

Firstsource Solutions Limited					
AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31. 2018					
					(Rs in millions)
6. Segment Reporting - Consolidated audited					
	Quarter ended			Year ended	
Particulars	March 31	December 31	March 31	March 31	March 31
	2018	2017	2017	2018	2017
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
Segment revenue					
a) Customer management	4,665.72	4,702.13	4,551.51	18,868.24	19,286.23
b) Healthcare	3,062.68	3,063.52	3,034.85	11,853.21	11,425.12
c) Collections	984.76	865.76	1,057.33	3,593.52	3,857.76
Total	8,713.16	8,631.41	8,643.69	34,314.97	34,569.11
Less: Inter-segment revenue		-	-	-	
Net segment revenue	8,713.16	8,631.41	8,643.69	34,314.97	34,569.11
Segment results before tax and finance costs					
a) Customer management	765.29	746.68	724.65	2,840.82	3,321.89
b) Healthcare	537.49	515.69	479.91	1,988.95	1,676.45
c) Collections	157.03	92.54	159.40	378.55	495.69
Total	1,459.81	1,354.91	1,363.96	5,208.32	5,494.03
i) Finance costs	(88.96)	(103.84)	(114.16)	(404.03)	(453.16)
ii) Other unallocable expenditure net of unallocable income	(332.77)	(339.23)	(488.86)	(1,224.19)	(1,671.69)
iii) Share in net profit / (loss) of associate	-	-	(001)	(0.01)	(001)
Profit before tax and other comprehensive income	1,038.08	911.84	760.93	3,580.09	3,369.17
Segment assets					
a) Customer management	8,291.18	7,066.25	5,371.90	8,291.18	5,371.90
b) Healthcare	17,908.40	17,541.71	17,253.82	17,908.40	17,253.82
c) Collections	3,095.54	3,830.44	3,850.46	3,095.54	3,850.46
e) Unallocable	4,680.58	4,879.13	7,029.99	4,680.58	7,029.99
	33,975.70	33,317.53	33,506.18	33,975.70	33,506.18
Segment liabilities					
a) Customer management	5,606.61	5,175.81	3,361.26	5,606.61	3,361.26
b) Healthcare	3,682.80	4,152.74	6,380.68	3,682.80	6,380.68
c) Collections	263.63	153.21	217.33	263.63	217.33
e) Unallocable	892.53	1,292.80	3,255.13	892.53	3,255.13
	10,445.57	10,774.56	13,214.40	10,445.57	13,214.40
Note on segment information					
<i>Business segments</i>					
Based on the "management approach" as defined in Ind AS 108 - Operating Segments, the Chief Operating Decision Marker evaluates the Group's performance and allocates resources based on an analysis of various performance indicators by business segments. Accordingly, information has been					

presented into three key business segments comprising customer management, healthcare and collections The accounting principles used in the preparation of the financial statements are consistently applied to record revenue and					
expenditure in individual segments.					
The Group has reclassified reportable segment Domestic business in India' to 'Customer Management' during the year ended March 31,2018					
				By order of the Board	
				For FirstsourceiSolutions Limited	
Kolkata, India				IK Rajesh Suoramaniam	
May 7. 2018				Managing Director and CEO	