

Manappuram Finance Limited

Investor Presentation
August 2018

Gold Loans



Microfinance



Housing Finance



Vehicle Finance



MANAPPURAM
FINANCE LIMITED



MANAPPURAM
FINANCE LIMITED

Quarterly Update

Company Overview

Business Strategy

Key Technology Initiatives

Annexure



Q1 FY19 RESULTS: CONSOLIDATED RESULT HIGHLIGHTS



AUM

Rs 166,179 Mn
(+ 5.4% QoQ)

Net Profit

Rs 1,987.9 Mn
(18.7 % QoQ)

Networth

Rs 39,860 Mn

ROA 4.5%

ROE 20.3%

Capital Adequacy *

25.5%

Borrowing Cost *

8.77%

GNPA *

0.7%

BV / Share Rs 47.31

EPS Rs 9.44

Dividend / Share

Q1FY19: Rs 0.55

FY18: Rs 2.00

Share of New

Businesses

25.0%

Total Branches

4,207

No of Live Customers

3.9 mn

AUM: Assets Under Management, Net Profit: PAT after Minority Interest

* Calculated on standalone basis

Q1 FY19 RESULTS: CONSOLIDATED PROFIT & LOSS STATEMENT



Particulars (Rs Mn)	Q1 FY19	Q1 FY18	YOY %	Q4 FY18	QOQ %	FY18
Closing AUM (Rs Bn)	166	134	24.2%	158	5.4%	158
Income from Operations	9,358.2	8,313.8	12.6%	8,898.0	5.2%	34,233.6
Finance expenses	2,943.2	2,579.9	14.1%	2,681.2	9.8%	10,276.6
Net interest income	6,415.0	5,733.9	11.9%	6,216.8	3.2%	23,956.9
Employee expenses	1,698.1	1,447.0	17.4%	1,622.8	4.6%	6,167.1
Other operating expenses	1,582.1	1,437.4	10.1%	1,516.3	4.3%	6,050.2
Pre provision profit	3,134.8	2,849.5	10.0%	3,077.7	1.9%	11,739.6
Provisions/Bad debts	154.6	549.8	-71.9%	432.4	-64.2%	2,101.5
Other Income	113.6	249.3	-54.4%	114.0	-0.3%	532.0
Profit before Tax	3,093.8	2,549.0	21.4%	2,759.3	12.1%	10,170.1
Tax	1,093.9	895.1	22.2%	927.5	17.9%	3,486.0
PAT before OCI	1,999.9	1,653.9	20.9%	1,831.8	9.2%	6,684.1
Other Comprehensive Income	5.6	4.6	22.9%	NA	NA	NA
Total Comprehensive Income	2,005.5	1,658.4	20.9%	NA	NA	NA
Minority Interest	17.6	(15.8)	-211.4%	10.0	75.3%	(24.9)
PAT	1,987.9	1,674.3	18.7%	1,821.7	9.1%	6,709.0

Q1 FY19 & Q1 FY18 numbers are as per IND AS

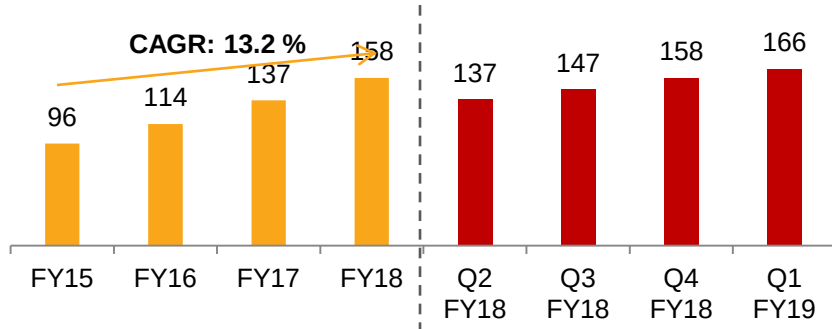
Q1 FY19 RESULTS: IGAAP to IndAS reconciliation



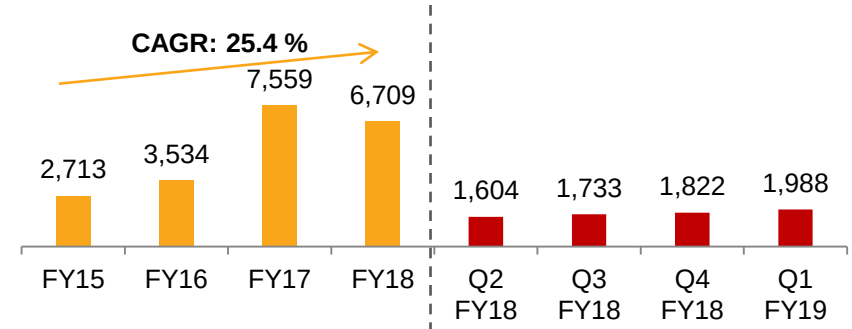
Particulars	Q1FY19	Q1FY18	Growth
PAT reported as per IGAAP	2,014.5	1,525.2	32.1%
Add/(Less) :			
EIR on Financials Assets	(8.1)	(14.5)	
Expected Credit Loss	27.1	262.0	
Fair valuation of stock options	(10.0)	(35.0)	
ECL on Investments	1.3	0.2	
Fair Valuation of Security Deposits	1.8	1.5	
Fair Valuation of derivatives	0.0	1.9	
Actuarial gain/loss on valuation of gratuity	(5.6)	(3.5)	
Tax impact on above adjustments	(21.2)	(84.0)	
Profit after tax as reported under Ind AS	1,999.9	1,653.9	20.9%
Other Comprehensive Income(net of tax)	5.6	4.6	
Total Comprehensive Income (after tax) as reported under Ind AS	2,005.5	1,658.4	20.9%

Q1 FY19 RESULTS: CONSOLIDATED RESULT HIGHLIGHTS

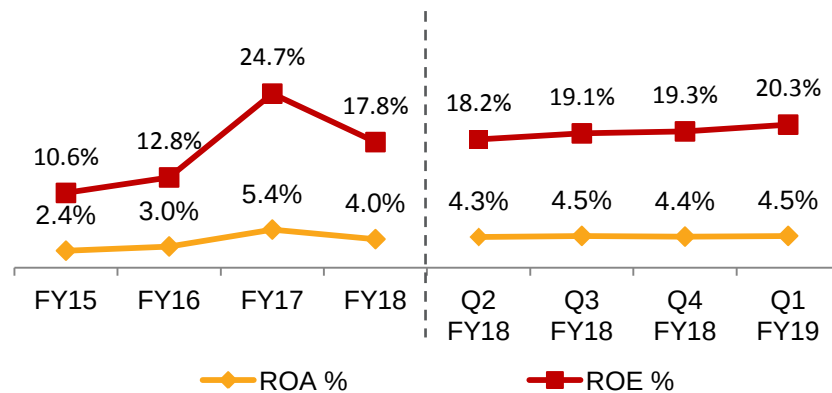
CONSOLIDATED AUM (Rs Bn)



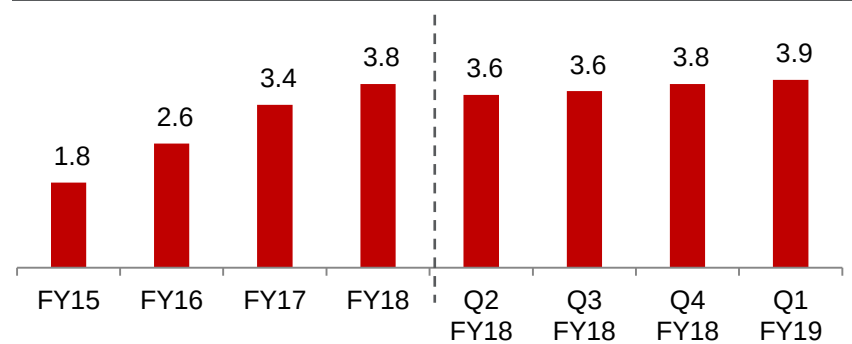
NET PROFIT (Rs Mn)



RETURN RATIOS %



TOTAL CUSTOMER BASE (Mn)

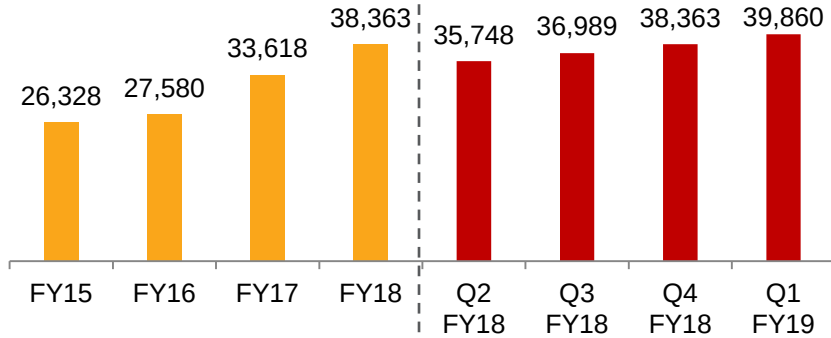


Q1 FY19 numbers are as per IND AS

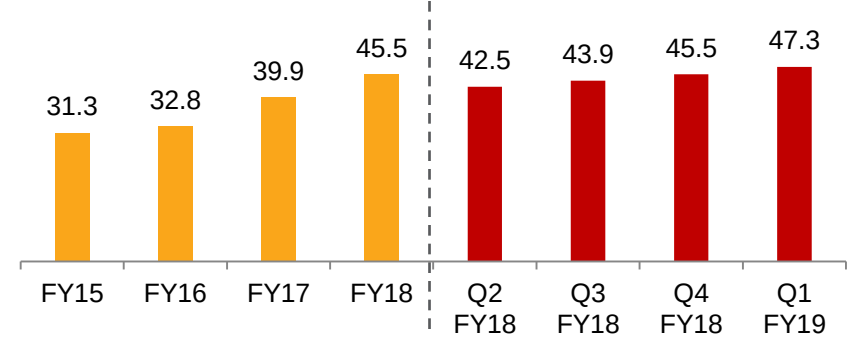
Q1 FY19 RESULTS: CONSOLIDATED RESULT HIGHLIGHTS



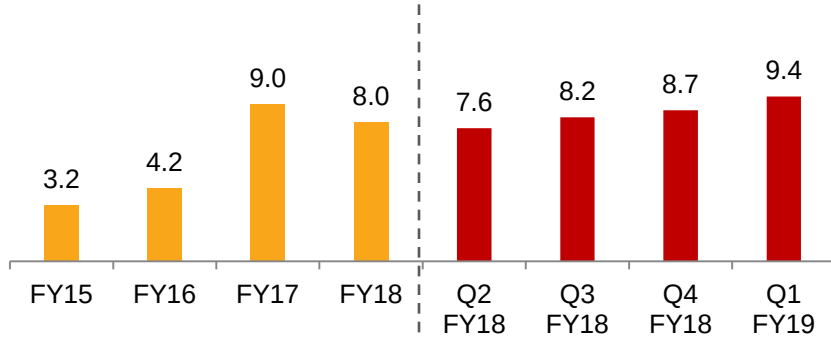
NETWORTH (Rs Mn)



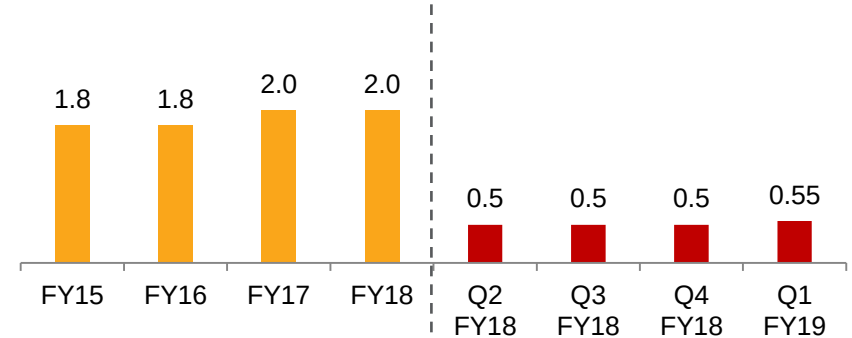
BOOK VALUE PER SHARE (Rs)



EARNINGS PER SHARE (Rs)



DIVIDEND PER SHARE (Rs)



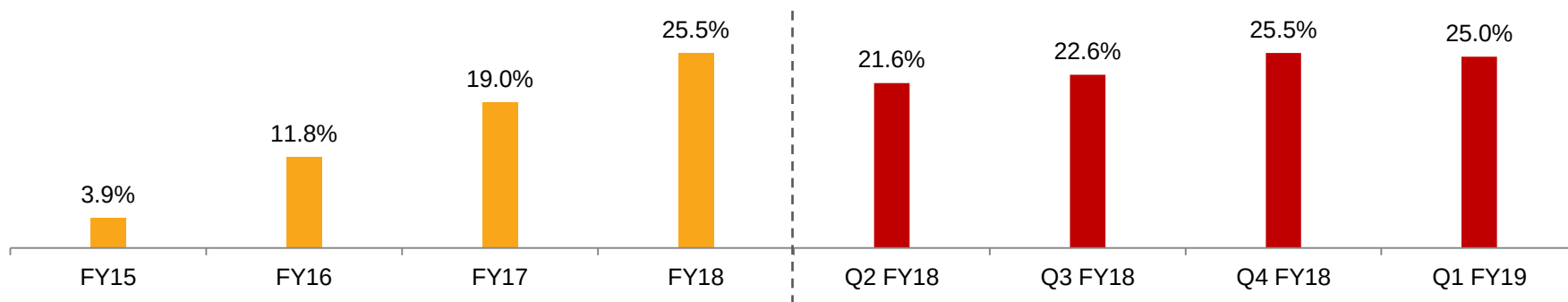
Q1 FY19 numbers are as per IND AS

Q1 FY19 RESULTS: CONSOLIDATED AUM UPDATE

CONSOLIDATED AUM (Rs Mn)

Particulars (Rs Mn)	FY15	FY16	FY17	FY18	Q2FY18	Q3FY18	Q4FY18	Q1FY19
Gold Loans	92,244.8	100,806.0	111,245.3	117,349.8	107,609.1	113,270.8	117,349.8	124,635.9
Microfinance	3,220.0	9,988.0	17,959.4	24,372.0	19,645.8	21,116.5	24,372.0	24,379.4
Housing Finance	21.9	1,286.0	3,104.1	3,746.6	3,265.8	3,422.2	3,746.6	4,065.1
Vehicle Finance	153.7	1,297.7	3,058.3	6,253.8	4,190.9	4,998.1	6,253.8	7,177.3
Other Loans	295.0	952.0	1,204.8	5,925.2	2,520.5	3,694.8	5,925.2	5,920.8
Total	95,935.4	114,329.7	136,572.0	157,647.5	137,232.2	146,502.4	157,647.5	166,178.6

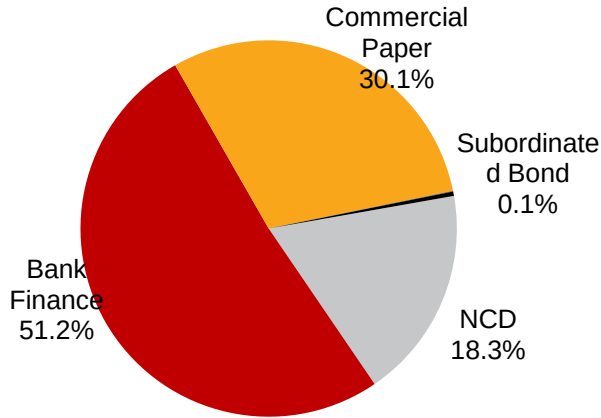
SHARE OF NEW BUSINESSES IN CONSOLIDATED AUM



Q1 FY19 RESULTS: MANAPPURAM FINANCE: BORROWING PROFILE



BORROWING AS ON June, 2018 = Rs 110,265 Mn



CREDIT RATING

Manappuram Finance:

Long Term: AA- (Stable) by CRISIL, ICRA
 Long Term: AA (Stable) by Bricwork, CARE
 Short Term: A1+ by CARE
 Commercial Paper : A1+ by CRISIL, CARE

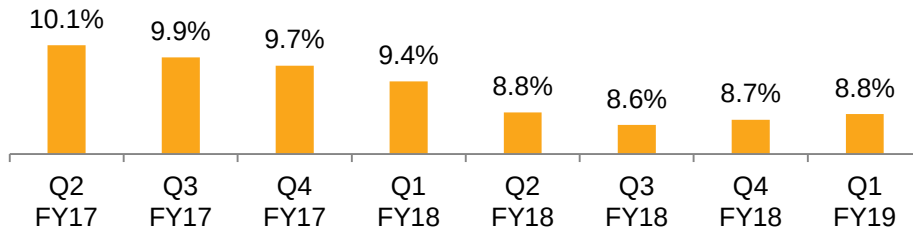
Asirvad Microfinance:

Long Term: A+ (Stable) by CRISIL, CARE
 Short Term: A1+ by CRISIL

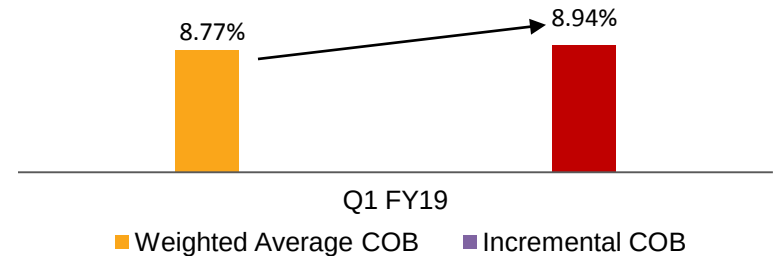
Housing Finance:

Long Term: A+ (Stable) by CRISIL
 Short Term: A1+ by CRISIL
 Long Term: AA- (Stable) by CARE

COST OF BORROWING %



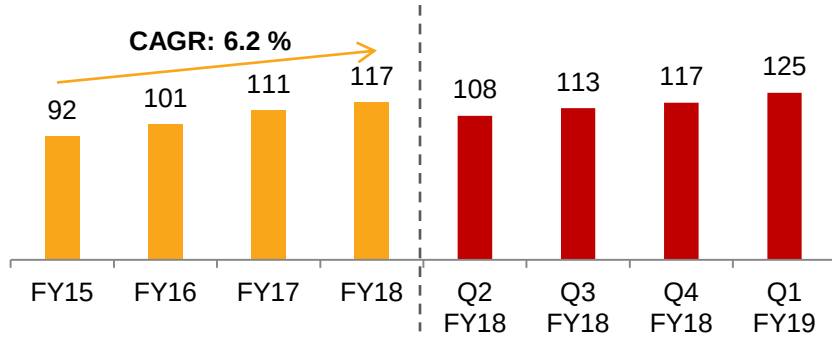
MARGINAL COST OF BORROWING



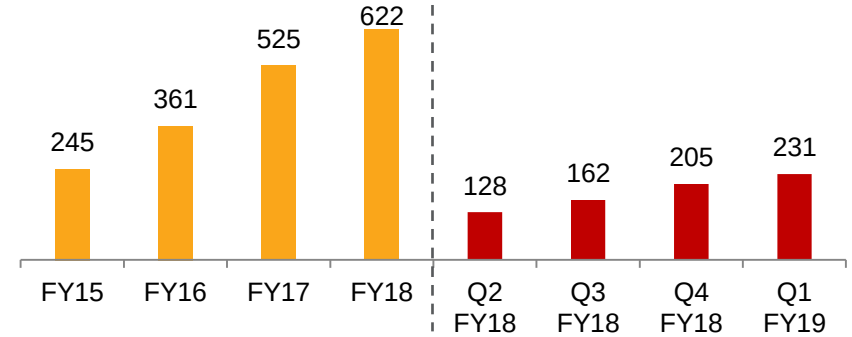
Q1 FY19 RESULTS: MANAPPURAM FINANCE: RESULT ANALYSIS



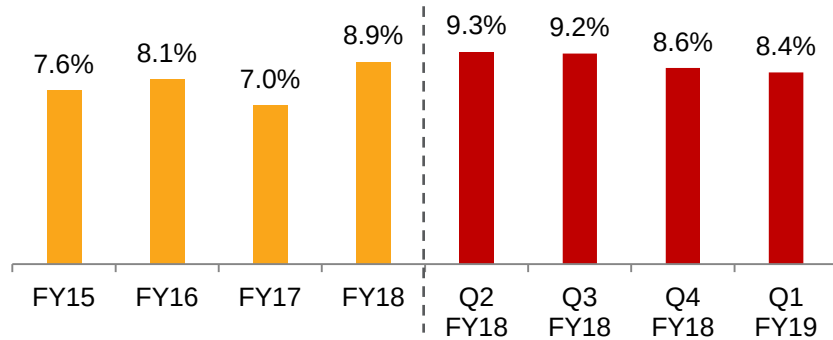
GOLD LOAN AUM (Rs Bn)



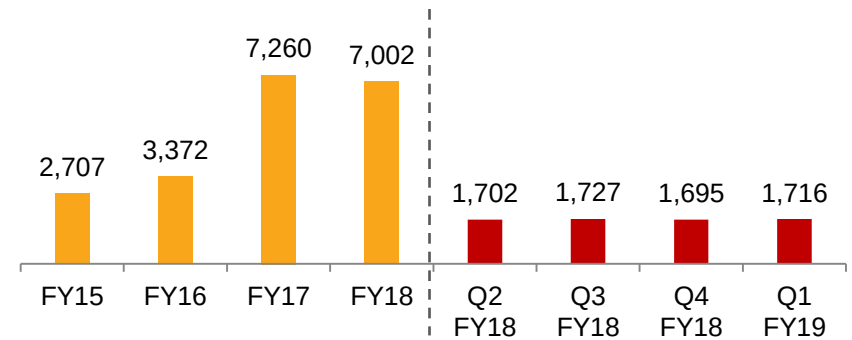
GOLD LOAN DISBURSEMENTS (Rs Bn)



OPEX TO AUM %



NET PROFIT (Rs Mn)

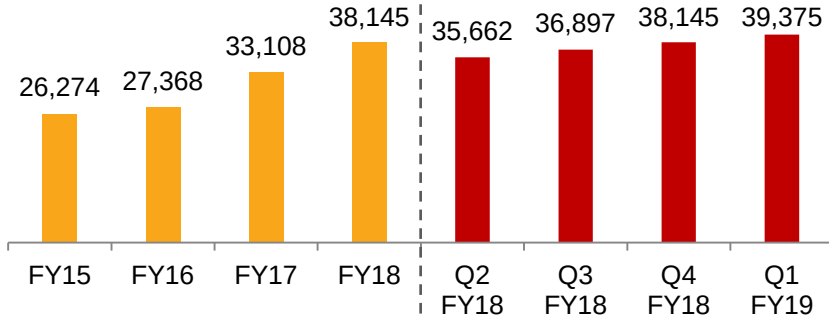


Q1 FY19 numbers are as per IND AS

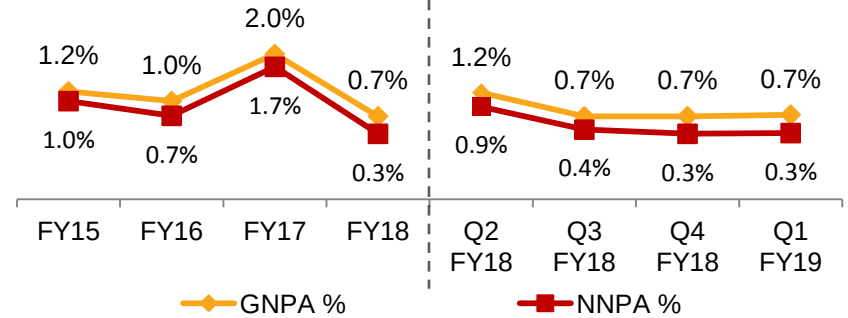
Q1 FY19 RESULTS: MANAPPURAM FINANCE: RESULT ANALYSIS



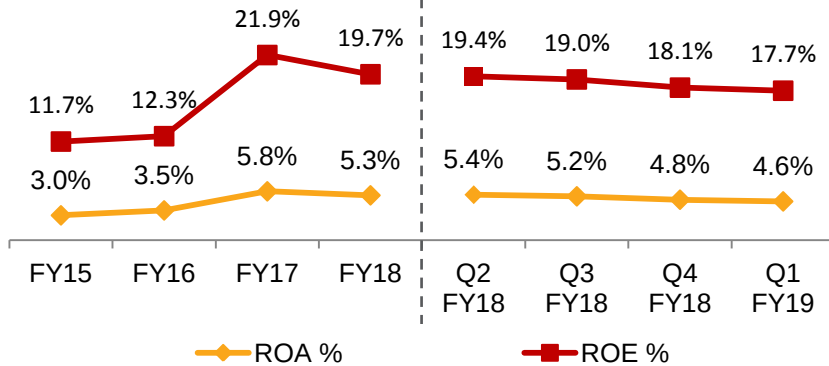
NETWORTH (Rs Mn)



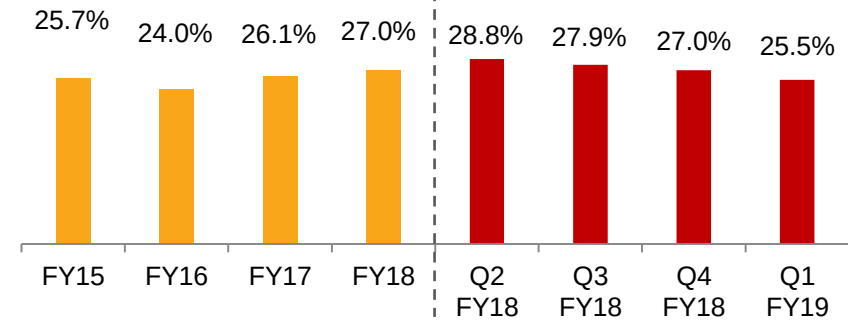
NPA ANALYSIS %



RETURN RATIOS %



CAPITAL ADEQUACY RATIO %

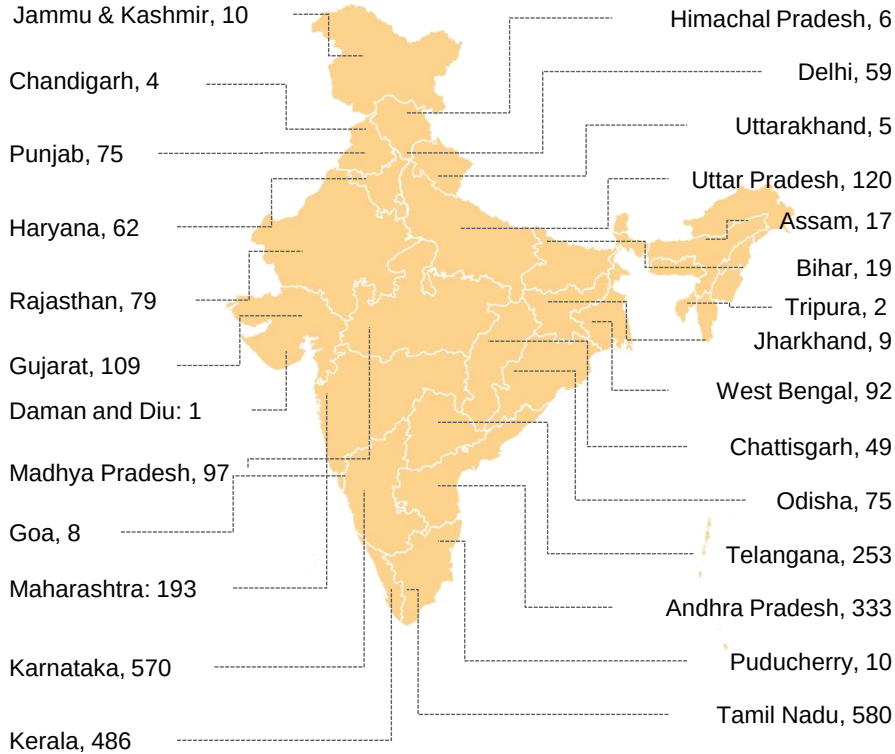


Q1 FY19 numbers are as per IND AS
NPAs on account of theft, spurious collateral etc. are 0.20% of AUM

Q1 FY19 RESULTS: MANAPPURAM FINANCE: GOLD AUM UPDATE

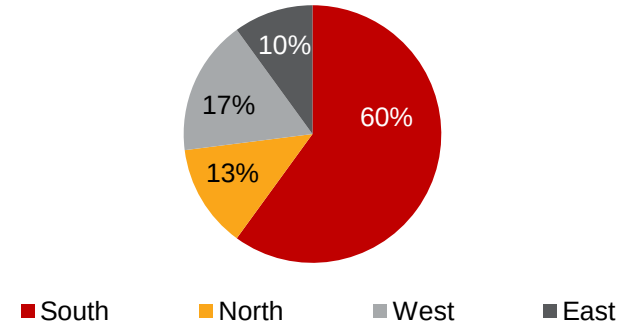


PAN INDIA PRESENCE

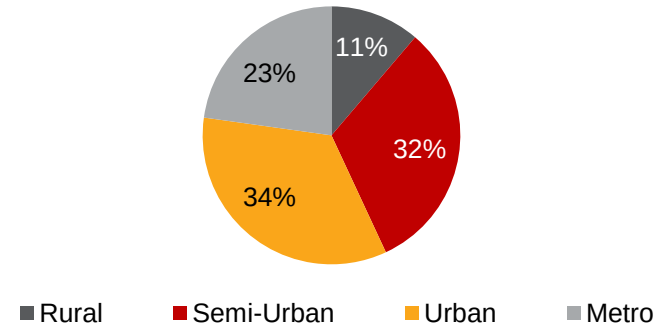


3,331 Branches as on June 2018

GOLD AUM - REGIONWISE BREAKUP



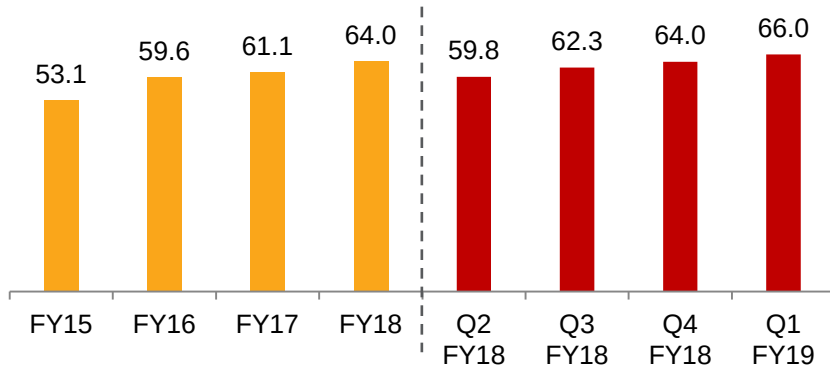
GOLD AUM - RURAL URBAN MIX



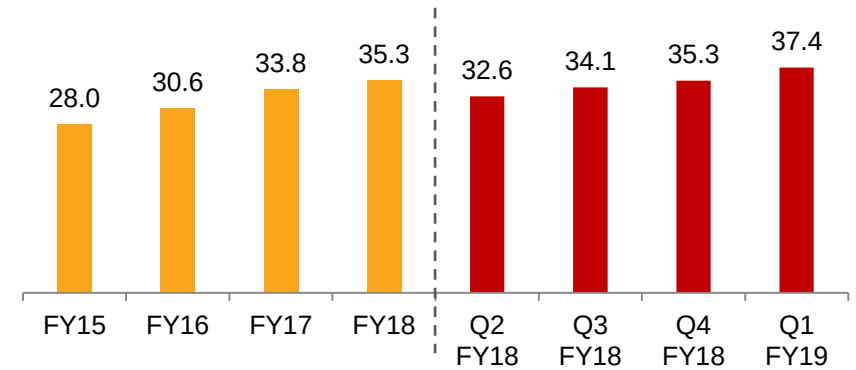
Q1 FY19 RESULTS: MANAPPURAM FINANCE: GOLD AUM UPDATE



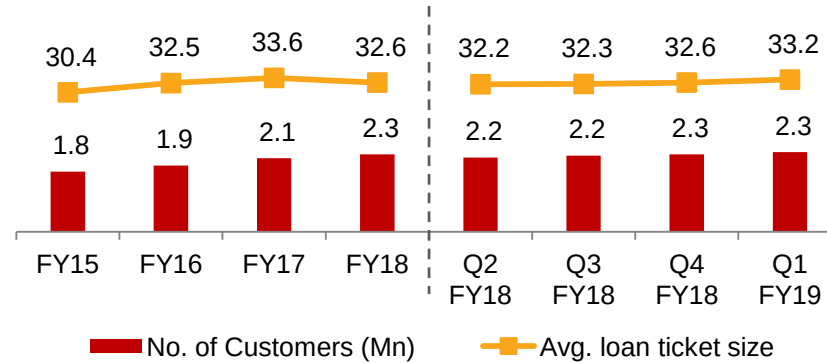
GOLD HOLDING (TONNES)



GOLD AUM PER BRANCH (Rs Mn)



CUSTOMER BASE (Mn) & AVG. LOAN TICKET SIZE (Rs '000)



Q1 FY19 RESULTS: ASIRVAD MICROFINANCE: KEY HIGHLIGHTS



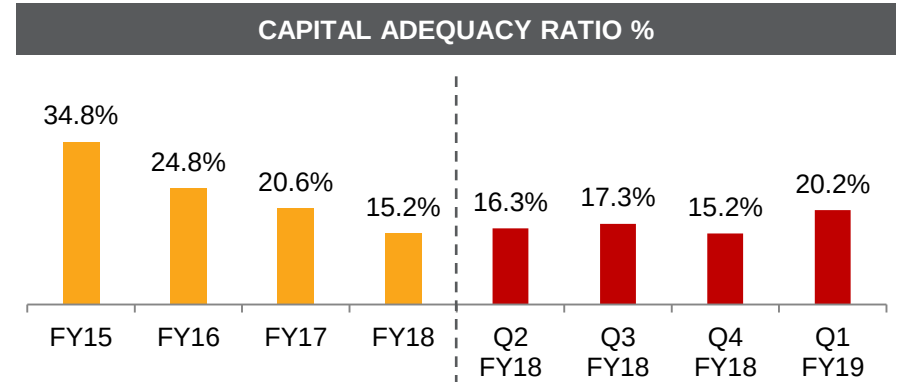
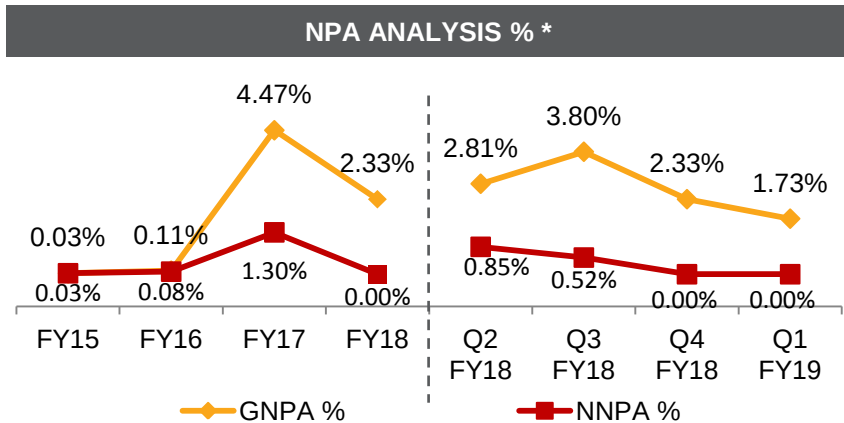
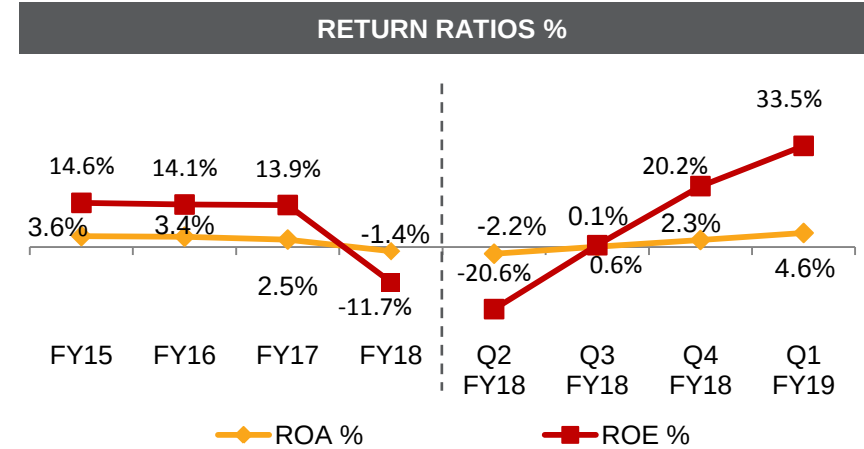
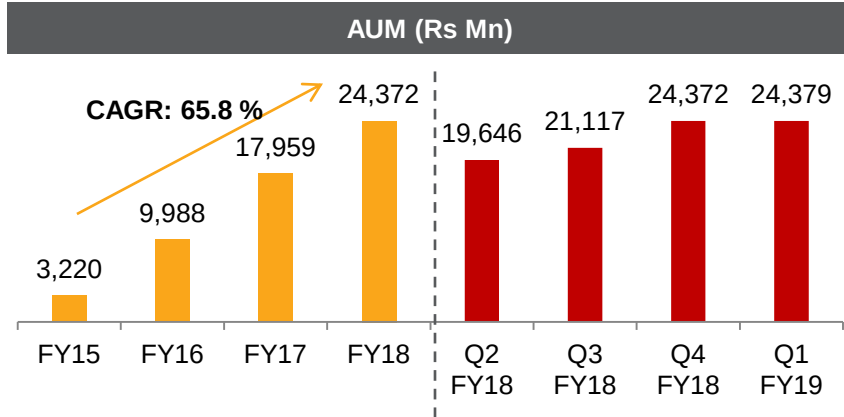
Particulars (Rs Mn)	Q1 FY19	Q1 FY18	YOY %	Q4 FY18	QOQ %	FY18
Closing AUM	24,379.4	18,271.2	33.4%	24,372.0	0.0%	24,372.0
Income from Operations	1,385.4	986.5	40.4%	1,217.1	13.8%	4,372.6
Finance expenses	600.7	490.8	22.4%	565.8	6.2%	2,138.4
Net interest income	784.7	495.7	58.3%	651.3	20.5%	2,234.1
Employee expenses	262.3	221.8	18.3%	217.9	20.4%	920.1
Other operating expenses	151.4	117.6	28.7%	171.4	-11.7%	540.9
Pre provision profit	371.0	156.3	137.4%	261.9	41.6%	773.1
Provisions/Bad debts	34.2	460.8	-92.6%	169.5	-79.8%	1,583.1
Other Income	96.1	49.4	94.7%	107.3	-10.5%	310.7
Profit before Tax	432.9	(255.2)	269.7%	199.8	116.7%	(499.3)
Tax	147.1	(90.8)	261.9%	69.3	-112.3%	(176.3)
PAT before OCI	285.8	(164.3)	273.9%	130.5	119.0%	(323.0)
Other Comprehensive Income	1.7	(0.4)	547.2%	NA	NA	NA
PAT	287.5	(164.7)	274.5%	130.5	120.3%	(323.0)
Borrowings	21,242.1	14,865.2	42.9%	20,682.4	2.7%	20,682.4
Networth	4,076.0	2,330.7	74.9%	2,873.6	41.8%	2,873.6

Q1 FY19 & Q1 FY18 numbers are as per IND AS

Q1 FY19 RESULTS: IGAAP to IndAS reconciliation

Particulars	Q1FY19	Q1FY18	Growth
PAT reported as per IGAAP	264.9	(341.9)	177.5%
Add/(Less) :			
EIR on Financials Assets	(1.8)	2.9	
EIR on Financials Liabilities	5.1	7.3	
Expected Credit Loss (ECL)	27.1	260.7	
Actuarial gain/loss on valuation of gratuity	2.6	0.6	
Fair Valuation of Security Deposits	0.0	0.0	
Tax impact on above adjustments	(12.1)	(94.0)	
Profit after tax as reported under Ind AS	285.8	(164.3)	273.9%
Other Comprehensive Income(net of tax)	1.7	(0.4)	
Total Comprehensive Income (after tax) as reported under Ind AS	287.5	(164.7)	274.5%

Q1 FY19 RESULTS: ASIRVAD MICROFINANCE: RESULT ANALYSIS



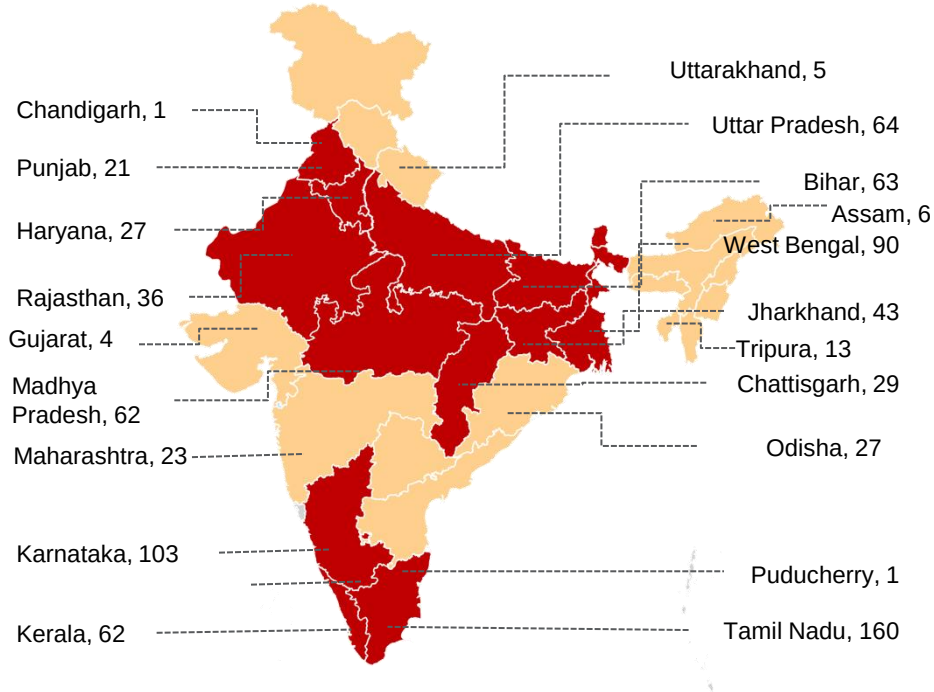
* NPA recognised at 90 Days

Q1 FY19 numbers are as per IND AS

Q1 FY19 RESULTS: ASIRVAD MICROFINANCE: AUM UPDATE



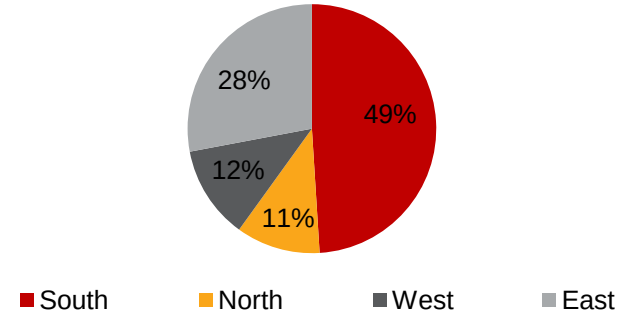
PAN INDIA PRESENCE



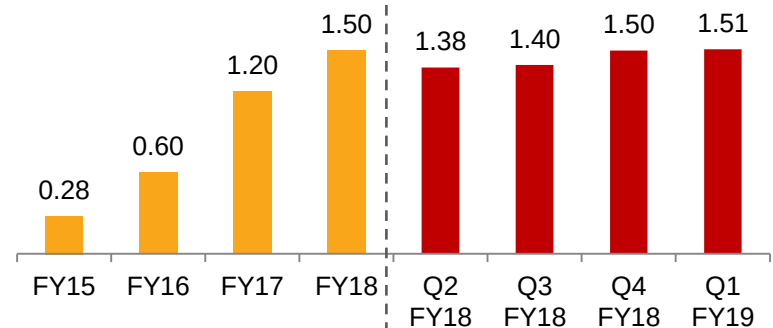
840 Branches

1.51 mn Customers

MFI AUM - REGIONWISE BREAKUP



CUSTOMER BASE (Mn)



Q1 FY19 RESULTS: HOUSING FINANCE: BUSINESS UPDATE



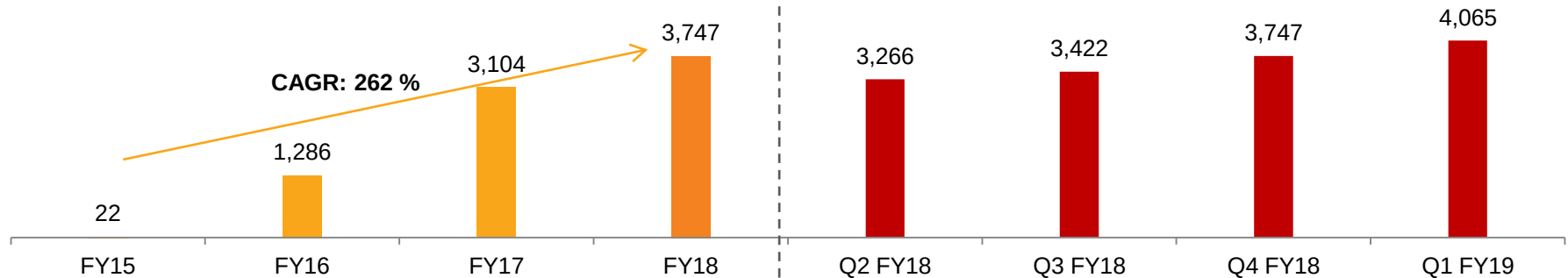
AFFORDABLE HOUSING

- Started commercial operations in January 2015.
- Focus on Affordable Housing for Mid to Low income Group.
- Focus on South and West of India.
- Rated A+/Stable (Long Term) & A1+ (Short Term) by CRISIL
- Rated AA – (Stable) (Long Term) by CARE

HOUSING FINANCE METRICS

AUM (Rs Mn) – June 2018	4,065
Branch Network	35
Number of States	6
Average Ticket Size (Rs mn)	1
Average Yield (%)	14.9%
GNPA %	4.6%
NNPA %	2.2%

AUM (Rs Mn)



Q1 FY19 RESULTS: VEHICLE FINANCE: BUSINESS UPDATE



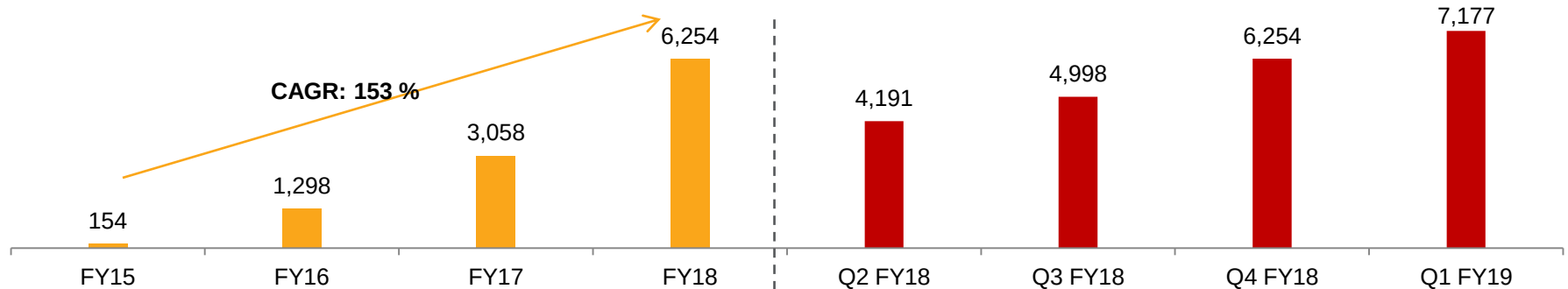
VEHICLE FINANCE

- Started commercial operations in January 2015.
- The operations are a part of Manappuram Finance Ltd and are carried out from existing gold loan branches
- Selectively entered in Southern and Western India.
- Focus on Underserved Category of Customers who do not have access to Formal Banking system.

VEHICLE FINANCE METRICS

AUM (Rs Mn) – June 2018	7,177
Branch Network	141
Number of States	20
Average Ticket Size (Rs mn)*	0.69
Average Yield (%)	18.8%
GNPA %	2.9%
NNPA %	1.2%

AUM (Rs Mn)



* Only Commercial Vehicle



MANAPPURAM
FINANCE LIMITED



Quarterly Update

Company Overview

Business Strategy

Key Technology Initiatives

Annexure

COMPANY OVERVIEW: BRIEF PROFILE



STRONG PEDIGREE

- Incorporated in 1992, the company has been one of India's leading gold loans NBFCs.
- Promoted by Mr. V.P. Nandakumar (current MD & CEO) whose family has been involved in gold loans since 1949.

BUSINESS OVERVIEW

- Focus on utilising surplus capital to build or acquire new lending products relevant to the existing retail customer base.
- Addition of new synergistic product segments – Microfinance (MFI), Commercial vehicles (CV), Mortgage & Housing Finance.
- Consolidated AUM of Rs 158 Bn as on Mar-2018
- Established pan-India presence

FINANCIAL OVERVIEW

- Total AUM has grown from Rs 75.5 Bn in FY11 to Rs 158 Bn in FY18 at CAGR of 10%.
- Standalone Capital Adequacy Ratio in FY18 stood at 27.0%.
- Net Interest Income of Rs 23,956.9 Mn and PAT of Rs 6,709.0 Mn in FY18 grown at CAGR of 17 % and 24 % respectively over last 5 years.
- Return ratios: ROA – 4.0% in FY18, ROE – 17.8 % in FY18.

HIGH CORPORATE GOVERNANCE STANDARDS

- Consistent dividends to shareholders.
- Reputed auditors such as KPMG as internal auditors and Deloitte Haskins & Sells LLP as statutory auditors to ensure accurate financial reporting & transparency.
- Strong external professional representation on the Board with 6 of the 10 directors being independent. Board is chaired by Mr. Jagdish Capoor – Ex-Deputy Governor of RBI, Ex-Chairman of HDFC Bank.

COMPANY OVERVIEW: STRONG BRAND RECALL

- Strong brand equity built over the years.
- Celebrity endorsements have led to enhanced visibility and growing business.
- Brand 'Manappuram' is endorsed by well recognized film industry icons across India .
- Our brand ambassadors - Venkatesh, Mohan Lal, Puneeth Rajkumar, Vikram, Akshay Kumar, Jeet, Sachin Khedekar And Uttam Mohanty.



COMPANY OVERVIEW: EXPERIENCED MANAGEMENT TEAM

Mr. V. P. Nandakumar
Managing Director & CEO

- Chief Promoter of Manappuram Group
- Certified Associate of Indian Institute of Bankers



Mr. B.N. Raveendra Babu
Executive Director

- Director since July 1992
- Worked in a senior role with Blue Marine International in U.A.E



Mrs. Bindu A L
EVP – Finance & Accounts

- Chartered Accountant with Over 20 years experience in the area of Finance and Accounts



Mr. Raja Vaidhyathan
Managing Director – MFI

- Erstwhile Promoter of Asirvad Microfinance
- IIT IIM Alumni with over 33 years of experience across industries



Mr. Jeevandas Narayan
Managing Director – Housing Finance

- Erstwhile MD of State Bank of Travancore
- Over 37 years of experience in the financial services industry



Mr. Subhash Samant
CEO – Housing Finance

- Over 21 years experience with organizations such as L&T Housing, DHFL, ICICI Bank, GIC Housing



Mr. K Senthil Kumar
Head – Commercial Vehicle

- Over 21 years experience with organizations such as Fullerton India, Citi Bank, HDFC Bank etc.



Mr. Mr. Kamalakar Sai Palavalasa
EVP- Insurance

- Over 24 years experience with organizations such as Genosar, IndiaFirst, Reliance and Birla Insurance Company



Mrs. Puneet Kaur Kohli
SVP - CTO

- Over 22 years experience with organizations such as Bajaj Capital, Motricity, Bharti Airtel, Accenture, Duncan Industries, ITC Hotel



COMPANY OVERVIEW: CORPORATE GOVERNANCE – STRONG BOARD OF DIRECTORS



Mr. Jagdish Capoor
CHAIRMAN, INDEPENDENT &
NON-EXECUTIVE DIRECTOR

- Former Chairman of HDFC Bank, former Deputy Governor of Reserve Bank of India, former Chairman of UTI and BSE Ltd
- Currently, he is on the Board of Indian Hotels Company Limited, Assets Care Enterprise Limited, Indian Institute of Management, LIC Pension Fund Limited and is the Chairman of Quantum Trustee Company Private Limited.

Dr. Shailesh J Mehta
INDEPENDENT &
NON-EXECUTIVE DIRECTOR

- Bachelor of Technology in mechanical engineering from IIT Mumbai, MSc in Operations Research from Case Western Reserve University and PhD degree in Operation Research and Human Letters from California State University and in Computer Science and Operations Research from Case Western Reserve University.
- Over 38 years of experience, was President of Granite Hill Capital Ventures, Chairman and CEO of Providian Financial Corporation, operating general partner of West Bridge Capital, President and COO of Capital Holding and Executive Vice President of Key Corp

Mr. E. A. Kshirsagar
NOMINEE DIRECTOR

- He is a Fellow of the Institute of Chartered Accountants in England & Wales
- He was associated with the Management Consultancy division of A F Ferguson for over three decades and retired in 2004 as the Senior Partner

Mr P. Manomohan
INDEPENDENT &
NON-EXECUTIVE DIRECTOR

- Bachelor of Commerce from Kerala University, Diploma in Industrial finance from Indian Institute of Bankers and also a Certified Associate of the Indian Institute of Bankers
- Has over 38 years of work experience in the RBI and in the regulatory aspects of NBFCs

COMPANY OVERVIEW: CORPORATE GOVERNANCE – STRONG BOARD OF DIRECTORS



Mr. Rajiven V. R.
INDEPENDENT &
NON-EXECUTIVE DIRECTOR

- He is a retired IPS officer.
- He holds a Bachelor of Science degree and has completed his LLB from Govt. Law College, Trivandrum
- Shri Rajiven brings to the Board a wealth of experience in areas like Leadership and Staff management, Strategic Management, Financial Control / Budgeting, Team Development etc.

Dr. Amla Samanta
INDEPENDENT &
NON-EXECUTIVE DIRECTOR

- Bachelor of Science from Mumbai University, Masters in Biochemistry from GS Medical College, Mumbai.
- She is Managing Director of Samanta Organics Pvt Ltd, Tarapur & Ashish Rang Udyog Pvt Ltd.
- She has served on the boards of HDFC Bank & HDFC Securities. Prior to this she was consultant bio-chemist at Lilavati Hospital

Mr V. R. Ramchandran
INDEPENDENT &
NON-EXECUTIVE DIRECTOR

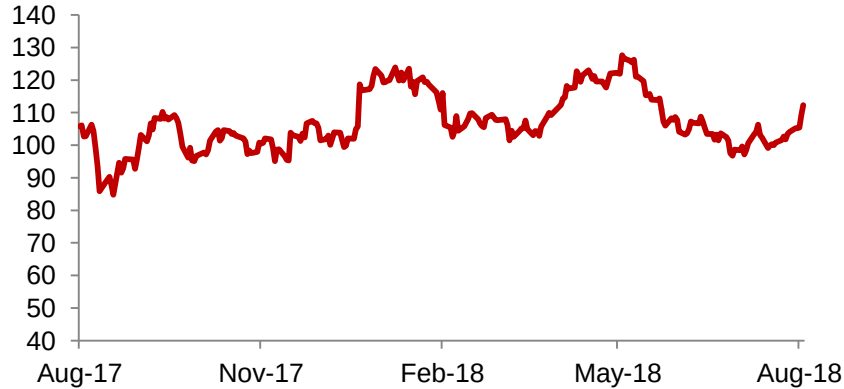
- He holds a Bachelor of Science from the Calicut University and a Bachelor degree in law from the Kerala University.
- He has over 32 years of work experience and is a civil lawyer enrolled with the Thrissur Bar Association.

Mr Gautam Narayan
ADDITIONAL DIRECTOR

- He is a Chartered Accountant with additional qualification in management Post Graduate Diploma in Management from IIM Ahemdabad.
- He is a partner at Apex Partners.

COMPANY OVERVIEW: SHAREHOLDING STRUCTURE

Share Price Performance



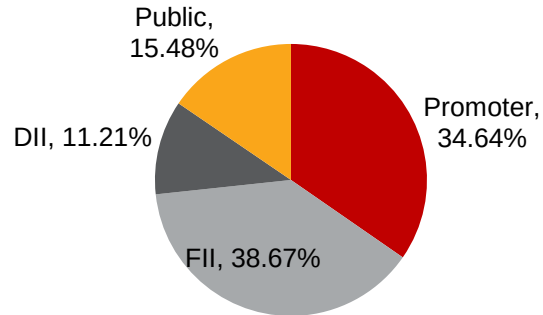
MARKET DATA

AS ON 08.08.2018

Market Capitalization (Rs Mn)	93,559
Price (Rs)	111.0
No. of Shares Outstanding (Mn)	842.5
Face Value (Rs)	2.0
Avg. Qtrly Trading Volume (Rs Mn)	401
Avg. Qtrly Trading Volume (Mn shares)	3.6
52 Week High-Low (Rs)	130.4 – 82.1

Source – NSE

% SHAREHOLDING – June 30, 2018



KEY INSTITUTIONAL INVESTORS AT JUN 18

% HOLDING

Baring India Private Equity Fund	8.79%
Quinag Acquisition (FPI) Ltd	6.86%
DSP Blackrock Microcap Fund	4.04%
Barclays Merchant Bank Singapore Ltd	3.77%
WF Asian Reconnaissance Fund Ltd	3.20%
Fidelity Investment Trust	2.52%
Societe Generale	1.84%
Mousseganesh Ltd	1.39%
Dolly Khanna	1.17%

Source – BSE



MANAPPURAM
FINANCE LIMITED

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BUSINESS STRATEGY: KEY HIGHLIGHTS

BUSINESS STRATEGY

**STRENGTHEN THE
CORE GOLD LOAN BUSINESS**

**ADDITION OF SYNERGISTIC
NEW BUSINESS SEGMENTS**



- **De-Linking the Gold Business from Gold Prices**
- **Focus on Branch Activations through increased Incentives & Performance Scorecard**
- **Enhanced Marketing Initiatives**

- **Leveraging the Strong Brand Equity & Existing Retail Customer Base**
- **Addition of new synergistic Product segments – Microfinance, Mortgage & Housing Finance, CV Lending**

BUSINESS STRATEGY: DE-LINKING GOLD BUSINESS FROM GOLD PRICES

Earlier Scenario – 12 month Long Tenure Product		12 months – Single Product Offering	Additional 2 month for Auction
Gold value	100		
LTV	75%		
Gold Loan	75		
Interest Rate	24%		
Interest Cost*	21		
Total Principal + Interest*	96		

If the Customer does not pay or close the Loan, then there is likely loss of interest for 2 months during Auction



- Recalibrated the product structure to de-Link from gold price fluctuation.
- Loan to value (LTV) ratio is now linked to the tenure of the loan. Therefore, the maximum permissible LTV of 75% would be available on loans of shorter tenure rather than one year as was the standard practice earlier.

Current Revised Scenario – 3 to 6 month Short Tenure Products	3 months	6 months	9 months	12 months	Additional 2 month for Auction
	3 Month Scenario	6 Month Scenario	9 Month Scenario	12 Month Scenario	
Gold value	100	100	100	100	
LTV #	75%	70%	65%	60%	
Gold Loan	75	70	65	60	
Interest Rate	24%	24%	24%	24%	
Interest cost *	7.5	11.2	14.3	16.8	
Total Principal + Interest *	82.5	81.2	79.3	76.8	

If the Customer does not pay or close the Loan, there is ample margin of safety to recover Principal as well as Interest. Also, Linkage to Gold prices is Negligible.

BUSINESS STRATEGY: GOLD LOAN BUSINESS – REACHING OUT TO THE CUSTOMER

Increased marketing initiatives across branches and key markets

Significantly enhanced our marketing spend with growing BTL and ATL activities

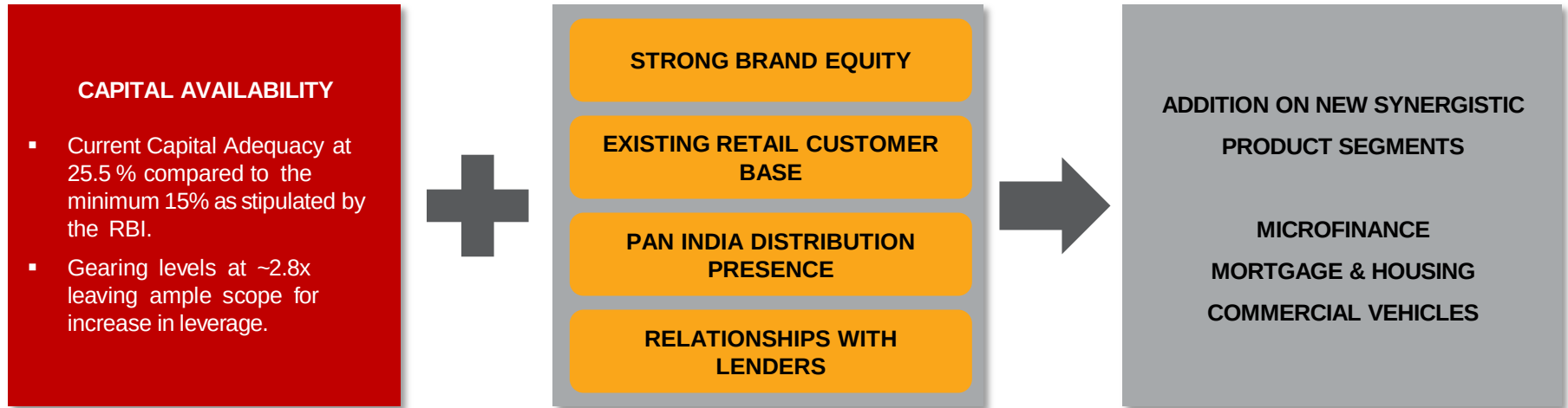
Increased incentives and branch activations

Initiative to track branch level performance scorecard

STRATEGIC INITIATIVES TO DRIVE BUSINESS PERFORMANCE



BUSINESS STRATEGY: INTRODUCING NEW SYNERGISTIC PRODUCT SEGMENTS



RATIONALE FOR STRATEGY TO DIVERSIFY INTO SYNERGISTIC PRODUCT SEGMENTS -

- Strategy to Utilise surplus capital to build or acquire new lending products relevant to the existing retail customer base.
- To leverage the strong retail customer base, retail branch network and the strong Manappuram Brand Equity build over the years.
- To Leverage our operational capability to process large volume, small ticket lending transactions with semi-urban and rural customers.
- Focus to enhance the revenue mix and improve structural return on equity (RoE).



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KEY TECHNOLOGY INITIATIVES: EXPLORING NEW AGE FINTECH BUSINESS OPPORTUNITIES

INNOVATE (STRATEGIC)

Out of the box innovative projects to make us ready and relevant to face future challenges / Changes. E.g. - SGL, Mobility platforms, Digital PL Loans, OGL E Wallets, Digital Scorecards, OGL Digital Cards, Kiosks, Business Associate Portal, VAS Portal

DIFFERENTIATE (TACTICAL)

Business differentiators like CRM, MDM, UPI, eKYC, eSign, AEPS, eNACH & Chatbots, Ent. Apps like AML, AFS, GRC, LMS and Infra Solutions SD WAN based Connectivity, Usage of public cloud, DMS and Digital Work Flows

RUN (OPERATE)

Improved SLA Based Support for IT Services, Replacement of PCs to Mobile devices with MDM, Setting Up of Outsourced Information Security Organization, Involvement of Professional Network Integrators better connectivity

KEY TECHNOLOGY INITIATIVES: INNOVATIVE BUSINESS PROPOSITIONS



- **Offline Apps:** B2C & B2B Apps that can work without internet connectivity
- **Mobility Apps :** Restructured Apps that can work without any device, browser, platform dependency
- **OGL Digital Cards & Wallets :** This may open up opportunity for vertical integration with merchants
- **Digital Personal Loans :** Paper less digital loans with built in scorecards with quicker TAT for disbursing Loans
- **VAS Portal & Kiosks :** Portal that can provide Value added services to Customers including provision of Self operated Kiosks
- **BA/BC/Agent/Franchisee Portals:** Portals that allow to Business Associates/Business correspondents/ Agents/Franchisees to offer MAFIL Group product and services to customers
- **Online Lending Market Place:** Cater/Offer or avail MAFIL Group services through online

KEY TECHNOLOGY INITIATIVES: IMPLEMENTATION OF NEW TECHNOLOGIES - STAYING AHEAD OF THE CURVE

EKYC & AEPS

(a) Employee punching (b) Additional authentication for Gold Loan from customers & Employees (c) KYC Validation (d) Aadhaar Enabled Payment System

CRM

(a) Solution for Customer 360 view (b) Lead Management (c) Campaign Management (d) Customer Service Management

Litigation App

(a) App supports for end to end management of Litigation processes at MAFIL Group level (b) Alerting and sending notification to relevant stakeholders

UPI

(a) Enabling UPI solution for Collection (b) Bank Account confirmation (c) Enabling additional disbursement solution (d) Support for multi-bank transfer facility

eNACH

(a) E Mandate Registration (b) Automatic Collection of Interest and Principle from the customer Bank Account and crediting to the Loan A/c

LMS

(a) Learning through mobile Platform (b) development of curriculum for continuous learning exercise (c) Integrated platform Training Result Assessment

Bots

(a) Person less Calling solution for repeated follow up calls (b) Person less addressing customer queries as part of Customer Service

DMS & Digital Work Flows

(a) Centralized DMS System for management of Images (b) Implementation of digital work flows

AML/ AFS

(a) Solution for customer Risk Profiling, (b) Transaction Monitoring, (c) Suspicious/ Fraudulent Transaction Monitoring (d) Real time case Management

MDM

(a) Single Source of data (b) Data Governance (c) Source for HR/Sales/ Market/ Customer Analytics (d) building Cross Sell/ Up Sell opportunities

eSign

(a) Paper less legal documentation (b) Reduced TAT for Loan processing (c) Digital Onboarding for OGL Customers

GRC

(a) Platform for category wise enterprise risk Reporting (b) Platform for Measurement and treatment of Enterprise Risk (c) Tracking Governance, Risk & compliance

MAJOR BUSINESS DIFFERENTIATORS

ENTERPRISE LEVEL APPS



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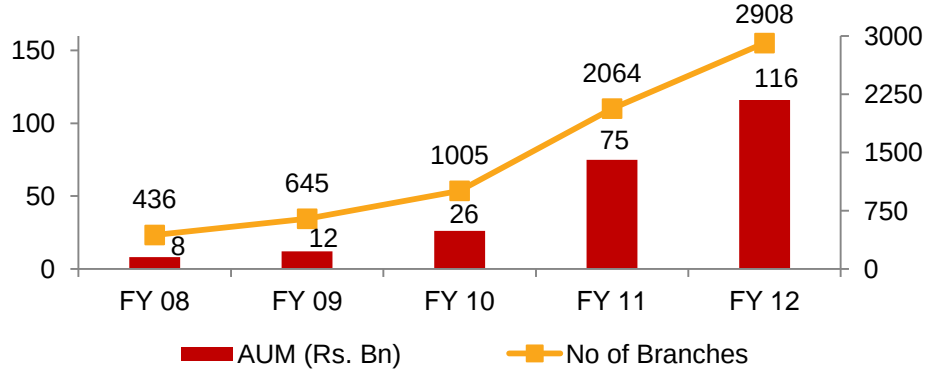
Annexure



UNDERSTANDING OUR EVOLUTION

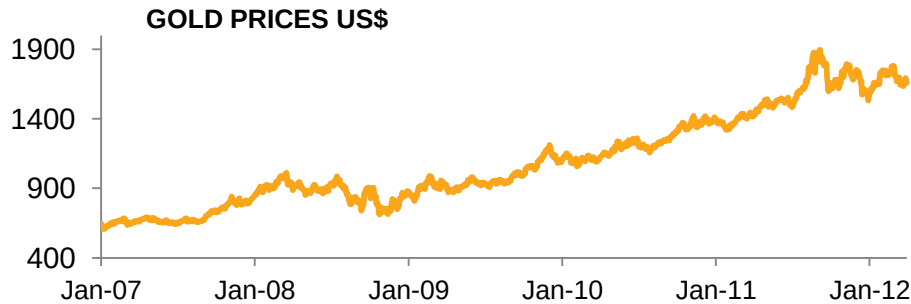
PHASE 1: FY08 - FY12

STRONG GROWTH WITNESSED....



- Higher Loan To Value (LTV) up to 85%
- Lower Cost of Funds due to Eligibility under Priority Sector Lending
- Supported by Buoyant Economic Growth
- Long Tenure Products supported by Rising Gold Prices
- **Strong Competitive Positioning** - Better LTV, Lower interest rate compared to Moneylenders, Prompt Disbursement, Convenience of Place/time

SUPPORTED BY RISING GOLD PRICES....



Company witnessed CAGR of ~95% in AUM over FY08 - FY12.

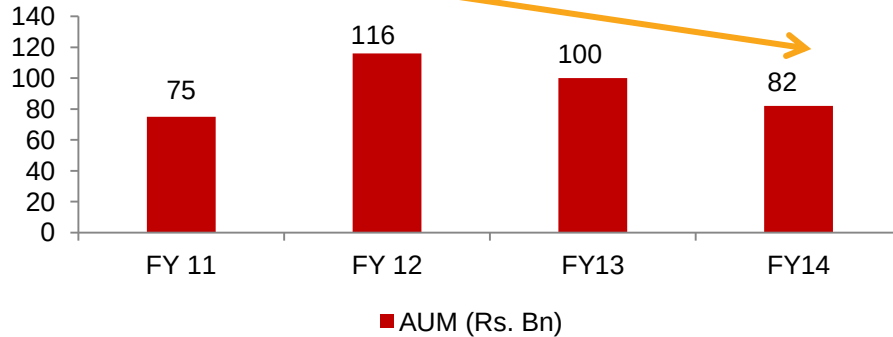
Branch Network grew by 7x over FY08 - FY12.

Strong Execution Capabilities and well defined systems and processes.

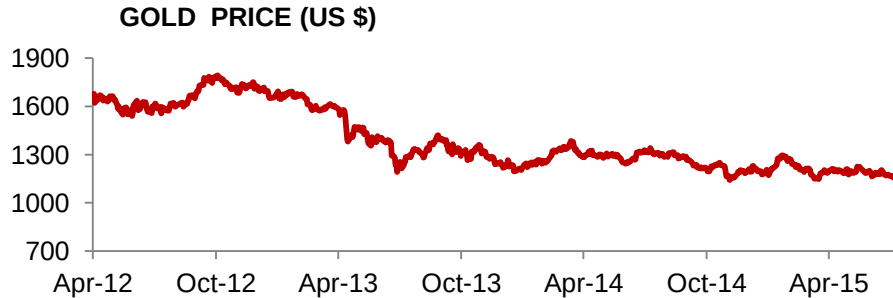
UNDERSTANDING OUR EVOLUTION

PHASE 2: FY12 - FY14

REGULATORY OVERHANG IMPACT....



ALONG WITH FALLING GOLD PRICES....



Source - Bloomberg

Regulatory Changes by RBI-

- **Mar - 2012 : Removal of Priority Sector Lending Status**
– led to Higher Borrowing Cost.
- **Mar - 2012 : Cap on LTV to not exceed more than 60%**
 - Weakened the Competitive positioning vis-à-vis Banks and Moneylenders.
 - Higher LTV Focused customers moved to Moneylenders whereas Interest Rate sensitive customers moved to Banks.
- Cap on Maximum Borrowing up to Rs. 2.5 Mn.

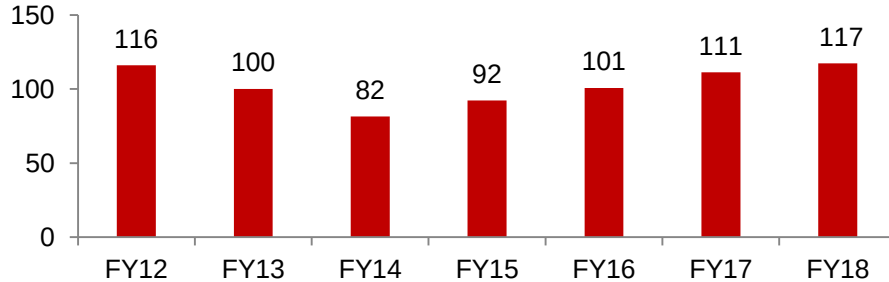
Fall in Gold Prices –

- Peak LTV was 85% for FY12 and Long Tenure portfolio.
- Negative Operating Leverage resulted into fall in Return Ratios and Profitability.**

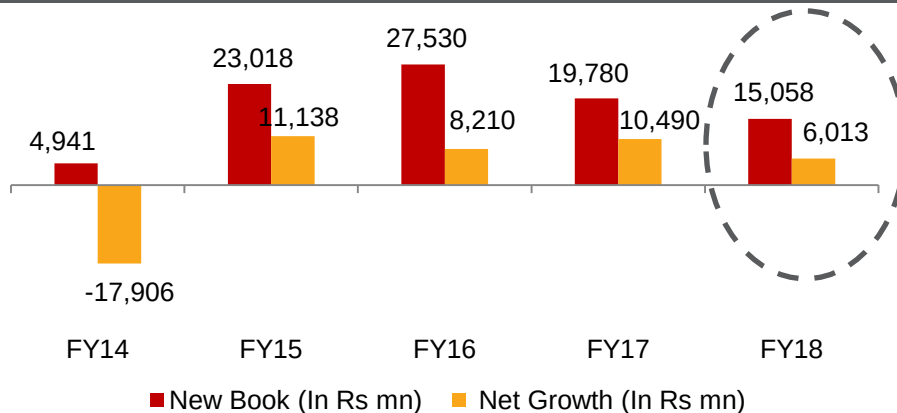
UNDERSTANDING OUR EVOLUTION

PHASE 3: FY15 ONWARDS

ON A REVIVAL PATH.....



WITNESSING THE GROWTH BACK...



Note - * Net Growth = New Book - Auction

Sept – 2013 : Regulatory Changes by RBI-

- Increased the loan-to-value (LTV) ratio for gold loans to 75 per cent -
 - Resulting into Level Playing Field for NBFCs vis-a-vis the commercial banks .

Jan-2014 : Reaching out to the Customers

- Through enhanced Marketing and Branch Activation Initiatives

June – 2014 : De-Linking to Gold Prices –

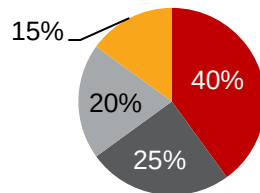
- Shift from Long Tenure products to short Tenure products (3 to 9 Months)
- Recalibrated loan to value (LTV) ratio to link it to the tenure of the loan.
 - Maximum permissible LTV of 75% to be available on loans of shorter tenure rather than one year.

Positive Operating Leverage to kick in which would result into better Return Ratios and Profitability.

India possesses over ~20,000 tonnes of gold worth more than US\$ 800 bn.
Organized gold loan sector penetration is Just 3% !

- India is the largest consumer of gold jewellery in the world - Together with China, it makes up over half the global consumer demand for gold.

Region wise Share



■ South ■ West ■ East ■ North

- Southern India has been the largest market accounting for approximately 40% of the gold demand, followed by the western region at approximately 25% of India's annual gold demand.

- Further, Rural India is estimated to hold around 65% of total gold stock. For Rural India gold is the virtually the bank account of the people - As historically gold has been an good hedge against inflation & since it is fairly liquid, a lot of savings are in the form of gold.

INDUSTRY OVERVIEW: KEY DRIVERS FOR GOLD LOAN MARKET



ADVANTAGE CONSUMER

- Idle gold can be monetized for productive purposes.
- Prompt Disbursement - Faster turnaround time.
- Minimal Documentation - No major documentation requirement.
- Flexible repayment options available.

ADVANTAGE LENDER

- Collateral / Security is with the lender – No requirement to reposes.
- No Liquidity Issues – Gold is one of the most liquid asset class.
- No Asset Liability Mismatch – Loan assets are for 3 to 6 months whereas liabilities are for 1 year and above.
- One of the lowest NPA segment

LEADING TO A WIN-WIN SITUATION FOR ALL STAKEHOLDERS

INDUSTRY OVERVIEW: COMPETITIVE ADVANTAGE - GOLD LOAN NBFC'S



Parameter	Gold loan NBFC's	Banks	Moneylenders
LTV	Up to 75%	Lower LTV than NBFC's	Higher than 75%
Processing Fees	No / Minimal Processing Fees	Processing charges are much higher compared to NBFC's	No Processing Fees
Interest Charges	~18% to 24% p.a	~12% to 15% p.a	Usually in the range of 36% to 60% p.a.
Penetration	Highly Penetrated	Not highly penetrated. Selective Branches	Highly Penetrated
Mode of Disbursal	Cash/Cheque (Disbursals More than Rs. 0.1 mn in Cheque)	Cheque	Cash
Working Hours	Open Beyond Banking Hours	Typical Banking Hours	Open Beyond Banking Hours
Regulated	Regulated by RBI	Regulated by RBI	Not Regulated
Fixed Office place for conducting transactions	Proper Branch with dedicated staff for gold loans	Proper Branch	No fixed place for conducting business
Customer Service	High – Gold Loan is a Core Focus	Non Core	Core Focus
Documentation Requirement	Minimal Documentation, ID Proof	Entire KYC Compliance	Minimal Documentation
Repayment Structure / Flexibility	Flexible Re-Payment Options. Borrowers can pay both the Interest and Principal at the closure. No Pre-Payment Charges.	EMI compulsorily consists of interest and principal. Pre-Payment Penalty is Charged.	-
Turnaround Time	10 minutes	1-2 hours	10 minutes

NBFC's RETAIN NICHE POSITIONING



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