

May 31, 2020

BSE Limited

Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai 400001
Scrip code: **541770**

National Stock Exchange of India Limited

The Exchange Plaza
Bandra Kurla Complex Bandra (East)
Mumbai 400051
Scrip code: **CREDITACC**

Dear Sir/Madam,

Subject: Intimation of Investor Presentation

Further to our Intimation dated May 28 and May 30, 2020 regarding Earning Conference Call, we hereby enclose the Investor Presentation for Quarter and Year ended March 2020.

Thanking you,

Yours sincerely,

For CreditAccess Grameen Limited

M J Mahadev Prakash
Head - Compliance, Legal & Company Secretary
Membership No: A16350

Our Financial Products



The journey of transforming lives



CreditAccess Grameen Limited
Q4 & FY20 Investor Presentation
May 2020

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Consolidated Overview

COVID-19: Impact, Response & Outlook

CAGL: Financial & Operational Metrics

MMFL: Financial & Operational Metrics

Business Overview

Annexure



Q4 & FY20: Consolidated P&L Statement (PPOP up 24.7%)

- The company achieved a major milestone on 18th March 2020 by successfully completing the first step of the merger with Madura Micro Finance Limited ('MMFL'). The company has completed the purchase of 76.08% stake in MMFL by paying INR 661.2 Cr.
- Accordingly, the consolidated P&L as on 31st March 2020, includes MMFL's profit only from 18th March 2020 to 31st March 2020

Profit & Loss Statement (INR Cr)	Q4 FY20	Q4 FY19	YoY%	FY20	FY19	YoY%
Interest income	470.6	312.4	50.6%	1,633.4	1,218.3	34.1%
- Interest on Loans	466.6	297.8	56.7%	1,604.0	1,156.1	38.7%
- Income from Securitisation	1.4	11.6	-87.9%	23.1	55.2	-58.3%
- Interest on Deposits with Banks and FIs	2.6	3.0	-15.2%	6.3	7.0	-9.3%
Income from Direct Assignment	0.0	17.5	-100.0%	41.3	46.0	-10.2%
Finance Cost on Borrowings	173.3	99.5	74.1%	570.9	398.7	43.2%
Cost on Financial Liability towards Securitisation	1.7	3.2	-47.7%	9.1	18.1	-49.7%
Net Interest Income	295.6	227.2	30.1%	1,094.7	847.6	29.2%
Non-interest Income & Other Income	11.6	6.5	78.4%	30.7	19.0	61.8%
Total Net Income	307.2	233.7	31.4%	1,125.5	866.6	29.9%
Employee Expenses	70.6	50.0	41.2%	262.0	186.1	40.8%
Other Expenses	36.1	30.2	19.5%	129.0	100.1	28.8%
Depreciation, Amortisation & Impairment	5.8	2.0	183.6%	20.4	7.8	161.4%
Pre-Provision Operating Profit (Excl. Merger Expenses)	194.7	151.5	28.5%	714.1	572.6	24.7%
CAGL-MMFL Merger - Transaction Costs	15.2	-	-	15.2	0.0	-
Pre-Provision Operating Profit	179.5	151.5	18.5%	698.9	572.6	22.1%
Impairment of Financial Instruments	56.1	33.9	65.6%	154.4	74.9	106.3%
Additional Provisions – COVID-19 Impact in FY21	82.9	-	-	82.9	0.0	-
Profit Before Tax	40.5	117.6	-65.5%	461.6	497.7	-7.3%
Total Tax Expense	9.7	41.3	-76.4%	126.1	176.0	-28.3%
Profit After Tax before Minority Interest	30.8	76.3	-59.7%	335.5	321.8	4.3%
Minority Interest	1.9	-	-	1.9	-	-
Profit After Tax After Minority Interest	28.8	76.3	-62.2%	333.6	321.8	3.7%

Q4 & FY20: Consolidated Balance Sheet (Assets up 71.1%)

Balance Sheet (INR Cr)	FY20	FY19	YoY%
Cash & Other Bank Balances	717.6	615.5	16.6%
Loans			
- Balance sheet assets (Net of Impairment Loss Allowance) ¹	11,004.3	6,404.2	71.8%
- Securitised assets	94.6	198.6	-52.4%
Property, plant and equipment	31.7	18.7	69.1%
Intangible assets ²	175.5	8.4	-
Goodwill ³	317.6	-	-
Right to use assets	54.6	0.0	-
Other Financial & Non-Financial Assets	193.7	111.7	73.5%
Total Assets	12,589.6	7,357.1	71.1%
Debt Securities	775.7	556.2	39.5%
Borrowings (other than debt securities)	8,580.0	4,114.5	108.5%
Subordinated Liabilities	103.0	37.1	177.9%
Financial liability towards Portfolio securitised	81.0	158.8	-49.0%
Lease liabilities	62.2	0.0	-
Other Financial & Non-financial Liabilities	144.6	125.5	15.2%
Total Equity	2,734.2	2,365.1	15.6%
Minority Interest	108.9	-	-
Total Liabilities and Equity	12,589.6	7,357.1	71.1%

1) Includes additional ECL provisions of INR 93.1 Cr on account of COVID-19 impact in FY21

2) Includes INR 162.8 Cr customer acquisition value

3) Goodwill comprises of distribution footprint, platform (technology / software), potential growth in the business, etc

Q4 & FY20: Accounting Impact of Business Combination

As on Acquisition Date (INR Cr)	18th March 2020	Acquisition Date	% Stake	Amount (INR Cr)
MMFL Total Equity	393.2	18th March 2020	75.64%	657.4
Less: Statutory Reserve	60.5	31st March 2020	0.44%	3.8
Book Value of Net Assets Acquired	332.7	Total	76.08%	661.2
Add: Fair Value of Customer Relationship	162.8	Included in Total Equity in Consolidated Balance Sheet		
Less: Fair Value Adjustments (Loans, Borrowings, Contingent Liabilities)	7.0	Included in Intangible Assets in Consolidated Balance Sheet		
Less: Deferred Tax Liability @ 25.17%	39.2			
Fair Value of Net Assets Acquired (A)	449.3			
Less: Fair Value of Non Controlling Interest (NCI) - 24.36% * (A)	109.0	Separately accounted in Consolidated Balance Sheet		
Fair Value of Net Assets Acquired - 75.64% Stake (B)	339.8			
Purchase Consideration - Acquisition of 75.64% Stake in MMFL (C)	657.4			
Goodwill (C - B)	317.6	Separately accounted in Consolidated Balance Sheet		

As on 18th March 2020 = INR 109.0 Cr
 As on 31st March = INR 108.9 Cr
 (INR 109.0 Cr - 0.44% * (A) + INR 1.9 Cr Profit (NCI))

Q4 & FY20: Consolidated Proforma Financial Highlights

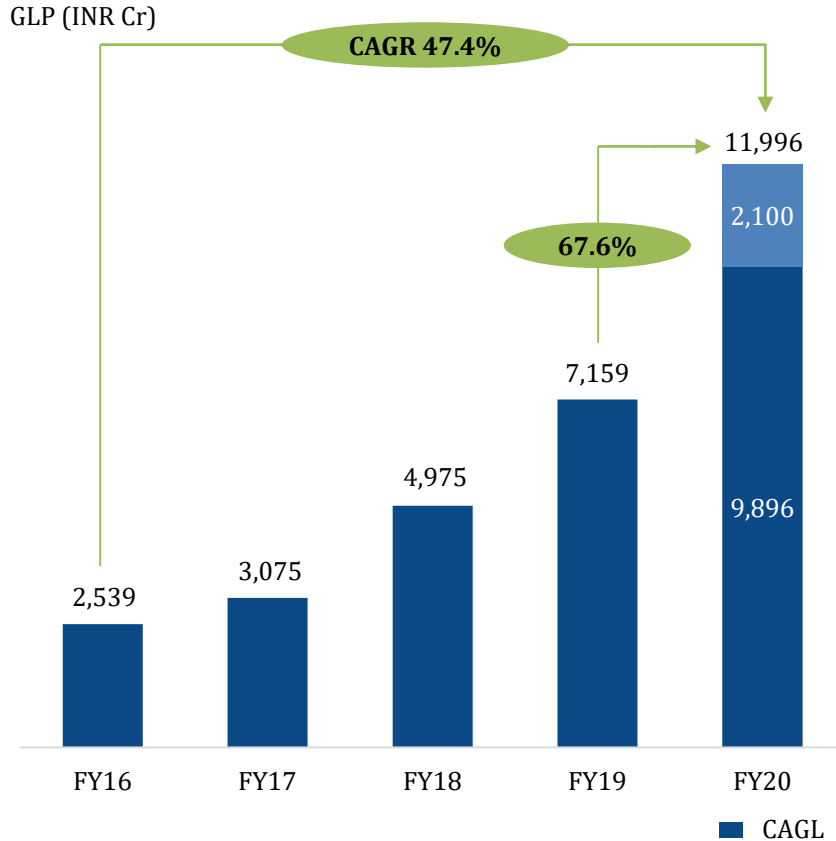
The FY20 consolidated P&L statement includes MMFL's profit only from 18th March 2020 to 31st March 2020.

Below proforma financial highlights are calculated by factoring 100% consolidation of MMFL's profit in FY20.

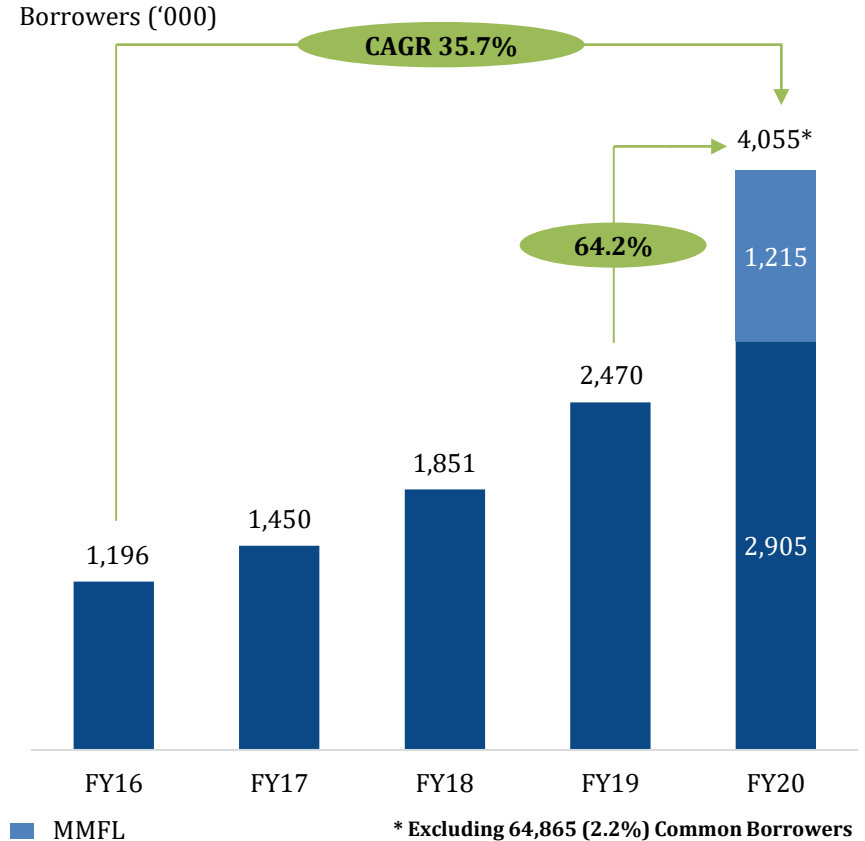
Particulars (INR Cr)	FY20 (CAGL+ MMFL)	FY19 (CAGL)	YoY %
Gross Loan Portfolio (GLP)	11,996	7,159	67.6%
Net Interest Income	1,355.7	847.6	59.9%
Pre-Provision Operating Profit (Excl. Merger Expenses)	874.7	572.6	52.8%
Impairment of Financial Instruments	203.1	74.9	171.3%
Additional Provisions – COVID-19 Impact in FY21	93.1	-	-
Profit Before Tax (PBT)	557.3	497.7	12.0%
Profit After Tax (PAT)	407.2	321.8	26.5%
Adjusted PAT (Excl. Merger Expenses & COVID-19 provisions)	490.6	321.8	52.5%
ROA	3.5%	5.0%	
Adjusted ROA (Excl. Merger Expenses & COVID-19 provisions)	4.2%	5.0%	
D/E	3.3	2.0	
ROE	15.3%	16.3%	
Adjusted ROE (Excl. Merger Expenses & COVID-19 provisions)	18.4%	16.3%	

Q4 & FY20: Leading MFI with Expanded Scale & Footprint (1/2)

Strengthened Leadership Position with ~ INR 12,000 Cr Portfolio

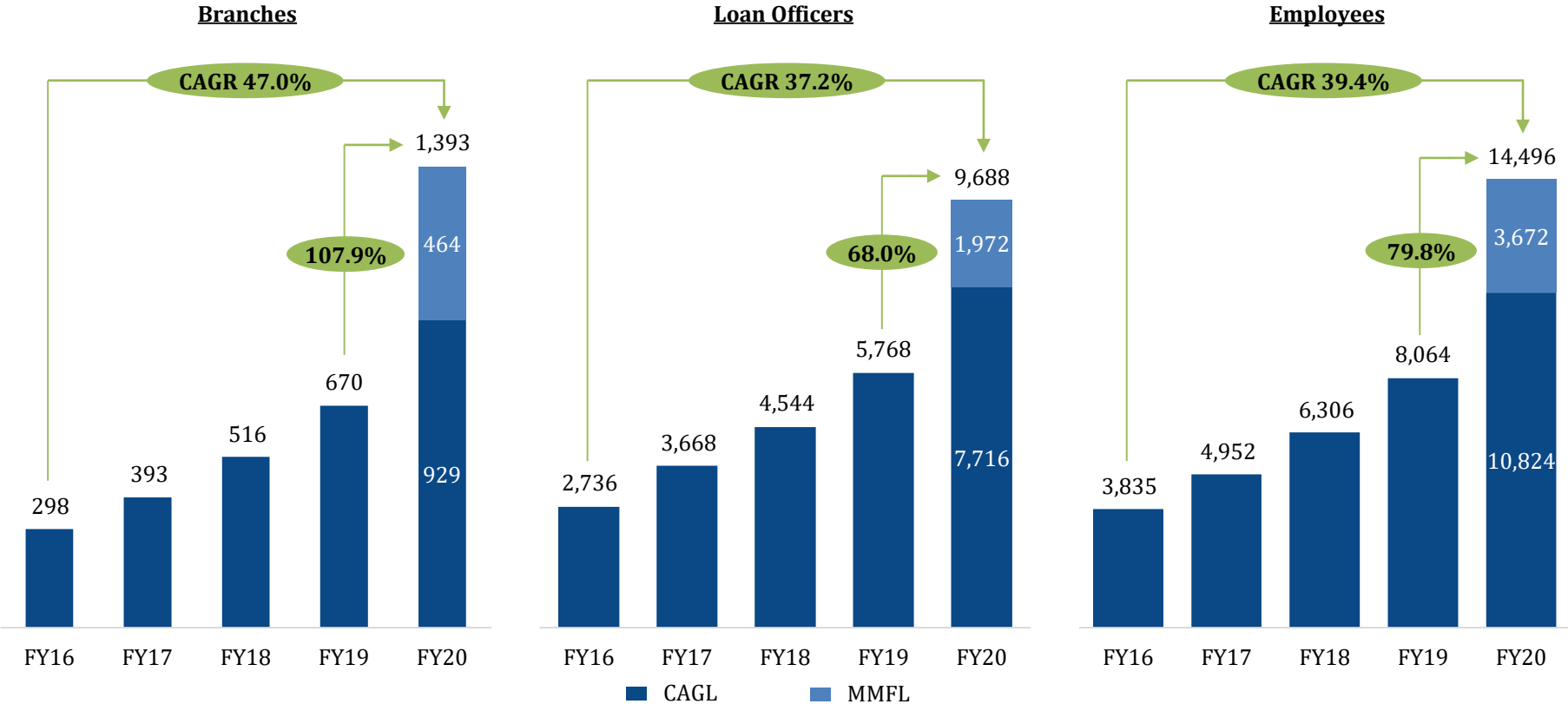


Augmented Borrower Base of over 4.0 Mn



Q4 & FY20: Leading MFI with Expanded Scale & Footprint (2/2)

Expanded Branch Network & Human Infrastructure to Drive Future Growth



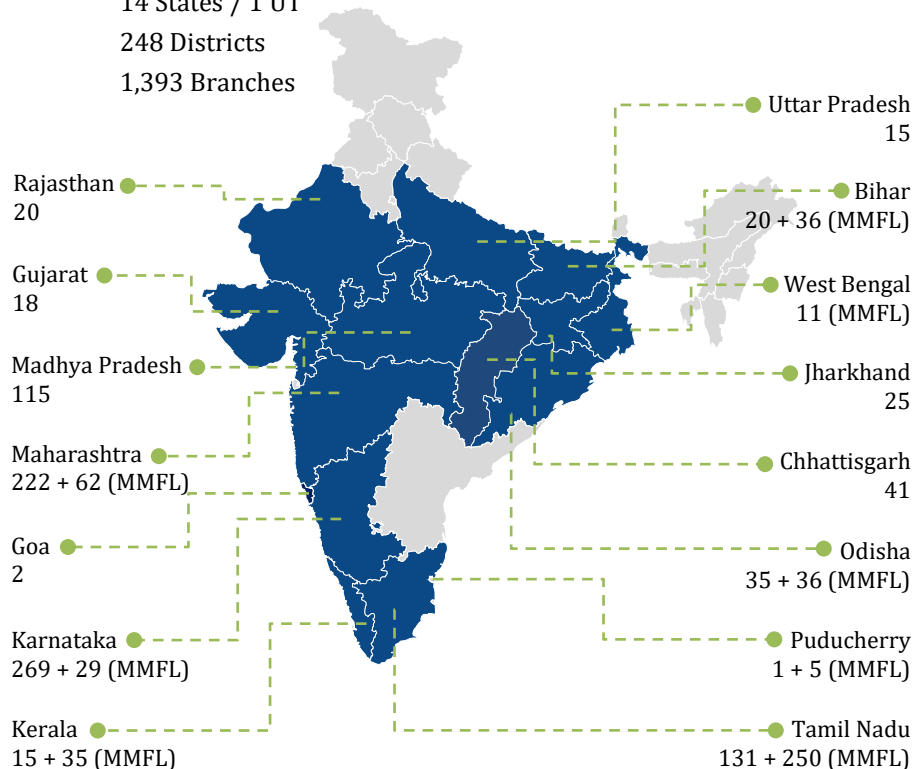
Q4 & FY20: Geographic Diversification And Deeper Presence

Our Presence

14 States / 1 UT

248 Districts

1,393 Branches



Branch Network	FY19 CAGL	FY19 % Share	FY20 CAGL + MMFL	FY20 % Share
Karnataka	226	33.7%	298	21.4%
Maharashtra	176	26.3%	284	20.4%
Tamil Nadu	107	16.0%	381	27.4%
Madhya Pradesh	90	13.4%	115	8.3%
Other States & UTs	71	10.6%	315	22.6%
Total	670	100.0%	1,393	100.0%

Borrowers ('000)	FY19 CAGL	FY19 % Share	FY20 CAGL + MMFL	FY20 % Share
Karnataka	1,135	46.0%	1,261	31.1%
Maharashtra	692	28.0%	904	22.3%
Tamil Nadu	275	11.1%	1,113	27.5%
Madhya Pradesh	256	10.4%	323	8.0%
Other States & UTs	112	4.5%	454	11.1%
Total	2,470	100.0%	4,055*	100.0%

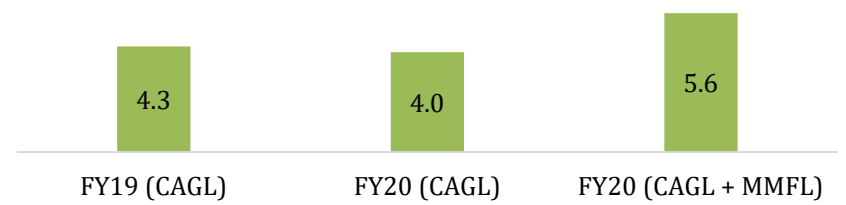
GLP (INR Cr)	FY19 CAGL	FY19 % Share	FY20 CAGL + MMFL	FY20 % Share
Karnataka	3,762	52.6%	4,802	40.0%
Maharashtra	1,845	25.8%	2,897	24.1%
Tamil Nadu	746	10.4%	2,389	19.9%
Madhya Pradesh	547	7.6%	914	7.6%
Other States & UTs	258	3.6%	994	8.3%
Total	7,159	100.0%	11,996	100.0%

* Excluding 64,865 (2.2%) Common Borrowers

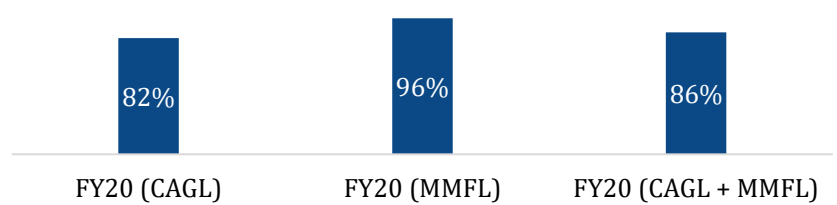
Q4 & FY20: Comfortable District Wise Exposure

FY20 CAGL Districts
230
+
FY20 MMFL Districts
95
-
Common Districts
77
=
FY20 Combined Presence
Districts: 248

Higher District Penetration: Branches Per District



Higher Proportion of Rural Borrowers



97% Districts with <2% Exposure Vs. 94% in Prior Year

GLP Exposure of Districts (% of GLP)	Q4 FY19 (CAGL)		Q4 FY20 (CAGL + MMFL)	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	105	67%	186	75%
0.5% - 1%	19	12%	28	11%
1% - 2%	23	15%	27	11%
2% - 4%	8	5%	7	3%
> 4%	2	1%	0	0%
Total	157	100%	248	100%

Share of Top 10 Districts at 24% Vs. 32% in Prior Year

District in terms of GLP	Q4 FY19 (CAGL)	Q4 FY20 (CAGL + MMFL)
	% of Total GLP	% of Total GLP
Top 1	5%	4%
Top 3	13%	10%
Top 5	20%	15%
Top 10	32%	24%
Other	68%	76%

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Gradual Resumption of Business Operations

23rd March – 19th April 2020

20th April – 3rd May 2020

4th May 2020 – Till Date

Field Operations

- Temporary suspension of branch and field operations (national lockdown)
- Moratorium granted to all customers for payments between 1st March to 31st May (as per RBI guidelines issued on 27th March 2020)

- 74% branches opened in compliance with MHA guidelines and local administration regulation
- Branches operating with 1/3rd staff
- Branch audit, branch sanitization, backend preparedness

- 98% branches opened with ~90% staff
- HO/RO started functioning
- Resumption of field visits/meetings with customers
- Customers can opt for extended moratorium (as per RBI guidelines issued on 22nd May 2020)
- Positive feedback from customers, inclined to resume repayment to avoid increased interest cost

BCP & Customer Connect

- Implementation of 'work-from-home' for all the employees at head office and regional / divisional offices
- Necessary IT system arrangements to allow seamless remote operations
- Maintaining regular customer connect, regular awareness calls to centre / group leaders through Central Operations Team
- Regular audio messages (daily series) on COVID-19 sent to customers

CSR Initiatives

- Board approval of INR 5.0 Cr funds under CSR for COVID-19 support
- Various initiatives taken like distribution of essentials /groceries to front line workers in our customer communities, preventive and safety medical kits to front line workers, police etc.. in our operational geographies
- As on 29th May 2020, 2024 grocery kits, 1297 Health Kits, 115 PPE Kits and 32 Thermal Scanners were distributed

Proactive Support Through CSR Initiatives

Distribution of Medical Kits to Police Stations



Distribution of Groceries to Municipal Workers



Distribution of Medical Kits to Municipal / Asha Workers



Well-positioned for Faster Recovery Post Lockdown Release

Deep Rural Presence

Resilient Borrower Base

Proven Business Model

Well-positioned to Demonstrate Faster Recovery

~98% Branches are fully operational with ~90% work-force

GLP (INR Cr)	CAGL	MMFL	Total	Ability to Conduct MFI Operations
Green Zone	30%	0%	25%	Allowed to conduct normal operations (except for the containment / quarantined areas)
Orange Zone	48%	32%	45%	
Red Zone	22%	68%	30%	
Total	9,896	2,100	11,996	

Resilient Borrower Base:

- ✓ **Predominantly rural customers** (CAGL - 82%, MMFL - 96%)
- ✓ **Proven resilience of rural markets** to external disturbances (droughts, floods, cyclones, crop failures, demonetisation etc.)
- ✓ **No exposure to migrant population** in urban locations
- ✓ ~70% of combined portfolio in **Green & Orange Zones** (ability to recover at a quicker pace)
- ✓ >80% of customers engaged in **essential activities**, facing limited impact of lockdown
- ✓ Significant relaxation for movement of people, economic activities in green and orange zones
- ✓ **Relief measures from Government** to aid the poor / low income households (our customer base)

Proven Business Model:

- ✓ **Robust operating** model focused on rural markets
- ✓ **Extensive customer engagement** (weekly centre meetings)
- ✓ **Unique customer centric approach**, high borrower retention (~85%)
- ✓ **Strong customer relationships** (~40-45% new-to-credit, ~35-40% unique, ~75% more than 1 year)
- ✓ **Experienced management team** (stable for last 8-10 years) and **seasoned senior field staff** (>5 years) having successfully navigated through multiple business challenges
- ✓ **Proven execution capabilities** in handling external disturbances
- ✓ **Market Leadership position** and **strong balance sheet**

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FY20: Standalone Performance Highlights

GLP
INR 9,896 Cr
(+38.2% YoY)

Disbursements
INR 10,389 Cr
(+26.4% YoY)

NIM
12.1%

Weighted Avg. COB
9.9%

Cost/Income Ratio
36.6%

Opex/GLP Ratio
4.9%

Capital Adequacy Ratio
23.6%

Tier 1 Ratio
22.3%

ROA
3.6%

ROE
12.9%

PAT
INR 328 Cr (+1.8% YoY)

Adj. PAT *
INR 399 Cr (+23.9%)

Total Equity
INR 2,669 Cr

D/E Ratio
2.9x

GNPA 1.57%
(60+ dpd)

Provisioning 2.86%#

NNPA 0.00%

Branches 929
(+38.7% YoY)

Employees 10,824
(+34.2% YoY)

Active Borrowers
29.05 Lakh
(+17.6%)

Completed 76.08%
Acquisition of Madura
Micro Finance Ltd
(MMFL)

* PAT adjusted excluding INR 15.2 Cr of merger transaction related expenses and INR 82.9 Cr of additional provisions on account of COVID-19 impact in FY21

Includes additional 0.87% (INR 82.9 Cr) on account of COVID-19 impact in FY21



CreditAccess Grameen Limited

For inspiring trust among your people, instilling pride in them, creating an environment that promotes camaraderie, and delivering a great workplace experience for all your employees that makes your organization one among
India's 25 Best Workplaces in BFSI - 2020



Prasenjit Bhattacharya
Chief Executive Officer
Great Place to Work® Institute India

CreditAccess Grameen certified as 'Great Place to Work' and ranked among 'Top 25 - India's Best Workplaces in BFSI 2020'



CreditAccess Grameen awarded with the 'Outstanding Contribution to Rural Entrepreneurship and Empowerment' at the second edition of CNBC-AWAAZ CEO Awards

Q4 & FY20: CAGL Standalone P&L Statement (PPOP up 23.1%)

Profit & Loss Statement (INR Cr)	Q4 FY20	Q4 FY19	YoY%	Q3 FY20	QoQ%	FY20	FY19	YoY%
Interest income	454.4	312.4	45.4%	416.7	9.0%	1,617.2	1,218.3	32.7%
- Interest on Loans	451.4	297.8	51.6%	411.7	9.6%	1,588.8	1,156.1	37.4%
- Income from Securitisation	0.6	11.6	-94.8%	3.3	-81.8%	22.3	55.2	-59.7%
- Interest on Deposits with Banks and FIs	2.4	3.0	-21.6%	1.7	38.1%	6.1	7.0	-12.1%
Income from Direct Assignment	0.0	17.5	-100.0%	30.1	-100.0%	41.3	46.0	-10.2%
Finance Cost on Borrowings	166.3	99.5	67.1%	145.4	14.3%	563.9	398.7	41.4%
Cost on Financial Liability towards Securitisation	1.4	3.2	-57.5%	0.4	204.3%	8.8	18.1	-51.4%
Net Interest Income	286.7	227.2	26.2%	300.9	-4.7%	1,085.9	847.6	28.1%
Non-interest Income & Other Income	6.7	6.5	2.7%	6.8	-1.9%	25.8	19.0	36.0%
Total Net Income	293.4	233.7	25.5%	307.7	-4.6%	1,111.7	866.6	28.3%
Employee Expenses	68.2	50.0	36.4%	67.4	1.1%	259.6	186.1	39.6%
Other Expenses	34.4	30.2	14.0%	34.5	-0.3%	127.3	100.1	27.2%
Depreciation, Amortisation & Impairment	5.1	2.0	147.9%	5.1	-0.4%	19.6	7.8	152.1%
Pre-Provision Operating Profit (Excl. Merger Expenses)	185.7	151.5	22.6%	200.6	-7.4%	705.1	572.6	23.1%
CAGL-MMFL Merger – Transaction Costs	15.2	-	-	0.0	-	15.2	0.0	-
Pre-Provision Operating Profit	170.5	151.5	12.6%	200.6	-15.0%	689.9	572.6	20.5%
Impairment of Financial Instruments	57.8	33.9	70.6%	54.7	5.7%	156.1	74.9	108.6%
Additional Provisions – COVID-19 Impact in FY21	82.9	-	-	0.0	-	82.9	0.0	-
Profit Before Tax	29.8	117.6	-74.6%	145.9	-79.6%	450.9	497.7	-9.4%
Total Tax Expense	7.0	41.3	-83.0%	37.9	-81.5%	123.4	176.0	-29.9%
Profit After Tax	22.8	76.3	-70.1%	108.0	-78.9%	327.5	321.8	1.8%
Key Ratios ¹	Q4 FY20	Q4 FY19		Q3 FY20		FY20	FY19	
Portfolio Yield	19.6%	18.6%		19.7%		19.4%	20.0%	
Cost of Borrowings	9.6%	9.9%		10.0%		9.9%	10.4%	
NIM	12.0%	12.0%		12.4%		12.1%	12.7%	
Cost/Income Ratio	36.7%	35.2%		34.8%		36.6%	33.9%	
Opex/GLP Ratio	4.6%	5.0%		5.1%		4.9%	5.0%	

1) Refer Annexure for definition of key ratios

Q4 & FY20: CAGL Standalone Balance Sheet (Assets up 44.9%)

Balance Sheet (INR Cr)	Q4 FY20	Q4 FY19	YoY%	Q3 FY20	QoQ%	FY20	FY19
Cash & Other Bank Balances	580.4	615.5	-5.7%	974.2	-40.4%	580.4	615.5
Loans							
- Balance sheet assets (Net of Impairment Loss Allowance)	9,172.6	6,404.2	43.2%	8,101.5	13.2%	9,172.6	6,404.2
- Securitised assets	0.0	198.6	-100.0%	11.2	-100.0%	0.0	198.6
Property, plant and equipment	24.2	18.7	29.1%	24.4	-0.8%	24.2	18.7
Intangible assets	12.3	8.4	47.5%	12.9	-4.3%	12.3	8.4
Right to use assets	52.9	0.0	-	54.9	-3.6%	52.9	0.0
Other Financial & Non-Financial Assets	157.9	111.7	41.4%	154.4	2.2%	157.9	111.7
Investment in MMFL	661.2	0.0	-	0.0	-	661.2	0.0
Total Assets	10,661.7	7,357.1	44.9%	9,333.4	14.2%	10,661.7	7,357.1
Debt Securities	638.2	556.2	14.7%	584.0	9.3%	638.2	556.2
Borrowings (other than debt securities)	7,159.4	4,114.5	74.0%	5,822.6	23.0%	7,159.4	4,114.5
Subordinated Liabilities	25.0	37.1	-32.6%	25.0	0.0%	25.0	37.1
Financial liability towards Portfolio securitised	0.0	158.8	-100.0%	7.4	-100.0%	0.0	158.8
Lease liabilities	60.1	0.0	-	59.9	0.4%	60.1	0.0
Other Financial & Non-financial Liabilities	109.9	125.5	-12.4%	166.8	-34.1%	109.9	125.5
Total Equity	2,669.1	2,365.1	12.9%	2,667.7	0.1%	2,669.1	2,365.1
Total Liabilities and Equity	10,661.7	7,357.1	44.9%	9,333.4	14.2%	10,661.7	7,357.1
Key Ratios ¹	Q4 FY20	Q4 FY19		Q3 FY20		FY20	FY19
ROA	0.9%	4.1%		4.6%		3.6%	5.0%
D/E	2.9	2.0		2.4		2.9	2.0
ROE	3.4%	13.1%		16.5%		12.9%	16.3%
GNPA (60+ dpd)	1.57%	0.61%		0.85%		1.57%	0.61%
Provisioning ²	2.86%	1.17%		1.61%		2.86%	1.17%
NNPA	0.00%	0.00%		0.00%		0.00%	0.00%

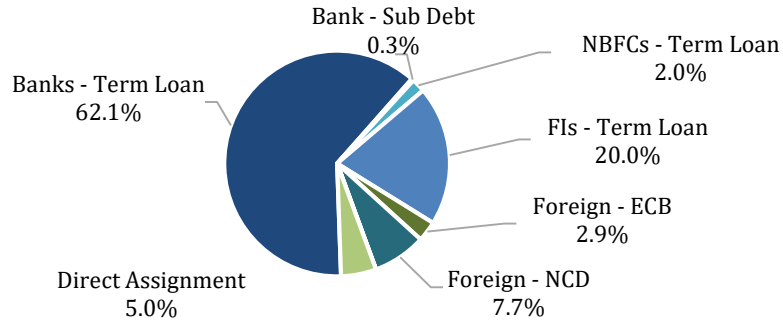
1) Refer Annexure for definition of key ratios

2) Provisioning including management overlay and 0.87% (INR 82.9 Cr) additional provisions to account for COVID-19 impact in FY21

Asset Quality & Provisioning

- PAR 30 – 1.70% in Q4 FY20 vs. 1.63% in Q3 FY20
- PAR 60 (GNPA) – 1.57% in Q4 FY20 vs. 0.85% in Q3 FY20
- PAR 90 – 1.23% in Q4 FY20 vs. 0.61% in Q3 FY20
- ECL - INR 273.7 Cr (2.86%) in Q4 FY20 vs. INR 134.4 Cr (1.61%) in Q3 FY20
 - Above ECL includes additional provision of INR 82.9 Cr (0.87%) to account for COVID-19 impact in FY21
- **Total credit cost of Rs 140.7 Cr in Q4 FY20**
 - **INR 36.4 Cr on account of normal business growth**
 - **INR 21.4 Cr on account of –**
 - Impact of external interference in two districts in coastal Karnataka in Q3 FY20, and floods in south Maharashtra and north Karnataka in Q2 FY20
 - **INR 82.9 Cr additional provisions to account for COVID-19 impact in FY21**

Liability Mix - Institution / Instrument Wise (%)

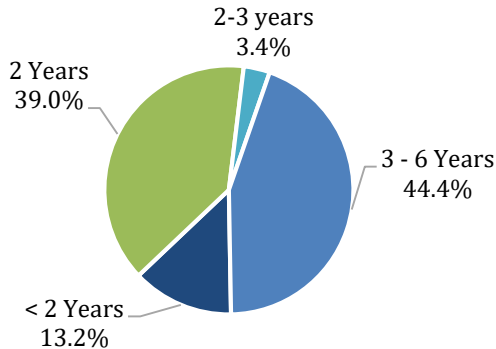


Note: O/S Direct Assignment (Sold Portion) - INR 413.1 Cr

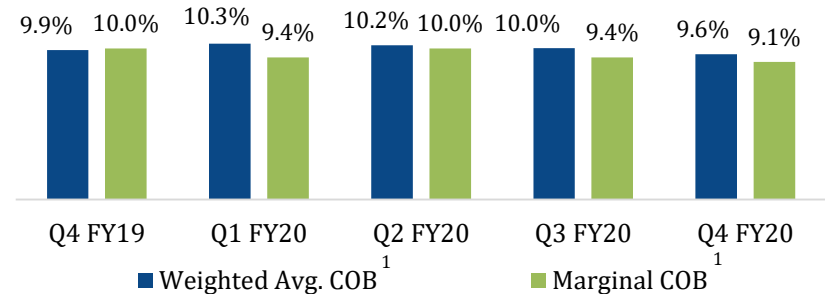
Focus on dynamic liability management

- Focus on long-term funding with a mix of domestic & foreign sources
- Target to meet funding requirement through foreign/long term sources over medium term
- Diverse lenders' base:
 - 28 Commercial Banks, 2 Financial Institutions, 7 Foreign Institutional Investors, 3 NBFCs
- Strong parentage of CreditAccess Asia providing access to diverse global lender base

Liability Mix - Tenure Wise (%)



Cost of Borrowing (%)



1) Refer Annexure for definition

Q4 FY20: Stable Liquidity / ALM Position Backed by Continued Support from Lenders

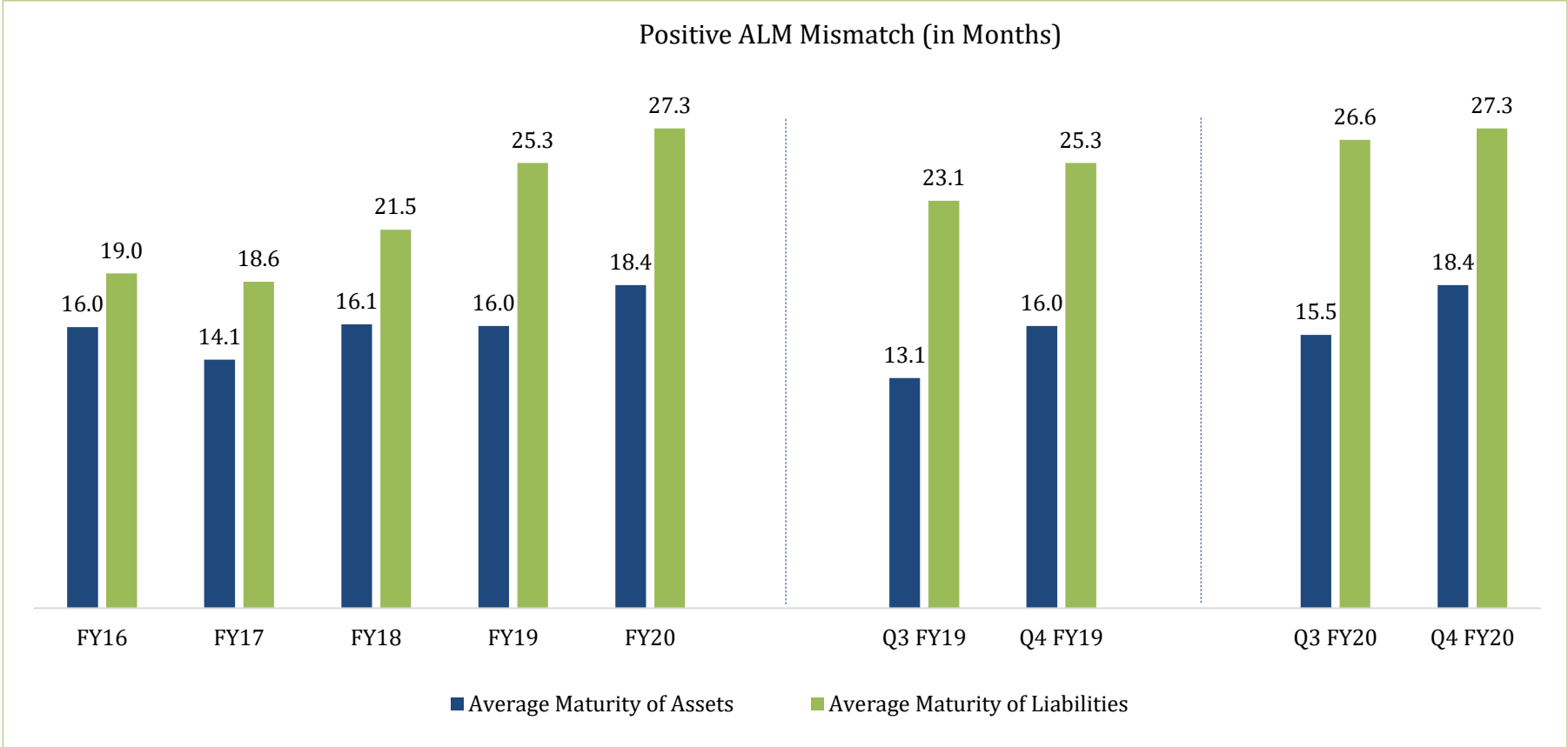


Static Liquidity / ALM Position Particulars (INR Cr)	For the month			For Financial Year	
	Apr-20	May-20	Jun-20	FY 2021	FY 2022
Opening Cash & Equivalents * (A)	579.8	278.4	152.5	579.8	2,827.3
Loan recovery [Principal] (B)	0.0	0.0	744.7*	5,482.0	3,872.3
Total Inflow (C=A+B)	579.8	278.4	897.2	6,061.8	6,699.6
Borrowing Repayment [Principal]					
Term loans and Others (D)	263.7	125.9	443.8	2,757.5	2,103.8
NCDs (E)	0.0	0.0	44.6	199.0	44.6
Securitisation and DA (F)	37.6	0.0	0.0	277.9	70.4
Total Outflow G=(D+E+F)	301.4	125.9	488.4	3,234.5	2,218.8
Closing Cash & equivalents (H= C-G)	278.4	152.5	408.8	2,827.3	4,480.8
Static Liquidity (B-G)	-301.4	-125.9	256.3	2,247.5	1,653.5

* Includes INR 466.2 Cr of interest accrued during the moratorium period, to be collected from customers in June 2020

- **Funds Drawn in May 2020: INR 395 Cr**
 - Including special liquidity facility - INR 125 Cr from SIDBI and INR 230 Cr from NABARD
- **Undrawn Sanctioned Lines as on May 2020: INR 256 Cr**
- **Fresh Domestic Sanction / Applications under progress (Expected Drawdown in June/July): INR 1,475 Cr**
- **Fresh Foreign Sanction / Applications under progress (Expected Drawdown in June/July/August): INR 457 Cr**

Q4 FY20: Positive ALM Continues To Contribute Growth



Q4 FY20: Stable Credit Ratings

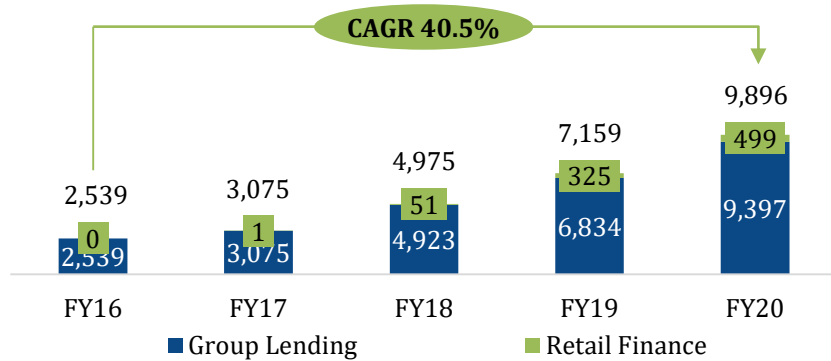
Rating Instrument	Rating Agency	Q4 FY19	Q4 FY20
		Rating/Grading	Rating/Grading
Bank facilities	ICRA	ICRA A+ (Stable)	ICRA A+ (Stable)
Non-convertible debentures	ICRA	ICRA A+ (Stable)	ICRA A+ (Stable)
Subordinated debt	ICRA	ICRA A+ (Stable)	ICRA A+ (Stable)
Commercial Paper	ICRA	ICRA A1+	ICRA A1+
Comprehensive Microfinance Grading(Institutional Grading/Code of Conduct Assessment (COCA))	CRISIL/SMERA	M1C1	M1C1
Social Rating	M-CRIL	$\Sigma\alpha$	$\Sigma\alpha$
Social Bond Framework	Sustainalytics	-	Certified

- As per SIDBI guidelines, comprehensive Microfinance grading should be done by the same organization (CRISIL is our rating agency)
 - M1 - Microfinance Institutional Grading – Reflects CRISIL’s opinion on the ability of an MFI to conduct its operations in a scalable and sustainable manner
 - C1 - Social Rating – Expert opinion in the social performance of a financial institution , and likelihood that it meets social goals in line with accepted social values
- CAGL has developed the Social Bond Framework under which it intends to issue social bonds to global investors. CAGL had engaged Sustainalytics to review the Social Bond Framework, dated November 2019 and provide a second-party opinion on the Framework’s social credentials and its alignment with the Social Bond Principles 2018 (SBP). Sustainalytics is of the opinion that the CAGL’s Social Bond Framework is credible and impactful and aligns with the four core components of the SBP

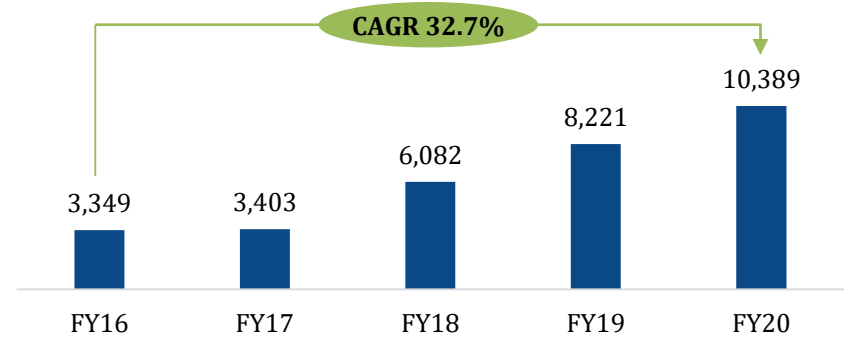
FY20: Strong Annual Performance Trend (1/3)

Note: Refer Annexure for definition of key ratios

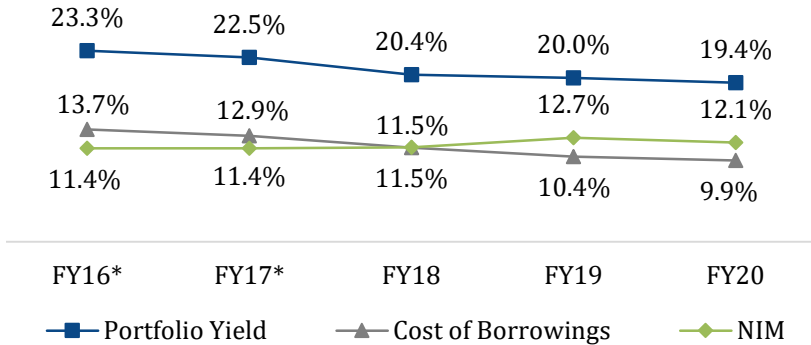
Gross Loan Portfolio (GLP) (INR Cr)



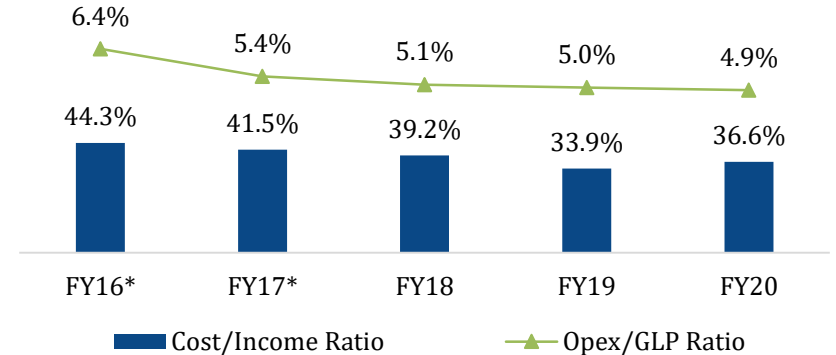
Disbursements (INR Cr)



Margin Analysis (%)



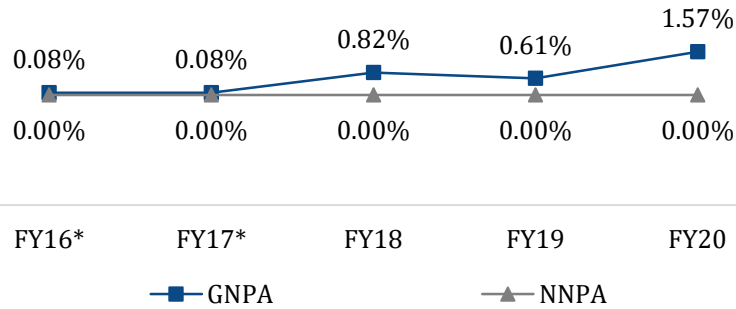
Operating Efficiency (%)



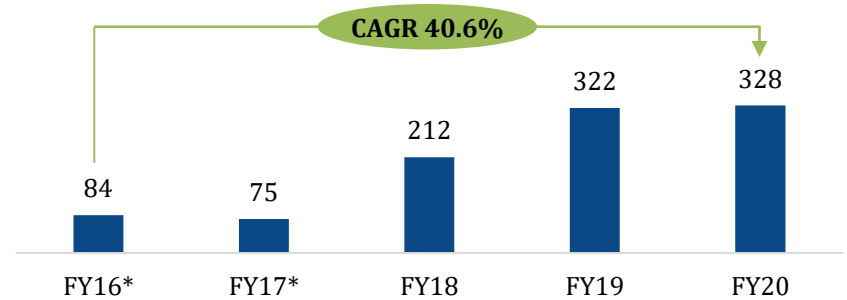
FY20: Strong Annual Performance Trend (2/3)

Note: Refer Annexure for definition of key ratios

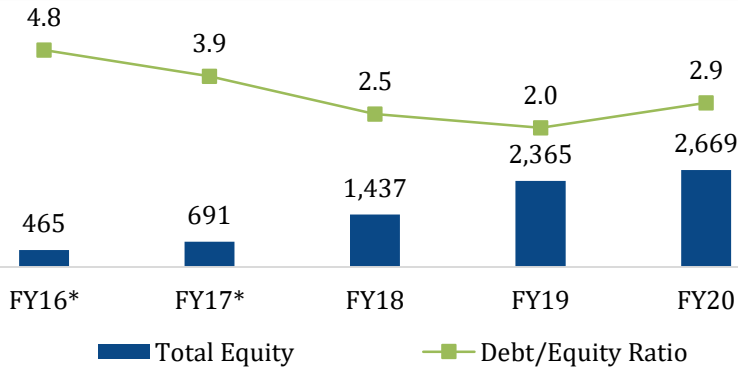
Asset Quality (%)



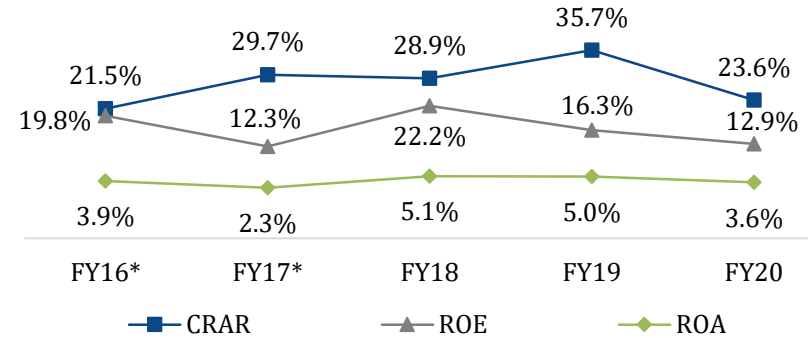
PAT (INR Cr)



Total Equity (INR Cr) & Debt/Equity Ratio



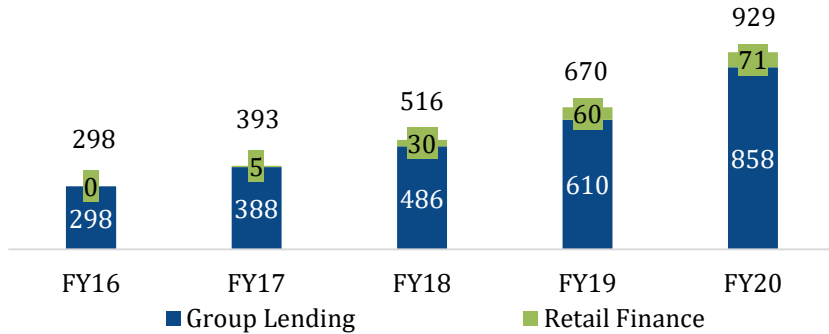
Return Ratios & Capital Adequacy (%)



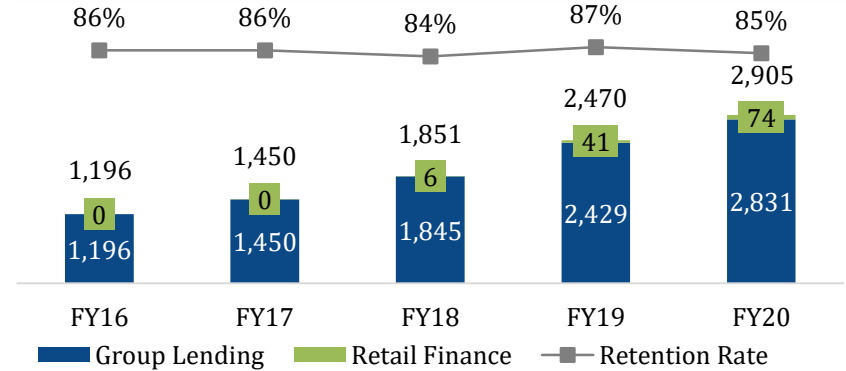
* Based on I-GAAP

FY20: Strong Annual Performance Trend (3/3)

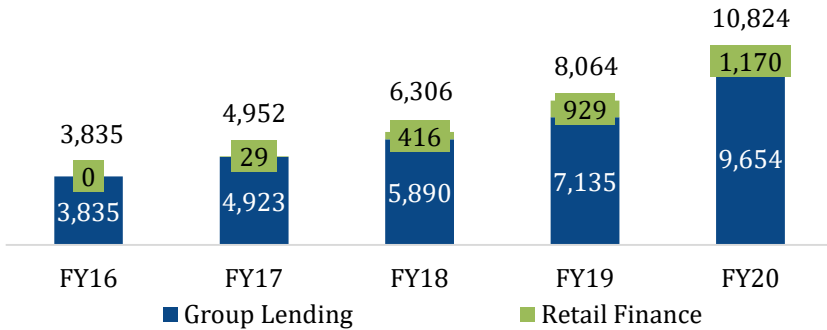
Branches



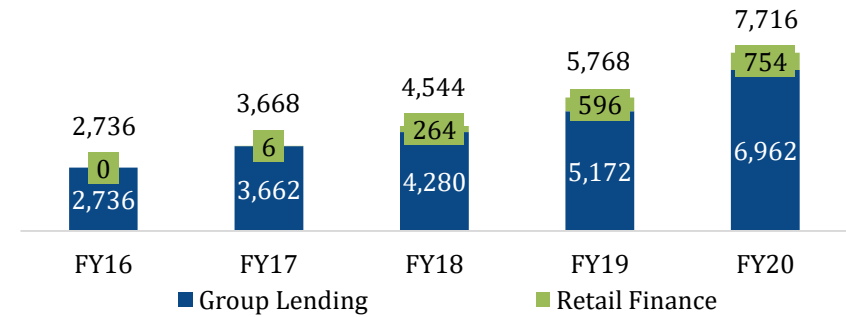
Borrowers ('000) & Retention Rate (%)



Employees



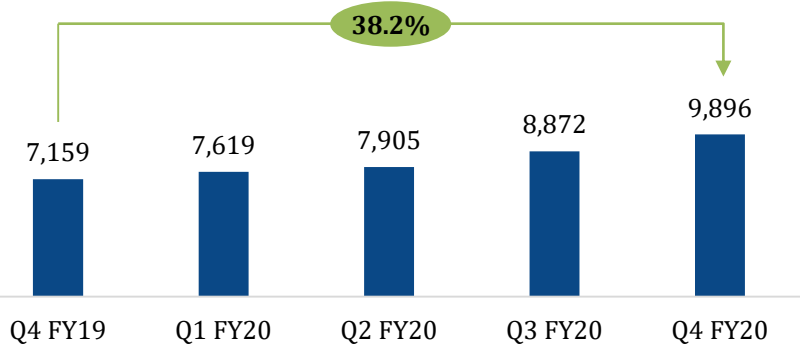
Loan Officers



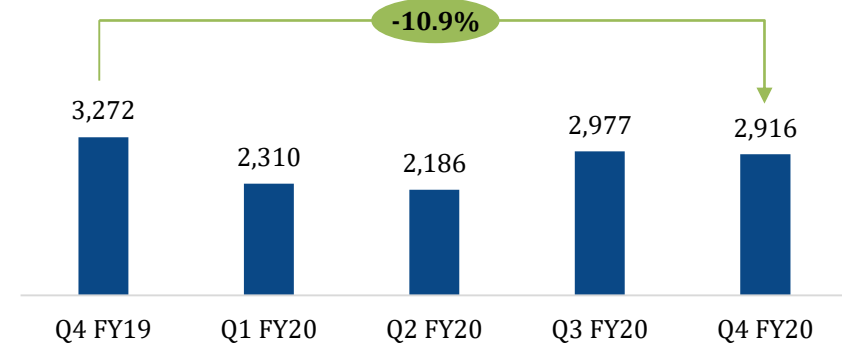
Q4 FY20: Robust Quarterly Performance Trend (1/2)

Note: Refer Annexure for definition of key ratios

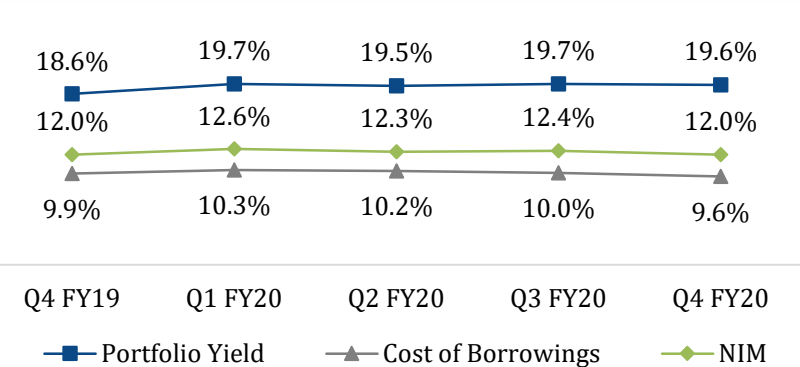
Gross Loan Portfolio (GLP) (INR Cr)



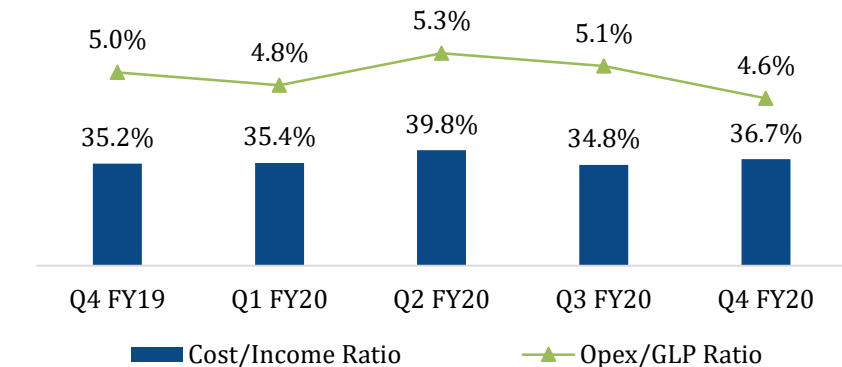
Disbursements (INR Cr)



Margin Analysis (%)



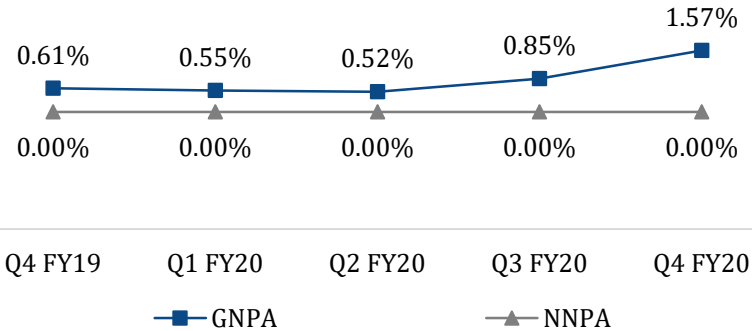
Operating Efficiency (%)



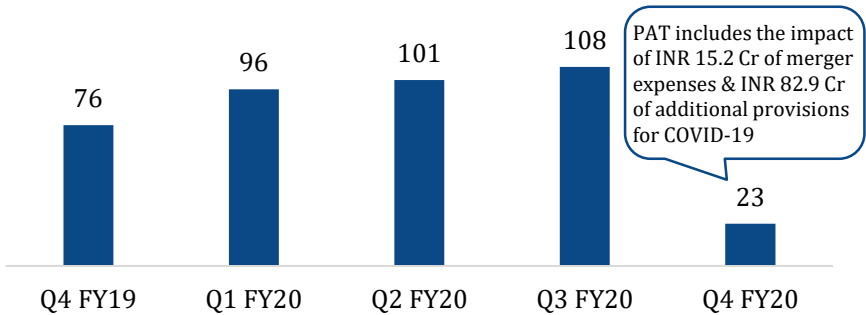
Q4 FY20: Robust Quarterly Performance Trend (2/2)

Note: Refer Annexure for definition of key ratios

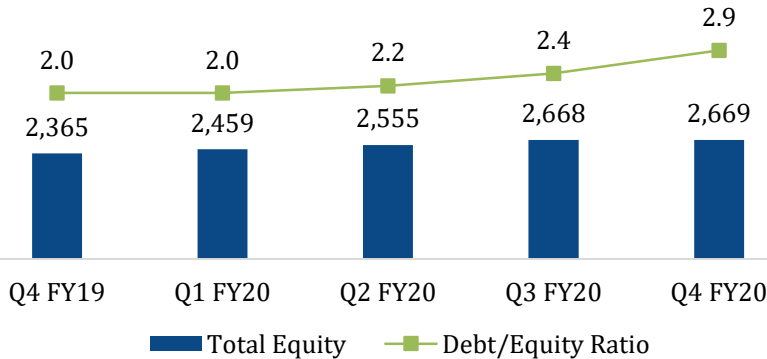
Asset Quality (%)



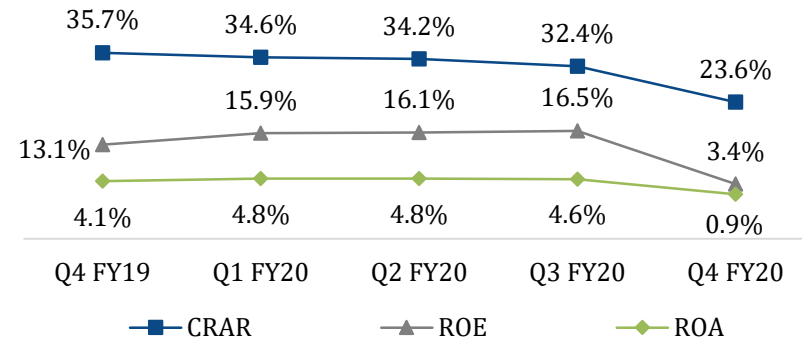
PAT (INR Cr)



Total Equity (INR Cr) & Debt/Equity Ratio

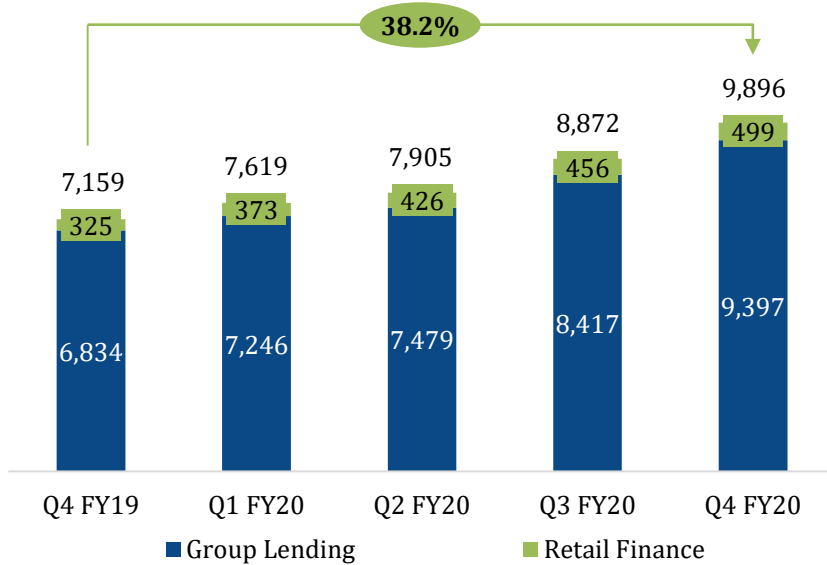


Return Ratios & Capital Adequacy (%)

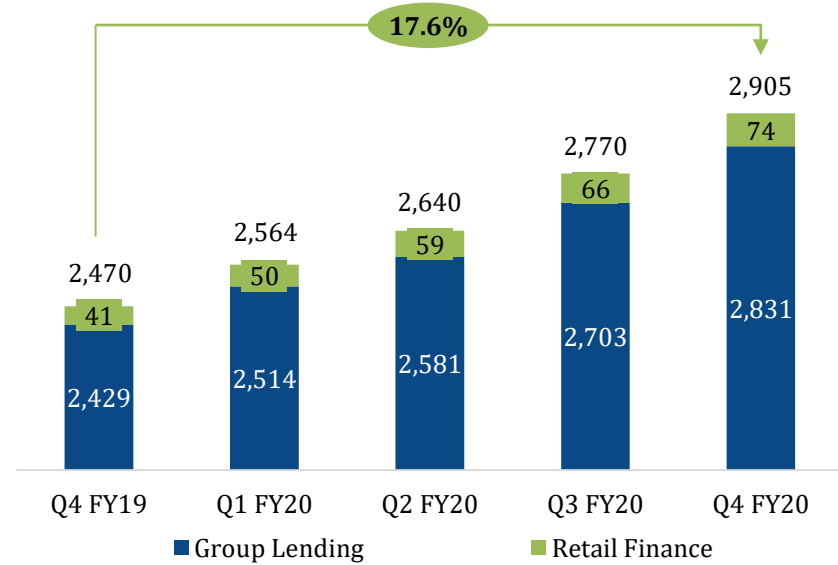


Q4 FY20: Strong Business Traction With Rural Focus...

Gross Loan Portfolio (GLP) (INR Cr)



Borrowers ('000)

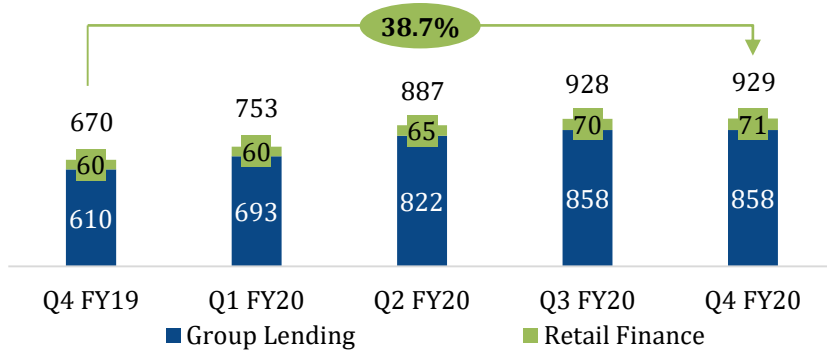


- Strong focus on non-urban geographies with 82% borrowers
- Group Lending (GL) 95.0%, Retail Finance (RF) 5.0%
- GL Loan Usage – Animal Husbandry 44%, Trading 21%, Partly Agri related 14%, Production 8%, Housing 4%, Education 1%, Others 8%

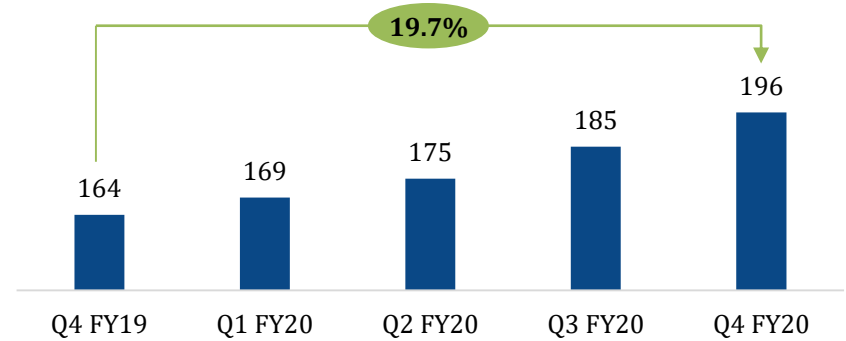
- 8.9 Lakh GL borrowers have completed 3 years, with strong client retention
- Collection frequency: GL (55.1% weekly, 38.8% bi-weekly, 6.1% monthly), RF (100% monthly)
- Collection efficiency: 98.0%

Q4 FY20: ...Backed by Consistent Growth In Infrastructure

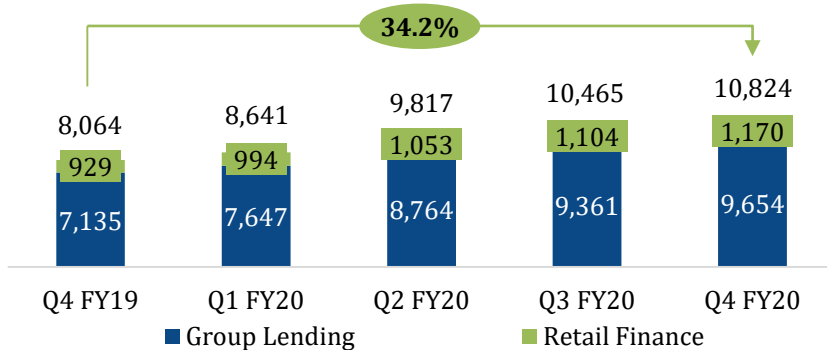
Branches



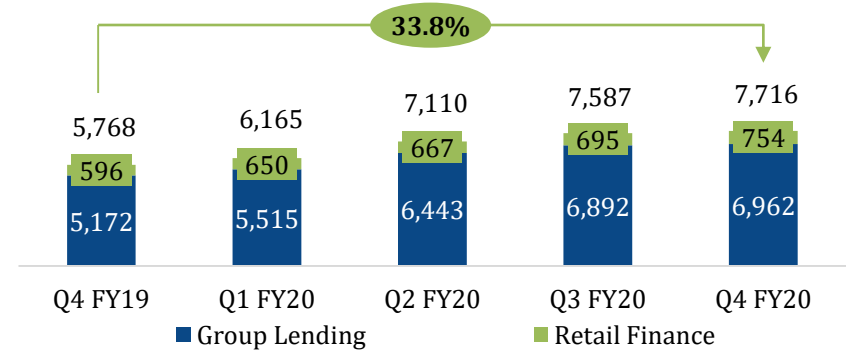
Kendras (Group Lending) ('000)



Employees

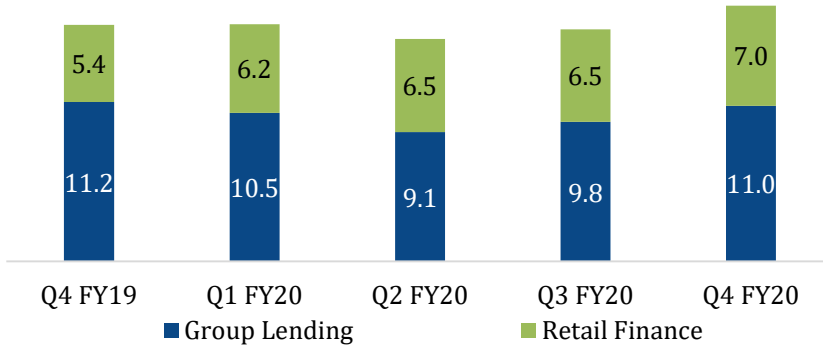


Loan Officers

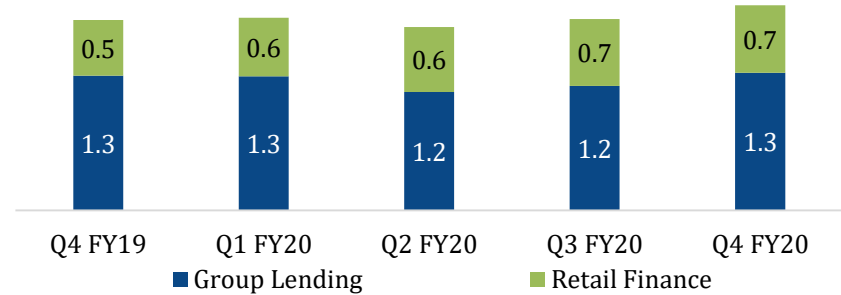


Q4 FY20: ...Along With Sustainable Productivity

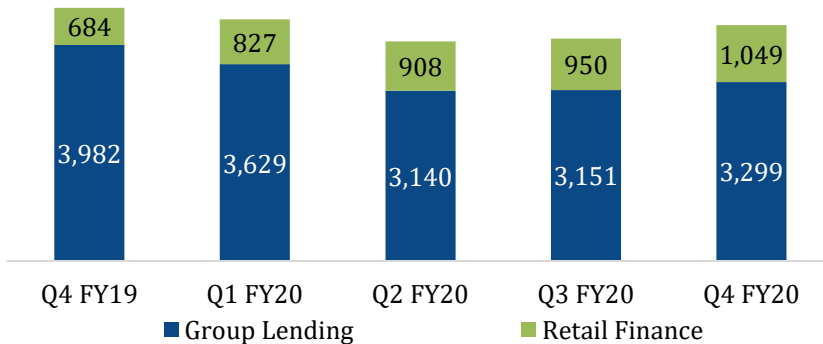
GLP / Branch (INR Cr)



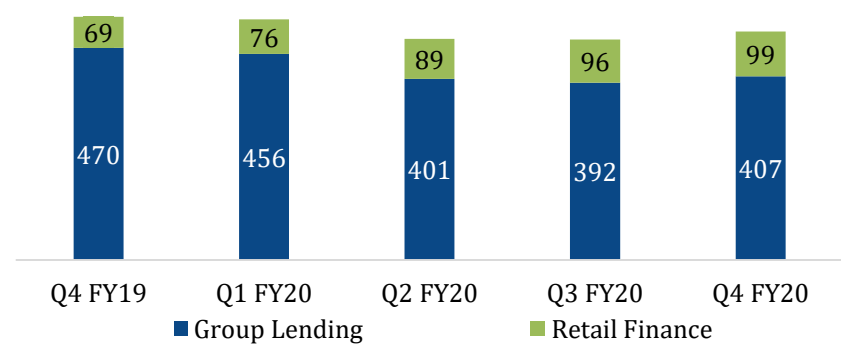
GLP / Loan Officer (INR Cr)



Borrowers / Branch



Borrowers / Loan Officer



Q4 FY20: ...Product Range To Meet Diverse Customer Needs

GLP - Product Mix	Q4 FY19		Q1 FY20		Q2 FY20		Q3 FY20		Q4 FY20	
	(INR Cr)	% of Total	(INR Cr)	% of Total	(INR Cr)	% of Total	(INR Cr)	% of Total	(INR Cr)	% of Total
IGL	6,088	85%	6,454	85%	6,660	84%	7,541	85%	8,447	85%
Family Welfare	93	1%	264	3%	317	4%	249	3%	168	2%
Home Improvement	643	9%	518	7%	482	6%	612	7%	770	8%
Emergency	10	0%	10	0%	20	0%	14	0%	13	0%
Retail Finance	325	5%	373	5%	426	5%	456	5%	499	5%
Total	7,159	100%	7,619	100%	7,905	100%	8,872	100%	9,896	100%

GLP - Avg. O/S Per Loan (INR '000)	Q4 FY19	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20
IGL	20.8	20.9	20.5	21.4	22.2
Family Welfare	2.9	7.6	7.2	4.8	3.0
Home Improvement	9.1	8.2	7.5	8.0	8.8
Emergency	0.7	0.6	0.6	0.6	0.6
Retail Finance	77.2	73.4	70.6	67.6	66.5
Total	17.3	17.8	16.8	17.3	17.9

GLP - Avg. O/S Per Borrower (INR '000)	Q4 FY19	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20
Group Lending	28.1	28.8	29.0	31.1	33.2
Retail Finance	79.3	75.3	72.1	68.6	67.0

Q4 FY20: District Wise Exposure Trend

Portfolio Exposure of Districts (% of Portfolio)	Q4 FY19		Q1 FY20		Q2 FY20		Q3 FY20		Q4 FY20	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	105	67%	118	69%	163	77%	180	78%	179	78%
0.5% - 1%	19	12%	19	11%	17	8%	16	7%	19	8%
1% - 2%	23	15%	23	14%	23	11%	24	10%	22	10%
2% - 4%	8	5%	8	5%	8	4%	9	4%	9	4%
> 4%	2	1%	2	1%	2	1%	1	0%	1	0%
Total	157	100%	170	100%	213	100%	230	100%	230	100%

Borrowers Exposure of Districts (% of Borrowers)	Q4FY19		Q1 FY20		Q2 FY20		Q3 FY20		Q4 FY20	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	100	64%	112	66%	158	74%	174	76%	175	76%
0.5% - 1%	25	16%	26	15%	23	11%	22	10%	22	10%
1% - 2%	22	14%	23	14%	24	11%	27	12%	26	11%
2% - 4%	9	6%	8	5%	7	3%	7	3%	7	3%
> 4%	1	1%	1	1%	1	0%	-	0%	-	0%
Total	157	100%	170	100%	213	100%	230	100%	230	100%

District in terms of GLP	Q4FY19		Q1 FY20		Q2 FY20		Q3 FY20		Q4 FY20	
	% of Total GLP	Contribution to QoQ Growth %	% of Total GLP	Contribution to QoQ Growth %	% of Total GLP	Contribution to QoQ Growth %	% of Total GLP	Contribution to QoQ Growth %	% of Total GLP	Contribution to QoQ Growth %
Top 1	5%	5%	5%	3%	5%	3%	5%	3%	4%	2%
Top 3	13%	11%	13%	9%	13%	7%	12%	8%	12%	7%
Top 5	20%	16%	19%	14%	19%	10%	18%	13%	17%	11%
Top 10	32%	27%	31%	25%	31%	18%	30%	22%	29%	20%
Other	68%	73%	69%	75%	69%	82%	70%	78%	71%	80%

Consolidated Overview

COVID-19: Impact, Response & Outlook

CAGL: Financial & Operational Metrics

MMFL: Financial & Operational Metrics

Business Overview

Annexure



FY20: Standalone Performance Highlights

GLP
INR 2,100 Cr
(+13.1% YoY)

Disbursements
INR 1,865 Cr
(+4.1% YoY)

NIM
11.9%

Weighted Avg. COB
11.6%

Cost/Income Ratio
39.5%

Opex/GLP Ratio
5.5%

Capital Adequacy Ratio
23.0%

Tier 1 Ratio
19.5%

ROA
3.6%

ROE
21.9%

PAT
INR 80 Cr (-6.8% YoY)

Adj. PAT *
INR 92 Cr (+7.5%)

Total Equity
INR 402 Cr

D/E Ratio
4.1x

GNPA 1.60%
(90+ dpd)

Provisioning 2.35%#

NNPA 0.00%

Branches 464
(+30.0% YoY)

Employees 3,672
(+37.1% YoY)

Active Borrowers
12.15 Lakh
(+26.5%)

76.08% Acquisition
by CAGL

* PAT adjusted excluding INR 6.1 Cr of merger transaction related expenses and INR 10.2 Cr of additional provisions on account of COVID-19 impact in FY21

Includes additional 0.52% (INR 10.2 Cr) on account of COVID-19 impact in FY21

Q4 & FY20: MMFL Standalone P&L Statement

Note: This P&L statement provides the Q4 & FY20 financial performance of MMFL. Since, CAGL completed the acquisition on 18th March 2020, the consolidated P&L includes MMFL's profits only from 18th March 2020 to 31st March 2020

Profit & Loss Statement (INR Cr)	Q4 FY20	Q4 FY19	YoY%	FY20	FY19	YoY%
Interest income	118.0	107.7	11.7%	454.9	368.9	23.3%
- Interest on Loans	108.0	97.1	11.3%	422.3	347.2	21.6%
- Income from Securitisation	8.8	7.7	14.1%	27.6	18.8	47.1%
- Interest on Deposits with Banks and FIs	1.2	0.9	31.8%	5.0	2.9	74.9%
Income from Direct Assignment	6.2	6.3	-2.9%	10.4	6.3	63.3%
Finance Cost on Borrowings	48.2	40.5	19.0%	185.5	144.3	28.6%
Cost on Financial Liability towards Securitisation	1.9	2.1	-11.8%	10.0	5.7	76.2%
Net Interest Income	74.1	69.4	6.8%	269.8	225.3	19.8%
Non-interest Income & Other Income	2.7	3.9	-32.3%	10.6	11.6	-8.4%
Total Net Income	76.8	73.3	4.6%	280.4	236.9	18.4%
Employee Expenses	19.3	11.6	66.0%	67.4	46.4	45.3%
Other Expenses	10.5	8.8	19.5%	38.3	29.8	28.6%
Depreciation, Amortisation & Impairment	1.3	1.1	19.1%	5.1	3.6	42.5%
Pre-Provision Operating Profit (Excl. Merger Expenses)	45.6	51.8	-12.0%	169.6	157.1	8.0%
CAGL-MMFL Merger – Transaction Costs	0.2	-	-	6.1	-	-
Pre-Provision Operating Profit	45.5	51.8	-12.3%	163.6	157.1	4.1%
Impairment of Financial Instruments ²	12.3	19.2	-36.2%	46.9	35.0	34.0%
Additional Provisions – COVID-19 Impact in FY21	10.2	-	-	10.2	-	-
Profit Before Tax	23.0	32.6	-29.4%	106.4	122.1	-12.8%
Total Tax Expense	-2.1	9.3	-	26.7	36.6	-27.0%
Profit After Tax	25.1	23.3	8.0%	79.7	85.5	-6.8%
Key Ratios ¹						
Portfolio Yield	22.3%	22.6%		21.9%	22.7%	
Cost of Borrowings	11.7%	11.4%		11.6%	11.6%	
NIM	12.4%	13.2%		11.9%	13.1%	
Cost/Income Ratio	40.6%	29.4%		39.5%	33.7%	
Opex/GLP Ratio	5.9%	4.8%		5.5%	5.1%	

1) Refer Annexure for definition of key ratios

2) Includes provisions on account of Gaja cyclone (occurred in Nov-18) impacted loan accounts - Q4 FY20: INR 3.6 Cr, Q4 FY19: INR 11.9 Cr, FY20: INR 15.5 Cr, FY19: INR 18.8 Cr. The Gaja cyclone impacted portfolio has reduced from INR 326.6 Cr in Q4 FY19 to INR 82.4 Cr as on Q4 FY20

Q4 & FY20: MMFL Standalone Balance Sheet

Balance Sheet (INR Cr)	Q4 FY20	Q4 FY19	YoY%	FY20	FY19
Cash & Other Bank Balances	137.2	194.8	-29.6%	137.2	194.8
Loans					
- Balance sheet assets (Net of Impairment Loss Allowance)	1,832.0	1,694.3	8.1%	1,832.0	1,694.3
- Securitised assets	94.6	147.2	-35.7%	94.6	147.2
Property, plant and equipment	7.5	4.8	57.5%	7.5	4.8
Intangible assets	0.9	1.0	-14.4%	0.9	1.0
Right to use assets	1.7	1.2	42.3%	1.7	1.2
Other Financial & Non-Financial Assets	74.9	29.1	157.2%	74.9	29.1
Total Assets	2,148.7	2,072.3	3.7%	2,148.7	2,072.3
Debt Securities	137.3	153.2	-10.4%	137.3	153.2
Borrowings (other than debt securities)	1,417.6	1,385.3	2.3%	1,417.6	1,385.3
Subordinated Liabilities	74.9	50.0	49.8%	74.9	50.0
Financial liability towards Portfolio securitised	80.8	137.9	-41.4%	80.8	137.9
Lease liabilities	1.8	1.2	49.2%	1.8	1.2
Other Financial & Non-financial Liabilities	34.6	22.6	53.4%	34.6	22.6
Total Equity	401.6	322.2	24.7%	401.6	322.2
Total Liabilities and Equity	2,148.7	2,072.3	3.7%	2,148.7	2,072.3
Key Ratios ¹					
ROA	4.5%	4.6%		3.6%	5.0%
D/E	4.1	4.9		4.1	4.9
ROE	25.6%	29.5%		21.9%	30.9%
GNPA (90+ dpd)	1.60%	0.91%		1.60%	0.91%
Provisioning ²	2.35%	1.44%		2.35%	1.44%
NNPA	0.00%	0.00%		0.00%	0.00%

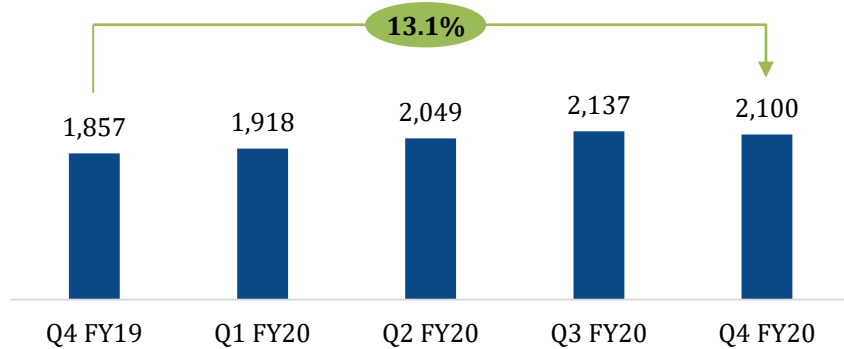
1) Refer Annexure for definition of key ratios

2) Provisioning including management overlay and additional provisions to account for COVID-19 impact in FY21

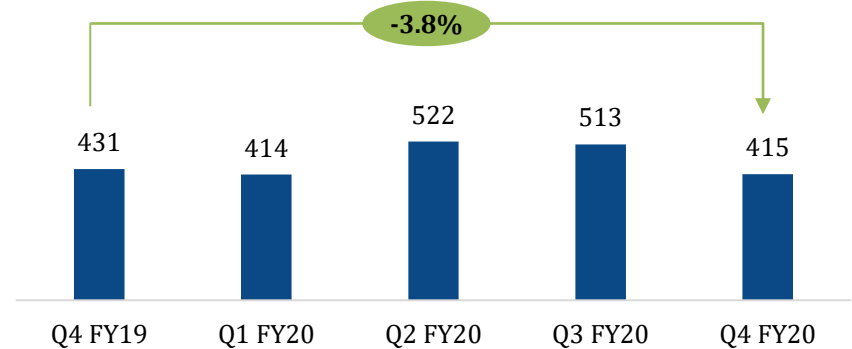
Q4 FY20: Quarterly Performance Trend (1/4)

Note: Refer Annexure for definition of key ratios

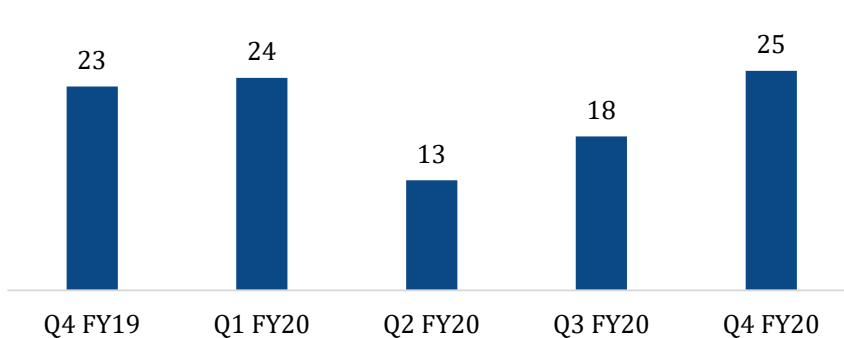
Gross Loan Portfolio (GLP) (INR Cr)



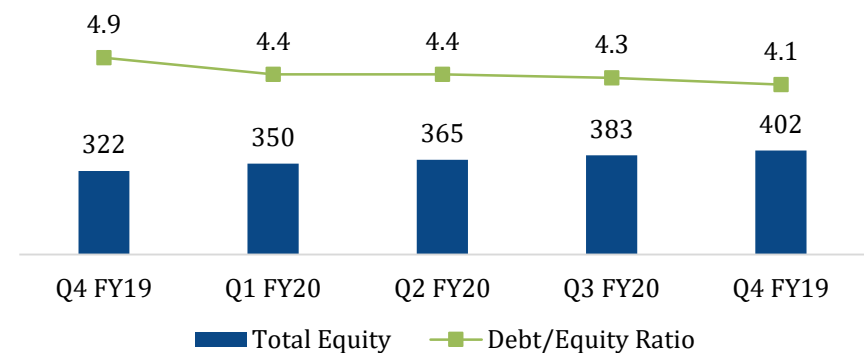
Disbursements (INR Cr)



PAT (INR Cr)



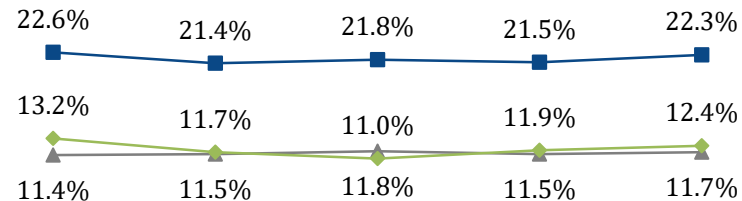
Total Equity (INR Cr) & Debt/Equity Ratio



Q4 FY20: Quarterly Performance Trend (2/4)

Note: Refer Annexure for definition of key ratios

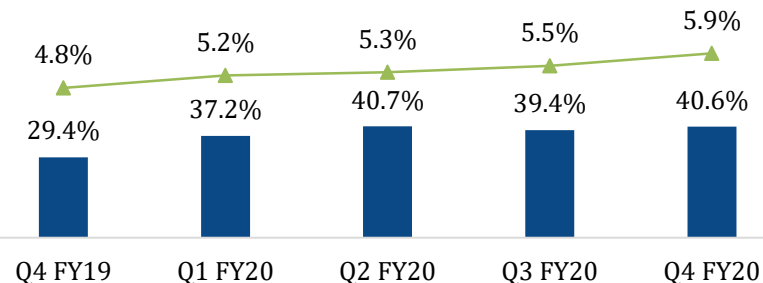
Margin Analysis (%)



Q4 FY19 Q1 FY20 Q2 FY20 Q3 FY20 Q4 FY20

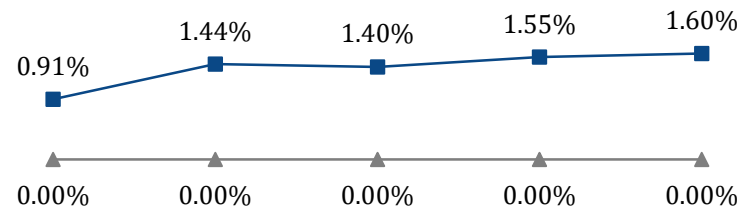
■ Portfolio Yield ▲ Cost of Borrowings ◆ NIM

Operating Efficiency (%)



■ Cost/Income Ratio ▲ Opex/GLP Ratio

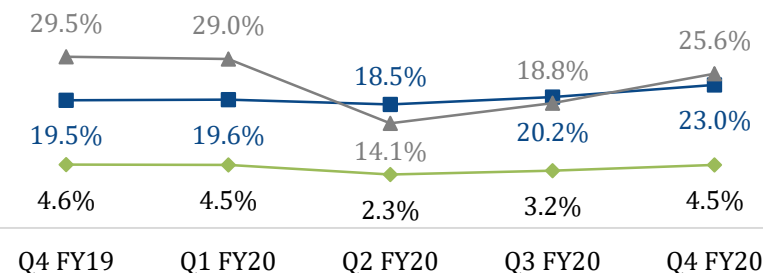
Asset Quality (%)



Q4 FY19 Q1 FY20* Q2 FY20* Q3 FY20* Q4 FY20

■ GNPA ▲ NNPA

Return Ratios & Capital Adequacy (%)

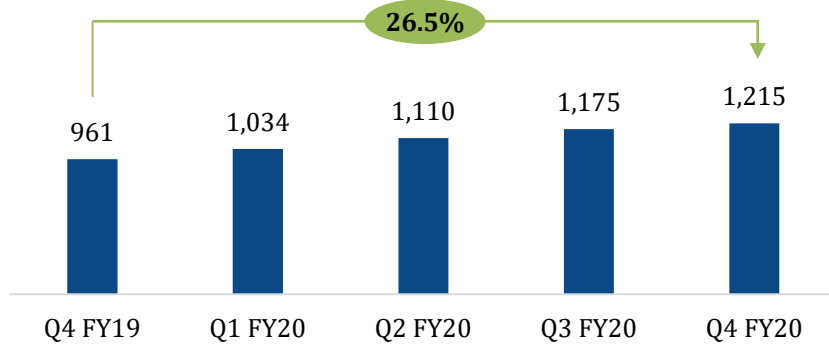


■ CRAR ▲ ROE ◆ ROA

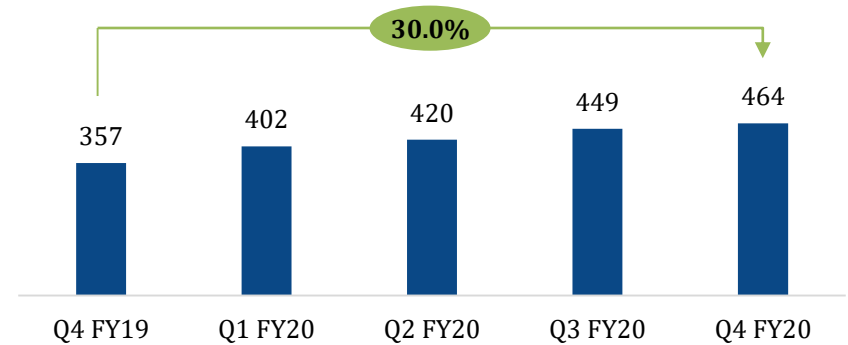
* Based on I-GAAP

Q4 FY20: Quarterly Performance Trend (3/4)

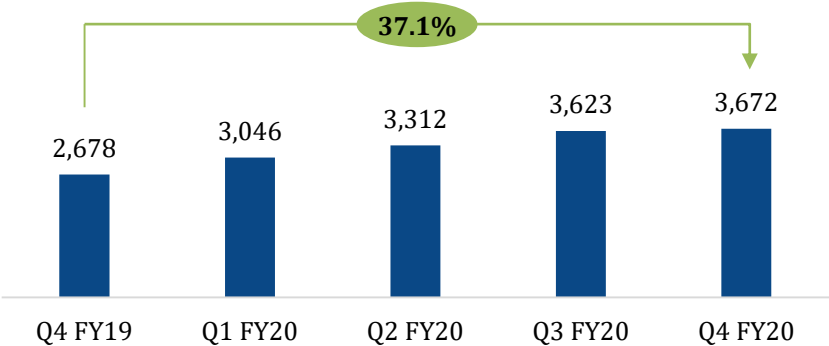
Borrowers ('000)



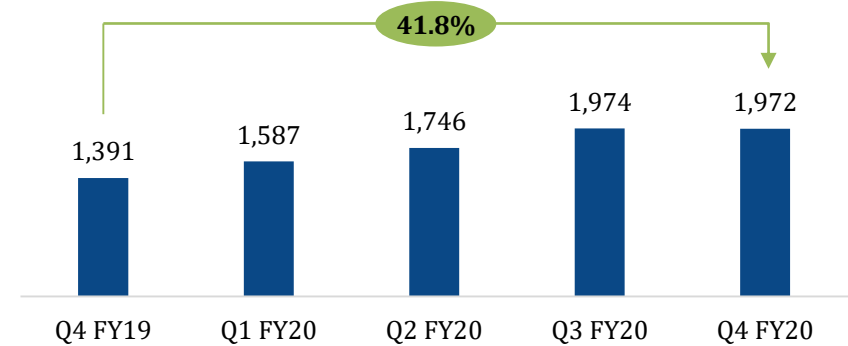
Branches



Employees



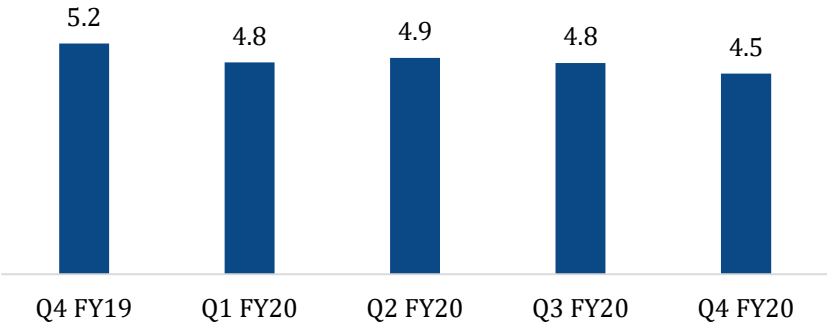
Loan Officers



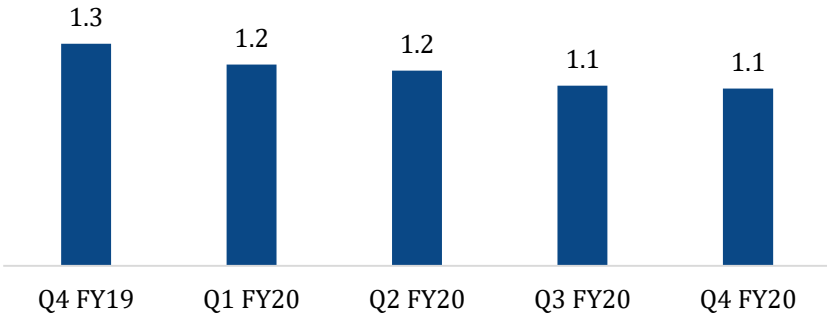
Q4 FY20: Quarterly Performance Trend (4/4)



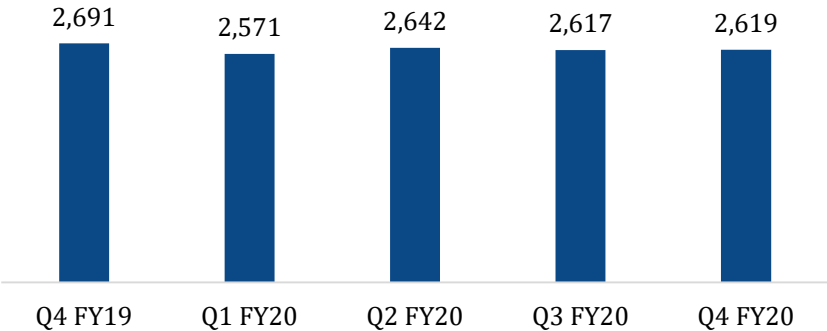
GLP / Branch (INR Cr)



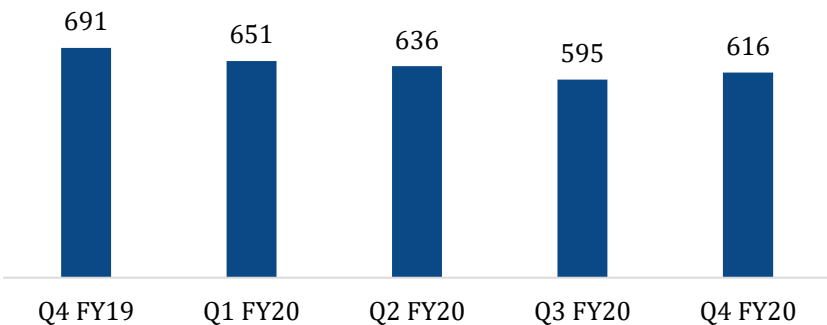
GLP / Loan Officer (INR Cr)



Borrowers / Branch



Borrowers / Loan Officer



Q4 FY20: District Wise Exposure

Portfolio Exposure of Districts (% of Portfolio)	Q4 FY19		Q4 FY20	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	22	30%	31	33%
0.5% - 1%	20	27%	23	24%
1% - 2%	12	16%	27	28%
2% - 4%	14	19%	12	13%
> 4%	5	7%	2	2%
Total	73	100%	95	100%

Borrowers Exposure of Districts (% of Borrowers)	Q4FY19		Q4 FY20	
	No. of Districts	% of Total Districts	No. of Districts	% of Total Districts
< 0.5%	26	36%	38	40%
0.5% - 1%	15	21%	20	21%
1% - 2%	14	19%	23	24%
2% - 4%	12	16%	12	13%
> 4%	6	8%	2	2%
Total	73	100%	95	100%

District in terms of GLP	Q4 FY19	Q4 FY20
	% of Total GLP	% of Total GLP
Top 1	8%	5%
Top 3	18%	13%
Top 5	26%	19%
Top 10	43%	32%
Other	57%	68%

Q4 FY20: Diversified Liability, Stable Liquidity, Positive ALM

Liability Mix - Institution / Instrument Wise	FY20
Banks – Term Loan	51.3%
FIs – Term Loan	17.0%
NBFCs – Term Loan	8.2%
Domestic – NCD	7.4%
Sub-Debt	4.0%
Securitisation ¹	5.3%
Direct Assignment ¹	6.7%

Liability Mix - Tenure Wise	FY20
< 2 Years	10.3%
2 Years	33.2%
2-3 Years	41.6%
3-6 Years	14.8%

Credit Rating	Rating Agency	Rating / Grading
Bank facilities	CARE / ICRA	BBB+ (On watch with positive implication)
NCDs	CARE / ICRA	BBB+ (On watch with positive implication)
Sub- Debt	ICRA	BBB+ (On watch with positive implication)
MFI	ICRA	M2+

1) Securitisation Book: INR 98.7 Cr, Direct Assignment (Sold Portion): INR 124.7 Cr

Static Liquidity / ALM Position Particulars (INR Cr)	For the month		
	Apr-20	May-20	Jun-20
Opening Cash & Equivalents (A)	105.0	40.3	30.5
Loan recovery [Principal] (B)	1.5	12.8	208.9 *
Total Inflow (C=A+B)	106.5	53.1	239.4
Borrowing Repayment [Principal]			
Term loans and Others (D)	36.8	22.4	99.5
Securitisation and DA (E)	29.4	0.2	0.0
Total Outflow G=(D+E)	66.3	22.6	99.5
Closing Cash & equivalents (H= C-G)	40.3	30.5	139.9
Static Liquidity (B-G)	-64.7	-9.8	109.4

* Includes INR 69.6 Cr of interest accrued during the moratorium period, to be collected from customers in June 2020

- **Funds Drawn in May 2020: INR 81.3 Cr**
 - Including special liquidity facility - INR 75 Cr from SIDBI
- **Fresh Domestic Sanction / Applications under progress: INR 350 Cr**

Consolidated Overview

COVID-19: Impact, Response & Outlook

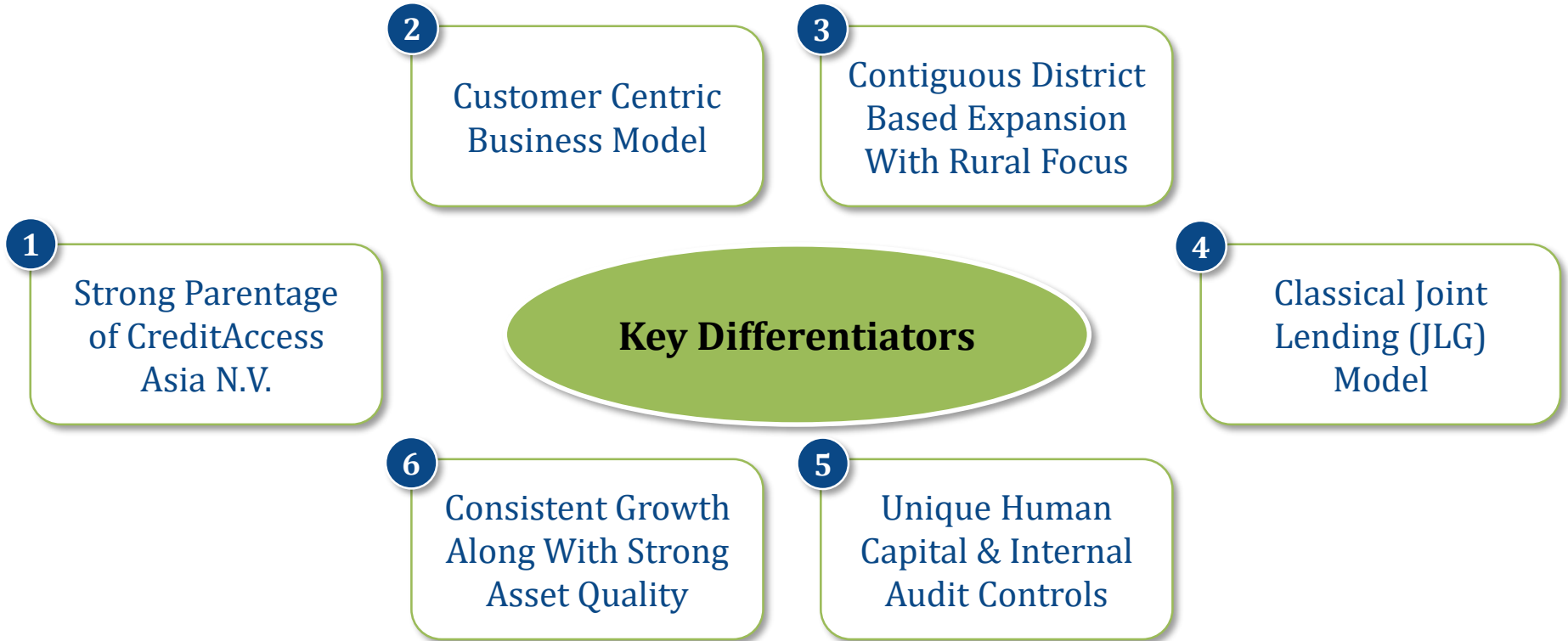
CAGL: Financial & Operational Metrics

MMFL: Financial & Operational Metrics

Business Overview

Annexure





Uniquely positioned to capitalize on the highly underpenetrated credit in rural areas with one of the lowest lending rate & one of the best operating cost efficiency



Committed to Micro Finance Business

- CreditAccess Asia N.V. (CAA) specialises in Micro and Small Enterprises financing
- Operates in India & SE Asia through subsidiaries in India, Indonesia, Philippines and Vietnam
- Widely held shareholding base: 191 investors - Olympus ACF Pte Ltd. 18.6%, Asian Development Bank 9.6%, individuals/HNIs/Family Offices 71.8%
- Headquartered in Amsterdam, The Netherlands

Strong Financial Support

- Invested through multiple rounds of capital funding along with secondary purchase 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 CAA's network and relationships
- Holds 79.94% in CAGL, committed to hold up to the regulatory requirement in future

Customer Centric Business Model (1/2)

✓ Partnering in growth with diverse product suite catering to entire customer life cycle

✓ One of the lowest lending rate, ~19.75% starting Q1 FY21



✓ Customer flexibility - Even in a group, borrowers can have different borrowing limit, ticket size, disbursement & repayment schedule, no pre-payment penalty

✓ Customer can have multiple loans within the credit line/borrowing limit to meet specific requirements

✓ High customer engagement through predominantly weekly Kendra meetings

✓ Strong focus on client protection in collection, awareness building and grievance resolution

High customer satisfaction
85% Borrower retention rate

Portfolio stability with
lower loan run-off

Significant growth
from existing customer

Lower customer
acquisition cost

Customer Centric Business Model (2/2)

Loan Type	Customer Centric Products	Purpose	Ticket Size (INR)	Tenure (months)
Group	Income Generation Loan(IGL)	Business Investments and Income Enhancement activities	5,000 - 80,000	12-30
Group	Home Improvement Loans	Water Connections, Sanitation and Home Improvement & Extensions	5,000 - 50,000	12-48
Group	Family Welfare Loans	Festival, Medical, Education and Livelihood Improvement	1,000 - 15,000	3-12
Group	Emergency Loans	Emergencies	1,000	3
Individual	Retail Finance Loans	Purchase of inventory, machine, assets or for making capital investment in business or business expansion	Up to 5,00,000	6-60

Cashless shift based on customer's preference

- Small loans: Cash/Cashless
Larger Loans: Cashless
- 100% of branches enabled for cashless disbursements
- Currently, 70%+ disbursements are on cashless mode
- 100% cashless in retail finance business

Retail Finance

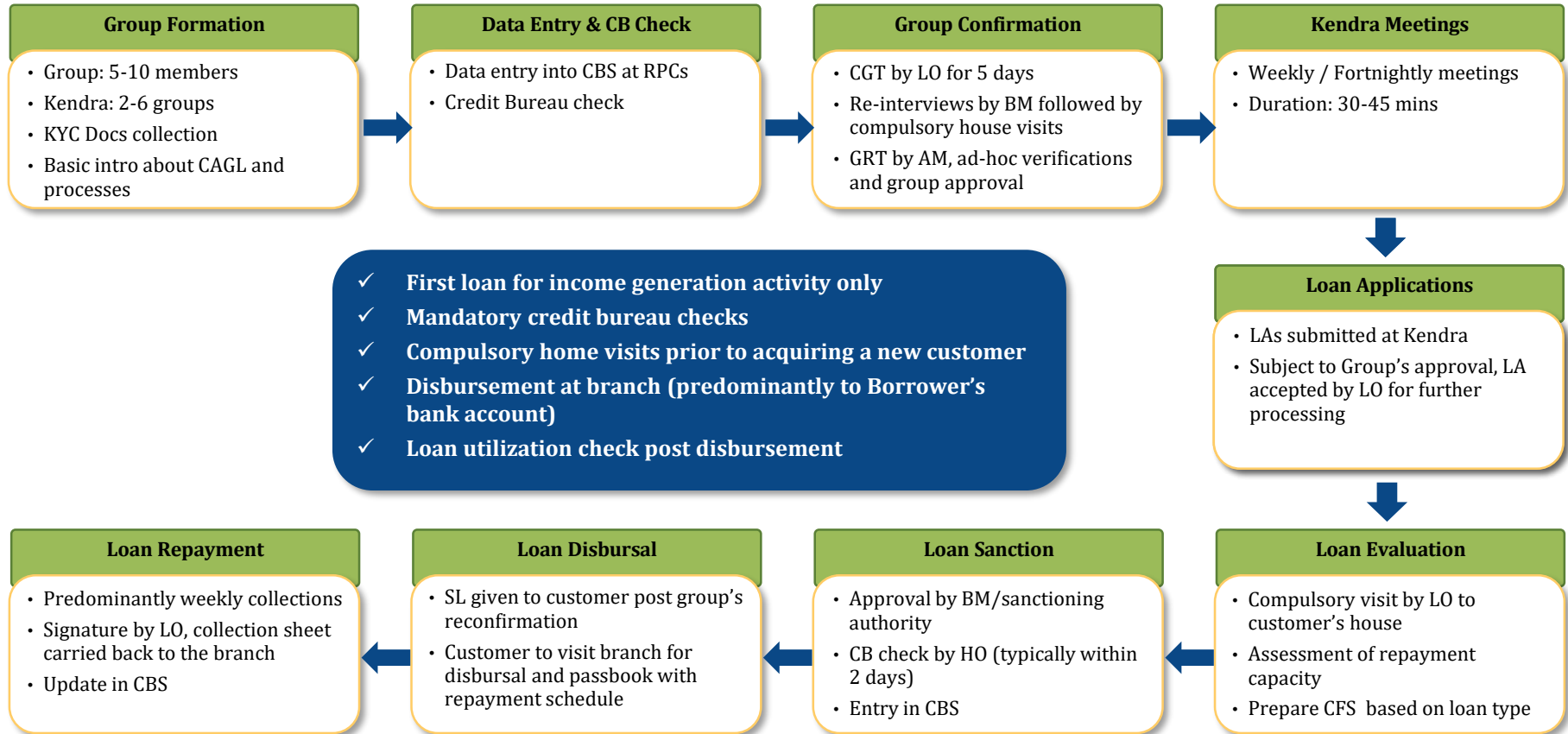
- Retail Finance was launched in 2016 to support the enhanced credit needs of our graduated customers, making CAGL 'One stop shop' for various customer requirements
- Currently there are ~10.9 Lakh borrowers (~8.9 Lakh GL borrowers of CAGL and ~2.0 Lakh borrowers of MMFL) who have completed 3 years and are captive potential for retail finance business

Calibrated, Contiguous District Based Expansion Strategy

Focusing on Deep Rural Penetration

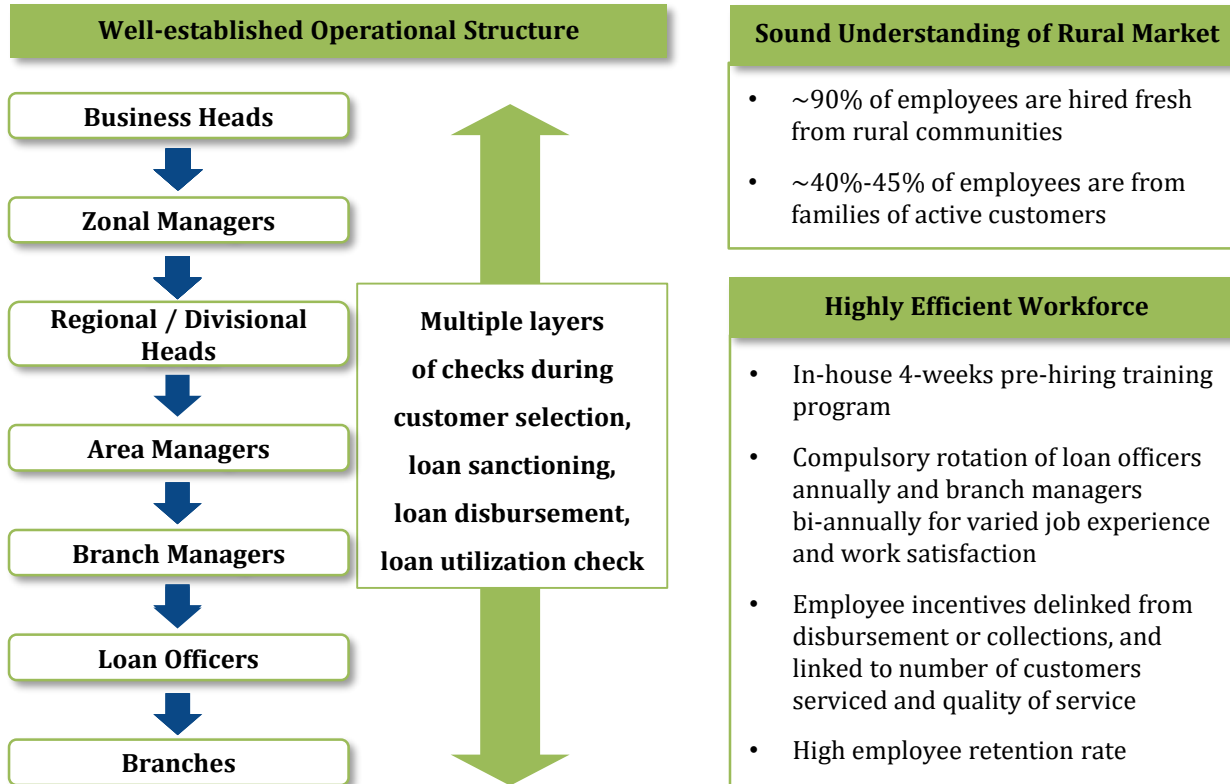
- ✓ Focus on achieving deep penetration within a particular district within three years of commencement of operations
- ✓ Gradual expansion into the next (typically adjoining) district
- ✓ Systematic methodology in selection of new districts based on availability of infrastructure, competition, historical performance trend, socio-economic risk, growth potential
- ✓ Contiguous expansion provides significant scale and diversification advantages
- ✓ Familiarity of the loan officers with demographics of nearby districts enables effective customer evaluation and better servicing
- ✓ Lower exposure to a particular district (97% of districts \leq 2% of GLP, No single district has > 5% of total GLP)

Classical JLG Lending Model



Note: CB: Credit Bureau, CBS: Core Banking System, RPC: Regional Processing Center, CGT: Compulsory Group Training, LO: Loan Officer, BM: Branch Manager, CFS: Cash Flow Statement, AM: Area Manager, LA: Loan Application, HO: Head Office, SL: Sanction Letter, KM: Kendra Meeting

Unique Human Capital



Internal Audit & Controls

- Internal audit frequency – 6 times in a year at branches, 4 times at regional offices, 4 times at head office
- Internal audit teams are responsible for HO, branch and field audits
- Internal audit of back-end process at head office
- The Audit Committee of our Board is updated every quarter on significant internal audit observations, compliances, risk management practices and control systems

Consolidated Overview

COVID-19: Impact, Response & Outlook

CAGL: Financial & Operational Metrics

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Business Overview

Annexure



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) / Monthly 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 (ECL) exposure at default / (Sum of exposure at default of Stage I + Stage II + Stage III)

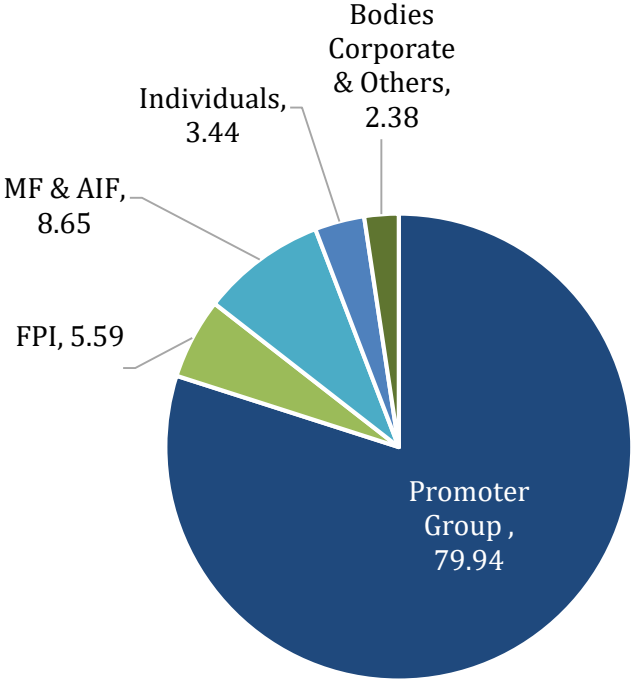
Provisioning Policy

	RBI Norms		IND-AS		CAGL Policy	MMFL Policy
Asset Classification	Standard Assets	0-90 days	Stage I	0-30 days	0-15 days	0-30 days
	Sub-Standard Assets	91-180 days	Stage II	31-90 days	16-60 days	31-90 days
	Loss Assets	>180 days	Stage III	>90 days	>60 days	> 90 days

	RBI Norms	IND-AS		CAGL Policy	MMFL Policy			
Provisioning Norms	Higher value among the following: <ul style="list-style-type: none"> • 1% of on-book Loan Assets; or • [50% of aggregate overdue loan installments in respect of Sub-Standard Loan Assets; and • 100% of aggregate overdue loan installments in respect of Loss Loan Assets] 	Provisioning	Write-offs	Provisioning	Write-offs			
			Stage I	ECL Methodology	2.86%# of EAD (Q4 FY20)	>270 days	2.35% # of EAD (Q4 FY20)	>180 days
			Stage II					
		Stage III						

, # CAGL - 1.99% ECL + 0.87% additional provisions to account for COVID-19 impact in FY21, # MMFL - 1.83% ECL + 0.52% additional provisions to account for COVID-19 impact in FY21

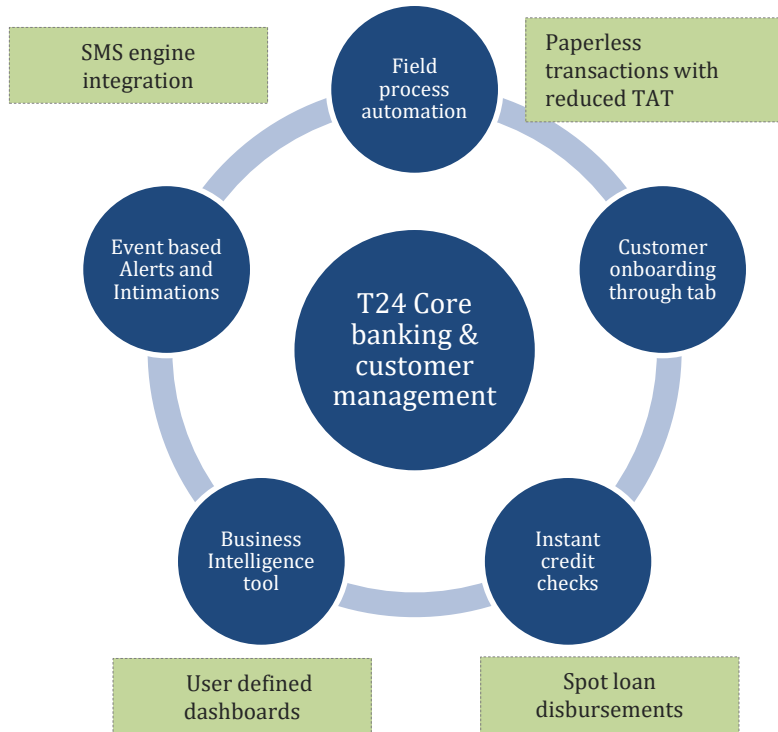
Shareholding Pattern (%) - March 2020



Top 10 Investors - March 2020

- Eastspring Investments India**
- HDFC Life Insurance**
- ICICI Prudential Banking & Financial Services Fund**
- ICICI Prudential Life Insurance Company**
- IIFL AMC**
- Kotak Mahindra (International) Limited**
- Nippon MF**
- Robeco Capital Growth Funds**
- Schroders**
- Sundaram MF**

Key Technology Initiatives



Key Technology Partners



TEMENOS
(Core Banking Solution)



(Data Centre & Disaster Recovery Infrastructure)



Microsoft

(Email and Collaboration)



SoftwareGroup
doing it right

(Mobility solution)



(End to end insurance claim management)



(Cloud based email solution)



SYSFORE

(Audit automation)



(Network & Server protection)



(Data Warehouse solution)



(Business Intelligence Tool)



(Digital customer engagement platform)



(Business Intelligence & Reporting)



Awarded **Microfinance Institution of the Year Award 2019** at the Inclusive Finance India Awards 2019 held in New Delhi



Awarded with 'Water.org and Sa-dhan Awards' for **Water and Sanitation Credit Financing – 2019** under 'Large NBFC-MFI category'



Awarded **Winner in NBFC Category** for FY 2017-18 by FE India's Best Banks



SKOCH Resilient India Award 2017 for 'Sanitation Loan'



2017 ISC FICCI Sanitation Awards for Best Financial Accessibility



2015 Large MFI Award



Comprehensive Micro Finance Grading – M1C1



Social Rating - $\Sigma\alpha$ (retained)



Client Protection Certification

- Company aims to meet its responsibility towards society through:
 - Diligently follow responsible financing practices & client protection principles
 - Ensure transparency with all stakeholders
 - Design products & processes appropriate to customers changing needs
 - Conduct awareness programs on financial literacy, water, sanitation, education etc.
 - Undertake Customer/s awareness workshops to promote financial literacy to the customers through associate entities
 - Track social performance and poverty progress on a continuous basis
- Client Protection Principles, Responsible Financing & Social Values continue to reflect in company's positioning in the industry with relevant products and processes

Conducts various activities spread across states of Karnataka, Maharashtra, Tamil Nadu and Madhya Pradesh which complement its regular microfinance operations by contributing to improving living conditions of the customer/s.

WASH (Water Sanitation, Hygiene)

Events Conducted

2,826

Beneficiaries

102,452



Encourage hygienic practices by building awareness about the impact of unsanitary practices on health and wellbeing. The program is conducted at Village, Taluk and District levels with different activities campaign, trainings, orientation etc.

SUSHIKSHANA

Events Conducted

3,169

Beneficiaries

154,980



Education program, with the objective of educating school children on non-curricular topics such as water, sanitation, hygiene, financial literacy and career guidance for 8th, 9th and 10th Standard Government/Aided school students.

SUGRAMA

Open Defecation Free % in GPs

Hosa Vantamuri

85%

Urdigere

97%



Achieve 100% sanitation coverage in its target areas and to conduct and be part of various community development activities - Two GPs (Hosa Vanatamuri – Belgaum and Urdigere –Tumkur a total of 26 Villages) have been adopted to make the villages Open Defecation Free

49,765 plant saplings were distributed in FY 19-20 to our customers and public for spreading awareness on afforestation and reforestation

Karnataka

30,050* plant sapling distributed in SAC** and Sugrama

Tamil Nadu

7,905 plant sapling distributed in SAC

Maharashtra

6,831 plant sapling distributed in SAC

Madhya Pradesh

4,979 plant sapling distributed in SAC

Support from Govt. Institutions

70% of the overall sapling given were provided free of cost by State Forest Departments(SFDs)

- » 60% overall saplings given in Karnataka is provided by SFDs
- » 16% overall saplings given in Tamil Nadu is provided by SFDs
- » 14% overall saplings given in Maharashtra is provided by SFDs
- » 10% overall saplings given in Madhya Pradesh is provided by SFDs

Total Rs. 249,005- spent for the activity

(purchasing of plants 51% and transportation charges 49%)

32,754* - Social awareness campaign (66%) and Sugrama 17,011 (34%)



SAC-



SAC- Indore



Sugrama - Village



Sugrama- Students

CreditAccess Grameen



Thank You

For any investor related queries , please mail to investorrelations@grameenkoota.org