

November 06, 2025

**National Stock Exchange of India Limited**

Exchange Plaza,  
Plot No. C/1, G Block,  
Bandra - Kurla Complex, Bandra (East),  
Mumbai - 400 051.

**BSE Limited**

Corporate Relations Department,  
1<sup>st</sup> Floor, New Trading Ring,  
P. J. Towers, Dalal Street,  
Mumbai - 400 001.

**Symbol: LTF**

**Security Code No.: 533519**

**Kind Attn: Head – Listing Department / Dept of Corporate Communications**

**Sub: Submission of investor / analyst presentation**

Dear Sir / Madam,

With reference to our letter dated October 16, 2025 and pursuant to Regulation 30 read with Para A of Part A of Schedule III of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"), please find enclosed the presentation to be made to the investor(s) / analyst(s).

Further, as per Regulation 46 of the Listing Regulations, the said presentation would also be available on website of the Company i.e., <https://www.ltfinance.com/investors>.

We request you to take the aforesaid on records.

Thanking you,

Yours faithfully,

**For L&T Finance Limited**

(formerly known as L&T Finance Holdings Limited)

**Apurva Rathod**

**Company Secretary and Compliance Officer**

Encl: As above

**L&T Finance Limited**

(formerly known as L&T Finance Holdings Limited)

**Registered Office**

Brindavan, Plot No. 177, C.S.T Road

Kalina, Santacruz (East)

Mumbai 400 098, Maharashtra, India

CIN: L67120MH2008PLC181833

**T** +91 22 6212 5000 / 5555

**F** +91 22 6621 7509

**E** [igrcltf@ltfs.com](mailto:igrcltf@ltfs.com)

[WWW.LTFINANCE.COM](http://WWW.LTFINANCE.COM)



# L&T FINANCE

# Investor Digital Day

## Tech Vision & Execution Roadmap





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Disclaimer clause of RBI: The Company has a valid certificate of registration dated April 29, 2024 issued by the RBI under section 45 IA of the RBI Act (pursuant to the change in name from LTFH to LTF). However, the RBI does not accept any responsibility or guarantee about the present position as to the financial soundness of the Company, or for the correctness of any of the statements or representations made or opinions expressed by the Company, and for repayment of deposits/ discharge of liabilities by the Company.



With L&T Finance since : July, 2023

Total years of experience : 29 years

Past Experience : ICICI Bank, Deutsche Bank, Citibank N.A.

Educational Qualification : MBA - XLRI Jamshedpur  
B.Tech. (Hons.) - IIT Kharagpur



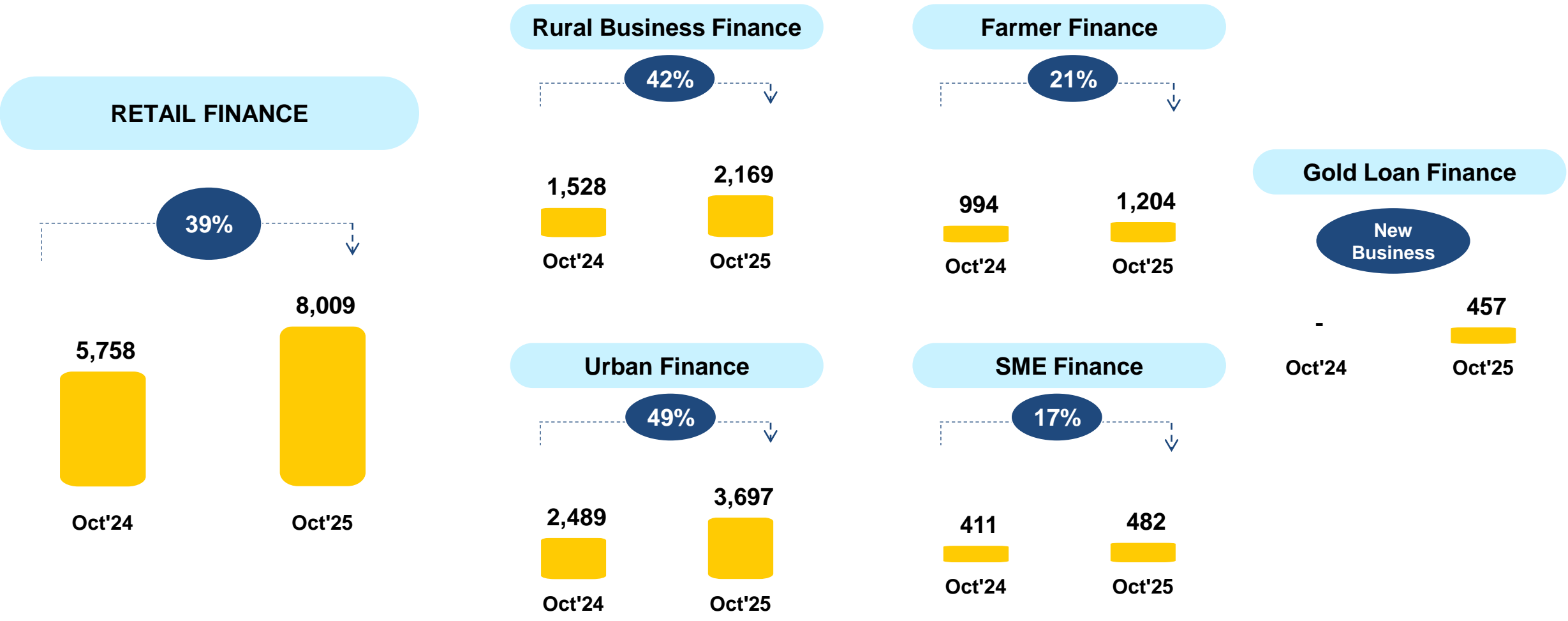


***What did we achieve since we last met?***





# 1. We accelerated our core businesses & added new growth engines



Highest ever monthly retail disbursement by LTF in Oct'25



## 2. We scaled our proprietary AI powered risk administration stack



### Project Cyclops

**1 Mn+**

Lines of code

**55+**

Algorithms

**75+**

Engineers & Data scientists

**50 - 700** Milliseconds

Avg Latency (model –wise)

**2 Mn+**

API Calls/month

**~ 1 Mn**

Loans underwritten

### Project Nostradamus (Beta)

**13+**

Algorithms

**200+**

Banking Variables

**11+**

Dashboards

**30+**

Engineers & Data Scientists

◆ Launched Beta version of Cyclops in TW. Conceptualization of Nostradamus

Q1  
FY25

◆ Cyclops extended to select dealerships in TW .

Q2  
FY25

◆ 100% dealer coverage in TW Finance. Launched cyclops in Farm

Q3  
FY25

◆ Scaleup in Farm & TW finance. Launched in SME business,. Initiated build of Nostradamus

Q4  
FY25

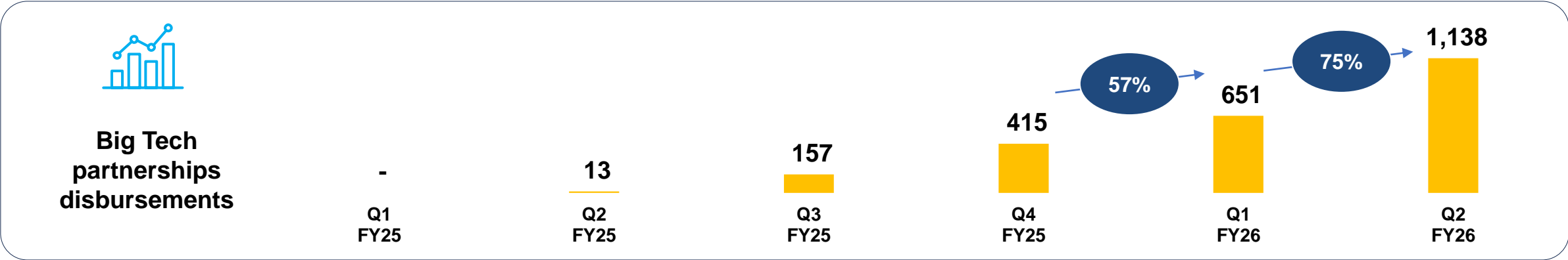
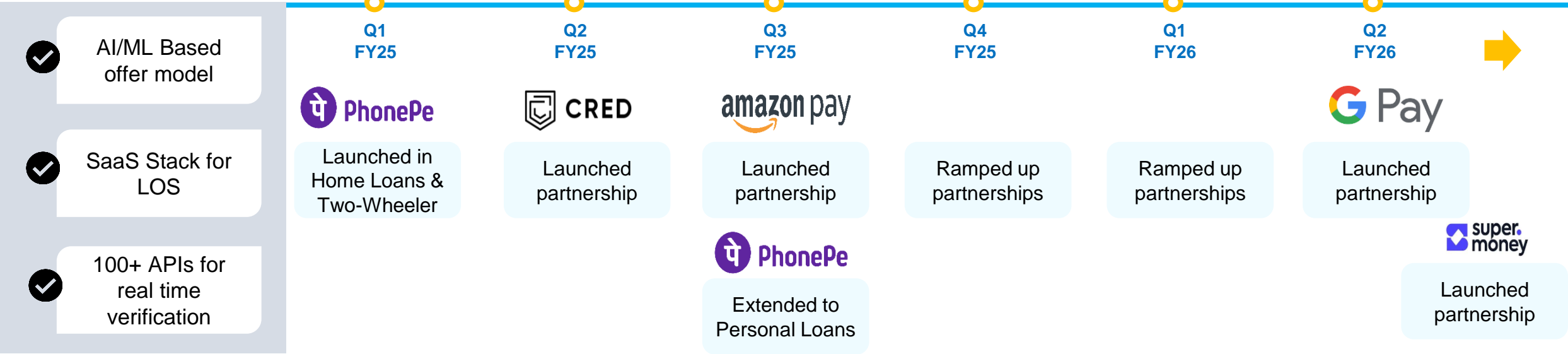
◆ Fully operationalized “Cyclops 2.0” & extended to 100% dealers in Farm

Q1  
FY26

◆ Project Cyclops 100% live in SME Finance. Launched beta version of Nostradamus for TW

Q2  
FY26

### 3. We scaled up digital partnership disbursements to meaningful volumes



Long runway of untapped growth potential available through our large partnerships



## 4. We started gold loans to introduce a high yield low risk product

### *Rationale for acquisition of Gold Loan Business*

- LTF's strategy to expand into high yield secured gold loans, market growing at CAGR of 20%+
- ₹ ~17K crores of gold loans borrowed by existing micro loans customer, potential to enable cross sell
- Inorganic acquisition resulting in quick go-to-market with ~700 employees & 130 branches
- **End-to-end tech & business integration completed in 3 months**
- Opportunity to scaleup organically through new branches; **200+ new branches to be opened by Mar'26**

### *Launched the first new Sampoorna Gold Loan branch in Ujjain on 30<sup>th</sup> Oct'25*



**Rapid scale up of gold loan business to create meaningful share of AUM in long term**

# Planning & execution rigour have been the cornerstone of our delivery



19% YoY growth in Oct'25 with Retail book over 1 lac Cr\* | Retailisation @98%



Sustained RoA @ 2.4%\* despite headwinds across sectors



Disbursement growth of 39% YoY from Oct'24 to Oct'25



Improved Oct'25 CE to 99.57% in RBF in a holiday dense festive month



Gold Loan acquisition completed & fully integrated, AUM of ~ ₹ 1500 Crs



Customer Franchise of 27 Mn, with 2 Mn addition over last 12 months



Stronger and Visible Brand - 32%\*\* brand association with Retail, Digital & Sustainable





***A day in LTF***







## Credit Culture

**Focus on right customer selection** across distribution & support teams followed by rigorous portfolio review processes

## Collaboration Culture

**Silo to Matrix structure** implemented through zonal retail business heads has ensured faster time-to-market implementation of initiatives & policies. Focus on implementing non-political & non-hierarchical implementation mindset

## Innovation Mindset

Focus on technology **experimentation & tolerance to failure** has led to innovative solutioning of high impact problems in a short time frame

## Growth Orientation

Rigorous **Long Range Planning** exercise along with granular review mechanisms instituted to ensure acceleration of sustainable growth momentum

## Tech Mindset

Huge push to lift the “**Tech DNA**” of the organization including **democratization of AI tools** down to field force & **up-skilling of non-tech professionals** through customized technology training programs

## Learning & Caring Organization

**20+ offices upgraded**, special focus on health & safety of women employees .Company subsidised MBA programs started for employees. Introduction of emergency care & response system for employees



**Can Do, Will Do, Will Get It Done**





***Let us hear what our employees & partners have to say about us***











# Accelerated culture change to speed up organisation transformation



**Faster rollout of product variants  
cutting time to market**



**Focus on AI & tech to allow us to  
leapfrog market share gain resistance**



**Increased acquisition momentum of  
existing lines of business at lower  
Customer Acquisition Cost**



**Continuously improving risk-cost  
trajectory, while eliminating cyclical**



**Lower attrition rates leading to  
stability of talent density & longevity**



**Kick-start the flywheel for further  
profitability improvement**



***Planning for the road ahead***



# Strong macro-economic fundamentals to drive industry credit growth

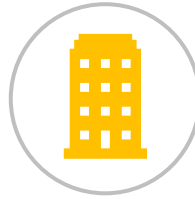


## Demographic dividend & urbanization accelerating credit growth

### Key Growth Drivers

- ✓ Expansion beyond metros
- ✓ Emerging informal segments
- ✓ Evolving aspirational spending
- ✓ Digital borrowing behaviour

Young and Gen Z borrower will drive credit growth



## Fast emergence of Semi Urban and Rural geographies

### Key Growth Drivers

- ✓ Rising income & consumption
- ✓ Govt led Infrastructure push
- ✓ Govt Schemes catalysing growth
- ✓ Digitalization & Financial inclusion

Semi-Urban and Rural credit demand expected to grow and outpace Urban Metro



## Large unmet MSME credit growth demand offers substantial growth opportunity









### Key Growth Drivers

- ✓ Manufacturing & Export push
- ✓ Rapid MSME formalisation
- ✓ Cashflow based lending
- ✓ Digital platforms

Government's Manufacturing and Exports push to drive MSME contribution to overall GDP

**LTF uniquely placed to take advantage of strong rural & urban footprint**

# Fully implemented India stack will turbo charge credit growth

Functionality		Core	Impact
Aadhaar Biometric Authentication		Digital ID enabling verified access to public and private services	<b>1.4Bn</b> people enrolled
			<b>1.1Bn+</b> linked bank accounts
ULI (Unified Lending Interface)		Digital-first access to credit by facilitating credit delivery	<b>56 Lenders</b> Onboarded to ULI
Account Aggregator		AA framework enabling seamless consent-based financial account access	<b>220 Mn</b> Linked accounts
e-KYC		Instant, verifiable digital KYC for frictionless onboarding	<b>23.9Bn</b> e-KYC done
e-Sign		Legally valid digital authentication	<b>310Mn</b> e-signs issued
Digilocker - store, retrieve, digital docs		Digital document wallet to store authentic documents	<b>9.25Bn+</b> documents stored
UPI - pay/ make transfer using standard user ID		Instant real time payment system developed by NPCI	<b>172Bn</b> Transactions in 2024
ONDC (Open Network for Digital Commerce)		Open, interoperable network for digital commerce	<b>0.7Mn sellers</b> Registered on ONDC
OCEN (Open Credit Enablement Network)		Framework of APIs for interaction between lenders, loan agents and etc.	<b>0.7Mn sellers</b> Onboarded on OCEN pilot project

FREE AI – Regulatory principles for AI in the BFSI industry in India





## Depth of distribution

Our presence across rural & urban India will drive business growth in emerging markets & geographies



## Technology Platforms

**Modular neo tech stack** with microservices API

FY27 focus on **service intelligence, system resilience & performance**



## Data & AI

Cyclops & Nostradamus offers a competitive edge by strengthening credit underwriting & portfolio monitoring



## Risk & Controls

Seasoned risk, policy & compliance team for **risk calibrated scaleup**

Strengthen **Model Risk Management** team in line with increase in AI/ML models



## People

**Right mix of vintage & fresh talent for symbiotic growth**

Event like **RAISE** has converted us into a magnet for technology talent

## Focused objectives for us in next 12 to 18 months



**Announcement of Lakshya 31 goals in Q1FY27**



**Drive 20 – 25% risk calibrated AUM growth**



**Achieve an RoA in the corridor of 2.8 – 3.0% by Q4FY27**



**Initiate & complete build of Service Intelligence layer**



**Build an AI based next generation collection stack to improve collection yields & optimize collection costs**



**Drive credit cost down towards a 2% threshold**



**To become India's pre-eminent Risk first, Technology first, multi-product retail financier of choice**







With L&T Finance  
since

: February, 2024

Total years of  
experience

: 28 years

Past Experience

: Elastic Search BV, Zenefits,  
Goldman Sachs,  
Ness Technologies, Citibank N.A.

Educational  
Qualification

: B.E. - NIT Surathkal



# Where is the tech BFSI industry headed...

## Agentic AI

AI system that can accomplish a specific goal with limited supervision

### MULTI-STEP WORKFLOWS WITH AI-BASED AUTOMATION

Systems that plan, execute and optimise multi-step workflows rather than only respond

### VOICE AND CONVERSATIONAL BANKING

Embedded into voice interfaces so users transact, ask questions, get advice just by speaking

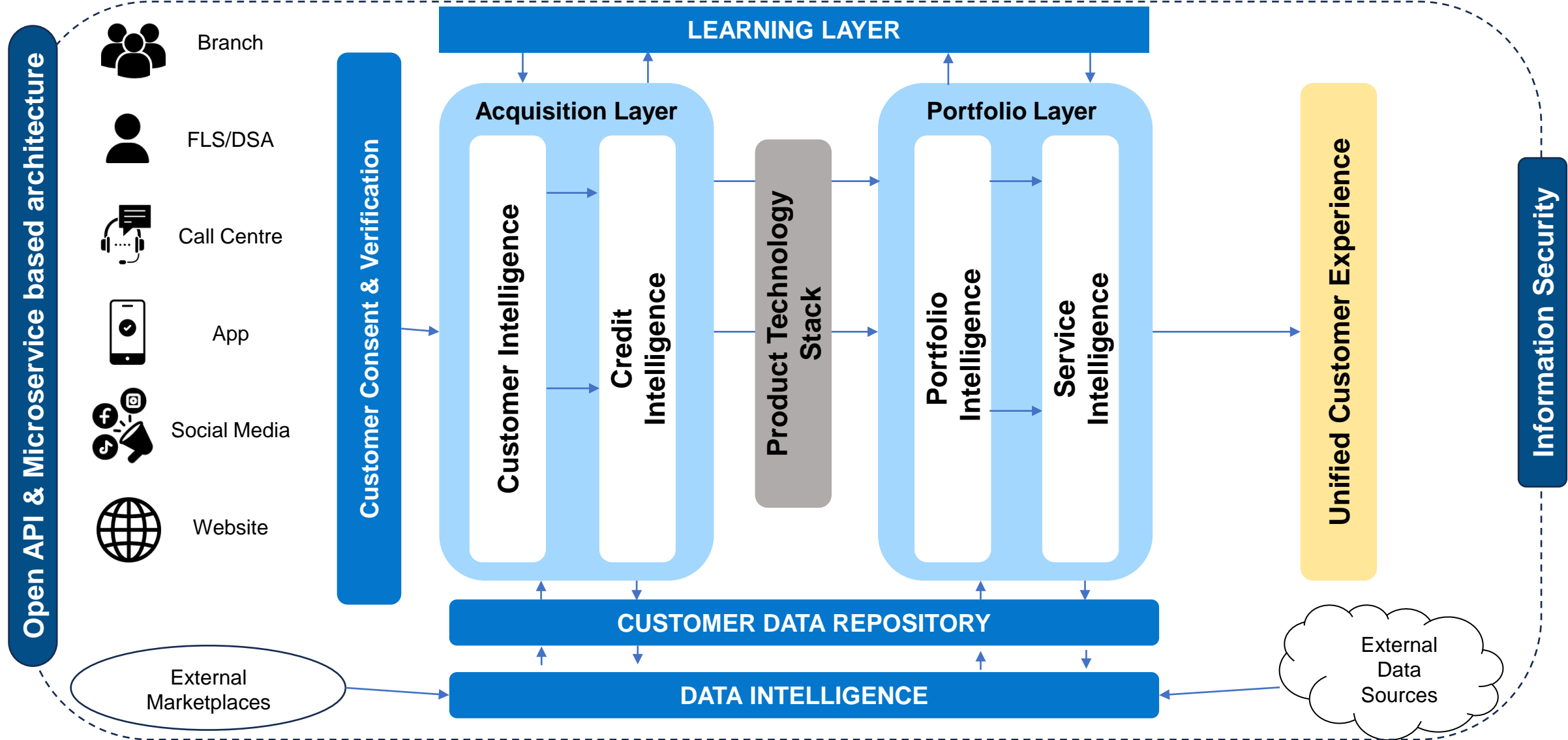
### CONTEXTUAL FINANCE

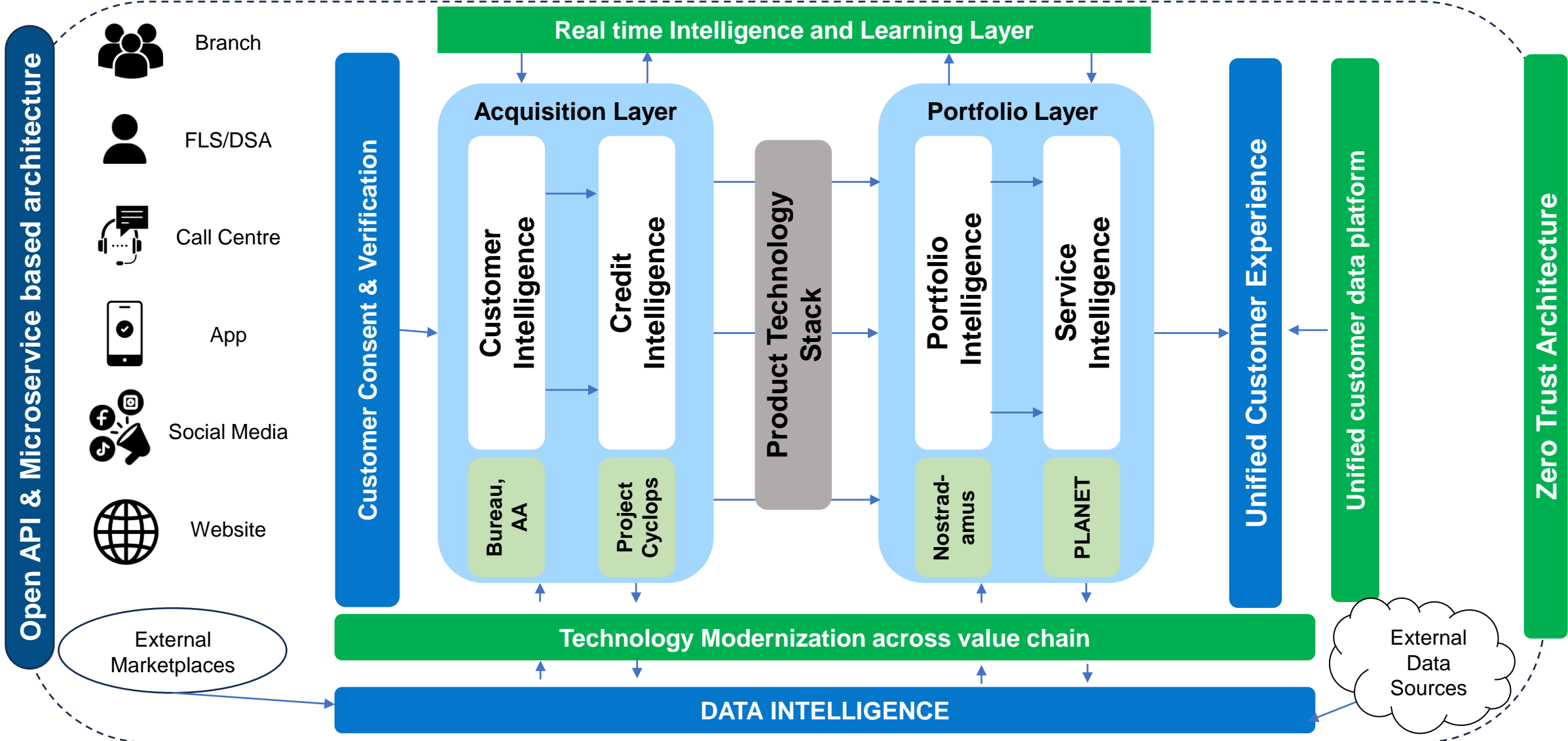
Customise every interaction, product, pricing, recommendation based on customer behaviour, context, life-events, predictive analytics.

### MULTIMODAL AUTHENTICATION

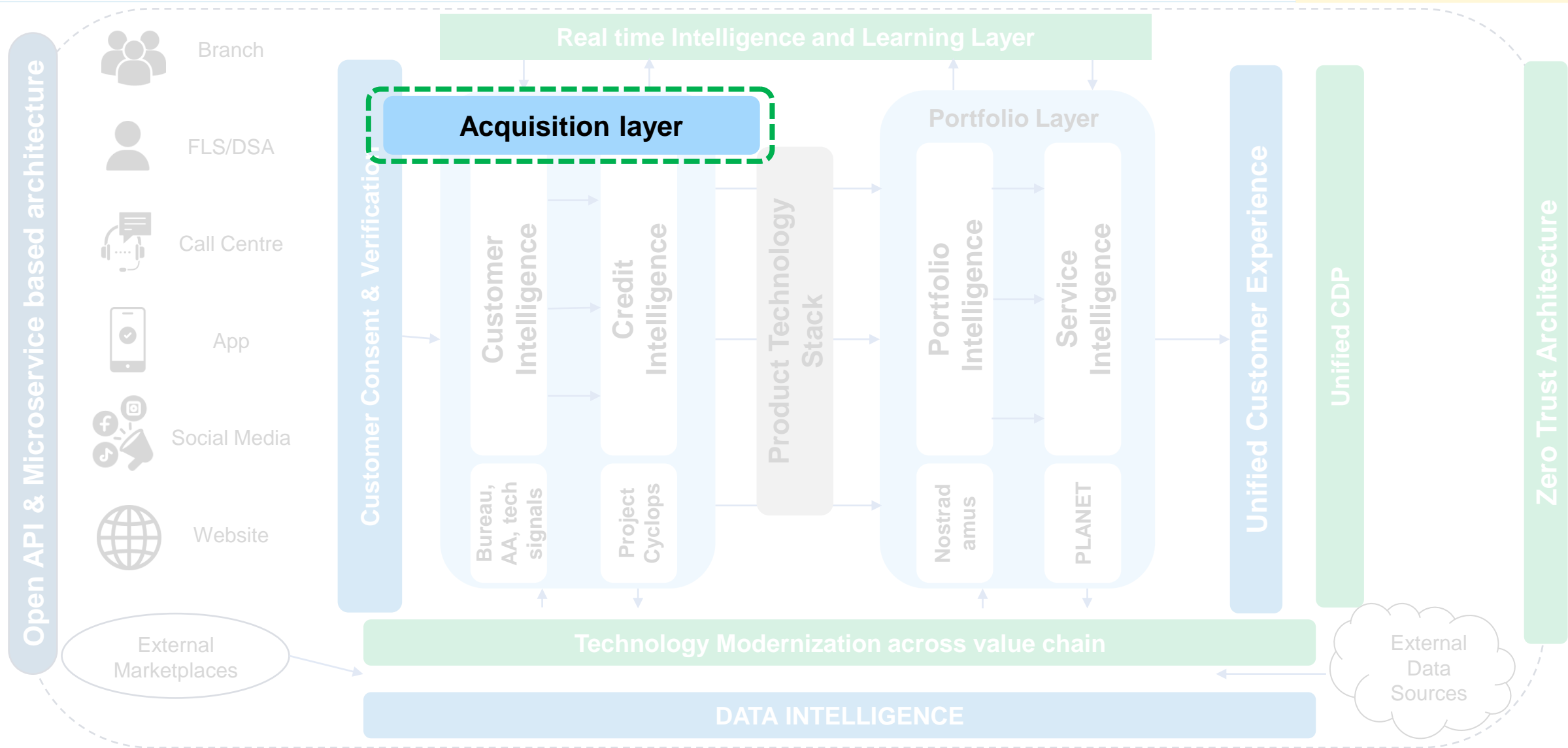
Enhance security by combining multiple verification methods - like biometrics, voice, and behaviour- to ensure seamless and fraud-resistant user access













**Gold Loans**

New business acquisition



**Embedded Finance 2.0**

A vast ecosystem of partners  
increasing the funnel



**Micro LAP  
(RBF)**

New product launched for LAP loans  
for our rural customer



**Supply Chain Finance  
(SME)**

Catering to the working capital  
requirements of organizations

# Gold loans: Acquired business to LTF

## Pre-Go live set up & Day 0 readiness

Loan journey, Collections and D2C set up

100% regulatory and risk compliance

100% Connectivity for all branches

One Time Code (OTC) Vault set up

Employee transition and HRMS set up

*End-to-end tech integration completed  
in **9 weeks***



*Multiple live-live Command  
Centers*

*2000+ CCTVs across  
130+ branches*

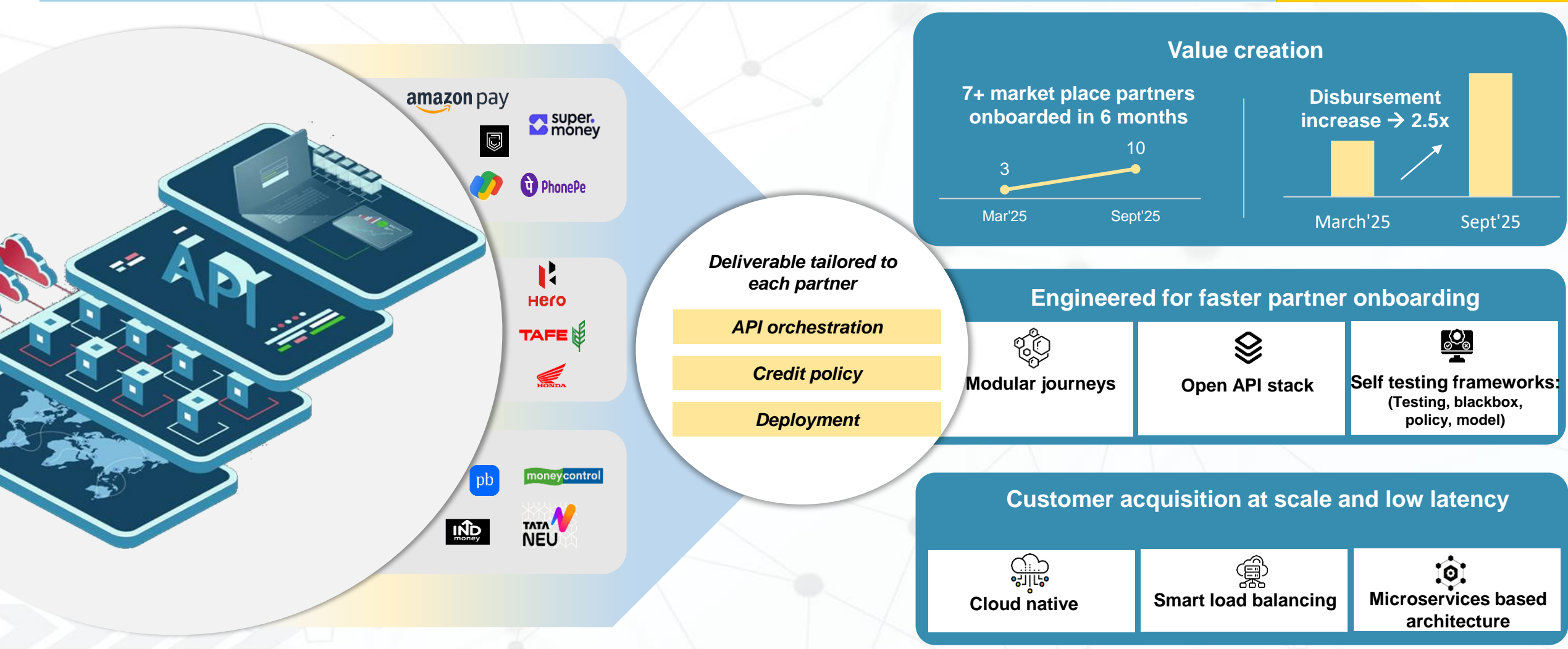
*24x7 Monitoring*

*Centrally controlled two-factor  
authentication for vaults*

*Technology upgraded to match enterprise benchmarks*

***A transformation built on discipline and speed***





And this is how finance becomes invisible, intuitive and truly embedded

\*Mentioned list of brands is not an exhaustive list – it has been placed for an indication

Product Launches



**Gold Loans**

New business acquisition



**Embedded Finance 2.0**

A vast ecosystem of partners  
increasing the funnel



**Micro LAP  
(RBF)**

New product launched for LAP loans  
for our rural customer



**Supply Chain Finance  
(SME)**

Catering to the working capital  
requirements of organizations

AI-ML based sales augmentation



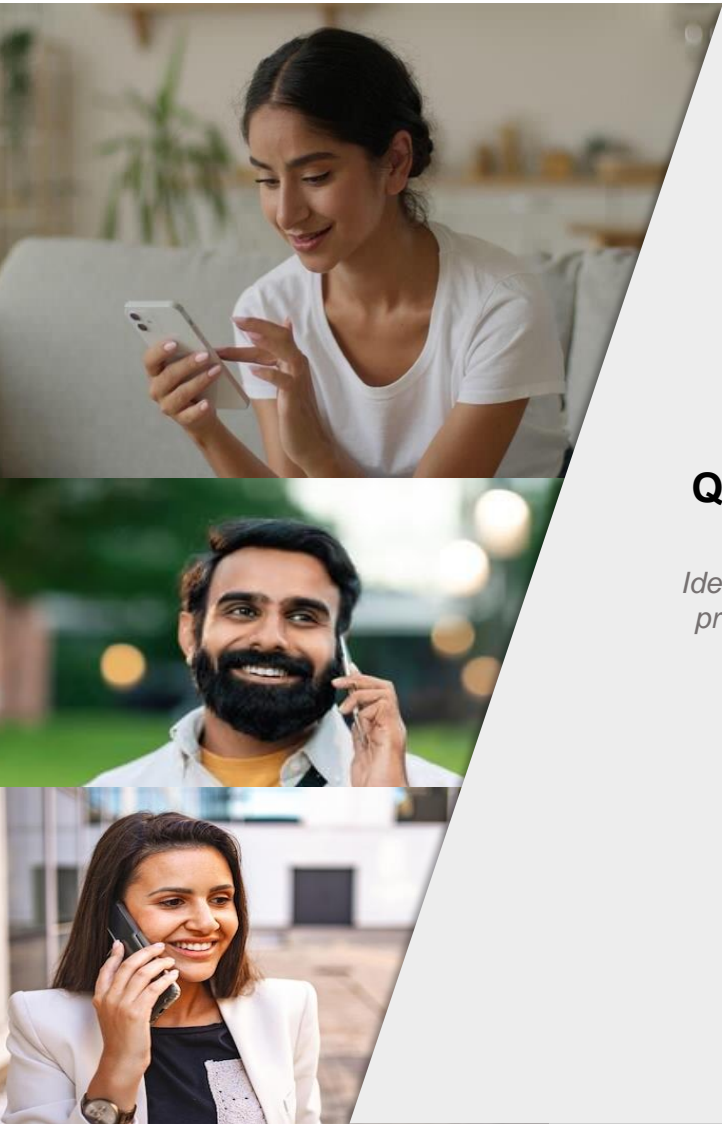
**AI-based  
outbound calling**

Introduced AI voice agent for outbound  
calling for pre-qualified leads: Personal  
loans



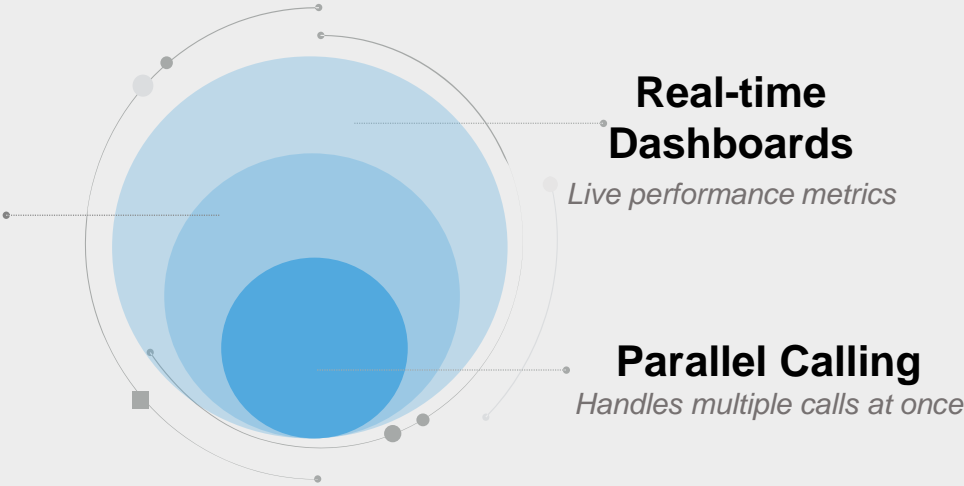
**Loan offer pod**

A central repository to  
manage all the loan offers



**Introduced AI voice agent for outbound calling for pre-qualified leads: Personal loans**

**Quick Lead Filtering**  
*Identify high-quality prospects quickly*



**80%**  
Improved lead engagement TAT

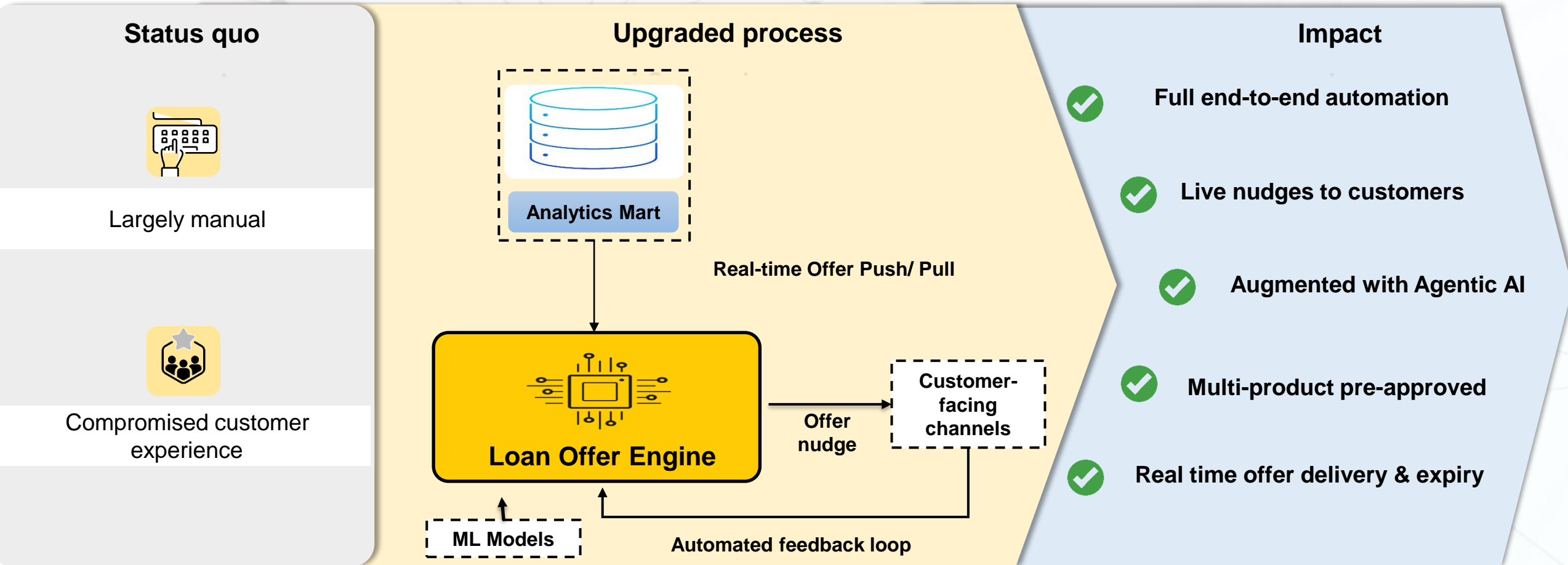
- ✓ **Human-like, dynamic dialogue**
- ✓ **Multi-lingual**
- ✓ **Pitch the offer correctly**

**Rapid feedback loops and always-on sales team**

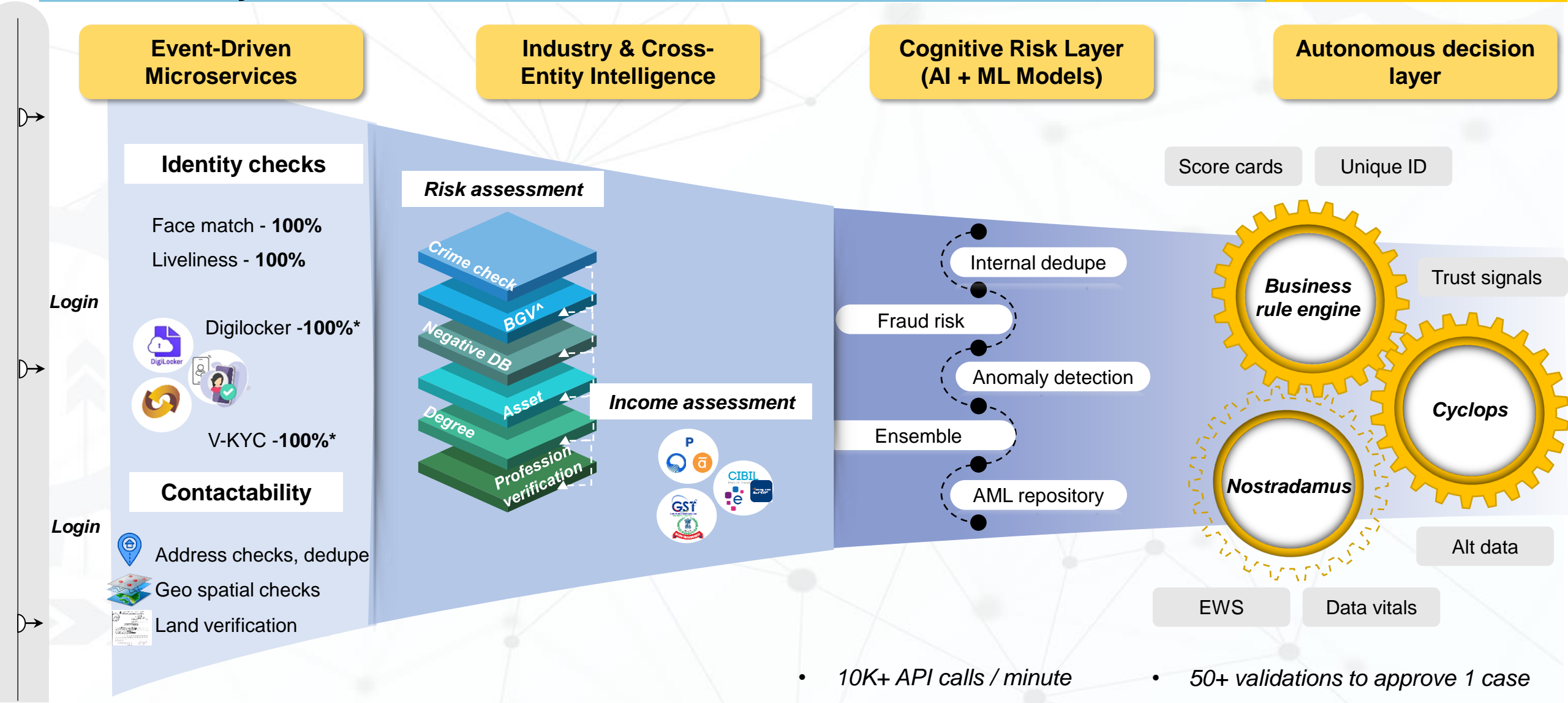


# Loan offer pod

Maximize customer lifetime value by increasing product per customer

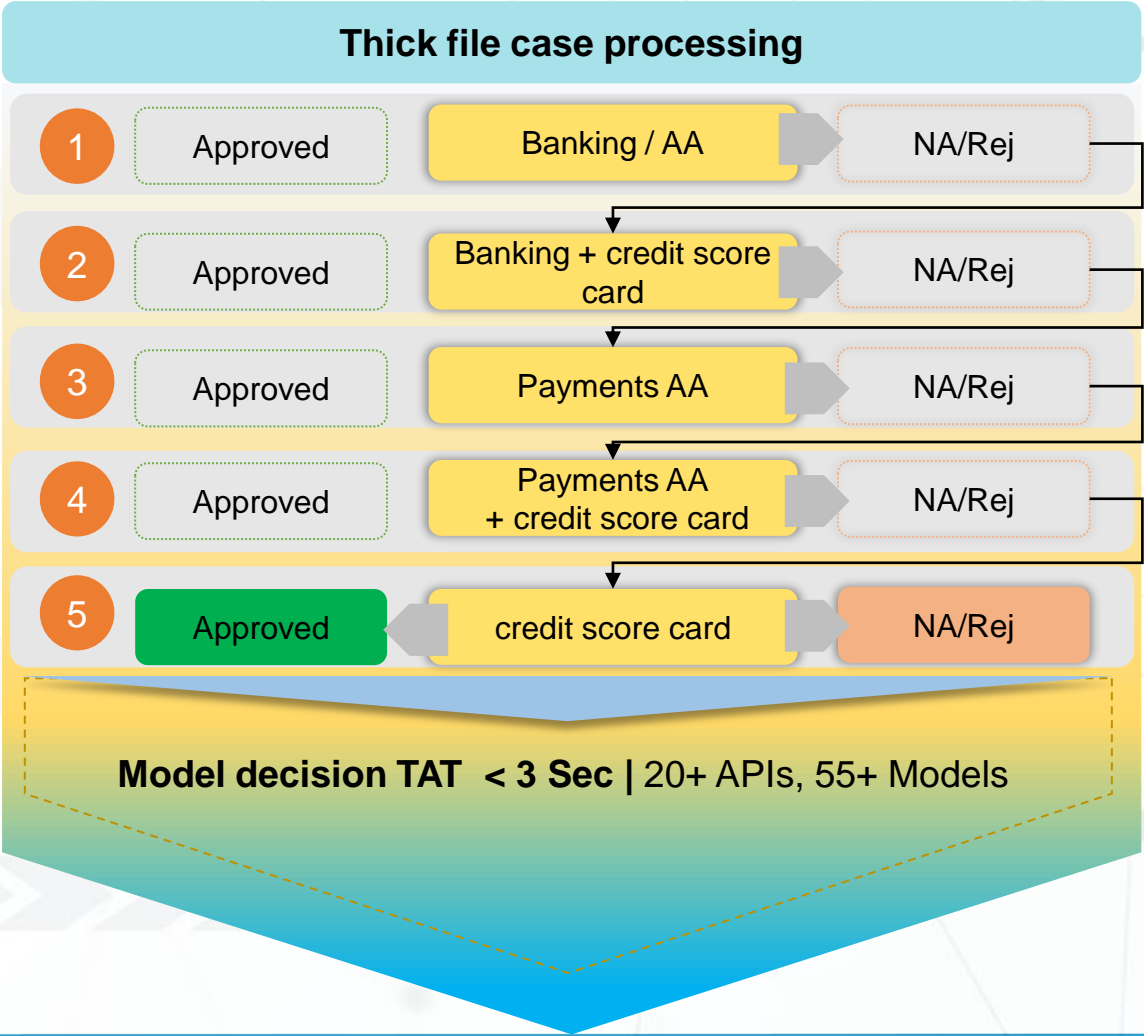


# Credit decisioning – a dense ecosystem engineered for scale, complexity and accuracy



\*Metrics for specific products  
^BGV: Background Verification

Next gen credit underwriting engine

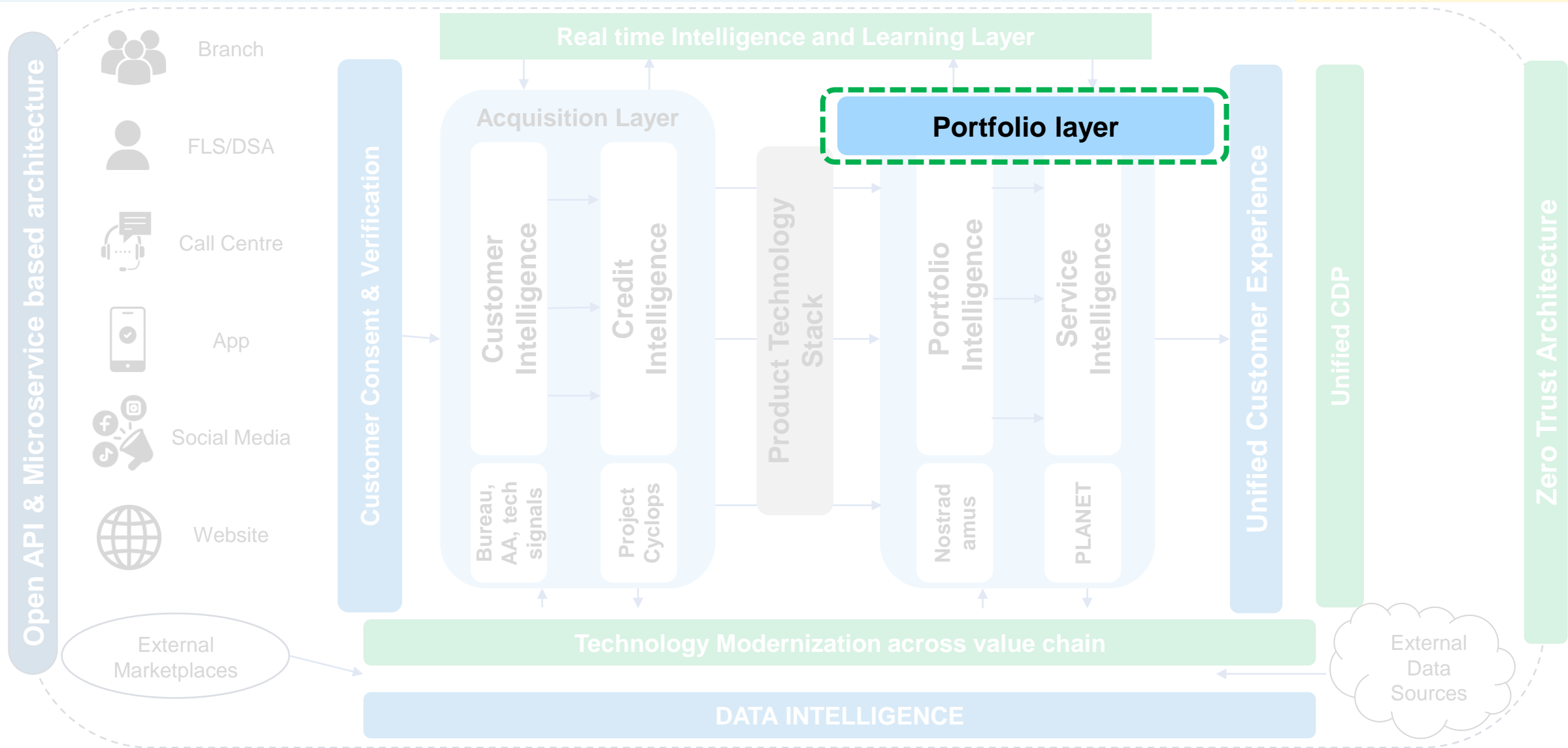


- Cyclops: Built strong, designed for volumes, velocity, variety and veracity**
- End-to-end traceability of Models
  - Model transparency and early anomaly detection
  - Ability to give an output with unstructured data sets
  - Real-time monitoring & performance benchmarking

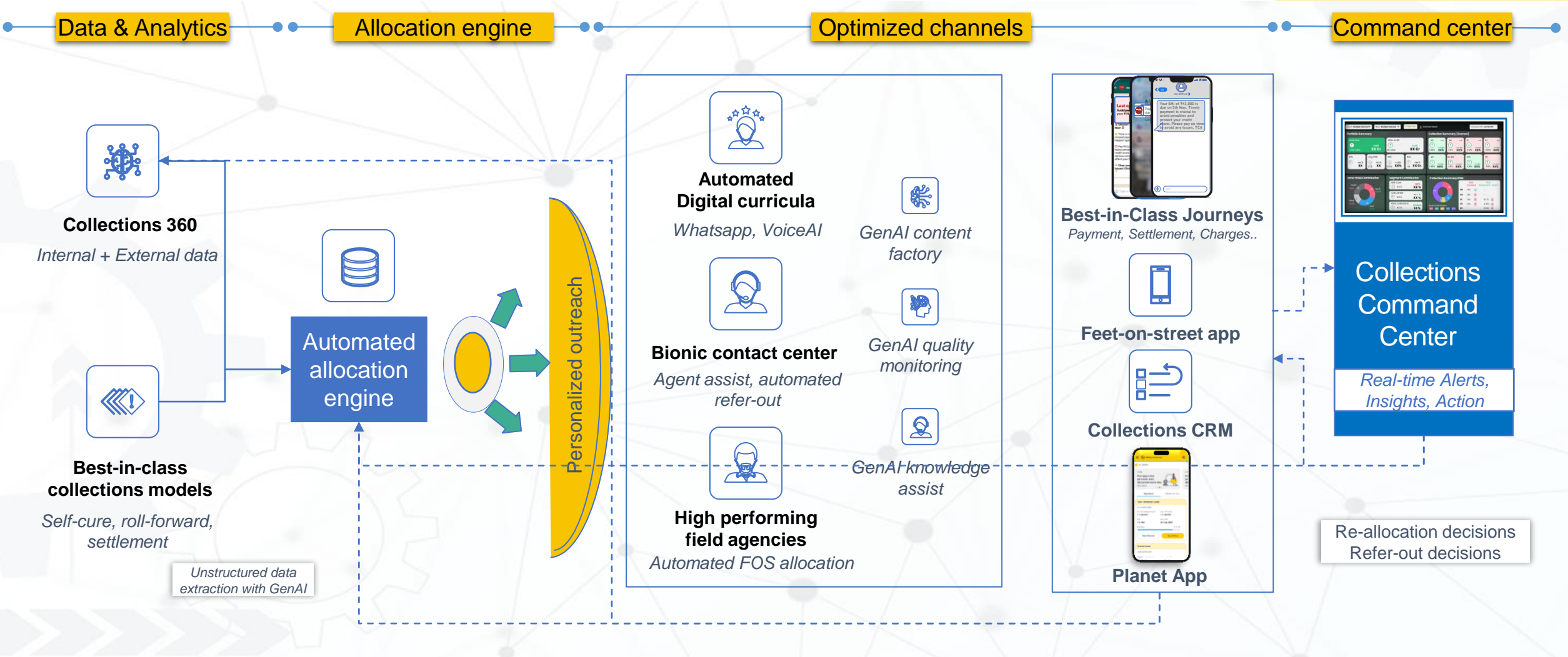
- Two-Wheeler** (100% Live in Jan'25) ✓
- Farm Finance** (100% Live in Aug'25) ✓
- SME Loan** (100% Live in Sep'25) ✓
- Personal Loan** (Under implementation) WIP
- Rural Business Finance** (Specs formulation) WIP
- Mortgages Loan** (Specs formulation) WIP



# Implementing Futuristic Digital Architecture – Vision 2.0



# Full stack collection – AI based



Smarter collections, stronger portfolio performance



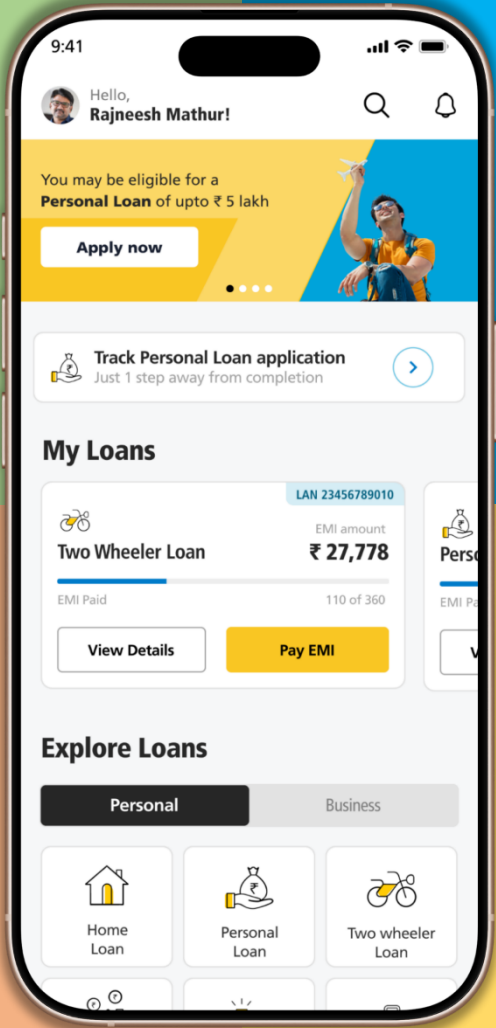
**Collections**

Smart, automated collection journeys delivering growth through digital nudges, predictive insights, and cost-efficient recovery



**360 business enablement**

Comprehensive coverage across the complete business landscape, driving multi-segment growth



**Servicing**

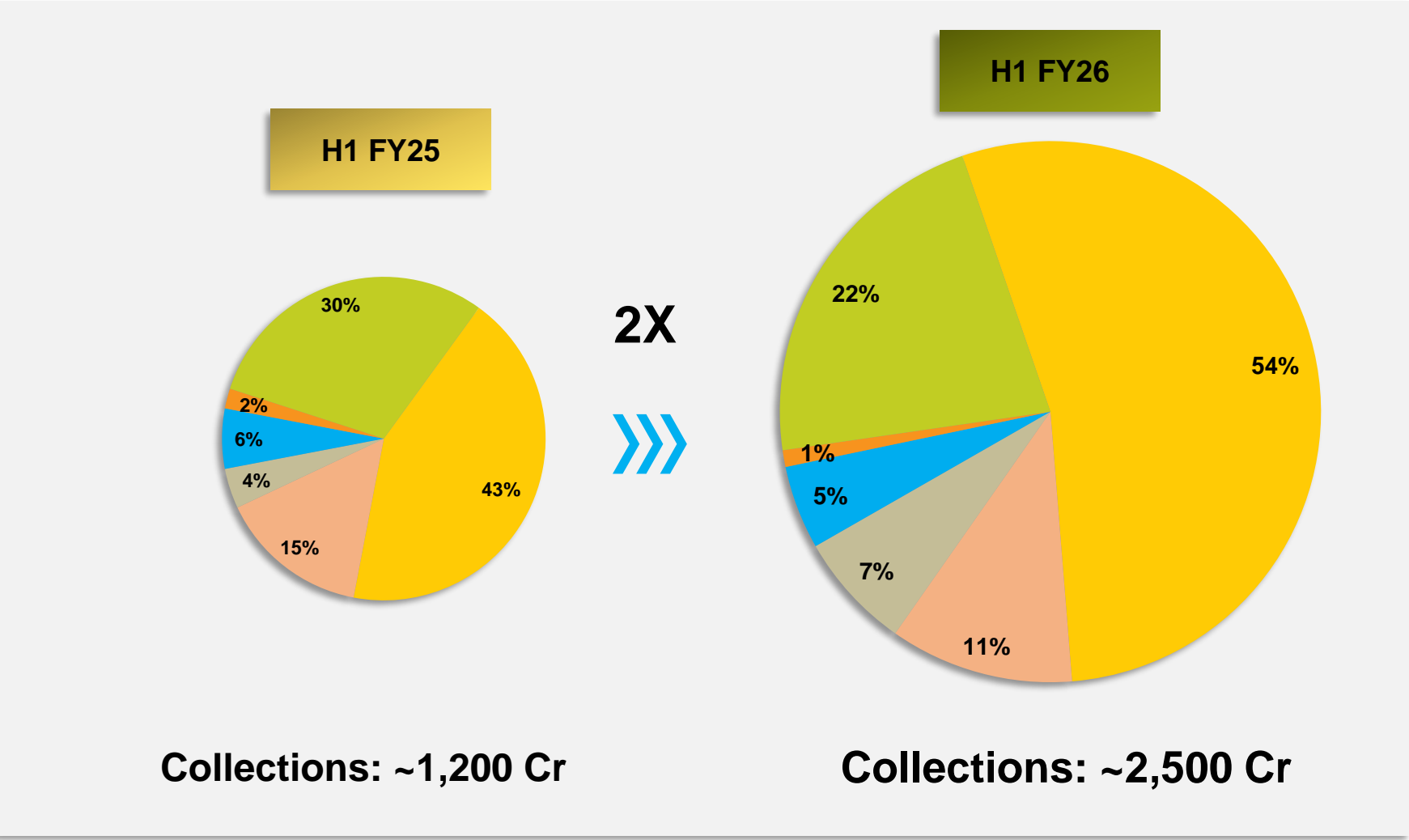
Delivering industry-best digital servicing with 230+ options, enabling instant resolutions and enhancing post-loan experience.



**Engagement**

Unlocking data-driven engagement at scale, with robust user activity and smart personalization that fosters retention and upsell





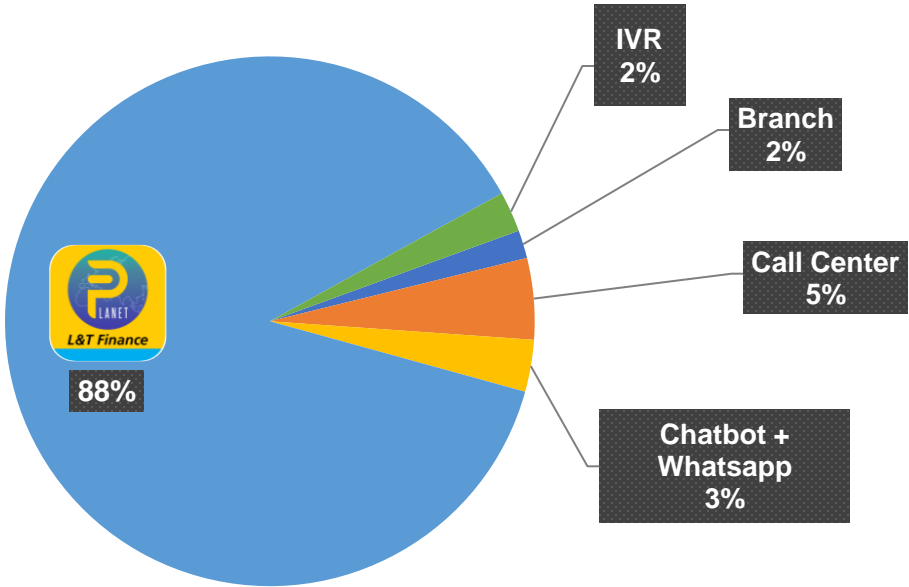
120 Cr+  
High DPD  
collections

20K+  
Mandate swap  
resolutions

35 Cr +  
Charge  
collections

Smart digital nudges and disciplined execution

Servicing channel distribution



Document Servicing

- Welcome Kit
- SOA
- RPS
- Interest certificate
- Foreclosure report
- NOC Kit
- Welcome Letter
- Sanction Letter and more.....

Payments

- EMI
- Advance EMI
- Part payment
- Foreclosure

Profile view & update

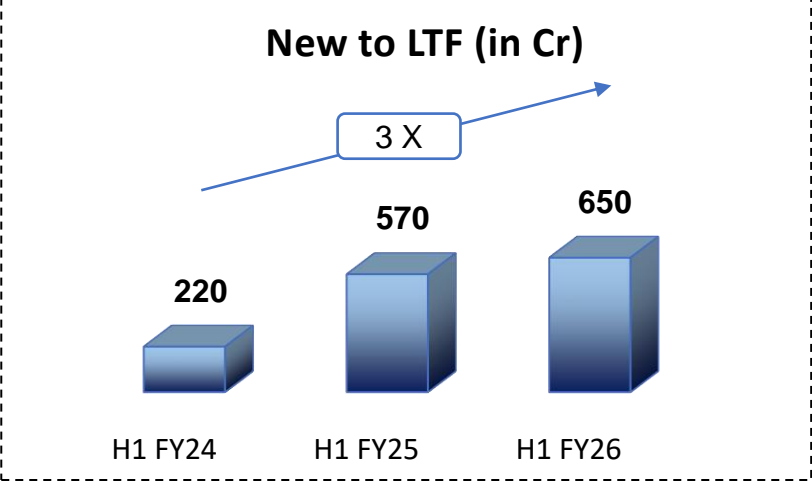
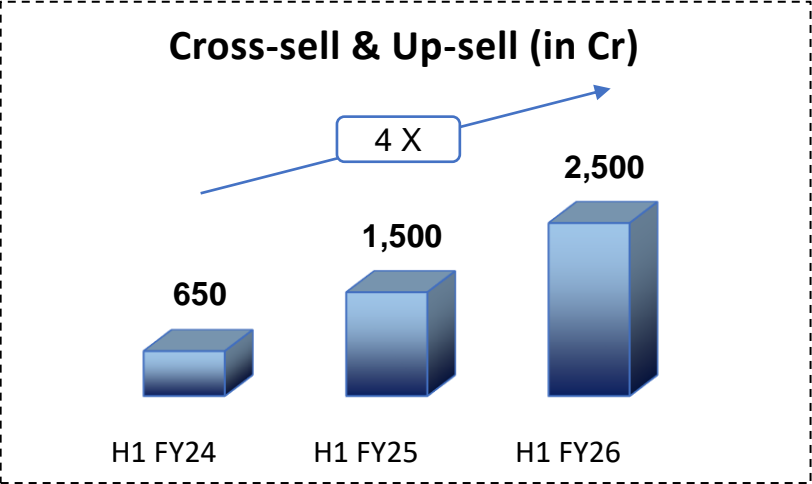
- Registered number
- Alternate number
- Vehicle details
- Address

Customer feedback

- In-app customer feedback
- Compliant journey
- Refer a friend

Providing seamless experience with 236 servicing options, ensuring convenience at every step

Accelerated growth



20 + Digital business journeys

	Disb (₹ in Cr)
Personal Loan	1,400
Business Loan	1,400
HL & LAP	300
Rural Loan	100
Two Wheeler Loan	55

H1 FY26 metrics

Smart Digital Enablers

**Integrated Journeys**

20+ digital journeys seamlessly connect users across loan, payment, and service touchpoints, ensuring a smooth experience that drives higher engagement and conversions

**Faster Fulfilment**

The app enables customers to express interest for any LTF product with just a few basic details, instantly providing personalized offers and a seamless application experience

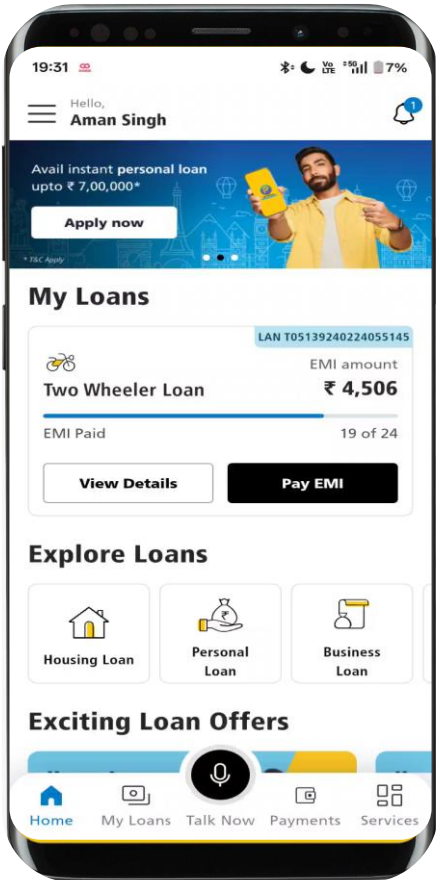
**Enhanced Cross-sell**

Unified data and contextual journeys allow intelligent product recommendations, helping customers discover relevant offerings and boosting portfolio growth

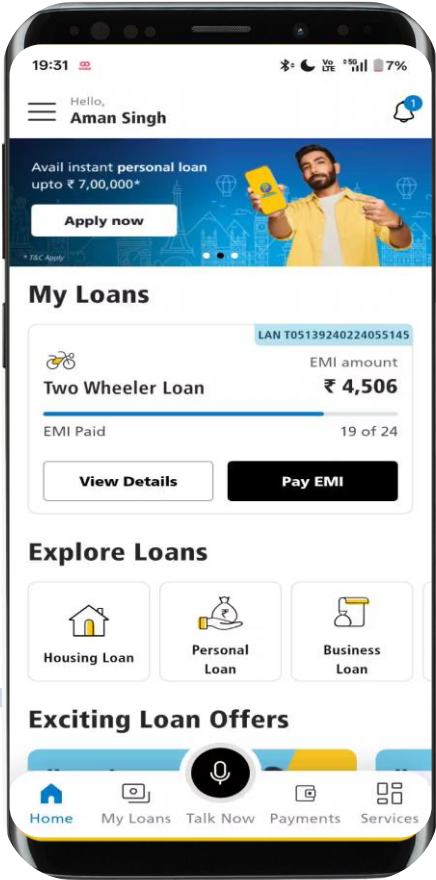
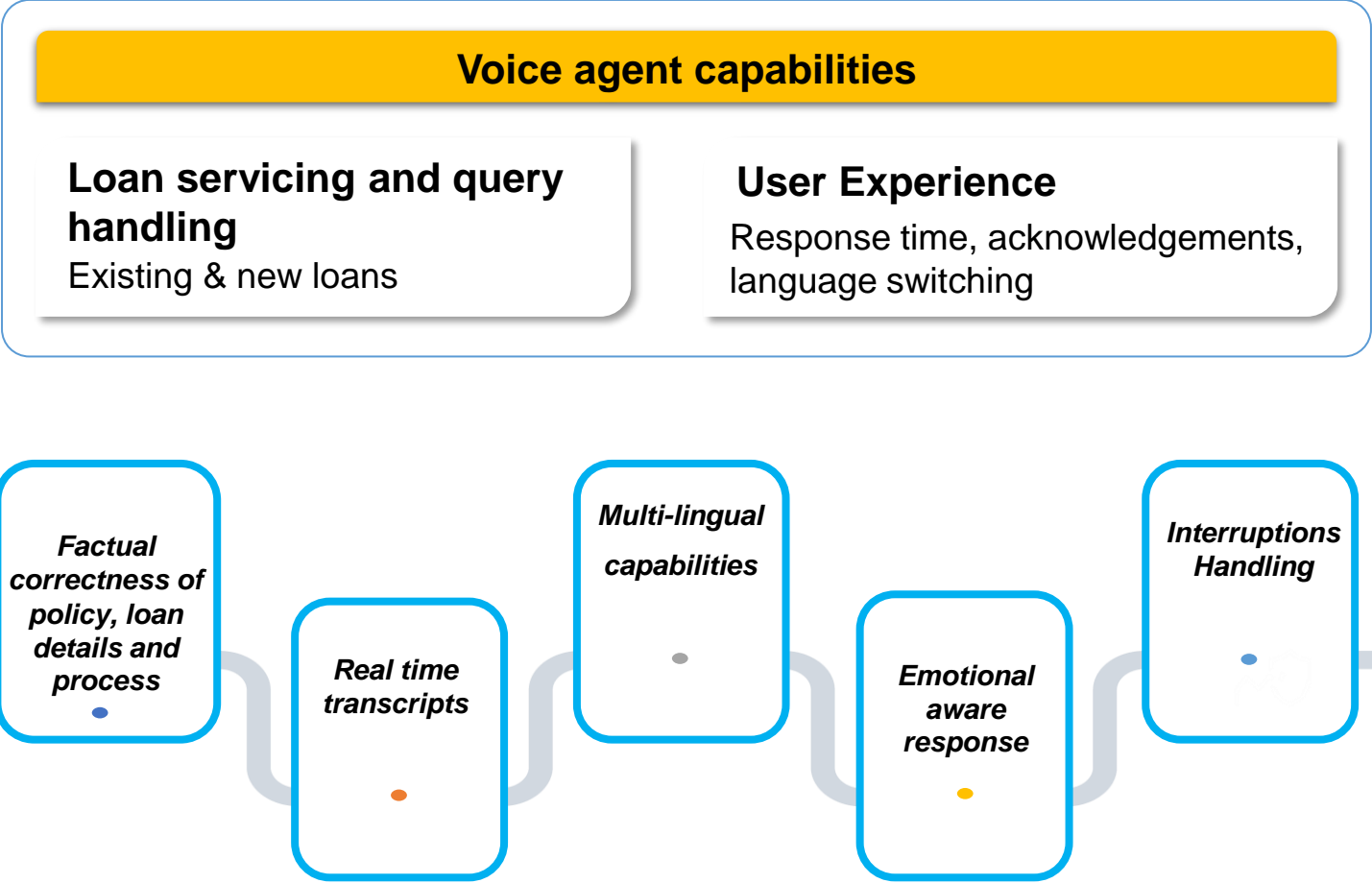
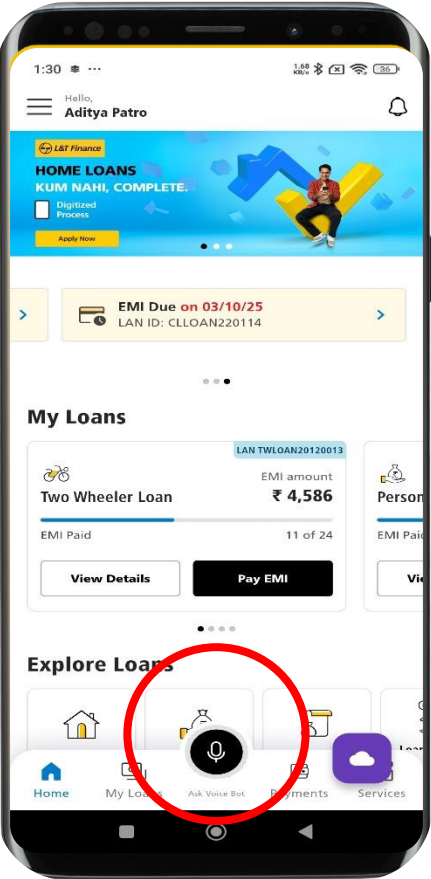
\*Two wheeler loan journey built in FY26



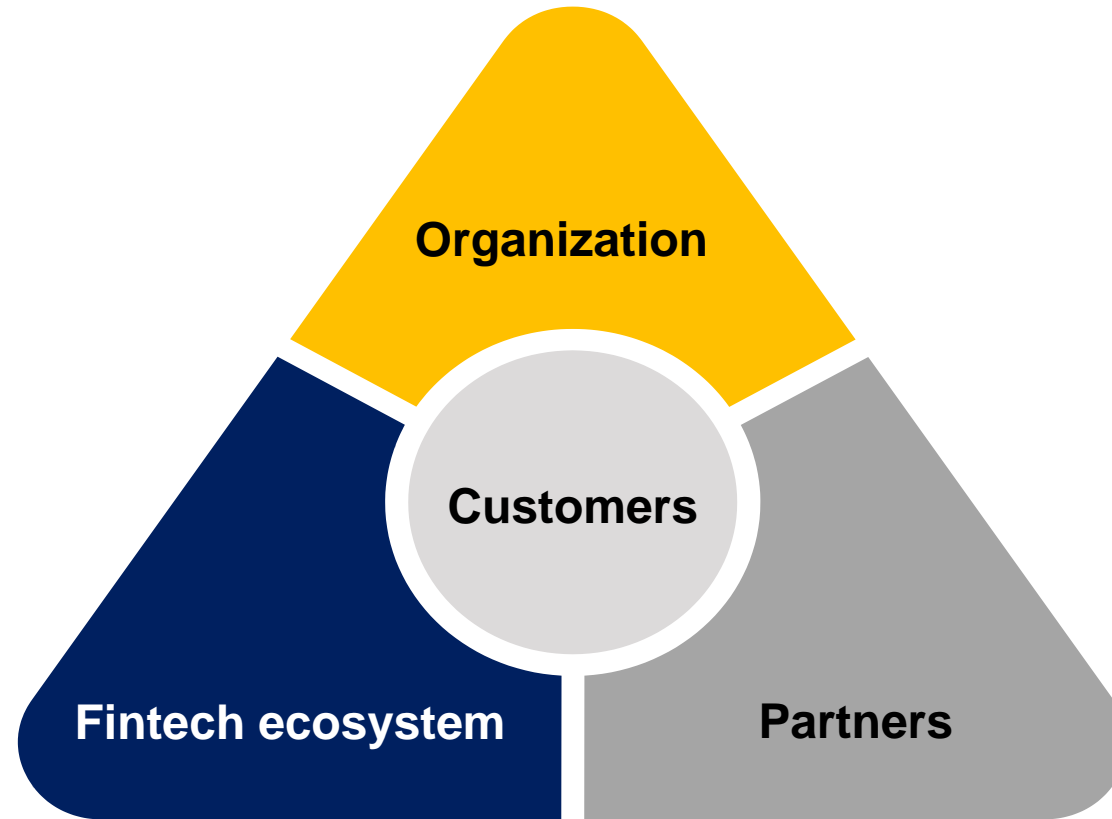
Introducing 1<sup>st</sup> in industry conversational agent



Introducing 1<sup>st</sup> in industry conversational agent



Live – Oct’25 (CUG)

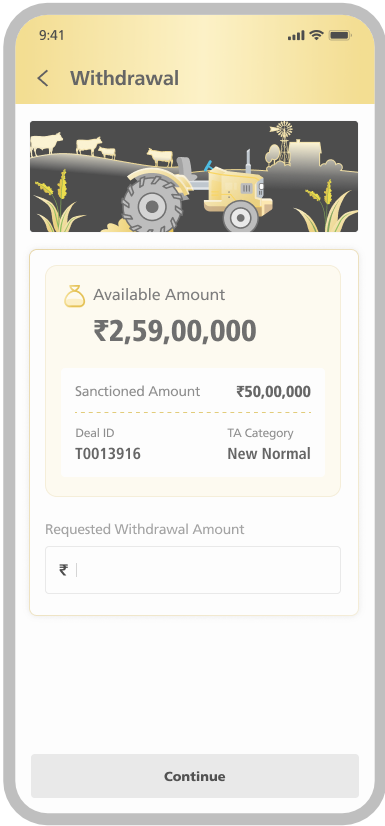
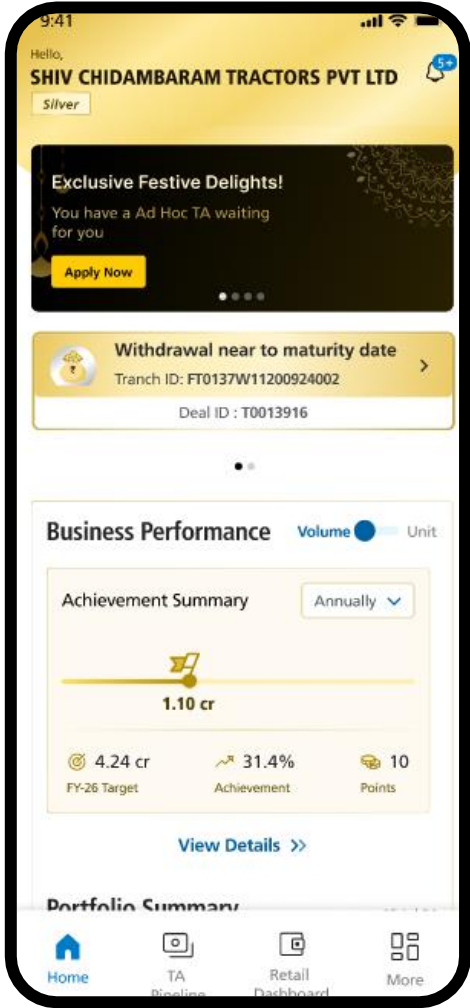




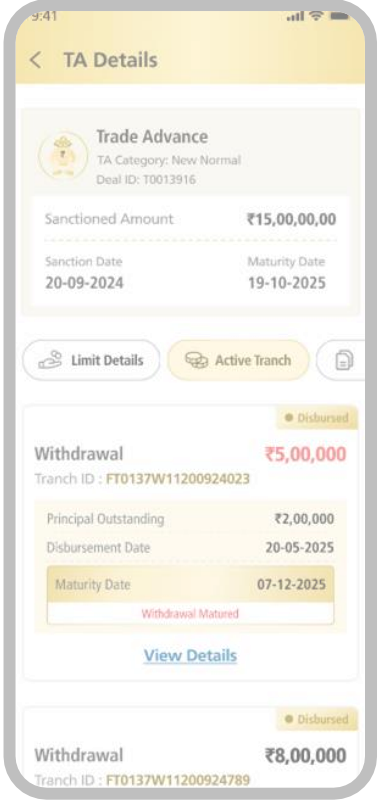
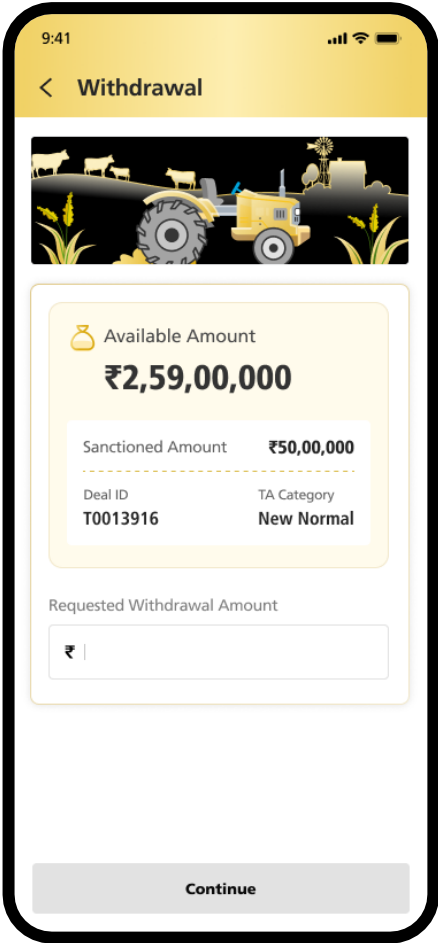
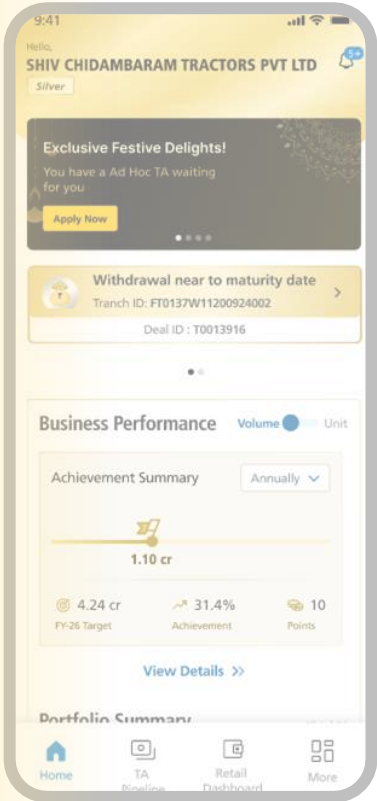
*Introducing*  
*The All New*  
***Partner PLANET***



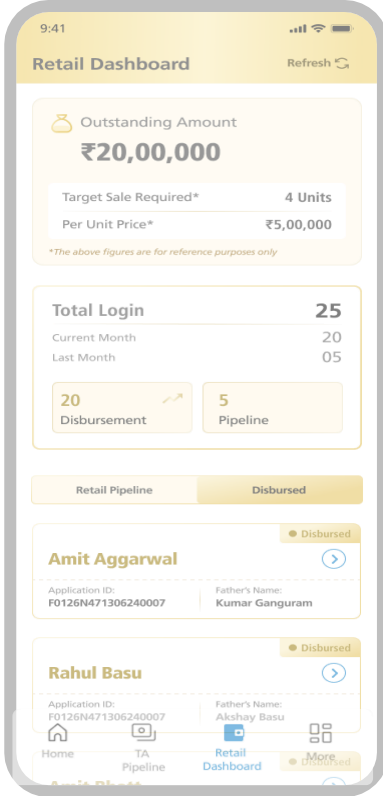
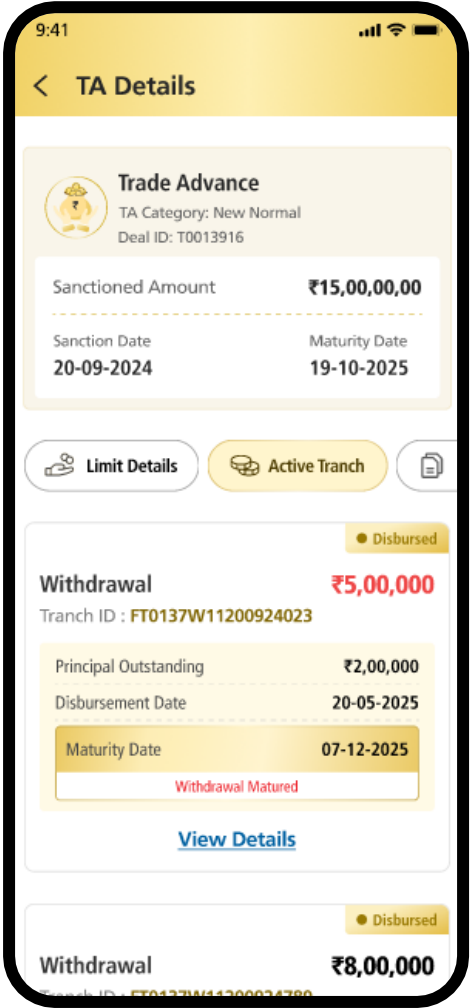
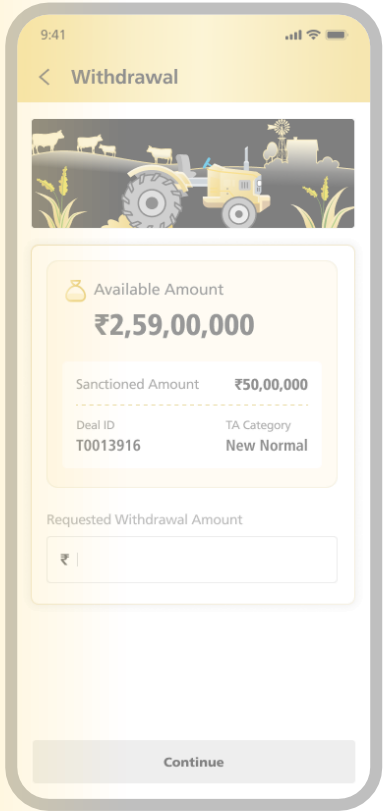
Personalized dashboard



One step  
TA withdrawal

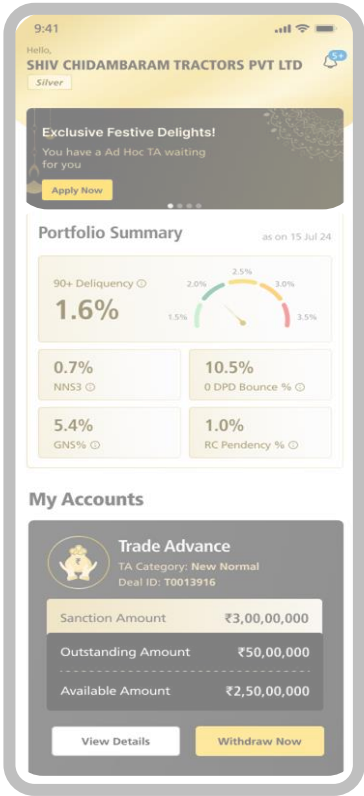
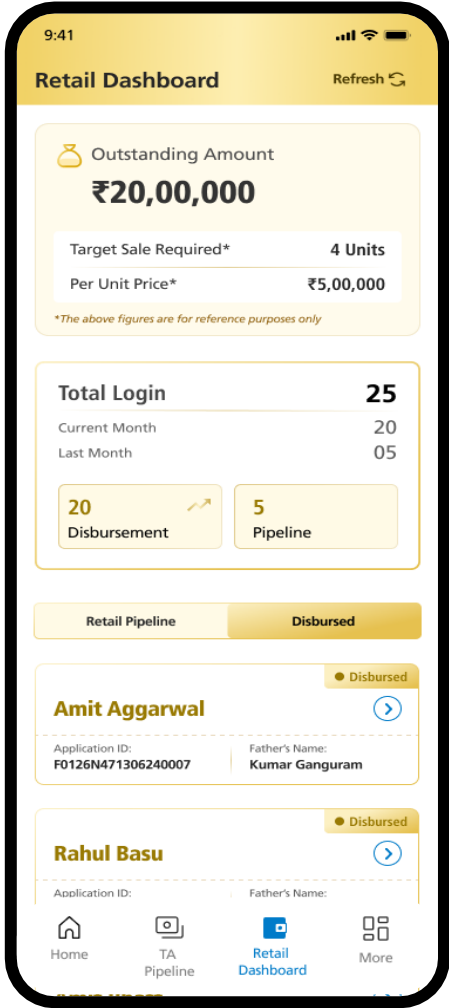
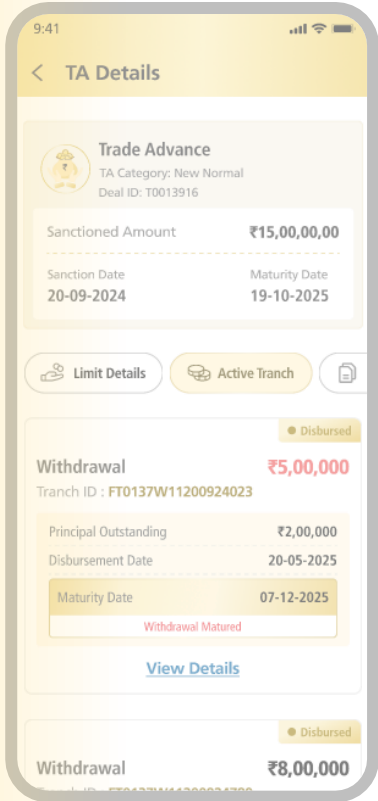


Comprehensive  
TA details

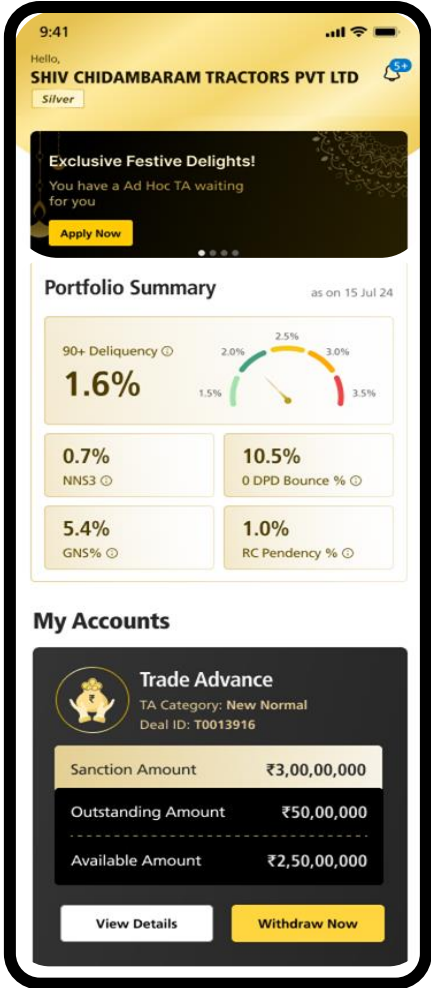
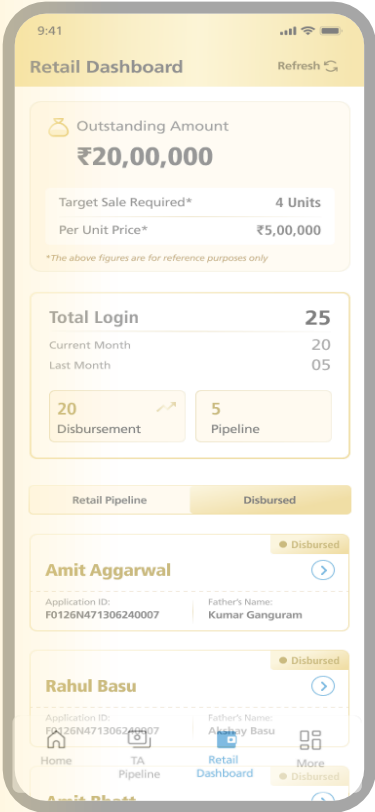




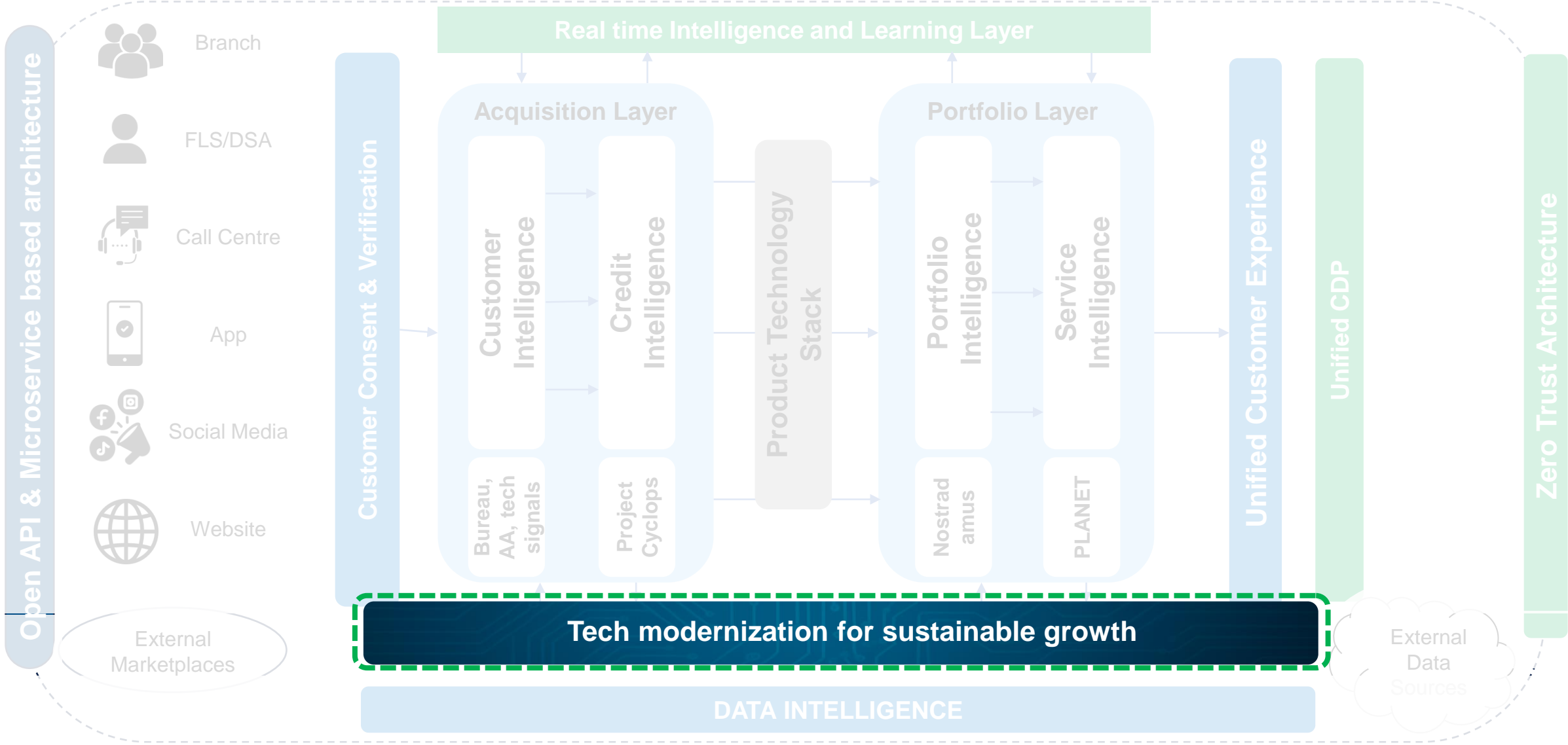
Real Time  
Retail dashboard



Complete Portfolio summary



When our partners win, we win





**Agentic AI**



**Product mindset**



**Engineering Resilience**



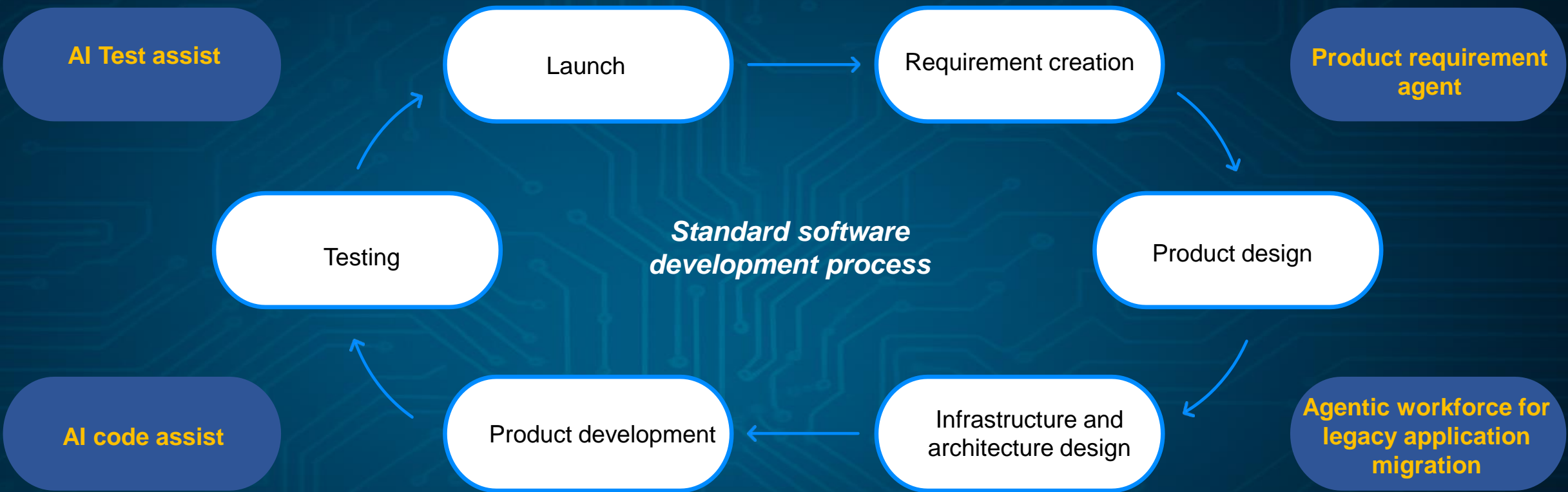


**Agentic AI**

Product mindset

Engineering Resilience





**Early outcomes of adoption giving positive results**

**60% Adoption rate**

**30% code acceptance rate**

**15% improvement in productivity**

# 1

## **Predictive monitoring -**

Detecting inconsistencies in performance, latency, or load patterns before impact

# 2

## **Intelligent scaling -**

AI-driven capacity forecasting and automated infra right-sizing

# 3

## **Auto-remediation -**

Agentic bots executing predefined recovery playbooks

# 4

## **Security intelligence**

AI-based threat detection and behavior anomaly spotting



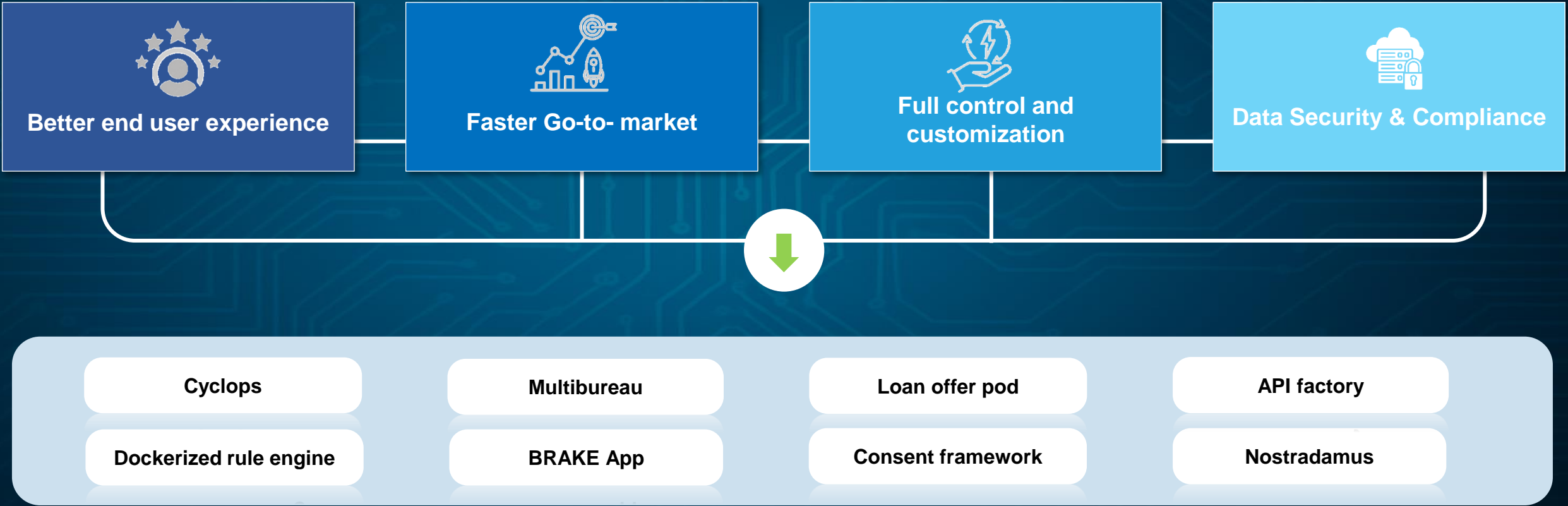
Agentic AI



**Product mindset**

Engineering Resilience

*Build products for strategic competitive advantage*



Agentic AI

Product mindset



**Engineering Resilience**


**MARKETS BUSINESS INVESTING TECH POLITICS VIDEO INVESTING CLUB PRO LIVESTREAM**

UPDATED SAT, JUL 20 2024 • 9:50 PM EDT

# Microsoft-CrowdStrike issue causes

Business News / Life / Technology / DigiLocker Outage Sparks Calls For Digital Public Infra Backup


**Business Tech Media Calculators Videos**

Business / Tech

# AT&T just had another outage.

How long will it take to fix them?

**DigiLocker outage sparks**


**Technology** Tech News Tech Tips Mobiles & Tabs Hack Of Day AI News

Search

# PAC calls for Aadhaar rate of biometric verification

Verification failures lead to wrongful exclusion  
Parliamentary panel headed by Congress

# AWS outage: Amazon Web Services go down for second time this month

TOI Tech Desk / TIMESOFINDIA.COM / Updated: Oct 29, 2025, 23:17 IST

Share Print AA Select **TOI** as

Updated - July 17, 2025 10:47 pm IST - NEW DELHI

# Google Cloud outage disrupts popular internet platforms including OpenAI, Spotify, Shopify, and Discord

As a result of the Google outage, online platforms such as Spotify, Discord, OpenAI, Shopify, and various Google offerings reported outages and glitches

Updated - June 13, 2025 09:32 am IST

# UPI down? Some users across India report payment failures and glitches, social media erupts with complaints

Users in India report UPI service disruptions on social media, with complaints starting around 8:30 pm IST, according to Downdetector.



## Observability

- Real-time APM, AI-driven Anomaly Detection for proactive alerting
- 70% incidents prevented before impact

## Always 'on' architecture

- 99% System availability
- Fault-Tolerant microservices & planned system redundancies
- Asynchronous communication

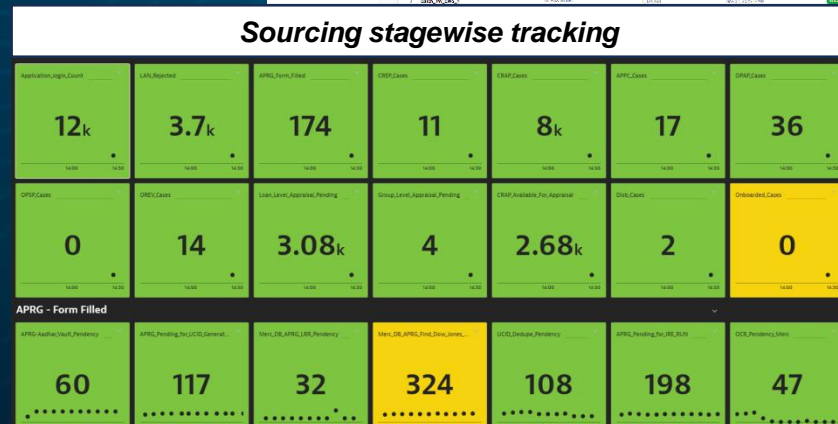
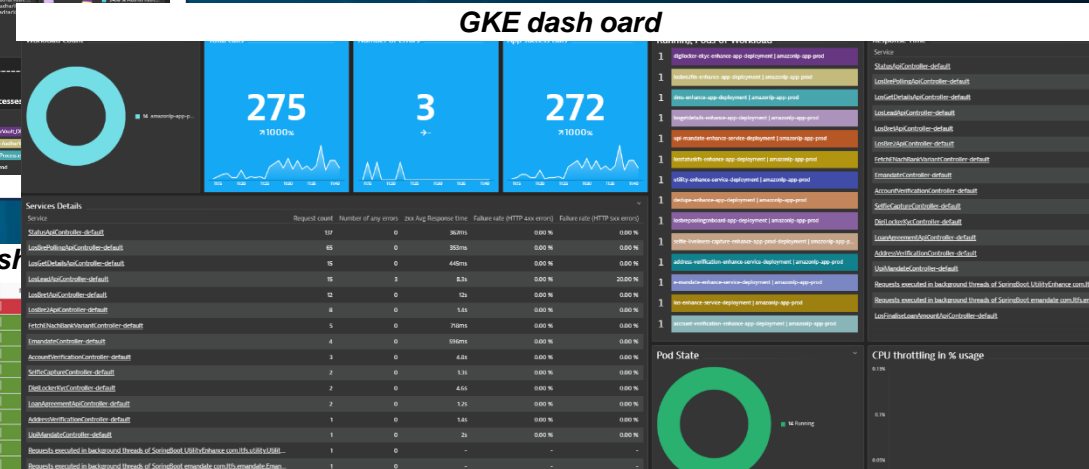
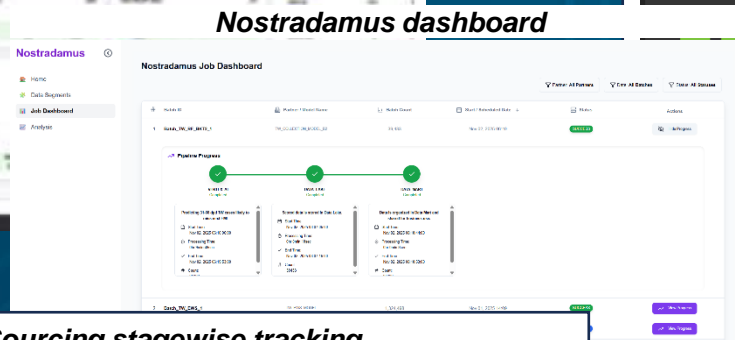
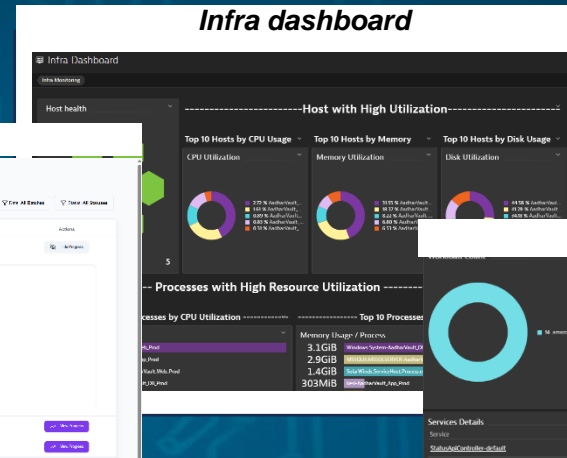
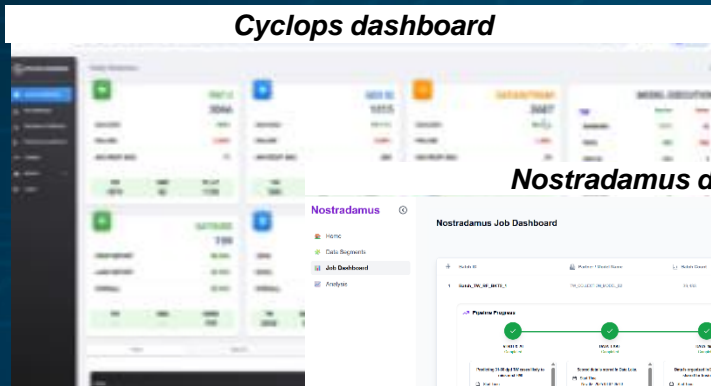


## Compute & scalability

- 100% Customers application on cloud
- On demand resource provisioning
- Auto scaling to handle peak transaction loads

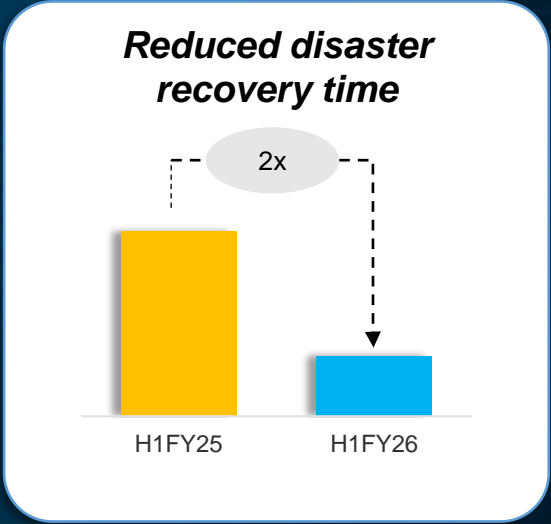
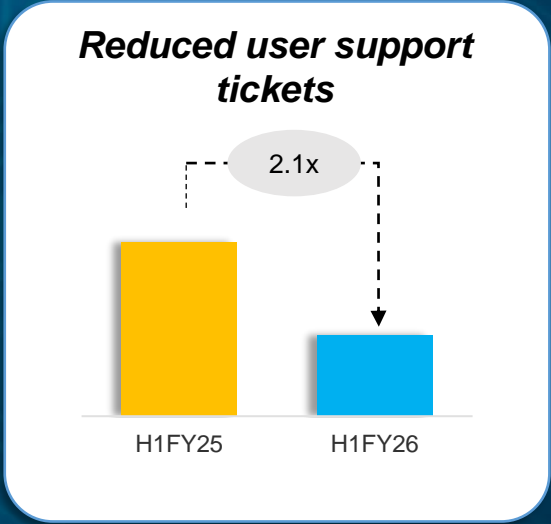
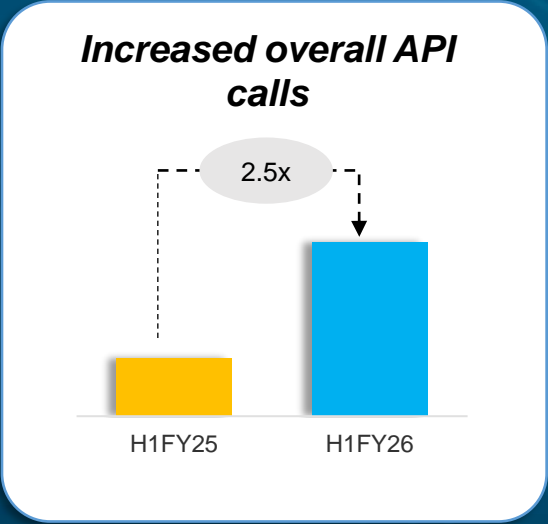
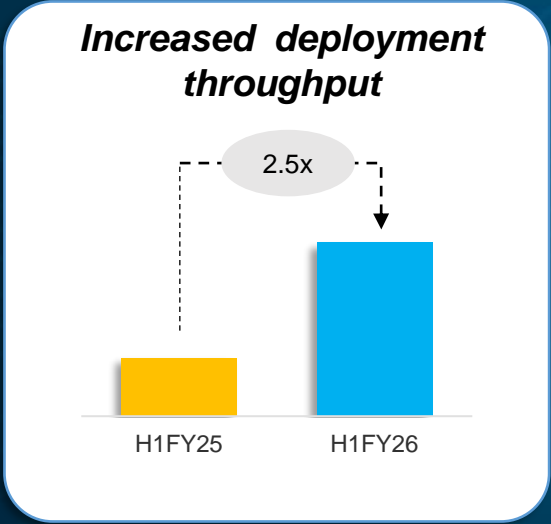
## Operational continuity

- Third party resilience
- Interdependency mitigation
- Business continuity management



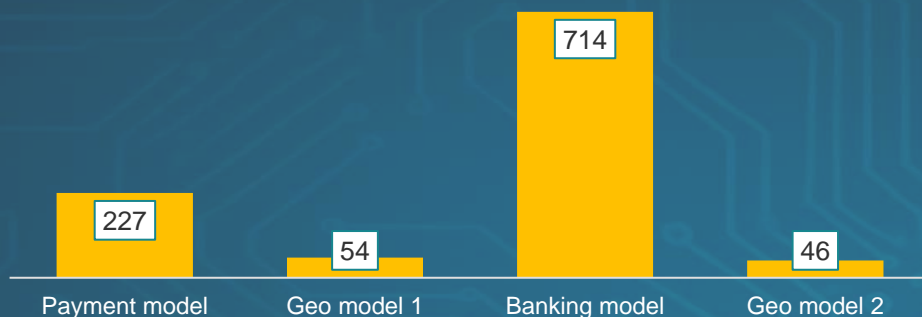
# Services dash

entity	lastExecution	+ failureRate_recent_rec	lastError
perfio.com	25/09/2025, 11:30:56	25	LastError: Controller default
hazra.io	25/09/2025, 11:31:56	0	LastGetDetails: Controller default
equifax.ca.incredireports/CreditReportWSInquiry.v1.0	25/09/2025, 11:32:26	0	LastError: Controller default
v-eddyperfio.com	25/09/2025, 11:31:39	0	testNackAndNackVariant: default
acsbank.co.in	25/09/2025, 11:30:43	0	EmulateController: default
payu.in	25/09/2025, 11:31:27	0	AccountVerificationController: default
vgm.combust.com	25/09/2025, 11:31:55	0	SetController: Controller default
satnara.co	25/09/2025, 11:30:54	0	DefaultController: Controller default
biwave.com	25/09/2025, 11:32:40	0	LoadManagementController: default
saiforce.com	25/09/2025, 11:30:46	0	DefaultController: Controller default
digio.in	25/09/2025, 11:31:39	0	Results executed in background thread of ServletDefaultController.com.DefaultController
hyperwaga.co	25/09/2025, 11:31:51	0	Results executed in background thread of ServletDefaultController.com.DefaultController
lignosai.in	25/09/2025, 11:31:21	0	304 main 0
transunionchd.com	25/09/2025, 11:32:58	0	1 main
pacenetters.in	25/09/2025, 11:32:33	0	1 main
acqintency.com	25/09/2025, 11:31:43	0	910 main
acsbahawag.com	25/09/2025, 11:30:16	0	8 main
smogaphug.com	25/09/2025, 11:32:03	0	15 main
datastram.com	25/09/2025, 11:31:21	0	80 main
sz.com	25/09/2025, 11:32:00	0	1 main
litespace.com	25/09/2025, 11:31:55	0	25 main



# Resilience @Scale - Cyclops

**Model wise Average Latency (ms)**



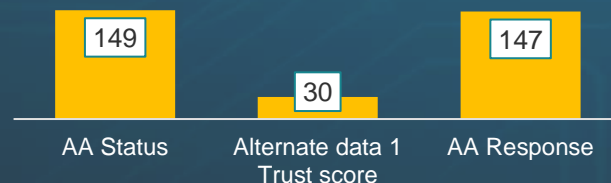
**Latency better than industry benchmarks < 200 ms**

**Transactions/ month (#API calls)**

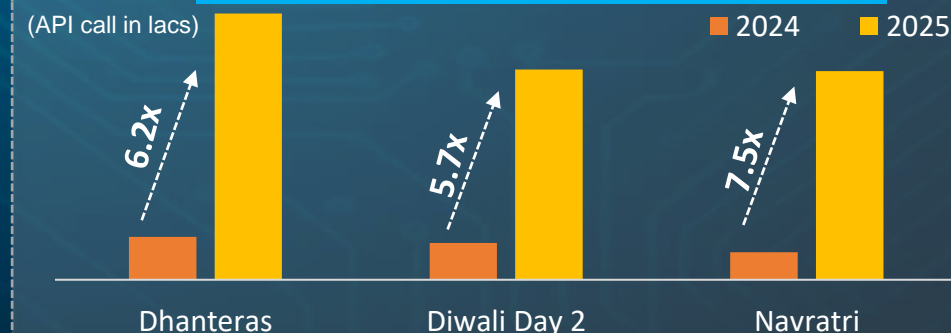


**Horizontal architecture supports massive volume handling**

**API wise Average Latency (ms)**



**Peak Volume days (#API calls)**





***Cyclops doesn't BLINK***



***Engineered for Zero Downtime***

# Looking ahead

1

**Re-engineer business workflows for scale** through innovation in architecture, automation, and digital design

---

2

**Strengthen the AI-driven collections stack** for intelligent, automated, and insight-led recoveries

---

3

**Advancing toward an AI-led service ecosystem** that anticipates needs, personalizes engagement, and acts proactively

---

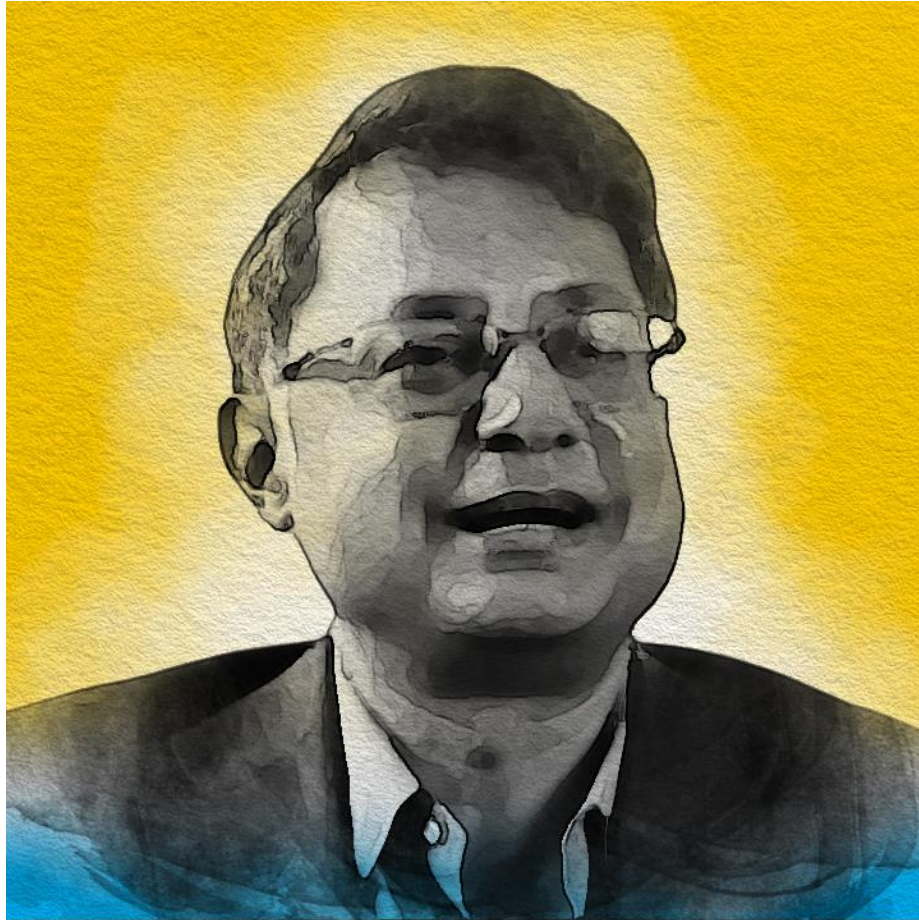
4

**Augment in-house productization** by designing modular, reusable and outcome-oriented platforms that power business growth

---

5

**Evolve our “always-on” digital backbone** into a self-healing, adaptive, and continuously optimized ecosystem — ensuring reliability at scale



With L&T Finance  
since

: April, 2024

Total years of  
experience

: 25+ years

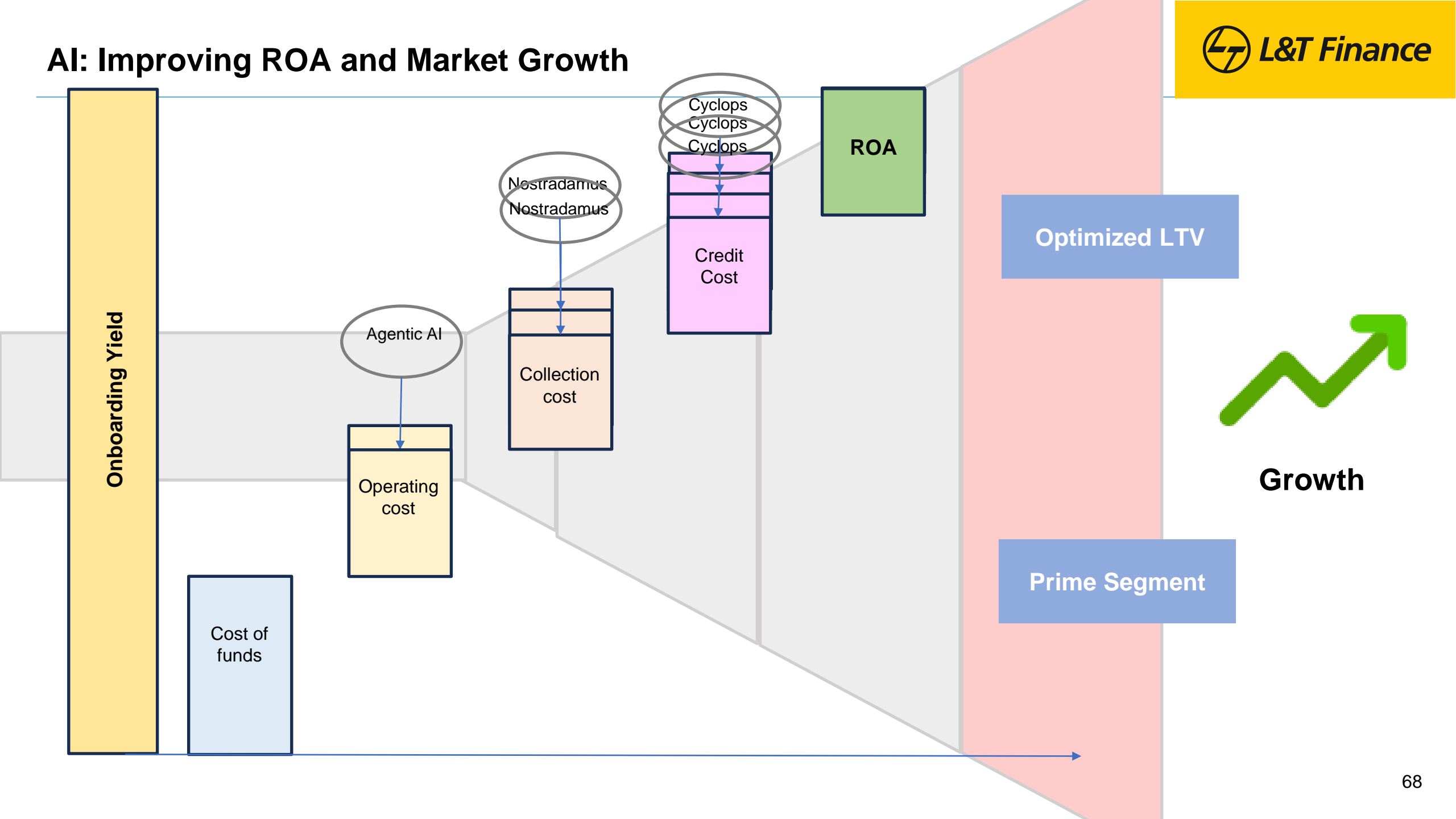
Past Experience

: Agoda, Flipkart, Jio, Intel

Educational  
Qualification

: Ph.D. in AI - Stanford University,  
MS - University of Tennessee,  
B.Tech (Hons.) - IIT Kharagpur

# AI: Improving ROA and Market Growth





# Agenda

01

**Cyclops**

02

**Nostradamus**

03

**Agentic AI**

04

**Data Governance**

# Agenda

01

**Cyclops**

02

**Nostradamus**

03

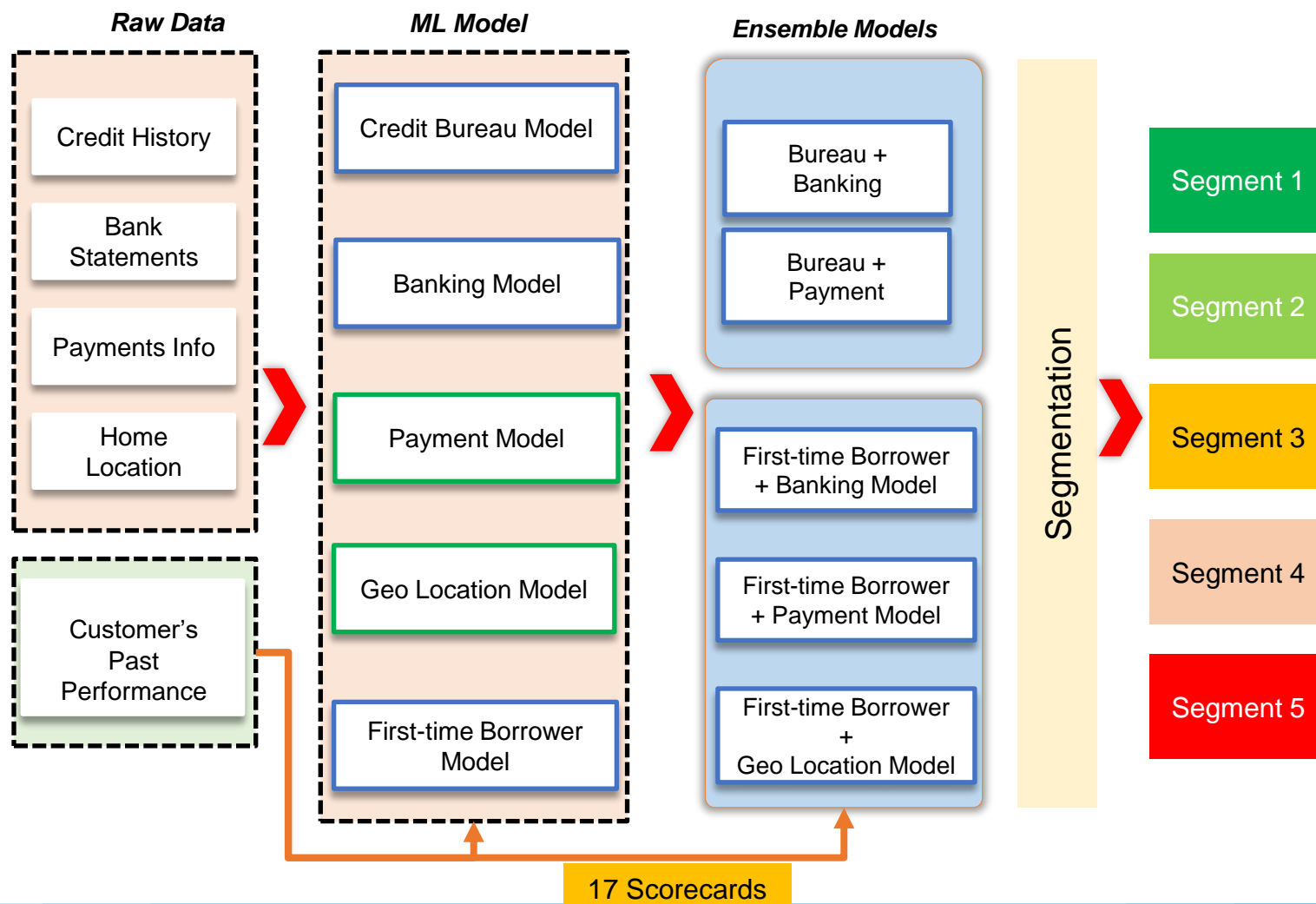
**Agentic AI**

04

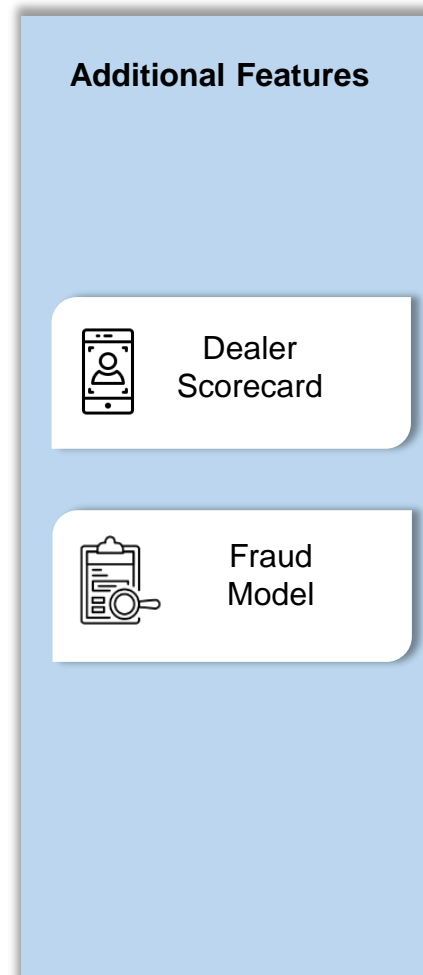
**Data Governance**

# Next Gen Underwriting – Two-Wheeler (TW) Cyclops

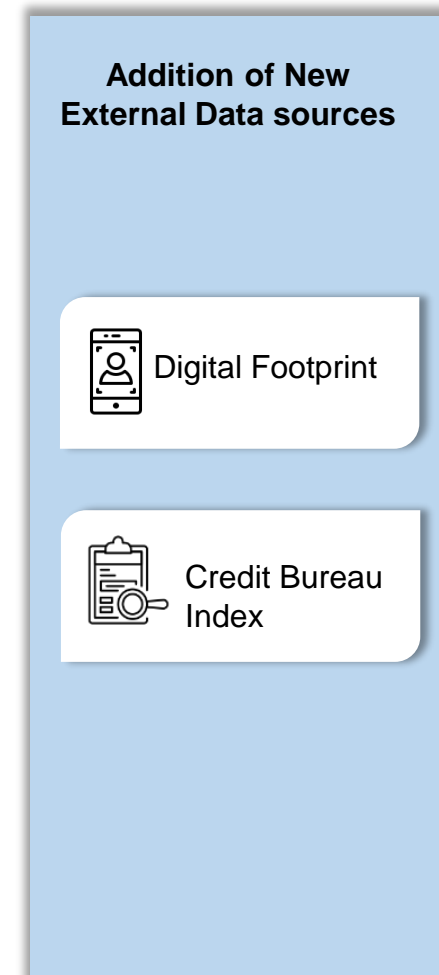
## TW Cyclops 1.0



## TW Cyclops 1.5

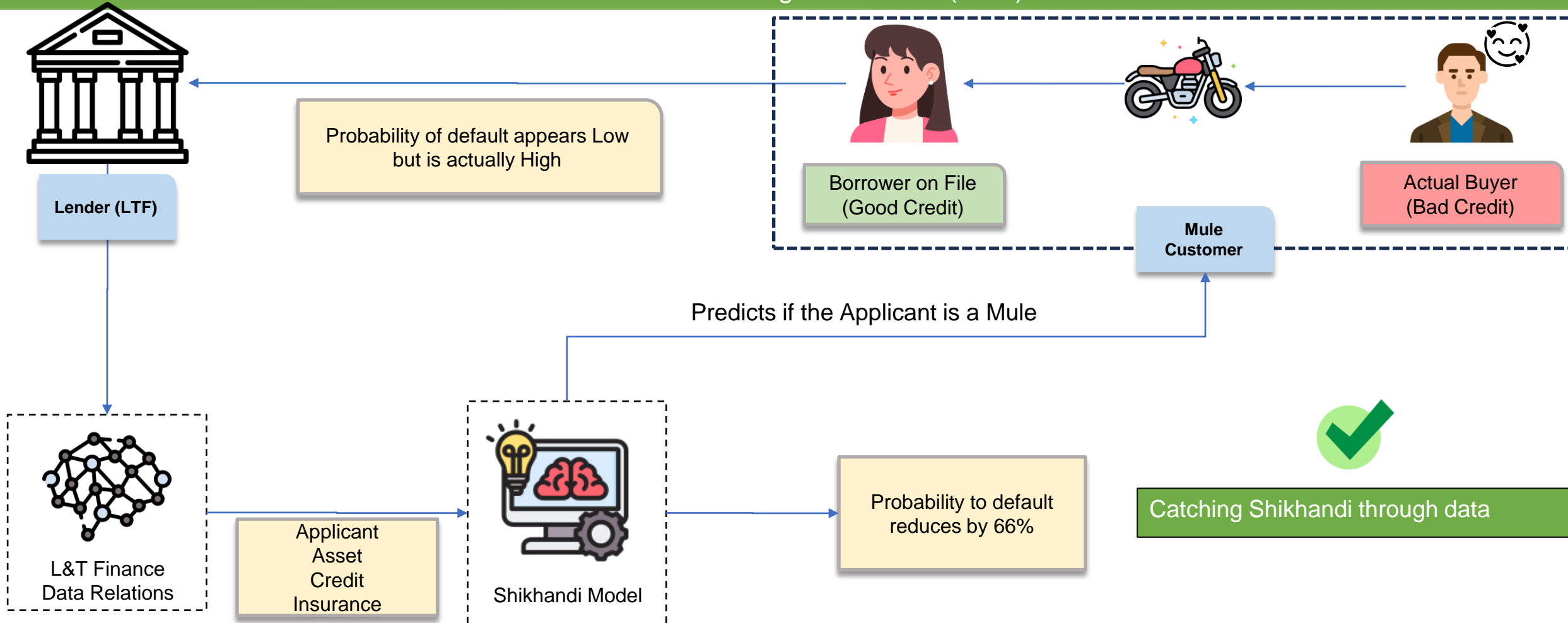


## TW Cyclops 2.0



# Cyclops 3.0 to Incorporate Shikhandi (Mule) Model

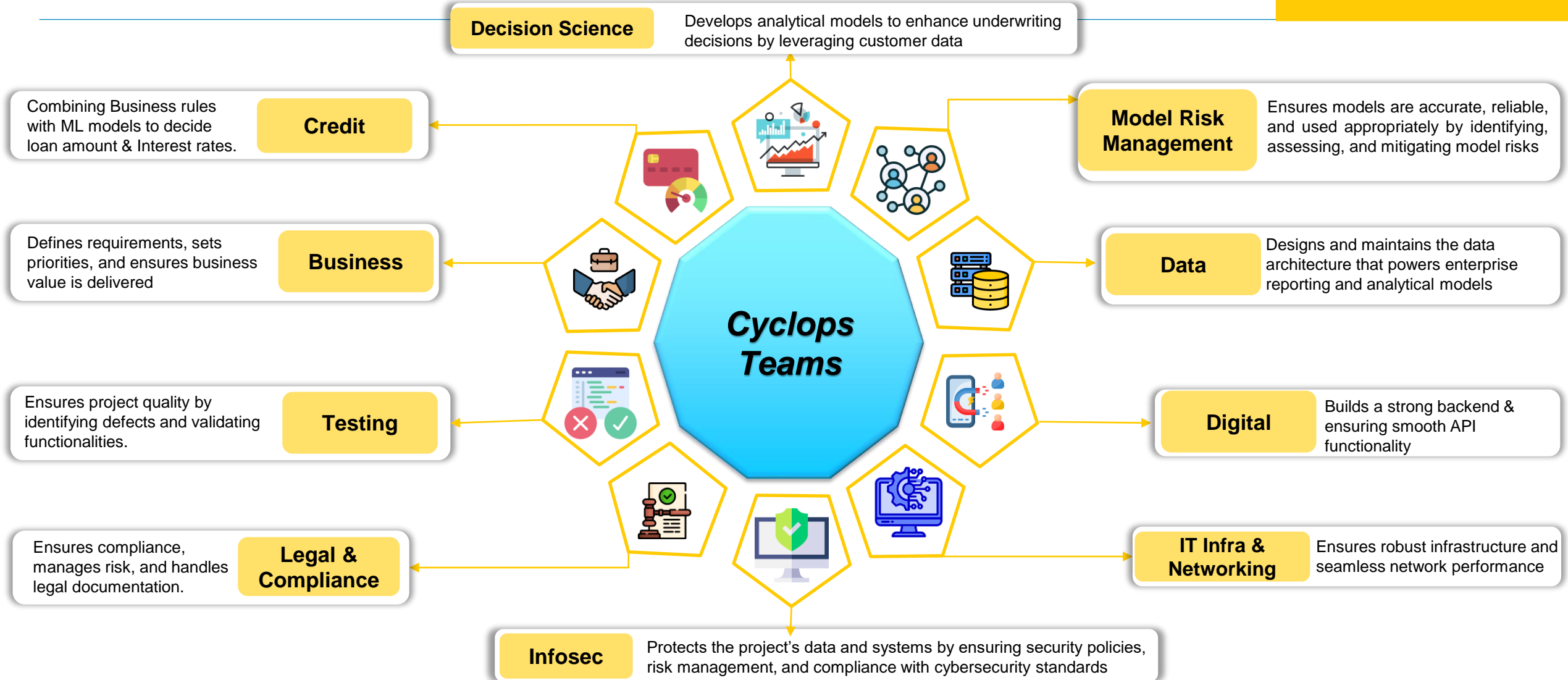
How we are catching a Shikhandi (mule)?



L&T Finance has overcome the significant challenge of mule detection, a problem that has long troubled the financial industry

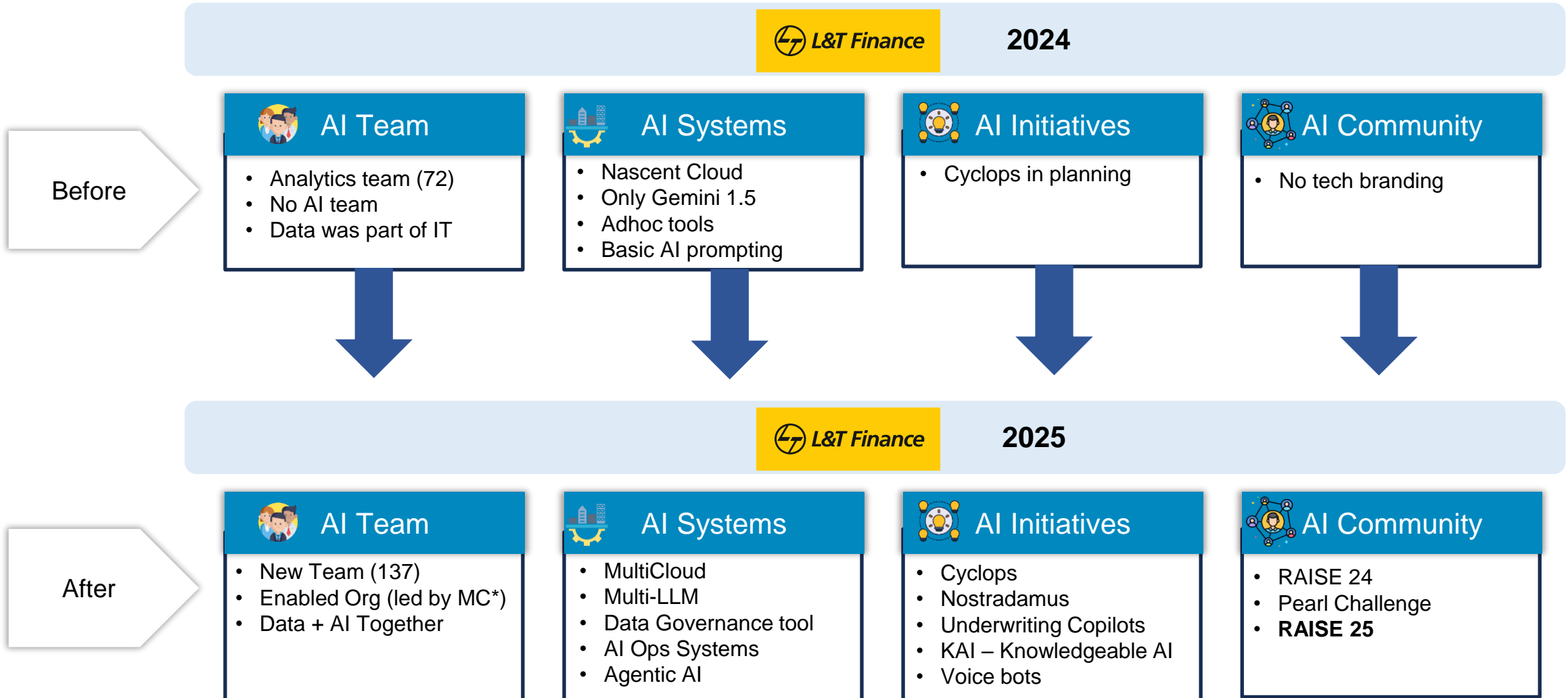


# Taking Cyclops to Production: Collaboration

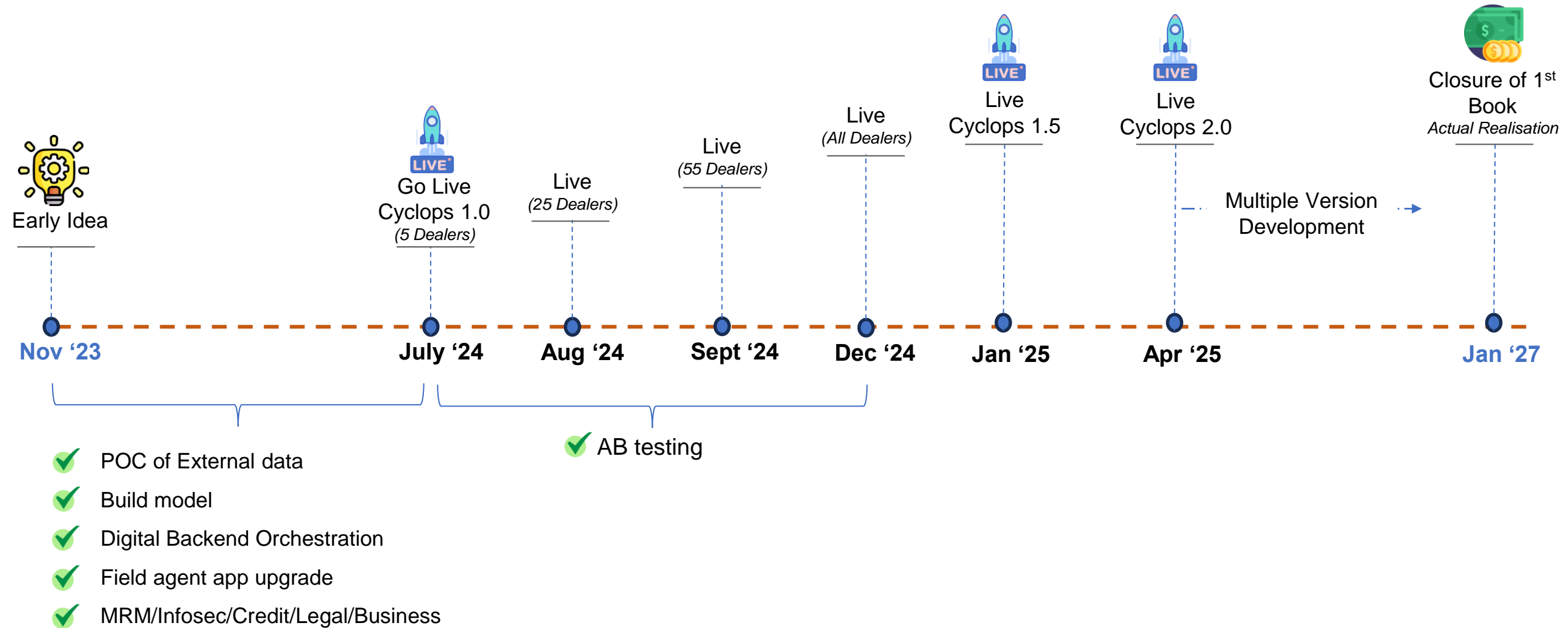


*While 95% of AI initiatives fail to make it to production, Cyclops stands out as a proven success story built on effective multi-team collaboration*

# AI is at the forefront of the innovation initiatives at LTF



# Two-Wheeler Cyclops-Beyond Deployment: Evaluate, Improve & Evolve

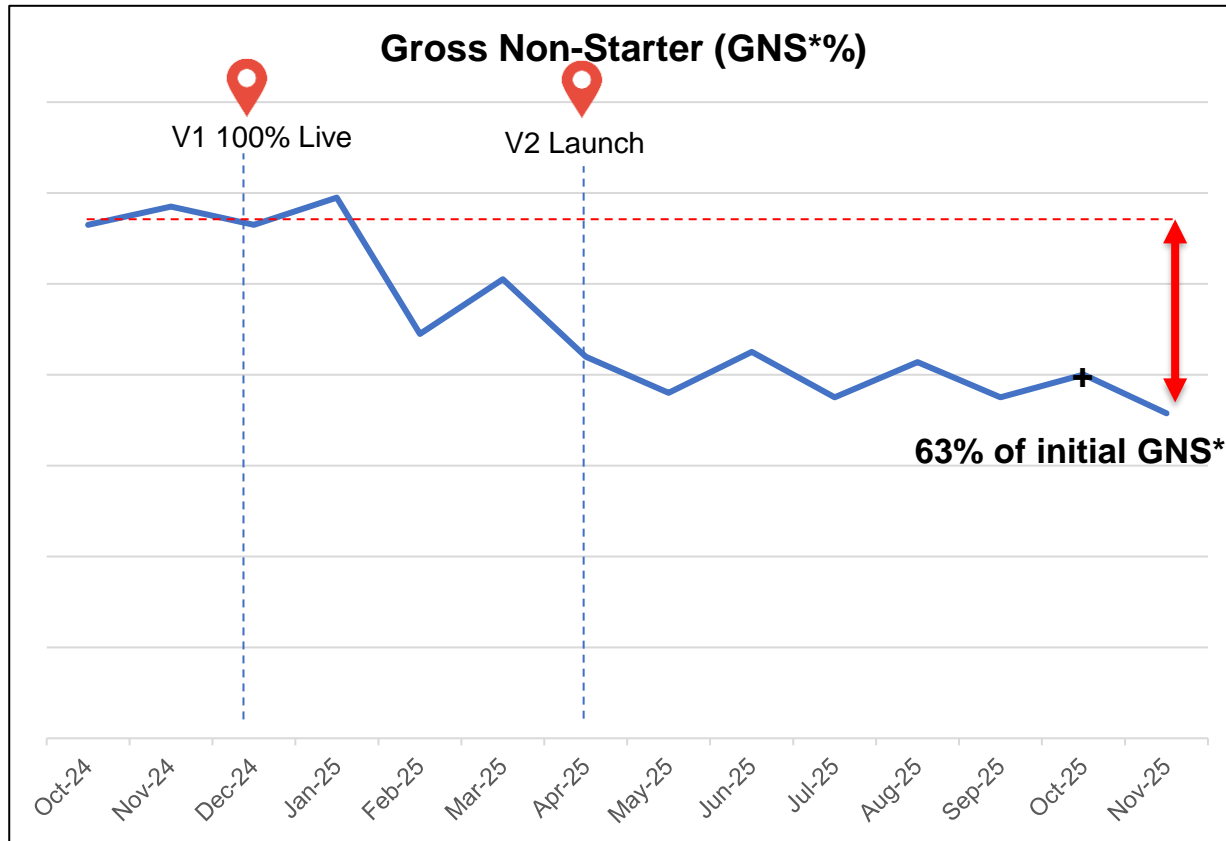


*Deployment is the starting line, not the finish line*

# Two-Wheeler Cyclops Performance: Measuring the AI impact

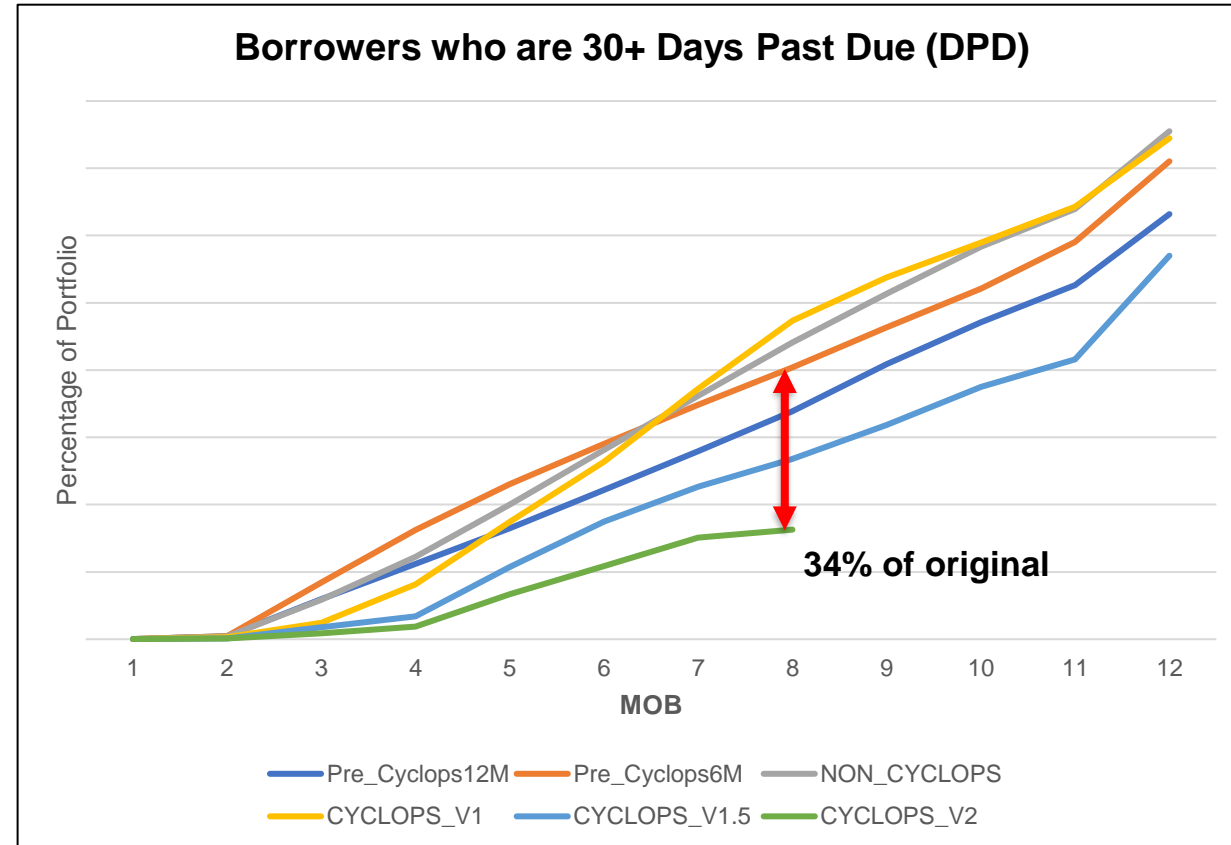
Subsequent releases of Cyclops improved Two-Wheeler Portfolio; Cyclops V2 likely to cut credit costs by more than half

### Gross Non-Starter (GNS\*\*%)



GNS% has witnessed a decline post Cyclops launch.

### Borrowers who are 30+ Days Past Due (DPD)



Pre Cyclops Customers' 6 months and 12 months performance was deteriorating. Cyclops\_v2 has been a success.



# Expanding Cyclops Engine to the Farm Business

Geographical, Satellite & Meteorological data improves delinquency prediction of tractor loans

**CREDIT INFORMATION REPORT REQUEST FORM**

**PERSONAL DETAILS**

Name: Chaitan Kumar  
 Date of Birth: 10/01/1985 Gender: Male  
 PAN: AADHAR Aadhar Number: 1234 5678 9010 Awar: 1234567890 ☐ Promoter

**CONTACT INFORMATION:**

Address: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

**REASON FOR REQUEST**

☐ Loan Application  
☐ Credit Card Application  
☐ Self-Review

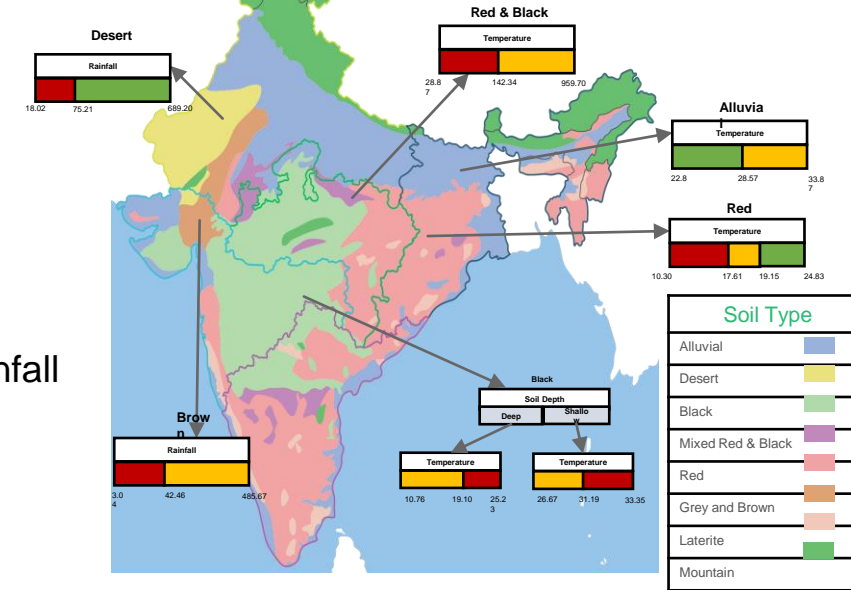
Declaration statement: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Bureau Model

- Account type
- Ownership
- Credit limit
- Disbursed amount
- Defaulted loans

## Agro Model

- Soil type
- Soil depth
- Min Temp
- Max Temp
- Annual Rainfall



## Farm Cyclops

## App-FI\* Model

- Asset cost
- Asset make
- Cultivated area
- Total land holding area
- Non-Agricultural Income

## Geo Intelligence Model

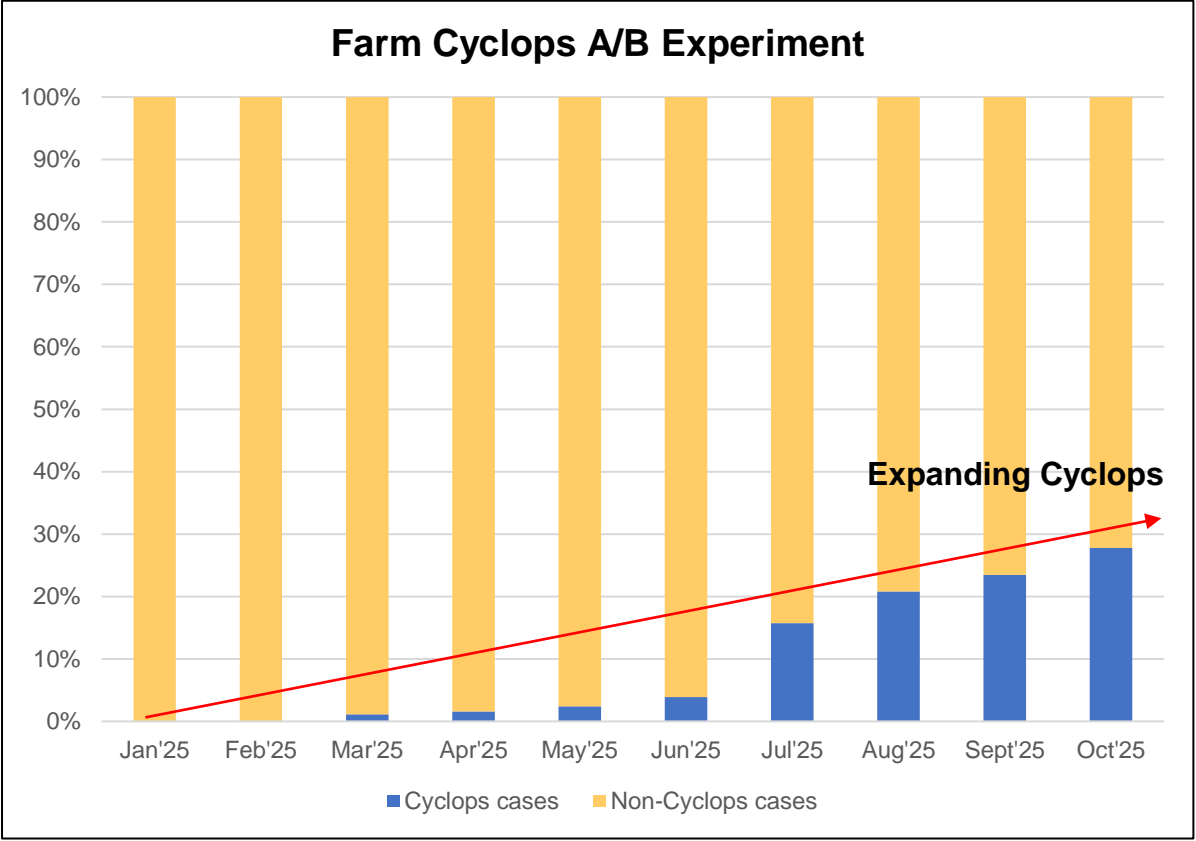
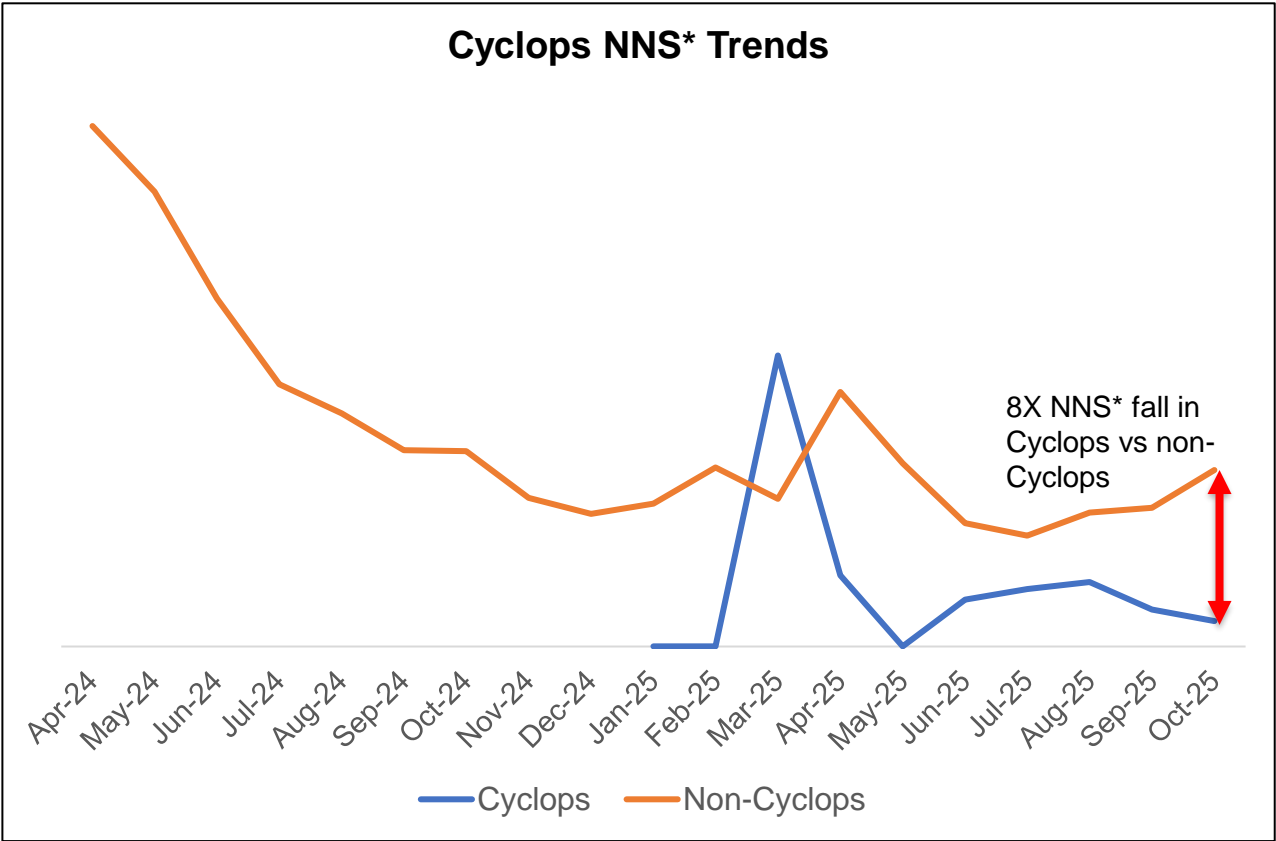
- Night light
- Roads
- Civic Infra
- Area Income
- Bank Deposits



\*App-FI: Application and Field Investigators' Model

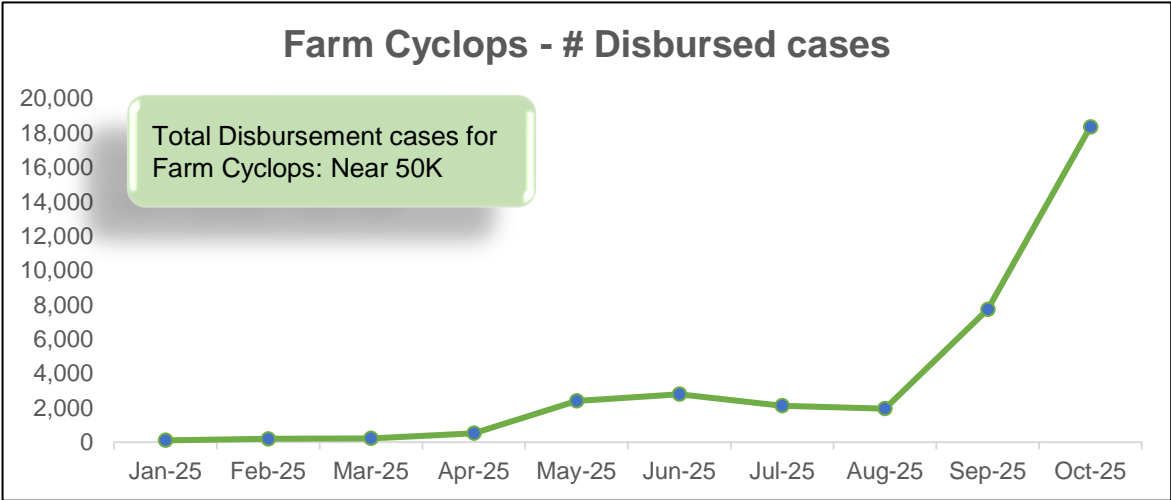
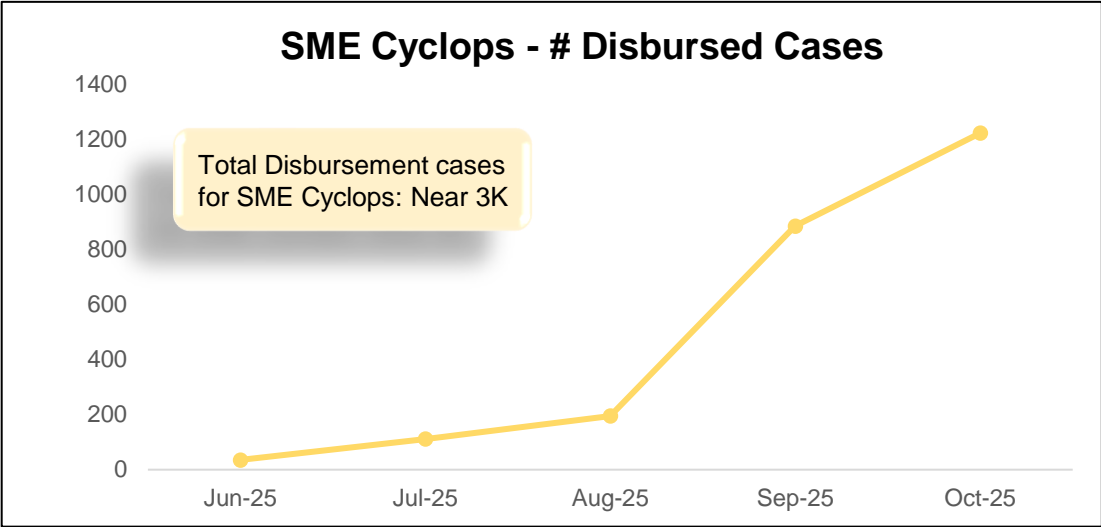
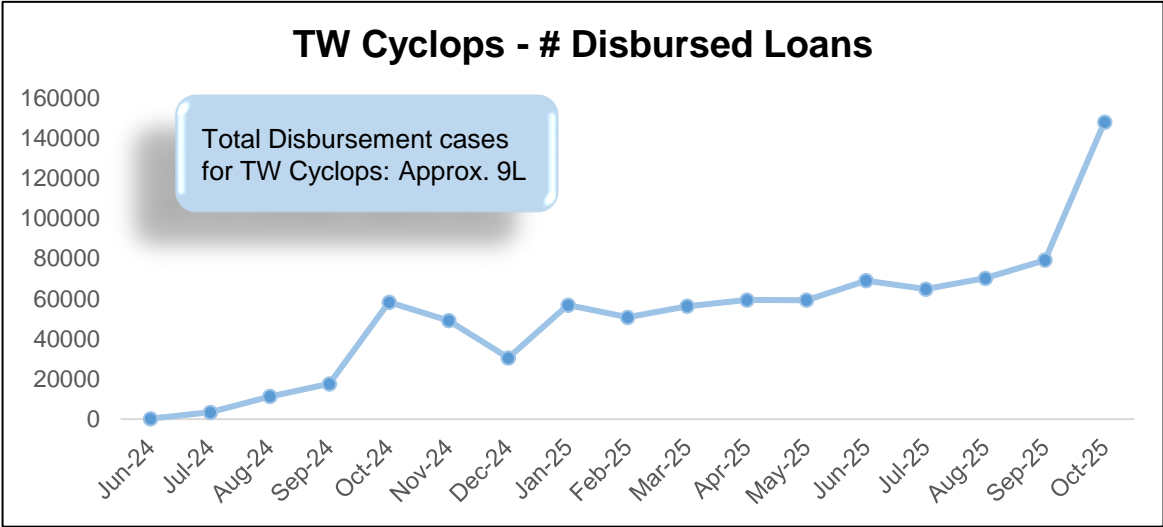
# Farm Cyclops: Growing A/B Experiment; Promising Early Indicators

Next Gen Underwriting engine for Farmer Finance customer



\*NNS (Net Non-Starter) - Customer has not even paid the very first installment after End of Month

# Cyclops Disbursed Cases Continue to Increase



## Upcoming Cyclops:

LOBs	Go Live Date
PL Cyclops	Dec'25
HL Cyclops	Q1FY27
RBF Cyclops	Q2FY27

Building on its successfully demonstrated business value, L&T Finance is expanding Cyclops to other businesses

# Agenda

01

**Cyclops**

02

**Nostradamus**

03

**Agentic AI**

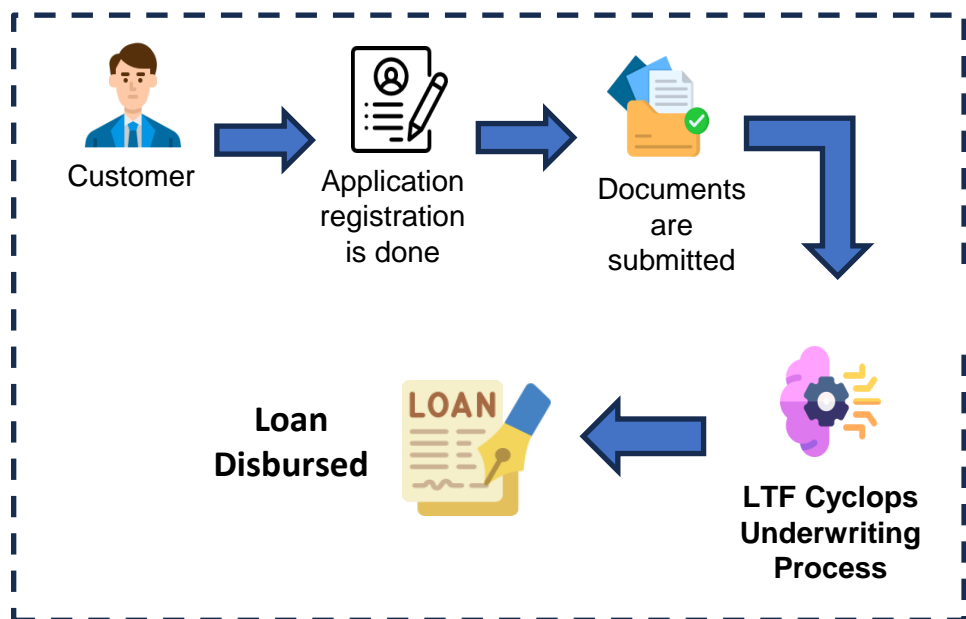
04

**Data Governance**

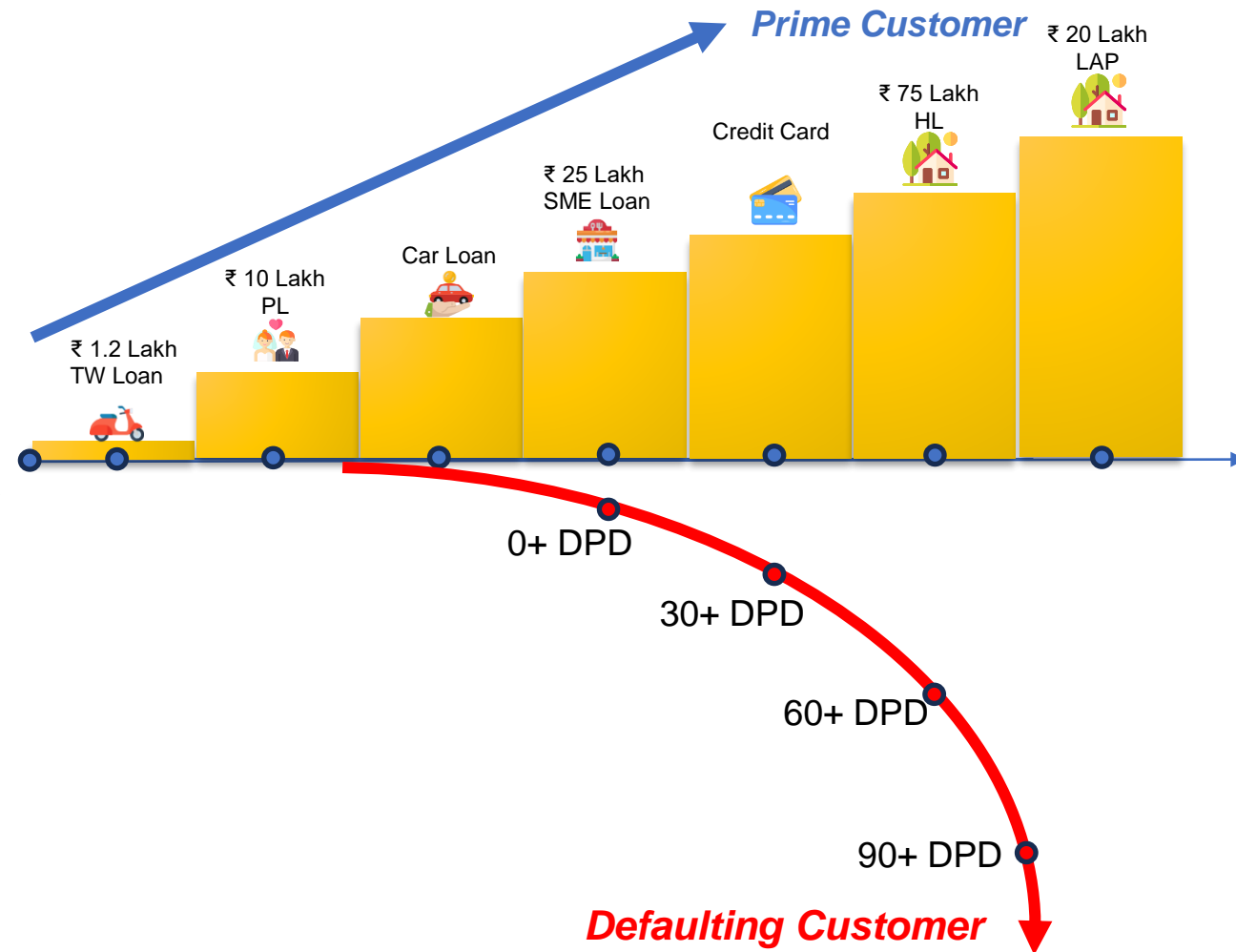


# Project Nostradamus: AI Based Portfolio Monitoring

Inspiration Behind Nostradamus: Events in the customer life post loan disbursements, highly impact their financial behavior



**Onboarding**



**Defaulting Customer**

**Pre Disbursement**

**Post Disbursement**

Predicts Early Warning Signals & monitors customer behavior using economic indicators, industry patterns, prevailing trust signals and customer data



### Internal Data

- Customer's internal LTF loan payment data
- Customer Loan Application Data



### Financial Data

- Bureau Data
- Banking Data
- Competition Data



### Economic Data

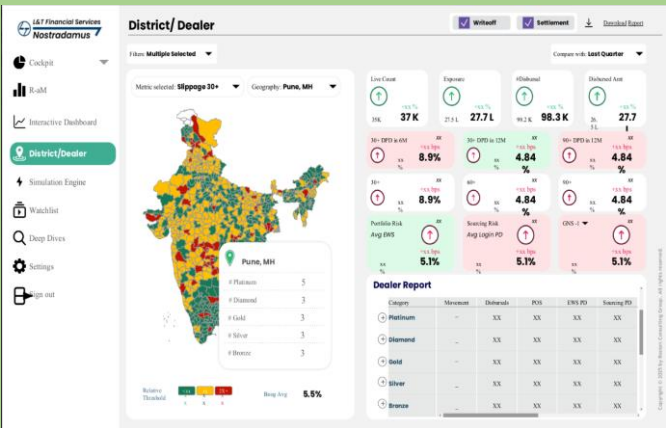
- Macro Economic Data
- GDP



### Digital Data

- Device Data
- Digital Footprints
- Location Data

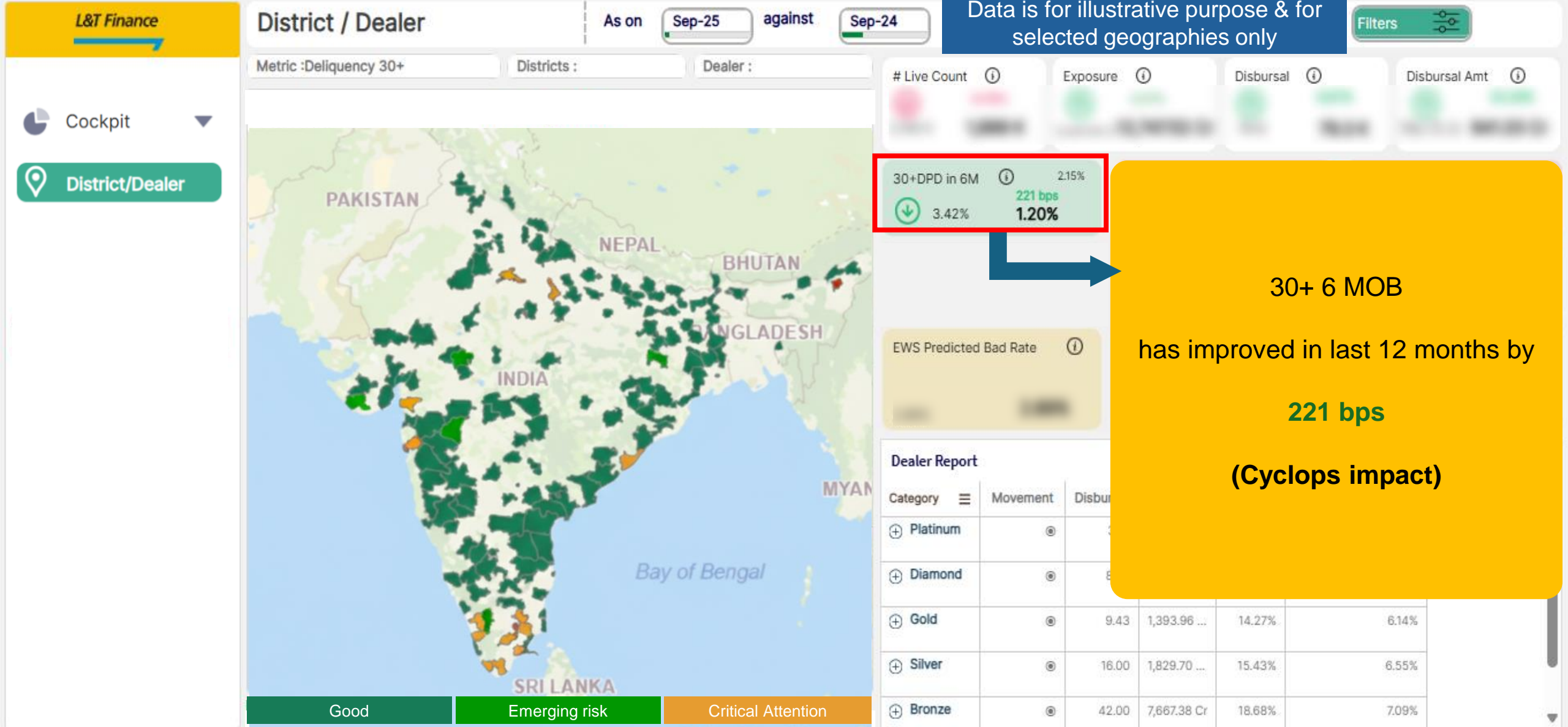
## Nostradamus AI Engine & Dashboard



### Output

- ✓ Portfolio monitoring
- ✓ Early warning signals
- ✓ Identify green shoots
- ✓ Collection actions & insights
- ✓ Self serve dashboards
- ✓ Trace skip customers

# Nostradamus Insight: TW portfolio performance @ PAN India



PAKISTAN

NEPAL

BHUTAN

INDIA

MYAN

INDONESIA

SRILANKA

Bay of Bengal

Good

Emerging risk

Critical Attention

Data is for illustrative purpose & for selected geographies only

Filters

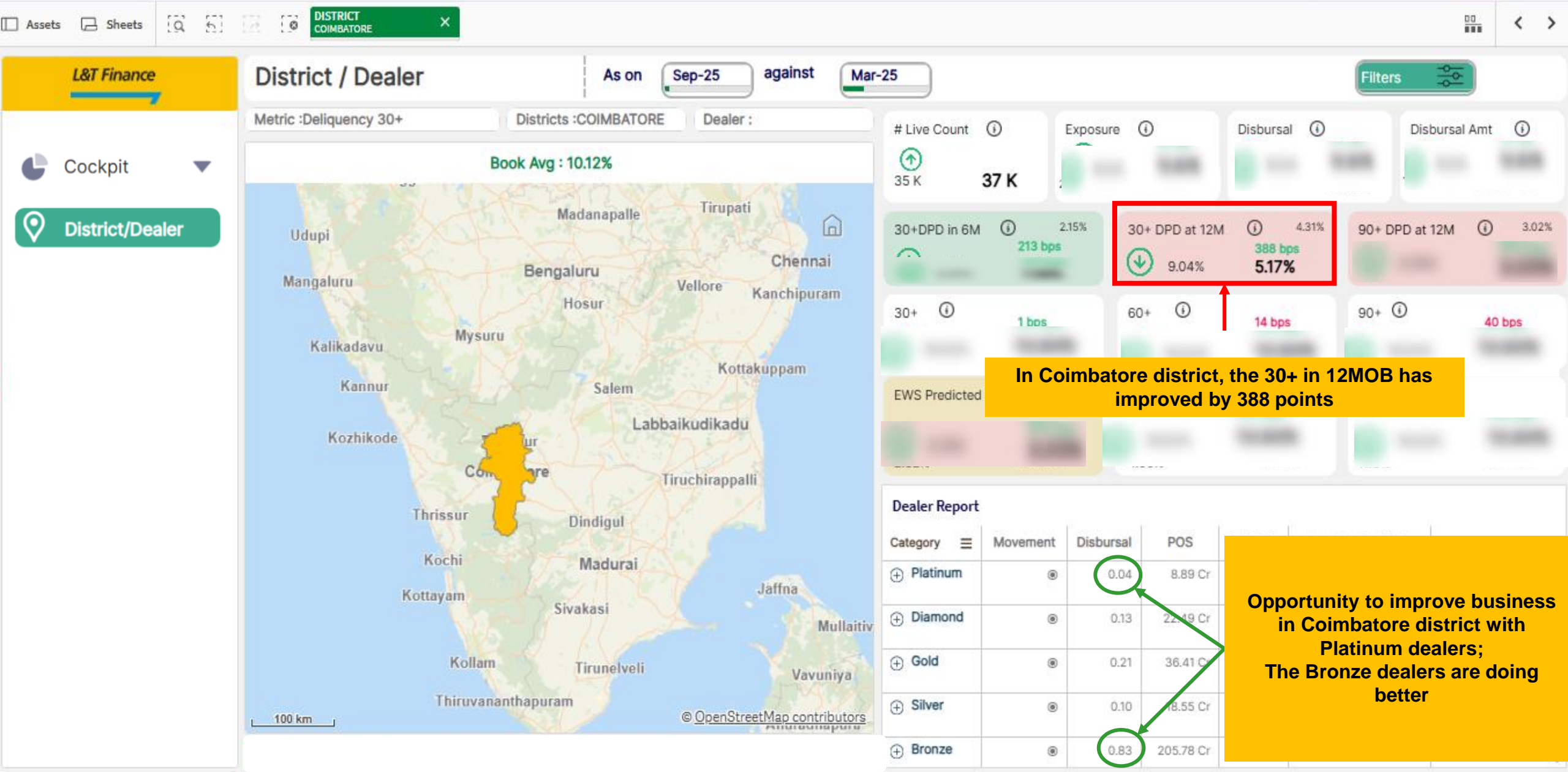
30+ 6 MOB

has improved in last 12 months by

221 bps

(Cyclops impact)

# Nostradamus Insight: Single district for deep dive (Coimbatore)





# Project Orion - Nostradamus Copilot: Empowering Credit Team

## Next-Generation AI Conversational Assistant for Portfolio Monitoring System

### Key Highlights



#### Conversational Intelligence

Understands Context, intent, and nuance; human-like interactions



#### Real-Time Awareness

Tracks live portfolio performance & delivers instant, actionable updates



#### Self Serve

Empowers insights, generate reports, and execute portfolio queries



#### Evolving Intelligence

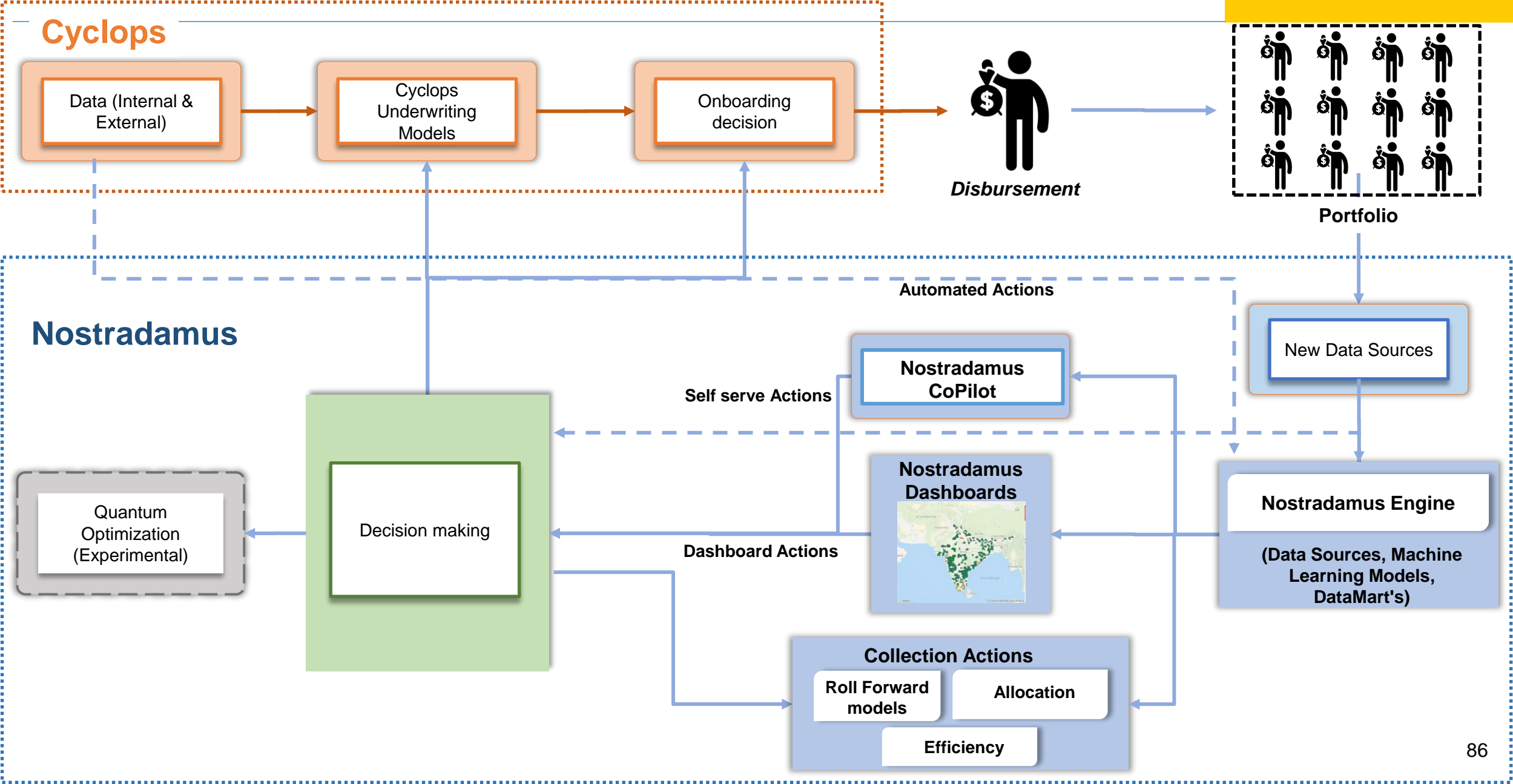
Learns from user behavior & portfolio trends to refine responses, personalize insights, and grow smarter

### Orion - The Nostradamus Copilot

Ask your question :

Submit Query

# Cyclops & Nostradamus for Optimized Decision Making



# Agenda

01

**Cyclops**

02

**Nostradamus**

03

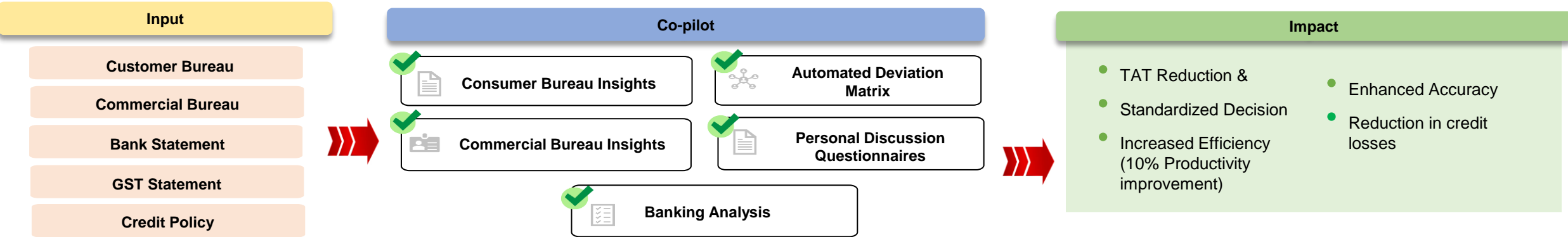
**Agentic AI**

04

**Data Governance**

# Project Helios - Underwriting AI Co-Pilot: Enabling Underwriters

Agentic AI that enables SME underwriters make faster, consistent, and accurate decisions



**Input**

Consumer Name:XXXX CHAND XXXX

Personal Information	Identification	IssueDate & ExpireDate	Contact Details
DOB:24-08-1976	PAN:XXXXXXXXXX		Phone1:XXXX7123249
Age:49 Years 3 Months	Voter ID:XXXXXXXXXX		Phone2:
Gender:Female	Passport ID:		Phone3:
Total Income:	National ID/UID:XXXXXXXXXXXX		Phone4:
Occupation:	Driver's Licence:		Phone5:
	Ration Card:		Phone6:
	Photo Credit Card:		Email:XXXXCHAND5068@GMAIL.COM

Consumer Address:

Type	Residence Code	Address	State	Postal	Date Reported
Office/Company Address		XXXX BABA XXXX XXXX XXXX 3-92XXXXAM	Telangana	500083	31-01-2023
Residence/Current Address		XXXXX XXXXX XXXX XXXX XXXXAM	Telangana	500083	31-01-2023
Office/Company Address		XXXXX OPP XXXX XXXX OFFICE MAINXXXX XXXXAM RANGAREDDY 7151 TELANGANA	Telangana	500083	31-01-2024
Permanent Address		XXXXX XXXXX XXXXR XXXX XXXXAM,KV RANGAREDDYRANGA REDDY	Telangana	500083	29-01-2024

Employment Information:

Account Type	Date Reported	Occupation Code	Income	Net / Gross Income Indicator	Monthly / Annual Income Indicator
Business Loan - General	29-01-2024	Others			

**Output**

**Case-Specific Insights & PD Questions**

**1. Copilot Insights:**

- ✓ **Credit Health Summary:** The applicant presents with a good CIBIL score of 728. However, there are recent instances of Days Past Due (DPD) on a Housing Loan (22 DPD and 6 DPD) and a Commercial Vehicle Loan (1 DPD). Furthermore, the applicant has made 6 credit enquiries in the last 6 months, indicating a high level of credit-seeking behavior. There are no records of suit-filed or written-off accounts.
- ✓ **Key Strengths / Mitigating Factors:** The applicant maintains a good CIBIL score of 728. There are no adverse records such as suit-filed or written-off accounts. The DPDs, while recent, are relatively low in severity (maximum 22 DPD). The Housing Loan account has a long credit history, opened in 2014.
- ✓ **Risks & Concerns:** Recent DPDs on two active accounts (Housing Loan and Commercial Vehicle Loan) are a concern. The high volume of 6 credit enquiries within the last 6 months, particularly for significant business loan amounts, suggests potential credit hunger or increased financial obligations.

**2. PD Questions:**

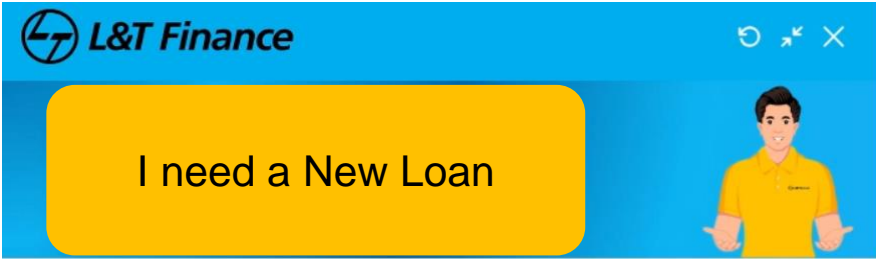
- ✓ **For DPDs:**
  - ✓ Please clarify the reasons for the recent DPDs on Account ID 2 (Housing Loan, outstanding: 14,03,798, opened: 16-08-2014).
  - ✓ Please clarify the reasons for the recent DPD on Account ID 3 (Commercial Vehicle Loan, outstanding: 3,82,849, opened: 25-02-2020).
- ✓ **For Enquiries:** What is the current status and purpose of the 6 recent credit applications made in the last 6 months?
- ✓ **For Write-Offs/Suit-Filed:** No Write-Offs or Suit-Filed accounts to question.

Underwriting Co-Pilots are a prime example of AI augmenting human expertise.



Copilot Hits - 2155



Conversational Agentic AI expert for loan sourcing, servicing, advisory and assistance





Ask me about your Loans queries..

0/200

Ask me about your Loans queries..

0/200

# KAI: Multi-lingual AI assistance for every customer, everywhere

Supporting 11+ languages: English, Hindi, Marathi, Gujarati, Bangla, Tamil, Telugu, Malayalam, Odia, Kannada, Assamese

नमस्ते, मैं एक बाइक खरीदना चाहता हूँ, मुझे इसके लिए लोन चाहिए।

नमस्ते। बाइक खरीदने के लिए हमारे दोपहिया लोन की मुख्य बातें इस प्रकार हैं:

- लोन राशि: ₹50,000 से ₹20 लाख तक, क्रेडिट अनुमोदन पर निर्भर।
- अधिकतम अवधि: 60 महीने।
- ब्याज दर: ग्राहक प्रोफाइल के आधार पर 8% प्रति वर्ष से शुरू।
- दस्तावेज़: आधार कार्ड, पैन कार्ड, और वर्तमान पता प्रमाण (जैसे गैस/ बिजली बिल, पासपोर्ट)।
- आय प्रमाण आवश्यक नहीं, बैंकिंग विवरण वैकल्पिक।
- 100% तक फंडिंग संभव, डाउन पेमेंट आवश्यक नहीं हो सकता।
- लोन जल्दी मंजूर होता है, लगभग 9 मिनट में और 60 मिनट में वितरण।
- EMI ₹2,299 प्रति लाख से शुरू होती है।
- लोन के लिए आय सीमा 21 से 65 वर्ष है, 21 से कम उम्र के लिए सह-आवेदक आवश्यक।

आप इस लोन के बारे में और जानना चाहते हैं या EMI कैलकुलेशन करना चाहेंगे?

ഹലോ, ഞാൻ ഒരു ബൈക്ക് വാങ്ങാൻ നോക്കുകയാണ്, എനിക്ക് അതിനായി ലോൺ വേണമായിരുന്നു

ഹലോ, ബൈക്ക് വാങ്ങുന്നതിനായി Two Wheeler Loan എടുക്കാൻ നിങ്ങൾ ആഗ്രഹിക്കുന്നുവെന്ന് മനസ്സിലായി.

L&T Finance Two Wheeler Loan-ന്റേ പ്രധാന വിവരങ്ങൾ:

- **ലോൺ തുക:** ₹50,000 മുതൽ ₹20 ലക്ഷം വരെ (കെഡിറ്റി അംഗീകാരത്തിന് വിധേയമായി)
- **വയസ്സിന്റെ പരിധി:** 21 മുതൽ 65 വയസ്സ് വരെ (21-ൽ താഴെയുള്ളവർക്ക് കോ-അപ്ലിക്കന്റ് ആവശ്യമാണ്)
- **വരുമാന തെളിവ്:** ആവശ്യമാണ് അല്ല, KYC, അഡ്രസ് പ്രൂഫ് മതിയാകും
- **വരുമാനരൂപം:** ശമ്പളക്കാരും സ്വയം തൊഴിൽ ചെയ്യുന്നവരും അപേക്ഷിക്കാം
- **വരുമാനരൂപം:** ബാങ്ക് അക്കൗണ്ട് EMI പേയ്മെന്റിനായി ആവശ്യമാണ്
- **വരുമാനരൂപം:** 60 മാസത്തേക്ക് പരമാവധി കാലാവധി
- **വരുമാനരൂപം:** 100% വരെ ഫണ്ടിംഗ് ലഭ്യമാണ്

नमस्कार, मी एक बाईक खरेदी करण्याचा विचार करत आहे, मला त्यासाठी कर्ज हवे होते.

नमस्कार. आपण बाईक खरेदीसाठी दोन चाकी वाहन कर्ज घेण्याचा विचार करत आहात.

L&T Finance द्वारे दिल्या जाणाऱ्या दोन चाकी वाहन कर्जाबाबत काही महत्वाच्या गोष्टी:

- कर्ज रक्कम: **₹50,000 ते ₹20 लाख** पर्यंत, क्रेडिट मंजूरीनुसार.
- कर्ज कालावधि: **12 ते 60 महिने** पर्यंत.
- वयमर्यादा: अर्जदाराचे वय **21 ते 65 वर्षे** (21 वर्षाखालीलांसाठी सह-अर्जदार आवश्यक).
- व्याजदर: ग्राहकाच्या प्रोफाइलनुसार, सामान्यतः **8% प्रति वर्ष** पासून सुरू.
- कर्जासाठी आवश्यक कागदपत्रे: आधार कार्ड, पॅन कार्ड, आणि सध्याचा पत्ता पुरावा (गॅस बिल, वीज बिल, पासपोर्ट इत्यादी).
- कर्ज मंजूरीची प्रक्रिया जलद, काही वेळात मंजूर होऊ शकते

வணக்கம், நான் ஒரு பைக் வாங்கப் பார்க்கிறேன், அதற்கு கடன் வாங்க விரும்பினேன்.

வணக்கம். நீங்கள் பைக் வாங்க Two Wheeler Loan பற்றி விரும்புகிறீர்கள்.

L&T Finance Two Wheeler Loan இன் முக்கிய அம்சங்கள்:

- கடனுக்கான வயது வரம்பு: **21 முதல் 65 ஆண்டுகள்** (21 க்குக் கீழ் co-applicant அவசியம்).
- கடன் தொகை: குறைந்தபட்சம் **₹50,000** முதல் அதிகபட்சம் **₹20 லட்சம்** (கடன் அங்கீகாரத்தின் அடிப்படையில்).
- கடன் காலம்: குறைந்தபட்சம் **12 மாதங்கள்** முதல் அதிகபட்சம் **60 மாதங்கள்**.
- வட்டி விகிதம்: வாடிக்கையாளர் சுயவிவரத்தின் அடிப்படையில், **8%\* வருடாந்திரம்** முதல் தொடங்கும்.
- 100% வரை பைக் விலைக்கு கடன் வழங்கப்படலாம்.
- தேவையான ஆவணங்கள்: **ஆதார், PAN, தற்போதைய முகவரி சான்று** (கேஸ் பில், மின்சார பில், பாஸ்போர்ட் அல்லது செல்லுபடியாகும் அடையாளம்).

হ্যালো, আমি একটি বাইক কিনতে চাই, আমি এর জন্য ঋণ চাই।

টুও ছইলার লোন সম্পর্কে তথ্য

আমরা আপনাকে বাইক কেনার জন্য সহজ শর্তে ঋণ প্রদান করি। প্রধান তথ্যসমূহ:

- **ঋণের পরিমাণ:** ₹৫০,০০০ থেকে ₹২০ লক্ষ পর্যন্ত (ক্রেডিট অনুমোদনের উপর নির্ভরশীল)
- **মেয়াদ:** ১২ থেকে ৬০ মাস
- **সুদের হার:** বছরে ৮% থেকে শুরু, গ্রাহকের প্রোফাইল অনুযায়ী পরিবর্তিত হতে পারে
- **ইএমআই:** প্রতি ₹১ লক্ষ ঋণের জন্য ₹২,২৯৯ থেকে শুরু
- **প্রয়োজনীয় নথিপত্র:** আদার, প্যান, এবং বর্তমান ঠিকানার প্রমাণ (যেমন গ্যাস/বিদ্যুৎ বিল, পাসপোর্ট)
- **বয়সের যোগ্যতা:** ২১ থেকে ৬৫ বছর (২১ বছরের নিচে কো-অপ্লিক্যান্ট বাধ্যতামূলক)

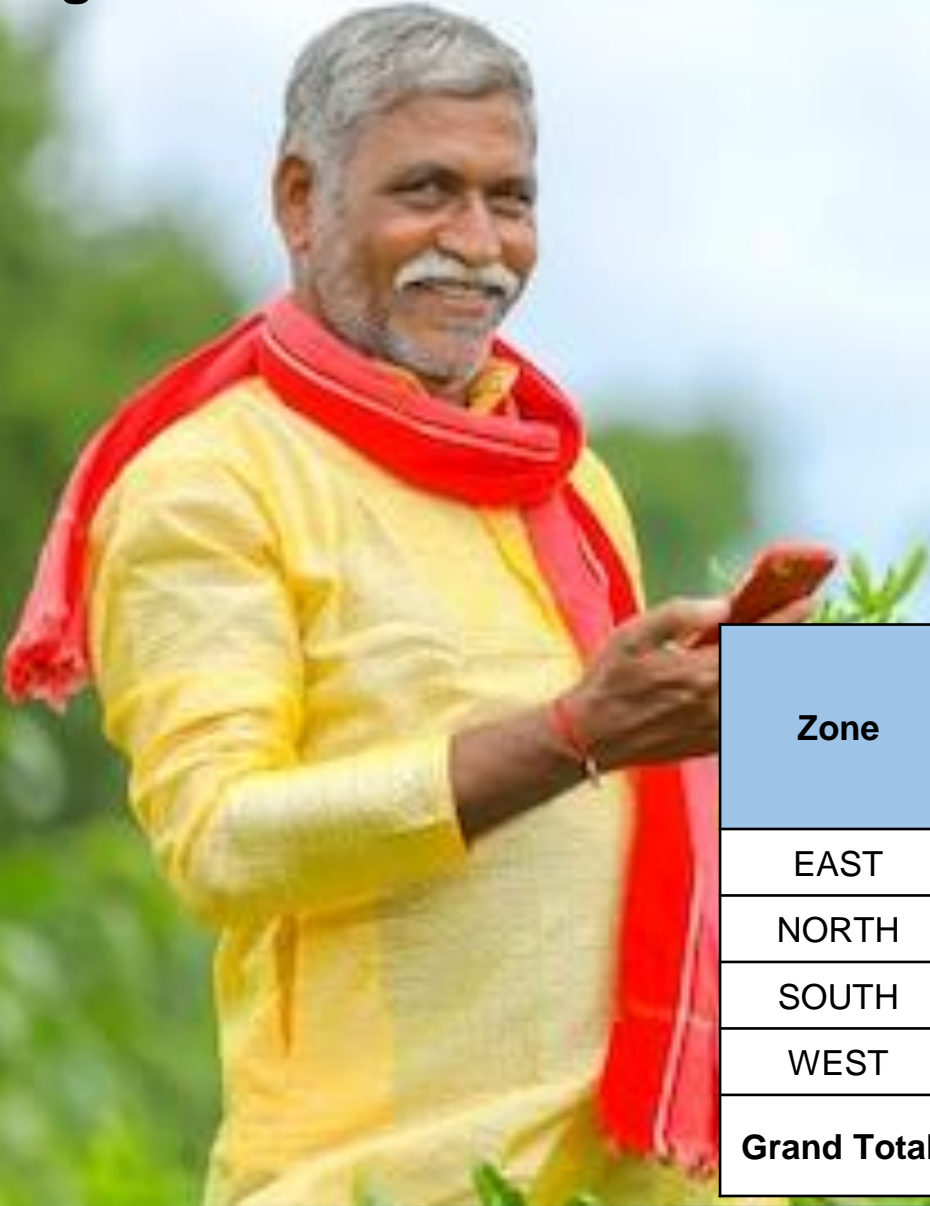
নমস্ते, ୍രଁ ୟାഠక ୟరୀದವಾ ୡಾଁಗು ୍ರଁ, ୡারে तेना ୡाटे वीन जोँठती ँती.

नमस्ते. ୡाഠक ୡरୀदव्वा ୡाटे अमारी Two Wheeler Loan सेव्वा उपव्वम् ୍रଁ. अँडी मुज्ज्वा ୡाडिती ୍रଁ:

- वीन रकम: ₹50,000 थी ₹20 बाय् सुधी, ड्रिट मंजूरी पर आधारित.
- वीन अवधि: 12 मडिना थी 60 मडिना सुधी.
- व्याज दर: ग्राडरनी प्रोडाय पर आधारित, सामान्य रीते 8% प्रति वर्षथी शुरू.
- दस्तावेजी: आधार कार्ड, पान कार्ड, अने वर्तमान सरनामु पुरावो जरूरी.
- आवक पुरावो जरूरी नथी, परंतु वडिङ मडिती आपवाथी बाव मणी शडे.
- 100% ड्रिङ शक्य ୍रଁ, डाउन पेमेन्ट जरूरी नथी.
- वीन मंजूरी ंडपथी, वगवग 9 मिनटमां थथ शडे ୍रଁ.
- EMI ₹2,299 प्रति बायथी शुरू थाय ୍रଁ.
- वीन माटे तमे अमारी वेवसायट, मोबायव अेप अथवा पार्शनर डिवरशिप पर अरज्ज करी शकी छी.

शुं तमे EMI गथतरी माटे मदे मंगशी डे वधु मडिती जोँठये?

# Agentic AI: AI Generated Collection Calls



Hindi



Marathi



**Multilingual**  
English, Hindi, Kannada, Tamil, Telugu,  
Marathi, Gujarati, Odia, Bengali, Malayalam,  
and Assamese

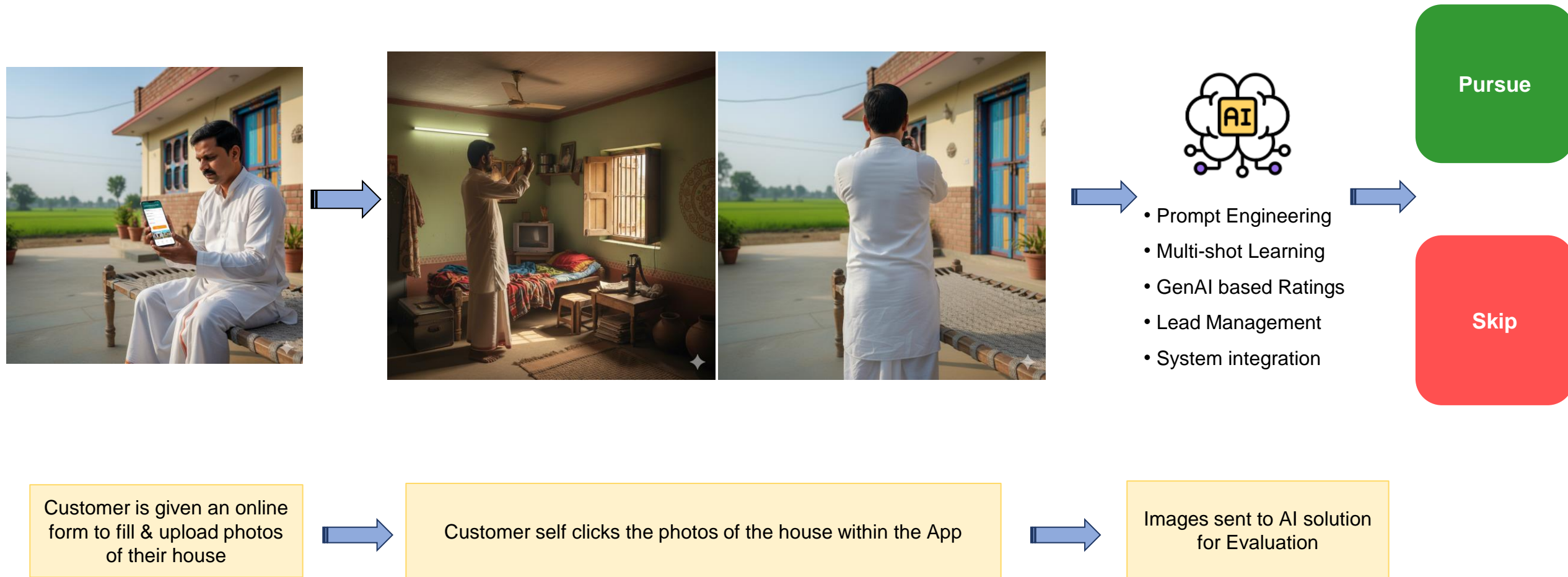
**Integrated (Real-time)**  
SMS, WhatsApp,  
Payment system, CRM

Zone	PL Collections Sept'25
	EMI Collected
EAST	47%
NORTH	57%
SOUTH	56%
WEST	59%
Grand Total	53%

Deployments expected in next 12 months	
LOB	Usage
PL	ABND, Settlement
TW	PDM, ABND, Self-Cure, Settlement, Bucket-X
SME	PDM, ABND, Self-Cure, Settlement, Bucket-X
Farm	PDM, Self-Cure, Bucket-X
RBF	Enquiry-based Pragati Retarget
HR	Policy, Incentive, Leave, etc.
Customer Call Centre	NOC, Payment Details, etc.



## Gen AI solution integrated for pre lead qualification while Rural Micro-LAP customer onboarding



# GenAI to Better Assess Value of Repossessed Tractors

*Gen AI is prompted with set of tractor images from yard to assess the vehicle condition*

## Tractor condition work illustration with ratings



Poor



Average



Good

The tractor condition has 12% contribution in asset pricing equation



*Automatically detects and alerts for suspicious activities in Gold Loan branches*



## Operations

~130 branches across India



## Assets

Over 2000+ CCTV Cameras



## Process

Control Command Centre in Kalina & Chandigarh



## Monitoring

24/7 continuous monitoring





### CCTV Surveillance camera footages



### Key Detection Scenarios

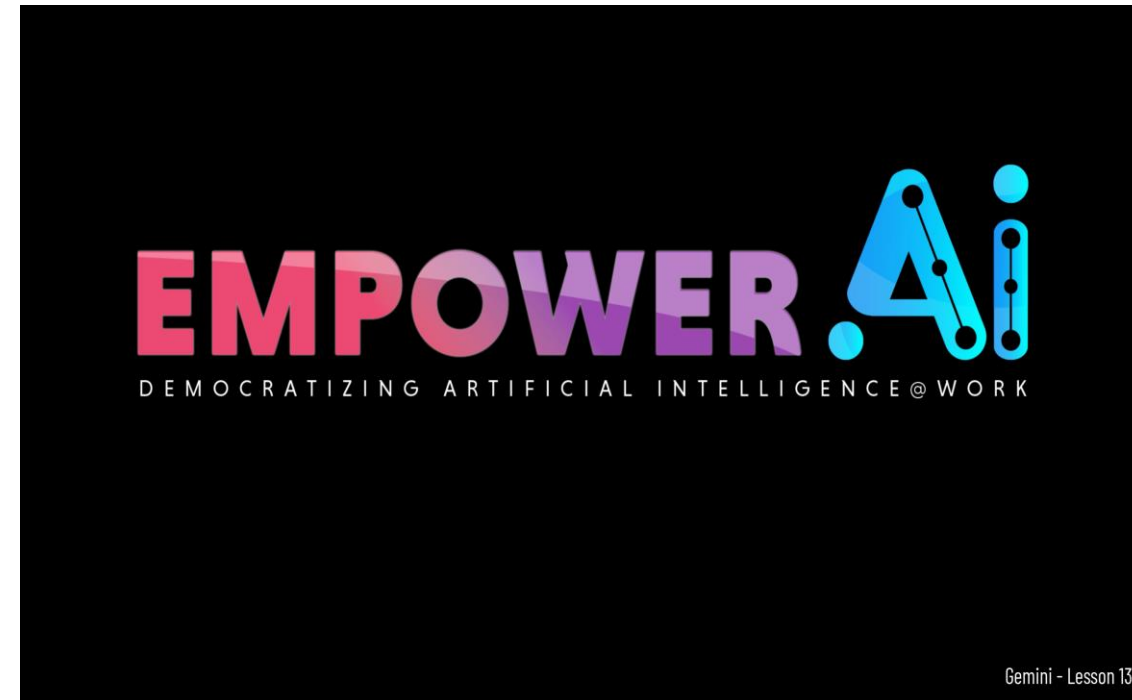
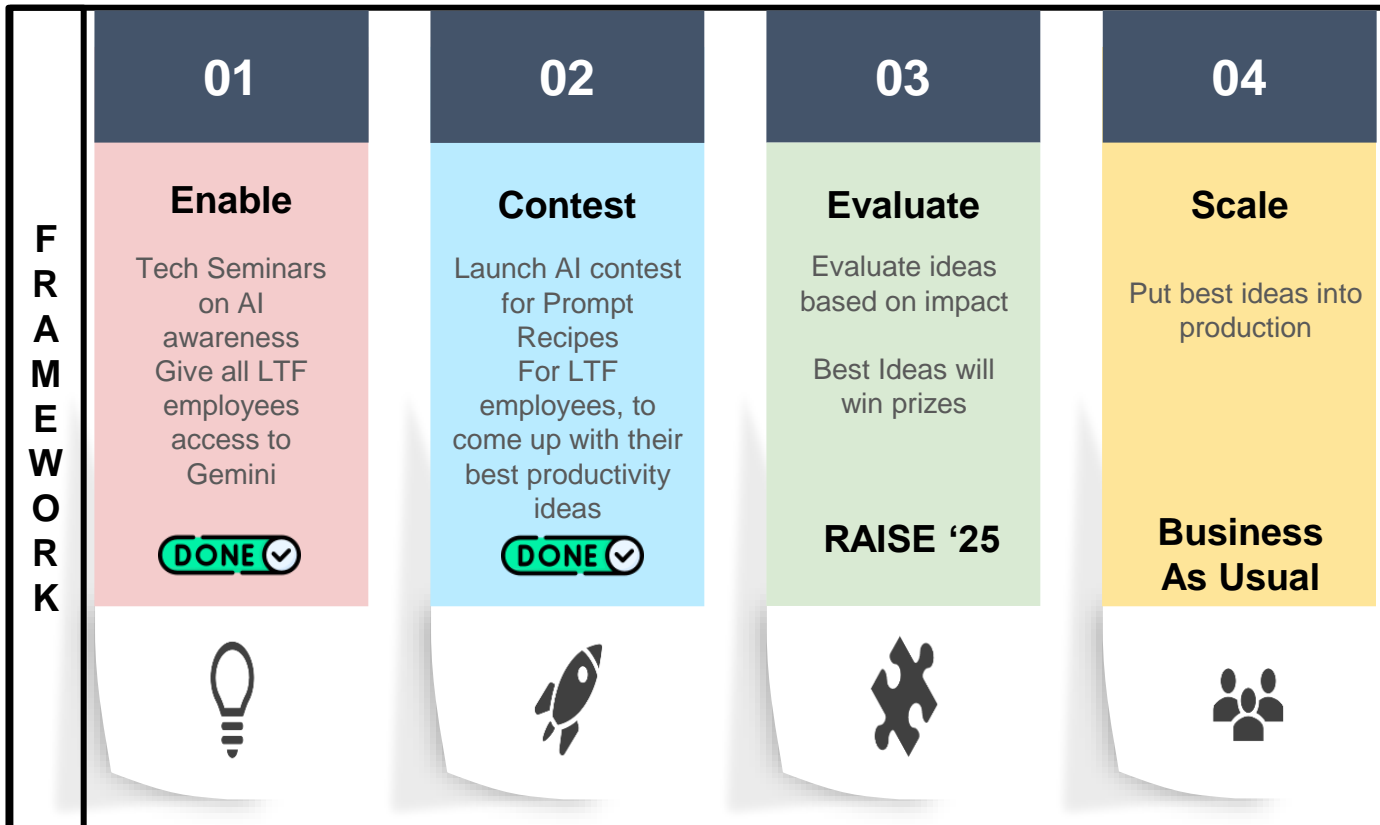
- Security Personnel Monitoring
- Customer & Public Activity Monitoring
- Facility & System Integrity Checks
- Operational & Staff Compliance
- Real-Time Alert & Response

### Benefits

-  Improved Security
-  Faster Response Time
-  Increased Efficiency
-  Scalability & Reliability

# Democratizing AI: Empowering Every Employee with GenAI

*Internal AI democratization initiative to equip all employees with the skills to use Generative AI in their daily work, driving company-wide productivity and innovation.*



# Agenda

01

**Cyclops**

02

**Nostradamus**

03

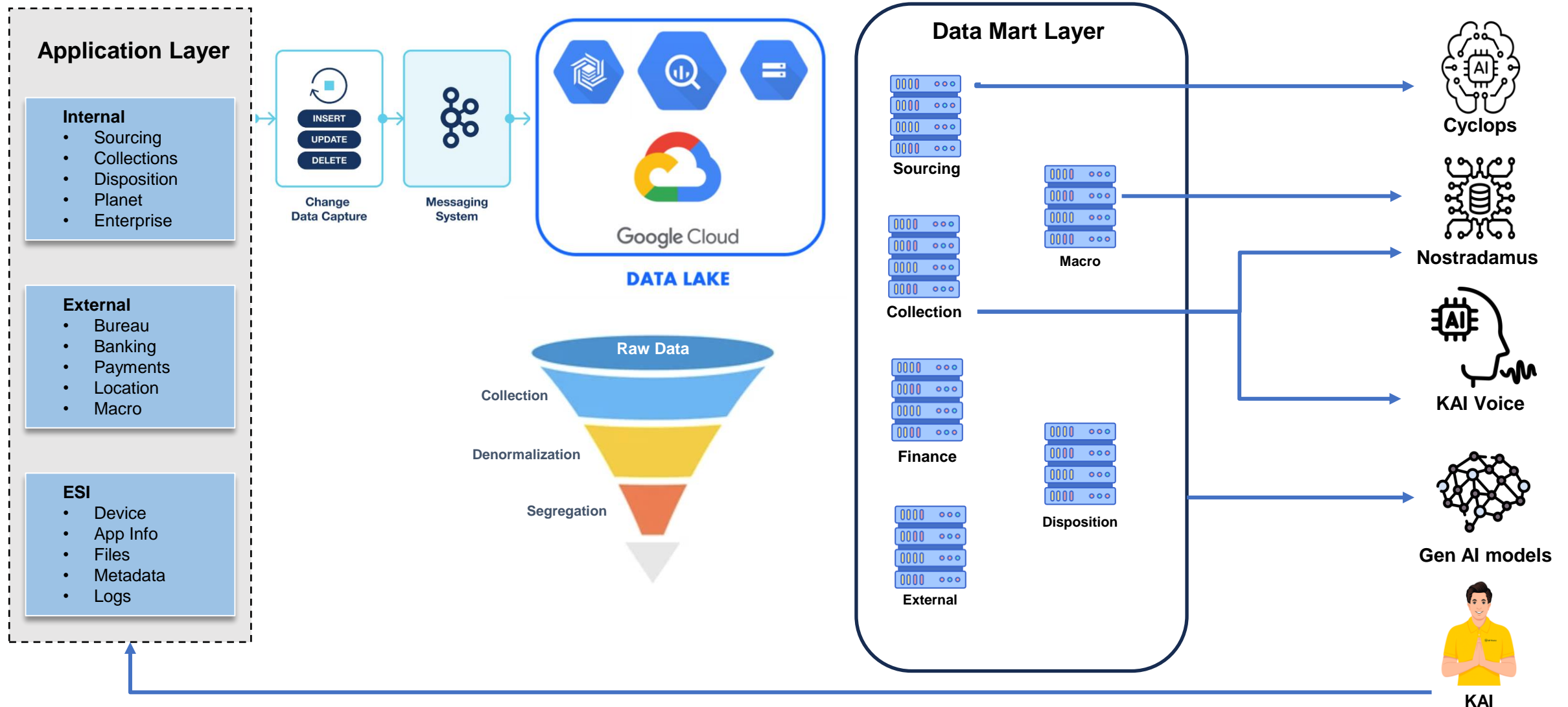
**Agentic AI**

04

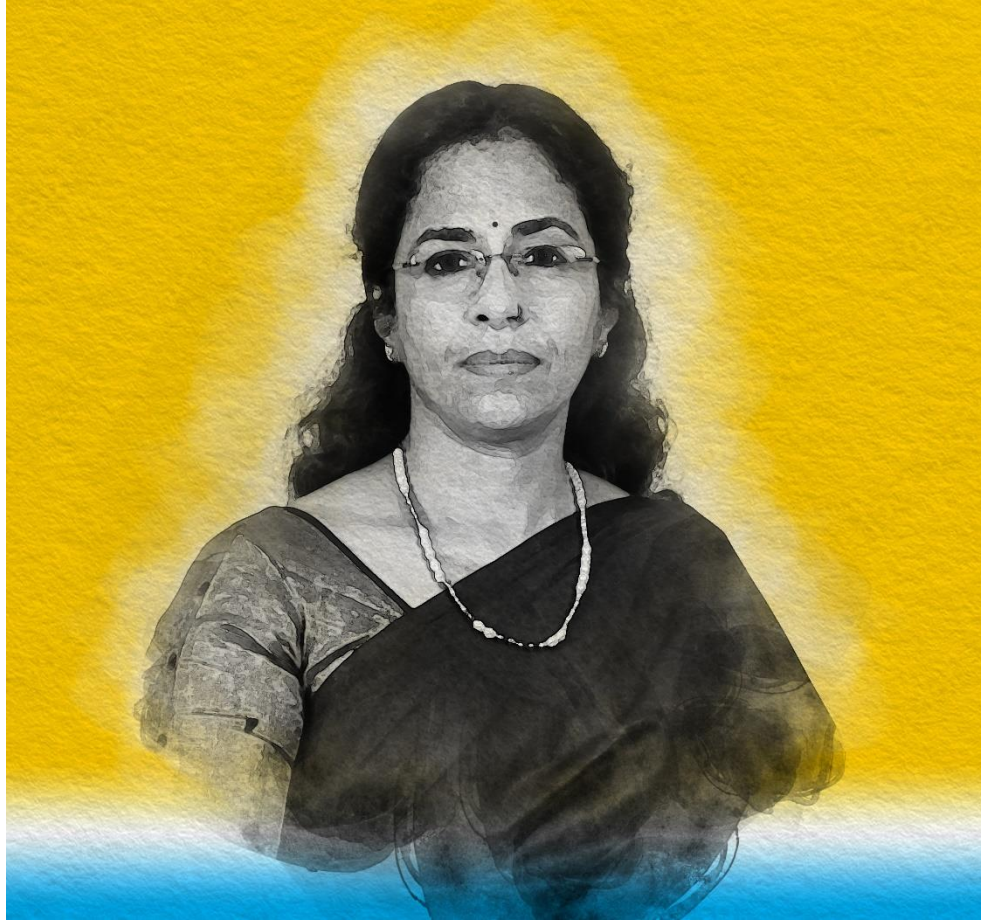
**Data Governance**

# DATA - The fuel for AI

To ensure our data ecosystem is standardized, discoverable, and governed from the source by improving visibility, efficiency and reducing operational risk.







With L&T Finance  
since

: June, 2008

Total years of  
experience

: 26 years

Past Experience

: Bank of Baroda

Educational  
Qualification

: MBA – XLRI Jamshedpur  
PG – Kerala University

*Where are we today?*

**JLG  
Portfolio**



**26,000+ Cr Book**



**60 lac+ customers**



**Pan India rural presence**



**Strong Credit Discipline &  
Collections track record**

***Scale achieved through deep rural presence and customer connect***

## What are we building on?

### JLG Portfolio



**26,000+ Cr Book**



**60 lac+ customers**



**Pan India rural presence**



**Strong Credit Discipline & Collections track record**

**Scale achieved through deep rural presence and customer connect**

### Micro LAP



**2 lac Cr Industry size\***



**Targeting micro entrepreneurs**



**Strong upsell opportunity on JLG customer base**



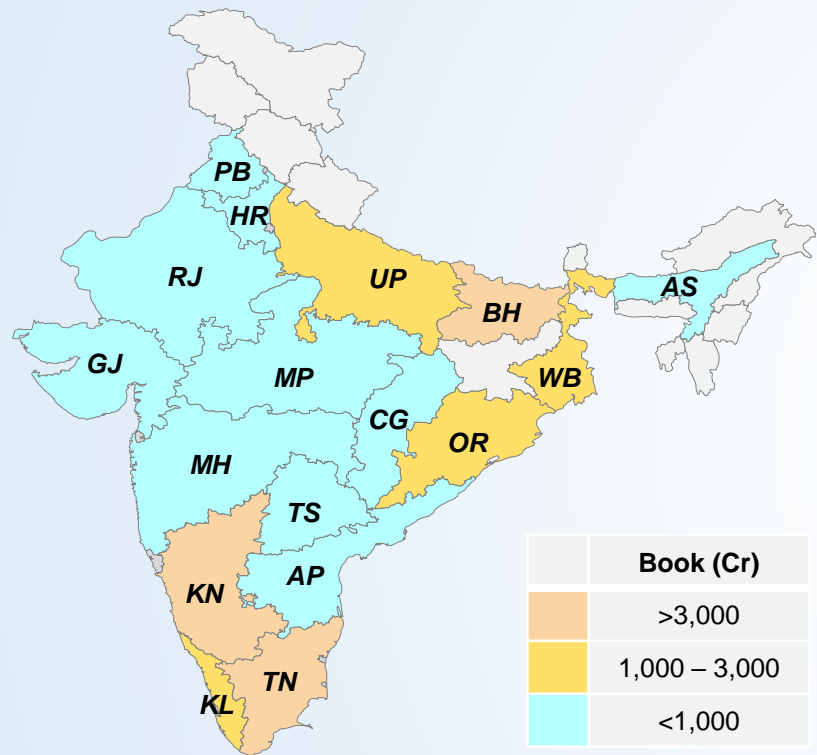
**Higher income customer profile**


**Building a secured high yield product**


## Scaling rural business across adjacent opportunities


# High quality rural franchise built over the past 17 years


## LTF Presence



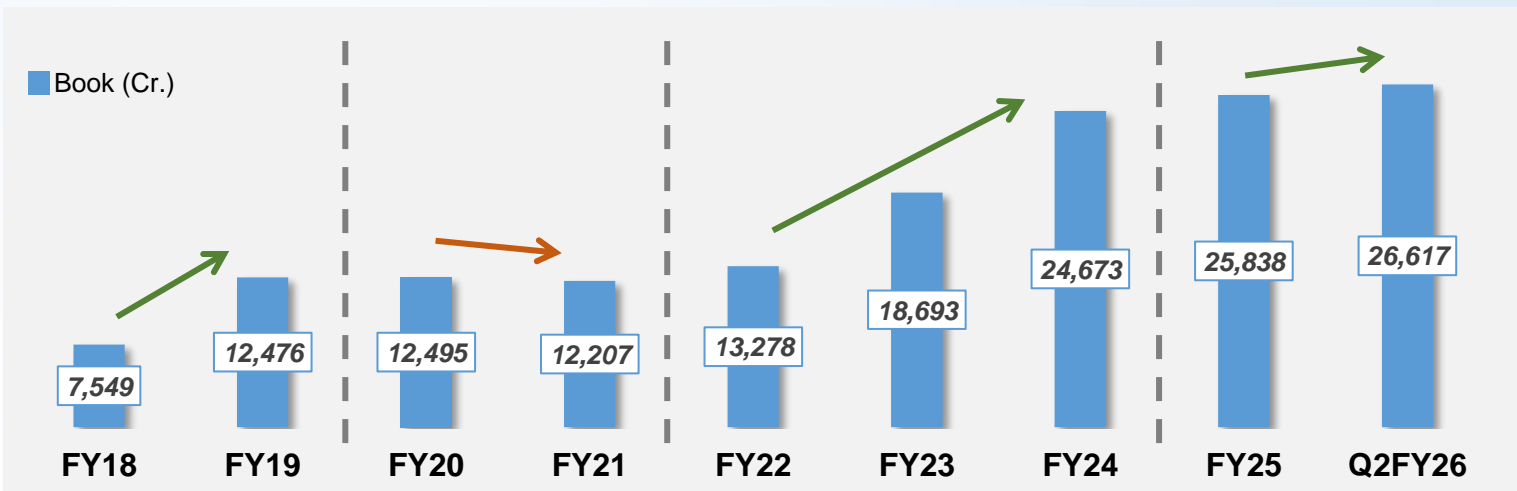
 **17 States, 350+ Dist.**

 **2,100+ Branches**

 **~2,00,000 Villages**

 **20,500+ Employees**

## Growth Trajectory empowered through Digital tech driven credit calibrated framework



*Vintage business model  
since 2008*



*2<sup>nd</sup> largest JLG Book in the  
industry \**



*7% Market Share in 3.5L Cr JLG  
Industry #*

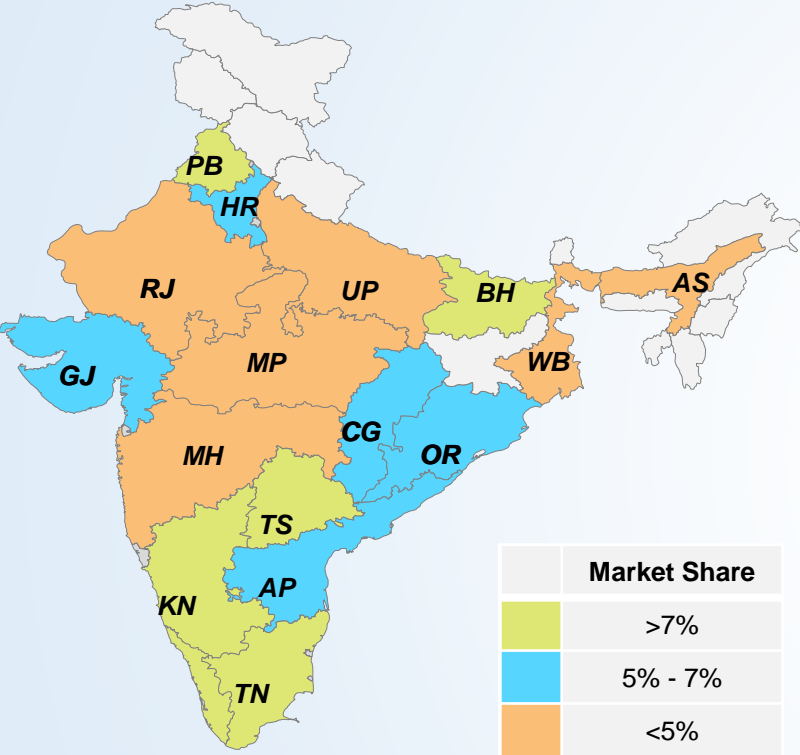



*130L Captive Customer Base  
61L Active Customer Base*





# Calibrated geo-expansion driven by market share


## LTF Presence



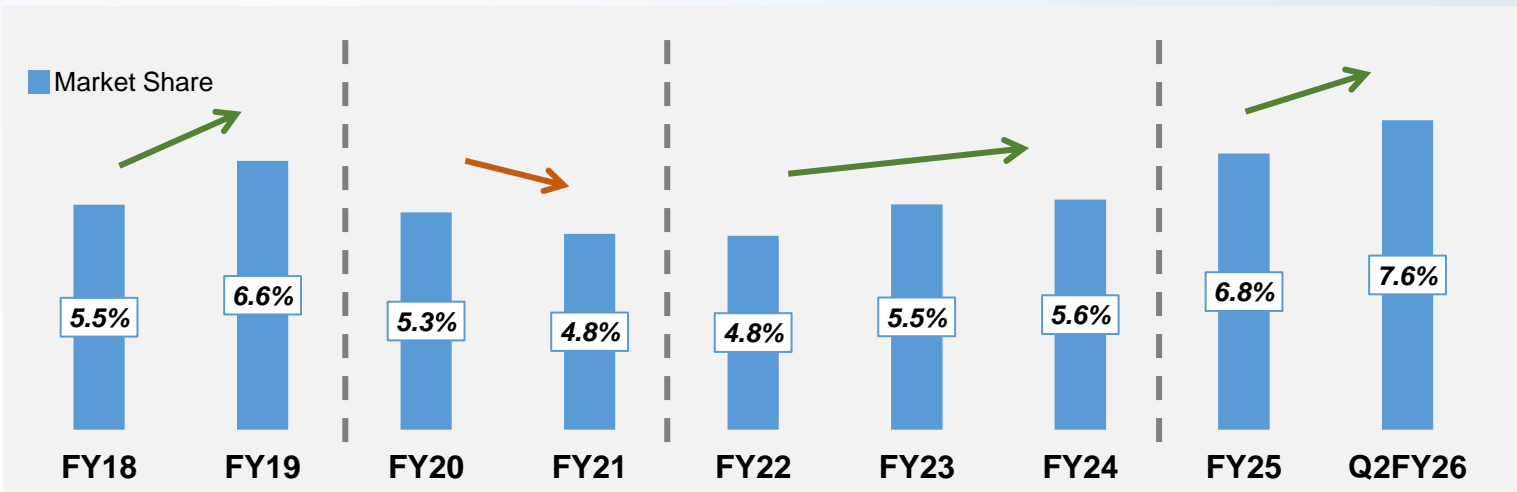
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Industry #*



*130L Captive Customer Base  
61L Active Customer Base*

# Market share mentioned as per bureau data

\* Source: Market disclosure

# Driving growth & efficiencies through data & technology

Disbursement & Productivity

**100% digital journey through home-grown custom LOS and in house digital application**



**Data entry**



**QR Code / Digilocker based**  
KYC validation



**3rd party API integrations** for  
real time customer data verification



**Customer liveliness check** for  
recognizing customer legitimacy



**Geo-tagging** of customers for  
geo-limit validation



**Credit Check**



**Rule based**  
**Internal dedupe checks**



**Instant credit sanction**  
in <1 minute



**Tailor made offers** leveraging  
bureau data



**Inbuilt system calculator** for  
household income assessment



**Disbursement**



**Penny-fuzzy check** for  
authenticating customer a/c details



**Data driven analytics**  
enabled **risk-based pricing**



**Customer on-boarding**  
through **e-sign**



**Servicing through**  
**MERC/Planet App**

**Digital Partnerships**

**digio**

E Sign facility

**HYPERVERGE**

OCR for KYC documents  
& liveliness check

**karza**

KYC validation

**IGNOSIS**

Account Aggregator

**dista**

Geo route mapping

**urva**

Employee movement  
tracking

**Monthly Disbursement (Cr)**

FY23 Q2FY26  
1,400 → 2,000  **42%**

**% of DB through STP process**

FY23 Q2FY26  
7% → 25%  **18%**

**Sourcing to DB TAT**

FY23 Q2FY26  
4 days → 2.5 days  **1.5 days**

**Paperless Disbursements**

FY23 Q2FY26  
0% → 100%  **100%**

# Driving growth & efficiencies through data & technology

## Collections and Portfolio Management

### Collection Performance and Tracking



Automated route maps for field efficiency



Real time Receipting



100% mandate registration for MLAP



Account Aggregator for consolidated banking data

### Portfolio Tracking Mechanisms



Pin code level bureau analysis



Tracking of Association & Exposure trends



On-us and Off-us performance tracking



Trigger based EWS

### Digital Collection Modes



QR code in Passbooks



Planet App



BBPS



PayU link



**99.5% Regular CE**



**96% 0 DPD Book**



**2.6% 90+ DPD Book**



**96% Full group collection**



**35% digital collections**

## Customer Identification



Use of **real-time alerts** of customer bureau inquires for lead generation



ML based repeat **propensity model**

## Customer Acquisition



**DIY journeys** on Planet App

## Customer Appraisal



Leveraging **alternate data** for customer insights



**Psychometric** based customer Credit Assessment

## Collections



Proactive delinquency management through **Bot calling**



Data driven **settlement module** to drive recoveries

## Leveraging AI Capabilities

### Geo expansion



Identifying areas for geo-expansion and enhancing portfolio distribution

### Customer lifestyle index



AI Based lifestyle index calculator to evaluate customer's living standards

### Group collections



Capturing of group image during collection to mark presence

### Sales Helpline



AI enabled bot calling helpline for real time query resolution of field staff



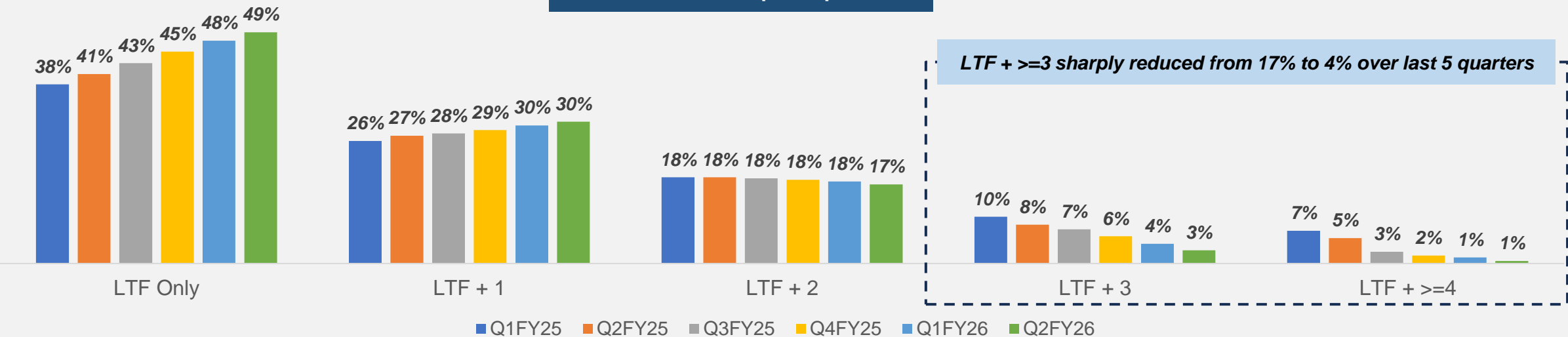


# Business Update

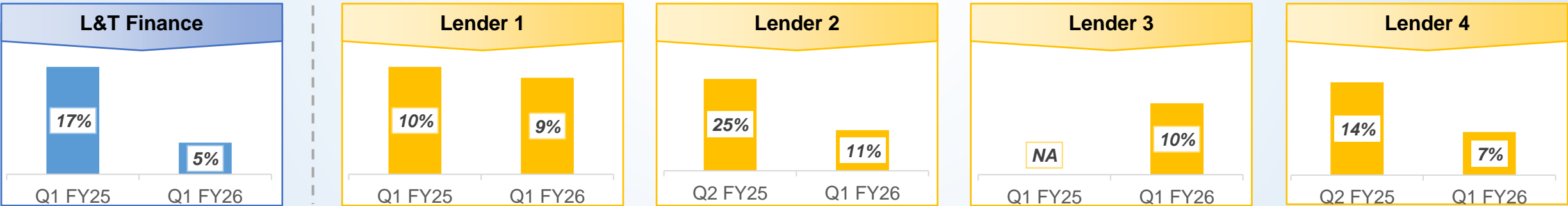


# Conservative sourcing norms resulting in resilient portfolio mix

Association-wise split of portfolio

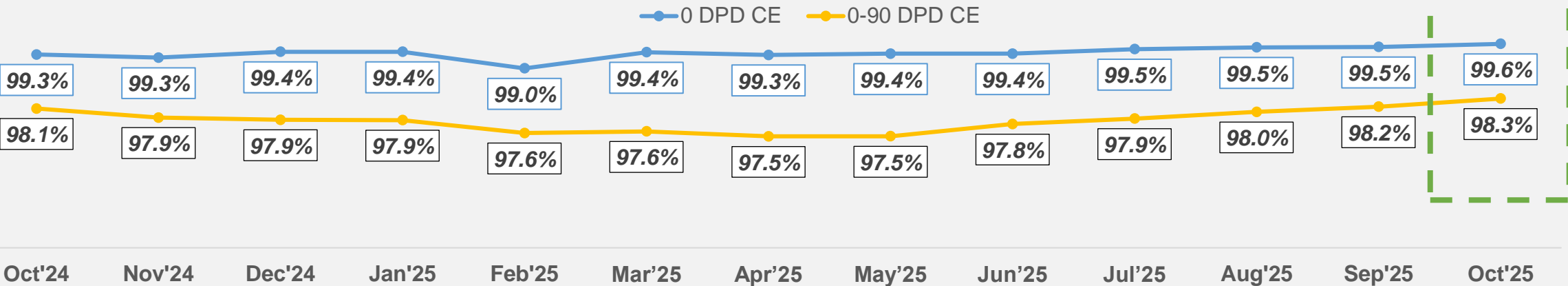


% of Portfolio with >3 lenders

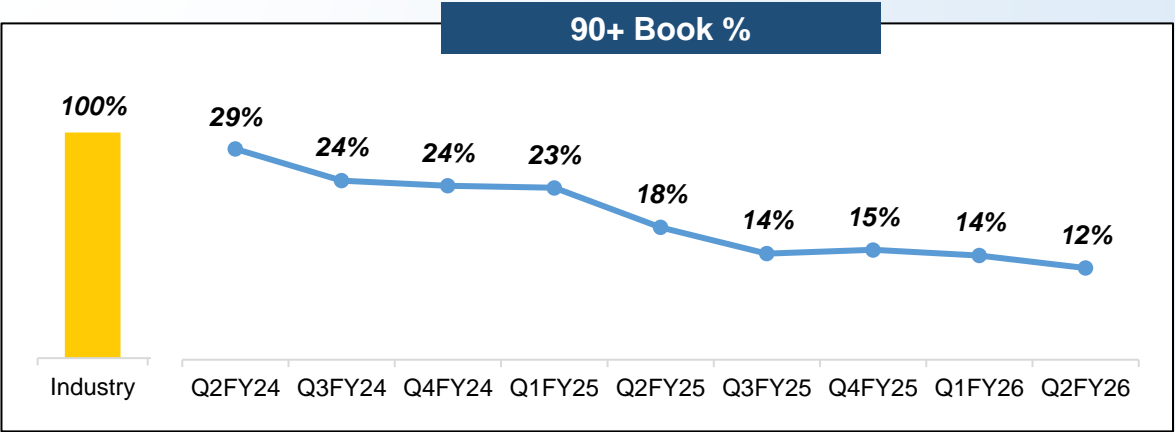
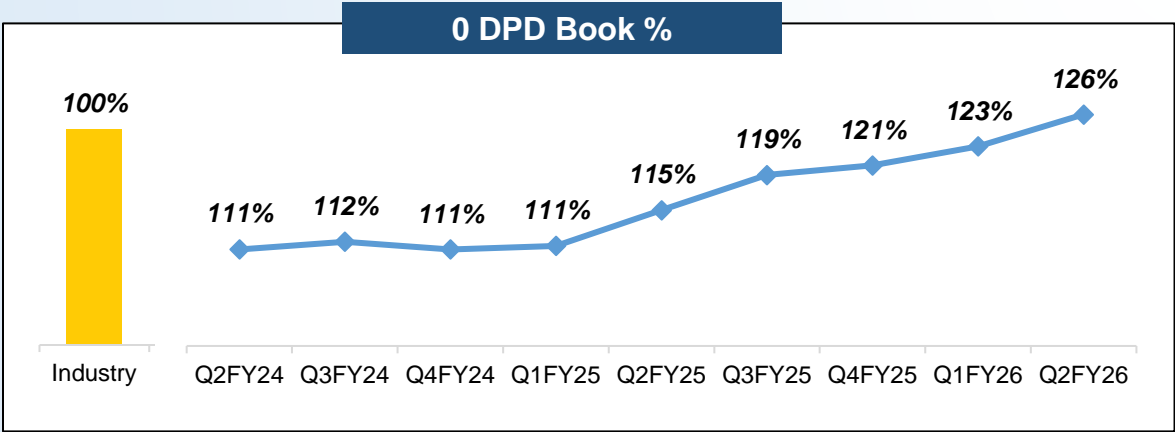


# Robust collection performance through challenging times

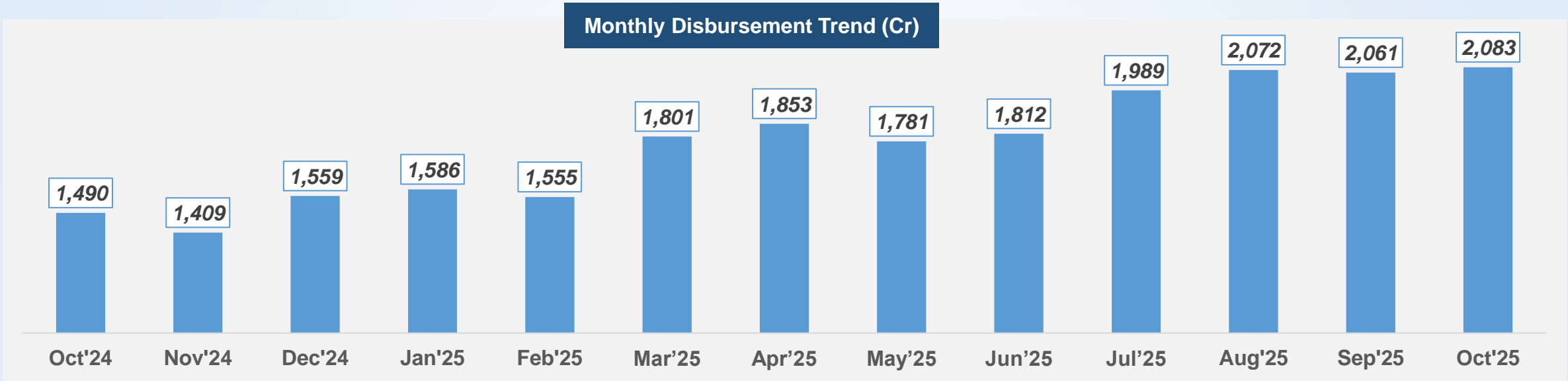
Collection Efficiency Trend



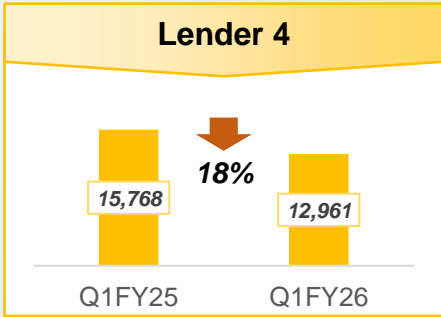
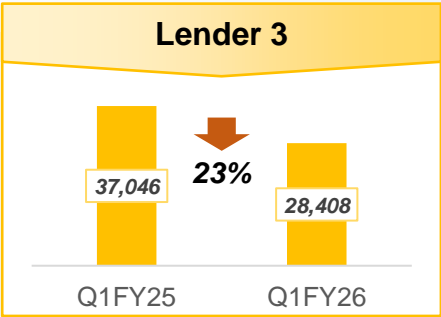
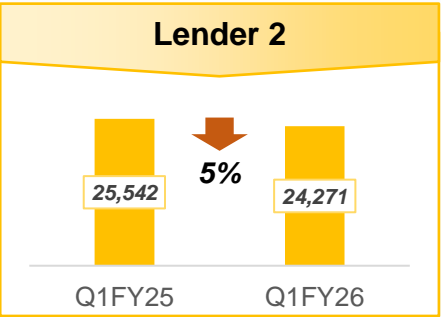
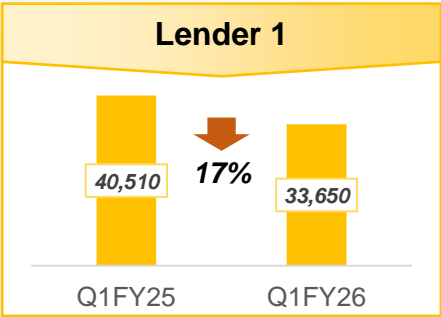
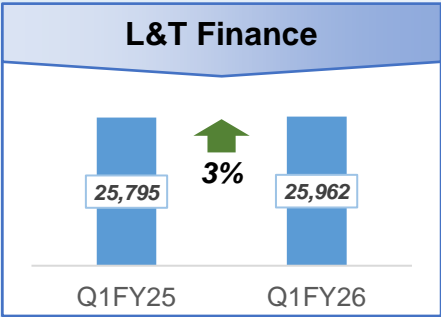
Maintaining Industry best asset quality trends\*



# Business momentum regained amidst Industry headwinds

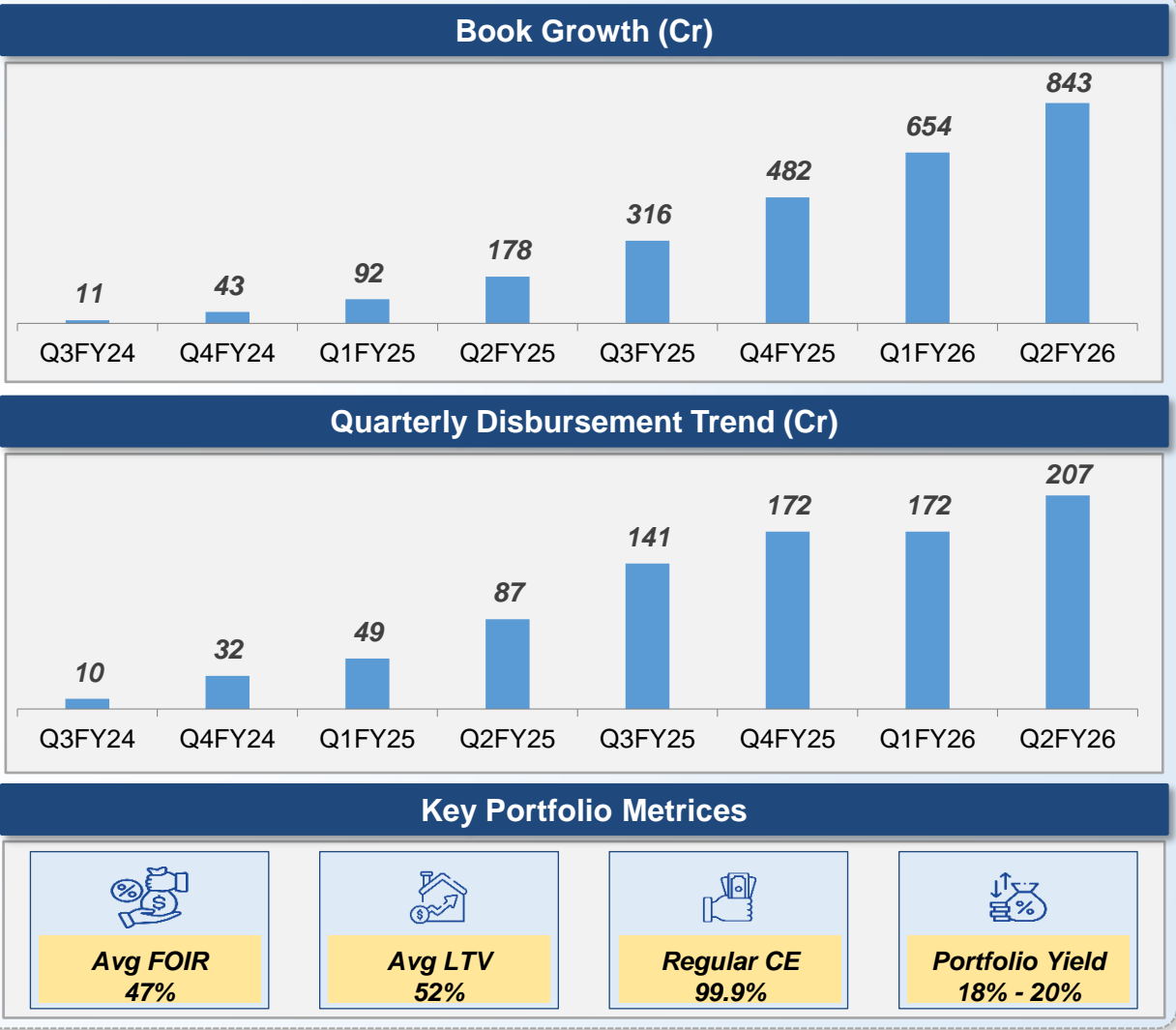
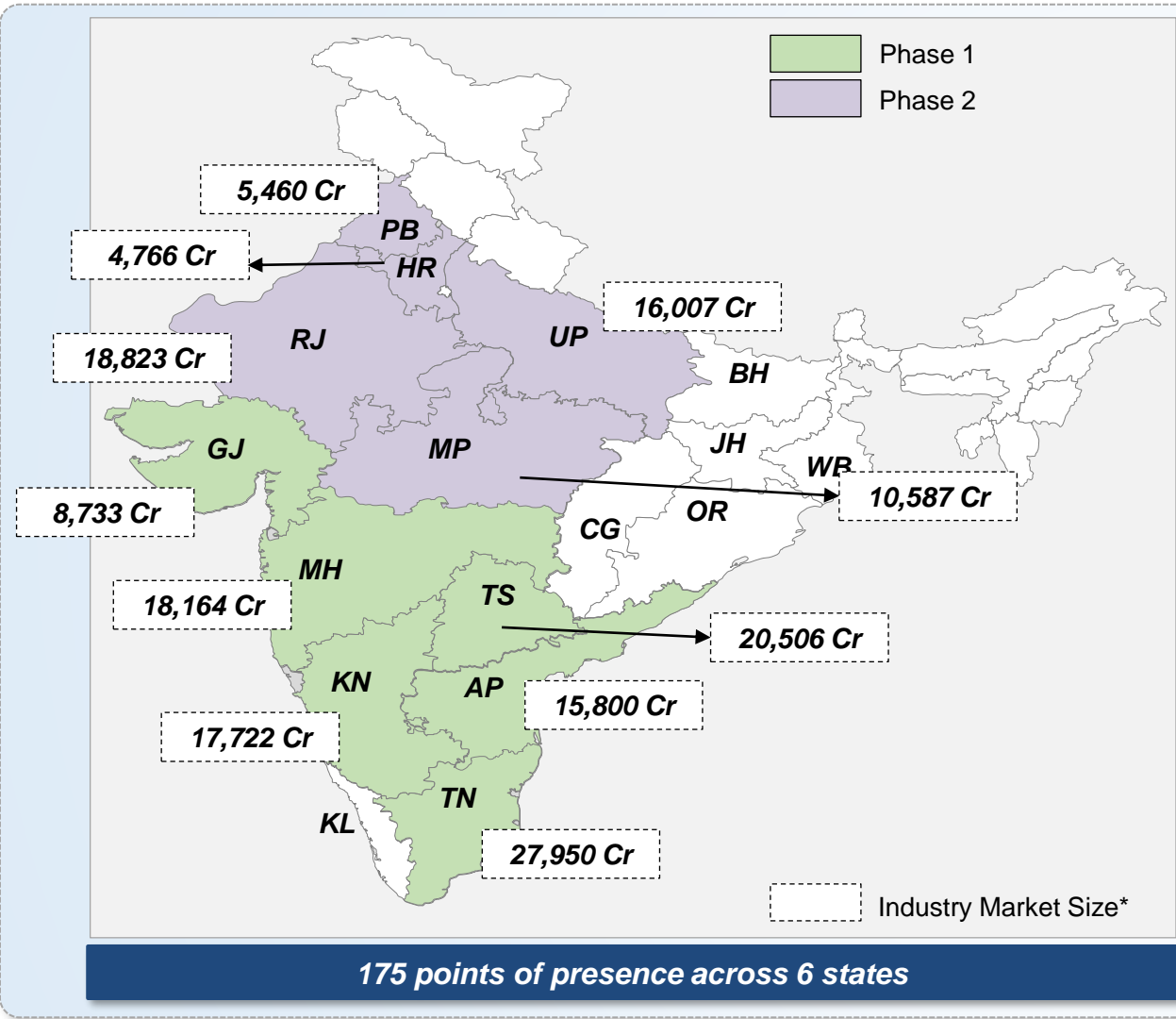


## Sustained AUM during adverse market conditions



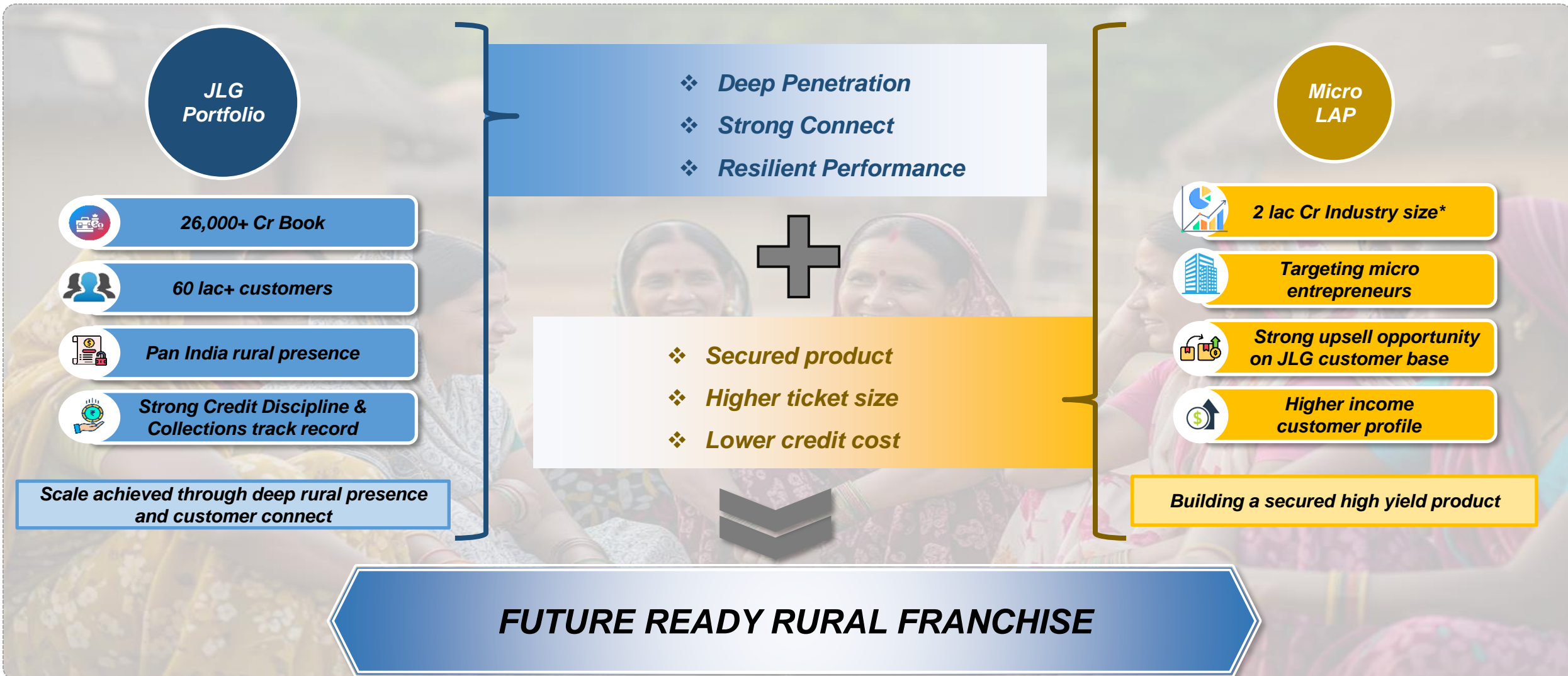


# Building a secured Micro LAP portfolio



\* Source: Bureau data as on Sep'25

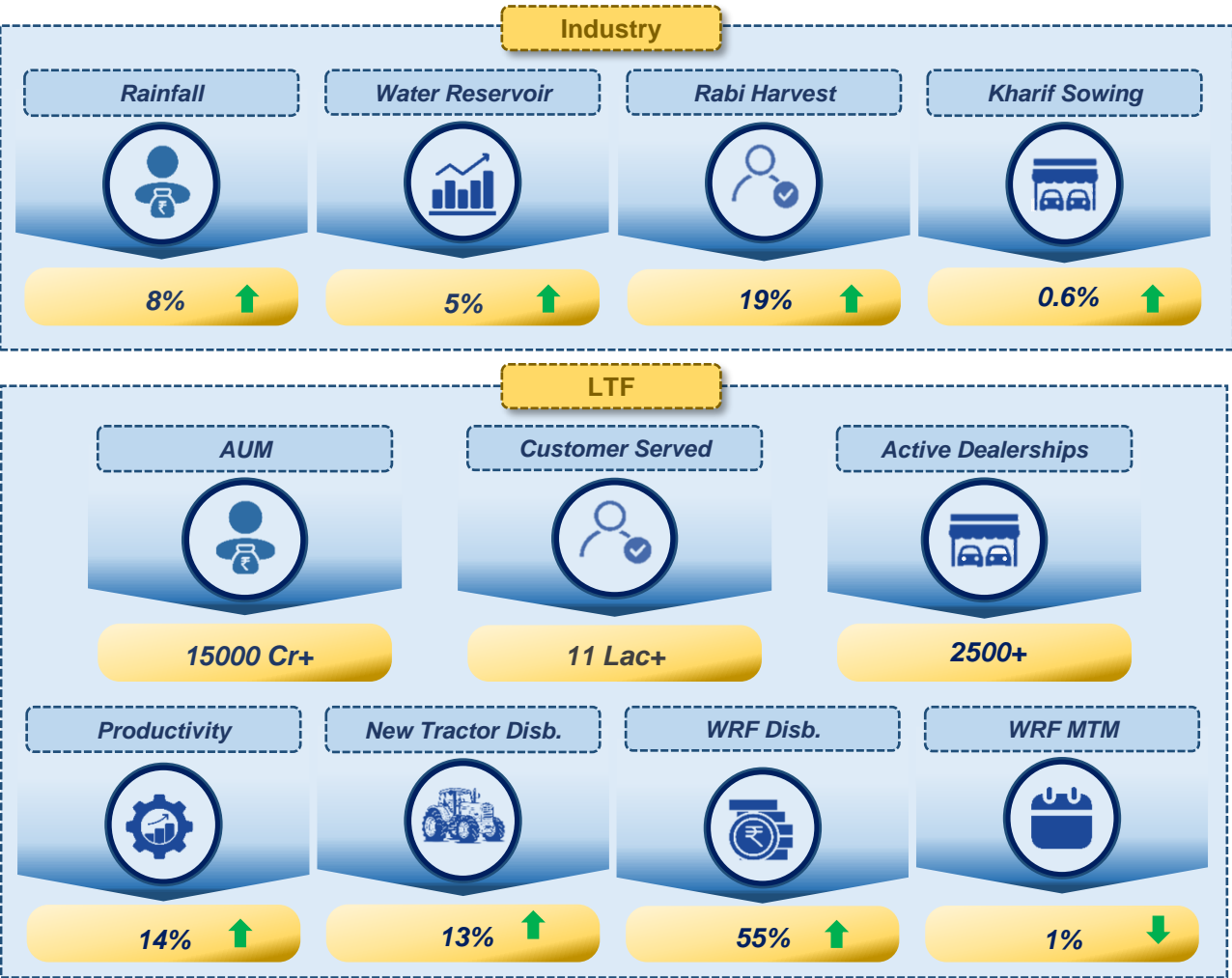
# Moving towards a diversified sustainable business model



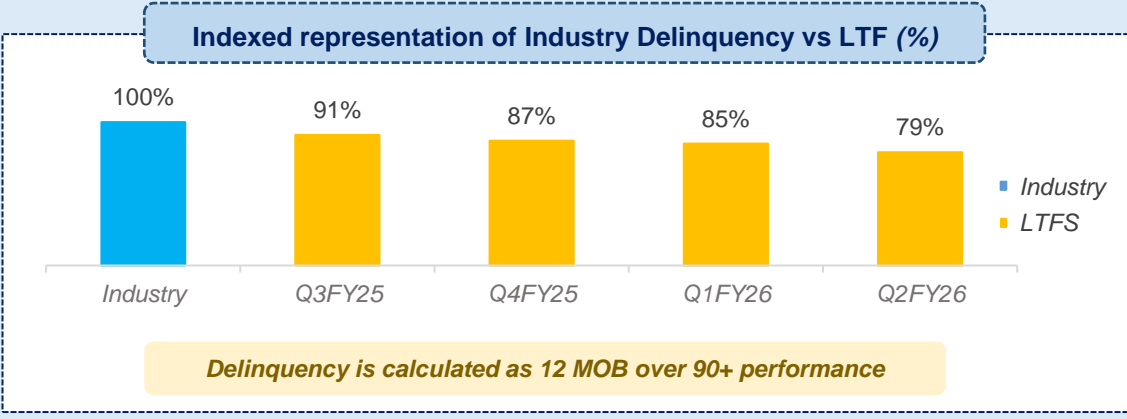
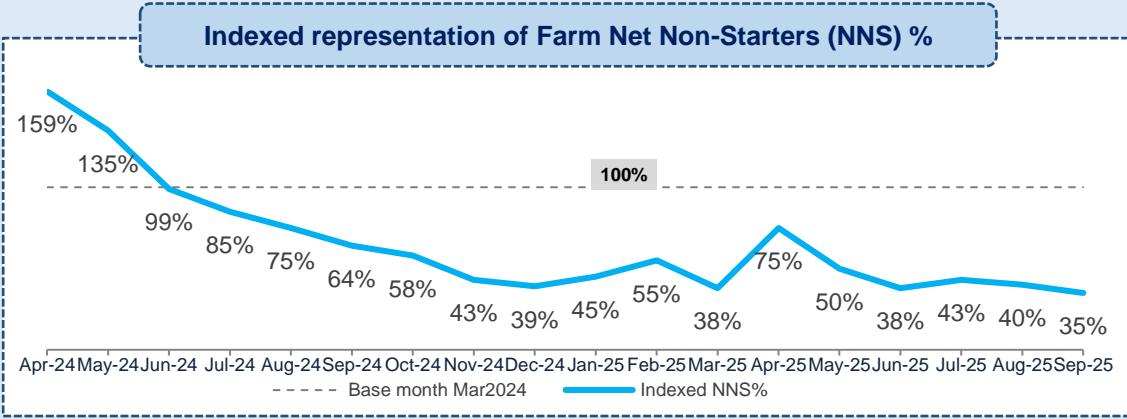


With L&T Finance since	: April, 2019
Total years of experience	: 31 years
Past Experience	: Citi, Aditya Birla Finance
Educational Qualification	: Chartered Accountant

## How does FY26 looks so far



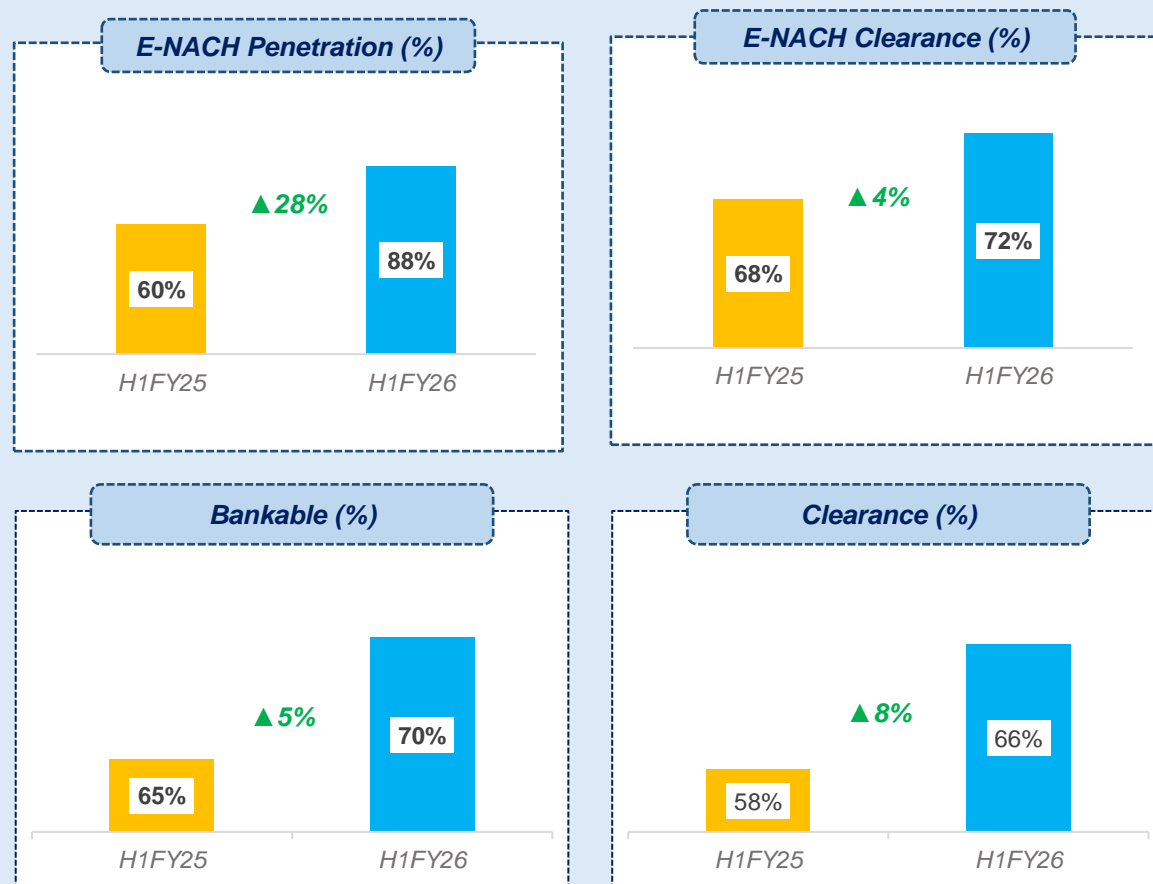
## Sourcing Quality



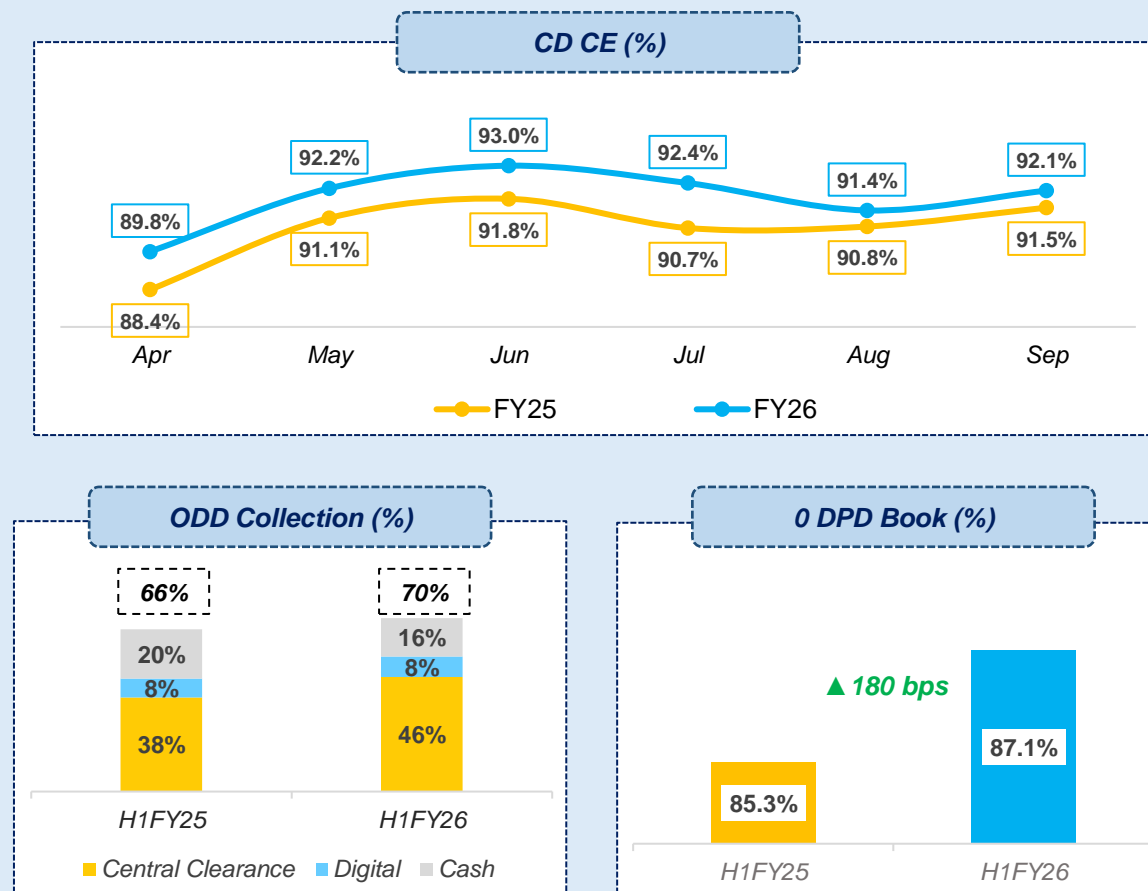


# Farmer Finance : Collection Overview

## Key Drivers



## Collection Performance



Enhancing portfolio health and collection efficiency through digital transformation

# Farmer Finance : Early Impact of Cyclops



Objectives

Personalized Offerings

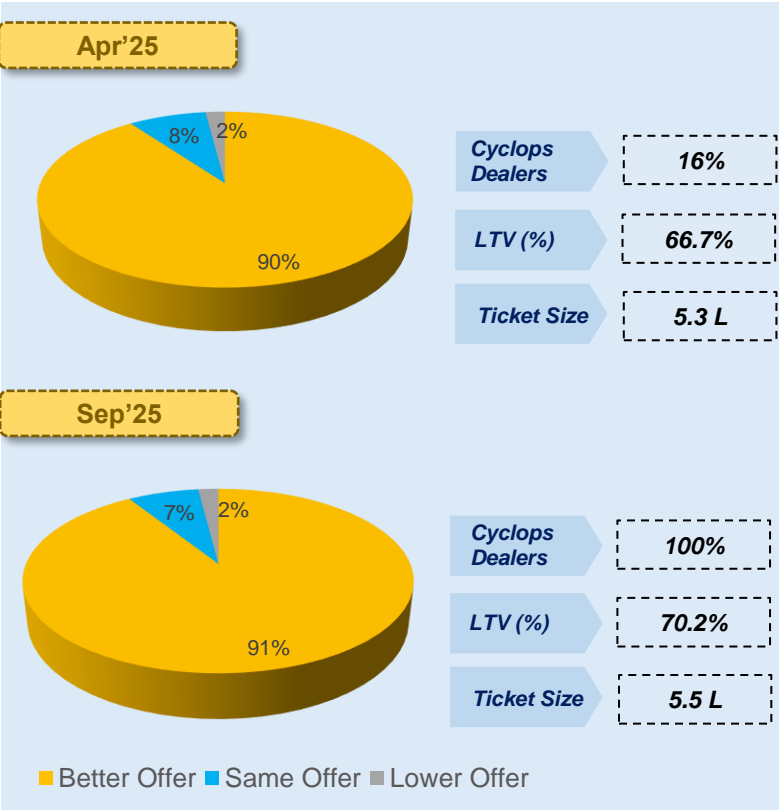


Optimized TAT

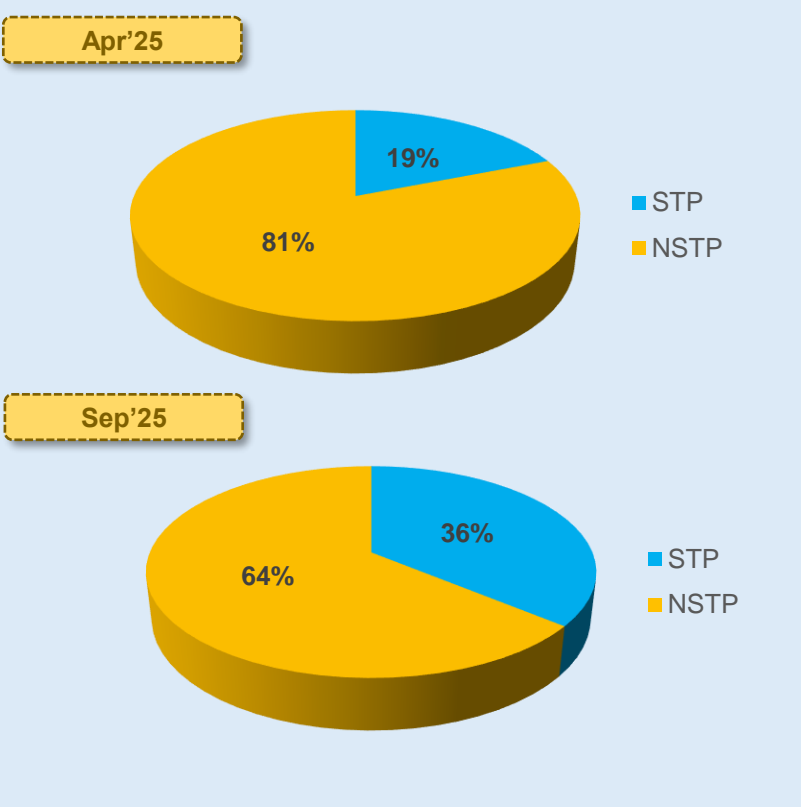


Enhanced Quality

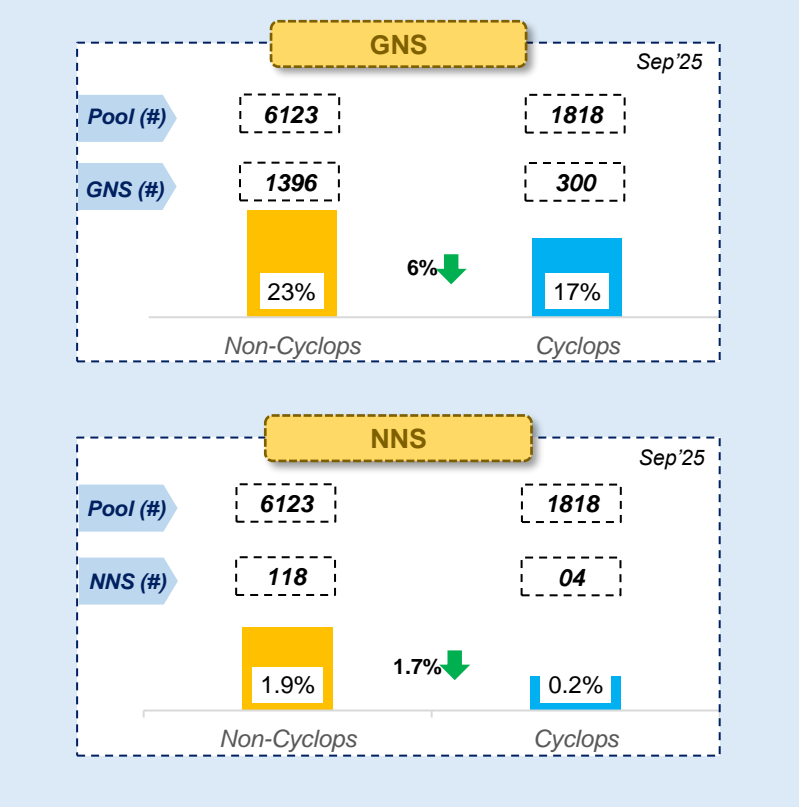
## Personalised Offerings



## Optimised TAT



## Enhanced Quality



Leveraging Cyclops for driving superior quality sourcing, enhanced efficiency & differentiated offerings

# Farmer Finance : Automating dealer interface



**Objectives**

**One-Stop Shop for Dealers**

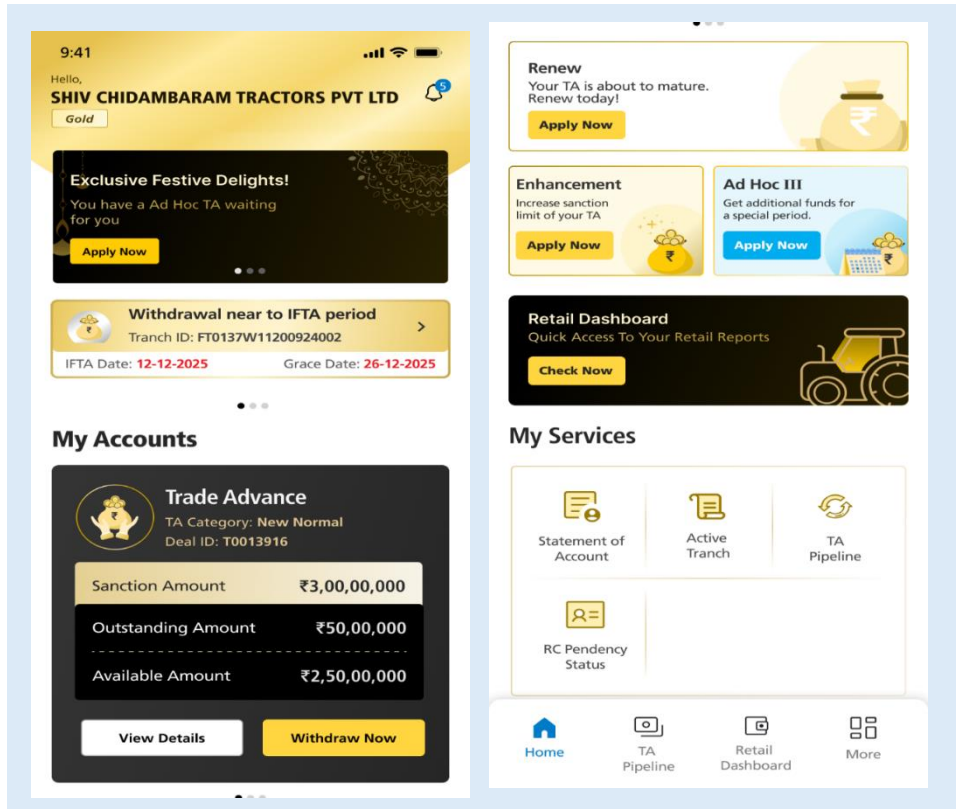


**Transparency & Control**



**Ease of doing Business**

## Launch of Partner Planet App







# Farmer Finance : Automating dealer interface



**Objectives**

**One-Stop Shop for Dealers**

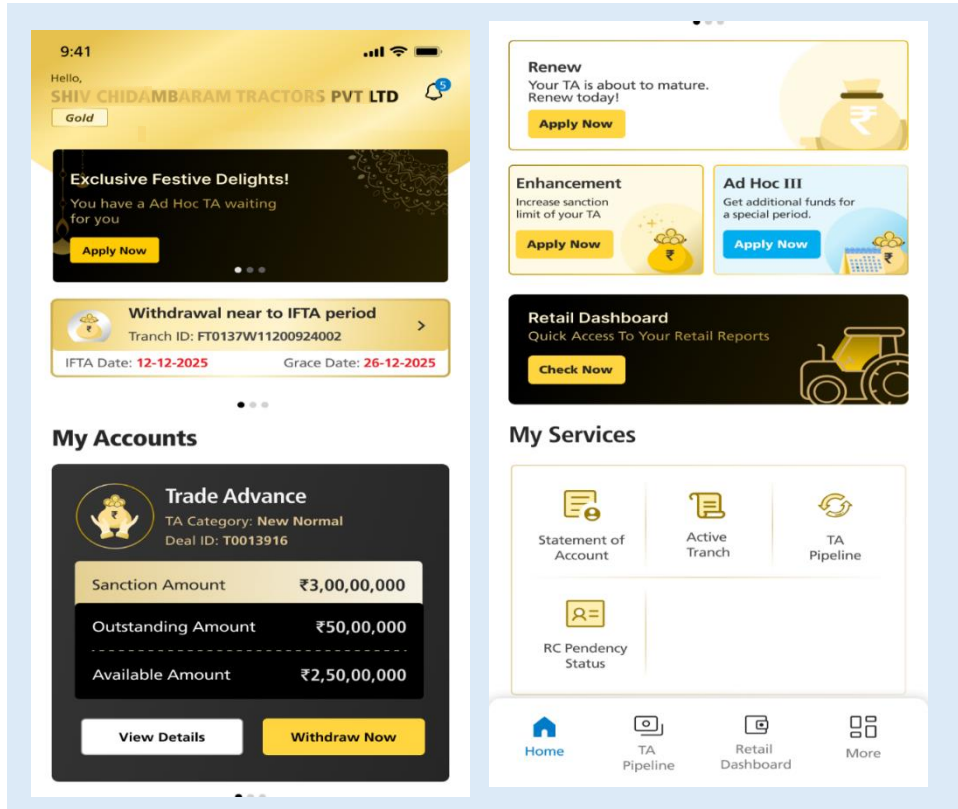


**Transparency & Control**



**Ease of doing Business**

## Launch of Partner Planet App



## Key Features



**On-the-go TA Withdrawals**

Disbursement in 20 minutes



**Seamless limit enhancement and renewal**

Sanction within hours



**Update post sanction documents & view RC**

TAT reduced by 12 hours



**Real-Time TA & Retail Disbursement tracking**

Better Control & Visibility

## Impact



TA disbursement increase by **25%**



TA Dealers Increase by **12%**

**End-to-End solutions for all dealer needs**

# Farmer Finance : Traditional to Digital Collections



**Objectives** Unified Field Collection Platform



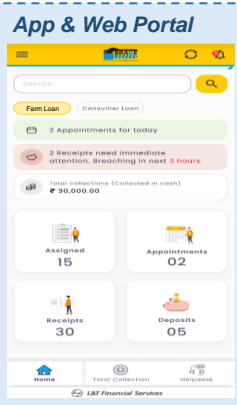
Optimize Field Force Efficiency



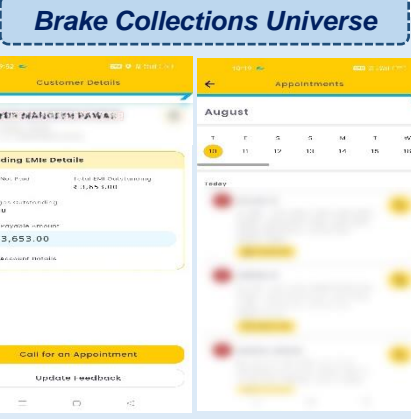
Improved Litigation Management

## Novel Initiatives in Digital Collections Journey

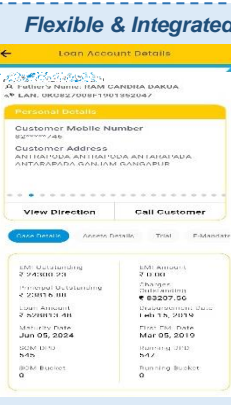
### App & Web Portal



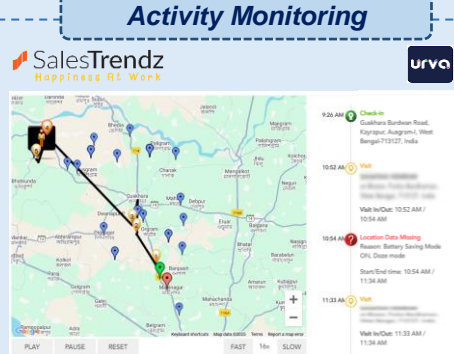
### Brake Collections Universe



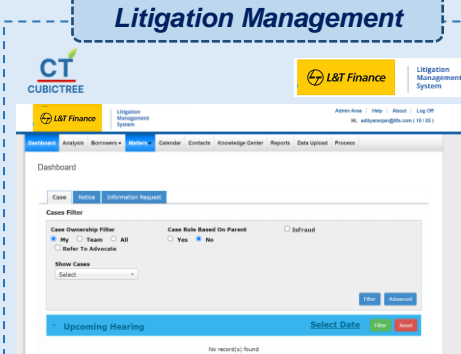
### Flexible & Integrated



### Activity Monitoring



### Litigation Management



## Key Features



### Simplified Repayments

QR Code  
Payment Link



### Paperless User Journeys

Money Collection  
A/c Settlement



### Resource Management

Real-Time Visit Tracking  
Dynamic Feedback



### Litigation Management

Legal Goes Digital  
Interactive Legal Bot

## Impact



Touch-Free Coll.  
increase by

**9%**



Productivity  
increase by

**5%**



Settlement TAT  
decrease by

**2  
days**

Scaling digital initiatives in the neo collections framework for farm loans

# Farmer Finance : Leveraging Data & Analytics in Collections Strategy



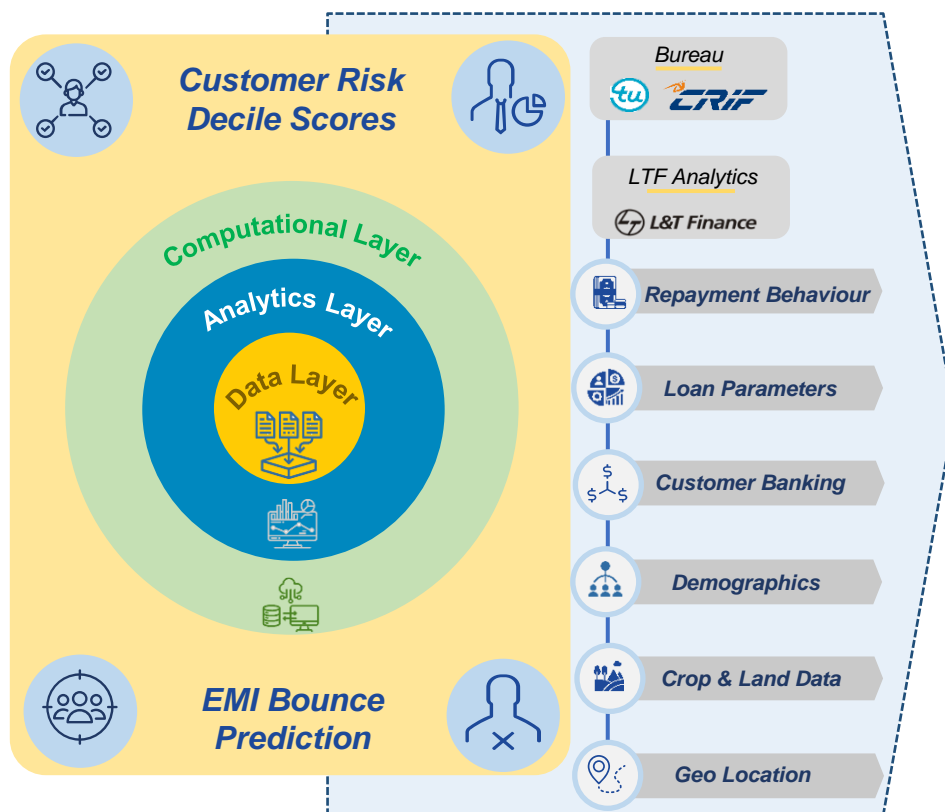
## Objectives

*Pre-Emptive & personalized Collection Efforts*

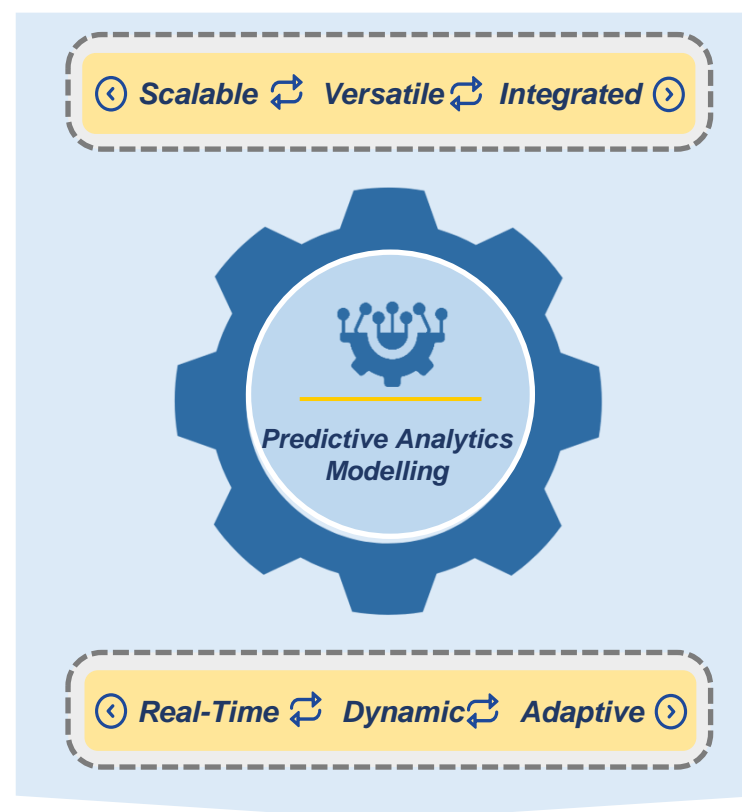


*Right Customer - Right Channel - Right Time*

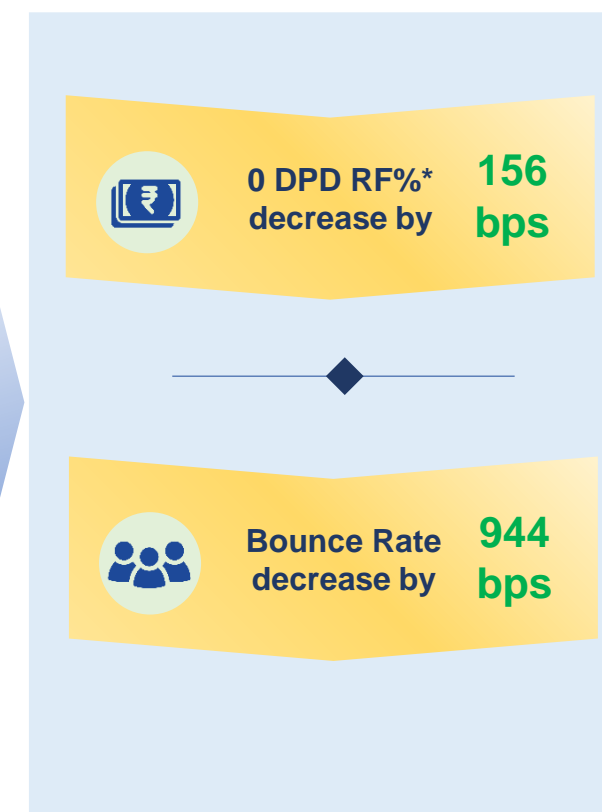
## Data & Analytics led collection strategy



## Key Features



## Impact



*Improvising analytics-driven collections framework for robust portfolio health management*



With L&T Finance  
since

: February, 2025

Total years of  
experience

: 30 years

Past Experience

: Standard Chartered Bank, ICICI Bank,  
HSBC, Citibank NA, GE Countrywide

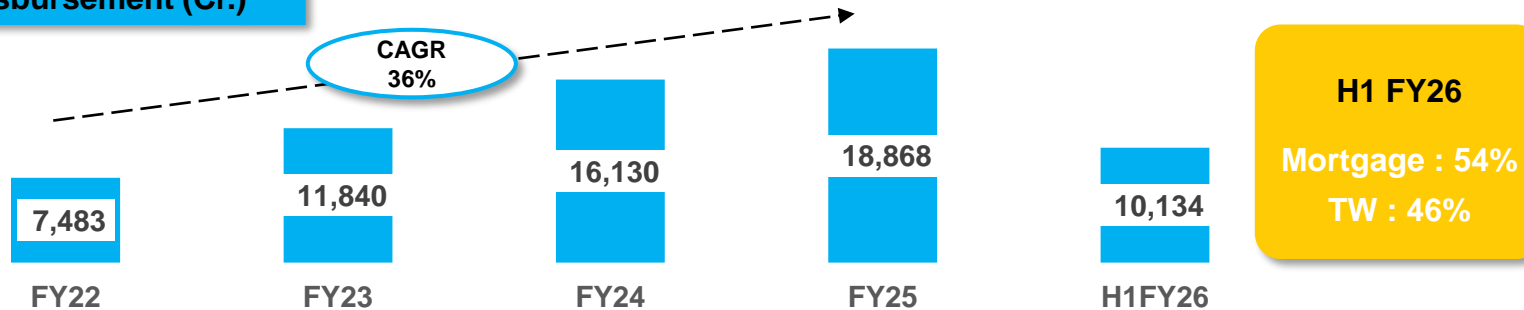
Educational  
Qualification

: MMS - Welingkar Institute of  
Management  
B Com. (Accounting & Finance) - HR  
College of Commerce & Economics



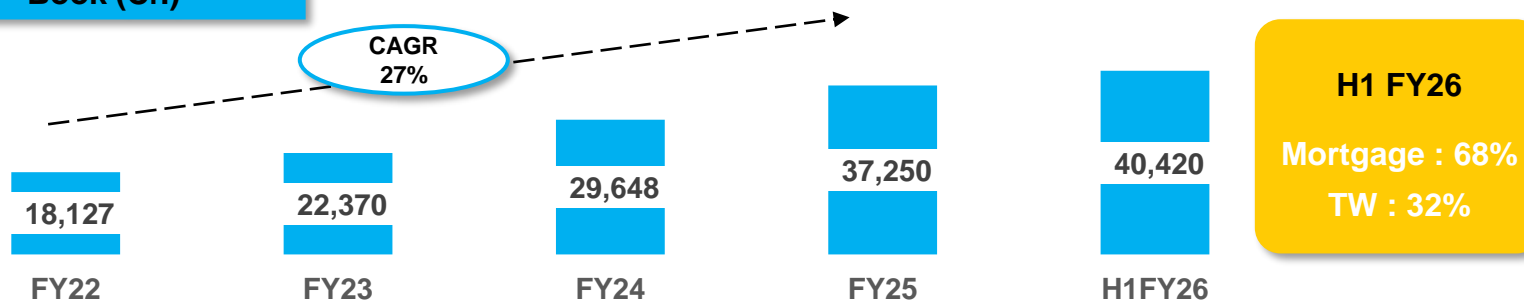
# Urban Secured Finance: Portfolio at a Glance

## Disbursement (Cr.)



**H1 FY26**  
Mortgage : 54%  
TW : 46%

## Book (Cr.)



**H1 FY26**  
Mortgage : 68%  
TW : 32%

## Third Party Insurance Products



Life



Asset

### % Insured

**95%**

FY26 Disb



Health



EMI Protect

### Income per case

**100%**

FY25

Indexed

**123%**

H1 FY26

## Retail Cross Sell

Pilot launch planned in Q3

API Integrations, Commercials & Insurance Tie-up completed



**Customer Franchise**

**~87 Lacs**

**Yields Range %**

Mortgage : 7.75+  
TW : 14% - 20%

**Average tenure (Months)**

Mortgage : 228  
TW : 28

**Geo Presence (Branches)**

**160+**

**# DSA / Dealer**

**9,500+**

**# Headcount**

**~6,000**

**0 DPD CE %**

Mortgage : 99.7%  
TW : 98.7%

as of Oct 25

## Two Wheeler Loans





# Two-Wheeler Finance - Overview

## Major highlights



**10+ years of vintage**

**100% Digital Journey**

**80 Lac + customers serviced in urban India**

**8,500+ Sourcing Points**



**160+ Locations**

**~5,100 Sales Staff**

**28 Months Tenor**

**1.10 Lacs ATS**



## The Upgrade: From traditional underwriting to CYCLOPS

**Book (~13,800 Cr.)**

5,100 Cr

Pre

8,700 Cr

Post

- 63% of current book is through Cyclops

**Disbursement**

100%

Post

- 100% disbursements via Cyclops (Planet App) from Jan'25

**Productivity (INR lacs)**

18

Pre

25

Post

- Significant improvement in Prime Share – 61% to 87%

**Yield + Fee (%)**

~19%

Pre

~18%

Post

- "Risk adjusted return" improved by 161 bps vs Q2FY25

## Unwavering Benchmarks



**~20 Lacs**  
**Active count of customers;**  
~9 lacs on CYCLOPS

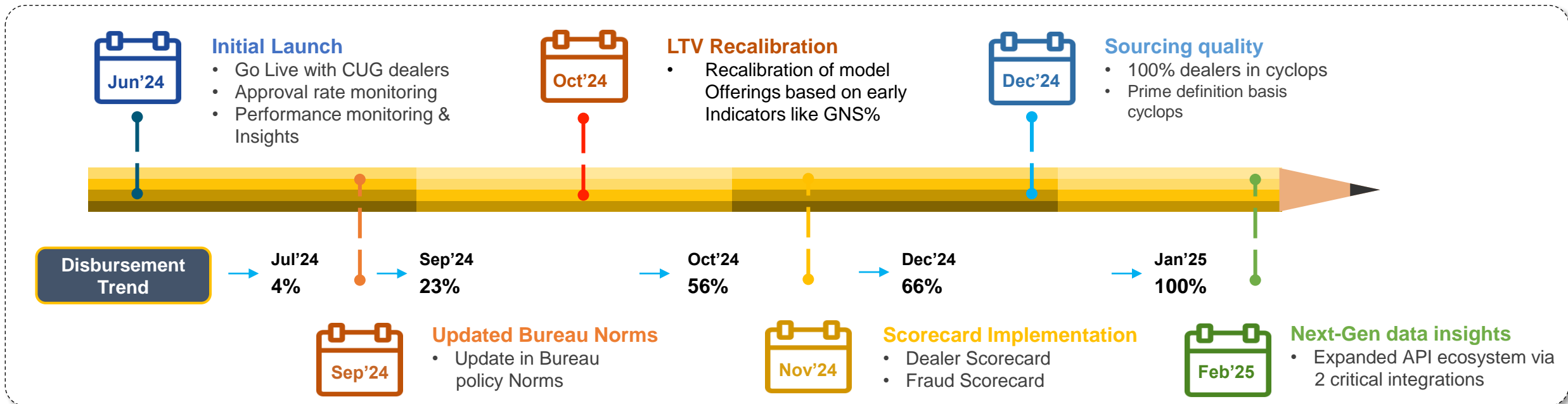


**2 mins**  
**Sanction TAT**

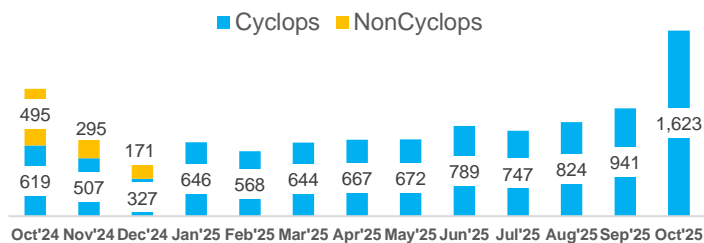


**Amongst leading financiers**

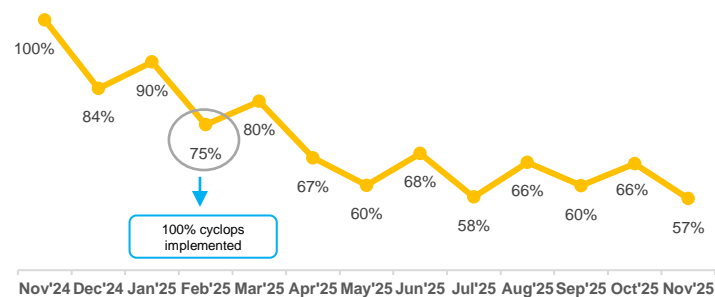
# Cyclops Journey: Last 12 months performance



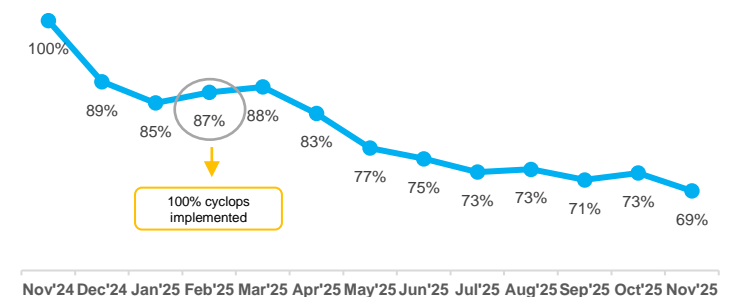
**Disbursement (INR Cr.)**



**GNS % (Indexed)**



**0 DPD Bounce % (Indexed)**








# Cyclops – Enabling holistic value realization across networks




KEY  
STAKEHOLDERS



-  Improved GNS & Bounce %
-  Substantial Risk mitigation
-  Direct channels leading to low cost




CHANNEL  
PARTNERS



-  Differential rates & LTV
-  Enhanced Trade Advance
-  Improved Banking Penetration

CUSTOMER



-  Better Eligibility & Superior Service
-  Attractive Interest Rate
-  Ease of Financing; <2 mins TAT

	Pre	Post		Pre	Post
Banking Mix	21%	63%	Bounce	20.6%	12.2%
GNS	11.6%	7.2%	0 DPD CE	98.0%	99.1%

GDP dealers	-	1800+	Dealer preference	85%	89%
LTV	75%	79%	Approval Rate (GDP)	55%	64%

TU CIBILTW Segmentation

- Segment 1 (Low Risk)
- Segment 2 (Medium Risk)
- Segment 3 (High Risk)

Bad Rate\*

1.5%

3.8%

>12%

LTF Sourcing

Weighted Avg bad rate

Pre Cyclops

~39%

~48%

~13%

~5%

Sept'25

~47%

~48%

~5%

~3%

\*Bad Rate: 90+ at 12MOB; 80% LGD

# Collection Transformation

Focus on Collections is creating sustained P&L impact

Personalized Treatment	Digital Collections	Bionic Contact Center	Personalized Treatment
Bounce Prediction	Intense pre-delinquency action	GenAI bot-calling	Performance based automated allocation
Self-Cure	Automated Digital collections	Dialler strategy automation	100% App-based collections
Roll-forward Risk	GenAI powered personalization	Automated contactability enrichment	Automated legal action
Pre-Qualified Settlement	Improved payment Journeys	Centralized Settlement Desk	



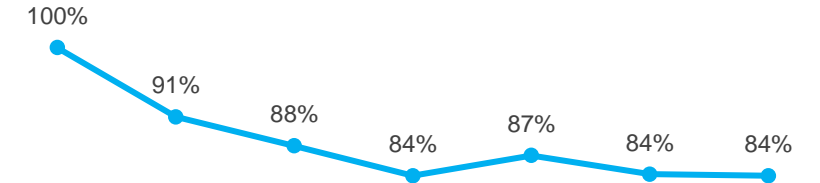
**Sustained success seen in early buckets**



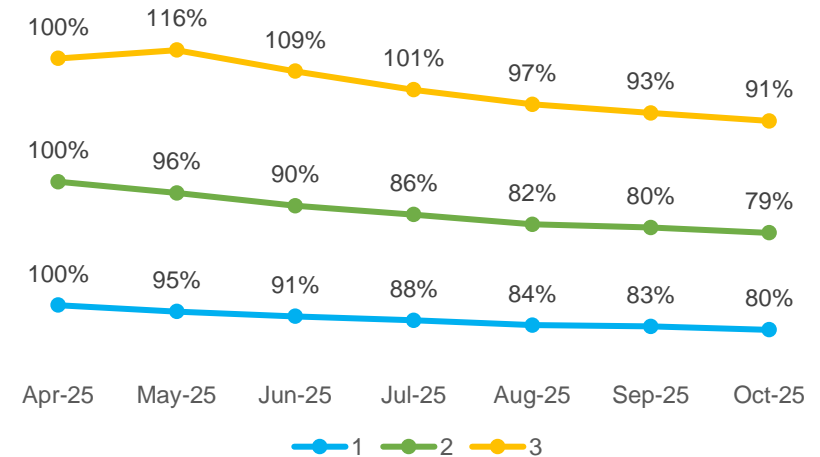
**Initiated focus on mid and late buckets**

Book Size Bucket Shrinkage (Indexed)

X Bkt.



1-3 Bkt.



X bkt. down from 100% to 84%, significant improvement over 7 months.

# Other strategic digital levers for portfolio resilience and growth

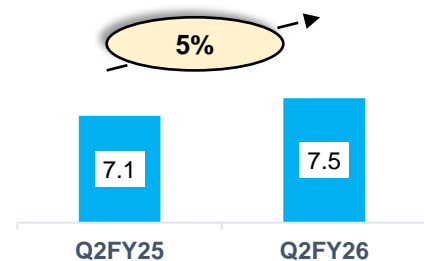




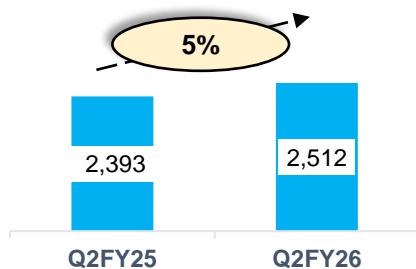


# Overall benefits: Driving & Creating business & cost efficiencies

Login (# in Lacs)

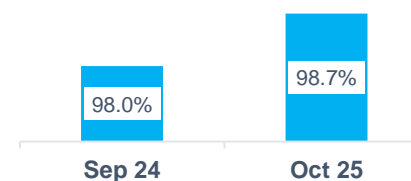


Disbursement (INR Cr.)

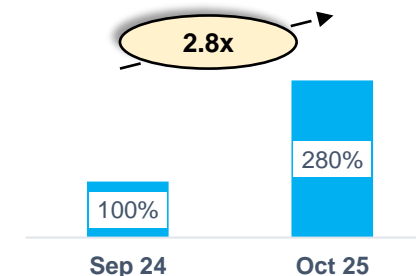


Increasing trend in Login & Disbursement

0 DPD CE%

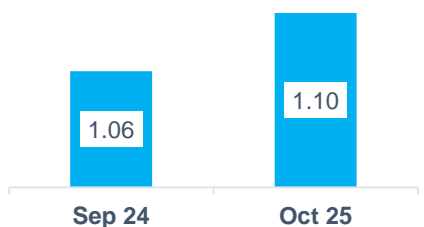


Self-Cure (Indexed)

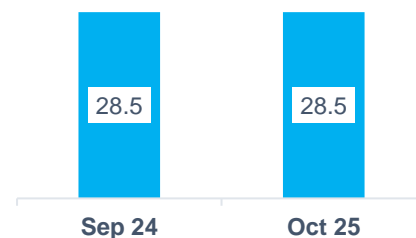


Substantial gain in self cure: Achieving 2.8x growth

ATS (INR Lacs)

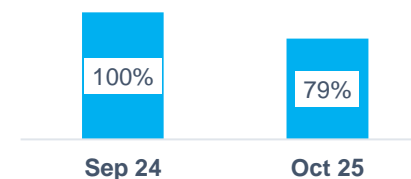


Avg. Tenor (Months)

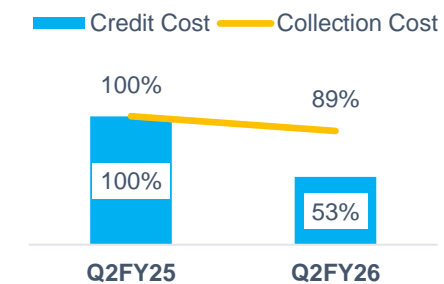


Increased ATS while tenor remains unchanged

0 DPD Bounce % (Indexed)



Cost (Indexed)



Savings in both collection cost and credit cost

**HOME LOANS**  
**KUM NAHI, COMPLETE.**

## Mortgage Loans



# Mortgage – Business Overview

## Major Highlights



Vintage of  
>10 years  
with

**Book\***

27,784 Cr.

Indexed  
Delinquency  
Vs Industry  
(100%)

HL – 24%  
LAP – 9%



Loan to Value\*

HL – 64%  
LAP – 59%



Average  
Ticket Size  
(lacs)\*

HL - 67  
LAP - 90



## Comparative Advantages & Driving Factors



**Strong  
Footprint**

**Strengthened distribution :**  
44 Cities; 19 new spoke locations

**Growing share in NBFC/HFC :**  
NCR(~6%), Gujarat (~10%),  
Mumbai (~15%)



**Pristine  
Customer  
Base**

Focus on **Prime customer segment:**  
reducing risk & maintaining quality

**Higher loan eligibility to prime  
customers**



**Expansive  
Product  
Suite**

**Mortgage Plus** (high yield) and  
**Home Décor Loans**

Foray into **industrial LAP**  
to **penetrate MSME segment**



**Reaching  
Target  
Audience**

**Customer centric** product offering;  
**optimized channel mix**

**Pre-approved Home decor**  
customer base of >550 cr.



**Digital  
Experience**

Upgraded **Neo2 digital platform :**  
**100% paperless**

**First in industry AI chatbot “KAI”**

**Large Fintech partnerships**  
(Cred, PhonePe) : **increase low-  
cost sourcing**

# Moving up the curve with Digital journey

## Key digital Initiatives

### 01 Upgraded Digital Journey

✓ 100% Digitally assisted journey

✓ End to End API led info capture  
✓ Bureau, docs check, E-KYC, etc..

✓ Multi-banking Account Aggregator  
✓ Automated CAM

✓ E- Sanction letter  
✓ Agreement E-sign

### 02 Credit Assessment Memo automation

**Salaried :**

✓ Triangulation of Bureau, banking, Income Tax, etc.

**Self Employed :**

✓ Closed User Group Successful; Go live in Q3

✓ Co-Pilot: launch in Q4'26 to improve underwriter productivity further

### 03 Smart allocation for Centralised underwriting

✓ Rule based allocation for efficient TAT (Turn around time) management (Underwriter productivity, count of open cases, leave schedule, etc..)  
✓ Built-in Manual support for greater flexibility

## Impact

>83%



**730+ bureau Customers %**

- Salaried : <=4 days (65%)
- Self-employed : <=5 days (47%)
- Lowest TAT of 1 day for both profiles



**Sanction TAT post legal & technical**

- Underwriter's Productivity up by 22%

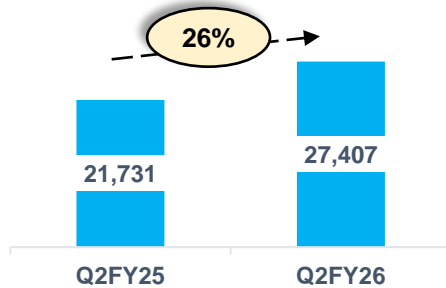


**CAM Automation**

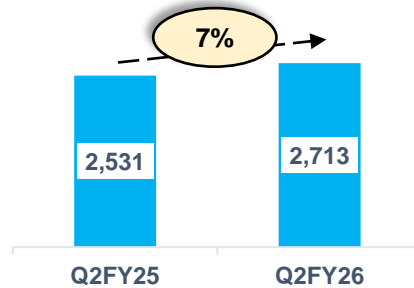


# Overall Business: Driving & Creating business & cost efficiencies

## Book

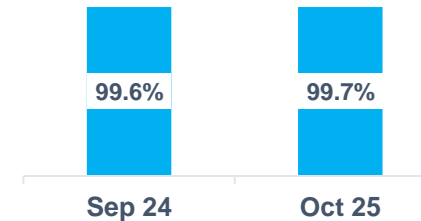


## Disbursement

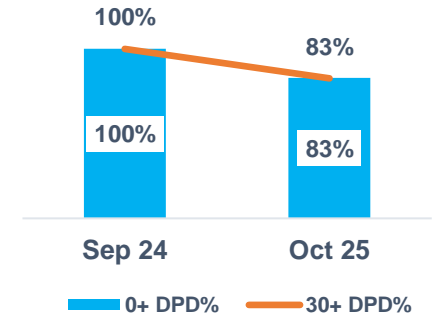


Increasing trend in disbursement with robust book growth

## 0 DPD CE%

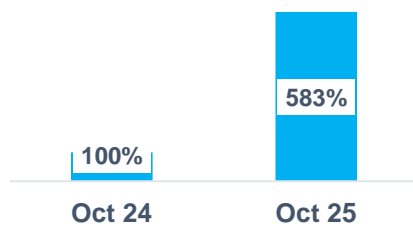


## 0+ & 30+ DPD (Indexed)

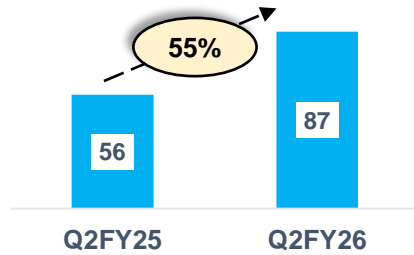


Increasing trends of CE reflects drop in delinquent book

## High yield product (Indexed)

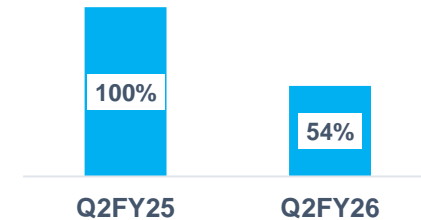


## Net promoter Score

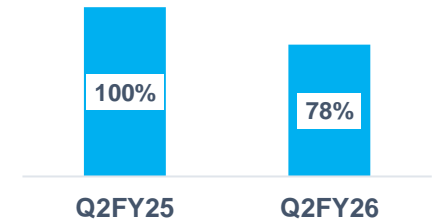


High Yield business 5.8x since Oct 24; Increased customer satisfaction

## Credit Cost % (Indexed)



## Collection Cost % (Indexed)



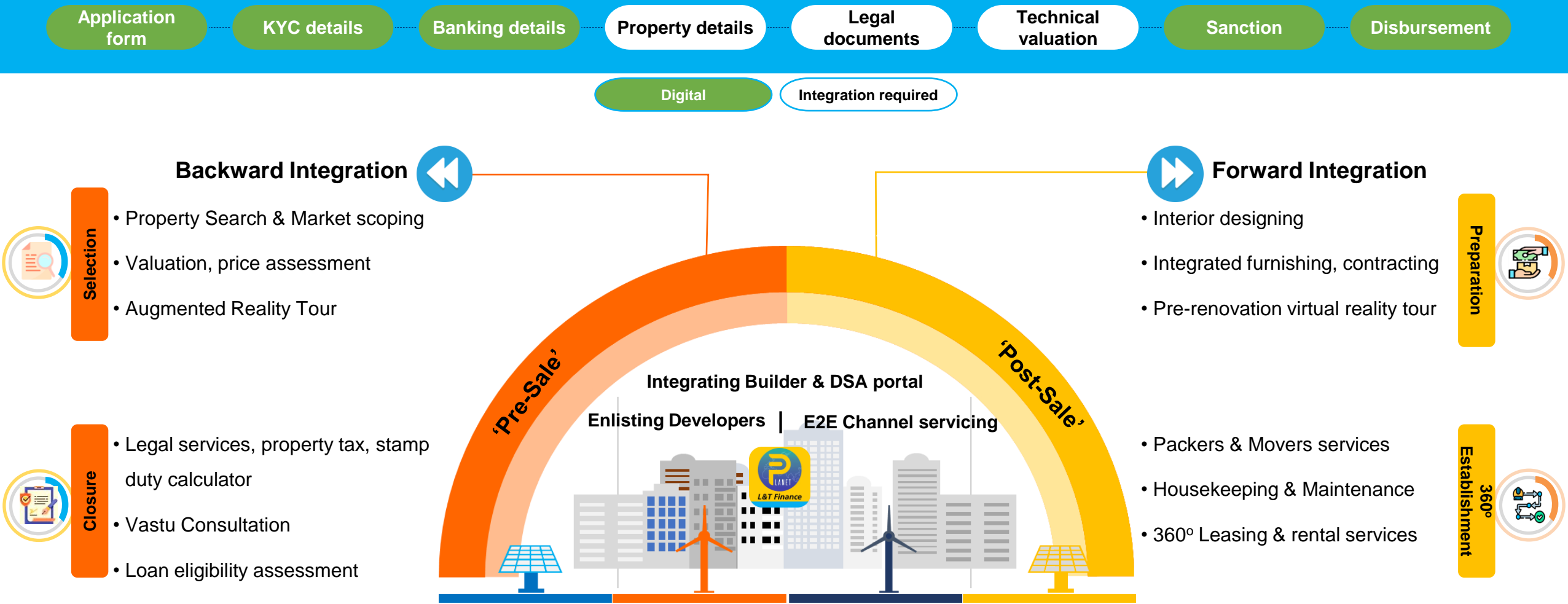
Continuous decrease in delinquency reflecting decrease in cost

Strengthened digital sourcing channels with minimal manual touchpoints (DSA also can share document and view query) – increasing ease of sourcing

>99.7% of collections is through digital method – UPI, NEFT, RTGS, planet application etc. which has resulted in improved quality across parameters with reduced costs

# Developing the Ecosystem – “A Digital Home Loan Marketplace”

## Going Beyond Finance : Diversifying income streams through creating a housing ecosystem





With L&T Finance  
since

: May, 2025

Total years of  
experience

: 24 years

Past Experience

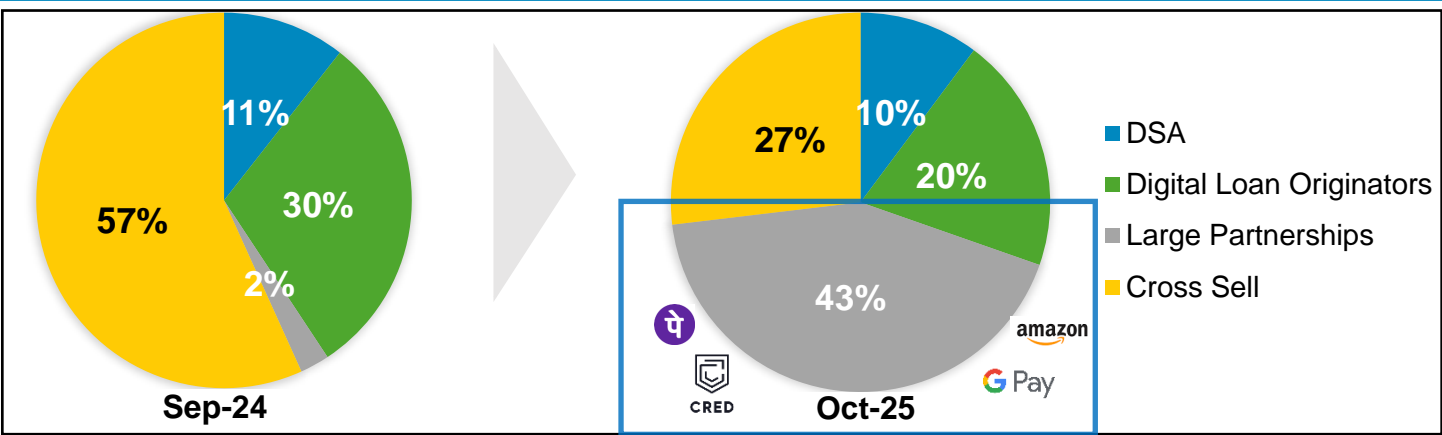
: ICICI Bank, Deutsche Bank, HSBC,  
DBS Bank, InMobi, Transunion CIBIL

Educational  
Qualification


: B.Tech. (Hons.) – IIT Delhi  
MBA - ISB Hyderabad  
Certified Financial Planner & CertICM  
holder

# Embracing digital and AI innovations to build a quality portfolio

## Fostering Mega Partnerships – Now contributes 43% of sourcing



## Next gen underwriting architecture

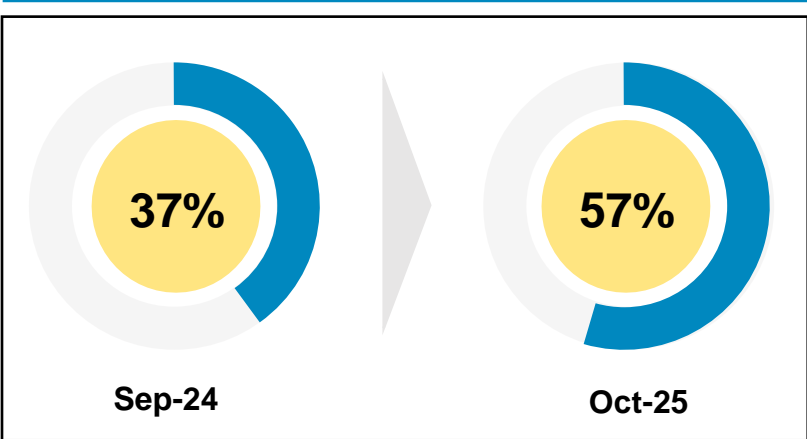


**Revamp of underwriting policy in Q4'2024 show results in FY2026**

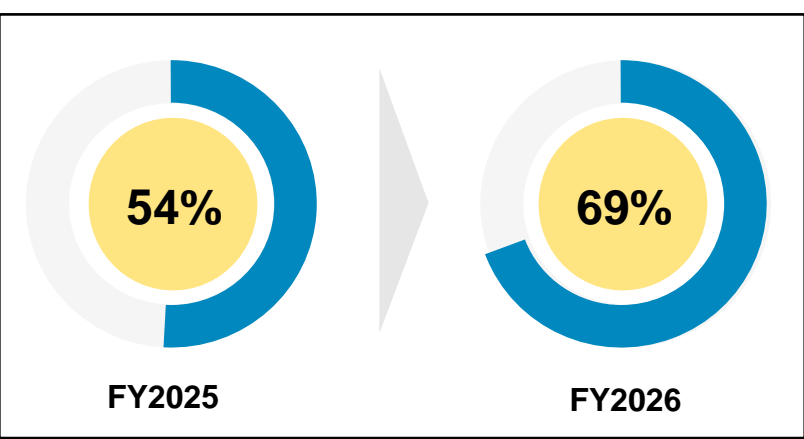
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**Cyclops go live in Q3 FY2026**

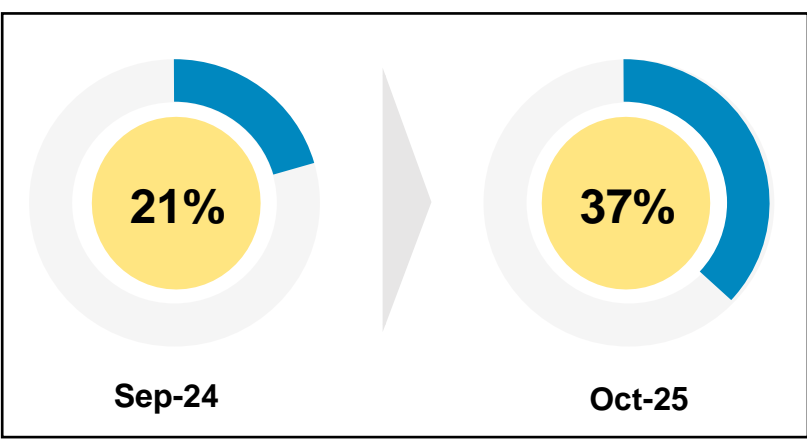
## Increase in salaried customers %



## Increase in 750+ CIBIL segment sourcing

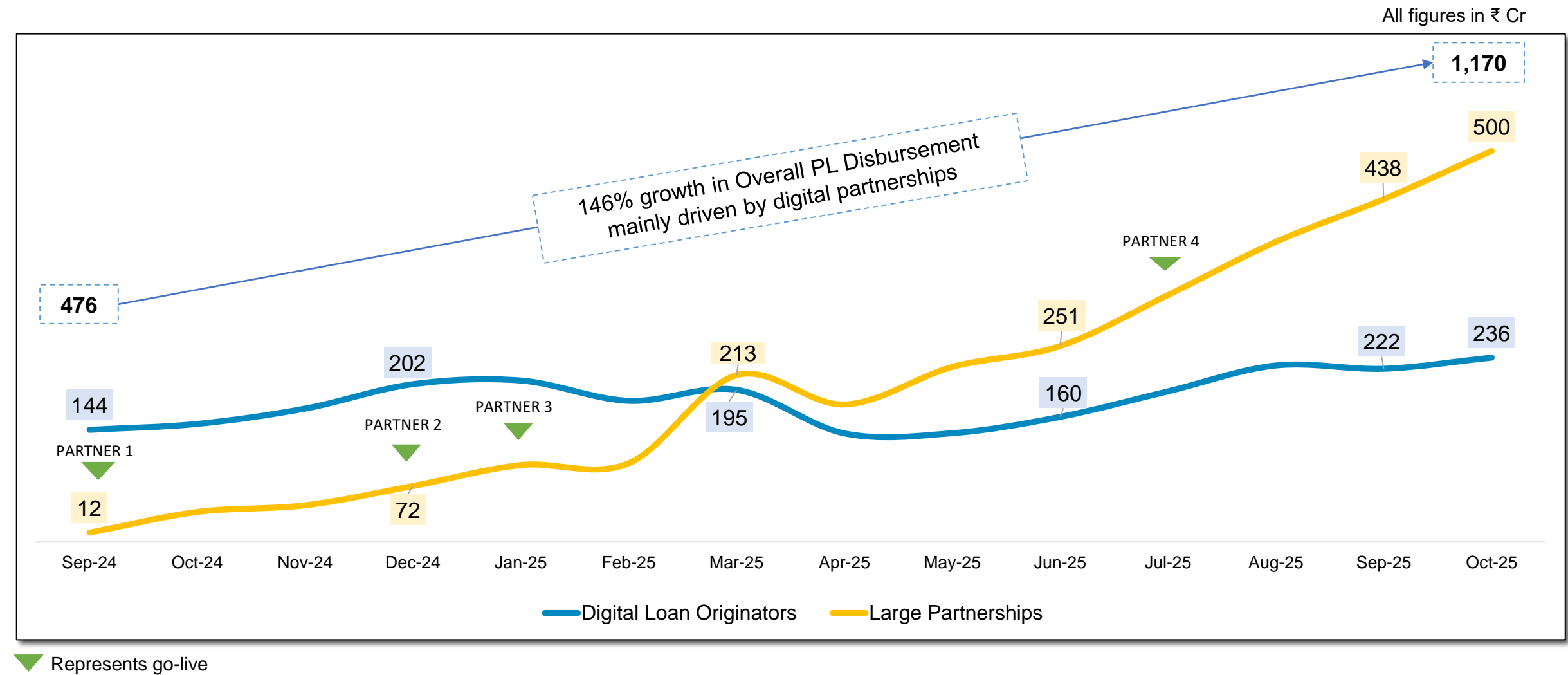


## Increase in secured dominant tradeline %

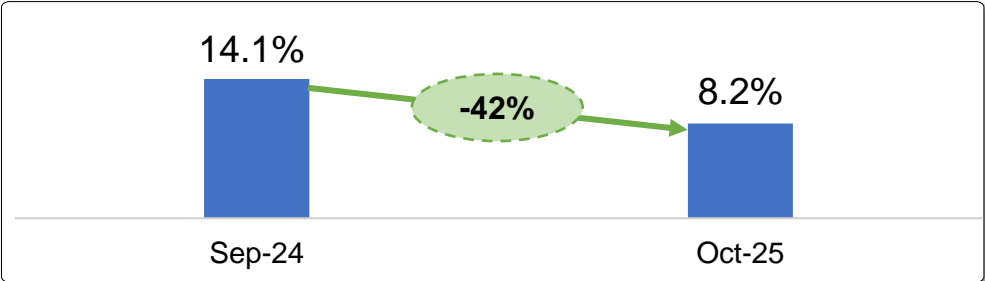




# Business scale-up through digital sourcing

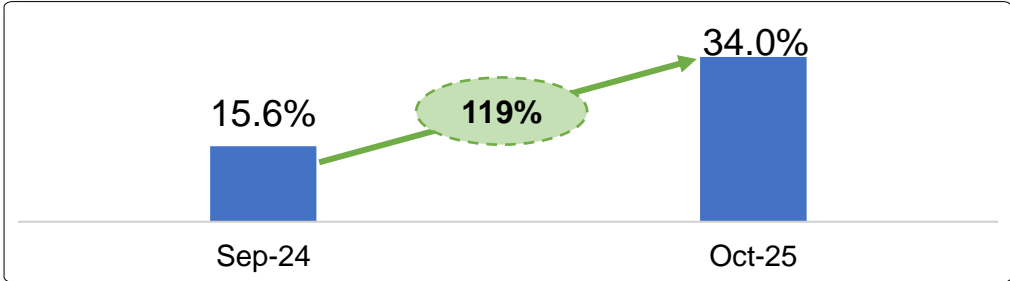


**Bounce rate %**



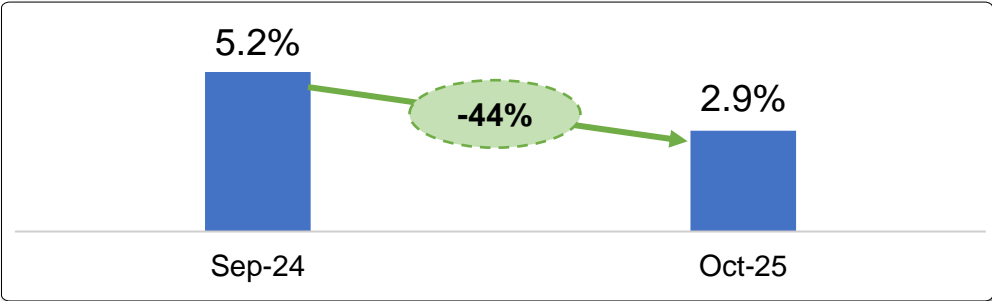
Data and tech driven pre-delinquency management calling

**Self Cure\***



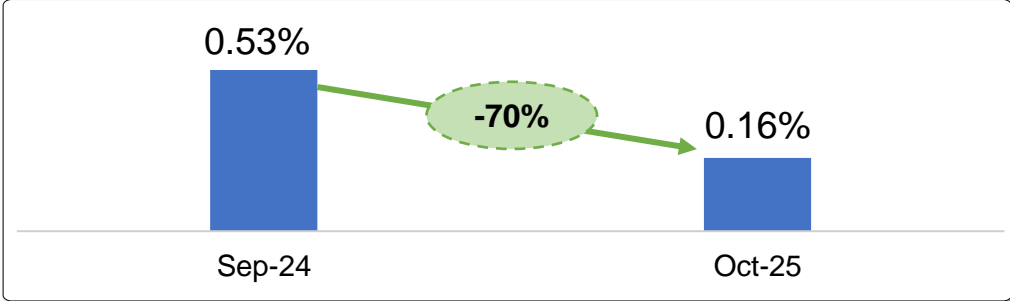
Increased self cure through multilingual BOTs and data driven models

**GNS**



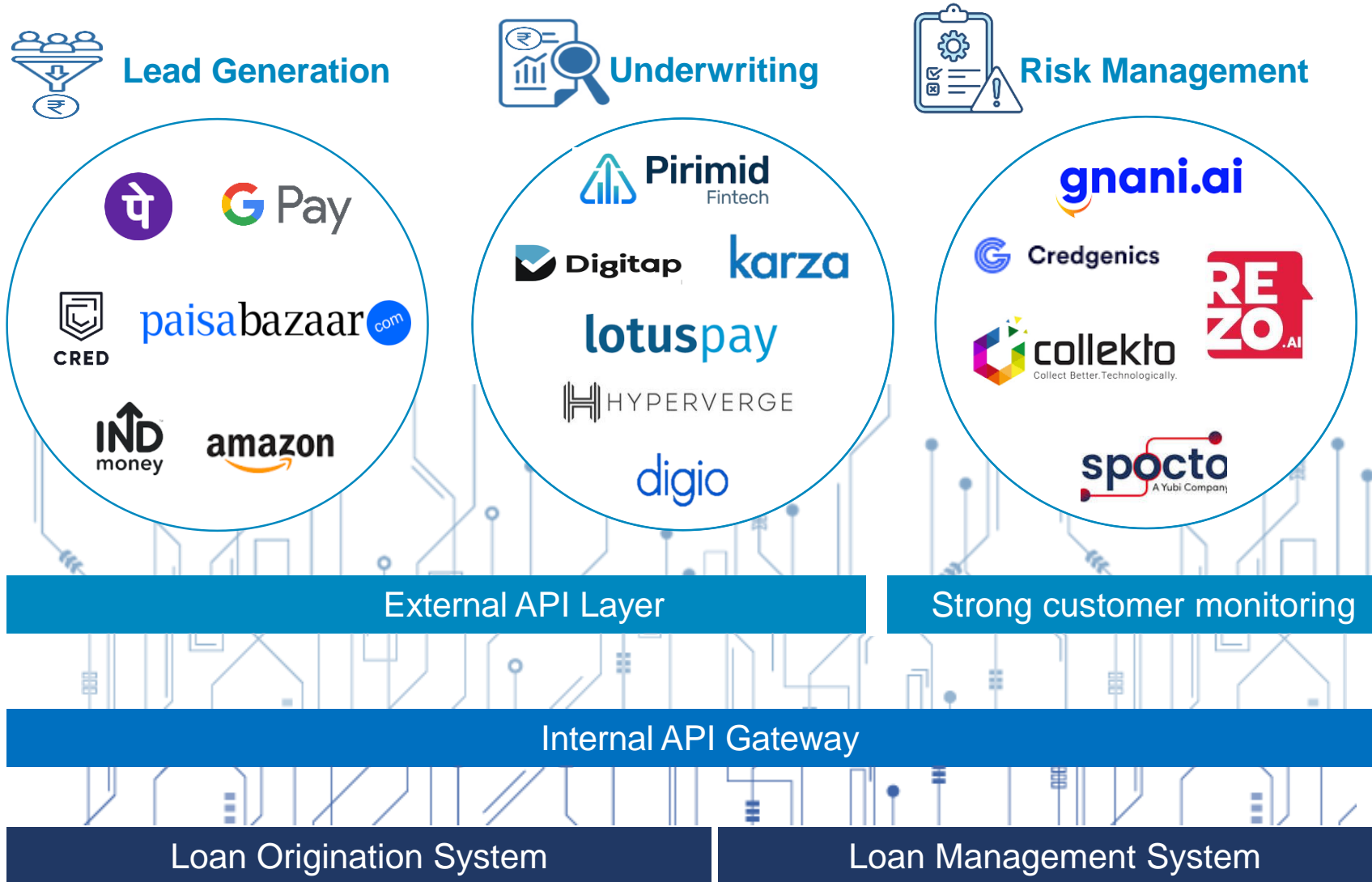
Efficient collection through data driven mechanisms

**NNS**



\* Self Cure strategy nudges a customer to pro-actively pay off their outstanding balance by reminding customers only through digital means

# Created strong tech stack for E2E digital experience





## Distribution



**Large Partnerships**  
Tie-up with big tech players



**Best in class Native Journeys**  
with Digital partners



**Data & Technology**  
based sourcing for Cross Sell



**Microservices API stack** for seamless integration



## Risk & Policy



**Digital underwriting**  
with strong risk management



Use of **Alternate data** in underwriting



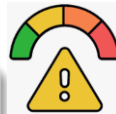
**Data Room Exercise (DRE)** for use of partner data in digital partnerships



## Collections



**Gen AI Bot**  
Tech enabled collections for both early buckets & settlement



**Early warning signals**  
Focused Pre-Delinquency Management



**Technology led data driven**  
Allocation



**DIY journeys for Settlement**  
through Planet App

# Preparing for the future – Initiatives in H2 2026



## Distribution



**Multilingual Bot**  
for sales calls  
for cross sell



**Agentic Voice**  
and chat-based  
journeys



**Revamp**  
**Consumer Journey**  
Best in class digital  
experience



**Loan offer Pod**  
for cross sell to  
existing  
customers



## Risk & Policy



**Project Cyclops**  
AI/ML driven  
underwriting engine



**Nostradamus**  
Better portfolio  
monitoring



**Pre-Approved**  
**Blackbox**  
For all Digital Partners



## Collections



**Agency Value**  
**Maximization**  
Intensified late-stage  
action



**Mandatory**  
**Account Aggregator**  
based bank account  
monitoring



**Automated**  
**contactability**  
**enrichment** with  
consent





With L&T Finance  
since

: April, 2009

Total years of  
experience

: 21 years

Past Experience

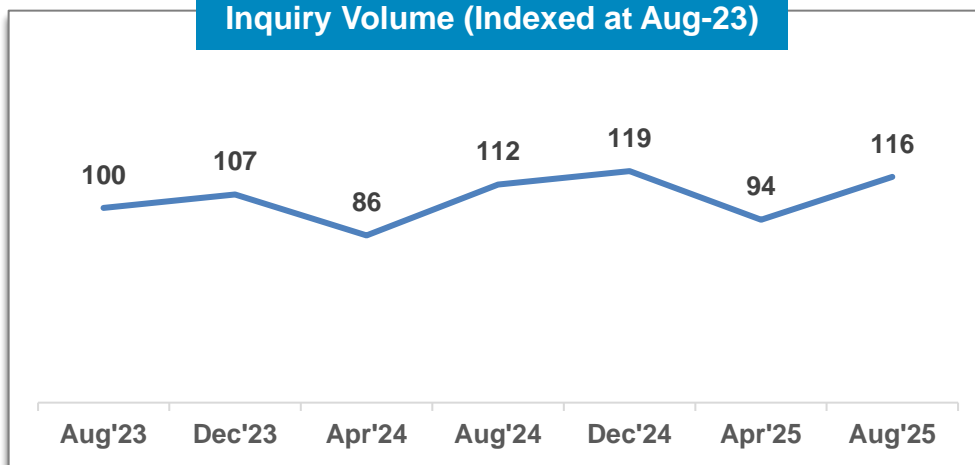
: Captain in the Indian Army

Educational  
Qualification

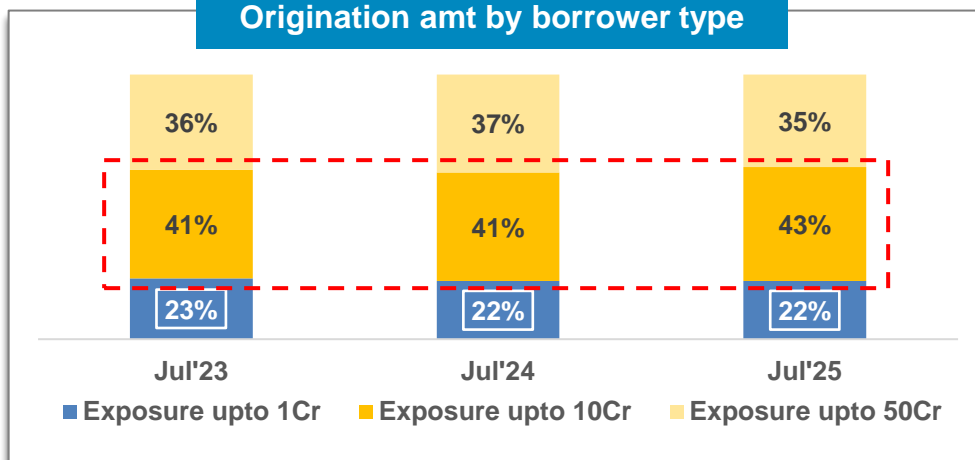
: MBA – XLRI Jamshedpur  
Bachelors in Business Economics –  
Delhi University

# SME Industry origination overview

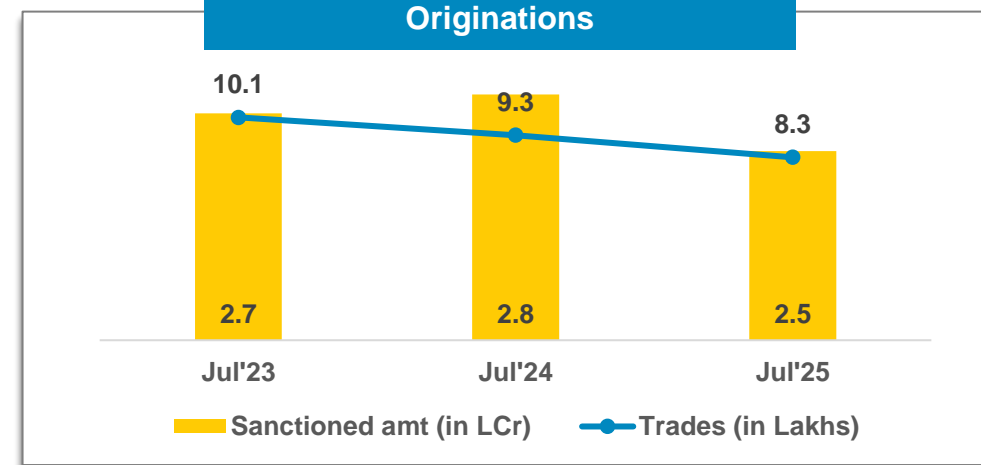
**Inquiry Volume (Indexed at Aug-23)**



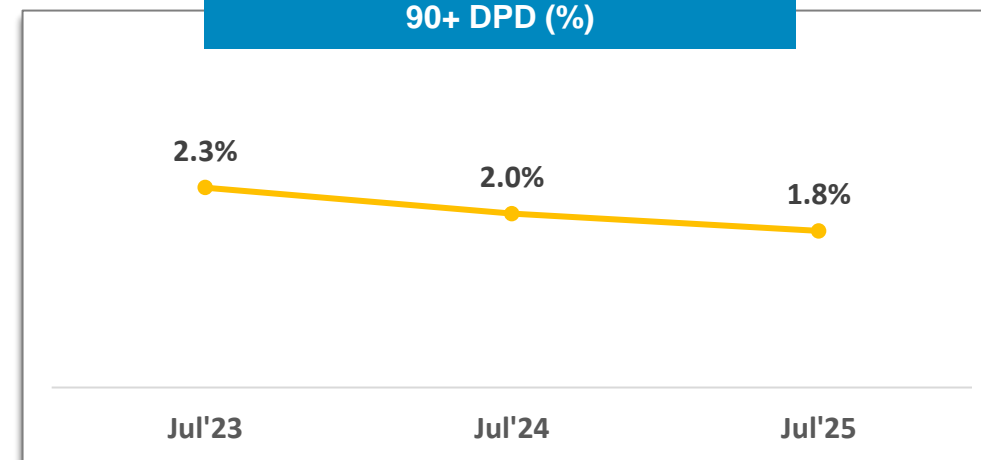
**Origination amt by borrower type**



**Originations**



**90+ DPD (%)**



Inquiries show a slight uptick, while sanctions have moderated; Portfolio is shifting towards higher ticket sizes with improving 90+ DPD metrics

# Decoding LTF's SME Business model

## Digital Native play

- *Ability to expand to locations exponentially*
- *Ability to increase the channel partner and Partnership network*
- *Ability to manage better TAT due to Digital Customer onboarding process*



**200+**



**7000+**



**6-7** days

## Strong underwriting standards

- *Proactive approach to emerging risks and micro segment specific interventions*
- *Project Cyclops for razor sharp customer identification*

Curated Customer segmentation for better offering with Project Cyclops:

**Premium**  
**Core**  
**Value**

## Strengthened collection framework

- *Strong CD CE maintained across 48 months*
- *Enhanced governance through dedicated bucket teams for improved NCL containment*
- *Integrated in-house collection & AI driven self-cure models to maintain strong portfolio control*

**45%**

Resolution by self cure & CC

**99.5%** CD CE

With robust underwriting, digital-first initiatives & strengthened in-house collections, we are well positioned to drive quality book growth

# LTF's Risk resilient portfolio

## ATS Vs Market

Month	ATS- Industry*	ATS- LTF
Sep-23	16	24
Dec-23	16	24
Mar-24	17	24
Jun-24	17	24
Sep-24	17	25
Dec'24	17	26
Mar'25	17	27
Jun'25	17	28
Sept'25	18	29

Ticket Size	90+ DPD Portfolio
5-10 Lakh	1x
10-25 Lakh	0.7x
25-50 Lakh	0.4x
50-75 Lakh	0.4x
75 lakh – 1 Cr	0.4x

90+ DPD Portfolios indexed against 5-10 Lakh 90+ DPD marked at 1x

All figures in ₹ Lakhs, Portfolio for ticket size ₹5-100 lacs  
Source: CRIF

## Quality of Origination Vs Market

## Portfolio Distribution Vs Market

CIBIL Category	Portfolio Onboarding Distribution
Super Prime (>790)	11%
Prime Plus (771-790)	25%
Prime (731-770)	54%
Near Prime (681-730)	10%
Sub Prime (300-680)	0%

CMR Category	Industry	LTF
Low Risk	30%	46%
Medium Risk	27%	48%
High Risk	6%	5%
Unranked	5%	1%
NTC	32%	0%

Parameter	LTF	Industry*
Standard %	109	100
1-30 %	22	100
31-60 %	37	100
61-90 %	37	100
90+ %	50	100

Portfolio Distribution in ticket size ₹5-100 lacs as on Sept'25  
\*Industry includes all lenders  
Source: CRIF

LTF values indexed against Industry figures marked at 100

**Risk resilient customer segment leading to better than industry delinquency performance**

# Business Highlights

1



## Geographic expansion

- **6.23%\*** LTF market share amongst existing locations across India
- Target to increase the market share from **7%** with deepening our network base into existing and new locations

2



## Feature Adjacencies

Increased loan limit up to **Rs 1 Cr** across all feature variants which will enable access to a wider customer base

3



## Partnerships & Direct Sales Team

- Shifted focus on building tie-ups for increasing customer funnel
- Onboarded 10+ partners and Direct Sales Team with a focus to increase Direct Sourcing, current contribution upwards of **13% to overall disbursements of H1FY26**

Disbursements (in Rs Cr)

FY23

FY24

FY25

H1FY26

1,473

3,657

5,000

2,740

CAGR  
50%

Book (in Rs Cr)

1,378

3,905

6,519

7,370

CAGR  
68%

FY23

FY24

FY25

H1FY26



# Strengthening collection strategy

## Policy Measures



- *Turnover / Cash profit capping*
- *Profile rationalization under GST Program*
- *Enquiry based norms*
- *Location specific bank statement analysis for SEP*

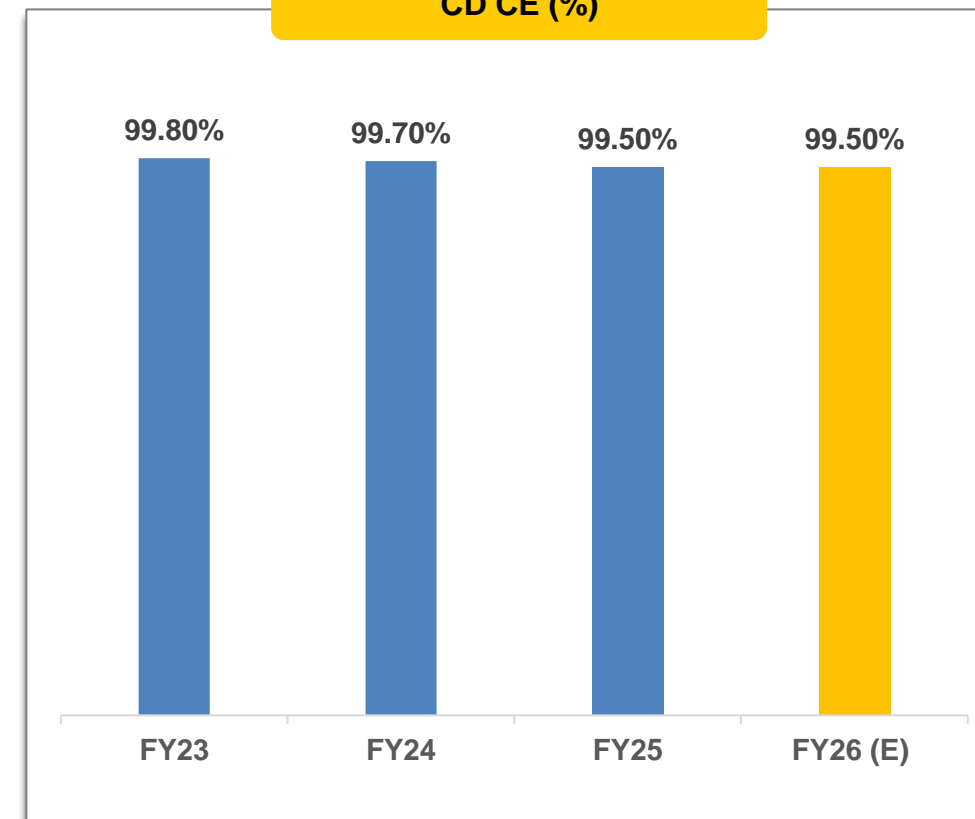
## Team Structure bifurcation



- *Separate teams for higher bucket resolutions for focused resolutions*
- *X bucket handled at Call Centre level first and thereafter at field*
- *Focused approach on ODBC collection*



## CD CE (%)



## Old Process: Pre Cyclops



### Absence of Unified Eligibility View

Multiple back and forth checks required across underwriting programs, leading to delays and inefficiencies



### Limited Data integration

Absence of a unified engine to merge bureau, banking and alternate data sources



### High TAT

Lengthy manual credit evaluation processes due to absence of multiple data points led to Higher TAT and customer dissatisfaction

## Current state: Post Cyclops

### *Smarter risk assessment*

Integrates bureau, banking and alternate data for holistic borrower evaluation

### *Improved customer segmentation*

Evaluates multidimensional data to classify by risk, behaviour and growth potential- enabling tailored credit offerings and sharper portfolio targeting

### *Consistency & Accuracy*

Minimises manual errors through rule-based and machine-learning led segmentation

## Impact on P&L

01

### ***Productivity Enhancements***

Credit manager TAT has reduced by 50% while enabling sharper decisioning

02

### ***Credit Cost Control***

Data led underwriting will help us drive early risk control and sustained credit cost reduction

# Portfolio distribution

Non Cyclops v/s Cyclops

	Pre-Cyclops	Post Cyclops	Likely PD rates <small>Indexed at Value PD rates</small>
Premium	37%	40%	0.2x
Core	41%	40%	0.7x
Value	22%	20%	1x

GNS (%)

Cyclops4.1%

Non-Cyclops5.7%

Premium Customer cohort has moved 300 basis point vis-à-vis pre-cyclops outcome & Cyclops GNS is 160 basis points lower as compared to Non-Cyclops GNS

# Way forward: Digital Initiatives

Empowering team with Agentic AI

## Projects Launched

### Project Cyclops

- Real-time decisioning
- Strengthened scorecards
- Improved customer segmentation

### Project Helios Phase1

- Reduce Turnaround Time
- Reduce human errors
- Increase Efficiency

#### Performance metrics

TAT reduction



**32** hours to **24** hours

**3-4** hours to **30** mins



## Upcoming Projects



### Project Helios Phase 2 & 3

*First step in the AI world, leveraging the generative AI capabilities for credit bureau analysis*

- Loan sheet rationalisation with the help of AI
- Integration with Perfios for banking
- Anomaly detection for fake docs / fraud etc

#### Performance metrics

TAT reduction

**5-6** hours to **30** mins



### Legal & Technical checks via AI

*Secured BL with AI enabled legal & technical checks*

- AI document validations of title chain validation
- Encumbrance & Litigation check
- Fraud detection in property collaterals

- ✓ Reduction in TAT
- ✓ Detects early frauds / ownership issues
- ✓ Continuous portfolio risk monitoring



### Universal Partner API

*Enabler to onboard multiple partners quickly and efficiently*

- Plug and play APIs for deeper integration with partners
- Lead generation & customer sourcing
- Predictive lead sourcing

- ✓ Better Quality leads
- ✓ Higher conversions
- ✓ Better customer experience

Alongside upcoming initiatives, the existing business journey will continually evolve through the integration of automation & AI across all possible stages

Challenges faced...



*Manual review of extensive bureau reports delays underwriting Turnaround Time (TAT) & is prone to human error*



*Manual checks of crucial inquiries & subjective interpretation leads to assessment inaccuracies, increasing rework & inconsistency*



*Absence of case-specific data & Personal Discussion recommendations in current reports hindered deep analytical understanding*

Overall Credit Summary

Credit Report	Value
Total Accounts	114
Number of Active Accounts	59
Number of Zero Balance Accounts	55
Number of Past Due Accounts	4
Oldest Account Opened Date	2014-08-16
Newest Account Opened Date	2024-10-28
Total Sanction Amount	29,75,71,693
Total Balance Amount(POS)	10,41,98,495
Total Past Due Amount	1,25,010
Total High Credit	96,146

Enquiries vs Loans Disbursed (Last 6m)

- ✓ Total Loan Enquiries (Last 6 Months): 11
- ✓ Total Loans Disbursed (Last 6 Months): 0
- ✓ Total Disbursed Amount (Last 6 Months): INR 0

Enquiry Summary

Enquiry_Purpose	Number_of_Enquiries	Number_of_disbursement	Total_Disbursed_Amount
Business Loans	3	0	0
Other Loans	8	0	0

Derogatory Information Table

CreditFacilityStatus	WriteOffAmount	Account_ID	SuitFiledStatus	PastDueAmount
	0	1		44,730
	0	2		315

Deviation Analysis (Policy View)

**E) All EMI based loans except above**  
DPD within <=6 months, DPD < 30 - Overdue amount <= INR 1K - CM  
Account ID(s): 2  
DPD string > 6 months and < 24 months, DPD < 30 -CM  
Account ID(s): 3  
DPD within <=6 months, DPD < 30 - Overdue amount > INR 20K - policy\_level  
Account ID(s): 3

Case-Specific Insights & PD Questions

1. Copilot Insights:

- ✓ **Credit Health Narrative:** The applicant has a good CIBIL score of 728, suggesting a generally positive credit history. However, recent DPDs on both a Housing Loan and a Commercial Vehicle Loan raise concerns about current repayment behavior. Further investigation is needed to understand the reasons

2. PD Questions:

- ✓ **DPD Related:**
- ✓ Please explain the 22 DPD recorded in March 2025 on Account ID 2 (Housing Loan, with outstanding balance of 14,03,798 INR, and date opened on 16-08-2014).
- ✓ Please explain the 16 DPD recorded in July 2023 on Account ID 3 (Commercial


Agentic bureau analyser has helped to reduce time by **50%**



# Way forward: Business strategy

★


## Feature Variant: Semi Secured





- Fixed Deposits
- Mutual Funds
- Mortgages
- Gold
- Insurance policies

★

## Supply Chain Finance Anchors

 Vendor Financing

 Semi-Secured (FD, BG, Mortgages)

 Invoice Discounting

**Anchors** 4 onboarded  
  
**Partners** 2 onboarded

★

## Tapping into new markets



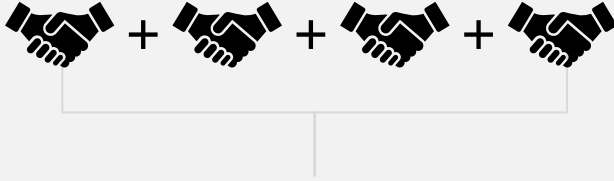
Exploring markets with LTF presence

 Gold
  Two wheeler

 Farm

★

## Building focus on Partnerships



Increased Customer funnel at lower acquisition cost

Focus on risk resilient customer segments to drive quality book growth



With L&T Finance since : November, 2015

Total years of experience : 27 years

Past Experience : IDFC, Rabo, ABN Amro, Societe Generale, Global Trust Bank

Educational Qualification : AMP – The Wharton School  
LLB & B.Com.– Mumbai University

## Acquisition Context



Opportunity to enter a high yield, secured product (₹ 2.5L crore NBFC industry)



Potential to cross sell to RBF customer base (~17K cr)



Leverage existing physical presence (~2K MCs, ~250 branches)

## Acquisition Journey



Paul Merchants Finance Private Limited (North, West) acquired through slump sale



### Deal Execution:

- Comprehensive Due Diligence (incl. gold audit)
- Definitive documents executed
- Integration completed



Acquisition live on 9 June, 2025

# Key business metrics

## At Acquisition

**₹ 1,289 Cr**  
POS

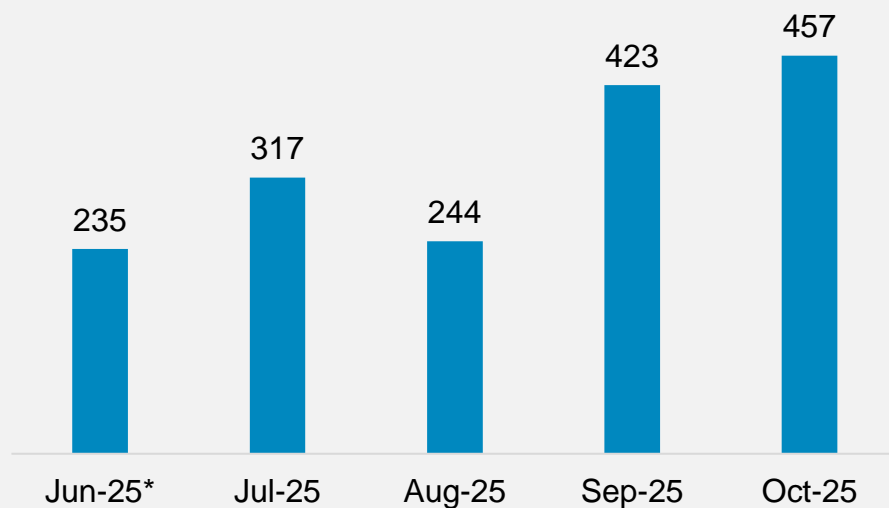
**~130**  
Branches

**~1.0 Lac**  
Customers

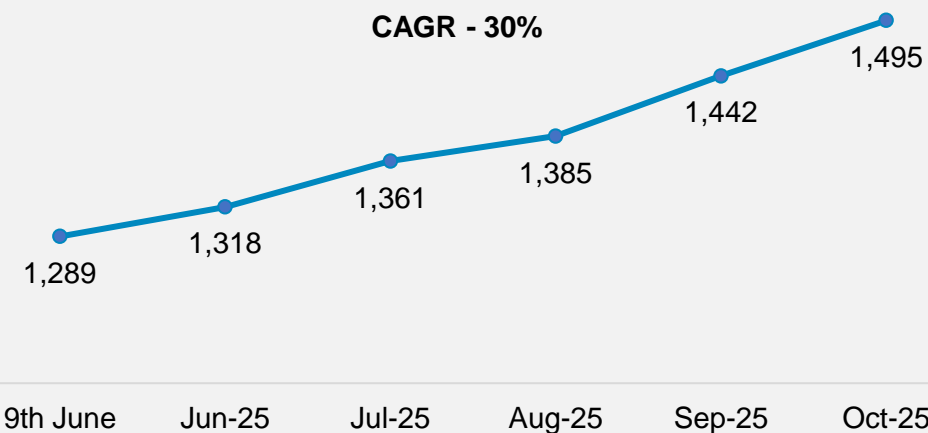
**~696**  
Employees

## Post Acquisition

### Disbursements (in ₹ Cr)



### POS trajectory (in ₹ Cr)



# Principles of Integration & technology progress in first 100 days

## Focus on business continuity



Existing LOS & LMS - smooth integration



Seamless customer onboarding



Employee orientation

## Security resilience



Additional Command Center (Mumbai)



Infosec strengthened the acquired system through relevant guardrails

## **100** Day 100 progress



E-sign implementation



IBJA automation and caratage automation



Automation of regulatory reports



# Technology themes going forward



## Customer Interaction

- KYC automation
- PLANET and Web journey linkages
- Further reduction of TAT from ~30 mins



## Gold Assaying

- AI based gold assessment tool (in-house)
- Karatmeter (XRF\*)



## Disbursement/Top-up

- IMPS
- One-tap top-ups through PLANET app



## Security

- 12+ AI enabled security layers



## Service & Experience

- Hindi voice-bots
- Email-bots

# AI based command center use cases

## *Current Command Centers across the industry...*



OTP based safe access



Manual camera checks for guard/customers/etc.



Security guard frisks customers for weapons/security hazard



Customer registers maintained for walk-ins

## *AI enabled Command Centers of the future...*



Facial recognition enabled by AI to open safe locks STP



AI checks camera feeds and gives access



Camera feeds with AI detect weapons/security hazards



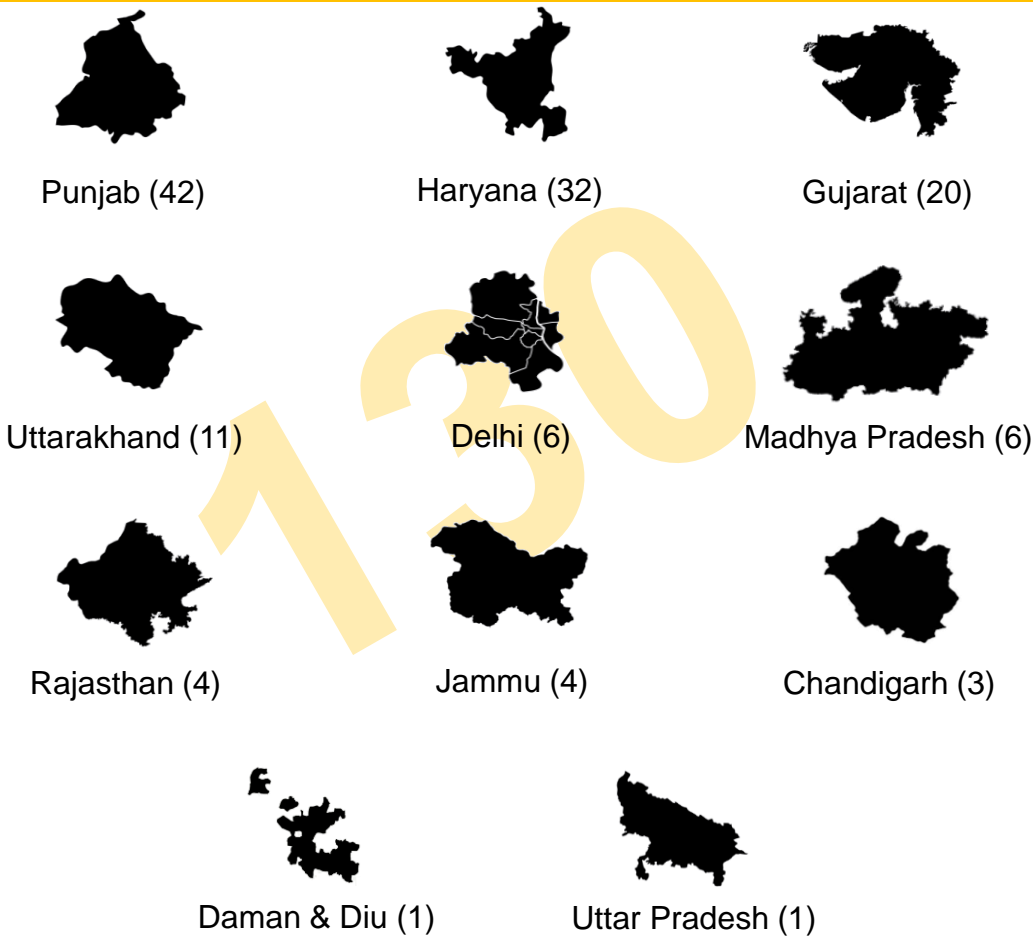
Branch footfalls counted by AI enabled camera

***We are currently in discussion for implementing a future-enabled command center, leveraging both in-house and vendor provided use cases***

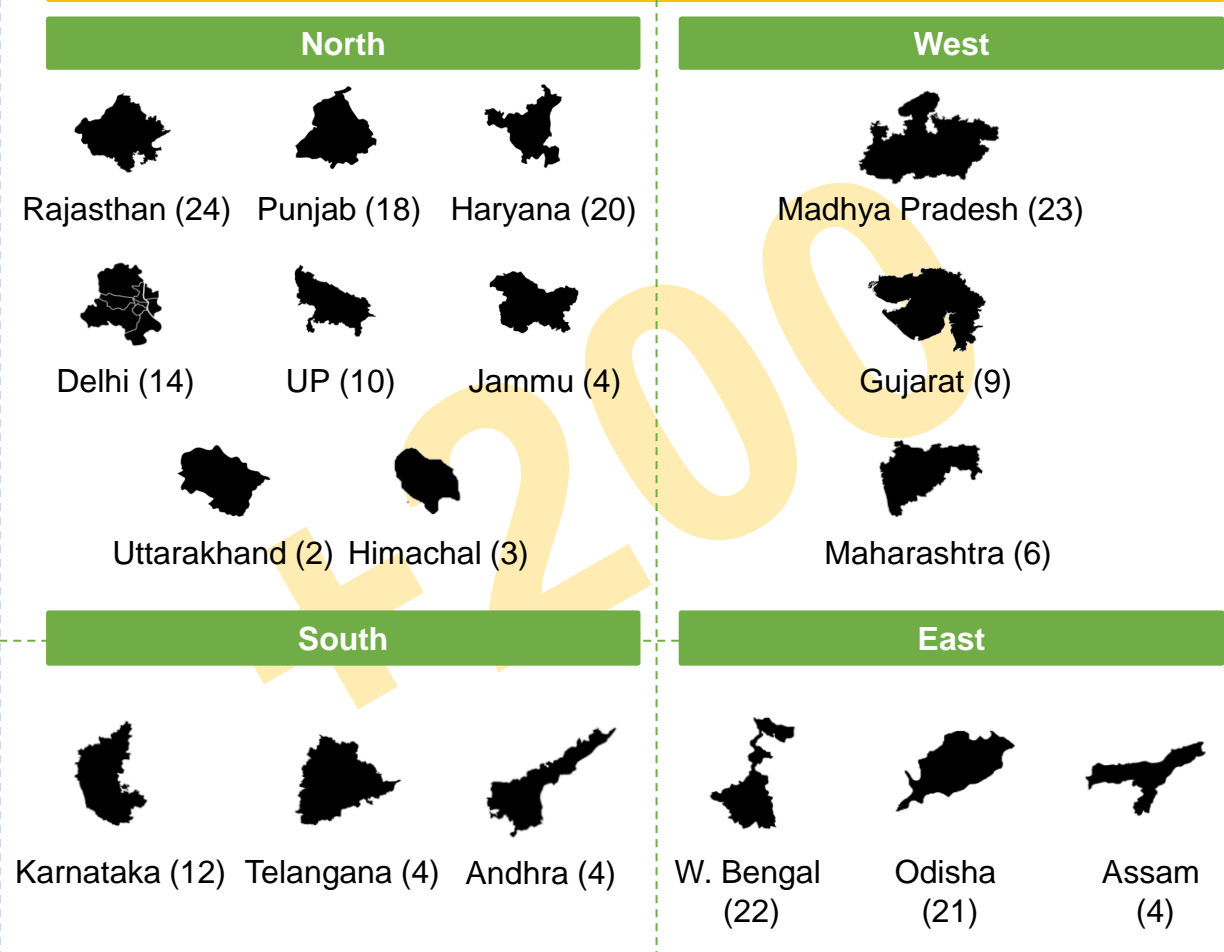
# We are in process of expanding our existing 130 branches by 200 in FY26 to establish pan-India presence



## We have a strong branch presence across North and West...

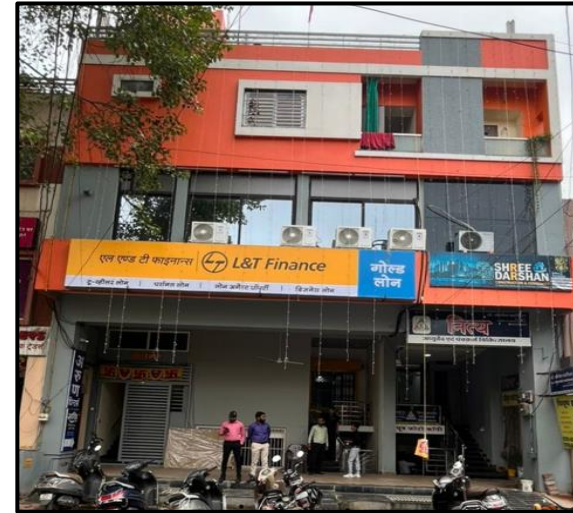


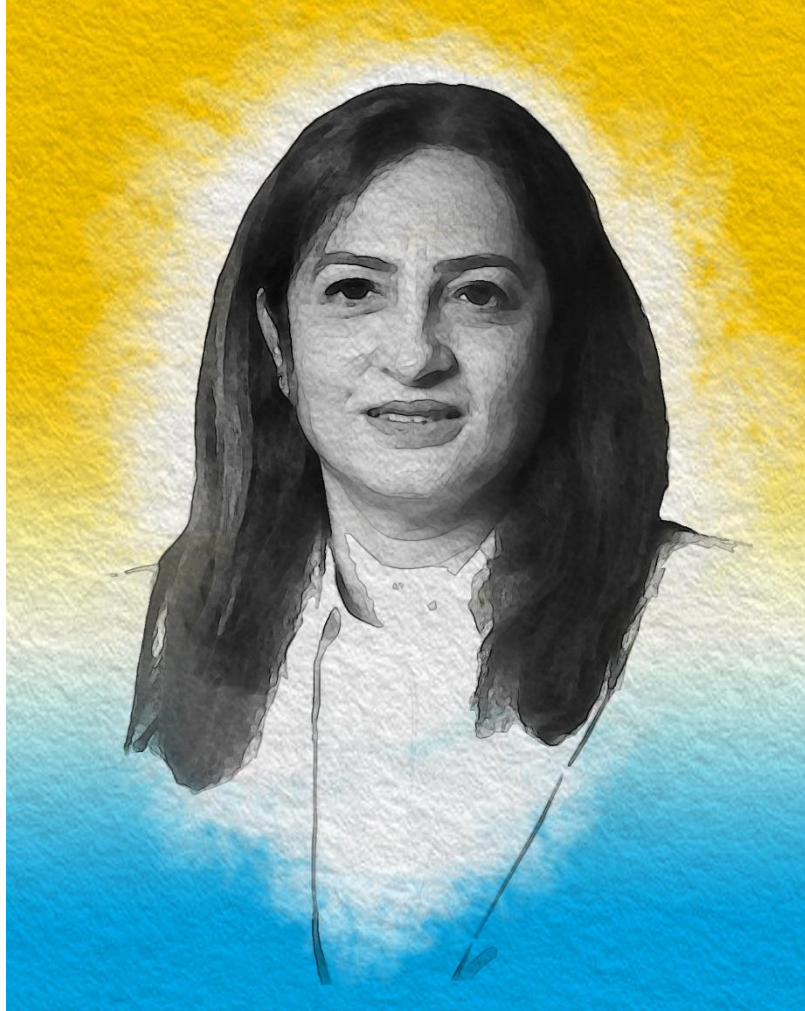
## ...and are expanding at a branch a day to become pan-India



Aspiration to grow AUM by 10x in 2 years via cross sell & branch expansion

We have launched the first Sampoorna Gold Finance Branch in Ujjain





With L&T Finance since : October, 2023

Total years of experience : 26 years

Past Experience : Pidilite, General Mills, ICICI Bank

Educational Qualification : MBA – Sydenham Institute of Management Studies, Mumbai  
M.Com. – Mumbai University











# Launching Our Brand Ambassador



**Speed and Style**

# Launching Our Brand Ambassador



**Speed and Style**



**Game changer**

# Launching Our Brand Ambassador

Ab loan milega  
*Bumrah ki speed par*

 **L&T Finance**

**JUST ZOOM**  
TWO-WHEELER LOANS



\*T&C apply. Loan approval decisions are subject to the KYC completion, credit eligibility and other terms and conditions of L&T Finance.



Game changer



# Launching Our Brand Ambassador

Ab loan milega  
*Bumrah ki speed par*

 **L&T Finance**

**JUST ZOOM**  
TWO-WHEELER LOANS



INDIA

Apply Now | Say "Hi" on ☎ 8655682647 🌐 [LTFINANCE.COM](https://ltfinance.com)

\*T&C apply. Loan approval decisions are subject to the KYC completion, credit eligibility and other terms and conditions of L&T Finance.

 **L&T Finance**

**BUSINESS LOAN**

**VIVEK RAJ**  
A.V. ENTERTAINMENT

**ANURADHA UTTAM LOKARE**  
DR. ANURADHA LOKARE'S DENTAL & AESTHETIC CENTER

**KOLARE SANTOSH SANGAPPA**  
DIANAMECH ENGINEERS

**SANKET RAJENDRA NERKAR**  
PRIORHANDY TECHNOLOGIES PRIVATE LIMITED

**DEBJANI CHOWDHURY**  
DOHNA GLOBAL PRIVATE LIMITED

**SUNIT SHAH**  
MAGNES ENERGY INDIA LLP

*Inke business ka*  
**GAME CHANGER**

FOR THEIR GAME CHANGING STORIES, VISIT [LTFINANCE.COM/BLOG](https://ltfinance.com/blog)

\*T&C Apply

Ab loan milega  
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## Bumrah + Asia Cup = Amplified Brand Power



Ad spots in Asia Cup'25



Branding across Outdoor, 1400+ Cabs & Buses – Metro announcements



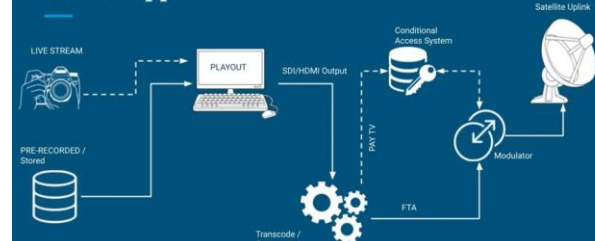
Digital reach within YouTube and other tactical placements

## Contextual Aston Bands

Connecting Bumrah's unmatched bowling speed to two-wheeler loans, **turning a live sports** moment into a clever, **memorable brand association.**



### What happens in the Studio?



During Live Stream via technology + pre-programmed content of custom Aston bands is superimposed & fed to the Live uplink



## Contextual programmatic content in transit media

Real-time optimisation kept our message visible from morning rush to evening wind down, stating relevant messaging all day





# BowlLikeBumrah.com – An AI-powered engagement platform

A unique, gamified activation to link Bumrah's unique style directly to the brand, driving engagements and brand visibility



L&T Finance  
**JUST ZOOM**  
TWO-WHEELER LOANS

**BOWL KAR**  
#BumrahKiSpeedPar

SHOW OFF YOUR BOWLING  
STYLE AND GET A CHANCE  
TO MEET ME\*

Get Started

AND ALSO WIN  
Bumrah's signed gears & vouchers

SIGNED  
BIKE GLOVES

SIGNED  
CRICKET BALL

AMAZON  
VOUCHER

L&T Finance  
**JUST ZOOM**  
BUMRAH KI SPEED PAR

**Saharsh's Bowling  
Analysis with  
JUST ZOOM**

X

L&T Finance  
**JUST ZOOM**  
TWO-WHEELER LOANS  
BUMRAH KI SPEED PAR

## Key results - Two-Wheeler IMC



**76 Mn Reach on  
Asia Cup Live TV**



**40 Mn views on  
Digital platforms**



**5 Mn social media  
engagements**

# Launching Our Brand Ambassador

Ab loan milega  
*Bumrah ki speed par*

 **L&T Finance**

**JUST ZOOM**  
TWO-WHEELER LOANS

INDIA

LOAN APPROVED

Apply Now | Say "Hi" on ☎ 8655682647 🌐 LTFINANCE.COM

\*T&C apply. Loan approval decisions are subject to the KYC completion, credit eligibility and other terms and conditions of L&T Finance.

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Inke business ka  
**GAME CHANGER**

FOR THEIR GAME CHANGING STORIES, VISIT [LTFINANCE.COM/BLOG](https://ltfinance.com/blog)

\*T&C Apply



# Brand refresh through two Integrated Marketing Campaigns (IMCs)



**L&T Finance**  
**BUSINESS LOAN**

**VIVEK RAJ**  
A V ENTERTAINMENT

**ANURADHA UTTAM LOKARE**  
DR. ANURADHA LOKARE'S DENTAL & AESTHETIC CENTER

**KOLARE SANTOSH SANGAPPA**  
DIANAMECH ENGINEERS

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PROPHANDY TECHNOLOGIES PRIVATE LIMITED

**DEBJANI CHOWDHURY**  
DOHNA GLOBAL PRIVATE LIMITED

**SUNIT SHAH**  
MAGNES ENERGY INDIA LLP

*Inke business ka*  
**GAME CHANGER**

\*T&C Apply

## Extend Bumrah to celebrate business owners as Game Changers



**TV spots and  
strategic  
Outdoor**

**Digital Video  
and tactical ad  
placements**

**Engagements  
within  
Business  
communities**



## Business Poster With Bumrah



Create Your **Own Business Poster** in **Minutes!**

**We guide your recovery with trust towards lasting wellness**

**We drive your journey smooth, safe and reliable everyday**

**We guide your recovery with trust towards lasting wellness**

**We drive your journey smooth, safe and reliable everyday**

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A unique activation for SME owners to create a Business Poster for their company through AI, also leveraging Bumrah.

## Business Poster With Bumrah



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## Business Poster With Bumrah



Digital Billboard activation, creating user interactions

 **L&T Finance**  
**BUSINESS LOAN**

## Key results - Business Loan IMC



**11 Mn Reach to  
Business Owners**



**29 Mn views on  
Digital platforms**



**4.5 Mn social media  
engagements**



# Key results - Business Loan IMC



**11 Mn Reach to Business Owners**

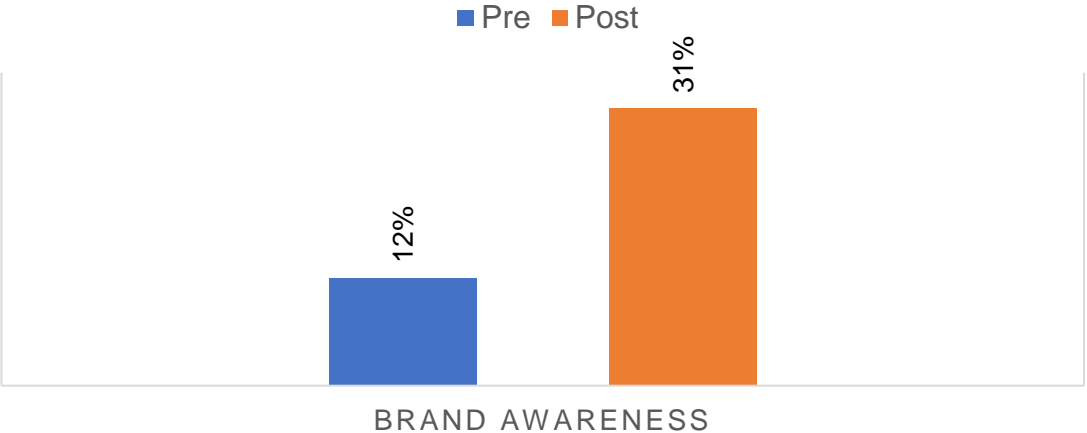


**29 Mn views on Digital platforms**

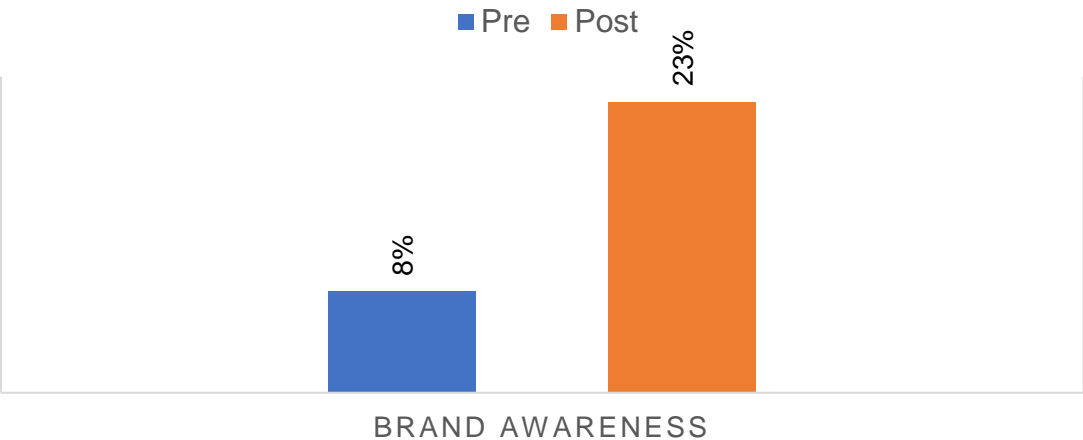


**4.5 Mn social media engagements**

## BRAND AWARENESS



## BRAND CONSIDERATION





# Leveraging Gen AI into Martech

Dussehra



Diwali



Durga Pooja



Application



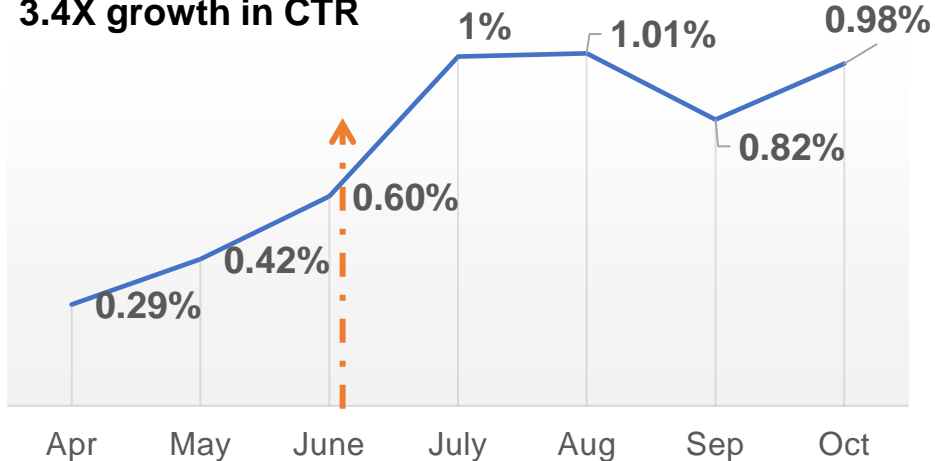
Sanction



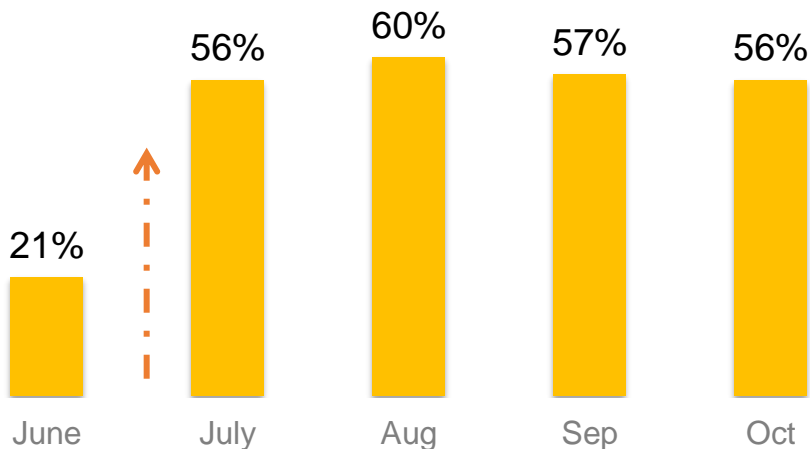
Banking



3.4X growth in CTR



Contribution to Personal Loan  
Cross-Sell business





Dussehra



Diwali



Durga Pooja



Application



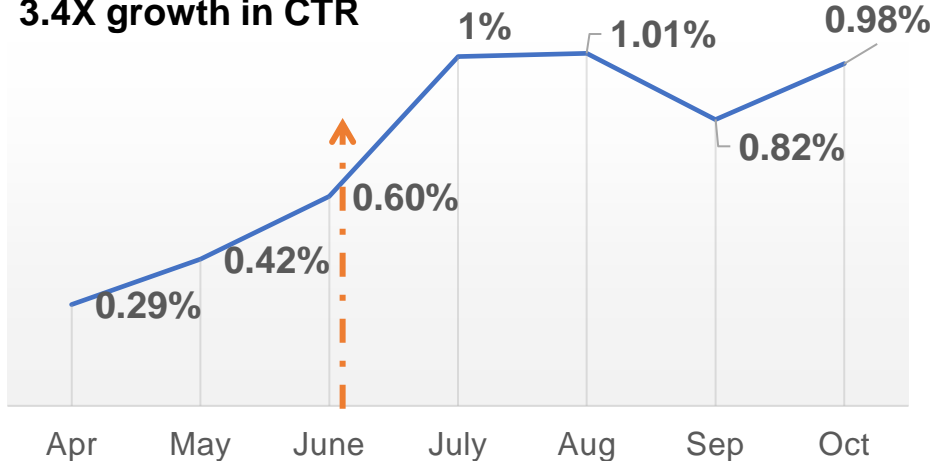
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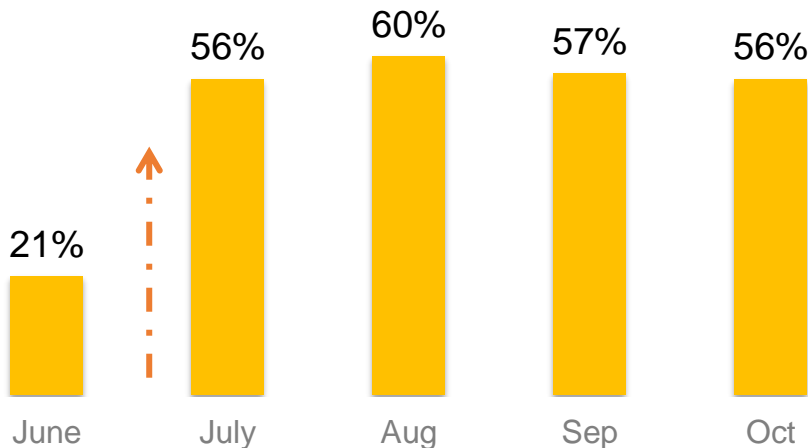
Banking



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**Sab Honge Kaamyaab with L&T Finance**  
**Fully AI-generated Diwali theme song**

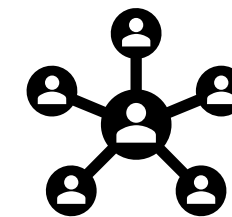


***Iss Diwali***

***Sab Honge Kaamyaab***

 **L&T Finance** **KE SAATH**

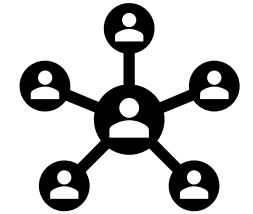
Home Loans	Loan Against Property	Personal Loans	Two-Wheeler Finance	Farm Equipment Finance	Business Loans	Rural Business Finance	Gold Loans
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**45 Mn Views**  
**on Instagram**

**90k**  
**engagements**

## Sab Honge Kaamyaab with L&T Finance Fully AI-generated Diwali theme song



**45 Mn Views**  
on Instagram

**90k**  
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