

Q2FY25 INVESTOR PRESENTATION



UJJIVAN
UJJIVAN SMALL FINANCE BANK



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- Note: All financial numbers in the presentation are from Audited Financials or Limited Reviewed financials or based on Management estimates.

KEY HIGHLIGHTS - Q2FY25 (1/2)



Gross Loan Book

₹ 30,344 cr

Up 14% yoy

Sep'23: ₹26,574 cr



Total Deposits

₹ 34,070 cr

Up 17% yoy

Sep'23: ₹29,139 cr



Retail TD*+ CASA

₹ 24,746 cr

Up 32% yoy

Sep'23: ₹18,818 cr



GNPA/NNPA

2.5%/0.6%

up 27 bps/Up 47 bps yoy

Sep'23: 2.2%/0.09%



CRAR

23.4%

Down 181 bps yoy

Sep'23: 25.2%



Employees

23,746

Up 13% yoy







Sep'23: 21,040



* Note: Retail TD are TDs below ₹ 3 Crs; ** Floating provision of ₹250 Cr (NPA provision: ₹ 120 cr; Other provision: ₹ 100 cr; Tier-II Capital: ₹ 30 cr) continues to be on the books which can be utilized for making specific provisions in future during extraordinary circumstances, with prior approval from the RBI (as & when required); *** All NPA and gross loan book data in this document (except in Financial Overview section) are without adjusting for IBPC & Securitization book



KEY HIGHLIGHTS - Q2FY25 / H1FY25 (2/2)

	Q2FY25 Vs Q2FY24	H1FY25 Vs H1FY24
 NII	₹ 944 cr <i>Up 15% Vs ₹ 823 cr</i>	₹ 1,885 cr <i>Up 17% Vs ₹ 1,616 cr</i>
 NIM	9.2% <i>Up 39 bps Vs 8.8%</i>	9.2% <i>Up 23 bps Vs 9.0%</i>
 PPOp	₹ 461 cr <i>down 5% Vs ₹ 483 cr</i>	₹ 970 cr <i>Up 3% Vs ₹ 941 cr</i>
 PAT	₹ 233 cr <i>down 29% Vs ₹ 328 cr</i>	₹ 534 cr <i>down 18% Vs ₹ 652 cr</i>
 RoA	2.2% <i>down 138 bps Vs 3.6%</i>	2.5% <i>down 108 bps Vs 3.6%</i>
 RoE	15.7% <i>down 1227 bps Vs 28.0%</i>	18.5% <i>down 1046 bps Vs 29.0%</i>

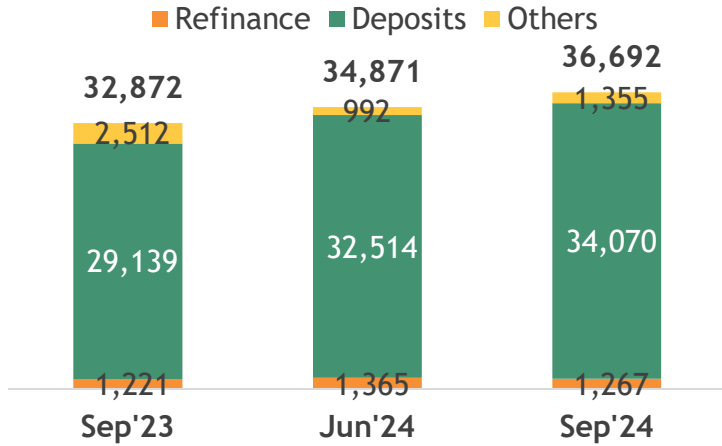


Liabilities: Driving Retail Deposit Base

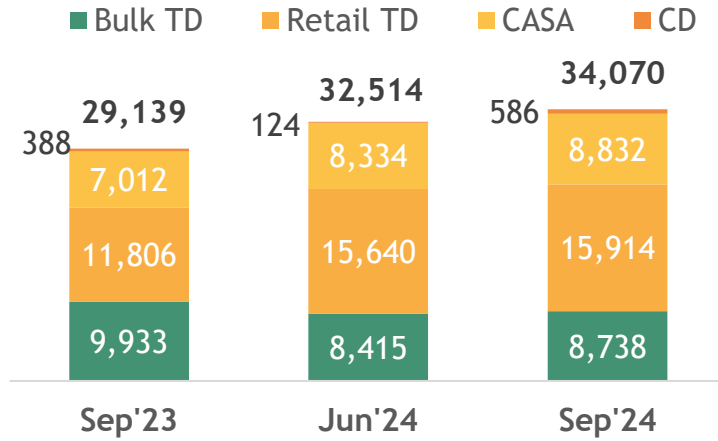


HEALTHY DEPOSIT GROWTH WITH RETAIL AT FOREFRONT

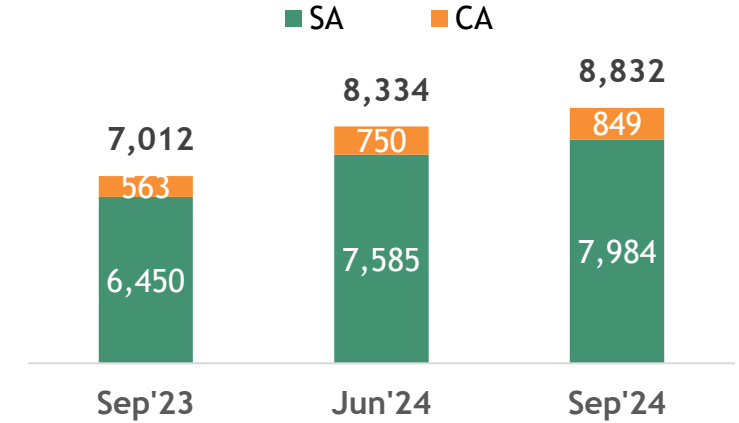
Total liabilities profile (₹ in crore)



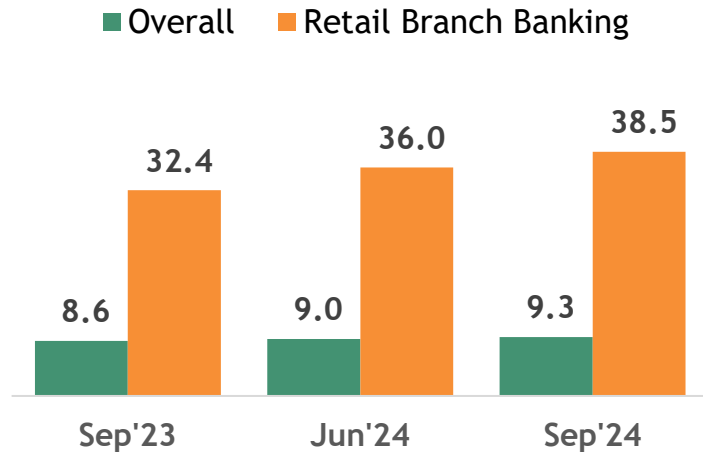
Deposits break-up (₹ in crore)



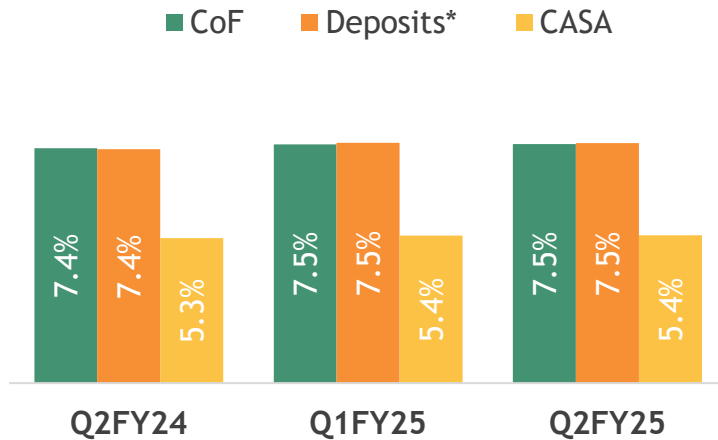
CASA break-up (₹ in crore)



Improving Average SA Balances (₹ in '000)



Cost of funds#



- ❖ Retail Deposits at 73% vs 74% as of Jun'24
- ❖ CASA% at 25.9% as on Sep'24 up by 26% YoY
- ❖ Average daily LCR at 130% for Sep'24
- ❖ Credit To Deposit Ratio: 87.4% as of Sep'24, adjusted for IBPC/ Securitisation book (89.1% including IBPC/Securitisation)
- ❖ Ratings - CRISIL A1+, (₹ 2,500 Cr certificate of deposits); CARE AA- (stable) (Long term bank facilities, ₹ 10,000 Cr Fixed Deposits)

[^] TD: Term Deposits, CASA: Current Account, Savings Account;
^{*}Cost of Blended Deposits - TD + CA+ SA; # On Book + off Book



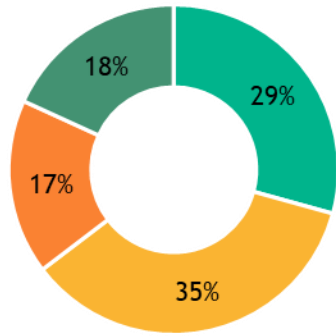
WELL-DIVERSIFIED DEPOSIT MIX

Region-wise deposit mix

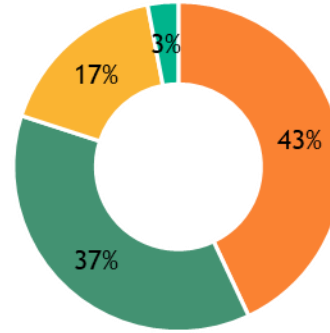
Branch classification wise deposit mix

Segment wise deposit mix

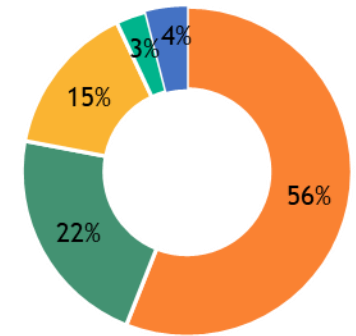
Sep '24



■ East ■ West ■ North ■ South

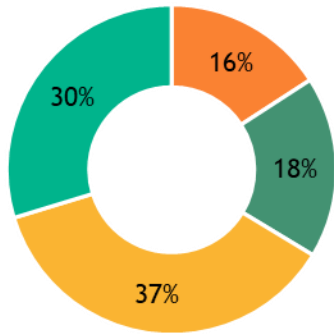


■ Metropolitan ■ Urban ■ Semi Urban ■ Rural

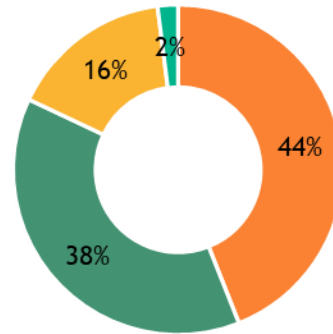


■ Individuals ■ Banks ■ Corporate ■ Govt. ■ TASC

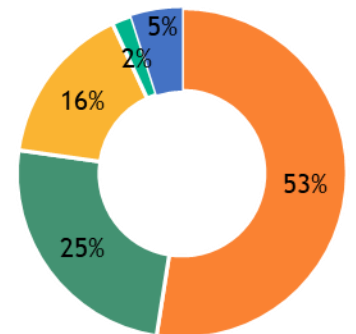
Sep '23



■ East ■ West ■ North ■ South



■ Metropolitan ■ Urban ■ Semi Urban ■ Rural



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Deposits from individual continues to grow with our focus on building granular deposit base, with concentration below 15% in each state

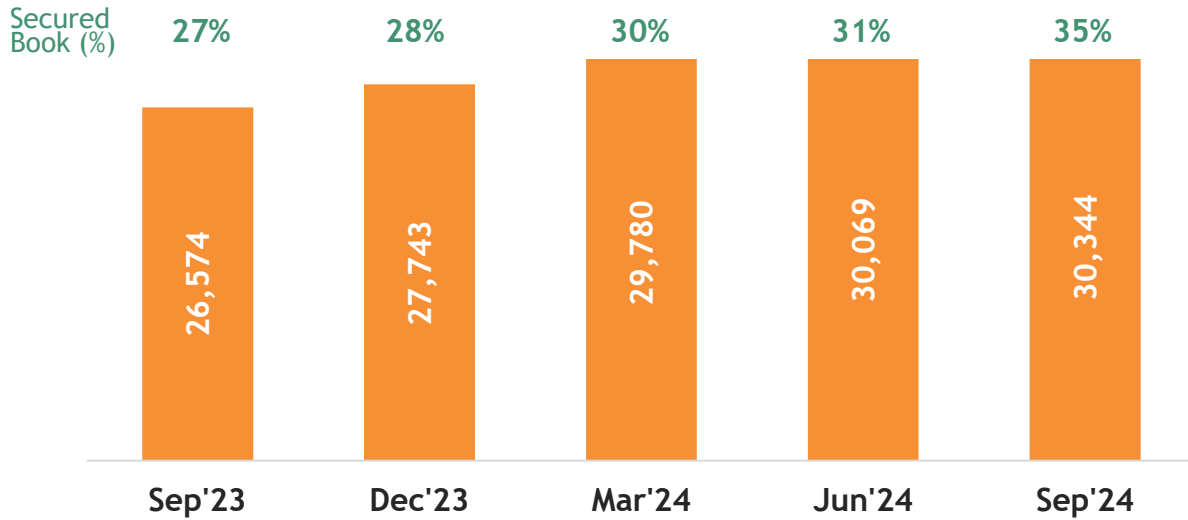


Assets: Well-diversified growth with new customer acquisition

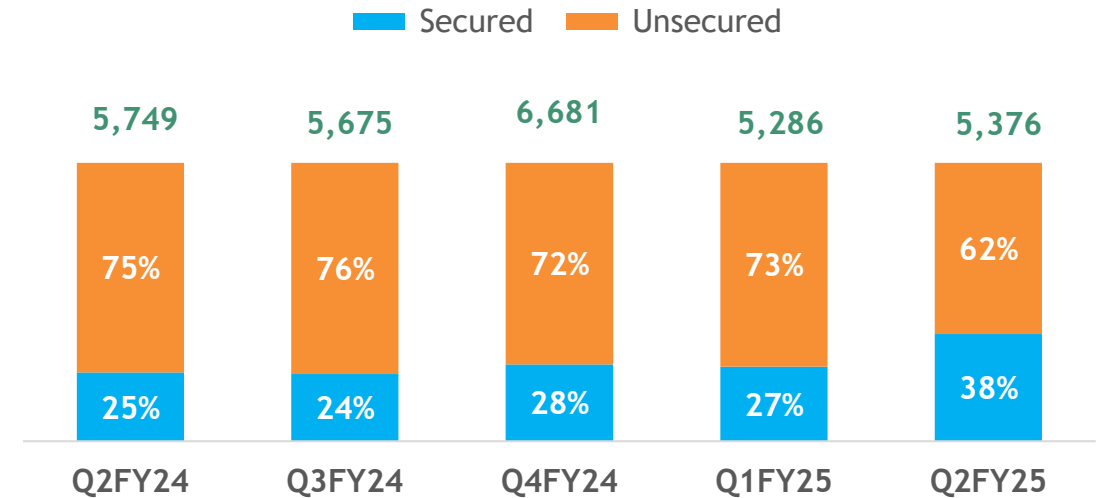


GROSS LOAN BOOK AND DISBURSEMENT TREND

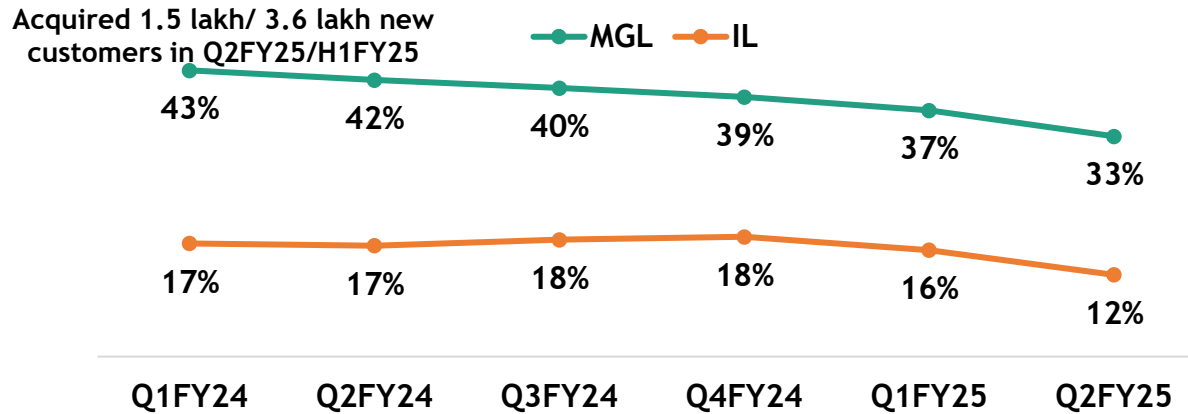
Gross Loan Book (₹ in crore)



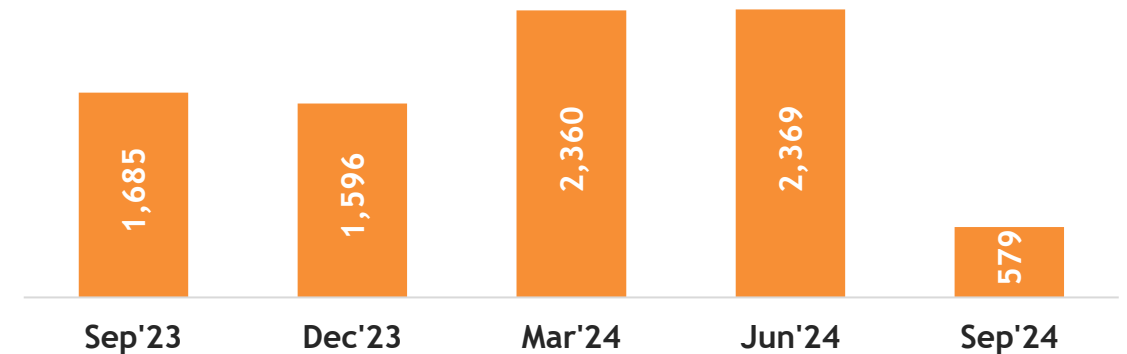
Rising Secured Book Contribution in Disbursement



New Customer acquisition (% of Fresh Loans)



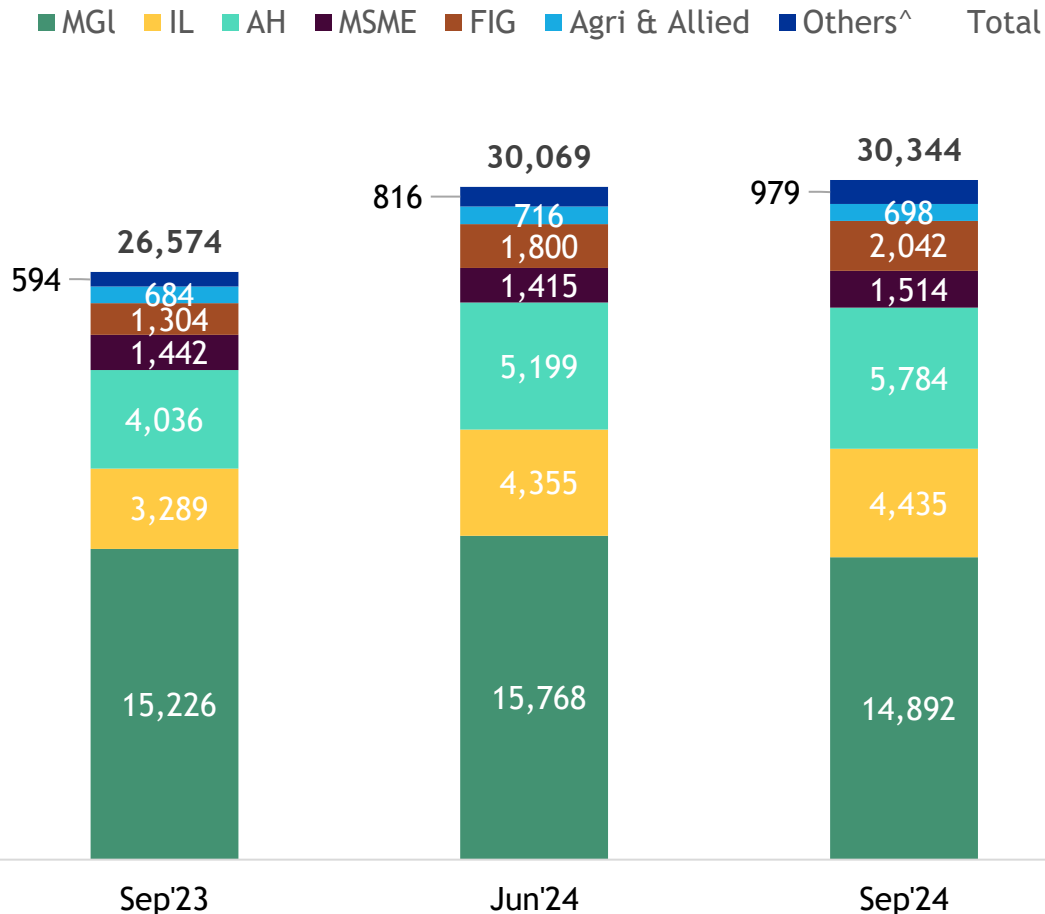
IBPC/ Securitisation (₹ in crore)





GROSS ADVANCES - YOY GROWTH

Gross Loan Book - Segment wise (₹ in crore)



GL- Group Loans; IL- Individual Loans ; MSME- Micro Small & Medium Enterprise; AH- Affordable Housing (Including M-LAP); FIG- Financial Institution Groups; Agri & Allied includes secured agri products & KPC

^Includes Vehicle Loans, Gold Loan, Staff Loan, OD-FD & others

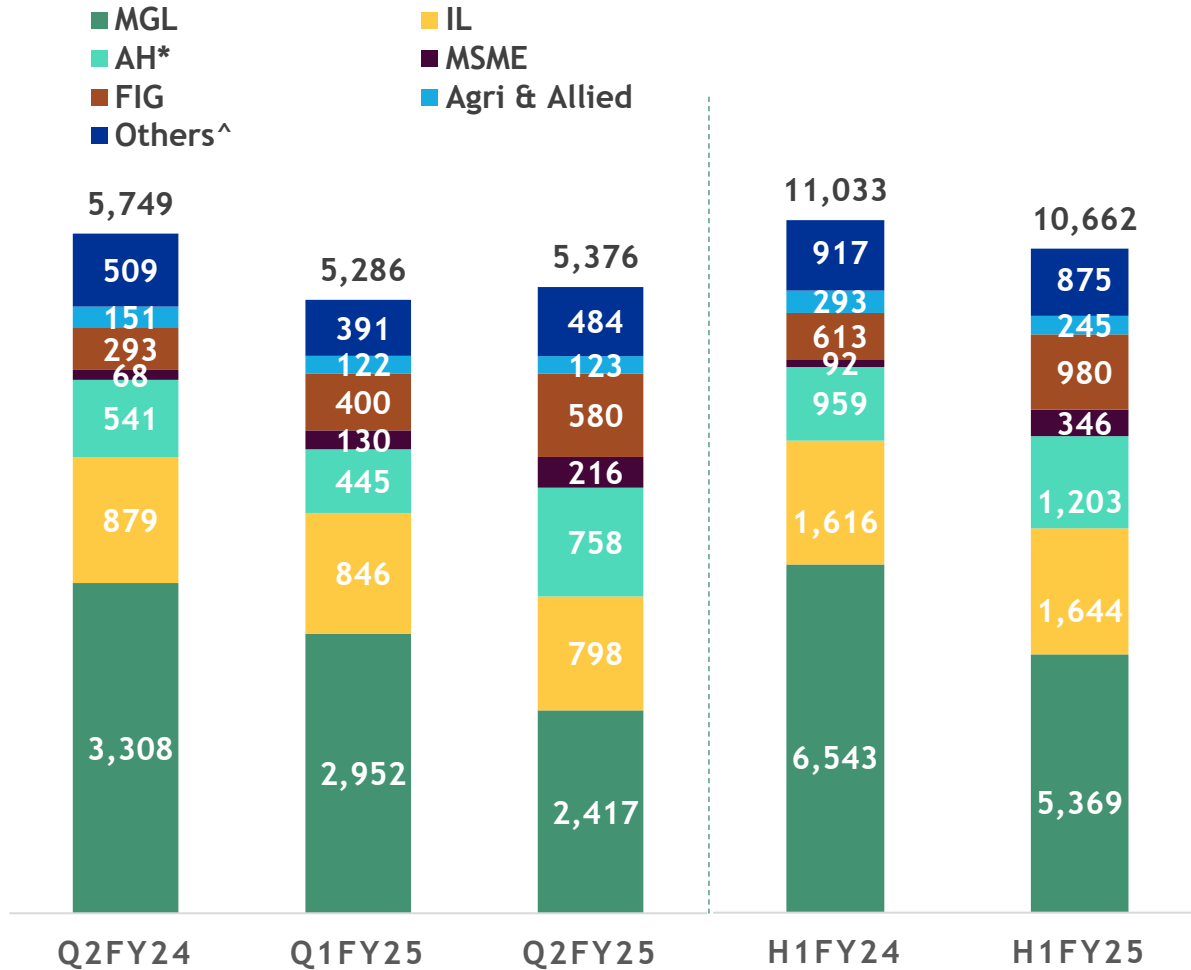
Product	% Gross Loan Book	Growth YoY	Growth QoQ
Group Loans	49%	(2)%	(6)%
Individual Loans	15%	35%	2%
MSME	5%	5%	7%
Affordable Housing*	19%	43%	11%
FIG Lending	7%	57%	13%
Agri & Allied Loans	2%	2%	(3)%
Others^	3%	65%	20%
Total	100%	14%	1%

Note: Individual loans consist of Business Loans & Home Improvement loans. Unsecured loans in the nature of agri & allied activities earlier grouped under Individual loans are now considered under Agri & Allied loans.

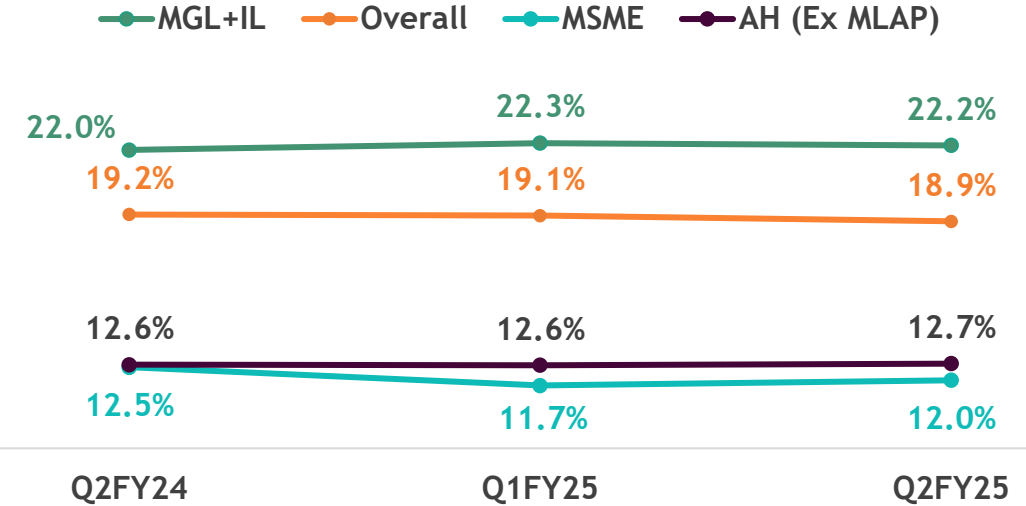


DISBURSEMENT, YIELD AND AVERAGE TICKET SIZE

Product wise Disbursement (₹ in crore)



Yield (%) - Segment wise



Average Ticket Size (₹)

Product	Q2FY24	Q1FY25	Q2FY25
Micro Group Loans	55,066	56,490	58,295
Individual Loan	1,31,113	1,26,965	1,27,034
MSME (ex-fintech)	43.6 lakhs	55.7 lakhs	58.5 lakhs
Affordable Housing (Ex-Micro-LAP)	13.9 lakhs	13.7 lakhs	14.5 lakhs

^Includes Vehicle loan, Gold Loan, Staff Loan, OD-FD & others

* Includes Micro-LAP

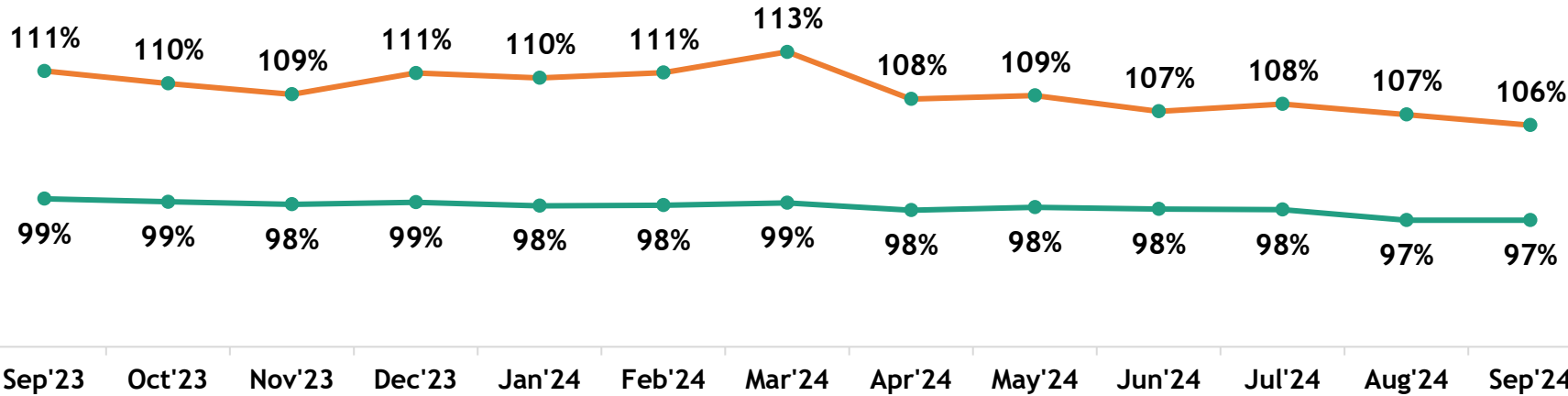


ASSET QUALITY

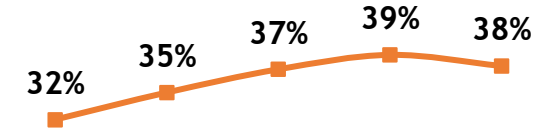


HEALTHY COLLECTIONS DESPITE STRESS

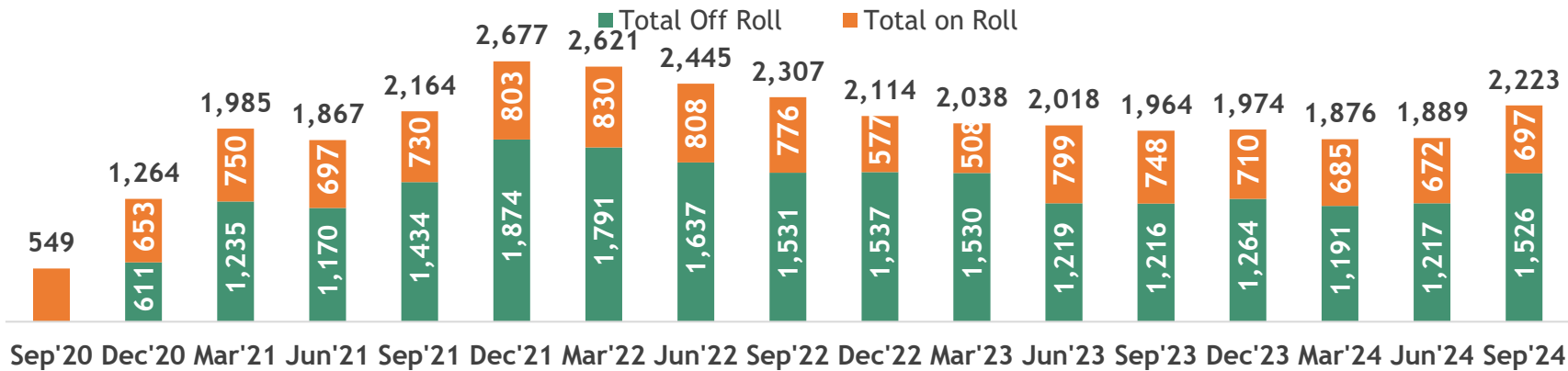
● Collection Efficiency% (against month due) ● Collection Efficiency % (incl Additional collections)



Cashless MB collections



Well calibrated collections team... (Nos)



Note: Collection efficiency - collections for the period against dues for the period. It does not include pre-closures and any advance or future payments

- Digital Collections for Sep'24 at 39%
- Flexible & multiple modes of collections through digital modes
- Cashless collections include repayments through SI, NACH, Hello Ujjivan, BBPS
- Expediting legal process for collections in secured book
- Data analytics driven prediction models based on Early Warning Triggers aiding in better collections



COLLECTION EFFICIENCY

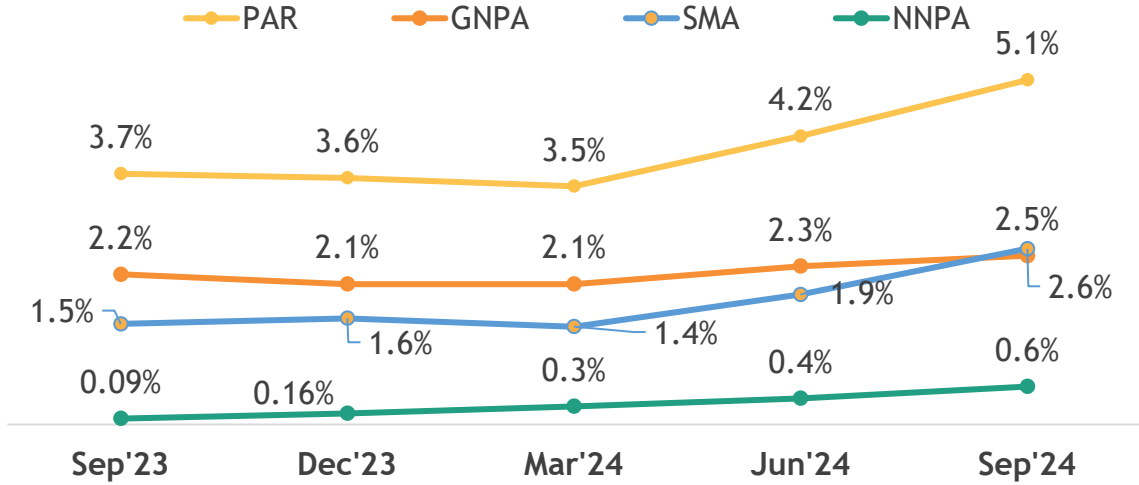
₹ Crore	Jul'24				Aug'24				Sep'24			
Verticals	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection	Due	Collection	%	Additional Collection
Group Loans	1,300.6	1,268.6*	98%	93.8	1,298.9	1,256.5*	97%	93.4	1,291.7	1,247.0*	97%	89.0
Individual Loans	344.6	338.5*	98%	32.5	350.4	342.0*	98%	32.7	355.1	346.2*	98%	31.4
Affordable Housing	74.6	72.7	97%	58.0	77.0	74.3	96%	44.2	79.6	77.3	97%	45.4
MSME	23.2	20.3	88%	20.1	23.3	20.5	88%	17.4	23.3	20.3	87%	15.2
FIG Lending	144.4	144.4	100%	-	104.6	104.6	100%	-	134.1	134.1	100%	-
Others	17.9	16.2	91%	2.2	18.0	16.3	91%	1.8	18.5	17.0	92%	1.7
Total	1,905.3	1,860.6	98%	206.6	1,872.1	1,814.1	97%	189.6	1,902.3	1,841.9	97%	182.7

* Including OD collection



CONSISTENT COLLECTIONS MAINTAINING ASSET QUALITY

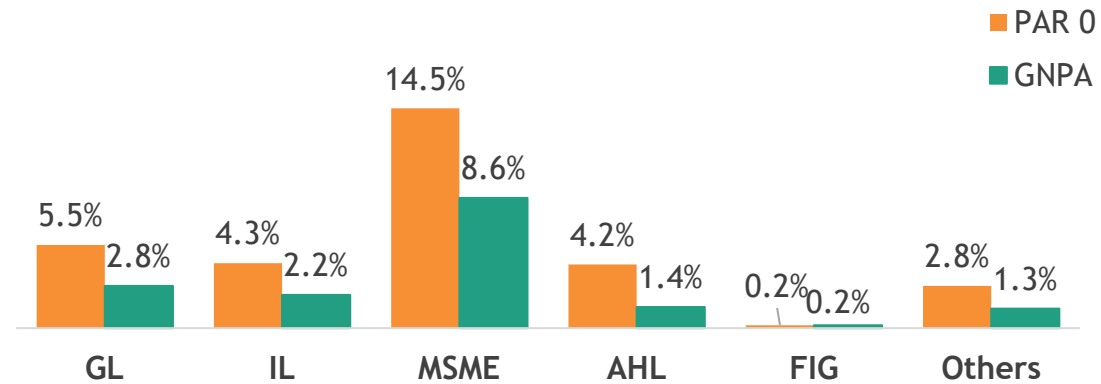
NPA & SMA started to normalize



YTD NPA Movement Table#



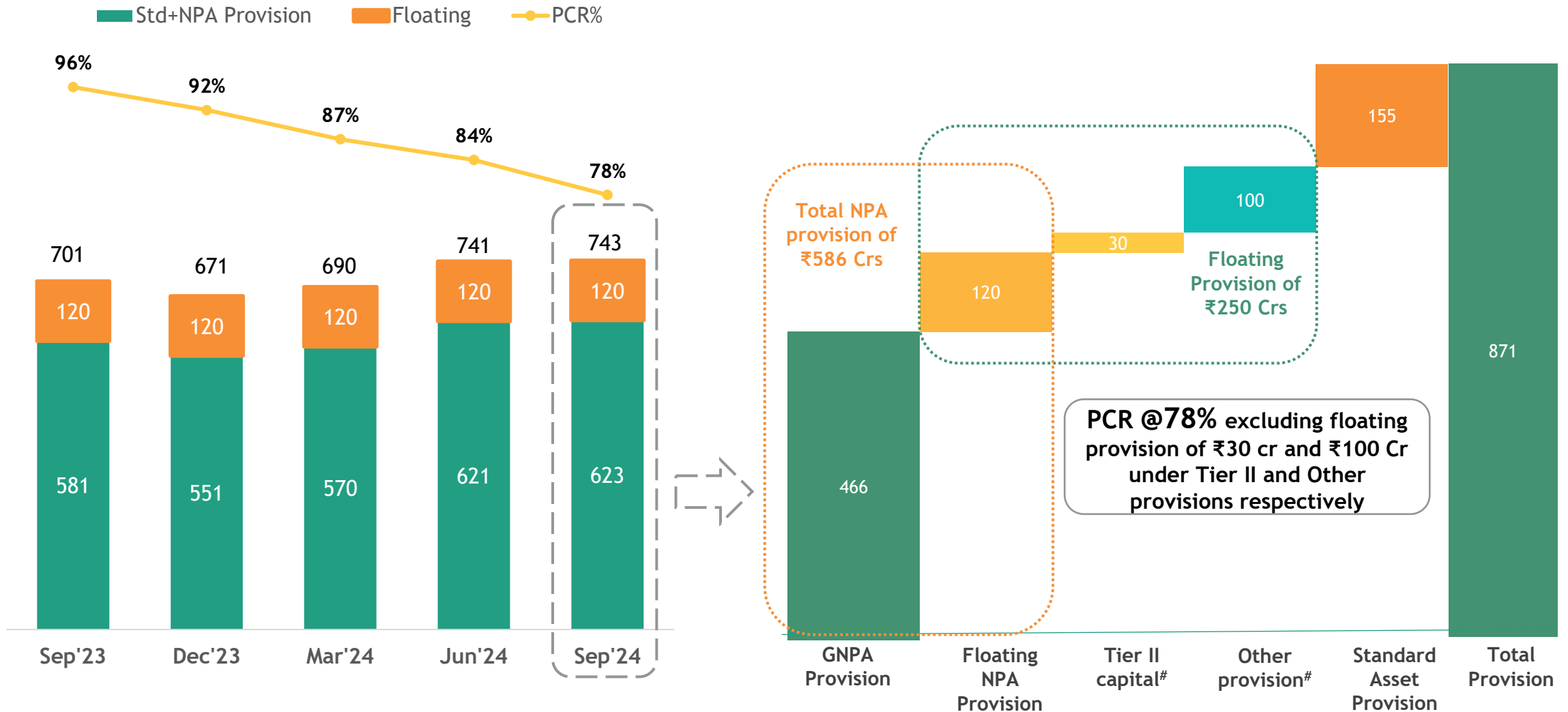
PAR 0 and GNPA (segment wise)





HEALTHY FLOATING PROVISION COVER

(₹ in cr)



Floating provision of ₹ 250 crore continues to be on books & can be utilized for making specific provisions in future during extraordinary circumstances, with prior approval from the RBI. Of this ₹ 30 crore was moved to Tier II capital in Jun'22 and ₹120 crore is earmarked for PCR calculation.

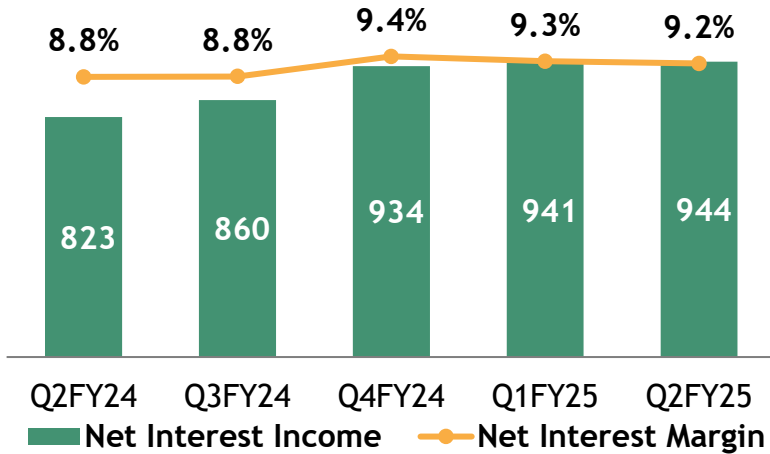


Financial Overview

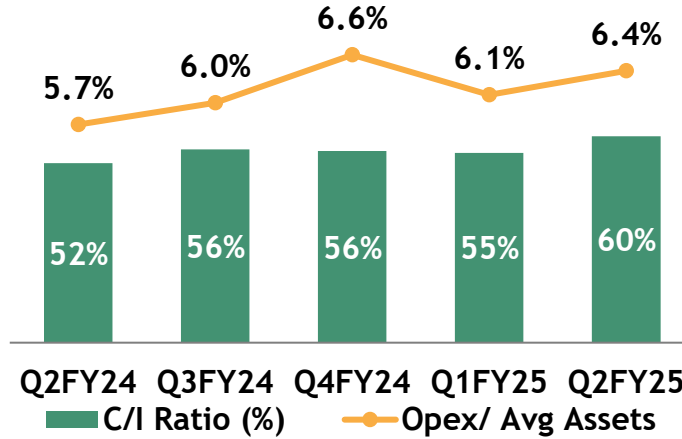


FINANCIAL OVERVIEW

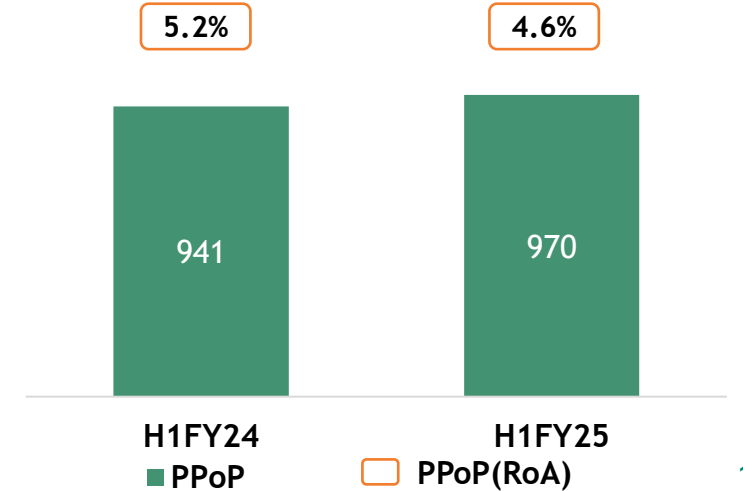
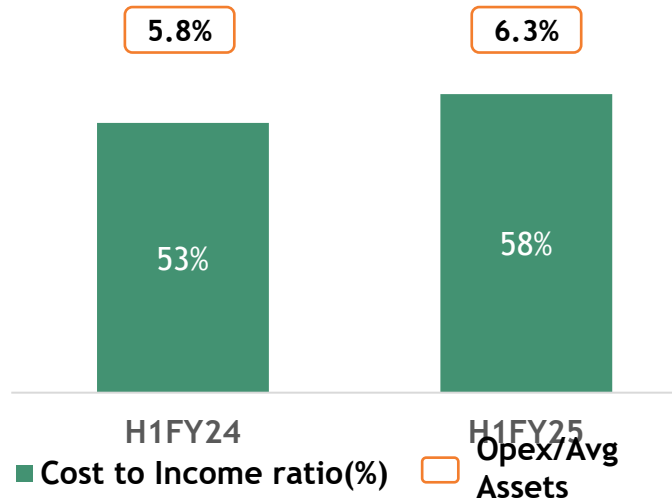
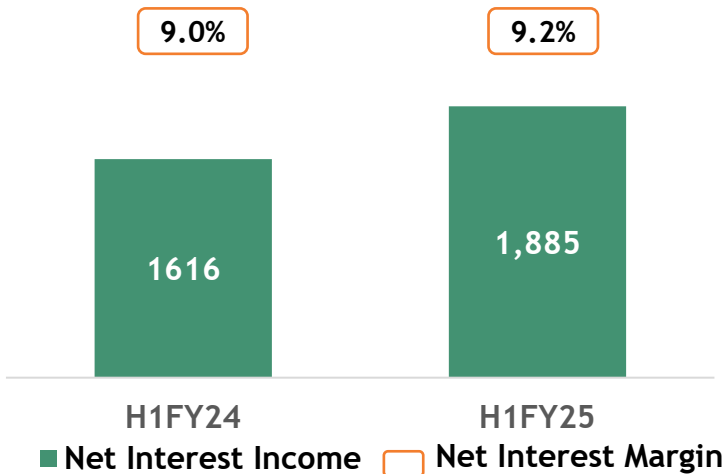
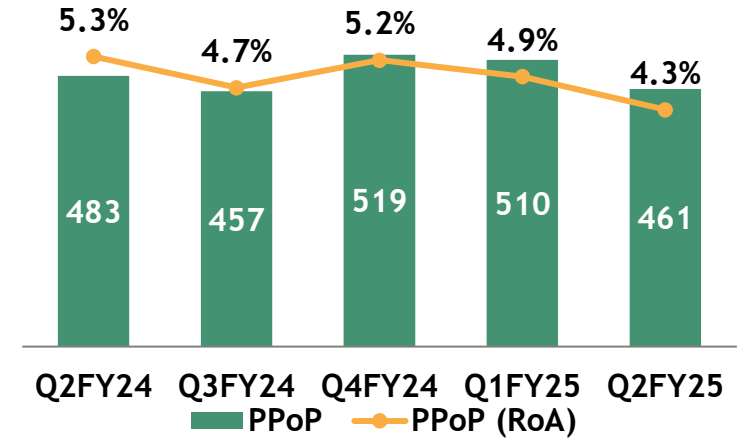
NII (₹ in crore) & NIM*



Cost to Income Ratio & Operating Expenses/ Average Assets (%)



Pre-Provision Operating Profit & PPOp (RoA)

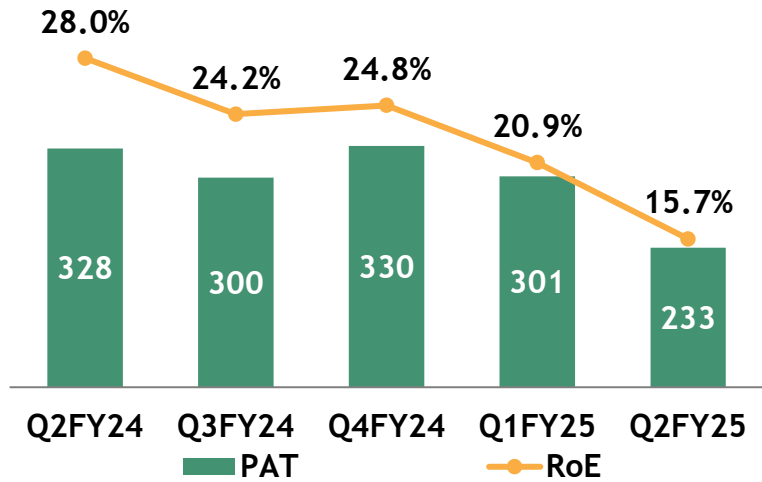


* NIM based on total book including IBPC & Securitization

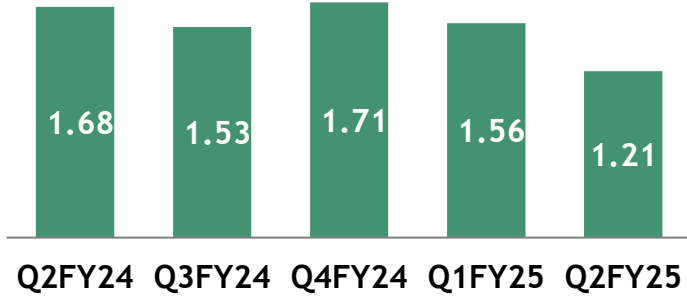


FINANCIAL OVERVIEW

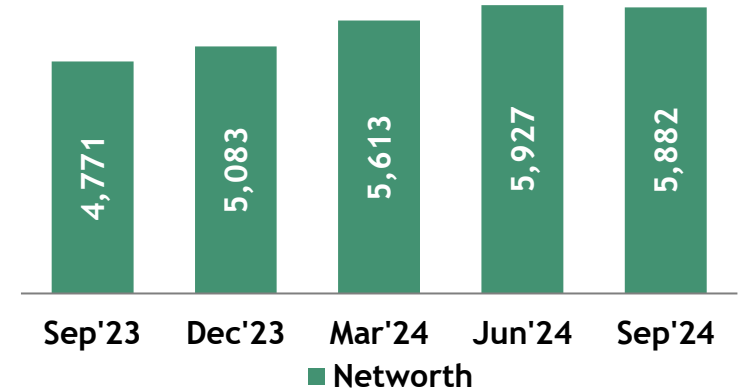
PAT (₹ in crore) & RoE



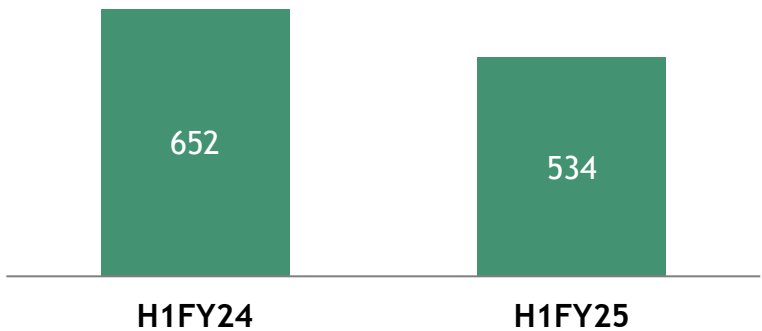
EPS* (₹)



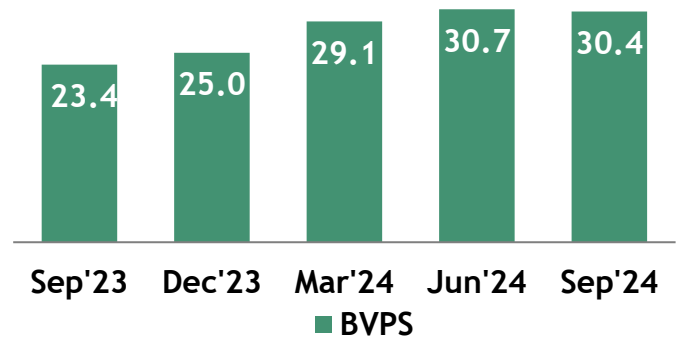
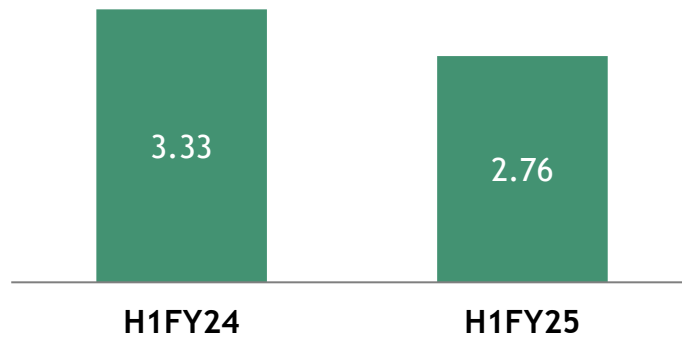
Net worth (₹ in crore) & BVPS (₹)



29.0%



18.5%



* Basic EPS



INCOME STATEMENT

Particulars (₹ in crore)	Q2-FY25	Q2-FY24	YoY Growth	Q1-FY25	QoQ Growth	H1-FY25	H1-FY24	YoY Growth
Interest Earned	1,613	1,391	16%	1,577	2%	3,190	2,678	19%
Other Income	207	189	11%	197	5%	404	366	11%
Total Income	1,820	1,580	15%	1,774	3%	3,594	3,044	18%
Interest Expended	669	568	18%	636	5%	1,305	1,062	23%
Personnel Expenses	380	283	34%	348	9%	729	558	31%
Operating Expenses	310	245	26%	281	10%	591	482	22%
Total Cost	1,359	1,096	24%	1,265	7%	2,624	2,102	25%
Pre Provision Operating Profit	461	483	(4)%	510	(10)%	970	941	3%
Credit cost	151	47	221%	110	37%	260	73	257%
Other provisions & contingencies	(0)	(0)	NM	0	NM	0	0	NM
Tax	77	109	(28)%	99	(22)%	176	217	(19)%
Net profit for the period	233	328	(29)%	301	(23)%	534	652	(18)%



TOTAL INCOME - BREAKUP

Particulars (₹ in crore)	Q2-FY25	Q2-FY24	YoY Growth	Q1-FY25	QoQ Growth	H1-FY25	H1-FY24	YoY Growth
Interest on loan	1,405	1,210	16%	1,379	2%	2,784	2,343	19%
Int. on investments	203	177	15%	195	4%	398	326	22%
Securitization Income	4	4	(12)%	3	28%	7	8	(19)%
Total Interest Earned	1,613	1,391	16%	1,577	2%	3,190	2,678	19%
Processing Fees	70	73	(4)%	69	1%	139	140	(1)%
PSLC Income	8	0	NM	20	(63)%	28	26	7%
Insurance Income	29	37	(20)%	22	36%	51	46	10%
Bad Debt Recovery	25	39	(34)%	27	(5)%	52	74	(29)%
Treasury	9	1	646%	5	59%	14	9	64%
Misc. Income*	66	39	76%	54	24%	120	72	67%
Total Other Income	207	189	11%	197	5%	404	366	11%
Total Income	1,820	1,580	15%	1,774	3%	3,594	3,044	18%

* Includes cards AMC charges, NFS/ other banking operations income and foreclosure/ late payment & other charges



BALANCE SHEET

Particulars (₹ in crore)	As at Sep 30, 2024	As at Jun 30, 2024	As at Sep 30, 2023
CAPITAL AND LIABILITIES			
Net worth	5,882	5,927	4,771
Capital	1,934	1,933	2,156
Employees Stock Options Outstanding	82	77	55
Reserves and Surplus	3,866	3,918	2,560
Deposits	34,070	32,514	29,139
Borrowings	2,622	2,358	3,733
Other Liabilities and Provisions	1,045	1,252	1,038
TOTAL	43,619	42,050	38,680
ASSETS			
Cash and Balances with Reserve Bank of India	2,253	2,119	1,847
Balance with Banks and Money at Call and Short Notice	262	351	408
Investments	10,592	11,118	10,930
Advances	29,179	27,114	24,325
Fixed Assets	480	470	357
Other Assets	853	878	814
TOTAL	43,619	42,050	38,680



HEALTHY CAPITAL ADEQUACY

(₹ in Crore)	Sep'23	Dec'23	Mar'24	Jun'24	Sep'24
Credit Risk Weighted Assets	18,839	20,924	22,829	23,625	24,954
Tier I Capital	4,239	4,597	5,155	5,425	5,390
Tier II Capital*	506	503	482	446	443
Total Capital	4,745	5,099	5,637	5,870	5,833
CRAR	25.19%	24.37%	24.69%	24.85%	23.38%
Tier I CRAR	22.50%	21.97%	22.58%	22.96%	21.60%
Tier II CRAR	2.69%	2.40%	2.11%	1.89%	1.78%
Floating Provision considered in Tier II out of 250 Cr	30	30	30	30	30

Floating provision of ₹250 Cr created in Jun'21 continues to be on books and can be utilized for making specific provisions in extraordinary circumstances with prior approval of RBI. Including ₹ 250 Cr of floating provision, total provision on gross loan book are at ₹ 942 Cr as of 31st Dec'22 / ₹ 877 Cr as of Mar'23 / ₹ 845 Cr as of Jun'23 / ₹ 831 Cr as of Sep'23 / ₹ 801 Cr as of Dec'23 / ₹ 820 Cr as of Mar'24 / ₹ 869 Cr as of Jun'24/ ₹ 871 Cr as of Sep'24

For FY 21 - 22 ₹250 Cr was utilized towards NNPA/ PCR calculation;

During June 2022, the Bank had utilized ₹220 Cr for NNPA/ PCR calculation and ₹30 Cr was utilized as part of Tier II capital; As a result of sustained recovery efforts and continued improvement in the Banks portfolio leading to reduction in GNPA of the Bank, in the current quarter only ₹120 Cr is utilized for NNPA/ PCR calculation, ₹30 Cr has been utilized as part of Tier II capital. The balance ₹100 Cr has been grouped as part of other provisions without utilising the same towards Tier II capital, this amount continues to be earmarked for utilization for NNPA/PCR (as and when required)



Ujjivan - Platform for growth

Please refer to [Investor Meet Presentation](#) for more details uploaded on our website, www.ujjivansfb.in



SERVING CUSTOMERS THROUGH MULTIPLE CHANNELS

Multiple Digital channels



Retail Mobile / Internet Banking

- Loaded with 125+ Features i.e financial & Non Financial
- Available in 9 Languages (including English)
- Easy access to multiple relationships with one app
- Multiple payments modes available such as NEFT, RTGS, IMPS & Internal fund transfers
- Value added features i.e GST & Bill Payments available



Hello Ujjivan App

- India's 1st Voice Visual Vernacular App launched for Micro Banking segments of customers
- Available in 11 Languages (including English) with Chatbot facility
- Helps conduct basic financial & non-financial banking transactions



Payments

- UPI enabled for customers to support P2P, P2M & P2PM transactions
- Live on UPI Lite for low value UPI transactions below ₹ 500
- AePS enabled platform to promote Digital Inclusion
- Merchant QR Codes for small merchants/retailers
- Secured Payment Gateways for e-Com transactions



Digital Acquisition (DFD / DSA)

- Ujjivan's fully digital solution to open Savings Account & Fixed Deposit
- Available for new and standalone existing customers
- Account can be opened from anywhere within India
- Solution integrated with video KYC
- Ujjivan's 1st solution fully deployed on AWS Cloud



Business Internet Banking

- Dedicated platform for Corporate customers
- Maker Checker facility
- High volume bulk upload facility
- Multi Fund Transfer option available
- GST & Direct tax payments feature for corporate customers



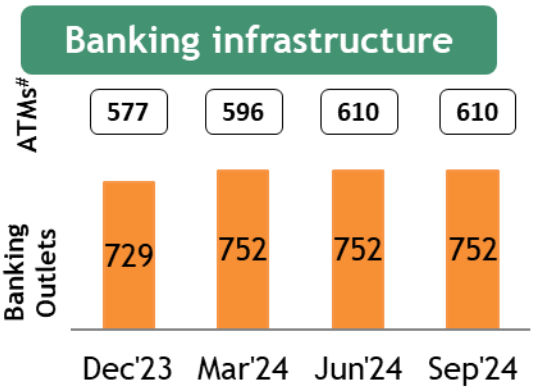
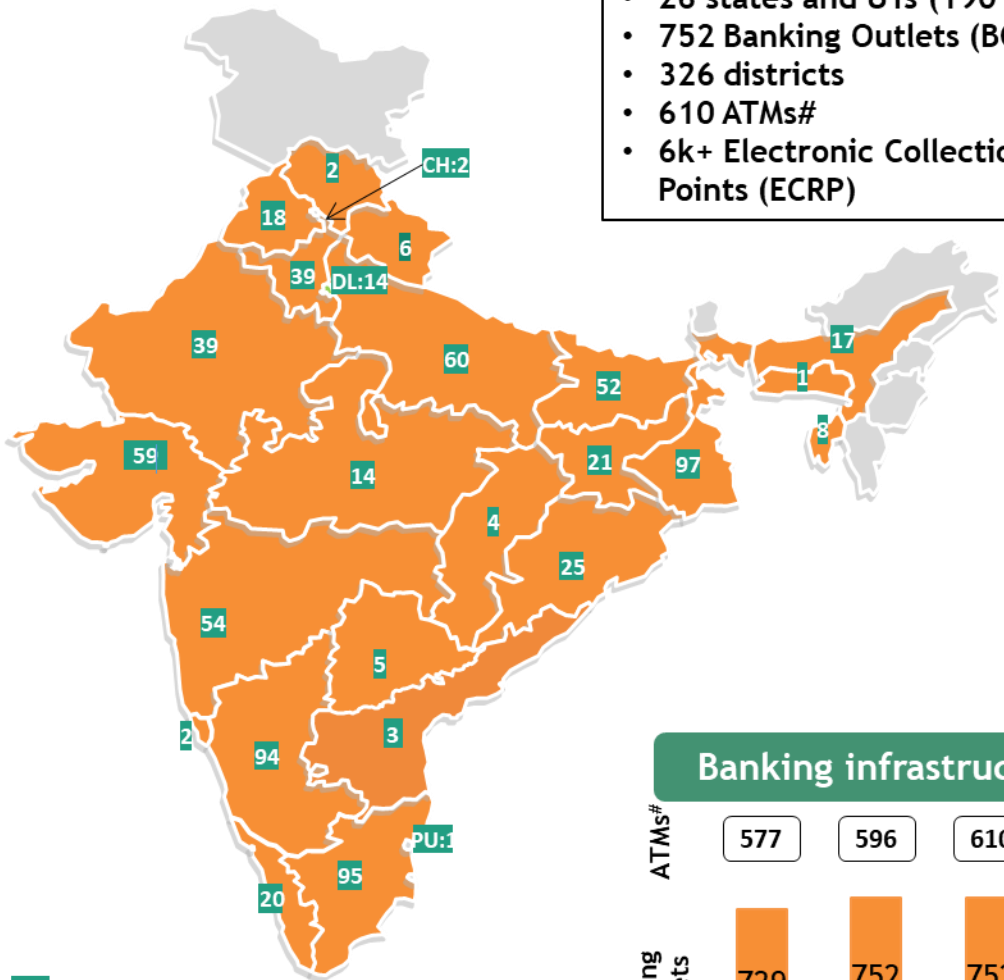
SMS & Missed Call Banking

- Providing basic services for customers using feature phones
- Helps conduct basic banking transactions such as Balance Enquiry, Mini statement, Last 5 Transactions, Request cheque Book, Hotlist Debit Card etc.

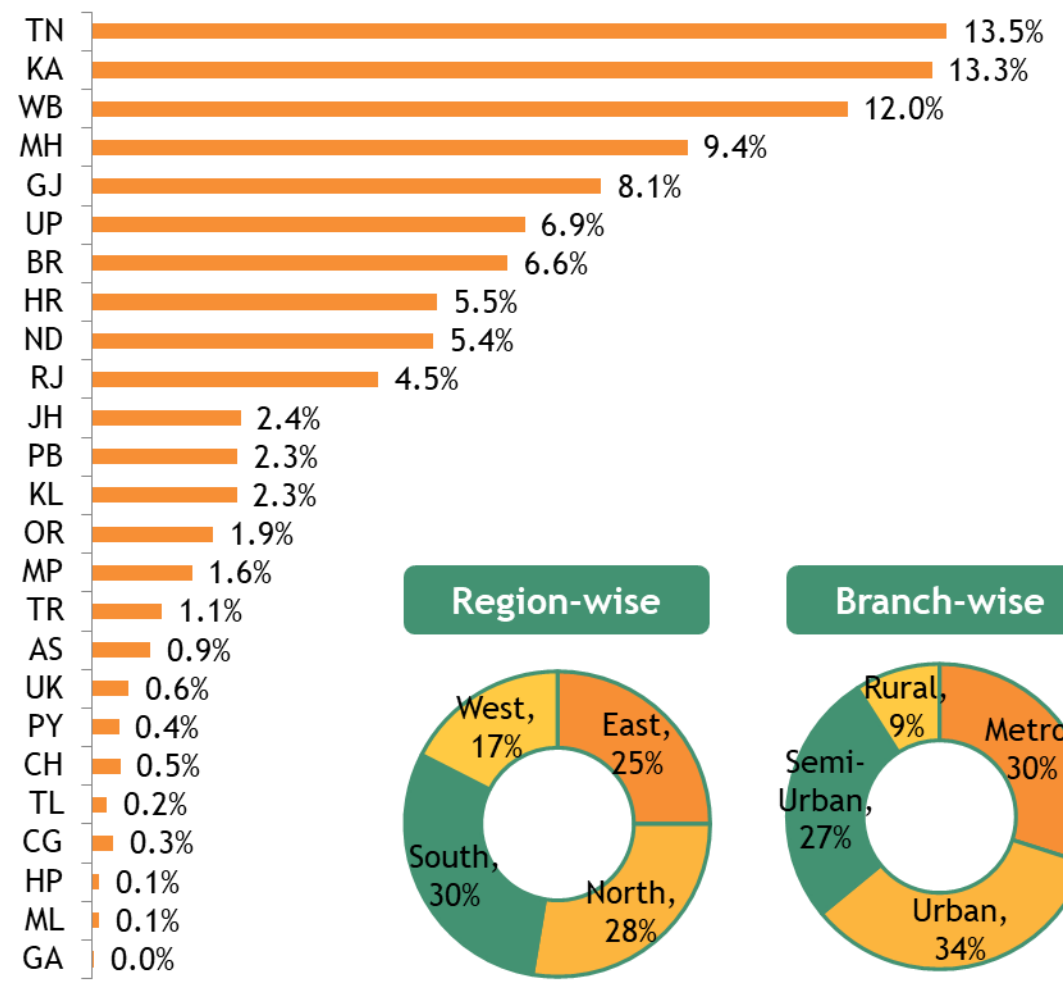


WELL DIVERSIFIED PAN INDIA PRESENCE

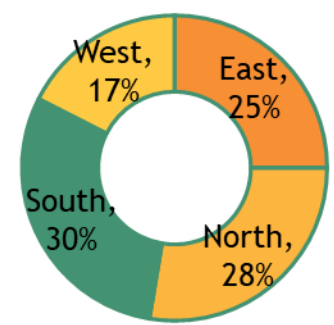
- 26 states and UTs (190 URCs)
- 752 Banking Outlets (BO)
- 326 districts
- 610 ATMs#
- 6k+ Electronic Collection Retail Points (ECRP)



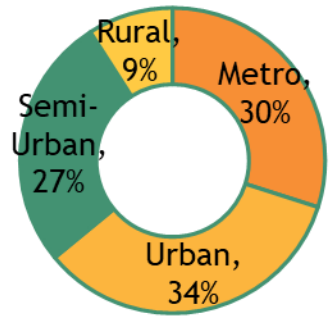
Sep'24 Gross Loan Book (%)



Region-wise



Branch-wise



Total Gross Loan Book - ₹ 30,344 Cr*

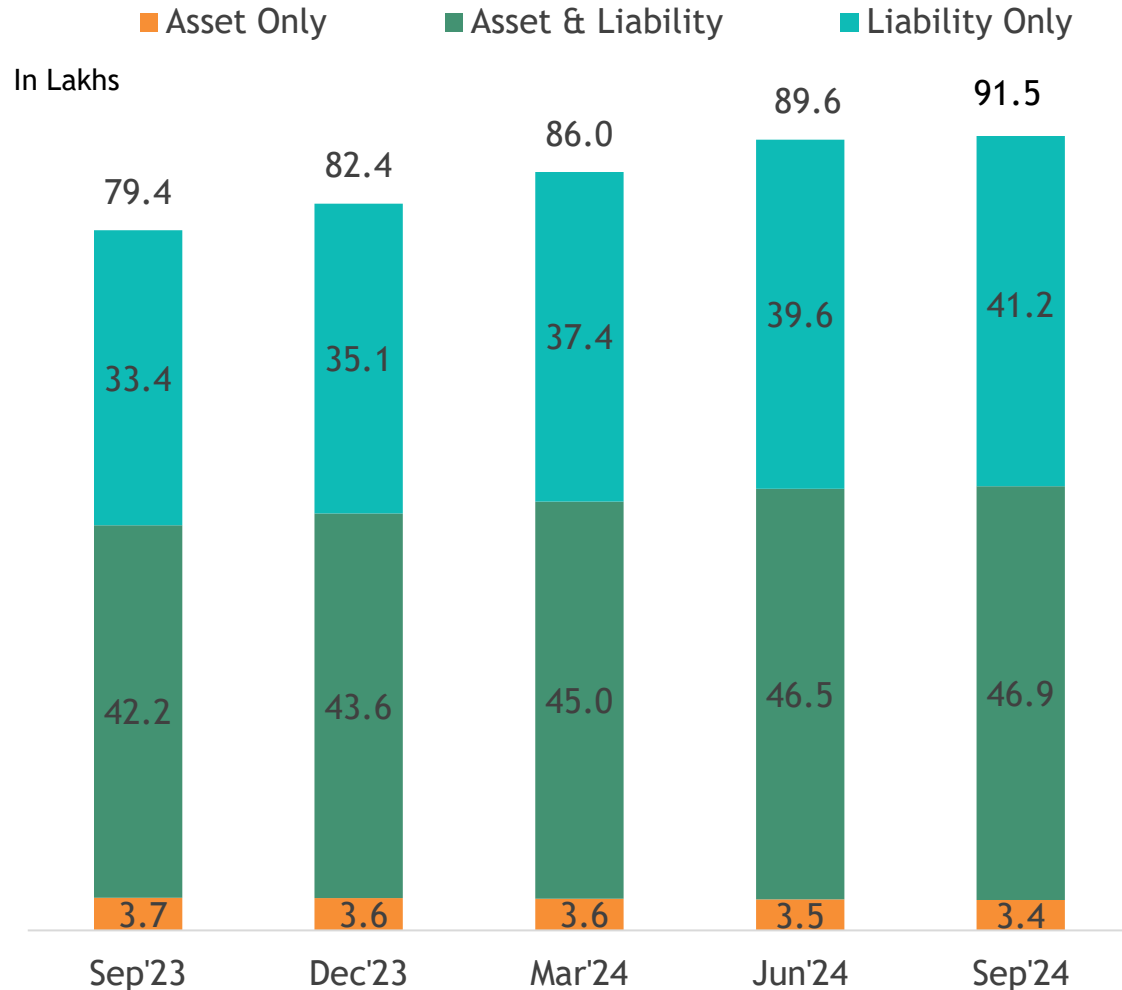
■ Banking Outlets
 ■ States with branch network
 # Including ACRs Note:- Map not to scale

*Includes IBPC and securitization

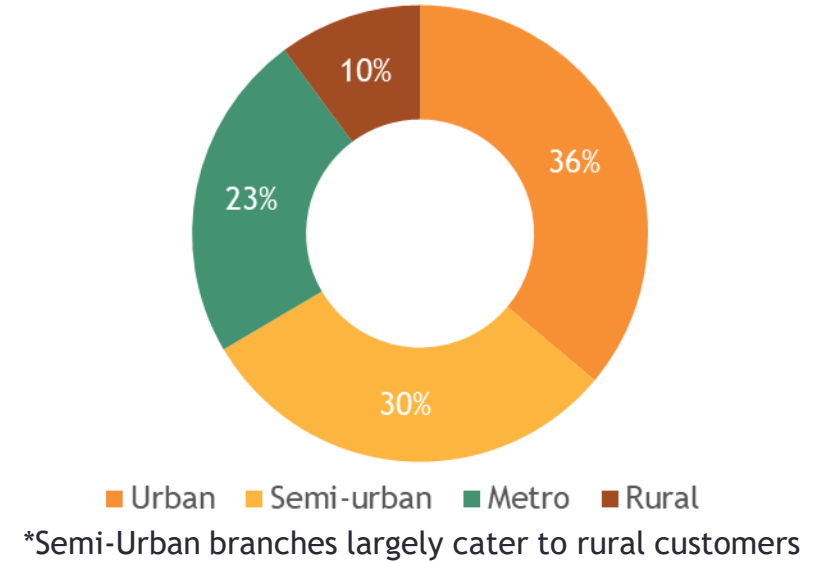


EXPANDING CUSTOMER BASE

Customer Base Growth



Customer Base - Basis of Branch Classification



- Liability customers grew by 17% YoY
- New customer acquisition continues to be a key focus
- Net Liability only customer addition at 1.6 lakhs for the quarter
- Borrower base up with 0.3 lakhs net addition in Q2FY25 vs 1.4 lakhs in Q1FY25



COMPREHENSIVE SUITE OF PRODUCTS & SERVICES

Loan

Micro-Banking

- Group Loans
- Individual Loans
- Top up Loans
- Agriculture & allied loans
- Gold loan
- Street vendor loan
- Water Sanitation Loan
- Cattle Maintenance Loan
- NULM[^]
- Pre-approved - IL

Micro, Small & Medium Enterprise Loans

- Prime LAP# - Semi Formal
- Elite LAP# - Formal
- Business EDGE Overdraft
- Dealer Finance
- Working Capital Overdraft
- Working Capital TL*

Affordable Housing Loans

- Construction and Purchase
- Home Improvement
- Composite Home
- Home Equity Loan
- Commercial Purchase Loan
- Pre Qualified Top-up
- Micro-LAP
- Micro Business Loan
- Micro Home Improvement Loan

Financial Institutions Group

- Term loan to NBFCs, HFCs and MFIs
- CC/OD
- Bank Guarantee
- CP/NCD
- Working Capital Demand Loan (WC DL)

Others

- Two-wheeler loans
- E-3 wheeler loans
- Busimoni OD
- OD against FD
- Loan Against FD
- Non MF Loans

Deposit

Retail Products

- Current Account
- Savings Account
- Non Resident Account
- Term Deposit
- Digital Savings & FD

Institutional Products

- Fixed Deposits
- Term Money
- Institutional Savings
- Current Account
- Certificate of Deposit
- PFMS Integration

Third-Party Fee based Products

- Insurance
- 3-in-1 Demat Trading Services
- Forex
- APY & NPS
- Aadhaar enrolment services
- CMS
- Safe deposit locker

Channels

Branch Banking, Asset Centers

ATM / POS / QR code/ Money Mitra/ Touch-points

Mobile & Internet Banking, Hello Ujjivan

Phone Banking, IVR, Video Banking

Internet & Corporate Banking

Loan against property
[^] National urban livelihood mission
^{*} Term Loan

STRONG INDEPENDENT BOARD (1 / 2)



Name	Education	Experience
Banavar Anantharamaiah Prabhakar <i>Chairman and Independent Director</i>	Commerce graduate, University of Mysore, Chartered Accountant.	Retired as Chairman and Managing Director of Andhra Bank after serving various Banks for about 37 years. Prior to that he served as the Executive Director of Bank of India for a period over 3 years, He also worked abroad for about eight years in two stints at Zambia and U.K. He was the Chief Executive of Bank of Baroda UK Operations.
Sanjeev Nautiyal* <i>Managing Director and CEO (w.e.f. July 01, 2024)</i>	BA, MBA and Certified Associate of the Indian Institute of Bankers	He is a banker with over three decades of extensive strategic domain expertise in Retail, SME, Financial Inclusion, Operations, HR, International Banking, and Treasury. He earlier held significant roles as Deputy Managing Director, Financial Inclusion & Micro Markets, SBI and MD & CEO, SBI Life Insurance. He earlier served as an Independent Director in Life Insurance Corporation and as an advisor in various organisations.
Samit Kumar Ghosh <i>Non-Executive Director</i>	MBA, Wharton School of Business, University of Pennsylvania.	Founder of UFSL and served as its MD & CEO. He retired as MD and CEO of Ujjivan SFB on November 30, 2019. He is a Career banker with over 30 years of experience in India & overseas.
Sudha Suresh <i>Independent Director</i>	B.Com (Honors) C.A., Grad ICWA, CS	Finance professional with a rich experience of over two decades in various organizations & a decade as practicing chartered accountant. She is the founding partner of S. Rao & Associates, Chartered Accountants, Bangalore and founder of Mani Capital. She was the MD & CEO (2017-18) and Chief Financial Officer (2008-17) of UFSL
Rajni Mishra <i>Independent Director</i>	M.Com (Gold Medallist), MS University, Vadodara	Career banker for nearly four decades with SBI as well as its associate banks. Handled varied assignments and diverse portfolios, gained exposure in risk management, branch administration, corporate credit, forex treasury etc. She was the chairperson and Independent Director of NCL Buildtek limited, Hyderabad
Ravichandran Venkataraman <i>Independent Director</i>	Qualified FCCA (UK), ACMA (UK), Program for CFOs with Wharton Business School	A global leader with a track record spanning 30+ years having worked in India, London and Bahrain. He brings a strong business background and having worked with top Business Leaders in over 100 countries. He is the Chairperson of eVidyaloka Trust, a not-for-profit social enterprise into remote education for rural children in India. Previously, he has worked with HP's Global Business Services, Hewlett Packard, ANZ Bank and Bank Muscat.

*Mr. Sanjeev Nautiyal took charge as the MD & CEO w.e.f. July 01, 2024



STRONG INDEPENDENT BOARD (2/2)

Name	Education	Experience
Rajesh Kumar Jogi <i>Independent Director</i>	Bachelor of Arts (Economics), Fellow member ICAI, Advanced Management Program from Harvard Business School	Rich work experience of 27 years in Banking industry with a focus on risk management. Previously was associated with Natwest Group (erstwhile RBS Group) and was Chief Risk Officer, India of the Royal Bank of Scotland and subsequently the Country Head of Risk, India for the Group
Anita Ramachandran <i>Independent Director</i>	MBA from Jamnalal Bajaj Institute	HR expert with over 40 years of experience as a management consultant. Began her career with AF Ferguson & Co and has worked in a wide range of areas. Founded Cerebrus Consultants in 1995 to focus on HR advisory services, including Organisation transformation. Has been an Independent Director on various Boards for the last 20 years.
Carol Furtado** <i>Executive Director</i>	Masters in Business Administration (Finance)	She comes with 26+ years of banking experience in Retail Banking and NBFC domains with expertise in leading Business, Banking operations, Credit and People functions. Carol is a key member of the leadership team that laid the foundation and built Ujjivan. She was instrumental in the recognition of Ujjivan as a certified great place to work. She has previously worked with the ANZ group, Bank Muscat and Centurion Bank Ltd. In 2009, she was the recipient of the Financial Women's Association award by Women's World Banking in recognition of her demonstrated professional commitment.
Mona Kachhwaha*** <i>Independent Director</i>	MBA: Post Graduate Diploma in Business Management B.A. (Hons)	She has over 30 years of experience in banking and impact investing. She is a Partner at UC Impower, an early-growth stage equity fund, incubated by Unitus Capital (2020-Present) Previously, at Caspian Impact Investment Adviser (2007-2019), she managed the India Financial Inclusion Fund. She started her career at Citibank (1994-2007), where she worked across various retail asset businesses and led the bank's foray into Inclusive Finance in 2005.



KEY GROWTH STRATEGIES

01

COMPREHENSIVE & RELEVANT PRODUCTS

- Entire gamut of asset and liability products to attract new customers and deepen existing customer relationships
- Expand range of third party products and services
- Increase penetration of asset products under Retail, MSME and housing segments

02

FOCUS ON DIGITAL BANKING AND ANALYTICS

- User-friendly digital interface to extend bank's reach and offer a strong banking platform; focus on user adoption with programs like DigiMitra*
- Invest in API platform, innovations, fintech partnerships to widen product offerings/ banking solutions
- Invest strategically to integrate technology into operations to empower customers, reduce costs and increase efficiencies
- Adopt robotic processes to automate operational processes
- Data analytics to be used to offer customized solutions
- Establish bank as a modern technology enabled bank

03

BUILD A STABLE & GRANULAR DEPOSIT BASE

- Improve share of CASA, recurring and fixed deposits by building a sticky deposit base and attracting new customers; focus on retail deposit base to reduce cost of funds
- Selectively open branches in urban areas with large customer base
- Target mass customer acquisition through focused programs

04

STRONG DISTRIBUTION & COLLECTION NETWORK

- Use right combination of physical and digital channels and partnerships to expand reach, banking outlets and infrastructure
- Build a dynamic and strong collection network
- Strengthen alternate delivery channels and encourage customers to move towards a cashless environment

05

CONTINUE FOCUS ON IMPROVING FINANCIAL AND DIGITAL INCLUSION

- Focus on the un-served and underserved segments and educate customers to develop improved financial behaviour
- Maintain transparency, responsibly price loan offerings, effectively redress grievances and ensure disclosures in vernacular languages
- Continue to partner with Parinaam Foundation to enhance financial literacy and develop Kisan Pragati Clubs
- Promote use of bank accounts, UPI and digital payment gateways

06

DIVERSIFY REVENUE STREAMS

- Leverage banking infrastructure to diversify product portfolio and increase fee and commission-based business
- Increase focus on treasury income, bancassurance, fee and processing charges
- Introduce new products and services and focus on cross-selling to existing customers



Annexures



AWARDS & ACCOLADES



BankTech X Factor Awards 2024
Cybersecurity Excellence Award



Flame Awards Asia

- Best Use of Technology in Consumer Engagement & Expansion
- Experiential Marketing Campaign of the Year



Pitch BFSI Marketing Awards
Most Effective Holiday, Seasonal & festival Marketing



SKOCH Fintech Award
Mobile Banking Solution



Elets India Digital Marketing Awards 2024

- Best Experimental Marketing Campaign
- Best use of AR/VR



CX Excellence Awards 2024
Vernacular language support
in Mobile banking

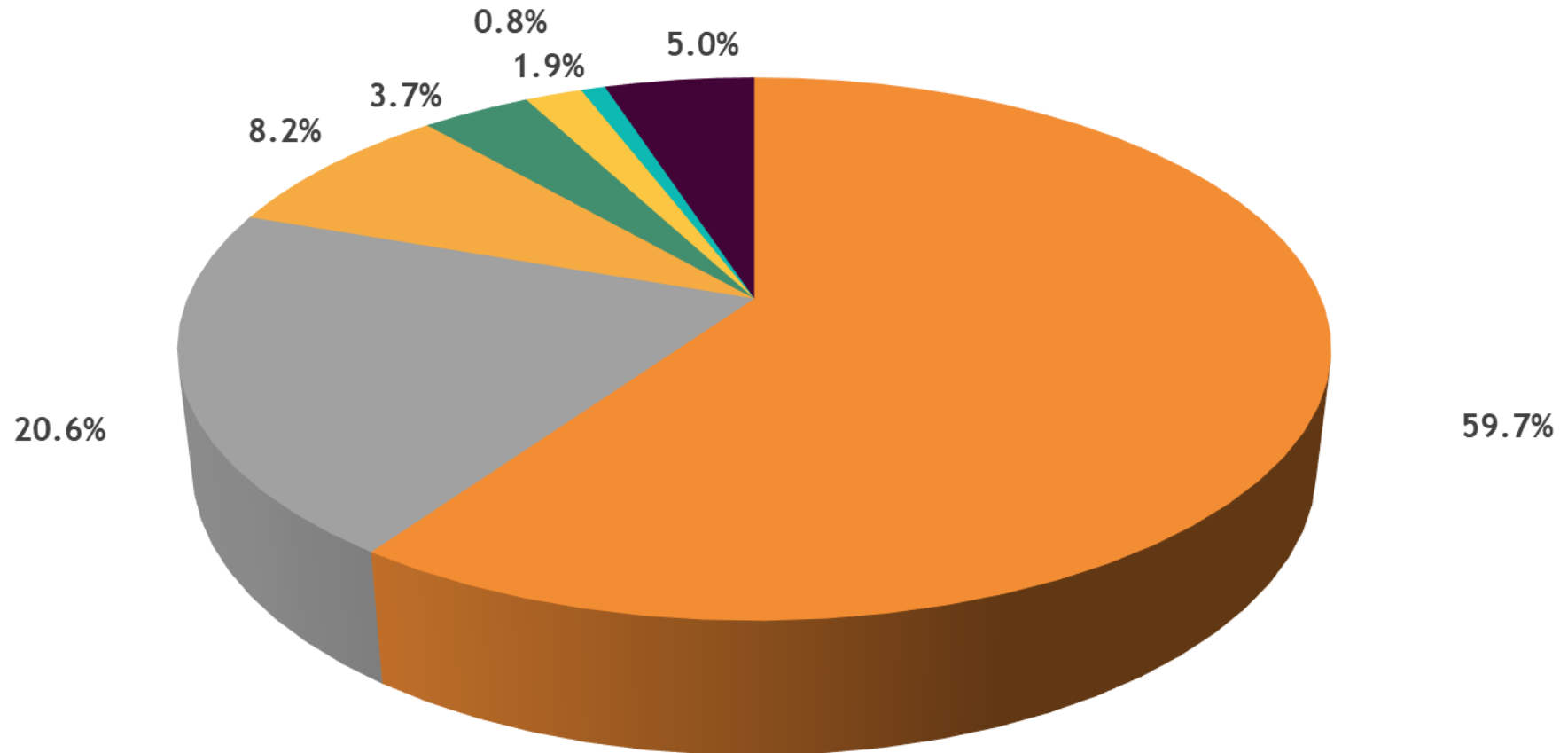


Technology Excellence Awards 3.0
Innovative application of AI



SHAREHOLDING PATTERN AS ON SEP'24

- Resident Individuals/HUF
- Mutual Funds
- Others
- Foreign investors
- Alternative Investment Fund
- Bodies Corporate
- Insurance Companies



CORPORATE SOCIAL RESPONSIBILITY



Plan for FY'25

- ✓ Develop the central data management tool to cover all CSR Initiatives.
- ✓ 10% increase in projects in aspirational districts / BIMARU states.
- ✓ Collaborate with CSR aggregators for high impact projects (Example – Give India)
- ✓ 5% Increase in volunteer engagement from FY24.
- ✓ 20% increase in green cover from FY24 through tree plantation.



CSR Activity
Summer Relief Kit distributed to 300 street vendors



Employee Volunteering
18 Activities conducted; 603 employees volunteered

Thematic Area	Allocation %	Utilized %
Community Development	35%	35%
Disaster Relief	10%	3%
Education/Sports	10%	10%
Environment	15%	12%
Healthcare	15%	5%
Livelihood Development	15%	8%
Grand Total	100%	72%



Cleanliness Drive
167 Locations, 4369+ Emp Volunteered, 2033 Kg Waste Collected, 4487 Sapling Planted



Chote Kadam
7 Projects handed over to the community, Benefited to 1500+ beneficiaries.

ENVIRONMENT, SOCIAL & GOVERNANCE (ESG)



Plan for FY'25



Completion of BRSR reporting by.



Regional and Branch-level Competitions for ESG Performance.



Implement a central data management tool to cover all ESG Initiatives.



Publication of the ESG Report (GRI).



Preparation for DJSI assessment and guidance to enhance baseline ESG scores .



Inclusion of Scope 3 measurements. (Travel, Employee Commute, Emissions by Value Chain Partners).



Planning for external assurance in accordance with ISAE 3000 and AA 1000 AS (2008) Standards.

Achievements Q2 FY'25

#OneBankOneUjjivan

JOIN THE MOVEMENT TO
COOL THE GLOBE!

Thank you for watching our passionate team members share their commitment to saving our planet. Together, we can make a real difference.

ACT NOW!

Download the Cool The Globe app today to start contributing to environmental conservation efforts and stand a chance to win exciting rewards!

To participate, share a screenshot of your dashboard in the 'Cool The Globe' app with Preethi Mishra at preethi.mishra@ujjivan.com.

Download on the App Store | GET IT ON Google Play

Your Actions Matter. Our Earth Needs You.

*For internal purpose only

BRSR Completed

Business Responsibility & Sustainability Report has been prepared & Submitted for the FY23-24

Sustainability Report

The development of Sustainability Report is in process.

FINANCIAL LITERACY PROGRAM (FLP)



Diksha+ Pro for Micro-Loan Customers

- 54,292 customers enrolled in Diksha+ FL Program.
- 92% of the customers were certified
- 48% Shown interest for different banking products
- 30% Customers accessed different banking products
- 25% customers loan repayment digitally

Ujjivan Entrepreneurs Development Program

399 MSME Customers/Co-Applicants trained from 54 branches

17,015 Customers and community people across 178 branches have attended Financial Literacy Camp

FLC for Rural Customers



“Pragati” for IL Customers

2,568 customers across 8 branches from Assam has been participated in the “Pragati” Financial Literacy Program designed for Nano-Entrepreneurs



THANK YOU

For Investor Queries:
investorrelations@ujjivan.com

