

August 04, 2021

The BSE Limited,  
Listing Department,  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai – 400 001

National Stock Exchange of India Limited,  
Listing Department  
“Exchange Plaza”  
Bandra Kurla Complex,  
Bandra (E), Mumbai – 400 051

Scrip Code: 540173

Symbol: PNBHOUSING

Dear Sirs,

**Sub: Investor Presentation**

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, Please find attached herewith the Investor Presentation of the Company for the quarter ended June 30, 2021.

A copy of the same is placed on the website of the Company [www.pnbhousing.com](http://www.pnbhousing.com)

You are requested to take note of the above.

Thanking You.

For PNB Housing Finance Limited

  
Sanjay Jain  
Company Secretary & Head Compliance  
Membership No.: F2642

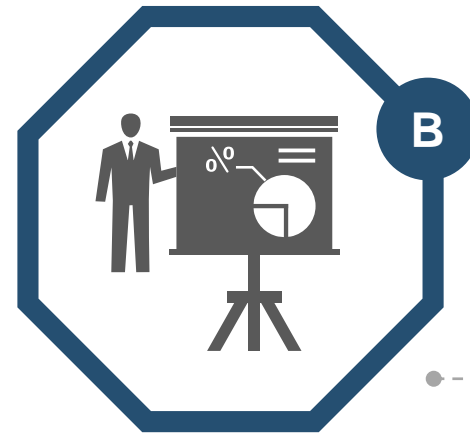


# Investor Presentation Quarter Ended June 2021 04-August-2021





**Progress on the New Agenda**  
**Strategy Monitorables**



**Business & Financial Performance**  
**Digital Drive & Branch Network**  
**Shareholding and ESG Snapshot**  
**Growth in Housing Finance Sector**  
**Key Takeaways**



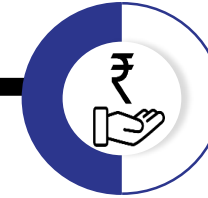
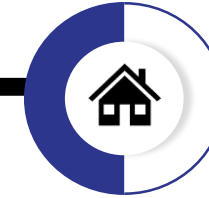
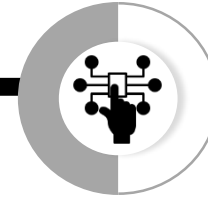
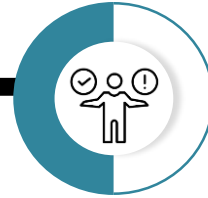
# Agenda envisaged in January 2021



## Strengthening the Core

## Drive Efficiency

## Accelerate Growth



### Management

- Strengthen leadership team with internal promotions & external hires
- On boarded senior talent in Collections, Business Transformation, Information security, Affordable Housing and Internal Audit
- Augment Risk & data analytics team
- Introduced incentive plan to retain talent
- Focus on upgrading skill sets

### Capital Position

- Improve capital and gearing
- Build significant provision
- Option to raise capital across different modes

### Risk Management

- Leverage advance analytics and new age technologies
- Automate credit appraisal journey with human touch
- Strengthen EWS to improve collection efficiencies
- Remedial Management Group to focus on resolution of corporate book

### Cost Management

- Rationalize operating model with focus on profitability
- Optimize cost and productivity
- Improve accountability across organization
- Product and segment level monitoring

### Digital Drive

- Accelerate digital transformation across the value chain
- Increase use of AI, ML, RPAs to augment business, underwriting and accelerate efficiencies
- Advanced analytics for portfolio management, risk, collection
- Building Super app to strengthen digital platform

### Retail Focused Lending




- Leverage expertise in mass housing and merchant category
- Increase fee income through cross sell, upsell and co-lending
- Retail to be the engine of growth

### Grow Affordable Housing "Unnati"

- Building higher yielding Unnati portfolio
- Focus on Average ticket size of ~INR 15 lakh
- Strengthen distribution network with increased presence in Tier 2 and 3 cities

# Strengthening the Core – Key Monitorables





Pillars to Agenda	Monitorables	FY20	FY21	Q1FY22	Remarks
 <b>Management Team</b>	Key roles hired at senior level		5 hires and 2 promotion	3 hires and 1 promotion	Further strengthen the management team
	Incentive plan to retain talent		RSU Allotment done		Completed in March 2021
 <b>Capital Position</b>	Leverage*	8.53x	6.72x	6.36x	With reduction in Corporate Book by 25% since Mar'20 and healthy internal accruals
	CRAR*	17.98%**	18.73%#	21.4%	With focus on lower risk weight asset and no new disbursement in corporate book
	Total Provision to Total Asset*	2.61%	4.09%	4.47%	Increased provisions on account of second wave of Covid-19 and depleting book
	Tier 1 Capital		In process	In process	Capital Raise process ongoing
 <b>Risk Management</b>	% of loans sanctioned within stipulated TAT	85%	84%	70%	Lower TAT due to lockdown
	Collection Efficiencies	98.5%	96.8%	95.4%	Lower efficiencies due to second wave of Covid-19 Collection Efficiency in July 21 is ~98%

\* As on last day of the period  
\*\*As per IGAAP

#Adjusted for deposit made with companies in same group, CRAR is 20.6%



# Drive Efficiency – Key Monitorables



Pillars to Agenda	Monitorables	FY20	FY21	Q1FY22	Remarks
 <p><b>Cost Management</b></p>	Cost to Income Ratio	16.9%	15.1%	16.6%	Lower fee income due to lesser disbursement ; business operations impacted due to lockdown
	Incremental Cost of Borrowing	8.47%	6.80%	5.74%	Supported by NHB and capital market borrowing
	Implement Transformation journey		Project 'IGNITE' initiated	Diagnostic phase ongoing; initiatives identified across functions	Diagnostic phase completed in July 21
 <p><b>Digital Drive</b></p>	Digital sourcing	9%	19%	46%	Increased focus on digital sourcing; Ace-LOS integration made live in Q1 for smooth file flow in the system
	Automate underwriting		Vendors identified	Vendor finalized	Phase 1 for salaried STP viz Automation of Credit Appraisal Memo expected to go live by Sep 21. Phase 2 viz use of Rule Management Engine expected to be completed in a year's time
	Advanced Analytics powered business units across organisation		Advance stages of vendor identification	Process analysis, Data sets & model preparation in progress	Implementation during the year

# Accelerate Growth – Key Monitorables



Pillars to Agenda	Monitorables	FY20	FY21	Q1FY22	Remarks
  <b>Retail Focussed Lending</b>	<b>Retail Book (YoY)</b>	-6%	-5%	-7%	Retail disbursements grew by 145% in Q1FY22(YoY)
	<b>Building Granular book (disbursement of less than INR 2 crore)</b>	87.2%	92.3%	92.9%	Focus on lower ticket asset sourcing; reduction in ATS to INR 27 lakh in IHL and INR 43 lakh in LAP
	<b>Corporate book*</b>	INR 14,614 crore 18% of AUM	INR 11,786 crore 16% of AUM	INR 10,989 crore 15% of AUM	Sell down/accelerated payment of INR 479 in Q1FY22
  <b>Grow Affordable Housing “Unnati”</b>	<b>Create separate vertical and open lean branch infrastructure</b>	Existing branches	Separate vertical created	Identified 13 new locations	Locations to be operationalized during the year
	<b>Unnati book*</b>	INR 2,607 crore	INR 2,985 crore	INR 2,986 crore	Focus on building Unnati book, In spite of lockdown, registered growth of 163% in disbursement (YoY); disbursed INR 123 crore in Q1 FY22

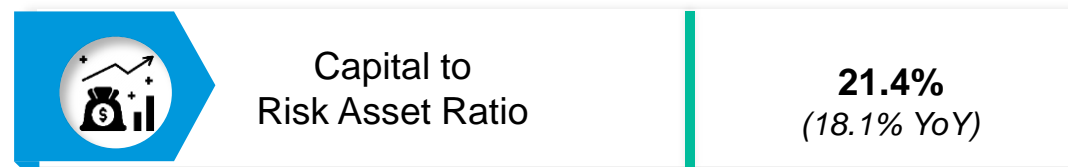
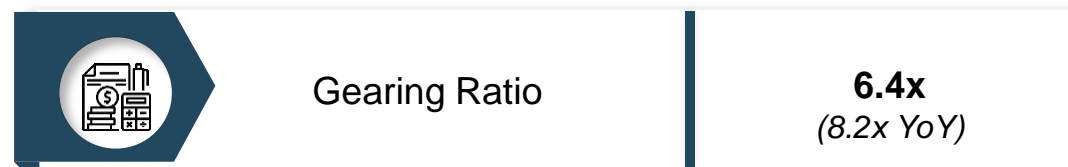
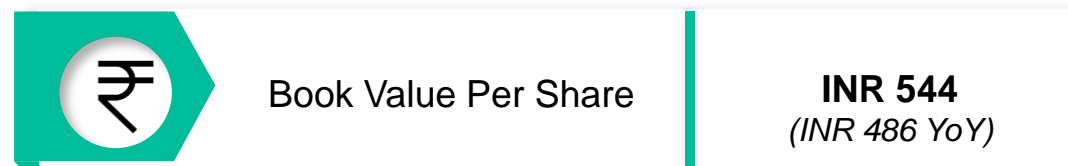
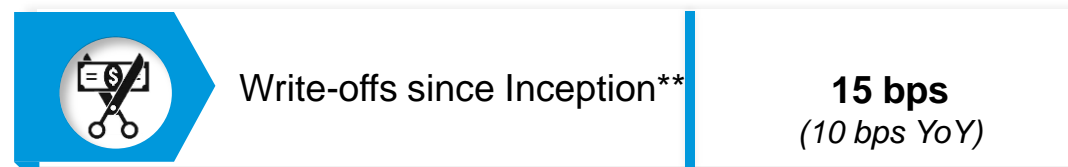
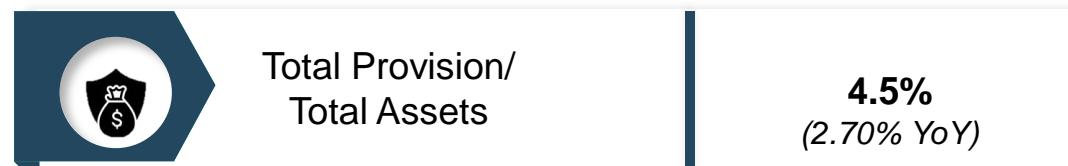
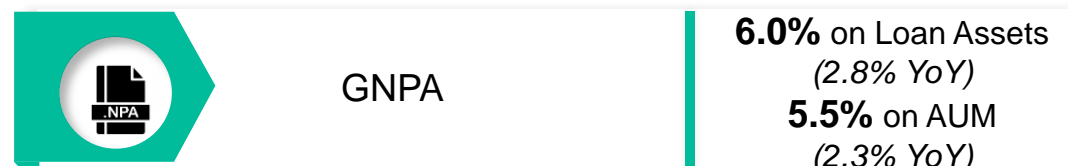
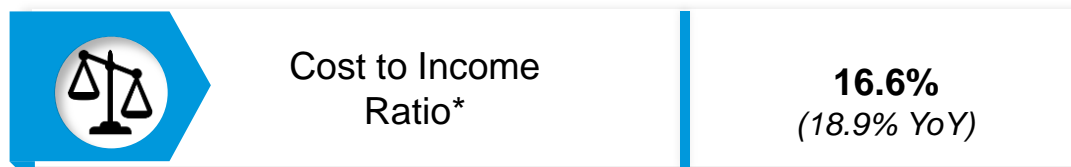
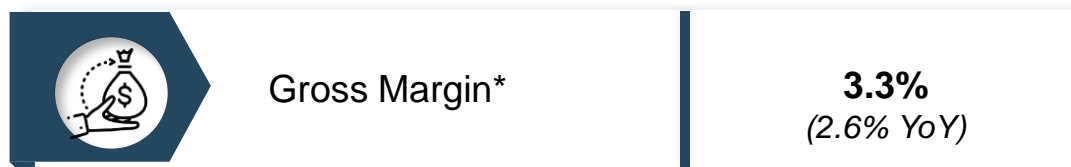
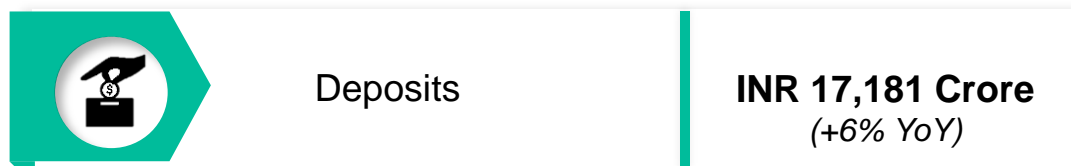
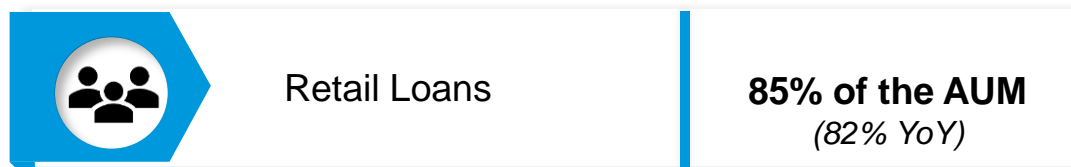
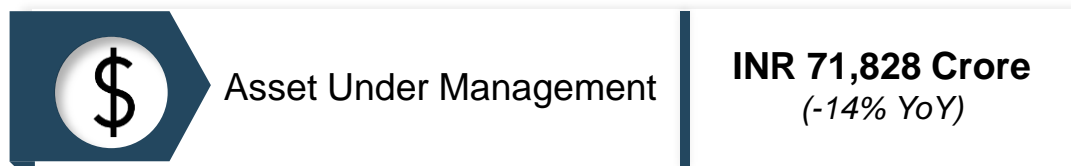
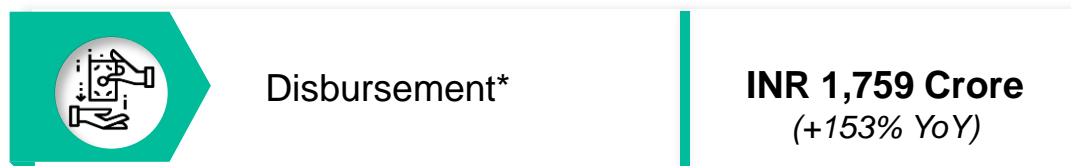
\* As on last day of the period



# Business and Financial Performance



# Performance Highlights



Data as on 30-Jun-21

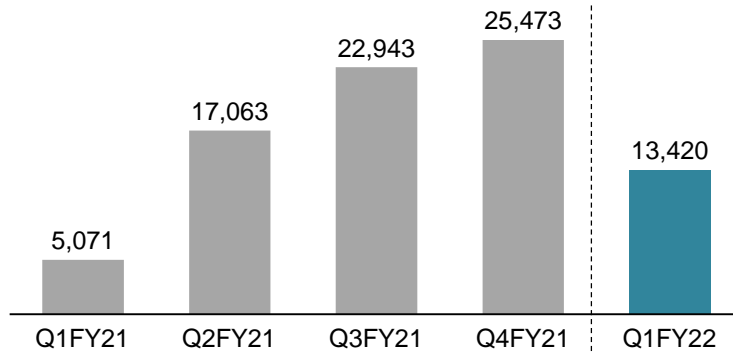
\*For Q1 FY22

\*\*On cumulative disbursements

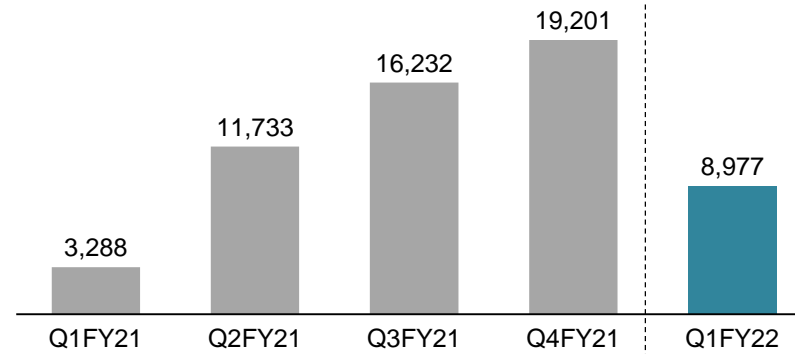
# Business Trends - Quarter on Quarter



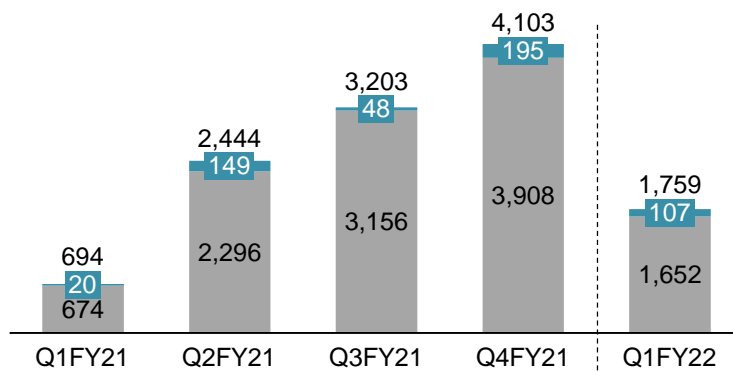
**No. of Logins**



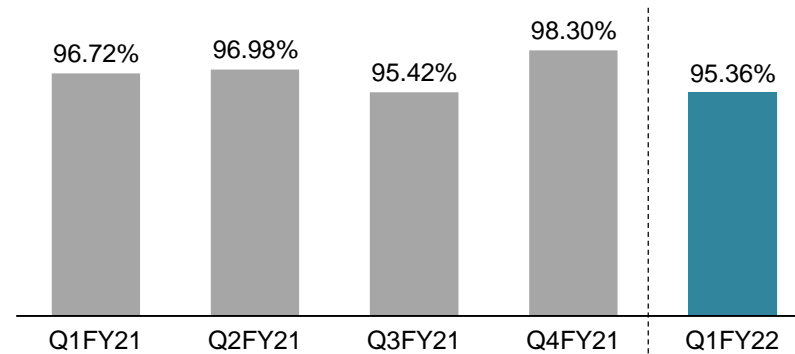
**No. of Sanctions**



**Disbursement (INR Crore)**



**Collection Efficiency (Retail)**



■ Corporate ■ Retail

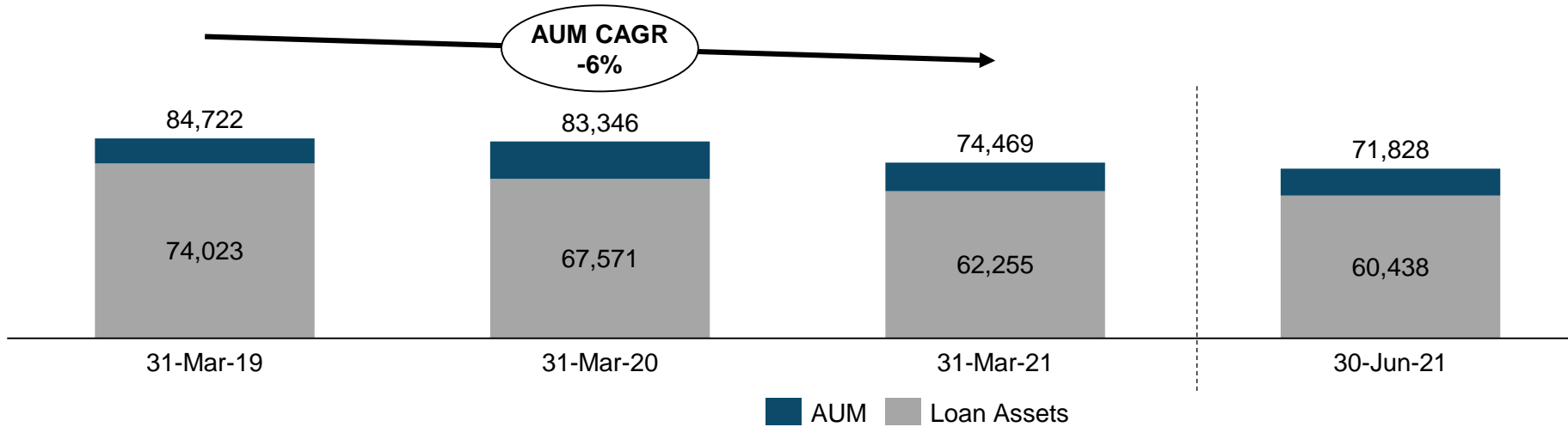
- Increased digital penetration; contributed 46% to total logins in Q1 FY22
- 94% of Q1 FY22 disbursements are in retail segment
- Collection Efficiency was the lowest in May 21 because of second wave of Covid-19; witnessed uptick in June 21 and further in July 21

# Business Update

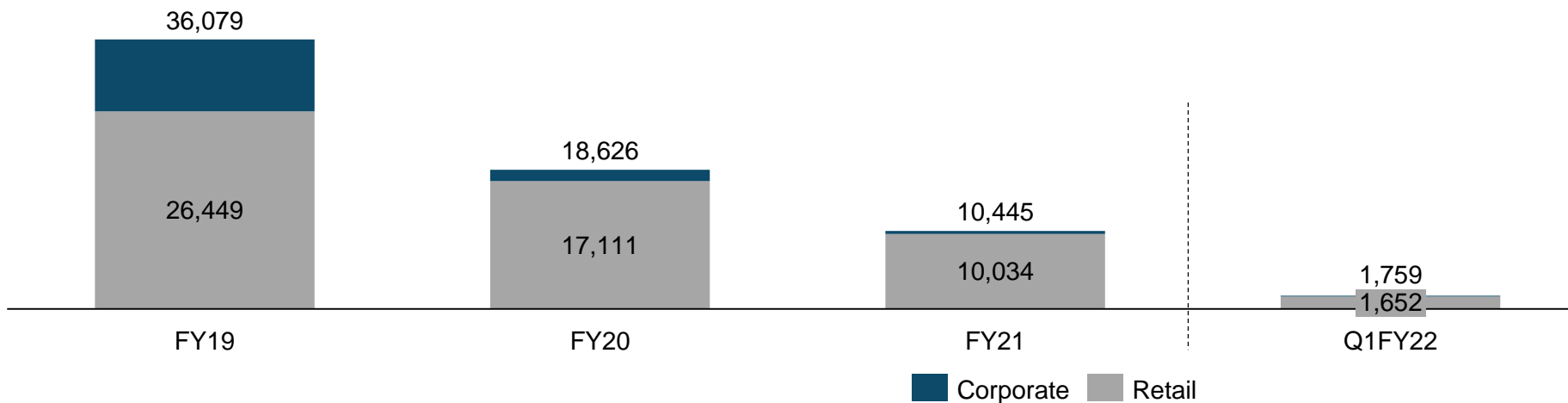


(INR Crore)

## Asset



## Disbursement



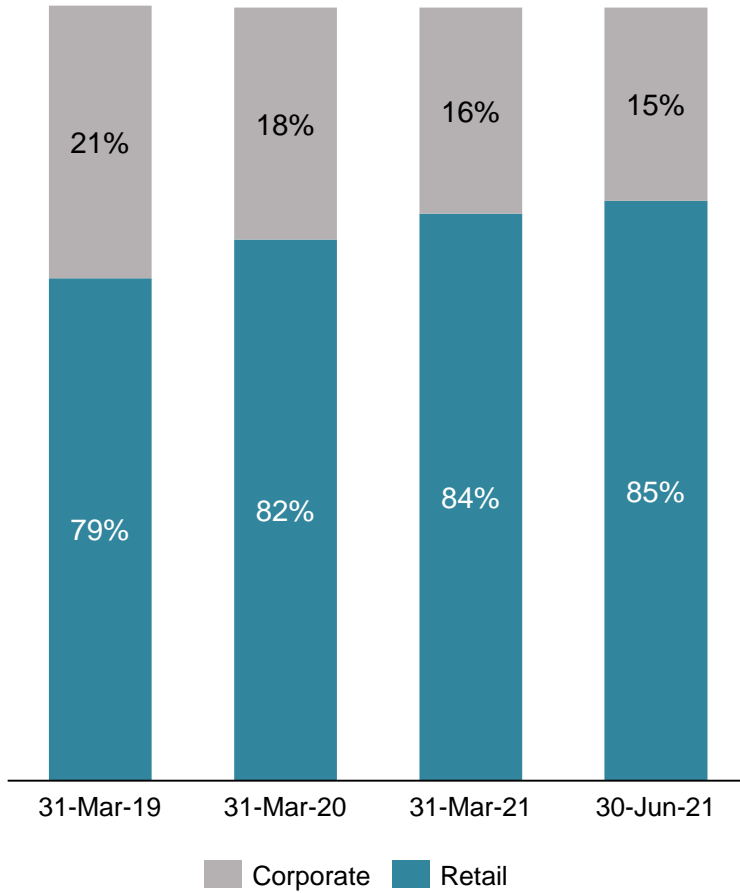
- As on 30-Jun-21
  - Focus on retail segment; retail AUM is 85% of total AUM compared to 82% as on 30-Jun-20
  - Retail AUM reduced by 11% YoY and Corporate by 26% YoY
- Disbursement in Q1FY22 grew by 153% YoY
- Covid Restructured loans of INR 1,733 crore as on 30-Jun-21
- Disbursed INR 315 crore under ECLGS scheme upto 30-Jun-21

Emergency Credit Line Guarantee Scheme, provided to mitigate the distress caused by Covid 19

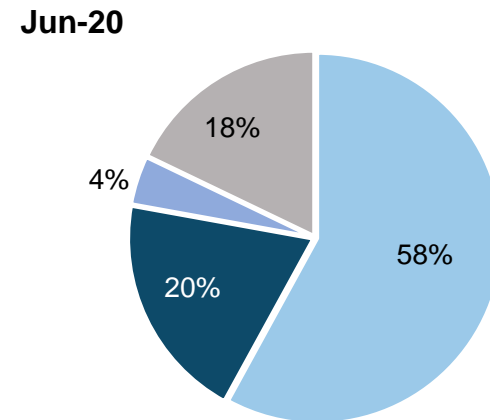
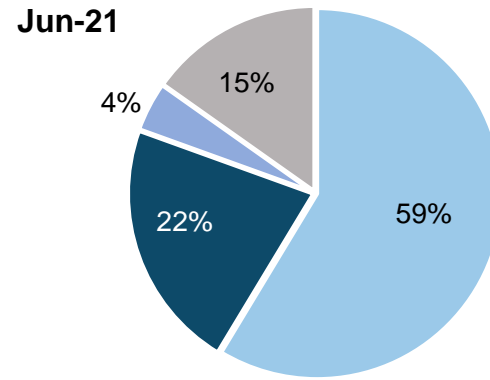
# Asset Under Management Mix



**AUM Mix**

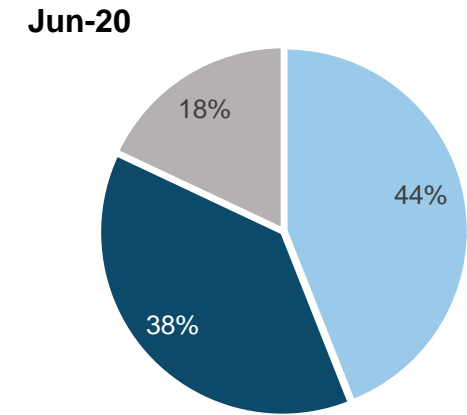
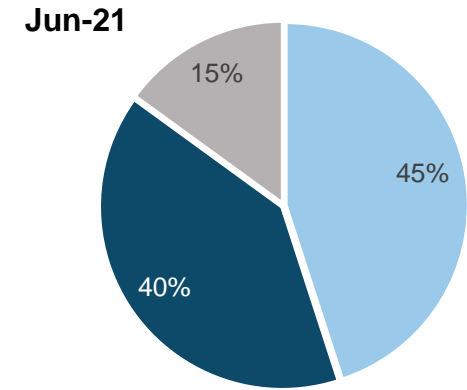


**Product-wise Break-up**



- Individual Housing Loan
- Retail Loan Against Property
- Retail Non-Residential Premises Loan
- Corporate Loan

**Segment-wise Breakup**



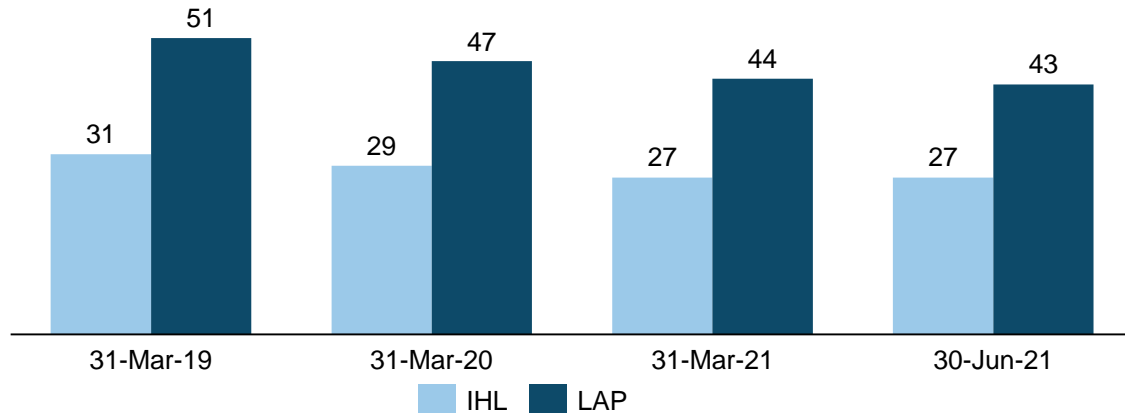
- Salaried
- Self-Employed
- Corporate Loan

# Retail Loan Book – Key Attributes

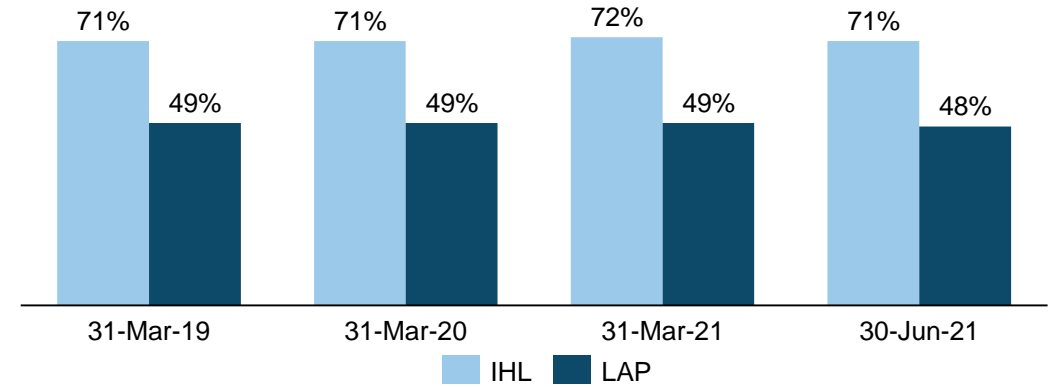


INR Lakhs

## Average Ticket Size

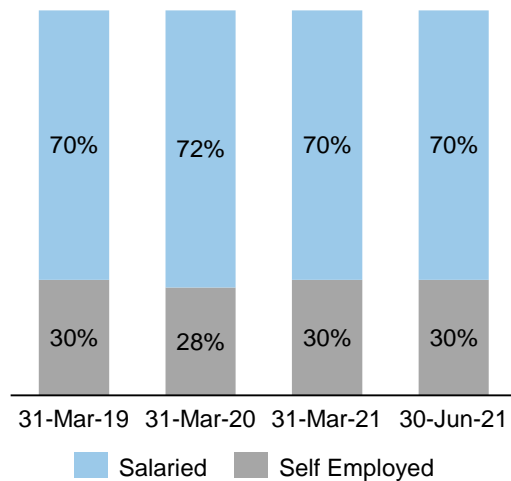


## Weighted Average Loan to Value

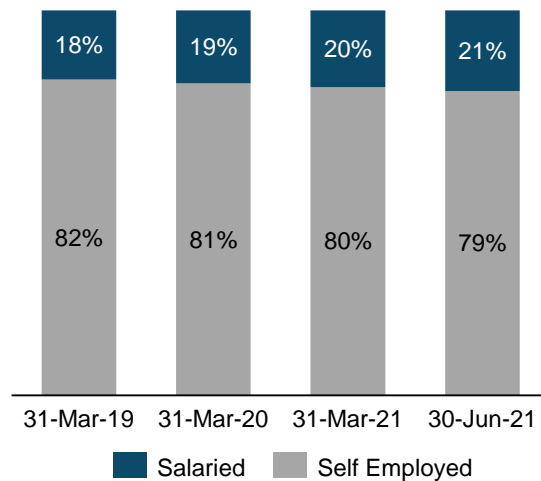


## Salaried vs Self-Employed

### Individual Housing Loan

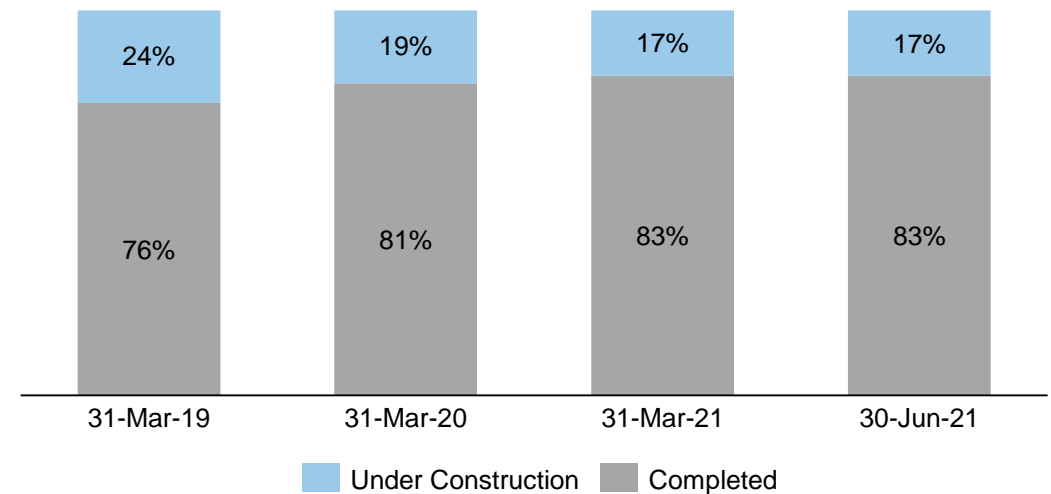


### Loan Against Property



## Under construction vs Completed

### Individual Housing Loan

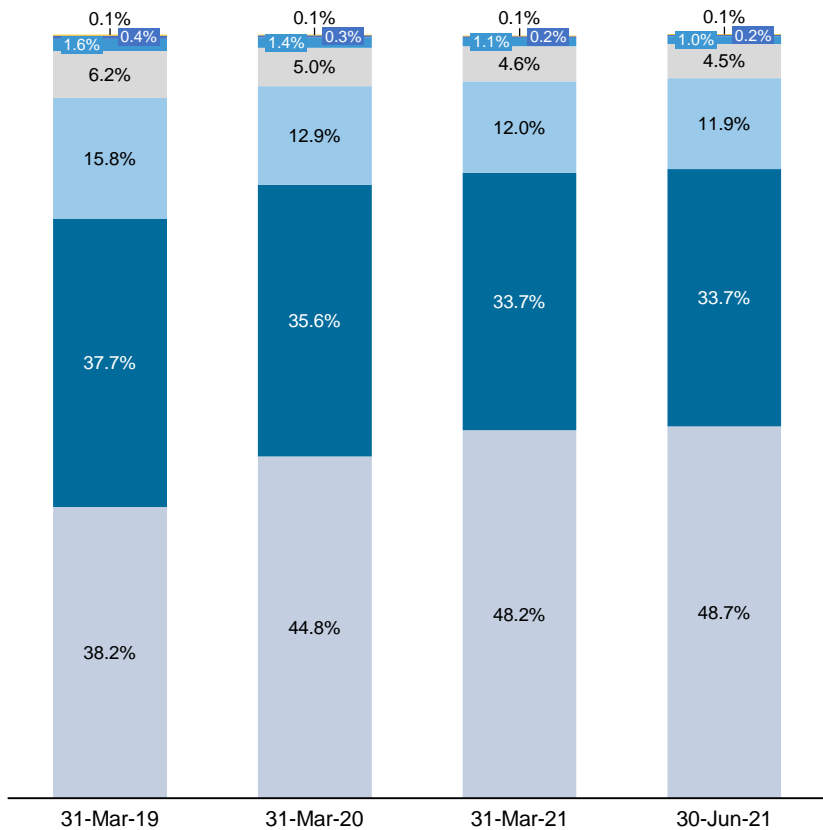


ATS and LTV at Origination

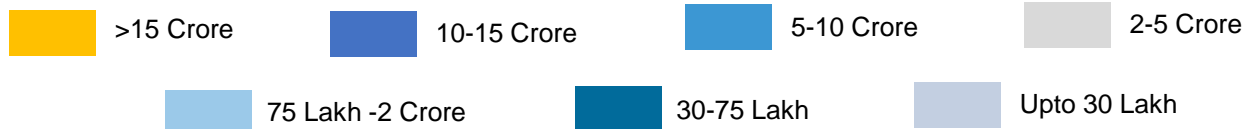
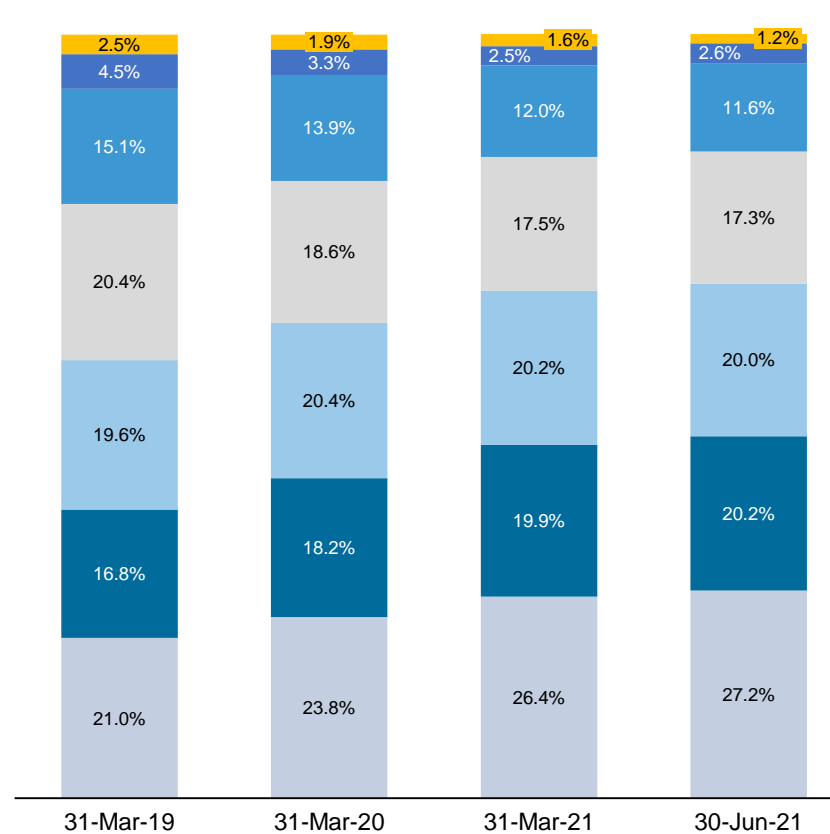
# Retail Loan Book – Average Ticket Size Range



## Individual Housing Loan

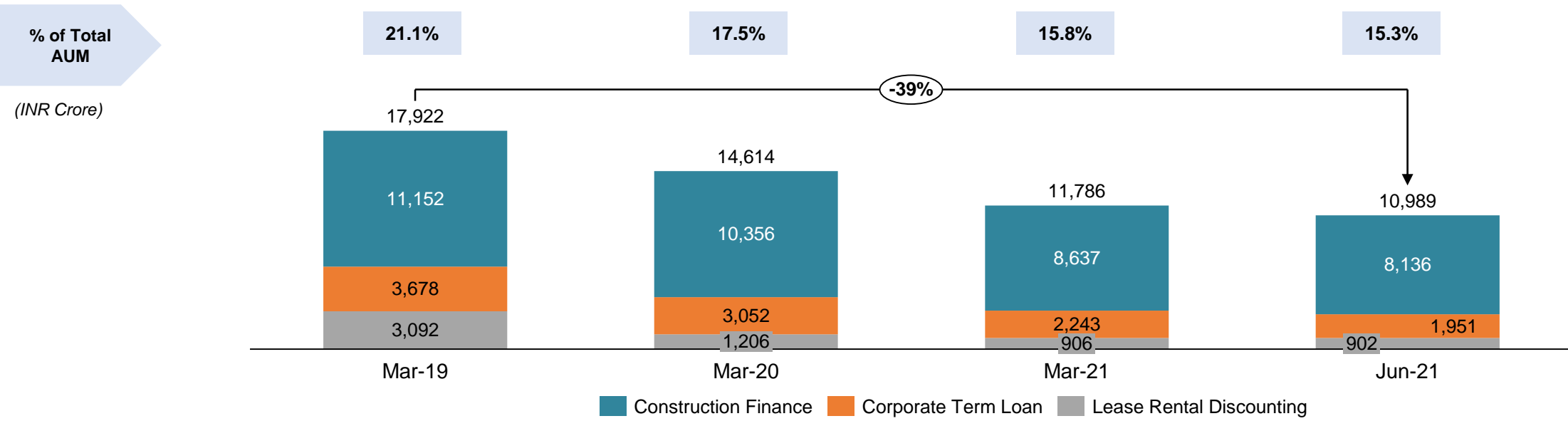


## Retail Loan Against Property



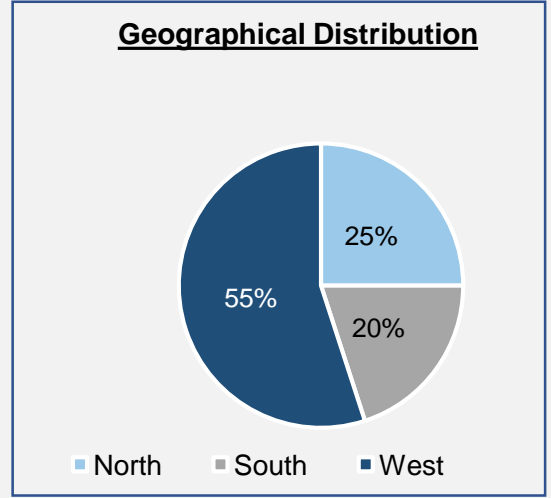
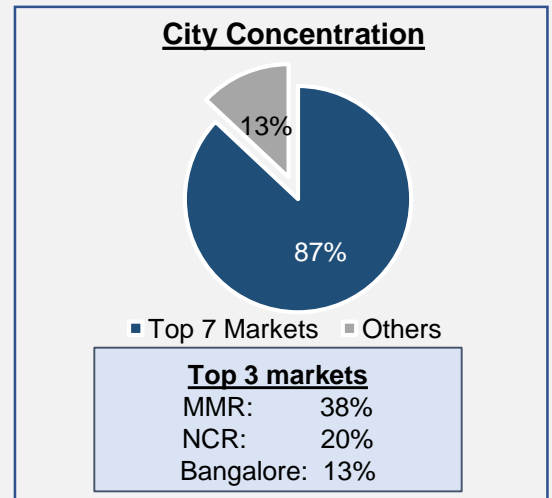
- Focus on granular book resulting in higher proportion of less than INR 2 crore loans
- LTV in LAP maintained below 50%

# Corporate Book Exposure Continues to Scale Down



**Average Ticket Size (Unique Corporate Houses)**

Product Segment	ATS (INR Crore)
Construction Finance	177
Corporate Term Loan	97
Lease Rental Discounting	84



Data as on 30-Jun-21

# Corporate Book Performance



- 77% of the book is good which continues to be in Stage 1; majority backed by Tier 1 Developers
- 63% of the book is with Zero DPD on a declining base

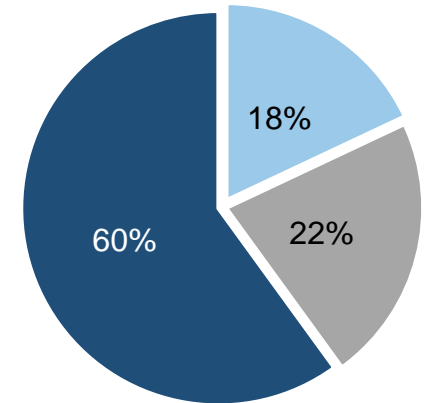
- Down Sell / Accelerated pre payment of INR 479 crore in Q1 FY22

- Deleveraged Top 20 developers' book
- Reduced by ~13% as on 30-Jun-21 as compared to 30-Jun-20

- Weighted average security coverage of the book is over 2.0x as on 30-Jun-21

- Stage 3 provision coverage ratio is 55%
- Overall provision coverage is 16% of Corporate book

**40% of the Construction Finance Book comprises completed and near completion projects**



- Completed
- Near Completion
- Under Construction





## Resolutions Achieved

- **IREO Pvt Ltd with O/s of INR 150 crore** with nil haircut
- **Windlass Developers with O/s of INR 30 crore** through SWAMIH investment
- **Pate Developers with O/s of INR 20 crore** with nil haircut.
- **3 other NPA accounts with O/s of INR 4 crore** with nil credit loss

## Final Stages of Resolution

- **Vipul Ltd with O/s of INR 353 crore** is in the final stages of resolution
  - ✓ Tulip Group to takeover the Project along with its liabilities including PNBHFL debt
  - ✓ PNBHFL has given its in-principle NOC for the transaction, which is expected to consummated in 2021
- **Ornate Pvt Ltd with O/s of INR 181 crore** is in the final stages of resolution
  - ✓ Resolution plans submitted by 4 Resolution Applicants for takeover of the Corporate Debtor
  - ✓ Final stages of negotiation and selection of best resolution plan by Committee of Creditors in process

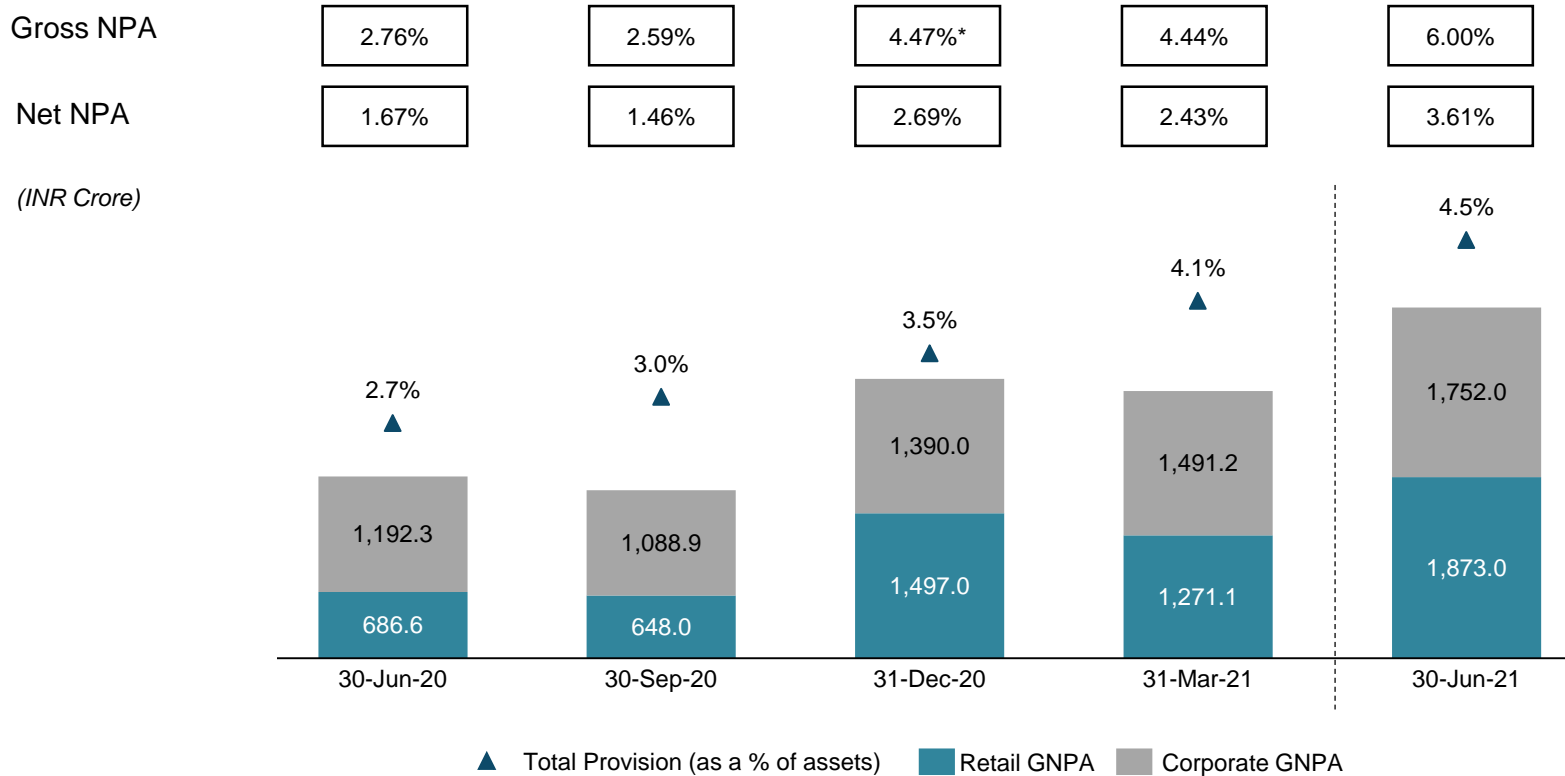
## Resolutions Underway on few NPA Accounts

- **Supertech Ltd.** with O/s of INR 244 crore; Company has started construction of launched part of Project; progress for outright sale of unlaunched phase of the Project to pare down debt
- **Radius** with O/s of INR 259 crore; working with co-lender on resolution
- **Arena Superstructure Pvt Ltd.** with O/s of INR 187 crore; under NCLT proceeding, EOI received from various developers; RP appointed to resolve queries of developers; resolution plan expected to be received in 2021

# Gross Non-Performing Assets



% of Loan Asset



As on 30-Jun-21	INR Crore
Gross NPA	3,625.0
ECL Provision	2,700.2
Regulatory provision (as per NHB)	995.0

- The Company continues to hold adequate provision
- Incremental provision of INR 156 Crore created in Q1 FY22 majorly in retail segment
- Total provision to total asset of 4.5%
- Increase in NPA is also on account of legal forbearance upto 31<sup>st</sup> August 2021 as per High court orders

\*Proforma GNPA  
Figures as on 30-Jun-21 unless mentioned

# Expected Credit Loss (ECL) Provisions – Overall



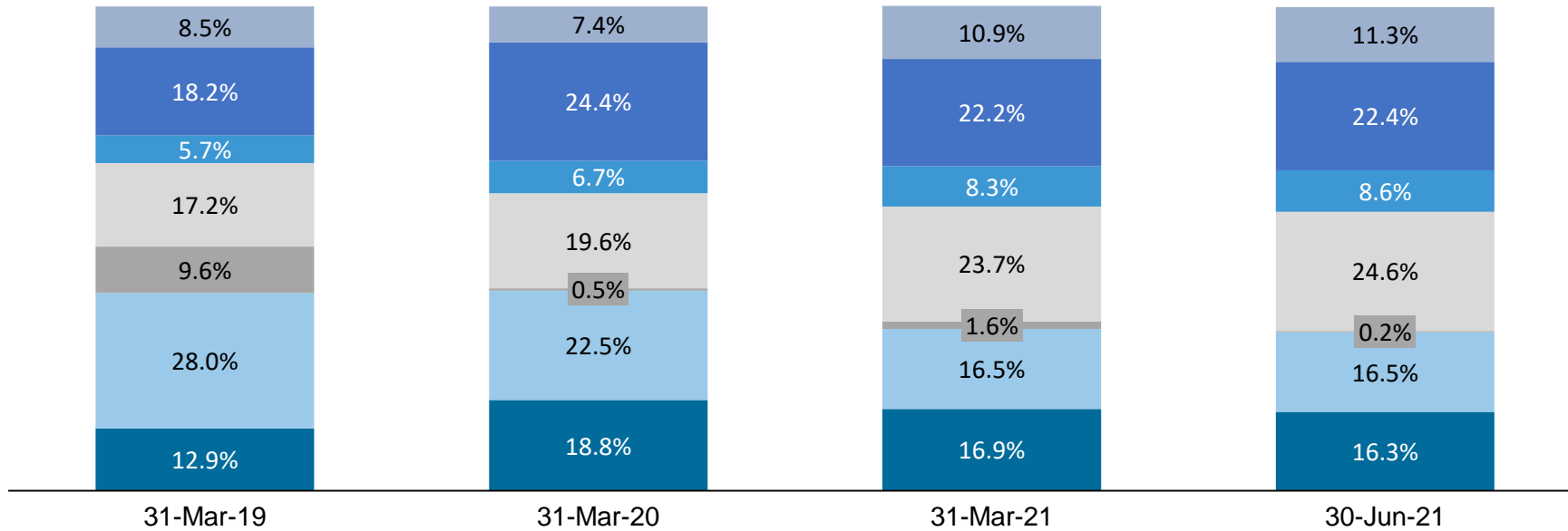
Classification of the Assets based on the ECL computation under Ind AS:

Particulars (INR Crore)	30-June-21	31-Mar-21	30-June-20
Gross Stage 1	52,914	55,753	63,779
% portfolio in stage 1	87.55%	89.6%	93.8%
ECL Provision Stage 1	601	648	652
Net Stage 1	52,314	55,105	63,127
<b>ECL Provision % Stage 1</b>	<b>1.13%</b>	<b>1.2%</b>	<b>1.0%</b>
Gross Stage 2	3,898	3,740	2,350
% portfolio in stage 2	6.45%	6.0%	3.5%
ECL Provision Stage 2	<b>659</b>	647	440
Net Stage 2	3,239	3,093	1,911
<b>ECL Provision % Stage 2</b>	<b>16.90%</b>	<b>17.3%</b>	<b>18.7%</b>
Gross Stage 3 (GNPA)	3,625	2,762	1,879
% portfolio in Stage 3 (GNPA%)	6.00%	4.4%	2.8%
ECL Provision Stage 3	1,441	1,249	746
Net Stage 3	2,184	1,513	1,133
<b>Coverage Ratio % Stage 3</b>	<b>39.74%</b>	<b>45.2%</b>	<b>39.7%</b>
Total Assets	60,438	62,255	68,009
ECL Provision	2,700	2,544	1,837
Net Stage	57,737	59,711	66,171
<b>Total ECL Provision / Total Assets (%)</b>	<b>4.5%</b>	<b>4.1%</b>	<b>2.7%</b>

# Well Diversified Resource Profile



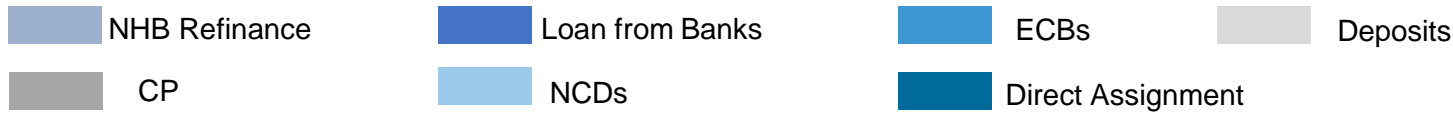
(INR Crore)



- ~71% of the total resource is floating; giving opportunity for replacement & repricing

**Credit Rating**

- Fixed Deposit: “FAA+” by CRISIL and “AA” by CARE.
- Commercial Paper: “A1(+)” by CARE & CRISIL
- Non-Convertible Debentures: “AA” by CARE, India Ratings, CRISIL and ICRA
- Bank Loans (Long Term): “AA” by CARE and CRISIL



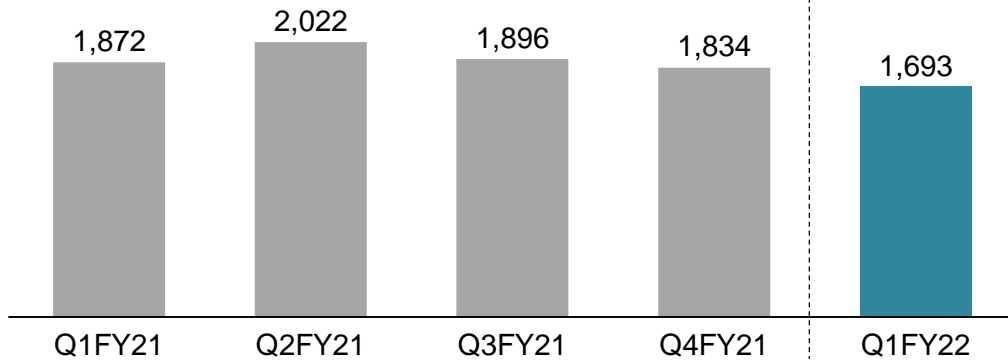
Borrowings	72,362	68,216	59,942	58,338
Total Resource	83,061	83,991	72,157	69,728

# Financial Highlights – Quarter on Quarter

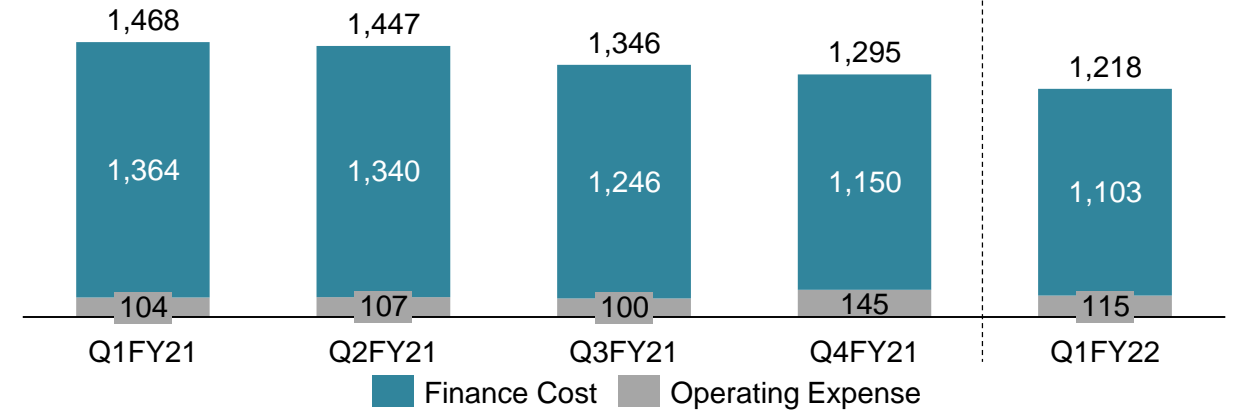


(INR Crore)

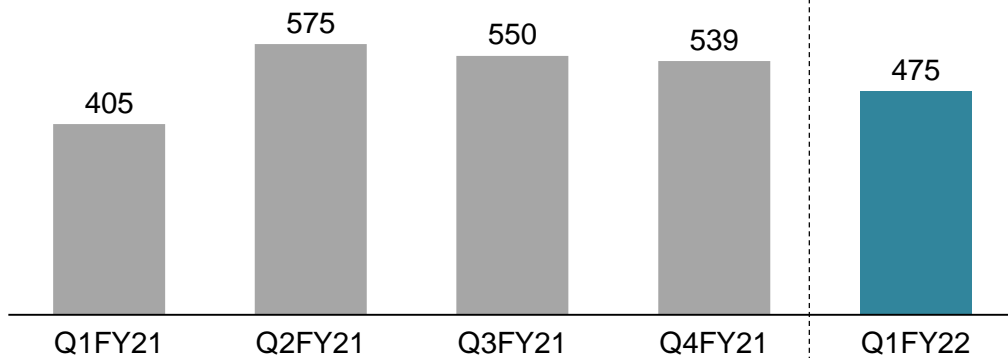
## Revenue



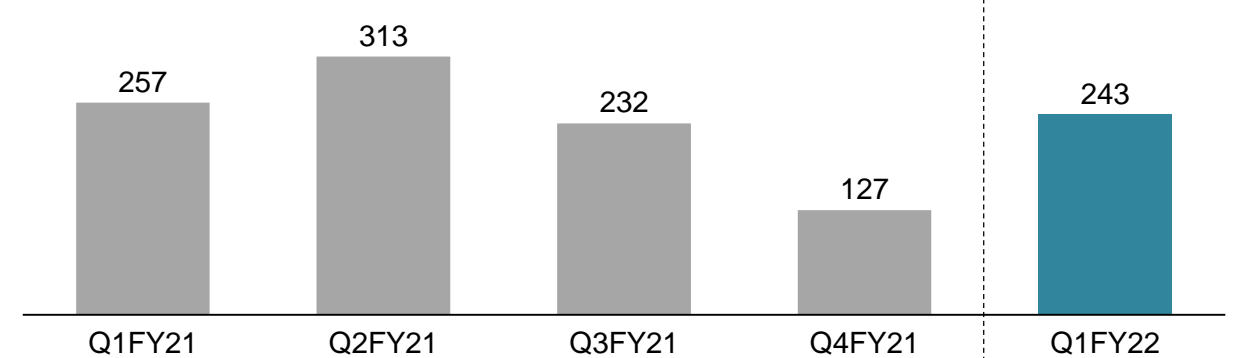
## Expense



## Pre-provision Operating Profit



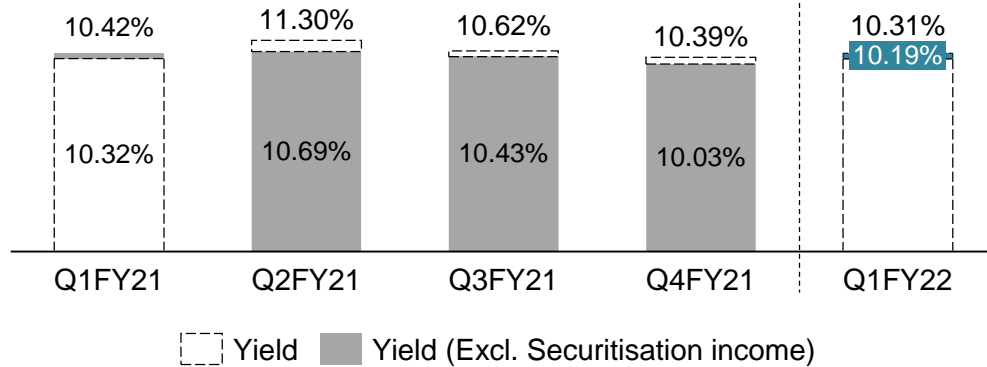
## Profit After Tax



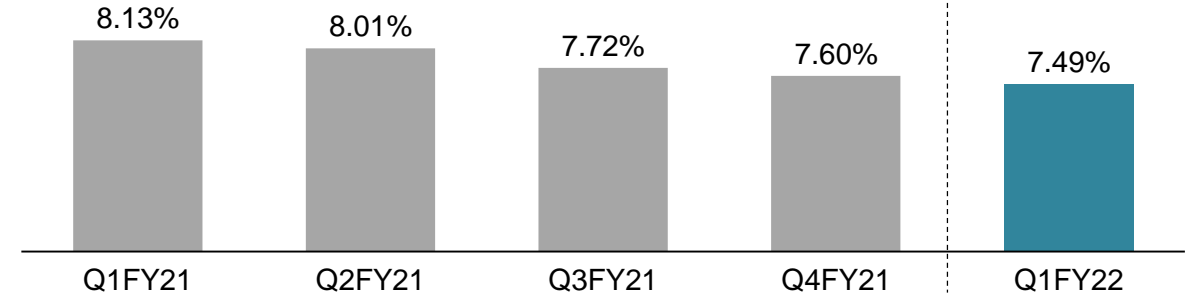
# Financial Ratio Highlights – Quarter on Quarter



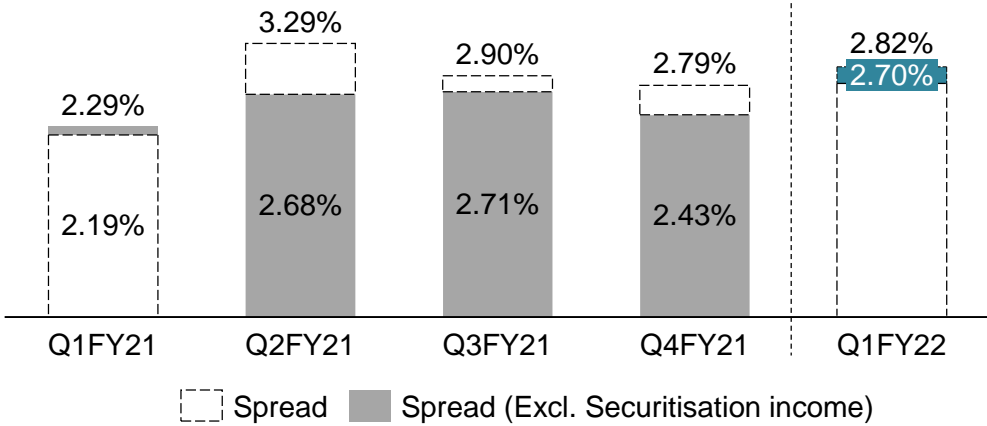
**Average Yield**



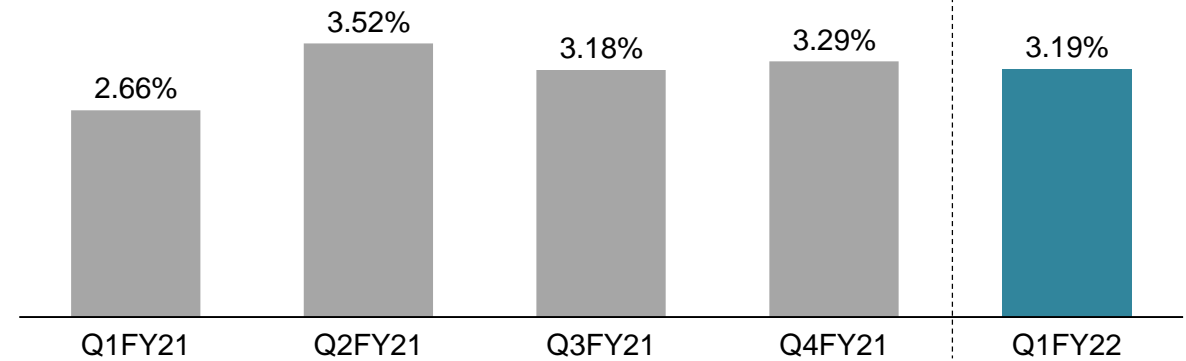
**Average Cost of Borrowing**



**Spread**



**Net Interest Margin**

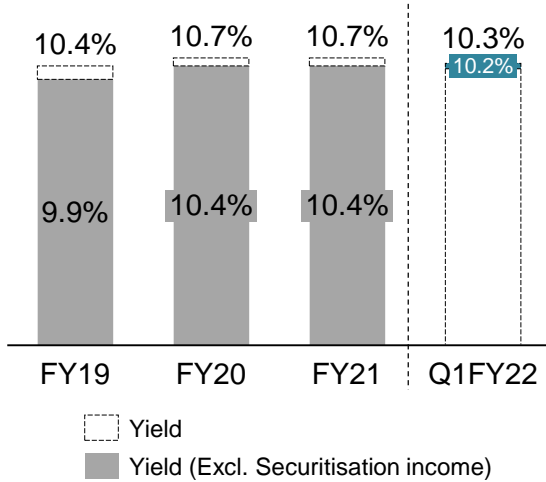


Ratios are calculated on Monthly Average

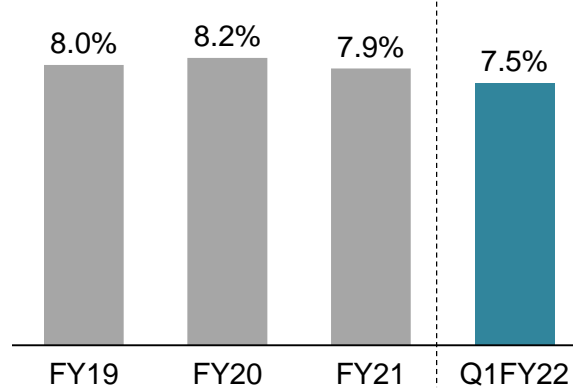
# Margin Analysis - Annual



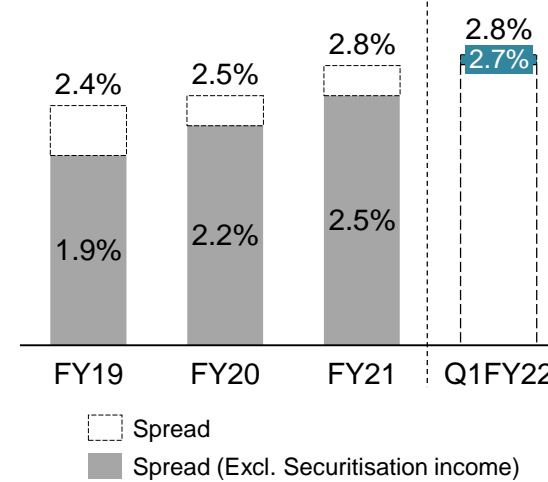
**Average Yield**



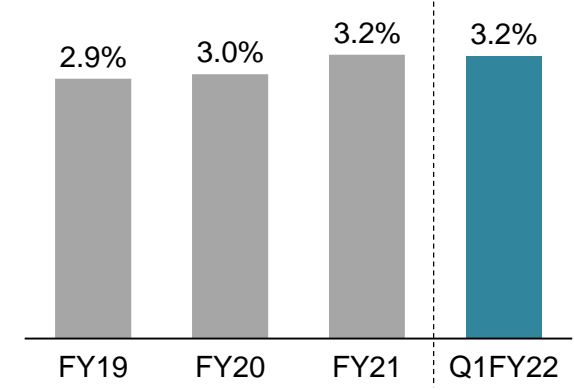
**Average Cost of Borrowings**



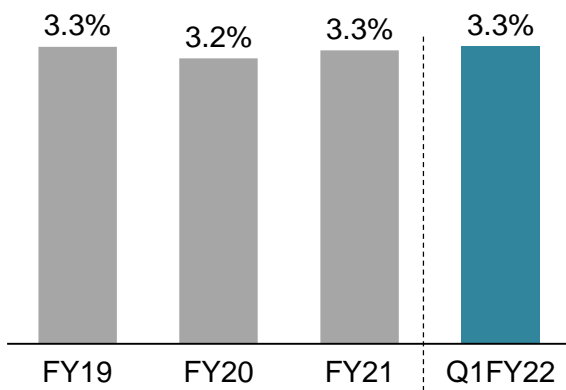
**Spread**



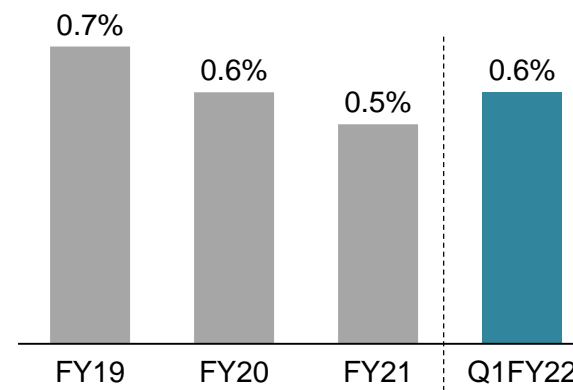
**Net Interest Margin**



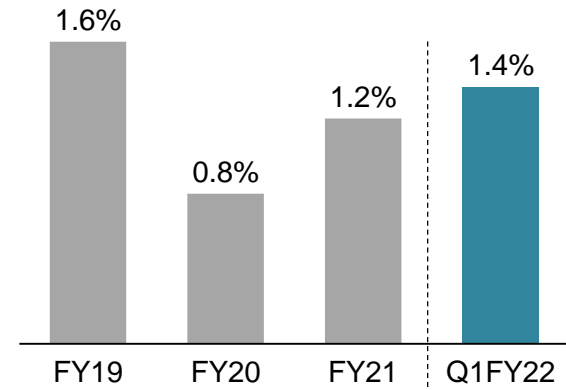
**Gross Interest Margin**



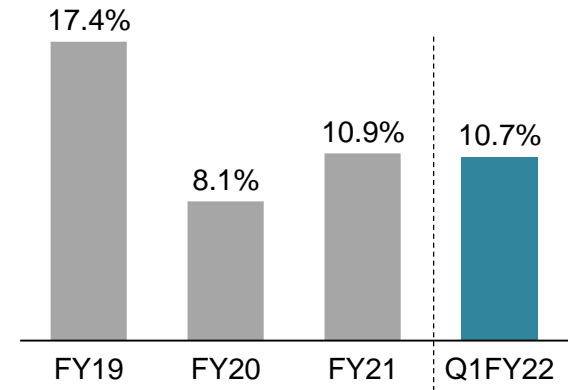
**Opex to ATA Ratio**



**Return on Asset**



**Return on Equity**



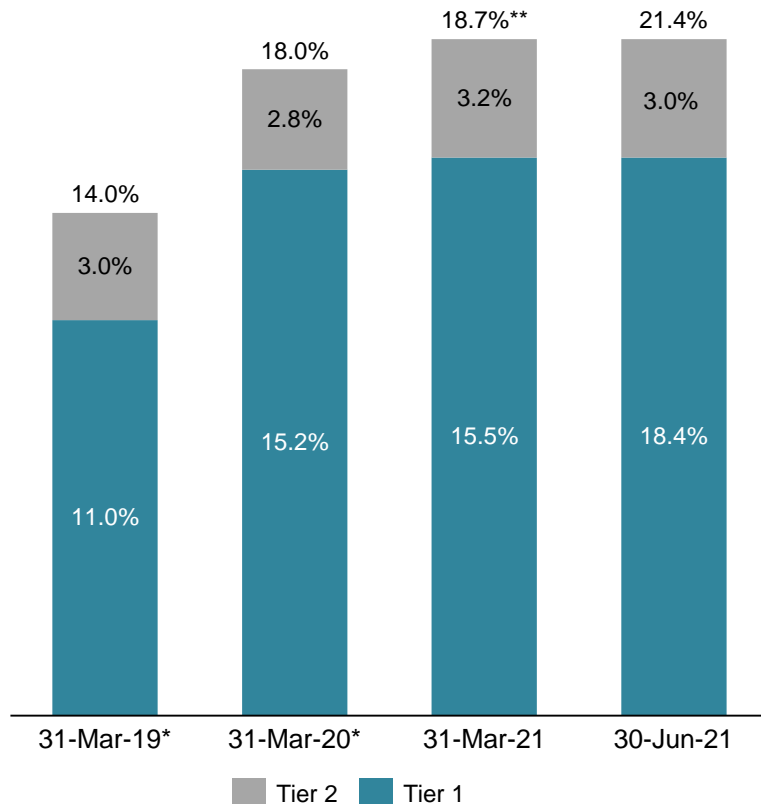
Ratios are calculated on Monthly Average  
Gross Interest Margin is net of acquisition cost

# Capital Position

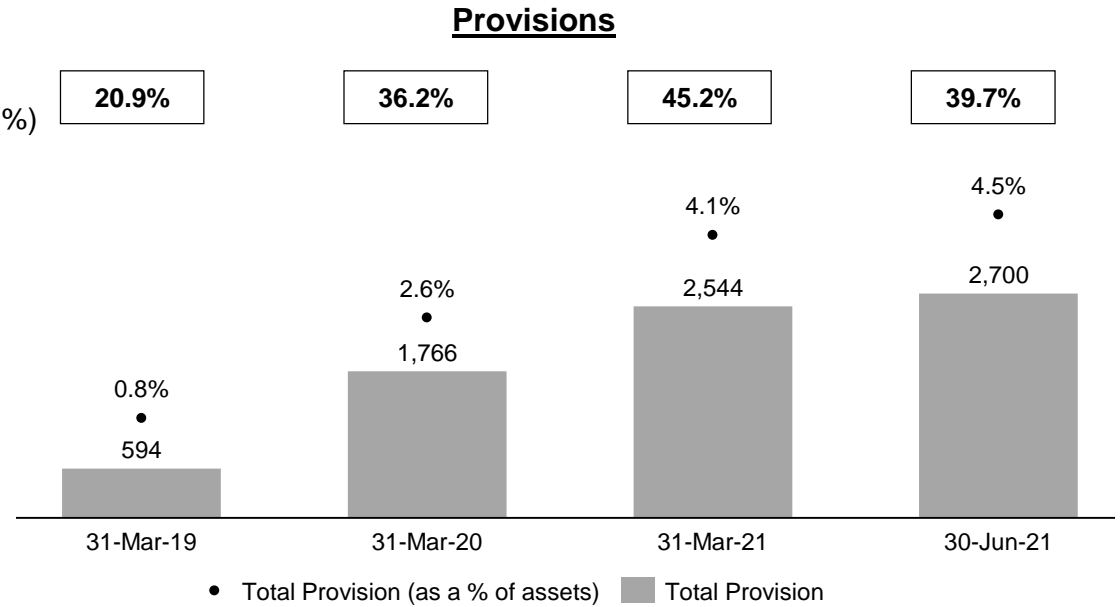


(INR Crore)

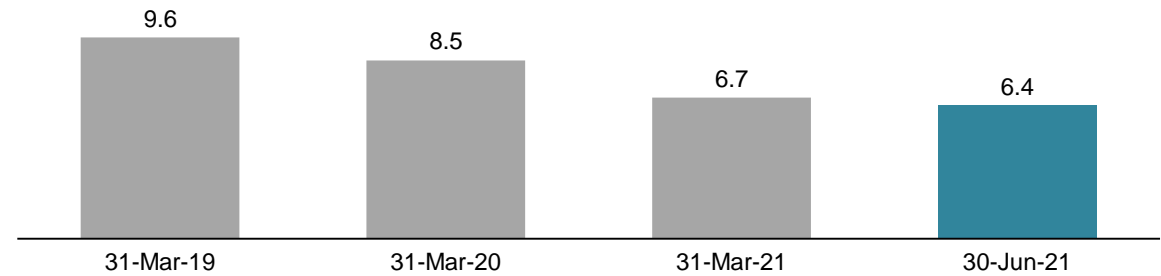
## Capital to Risk Asset Ratio



Stage 3 Coverage ratio (%)



## Gearing (x)



\*\*Adjusted for deposits with companies in same group, which gets deducted from Net owned Funds, the CRAR would have been 20.6%.

**De-leveraged Balance Sheet with enhanced Provisions**

Ratio is calculated on Monthly Average  
\*Based on IGAAP



# Consolidated Profit & Loss Statement



Particulars (INR Crore)	Q1 FY22	Q1 FY21	YoY	Q4 FY21	QoQ	FY21	FY20	FY19
Interest Income	1,611	1,802		1,670		7,190	7,688	6,793
Add: Net gain on fair value changes	42	50		39		162	159	129
Add: Income on derecognized (assigned) loans	0	0		35		71	336	308
Less: Finance Cost	1,103	1,364		1,150		5,100	5,875	5,166
<b>Net Interest Income</b>	<b>550</b>	<b>488</b>	<b>12.7%</b>	<b>594</b>	<b>-7.4%</b>	<b>2,323</b>	<b>2,308</b>	<b>2,064</b>
Net Fees and other Income	38	20		81		190	298	399
<b>Gross Income</b>	<b>588</b>	<b>508</b>	<b>15.7%</b>	<b>675</b>	<b>-12.9%</b>	<b>2,513</b>	<b>2,606</b>	<b>2,462</b>
Operating Expenses								
Less: Employee Benefit Expenses	56	61		53		211	233	304
Less: Other Expenses	45	26		69		173	245	204
Less: Depreciation and Amortisation	13	16		14		59	66	31
<b>Operating Profit</b>	<b>475</b>	<b>405</b>	<b>17.3%</b>	<b>539</b>	<b>-11.9%</b>	<b>2,069</b>	<b>2,062</b>	<b>1,923</b>
Less: Impairment on financial instruments & Write-offs (Expected Credit Loss)	160	76		351		862	1,251	188
<b>Profit Before Tax</b>	<b>315</b>	<b>329</b>	<b>-4.3%</b>	<b>188</b>	<b>67.6%</b>	<b>1,207</b>	<b>811</b>	<b>1,734</b>
Less: Tax Expense	72	72		61		277	165	543
<b>Net Profit after Tax</b>	<b>243</b>	<b>257</b>	<b>-5.4%</b>	<b>127</b>	<b>91.3%</b>	<b>930</b>	<b>646</b>	<b>1,192</b>
Add: Other Comprehensive Income	-10	-86		40		-21	-55	-102
<b>Total Comprehensive Income</b>	<b>233</b>	<b>171</b>		<b>167</b>		<b>909</b>	<b>591</b>	<b>1,089</b>
EPS (Basic)	14.5	15.3		7.6		55.3	38.5	71.2

# Consolidated Balance Sheet



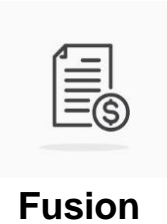
	Particulars (INR Crore)	31-Mar-21	31-Mar-20	31-Mar-19
	<b>LIABILITIES</b>			
<b>1</b>	<b>Financial Liabilities</b>			
(a)	Derivative financial instruments	51	-	211
(b)	Debt Securities	11,461	17,837	29,605
(c)	Borrowings (Other than Debt Securities)	29,746	32,328	26,793
(d)	Deposits	16,746	16,132	14,023
(e)	Subordinated Liabilities	1,439	1,439	1,438
(f)	Other financial liabilities	1,764	1,776	2,218
	<b>Sub Total - Financial Liabilities</b>	<b>61,208</b>	<b>69,512</b>	<b>74,288</b>
<b>2</b>	<b>Non-Financial Liabilities</b>			
(a)	Current Tax Liabilities	63	-	-
(b)	Provisions	18	19	25
(c)	Other non-financial liabilities	1,180	1,401	2,012
	<b>Sub Total - Non-Financial Liabilities</b>	<b>1,261</b>	<b>1,420</b>	<b>2,037</b>
<b>3</b>	<b>EQUITY</b>			
(a)	Equity Share capital	168	168	167
(b)	Other Equity	8,755	7,830	7,376
	<b>Sub Total - Equity</b>	<b>8,923</b>	<b>7,998</b>	<b>7,544</b>
	<b>TOTAL – EQUITY &amp; LIABILITIES</b>	<b>71,392</b>	<b>78,930</b>	<b>83,869</b>

	Particulars (INR Crore)	31-Mar-21	31-Mar-20	31-Mar-19
	<b>ASSETS</b>			
<b>1</b>	<b>Financial Assets</b>			
(a)	Cash and cash equivalents	6,969	8,514	4,034
(b)	Loans	60,645	66,628	74,288
(c)	Investments	2,045	2,076	4,561
(d)	Other Financial Assets	952	872	552
	<b>Sub Total - Financial Assets</b>	<b>70,610</b>	<b>78,090</b>	<b>83,434</b>
<b>2</b>	<b>Non - Financial Assets</b>			
(a)	Tax Assets (Net)	430	347	177
(b)	Property, Plant and Equipment	82	105	78
(c)	Right of use assets	78	120	-
(d)	Other Intangible assets	21	25	24
(e)	Other non-financial assets	35	35	24
(f)	Assets held for sale	136	207	131
	<b>Sub Total - Non - Financial Assets</b>	<b>782</b>	<b>839</b>	<b>435</b>
	<b>TOTAL - ASSETS</b>	<b>71,392</b>	<b>78,930</b>	<b>83,869</b>

# Digital Interventions across the Value Chain



## Tools & Collaborations



Fusion



Uconnect



Email verification



Collection Tiger

TALISMA

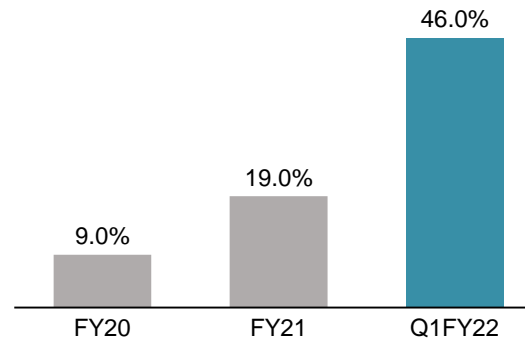


Payment collaborations with various Digital partners

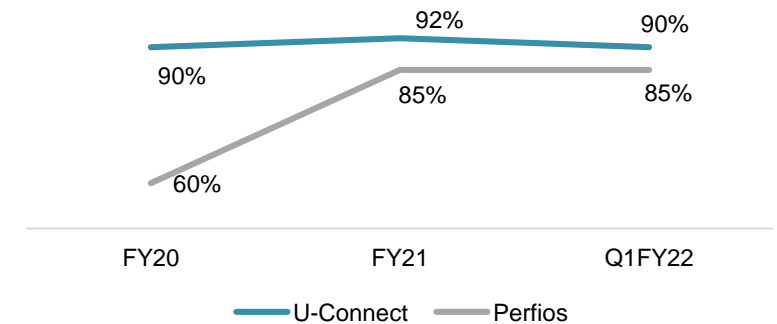
## Interventions

- Implemented cloud based Virtual System interface to ensure secure working from any location
- Integration of ACE (A Digital Onboarding Platform) with Loan Origination System (LOS) made live in Q1 for smooth flow of digital loan applications in business workflow without any human intervention.
- Part of NHB's "Automated Data Flow System (ADF)" project; pilot initiated
- Introduction of Robotic Process Automation (RPA) in Central Processing Center (CPC) to reduce human dependencies
- Addition of digital payment platform to support collections

## Digital Sourcing



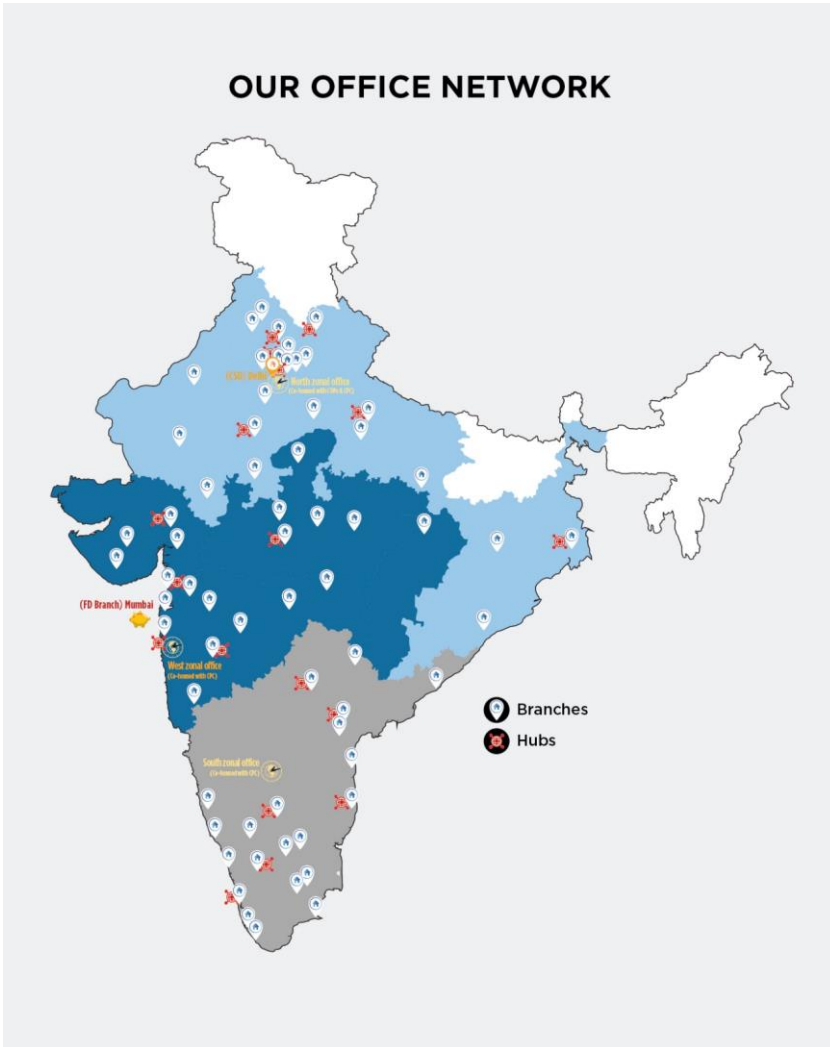
## Digital Underwriting Tools



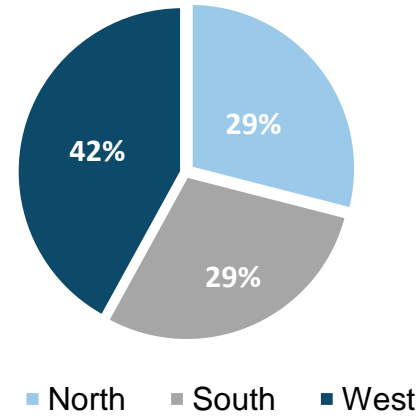
Accelerating Digital Journey

- Designing and Implementation under process to create smarter version of AI powered Chat Bot
- Automate credit decisioning for Salaried customers through STP
- Automate collection system with rule based engine and advance analytics

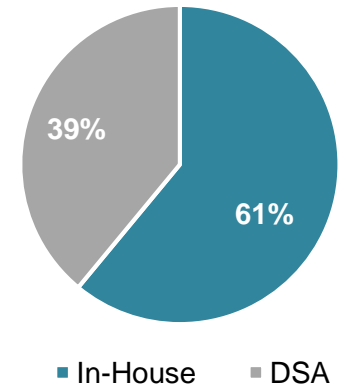
# Strong Distribution Network



## AUM – Geographical Breakup



## Disbursement Origination (Q1FY22)



## Network

94 branches with presence in 64 unique cities	17 outreach centers	22 decision making hubs	Over 21,000 channel partners
---	---------------------	-------------------------	------------------------------

Central Support Office

Map not to scale. All data, information and maps are provided "as is" without warranty or any representation of accuracy, timeliness or completeness.

Data as on 30-Jun-21



## Environment

- 99% EMI collections through digital mode
- Introduced ACE for digital customer onboarding; digital penetration increased to 46% in Q1FY22
- Over 65% customers on mobile app
- The Company through its CSR initiative supported
  - Water conservation in Rajasthan
  - Research and innovation in construction sector for environment friendly material
- Received the “Business Transformation Award 2021” by Mint (TEHCiRCLE) for its ACE technology platform



## Social

- Covid-19: Set up 70 bedded ICU Facility, provided oxygen concentrators, establish PSA based oxygen plant and provided ambulances for emergency pre-hospital care.
- Continued strengthening various education initiatives – refurbished infrastructure for seven government schools
- Enable access to healthcare
  - Supported technology advancement in AIIMS Delhi and provided advanced equipment to PHCs in Karnataka
  - Infrastructure upgrade of the largest government facility in Pune
- Ensuring livelihood to women in EWS category through projects in Rajasthan and MP



## Human Capital

- Team of 1,364 employees as on 30<sup>th</sup> June 2021
  - Young organization with average age of 35 years
  - Average employee tenure is over 4 years
  - 17.4% women employees
- Learning & development (Q1FY22):
  - 1,190 unique employees trained
  - 380 number of training programme conducted



## Governance

- Diversified & highly experienced Board of 12 members with 6 independent directors
- All committees except CCB headed by Independent directors
- Systems in place to address stakeholder's grievances viz customers, shareholders', vendors etc.
- Strong and experienced management team with extensive industry experience
- Over 90% of customer requests resolved within TAT

# Experienced Management Team



## MANAGING DIRECTOR & CEO

- Years of Experience: 36+
- Years with PNBHF: 1

## CHIEF FINANCIAL OFFICER

- Years of Experience: 24+
- Years in Mortgage: 11+
- Years with PNBHF: 3

## CHIEF CENTRALIZED OPERATIONS & TECHNOLOGY

- Years of Experience: 35+
- Years in Mortgage: 25+
- Years with PNBHF: 10

## COMPANY SECRETARY & COMPLIANCE HEAD

- Years of Experience: 30+
- Years in Mortgage: 25+
- Years with PNBHF: 26

## BUSINESS HEAD – RETAIL

- Years of Experience: 18+
- Years in Mortgage: 15+
- Years with PNBHF: 9

## CREDIT HEAD – RETAIL

- Years of Experience: 19+
- Years in Mortgage: 18+
- Years With PNBHF: 8

## CHIEF RISK OFFICER

- Years of Experience: 17+
- Years in Mortgage: 17+
- Years with PNBHF: 8

## HEAD – COLLECTIONS

- Years of Experience: 22+
- Years in Mortgage: 15+
- Years with PNBHF: 8 Months

## HEAD – REMEDIAL MANAGEMENT GROUP

- Years of Experience: 14+
- Years in Mortgage: 14+
- Years with PNBHF: 3

## HEAD – CUSTOMER SERVICE & OPERATIONS

- Years of Experience: 23+
- Years in Mortgage: 14+
- Years with PNBHF: 4

## HEAD – DEPOSIT AND CROSS SALES

- Years of Experience: 17+
- Years in Mortgage: 8+
- Years with PNBHF: 9

## HEAD – INVESTOR RELATIONS

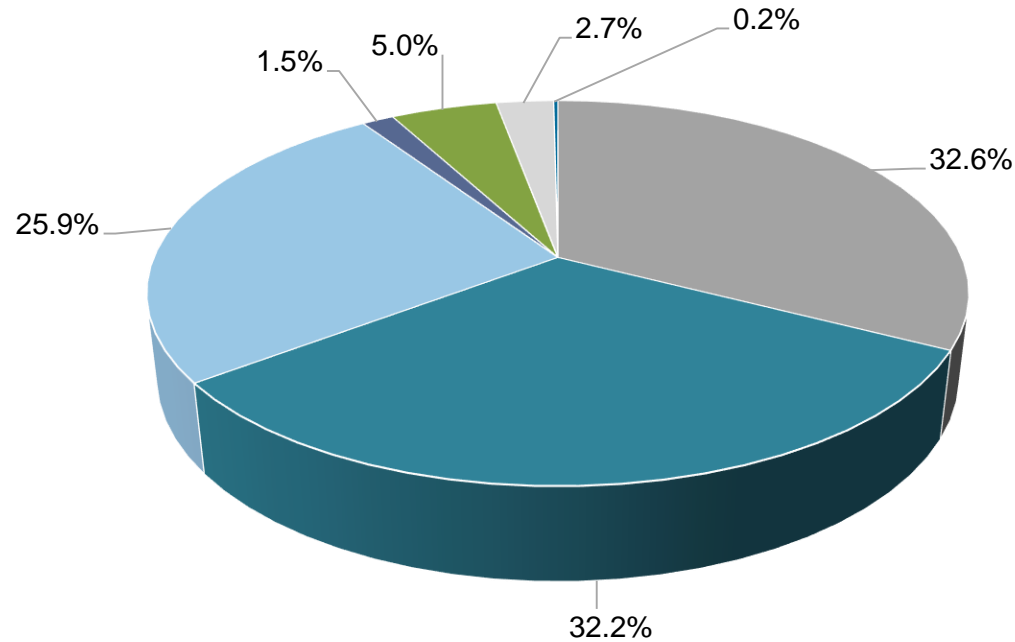
- Years of Experience: 19+
- Years in Mortgage: 4+
- Years with PNBHF: 4

## HEAD – BUSINESS TRANSFORMATION PROJECT

- Years of Experience: 17+
- Years in Mortgage: 6+
- Years with PNBHF: <1



**Shareholding as on 30-Jun-21**



- Promoters
- Mutual Funds
- Financial Institutions / Banks
- Quality Investment Holdings
- Public & Others
- Foreign Inst. Investors
- Bodies Corporates

**Outstanding Shares – 16,85,08,605 shares**

## Top Shareholders

SSG Capital, General Atlantic Singapore Fund, GIC, Franklin Templeton MF, Vanguard, Malabar Investments, Blackrock (ETFs), United India Insurance, Dimensional Fund Advisors, Edelweiss Trusteeship MF

## Inclusions in MSCI Indices

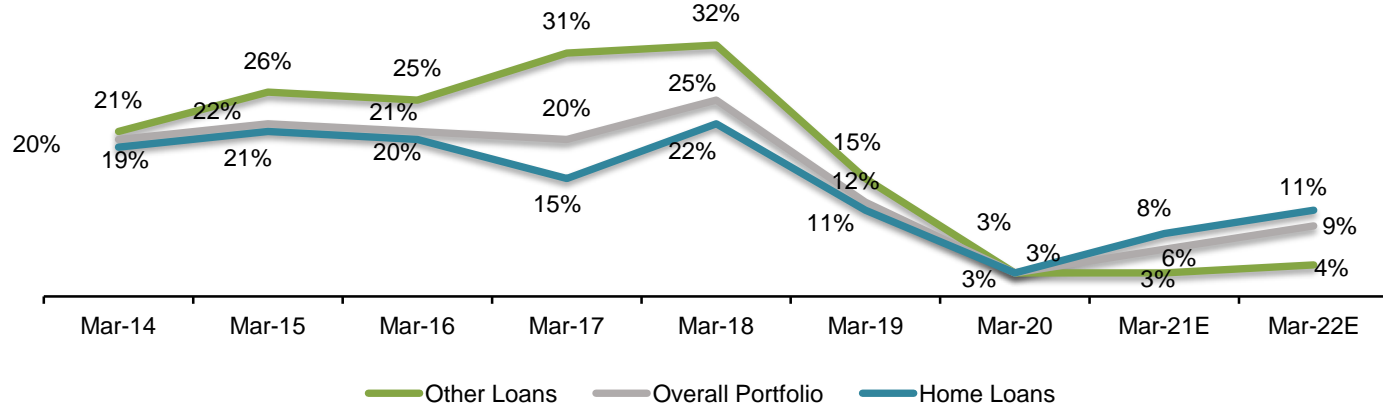


Index	Since
MSCI Emerging Markets IMI ESG Screened Index	Mar-21
MSCI ACWI IMI ex Controversial Weapons Index	Mar-21
MSCI ACWI IMI Climate Change Index	Mar-21
MSCI Global Small Cap Index	Nov-18

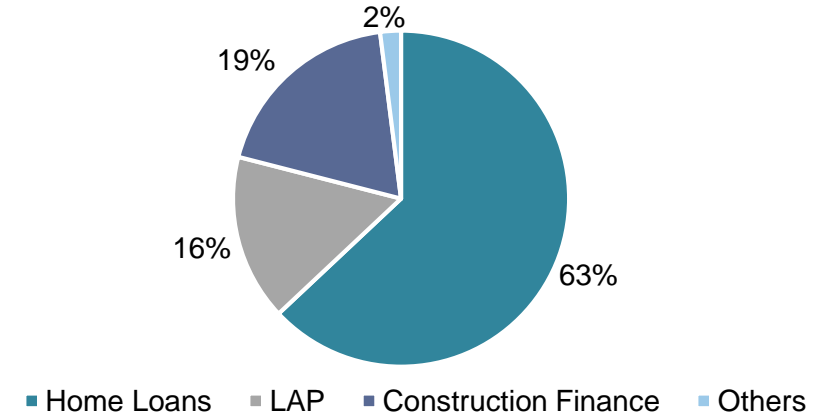
# Growth of Housing Finance Sector



**Portfolio Growth of HFCs**

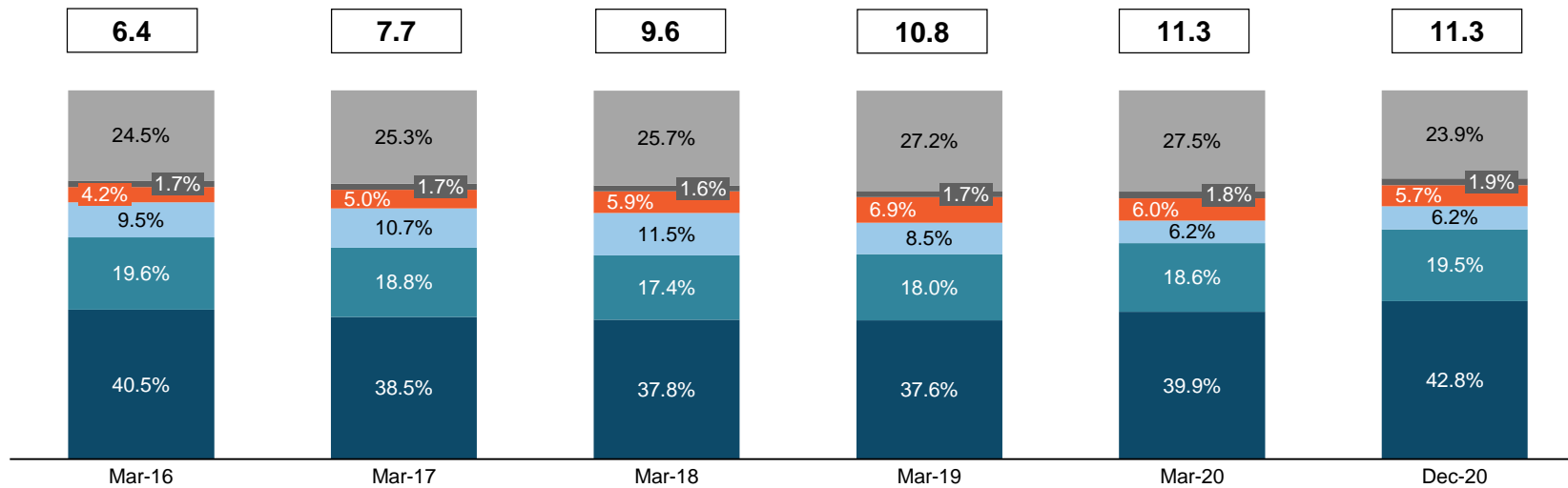


**Portfolio Composition of HFCs\***



**HFCs Share**

Total HFC Loans  
(INR trillion)



Source: ICRA Reports  
\*As on Dec-20  
% Change is YoY



# Key Takeaways



Robust and scalable  
Hub and Spoke model

Leverage advance  
analytics and digital  
tools to automate credit  
appraisal journey

**Robust Underwriting  
Processes**



Improve collection  
efficiencies through  
predictive analytics,  
automated workflow,  
digital tools etc

**Augment Collection  
efficiencies**



Remedial  
management  
Group to focus on  
resolution of  
corporate accounts

**Resolutions in Corporate  
Book**



Improve Cost to  
Income Ratio by  
leveraging opex

**Improving  
Cost-to-Income Ratio**



Strengthening digital  
presence across the  
value chain

**Strong Thrust on  
Digitization**



Continue to operate in  
mass housing and  
merchant segment

Focus on affordable  
housing including high  
yielding Unnati segment

**Focus on Retail Segment**

# Glossary



Ratios	Formulas Used
Average Yield (%)	$(\text{Interest Income} + \text{Assignment Income}) \text{ on Loans} / \text{Average Loan Assets}$
Cost to Income (%)	$\text{Operating Expenditure}(\text{Employee Cost} + \text{Other Expenses} + \text{Depreciation} - \text{Acquisition Cost} - \text{ESOP cost} - \text{CSR cost}) / (\text{Net Revenue} - \text{Acquisition Cost})$
NIM (%)	$\text{Net Interest Income including assignment income} / \text{Average Earning Assets}$
Opex to ATA (%)	$\text{Operating Expenditure}(\text{Employee Cost} + \text{Other Expenses} + \text{Depreciation} - \text{Acquisition Cost} - \text{ESOP cost} - \text{CSR cost}) / \text{Average Total Assets as per Balance sheet}$
PCR (%)	ECL Provision as a % of GNPA

AI	Artificial Intelligence
ATA	Average Total Assets
ATS	Average Ticket Size
AUM	Asset Under Management
BVPS	Book Value per Share
C/I	Cost to Income
CRAR	Capital to Risk Asset Ratio
CP	Commercial Paper
CTL	Corporate Term Loan
DPS	Dividend per Share
DSA	Direct Selling Agents
ECB	External Commercial Borrowing
ECL	Expected Credit Loss
EPS	Earning Per Share
EWS	Early Warning Signals

GNPA	Gross Non-Performing Asset
HFCs	Housing Finance Companies
LAP	Loan against Property
LRD	Lease Rental Discounting
ML	Machine Learning
NCDs	Non-Convertible Debentures
NIM	Net Interest Margin
NNPA	Net Non-Performing Asset
NRPL	Non-Residential Premises Loans
PAT	Profit After Tax
PCR	Provision Coverage Ratio
ROA	Return on Asset
ROE	Return on Equity
RPA	Robotic Process Automation

# Disclaimer



This presentation and the accompanying slides (the “Presentation”), which have been prepared by PNB Housing Finance Limited (the “Company”), have been prepared solely for information purposes and do not constitute any offer, recommendation or invitation to purchase or subscribe for any securities, and shall not form the basis or be relied on in connection with any contract or binding commitment what so ever. No offering of securities of the Company will be made except by means of a statutory offering document containing detailed information about the Company.

This Presentation has been prepared by the Company based on information and data which the Company considers reliable, but the Company makes no representation or warranty, express or implied, whatsoever, and no reliance shall be placed on, the truth, accuracy, completeness, fairness and reasonableness of the contents of this Presentation. This Presentation may not be all inclusive and may not contain all of the information that you may consider material. Any liability in respect of the contents of, or any omission from, this Presentation is expressly excluded.

Certain matters discussed in this Presentation may contain statements regarding the Company’s market opportunity and business prospects that are individually and collectively forward-looking statements. Such forward-looking statements are not guarantees of future performance and are subject to known and unknown risks, uncertainties and assumptions that are difficult to predict. These risks and uncertainties include, but are not limited to, the performance of the Indian economy and of the economies of various international markets, the performance of the industry in India and world-wide, competition, natural calamities, inflation, deflation, the performance of the financial markets in India and globally, changes in Indian laws and regulations, including tax, accounting and housing finance companies regulations, changes in competition and the pricing environment in India, and regional or general changes in asset valuations, the Company’s ability to successfully implement its strategy, the Company’s future levels of growth and expansion, technological implementation, changes and advancements, changes in revenue, income or cash flows, the Company’s market preferences and its exposure to market risks, as well as other risks. The Company’s actual results, levels of activity, performance or achievements could differ materially from results expressed in or implied by this Presentation. The Company assumes no obligation to update any forward-looking information contained in this Presentation. Any forward-looking statements and projections made by third parties included in this Presentation are not adopted by the Company and the Company is not responsible for such third party statements and projections.



# Thank You

---

**Company:**

---

**PNB Housing Finance Limited**

CIN: L65922DL1988PLC033856

Ms. Deepika Gupta Padhi (Head-Investor Relations)

Phone: +91 11 23445214

[Investor.relations@pnbhousing.com](mailto:Investor.relations@pnbhousing.com)

[www.pnbhousing.com](http://www.pnbhousing.com)

---