S. no.	Parameters	Housing finance players focused on low income housing segment	Normal housing finance players
5.	Collection	Relatively lower share of repayment through electronic clearing service ("ECS") / national automated clearing house ("NACH") leading to higher operating expenses ("**opex**")	Higher proportion of ECS and NACH in EMI payment leading to higher collection efficiency
6.	Cost and sources of funds	Higher reliance on bank borrowings leading to relatively higher cost of funds	Higher reliance on capital markets leading to cheaper funds

Source: CRISIL MI&A

7.2 First time availing loan facility (New to Credit)

Share of first time credit customers in housing finance focused on low income housing segment are more than double as compared to normal housing (ticket size more than ₹ 1.5 million) in Fiscal 2023. The declining share of first time credit customers from fiscal 2022 to fiscal 2023 also indicates better availability of loan repayment records of customer while assessing them for credit underwriting.

New customers to credit (In value terms)

	Normal Housing			Low-income housing segment		
	FY22	**FY23**	**9MFY24**	**FY22**	**FY23**	**9MFY24**
Disbursement to new to credit customers (₹ billion)	373	414	275	109	116	77
Disbursement to known to credit customers (₹ billion)	6,563	8,066	7,248	728	858	709
Share of new to credit customers in disbursements (%)	5%	5%	4%	13%	12%	10%

Note: Share of new to credit is derived as disbursement to new to credit customers divided by total disbursement to new to credit and known to credit customers.
New to credit customers are defined as customers with no credit history at the time of loan sanction
Source: CIBIL, CRISIL MI&A

Similar trend can be observed with regards to first time home loan facility users in housing finance focused on low income housing segment. As of the nine months ended December 31, 2023, first time home loan consumers account for 57% of housing loan disbursements in case of housing finance focused on low income housing segment, which is much higher than their share of around 46% in housing loan disbursements above ₹ 1.5 million ticket size.

New customers to home loan (In value terms)

	Normal Housing			Low-income housing segment		
	FY22	**FY23**	**9MFY24**	**FY22**	**FY23**	**9MFY24**
Disbursement to new to product customers (₹ billion)	3,564	4,392	3,305	505	590	424
Disbursement to known to product customers (₹ billion)	3,373	4,088	3,864	332	384	322
Share of new to product customers in disbursements (%)	51%	52%	46%	60%	61%	57%

Note: Share of new to product is derived as disbursement to new to product customers divided by total disbursement to new to product and known to product customers.
New to product customers are defined as customers with no credit history for home loans at the time of loan sanction
Source: CIBIL, CRISIL MI&A