Reaching Financial Services to Millions of Indians

At BFS Group, there is an all-pervasive belief in the importance of providing access to individuals and businesses, across the country, to relevant financial products and services. It is our constant endeavour to enable individuals and businesses to meet their transactional, payments, credit, insurance and savings needs through such access.

The Group operates over 4,200 branches across the country, through which it provides financial products to millions of Indians. The Group has, over the years, enhanced consumer access to financial products and services through a robust and expanding digital presence.

Further, through its operations in smaller towns and villages, the Group generates opportunities for the local populations in the form of employment and addition to a value-chain partner network. Such opportunities enhance local capabilities and create a robust economic cycle in the smaller cities/towns and villages. Around 75% of our permanent employees as of 31 March 2022 are from areas other than the top 10 cities of India[2].

To achieve its objective of taking its gamut of financial services to millions of Indians:

- The Group has developed a robust distribution network in medium and small towns, as well as in villages across the country. This is helping us bring our financial solutions closer to society. To cite on example, realising its commitment listed in the previous fiscal, BFL opened 50 financial inclusion branches in unbanked rural centres in FY2022. It has now committed to opening another 50 branches in rural and backward areas in FY2023 to expand its reach to under-banked and unbanked rural customers.
- Participating actively in the Government's crop insurance programmes, we have insured over 12 million hectares, covering about 6.6 million farmers in more than 12 states over the last 4 years.
- Over the last 3 years, we have, through similar participation in the Government's health insurance schemes, insured over 48.4 million beneficiaries / 12.98 million families.
- The Group has remained concertedly focussed on onboarding new-to-credit customers with small ticket financing products, thus giving them access to the large suite of products offered by the financial services sector. Over the last three years, BFL has extended credit facilities to over 9 million new-to-credit customers.

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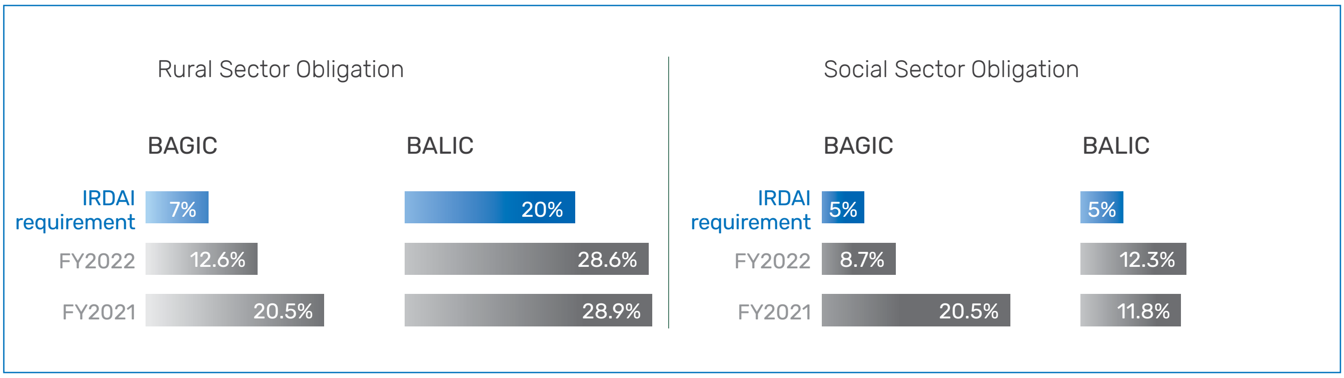
- We continue to have a significantly higher contribution of rural / social sector business in our Insurance subsidiaries as compared to IRDAI norms.
- Extending our continued support to the Government's agenda of 'Housing for All', we disbursed ₹ 3,040 crores in loans under the 'Pradhan Mantri Awas Yojana', to more than 10,000 customers during FY2022. We facilitated another ₹ 227 crores of interest subsidy for our customers from the National Housing Board.
- BFL provides financing for three-wheeler passenger vehicles and commercial vehicles, enabling the underprivileged and underserved population of the society to own a productive asset and earn a living. During the last 3 years, BFL has financed more than 0.3 million three-wheeler passenger and commercial vehicles and disbursed ₹ 6,190 crore.



[2] Top 10 cities by population identified as per Census 2011