August 11, 2025

BSE Limited
Corporate Relationship Department,
2nd Floor, New Trading Wing,
Rotunda Building,
P.J. Towers, Dalal Street, Mumbai 400001

Scrip Code: 544055

National Stock Exchange of India Limited
Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra Kurla Complex, Bandra (E),
Mumbai 400 051

Scrip Code: MUTHOOTMF

Dear Sir/Madam,

Sub: Investor Presentation for the Quarter ended June 30, 2025 – Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations")

Pursuant to Regulation 30 read with Para A of Part A of Schedule III of the Listing Regulations, we hereby submit Investor Presentation on Unaudited Financial Results of the Company for the quarter ended June 30, 2025.

Kindly take the same on records.

Thanking you,

Yours faithfully,
For Muthoot Microfin Ltd

NEETHU AJAY Digitally signed by NEETHU AJAY
Date: 2025.08.11 19:09:47 +05'30'

Neethu Ajay,
Chief Compliance Officer and Company Secretary

Ernakulam

Muthoot Pappachan Microfin
A Muthoot Pappachan Group Company

Q1 FY’26

Investor Presentation

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MPG - Legacy of 138+ years of history

Muthoot Pappachan Group (MPG) is a Well Diversified Business Conglomerate

- Other bussiness
- Muthoot Fincorp
  - Muthoot Microfin
  - Muthoot Housing Finance
- Muthoot Capital

Sectors:

- Automotive
- Hospitality
- Real Estate
- Information Technology
- Infrastructure
- Precious Metals
- Alternate Energy Sectors

Present across microfinance, gold finance, two-wheeler finance and housing finance

Muthoot Microfin Limited (MML) is the 2nd Largest company by AUM under the Muthoot Pappachan Group.

Promoters have infused Rs 3,421 Mn in MML till date

Our Promoters

Thomas Muthoot
Chairman & Non-Executive Director, MML

Thomas John Muthoot
Chairman, Muthoot Pappachan Group

Thomas George Muthoot
Non-Executive Director, MML

One of the few NBFC-MFIs where the original promoters have continued to retain ownership and control over the business

Journey So Far

2011

Company was acquired by promoters of "Muthoot Pappachan Group"

2015

RBI granted NBFC-MFI status with effect from March 25, 2015

2016

Raised ₹500 Mn from Creation

2017

Crossed 1Mn clients Raised ₹150 Mn and ₹350 Mn from Creation in two separate rounds during the year

2018

- Raised ₹2,200 Mn in a rights issue from existing investors – MFL: ₹351 Mn, Creation: ₹251 Mn, Individual Promoters: ₹1,567 Mn, Others: ₹31 Mn
- Raised an additional ₹300 Mn from Creation

2019

- CRISIL upgraded the rating to A (Stable) for bank facilities and debt instruments

2021

GREATER PACIFIC

- Launched the 'Mahila Mitra' app
- AUM Crossed ₹50,000 Mn
- Raised ₹1.9 Bn from GPC through preferential allotment

2022

- Raised ₹1.9 Bn and ₹818 Mn from GPC in two separate rounds during the year
- CRISIL upgraded the rating to A+ (Stable)
- Crossed 2 Mn active customers
- Crossed 1,000 branches

GREATER PACIFIC

2023

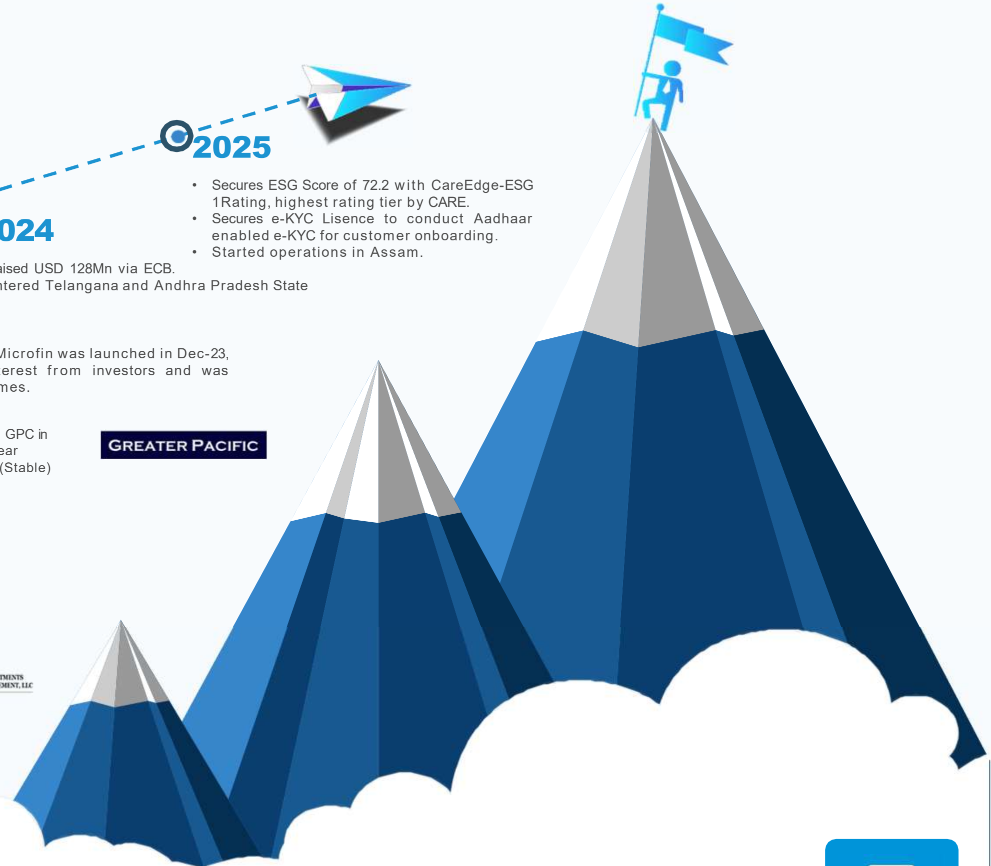
The IPO of Muthoot Microfin was launched in Dec-23, witnessed a big interest from investors and was subscribed by 11.52 times.

2024

- Raised USD 128Mn via ECB.
- Entered Telangana and Andhra Pradesh State

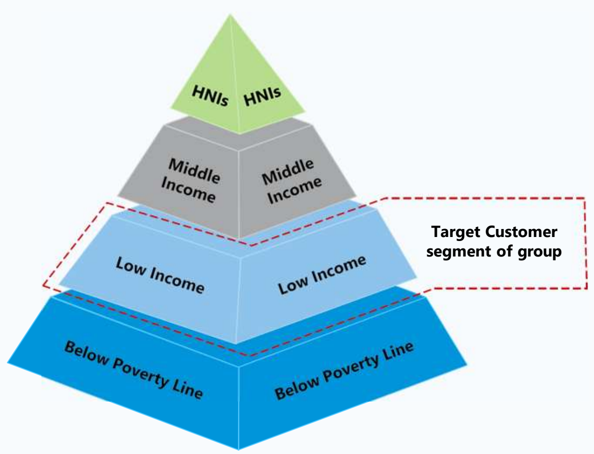
2025

- Secures ESG Score of 72.2 with CareEdge-ESG 1 Rating, highest rating tier by CARE.
- Secures e-KYC Lisence to conduct Aadhaar enabled e-KYC for customer onboarding.
- Started operations in Assam.



Cumulatively promoters have infused Rs. 3,421 million into MML

Brand Recall and Synergies with the Muthoot Pappachan Group



Client Base

Muthoot Microfin	Muthoot Fincorp	Muthoot Capital	Muthoot Housing Finance
			
3.41Mn	5Mn	0.5Mn	35K

MML is the first level of entry into formal financial institution for BoP clients

Customer can progressively graduate to gold loans, vehicle finance and affordable housing

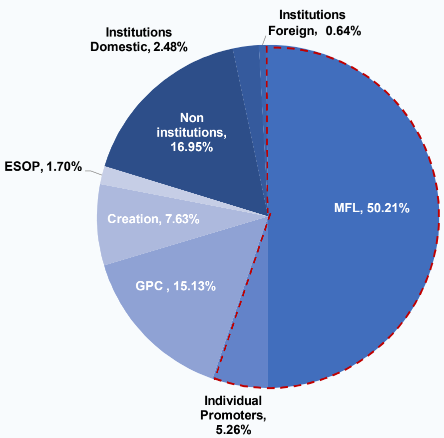
Synergies with MPG

- History of MPG in working with target customers helps understand the needs of women in rural households & design lending products as per their requirements
- Expansion of customer base and geographical footprint
- Leveraging MFL's branches and expertise in cash management, gold assessment and storage
- MPG is in process of developing a single platform to allow access to all the Group's loan offerings thus maximizing cross-sell opportunities

MPG provides MML with Brand recall and significant marketing and operational benefits;
MML leverages cross-selling opportunities to offer diverse products to meet multiple needs of target customers

Strong Corporate Governance and Support from Promoters & Investors

Shareholding as of 30th June'25



One of the few NBFC-MFIs where the original Promoters have countinued to retain ownership & Control over the business1

Statutory Auditor — Suresh Surana & Associates

Internal Auditor — EY

Promoter Group Directors

Thomas Muthoot
Chairman & Non-Executive Director
Exp: 38+ years
Muthoot Pappachan Group
HDFC Bank

Thomas George Muthoot
Non Executive Director
Exp: 38+ years
Muthoot Pappachan Group

Thomas Muthoot John
Executive Director
Exp: 14+ years
Muthoot Pappachan Group

Non-Independent Directors

Akshaya Prasad
Non-Executive Director
Exp: 23+ years
Greater Pacific Capital,
Goldman Sachs

John Tyler Day
Non Executive Director
Exp: 13+ years
Creation Investments

Independent Directors

Thai Salas Vijayan
Non-Executive Independent Director
LIC, IRDAI, Shriram Properties

Bhama Krishnamurthy
Non-Executive Independent Director
Exp: 41+ years
SIDBI, Catholic Syrian Bank

Pushpy Babu Muricken
Non-Executive Independent Director
Exp: 17+ years
Joyalukkas, NASSCOM

Alok Prasad
Non-Executive Independent Director
Exp: 35+ years
RBI, NHB, Citicorp

Anil Sreedhar
Non-Executive Independent Director
Exp: 24+ years
GBS Plus, Adra Biotechnologies

Note: 1. Among the top 10 NBFC-MFIs in india (Source : CRISIL Report)

Key Managerial Personnel

Key Management Personnel and Senior Management Personnel

Sadaf Sayeed
Chief Executive Officer
Exp: 25+ years, 15 years with MPG
Services: Muthoot Fincorp, HDFC Bank, Indiabulls Credit Services, GE Countrywide Consumer Financial Services, Satin, SpandanaSphoorty

Praveen T
Chief Financial Officer
Exp: 14+ years, 12 years with MPG
Services: Muthoot Fincorp, Ark Power Controls

Neethu Ajay
Company Secretary and Chief Compliance Officer
Exp:
Services: 11+ years, 11 years with MPG

Udeesh Ullas
Chief Operating Officer
Exp: 21+ years, 17 years with MPG
Services: Muthoot Fincorp, Cochin Bridge Infra. Company, ICICI Bank and Fullerton India Credit Company

Subhransu Pattnayak
Chief Human Resource Officer
Exp: 24+ years, 13 years with MPG
Services: Muthoot Fincorp, ICICI Bank

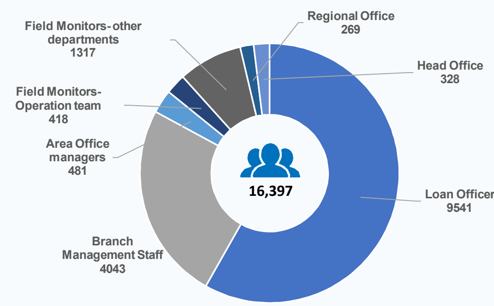
Jinsu Joseph
Chief Risk Officer
Exp: 14+ years, 9 years with MPG
Services: Maben Nidhi, Tamil nadu Mercantile Bank

Linson Chelamattathil Paul
Chief Technology Officer
Exp: 23+ years, 3 years with MPG
Services: V-Guard Industries,Joy Alukkas India

Dileep Kumar Pathak
Chief Internal Auditor
Exp: 16+ years, 14+ years with MPG
Services: Satin Credit Care Network Ltd

Deepu S
Chief Information Security Officer
Exp: 16+ years, 2 years with MPG
Services: Deloitte Touche Tohmatsu India LLP, South Indian Bank

Employee Mix[1]



Awards & Recognition

- Quantic Business Media CX Excellence Award for "Best Use of Mobile App to deliver customer service"
- Awarded the Gold Level Certification for Client Protection by M-CRIL.
- Mr Sadaf Sayeed, CEO has been recognized among India's Top 10 CEOs by Tradeflock.
- Certified as a 'Great Place to Work' for the fifth time by the Great Place to Work Institute, India.
- Received Corporate Agency License'
- Awarded Best Cyber Security Initiative Award from Banking Frontiers DNA Awards 2024.
- Awarded Innovative Customer Service at the CX Excellence Awards 2024.
- Secures ESG Score of 72.2 with CareEdge-ESG 1 Rating, highest rating tier by CARE
- Secures e-KYC Lisence to conduct Aadhaar enabled e-KYC for customer onboarding.
- Muthoot Microfin Wins TransUnion CIBIL Best Data Quality Award (Q1 FY'26)
- Muthoot Microfin wins the Tusker Awards 2025 in the "Girl Empowerment Mission" category for its Outstanding Empowerment Initiative.

Note:
1. Employee Data as on Jun 30, 2025.
The employee composition displayed in the chart excludes 313 loan officers on the Team Lease & Team up payroll.

Performance Highlights – Q1 FY'26

AUM (Mn)	1,22,528	(0.3% YoY)	(-0.8% QoQ)
Branch	1,726 Nos	(+10.5% YoY)	(+1.6% QoQ)
Employee	16,397	(+18.7% YoY)	(+2.6% QoQ)
CE	93% (Overall)	(-2.9% YoY)	(2.3% QoQ)
	99% (X Bucket)	(-1.0% YoY)	(0.0% QoQ)
Disbursement (Mn)	17,756	(-19.4% YoY)	(-9.4% QoQ)
Active Clients (Mn)	3.41	(+0.3% YoY)	(-0.5% QoQ)
GNPA	4.85%	(+275 bps YoY)	(+1 bps QoQ)
NNPA	1.58%	(+87 bps YoY)	(+24 bps QoQ)

Financial Highlights – Q1 FY'26

Income (Mn)
INR **5,591**
(-15.8% YoY)
(+0.5% QoQ)

PPOP (Mn)
INR **1,385**
(-44.3% YoY)
(+6.3% QoQ)

Equity (Mn)
INR **26,413**
(-15.4% YoY)
(-6.0% QoQ)
CAR
27.85%

PCR
68.5%
(+198 bps YoY)
(+759 bps QoQ excl. overlay)

NIM (Mn)
INR **3,423**
(-16.8% YoY)
(+6.6% QoQ)

PAT (Mn)
INR **62**
(- 94.5% YoY)
(+101.5% QoQ)

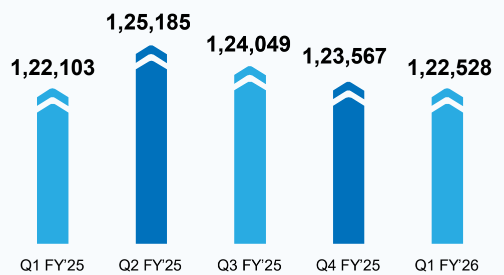
COF
10.79%
(-28 bps YoY)
(-23 bps QoQ)
Incr. COF
9.97%

ROA
0.20%
(-351 bps YoY)
ROE
0.94%
(-1,488 bps YoY)
(QoQ back to profits)

Consistent Growth

AUM (Mn)

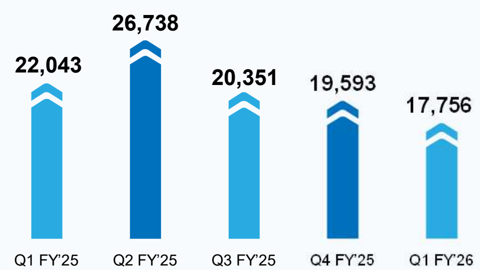
0.3% YoY



AUM marginally grew by 0.3% YoY with a 0.84% QoQ decline, the same is primarily on account of lower disbursement primarily due to increase in Rejections and tougher external conditions. In-spite of the challenging external factors all key states and ROI have shown an increase in market share in portfolio.

Disbursement (Mn)

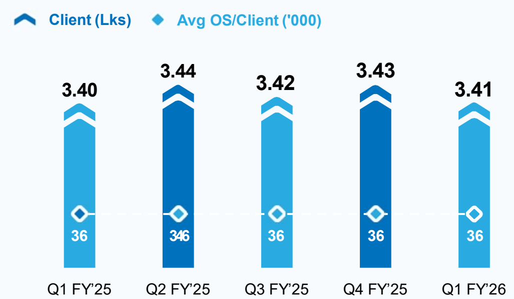
19.4% YoY



In Q1 FY'26, MML disbursed ₹17,756 Mn, with a 9% QoQ and 19% YoY decline. The same is lower on account of primarily higher Rejections which has increased by almost 22% YOY. Inspite of lower disbursements, in comparison to the Industry the share of disbursement has improved in almost all key States and ROI except BH.

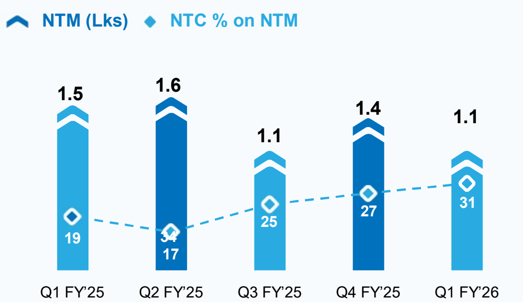
Clients (Mn)

0.3% YoY



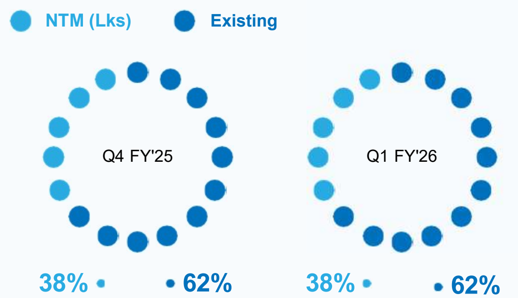
Client base growth remained modest with a 0.3% increase YoY and a slight 0.6% fall QoQ. Focusing has been to acquire new customer and retain good existing customers with limited associations with other lenders to comply with the norms and to build better quality customer base over a period of time.

NTM & NTC Client Count (Lks)



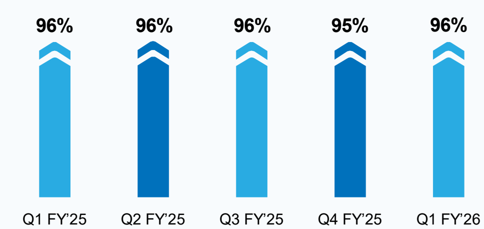
The acquisition of NTM customers is in line with the disbursements.

AUM Split ETM & NTM Clients

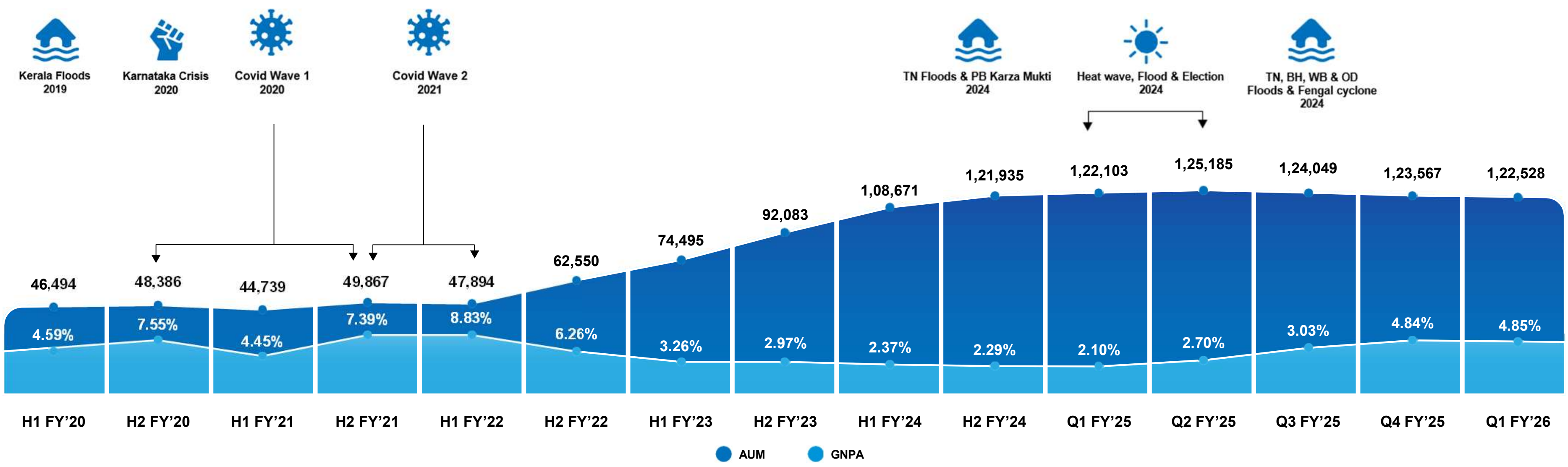


Aligned with the strategy of balancing growth and retention, the share of existing customers rose to 62% in Q1 FY26 from 54% in Q1 FY25, reflecting stronger client loyalty and portfolio stability.

Client Retention



We maintained a strong 96% retention rate in Q1 FY26, reflecting consistent customer loyalty and a data-driven focus on building a high-quality, low-risk borrower base for sustainable growth.



Natural calamities – Fengal Cyclone & Flood impacted loans - Q3 FY'25

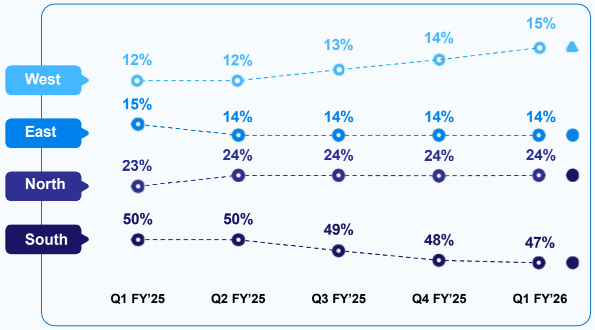
StateName	Impacted Loans #	NATCAT Covered	NATCAT Cover %	NATCAT Settled	NATCAT Settled %
TAMILNADU	50,928	50,928	100%	50,928	100.00%
BIHAR	10,279	10,279	100%	10,279	100.00%
WEST BENGAL	3,221	3,221	100%	3,221	100.00%
ODISHA	805	805	100%	805	100.00%
Other States	8,120	8,120	100%	8,120	100.00%
Total	73,353	73,353	100%	73,353	100.00%

In Q3 FY'25, natural disasters such as the Fengal Cyclone and subsequent floods significantly impacted our loan portfolio. As of Q1 FY'26, we have successfully completed the resolution process through NATCAT insurance coverage, with 100% of all intimated claims now settled.

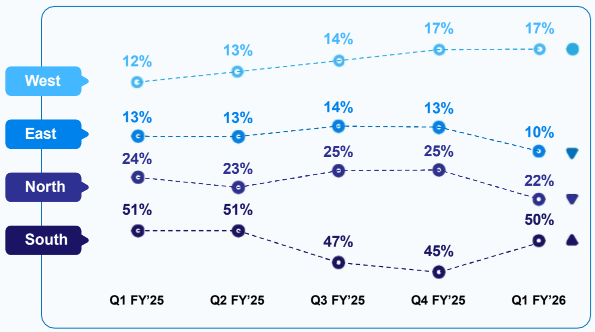
In Q1 FY'26, a total of 715 claims were intimated, out of which 87.0% have already been settled, reflecting a healthy and consistent settlement ratio.

Strategic re-alignment through Diversification

Portfolio Concentration (Region-wise Trend)

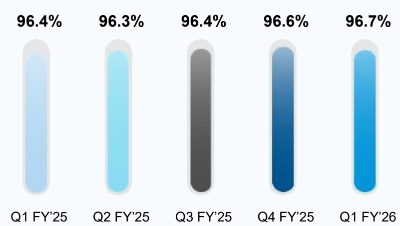


Disbursement Spread (Region-wise Trend)



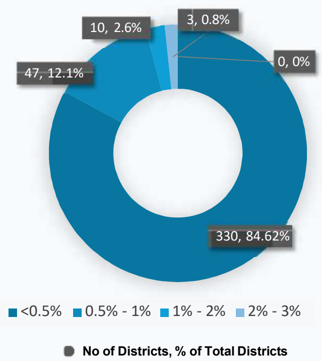
The regional portfolio mix remains well-balanced, with the South contributing nearly half of both disbursements (49.9%) and AUM (47.5%), reinforcing its role as a stable growth anchor. The North maintains a strong presence with 24% of AUM, while the West shows a healthy alignment between disbursement (17.4%) and portfolio (14.8%). The East, though contributing lower to disbursement (10.3%), continues to hold a higher AUM share (13.7%), indicating scope for deeper penetration and improved flow in the coming quarters.

Consistent Rural Penetration (AUM)

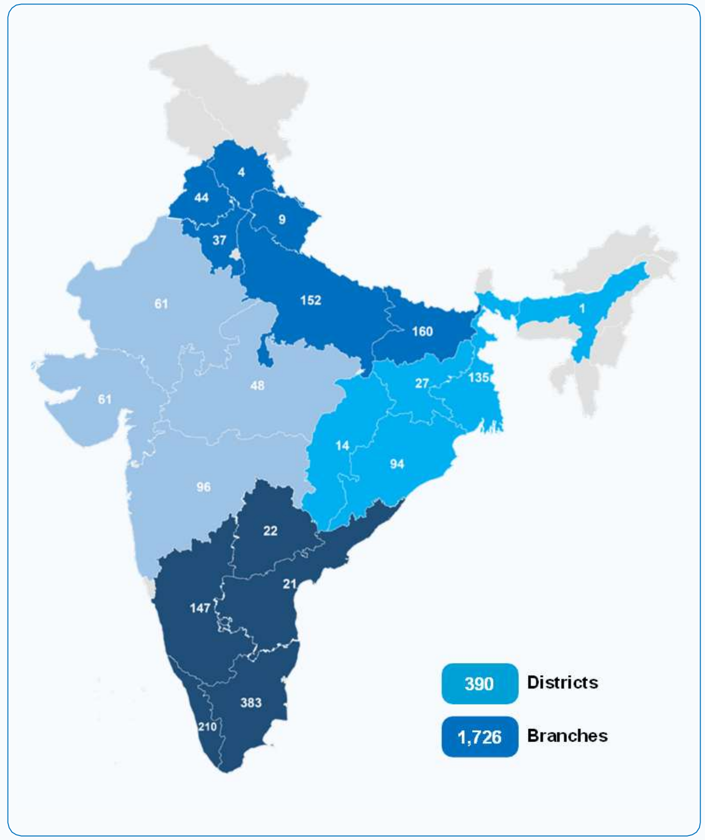


Top 1	3%
Top 3	7%
Top 5	11%
Top 10	18%
Other	82%

Exposure of Districts (% of GLP)

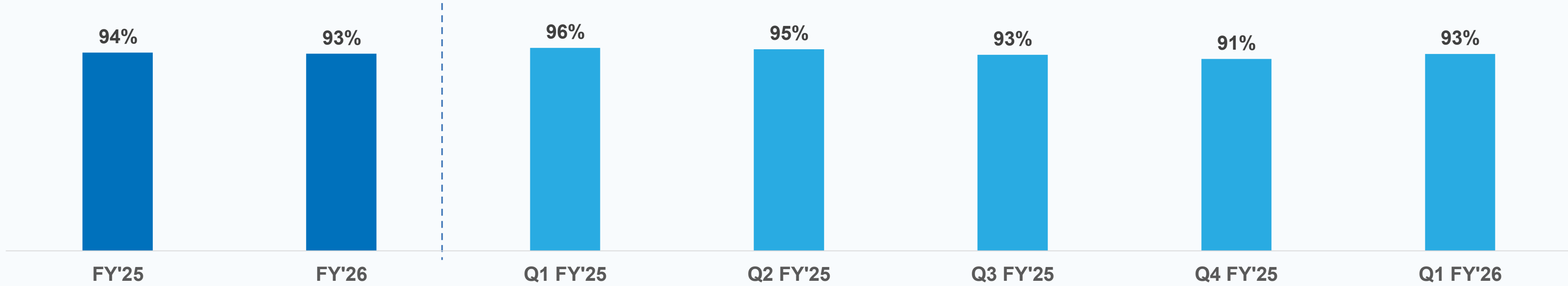


Number of Branches Per State

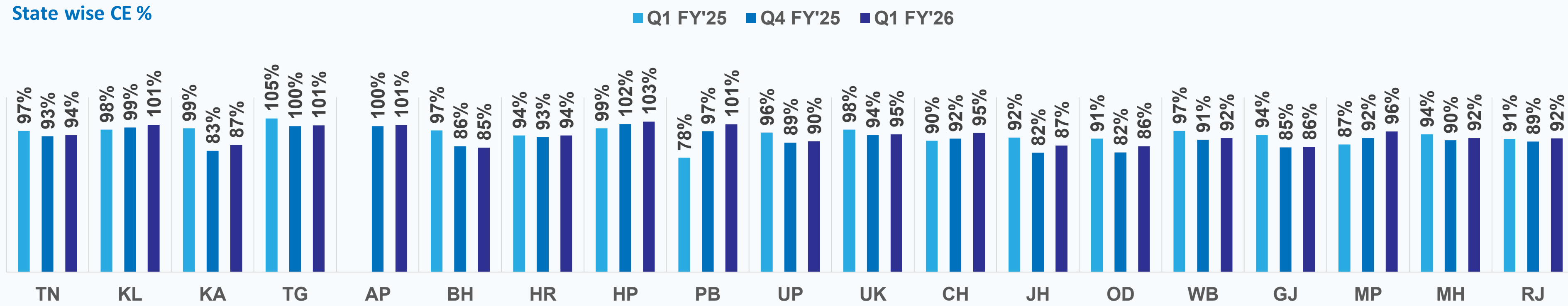


Collection Efficiency

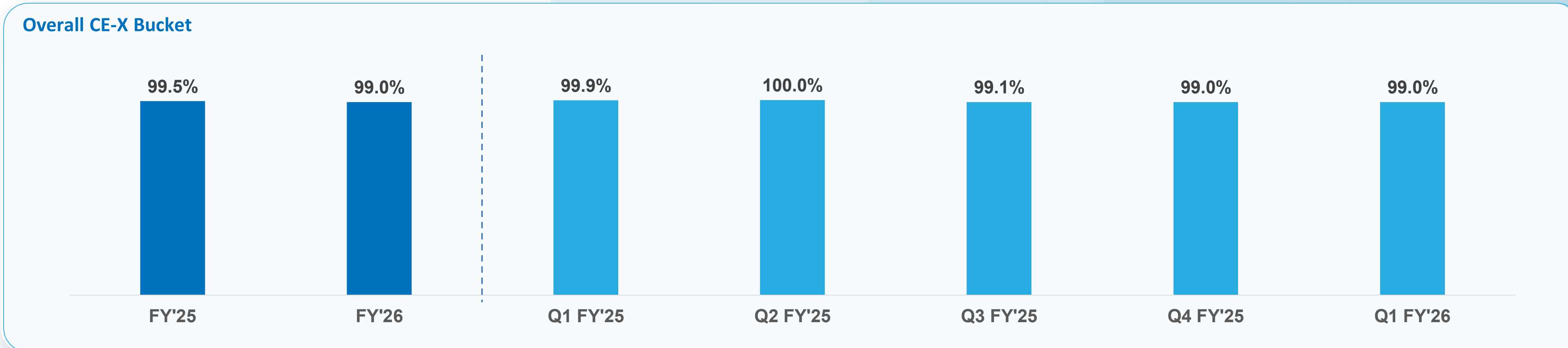
CE %

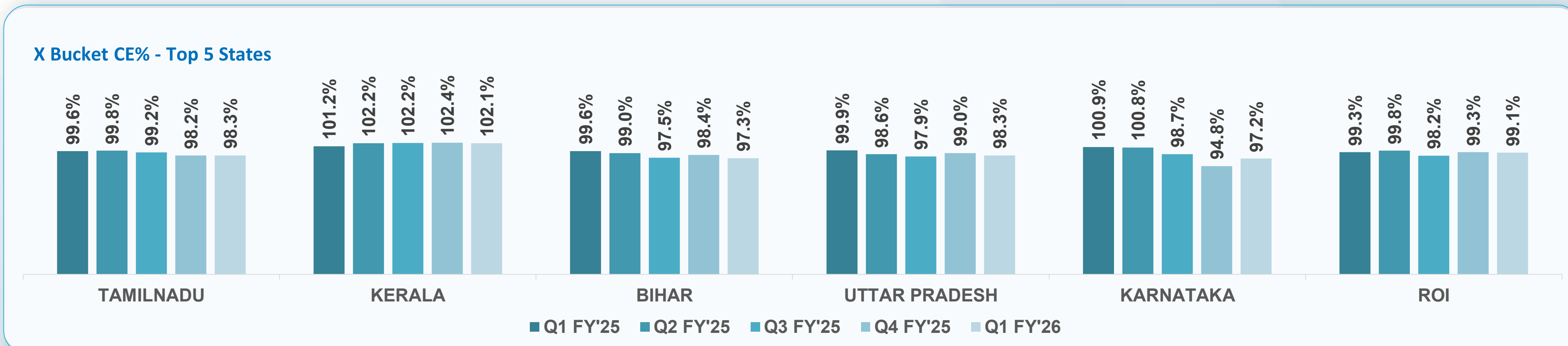


State wise CE %



Collection Efficiency – X Bucket





Asset Quality 1/4

Slab	Loan Assets (Gross)	ECL	Loan Assets (Gross) (%)	ECL (%) (Q1 FY 26)
Stage 1	81,856.46	946.96	91.20%	1.16%
Stage 2	3,548.62	289.98	3.95%	8.17%
Stage 3	4,349.94	2,981.36	4.85%	68.54%
Total	**89,755.02**	**4,218.30**	**100.00%**	**4.70%**
GNPA				**4.85%**
NNPA				**1.58%**

	(in mns)
Total Provision as per IND AS	4,218.3
IRAAC Provision	1,244.8
Difference in ECL vs IRAAC	2,973.5

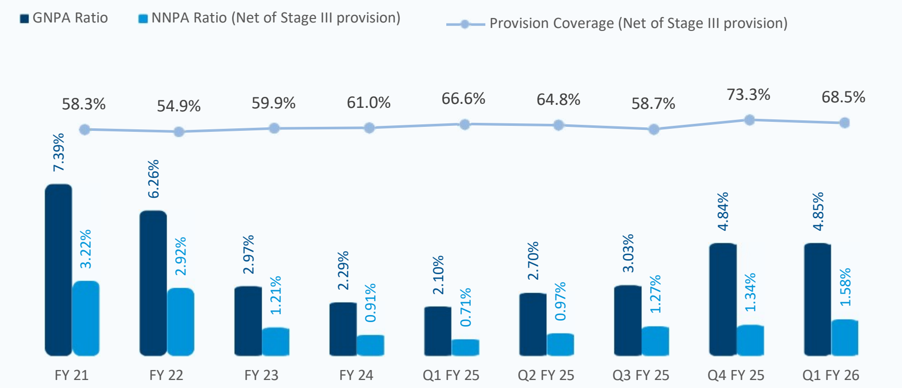
(in mns)

Particulars	Q1FY26
Opening ECL (A)	5,769.40
Additions (B)	
- Provisions as per ECL Model	1,007.97
- Additional Management Overlay	-
Reversals on account of derecognition of financial instrument (ARC transaction) (C)	2,559.07
Closing ECL (D = A+B-C)	**4,218.30**
Writeoff including waivers (D)	257.80
Provision for impairment on loan assets (E)	1,007.97
Other Provisions (F)	10.14
Baddebts Recovered (G)	22.08
Net Credit Cost (H = D+E+F-G)	**1,253.83**
Net Loss on derecognition of financial instrument (ARC transaction) (I)	73.59
Total Impairment Cost, including Loss on Derecognition of Financial Asset (ARC Transaction) (J = H+I)	**1,327.42**

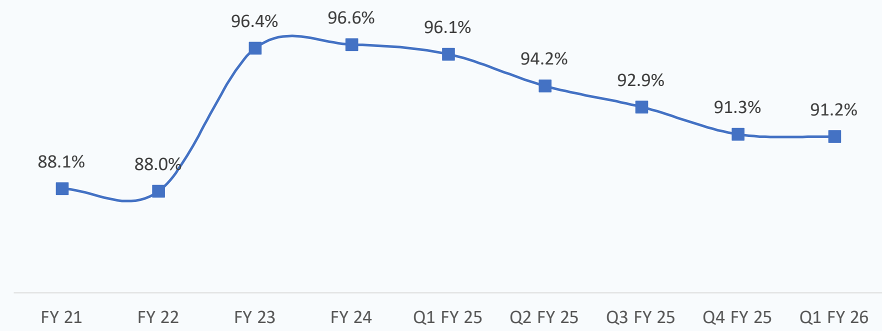
- In FY25, MML created a management overlay of ₹2,296.53 million, to prudently account for potential risks arising from the Karnataka crisis and broader macroeconomic uncertainties. The management overly include ₹971.21 million as general overlay and ₹1,325.32 million for Karnataka impact. The Company has consumed Karnataka overly in Q1 FY 26 to write off and to derecognize through ARC sale, for the pools impacted in Q4 in the state of Karnataka. The general overlay is included in the updated ECL model approved by the Board and implemented by the company from Q1 FY 26.
- The overall provision coverage stands at 4.7% of total assets, with Stage 3 asset coverage at 68.5%. The IRAAC provision is ₹124 crore, while provisions under the ECL model are higher by ₹297 crore.

Asset Quality 2/4

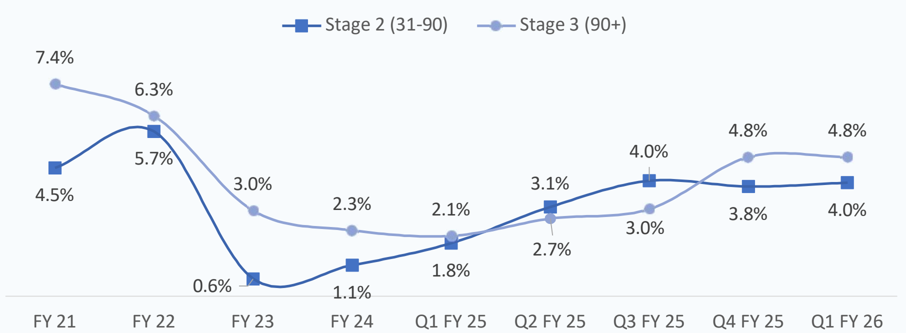
GNPA, NNPA & Provision Coverage



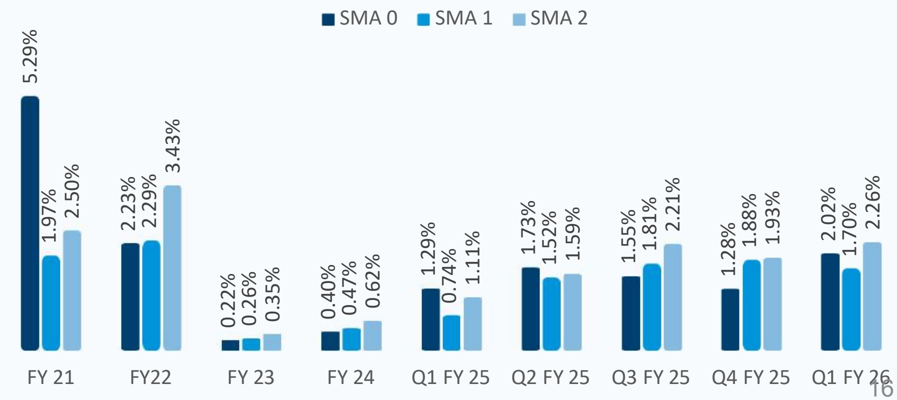
Stage 1 (0-30)



Stage 2 & 3 Comparison

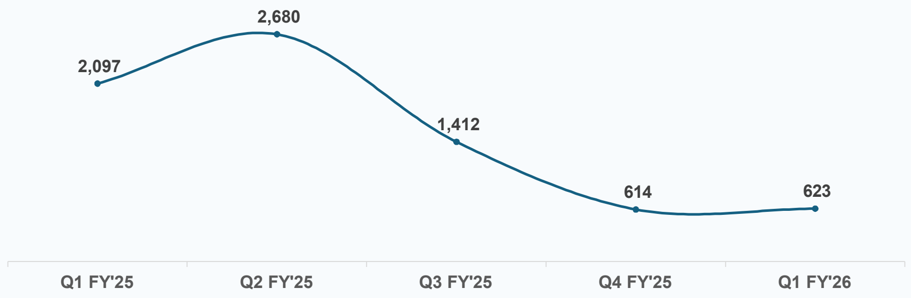


SMA Category Comparison

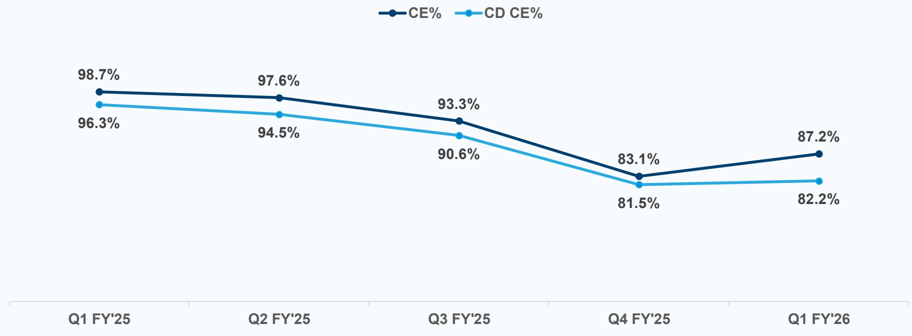


Asset Quality - Karnataka Recovery post setback 3/4

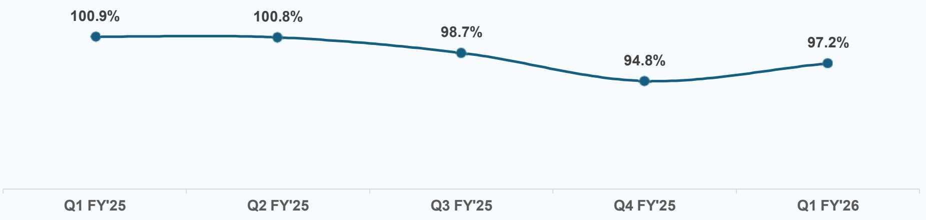
Disbursement (Mn)



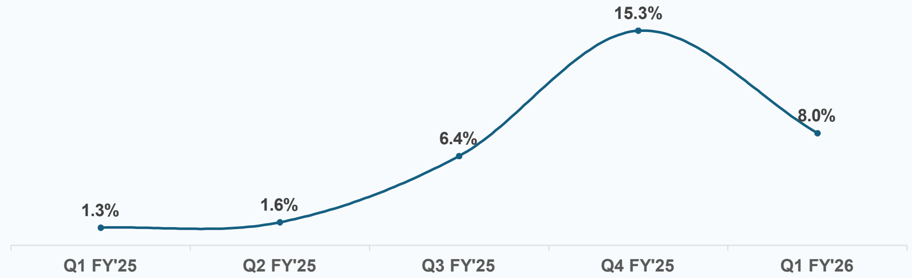
CE% & CD CE%



X Bucket CE %



0+ PAR% Increase Rate



- Karnataka's microfinance sector faced significant external disruptions in FY'25 due to borrower distress, protests, and regulatory interventions, leading to operational challenges.
- These factors peaked in Q4 FY'25, affecting collections and delinquency trends, as borrower confidence and repayment discipline were temporarily impacted.
- From Mar'25 onwards, signs of stabilization emerged, and by Q1 FY'26 collections have showed marginal signs of revival indicating KAs road towards recovery.

Asset Quality 4/4

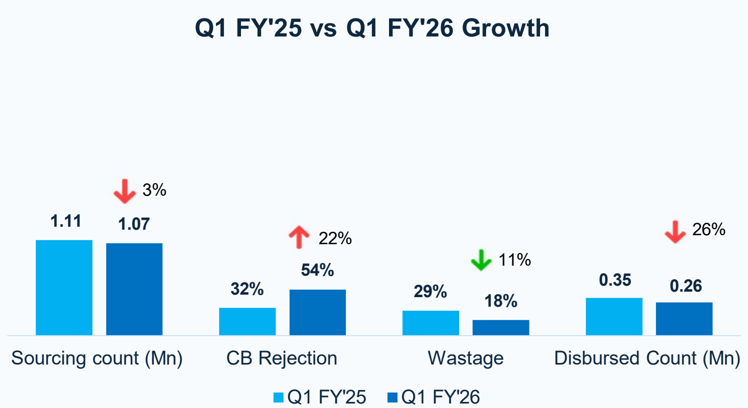
MML	Borrowers %			Portfolio %			PAR (30+)		
Lender Group	Q1 FY-26	Q4 FY-25	Q3 FY-25	Q1 FY-26	Q4 FY-25	Q3 FY-25	Q1 FY-26	Q4 FY-25	Q3 FY-25
Unique	**36.8%**	**35.1%**	**34.8%**	**34.9%**	**31.2%**	**30.1%**	**2.7%**	**3.1%**	**2.9%**
Own+1	29.2%	27.4%	26.8%	32.6%	30.0%	28.7%	3.6%	3.9%	3.5%
Own+2	20.4%	19.9%	19.1%	22.6%	22.9%	22.1%	5.7%	6.1%	5.2%
Own+3	8.8%	10.8%	11.0%	7.5%	11.1%	12.0%	12.5%	11.2%	9.0%
Own+4 & Above	**4.7%**	**6.8%**	**8.2%**	**2.5%**	**4.8%**	**7.1%**	**32.3%**	**32.1%**	**22.7%**
Total %	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**5.1%**	**6.3%**	**5.7%**

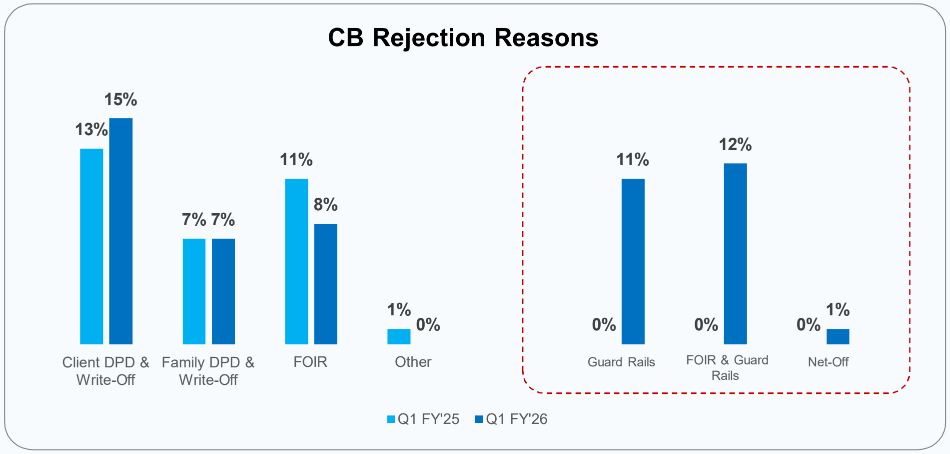
- **Client Distribution:** MML's share in the 'Own + 4+ lenders' segment is 4.7%, down 2 pp from last quarter and 6 pp from Q2 FY'24.
- **Client Mix:** "Own + 4+ lenders" share cut to 2.5% (from 4.8%), well below peers.
- **Risk Improvement:** PAR 30+ down 122 bps to 5.1%; unique customer PAR 30+ at 2.7%. Over-leveraged segment PAR remains high at 32%.

MML	Borrowers %			Portfolio %		
Indebtedness	Q1 FY-26	Q4 FY-25	Q3 FY-25	Q1 FY-26	Q4 FY-25	Q3 FY-25
Upto 50K	42.6%	39.0%	40.3%	16.2%	15.0%	16.7%
50k - 1Lk	31.6%	31.0%	30.0%	40.9%	39.7%	38.7%
1Lk - 1.5Lk	18.9%	20.3%	19.5%	31.0%	29.9%	28.5%
1.5Lk - 2Lk	5.9%	7.9%	7.9%	10.5%	13.0%	12.9%
2Lk Above	**1.0%**	**1.8%**	**2.2%**	**1.4%**	**2.3%**	**3.2%**
Total %	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

- **Lower Risk Profile:** Indebtedness above ₹2L reduced to 1.4% (from 2.3%).
- **Balanced Growth:** Slight rise in ₹1L–1.5L & ₹1.5L–2L segments for controlled expansion.
- **Over-Indebtedness:** Customers with total debt above ₹2 lakhs fell to 1.0% (from 1.8%), and their portfolio share to 1.4% (from 2.3%), reflecting strong risk control.

Improved efficiency inspite of challenges…





Sourcing: Almost similar sourcing during the period under comparison; inspite of tighter sourcing norms including net-off conditions. Huge positive considering tighter market conditions.

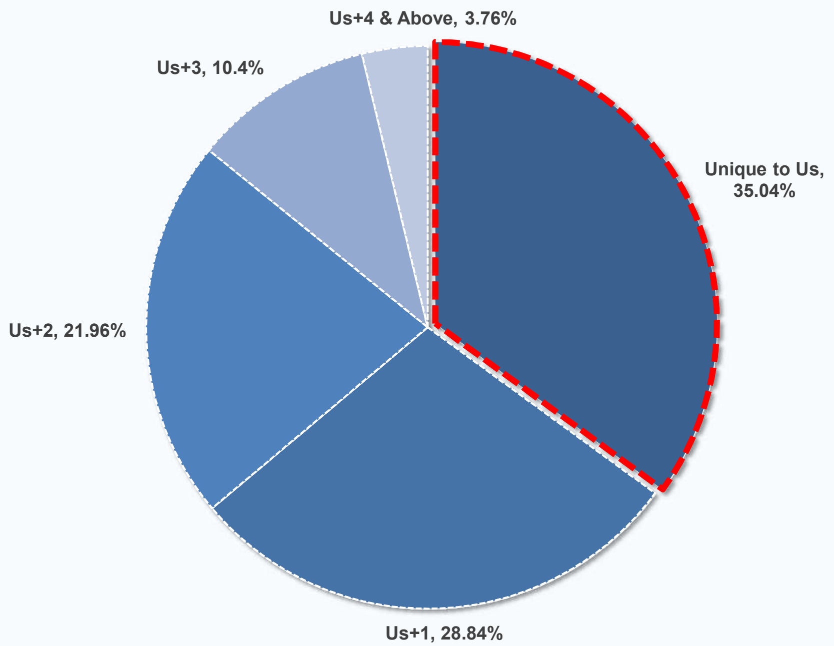
Rejections: CB Rejections rose drastically by 22% (i.e. increase by 2/3rd which is substantially higher) from 32% in Q1 FY 25 to 54% in Q1 FY 26. This increased rejection represents roughly 808 crs of sourcing which is a huge sourcing loss. Implementation of Guardrails was the primary reason for the same.

Wastage: The higher rejection was mitigated through Process efficiency by reducing the same from 29% to 18% i.e. reduction of 11% primarily through process optimization and controls in place. This improved efficiency has effected in disbursement improvement to the extent of Rs. 441 crs.

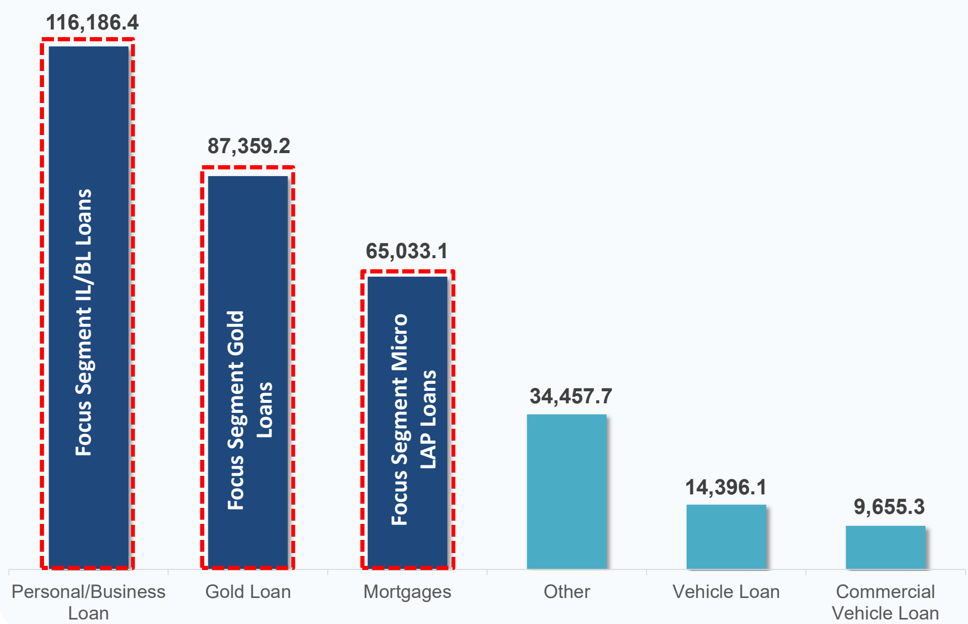
Disbursements: Summarizing the above, though rejections have drastically increased, operational efficiency have mitigated the loss to a great extent and help us achieve a disbursement of 1,763 crs in Q1 FY’26 in comparison to ₹2,130 crore in Q1 FY’25.

Strategic re-alignment through Product Diversification

IL Loans - Lender Mix wise Eligible Clients



Portfolio Exposure – Clients with Retail Loans (Mn)

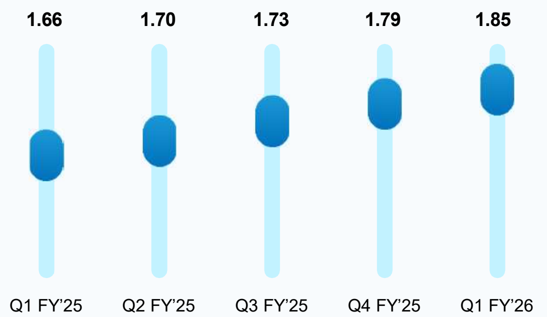


- **Portfolio Exposure:** The MML clients' retail portfolio(depicted on the right) is predominantly concentrated in the PL & BL loans and mortgage loan segments. We are primarily targeting these segments for new product diversification to strengthen customer retention.
- **Client Distribution:** The above is composition of our existing 4.4 lakh clients(depicted on the left) having exceptional track record and vintage. Of these, 35% are classified as *"Unique to Us"*, forming our primary focus segment. We are tailoring and diversifying the product offerings exclusively for this client group initially.
- **Wallet share availability:** We have a wallet share availability of ₹21,857 Mn exclusively for our "Unique to Us" clients.

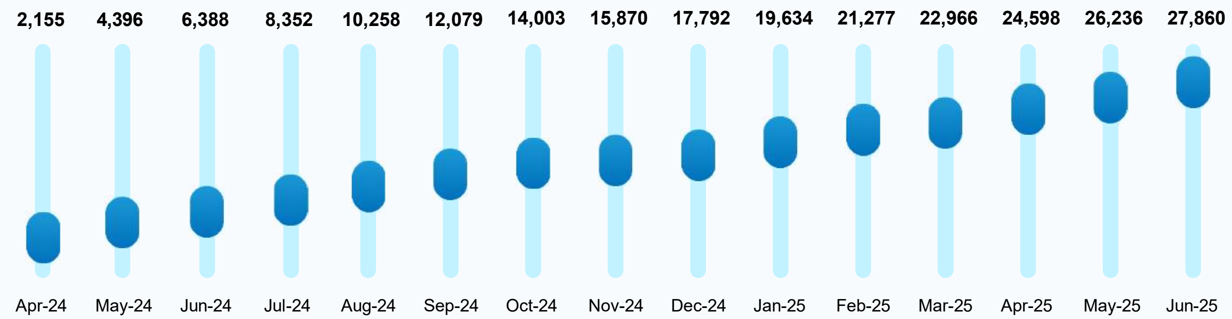
Note: Lender mix is based on institution-wise MFI loan data. Wallet balances are capped at ₹2 lakh.

Digitization driving Collections

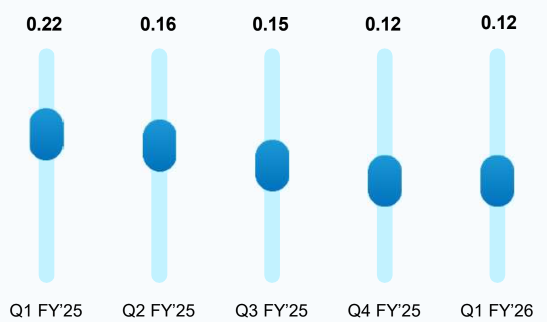
Customer App Installation (Cum. Mn)[1]



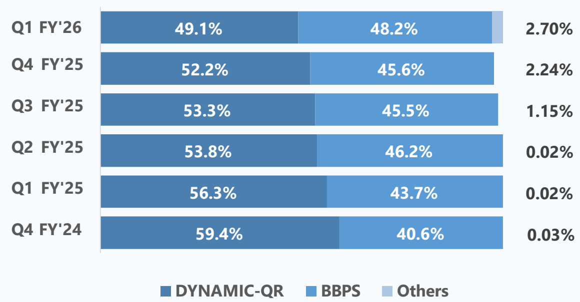
Cumulative Digital Collection (Mn)



Digital Client Acquisition (Mn)[2]



Channel-wise digital collection share%



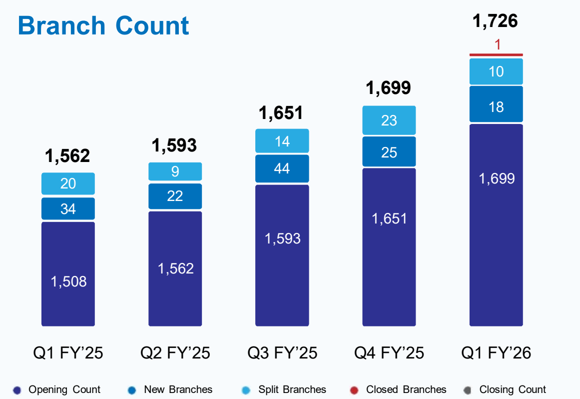
- **Customer App Installations: Q1 FY'26 began on a positive note, with cumulative customer app downloads reaching 1.85 Mn by the end of the quarter. The quarter saw 57K new downloads, an increase from 54K in Q4 FY'25, reflecting growing customer interest driven by awareness initiatives and app enhancements. This momentum sets the stage for stronger engagement and wider digital adoption in the coming months.**

- **Digital Collection Performance: Digital collections in Q1 FY'26 stood at ₹4894 Mn, with a digital share of 23%. Importantly, 0.12 Mn new clients adopted digital payment channels this quarter, reflecting growing customer confidence and widening reach. With continued focus on digital engagement and seamless payment options, we are well-positioned to drive further growth in both digital volumes and share through the rest of the year.**

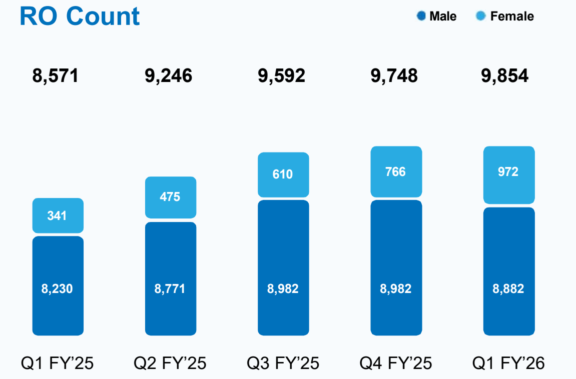
Note:
1. App Installation represents the cumulative count of customers who have downloaded and registered "Mahila Mitra" app
2. Digital Client Acquisition refers to identifying clients who have completed their first-ever digital transaction.

Key Metrics

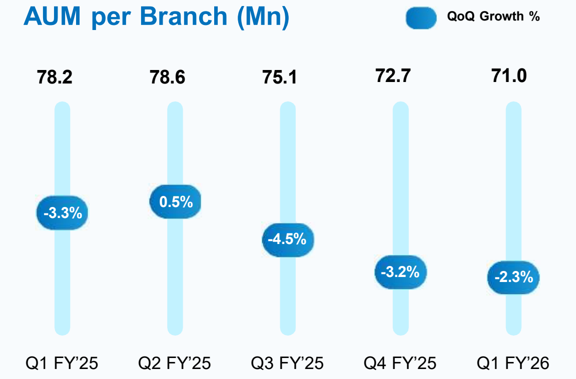
Branch Count



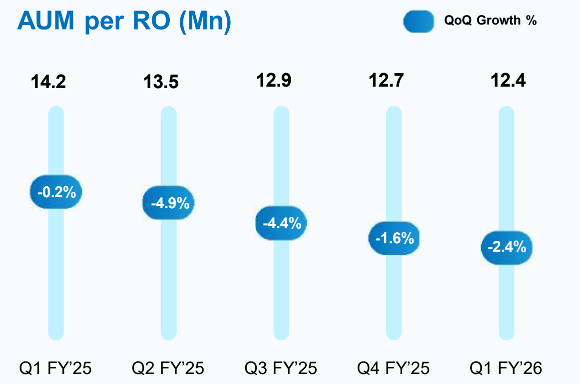
RO Count



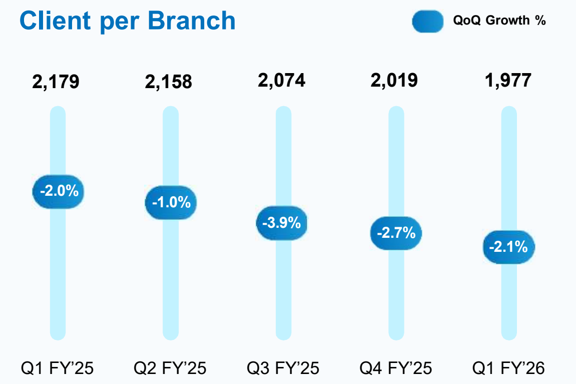
AUM per Branch (Mn)



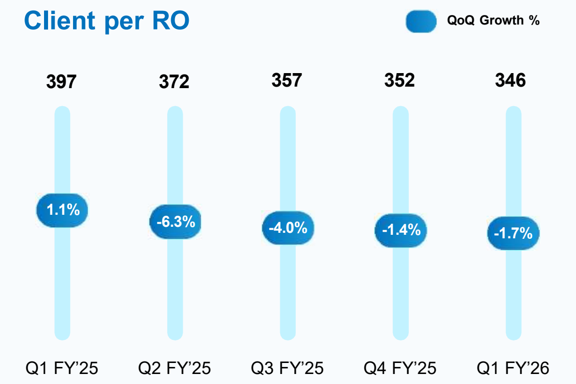
AUM per RO (Mn)



Client per Branch



Client per RO



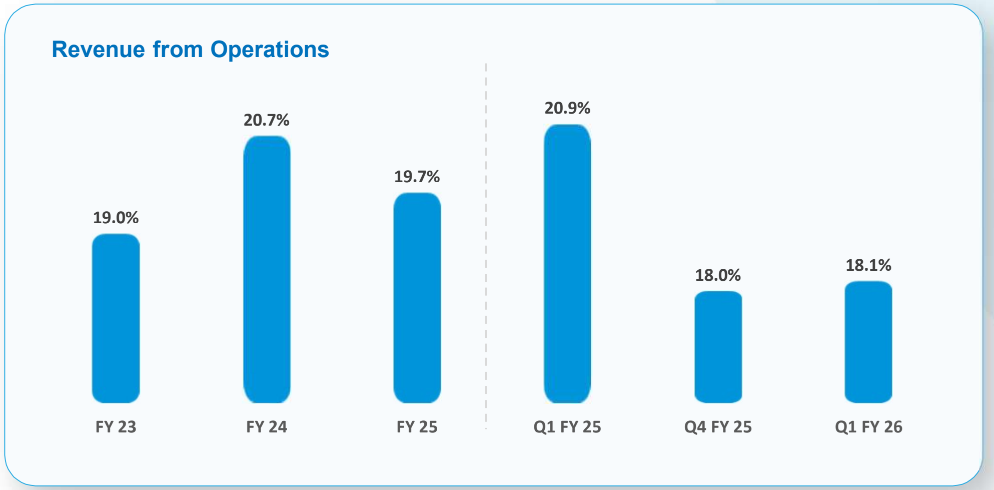
Guidance FY 26

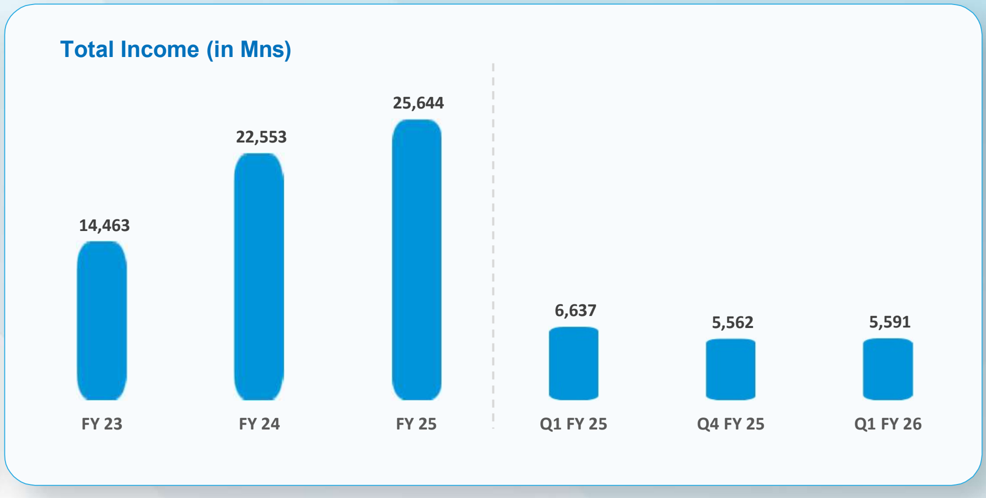
Particulars	Actual FY 25	Guidance FY 26
AUM-Growth	1.3%	5%-10%
NIM	12.4%	12.4% - 12.7%
Operating Cost	6.2%	6.0% - 6.2%
Credit Cost	9.4%	4.0% - 6.0%
RoA	-1.8%	0.5% - 2.0%
RoE	-8.2%	2.5% - 10.0%

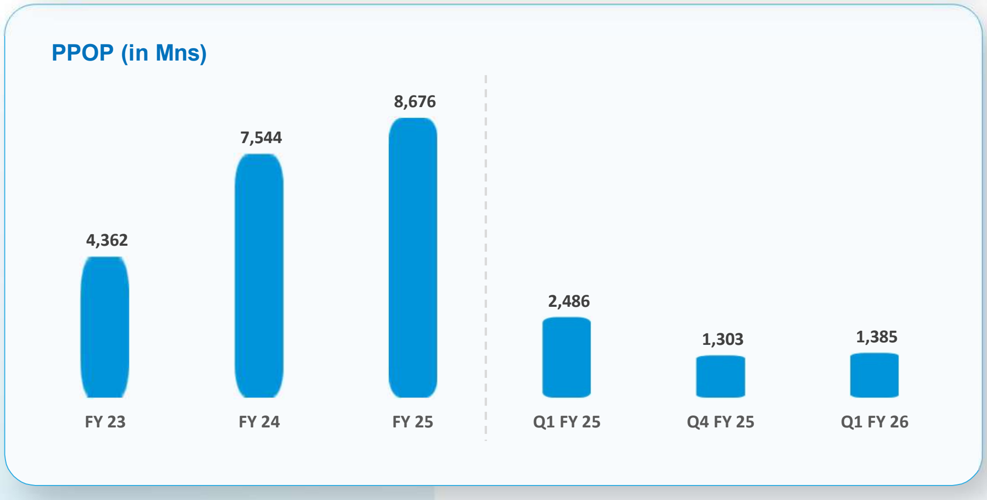
P & L Statement

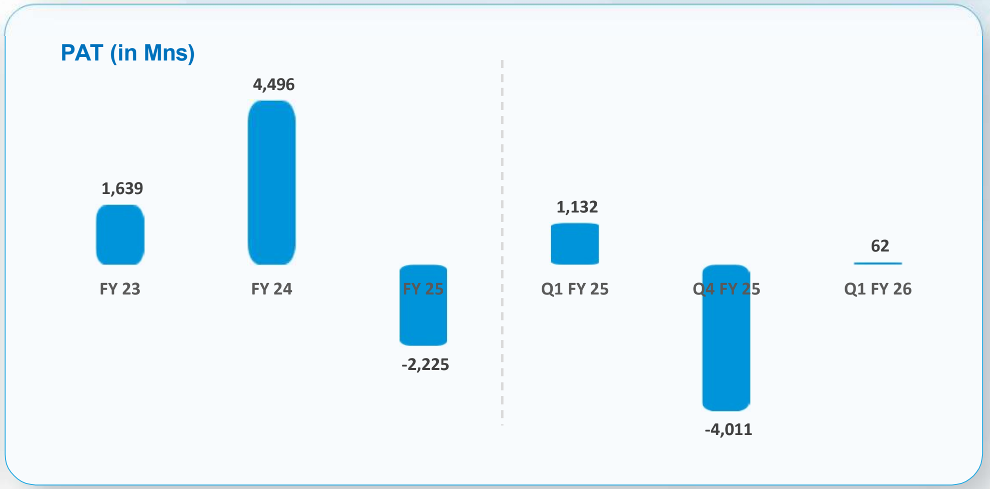
Financial Comparison	Q1 FY 26	Q1 FY 25	YoY (%)	Q4 FY 25	QoQ (%)	FY 25
Income						
Revenue from operations	5,586.2	6,634.7	-15.8%	5,550.3	0.6%	25,616.9
Other income	4.4	2.8	56.6%	11.9	-63.2%	27.5
Total income	**5,590.6**	**6,637.5**	**-15.8%**	**5,562.2**	**0.5%**	**25,644.4**
Expenses						
Finance costs	2,097.6	2,337.0	-10.2%	2,217.1	-5.4%	9,301.1
Employee benefit expenses	1,522.3	1,281.9	18.8%	1,421.1	7.1%	5,339.1
Net Loss on derecognition of financial instrument under amortised cost category	73.6	312.2	-76.4%	-	-	1,142.2
Impairment on financial instruments	1,253.8	708.2	77.0%	6,520.1	-80.8%	10,423.2
Depreciation and amortisation expense	110.0	101.8	8.1%	111.8	-1.6%	428.4
Other expenses	475.6	430.8	10.4%	509.3	-6.6%	1,899.5
Profit before tax	**57.6**	**1,465.6**	**-96.1%**	**(5,217.1)**	**101.1%**	**(2,889.0)**
Profit after tax	**61.8**	**1,132.2**	**-94.5%**	**(4,011.5)**	**101.5%**	**(2,225.2)**
Total comprehensive income	**82.3**	**1,156.1**	**-92.9%**	**(3,782.1)**	**102.2%**	**(1,805.8)**

Robust Fiscal year performance in terms of Income/Profitability (1/2)



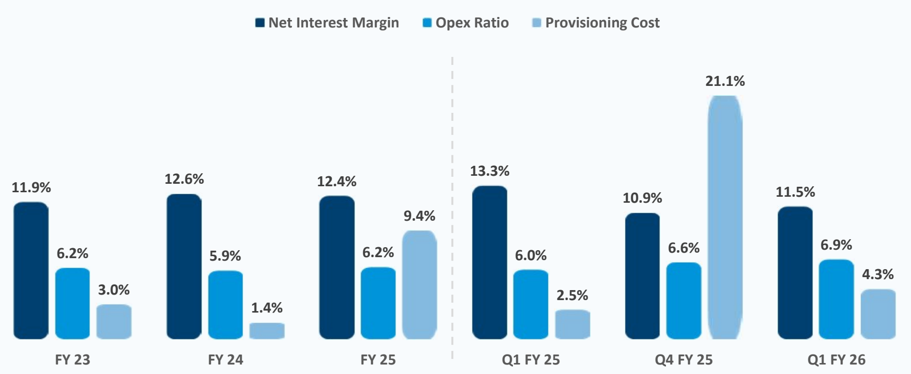






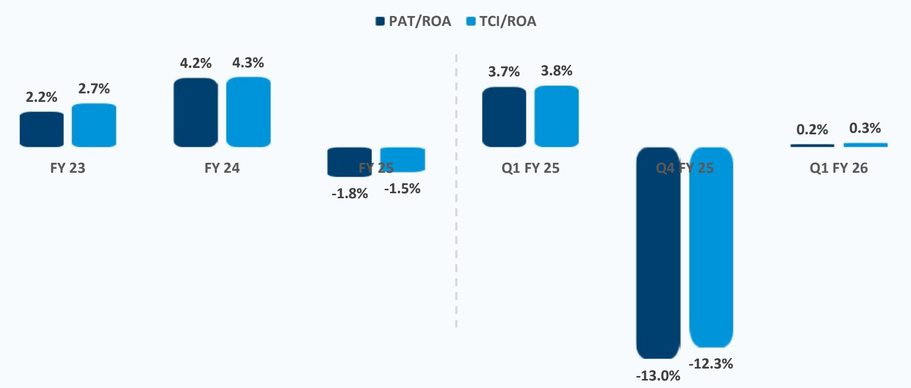
Robust Fiscal year performance in terms of Income/Profitability (2/2)

Cost Ratio's

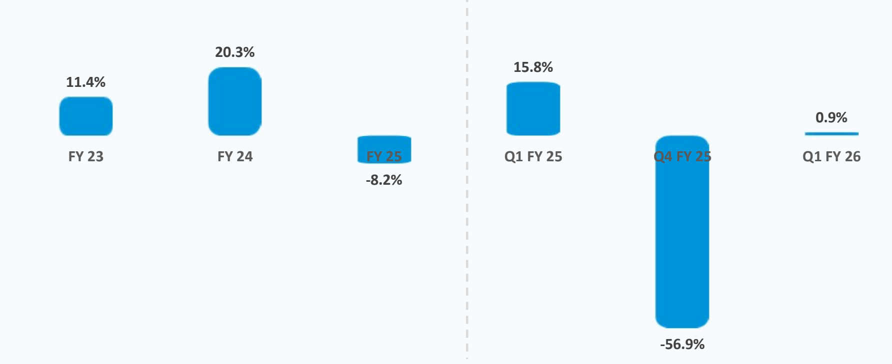


Cost to Income

Profitability Ratio's



ROE



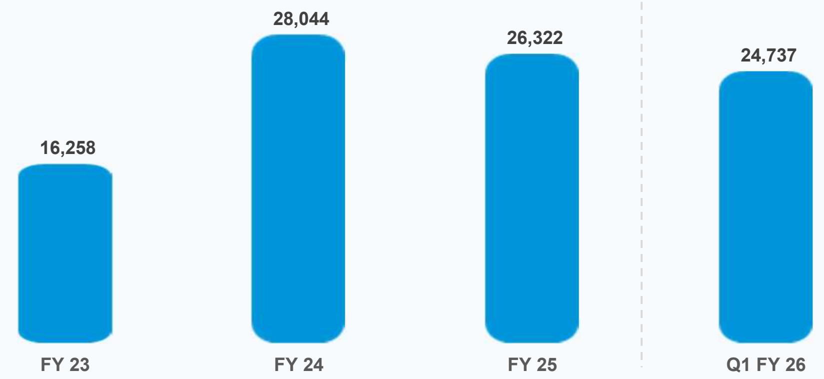
Balance Sheet

(Rs in Millions)

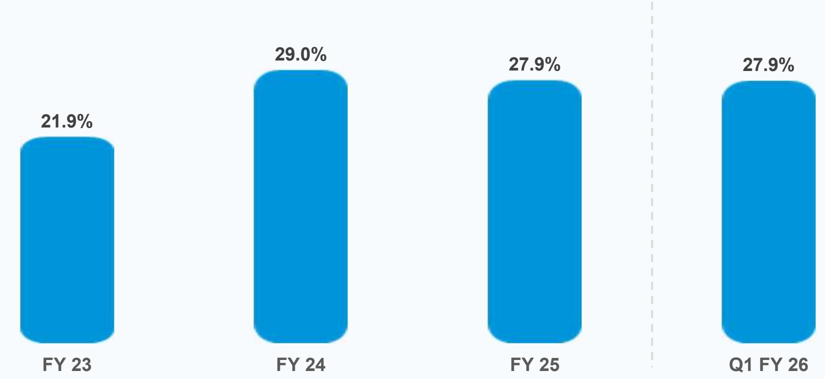
Financial Assets	Q1 FY 26	FY 25	Financial Liabilities	Q1 FY 26	FY 25
Cash and cash equivalents	3,756.6	6,972.5	Derivative financial instruments	61.4	76.9
Bank balances other than cash	4,570.8	4,725.2	Total outstanding dues of creditors	219.0	196.7
Trade receivables	208.7	221.1	Debt securities	3,467.2	5,636.6
Other receivables	479.7	488.2	Borrowings (other than debt securities)	71,212.2	73,627.6
Loans	85,536.7	87,401.9	Lease liabilities	1,723.4	1,749.2
Investments	4,543.7	3,543.4	Other financial liabilities	915.9	757.9
Other financial assets	931.6	1,058.7		**77,599.1**	**82,044.9**
	1,00,027.8	**1,04,411.1**	**Non-financial liabilities**		
Non-financial assets			Deferred tax liability (net)	-	-
Current tax assets (net)	888.2	802.2	Provisions	142.8	111.8
Deferred tax asset (net)	935.5	938.2	Other non-financial liabilities	100.1	91.3
Property, plant and equipment	765.1	767.7		**242.8**	**203.0**
Right of use assets	1,417.1	1,456.8	***Equity***		
Other intangible assets	2.5	1.7	Equity share capital	1,676.0	1,676.0
Other non-financial assets	219.1	192.5	Other equity	24,737.5	24,646.3
	4,227.5	**4,159.1**		**26,413.4**	**26,322.3**
Total assets	**1,04,255.3**	**1,08,570.2**	**Total liabilities and equity**	**1,04,255.3**	**1,08,570.2**

Balance Sheet Metric

Networth (in Mns)



CRAR

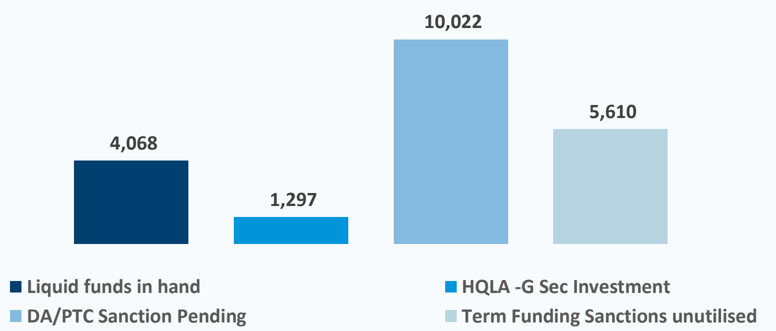


Debt/Equity

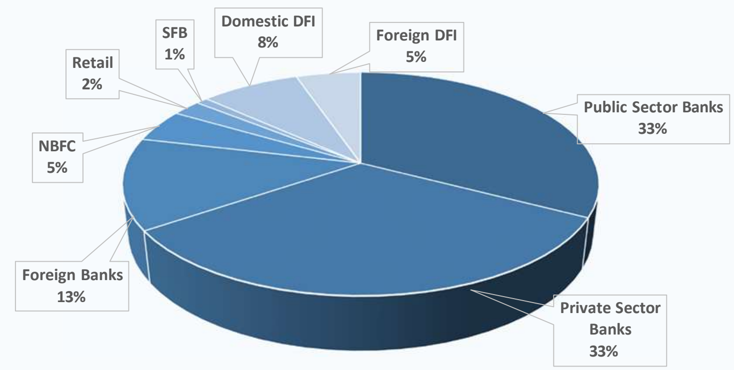
Cost of Borrowing

Funding Profile

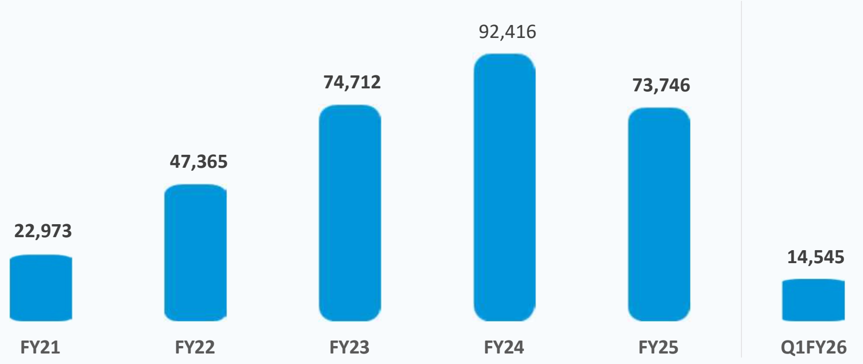
Liquidity-current Position (in Mns)



Lender-wise Outstanding Q1 FY'26



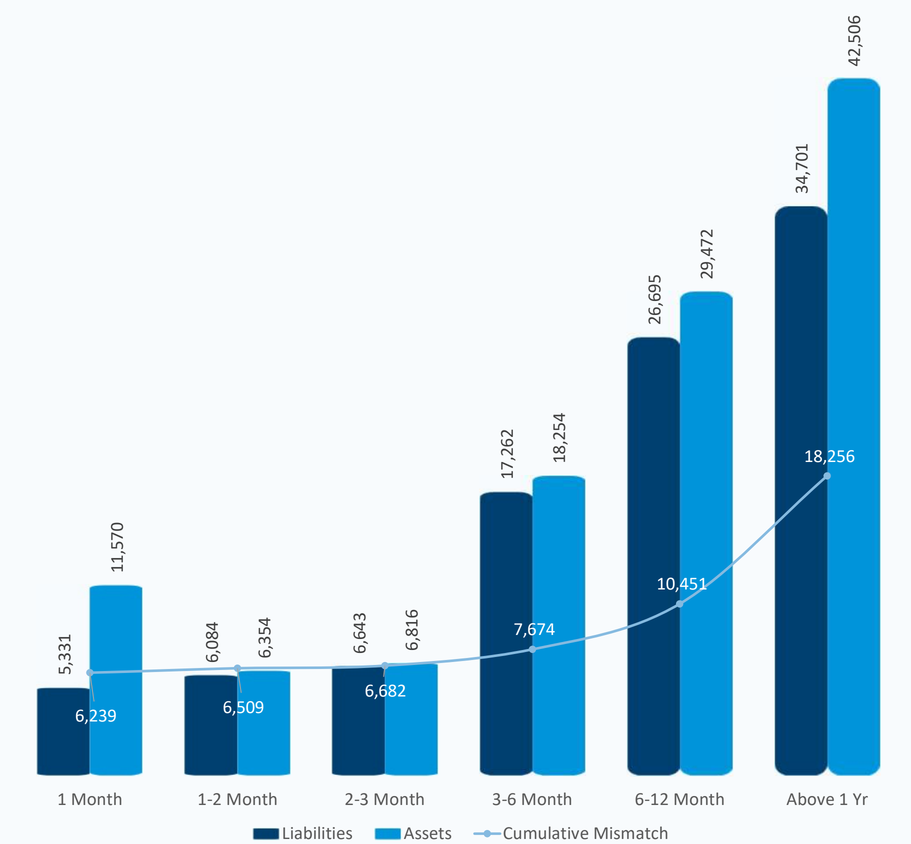
Funding Profile-Mobilisation of funds (in Mns)



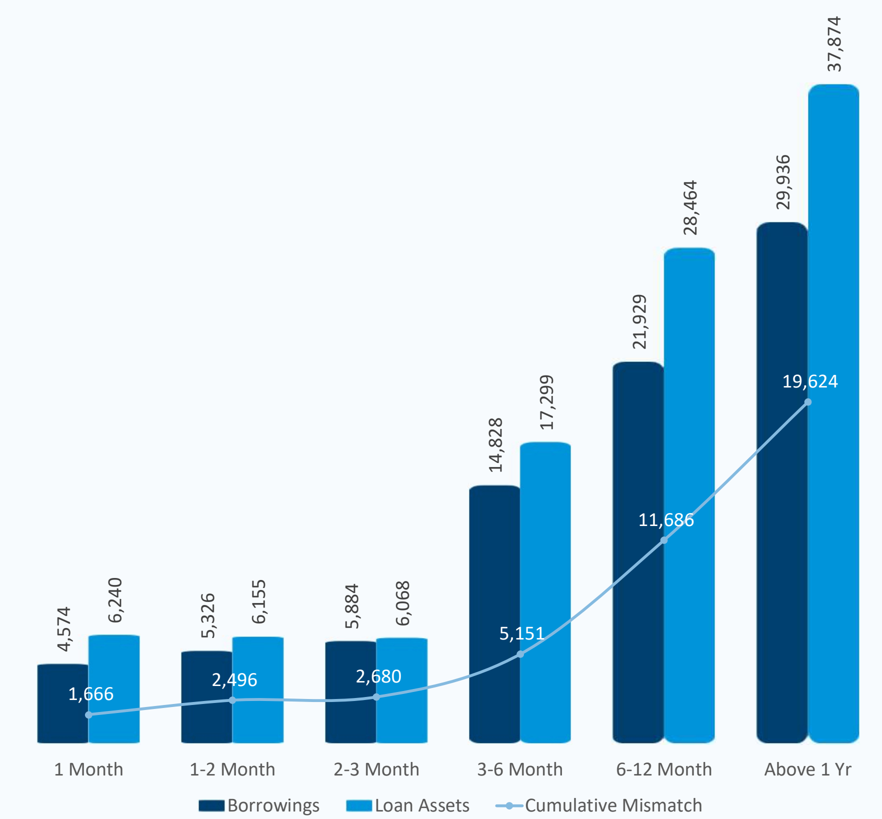
Credit Rating	Agency	Rating
Long Term Rating	CRISIL	A+/Stable
ECB Rating	CRISIL	A+/Stable
NCD Rating	CRISIL	A+/Stable
MFI Grading	CRISIL	M1C1

Liquidity – Static Liquidity Position

Static ALM (in Mns)



Maturity ALM (in Mns)



e-KYC

Real-Time Identity Verification

- Instant validation through Aadhaar reduces chances of identity theft or fake borrower creation.
- Biometric authentication ensures the person applying is the actual customer.

Reduces Employee Driven Fraud

- Field staff can no longer onboard fake customers for phantom loans or divert funds, as e-KYC requires customer presence (OTP/biometric).
- Reduces frauds where employees collect physical documents and fabricate details later.

Elimination of Fake/Multiple Borrower Profiles

- Prevents the use of duplicate or forged documents.
- Detects and blocks repeat applications under different names using biometric or Aadhaar mapping.

Data Integrity and Tamper-Proof Records

- Digital KYC records are timestamped, immutable, and securely stored, reducing chances of post-verification data manipulation.

Intelligent Pattern Detection

- e-KYC data can be integrated with CB and internal systems to flag suspicious patterns.
- Enables blacklist matching across branches or MFIs.

Reduced Operational Risk

- Reduces dependence on paper-based documentation and manual verification, which are more vulnerable to human error and fraud.
- Enables centralized monitoring, flagging high-risk patterns faster.

Business Process

Sourcing

- Credit insights to optimize sourcing in geographies with business potential/ risk.
- Target audience based marketing strategies for lead generation.
- Lead generation through customer apk.

Rejection

- Generate potential leads from rejected pool through **SCRUB**.
- Customized offering for clients rejected due to Risk Scorecard post tracking their performance in the industry.
- Balance Transfer product for existing rejected good customers.

Lead Conversion

- Individual offering with limited exposure with premium pricing for loss due to group size.
- Offer smaller loans initially and top-up loans at regular repayment milestones for loss due to lower exposure.
- Maximise repeat disbursements through customer app.
- Process Excellence team to minimise loss.
- FOIR Gap based lending to existing good customers

Contactability

- Mandatory verification of Mobile number at frequent intervals.
- Partner with data enrichment providers and onboard skip tracing platforms.

1. Credit Underwriting

- Business Target Computation.
- Customer Fraud Detection.
- Customer Grading.
- AI-based Income Assessment.
- Score Card & Dynamic Risk Based Pricing.

2. Risk Management

- AI-powered Collection Optimization.
- Fraud Detection in Collections.
- Early Warning System.

3. Process Optimization

- Cross-Selling Offers Using Association Rules.
- Personalized Loan Offers & Recommendations.
- Policy & Regulatory Check Automation.
- Branch Profitability.
- Regulatory Report Generation.

Strategic Road Map (2/2)

Client Retention

- Improve customer financial literacy through omni channel communications.
- Utilize these channels to educate the customers on the hygiene factors which needs to be ensured.
- Psychometric assessment to understand customer personality traits, and behavioral tendencies.
- Add features in the customer app to engage the customers and utilize the transactional data to profile customers and customize the offerings.
- Customer apk to increase engagement by offering digital products, insurance, utility payments, financial literacy, occupation & weather updates etc.

- Engaging Chatbots for grievance handling.
- Dissemination of process and product information through Chatbots.

- Speech and sentiment analysis.
- Agentic workflows for disbursement and collection.
- Customer churn prediction.

- SCRUB analysis to monitor wallet and improve penetration.
- Customer loyalty program.

Staff Attrition

- Driving RO/ BRM and Hierarchy KRA matrices using geographical intelligence.
- Customer allocation based on performance and vintage.
- Hyper customized training.
- Process execution through agentic AI.

- Smart scheduling and workload balancing.
- Next Best Action Recommendation.

- Addressing product & process queries through Chatbots.
- Engaging Chatbots to resolve employee grievances.

Use Location Intelligence for:

- Eligible client prompt.
- Cash deposit prompt.
- Delinquency follow-up prompt.

- Gamifying the incentive journey in the LOS and LMS applications to improve employee engagement and productivity.

- Enabling an SOS feature in the application to assist the employees in case of distress.

Robust Risk Management via use of Technology

Risk Management Framework

Dedicated Credit Managers at all branches

1,825 Credit Managers supervised by Area Credit Managers and Regional Credit Managers

Branch structure

Branch Manager

Credit Manager

Relationship officer | Relationship officer | Relationship officer

Efficient and Independent Internal Audit & Compliance team

468 Team Strength

Audits each branch at least once every quater

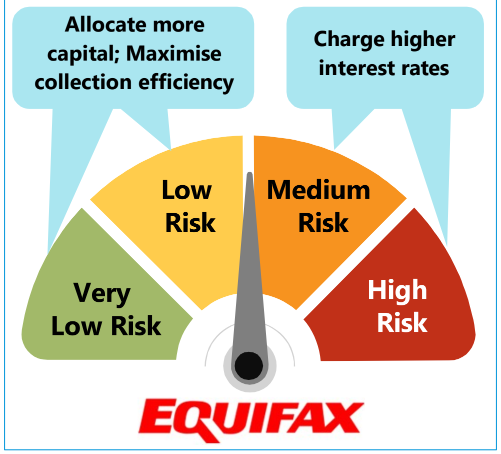
Collections

675 Collections Team Strength

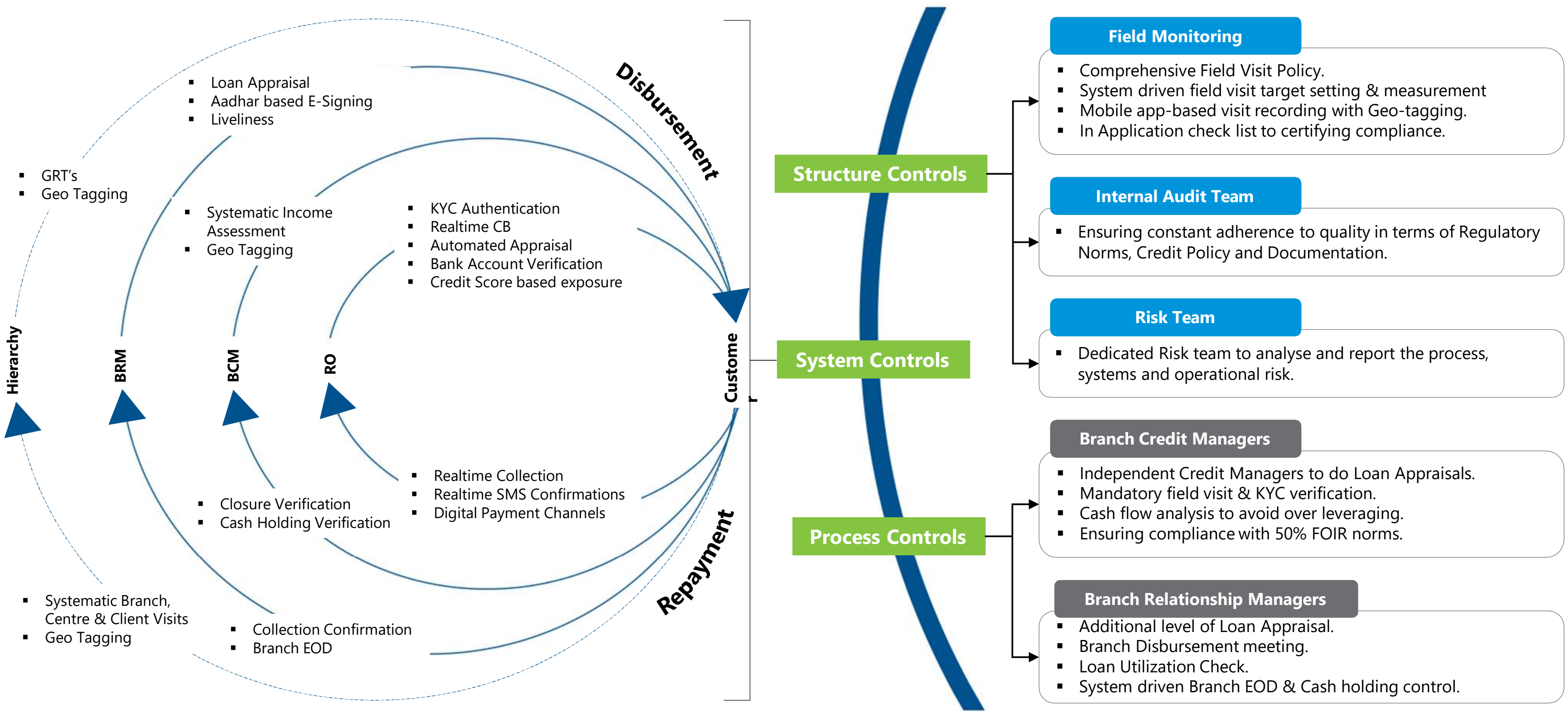
Collection strategy

DPD	Teams Involved	Responsibility/Activity
0-30	Operations team	Regular follow-up for collection directly on field
31-90	Operations team along with risk containing unit tele calling team	Precision time protocol generation over call by risk containing unit tele calling team to support the operations team for collection on field
91-180	In-house debt management services team	Direct customer visit on field
180+	In-house debt management services team & agency collections team	Direct customer visit on field and agency collection with strict monitoring of agency performance and conduct

Unique credit score developed along with Equifax



Internal Controls



- RO – Relationship Officer
- BCM – Branch Credit Manager
- BRM – Branch Relationship Manager
- CB – Credit Bureau
- EOD- End Of the Day
- GRT – Group Recognition Test

Digital Eco - System

Suvidha Loan

- Client App Login
- CB Enquiry
- Credit Score Run
- Penny Drop Verification
- Tele Verification
- Document E-Sign
- Bank AC Credit

Suvidha Disb from Inception: **3655.2 Mn**

Suvidha Active Clients: **61,709**

- Whatspp
- SMS
- Dynamic QR
- UPI Payments
- Web App
- UPI Mandate
- BBPS
- BHIM Voice

Note : Express loan processed through customer application without branch visit.

Technology Interventions

Customer Onboarding

- Score card-based exposure
- Real time CB check
- Aadhaar Based e-KYC Verification
- Automated Credit Decisioning

Group Training

- Nominee KYC Verification
- System supported Training process
- Geo Tagging
- Penny drop verification

Group Confirmation

- System supported group evaluation
- Master Centre Geo tagging

Loan Evaluation

- Systematic FOIR based exposure
- Client Geo Tagging

Loan Sanction & Disbursement

- E-signing
- Digital access to documents
- Electronic Fund Transfer
- Liveliness check

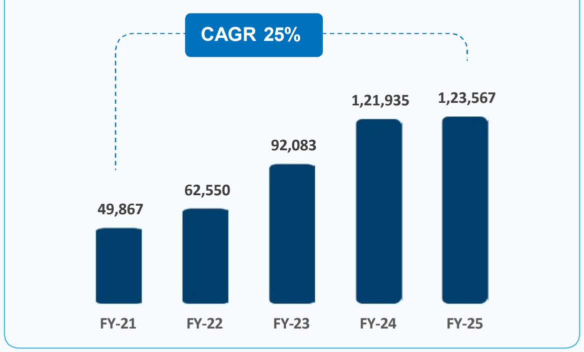
Centre Meeting

- Multiple payment channels
- Real time collection receipt
- Real time SMS confirmation
- On field Loan Utilization Check
- Geo Tagging

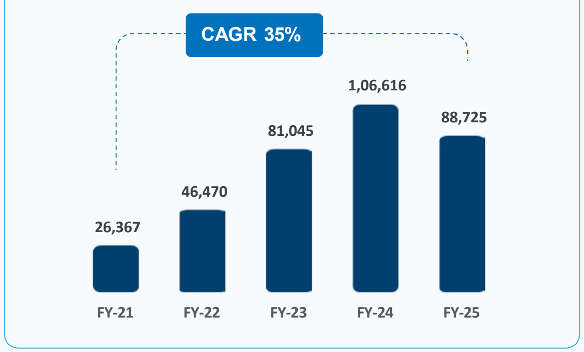
- Continuously enhancing system capabilities through technological integrations to increase efficiency, reduce costs, and mitigate risks.

Past Five Years Track Record

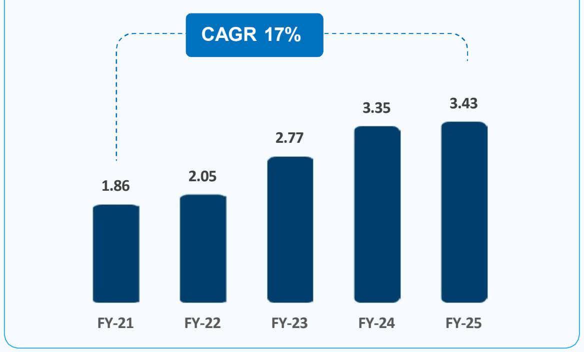
AUM (Mn)



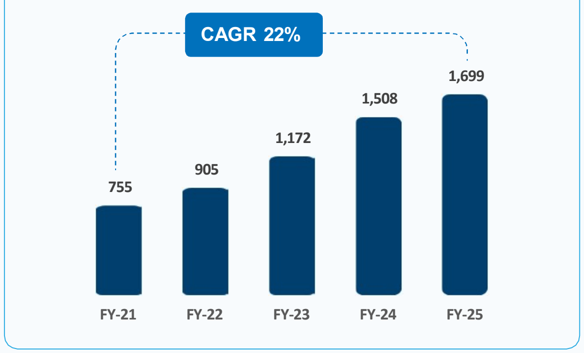
Disbursements (Mn)



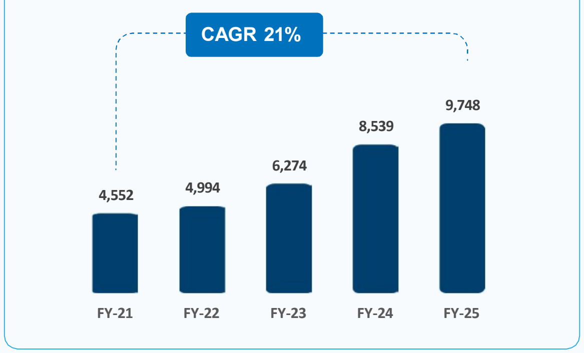
Borrowers (Mn)



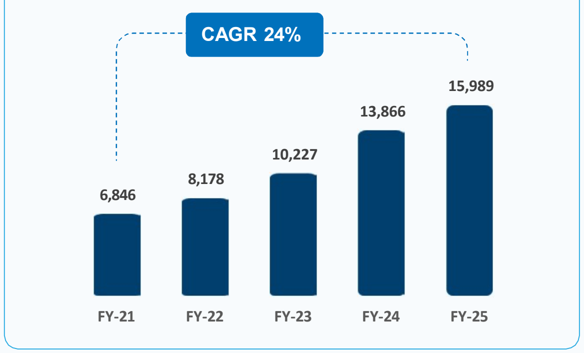
Branches



Loan Officers



Employees



Glossary

Particulars	Definition
Cost of Borrowing(%)	Cost of borrowing represents annually weighted average interest cost on borrowings, weights being annual average borrowings. Borrowings include debt securities, subordinated liabilities, and borrowings (other than debt securities)
Cost to Income Ratio	Cost to Income ratio is the ratio of the aggregate of our fees and commission expenses, employee benefit expenses, operating expenses and depreciation and amortisation expense to total income net of finance cost for the relevant period.
Credit Cost Ratio	Credit cost represents impairment on financial instruments for the relevant period as a percentage of average monthly gross outstanding loan portfolio.
Debt to Equity (D/E)	Debt to equity represents the ratio of our Total Borrowings to our Net Worth.
Gross NPA ratio (GNPA)	Gross NPA ratio represents the ratio of our Stage III assets to total outstanding loan portfolio. Total outstanding loan portfolio represents the aggregate of future principal outstanding and overdue principal outstanding, if any, for all loan assets held by our Company as of the last day of the relevant year, gross of impairment allowance.
Net Interest Margins	Net Interest Margin is the ratio of our Net Interest Income to our average monthly gross loan portfolio. Our average monthly gross loan portfolio is the simple monthly average of our gross loan portfolio for the relevant period.
NNPA ratio or NNPA Ratio (Net of Stage III provision)	NNPA ratio or NNPA Ratio (Net of Stage III provision) represents the ratio Stage III loans (NPA as per SMA classification) - Stage III Expected Credit Losses (ECL)/ (Gross loan outstanding - Stage III Expected Credit Losses)
NNPA ratio or NNPA Ratio (Net of Total provision)	NNPA ratio or NNPA Ratio (Net of Total provision) represents the ratio Stage III loans (NPA as per SMA classification) - Total Expected Credit Losses (ECL)/(Gross loan outstanding - Total ECL)
Pre-provision operating profit before tax (PPOP)	Pre-provision operating profit before tax represents the sum of profit before tax for the relevant period and impairment on financial instruments for such period.
Provision Coverage Ratio	Provision Coverage Ratio (%) represents the ratio of total impairment allowance on term loans (gross) to Stage III Assets (Gross NPAs) for the relevant period.
Return on annual average equity (ROE)	Return on annual average equity represents the ratio of our Profit After Tax attributable to equity holders to our annual average of net worth.
Return on average gross outstanding loan portfolio (ROA)	Return on average gross loan portfolio represents profit for the relevant period as a percentage of average monthly gross outstanding loan portfolio for such period.
CRAR	The capital to risk assets ratio (CRAR) is calculated as capital funds (Tier I capital plus Tier II capital) divided by risk-weighted assets (the weighted average of funded and non-funded items after applying the risk weights as assigned by the RBI).
Opex	Opex ratio represents the sum of operating expenses as a percentage of average monthly gross outstanding loan portfolio.

THANK YOU

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About Muthoot Microfin	Muthoot Pappachan Group	Mahila Mitra App