



November 04, 2025

BSE Limited

Department of Corporate Services,
Phiroze Jeejeebhoy Towers,
Dalal Street, Fort,
Mumbai – 400 001

National Stock Exchange of India Limited

The Listing Department,
Exchange Plaza,
Bandra Kurla Complex,
Mumbai – 400 051

Scrip Code: 543396

Symbol: PAYTM

Sub.: Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 - Earning Release

Dear Sir / Ma'am,

In continuation to our earlier letter dated October 14, 2025, and pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with NSE Master Circular No. NSE/CML/2025/25 dated April 30, 2025 and BSE Master Circular No. dated April 30, 2024, please find enclosed copy of Earning Release for the quarter and half year ended September 30, 2025.

The Earning Release will also be hosted on the Company's website viz. <https://ir.paytm.com/financialresults>.

Kindly take the same on record.

Thanking you

Yours Sincerely,

For One 97 Communications Limited

Sunil Kumar Bansal
Company Secretary and Compliance Officer

Encl.: As Above



Earnings Release

For the quarter ending September 2025

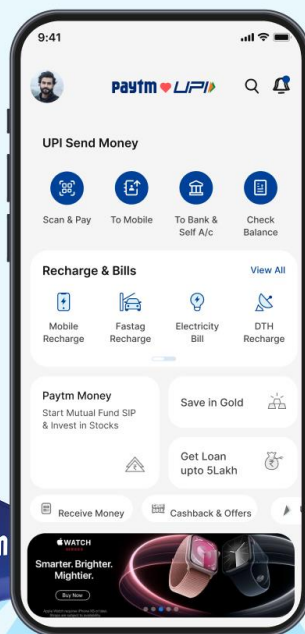
4th November 2025

paytm ♥ Ai ✨

**Leveraging Ai capabilities
to expand payments and financial services**



**Paytm Ai
Device**



**All New
Paytm App**



**Paytm NFC Card
Soundbox**

Revenue grew 24% YoY to ₹2,061 Cr; EBITDA improved to ₹142 Cr (7% margin)

Robust business model and AI-led opportunities leading to profitable growth & margin improvement

Financial Highlights for Q2 FY 2026:

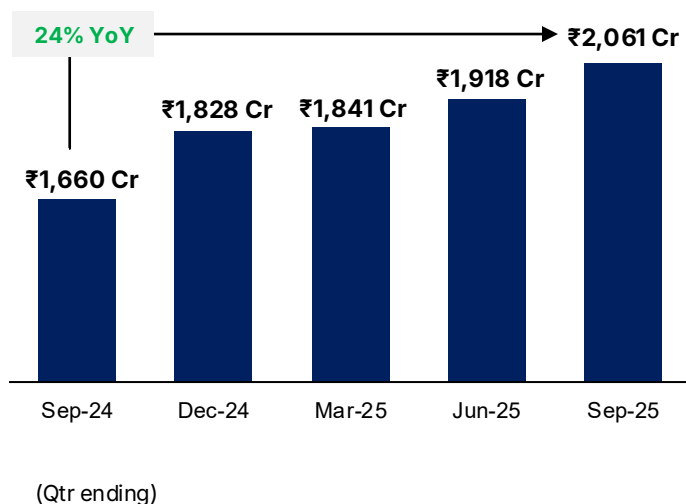
- Operating revenue grew by 24% YoY (up 27% YoY after excluding revenue from entertainment business in previous period) to ₹2,061 Cr, led by increase in subscription merchants, higher payments GMV, and growth in distribution of financial services
- Contribution profit at ₹1,207 Cr (up 35% YoY), with a contribution margin of 59% (up 5 percentage points YoY), driven by improved net payment revenue, higher share of distribution of financial services revenue, and reduction in DLG expenses
- EBITDA improved to ₹142 Cr (margin of 7%), on account of revenue growth and operating leverage
- PAT improved to ₹211 Cr (before one-time charge for full impairment of ₹190 Cr loan to our JV, First Games Technology Pvt. Ltd). Reported PAT is at ₹21 Cr
- Cash balance of ₹13,068 Cr, providing capital flexibility to expand business

As discussed earlier, we are discontinuing "adjusted" metrics from our reporting. All disclosures will henceforth be on a GAAP basis or standard definitions.

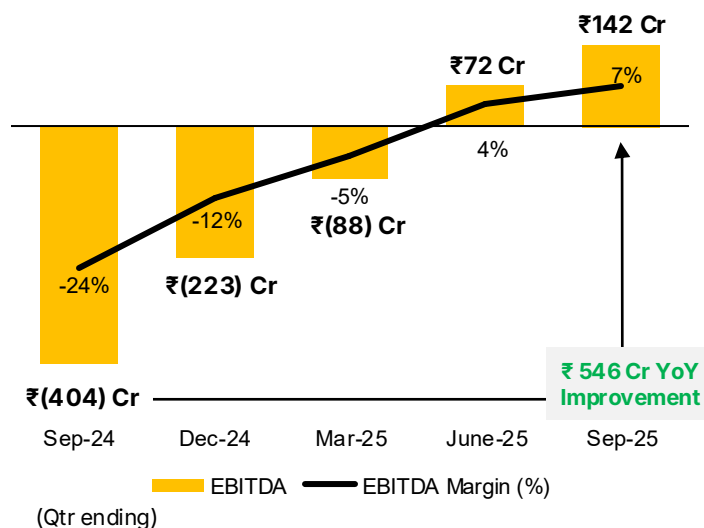
Business Highlights:

- Net payment revenue was up 28% YoY to ₹594 Cr, led by growth in high quality subscription merchants and increase in payment processing margins
- Distribution of financial services revenue increased by 63% YoY to ₹611 Cr, driven by growth in merchant loan distribution
- Consolidated leadership in merchant payments; merchant device subscriptions at 1.37 Cr
- Consistent gain in consumer market share over the past few months due to product improvement and addition of AI features

Revenue Growth Momentum Continues



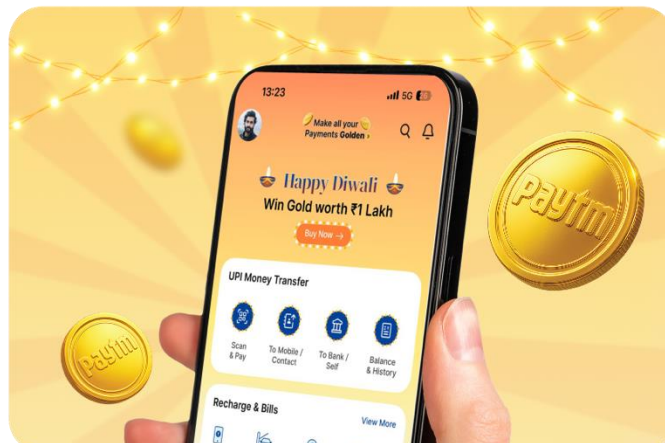
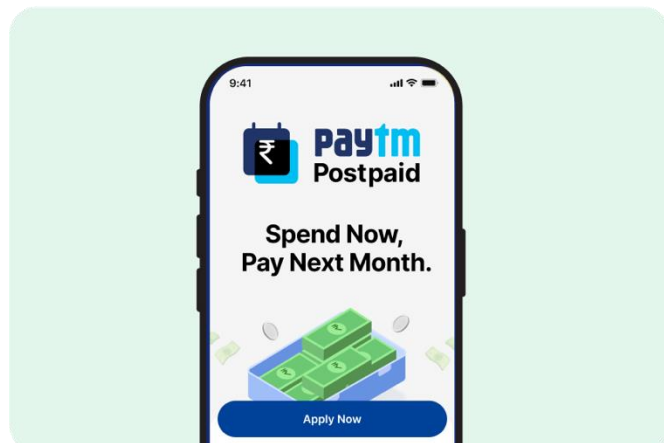
Continuous increase in EBITDA Margin



For like-to-like comparison, Revenue and EBITDA in the above graphs excludes ₹70 Cr of UPI incentive in Q4 FY 2025

Key Focus Areas

- 1. Continue to Lead India's Enterprise and MSME Merchants Payments:** We are focused on expanding our leadership across small and large, both online and offline merchants by deepening penetration of our full stack payment offerings including payment gateway solutions, QR, Soundbox, All in One POS card machines, etc
- 2. Expanding distribution of Financial Services:** We are growing financial services distribution through increase in number of lending partners including banks, introduction of new products such as Paytm Postpaid with a bank partner, and continued enhancement of collection performance using AI
- 3. UPI Payment Consumer Acquisition:** We are driving AI-first, product-led innovation to enhance consumer experience and boost retention, supporting continued gains in consumer market share
- 4. International Expansion:** As an additional long-term growth driver, we are evaluating select new markets for our technology and products. We expect this initiative to start contributing meaningfully after 2-3 years (more details provided later in the note)



Payment Services: Consolidating leadership in merchant payments

Payments Revenue

In Q2 FY 2026, Payment Services revenue (including other operating revenue) was up 25% YoY at ₹1,223 Cr. Net payment revenue was up 28% YoY at ₹594 Cr due to improved payment processing margin, high quality device additions and early onset of festive season. Net payment revenue is comprised of:

1. Payment Processing Margin:

In Q2 FY 2026, GMV grew by 27% YoY to ₹5.67 Lakh Cr. We continue to see increase in payment processing margin on account of higher growth of credit card on UPI and affordability offerings (such as EMI). Payment processing margin was comfortably above the guided 3bps margin.

2. Subscription revenues:

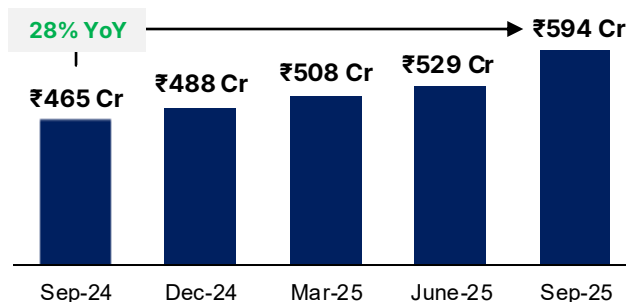
As of September 2025, merchant subscriptions were at 1.37 Cr, an increase of 25 lakh YoY. Over the last few quarters, we have been actively picking up devices from inactive merchants and redeploying them to new merchants after refurbishment, resulting in higher active merchants and lower capex.

During the quarter, we reinforced our innovation leadership with the preview of India's first AI Soundbox, transforming the Paytm Soundbox from a payment alert device into an intelligent business assistant which delivers real-time insights on payments and business performance to merchants.

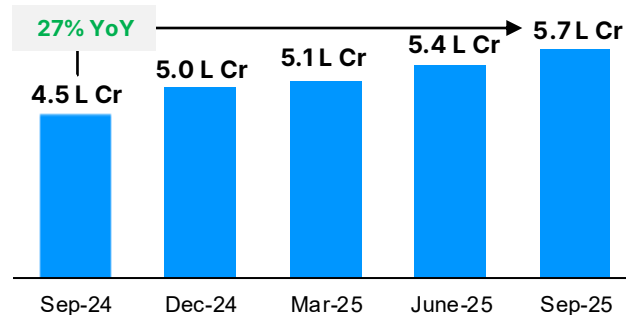
Consistent growth in Monthly Transacting Users (MTU)

In Q2 FY 2026, our average MTU reached 7.5 Cr. We are seeing encouraging signs of user growth and retention, resulting in consistent market share gains, due to our product-led growth strategy. We will continue to drive MTU growth with focus on product improvement and addition of AI features.

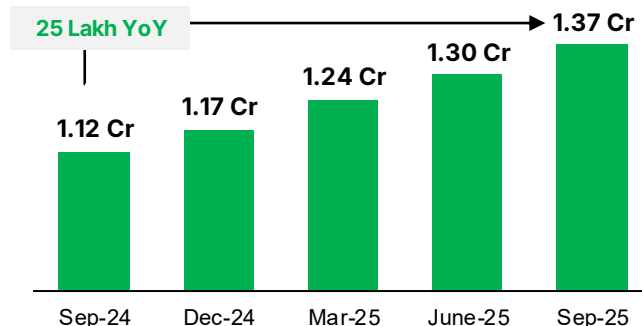
Net Payment Revenue (Qtr ending)



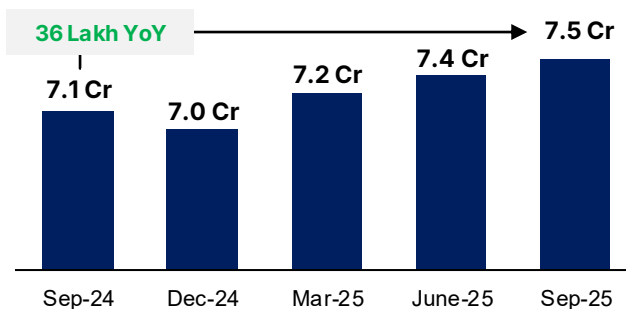
Gross Merchandise Value (Qtr ending)



Merchant Subscriptions (including Devices) (Qtr ending)



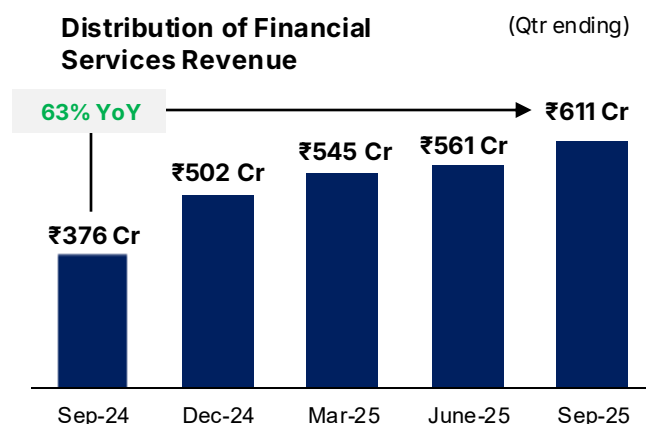
Monthly Transacting Users (Qtr ending)



Distribution of Financial Services: Low penetration offers significant long-term opportunity

In Q2 FY 2026, distribution of financial services revenue grew 63% YoY to ₹611 Cr, driven by continued growth in merchant loan distribution and improved collection performance experience for our partners.

Customers who availed financial services through our platform, saw an uptick from 6.0 Lakh in Q2 FY 2025 to 6.5 Lakh in Q2 FY 2026 led by growth in Merchant Loans and Equity broking users.



Key Financial Services Customers (# Lakh)

6.0	5.9	5.5	5.6	6.5
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Loan Distribution

Merchant Loan Distribution:

During the quarter, we continued to see robust momentum in merchant loan distribution, driven by growth in our merchant device base and higher penetration. More than 50% of loans were issued to repeat borrowers, underscoring high merchant stickiness and strong product-market fit. We continue to earn substantial collections bonuses as our lending partners are experiencing better asset quality outcome, supported by Paytm's advanced AI models that intelligently predict merchant churn and delinquencies, enabling proactive engagement and collections efforts.

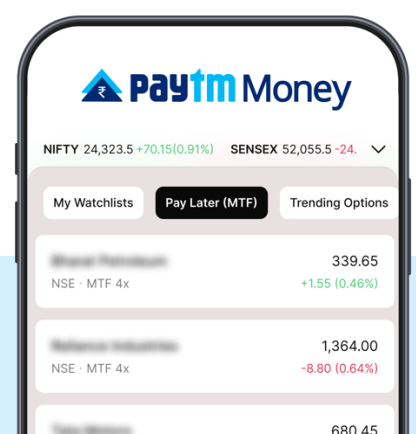
Consumer Loan Distribution:

In our consumer credit segment, we relaunched Paytm Postpaid offering. A 'Spend Now, Pay Next Month' UPI overdraft for Paytm customers offered across merchants (both online and offline). This product offers up to 30 days of short-term credit from a bank partner, giving consumers the flexibility to spend instantly and repay the following month. The offering is currently being rolled out to a selected base and will be expanded to more consumers in the coming period.

In Personal loans, our lending partners continue to adopt a measured approach ensuring portfolio quality. With an increase in lending partners integrated into our platform, we are well-positioned to scale disbursements as market sentiment improves.

Equity Broking

We have enhanced our focus on equity broking business and are seeing improved monetization across Equity Broking and Margin trade funding (MTF). Looking ahead, we expect this trend to continue driven by AI-powered product offerings.



Switch to Margin Trading Facility (MTF) @7.99% p.a.

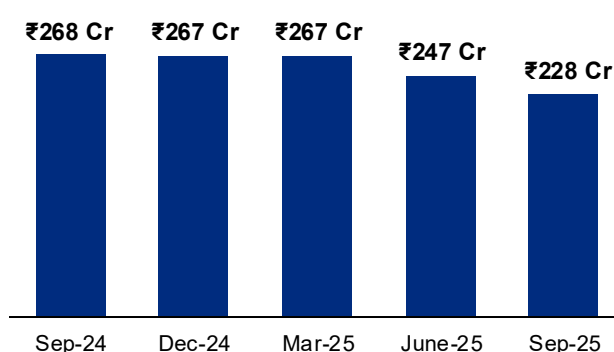
Investments in the securities market are subject to market risk, read all related documents carefully before investing. Margin Funding as subject to the provisions of SEBI Circular CIR/MD/DP/54/2017 dated June 13, 2017, and the terms and conditions mentioned in rights and obligations statement issued by the Paytm Money Limited

Marketing Services: Driving additional monetization from Merchants

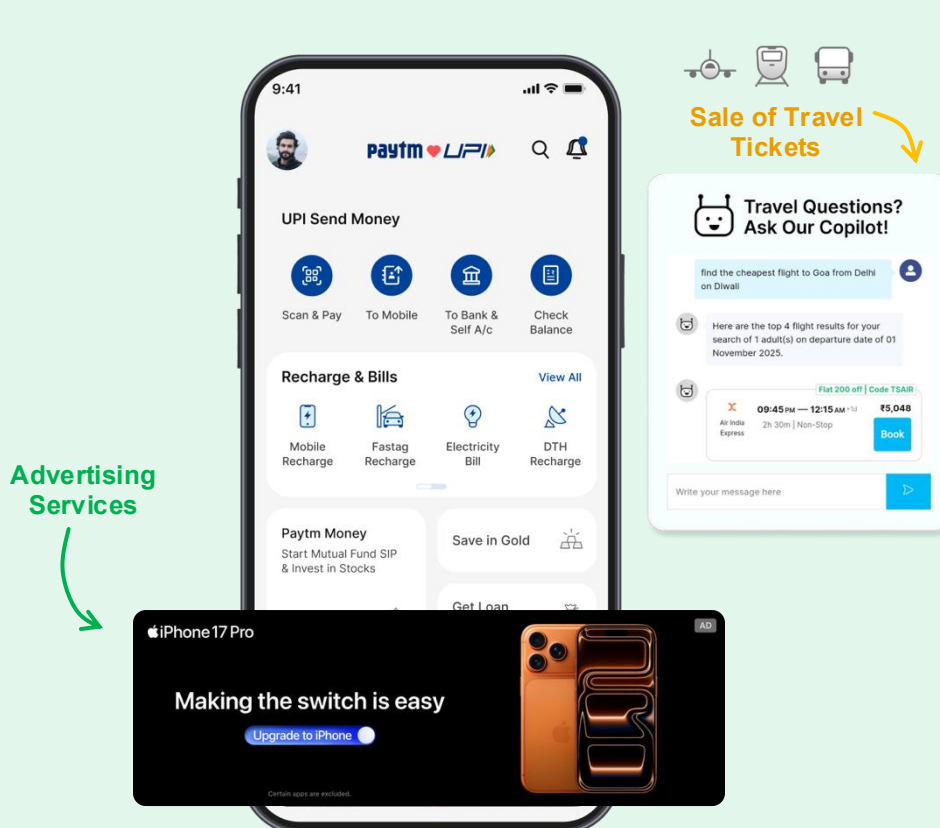
In Q2 FY 2026, Marketing Services revenue was ₹228 Cr. On a like-to-like basis, after adjusting for sale of the entertainment ticketing business in Q2 FY 2025, the revenue was down 15% YoY. In line with our product led strategy to gain consumer market share, we have optimized our consumer app properties, including showing simplified and targeted upsell offerings to our customers. While this has led to a slight dip in marketing services revenue, we are seeing encouraging results reflected in retention rates and gain in consumer market share. Going forward, we expect increase in MTUs and improvement in upsell funnel to be the main drivers of growth.

- In our advertising business, we're driving stronger ROI for advertisers through AI-led customer cohorting and more targeted, personalized campaigns. We are also focused on enhancing user experience through AI-led app optimisations, ensuring ads reach most relevant audience within our MTU base
- The GMV for ticketing, deals & gift vouchers, etc., was ₹1,949 Cr. There was a marginal QoQ decline in the travel segment, in line with the industry trend

Marketing Services Revenue (Qtr ending)



For like-to-like comparison, Marketing Services revenue excludes revenue from entertainment ticketing business for Q2 FY2025 which was sold in Q2 FY2025

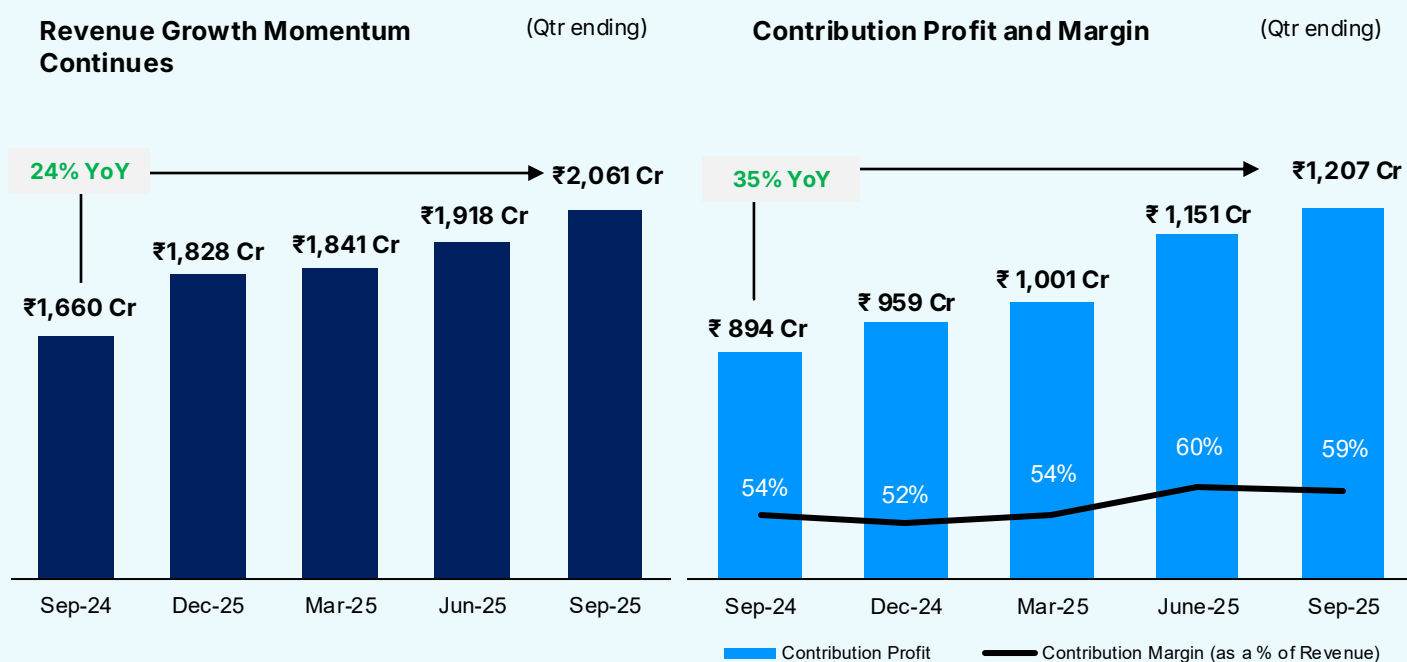


Revenue and Contribution Profit

Operating revenue grew 24% YoY to ₹2,061 Cr (up 27% YoY on a like-to-like basis after adjusting for sale of entertainment ticketing business), driven by continued growth momentum in subscription merchants, payments GMV and distribution of financial services.

Contribution profit grew by 35% YoY to ₹1,207 Cr, with a Contribution margin of 59%, an increase of 5 percentage point YoY, fuelled by improved net payment revenue (partly owing to early onset of festive season), higher share of distribution of financial services revenue, and lower other direct costs

- Payment processing charges were higher by 22% YoY at ₹629 Cr, as compared to payment revenue growth of 25% YoY
- Promotional cashbacks and incentives was ₹50 Cr, versus ₹29 Cr in Q2 FY 2025. We resumed onboarding new UPI consumers from Oct'24 (post NPCI approval)
- Other direct expenses decreased by 20% YoY to ₹176 Cr, on account of lower collection and DLG costs



For like-to-like comparison, Revenue and Contribution Profit excludes ₹70 Cr of UPI incentive in Q4 FY 2025

Indirect Expenses (Including ESOP Cost)

In Q2 FY 2026, Indirect Expenses (including ESOP Cost) was down 18% YoY and 1% QoQ at ₹1,064 Cr. We continue to focus on expanding platform through investment in marketing and sales employees. However, other portions of indirect costs has come down materially due to improved efficiencies on account of AI and lower ESOP costs.

- Marketing costs for consumer acquisition decreased by 42% YoY but saw an increase of 16% QoQ to ₹72 Cr, as we are seeing better retention cohorts and improved monetisation. We will continue to invest to further drive market share gain

Indirect Expenses (Continued)

- Our sales employees cost (including ESOP Cost), which focuses on expanding our merchant distribution network, has risen 38% YoY to ₹297 Cr. As we have increased market share with higher merchant monetization, we are reinvesting to further gain market share and deepen our presence in tier-2 and tier-3 cities
- Our non-sales employee cost (including ESOP cost) saw 41% decline YoY to ₹365 Cr on account of lower ESOP cost because of the voluntary surrender of ESOPs by our Founder and CEO in Q4 FY 2025, and improvement in productivity across businesses by leveraging AI
- Software, cloud and data centre expenses declined by 16% YoY to ₹133 Cr on the back of improved commercials and efficiencies
- Other indirect expenses increased by 8% YoY to ₹198 Cr (cost of refurbishment of devices is included in other indirect expenses)

As we continue to see improvement in efficiencies led by AI, we expect overall indirect expenses to be range bound for the next few quarters. In the long-term, indirect expenses are expected to grow substantially lower than revenue despite investment for growth (marketing and sales people), leading to significant operating leverage and expansion in margins.

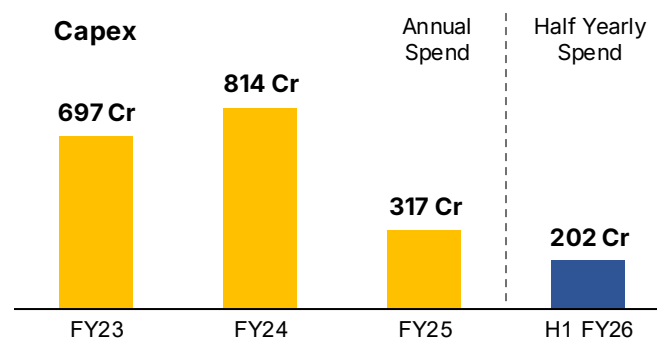
Indirect Expenses

(Qtr ending)

(in ₹ Cr)	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	YoY Change (%)
Marketing	125	104	102	62	72	(42)%
Sales employees (including ESOP costs)	215	231	247	268	297	38%
Non-sales employee costs (including ESOP costs)	616	525	502	375	365	(41)%
Software & Cloud expenses	158	154	146	168	133	(16)%
Other indirect expenses	184	167	165	207	198	8%
Total Indirect Expenses (Including ESOP costs)	1,298	1,182	1,160	1,079	1,064	(18)%

Depreciation and Amortization

In Q2 FY 2026, Depreciation and Amortization was at ₹137 Cr, a reduction of 23% YoY. As communicated at the start of the year, D&A is expected to be in the range of ₹500-₹600 Cr in FY 2026, lower than FY 2025. Lower D&A YoY is largely on account of reduction in cost of devices and focus on refurbishment of devices (cost of refurbishment of devices is included in other indirect costs).

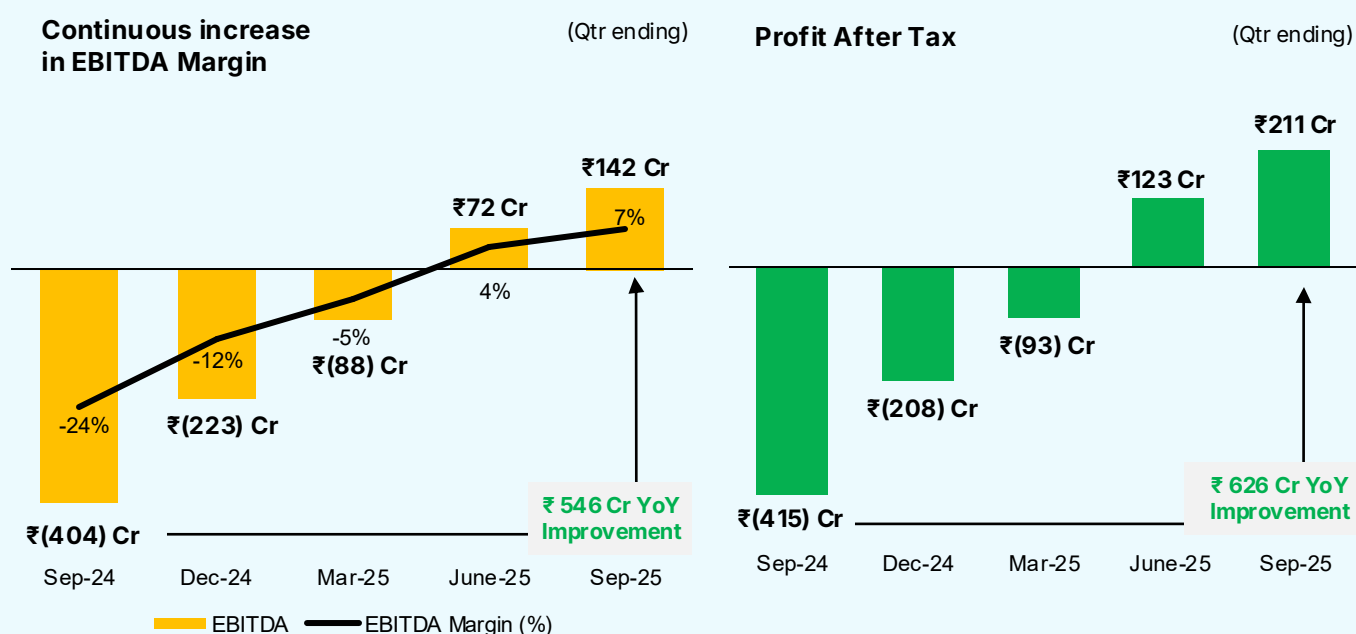


EBITDA and Profit After Tax

EBITDA improved to ₹142 Cr (margin of 7%), on account of improved contribution margin and continued discipline on costs.

As disclosed in [our SE filing dated 25 August, 2025 \(point 3\)](#), the Company has a loan to First Games Technology Private Limited (a Joint Venture). In Q2 FY 2026, full impairment of this loan has been taken, leading to a one-time charge of ₹190 Cr in Q2 FY 2026.

PAT improved to ₹211 Cr, led by improvement in EBITDA, reduction in D&A and higher other income (before one-time charge for full impairment of ₹190 Cr loan to our JV, First Games Technology Private Limited). Reported PAT is at ₹21 Cr in Q2 FY 2026. Going forward, other income will gradually come down as reinvestment of maturing investments will be at lower yields (100 bps repo rate cut earlier in the year).



For like-to-like comparison, EBITDA and PAT excludes one-time items as below:

1. Gain from sale of entertainment ticketing business of ₹1,345 Cr in Q2 FY 2025 2. ₹70 Cr of UPI incentive in Q4 FY 2025, 3. One-time exceptional charge of ₹522 Cr towards acceleration of ESOP expense and other impairments in Q4 FY 2025 4. One-time charge for full impairment of ₹190 Cr loan to our JV, First Games Technology Private Limited

Cash Balance

Our cash balance is ₹13,068 Cr as of quarter ending September 2025, as compared to ₹9,999 Cr as of quarter ending September 2024. The above excludes Paytm Money Ltd (PML) customer funds & Merchant Funds in Escrow of ₹351 Cr & ₹3,254 Cr respectively for Sep 2025 quarter & ₹412 Cr & ₹2,674 Cr respectively for Sep 2024 quarter. Our cash balance has increased by ₹3,069 Cr YoY and it includes monetization of our stock acquisition rights in PayPay for ₹2,372 Cr.

Breakup of available Cash and investable balance (Net Cash Balances)

Particulars (in ₹ Cr)	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Cash and Bank Balances	4,928	4,451	4,539	4,561	4,861
Deposits with banks	3,617	6,997	7,018	6,478	6,267
Investments (Mutual Funds/T-Bills/CP/G-Sec/NCD/NBFC FDs)	4,540	4,143	4,046	5,086	5,545
Total Balances	13,085	15,591	15,602	16,124	16,674
Paytm Money Ltd (PML) customer funds	412	287	326	420	351
Merchant Funds in Escrow	2,674	2,454	2,467	2,832	3,254
Total Balances (excluding PML & merchant funds)	9,999	12,850	12,809	12,872	13,068

Regulatory Update

Payment Aggregator License

Following the approval by The Government of India, Ministry of Finance and Department of Financial Services for downstream investment from One 97 Communications Limited (OCL or the Company) into a wholly owned subsidiary, Paytm Payments Services Limited (PPSL), vide its letter dated August 27, 2024, RBI granted 'in-principle' authorization to PPSL, vide its letter dated August 12, 2025, to operate as an Online Payment Aggregator under the Payment and Settlement Systems Act, 2007. Grant of this license enables PPSL to resume onboarding of new online merchants.

Transfer of Offline Merchant Payments Business to PPSL

As disclosed in [our SE filing dated 15 October 2025](#), the Board has approved transfer of Offline Merchant Payments Business to PPSL, a wholly owned subsidiary of the Company. The proposed transfer will result in consolidation of the group's Online & Offline Merchant Payments Businesses under PPSL, which will build efficiency and synergy within the group. The transfer of the Transferred Undertaking, will be implemented through a slump sale on a going concern basis, subject to shareholder approval of the Company. Since this is a transfer to a wholly owned subsidiary, it will not impact financials of the Company on a consolidated basis.

International Expansion Framework

Paytm plans to expand its operations in select international markets. Our advanced technology stack of merchant payments and financial services, and our business model, has high monetization potential. We have developed a portfolio of innovative hardware, software and services stack in India, which can be deployed and monetized internationally. Paytm's international expansion will leverage its existing technology, distribution, and operating strengths, while maintaining prudent capital allocation. Currently, we are pursuing opportunities using the following business models:

- 1. Partner operated:** We intend to enter into technology partnerships with established local players. Under this model, Paytm will provide its proven payment acceptance platform and innovative payment devices, while the partner will lead sales, distribution, and on-ground operations to serve MSMEs. Paytm expects to monetize its technology contribution through licensing or revenue-sharing arrangements, including potential sweat equity or strategic shareholding, with minimal capital deployment. This approach is similar to the successful partnership model we have deployed with PayPay.
- 2. Paytm operated:** In select markets, with attractive payment margins, large proven profit pool and moderate operational overheads, Paytm may pursue its business activities through wholly owned or majority-controlled entities.

Summary of Consolidated Financial Performance

Particulars (in ₹ Cr)	Quarter Ended					Half Year Ended		
	Sep-25 (Unaudited)	Sep-24 (Unaudited)	YoY	June-25 (Unaudited)	QoQ	Sep-25 (Unaudited)	Sep-24 (Unaudited)	YoY
Payment Services	1,146	946	21%	1,044	10%	2,190	1,830	20%
Distribution of Financial Services	611	376	63%	561	9%	1,171	656	79%
Marketing Services	228	302	(25)%	247	(8)%	474	623	(24)%
Other Operating Revenue	77	36	114%	67	15%	143	52	175%
Revenue from Operations	2,061	1,660	24%	1,918	7%	3,979	3,162	26%
Payment processing charges	629	517	22%	581	8%	1,210	1,034	17%
As % of GMV	0.11%	0.12%	(1) bps	0.11%	0 bps	0.11%	0.12%	(1) bps
Promotional cashback & incentives	50	29	72%	37	35%	87	73	22%
Other direct expenses	176	220	(20)%	148	19%	325	405	(20)%
Total Direct Expenses	855	766	12%	767	11%	1,623	1,512	7%
Contribution Profit	1,207	894	35%	1,151	5%	2,356	1,649	43%
Contribution Margin %	59%	54%	466 bps	60%	(146) bps	59%	52%	706 bps
Indirect Expenses (including ESOP Costs)	1,064	1,298	(18)%	1,079	(1)%	2,143	2,846	(25)%
Marketing	72	125	(42)%	62	16%	133	302	(56)%
Employee cost (Including ESOP Costs)	662	831	(20)%	643	3%	1,305	1,784	(27)%
Software, cloud and data centre	133	158	(16)%	168	(21)%	301	340	(11)%
Other indirect expenses	198	184	8%	207	(4)%	404	420	(4)%
EBITDA	142	(404)	nm	72	97%	214	(1,196)	nm
Margin %	7%	(24)%	3,122 bps	4%	317 bps	5%	(38)%	4,320 bps

Reconciliation of EBITDA with Profit / (Loss) for the period

Particulars (in ₹ Cr)	Quarter Ended					Half Year Ended		
	Sep-25 (Unaudited)	Sep-24 (Unaudited)	YoY	June-25 (Unaudited)	QoQ	Sep-25 (Unaudited)	Sep-24 (Unaudited)	YoY
EBITDA (A)	142	(404)	nm	72	97%	214	(1,196)	nm
Finance costs (B)	(5)	(3)	67%	(4)	(25)%	(9)	(7)	29%
Depreciation and amortization expense (C)	(137)	(179)	(23)%	(166)	(17)%	(303)	(357)	(15)%
Other income (D)	222	175	27%	241	(8)%	463	313	48%
Share of profit/(loss) of associates/joint ventures (E)	(1)	4	(125)%	0	nm	(1)	3	(133)%
Exceptional items (F)	(190)	1,345	nm	(17)	1018%	(207)	1345	(115)%
Income Tax expense (G)	(10)	(9)	11%	(4)	150%	(14)	(11)	27%
Profit / (Loss) for the period/year (H = sum of A to G)	21	930	(98)%	123	(83)%	144	90	60%

Summary of Key Operational Metrics

Operational KPIs	Units	Quarter Ended				
		Sep-25 (Unaudited)	Sep-24 (Unaudited)	YoY	June-25 (Unaudited)	QoQ
Registered Merchants (end of period)	Cr	4.7	4.2	12%	4.5	4%
Subscription Merchants including devices (cumulative; end of period)	Cr	1.37	1.12	22%	1.30	5%
GMV	₹ Lakh Cr	5.7	4.5	27%	5.4	6%
Merchant Transactions	Cr	1,453	991	47%	1,303	12%
Total Transactions	Cr	1,658	1,109	50%	1,464	13%
Average Number of Sales Employees	#	44,154	30,104	47%	38,945	13%
Cost of Sales Employees (including ESOP Costs)	₹ Cr	297	215	38%	268	11%
MTU (average over the period)	Cr	7.5	7.1	6%	7.4	1%
Key financial services customers	Lakh	6.5	6.0	8%	5.6	16%

ESOP Pool Schedule

As of Nov 4, 2025	(in Cr.)
Basic shares outstanding	63.8
ESOPs vested and unexercised	0.2
ESOPs granted and unvested	1.0
ESOPs available for distribution	2.8
Estimated fully diluted shares	67.8

Indicative Performance Metrics for Loan Distribution (Sep 2025 quarter)

	Merchant Loans
Bounce Rates	NA
Bucket 1 Resolution %	83% to 90%
Recovery Rate Post 90+	30% to 35%
ECL %	4.5% to 5.0%

Loans are underwritten and booked by our lending partners in their balance sheets. Paytm acts as a collection outsourcing partner and the numbers are hence indicative of those efforts

Definitions for Metrics & Key Performance Indicators

Metric	Definition
GMV	GMV is the rupee value of total payments made to merchants through transactions on our app or our in-store payment solutions, and payments processed through Paytm payment gateway, over a period. It excludes any consumer-to-consumer payment service such as money transfers
Monthly Transacting User (MTU)	Number of unique users in a particular calendar month who have successfully completed a transaction on the Paytm App or have used the Paytm for Business App
Net Payment Revenue	Payment revenues (including other operating revenue) less payments processing charges
Contribution Profit	Contribution profit is a non-GAAP financial measure. We define Contribution profit as revenue from operations less payment processing charges, promotional cashback & incentives expenses, connectivity & content fees, contest, ticketing expenses & logistics, deployment & collection cost of our businesses
Key Financial Services customers	Key financial services customers are unique consumers and merchants who have availed Paytm's and group entity's financial services offerings, i.e. equity broking, insurance and credit products, such as merchant and consumer loans distributed through our platform. However, it does not include customers availing mutual fund distribution, Postpaid loans, gold savings or any attachment insurance products, as they contribute negligible revenue/profitability



Pioneer of India's mobile payment revolution

Paytm is India's leading mobile payments and financial services distribution company. Pioneer of the mobile QR payments revolution in India, Paytm builds technologies that help small businesses with payments and commerce. Our mission is to serve half a billion Indians and bring them to mainstream of economy with help of technology.

Q2 FY 2026 Earnings Call

Please join for our Earnings Conference call for the shareholders, investors and analysts to discuss financial results of the Company for the quarter ended September, 2025.

05th November 2025
11:00 AM – 11:45 AM

Pre-Registration

Download the report at
ir.paytm.com

By reading this release you agree to be bound as follows:

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Forward-looking statements and financial projections are based on the opinions and estimates of management as on the date such statements are made and are subject to a variety of risks and uncertainties and other factors that could cause actual events or results to differ materially from those anticipated in the forward-looking statements and financial projections. Representative examples of factors that could affect the accuracy of forward looking statements include (without limitation) the condition of and changes in India's political and economic status, government policies, applicable laws, international and domestic events having a bearing on Company's business, such other factors beyond our control.

Forward-looking statements and financial projections include, among other things, statements about: our expectations regarding our transaction volumes, expenses, sales and operations; our future merchant and consumer concentration; our anticipated cash needs, our estimates regarding our capital requirements, our need for additional financing; our ability to anticipate the future needs of our merchants and consumers; our plans for future products and enhancements of existing products; our future growth strategy and growth rate; our future intellectual property; and our anticipated trends and challenges in the markets in which we operate. Forward-looking statements are not guarantees of future performance including those relating to general business plans and strategy, future outlook and growth prospects, and future developments in its businesses and its competitive and regulatory environment. These forward-looking statements represent only the Company's current intentions, beliefs or expectations, and no representation, warranty or undertaking, express or implied, is made or assurance given that such statements, views, projections or forecasts in the earnings release, if any, are correct or that any objectives specified herein will be achieved.

We have converted financial amounts from ₹ millions into ₹ Cr & hence there could be some totalling anomalies in the numbers.

Notes and Disclaimers for Earnings Release

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Use of Operating Metrics

The operating metrics reported in this earnings release are calculated using internal Company data based on the activity of our merchants, consumers and other participants in our ecosystem. While these numbers are based on what we believe to be reasonable estimates of engagement, for the applicable period of measurement, there are inherent challenges in measuring usage across our large online, offline, in-store and mobile presence. The methodologies used to measure these metrics require significant judgment and are also susceptible to algorithm or other technical errors. We regularly review our processes for calculating these metrics, and from time to time we may discover inaccuracies in our metrics or may make adjustments to improve their accuracy, which can result in adjustments to previously disclosed metrics. In addition, our metrics will differ from estimates published by third parties due to differences in methodology.

Non-GAAP Financial Measures

In addition to our results determined in accordance with Ind AS, we believe the following Non-GAAP measures are useful to investors in evaluating our operating performance. We use the following Non-GAAP financial information to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that Non-GAAP financial information, when taken collectively with financial measures prepared in accordance with Ind AS, may be helpful to investors because it provides an additional tool for investors to use in evaluating our ongoing operating results and trends and in comparing our financial results with other companies in our industry because it provides consistency and comparability with past financial performance. However, our management does not consider these Non-GAAP measures in isolation or as an alternative to financial measures determined in accordance with Ind AS.

Non-GAAP financial information is presented for supplemental informational purposes only, has limitations as an analytical tool and should not be considered in isolation or as a substitute for financial information presented in accordance with Ind AS. Non-GAAP financial information may be different from similarly-titled Non-GAAP measures used by other companies. The principal limitation of these Non-GAAP financial measures is that they exclude significant expenses and income that are required by IndAS to be recorded in our financial statements, as further detailed below. In addition, they are subject to inherent limitations as they reflect the exercise of judgment by management about which expenses and income are excluded or included in determining these Non-GAAP financial measures. A reconciliation is provided below for each Non-GAAP financial measure to the most directly comparable financial measure prepared in accordance with Ind AS. Investors are encouraged to review the related Ind AS financial measures and the reconciliation of Non-GAAP financial measures to their most directly comparable Ind AS financial measures included below and to not rely on any single financial measure to evaluate our business.