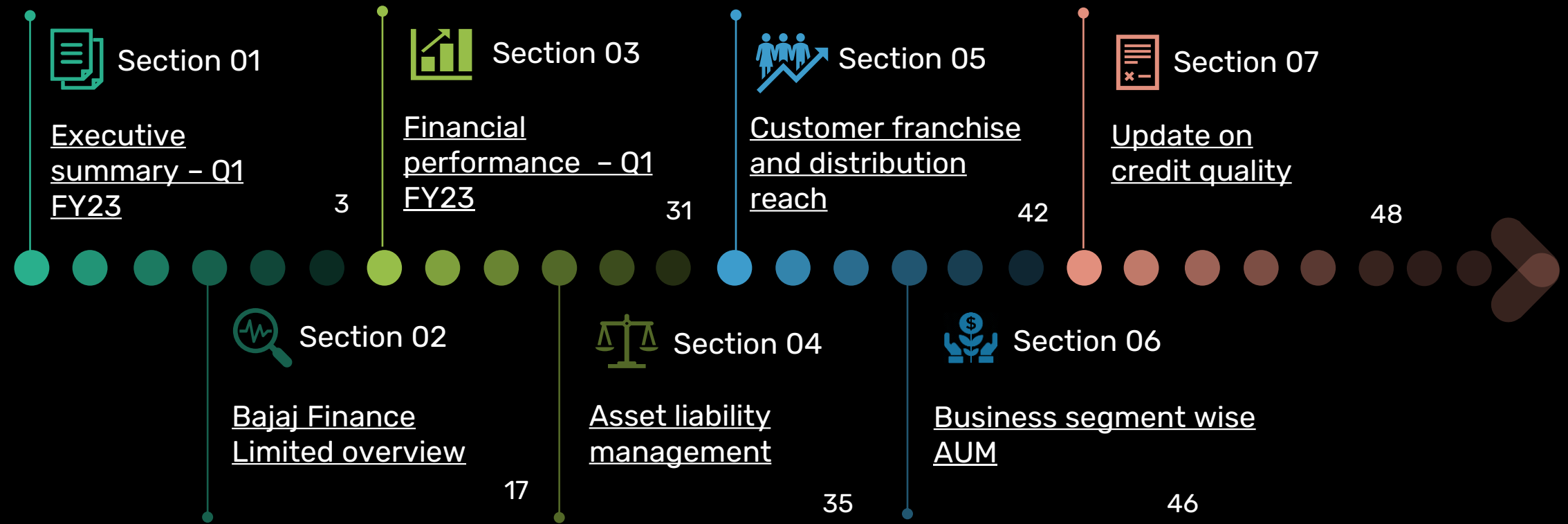




# **BAJAJ FINANCE LIMITED**

**Q1 FY23 Investor Presentation  
27 July 2022**



 **Section 01**  
**Executive summary – Q1**  
**FY23**

1.1

Quarter gone by

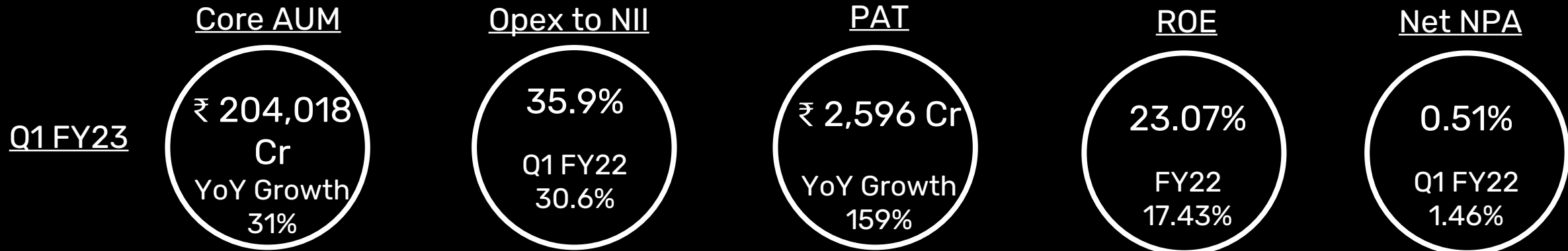
1.2

Lead financial indicators

1.3

Omnipresence strategy update

An excellent quarter for the Company across balance sheet growth, portfolio quality and profitability. Highest ever new customer acquisition in Q1. Overall, strong start to the fiscal. Back to all long term guidance metrics for the last 3 quarters. On track to go fully digital across all products and services on app (January 2023) and web (March 2023).



## Consolidated performance

1. Strong core AUM growth\* of ₹ 11,931 crore in Q1. AUM growth continues to be secular across all lines of businesses.
2. Core AUM was up 31% at ₹ 2,04,018 crore as against ₹ 1,56,115 crore as of 30 June 2021.
3. In Q1, the Company booked 7.42 MM new loans as against 4.63 MM in Q1 FY22.
4. In Q1, overall B2B business disbursements grew by 83%. B2B disbursements were ₹ 16,121 crore in Q1 FY23 as against ₹ 8,797 crore in Q1 FY22.
5. The Company launched its non-captive two-wheeler financing business on 6 July 2022. The product offers consumers a full stack two-wheeler marketplace, pre-approved limit for 30 MM customers and our full suite of point-of-sale capabilities.
6. In Q1, the Company added 2.73 MM new customers to the franchise. Highest ever customer franchise addition in a quarter.
7. Customer franchise stood at 60.30 MM as of 30 June 2022. Cross sell franchise stood at 34.66 MM. The Company is confident of adding 9-10 MM new customers in FY23.
8. In Q1, the Company added 82 new locations. Geographic presence stood at 3,586 locations and 1,38,900+ distribution points as of 30 June 2022.
9. Competitive intensity remained elevated across products. The Company continues to protect its margin profile across businesses. The Company has started increasing pricing across products gradually from June 2022.
10. In Q1, cost of funds was 6.64%. Liquidity buffer stood at ₹ 11,584 crore as of 30 June 2022. Given the strong ALM management, the impact of recent interest rate hikes on cost of funds will be gradual.

\*Core AUM growth = (AUM growth for the quarter – short tenor IPO financing book).

11. Deposits book stood at ₹ 34,102 crore as of 30 June 2022. In Q1, the net deposit growth was ₹ 3,302 crore. Deposits contributed 20% of consolidated borrowings as of 30 June 2022. During the quarter, with rising interest rates, the Company has revised its deposit rates upwards by 55-70 bps. The Company is accelerating retail deposits acquisition to achieve its long-term goal of 25% of consolidated borrowings from deposits.
12. In Q1, Opex to NII was 35.9%. The Company continues to invest in teams and technology for business transformation. Given the deep investments being committed to Omnichannel strategy (geo-expansion, app platform, web platform) and payments, the Company expects Opex to NII to remain between 35-36% for FY23.
13. In Q1, loan losses and provisions were ₹ 755 crore. This includes an impact of ₹ 190 crore towards one large B2B commercial account written off in Q1. The Company expects its loan losses at 1.35-1.45% of average assets in FY23. The Company currently holds a management overlay of ₹ 1,000 crore as of 30 June 2022.
14. GNPA & NNPA stood at 1.25% and 0.51% as of 30 June 2022 as against 1.60% and 0.68% as of 31 March 2022.
15. Overall stage 2 assets stood at ₹ 3,569 crore as of 30 June 2022 as against ₹ 3,861 crore as of 31 March 2022.
16. Overall stage 3 assets stood at ₹ 2,539 crore as of 30 June 2022 as against ₹ 3,133 crore as of 31 March 2022.
17. On portfolio credit quality, 10 portfolios are green and 1 is yellow (two and three-wheeler).
18. Consolidated post tax profit grew by 159% to ₹ 2,596 crore in Q1 FY23 as compared to ₹ 1,002 crore in Q1 FY22.
19. Capital adequacy remained strong at 26.16% as of 30 June 2022. Tier-1 capital was 23.84%.
20. Total employee headcount stood at 37,873 as of 30 June 2022.

## Bajaj Housing Finance Limited (BHFL)

21. AUM was up 40% at ₹ 57,425 crore as against ₹ 40,941 crore as of 30 June 2021. Home Loans AUM grew by 41%, Loan against property grew by 33%, Lease Rental Discounting grew by 43% and Developer Finance grew by 68%.
22. In Q1, overall approvals grew by 127%. Approvals were ₹ 16,002 crore in Q1 FY23 as against ₹ 7,048 crore in Q1 FY22.
23. In Q1, overall disbursements grew by 118%. Disbursements were ₹ 9,255 crore in Q1 FY23 as against ₹ 4,249 crore in Q1 FY22.
24. Geographic presence stood at 158 locations.
25. Portfolio composition for HL : LAP : LRD : DF : Rural : Others stood at 63% : 11% : 13% : 6% : 4% : 3% as of 30 June 2022. Home loan remains a key growth area.
26. In Q1, cost of funds was 6.28%. Liquidity buffer stood at ₹ 3,500 crore as of 30 June 2022. Given the strong ALM management, the impact of recent interest rate hikes on cost of funds will be gradual.
27. Borrowing mix between Banks : Money market : Assignment : ICD was at 53% : 32% : 14% : 1% as of 30 June 2022.
28. Capital adequacy ratio stood at 24.57% as of 30 June 2022.
29. In Q1, BHFL delivered post tax profit of ₹ 316 crore as against ₹ 161 crore in Q1 FY22; growth of 96%.
30. In Q1, Opex to NII stood at 26.8% as against 27.2% in Q1 FY22.
31. In Q1, loan losses and provisions were ₹ 7 crore as against ₹ 26 crore in Q1 FY22. BHFL has maintained its management overlay provision at ₹ 220 crore as of 30 June 2022.
32. GNPA & NNPA stood at 0.27% and 0.11% as of 30 June 2022 as against 0.31% and 0.14% as of 31 March 2022.

33. Overall stage 2 assets stood at ₹ 492 crore as of 30 June 2022 as against ₹ 604 crore as of 31 March 2022. Non overdue one-time resolution (OTR) assets classified as stage 2 as of 30 June 2022 stood at ₹ 244 crore.
34. Overall stage 3 assets stood at ₹ 134 crore as of 30 June 2022 as against ₹ 146 crore as of 31 March 2022.
35. Total employee headcount stood at 3,567 as of 30 June 2022.

## **Bajaj Financial Securities Limited (BFSL)**

36. In Q1, BFSL added 36.5K customers to its broking franchise. Its Retail and HNI customer franchise stood at 367.5K as of 30 June 2022.
37. Margin Trading Finance book grew to ₹ 741 crore as of 30 June 2022 as against ₹ 200 crore as of 30 June 2021.
38. In Q1, total Income was ₹ 38 crore as against ₹ 15 crore in Q1 FY22.
39. In Q1, Profit after tax was ₹ 1 crore as against loss of ₹ 3 crore in Q1 FY22.
40. Total employee headcount stood at 266 as of 30 June 2022.



# **Omnipresence strategy update**

## Geography

1. Total geographic footprint stood at 3,586 locations and 1,38,900+ distribution points. The Company continues to invest deeply in UP, Bihar and north-eastern states.

## App platform update

2. Phase 1 of app platform is live on both the app stores. Phase 2 will have 3 sprints. Sprint 1 is scheduled to go live on 31 August 2022, sprint 2 on 15 November 2022 and sprint 3 on 31 January 2023.
3. Sprint 1 will have full consumer application journey for personal loans, EMI card, co-brand Credit Cards and gateway to new two-wheeler marketplace. Sprint 1 will also have new feature additions in credit card, gold loan, EMI card services, new calculators along with significantly enhanced customer request section.
4. Given the significant expansion in products and services, a category landing page (CLP), which enables consumers with easier navigation and information, is being introduced. Sprint 1 will have 5 CLP sections and overall, 6 such CLP sections.
5. Given the significant expansion in products and services, a product display page (PDP) section will be available for all consumers across all our products and services. It will offer consumers an enhanced pre buy experience. Sprint 1 will have 4 PDP sections. Overall, there will be 10 PDP sections.

## Payments

6. All Phase 1 features of the Issuance stack are live on the app store. Sprint 1, which is scheduled to go live by 31 August 2022 will have regulatory changes such as 2<sup>nd</sup> factor authentication on wallet debit transactions and new category additions like credit card, LIC premium payment in the bill payment section.

## Payments

7. Sprint 2 is planned to go live by 15 November 2022. This release will have significantly better experience on UPI registration and payments transactions enabled through direct API with PSP Bank, PPI interoperability through UPI railroad and unified dispute and issue resolution (UDIR) mechanism
8. The company has partnered with worldline, global leader in payments services, to develop Point-of-sales (POS) payments acquiring solutions for merchants. With this tie up, the Company aims to enhance its relationship with both existing and new network of merchant partners by enabling all its payment instruments such as EMI cards, credit cards, UPI and wallets on these terminals. The Company expects to go live with the pilot launch by February 2023.

## Web platform update

9. Web platform transformation will have 2 phases. Phase 1 is scheduled to go live on 01 October 2022 and Phase 2 on 01 March 2023.
10. Company is on track to transform web experience enabled by common technology infrastructure layer, common content and information management layer delivering consistent experience across both app and web ('web' = 'App').
11. Phase 1 of the new web platform will go live by 01 October 2022 with full stack customer service offerings, Consumer application journeys for personal loans, EMI card, co-brand Credit Cards, B2B and two-wheeler marketplace. Phase 1 will also have revamped home page, customer assistance tools like calculators, credit reports, cart etc.

# Omnipresence strategy - Key metrics

**BAJAJ FINANCE LIMITED**

Particulars	Unit	Q4 FY22	Q1 FY23	FY23 estimates
<b>Geography</b>				
New locations added - in the quarter	#	81	82	400-450
Locations - Cumulative	#	3,504	3,586	3,900-3,950
Gold loan branches - Cumulative	#	132	155	232
<b>App Metrics</b>				
Downloads - In the quarter	# in MM	5.83	11.01	53-55
Net Installs - Cumulative	# in MM	19.1	23.0	35-38
In-App programs - Cumulative	#	48	62	100+
<b>App Payments metrics</b>				
Wallet accounts - Cumulative	# in MM	6.44	8.91	18.50
UPI handles - Cumulative	# in MM	1.66	3.61	12
Bill pay transactions - in the quarter	# in MM	1.36	2.06	12
QR deployment at merchant PoS - Cumulative	# in '000	-	18	100
Rewards issued - In the quarter	# in MM	0.75	4.8	20-22

# Omnipresence strategy – Key metrics

**BAJAJ FINANCE LIMITED**

Particulars	Unit	Q4 FY22	Q1 FY23	FY23 estimates
<b>App business metrics</b>				
Digital EMI card acquisition – In the quarter	# in '000	12	69	300-325
Personal loan disbursement – In the quarter	In ₹ cr	1,800	2,109	9,000-10,000
Credit card acquisition – In the quarter	# in '000	29	30	175-200
Flexi loan transactions – In the quarter	# in '000	780	866	3.6-3.8 MM
DMS receipts – In the quarter	# in '000	385	644	3.0-3.2 MM
<b>Marketplace metrics</b>				
Bajaj Mall visits – In the quarter	# in MM	36.9	31.8	140-150
Bajaj Mall loans – In the quarter	# in '000	526	645	2.6-2.8 MM
Insurance Bazaar policies sold – In the quarter	# in '000	-	9.5	250-275
Investments Bazaar MF A/C – In the quarter	# in '000	-	10	100-110
<b>Digital EMI card metrics</b>				
Digital EMI card acquisition – In the quarter	# in '000	455	522	2.0-2.2 MM
Digital EMI card acquisition – In the CIF	# in MM	1.8	2.3	3.8-4.0
B2B loans from digital EMI cards – in the quarter	# in '000	234	227	1.0-1.2 MM



## **Section 02**

# **Bajaj Finance Limited overview**

2.1

Bajaj group structure

2.2

What do we stand for

2.3

BFL - Consolidated long-term guidance  
on financial metrics

2.4

BHFL long-term guidance on  
financial metrics

2.5

Key strategic differentiators

2.6

Our shareholder profile

2.7

15-years financial snapshot

2.8

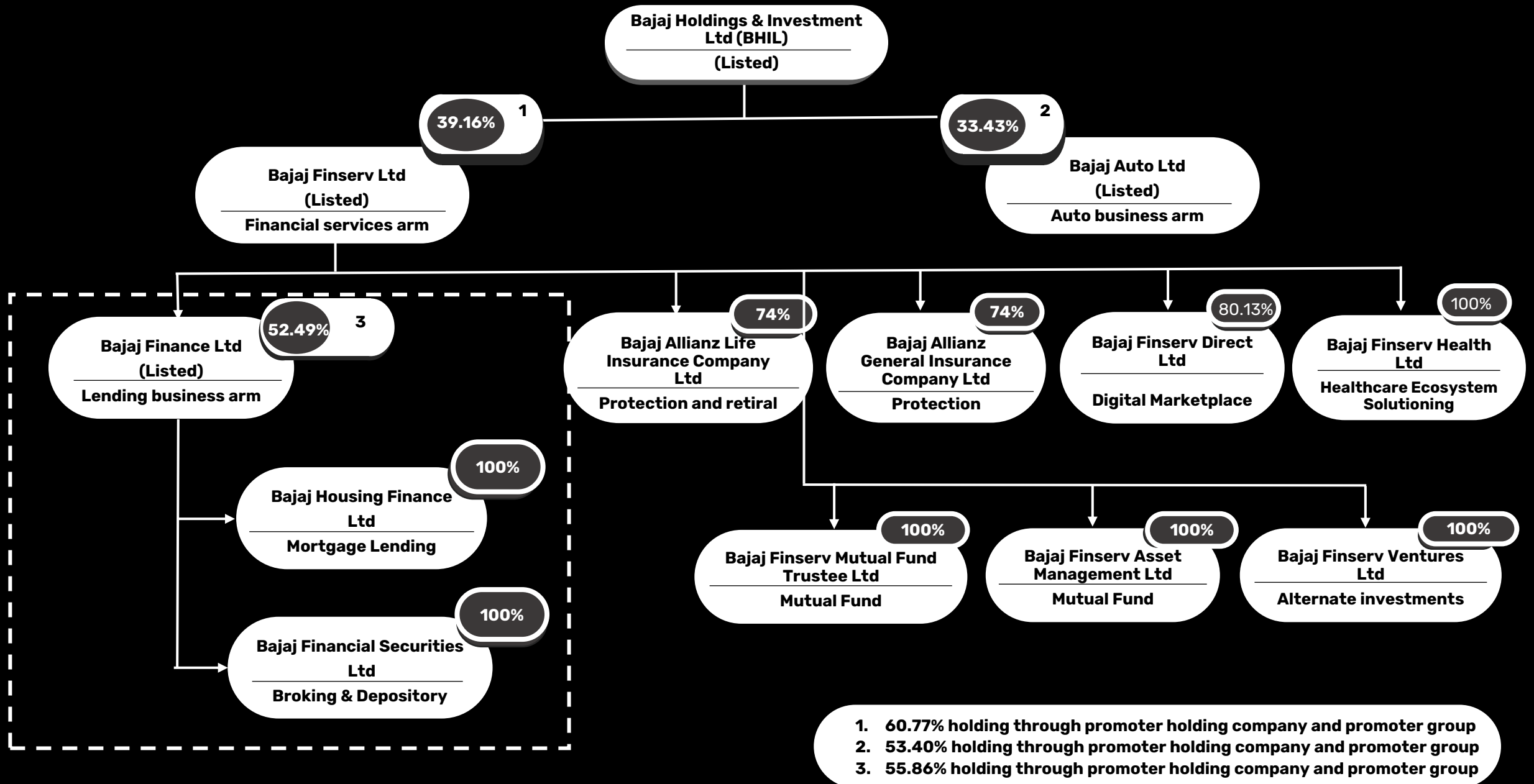
Product suite

2.9

Executive summary

# Bajaj group structure

# BAJAJ FINANCE LIMITED



1. 60.77% holding through promoter holding company and promoter group
2. 53.40% holding through promoter holding company and promoter group
3. 55.86% holding through promoter holding company and promoter group

“Non-bank with strategy & structure of a bank”

---

“Focused on mass affluent & above clients with a strategy to cross sell”

---

“Diversified financial services strategy with an optimal mix of risk and profit to deliver a sustainable business model”

---

“Business construct to deliver a sustainable ROA of 4-4.5% and ROE of 19-21% in the long term”

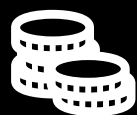
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“Focused on continuous innovation to transform customer experience and create growth opportunities”



# BFL - Consolidated long-term guidance on financial metrics

BAJAJ FINANCE LIMITED



AUM growth  
in corridor of  
25%-27%



Profit growth  
in corridor of  
23%-24%



GNPA  
in corridor of  
1.4%-1.7%



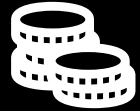
NNPA  
in corridor of  
0.4%-0.7%



Return on assets  
in corridor of  
4%-4.5%



Return on equity  
in corridor of  
19%-21%



AUM growth  
in corridor of  
26%-28%



Profit growth  
in corridor of  
28%-30%



GNPA  
in corridor of  
0.60%-0.80%



NNPA  
in corridor of  
0.30%-0.40%



Return on assets  
in corridor of  
1.7%-2.0%



Return on equity  
in corridor of  
13%-15%

# Key strategic differentiators

**BAJAJ FINANCE LIMITED**

Part of the Bajaj group – one of the oldest & most respected business houses

A trusted brand with strong brand equity

Focus on mass affluent and above clients

Total customer franchise of 60.30 MM

Strong focus on cross selling assets, payments, insurance and deposit products to existing customers

Centre of Excellence for each business vertical to bring efficiencies across businesses and improve cross sell opportunity

A well diversified balance sheet

Consolidated lending AUM mix for Urban: Rural: SME: Commercial: Mortgages stood at 34% : 10% : 13% : 11% : 32%. Consolidated borrowing mix for Money Markets: Banks: Deposits: ECB stood at 46% : 31% : 20% : 3%

Agile and innovative

Continuous transformation in product features and digital technologies to maintain competitive edge

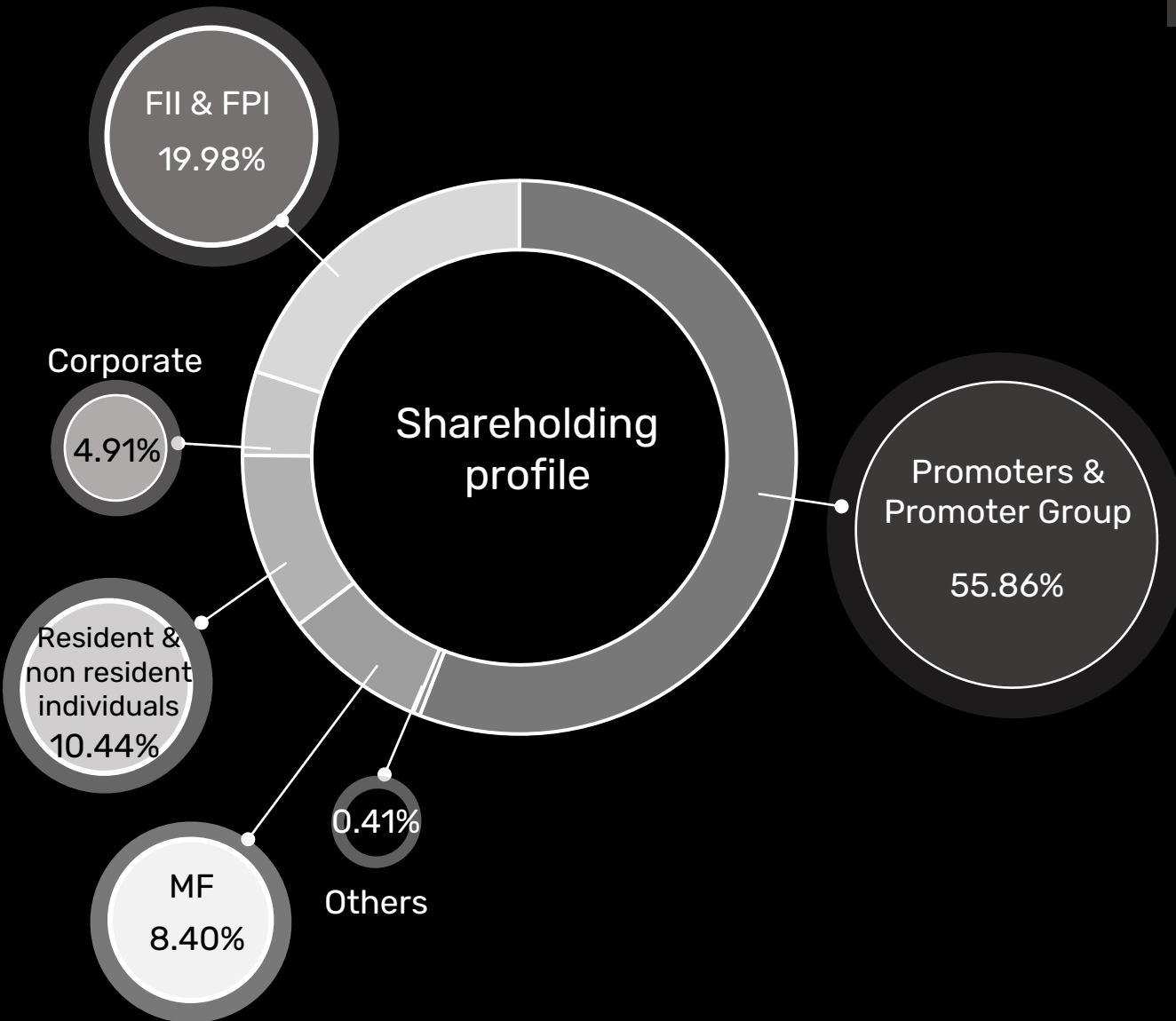
Committed to technology and analytics to transform customer experience

Has helped achieve multi product cross sell and manage risk & controllership effectively. Focussed on delivering frictionless experience to customer

Committed to digital

Has adopted digital technology trends and navigated from digitisation to digitalisation. Now transforming to a customer centric digital enterprise

# Our shareholder profile



# BAJAJ FINANCE LIMITED

## Top 20 investors & their holdings

S.No	Name of Shareholder	As on 30 Jun 22	As on 31 Mar 22	As on 30 Jun 21
1	BAJAJ FINSERV LTD	52.49%	52.49%	52.65%
2	GOVERNMENT OF SINGAPORE	3.29%	3.19%	4.09%
3	MAHARASHTRA SCOOTERS LIMITED	3.13%	3.13%	3.14%
4	AXIS MUTUAL FUND TRUSTEE LIMITED A/C AXIS MUTUAL FUND A/C AXIS BLUECHIP FUND	0.78%	0.79%	0.67%
5	SBI-ETF NIFTY 50	0.78%	0.74%	0.66%
6	AXIS MUTUAL FUND TRUSTEE LIMITED A/C AXIS MUTUAL FUND A/C AXIS LONG TERM EQUITY FUND	0.73%	0.75%	0.79%
7	NEW WORLD FUND INC	0.61%	0.61%	0.56%
8	NEW HORIZON OPPORTUNITIES MASTER FUND	0.59%	0.74%	0.77%
9	VANGUARD EMERGING MARKETS STOCK INDEX FUND, A SERIES OF VANGUARD INTERNATIONAL EQUITY INDEX FUNDS	0.55%	0.54%	0.52%
10	VANGUARD TOTAL INTERNATIONAL STOCK INDEX FUND	0.51%	0.50%	0.48%
11	SBI LIFE INSURANCE CO. LTD	0.48%	0.48%	0.41%
12	SBI-ETF SENSEX	0.48%	0.44%	0.36%
13	ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED	0.44%	0.33%	0.04%
14	EUROPACIFIC GROWTH FUND	0.44%	0.44%	0.27%
15	AXIS MUTUAL FUND TRUSTEE LIMITED A/C AXIS MUTUAL FUND A/C AXIS FOCUSED 25 FUND	0.43%	0.45%	0.47%
16	LIFE INSURANCE CORPORATION OF INDIA	0.40%	0.27%	0.62%
17	ISHARES CORE EMERGING MARKETS MAURITIUS CO	0.39%	0.40%	0.39%
18	PEOPLE'S BANK OF CHINA	0.39%	0.39%	0.40%
19	FIDELITY INVESTMENT TRUST FIDELITY SERIES EMERGINGMARKETS OPPORTUNITIES FUND	0.38%	0.37%	0.35%
20	ST. JAMES'S PLACE EMERGING MARKETS EQUITY UNIT TRUST MANAGED BY WASATCH ADVISORS INC	0.38%	0.39%	0.46%

Above shareholding is as of 30 June 2022

# 15-years financial snapshot

# BAJAJ FINANCE LIMITED

₹ in crore

Financials snapshot <sup>@</sup>	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	CAGR (15 yrs.)
AUM	2,478	2,539	4,032	7,573	13,107	17,517	24,061	32,410	44,229	60,196	82,422	1,15,888	1,47,153	152,947	1,97,452	<b>37%</b>
Income from operations	503	599	916	1,406	2,172	3,110	4,073	5,418	7,333	9,989	12,757	18,500	26,386	26,683	31,640	<b>34%</b>
Interest expenses	170	164	201	371	746	1,206	1,573	2,248	2,927	3,803	4,614	6,623	9,473	9,414	9,748	<b>34%</b>
Net Interest Income (NII)	332	435	715	1,035	1,426	1,904	2,500	3,170	4,406	6,186	8,143	11,877	16,913	17,269	21,892	<b>35%</b>
Operating Expenses	193	220	320	460	670	850	1,151	1,428	1,898	2,564	3,270	4,197	5,662	5,308	7,585	<b>30%</b>
Loan Losses & Provision	109	164	261	205	154	182	258	385	543	804	1,030	1,501	3,929	5,969	4,803	<b>31%</b>
Profit before tax	30	51	134	370	602	872	1,091	1,357	1,965	2,818	3,843	6,179	7,322	5,992	9,504	<b>51%</b>
Profit after tax	21	34	89	247	406	591	719	898	1,279	1,837	2,496	3,995	5,264	4,420	7,028	<b>51%</b>

Ratios	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
Opex to NII	58.1%	50.6%	44.8%	44.4%	47.0%	44.6%	46.0%	45.0%	43.1%	41.4%	40.2%	35.3%	33.5%	30.7%	34.6%
Return on assets	0.7%	1.4%	2.8%	4.4%	4.2%	4.1%	3.6%	3.3%	3.5%	3.7%	3.7%	4.2%	4.1%	3.1%	4.2%
Return on equity	2.0%	3.2%	8%	19.7%	24.0%	21.9%	19.5%	20.4%	20.9%	21.6%	20.1%	22.5%	20.2%	12.8%	17.4%
Net NPA *	7%	5.50%	2.20%	0.80%	0.12%	0.19%	0.28%	0.45%	0.28%	0.44%	0.43%	0.63%	0.65%	0.75%	0.68%
Provision coverage ratio	30%	32%	55%	79%	89%	83%	76%	71%	77%	74%	70%	60%	60%	58%	58%
CRAR (standalone)	40.7%	38.4%	25.9%	20.0%	17.5%	21.9%	19.1%	18.0%	19.5%	20.3%	24.7%	20.7%	25.0%	28.3%	27.2%
Leverage ratio	2.6	2.5	3.8	5.9	6.4	5.3	6.2	6.8	6.3	6.6	5.4	6.3	5.1	4.7	4.9

<sup>@</sup> All figures till FY17 are as per previous GAAP on standalone basis. All figures from FY18 onwards are as per Ind AS and on consolidated basis.

\* As per the RBI regulations, NNPA numbers up to FY15 are at 6 months overdue, FY16 are at 5 months overdue, FY17 are at 4 months overdue and FY18 onwards are at 3 months overdue. Hence NPA across periods are not comparable.

## BAJAJ FINANCE LIMITED

Consumer	SME	Commercial	Rural	Deposits	Payments	Partnerships & Services
1. Consumer Durable Loans	1. Unsecured Working Capital Loans <sup>(E)</sup>	1. Loan against securities	1. Consumer Durable Loans	1. Retail Term Deposits	Issuance	1. Life Insurance Distribution
2. Digital Product Loans <sup>(E)</sup>		2. IPO financing	2. Digital Product Loans	2. Corporate Term Deposits	1. PPI	2. General Insurance Distribution
3. Lifestyle Product Loans	2. Loans to self employed and Professionals <sup>(E)</sup>	3. ESOP financing	3. Lifestyle Product Loans	3. Systematic Deposit Plan	2. UPI	3. Health Insurance Distribution
4. Lifecare financing		4. Vendor financing to auto component manufacturers	4. Personal Loans Cross Sell		3. BBPS	4. Pocket Insurance <sup>(E)</sup>
5. EMI Cards	3. Secured Enterprise Loans	5. Financial Institutions Lending	5. Salaried Personal Loans		<b>Acquiring</b>	5. RBL Co-Branded Credit Card
6. Retail spend financing	4. Used-car financing	6. Light Engineering Lending	6. Gold Loans		1. <b>Merchant QR</b>	6. DBS Co-Branded Credit Card
7. 2-Wheeler & 3-Wheeler loans	5. Medical equipment financing	7. Specialty Chemicals Lending	7. Loans to Professionals			7. Financial Fitness Report
8. Personal Loan Cross-Sell						
9. Salaried Personal Loans <sup>(E)</sup>						
10. E-Commerce financing						
11. Retailer finance						
12. Health EMI Card						

## BAJAJ HOUSING FINANCE LIMITED

1. Salaried Home Loans <sup>(E)</sup>	1. Loan Against Property	1. Developer Finance	1. Loan Against Property
2. Salaried Loan Against Property	2. Self Employed Home Loans	2. Commercial Construction Finance	2. Home Loans
3. Affordable housing finance	3. Lease Rental Discounting	3. Corporate Lease Rental Discounting	3. Secured Enterprise Loans

## BAJAJ FINANCIAL SECURITIES LIMITED

1. Trading Account <sup>(E)</sup>	4. HNI Broking	7. Mutual Funds <sup>(E)</sup>
2. Depository Services <sup>(E)</sup>	5. Retail Broking <sup>(E)</sup>	8. Distribution of PMS
3. Margin Trading Financing <sup>(E)</sup>	6. IPOs and OFS	9. Proprietary Trading

- Overview**
- 35-year-old non-bank with a demonstrated track record of profitable growth
  - Diversified financial services company focused on Urban, Rural, SME, Commercial, Mortgages and Payments
  - Focused on mass affluent client with a strategy to cross sell
  - Strong focus on deposits acceptance and fee product distribution
  - Present in 3,586 locations with over 138.9K+ point of sale
  - Customer franchise of 60.30 MM as of 30 June 2022
  - Amongst the largest new loan acquirers in the country (7.42 MM in Q1 FY23)
  - AUM mix as of 30 June 2022 – Urban : Rural : SME : Commercial : Mortgages stood at 34% : 10% : 13% : 11% : 32%
  - Core AUM of ₹ 2,04,018 crore as of 30 June 2022 and post tax profit of ₹ 2,596 crore in Q1 FY23
  - Capital adequacy ratio (including Tier II capital) of 26.16% as of 30 June 2022. Tier I capital stood at 23.84%

- Subsidiaries**
- 100% shareholding in Bajaj Housing Finance Limited
  - 100% shareholding in Bajaj Financial Securities Limited

- Treasury**
- Strategy is to create a balanced mix of wholesale and retail borrowings
  - Borrowings of ₹ 1,72,097 crore with a mix of 46% : 31% : 20% : 3% between money markets, banks, deposits & ECB as of 30 June 2022

- Credit Quality**
- Consolidated GNPA and NNPA as of 30 June 2022 stood at 1.25% and 0.51% respectively
  - Provisioning coverage ratio was 60% as of 30 June 2022
  - Provisioning coverage on stage 1 & 2 stood at 130 bps as of 30 June 2022

- Overview**
- Focused on Urban, Rural, SME, Commercial and Payments businesses
  - Strategic business unit organization design supported by horizontal common utility functions to drive domain expertise, scalability and operating leverage
  - Focused on cross sell, customer experience and product & process innovations to create a differentiated & profitable business model
  - AUM of ₹ 1,49,981 crore as of 30 June 2022
  - AUM mix as of 30 June 2022 – Consumer : Rural : SME : Commercial : Mortgage stood at 44% : 14% : 18% : 15% : 9%
  - Post tax profit of ₹ 2,356 crore in Q1 FY23
  - Capital adequacy ratio (including Tier II capital) of 26.16% as of 30 June 2022. Tier I capital stood at 23.84%

- Consumer business**
- Present in 1,368 locations with 99.9K+ active distribution points of sale as of 30 June 2022
  - Largest consumer electronics, digital products & lifestyle products lender in India
  - 2-wheeler financing business disbursed 149.7K accounts in Q1 FY23 (growth of 10% YOY)
  - 3-wheeler financing business disbursed 16.9K accounts in Q1 FY23 (growth of 120% YOY)
  - Amongst the largest personal loan lenders in India

- Payments**
- EMI Card franchise stood at 32.8 MM cards in force (CIF) as of 30 June 2022
  - Co-branded credit card CIF stood at 2.96 MM as of 30 June 2022
  - Co brand wallet has 22.3 MM users as of 30 June 2022 who have linked their EMI card to the wallet
  - Digital app platform has 23 MM active users as of 30 June 2022

- Rural business**
- Highly diversified lender in rural markets offering 10 loan products across consumer and SME business categories
  - Operates with a unique hub and spoke business model
  - Present in 2,218 towns and villages with 31.5K+ active distribution points of sale as of 30 June 2022



- 
- SME Business**
- Offers unsecured working capital loans to SME and self-employed professionals
  - Secured offerings include enterprise loans against property
  - Focused on accelerating used car financing business (average ticket size of ~ ₹ 7 lakhs)
  - Focused on affluent SMEs (average sales of ₹ 15 to 17 crore) with established financials & demonstrated borrowing track record
- 
- Commercial business**
- Offers short, medium and long-term financing to mid market corporates
  - Focused on auto ancillaries, pharma, specialty chemicals, financial institution groups, lease rental discounting and top mid corporate clients in India
- 
- Treasury**
- Strategy is to create a balanced mix of wholesale and retail borrowings with a focus on long term borrowings
  - Borrowings stood at ₹ 1,27,377 crore with a mix of 50% : 20% : 26% : 4% between money markets, banks, deposits & ECB as of 30 June 2022
- 
- Credit Quality**
- GNPA and NNPA as of 30 June 2022 stood at 1.59% and 0.64% respectively
  - Provisioning coverage ratio as of 30 June 2022 was 60%
  - Provisioning coverage on stage 1 & 2 stood at 148 bps as of 30 June 2022
- 
- Credit Rating**
- Credit rating for long term borrowing is AAA/Stable by CRISIL, ICRA, CARE & India Ratings
  - Credit rating for short term borrowing is A1+ by CRISIL, ICRA & India Ratings
  - Credit rating for FD program is CRISIL AAA/STABLE by CRISIL & [ICRA] AAA (Stable) by ICRA
  - Long term issuer credit rating of BB+/Positive and short-term rating of B by S&P Global ratings

# Executive summary – Bajaj Housing Finance Ltd. BAJAJ FINANCE LIMITED

## Overview

- A 100% subsidiary of Bajaj Finance Limited, registered with National Housing Bank as a Housing Finance Company
- Independent organization design having all dedicated functions and units to drive domain expertise, scalability and operating leverage
- Offers full range of mortgage products such as home loans, loan against property and lease rental discounting to salaried & self-employed customers. It also offers construction finance and inventory finance to credit worthy developers
- Focused on mass affluent and above customers (salaried and self employed)
- AUM of ₹ 57,425 crore as of 30 June 2022. Post tax profit of ₹ 316 crore for Q1 FY23
- Capital adequacy ratio (including Tier II capital) was 24.57% as of 30 June 2022

## Home Loans

- Offers home loans to salaried customers for an average ticket size of approximately 50 lakhs
- Focused on originating home loans at developer points for B2B home loans business through open market distribution and developer finance relationships
- Focused on enabling customers to buy homes along with balance transfer proposition directly & through channel partners
- Currently present across 49 locations in India
- Home loan mix as of 30 June 2022 – Salaried : Self Employed : Professionals stood at 90% : 5% : 5%

## Loan Against Property

- Offers loan to mass affluent and above self-employed customers for an average ticket size of 59 lakhs
- Focused on offering customized propositions to both self employed and salaried customers directly as well as through channel partners
- Currently present across 26 locations in India

## Rural

- Offers home loans and loans against property to salaried and self-employed customers with an average ticket size of approximately 18 lakhs for home loans and 13 lakhs for loan against property
- Hub and spoke strategy through branch network and ASSC tie ups
- Currently present across 109 locations in India

# Executive summary – Bajaj Housing Finance Ltd. BAJAJ FINANCE LIMITED

## Lease Rental Discounting

- Offers loan against lease rentals to high net-worth individuals and developers on commercial property leased mainly to corporate tenants
- Offers construction finance for commercial properties to existing LRD customers
- All lease rental discounting transactions are backed by rentals through escrow mechanism
- Ticket size of lease rental discounting ranges up to ₹ 750 crore with an average ticket size of approximately ₹ 43 crore
- Currently present across 11 locations in India

## Developer Financing

- Offers construction finance and inventory finance mainly to category A and A+ developers in India
- Average ticket size ranges between ₹ 25 – 30 crore
- Currently present in 11 locations

## Credit Quality

- GNPA and NNPA, recognized as per extant RBI prudential norms and provisioned as per Expected Credit Loss (ECL) method prescribed in Ind AS, as of 30 June 2022 stood at 0.27% and 0.11% respectively

## Treasury

- Strategy is to create a balanced and sustained mix of borrowings
- Borrowings stood at ₹ 44,059 crore with a mix of 53% : 32% : 14% : 1% between banks : money markets : assignment : ICD as of 30 June 2022 against mix of 51% : 34% : 14% : 1% as of 31 March 2022

## Credit Rating

- Credit rating for long term borrowing is AAA/Stable by CRISIL & IND AAA/Stable by India Ratings
- Credit rating for short term borrowing is A1+ by CRISIL & IND A1+ by India Ratings

# Executive summary – Bajaj Financial Securities Limited

## BAJAJ FINANCE LIMITED

### Overview

- A 100% subsidiary of Bajaj Finance Limited, registered with Securities and Exchange Board of India (SEBI)
- Member of Stock Exchanges (NSE and BSE), Depositories (NSDL & CDSL) and AMFI for distribution of Mutual Funds
- Offers Capital Market products – Broking, Depository services, Margin Trade Financing, Mutual Funds, IPOs and Distribution of PMS
- Broking business caters to two different business segments – HNI and Retail
- Received issuer rating of AAA from CRISIL
- Total Income for Q1 FY23 stands at ₹ 38 crore
- Delivered PAT of ~ ₹ 1 crore in Q1 FY23

### HNI Broking

- Business oriented towards delivering relationship-based Broking solutions to UHNI & HNI client segment
- Focus on building Margin Trade Financing book, total loan book as of Q1 FY23 stands at ₹ 741 crore
- Physical branch network across 7 locations – Mumbai, Ahmedabad, Pune, Bangalore, Kolkata, Delhi and Rajkot (New)
- Working on Geo-Expansion of our Branch network and planning to add 15-20 new locations over the next 90 days
- Added 1.5K UHNI/HNI clients in Q1. Total client base stood at 7K+ as of 30 June 2022

### Retail Broking

- Added 35K+ trading and demat accounts in Q1 FY23 . Total retail client base stood at 360K as of 30 June 2022
- Crossed 1,000+ network of partners and affiliates online accounts
- Working with 200+ Independent Business Advisor (IBAs)
- Focused on driving client activation of BFSL Platform, monthly activation rate stands at 27%

## **Q1 capabilities update**

Gone live with below capabilities on web and mobile during Q1 FY23

- Bonds: Online investments in Bonds in partnership with Golden Pi
- Scanners : Stock analysis and filter basis key parameter and matrices to find new trading ideas efficiently.
- Appsflyer : App analytics engine to understand customer behavior on our Mobile platforms.
- Pre IPO : Allow early access in IPO application via UPI from BFSL Platform
- Online Nomination : options for clients to add nominee in trading account through online process
- Online account closure : enables our user to raise an account closure request online
- App account Migration : Migration of Mobile app ownership from parent company to dedicated account of Bajaj Financial Securities
- Flutter Update : Update of flutter version to newer version improving performance.
- Firebase Integration : tool provides tools for tracking analytics, reporting and fixing app crashes, creating marketing and product experiment.

# Section 03 Financial performance

3.1

Financial statement summary –  
Consolidated

3.2

Financial statement summary –  
Bajaj Finance Limited

3.3

Financial statement summary –  
Bajaj Housing Finance Limited

# Financial statement summary – Consolidated

# BAJAJ FINANCE LIMITED

₹ in Crore

Financials snapshot	Q1 FY23	Q1 FY22	Y-o-Y	FY22	FY21	Y-o-Y
Assets under management	2,04,018	1,59,057	28%	<b>197,452</b>	<b>152,947</b>	<b>29%</b>
Assets under finance	1,98,352	1,53,143	30%	191,423	146,687	30%
Interest income	7,920	5,954	33%	27,270	23,304	17%
Fee and other income	1,317	688	91%	4,042	2,788	45%
Net gain on fair value changes on investment	46	101	(55%)	328	591	(45%)
<b>Total Income</b>	<b>9,283</b>	<b>6,743</b>	38%	31,640	26,683	19%
Interest expenses	2,645	2,254	17%	9,748	9,414	4%
<b>Net Interest Income</b>	<b>6,638</b>	<b>4,489</b>	48%	<b>21,892</b>	<b>17,269</b>	<b>27%</b>
Operating Expenses	2,380	1,373	73%	7,585	5,308	43%
Loan losses and provisions	755	1,750	(57%)	4,803	5,969	(20%)
<b>Profit before tax</b>	<b>3,503</b>	<b>1,366</b>	156%	<b>9,504</b>	<b>5,992</b>	<b>59%</b>
<b>Profit after tax</b>	<b>2,596</b>	<b>1,002</b>	159%	<b>7,028</b>	<b>4,420</b>	<b>59%</b>
<b>Ratios</b>						
Operating expenses to Net Interest Income	35.9%	30.6%		34.6%	30.7%	
Annualized loan loss to average AUF	1.55%	4.67%		2.84%	4.14%	
Annualized Return on Average Assets	5.33%	2.67%		4.16%	3.07%	
Annualized Return on Average Equity	23.07%	10.70%		17.43%	12.77%	
Earning per share - Basic (₹) *	43.0	16.7		116.6	73.6	

\*Not annualized

# Financial statement summary – Bajaj Finance Ltd

# BAJAJ FINANCE LIMITED

₹ in Crore

Financials snapshot	Q1 FY23	Q1 FY22	Y-o-Y	FY22	FY21	Y-o-Y
Assets under management	1,49,981	1,19,567	25%	<b>1,46,743</b>	<b>1,15,418</b>	<b>27%</b>
Assets under finance	1,47,679	1,17,372	26%	1,44,276	1,13,090	28%
Interest income	6,828	5,171	32%	23,729	20,419	16%
Fee and other income	1,291	663	95%	3,882	2,599	49%
Net gain on fair value changes on investment	27	83	(67%)	260	528	(51%)
<b>Total Income</b>	<b>8,146</b>	<b>5,917</b>	<b>38%</b>	<b>27,871</b>	<b>23,546</b>	<b>18%</b>
Interest expenses	2,006	1,764	14%	7,573	7,446	2%
<b>Net Interest Income</b>	<b>6,140</b>	<b>4,153</b>	<b>48%</b>	<b>20,298</b>	<b>16,100</b>	<b>26%</b>
Operating Expenses	2,216	1,280	73%	7,090	5,016	41%
Loan losses and provisions	748	1,724	(57%)	4,622	5,721	(19%)
<b>Profit before tax</b>	<b>3,176</b>	<b>1,149</b>	<b>176%</b>	<b>8,586</b>	<b>5,363</b>	<b>60%</b>
<b>Profit after tax</b>	<b>2,356</b>	<b>843</b>	<b>179%</b>	<b>6,350</b>	<b>3,956</b>	<b>61%</b>
<b>Ratios</b>						
Operating expenses to Net Interest Income	36.1%	30.8%		34.9%	31.2%	
Annualized loan loss to average AUF	2.05%	5.98%		3.59%	5.05%	
Annualized Return on Average Assets	6.46%	2.93%		4.93%	3.49%	
Annualized Return on Average Equity	21.79%	9.26%		16.28%	11.68%	
Earning per share - Basic (₹) *	39.0	14.0		105.4	65.9	

\*Not annualized



# Financial statement summary – BHFL

# BAJAJ FINANCE LIMITED

₹ in Crore

Financials snapshot	Q1 FY23	Q1 FY22	YoY	FY22	FY21	YoY
Assets under management	57,425	40,941	40%	<b>53,322</b>	<b>38,871</b>	<b>37%</b>
Assets under finance	50,039	35,762	40%	46,482	33,419	39%
Interest income	1072	777	38%	3,482	2,877	21%
Fee and other income	136	29	369%	226	218	4%
Net gain on fair value changes on investment	15	16	(6%)	59	60	(2%)
<b>Total Income</b>	<b>1,223</b>	<b>822</b>	49%	3,767	3,155	19%
Interest expenses	629	487	29%	2,155	1,966	10%
<b>Net Interest Income</b>	<b>594</b>	<b>335</b>	77%	<b>1,612</b>	<b>1,189</b>	<b>36%</b>
Operating Expenses	159	91	75%	471	329	43%
Loan losses and provisions	7	26	(73%)	181	247	(27%)
<b>Profit before tax</b>	<b>428</b>	<b>218</b>	96%	<b>960</b>	<b>613</b>	<b>57%</b>
<b>Profit after tax</b>	<b>316</b>	<b>161</b>	96%	<b>710</b>	<b>453</b>	<b>57%</b>
<b>Ratios</b>						
Operating expenses to Net Interest Income	26.8%	27.2%		29.2%	27.7%	
Annualized loan loss to average AUF	0.06%	0.30%		0.45%	0.80%	
Annualized Return on Average Assets	2.62%	1.86%		1.78%	1.48%	
Annualized Return on Average Equity	15.51%	10.51%		11.11%	7.80%	
Earning per share - Basic (₹) *	0.48	0.33		1.45	0.93	

\*Not annualized

 **Section 04**  
**Asset liability management**

4.1

Conservative leverage standards –  
Bajaj Finance Limited

4.2

Resilient business model –  
Consolidated

4.3

Behaviouralized ALM – Bajaj Finance  
Limited

4.4

Behaviouralized ALM – Bajaj Housing  
Finance Limited

4.5

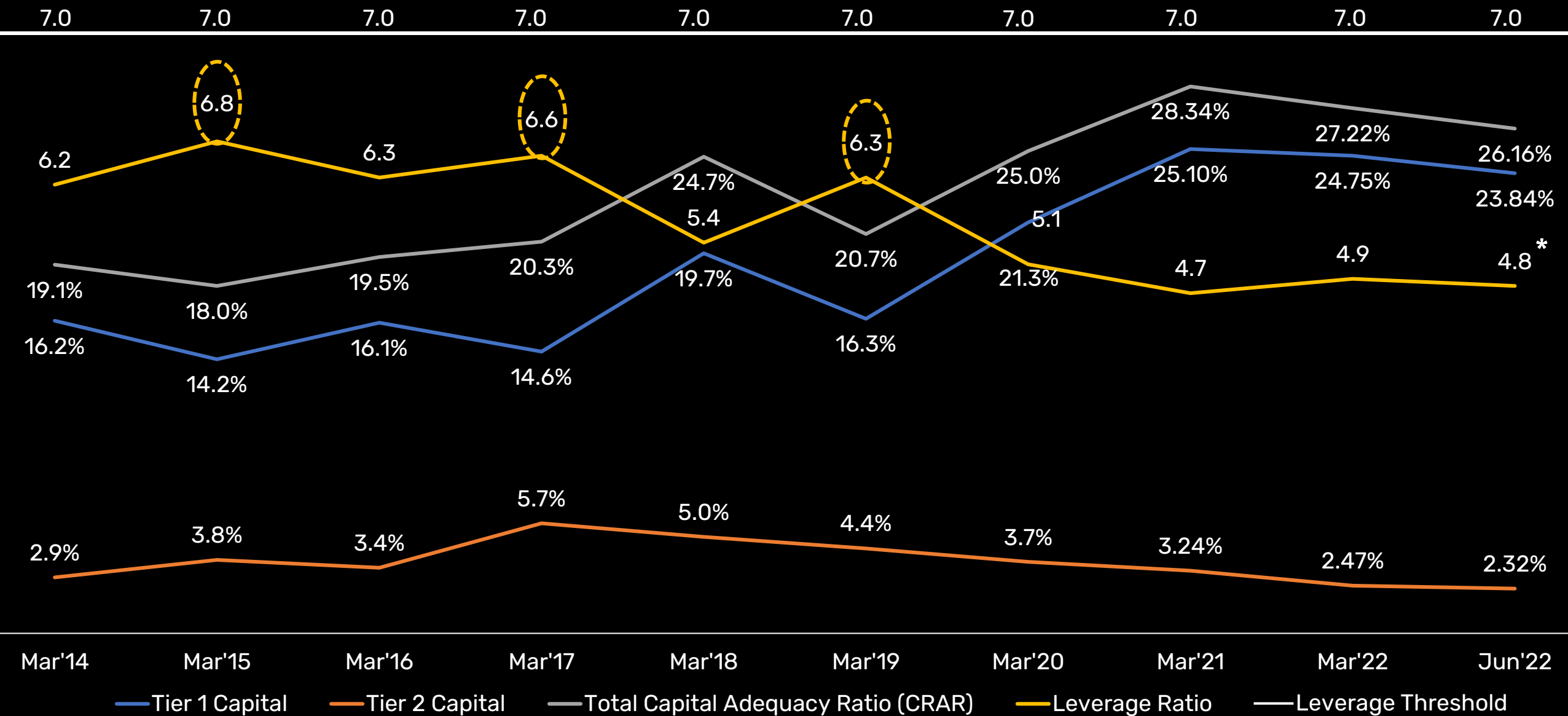
Disciplined ALM Management –  
Bajaj Finance Limited

4.6

Consolidated liability mix

# Conservative leverage standards

# BAJAJ FINANCE LIMITED



\*Standalone leverage is approximately 3.9X as of 30 June 2022

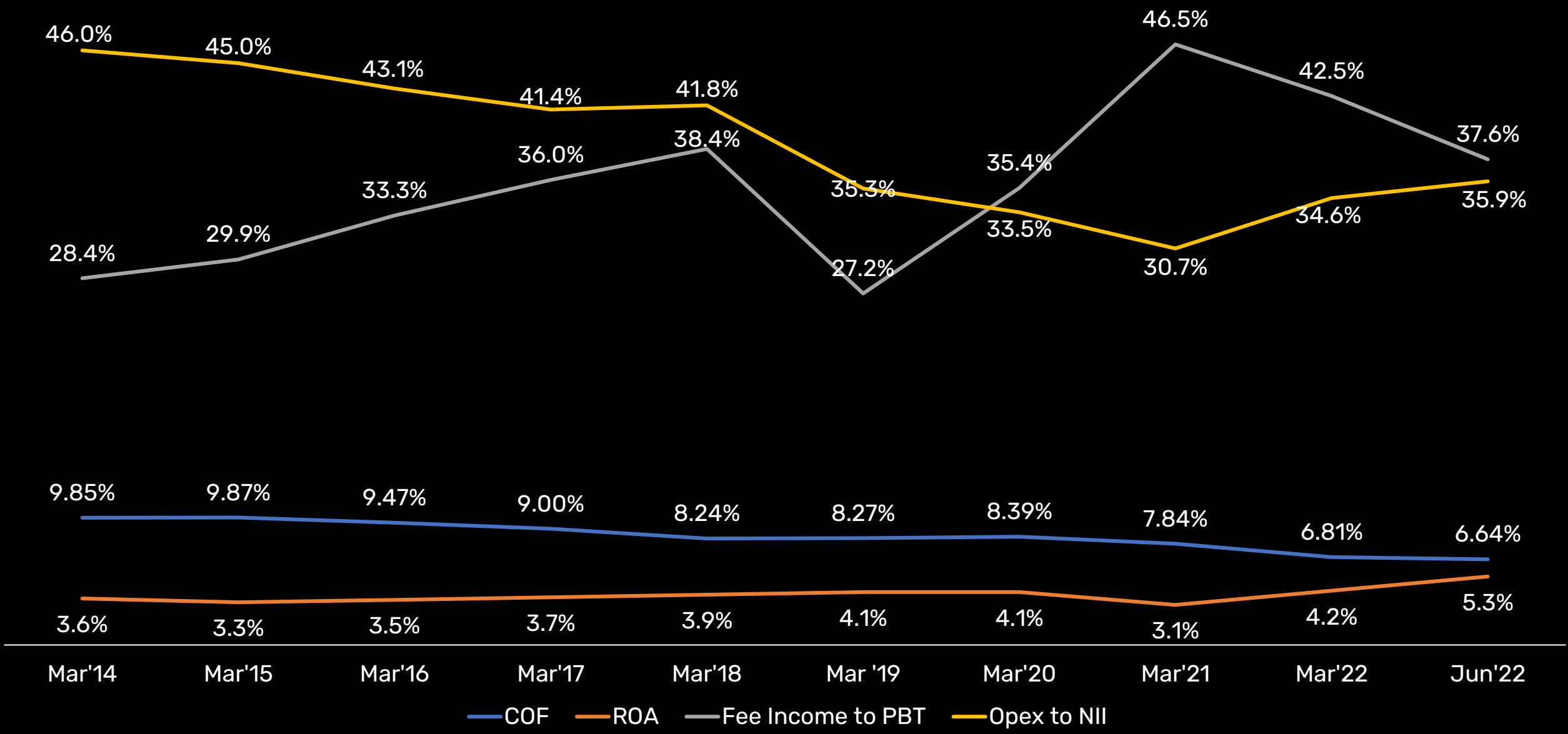
Capital Adequacy Ratios (CRAR) are on standalone basis

Mar '19 onwards numbers are as per Ind AS

 Denotes point at which the Company initiated its capital raising plan

# Resilient business model – Consolidated

# BAJAJ FINANCE LIMITED



Mar '19 onwards numbers are as per Ind AS. Jun'22 COF number is for the quarter.

# Behaviouralized ALM as of 30 June 2022 – BFL

## BAJAJ FINANCE LIMITED

₹ in Crore

Particulars,	1-7 D	8-14 D	15-30 D	>1-2 M	>2-3 M	>3-6 M	>6 M-1 Y	>1-3 Y	>3-5 Y	>5 Y	Total
Cash & Investments	6,078	799	831	1,100	1,893	36	598	2,385	34	8,868	22,621
Advances	5,874	1,720	3,075	7,910	7,218	17,189	24,208	51,007	19,852	13,238	1,51,291
Other inflows	8,765	138	248	97	607	1,011	526	774	593	2,760	15,518
<b>Total Inflows (A)</b>	<b>20,717</b>	<b>2,657</b>	<b>4,153</b>	<b>9,107</b>	<b>9,718</b>	<b>18,237</b>	<b>25,331</b>	<b>54,166</b>	<b>20,478</b>	<b>24,866</b>	<b>1,89,431</b>
<b>Cumulative Total Inflows (B)</b>	<b>20,717</b>	<b>23,374</b>	<b>27,527</b>	<b>36,634</b>	<b>46,352</b>	<b>64,589</b>	<b>89,920</b>	<b>1,44,086</b>	<b>1,64,565</b>	<b>1,89,431</b>	
Borrowings	2,721	616	5,061	5,220	6,746	14,547	21,975	49,779	17,204	14,115	1,37,985
Capital Reserves and Surplus	-	-	-	-	-	-	-	-	-	44,440	44,440
Other Outflows	2,230	470	1,564	1,508	41	26	103	191	634	239	7,006
<b>Total Outflows (C)</b>	<b>4,950</b>	<b>1,086</b>	<b>6,626</b>	<b>6,728</b>	<b>6,787</b>	<b>14,573</b>	<b>22,078</b>	<b>49,970</b>	<b>17,839</b>	<b>58,794</b>	<b>1,89,431</b>
<b>Cumulative Total Outflows (D)</b>	<b>4,950</b>	<b>6,036</b>	<b>12,662</b>	<b>19,390</b>	<b>26,177</b>	<b>40,751</b>	<b>62,828</b>	<b>1,12,798</b>	<b>1,30,637</b>	<b>1,89,431</b>	
<b>Mismatch (E = A - C)</b>	<b>15,767</b>	<b>1,572</b>	<b>(2,472)</b>	<b>2,378</b>	<b>2,931</b>	<b>3,663</b>	<b>3,253</b>	<b>4,197</b>	<b>2,640</b>	<b>(33,928)</b>	
<b>Cumulative mismatch (F = B-D)</b>	<b>15,767</b>	<b>17,338</b>	<b>14,866</b>	<b>17,244</b>	<b>20,175</b>	<b>23,838</b>	<b>27,091</b>	<b>31,288</b>	<b>33,928</b>	<b>0</b>	
<b>Cumulative mismatch as % (F/D)</b>	<b>319%</b>	<b>287%</b>	<b>117%</b>	<b>89%</b>	<b>77%</b>	<b>58%</b>	<b>43%</b>	<b>28%</b>	<b>26%</b>	<b>0%</b>	
Permissible cumulative gap %	(10%)	(10%)	(20%)								
Additional borrowings possible			21,748								

In Q1, daily average LCR was 233% as against regulatory requirement of 60%

# Behaviouralized ALM as of 30 June 2022 – BHFL BAJAJ FINANCE LIMITED

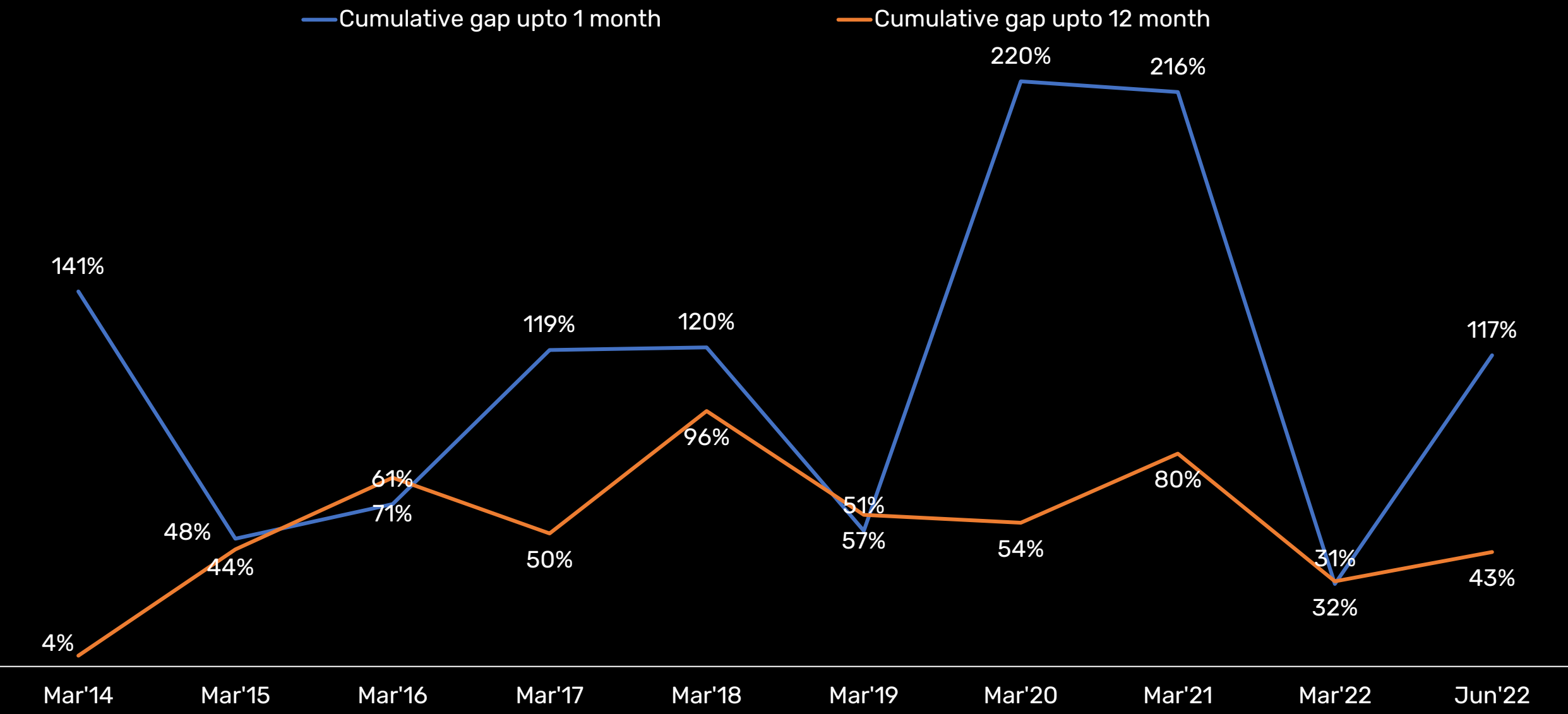
₹ in Crore

Particulars	1-7 D	8-14 D	15-30 D	>1-2 M	>2-3 M	>3-6 M	>6 M-1 Y	>1-3 Y	>3-5 Y	>5 -7 Y	>7Y - 10 Y	>10Y	Total
Cash & Investments	1,467	290	600	748	173	222	-	0	-	-	-	-	3,500
Advances	489	351	538	1,000	1,098	2,715	4,734	13,414	8,305	5,661	5,336	6,398	50,039
Other inflows	6	4	1,536	775	526	1,192	4,044	2,566	2,649	601	421	1,100	15,421
<b>Total Inflows (A)</b>	<b>1,961</b>	<b>645</b>	<b>2,674</b>	<b>2,523</b>	<b>1,798</b>	<b>4,129</b>	<b>8,778</b>	<b>15,980</b>	<b>10,954</b>	<b>6,262</b>	<b>5,757</b>	<b>7,499</b>	<b>68,960</b>
<b>Cumulative Total Inflows (B)</b>	<b>1,961</b>	<b>2,607</b>	<b>5,280</b>	<b>7,803</b>	<b>9,601</b>	<b>13,730</b>	<b>22,508</b>	<b>38,488</b>	<b>49,442</b>	<b>55,704</b>	<b>61,461</b>	<b>68,960</b>	
Borrowings	947	-	1,146	1,576	1,100	3,142	7,021	20,049	10,753	1,940	565	1,799	50,039
Capital Reserves and Surplus	-	-	-	-	-	-	-	-	-	-	-	9,557	9,557
Other Outflows	768	512	988	587	319	959	927	1,791	10	2	2,500	-	9,363
<b>Total Outflows (C)</b>	<b>1,715</b>	<b>512</b>	<b>2,134</b>	<b>2,163</b>	<b>1,419</b>	<b>4,101</b>	<b>7,948</b>	<b>21,840</b>	<b>10,763</b>	<b>1,942</b>	<b>3,065</b>	<b>11,356</b>	<b>68,960</b>
<b>Cumulative Total Outflows (D)</b>	<b>1,715</b>	<b>2,228</b>	<b>4,362</b>	<b>6,524</b>	<b>7,943</b>	<b>12,045</b>	<b>19,993</b>	<b>41,833</b>	<b>52,596</b>	<b>54,538</b>	<b>57,603</b>	<b>68,960</b>	
<b>Mismatch (E = A - C)</b>	<b>246</b>	<b>133</b>	<b>540</b>	<b>360</b>	<b>379</b>	<b>27</b>	<b>830</b>	<b>(5,860)</b>	<b>192</b>	<b>4,320</b>	<b>2,692</b>	<b>(3,857)</b>	
<b>Cumulative mismatch (F = B-D)</b>	246	379	919	1,279	1,658	1,685	2,515	(3,346)	(3,154)	1,166	3,857	0.00	
<b>Cumulative mismatch as % (F/D)</b>	14%	17%	21%	20%	21%	14%	13%	-8%	-6%	2%	7%	0%	
<b>Permissible cumulative gap %</b>	<b>-10%</b>	<b>-10%</b>	<b>-20%</b>										
<b>Additional borrowings possible</b>			<b>2,238</b>										

In Q1, daily average LCR was 115% as against regulatory requirement of 50%

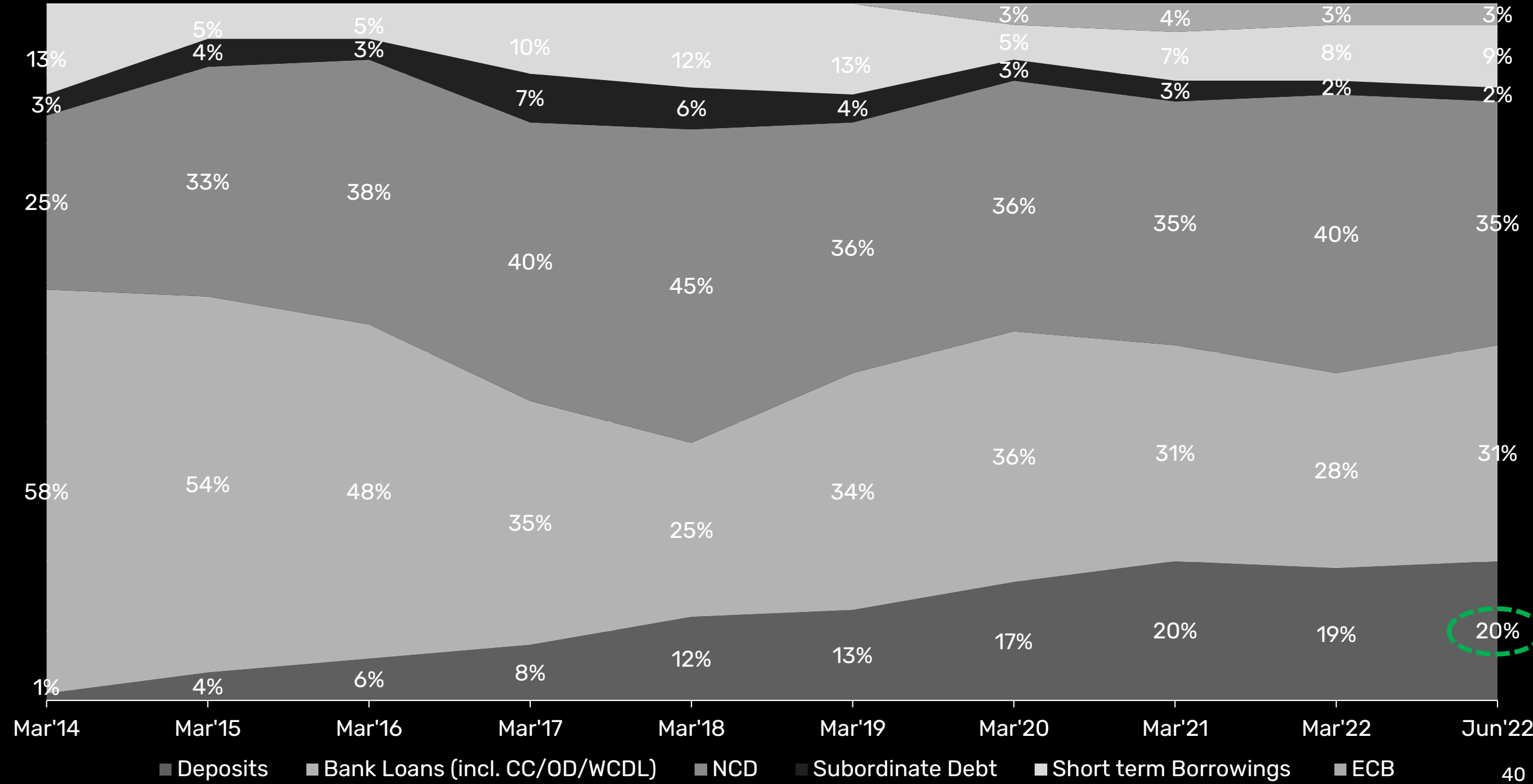
# Disciplined ALM Management - BFL

**BAJAJ FINANCE LIMITED**



# Consolidated liability mix

**BAJAJ FINANCE LIMITED**







## Section 05

# Customer franchise and distribution reach

5.1

Customer franchise

5.2

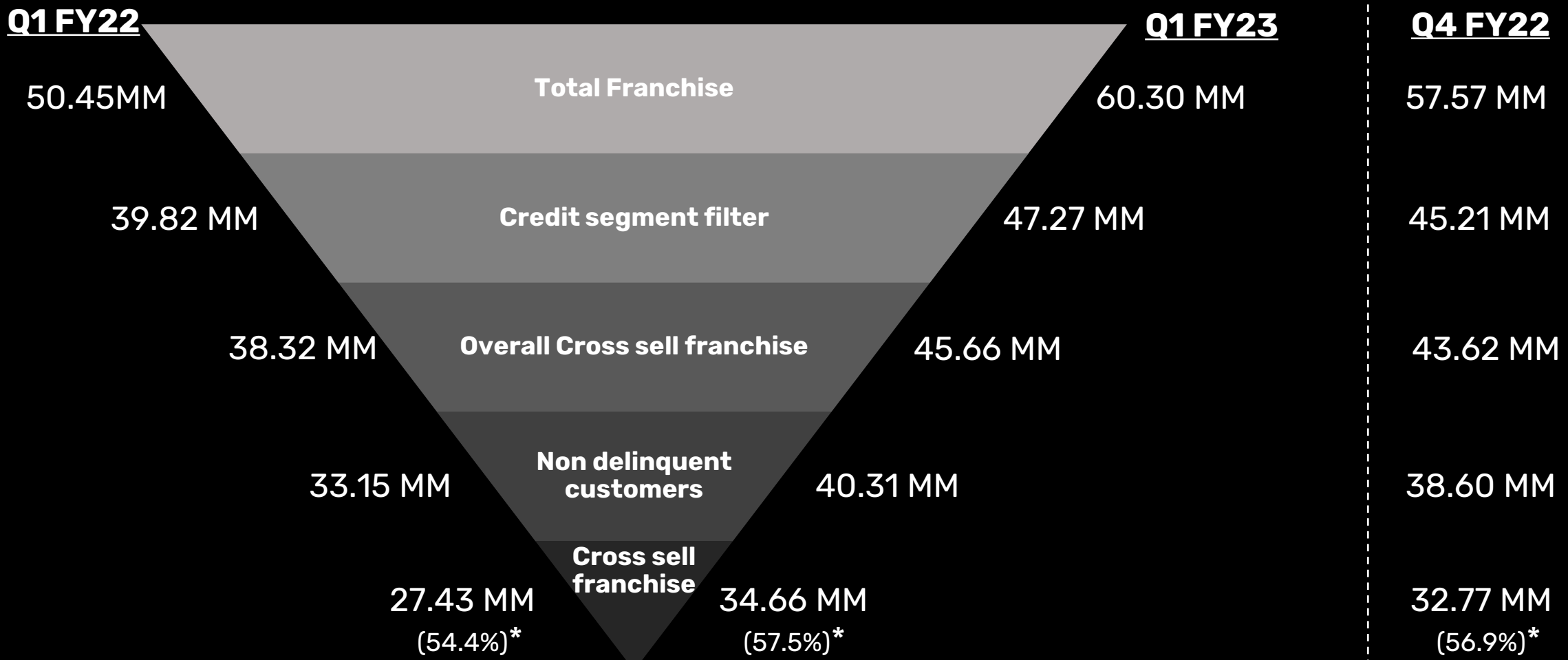
Geographic presence

5.3

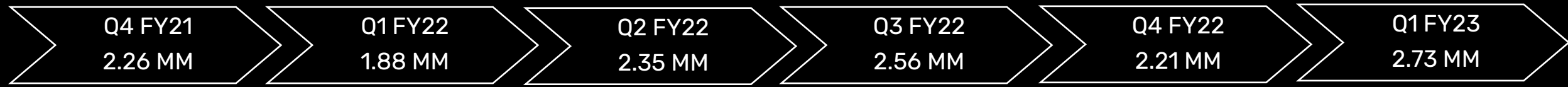
Strong distribution reach

# Customer franchise

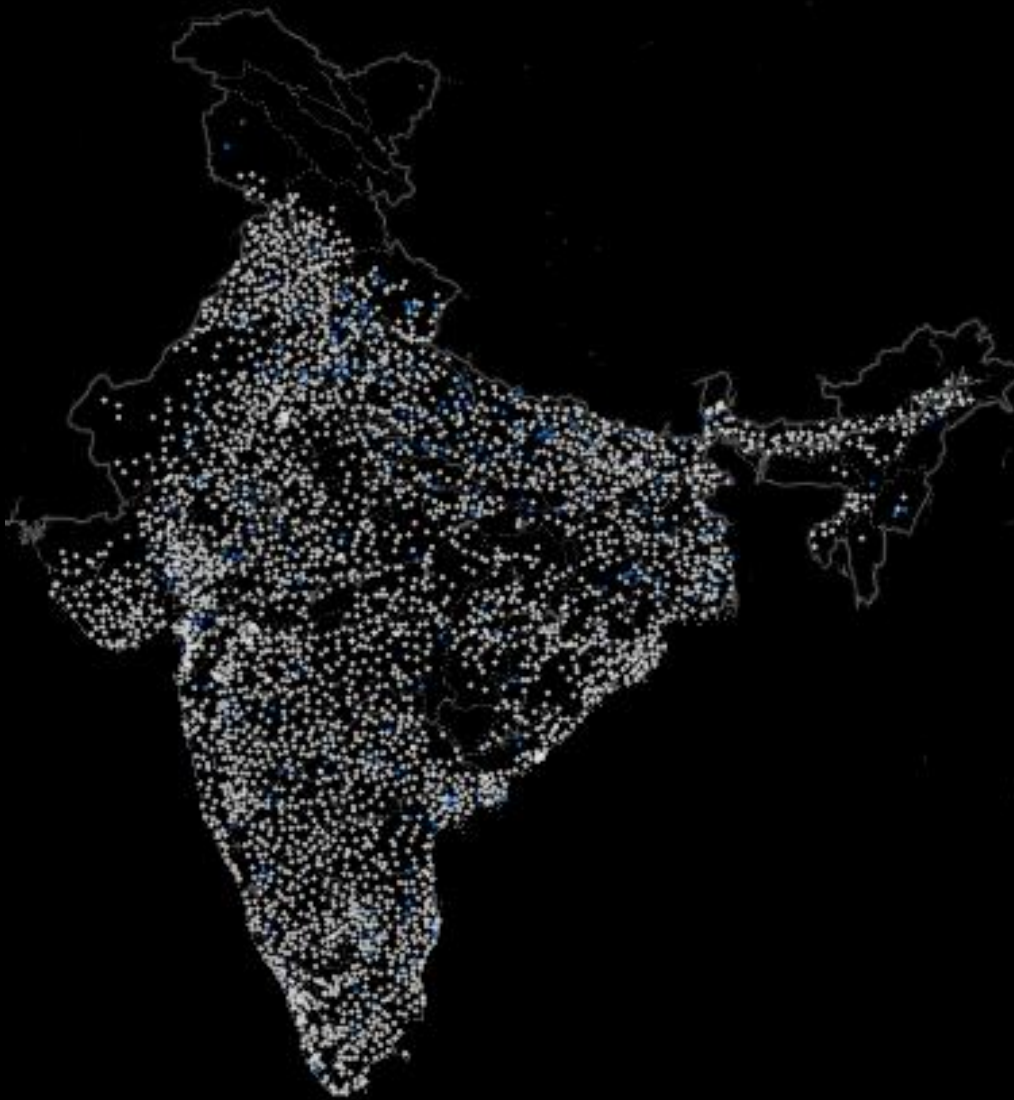
# BAJAJ FINANCE LIMITED



## Customer Franchise addition



\*Represents cross sell franchise as a % of total franchise



<b>Geographic Presence</b>	30 Jun 2018	30 Jun 2019	30 Jun 2020	30 Jun 2021	31 Mar 2022	30 Jun 2022
Urban lending branches	793	944	1,049	1,368	1,368	1,368
Rural lending branches	693	951	1,359	1,745	2,136	2,218
<b>Total Bajaj Finance presence</b>	<b>1,486</b>	<b>1,895</b>	<b>2,408</b>	<b>3,113</b>	<b>3,504</b>	<b>3,586</b>

# Strong distribution reach

**BAJAJ FINANCE LIMITED**

<b>Active distribution</b>	30 Jun 2019	30 Jun 2020	30 Jun 2021	31 Dec 2021	31 Mar 2022	30 Jun 2022
Consumer durable stores – Urban	22,000+	24,200+	26,900+	29,500+	30,600+	31,000+
Consumer durable stores – Rural	15,200+	19,600+	24,000+	27,900+	29,800+	31,500+
Digital product stores	23,100+	26,400+	26,350+	28,800+	29,500+	31,150+
Lifestyle retail stores	8,300+	9,500+	9,400+	10,800+	11,000+	11,050+
EMI card – retail spends stores	20,700+	24,300+	14,500+	17,800+	18,800+	20,050+
Bajaj Auto dealers, sub-dealers & ASSC	4,900+	5,500+	5,800+	6,000+	6,000+	5,550+
Non-captive 2W dealers, sub-dealers & ASSC*	-	-	-	-	-	1,170+
DSA/Independent Financial Agents	2,800+	4,900+	7,500+	7,500+	7,500+	7,500+
<b>Overall active distribution network</b>	<b>97,000+</b>	<b>1,14,400+</b>	<b>1,14,400+</b>	<b>1,28,300+</b>	<b>1,33,200+</b>	<b>1,38,900+</b>

 **Section 06**

**Business segment wise AUM**

# Business segment wise AUM - Consolidated

# BAJAJ FINANCE LIMITED

₹ in Crore

Assets Under Management	AUM as of 30 June 2021	BFL as of 30 June 2022	BHFL as of 30 June 2022	AUM as of 30 June 2022	Growth YoY	Composition as of 30 June 2021	Composition as of 30 June 2022
Auto Finance Business	11,347	9,962	-	9,962	(12%)	7%	5%
Urban Sales Finance Business	11,175	16,475	-	16,475	47%	7%	8%
Urban B2C Business	31,399	39,654	1,553	41,207	31%	20%	21%
Rural Sales Finance Business	2,914	4,564	-	4,564	57%	2%	2%
Rural B2C Business	12,537	16,740	-	16,740	34%	8%	8%
SME Lending Business	20,335	26,516	148	26,564	31%	13%	13%
Securities Lending Business	6,290	10,060	-	10,801	72%	4%	5%
IPO Financing Business	2,942	-	-	-	(100%)	2%	0%
Commercial Lending Business	9,011	12,040	-	12,040	34%	6%	6%
Mortgages Business	51,107	13,970	55,724	65,665	28%	31%	32%
<b>Total</b>	<b>1,59,057</b>	<b>1,49,981</b>	<b>57,425</b>	<b>2,04,018</b>	<b>28%</b>	<b>100%</b>	<b>100%</b>
Co-brand Credit Card CIF	2.13 MM			2.96 MM			
EMI Card CIF	24.1 MM			32.8 MM			
Co-brand Wallets	20.9 MM			22.3 MM			

# Business segment wise AUM - Mortgages

**BAJAJ FINANCE LIMITED**

₹ in Crore

Bajaj Housing Finance Limited					Mortgages - All			
Assets Under Management	AUM as of 30 June 2021	AUM as of 30 June 2022	Growth	Composition as of 30 Jun 2022	AUM as of 30 June 2021	AUM as of 30 June 2022	Growth	Composition as of 30 Jun 2022
Home Loans business	25,389	35,910	41%	64%	28,843	37,792	31%	58%
Loan against property business	4,813	6,417	33%	12%	11,356	12,827	13%	20%
Lease rental discounting business	5,140	7,352	43%	13%	6,230	8,716	40%	13%
Developer Finance business	2,198	3,689	68%	7%	2,211	3,689	67%	6%
Rural	2,021	2,356	17%	4%	2,467	2,641	7%	4%
<b>Total</b>	<b>39,561</b>	<b>55,724</b>	<b>41%</b>	<b>100%</b>	<b>51,107</b>	<b>65,665</b>	<b>28%</b>	<b>100%</b>

 **Section 07**  
**Update on credit quality**

7.1

Provisioning Coverage - Consolidated

7.2

Stagewise ECL provisioning - Consolidated

7.3

Provisioning Coverage - BHFL

7.4

Stagewise ECL provisioning - BHFL

7.5

Portfolio credit quality - Consolidated



# Provisioning Coverage - Consolidated

**BAJAJ FINANCE LIMITED**

₹ in Crore

Particulars	AUM 30 Jun 22	GNPA	NNPA	PCR (%)	GNPA %			NNPA %		
					31 Dec 21	31 Mar 22	30 Jun 22	31 Dec 21	31 Mar 22	30 Jun 22
Auto Finance Business	9,962	1,110	555	50%	11.04%	11.01%	10.15%	5.84%	5.83%	5.35%
Urban Sales Finance Business	16,475	53	10	82%	0.30%	2.81%	0.32%	0.06%	1.32%	0.06%
Urban B2C Business	41,207	335	84	75%	1.33%	0.95%	0.83%	0.34%	0.24%	0.21%
Rural Sales Finance Business	4,564	10	1	86%	0.24%	0.16%	0.21%	0.05%	0.02%	0.03%
Rural B2C Business	16,740	174	49	72%	2.55%	1.19%	1.01%	1.42%	0.37%	0.29%
SME Lending Business	26,564	359	89	75%	1.39%	1.43%	1.33%	0.35%	0.36%	0.33%
Securities Lending Business	10,801	2	2	10%	0.06%	0.01%	0.02%	0.06%	0.01%	0.02%
Commercial Lending Business	12,040	36	18	49%	0.42%	0.38%	0.29%	0.26%	0.18%	0.15%
Mortgages Business	65,665	460	209	55%	0.95%	0.86%	0.74%	0.52%	0.40%	0.34%
<b>Total</b>	<b>2,04,018</b>	<b>2,539</b>	<b>1,017</b>	<b>60%</b>	<b>1.73%</b>	<b>1.60%</b>	<b>1.25%</b>	<b>0.78%</b>	<b>0.68%</b>	<b>0.51%</b>

# Stagewise ECL provisioning - Consolidated

# BAJAJ FINANCE LIMITED

₹ in crore

	Gross Assets Receivable				ECL Provision				PCR %			
	Stage 1	Stage 2		Stage 3	Stage 1	Stage 2		Stage 3	Stage 1	Stage 2		Stage 3
		OTR*	Normal			OTR*	Normal			OTR*	Normal	
Auto Finance Business	8,709	-	1,117	1,110	139	-	280	555	1.6%	-	25.0%	50.0%
Urban Sales Finance Business	16,510	-	139	53	117	-	67	43	0.7%	-	47.8%	81.8%
Urban B2C Business	39,505	12	704	335	483	2	246	251	1.2%	18.1%	34.9%	74.9%
Rural Sales Finance Business	4,567	-	32	10	19	-	17	8	0.4%	-	52.8%	85.6%
Rural B2C Business	16,617	-	399	174	204	-	120	125	1.2%	-	30.2%	71.9%
SME Lending Business	26,392	27	254	359	250	6	92	270	0.9%	21.2%	36.1%	75.2%
Securities Lending Business	10,880	-	5	2	5	-	0	0	0.0%	-	0.1%	10.1%
Commercial Lending Business	12,042	-	-	36	27	-	-	18	0.2%	-	-	49.5%
Mortgages Business	61,138	434	445	460	325	101	94	251	0.5%	23.2%	21.3%	54.5%
<b>Total as of 30 Jun 2022</b>	<b>1,96,360</b>	<b>474</b>	<b>3,095</b>	<b>2,539</b>	<b>1,569</b>	<b>109</b>	<b>916</b>	<b>1,521</b>	<b>0.8%</b>	<b>23.0%</b>	<b>29.6%</b>	<b>59.9%</b>
Total as of 31 Mar 2022	1,88,834	718	3,142	3,133	1,507	144	935	1,818	0.8%	20.1%	29.8%	58.0%
Total as of 31 Dec 2019	1,36,407	-	3,579	2,354	770	-	672	1,335	0.6%	-	18.8%	56.7%

# Provisioning Coverage - BHFL

**BAJAJ FINANCE LIMITED**

₹ in Crore

Particulars	AUM 30 Jun 22	GNPA	NNPA	PCR (%)	GNPA %			NNPA %		
					31 Dec 21	31 Mar 22	30 Jun 22	31 Dec 21	31 Mar 22	30 Jun 22
Home Loans business	35,910	75	29	61%	0.31%	0.27%	0.23%	0.15%	0.12%	0.09%
Loan against property business	6,417	30	14	54%	0.68%	0.65%	0.59%	0.39%	0.33%	0.28%
Lease rental discounting business	7,352	-	-	-	-	-	-	-	-	-
Developer Finance business	3,689	0	0	-	0.04%	0.03%	0.00%	0.03%	-	0.00%
Rural business	2,356	23	11	52%	1.27%	1.22%	1.33%	0.67%	0.59%	0.64%
Other business	1,701	7	2	72%	0.47%	0.41%	0.42%	0.16%	0.13%	0.12%
<b>Total</b>	<b>57,425</b>	<b>134</b>	<b>56</b>	<b>58%</b>	<b>0.35%</b>	<b>0.31%</b>	<b>0.27%</b>	<b>0.18%</b>	<b>0.14%</b>	<b>0.11%</b>

# Stagewise ECL provisioning – BHFL

# BAJAJ FINANCE LIMITED

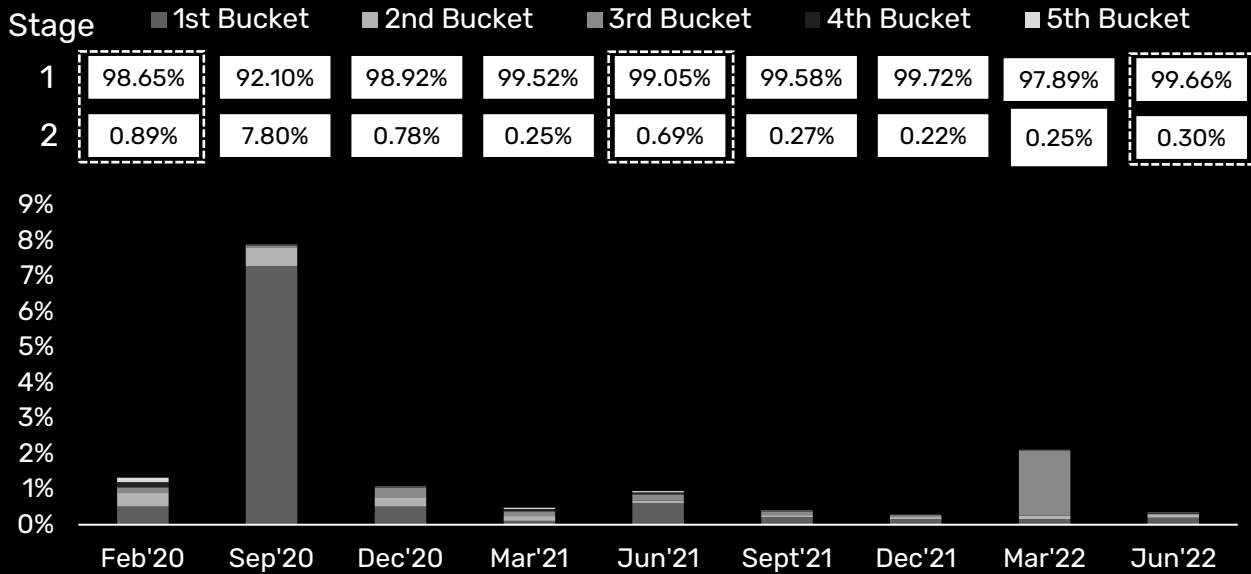
₹ in crore

	Gross Assets Receivable				ECL Provision				PCR %			
	Stage 1	Stage 2		Stage 3	Stage 1	Stage 2		Stage 3	Stage 1	Stage 2		Stage 3
		OTR*	Normal			OTR*	Normal			OTR*	Normal	
Home Loans business	31,792	157	117	75	164	41	20	45	0.5%	26.5%	17.1%	60.6%
Loan against property business	4,867	55	62	30	33	13	10	16	0.7%	23.4%	16.1%	53.7%
Lease rental discounting business	6,195	-	2	-	35	0	0	0	0.6%	-	13.4%	-
Developer Finance business	3,716	-	0	0	27	0	0	0	0.7%	-	23.1%	-
Rural business	1,607	21	60	23	10	6	9	12	0.6%	26.1%	15.7%	51.7%
Other business	1,700	11	8	7	15	3	2	5	0.9%	23.7%	28.7%	72.0%
<b>Total as of 30 Jun 2022</b>	<b>49,878</b>	<b>244</b>	<b>248</b>	<b>134</b>	<b>283</b>	<b>62</b>	<b>42</b>	<b>78</b>	<b>0.6%</b>	<b>25.6%</b>	<b>16.9%</b>	<b>58.2%</b>
Total as of 31 Mar 2022	46,200	363	241	146	260	89	39	79	0.6%	24.5%	16.3%	54.3%
Total as of 31 Dec 2019	25,806	-	185	20	32	-	11	6	0.1%	-	6.1%	31.3%

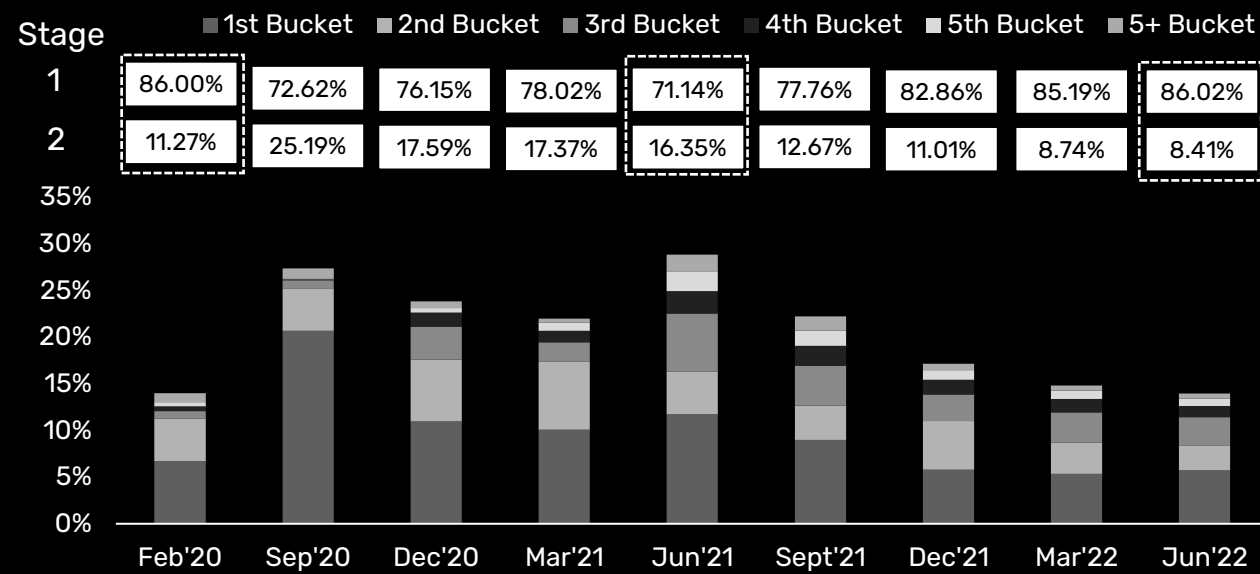
# Portfolio credit quality – Consolidated

# BAJAJ FINANCE LIMITED

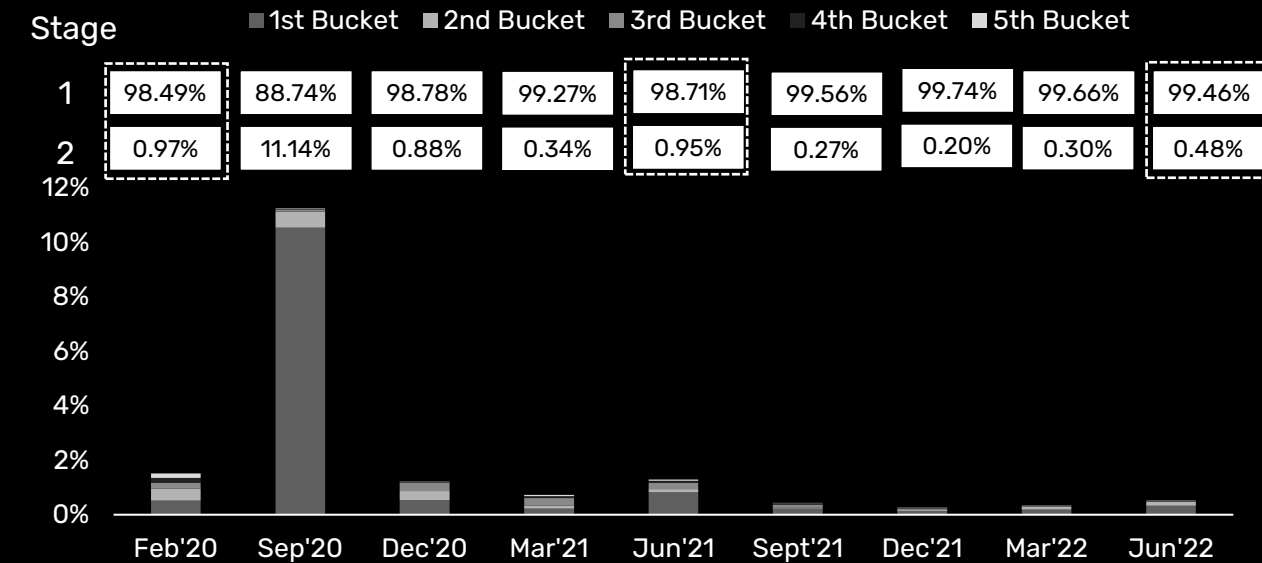
## Consumer Durable & Lifestyle ●



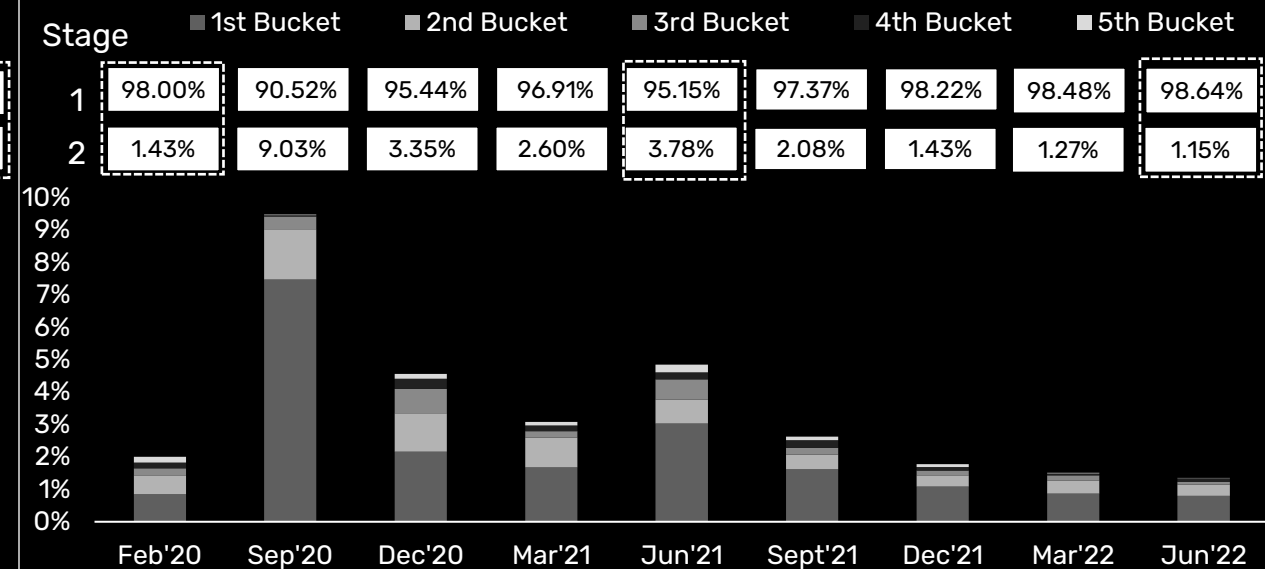
## Two & three-wheeler ●



## Digital product ●



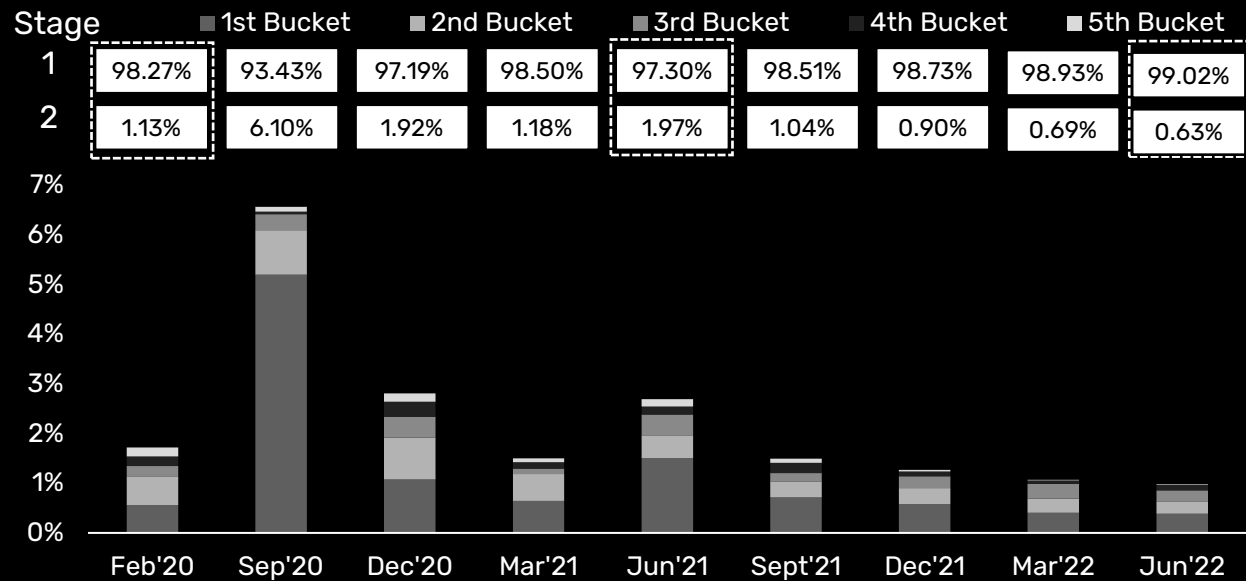
## Urban B2C ●



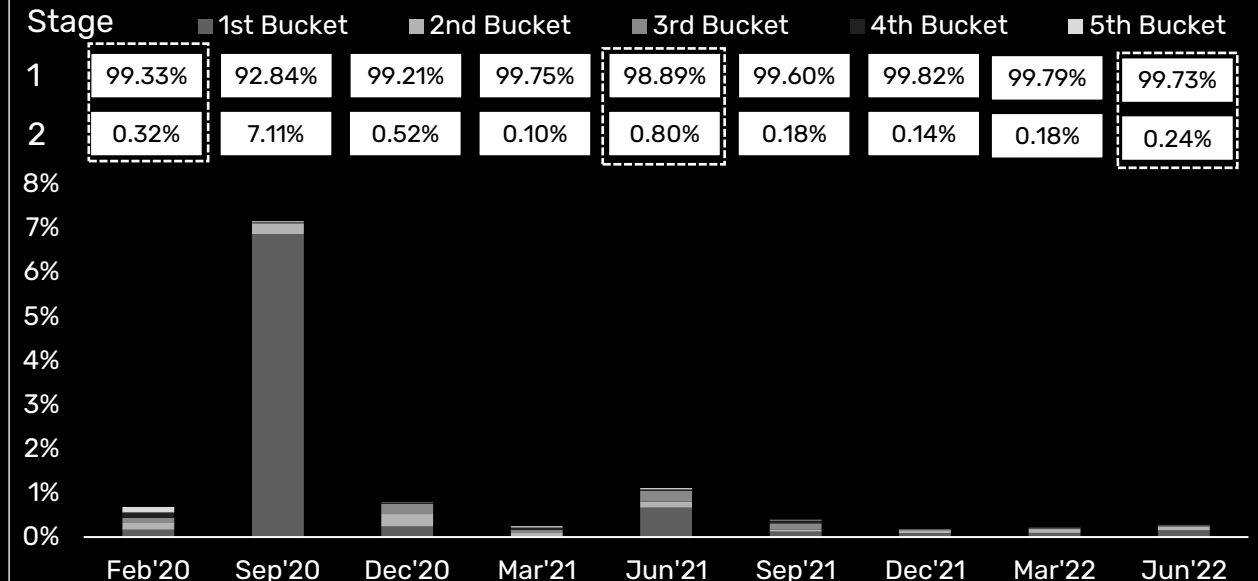
# Portfolio credit quality – Consolidated

# BAJAJ FINANCE LIMITED

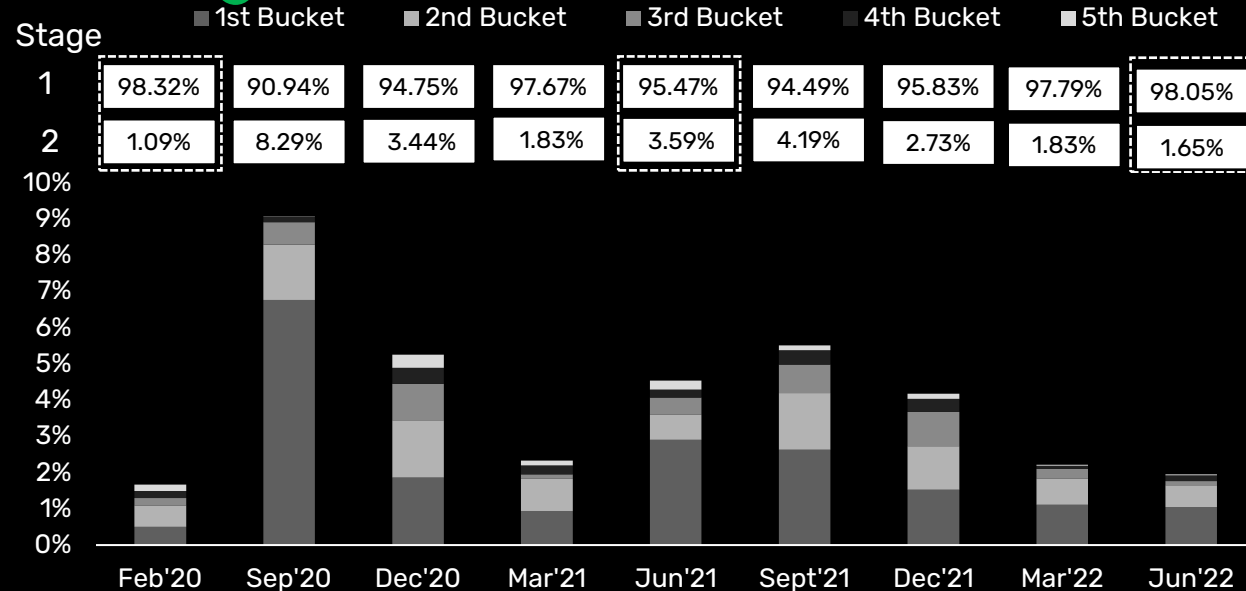
## Business & professional loans



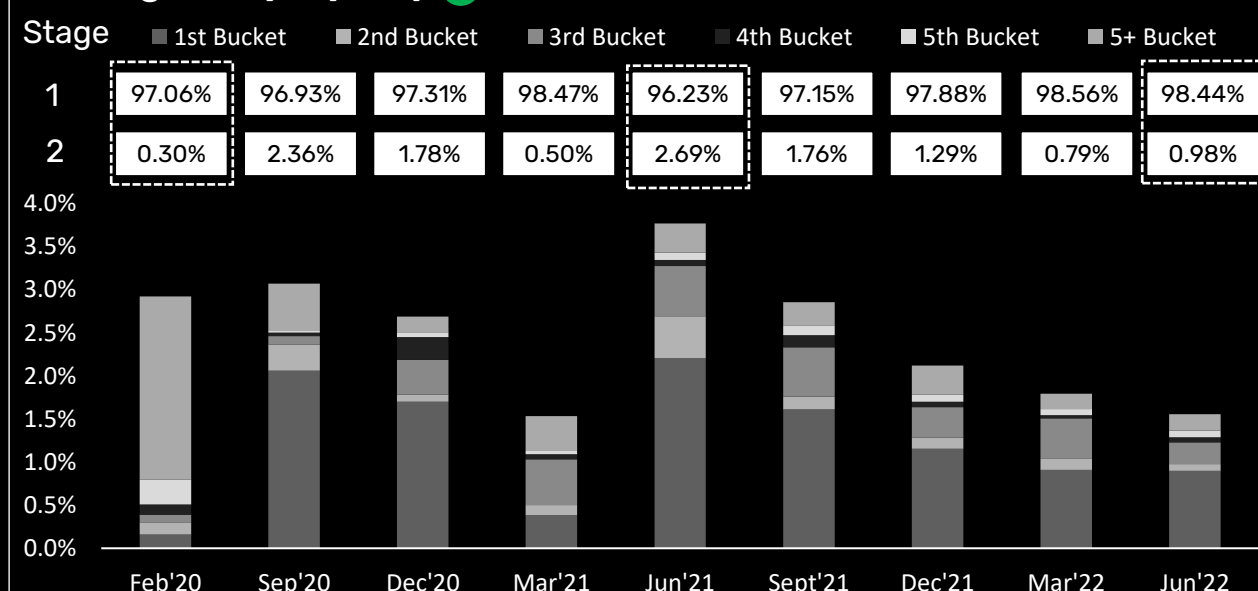
## Rural B2B



## Rural B2C



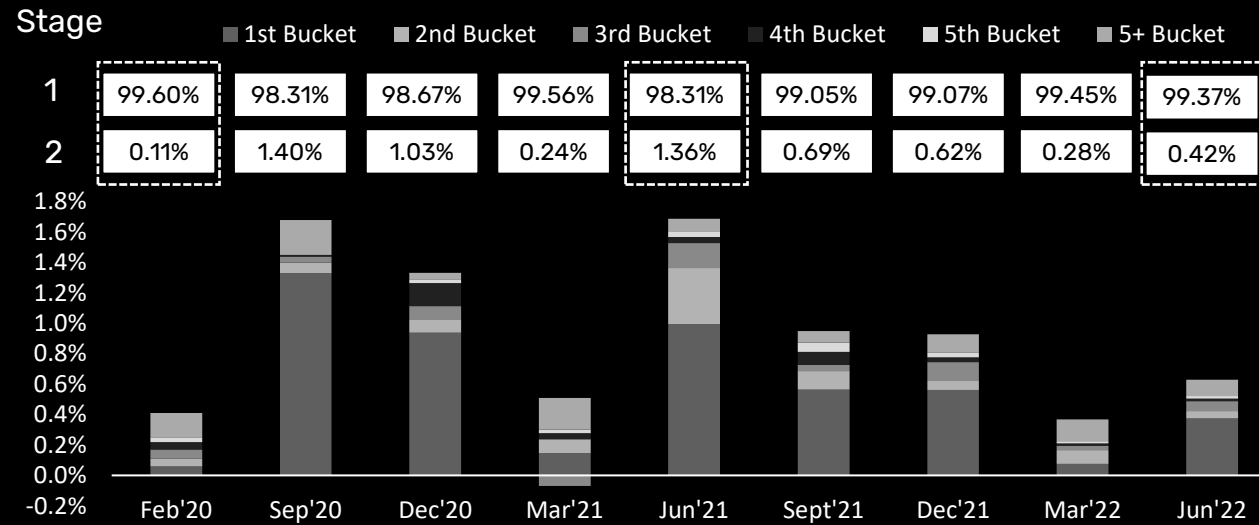
## Loan against property



# Portfolio credit quality – Consolidated

BAJAJ FINANCE LIMITED

## Home loans ●



## Commercial lending ●

- Commercial lending business portfolio is 99.85% current

## Securities lending ●

- Securities lending business portfolio is 99.98% current

**BAJAJ FINANCE LIMITED**  
**Q1 FY23 Investor Presentation**  
**Thank You**



# **Annexure**

As a Company, we believe that the purpose of any business transformation is a means to an end. It should result in stronger growth momentum, superior customer experience, better cross sell, lower risk and/or improved operating efficiencies. We are pursuing business transformation singularly with that objective...

At the outset, “All business transformation takes time, team and technology.” It’s been 15 months since we started phase 1 of business transformation project. Due to wave 2, it got delayed by 3 months. Phase 1 of the digital platform has now gone live with a staggered release methodology. The Company plans to transition all consumers to the new digital platform from February onwards. Next 2 slides cover details of the new digital platform and the way forward...

# Digital App platform – Phase 1 feature set

Payments	UPI		Wallet		EMI Card		Credit Card		6-in-1 Payment Checkout		Bill Payment			
Network	CD Network		DPF Network		REMI Network		LSF Network		LCF Network		E-Com Network		Coaching Network	
Marketplace & Proprietary Apps	No cost EMI Marketplace			Insurance Marketplace			Investment Marketplace			Health RX		Demat and Broking		
3-in-1 Financial Services	No Cost EMI		Unsecured Loans		Mortgage Loans		Other Secured		SME/Prof. Lending		Cards		Deposits	Fee based Services
	<ul style="list-style-type: none"> <li>Consumer Durable Mobile</li> <li>Lifestyle</li> </ul>		<ul style="list-style-type: none"> <li>Personal Loans(2)</li> <li>Salaried PL-Lead</li> </ul>		<ul style="list-style-type: none"> <li>Home Loan</li> <li>LAP</li> </ul>		<ul style="list-style-type: none"> <li>Gold Loan</li> <li>LAS</li> <li>Used Car</li> </ul>		<ul style="list-style-type: none"> <li>Professional Loans</li> <li>SME Loans</li> <li>Medical equipment</li> </ul>		<ul style="list-style-type: none"> <li>EMI Card</li> <li>RBL Bank Card</li> </ul>		<ul style="list-style-type: none"> <li>Fixed Deposit</li> <li>Systematic Dep Plan (SDP)</li> </ul>	<ul style="list-style-type: none"> <li>Fin fitness report</li> <li>Credit health report</li> </ul>
Rewards	Earn For "Payment transactions"						Burn							
	<ul style="list-style-type: none"> <li>Offers</li> </ul>		<ul style="list-style-type: none"> <li>Cashbacks</li> </ul>		<ul style="list-style-type: none"> <li>Vouchers</li> </ul>		<ul style="list-style-type: none"> <li>Bajaj Coins</li> </ul>		<ul style="list-style-type: none"> <li>Convert to Cash</li> </ul>		<ul style="list-style-type: none"> <li>Bill Payment</li> </ul>		<ul style="list-style-type: none"> <li>Voucher Purchase</li> </ul>	
Integrated Voice and Marketing Cloud	Customer Data Platform			Centralized Offer Repository			Multi Channel Orchestration			Multi Dialler Orchestration		Cloud Telephony Infra for Distributed Sales Workforce		
Productivity Apps	Sales One App				Debt management One App				Partner One App 1.0					
Services	Information		EMI , Credit Card		Statement		Documents		Repayment		FD & SDP		Profile Update	Calculators
	<ul style="list-style-type: none"> <li>Loan Info</li> <li>Deposit Info</li> <li>Flexi Loan Info</li> <li>Mandate Services</li> <li>Mutual Fund</li> </ul>		<ul style="list-style-type: none"> <li>Card Limit</li> <li>Card Status</li> <li>Card Block/Unblock</li> <li>PIN Change</li> </ul>		<ul style="list-style-type: none"> <li>Loan Statement</li> <li>Repay Schedule</li> <li>FD Statement</li> <li>NOC</li> <li>Cert. of Insurance</li> <li>Gold receipt</li> </ul>		<ul style="list-style-type: none"> <li>Invoice</li> <li>EMI Charge Slip</li> <li>App. Form</li> <li>T &amp; C</li> <li>Agreement</li> <li>Form 15G</li> </ul>		<ul style="list-style-type: none"> <li>Overdue, Advance Payments</li> <li>Prepayments</li> <li>Drawdown</li> </ul>		<ul style="list-style-type: none"> <li>FD Details</li> <li>TDS Waiver</li> <li>Nominee addition</li> </ul>		<ul style="list-style-type: none"> <li>PAN Update</li> <li>Mobile Update</li> <li>Email ID Update</li> <li>Address Update</li> <li>DOB Update</li> </ul>	<ul style="list-style-type: none"> <li>EMI Calculator</li> <li>Flexi Calculator</li> <li>Loan Eligibility</li> <li>FD Calculator</li> </ul>
Engagement Stack (31)	Travel (4)		Entertainment (3)		Food (3)		Utilities(4)		Shopping(6)		Health & Wellness(4)		Education(1)	Other Networks(6)

# Digital App platform – Phase 1 enablers

	Stimulation	Offers and Promotions	Search	Service	Sales	Engagement	Utilities
Core Components (20)	<ul style="list-style-type: none"> <li>Notification Engine</li> <li>Nudges</li> <li>Personalization</li> </ul>	<ul style="list-style-type: none"> <li>Dynamic Banners</li> <li>Offers</li> <li>Wishlist</li> </ul>	<ul style="list-style-type: none"> <li>Search</li> <li>Content Streams</li> </ul>	<ul style="list-style-type: none"> <li>Raise a Request</li> <li>FAQ</li> <li>Document Centre</li> </ul>	<ul style="list-style-type: none"> <li>5 Mins Call Back</li> <li>Track and Resume Application</li> </ul>	<ul style="list-style-type: none"> <li>Social Share</li> <li>NPS/Feedback</li> <li>In-App Programs</li> </ul>	<ul style="list-style-type: none"> <li>Locate Us- Maps</li> <li>QR</li> <li>Calculators</li> <li>Expense Manager</li> </ul>
	Channels Data	Structured		Unstructured		Consent based App Data	
Data	<ul style="list-style-type: none"> <li>Web</li> <li>Mobile</li> <li>IVR</li> <li>Dialler</li> <li>Email</li> </ul>	<ul style="list-style-type: none"> <li>Customer Demographics</li> <li>Loan &amp; Other Information</li> <li>Banking &amp; Collections</li> <li>Transactions</li> </ul>		<ul style="list-style-type: none"> <li><b>Cookies</b></li> <li><b>Consent based SMS data</b></li> <li><b>Click Streams</b></li> </ul>		<ul style="list-style-type: none"> <li>Device Info</li> <li>Appography</li> <li>Contacts Info</li> <li>Network Info</li> </ul>	
APIs	400+ Digital APIs						
	Loan/Deposit Origination Platform	Loan/ Deposit Booking Platform		Debt Management Platform		Loan/Deposit Service Management Platform	
Core Platform	<ul style="list-style-type: none"> <li>Loan/Deposit Sourcing APIs</li> <li>Journey Workflows</li> <li>Journey Business Rules</li> <li>Decision Engine</li> </ul>	<ul style="list-style-type: none"> <li>Loan Booking APIs</li> <li>Loan Disbursement APIs</li> <li>Deposit Booking APIs</li> </ul>		<ul style="list-style-type: none"> <li>Overdue Payment APIs</li> <li>Advance Payment APIs</li> <li>Loan Settlement APIs</li> </ul>		<ul style="list-style-type: none"> <li>Service APIs for Loans</li> <li>Repayment APIs</li> <li>Service APIs for Deposits</li> </ul>	
Core Infrastructure	High Availability (HA) Infrastructure	Disaster Recovery (DR) Infrastructure	Near DR Infrastructure		Cyber Security		Data Security
Digital & Data Infrastructure	Data Lake	Enterprise Datawarehouse	Change Data Mgmt	APIs / Micro Services	Kubernetes		TechOps
	<ul style="list-style-type: none"> <li>Onboarded <b>580+ Laterals and Fresh hires</b> in last 18 Months in multiple domains</li> </ul>						
New Talent Onboarded	120+ UI/UX , Content Management, & Digital Domain specialist	120+ Payment Domain Resources	240+ Engineering Resources		60+ Data Resources		40+ Core Platform & Infra Resources

There are 15 stacks and 55 features and components.

Previous 2 slides have covered the phase 1 of transformation journey. Phase 1 was focused on creating a strong, stable and scalable foundation. Phase 2 will focus on new to Bajaj customer journeys, introducing new features and functionalities, augmenting current feature sets and nuanced journeys for existing customers for each line of business to take them closer and closer to DIY...

# Digital app platform – Phase 2 feature set

Payments	UPI	Wallet	EMI Card	Credit Card	4-in-1 Payment checkout	Bill Payment	POS terminals	4-in-1 Check Out for Partners	QR Based P2M Transaction	
Network	CD Network	DPF Network	REMI Network	LSF Network	LCF Network	E-Com Network	Coaching Network	P2M Network	QR Network	
Marketplace & Proprietary Apps	No cost EMI Marketplace	Insurance Marketplace	Investment Marketplace	2-Wheeler Marketplace	Health RX	Doctor RX	Demat and Broking			
3-in-1 Financial Services	No Cost EMI	Unsecured Lending	Mortgage	Other Secured	SME/Prof. Lending	Cards	Deposits	Fee based Services		
	<ul style="list-style-type: none"> <li>Cons. Durable- NTB</li> <li>Mobile- NTB</li> <li>Lifestyle- NTB</li> </ul>	<ul style="list-style-type: none"> <li>Personal Loans (9)</li> <li>Salaried PL (15)</li> </ul>	<ul style="list-style-type: none"> <li>Home Loan</li> <li>LAP</li> <li>Sec. Enterprise Loan</li> </ul>	<ul style="list-style-type: none"> <li>Gold Loan(3)</li> <li>LAS</li> <li>2-Wheeler &amp; Used Car. (1)</li> </ul>	<ul style="list-style-type: none"> <li>Prof. Loans (5)</li> <li>SME Loans (2)</li> <li>Medical equipment</li> </ul>	<ul style="list-style-type: none"> <li>EMI Card</li> <li>Health Card</li> <li>RBL Bank Card</li> <li>DBS Bank Card</li> </ul>	<ul style="list-style-type: none"> <li>Fixed Deposits(6)</li> <li>SDP(2)</li> <li>GBS</li> <li>Loan Against FD</li> </ul>	<ul style="list-style-type: none"> <li>Credit health report (2.0)</li> </ul>		
Rewards	Earn				Burn					
	<ul style="list-style-type: none"> <li>Offers</li> </ul>	<ul style="list-style-type: none"> <li>Cashbacks</li> </ul>	<ul style="list-style-type: none"> <li>Vouchers</li> <li>Merchant Sponsored Vouchers</li> </ul>	<ul style="list-style-type: none"> <li>Bajaj Coins</li> </ul>	<ul style="list-style-type: none"> <li>Convert to Cash</li> </ul>	<ul style="list-style-type: none"> <li>Bill Payment</li> </ul>	<ul style="list-style-type: none"> <li>Voucher Purchase</li> </ul>			
Integrated Voice & Marketing Cloud	Customer Data Platform	Centralized Offer Repository	Multi Channel Orchestration	Multi Dialer Orchestration	One View for Backend Agents	Cloud Telephony Infra for Distributed Sales	Voice Call Governance			
Productivity Apps	Sales One App		Debt management One App		Partner One App 2.0		Merchant One App			
	<ul style="list-style-type: none"> <li>Enhanced Engage &amp; Compliance Frames</li> </ul>		<ul style="list-style-type: none"> <li>Compliance, Legal &amp; Repo Mgmt.</li> </ul>		<ul style="list-style-type: none"> <li>Loan Sourcing , Dashboards</li> </ul>		<ul style="list-style-type: none"> <li>Onboarding, Payment Dashboards</li> </ul>			
Services	Information	EMI, Credit Card	Statement	Documents	Repayments	FD & SDP	Profile Update	Calculators		
	<ul style="list-style-type: none"> <li>Loan Info</li> <li>Deposit Info</li> <li>Flexi Loan Info</li> <li>Mandate Services</li> <li>Mutual Fund</li> </ul>	<ul style="list-style-type: none"> <li>Limit &amp; Enhancement</li> <li>Card Status</li> <li>Card Block/Unblock</li> <li>PIN Change</li> <li>EMI Card Trx history</li> </ul>	<ul style="list-style-type: none"> <li>Loan Stat.</li> <li>Repay Schedule</li> <li>FD Statement</li> <li>NOC</li> <li>COI (10)</li> <li>GDR &amp; FDR</li> </ul>	<ul style="list-style-type: none"> <li>Invoice</li> <li>LTS &amp; Charge Slip</li> <li>App. Form</li> <li>T &amp; C</li> <li>Sanc Letter &amp; Agmt</li> <li>Form 15G</li> </ul>	<ul style="list-style-type: none"> <li>OD &amp; Adv Pay</li> <li>Prepay, DD &amp; FC</li> <li>GL – Part Release</li> <li>EMI Vault</li> <li>Cash Pick-up 2.0</li> <li>Smart Debit 2.0</li> </ul>	<ul style="list-style-type: none"> <li>FD Details</li> <li>Nominee addition</li> <li>Renew FD</li> <li>TDS Waiver</li> <li>Pre-Maturity FD</li> <li>Start Stop SDP</li> </ul>	<ul style="list-style-type: none"> <li>PAN &amp; DOB</li> <li>Mobile &amp; Email ID</li> <li>Address</li> <li>Bank Details</li> <li>Re-KYC</li> </ul>	<ul style="list-style-type: none"> <li>EMI &amp; Flexi</li> <li>Loan Eligibility</li> <li>Shares + MF cal</li> <li>FD, SDP &amp; GBS</li> <li>Mortgage Cal</li> <li>GST Cal</li> </ul>		
Engagement Stack(100+)	Travel (7+2)	Entertainment(2)	Food(7 + 5)	Utilities(4)	Shopping (34 + 8)	Gaming (10 + 10)	Health & Fitness (7 + 3)	Education(2)	Other networks (3)	Donate(1+1)

# Digital app platform – Phase 2 enablers



	Stimulation	Offers and Promotions	Search	Service	Sales	Engagement	Utilities
Core Components (23)	<ul style="list-style-type: none"> <li>Notification Engine</li> <li>Nudges</li> <li>Personalization</li> </ul>	<ul style="list-style-type: none"> <li>Dynamic Banners</li> <li>Offers</li> <li>Wishlist &amp; Cart</li> <li>Segmented Banners</li> </ul>	<ul style="list-style-type: none"> <li>Search</li> <li>Content Streams</li> <li>Geo Search</li> </ul>	<ul style="list-style-type: none"> <li>Raise a Request</li> <li>FAQ</li> <li>Document Centre</li> </ul>	<ul style="list-style-type: none"> <li>5 Mins Call Back</li> <li>Track and Resume Application</li> </ul>	<ul style="list-style-type: none"> <li>Social Share</li> <li>NPS/Feedback</li> <li>In-App Programs</li> </ul>	<ul style="list-style-type: none"> <li>Locate Us- Maps</li> <li>QR</li> <li>Calculators</li> <li>Expense Manager</li> <li>PODs (4)</li> </ul>

	Channels Data	Structured	Unstructured	Consent based App Data	Contextual Data
Data	<ul style="list-style-type: none"> <li>Web</li> <li>Mobile</li> <li>IVR</li> <li>Dialer</li> <li>Email</li> </ul>	<ul style="list-style-type: none"> <li>Customer Demographics</li> <li>Loan &amp; Other Information</li> <li>Banking &amp; Collections Txns.</li> <li>Financial Services Journey Heatmaps</li> <li>External – Bureau, Acc Agg, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Cookies</li> <li>Consent based SMS Data</li> <li>Consent based Email Data</li> <li>Click Streams</li> </ul>	<ul style="list-style-type: none"> <li>Device Info</li> <li>Appography</li> <li>Contacts Info</li> <li>Network Info</li> <li>Location &amp; Phone State</li> </ul>	<ul style="list-style-type: none"> <li>Personal Events</li> <li>External Events</li> </ul>

APIs 600+ Digital APIs

	Loan/Deposit Origination Platform	Loan/ Deposit Booking Platform	Debt Management Platform	Loan/Deposit Service Management Platform
Core Platform	<ul style="list-style-type: none"> <li>Loan/Deposit Sourcing APIs 2.0</li> <li>Journey Workflows 2.0</li> <li>Journey Business Rules 2.0</li> <li>Decision Engine</li> </ul>	<ul style="list-style-type: none"> <li>Loan Booking APIs</li> <li>Loan Disbursement APIs</li> <li>Deposit Booking APIs</li> </ul>	<ul style="list-style-type: none"> <li>Overdue Payment APIs</li> <li>Advance Payment APIs</li> <li>Loan Settlement APIs</li> </ul>	<ul style="list-style-type: none"> <li>Service APIs for Loans 2.0</li> <li>Repayment APIs</li> <li>Service APIs for Deposits</li> </ul>

Core Infrastructure	High Availability (HA) Infrastructure	Disaster Recovery(DR) Infrastructure	Near DR Infrastructure	Cyber Security	Data Security
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Digital & Data Infrastructure	Data Lake	Enterprise Datawarehouse	Change Data Mgmt	APIs / Micro Services	Kubernetes	TechOps
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New Talent Onboarded	• Projected Cumulative addition of 1400+ Lateral and Fresh hires in Phase 1 and 2 of Digital Transformation Journey				
	150+ UI/UX , Content Management, & Digital Domain specialist	400+ Payment Domain Resources	625+ Engineering Resources	130+ Data Resources	100+ Core Platform & Infra Resources



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