

September 15, 2023

The Secretary **BSE Limited**Pheeroze Jeejeebhoy Towers

Dalal Street, Fort

Mumbai - 400 001

Scrip Code: 531595

The Secretary

National Stock Exchange of India Limited

Exchange Plaza, 5<sup>th</sup> Floor

Plot No- 'C' Block, G Block

Bandra-Kurla Complex, Bandra (East)

Mumbai – 400 051

Sub: Investor Presentation - Analyst Meet

Dear Sir / Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 and further to our letter dated September 12, 2023, intimating Analyst Meet scheduled on September 15, 2023, we are attaching herewith presentation titled "Analyst Meet".

Scrip Code: CGCL

You are requested to take the same on record for dissemination to the stakeholders.

Thanking you,

Yours faithfully, for Capri Global Capital Limited

Yashesh Bhatt Company Secretary & Compliance Officer Membership No: A20491

Capri Global Capital Limited

Encl.: As Above





**Analyst Meet** 

15<sup>th</sup> September 2023 Mumbai







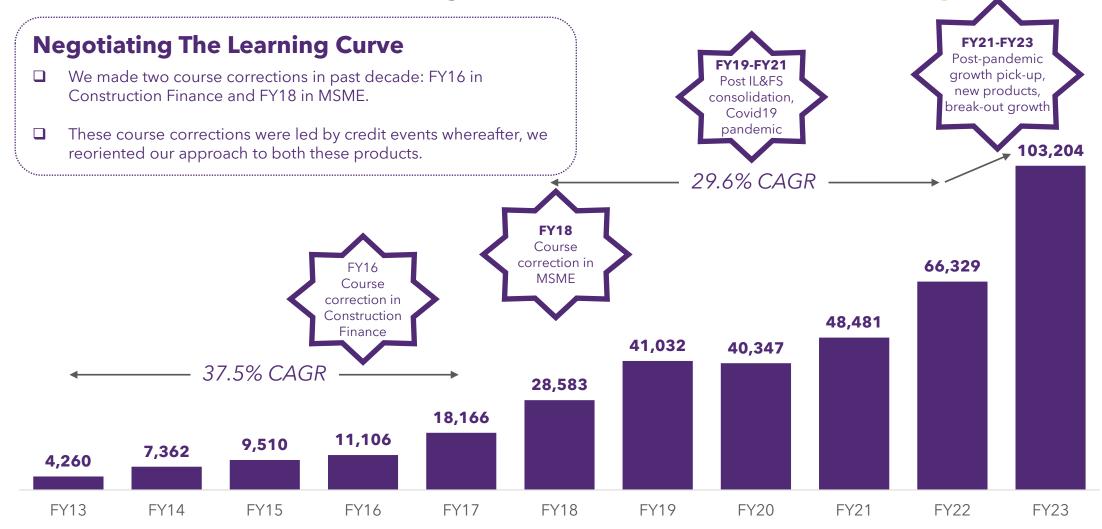
# **Our Journey So Far...**



Rajesh Sharma Founder & Managing Director



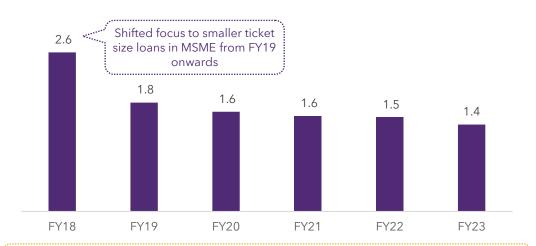
**Decadal Growth History: We Have Grown Steadily** 



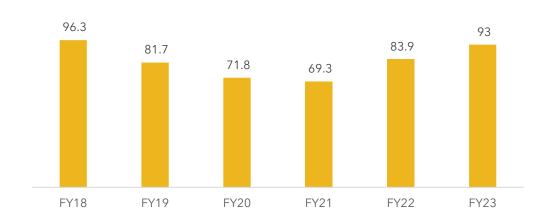


# While Maintaining Granularity Across All Verticals...





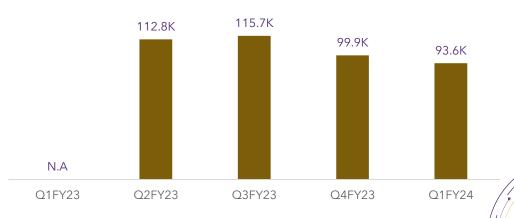
#### **Construction Finance: ATS on Portfolio (₹ Mn)**



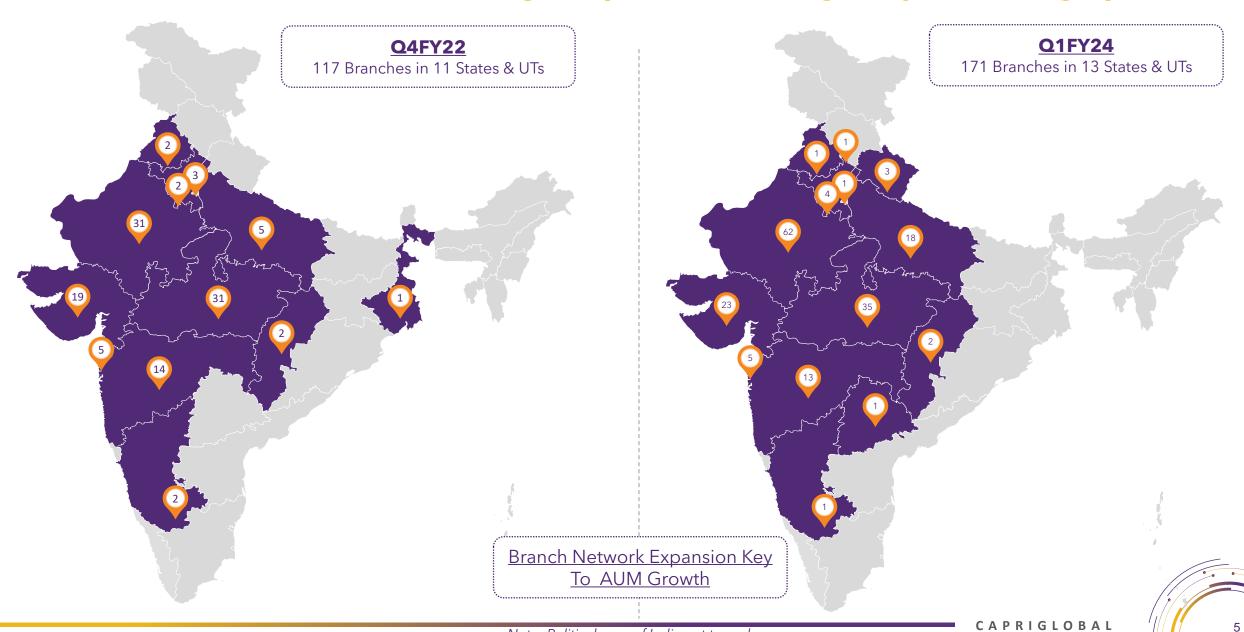
#### **Affordable Housing: ATS on Portfolio (₹ Mn)**



#### **Gold Loans: ATS on Portfolio (₹ '000)**



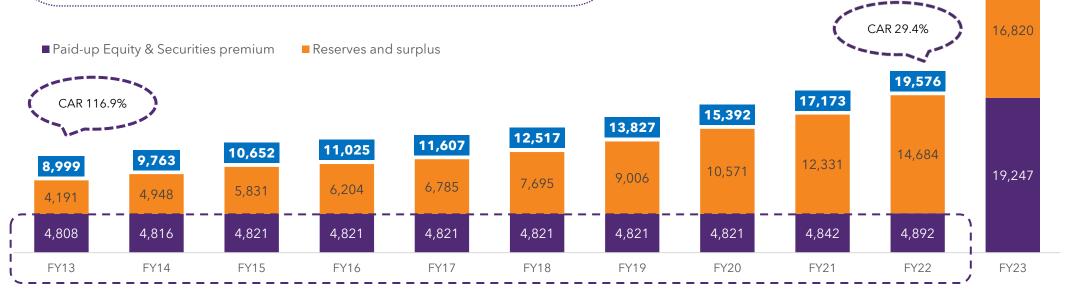
### Non-Gold Branch Network: Growing Deeper Into Existing / Adjacent Geographies



# **Financial Leverage Has Risen Gradually**

#### **Charting A Stronger Growth Path Ahead**

- During past decade, we consistently maintained a strong capital adequacy ratio as our incremental profitability in RoA terms remained robust.
- As a result, the growth in past decade was sustainably supported by internal accruals.
- Post-Covid19 pandemic, we have charted a stronger growth path, necessitating fresh capital raise in Mar'23.
- We are well capitalized to treble our AUM to ₹ 300bn by FY28E.

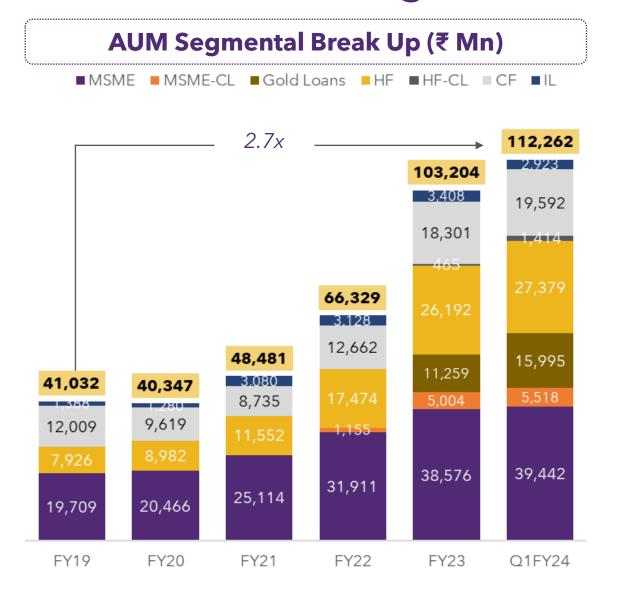




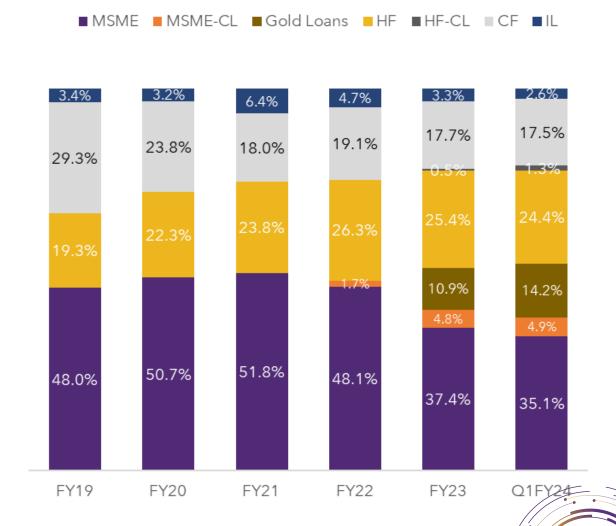
36,067



# ...Reflected In Strong and Sustained Momentum In AUM







# **Co-Lending: Shall Emerge As A Strong Growth Driver**









Co-originating loans in the MSME and Affordable Housing segment with partner banks based on RBI's co-lending mechanism



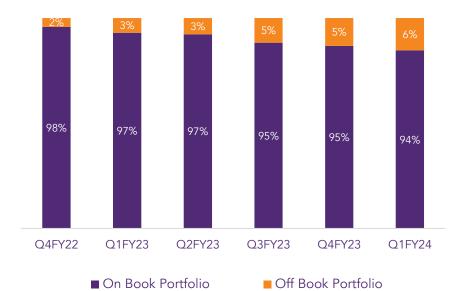
Spread and loan service fee from CLPs on the cooriginated loans.

An additional opportunity at achieving scale while conserving capital

Credit costs to be shared proportionately with CLPs.

RoE accretive as scale is achieved.

#### **Increasing Mix of Off Book AUM**



- □ CGCL retains a minimum 20-30% of cooriginated loans on its balance sheet while the co-lending partners (CLPs) retain the balance.
- Exploring tie-ups for co-lending in gold loan segment.
- ☐ Co-origination income constituted **6% of net income** in FY23.
- □ Commenced Co-Lending in Gold Loans in O2FY24.

CAPRIGLOBAL

#### Fee Income: Scaled-up Car Loan Distribution; To Commence Insurance Distribution

**Car Loan Distribution: Partner Banks** 











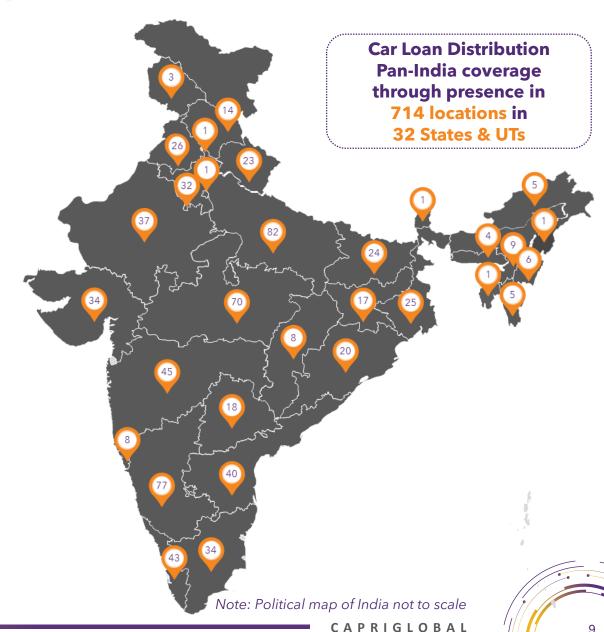






#### **Car Loan Distribution: Total Locations (Branches + FoS)**

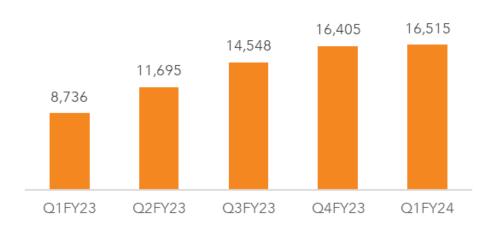
Q1FY23	Q2FY23	Q3FY23	Q4FY23	Q1FY24
279	322	322	450	714



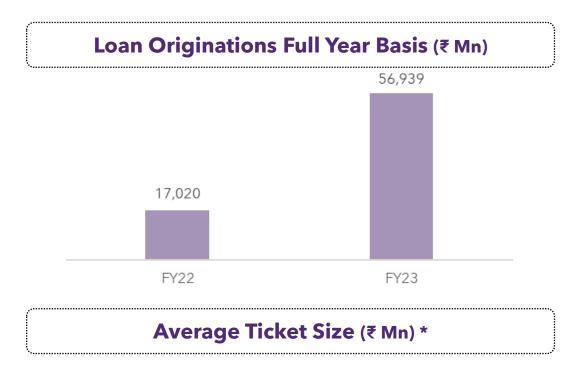
### **Car Loan Origination - Strong Growth Performance**

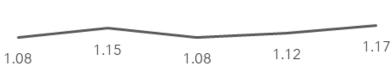


#### **Loan Originations By Volume (Nos.)**^



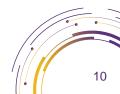
^Provisional data pertaining to FY23 quarters has been re-stated.







\* ATS = Originations by Value / Originations by Volume During Quarter





# Retail Underwriting, Risk Management, Operations



Sanjeev Srivastava
Chief Risk Officer



Magesh Iyer
Chief Operations Officer



# Sustaining Growth: Ensuring Underwriting Quality In Retail

# **Business Origination**

- Fully in-house origination. Direct Sales Team (DST) originates new lending proposals
- Doorstep meeting with customers and document collection

# Credit Underwriting

- Bureau check
- Customised underwriting basis evaluation of customer cash flow through formal / informal records
- Mandatory meeting with customer
- Field investigation (FI)

#### FCU, Legal, Technical

- Fraud Check of documents and customer profile
- Hunter database (Experian) check
- Title search of property
- Property paper verification
- Property valuation

#### **Operations**

- Pre-disbursal checks
- Centralised disbursals (RTGS/NEFT)
- Centralised banking / management of repayments
- File storage and digitization through vendors

# **Customer Service**

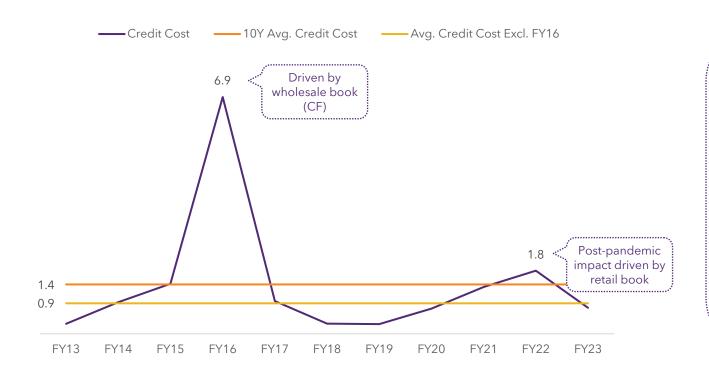
- Mandatory welcome call to new customers
- Customer grievance redressal
- SMS / telecall reminders for EMIs

#### **Avoiding Adverse Selection Risk - Key Funnels**

- ☐ Lending templatised and localised similar businesses have localised underwriting parameters for different geographies.
- Consistent in maintaining underwriting standards:
  - o **Growth driven by volumes and not ATS inflation** Between FY18-FY23, live <u>customer relationships have grown at 43% CAGR while AUM has grown at 31% CAGR.</u>
  - o **Lending 100% secured**, over 85% collateral comprises Self Occupied Residential Property, balance is Self Occupied Commercial Property.
  - o Consistently maintained average LTV below 60% on incremental disbursements.
  - o **Disbursal / Login ratio at 34%** highlights both conservative underwriting as well as the difficult nature of MSME business.



# **Strong Underwriting Has Helped Credit Cost Improvement**



#### **Credit Cost Manageable**

- Average credit cost between FY13-FY23 at 144bps.
- ☐ CGCL had one major credit event in FY16 which has bumped up the average credit cost.
- Excluding the FY16 credit cost increase, the average credit cost declines to 89bps.
- The credit cost for five-year period between FY18-FY23 is noted at 88bps. This is despite the post-pandemic bump up of 184bps in FY22.



# **Gold Loans**



Ravish Gupta Head - Gold Loans

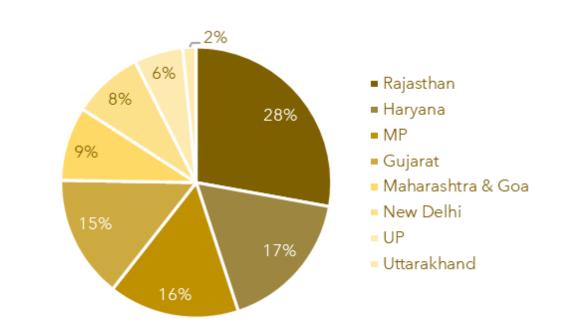


# **Gold Loans: Scaling Up Fast**

#### **AUM To Cross ₹ 30bn in FY24**

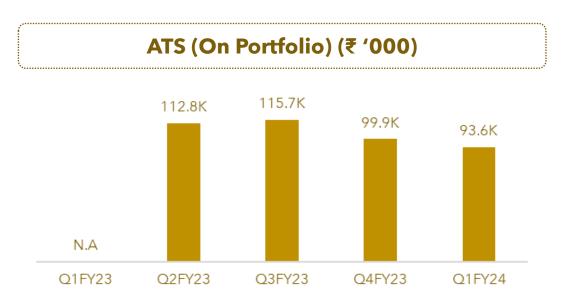
- ☐ CGCL launched its gold loan business in August 2022 through a network of 108 branches
- Network expanded to 562 branches in Mar'23 and further to 680 branches in Q1FY24, to touch 750 branches in Q2FY24.
- □ Cumulative disbursements up to Q1FY24 at ₹ 32.6bn.
- AUM to cross ₹30bn in FY24.

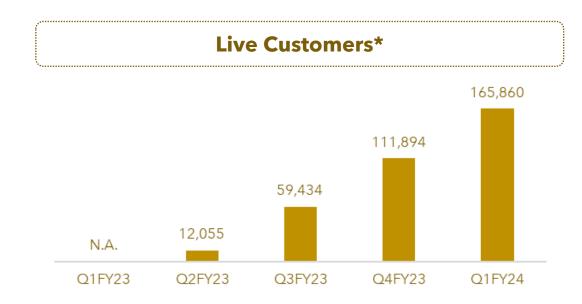
#### **Geographical Distribution (Value-Wise)**



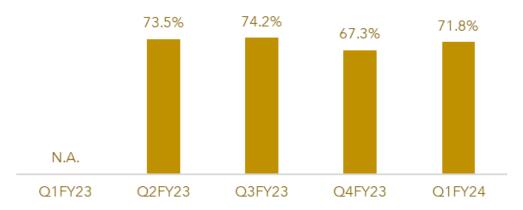
AUM		Disbursemen	ts	Avg. Tic	cket Size	No. of accounts
₹ 15,995 Mn / 42% QoQ	Q1FY24	₹ 13,780 Mn / 44% QoQ	Q1FY24	₹ 96.4K	Q1FY24	145.040
₹ 11,259 Mn / n.a.	FY23	₹ 18,812 Mn / n.a.	FY23	₹ 100.6K	FY23	165,860

# **Gold Loans: Maintaining Granularity**





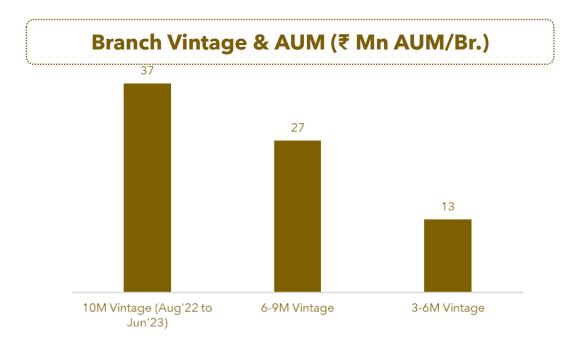
#### **Loan to Value (%) (Incremental Disbursals)**

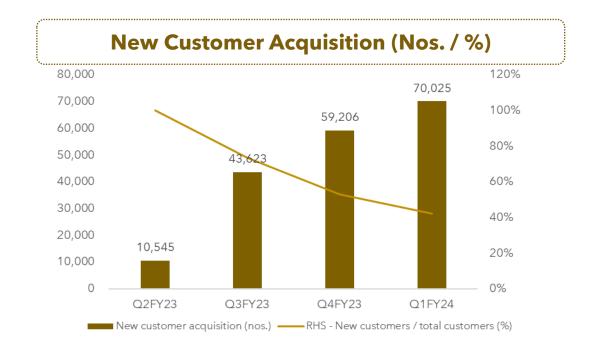


N.A. - not applicable (Gold Loan business was launched in Q2FY23), \* As at the end of period indicated, ^As at June 30, 2023



## **Gold Loans: Racing Towards Break-Even**





<sup>\*</sup>New customers acquired during the quarter / Live branches at the end of quarter



# IT & Data Analytics - Enablers For Robust Growth



Varun Malhotra
Chief Technology Officer



Rahul Mahimkar Head - Data Science & Analytics



# **Technology: Building Support Infra for Capri 2.0**

#### **Key Technology Enablers**

In-House Tech Team



**Artificial Intelligence** 



**Machine Learning** 



Data Analytics



**IT Capex** ₹500mn IT capex budgeted in FY24

#### **Origination**

**Sales Mobility Application** 

Application for new loan logins

**Capri Business Partner** 

An alternate leads channel live on Playstore, >21K connectors live

**In-House Car Loan Leads App** 

Works seamlessly with multiple banks

#### **Underwriting**

**In-House LOS** 

'Swarnim' LOS for Gold Loan business launched in Aug'23

Built Own OCR and KYC Engine

**Datawarehouse** 

'Single source of truth', data project to enable business insights through data repository

#### **Post-Disbursal**

**Customer Service App** 

Live on Playstore as Capri Loans application to serve customers better

**Cross-Sell Analytics** 

To identify cross-selling opportunities for other products

#### **Data Management**

Entire Tech Footprint Cloud
Based

Loan Management System

Migration to <u>Oracle</u>
<u>FLEXCUBE</u> from legacy
system for all retail products
by Mar'24, Gold Loans already
live since Aug'23

**In-House Data Analytics Platform** 

## Data Science & Analytics: Building Support Infra for Capri 2.0

#### **Our Goal**

Reliability On Data

Last Mile Delivery

Data and Al Augmented Decisioning

#### **Sales & Partnership**

#### X/Up-sell and Retention

>250 Cr. of retention. >20Cr. New Disbursements

#### **Co-lending Engine**

1000 Cr. of successful partnership

1 day TAT for new partner onboarding

#### **RM Incentive Gamification**

Seamless daily review
Healthy Competitive Environment

#### **Process Efficiency**

#### **Realtime Application and TAT Tracking**

Login-Disbursal TAT: 15 -> 10 days Login-Realization TAT: 45 -> 30 days

#### **Data Quality Surveillance**

Capri under few HFCs with record of submitting data to NHB on a timely basis

#### **KPI Control Tower**

To enable faster Insight, RCA and Action

#### **Risk and Collections**

#### **Delinquency Prediction Model**

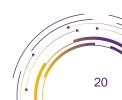
Dramatic improvement in Tele-Calling allocation and performance

#### **NPA Recovery Prediction Model**

Faster and higher recovery/Legal process initiation

#### ML based UW Scorecard

>2000 INR expected to be saved per rejected application





# **Collections Excellence**



Prasanna Kumar Singh (Group Collections Head)



# **Collections: Strengthened Engine With 3 Strategic Pillars**



#### Best-in-class Customer Engagement Quality

- ☐ Trainings for courtesy & problem-solving led communications
- ☐ Live monitoring of customer discussions with on-roll trainers



# **Culture of Proactive Collections Action**

- Monthly tracking of contacts made, invalid repayment accounts and customer outreach programs for information update
- Penalty collection drives focused on high-risk defaulters
- Emphasis on EMI reminders for non-delinquent accounts



**Industry-First Post Delinquency processes** 

- Automated legal process with TAT tracking and escalations
- Legal-like-letters and Legal tele-calling action for high-risk pre-NPA delinquent accounts
- Legal trainings to enable collections managers to act as legal managers, in context of secured lending group

# **Pre-Due & Post-Due Analytics Based Strategies**

#### **Pre-Bounce**



#### **Early Warning Signal** Model (EWS)

Projects probable bounce for the month.

Accuracy 80+%

#### **Analytics Model to Predict Bounce/Roll Forward**

EWS: Pre-due bot calling to all customers based on analytical model

#### **Leveraging AI/ ML Algorithms**

Random Forest Multi-Class / Target as a Feature

#### Post-Bounce



#### **Sloppy Player Model**

Projects Early Roll Back / Late Roll Back and Roll Forward for the month.

Accuracy 80+%

#### **Bot Feedback & Model Output**

Contact Channel Optimization



#### **Post-Bounce**

#### **Standard Customers Channel Segmentation**

Self Cure/Autopay

- Multilingual Interactive Bot
- WhatsApp reminders
- Tele-calling
- Field visit

#### **Customized Treatment Strategies Basis Customer Risk**

- When to contact
- How to contact (bot-call, SMS, tele-call, field, legal)
- Frequency of contact



### Right Customer | Right Channel | Right Time (1+ Accounts)





Dividing the customer into smaller groups with similar repayment behavior and characteristics.



#### **TARGETING**



Selecting one or more segments to focus on and communicate with.



#### **POSITIONING**



Developing a unique communication strategy that differentiates with the target audience, creating a distinct and favorable image in their minds.

# **Late Delinquency Transition Models**

**Transition Model** provides values for:

- A. Early Rollback: Incentive to field team and monitor
- B. Roll Forward: Legal aggressive and assigned specialized team members.

**NPA**: A Recovery Prediction Model

- A. Outputs low hanging fruits as per the model.
- B. Legal activity.

#### **SARFAESI Tracking Tool**

**Legal Activity TAT and Escalation Mechanism** 



### **Field Allocation Strategy**

Buckets 1, 2, and 3

#### **Transition Model**

- Chances of higher Roll Back
- **Chances of Roll Forward**



- ✓ Incentivisation to field team
- ✓ Legal Preparation

#### **NPA**

#### **NPA Recovery Prediction Model**



Projected NPA Recovery for the Month. (In the pipeline).

### **SARFAESI Tracking Tool**

**Legal Activity TAT and Escalation Mechanism** 

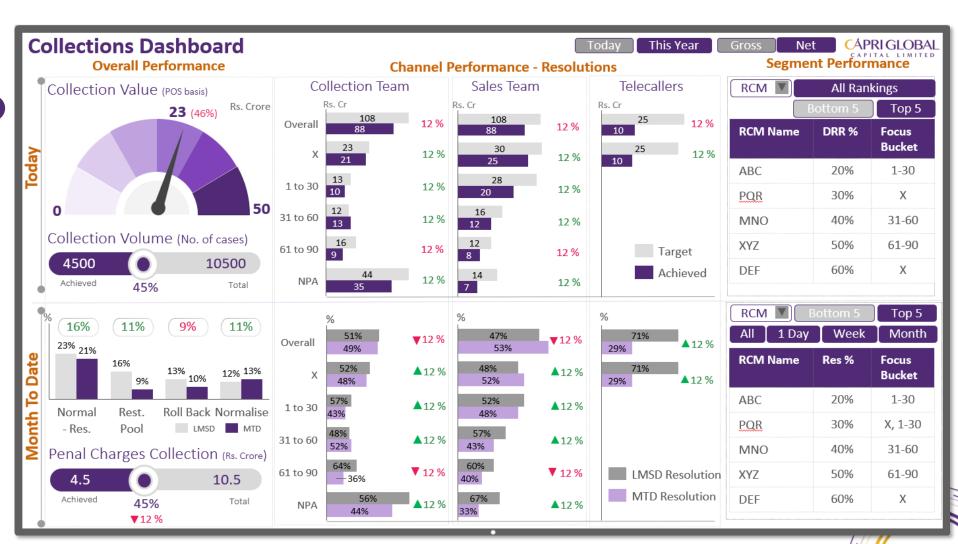


## **Collections: State-of-the-Art Analytics Dashboard**

Analytics Dashboard

Incentive Leader-Board

Incentive performance Score Card



### **Collections: Incentive Performance Score Card**

**Analytics Dashboard** 

Incentive Performance
Score Card

Incentive Leader-Board

Dear Satish Dilip Nigade,

Please find below your Incentive Performance Scorecard for Dec'2022

	g <b>2/209 1/26</b>					Bucket-wise Incentives								
nance		All India Ran		nk in ROM		Iı	n Rs.	X	1-30	31-60	61	-90	NPA	Penalty Coll.
Perforn		₹ 8957	5 ₹	<b>2718</b> 7	7		Eligible entive	0	0	0	24	187	52500	12888
Overall Performance		Total Eligible Incentive	Actual 1	Incentive Ea	rned	Inc	ctual entive arned	0	0	0	24	187	3000	0
			Milestone	based Inc.		Resol	utions	Γ	Oouble Ir	ncentiv	es	Nor	m. & I	Roll Back
36	3	%	Minimum Resolution (15 <sup>th</sup> /21 <sup>st</sup> )	Achieved Resolution (15 <sup>th</sup> /21 <sup>st</sup> )	Mini	mum	Achieved	l M	inimum	Achie	ved	Mini	imum	Achieved
& Micee	Ž.	X	40% / 60%	0% / 0%	94	1%	0%		NA	NA		N	ĪΑ	NA
8	3	1-30	45% / 60%	0% / 0%	85	5%	0%		100%	0%	1	10	0%	0%
Hite	311	31-60	40% / 60%	0% / 0%	80	)%	0%		100%	0%	1	10	0%	0%
į.	41	61-90	45% / 60%	72% / 82%	85	5%	100%		100%	100	%	5	5%	19%
		NPA	NA	NA	N	A	NA		NA	NA		1 0	case	1 case(s)

### **Collections: Incentive Leader-Board**

Analytics Dashboard

Incentive Performance
Score Card

Incentive Leader-Board >

Dear All,

I am pleased to announce the Top 5 Performing Collection Executives (CE)/ Collection Officers (CO) for the month of December'22 under 3 categories: 1) Highest Earners, 2) Normalization & Rollback stars and 3) Milestone-based achievers:



I look forward to many more of you featuring on this Leaderboard in coming months.

Thanks & Regards,



# **Construction Finance**



Vijay Gattani
Associate Director - Credit (CF)



# **Construction Finance: Strong Checks At All Stages**

#### **Selection Criteria**

# Credit Appraisal and Due Diligence

# IC Approval and Documentation

#### Monitoring

#### **Promoter / Group**

- Strong promoters having project completion history along with ongoing projects
- Previous / existing borrowing track record
- Satisfactory Networth

#### **Project**

- Affordable and marketable location
- Mortgage rights and approval status
- Cash flow visibility in near future
- Exclusive lender to the project

- Three levels of independent appraisal - Business Stage, Local Credit, Central Credit Stage, and IC Committee Stage
- Promoter meeting and site visits
- Bureau check, litigation search, social media search, Hunter, Cubic Tree, Watch Out Investor etc
- Valuation and legal due diligence including title search\*, internal audit of sales, micro market analysis, RERA check
- Internal Risk Rating Model
- First and exclusive charge on security
- Promoters to be co-obligors
- Satisfactory physical security cover and cash flow cover

- Detailed IC note proposed by local credit, reviewed by central credit and recommended by Credit Head to IC Committee for approval
- Execution of facility documents vetted by in-house team
- Detailed compliance check prior to disbursement

- Strong monitoring team of 15 employees headed by Associate Director
- Cash flow analysis
- Sales milestone analysis
- Escrow account analysis
- Escrow account management
- Site visit reports and construction progress
- Issuance of NOC
- Unit wise mapping

2x Asset Cover, 2.5x Cash Flow Cover, ATS at sanction ~₹226mn (FY23), ATS on portfolio ₹96mn (Q4FY23)

Amongst best asset quality in peer group; low GNPAs, Net NPAs

\* Title search conducted by an empaneled team of legal experts and is vetted by in-house legal team.



# **Construction Finance: Strong Checks At All Stages**

#### **Early Warning Signals through**

- Site Inspection Reports
- Cashflow Analysis Reports
- Account Conduct Reports
- Overdue Reports
- Interest and Loan Instalment Servicing Reports etc

#### **Compliances and Milestone Tracking**

- Follow-up for timely submission of Monthly MIS and MIS analysis
- Ensuring that all the collections are routed in the Designated A/c
- Monitoring of Construction, Sales, and Collection milestones
- Maintenance of Insurance Tracker

### **Monitoring Cashflows & Security**

- Timely recovery of monthly dues
- Collections vis-à-vis escrow sweeps and DFTs (Direct Fund Transfers)
- Tracking and recovering deficits
- Monitoring revision in Sweep Ratios and stipulated MSP rate p.s.f.
- Releasing NOCs / No Dues Letter only upon upfront recovery deficit / dues

Monitoring Processes & Activities

#### **Other Miscellaneous Activities**

- Maintenance and provision of CF information to various departments
- Addressing / resolving audit queries
- Guiding borrowers to enhance compliance levels
- Submission of CIC information

# **Construction Finance: Granular & Rapid Churning Portfolio**

Figures in Rs. Crore

Particulars Particulars Particulars Particulars Particular Particu	Mar-19	Mar-20	Mar-21	Mar-22	Mar-23
Opening Book	943	1,201	962	874	1,266
Add: Disbursements (New Ioan accounts)	554	152	285	715	1,010
Add: Disbursements (Opening loan accounts)	324	270	133	209	430
Less: Repayments / Prepayments / Foreclosures	620	663	540	515	876
Add: Capitalised Interest	-	3	34^	-	-
Less: Written-off as on respective period ended	-	-	-	17*	-
Closing Book	1,201	962	874	1,266	1,830
No.of loan accounts	146	134	126	151	196
Avg ticket size on Closing Book	8.2	7.2	6.9	8.4	9.3
(Repayments, Prepayments, Foreclosures) / Avg. Loan	58%	61%	59%	48%	<b>57</b> %
(Repayments, Prepayments, Foreclosures) / Op. Loan	66%	55%	56%	59%	69%

- Over 50% of loan book get repaid/foreclosed every year
- ^ Capitalized Interest during RBI moratorium
- \* Out of total w/o of Rs. 17 cr , Rs. 12 cr recovered in FY23

# **Construction Finance: Roles & Resp. of Monitoring Dept.**

Independent and dedicated **19 member monitoring team** closely tracks projects and compliance with sanction terms. Its role & responsibilities include:

- ☐ Carrying out inspection/site visits and cash flow analysis of all the account.
- ☐ Providing conduct reports to the credit team, before disbursements.
- □ Verification of monthly sales and cost MIS of all accounts on a monthly basis, and **verification of collections** from Escrow Bank Statements.
- ☐ Ensuring, affecting of **sweep percentages** from the escrow as per sanction terms on a daily basis.
- ☐ Flagging of monthly obligations to customers in advance and follow up for timely recovery.
- ☐ Issuance of NOCs to borrowers for the units sold by the borrowers.
- Rating the accounts by way of **ABC analysis**, based on promptness in repayments, adherence to milestones as envisaged in the business plans etc.
- **Monthly MIS** on performance of the CF Portfolio to the top management & IC committee.



# **Borrowings**



Vinay Surana Head - Treasury

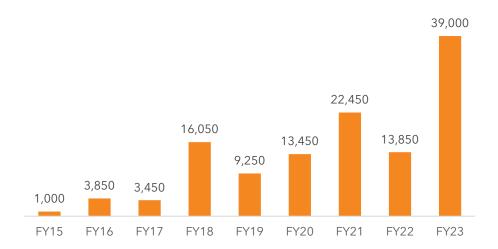


# **Borrowing Relationships With Top Commercial & Refinance Inst.**

Cumulative Borrower Relationships (Nos.)



Incremental Resources Raised (₹ Mn.)



#### **Credit Cost Manageable**

- □ CGCL's has borrowing relationships with leading commercial banks as well as refinance institutions like NHB, SIDBI, and NABARD.
- Strong lender comfort owing to underwriting track record and secured lending business.
- ☐ CGCL rated well internally with lender institutions.
- □ Rated CARE A+ (Outlook Stable) by CARE Ratings and Credit rating IVR AA (Outlook Stable) by Infomerics.
- Competitive borrowing cost; weighted average cost of borrowings at 8.7% for CGCL (Consolidated).



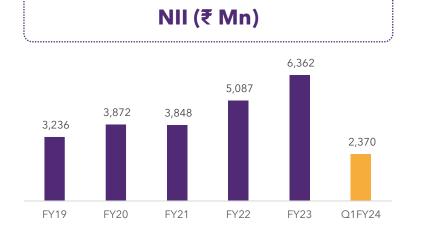
# Financial Performance & Way Ahead

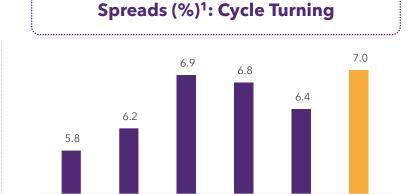


Rajesh Sharma Founder & Managing Director



# **Healthy Financial Performance Over The Years...**



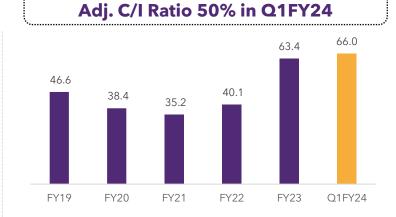


FY21

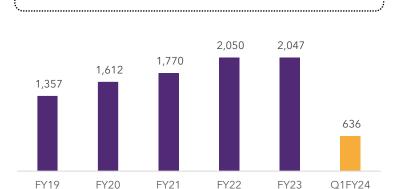
FY22

FY23

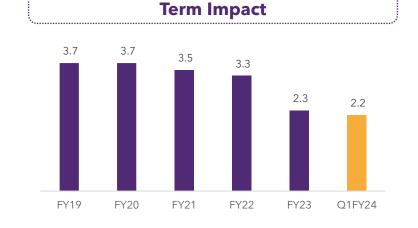
Q1FY24



C/I (%): Impacted By Gold Loan Opex;



PAT (₹ Mn)<sup>2</sup>



**Return on Average Assets (%): Short** 





- 1. Annual spreads are calculated as difference of Average of Quarterly Wtd. YoA over Avg. of Quarterly Wtd. CoF
- 2. Adjusted for the impact of Gold Loan business, FY23 / Q1FY24 net profit would have risen 39% YoY / 88% YoY to ₹ 2,840 Mn / ₹ 865 Mn

# **CGCL Consolidated Income Statement : Annual Comparison**

₹ Mn except stated

Profit and Loss A/c	FY19	FY20	FY21	FY22	FY23
Interest income	5,307	6,700	6,735	8,396	11,673
Interest expenses	2,071	2,828	2,887	3,308	5,311
Net interest income	3,236	3,872	3,848	5,087	6,362
Other income	586	433	636	1,231	2,719
Fees	558	399	626	1,103	2,703
Other income	27	34	11	128	17
Net income	3,822	4,305	4,484	6,319	9,081
Operating expenses	1,790	1,732	1,520	2,536	5,756
Employee expenses	1,175	1,188	994	1,746	4,061
Other expenses	614	544	526	790	1,696
Operating profit	2,032	2,573	2,964	3,783	3,325
Provisions	165	353	607	1,057	642
ECL provisions	99	299	545	618	71
Write-offs	67	54	62	439	570
Profit before tax	1,867	2,220	2,357	2,726	2,683
Taxes	510	607	588	676	636
Tax rate (%)	27.3%	27.4%	24.9%	24.8%	23.7%
Profit after tax	1,357	1,612	1,770	2,050	2,047
Earnings per share (Diluted) (Rs.)	7.7	9.2	10.0	11.6	10.9
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New businesses contributing to robust noninterest income

Net Income CAGR of 24% FY19-FY23

Net profit flat in FY23 despite major expansion opex during the year.

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# **CGCL Consolidated Balance Sheet: Annual Comparison\***

₹ Mn except stated

Balance Sheet	FY19	FY20	FY21	FY22	FY23
Liabilities					
Paid-up equity Reserves	350 13,477	350 15,042	351 16,822	351 18,873	412 35,242
Networth	13,827	15,392	17,173	19,225	35,655
Borrowings	27,687	28,366	37,689	48,084	75,113
Other liabilities	1,256	657	3,269	4,219	7,179
Total liabilities	42,770	44,415	58,131	71,528	117,946
Assets					
Cash and equivalents	1,691	742	2,242	3,531	15,103
Investments	93	3,607	8,075	3,775	2,150
Loans	40,222	39,288	46,863	62,708	94,754
Other assets	764	777	951	1,514	5,939
Total assets	42,770	44,415	58,131	71,528	117,946

Ample leverage room to continue delivering robust growth.

~2.8x growth in balance sheet in 4 years.

~2.4x growth in loan book in 4 years.

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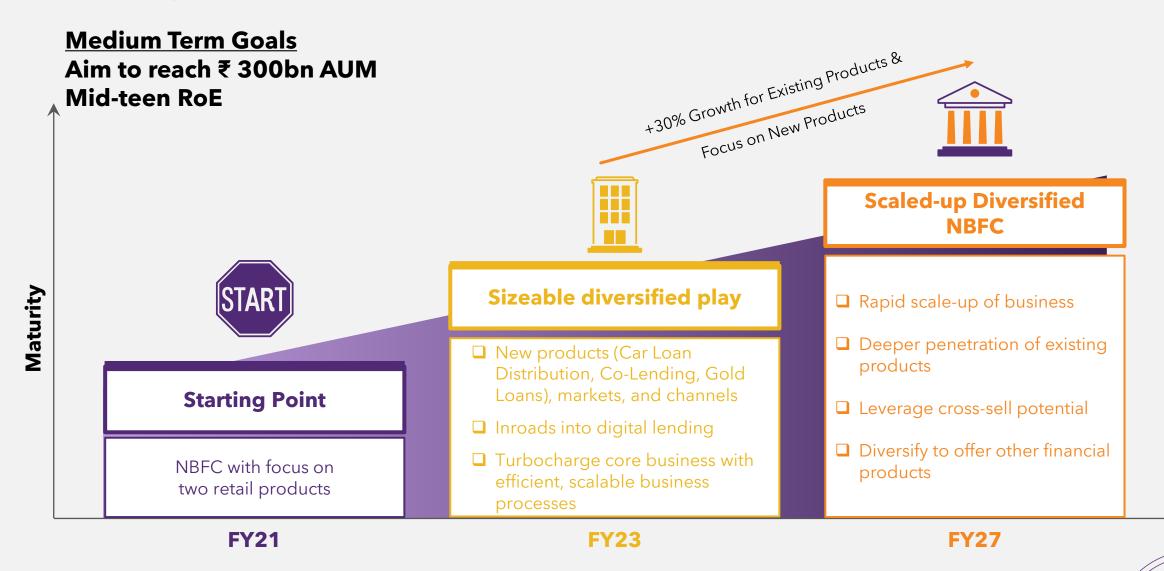
<sup>\*</sup> As at the end of periods indicated.

# **CGCL Consolidated Earnings: Du Pont Analysis**

RoA Tree (%)	FY19	FY20	FY21	FY22	FY23
Interest income	14.6	15.4	13.1	13.0	12.3
Interest expenses	5.7	6.5	5.6	5.1	5.6
Net interest income	8.9	8.9	7.5	7.8	6.7
Other income	1.6	1.0	1.2	1.9	2.9
Fees	1.5	0.9	1.2	1.7	2.9
Other income	0.1	0.1	0.0	0.2	0.0
Net income	10.5	9.9	8.7	9.7	9.6
Operating expenses	4.9	4.0	3.0	3.9	6.1
Employee expenses	3.2	2.7	1.9	2.7	4.3
Other expenses	1.7	1.2	1.0	1.2	1.8
Operating profit	5.6	5.9	5.8	5.8	3.5
Provisions	0.5	0.8	1.2	1.6	0.7
ECL provisions	0.3	0.7	1.1	1.0	0.1
Write-offs	0.2	0.1	0.1	0.7	0.6
Profit before tax	5.2	5.1	4.6	4.2	2.8
Taxes	1.4	1.4	1.1	1.0	0.7
Profit after tax (RoA)	3.7	3.7	3.5	3.2	2.1

FY23 ROA decline a blip; shall rebound in FY24 and sustain going ahead

# **Capri 2.0 | Scale And Profitability**





# Branding & Marketing Strategy







**Q & A** 



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