

21 July 2020

To Corporate Relations Department. BSE Limited 1 st Floor, New Trading Ring, Rotunda Building, P J Tower, Dalal Street, Mumbai 400 001	To Corporate Listing Department. National Stock Exchange of India Ltd Exchange Plaza, 5 th Floor Plot No.C-1, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051
BSE Code: 532978	NSE Code: BAJAJFINSV

Subject: Investor Presentation for the financial results of the first quarter ended 30 June 2020 - Regulation 30

Dear Sir/Madam,

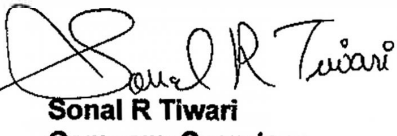
Further to our letter dated 9 July 2020, please find enclosed Investor Presentation for the financial results of the first quarter ended 30 June 2020 under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, read with Schedule III thereto.

The aforesaid Investor Presentation includes additional relevant disclosures of material impact of COVID-19 on the Company and its material subsidiaries as required under the SEBI Circular No. SEBI/HO/CFD/CMD1/CIR/P/2020/84 dated 20 May 2020.

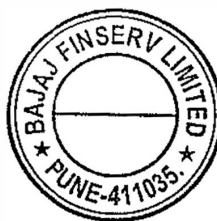
This is for your information please.

Thanking you,

Yours faithfully,
For Bajaj Finserv Limited


Sonal R Tiwari
Company Secretary

Encl: as above



Page 1 of 1

Bajaj Finserv Limited

Corporate Office: 6th Floor, Bajaj Finserv Corporate Office, Off Pune-Ahmednagar Road,
Viman Nagar, Pune - 411 014, Maharashtra, India
Registered Office: Mumbai - Pune Road, Akurdi, Pune - 411 035, Maharashtra, India

Tel: +91 20 30405700
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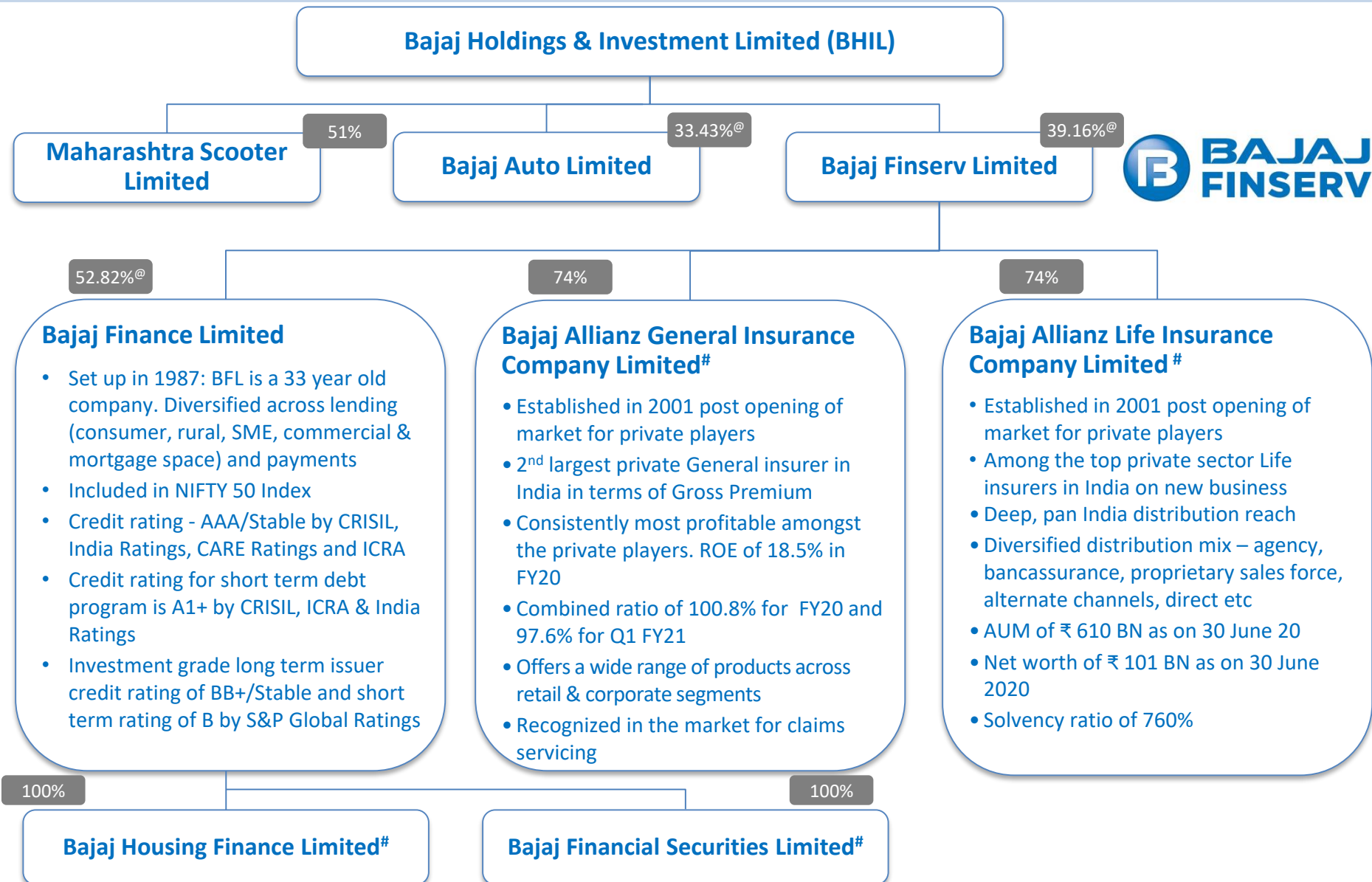
www.bajajfinserv.in
Corporate ID No: L65923PN2007PLC130075



BAJAJ FINSERV LIMITED

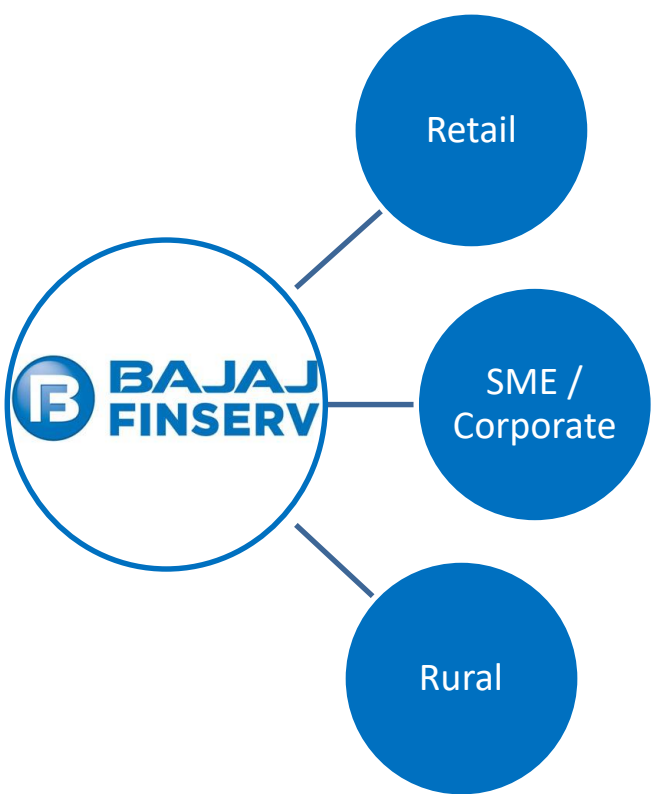
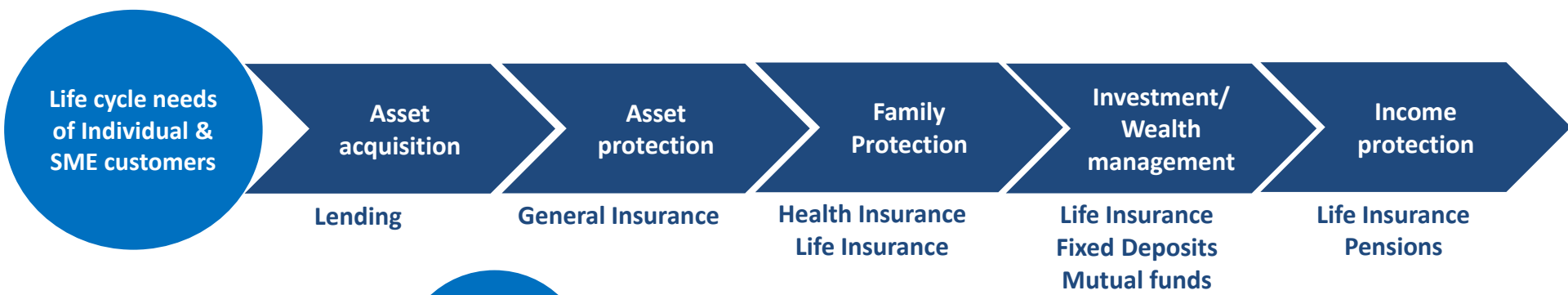
Investor Presentation – Q1 FY21*

Bajaj Group Structure



BFS shareholding in BFL was 52.82% as on 31 Mar 2020 . BHIL is a 100% subsidiary of BFL which became fully operational in Feb 2018. Bajaj Financial Securities Limited is 100% subsidiary of BFL which became fully operational in Aug 2019

Note: Shareholding is as of 30 Jun 2020. Only major subsidiaries shown in this chart | [#] - Not Listed, [@] - Represents direct holding



Diversified across products and markets, with a strong retail core

Retail Consumer:

All Bajaj Finserv's businesses have a strong emphasis on the retail segment with a pan-India brand presence. Retail consumer is served through D2C (Direct to Customer) at Point of Sale, online, dealers for consumer lending, bancassurance and insurance agents.

SME and Corporate:

Bajaj Finance provides working & growth capital in the high net worth SME space. The insurance companies serve these segments through a suite of corporate and group insurance products

Rural Focus:

Bajaj Allianz Life is a leading player among private insurers in this space through its branches and business partners. Bajaj Finance has a highly diversified portfolio in the rural locations offering a wide range of products in consumer and RSME business categories under a unique hub and spoke business model. Bajaj Allianz General has penetrated rural markets through its virtual points of presence.

Bajaj Finserv – A resilient diversified financial services business

Bajaj Finance Limited



BFL's robust liquidity management framework has ensured that it has liquidity to meet its debt service obligations, despite it having to offer repayment moratoriums to its customers. BFL's excellent risk management, strategy of maintaining a longer duration for liabilities than assets, and optimal mix of borrowings positions it well to come out on top through the crisis.

Bajaj Allianz General Insurance



BAGIC's robust solvency, large AUM in relation to its premium, prudent underwriting, stable management team and strong brand positions it quite strongly among the peers and should help it withstand the crisis and take advantage of opportunities once the crisis has passed.

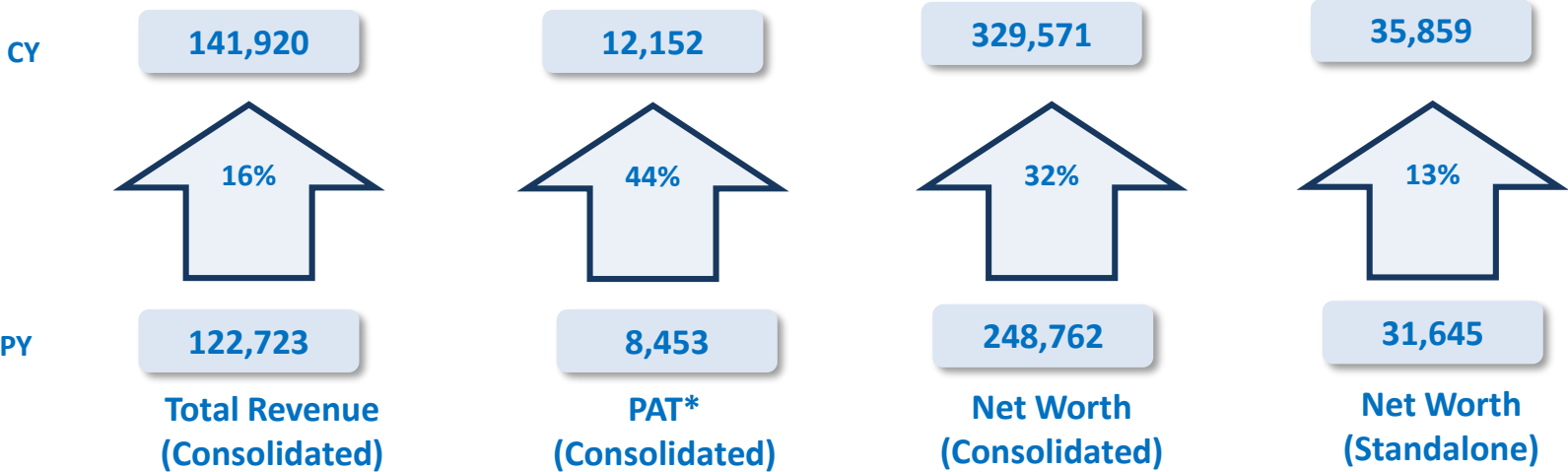
Bajaj Allianz Life Insurance



An excellent solvency margin, a strong multi-channel distribution covering proprietary and partnership business models with extensive geographical reach and strong brand should help BALIC overcome the effects of the pandemic and emerge as a stronger player

All Figures in Rs Million

Performance Highlights of Q1 FY20 over Q1 FY20 (Ind AS)



- Bajaj Finserv remains a debt free company. Bajaj Finserv’s surplus funds (Excluding Group Investments) stood at Rs. 10.6 Bn as on 30 Jun 2020 (Rs. 7.9 Bn. as on 30 Jun 2019)
- Consolidated Book Value Per Share at Rs. 2,071 as on 30 Jun 2020 (Rs.1,563 as on 30 Jun 2019)

Note : *PAT attributable to owners of the company

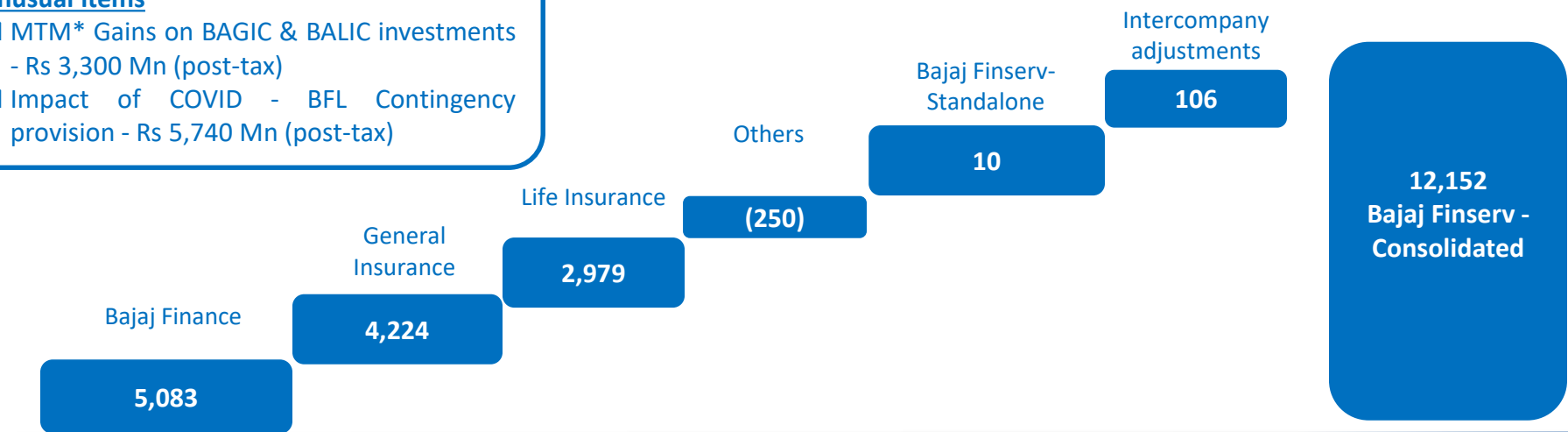
Consolidated profit components – Q1 FY21

All Figures in Rs Million

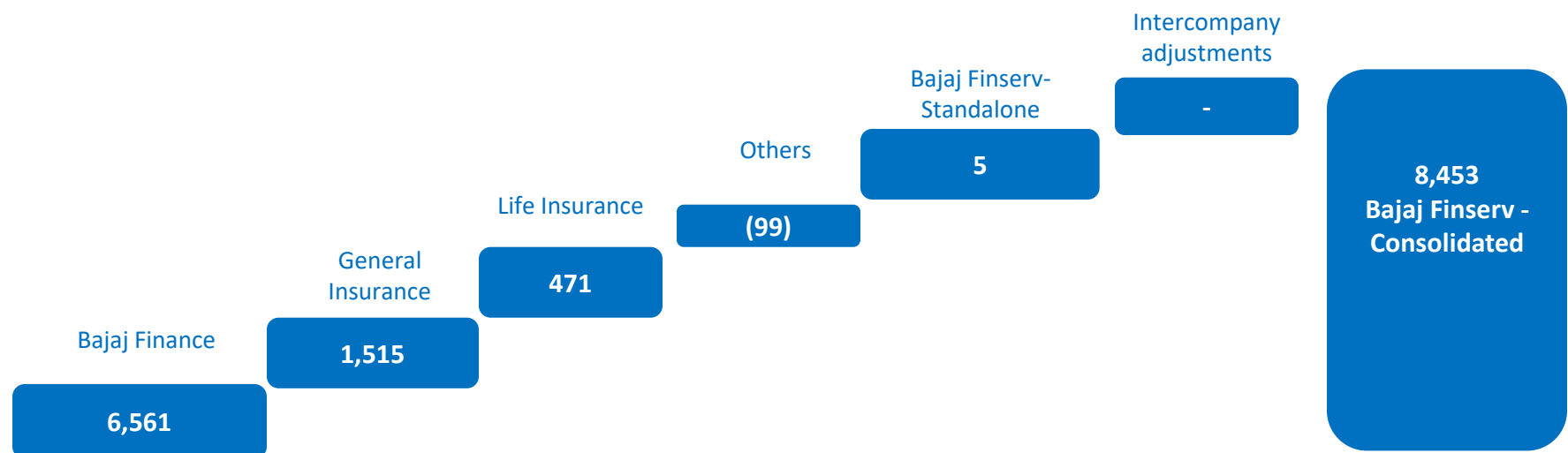
Consolidated profit components for Q1 FY21 (Ind AS)

Unusual items

- MTM* Gains on BAGIC & BALIC investments - Rs 3,300 Mn (post-tax)
- Impact of COVID - BFL Contingency provision - Rs 5,740 Mn (post-tax)



Consolidated profit components for Q1 FY20 (Ind AS)





All Figures in Rs Million

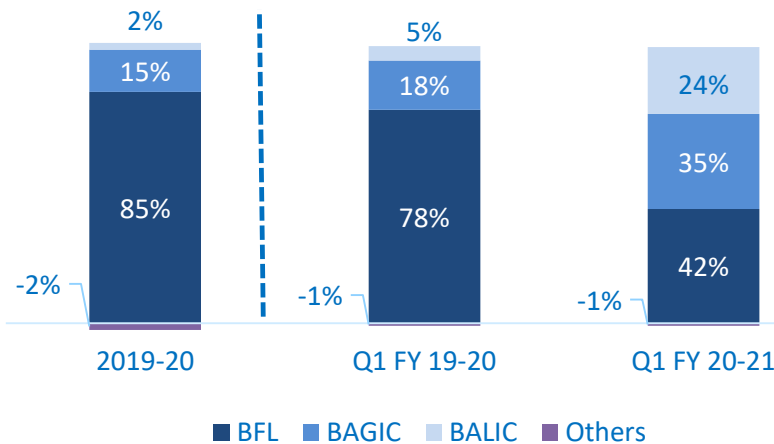
Highlights of Group Companies

BAJAJ FINSERV#	Q1 FY21	Q1 FY20	Growth
Total Revenue	141,920	122,723	16%
Net worth	329,571	248,762	32%
PAT	12,152	8,453	44%

#Consolidated | Ind AS

BAJAJ FINANCE#	Q1 FY21	Q1 FY20	Growth
AUM	1,380,546	1,288,976	7%
Total Income	66,497	58,078	14%
PAT	9,623	11,953	-19%
NNPA	0.5%	0.64%	16 bps

Consolidated Profit Components*



*Others includes Bajaj Finserv Standalone, and all remaining components.

BAGIC	Q1 FY21	Q1 FY20	Growth
GWP	22,891	28,433	-19%
Investments	196,115	174,656	12%
PAT	3,949	2,104	88%
Combined Ratio	97.6%	103.1%	5.5% abs

BALIC	Q1 FY21	Q1 FY20	Growth
GWP	16,997	18,367	-7%
Investments	609,681	578,596	5%
PAT	1,300	617	111%

■ Bajaj Finserv and Bajaj Finance figures are as per Ind AS. BAGIC and BALIC figures are as per IRDAI Regulations (Indian GAAP)& the Indian Accounting Standard framework is used only for consolidated numbers

■ **Bajaj Finserv's Q1 FY21 PAT excluding BFL's contingency provision for COVID and MTM gains of BAGIC & BALIC is Rs. 14,594 Mn (73% Growth over PY); BFL Q1 FY21 PAT adjusted for Covid-19 provision is Rs. 20,463 Mn(71% growth over PY)**



Bajaj Finance Limited

STRATEGY

- Diversified financial services strategy seeking to optimise risk and profit, to deliver a sustainable business model and deliver a superior ROE and ROA
- Focused on continuous innovation to transform customer experience to create growth opportunities.

DIFFERENTIATORS

Focus on mass affluent and above clients	Overall customer franchise of 42.95 Mn. and Cross sell client base of 22.59 Mn.
Strong focus on cross selling to existing customers	Centre of Excellence for each business vertical to bring efficiencies across businesses and improve cross sell opportunity. 70% of new loans in Q1 were to existing clients
Highly agile & highly innovative	Continuous improvement in features of products & timely transitions to maintain competitive edge
Deep investment in technology and analytics	Has helped establish a highly metricised company and manage risk & controllership effectively
Diversified asset mix supported by strong ALM and broad-based sources of borrowings	Consolidated lending AUM mix for Consumer : Rural : SME : Commercial : Mortgage stood at 37%: 9%: 13%: 7%: 34% as of 30 th June 2020 Consolidated borrowing mix for Banks: Money Markets: Deposits: ECB stood at 39%: 40%: 17%:4%

BAJAJ FINANCE

Consumer

- Largest consumer electronics, digital products & furniture lender in India
- Presence in 1,049 locations with 89,900+ active points of sale
- Amongst the largest personal loan lenders
- EMI Card franchise of over 21.5 Mn. cards in force
- Among the largest new loans acquirers in India 1.75 Mn in Q1 FY20
- Bajaj Finserv – Mobikwik active wallet users stood at 15.7 Mn as on 30 June 2020 who have linked EMI card to wallet
- Bajaj Finserv – RBL Bank co-branded credit card stood at 1.8 Mn as of 30 June 2020

SME

- Focused on affluent SMEs with an average annual sales of around Rs. 15-17 Crores with established financials & demonstrated borrowing track records
- Offer a range of working capital & growth capital products to SME & self employed professionals
- Dedicated SME Relationship management approach to cross sell

Commercial

- Wholesale Lending products covering short, medium and long term financing needs of selected sectors viz.
 - ✓ Auto component and ancillary manufacturers
 - ✓ Light engineering
 - ✓ Financial institutions
- Structured products collateralized by marketable securities or mortgage
- Financing against shares, mutual funds, insurance policies and deposits

Rural

- Unique hub-and-spoke model in 1,359 locations and retail presence across 19,600+ points of sale
- Diversified rural lending model with 10 product lines across consumer and professional business categories

- ❑ **Business operations in Q1 FY21 were considerably impacted** due to COVID-19 pandemic and the consequent lockdowns which remained for most of Q1 FY21.
- ❑ **Restarted its sales finance, auto finance, LAS and Gold loan businesses** with stringent loan to value (LTV) and underwriting norms both in urban and rural formats from second week for May 2020. Other businesses are being gradually restarted from July 2020.
- ❑ **Home loan and credit card distribution businesses were restarted** in June'20.
- ❑ **Loan against property, SME, B2C urban, B2C rural and commercial businesses were restarted** in July'20.
- ❑ **The Company's liquidity position remains very strong** with overall liquidity surplus of approximately Rs. 17,700 crore as of 30 June 2020 on consolidated basis. The Company's liquidity surplus as of 20 July 2020 was approximately Rs. 20,590 crore.
- ❑ **Augmented collections infrastructure** to mitigate its credit costs. It has added 2,800 collections officers and approximately 16,000 collection agency staff to manage the increased bounce rate.

- ❑ **Consolidated moratorium book has reduced** sharply to Rs. 21,705 crore (15.7% of AUM) as of 30 June 2020 from Rs. 38,599 crore (27.1% of AUM) as of 30 April 2020 owing to reduction bounce / dishonor rates coupled with improved collection efficiencies.
- ❑ **Company has made an additional contingency provision of ₹ 1,450 crore for COVID-19** taking the overall contingency provision for COVID-19 to ₹ 2,350 crore as of 30 June 2020. The Company has made an overall contingency provisioning of 10.8% on its moratorium book as of 30 June 2020. On this moratorium book, the Company has an additional ECL provision of ₹ 623 crore, taking the overall provision coverage on the moratorium book to 13.7%.
- ❑ In addition, as a matter of prudence, in line with contingency provision, the Company has also **reversed interest income to the tune of ₹ 220 crore** from the interest capitalized during the moratorium period.
- ❑ The Company has **strong pre-provision profitability** to absorb increased losses caused by Covid-19.

Q1 2020-21

- ❑ **AUM growth moderated to 7% YoY** to Rs. 138,055 crore from Rs. 128,898 crore as of 30 June 2020
- ❑ **New loans booked declined by 76%** to 1.7 Mn in Q1 FY21 from 7.27 Mn in Q1 FY20. **Company acquired 0.53 Mn new customers in Q1 FY21.**
- ❑ Company through its **Zero based budgeting exercise** have rationalized all opex lines & optimized its expenses. This is reflected in lower opex to NII i.e. 27.9% in Q1 FY21 vs 35% in Q1 FY20
- ❑ **Q1 FY21 Profit contracted by 19% to Rs. 962 crore** after taking contingency provision of Rs. 1,450 crore and interest income reversal of Rs. 220 crore. Adjusted for contingency provisions for Covid-19 for same, PAT was up by 71%.
- ❑ **Return on Assets for the quarter was 0.7% and Return on Equity was 2.9%.** Adjusted for the Covid-19 provision, ROA for the quarter was 1.49% and ROE was 6.1%.

Q1 2020-21

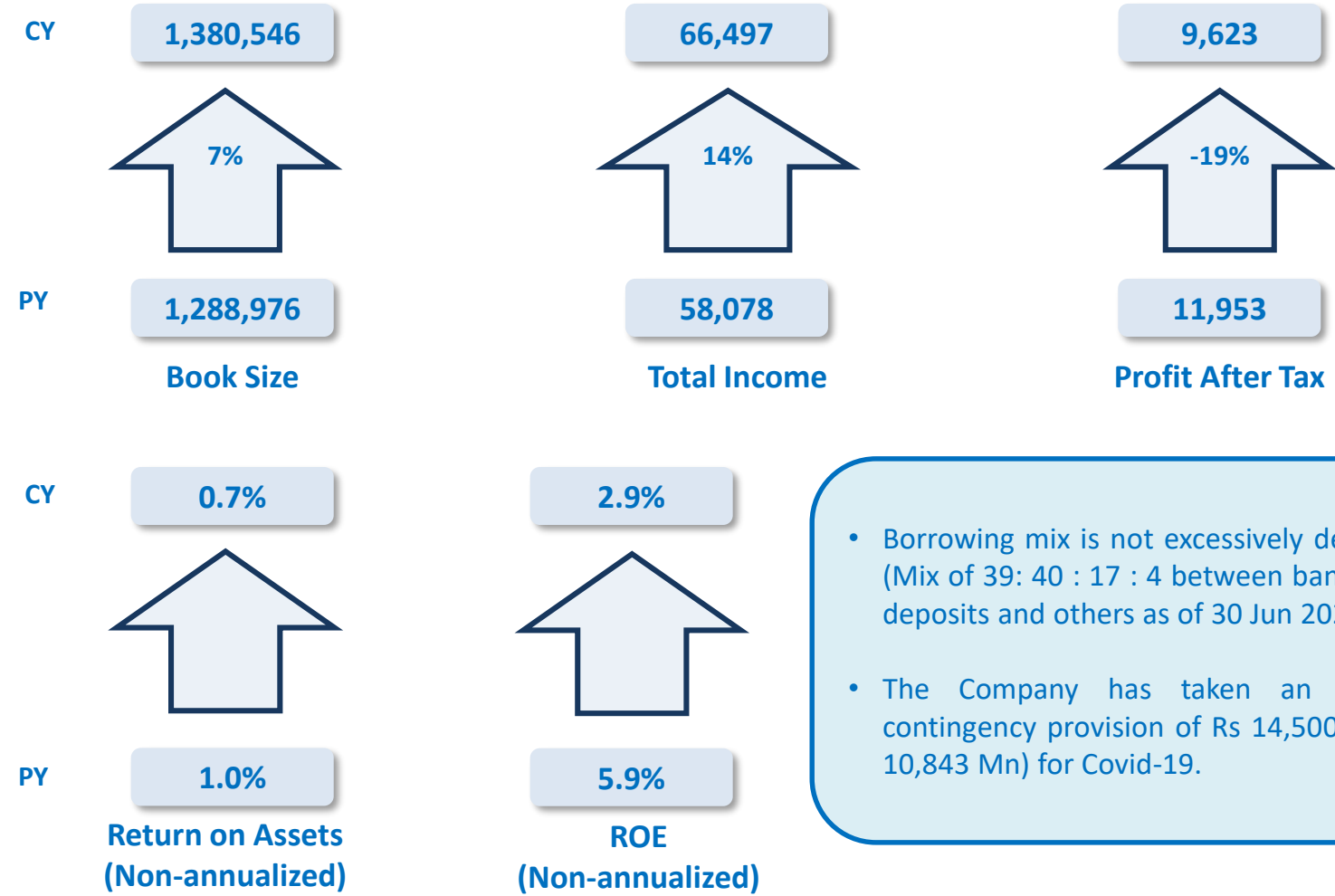
- ❑ The Company is well capitalised with **Capital adequacy ratio (including Tier-II capital) of 26.4%** as at 30 June 2020. The Tier-I capital stood at 22.6%. The Company remains one of the best capitalised large NBFCs in India.

Subsidiaries (included in BFL Consolidated Performance)

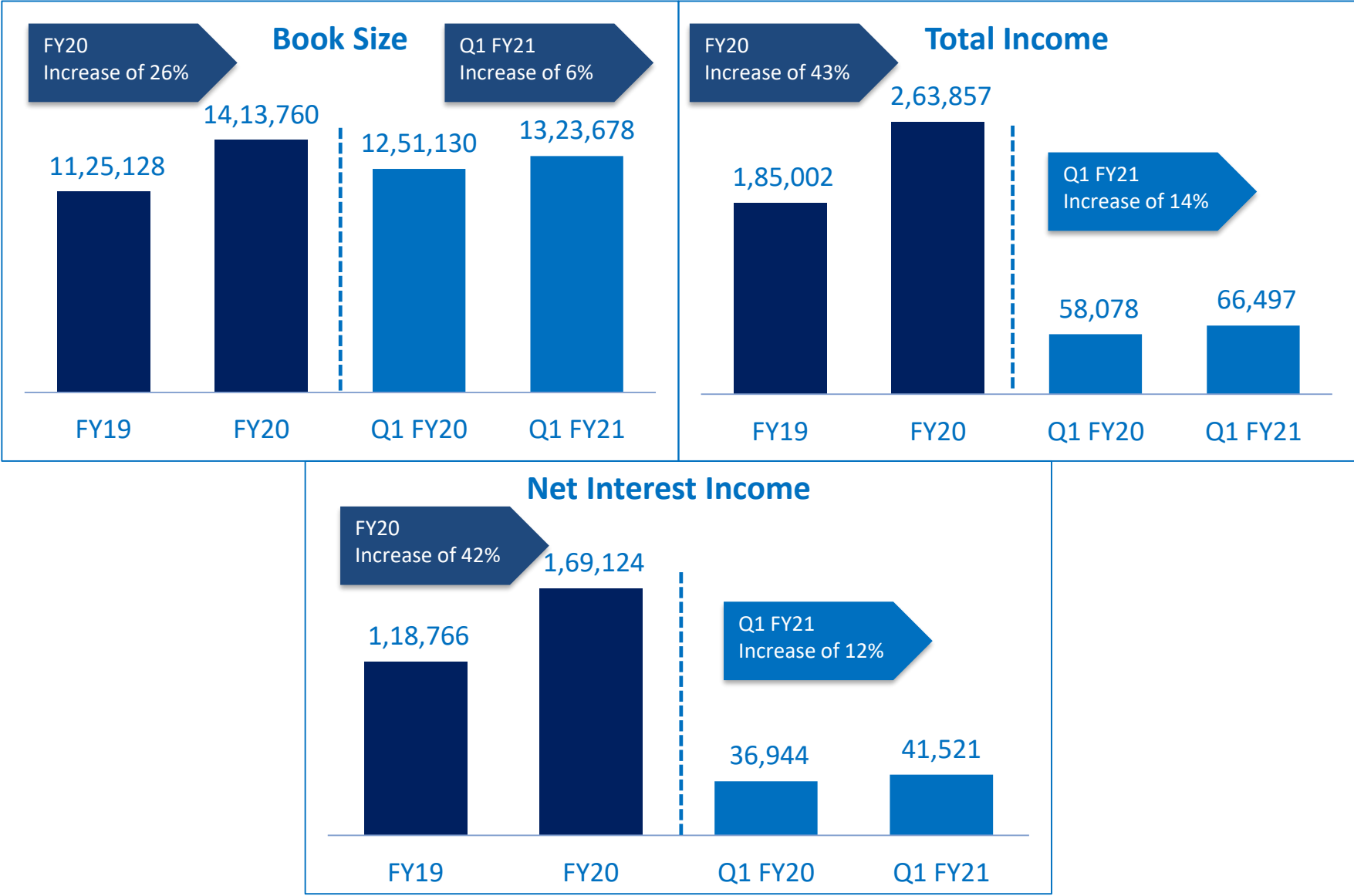
- ❑ **Bajaj Housing Finance Ltd (BHFL) AUM grew by 52%** to Rs. 32,982 crore as of 30 June 2020 from Rs. 21,745 crore as of 30 June 2019.
- ❑ **BHFL delivered profit after tax growth of 31%** to Rs. 92 crore in Q1 FY21 vs Rs. 70 crore in Q1 FY20
 - ❑ BHFL Opex to NII improved to 30.4% in Q1 FY21 as against 41.4% in Q1 FY20.
 - ❑ During the quarter, the Company made contingency provision of ₹ 44 crore for COVID-19 taking the overall contingency provision for COVID-19 to ₹ 94 crore as of 30 June 2020.
- ❑ **BHFL's Capital adequacy ratio (including Tier-II capital) as of 30 June 2020 stood at 25.94%**

All Figures in Rs Million

Performance Highlights of Q1 FY21 over Q1 FY20 (Ind AS)

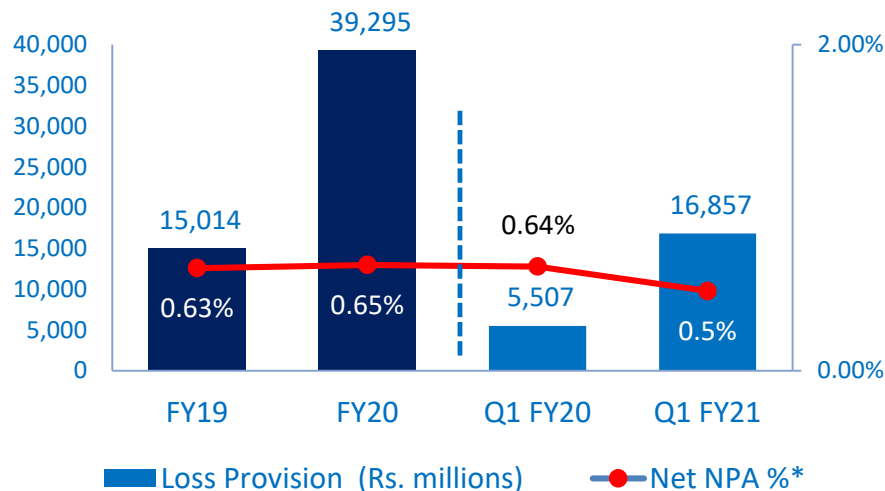


All Figures in Rs Million



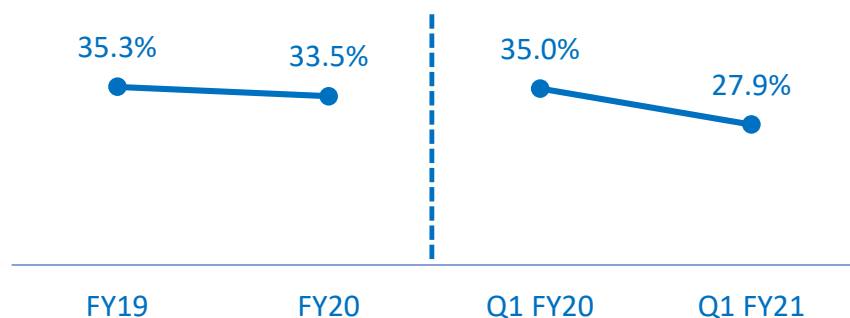
All Figures in Rs Million

Loss Provision and Net NPA%



- Loan losses and provisions (expected credit loss) for Q1 FY21 was Rs. 1,686 Cr as against Rs. 551 Cr in Q1 FY20. Adjusted for Covid-19 provision, loan losses and provisions for Q1 FY21 was Rs. 236 Cr.
- Gross NPA & Net NPA as of 30 June 2020** stood at 1.4% and 0.5% respectively, as against 1.60% and 0.64% as of 30 June 2019. The provisioning coverage ratio as of 30 June 2020 was 65%.
- Standard assets provisioning (ECL stage 1 and 2) stood at 273 bps including contingency provision for COVID-19 and 101 bps excluding contingency provision

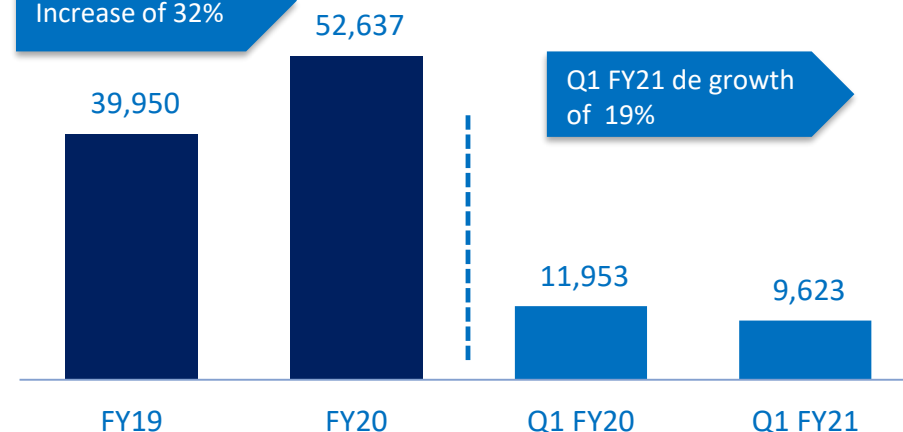
Operating expenses as a % of NII



FY20

Increase of 32%

PAT



Q1 FY21 de growth of 19%

*Net NPA, recognized as per extant RBI prudential norms and provisioned as per Expected Credit Loss (ECL) method prescribed in Ind AS.

Bajaj Allianz General Insurance

STRATEGY

Strive for market share growth in chosen segments through a well-diversified product portfolio and multi-channel distribution supported by prudent underwriting

DIFFERENTIATORS

Strong selection of Risk & prudent underwriting

- Industry leading combined ratios consistently over time-BAGIC's Combined Ratio stood at 100.8% FY20
- Business construct is to deliver superior ROE

Balanced Product Mix

- Offers a wide range of general insurance products across retail and corporate segments
- Continuous improvements in product features & investments in digital technologies to maintain competitive edge

Deep and wide distribution

Multi channel distribution network encompassing broking, direct, multi-line agents, bancassurance network serving retail and corporate segments

Retail orientation

Focused on retail segments – mass, mass affluent and HNI while maintaining strong position in institutional business

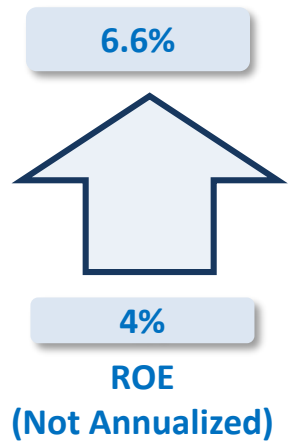
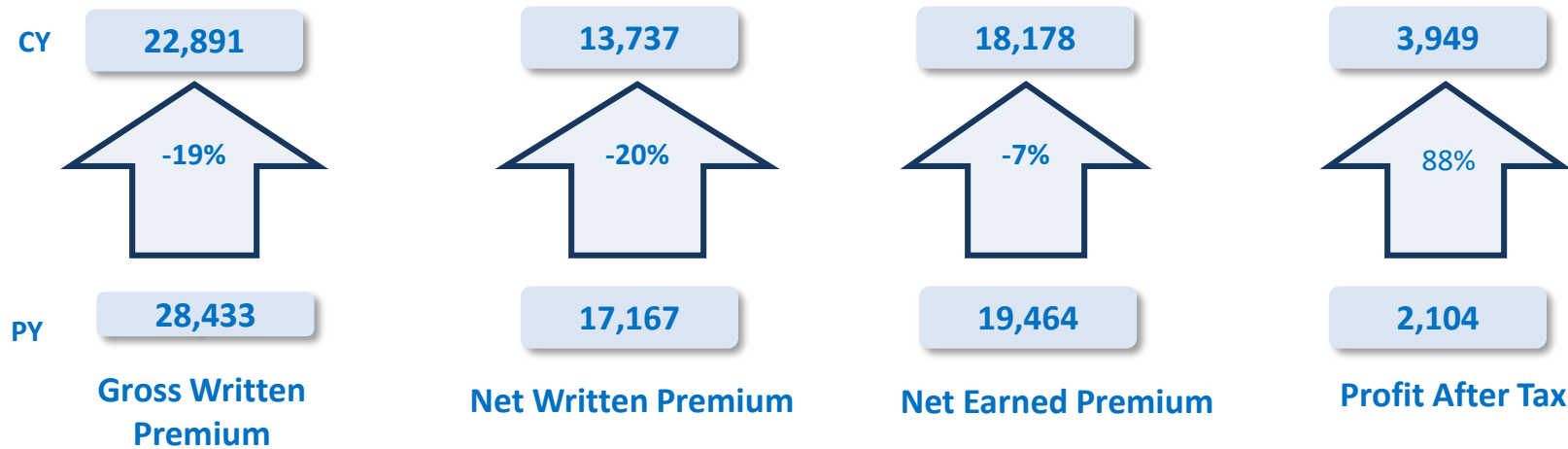
- ❑ **The lockdown** during Q1 FY21 has adversely **impacted new sales in few segments**. Although there has been easing of lockdown since later half of May, volumes are still below pre-COVID levels.
 - ❑ Motor insurance has seen a de growth of 32.6% YoY on the back of lower sales of vehicles
 - ❑ Travel insurance has dried up in the 1st quarter due to limited opening of airlines & railways.
- ❑ With heightened need of protection, **demand for health insurance has picked with 15.5% growth** in retail health in Q1 FY21 vs Q1 FY20.
- ❑ Among the commercial lines, **Property (fire) line has seen significant growth** in Q1 FY21 aided by hardening reinsurance terms.
- ❑ On claims front, the experience is mixed
 - ❑ Fewer motor claims during lockdown; however, with gradual opening claim frequencies have started getting towards normal in the the green zones.
 - ❑ Lower health claim ratios as non-COVID elective treatments are postponed. As normalcy returns there may be an **increase in these surgeries**.
 - ❑ COVID claims are rising for the industry. BAGIC is currently well reserved for expected claims but the extent to which COVID spreads will determine the actual claims.
 - ❑ Delays in Motor Accident Tribunal cases may cause interest cost on such claims to rise.

Q1 2020-21

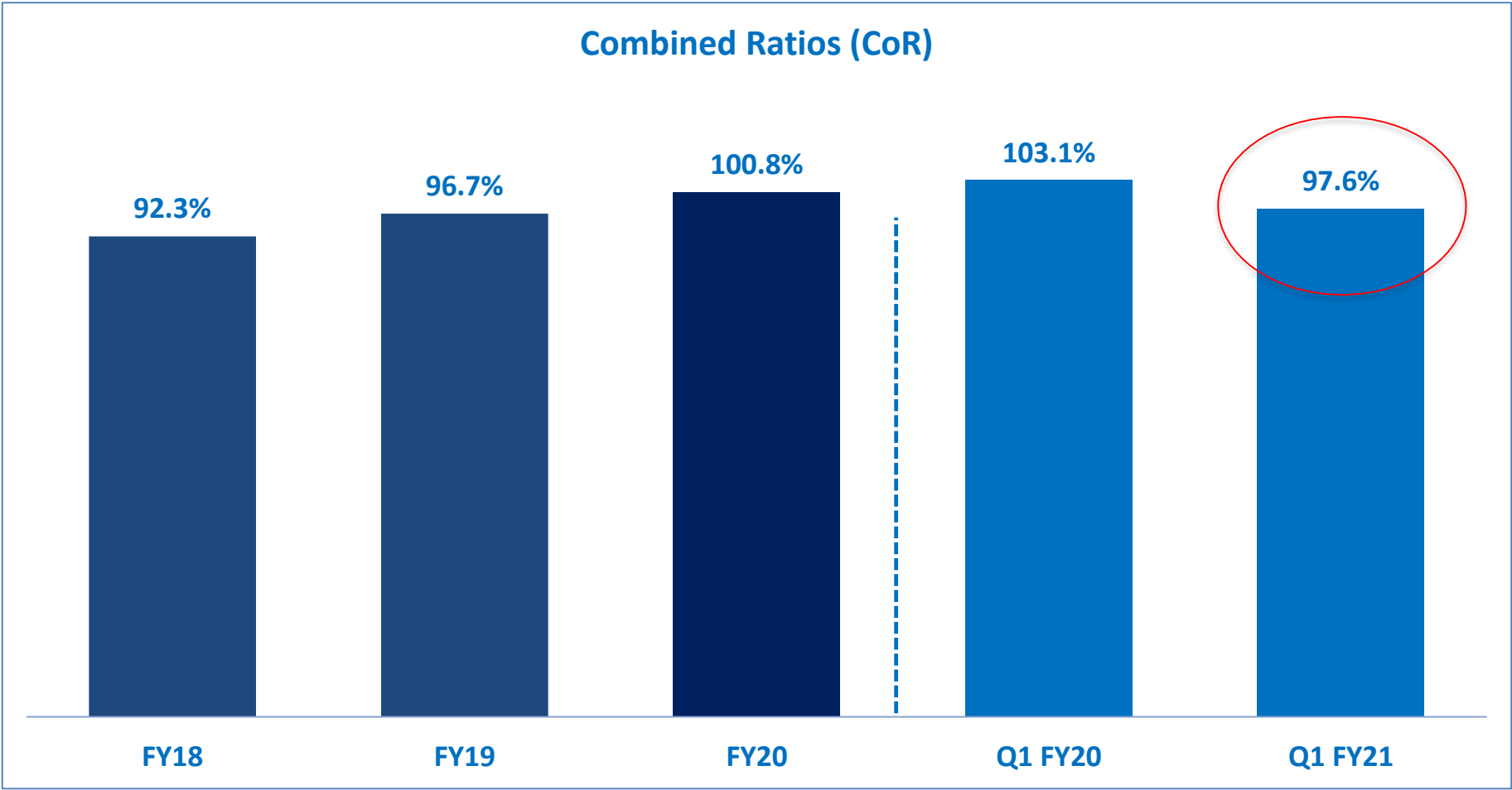
- ❑ **BAGIC GWP de-grew by 19 %** in Q1 FY21 vs Industry de - growth of 6%;
 - ❑ During Q1 FY21, BAGIC's GWP ex-crop, GMC and Government health de - grew by 11.3% vs Industry de – growth of 7.1%. BAGIC has been cautious on Employer Employee Group health for some time due to high loss ratios.
- ❑ **Combined ratio (COR) improved and stood at 97.6% in Q1 FY21** v/s 103.1% in Q1 FY20
 - ❑ Includes the impact of claims arising from Amphan and Nisarga Cyclone; Combined ratio excluding NATCAT events stands at 95.2% (vs 101.6% in Q1 FY20)
 - ❑ Higher margin for adverse deviations provided in IBNR reserving due to Lockdown related uncertainties.
- ❑ **Profit after tax for Q1 FY21 increased by 88% YoY** to Rs.3,949 Mn vs Rs. 2,104 Mn in Q1 FY20
 - ❑ Gains from improved LR (68.1% in Q1 FY21 vs 72.8% in Q1 FY20), no impairment provisions and lower expense ratio
- ❑ During the quarter BAGIC has **added new partners across different channels**: Punjab and Sind Bank, and Home Credit in Banca; Citroen in Motor Dealers and PayTm

All Figures in Rs Million

Performance Highlights of Q1 FY21 over Q1 FY20

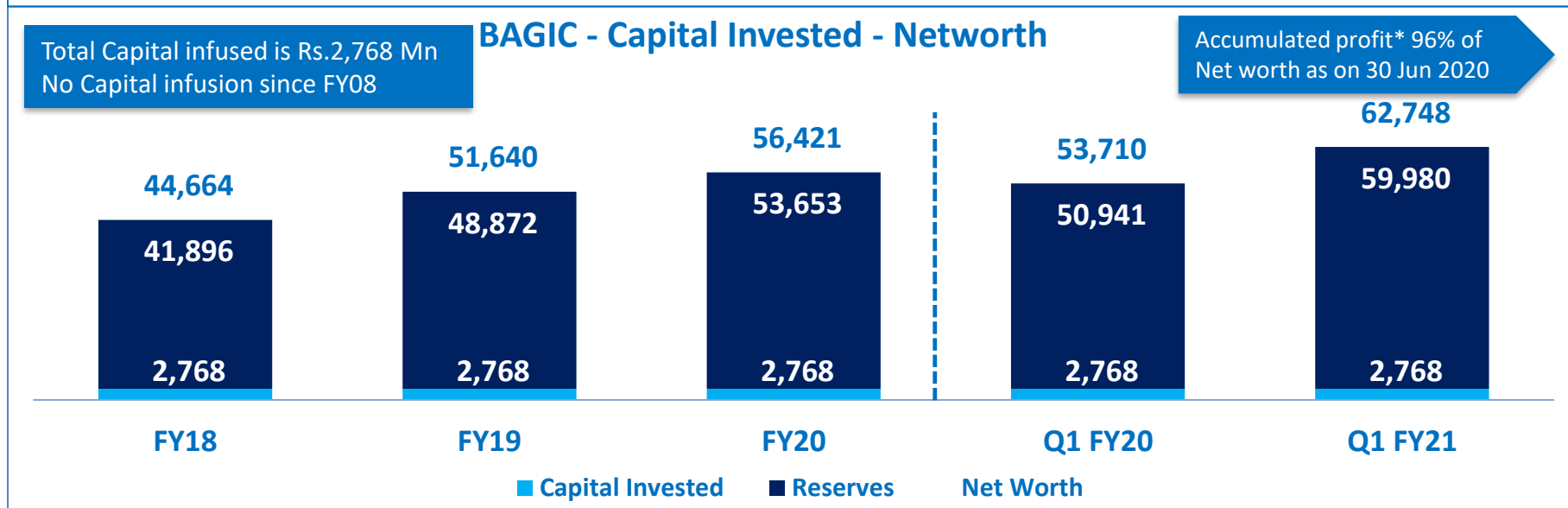
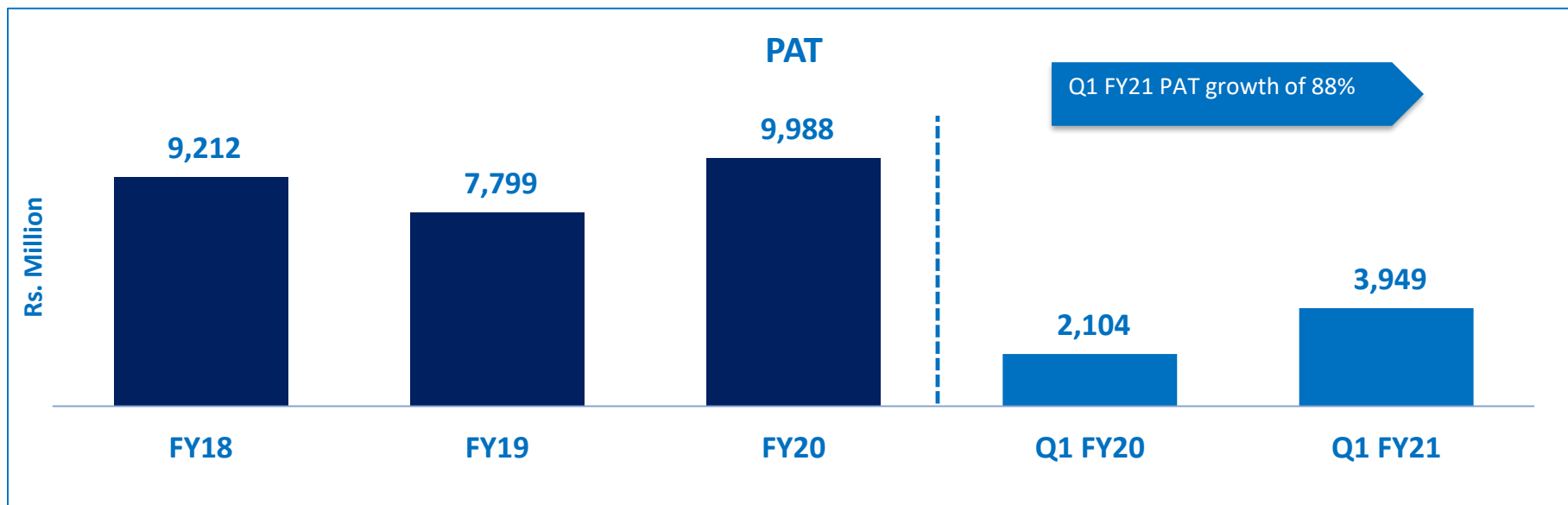


- Ex Crop GWP was Rs. 22,708 Mn in Q1 FY21 (Rs.27,244 Mn Q1 FY20) a degrowth of 17%
- Solvency Ratio was 280% as against regulatory requirement of 150% as of 30 Jun 2020



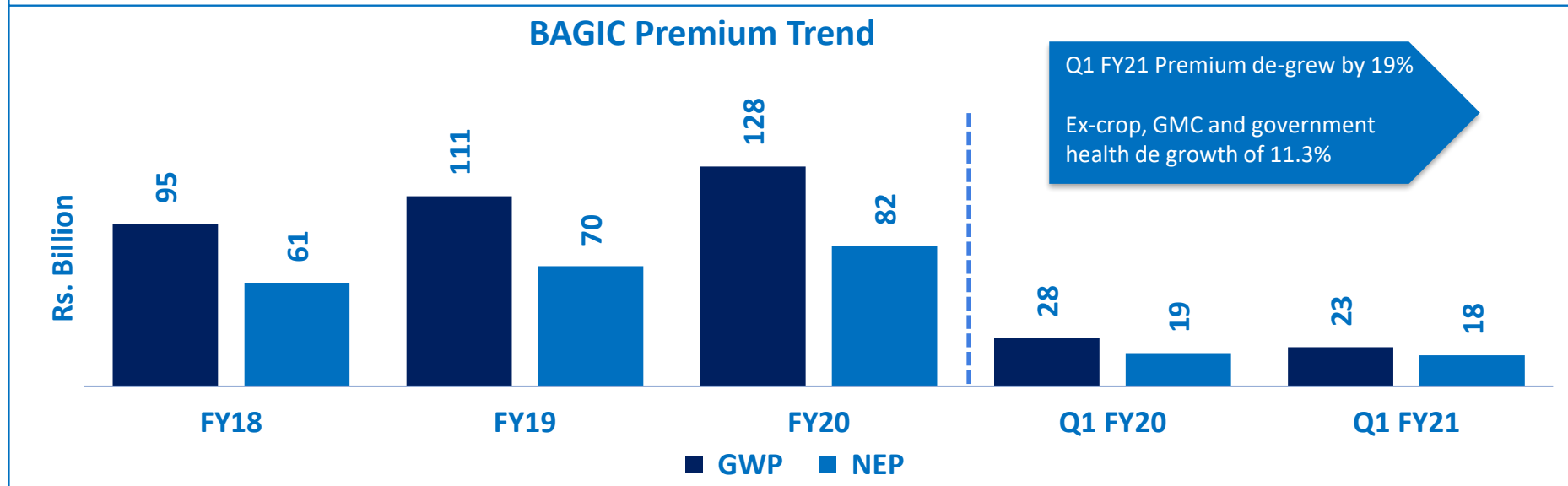
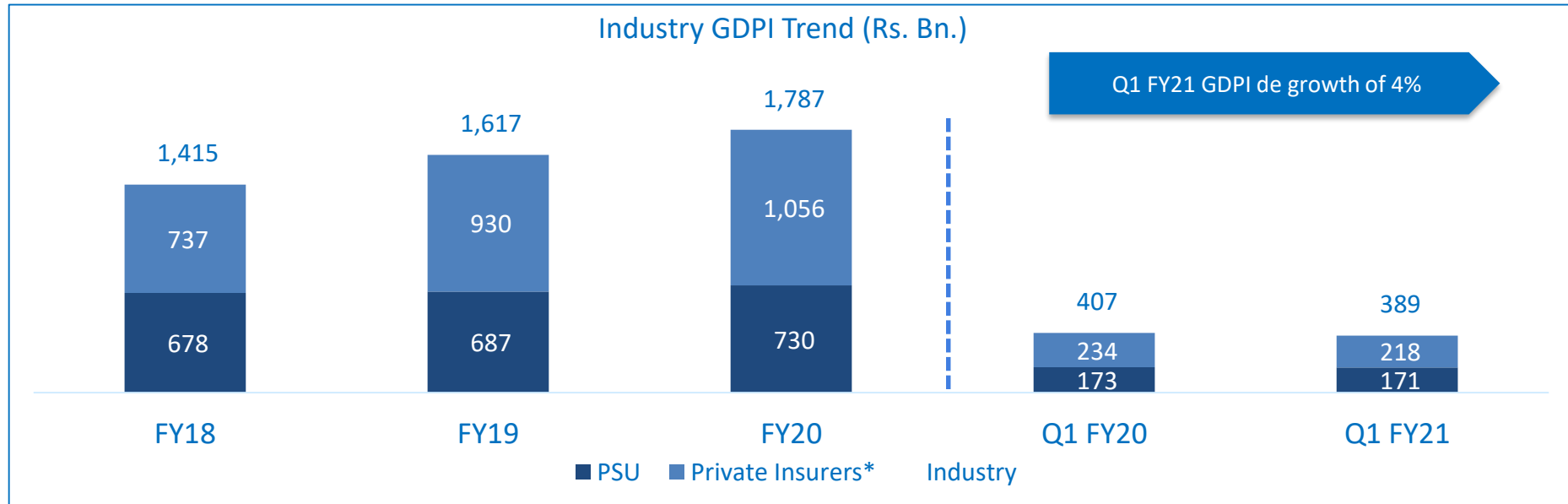
1. Combined Ratios are in accordance with the Master Circular on ‘Preparation of Financial statements of General Insurance Business’ issued by IRDA effective from 1st April, 2013. (Net claims incurred divided by Net Earned Premium) + (Expenses of management including net Commission divided by Net Written Premium).

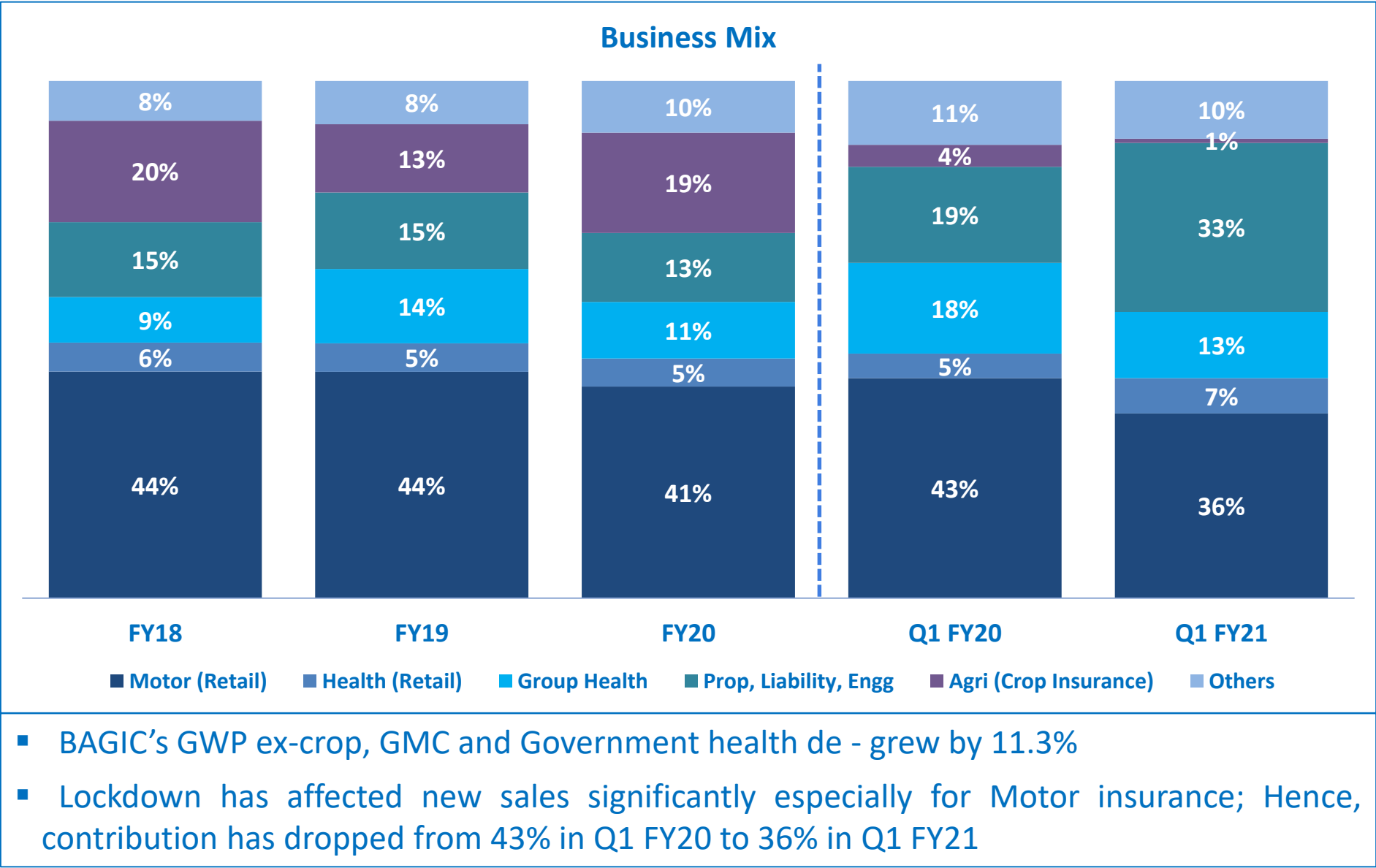
All Figures in Rs Million



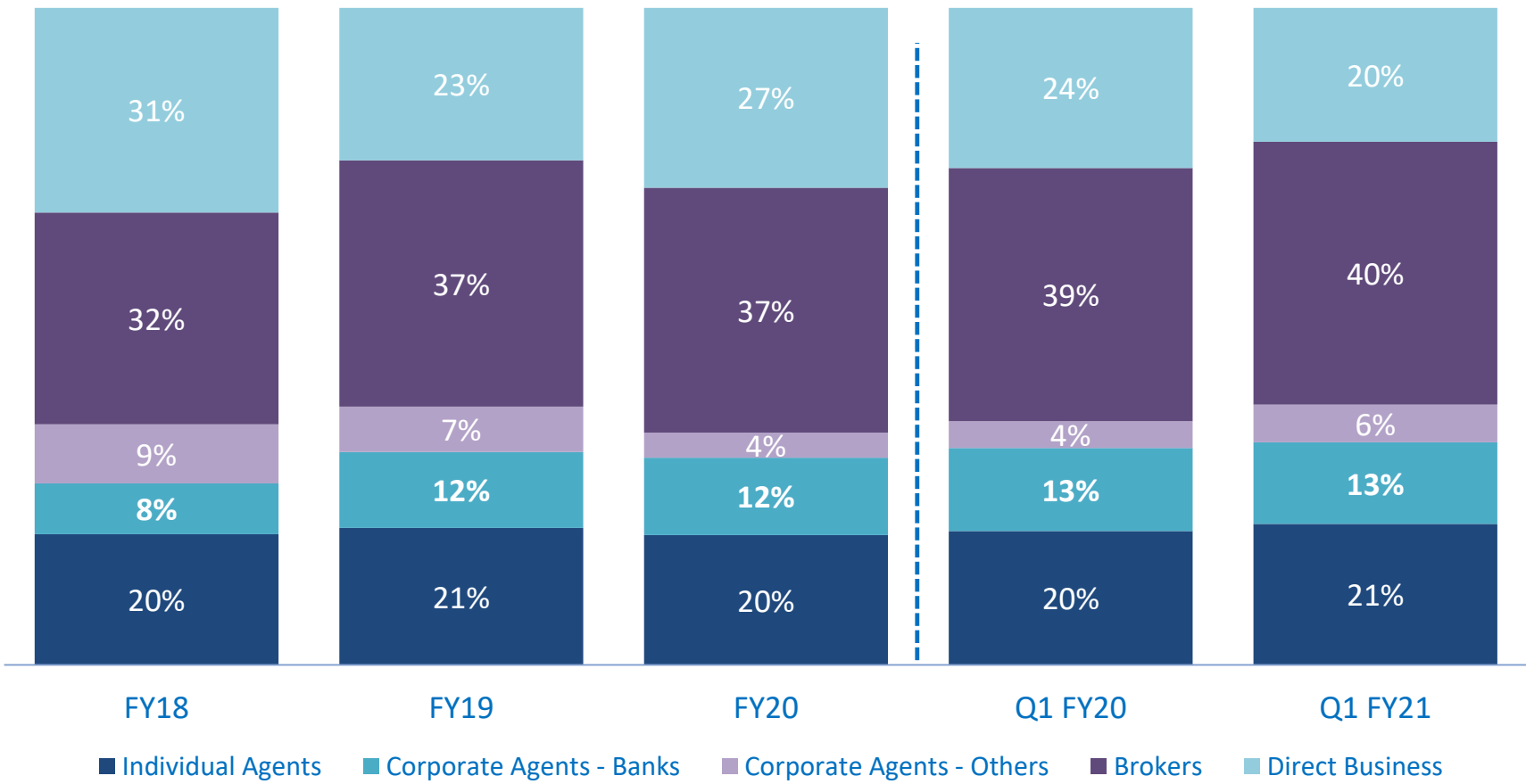
*Accumulated profit includes reserves

BAGIC : Consistently amongst top 2 private insurers in terms of Gross Premium

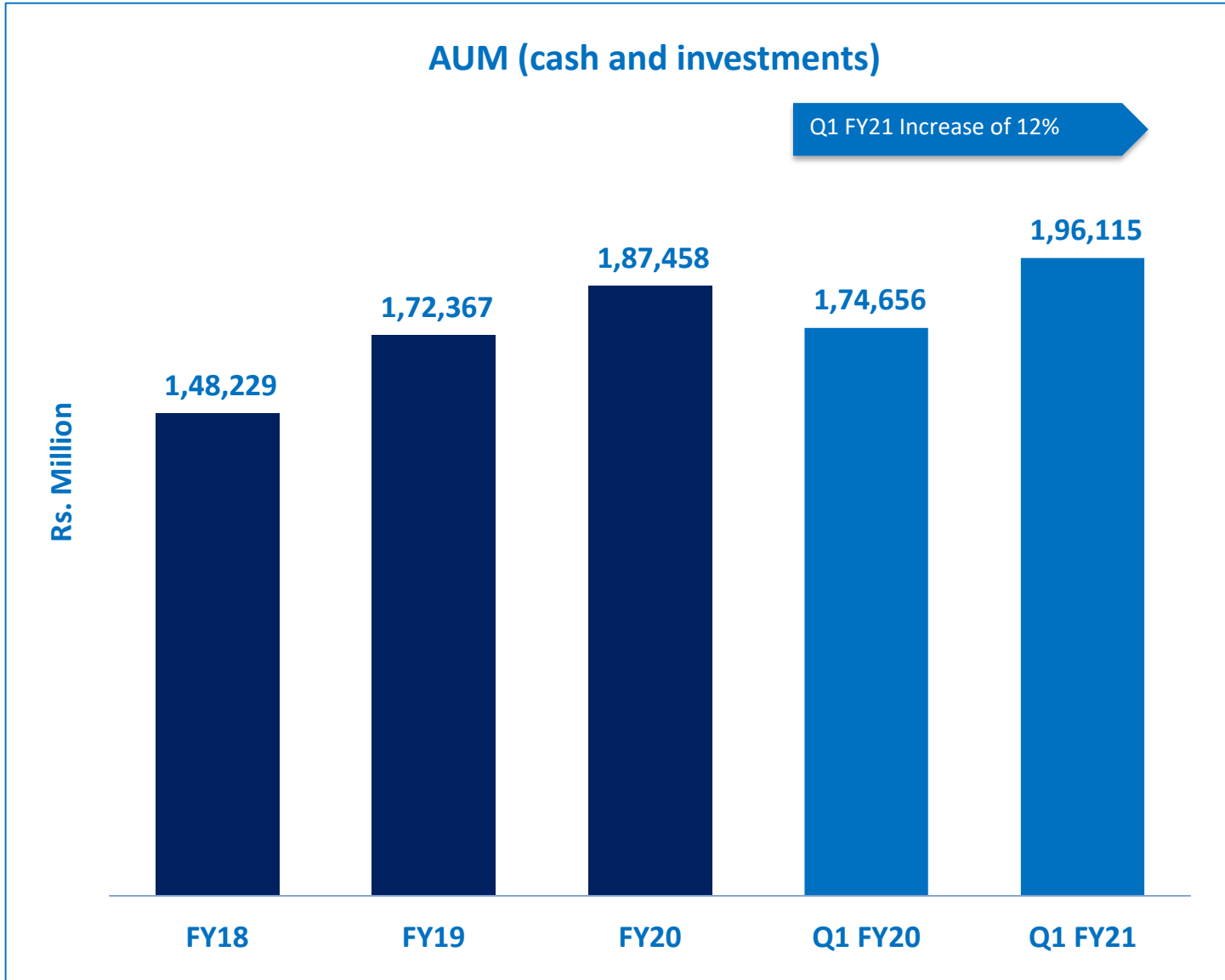




Channel Mix



- BAGIC has the largest network of bancassurance partners in the industry
- Major relationships include : Citi Bank, HDFC Bank, Bajaj Finance Ltd., Canara Bank, J&K Bank, IDBI Bank, United Bank of India, KVB, RBL, Union Bank, Karnataka Bank, Bandhan Bank & PNB
- 10,000 plus bank branches expected to be added due to PSU bank mergers



BAGIC continues to grow its AUM strongly

Investments are largely in fixed income securities

Investment Leverage of 3.13x as on 30 Jun 2020

Bajaj Allianz Life Insurance

STRATEGY

- Continued focus on sustainable and profitable growth by maintaining balanced product mix and investment in retail growth engines
- Business construct is to maximize customer benefits while gaining market share in retail space, maintaining shareholder returns and continued focus on increasing New Business Value (NBV)

DIFFERENTIATORS

Diversified Distribution

- Focus on all retail segments – mass and mass affluent customers. Deep pan India distribution reach with presence over 524 branches
- Diverse channels – Agency, Banca, Proprietary sales
- Leader in Online investments product sale & strong presence in credit protection segment

Strong proprietary channels

- Large pan-India agency force : 3rd highest agency premium amongst private players in FY20.
- Robust proprietary sales channel to invest in up-selling and cross-selling

Innovative products and Sustainable product mix

- Balanced product mix; with an aspiration to provide our customers 'Best in class' product suite
- Our key product offering like Life Goal Assure with differentiated product proposition like ROMC*, GIG** & Goal Suraksha (Non Par Guaranteed Product), and Smart Protect goal (Retail protection product) have helped us cater to different segments and needs of customers

Efficient Operations

- Lean support structure
- Providing seamless end to end customer journey through digital enablement

- ❑ **New business** is challenged for the Life insurance sector although June was better than April and May.
- ❑ **Preference for protection and guarantees:** Higher customer orientation to cover risk and a corresponding drop in Fixed deposits rates has led to increased preference for protection and guaranteed products provided by life insurers; BALIC's share of protection and guaranteed non-PAR savings has increased.
- ❑ In addition, market volatility has lead to **decreased preferences for ULIP** – Traditional Mix in Individual rated new business has increased from 38% in Q1 FY20 to 63% in Q1 FY21
 - ❑ **Term Protection & Non Par Savings in Q1 FY21** stand at 17% and 33% respectively
- ❑ **Agency and Proprietary Sales force** faced relatively more challenges due to lockdowns but is improving in zones where branches have opened.
- ❑ **Institutional business** was slow in April and May with Banks focusing on their core operations, it **has started picking up in June** and new relationships like Axis, India Post Payments Bank and Ratnakar Bank starting to do business.
- ❑ BALIC has been focusing on **renewal premium, controlling costs and enhancing digitization** of operations and services

Q1 2020-21

- ❑ **Despite Covid-19 related lockdown, BALIC Individual Rated premium growth was flat** in Q1 FY21 vs Industry de growth of 18% (Private sector de-grew by 23%)
- ❑ Excluding fund business, **Group Protection business de – grew by 78%** primarily on account of low loan disbursement of loans by NBFCs and Banks due to Covid-19
- ❑ During the quarter, BALIC has commenced its operations with **Ratnakar Bank Ltd (RBL)**
- ❑ **Renewals registered a strong growth** of 16% in Q1 FY21
- ❑ **Institutional Business** have been a **growth driver** with 28% growth in IRNB for Q1 FY21 as new partnerships have started delivering
- ❑ **Profit after tax for Q1 FY21 increased by 111% to Rs. 130 crore** vs Rs. 62 crore in Q1 FY20
 - ❑ As compared to this year, last year shareholders' PAT was adversely affected by a provision for impairment of Rs. 126 crore (Rs. 108 crore after tax)
 - ❑ In addition, company had higher realized gains & lower claims. These gains were partially offset by increased new business strain & increased overruns

All Figures in Rs. Million

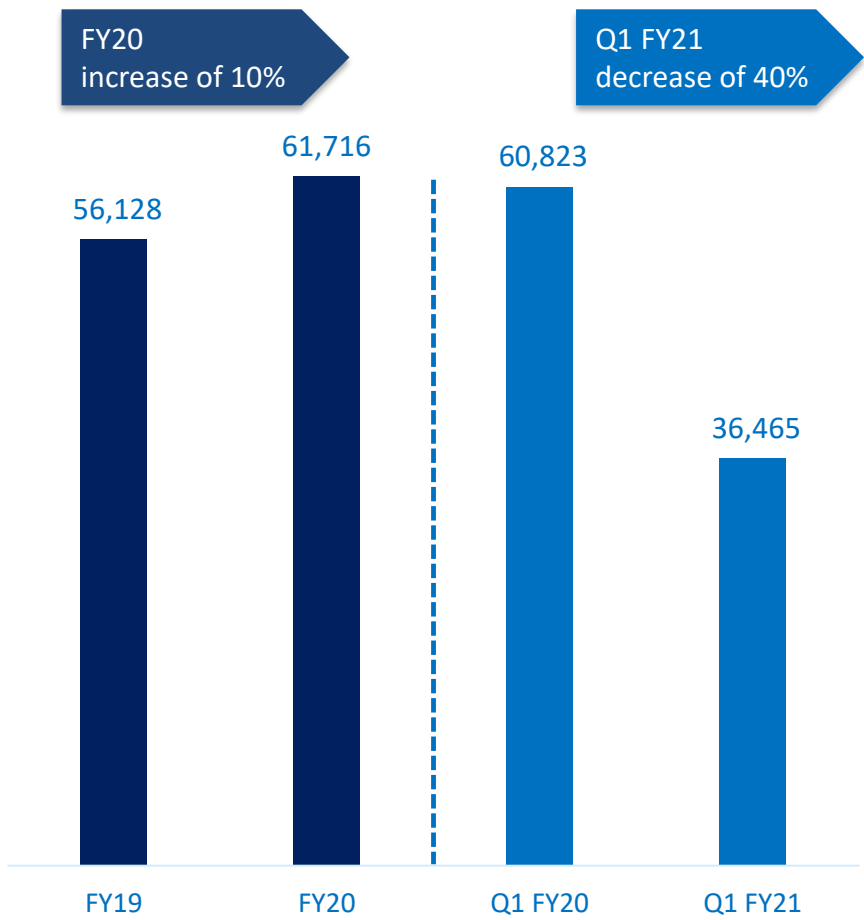
Performance Highlights of Q1 FY21 over Q1 FY20



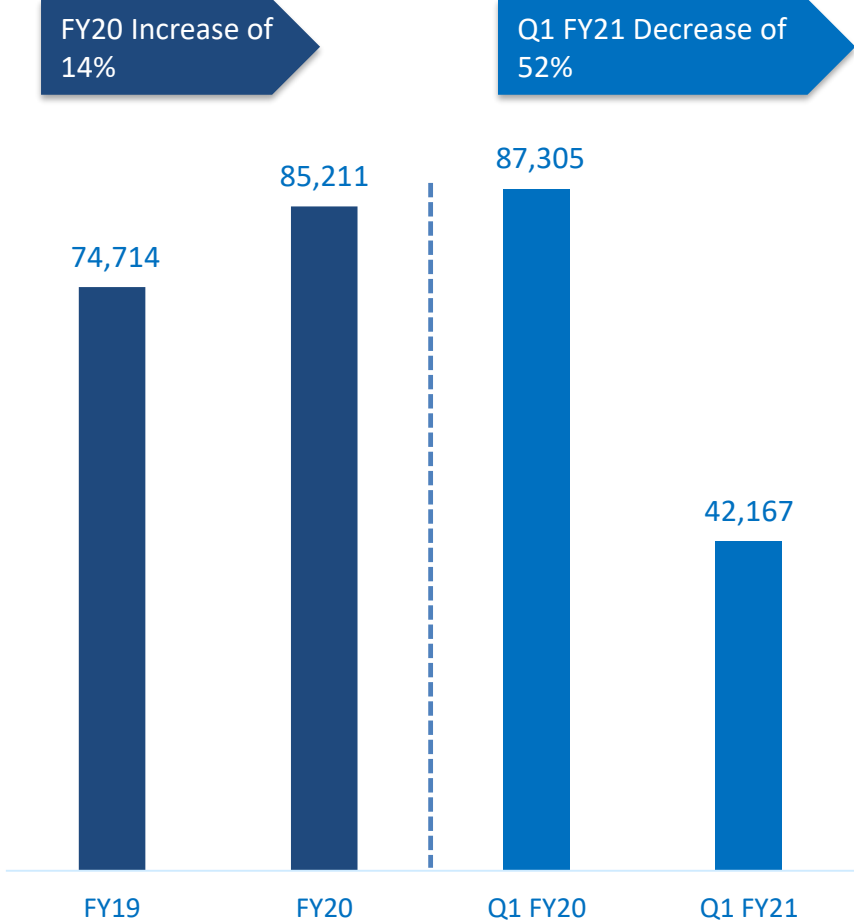
Individual Rated NB = (100% of first year premium & 10% of single premium excluding group products)

All Figures in Rs.

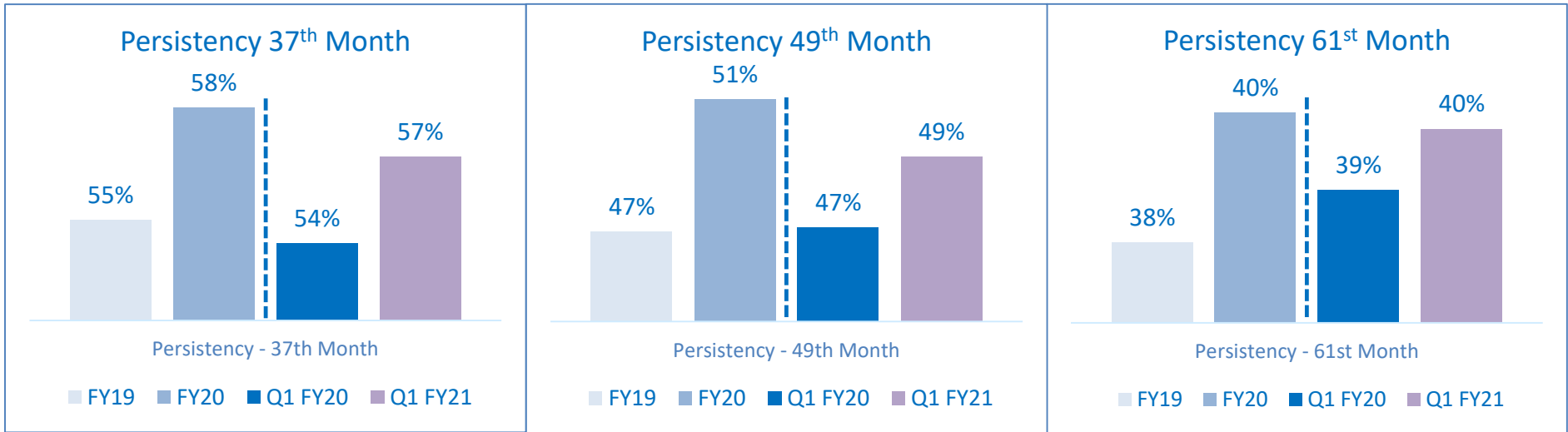
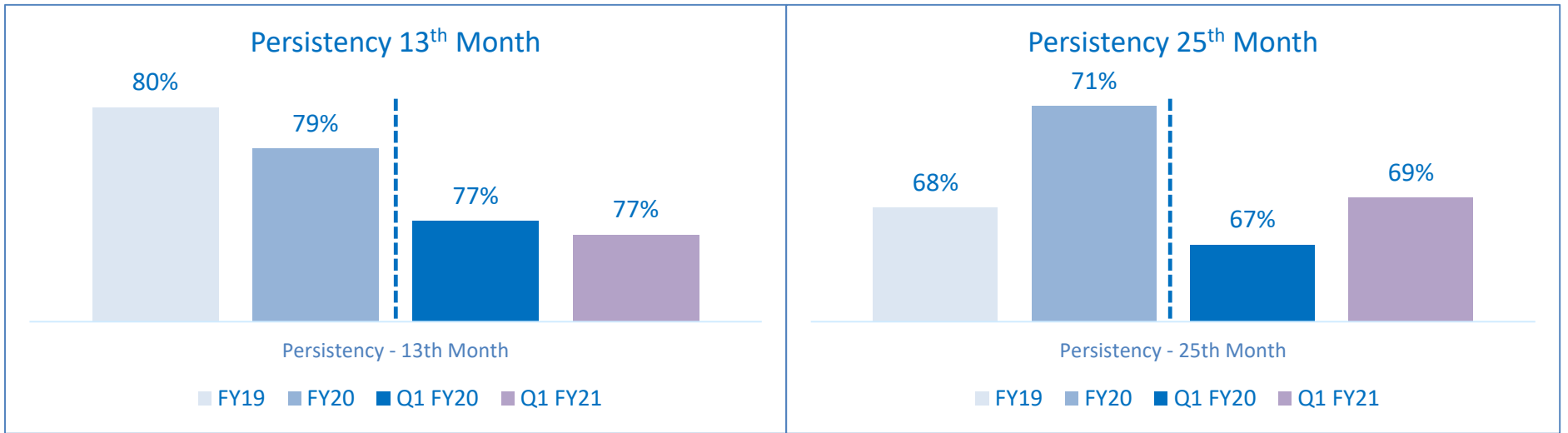
Regular Premium Ticket Size



Regular Premium Ticket Size (Agency)



- With increase of smaller ticket term in product mix, average ticket size has dropped significantly
- Excluding term, average ticket size de-growth stood at 15%

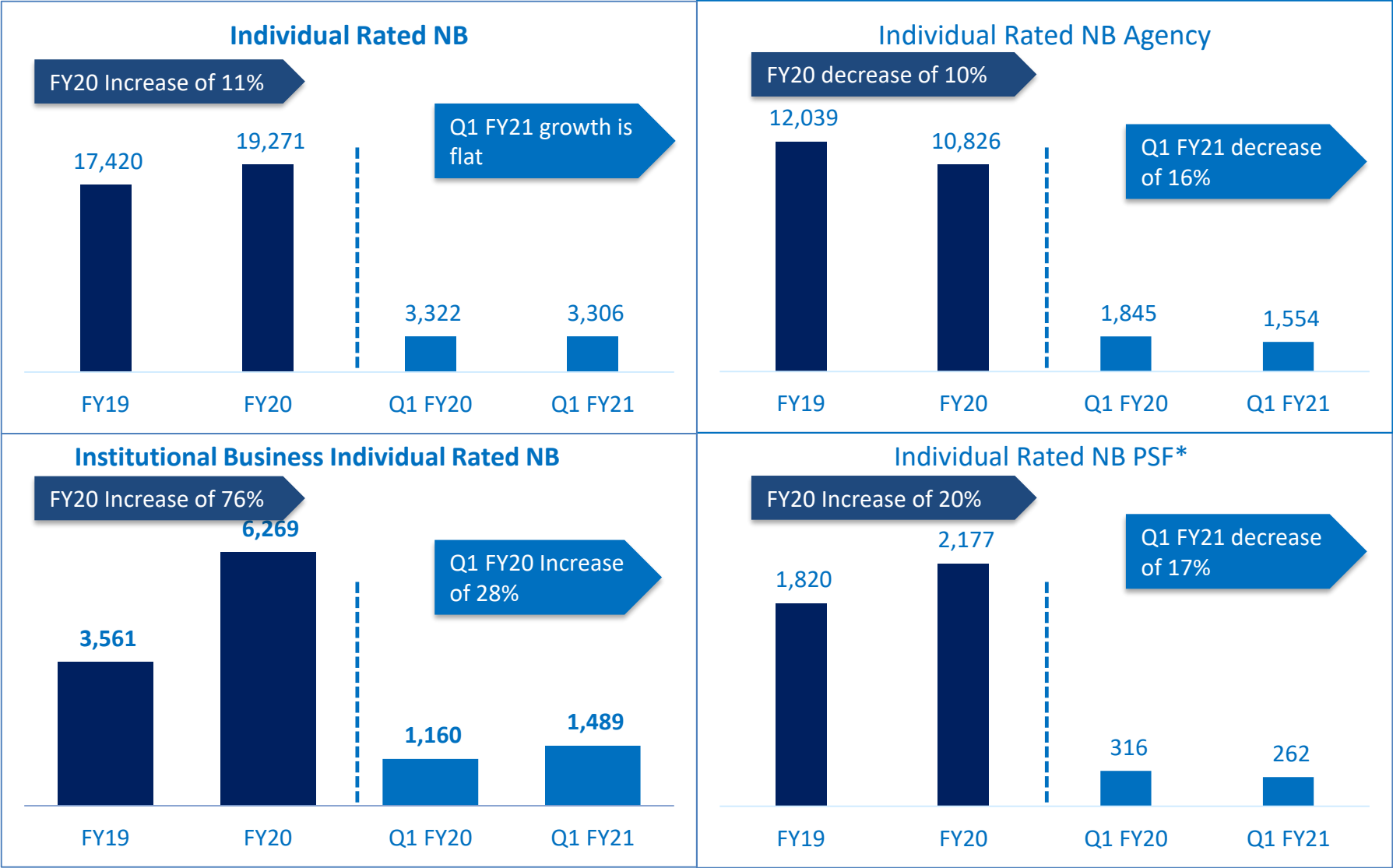


Due to Covid-19 lockdown & extreme market volatility, renewal collection for Q1 FY2021 was severely impacted, which has led to marginally lower 13th month persistency.

***Note :** Persistency as per IRDAI framework | The persistency ratios for the period ended Jun 30, 2020 have been calculated for the policies issued in Jun to May period of the relevant years

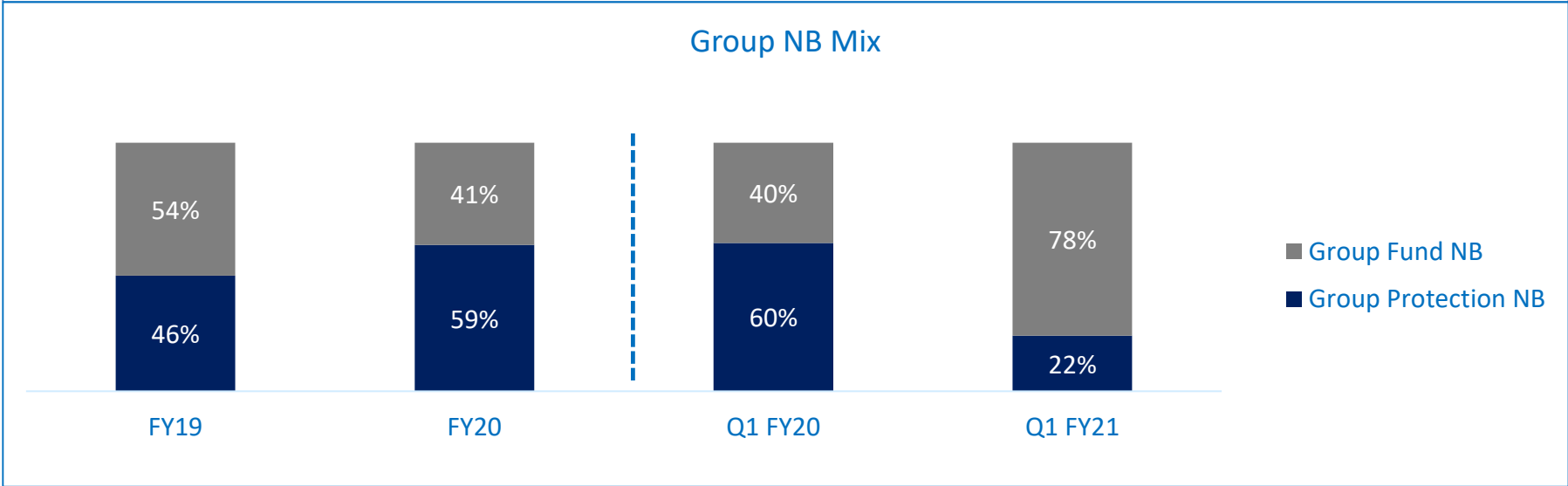
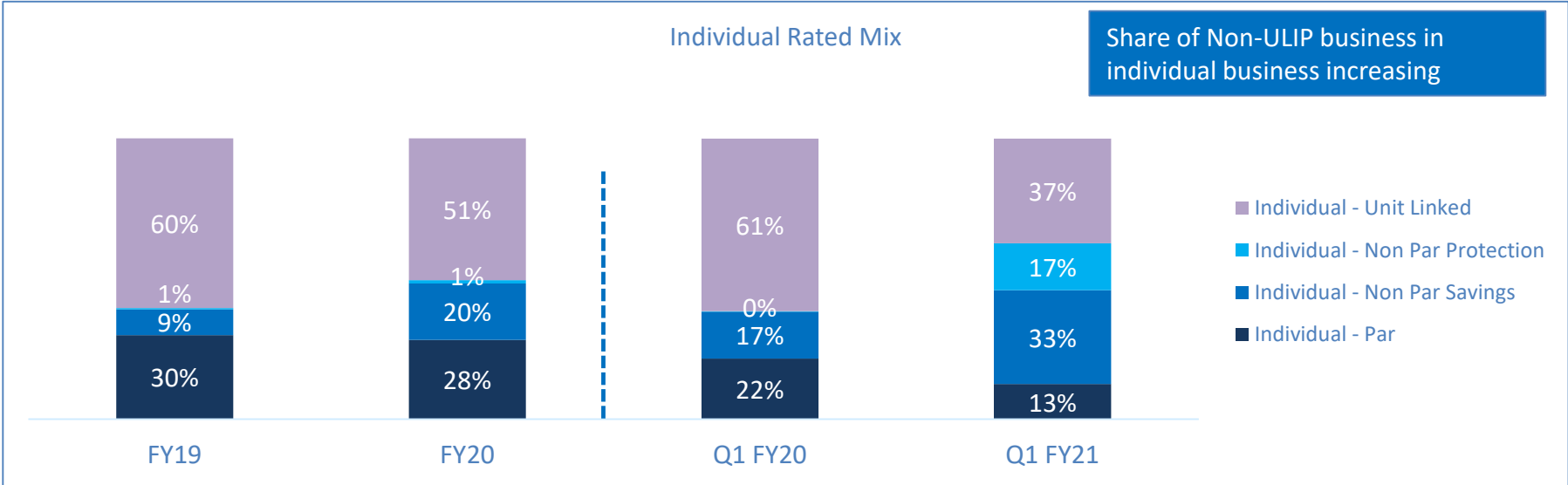
35

All Figures in Rs Million



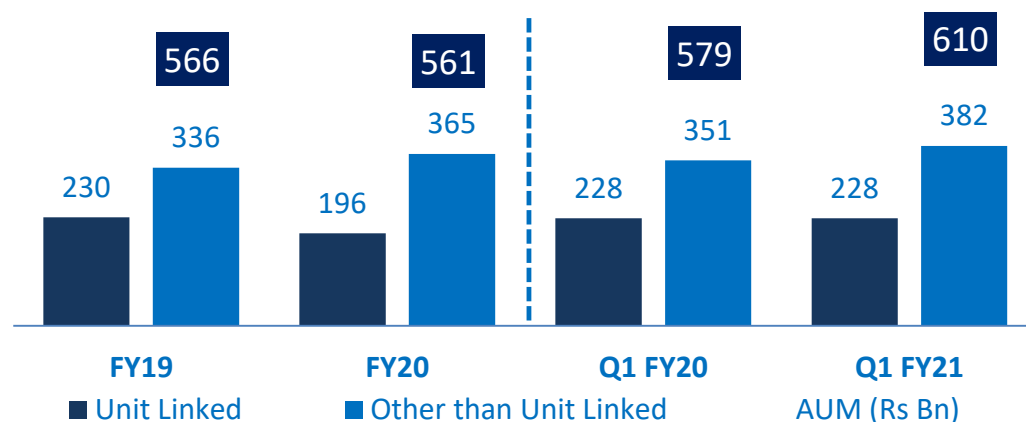
Individual Rated NB = (100% of first year premium & 10% of single premium excluding group products)

*PSF – Proprietary Sales Force



- Protection (Group) new business in Q1 FY21 Rs. 886 Mn (Q1 FY20 Rs.3,986 Mn)

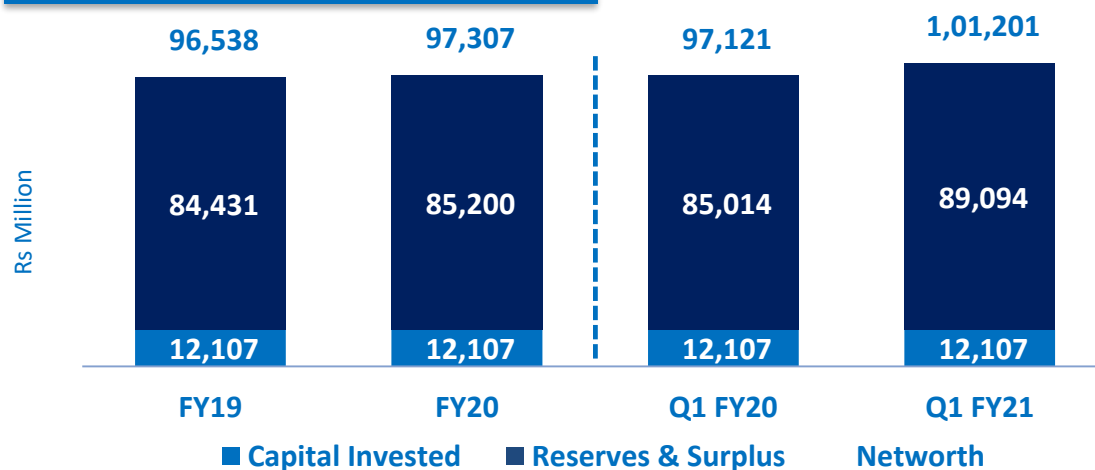
AUM (Mix)



- AUM as on 30 Jun 2020 grew by 5%; Growth is UL AUM stunted primarily due to Covid-19 impact on stock market; Traditional AUM grew by 9%
- Of the UL Funds of Rs.228 Bn., 58% is equity as on 30 Jun 2020 (61% as on 30 Jun 2019 out of the UL Funds of Rs.228 Bn.)

Total Capital infused is Rs.12,107 Mn
No Capital infusion since FY08

Net worth



- BALIC's accumulated profits are 88% of the Net worth as at 30 Jun 2020

Update on Covid-19 – Bajaj Finserv

1

Activated Business Continuity Plan

- ☐ Emergency response teams monitoring the situation; Implementing actions on real time
- ☐ Board and Committee meetings being held through video conferencing
- ☐ Swiftly moved the IT infrastructure to ensure availability of adequate bandwidth, setting up virtual private networks, making portable devices available where needed

2

Employees

- ☐ Keeping employee safe as the top priority - Work from home, wherever possible continues
- ☐ A health support hotline was created for employees with doctor on call
- ☐ Branches and offices that have started operations are following all the safety protocols related to Covid-19, as advised by government.
- ☐ Created multiple secure platforms for collaboration and team meetings over digital media
- ☐ **Training** on end to end digital sales process
- ☐ Facilitate virtual engagements with partners, customers through emailers, WhatsApp, phone calls, social engagement platforms

3

Customers

- ☐ Reaching out to customers to reduce the panic and appraise that their servicing needs & payments can be processed through various digital assets.
- ☐ Came out with dedicated indemnity cover for Covid-19 through partners like PhonePe
- ☐ **Enhanced Communication** on Safety, investment advisory (Market Recovery stories from past) and Digital assets for service

4

Partners / Distribution

- ☐ Continuous engagement with partners
- ☐ Provided virtual product & process trainings; understanding the needs of different partners
- ☐ Mapping of partner capabilities and integration of new processes at priority, ensuring smooth transition
- ☐ Digital on-boarding of insurance agents, POSPs (Point of Sale) and other intermediaries

5

Regulator / Authorities

- ☐ Engaging with regulators wherever needed to see through the Covid-19 challenges
- ☐ Company is making timely and adequate disclosure regarding probable impact of Covid-19 (both qualitatively & financially)

6

Community

- ☐ Bajaj Group committed Rs. 100 Cr to fight this pandemic
- ☐ 25000 PPE to healthcare workers have been provided
- ☐ Pilot with 50,000 auto rickshaw drivers across 10 cities to make their vehicles Covid-19 safe
- ☐ Group matched BFS & BHIL employees' contribution of Rs. 5 Cr to PM CARES Fund

- ❑ **Overall**, all our companies are very well capitalized and have sufficient liquidity. Hence, we are confident to see through this crisis.
- ❑ At this stage all the **estimates are based on best judgements** – all one can do is to focus on the right drivers
- ❑ To accurately estimate the future impact of this pandemic on the performance of the group is difficult to assess, given the volatile and still evolving environment with fresh lockdowns being imposed. All the estimates are subject to uncertainty.
- ❑ We will continue to focus on conserving cash for maintaining liquidity, focus on profit over growth, tight expense management, enhanced efforts on collections from loans and renewal premiums and enhanced services to customer adopting greater level of digitisation.

Annexure

Line of Business	Net Claim Ratio			
	Q1 FY21	Q1 FY20	FY20	FY19
Fire**	118.1%	93.8%	68.0%	74.4%
Marine Cargo	77.3%	79.6%	67.3%	94.0%
Motor OD	50.7%	67.0%	67.7%	60.0%
Motor TP	79.8%	66.2%	64.5%	64.5%
Motor Total	68.0%	66.5%	65.8%	62.4%
Engineering	102.3%	30.4%	52.8%	43.5%
PA	49.0%	51.9%	56.0%	50.2%
Health	62.0%	85.0%	85.6%	89.5%
Crop	84.5%	120.9%	92.0%	74.9%
Total	68.1%	72.8%	70.7%	68.6%
Total (Ex Crop)	67.8%	71.2%	69.2%	68.4%

**Fire portfolio had a higher claims ratio in Q1 FY21 because of higher NATCAT claims.

Exposure to Downgraded Investments (Debt) : BALIC & BAGIC

THERE WERE NO ADDITIONAL IMPAIRMENTS IN Q1 FY21

BALIC

Sr. No.	Type of Fund (BALIC) (Amt in Rs. Mn)	Total exposure as of 30 June 2020	Of which performing	Of which (non performing)	Impairment Provided for
1	PAR	2,992	1,042	1,950	2,108
2	N-PAR	408	250	158	206
3	ULIP	994	0	994	871
4	SH	2,818	307	2,512	2,486
	Total	7,214	1,598	5,615	5,671

BAGIC

Sr. No.	Type of Fund (BAGIC) (Amt in Rs. Mn)	Total exposure as of 30 June 2020	Of which performing	Of which (non performing)	Impairment Provided for
1	Total	3,603	1,850	1,753	1,776

*Performing : Interest and / principal payment of the security is regular as per term sheet | All exposure is shown at face value & accrued interest, wherever applicable.

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