CreditAccess Grameen Limited

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July 30, 2022

To

BSE Limited	**National Stock Exchange of India Limited**
Phiroze Jeejeebhoy Towers	**The Exchange Plaza**
Dalal Street	**Bandra Kurla Complex, Bandra (East)**
Mumbai- 400001	**Mumbai 400051**
Scrip code: 541770	*Scrip code: CREDITACC*

Dear Sir/Madam,

Sub.: Investor Presentation

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed a copy of the Q1 FY23 Results Presentation. The same will be circulated to the Investors/Analysts for the Earnings Call scheduled on August 01 2022.

It will also be made available on the website of the Company at www.creditaccessgrameen.in.

This is for your information and records.

Thanking you,

Yours' Truly
For CreditAccess Grameen Limited

M. J Mahadev Prakash
Head- Compliance, Legal & Company Secretary

Encl.: As Above

CreditAccess® Grameen

CreditAccess Grameen Limited

Q1 FY23 Results Presentation

July 2022

STOOD THE TEST OF TIME AND TRUST

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Discussion Summary

- **Key Business Updates**
- Consolidated Overview
- CA Grameen: Financial Metrics
- MMFL: Financial Metrics
- Investment Rationale
- Annexure

Q1 FY23: Key Consolidated Business Highlights (1/2)

Business Growth Muted in Q1 FY23

GLP: INR 15,615 Cr (+23.3% YoY, -5.9% QoQ)
- CA Grameen: INR 12,991 Cr (+22.3% YoY, -5.4% QoQ)
- MMFL: INR 2,624 Cr (+28.8% YoY, -8.5% QoQ)
- Write-off of INR 191.1 Cr (1.2% of Mar-22 GLP)

Borrowers[1]: 36.9 Lakh (-2.5% YoY, -3.5% QoQ)
- CA Grameen: 28.5 Lakh (77,319 added in Q1 FY23)
- MMFL: 8.7 Lakh (15,323 added in Q1 FY23)
- 1.2 lakh borrowers were written-off during Q1 FY23

Disbursements: INR 2,146 Cr (+101.5% YoY, -63.0% QoQ)
- CA Grameen: INR 1,861 Cr (+105.3% YoY, -60.0% QoQ)
- MMFL: INR 285 Cr (+79.8% YoY, -75.1% QoQ)

Gradual pick-up in monthly collections (excl. arrears)
- CA Grameen: **97%** in Jun-22, **97%** in Q1 FY23
- MMFL: **93%** in Jun-22, **93%** in Q1 FY23

Total 1,681 branches (CA Grameen: 1,207, MMFL: 474)
- 46 net branch additions in Q1 FY23 (CA Grameen: 43, MMFL: 3)

Key focus areas during Q1 FY23
- Complete alignment with new RBI guidelines well in advance – changes to policies, processes and technology
- Training employees on policy & process changes
- Maintaining consistent collections trend

Factors impacting disbursements during Q1 FY23
- Lower loan renewals due to minimal disbursals in Q1 FY21 & Q1 FY22
- Process changes and transition to revised RBI guidelines

Normalization of disbursements in Jun-22

Muted growth in Q1 FY23 was in line with management estimation. The business momentum is expected to gain pace over the coming quarters.

Annual performance guidance remains intact

1) Excluding 32,522 common borrowers

Q1 FY23: Key Consolidated Business Highlights (2/2)

CreditAccess Grameen

Consistently Improving Asset Quality

CA Grameen:

- ECL: 2.73% against GNPA (GS3): 2.54% (largely @ 60+ dpd) & PAR 90+: 1.83%
- Only 0.9% restructured GLP, with 31.7% provisioning
- Write-off of INR 136.2 Cr, bad-debt recovery of INR 6.9 Cr in Q1 FY23

MMFL:

- ECL: 4.33% against GNPA (GS3): 5.83% (@ 60+ dpd) & PAR 90+: 4.79%
- Only 0.2% restructured GLP, with 45.6% provisioning
- Write-off of INR 54.9 Cr, bad-debt recovery of INR 3.5 Cr in Q1 FY23

Strong Balance Sheet Position

Adequate Liquidity & continued support from lenders

- INR 1,542 Cr C&CE (9.3% of total assets) as on 30th June 2022
- INR 3,755 Cr undrawn sanctions as on 30th June 2022
- NR 5,393 Cr sanctions in the pipeline as on 30th June 2022

Healthy Capital Position

- CRAR: CA Grameen 28.6% (Tier 1: 27.9%)
- CRAR: MMFL 22.6% (Tier 1: 14.4%)
- CRAR: Consolidated 24.7% (Tier 1: 24.0%)

Ratings Update

Credit Rating Upgrade

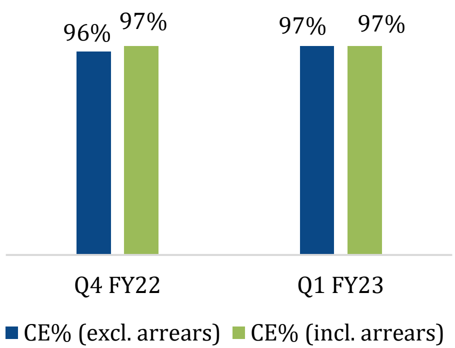
- Rating upgrade from Ind-Ra from A+ (Stable) to **AA- (Stable)**, making CA Grameen **one of the highest rated NBFC-MFI**
- Outlook upgrade from ICRA from A+ (Stable) to **A+ (Positive)**

Client Protection Certification

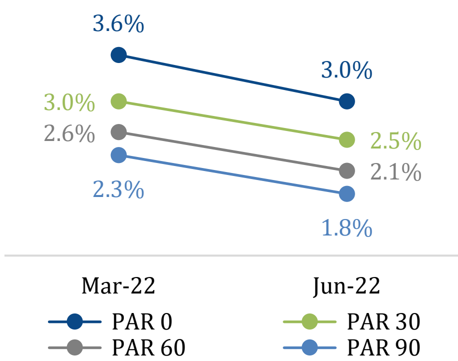
- CA Grameen has been awarded the **Gold Level Certification** by M-CRIL, according to the new client protection framework promoted by SPTF and CERISE

Asset Quality Update (CA Grameen)

Collections Trend



PAR Trend



Adequate Provisioning Coverage

INR Cr	CA Grameen Policy (IND-AS)			
Q1 FY23 Asset Classification (dpd)		EAD (INR Cr)	EAD%	ECL%
Stage 1	0 – 15 (GL), 0 – 30 (RF)	11,784.9	96.5%	0.7%
Stage 2	16 – 60 (GL), 31 – 90 (RF)	119.2	1.0%	28.7%
Stage 3	60+ (GL), 90+ (RF)	310.7	2.5%	70.3%
Total		**12,214.8**	**100.0%**	**2.7%**
		GNPA (Gross Stage 3)	**2.5%**	
		NNPA (Net Stage 3)	**0.8%**	

EAD: Exposure at default includes principal and accrued interest

Payment wise Breakup of EAD

Contribution of Borrowers as on Jun-22	Stage 1 EAD%	Stage 2 EAD%	Stage 3 EAD%	Total EAD%
Full Payment	96.2%	0.4%	0.3%	96.9%
Partial Payment	0.3%	0.3%	0.6%	1.2%
No Payment	0.0%	0.3%	1.6%	1.9%
Total	**96.5%**	**1.0%**	**2.5%**	**100.0%**

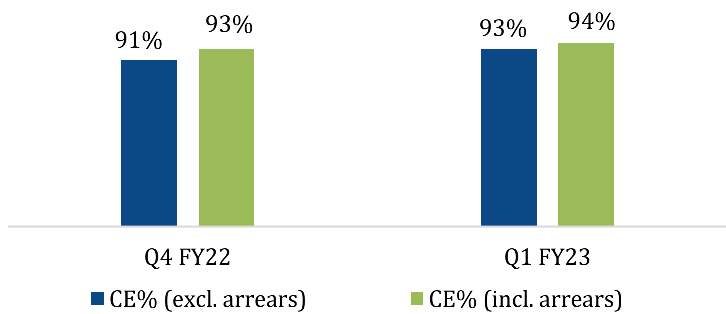
Restructuring at 0.9% of GLP

Loan Restructuring (INR Cr)	Amount	GLP as on Jun-22	PAR 1-30	PAR 31-60	PAR 61-90	PAR 90+
Restructuring - FY21	77.1	15.0	0.4	0.4	0.3	4.1
Restructuring - FY22	143.6	96.5	2.4	1.7	1.9	28.0
Restructuring - Q1 FY23	0.4	0.4	0.0	0.0	0.0	0.0
Total	**221.1**	**112.0**	**2.8**	**2.1**	**2.2**	**32.1**

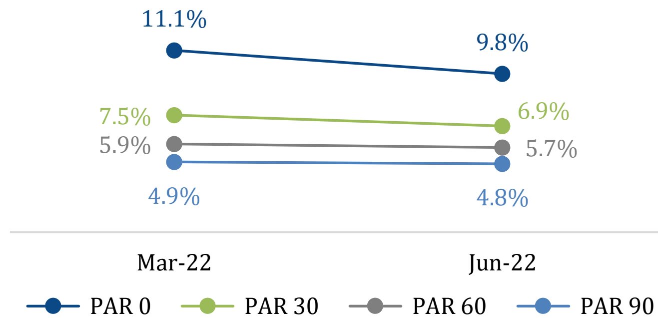
Note: Total provisioning on restructured loans is 31.7%

Asset Quality Update (MMFL)

Collections Trend



PAR Trend



Adequate Provisioning Coverage

INR Cr	CA Grameen Policy (IND-AS)			
Q1 FY23	Asset Classification (dpd)	EAD (INR Cr)	EAD%	ECL%
Stage 1	0 – 15, 0 – 30	2,351.4	92.9%	1.1%
Stage 2	16 – 60, 31 – 90	32.6	1.3%	32.5%
Stage 3	60+	147.7	5.8%	49.6%
Total		**2,531.8**	**100.0%**	**4.3%**
		GNPA (Gross Stage 3)	**5.8%**	
		NNPA (Net Stage 3)	**3.0%**	

Payment wise Breakup of EAD

Contribution of Borrowers as on Jun-22	Stage 1 EAD%	Stage 2 EAD%	Stage 3 EAD%	Total EAD%
Full Payment	89.9%	0.0%	0.0%	89.9%
Partial Payment	2.9%	1.2%	3.1%	7.2%
No Payment	0.1%	0.1%	2.7%	2.9%
Total	**92.9%**	**1.3%**	**5.8%**	**100.0%**

EAD: Exposure at default includes principal and accrued interest, Note: Total provisioning on restructured loans of INR 4.9 Cr is 45.6%

Discussion Summary

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Q1 FY23: Consolidated Performance Highlights

GLP: INR 15,615 Cr (+23.3% YoY)	NIM 11.2% / 11.8%[1] Weighted Avg. COB 9.0%	Cost/Income Ratio 39.7% Opex/GLP Ratio 4.7%	PPOP INR 290 Cr (+33.9% YoY)
PAT: INR 140 Cr (+588.2% YoY)	ROA 3.1% ROE 13.4%	Capital Adequacy Ratio 24.7% Tier 1 Ratio 24.0%	Total Equity INR 4,246 Cr D/E Ratio 2.8
GNPA (GS3): 3.11% NNPA: 1.15% PAR 90+: 2.33%	Provisioning 3.01% Write-off INR 191 Cr	Branches 1,681 (+18.0% YoY) 15,642 Employees (+9.0% YoY)	Active Borrowers 36.9 Lakh[2] (-2.5% YoY)

1) Figures adjusted excluding impact of interest income (on Stage 3 portfolio) de-recognition of INR 21.9 Cr in Q1 FY23
2) 1.2 lakh borrowers were written off during Q1 FY23 while 0.9 lakh new borrowers were added during the same period

Q1 FY23: Consolidated P&L Statement

CreditAccess Grameen

Profit & Loss Statement (INR Cr)	Q1 FY23	Q1 FY22	YoY%	Q4 FY22	QoQ%	FY22
Interest Income	736.2	587.3	25.4%	728.5	1.1%	2,567.3
- Interest on Loans [1]	727.6	575.6	26.4%	721.6	0.8%	2,533.0
- Income from Securitisation	0.0	0.4	-	0.0	-	0.6
- Interest on Deposits with Banks and FIs	8.7	11.3	-23.4%	6.8	27.2%	33.8
Income from Direct Assignment	5.1	14.7	-65.2%	58.3	-91.2%	70.0
Finance Cost on Borrowings	279.8	249.2	12.3%	267.2	4.7%	984.0
Cost on Financial Liability towards Securitisation	0.0	0.1	-	0.0	-	0.2
Net Interest Income	**461.5**	**352.7**	**30.9%**	**519.6**	**-11.2%**	**1,653.2**
Non-interest Income & Other Income [2]	19.2	15.4	24.8%	37.7	-49.2%	112.8
Total Net Income	**480.7**	**368.0**	**30.6%**	**557.3**	**-13.7%**	**1,766.0**
Employee Expenses	123.9	100.6	23.1%	112.2	10.4%	437.7
Other Expenses	55.2	39.7	38.9%	63.8	-13.5%	203.6
Depreciation, Amortisation & Impairment	11.9	11.2	6.0%	12.5	-4.4%	47.2
Pre-Provision Operating Profit	**289.7**	**216.4**	**33.9%**	**368.8**	**-21.4%**	**1,077.5**
Impairment of Financial Instruments	100.9	187.9	-46.3%	151.0	-33.2%	596.7
Profit Before Tax	**188.8**	**28.6**	**561.3%**	**217.8**	**-13.3%**	**480.8**
Total Tax Expense	49.2	8.3	495.5%	57.7	-14.6%	123.7
Profit After Tax	**139.6**	**20.3**	**588.2%**	**160.1**	**-12.8%**	**357.1**
Key Ratios	**Q1 FY23**	**Q1 FY22**		**Q4 FY22**		**FY22**
Portfolio Yield	18.3%	18.6%		18.4%		18.3%
Cost of Borrowings	9.0%	9.6%		8.9%		9.3%
NIM	11.2%	10.2%		11.3%		10.9%
Cost/Income Ratio	39.7%	41.2%		33.8%		39.0%
Opex/GLP Ratio	4.7%	4.6%		4.8%		4.9%

1) Interest income (on Stage 3 portfolio) de-recognized was INR 21.9 Cr in Q1 FY23 (vs INR 21.3 Cr in Q1 FY22)
2) Bad debt recovery was INR 10.4 Cr in Q1 FY23 (vs INR 4.8 Cr in Q1 FY22)

Q1 FY23: Consolidated Balance Sheet

Balance Sheet (INR Cr)	Q1 FY23	Q1 FY22	YoY%	Q4 FY22	QoQ%	FY22
Cash & Other Bank Balances	1,369.2	2,221.9	-38.4%	1,761.4	-22.3%	1,761.4
Investment in MFs	172.6			0.0		0.0
Loans - Balance Sheet Assets (Net of Impairment Loss Allowance)	14,137.6	10,813.2	30.7%	14,765.3	-4.3%	14,765.3
Loans - Securitised Assets	0.0	8.2		0.0		0.0
Property, Plant and Equipment	30.6	23.7	29.3%	31.8	-3.8%	31.8
Intangible Assets	144.3	162.5	-11.2%	149.7	-3.6%	149.7
Right to Use Assets	73.1	69.6	5.0%	74.8	-2.2%	74.8
Other Financial & Non-Financial Assets	256.9	280.4	-8.4%	294.2	-12.7%	294.2
Goodwill	317.6	317.6	0.0%	317.6	0.0%	317.6
Total Assets	**16,501.9**	**13,897.1**	**18.7%**	**17,394.8**	**-5.1%**	**17,394.8**
Debt Securities	1,176.2	1,670.2	-29.6%	1,418.1	-17.1%	1,418.1
Borrowings (other than debt securities)	10,624.3	8,001.4	32.8%	11,424.9	-7.0%	11,424.9
Subordinated Liabilities	79.5	104.5	-23.9%	77.7	2.3%	77.7
Financial Liability towards Portfolio Securitized	0.0	2.7		0.0		0.0
Lease Liabilities	84.4	78.4	7.7%	85.0	-0.7%	85.0
Other Financial & Non-financial Liabilities	291.1	222.1	31.1%	313.0	-7.0%	313.0
Total Equity	**4,146.1**	**3,715.1**	**11.6%**	**3,977.6**	**4.2%**	**3,977.6**
Minority Interest	100.2	102.6	-2.4%	98.4	1.8%	98.4
Total Liabilities and Equity	**16,501.9**	**13,897.1**	**18.7%**	**17,394.8**	**-5.1%**	**17,394.8**

Key Ratios	Q1 FY23	Q1 FY22	Q4 FY22	FY22
ROA	3.1%	0.5%	3.7%	2.2%
D/E	2.8	2.6	3.2	3.2
ROE	13.4%	2.1%	15.9%	9.1%
GNPA (GL: 60+ dpd, RF: 90+ dpd)	3.11%	7.56%	3.61%	3.61%
Provisioning	3.01%	6.30%	3.44%	3.44%

Q1 FY23: Understanding the Credit Cost Impact

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Consolidated (INR Cr)	Q1 FY23	FY22
Opening ECL - (A)	533.9	622.6
Additions (B)		
- Provisions as per ECL	39.0	379.9
Reversals (on account of write-off) (C)	129.2	476.8
Closing ECL (D = A+B-C)	443.7	533.9
Write-off (E)	191.1	693.6
Credit Cost (F = B-C+E)	**100.9**	**596.7**
Credit Cost (Provisions + Write-offs) – % of Avg. On-Book Loan Portfolio (non-annualised)	**0.7%**	**4.6%**
Bad-Debt Recovery (G)	10.4	74.1
Net P&L Impact (F – G)	**90.5**	**522.6**
Net P&L Impact – % of Avg. On-Book Loan Portfolio (non-annualised)	**0.6%**	**4.0%**

Q1 FY23: Continued Business Traction with Rural Focus

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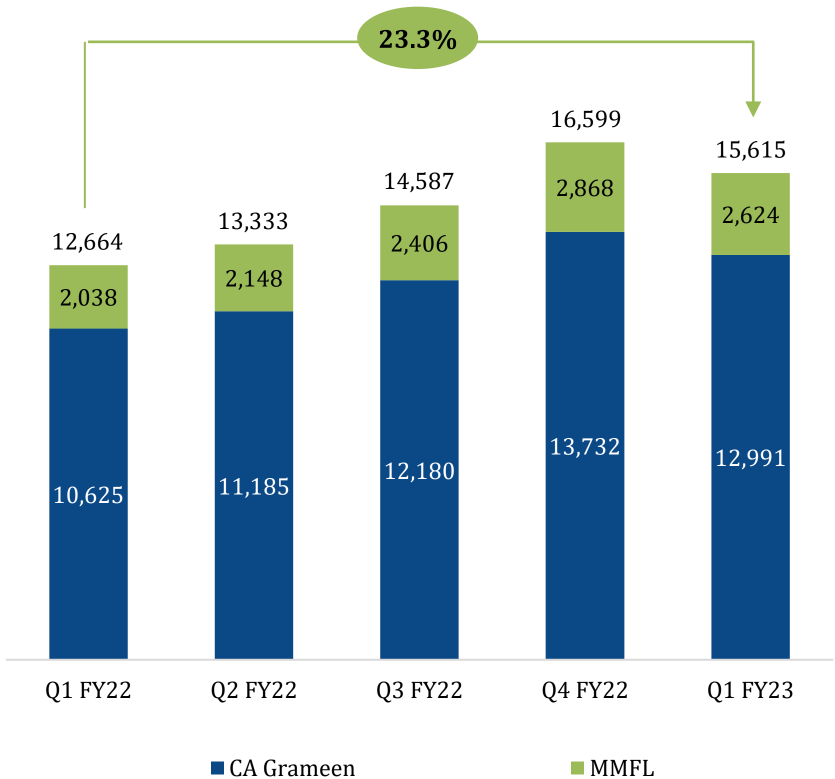
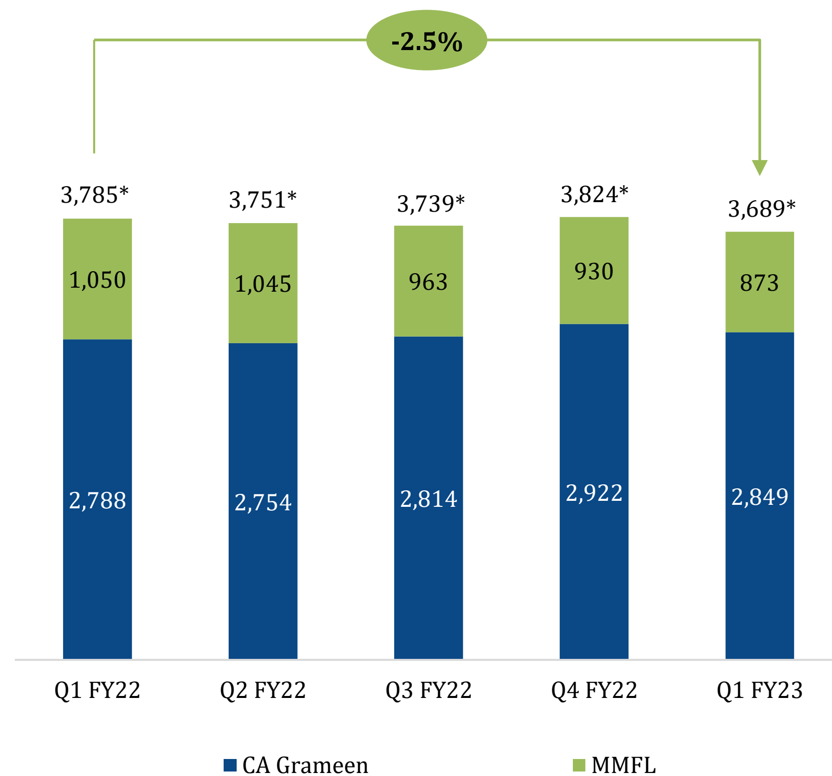
Gross Loan Portfolio (GLP) (INR Cr)



Borrowers ('000)



* Excluding common borrowers

Q1 FY23: Consistent Growth in Infrastructure

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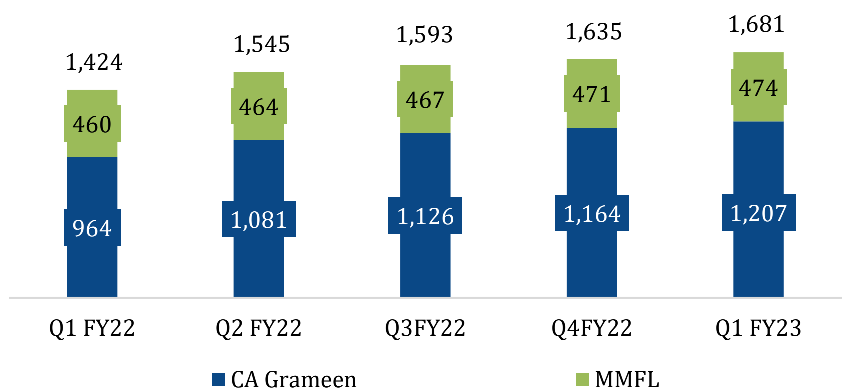
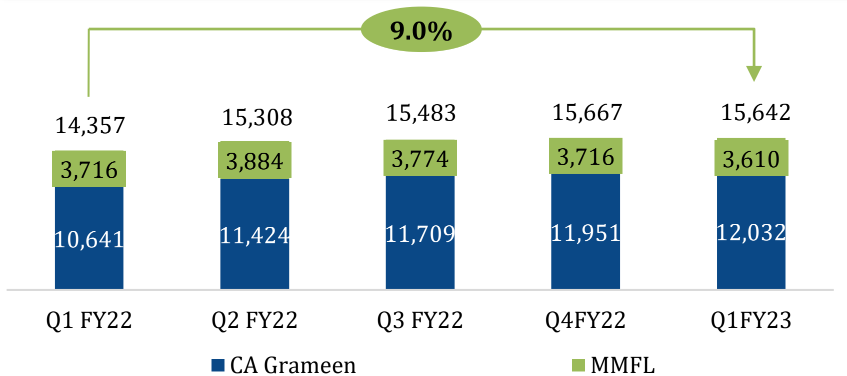
Branches



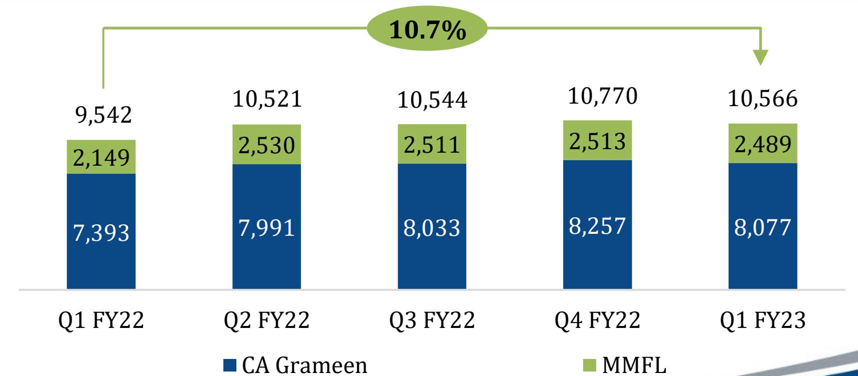
257 Net Branch Additions over last Four Quarters				
States	**Q2 FY22**	**Q3 FY22**	**Q4 FY22**	**Q1 FY23**
Bihar	15	20	-	10
Chhattisgarh	5	-	-	2
Gujarat	10	12	6	5
Jharkhand	10	-	-	5
Madhya Pradesh	10	-	10	1
Karnataka	-	-	10	-
Kerala	5	-	1	-
Maharashtra	5	-	1	9
Odisha	5	4	-	-
Rajasthan	17	8	10	6
Tamil Nadu	-	1	0	-4 *
Uttar Pradesh	35	-	-	5
West Bengal	4	3	4	7
Total	**121**	**48**	**42**	**46**

* At MMFL, 2 branches were merged, and 2 BC branches were closed

Employees

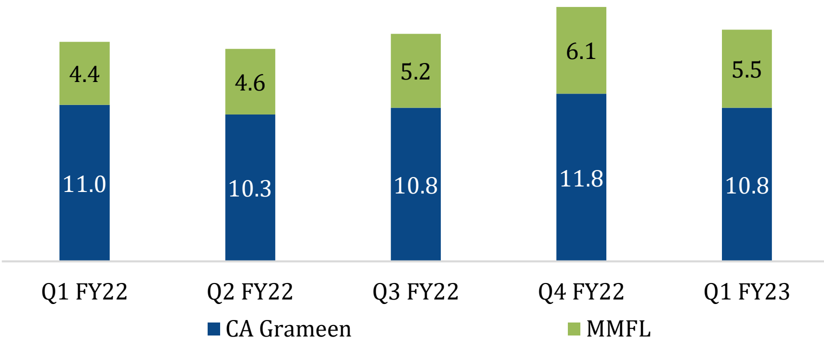


Loan Officers

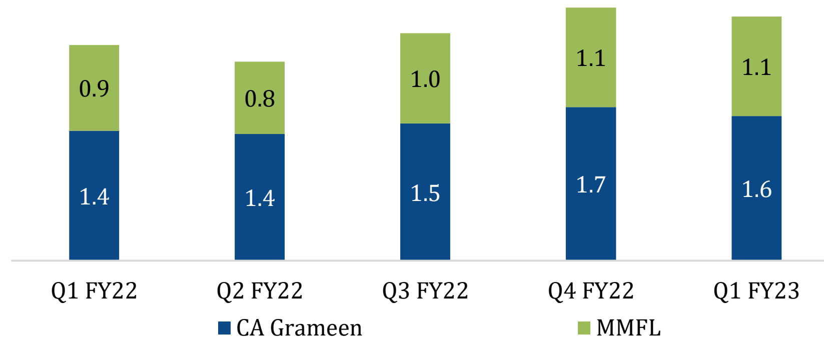


Q1 FY23: Sustainable Operational Efficiency

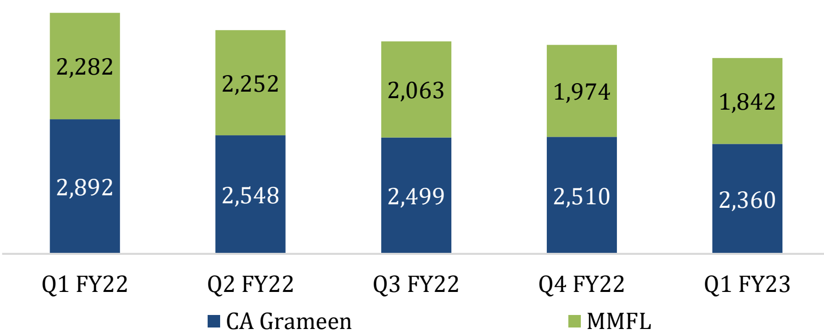
GLP / Branch (INR Cr)



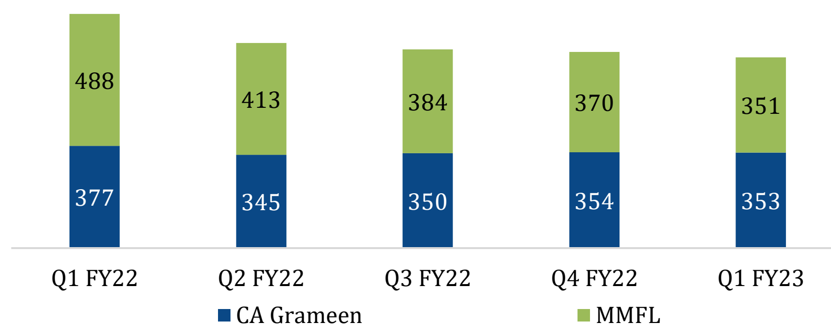
GLP / Loan Officer (INR Cr)



Borrowers / Branch



Borrowers / Loan Officer



Q1 FY23: Product Range To Meet Diverse Customer Needs

GLP - Product Mix	Q1 FY22 (INR Cr)	Q1 FY22 % of Total	Q2 FY22 (INR Cr)	Q2 FY22 % of Total	Q3 FY22 (INR Cr)	Q3 FY22 % of Total	Q4 FY22 (INR Cr)	Q4 FY22 % of Total	Q1 FY23 (INR Cr)	Q1 FY23 % of Total
IGL (Incl. MMFL)	11,962	94%	12,613	95%	13,894	95%	15,949	96%	14,937	96%
Family Welfare	32	0%	55	0%	59	0%	38	0%	121	0.8%
Home Improvement	297	2%	331	3%	371	3%	414	3%	408	2.6%
Emergency	1	0%	3	0%	1	0%	3	0%	4	0%
Retail Finance	372	3%	330	2%	263	2%	196	1%	145	1%
Total	**12,664**	**100%**	**13,333**	**100%**	**14,587**	**100%**	**16,599**	**100%**	**15,615**	**100%**

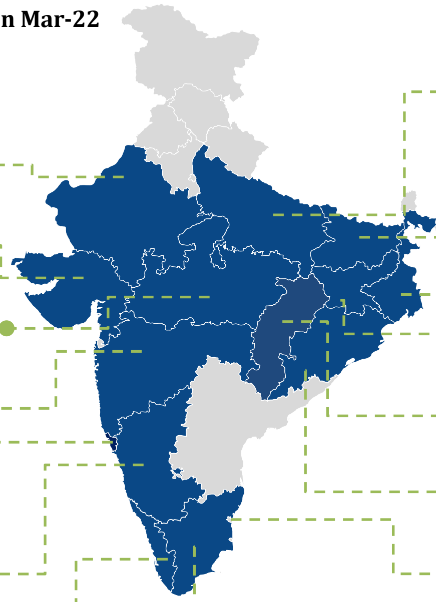
GLP – Avg. O/S Per Loan (INR '000)	Q1 FY22	Q2 FY22	Q3 FY22	Q4 FY22	Q1 FY23
IGL (Incl. MMFL)	24.6	26.6	29.5	32.1	30.3
Family Welfare	3.4	4.5	4.5	3.7	9.4
Home Improvement	8.5	9.3	9.6	10.0	9.7
Emergency	0.5	0.9	0.6	0.6	0.8
Retail Finance	56.1	52.9	48.9	47.2	48.8
Total	**23.5**	**25.1**	**27.6**	**29.8**	**28.1**

GLP – Avg. O/S Per Borrower (INR '000)	Q1 FY22	Q2 FY22	Q3 FY22	Q4 FY22	Q1 FY23
CA Grameen	38.1	40.6	43.3	47.0	45.6
MMFL	19.4	20.6	24.9	30.8	30.1
Total	**33.4**	**35.5**	**39.0**	**43.4**	**42.3**

Q1 FY23: Well-Diversified Presence Across India

CreditAccess® Grameen

Our Presence as on Mar-22
14 States & 1 UT
332 Districts
1,681 Branches



Rajasthan
71

Gujarat
56

Madhya Pradesh
141

Maharashtra
237 + 57 (MMFL)

Goa
2

Karnataka
279 + 29 (MMFL)

Kerala
21 + 35 (MMFL)

Uttar Pradesh
60

Bihar
70 + 36 (MMFL)

West Bengal
30 (MMFL)

Jharkhand
45

Chhattisgarh
48

Odisha
44 + 36 (MMFL)

Puducherry
1 + 5 (MMFL)

Tamil Nadu
132 + 246 (MMFL)

Consolidated	Q1 FY23	
Exposure of Districts (% of GLP)	No. of Districts	% of Total Districts
< 0.5%	271	81%
0.5% - 1%	35	11%
1% - 2%	22	7%
2% - 4%	4	1%
> 4%	0	0%
Total	332	100%

Consolidated	Q1 FY23
District in terms of GLP	% of Total GLP
Top 1	3%
Top 3	9%
Top 5	13%
Top 10	21%
Other	79%

Q1 FY23 Consolidated	Branches	% Share	Borrowers ('000)	% Share	GLP (INR Cr)	% Share
Karnataka	308	18.3%	1,026	27.8%	5,589	35.8%
Maharashtra	294	17.5%	758	20.5%	3,309	21.2%
Tamil Nadu	378	22.5%	862	23.4%	3,260	20.9%
Madhya Pradesh	141	8.4%	301	8.2%	1,115	7.1%
Other States & UT	560	33.3%	743	20.1%	2,343	15.0%
Total	**1,681**	**100.0%**	**3,689***	**100.0%**	**15,615**	**100.0%**

* Excluding 32,522 Common Borrowers

Discussion Summary

Q1 FY23: CA Grameen Standalone Performance Highlights

CreditAccess® Grameen

GLP: INR 12,991 Cr (+22.3% YoY)	NIM 11.2%/ 11.7%[1] Weighted Avg. COB 9.0%	Cost/Income Ratio 37.9% Opex/GLP Ratio 4.5%	PPOP INR 246 Cr (+24.7% YoY)
PAT: INR 133 Cr (+348.2% YoY)	ROA 3.4% ROE 13.2%	Capital Adequacy Ratio 28.6% Tier 1 Ratio 27.9%	Total Equity INR 4,103 Cr D/E Ratio 2.4
GNPA (GS3): 2.54% NNPA: 0.77% PAR 90+: 1.83%	Provisioning 2.73% Write-off INR 136 Cr	Branches 1,207 (+25.2% YoY) 12,032 Employees (+13.1% YoY)	Active Borrowers 28.5 Lakh[2] (+2.2% YoY)

1) Figures adjusted excluding impact of interest income (on Stage 3 portfolio) de-recognition of INR 17.6 Cr in Q1 FY23
2) 42,551 borrowers were written off during Q1 FY23 while 77,319 new borrowers were added during the same period

Q1 FY23: CA Grameen Standalone P&L Statement

Profit & Loss Statement (INR Cr)	Q1 FY23	Q1 FY22	YoY%	Q4 FY22	QoQ%	FY22
Interest Income	607.3	483.6	25.6%	604.3	0.5%	2,124.8
- Interest on Loans [1]	599.9	475.3	26.2%	599.2	0.1%	2,099.3
- Interest on Deposits with Banks and FIs	7.5	8.3	-9.9%	5.1	46.6%	25.5
Income from Direct Assignment	-1.4	14.7	-109.5%	58.3	-102.4%	70.0
Finance Cost on Borrowings	225.6	196.3	14.9%	216.5	4.2%	788.1
Net Interest Income	**380.3**	**301.9**	**26.0%**	**446.0**	**-14.7%**	**1,406.6**
Non-interest Income & Other Income [2]	15.3	12.8	19.3%	31.3	-51.1%	96.4
Total Net Income	**395.6**	**314.8**	**25.7%**	**477.3**	**-17.1%**	**1,503.1**
Employee Expenses	99.2	80.1	23.9%	91.5	8.4%	353.5
Other Expenses	43.9	31.7	38.8%	47.2	-6.9%	161.3
Depreciation, Amortisation & Impairment	6.8	6.1	12.6%	7.3	-6.8%	26.2
Pre-Provision Operating Profit	**245.7**	**197.0**	**24.7%**	**331.3**	**-25.8%**	**962.1**
Impairment of Financial Instruments	66.3	156.3	-57.5%	128.3	-48.3%	449.4
Profit Before Tax	**179.3**	**40.7**	**340.6%**	**203.0**	**-11.7%**	**512.6**
Total Tax Expense	46.8	11.1	320.4%	51.6	-9.4%	130.5
Profit After Tax	**132.6**	**29.6**	**348.2%**	**151.4**	**-12.4%**	**382.1**
Key Ratios	**Q1 FY23**	**Q1 FY22**		**Q4 FY22**		**FY22**
Portfolio Yield	18.4%	18.4%		18.5%		18.3%
Cost of Borrowings	9.0%	9.3%		8.8%		9.2%
NIM	11.2%	10.5%		11.5%		11.1%
Cost/Income Ratio	37.9%	37.4%		30.6%		36.0%
Opex/GLP Ratio	4.5%	4.3%		4.5%		4.6%

1) Interest income (on Stage 3 portfolio) de-recognized was INR 17.6 Cr in Q1 FY23 (vs INR 19.9 Cr in Q1 FY22)
2) Bad debt recovery was INR 6.9 Cr in Q1 FY23 (vs INR 3.4 Cr in Q1 FY22)

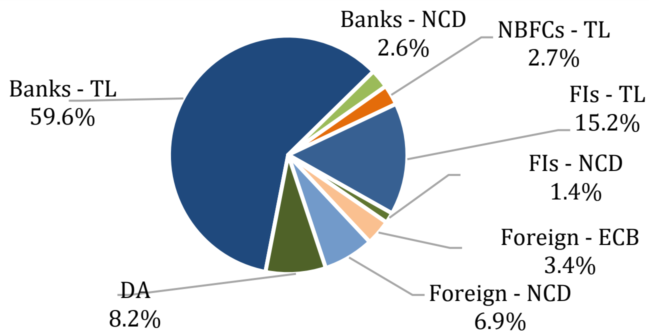
Q1 FY23: CA Grameen Standalone Balance Sheet

CreditAccess Grameen

Balance Sheet (INR Cr)	Q1 FY23	Q1 FY22	YoY%	Q4 FY22	QoQ%	FY22
Cash & Other Bank Balances	1,122.8	1,800.4	-37.6%	1,534.3	-26.8%	1,534.3
Investment in MFs	172.6	0.0	-	0.0	-	0.0
Loans - Balance Sheet Assets (Net of Impairment Loss Allowance)	11,865.1	8,977.2	32.2%	12,201.6	-2.8%	12,201.6
Property, Plant and Equipment	25.3	17.9	41.2%	26.1	-3.4%	26.1
Intangible Assets	16.3	17.3	-5.9%	17.4	-6.3%	17.4
Right to Use Assets	73.0	68.9	6.0%	74.6	-2.1%	74.6
Other Financial & Non-Financial Assets	235.1	287.3	-18.1%	277.8	-15.4%	277.8
Investment in MMFL	663.3	662.7	0.1%	663.3	0.0%	663.3
Total Assets	**14,173.4**	**11,831.7**	**19.8%**	**14,795.1**	**-4.2%**	**14,795.1**
Debt Securities	1,175.7	1,538.2	-23.6%	1,372.8	-14.4%	1,372.8
Borrowings (other than debt securities)	8,550.7	6,315.2	35.4%	9,112.3	-6.2%	9,112.3
Subordinated Liabilities	0.0	25.0	-100%	0.0	-	0.0
Lease Liabilities	84.4	77.7	8.7%	84.8	-0.5%	84.8
Other Financial & Non-financial Liabilities	260.1	210.3	23.7%	285.4	-8.9%	285.4
Total Equity	**4,102.5**	**3,665.4**	**11.9%**	**3,939.8**	**4.1%**	**3,939.8**
Total Liabilities and Equity	**14,173.4**	**11,831.7**	**19.8%**	**14,795.1**	**-4.2%**	**14,795.1**
Key Ratios	**Q1 FY23**	**Q1 FY22**		**Q4 FY22**		**FY22**
ROA	3.4%	0.9%		4.0%		2.7%
D/E	2.4	2.1		2.7		2.7
ROE	13.2%	3.2%		15.5%		10.1%
GNPA (GL: 60+ dpd, RF: 90+ dpd)	2.54%	8.12%		3.12%		3.12%
Provisioning	2.73%	6.40%		3.19%		3.19%

Q1 FY23: Well-Diversified Liability Mix

Liability Mix - Institution / Instrument Wise (%)

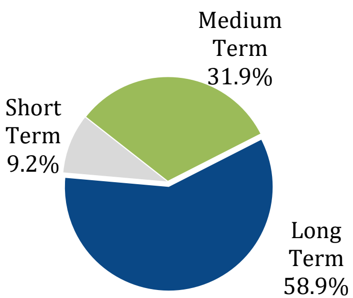


Note: O/S Direct Assignment (Sold Portion) - INR 856.5 Cr

Focus on dynamic liability management

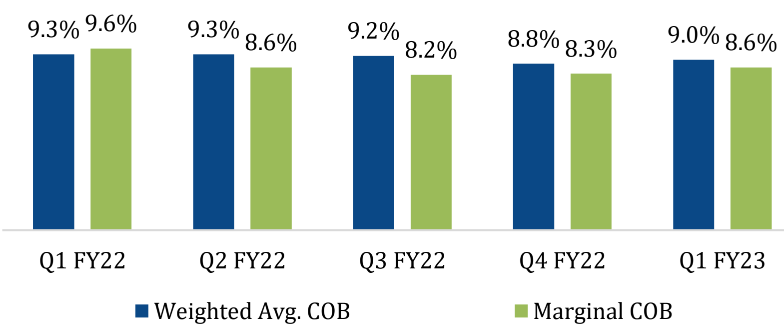
- Focus on long-term funding with strong diversification between domestic & foreign sources
- Target to meet funding requirements through foreign/long-term sources over the medium term, with diversified products
- Diverse lenders' base:
    - 39 Commercial Banks, 2 Financial Institutions, 7 Foreign Institutional Investors, 4 NBFCs
- Continued focus to minimize the cost of borrowings

Liability Mix - Tenure Wise (%)



	Source	% Mix
Short Term <= 1 year (incl. DA)	Domestic	9.2%
Medium Term > 1 year, <= 2 years	Domestic	31.6%
	Foreign	0.3%
Long Term > 2 years	Domestic	48.6%
	Foreign	10.3%

Cost of Borrowing (%)



Q1 FY23: Stable Liquidity/ ALM Position/ Credit Ratings

Static Liquidity / ALM Position	For the Month			For the Financial Year	
Particulars (INR Cr)	**July-22**	**Aug-22**	**Sep-22**	**FY23**	**FY24**
Opening Cash & Equivalents (A)	1,343.0	1,176.0	1,443.7	1,569.8	2,762.7
Loan recovery [Principal] (B)	755.5	825.3	787.9	6,543.0	5,160.9
Total Inflow (C=A+B)	**2,098.5**	**2,001.2**	**2,231.6**	**8,112.8**	**7,923.6**
Borrowing Repayment [Principal]					
Term loans and Others (D)	647.1	427.9	526.3	4,101.2	2,992.1
NCDs (E)	132.5	0.0	0.0	303.7	603.5
Direct Assignment (F)	143.0	129.6	135.5	945.4	333.6
Total Outflow G=(D+E+F)	**922.6**	**557.5**	**661.8**	**5,350.2**	**3,929.2**
Closing Cash & equivalents (H= C-G)	1,176.0	1,443.7	1,569.8	2,762.6	3,994.3
Static Liquidity (B-G)	**-167.1**	**267.8**	**126.1**	**1,192.8**	**1,231.7**

Debt Drawdowns (INR Cr)	Q1 FY23
Banks – TL	405.0
FIs	0.0
NBFCs	0.0
ECB	155.2
DA	0.0
Total	**560.2**

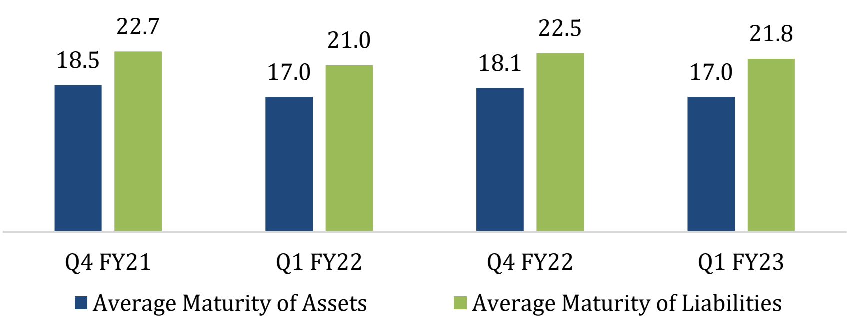
Undrawn Sanctions as on 30th June 2022

INR 3,408 Cr (19% International)

Sanctions in the pipeline as on 30th June 2022

INR 4,443 Cr (24% International)

Positive ALM Mismatch (in Months)

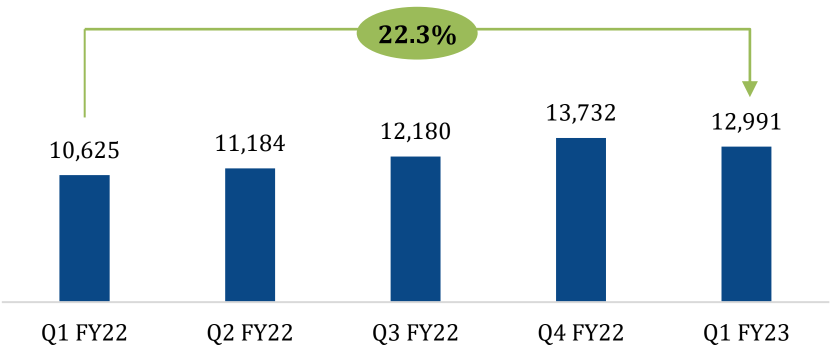


Rating Instrument	Rating Agency	Rating/Grading
Bank Facilities	Ind-Ra	AA- (Stable)
	ICRA	A+ (Positive)
	CRISIL	A+ (Stable)
Non-Convertible Debentures	Ind-Ra	AA- (Stable)
	ICRA	A+ (Positive)
	CRISIL	A+ (Stable)
Commercial Paper	ICRA	A1+
Comprehensive Microfinance Grading *	CRISIL	M1C1
Client Protection Certification	M-CRIL	Gold Level

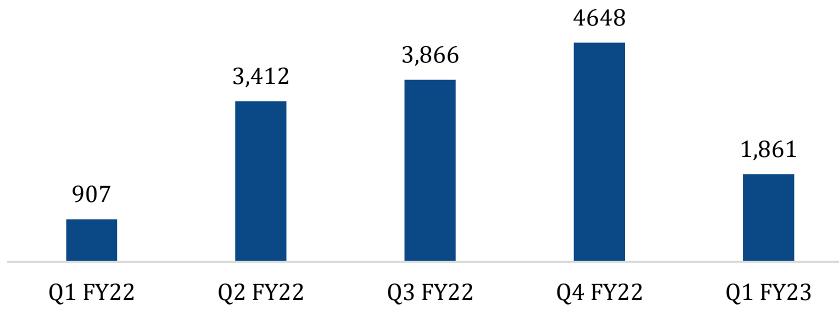
* Institutional Grading/Code of Conduct Assessment (COCA)

Q1 FY23: Robust Quarterly Performance Trend (1/2)

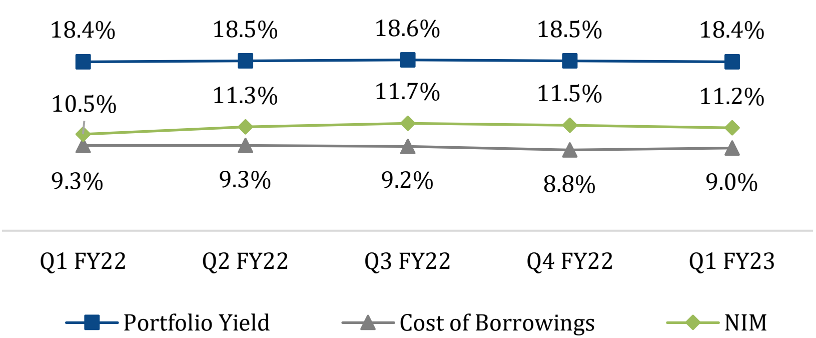
Gross Loan Portfolio (GLP) (INR Cr)



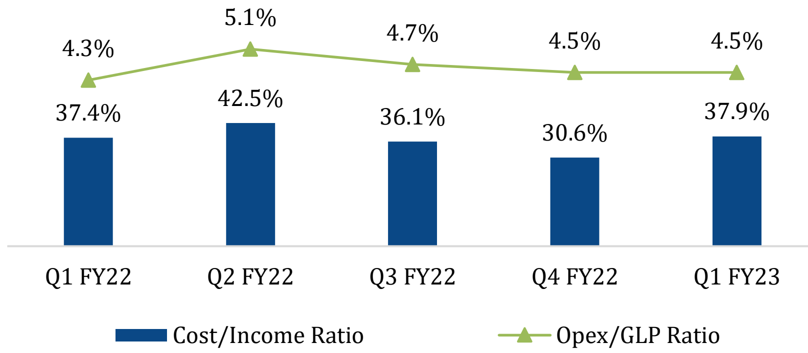
Disbursements (INR Cr)



Margin Analysis (%)



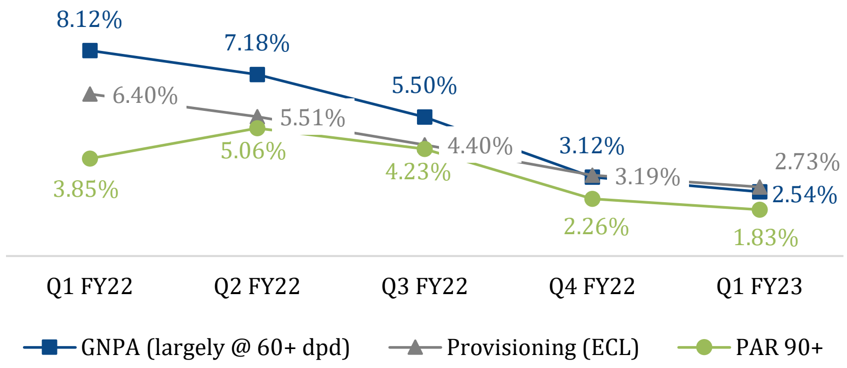
Operating Efficiency (%)



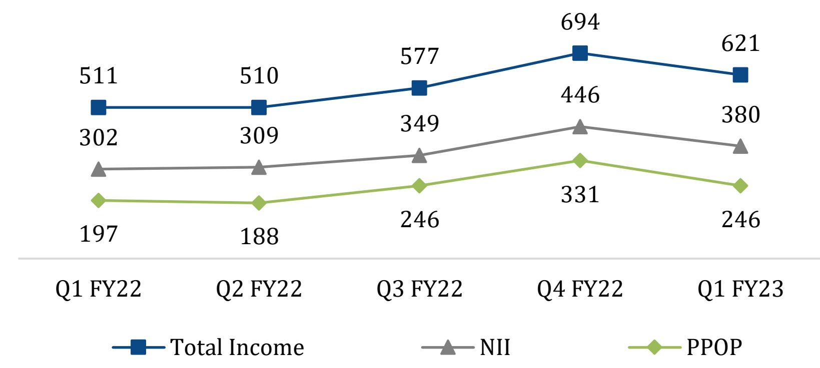
Q1 FY23: Robust Quarterly Performance Trend (2/2)

CreditAccess Grameen

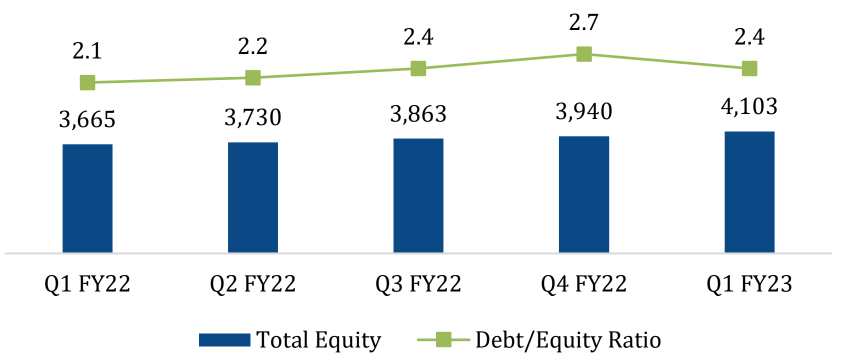
Asset Quality (%)



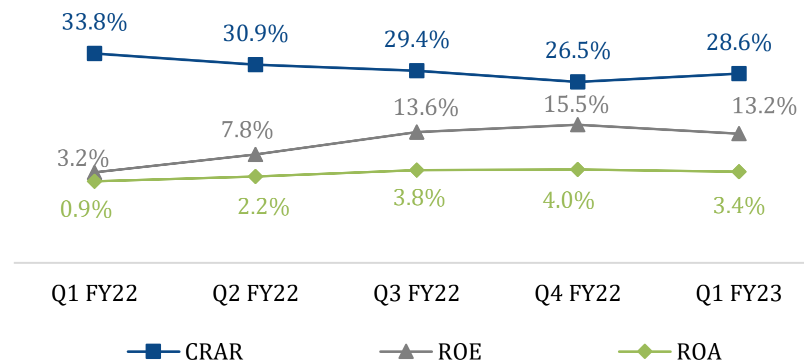
Total Income, NII, PPOP (INR Cr)



Total Equity (INR Cr) & Debt/Equity Ratio



Return Ratios & Capital Adequacy (%)



Discussion Summary

Key Business Updates

Consolidated Results Overview

CA Grameen: Financial Metrics

MMFL: Financial Metrics

Investment Rationale

Annexure

Q1 FY23: MMFL Performance Highlights

CreditAccess® Grameen

GLP **INR 2,624 Cr** **(28.8% YoY)**	**NIM** **9.9% / 10.6[1]** **Weighted Avg. COB** **9.7%**	**Cost/Income Ratio** **43.4%** **Opex/GLP Ratio** **5.4%**	**PPOP** **INR 48 Cr** **(104.4%)**
PAT **INR 10 Cr** **(262.6% YoY)**	**ROA** **1.4%** **ROE** **10.3%**	**Capital Adequacy Ratio** **22.6%** **Tier 1 Ratio** **14.4%**	**Total Equity** **INR 398 Cr** **D/E Ratio** **5.8x**
GNPA (GS3): 5.83% **NNPA: 3.03%** **PAR 90+: 4.79%**	**Provisioning** **4.33%** **Write-off** **55 Cr**	**Branches 474** **(3.0% YoY)** **Employees 3,610** **(-2.9% YoY)**	**Active Borrowers** **8.7 Lakh[2]** **(-16.8%)**

1) Figures adjusted excluding impact of interest income (on Stage 3 portfolio) de-recognition of INR 4.3 Cr in Q1 FY23
2) 76,786 borrowers were written off during Q1 FY23 while 15,323 new borrowers were added during the same period

Q1 FY23: MMFL P&L Statement

Profit & Loss Statement (INR Cr)	Q1 FY23	Q1 FY22	YoY%	Q4 FY22	QoQ %	FY22
Interest Income	134.0	103.7	29.1%	127.8	4.9%	446.1
- Interest on Loans	132.8	100.3	32.4%	126.1	5.3%	437.3
- Income from Securitisation	0.0	0.5	-100.0%	0.0	-	0.6
- Interest on Deposits with Banks and FIs	1.2	3.0	-60.4%	1.7	-29.0%	8.3
Income from Direct Assignment	6.5	0.0	-	0.0	-	0.0
Finance Cost on Borrowings	59.2	52.9	12.1%	54.9	7.8%	201.0
Cost on Financial Liability towards Securitisation	0.0	0.2	-100.0%	0.0	-	0.2
Net Interest Income	**81.2**	**50.7**	**60.1%**	**72.8**	**11.5%**	**244.9**
Non-interest Income & Other Income	4.0	3.4	17.9%	6.6	-40.0%	16.7
Total Net Income	**85.2**	**54.1**	**57.5%**	**79.4**	**7.3%**	**261.6**
Employee Expenses	24.7	20.6	20.1%	20.9	18.5%	84.1
Other Expenses	11.3	8.9	27.5%	12.7	-11.0%	42.6
Depreciation, Amortisation & Impairment	1.0	1.1	-8.5%	1.1	-8.5%	4.6
Pre-Provision Operating Profit	**48.2**	**23.6**	**104.4%**	**44.8**	**7.6%**	**130.3**
Impairment of Financial Instruments	34.6	31.6	9.4%	22.7	52.3%	147.3
Profit Before Tax	**13.6**	**-8.0**	**269.4%**	**22.1**	**-38.4%**	**-17.0**
Total Tax Expense	3.5	-1.8	292.6%	6.9	-49.2%	-3.1
Profit After Tax	**10.1**	**-6.2**	**262.6%**	**15.2**	**-33.5%**	**-13.9**
Key Ratios	**Q1 FY23**	**Q1 FY22**		**Q4 FY22**		**FY22**
Portfolio Yield	18.8%	19.5%		18.4%		18.6%
Cost of Borrowings	9.7%	10.6%		9.6%		10.2%
NIM	9.9%	8.9%		10.0%		9.7%
Cost/Income Ratio	43.4%	56.4%		43.6%		50.2%
Opex/GLP Ratio	5.4%	5.7%		5.3%		5.6%

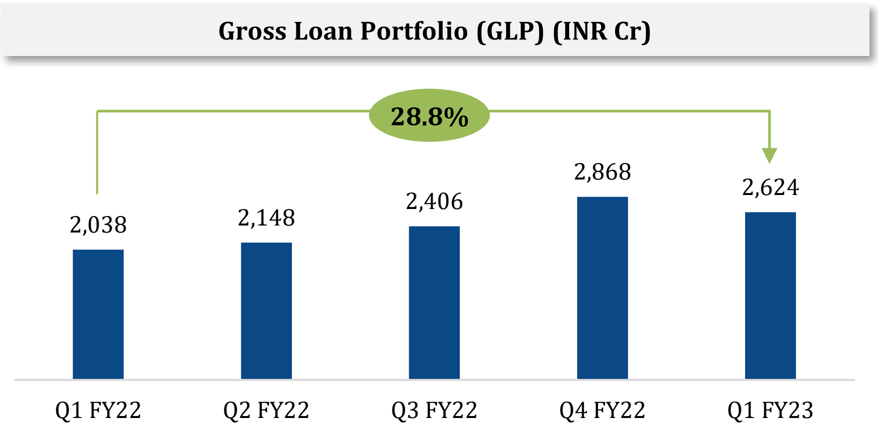
1) Interest income (on Stage 3 portfolio) derecognized was INR 4.3 Cr in Q1 FY23 (vs INR 1.4 Cr in Q1 FY22)
2) Bad debt recovery was INR 3.5 Cr in Q1 FY23 (vs INR 1.3 Cr in Q1 FY22)

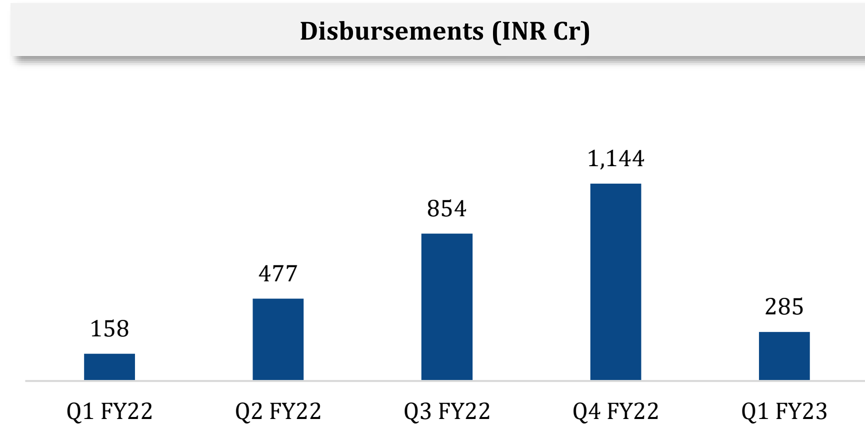
Q1 FY23: MMFL Balance Sheet

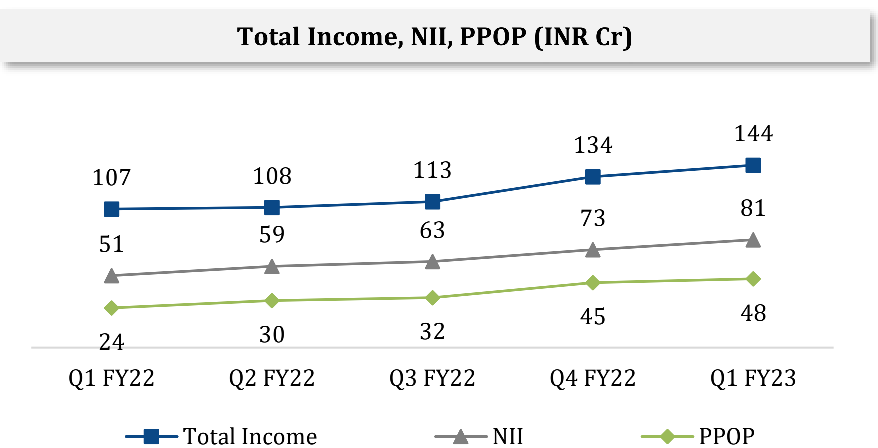
Balance Sheet (INR Cr)	Q1 FY23	Q1 FY22	YOY%	Q4 FY22	QoQ %	FY22
Cash & Other Bank Balances	244.6	421.7	-42.0%	227.0	7.7%	227.0
Balance Sheet Assets (Net of Impairment Loss Allowance)	2,422.1	1,836.1	31.9%	2,713.3	-10.7%	2,713.3
Securitised Assets	0.0	8.2	-100.0%	0.0	-	0.0
Property, Plant and Equipment	5.3	5.8	-8.1%	5.6	-5.5%	5.6
Intangible Assets	2.7	3.5	-24.0%	2.9	-7.3%	2.9
Right to Use Assets	0.0	0.6	-93.8%	0.1	-71.4%	0.1
Other Financial & Non-Financial Assets	54.8	46.3	18.4%	49.2	11.4%	49.2
Total Assets	**2,729.6**	**2,322.3**	**17.5%**	**2,998.2**	-9.0%	**2,998.2**
Debt Securities	0.0	132.0	-100.0%	44.8	-	44.8
Borrowings (other than debt securities)	2,073.6	1,684.3	23.1%	2,312.5	-10.3%	2,312.5
Subordinated Liabilities	226.4	76.7	195.0%	224.5	0.8%	224.5
Financial Liability towards Portfolio Securitized	0.0	2.7	-	0.0	-	0.0
Lease Liabilities	0.1	0.8	-93.5%	0.2	-72.2%	0.2
Other Financial & Non-financial Liabilities	31.3	30.6	2.5%	28.4	10.2%	28.4
Total Equity	**398.3**	**395.2**	**0.8%**	**387.7**	**2.7%**	**387.7**
Total Liabilities and Equity	**2,729.6**	**2,322.3**	**17.5%**	**2,998.2**	**-9.0%**	**2,998.2**

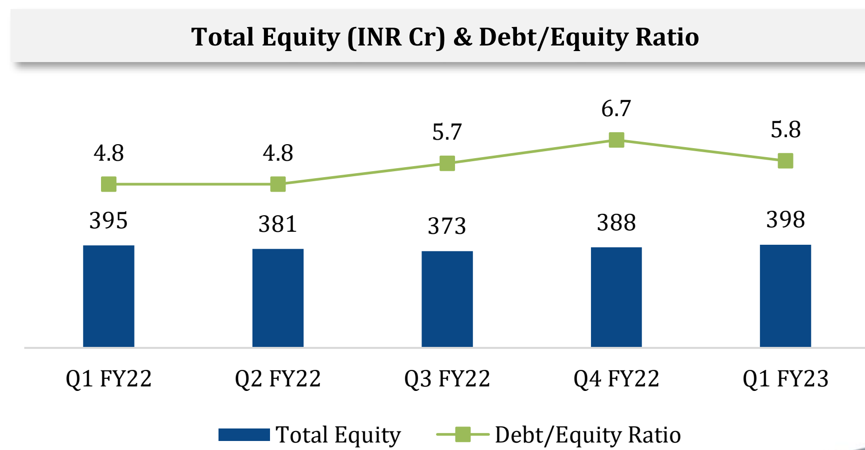
Key Ratios	Q1 FY23	Q1 FY22	Q4 FY22	FY22
ROA	1.4%	-1.0%	2.2%	-0.5%
D/E	5.8	4.8	6.7	6.7
ROE	10.3%	-6.2%	16.0%	-3.6%
GNPA (60+ dpd beginning from Q2 FY22)	5.83%	4.76%	5.82%	5.82%
Provisioning	4.33%	5.79%	4.57%	4.57%

Q1 FY23: MMFL Quarterly Performance Trend (1/2)





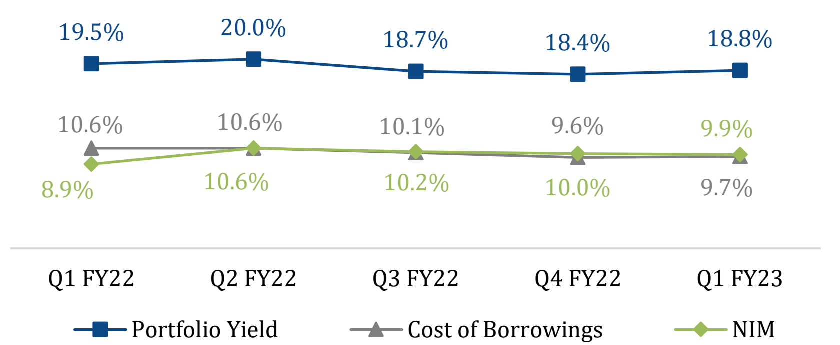




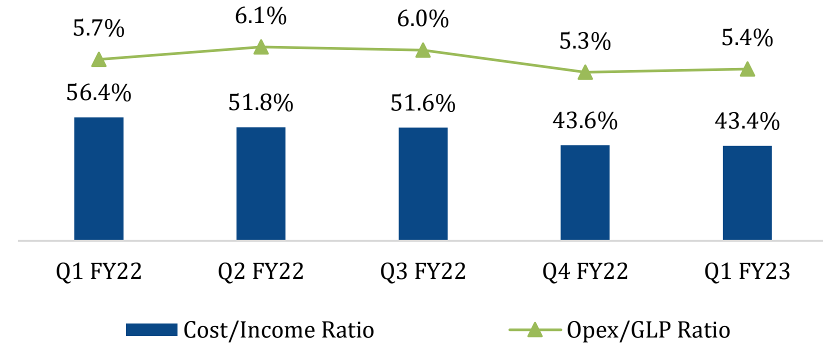
Q1 FY23: MMFL Quarterly Performance Trend (2/2)

CreditAccess Grameen

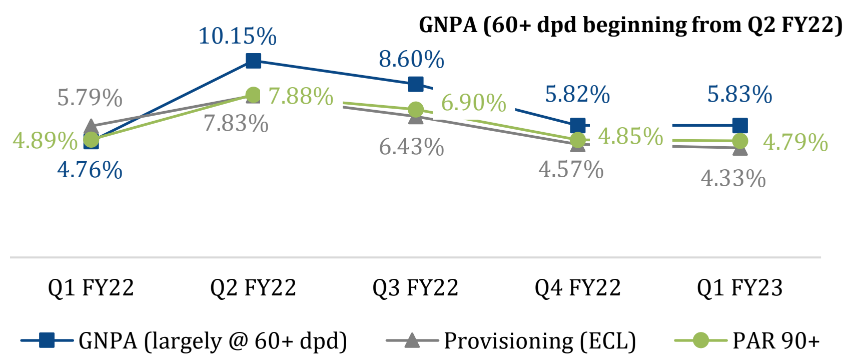
Margin Analysis (%)



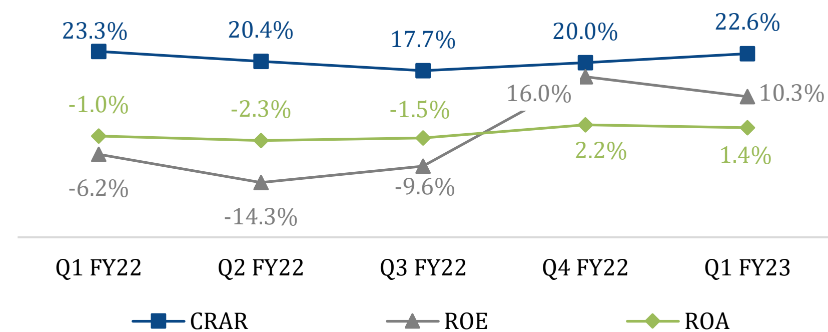
Operating Efficiency (%)



Asset Quality (%)



Return Ratios & Capital Adequacy (%)



Q1 FY23: MMFL Diversified Liability, Stable Liquidity, Positive ALM

CreditAccess® Grameen

Liability Mix – Institution / Instrument Wise	Q1 FY23
Banks – Term Loan	71.6%
FIs – Term Loan	8.4%
NBFCs – Term Loan	6.6%
Sub-Debt	9.4%
Direct Assignment [1]	4.0%

1) O/S Direct Assignment (Sold Portion): INR 96.1 Cr

Liability Mix – Tenure Wise	Q1 FY23
<= 1 Years	4.8%
> 1 & <= 2 Years	53.3%
> 2 Years	41.9%

Credit Rating	Rating Agency	Rating / Grading
Bank Facilities	ICRA CARE	A- (OWP)
Sub- Debt	ICRA	A- (OWP)
MFI	CARE	MFI2+

OWP – On watch with positive implication

Static Liquidity / ALM Position		For the month	
Particulars (INR Cr)	**Apr-22**	**May-22**	**Jun-22**
Opening Cash & Equivalents (A)	221.9	242.0	258.4
Loan recovery [Principal] (B)	188.3	190.3	192.3
Total Inflow (C=A+B)	**410.2**	**432.2**	**450.7**
Borrowing Repayment [Principal]			
Term loans and Others (D)	157.8	164.6	172.2
Securitisation and DA (E)	10.4	9.2	9.8
Total Outflow G=(D+E)	**168.2**	**173.8**	**182.0**
Closing Cash & equivalents (H= C-G)	242.0	258.4	268.6
Static Liquidity (B-G)	**20.0**	**16.4**	**10.2**

Debt Drawdowns (INR Cr)	Q1 FY23	Undrawn Sanctions as on 30th June 2022	Sanctions in Pipeline as on 30th June 2022
NBFCs – TL	40.0	**INR 347 Cr**	**INR 950 Cr**
Banks – TL	152.5		
Direct Assignment	86.1		
Total	**278.6**		

Discussion Summary

Business Model with Inherent ESG Adherence (1/2)

CreditAccess® Grameen

Note: All performance metrics are as on FY22

External Environment

- Financial inclusion
- Rural economic conditions
- Financial literacy
- Socio-political issues
- Digital literacy
- Climate changes
- Evolving customer behaviour
- Post-Pandemic recovery
- Technological changes
- Regulations
- Awareness on health & education
- Market forces

Inputs

Financial
- Diversified lenders base
- Longer tenure borrowings
- Cost of funds

Manufactured
- Pan India presence
- Deep rural penetration

Human
- Young workforce
- Rural recruitment
- Extensive training
- Employee retention
- Benefits & growth

Intellectual
- Stable & scalable technology infrastructure
- Risk management framework
- Prudential provisioning

Social and Relationship
- Customer engagement
- Community investment – CSR initiatives
- Investor/ lenders/ rating agencies engagement

Natural
- ESG loans
- GHG accounting

Value Creation Process

Strategic Priorities

- Most trusted financial partner of low-income rural under-banked households lacking access to formal credit
- Socio-economic catalyst in deep rural areas
- Expand branch network & replicate strong process, controls
- Deliver customer value with convenient products & services
- High levels of employee engagement and enablement
- Set industry benchmark in operating efficiency, customer & employee retention, asset quality
- Adopt relevant technology and innovative solutions
- Focus on ESG/ sustainable growth - both organic/ inorganic

Social Responsibility

Favourable work environment

C R E A T E

Committed · Reliable · Empathetic · Accountable · Transparent · Efficient

LEARNING AGILITY

Customer Centricity

Strong Governance

Key Activities

- Vision 2025 : One stop solution for all financial needs of the custmomers
- Sustainable loan products - Income generation, house repairs, water/ sanitation, education, medical, festivals, livelihood needs, emergency, business assets/ expansion
- Risk management, IT, customer feedback/ grievance, internal audit, quality control
- Organic and Inorganic ESG growth

Outputs

Financial
- AUM: ₹**165,994 million**
- PAT: ₹**3,571 million**
- ROA: **2.19%**, ROE : **9.13%**
- Opex/AUM: **4.9%**
- Number of active borrowers: **3.82 million**
- Stable credit rating: **A+/A1+**

Manufactured
- Number of states: **14 states and 1 UT**
- Number of branches per district: **5.12**

Human
- No. of employees : **15,667**
- % of employees from local community: **97.65%**
- Average training hours per employee (Including Pre-Hires): **57 hours**

Intellectual
- Number of products per customer : **1.6**
- Customer retention rate: **84%**
- **0.58 million** customers digitally onboarded
- **99%** cashless disbursements

Social and Relationship
- Total institutions provided with direct Covid-19 support: **15,632 (Standalone)**
- Total CSR Spend ₹**96.94 million**
- % of women borrowers: **99.99%**

Natural
- % of ESG loans: **99.90%**
- Total scope emissions (tCO_2e): **10,430**
- Emissions intensity (tCO_2e/FTE): **0.87**

SDG

1, 2, 3, 4, 5, 6, 8, 9, 10, 12, 13

Outcomes

Customers
- Access to need-based credit
- Improved income
- Improved quality of life

Employees
- Skilled employees with internal growth opportunities
- Healthy life and financial security

Shareholders
- Sustainable business model
- Superior growth, profitability, RoI

Regulators
- Compliance
- License to operate

Financial and Associated Risks

Net Interest Income from loan, insurance and NPS activities, bad debt recovery

Staff costs, employee benefits, operating and non-operating expenses

Dividends and Retained Earnings

Direct and Indirect Tax

- Credit Risk
- Insurance Risk
- Market Risk
- Operational Risk, including compliance, environmental and/or social risk
- Interest risk rate
- Funding and liquidity risk
- Business and reputational risk

Business Model with Inherent ESG Adherence (2/2)

Note: All performance metrics are as on FY22

Environmental

- **Positive E & S impact:** 99.9% loans
- **Emissions Measurement: (Standalone)**

Emissions	Intensity (tCO2/FTE)
Scope 1	0.00
Scope 2	0.28
Scope 3	0.59

- **Aim to achieve Net Zero operations in long term**

- **Community Focus / Strategic CSR:**
  - **Covid support: 758,144** beneficiaries from 16,667 institutions
  - **Vaccination drive: 35,344** beneficiaries
  - **Anganawadi improvement program: 21,613** beneficiaries
  - **Disaster relief support: 23,893** beneficiaries

- **Other initiatives & plans:**
  - Mobile health check-up vehicles
  - Improvements in rural health infrastructure
  - Improvements in rural education
  - Livelihood & skill development for rural youth and differently abled children
  - Rainwater harvesting
  - Groundwater improvement programme

Social

- **Customer Protection / Fair Practices:**


M-CRIL
Incorporating EDA Rural Systems
Inclusive microeconomics

CLIENT PROTECTION CERTIFICATION

Issued to:

CreditAccess Grameen Limited

No. 49, 46th Cross, 8th Block, Jayanagar
Bengaluru 560 070, Karnataka, India

CreditAccess Grameen Limited has been awarded the Gold Level Certification according to the new Client Protection Certification Framework promoted by SPTF and CERISE.

Certified by M-CRIL Limited
Level of compliance: Gold
Issue date: 06 June 2022

Arpita Pal Agrawal
Managing Director

Additional information:
The new certification is awarded on three levels: Gold, Silver and Bronze depending on the institution complying two sets of requirements: compliance with a mandatory subset of indicators and with a proportion of the number of indicators; these are defined for each level. For more details, please follow the link:
https://sptf.info/images/Client_Protection_Certification_framework_final.pdf

- **Employee Centricity / Well-Being;**

This is to certify that CreditAccess Grameen Limited has successfully completed the assessment conducted by Great Place to Work® Institute, India, and is certified as a great workplace.

This certificate is valid from Feb 2022 to Feb 2023.

Yeshasvini Ramaswamy
Chief Executive Officer
Great Place to Work® Institute, India

Governance

- **Board structure:**
  - 57% independent, 29% women
- **Committees of the Board:**

Stakeholders' Relationship	Asset Liability Management
Nomination and Remuneration	Executive Borrowings & Investment
CSR & ESG	Audit
Risk Management	IT Strategy

- **ESG Policy framework**

ESG Policy
ESMS Policy
Energy Management Policy
Waste Management Policy
Anti-Bribery Policy & Anti-Corruption Policy
Anti-Money Laundering & Anti-Terrorism Financing Policy
IT/Cyber Security Policy
Business Continuity Policy
Board Diversity and Inclusion Policy
Whistleblower Policy
Tax Policy
Corporate Governance Policy
Gender/Equal Opportunity Policy
Human Rights Policy
Corporate Social Responsibility Policy
Employees Code of Conduct Policy
Remuneration Policy
Vendor Management Policy
Non-Discrimination and Anti-Harassment Policy
Prevention of Sexual Harassment (POSH) Policy
Client Data Privacy Policy

Committed to Basics Through Classical JLG Lending Model

CreditAccess® Grameen

Microfinance loans are unsecured. JLG mechanism acts as security/ loan collateral

JLG Benefits:

- ✓ Strong group bonding
- ✓ Mutual support – both financial & emotional
- ✓ Guidance & grievance resolution
- ✓ Building awareness
- ✓ High quality customer – good behaviour & strong credit discipline

Fully aligned with new harmonized guidelines in terms of -

- ✓ Formulation of Board approved policies
- ✓ Process modifications
- ✓ Underwriting changes
- ✓ Technology changes in Core Banking System
- ✓ Training to all the employees

JLG Mechanism allows Multiple Layers of Checks before and after disbursement of loan

Group Formation
- Self-chosen group within 500m radius
- Mutual reliance
- Group: 5-10 members
- Kendra: 2-6 groups
- Digital process to capture KYC & household income details in Tab

Data Entry & CB Check
- Data entry into CBS at RPCs
- KYC verification by RPCs

Comprehensive CB check for all earning family members

Group Confirmation
- 5-days CGT by LO
- Re-interview by BM
- Compulsory house visits
- GRT by AM, ad-hoc verifications, group approval

Kendra Meetings
- Weekly / Fortnightly meetings
- Duration: 30-45 mins
- Act as early warning indicator

Loan Applications
- New LA is captured in Tab
- Subject to group's approval, LA is accepted by the LO for further processing
- First loan IGL only

Loan Evaluation
- Compulsory house visit
- Repayment capacity to be assessed on existing cash flows
- Household income assessment

Loan Sanction & Disbursal
- Loan sanction after complying with max 50% FOIR
- Group's re-confirmation
- Fund transfer to bank a/c
- Passbook/ repayment schedule & pricing fact sheet

Loan Repayment
- Choice of repayment frequency
- Collections updated online on Tab

Loan Utilization
- LUC between 5-10 weeks
- Follow-up LUC in 11-15 weeks
- LUC recorded in passbook and LUC card

Note: CB: Credit Bureau, CBS: Core Banking System, RPC: Regional Processing Center, CGT: Compulsory Group Training, LO: Loan Officer, BM: Branch Manager, AM: Area Manager, LA: Loan Application, LUC: Loan Utilization Check

Focus on Customer Centricity, Loyalty & Retention

CreditAccess® Grameen

"One of the Lowest Cost Organised Financer" - One Stop Shop providing Support to Various Lifecycle Needs of the Customer

One of the lowest lending rates in MFI industry

Diverse product suite:
- Income generation, education, festival, medical, emergency, water, sanitation, home improvement, livelihood improvement, business expansion

Loan size flexibility:
- Ability to borrow as required within assigned credit limit
- Ability to avail multiple loans with flexible size

Repayment flexibility:
- Weekly/ bi-weekly/ monthly repayment options
- Ability to choose repayment frequency based on cash flow cycle
- No pre-payment penalty

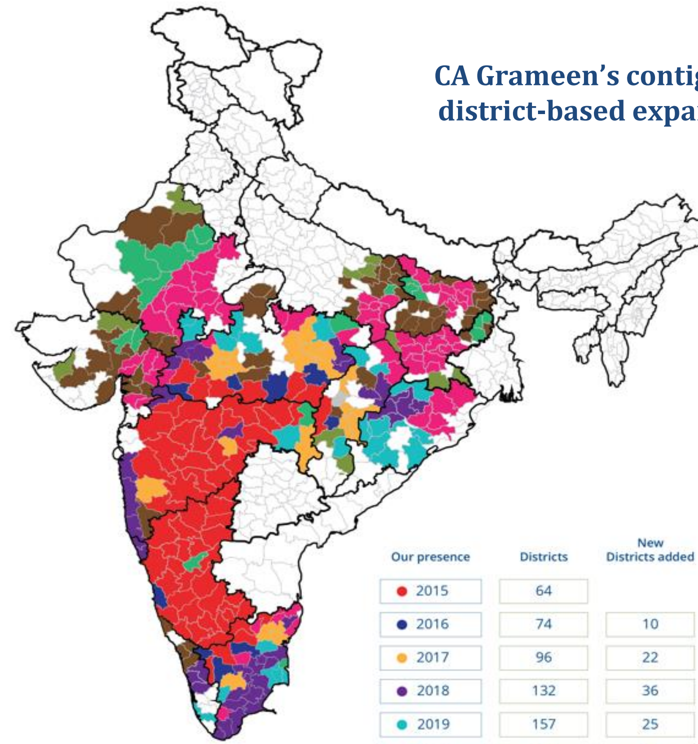
Loan Type	Customer Centric Products	Purpose	Ticket Size (INR)	Tenure (months)
Group	Income Generation Loan (IGL)	Business Investments and Income Enhancement activities	5,000 - 1,00,000	12 – 36
Group	Home Improvement Loan	Water Connections, Sanitation and Home Improvement & Extensions	5,000 - 50,000	12 – 36
Group	Family Welfare Loan	Festival, Medical, Education and Livelihood Improvement	1,000 - 20,000	6 – 12
Group	Emergency Loan	Emergencies	1,000	3
Retail Finance	Retail Finance Loan	Purchase of inventory, machine, assets or for making capital investment in business or business expansion	Up to 5,00,000	6 – 60

High customer satisfaction & borrower retention rate → **Sustainable & Socially Relevant** → **Significant growth from existing customer** → **Lower customer acquisition cost**

Calibrated Expansion Through Contiguous District-Based Approach

- Systematic geography selection based on availability of infrastructure, competition, historical performance trend, social/ economic/ political/ climate risk, growth potential
- Ensures consistent replication of processes/ controls
- Familiarity with demographics/ culture of nearby districts enables effective customer evaluation and better servicing
- Achieving deeper penetration within a particular district within three years of commencement of operations
- Gradual expansion into the next (typically adjoining) district
- Lower exposure to a particular district (99% of districts <=2% of GLP, No single district has > 4% of total GLP)

CA Grameen's contiguous district-based expansion



Our presence	Districts	New Districts added
2015	64	
2016	74	10
2017	96	22
2018	132	36
2019	157	25
2020	230	73
2021	247	17
2022	301	54
3M 2023	312	11

Unique Human Capital, Internal Audit & Risk Controls

CreditAccess® Grameen

Well-Established Operational Structure

Business Heads

↓

Zonal Managers

↓

Regional / Divisional Heads

↓

Area Managers

↓

Branch Managers

↓

Loan Officers

↓

Branches

Sound Understanding of Rural Market

- ~90% of employees are hired fresh from rural communities
- ~50%-60% of employees are from families of active customers

Highly Efficient Workforce

- In-house 2-3 weeks pre-hiring training program
- Compulsory rotation of loan officers annually and branch managers bi-annually for varied job experience and work satisfaction
- Employee incentives delinked from disbursement or collections, and linked to number of customers serviced, quality of service and process adherence
- High employee retention rate

Multi-Pronged Approach For Risk Management

Internal Audit (IA):

- IA frequency – 6 times in a year at branches, 4 times at RO, 4 times at HO
- The entire audit process in automated enabling real-time data analytics
- The Audit Committee of our Board is updated every quarter on significant internal audit observations, compliances, risk management practices and control systems

Quality Control (Business Support):

- Fort-nightly branch visits
- Complements internal audit function by early identification of operational risks
- Branch sanitization, fraud investigation, PAR investigation, support new business expansion

Field Risk Control (FRC):

- FRC adds strength to proactive operational risk management
- FRC complements the field operations supervision, quality control and internal audit function

Continuous Technology Enhancement to Drive Operational Efficiency

CreditAccess Grameen

Ensures Quick And Seamless Delivery of Need Based Financial Products and Services backed by Robust Technology Infrastructure

High touch-high tech delivery model:

- Digitized all customer touchpoints
- Field staff equipped with handheld tabs for managing Kendra meetings & collections
- Automated/ paperless customer on-boarding, faster KYC, and CB checks
- Lower TAT, same day and on-field loan disbursements
- Geotagging of Kendra locations to optimize field visits
- Cashless disbursement / digital repayment options for customers
- Robust CBS to support innovative product features, and enhanced data analytics for anticipating future trends
- Strong tech-enabled internal audit, risk, and control systems to enable real-time field risk monitoring

Future Upgrades & Investments

- Upgradation of CBS to the latest version over the next 18-24 months to enable higher business scalability
- Investment in Enterprise Service Bus and Microservices Architecture will allow us to be more agile and connect seamlessly with external financial and fintech ecosystems
- Enhancement of existing mobility apps including automation of entry through image reading, single platform for all apps
- Extension of workflow capabilities for process automation and more RPA enabled processes for faster processing
- Active exploration of partnerships with fintech players to implement innovative digital solutions
- Investment in zero code platforms and tools leading to faster implementation of new technologies

Integrating Risk Management in Every Operating Process

CreditAccess Grameen

Microfinance is a Collection Business, hence Risk Management is Integral to Core Strategy and Operating Processes

Contiguous District-based Expansion

- Consistent replication of processes/ controls
- Better understanding of social/ economic/ political/ climate risks, historical PAR, competition intensity
- High quality growth

Target Customer Segment

Focus on rural markets:

- Less served, high potential
- Better control & asset quality

Focus on new-to-credit customers:

- Shapes customer behaviour and credit discipline
- Increases loyalty
- Avoids over-leveraging

Customer Due-Diligence

- Self-chosen group formation
- CGT, GRT, house visits
- Comprehensive bureau check for all earning family members help to manage competition and overleveraging

Lending Model

- Responsible loan usage due to flexible products/ repayment options
- Better cash flow management
- Reduced risk of overleveraging

Customer Engagement Model

- More frequent engagement through weekly model
- Early identification of imminent stress
- Better control on collections
- Faster recovery

Employee Incentive Structure

- No incentive to push higher disbursements
- No impact on incentives due to external impact on collections
- Incentivization for process adherence, customer training, customer servicing

Employee Rotation Policy

- Annual rotation of LOs and tri-annual rotation of BMs
- Audit & Quality Control team rotation within the state
- Reduces person dependence and provides multiple checks

Early Risk Recognition and Conservative Provisioning

Strong Parentage of CreditAccess India N.V.

CreditAccess India

Committed to Micro Finance Business

- CreditAccess India N.V. (CAI) specialises in Micro and Small Enterprises financing
- Widely held shareholding base: 253 shareholders
- Olympus ACF Pte Ltd. 15.4%, Asian Development Bank 8.8%, individuals/HNIs/Family Offices 75.8%
- Headquartered in Amsterdam, The Netherlands

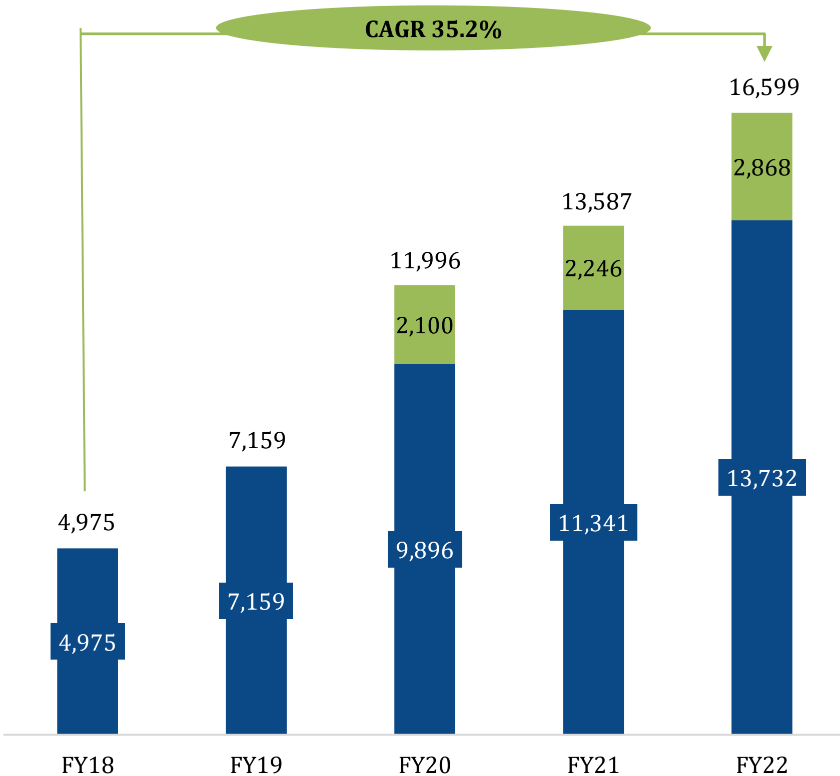
Strong Financial Support

- Invested through multiple rounds of capital funding along with secondary purchases during 2009 to 2017
- Displayed trust in our business model post demonetisation by infusing INR 550 Cr in FY17
- Provides access to global fundraising opportunities leveraging CAI's network and relationships
- Holds 73.82% in CA Grameen, committed to holding up to the regulatory requirement in future

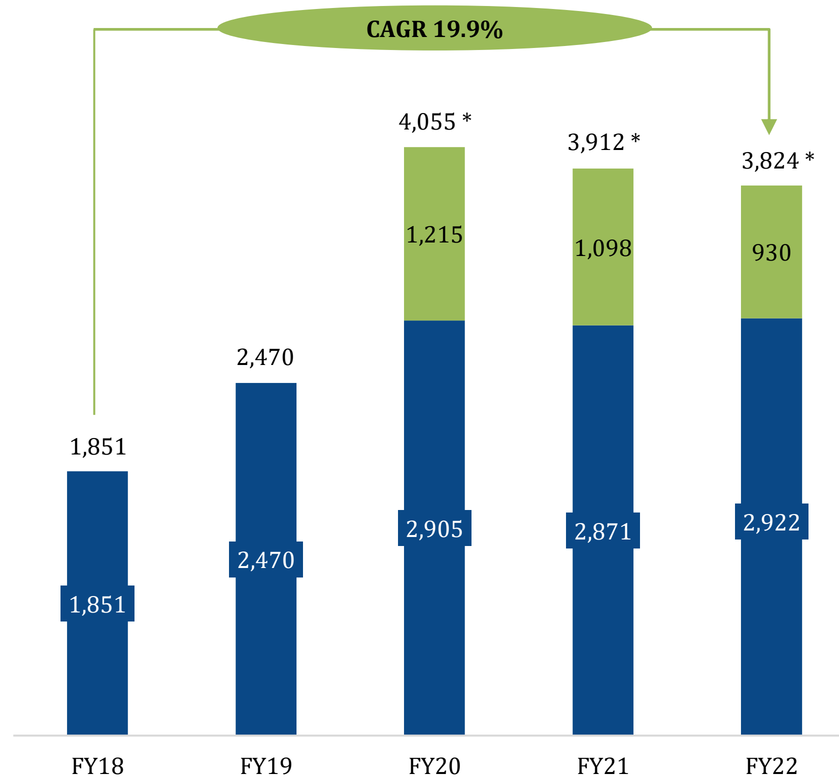
Past Five Years Performance Track Record (1/3)

CreditAccess Grameen

Gross Loan Portfolio (GLP) (INR Cr)



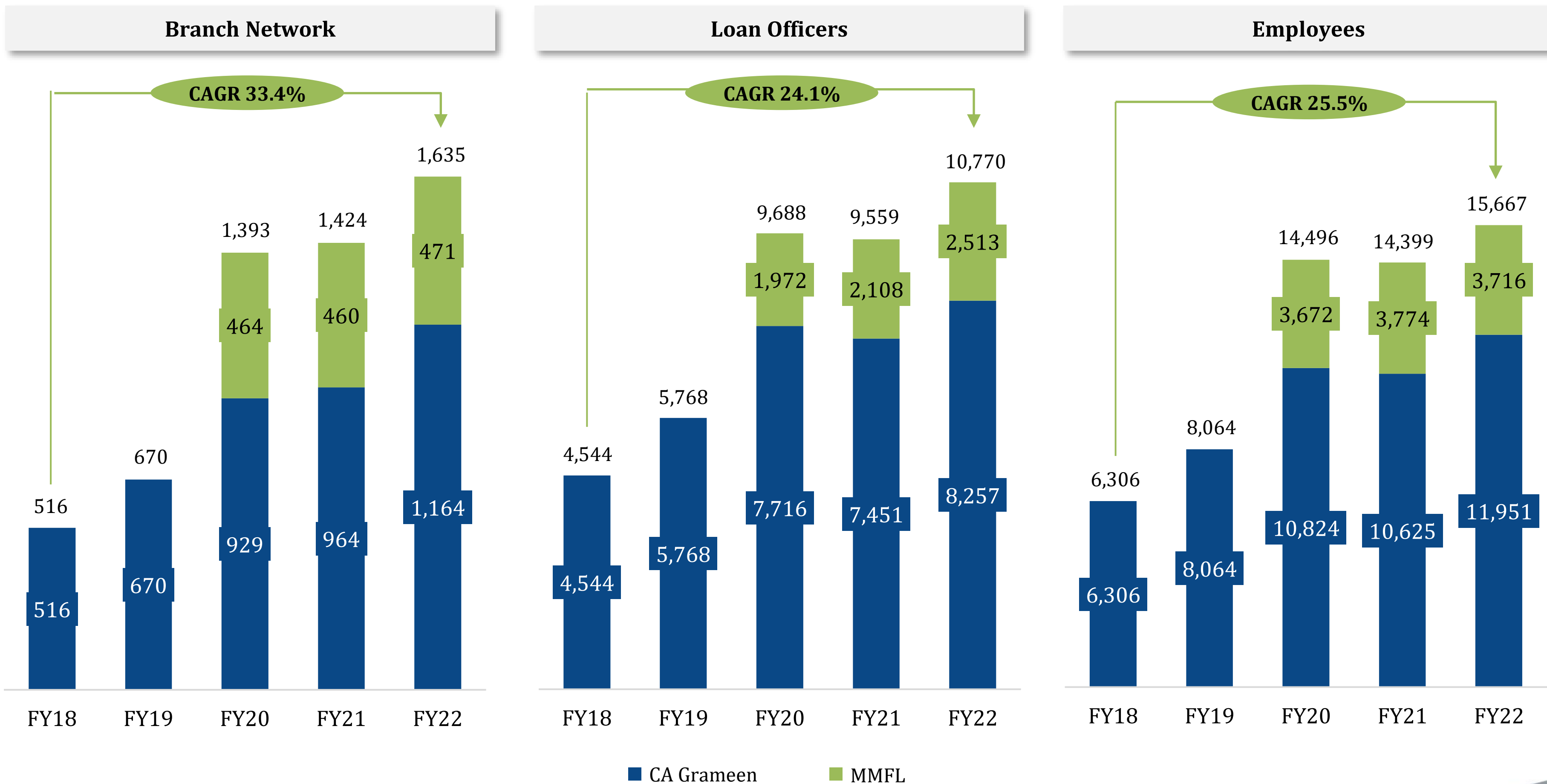
Active Borrowers ('000)



* Excluding Common Borrowers

■ CA Grameen ■ MMFL

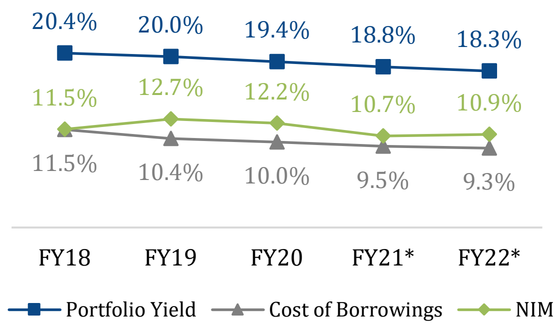
Past Five Years Performance Track Record (2/3)



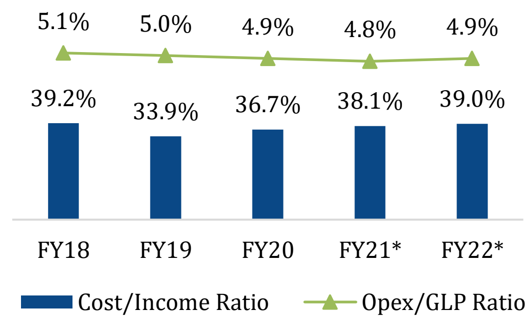
Past Five Years Performance Track Record (3/3)

Note: Refer Annexure for definition of key ratios

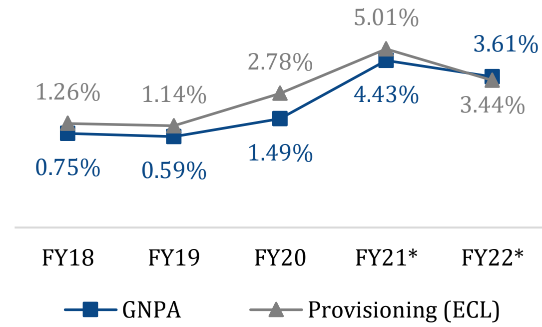
Margin Analysis (%)



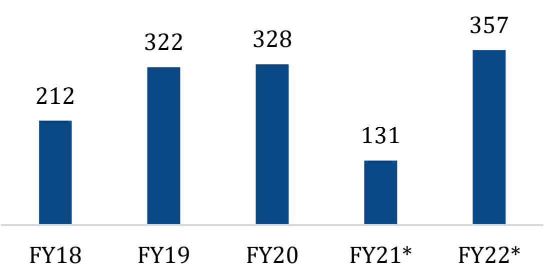
Operating Efficiency (%)



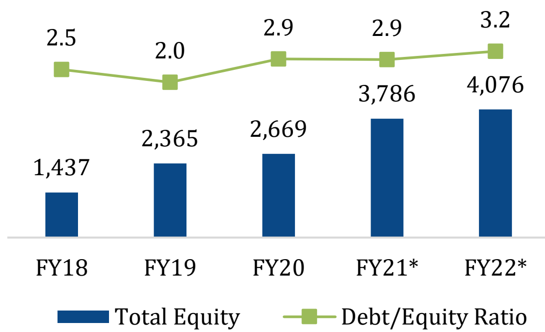
Asset Quality (%)



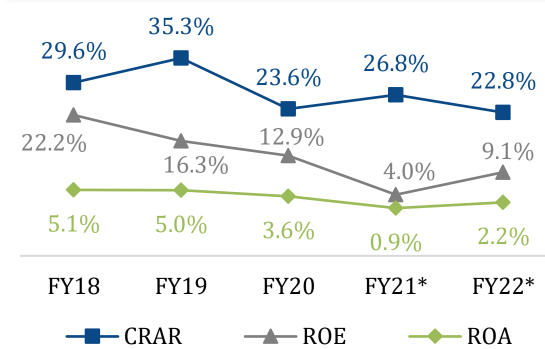
PAT (INR Cr)



Total Equity (INR Cr) & Debt/Equity Ratio



Return Ratios & Capital Adequacy (%)



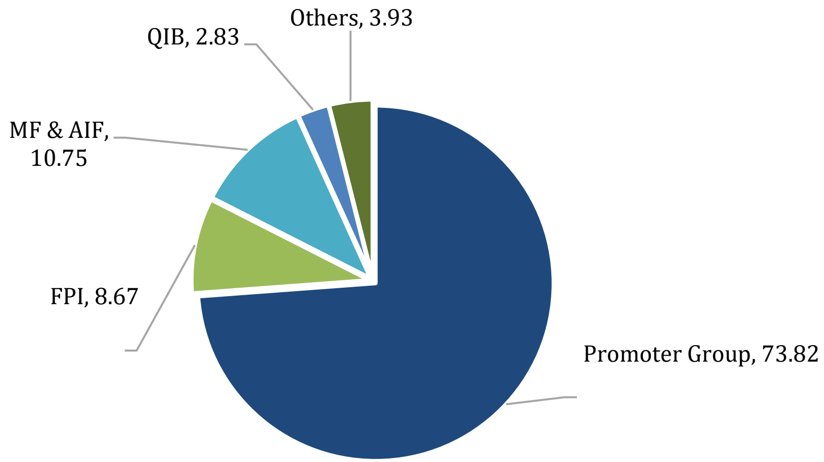
*Consolidated Figures

Discussion Summary

- Key Business Updates
- Consolidated Results Overview
- CA Grameen: Financial & Operational Metrics
- MMFL: Financial & Operational Metrics
- Investment Rationale
- **Annexure**

Shareholding Structure

Shareholding Pattern – June 2022



Top 10 Institutional Investors – June 2022
Eastspring Investments
Government Pension Fund Global
ICICI Prudential Life Insurance Company
Nippon MF
SBI MF
T Rowe Price
Taiyo Pacific Partners
Tata AIA Life Insurance
UTI Mutual Fund
Vanguard

Key Ratios: Definitions

1. Portfolio Yield = (Interest on loans – processing fees + Income from securitisation)/ Avg. quarterly on-book loans
2. Cost of Borrowings / Weighted Avg. COB = (Borrowing cost – finance lease charges) / Daily average borrowings
3. Marginal COB = (Borrowings availed during the period * interest rate + processing fees and other charges) / Borrowings availed during the period
4. NIM = (NII – processing fees, interest on deposits, income from direct assignment + finance lease charges) / Avg. quarterly on-book loans
5. Cost/Income Ratio = Operating cost / Total Net Income
6. Opex/GLP Ratio = Operating cost / Avg. quarterly GLP
7. ROA = PAT/Avg. Quarterly Total Assets (including direct assignment) (Annualized), ROE = PAT/Avg. Quarterly Total Equity (Annualized)
8. Debt = Debt Securities + Borrowings (other than debt securities) + Subordinated Liabilities
9. GNPA = Stage III exposure at default / (Sum of exposure at default of Stage I + Stage II + Stage III)
10. NNPA = (Stage III exposure at default – Stage III ECL) / (Sum of exposure at default of Stage I + Stage II + Stage III – Stage III ECL)

CreditAccess®
Grameen

Great Place To Work®
Certified
FEB 2022–JAN 2023
INDIA

For Further Queries:

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