

CORPORATE PRESENTATION Q2 FY 2025







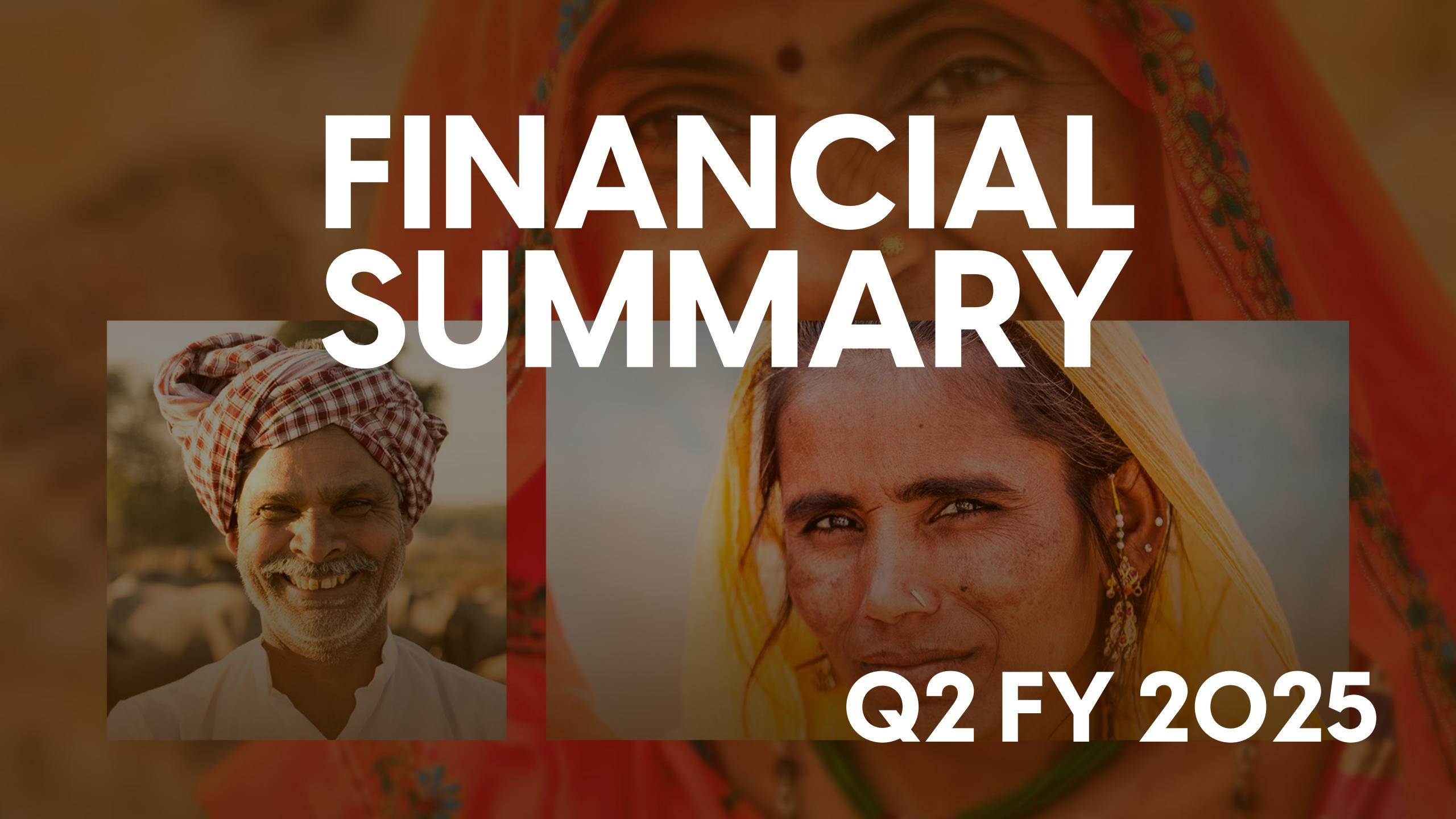
Overview

Financial Performance









Paisalo Snapshot Q2 FY 2025

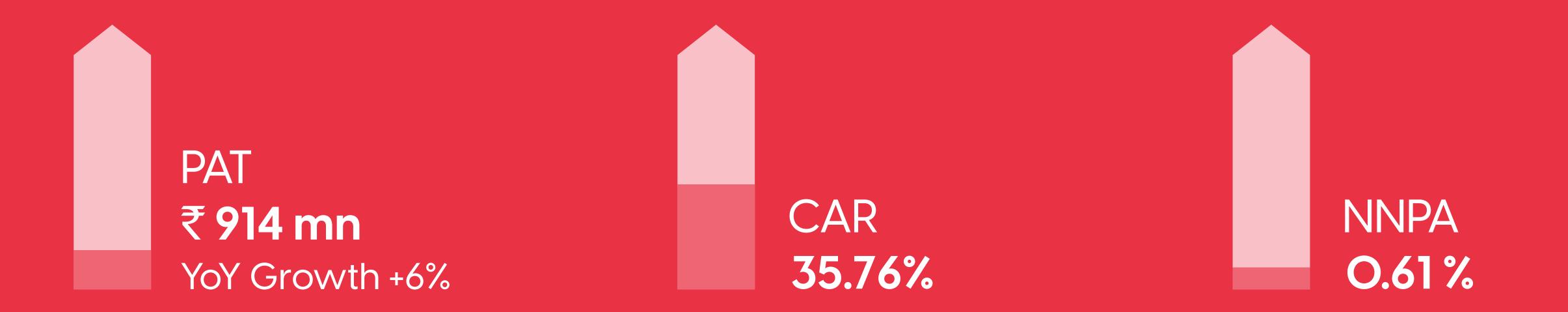
AUM **₹45,352 mn** YoY Growth +19% Revenue ₹3,736 mn YoY Growth +33% Networth
₹ 14,181 mn

YoY Growth +14%

Mixed Quarter on volumes, profitability and operating efficiencies



Paisalo Snapshot Q2 FY 2025



Mixed Quarter on volumes, profitability and operating efficiencies



Paisalo Snapshot Q2 FY 2025

- → AUM as at Q2 FY 2O25 was up 18.80% at ₹ 45,352 mn as against Q2 FY 2O24 at ₹ 38,174 mn.
- → Total geographic footprint stood at to 3,275 touchpoints across 22 states, in the quarter. In Q2, the company added 391 new touch points.
- → The company continues to protect its margin profile, Interest Income for Q2 FY 2O25 was up 33% at ₹3,736 mn as against ₹2,809 mn in Q2 FY 2O24. The company has posted 6.37% increase in PBT and 6.41% increase in PAT YoY.
- → GNPA and NNPA stood at 0.86% and 0.61% as at Q2 FY 2025 compared to 0.24% and 0.01% as at Q2 FY 2024. The Company expects its GNPA and NNPA to stay within the Long-Term outlook of below 2%
- → Paisalo has written off bad debts totaling to INR 248 mn and has recovered old written off bad debts worth INR 126 mn as at H1 FY 2O25.
- → The company continues to optimize its operating expenses and implement GenAl capabilities to improve productivity.
- → Loan Losses in Q2 were elevated primarily on account of muted collection efficiencies, due to the extended impact ofoperational limitations due to the heavy rainfall. The company is continuing to augment its debt management infrastructure as a mitigation measure, by deploying senior field staff and business support teams to control this trend. We should start to normalize by Q4. The company remains watchful and is proactively pruning as required.

Paisalo Snapshot Q2 FY 2025

- → The Tangible Networth is INR 14,181 mn versus Bank Borrowings (secured) INR 19,582 mn , i.e., 1.38 times.
- → Capital Adequacy remained strong at 35.76% at H1 FY 2025.
- → Credit Rating of the company is IVR AA/Stable Outlook (IVR Double A with Stable Outlook) and IVR A1+ (IVR A One Plus) for Commercial Paper.
- → In Q2 FY 2O25, the company delivered annualized RoE of 12.78% as against 13.70% in Q2 FY 2O24.
- → In Q2 FY 2O25, the company delivered annualized RoA of 4.33% as against 5.14% in Q2 FY 2O24.
- → Employees head count stood at 2,844 as at Q2 FY 2O25.
- → Business Transformation Update- Phase 2 is on track; the company continues to invest in team and technology for business transformation and we will be continuing to focus on stabilising Phase 2 of the business transformation for additional two quarters, with continued focused credit underwriting feature set, disciplined execution, rapid adoption in all processes of the company and continued progress on all metrics. Next update will be provided after Q4 FY 2O25.
- → Overall, a mixed quarter on volumes, profitability and operating efficiencies.



Performance Update

Particulars	Units	Q2 FY24	Q2 FY25	YoY	Q1FY25	QoQ
Number of Active CSPs	(Numbers)	529	1,286	143%	1,208	6%
Number of Small Savings Bank Account Opened	(Numbers)	17,212	34,692	102%	24,904	39%
Number of Cross Selling Accounts (Micro Pension, Micro	APY (Numbers)	3,532	6,215	76%	5,541	12%
Insurance, Recurring Deposits, Term Deposits)	PMJJBY (Numbers)	3,436	8,700	153%	4,406	97%
	PMSBY (Numbers)	11,439	26,706	133%	10,513	154%
Number of Customer (Initiated Transactions)	(Numbers)	523,302	1,241,144	137%	950,288	31%
Amount of Customer Initiated Transactions	(INR in MIllions)	₹2,757.55	₹6,868.14	149%	₹5,737.74	20%
Amount of AEPS Transactions	(INR in MIllions)	₹1,396.19	₹3,419.40	145%	₹2,834.52	21%
Amount of Micro ATM Debt card Transactions	(INR in MIllions)	₹104.67	₹ 381.55	265%	₹350.19	9%
Amount of Loan Deposits	(INR in MIllions)	₹34.00	₹88.46	160%	₹81.12	9%
Amount of Recurring Deposit Remittances	(INR in MIllions)	₹0.01	₹O.O2	83%	₹0.03	-21%
Amount of Home Branch Casd Deposits (Cash In)	(INR in MIllions)	₹122.15	₹338.45	177%	₹253.12	34%
Amount of Cash Withdrawals (Cash Out)	(INR in MIllions)	₹ 235.69	₹584.42	148%	₹512.99	14%
Amount of Non Home Branch Cash Deposits (Tatkal Remittances)	(INR in MIllions)	₹799.90	₹1,910.58	139%	₹1,565.71	22%
Amount of IMPS Remittances	(INR in MIllions)	₹ 1.15	₹4.10	258%	₹ 2.12	94%
Amount of Account-to-Account Fund Transfer	(INR in MIllions)	₹61.75	₹141.09	128%	₹137.15	3%
Average Account Balance Maintained with CSP	(INR in Actuals)	₹2,419.56	₹3,200.13	32%	₹3,266.28	-2%



Quarterly Performance

Particulars	Units	Q2 FY24	Q3 FY24	Q4 FY24	Q1FY25	Q2 FY25
Number of Active CSPs	(Numbers)	529	628	973	1,208	1,286
Number of Small Savings Bank Account Opened	(Numbers)	17,212	14,366	20,873	24,904	34,692
Number of Cross Selling Accounts (Micro Pension, Micro	APY (Numbers)	3,532	3,015	3,759	5,541	6,215
Insurance, Recurring Deposits, Term Deposits)	PMJJBY (Numbers)	3,436	3,152	8,480	4,406	8,700
	PMSBY (Numbers)	11,439	10,007	16,842	10,513	26,706
Number of Customer (Initiated Transactions)	(Numbers)	523,302	601,163	764,425	950,288	1,241,144
Amount of Customer Initiated Transactions	(INR in MIllions)	₹2,757.55	₹3,404.67	₹4,477.94	₹5,737.74	₹6,868.14
Amount of AEPS Transactions	(INR in MIllions)	₹1,396.19	₹1,711.54	₹2,175.22	₹2,834.52	₹3,419.40
Amount of Micro ATM Debt card Transactions	(INR in MIllions)	₹104.67	₹ 170.78	₹270.78	₹350.19	₹381.55
Amount of Loan Deposits	(INR in MIllions)	₹34.00	₹42.93	₹58.48	₹81.12	₹88.46
Amount of Recurring Deposit Remittances	(INR in MIllions)	₹ O.O1	₹0.02	₹O.O2	₹0.03	₹0.02
Amount of Home Branch Casd Deposits (Cash In)	(INR in MIllions)	₹122.15	₹164.36	₹207.71	₹ 253.12	₹338.45
Amount of Cash Withdrawals (Cash Out)	(INR in MIllions)	₹235.69	₹293.16	₹428.09	₹512.99	₹584.42
Amount of Non Home Branch Cash Deposits (Tatkal Remittances)	(INR in MIllions)	₹799.90	₹930.43	₹1,220.69	₹1,565.71	₹1,910.58
Amount of IMPS Remittances	(INR in MIllions)	₹1.15	₹ O.77	₹ O.76	₹ 2.12	₹4.10
Amount of Account-to-Account Fund Transfer	(INR in MIllions)	₹61.75	₹89.21	₹113.52	₹137.15	₹141.09
Average Account Balance Maintained with CSP	(INR in Actuals)	₹2,419.56	₹2,866.81	₹ 3,262.51	₹3,266.28	₹3,200.13



Consolidated Financial Year Performance

Particulars	Units	FY 2023	FY 2024
Number of Active CSPs	(Numbers)	432	973
Number of Small Savings Bank Account Opened	(Numbers)	10,091	67,855
Number of Cross Selling Accounts (Micro Pension, Micro Insurance, Recurring	APY (Numbers)	622	12,767
Deposits, Term Deposits)	PMJJBY (Numbers)	1,218	20,178
	PMSBY (Numbers)	4,029	51,091
Number of Customer (Initiated Transactions)	(Numbers)	1,35,184	22,45,052
Amount of Customer Initiated Transactions	(₹ in million)	₹ 766.10	₹ 12,648.27
Amount of AEPS Transactions	(₹ in million)	₹ 328.64	₹ 6,285.75
Amount of Micro ATM Debit card Transactions	(₹ in million)	₹ 3.30	₹ 587.54
Amount of Loan Deposits	(₹ in million)	₹ 10.48	₹ 163.40
Amount of Recurring Deposit Remittances	(₹ in million)	₹ 0.008	₹ O.O57
Amount of Home Branch Cash Deposits	(₹ in million)	₹74.85	₹ 597.08
Amount of Cash Withdrawals	(₹ in million)	₹104.22	₹ 1,126.43
Amount of Non Home Branch Cash Deposits (Tatkal Remittances)	(₹ in million)	₹ 229.30	₹ 3,572.83
Amount of IMPS Remittances	(₹ in million)	₹ 1.64	₹ 4.34
Amount of Account-to-Account Fund Transfer	(₹ in million)	₹ 13.33	₹ 303.50
Average Account Balance Maintained with CSP	(₹ in Actuals)	₹ 133.32	₹ 2,538.51





Paisalo Overview

Operational

Asset

Liability

Financials



22 States and UTs



₹45,352 mn AUM Q2 FY25



₹27,455 mn Total Liability



₹914 mn PAT for Q2 FY25



3,275 Touch Points



₹14,320 mn Disbursements for Q2 FY25



₹19,582 mn Bank Borrowings



₹3,736 mn Revenue



1,286 Banking Correspondents



GNPA: 0.86% NNPA: 0.61%



11.76% Cost of Funds at Q2 FY25



6.53% NIM for Q2 FY25



2,844 Employees



₹14,181 mn Net Worth



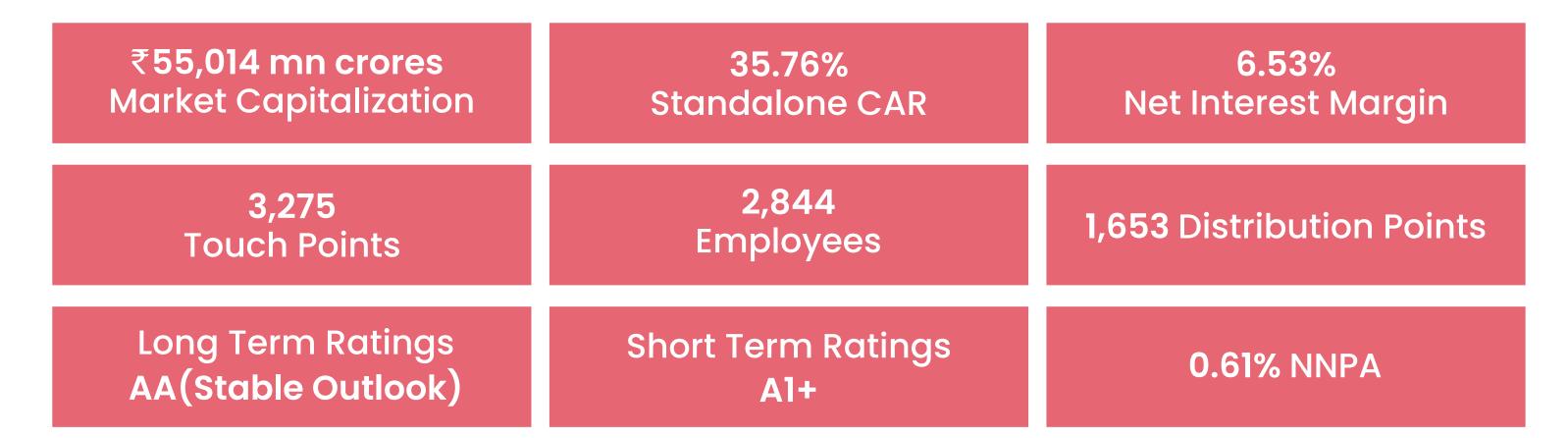
1.89 Debt to Equity

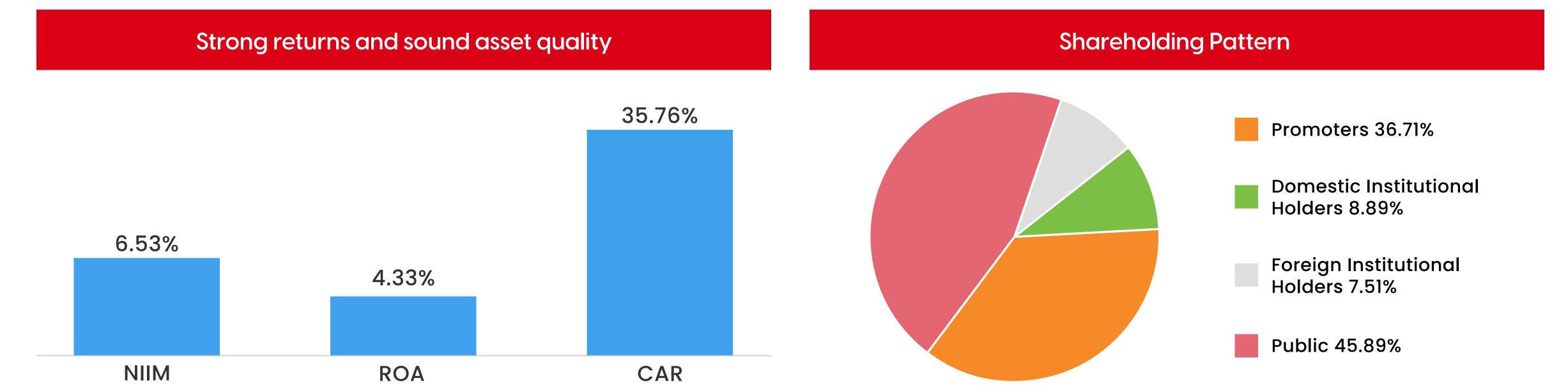


RoA: 4.33% RoE: 12.78%

Company Overview







What do we Stand For

1. Disruption

Revolutionizing and Disrupting Rural Credit

3. Innovation

Focus on continuous innovation to transform customer experience and create growth opportunities

2. High Tech: High Touch

Engage and transact without friction to deliver a sustainable business model

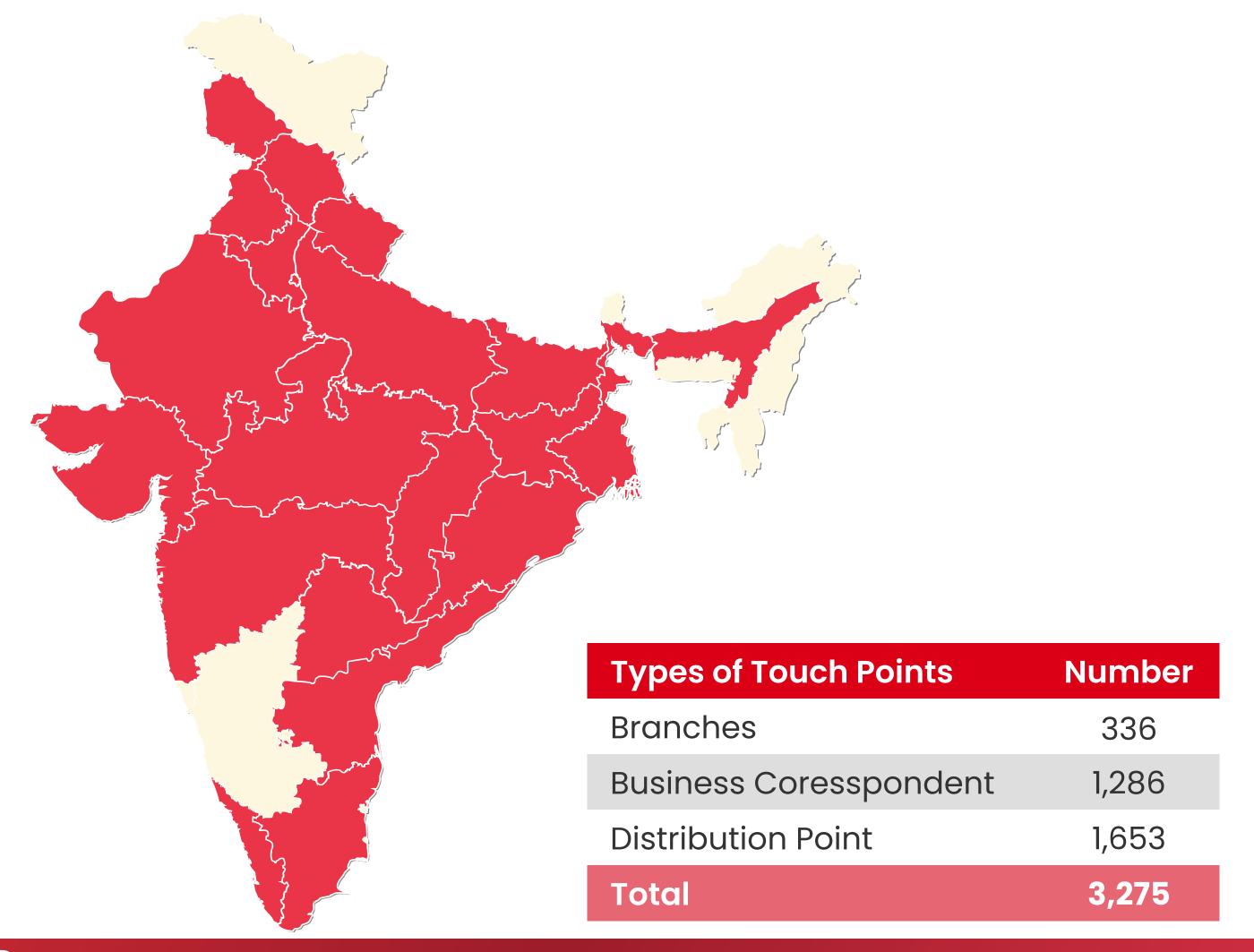
4. Business Construct

Deliver a sustainable NNPA of <2%



Geographic reach

Wide geographic reach with 3,275 Touch Points across 22 states in India



Company's growth strategy

Scale-up retail co-lending business model

Continue to focus on maintaining a robust balance sheet through strong capital adequacy and NNPA less than 2%

High Tech: High Touch

Resilient Business Model

Geospatial
Mapping for
selection of
Branch

- Continued focus on the customers from semi urban and rural areas
- Increasing our market presence in under penetrated states for the Company

High Touch High Tech Model

- Robust and biometric
 KYC verification process
- API driven
- Al based in-house OCR for onboarding
- Available
 Aware
 Affordable model

In-house LOS
and LMS Data
stored at
on-prem DC and
DR sites

- In-house LOS and LMS
- Supported by state of the art IT infrastructure
- Network security certified by CERT-in approved auditors

Automated
Business Rule
Engine for
decision making

- In-house Al and machine learning solutions
- Segmentation model to assess risk behaviour
- Incorporating income assessment and Bureau Report validation
- Fixed Obligation to Income Ratios (FOIR) or Net Surplus metrics used

Multi mode collection and recovery

- Leveraging on ground feet on street for robust collection process
- UPI Based QR Code System
- Usage of Neft and IMPS for collections

Recovery:

- 1. Strong on ground presence.
- 2. Automated calls and messages at various stages of the customer's journey.
- 3. Strong EWS setup.



EWS Framework

Factors/Input Sources

- Geo Political Events
- Geo Spatial Data
- Changes to Macro Indicators
- Marco Economic Reports/Data Indicators
- Regulatory or Policy driven restrictions
- Industry or geography specific events
- Credit reports
- Credit Analytics
- Portfolio Monitoring

Data Processing

- Data driven Rule Based differential credit
- Automated Triggers on Business, depending on geo spatial and geo political assessment
- Geo spatial Risk Based product offerings at borrower credit and or product credit
- Postal code level credit monitoring allows to minimize the potential impact of disasters
- Geography based macro character assessment of borrower
- Enhanced Credit, Character and Credential analysis

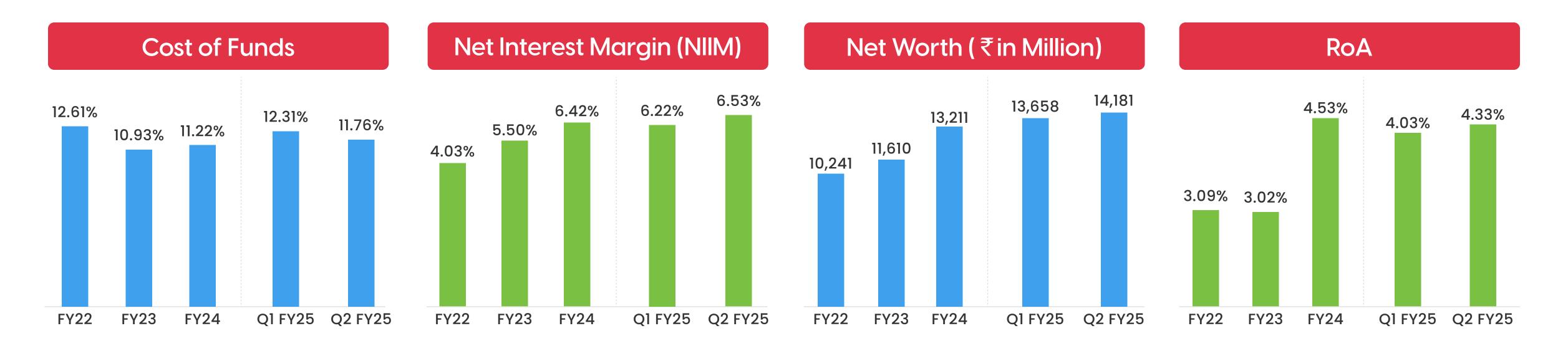
Impact

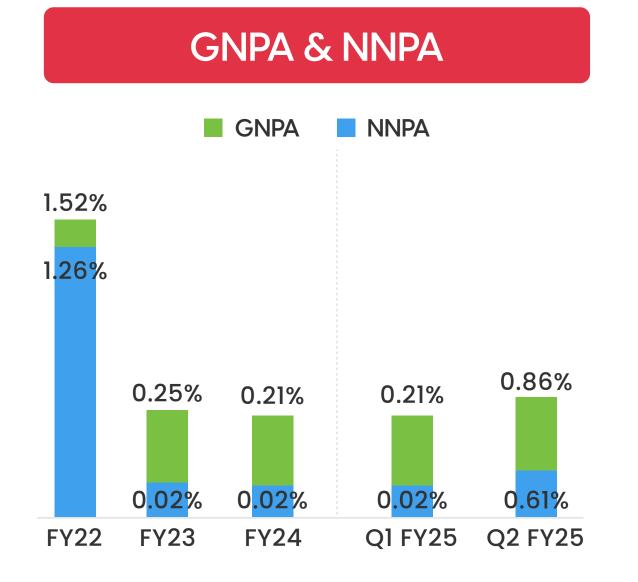
- Proactive Risk Management detect and manage early sign of stress
- Improved Asset Quality corrective steps taken early
- Enhanced Decision Making more informed decisions
- Cost Efficiency addressing problems reduces recovery costs
- Regulatory Compliance
- Customer Relationship Management
- Market Reputation
- Strategic Planning insights into broader market trends helping adjust strategies

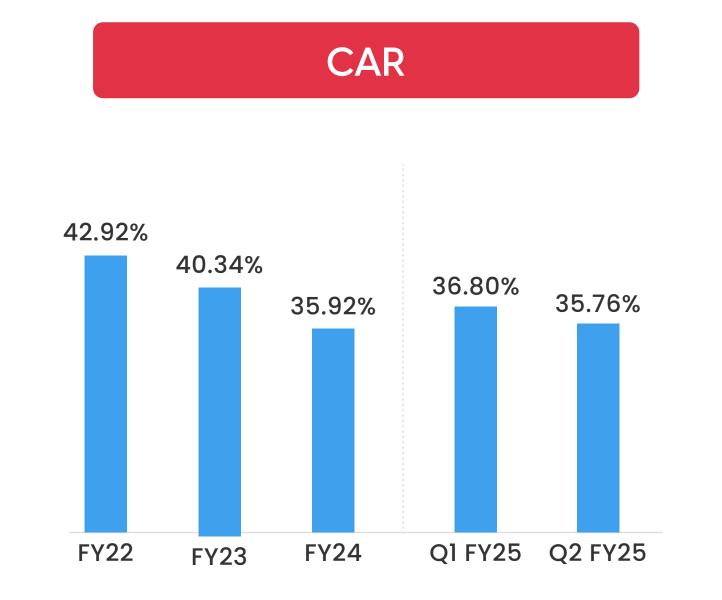


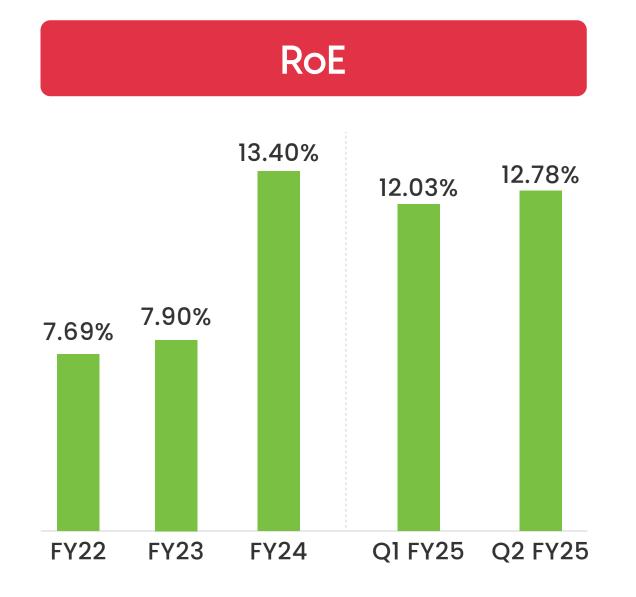


Key Ratios











Strong financial performance and consistent profitability

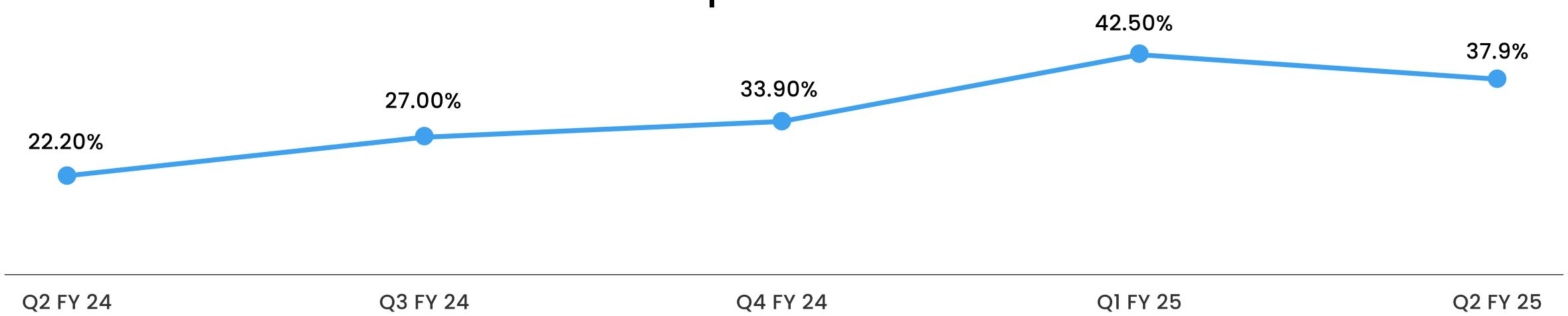


Opex Evolution

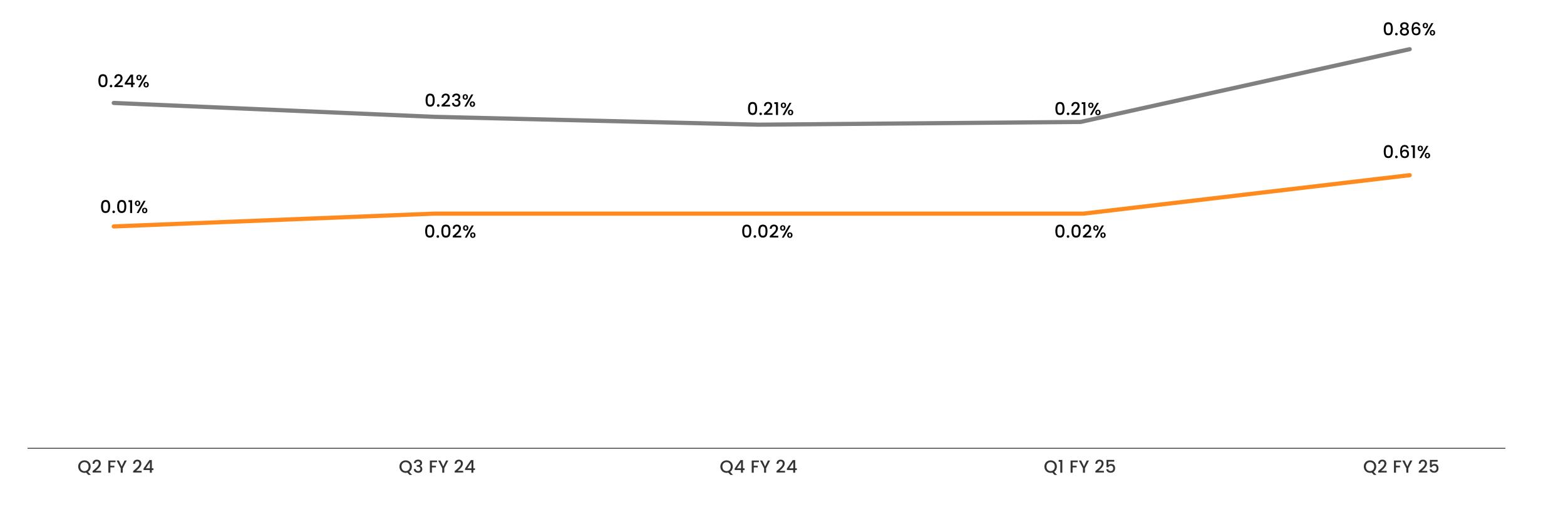
(*Cumulative, ₹in Million)

Particulars	Q2 FY 24*	Q3 FY 24*	Q4 FY 24*	Q1 FY 25	Q2 FY 25*
Employee Expenses	209.33	344.07	470.13	122.71	261.50
Depreciation	16.13	24.75	33.96	9.58	20.03
Total Operating Expenses	1,359.32	2,307.88	3,636.95	1,191.91	2,274.69
No. of Employees	2,057	2,234	2,409	2,362	2,844





Asset Quality Trend

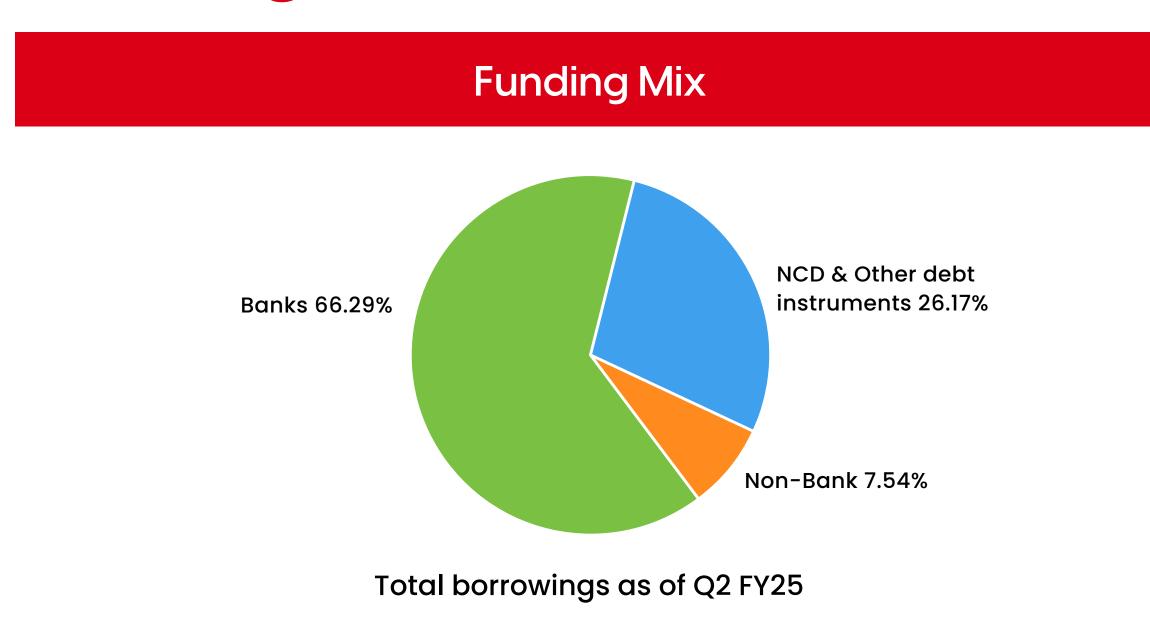


NNPA %

GNPA %



Funding sources



..with ready access to debt and equity capital markets



Positive Asset Liability Management Across Buckets Asset liability management maturity (₹ in Million)





FINANCIALS

(₹ in Millions, *Cumulative)

PARTICULARS	Q2 FY 2O24*	Q3 FY 2O24*	Q4 FY 2O24*	Q1FY 2O25	Q2 FY 2O25*
AUM	₹38,174	₹42,280	₹45,860	₹46,001	₹45,352
Disbursements	₹14,773	₹24,681	₹35,902	₹6,521	₹14,320
Revenue	₹2,809	₹4,635	₹6,587	₹1,866	₹3,736
PBT	₹1,156	₹1,916	₹2,412	₹558	₹1,229
PAT	₹859	₹1,424	₹1,790	₹415	₹914
Net Worth	₹12,413	₹12,952	₹13,211	₹13,658	₹14,181
Total Liabilities	₹20,447	₹23,218	₹25,537	₹26,890	₹27,455
Bank Borrowings	₹13,740	₹14,750	₹17,494	₹18,436	₹19,582
Debt to Equity Ratio	1.58	1.71	1.87	1.91	1.89
Bad Debts Written Off	₹36	₹245	₹418	₹157	₹248
Bad Debts Recovered	₹260	₹381	₹405	₹44	₹126
NIM	6.20%	7.29%	6.42%	6.22%	6.53%
Gross NPA	O.24%	0.23%	O.21%	O.21%	0.86%
Net NPA	0.01%	0.02%	0.02%	0.02%	0.61%
CAR	39.74%	37.82%	35.92%	36.80%	35.76%

FINANCIALS

(₹ in Millions, *Cumulative

**Impact of Bonus Issue 1:1

PARTICULARS	FY 2022	FY 2023	FY 2024	Q1FY 2O25	Q2 FY 2O25*
AUM	₹26,973	₹34,928	₹45,860	₹46,001	₹45,352
Interest Income	₹3,922	₹4,732	₹6,587	₹1,866	₹3,736
NIM	4.03%	5.50%	6.42%	6.22%	6.53%
PAT	₹793	₹936	₹1,790	₹415	₹914
Cash Accrual	₹819	₹950	₹1,824	₹425	₹934
Net worth	₹10,241	₹11,610	₹13,211	₹13,658	₹14,181
Total Debt	₹15,989	₹18,567	₹25,537	₹26,890	₹27,455
Debt Equity Ratio	1.46	1.58	1.87	1.91	1.89
Gross NPA	1.56%	0.25%	0.21%	0.21%	0.86%
NET NPA	1.26%	0.02%	0.02%	0.02%	0.61%
ROA	3.09%	3.02%	4.53%	4.03%	4.33
ROE	7.78%	7.90%	13.40%	12.03%	12.78%
CAR	42.92%	40.34%	35.92%	36.80%	35.76%
Book Value	₹23.00	₹25.50	₹14.60**	₹15.06	₹15.61

FINANCIALS

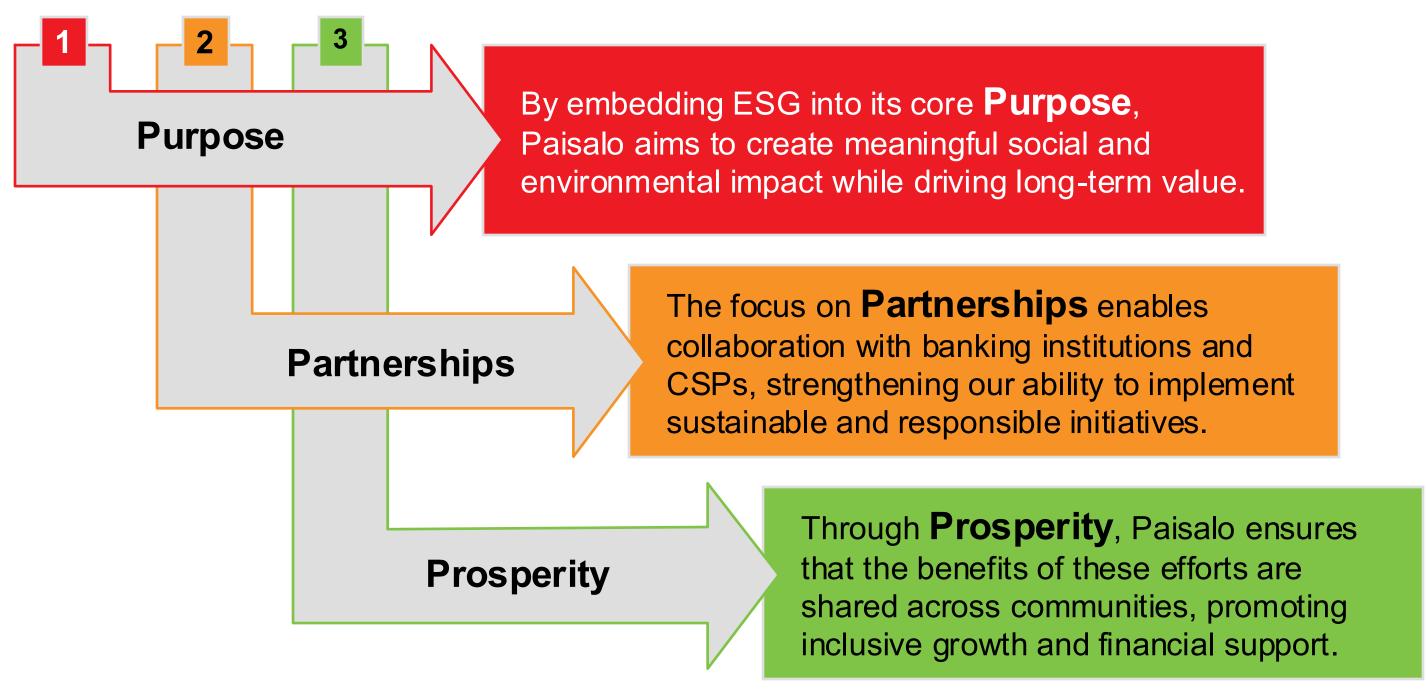
Critical Ratios, (₹ in Millions)

PARTICULARS	FY 2022	FY 2023	FY 2024	Q1FY 2O25	Q2 FY 2O25
Tangible Net Worth (TNW)	₹10,241	₹11,610	₹13,211	₹13,658	₹14,181
Bank Borrowings (BB)	₹ 9,588	₹13,018	₹ 17,494	₹ 18,436	₹ 19,582
Total Outside Liabilities (TOL)	₹ 15,989	₹ 18,567	₹ 25,537	₹ 26,890	₹ 27,455
BB/TNW (Times)	0.94	1.12	1.32	1.35	1.38
TOL/TNW (Times)	1.56	1.58	1.93	1.97	1.94



Building on the three P's – Value Creation Framework

Paisalo's ESG practices are deeply integrated into its 3P framework of Purpose, Partnership, and Prosperity.



Following these pillars is important for driving comprehensive progress, balancing profitability with social fairness, and addressing environmental challenges.



Our Material Topics

Identifying material topics for Paisalo's business and services involves aligning its core focus areas with the three pillars: **Purpose**, **Partnerships**, **and Prosperity**. These pillars help address critical environmental, social, and governance (ESG) aspects while driving sustainable impact and financial inclusion across underserved communities.

Communics.				
Purpose		Partnerships		Prosperity
Mission-Driven Approach Clear articulation of Paisalo's mission to support underserved communities and promote financial inclusion	Community Engagement	Building relationships with local communities to understand their needs better and create relevant financial solutions	Financial Growth	Focus on sustainable business growth that translates into increased profits while maintaining ethical standards
Adherence to ethical practices and transparency in operations, enhancing	Strategic	Partnerships with banks and fintech companies to leverage technology for	Local Employment Generation	Contribution to local employment through the expansion of branches and networks of agents and brokers
Governance trust among customers and stakeholders	Alliances	improved customer service and operational efficiency	Economic Empowerment	Supporting small businesses and entrepreneurs catering to local economic development and increase community wealth
Sustainability Commitment Initiatives aimed at minimizing environmental impact and promoting green financing options like EV loans	Collaborations through CSPs	Engaging with Customer Service Points (CSPs) to reach marginalized communities and provide financial literacy	Employee Development	Investment in training and development programs to enhance employee skills and career growth
Customer Centric Impact Focus on products and services tailored to meet the diverse needs of customers, such as small businesses and entrepreneurs, particularly women entrepreneurs			Impact Measurement	Regular assessment of social, economic, and environmental impact to ensure that business activities align and contribute to prosperity for all stakeholders





Key ESG and Impact Initiatives (1 of 2)



Environment

- Adopted paperless transactions, minimizing the use of physical documentation and reducing paper waste.
- Transitioned to energy-efficient office spaces, reducing the overall carbon footprint.
- Promoted digital communication channels, minimizing the environmental impact of transportation.

Social

- Enhanced employee development programs, focusing on skill-building and gender diversity.
- Created local employment through its extensive network of Customer Service Points (CSPs), contributing to over 45% permanent employment generation.





- Collaborated with banks through co-lending partnerships, enhancing the accessibility of financial services.
- Expanded collaboration with Customer Service Points (CSPs), strengthening outreach and ensuring service delivery to broader customer bases.



Prosperity

Environment

- Implemented a system for proper disposal and recycling of electronic waste (e-waste) across offices
- Promoted sustainability through electric vehicle (EV) loans, playing a key role in reducing CO2 emissions and supporting eco-friendly transportation.

Social

- Collaborated with local communities to improve financial literacy and provide access to affordable credit solutions.
- Demonstrated commitment to gender equality by providing loans to a growing number of women borrowers, leading to an increase in women entrepreneurship and self-reliance.

Key ESG and Impact Initiatives (2 of 2)







Prosperity

Governance

- Formulated new governance policies in line with global ESG standards to strengthen oversight and accountability.
- Established an Environmental and Social Management System (ESMS) manual to better assess environmental and social risks.

Impact

- With its reach across 21 states, over 2000 touchpoints, and 6000 pin codes, Paisalo has extended services to underserved populations, addressing income inequalities and financial exclusion.
- Embraced technology for financial inclusion by implementing cashless disbursement and collection systems, improving operational efficiency, transparency, and promoting sustainable infrastructure for financial transactions.
- Contributed to national development by paying over 700 million INR in income tax for FY2023-24, supporting fiscal growth.

Governance

Conducted internal audits to ensure compliance with evolving governance frameworks.

Impact

 Paisalo's strategic partnerships with banks and CSPs have amplified its ability to create meaningful, sustainable impacts on society.

Governance

• Set up an ESG committee to monitor and report on sustainability and governance performance.

Impact

- Supported MSMEs by disbursing a significant number of loans in FY2023-24, enabling entrepreneurs to rise above poverty and contributing to economic development in underserved communities.
- Expanded the CSP network by adding over 500 new CSPs, enhancing financial accessibility and promoting inclusive economic development at the grassroots level.

Purpose

	KPIs	FY 23-24	Q1 FY 24-25	Q2 FY 24-25
	Cashless Collection	92%	89.46%	88.89%
Environment	Cashless Disbursement	100%	100%	100%
	Jobs Created	2,409	2,362	2,844
Social	Increase in permanent employees	46%	(1.9)%	20%
	Total Policies	18	19	20
Governance	New Policies Introduced	7	1	1
Impact	Total Lives Impacted	42,91,157	52,51,110	65,19,504

Partnerships

	KPIs		Q1 FY 24-25	Q2 FY 24-25
	Co-lending Partnerships	5	5	5
Social	Active Customer Service Points (CSPs)	973	1,208	1,286
Governance	Income taxes paid in FY 2024	₹ 715.5 Mn	₹105.01 Mn	₹143.30 Mn
	Customers served through CSPs	22,45,052	9,50,288	12,41,144
Governance	States served	21	21	22
	Touch Points	2,455	2,884	3,275
	Pin Codes in Digital Presence	6,550	7,663	8,659

Prosperity

KPIs		FY 23-24			
	Total Emissions Avoided	10,251 t/co2e	O1 FV 24-25		
Environment	Access to Green Mobility	12,650 EVs	Q1 FY 24-25	Q2 FY 24-25	
	Customer Retention Rate	72%			
Social	New employees hired	1,544	359	648	
	Increase in female employees	20%			
	Total no. of active customers	10,24,719	12,43,768	15,01,945	
Impact	Spent on CSR Initiatives	₹18 Mn	₹ 8.22 Mn	₹19.28 Mn	

Contributing to the United Nation's Sustainable Development Goals



Safe Harbor Statement

PAISALO DIGITAL LIMITED NSE: PAISALO BSE: PAISALO BLOOMBERG: PAISALO:IN

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OUR LEADERSHIP



Mr. Sunil Agarwal
Managing Director & CEO

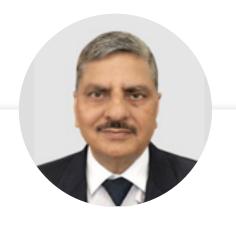
30 years of experience, incorporated Paisalo and took it from Private Entity to Public Listed and Traded Entity



Mr. Harish Singh
Executive Director & CFO

Executive Director MBA, Chartered

Accountant, 3O years+ experience in the field of Financing



Mr. Anoop Krishna
Executive Director

Veteran Banker with over 30 years of experience with State bank of India at all levels



Mr. Santanu Agarwal
Deputy Managing Director

Santanu, B.Com LLB, played a pivotal role in digital transformation of the company, Co-lending agreements and BC agreement.



Mr. Vijuy Ronjan Independent Director

30 years+ experience in the field of Banking, retired as CGM Delhi of State bank of India



Mr. Gauri Shankar Independent Director

30 years+ experience in the field of Banking, held position of CEO and Managing Director at Punjab National Bank



Mr. Raman Aggarwal
Independent Director

Co-Chairman of Finance Industry Development
Council (FIDC), member of Advisory Groups to Ministry
of Finance & RBI, Core Group setup by Ministry of
Corporate Affairs, and Special Task Force at FICCI



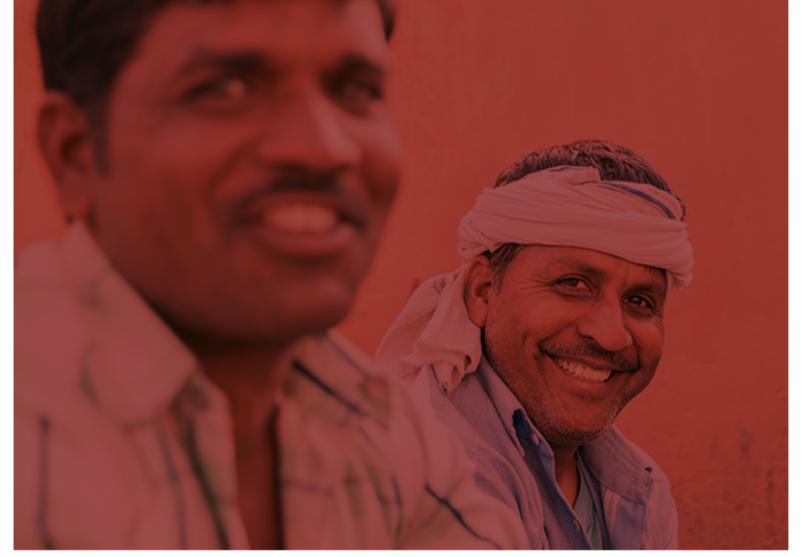
Mrs. Nisha Jolly
Independent Director

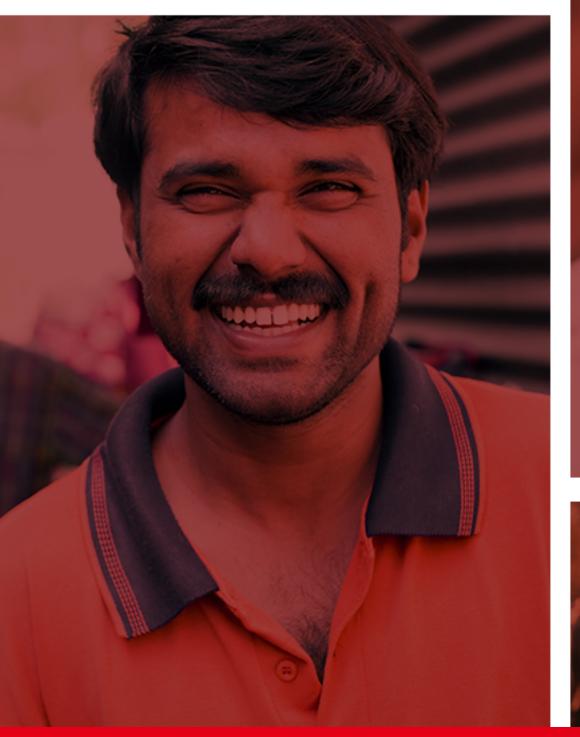
30 years+ of experience in the field of Banking, held position of Chief Manager of Punjab National Bank.



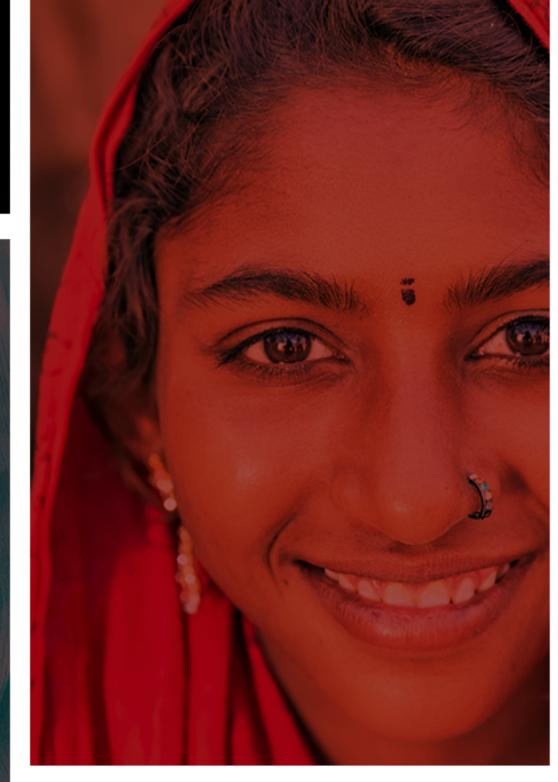
Dr. Dharmendra Singh Gangwar
Independent Director

An Indian Administrative Service officer, recently retired as Secretary to Government of India, having diverse leadership experiences of more than 35 years in senior policy formulation and implementation positions in Government of India, state government, and as of CEO of public sector enterprises.











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