

Program" on page 174.

Our systemic and operational controls may not be adequate to prevent adverse impact from frauds, errors, hacking and system failures. Further, customer applications and interfaces, may be open to being hacked or compromised by third parties, resulting in thefts and losses to our customers and to us. Some of these cyber threats from third parties include: (a) phishing and trojans – targeting our customers, wherein fraudsters send unsolicited mails to our customers seeking account sensitive information or to infect customer machines to search and attempt ex-filtration of account sensitive information; (b) hacking – wherein attackers seek to hack into our website with the primary intention of causing reputational damage to us by disrupting services; (c) data theft – wherein cyber criminals may attempt to intrude into our network with the intention of stealing our data or information; (d) ransomware – a malware which threatens to block or publish data unless a ransom is paid and (e) advanced persistency threat – network attack in which an unauthorized person gains access to our network and remains undetected for a long period of time. In addition, there has been a recent increase in electronic transactions which increases the risk of cyber-attacks. The intention of these attacks is to steal our data or information, or to shut down our systems and only release them for a fee. While we have not experienced any security breach in the last three FYs and nine months ended December 31, 2023 which had a material impact on our financial condition and results of operations, any security breach in the future may cause our customers to lose confidence in the effectiveness of our data security measures, and in turn have an adverse effect on our business, operations, financial condition or cash flows. Any cybersecurity breach could also subject us to the penalties levied for breach of obligations under the Digital Personal Data Protection Act, 2023 (“**DPDP Act**”), see “– *Changing laws, rules and regulations and legal uncertainties, including adverse application of RBI or NHB regulations or tax laws and regulations, may materially adversely affect our business, financial condition, results of operations, cash flows and prospects*” on page 51 for more details.

Further, the information available to and received by our management through our existing systems may not be timely and sufficient to manage risks or to plan for and respond to changes in market conditions and other developments in our operations. If any of these systems are disabled or if there are other shortcomings or failures in our internal processes or systems, it may disrupt our business or impact our operational efficiencies and render us liable to regulatory intervention or damage to our reputation. The occurrence of any such events may adversely affect our business, results of operations and financial condition.

**30. We depend on third-party selling agents for referral of 66.5% of our new customers for the nine months ended December 31, 2023, who do not work exclusively for us.**

We depend on external direct selling agents (“**DSAs**”), who are typically proprietorships and self-employed professionals, as well as Aadhar Mitras, who are people in non-allied industries (for example, hardware store owners, property brokers and building material suppliers) who act as lead providers to our sales teams in return for referral fees, to source a portion of our customers. For the nine months ended December 31, 2023, DSAs and Aadhar Mitras referred 45.7% and 20.8% of our new customers, respectively. The table below sets forth, for the period ends indicated, the number of our sales managers, DSAs and Aadhar Mitras:

	As of				
	March 31, 2021	March 31, 2022	March 31, 2023	December 31, 2022	December 31, 2023
Number of DSAs	3,149	3,858	4,706	4,380	5,152
Number of Aadhar Mitras	7,617	9,934	11,605	11,035	12,451

Our DSAs pass on leads of any loan requirements of these small businesses to us. Our agreements with such DSAs or Aadhar Mitras typically do not provide for any exclusivity, and accordingly, such DSAs and Aadhar Mitra’s can work with other lenders, including our competitors. There can be no assurance that our DSAs and Aadhar Mitras will continue to drive a significant number of leads to us, and not to our competitors, or at all. A significant loss of DSAs and Aadhar Mitras may adversely impact our business, results of operations and financial condition.

**31. Our ability to pay dividends in the future will depend on our earnings, financial condition, working capital requirements, capital expenditures and restrictive covenants of our financing arrangements.**

Our ability to pay dividends in the future will depend on our earnings, financial condition, cash flow, working capital requirements, capital expenditure and restrictive covenants of our financing arrangements. Any future determination as to the declaration and payment of dividends will be at the discretion of our Board and will depend on factors that our Board deems relevant, including among others, our future earnings, financial condition, cash requirements, business prospects and any other financing arrangements. Additionally, our ability to pay dividends may also be restricted by the terms of financing arrangements that we may enter. For details of such financing arrangements, see “*Financial Indebtedness*” beginning on page 360. We cannot assure you that we will be able to pay dividends in the future. For further details, see “*Dividend Policy*” beginning on page 214.

**32. We may face asset-liability mismatches, which could affect our liquidity and consequently affect our operations and**