Income in the relevant period to the Average AUM; **gross yield (including extraordinary income of ~Rs. 350 crore) for Q1FY23 is 41.38% and FY23 is 24.57%**
 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; **NIM (including extraordinary income of ~Rs. 350 crore) for Q1FY23 is 31.99% and FY23 is 16.54%**
 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; **not annualized for Q1FY23 and FY23**
 6. RoA is annualized and represents ratio of PAT to the Average Total Assets
 7. RoE is annualized and represents PAT to the average equity
- ^Adjusted Cost to Income ratio (excluding extraordinary income of ~Rs. 350 crore)

Annexure - P&L Statement - Standalone



Particulars (Rs. crore)	Q1FY24	Q1FY23	Q4FY23	FY23	FY22
Revenue					
Interest and Fee Income	357	266	298	1,094	1,109
Gain due to DA	36	13	69	210	50
Treasury Income	14	375*	14	413*	65
BC Income	0	2	0	4	19
Other Operating Income	15	6	15	41	19
Total Revenue	422	662	397	1,762	1,262
Expenses					
Finance Cost	170	150	146	576	606
Employee Benefit Expenses	85	81	82	316	324
Credit Cost & FLDG for BC	14	328	12	396	172
Other Expenses	34	30	23	116	87
Depreciation and amortization expense	4	3	7	16	13
Total Expenses	307	592	271	1,421	1,203
Profit Before Tax	115	70	126	341	59
Tax expense	29	10	32	77	19
Profit After Tax	86	60	94	264	40
Other comprehensive income net of taxes	-9	1	0	-19	-29
Total Comprehensive Income	77	61	94	245	11

*includes an extraordinary income on account of fair value change for investment in subsidiaries amounting to ~Rs. 350 crore during Q1FY23

Financial Details (Subsidiaries)



Annexure - P&L Statement - SHFL



Particulars (Rs. crore)	Q1FY24	Q1FY23	Q4FY23	FY23	FY22
Revenue					
Interest and Fee Income	17.3	10.4	16.4	52.9	34.3
Treasury Income	0.5	0.4	0.6	2.0	0.8
Other income	0.8	1.0	2.5	7.0	3.0
Total Revenue	18.5	11.8	19.5	61.9	38.0
Expenses					
Finance cost	10.4	5.9	8.0	28.2	17.1
Employee benefit expenses	5.3	4.1	4.5	18.0	11.9
Credit Cost	0.0	0.1	1.2	2.0	1.0
Other expenses	1.5	1.2	1.3	5.4	3.5
Depreciation and amortization expenses	0.1	0.1	0.1	0.4	0.3
Total Expenses	17.3	11.4	15.1	54.0	33.8
Profit Before Tax	1.2	0.4	4.4	7.8	4.3
Tax expense	0.3	0.1	1.0	1.9	1.2
Profit After Tax	0.9	0.3	3.3	5.9	3.0
Other comprehensive income	-2.2	0.0	0.0	-1.5	0.0
Total Comprehensive Income	-1.2	0.4	3.3	4.4	3.0

Annexure - P&L Statement - SFL

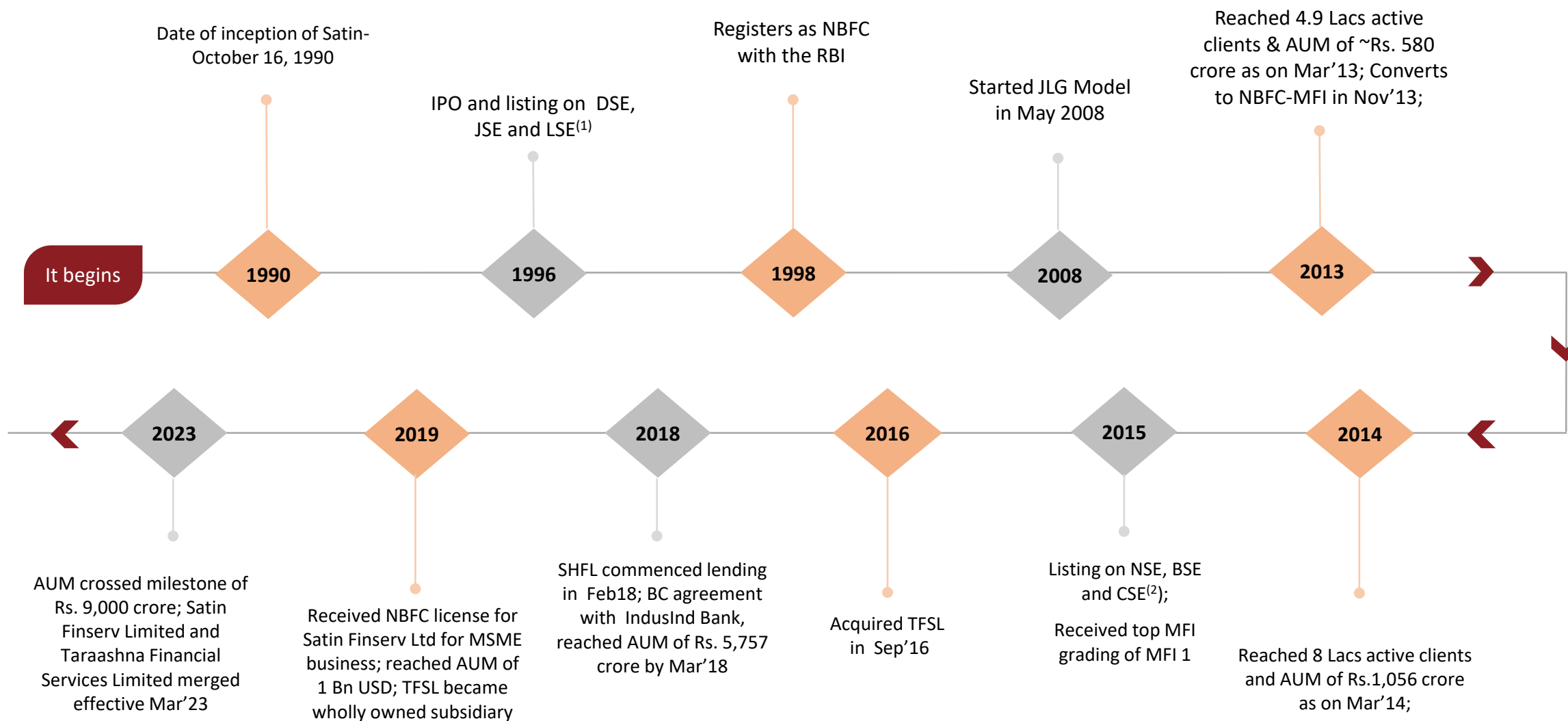


Particulars (Rs. crore)	Q1FY24	Q1FY23	Q4FY23	FY23	FY22
Revenue					
Interest and Fee Income	25.1	26.6	25.6	102.6	90.5
Treasury Income	1.0	0.7	0.6	2.9	3.4
Other income	0.7	0.4	0.2	1.0	3.2
Total Revenue	26.8	27.7	26.4	106.5	97.1
Expenses					
Finance cost	6.1	4.2	5.4	18.5	12.5
Employee benefit expenses	13.9	14.7	12.9	53.2	56.9
Credit Cost (incl. FLDG for BC)	1.5	3.4	1.3	10.8	37.5
Other expenses	3.5	3.5	3.8	14.1	15.1
Depreciation and amortization expenses	0.3	0.4	0.4	1.7	2.0
Total Expenses	25.3	26.2	23.8	98.3	124.1
Profit Before Tax	1.5	1.4	2.6	8.2	-27.0
Tax expense	0.4	0.3	0.7	2.2	-6.9
Profit After Tax	1.1	1.1	1.9	6.1	-20.1
Other comprehensive income	-	-	-0.1	-0.1	0.1
Total Comprehensive Income	1.1	1.1	1.8	6.0	-20.0

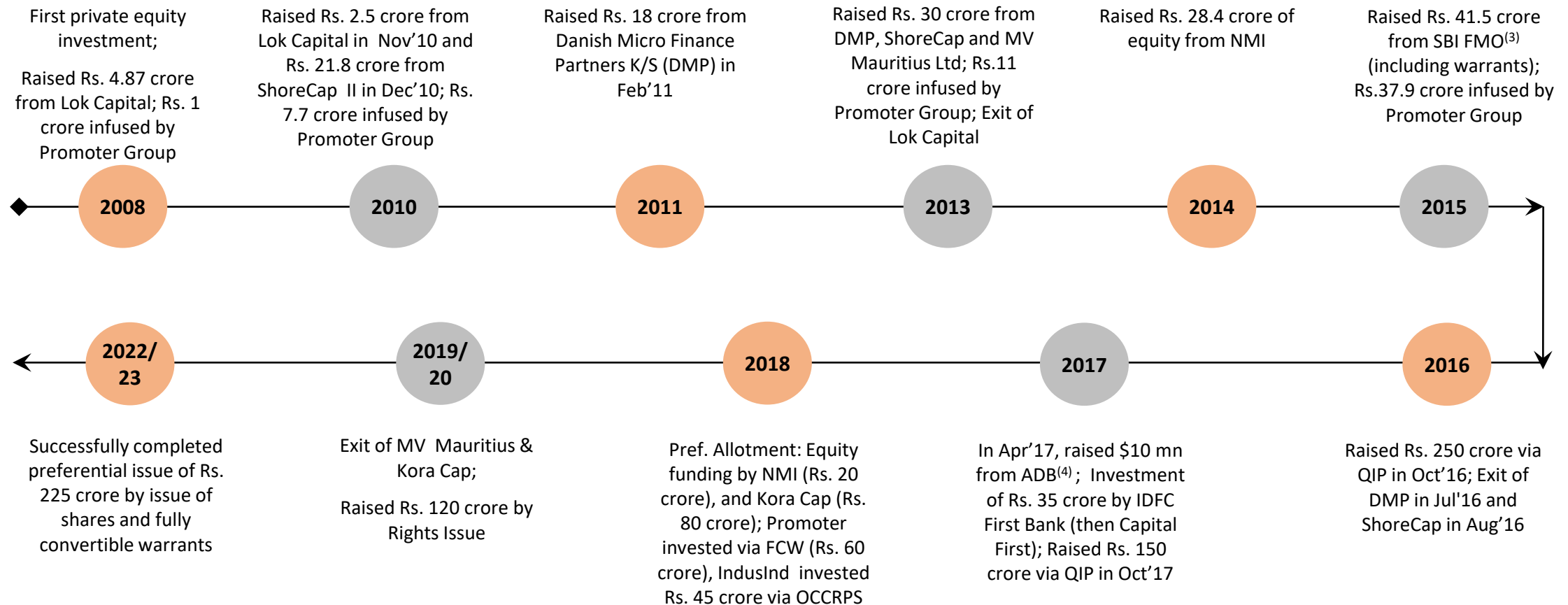
Company Background



Key Milestones - Business



Key Milestones – Fund Raising



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



The history of SCNL goes back to **1990 when it started providing finance to the shopkeepers who were deprived of formal financing**



Today, after more than three decades of rich experience, **SCNL has emerged as one of the leading and trusted Indian microfinance companies**

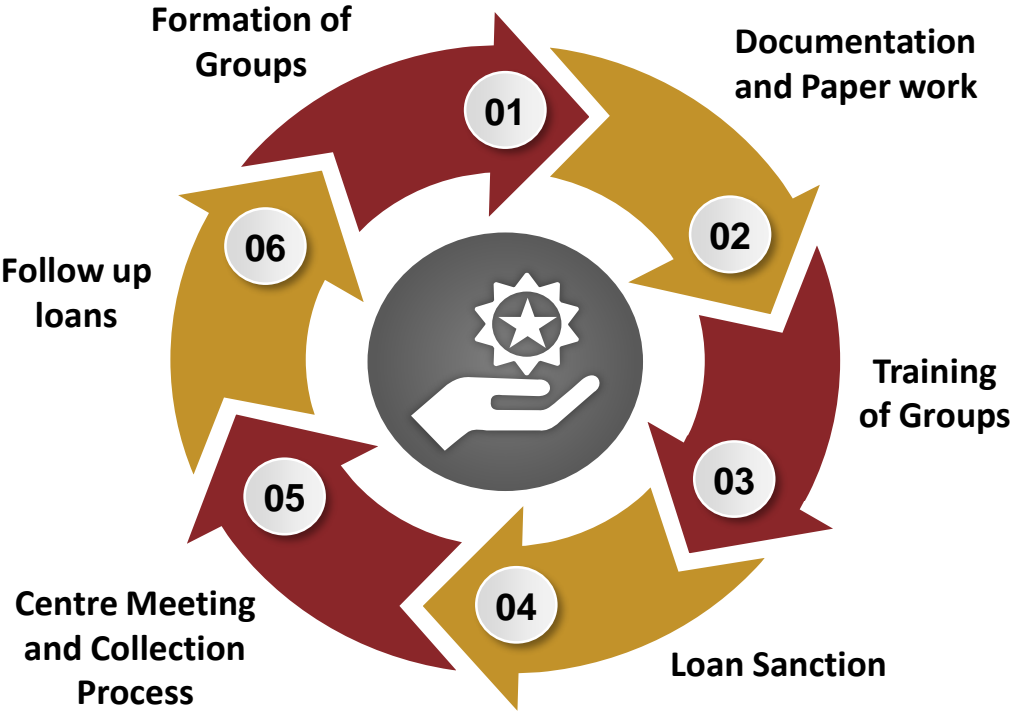


Headquartered in Gurugram, Haryana, **the Company drives inclusive growth by offering financial tools that help create opportunities**

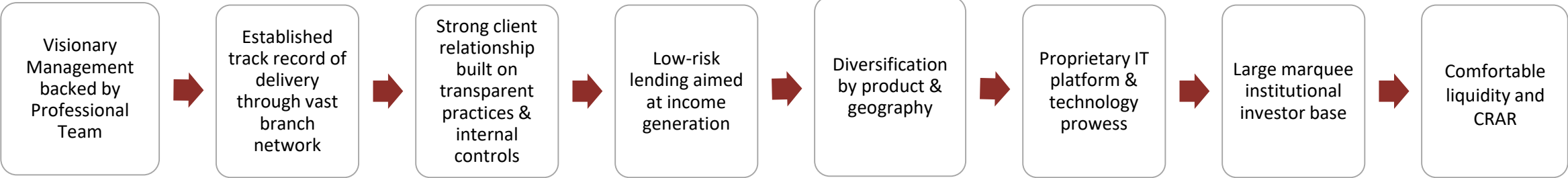


Through its financial solutions outside the periphery of traditional channels of finance, **the Company empowers the unserved and the underserved sections of the society**

Our Business Model



MICROFINANCE & BEYOND



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

...With Customised Products as per Client Needs



Income Generation Loan (Prarambh)

Ticket Size :
Rs. 10,000 – Rs. 45,000

Tenure : 12 - 24 months

Long Term Loan (Vridhhi)

Ticket Size :
Rs. 31,000 – Rs. 75,000

Tenure : 30 months

Product Financing

Ticket Size :
Rs. 2,000 – Rs. 32,000

Tenure : 6 - 24 months

WASH Loan

Ticket Size :
Rs. 10,000 – Rs. 35,000

Tenure : 12 - 24 months

Eligibility Criteria

- Annual Household Income: up to Rs. 3 Lacs
- The outflows limit of 50 per cent of the monthly household income shall include repayment towards all existing loans as well as any loan under consideration

- Maximum monthly loan repayment obligation (incl. applied loan): ≤Rs. 12,500.
- OTP & Bank validation

** Household shall mean an individual family unit, i.e. husband, wife and their unmarried children.*

SDGs in the Core of Our Community Connect Activities



Financial Literacy Workshops

In collaboration with RBI and Sa-Dhan, as of date, we have conducted 15 workshops in the states – Rajasthan, Jharkhand and Chhattisgarh, aiming to educate our clients about the significance of responsible financial planning, saving, and investing.

Lives Impacted – 848



Health Camps

In collaboration with our partner DocOnline, we have conducted seven health camps wherein our clients were given basic health checkups and consultation with the senior doctors through video conferencing.

Lives Impacted – 450



Scholarship to the Underprivileged Students

With our aim to promote inclusive education for all, we Supported education of less privileged students at GNA University, Punjab.

Lives Impacted – 341 students



Awards and Accolades



- Mr. HP Singh bestowed with the **'India's Most Trusted'** Award by GPTW, India
- Mr. HP Singh was conferred as the **'Pillar of the BFSI Industry'** at the Financial Express Modern BFSI Summit 2022
- Mr. HP Singh received the **'CEO of the Year - Micro Finance Company'** Award
- Mr. Dhiraj Jha accorded with the **'Excellence in Risk Management'** Award at the 4th Elets BFSI Game Changer Summit
- Ms. Manvinder Kaur & Mr. Bharat Singh were recognized as **'Great Managers 2022'** at the Great Managers Award
- Ms. Aditi Singh was awarded as **'Social Impact Leaders and Change Makers 2021'** by BW Disrupt
- Mr. Sunil Yadav recognized among the **'Top 100 BFSI Leaders'** in India by Trescon, India



June 2023

Ranked **30th amongst the 'Top 100 India's Best Companies to Work for' 2023** across all industries



June 2023

Adjudged **'Best Employer in the Microfinance Industry'** by GPTW, India



June 2023

Awarded for **'Impactful Contribution in the Economy'** at the Elets BFSI Game Changer Summit



May 2023

Won **'Skoch Award in the Silver Category'** at the 92nd Skoch Summit



May 2023

Conferred as the **'Emerging Name in Business Transformation Award'** at the Elets NBFC Excellence Award



April 2023

Recognized as **'Top 25 India's Best Workplaces'** across the BFSI Industry by GPTW, India



March 2023

Listed among India's **'Top 50 Best Workplaces'** for building a culture of innovation by GPTW, India



February 2023

Awarded **'Best Education Support Initiative 2023'** at the Social Impact Awards 2023





ENVIRONMENTAL

Water and Sanitation (WASH) Loans

- Constructively working towards safe water and sanitation in around 280 districts and more than 26,000 villages in 19 states viz Bihar, Orissa, Uttar Pradesh, West Bengal etc.

- In FY23, disbursed a total of 91,830 WASH loans

Clean Energy Loans

- SCNL's clean energy programme is an illustration of its dedication to serve the society by providing customized financial solution
- Certificate of Excellence by UNFCCC's Clean Development Program



SOCIAL

- Our strength lies in our ground level knowledge and the strong bond that we have created with our stakeholders
- Reaching borrowers through a suite of financial and non-financial services, tailored to meet their needs, including lending under JLG model, product financing, community level initiatives, financing household level toilet and water facility
- Almost all of SCNL clients are women, 77% of whom are based in rural hinterlands of India
- Around 72% of the clients are from BPL category
- Positive findings from various Impact Assessment studies



GOVERNANCE

- Board comprises of 7 members; 5 Independent directors of which 1 is a woman director
- Number of Board Meetings Conducted during the FY23: 7
- Average attendance rate at the Board and Board committee meetings (%): 91% and 95% respectively
- All major committees are headed by Independent directors
- Strong grievance redressal mechanism; over 99% of customer complaints resolved within TAT
- Strong compliance with transparent disclosures

We remain committed to the cause of impact and inclusion

Contact Information



Company (Investors & Media) :

Ms. Aditi Singh
Head – Strategy

E: aditi.singh@satincare.com
T: +91 124 4715 400

Ms. Shweta Bansal
DGM - Investor Relations

E: Shweta.bansal@satincare.com
T: +91 124 4715 400

www.satincare.com

