

DIFFERENT PEOPLE,
DIFFERENT NEEDS.
AND ONE THING
CONNECTS THEM ALL.



Investor Presentation | February 2025

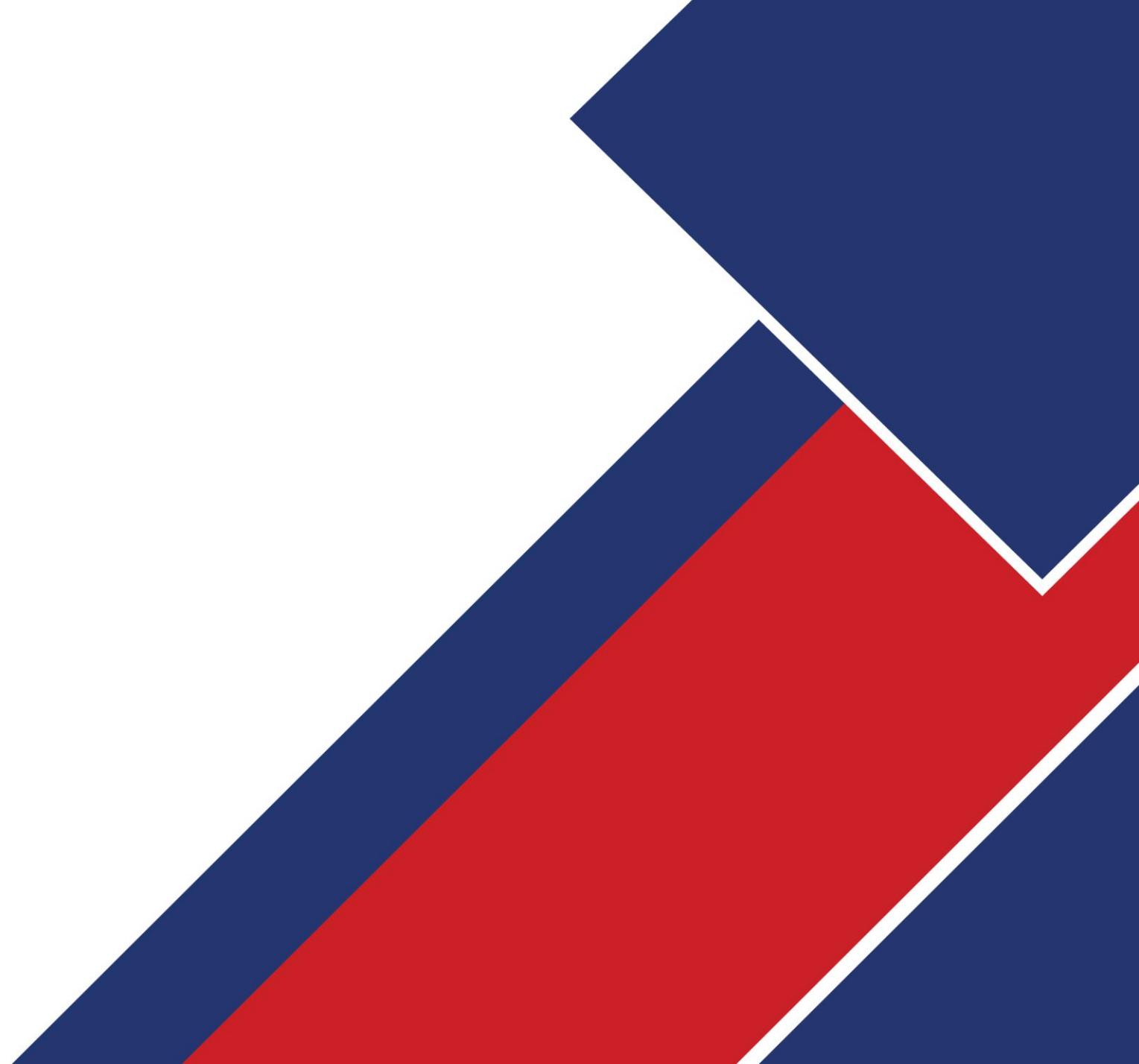
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Company Overview



Company Overview

ESAF Small Finance Bank, promoted by **Mr. Kadambelil Paul Thomas** and **ESAF Financial Holdings Private Limited**, commenced operations on **March 10, 2017**, became a **Scheduled Commercial Bank in December 2018**, and continues to drive financial inclusion through innovative banking solutions, serving retail, MSME, and underserved communities with a strong focus on technology and sustainable growth

Total Business
(Total Loan Book* + Deposits)
₹ 41,576 crs

Total Loan Book
₹ 19,161 crs

Deposit
₹ 22,415 crs

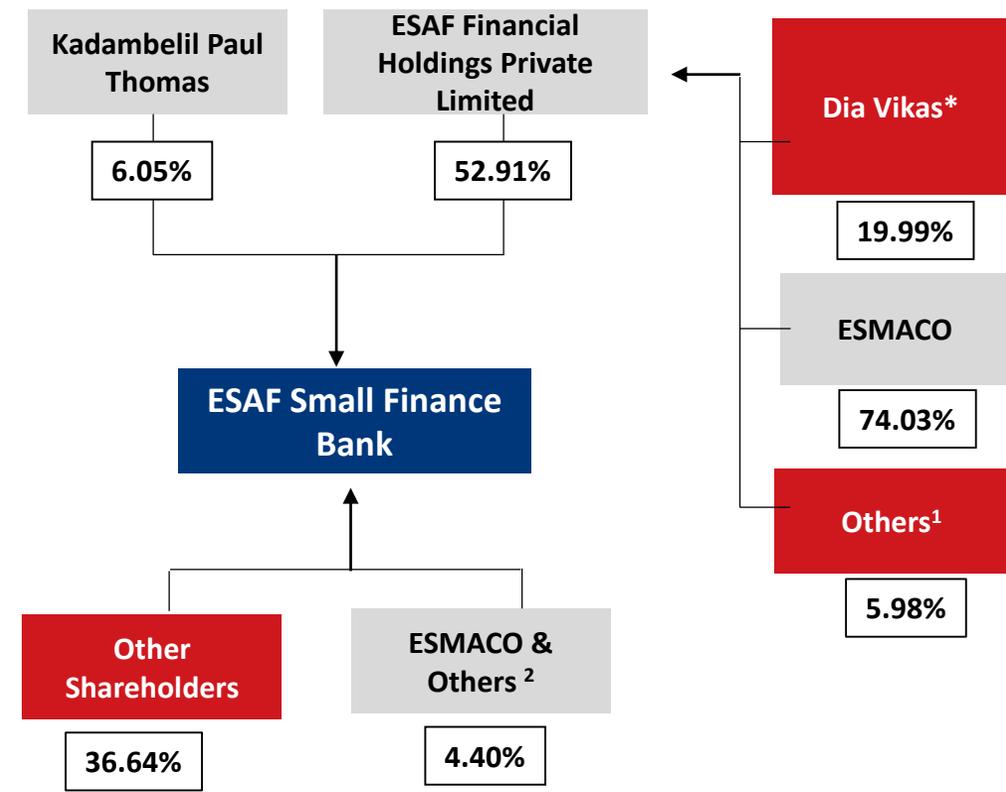
Vision

"To be India's leading social bank that offers equal opportunities for the whole society through universal access and financial deepening, thus promoting financial inclusion, livelihood and economic development as a whole"

Mission

"To provide responsive banking services to the underserved and un-served households in India facilitated by customer-centric products, high quality service and innovative technology."

Structure as on December 31, 2024



Promoter/ Promoter Group entities

Public shareholders

¹Other Shareholders include ESAF Staff Welfare Trust, Cedar Retail Pvt Ltd. and Individuals;
²Others include individuals forming part of the promoter group
 *Dia Vikas Capital Private Limited

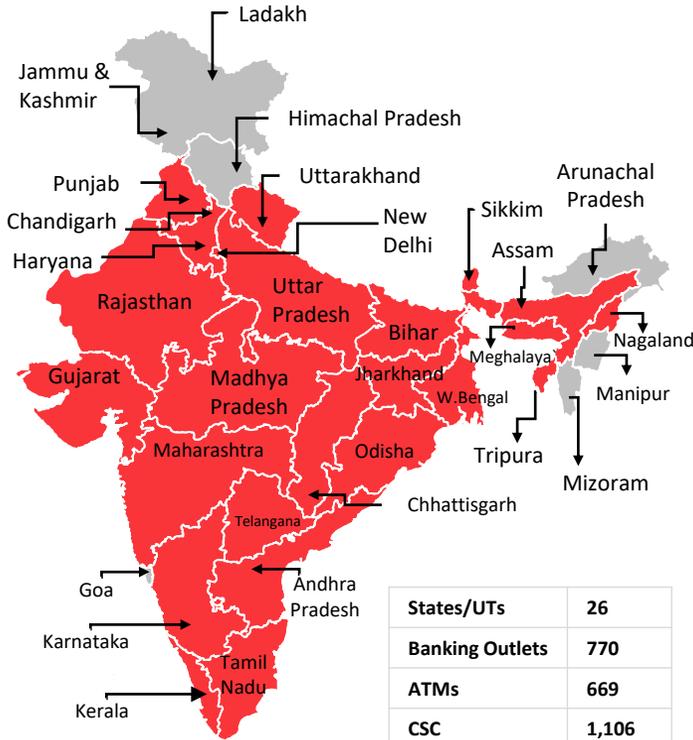
*Total Loan Book represents Gross Advances plus Advances originated & transferred under securitization, Assignment & Inter Bank participation certificate for which bank continues to hold collection responsibility

<p>Operational</p>	 <p>24 States and 2 UTs 9,005 Total Customer Touch Points</p>	 <p>770 Banking Outlets 669 ATMs</p>	 <p>Other Touch Points 1,106 Customer Service Centers 6,274 Banking Agents 186 Business Facilitators</p>	 <p>91.9 lakh Total Customers 12,919 Employees 35 Institutional Business Correspondents</p>
<p>Advance Profile</p>	 <p>Total Loan Book: ₹ 19,216 cr Micro Loans: 57% Retail & other Loans: 43%</p>	 <p>Total Loan Book Growth (YoY) Dec-24: 5.6% FY24: 20.4%</p>	 <p>Asset Quality GNPA: 6.9% NNPA: 2.9%</p>	 <p>Yield on Advances Dec-24 : 19.6% FY24: 20.9%</p>
<p>Deposit Profile</p>	 <p>Deposits: ₹ 22,415 cr</p>	 <p>Deposits Growth (YoY) Dec-24 : 18.9% FY24: 35.5%</p>	 <p>CASA (% of total deposits) Dec-24 : 24.9% (CA: 1.4%, SA: 23.6%) FY24: 22.7% (CA: 1.7%, SA: 21.0%)</p>	 <p>Cost of Deposits Dec-24 : 7.5% FY24: 7.2%</p>
<p>Financials</p>	 <p>Profit/(Loss) After Tax: Dec-24 : ₹ (338.2) cr FY24: ₹ 426 cr</p>	 <p>Shareholders' Funds: ₹ 2,124 cr CRAR: 22.7% ;Tier I: 18.7%</p>	 <p>NIM: Dec-24 : 8.6% FY24: 10.7%</p>	 <p>Dec-24 / FY24 ROA: (1.7%) / 1.9% ROE: (19.0%) / 20.3%</p>

Extensive Geographical Footprint

ESAF SFB has a large national footprint with presence in 24 states & 2 UTs

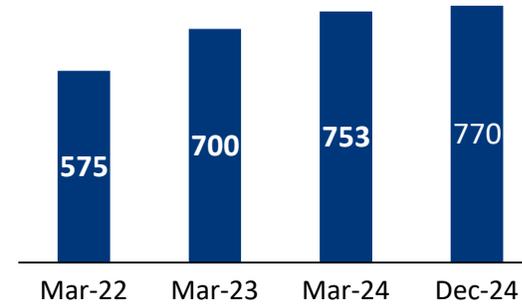
Name of the State/ Union Territory	BOs	ATMs	CSC
Andhra Pradesh	6	6	33
Assam	5	2	17
Bihar	11	10	70
Chandigarh	1	1	0
Chhattisgarh	36	27	31
Delhi	11	9	1
Gujarat	10	8	71
Haryana	6	2	7
Jharkhand	16	15	10
Karnataka	39	28	135
Kerala	312	311	27
Madhya Pradesh	68	46	91
Maharashtra	72	54	133
Meghalaya	2	0	0
Nagaland	2	0	0
Odisha	13	12	72
Puducherry	3	2	1
Punjab	1	1	0
Rajasthan	11	3	38
Sikkim	0	0	3
Tamil Nadu	104	97	132
Telangana	4	4	18
Tripura	3	3	5
Uttar Pradesh	13	12	76
Uttarakhand	3	3	6
West Bengal	14	13	129
Grand Total	770	669	1106



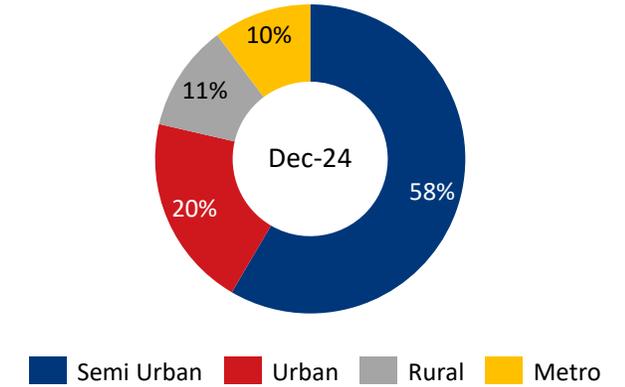
States/UTs	26
Banking Outlets	770
ATMs	669
CSC	1,106
Banking Agents	6,274
Institutional Business Correspondents	35
Business Facilitators	186

61% of the Banking Outlets network in south India contributes 86% of deposits and 68% of gross advances

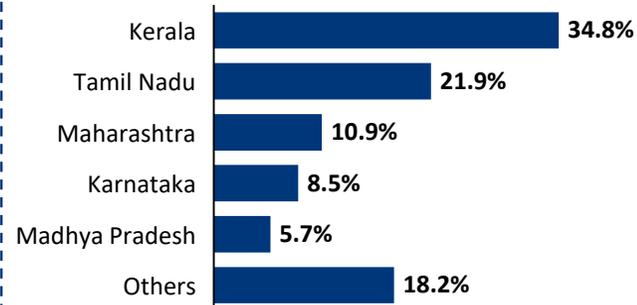
Banking Outlets (Nos.)



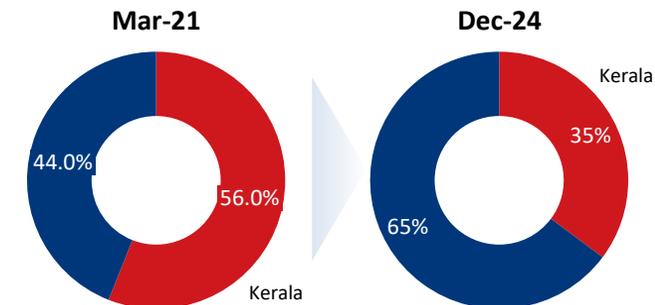
Split of banking outlets across locations



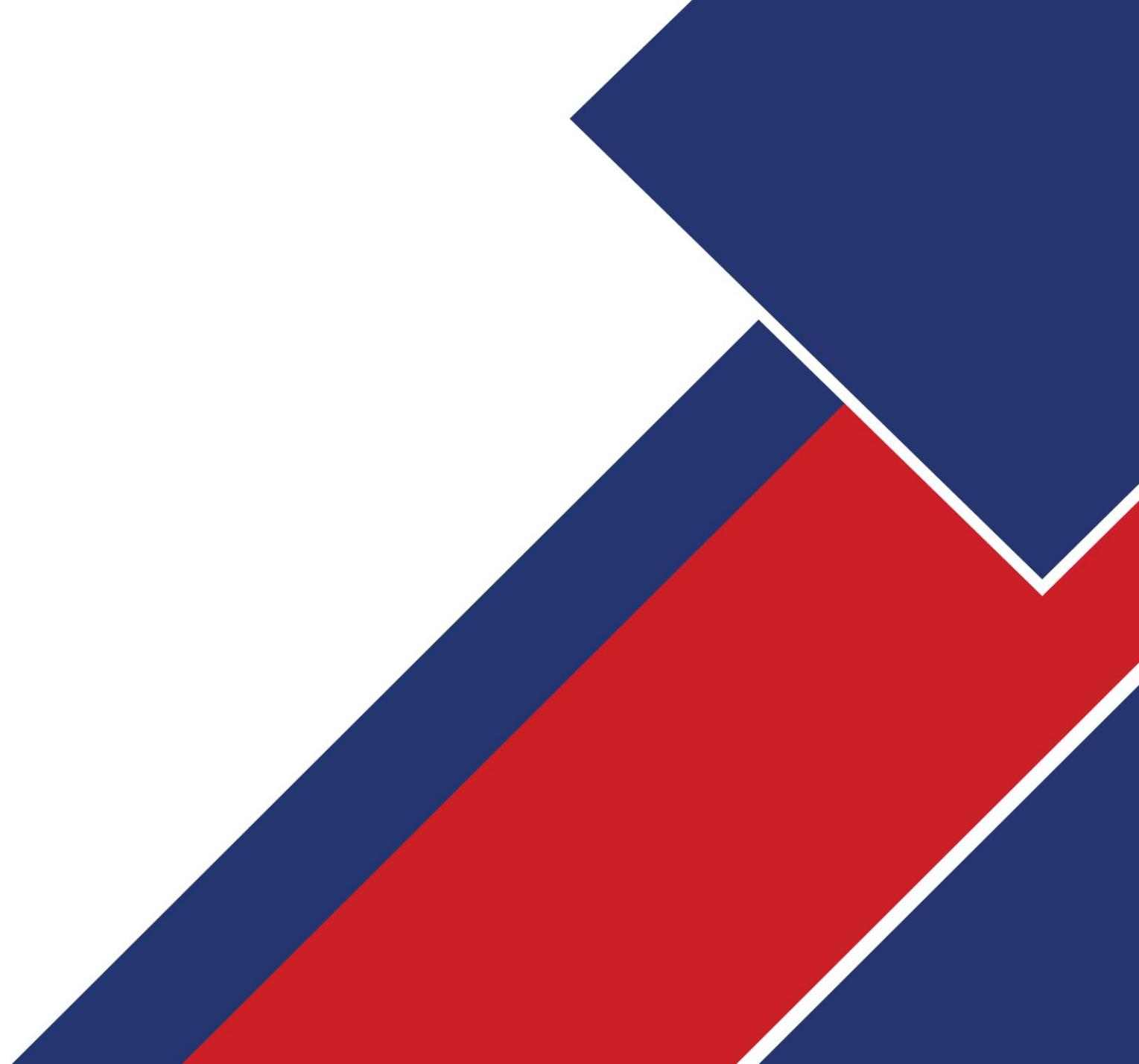
Gross Advances by States (Dec-24)



Reduced Home State Concentration (% of Gross Advances)

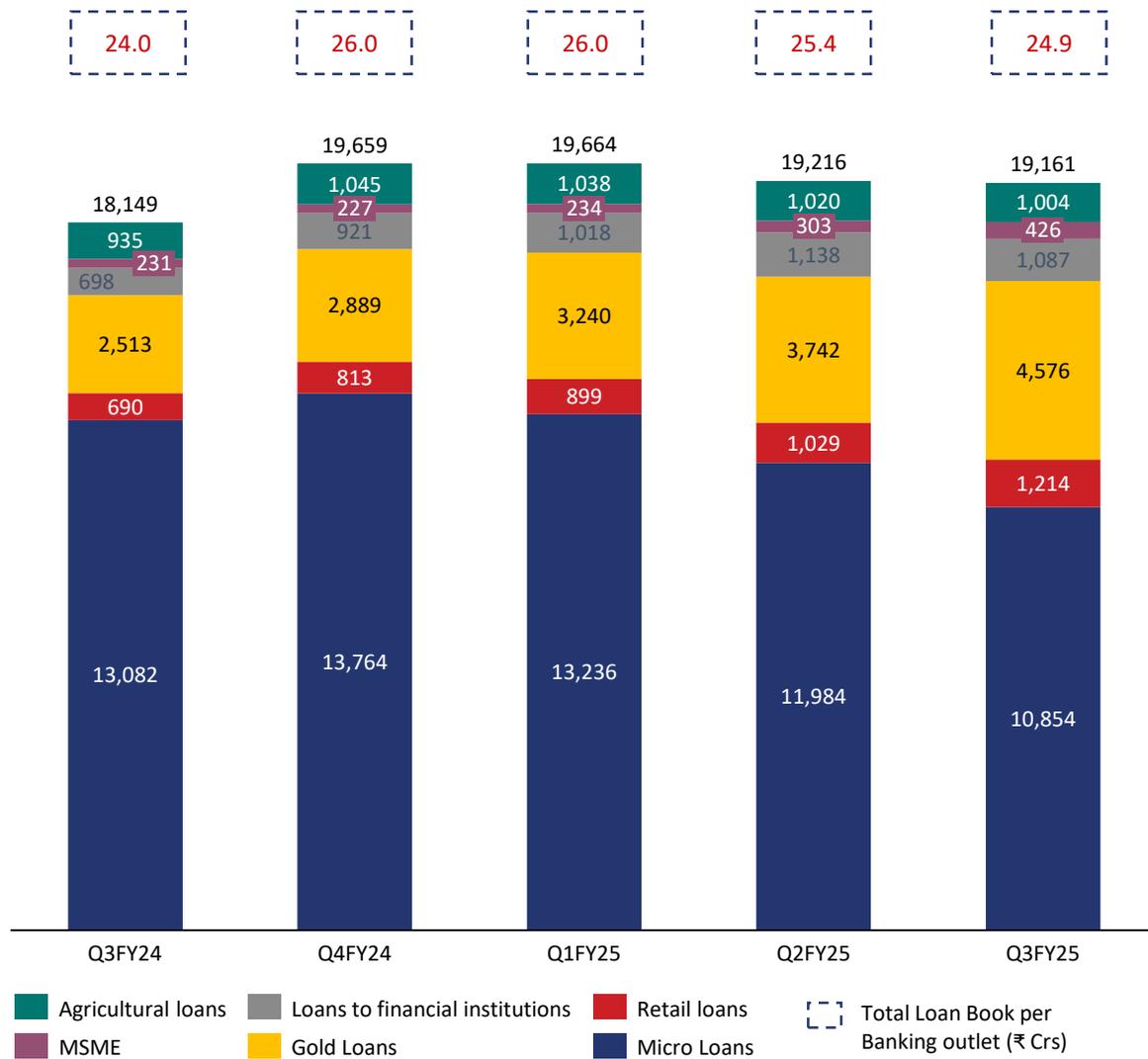


Financial Performance

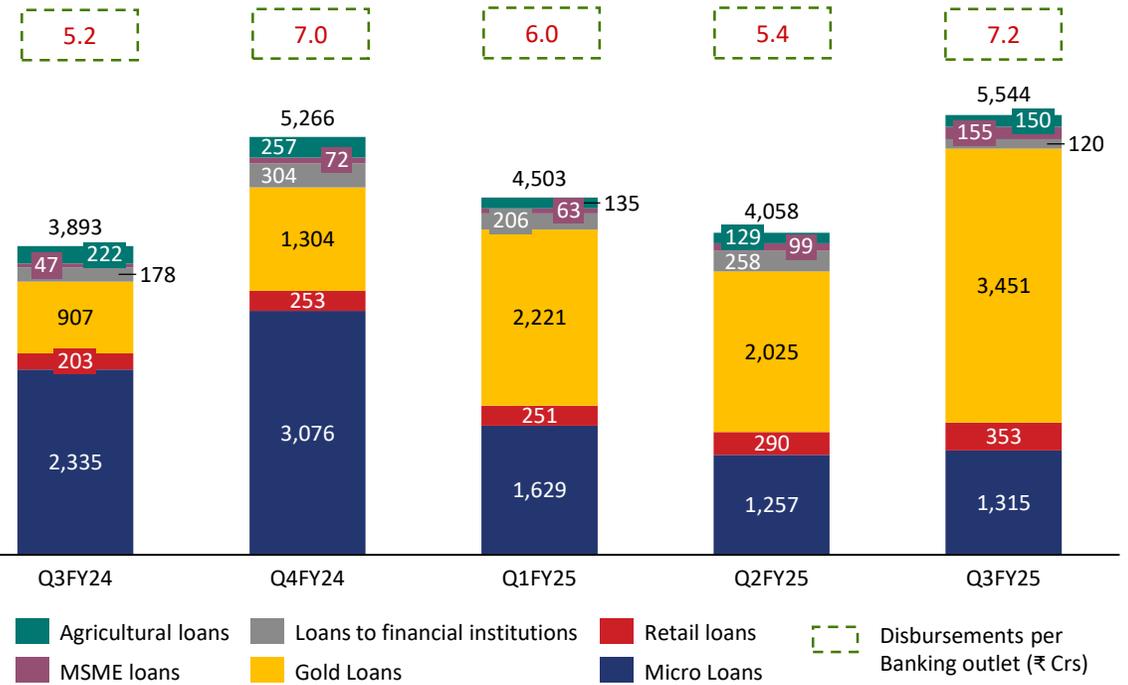
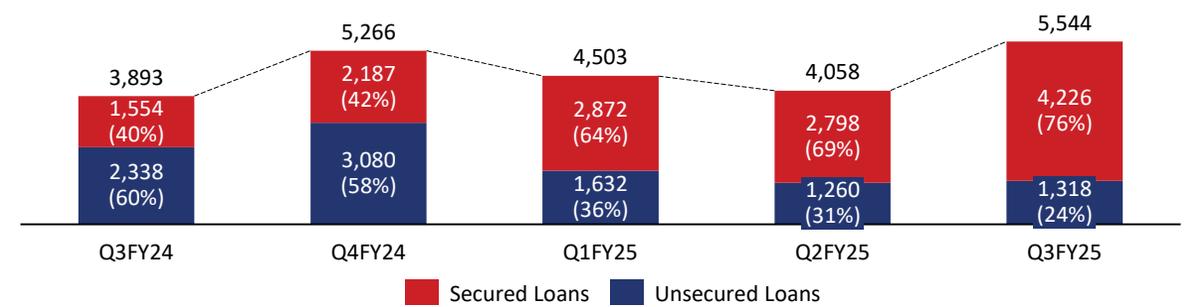


Total Loan Book & Disbursement Mix

Total Loan Book Mix (₹ Crs)

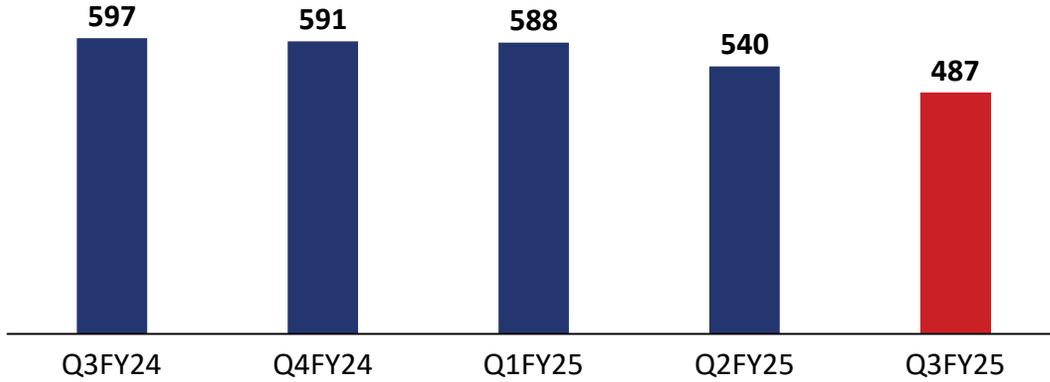


Disbursements Mix (₹ Crs)

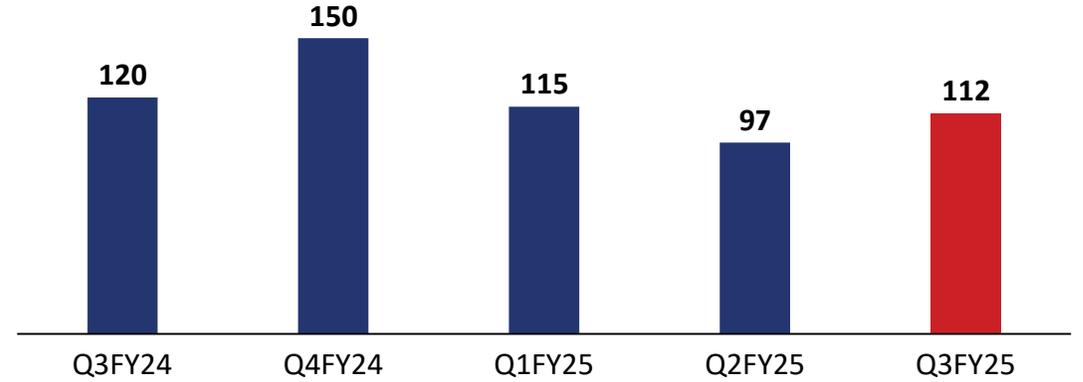


Key Profitability Metrics

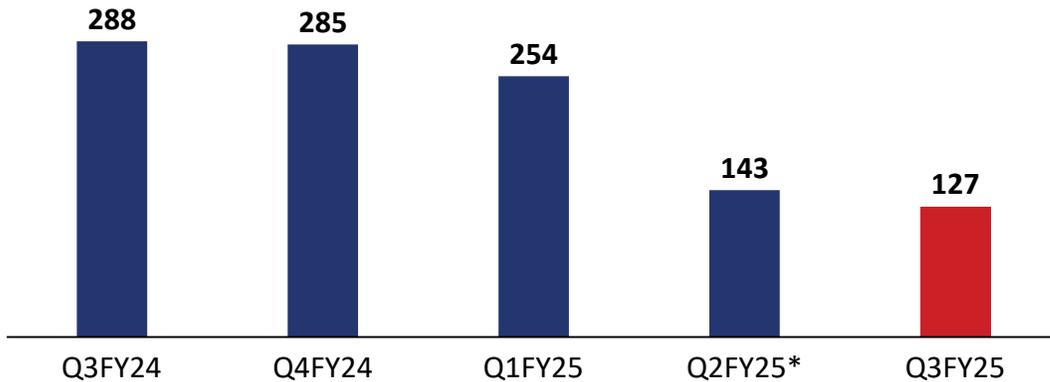
Net Interest Income (₹ Crs)



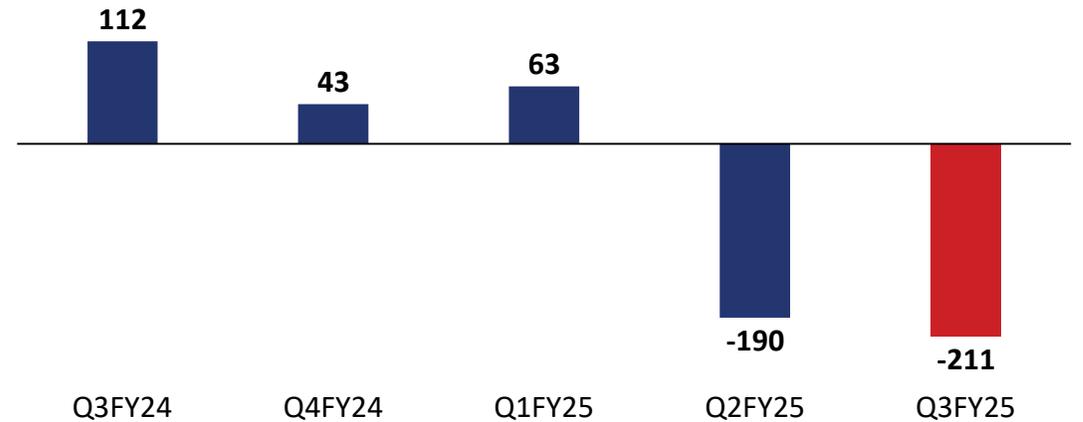
Non-Interest Income (₹ Crs)



Pre-Provision Operating Profit (₹ Crs)



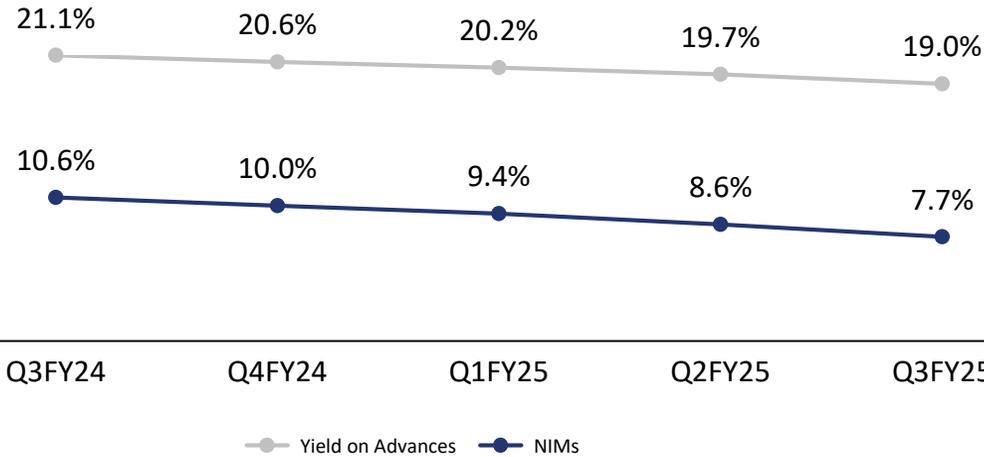
Profit /Loss After Tax (₹ Crs)



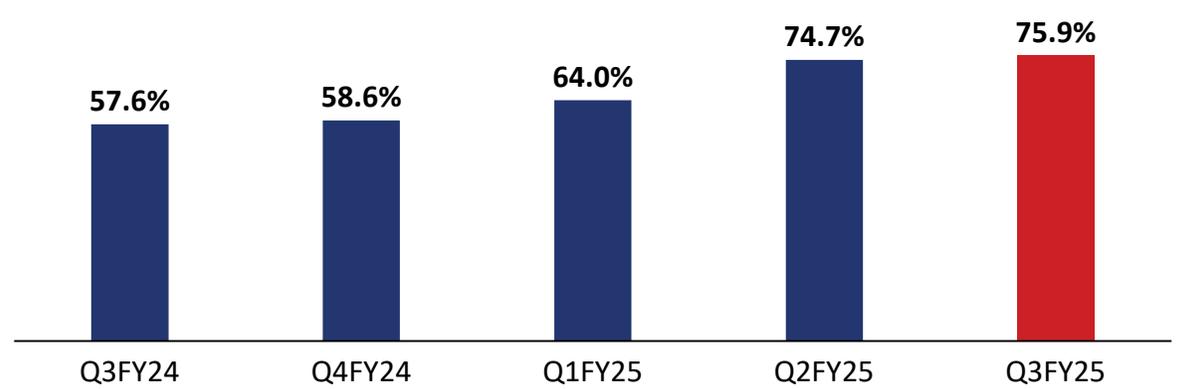
*Before considering exceptional item of ₹ 58 crores

Key Profitability Ratios

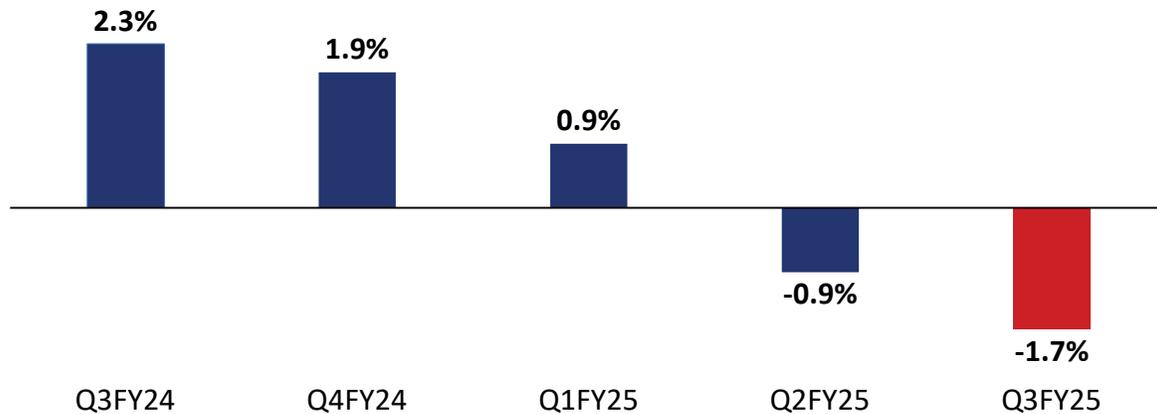
Margins* (%)



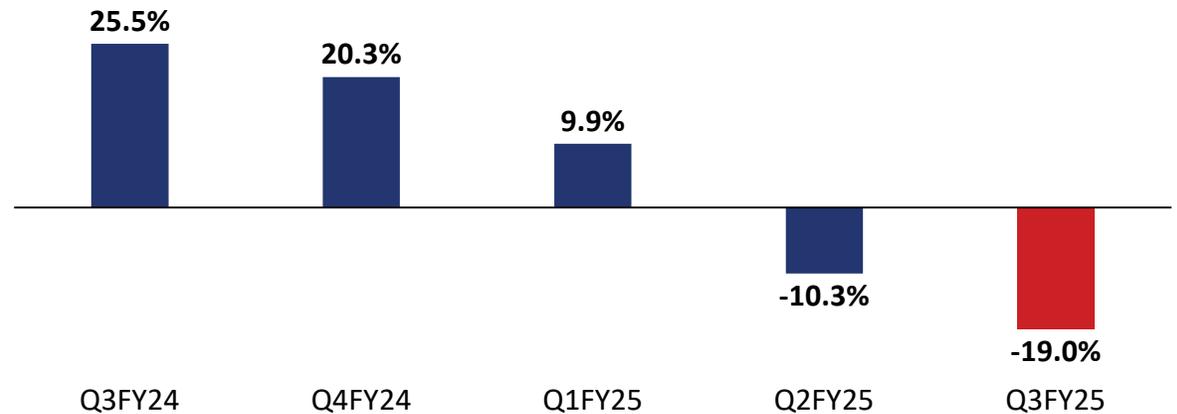
Cost to Income (%)



ROA* (%)

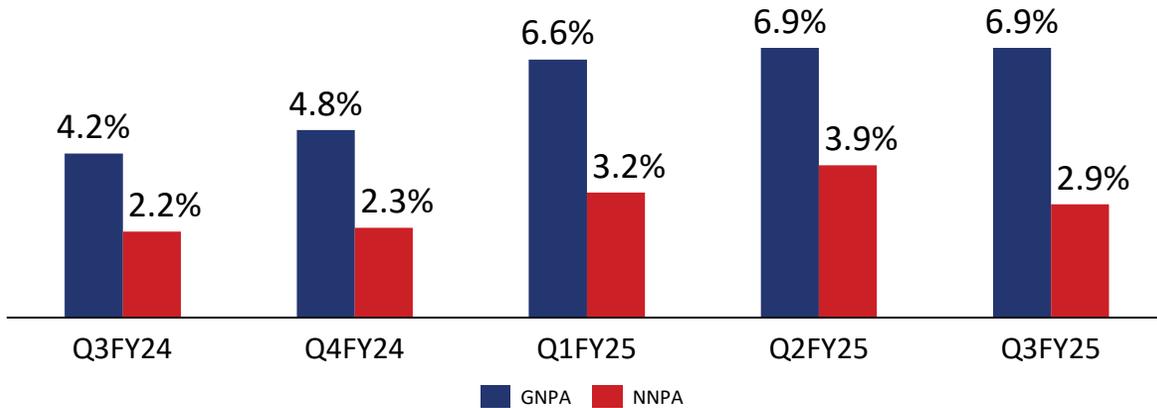


ROE* (%)

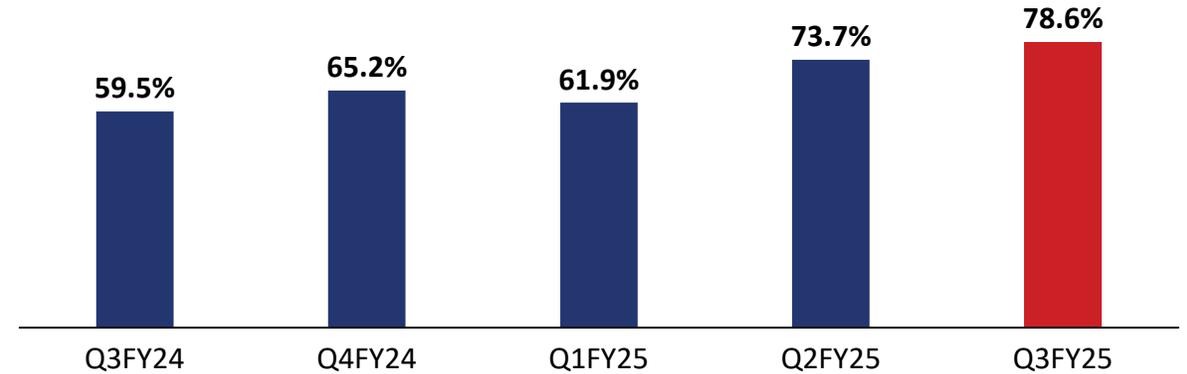


*Annualized & Cumulative

GNPA & NNPA (%)



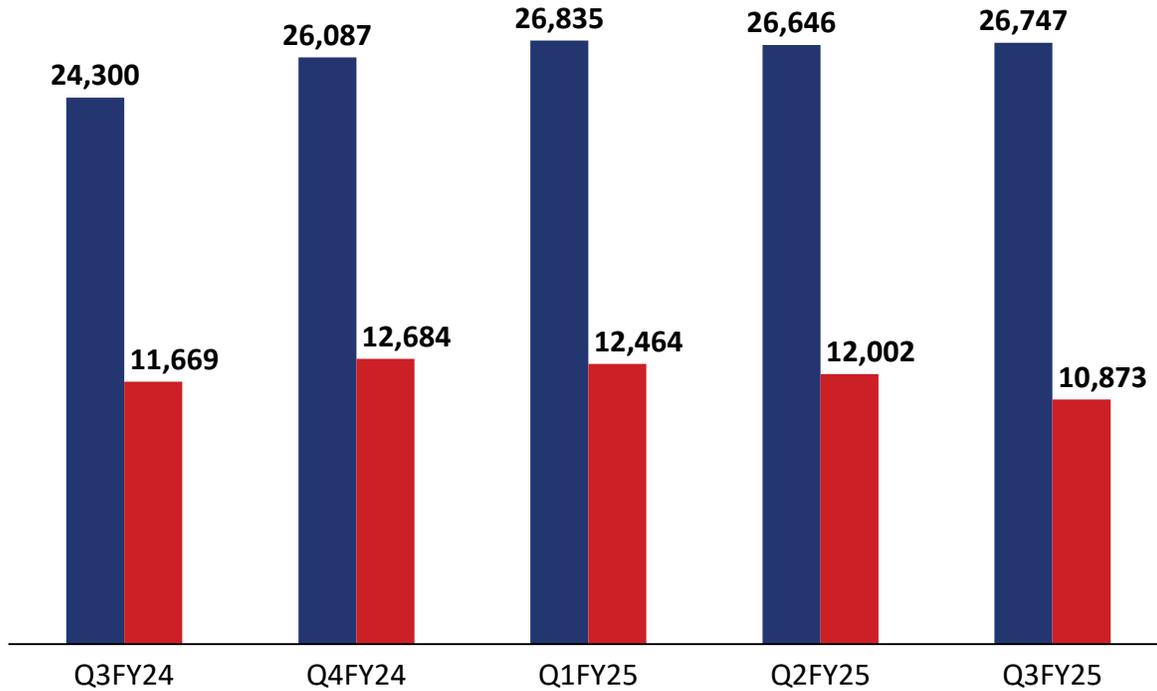
PCR (%)



NPA Movement (₹ Crs)

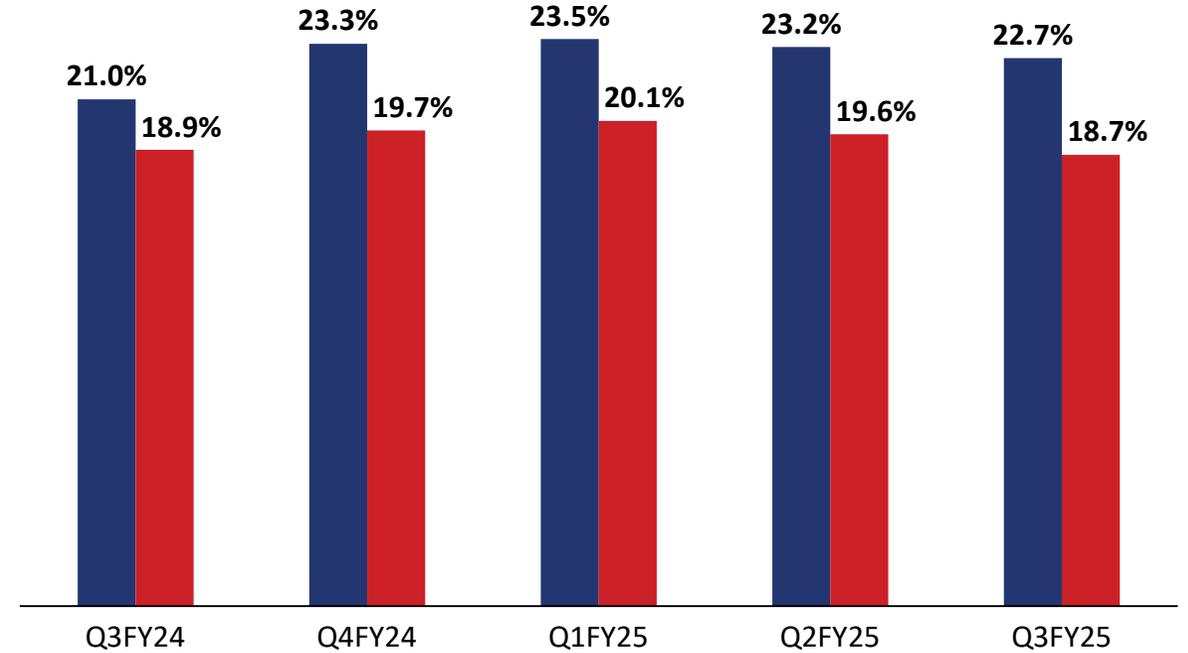
Description	Q3FY24	Q4FY24	Q1FY25	Q2FY25	Q3FY25
Opening balance of Gross NPAs at the beginning of the period/year	399.1	713.2	893.0	1,242.1	1,279.3
Additions during the period/year	335.4	327.6	390.4	517.2	504.6
Less: Reductions during the period/year on account of recovery	7.8	14.2	18.2	24.1	24.0
Less: Reductions during the period/year on account of upgradations	13.6	28.2	23.1	26.1	36.0
Less: Reductions during the period/year on account of write offs (including technical write-offs)	0.0	105.4	0.0	429.8	450.0
Less: Reductions during the period/year on account of sale of NPAs to an asset reconstruction company	0.0	0.0	0.0	0.0	0.0
Gross NPAs at the end of period/year	713.2	893.0	1,242.1	1,279.3	1,273.9
Net NPAs at the end of period/year	368.3	413.8	583.8	524.9	520.5

Total Assets & Risk Weighted Assets (₹ Crs)



■ Total Assets ■ Risk Weighted Assets

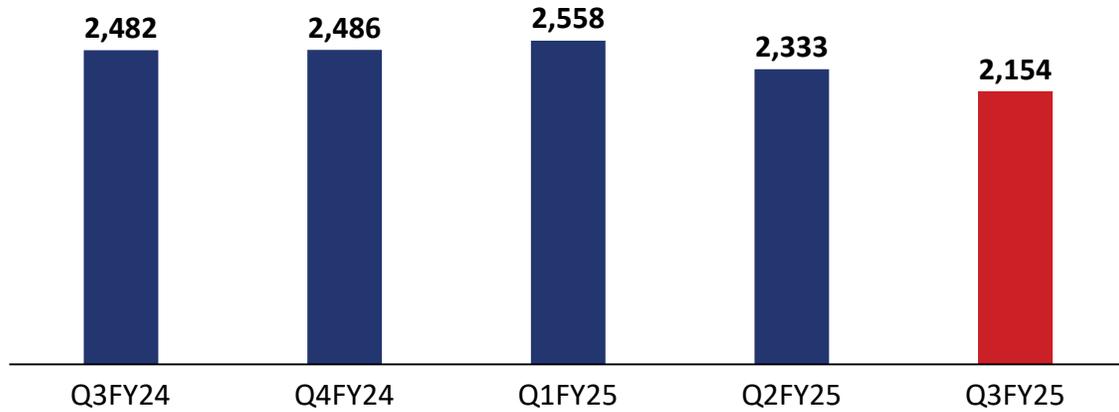
Capital Adequacy (%)



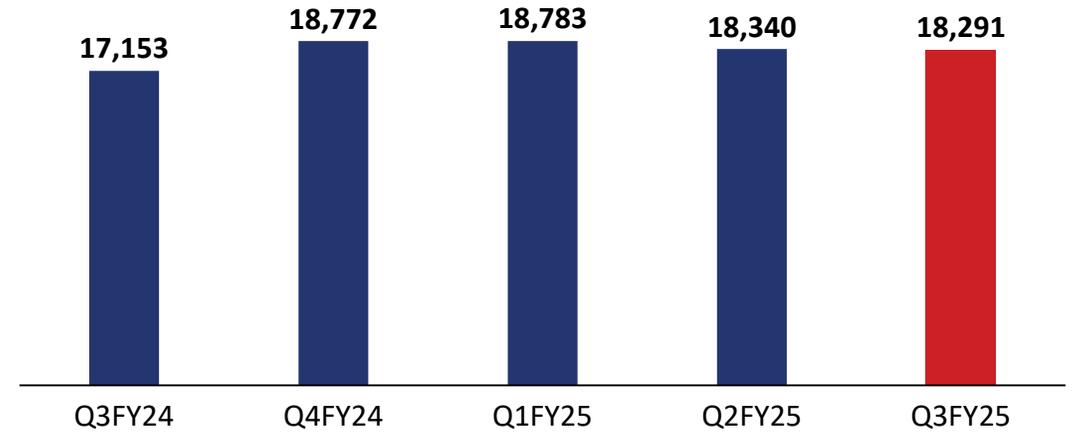
■ CRAR ■ Tier 1

Key Balance Sheet Metrics

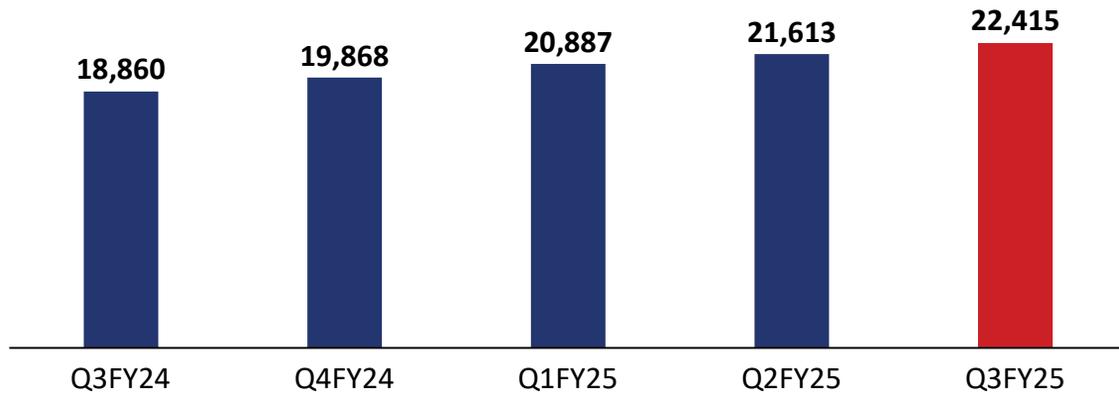
Shareholders Funds (₹ Crs)



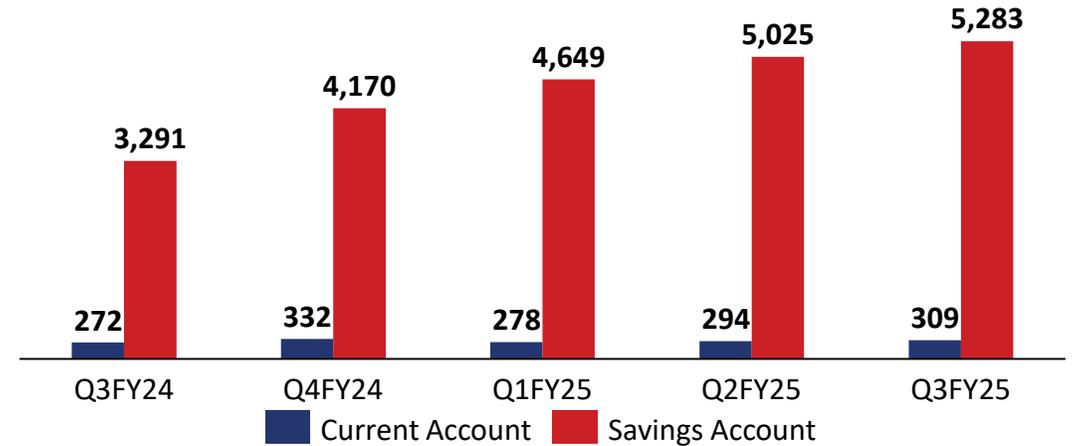
Gross Advances (₹ Crs)



Total Deposits (₹ Crs)

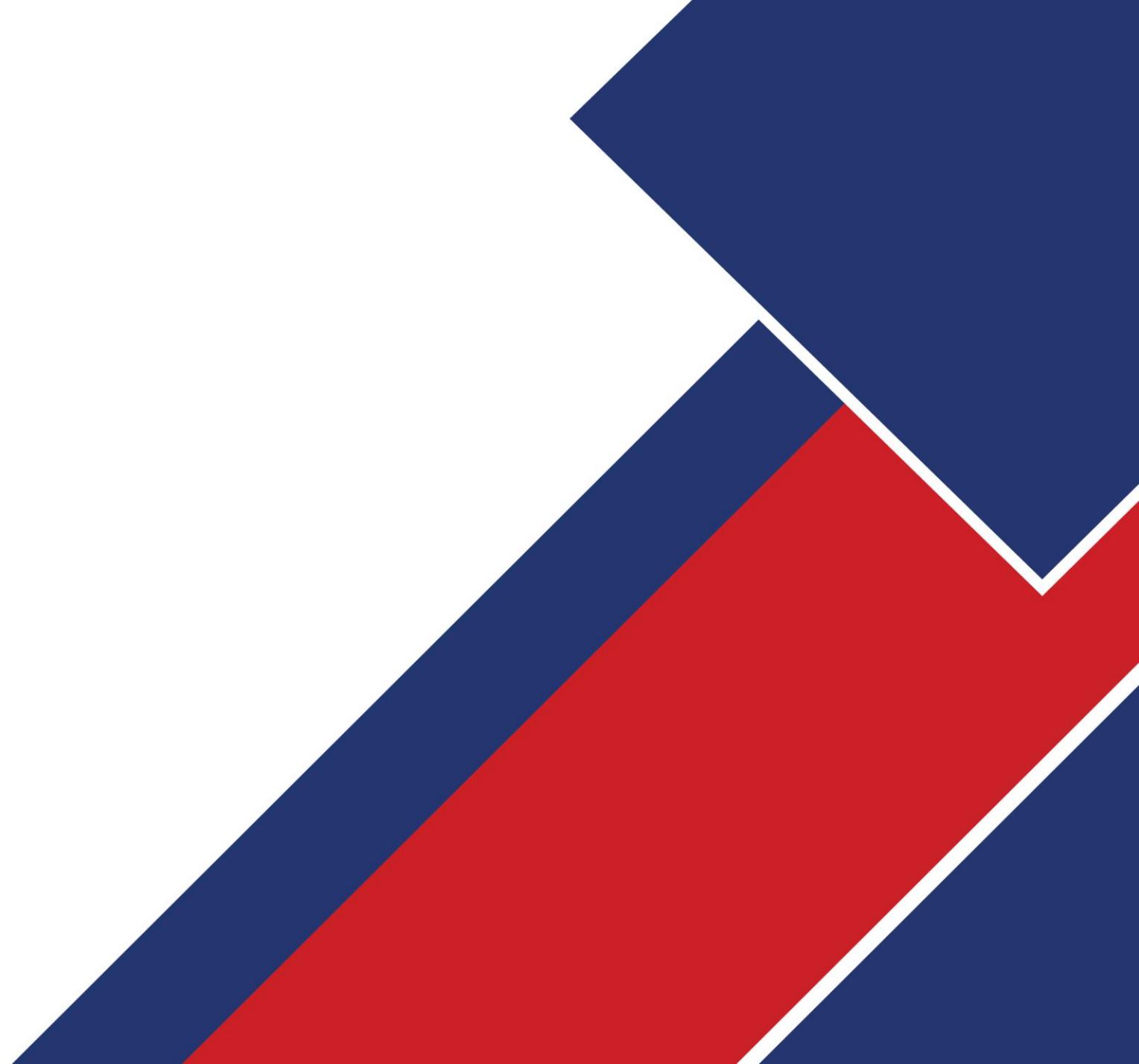


CASA Deposits (₹ Crs)



■ Current Account ■ Savings Account

Key Strengths

The background features a large, abstract geometric design on the right side. It consists of several overlapping shapes in a dark blue and a vibrant red color, separated by thin white lines. The shapes create a sense of depth and movement, with some areas appearing to recede and others to come forward. The overall composition is clean and modern.

Key Strengths

Multi-Nodal Delivery Channels

Strong Rural And Semi-Urban
Banking Franchise

Continued focus on Loan
Diversification

Robust Funding Profile and
Healthy Capital Adequacy

Technology Driven Model With
An Advanced Digital Technology
Platform Centric Approach

Customer Centric Approach

Competitive Product Lineup

Prudent Risk Management

Experienced Management
Team and Professional Board

Large, Loyal, and Consistently
Growing Customer Base

Deep Understanding of
Business Correspondent Model

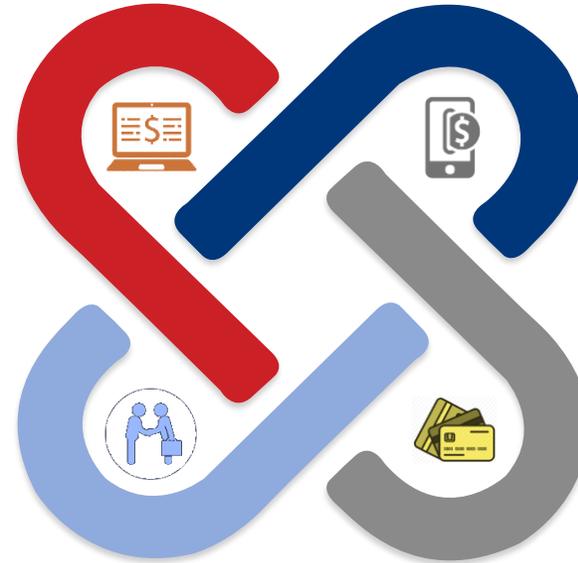
- Multiple channels for servicing the customers in an efficient manner
- BC network allows dual advantage
 - Better understanding of customer requirements
 - Constant engagement with micro loan customers to have door-step banking without any hassle
- Digital channels viz. internet banking and mobile banking offerings in line with the evolving technology in banking industry
- Growing ATM network

Banking Outlets

- Provision for full-fledged banking product & services
- Branch Operations
- Customer Service

Institutional Business Correspondents (BCs)

- Sourcing and servicing of customers for micro loans, mortgage loans, vehicle loans, MSME loans, agricultural loans, select deposit and third-party products
- 35 Institutional Business Correspondents



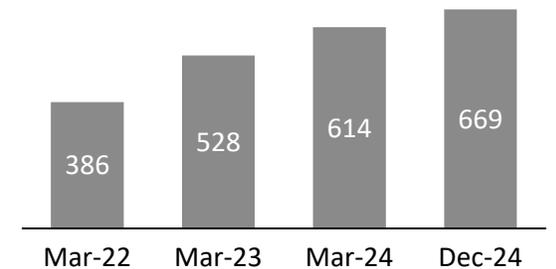
Digital Banking

- Application (compatible with Android and iOS) that connects with the National Payments Corporation of India's unified payments interface platform
- Enable customers to pay bills, transfer funds to other banks instantaneously and use scan and pay facilities at merchant outlets
- Miss call Banking
- WhatsApp Banking

ATMs and Debit Cards

- 669 ATMs
- RuPay branded ATM-cum-debit cards

ATM count

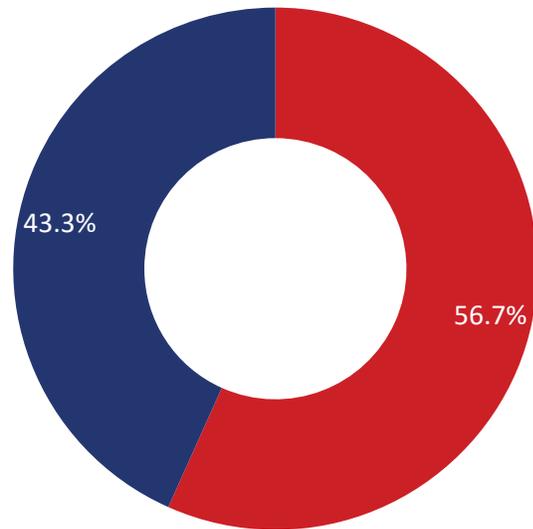


Strong Rural And Semi-Urban Banking Franchise

Strong rural and semi-urban franchise of ESAF to take advantage of the growth opportunity in the under-penetrated rural and semi-urban market

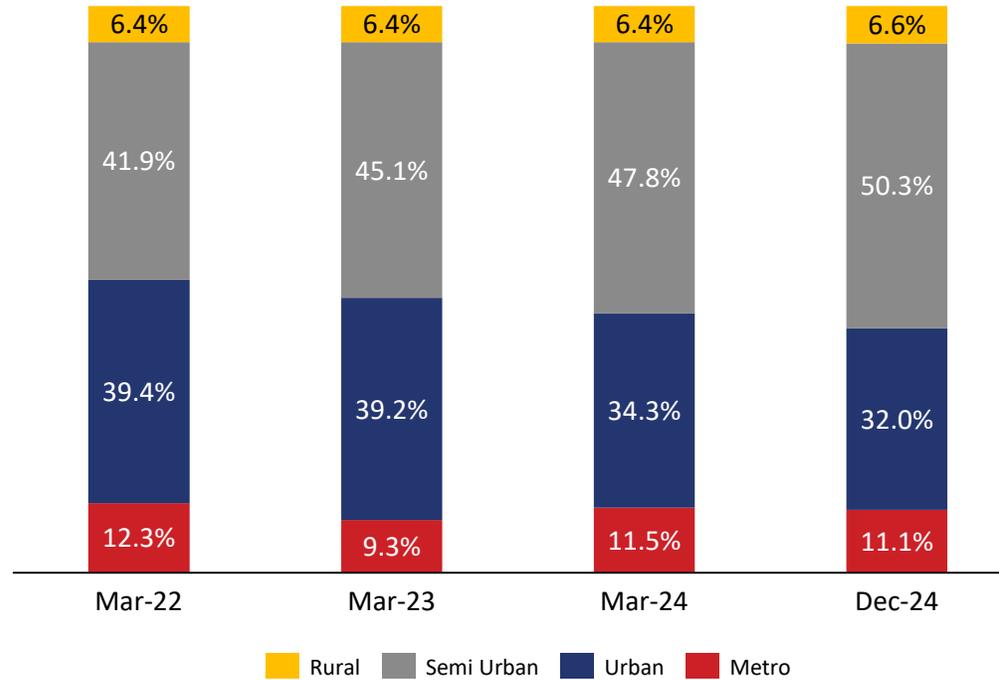
Majority of advances in rural & semi-urban regions

As of Dec-24 (% of Gross Advances)



■ Rural & Semi-Urban
 ■ Urban & Metropolitan

Focusing on rural & semi-urban areas in the liabilities profile



Footprint in Rural & Semi-urban

53%

Customers in rural and semi-urban areas

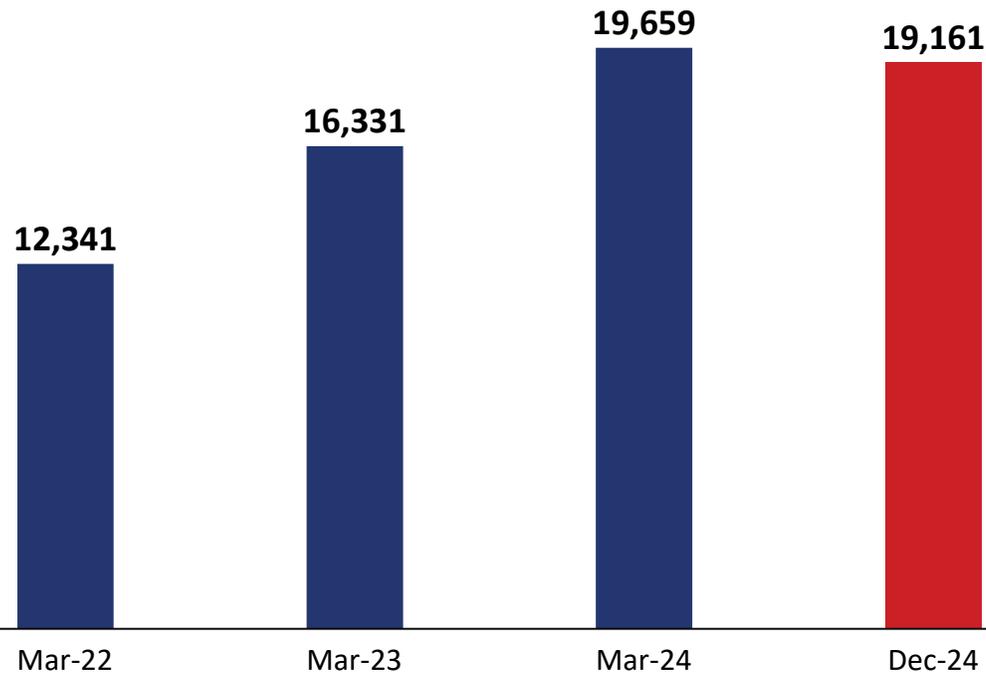
69%

Banking outlets in rural and semi-urban areas

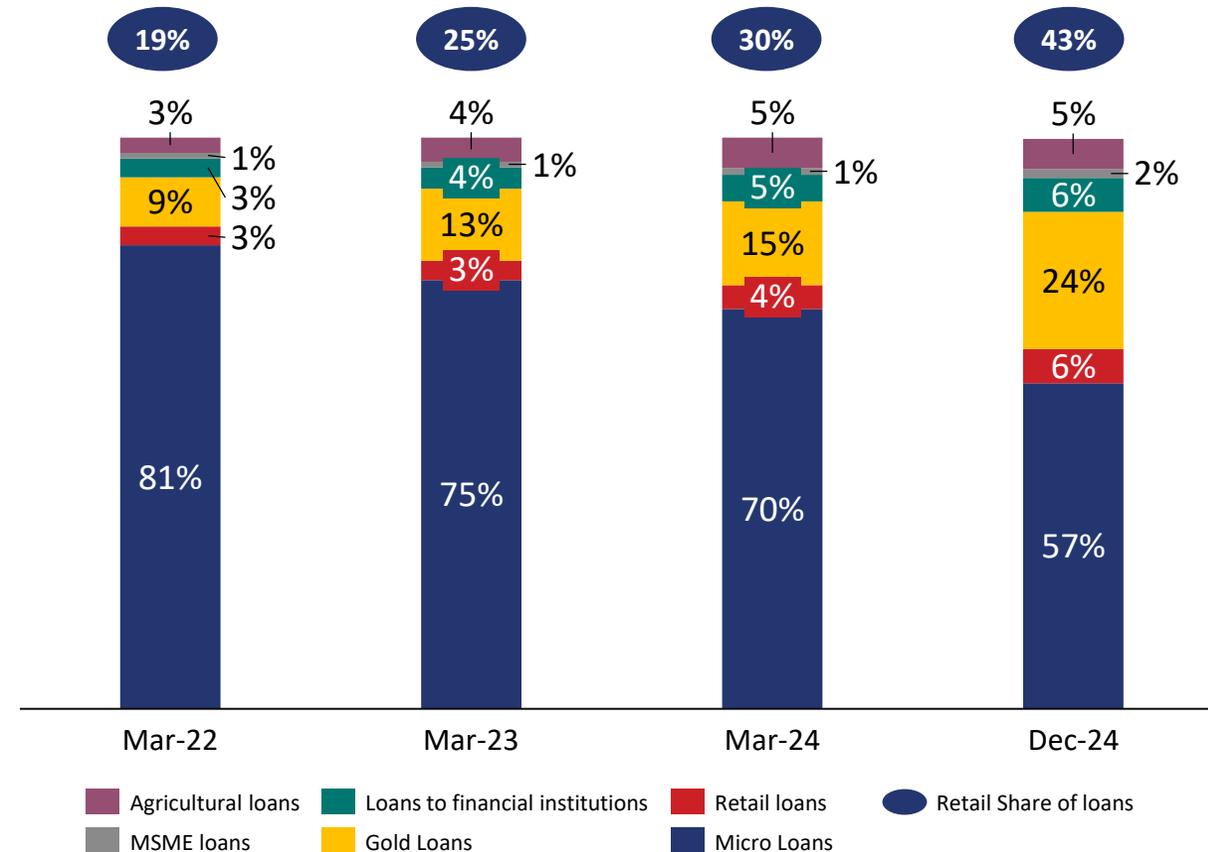
Continued focus on Loan Diversification

As of December 31, 2024, ESAF SFB had over 56.2 lakh loan customers, the majority of whom were women

Growth in Total Loan Book (₹ Crs)

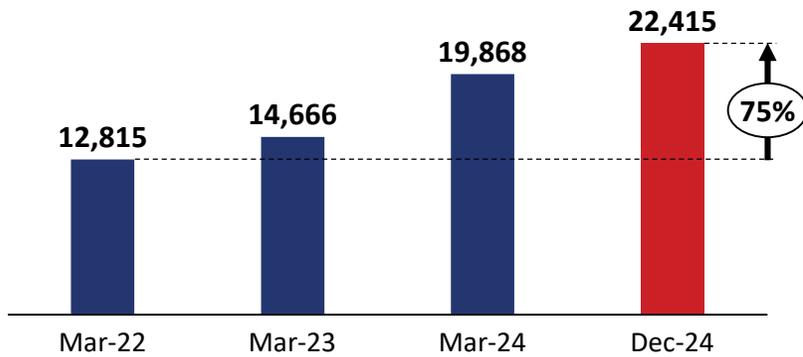


Continued focus on Loan Diversification

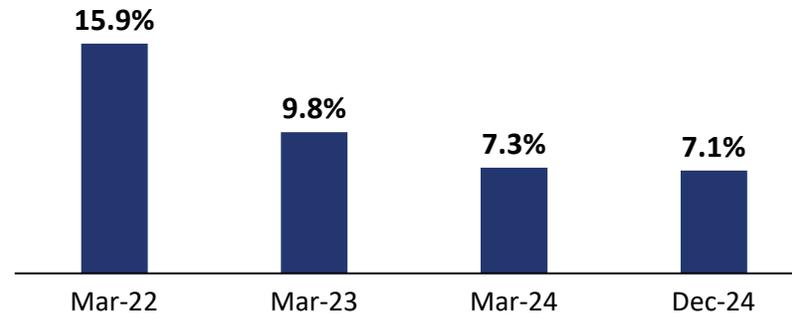


Robust Funding Profile and Healthy Capital Adequacy

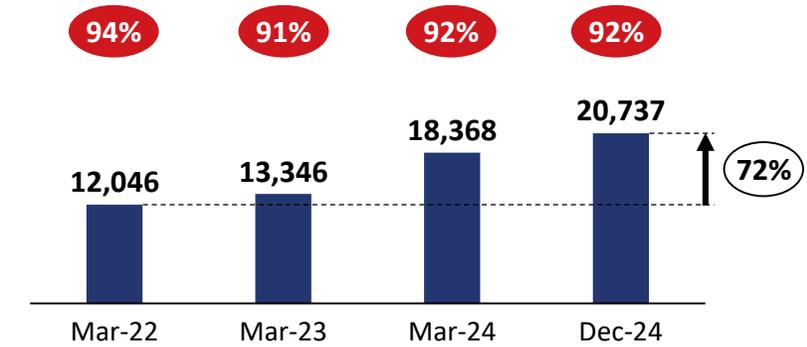
Deposits growth (₹ Crs)



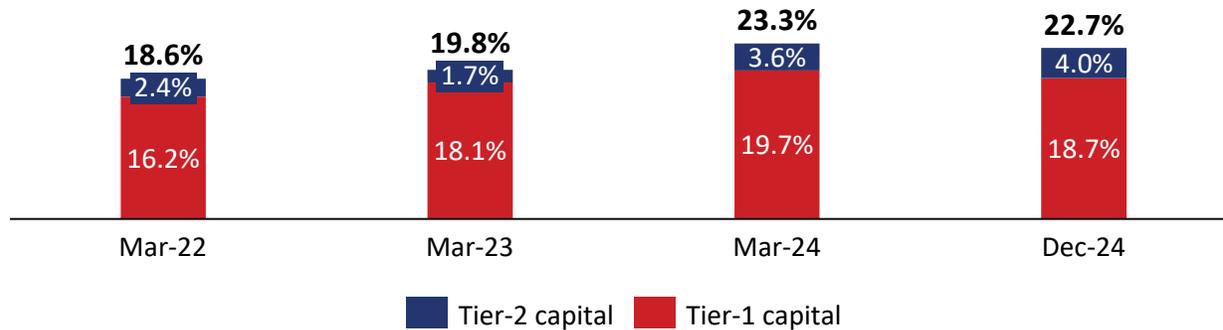
% deposits from top 20 largest depositors



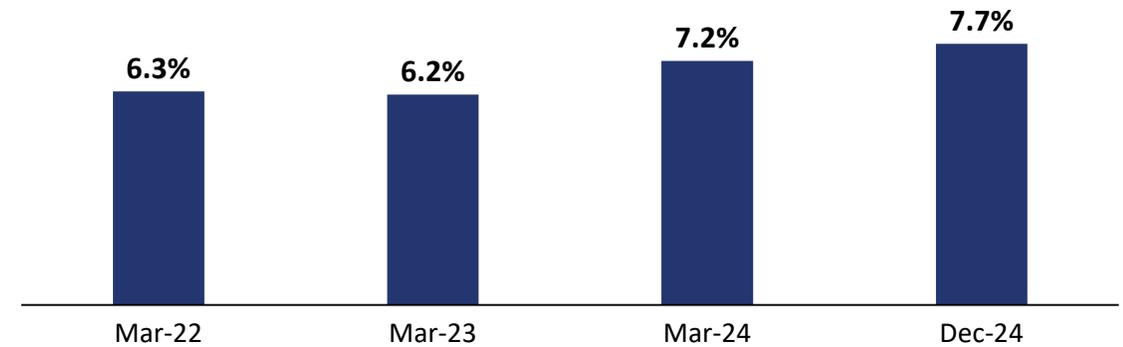
Retail share of deposits (₹ Crs)



Capital Adequacy



Cost of Funds



Technology Driven Model With An Advanced Digital Technology Platform

ESAF SFB has continuously worked towards improving its customers' experience through the use of technology. Such initiatives have enabled the Bank to deliver improved customer service in a cost-effective manner

DIGITAL MEASURES

Various digital platforms including an internet banking portal, a mobile banking platform, SMS alerts, bill payments, etc. for all banking and payment transactions like remittances, utility payments, etc.

DIGITALISED CENTRAL CPU

Digitalised central credit processing unit for Micro Loans using inputs from credit bureau and customer data analytics for underwriting & credit sanctioning

CUSTOMER SERVICING

VERNACULAR SUPPORT 24/7 call center facility with multi-lingual agents. All calls are recorded and made available for monitoring, quality control and reference purposes by customer service quality department

CASHLESS DISBURSEMENT

Implemented technology solutions that enable the company to ensure cashless disbursements of loans. The collections mechanism has also been digitalised through the use of mobile applications

REDUCED TAT

Digitalised account opening & loan underwriting process by using tablets contributing to reduced turnaround time and better services to customers

E-SIGN

For better customer service and environment conservation ESAF SFB introduced E sign for micro loan disbursals

Products to meet customers' life-cycle needs



Home loans



Agri-loans



Loan against property



Personal Loans



Vehicle Loans



Gold Loans



MSME



Micro Assets

Customer service measures



24*7 CALL CENTRE

- Multi-lingual assistance from agents
- Daily report of calls monitored



DOOR-STEP BANKING

- Facilitate regular door-step collection from microfinance customers
- Facilitates door-step service to deposit customers with focus on senior citizens
- On-ground presence through BC partners; better understanding of customer requirements



CUSTOMER SERVICE QUALITY DEPARTMENT

- Dedicated team; conducts fortnightly reviews calls on efficient resolution of customer complaints
- Undertakes surveys from customers to obtain their feedback on the quality of customer service



COMMUNITY BUILDING PROGRAMME

- BCs undertake various non-financial services, which include, among other things, conducting financial literacy programmes, livelihood programmes, entrepreneurship training programmes and community engagement programmes

Competitive Product Lineup



Agri-Lending



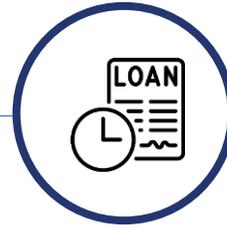
MSME



Micro Assets



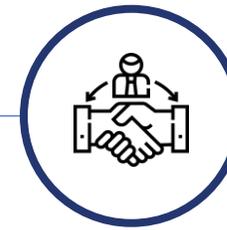
Retail Assets



FIBD



Retail Liability



Third Party Products



Other Services

Loan & Advances

Agri-Lending Products

- ESAF Dairy Development Loan
- ESAF Kisan Credit Card (E-KCC)
- ESAF Haritha Loan
- Kisan Jyothi
- ESAF Farmer Producer Organisation (FPO) Finance
- ESAF Kisan Pragati
- ESAF Kisan Saral
- ESAF Farmer Interest Group Loan
- ESAF SHG-BLP
- ESAF Kisan Vriddhi
- ESAF Kissan Vahan Tractor (New/Used)

MSME

- TReDS (Trade Receivables Electronic Discounting System)
- QR Loan
- Udyog Saral Loan
- MSME GST Power
- MSME Business LAP
- MSME Udyog Loans

Micro Assets

- Microfinance Loans
- Other Micro Loans
- Micro Enterprise Loan (MEL)
- Vyapar Vikas Yojana (VVY)

Retail Assets

- Housing Loans
- Loan Against Property
- Education Loans
- Lease Rental Discounting
- School Loans
- Vehicle Loans
- Personal Loans
- Clean Energy Loans
- Gold Loans
- Term Loan

FIBD

- ESAF NBFC
- ESAF FIBD

Retail Liabilities

- Current Accounts
- Savings Accounts
- Recurring Deposits
- Fixed Deposits

Third Party Products

- Life Insurance
- General Insurance
- Depository Services
- Mutual Funds
- National Pension System
- Atal Pension Yojana
- Broking Services

Other Services

- Bharat Bill Pay System
- Money Transfer Services
- Safe Deposit Lockers
- Foreign Exchange Services
- Aadhar Seva Kendra

High Quality Board At The Helm Of The Organization

Ravimohan Periyakavil Ramakrishnan

Part time Chairman & Non-Executive Independent Director

- Bachelor's and master's degree in science from Kerala University, master's degree in business administration from Birmingham University and; certified associate of Indian Institute of Bankers (IIB)
- Previously employed as a chief general manager in the department of banking supervision of the Reserve Bank of India
- Has also held the position of a resident advisor, financial sector supervision, International Monetary Fund, AFRITAC South, Mauritius

Kadambelil Paul Thomas

Managing Director and Chief Executive Officer

- Master's degree in business administration from Annamalai University
- Served as the founder secretary cum honorary executive director of Evangelical Social Action Forum for over 25 years and was the chairman and managing director of ESAF Financial Holdings Limited
- Has also served as a director on the board of Sanma Garments Private Limited, Rhema Dairy Products India Private Limited, Rhema Milk Producer Company Limited, CEDAR Livelihood Services Private Limited (Formerly Cedar Agri Solutions Private Limited), etc.
- Presently, serves as the president of Kerala Association of Microfinance Institutions Entrepreneurs

George Kalaparambil John

Executive Director

- Brings an overall experience of more than 30 years with extensive expertise in Banking & Finance segment, significantly contributing to the growth of Bank's business
- He has a banking background across various functions, including, Liability, Retail Assets, IT, Digital, Operations, Finance, Treasury, MIS, HR, Marketing, and Legal .
- Has led numerous projects and holds specialised knowledge in Banking, Finance, Agriculture and Rural Economy, Co-operation, Human Resources, and Business Management
- Holds an MBA in Fintech from BITS Pilani and an MSW in Community Development from the University of Pune

Biju Varkkey

Additional Non-Executive Independent Director

- Master's degree in Personnel Management and Industrial relation from MG University and a fellowship programme from National Institute of Bank Management, Pune.
- Faculty member at IIM Ahmedabad.
- He was previously on the board of directors of Bank of Baroda.
- Presently, holds directorship in the board of M/s. V Guard Industries limited, a listed entity and M/s. Konnect CSR Impactors Pvt Ltd.

Ms. Kolasseril Chandramohan Ranjani

Non-Executive Independent Director

- Bachelor's degree in science from University of Kerala and a master's degree in bank management from Cochin University of Science and Technology
- More than 21 years of experience in micro, small and medium enterprises in India.
- She is currently on the Board of Directors of M/S. Swasthman Foundation.
- Held senior management positions at SIDBI

High Quality Board At The Helm Of The Organization

Ravi Venkatraman

Non-Executive Independent Director

- Associate member of the Institute of Chartered Accountants of India and has completed the Cost and Management Accountancy Course from the Institute of Cost and Management Accountants of India
- Previously served as the executive director and chief financial officer of Mahindra and Mahindra Financial Services Limited
- He is currently on the board of directors of M/s. Bajaj Finserv Mutual Fund Trustee Limited, M/s. Avanse Financial Services Limited, M/s. Kotak Mahindra Prime Limited, M/s. Aceware Fintech Services Private Limited, M/s. Sarvagram Solutions Private Limited and holding independent Directorships of M/s. Zurich Kotak General Insurance Company (India) Limited, M/s. SBFC Finance Limited and M/s. Arisinfra Solutions Private Limited

Thomas Jacob Kalappila

Non-Executive Independent Director

- Fellow member of the Institute of Chartered Accountants of India (ICAI), diploma in information and systems audit from the ICAI
- He is a partner of Thomas Jacob & Co., a partnership firm and has 35 years of experience in statutory audit, internal and forensic audit of banks
- Ex-independent director on the Boards of South Indian Bank Limited and Malabar Cements Limited
- He is currently holding directorship in the Board of M/s. Spotmarket Securities Private Limited, Syncon Management Consultants Private Limited and Agappe Diagnostics Limited

Vinod Vijayalekshmi Vasudevan

Non-Executive Independent Director

- A bachelor's degree in technology (computer science and engineering), a master's degree in technology (computer science and engineering), and a doctorate of philosophy (computer science and engineering) from Indian Institute of Technology (IIT), Kharagpur
- Presently serving as group CEO of Flytxt
- Currently, he is Designated Partner in M/s. VV Digital Spaces LLP

Joseph Vadakkekara Antony

Non-Executive Director

- Bachelor's degree in law, a master's degree in personnel management and a doctorate of philosophy (business economics) from Pune University.
- Certified Associate of Indian Institute of Bankers
- He was the Managing Director and Chief Executive Officer on the board of South Indian Bank Limited and was also on the boards of directors of Muthoot Homefin (India) Limited, SP Life Care Private Limited and ET Marlabs Private Limited. He was previously employed with Syndicate bank. He is currently on the board of directors of Agappe Diagnostics Limited.

Ajayan Mangalath Gopalakrishnan Nair

Non-Executive Nominee Director

- Bachelor's degree in science (Horticulture) from the Kerala Agricultural University
- Certified Associate of Indian Institute of Bankers
- He was previously employed as the Executive Vice President of ESAF SFB. He was previously the general manager of IT and CIO, general manager of retail assets, general manager of transaction banking, general manager of pune circle, chief compliance officer and deputy general manager of calicut circle in Canara Bank
- Currently, he holds Directorship in the Board of M/s. ESAF Financial Holdings Private Limited.

Gabriel John Samuel

Non-Executive Nominee Director

- Fellow member of the Institute of Chartered Accountants of India (ICAI), master's degree in business administration from Cochin University of Science and Technology.
- He was previously a member of the Postal Services Board and held the position of chief Post Master General

Experienced Management Team

Supported by a highly experienced team of qualified & experienced professionals

Name & Designation	Education	Prior Associations
George Thomas Executive Vice President – Human Resources	<ul style="list-style-type: none"> Master’s degree of science in ecology & environment from Sikkim Manipal University 	<ul style="list-style-type: none"> Senior agriculture officer (assistant director agriculture) - Department of Agriculture Development & Farmer’s Welfare
Hari Velloor Executive Vice President - Credit	<ul style="list-style-type: none"> Bachelor’s degree in arts (history) from University of Delhi, Master’s degree in arts (political science) from Madurai Kamaraj University 	<ul style="list-style-type: none"> Senior vice president – HDFC Bank
Hemant Kumar Tamta Executive Vice President - Assets	<ul style="list-style-type: none"> Bachelor’s degree in law from University of Delhi Course in banking and finance from NIBM, Pune 	<ul style="list-style-type: none"> Executive director - Bank of Maharashtra General manager - Canara Bank
Bosco Joseph Executive Vice President- Micro Banking	<ul style="list-style-type: none"> LLB with specialisation with Labour Laws PG Diploma in Personnel Management, Industrial relations and Health care Administration 	<ul style="list-style-type: none"> General manager in the HR & Administration department of ESAF Microfinance and Investments Pvt. Ltd. Chief Operating Officer in ESAF Health care services
Gireesh C.P. Executive Vice President- Finance & Chief Financial Officer	<ul style="list-style-type: none"> Bachelor’s degree in science from Mahatma Gandhi university Fellow member of ICAI and certified associate of IIB 	<ul style="list-style-type: none"> CFO at South Indian Bank
Sudev Kumar V Executive Vice President – Branch Banking	<ul style="list-style-type: none"> Master’s degree in science (horticulture) from Kerala Agriculture University 	<ul style="list-style-type: none"> Canara Bank
Ranjith Raj P Company Secretary & Compliance Officer	<ul style="list-style-type: none"> Bachelor’s degree in commerce from Calicut University Company secretary and associate of ICSI 	<ul style="list-style-type: none"> Company secretary of ESAF Financial Holdings Private Limited
George Chacko Varghese Chief Compliance Officer	<ul style="list-style-type: none"> PGDBM (Finance& Marketing) from Lal Bahadur Shastri Institute of Management, New Delhi Certified for Risk Management Professional for Financial Services (Level 1) from Indian Institute of Banking &. Finance 	<ul style="list-style-type: none"> Assistant Vice President (State Risk Head - Gujarat) in Fullerton India Credit Company Ltd Regional Credit Manager ICICI Bank - Gujarat and MP
M C Paul Head Vigilance and Chief Vigilance Officer	<ul style="list-style-type: none"> Master's degree in Commerce from M G University 	<ul style="list-style-type: none"> Head Vigilance at CSB
Sivakumar P Head - Internal Audit	<ul style="list-style-type: none"> Bachelor’s degree in commerce from Madras University Certified associate of IIB 	<ul style="list-style-type: none"> General manager (internal audit) of State Bank of India
Wilson Cyriac Head – Risk Management and Chief Risk Officer	<ul style="list-style-type: none"> Master’s degree in economics from Kerala University Certified associate of IIB 	<ul style="list-style-type: none"> Executive vice president – head risk and chief risk officer at Federal Bank Limited

1 Increase Deposits

- Target new & existing customers for CASA, fixed deposits and recurring deposits by focusing on customer service & offering competitive pricing
- Add more BCs for sourcing deposits from micro loan customers
- Appoint dedicated relationship managers to target HNI customers
- Focus on high NRI remittances regions by launching targeted campaigns around festivals, conducting marketing activities at airports, malls, etc., and entering into tie-ups with third parties, such as remittance arrangers

2 Increase Advances

- **Micro Loan Business:**
 - Cross selling and up-selling to its customer base
 - Appoint new BCs and have its banking agents start to source customers.
- **Retail Loans:**
 - Increased focus by targeting agriculturists/small farmers, salaried employees, students etc. in small towns/rural India
 - Offer personalized loan products to salaried account holders
- **MSME Loans:**
 - Help its Micro Loan customers to grow their business with additional funding
 - Find more customers for small ticket term loans
 - Increase supply chain finance by partnering with fintech/tech platforms to find more customers for its working capital loans
- **Agriculture Loans:**
 - Appointing agri relationship officers in more states
 - Entering into relationships with more FPOs
- **Gold Loan:**
 - Increased focus on Portfolio
 - Focus on small ticket size loans
- **Collections:**
 - Increased focus on Portfolio collection
 - Focus on improving asset quality

3 Deeper Penetration

- Open additional Branches, ATMs along with engaging existing & new BCs to go deeper in existing states
- Continue to open branches in urban and semi-urban areas taking into account aggregate deposits, deposit growth, number of urban households, households with banking access, share of PSU deposits and total NRI remittances

4 Increase Fee Income

- Expand third-party product and service offerings like mutual funds distribution and other fee-based offerings
- Plan to offer bank guarantees and letters of credit to MSMEs
- Commission income from Treasury/Forex Business

5 Leverage Technology And Customer Data Analytics

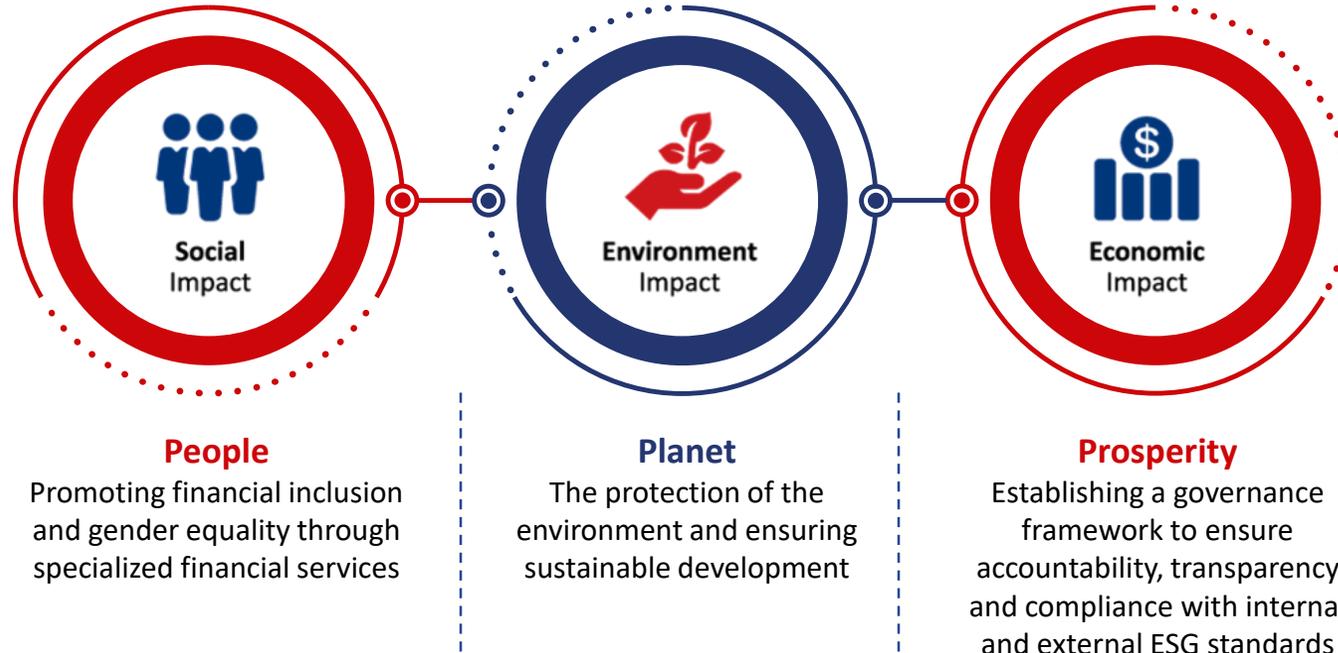
- Enhance technology platforms such as internet banking, mobile banking, ATMs, customer service applications & payment interfaces
- This will enable us to perform more reliable data analytics, resulting in more efficient risk management processes & targeted customer profiling

6 Focus on Recovery

- Focus on asset quality improvement by way of use of data analysis, Specialized work force, rationalising ticket size to afford instalments in fresh lending, increasing the customer engagement activities etc.

A social business driven by providing “Joy of Banking” to customers

ESAF SFB has adopted a **triple bottom line approach** towards business in line with the motto – ‘fighting the partiality of prosperity’. The triple bottom line approach of ESAF SFB focuses on the following **3 Ps**:



ESAF SFBs main focus is on **unbanked and under-banked customer segments, especially in rural and semi-urban areas, as well as catering to all customer segments**



ESAF SFBs business model focuses on the principles of **responsible banking, providing customer-centric products and services through the innovative application of technology**



ESAF SFB has a strong focus on **leveraging technology** to deliver products and services and it continuously works towards improving its **customers’ experience through the use of technology**

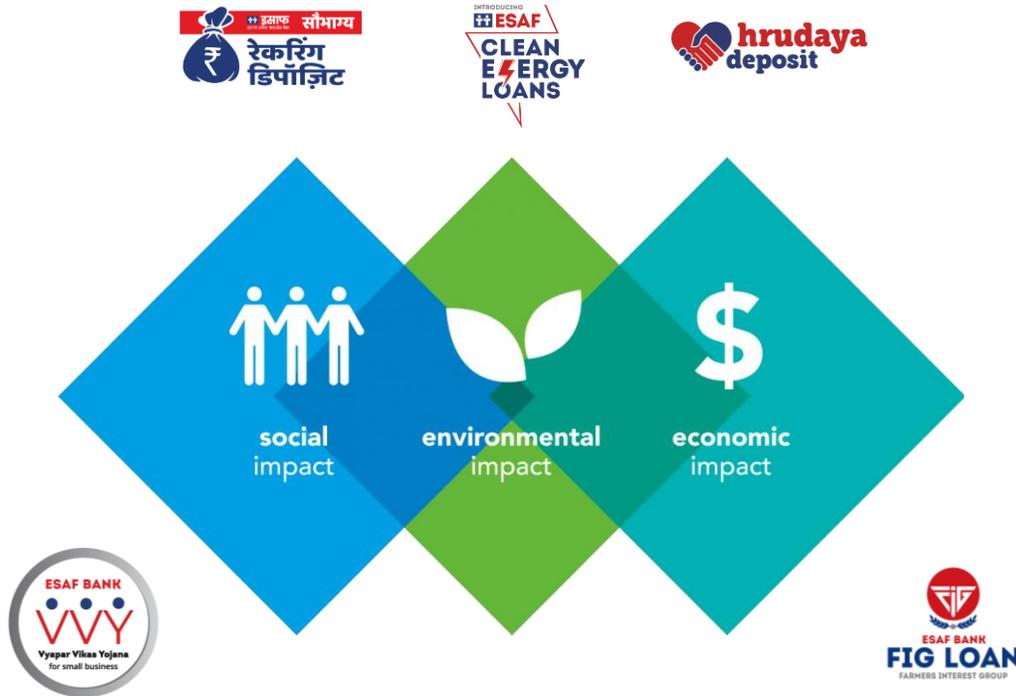
Sustainability & ESG Performance – ESAF SFB’s social business strategy

Pursuant to the ESG policy, ESAF SFB is committed to

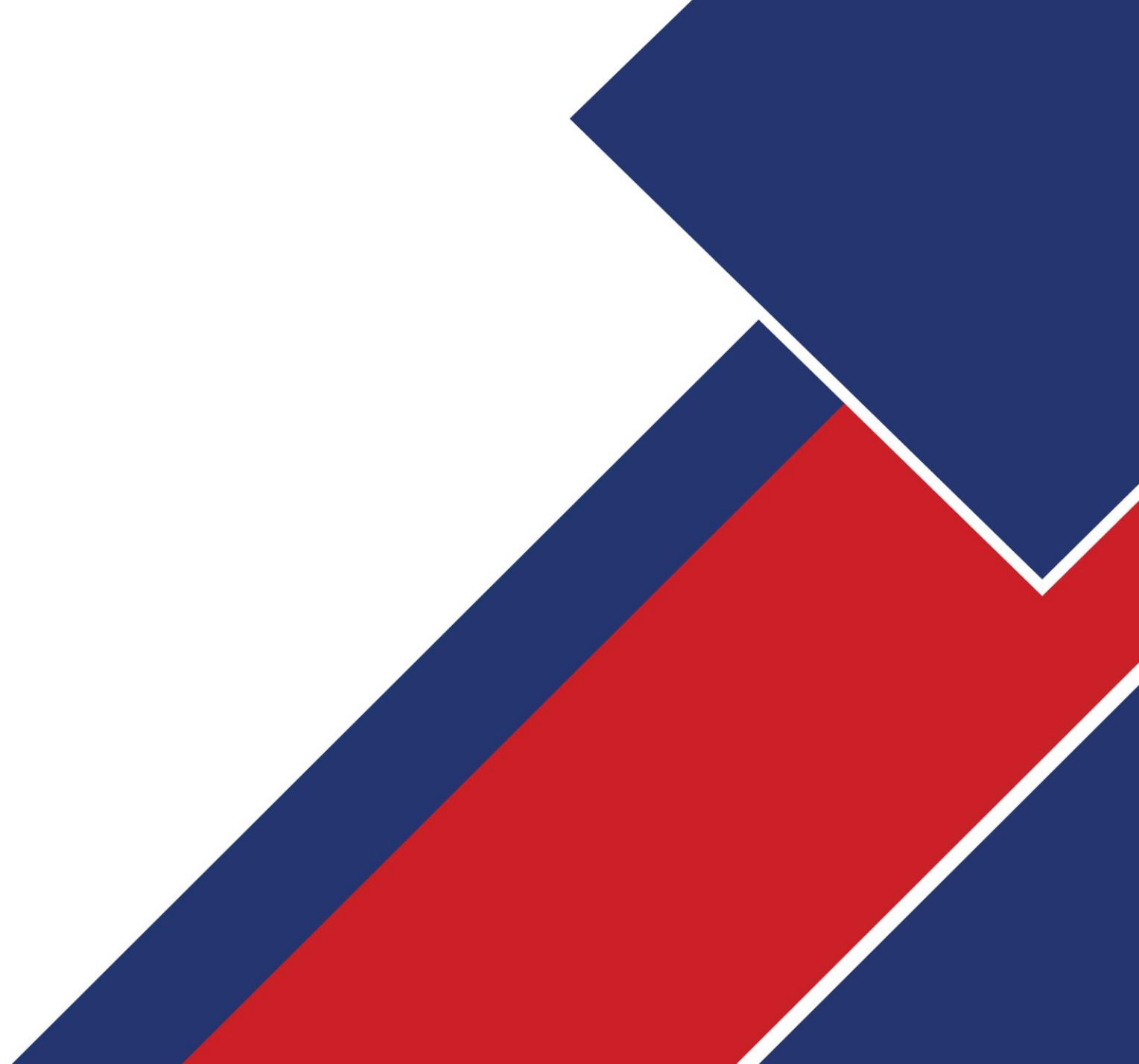
- (i) the protection of the environment and ensuring sustainable development
- (ii) promoting financial inclusion and gender equality through specialised financial services
- (iii) establishing a governance framework to ensure accountability, transparency and compliance with internal and external ESG standards

The Bank received ISO 26000:2010 certification during FY 23-24. It is a recognition for the Bank’s range of inclusive financial services for social and environmental resilience and returns to individuals, professionals and businesses through ethical practices and global standards. It is a comprehensive certification on the Social Responsibility covering seven core subjects:

- Community Engagement and Development
- Environmental Stewardship
- Human Rights
- Labour Practices
- Consumer Protection
- Fair Operating Practices
- Organisational Governance



Annexures



Profit & Loss Statement – Q3 & 9MFY25

Particulars (₹ Crs)	Q3FY25	Q3FY24	Y-o-Y	Q2FY25	Q-o-Q	9MFY25	9MFY24	Y-o-Y
Interest Income	949.89	974.40	-2.5%	996.43	-4.7%	2,968.78	2,816.54	5.4%
Interest Expense	462.87	377.40	22.6%	456.07	1.5%	1,353.04	1,037.48	30.4%
Net Interest Income	487.02	597.00	-18.4%	540.36	-9.9%	1,615.74	1,779.06	-9.2%
Other Income	111.89	119.95	-6.7%	96.58	15.9%	323.75	291.87	10.9%
Net Total Income	598.91	716.95	-16.5%	636.94	-6.0%	1,939.49	2,070.93	-6.3%
Employee Benefits Expense	178.67	89.30	100.1%	193.06	-7.5%	475.20	258.25	84.0%
Depreciation and Amortization Expense	15.20	12.88	18.1%	14.65	3.8%	43.67	37.44	16.6%
Other Expenses	277.66	327.08	-15.1%	286.20	-3.0%	896.17	897.22	-0.1%
Operating Expense	471.53	429.26	9.8%	493.91	-4.5%	1,415.04	1,192.91	18.6%
Pre-Provision Operating Profit	127.38	287.69	-55.7%	143.03	-10.9%	524.45	878.02	-40.3%
Provisions	409.77	137.84	197.3%	339.69	20.6%	918.58	366.13	150.9%
Exceptional Items	-	-	-	58.00	-	58.00	-	-
Profit before tax	-282.39	149.85	-288.4%	-254.66	NC	-452.13	511.89	-188.3%
Tax Provisions	-71.49	37.71	-289.6%	-64.59	NC	-113.93	129.67	-187.9%
Profit After Tax	-210.90	112.14	-288.1%	-190.07	NC	-338.20	382.22	-188.5%
Earnings Per Share Diluted	(4.09)	2.42	-269.0%	(3.69)	NC	(6.56)	8.26	-179.4%
Breakup of Other Income								
Loan Processing Fees	24.73	36.59	-32.4%	21.84	13.2%	73.09	112.27	-34.9%
Profit on sale of investments (Net)	16.97	3.97	328.0%	25.80	-34.2%	49.30	13.83	256.4%
Profit on revaluation of investments (Net)	(6.30)	10.84	-158.1%	3.05	-306.5%	(2.91)	11.12	-126.2%
Recovery on written off loan	9.50	6.58	44.4%	3.14	202.2%	17.19	16.37	5.0%
PSLC Income	15.48	7.40	109.1%	-	-	46.89	23.58	98.8%
Account maintenance charge	4.09	2.57	59.3%	3.56	14.8%	10.47	6.74	55.2%
Third Party Product Income	17.53	29.77	-41.1%	17.85	-1.8%	51.58	42.64	21.0%
Other charges	29.89	22.23	34.5%	21.34	40.1%	78.14	65.32	19.6%
Total	111.89	119.95	-6.7%	96.58	15.9%	323.75	291.87	10.9%

Profit & Loss Statement

Particulars (₹ Crs)	FY24	FY23	FY22
Interest Income	3,818	2,854	1,940
Interest Expense	1,449	1,017	793
Net Interest Income	2,370	1,836	1,147
Other Income	442	288	208
Net Total Income	2,812	2,124	1,355
Employee Benefits Expense	363	278	232
Depreciation and Amortization Expense	51	42	33
Other Expenses	1,235	911	598
Operating Expense	1,649	1,231	863
Pre-Provision Operating Profit	1,163	894	492
Provisions (other than tax and contingencies)	592	488	418
Profit before tax	570	406	74
Tax Provisions	145	104	19
Profit After Tax	426	302	55
Earnings Per Share Diluted	8.94	6.73	1.22

Balance Sheet

Particulars (₹ Crs)	Dec-24	Mar-24	Mar-23	Mar-22
CAPITAL AND LIABILITIES				
Capital	515.08	514.78	449.47	449.47
Employee Stock Option Outstanding	6.93	5.68	5.88	4.81
Reserves and Surplus	1,608.57	1,971.33	1,259.66	957.32
Deposits	22,415.44	19,867.80	14,665.63	12,815.07
Borrowings	1,693.43	3,222.53	3,354.20	2,952.83
Other Liabilities and Provisions	508.13	504.76	488.83	528.06
Total Capital and Liabilities	26,747.58	26,086.88	20,223.66	17,707.56
ASSETS				
Cash and Balances with Reserve Bank of India	1,172.91	1,364.65	739.55	1,300.67
Balances with Banks and Money at Call and Short Notice	291.87	58.28	27.50	211.24
Investments	6,667.34	5,541.02	4,888.53	4,070.30
Advances	17,537.40	18,293.11	13,924.33	11,637.01
Fixed Assets	226.20	207.55	187.93	159.48
Other Assets	851.86	622.27	455.82	328.88
Total Assets	26,747.58	26,086.88	20,223.66	17,707.56



2019

- Dhanam 'Kerala Bank of The Year – 2019' award
- 'Banking Gold' SKOCH Award for Access and Affordable Banking Services for Financially Underserved Areas
- Diversity & Inclusion Excellence Awards 2019 – first runner up under the category 'Best Employer for Women (in Large Category)' by ASSOCHAM India
- Best Performance Award 2018-19 under the SHG – Bank Linkage Programme by NABARD, Kerala Regional Office



2020

- 'Global Sustainability Award 2020' for outstanding achievements in sustainability management by the Energy and Environment Foundation



2021

- Semi Finalist at the SKOCH Award 2021 in the category 'Financial, Digital Inclusion and Education'
- 'Great Place to Work' certification for March 2021-February 2022 by the Great Place to Work Institute, India
- ISO 9001:2015 certification no. IN92405A valid from April 8, 2021 to April 7, 2024 by LMS Certification Private Limited for our: (i) customer service quality initiatives; (ii) regulatory and statutory reporting of the customer service quality department; (iii) customer grievance redressal mechanism; and (iv) customer service call center monitoring.



2022

- 'Small Finance Bank of the Year' certification at the IBS India Banking Summit and Awards 2022
- 'Rising Category: Banking' Award at the Prestigious Brand Asia Awards presented by BARC Herald Global
- 'Financial Inclusion by Small Finance Bank' Award by HSBC



2023

- 'Excellence in Customer Service and Product Distribution' Award at the Eastern India Micro Finance Summit
- 'Best Customer Experience Bank of the Year' Award at the India Customer Excellence Summit and Awards 2023
- 'Innovative Bank of the Year' Award at the India Banking Summit and Awards 2023 by Synnex Group
- 'Best Customer Experience Bank of the Year' in customer service quality award and best CX personality of the year
- 'Innovative Initiative in Rural Sector Award and MD Leadership' award at Governance now 6th BFSI Conclave and awards on 12th October 2023
- 'Best Banking Initiative in Social Sector' award at 4th Annual BFSI excellence award 2023 on Oct 2023



2024

- Outstanding Achievement Award at the Outreach Programme organised by SLBC Odisha and PFRDA for the Government of India's APY scheme
- Special Commendation for CSR from The Economic Times for 2022-23, recognising the Bank's comprehensive and impactful efforts in Corporate Social Responsibility
- Secured the 'Innovative Initiative in Social Sector' award at the BFSI CXO awards by Elets - Banking & Finance Post
- Won the Special Jury Award at the Productivity Council Awards for our innovative e-onboarding approach to Micro Banking Loans, recognized as a commendable KAIZEN initiative
- Received the Emerging Bank of the Year award at the Dhanam BFSI Summit and Award Nite in recognition of our outstanding IPO performance
- Won Bronze in the Cannes Lions Sustainable Development Goals category

Journey So Far

2024

- Operationalisation of Authorised Dealer Category 1 Licence (Foreign Exchange operations)
- Tied up with Edelweiss Life Insurance to broaden the range of insurance products
- Entered into a corporate agency partnership with Care Health Insurance Company to provide health coverage to the eligible customer base
- Launch of Bank Credit Card

2022

- Bestowed with the Prestigious Rising Brand of Asia Award
- Presented with the Synnex-Small Finance Bank of the Year Award
- Won the Inclusive Finance India Award 2022

2020

- Crossed ` 100,000 million in business
- Honoured with the Energy & Environment Foundation
- Global Sustainability Award 2020
- Crossed 500 retail banking outlets

2018

- Selected by the Government of India for the Atal Pension Yojana
- Launched 100 new retail banking outlets in a year
- Became a member of the Global Alliance for banking on values (GABV)
- Received 'Scheduled Bank' Status
- Granted approval by the RBI for NRI operations
- Became one of the finalist at the prestigious European Microfinance Award
- Awarded the PFRDA Award

2016

Received the licence to commence banking operations from the RBI

2021

- Received the Great Place to Work certification

2023

- Clinched the Excellence in Customer Service and Product Distribution Award
- Listed on BSE & NSE on 10th November 2023
- Received ESG Rating of 51.8 against the industry average of 59
- Tied up with Kotak Life Insurance to broaden the range of insurance products

2019

- Established 222 new retail banking outlets in a year
- Became the first runner-up of the ASSOCHAM Award 2019
- Received the SKOCH Award of Banking Gold for providing accessible and affordable banking services to financially underserved areas.
- Bagged the Economic Times Best BFSI Brand 2019 Award

2017

Commenced banking operations, becoming the first bank from Kerala since Independence



COMPANY :



ESAF Small Finance Bank Limited

Mr. Ranjith Raj P

Email: investor.relations@esafbank.com

Website: www.esafbank.com

CIN : L65990KL2016PLC045669

INVESTOR RELATIONS ADVISORS :



MUFG Intime India Private Limited

A part of MUFG Corporate Markets, a division of
MUFG Pension & Market Services

Mr. Nikunj Jain

+91 9769060608

nikunj.jain@in.mpms.mufg.com

Mr. Viral Sanklecha

+91 9987123158

viral.sanklecha@in.mpms.mufg.com