



November 02, 2021

The BSE Limited,
Listing Department,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400 001

National Stock Exchange of India Limited,
Listing Department
“Exchange Plaza”
Bandra Kurla Complex,
Bandra (E), Mumbai – 400 051

Scrip Code: 540173

Symbol: PNBHOUSING

Dear Sirs,

Sub: Investor Presentation

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, Please find attached herewith the Investor Presentation of the Company for the quarter and half year ended September 30, 2021.

A copy of the same is placed on the website of the Company www.pnbhousing.com

You are requested to take note of the above.

Thanking You.

For PNB Housing Finance Limited


Sanjay Jain
Company Secretary & Head Compliance
Membership No.: F2642



Investor Presentation

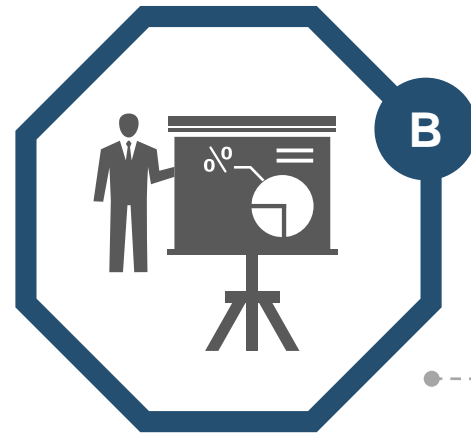
Quarter Ended September 2021

02-November-2021





Progress on the New Agenda
Strategy Monitorables



Business & Financial Performance
Digital Drive & Branch Network
Shareholding and ESG Snapshot
Growth in Housing Finance Sector
Key Takeaways



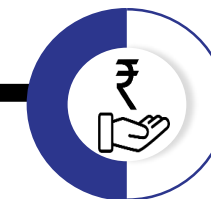
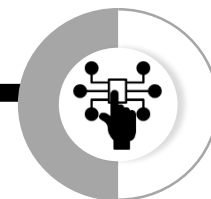
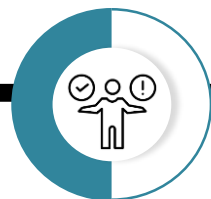
Agenda envisaged in January 2021



Strengthening the Core

Drive Efficiency

Accelerate Growth



Management

- Strengthen leadership team with internal promotions & external hires
- On boarded senior talent in Collections, Business Transformation, Information security, Affordable Housing and Internal Audit
- Augment Risk & data analytics team
- Introduced incentive plan to retain talent
- Focus on upgrading skill sets

Capital Position

- Improve capital and gearing
- Build significant provision
- Option to raise capital across different modes

Risk Management

- Leverage advance analytics and new age technologies
- Automate credit appraisal journey with human touch
- Strengthen EWS to improve collection efficiencies
- Remedial Management Group to focus on resolution of corporate book

Cost Management

- Rationalize operating model with focus on profitability
- Optimize cost and productivity
- Improve accountability across organization
- Product and segment level monitoring

Digital Drive

- Accelerate digital transformation across the value chain
- Increase use of AI, ML, RPAs to augment business, underwriting and accelerate efficiencies
- Advanced analytics for portfolio management, risk, collection

Retail Focused Lending




- Leverage expertise in mass housing and merchant category
- Increase fee income through cross sell, upsell and co-lending
- Retail to be the engine of growth

Grow Affordable Housing "Unnati"

- Building higher yielding Unnati portfolio
- Focus on Average ticket size of ~INR 15 lakh
- Strengthen distribution network with increased presence in Tier 2 and 3 cities

Strengthening the Core – Key Monitorables



Pillars to Agenda	Monitorables	FY20	FY21	H1FY22	Remarks
 Management Team	Key roles hired at senior level [^]		5 hires and 2 promotion	3 hires and 1 promotion	Strengthen the management team
	Incentive plan to retain talent		RSU Allotment done		Annual appraisal completed
 Capital Position	Leverage*	8.53x	6.72x	5.89x	With reduction in Corporate Book by 15% since Mar'21 and healthy internal accruals
	CRAR*	17.98%**	18.73%#	20.66%	With focus on lower risk weight asset
	Total Provision to Total Asset*	2.61%	4.09%	4.77%	Incremental provision of INR 128 crore created in Q2FY22
	Tier 1 Capital		In process	In process	With primary objective of raising capital, Board decided not to proceed with the preferential issue, other modes getting evaluated
 Risk Management	% of loans sanctioned within stipulated TAT	85%	84%	71%	With opening up of the restrictions and stabilization of our digital platform, TAT is expected to improve further
	Collection Efficiencies	98.5%	96.8%	96.7%	Improved in Q2 FY22 to 98.3% from 95.4% in Q1 FY22

* As on last day of the period



**As per IGAAP

#Adjusted for deposit made with companies in same group, CRAR is 20.6%

[^]AGM and above

Drive Efficiency – Key Monitorables



Pillars to Agenda	Monitorables	FY20	FY21	H1FY22	Remarks
 <p>Cost Management</p>	Cost to Income Ratio	16.9%	15.1%	18.4%	Higher on account of increased investments to enhance business activities
	Incremental Cost of Borrowing	8.5%	6.8%	5.7%	Supported by NHB
	Implement Transformation journey		Project 'IGNITE' initiated	Initiatives identified for Phase 2	Diagnostic phase completed; Phase 2 kick started
 <p>Digital Drive</p>	Digital sourcing	9%	19%	47%	Increased focus on digital sourcing; Ace-LOS integration made live in Q1 for smooth file flow in the system
	Automate underwriting		Vendors identified	Credit Appraisal Memo (CAM) Automation (web module) is live	Implementation of Rule management engine on track
	Advanced Analytics powered business intelligence framework across organisation		Advance stages of vendor identification	Potential solution providers shortlisted	Implementation in H2 FY22

Accelerate Growth – Key Monitorables



Pillars to Agenda



Retail Focused Lending

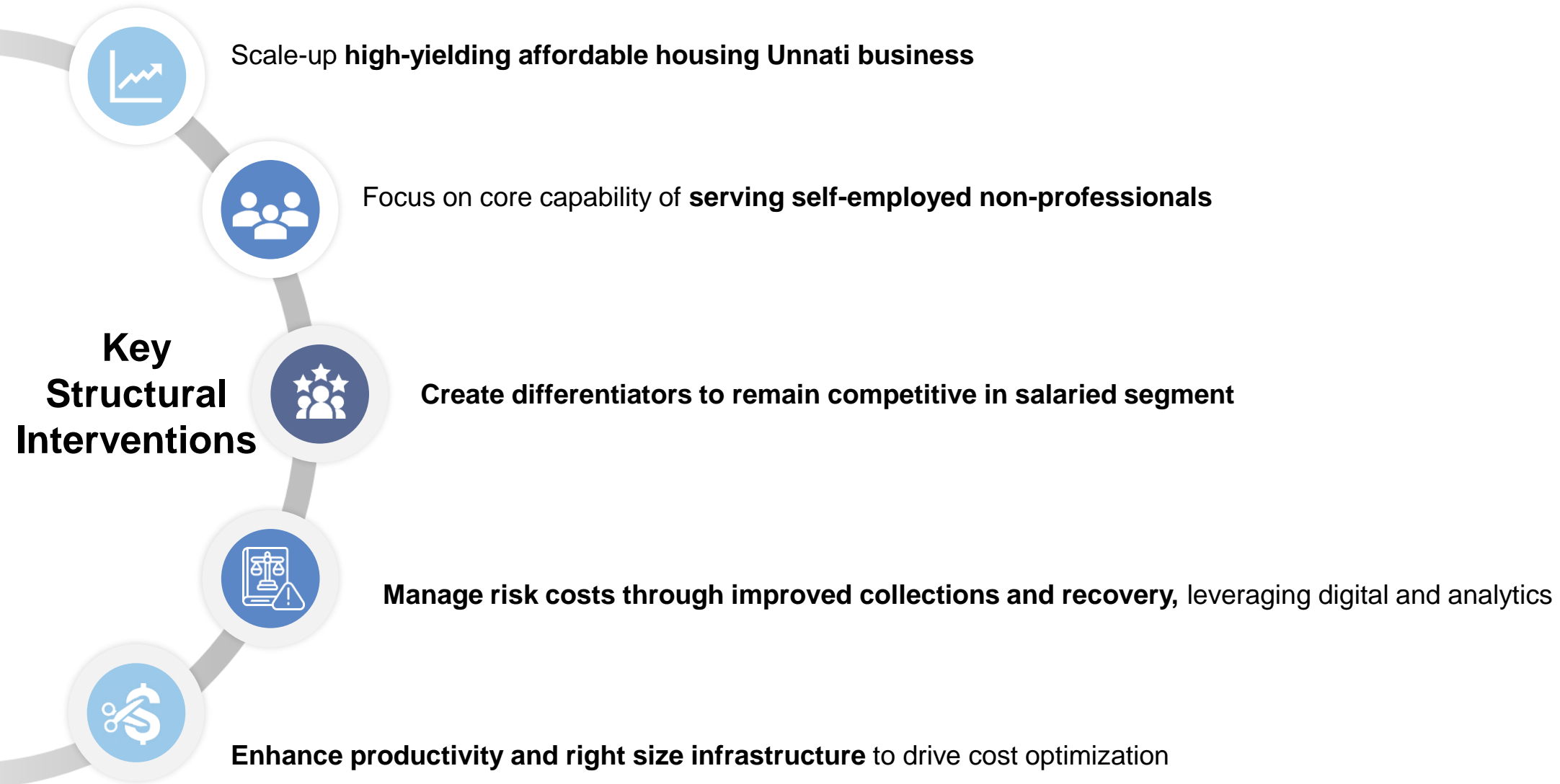


Grow Affordable Housing "Unnati"

Monitorables	FY20	FY21	H1FY22	Remarks
Retail Loan Book (YoY)	-6%	-5%	-6%	Disbursements grew by 50% in H1 FY22 (YoY) Retail loan book degrowth arrested during the quarter
Building Granular book (Disbursement of upto INR 2 crore)	88.1%	93.0%	94.5%	Focus on lower ticket asset sourcing
Corporate book*	INR 14,614 Crore 18% of AUM	INR 11,786 Crore 16% of AUM	INR 9,985 Crore 14% of AUM	Sell down/accelerated payment of INR 1,214 Crore in H1 FY22
Create separate vertical and open lean branch infrastructure	Existing branches	Separate vertical created	13 locations identified	6 locations operationalized in October, balance to be operationalized during the year
Unnati AUM*	INR 2,607 Crore	INR 2,985 Crore	INR 3,043 Crore	Focus on building Unnati book, registered disbursement growth of 36% in H1 FY22 (YoY)

* As on last day of the period

Update on Project “IGNITE”





Business and Financial Performance

Performance Highlights



	Disbursement*	INR 4,720 Crore (+50% YoY)
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	Asset Under Management	INR 69,810 Crore (-14% YoY)
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	Retail Loans	86% of the AUM (82% of AUM as on 30-Sep-20)
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	Deposits	INR 17,383 Crore (+5% YoY)
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	Gross Margin*	3.3% (3.1% YoY)
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	Cost to Income Ratio*	18.4% (16.0% YoY)
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	GNPA	5.4% on AUM (2.2% YoY) 5.9% on Loan Assets (2.6% YoY)
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	Total Provision/ Total Assets	4.8% (3.0% YoY)
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	Write-offs since Inception**	15 bps (11 bps YoY)
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	Book Value Per Share	INR 559 (INR 506 YoY)
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	Gearing Ratio	5.9x (7.8x YoY)
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	Capital to Risk Asset Ratio	20.7% (18.7% YoY)
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Data as on 30-Sep-21

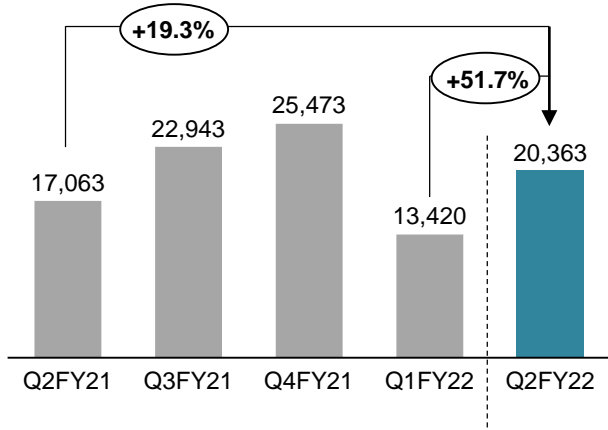
*For H1 FY22

**On cumulative disbursements

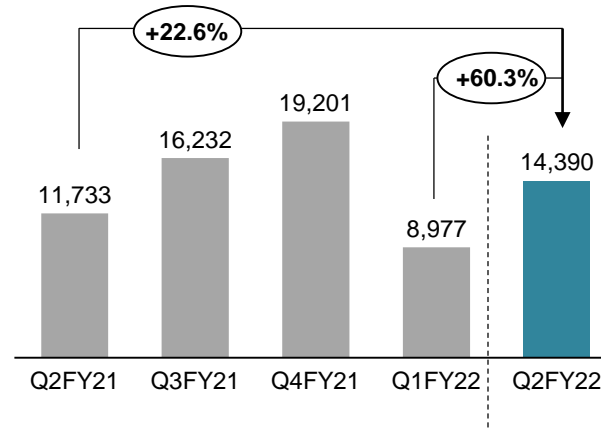
Business Trends - Quarter on Quarter



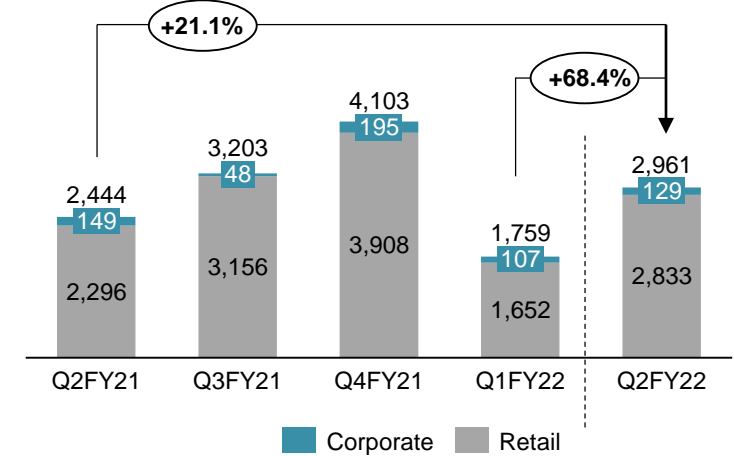
No. of Logins



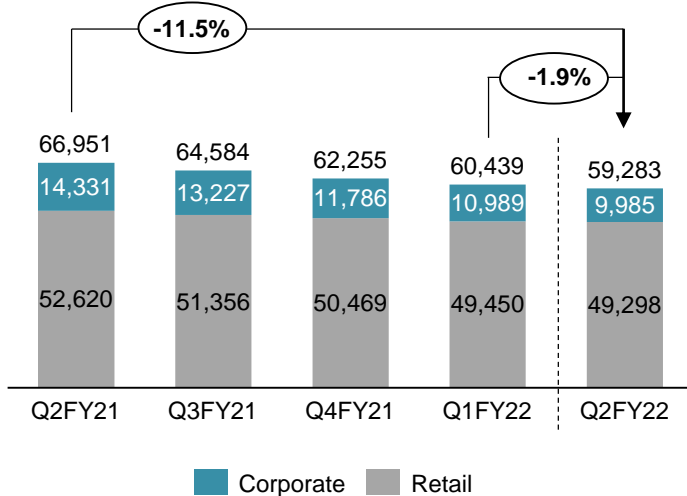
No. of Sanctions



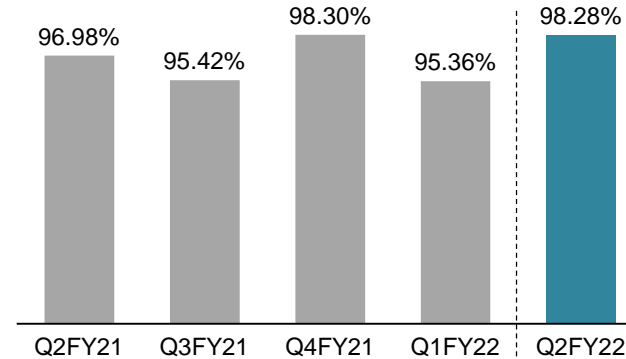
Disbursement (INR Crore)



Loan Asset (INR Crore)



Collection Efficiency (Retail)



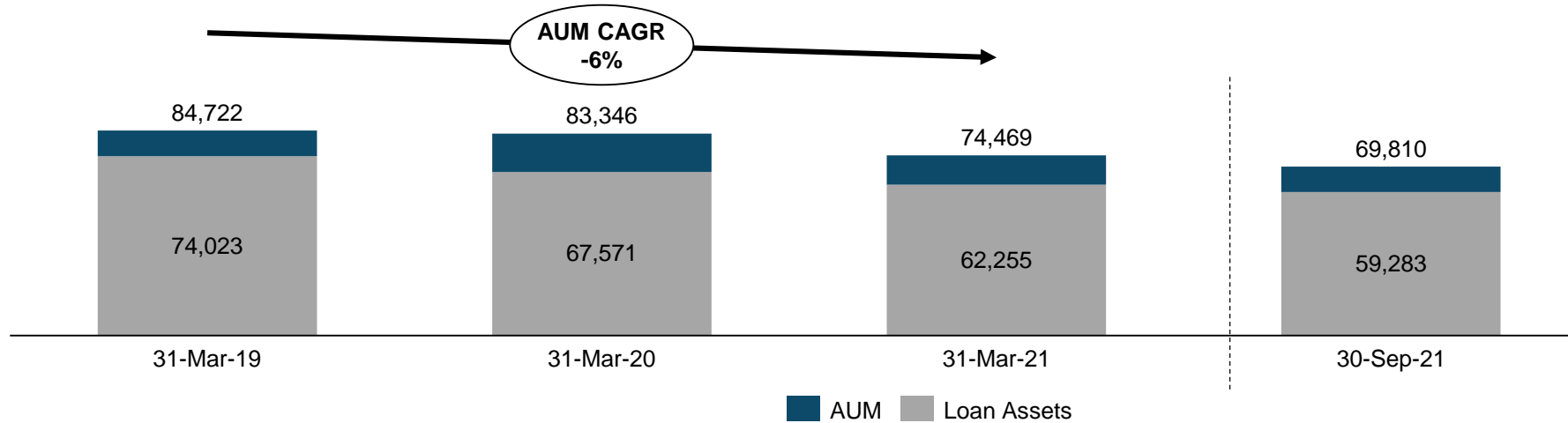
- Digital sourcing contributed 48% to total logins in Q2 FY22 as compared
- With focus on retail business, 96% of Q2 FY22 disbursements are in retail segment
- With economic activity getting back to pre-covid levels, Collection Efficiency improved significantly MoM to 98.6% in Sept 2021 from 96.6% in June 2021

Business Update

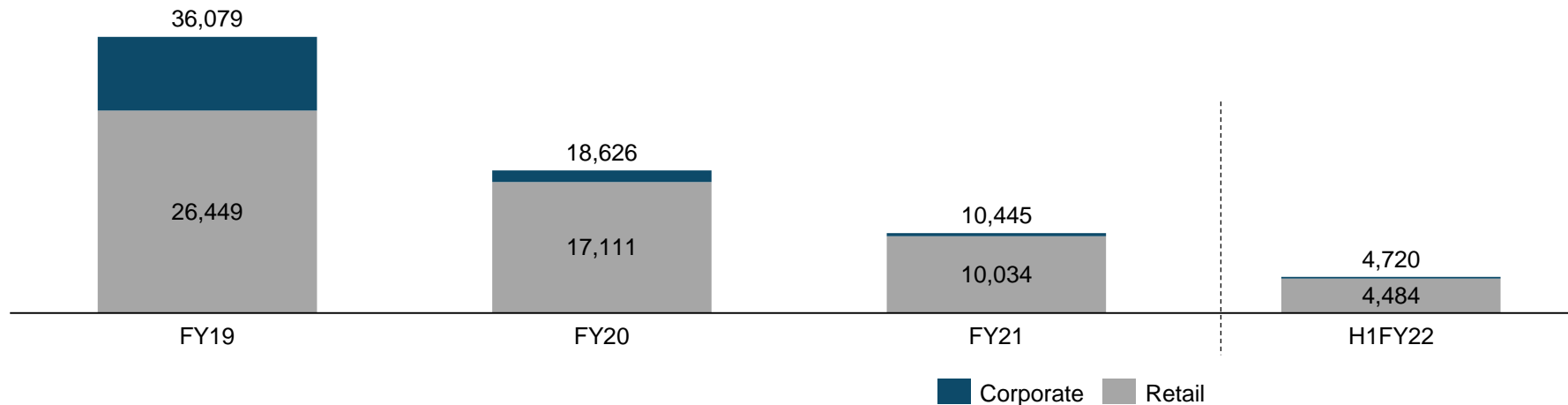


(INR Crore)

Asset



Disbursement



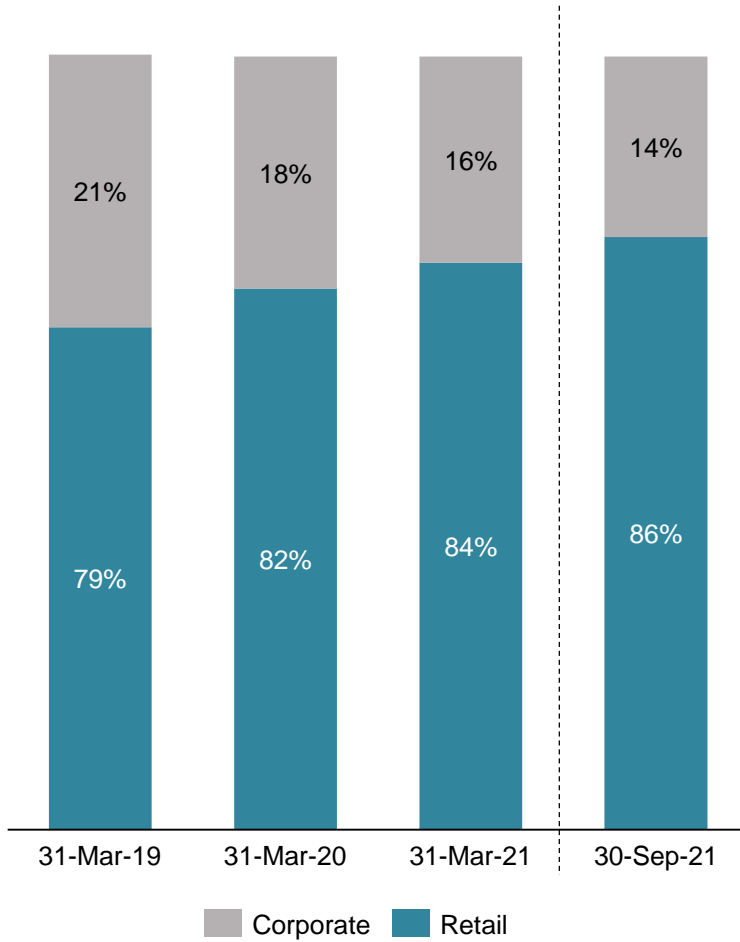
- As on 30-Sep-21, retail AUM is 86% of total AUM compared to 82% as on 30-Sep-20
- Covid Restructured loans of INR 2,408 Crore as on 30-Sep-21
 - OTR 1.0: INR 1,729 crore
 - OTR 2.0: INR 679 crore
- Disbursed INR 432 Crore under ECLGS scheme upto 30-Sep-21

Emergency Credit Line Guarantee Scheme, provided to mitigate the distress caused by Covid-19

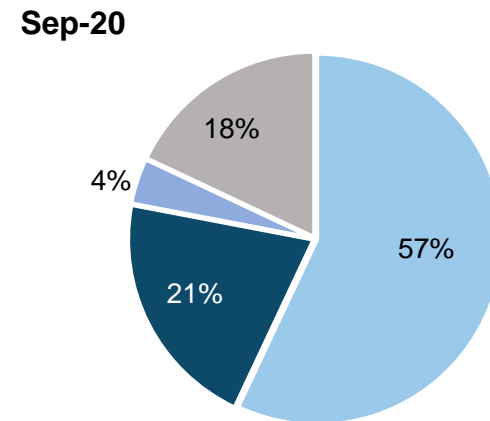
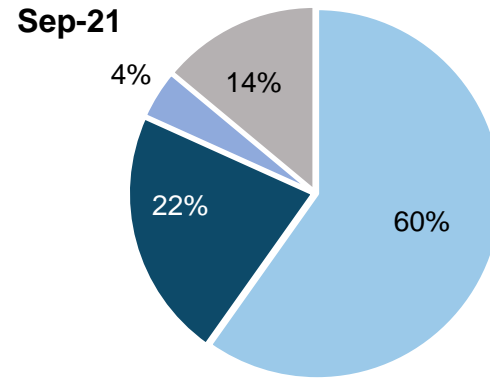
Asset Under Management Mix



AUM Mix

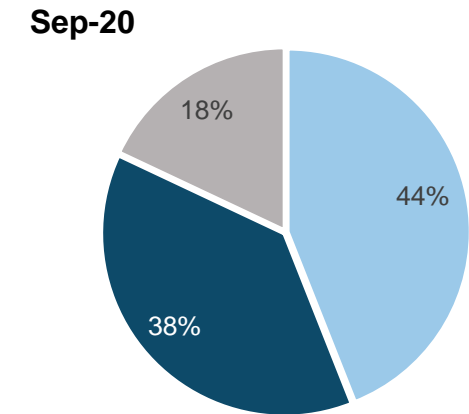
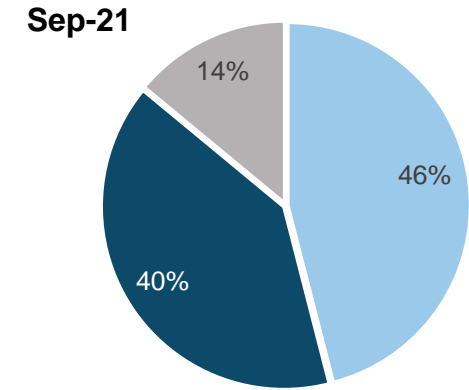


Product-wise Break-up



- Individual Housing Loan
- Retail Loan Against Property
- Retail Non-Residential Premises Loan
- Corporate Loan

Segment-wise Breakup

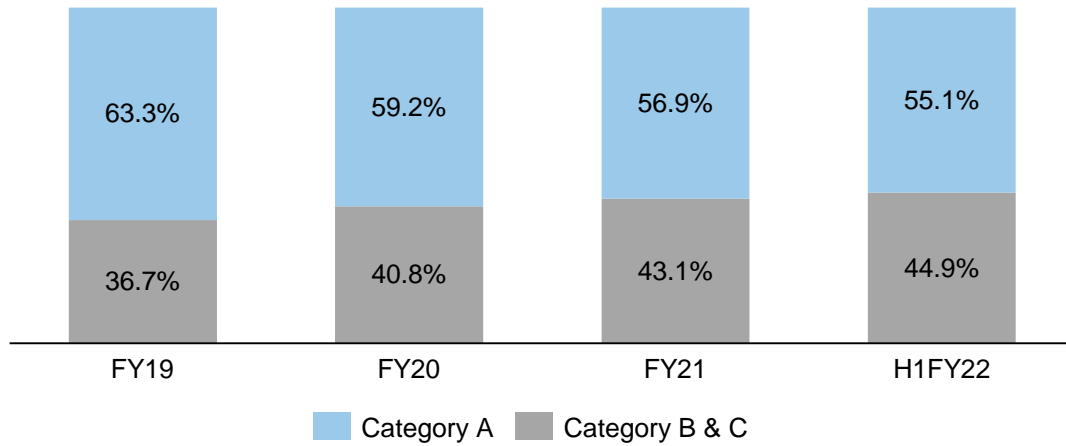


- Salaried
- Self –Employed
- Corporate Loan

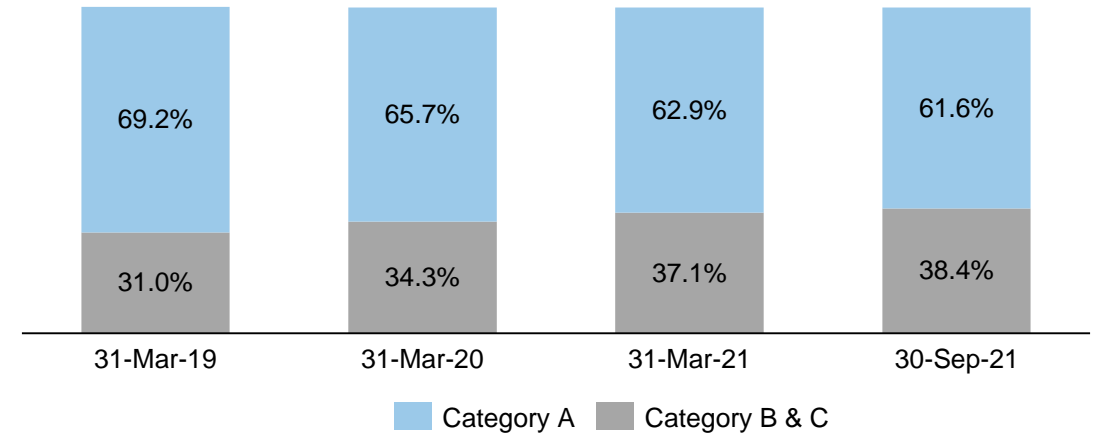
Retail Segment Focus Areas



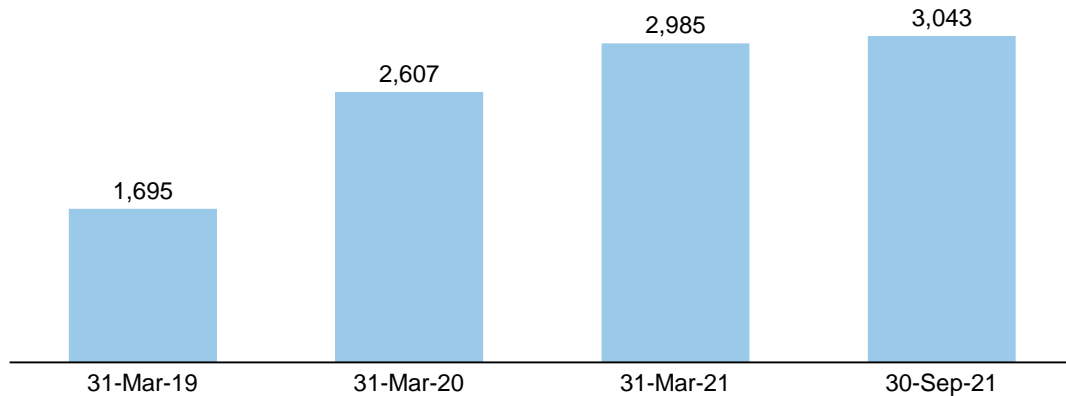
Increasing Disbursement in Category B and C branches



Increasing AUM from Category B & C branches



Increasing Unnati Segment AUM (INR Crore)



- Higher focus on disbursements from category B & C resulting in increasing AUM from the respective branches
- Unnati AUM increased by 9% YoY in September 2021

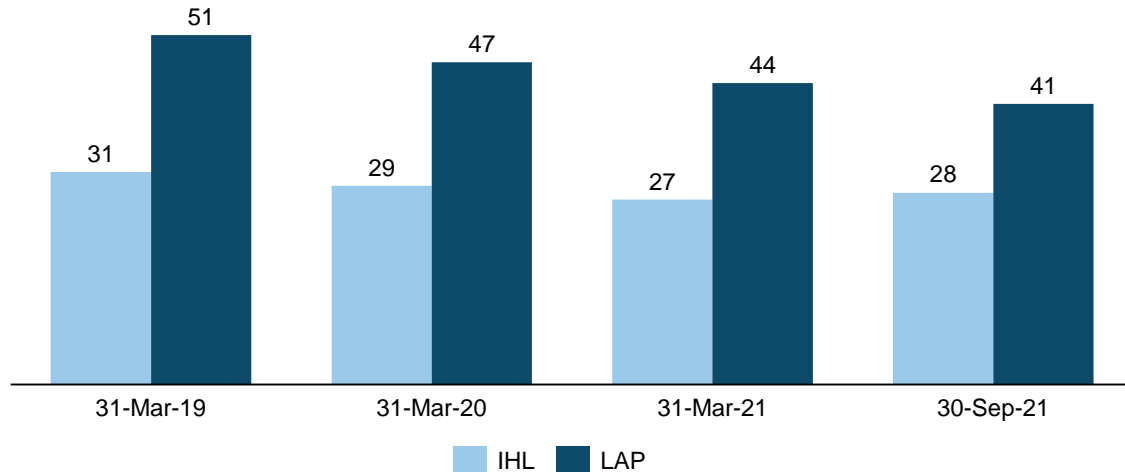
Category A refers to branches in Metro and Large cities

Retail Loan Book – Key Attributes

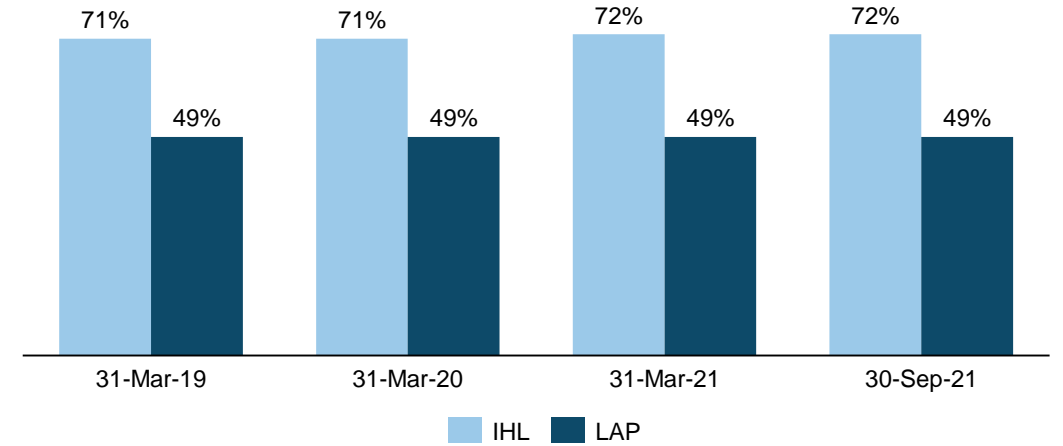


(INR Lakhs)

Average Ticket Size



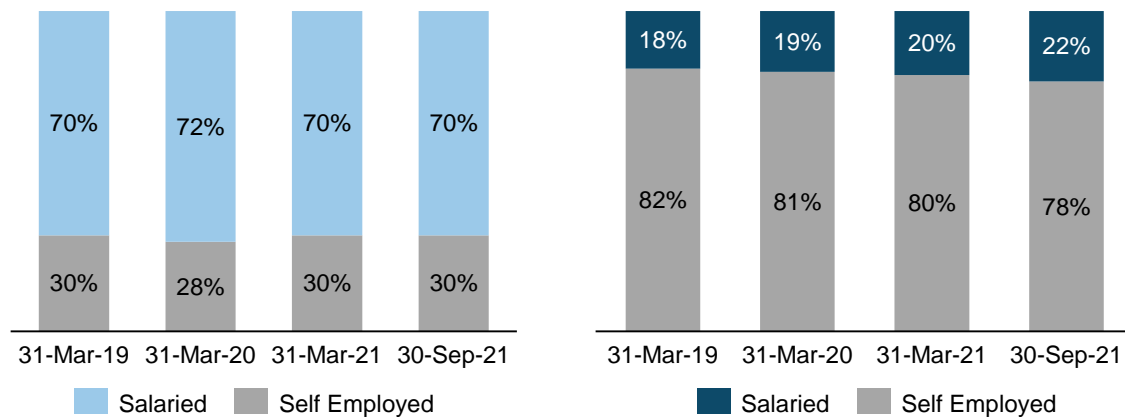
Weighted Average Loan to Value



Salaried vs Self-Employed

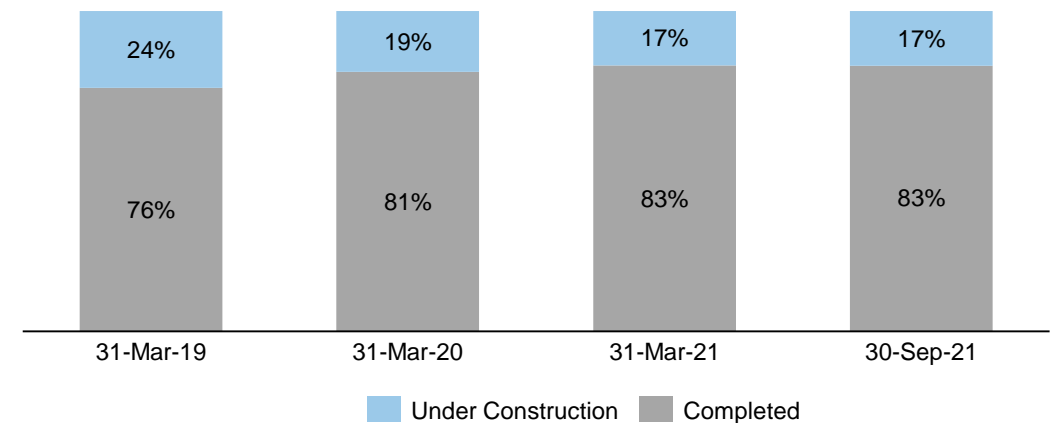
Individual Housing Loan

Loan Against Property



Under construction vs Completed

Individual Housing Loan

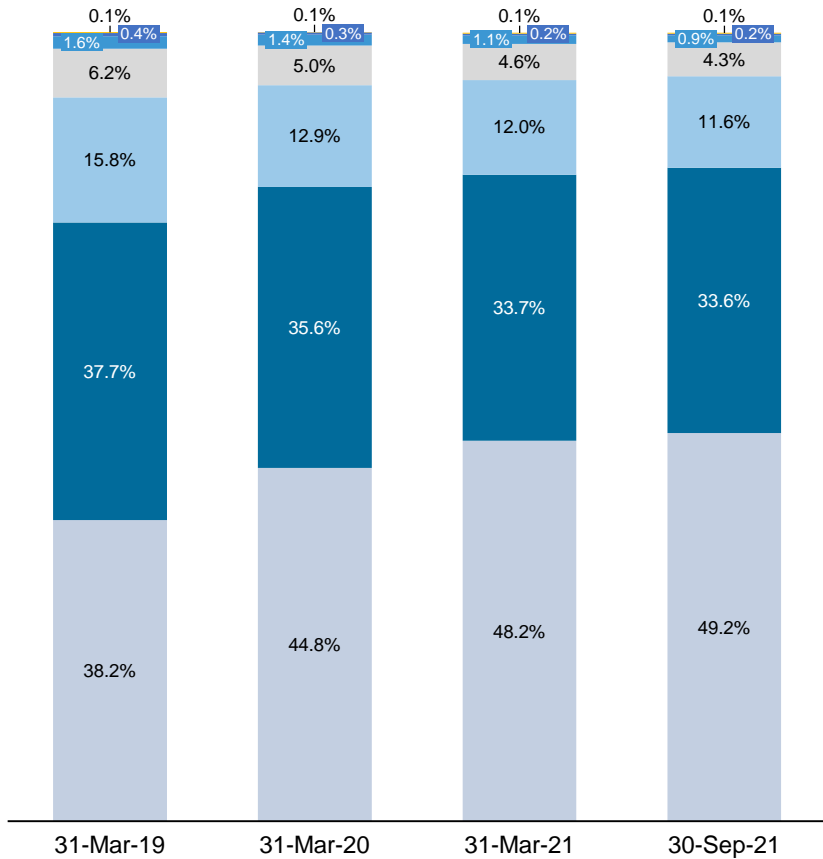


ATS and LTV at Origination

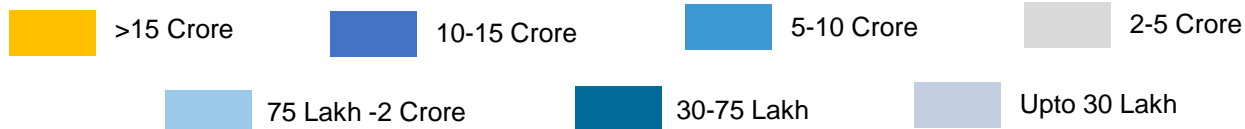
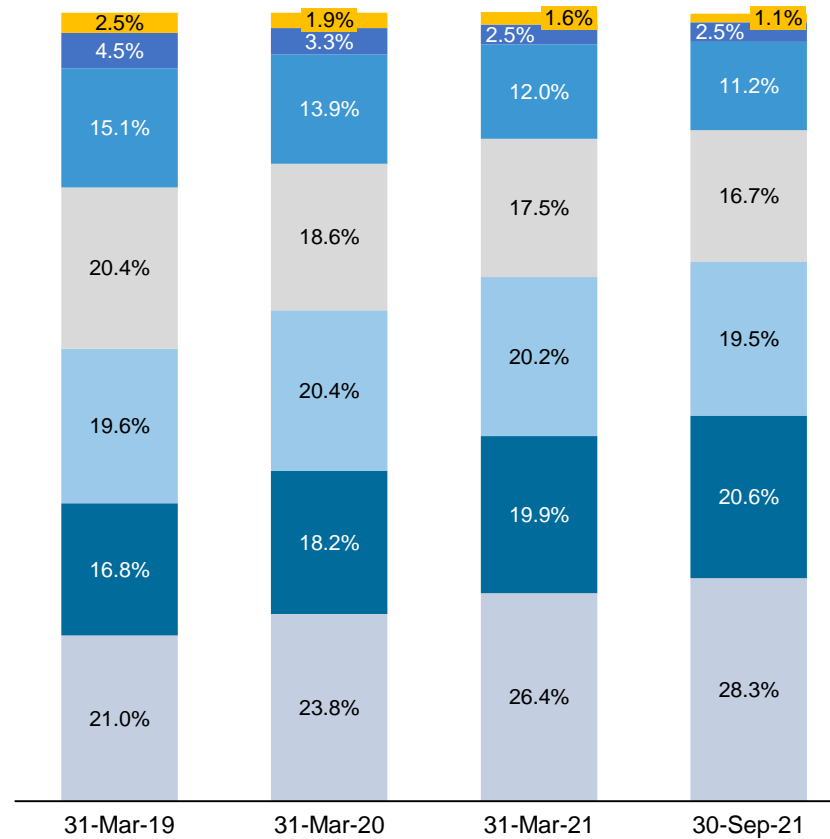
Retail Loan Book – Average Ticket Size Range



Individual Housing Loan

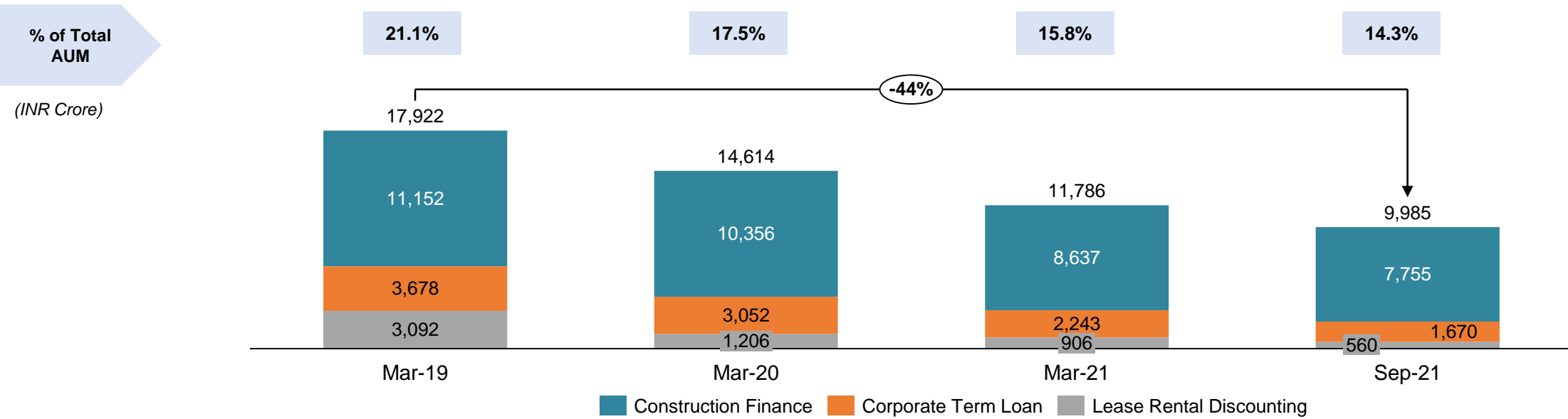


Retail Loan Against Property



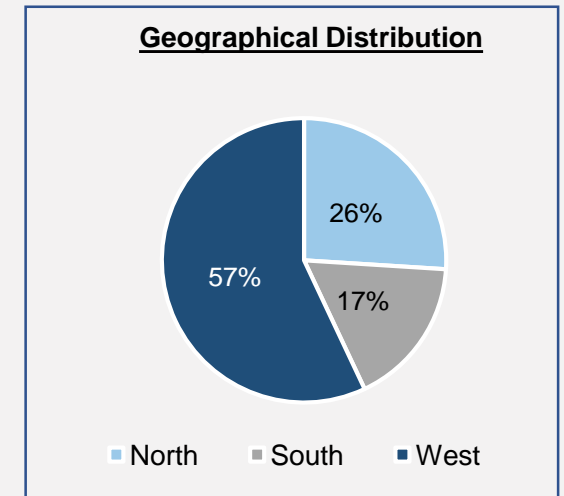
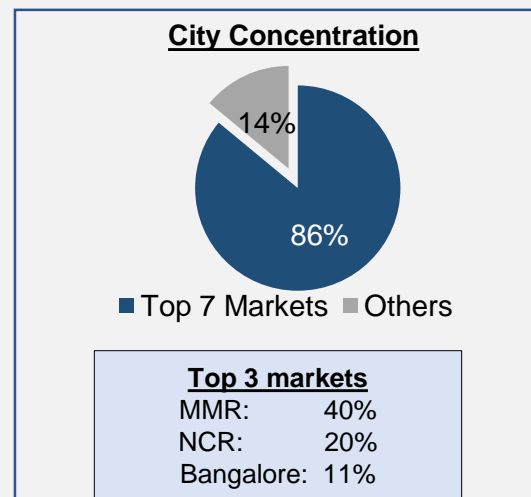
- Focus on granular book resulting in the increasing loan asset in lower ticket size loans
- LTV in LAP maintained below 50%

Corporate Book Exposure



Average Ticket Size (Unique Corporate Houses)

Product Segment	ATS (INR Crore)
Construction Finance	179
Corporate Term Loan	91
Lease Rental Discounting	70



Data as on 30-Sep-21

Corporate Book Performance



- 75% of the book is good which continues to be in Stage 1; majority backed by Tier 1 Developers
- 65% of the book is with Zero DPD on a declining base

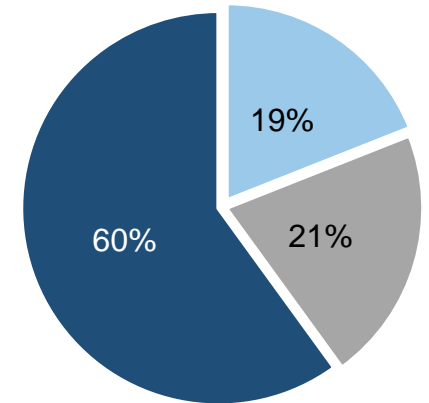
- Down Sell / Accelerated pre payment of INR 1,214 Crore in H1 FY22

- Deleveraged Top 20 developers' book
- Reduced by ~18% as on 30-Sep-21 as compared to 30-Sep-20

- Weighted average security coverage of the book is over 2.0x as on 30-Sep-21

- Stage 3 provision coverage ratio is 58%
- Overall provision coverage is 18.3% of Corporate book

40% of the Construction Finance Book comprises completed and near completion projects



- Completed
- Near Completion
- Under Construction

Corporate Book Remedial Actions



Resolutions Achieved

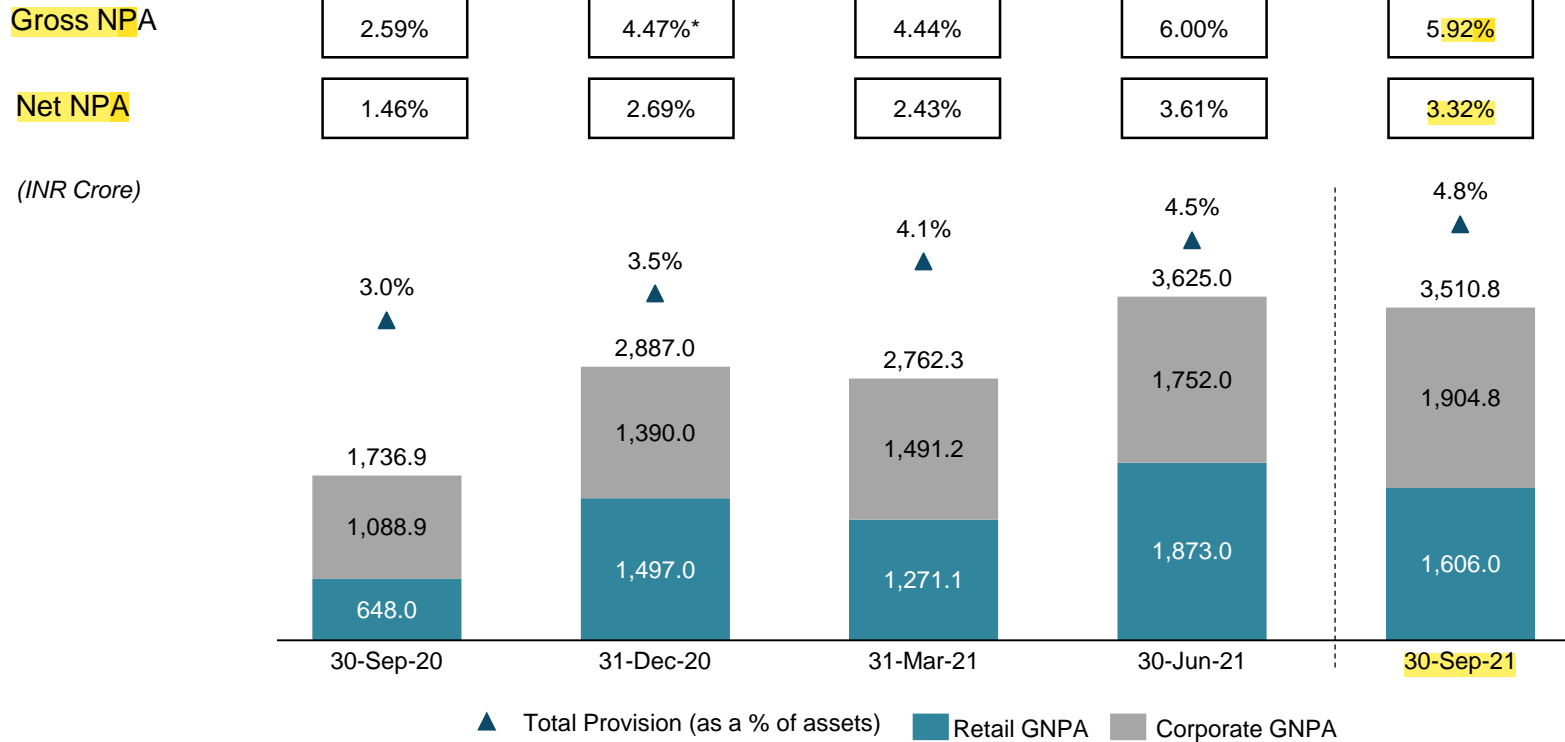
- **IREO Pvt Ltd with O/s of INR 150 crore** with nil haircut
- **Windlass Developers with O/s of INR 30 crore** through SWAMIH investment
- **Pate Developers with O/s of INR 20 crore** with nil haircut.
- **4 other NPA accounts with O/s of INR 6 crore** with nil credit loss

City Based Developers	Final Stages of Resolution	Resolutions Underway on few NPA Accounts
Mumbai	<ul style="list-style-type: none"> • Project with O/s of INR 181 crore <ul style="list-style-type: none"> ✓ Resolution Plan from a prominent developer finalized by the Committee of Creditors in NCLT. NCLT approval in process ✓ Resolution achieved however account will continue as NPA with adequate provision 	<ul style="list-style-type: none"> • Project with O/s of INR 259 crore <ul style="list-style-type: none"> ✓ Working with co-lender on resolution
Delhi, NCR	<ul style="list-style-type: none"> • Project with O/s of INR 353 crore <ul style="list-style-type: none"> ✓ A renowned group to takeover the Project along with its liabilities including PNBHFL debt ✓ PNBHFL has given its in-principle NOC for the transaction, which is expected to consummated in 2021 • Project with O/s of INR 178 crore <ul style="list-style-type: none"> ✓ Resolution Plans received from 6 developers; plans are under evaluation 	<ul style="list-style-type: none"> • Project with O/s of INR 244 crore <ul style="list-style-type: none"> ✓ Company has started construction of launched part of Project; progress for outright sale of unlaunched phase of the Project to pare down debt

Gross Non-Performing Assets



% of Loan Asset



As on 30-Sep-21	INR Crore
Gross NPA	3,510.8
ECL Provision	2,827.5
Regulatory provision (as per NHB)	1,022.7

- The Company continues to hold adequate provision
- Incremental provision of INR 128 Crore created in Q2 FY22
- Total provision to total asset of 4.8%
- Decrease in Retail NPA due to opening of field movement and legal system
- Increase in Corporate NPA as one identified SICR account moved to NPA

*Proforma GNPA
Figures as on 30-Sep-21 unless mentioned

Expected Credit Loss (ECL) Provisions – Overall



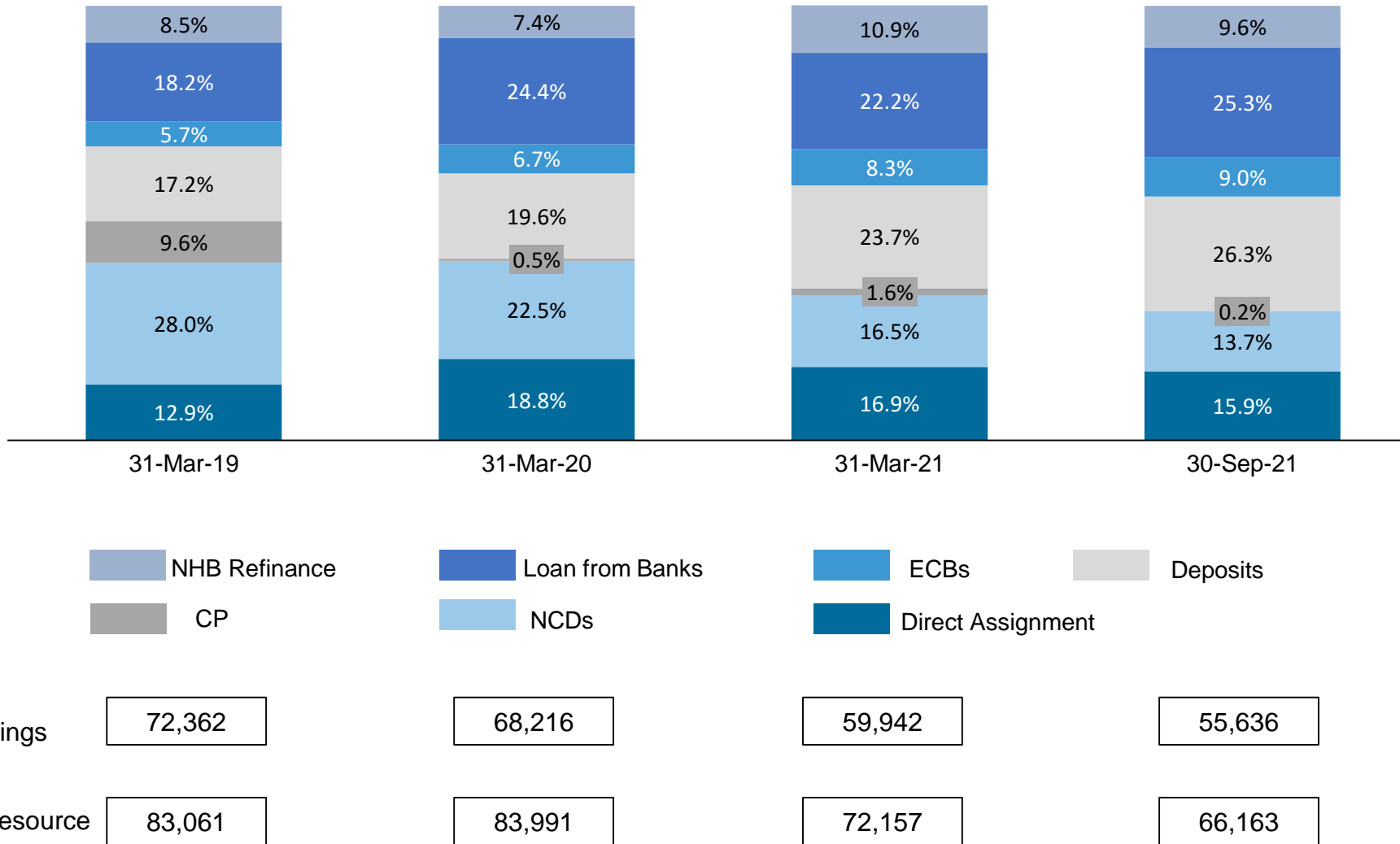
Classification of the Assets based on the ECL computation under Ind AS:

Particulars (INR Crore)	30-Sep-21	30-Jun-21	30-Sep-20
Gross Stage 1	52,080	52,914	62,090
% portfolio in stage 1	87.8%	87.6%	92.7%
ECL Provision Stage 1	699	601	642
Net Stage 1	51,381	52,314	61,448
ECL Provision % Stage 1	1.3%	1.1%	1.0%
Gross Stage 2	3,692	3,898	3,124
% portfolio in stage 2	6.2%	6.5%	4.7%
ECL Provision Stage 2	585	659	600
Net Stage 2	3,107	3,239	2,524
ECL Provision % Stage 2	15.8%	16.9%	19.2%
Gross Stage 3 (GNPA)	3,511	3,625	1,737
% portfolio in Stage 3 (GNPA%)	5.9%	6.0%	2.6%
ECL Provision Stage 3	1,544	1,441	763
Net Stage 3	1,967	2,184	974
Coverage Ratio % Stage 3	44.0%	39.7%	43.9%
Total Assets	59,283	60,438	66,951
ECL Provision	2,828	2,700	2,004
Net Stage	56,455	57,737	64,947
Total ECL Provision / Total Assets (%)	4.8%	4.5%	3.0%

Well Diversified Resource Profile



(INR Crore)



- ~71% of the total resource is floating; giving opportunity for replacement & repricing

Credit Rating

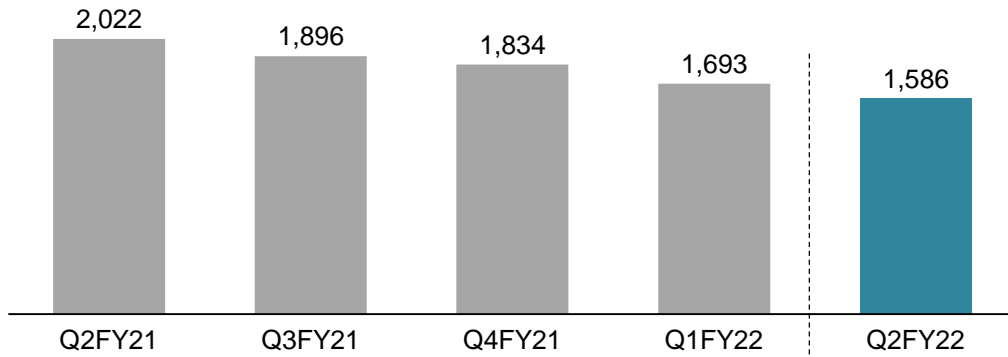
- Fixed Deposit: “FAA+” by CRISIL and “AA” by CARE.
- Commercial Paper: “A1(+)” by CARE & CRISIL
- Non-Convertible Debentures: “AA” by CARE, India Ratings, CRISIL and ICRA
- Bank Loans (Long Term): “AA” by CARE and CRISIL

Financial Highlights – Quarter on Quarter

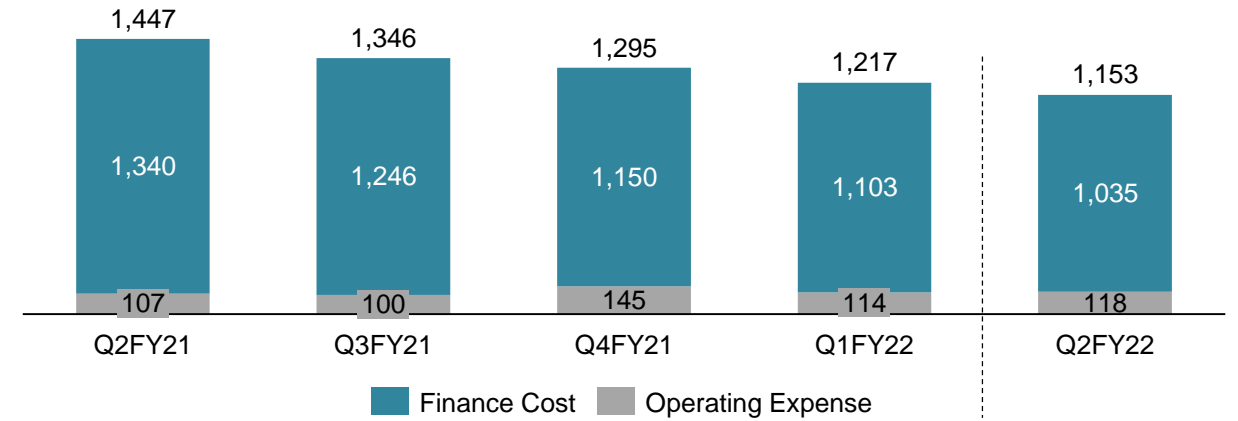


(INR Crore)

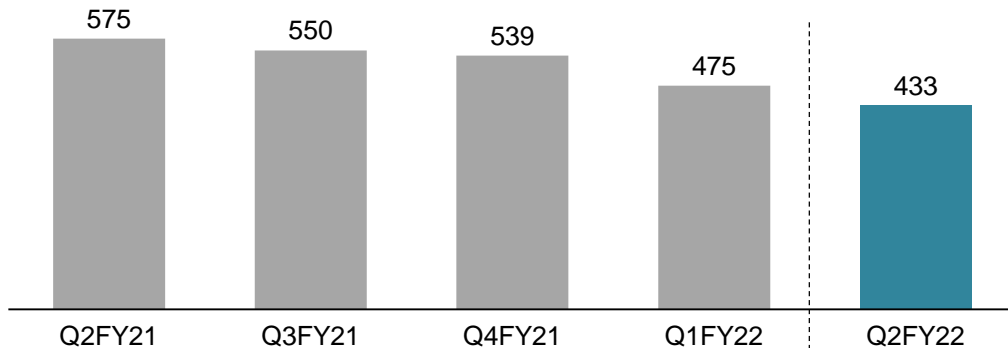
Revenue



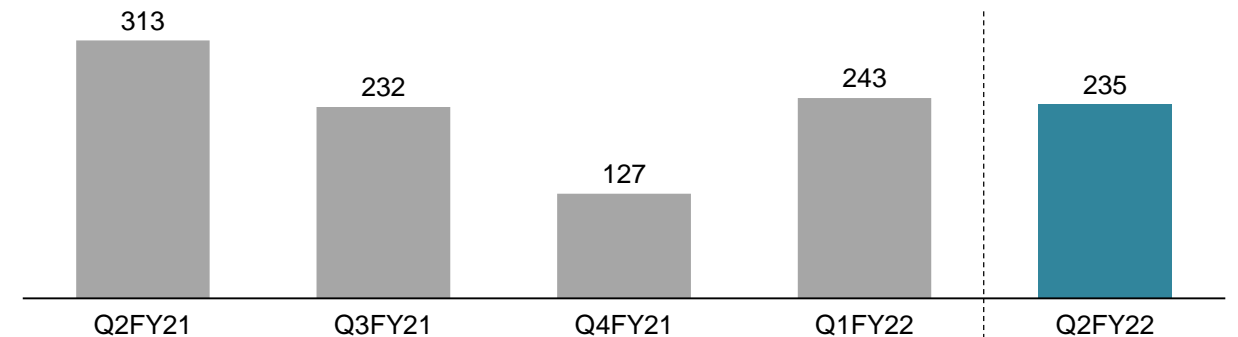
Expense



Pre-provision Operating Profit



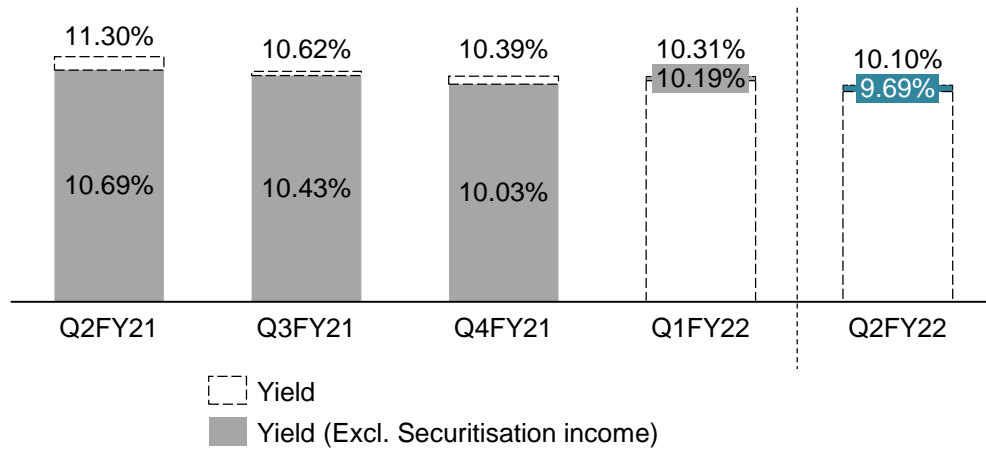
Profit After Tax



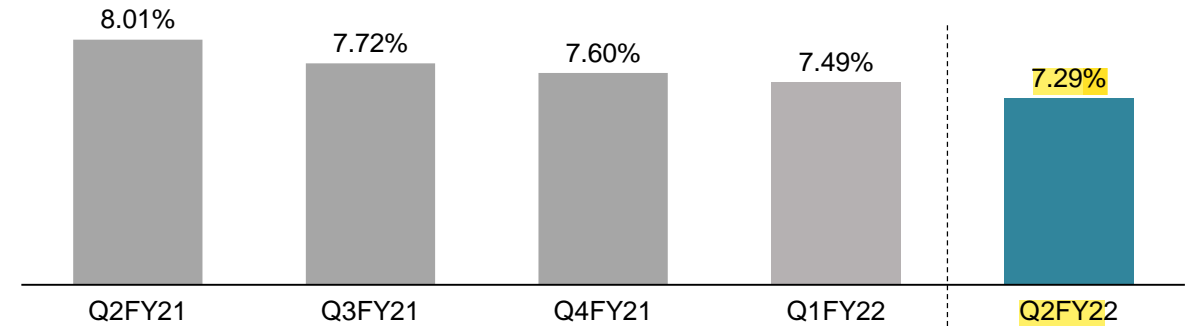
Financial Ratio Highlights – Quarter on Quarter



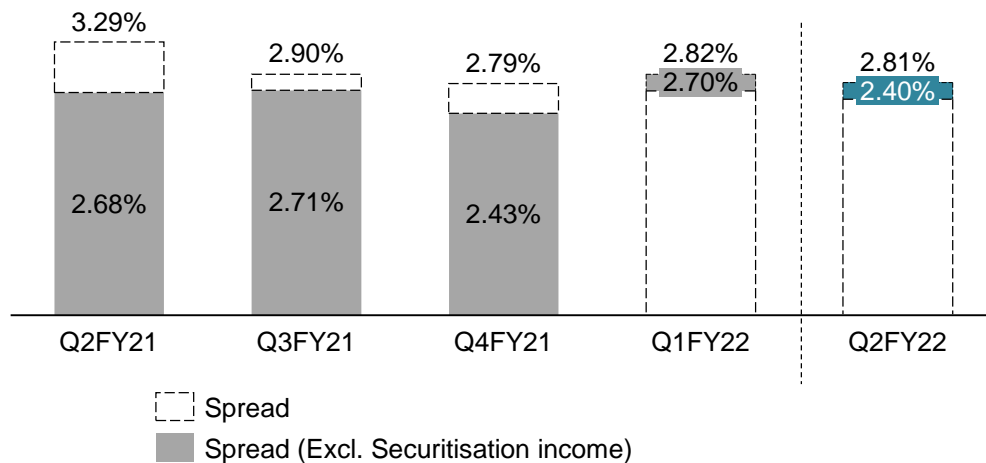
Average Yield



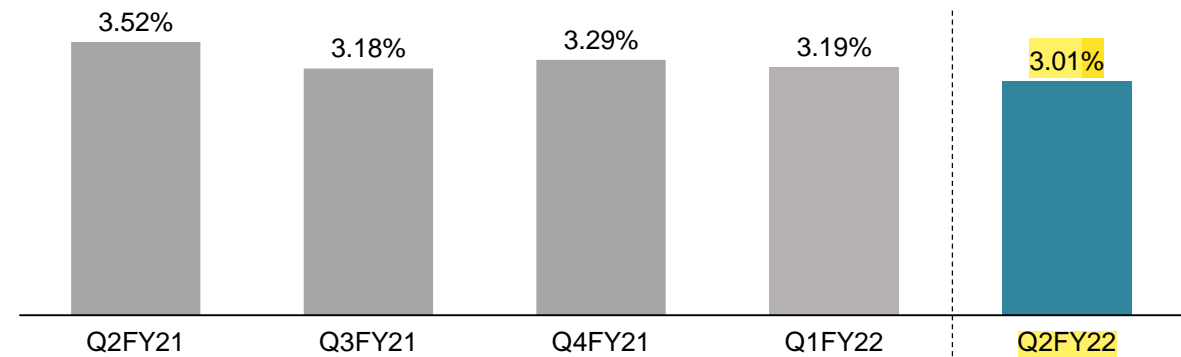
Average Cost of Borrowing



Spread



Net Interest Margin

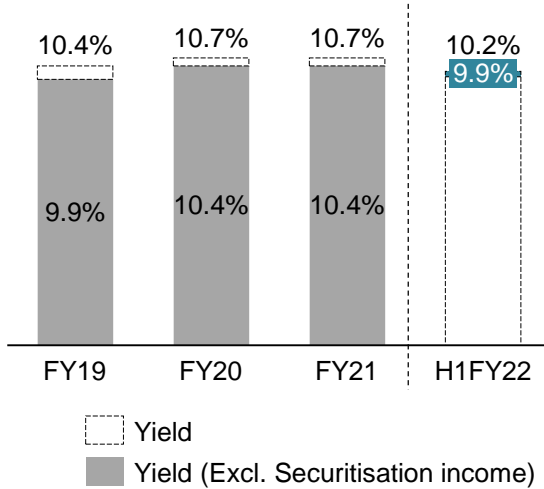


Ratios are calculated on Monthly Average

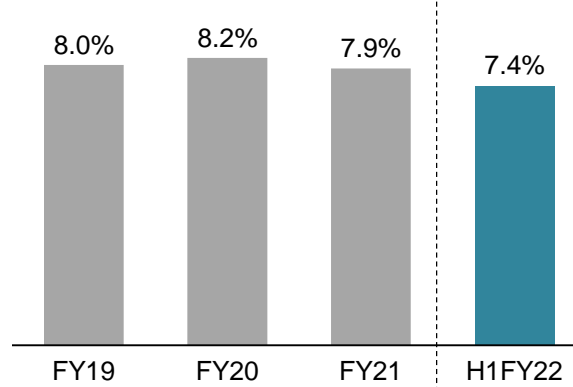
Margin Analysis - Annual



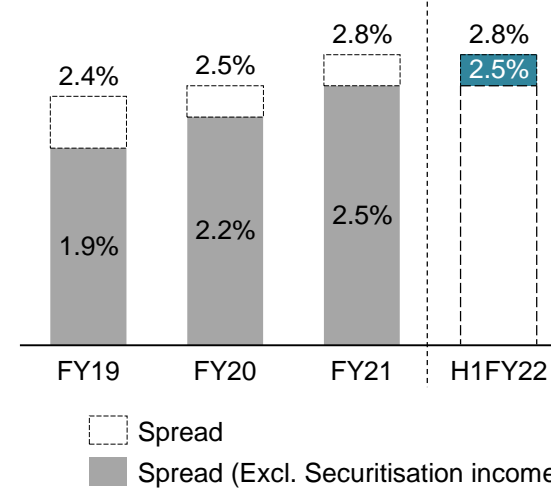
Average Yield



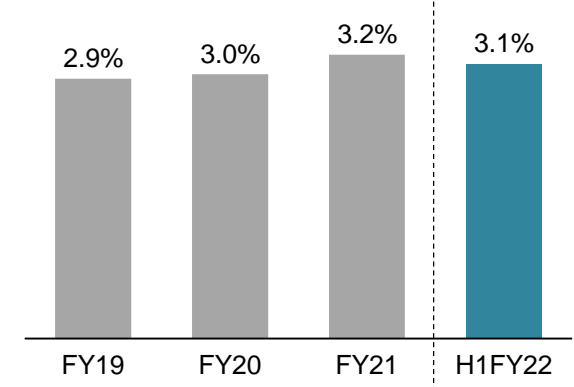
Average Cost of Borrowings



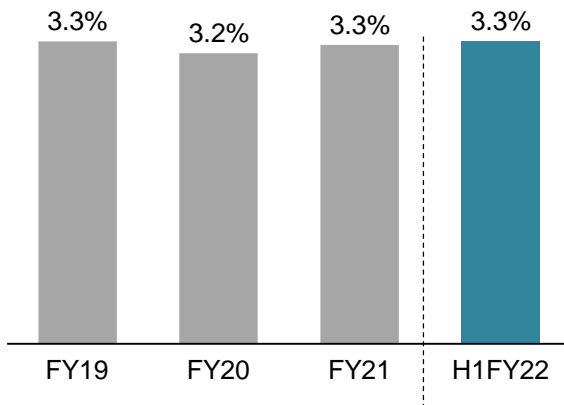
Spread



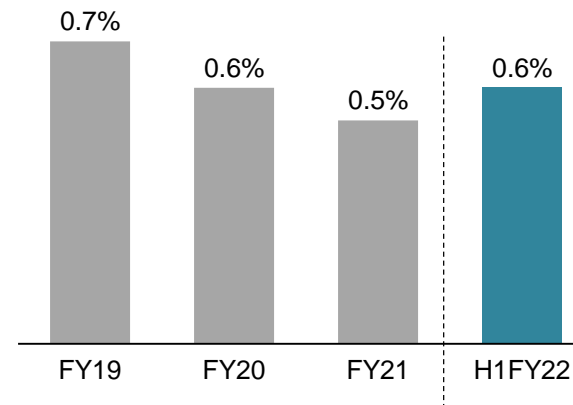
Net Interest Margin



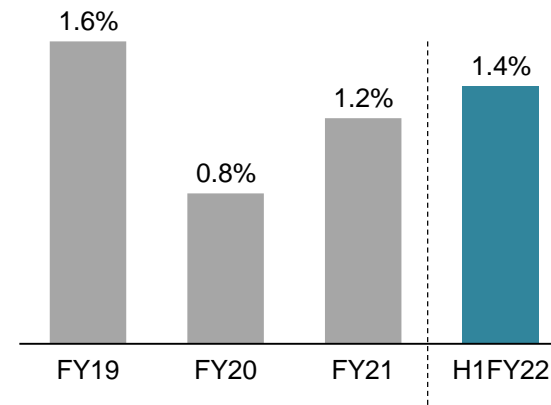
Gross Interest Margin



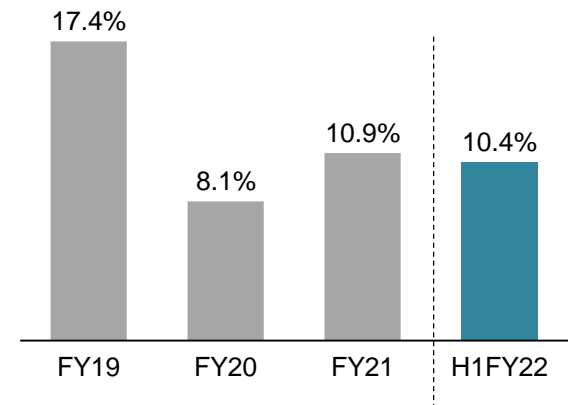
Opex to ATA Ratio



Return on Asset



Return on Equity



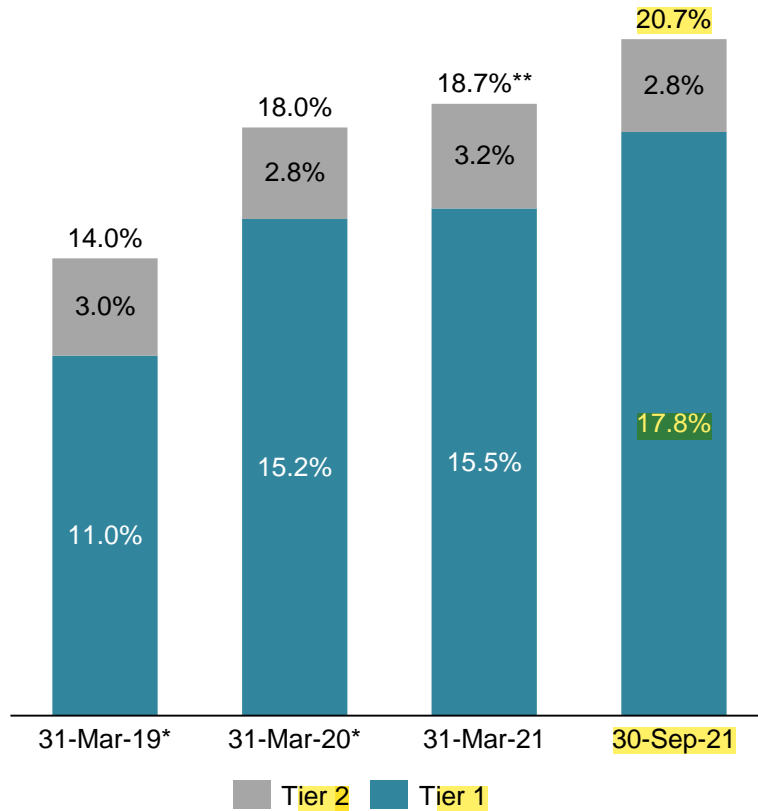
Ratios are calculated on Monthly Average
Gross Interest Margin is net of acquisition cost

Capital Position



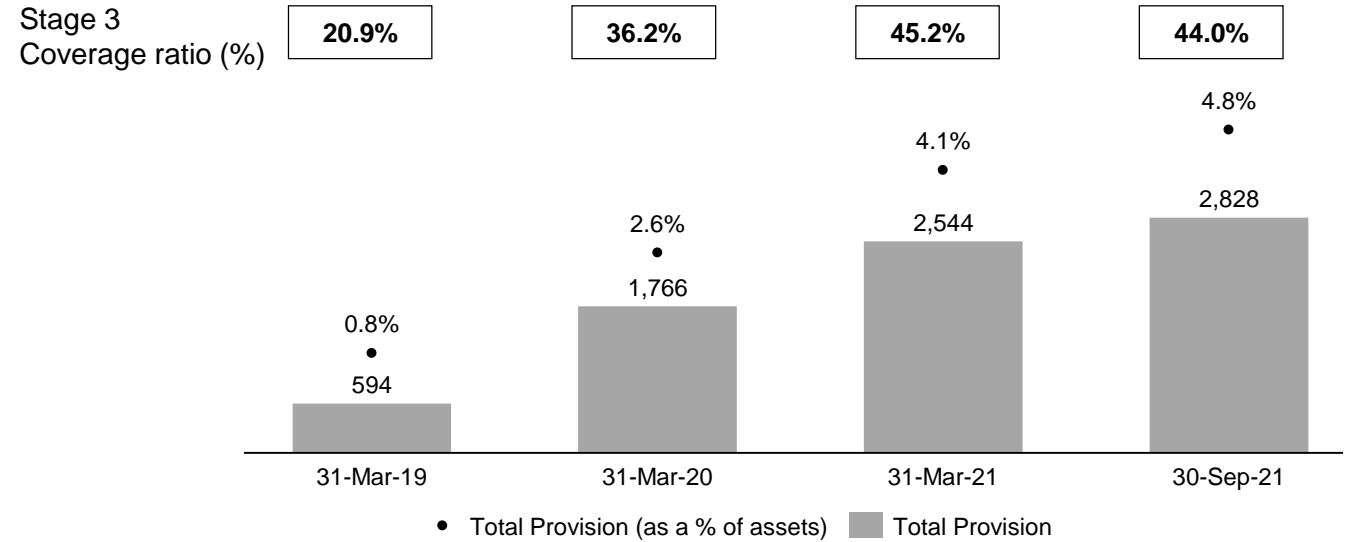
(INR Crore)

Capital to Risk Asset Ratio

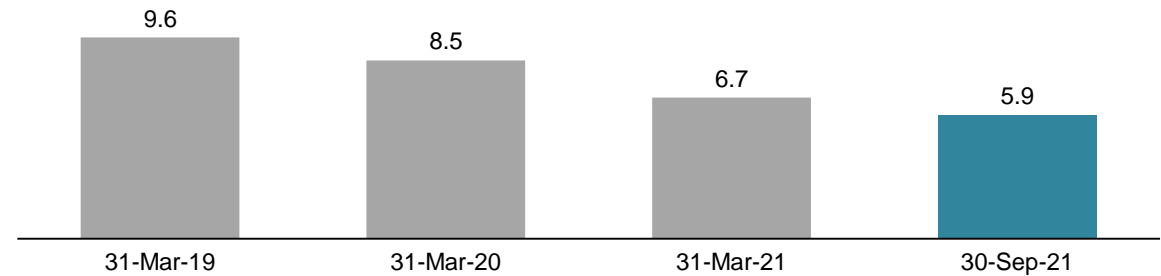


**Adjusted for deposits with companies in same group, which gets deducted from Net owned Funds, the CRAR would have been 20.6%.

Provisions



Gearing (x)



De-leveraged Balance Sheet with enhanced Provisions and reduced share of Corporate book

Ratio is calculated on Monthly Average
*Based on IGAAP

Consolidated Profit & Loss Statement



Particulars (INR Crore)	Q2 FY22	Q2 FY21	YoY	Q1 FY22	QoQ	H1 FY22	H1 FY21	YoY	FY21	FY20	FY19
Interest Income*	1,500	1,960		1,611		3,111	3,762		7,190	7,688	6,793
Add: Net gain on fair value changes	38	31		42		80	80		162	159	129
Add: Income on derecognized loans assigned during the period	0	0		0		0	0		71	336	308
Less: Finance Cost	1,035	1,340		1,103		2,138	2,703		5,100	5,875	5,166
Net Interest Income	503	651	-22.8%	550	-8.6%	1,053	1,139	-7.5%	2,323	2,308	2,064
Net Fees and other Income	48	29		38		86	50		190	298	399
Gross Income	551	681	-19.1%	588	-6.4%	1,139	1,189	-4.2%	2,513	2,606	2,462
Operating Expenses											
Less: Employee Benefit Expenses	56	55		56		112	116		211	233	304
Less: Other Expenses	48	36		45		92	62		173	245	204
Less: Depreciation and Amortisation	13	15		13		26	31		59	66	31
Operating Profit	433	575	-24.7%	475	-8.8%	908	980	-7.3%	2,069	2,062	1,923
Less: Impairment on financial instruments & Write-offs (Expected Credit Loss)	142	180		160		301	255		862	1,251	189
Profit Before Tax	291	396	-26.4%	315	-7.6%	606	725	-16.4%	1,207	811	1,734
Less: Tax Expense	56	82		72		128	155		277	165	543
Net Profit after Tax	235	313	-24.9%	243	-3.3%	478	570	-16.1%	930	646	1,192
Add: Other Comprehensive Income	12	20		-10		1	-67		-21	-55	-102
Total Comprehensive Income	247	333	-25.8%	233	6.0%	480	504	-4.8%	909	591	1,089
EPS (Basic)	14.0	18.6		14.5		28.4	33.9		55.3	38.5	71.2

*Includes net income reversal of INR 61 crore on derecognized loans due to unwinding impact of Spread contraction in Q2 FY22 as compared to INR 18 crore in Q1 FY22 resulting in declining interest income. During Q2 FY21, there was a net positive impact of INR 105 crore on derecognized loans due to fall in buying Banks' MCLR.

Consolidated Balance Sheet



	Particulars (INR Crore)	30-Sep-21	31-Mar-21	31-Mar-20	31-Mar-19
	LIABILITIES				
1	Financial Liabilities				
(a)	Derivative financial instruments	-	51	-	211
(b)	Debt Securities	7,742	11,461	17,837	29,605
(c)	Borrowings (Other than Debt Securities)	29,002	29,746	32,328	26,793
(d)	Deposits	16,774	16,746	16,132	14,023
(e)	Subordinated Liabilities	1,439	1,439	1,439	1,438
(f)	Other financial liabilities	1,823	1,764	1,776	2,218
	Sub Total - Financial Liabilities	56,780	61,208	69,512	74,288
2	Non-Financial Liabilities				
(a)	Current Tax Liabilities	52	63	-	-
(b)	Provisions	25	18	19	25
(c)	Other non-financial liabilities	796	1,180	1,401	2,012
	Sub Total - Non-Financial Liabilities	873	1,261	1,420	2,037
3	EQUITY				
(a)	Equity Share capital	169	168	168	167
(b)	Other Equity	9,249	8,755	7,830	7,376
	Sub Total - Equity	9,417	8,923	7,998	7,544
	TOTAL – EQUITY & LIABILITIES	67,070	71,392	78,930	83,869

	Particulars (INR Crore)	30-Sep-21	31-Mar-21	31-Mar-20	31-Mar-19
	ASSETS				
1	Financial Assets				
(a)	Cash and cash equivalents	5,693	6,969	8,514	4,034
(b)	Loans	57,515	60,645	66,628	74,288
(c)	Investments	2,201	2,045	2,076	4,561
(d)	Other Financial Assets	842	952	872	552
	Sub Total - Financial Assets	66,251	70,610	78,090	83,434
2	Non - Financial Assets				
(a)	Tax Assets (Net)	494	430	347	177
(b)	Property, Plant and Equipment	75	82	105	78
(c)	Right of use assets	71	78	120	-
(d)	Other Intangible assets	20	21	25	24
(e)	Other non-financial assets	35	35	35	24
(f)	Assets held for sale	124	136	207	131
	Sub Total - Non - Financial Assets	819	782	839	435
	TOTAL - ASSETS	67,070	71,392	78,930	83,869

Digital Interventions across the Value Chain



Tools & Collaborations



Fusion



Uconnect



Automated Mailing Machine



Email verification



Collection Tiger

TALISMA

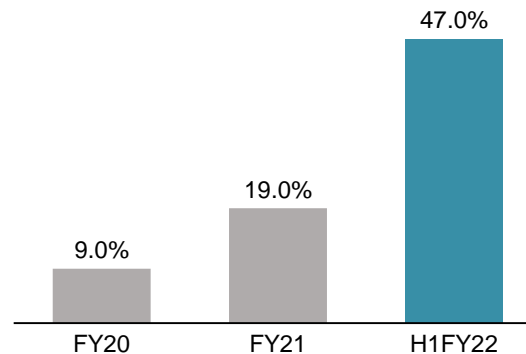


Payment collaborations with various Digital partners

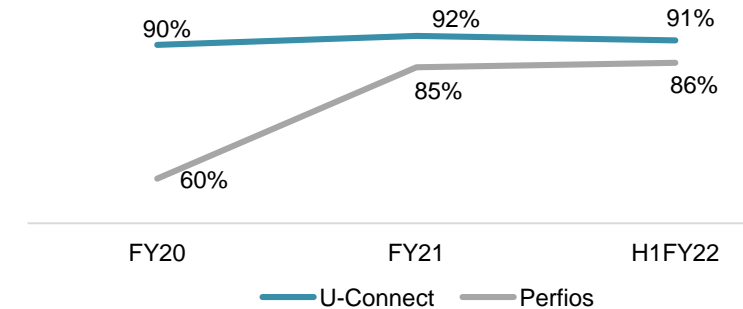
Interventions

- Implemented cloud based Virtual System interface to ensure secure working from any location
- Integration of ACE (A Digital Onboarding Platform) with Loan Origination System (LOS) made live in Q1 for smooth flow of digital loan applications in business workflow without any human intervention.
- Part of NHB's "Automated Data Flow System (ADF)" project; pilot initiated
- Introduction of Robotic Process Automation (RPA) in Central Processing Center (CPC) to reduce human dependencies
- Introduced digital payment platform to support collections

Digital Sourcing



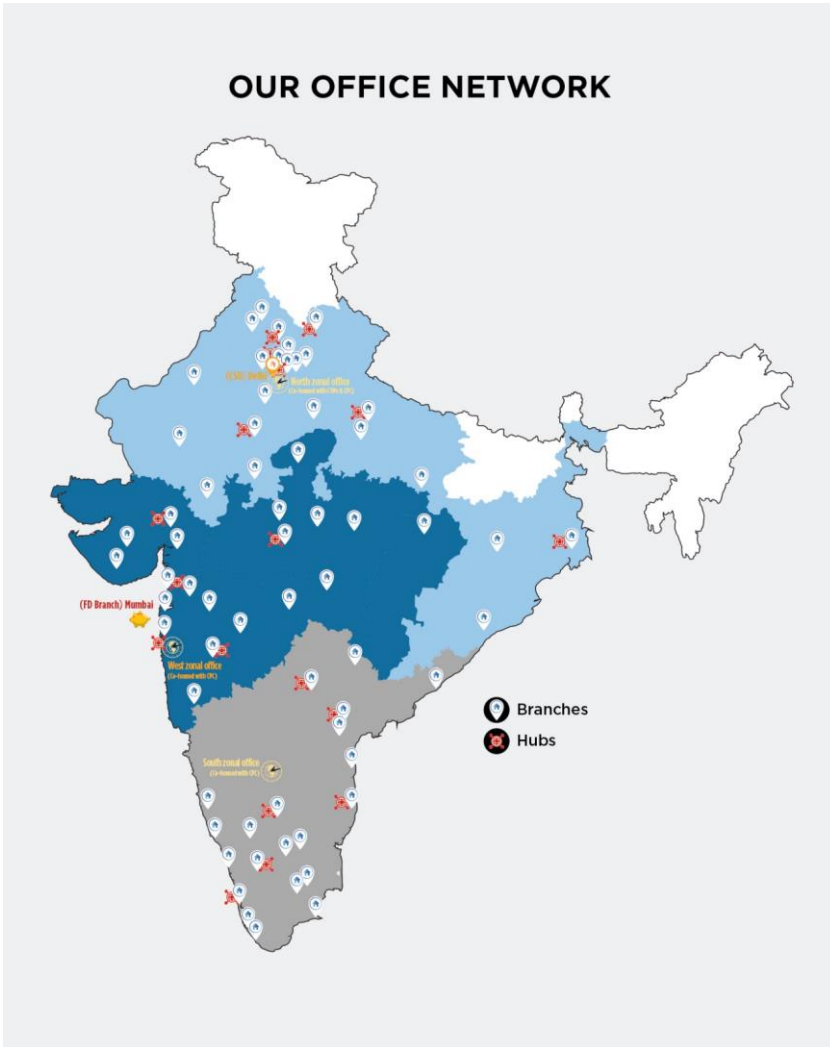
Digital Underwriting Tools



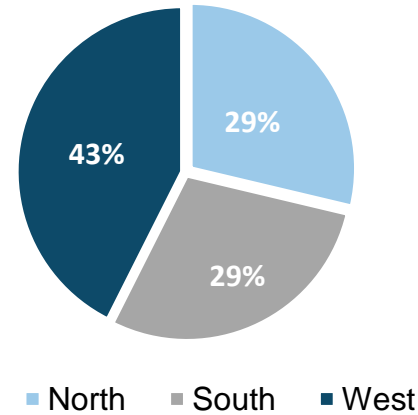
Accelerating Digital Journey

- Designing and Implementation under process to create smarter version of AI powered Chat Bot
- Automate credit decisioning for Salaried customers through STP
- Automate collection system with rule based engine and advance analytics

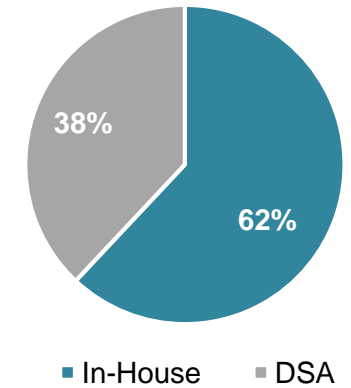
Strong Distribution Network



AUM – Geographical Breakup



Disbursement Origination (H1 FY22)



Network

94 branches with presence in 64 unique cities	17 outreach centers	22 decision making hubs	Over 21,500 channel partners
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Central Support Office

Map not to scale. All data, information and maps are provided "as is" without warranty or any representation of accuracy, timeliness or completeness.

Data as on 30-Sep-21



Environment

- 99% EMI collections through digital mode
- Introduced ACE for digital customer onboarding; digital penetration increased to 47% in H1FY22
- Over 79% customers on mobile app
- The Company through its CSR initiative supported
 - Water conservation in Rajasthan
 - Research and innovation in construction sector for environment friendly material
- Received the “Business Transformation Award 2021” by Mint (TECHCIRCLE) for its ACE technology platform



Social

- Covid-19: Set up 70 bedded ICU Facility, provided oxygen concentrators, establish PSA based oxygen plant and provided ambulances for emergency pre-hospital care.
- Partnership with Madras Govt. Hospital Chennai, to set up a 3-D printing lab for their prosthetic department to provide free of cost digitally manufactured limbs to the disabled
- Strengthening of various education initiatives – refurbished infrastructure of seven government schools
- Enable access to healthcare:
 - Supported technology advancement in AIIMS Delhi and provided advanced equipment to PHCs in Karnataka
 - Infrastructure upgrade of the largest government facility in Pune
- Ensuring livelihood to women in EWS category through projects in Rajasthan and MP



Human Capital

- Team of 1,393 employees as on 30th September 2021
 - Young organization with average age of 35 years
 - Average employee tenure is over 4 years
 - 17% women employees
- Learning & development (H1 FY22):
 - 1,320 unique employees trained
 - 616 number of training programme conducted



Governance

- Diversified & highly experienced Board of 11 members with 6 independent directors
- All committees except CCB headed by Independent directors
- Systems in place to address stakeholder’s grievances viz customers, shareholders’, vendors etc.
- Strong and experienced management team with extensive industry experience
- Over 90% of customer requests resolved within TAT

Experienced Management Team



MANAGING DIRECTOR & CEO

- Years of Experience: 36+
- Years with PNBHF: 1

CHIEF FINANCIAL OFFICER

- Years of Experience: 24+
- Years in Mortgage: 11+
- Years with PNBHF: 3

CHIEF CENTRALIZED OPERATIONS & TECHNOLOGY

- Years of Experience: 35+
- Years in Mortgage: 25+
- Years with PNBHF: 10

COMPANY SECRETARY & COMPLIANCE HEAD

- Years of Experience: 30+
- Years in Mortgage: 25+
- Years with PNBHF: 26

BUSINESS HEAD – RETAIL

- Years of Experience: 18+
- Years in Mortgage: 15+
- Years with PNBHF: 10

CREDIT HEAD – RETAIL

- Years of Experience: 19+
- Years in Mortgage: 18+
- Years With PNBHF: 8

CHIEF RISK OFFICER

- Years of Experience: 17+
- Years in Mortgage: 17+
- Years with PNBHF: 8

HEAD – COLLECTIONS

- Years of Experience: 22+
- Years in Mortgage: 15+
- Years with PNBHF: 1

HEAD – REMEDIAL MANAGEMENT GROUP

- Years of Experience: 14+
- Years in Mortgage: 14+
- Years with PNBHF: 3

HEAD – CUSTOMER SERVICE & OPERATIONS

- Years of Experience: 23+
- Years in Mortgage: 14+
- Years with PNBHF: 4

HEAD – DEPOSIT AND CROSS SALES

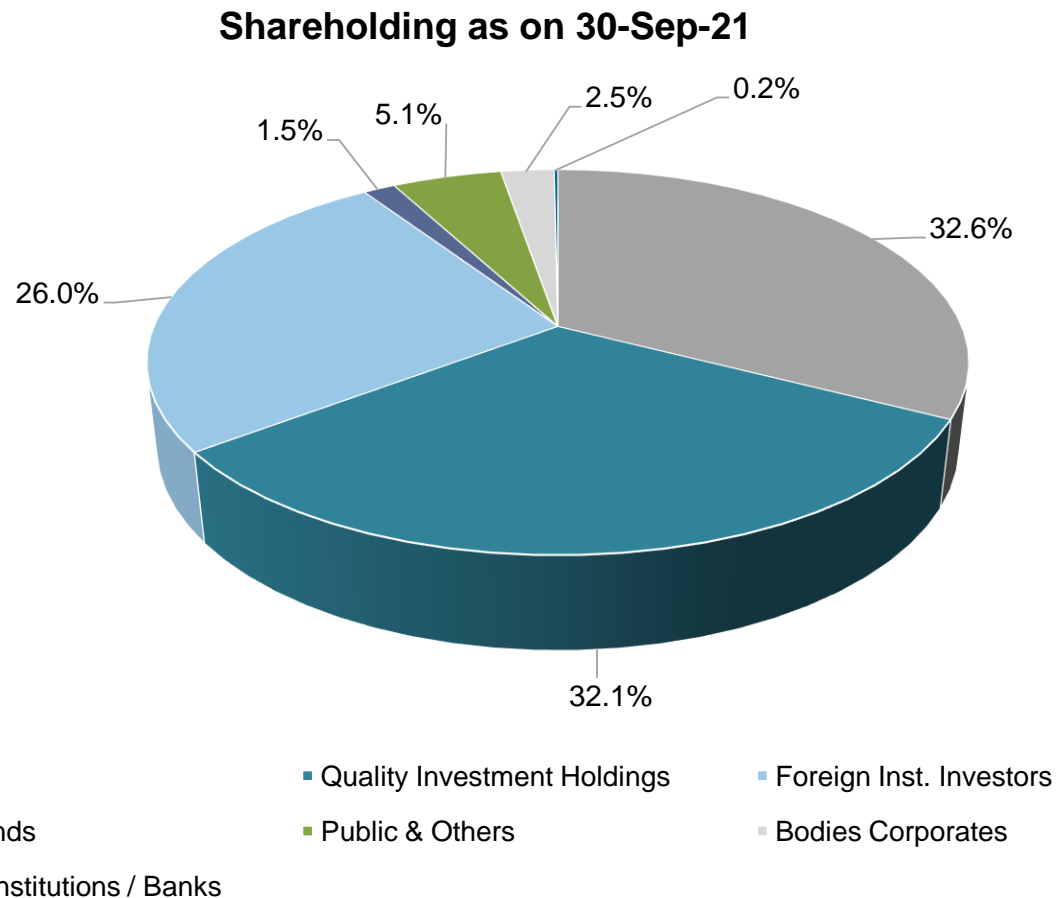
- Years of Experience: 17+
- Years in Mortgage: 8+
- Years with PNBHF: 9

HEAD – INVESTOR RELATIONS

- Years of Experience: 19+
- Years in Mortgage: 4+
- Years with PNBHF: 5

HEAD – BUSINESS TRANSFORMATION PROJECT

- Years of Experience: 17+
- Years in Mortgage: 6+
- Years with PNBHF: <1



Outstanding Shares – 16,85,78,055 shares

Top Shareholders

SSG Capital, General Atlantic Singapore Fund, GIC, Franklin Templeton MF, Malabar Investments, Vanguard, Blackrock (ETFs), United India Insurance, Bajaj Allianz Life Insurance, Dimensional Fund Advisors

Inclusions in MSCI Indices

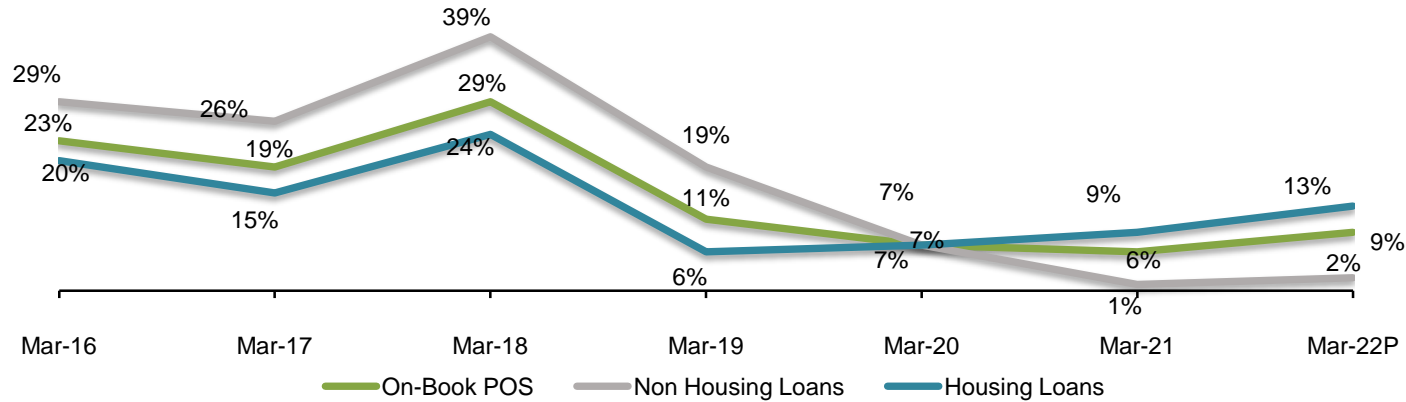


Index	Since
MSCI Emerging Markets IMI ESG Screened Index	Mar-21
MSCI ACWI IMI ex Controversial Weapons Index	Mar-21
MSCI ACWI IMI Climate Change Index	Mar-21
MSCI Global Small Cap Index	Nov-18

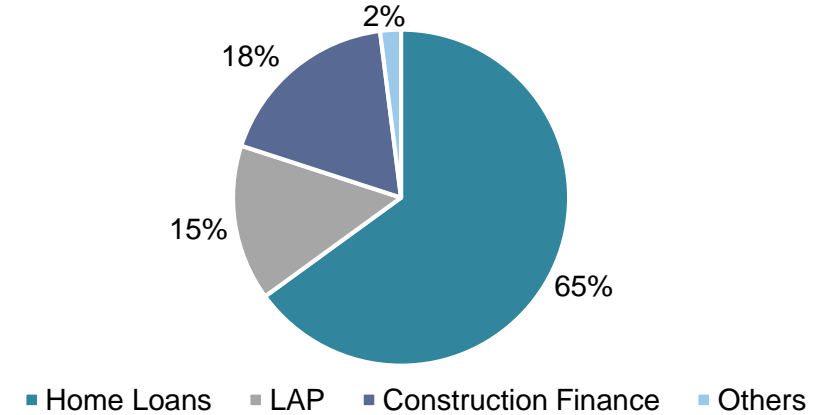
Growth of Housing Finance Sector



Portfolio Growth of HFCs

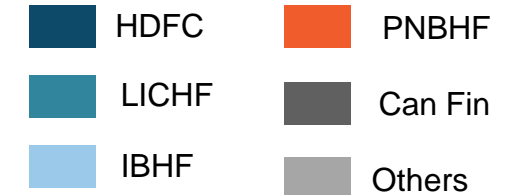
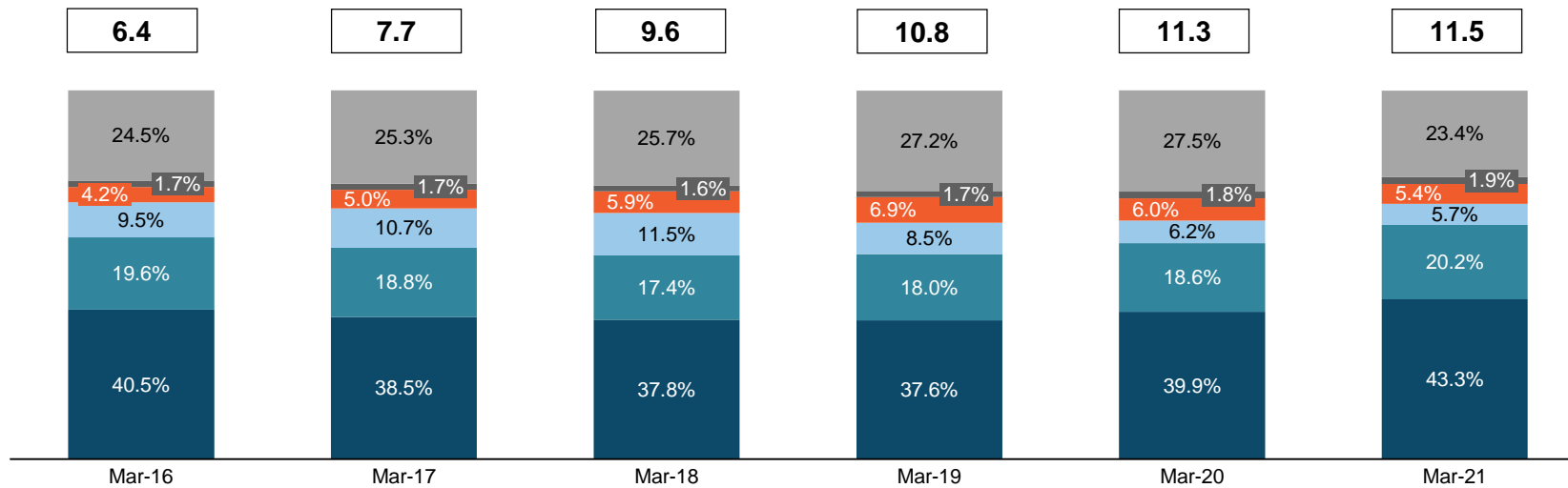


Portfolio Composition of HFCs*



HFCs Share

Total HFC Loans
(INR trillion)



Source: ICRA Reports
*As on Mar-21
% Change is YoY

Key Takeaways



Robust and scalable
Hub and Spoke model

Leverage advance
analytics and digital
tools to automate credit
appraisal journey

**Robust Underwriting
Processes**

Improve collection
efficiencies through
predictive analytics,
automated workflow,
digital tools etc

**Augment Collection
efficiencies**

Remedial
management
Group to focus on
resolution of
corporate accounts

**Resolutions in Corporate
Book**

Enhance productivity
and right size
infrastructure to
drive cost
optimization

Cost-to-Income Ratio

Strengthening digital
presence across the
value chain

**Strong Thrust on
Digitization**

Continue to operate in
mass housing and
merchant segment

Focus on affordable
housing including high
yielding Unnati segment

Focus on Retail Segment

Glossary



Ratios	Formulas Used
Average Yield (%)	(Interest Income + Assignment Income) on Loans / Average Loan Assets
Cost to Income (%)	Operating Expenditure(Employee Cost + Other Expenses + Depreciation - Acquisition Cost – ESOP cost - CSR cost - Fair value on repossessed assets) / (Net Revenue-Acquisition Cost)
NIM (%)	Net Interest Income including assignment income / Average Earning Assets
Opex to ATA (%)	Operating Expenditure(Employee Cost + Other Expenses + Depreciation - Acquisition Cost – ESOP cost - CSR cost - Fair value on repossessed assets) / Average Total Assets as per Balance sheet
PCR (%)	ECL Provision as a % of GNPA

AI	Artificial Intelligence
ATA	Average Total Assets
ATS	Average Ticket Size
AUM	Asset Under Management
BVPS	Book Value per Share
C/I	Cost to Income
CRAR	Capital to Risk Asset Ratio
CP	Commercial Paper
CTL	Corporate Term Loan
DPS	Dividend per Share
DSA	Direct Selling Agents
ECB	External Commercial Borrowing
ECL	Expected Credit Loss
EPS	Earning Per Share
EWS	Early Warning Signals

GNPA	Gross Non-Performing Asset
HFCs	Housing Finance Companies
LAP	Loan against Property
LRD	Lease Rental Discounting
ML	Machine Learning
NCDs	Non-Convertible Debentures
NIM	Net Interest Margin
NNPA	Net Non-Performing Asset
NRPL	Non-Residential Premises Loans
PAT	Profit After Tax
PCR	Provision Coverage Ratio
ROA	Return on Asset
ROE	Return on Equity
RPA	Robotic Process Automation

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Thank You

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