

April 30, 2024

**The Secretary**  
**National Stock Exchange of India Limited**  
**Trade World, 4<sup>th</sup> Floor, Kamala Mills Compound,**  
**Senapati Bapat Marg,**  
**Lower Parel,**  
**Mumbai 400 013**

**The Secretary**  
**BSE Ltd.**  
**1<sup>st</sup> Floor, P.J. Towers**  
**Dalal Street, Fort,**  
**Mumbai 400 001**

Dear Sir,

**Sub.: Investor Presentation for the quarter ended March 31, 2024.**

We enclose the investor presentation for the quarter ended 31<sup>st</sup> March 2024.

We request you to kindly take the same on record.

Thanking you,

Yours faithfully,  
For Cholamandalam Investment and Finance Company Limited

P. Sujatha  
Company Secretary

Encl.: As above



BETTER  
**LIVES**  
BETTER  
**NATION**

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Technology

# Murugappa Group Overview



## Murugappa Group in a Nutshell



Years of  
Existence



Consolidated  
Turnover  
(FY23)



Group Market  
cap (as on 31st  
Mar 2024)



Sectors



Businesses



Listed  
Companies



Geographical  
Presence

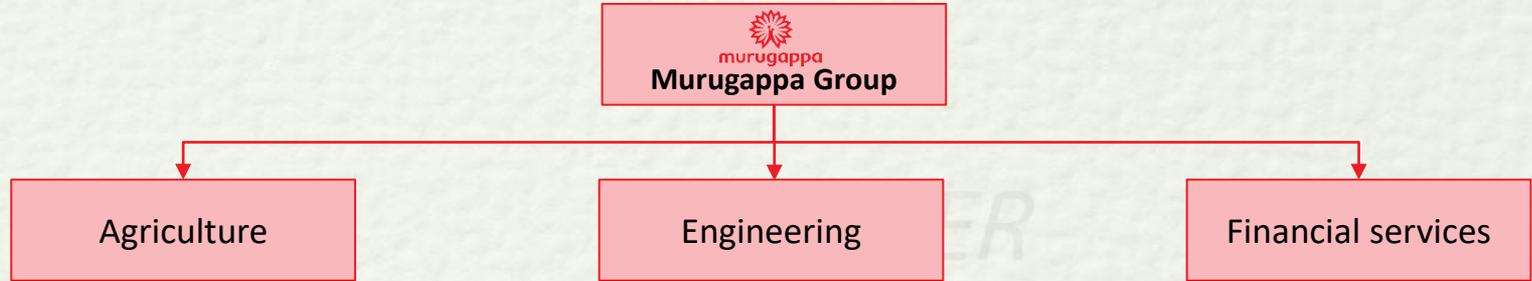


Manufacturing  
Locations



Work force

# Murugappa Group Overview



	Agriculture	Engineering	Financial services
<b>Market Cap(Cr.)</b>	41,367	96,261	1,18,087
<b>Turnover (Cr.)</b>	35,171	19,032	19,124
<b>PAT(Cr.)</b>	1,541	1,739	2,917

	Agriculture		Engineering		Financial services		
	Coromandel	PARRY'S	CUMI	INDIA	Chola	Chola MS	Chola
<b>Market Cap(Cr.)</b>	31,681	9,686	24,097	72,164	97,151	NA	20,936
<b>Turnover (Cr.)</b>	29,587	5,584	4,601	14,431	12,884	6,156	84
<b>PAT(Cr.)</b>	1,528	13	414	1325	2,666	193	58

Note: Market Capitalization of Financial services incl. Chola Investments and Chola Financial Holdings.  
 Financial Performance are of FY 22-23.  
 Market data as on 28<sup>th</sup> Mar 2024. Source: BSE

# Corporate Overview



## SPIRIT OF MURUGAPPA



The diagram features a central white circle with the text "The five lights" and a subtitle "The values, principles and beliefs that have always guided us and continue to show the way forward." Surrounding this central circle are five glowing, flame-like shapes, each representing a value: Integrity (top), Passion (top-right), Quality (bottom-right), Respect (bottom-left), and Responsibility (left).

**The five lights**  
The values, principles and beliefs that have always guided us and continue to show the way forward.

**Integrity**  
We value professional and personal integrity above all else. We achieve our goals by being honest and straightforward with all our stakeholders. We earn trust with every action, every minute of every day.

**Passion**  
We play to win. We have a healthy desire to stretch, to achieve personal goals and accelerate business growth. We strive constantly to improve and be energetic in everything that we do.

**Quality**  
We take ownership of our work. We unflinchingly meet high standards of quality in both what we do and the way we do it. We take pride in excellence.

**Respect**  
We respect the dignity of every individual. We are open and transparent with each other. We inspire and enable people to achieve high standards and challenging goals. We provide everyone equal opportunities to progress and grow.

**Responsibility**  
We are responsible corporate citizens. We believe we can help make a difference to our environment and change lives for the better. We will do this in a manner that benefits our size and also reflects our humility.

***“The fundamental principle of economic activity is that no man you transact with will lose, then you shall not.”***

# Cholamandalam Investment & Finance Company Limited



36.4 lakh + customers

## Helping customers enter a better life

3.5 lakh customers in year 2010 to 36.4 lakh plus customers till date



54,098 employees

## Experienced team to serve more customers

980 plus employees in year 2010 to 54,000+ employees today



Rs. 1.5 lakh Cr. Total AUM

## Healthy pre-tax ROA of 3.4%

PAT – 15-year CAGR of 48% from FY10 to FY24



Rs. 97k+ Cr. market cap

## Rapid market cap growth

From Rs. 623 Cr. in year 2010 to Rs. 97k+ Cr. in 2024



1387 branches

## Strong geographical presence

Across 28 states/Union Territories 90% presence across tier III—VI towns



## Diversified product portfolio

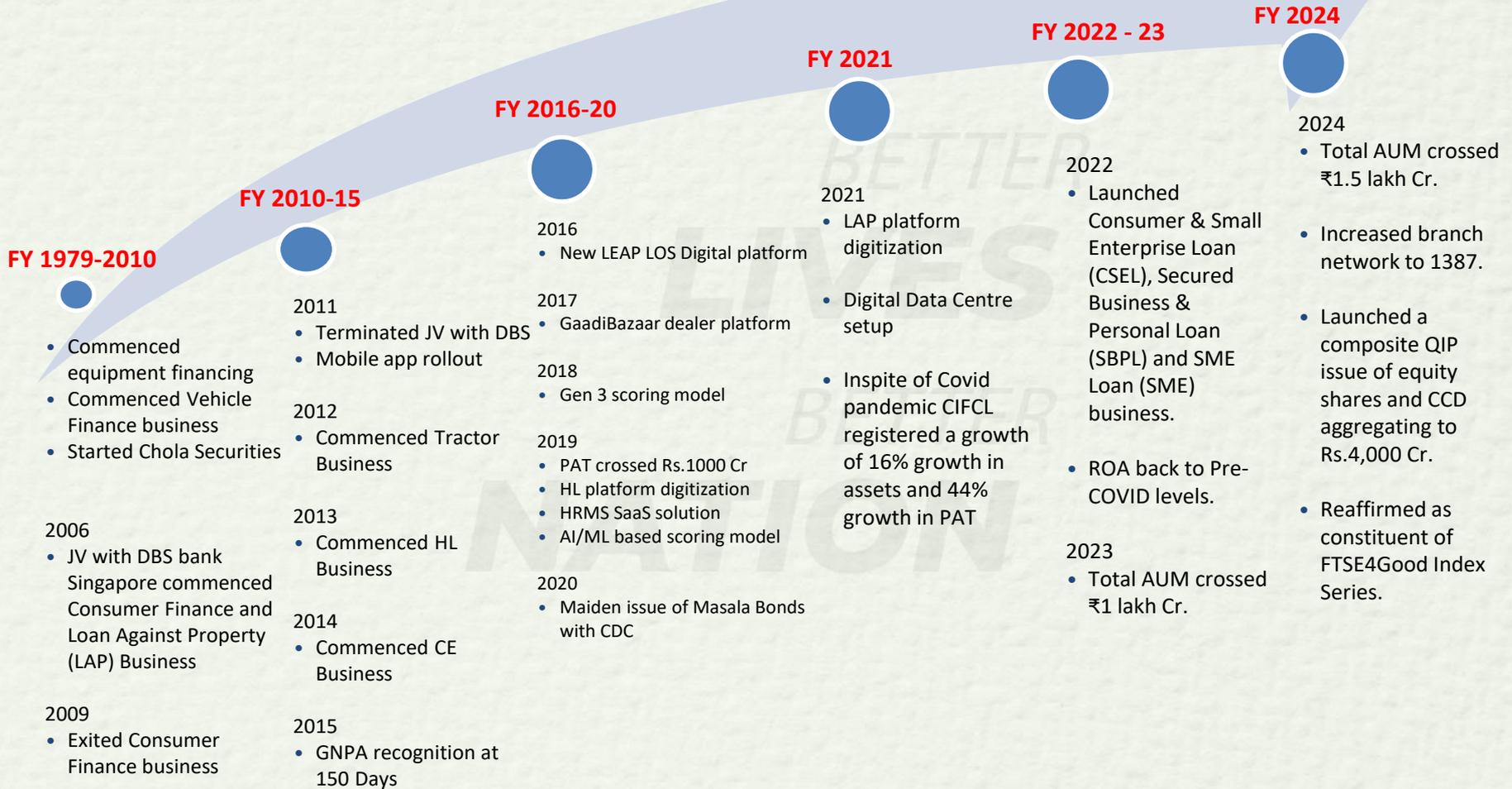
- Presence across Vehicle Finance loans, Loan Against Property, Home Loans, Consumer loans, Personal loans, SME Loans, Stock broking & distribution of financial products.



## Experienced management

- Experienced management team with relevant industry experience
- Significant synergies with Murugappa group, deriving operational and financial benefits

# Our journey so far



Particulars	Q4FY24 Vs Q4FY23	FY24 Vs FY23
Disbursement	Disbursement at Rs.24,784 Cr, a growth of 18%.	Disbursement at Rs.88,725 Cr, a growth of 33%.
Business AUM	Rs. 1,45,572 Cr in Q4 FY24 registering a growth of 37%.	
NIM	Maintained at 7.8%	7.5% as compared to 7.7%
PBT	Rs.1,437 Cr, a growth of 24%	Rs.4,582 Cr, a growth of 27%
PBT – ROTA	3.9% as compared to 4.4%	3.4% as compared to 3.8%
Return on Equity	22.3% as compared to 24.9%	Maintained at 20.6%
Stage 3 (90DPD)	2.48% in Mar24 from 3.01% in Mar23.	
GNPA (RBI)	3.54% in Mar24 as against 4.63% in Mar23 and NNPA at 2.32% in Mar24 against 3.11% in Mar23.	
CAR	18.57%. Tier I at 15.10%.	

Particulars	Q4FY24 Vs Q4FY23	FY24 Vs FY23
<a href="#">VEHICLE FINANCE</a> Overview	<ul style="list-style-type: none"> <li>Well-diversified product portfolio spread across 1334 branches PAN India</li> <li>Focused on financing of CV, PV, 2W, Tractor and Construction equipment in both new and used segments.</li> <li>Our focus continues to be on retail customers especially in smaller towns and rural areas</li> </ul>	
Disbursement	Disbursement of Rs.12,962 Cr, a growth of 6%.	Disbursement of Rs.48,348 Cr, a growth of 22%.
PBT	PBT at Rs.888 Cr, a growth of 21%	PBT at Rs.2532 Cr, a growth of 11%
<a href="#">LOAN AGAINST PROPERTY</a> Overview	<ul style="list-style-type: none"> <li>Focused on financing SME customers for their business needs against security of existing immovable property, operating out of 779 branches pan India.</li> <li>78% of the book is financed against Self-Occupied residential property as collateral.</li> </ul>	
Disbursement	Disbursement of Rs.4,273 Cr, a growth of 55%.	Disbursement of Rs.13,554 Cr, a growth of 46%.
PBT	PBT at Rs.271 Cr, a growth of 39%	PBT at Rs.973 Cr, a growth of 28%
<a href="#">HOME LOAN</a> Overview	<ul style="list-style-type: none"> <li>Focused on providing Home Loans under affordable segment with presence across 668 branches PAN India.</li> </ul>	
Disbursement	Disbursement of Rs.1,747 Cr, a growth of 24%.	Disbursement of Rs.6,362 Cr, a growth of 66%.
PBT	PBT at Rs.170 Cr, a growth of 73%	PBT at Rs.489 Cr, a growth of 52%

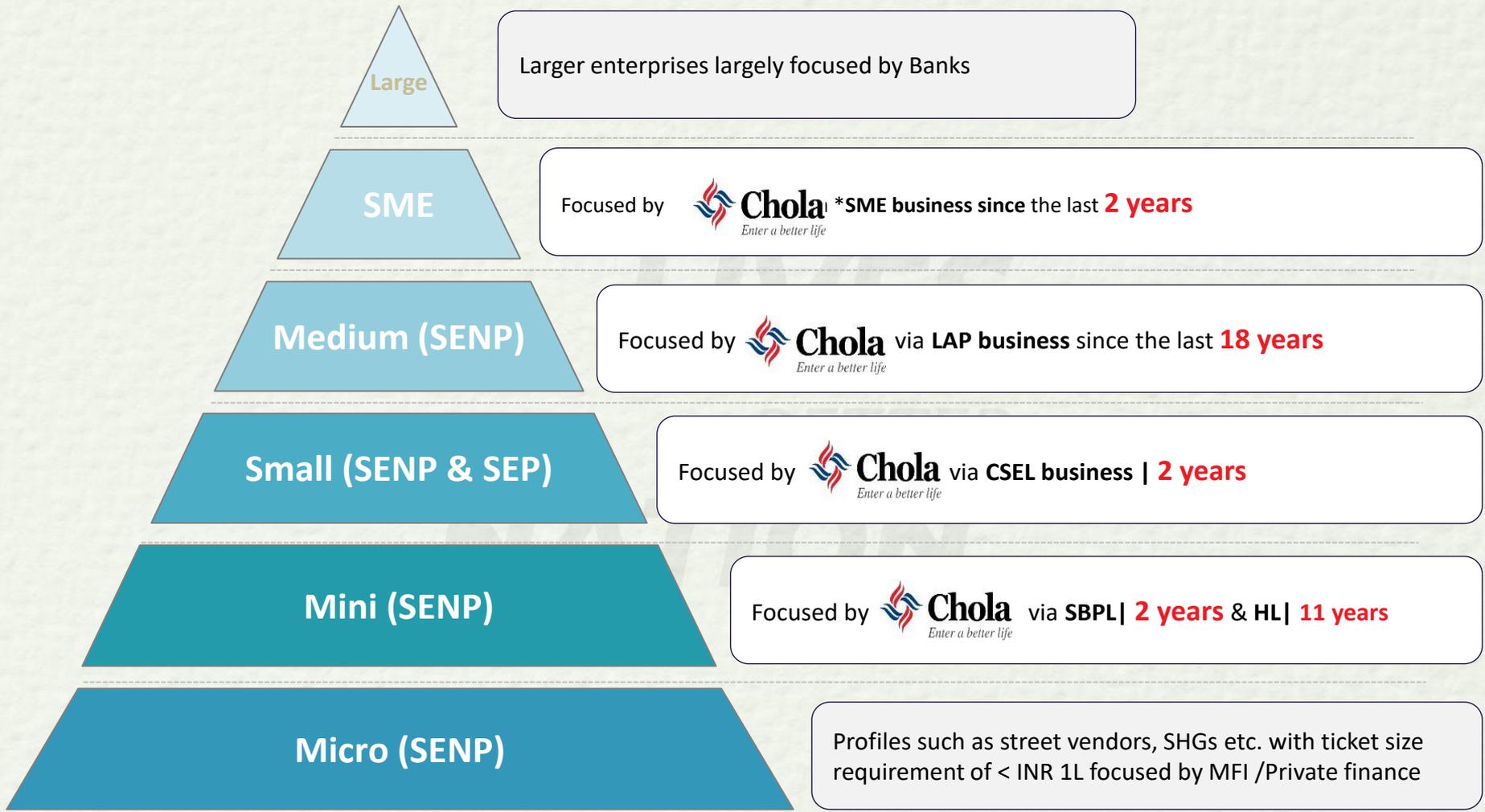
Particulars	Q4FY24 Vs Q4FY23	FY24 Vs FY23
<a href="#">SME</a> Overview	<ul style="list-style-type: none"> <li>The product suite includes Supply chain financing, Term loans for capex, Loan against shares, Funding on hypothecation of machinery for specific industries. Servicing out of 75 (co-located) locations with business growth both through traditional and Fintech partnerships.</li> </ul>	
Disbursement	Disbursement of Rs.2,136 Cr, a growth of 2%.	Disbursement of Rs.8,106 Cr, a growth of 27%.
PBT	PBT at Rs.30 Cr, a growth of 139%	PBT at Rs.81 Cr, a growth of 283%
<a href="#">CSEL</a> Overview	<ul style="list-style-type: none"> <li>Offers Personal Loans, Professional Loans &amp; Business Loans to Salaried, Self-employed Professionals and Micro &amp; Small businesses through traditional DSA/DST model, Partnerships with FinTech's, Direct to consumer through Chola one app and Tie-up with Samsung Finance for Samsung Mobile Phone Financing.</li> <li>Present in 424 locations (423 co-located &amp; 1 standalone) and have acquired over 11.1+ lakh customers as on Mar24.</li> </ul>	
Disbursement	Disbursement of Rs.3,301 Cr, a growth of 40%.	Disbursement of Rs.11,281 Cr, a growth of 64%.
PBT	PBT at Rs.89 Cr, a growth of 118%	PBT at Rs.246 Cr, a growth of 297%
<a href="#">SBPL</a> Overview	<ul style="list-style-type: none"> <li>Offers secured business loan and secured personal loan against self-occupied residential property or commercial-cum-residential property as collateral – present in 377 locations (co-located) spread across 12 states as on Dec23.</li> </ul>	
Disbursement	Disbursement of Rs.366 Cr, a growth of 87%.	Disbursement of Rs.1,074 Cr, a growth of 138%.
PBT	PBT at Rs.22 Cr, a growth of 624%	PBT at Rs.35 Cr, a growth of 200%

Particulars	VF	LAP	HL	New Businesses	Business Enablers	Chola
No of Employees	37017	4847	5829	5025	1380	<b>54098</b>
No of Branches	1334	*779	*668	*650	*6	<b>1387</b>
No of Customers	2324354	53951	106581	1150938	NA	<b>3635824</b>

BETTER  
NATION

\*771 LAP, 630 HL and 649 new businesses branches are co-located with VF & 6 locations for Head office Functions and Operations in Tamil Nadu

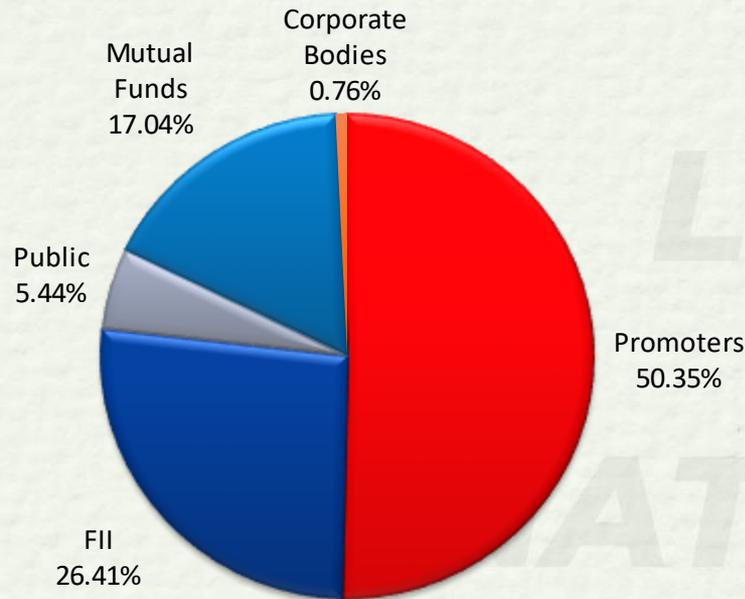
# Ecosystem Play in the MSME Sector



\* Prior to 2022 major businesses were within Murugappa eco-system.

# Shareholding

## Shareholding Pattern



- Promoters' share holding of 50.35% includes
  - Cholamandalam Financial Holdings Limited – 44.39%,
  - Ambadi Investments Limited – 4.01%
  - Others – 1.95%

## Institutional Holders (More than 1%)

### Top Domestic Institutional Holding

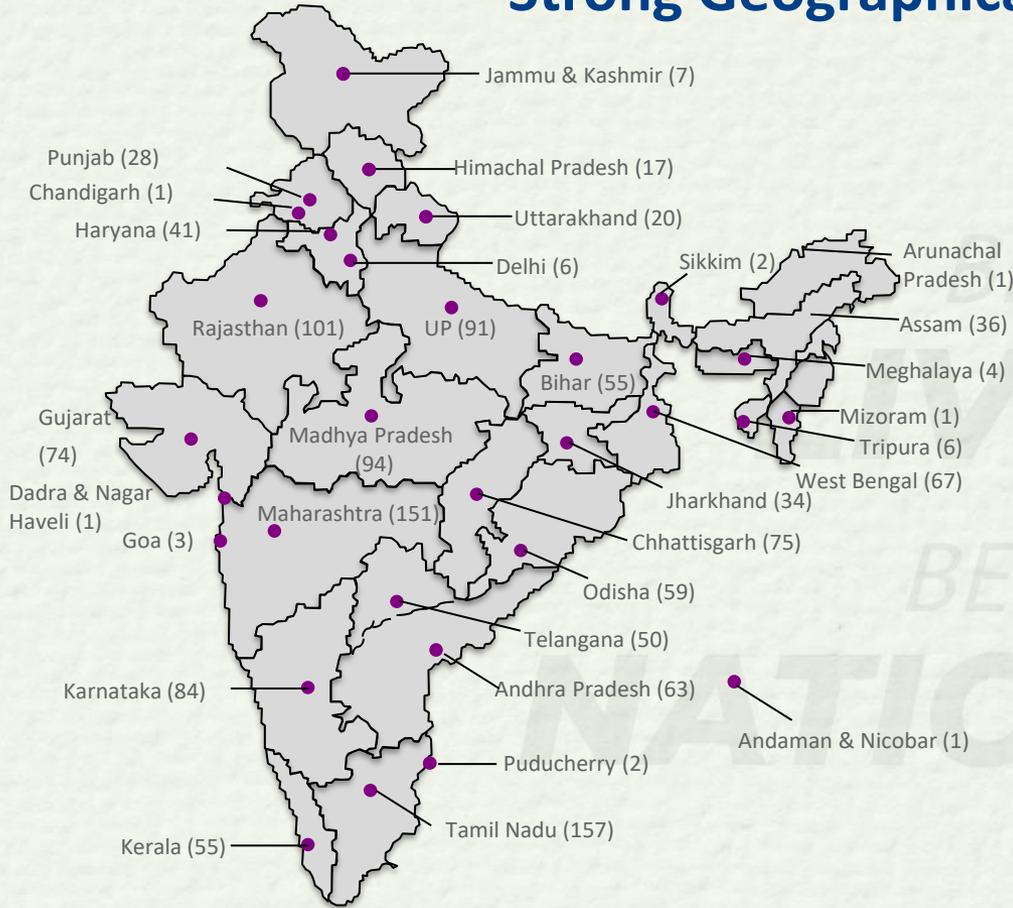
- Axis Mutual Fund
- SBI Mutual Fund
- HDFC Mutual Fund
- Aditya Birla Sun Life Mutual Fund
- Canara Robeco Mutual Fund

### Top Foreign Institutional Holding

- Capital Group
- Vanguard
- Blackrock
- Norges Bank Investment Management

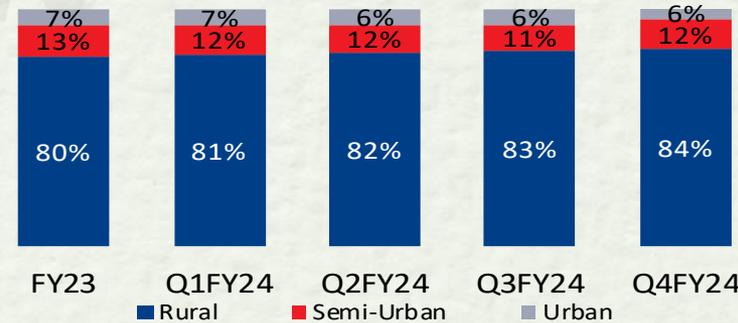
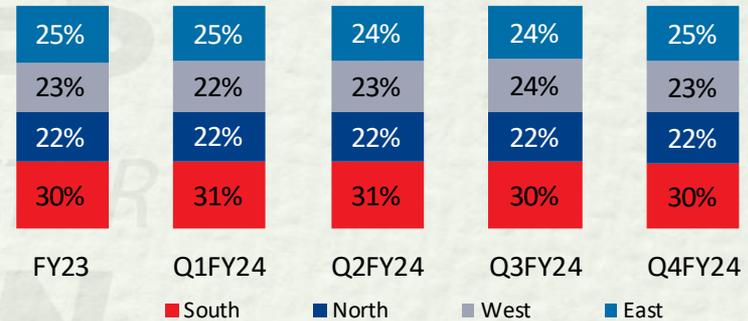
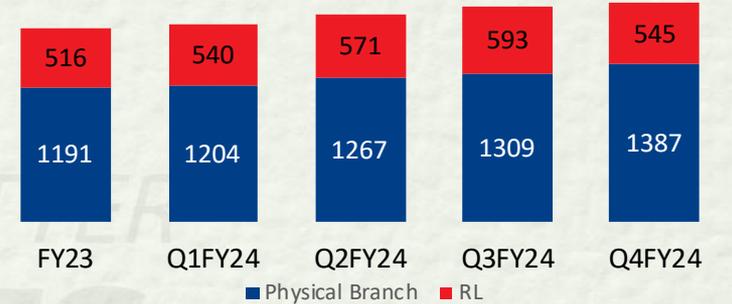
Note: As on 28<sup>th</sup> Mar 2024

# Strong Geographical Presence



- 1387 branches across 29 states/Union territories: 1334 VF, 779 LAP (771 co-located with VF), 668 HL (630 co-located with VF), 424 CSEL (423 co-located with VF), 414 SBPL, 75 SME (all co-located with VF) & 6 locations for Head office Functions and Operations in Tamil Nadu

- 90% locations are in Tier-III, Tier-IV, Tier V and Tier-VI towns



Note: Figures in brackets represents total no. of branches as on 31<sup>st</sup> Mar 2024.

# Financial Performance

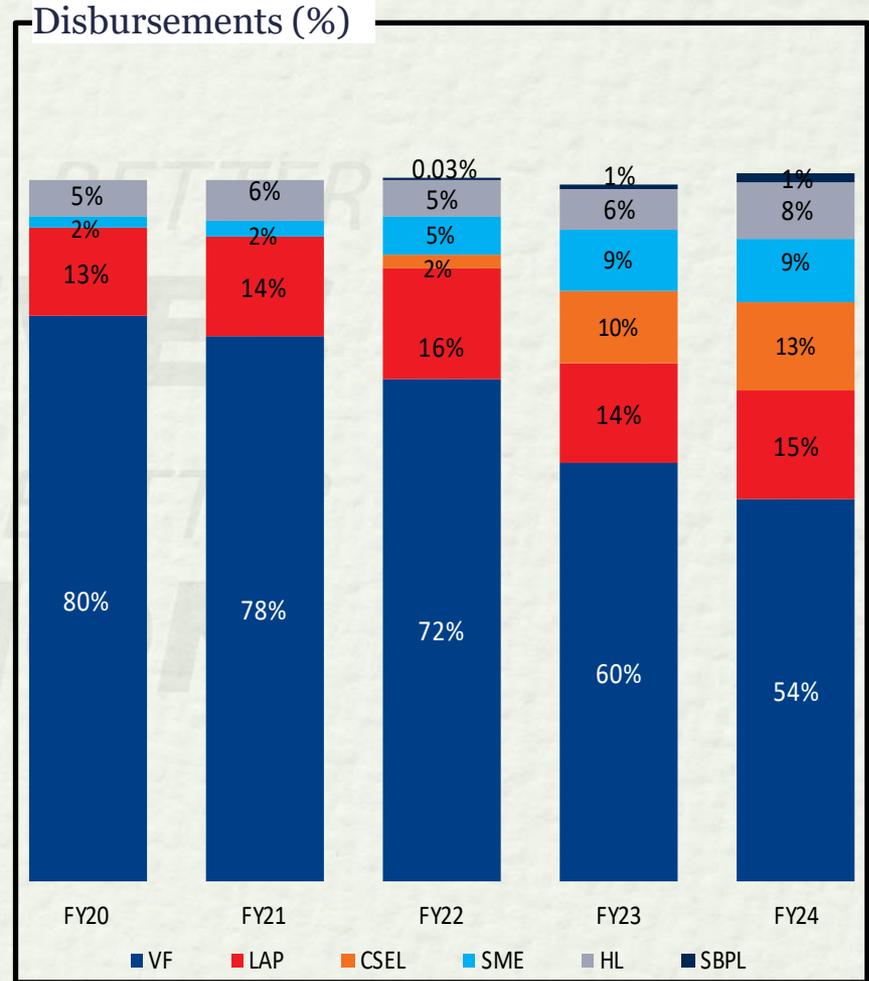
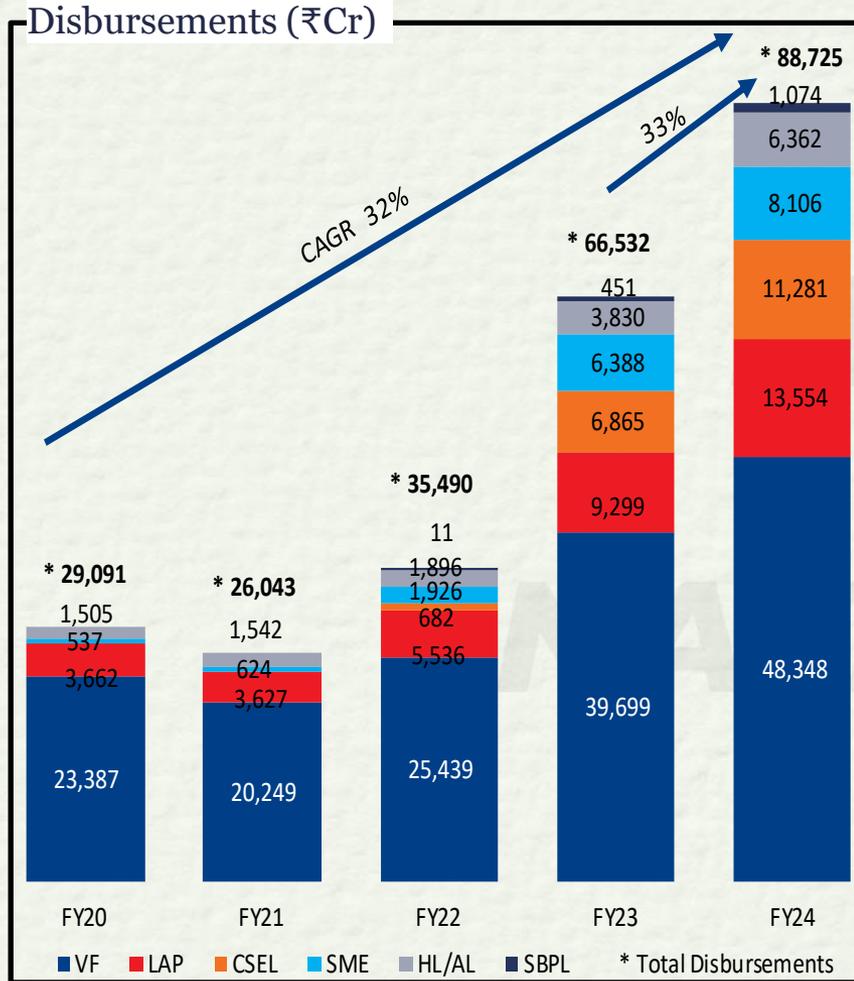


Financials Snapshot	Recovery and Stabilsation											COVID		New Growth		YoY	CAGR (5 years)	CAGR (10 years)	CAGR (15 years)
	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24				
	IGAAP	IGAAP	IGAAP	IGAAP	IGAAP	IGAAP	IGAAP	IGAAP	INDAS	INDAS	INDAS	INDAS	INDAS	INDAS	INDAS				
<b>Disbursements</b>	<b>3,866</b>	<b>5,731</b>	<b>8,889</b>	<b>12,118</b>	<b>13,114</b>	<b>12,808</b>	<b>16,380</b>	<b>18,591</b>	<b>25,114</b>	<b>30,451</b>	<b>29,091</b>	<b>26,043</b>	<b>35,490</b>	<b>66,532</b>	<b>88,725</b>	<b>33%</b>	<b>32%</b>	<b>24%</b>	<b>25%</b>
<b>Assets under management</b>	<b>6,851</b>	<b>9,263</b>	<b>13,470</b>	<b>18,998</b>	<b>23,253</b>	<b>25,452</b>	<b>29,650</b>	<b>34,167</b>	<b>42,924</b>	<b>54,279</b>	<b>60,549</b>	<b>69,996</b>	<b>76,907</b>	<b>1,06,498</b>	<b>1,53,718</b>	<b>44%</b>	<b>26%</b>	<b>22%</b>	<b>25%</b>
Total Income	929	1,202	1,788	2,556	3,263	3,691	4,194	4,660	5,529	6,875	8,220	9,576	10,139	12,978	19,216	48%	24%	20%	24%
Gain on Assignment	-	-	-	-	-	-	-	-	-	87	247	-	-	-	-	-	-	-	-
Interest expenses	504	568	988	1,411	1,771	1,960	2,051	2,231	2,659	3,589	4,592	4,576	4,299	5,749	9,231	61%	19%	19%	23%
<b>Net Income</b>	<b>425</b>	<b>634</b>	<b>800</b>	<b>1,145</b>	<b>1,492</b>	<b>1,731</b>	<b>2,143</b>	<b>2,429</b>	<b>2,870</b>	<b>3,373</b>	<b>3,875</b>	<b>5,000</b>	<b>5,840</b>	<b>7,229</b>	<b>9,986</b>	<b>38%</b>	<b>27%</b>	<b>21%</b>	<b>25%</b>
Operating Expenses	200	333	437	570	658	749	845	1,013	1,115	1,270	1,578	1,583	2,069	2,780	4,082	47%	27%	21%	24%
<b>Operating Profit Before Loan Losses</b>	<b>225</b>	<b>301</b>	<b>363</b>	<b>575</b>	<b>834</b>	<b>982</b>	<b>1,298</b>	<b>1,416</b>	<b>1,754</b>	<b>2,104</b>	<b>2,298</b>	<b>3,416</b>	<b>3,771</b>	<b>4,449</b>	<b>5,904</b>	<b>33%</b>	<b>27%</b>	<b>22%</b>	<b>26%</b>
Loan Losses & Provision	191	177	40	124	283	325	427	311	353	367	959	1,378	880	850	1,322	56%	8%	17%	15%
<b>Profit before tax</b>	<b>31</b>	<b>100</b>	<b>290</b>	<b>451</b>	<b>550</b>	<b>657</b>	<b>871</b>	<b>1,105</b>	<b>1,401</b>	<b>1,736</b>	<b>1,338</b>	<b>2,038</b>	<b>2,891</b>	<b>3,600</b>	<b>4,582</b>	<b>27%</b>	<b>36%</b>	<b>24%</b>	<b>43%</b>
<b>Profit after tax</b>	<b>15</b>	<b>62</b>	<b>173</b>	<b>307</b>	<b>364</b>	<b>435</b>	<b>568</b>	<b>718</b>	<b>918</b>	<b>1,186</b>	<b>1,052</b>	<b>1,515</b>	<b>2,147</b>	<b>2,666</b>	<b>3,423</b>	<b>28%</b>	<b>34%</b>	<b>26%</b>	<b>48%</b>
<b>Ratios</b>																			
Total Income to assets (%)	15.1	16.6	16.6	16.9	16.8	14.6	15.1	14.3	14.7	14.2	14.6	14.0	13.7	13.8	14.4				
Cost of Funds to assets (%)	8.2	7.9	9.2	9.3	9.1	7.8	7.4	6.9	7.1	7.2	7.7	6.7	5.8	6.1	6.9				
Net Income to assets (%)	6.9	8.8	7.4	7.6	7.7	6.9	7.7	7.5	7.6	7.0	6.9	7.3	7.9	7.7	7.5				
Expense to assets (%)	3.2	4.6	4.1	3.8	3.4	3.0	3.0	3.1	3.0	2.6	2.6	2.3	2.8	3.0	3.1				
Losses and provisions (%)	3.1	2.4	0.4	0.8	1.5	1.3	1.5	1.0	0.9	0.7	0.8	1.2	1.9	1.4	1.0				
Return on assets (PBT) (%)	0.5	1.4	2.7	3.0	2.8	2.6	3.1	3.4	3.7	3.7	2.7	3.0	3.9	3.8	3.4				
Return on assets (PAT)	0.2	0.9	1.6	2.0	1.9	1.7	2.0	2.2	2.4	2.4	1.8	2.2	2.9	2.8	2.6				
Cost to Net Income (%)	47.1	52.5	54.6	49.8	44.1	43.3	39.4	41.7	38.9	37.6	40.7	31.7	35.4	38.5	40.9				
Networth - Rs. In Crs (Note 1)	785	*1072	*1417	*1965	2295	*3173	3657	4285	5098	6176	*8172	9560	11708	14296	19557				
Tier I (%)	9.5	10.8	11.0	11.1	10.5	13.0	13.3	13.6	13.2	12.6	15.3	15.1	16.5	14.8	15.1				
CAR (%)	14.8	*16.7	*18.1	*19.0	17.2	*21.2	19.7	18.6	18.4	17.4	*20.68	19.1	19.6	17.1	18.6				
Return on equity (%)	2.3	6.7	13.9	18.1	17.1	15.8	16.7	18.1	19.6	20.9	15.2	16.9	20.4	20.6	20.6				
EPS (Basic) - In Rs.	0.4	1.1	2.9	4.6	5.1	6.0	7.5	9.2	11.8	15.2	13.4	18.5	26.2	32.5	41.2				
Dividend (%)	0.10	15%	25%	35%	35%	35%	45%	55%	65%	65%	85%	100%	100%	100%	100%				
Market Cap - in Rs Crs	623	2059	2453	3883	4125	8423	11140	15072	22667	22624	12535	45824	58978	62607	97227				
GNPA (%) (Note 2)	5.5	2.6	0.9	1.0	1.9	3.1	3.5	4.7	3.4	2.7	3.8	4.0	6.8	4.6	3.5				
NNPA (%)	1.7	0.3	0.3	0.2	0.7	2.0	2.1	3.2	2.2	1.7	2.2	2.2	4.7	3.1	2.3				
NPA Recognition	6month	6month	6month	6month	6month	5month	4month	3month	3month										
Branch Network - in Nos	171	236	375	518	574	534	534	703	873	900	1091	1137	1145	1191	1387				

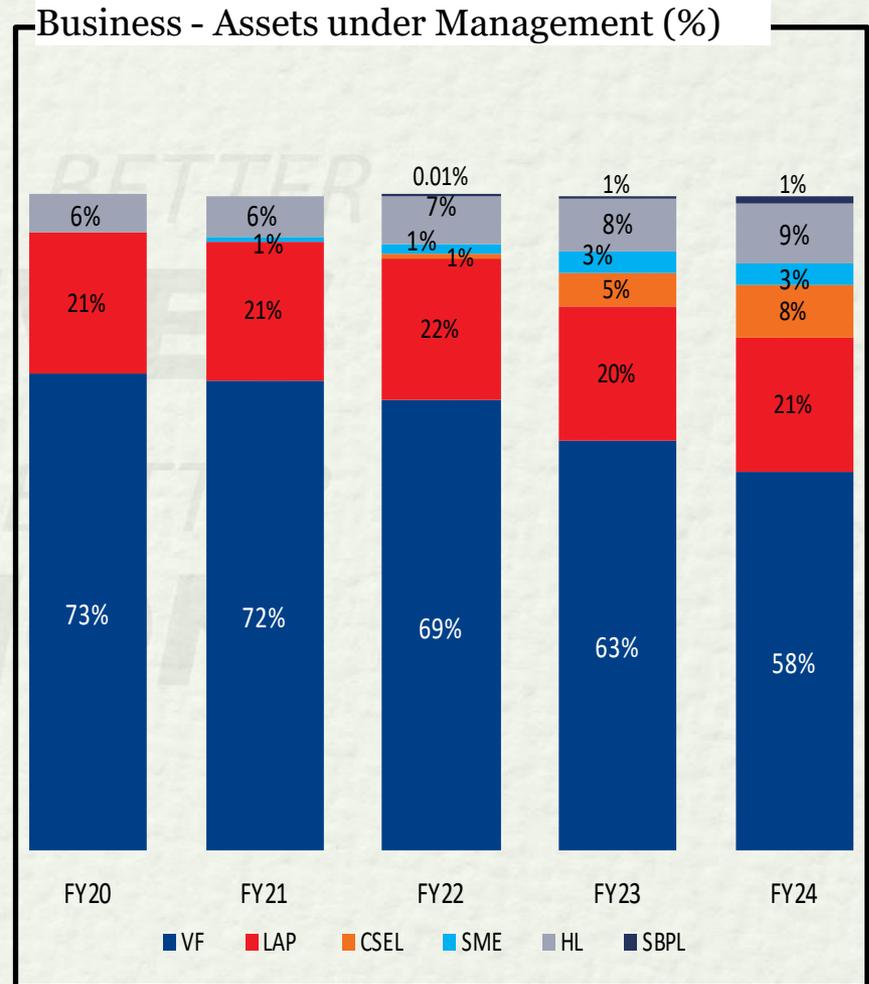
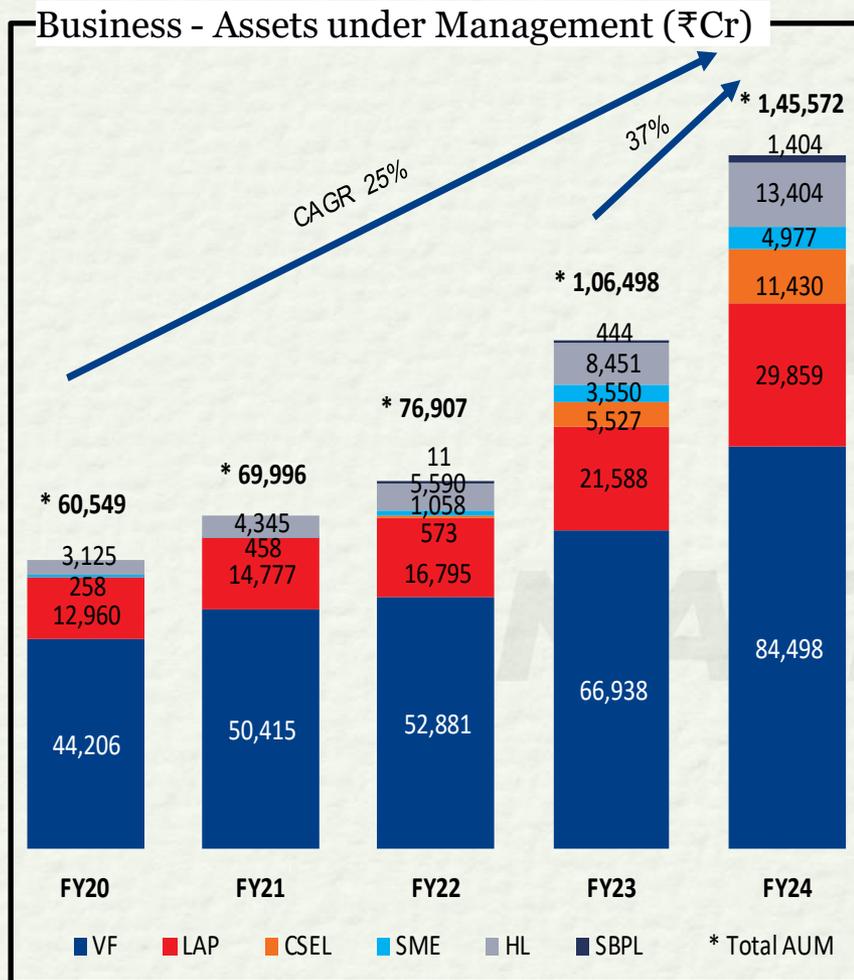
• **Note:**

1. Capital Infusion in years where star marked
2. Spurt in GNPA in FY20 and FY21 was due to Covid and in FY22 was due to new RBI norms on NPA

# Disbursements

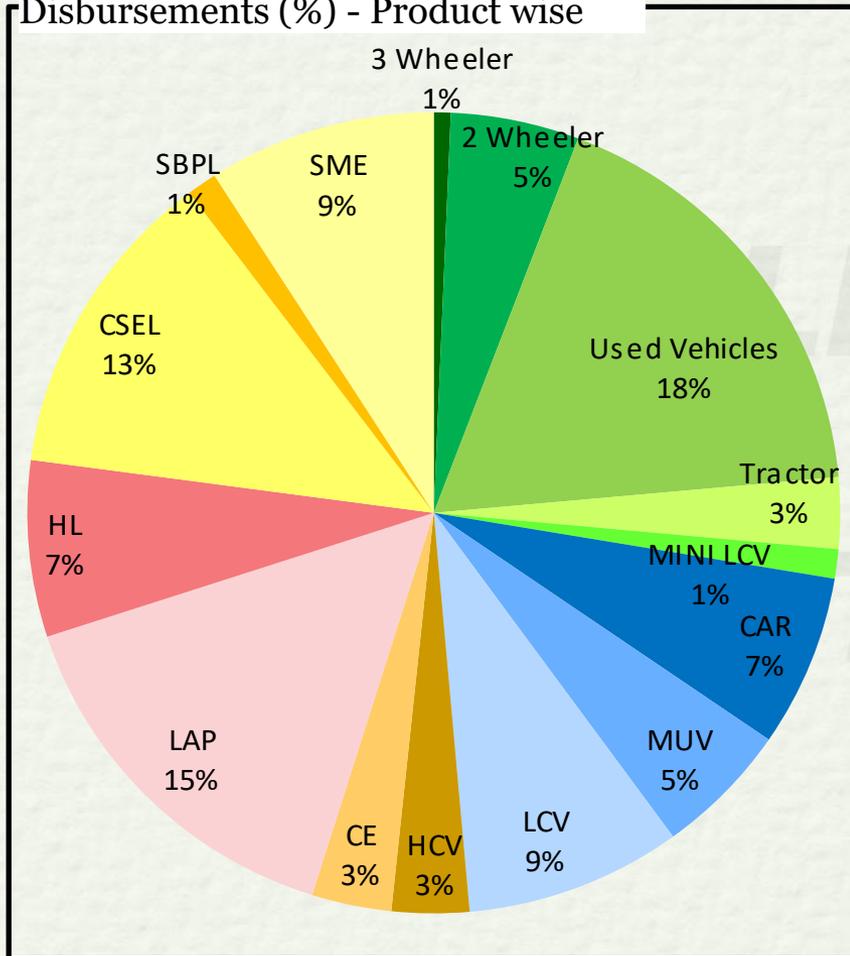


## Assets Under Management

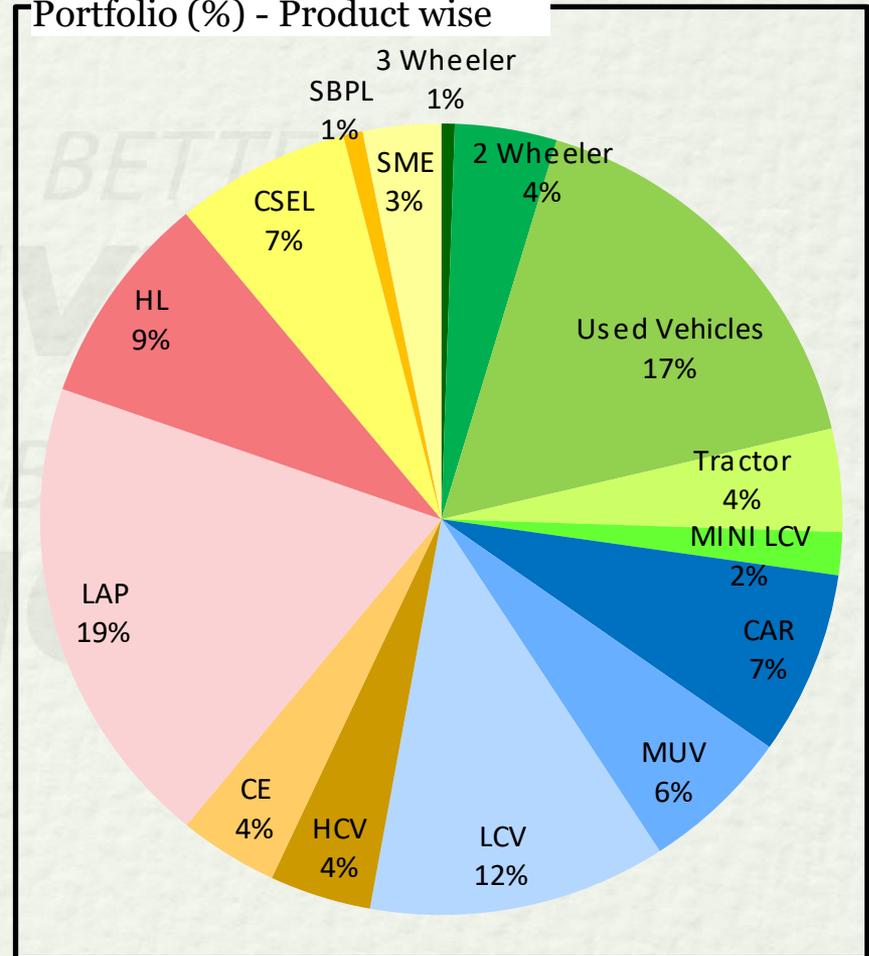


## Well diversified product segments

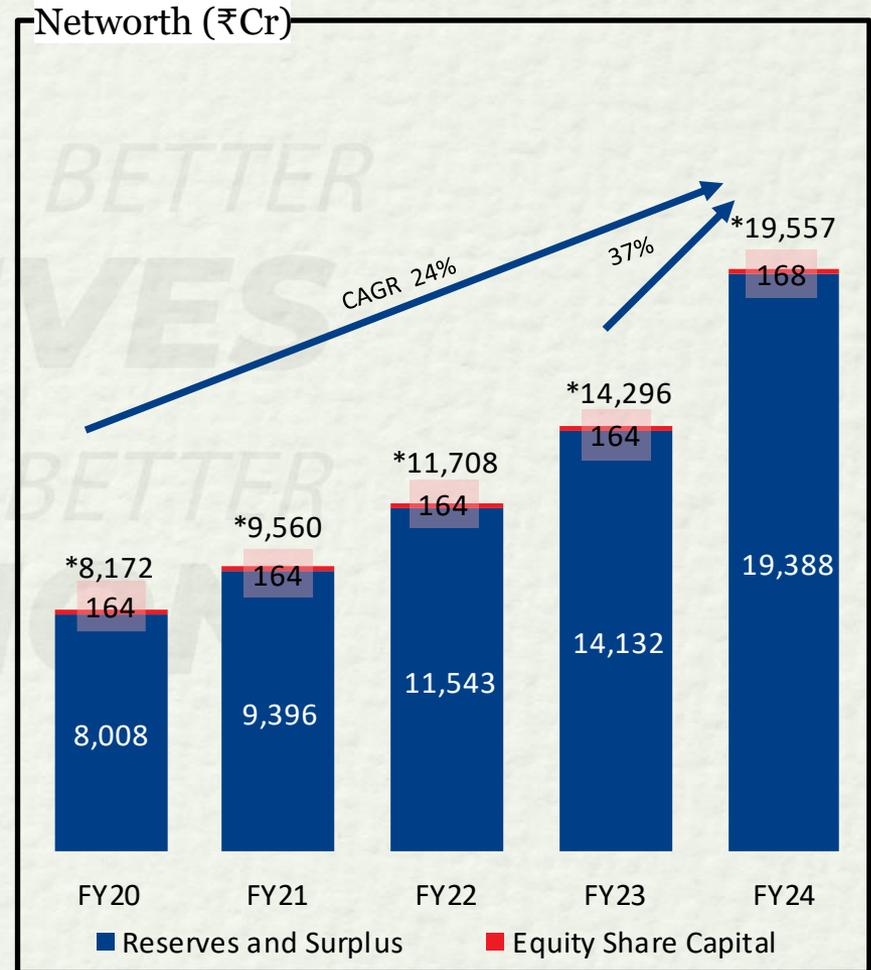
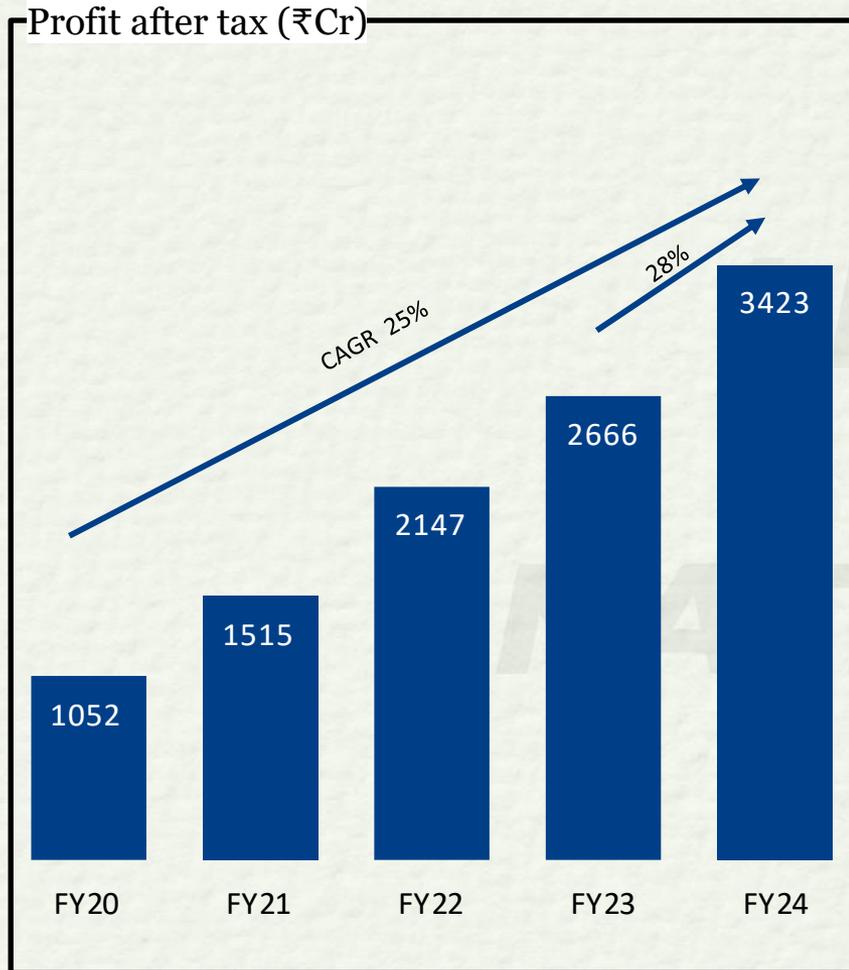
Disbursements (%) - Product wise



Portfolio (%) - Product wise



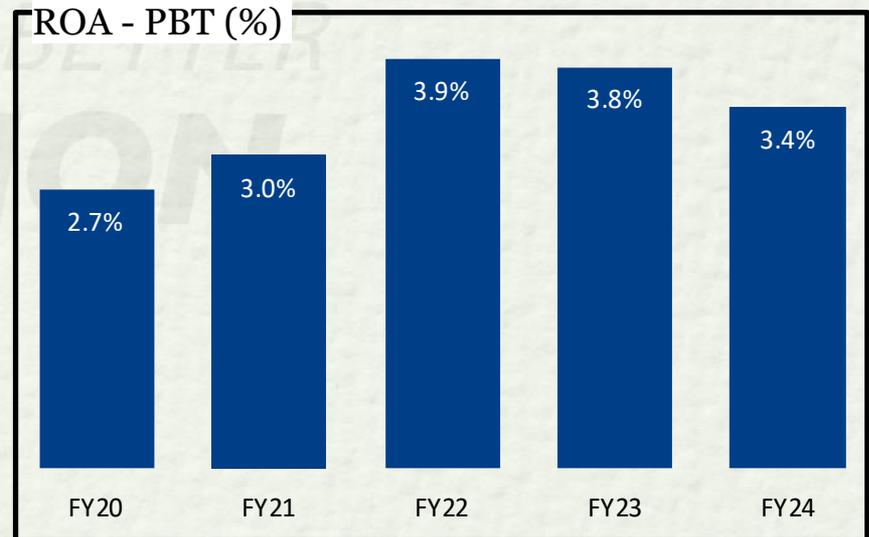
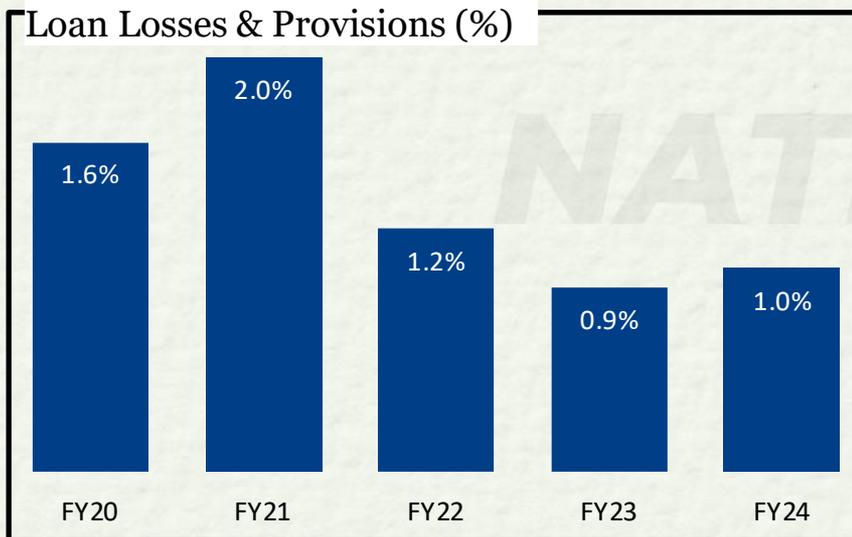
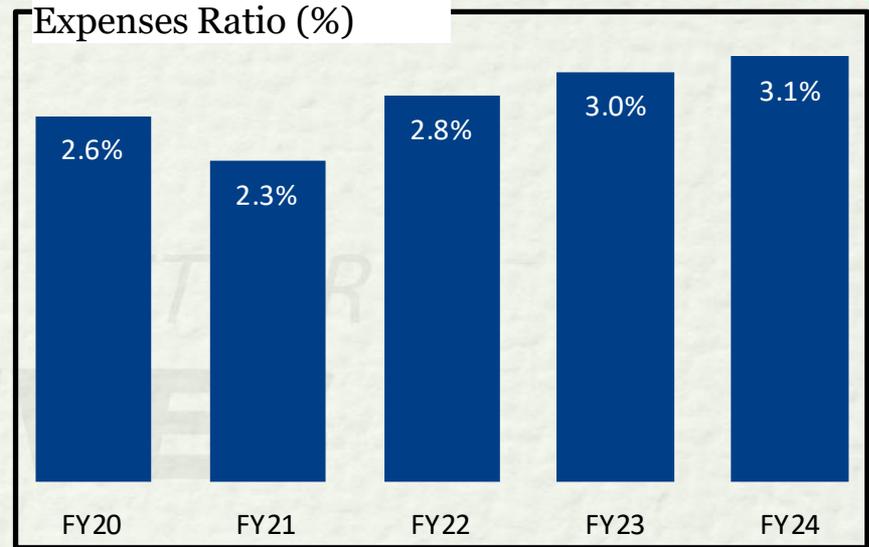
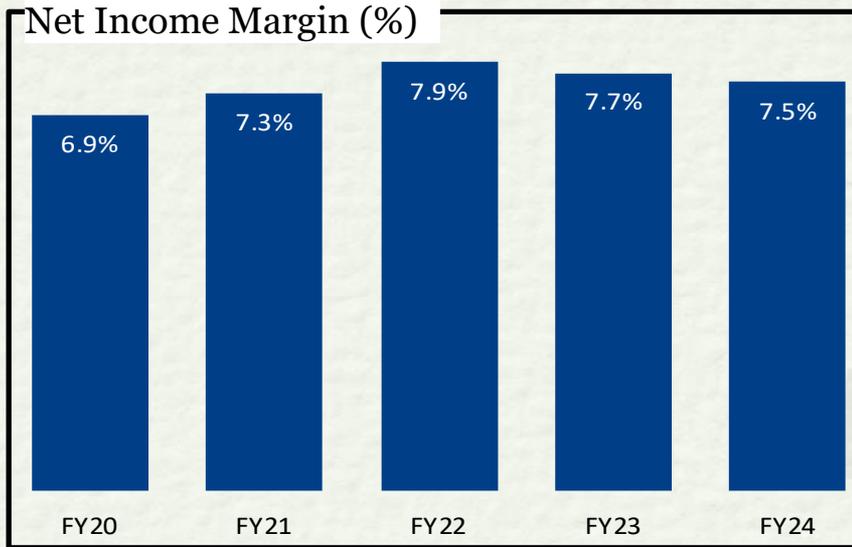
## Profitability and Net worth



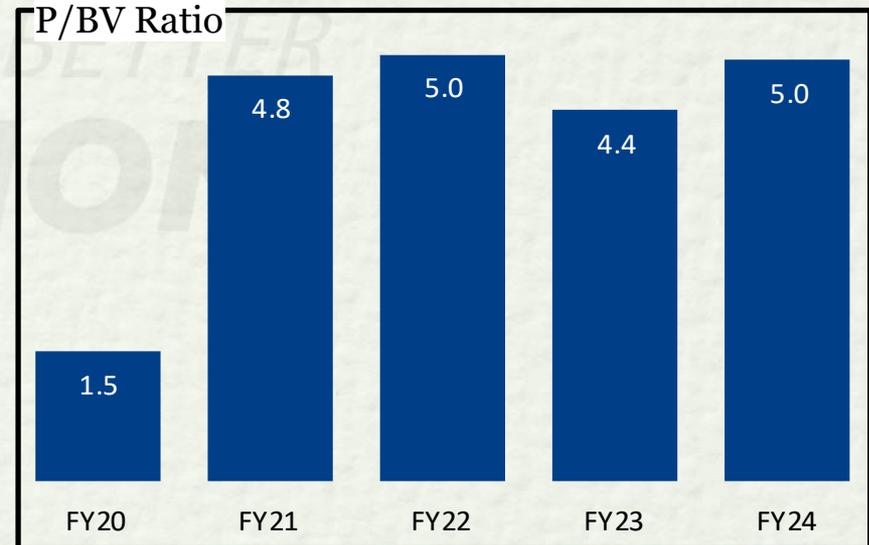
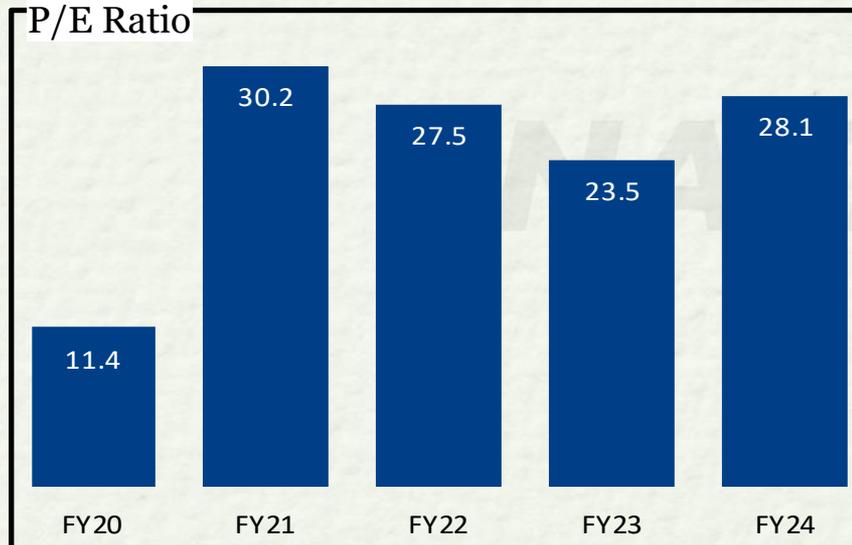
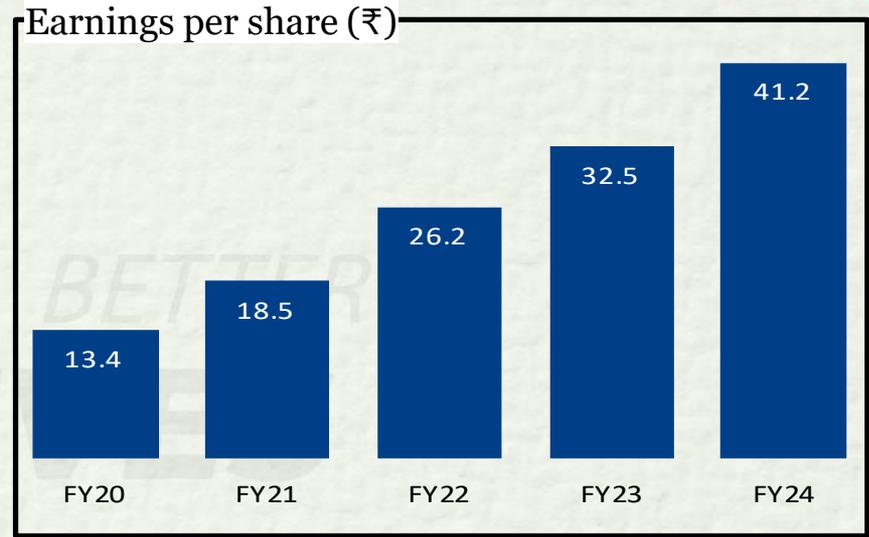
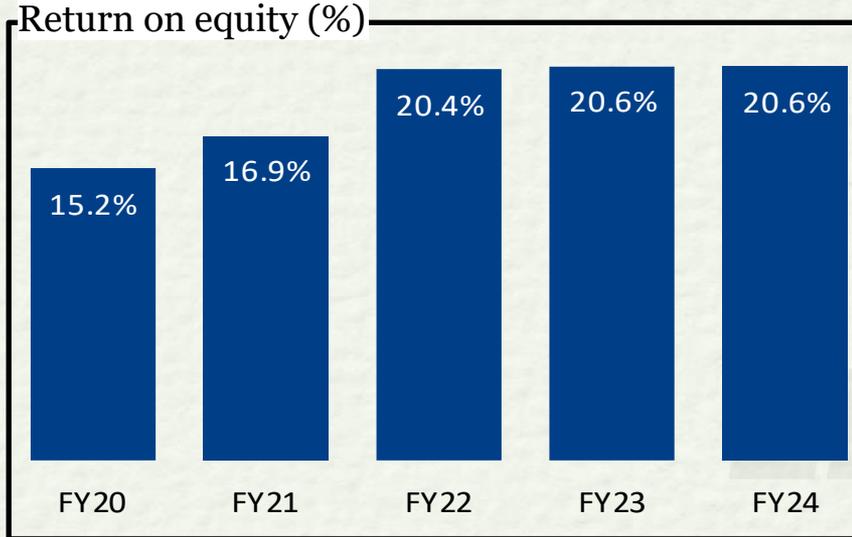
### Note on Network

FY20 – Raised capital of ₹900 Cr (QIP) and Rs.300 Cr (Preferential allotment) & FY24 – Raised capital of ₹2,000 Cr (QIP) and Rs.2,000 Cr (Compulsory Convertible Debentures).

## Asset Ratios



# Shareholders' Returns Ratios



Note: Ratios are calculated based on the stock price at Rs.1156.60 as on 28<sup>th</sup> Mar 2024. Source: BSE

# Profit and Loss Statement (As per IND AS)

₹ Cr

Particulars	Q1 FY23	Q1 FY24	Q2 FY23	Q2 FY24	Q3 FY23	Q3 FY24	Q4FY23	Q4FY24	Growth % Q4-o-Q4	FY23	FY24	Growth % (YTD) Y-o-Y
<b>Disbursements</b>	<b>13,329</b>	<b>20,015</b>	<b>14,623</b>	<b>21,542</b>	<b>17,559</b>	<b>22,383</b>	<b>21,020</b>	<b>24,784</b>	<b>18%</b>	<b>66,532</b>	<b>88,725</b>	<b>33%</b>
<b>Closing Assets - Managed</b>	<b>86,703</b>	<b>1,22,755</b>	<b>91,841</b>	<b>1,33,775</b>	<b>1,03,789</b>	<b>1,41,143</b>	<b>1,12,782</b>	<b>1,53,718</b>	<b>36%</b>	<b>1,12,782</b>	<b>1,53,718</b>	<b>36%</b>
Income	2,771	4,134	3,038	4,572	3,375	5,019	3,794	5,492	45%	12,978	19,216	48%
Finance Charges	1,131	2,007	1,340	2,205	1,543	2,439	1,734	2,579	49%	5,749	9,231	61%
<b>Net Income</b>	<b>1,640</b>	<b>2,127</b>	<b>1,697</b>	<b>2,367</b>	<b>1,832</b>	<b>2,580</b>	<b>2,060</b>	<b>2,913</b>	<b>41%</b>	<b>7,229</b>	<b>9,986</b>	<b>38%</b>
Expenses	580	787	661	946	752	1,064	787	1,285	63%	2,780	4,082	47%
Net Credit Losses	299	372	278	400	159	359	114	191	67%	850	1,322	56%
<b>PBT</b>	<b>762</b>	<b>968</b>	<b>758</b>	<b>1,021</b>	<b>921</b>	<b>1,157</b>	<b>1,159</b>	<b>1,437</b>	<b>24%</b>	<b>3,600</b>	<b>4,582</b>	<b>27%</b>
Taxes	196	242	195	258	237	281	306	379	24%	933	1,159	24%
<b>PAT</b>	<b>566</b>	<b>726</b>	<b>563</b>	<b>762</b>	<b>684</b>	<b>876</b>	<b>853</b>	<b>1,058</b>	<b>24%</b>	<b>2,666</b>	<b>3,423</b>	<b>28%</b>
<b>Asset Ratios</b>												
Income	13.5%	14.2%	13.6%	14.3%	14.0%	14.5%	14.4%	14.8%		13.8%	14.4%	
Cost of Funds	5.5%	6.9%	6.0%	6.9%	6.4%	7.0%	6.6%	6.9%		6.1%	6.9%	
Net Income Margin	8.0%	7.3%	7.6%	7.4%	7.6%	7.4%	7.8%	7.8%		7.7%	7.5%	
Expense	2.8%	2.7%	3.0%	3.0%	3.1%	3.1%	3.0%	3.5%		3.0%	3.1%	
Losses & Provisions	1.5%	1.3%	1.2%	1.3%	0.7%	1.0%	0.4%	0.5%		0.9%	1.0%	
<b>ROA-PBT</b>	<b>3.7%</b>	<b>3.3%</b>	<b>3.4%</b>	<b>3.2%</b>	<b>3.8%</b>	<b>3.3%</b>	<b>4.4%</b>	<b>3.9%</b>		<b>3.8%</b>	<b>3.4%</b>	
<b>ROA-PAT</b>	<b>2.8%</b>	<b>2.5%</b>	<b>2.5%</b>	<b>2.4%</b>	<b>2.8%</b>	<b>2.5%</b>	<b>3.2%</b>	<b>2.8%</b>		<b>2.8%</b>	<b>2.6%</b>	
Gross - Stage 3	3,408	3,546	3,375	3,719	3,367	3,811	3,222	3,645		3,222	3,645	
ECL Provisions - Stage 3	1,387	1,610	1,400	1,760	1,379	1,720	1,482	1,693		1,482	1,693	
<b>Coverage Ratio - Stage 3</b>	<b>40.7%</b>	<b>45.4%</b>	<b>41.5%</b>	<b>47.3%</b>	<b>41.0%</b>	<b>45.1%</b>	<b>46.0%</b>	<b>46.5%</b>		<b>46.0%</b>	<b>46.5%</b>	
Cost to Net Income	35.3%	37.0%	38.9%	40.0%	41.1%	41.2%	38.2%	44.1%		38.5%	40.9%	

## Balance Sheet (As per IND AS)

₹ Cr

Particulars	Mar22	Mar23	Mar24
<b>ASSETS</b>			
<b>Financial Assets</b>	<b>81,081</b>	<b>1,12,075</b>	<b>1,53,770</b>
Cash and Bank balance	4,220	2,961	4,320
Derivative financial instruments	187	273	248
Receivables	128	191	399
Loans	74,149	1,04,748	1,44,424
Investments	2,076	3,628	4,137
Other Financial Assets	321	274	241
<b>Non- Financial Assets</b>	<b>1,282</b>	<b>1,440</b>	<b>2,680</b>
Current tax assets (Net)	251	267	357
Deferred tax assets (Net)	671	609	654
Property, Plant and Equipment	240	372	1,534
Capital work in progress	23	36	-
Intangible assets	29	51	35
Other Non-Financial Assets	69	106	100
<b>TOTAL</b>	<b>82,363</b>	<b>1,13,516</b>	<b>1,56,451</b>
<b>EQUITY AND LIABILITIES</b>			
<b>Financial Liabilities</b>	<b>70,479</b>	<b>99,036</b>	<b>1,36,619</b>
Derivative financial instruments	170	134	187
Trade Payables - Others	81	127	115
Other Payables - Others	722	1,065	1,338
Borrowings	69,174	97,356	1,34,474
Other Financial Liabilities	333	354	506
<b>Non-Financial Liabilities</b>	<b>176</b>	<b>187</b>	<b>275</b>
<b>Shareholder's fund</b>	<b>11,708</b>	<b>14,296</b>	<b>19,557</b>
<b>TOTAL</b>	<b>82,363</b>	<b>1,13,519</b>	<b>1,56,451</b>

## Stagewise Assets & Provision Summary

₹ Cr

Particulars	Mar23 INR Cr	Mar24 INR Cr	Mar23 % to GA	Mar24 % to GA
<b>Gross Assets</b>	<b>1,07,077</b>	<b>1,46,945</b>	<b>100.0%</b>	<b>100.0%</b>
Stage 1	99,913	1,40,078	93.31%	95.33%
Stage 2	3,943	3,222	3.68%	2.19%
Stage 3	3,222	3,645	3.01%	2.48%
<b>Provision</b>	<b>2,329</b>	<b>2,521</b>	<b>2.17%</b>	<b>1.72%</b>
Stage 1	445	541	0.45%	0.39%
Stage 2	402	286	10.20%	8.89%
Stage 3	1,482	1,693	46.00%	46.45%
<b>Net Assets</b>	<b>1,04,748</b>	<b>1,44,424</b>	<b>97.83%</b>	<b>98.28%</b>
Stage 1	99,468	1,39,537	92.89%	94.96%
Stage 2	3,541	2,935	3.31%	2.00%
Stage 3	1,740	1,952	1.62%	1.33%

Particulars		Asset	Total Provn	NNPA	Asset	Total Provn	NNPA
		Rs in Cr			%		
Stage 1A	(A)	1,39,769	529	1,39,240	95.12%	0.38%	94.76%
Stage 1B	(B)	309	12	297	0.21%	3.95%	0.20%
<b>Total Stage 1</b>	<b>(C)</b>	<b>1,40,078</b>	<b>541</b>	<b>1,39,537</b>	<b>95.33%</b>	<b>0.39%</b>	<b>94.96%</b>
Stage 2A	(D)	1,971	161	1,810	1.34%	8.15%	1.23%
Stage 2B	(E)	1,251	126	1,125	0.85%	10.05%	0.77%
<b>Total Stage 2</b>	<b>(F)</b>	<b>3,222</b>	<b>286</b>	<b>2,935</b>	<b>2.19%</b>	<b>8.89%</b>	<b>2.00%</b>
<b>Total Stage 3</b>	<b>(G)</b>	<b>3,645</b>	<b>1,693</b>	<b>1,952</b>	<b>2.48%</b>	<b>46.45%</b>	<b>1.33%</b>
<b>Total</b>	<b>(C + F + G)</b>	<b>1,46,945</b>	<b>2,521</b>	<b>1,44,424</b>	<b>100.00%</b>	<b>1.72%</b>	<b>98.28%</b>
<b>NPA as per RBI (incl Sec)</b>	<b>(B + E + G)</b>	<b>5,205</b>	<b>1,831</b>	<b>3,374</b>	<b>3.54%</b>	<b>35.18%</b>	<b>2.30%</b>
<b>NNPA% - RBI: Net NPA / (Asset - provisions for GNPA)</b>							<b>2.32%</b>

Addition of Stage 1B, Stage 2B and Stage 3 will be the GNPA% and NNPA % as per RBI norms with INDAS values.

We carry additional provision of Rs.702 Cr under INDAS over IRAC

#### Asset Classification:

STAGE_1A	Represents assets (i) which had never touched NPA and (ii) which had been an NPA in the past but had been normalised and currently in the 0-30 days - Hence no more an NPA as per RBI norms
STAGE_1B	Represents assets which had been an NPA in the past but yet to be fully normalised though it has moved to stage 1 currently - Hence an NPA as per current RBI norms
STAGE_2A	Represents assets (i) which had never touched NPA and (ii) which had been an NPA in the past but had been normalised post that and now in 31-90 days DPD - Hence no more an NPA as per RBI norms
STAGE_2B	Represents assets which had been an NPA in the past but yet to be fully normalised though it has moved to stage 2 currently - Hence an NPA as per current RBI norms
STAGE_3	Represents assets which continues to be a NPA as on the closing date - Hence an NPA as per current RBI norms

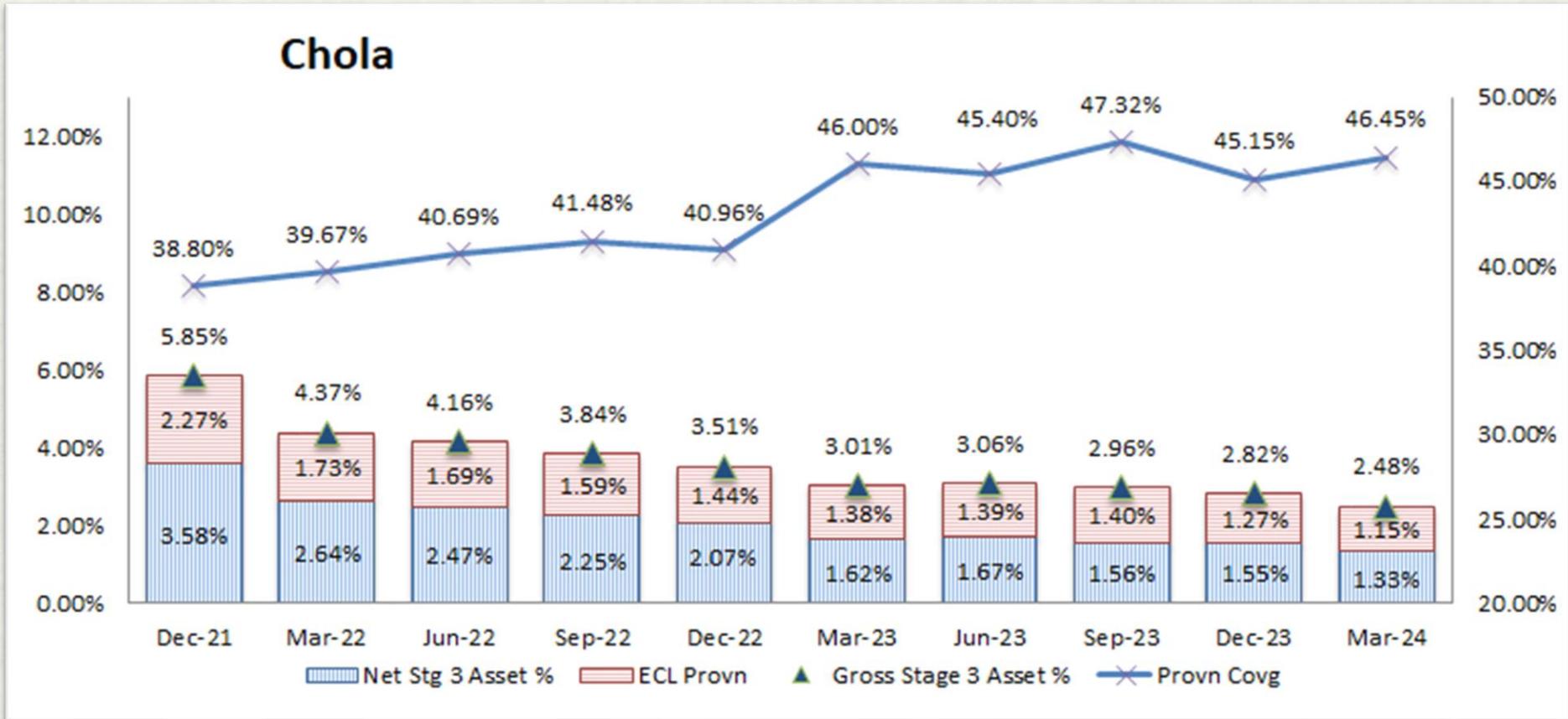
## Stage 3 Assets Product-wise

₹ Cr

Asset Class	Closing Asset	Gross Stage 3	Stage 3 Asset %	ECL Provision	Provision Coverage	Net Stage 3	Net Stage 3%
<b>Mar24</b>	<b>1,46,945</b>	<b>3,645</b>	<b>2.48%</b>	<b>1,693</b>	<b>46.45%</b>	<b>1,952</b>	<b>1.33%</b>
VF	86,221	2,601	3.02%	1,218	46.84%	1,383	1.60%
LAP	29,494	718	2.43%	339	47.18%	379	1.29%
HL	13,148	124	0.95%	43	34.51%	81	0.62%
CSEL	11,571	136	1.17%	68	50.15%	68	0.58%
SME	5,026	60	1.19%	23	39.17%	36	0.72%
SBPL	1,411	6	0.42%	2	26.73%	4	0.31%
Others	75	-	-	-	-	-	0.00%
<b>Dec23</b>	<b>1,35,236</b>	<b>3,811</b>	<b>2.82%</b>	<b>1,720</b>	<b>45.15%</b>	<b>2,091</b>	<b>1.55%</b>
VF	81,492	2,678	3.29%	1,236	46.16%	1,442	1.77%
LAP	26,501	804	3.03%	354	43.99%	450	1.70%
HL	11,804	162	1.38%	56	34.77%	106	0.90%
CSEL	9,885	109	1.10%	55	50.47%	54	0.55%
SME	4,407	55	1.24%	19	33.95%	36	0.82%
SBPL	1,089	3	0.30%	1	25.17%	2	0.23%
Others	58	-	-	-	-	-	0.00%

As per revised RBI norms GNPA% & NNPA% as of Mar24 is at 3.54% and 2.32% respectively.

# Chola –Stage 3 Assets Trend



As per revised RBI norms GNPA% & NNPA% as of Mar24 is at 3.54% and 2.32% respectively.

# Business Overview



# Vehicle Finance



## Vehicle Finance: Q4FY24 & FY24 Performance

### Disbursements

- Disbursements grew by 6% in Q4FY24 to Rs. 12,962 Cr & by 22% in FY24 to Rs. 48,348 Cr as compared to Q4FY23 & FY23 respectively.

### Assets under management

- AUM has grown by 26% YoY.

### Loss and provisions

- Loan losses at 0.5% in Q4FY24 from 0.4% in Q4FY23 & remained the same at 1.2% in FY24 as compared to FY23.

### Profit before tax

- PBT grew by 21% in Q4FY24 to Rs.888 Cr & by 11% in FY24 to Rs.2,532 Cr as compared to Q4FY23 & FY23 respectively.

## Sector Outlook

- The Light Commercial Vehicle (LCV) segment had a de-growth of 2% in Q4 FY'24 & 3% growth as of YTD Mar'24 which is an all-time high sales for the period when compared to any previous year. The segment is expected to plateau in the coming year due to a high base effect.
- The Small Commercial Vehicle (SCV) segment had a growth of 5% in Q4 FY'24 & 6% de-growth as of YTD Mar'24. The segment has shown growth for the first time in this quarter (Q4 FY'24) after Q2 FY'23. This segment is expected to grow at slow pace in the coming quarters.
- The Heavy Commercial Vehicle (HCV) segment had a de-growth of 10% in Q4 FY'24 & 2% growth as of YTD Mar'24 which is an all-time high sales for the period when compared to any previous year. This segment might witness flat growth for the first few months of FY'25 due to a high base effect and ongoing general elections.

## Chola's Position

- We will continue our focus in this segment in line with macro economic environment and industry growth.
- Our financing in this segment will be based on vehicle earning capacity and rural cash flows.
- Our exposure in this segment is 7% at a portfolio level. We will closely watch this segment in the coming quarters based on government outlay for infrastructure and mining.

## Sector Outlook

- The Passenger vehicle (Car & MUV) segment had a growth of 11% in Q4 FY'24 and 8% as of YTD Mar'24 with an all-time high sales compared to any other year for the same period. This segment is showing positive sentiments driven by replacement demand and launch of new models especially in the MUV segment.
- The Two-wheeler industry had a growth of 25% in Q4 FY'24 and 13% as of YTD Mar'24. This segment is expected to grow at a moderate pace in the coming year with sustained recovery in rural demand.
- Used vehicle industry has been witnessing steady over the years due to increasing prices of new vehicles and higher replacement demand post the pandemic. This trend is expected to continue further

## Chola's Position

- We will continue our focus in this segment in line with market demand and retail sentiments.
- We will continue to focus on two-wheeler financing with a twin objective of portfolio quality and profitability.
- Used vehicles contribute to nearly 28% of our portfolio. We will continue our cautious approach to financing with a razor-sharp focus on collections.

## Sector Outlook

- The Construction Equipment (CE) segment had a growth of 14% in Q4 FY'24 and 23% as of YTD Mar'24. After two years of consecutive double digit growth, this segment might see moderate contraction of demand in the near quarter.
- The Tractor industry had a de-growth of 12% in Q4 FY'24 & 6% as of YTD Mar'24 due to a high base effect of last year. This segment is expected to grow at a modest pace with predictions of normal monsoon

## Chola's Position

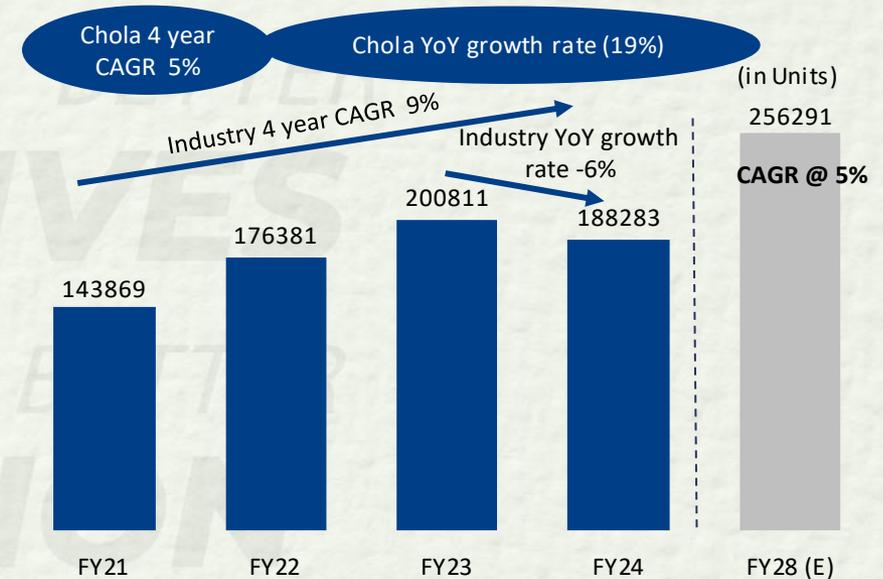
- Our exposure in this segment is around 7% at a portfolio level. Our focus is to build a quality portfolio in this segment.
- Influence of external factors like uneven rainfall, crop loss and irregular farm cash flows will determine our growth in this segment.

# Auto Industry Outlook

## Trend in Domestic LCV Sales



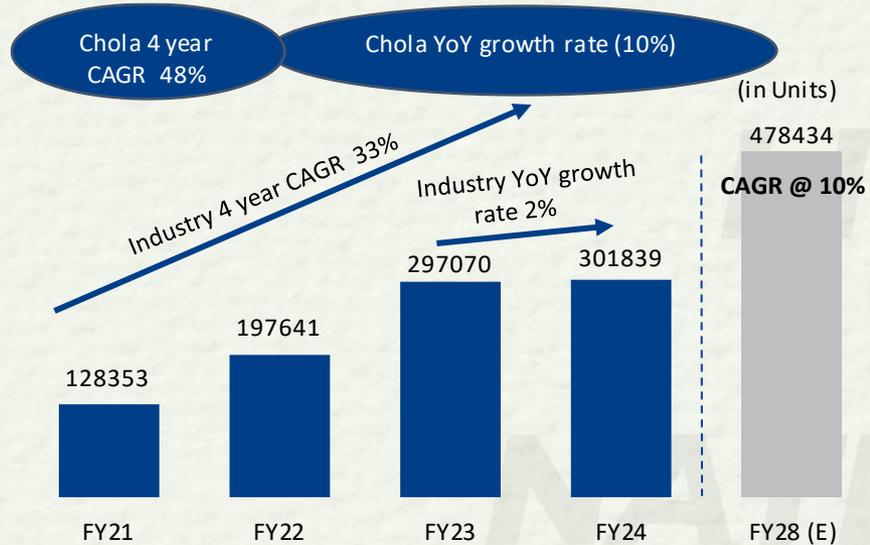
## Trend in Domestic SCV Sales



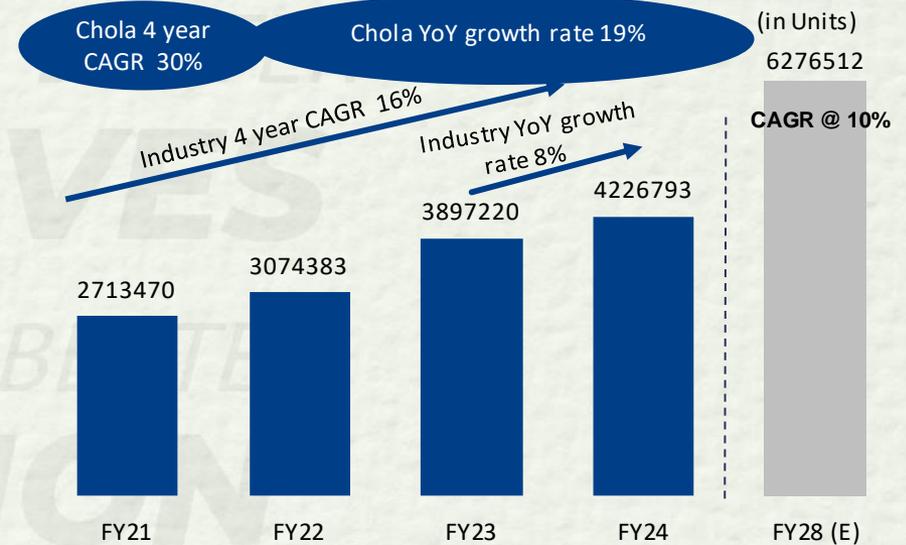
- Replacement demand, last-mile transport requirements and positive macroeconomic environment.
- Stronger demand from consumption driven sectors and E-commerce based companies.
- Demand for Pickups to increase in the long term due to higher flexibility in usage over sub one tonne vehicles.
- Bus Sales to be supported by growing urban population, demand from schools/ corporates and increased inter-city travel.

# Auto Industry Outlook

## Trend in Domestic HCV Sales



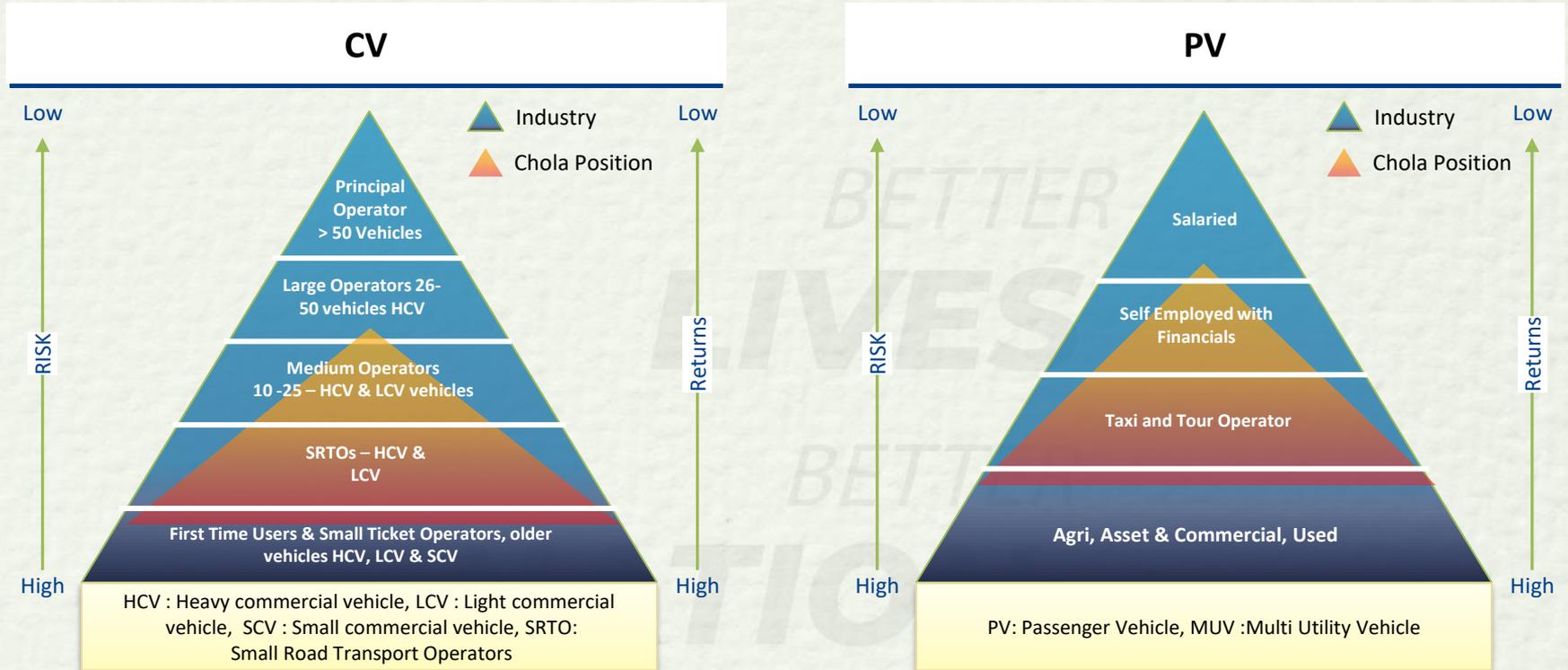
## Trend in Domestic Car & MUV Sales



- Improved industrial activity, steady agricultural output and the government's focus on infrastructure will aid growth.
- Pick up in construction and mining activities over the long term would drive demand.

- Higher disposable income and introduction of newer models to aid long term demand.
- Increase in rural demand and growing penetration in tier III, tier IV towns will back stable growth.

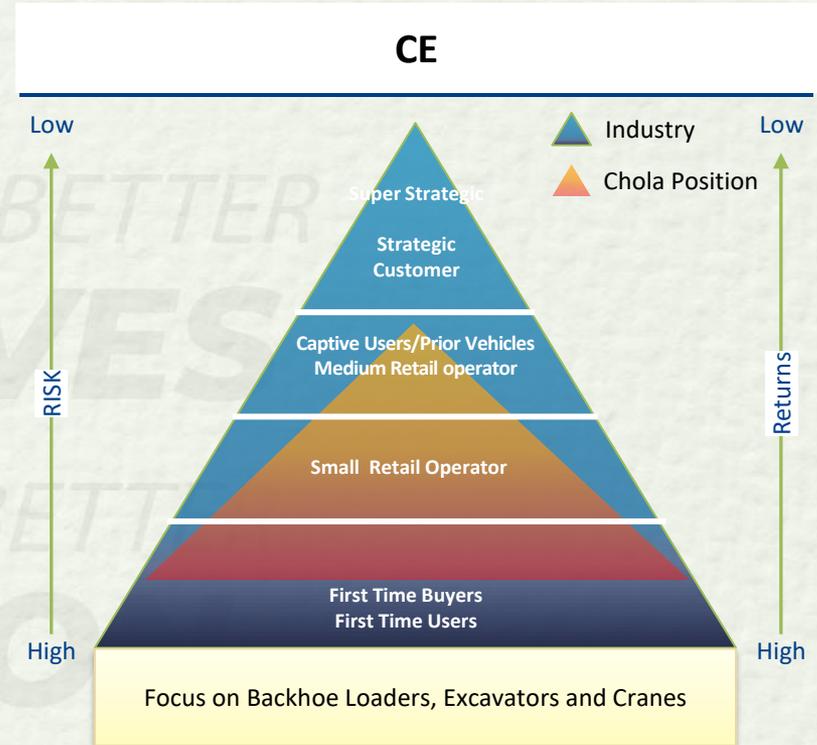
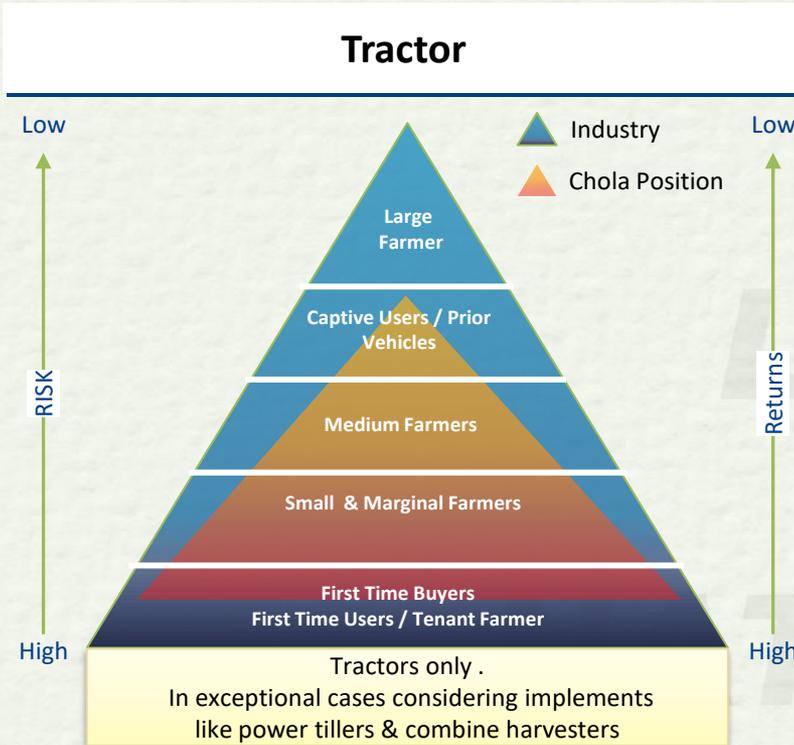
# Vehicle Finance—Business Model & Positioning



- ~65% of disbursements are to micro & small enterprises and agri -based customer segment
- Chola positioning-
  - Middle of the pyramid through New CVs, Used CVs
  - Top of the Bottom of the pyramid through SCV & older CVs Shubh

- ~ 66% of disbursements are to Chola Existing, Agri & Commercial usage customers
- ~ 34% disbursements are to Self Employed with financials
- Chola positioning-
  - Middle of the pyramid is into Agri, Asset & Commercial

# Vehicle Finance—Business Model & Positioning

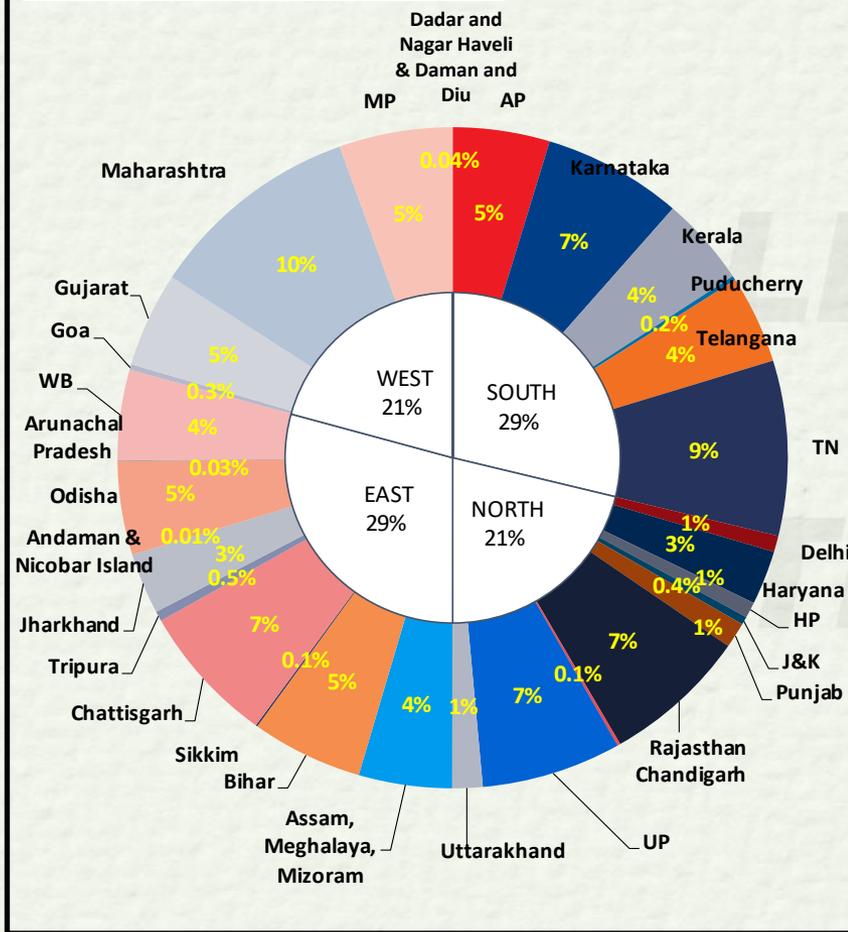


- ~65% of disbursements are to agri -based customer segment
- Application -
  - Agri usage
  - Commercial usage
  - Agri and Commercial usage
- New & Used

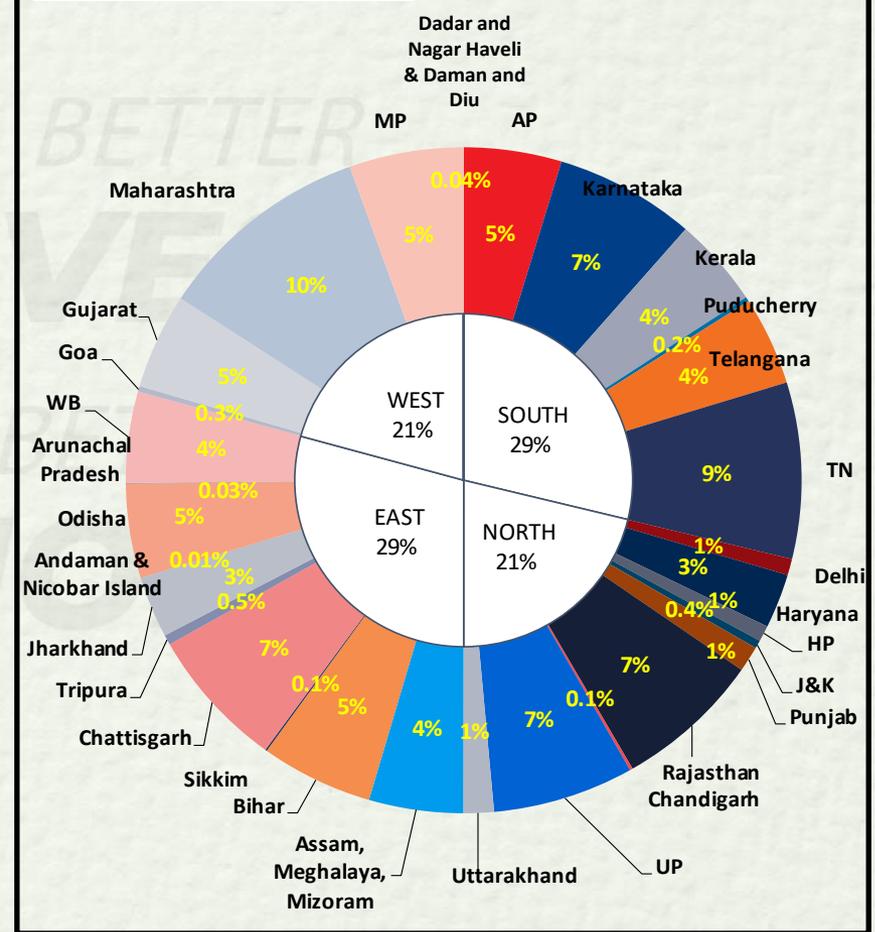
- ~ 69% of disbursements are to retail customer segment
- Application –
  - Captive
  - Hiring
- New & Used

## Well diversified across geography

Disbursements - State wise

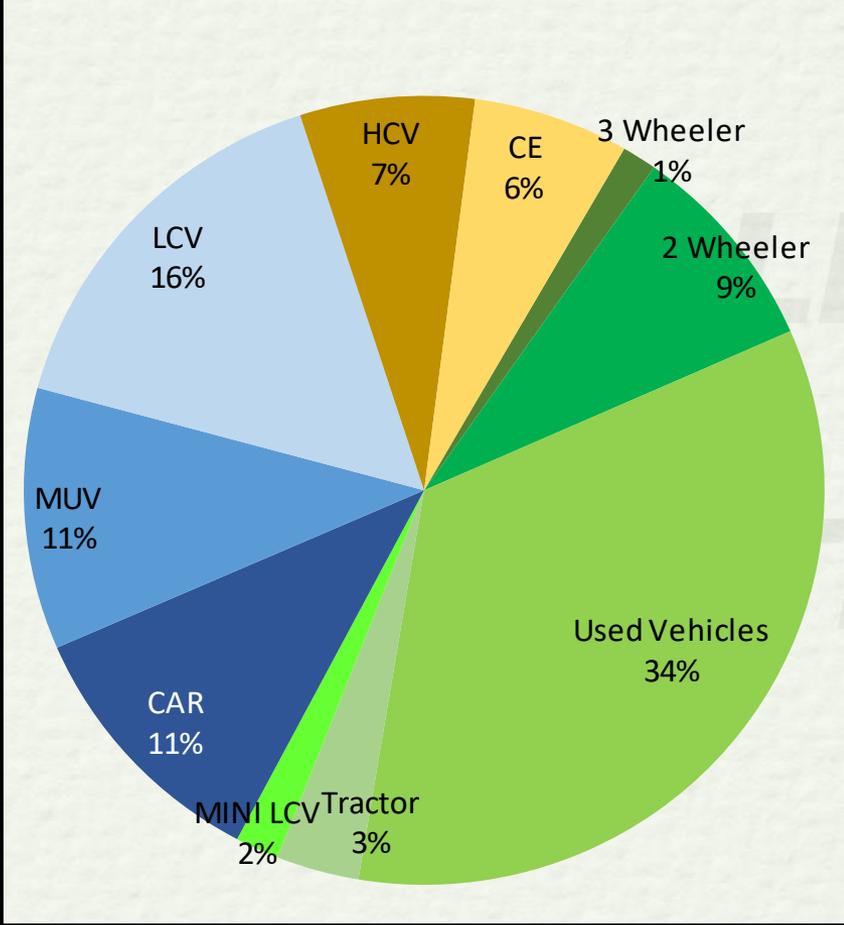


Portfolio - State wise

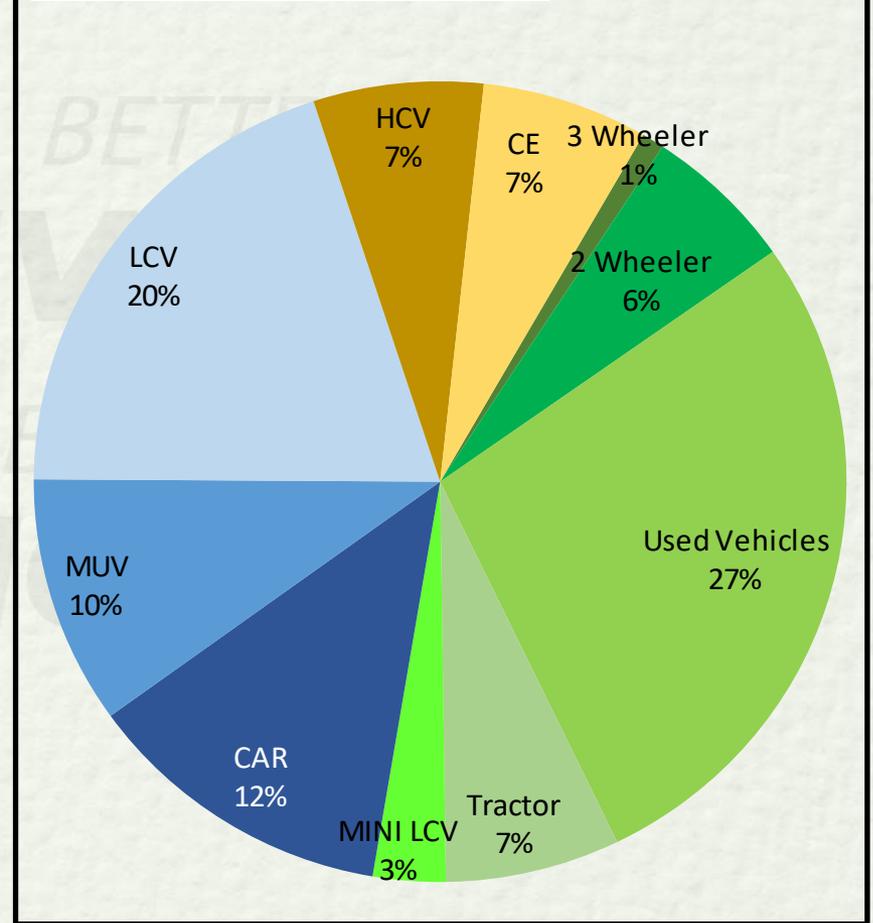


**Well diversified product segments**

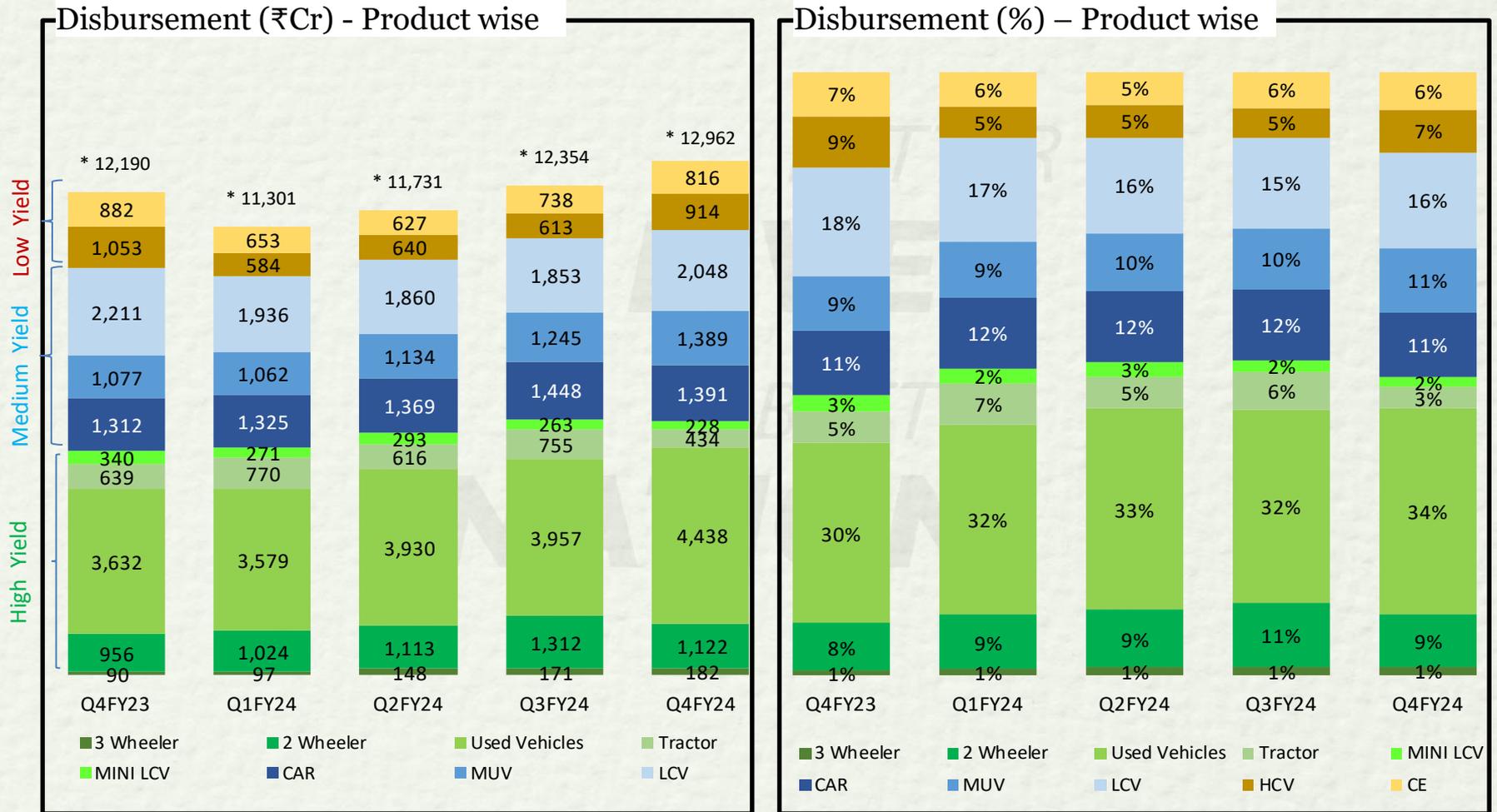
**Disbursements (%) - Product wise**



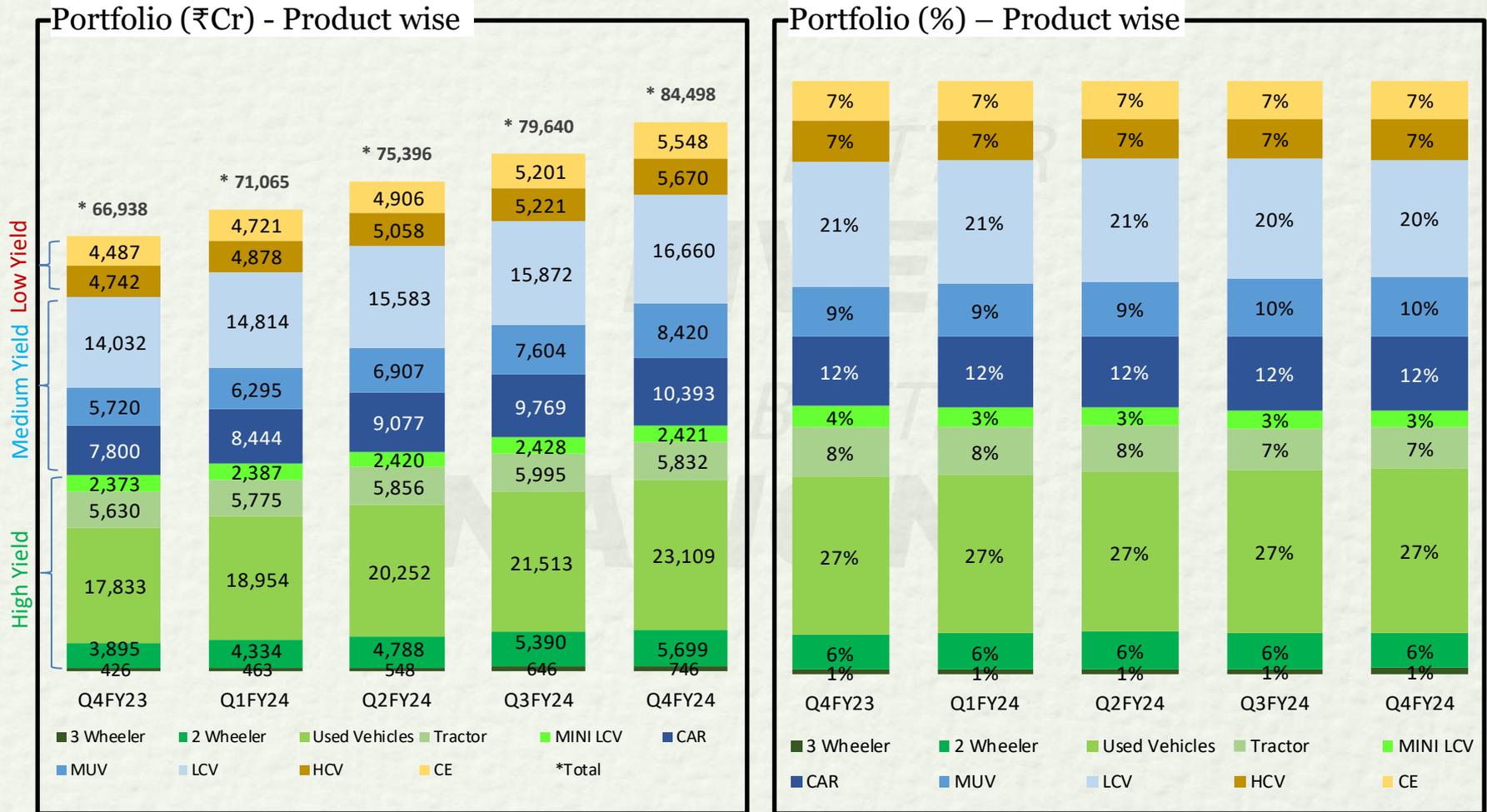
**Portfolio (%) - Product wise**



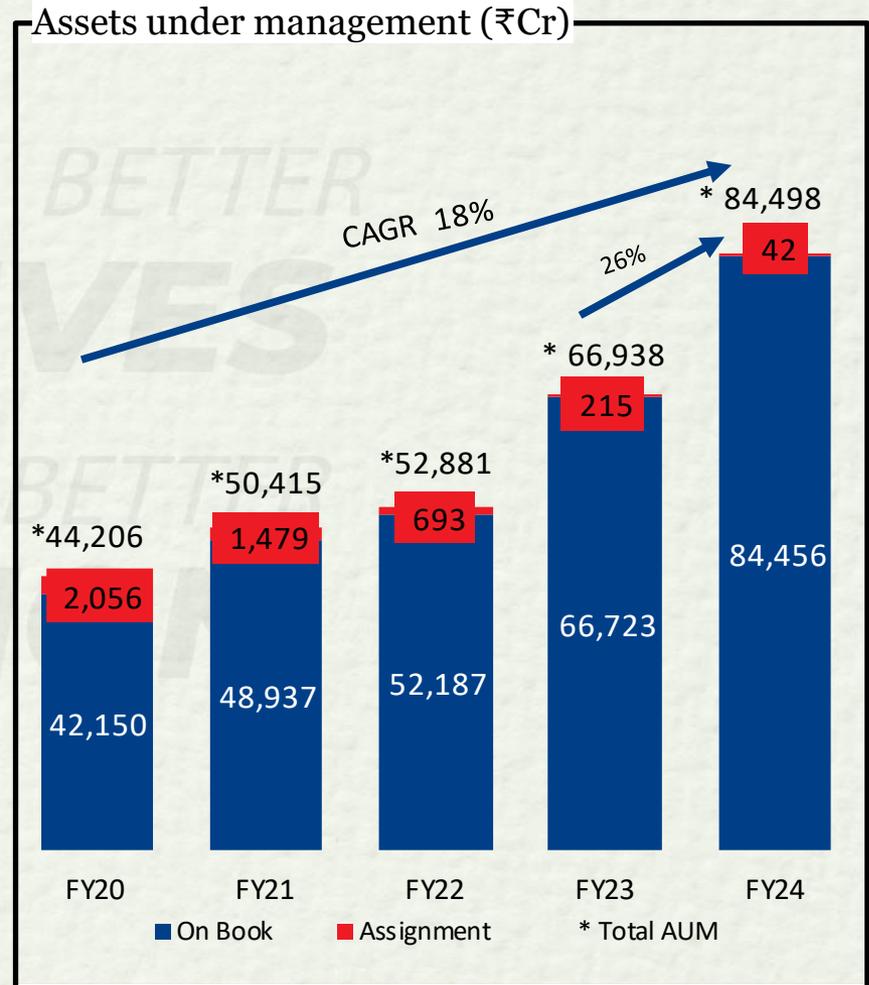
## Vehicle Finance - Disbursement Mix – Quarter-wise



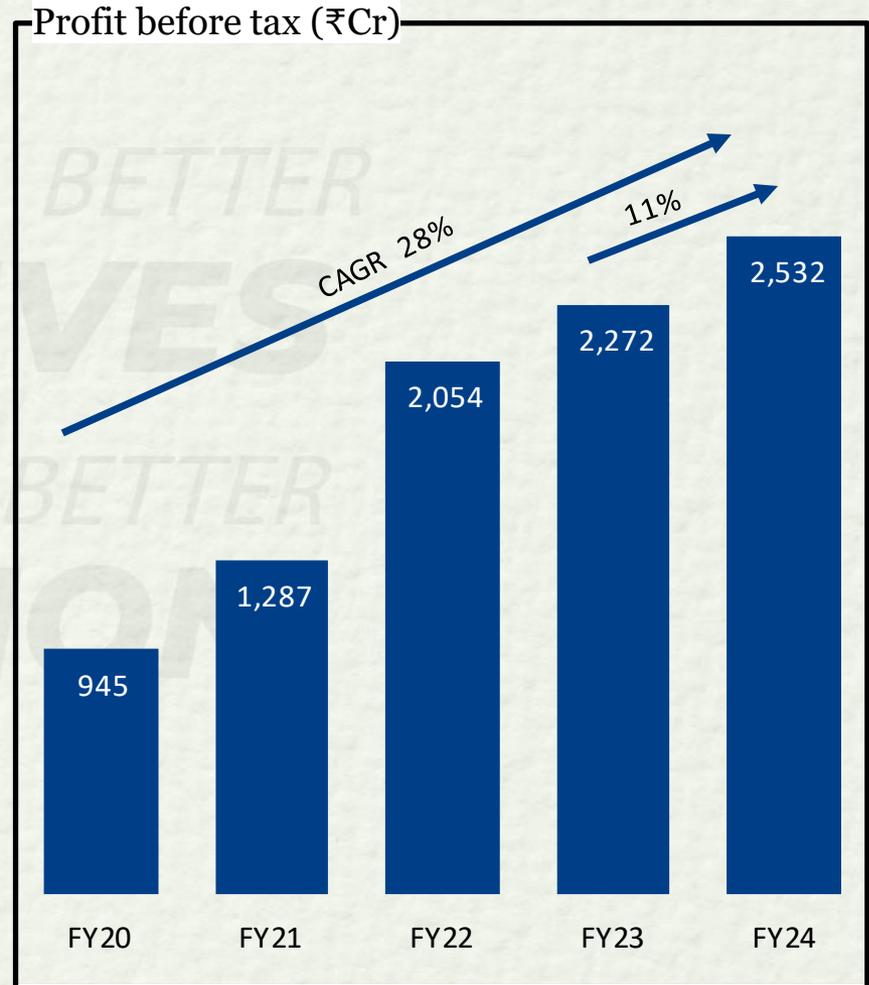
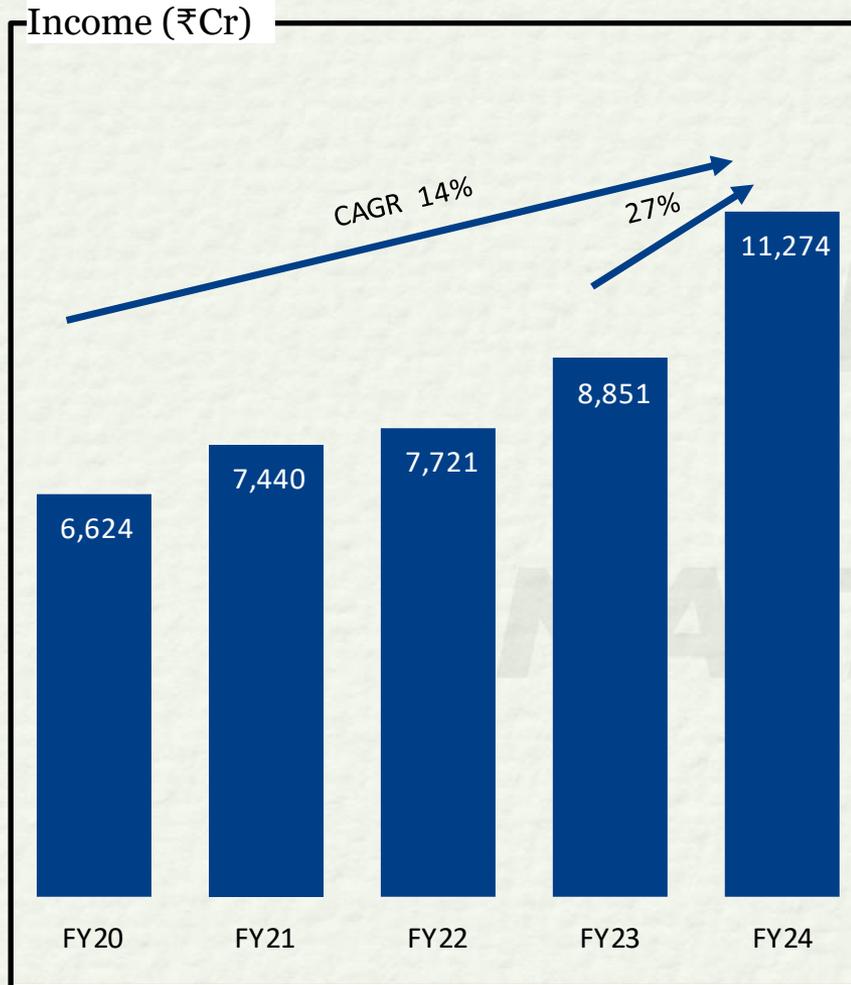
## Vehicle Finance - Portfolio Mix – Quarter-wise



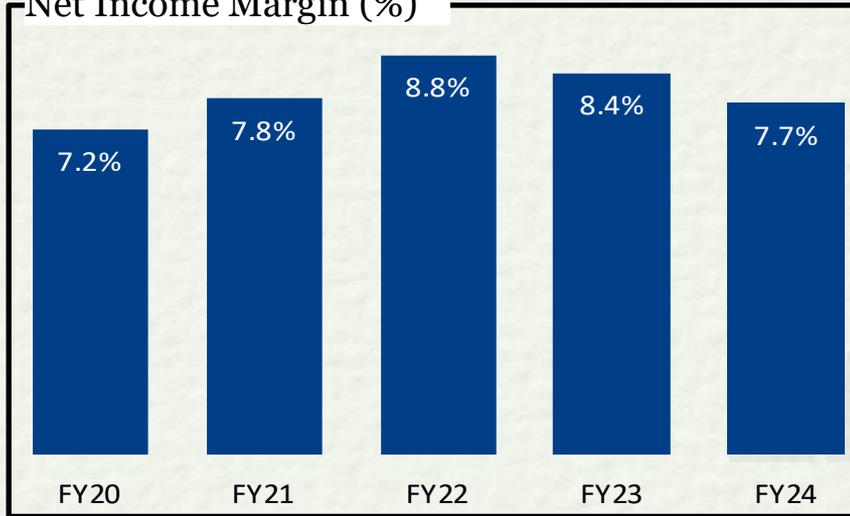
## Vehicle Finance - Disbursements and Asset Under Management



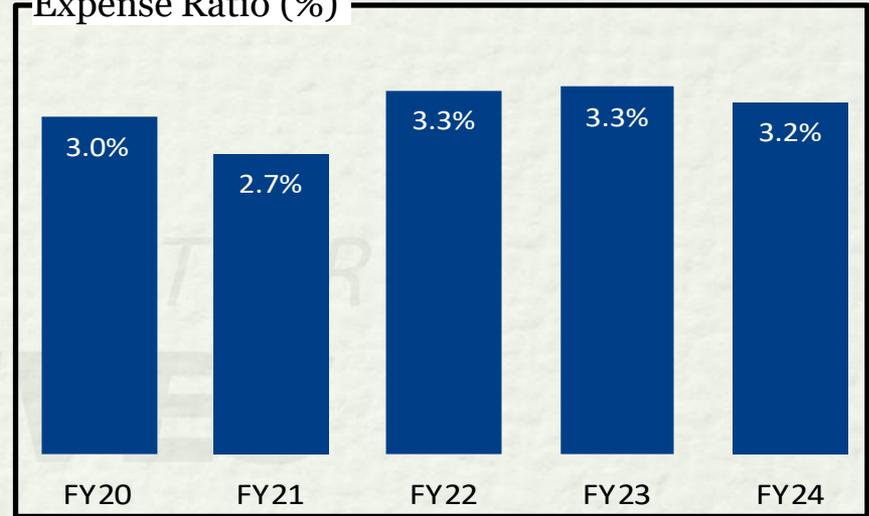
## Vehicle Finance - Income and Profit before tax



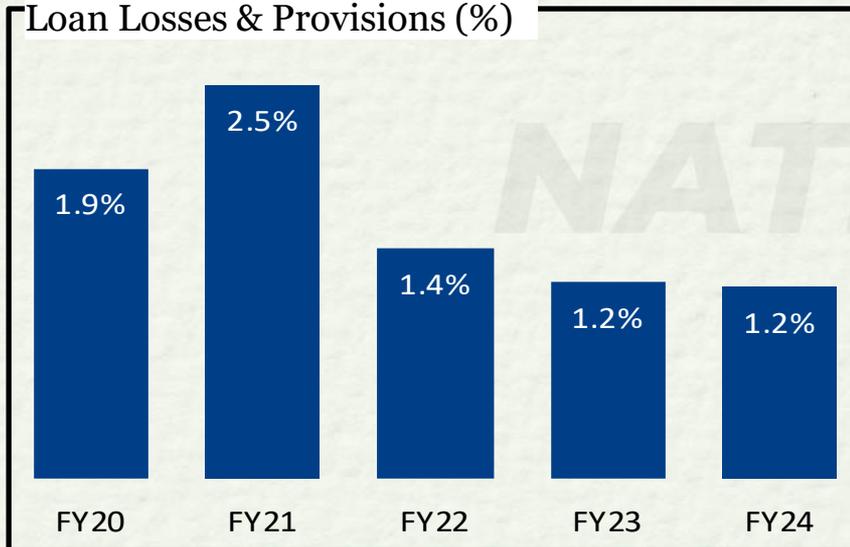
Net Income Margin (%)



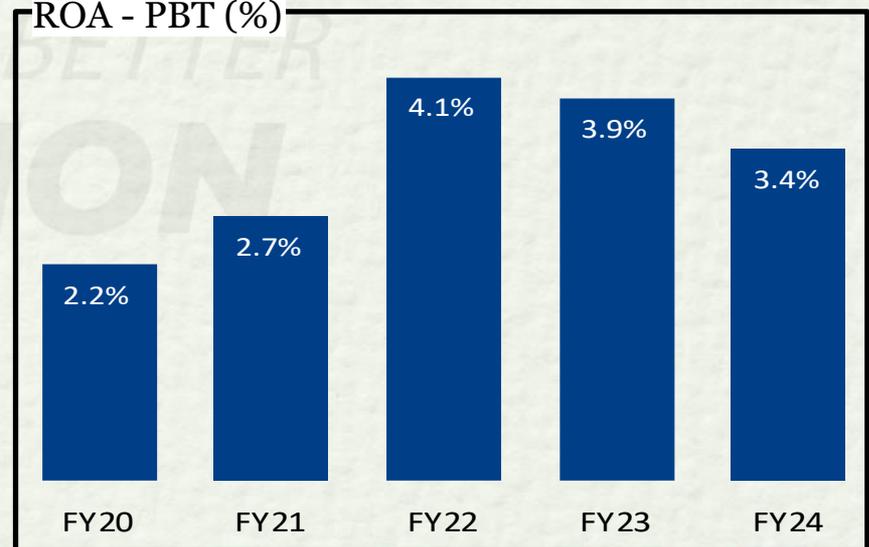
Expense Ratio (%)



Loan Losses & Provisions (%)



ROA - PBT (%)



## Profit and Loss Statement - Vehicle Finance (Managed)

₹ Cr

Particulars	Q1 FY23	Q1 FY24	Q2 FY23	Q2 FY24	Q3 FY23	Q3 FY24	Q4FY23	Q4FY24	Growth % Q4-o-Q4	FY23	FY24	Growth % (YTD) Y-o-Y
Disbursements	8,562	11,301	8,502	11,731	10,446	12,354	12,190	12,962	6%	39,699	48,348	22%
Closing Assets - Managed	55,376	71,065	57,606	75,396	61,285	79,640	66,938	84,498	26%	66,938	84,498	26%
Income	2,013	2,498	2,133	2,690	2,257	2,943	2,448	3,144	28%	8,851	11,274	27%
Finance Charges	811	1,258	928	1,300	1,036	1,423	1,130	1,455	29%	3,906	5,436	39%
<b>Net Income</b>	<b>1,202</b>	<b>1,239</b>	<b>1,205</b>	<b>1,390</b>	<b>1,221</b>	<b>1,520</b>	<b>1,318</b>	<b>1,690</b>	<b>28%</b>	<b>4,945</b>	<b>5,839</b>	<b>18%</b>
Expenses	442	489	477	579	512	627	519	706	36%	1,950	2,401	23%
Net Credit Losses	280	250	260	311	118	249	65	96	47%	723	906	25%
<b>PBT</b>	<b>480</b>	<b>501</b>	<b>468</b>	<b>499</b>	<b>590</b>	<b>643</b>	<b>734</b>	<b>888</b>	<b>21%</b>	<b>2,272</b>	<b>2,532</b>	<b>11%</b>
<b>Asset Ratios</b>												
Income	14.9%	14.6%	15.0%	14.6%	15.1%	15.1%	15.5%	15.4%		15.0%	14.9%	
Cost of Funds	6.0%	7.3%	6.5%	7.1%	6.9%	7.3%	7.1%	7.1%		6.6%	7.2%	
Net Income Margin	8.9%	7.2%	8.5%	7.6%	8.1%	7.8%	8.3%	8.3%		8.4%	7.7%	
Expense	3.3%	2.8%	3.3%	3.1%	3.4%	3.2%	3.3%	3.5%		3.3%	3.2%	
Losses & Provisions	2.1%	1.5%	1.8%	1.7%	0.8%	1.3%	0.4%	0.5%		1.2%	1.2%	
<b>ROA-PBT</b>	<b>3.6%</b>	<b>2.9%</b>	<b>3.3%</b>	<b>2.7%</b>	<b>3.9%</b>	<b>3.3%</b>	<b>4.6%</b>	<b>4.4%</b>		<b>3.9%</b>	<b>3.4%</b>	
Cost to Net Income	36.8%	39.4%	39.6%	41.7%	42.0%	41.3%	39.4%	41.8%		39.4%	41.1%	

## Profit and Loss Statement - Vehicle Finance (On Book)

₹ Cr

Particulars	Q1 FY23	Q1 FY24	Q2 FY23	Q2 FY24	Q3 FY23	Q3 FY24	Q4 FY23	Q4FY24	Growth % Q4-o-Q4	FY23	FY24	Growth % (YTD) Y-o-Y
Disbursements	8,562	11,301	8,502	11,731	10,446	12,354	12,190	12,962	6%	39,699	48,348	22%
Closing Assets (On B/S)	54,829	70,918	57,189	75,299	60,980	79,577	66,723	84,456	27%	66,723	84,456	27%
Income	1,992	2,491	2,116	2,684	2,242	2,939	2,436	3,142	29%	8,786	11,256	28%
Finance Charges	798	1,254	889	1,297	1,058	1,421	1,125	1,454	29%	3,870	5,426	40%
<b>Net Income</b>	<b>1,194</b>	<b>1,237</b>	<b>1,227</b>	<b>1,387</b>	<b>1,184</b>	<b>1,518</b>	<b>1,311</b>	<b>1,688</b>	<b>29%</b>	<b>4,916</b>	<b>5,830</b>	<b>19%</b>
Expenses	442	489	477	579	512	627	519	706	36%	1,950	2,401	23%
Net Credit Losses	280	250	260	311	118	249	65	96	47%	723	906	25%
<b>PBT</b>	<b>472</b>	<b>499</b>	<b>490</b>	<b>496</b>	<b>554</b>	<b>642</b>	<b>728</b>	<b>887</b>	<b>22%</b>	<b>2,243</b>	<b>2,523</b>	<b>12%</b>
<b>Asset Ratios</b>												
Income	14.9%	14.6%	15.0%	14.6%	15.1%	15.1%	15.5%	15.4%		15.0%	14.9%	
Cost of Funds	6.0%	7.3%	6.3%	7.1%	7.1%	7.3%	7.1%	7.1%		6.6%	7.2%	
Net Income Margin	8.9%	7.2%	8.7%	7.5%	7.9%	7.8%	8.3%	8.3%		8.4%	7.7%	
Expense	3.3%	2.9%	3.4%	3.2%	3.4%	3.2%	3.3%	3.5%		3.3%	3.2%	
Losses & Provisions	2.1%	1.5%	1.8%	1.7%	0.8%	1.3%	0.41%	0.5%		1.2%	1.2%	
<b>ROA-PBT</b>	<b>3.5%</b>	<b>2.9%</b>	<b>3.5%</b>	<b>2.7%</b>	<b>3.7%</b>	<b>3.3%</b>	<b>4.6%</b>	<b>4.3%</b>		<b>3.8%</b>	<b>3.3%</b>	
Cost to Net Income	37.1%	39.5%	38.8%	41.8%	43.3%	41.3%	39.6%	41.8%		39.7%	41.2%	

# Loan Against Property



## Loan Against Property – Q4FY24 & FY24 Performance

### Disbursements

- Disbursements grew by 55% in Q4FY24 to Rs. 4,273 Cr & by 46% in FY24 to Rs. 13,554 Cr as compared to Q4FY23 & FY24 respectively.

### Asset under management

- AUM has grown by 38% YoY.

### Loss and provisions

- Loan losses dropped to -0.3% in Q4FY24 from 0.5% in Q4FY23 & to -0.2% in FY24 from 0.1% in FY23.

### Profit before tax

- PBT grew by 39% in Q4FY24 to Rs.271 Cr & by 28% in FY24 to Rs.973 Cr as compared to Q4FY23 & FY23 respectively.

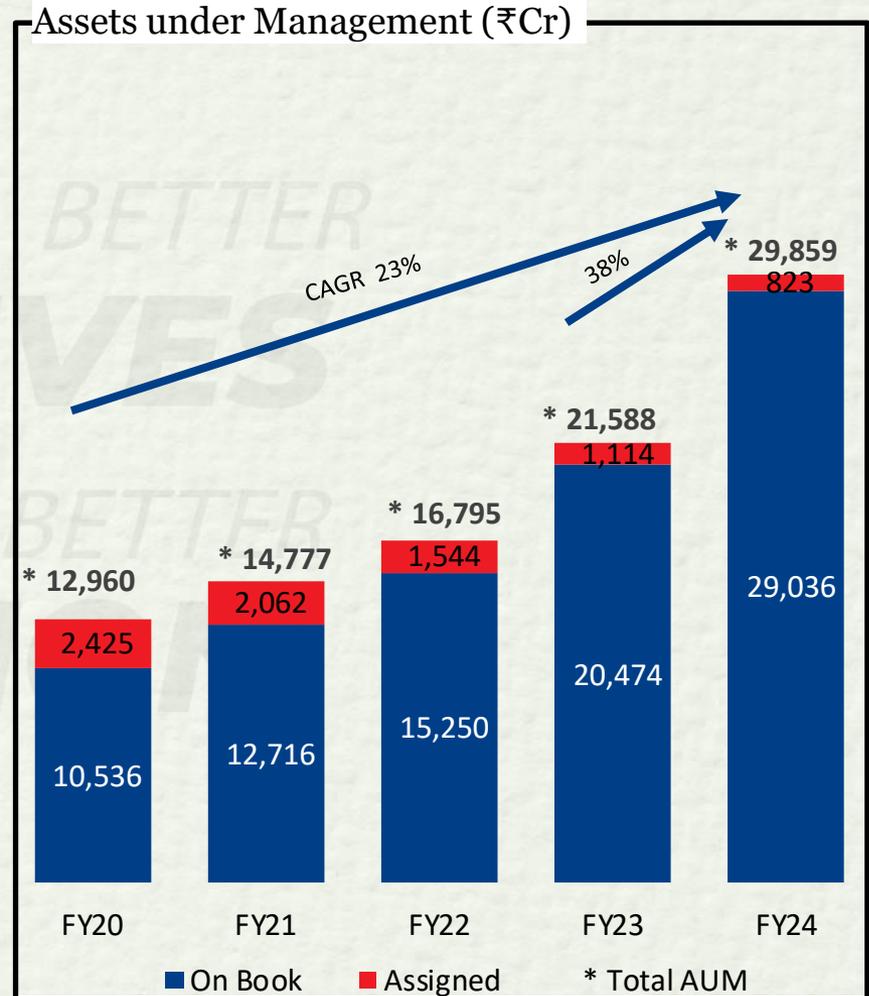
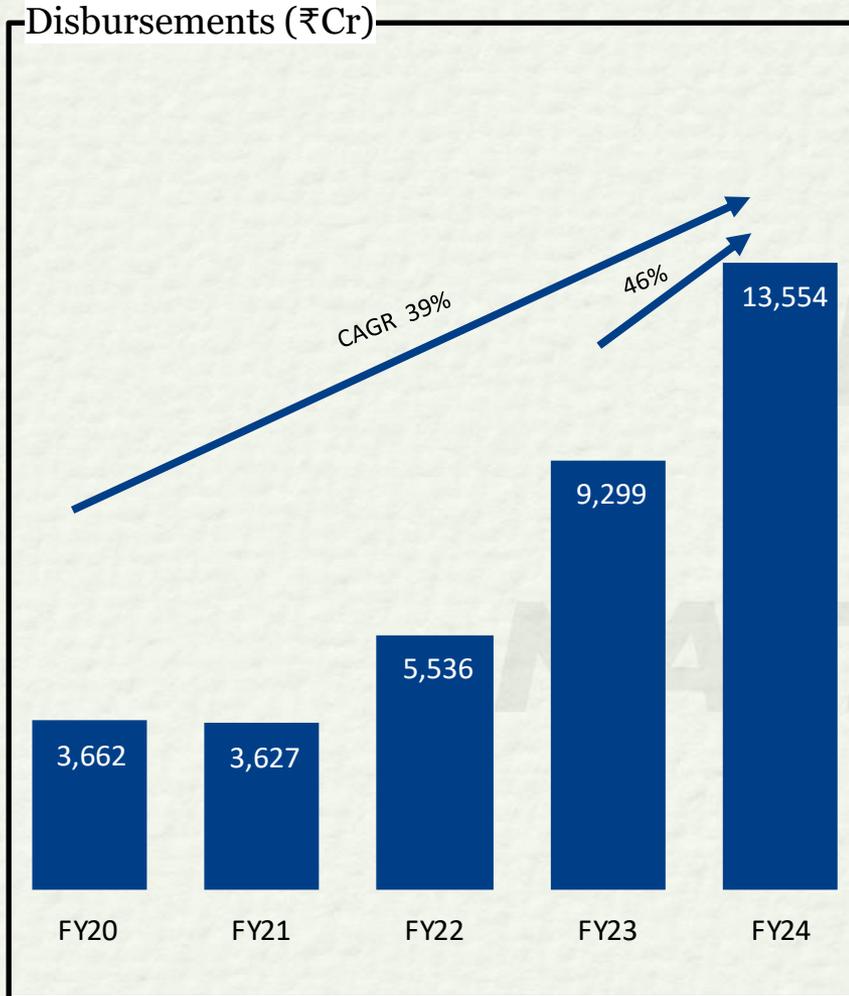
### Sector Outlook

- CRISIL estimates the LAP segment to register 24-26% growth in FY24. Similarly, strong growth is anticipated in fiscal 2025, with NBFCs likely to grow at a rate of 21-23%
- Ind-Ra believes NBFCs' funding strategy will continue to be in focus for FY25. Furthermore, while net interest margins will be under pressure, other levers including fee income, operating expenses and credit costs will be used to minimize any impact on profitability
- MSME book asset quality of NBFCs is expected to improve in this fiscal, with continued pickup in economic activity, better collection efficiency, and faster credit growth.

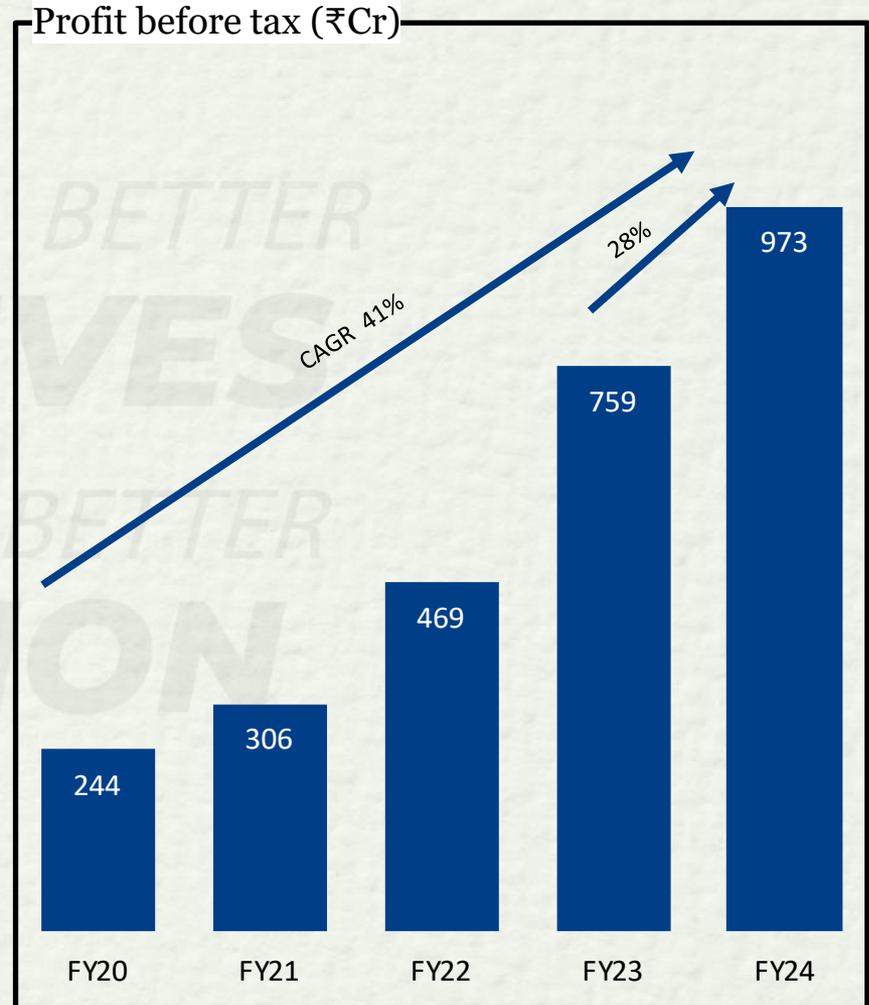
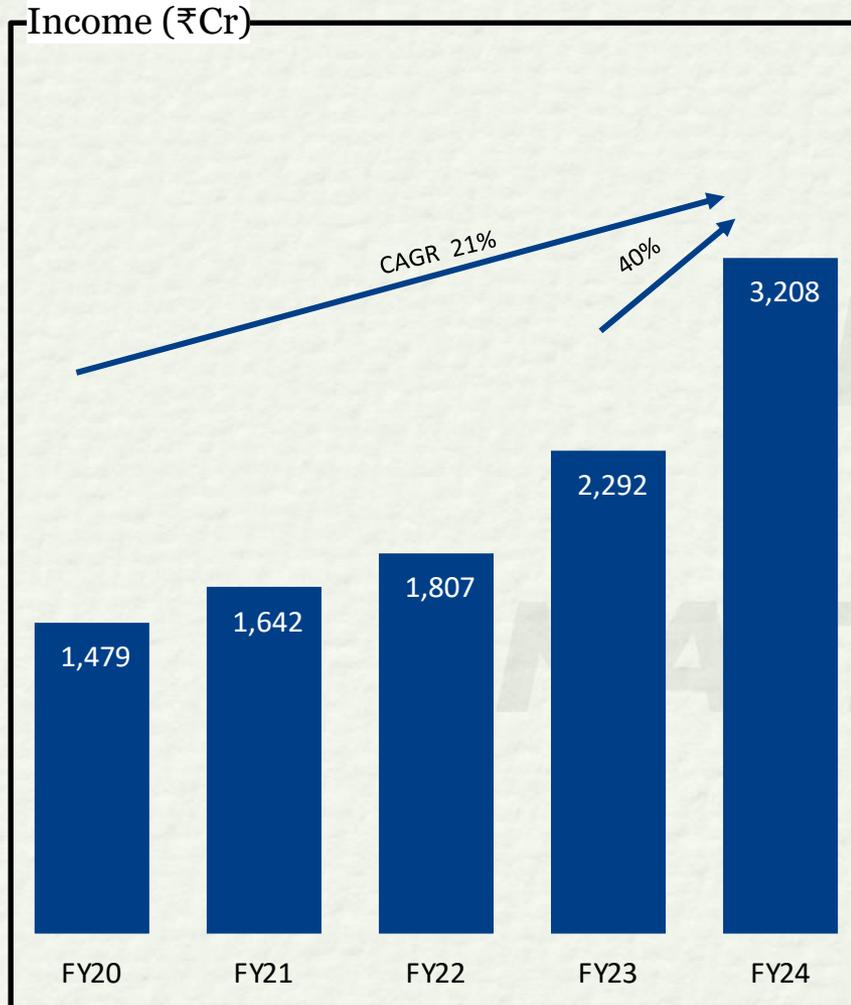
### Chola's Position

- Chola's LAP team is focusing on increasing its market share backed by consistent disbursement growth and collections performance. Our focus continues to be on retail customers especially in smaller towns and rural areas
- LAP team is capitalizing on Chola's pan India geographical presence by going wide in tier 3 and tier 4 markets to improve margins, while continuing to hold significant presence in tier 1 and tier 2 markets
- Chola LAP team has strengthened collection & legal process, and the asset quality has shown steady improvement. The stage 3 book has come down with consistent improvement in collection efficiency

## Loan Against Property - Disbursements and Asset Under Management

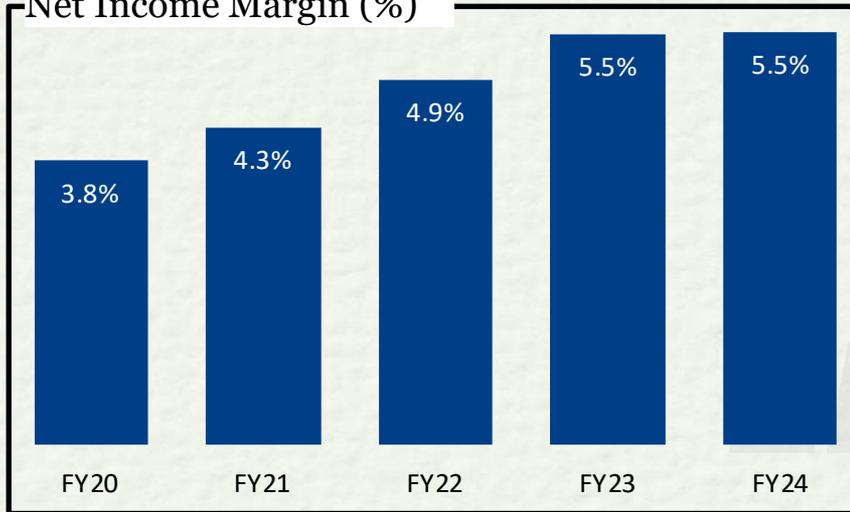


## Loan Against Property – Income and Profit before tax

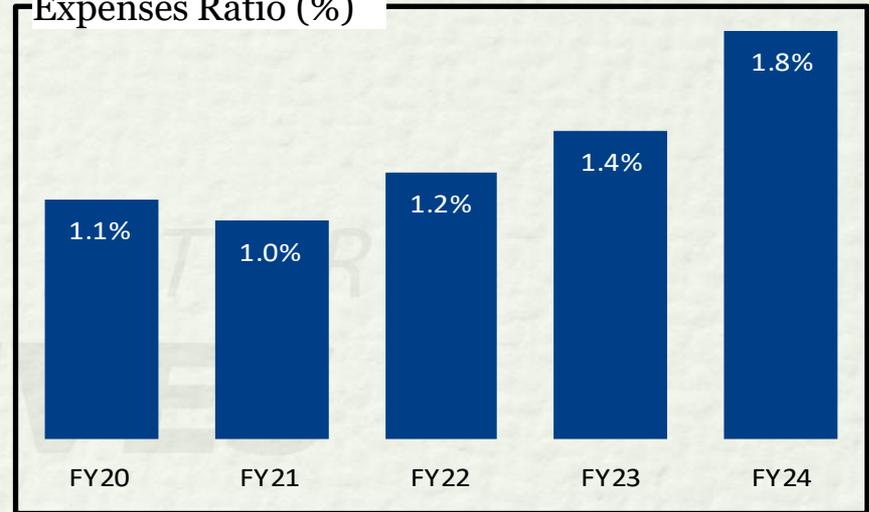


## Loan Against Property – Asset Ratios

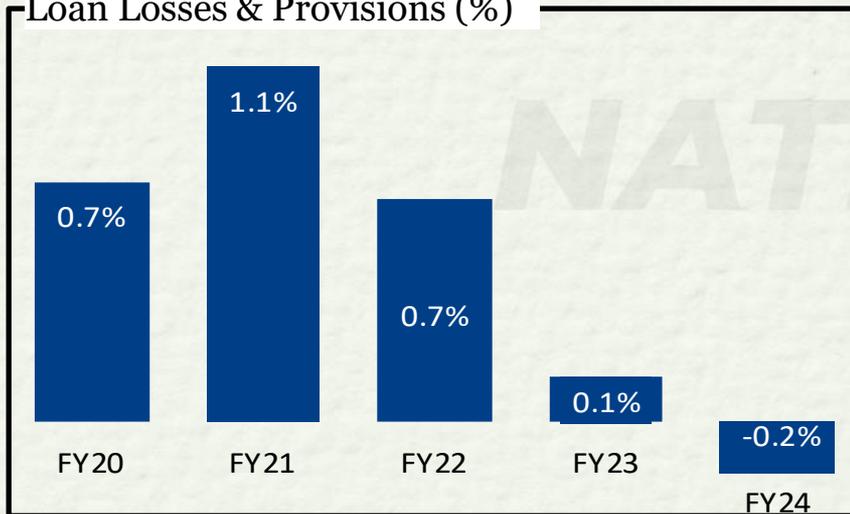
Net Income Margin (%)



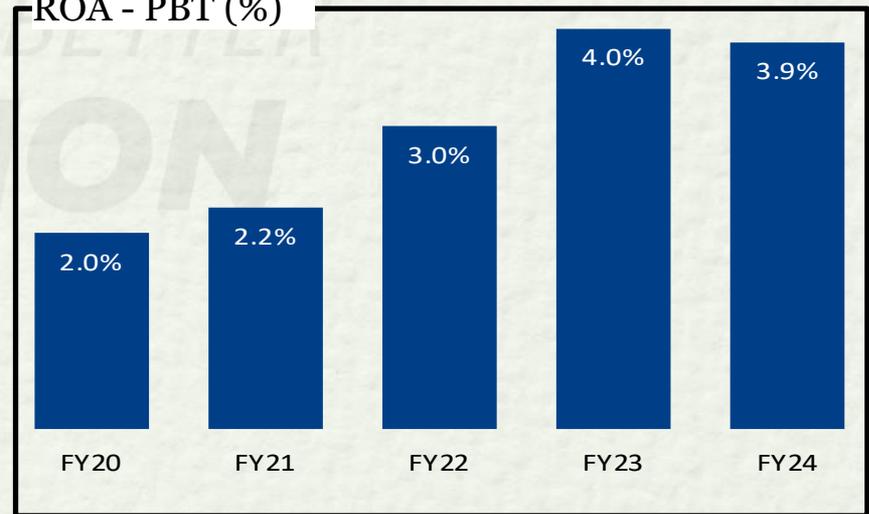
Expenses Ratio (%)



Loan Losses & Provisions (%)



ROA - PBT (%)



## Profit and Loss Statement - Loan Against Property (Managed)

₹ Cr

Particulars	Q1 FY23	Q1 FY24	Q2 FY23	Q2 FY24	Q3 FY23	Q3 FY24	Q4FY23	Q4FY24	Growth % Q4-o-Q4	FY23	FY24	Growth % (YTD) Y-o-Y
<b>Disbursements</b>	<b>2,036</b>	<b>2,679</b>	<b>2,246</b>	<b>3,192</b>	<b>2,255</b>	<b>3,409</b>	<b>2,762</b>	<b>4,273</b>	<b>55%</b>	<b>9,299</b>	<b>13,554</b>	<b>46%</b>
<b>Closing Assets - Managed</b>	<b>17,675</b>	<b>22,866</b>	<b>18,843</b>	<b>24,721</b>	<b>19,997</b>	<b>26,891</b>	<b>21,588</b>	<b>29,859</b>	<b>38%</b>	<b>21,588</b>	<b>29,859</b>	<b>38%</b>
Income	503	704	540	757	597	831	652	917	41%	2,292	3,208	40%
Finance Charges	257	408	298	422	331	468	358	513	43%	1,243	1,811	46%
<b>Net Income</b>	<b>246</b>	<b>296</b>	<b>242</b>	<b>335</b>	<b>266</b>	<b>362</b>	<b>294</b>	<b>404</b>	<b>37%</b>	<b>1,048</b>	<b>1,397</b>	<b>33%</b>
Expenses	49	80	65	106	74	120	76	157	106%	264	464	76%
Net Credit Losses	-4	-7	-1	-6	6	-3	23	-24	-202%	25	-40	-256%
<b>PBT</b>	<b>200</b>	<b>224</b>	<b>178</b>	<b>234</b>	<b>186</b>	<b>245</b>	<b>195</b>	<b>271</b>	<b>39%</b>	<b>759</b>	<b>973</b>	<b>28%</b>
<b>Asset Ratios</b>												
Income	11.7%	12.7%	11.7%	12.7%	12.2%	12.8%	12.7%	13.0%		12.1%	12.7%	
Cost of Funds	6.0%	7.4%	6.5%	7.1%	6.8%	7.2%	7.0%	7.3%		6.6%	7.2%	
Net Income Margin	5.7%	5.4%	5.3%	5.6%	5.4%	5.6%	5.7%	5.7%		5.5%	5.5%	
Expense	1.2%	1.4%	1.4%	1.8%	1.5%	1.9%	1.5%	2.2%		1.4%	1.8%	
Losses & Provisions	-0.1%	-0.1%	0.0%	-0.1%	0.1%	-0.04%	0.5%	-0.3%		0.1%	-0.2%	
<b>ROA-PBT</b>	<b>4.7%</b>	<b>4.0%</b>	<b>3.9%</b>	<b>3.9%</b>	<b>3.8%</b>	<b>3.8%</b>	<b>3.8%</b>	<b>3.8%</b>		<b>4.0%</b>	<b>3.9%</b>	
Cost to Net Income	20.1%	26.9%	26.7%	31.8%	27.7%	33.2%	25.9%	38.9%		25.2%	33.2%	

## Profit and Loss Statement - Loan Against Property (On Book)

₹ Cr

Particulars	Q1 FY23	Q1 FY24	Q2 FY23	Q2FY24	Q3 FY23	Q3 FY24	Q4FY23	Q4FY24	Growth % Q4-o-Q4	FY23	FY24	Growth % (YTD) Y-o-Y
<b>Disbursements</b>	<b>2,036</b>	<b>2,679</b>	<b>2,246</b>	<b>3,192</b>	<b>2,255</b>	<b>3,409</b>	<b>2,762</b>	<b>4,273</b>	<b>55%</b>	<b>9,299</b>	<b>13,554</b>	<b>46%</b>
<b>Closing Assets (On B/S)</b>	<b>16,257</b>	<b>21,836</b>	<b>17,525</b>	<b>23,771</b>	<b>18,792</b>	<b>26,010</b>	<b>20,474</b>	<b>29,036</b>	<b>42%</b>	<b>20,474</b>	<b>29,036</b>	<b>42%</b>
Income	453	672	497	715	575	793	627	890	42%	2,152	3,069	43%
Finance Charges	227	384	249	399	325	447	333	492	48%	1,134	1,722	52%
<b>Net Income</b>	<b>226</b>	<b>288</b>	<b>248</b>	<b>317</b>	<b>249</b>	<b>346</b>	<b>294</b>	<b>397</b>	<b>35%</b>	<b>1,018</b>	<b>1,347</b>	<b>32%</b>
Expenses	49	80	65	106	74	120	76	157	106%	264	464	76%
Net Credit Losses	-4	-7	-1	-6	6	(3)	23	-24	-202%	25	(40)	-256%
<b>PBT</b>	<b>180</b>	<b>215</b>	<b>184</b>	<b>216</b>	<b>169</b>	<b>228</b>	<b>194</b>	<b>264</b>	<b>36%</b>	<b>729</b>	<b>923</b>	<b>27%</b>
<b>Asset Ratios</b>												
Income	11.5%	12.8%	11.7%	12.5%	12.6%	12.7%	12.9%	13.0%		12.2%	12.7%	
Cost of Funds	5.8%	7.3%	5.8%	7.0%	7.1%	7.1%	6.9%	7.2%		6.4%	7.1%	
Net Income Margin	5.8%	5.5%	5.8%	5.5%	5.4%	5.5%	6.1%	5.8%		5.8%	5.6%	
Expense	1.3%	1.5%	1.5%	1.9%	1.6%	1.9%	1.6%	2.3%		1.5%	1.9%	
Losses & Provisions	-0.1%	-0.1%	-0.01%	-0.1%	0.1%	0.0%	0.5%	-0.3%		0.1%	-0.2%	
<b>ROA-PBT</b>	<b>4.6%</b>	<b>4.1%</b>	<b>4.3%</b>	<b>3.8%</b>	<b>3.7%</b>	<b>3.6%</b>	<b>4.0%</b>	<b>3.9%</b>		<b>4.1%</b>	<b>3.8%</b>	
Cost to Net Income	21.9%	27.7%	26.1%	33.6%	29.5%	34.8%	26.0%	39.6%		25.9%	34.4%	

# Home Loans



## Home Loans – Q4FY24 & FY24 Performance

### Disbursements

- Disbursements grew by 24% in Q4FY24 to Rs. 1,747 Cr & by 66% in FY24 to Rs. 6,362 Cr as compared to Q4FY23 & FY23 respectively.

### Asset under management

- AUM have grown by 59% YoY.

### Loss and provisions

- Loan losses at -0.04% in Q4FY24 from -0.3% in Q4FY23 & has dropped to 0.2% in FY24 from 0.3% in FY23.

### Profit before tax

- PBT grew by 73% in Q4FY24 to Rs.170 Cr & by 52% in FY24 to Rs.489 Cr as compared to Q4 FY23 & FY23 respectively.

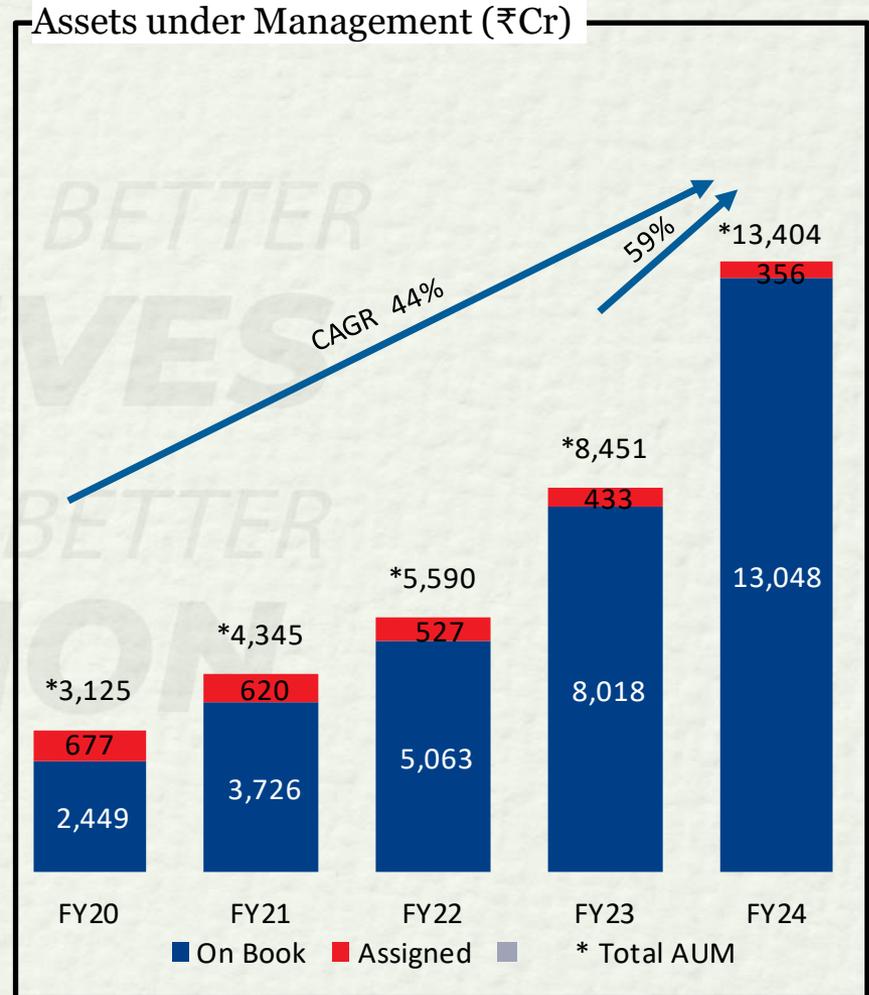
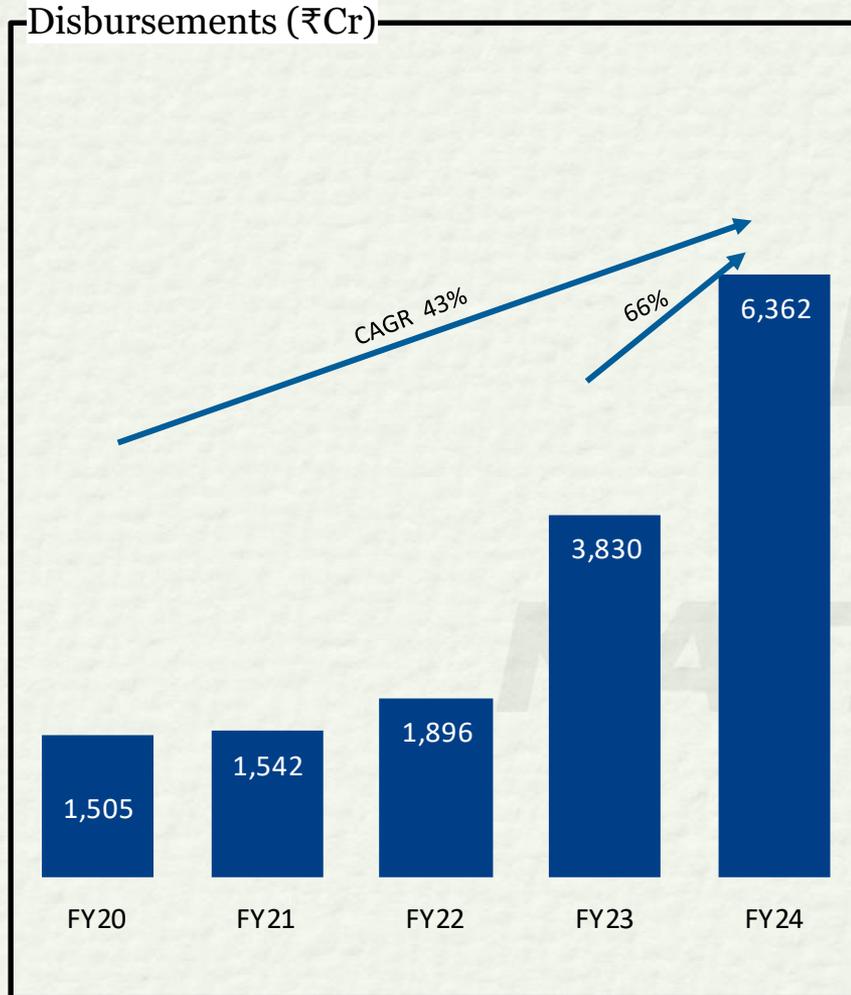
## Sector Outlook

- The overall growth in HFCs is expected to remain at 12-14% in FY25
- GNPA's of AHFCs are expected to stabilize and further recovery in FY25 is anticipated
- Moderation in NIMs expected; however, contained credit costs to support profitability. Adequate capital and liquidity support the entity-level risk profiles.

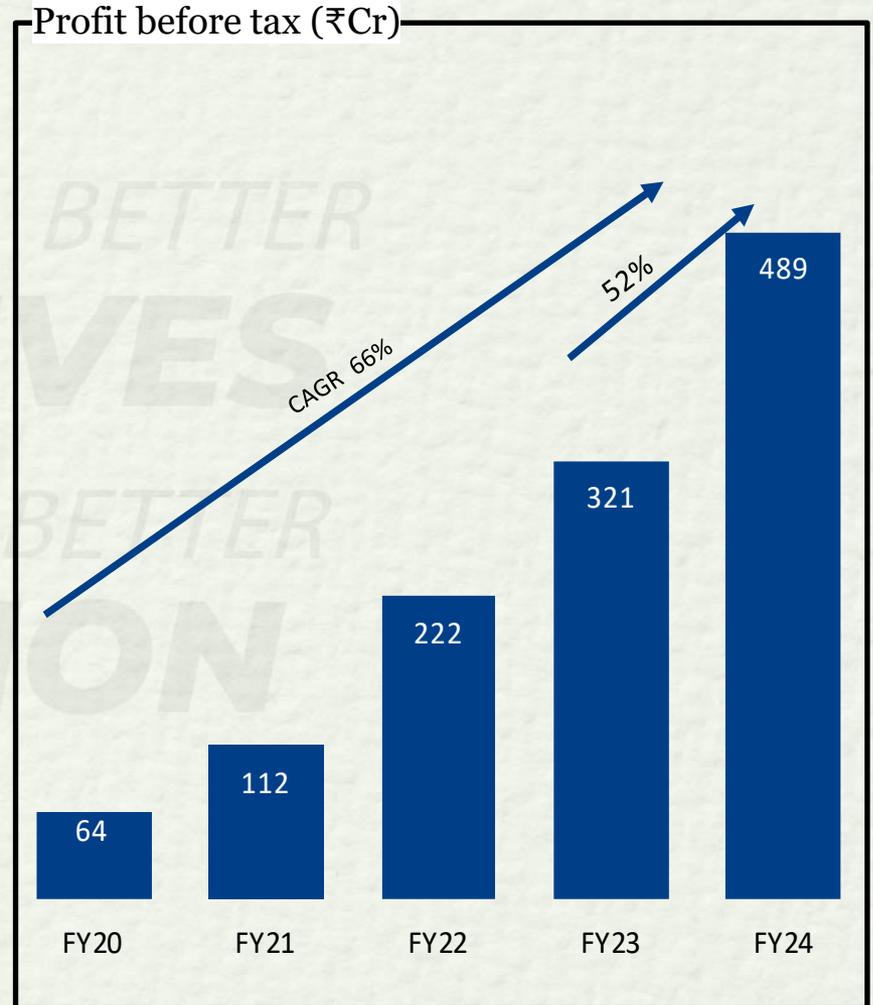
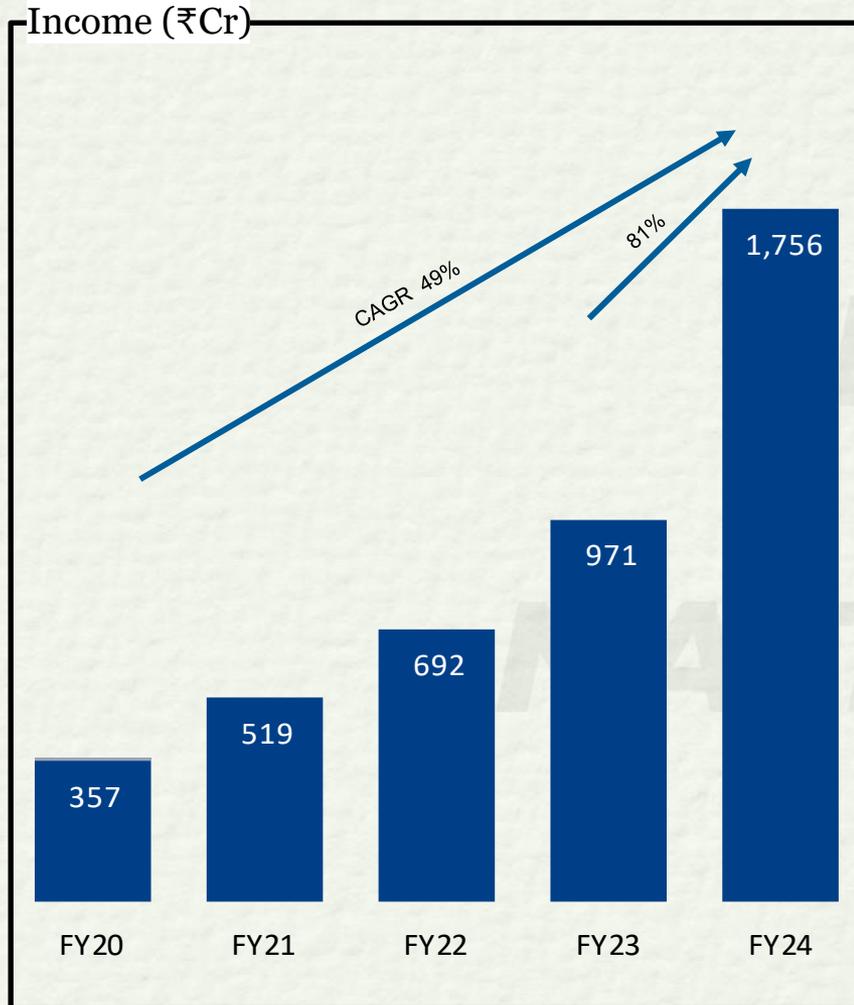
## Chola's Position

- Chola continues to leverage its strength in reaching out to lower and middle-income borrowers across the country, penetrating to smallest villages and towns.
- Chola continues to pursue legal recovery for the higher bucket portfolio & is also continuously improving collection efficiencies through advanced analytics & digital-led collections.
- Chola continues to pursue profitable growth through low-cost expansion, process optimizations, & elimination of inefficiencies across all functions to ensure margins are sustained

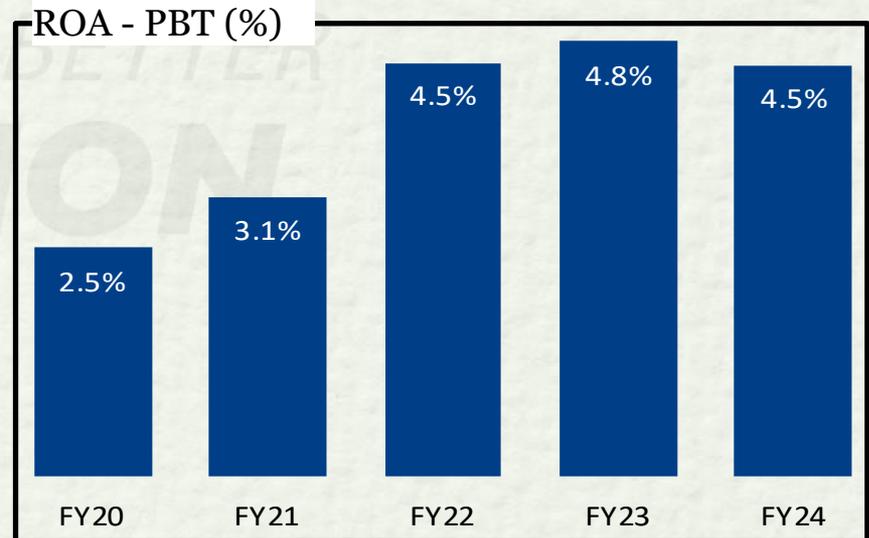
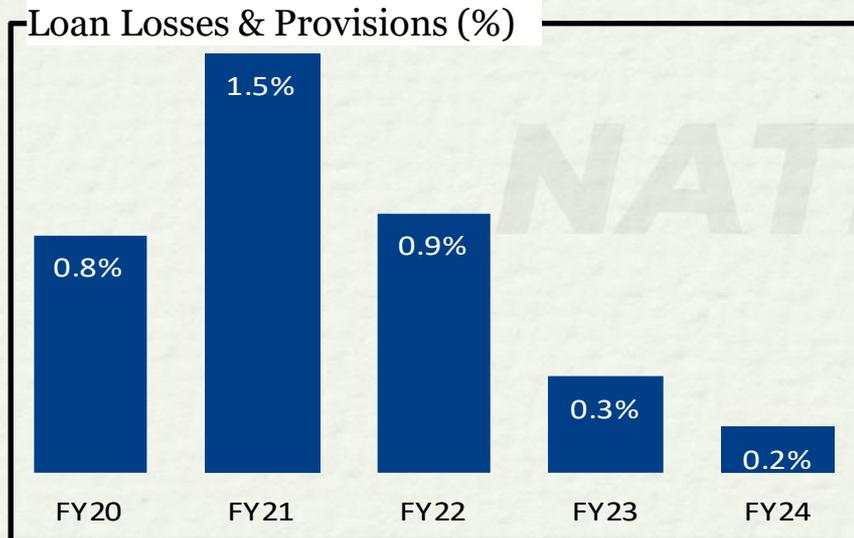
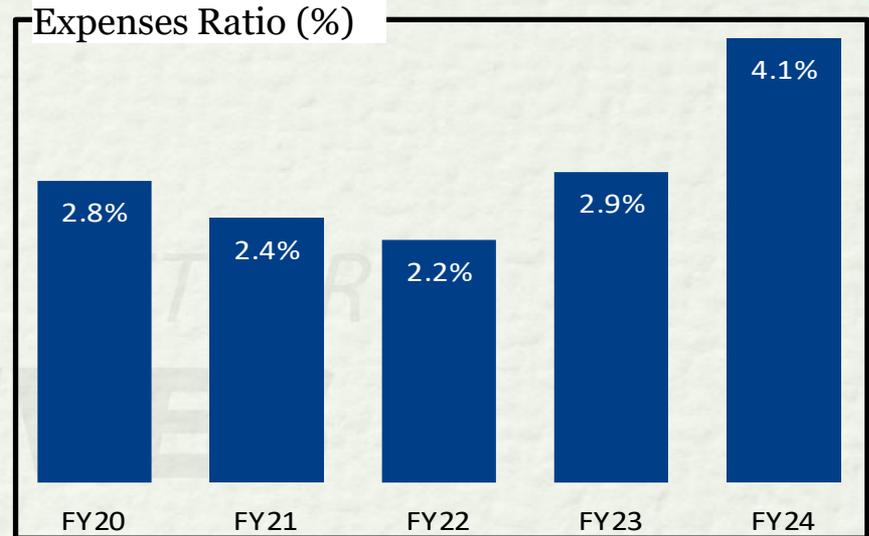
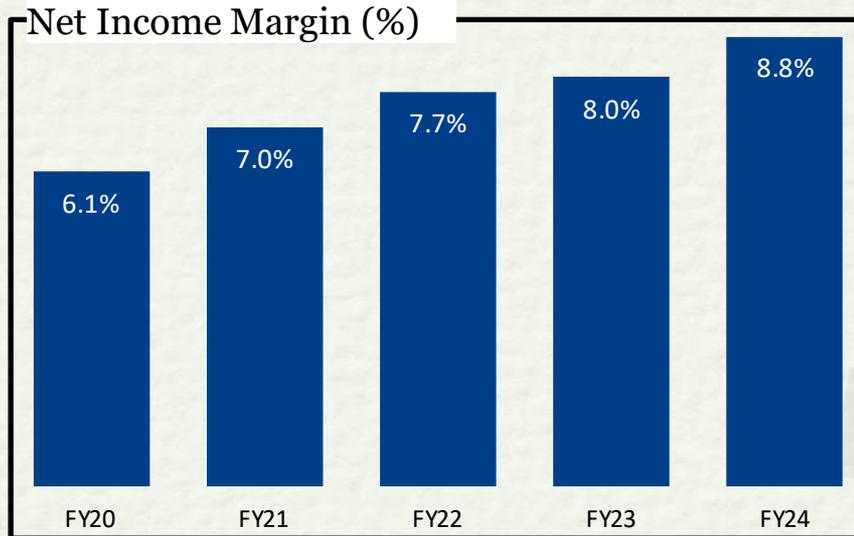
## Home Loans - Disbursements and Asset Under Management



## Home Loans - Income and Profit before tax



## Home Loans – Asset Ratios



## Profit and Loss Statement - Home Loans (Managed)

₹ Cr

Particulars	Q1 FY23	Q1 FY24	Q2 FY23	Q2 FY24	Q3 FY23	Q3 FY24	Q4FY23	Q4FY24	Growth % Q4-o-Q4	FY23	FY24	Growth % (YTD) Y-o-Y
<b>Disbursements</b>	611	1,454	743	1,575	1,072	1,587	1,405	1,747	24%	3,830	6,362	66%
<b>Closing Assets - Managed</b>	5,938	9,528	6,454	10,801	7,278	12,049	8,451	13,404	59%	8,451	13,404	59%
Income	204	344	222	398	254	481	290	534	84%	971	1,756	81%
Finance Charges	84	171	99	190	116	216	135	229	70%	433	805	86%
<b>Net Income</b>	<b>120</b>	<b>173</b>	<b>123</b>	<b>208</b>	<b>139</b>	<b>265</b>	<b>156</b>	<b>305</b>	<b>96%</b>	<b>537</b>	<b>951</b>	<b>77%</b>
Expenses	30	88	42	102	58	118	63	137	117%	193	444	130%
Net Credit Losses	5	-2	7	10	16	10	-6	-1	78%	23	18	-23%
<b>PBT</b>	<b>85</b>	<b>87</b>	<b>74</b>	<b>96</b>	<b>64</b>	<b>137</b>	<b>98</b>	<b>170</b>	<b>73%</b>	<b>321</b>	<b>489</b>	<b>52%</b>
<b>Asset Ratios</b>												
Income	14.2%	15.4%	14.2%	15.6%	14.7%	16.7%	15.0%	16.9%		14.4%	16.2%	
Cost of Funds	5.9%	7.7%	6.3%	7.4%	6.7%	7.5%	6.9%	7.2%		6.4%	7.4%	
Net Income Margin	8.4%	7.7%	7.9%	8.2%	8.0%	9.2%	8.0%	9.6%		8.0%	8.8%	
Expense	2.1%	3.9%	2.7%	4.0%	3.4%	4.1%	3.2%	4.3%		2.9%	4.1%	
Losses & Provisions	0.4%	-0.1%	0.5%	0.4%	0.9%	0.4%	-0.3%	-0.04%		0.3%	0.2%	
<b>ROA-PBT</b>	<b>5.9%</b>	<b>3.9%</b>	<b>4.7%</b>	<b>3.7%</b>	<b>3.7%</b>	<b>4.8%</b>	<b>5.1%</b>	<b>5.4%</b>		<b>4.8%</b>	<b>4.5%</b>	
Cost to Net Income	25.2%	50.8%	34.1%	49.1%	42.1%	44.5%	40.4%	44.8%		36.0%	46.7%	

## Profit and Loss Statement - Home Loans (On Book)

₹ Cr

Particulars	Q1 FY23	Q1 FY24	Q2 FY23	Q2 FY24	Q3 FY23	Q3 FY24	Q4FY23	Q4FY24	Growth % Q4-o-Q4	FY23	FY24	Growth % Y-o-Y
<b>Disbursements</b>	611	1,454	743	1,575	1,072	1,587	1,405	1,747	24%	3,830	6,362	66%
<b>Closing Assets (On B/S)</b>	5,438	9,115	5,976	10,409	6,822	11,674	8,018	13,048	63%	8,018	13,048	63%
Income	185	331	205	383	239	465	278	523	88%	907	1,702	88%
Finance Charges	74	162	85	181	110	207	125	220	75%	395	770	95%
<b>Net Income</b>	<b>111</b>	<b>169</b>	<b>120</b>	<b>202</b>	<b>129</b>	<b>258</b>	<b>152</b>	<b>303</b>	<b>99%</b>	<b>512</b>	<b>932</b>	<b>82%</b>
Expenses	30	88	42	102	58	118	63	137	118%	193	445	130%
Net Credit Losses	5	(2)	7	10	16	10	-6	(1)	78%	23	18	-23%
<b>PBT</b>	<b>75</b>	<b>83</b>	<b>71</b>	<b>90</b>	<b>55</b>	<b>130</b>	<b>95</b>	<b>167</b>	<b>75%</b>	<b>296</b>	<b>470</b>	<b>59%</b>
<b>Asset Ratios</b>												
Income	14.1%	15.6%	14.3%	15.6%	14.8%	16.7%	15.2%	17.0%		14.5%	16.3%	
Cost of Funds	5.7%	7.6%	5.9%	7.4%	6.8%	7.4%	6.9%	7.2%		6.3%	7.4%	
Net Income Margin	8.5%	7.9%	8.3%	8.3%	8.0%	9.3%	8.3%	9.8%		8.2%	8.9%	
Expense	2.3%	4.1%	2.9%	4.2%	3.6%	4.2%	3.4%	4.4%		3.1%	4.3%	
Losses & Provisions	0.4%	-0.1%	0.5%	0.4%	1.0%	0.4%	-0.3%	-0.04%		0.4%	0.2%	
<b>ROA-PBT</b>	<b>5.7%</b>	<b>3.9%</b>	<b>4.9%</b>	<b>3.7%</b>	<b>3.4%</b>	<b>4.7%</b>	<b>5.2%</b>	<b>5.4%</b>		<b>4.7%</b>	<b>4.5%</b>	
Cost to Net Income	27.4%	51.9%	34.8%	50.5%	45.1%	45.8%	41.1%	45.1%		37.7%	47.7%	

# NEW BUSINESSES



## Profit and Loss Statement – New Businesses

₹ Cr

Particulars	CSEL			SME			SBPL		
	FY23	FY24	Growth % (YTD) Y-o-Y	FY23	FY24	Growth % (YTD) Y-o-Y	FY23	FY24	Growth % (YTD) Y-o-Y
<b>Disbursements</b>	<b>6,865</b>	<b>11,281</b>	<b>64%</b>	<b>6,388</b>	<b>8,106</b>	<b>27%</b>	<b>451</b>	<b>1,074</b>	<b>138%</b>
<b>Closing Assets - Managed</b>	<b>5,527</b>	<b>11,430</b>	<b>107%</b>	<b>3,550</b>	<b>4,977</b>	<b>40%</b>	<b>444</b>	<b>1,404</b>	<b>216%</b>
Income	507	1,713	238%	238	514	116%	42	227	445%
Finance Charges	203	666	228%	133	320	141%	13	70	446%
<b>Net Income</b>	<b>303</b>	<b>1,047</b>	<b>245%</b>	<b>105</b>	<b>194</b>	<b>85%</b>	<b>29</b>	<b>157</b>	<b>444%</b>
Expenses	192	430	124%	57	96	68%	62	117	90%
Net Credit Losses	50	371	647%	26	17	-37%	2	5	187%
<b>PBT</b>	<b>62</b>	<b>246</b>	<b>297%</b>	<b>21</b>	<b>81</b>	<b>283%</b>	<b>(35)</b>	<b>35</b>	<b>200%</b>
<b>Asset Ratios</b>									
Income	18.2%	20.4%		10.8%	12.4%		23.5%	25.9%	
Cost of Funds	7.3%	7.9%		6.1%	7.7%		7.2%	8.0%	
Net Income Margin	10.9%	12.4%		4.8%	4.7%		16.3%	17.9%	
Expense	6.9%	5.1%		2.6%	2.3%		34.8%	13.4%	
Losses & Provisions	1.8%	4.4%		1.2%	0.4%		1.1%	0.6%	
<b>ROA–PBT</b>	<b>2.2%</b>	<b>2.9%</b>		<b>1.0%</b>	<b>2.0%</b>		<b>-19.6%</b>	<b>3.9%</b>	
Cost to Net Income	63.2%	41.1%		54.5%	49.5%		213.8%	74.6%	

**Note :**

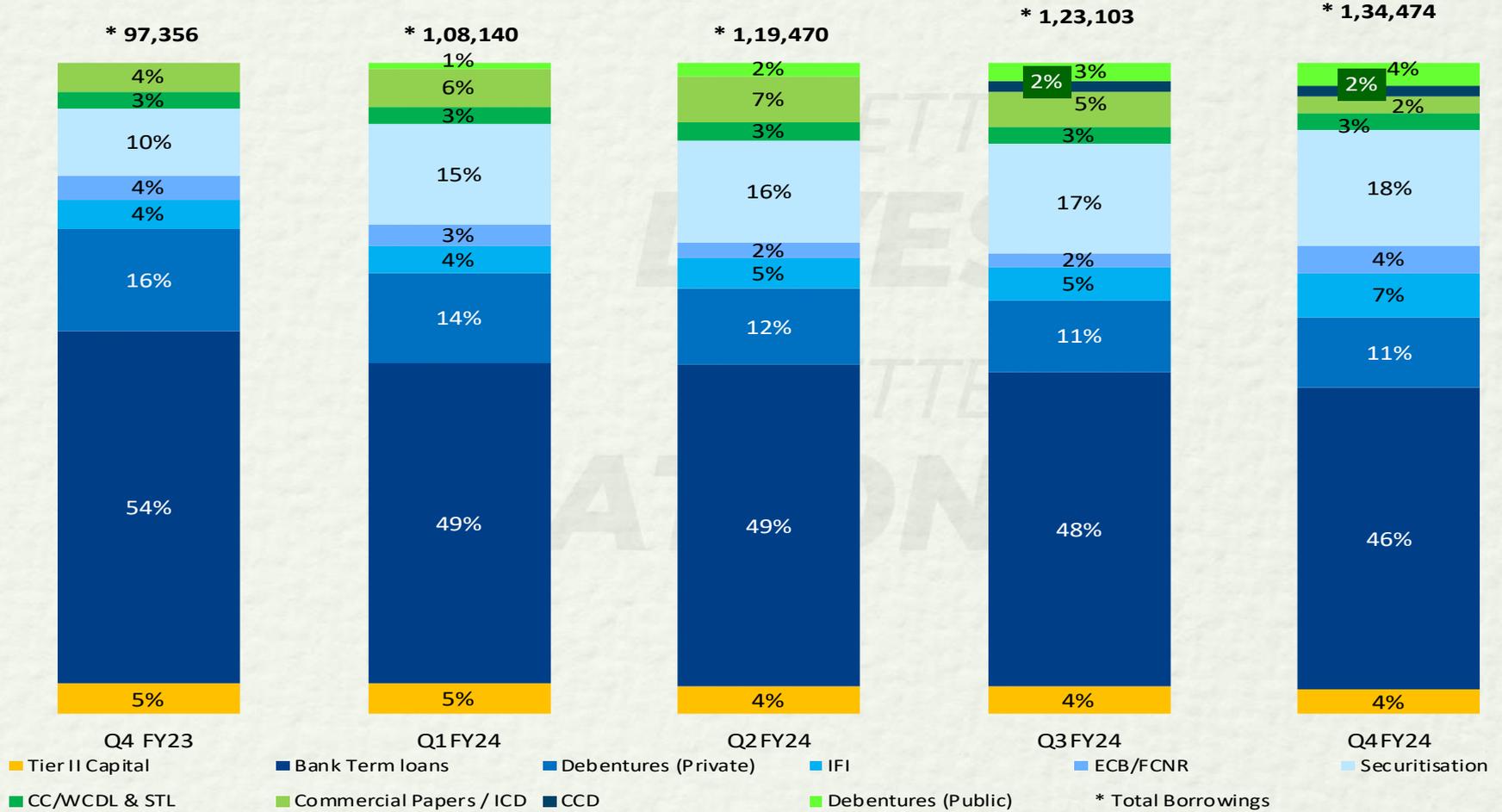
- CSEL loan losses in FY 24 is before FLDG recovery which is around 1%.
- FLDG recovery is part of Other Income in FY24.

# Funding Profile



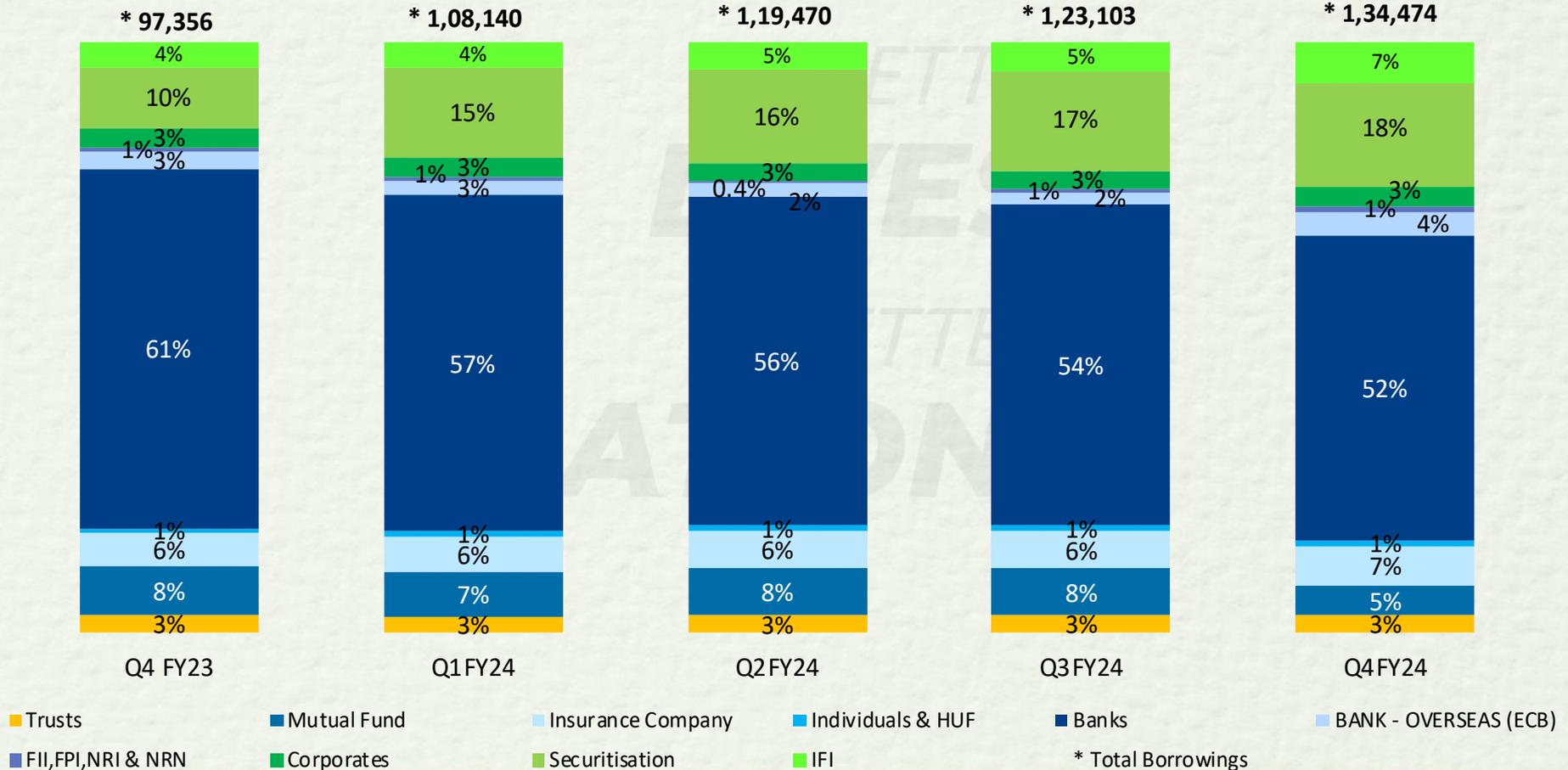
## Borrowing mix by instrument type

(₹Cr)



## Borrowing mix by investor type

(₹Cr)

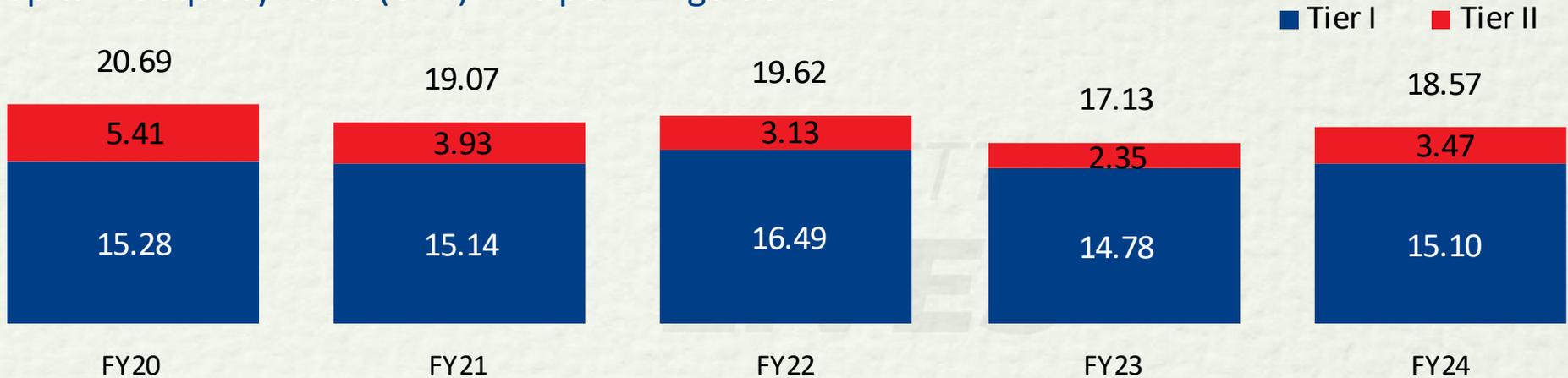


## ALM Statement as of 31<sup>st</sup> Mar 2024 (As per IND AS)

(₹Cr)

ALM snapshot as on 31st Mar 2024									
Particulars	1 m	>1 to 2m	>2 to 3m	>3 to 6m	>6m to 1 yr	>1 to 3 yr	>3 to 5 yr	>5 yr	Total
Cash & Bank Balances	5,493.73	1.66	7.70	24.43	231.16	1,422.56	717.38	-	7,898.62
Advances	5,448.61	4,911.47	4,082.44	13,743.92	22,593.01	59,313.03	22,081.28	14,996.74	1,47,170.50
Trade Receivable & Others	139.15	303.25	128.36	4.87	7.82	109.76	474.26	2,960.36	4,127.83
<b>Total Inflows (A)</b>	<b>11,081.48</b>	<b>5,216.39</b>	<b>4,218.49</b>	<b>13,773.23</b>	<b>22,832.00</b>	<b>60,845.34</b>	<b>23,272.92</b>	<b>17,957.10</b>	<b>1,59,196.96</b>
<b>Cumulative Total Inflows (B)</b>	<b>11,081.48</b>	<b>16,297.87</b>	<b>20,516.36</b>	<b>34,289.59</b>	<b>57,121.59</b>	<b>1,17,966.94</b>	<b>1,41,239.86</b>	<b>1,59,196.96</b>	
Borrowin Repayment-Bank & Others	5,107.89	2,697.74	4,180.49	9,122.68	16,220.15	51,929.48	15,174.24	315.78	1,04,748.46
Borrowin Repayment- Market	2,605.87	1,243.78	63.70	2,301.74	4,160.05	9,541.09	6,755.40	3,290.82	29,962.45
Capital Reserves and Surplus	-	-	-	-	-	-	-	19,819.17	19,819.17
Other Outflows	3,170.11	521.20	45.82	68.34	155.03	286.21	339.67	80.51	4,666.88
<b>Total Outflows (C)</b>	<b>10,883.87</b>	<b>4,462.71</b>	<b>4,290.01</b>	<b>11,492.76</b>	<b>20,535.23</b>	<b>61,756.78</b>	<b>22,269.31</b>	<b>23,506.27</b>	<b>1,59,196.96</b>
<b>Cumulative Total Outflows (D)</b>	<b>10,883.87</b>	<b>15,346.59</b>	<b>19,636.60</b>	<b>31,129.36</b>	<b>51,664.59</b>	<b>1,13,421.37</b>	<b>1,35,690.68</b>	<b>1,59,196.96</b>	
E. GAP (A - C)	197.61	753.68	(71.52)	2,280.47	2,296.77	(911.44)	1,003.61	(5,549.18)	
<b>F.Cumulative GAP (B - D)</b>	<b>197.61</b>	<b>951.28</b>	<b>879.77</b>	<b>3,160.23</b>	<b>5,457.00</b>	<b>4,545.57</b>	<b>5,549.18</b>	<b>0.00</b>	
<b>Cumulative GAP as % (F/D)</b>	<b>1.82%</b>	<b>6.20%</b>	<b>4.48%</b>	<b>10.15%</b>	<b>10.56%</b>	<b>4.01%</b>	<b>4.09%</b>	<b>0.00%</b>	

## Capital Adequacy Ratio (CAR) – As per RBI guideline



Minimum CAR Stipulated by RBI is 15% & for Tier I is 10%

**Tier 2 includes 1.58% % of CCD which is compulsorily convertible into equity in Sep 2026.**

## Credit Rating

Loan type	India ratings	Care	ICRA	Crisil
ST CP/WCDL	-	-	[ICRA] A1+	[CRISIL] A1+
LT NCD/CC	IND AA + (ind) stable	CARE AA+/Stable	[ICRA] AA+/Positive	-
NCD (Public Issue)	IND AA+/ Stable	-	[ICRA] AA+/Positive	-
Tier II SD	IND AA+/ Stable	CARE AA+/Stable	[ICRA] AA+/Positive	-
Tier I PDI	IND AA/ Stable	CARE AA /Stable	[ICRA] AA/Positive	-

**Note : ICRA has reaffirmed the Ratings and Outlook upgraded to AA+ (Positive) from AA+ (Stable)**

# Consolidated Financials



## Consolidated Profit & Loss

(₹Cr)

Particulars	Q1 FY23	Q1 FY24	Q2 FY23	Q2 FY24	Q3 FY23	Q3 FY24	Q4 FY23	Q4FY24	Growth % Q4-o-Q4	FY23	FY24	Growth % Y-o-Y
Income	2,796	4,171	3,067	4,695	3,408	5,055	3,835	5,499	43%	13,106	19,420	48%
Expenses	2,032	3,215	2,305	3,630	2,482	3,898	2,672	4,071	52%	9,491	14,815	56%
PBT	764	956	762	1,065	926	1,156	1,163	1,428	23%	3,615	4,605	27%
PAT	562	710	563	773	685	872	855	1,065	25%	2,665	3,420	28%

NATION

# Risk Management



# Our Enterprise Risk Management strategy comprehensively covers all aspects of risk

1 Risk vision

## Risk Pillars

2

Capital &  
Liquidity  
risk

3

Credit  
risk

4

Fraud  
risk

5

Cyber &  
Data  
security  
risk

6

Regulatory  
&  
Compliance  
risk

7

Key  
emerging  
risks-  
climate,  
social etc.

7

Risk organization

8

Risk governance & reporting

# We have integrated best-in-class practices across all key risk areas (I/II)

 <b>Category</b>	 <b>Key Highlights</b>
<b>1 Risk vision</b>	<ul style="list-style-type: none"> <li>• <b>Risk Appetite Statement implemented as a strategic lever:</b> Strong linkage to functions with well-defined thresholds and robust governance mechanisms</li> </ul>
<b>2 Capital &amp; Liquidity risk</b>	<ul style="list-style-type: none"> <li>• <b>Well-diversified source of funds</b> with judicious mix of instruments and of investor profiles</li> <li>• <b>Liquidity position</b> assessed regularly.</li> <li>• <b>Strong governance</b> for key parameters like HQLA holdings, funding lines in place</li> </ul>
<b>3 Credit risk</b>	<ul style="list-style-type: none"> <li>• <b>Analytics based decision making embedded</b> across credit and collections processes               <ul style="list-style-type: none"> <li>- <b>Regular</b> finetuning of credit policies and gating criteria basis portfolio review</li> <li>- Robust governance mechanism in place for <b>regular review of all underwriting and collection models</b></li> <li>- <b>Personalized collection treatment strategies</b> basis Early Warning /Roll forward models</li> </ul> </li> <li>• <b>Stress testing capability deployed</b> to refine credit &amp; collection strategies proactively, basis macro-economic forecasts</li> </ul>
<b>4 Fraud risk</b>	<ul style="list-style-type: none"> <li>• <b>Best-in-class preventive controls, tools &amp; SOPs</b> to mitigate frauds across customers, employees &amp; third-parties</li> <li>• Ongoing <b>cross-business sharing of best practices for detection and mitigation</b></li> <li>• <b>Regular employee training and awareness campaigns</b> on fraud detection &amp; prevention</li> </ul>

# We have integrated best-in-class practices across all key risk areas (II/II)

 Category	 Key Highlights
5 Cyber risk	<ul style="list-style-type: none"><li>• <b>Built/ deployed robust capabilities, processes and toolkits</b> to manage growing cyber risks</li><li>• Quarterly <b>red-teaming &amp; war gaming assessments</b>; Regular <b>phishing simulations</b> &amp; crisis management drills</li></ul>
6 Regulatory & compliance risk	<p><b>In-house team of 20+ members with collective experience of 200+ years</b> to independently monitor regulatory compliance</p> <ul style="list-style-type: none"><li>• Strong performance across annual internal and external audits.</li></ul>
7 Risk organization	<p><b>Comprehensive risk organizational structure defined with focus on fortifying an active risk function</b></p> <ul style="list-style-type: none"><li>• Focus on building capabilities in managing new emerging risks</li><li>• Deeper interlinkage with business, functional coverage &amp; monitoring focus to mitigate all kinds of risks</li></ul>
8 Risk reporting	<p><b>Comprehensive risk registers for monitoring along with governance mechanism</b> in place</p> <ul style="list-style-type: none"><li>• 300+ risk matrices tracked across businesses &amp; functions with defined frequency for circulation &amp; monthly reviews</li></ul>

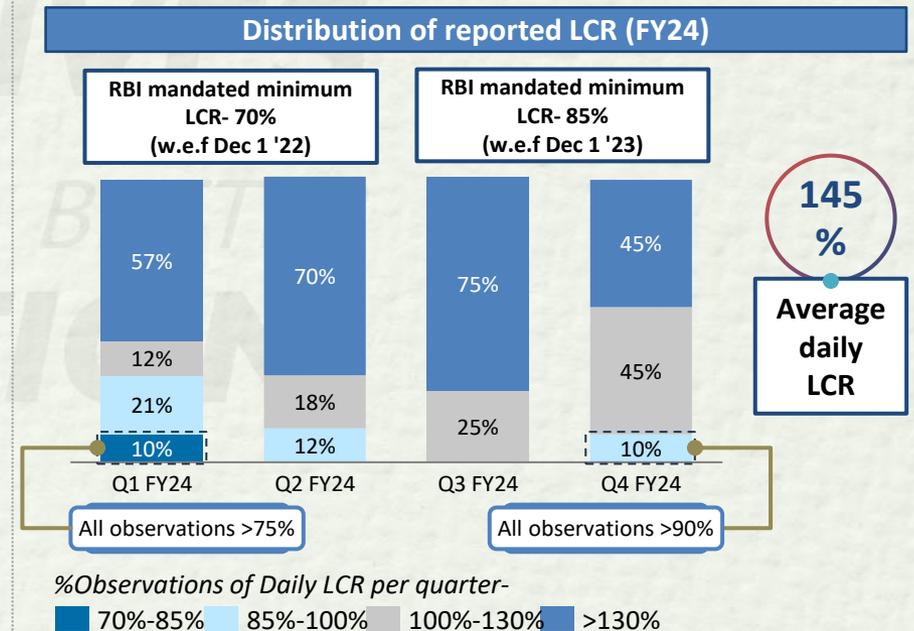
# Capital & Liquidity risk | Well managed with judicious buffers maintained consistently

## ALM: Stringent Internal thresholds

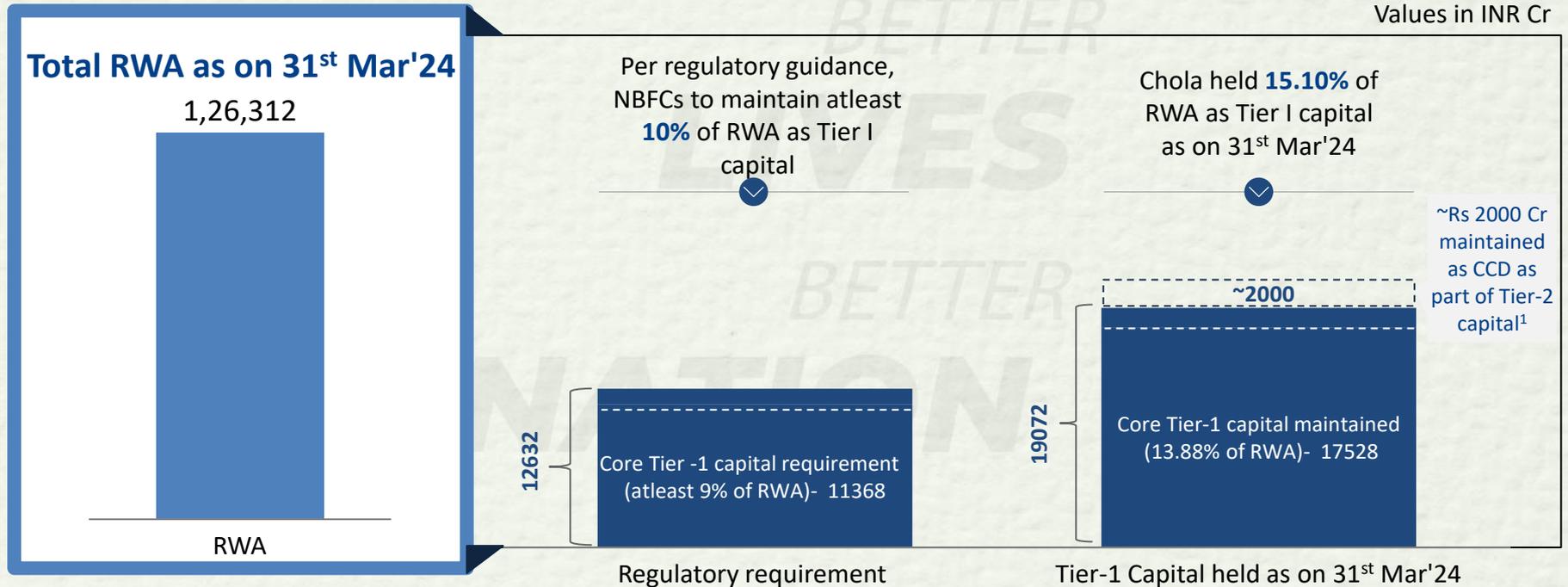
Time bucket	RBI thresholds	Chola internal thresholds
2-7 days	-10%	0%
8-14 days	-15%	0%
15-28 days	-20%	0%

- **No cumulative mismatch across time buckets**
- **No breaches against internal threshold, demonstrating strong adherence to regulatory compliance**

## Liquidity: LCR reported is 1.7-2x of RBI mandate on average

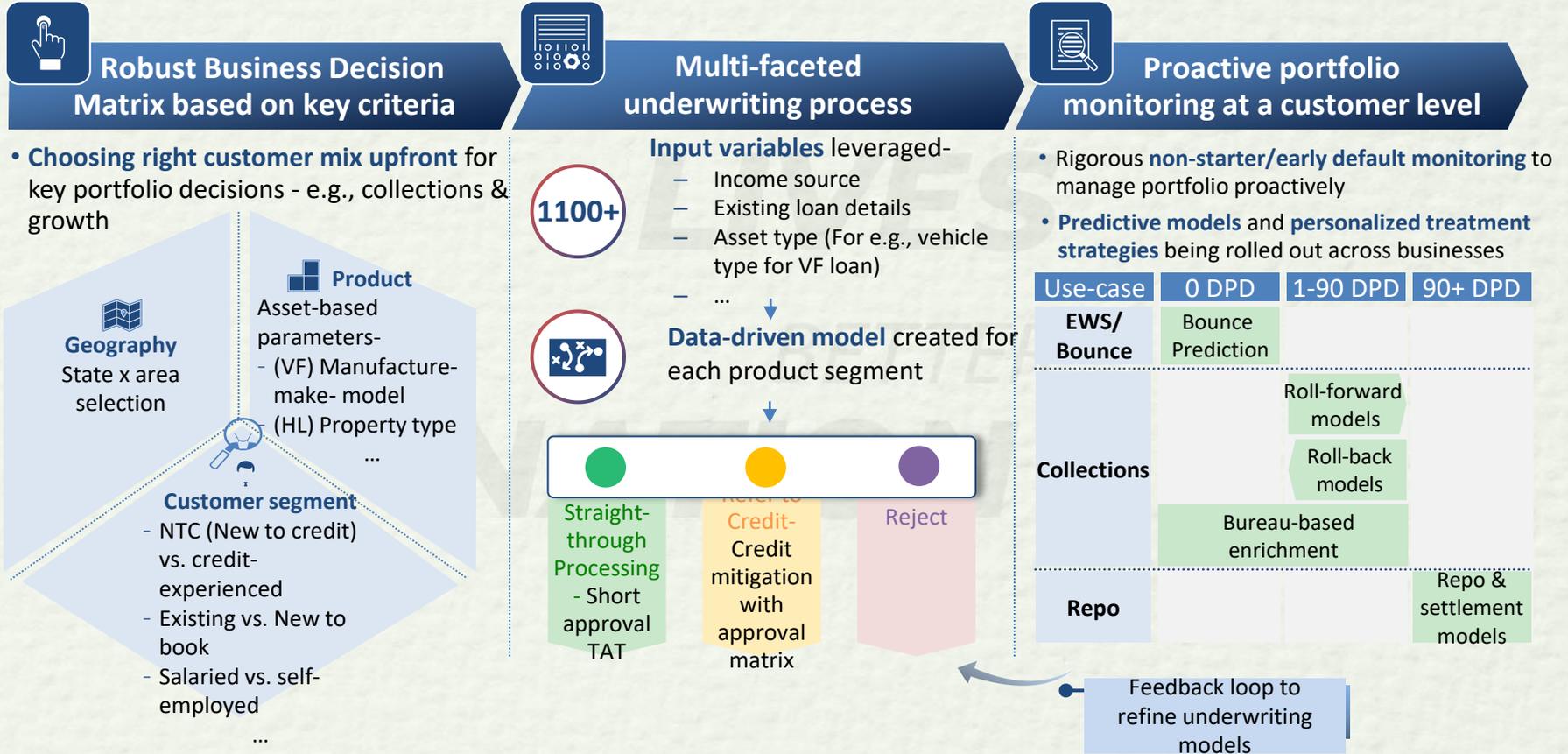


## Capital & Liquidity risk | Sufficient Tier 1 capital



If Rs.2000 Cr CCD is compulsory converted into Equity in FY 26, then the Total Tier I will be at 16.68%

# Holistic risk management for credit risk mitigation



# Regulatory & compliance risk | Effective governance augmented by a strong compliance function

**Governance & Compliance** form the core of every business and functional process

 **Strong ‘Compliance- first’ approach tone setting from the Board and senior management** ensures compliance across all levels till field staff

 **“Zero tolerance policy”** to any form of non-compliance

 **Stringent Code of conduct** implemented at all levels including employees, DSAs and collection agents

 **Continuous training to employees at all levels** on various regulatory requirements

 **Fair Practice Code** implemented in letter and spirit

**20+ qualified independent compliance professionals** with collective experience of **200+ years**



Compliance team

- Real-time tracking & efficient dissemination of all regulatory changes to senior management and other key stakeholders
- Comprehensive compliance audits conducted throughout the year by independent agencies



Centralized Corporate Legal team

- Real-time tracking of all legal notices/cases against the company
- Centralized review and approval of legal documentation for effective control and governance

## Regulatory & compliance risk | Governance further strengthened by robust compliance mechanisms



## Cyber risk | Regular monitoring & strong internal processes to prevent, detect & mitigate cyber risk



### People

- 1 Well-equipped, adept team of security professionals to mitigate cyber risk at organizational level
- 2 Regular employee trainings & readiness exercises
  - Phishing simulations, crisis management drills, etc.



### Process

- 3 Continued effort towards strengthening protocols
  - Code review process
  - Business continuity & Disaster recovery exercises
- 4 Quarterly war gaming & red teaming assessments



### Tools & Technology

- 5 Continuous expansion of suite of tools to monitor threats, potential privacy breaches and improve cyber resilience-
  - User access security (SASE)
  - DevSecOps
  - Cloud container security
  - API security

**50+** initiatives planned for FY25 to further strengthen cyber risk mitigation

# Risk governance & reporting | Clearly defined roles & responsibilities for effective corporate governance

## Organization structure setup to ensure effective governance



## Well-defined tracking mechanism & review cadence

- 1 RCSA (Risk control and self-assessment)** conducted across businesses periodically
- 2 Multiple Board-led committees** to monitor org risk-

Name of the committee	Key risk reviewed
<b>Risk Management Committee</b>	Overall enterprise risk management policies & processes across each key risk area
<b>Asset Liability Committee</b>	Capital & liquidity position & risk
<b>Audit Committee</b>	Chola's compliance of policies and processes
<b>Business Committee</b>	Business-wise performance & key risks
<b>IT Strategy Committee</b>	IT & cybersecurity framework; IT disaster recovery process
<b>Stakeholders' Relationships Committee</b>	Reputational risk & shareholders' outlook
<b>CSR Committee</b>	Policies, strategies and programs related to ESG

- 3 Comprehensive monitoring & tracking thresholds:**
  - Risk Appetite Statement** to define organizational risk goals
  - Risk registers defined** encompassing **300+ metrics** with strong linkages to businesses/functions

# Information Technology



## Chola's overall technology focus spread across all layers

### System of Engagements



### System of Records



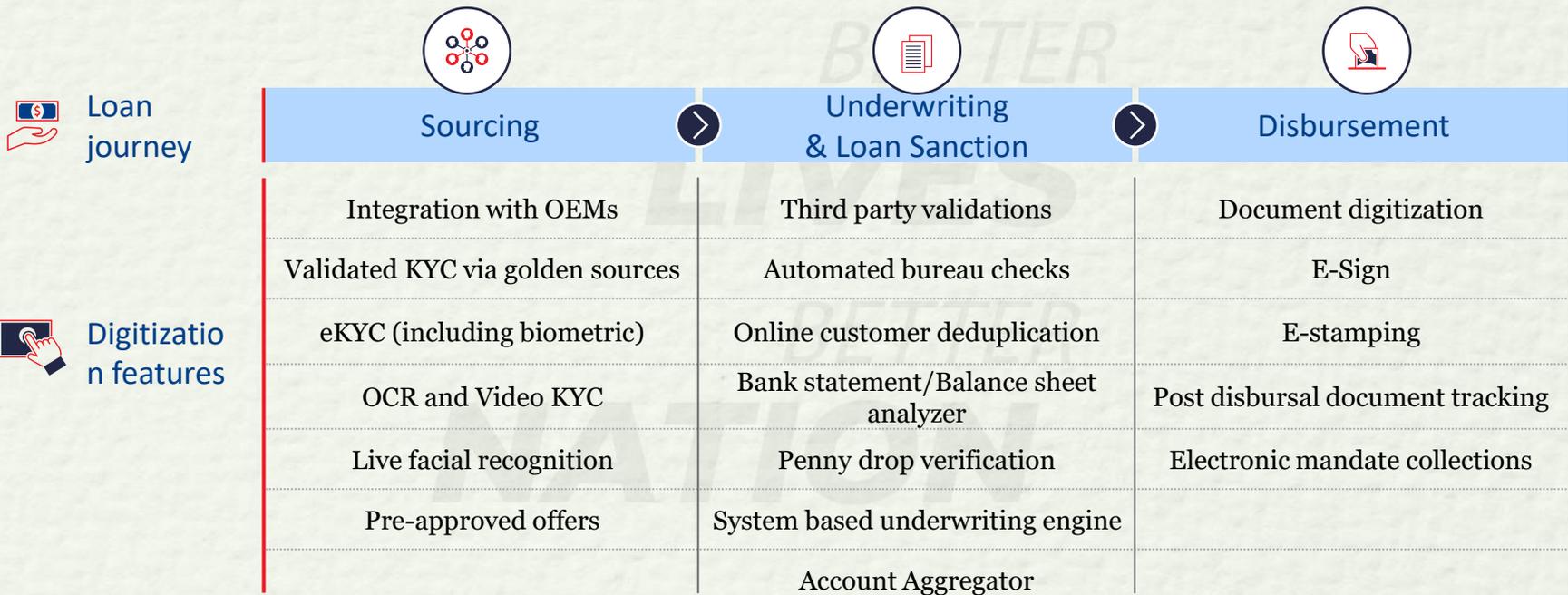
### System of Intelligence



### Other Core Areas

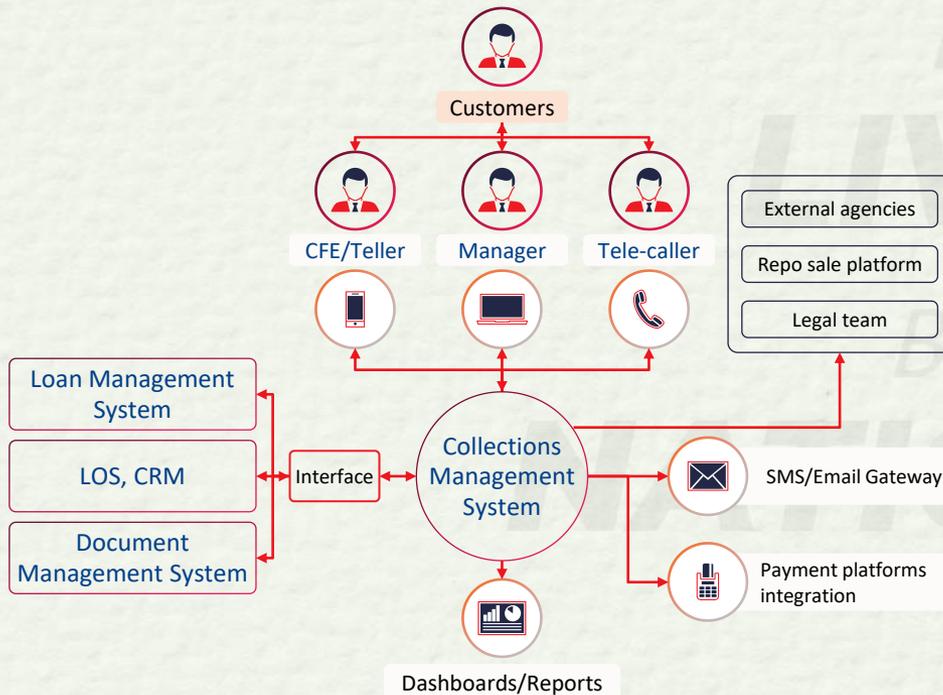


## Organization-wide capabilities built for digitization of Loan Origination System (LOS)



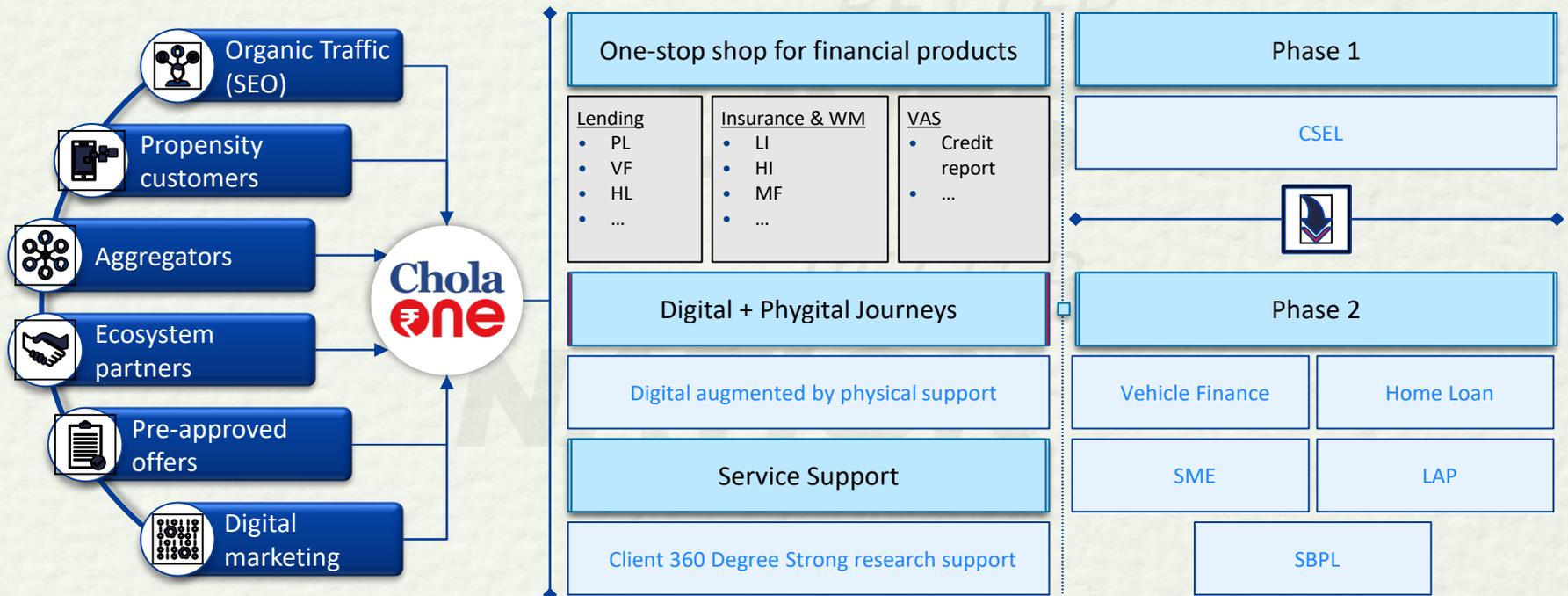
Note: Most capabilities built for all the verticals of Chola - being used wherever applicable and as per business needs

# We have a comprehensive digital Collection Management System to manage end-to-end collection process

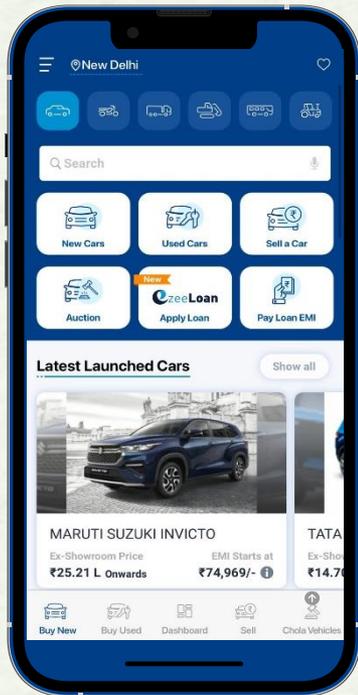


- |   |  |    |  |
|---|--|----|--|
| 1 | Analytics Engine (EWS)   | 10 | Easy payment through Bitly link  |
| 2 | Allocation Rule Engine (Automatic allocation)                  | 11 | Real time view of MIS/reports  |
| 3 | E-receipts (view/download)                                     | 12 | Integrated contact recording   |
| 4 | Challan-less deposit (Airtel, Spice, etc.)                     | 13 | Integrated SMS & voice blast solution  |
| 5 | Single foreclosure receipting (multiple agreement-single mode) | 14 | Multiple times movement of data between LMS  |
| 6 | All wallets & BBPS   | 15 | Device agnostic platform (mobile/tab/desktop)                                      |
| 7 | New receipt types to avoid manual adjustment                   | 16 | Cloud based solution (integrated dialer, standard reports, increased productivity) |
| 8 | Auto-receipting of RTGS transactions                           | 17 | Possible to restrict payment modes   |
| 9 | Real time pick-up allocation                                   |    |  |
- Digitization & automation   
 ● Analytics   
 ● Technology

# Chola One platform envisioned to be a super-app, a one-stop-shop for all our products, lead generation, VAS, customer service



# We are building an E2E integrated ecosystem for VF



**Used vehicle marketplace**

- Vehicle listing for selling
- Dealer info for buying

**New vehicle discovery**

- Recommendations
- Test drive
- OEM offers & discounts

**Repo vehicles sale**

- Subscription fee
- Auction model
- Vehicle valuation



SEO Score<sup>1</sup>  
(out of 100)  
**92**

Monthly Avg. Unique Users  
(site traffic)  
**1M+**

Page authority  
(score out of 100)  
**81**

"Used truck" search rank  
(Google organic search rank)  
**#1**

Repo Subscribers  
(#paid repo subscribers)  
**2.5K+**

New listings  
(vehicles/ month)  
**29K+**

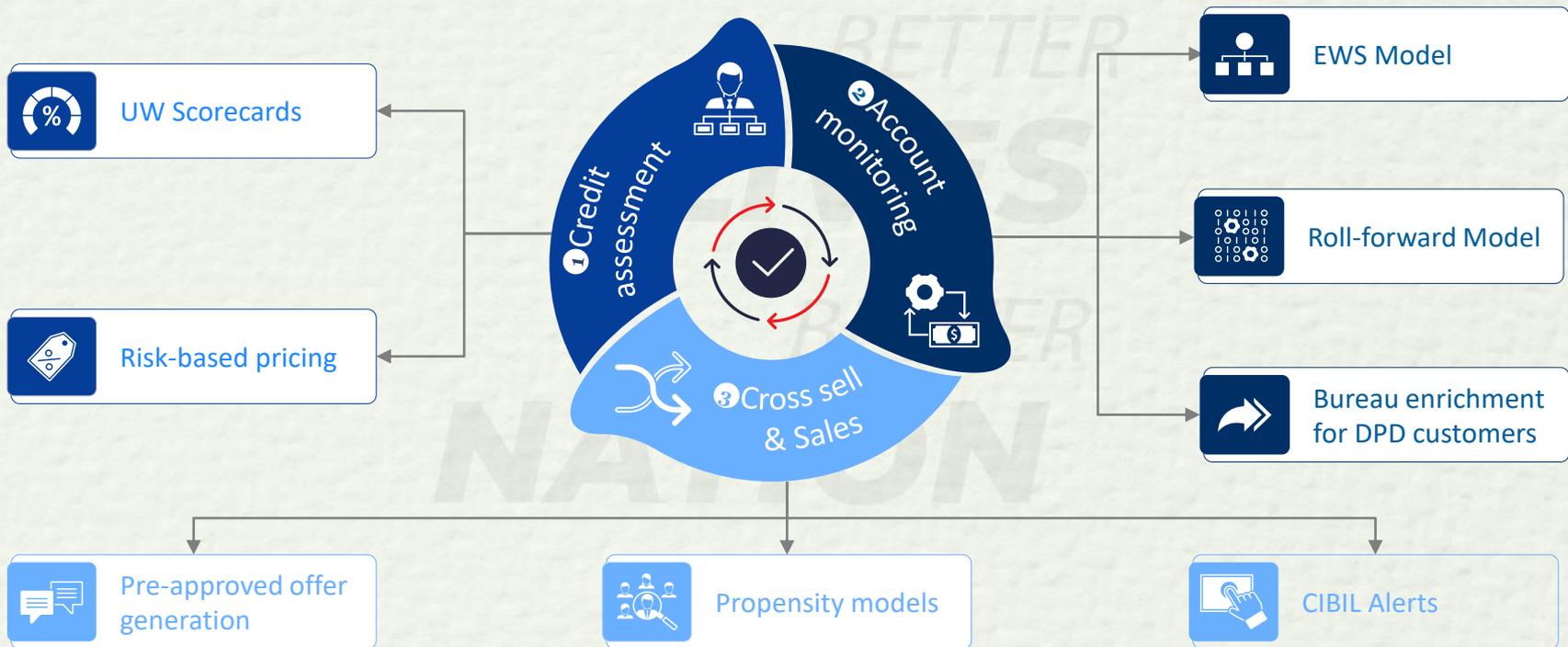
Vehicles sold  
(per month)  
**3K+**

Dealer portal  
(#dealers)  
**2.9K+**

% Service requests Automated  
(service requests)  
**99%**

1. Source: Google Lighthouse

## Our Data and Analytics team works across the entire value chain of customer journey



# Environmental Social Governance





FY21

- **FTSE Russell** - Included in FTSE4 Good Index series

FY22

- **FTSE Russell** - Reaffirmed as constituent of FTSE4Good Index Series in June 2021.

FY23

- **FTSE Russell** - Reaffirmed as constituent of FTSE4Good Index Series in June 2022.
- **CRISIL ESG rating** – STRONG

FY24

- **FTSE Russell** - Reaffirmed as constituent of FTSE4Good Index Series in June 2023.

# We Believe In Making A Positive Impact In The Society



## Environmental

As an environmentally responsible company, we focus on sustainability and carbon footprint reduction.

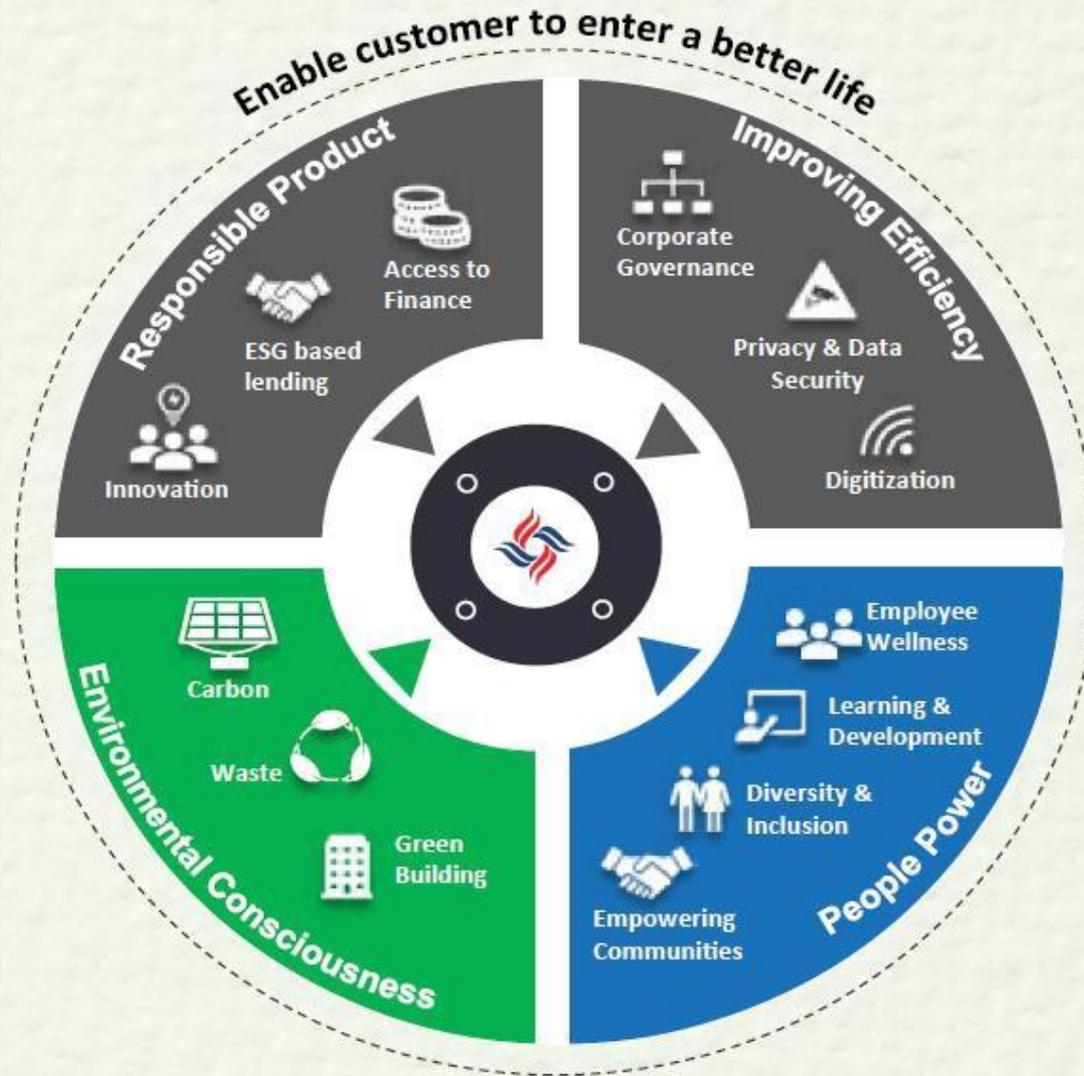
## Social

To enable better opportunity for all, we ensure financial inclusion of marginalized groups of people through financial products and services enabling socio-economic upliftment.

## Governance

The company has strong commitment to values and ethical business conduct and the highest standards of corporate governance in all its activities and processes.

# ESG VISION & MISSION



## Board

**Board** - major policy and sustainability reports related to ESG

## CSR Committee

**CSR Committee** –Chairman, an independent Director and a non-executive Director to support and advise Board on the company’s policies, strategies and programs related to ESG

Internal working groups for effective and sustained implementation of ESG activities in the organization through *Enterprise Risk Management (ERM) division and SPOCs from lines of business and functions, directly engaged into ESG to implement initiatives at the ground level, data obtaining, submission of reports, regulatory compliance etc.*

- ~ Policy for **Sustainable Sourcing**.
- ~ **E-receipts** are issued to customers in place of physical receipts.
- ~ Financing **Electric Vehicles** for a green and clean future – Rs 298 cr disbursed in FY 24 (Rs 91 Cr was disbursed in FY 23).
- ~ Adoption of **SEMS** – Socially & Environmentally Managed System, part of credit policy.
- ~ **Reduction of GHG scope-1 emissions** to 194 mt from 267 mt of previous year, .
- ~ **Reduction of Water consumed** per rupee of turnover to 2.80kl from 3.17kl of previous year. All Chola branches are fitted with water aerators.
- ~ There is **no hazardous waste generated** by the company.
- ~ **Green Awareness campaign** conducted at all branches.
- ~ **Digitization** including customer onboarding, credit underwriting process etc. saving of paper sheets per year paper & A4 sheets at HO/CPU are sourced sustainably.



## CSR in Chola

CIFCL is rooted towards its commitment for the social welfare. Rooted in a commitment to national development and inclusion, Chola exemplifies this ethos through its steadfast dedication to Corporate Social Responsibility (CSR) initiatives across India.

## FY 2023-24

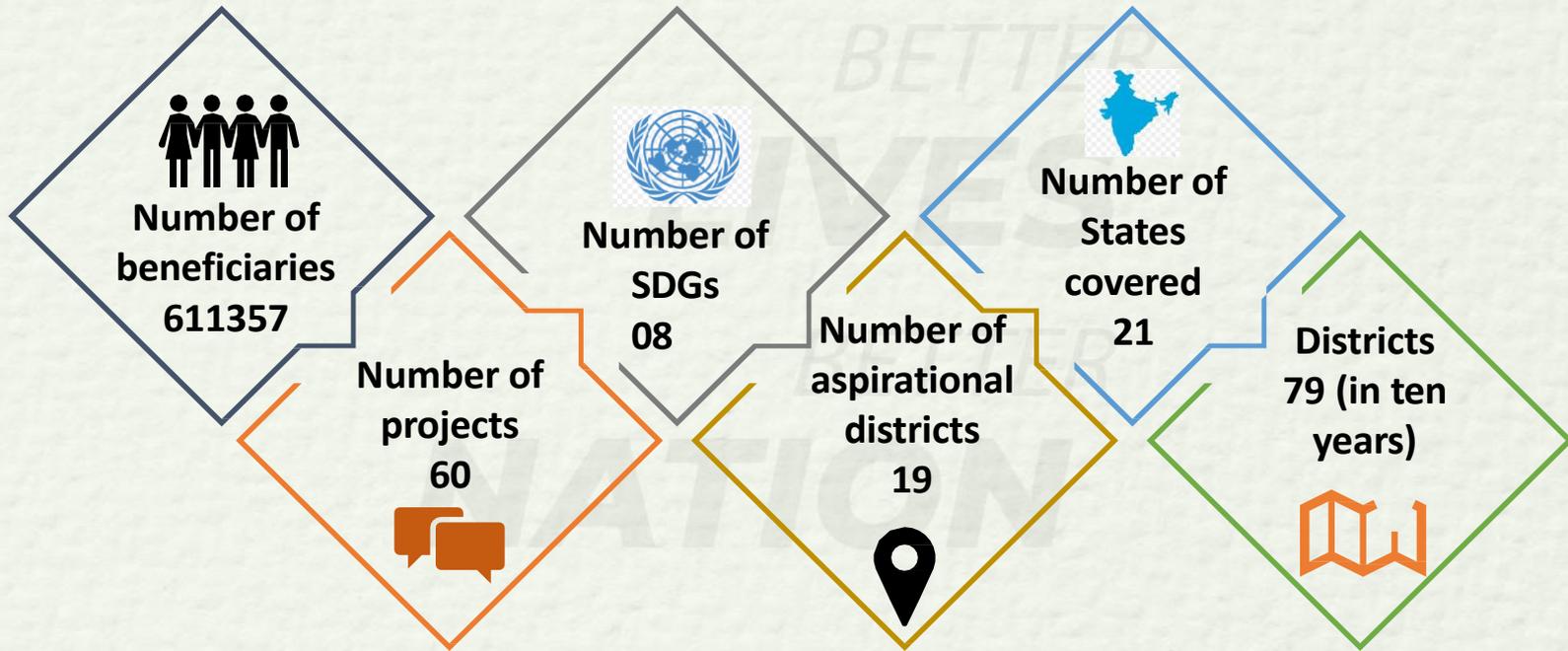
**Rs 56.98 cr.** spent on CSR

## Themes

- Education
- Health
- Rural Development
- Art and Culture

## Impact Assessment

**REES** – Relevance, Effectiveness, Efficiency, Sustainability and Social Impact.





- Livelihood skills for the marginalized section
- No. of projects-02



- Ensure healthy lives and promote well-being for all at all ages
- No. of projects- 23



- Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Number of projects- 13



- Training of players of blind women's football- 10
- Female Golf Players- 04



- Ensure availability and sustainable management of water and sanitation for all
- No. of projects- 02



- Ensure access to affordable, reliable, sustainable and modern energy for all
- No. of projects- 03



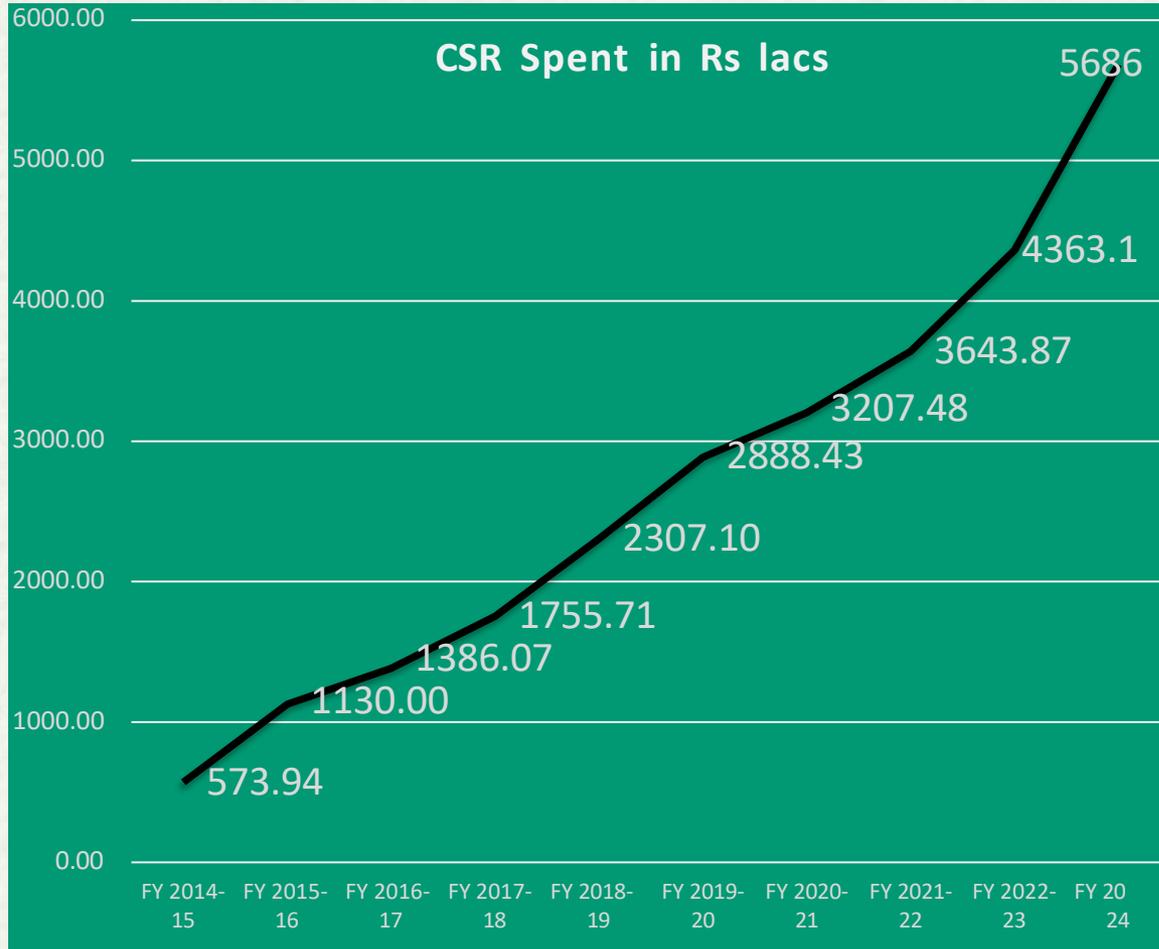
**8  
SDGs**



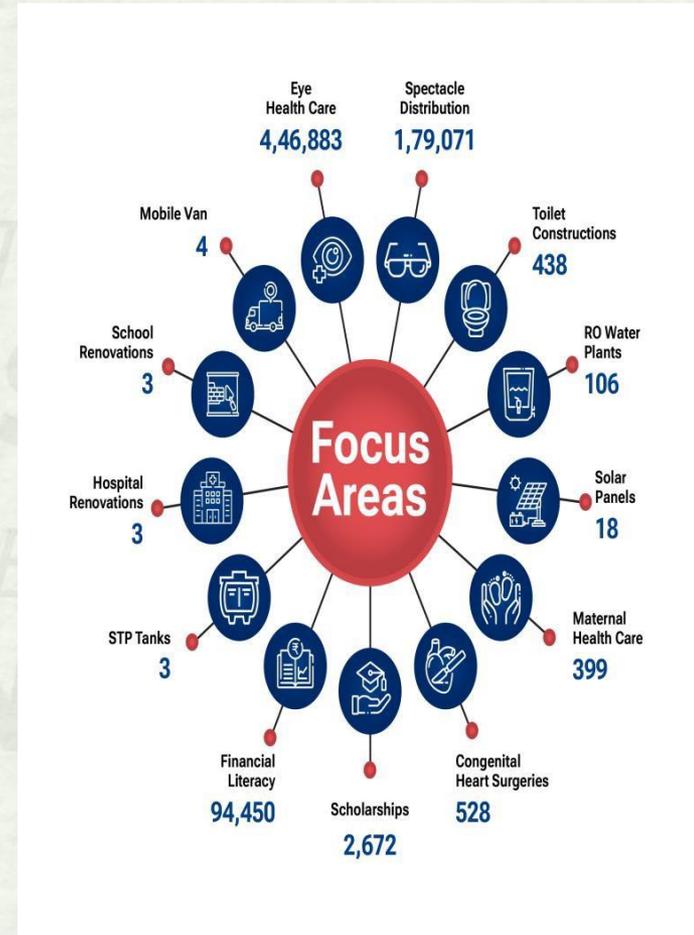
- Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- No. of projects- 01



- Strengthen the means of implementation and revitalize Global Partnership for Sustainable Development



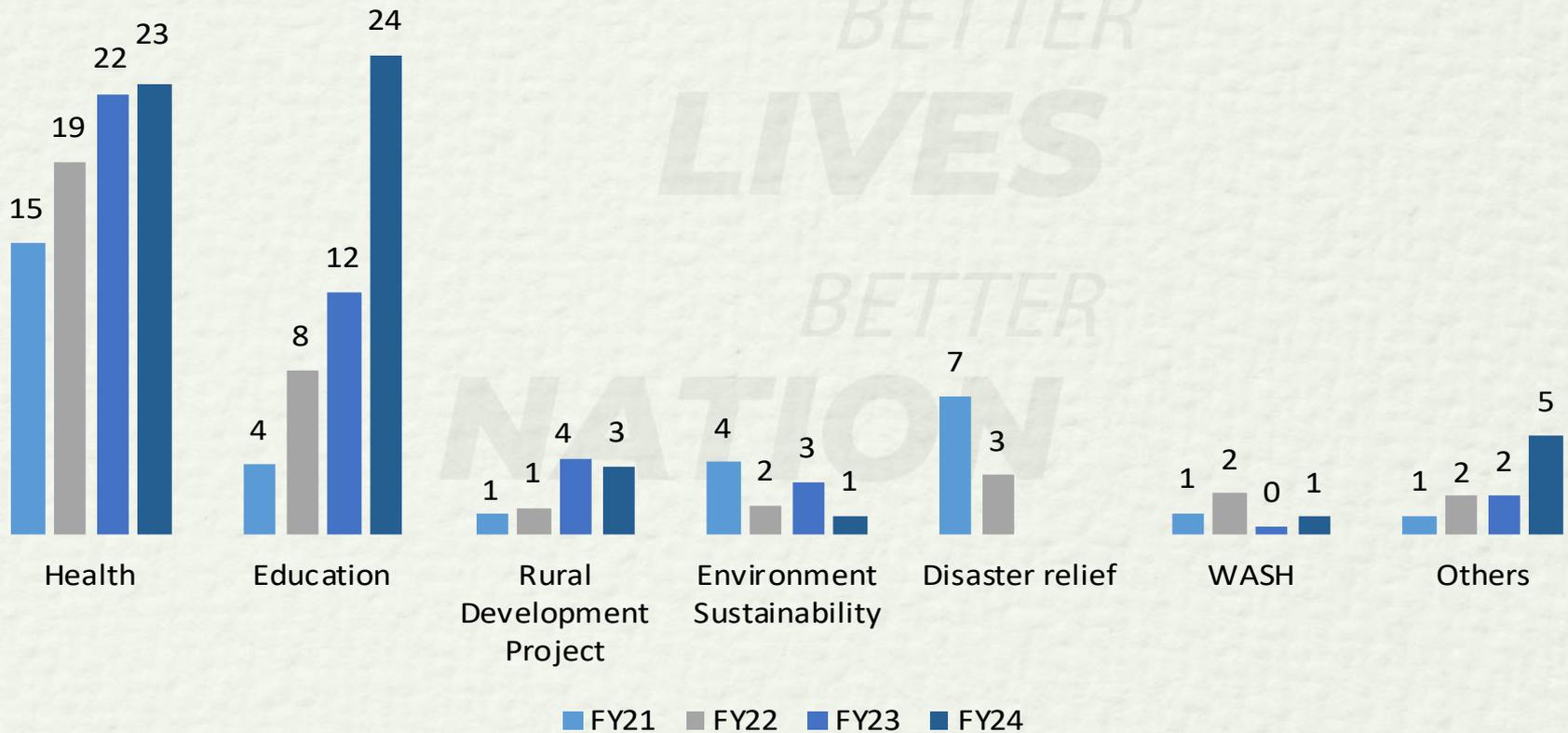
CSR Spent over ten years



Lives impacted over ten years

# SOCIAL RESPONSIBILITY YEARWISE THEMATIC ALLOCATION

(₹ Cr)



- ~ **Vehicle Finance:** New to credit customers, women borrowers, low-income groups, electric vehicles, transport entrepreneurs in geographies with limited presence of banks & financiers.
- ~ **Loan Against Property:** Small business entrepreneurs for self-occupied residential property.
- ~ **Affordable Housing:** Focus on underserved customers in tier III, IV, V, VI cities ; unorganized segments; women borrowers.
- ~ **Consumer & Small Enterprise Loans :** Unsecured lending to retail customers including New To Credit (NTC) customer to support lower income segment people.
- ~ **Small & Medium Enterprise Loans:** Micro, Small and Medium Enterprises (MSME) customers, Factoring and Inventory Funding to support SME customers.
- ~ **Secured Business & Personal Loans:** Funding to the under-served self-employed non- professional customers (e.g. grocery shop, dairy owners, unskilled laborers, low salaried/cash salaried workers).
- ~ *80% of branches in Tier-III, Tier-IV, Tier V and Tier-VI towns. Business expansion through 226 branches in the under-banked districts.*

**Governance Philosophy** - *“The fundamental principle of economic activity is that no man you transact with will lose; then you shall not.”*

- ~ Adhere to corporate governance standards beyond the letter of law;
- ~ Maintain high degree of transparency and disclosures;
- ~ Maintain a clear distinction between personal interest and corporate interest;
- ~ Have a transparent corporate structure driven by business needs; and
- ~ Ensure compliance with applicable laws

## **Governance Policy**

- ~ Code of Conduct and Ethics Policy. Whistle Blower Policy.
- ~ Risk Management Policy.
- ~ Policy on Related Party Transactions.
- ~ Policy for Prevention of Sexual Harassment in line with POSH Act.
- ~ Compensation Policy/Remuneration Policy.
- ~ IT Strategy & policy.
- ~ Business Responsibility Policy.
- ~ Code of Conduct for Directors and Senior Management. Policy on Board Diversity.
- ~ Equal Opportunity policy as per the Rights of Persons with Disabilities Act, 2016.
- ~ Recruitment Policy (*no child labour/no discrimination*).
- ~ Grievance Redressal.
- ~ Business Continuity Policy.

## Contact us

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# THANK YOU