



Utkarsh Small Finance Bank

August 3, 2024

The BSE Limited
543942, 958095, 959644, 968226, 975790

National Stock Exchange of India Limited
UTKARSHBNK

Dear Sir/Madam,

Sub: Investor Presentation

Further to our letter dated July 30, 2024 intimating about Earnings Conference Call, please find attached Investor presentation which will be referred during the earnings call with analysts and investors for the financial results of the Bank for the quarter ended on June 30, 2024.

This is for your information & record.

For Utkarsh Small Finance Bank Limited

Muthiah
Ganapathy

Digital signature by
Muthiah Ganapathy
Date: 2024.08.03
18:04:30 +05'30'

Muthiah Ganapathy
Company Secretary & Compliance Officer
ICSI Membership No: F5674

Registered & Corporate Office:

Utkarsh Tower, NH - 31 (Airport Road) Sehmalpur, Kazi Sarai, Harhua Varanasi - Uttar Pradesh 221105
CIN: U65992UP2016PLC082804 | Tel.: 0542-6605555 | Website: www.utkarsh.bank



Utkarsh Small Finance Bank
Aapki Ummeed Ka Khaata

INVESTOR PRESENTATION

Q1 FY25

Key Highlights Q1, FY25



- 01
- 02
- 03
- 04
- 05
- 06
- 07

Gross loan portfolio growth 31% YoY, deposits growth 30% YoY

Consistent increase in share of secured loan portfolio – 35% as on June 30, 2024

Continued healthy traction in Retail Term Deposits Acquisition – Retail Term Deposits grew 48% YoY ^

Highest ever quarterly Operating profit (pre-provisions) of ₹311 crore in Q1, FY25

NIMs strong at 9.4% (despite high level of surplus liquidity); Cost-income ratio at 54.1% for Q1, FY25

Profit after tax of ₹137 crore in Q1, FY25, YoY growth 28%; RoA & RoE healthy at 2.3% and 18.1% for Q1, FY25

Net NPAs at 0.26% as on Jun-24; Carrying floating provision of ₹169 crore; overall provision cover (including floating provision) at 91%

[^] As per change in regulatory norms, retail term deposits threshold considered as <₹3 crore for June 30, 2024 vs. <₹2 crore for earlier period. If we consider retail term deposit (RTD) threshold of <₹2 crore for Jun-24 as well then RTD as on Jun-24 is ₹8,595 crore, YoY RTD growth ~45%

Key Highlights Q1'FY25



NETWORK	ASSETS	LIABILITIES	FINANCIAL PERFORMANCE	CAPITAL STRUCTURE	ASSET QUALITY
 916 vs. [851] Banking Outlets	 ₹18,798 cr. vs. [₹14,394 cr.] Gross Loan Portfolio	 ₹18,163 cr. vs. [₹13,967 cr.] Deposits	 ₹137 cr. vs. [₹107 cr.] Profit After Tax	 ₹3,119 cr. vs. [₹2,110 cr.] Capital + Reserves	 2.8% vs. [3.1%] Gross NPAs
26 States & UTs	30.6% Gross Loan Portfolio Growth YoY	30.0% / 47.7% Deposits / RTD Growth YoY	₹311 cr. vs. [₹221 cr.] Pre-provisioning Operating Profit	23.2% vs. [19.8%] CRAR	0.26% vs. [0.33%] Net NPA
17,299 vs. [15,909] Employees	35% vs. [34%] Share of Secured Loans in Gross Loan Portfolio	67% vs. [62%] Share of CASA + Retail Term Deposits	54.1% vs. [57.0%] Cost to Income	2.3% / 18.1% vs. [2.3% / 21.1%] RoAA / RoAE	91.0% vs. [89.8%] Provision Coverage Ratio (incl. floating provision)

Figures in [] represent Q1'FY24



Journey and Franchise

Portfolio Build Up

Deposits Build Up

Financial Performance

Technology, ESG & CSR



Journey and Franchise



Committed journey of ~14 years from Microfinance to Small Finance Bank to Listed Company

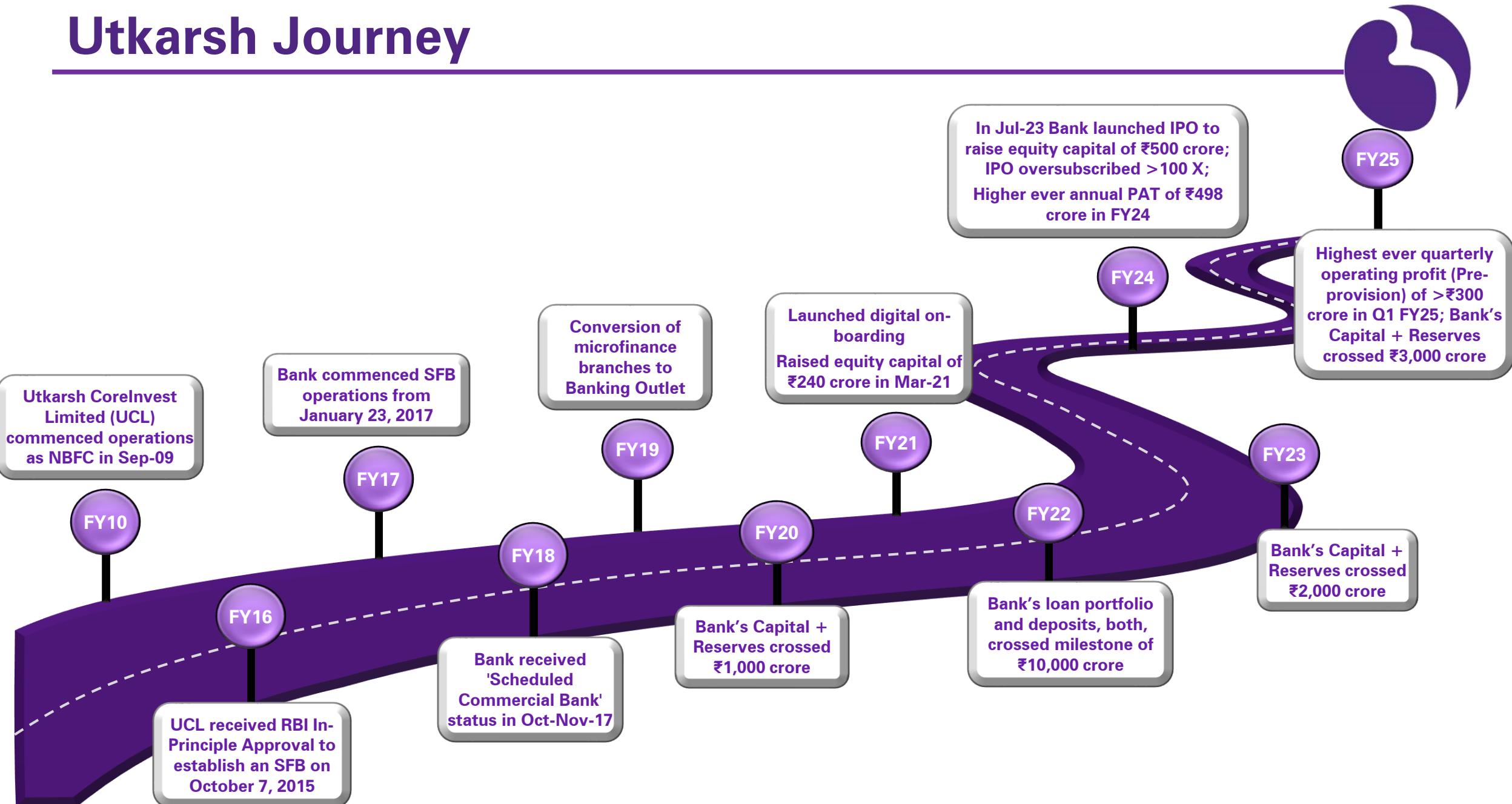


Significant presence in rural & semi urban locations and under penetrated States of the Country



Differentiated branch network to ensure relevant product offerings for customers & ensuring cost efficiency of operations

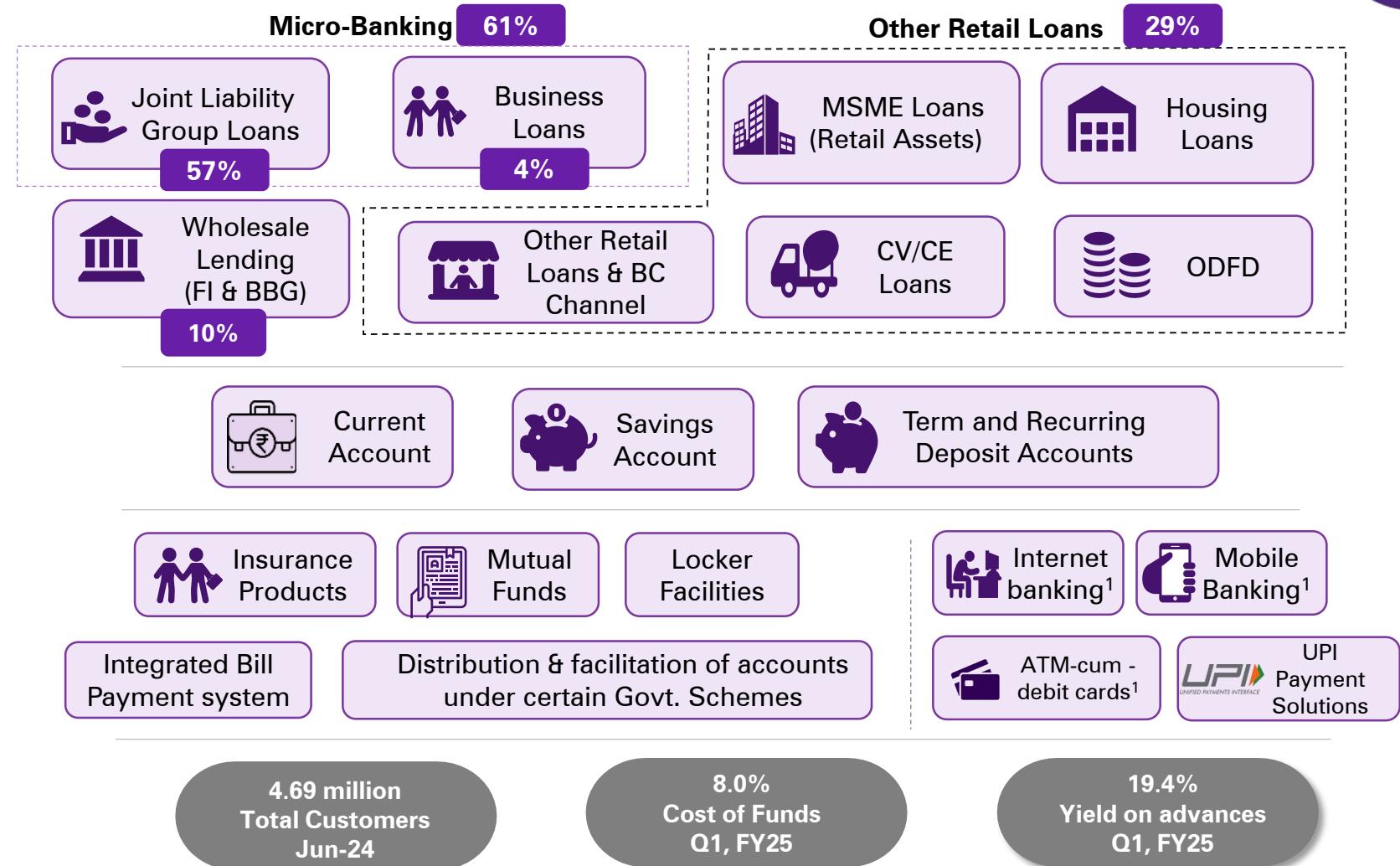
Utkarsh Journey



Business Overview



Focus on Financial inclusion, offer a range of financial products and services that address the specific requirements of customer segments

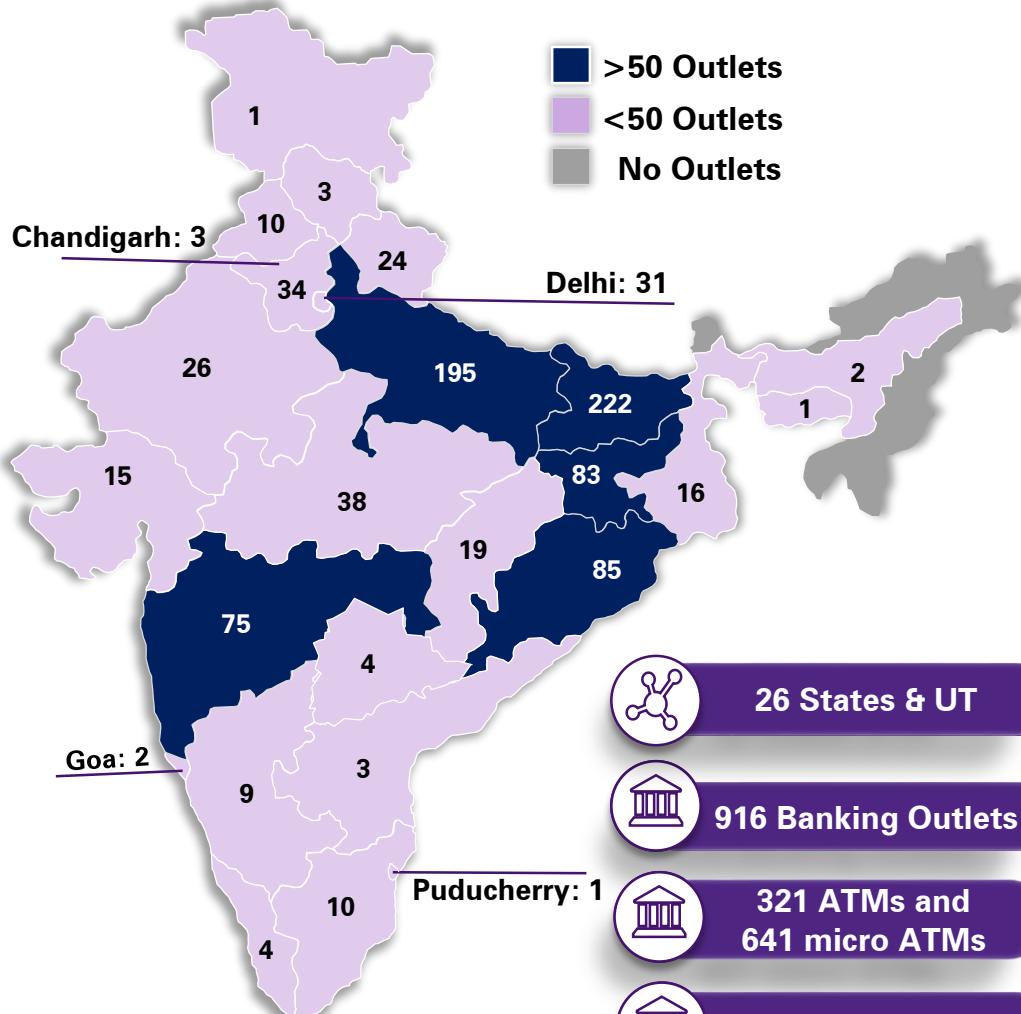


Portfolio split % (Jun'24) ¹ Other Distribution channels

Diversified distribution network



Extensive physical network of Banking Outlets (Jun'24)

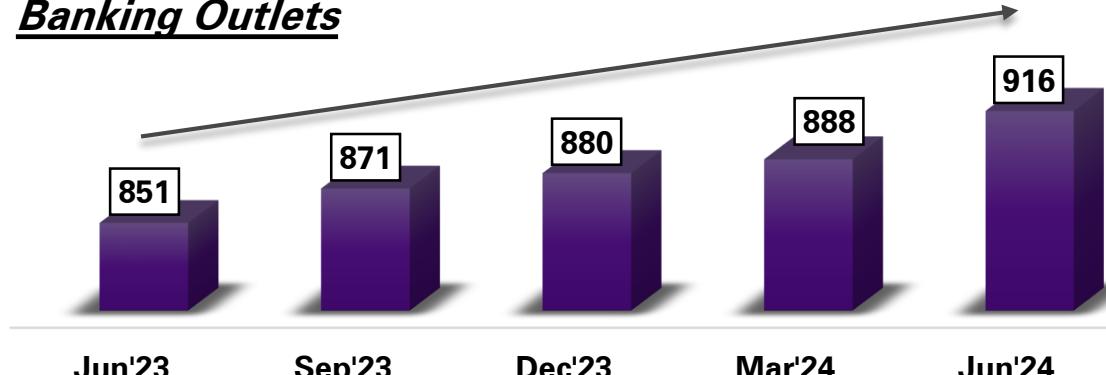


Potential for Retail Assets within existing Branches (Jun'24)

STATES	Total Banking Outlets	MB Outlets	GB Outlets	MSME Locations	HL Locations	Wheels Locations
Bihar	222	204	18	9	3	4
Uttar Pradesh	195	149	46	17	14	24
Odisha	85	78	7	2	2	-
Jharkhand	83	72	11	3	1	2
Maharashtra	75	38	37	19	12	0
NCT Of Delhi	31	4	27	3	1	1
Other States	225	91	134	33	23	12
TOTAL	916	636	280*	86	56	43

During Q1 FY25, opened 28 branches (24 MB & 4 GB branches)

Banking Outlets



*Includes 10 Combo Branches

Strategies



Continue diversifying asset portfolio

- ❑ Leverage wide base of existing customers in the unserved and underserved segments
 - Extend products offering from JLG loans to individual loans, affordable housing and other new products
- ❑ Focus on offering working capital and term loans to MSMEs, small and medium sized corporates, institutional customers
- ❑ Cross-sell to existing clients on-boarded through existing network in urban and metro locations



CULTURE

Grow retail deposits mix across geographies and customer segments to build stable funding source

- ❑ Enter newer geographies including top 100 cities in terms of overall deposits, to grow the bank deposit base
- ❑ Strengthen liability franchise by continuing focus on CASA and retail deposit base
- ❑ Enhance digital offering at various touch points of customer life cycle



PROCESS

Increase share of fee income and capitalize on cross-selling opportunities

- ❑ Generate fee income from own products and cross-selling third-party products
- ❑ Engaged with various partners in offering these products and intend to continue to develop newer partnerships
- ❑ Provide various payment solutions and other relevant services to increase the fee income



GROWTH

Increasing use of technology and digital offerings for last mile delivery to customers

- ❑ Continue to invest in technology as a means of improving customer experience
- ❑ Increase focus on applying the data gathered over the years by creating customized analytical decision models to enhance underwriting and collection procedures



|| Portfolio Build-up



Loan portfolio grew 31% YoY



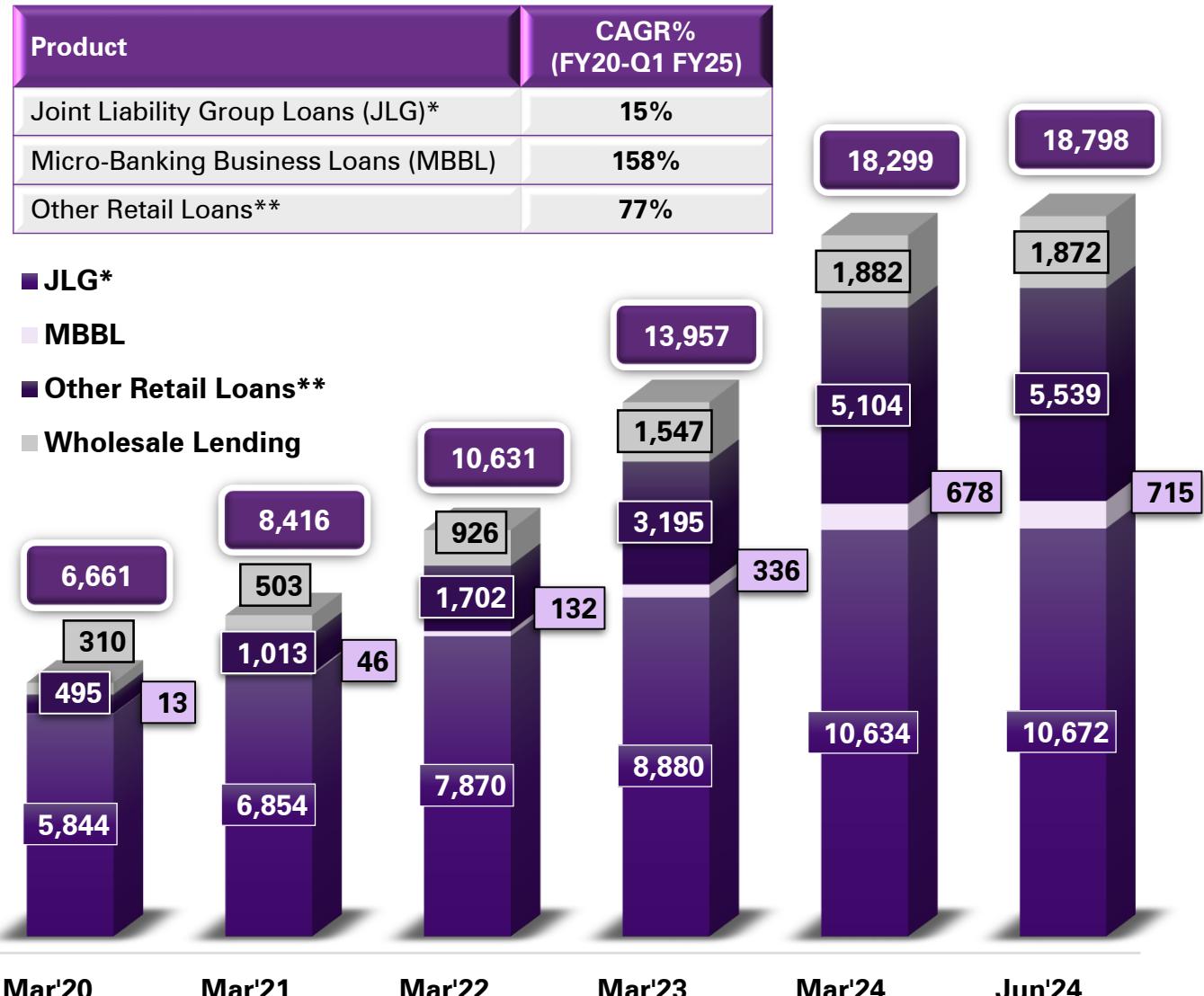
Rural & semi urban franchise, deep rooted understanding of our core geographies, proven track record - key strength of our micro-banking lending



Increasing share of secured lending with build-up of MSME, Housing & CV / CE loan book

Loan Portfolio Build-up

All Amounts in ₹ Crores

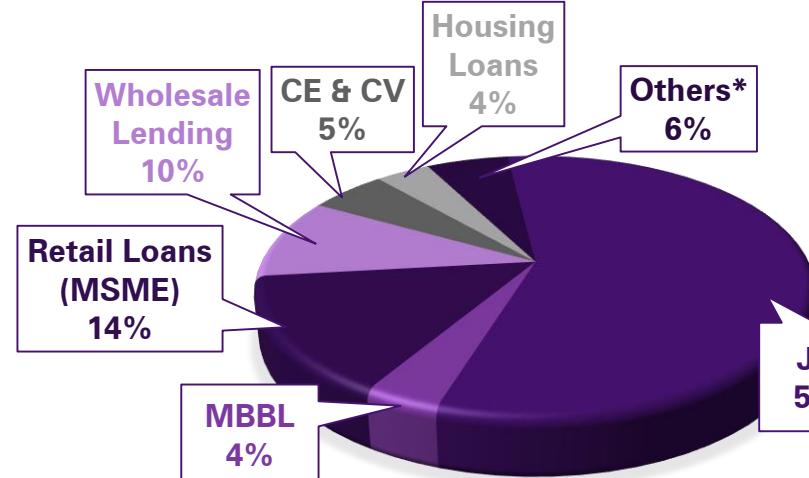


Loan Book (Mar-20)



Secured Loans share increased to 35%

Loan Book (Jun-24)



*Excluding BC JLG portfolio; including BC JLG, JLG loan book is ₹11,160 crore (59% of total portfolio) as of Jun-24;

**Includes MSME, Housing, CE & CV, BC channel, Personal Loans, OD Against FD and others

*Others includes BC, OD Against FD, Personal Loans, Gold loans

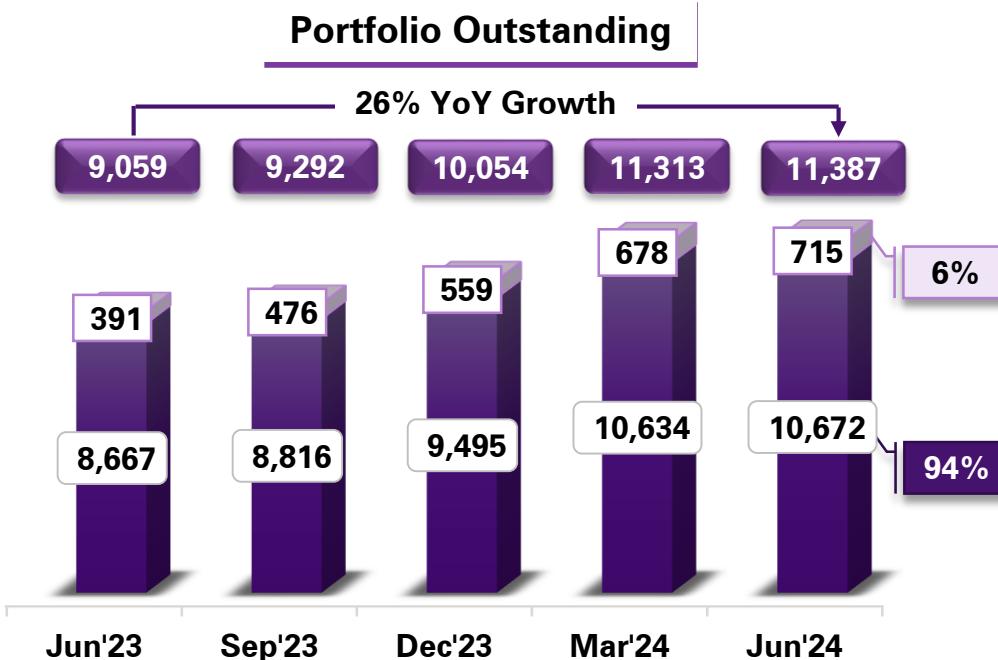


Micro-Banking Lending



Micro-Banking Lending

All Amounts in ₹ Crores

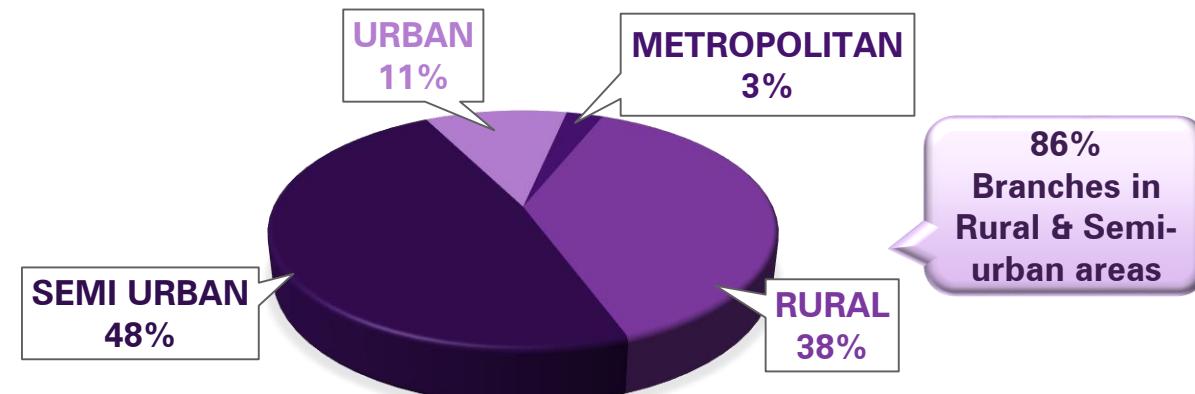


	JLG	MBBL
Customer Base	>30 Lakh	>87k
Portfolio	₹10,672 Crore	₹706 Crore
Average Ticket Size (Disbursements)	~₹50k	~₹1.1 Lakh
Average Ticket Size (Portfolio)	~₹35k	~₹80k

MBBL penetration level <3%, significant potential to grow

- Rural and semi-urban presence – 86% MB branches in rural and semi urban locations
- Geography selection key to our strategy in building micro-banking book – sticking to our core geographies with extensive understanding of our borrower profile and local issues
- Opened saving accounts for ~54% of micro-banking customers, build customer connect stronger

Demographic Break up of MB Outlets



*includes PM SVANidhi & PM Vishwakarma loan portfolio of ₹9 crore

Joint Liability Group (JLG) Lending

All Amounts in ₹ Crores



Portfolio

8,667

8,816

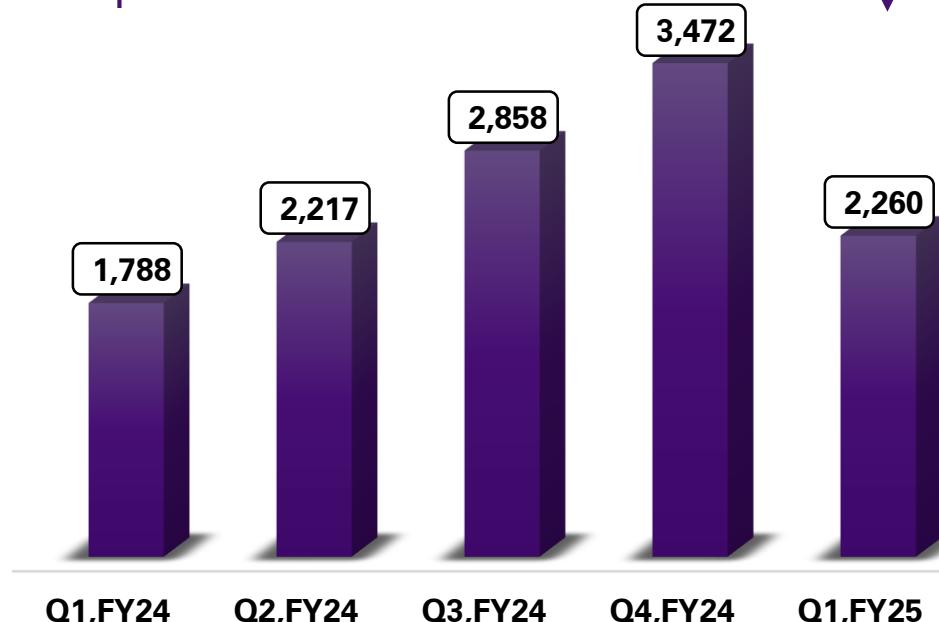
9,495

10,634

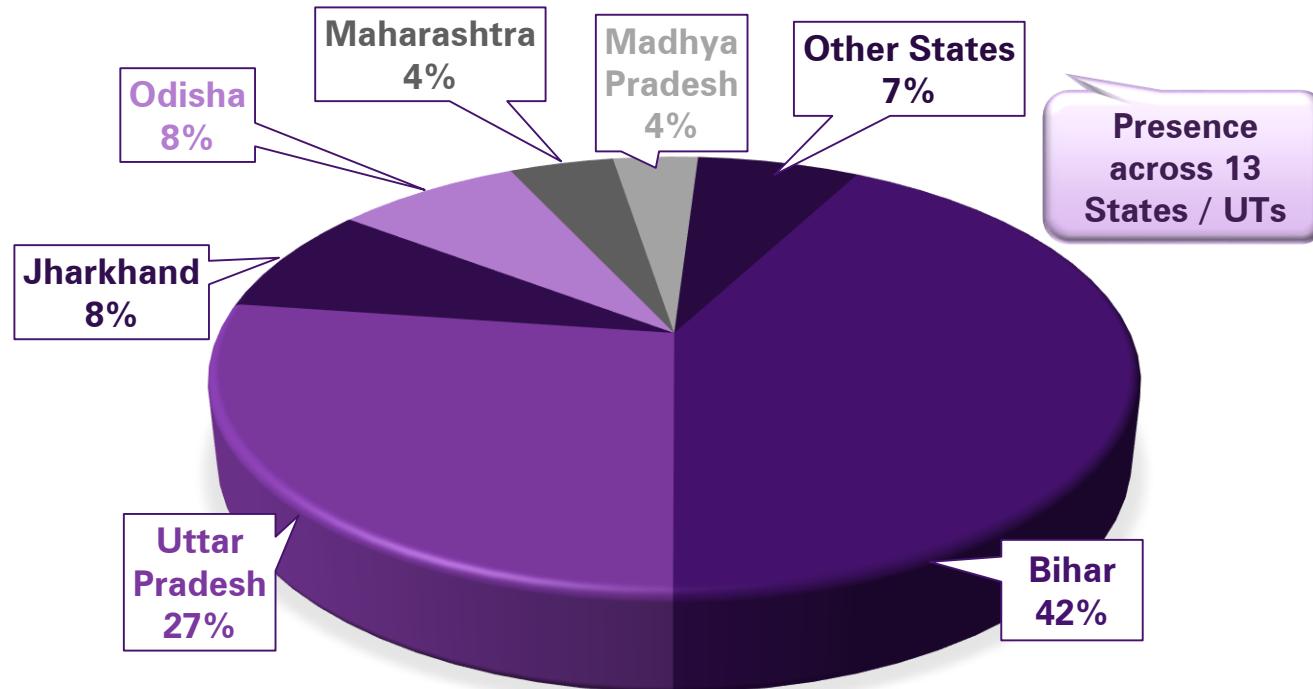
10,672

Disbursements*

26% YoY Growth



Geographical Split of JLG Portfolio



- Large franchise with customer base of >30 lakhs
- Digital collections through customized UPI QR code / BBPS

Micro-Banking Business Loans

All Amounts in ₹ Crores



Portfolio

387

470

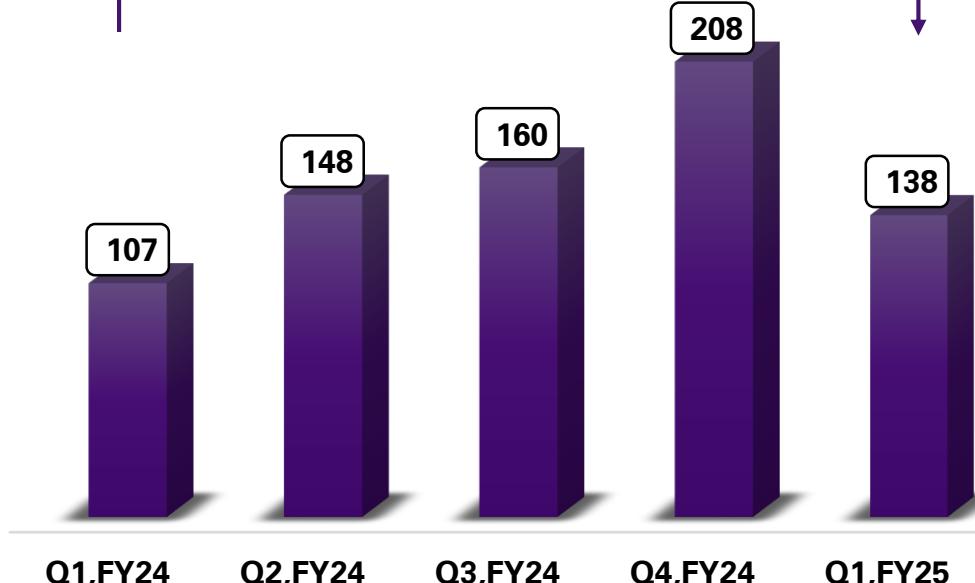
553

671

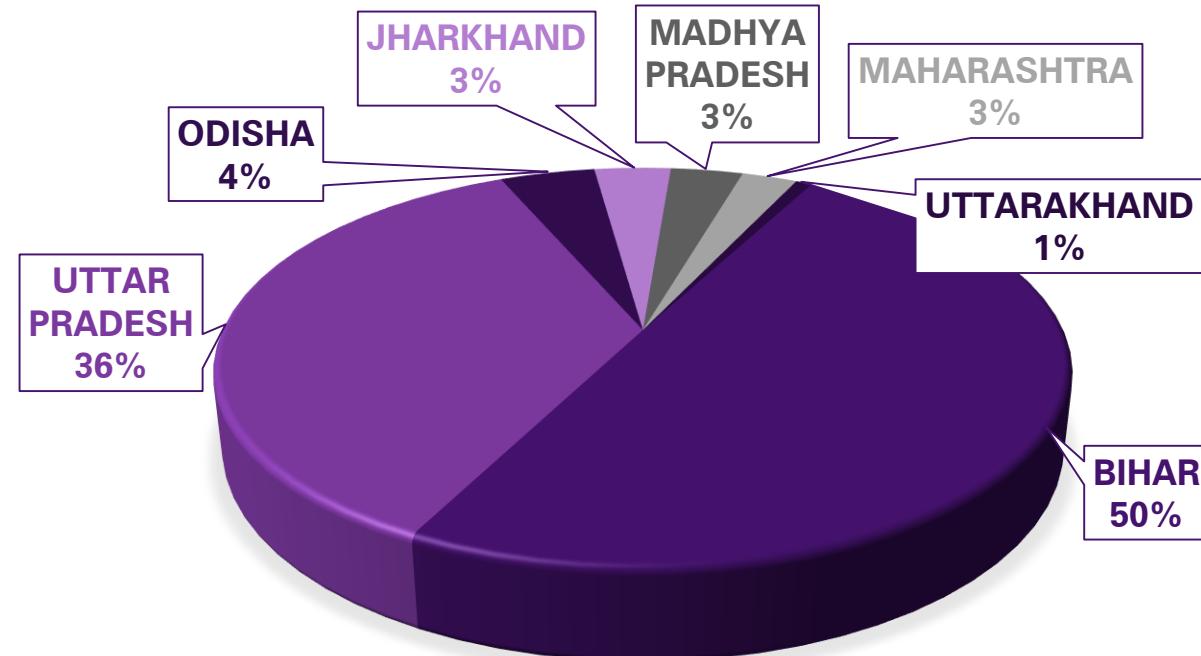
706

Disbursements

29% YoY Growth



Geographical Split of Portfolio



- Micro-Banking Business Loan (MBBL) scaling up on track with YoY loan book growth ~83%
- Healthy asset quality with Gross NPAs of ~1% as on Jun-24
- Collection largely digital - through direct account debit



Other Retail Lending

MSME (Retail Assets)



Housing Loans



CE & CV Loans



MSME (Retail Assets) Lending

All Amounts in ₹ Crores



Portfolio Outstanding



Secured
Business Loans
(LAP)

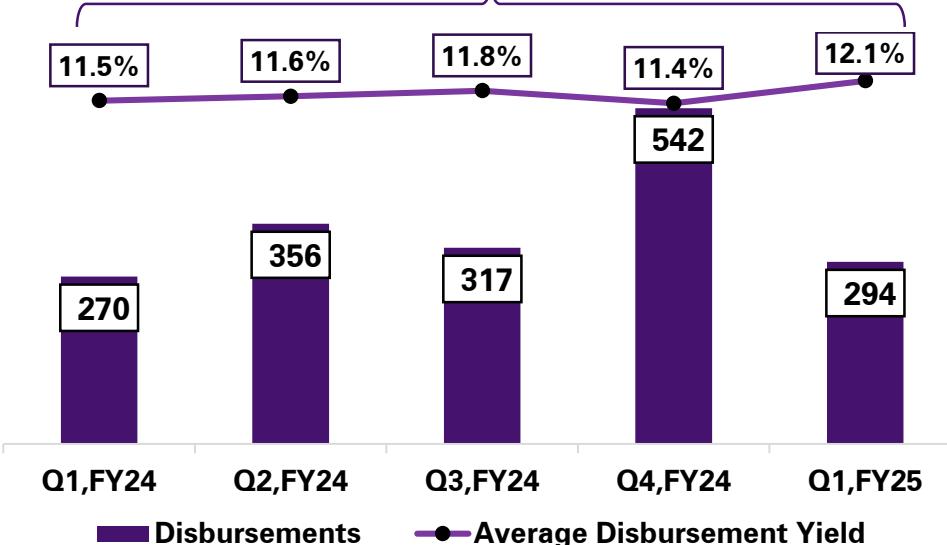


Unsecured
Business Loan



Micro LAP /
Overdraft

Disbursements (9% YoY Growth)



- Significant presence in our core geography
- Offering MSME product (small business segment) through 86 branches, significant headroom to expand within existing branches
- Largely secured lending (>95%)
- Average ticket size of loan book ~₹25-35 lakh

Housing Loans

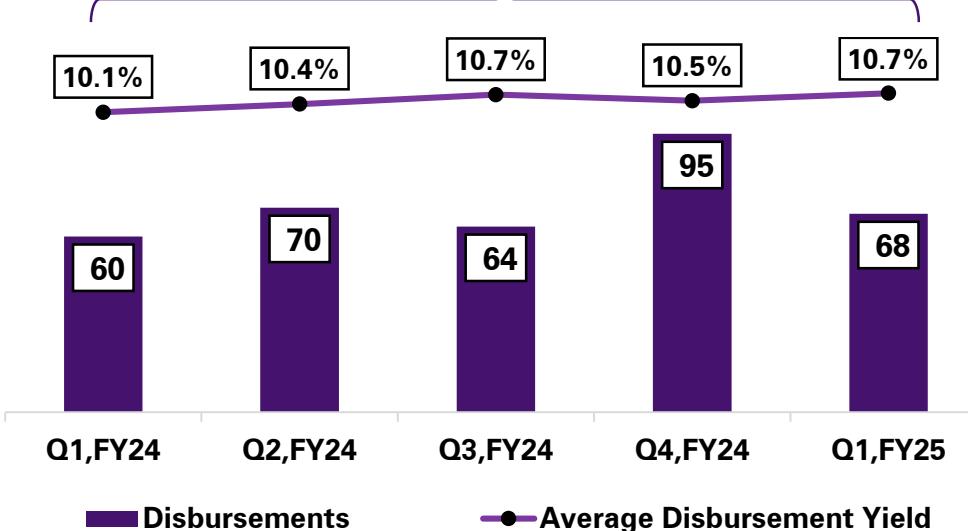
All Amounts in ₹ Crores



Portfolio Outstanding



Disbursements (13% YoY Growth)



Retail Housing Loans

Affordable Housing

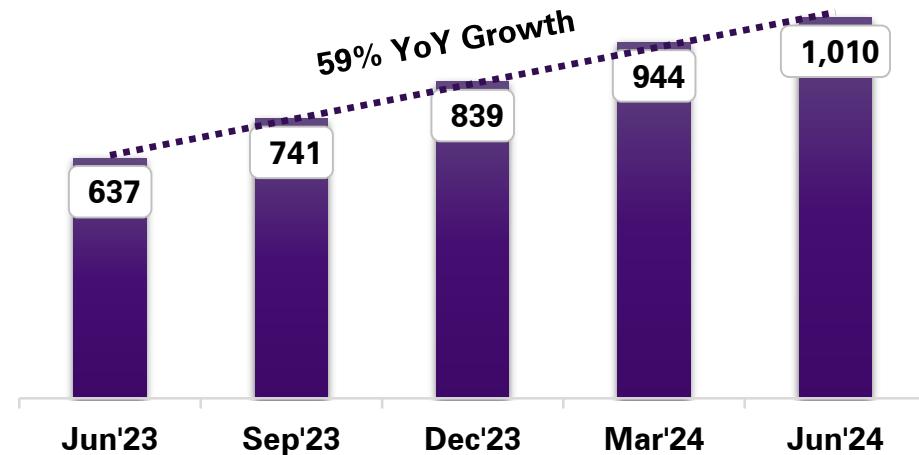
- Significant presence in our core geography
- Currently offering HL product from 56 locations, significant headroom to expand within existing branches
- Housing loans up to ₹35 lakh account for ~66% of housing loan portfolio
- >3,300 customers – Average ticket size of loan book ~₹20-25 lakh

CE & CV Loans

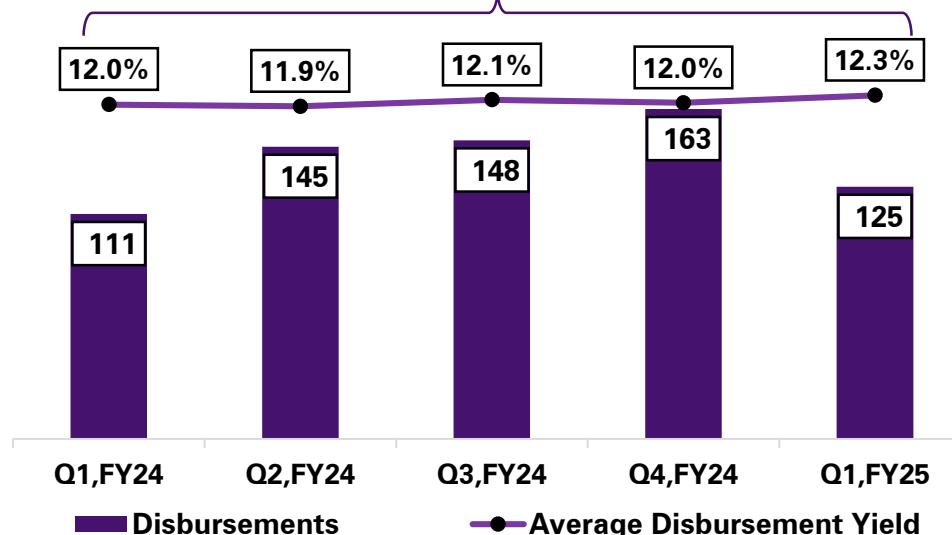
All Amounts in ₹ Crores



Portfolio Outstanding



Disbursements (12% YoY Growth)



CV (New)

- 88% of total portfolio

CE (New)

- 8% of total portfolio

CV & CE (Used)

- 4% of total portfolio

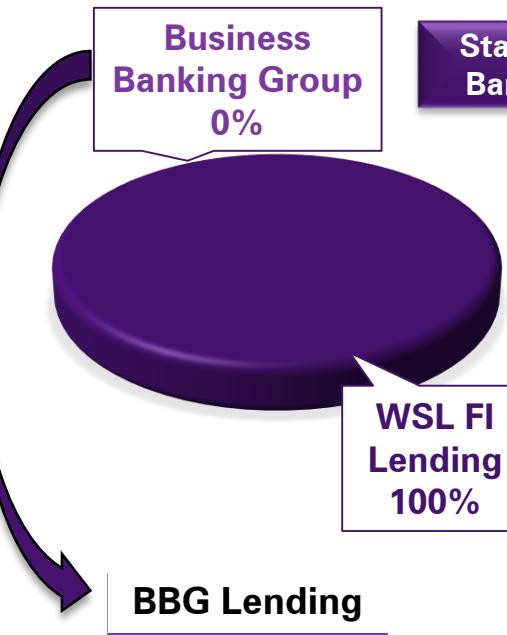
- Lending primarily to small fleet operator segment
- Currently offering CE & CV product through 43 branches, significant headroom to expand within existing branches
- Currently operating primarily in our core geographies
- >3,100 customers - Average ticket size of loan book ~₹30-35 lakh

Wholesale Lending

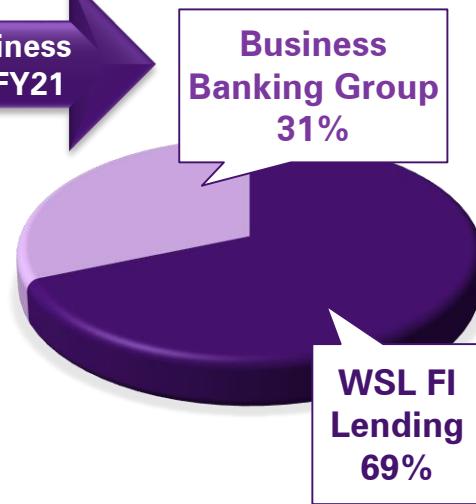
All Amounts in ₹ Crores



Portfolio Break up (Mar-20)



Portfolio Break up (Jun-24)



WSL

Portfolio O/s

Jun-24

Jun-23

Mar-24

₹1,872

₹1,617

₹1,882

Share in Gross Loan Portfolio

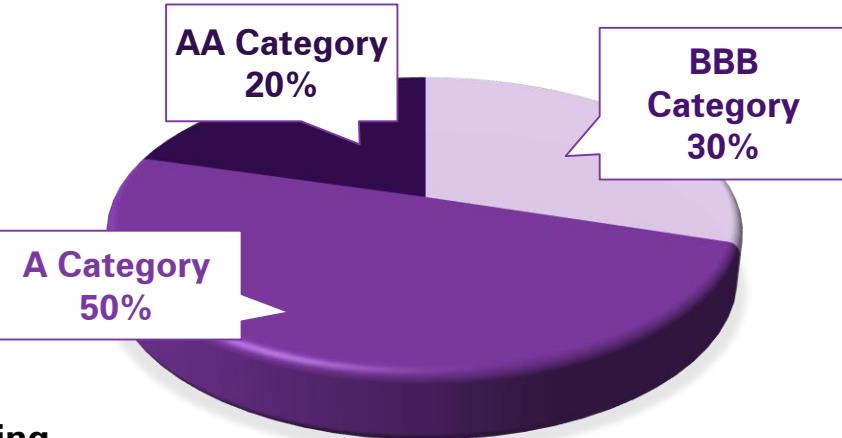
10%

11%

10%

Rating Wise WSL FI Portfolio Break up

Disbursement Yield – 10.8%
(Q1 FY25)



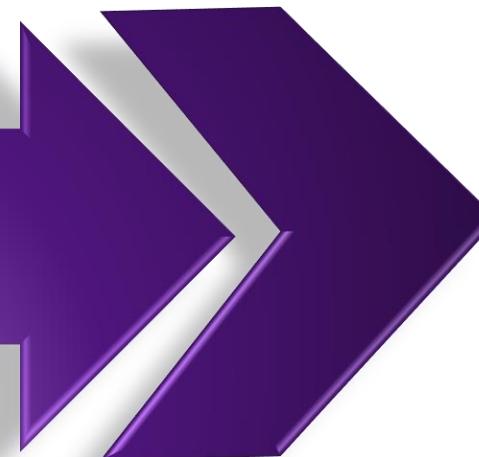
WSL FI Lending

- Small to medium size corporates (SME segment)
- >150 customers; Average ticket size – ~₹4 crore
- Primarily operating account through OD / DLOD product
- Entire book secured against collateral of immovable properties with cover of >100%

- ~70% of book credit rated "A" category or higher by external credit rating agencies
- >70 customers; Average ticket size of outstanding loan ~₹15-20 crore



Deposits Build-up



Deposits grew by 30% YoY; Retail Term Deposits grew 48% YoY



Expanded General Banking Franchise significantly over last 3 years



Targeting top-100 deposits centres of the country



Focus on building retail franchise

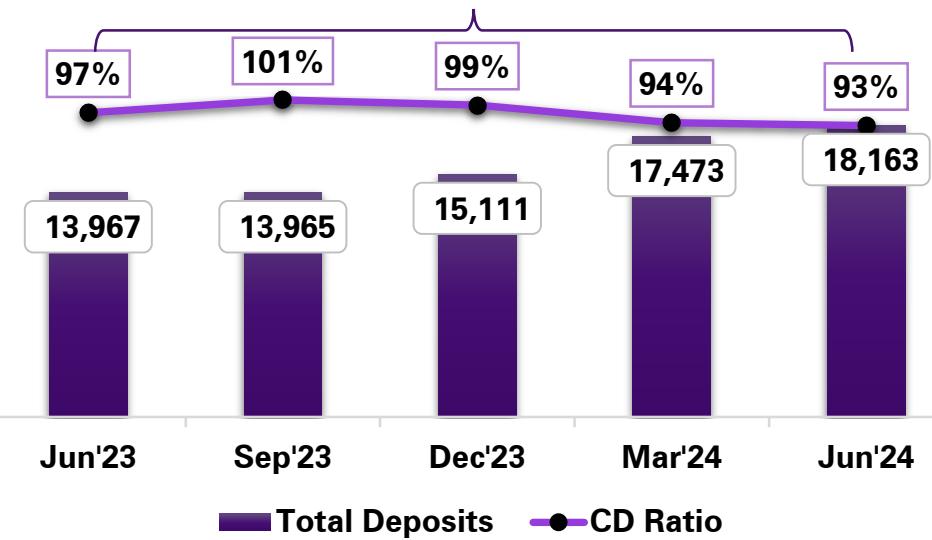
Deposits Trend & Composition

All Amounts in ₹ Crores

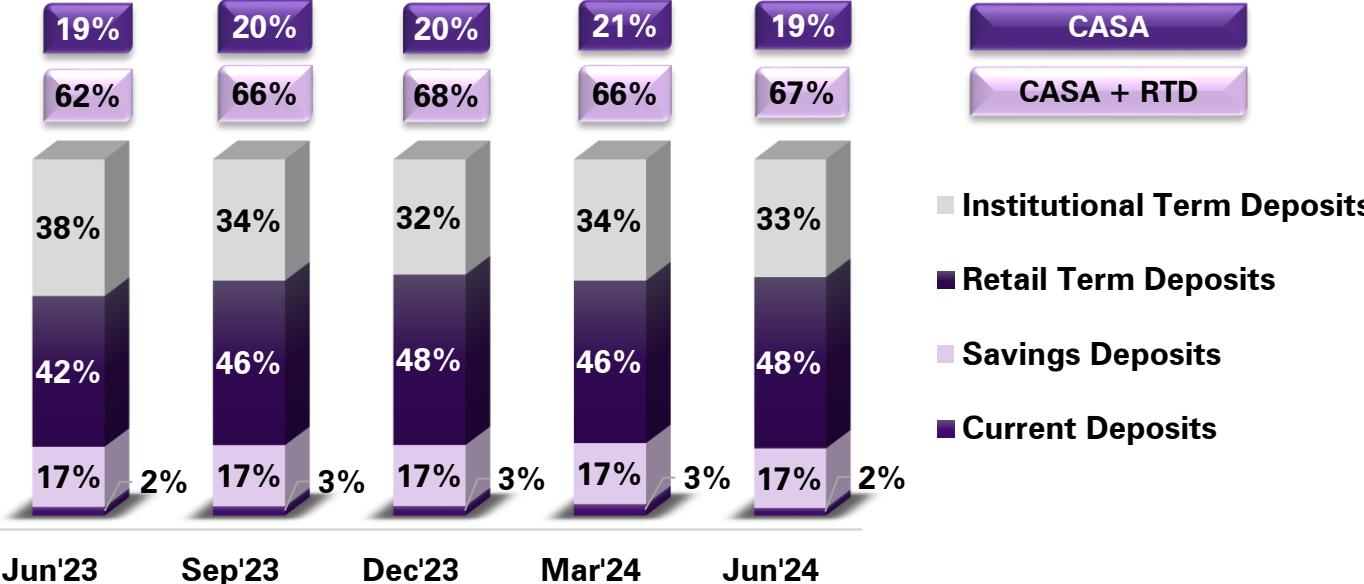


Deposits Trend

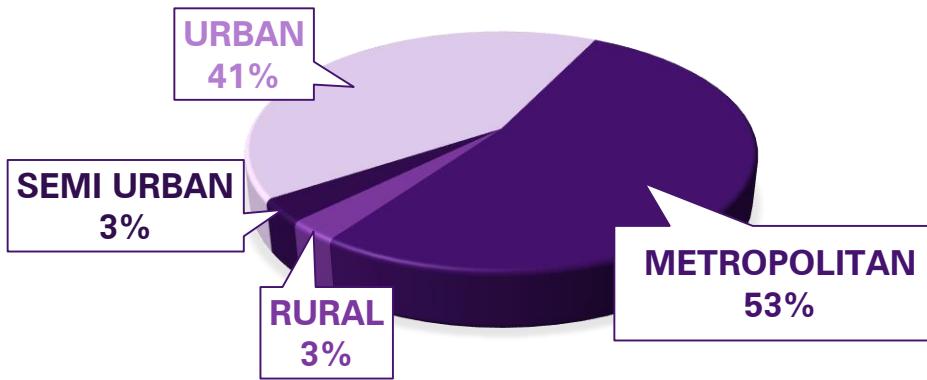
Deposits (30% YoY Growth)



Deposits Composition



Demographic Profile of Deposits* (Jun-24)



*Excluding Deposits through Fintech & Bank Website

Branch Vintage & GB Branches

Branch Vintage	GB Branches
<1 year	23
1-2 year	61
2-3 year	53
>3 year	143
Total	280

~50% of the branches are <3-year vintage

RTD grew by 48% YoY to ₹8,729 crore vs. ₹5,910 crore (₹7,968 crore Mar-24)

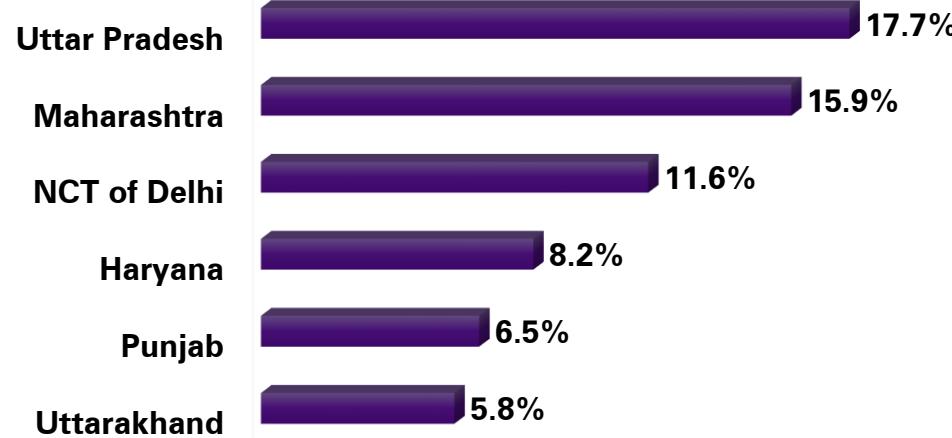
#As per change in regulatory norms, Retail Term Deposits threshold considered as <₹3 crore for Jun-24 vs. <₹2 crore for earlier periods

Deposits Trend & Composition (Contd.)

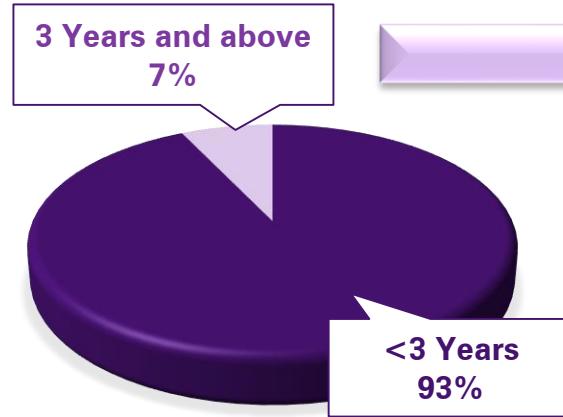
All Amounts in ₹ Crores



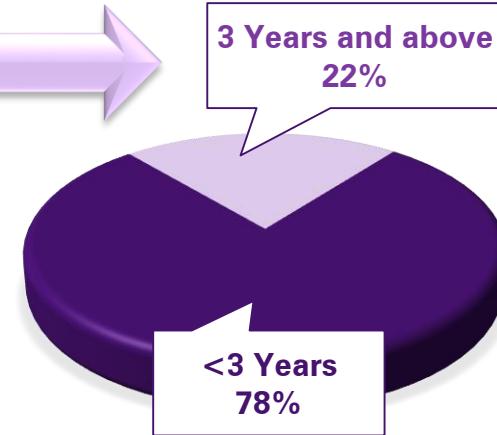
Geographically well diversified Deposits* mix



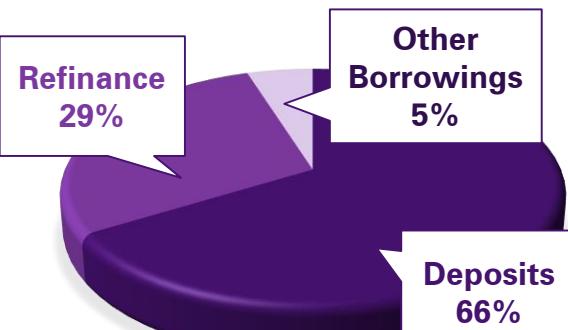
Mar-23



Jun-24

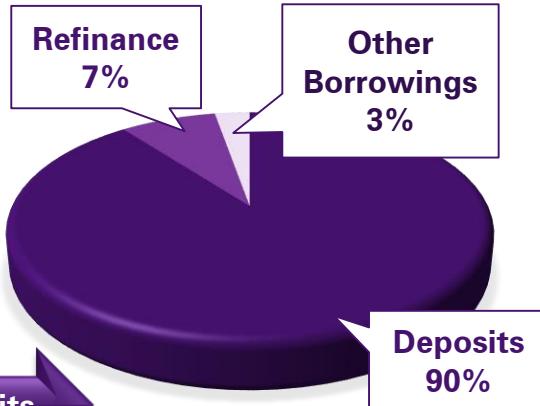


Funding Mix (Mar-20)



Increasing reliance on Deposits

Funding Mix (Jun-24)



Cost %

	Q1 FY25
Term Deposits	8.6%
CASA	5.3%

<1 Year Deposits (incl. CD) accounted for ~6.5% of Term Deposits

Long Term Credit Rating

A+ (Stable) CARE	A+ (Stable) ICRA
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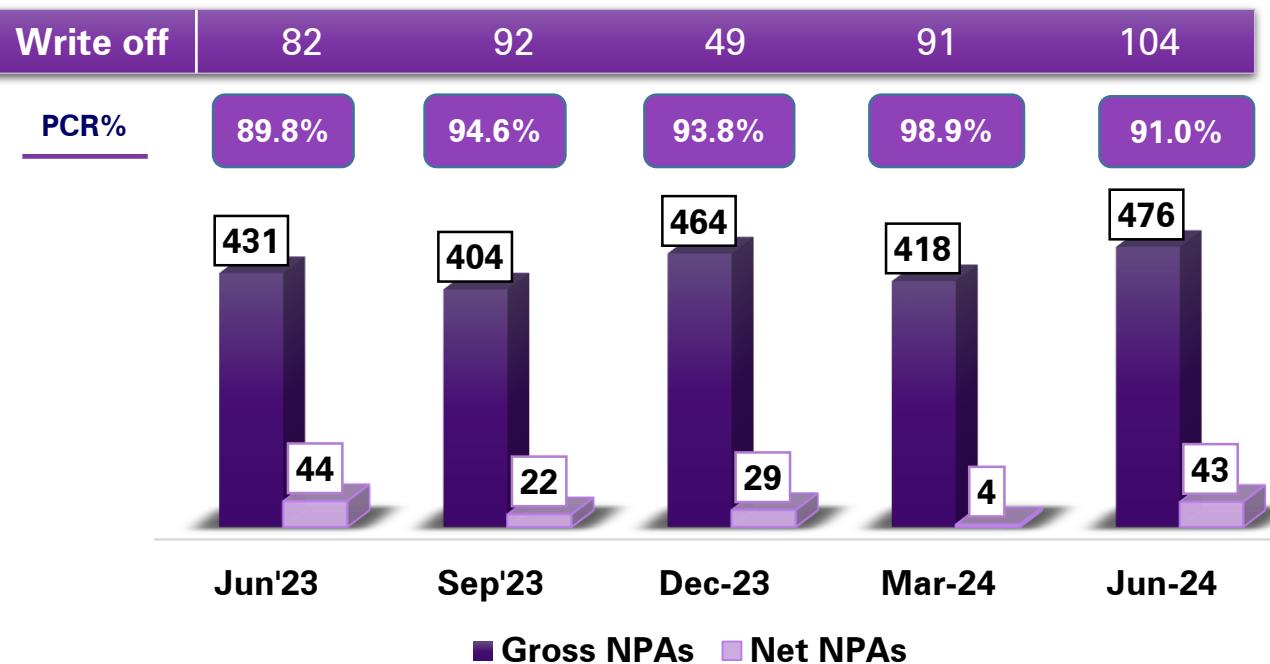
Rating for certificate of deposit programme

A1+ ICRA

*Excluding Deposits through Fintech & Bank Website

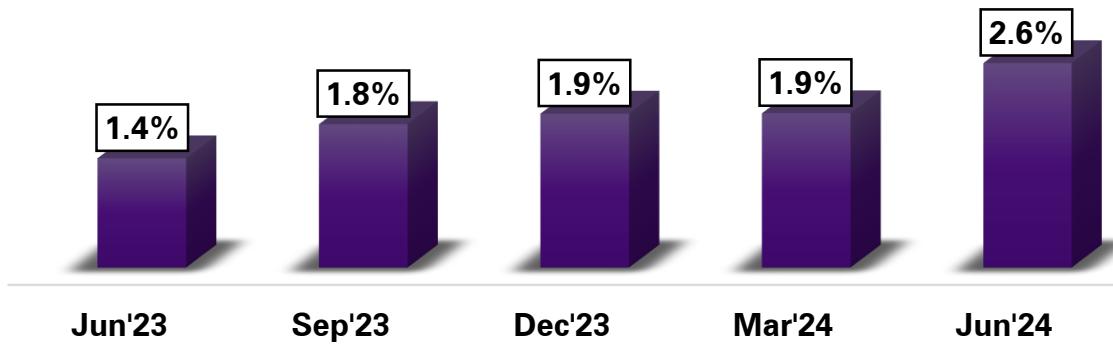
Asset Quality Movement

All Amounts in ₹ Crores



	Jun-24	Jun-23	Mar-24
Gross NPA %	2.8%	3.1%	2.5%
Net NPA %	0.3%	0.3%	0.0%

SMA 1 & 2 %



NPA Movement*	Q1 FY25	Q4 FY24	Q3 FY24	Q2 FY24	Q1 FY24
Opening GNPA	418	464	404	431	432
Additions during the period	180	93	136	98	102
Reductions during the period					
Up-gradations & Recoveries	18	49	26	34	21
Write-offs	104	91	49	92	82
Closing GNPA	476	418	464	404	431

Provisions Break-up

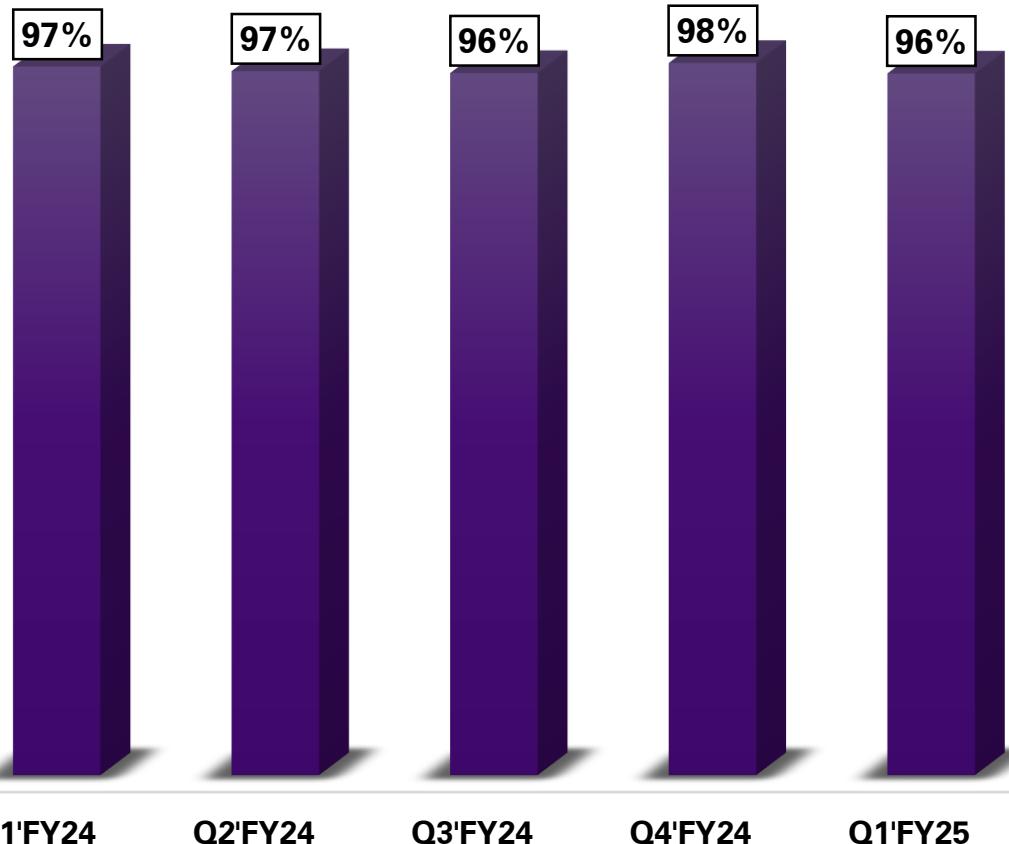
Particulars	Jun-24	Mar-24	Dec-23	Sep-23	Jun-23
NPA Provision	264	264	301	262	281
Floating Provision	169	149	134	120	106
Provision for standard restructured	1	2	2	2	6
Standard Provision	80	78	72	68	65
Total Provisions	514	493	509	452	458

*NPA Movement based on quarter-end NPAs

Micro-Banking – Asset Quality



Collection Efficiency
(excl. Pre-Payments)



	Jun-24	Mar-24	Dec-23	Sep-23	Jun-23
SMA 0 %	1.8%	0.5%	0.8%	0.9%	0.8%
SMA 1 %	1.2%	0.5%	0.7%	0.7%	0.5%
SMA 2 %	1.2%	1.1%	0.9%	0.8%	0.7%
NPA %	3.1%	2.9%	3.8%	3.6%	4.0%



Financial Performance



Stable & consistent financial performance



Focus on cost efficiency resulting healthy cost income ratio



Healthy Operating Profitability

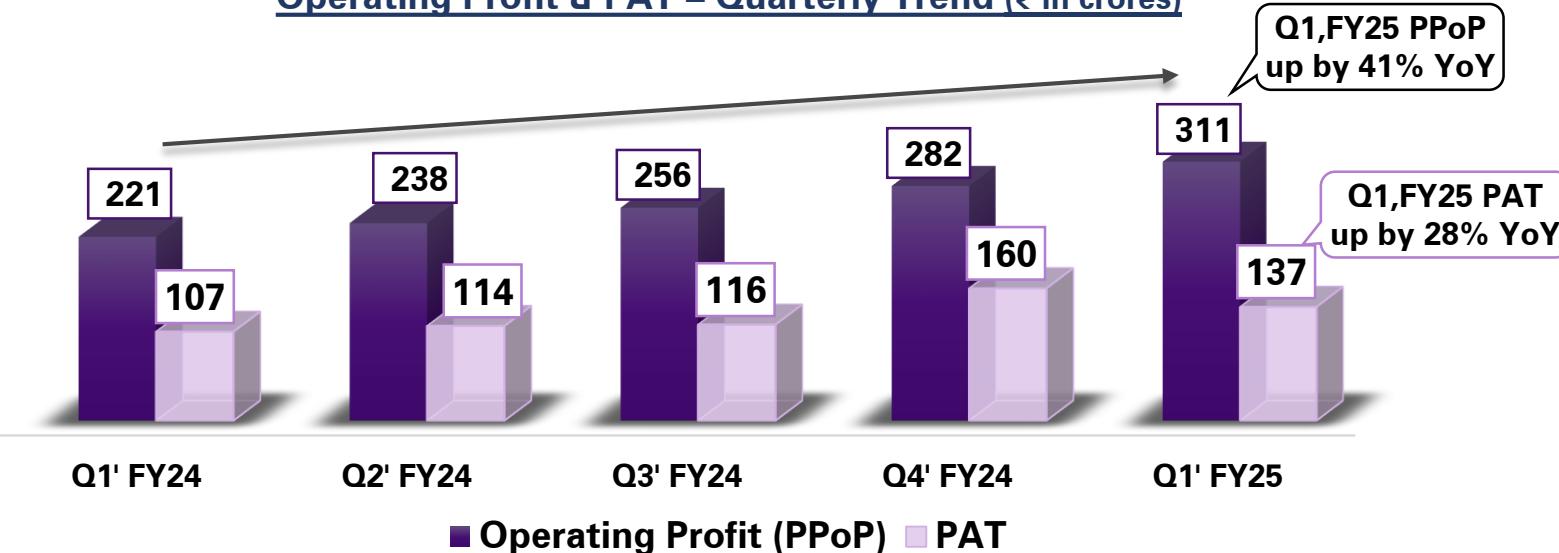


Building floating provision to ensure resiliency

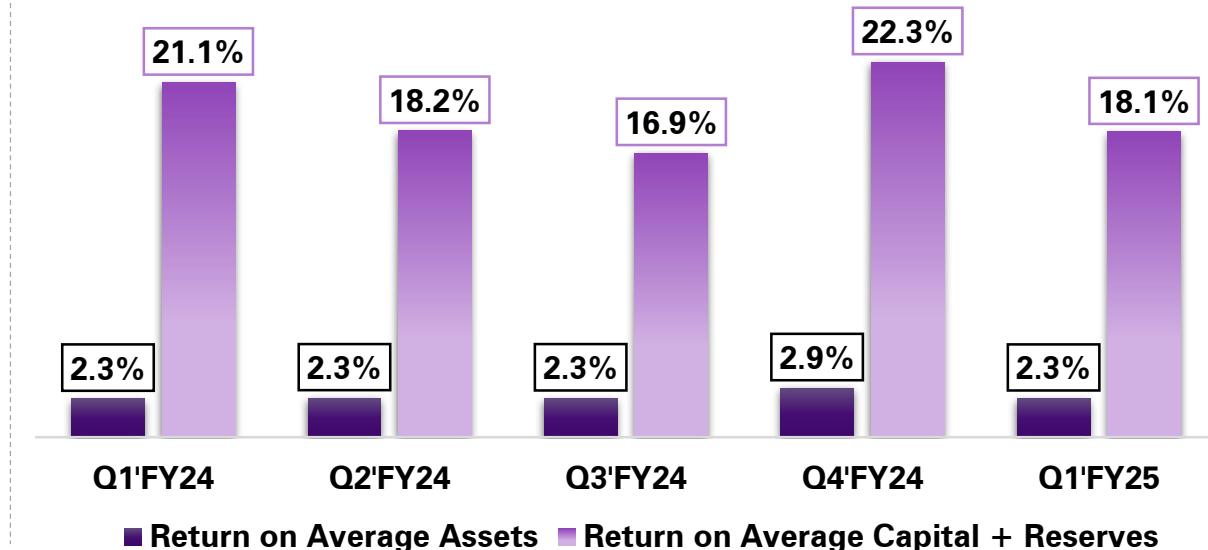
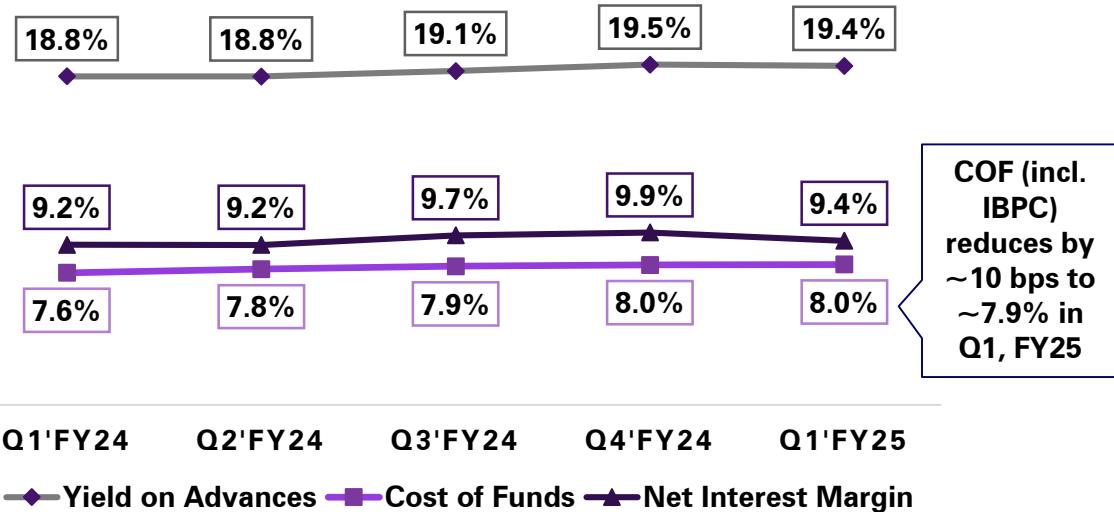
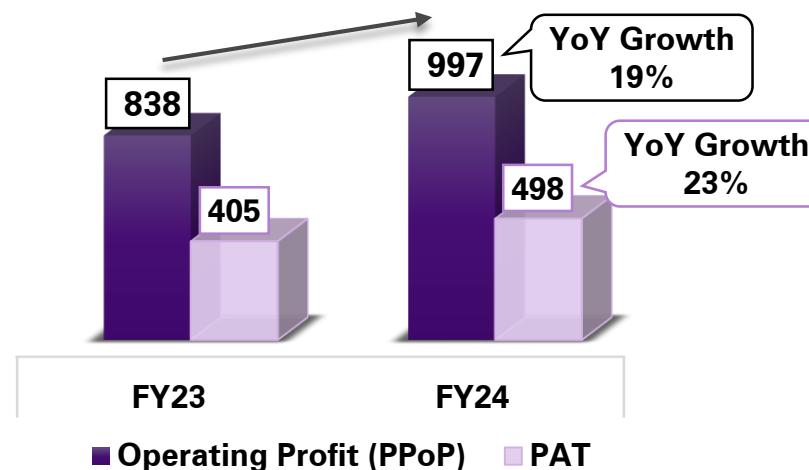
Enduring Profitability Metrics



Operating Profit & PAT – Quarterly Trend (₹ in crores)

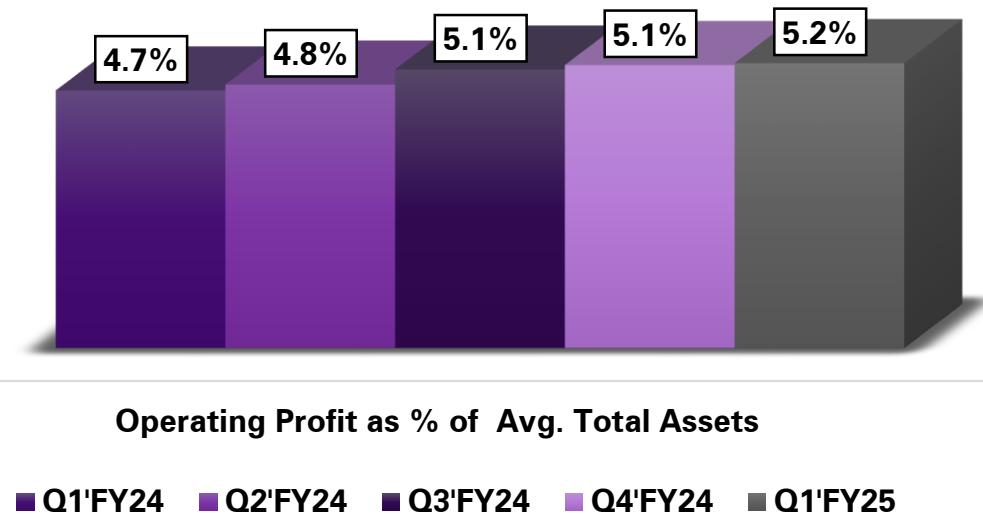
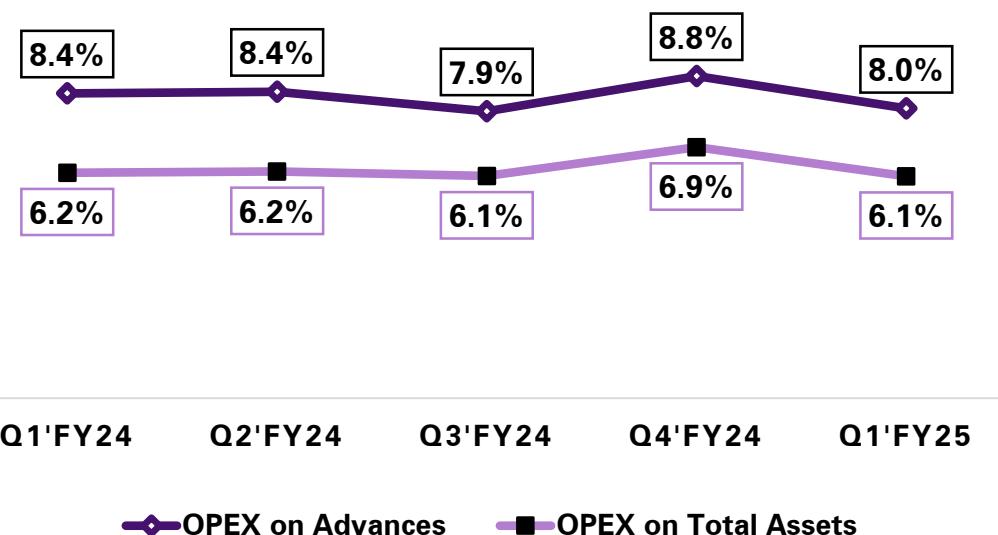
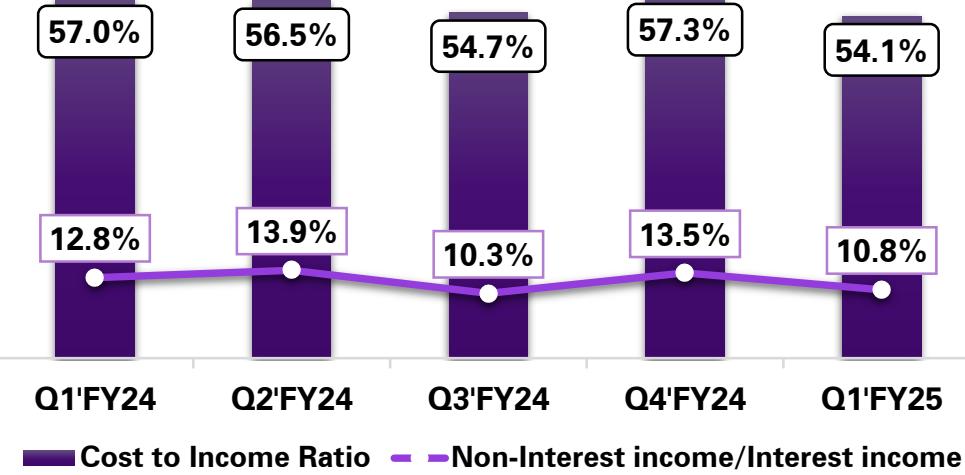
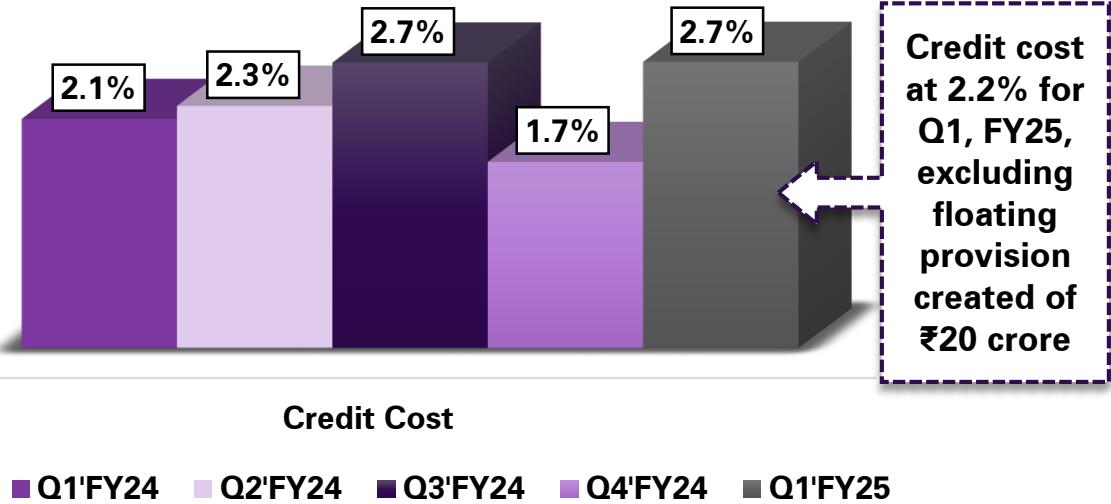


Annual Operating Profit & PAT (₹ in crores)



Note - Ratios basis monthly average balances

Enduring Profitability Metrics (Contd.)



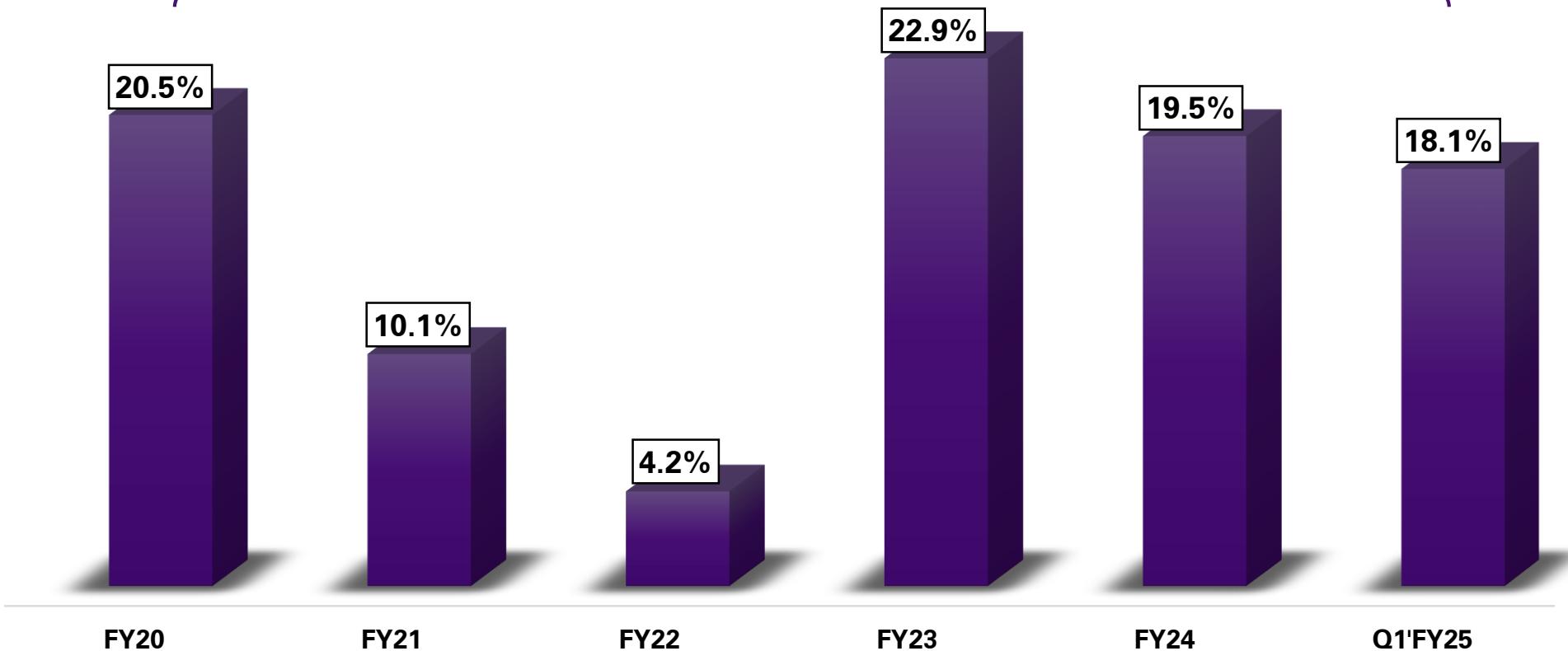
Note - Ratios basis monthly average balances

Cross-Cycle Return on Equity (RoE)

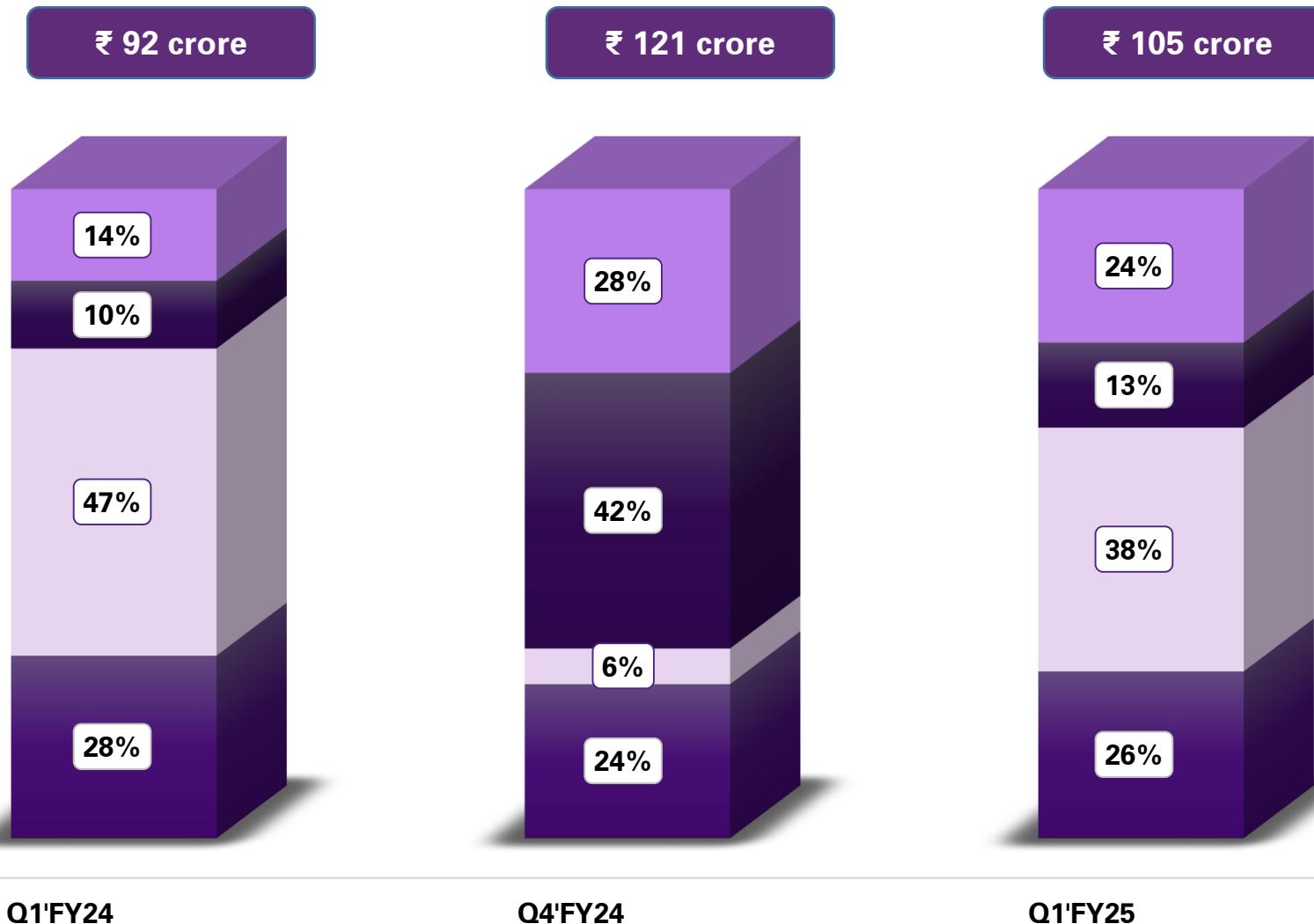


Average: 15.9%

Additionally, built floating provision cushion during this period; ₹169 crore as on Jun-24



Break-up of other income



■ Loan Processing Fee ■ PSLC Income ■ Recovery from written off accounts ■ General Banking & Other Income

FY25 Guidance



- Gross loan portfolio growth ~30% for FY25
 - Increase in share of secured loans, share of MB loans to decline by ~3-4% from 62% as on Mar-24
-
- Deposits growth to be higher than credit growth & reduction in CD ratio
 - Share of CASA + RTD to improve from level of 66% as on Mar-24
-
- ROA of >2% & ROE ~18% for FY25
 - Cost-Income Ratio in range of 54-57% for FY25
-
- Credit Cost (including floating provision) ~2% for FY25

CRAR & Tier 1

All Amounts in ₹ Crores



Particulars	Jun-24	Jun-23	Mar-24
Risk Weighted Assets	13,358	10,266	12,994
Total Capital	3,096	2,033	2,932
Tier-I Capital	2,724	1,839	2,722
Tier-II Capital	373	194	210
CRAR	23.18% ^	19.81%	22.57%
Tier-I CRAR	20.39% ^	17.92%	20.95%
Tier-II CRAR	2.79%	1.89%	1.62%

[^]PAT for Q1, FY25 not included in CRAR as Financials for June 2024 are only limited review and not full audit

Profit & Loss: For the quarter ended June 30th, 2024

All Amounts in ₹ Crores



Particulars	Q1'FY25	Q1'FY24	Y-o-Y	Q4'FY24	Q-o-Q	FY24
INCOME		Limited Review		Audited		Audited
Total Interest Earned	966	720	34%	896	8%	3,178
Less : Interest Expense	393	298	32%	356	10%	1,293
Net Interest Income	573	422	36%	540	6%	1,886
Add : Other Income (Processing Fee on loans + Transaction and other fee income + PSLC income + Write off Collections)	105	92	14%	121	(13)%	400
Operating Income	678	514	32%	661	3%	2,286
EXPENDITURE						
Operating Expenses	367	293	25%	378	(3)%	1,289
Personnel Cost	205	170	21%	210	(2)%	737
Other Operating Expenses	161	122	32%	168	(4)%	552
Operating Profit	311	221	41%	282	10%	997
Total provisions	125	77	63%	74	69%	338
PBT	186	145	29%	208	(11)%	659
Tax	49	37	32%	49	0%	162
PAT	137	107	28%	160	(14)%	498

Balance Sheet: As on June 30th, 2024

All Amounts in ₹ Crores

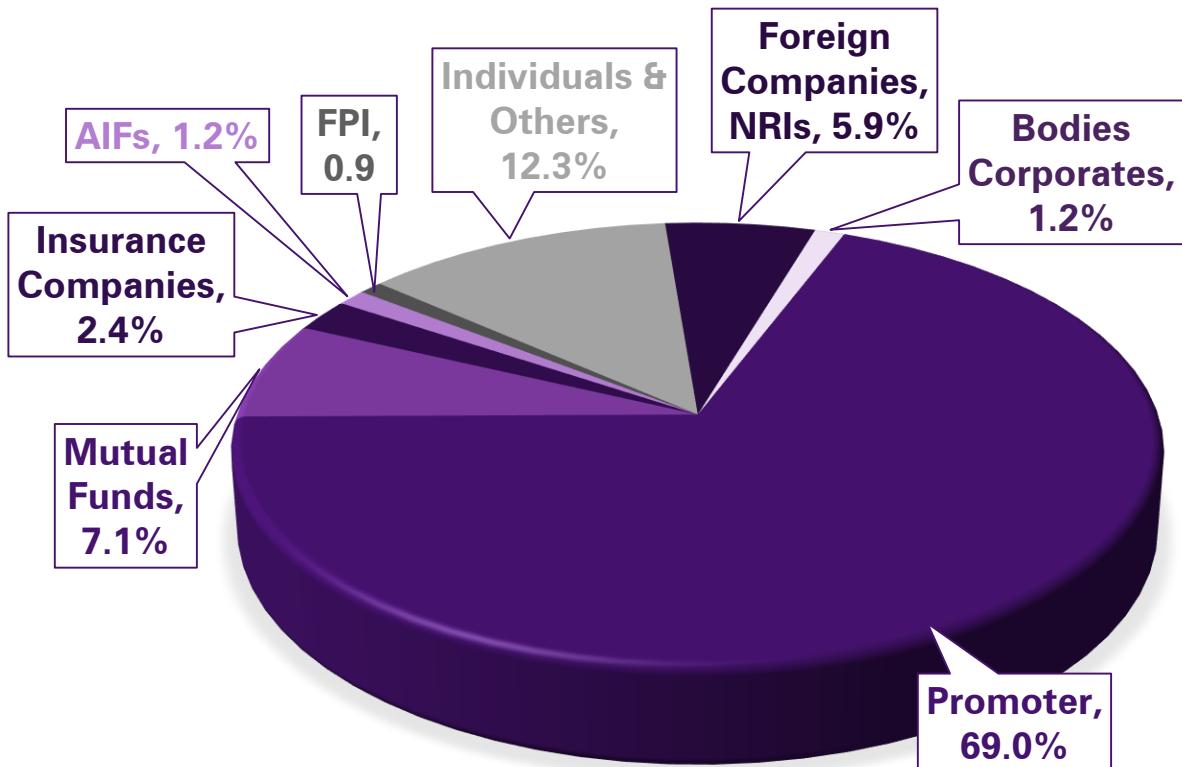


Particulars	June 30 th , 2024	June 30 th , 2023	Y-o-Y	March 31 st , 2024	Q-o-Q
CAPITAL & LIABILITIES	Limited Review			Audited	
Capital and Reserves	3,119	2,110	48%	2,973	5%
Deposits	18,163	13,967	30%	17,473	4%
Borrowings	2,113	2,245	(6)%	1,995	6%
Other Liabilities and Provisions	1,497	1,073	39%	1,462	2%
Total	24,891	19,396	28%	23,903	4%
ASSETS					
Cash and balances with RBI	1,424	1,068	33%	1,247	14%
Balances with banks and money at call and short notice	2,067	1,262	64%	1,781	16%
Investments	3,761	2,862	31%	3,679	2%
Advances (Net of provisions)	16,834	13,513	25%	16,365	3%
Fixed Assets	311	302	3%	312	0%
Other Assets	496	389	28%	519	(5)%
Total	24,891	19,396	28%	23,903	4%

Shareholding Pattern



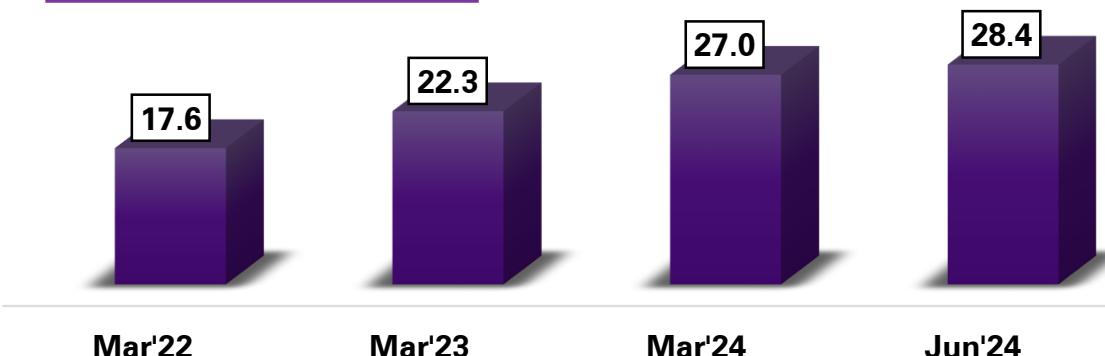
Bank Shareholders as on June 30th, 2024



Top 10 Shareholders as on June 30th, 2024

Utkarsh CoreInvest Limited
Mirae Asset (Mutual Funds)
Olympus ACF Pte. Ltd.
Aditya Birla Sun Life Trustee Private Limited
Bharti AXA Life Insurance Company Ltd.
Aavishkaar Bharat Fund
responsAbility Participations Mauritius
Growth Catalyst Partners LLC
Massachusetts Institute of Technology Basic Retire
Triodos Sicav II - Triodos Microfinance Fund

Book Value Per Share



Diversified & Experienced Board



Board Members of the Bank



Parveen Kumar Gupta

Part Time Non-Executive Chairman & Independent Director

- Certified Associate of the Indian Institute of Bankers
- Previous associations with SBI as Managing Director & BoB as senior advisor
- Other key associations - Non-Executive Chairman - Future Generali Insurance, Public Interest Director & Chairman – NSDL



Chandra Shekhar Thanvi

Non-Executive Director (Nominee of SIDBI)

- Currently serving as CGM at SIDBI
- Previous associations:
 - a) CEO of India SME Technology Services Limited
 - b) CEO of National Credit Guarantee Trustee Company Limited (NCGTC)
- Certified associate of the Indian Institute of Bankers



Kalpana Prakash Pandey

Independent Director

- Previously worked as the MD & CEO of CRIF High Mark Credit Information Company
- Was also associated with State Bank of India, IDBI Principal AMC and HDFC Bank Limited



Nagesh Dinkar Pinge

Independent Director

- Qualified CA & LLB (General)
- Previously associated with Tata Motors Limited, Reliance Retail Limited, ICICI Bank Limited and others



Ajay Kumar Kapur

Independent Director

- Previous associations include SIDBI as DMD, SIDBI Venture Capital Limited as CEO, MUDRA, Receivables Exchange of India Limited, CGTMSE, amongst others



Kajal Ghose

Independent Director

- Currently on the Board of Supervisors as a Member of the Afghan United Bank, Kabul
- Advisor to Datawise Analytics, Hyderabad
- Visiting faculty at IIMs, IIT, NIBM, IIBF, IIBM amongst others
- Previously worked as CGM at SBI, consultant with PayU Payments, Stratosphere IT Services and Kovid Group Analytics India



Muralidharan Rajamani

Non-Executive Director

- BFSI industry veteran (SBI, ICICI Bank, Edelweiss Tokio, L&T Financial Services) in Leadership positions.
- Independent / Advisory Board Member/Mentor
- Qualifications: BSc., MA, CAIIB and Executive Education Stanford University



Govind Singh

Managing Director & Chief Executive Officer

- Certified associate of the Indian Institute of Bankers
- Previously associated with Utkarsh CoreInvest as MD & CEO, ICICI Bank as assistant general manager, Surya Fincap Limited, UTI Bank Limited, Allahabad Bank, State Bank of Patiala and Bank Internasional Indonesia

Leadership Complementing Bank's Strengths



Senior Management Team



Govind Singh - *Managing Director & Chief Executive Officer*

- Over 25 years of experience in the banking and financial services sector and in particular the microfinance industry
- Previously associated with Utkarsh CoreInvest (Bank's Promoter) as MD & CEO and ICICI Bank Limited, UTI Bank Limited and State Bank of Patiala



Trilok Nath Shukla

Head - Micro Banking

- Worked at Cashpor Micro Credit
- Also been a Wholetime director of Utkarsh CoreInvest



Sarjukumar Pravin Simaria

Chief Financial Officer

- Experienced in the field of financial management
- Worked at Edelweiss, Fino Payments Bank and HDFC AMC



Alok Pathak

Chief Risk Officer

- Experienced in the field of risk and treasury management
- Worked at Yes Bank as executive vice president - risk management



Umesh Arora

Head-Assets-Retail & Wholesale Lending

- Experienced in the field of banking
- Worked at Axis Bank, IDBI Bank & Standard Chartered Bank



Mohinder Pal Singh

Head - Operations

- Experienced in the field of branch banking
- Worked with Axis Bank, Bank of Punjab & State Bank of Patiala



Rahul Dey

Head - Internal Audit

- Experience in banking and MFI sector
- Worked with Ujjivan Financial Service and Spandana Spoorthy



Sanjay Sharda

Head - Consumer Banking

- Experienced in the field of banking
- Worked with HDFC Bank, Kotak Mahindra Bank, BNP Paribas, IndusInd, and Citibank



Hitain Sharma

Chief Human Resource Officer

- Experienced in the field of human resources and industry relations
- Worked at Aditya Birla Sun Life Insurance and Kotak Mahindra Bank as vice president - HR



Mukesh Singh Verma

Chief Compliance Officer

- Experienced in providing regulatory compliance services covering RBI regulations
- Worked with North East Small Finance Bank and AU Small Finance Bank



Abhijeet Bhattacharjee

Chief Information Officer

- Experienced in the field of information technology
- Worked with RBL as its head of digital channels, & UTI Bank, ABN AMRO, RBS



Muthiah Ganapathy

Company Secretary & Compliance Officer

- Responsible for managing the secretarial affairs
- Worked at Aditya Birla Housing Finance



G.H. Vijay Raghava

Head - Treasury

- Experienced in the field of Banking & Treasury
- Worked at Suryoday SFB, ICICI Bank, Bank of India



Rahul Sinha

Head - Collections

- Experienced in the field of lending
- Worked at Bajaj Finance as its business head - MSME lending



Tech, ESG & CSR



Technology Setup to support Physical Infrastructure and Digital Requirement



Integrating ESG Sensitivities into our operations & decision-making



Contributing to the well-being of the society

Technology Setup to support Physical Infrastructure and Digital Requirement



P
H
Y
S
I
C
A
L



Supporting extensive branch network of 916 branches



ISO 27001 Certification for IT operation



Tab enabled feet-on-street for acquisition and collections



Micro ATM for Cash Withdrawal in Remote locations

D
I
G
I
T
A
L



Extensive Mobile and internet Banking for customer service



Robotic Process Automation for internal process automation



E-sign and Digital contract for customer KYC and documentation



First to launch 'UPI Lite' in Global Fintech Festival



Data Lake for regulatory reporting



End to end digitised personal loan program



Digi Onboarding and U-Insta service for Digital acquisition of liability products



Video KYC for Onboarding and Customer personal discussion.

360-Degree Transformation → Bank Future Growth Ready



Business and Product

Enhanced revenue streams

Diversified product offerings

Faster TAT

Employees & Shareholders

Revenue Growth

Improved efficiency & productivity

Data driven decision making

Tech Enablement

Scalability and agility

Improved reliability

Impact



Customers

Omnichannel experience

Better experience & services

Digital Journey

Reporting

Efficient monitoring

Compliance

Cyber security

Partnerships

Fintech tie-ups

New business opportunities

Business Technology Transformation (360-Degree Transformation)



Technology Cost*

~8% of Total
Operating Expenses

**Enterprise Level
Digitisation
touching
Customers, Partners
and Employees**

3 Yrs.
Transformation
Journey
**Technology
Cost***

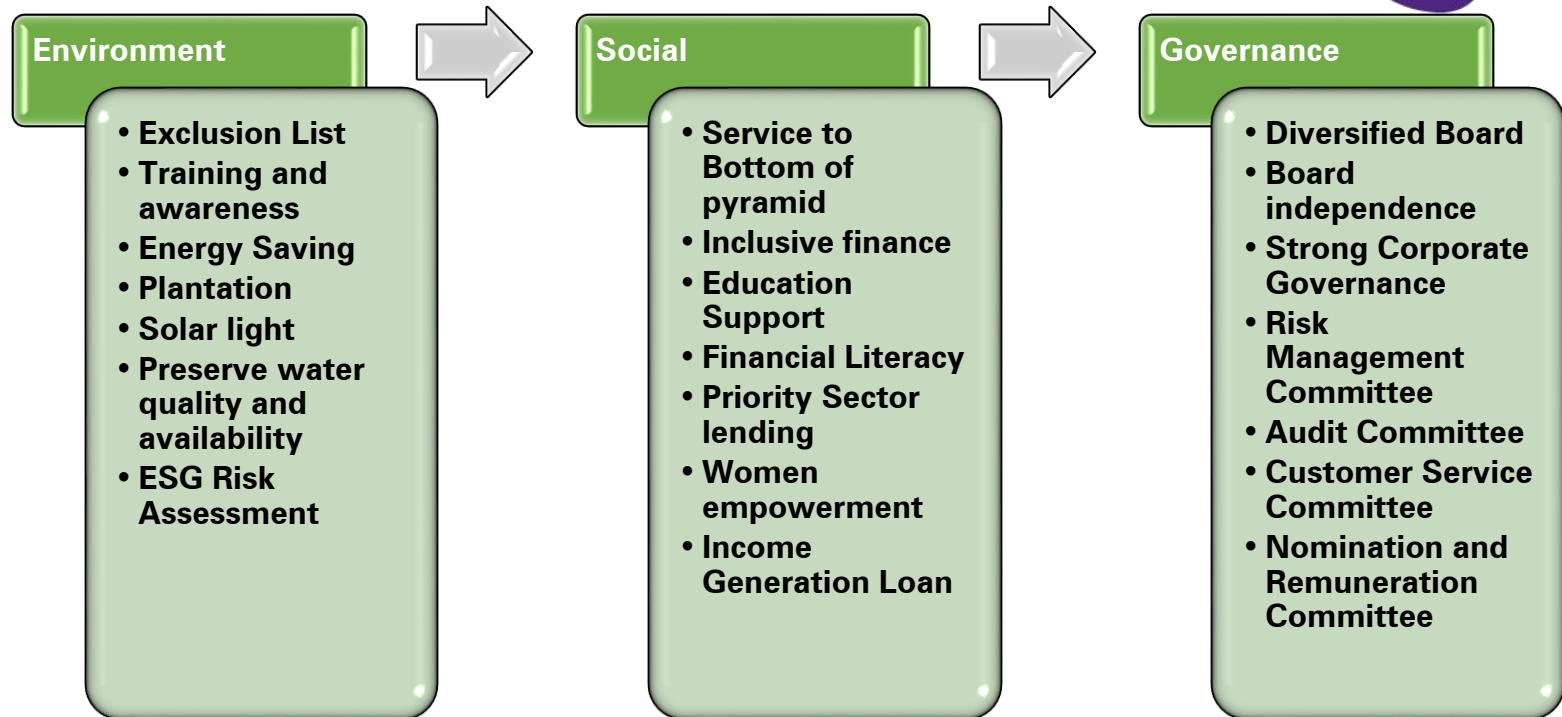
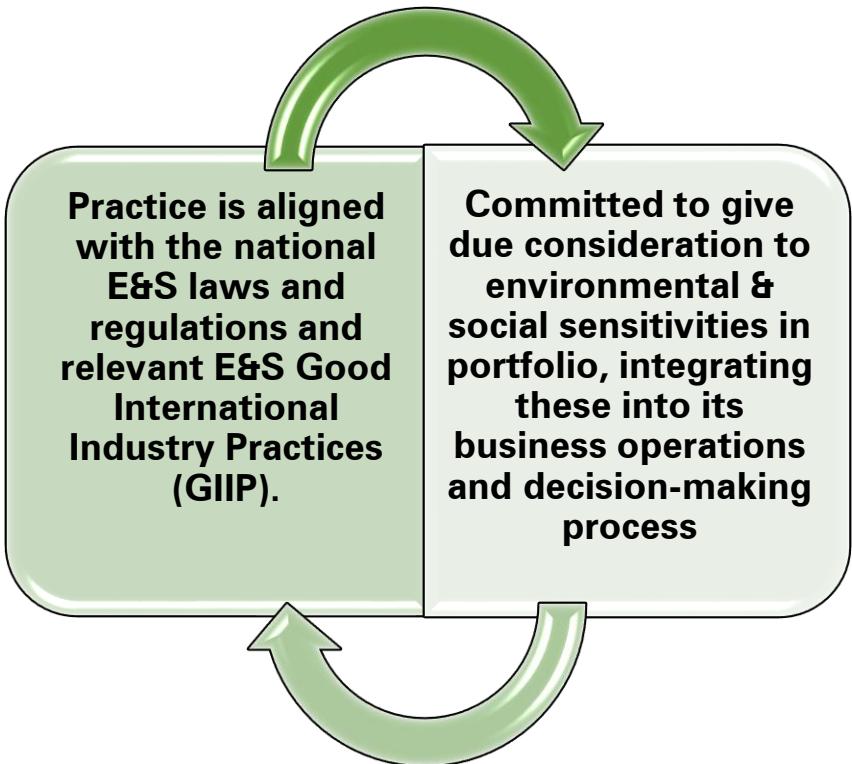
9-10% of Total
Operating Expenses

**Future
Growth
Ready**

- Core Banking Solutions (CBS)
- Loan Origination System (LOS)
- Data Lake and Data Analytics
- Cloud Computing
- Robotic Process Automation (RPA)
- Lead Management System (LeMS)
- Early Warning systems
- Network Strengthening
- Hardware upgradation
- Fintech Integration and API gateway

- Adapt best in class
- Digital plus Physical co-existence
- Improve Reliability
- Strengthen Scalability
- Improved TAT to positively impact business performance and client servicing
- Digitized Customer Service & Experience
- Strengthened data driven decision making
- Explore new areas for innovation i.e. Artificial Intelligence use cases

Environment, Social & Governance

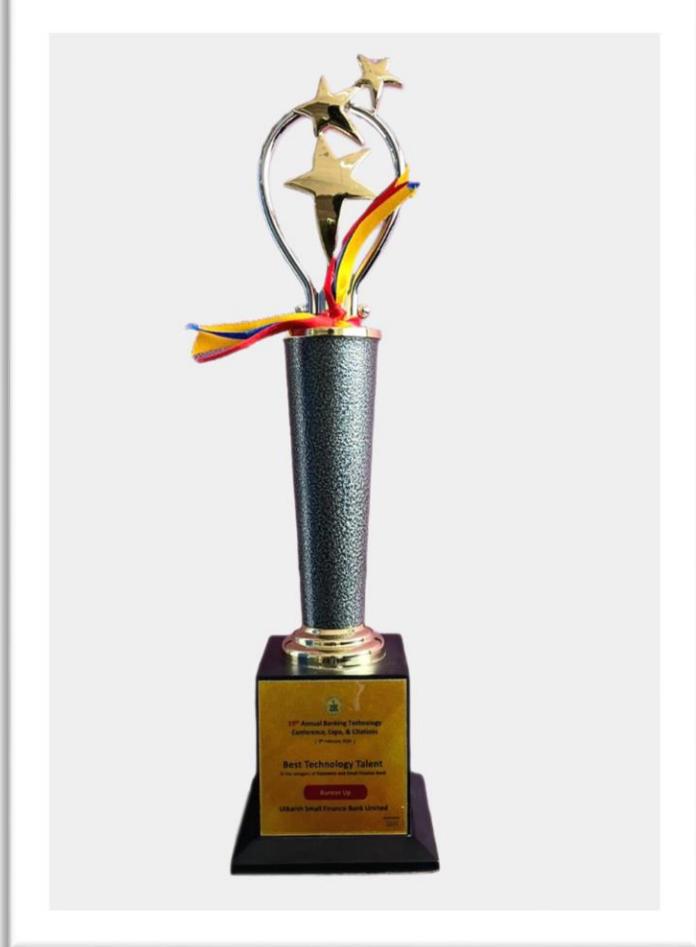


Awards & Accolades



**Most Preferred Workplace
2023-24 (BFSI Edition) by
Marksmen Daily**

**Credit Modeling & Risk
Team of the Year Award at
the India Credit Risk
Summit & Awards 2024**



**Best Technology Talent at 19th
Annual Banking Technology
Conference, Expo & Citations**

Awards & Accolades (Contd.)



**Employee Excellence 2023
by the Times Group – ET
EDGE**

**Best Customer Experience
Strategy by India Customer
Excellence (CX) Summit &
Awards 2023**



**Most Trusted BFSI Brands by
Team Marksmen Daily –
2023-24**

Utkarsh Welfare Foundation: CSR Initiatives



FINANCIAL AWARENESS



HEALTH INITIATIVES



SKILL & ENTERPRISE
DEVELOPMENT PROGRAM



VILLAGE DEVELOPMENT
PROGRAM



OTHER PHILANTHROPIC
ACTIVITIES

Lives Impacted
11,90,000+

Lives Impacted
16,40,000+

Lives Impacted
43,000+

Lives Impacted
17,400+

Initiatives
Blood Donation Camps,
Support to Old Age
Home & Orphanage,
Natural Calamities
Relief Initiatives, etc.

Utkarsh Welfare Foundation: CSR Initiatives (Contd.)



Financial Awareness



Polyclinic Camps



E-Clinics



Digital Smart Classes



Women Entrepreneurship



Blood Donation Camps



Village Development Program



Health Awareness



Learning Enhancement Program



Weavers Support Program



Support to Old Age Home



Agri Input Support

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