



**ADITYA BIRLA  
CAPITAL**

PROTECTING INVESTING FINANCING ADVISING

Ref: No. ABCL/SD/MUM/2022-23/AUGUST/04

3 August 2022

**BSE Limited**  
Phiroze Jeejeebhoy Towers, Dalal  
Street,  
Mumbai 400 001

**Scrip Code: 540691 Scrip  
ID: ABCAPITAL**

**National Stock Exchange of India Ltd**  
Exchange Plaza, 5<sup>th</sup> Floor,  
Plot. C/1, G-Block,  
Bandra-Kurla Complex,  
Bandra (East),  
Mumbai 400 051  
**Symbol: ABCAPITAL**

Dear Sir/ Madam,

**Sub: Intimation under Regulation 30 SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations")**

Pursuant to Regulation 30 of the SEBI Listing Regulations, please find attached a presentation on the Unaudited Financial Results of the Company for the quarter ended 30 June 2022 which will be presented to the investors and also posted on our website <https://www.adityabirlacapital.com/investor-relations/quarterly-results>.

The details of conference call scheduled on Wednesday, 3 August 2022 at 17:30 HRS (IST) have already been intimated vide our letter dated 22 July 2022.

The above is for your information, records and dissemination please.

Thanking you,

Yours sincerely,

For Aditya Birla Capital Limited

  
**Amber Gupta**  
**Company Secretary & Compliance Officer**  
Encl.: As above  
Cc:

**Luxembourg Stock Exchange**  
Market & Surveillance Dept.,  
P.O. Box 165, L-2011 Luxembourg,  
Grand Duchy of Luxembourg

**Citi Bank N.A.**  
Depositary Receipt Services  
388 Greenwich Street  
14<sup>th</sup> Floor, New York,  
NY 10013

**Citi Bank N.A.**  
Custodial Services  
FIFC, 11<sup>th</sup> Floor, C-54 & 55, G Block  
Bandra Kurla Complex  
Bandra (East), Mumbai 400 051

**Listing Agent**  
Banque Internationale à Luxembourg SA  
69 route d'Esch  
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Grand Duchy of Luxembourg

# FINANCIAL RESULTS: Q1 FY23

MUMBAI

3<sup>rd</sup> Aug 2022



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**A Leading Financial Services Conglomerate**

**1 | Overview****Pg. 3- 11****2 | Business-wise Performance****Pg. 12 - 74****3 | Other Updates****Pg. 75 - 79**

NOTE 1: The financials of Aditya Birla Capital Ltd are consolidated financials prepared based on Ind AS unless otherwise specified

NOTE 2: All financial figures in this presentation are in INR Crore unless otherwise stated

NOTE 3: The financial figures in this presentation have been rounded off to the nearest Rs 1 Crore

- ▶ Strong quarterly performance with accelerated growth momentum across businesses
- ▶ Highest ever first quarter profitability with 42% growth year on year
- ▶ On track to deliver ahead of long-term guidance (FY24) across key metrics

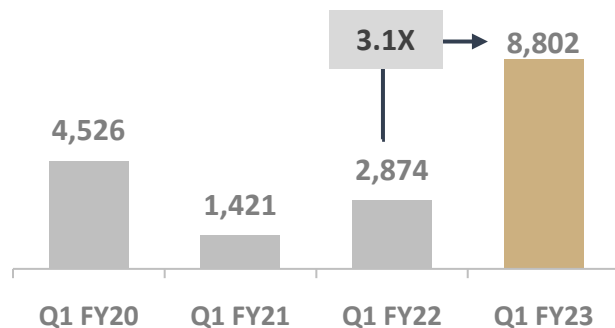


# Accelerating growth momentum

## NBFC and Housing

### Gross Disbursement

3 Years CAGR 25%



### Growth Drivers

Branch Expansion in Tier III/Tier IV cities

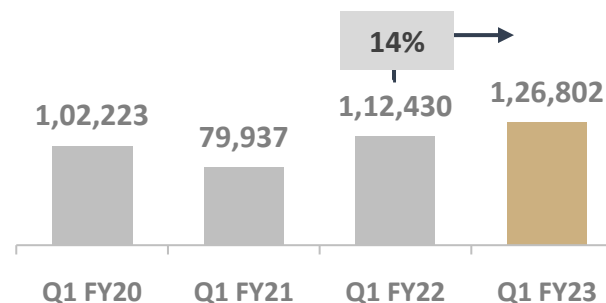
Scale up in new product and segments

Increase in ecosystem partnerships

## Asset Management

### Overall Equity AAUM

3 Years CAGR 7%



### Growth Drivers

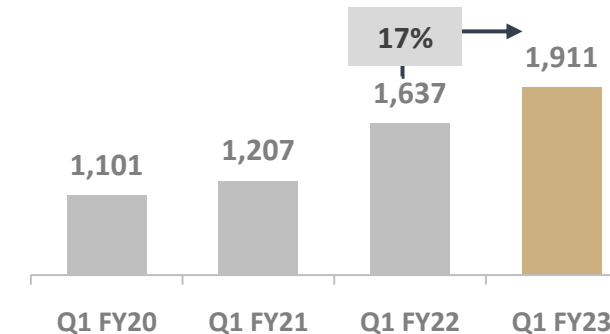
New product launches in alternate assets

Retail penetration with focus on B-30 market and increase in SIP AUM

## Life and Health Insurance

### Retail Premium

3 Years CAGR 20%



### Growth Drivers

Investment in capacity expansion in various channels to drive growth

Data analytics driven Cross sell & Upsell

**Focus on profitable growth across the platform led by Retailisation, New Products/Segments, expanding reach & leveraging data analytics**

# Q1 FY23 | Strong delivery across metrics



## NBFC & HOUSING FINANCE

### 1 Loan Book Growth & Mix

**NBFC: Retail+SME<sup>1</sup> book ↑ 39% y-o-y;**  
**HFC: Affordable book ↑ 45% y-o-y; Mix: 39%**

### 2 Margin Expansion

**NBFC: NIM 6.47%; ↑ 33 bps y-o-y**  
**HFC: NIM 4.59%; ↑ 59 bps y-o-y**

### 3 Strong Profit Delivery

**NBFC: PAT Rs 335 Cr ↑ 43% y-o-y; RoA 2.5%**  
**HFC: PAT Rs 56 Cr ↑ 45% y-o-y; RoA 1.9%**

## ASSET MANAGEMENT

### 1 AUM Growth & Mix

**Domestic AAUM ↑ 2% y-o-y**  
**Equity AAUM ↑ 14% y-o-y; Mix: 41%**

### 2 Operating Margin

**Operating PBT/ AAUM: 25 bps (PY: 25 bps)**  
**PBT/ AAUM: 20 bps (PY: 30 bps)**

### 3 Profitability

**PBT at Rs 141 Cr**  
**RoE at 25% (PY: 36%)**

## LIFE & HEALTH INSURANCE

### 1 Premium Growth & Mix

**LI: FY22 Ind. FYP ↑ 26% y-o-y**  
**HI: FY22 GWP ↑ 71% y-o-y; Retail Mix: 59%**

### 2 Margin & Combined Ratio

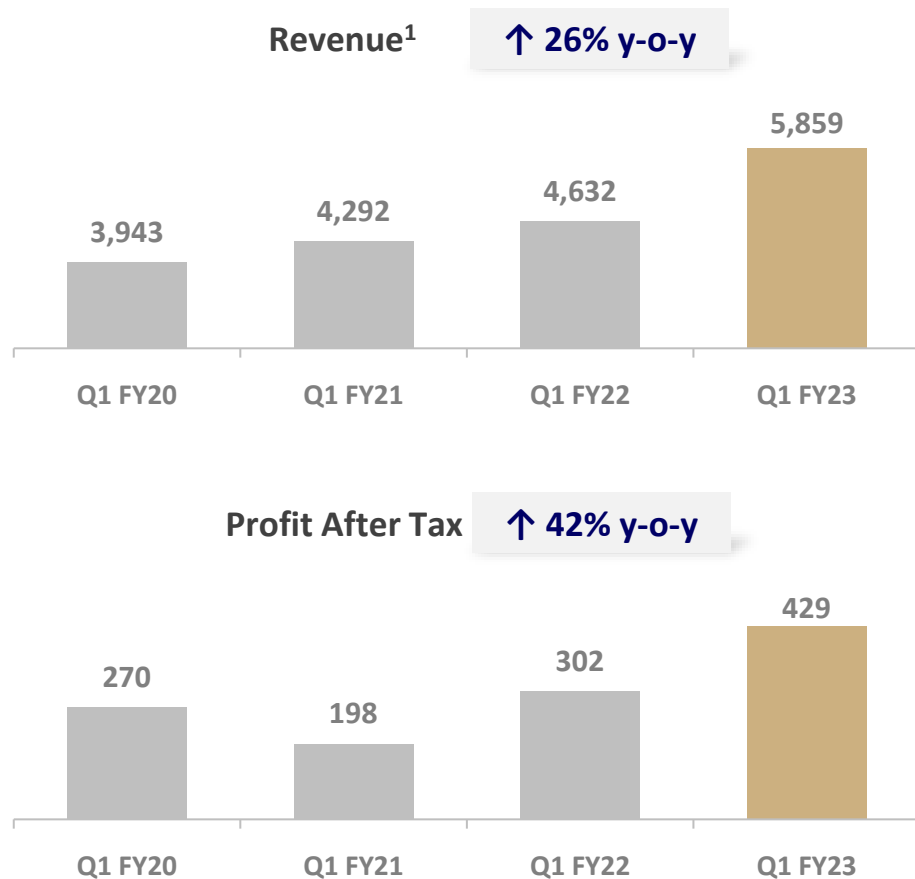
**LI: Net VNB margin: 2.5%, ↑ 460 bps y-o-y**  
**HI: Combined Ratio at 109% (PY:154%)**

### 3 Value Accretion

**LI: PBT at Rs 33 Cr (↑ 8% y-o-y)**  
**HI: Fastest growing SAHI player**

# Highest ever Q1 profitability

## Consolidated PAT ↑ 42% year on year



## Business-wise profitability

Businesses (INR Crores)	Q1 FY22	Q1 FY23	Δ LY%
NBFC	315	459	↑ 46%
Housing	49	72	↑ 45%
Asset Management	206	141	↓ 32%
Life Insurance	31	33	↑ 8%
Other Businesses	55	74	↑ 36%
<b>Profitable Businesses PBT</b>	<b>656</b>	<b>779</b>	
Health Insurance	(127)	(70)	
Less: Others <sup>2</sup> / Eliminations	(4)	(5)	
<b>Aggregate PBT</b>	<b>525</b>	<b>703</b>	↑ 34%
Less: Provision for Taxes	(178)	(229)	
Less: Minority Interest	(45)	(45)	
<b>Consolidated PAT</b>	<b>302</b>	<b>429</b>	↑ 42%

<sup>1</sup> Consolidated segment revenue ; for Ind AS statutory reporting purpose Asset management and wellness business are not consolidated and included under equity accounting

<sup>2</sup> Includes ABCL standalone, Aditya Birla Capital Technology Services Limited and other businesses

# On track to deliver ahead of FY24 targets

	Targets for FY24	Q1 FY22	Q4 FY22	Q1 FY23	Y-o-Y
<b>NBFC</b>	Retail + SME mix targeted at ~65%	58%	62%	64%	↑ 6%
	NIMs to increase to 6.25%+	6.14%	6.37%	6.47%	↑ 33 bps
	RoA: 2.5 – 2.7%	2.0%	2.4%	2.5%	↑ 46 bps
<b>Housing</b>	Affordable mix to improve to ~65%	29%	38%	39%	↑ 10%
	NIMs to improve to 4.25%+	4.00%	4.43%	4.59%	↑ 59 bps
	RoA: 1.5 – 1.6%	1.3%	1.9%	1.9%	↑ 55 bps
<b>AMC</b>	Domestic Equity AAUM mix ~40%	37.3%	40.9%	41.5%	↑ 4%
	PBT CAGR ~ 15% p.a.	206	209	141	↓ 32%
	Target RoE 35 – 40%	35%	30%	25%	↓ 11%
<b>Life Insurance</b>	Improvement in protection mix to 12-15%	8.4%	3.4%	3.2%	↓ 520 bps
	Opex Ratio reduction to ~ 12%	16.4%	11.6%	16.8%	↑ 40 bps
	Net VNB Margin 16 – 17%	-1.9%	22.1%	2.5%	↑ 460 bps
<b>Health Insurance</b>	Target ~40% CAGR to get to GWP Rs 3,500 Cr	368	557	630	On track
	CR to decline; Breakeven by Q4 FY22	154%	108%	109%	↓ 45%

<sup>1</sup> Health Insurance break even in Q4 FY22 (excluding CoVID Claims)



# Analytics and Cross-sell

	LIFE INSURANCE	HEALTH INSURANCE	AMC	LENDING
<b>ACQUISITION</b>	<b>12%</b> of Individual First Year Premium	<b>10%</b> of Retail Fresh Premium (Excl. Micro/Byte size products)	<b>1%</b> of Retail Gross Sale through Acquisitions	<b>82%</b> of Digital Lending Business using ML Scorecards
<b>UPSELL &amp; CROSS-SELL</b>	<b>35%</b> of Individual First Year Premium	<b>20%</b> of Retail Fresh Premium (Excl. Micro/Byte size products)	<b>6%</b> of Retail Gross Sale	<b>8%</b> of Personal Loan Disbursals
<b>RETENTION &amp; WINBACK</b>	<b>11%</b> Additional Renewal Premium Collected	<b>3%</b> Additional Renewal Premium Collected	<b>8%</b> of Retail Gross Sale	<b>99%</b> Collection Efficiency from Digital Lending / Personal loan NPAs

**Leveraging data and analytic to maximise wallet share through out customer life cycle**



# Digital impact metrics

All metrics are for Q1 FY23 unless specified

**REVENUE  
ENABLEMENT  
through digital  
customer  
acquisition  
engines**

**96%**

Customers onboarded digitally across businesses

**1.4 Mn**

Customers acquired through ecosystem partnership in lending business.

**32%**

Improvement in assisted conversions in Health Insurance Telesales leveraging Co-browsing.

**7.2 Lac**

individuals planning their goals on Robo advisory Money for Life Planner tool.

**CUSTOMER  
EXPERIENCE  
through new age  
digital channels**

**140+**

Voice Bots for Inbound & Outbound calls across businesses

**10 Mn**

Customer Interactions on digital channels

**3.7+ Mn**

Omni Channel Interactions displayed to customers

**87%**

policies renewed digitally in Life Insurance & Health Insurance

**SCALABILITY &  
COST  
EFFICIENCIES  
with mid & back  
office automation**

**54%**

Straight through processing of service journey's

**515+**

Robots (RPA tech) developed so far in our mid & back offices

**80% +**

Emails bot accuracy for intent identification

**26%**

of total cloud Infra hosting on public cloud



***Progress on multiple vectors across businesses as a result of digital focus***

# Key Focus Areas going forward



**1** Build scale and growth momentum across businesses

**2** Focus on customer acquisition through direct channels and partnerships

**3** Deepening penetration with increased geographic presence

**4** Leveraging technology and analytics to improve customer experience and acquisition

**5** Drive synergies across ABG/ABC ecosystem: One ABC

# Financial Performance



Figures in Rs. Cr.	FY17	FY18	FY19	FY20	FY21	FY22	CAGR (FY17 - FY22)	Q1 FY22	Q1 FY23	Y-o-Y (%)
Lending Book	38,839	51,379	63,119	59,159	60,557	67,185	12%	57,182	69,887	22%
Gross Insurance Premium	5,778	6,146	8,008	8,882	11,076	13,867	19%	2,130	3,250	53%
Active Customers (Mn)	10	11	12	20	24	35		25	39	55%
Assets under Management	2,46,159	3,05,372	3,04,322	3,05,587	3,35,919	3,70,608	9%	3,43,266	3,55,612	4%
Revenue <sup>1</sup>	11,071	12,841	16,570	17,927	20,453	23,633	16%	4,632	5,859	26%
<b>Profit Before Tax</b>	<b>1,150</b>	<b>1,438</b>	<b>1,797</b>	<b>1,687</b>	<b>1,973</b>	<b>2,843</b>	<b>20%</b>	<b>525</b>	<b>703</b>	<b>34%</b>
NBFC	837	1,051	1,328	1,053	1,031	1,487	12%	315	459	46%
Asset Management	337	523	647	661	696	895	22%	206	141	(32%)
Life Insurance <sup>2</sup>	124	130	131	137	151	175	7%	31	33	8%
Housing	(16)	34	107	136	176	253		49	72	45%
General Insurance Broking	39	39	27	42	71	86	17%	37	45	21%
Stock & Securities Broking	8	10	14	17	22	36	35%	8	11	42%
ARC Business	-	-	(3)	24	37	55		10	18	90%
Health Insurance	(89)	(197)	(257)	(246)	(199)	(309)		(127)	(70)	45%
Interest and Brand expenses	(1)	(87)	(124)	(117)	(10)	(7)		(1)	(1)	
Others/Eliminations/Stake Sale	(89)	(66)	(73)	(21)	(3)	158		(3)	(4)	
<b>Consolidated PAT (after minority)</b>	<b>573</b>	<b>693</b>	<b>871</b>	<b>920</b>	<b>1,127</b>	<b>1,706</b>	<b>24%</b>	<b>302</b>	<b>429</b>	<b>42%</b>

<sup>1</sup> Consolidated segment revenue ; for Ind AS statutory reporting purpose Asset management and wellness business are not consolidated and included under equity accounting

<sup>2</sup> ABNL transferred its 51% stake in Aditya Birla Sun Life Insurance (ABSLI) to ABCL w.e.f 23rd March 2017. FY17 financials have been re-stated including earnings of ABSLI for full year to make performance comparable.

# NBFC

**Aditya Birla  
Finance Ltd.**



**ADITYA BIRLA  
CAPITAL**

# Q1 FY23 | Key Performance Highlights



Continued momentum in retail acquisition leading to strong improvement in profit delivery

Loan Book	Rs 57,839 Cr	↑ 5% Q-o-Q   ↑ 26% Y-o-Y
Active Customers	4.8 Million	↑ 32% Q-o-Q   Acquired 1.4 Mn customers in Q1
Retail Book	Rs 20,249 Cr	↑ 15% Q-o-Q   ↑ 80% Y-o-Y
Retail + SME <sup>1</sup> Mix	64% of loan book	~73% of Q1 disbursements   On track to achieve 65% mix
Asset Quality	GS3: 3.2%   PCR: 48%	Stage 2% down   Collection Efficiency at 99.3% in Jun'22
Profit Before Tax	Rs 459 Cr	↑ 14% Q-o-Q   ↑ 46% Y-o-Y
Return on Equity	14.3%	↑ 127 bps Q-o-Q   ↑ 330 bps Y-o-Y

**1**

**Retail portfolio expansion and increasing granularization**

**2**

**Specific industry focus & digital platform to drive SME & B2B segment**

**3**

**Acquiring customers at scale using digital ecosystems & data analytics**

**4**

**Increase direct sourcing through branch expansion in Tier 3/4 markets**

# 1 | Retail portfolio expansion and increasing granularization

Expanding into newer sourcing channels & customer segments with an enhanced product suite

## Expanding Sourcing channels

## Enhanced Retail Product Portfolio

### Branch-led Sourcing

- Increase direct sourcing from Tier 3 - 4 markets
- High-yield products & new segments in semi-urban markets



Personal Loans



Small-ticket Biz. Loans



WCDL

### Digital B2C

- Integration with large retail/e-commerce platforms
- Payment ecosystems



Buy Now Pay Later (BNPL)



Checkout EMI



Credit Cards

### Digital B2B & MSME

- MSME focused Fintechs and Ecosystems
- ERP level deep integrations for loans to L1, L2, L3 suppliers



Merchant Loans



Supply Chain Financing



Purchase Financing

### Focused Sector Ecosystems

- End-use transactional channels e.g. Education & Healthcare
- Evaluating other end-use segments e.g. Travel, Lifestyle



Education Loans



Healthcare Loans



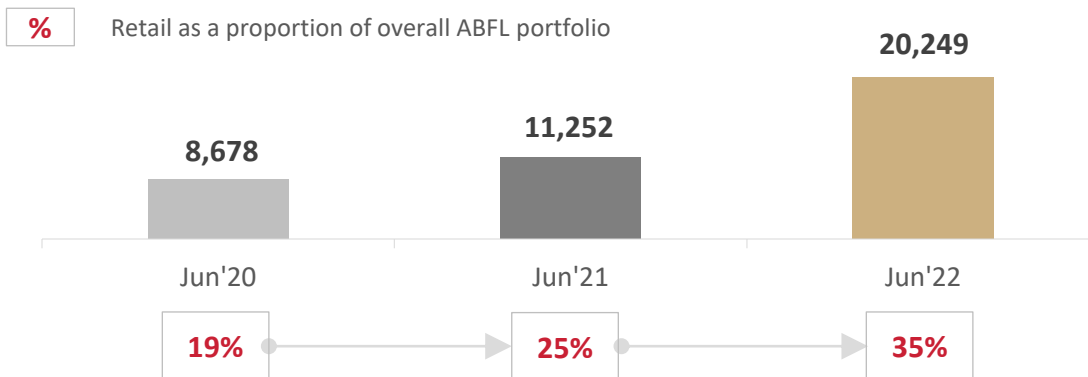
Lifestyle Loans



# 1 | Retail portfolio expansion and increasing granularization

Granular growth in retail leading to ~2x increase in share of overall portfolio

**Retail  
Portfolio**

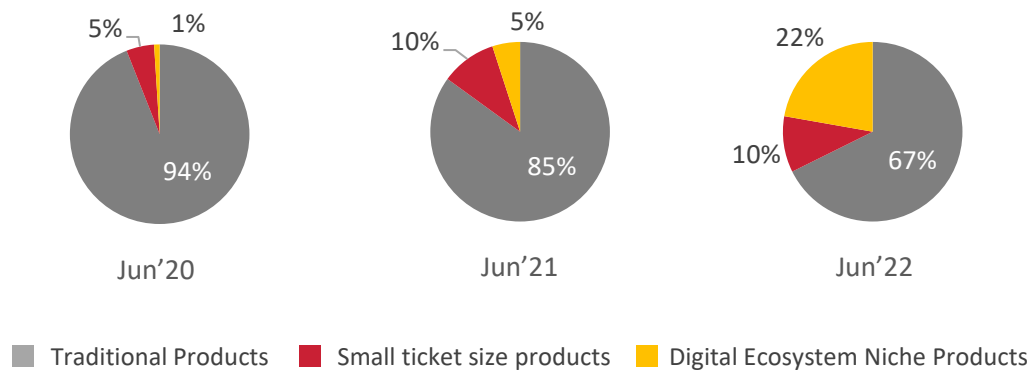


**80% y-o-y  
growth in Retail  
segment**

**ATS reduced to  
Rs 40k from Rs 4  
lac last year**

Significant traction in small ticket and digital ecosystem product segment comprising ~32% of retail portfolio

**Product  
Mix**



**~4x y-o-y growth  
in Small ticket &  
Digital ecosystem**

**~20% Q1 AUM  
growth in Digital  
via PL Cross-sell**

## 2 | Specific industry focus & digital platform to drive SME

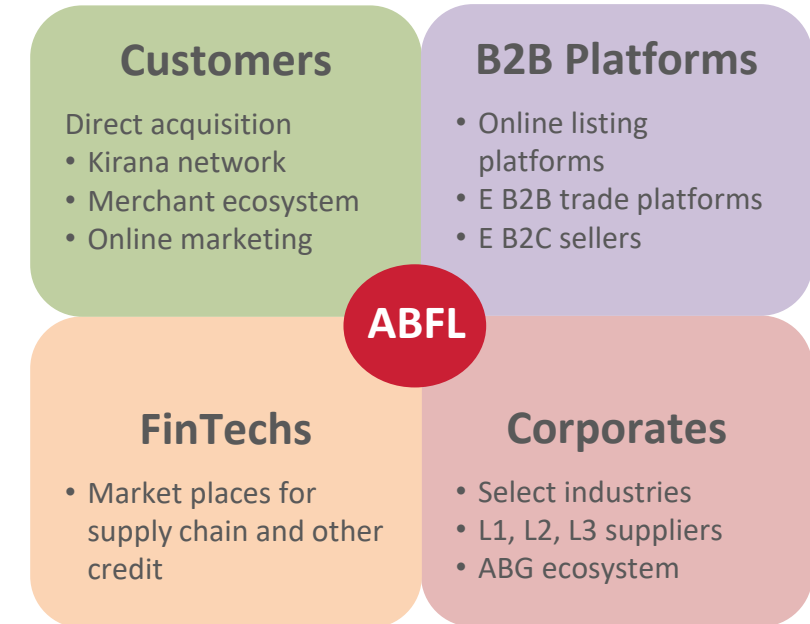
### Increase penetration via focus on specific industries

- 1** Industry sectors selected basis **Market sizing and Bureau rankings**
- 2** **Simplified process** leveraging existing deep knowledge in chosen Industry sectors for **better TATs**
- 3** **Customized offerings** basis industries; targeting customer segments not serviced by Banks

### Expand in Tier 3-4 markets with access to SME clusters

- 1** Present in **30 branches as of Mar'22**, mostly in Tier 1-2 markets
- 2** **Opening new branches** in specific locations having SME clusters in chosen Industry sectors
- 3** Hiring initiated and in progress; Plan to reach **120 branches by FY23**

### Digital MSME platform for sourcing from across the value chain - LIVE



### Key Developments

Scorecard-driven programs using GST behavior patterns, automated data pulls launched in Q1

SME business live in ~25% of ABFL branch footprint as of Jun'22

# 3 | Acquiring customers at scale using digital & data analytics



## Our 2-pronged approach

### Platform Enhancement

#### Onboarding

- Fully agile tech stack with API hub for onboarding
- Digital acquisition + better user experience

#### KYC Solutions

- API-based KYC authentication from Aadhar, Cersai
- Facial Recognition, OCR for liveness check, doc verification

#### Analytics & Enrichment

- Using transactional data analytics to enrich u/w scorecards
- Early warning signals + Bots to optimize collection cost

#### Servicing

- Digital payment gateway, e-NACH mandate registrations
- Chat bots for 24x7 customer sell service

### Customer Acquisition

#### B2C Ecosystem

- Ecosystems like payments, consumer financing, E-com
- Products viz. personal loans, BNPL

#### SME Ecosystem

- Ecosystems like SME Financing & B2B E-comm
- Products viz. SCF, Business loans

#### Education & Healthcare

- Primarily K-12 school, coaching fees & healthcare platforms
- Products viz. Checkout Financing

#### Emerging Segments

- Evaluating newer ecosystems e.g. lifestyle loans
- Evaluating new products e.g. 2-Wheelers

# 3 | Enhanced underwriting capability using data & analytics

How does our analytics engine support underwriting?

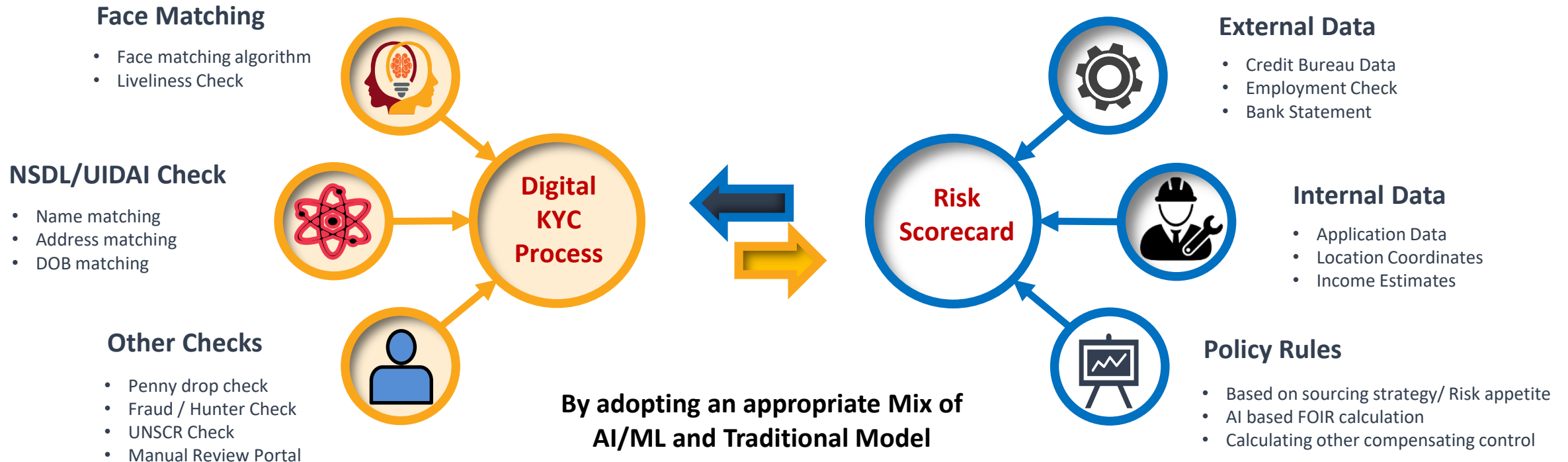
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**Identify Credit Worthy Customers**
- 

**Offer Appropriate Credit Line / Loan**
- 

**Offer right price for right customers**
- 

**Close monitoring at regular interval**



# 3 | Acquiring customers at scale using digital & data analytics

Strong outcomes demonstrating strength of our technology capability in customer acquisition, servicing and process automation

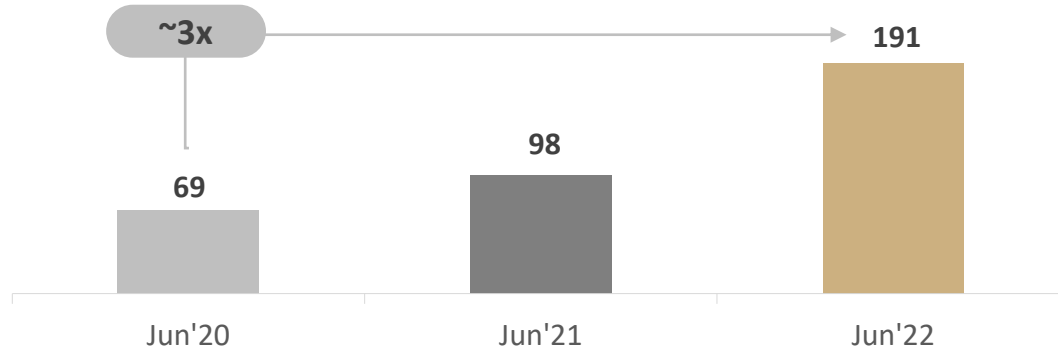
<b>Customer Acquisition</b>	<b>96%</b> Customers onboarded digitally	<b>1.4 Mn</b> Customers acquired through digital ecosystems	<b>47%</b> Retail disbursements through Digital Ecosystems	<b>~20%</b> Digital portfolio growth via Cross Sell
<b>Customer Servicing</b>	<b>98%</b> EMIs collected digitally	<b>30%</b> Straight through processing for service journey's	<b>89%</b> Digital service interactions	<b>20%</b> Inbound contact center calls handled by Voice bots
<b>Process Automation</b>	<b>70%</b> e-Nach penetration in Personal Loans	<b>99%</b> e-Contract penetration in Personal Loans	<b>85%</b> Email bot accuracy in inbound mail categorization	<b>84%</b> Straight through processing for disbursals done digitally



# 4 | Increase direct sourcing through branch expansion

Scale up in retail driven by lean branch model expansion in tier 3-4 markets

## Branch Network

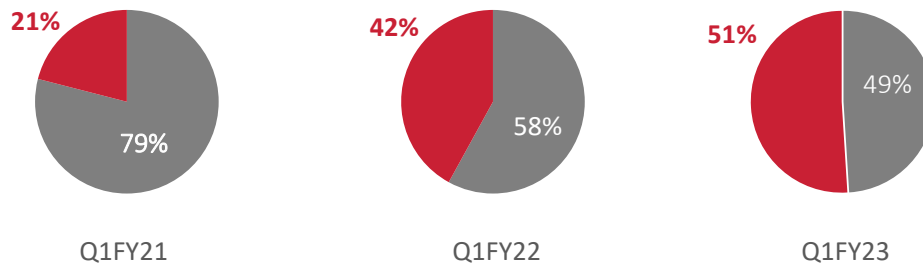


Expand footprint to 320+ Branches by FY23

80%+ Branches in Tier 3/4 cities by FY23

Increasing Direct & Digital Ecosystem Sourcing in Retail segment for better returns

## Disbursal Mix



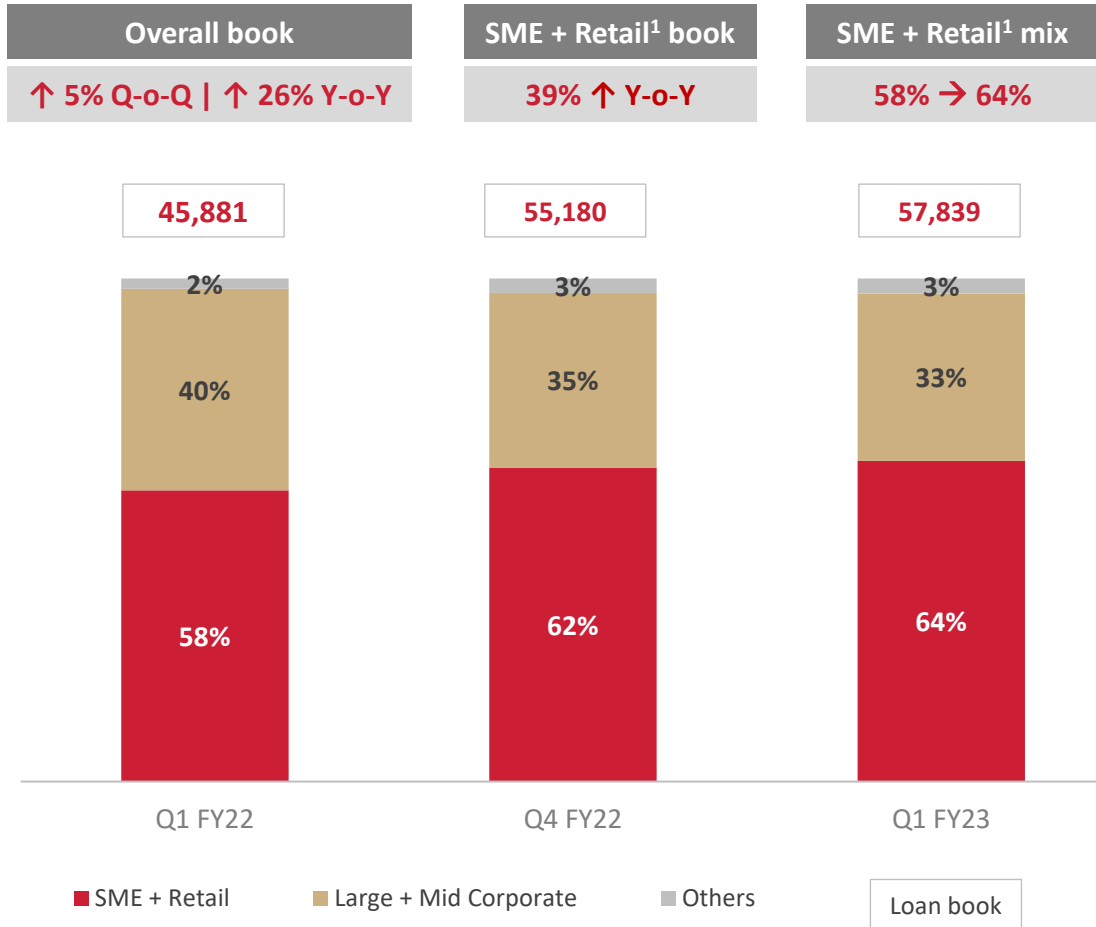
■ DSA    ■ Direct + Digital Ecosystems

~7x y-o-y disbursal growth in Direct & Digital

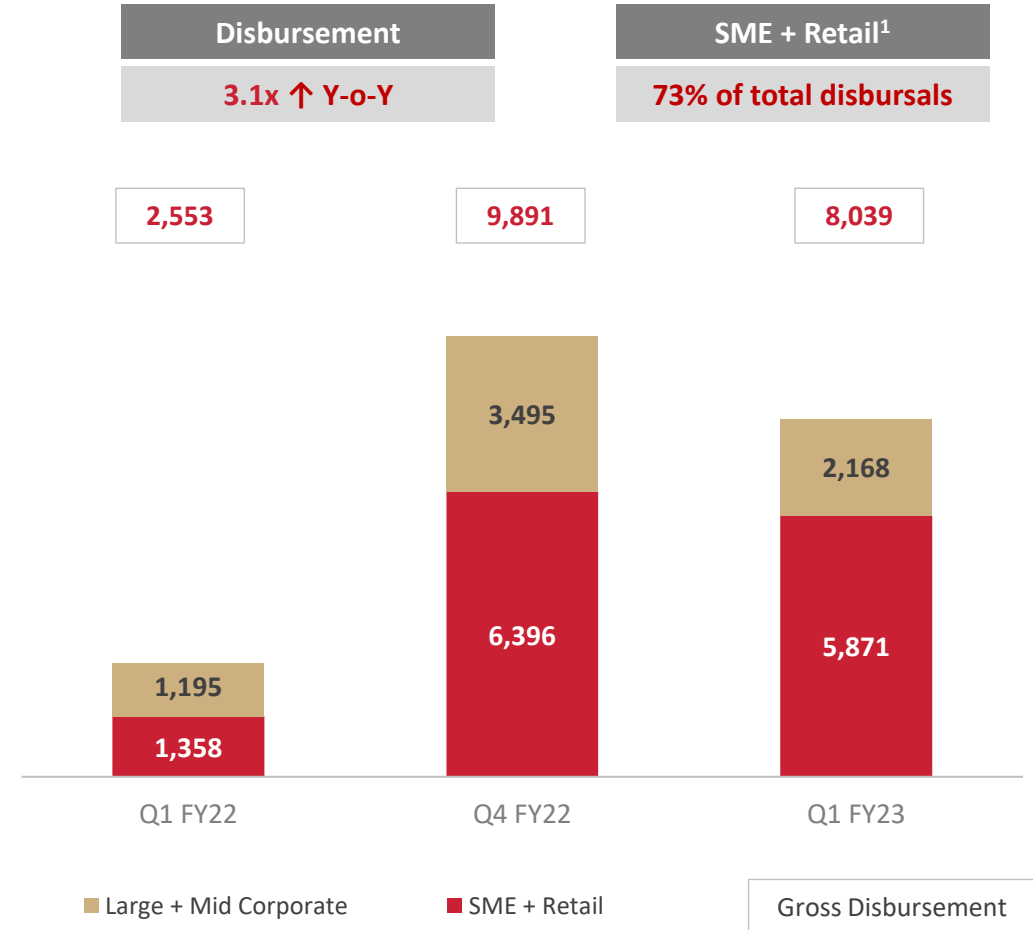
51% disbursal share from Direct & Digital

# Leading to strong business and financial outcomes

## Change in Loan Book Mix

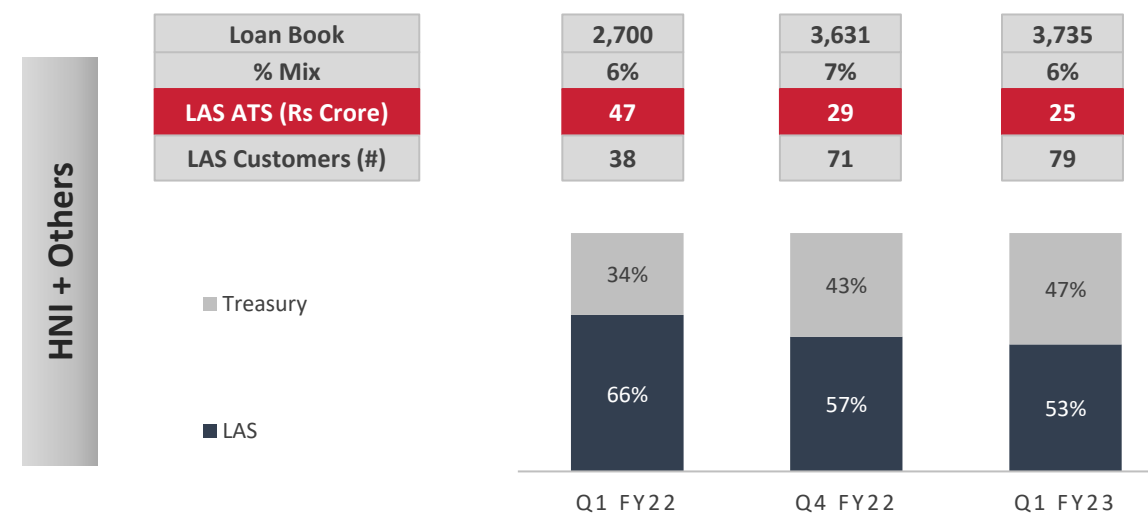
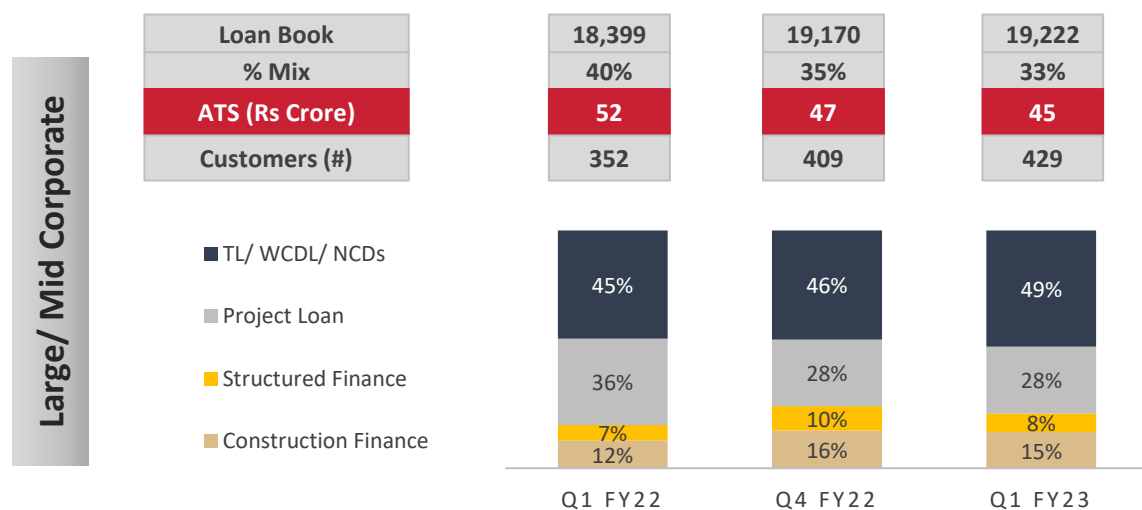
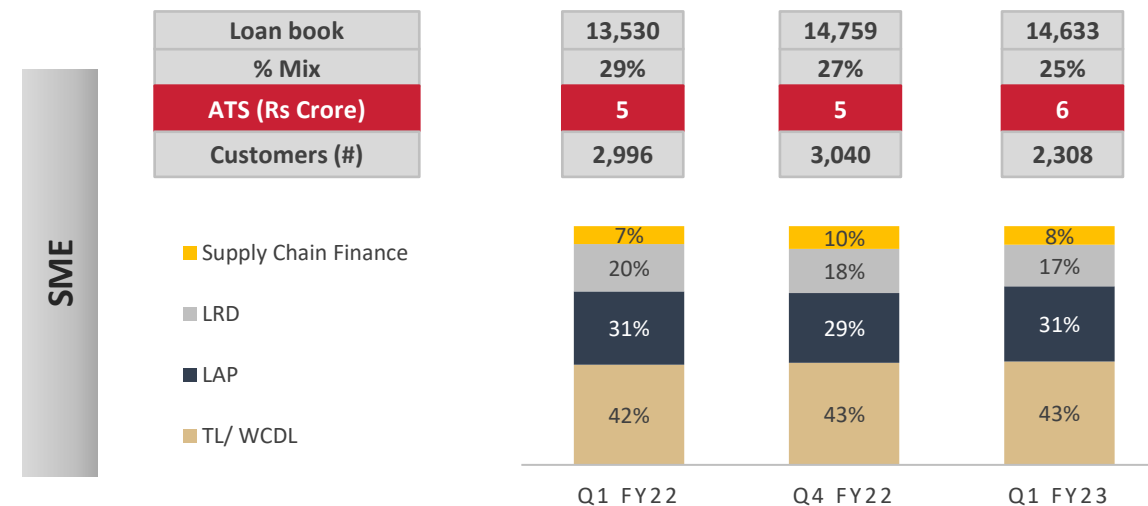
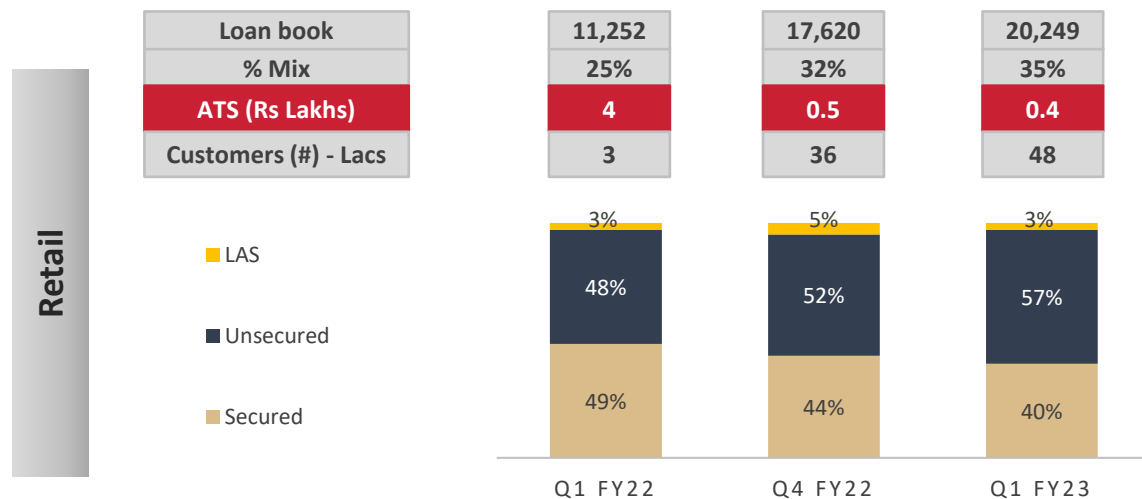


## Focusing new disbursement to Retail and SME Segments



<sup>1</sup> Includes HNI book

# Building granularity across segments

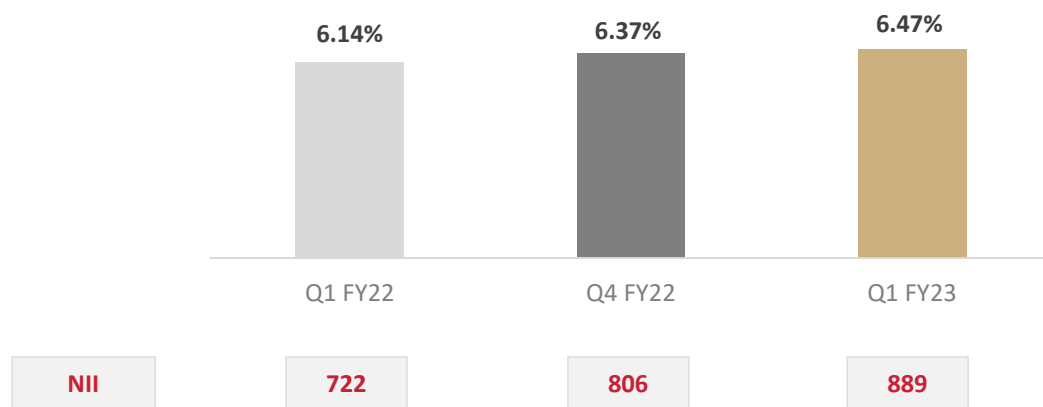




# Continue to deliver strong core operating profits

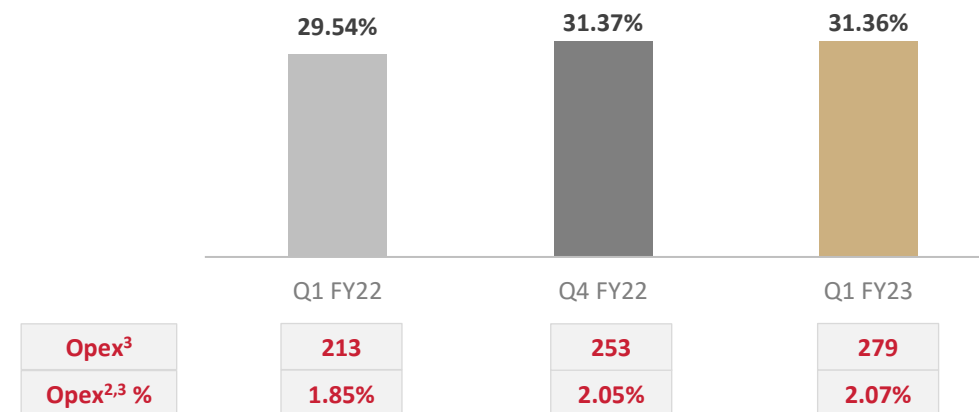
Net Interest Margin<sup>1,2</sup>

## Sustained margins in a rising interest rate environment



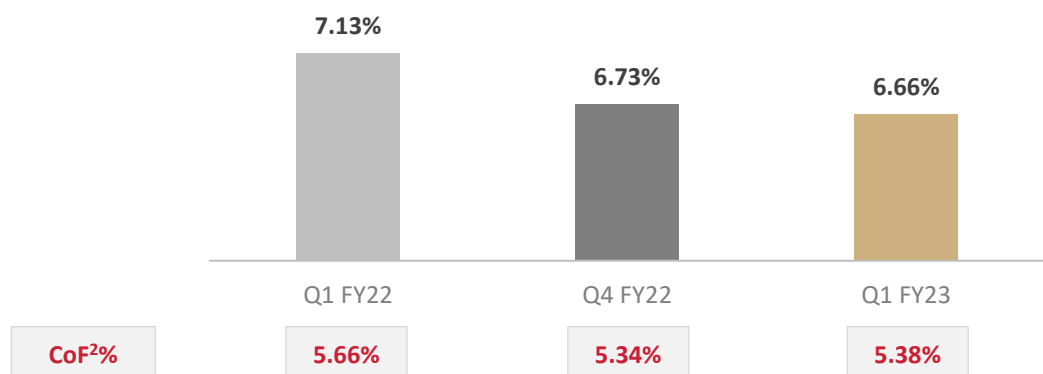
Cost Income Ratio<sup>1,2</sup>

## CIR maintained despite branch expansion



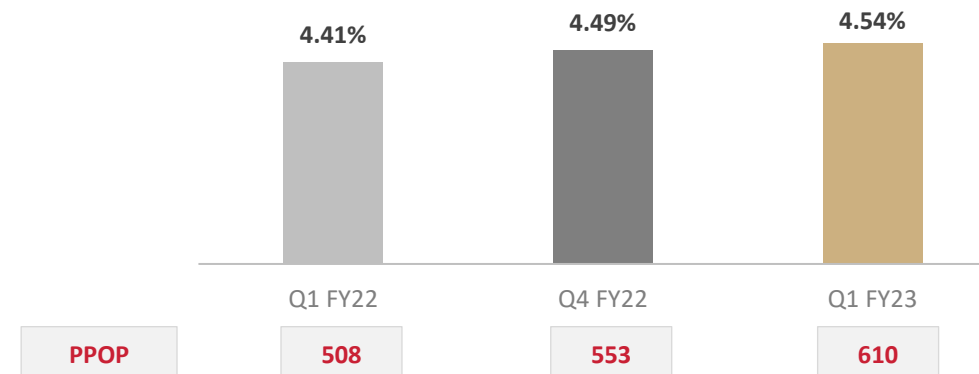
Cost of Borrowing

## Optimised borrowing cost



Pre-Provision Op. Profit<sup>2</sup>

## Expansion in Core profit margin (PPOP % of AAUM)

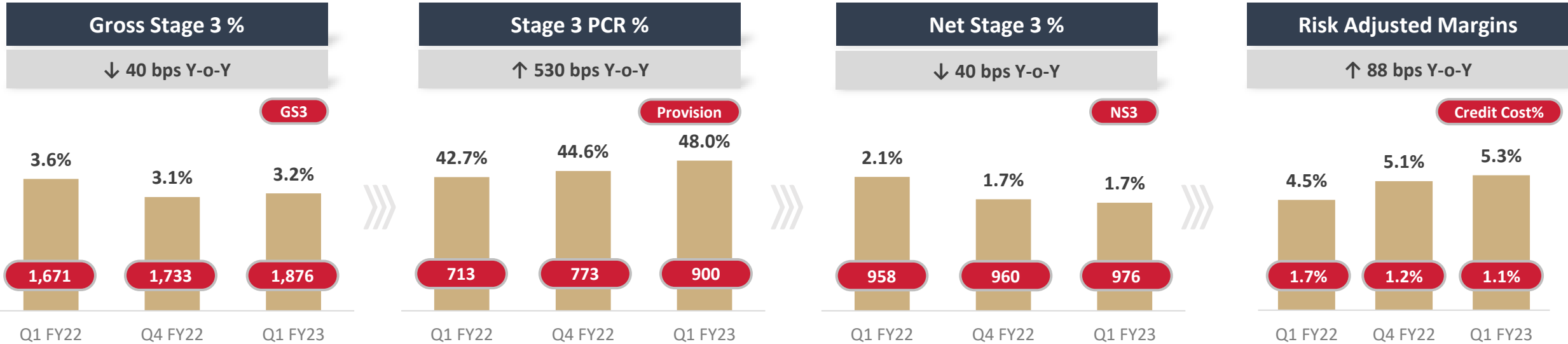


<sup>1</sup> NIM including fee (net of DSA Expenses and Processing Cost)

<sup>2</sup> Calculated basis % of average Loan Book

<sup>3</sup> DSA commission and Processing cost netted off against Total Revenue, accordingly previous quarter financials are reinstated; Processing costs netted off against revenue in current year

# Focus on quality of book



**99.3% Collection Efficiency (CE) in Jun'22**

**Less than Rs 500 Cr of restructured book under moratorium; 0.85% of overall portfolio**

**Stage 2 book at 5.2% (PQ: 5.4%); 60 dpd+ at 1.9%**

**Maintained Rs 204 Cr Mgmt. overlay (incl. Covid provision) across all stages**

# With strong security cover and provisioning across segments



73% overall loan book secured (incl. 4% through CGTMSE)

70% Retail book secured by asset & Govt. guarantee schemes

48% Provision Coverage Ratio on Stage 3 book

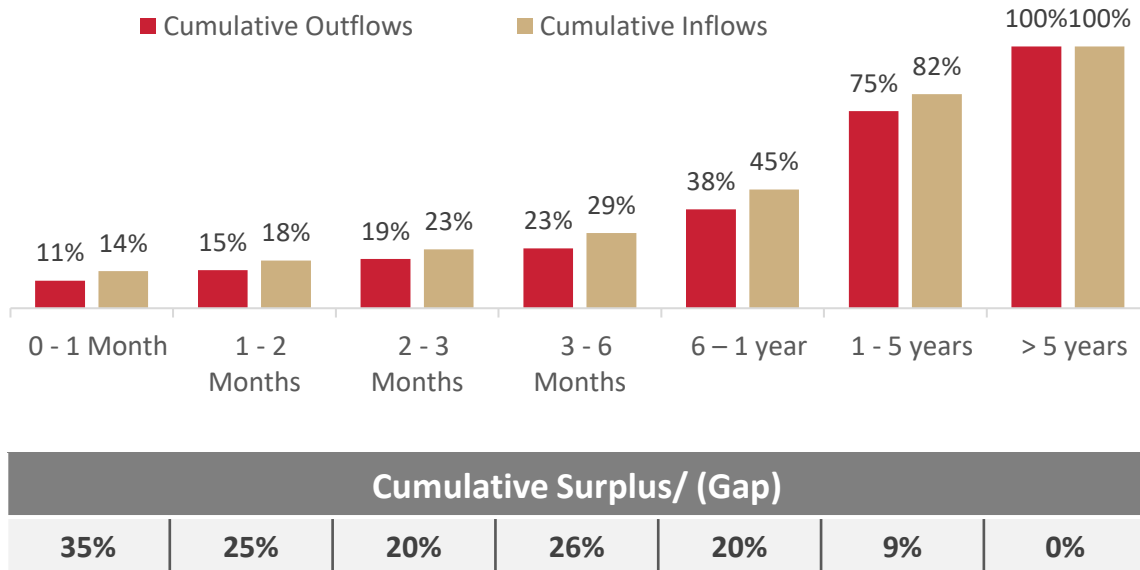
1.9x Net Security Cover on Net Stage 3 book

Customer Segment	GS3	GS3 %	Provision	NS3	NS3 (%)	Security Value	Net Security Cover <sup>1</sup>
SME	305	2.1%	118	187	1.3%	384	2.1x
Retail	613	3.0%	285	328	1.6%	415	1.3x
Large & Mid Corp	958	5.0%	496	462	2.4%	1,077	2.3x
<b>Total Book</b>	<b>1,876</b>	<b>3.2%</b>	<b>900</b>	<b>976</b>	<b>1.7%</b>	<b>1,877</b>	<b>1.9x</b>

<sup>1</sup> Net Security Cover = Security Value/ (GS3 – Provision).

# Well matched ALM with comfortable liquidity surplus

## ALM optimised for liquidity and costs 30<sup>th</sup> Jun 2022



**Raised Long Term borrowing of Rs. 4,380 Cr**

Term Loan: Rs 3,950 Cr; NCD: Rs 430 Cr

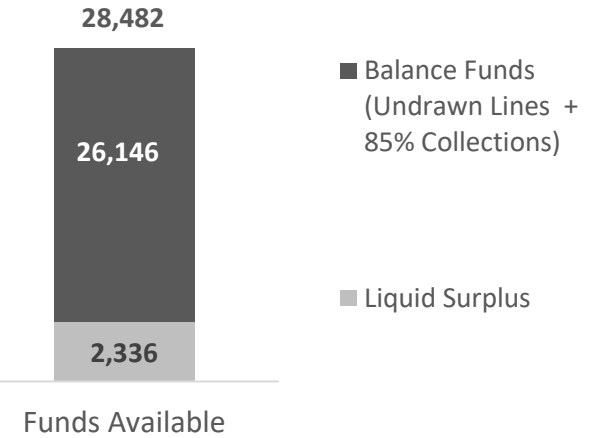
**Diversified borrowing profile with long-term borrowing mix at 81%**

## Liquidity under stress test scenario

**Liability Maturity (Jun'23)**  
(Including interest payments)



**Fund Available as on Jun 30, 2023**  
(Assuming 85% of collections)



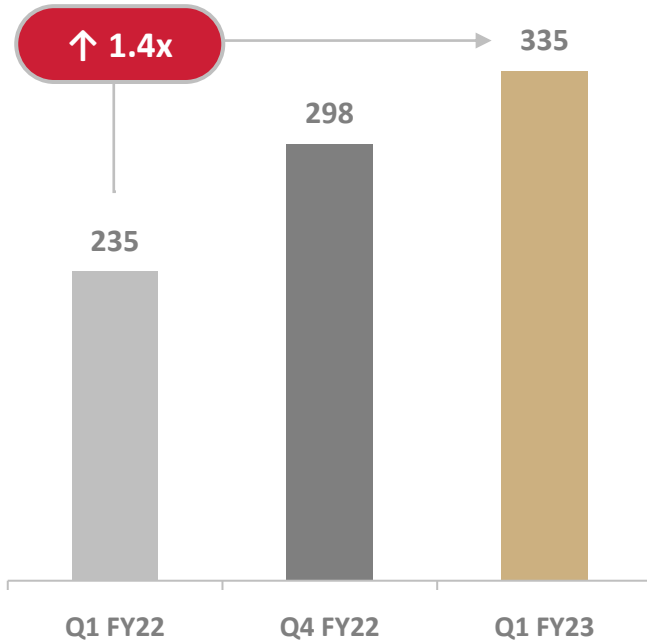
**Surplus under various stress scenarios (incl. undrawn line) :**

- At 95% collections, surplus of Rs 11,786 Cr
- At 75% collections, surplus of Rs 7,290 Cr

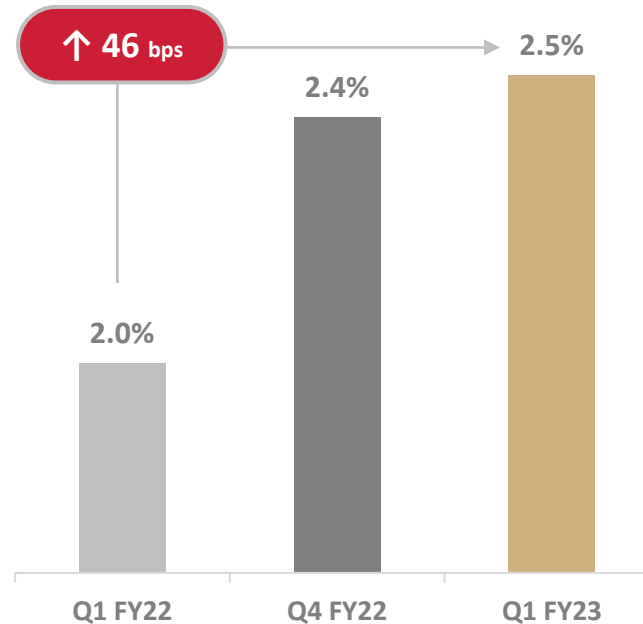
**Maintained Comfortable Capital Adequacy in Q1 FY23 CRAR at ~21.0%**

# Resulting in consistent improvement in return metrics

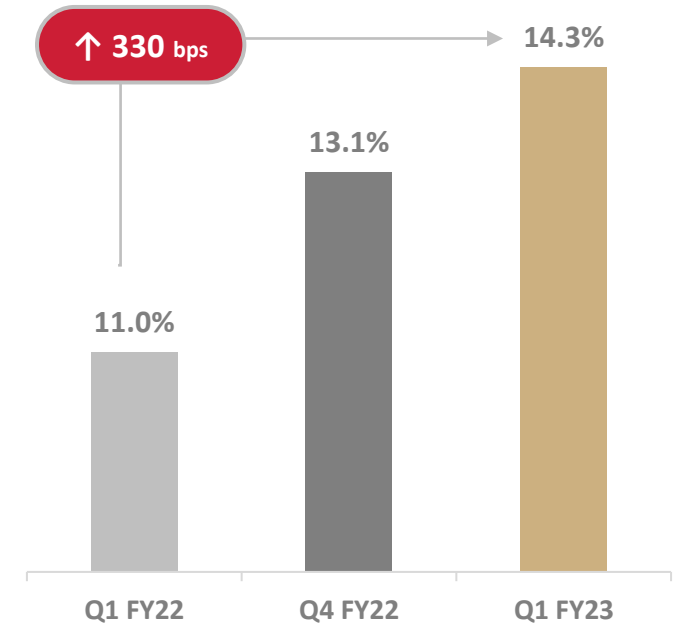
## Profit After Tax



## Return on Assets



## Return on Equity<sup>1</sup>



<sup>1</sup> Based on monthly compounding of annualised RoE

# Key Financials – Aditya Birla Finance Limited



Quarter 4		Figures in Crs	Quarter 1	
FY 21-22 (PY)			FY 21-22 (PY)	FY 22-23 (CY)
<b>55,180</b>		<b>Lending book</b>	<b>45,881</b>	<b>57,839</b>
11.71%		Average yield (Incl. Fee Income)	11.80%	11.85%
5.34%		Interest cost / Avg. Lending book	5.66%	5.38%
6.37%		Net Interest Margin (Incl. Fee Income)	6.14%	6.47%
<b>806</b>		<b>Net Interest Income (Incl. Fee Income)</b>	<b>722</b>	<b>889</b>
<b>253</b>		<b>Opex</b>	<b>213</b>	<b>279</b>
2.05%		Opex / Avg. Lending book	1.85%	2.07%
31.4%		Cost Income Ratio	29.5%	31.4%
<b>152</b>		<b>Credit Provisioning</b>	<b>194</b>	<b>152</b>
1.24%		Credit Provisioning/ Avg. Lending book	1.68%	1.13%
<b>401</b>		<b>Profit before tax</b>	<b>315</b>	<b>459</b>
<b>298</b>		<b>Profit after tax</b>	<b>235</b>	<b>335</b>
<b>9,860</b>		<b>Net worth</b>	<b>9,073</b>	<b>10,201</b>
<b>2.4%</b>		<b>Return on Asset %</b>	<b>2.0%</b>	<b>2.5%</b>
<b>13.1%</b>		<b>Return on Equity %</b>	<b>11.0%</b>	<b>14.3%</b>

Note 1: DSA commission netted off against Total Revenue, accordingly previous period financials are reinstated; NIM including fee (net of DSA Expenses); Processing costs netted off against revenue in current year

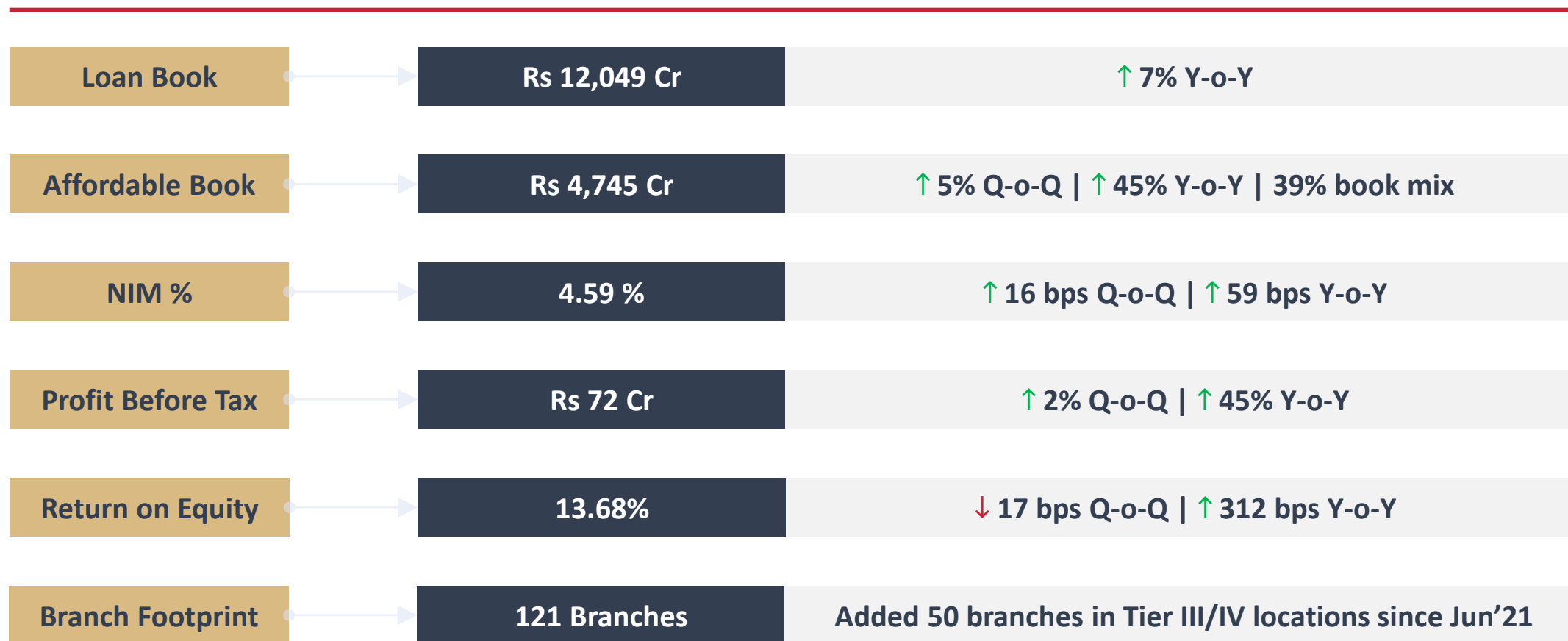
# Housing Finance

Aditya Birla Housing  
Finance Ltd.



ADITYA BIRLA  
CAPITAL

## Delivering strong profitability & focused segment growth



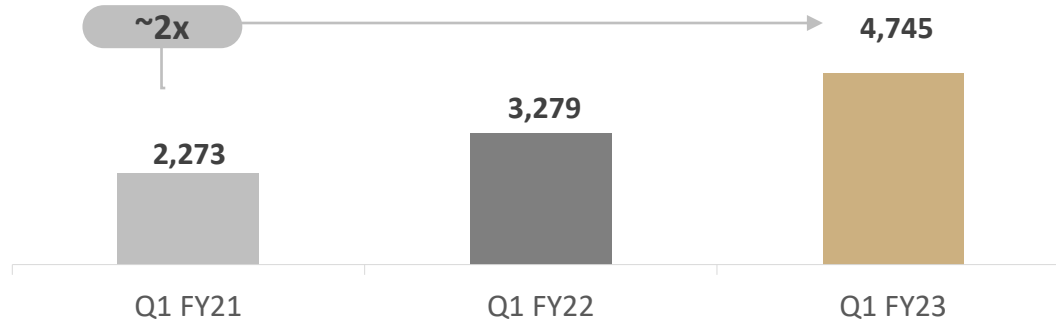


**1****Momentum in disbursement to focused segments****2****Increase direct sourcing through branch expansion****3****Continued focus on quality of book****4****Strengthening digital assets for customer acquisition & service**

# 1 | Momentum in disbursement to focused segments

## Continued focus on Affordable Segment

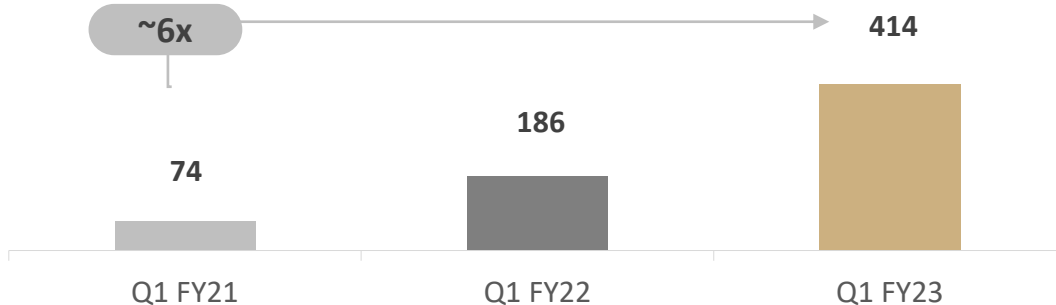
### Affordable AUM



45% y-o-y  
growth in  
affordable  
segment

39% Affordable  
Mix (PY 29%)

### Affordable Disbursals



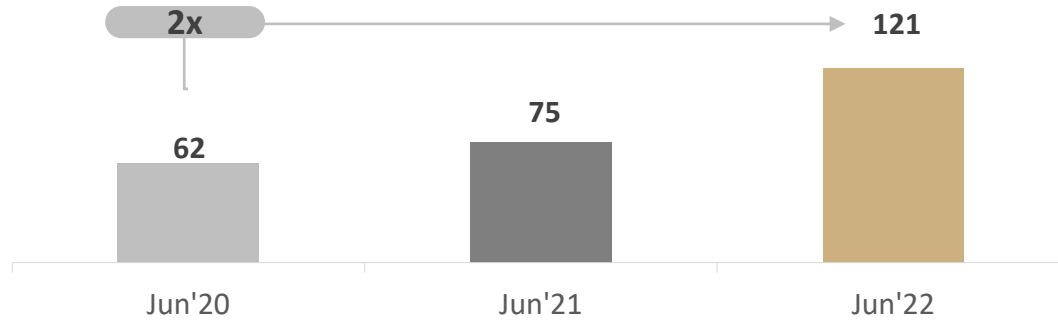
2x y-o-y  
growth in  
affordable  
disbursals

2,400 +  
Customers  
onboarded in Q1  
FY23

# 2 | Increase direct sourcing through branch expansion

Scale up in retail driven by lean branch model expansion in tier 3-4 markets

## Branch Network

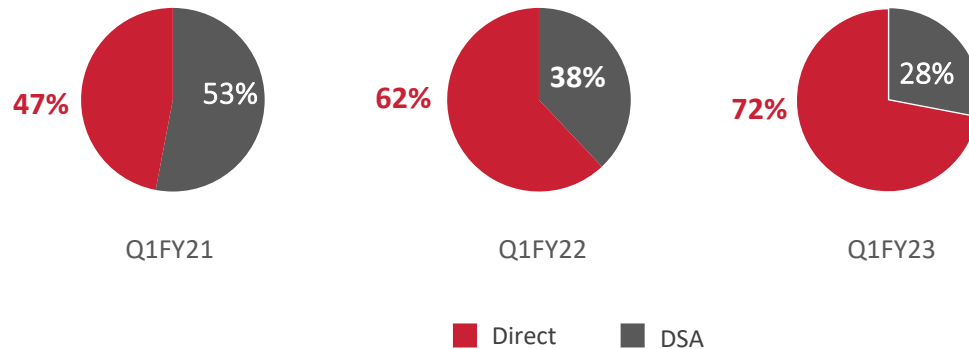


200+  
Branches by  
FY23

80% +  
Branches in  
Tier 3-4 cities  
by FY23

Increasing Direct Ecosystem Sourcing for better returns

## Disbursal Mix



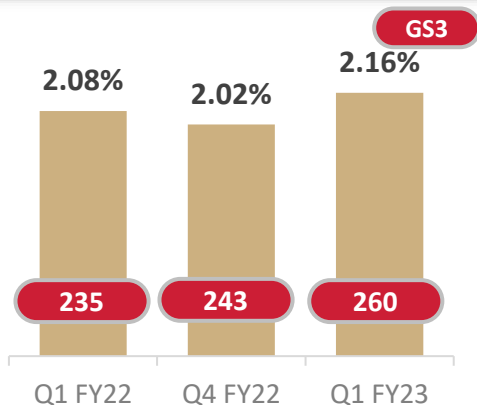
72%  
Disbursals  
share from  
Direct Sourcing

~ 3x y-o-y  
Growth in  
disbursals  
from Direct  
Sourcing

# 3 | Continued focus on quality of book

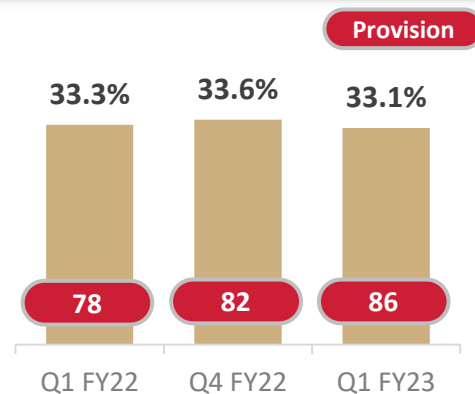
## Gross Stage 3 %

Δ: ↑ 14 bps Q-o-Q



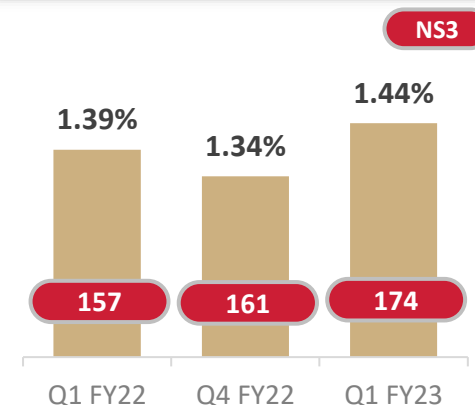
## Stage 3 PCR %

Δ: ↓ 53 bps Q-o-Q



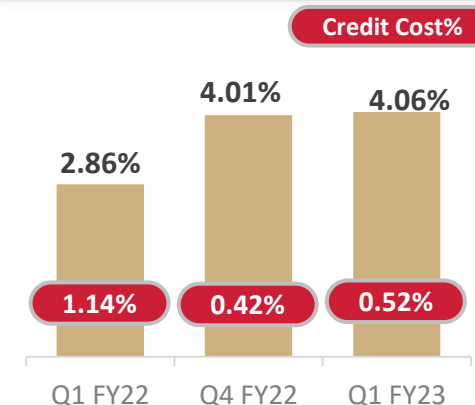
## Net Stage 3 %

Δ: ↑ 11 bps Q-o-Q



## Risk Adjusted Margins

Δ: ↑ 5 bps Q-o-Q



**97.9% Collection Efficiency (CE) in Jun'22**

**Restructured book under moratorium at 3.0% of overall loan book**

**Stage 2 book at 2.5% (PQ: 2.8%); 60 dpd+ at 1.2%**

**Maintained Rs 93 Cr Mgmt. overlay (incl. Covid provision) across all stages**

# 4 | Strengthening digital asset for customer acquisition & service



Progress on multiple vectors contributing to customer acquisition, service & process efficiencies

Revenue Enablement  
through digital customer  
acquisition

**92%+**

customers onboarded  
digitally

**85%+**

Reduction of physical  
documents for onboarding

**88%+**

Monthly active users on  
Lead Management System

Customer Advocacy  
through Self Service  
Channels

**91%**

Services available digitally

**77%**

Customer interactions on  
Digital Channels

**98%+**

digital repayment by  
customers

Scalability & Automation  
of back-end processes  
and Systems

**90%+**

E-bot efficiency for  
customer emails

**118+**

RPA Robots live for back &  
mid office automation

**48%+**

STP service journeys  
(end-to-end automated)



# Strong business momentum driven by target segment

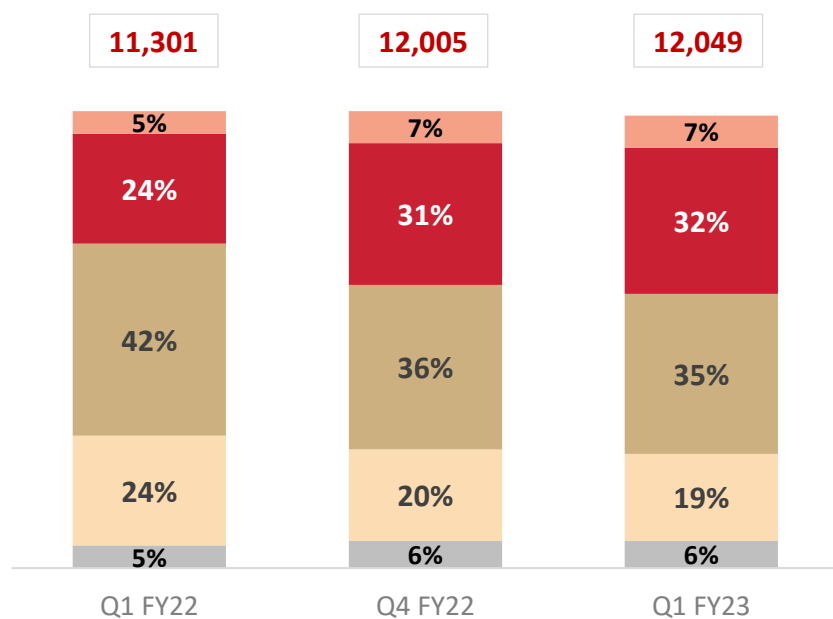
## Growing loan book with increased retail mix

### Affordable Mix

39% (PY 29%)

### Customer Count

↑ 10% Q-o-Q | ↑ 32% Y-o-Y



■ Affordable - LAP   
 ■ Affordable - HL   
 ■ Prime - HL  
■ Prime - LAP   
 ■ CF   
 Loan book

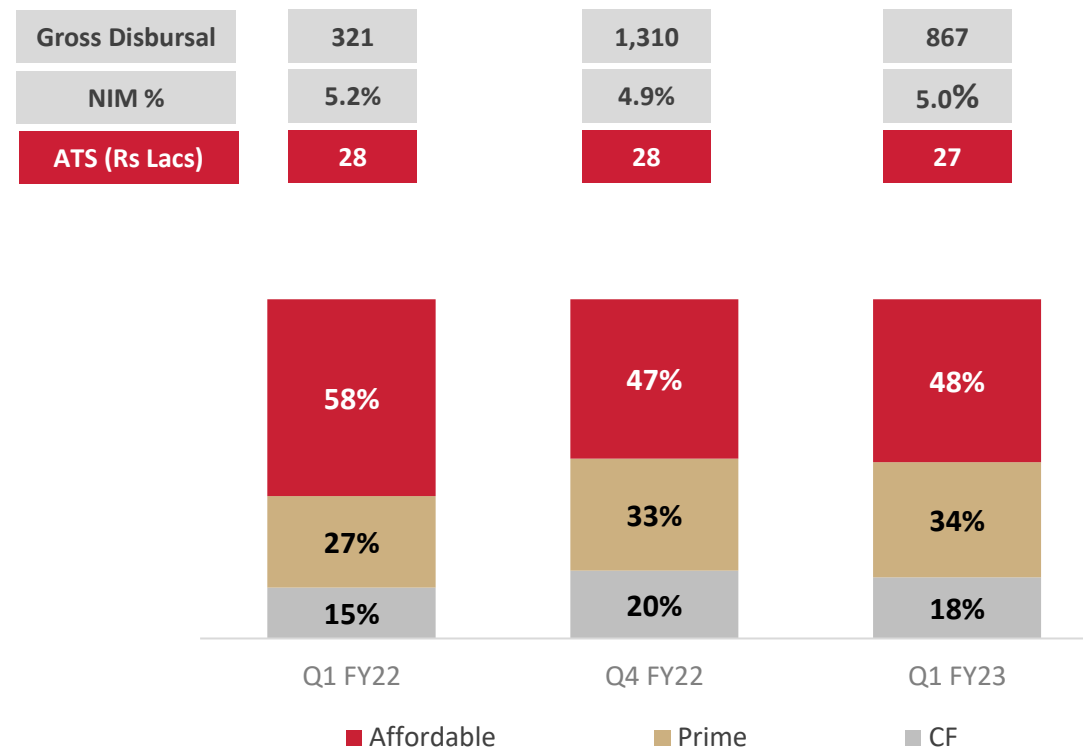
## Continued focus on target segment disbursement

### Affordable Gross Disbursal

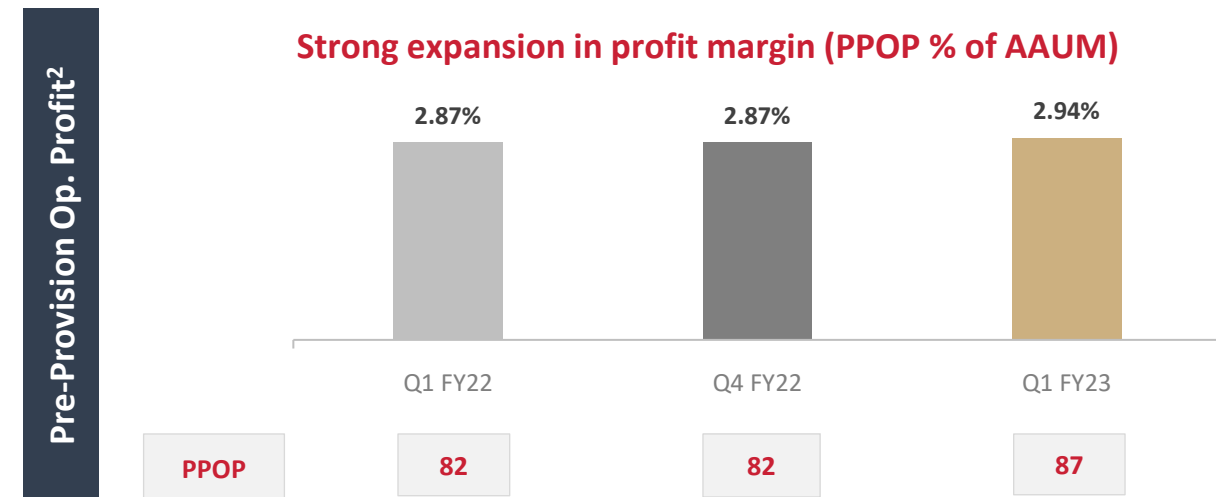
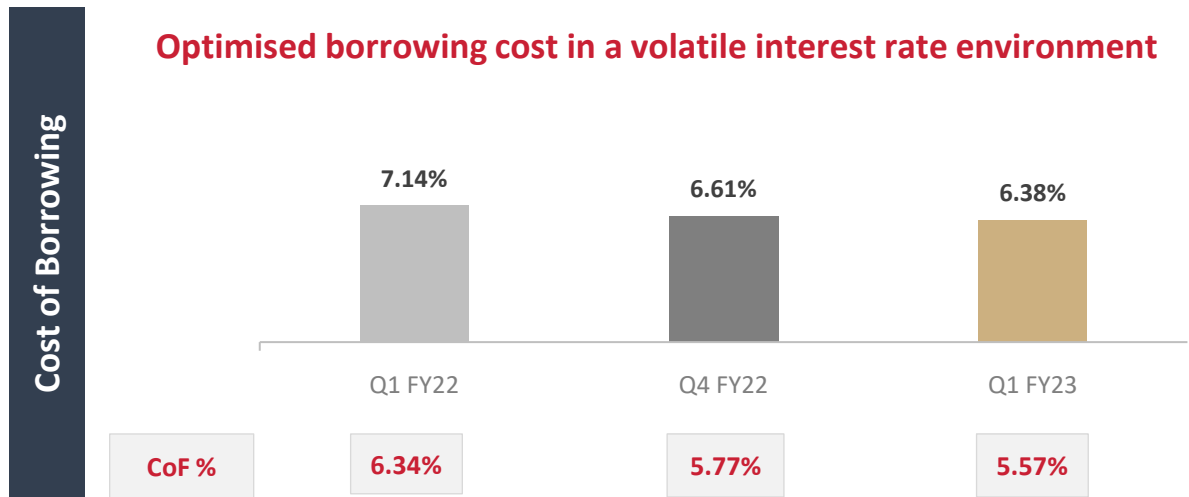
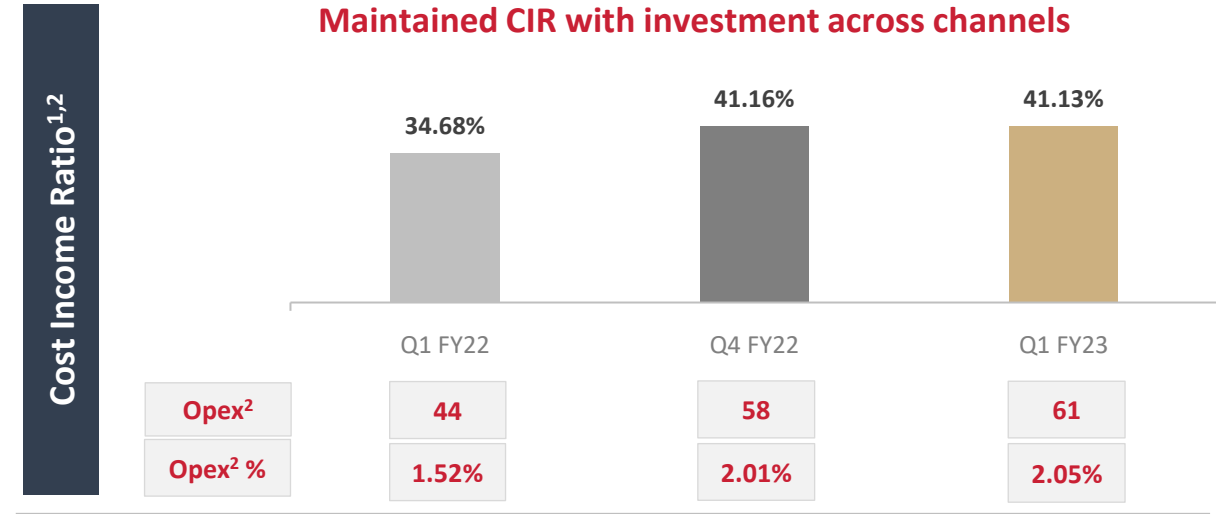
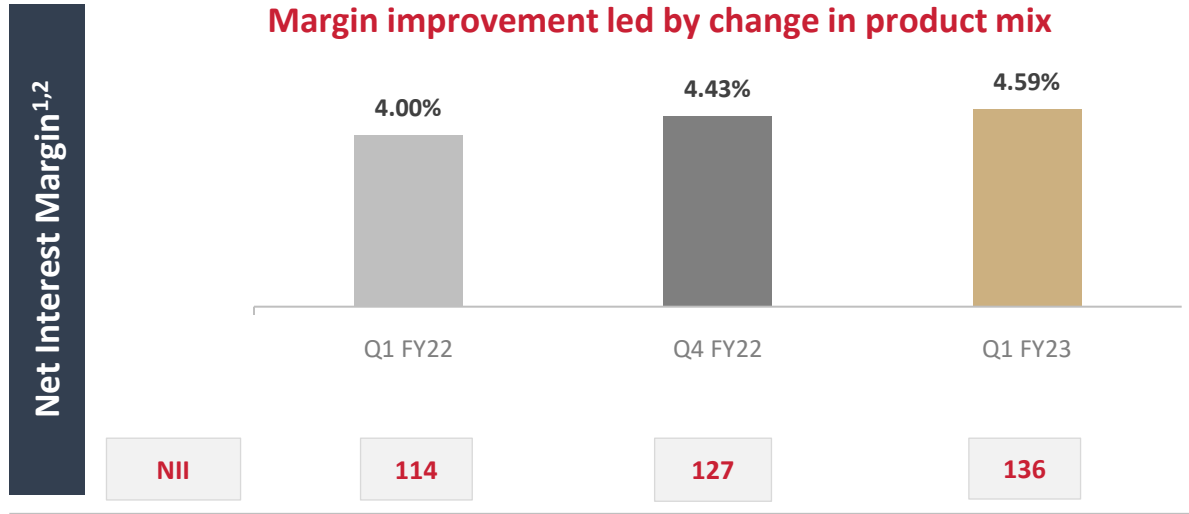
↑ 123% Y-o-Y

### Affordable Customer Count

↑ 146% Y-o-Y



# Leading to strong business and financial outcomes



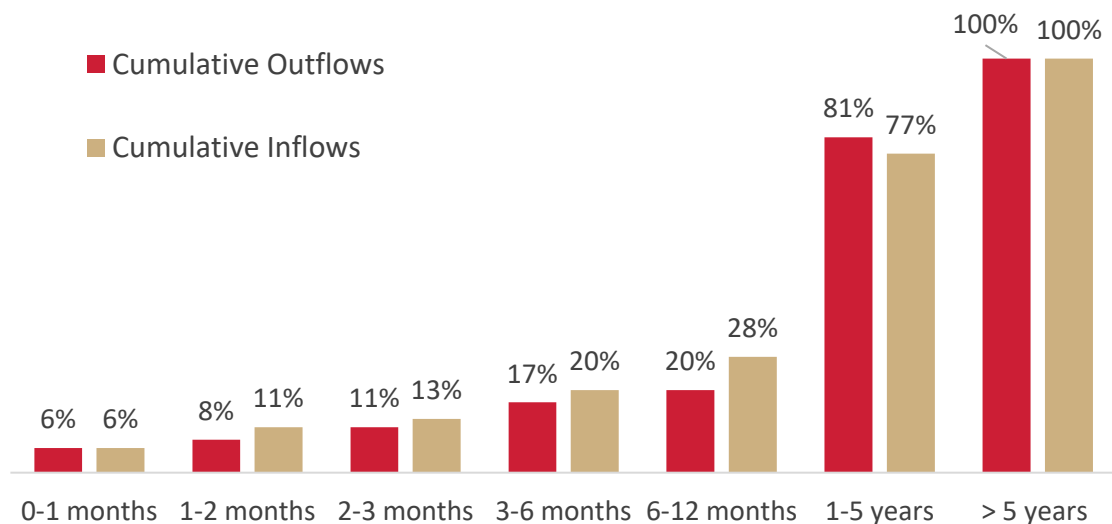
<sup>1</sup> NIM including fee (net of DSA Expenses and Processing Cost)

<sup>2</sup> Calculated basis % of average Loan Book

<sup>3</sup> DSA commission and Processing cost netted off against Total Revenue, accordingly previous quarter financials are reinstated; Processing costs netted off against revenue in current year

# Well matched ALM with comfortable liquidity surplus

## ALM optimised for liquidity and costs (As on 30<sup>th</sup> June 2022)



### Cumulative Surplus/ (Gap)

11%	34%	15%	17%	9%	-6%	0%
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**Raised LT borrowing of Rs 150 Crore**

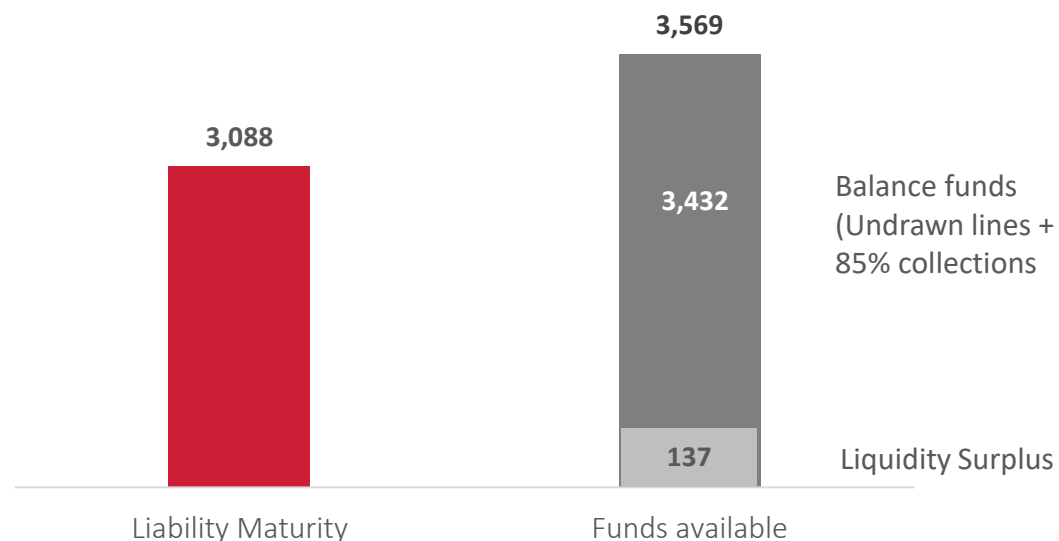
## Liquidity under stress test scenario

### Liability Maturity (Till June'23)

(Including interest payments)

### Funds available till June 30, 2023

(Assuming 85% collections)



### Surplus under various stress scenarios (incl. undrawn lines) :

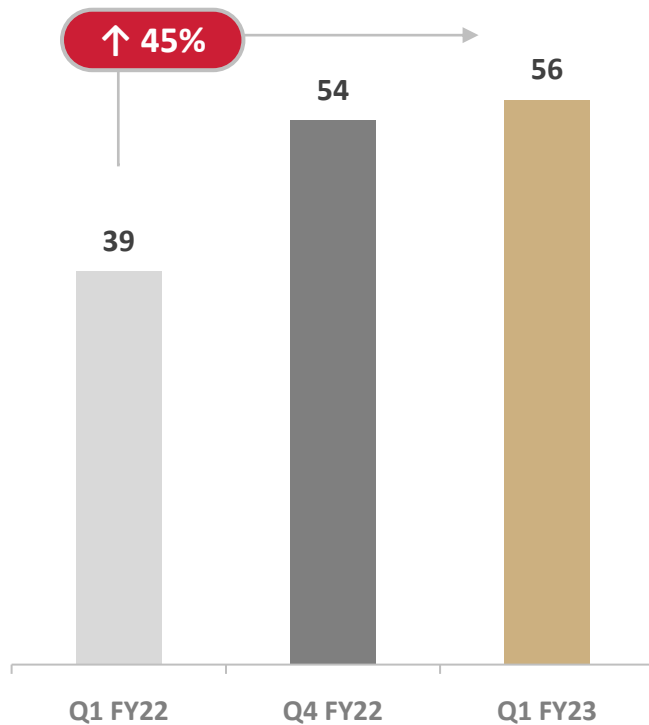
- At 95% Collections, Surplus of ₹ 619 Cr.
- At 75% Collections, Surplus of ₹ 343 Cr.

**Maintained Comfortable Capital Adequacy (CRAR) at ~23.8%**

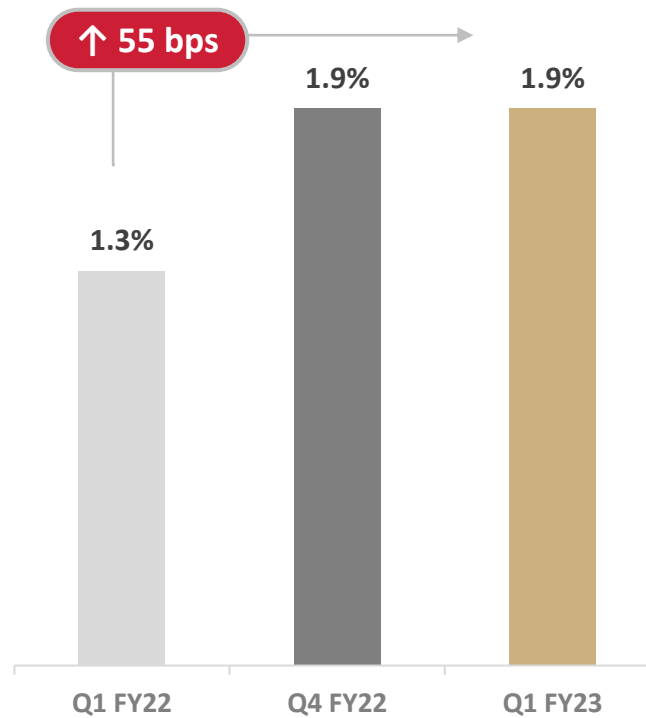


# Resulting in consistent improvement in return metrics

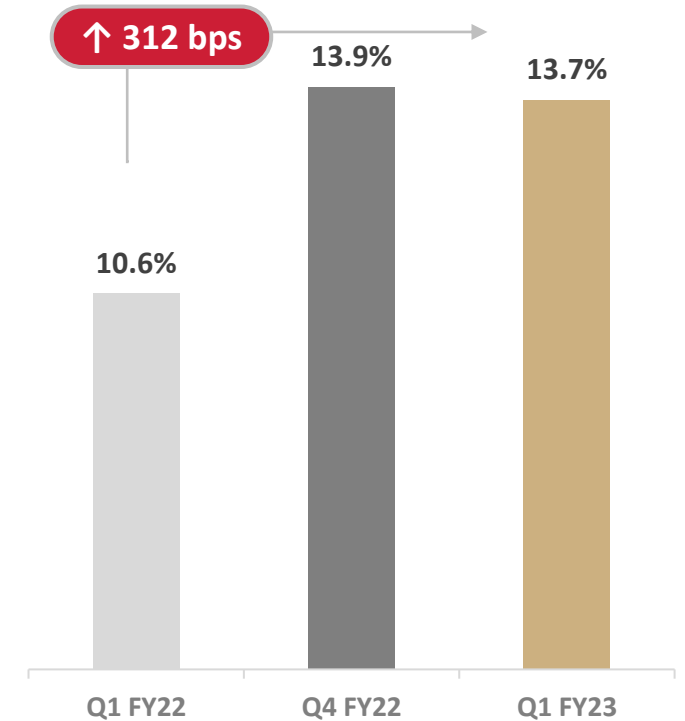
## PAT



## Return on Assets



## Return on Equity<sup>1</sup>



<sup>1</sup> Based on monthly compounding of annualised RoE

# Key Financials – Aditya Birla Housing Finance Limited



Quarter 4	Figures in Rs Crore	Quarter 1	
FY 21-22 (PY)	Key Performance Parameters	FY 21-22 (PY)	FY 22-23 (CY)
<b>12,005</b>	<b>Lending book</b>	<b>11,301</b>	<b>12,049</b>
10.20%	Average yield	10.34%	10.16%
5.77%	Net Interest cost / Avg. Loan book	6.34%	5.57%
4.43%	NIM	4.00%	4.59%
<b>140</b>	<b>Net Interest Income</b>	<b>126</b>	<b>148</b>
58	Opex	44	61
2.01%	Opex/ Avg. Loan Book	1.52%	2.05%
41.16%	Cost Income Ratio (%)	34.68%	41.13%
12	<b>Credit Provisioning</b>	33	16
0.42%	Credit Provisioning/ Avg. Loan Book	1.14%	0.52%
<b>70</b>	<b>Profit Before Tax</b>	<b>49</b>	<b>72</b>
<b>54</b>	<b>Profit After Tax</b>	<b>39</b>	<b>56</b>
<b>1,721</b>	<b>Net worth</b>	<b>1,558</b>	<b>1,779</b>
<b>1.9%</b>	<b>Return on Assets</b>	<b>1.3%</b>	<b>1.9%</b>
<b>13.9%</b>	<b>Return on Equity</b>	<b>10.6%</b>	<b>13.7%</b>

Note 1: DSA commission netted off against Total Revenue, accordingly previous period financials are reinstated; NIM including fee (net of DSA Expenses); Processing costs netted off against revenue in current year

# Asset Management

Aditya Birla Sun Life  
AMC Ltd.



ADITYA BIRLA  
CAPITAL

Continued momentum in building Retail Franchise  
while maintaining profitability in volatile market condition

Mutual Fund QAAUM	Rs 2,81,527 Cr	↑ 2% Y-o-Y
Equity QAAUM	Rs 1,16,809 Cr	↑ 14% Y-o-Y
Individual <sup>1</sup> MAAUM	Rs 1,31,462 Cr	↓ -1% Y-o-Y
Investor Folios	8.1 Mn	↑ 12% Y-0-Y   Added 0.2 Mn folios in Q1 FY23
Monthly SIP Book <sup>2</sup>	Rs 898 Cr	↑ 10% Y-o-Y
Operating Revenue	Rs 305 Cr	↑ 0.4% Y-o-Y
Operating PBT	Rs 172 Cr	↓ -1% Y-o-Y

**1**

**Focus on delivering sustained investment performance and portfolio differentiation**

**2**

**Building Retail Franchise by increasing geographic reach and strengthening Multi Channel distribution network**

**3**

**Focus on growing Passives and Alternate asset segment**

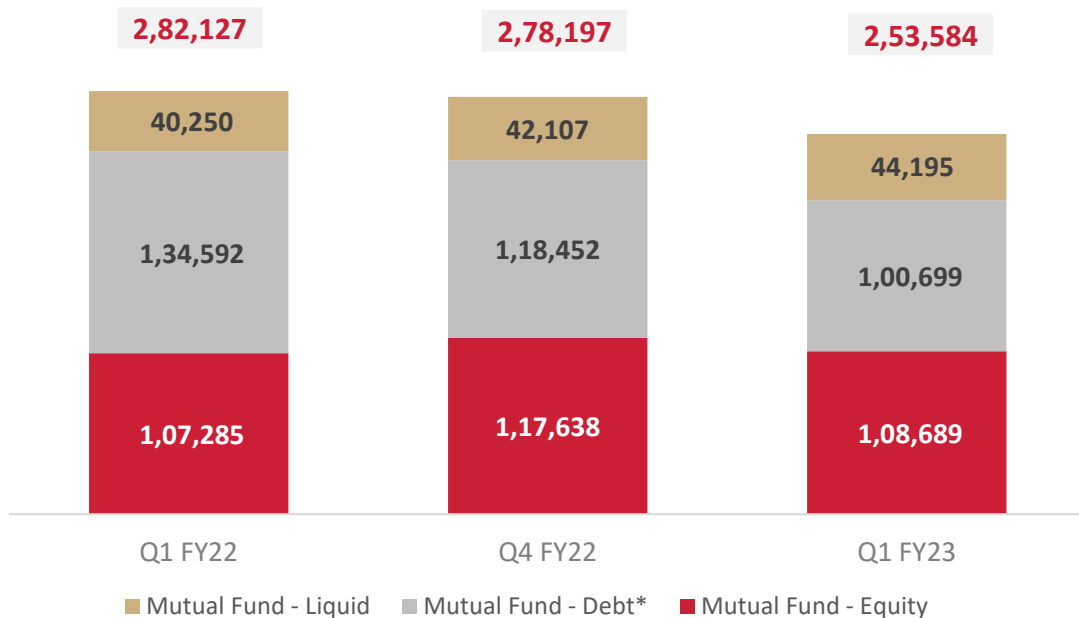
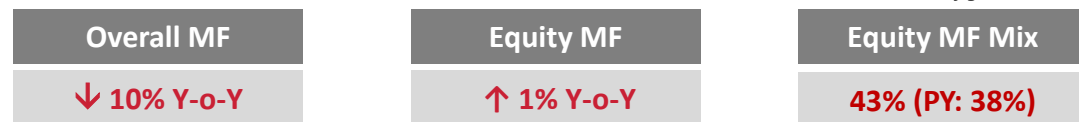
**4**

**Leverage digital platforms for customer acquisition and enhance customer experience**

# AUM Highlights

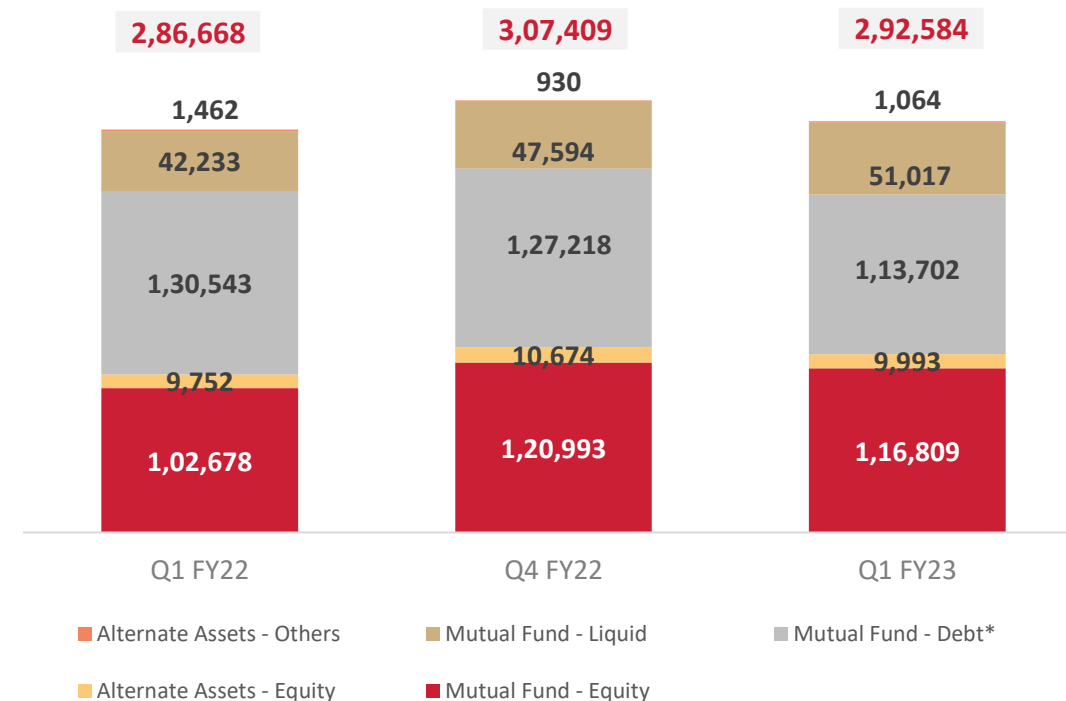
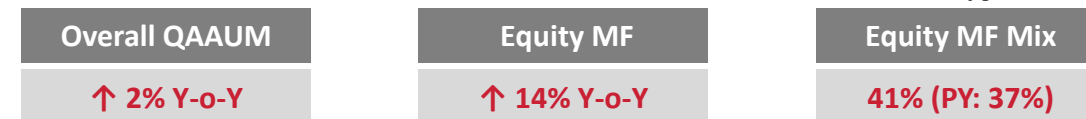
## Closing Assets under Management

All figures in Rs. Cr



## Average Assets under Management

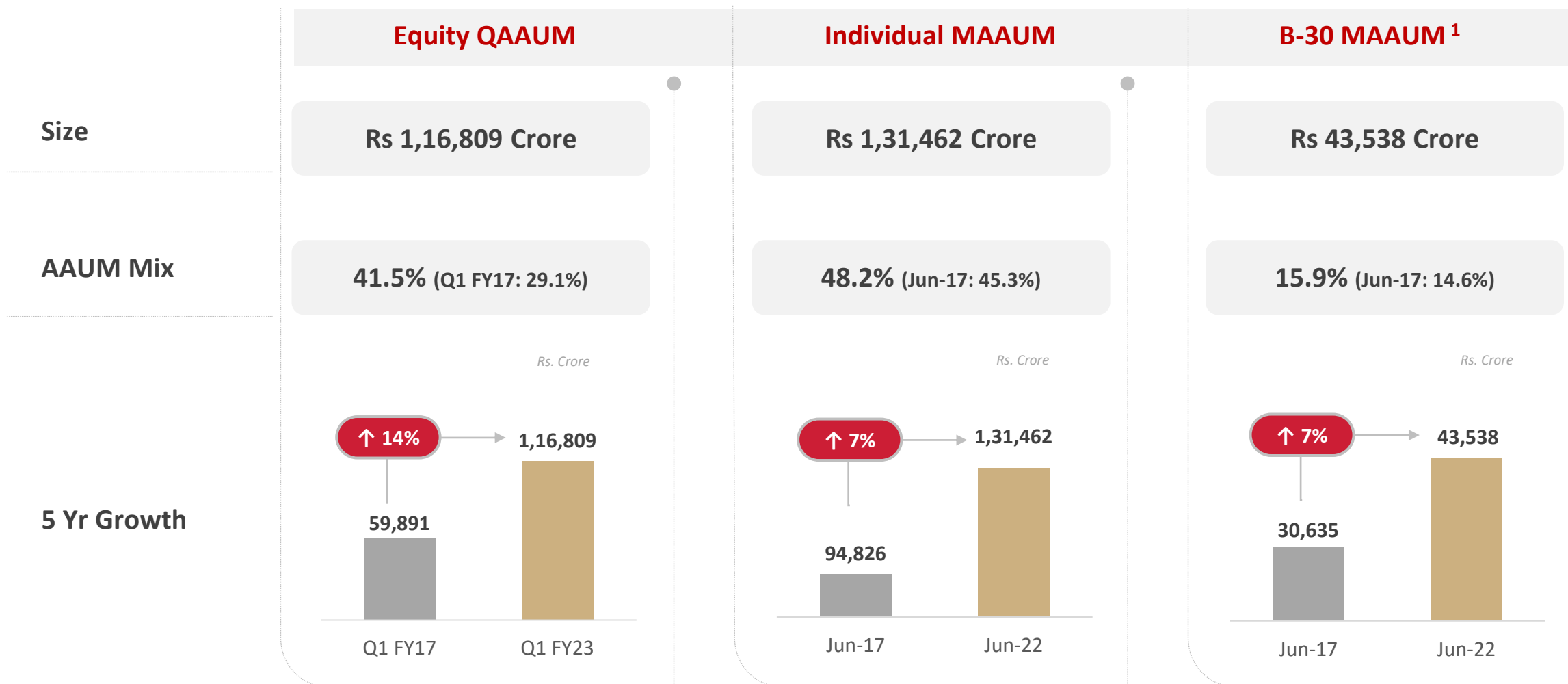
All figures in Rs. Cr



**Equity QAAUM Grown 14% Y-o-Y resulting in increase in Equity Mix to 41%**

\*Mutual Fund Debt includes ETF

# Scaling Retail Franchise



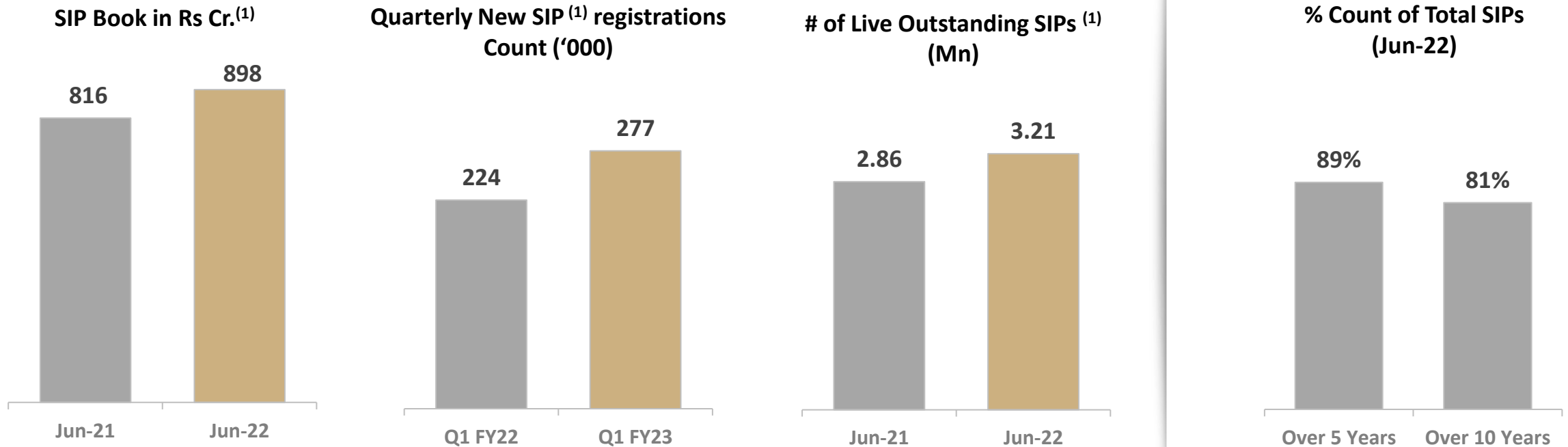
<sup>1</sup> For period prior to March-2018, MAAUM in B-15 cities considered

# Focus on Growing SIP Book



## Building sustainable SIP Book

## Long Tenure SIP Book <sup>(2)</sup>



**'Har-Ghar SIP' campaign gaining traction**

<sup>(1)</sup> Includes STP <sup>(2)</sup> Based on tenure at the time of registration of all live SIPs as on Jun 30, 2022



# Large & well-diversified distribution network

Continue to expand distributor base & empaneled 2,100+ new MFDs in Q1 FY23



**280+**  
Locations

Over 80% are  
in B30 cities



**65,000+**  
MFDs



**100+**  
Banks<sup>1</sup>



**100+**  
Emerging Market  
Representatives



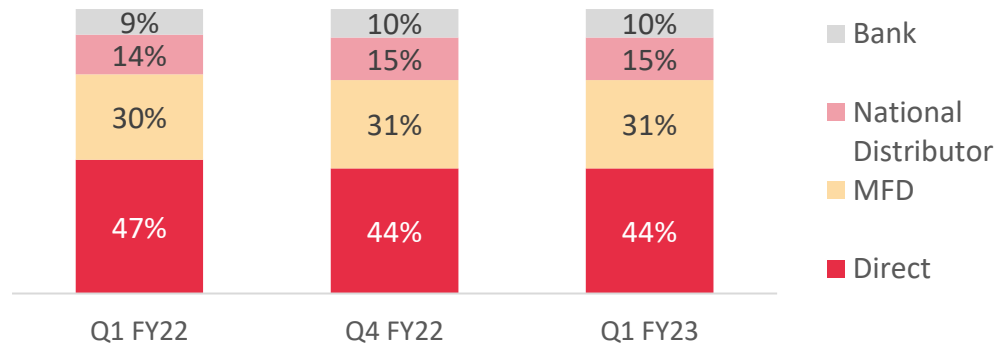
**240+**  
National  
Distributors



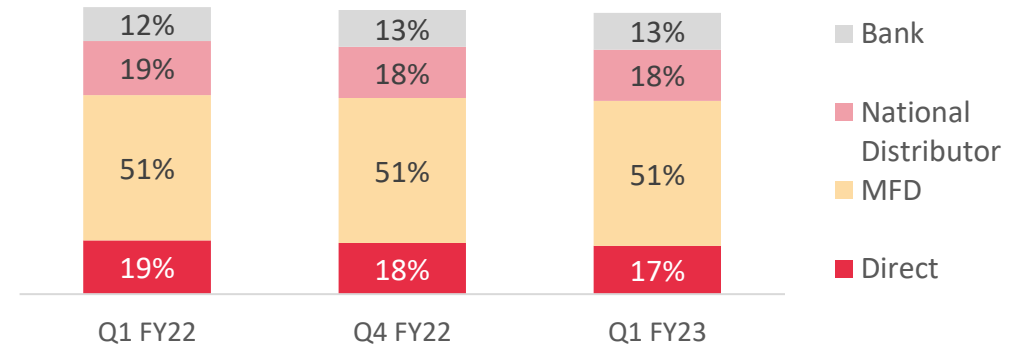
**80+**  
Digital  
Partners

Servicing Investors across 19,000+ Pan-India pin codes

## Overall Asset Sourcing Mix<sup>2</sup>



## Broad based distribution sourcing of Equity Assets

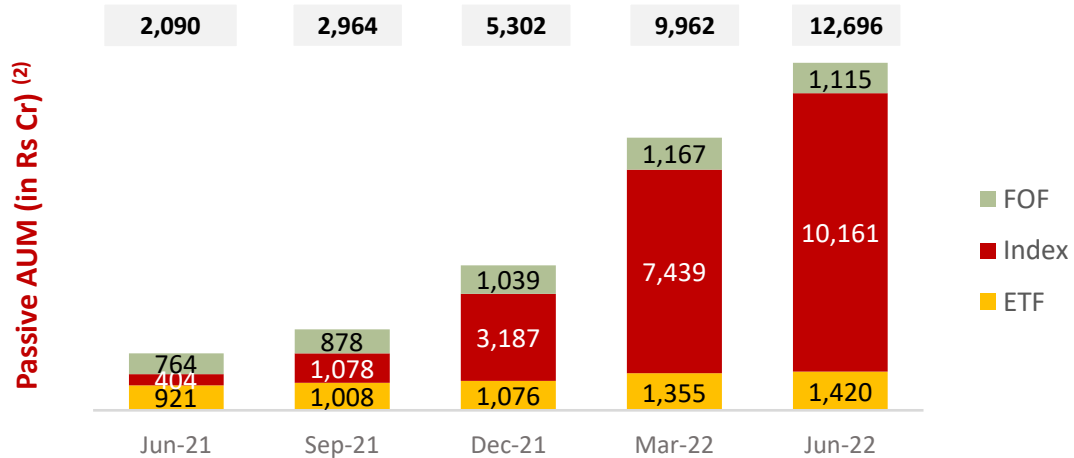


<sup>1</sup> Banks and Financial Institutions

<sup>2</sup> Excludes ETF

# Growing Passives and Alternative Assets Business

## Passives



**~4,28,000**  
Investor Folios Served

**6x**  
Growth in Passives <sup>(1)</sup>

**20+**  
Product Pipeline

### PMS / AIF AUM<sup>(4)</sup> Rs. 1,558 Cr

Appointed a seasoned fund manager as **Head – Alternate Investments Equity**

Products in pipeline include:  
**Services Leaders AIF**  
**Market Linked Debentures**  
**Credit Opportunities Fund**

### Offshore AUM<sup>(4)</sup> Rs. 8,924 Cr

Seed funding approval received for **Greater India ESG Engagement Fund** for Global Investors

Plans to launch funds for Foreign/ NRIs investors & LRS investors in India respectively after regulatory clearance

### Real Estate AUM<sup>(4)</sup> Rs. 576 Cr

Collaborating with **BentallGreenOak**, 5th largest global real estate advisory with **\$78 bn<sup>(3)</sup> AUM**, to jointly source and underwrite deals for real estate fund

First Close completed - **Aditya Birla Real Estate Credit Opportunities Fund (Category II AIF)**. Evaluating multiple onshore opportunities for second close

# Holistic Digital Innovation

Customer Onboarding

76%

Customer Servicing

86%

Distributor Onboarding

91%

Digital Payments

100%

Continuous improvement of our Digital Assets

Partner Assets



Partner Mobile App



API services for IFAs



[abslmfpartner.adityabirlacapital.com](https://abslmfpartner.adityabirlacapital.com)

Investor Assets



[Mutualfund.adityabirlacapital.com](https://Mutualfund.adityabirlacapital.com)



Investor Mobile App



Active Account App

# Key Financials – Aditya Birla Sun Life AMC Limited



Quarter 4	Figures in Rs Crore	Quarter 1	
FY 21-22 (PY)	Key Performance Parameters	FY 21-22 (PY)	FY 22-23 (CY)
<b>2,95,805</b>	<b>Mutual Fund AAUM</b>	<b>2,75,454</b>	<b>2,81,527</b>
1,20,993	Mutual Fund Equity AAUM	1,02,678	1,16,809
10,674	Alternate assets Equity AAUM	9,752	9,993
<b>1,31,667</b>	<b>Total Equity</b>	<b>1,12,430</b>	<b>1,26,802</b>
324	Operating Revenue	303	305
138	Costs	130	133
<b>186</b>	<b>Operating Profit Before Tax</b>	<b>173</b>	<b>172</b>
24	Other Income	33	(31)
<b>209</b>	<b>Profit Before Tax</b>	<b>206</b>	<b>141</b>
<b>25 bps</b>	<b>Operating Profit Before Tax (bps<sup>1</sup>)</b>	<b>25 bps</b>	<b>24 bps</b>
159	Profit After Tax	155	103

<sup>2</sup>Margin based on annualized earnings as % of Domestic AAUM

# Life Insurance

**Aditya Birla Sun Life  
Insurance Co. Ltd.**



**ADITYA BIRLA  
CAPITAL**

# Q1 FY 23 | Key Performance Highlights



Continued momentum in scale while delivering superior financials and value

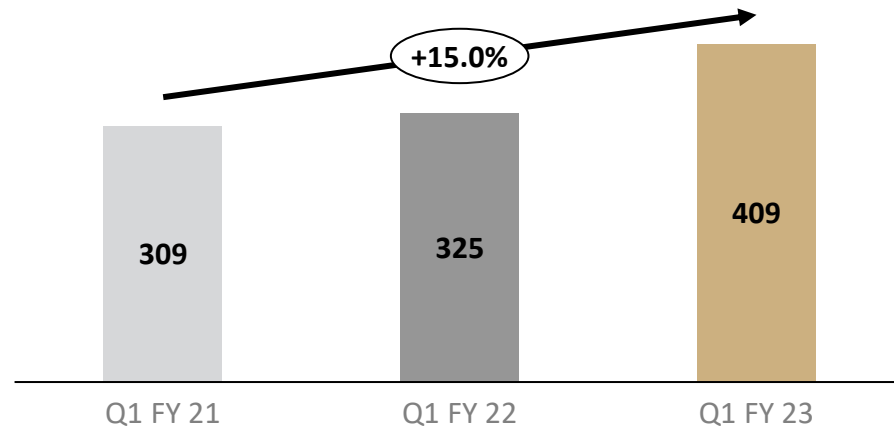
Individual FYP <sup>1</sup>	Rs.409 Cr	↑ 26% Y-o-Y   10% Growth in NB Policies count
Group FYP	Rs.885 Cr	↑ 193% Y-o-Y   2 <sup>nd</sup> Rank <sup>2</sup> in Profitable ULIP segment
Renewal Premium	Rs.1,285 Cr	↑ 18% Y-o-Y   74% Digital Collection   85.3% - 13 <sup>th</sup> month Persistency <sup>3</sup>
Total Premium	Rs.2,620 Cr	↑ 49% Y-o-Y   2 Yr CAGR - 25%
AUM	Rs.60,660 Cr	↑ 12% Y-o-Y   Superior investment returns
Opex Ratio	16.8%	Efficient Opex management
Net VNB <sup>4</sup>	2.5%	↑ 460 bps Y-o-Y   Target to reach 17%-18% for FY 23

- 1 Focus on Consistent growth in Individual and Group Business**
- 2 Diversified and Scaled up Distribution mix with focus on Direct business**
- 3 Customer Oriented Products, Analytics supported business and Active Risk management**
- 4 Improvement in Quality parameters including persistency cohorts and leveraging Digital adoption**
- 5 Aspiration to double absolute net VNB by FY 25**

# 1 | Focus on Consistent growth

## Individual FYP<sup>1</sup>

	ABSLI	Private Players	Industry
Y-o-Y Growth	↑ 26% Y-o-Y	↑ 47% Y-o-Y	↑ 42% Y-o-Y
2 Yr CAGR <sup>2</sup>	↑ 30% Y-o-Y	↑ 31% Y-o-Y	↑ 19% Y-o-Y

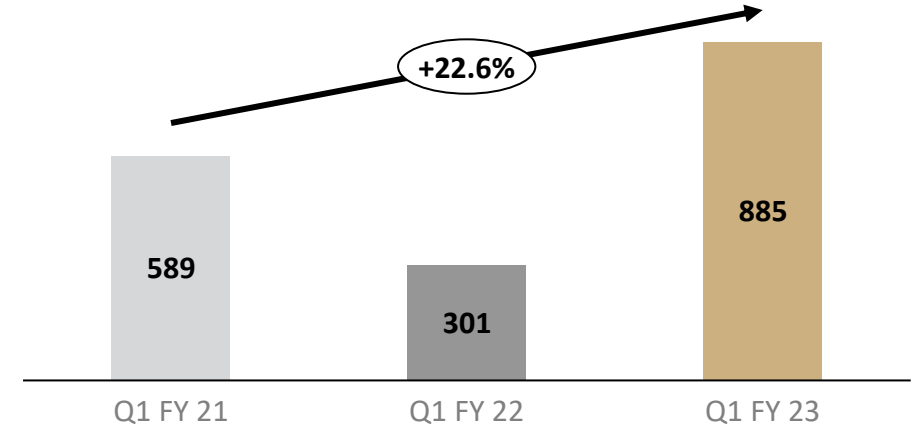


ABSLI Market Share<sup>3</sup> **3.8%**

**Strong growth in New business policies sold (↑ 10% Y-o-Y)**

## Group New Business Premium

	ABSLI	Private Players	Industry
Y-o-Y Growth	↑ 193% Y-o-Y	↑ 56% Y-o-Y	↑ 39% Y-o-Y
2 Yr CAGR <sup>2</sup>	↑ 74% Y-o-Y	↑ 47% Y-o-Y	↑ 20% Y-o-Y



ABSLI Market Share<sup>3</sup> **7.7%**

**Among the Top 2 players<sup>4</sup> in profitable ULIP segment**

<sup>1</sup> Individual FYP adjusted for 10% of single premium <sup>2</sup> 2 Year CAGR FY 22 over FY 20 <sup>3</sup> Market Share among private players <sup>4</sup> Basis Market Intel



## 2 | Diversified and scaled up distribution mix

### Diversified Distribution network enabling Pan India presence



**3,000+**  
Cities



**340+**  
Own Branches



**49,000+**  
Agents



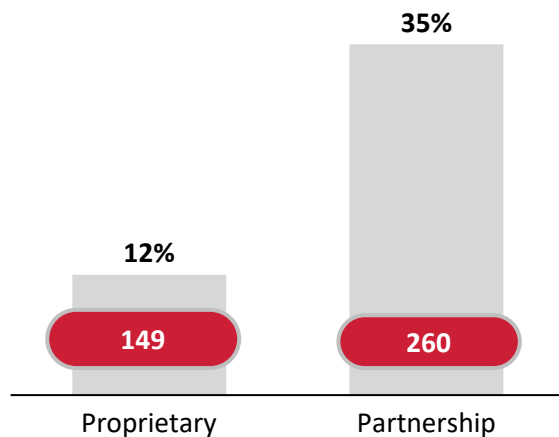
**8**  
Banca Tie-ups



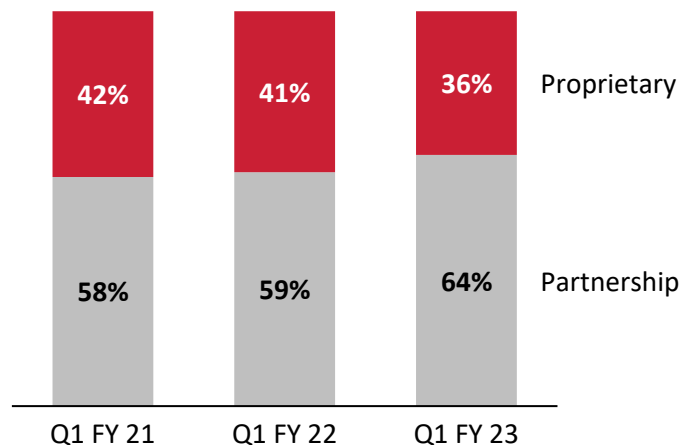
**14,500+**  
Bank Branches

HDFC Bank, DCB, KVB, Indian Bank, DB, DBS, Ujjivan, Bharat Bank

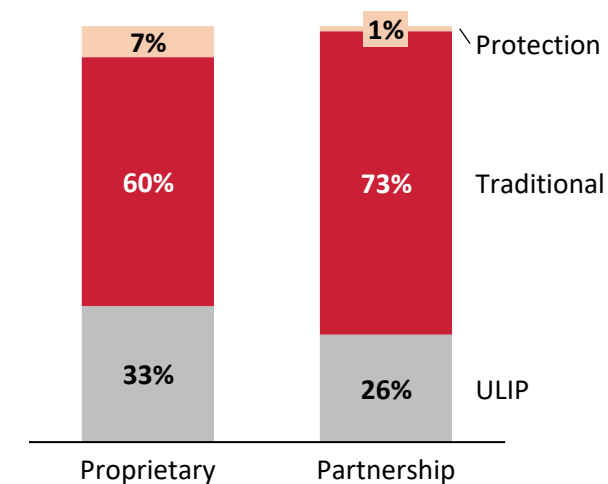
#### Strong growth across channels (FYP Rs. In Cr)



#### Channel mix

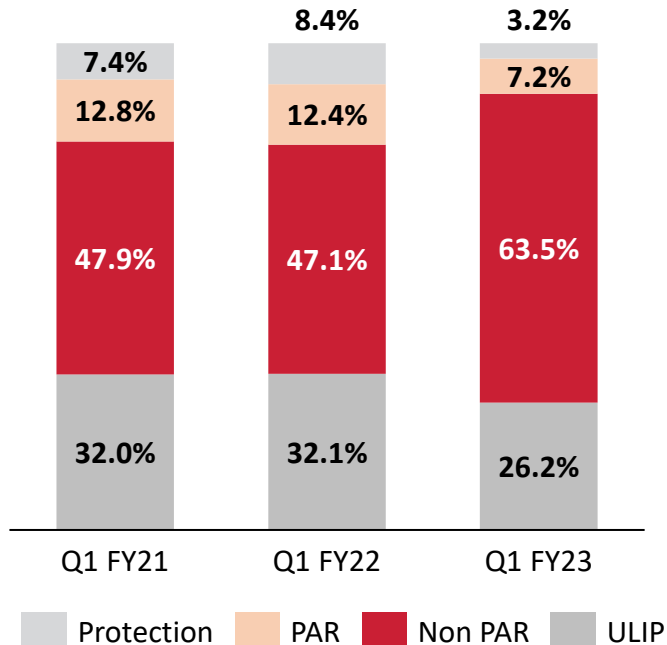


#### Product Mix by Channel



# 3 | Products and Active Risk strategy

## Overall Product Mix



- Increase in Non-PAR mix is due to higher demand
- New Par Product launch will help in recalibrating the product mix.

## New Products and Risk Mitigation

### Analytics Supported Business

- Pre-Approved Sum Assured (PASA) contribution stands at **14% of FYP for Q1 FY 23** against 13% of LYSP (FY 22 contribution was at 22%)
- 28% Upsell contribution for Q1 FY 23 of Individual FYP
- Relatively younger customer profile with opportunities for up-sell more solutions over various life-stages

### New Products

- New products launched in last 24 months **contributed to 57%** of Individual new business for Q1 FY 23
- **New Fixed Maturity product** is launched on 20th July 2022, competing **Bank's FD Product**
- New Par product filed with IRDAI, targeted to launch by Aug / Sep 22.

### Active Risk Mitigation Strategy

- Expected maturity and survival benefits are hedged through FRA for lower interest rate scenario. Guarantees are actively monitored.

# 4 | Consistent Quality Improvements

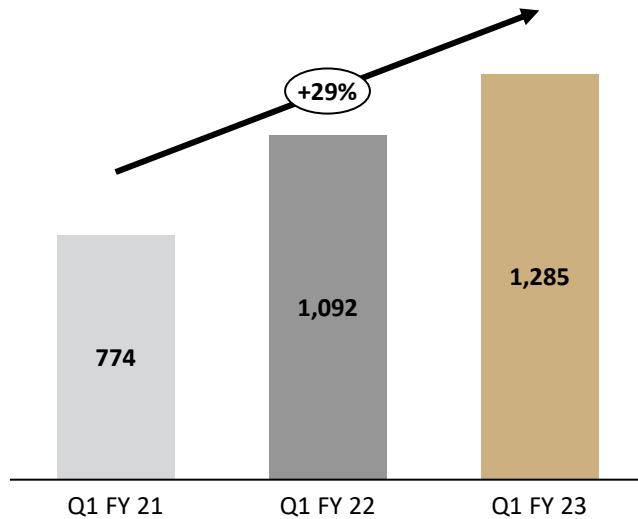
## Total Renewal Premium

Renewal Growth

↑ 18% Y-o-Y

Digital Renewal

74%

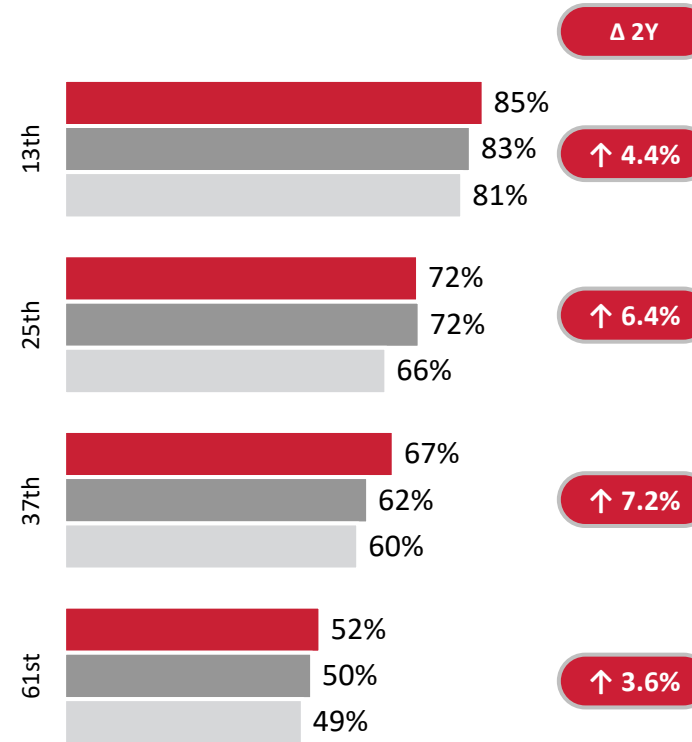


**Total Premium of Rs.2,620 Cr (↑ 49% y-o-y), 25% CAGR over 2 years**

## Persistency<sup>1</sup>

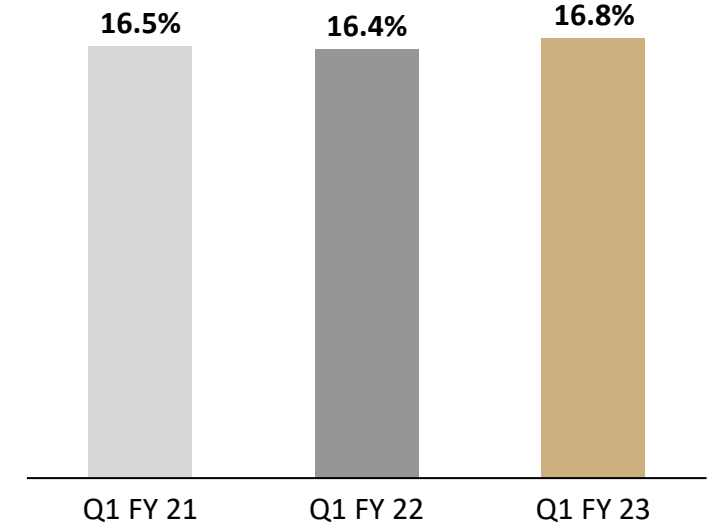
Improving Persistency across all cohorts

■ Q1 FY 23 ■ Q1 FY 22 ■ Q1 FY 21



## Controlled Opex<sup>2</sup>

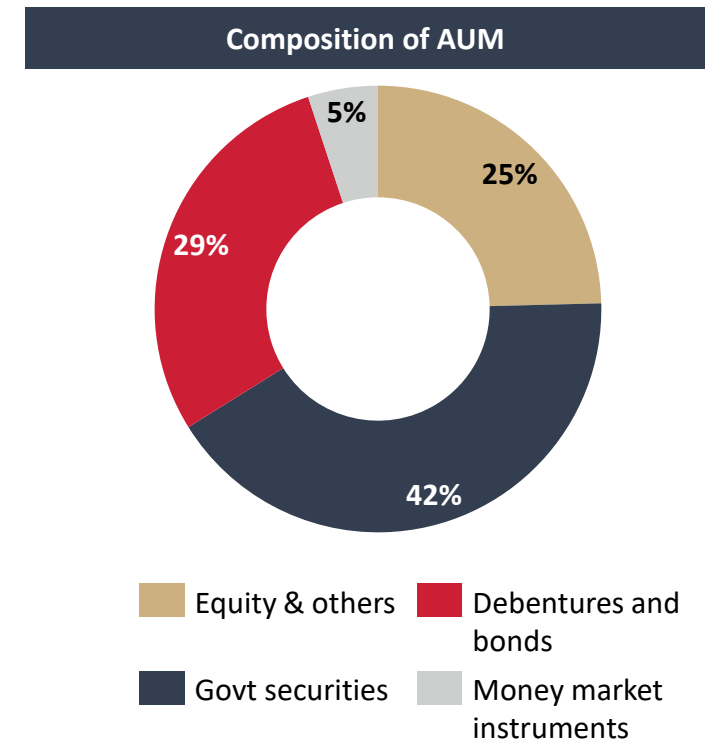
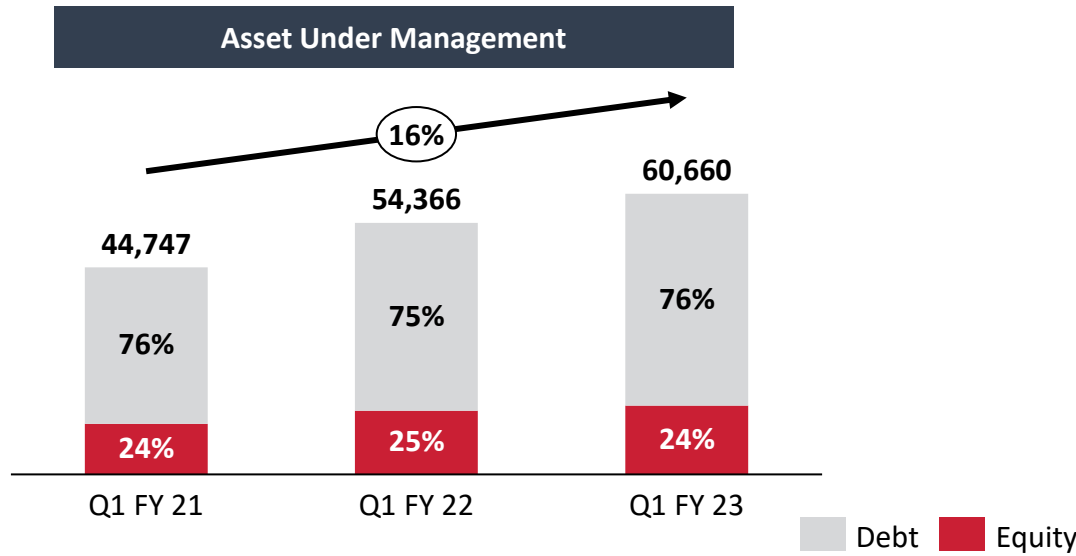
Controlled Opex to premium ratio



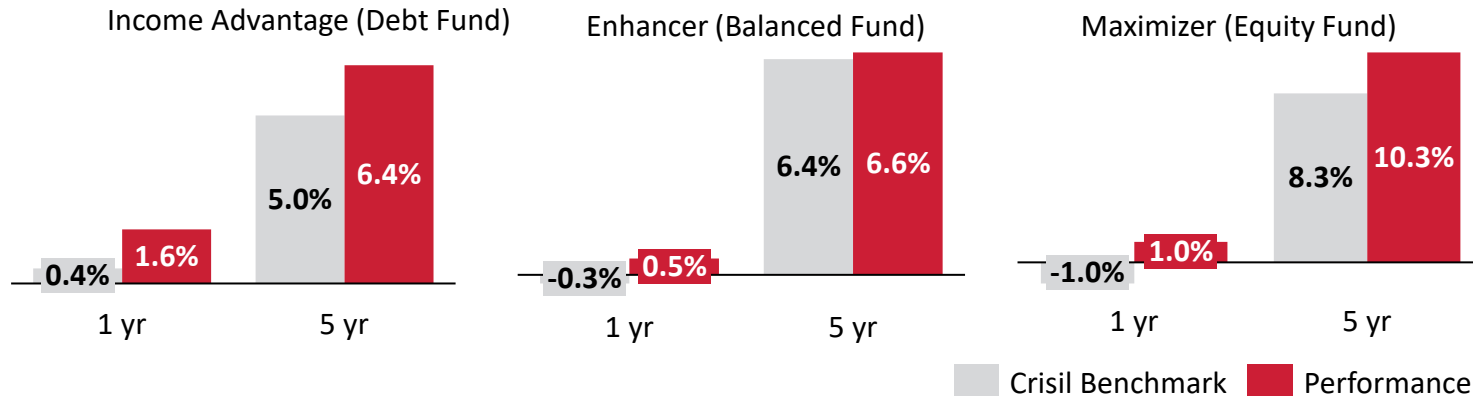
<sup>1</sup> 12month rolling block as per revised IRDAI Circular <sup>2</sup> % figures in the chart denote Opex to Premium ratio

# 4 | Efficient Portfolio Management

**Strong Investment Processes | Competitive returns | Healthy Portfolio**



## Investment Performance<sup>1</sup>



- **Growth of 16% in AUM vis-à-vis Q1 FY 22**
- **~95% of the debt investments are in AAA & Sovereign instrument**

# 4 | Leveraged Digital adoption

Strong Digital adoption with focus on scalability, superior customer servicing and use of data analytics

Customer Onboarding

97%

Digital Renewal

74%

Customer Self Servicing

86%

Pre-Approved New Business

14%

## Customer Experience

- ▶ 97% New business sourced digitally
- ▶ 51% adoption for Contactless Digital Verification (Insta – verify) for customers
- ▶ 57% of total application were Auto under written

## Customer Retention

- ▶ Digital collection at 74%, growth of 3% y-o-y
- ▶ 95% Auto pay adoption at onboarding stage
- ▶ ZARA (Bot) collected ~ Rs. 135 Cr (2x compared to LYSP)

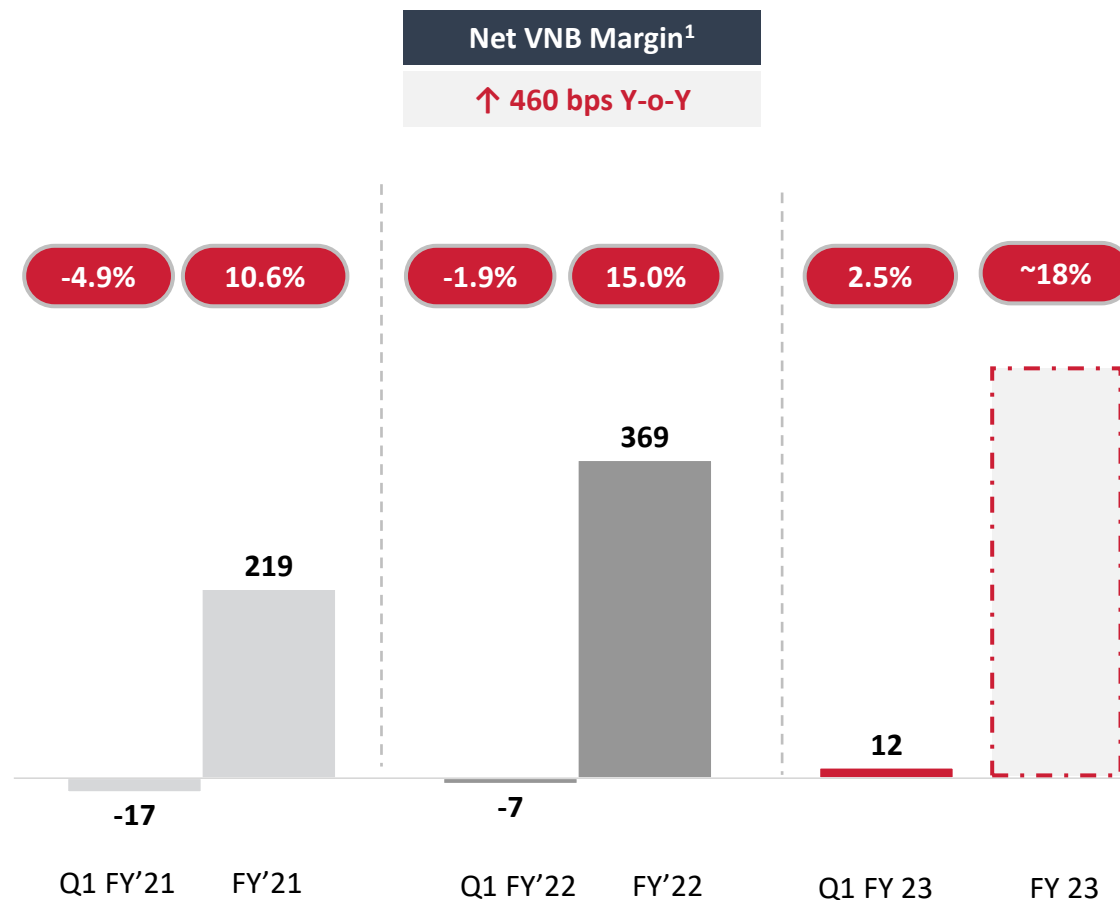
## Customer Centricity

- ▶ WhatsApp & Chatbot has contributed 17% in Q1
- ▶ 81% services available digitally and Customer portal contributes to 68% of the overall transactions
- ▶ Digital Adoption share increased to 86% which is 9% growth from Q1 FY22

## Pre-Purchase

- ▶ PASA contributed 14% of YTD new business
- ▶ 14L (+96% over Q1 FY'22) Presentations Created & 1.4 L Marketing Content Shared
- ▶ Monthly Average Users: 23K (+33% over Q1 FY'22) & Daily Average Users: 4.9K (+60 % over Q1 FY'22)

# 5 | Aspiration to double absolute net VNB by FY 25



# Key Financials – Aditya Birla Sun Life Insurance Limited



Quarter 4	Figures in Rs Crore	Quarter 1	
FY 21-22 (PY)	Key Performance Parameters	FY 21-22 (PY)	FY 22-23 (CY)
826	Individual First year Premium	369	450
1,032	Group First year Premium	301	885
2,217	Renewal Premium	1,092	1,285
<b>4,072</b>	<b>Total Gross Premium</b>	<b>1,763</b>	<b>2,620</b>
474	Opex (Excl. Commission)	289	439
11.6%	Opex to Premium (Excl. Commission)	16.4%	16.8%
16.3%	Opex to Premium (Incl. Commission)	21.5%	20.9%
<b>53</b>	<b>Profit Before Tax</b>	<b>31</b>	<b>33</b>
<b>40</b>	<b>Profit After Tax</b>	<b>19</b>	<b>21</b>

# Health Insurance

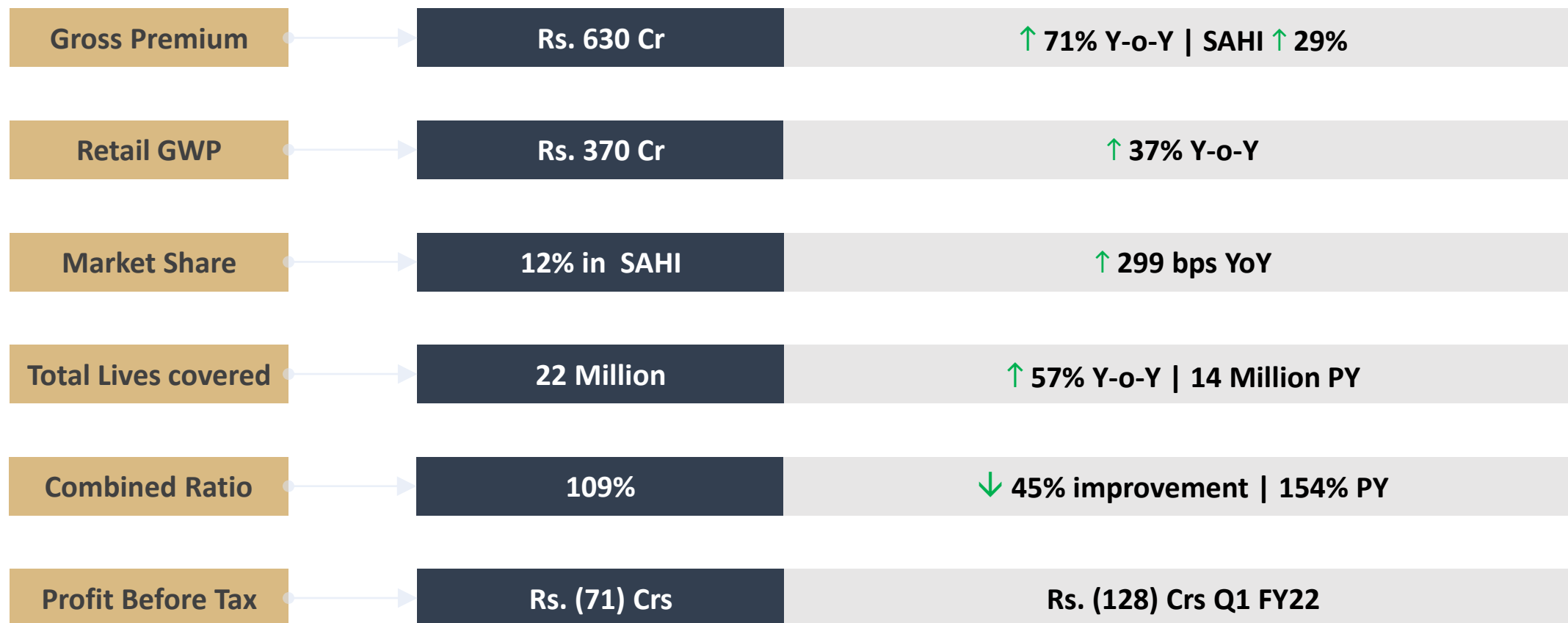
**Aditya Birla Health  
Insurance Co. Ltd.**



**ADITYA BIRLA  
CAPITAL**



## Fastest growing Health Insurer with Most Diverse and Digitally Enabled Distribution



# Our Approach - Health First Data-driven model



**1**

**Differentiated model with Health First approach to enhance role of the category**

**2**

**Most diversified distribution footprint covering conventional & new age digital platforms**

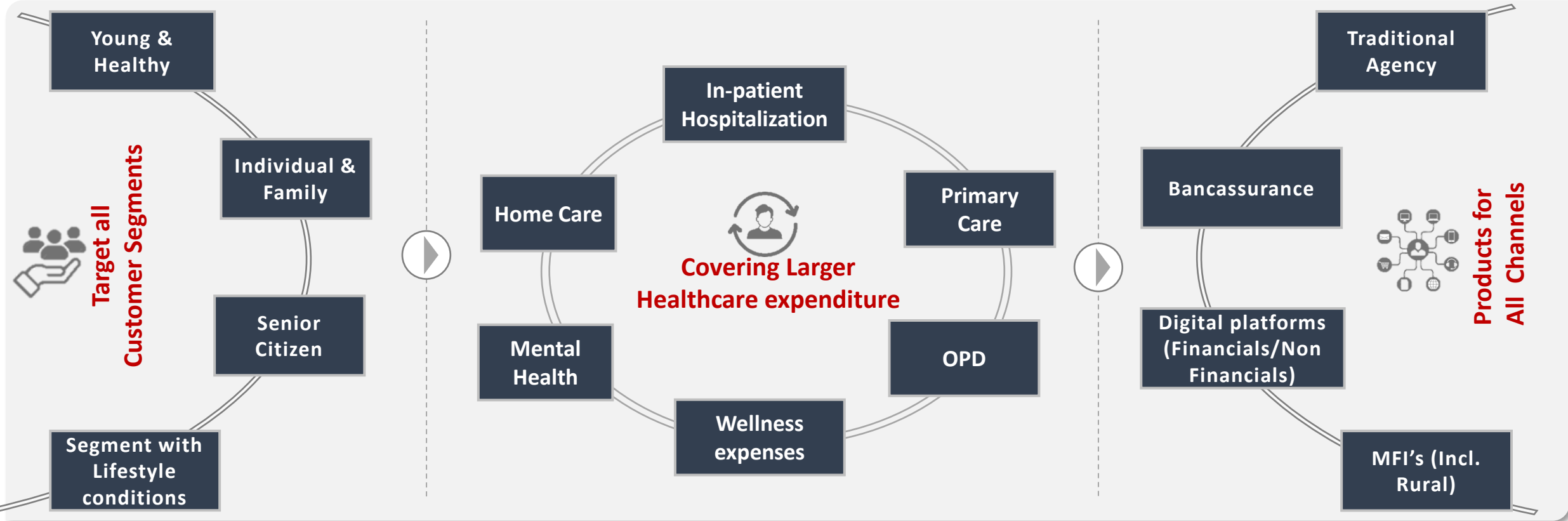
**3**

**End to end digital capabilities for scale engagement & superior customer experience**

**4**

**Leverage Data & Analytics to drive excellence in every facet of business**

# 1 | Unique Product Proposition for different Customer Segments & Channels



**Flagship product with 100% Health Returns  
Ranked Best HI Product by Forbes Advisor**


**Launched Retail OPD product with a leading Web Aggregator  
Corporate OPD with Wellness benefits**

**Byte size fully digital offerings - Ride | Travel | Stay | Telco | Gym Insurance**



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# 1 | Differentiated Business Model


## Know Your Health




180+ data points captured



WellBeing Score (WBS)




37% people availed HA \*




Largest Pan India HA Network


## Improve Your Health



03  
HIGH RISK




02  
MEDIUM RISK



01  
LOW RISK

Access to Holistic Integrated health & Wellness Ecosystem - 60+partners



Telemedicine | Mental Wellness |  
Nutrition | Pharmacy | Diagnostics

## Get Rewarded



100% HealthReturns™



19% people earning Activ Dayz



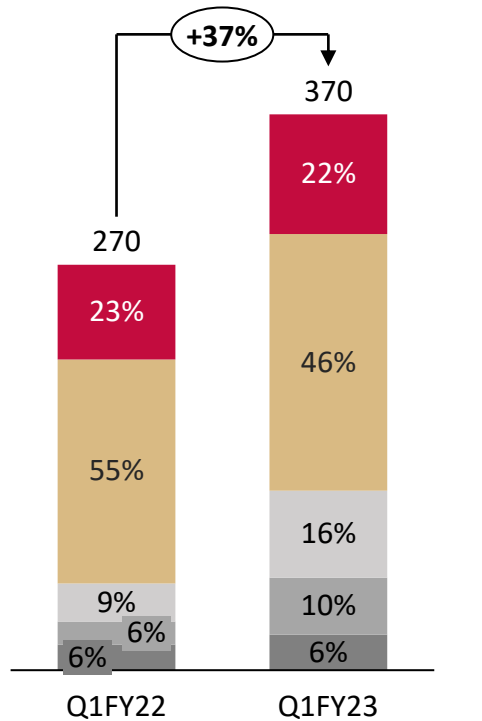
Pan India uptake of Health Returns

**21% higher persistency for engaged customer**

**4% lower claims ratio for engaged customers**

# 2 | Scaled-up, Diversified and Digitally enabled distribution

## Diversified Distribution Mix



■ Proprietary    ■ MFI (Incl. Rural)  
■ Banks /NBFC    ■ Others  
■ Digital

### Bancassurance (incl. NBFC)

- GWP growth at 15%
- 14 Bank Partners – added 2 new banks
- Access to 17K+ branches

### Digital

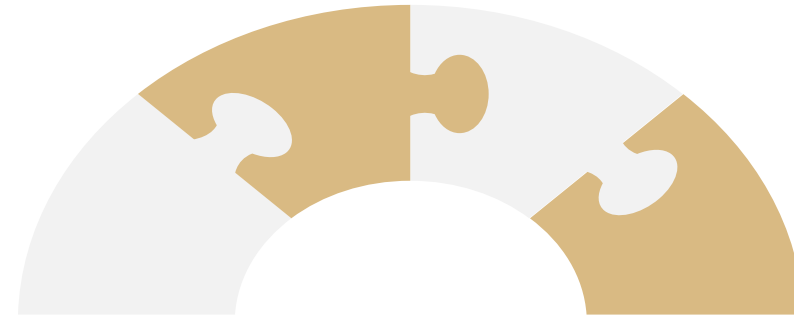
- Digital GWP growth at 130%
- 43 partners | 6 Mn Lives
- Travel/Ride/Stay/Telco/Loan Insurance

### Agency

- Agency GWP growth at 28%
- 68K Agents
- Leverage One ABC for branch expansion

### MFI's (Incl. Rural)

- Rural GWP growth at 146%
- 54 partners | 11 Mn Lives
- Launch new products & Build on woman Product



# 3 | Leveraging Digital to Enhance Customer Experience

## Customer First

Complete digital suite of assets



App - Digital health eco system



First HI company on WhatsApp for policy servicing



"ABHI" Chatbot



Customer Portal (Website)

End to End customer journey



Customer Onboarding & Retention



Omni Channel Experience



Buy & Renewal Journey

Hyper personalization & Superior customer experience



Hyper personalized engagement WBS



Health Management



Health & Wellness Ecosystem

Focus on self-service



Multi lingual Chatbot | AI/ML based & NLP enabled



IVR BOT managing 20%+ contact Centre volumes



Simplification & Gamification of Journeys



Digital Claims Journey

## Customer Advocacy through Self Service

**93%**

**Services available digitally**

**65%**

**Digital Self service**

**10Lac+**

**Customer interactions on web portal**

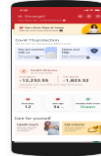
# 3 | Leveraging Digital to Enhance Distributor Experience

## Deep Partner Integration

Distributor Ecosystem



Offline quotes



LMS



Feature packed sales journeys



Distributor Self-service

Multi-channel architecture



Multiple business models



Strong core platforms



Omni channel experience

End-to-end integrations



Rich API catalogue



Seamless orchestration



Cloud Solutions

Business Intelligence



Consumer profiling and segmentation



Propensity based upsell and cross-sell



Curated sales reports/insights

Revenue Enablement through digital customer acquisition

98%

**Customer on-boarded digitally**

99%


**Distributor on-boarded digitally**


80+ APIs


**Deep Partner Integration**

# 4 | Leveraging Digital & Analytics to Drive Excellence in Every Facet of Business


## Investing in High End Capabilities


 Organization wide structured data lake


 Deep expertise in AI/ML/NLP/ Anomaly/Camera /facial Image detection

 Eco system of in-house/ ABC/ ABG/ capabilities


## CLTV – Acquisition /Retention / Cross sell


 PASA offers | 10% GWP lift over last year


 One click journey for customer No Medicals | Faster Issuance

 Renewal propensity model


## Risk Management-UW & Fraud


 Claims fraud detection engine


 Automated UW engine 1000+ STP clusters

 Hospital scorecard Outlier hospital score card

## Customer Engagement/Wellness

 WBS based interventions leading to lower claims

 Sentiment Score Speech to Text Analytics (5000+ sentiment score)

 CX-Score Scoring SLAs, events and interactions



## Superior customer experience key for Acquisition, Claim and Retention

### Customer Testimony



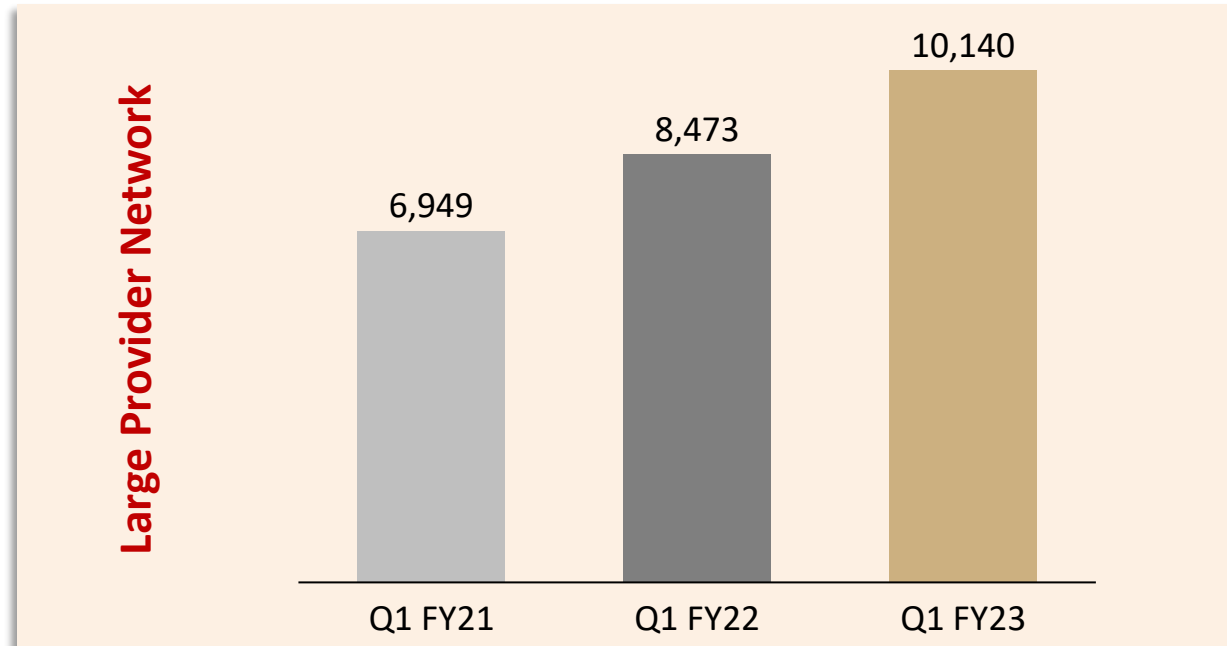
**Mr. Mahesh Kumar**  
Gurgaon Branch

“ Life can be pretty unpredictable, and I learned about the same in the hardest way. Even after following a healthy lifestyle, I got sick and had to be admitted to the hospital and it was an absolute shock, not just for me but for my family too! Thankfully, I was covered by Aditya Birla Health Insurance. The process of claim was very easy and I got an almost 90% cashless payout on my hospital bill. The customer support was helpful throughout the time. Based on my experience, I can say that if anyone wants to protect their near & dear ones from any sudden setback they can absolutely rely on Aditya Birla Health Insurance. ”



**Mr. Dhimant Nandha**  
Rajkot Branch

“ Every day my wife and I walk for 15 kms. Working from home takes a toll on our health when there aren't enough reasons to move around. Thanks to Aditya Birla Health Insurance for making a health policy that supports an active lifestyle. I now take a walk even in work from home mode. It's commendable to have such competitive prices with amazing features in a health policy. With 100% HealthReturns™ received, I also get a full body checkup, which I've been doing for the last 2 years, and get pharmacy essentials. I thank Aditya Birla Health Insurance for rewarding me with amazing benefits. ”



**Extensive backend Claims processing Systems | Digital Claims Adjudication | Centralized Claims Processes**

**94%**  
**Best in Industry Claims Settlement ratio#**

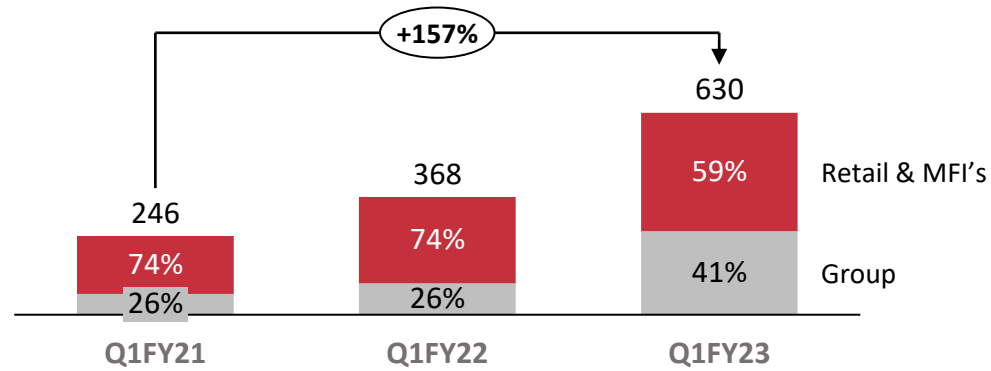
**85%**  
**Cashless claims settled within 2 hrs**

**89%**  
**Same Day Policy Issuance (T Day)**

# Business Outcomes

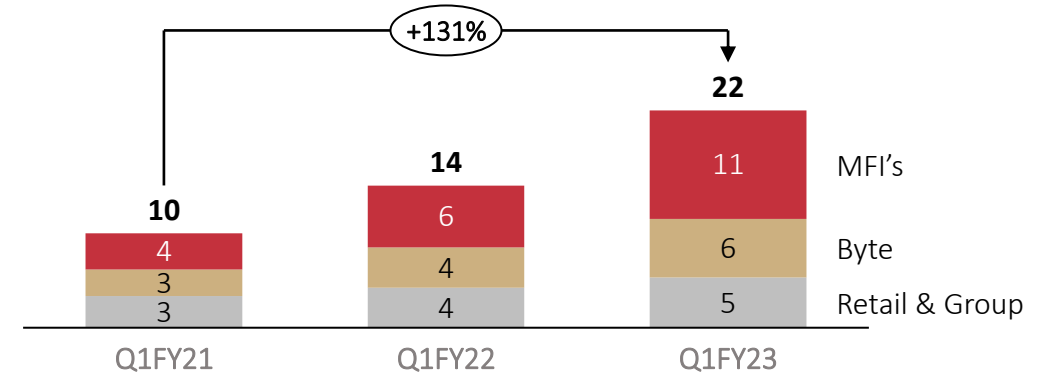
Revenue (Rs. Cr.)

**GWP growth at 72% Y-0-Y**



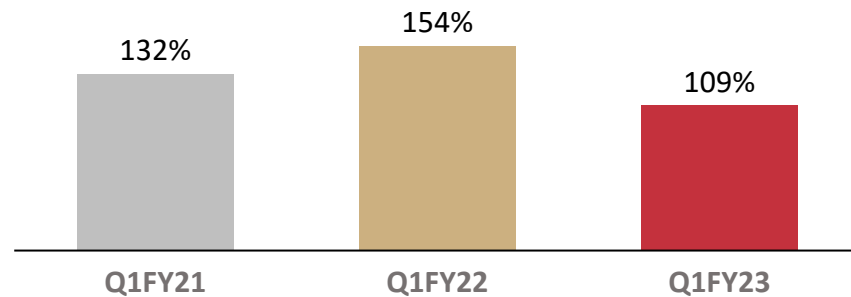
Lives Covered (Mn.)

**Lives covered growth at 57% Y-o-Y**



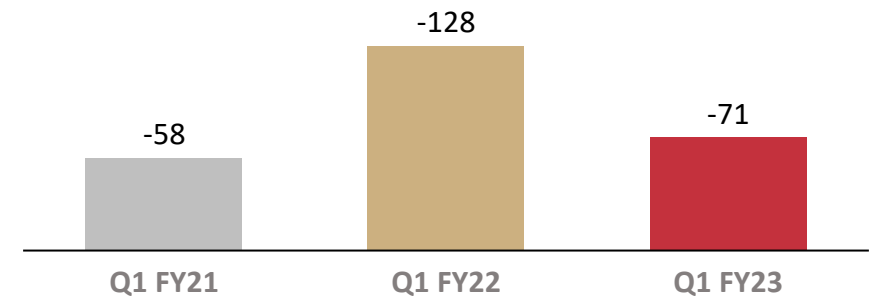
Combined Ratio\*

**Q1FY23 exit combined ratio at 109%\***



Profit Before Tax (Rs. Cr.)

**Q1 FY23 PAT at Rs. (71) Cr.**



# Key Financials – Aditya Birla Health Insurance Limited



Quarter 4		Figures in Rs. Crore	Quarter 1	
FY 21-22 (LY)	Key Performance Parameters		FY 21-22 (PY)	FY 22-23 (CY)
419	Retail Premium		270	370
138	Group Premium		97	260
<b>557</b>	<b>Gross Written Premium</b>		<b>368</b>	<b>630</b>
533	Revenue		350	594
561	Operating expenses (Incl. Commission & Claims)		478	665
<b>(28)</b>	<b>Profit Before Tax (IND AS)</b>		<b>(128)</b>	<b>(71)</b>

Retail Premium incl. MFI's

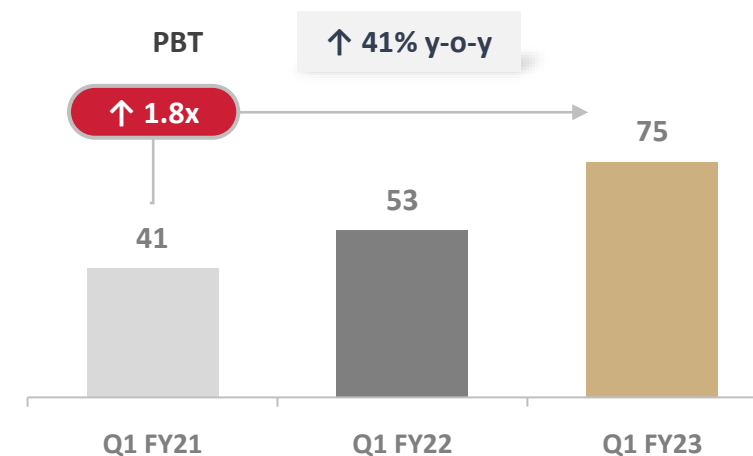
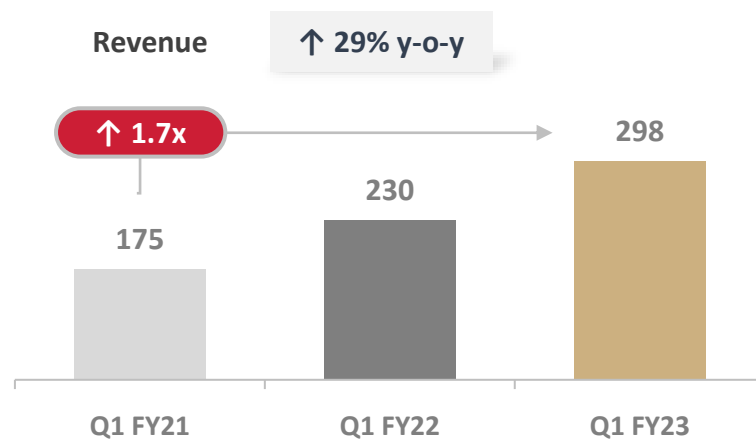
## Other Updates



PROTECTING INVESTING FINANCING ADVISING

# Other Financial Services Businesses

Strong performance across financial metrics across these businesses



## General Insurance Broking

	Q1 FY22	Q1 FY23	Δ
Premium Placement	1,323	1,707	↑ 29%
Revenue	147	190	↑ 29%
PBT	37	45	↑ 21%

## Stock & Securities Broking

	Q1FY22	Q1FY23	Δ
# Customers Acquired	14,993	17,049	↑ 14%
Revenue	54	63	↑ 17%
PBT	8	11	↑ 42%

## Stressed Asset Platform

	Q1FY22	Q1FY23	Δ
Closing AUM	1,978	1,753	↓ 11%
Revenue	21	28	↑ 34%
PBT	9	17	↑ 87%

<sup>1</sup> Includes General Insurance Broking, Stock and Securities Broking, Private Equity ,Online Personal Finance and ARC business

# Consolidated Profit & Loss



Quarter 4	Figures in Rs Crore	Quarter 1		
FY 20-21 (PY)	Consolidated Profit & Loss	FY 21-22 (PY)	FY 22-23 (CY)	
6,617	Revenue	4,299	5,590	↑ 30%
529	Profit Before Tax (before share of profit/(loss) of JVs)	318	562	
79	Add: Share of Profit/(loss) of associate and JVs	80	52	
608	Profit Before Tax	398	614	
147	Less: Provision for taxation	(127)	(190)	
11	Less: Minority Interest	(32)	(6)	
450	Net Profit (after minority interest)	302	429	↑ 42%

Aditya Birla Sun Life AMC Ltd and Aditya Birla Wellness Pvt Ltd consolidated based on equity accounting under Ind AS,

*A financial services  
conglomerate meeting the  
life time needs of its  
customers*

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**Regd. Office:** Indian Rayon Compound, Veraval – 362 266, Gujarat

**Corporate Office:** One Indiabulls Centre, Tower 1, Jupiter Mills Compound,  
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work so they can  
meet their  
aspirations

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Wealth Management

Stocks & Securities

Portfolio  
Management  
Services

Pension Funds

Mortgage Finance

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fulfill their needs  
and desires without  
any delay

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Personal Finance

SME Finance

Mortgage Finance

Loan Against Securities

Corporate Finance

Debt Capital Market  
& Loan Syndication

Asset Reconstruction

EMI Solutions

ADVISING

Understand  
People's lives'  
needs and accordingly  
advise the right  
solution

MoneyForLife Planner

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