



BETTER
LIVES
BETTER
NATION

Table of Contents



1. Group
overview



2. Corporate
overview



3. Financial
performance



4. Business
segments' overview



5. Funding
profile



6. Subsidiaries
performance



7. Environmental
Social Governance



8. Risk
Management



9. Information
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

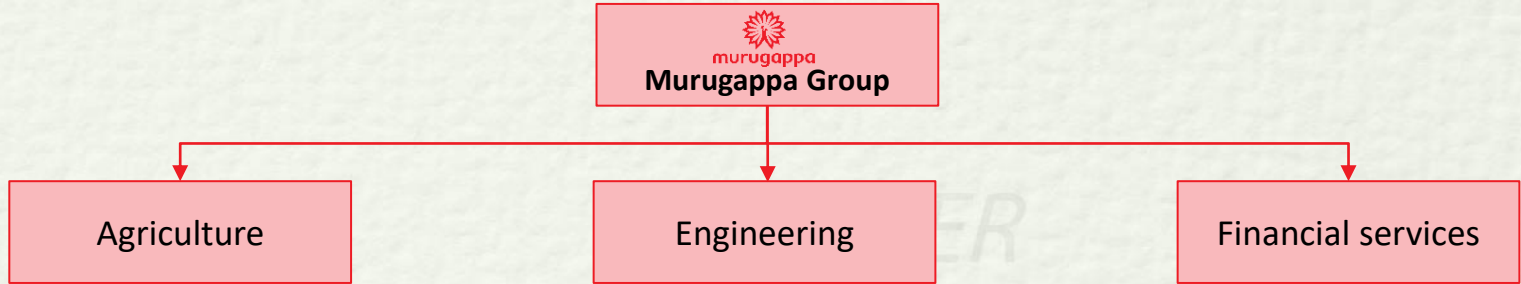


Manufacturing
Locations



Work force

Murugappa Group Overview



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

| | Agriculture | | Engineering | | Financial services | | |
|------------------------|-------------|---------|-------------|--------|--------------------|----------|--------|
| | Coromandel | PARRY'S | CUMI | INDIA | Chola | Chola MS | Chola |
| Market Cap(Cr.) | 31,681 | 9,686 | 24,097 | 72,164 | 97,151 | NA | 20,936 |
| Turnover (Cr.) | 29,587 | 5,584 | 4,601 | 14,431 | 12,884 | 6,156 | 84 |
| PAT(Cr.) | 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 28th 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 center 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

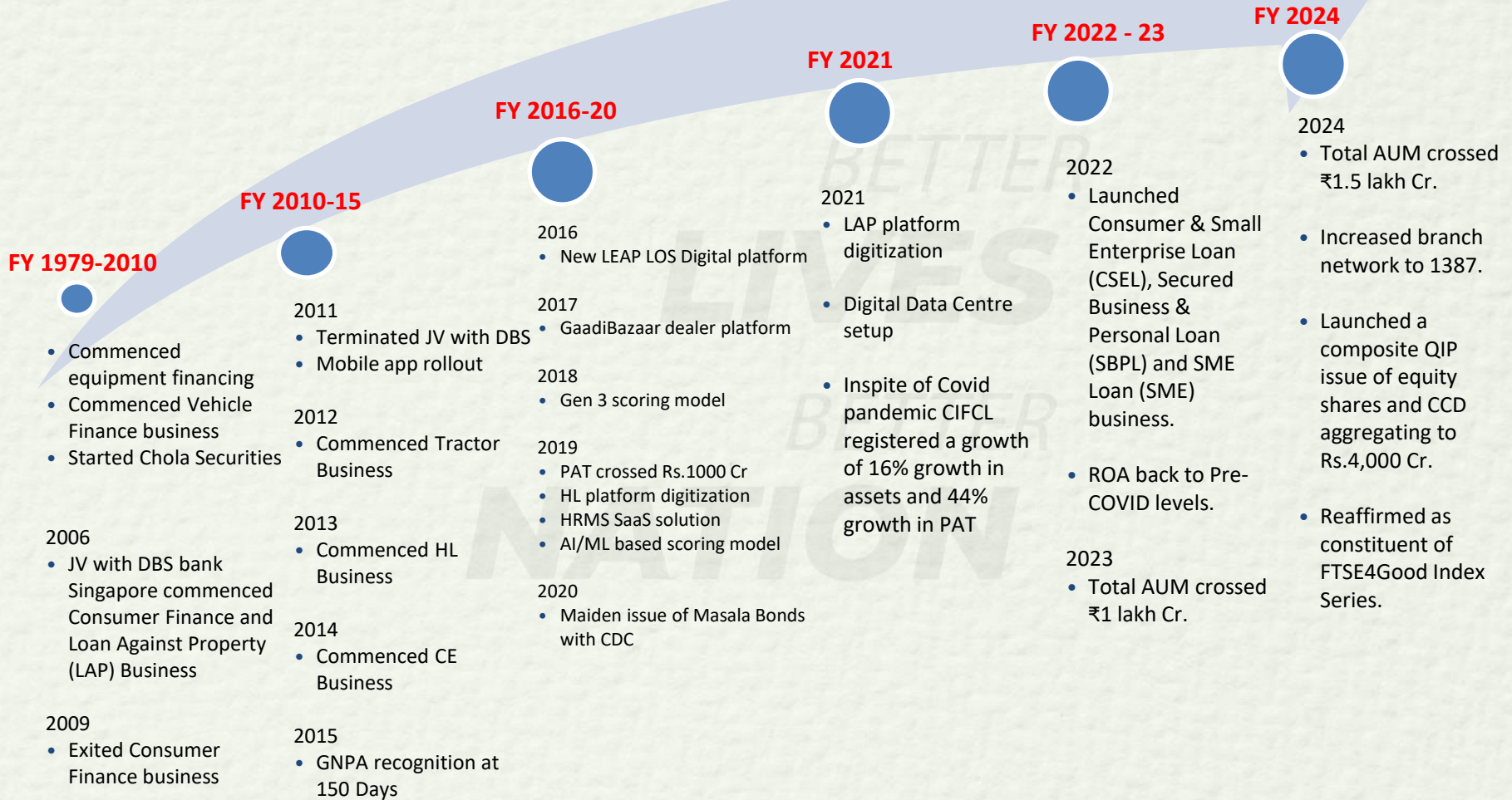
- Presence across Vehicle Finance loans, Loan Against Property, Home Loans, Consumer loans, Personal loans, SME Loans, Stock broking & distribution of financial products.



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 |
|---|--|--|
| VEHICLE FINANCE Overview | <ul style="list-style-type: none"> Well-diversified product portfolio spread across 1334 branches PAN India Focused on financing of CV, PV, 2W, Tractor and Construction equipment in both new and used segments. Our focus continues to be on retail customers especially in smaller towns and rural areas | |
| 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% |
| LOAN AGAINST PROPERTY Overview | <ul style="list-style-type: none"> Focused on financing SME customers for their business needs against security of existing immovable property, operating out of 779 branches pan India. 78% of the book is financed against Self-Occupied residential property as collateral. | |
| 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% |
| HOME LOAN Overview | <ul style="list-style-type: none"> Focused on providing Home Loans under affordable segment with presence across 668 branches PAN India. | |
| 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% |

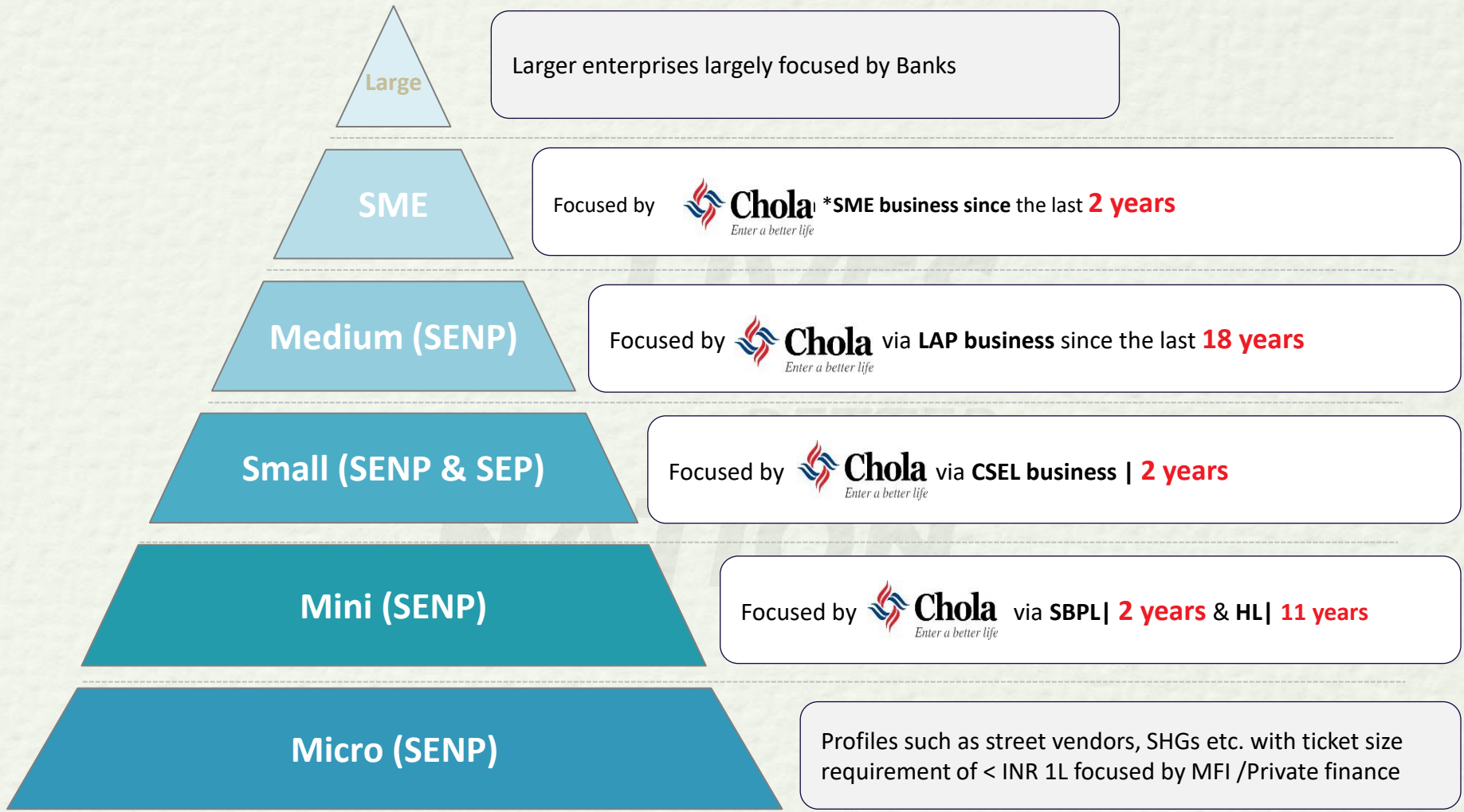
| Particulars | Q4FY24 Vs Q4FY23 | FY24 Vs FY23 |
|----------------------------------|--|--|
| SME Overview | <ul style="list-style-type: none"> The product suite includes Supply chain financing, Term loans for capex, Loan against shares, Funding on hypothecation of machinery for specific industries. Servicing out of 75 (co-located) locations with business growth both through traditional and Fintech partnerships. | |
| 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% |
| CSEL Overview | <ul style="list-style-type: none"> Offers Personal Loans, Professional Loans & Business Loans to Salaried, Self-employed Professionals and Micro & 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. Present in 424 locations (423 co-located & 1 standalone) and have acquired over 11.1+ lakh customers as on Mar24. | |
| 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% |
| SBPL Overview | <ul style="list-style-type: none"> 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. | |
| 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 | 54098 |
| No of Branches | 1334 | *779 | *668 | *650 | *6 | 1387 |
| No of Customers | 2324354 | 53951 | 106581 | 1150938 | NA | 3635824 |

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

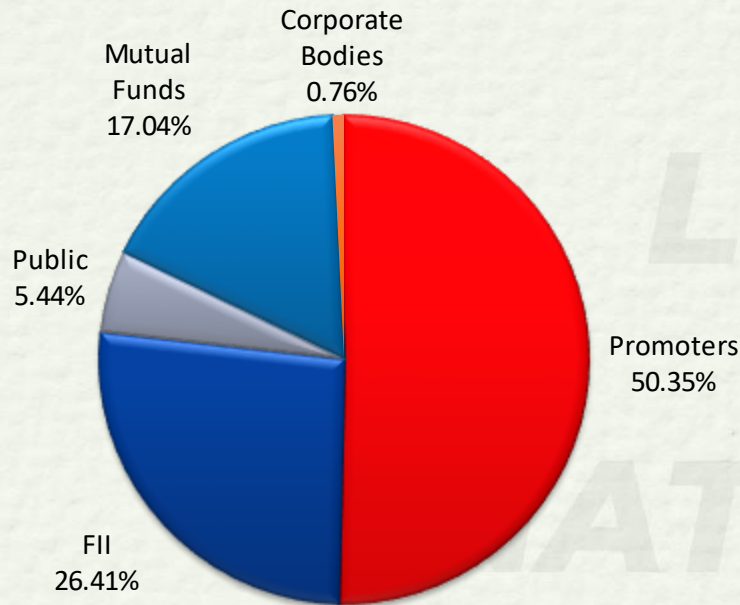
Ecosystem Play in the MSME Sector



* 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

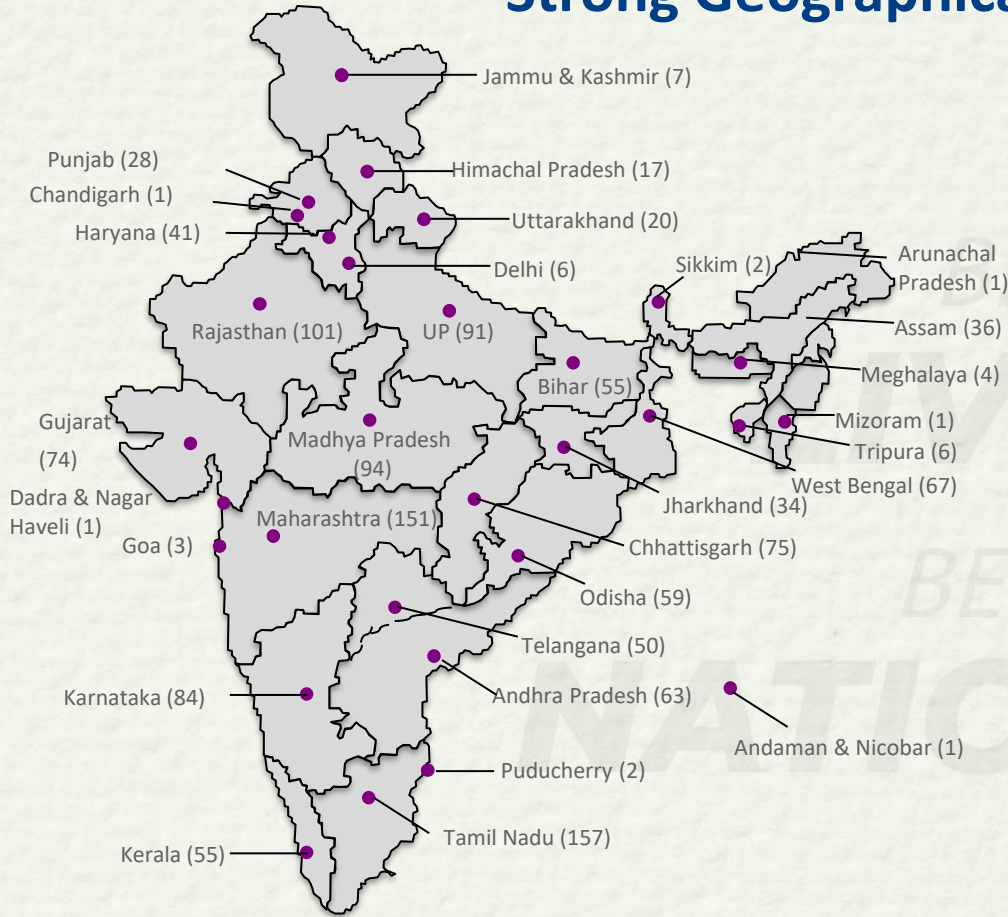
- Axis Mutual Fund
- SBI Mutual Fund
- HDFC Mutual Fund
- Aditya Birla Sun Life Mutual Fund
- Canara Robeco Mutual Fund

Top Foreign Institutional Holding

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

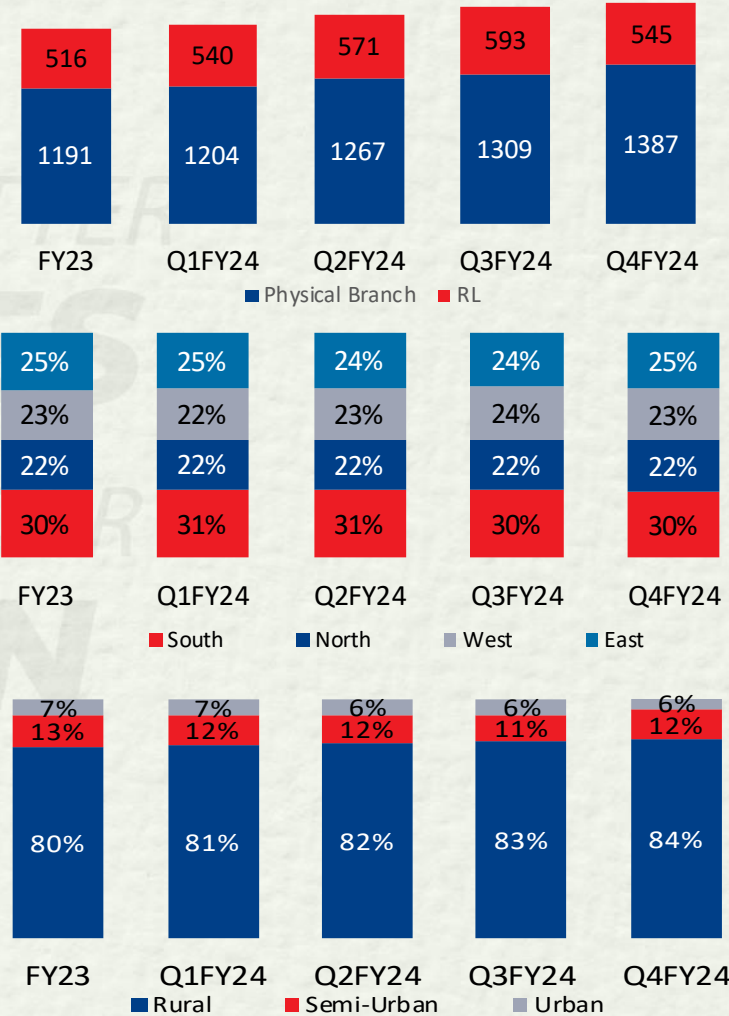
Note: As on 28th Mar 2024

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



Financial Performance

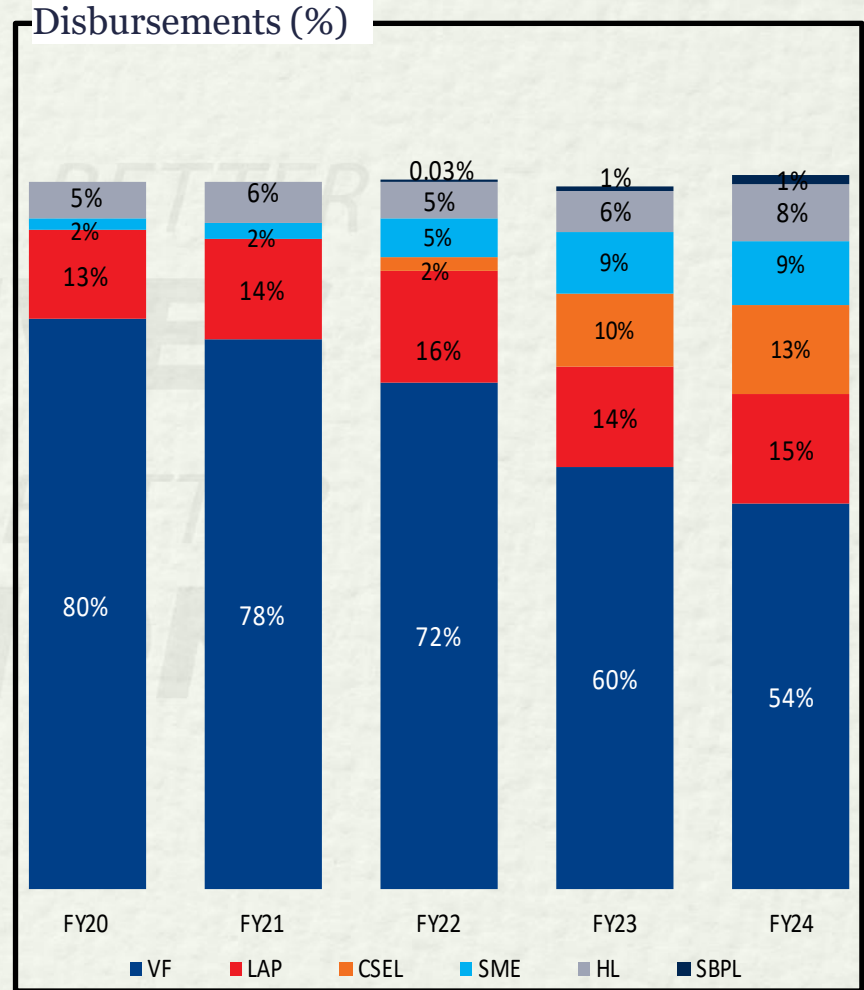
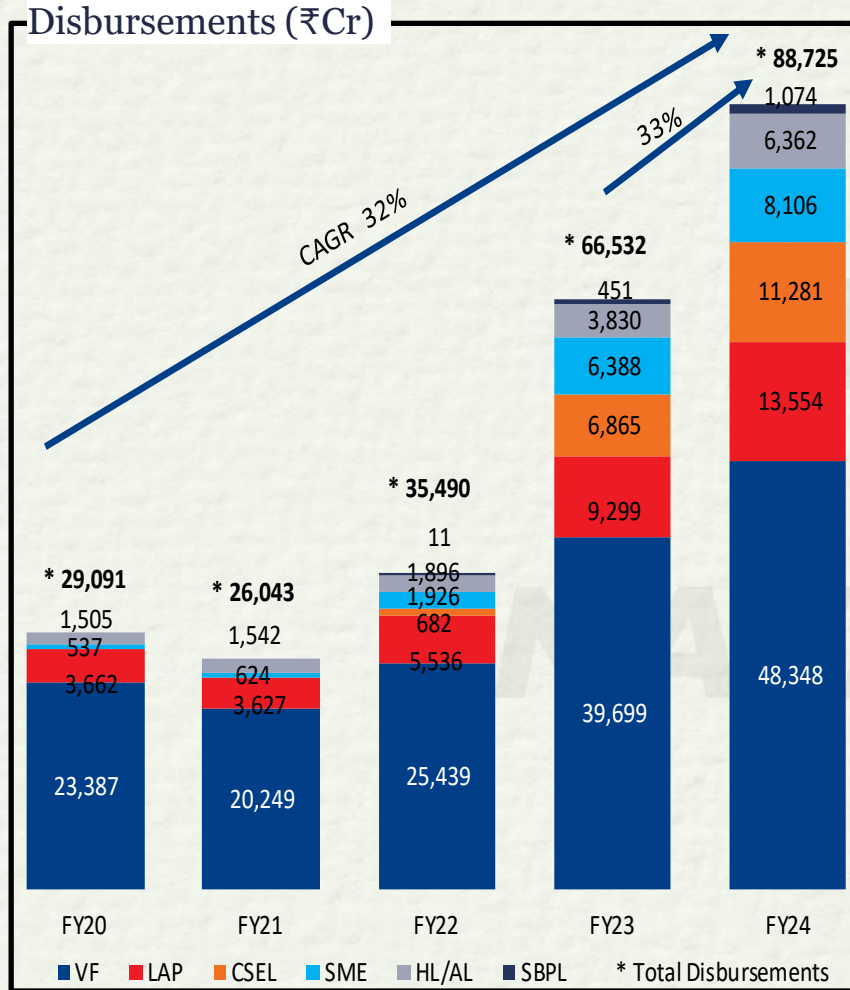


| Financials Snapshot | Recovery and Stabilsation | | | | | | | | | | | COVID | | New Growth | | YoY | CAGR (5 years) | CAGR (10 years) | CAGR (15 years) |
|--|---------------------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|-----------------|------------|-------------------|--------------------|--------------------|
| | 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 | | | | |
| Disbursements | 3,866 | 5,731 | 8,889 | 12,118 | 13,114 | 12,808 | 16,380 | 18,591 | 25,114 | 30,451 | 29,091 | 26,043 | 35,490 | 66,532 | 88,725 | 33% | 32% | 24% | 25% |
| Assets under management | 6,851 | 9,263 | 13,470 | 18,998 | 23,253 | 25,452 | 29,650 | 34,167 | 42,924 | 54,279 | 60,549 | 69,996 | 76,907 | 1,06,498 | 1,53,718 | 44% | 26% | 22% | 25% |
| 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% |
| Net Income | 425 | 634 | 800 | 1,145 | 1,492 | 1,731 | 2,143 | 2,429 | 2,870 | 3,373 | 3,875 | 5,000 | 5,840 | 7,229 | 9,986 | 38% | 27% | 21% | 25% |
| 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% |
| Operating Profit Before Loan Losses | 225 | 301 | 363 | 575 | 834 | 982 | 1,298 | 1,416 | 1,754 | 2,104 | 2,298 | 3,416 | 3,771 | 4,449 | 5,904 | 33% | 27% | 22% | 26% |
| Loan Losses & Provision | 191 | 177 | 40 | 124 | 283 | 325 | 427 | 311 | 353 | 367 | 959 | 1,378 | 880 | 850 | 1,322 | 56% | 8% | 17% | 15% |
| Profit before tax | 31 | 100 | 290 | 451 | 550 | 657 | 871 | 1,105 | 1,401 | 1,736 | 1,338 | 2,038 | 2,891 | 3,600 | 4,582 | 27% | 36% | 24% | 43% |
| Profit after tax | 15 | 62 | 173 | 307 | 364 | 435 | 568 | 718 | 918 | 1,186 | 1,052 | 1,515 | 2,147 | 2,666 | 3,423 | 28% | 34% | 26% | 48% |
| Ratios | | | | | | | | | | | | | | | | | | | |
| 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 | 3month | 3month | 3month | 3month | 3month | 3month | | | | |
| Branch Network - in Nos | 171 | 236 | 375 | 518 | 574 | 534 | 534 | 703 | 873 | 900 | 1091 | 1137 | 1145 | 1191 | 1387 | | | | |

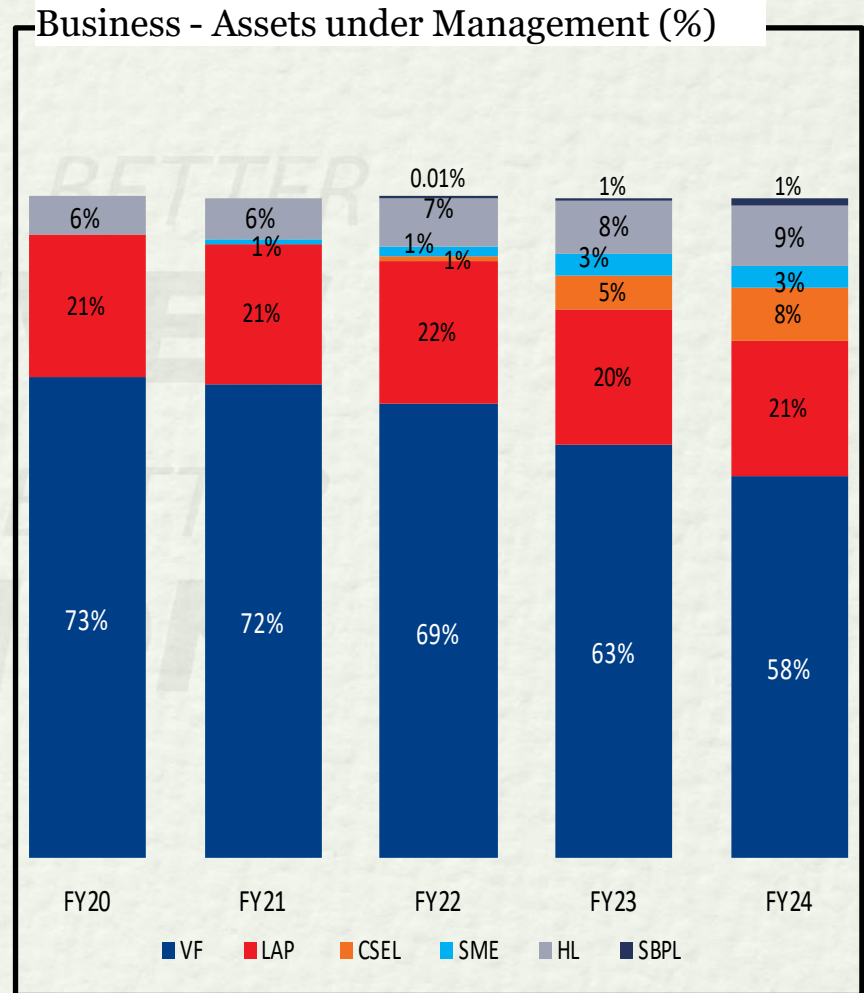
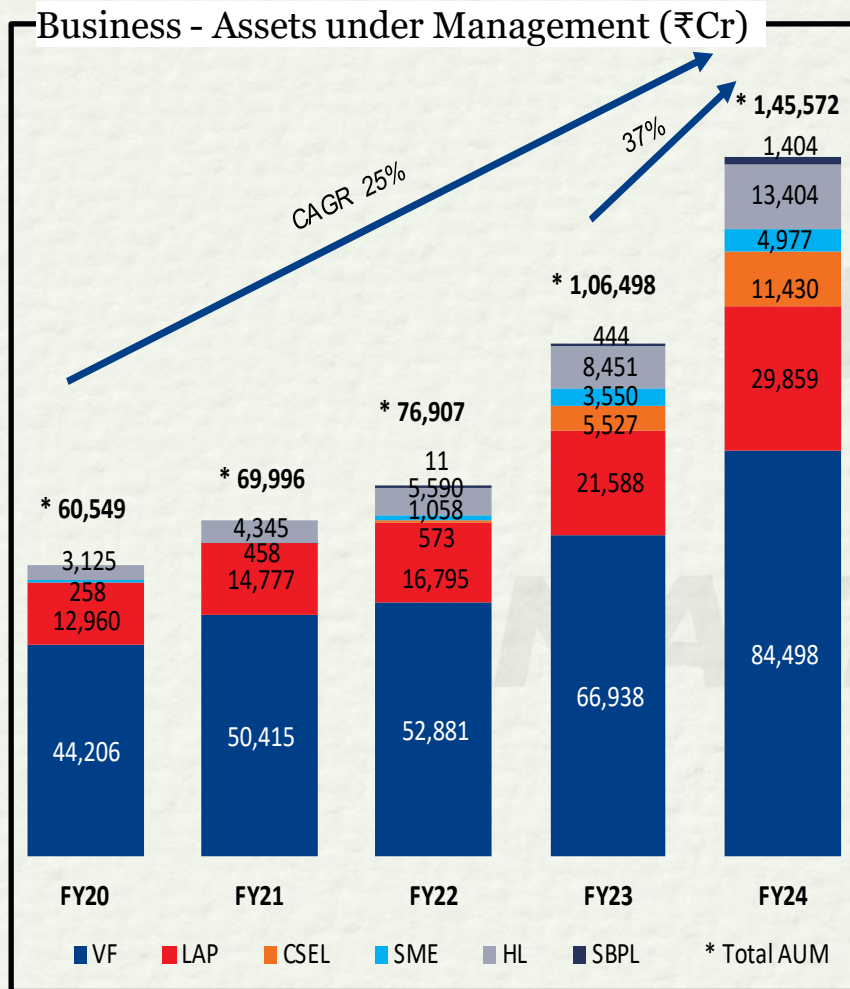
• **Note:**

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

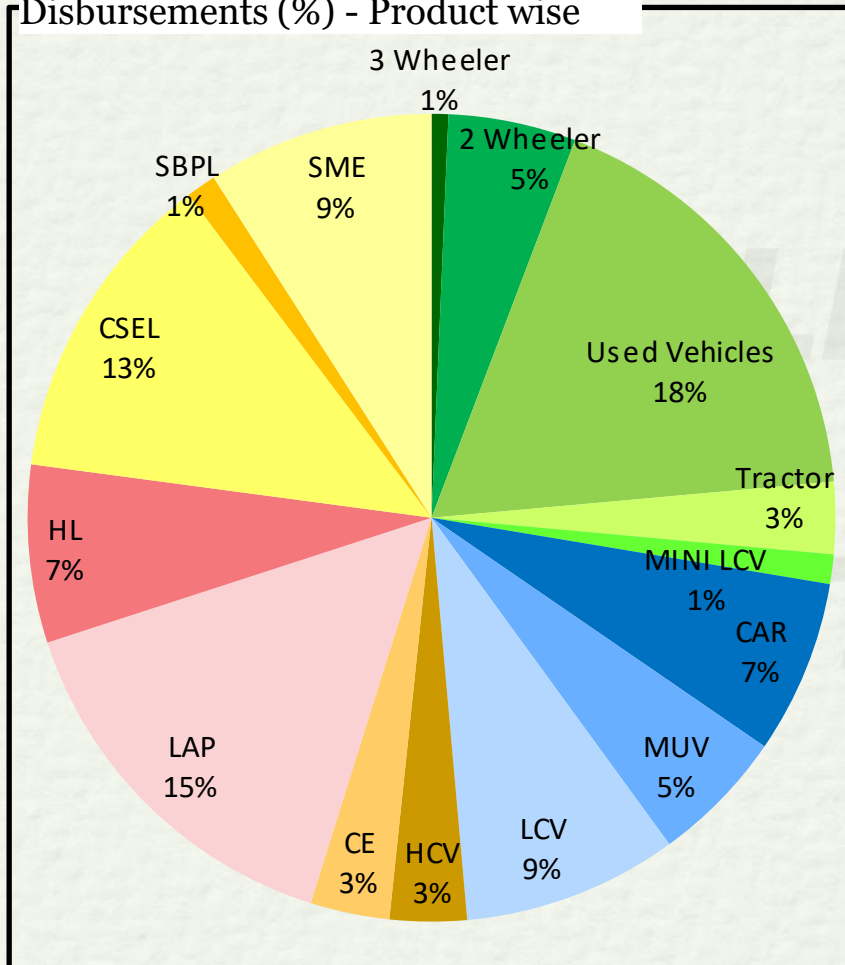


Assets Under Management

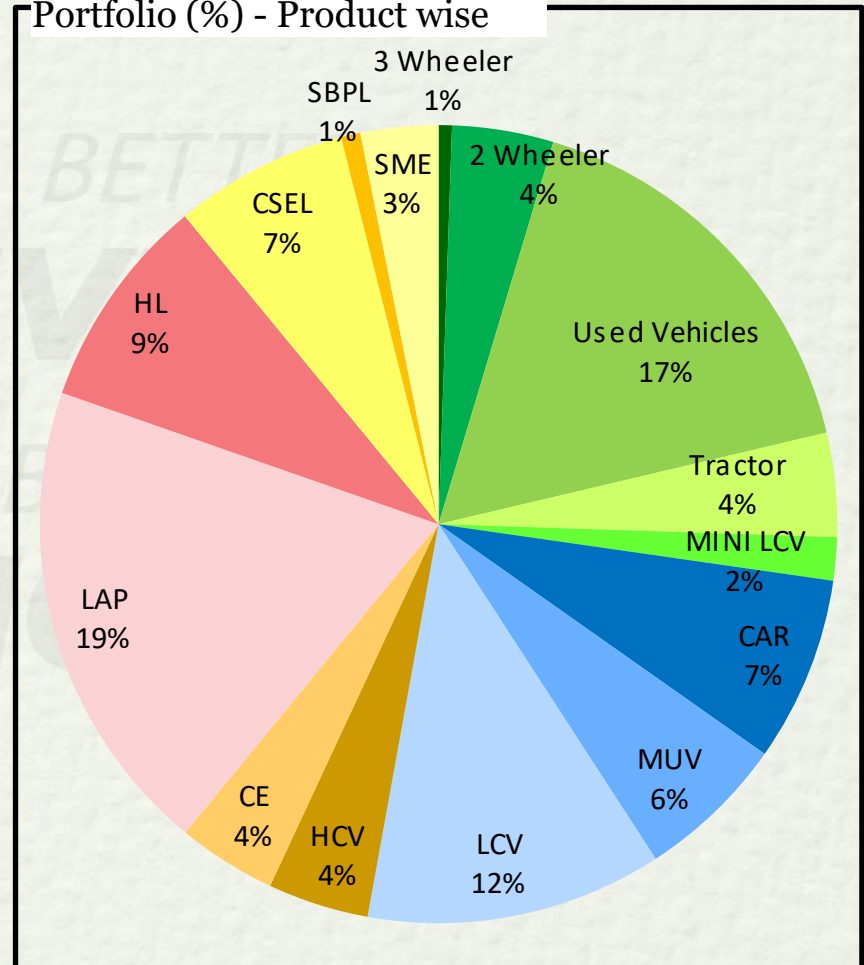


Well diversified product segments

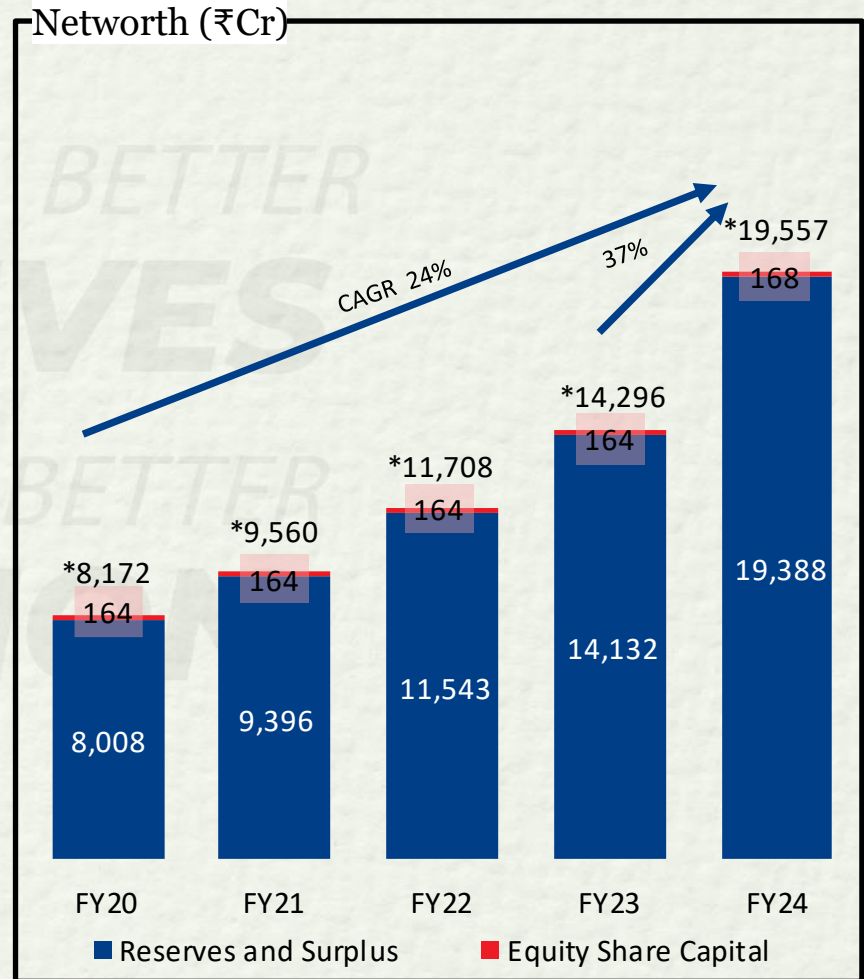
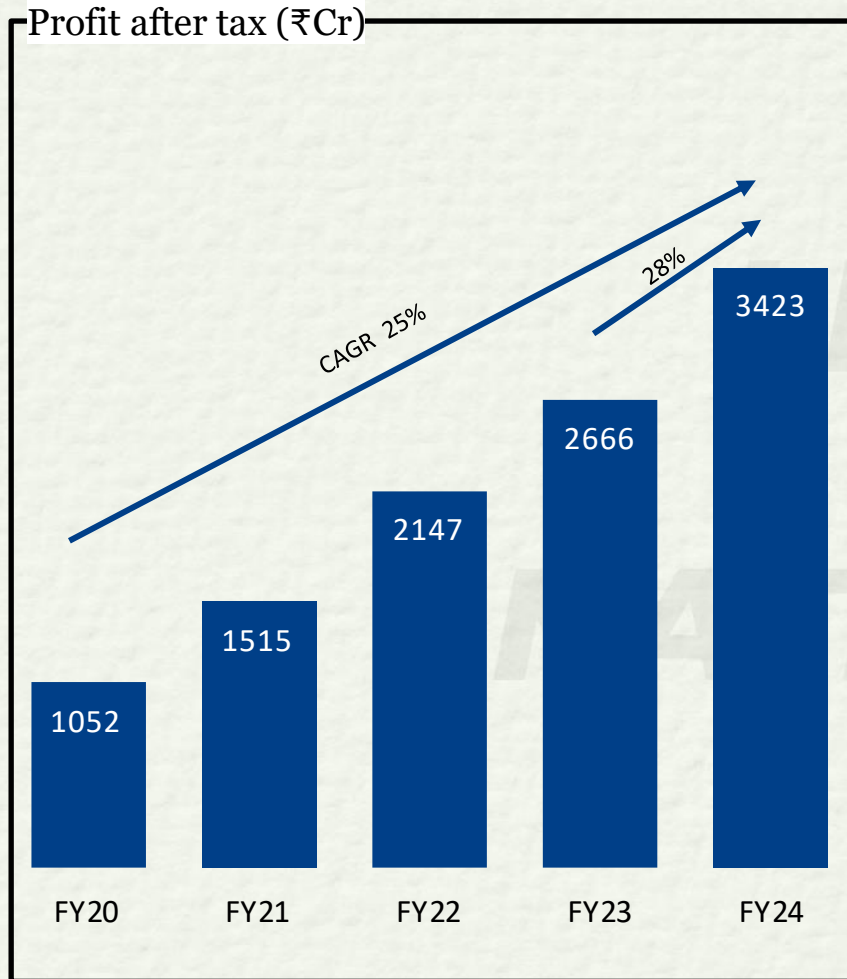
Disbursements (%) - Product wise



Portfolio (%) - Product wise



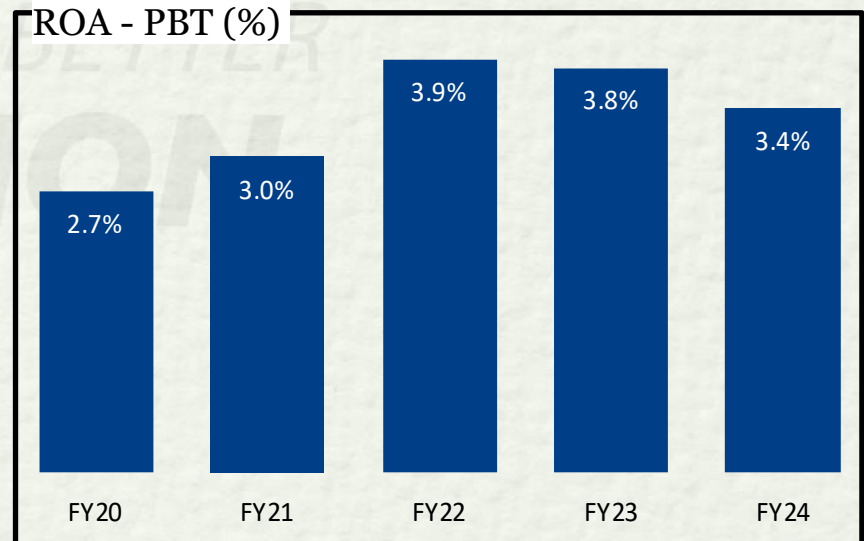
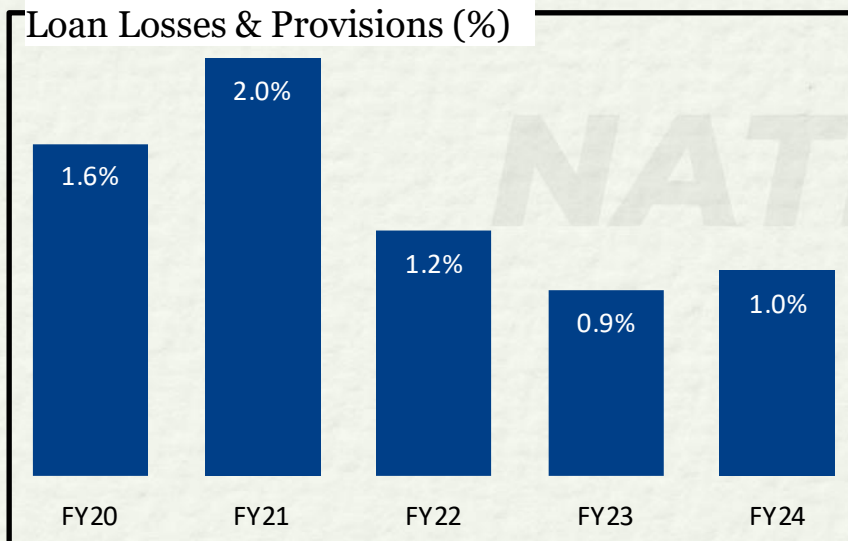
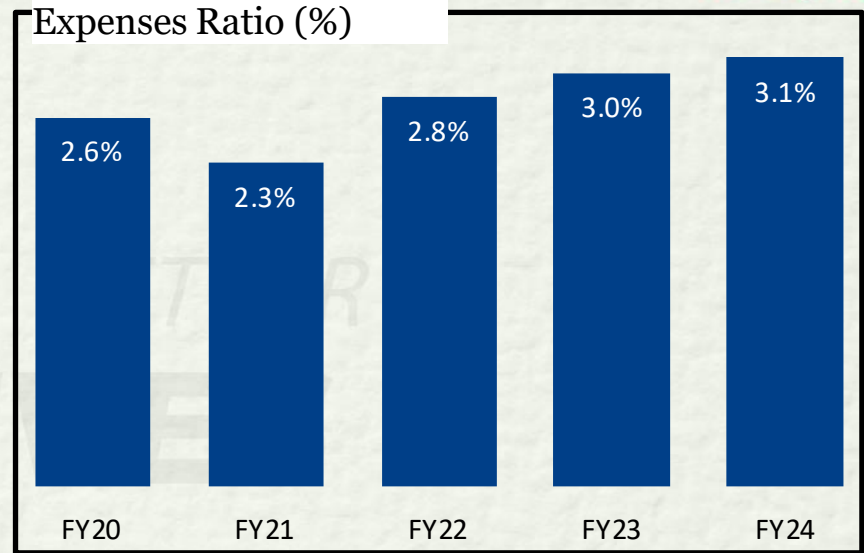
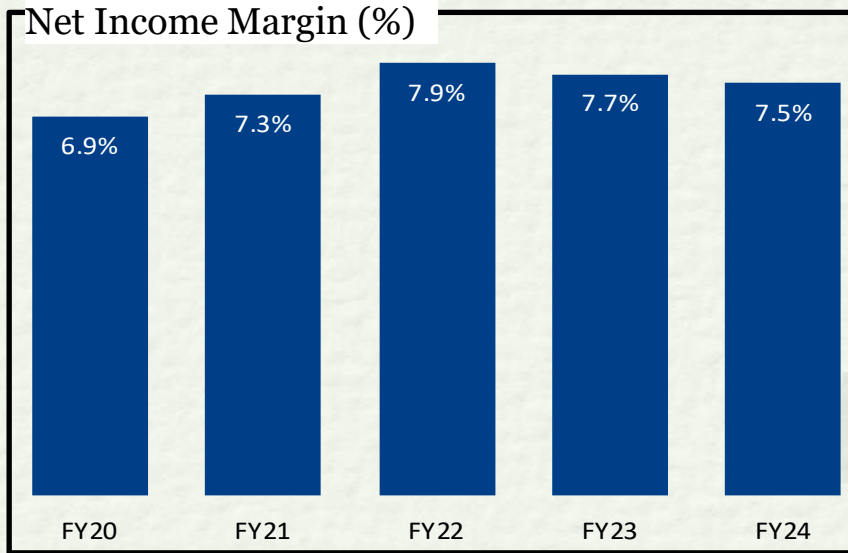
Profitability and Net worth

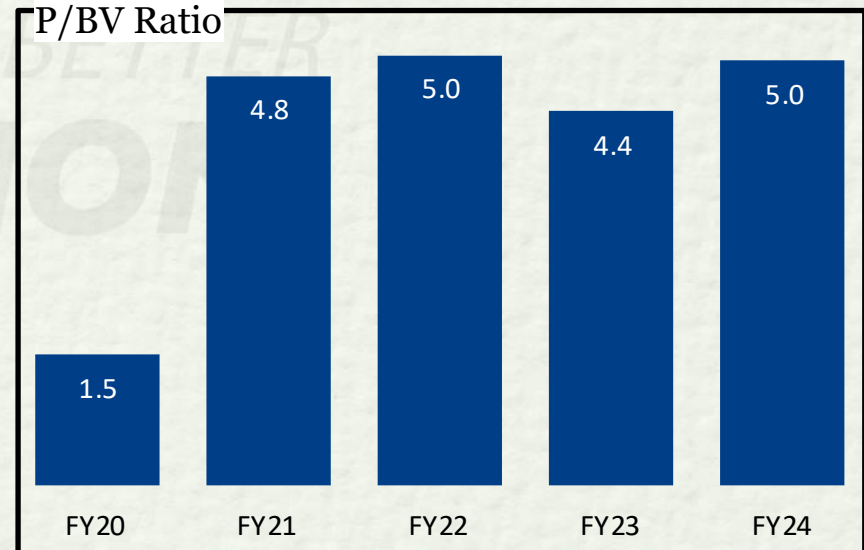
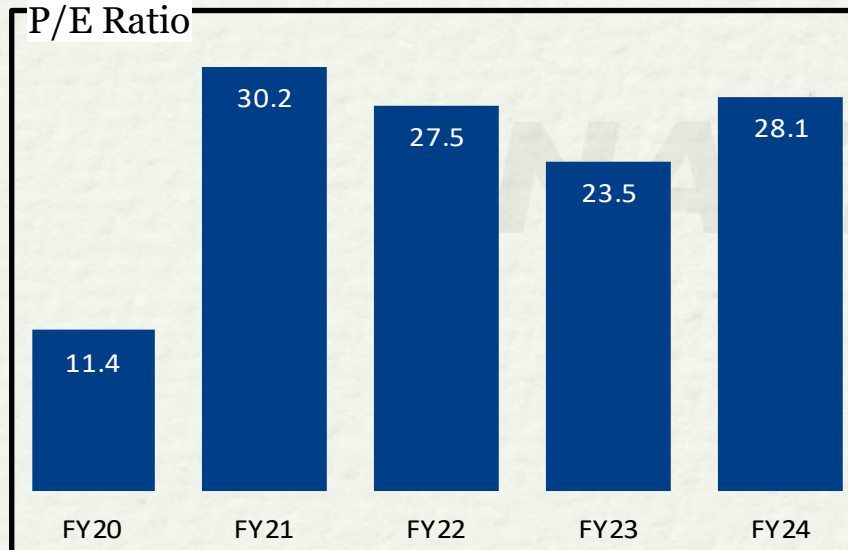
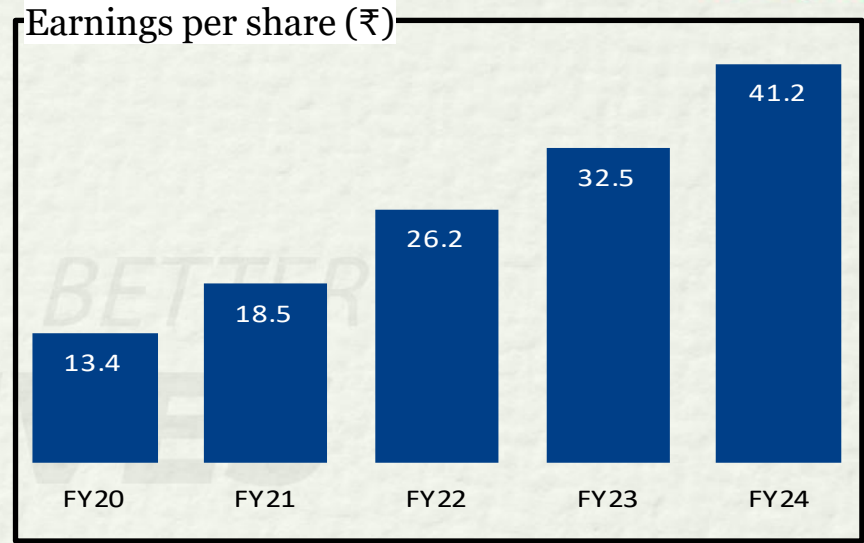
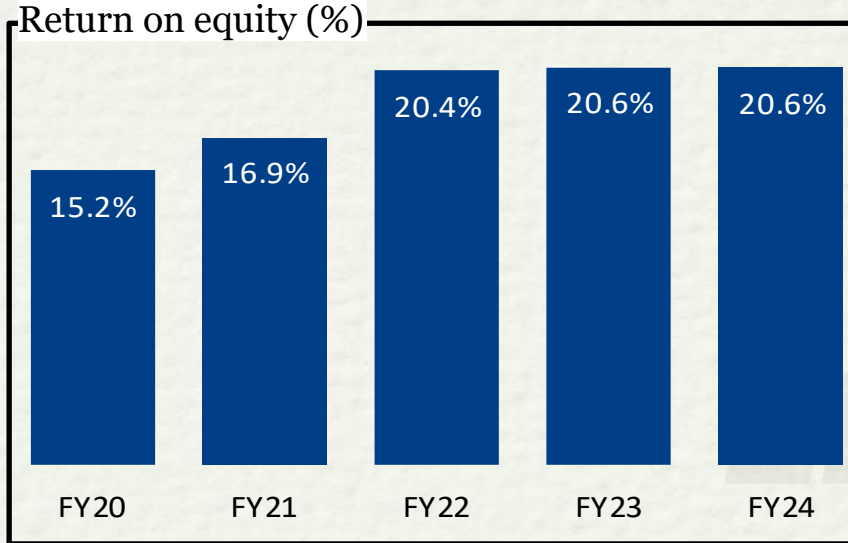


Note on Network

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





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 |
|---------------------------------|---------------|-----------------|---------------|-----------------|-----------------|-----------------|-----------------|-----------------|---------------------|-----------------|-----------------|----------------------------|
| Disbursements | 13,329 | 20,015 | 14,623 | 21,542 | 17,559 | 22,383 | 21,020 | 24,784 | 18% | 66,532 | 88,725 | 33% |
| Closing Assets - Managed | 86,703 | 1,22,755 | 91,841 | 1,33,775 | 1,03,789 | 1,41,143 | 1,12,782 | 1,53,718 | 36% | 1,12,782 | 1,53,718 | 36% |
| 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% |
| Net Income | 1,640 | 2,127 | 1,697 | 2,367 | 1,832 | 2,580 | 2,060 | 2,913 | 41% | 7,229 | 9,986 | 38% |
| 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% |
| PBT | 762 | 968 | 758 | 1,021 | 921 | 1,157 | 1,159 | 1,437 | 24% | 3,600 | 4,582 | 27% |
| Taxes | 196 | 242 | 195 | 258 | 237 | 281 | 306 | 379 | 24% | 933 | 1,159 | 24% |
| PAT | 566 | 726 | 563 | 762 | 684 | 876 | 853 | 1,058 | 24% | 2,666 | 3,423 | 28% |
| Asset Ratios | | | | | | | | | | | | |
| 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% | |
| ROA-PBT | 3.7% | 3.3% | 3.4% | 3.2% | 3.8% | 3.3% | 4.4% | 3.9% | | 3.8% | 3.4% | |
| ROA-PAT | 2.8% | 2.5% | 2.5% | 2.4% | 2.8% | 2.5% | 3.2% | 2.8% | | 2.8% | 2.6% | |
| 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 | |
| Coverage Ratio - Stage 3 | 40.7% | 45.4% | 41.5% | 47.3% | 41.0% | 45.1% | 46.0% | 46.5% | | 46.0% | 46.5% | |
| 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 |
|----------------------------------|---------------|-----------------|-----------------|
| ASSETS | | | |
| Financial Assets | 81,081 | 1,12,075 | 1,53,770 |
| 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 |
| Non- Financial Assets | 1,282 | 1,440 | 2,680 |
| 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 |
| TOTAL | 82,363 | 1,13,516 | 1,56,451 |
| EQUITY AND LIABILITIES | | | |
| Financial Liabilities | 70,479 | 99,032 | 1,36,619 |
| Derivative financial instruments | 170 | 134 | 187 |
| Trade Payables - Others | 81 | 123 | 115 |
| Other Payables - Others | 722 | 1,065 | 1,338 |
| Borrowings | 69,174 | 97,356 | 1,34,474 |
| Other Financial Liabilities | 333 | 354 | 506 |
| Non-Financial Liabilities | 176 | 187 | 275 |
| Shareholder's fund | 11,708 | 14,296 | 19,557 |
| TOTAL | 82,363 | 1,13,516 | 1,56,451 |

Stagewise Assets & Provision Summary

₹ Cr

| Particulars | Mar23 INR Cr | Mar24 INR Cr | Mar23 % to GA | Mar24 % to GA |
|---------------------|-----------------|-----------------|------------------|------------------|
| Gross Assets | 1,07,077 | 1,46,945 | 100.0% | 100.0% |
| 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% |
| Provision | 2,329 | 2,521 | 2.17% | 1.72% |
| 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% |
| Net Assets | 1,04,748 | 1,44,424 | 97.83% | 98.28% |
| 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% |

Stagewise ECL Summary – Mar24

| 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% |
| Total Stage 1 | (C) | 1,40,078 | 541 | 1,39,537 | 95.33% | 0.39% | 94.96% |
| 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% |
| Total Stage 2 | (F) | 3,222 | 286 | 2,935 | 2.19% | 8.89% | 2.00% |
| Total Stage 3 | (G) | 3,645 | 1,693 | 1,952 | 2.48% | 46.45% | 1.33% |
| Total | (C + F + G) | 1,46,945 | 2,521 | 1,44,424 | 100.00% | 1.72% | 98.28% |
| NPA as per RBI (incl Sec) | (B + E + G) | 5,205 | 1,831 | 3,374 | 3.54% | 35.18% | 2.30% |
| NNPA% - RBI: Net NPA /(Asset - provisions for GNPA) | | | | | | | 2.32% |

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:

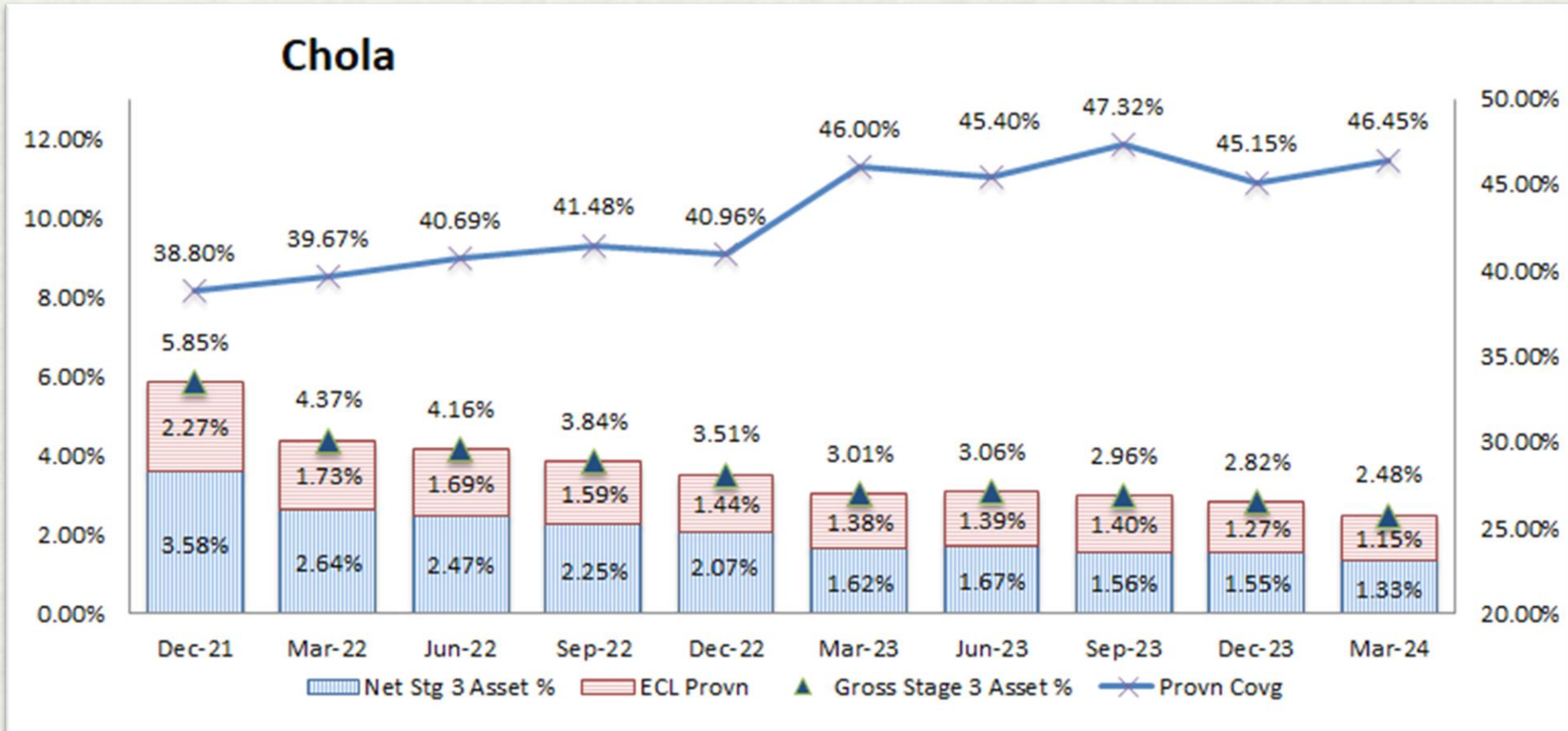
| | |
|----------|--|
| STAGE_1A | Represents assets (i) which had never touched NPA and (ii) which had been an NPA in the past but had been normalised and currently in the 0-30 days - Hence no more an NPA as per RBI norms |
| STAGE_1B | Represents assets which had been an NPA in the past but yet to 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% |
|--------------|-----------------|---------------|-----------------|---------------|--------------------|--------------|--------------|
| Mar24 | 1,46,945 | 3,645 | 2.48% | 1,693 | 46.45% | 1,952 | 1.33% |
| 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% |
| Dec23 | 1,35,236 | 3,811 | 2.82% | 1,720 | 45.15% | 2,091 | 1.55% |
| 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.



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

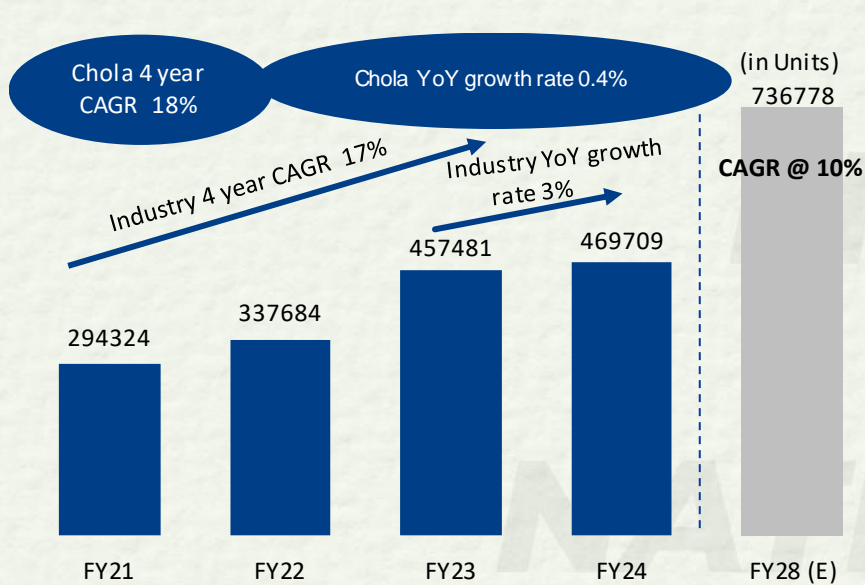
- The Construction Equipment (CE) segment had a growth of 14% in Q4 FY'24 and 23% as of YTD Mar'24. After two years of consecutive double digit growth, this segment might see moderate contraction of demand in the near quarter.
- The Tractor industry had a de-growth of 12% in Q4 FY'24 & 6% as of YTD Mar'24 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

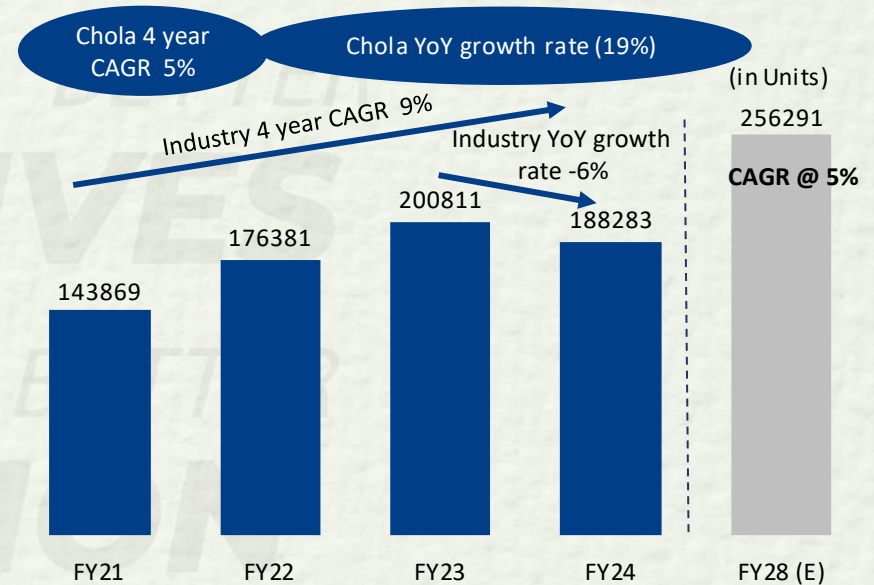
- Our exposure in this segment is around 7% at a portfolio level. Our focus is to build a quality portfolio in this segment.
- Influence of external factors like uneven rainfall, crop loss and irregular farm cash flows will determine our growth in this segment.

Auto Industry Outlook

Trend in Domestic LCV Sales



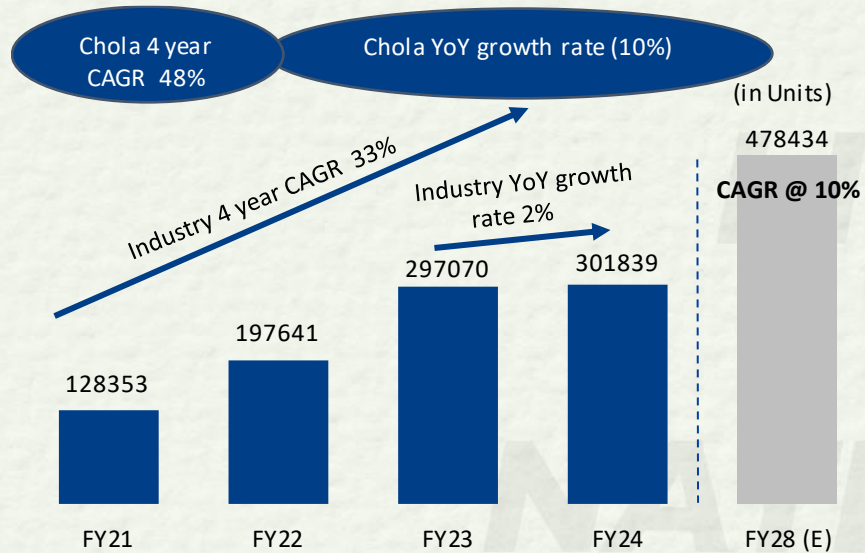
Trend in Domestic SCV Sales



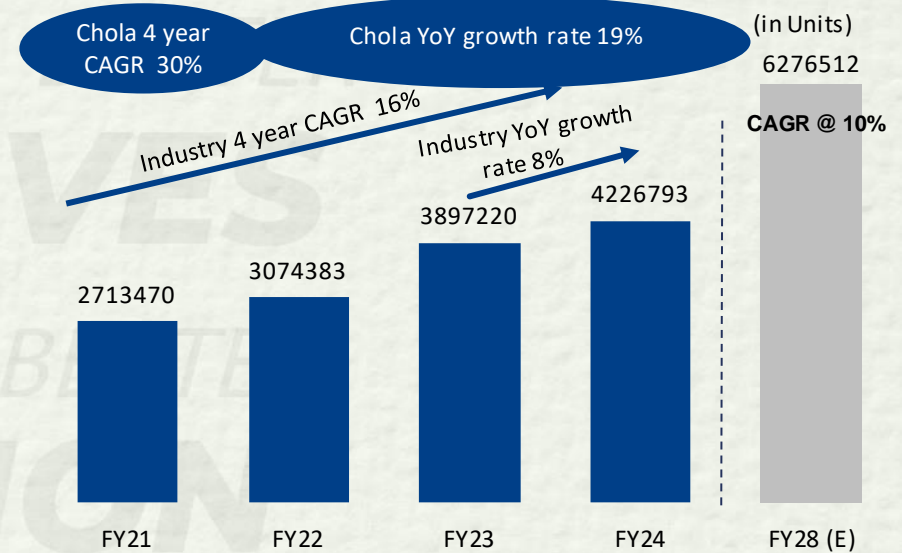
- Replacement demand, last-mile transport requirements and positive macroeconomic environment.
- Stronger demand from consumption driven sectors and E-commerce based companies.
- Demand for Pickups to increase in the long term due to higher flexibility in usage over sub one tonne vehicles.
- Bus Sales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

Auto Industry Outlook

Trend in Domestic HCV Sales



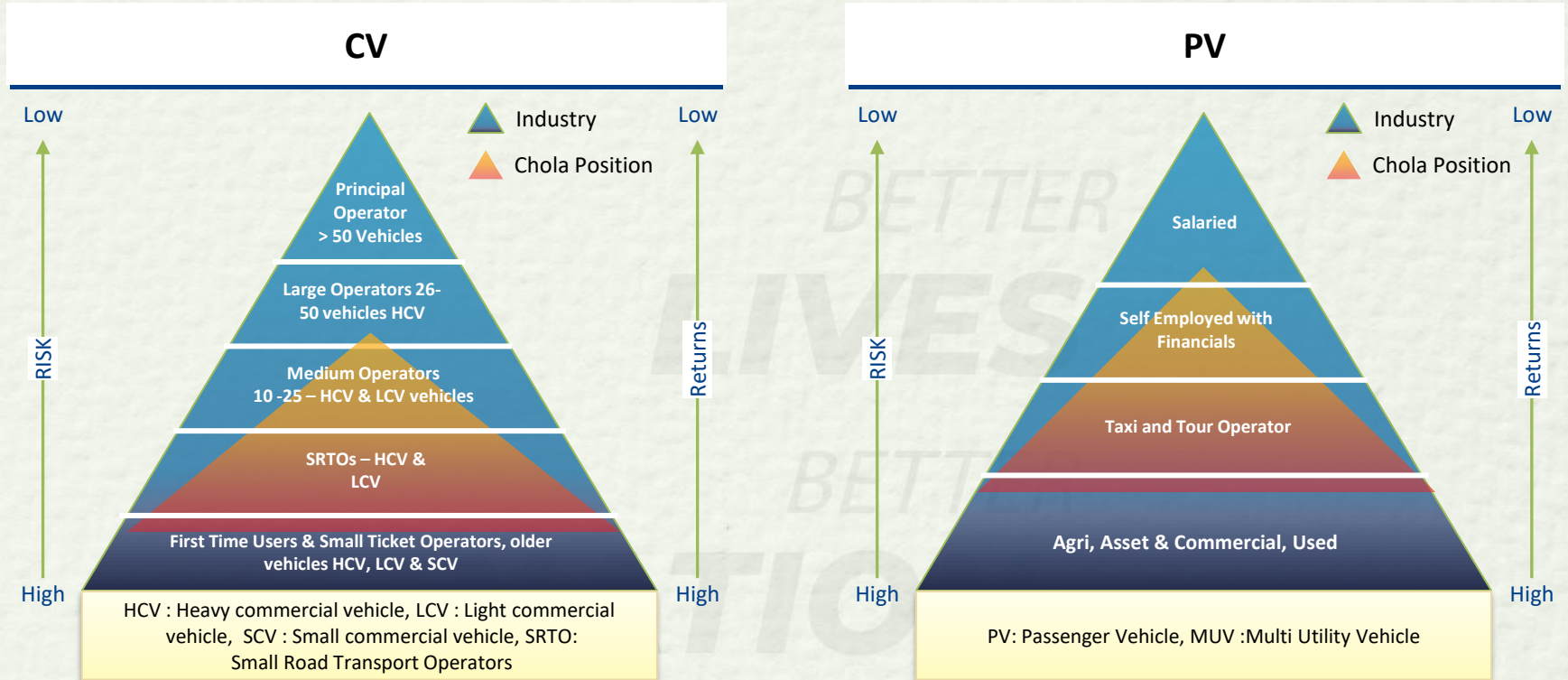
Trend in Domestic Car & MUV Sales



- 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.

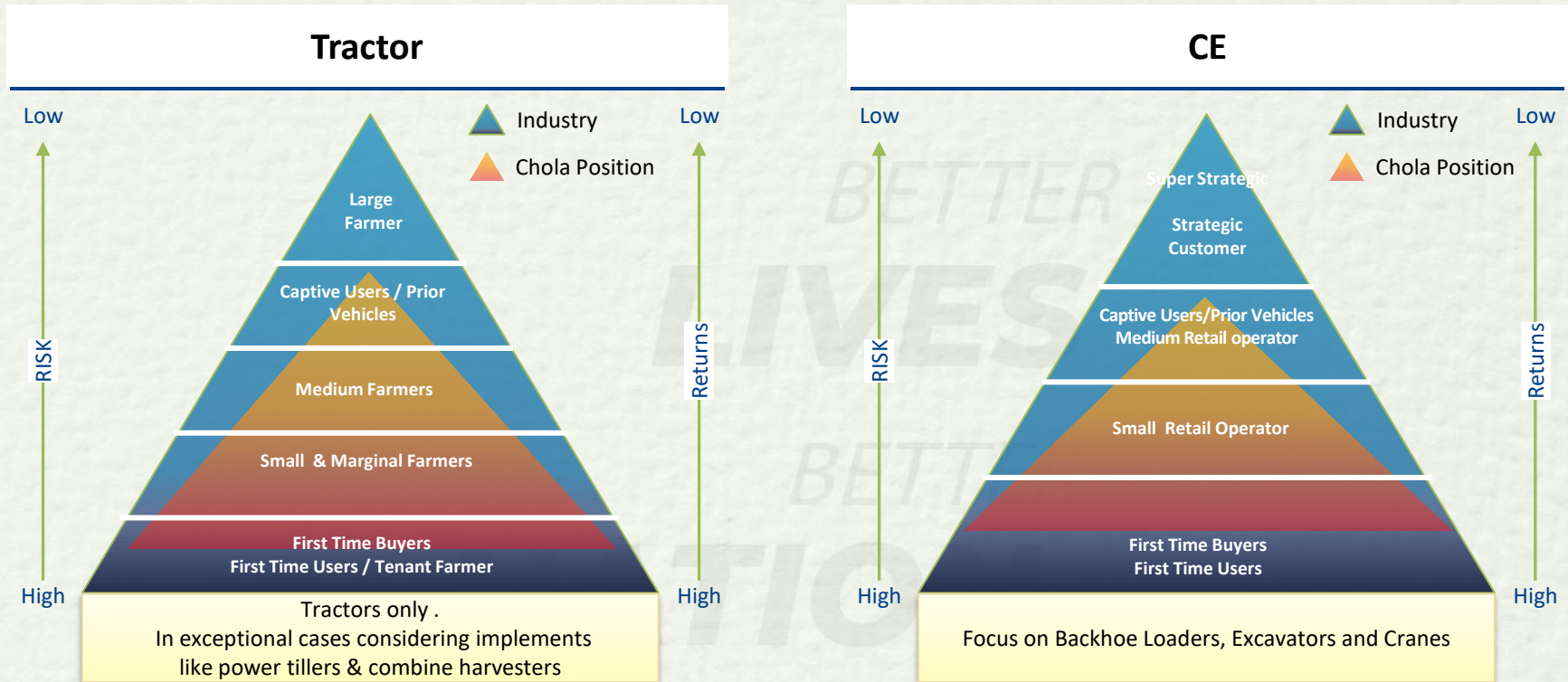
Vehicle Finance—Business Model & Positioning



- ~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

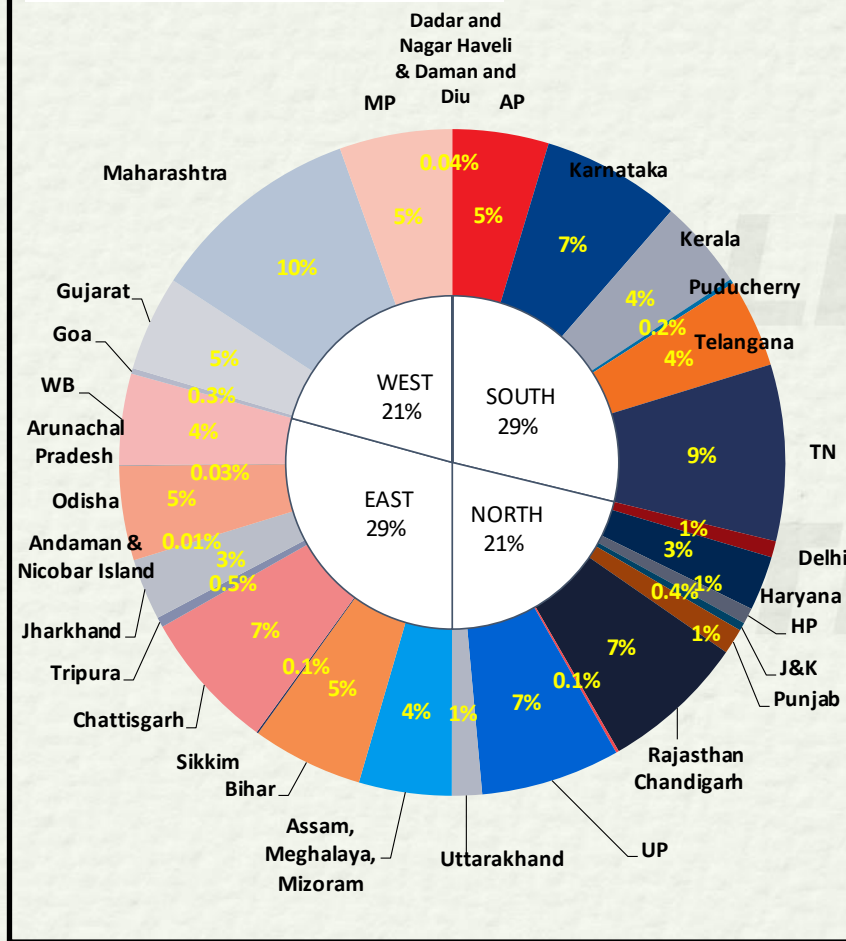


- ~65% of disbursements are to agri -based customer segment
- Application -
 - Agri usage
 - Commercial usage
 - Agri and Commercial usage
- New & Used

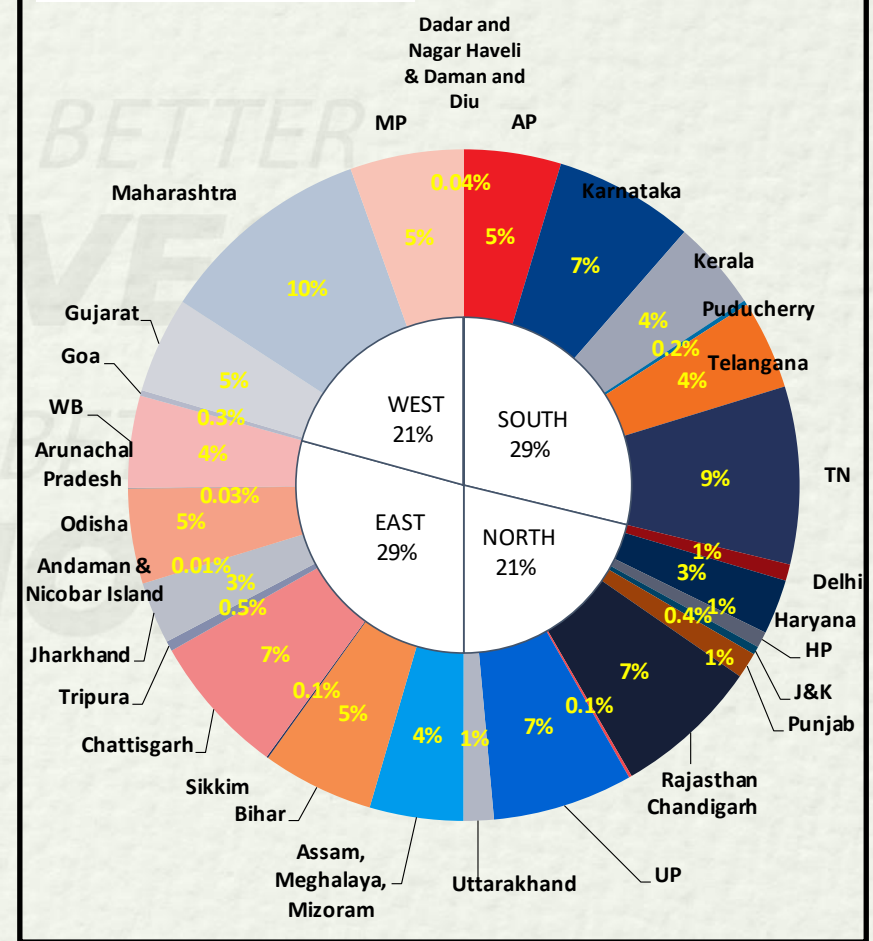
- ~ 69% of disbursements are to retail customer segment
- Application –
 - Captive
 - Hiring
- New & Used

Well diversified across geography

Disbursements - State wise

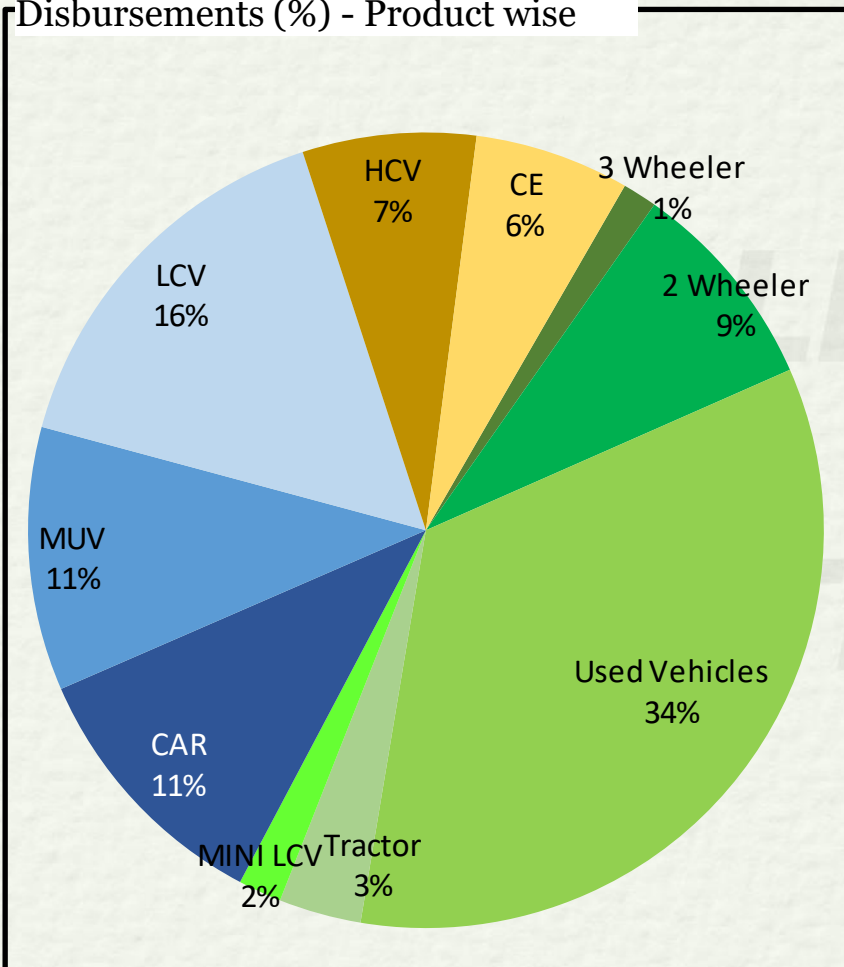


Portfolio - State wise

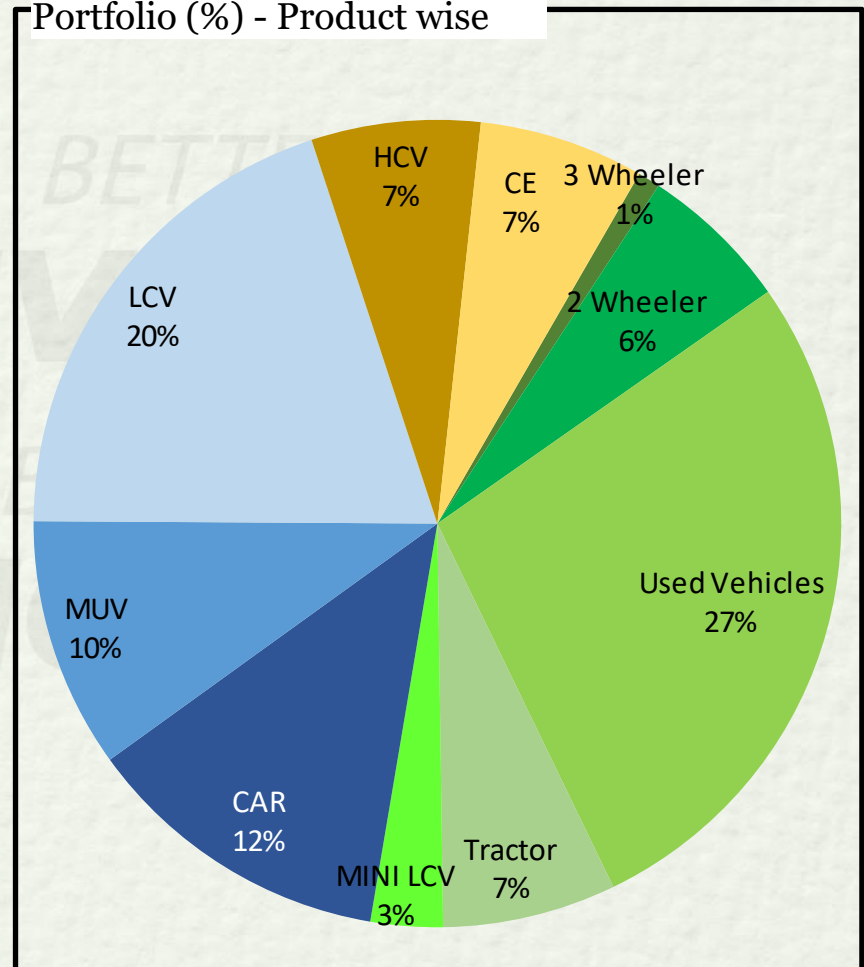


Well diversified product segments

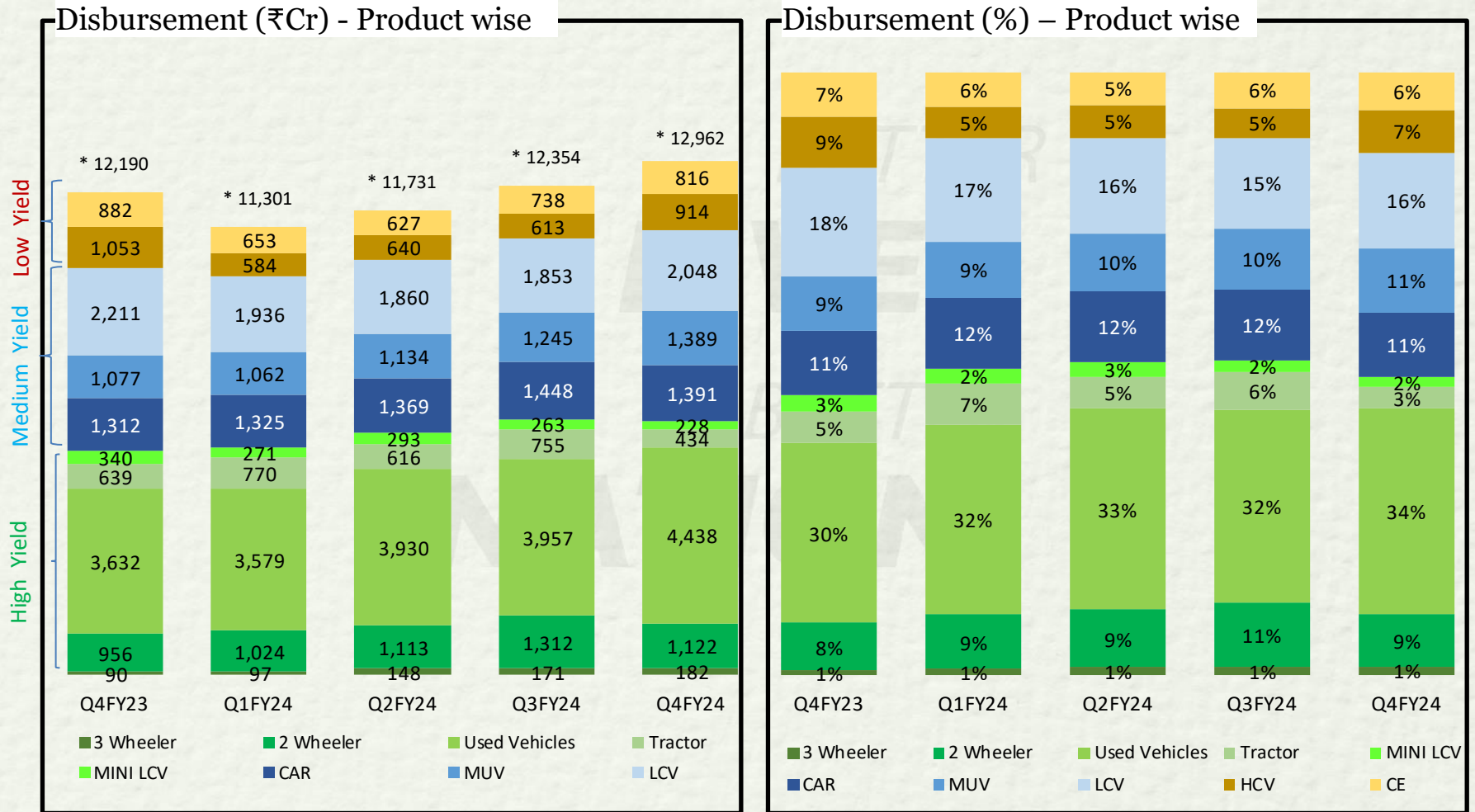
Disbursements (%) - Product wise



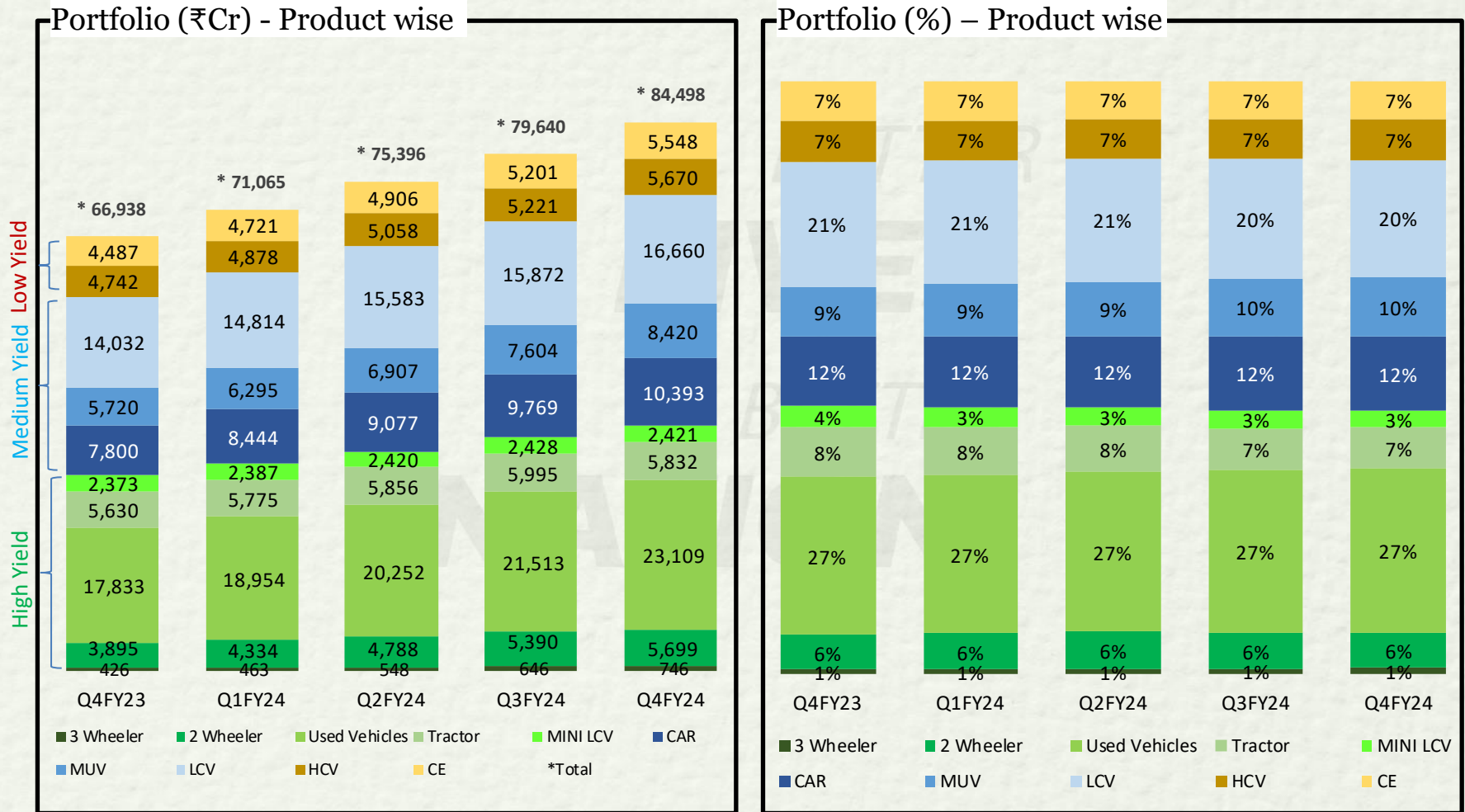
Portfolio (%) - Product wise



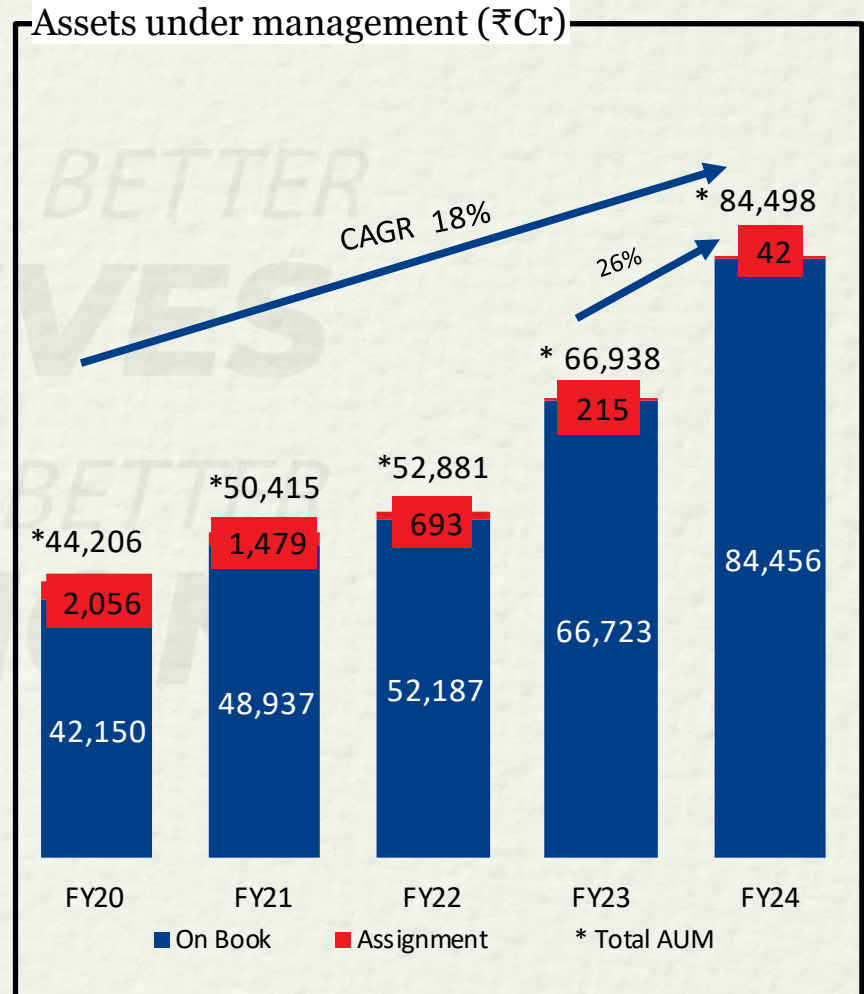
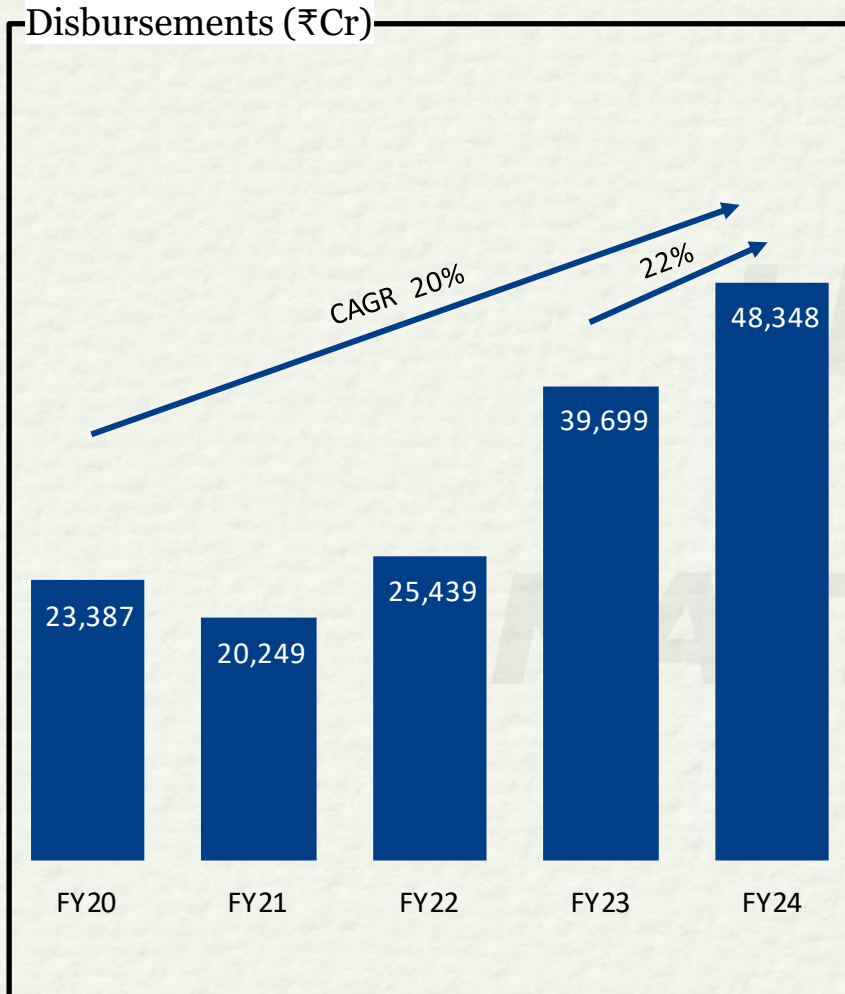
Vehicle Finance - Disbursement Mix – Quarter-wise



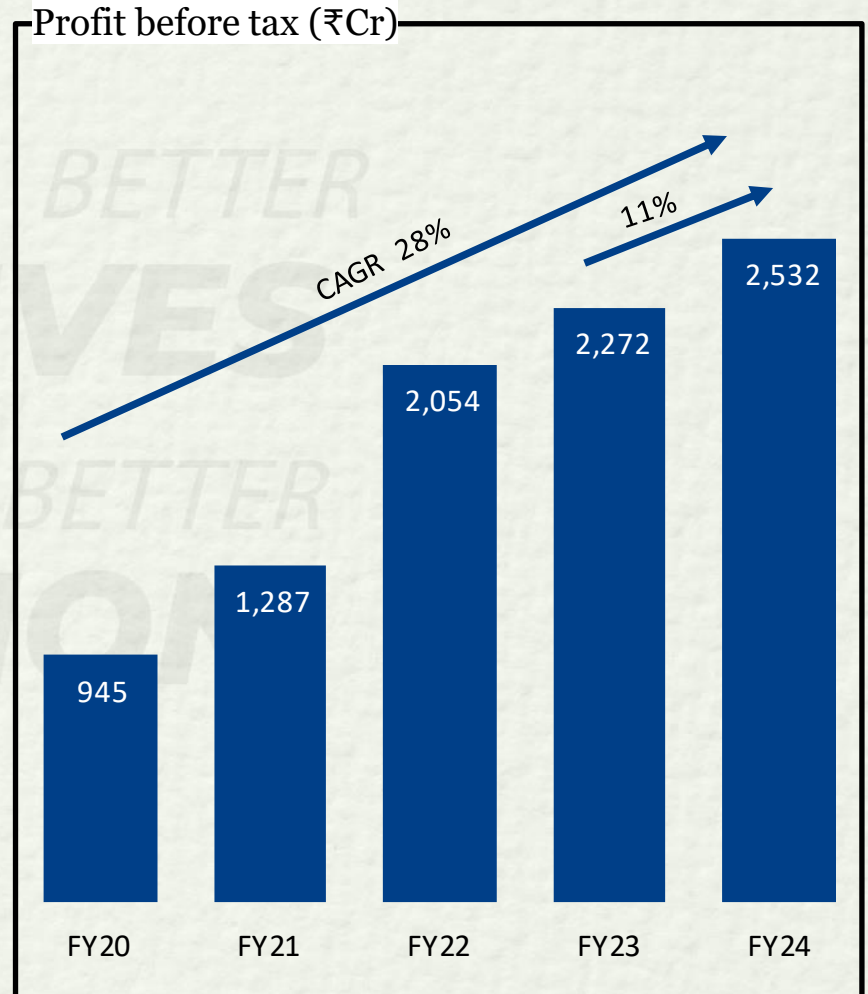
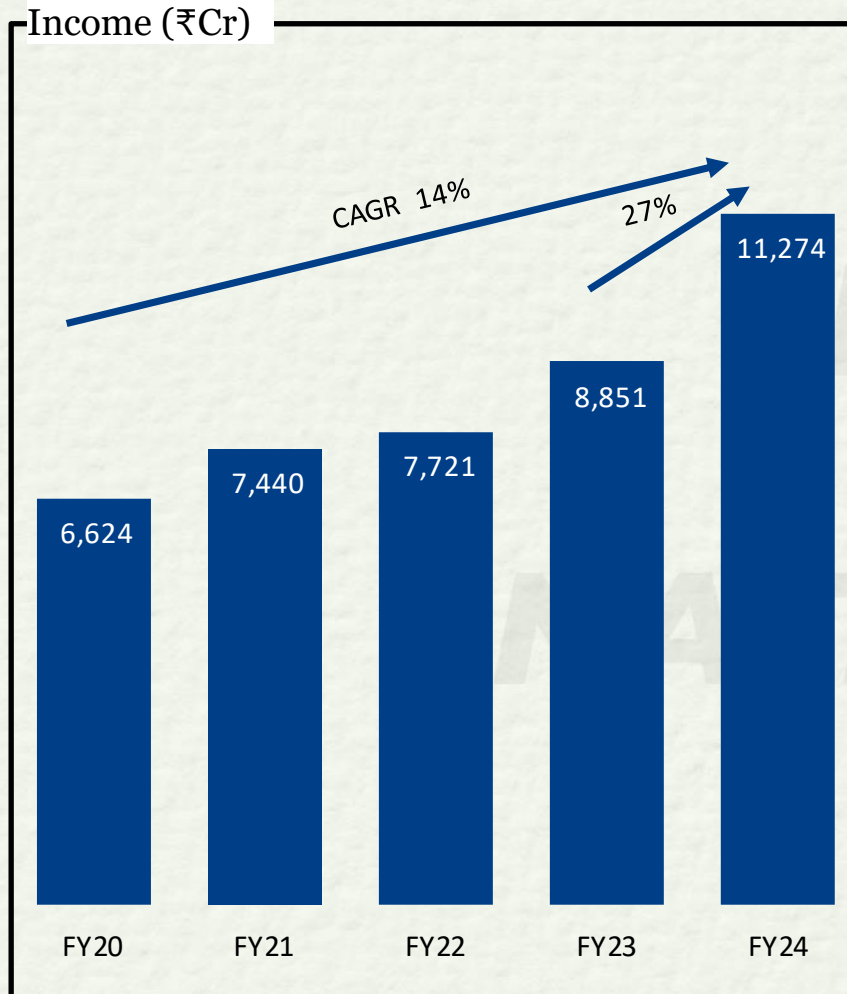
Vehicle Finance - Portfolio Mix – Quarter-wise



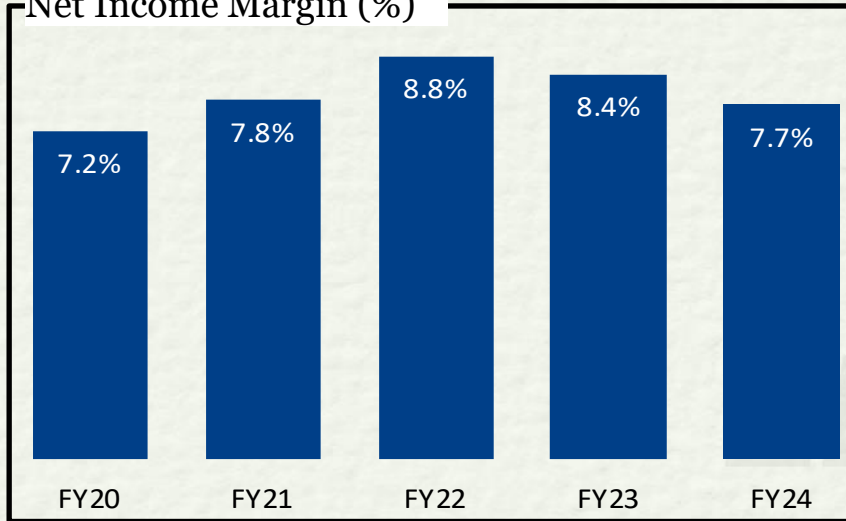
Vehicle Finance - Disbursements and Asset Under Management



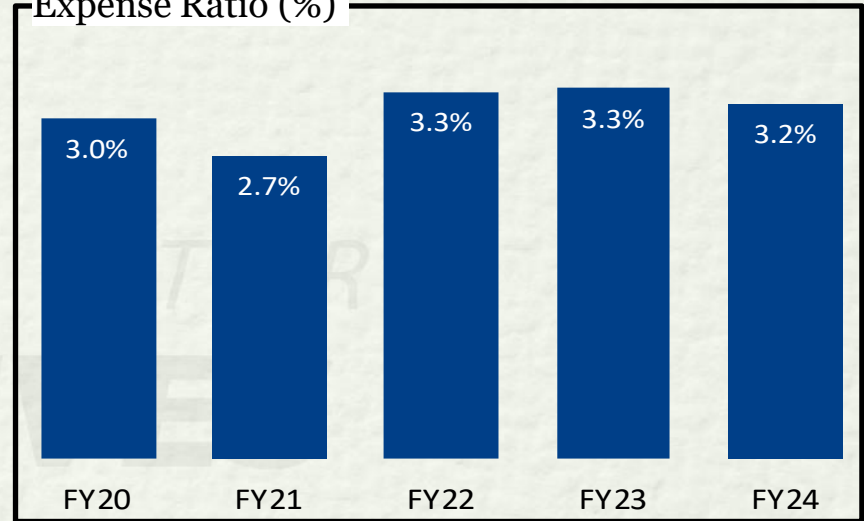
Vehicle Finance - Income and Profit before tax



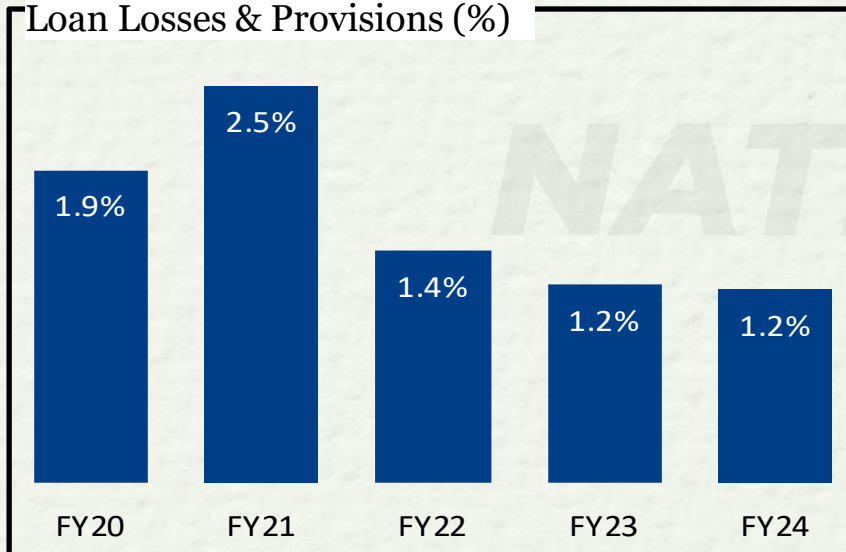
Net Income Margin (%)



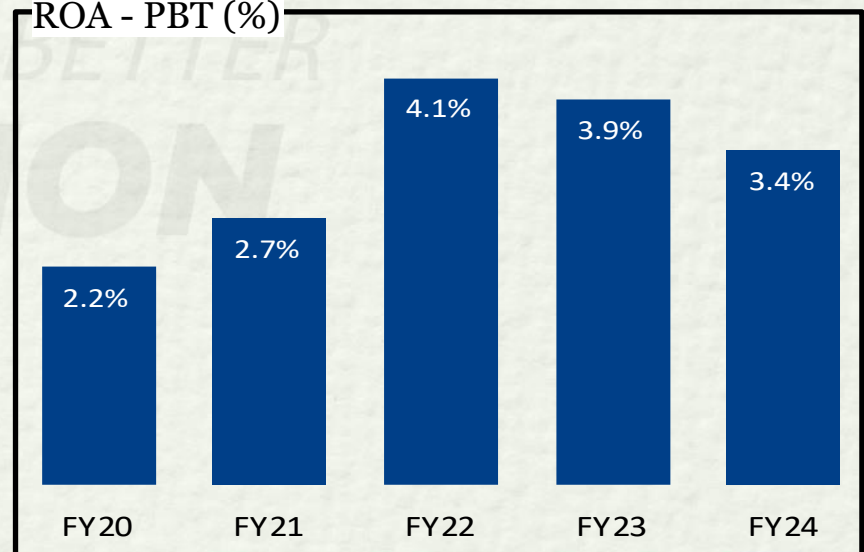
Expense Ratio (%)



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% |
| Net Income | 1,202 | 1,239 | 1,205 | 1,390 | 1,221 | 1,520 | 1,318 | 1,690 | 28% | 4,945 | 5,839 | 18% |
| 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% |
| PBT | 480 | 501 | 468 | 499 | 590 | 643 | 734 | 888 | 21% | 2,272 | 2,532 | 11% |
| Asset Ratios | | | | | | | | | | | | |
| 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% | |
| ROA-PBT | 3.6% | 2.9% | 3.3% | 2.7% | 3.9% | 3.3% | 4.6% | 4.4% | | 3.9% | 3.4% | |
| 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% |
| Net Income | 1,194 | 1,237 | 1,227 | 1,387 | 1,184 | 1,518 | 1,311 | 1,688 | 29% | 4,916 | 5,830 | 19% |
| 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% |
| PBT | 472 | 499 | 490 | 496 | 554 | 642 | 728 | 887 | 22% | 2,243 | 2,523 | 12% |
| Asset Ratios | | | | | | | | | | | | |
| 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% | |
| ROA-PBT | 3.5% | 2.9% | 3.5% | 2.7% | 3.7% | 3.3% | 4.6% | 4.3% | | 3.8% | 3.3% | |
| 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.

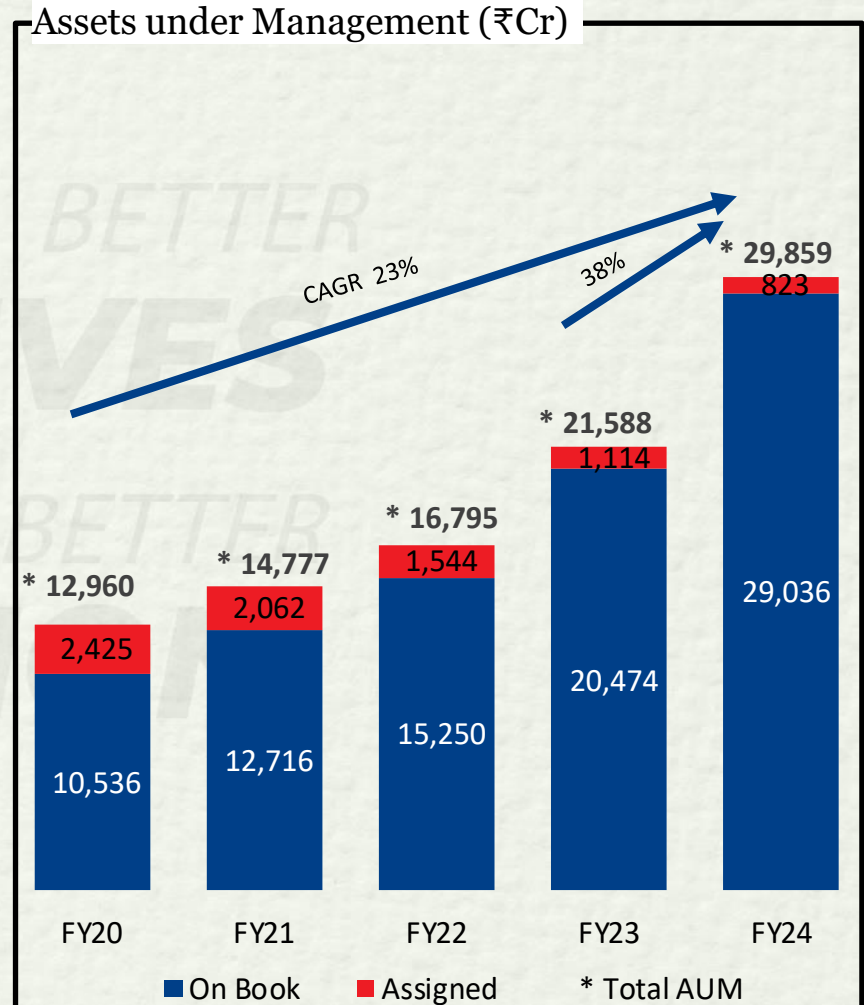
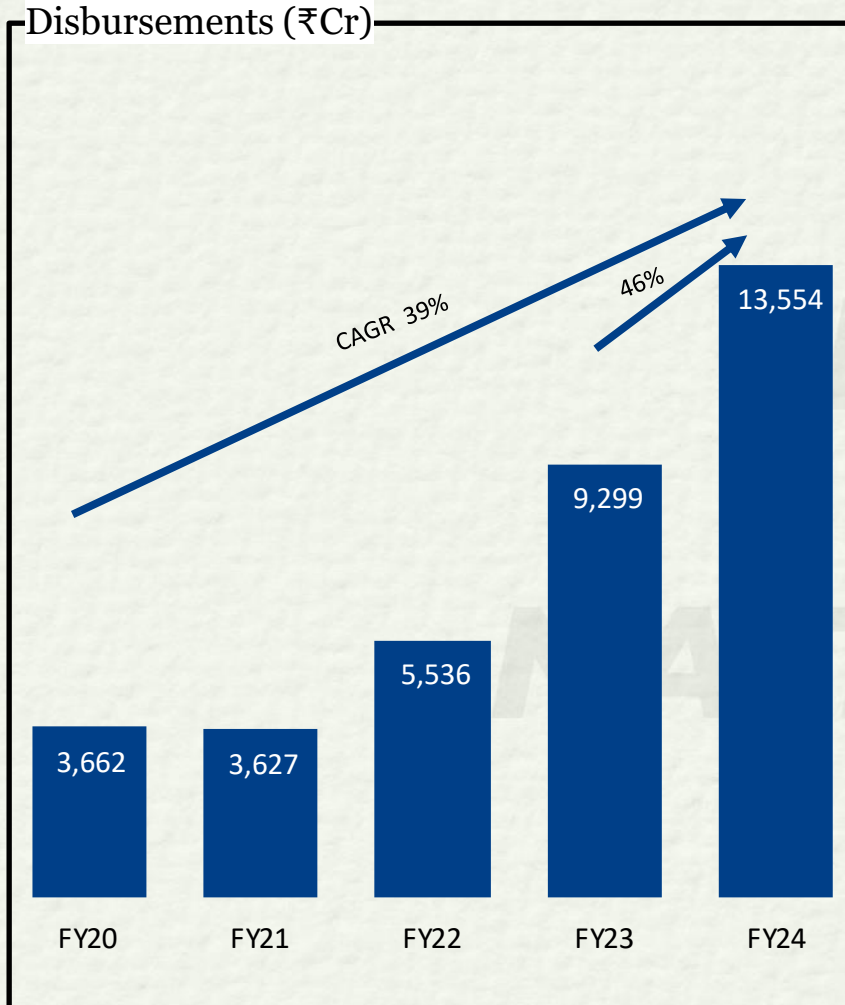
Sector Outlook

- 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.

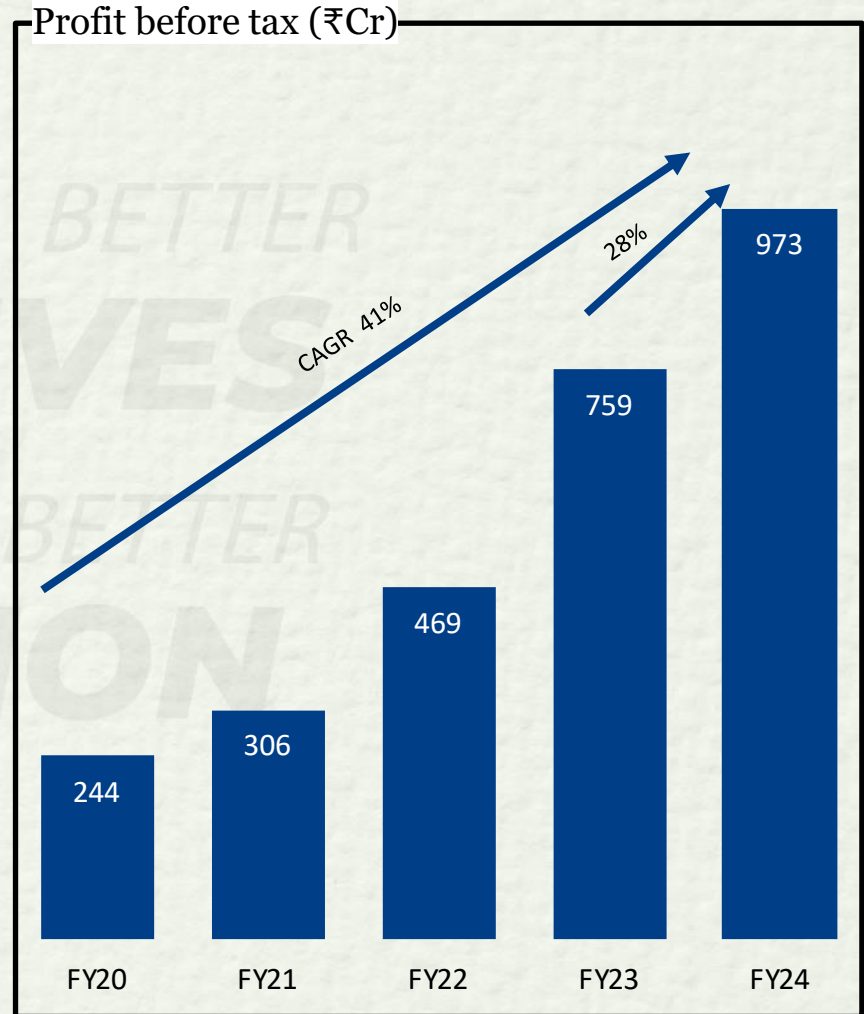
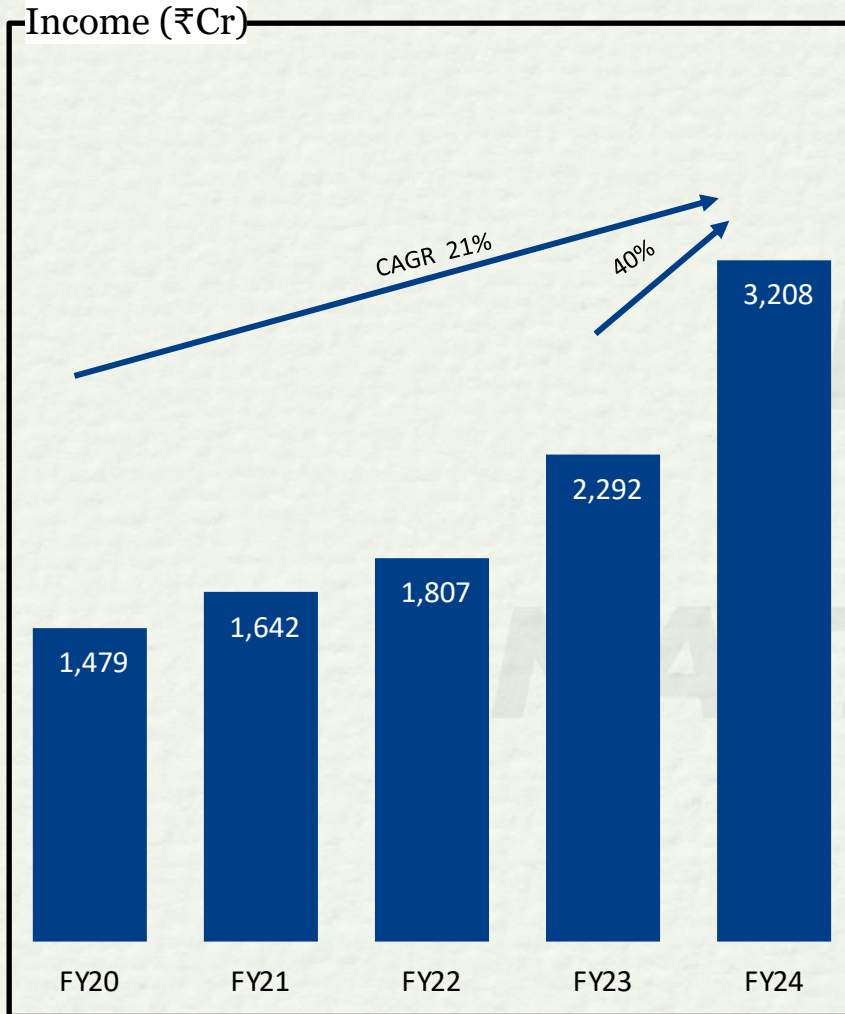
Chola's Position

- 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

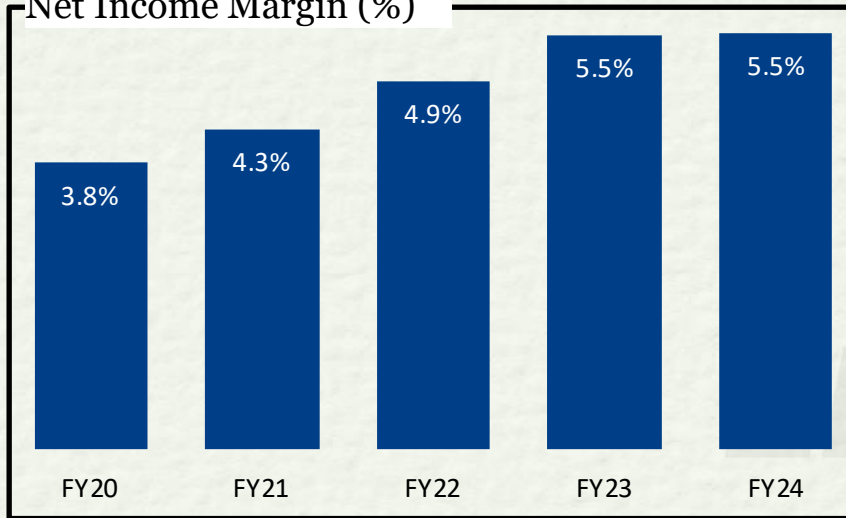


Loan Against Property – Income and Profit before tax

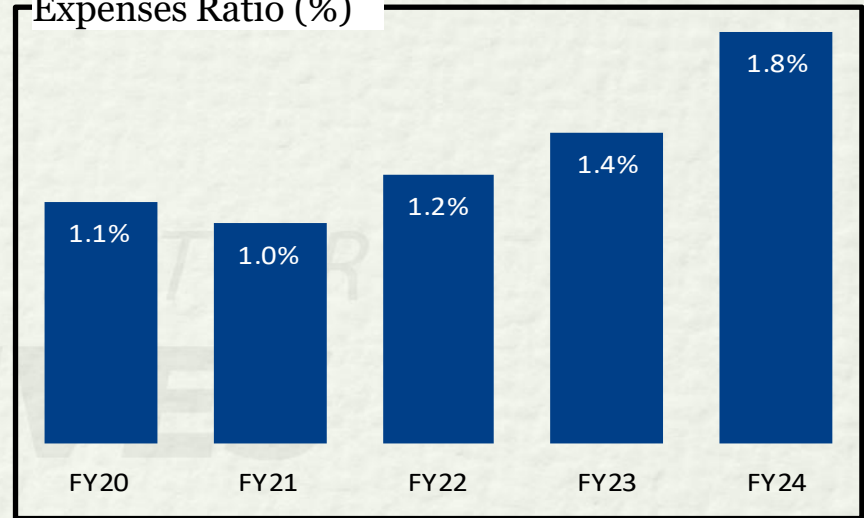


Loan Against Property – Asset Ratios

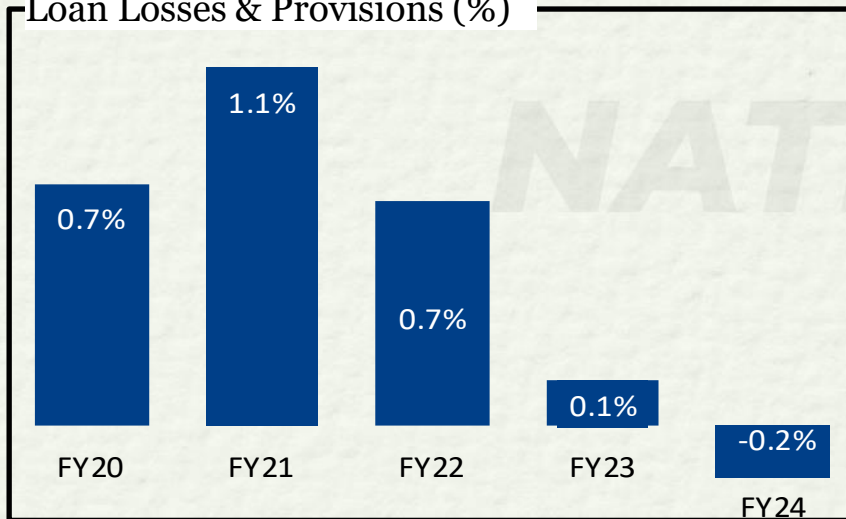
Net Income Margin (%)



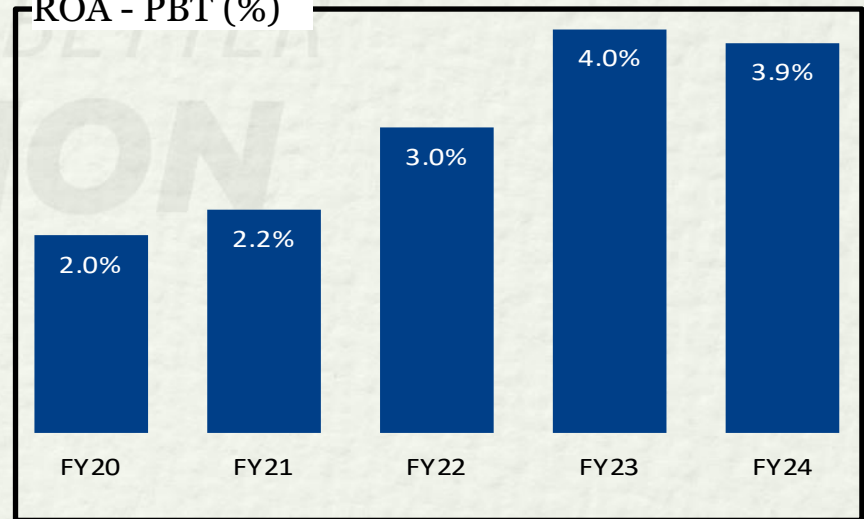
Expenses Ratio (%)



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 |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------------|---------------|---------------|----------------------------|
| Disbursements | 2,036 | 2,679 | 2,246 | 3,192 | 2,255 | 3,409 | 2,762 | 4,273 | 55% | 9,299 | 13,554 | 46% |
| Closing Assets - Managed | 17,675 | 22,866 | 18,843 | 24,721 | 19,997 | 26,891 | 21,588 | 29,859 | 38% | 21,588 | 29,859 | 38% |
| 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% |
| Net Income | 246 | 296 | 242 | 335 | 266 | 362 | 294 | 404 | 37% | 1,048 | 1,397 | 33% |
| 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% |
| PBT | 200 | 224 | 178 | 234 | 186 | 245 | 195 | 271 | 39% | 759 | 973 | 28% |
| Asset Ratios | | | | | | | | | | | | |
| 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% | |
| ROA-PBT | 4.7% | 4.0% | 3.9% | 3.9% | 3.8% | 3.8% | 3.8% | 3.8% | | 4.0% | 3.9% | |
| 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 |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------------|---------------|---------------|----------------------------|
| Disbursements | 2,036 | 2,679 | 2,246 | 3,192 | 2,255 | 3,409 | 2,762 | 4,273 | 55% | 9,299 | 13,554 | 46% |
| Closing Assets (On B/S) | 16,257 | 21,836 | 17,525 | 23,771 | 18,792 | 26,010 | 20,474 | 29,036 | 42% | 20,474 | 29,036 | 42% |
| 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% |
| Net Income | 226 | 288 | 248 | 317 | 249 | 346 | 294 | 397 | 35% | 1,018 | 1,347 | 32% |
| 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% |
| PBT | 180 | 215 | 184 | 216 | 169 | 228 | 194 | 264 | 36% | 729 | 923 | 27% |
| Asset Ratios | | | | | | | | | | | | |
| 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% | |
| ROA-PBT | 4.6% | 4.1% | 4.3% | 3.8% | 3.7% | 3.6% | 4.0% | 3.9% | | 4.1% | 3.8% | |
| 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.

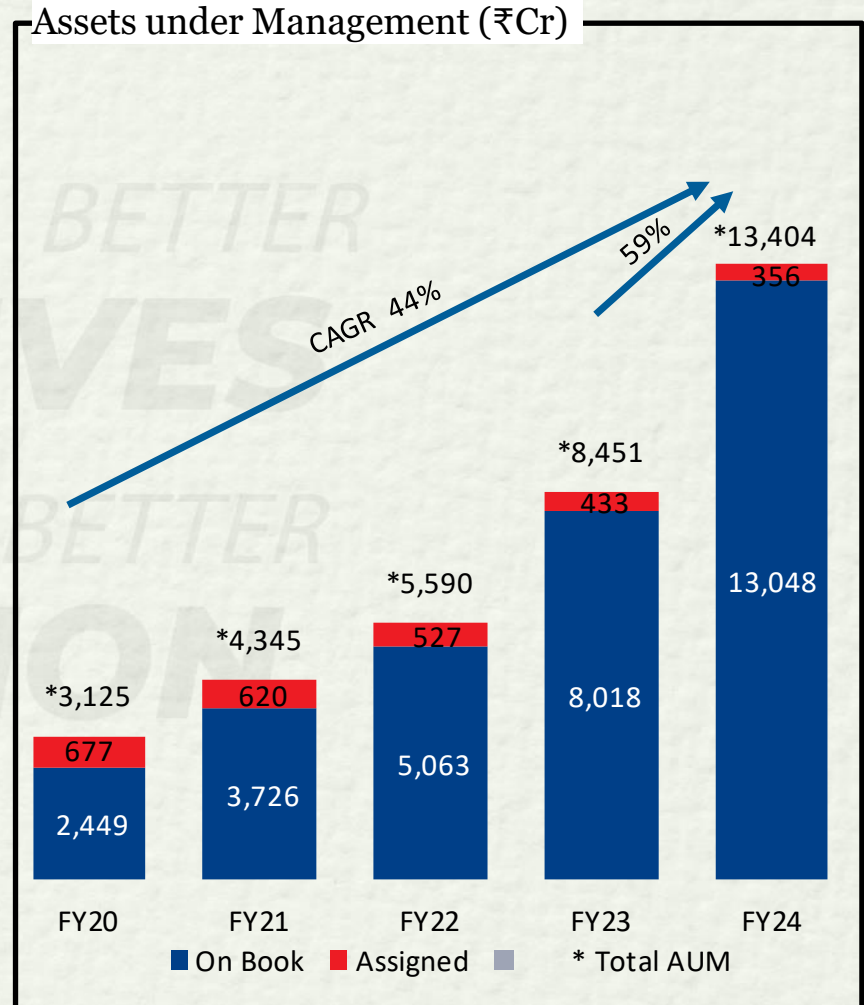
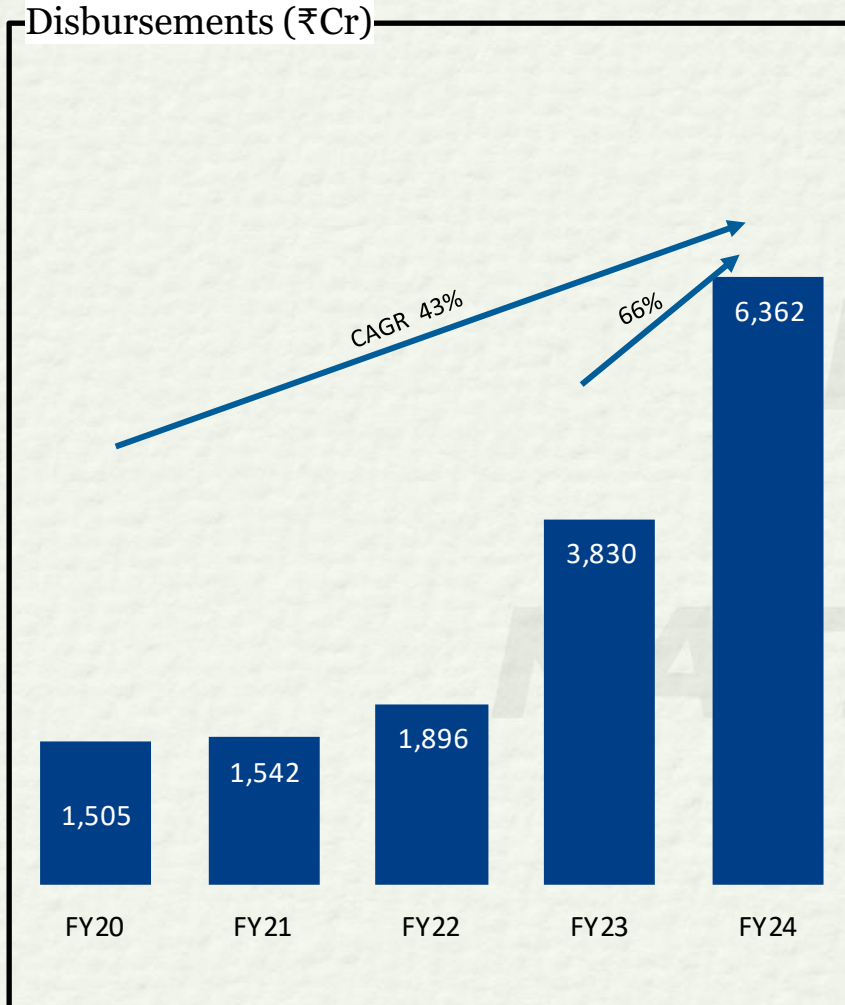
Sector Outlook

- 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.

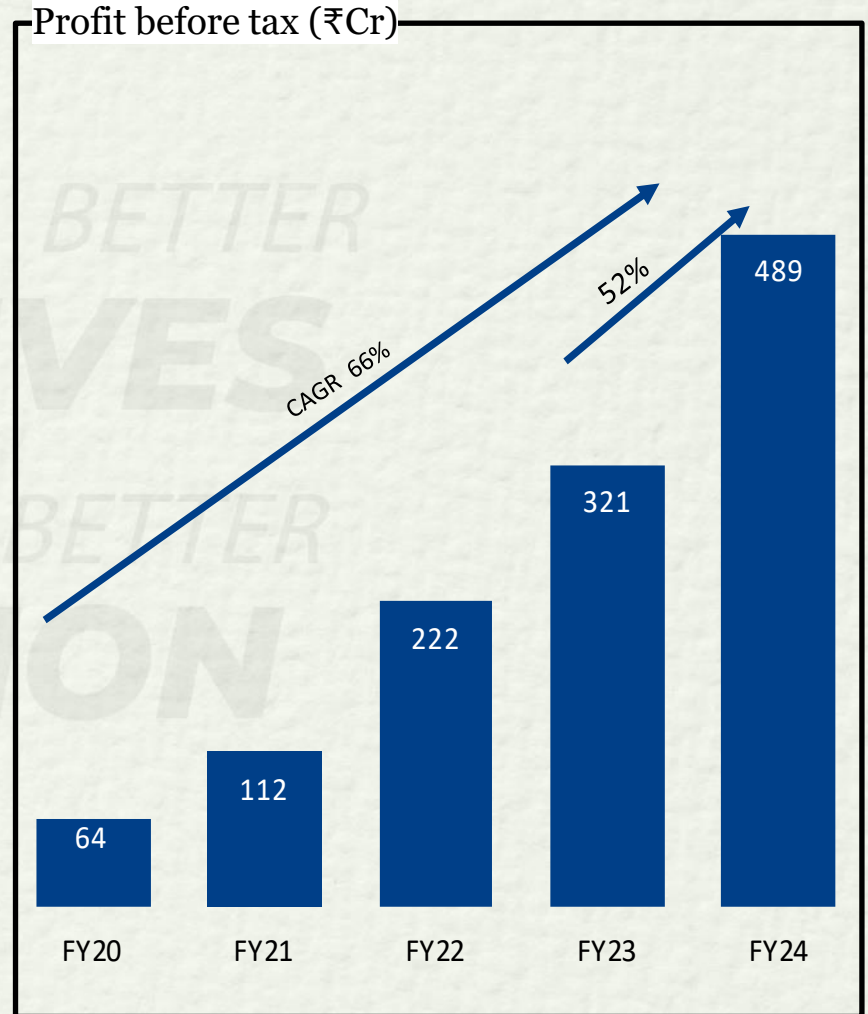
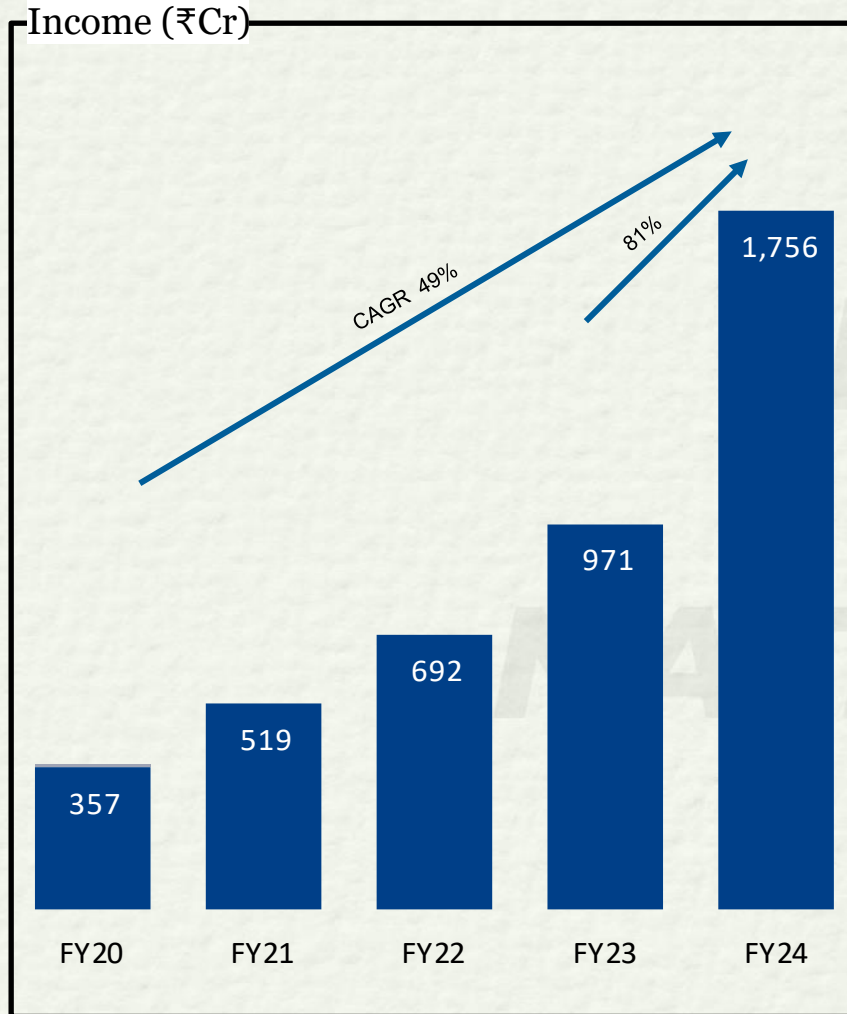
Chola's Position

- 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

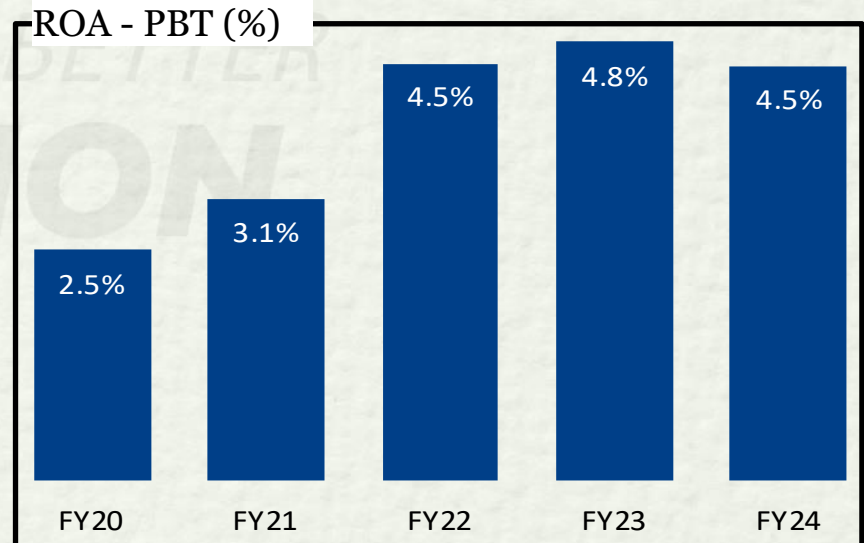
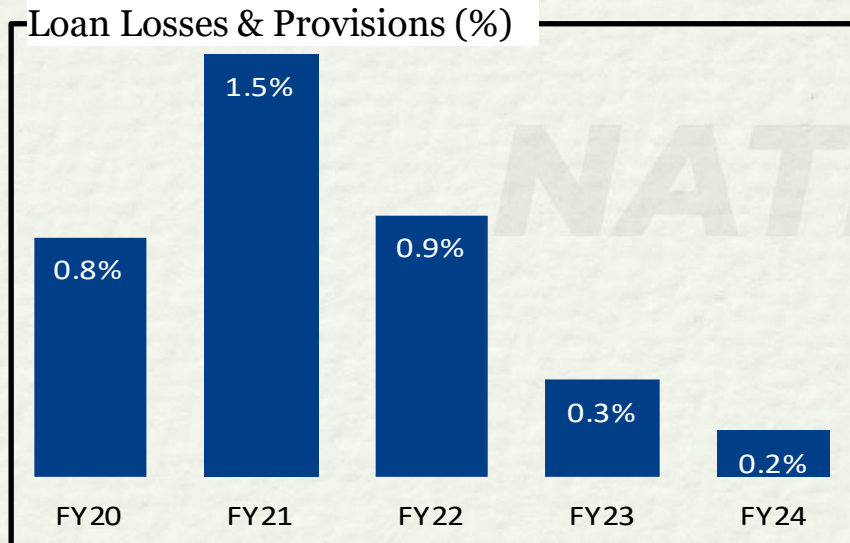
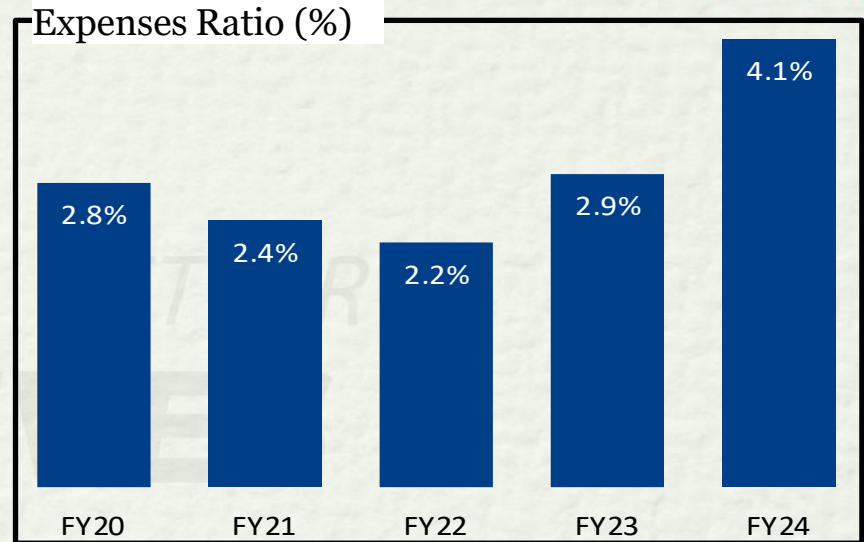
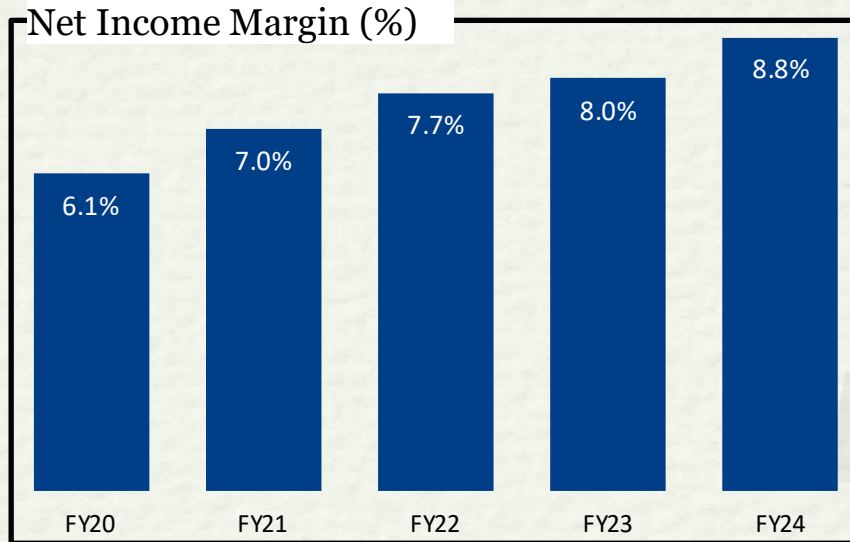
Home Loans - Disbursements and Asset Under Management



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 |
|---------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------------------|-------------|-------------|----------------------------|
| Disbursements | 611 | 1,454 | 743 | 1,575 | 1,072 | 1,587 | 1,405 | 1,747 | 24% | 3,830 | 6,362 | 66% |
| Closing Assets - Managed | 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% |
| Net Income | 120 | 173 | 123 | 208 | 139 | 265 | 156 | 305 | 96% | 537 | 951 | 77% |
| 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% |
| PBT | 85 | 87 | 74 | 96 | 64 | 137 | 98 | 170 | 73% | 321 | 489 | 52% |
| Asset Ratios | | | | | | | | | | | | |
| 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% | |
| ROA-PBT | 5.9% | 3.9% | 4.7% | 3.7% | 3.7% | 4.8% | 5.1% | 5.4% | | 4.8% | 4.5% | |
| 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 |
|--------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------------------|-------------|-------------|-------------------|
| Disbursements | 611 | 1,454 | 743 | 1,575 | 1,072 | 1,587 | 1,405 | 1,747 | 24% | 3,830 | 6,362 | 66% |
| Closing Assets (On B/S) | 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% |
| Net Income | 111 | 169 | 120 | 202 | 129 | 258 | 152 | 303 | 99% | 512 | 932 | 82% |
| 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% |
| PBT | 75 | 83 | 71 | 90 | 55 | 130 | 95 | 167 | 75% | 296 | 470 | 59% |
| Asset Ratios | | | | | | | | | | | | |
| 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% | |
| ROA-PBT | 5.7% | 3.9% | 4.9% | 3.7% | 3.4% | 4.7% | 5.2% | 5.4% | | 4.7% | 4.5% | |
| 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 |
| Disbursements | 6,865 | 11,281 | 64% | 6,388 | 8,106 | 27% | 451 | 1,074 | 138% |
| Closing Assets - Managed | 5,527 | 11,430 | 107% | 3,550 | 4,977 | 40% | 444 | 1,404 | 216% |
| Income | 507 | 1,713 | 238% | 238 | 514 | 116% | 42 | 227 | 445% |
| Finance Charges | 203 | 666 | 228% | 133 | 320 | 141% | 13 | 70 | 446% |
| Net Income | 303 | 1,047 | 245% | 105 | 194 | 85% | 29 | 157 | 444% |
| Expenses | 192 | 430 | 124% | 57 | 96 | 68% | 62 | 117 | 90% |
| Net Credit Losses | 50 | 371 | 647% | 26 | 17 | -37% | 2 | 5 | 187% |
| PBT | 62 | 246 | 297% | 21 | 81 | 283% | (35) | 35 | 200% |
| Asset Ratios | | | | | | | | | |
| 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% | |
| ROA–PBT | 2.2% | 2.9% | | 1.0% | 2.0% | | -19.6% | 3.9% | |
| Cost to Net Income | 63.2% | 41.1% | | 54.5% | 49.5% | | 213.8% | 74.6% | |

Note :

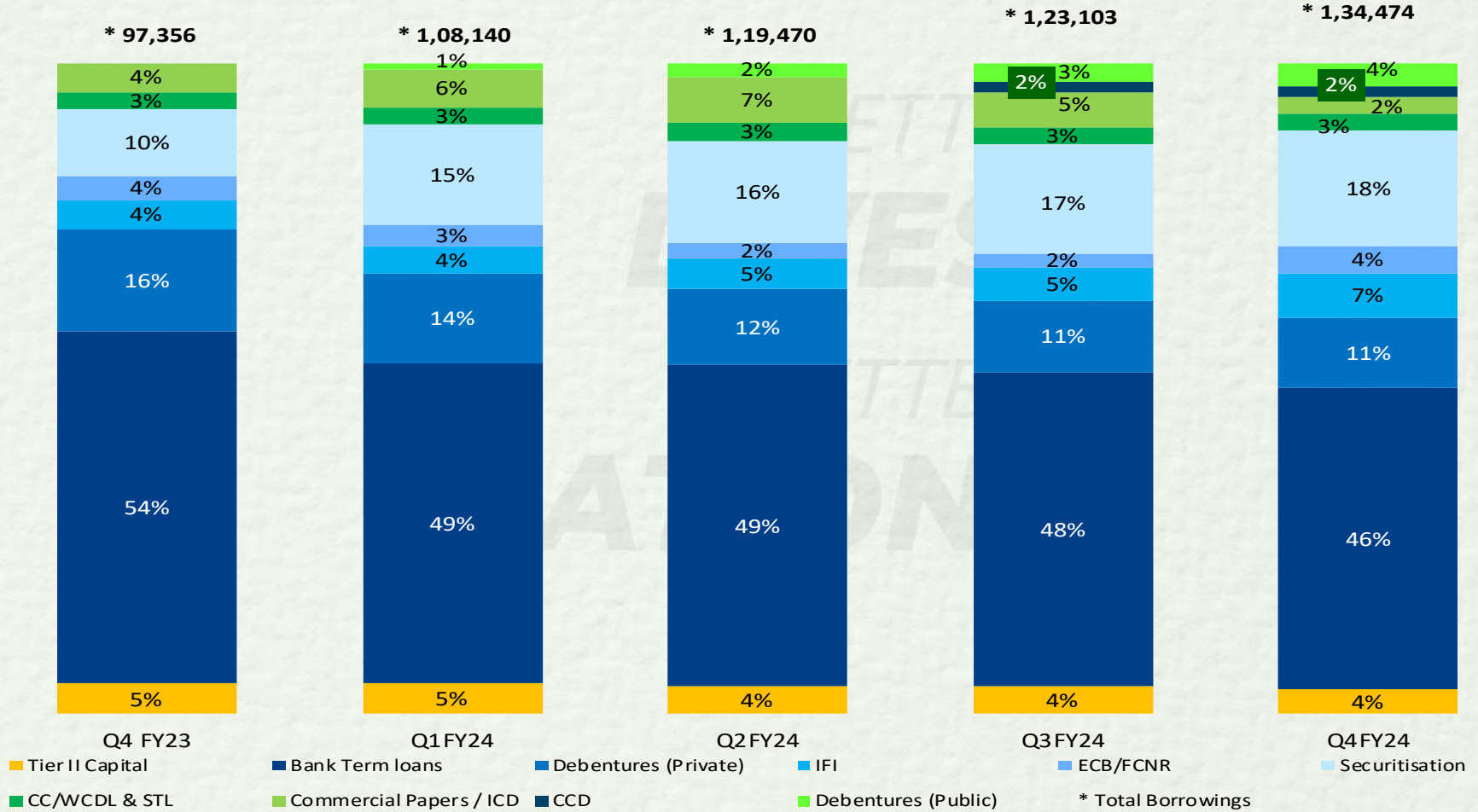
- FLDG recovery is part of Other Income in FY24.
- CSEL loan losses in FY 24 is before FLDG recovery which is around 1%.

Funding Profile



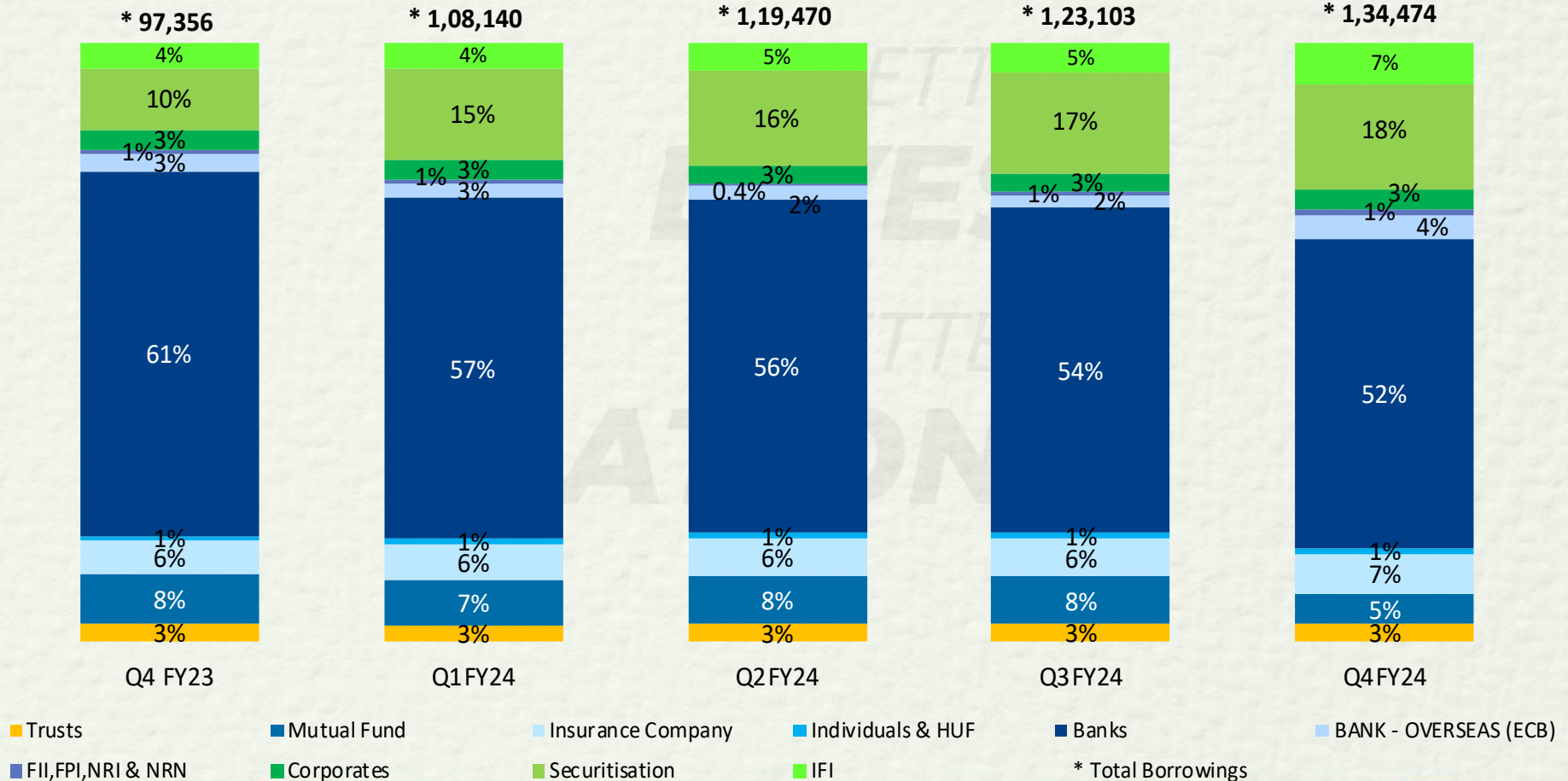
Borrowing mix by instrument type

(₹Cr)



Borrowing mix by investor type

(₹Cr)

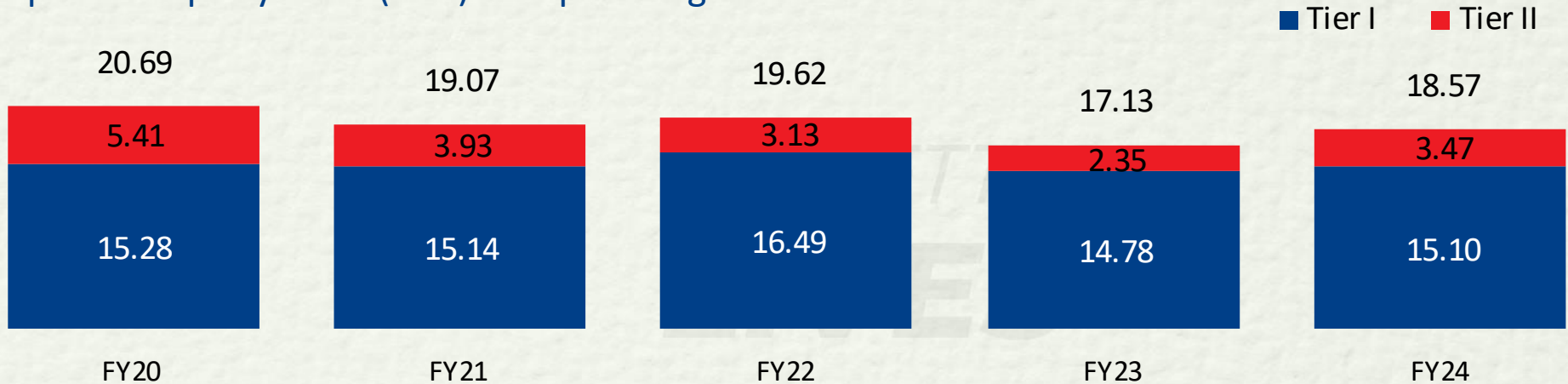


ALM Statement as of 31st Mar 2024 (As per IND AS)

(₹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 |
| Total Inflows (A) | 11,081.48 | 5,216.39 | 4,218.49 | 13,773.23 | 22,832.00 | 60,845.34 | 23,272.92 | 17,957.10 | 1,59,196.96 |
| Cumulative Total Inflows (B) | 11,081.48 | 16,297.87 | 20,516.36 | 34,289.59 | 57,121.59 | 1,17,966.94 | 1,41,239.86 | 1,59,196.96 | |
| 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 |
| Total Outflows (C) | 10,883.87 | 4,462.71 | 4,290.01 | 11,492.76 | 20,535.23 | 61,756.78 | 22,269.31 | 23,506.27 | 1,59,196.96 |
| Cumulative Total Outflows (D) | 10,883.87 | 15,346.59 | 19,636.60 | 31,129.36 | 51,664.59 | 1,13,421.37 | 1,35,690.68 | 1,59,196.96 | |
| E. GAP (A - C) | 197.61 | 753.68 | (71.52) | 2,280.47 | 2,296.77 | (911.44) | 1,003.61 | (5,549.18) | |
| F.Cumulative GAP (B - D) | 197.61 | 951.28 | 879.77 | 3,160.23 | 5,457.00 | 4,545.57 | 5,549.18 | 0.00 | |
| Cumulative GAP as % (F/D) | 1.82% | 6.20% | 4.48% | 10.15% | 10.56% | 4.01% | 4.09% | 0.00% | |

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)

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

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

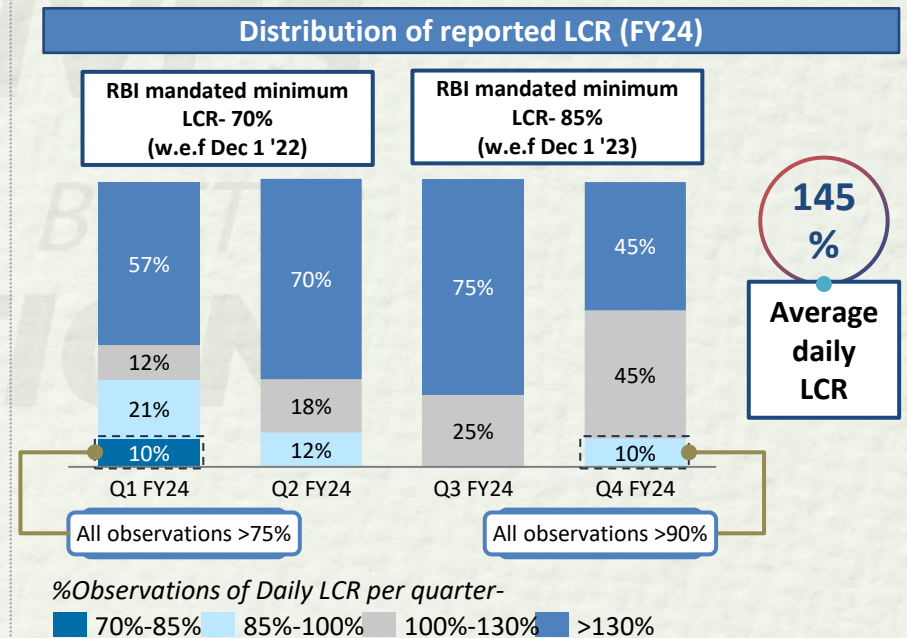
Capital & Liquidity risk | Well managed with judicious buffers maintained consistently

ALM: Stringent Internal thresholds

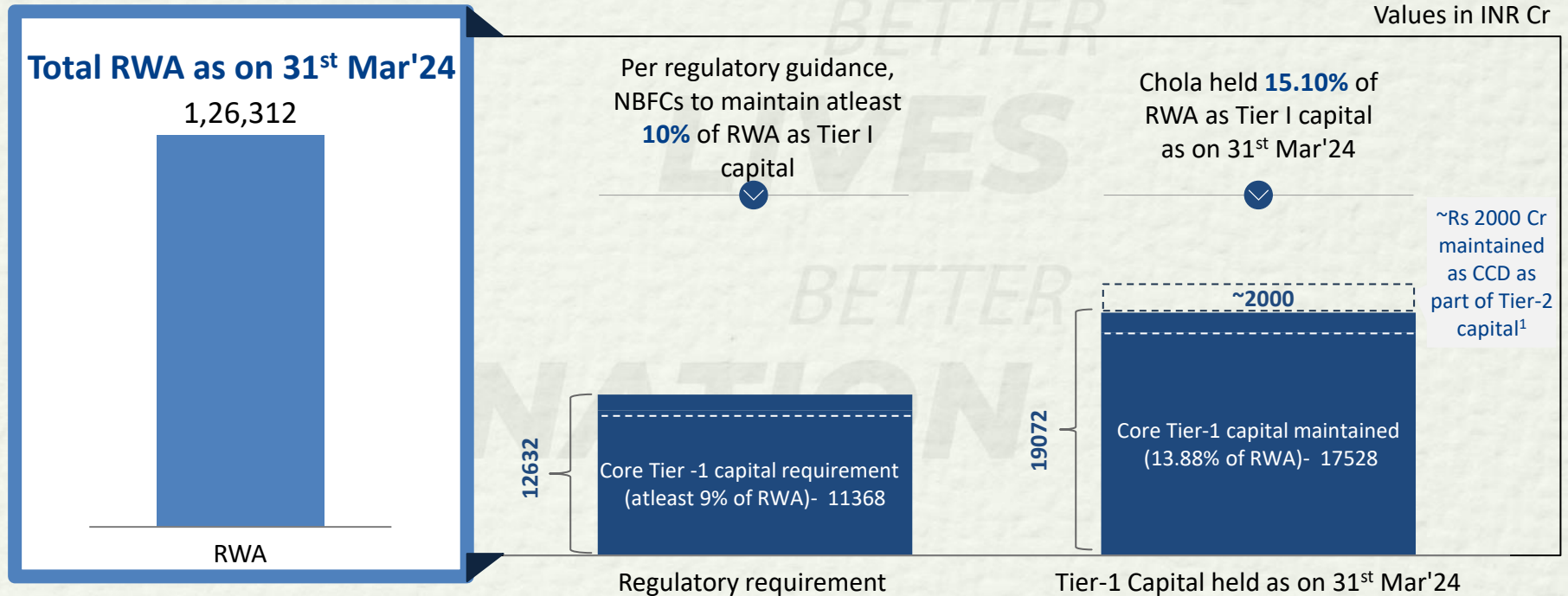
| Time bucket | RBI thresholds | Chola internal thresholds |
|-------------|----------------|---------------------------|
| 2-7 days | -10% | 0% |
| 8-14 days | -15% | 0% |
| 15-28 days | -20% | 0% |

- **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

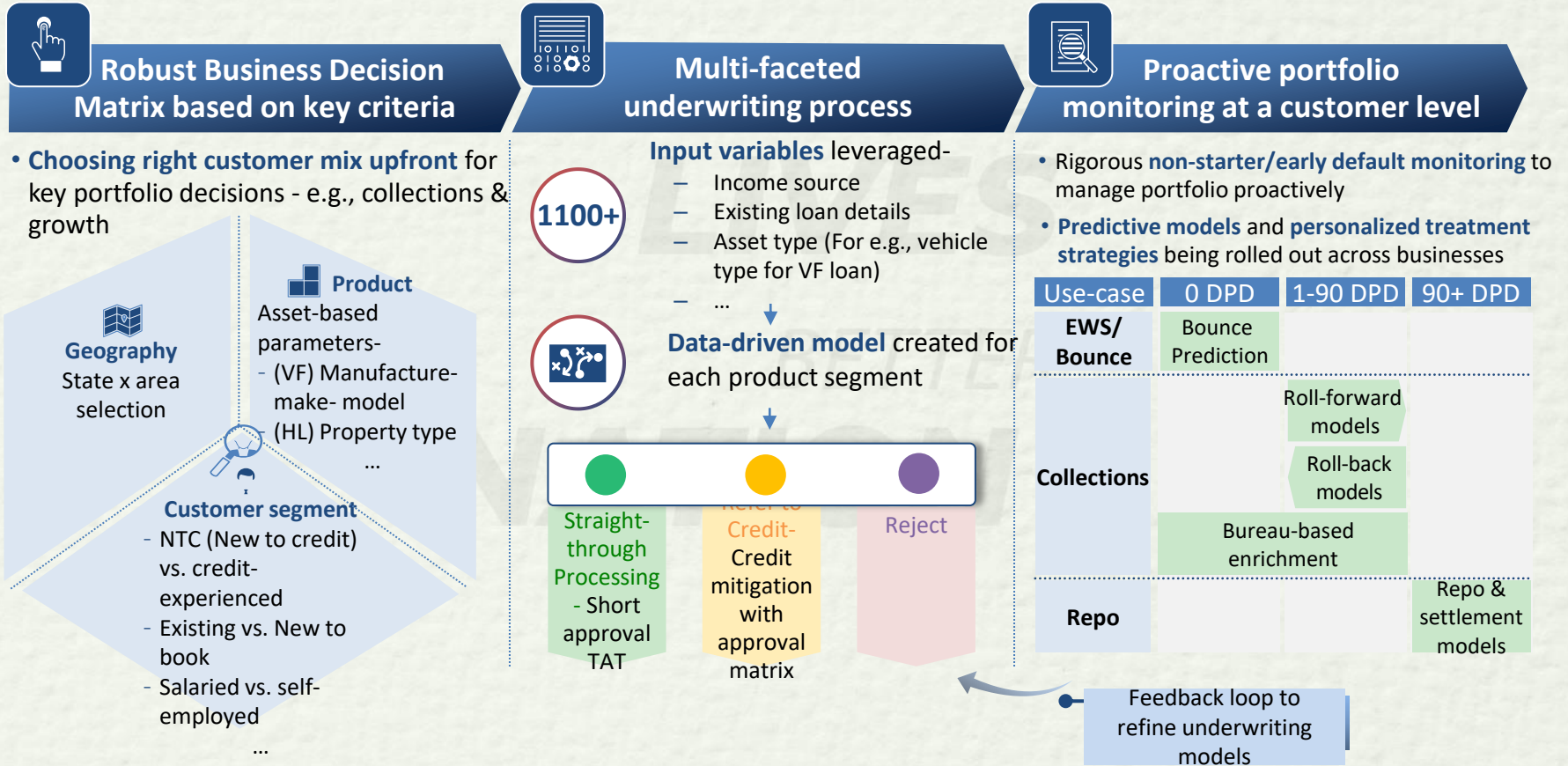


Capital & Liquidity risk | Sufficient Tier 1 capital



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

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

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

- 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



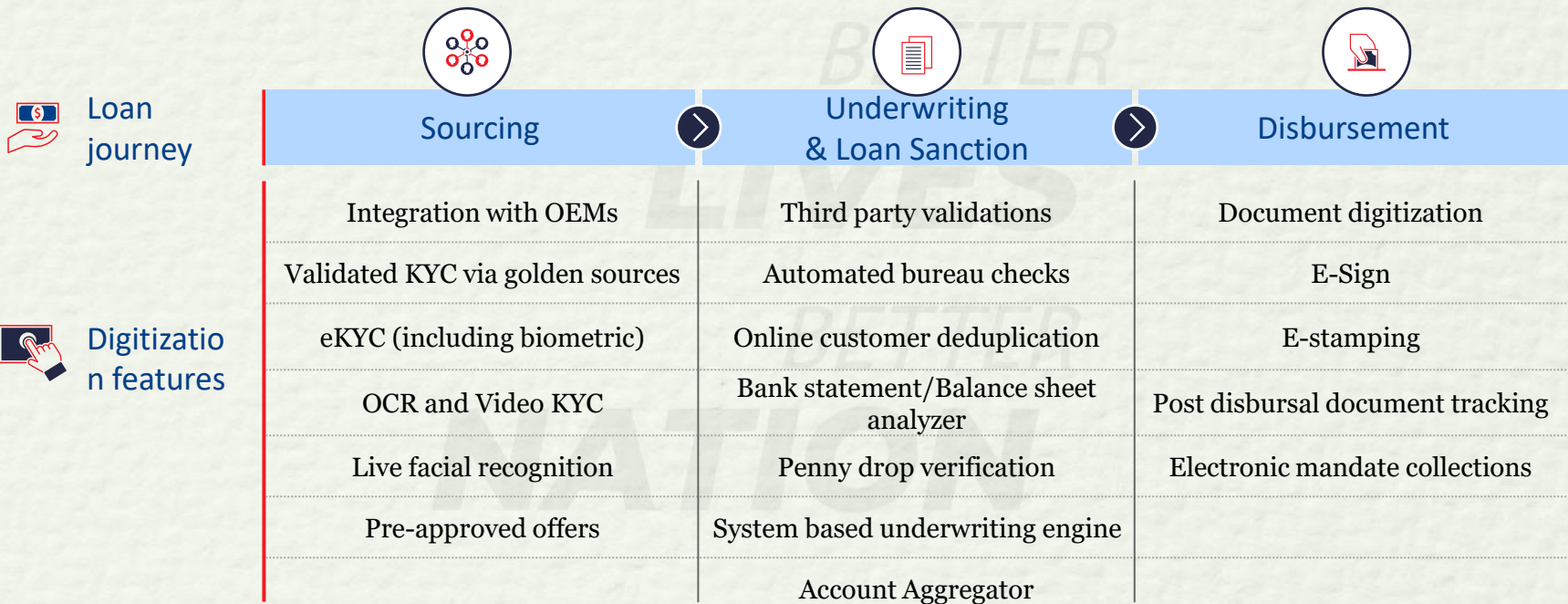
System of Intelligence



Other Core Areas

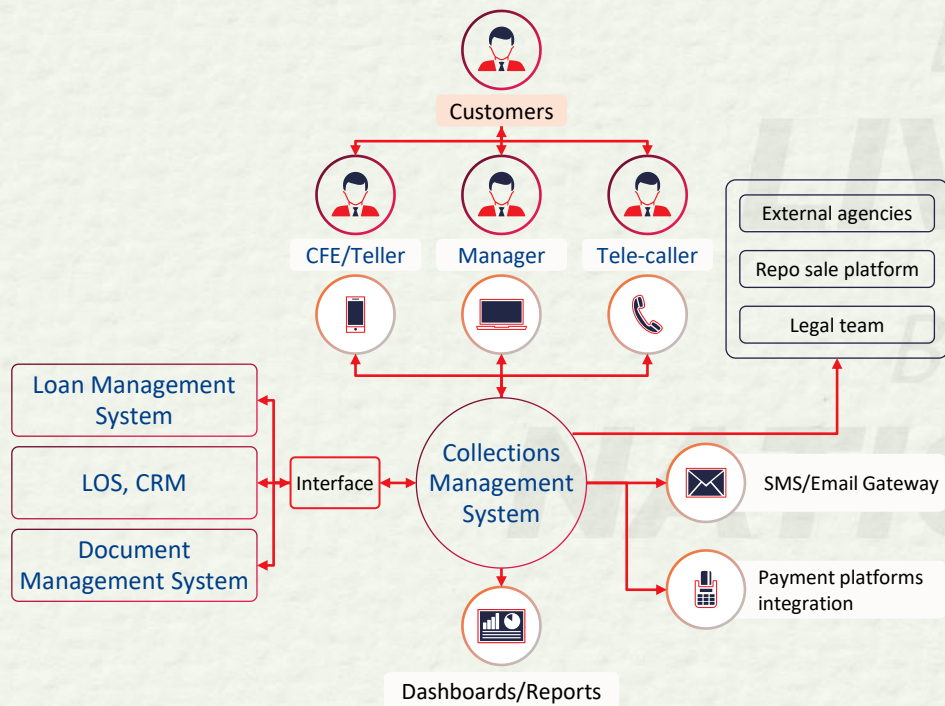


Organization-wide capabilities built for digitization of Loan Origination System (LOS)



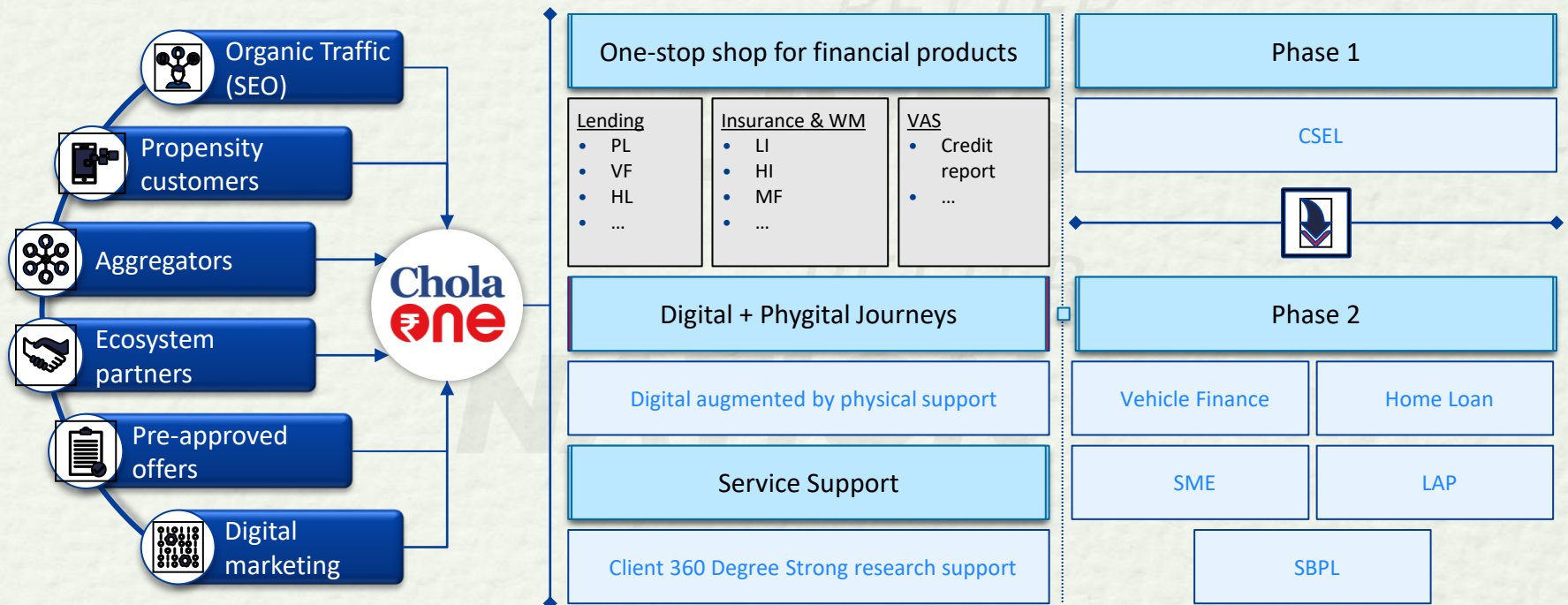
Note: Most capabilities built for all the verticals of Chola - being used wherever applicable and as per business needs

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

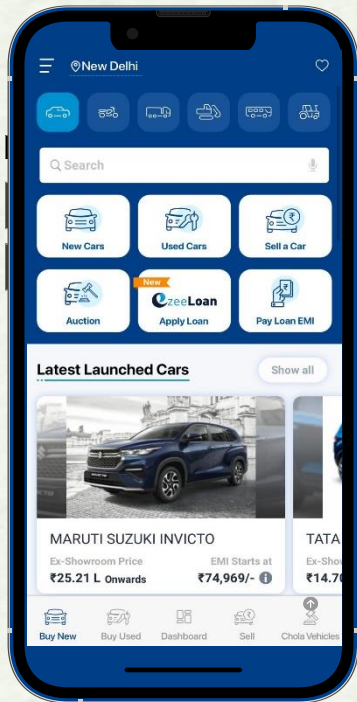


- | | |
|--|---|
| 1 Analytics Engine (EWS) | 10 Easy payment through Bitly link |
| 2 Allocation Rule Engine (Automatic allocation) | 11 Real time view of MIS/reports |
| 3 E-receipts (view/download) | 12 Integrated contact recording |
| 4 Challan-less deposit (Airtel, Spice, etc.) | 13 Integrated SMS & 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 Score¹
(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+

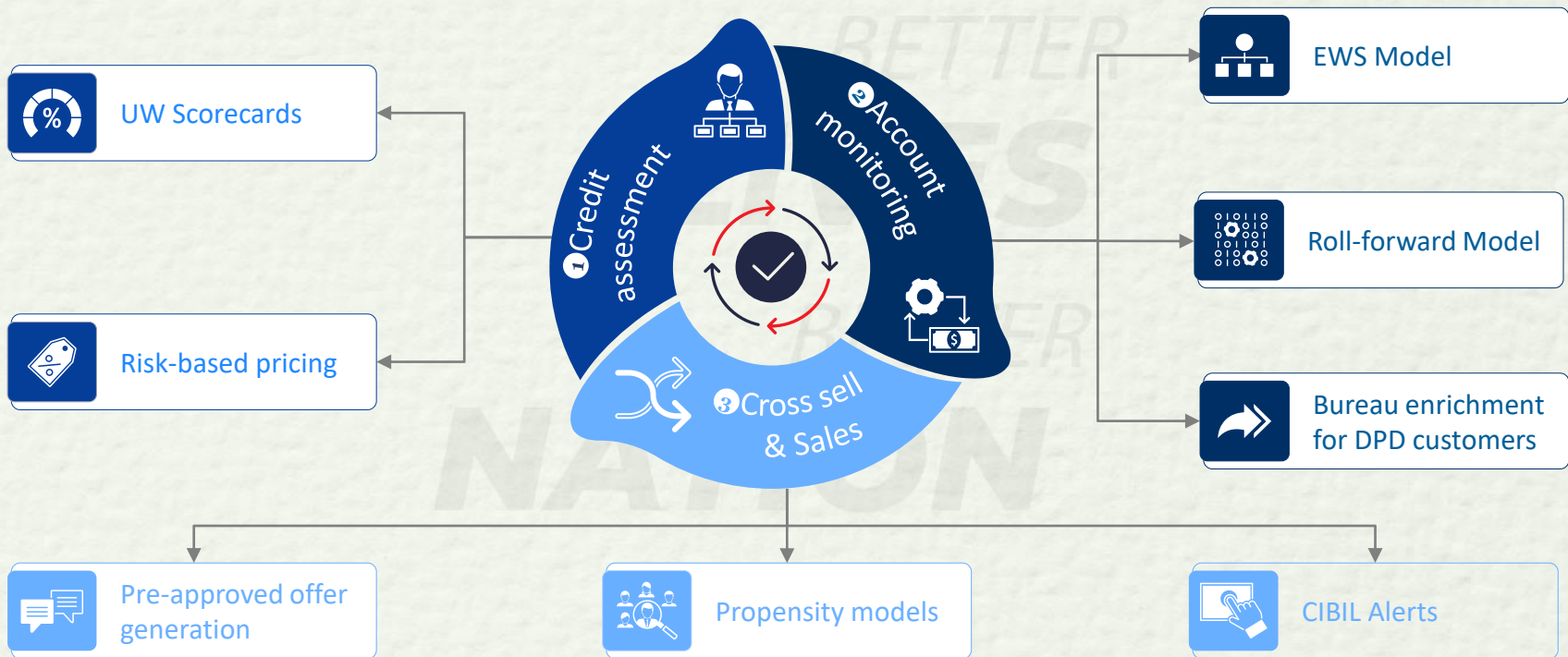
Vehicles sold
(per month)
3K+

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.

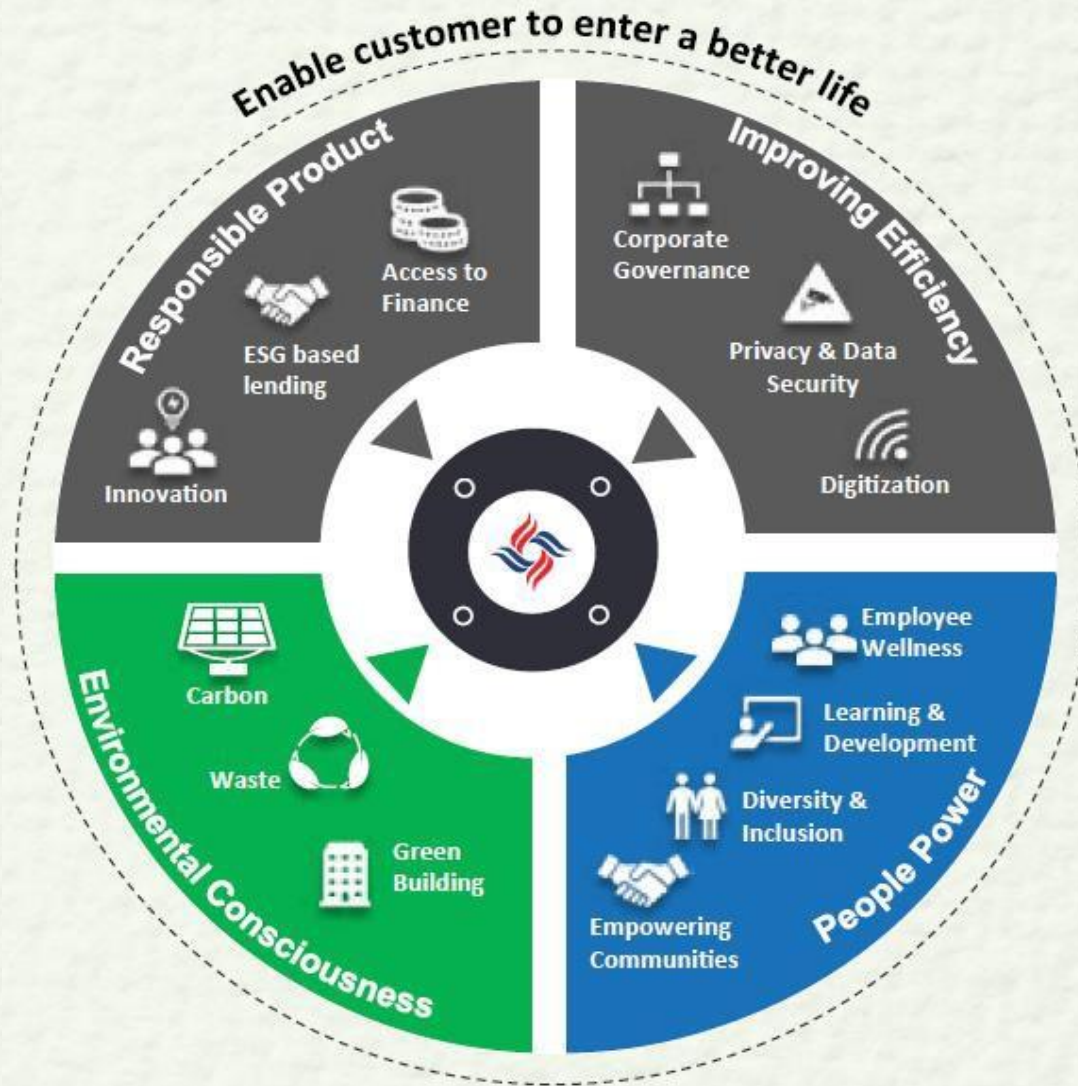
Social

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

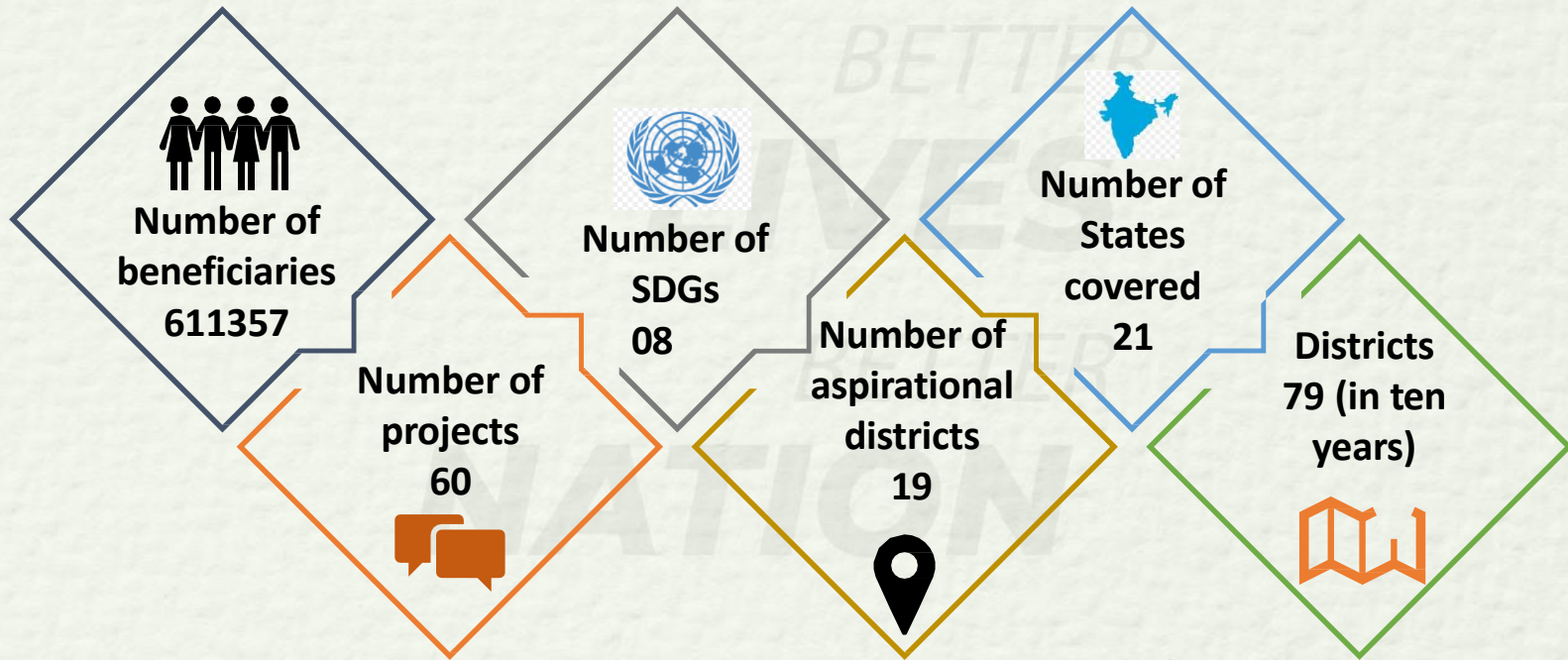
Rs 56.98 cr. spent on CSR

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



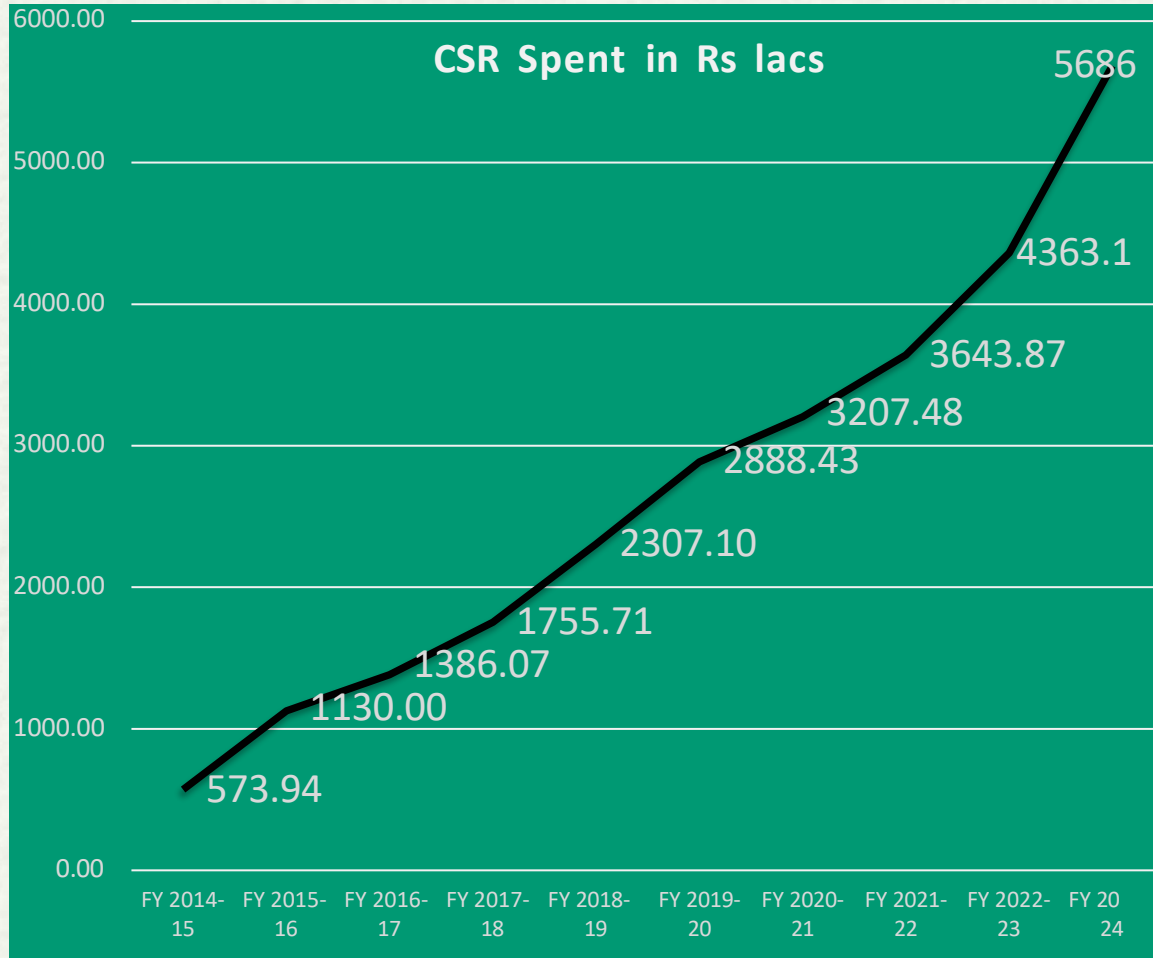
**8
SDGs**



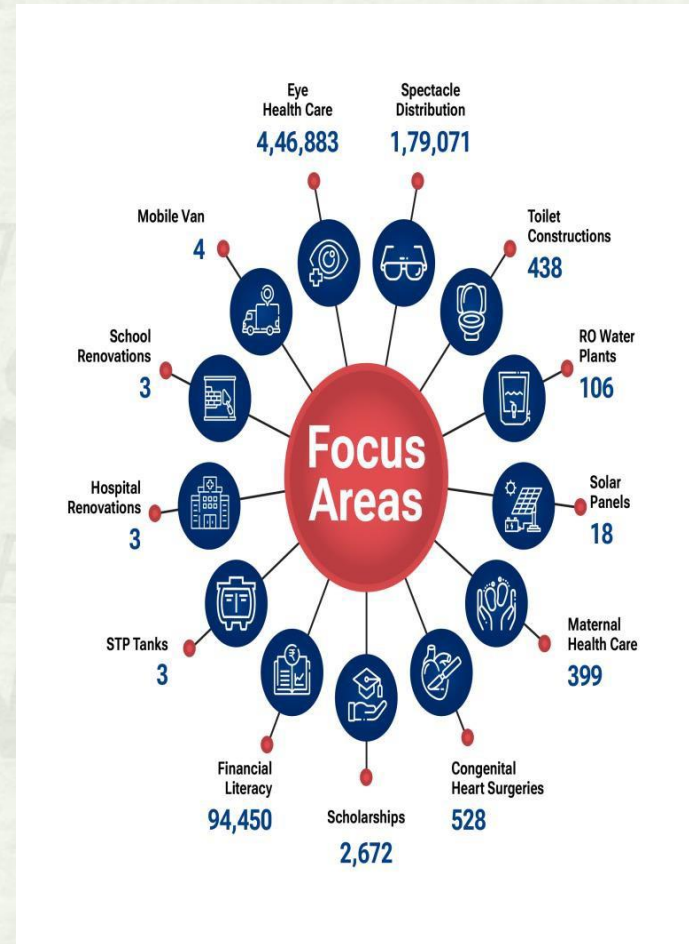
- Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- No. of projects- 01



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



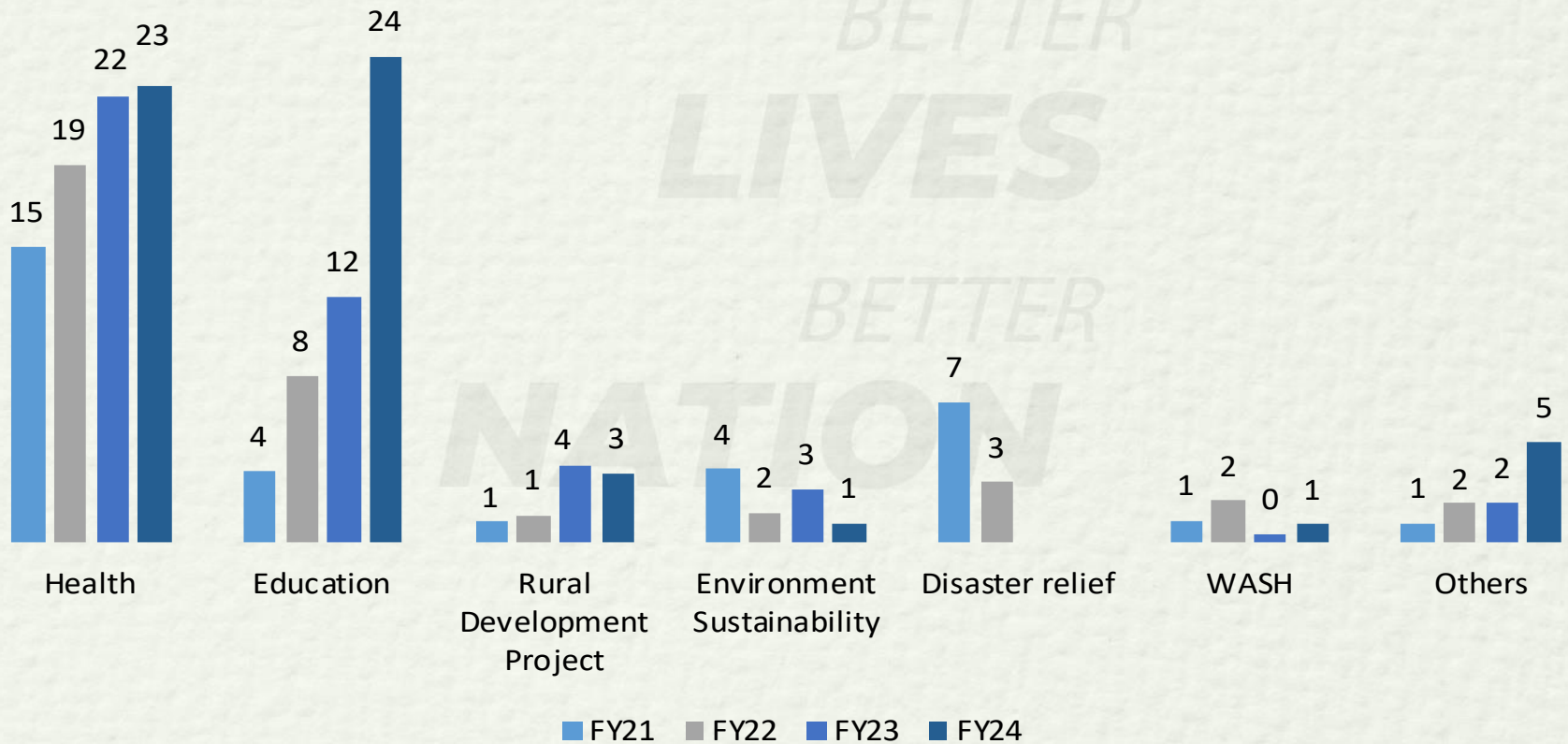
CSR Spent over ten years



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

Our registered office

Cholamandalam Investment and Finance Company Limited (Chola),
Chola Crest, C54-55 & Super B-4, Thiru-Vi-Ka Industrial Estate, Guindy,
Chennai - 600032.

Toll free number: 1800-200-4565 (9 AM to 7 PM)

Land Line: 044-4090 7172

<http://www.cholamandalam.com>

Email-ID

Sujatha P-Executive Vice President & Company Secretary –

companysecretary@chola.murugappa.com

Arulselvan D- President & CFO –

cfo@chola.murugappa.com

Disclaimer

- Certain statements included in this presentation may be forward looking statements made based on management's current expectations and beliefs concerning future developments and their potential effects upon Cholamandalam Investment and Finance Company Ltd and its subsidiaries. There can be no assurance that future developments affecting Cholamandalam Investment and Finance Company Ltd and its subsidiaries will be those anticipated by management. These forward-looking statements are not a guarantee of future performance and involve risks and uncertainties, and there are important factors that could cause actual results to differ, possibly materially, from expectations reflected in such forward-looking statements. Cholamandalam Investment and Finance Company Ltd does not intend and is under no obligation, to update any particular forward-looking statement included in this presentation.
- The facts and figures mentioned in this presentation is for informational purposes only and does not constitute or form part of, and should not be construed as, an offer or invitation to sell securities of the Company, or the solicitation of any bid from you or any investor or an offer to subscribe for or purchase securities of the Company, and nothing contained herein shall form the basis of or be relied on in connection with any contract or commitment whatsoever. Nothing in the foregoing shall constitute and/or deem to constitute an offer or an invitation to an offer, to be made to the Indian public or any section thereof or any other jurisdiction through this presentation, and this presentation and its contents should not be construed to be a prospectus in India or elsewhere. This document has not been and will not be reviewed or approved by any statutory or regulatory authority in India or any other jurisdiction or by any stock exchanges in India or elsewhere. This document and the contents hereof are restricted for only the intended recipient (s). This document and the contents hereof should not be (i) forwarded or delivered or transmitted in any manner whatsoever, to any other person other than the intended recipient (s); or (ii) reproduced in any manner whatsoever. Any forwarding, distribution or reproduction of this document in whole or in part is unauthorised.
- The information in this document is being provided by the Company and is subject to change without notice. The information in this presentation has not been independently verified. No representation or warranty, express or implied, is made to the accuracy, completeness or fairness of the presentation and the information contained herein and no reliance should be placed on such information. The Company or any other parties whose names appear herein shall not be liable for any statements made herein or any event or circumstance arising therefrom.

THANK YOU