

23rd April, 2021

The General Manager-Department of
Corporate Services,
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai - 400 001.

Scrip Code : 532720

The Manager-Listing Department,
National Stock Exchange of India Limited,
"Exchange Plaza", 5th Floor,
Plot No.C/1, G Block,
Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051.

Scrip Code : M&MFIN

Dear Sirs,

Sub: Investors / Analysts' Presentation

Ref: Letter dated 17th April, 2021 informing about Investors/Analysts' Call(s)

Further to our letter dated 17th April, 2021, and pursuant to Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ["Listing Regulations"], we are enclosing herewith the presentation to be made to the Investors/Analysts on the Financial Results of the Company for the fourth quarter and financial year ended 31st March, 2021. The conference call is scheduled to be held on Saturday, 24th April, 2021 at 11:30 a.m. (IST).

The presentation is also being uploaded on the website of the Company at the URL <https://mahindrafinance.com/investor-zone/> in accordance with Regulation 46 of the Listing Regulations.

Kindly take the same on record.

Thanking you,

Yours Faithfully,
Mahindra & Mahindra Financial Services Limited

Amaroz

Arnavaz M. Pardiwalla
Company Secretary & Compliance Officer

Encl: a/a



Mahindra & Mahindra Financial Services Limited

FY 2021 Result Update
March - 2021

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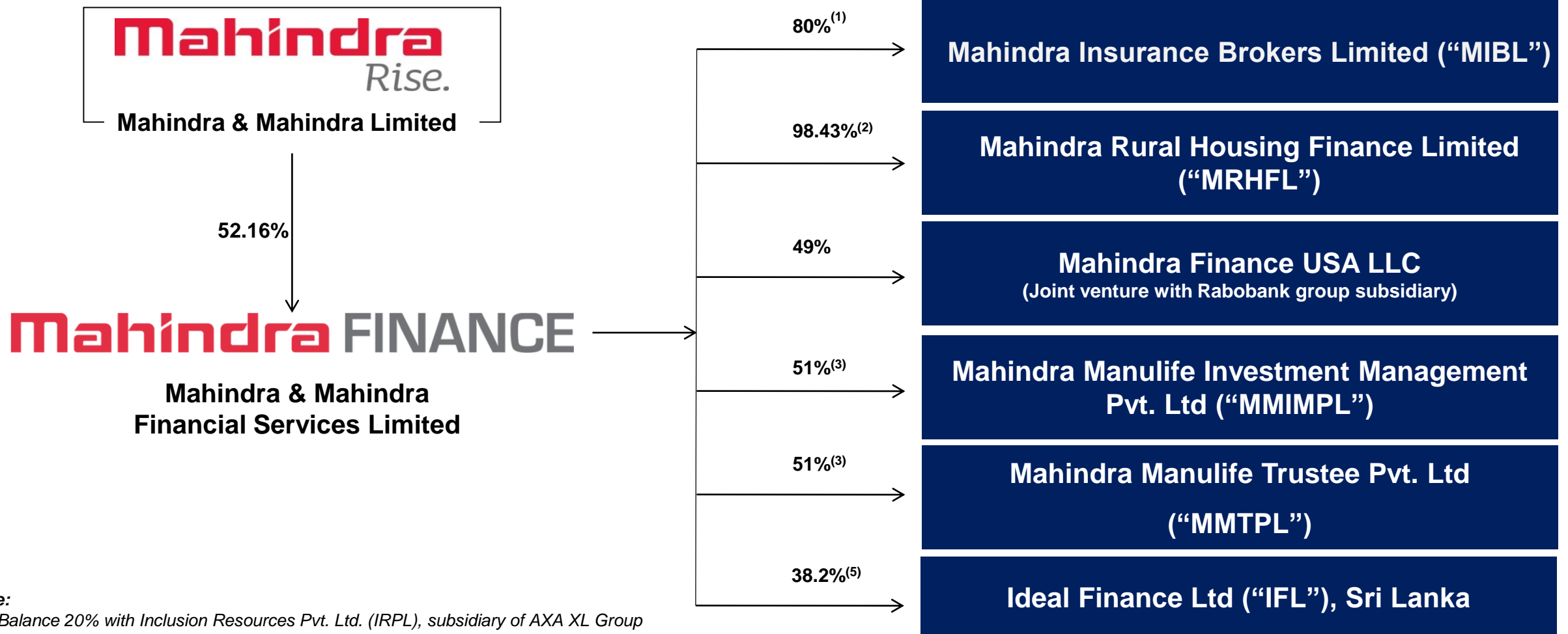
CIN - L65921MH1991PLC059642

Company Background

Parentage:	Mahindra & Mahindra Financial Services Limited (“MMFSL”) is a subsidiary of Mahindra and Mahindra Limited (<i>Mcap: Rs 994 billion</i>)*
About MMFSL:	MMFSL (<i>Mcap: Rs 216 billion</i>)*, one of India’s leading non-banking finance companies focused in the rural and semi-urban sector
Key Business Area:	Primarily in the business of financing purchase of new and pre-owned auto and utility vehicles, tractors, cars, commercial vehicles, construction equipment and SME Financing
Vision:	MMFSL’s vision is to be a leading provider of financial services in the rural and semi-urban areas of India
Reach:	Has 1,388 offices covering 27 states and 7 union territories in India, with over 7.31 million vehicle finance customer contracts since inception
Credit Ratings:	India Ratings has assigned AAA/Stable, CARE Ratings has assigned AAA/Stable, Brickwork has assigned AAA/Stable and CRISIL has assigned AA+/Stable rating to the Company’s long term and subordinated debt

**Source: Market capitalisation as of April 22, 2021 from BSE website*

MMFSL Group structure



Note:

1. Balance 20% with Inclusion Resources Pvt. Ltd. (IRPL), subsidiary of AXA XL Group
2. Balance 1.57% held by MRHFL Employee Welfare Trust and employees
3. Manulife Investment Management (Singapore) Pte. Ltd. holds 49% of the shareholding of MMIMPL and MMTPL.
4. Mahindra Finance CSR Foundation is a wholly owned subsidiary to undertake all CSR initiatives under one umbrella
5. The Company has entered into a subscription agreement to acquire 58.26% of IFL and has remitted an amount of Rs.44 crores towards acquiring 38.2% of its equity share capital

Our Journey

Commenced Housing Finance business through MRHFL

Raised Rs. 414 crores through Private Equity

QIP Issue of Rs. 426 crores

JV with Rabobank subsidiary for tractor financing in USA

Maiden Retail NCD Issue of Rs. 1000 crores
Oversubscribed over 7x of base issue size of Rs. 250 crores

Rights Issue of Rs. 3,089 crores

Completed IPO, Subscribed ~ 27 times

Equity participation of 12.5% by NHB in MRHFL

Recommended Fixed Deposit Program

Crossed 1 million cumulative customer contracts

Long term debt rating upgraded to AAA by India Ratings and Brickwork.

CARE Ratings assigned AAA rating to long term debt

Stake sale in MIBL to Inclusion Resources Pvt. Ltd.

QIP Issue of Rs. 867 crores

Certificate of Registration received from SEBI by Mahindra Mutual Fund

Sale of 5% of MIBL at a valuation of Rs. 1,300 crores

QIP Issuance : Rs. 1,056 crores;
Preferential Issue to M&M : Rs. 1,055 crores

Maiden issue of ECB undertaken. Raised over \$200 million

Crossed 6 million cumulative customer contracts

Partnered with Manulife for Mutual Fund business

Invested in Ideal Finance for providing financial services in Sri Lanka

FY 06

FY 08

FY 09

FY 10

FY 11

FY 13

FY 15

FY 16

FY 17

FY 18

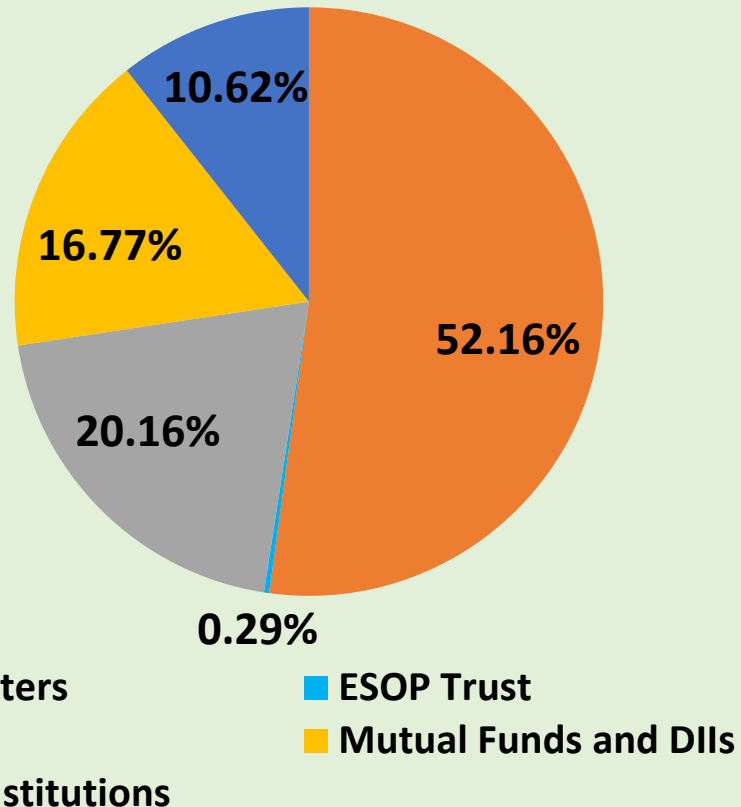
FY 19

FY 20

FY 21

Shareholding Pattern (as on March 31, 2021)

Shareholding Pattern



Mahindra & Mahindra Limited holds a stake of 52.16% in the Company

Top 10 Public Shareholders

- Life Insurance Corporation Of India
- Government Pension Fund Global
- HDFC Life Insurance Company Limited
- Wishbone Fund, Ltd.
- Valiant Mauritius Partners Offshore Limited
- Buena Vista Asian Opportunities Master Fund Ltd
- HDFC Trustee Company Ltd
- Kotak Funds - India Midcap Fund
- SBI Life Insurance Co. Ltd
- Bank Muscat India Fund

Industry Volume

Domestic Sales (Volume in '000)	Q4FY21 (Nos.)	Q4FY20 (Nos.)	Y-o-Y Growth (%)	FY21 (Nos.)	FY20 (Nos.)	Y-o-Y Growth (%)
Passenger Vehicles (PVs)						
Passenger Cars / Vans	465	404	15%	1,493	1,695	(12%)
UV's	384	251	53%	1,133	1,078	5%
Commercial Vehicles (CVs)						
M&HCVs	81	49	66%	161	224	(28%)
LCVs	130	98	32%	408	493	(17%)
Three Wheelers	86	130	(34%)	216	637	(66%)
Tractors	239	146	64%	899	709	27%

Automobile Finance Market: 5 years Projected Growth

Segment-wise growth in disbursement

	FY 14 E (Rs. Bn.)	CAGR FY 14 – FY 20	FY 20 E (Rs. Bn.)	FY 21 (P) (Rs. Bn.)	FY 22 (P) (Rs. Bn.)	FY 23 (P) (Rs. Bn.)	CAGR FY 20 – FY 23 (P)
Passenger vehicle	696	8%	1,128	961	1,228	1,365	7%
Commercial vehicle	319	9% - 10%	541	347	541	642	6%
Two wheelers	140	14%	310	279	335	399	~9%
Three wheelers	64	9%	107	33	64	87	(7%)

Car & UV Loan Portfolio

Top 20 Cities

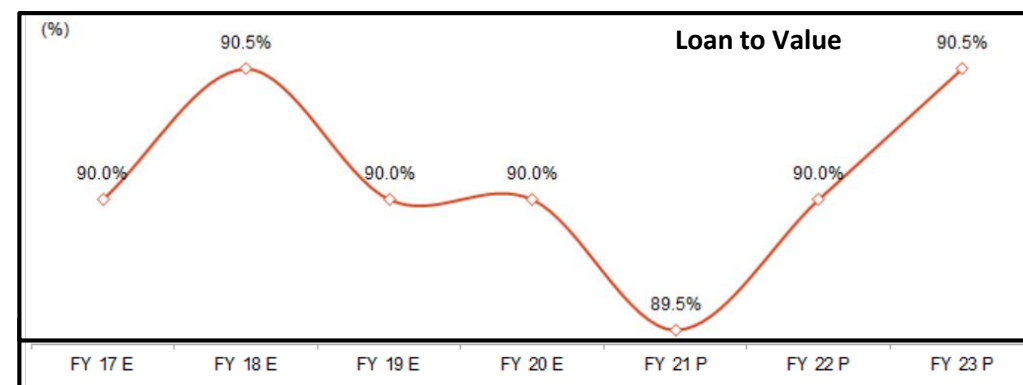
Other Cities

Finance Penetration Ratio

80.0%

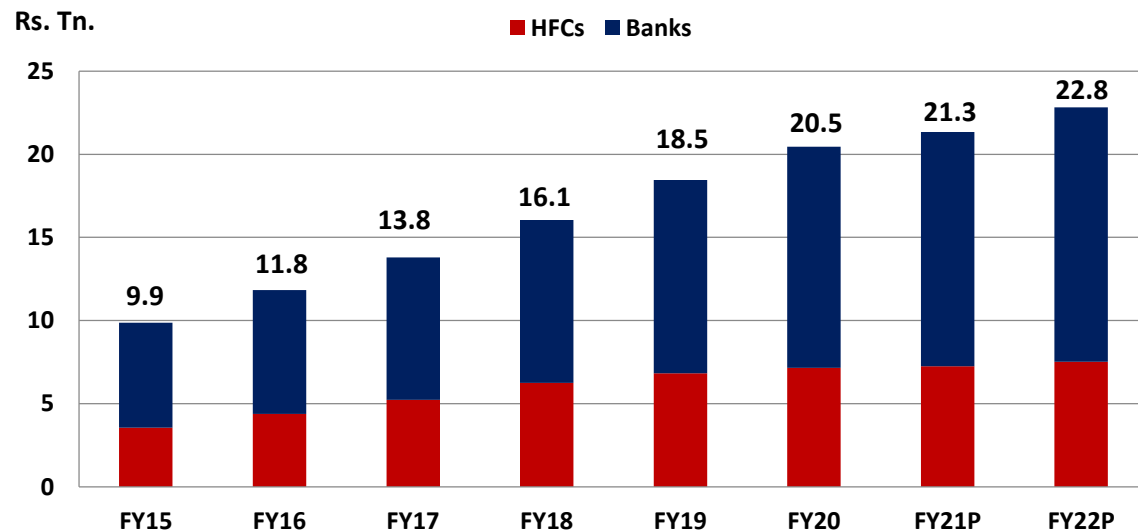
65.0%

- PV disbursements expected to grow by 26% in FY 22
- Small car segment expected to witness higher growth over large vehicles.
- Low Passenger vehicle penetration, improved road infrastructure and increasing auto finance availability to drive long term growth
- Loan-to-value (LTVs) expected to reduce in near term by 0.5% - 1.0%, and thereafter increase post FY 21.
- NBFC with strong connect with dealerships and captive customer base have been able to maintain market share

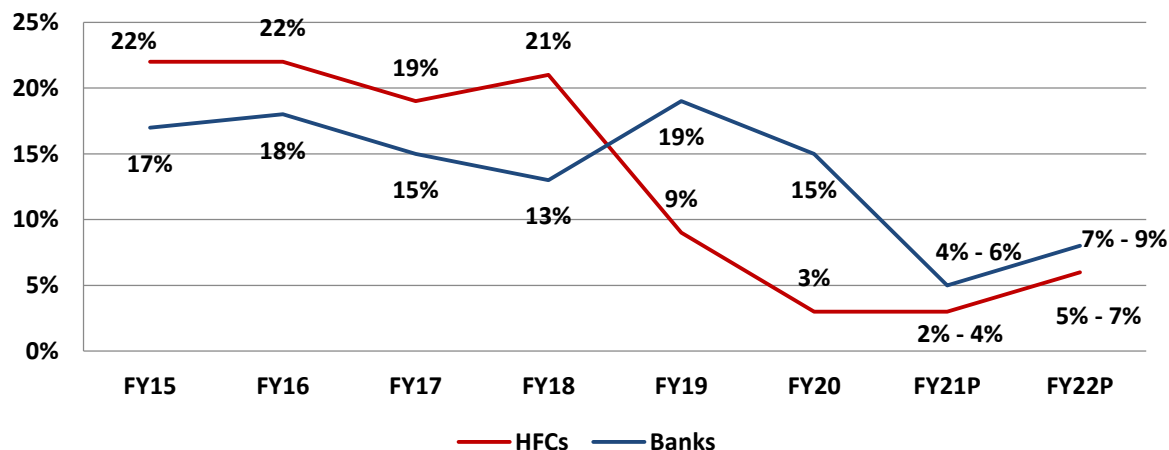


Housing Finance Growth

Housing Portfolio Size and Market Share



Loan Book Outstanding Growth Rate



- Housing credit growth expected to slow down post Covid-19. Housing credit outstanding to grow by 3%-5% in FY21 and 6-8% in FY22
- A strong YoY uptick in disbursements @ 50%-60% is expected in FY 22
- Delinquencies have risen in the current year with growth slowing and seasoning of portfolio resulting in reduced profitability in FY21
- 45% of the credit is provided in top 8 cities. Similarly, 40% - 45% of loan book is towards ticket size of <25% (as of Mar-20)
- Positive actions take by government includes Liquidity and funding support; Regulatory forbearance and rationalization of risk weights
- Long term growth drivers remain increased disposable income, urbanization, finance penetration. India lags other regional emerging countries in mortgage penetration.



Company Overview

Industry Overview

Business Strategy

Financial Information

Key Subsidiaries

Awards & CSR Initiatives

Risk Management Policies

Transforming rural lives across the country

Business Strategy

Grow in rural and semi urban markets by providing financing, investment and insurance solutions

Expand Branch Network

Leverage existing customers base through Direct Marketing Initiatives

Diversify Product Portfolio: Nurture new businesses of Digital Finance and Leasing

Broad base Liability Mix

Continuing to attract, train and retain talented employees

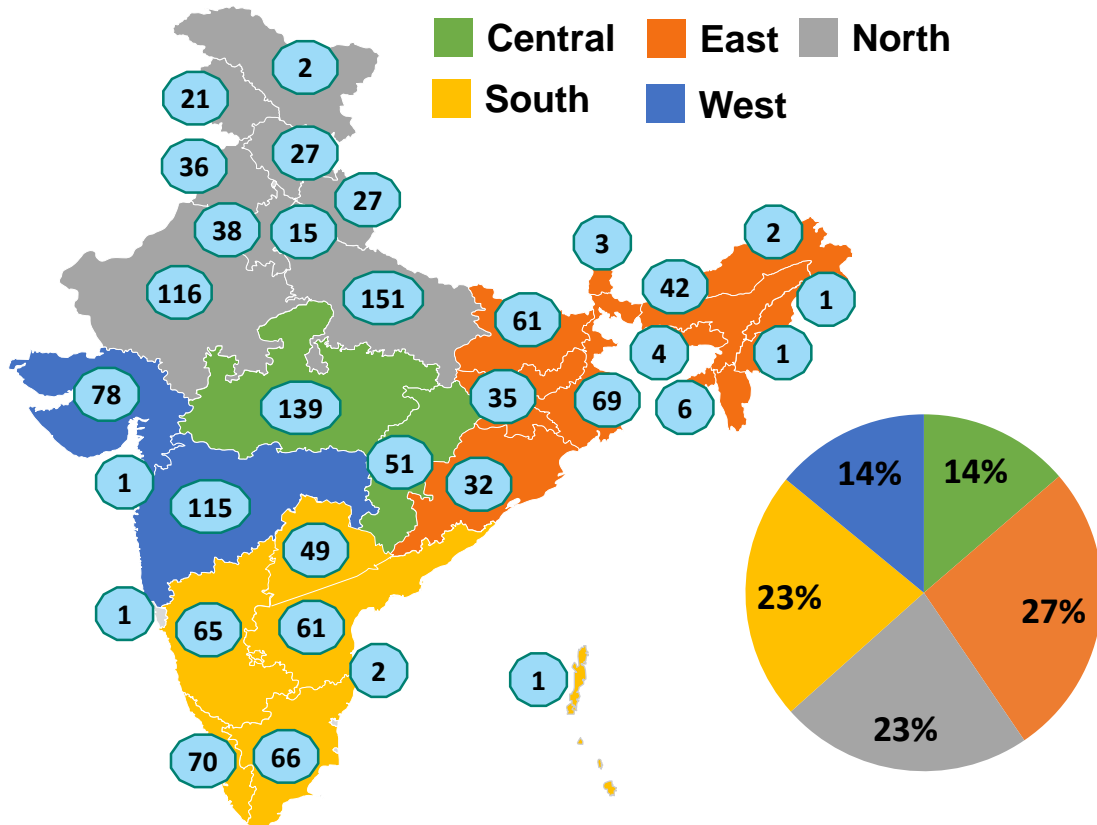
Effective use of technology to improve productivity

Leverage the “Mahindra” Ecosystem

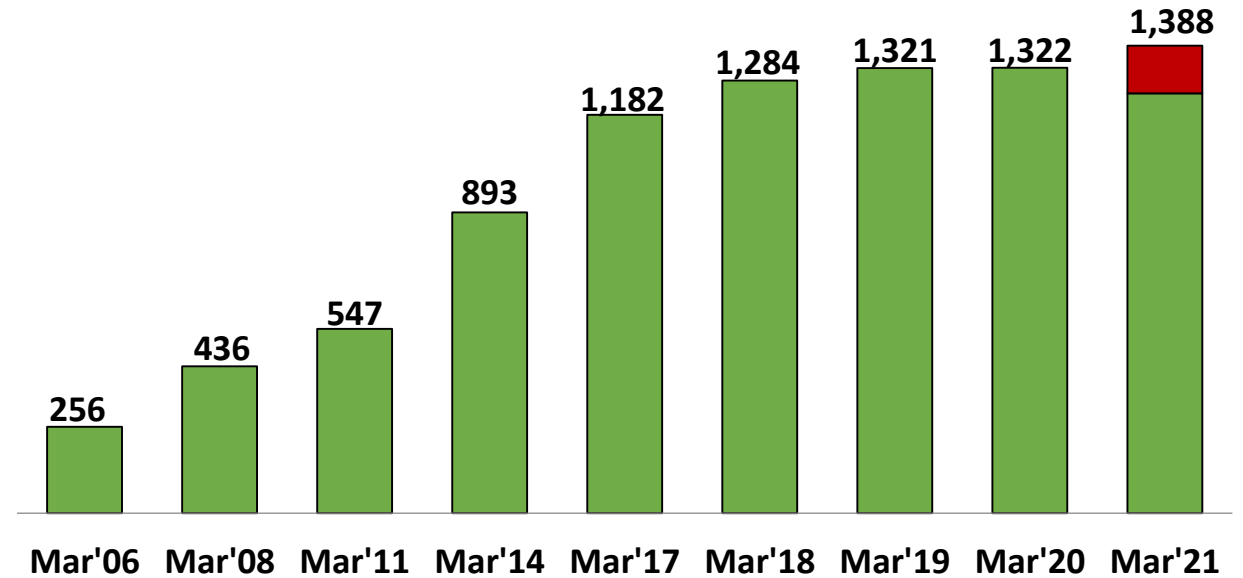
Extensive Branch Network

- Extensive branch network with presence in 27 states and 7 union territories in India through 1,388 offices
- Branches have authority to approve loans within prescribed guidelines

Coverage



Branch Network as of



* Increase of 142 branches in Q4 FY21 resulting in improved proximity to customers

Diversified Product Portfolio

Vehicle Financing

- Loans for auto and utility vehicles, tractors, cars, commercial vehicles and construction equipments



Pre-Owned Vehicles

- Loans for pre-owned cars, multi-utility vehicles, tractors and commercial vehicles



SME Financing

- Loans for varied purposes like project finance, equipment finance and working capital finance



Personal Loans

- Offers personal loans typically for weddings, children's education, medical treatment and working capital



Mutual Fund Distribution

- Advises clients on investing money through AMFI certified professionals



Insurance Broking

- Insurance solutions to retail customers as well as corporations through our subsidiary MIBL



Housing Finance

- Loans for buying, renovating, extending and improving homes in rural and semi-urban India through our subsidiary MRHFL



Mutual Fund & AMC

- Asset Management Company/ Investment Manager to 'Mahindra Manulife Mutual Fund',



Employee Management and Technology Initiatives

Employee engagement & training

- Foster a Digital Learning ecosystem that drives a culture of anytime-anywhere learning.
- Structured framework which nurtures the functional and leadership capabilities of all employees across verticals.
- In times of an unforeseen event, like the COVID-19 pandemic, psychological and financial support is provided to our employees
- Ekincare, our AI-driven health & wellness app, closely monitors employee health needs. It enables them to achieve their full potential and ensure measurable wellness in the company.
- Virtual engagement platform “MF-People First” has been launched during the pandemic to drive all celebrations & recognition activities.
- Participation in Mahindra Group’s Talent Management and Retention program

Technology initiatives

- All our offices are connected to the centralised data centre in Mumbai through Lease line/tablets
- Through tablets and mobile applications connected by GPRS to the central server, we transfer data which provides
 - Prompt intimation by SMS to customers
 - Complete information to handle customer queries with transaction security
 - On-line collection of MIS on management’s dashboard
 - Recording customer commitments
 - Enables better internal checks & controls
- Continues to enhance digital capabilities and use of technology to improve efficiency and function normally in current scenario
 - Providing computers and tablets to employees to operate from home
 - On-line training and learning sessions to improve capabilities
 - Promoting digital/ non-cash collections

Break down of Disbursements

on standalone basis

Asset Class	Year ended March – 21	Year ended March – 20	Year ended March – 19
Auto/ Utility vehicles	34%	29%	25%
Tractors	18%	15%	16%
Cars	21%	19%	20%
Commercial vehicles and Construction equipments	5%	17%	21%
Pre-owned vehicles	12%	16%	12%
SME and Others	10%	4%	6%

Historical Disbursements (INR crores)	Q1	Q2	Q3	Q4
FY 2021	2,733	4,028	6,270	5,970
FY 2020	8,074	7,487	9,778	7,041

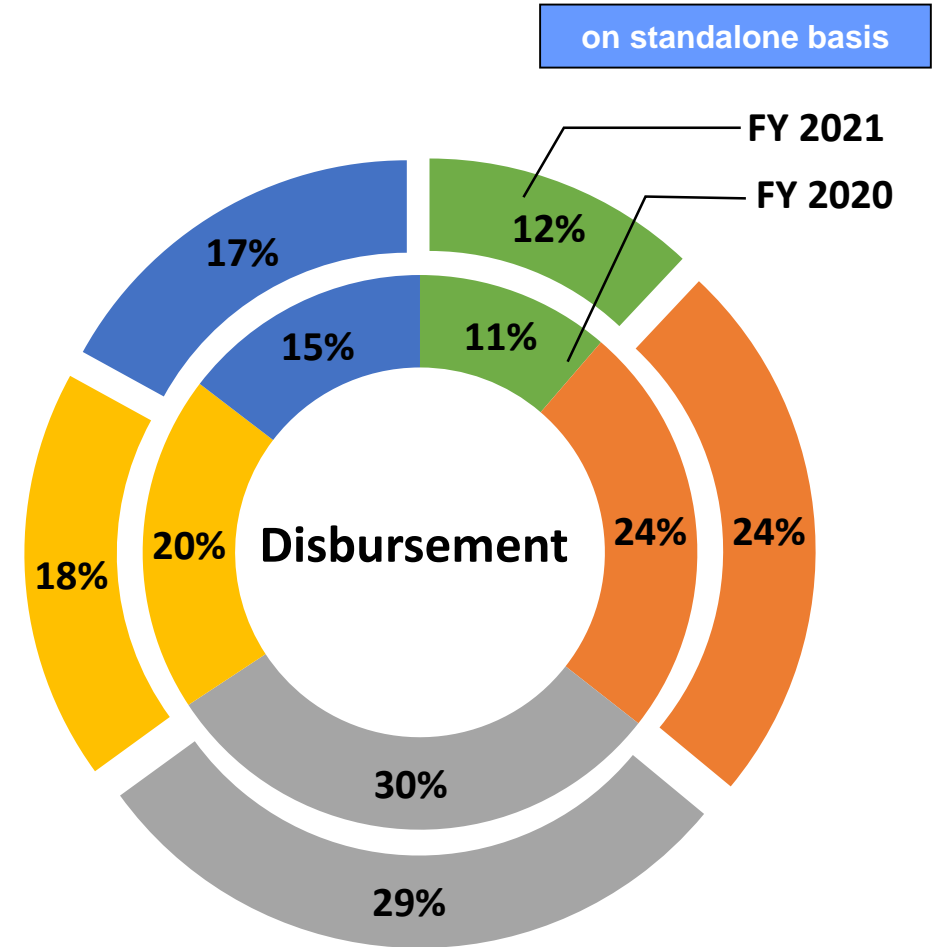
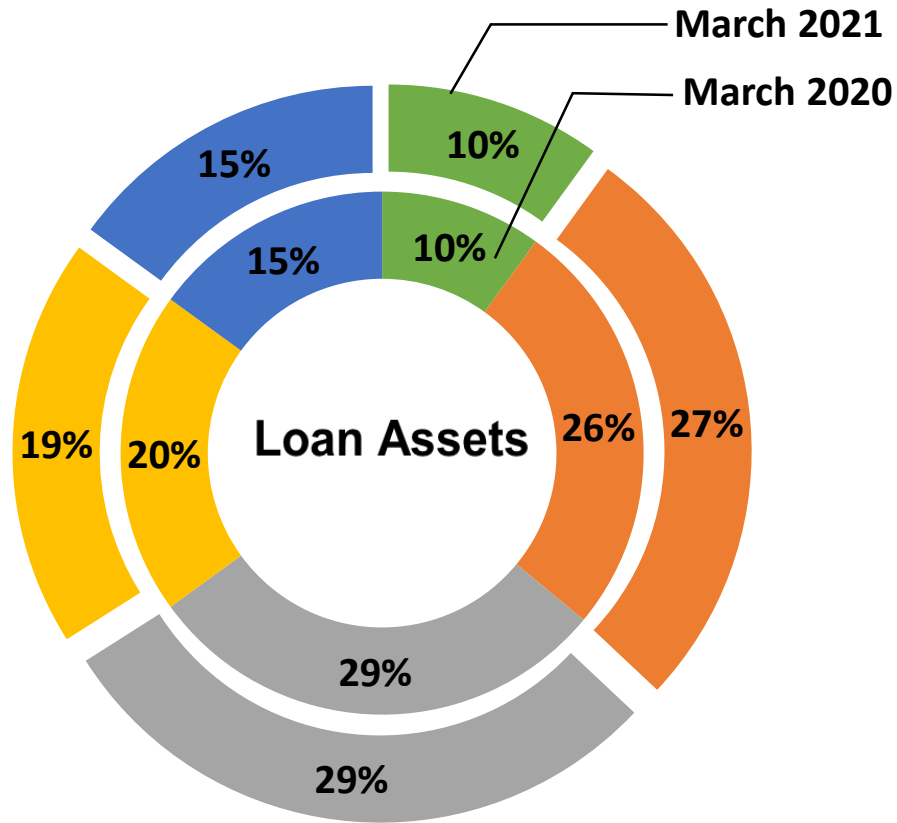
Break down of Business Assets

on standalone basis

Asset Class	Year ended March – 21	Year ended March – 20	Year ended March – 19
Auto/ Utility vehicles	30%	27%	26%
Tractors	17%	17%	17%
Cars	22%	21%	21%
Commercial vehicles and Construction equipments	16%	19%	18%
Pre-owned vehicles	9%	10%	9%
SME and Others	6%	6%	9%
Contribution of M&M assets in AUM	45%	43%	43%

* Share of SME: 3%

Break down by Geography



on standalone basis

■ CENTRAL
 ■ EAST
 ■ NORTH
 ■ SOUTH
 ■ WEST

NORTH: Chandigarh, Delhi, Haryana, Himachal Pradesh, Jammu and Kashmir, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand;

EAST: Arunachal Pradesh, Assam, Bihar, Jharkhand, Meghalaya, Mizoram, Orissa, Sikkim, Tripura, West Bengal;

WEST: Dadra and Nagar Haveli, Gujarat, Maharashtra, Goa;

SOUTH: Andaman and Nicobar Island, Andhra Pradesh, Karnataka, Kerala, Pondicherry, Tamil Nadu, Telangana;

CENTRAL: Chhattisgarh, Madhya Pradesh;

Credit Rating

MMFSL believes that its credit rating and strong brand equity enables it to borrow funds at competitive rates

Credit Rating	India Ratings	Outlook
Long term and Subordinated debt (incl. MLD); Bank Facilities	IND AAA IND PP-MLD AAA emr	Stable
Short term debt	IND A1+	--
	CARE Ratings	Outlook
Long term and Subordinated debt	CARE AAA	Stable
	Brickwork	Outlook
Long term and Subordinated debt	BWR AAA	Stable
	CRISIL	Outlook
Fixed Deposit Programme	FAAA	Stable
Short term debt	CRISIL A1+	--
Long term and Subordinated debt; Bank Facilities	CRISIL AA+	Stable

Broad Based Liability Mix

on standalone basis

All figures in INR crores

Funding Mix by Investor Category

Investor Type	Mar'21		Mar'20
	Amount	% Share	% Share
Banks/ Dev. Institutions	29,646	50.5%	51.4%
Mutual Fund	4,493	7.6%	6.8%
Insurance & Pension Funds	9,539	16.3%	17.7%
FIs & Corporates	5,095	8.7%	7.9%
Others	9,902	16.9%	16.2%
Total	58,675	100.0%	100.0%

Funding Mix by type of Instrument

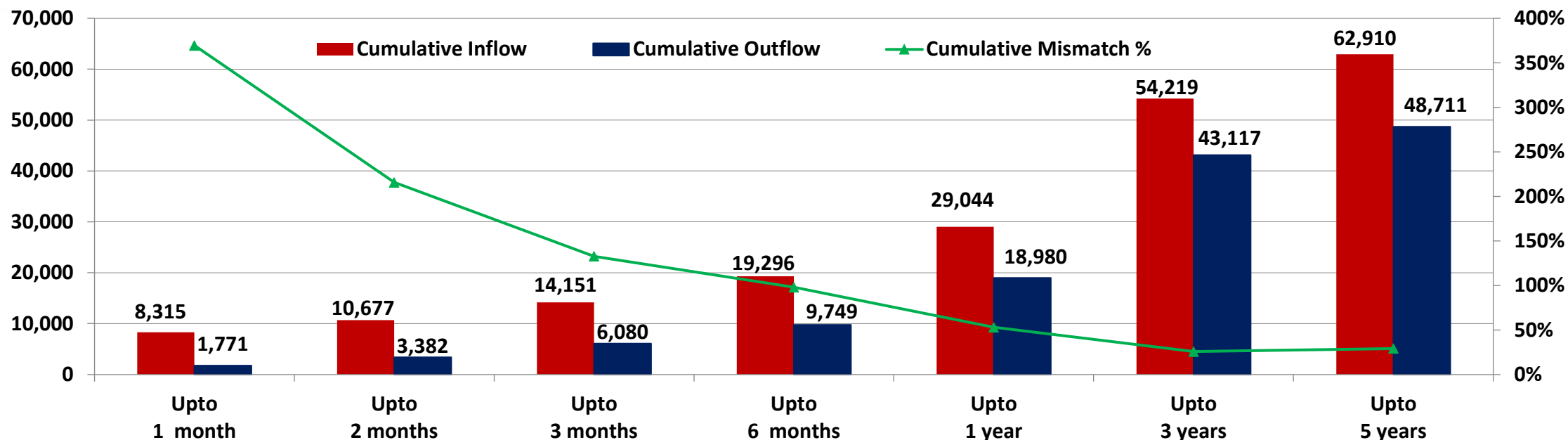
Instrument Type	Mar'21		Mar'20
	Amount	% Share	% Share
NCDs	14,911	25.4%	27.9%
Retail NCDs	4,298	7.3%	7.2%
Bank Loans	14,384	24.5%	29.7%
Offshore Borrowings	4,022	6.9%	5.2%
Fixed Deposits	9,481	16.2%	14.9%
CP, ICD	1,188	2.0%	0.2%
Securitisation/ Assignment	10,391	17.7%	14.9%
Total	58,675	100.0%	100.0%

Computed based on FV/ Principal value

^ Based on holding as at respective period ends

ALM Position and Liability Maturity

All figures in INR crores



Liability Maturity [^]	Apr-21*	May-21	Jun-21	Q1 FY 22	Jul-21	Aug-21	Sep-21	Q2 FY 22	H1 FY 22
Bank Loans	1,975	440	980	3,395	164	190	800	1,153	4,548
Market Instruments (NCD/ CP)	257	743	500	1,500	500	95	-	595	2,095
Others (FD/ ICD)	186	203	936	1,324	330	375	294	1,000	2,325
Total	2,418	1,386	2,416	6,220	994	660	1,094	2,748	8,968

*includes prepayments made in April 2021

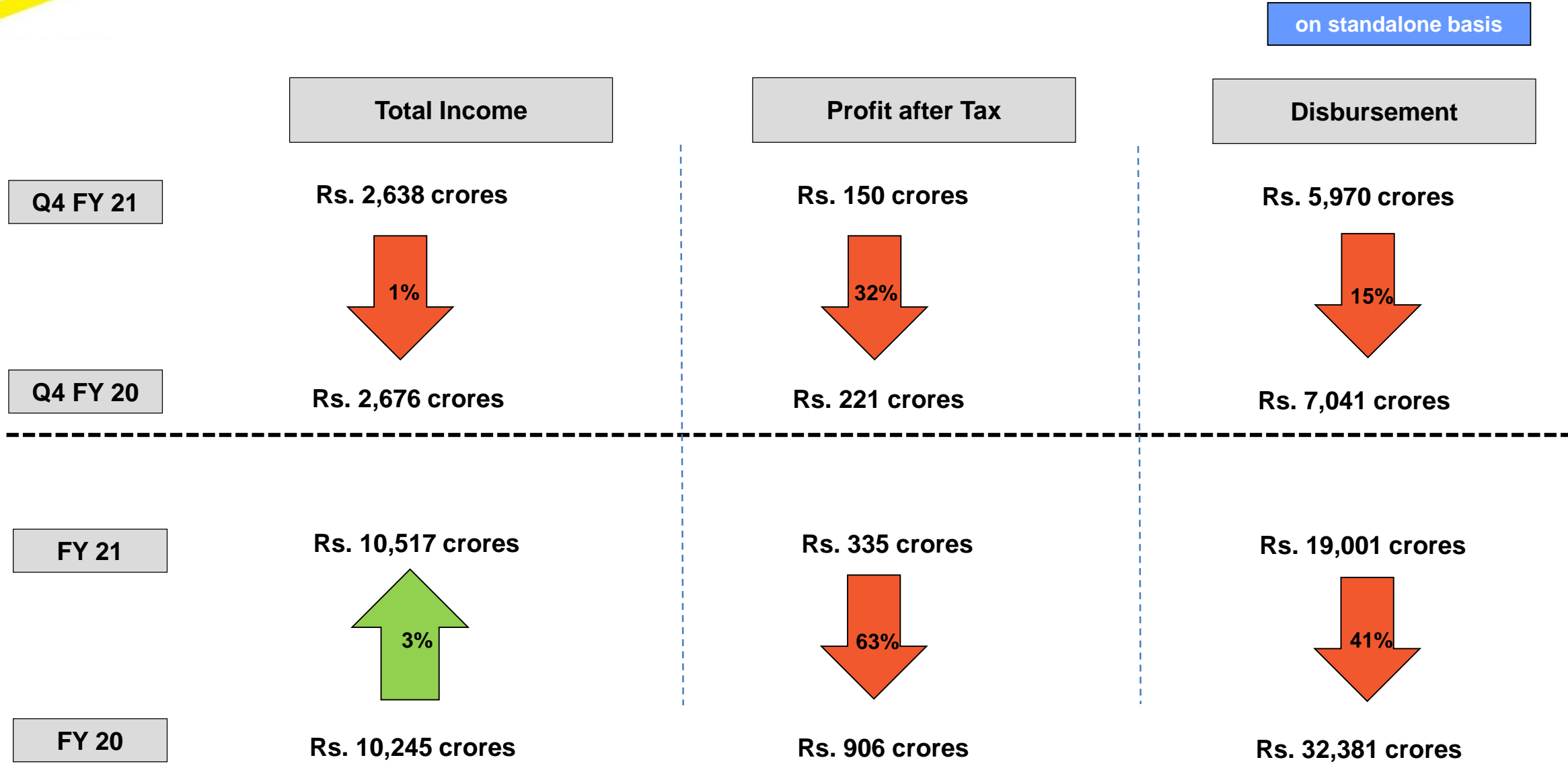
Held Cash/ Liquid investments of ~ INR 11,000 crores, in addition to undrawn sanctioned lines of ~ Rs. 3,000 crores

* ALM as on March 31, 2021

[^] excl. Securitisation and as on March 31, 2021

Key Financials

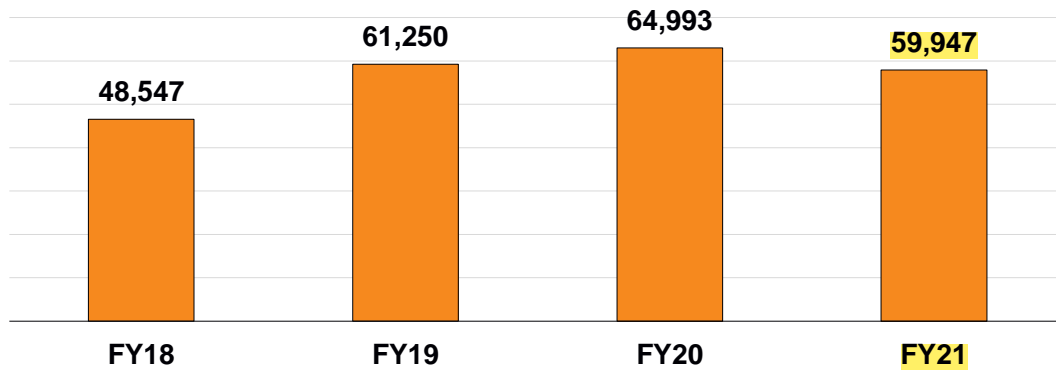
on standalone basis



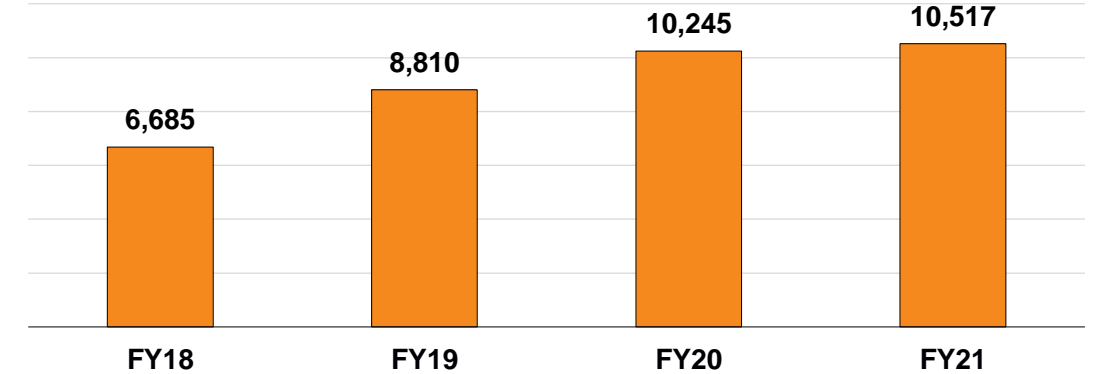
Growth Trajectory

on standalone basis

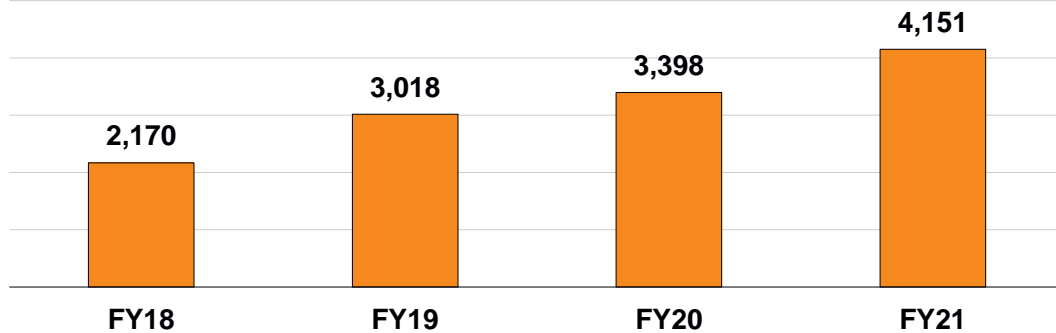
Loan Book ⁽¹⁾ (Rs. crores)



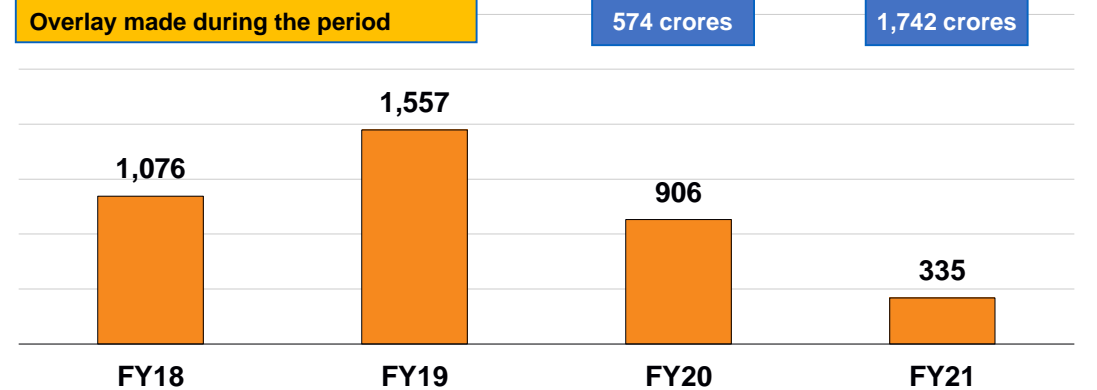
Revenues (Rs. crores)



Pre-Provisioning Operating Profit (Rs. crores)



Profit after Tax ⁽²⁾ (Rs. crores)



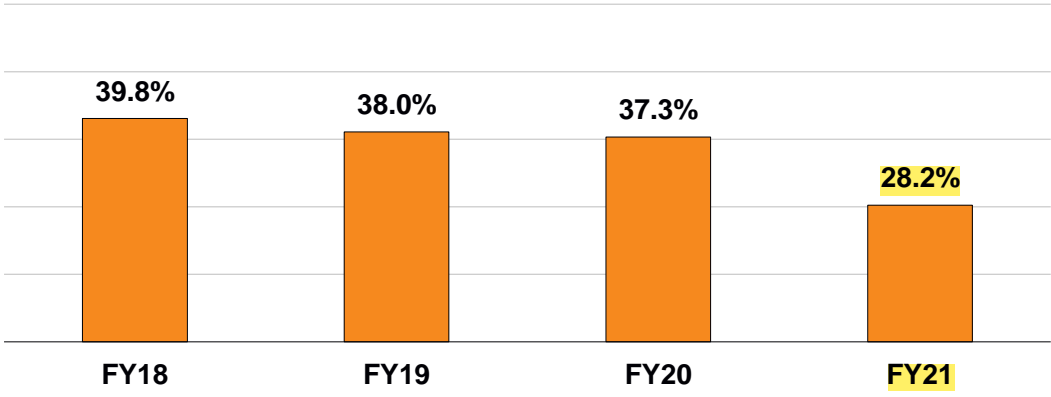
Note : ⁽¹⁾ Loan Book net of provisions.

⁽²⁾ PAT post exceptional items.

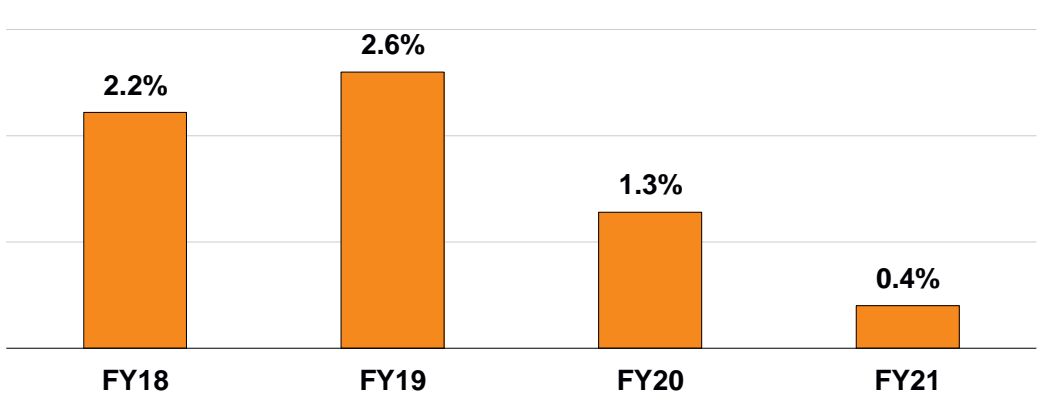
Financial Performance

on standalone basis

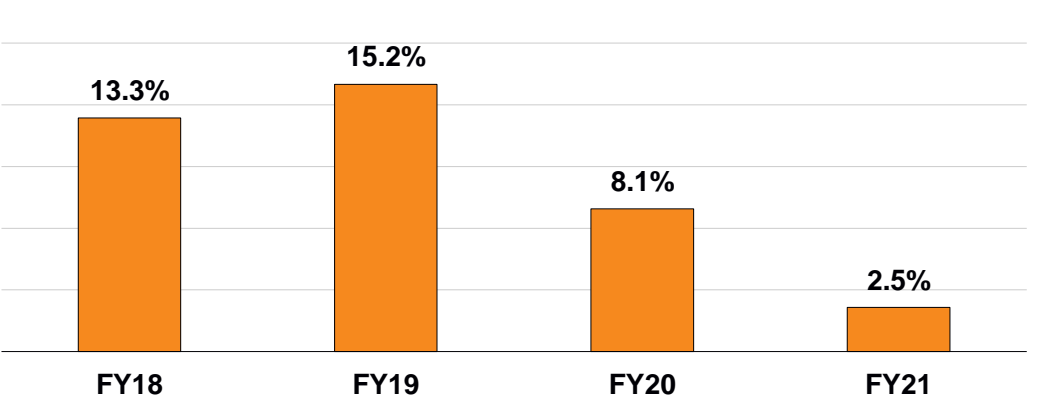
Cost to income ratio ⁽¹⁾ (%)



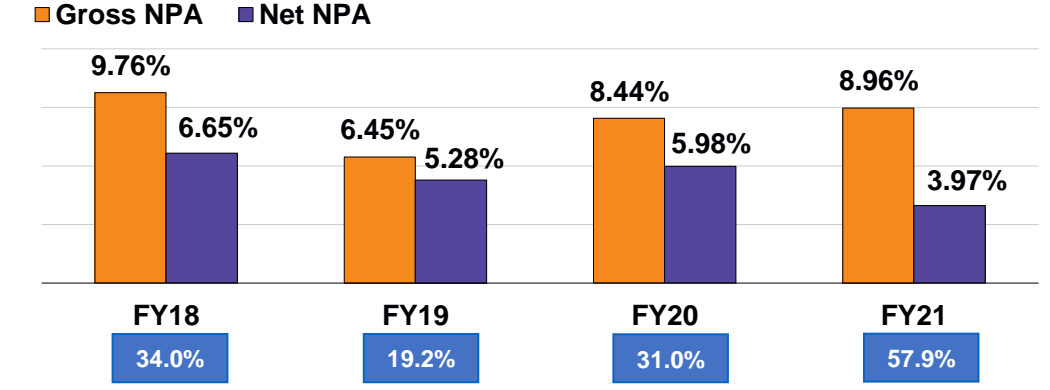
Return on Assets (ROA) ⁽²⁾ (%)



Return on Net Worth (RONW) ⁽²⁾ (%)



Asset Quality (%)



Provision Coverage Ratio: Stage -3 Provisions/ Stage -3 Assets

* NPA information provided as a percentage of Total Business Assets

Note : ⁽¹⁾ Cost to Income calculated as Operating Expenses (including depreciation)/(Net Interest Income + Other Income). ⁽²⁾ Annualised - Calculated based on average total assets/ average network

Standalone Profit & Loss Account

Particulars (Rs. in crores)	Q4FY21	Q3FY21	Q-o-Q	Q4FY20	Y-o-Y
Revenue from operations (A)	2,600	2,542	2.3%	2,637	-1.4%
Less: Finance cost (B)	1,089	1,158	-6.0%	1,290	-15.6%
NII (C= A+B)	1,511	1,384	9.2%	1,347	12.2%
Other Income (D)	38	33	13.4%	39	-3.6%
Total Income (E=C+D)	1,549	1,417	9.3%	1,386	11.7%
Employee benefits expense (F)	282	247	14.0%	213	32.1%
Other expenses (G)	179	121	48.2%	194	-8.0%
Depreciation and amortization (H)	31	31	-0.3%	12	157.5%
Total Expenses (I=F+G+H)	492	399	23.3%	419	17.1%
Pre-Provisioning Operating Profit (J=E-I)	1,057	1,018	3.9%	967	9.4%
Provisions and write-offs (K) ^	886	1,387	-36.1%	674	31.4%
Profit before Tax (L=J-K)	171	(369)	-	293	-41.4%
Tax expense (M)	21	(95)		72	-70.2%
Net Profit after Taxes (N=L-M)	150	(274)	-	221	-32.0%

^ During Q4FY21, created overlay of Rs. 1,320 crores to bring down the net NPA below 4% as per RBI's expectation and reversed Covid-19 related overlay by Rs. 68 crores as Stage-3 reduced.

Standalone Profit & Loss Account

Particulars (Rs. in crores)	FY21	FY20	Y-o-Y	FY 19
Revenue from operations (A)	10,395	10,098	2.9%	8,723
Less: Finance cost (B)	4,733	4,829	-2.0%	3,945
NII (C= A+B)	5,662	5,269	7.5%	4,778
Other Income (D)	122	147	-17.4%	87
Total Income (E=C+D)	5,784	5,416	6.8%	4,865
Employee benefits expense (F)	1,015	1,149	-11.6%	1,090
Other expenses (G)	492	751	-34.6%	697
Depreciation and amortization (H)	126	118	6.4%	60
Total Expenses (I=F+G+H)	1,633	2,018	-19.1%	1,847
Pre-Provisioning Operating Profit (J=E-I)	4,151	3,398	22.2%	3,018
Provisions and write-offs (K) ^	3,735	2,054	81.8%	635
Profit before Exceptional items (L=J-K)	416	1,344	-69.0%	2,383
Exceptional Items (M) #	6	-	-	-
Profit before Tax (N=L+M)	422	1,344	-68.5%	2,383
Tax expense (O)	87	438	-80.0%	826
Net Profit after Taxes (P=N-O)	335	906	-63.0%	1,557

^ During FY21, created overlay of Rs. 1,320 crores to bring down the net NPA below 4% as per RBI's expectation in addition to Rs. 422 crores due to risk on account of COVID – 19

On account of sale of shares by the Company in the AMC business to Manulife

Figures re-grouped and rounded where found relevant

Standalone Balance Sheet

Particulars (Rs. in crores)	As on Mar 31, 2021	As on Mar 31, 2020	As on Mar 31, 2019
ASSETS			
Financial Asset			
a) Cash and cash equivalents	571	677	502
b) Bank balance other than (a) above	2,699	749	457
c) Derivative financial instruments	26	93	10
d) Trade Receivables	8	8	5
e) Loans	59,947	64,993	61,249
f) Investments	11,607	5,911	3,792
g) Other Financial Assets	514	477	169
Financial Asset	75,372	72,908	66,184
Non-Financial Asset			
a) Current tax assets (Net)	402	240	302
b) Deferred tax assets (Net)	862	490	372
c) Property, plant and equipment	311	338	132
d) Capital work-in-progress	10	-	-
e) Other Intangible assets	19	25	31
f) Other non-financial assets	60	70	57
Non-Financial Assets	1,664	1,163	894
Total Assets	77,036	74,071	67,078

Figures re-grouped and rounded where found relevant

Standalone Balance Sheet (Contd.)

Particulars (Rs. in crores)	As on Mar 31, 2021	As on Mar 31, 2020	As on Mar 31, 2019
LIABILITIES AND EQUITY			
Financial Liabilities			
a) Derivative financial instruments	173	40	77
b) Payables			
i) Trade payables	596	606	979
ii) Other payables	47	30	34
c) Debt Securities	16,835	17,745	22,319
d) Borrowings (Other than Debt Securities)	29,142	29,487	21,302
e) Deposits	9,451	8,812	5,667
f) Subordinated Liabilities	3,149	3,418	3,559
g) Other financial liabilities	2,604	2,314	1,927
Financial Liabilities	61,997	62,452	55,864
Non-Financial liabilities			
a) Current tax liabilities (Net)	14	14	14
b) Provisions	215	143	207
c) Other non-financial liabilities	99	98	85
Non-Financial Liabilities	328	255	306
Equity			
a) Equity Share capital	246	123	123
b) Other Equity	14,465	11,241	10,785
Equity	14,711	11,364	10,908
Total Equities and Liabilities	77,036	74,071	67,078

Figures re-grouped and rounded where found relevant

Summary & Key Ratios

on standalone basis

Particulars	Year ended March – 21	Year ended March – 20	Year ended March – 19
RONW (Avg. Net Worth) ^	2.5%	8.1%	15.2%
Debt / Equity	3.98:1	5.23:1	4.84:1
Capital Adequacy^{\$}	26.0%	19.6%	20.3%
Tier I	22.2%	15.4%	15.5%
Tier II	3.8%	4.2%	4.8%
EPS (Basic) (Rs.)*	3.03	10.09	17.35
Book Value (Rs.)	119.1	184.0	176.6
Dividend %	40%	--	325%
New Contracts During the period (Nos.)	453,593	757,463	761,381
No. of employees	19,952	21,862	21,789

* Pursuant to Ind AS - 33, Earnings Per Share for the previous periods have been restated for the bonus element in respect of the Rights issue

^{\$} Computed post considering dividend for the year

[^] Average Net-Worth computed based on the period for which the Rights Issue proceeds capital has utilised

Spread Analysis

on standalone basis

Particulars	Year ended March – 21	Year ended March – 20	Year ended March – 19
Total Loan Income / Average Business Assets	14.8%	14.9%	14.7%
Total Income / Average Assets	13.9%	14.5%	14.7%
Interest / Average Assets	6.2%	6.8%	6.6%
Gross Spread	7.7%	7.7%	8.1%
Overheads / Average Assets	2.2%	2.9%	3.1%
Write offs & NPA provisions / Average Assets	4.9%	2.9%	1.0%
Net Spread	0.6%	1.9%	4.0%
Net Spread after Tax	0.4%	1.3%	2.6%

Average Assets is computed based on Net Total Assets i.e Total Assets less Provisions

Collection Efficiency, Moratorium and Restructuring

on standalone basis

Collection Efficiency [^]	January	February	March	Quarter 4
FY 2021	94%	98%	109%	100%
FY 2020	94%	97%	111%	100%

[^] Computed as (Current month demand collected + Overdues collected)/(Current month demand due for the month)
 FY 20 March collection efficiency is post considering moratorium

Moratorium Aailed Contracts	Total Number of Contracts	Nil collection in Q4 FY 2021
- with amount due in Q4 FY2021	14,73,094	47,384
- of which had not made any payment till end Sep' 20	274,061	37,263*

* haven't paid any amount since September 2020

Restructuring/ ECLGS	Number of Contracts		Amount (INR crores)	
	Q4 FY21	FY21	Q4 FY21	FY21
Restructuring	167	262	56	63
ECLGS	22,351	36,138	289	528

Figures re-grouped and rounded where found relevant

NPA Analysis

on standalone basis

Particulars (Rs. in crores) except figures in %	As on Mar 31, 2021	As on Mar 31, 2020	As on Mar 31, 2019
Business Assets (including Provisions)	64,608	68,089	63,122
Gross NPA (Stage 3)	5,786	5,747	4,071
Less: ECL Provisions (Stage 3)	3,352	1,780	780
Net NPA (Stage 3)	2,434	3,967	3,291
Gross NPA as % of Business Assets (Stage 3)	8.96%	8.44%	6.45%
Net NPA as % of Business Assets (Stage 3)	3.97%	5.98%	5.28%
Coverage Ratio (%) – based on Stage 3 ECL	57.9%	31.0%	19.2%
Stage 1 & 2 provision to Business Assets (%)	2.0%	1.9%	1.7%
Coverage Ratio (%) – including Stage 1 & 2 provision	80.4%	53.8%	46.0%

Particulars (in units) except figures in %	As on Mar 31, 2021	As on Mar 31, 2020	As on Mar 31, 2019
Contracts under NPA (90 dpd)	139,038	131,597	95,391
% of Live Cases under NPA	5.4%	5.0%	4.1%
Repossessed Assets (out of above NPA)	8,556	14,382	9,832

Figures re-grouped and rounded where found relevant

Movement of Provisions and Management Overlay

on standalone basis

Rs. in crores	Q4FY21			Year ended March – 21		
	ECL Provisions	Overlay	Total	ECL Provisions	Overlay	Total
Stage-1 Provisions	(333)	-	(333)	(69)	(58)	(127)
Stage-2 Provisions	(314)	(17)	(331)	161	(42)	119
Stage-3 Provisions	(348)	1,269	921	(270)	1,842	1,572
Provisions – P&L Charge	(995)	1,252	257	(178)	1,742	1,564
Write-Offs*	629	-	629	2,171	-	2,171
Total	(366)	1,252	886	1,993	1,742	3,735

* Includes terminations losses, net of bad-debt recovery

Cumulative Management Overlay					
Rs. in crores	Mar 31, 2020	Jun 30, 2020	Sep 30, 2020	Dec 31, 2020	Mar 31, 2021
Stage – 1 : Covid-19 Provision	58	70	71	-	-
Stage – 2 : Covid-19 Provision	42	37	279	17	-
Stage – 3 : Covid-19 Provision	474	944	1,134	1,047	996
Stage – 3 : Additional Provision	-	-	-	-	1,320
Total Overlay	574	1,051	1,484	1,064	2,316

Figures re-grouped and rounded where found relevant

Stage Wise Provisioning

on standalone basis

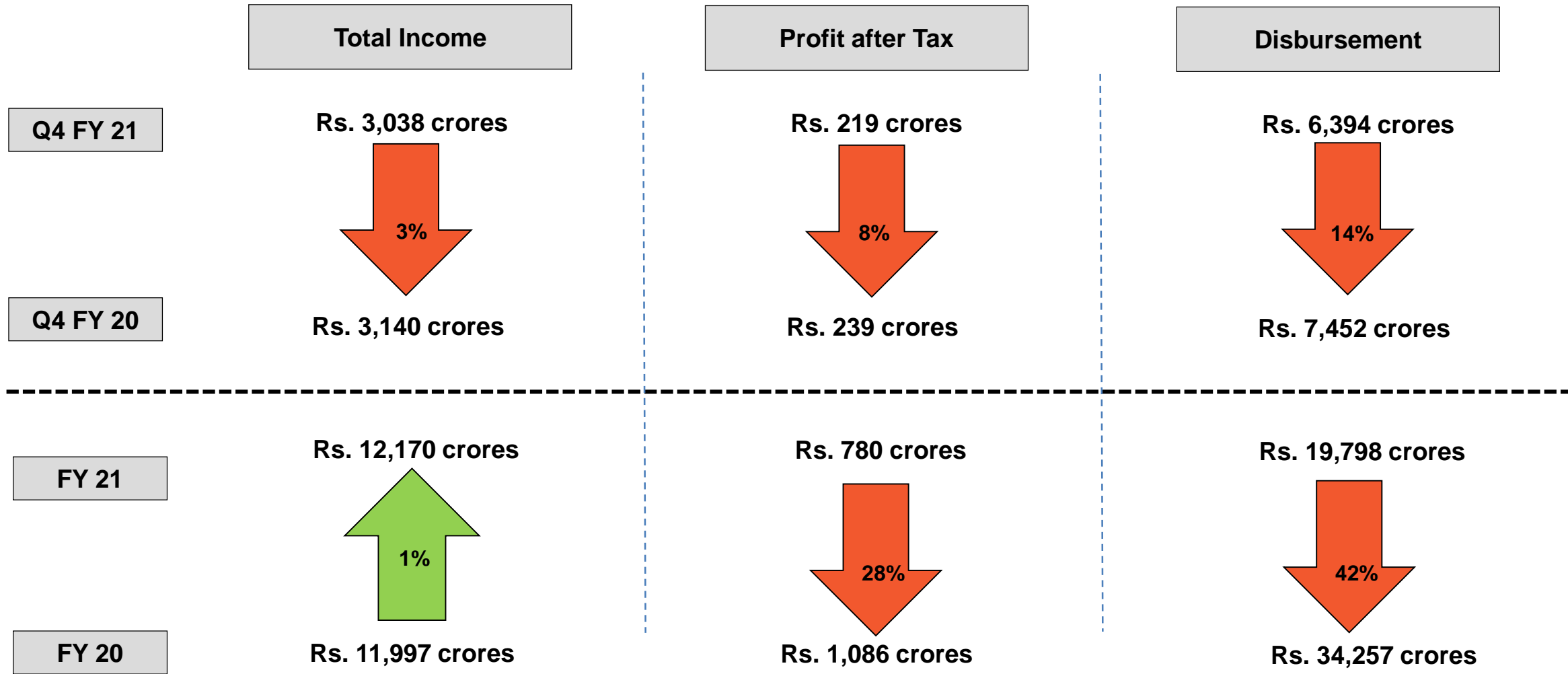
Stage-Wise Assets and Provisioning								
Rs. in crores	As on 31 st Mar 2021				As on 31 st Dec 2020			
	Business Assets	%	Provisions	% of BA	Business Assets	%	Provisions	% of BA
Stage - 1 Assets	50,713	78.49%	423	0.8%	50,500	75.91%	755	1.5%
Stage - 2 Assets	8,109	12.55%	879	10.8%	9,382	14.10%	1,210	12.9%
Stage - 3 Assets	5,786	8.96%	3,352	57.9%	6,643	9.99%	2,432	36.6%
Total	64,608		4,654	7.2%	66,525		4,397	6.6%

Comparison of IRACP and IND-AS Provisioning requirement			
Rs. in crores	IRACP (A)	IND-AS (B)	Difference (B-A)
Stage 1 and Stage 2	244	1,302	1,058
Stage 3	2,140	3,352	1,212
Total	2,384	4,654	2,270

Figures re-grouped and rounded where found relevant

Key Financials (Consolidated)

on consolidated basis



Consolidated Profit & Loss Account

Particulars (Rs. in crores)	Q4FY21	Q3FY21	Q-o-Q	Q4FY20	Y-o-Y
Revenue from operations (A)	3,000	29,58	1.4%	3,101	-3.2%
Less: Finance cost (B)	1,226	1,312	-6.5%	1,431	-14.3%
NII (C= A+B)	1,774	16,46	7.8%	1,670	6.2%
Other Income (D)	38	35	8.1%	39	-3.7%
Total Income (E=C+D)	1,812	1,681	7.8%	1,709	6.0%
Employee benefits expense (F)	398	336	18.4%	321	23.9%
Other expenses (G)	226	172	31.5%	249	-9.4%
Depreciation and amortization (H)	36	36	0.1%	19	92.4%
Total Expenses (I=F+G+H)	660	544	21.3%	589	12.0%
Pre-Provisioning Operating Profit (J=E-I)	1,152	1,137	1.3%	1,120	2.8%
Provisions and write-offs (K)	910	1,474	-38.3%	822	10.7%
Profit before Share of associates(L=J-K)	242	(337)	-	298	-18.9%
Share of Profit of Associates (M)	14	24	-42.4%	8	71.0%
Profit before taxes (N= L+M)	256	(313)	-	306	-16.5%
Tax expense (O)	37	(90)		67	-45.5%
Net Profit after Taxes (P=N-O)	219	(223)	-	239	-8.3%

Figures re-grouped and rounded where found relevant

Consolidated Profit & Loss Account

Particulars (Rs. in crores)	FY21	FY20	Y-o-Y	FY19
Revenue from operations (A)	12,050	11,883	1.4%	10,372
Less: Finance cost (B)	5,308	5,391	-1.5%	4,432
NII (C= A+B)	6,743	6,492	3.9%	5,940
Other Income (D)	120	114	5.9%	59
Total Income (E=C+D)	6,863	6,606	3.9%	5,999
Employee benefits expense (F)	1,384	1,610	-14.0%	1,478
Other expenses (G)	663	974	-31.9%	934
Depreciation and amortization (H)	151	147	2.5%	76
Total Expenses (I=F+G+H)	2,198	2,731	-19.5%	2,488
Pre-Provisioning Operating Profit (J=E-I)	4,665	3,875	20.4%	3,511
Provisions and write-offs (K) ^	3,999	2,319	72.4%	717
Profit before Exceptional/ share of associates(L=J-K)	666	1,556	-57.2%	2,794
Exceptional items (M) #	229	-		-
Share of Profit of Associates (N)	40	46	-13.9%	47
Profit before taxes (O= L+M+N)	934	1,602	-41.7%	2,841
Tax expense (P)	154	516	-70.2%	974
Net Profit after Taxes (Q=O-P)	780	1,086	-28.1%	1,867

On account of sale of shares by the Company in the AMC business to Manulife

Consolidated Balance Sheet

Particulars (Rs. in crores)	As on Mar 31, 2021	As on Mar 31, 2020	As on Mar 31, 2019
ASSETS			
Financial Asset			
a) Cash and cash equivalents	809	783	537
b) Bank balance other than (a) above	3,174	749	457
c) Derivative financial instruments	26	93	10
d) Trade Receivables	55	53	54
e) Loans	67,076	72,864	68,939
f) Investments	12,028	5,340	3,327
g) Other Financial Assets	552	520	212
Financial Asset	83,718	80,401	73,536
Non-Financial Asset			
a) Current tax assets (Net)	414	258	312
b) Deferred tax Assets (Net)	945	579	450
c) Property, plant and equipment	379	428	168
d) Capital Work-in-progress	10	-	
e) Intangible assets under development	1	1	1
f) Other Intangible assets	20	28	33
g) Other non-financial assets	113	99	76
Non-Financial Assets	1,883	1,391	1,040
Total Assets	85,601	81,793	74,576

Figures re-grouped and rounded where found relevant

Consolidated Balance Sheet (Contd.)

Particulars (Rs. in crores)	As on Mar 31, 2021	As on Mar 31, 2020	As on Mar 31, 2019
LIABILITIES AND EQUITY			
Financial Liabilities			
a) Derivative financial instruments	173	40	77
b) Payables			
i) Trade payables	732	693	1,114
ii) Other payables	47	30	34
c) Debt Securities	19,671	19,745	24,716
d) Borrowings (Other than Debt Securities)	32,454	33,327	24,633
e) Deposits	9,366	8,781	5,631
f) Subordinated Liabilities	3,609	3,781	3,822
g) Other financial liabilities	3,293	2,994	2,841
Financial Liabilities	69,345	69,391	62,868
Non-Financial liabilities			
a) Current tax liabilities (Net)	14	17	14
b) Provisions	271	212	255
c) Other non-financial liabilities	105	114	92
Non-Financial Liabilities	390	343	361
Equity			
a) Equity Share capital	247	123	123
b) Other Equity	15,520	11,846	11,146
c) Non-controlling interests	99	90	78
Equity (incl attributable to minority investors)	15,866	12,059	11,347
Total Equities and Liabilities	85,601	81,793	74,576

Figures re-grouped and rounded where found relevant



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Transforming rural lives across the country

Mahindra Rural Housing Finance Limited

Particulars (Rs. crores)	Q4FY21	Q4FY20	Year ended March – 21	Year ended March – 20	Year ended March – 19
Loans disbursed	424	411	797	1,876	2,581
No. of Customer Contracts (nos.)	19,937	21,473	34,559	95,523	171,187
Loans & Advances (net)	7,128	7,870	7,128	7,870	7,689
Total income	338	401	1,455	1,528	1,384
PBT	45	(12)	195	206	366
PAT*	35	1	151	149	251
Net-worth	1,403	1,248	1,403	1,248	1,127
Gross NPA (Stage 3)	13.16%	15.13%	13.16%	15.13%	13.02%
Net NPA % (Stage 3)	9.87%	10.75%	9.87%	10.75%	10.77%

- **Business Area:** Provide loans for home construction, extension, purchase and improvement to customers in rural and semi-urban India
- **Shareholding pattern:** MMFSL – 98.43%; MRHFL Employee Welfare Trust and Employees – 1.57%
- **Reach:** Currently spread in 14 States & 1 Union Territory

[^] The Company has cumulative management overlay of Rs. 97 crores as of 31 March 2021 for covering the contingencies that may arise due to COVID – 19 pandemic.

Mahindra Insurance Brokers Limited

Particulars (Rs. in crores)	Q4FY21	Q4FY20	Year ended March – 21	Year ended March – 20	Year ended March – 19
No. of Policies for the Period (nos.)	460,580	535,304	1,439,023	2,233,711	2,265,146
Net Premium	584	607	1,794	2,079	1,924
Total income	86	88	269	337	323
PBT	16	28	44	74	103
PAT	12	20	32	53	72
No. of employees (nos.)	1,117	1,180	1,117	1,180	1,097

- **Business Area:** Licensed by IRDA for undertaking insurance broking in Life, Non-Life and reinsurance businesses
- **Shareholding pattern:** MMFSL – 80%; Inclusion Resources Pvt. Ltd. – 20%



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Transforming rural lives across the country

Awards & Accolades

- Ranked **25th** among India's Best Companies to Work 2020 by Great Place to Work® Institute
- Included **2nd time** in the renowned FTSE4Good Index Series for ESG (Environmental, Social & Governance) performance.
- Ranked **48th amongst Top 100** Indian companies for Sustainability & CSR under Responsible Business Rankings 2020 by Futurescape
- Included in '**DJSI Sustainability Yearbook 2021**'.



CSR Initiatives

- Launched a flagship program for the holistic development of our driver community and their family members.
- This multi-year program focuses on the empowerment and generation of livelihood for our driver communities.
- The program aims to benefit the targeted segment through various initiatives like:
 - Driver Training for Freshers
 - Auto Mechanic Training for Women
 - Road Safety Training for Existing Drivers
 - A Financial Planning Workshop for Drivers
 - Scholarship for Drivers' Children
 - Health and Accidental Insurance for Drivers
- Provided ration kits to upwards of 5,000 drivers and their families affected by the Covid-19 pandemic pan India.



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Risk Management Policies

Transforming rural lives across the country

Risk Management Policies

Provisioning Norms

Stage	Description	Provision Mechanism
Stage 1	0- 30 days past due	PD * LGD * Stage 1 Asset
Stage 2	> 30 to <= 90days past due	PD * LGD * Stage 2 Asset
Stage 3	> 90 days past due	LGD * EAD of Stage 3 Asset*

The Company may also make additional management overlays based on its assessment of risk profile and to create safeguard from potential future events

PD – Probability of Default;

LGD – Loss given Default;

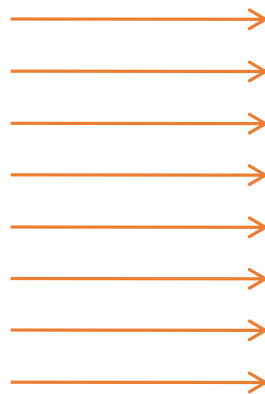
EAD – Exposure at Default

**Fair valued at reporting date*

Key Risks & Management Strategies

Key Risks

- Volatility in interest rates
- Rising competition
- Raising funds at competitive rates
- Dependence on M&M
- Occurrence of natural disasters
- Adhering to write-off standards
- Employee retention
- Physical cash management



Management Strategies

- Matching of asset and liabilities
- Increasing branch network
- Maintaining credit rating & improving asset quality
- Increasing non-M&M Portfolio
- Increasing geographical spread
- Diversify the product portfolio
- Job rotation / ESOP/ Recovery based performance initiatives
- Insurance & effective internal control

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