

Date: February 08, 2024

To, BSE Limited, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai- 400001 Scrip Code: 544044	To, National Stock Exchange of India Limited, Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai – 400 051 NSE Symbol: INDIASHLTR
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Sub: Investor Presentation under Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015.

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of Investor Presentation of the Company on the Unaudited Financial Results for the third quarter and nine months ended December 31, 2023.

The above information shall also be made available on the Company's website at <https://www.indiashelter.in/investor-relations>

Request you to take the above information on records.

Thanking you.
Yours faithfully,

For India Shelter Finance Corporation Limited

**Mukti Chaplot
Company Secretary and Chief Compliance Officer
Mem. No. 38326**

Encl: as above

India Shelter Finance Corporation Limited

Registered office – 6th Floor, Plot No 15, Institutional Area, Sector 44, Gurgaon, Haryana-122002

CIN: U65922HR1998PLC042782, Phone No +91-124-4131807

E-mail: customer.care@indiashelter.in, Website: www.indiashelter.in



Investor Presentation

Q3FY24



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This Presentation has been prepared by the Company based on information and data which the Company considers reliable, but the Company makes no representation or warranty, express or implied, whatsoever, and no reliance shall be placed on, the truth, accuracy, completeness, fairness and reasonableness of the contents of this Presentation. This Presentation may not be all inclusive and may not contain all of the information that you may consider material. Any liability in respect of the contents of, or any omission from, this Presentation is expressly excluded.

Forward looking statements concerning the Company's future business prospects and business profitability are subject to a number of risks and uncertainties and the actual results could materially differ from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, competition (both domestic and international), economic growth in India and abroad, ability to attract and retain highly skilled professionals, time and cost over runs on contracts, government policies and actions regulations, interest and other fiscal costs generally prevailing in the economy. The Company does not undertake to make any announcement in case any of the forward-looking statements become materially incorrect in future or update any forward-looking statements made from time to time by or on behalf of the Company.


Key Highlights – Q3FY24

AUM 


Rs. Crore

5,609

▲ 8% QoQ
▲ 42% YoY

ROA 


4.7%

Disbursement 


Rs. Crore

679

▲ 6% QoQ
▲ 36% YoY

ROE 


13.9%

PAT 

Rs. Crore

62

▲ 3% QoQ
▲ 55% YoY

Gross Stage 3 

1.2%

▲ 20 BPS QoQ
▼ 109 BPS YoY



Executive Summary – Q3FY24

Business Metrics & Expansion

- Delivered AUM growth of **42% YoY** to **Rs. 5,609 Cr**
- Portfolio LTV maintained at **51%**, ATS continues to be at **Rs. 10 Lacs**
- The company continues to deepen its presence by adding **12** new branches
- Geographic presence stood at **215** locations as of 31st December'23

Operations

- Continues to maintain strong focus on leveraging tech to improve operations, onboarding and customer experience
- Continues to focus on digital operations, company now processes **92%** digital collections, **98%** e-signing of applications

Liquidity & Cost of Borrowing

- In Q3, cost of funds was maintained at **8.8%** despite rising interest rate market
- Comfortable liquidity position, liquidity buffer stood at **Rs. 1,488 Crs** as of 31st December 2023

Operating Efficiencies

- Net Income grew by **47% YoY** to **Rs. 145 Crs** in Q3FY24 as against **Rs. 98 Crs** in Q3FY23
- In Q3, Opex to AUM improved to **4.4%** from **4.8%** in Q3FY23
- In Q3, Cost to Income improved to **41.1%** from **46.3%** in Q3FY23
- Login to Disbursement TAT of **6** days

Asset Quality

- Gross Stage 3 and Net Stage 3 stood at **1.2%** and **0.9%** as of 31st December 2023 as against **2.3%** and **1.8%** as of 31st December 2022
- 30+ DPD stood at **3.5%** as of 31st December 2023 as against **3.5%** as of 31st December 2022
- Credit Cost for the quarter stable at 0.3%.

Profitability

- Profit after tax grew by **55% YoY** to **Rs. 62 Crs** in Q3FY24 as against **Rs. 40 Crs** in Q3FY23
- In Q3, the company delivered annualized RoA of **4.7%** as against **4.2%** in Q3FY23
- In Q3, the company delivered annualized RoE of **13.9%** as against **13.8%** in Q3FY23

About the Company

Business Update

Tech, Credit & Risk

Financials

ESG



Who we are

What we do

India Shelter provides affordable home loans and loan against property in Tier 2 and 3 geographies in India.

Focus Segment

Provides home loans to customers from low-and middle-income segments who are building or buying their first homes.

Granular Portfolio with Pan India presence

India Shelter has strong distribution moat with its Pan-India network in 15 states via 215 branches and maintains a granular portfolio with ATS of ~ Rs. 10 Lacs

Deep Vintage

Founded in 2010, India Shelter has a 14-year vintage that results in deep understanding of the segment

Corporate Governance

Strong focus on Corporate Governance, led by diverse Board with extensive experience in various facets of Banking and Finance

Experienced Team

Company is being run by experienced professional management team backed by marquee investors

Tech enabled Underwriting & Risk

Tech backed and tested underwriting and risk management which has remained robust through business cycles

Focus on Underserved Customer Base



AUM Split by Borrower Type (9M'FY24), %

70%

First Time Mortgage Borrowers

90%

Tier II & Tier III

76%

LIG + MIG

98%

Women Applicant

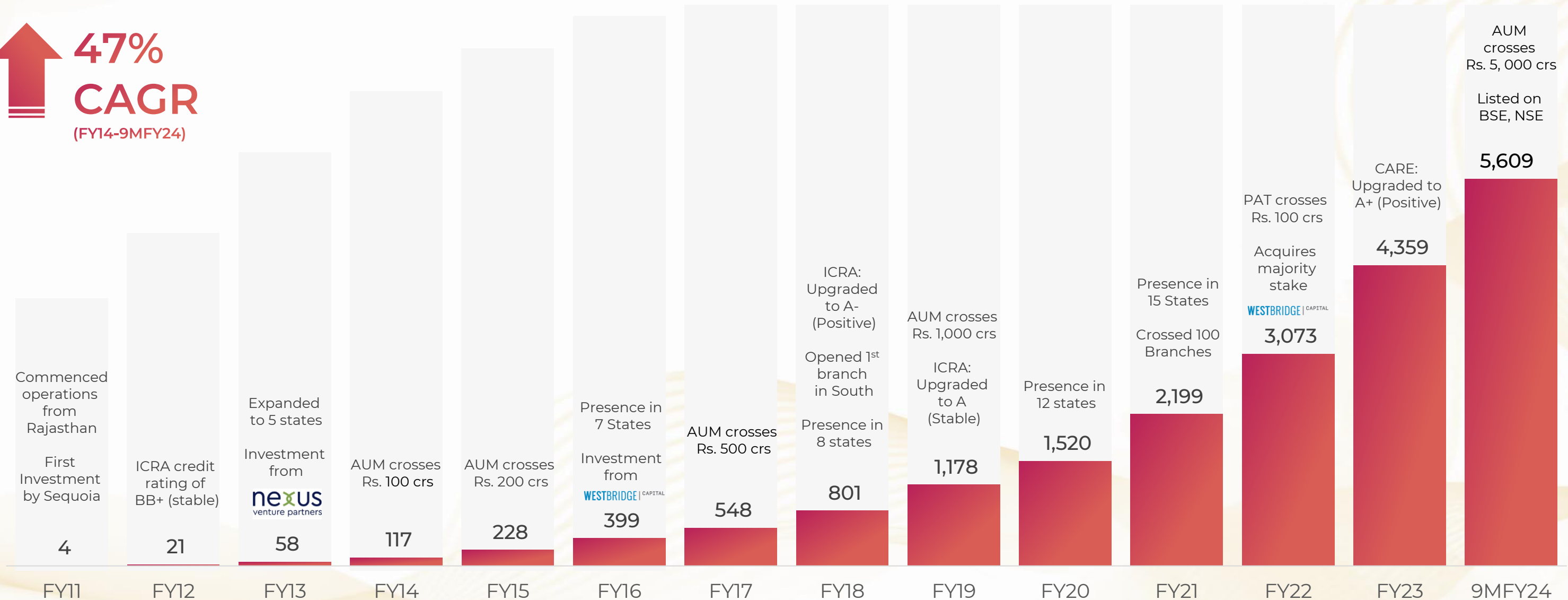
71%

Self-Employed

Growth Journey

AUM (Rs. Crores)

47% CAGR
(FY14-9MFY24)



Continuous Growth With Focus On Fundamentals

No. of States

15

FY 23

12

FY 19



No. of Branches

183

FY 23

81

FY 19



Disbursement
(INR Cr)

1,964

FY 23

566

FY 19



AUM
(INR Cr)

4,359

FY 23

1,178

FY 19



PAT
(INR Cr)

155

FY 23

30

FY 19



Opex / AUM

4.9%

FY 23

7.8%

FY 19



ROE

13.4%

FY 23

4.4%

FY 19



GNPA

1.1%

FY 23

1.4%

FY 19

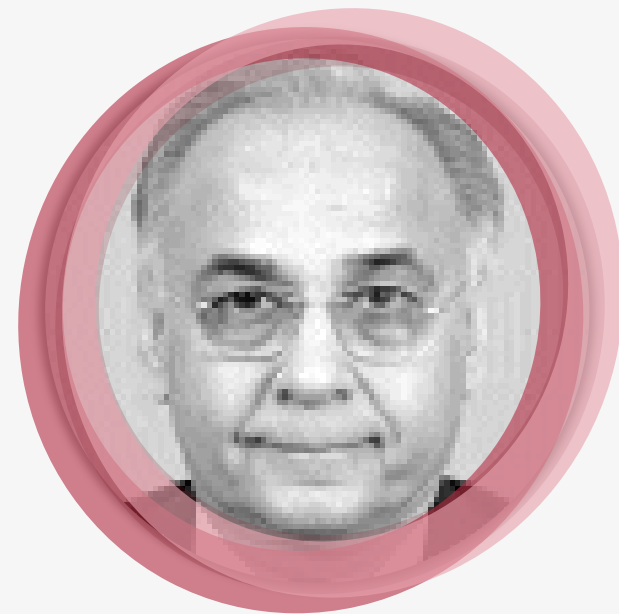


Key Success Factors



Experienced Board with Industry Veterans

Chairman



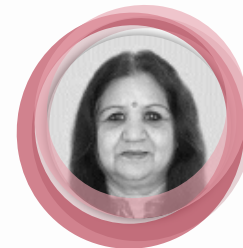
Sudhin Choksey

Ex-MD Gruh Finance
35+ yrs of BFSI experience
Nominee Director

Independent Directors



Parveen Gupta
Ex-MD SBI



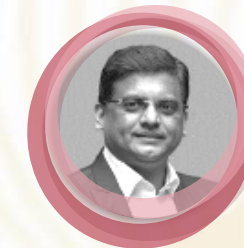
Rachna Dixit
Ex-Regional
Director RBI



Ajay Jha
Ex-Finance Secretary
of India



Savita Mahajan
Ex-Dean ISB



Thomson Thomas
Ex-CIO HDFC Life

Nominee Directors



Sumir Chadha
Co-Founder WestBridge



Shailesh Mehta
Ex-Chairman Providian



Anup Gupta
MD, Nexus Venture Partners

Management



Rupinder Singh
MD & CEO

Professionally Managed Company

Experienced Management Team with Strong Alignment of Interest with 9% ESOP Pool



Rupinder Singh

MD & CEO

20+ yrs of experience

Ex-Cholamandalam



Ashish Gupta

CFO

18+ yrs of experience

Ex-Satin Micro Finance



Sharad Pareek

CRO

22+ yrs of experience

Ex-Poonawalla Fincorp



Nilay

CHRO

22+ yrs of experience

Ex-Standard Chartered



Aman Saini

National Business Head

20+ yrs of experience

Ex-Cholamandalam



Nitin Goel

Head Credit Policy

18+ yrs of experience

Ex-Cholamandalam



Ravinder Dhillon

Head - Collections

20+ yrs of experience

Ex-Cholamandalam

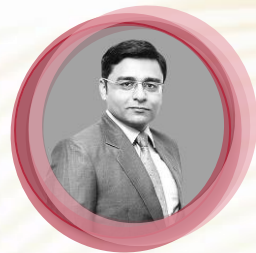


Rohit Gaur

Head Product & Strategy

20+ yrs of experience

Ex-Cholamandalam



Abhinav Arya

CIO

17+ yrs of experience

Ex-Shubham Housing



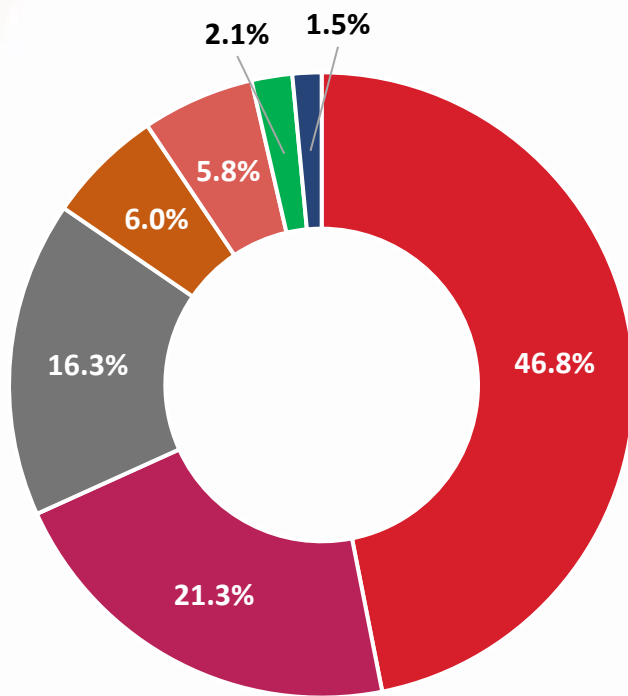
Mukti Chaplot

CS & Compliance

10+ yrs of experience

India Shelter

Shareholding Pattern



- WestBridge
- Nexus
- DII
- Publics & others
- FII
- Employees
- Mr. Anil Mehta

300+ employees are covered under ESOP program, comprising:

- ~10% of the total employee base
- ~26% of the employees excluding frontline staff

Key Institutional Investors

Investor	% Holding
Key Investors	
WestBridge Capital [^]	46.8%
Nexus Venture Partners [^]	21.3%
Madison [^]	4.9%
DII (MFs, AIFs, Insurance)	
Nippon Mutual Fund [*]	2.0%
Quant Mutual Fund [*]	1.7%
Axis Mutual Fund [*]	0.9%
Baroda BNP Mutual Fund [*]	0.9%
Franklin Templeton Mutual Fund	0.7%
DSP Mutual Fund [*]	0.6%
FIIs/FPIs	
Goldman Sachs India Equity [#]	1.0%
Massachusetts Institute of Technology [^]	0.8%
Steinberg	0.6%
NHIT Global (affiliate Loomis Sayles)	0.4%



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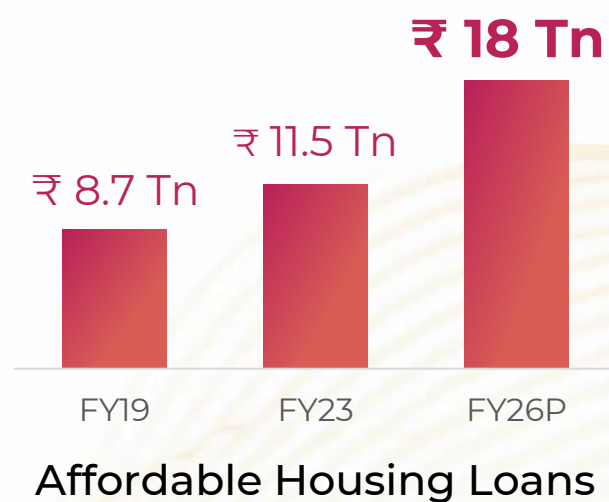
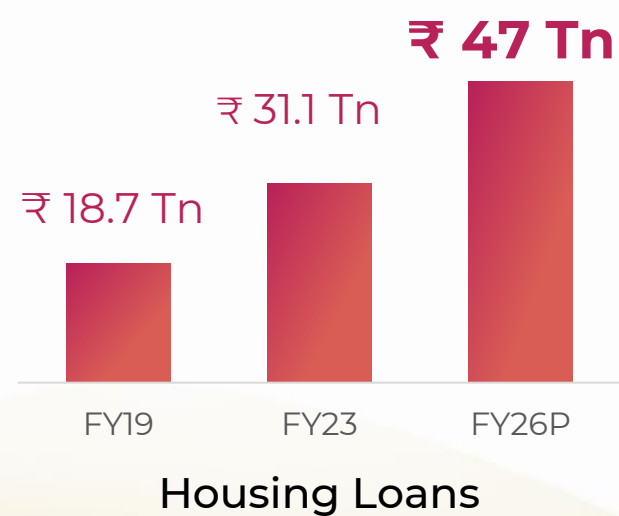


Industry Dynamics

Housing Market Size

Segment	%
<0.5 million	2%
0.5 million to 2.5 million	35%
>2.5 million	63%
Overall	100%

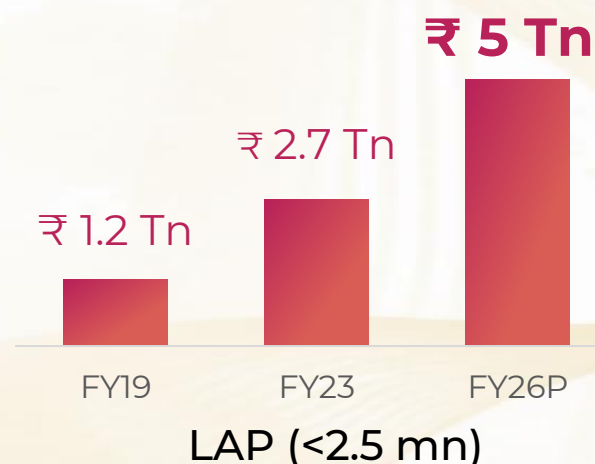
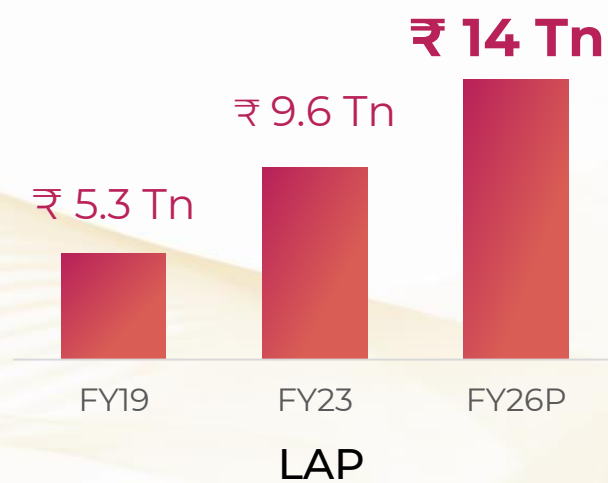
➤ Focus Segment



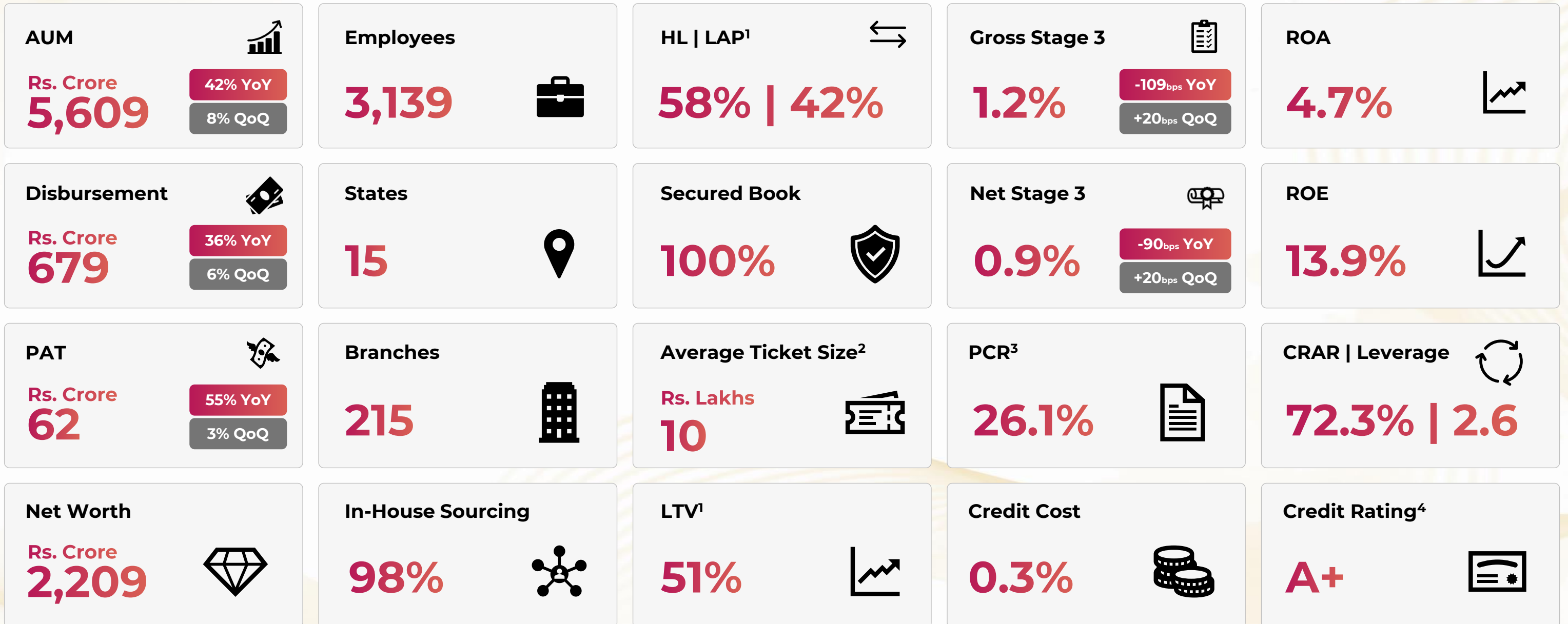
LAP Market Size

Segment	%
<0.5 million	5%
0.5 million to 2.5 million	24%
>2.5 million	71%
Overall	100%

➤ Focus Segment



Q3FY24 Snapshot

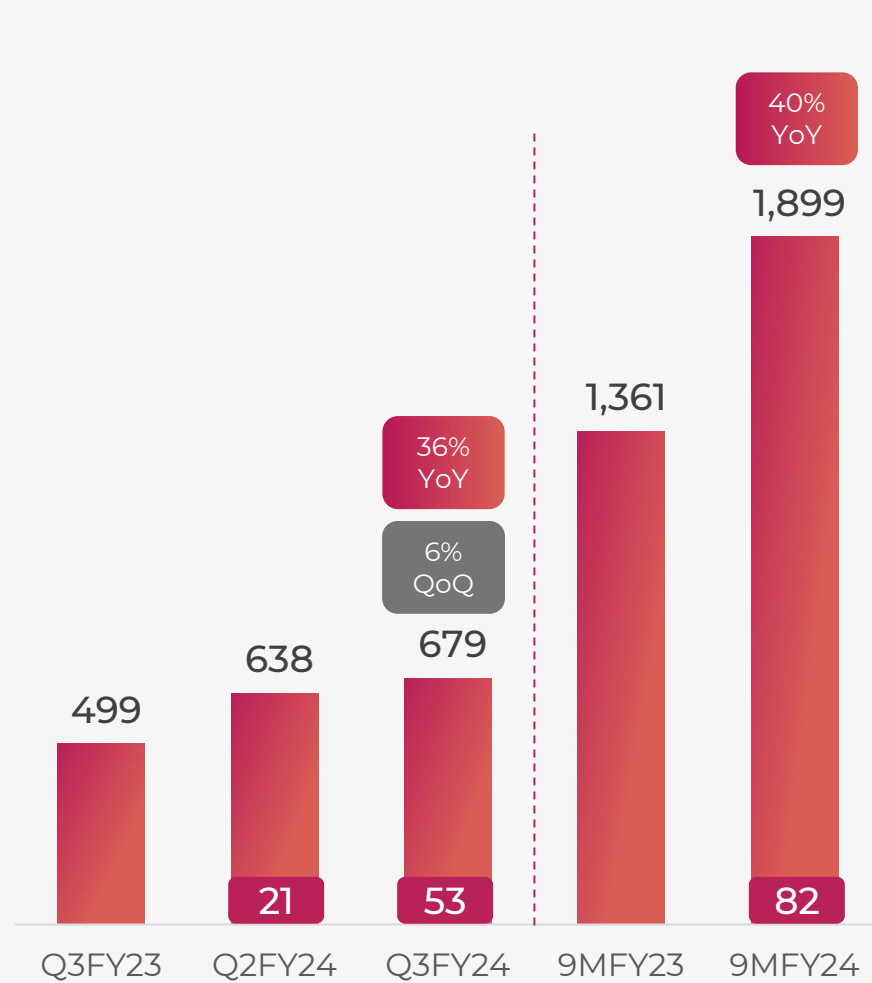


Investors and Analysts can download the excel factsheet from our website [link](#)

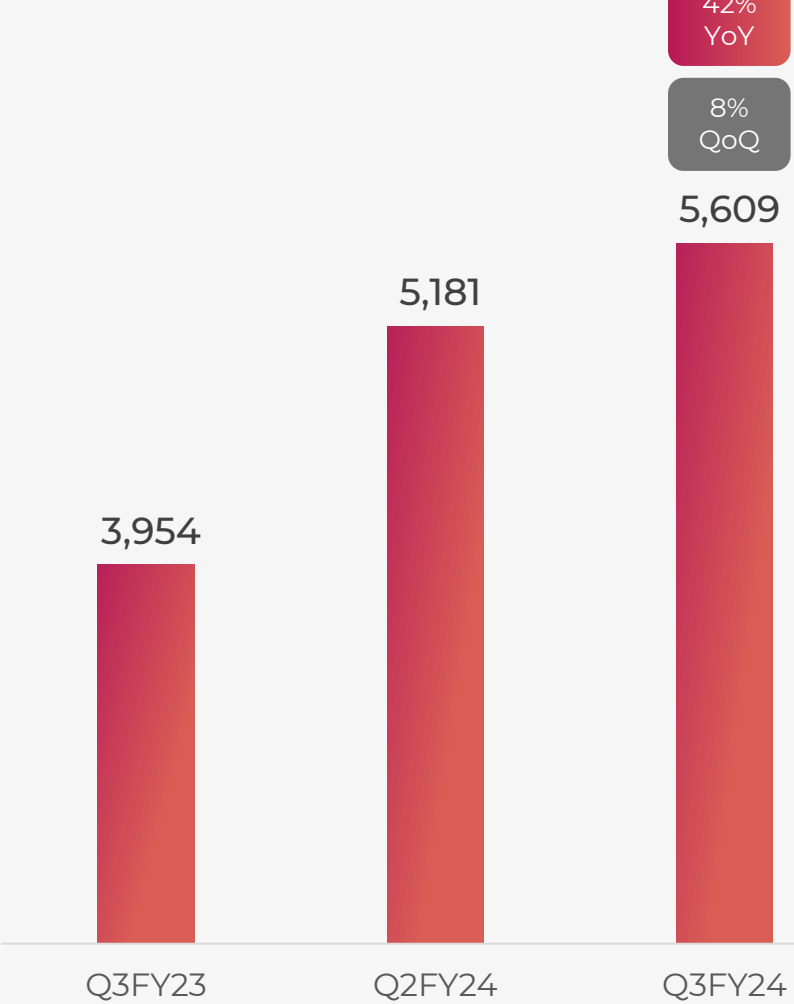
1 - On AUM | 2 - On disbursement | 3 - PCR - Stage 3 | 4 - CARE Rating (A+ Positive), ICRA A+ (Stable)

Robust Growth With Profitability

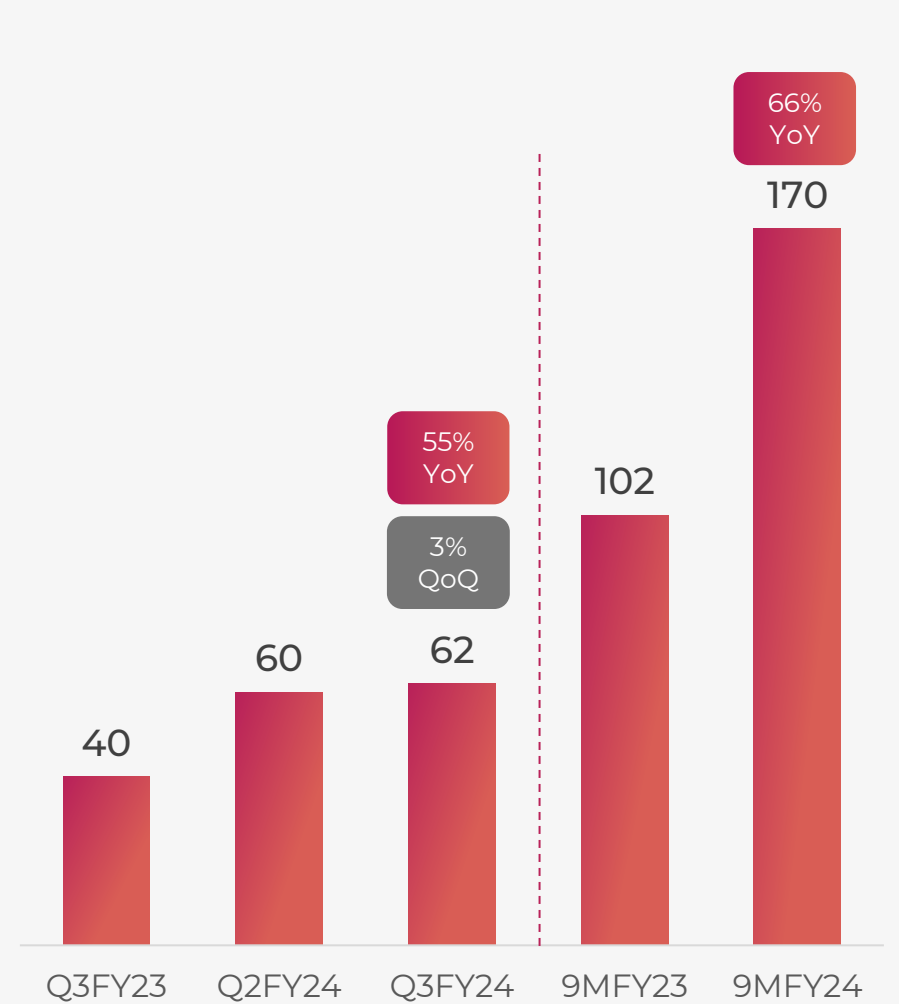
Disbursement (Rs. Crores)



AUM (Rs. Crores)



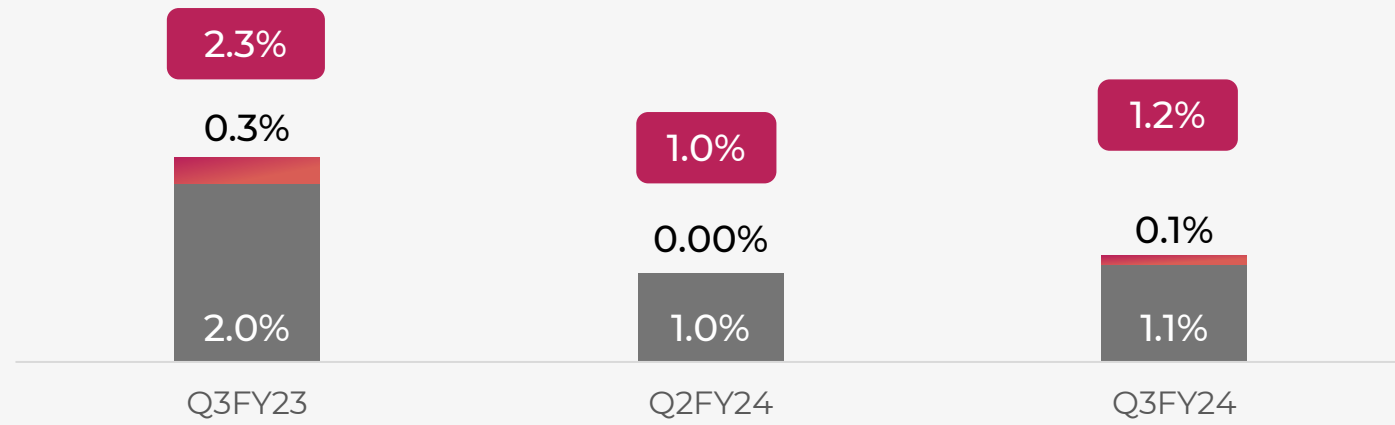
PAT (Rs. Crores)



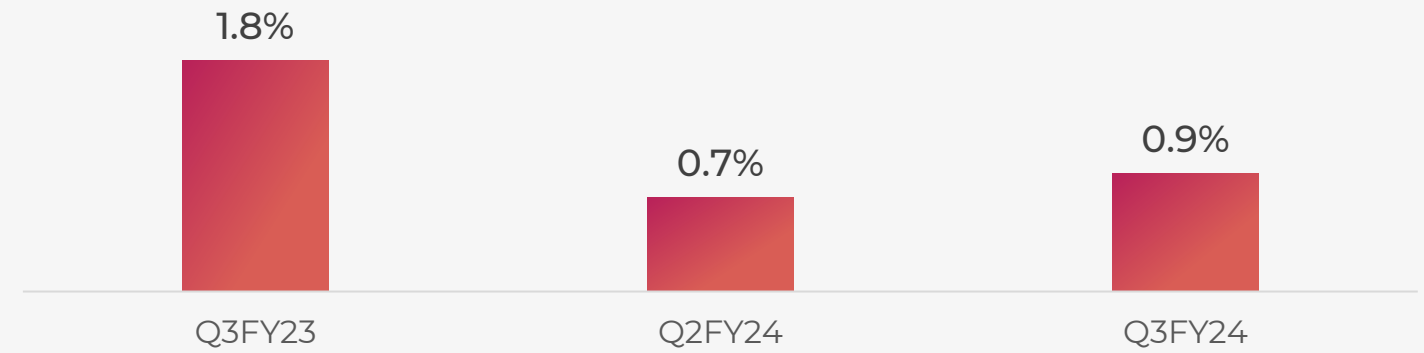
Consistent Asset Quality

Stage 3/ GNPA (%)

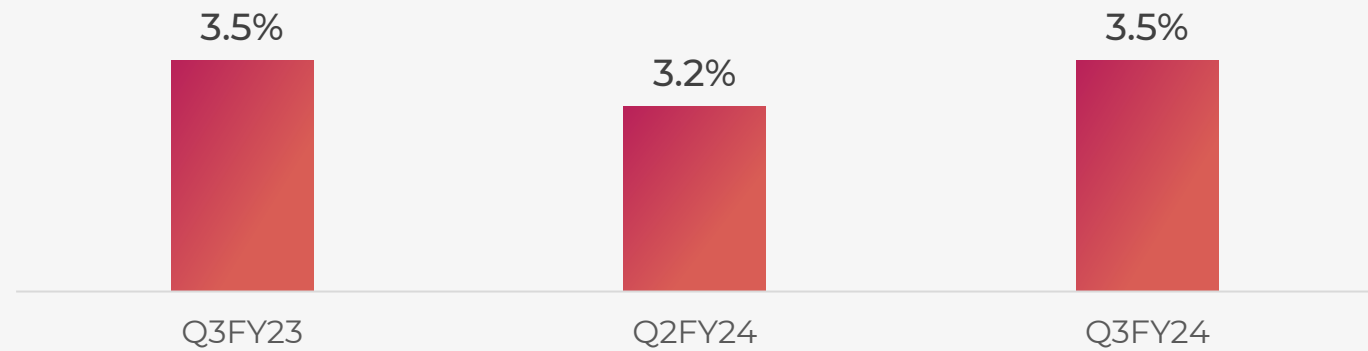
■ DPD above 90 ■ DPD upto 90



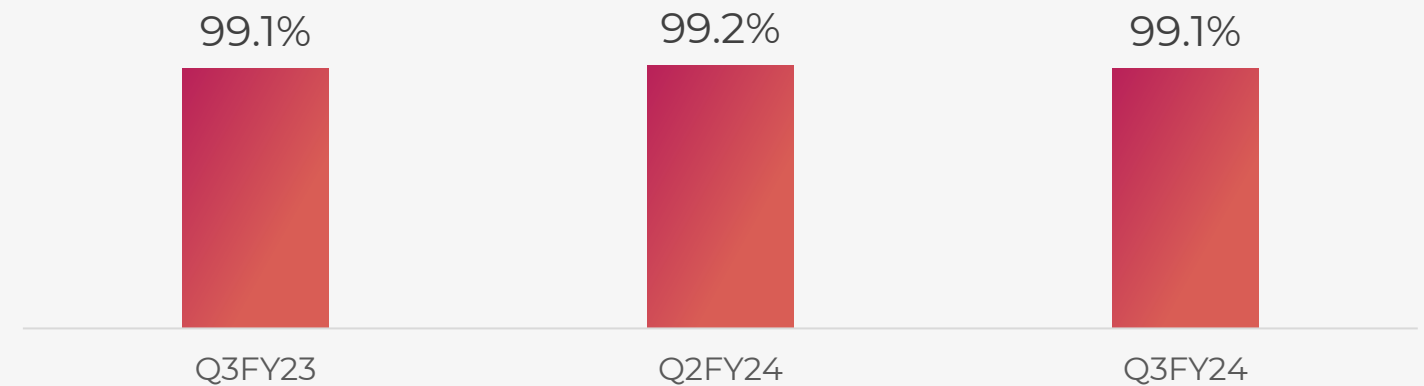
Stage 3/ NNPA (%)



30+ DPD (%)

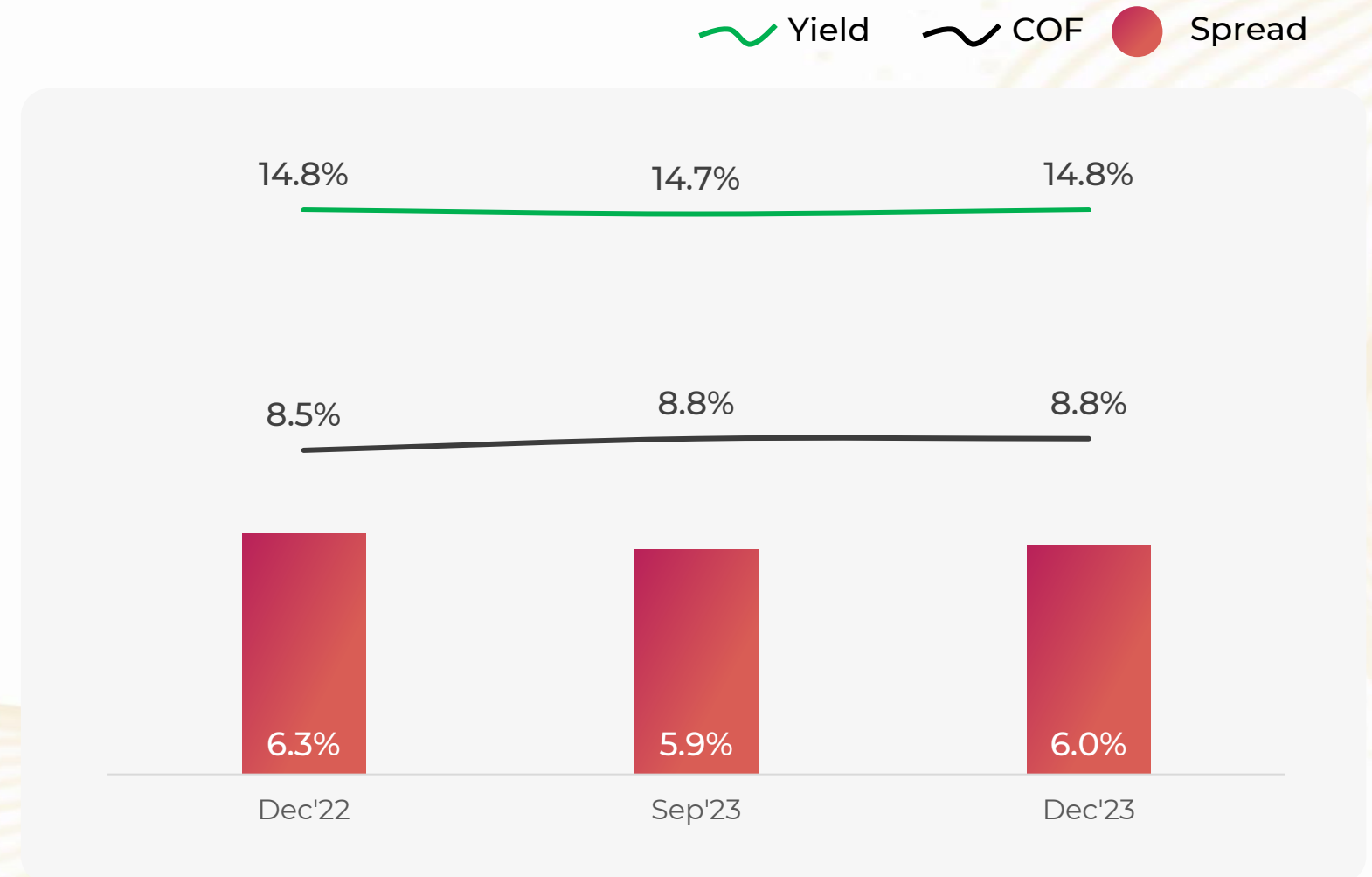


Collection Efficiency (%)



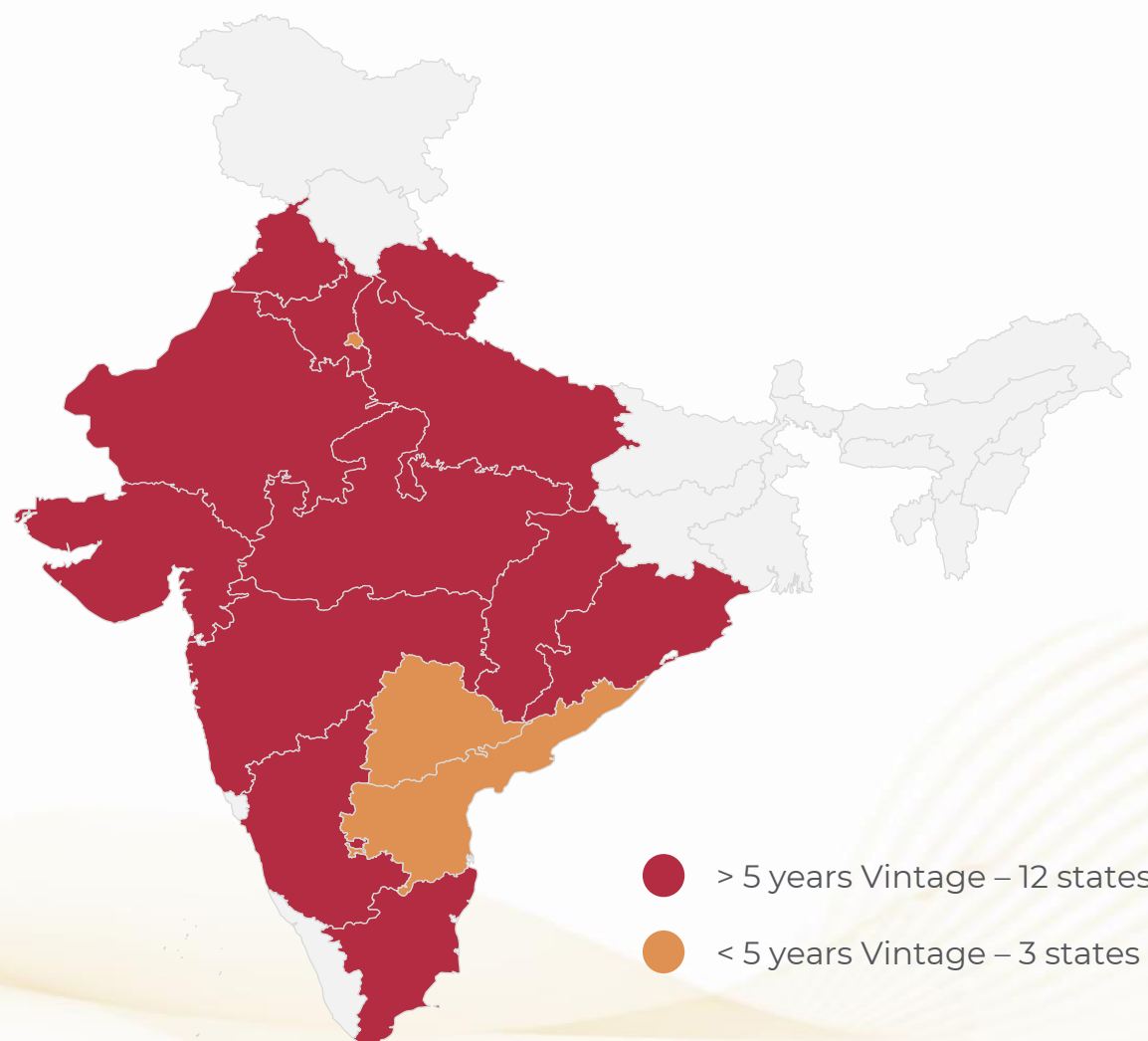
Maintaining Spreads

- Cost of Funds (COF) maintained at 8.8% despite rising interest rate market
- Marginal Cost of Funds for 9MFY24 is at 8.6%
- In Q3FY24, variable rate loans were repriced upwards by 25bps



Extensive Pan-India Distribution Network

Geographically Diversified with Contiguous Expansion



Scope for Operating Leverage (Vintage-wise AUM/ branch, Dec-23)

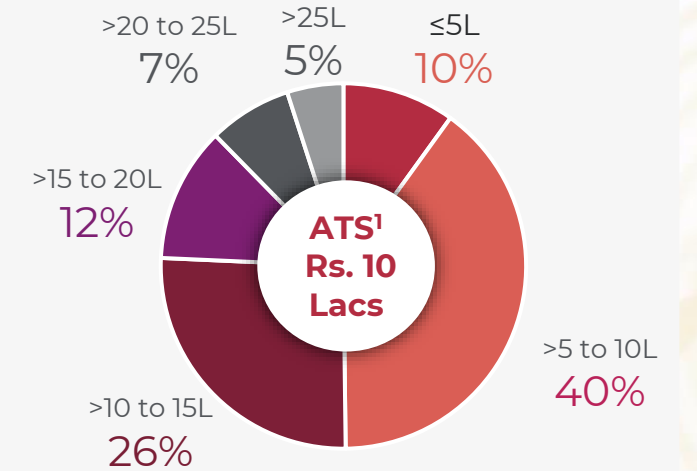
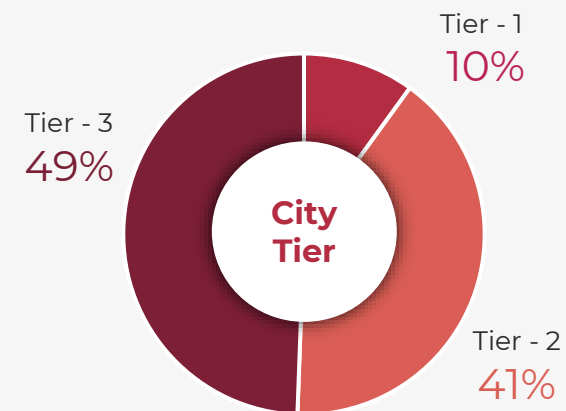
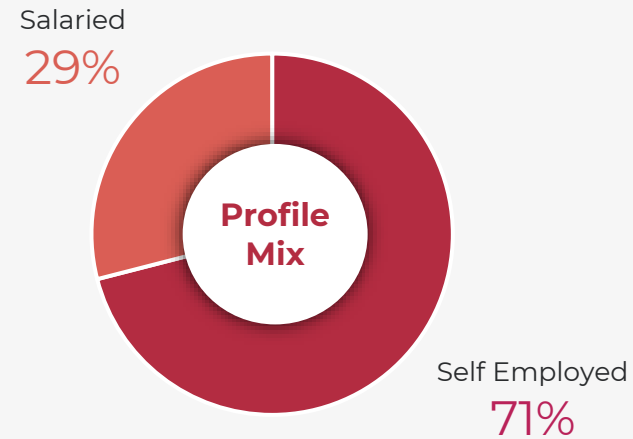
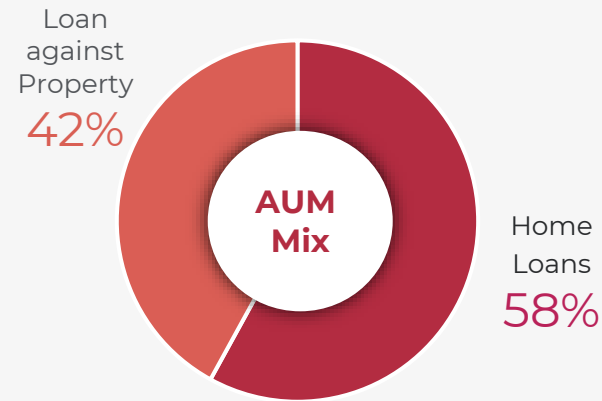
Branch Vintage	No of Branches	AUM (Rs. Crs)	AUM /Branch Q3FY24	AUM /Branch FY21
Up to 1 year	45	307	7	1
1 to 3 years	75	1,571	21	14
More than 3 years	95	3,732	39	30
Total	215	5,609	26	19

Low AUM concentration (State - wise Portfolio Break-up, AUM %)

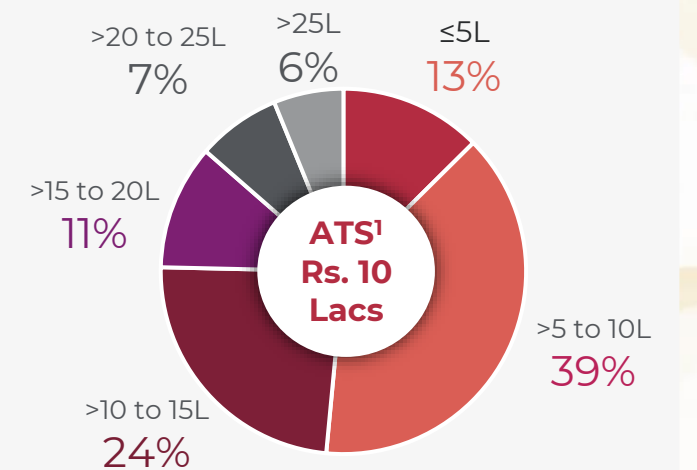
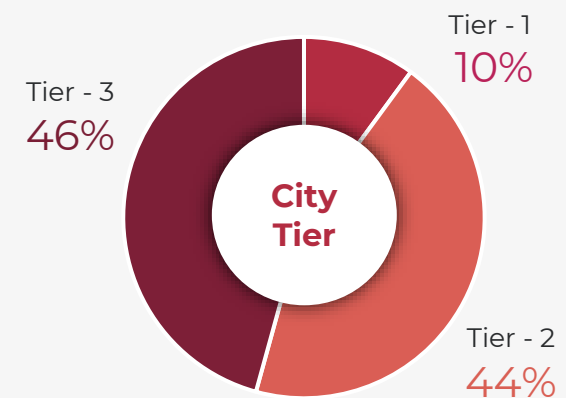
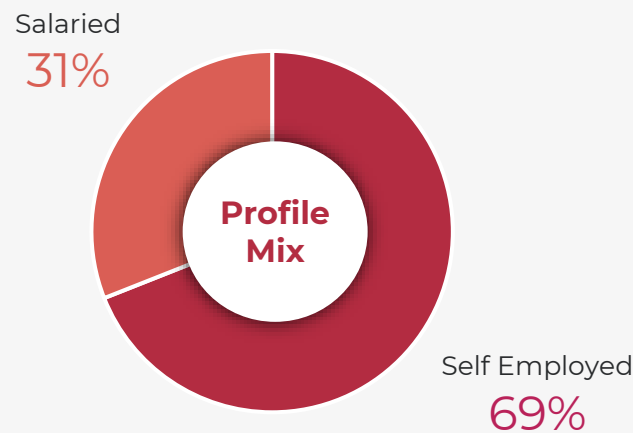
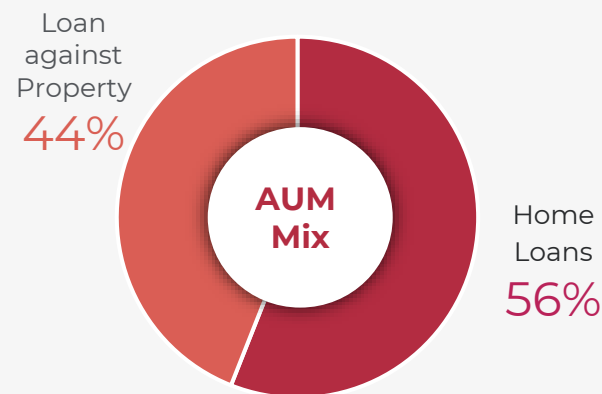
Particulars	Branches	Dec'23 (Rs. Crs)	Mar'18 (Rs. Crs)
Rajasthan	64	31%	41%
Maharashtra	30	17%	20%
Madhya Pradesh	26	13%	25%
Karnataka	15	7%	-
Gujarat	17	6%	8%
Uttar Pradesh	17	6%	2%
Tamil Nadu	18	5%	-
Others (8 states)	28	14%	4%
Total	215	5,609	801

Customer & Portfolio Demographics

December 2023



December 2022



1 - ATS on disbursement

About the Company

Business Update

| Tech, Credit & Risk

Financials

ESG



Robust Underwriting and Risk Management

In-house BRE for analyzing 100+ fields for customer and collateral evaluation

Customer Assessment

- ✓ Background and Business Vintage
- ✓ Neighbor & Reference Check
- ✓ Credit Bureau
- ✓ Lifestyle Indicators

Cash Flow Assessment

- ✓ Business Discussion at Customer Premise
- ✓ Household visits for triangulation of income, expenses and savings
- ✓ Bank Statement Analysis
- ✓ Discussion on End-Use

Collateral Evaluation

Collateral Valuation

- ✓ Identification and Occupancy
- ✓ Geo-tagging / Radial Variances
- ✓ Local bylaws
- ✓ Marketability

Legal Evaluation

- ✓ Title check – Legal Opinion
- ✓ Encumbrance – Title Search
- ✓ Docs. authenticity – Legal Vetting

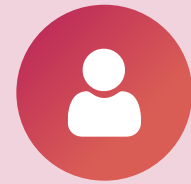
Controls in Place

Risk Management Process

- ✓ In-house Business Rule Engine
- ✓ Centralized Risk Containment Unit
- ✓ Centralized Credit and Hindsight Control Unit
- ✓ Maker Checker at Critical Processes
- ✓ Every applicant/ co-applicant must visit branch



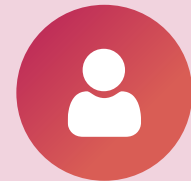
51%
LTV¹



46%
FOIR



98%
SORP

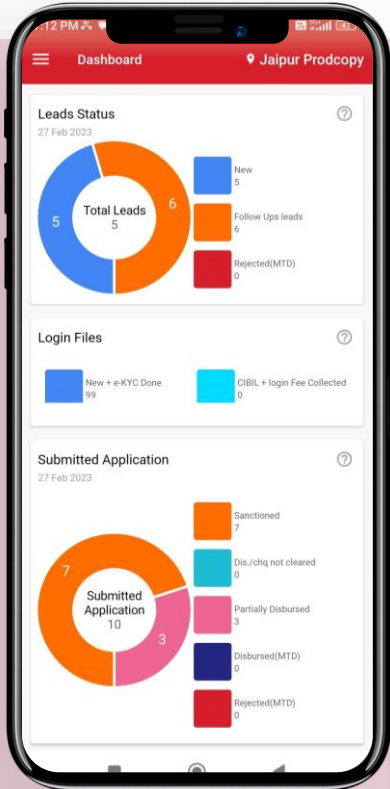


~Rs.10
Lakhs
ATS²

End to End Digital Process for Home Loans

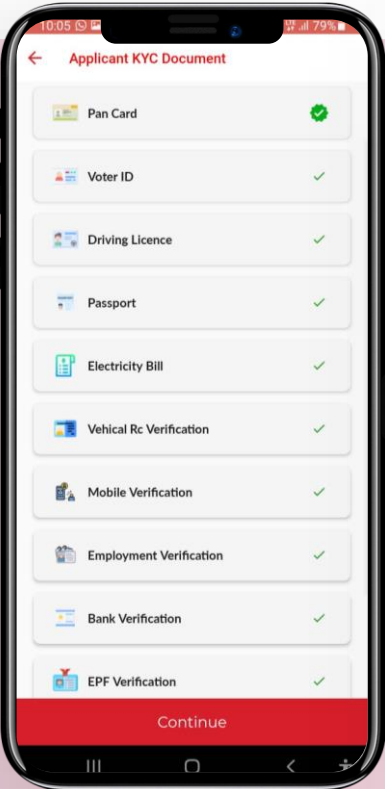
Minimizing our carbon footprint through digitization

IndiaShelter
iSales



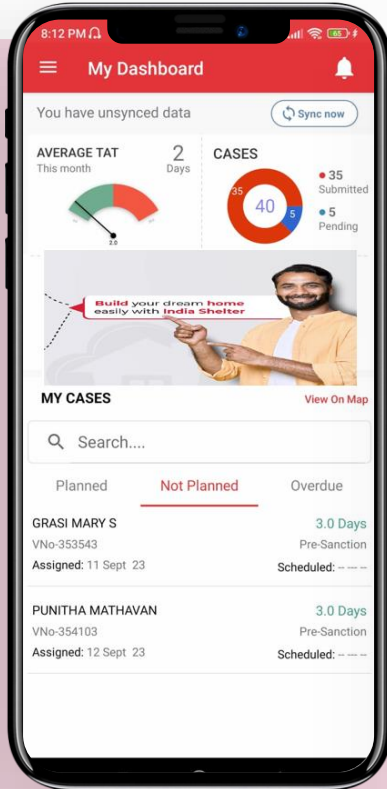
Customer
Acquisition

IndiaShelter
iCredit



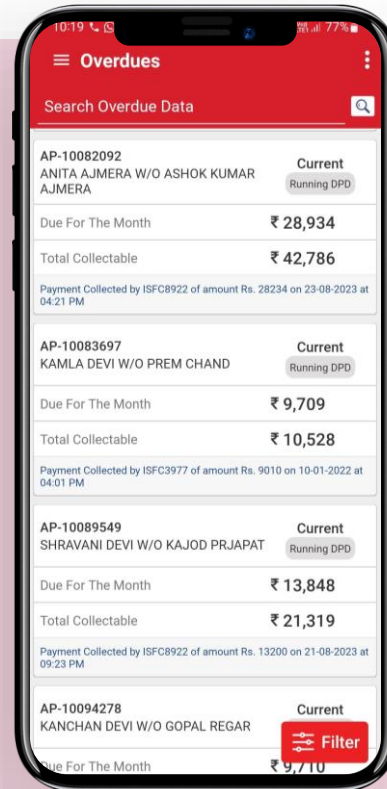
Credit
Underwriting

IndiaShelter
iTech



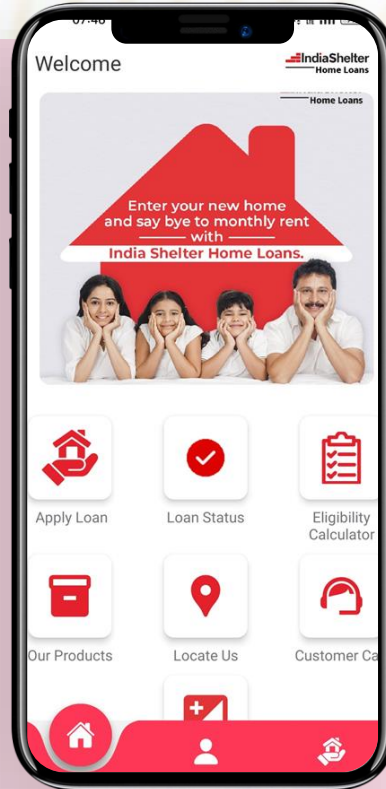
Collateral
Evaluation

IndiaShelter
iCollect



Collections
Management

IndiaShelter
iServe



Customer
Service



92%

Digital Collections



99%

E-Nach Mandates

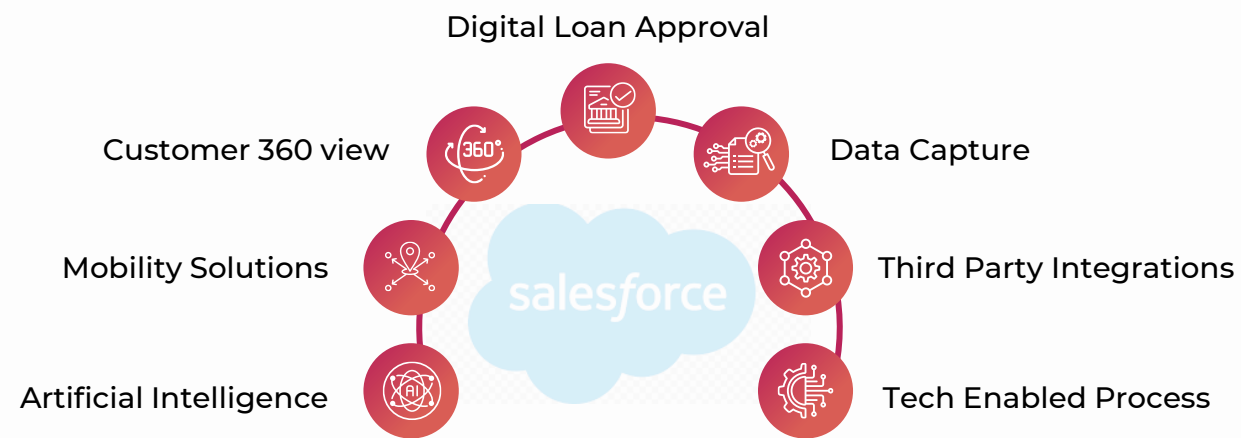


98%

E-Signing

Technology Driven Company with Scalable Operating Model

Strong Tech Architecture across Processes



Investments in IT have Reduced Turnaround Times

Login to Disbursement Turnaround Time (Days)



Multiple Digital Assets

Cloud Based Platform and Paperless Approach

Extensive database with 100+ data points on customer and collateral profiles to enable robust analytics

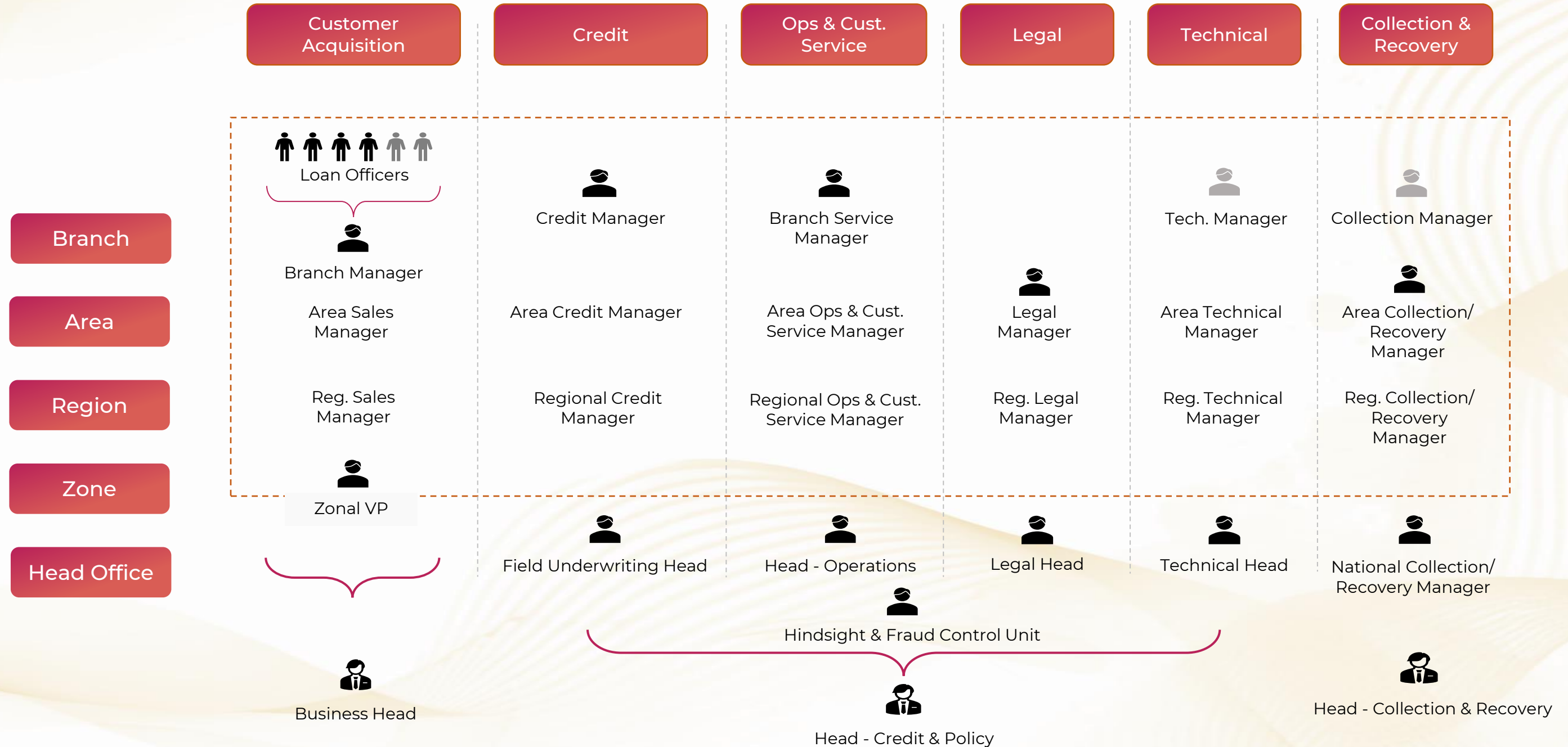
Geo-tagging of all properties during technical evaluation

In-house Business Rule Engine enables real-time compliance with credit policy and prompt loan approvals

Salesforce integrated with downstream / upstream applications including mobile applications

Separate Hierarchy Of Key Functions

Underwriting Is Independent Of Sales



Excludes other functions & HO employees



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| **Financials**

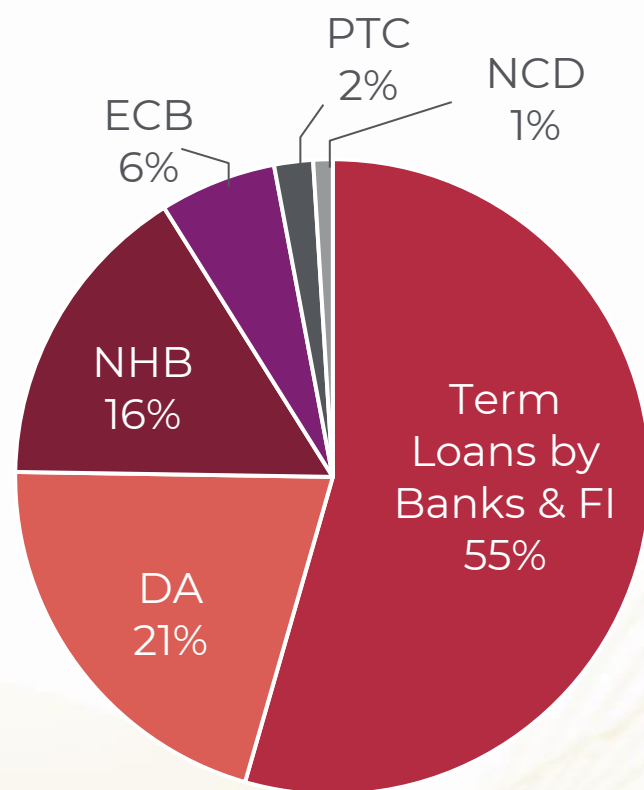
ESG



Strong Liability Franchise

Diversified Funding Profile and Lender Base

Borrowing Mix (Q3FY24), %



7+ years
Avg. Tenure of Borrowings

Strong Lending Relationships

38

Lender Relationships

Key Lenders

MF, NBFC, FI & Others	
Private Banks	
Public Banks	

Strong Balance Sheet

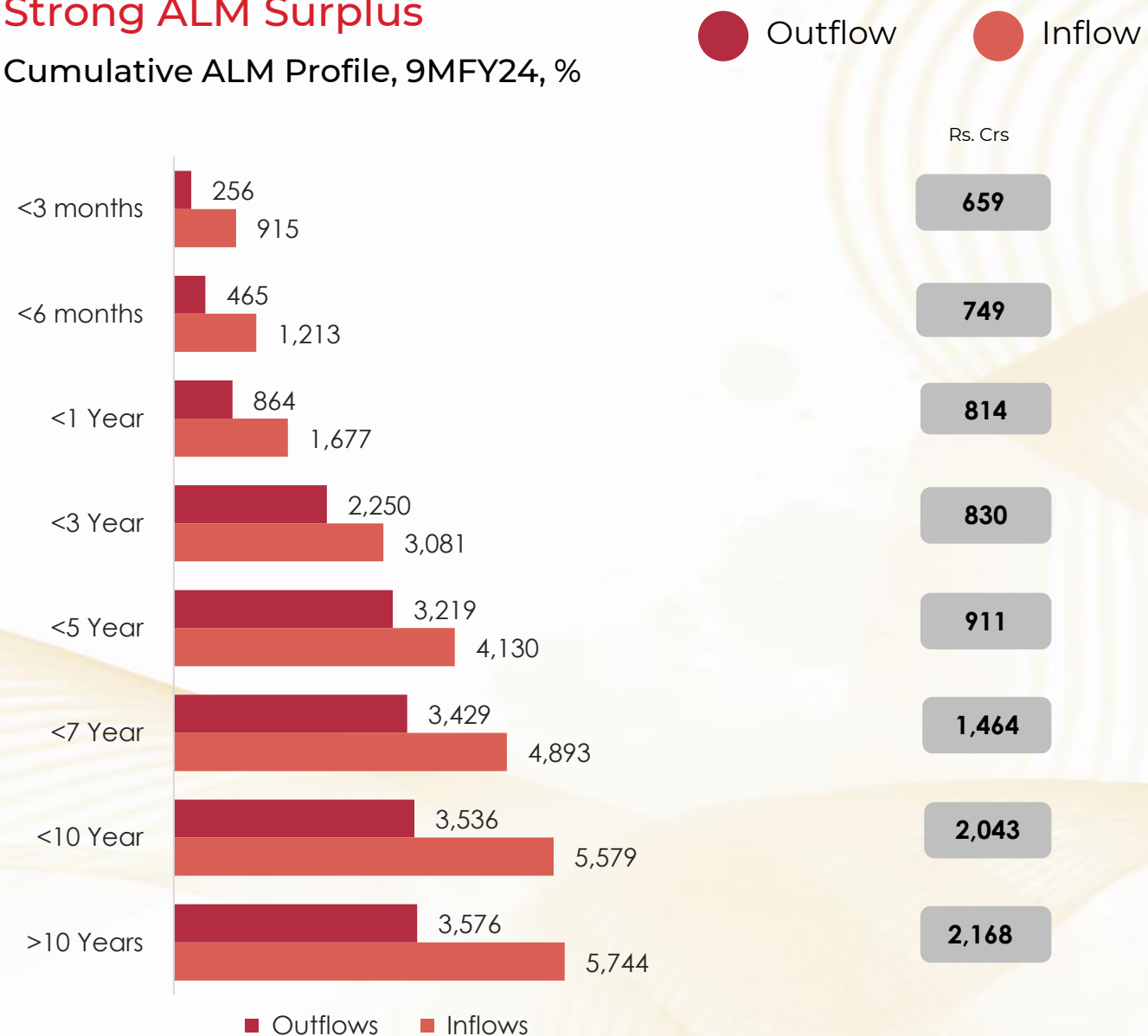
Consistent Rating Upgrades

2023	A+ (Positive)*
2022	A+ (Stable)
2019	A (Stable)
2018	A- (Positive)
2016	A- (Stable)
2015	BBB+ (Stable)
2013	BBB- (Stable)
2012	BB+ (Stable)

*CARE Rating (A+ Positive), ICRA A+ (Stable)

Strong ALM Surplus

Cumulative ALM Profile, 9MFY24, %



Comfortable Liquidity Position

Particulars (Rs. Cr.)	As on December-23
Cash & Cash Equivalents	899
Un-availed Sanctions from Banks/FI	589
Total Liquidity Position	1,488

Total Available
Liquidity of
INR 1,488 Cr

Particulars (Rs. Cr.)	Q2FY24	Q3FY24	Q4FY24	Q1FY25
Opening Liquidity	1,488	1,530	1,540	1,553
Add: Principal Collections & Surplus from Operations	296	284	271	259
Less: Debt Repayments	254	274	258	259
Closing Liquidity	1,530	1,540	1,553	1,554

₹ 1,554 Cr of Surplus Funds* available for business

Profit & Loss Statement - Quarterly

Particulars (Rs. Cr.)	Q3FY24	Q3FY23	YoY	Q2FY24	QoQ
Interest Income on loans	169.3	125.9	34.5%	159.3	6.2%
Net Gain on Direct Assignments	19.9	7.7		23.5	
Other Income	29.2	22.6		27.7	
Total Income	218.4	156.1	39.9%	210.6	3.7%
Finance Cost	73.6	57.6	27.8%	71.2	3.4%
Net Total Income	144.7	98.5	47.0%	139.4	3.9%
Operating Expenses	59.5	45.6	30.5%	56.7	4.9%
Pre-Provisioning Operating Profit	85.3	52.9	61.1%	82.7	3.1%
Credit Cost	4.1	0.4		5.3	
Profit before Tax	81.2	52.5	54.5%	77.4	4.9%
Tax Expense	18.8	12.3	53.6%	17.2	9.9%
Profit after Tax	62.3	40.3	54.8%	60.2	3.5%
Basic EPS	6.8	4.6		6.7	
Diluted EPS	6.4	4.5		6.7	

Profit & Loss Statement – YTD & Annual

Particulars (Rs. Cr.)	9MFY24	9MFY23	YoY	FY23	FY22	YoY
Interest Income on loans	470.3	345.0	36.3%	476.7	353.2	35.0%
Net Gain on Direct Assignments	62.2	23.0		43.9	49.7	
Other Income	84.5	61.0		85.7	56.9	
Total Income	617.0	429.0	43.8%	606.2	459.8	31.8%
Finance Cost	212.7	153.2	38.9%	208.7	147.4	41.6%
Net Total Income	404.2	275.8	46.5%	397.6	312.4	27.3%
Operating Expenses	171.2	132.7	29.0%	181.5	133.5	36.0%
Pre-Provisioning Operating Profit	233.0	143.1	62.9%	216.0	178.9	20.7%
Credit Cost	13.5	9.4		14.1	12.0	17.5%
Profit before Tax	219.5	133.7	64.2%	202.0	166.9	21.0%
Tax Expense	49.8	31.4	58.6%	46.6	38.5	21.0%
Profit after Tax	169.7	102.3	65.9%	155.3	128.4	21.0%
Basic EPS	18.9	11.7		17.8	14.8	
Diluted EPS	17.7	11.5		17.5	14.6	

Balance Sheet

Particulars (Rs. Cr.)	Dec-23	Dec-22	Sep-23	March-23	March-22
Sources of Funds					
Share Capital	53.5	43.8	45.0	43.8	43.7
Reserves & Surplus	2,155.3	1,140.7	1,329.9	1,196.8	1,032.4
Borrowings	3,512.7	2,669.7	3,288.5	2,988.9	2,070.0
Other liabilities & provisions	86.7	132.8	95.2	66.2	75.1
Total	5,808.3	3,987.1	4,758.7	4,295.6	3,221.2
Application of Funds					
Loan Assets	4,622.0	3,368.4	4,266.1	3,609.1	2,622.5
Investments	207.0	284.2	99.6	46.9	175.3
Fixed Assets	28.9	23.9	25.3	24.3	17.0
Cash & Bank Balance	777.9	200.4	210.1	507.3	330.3
Other Assets	172.5	110.2	157.6	107.9	76.0
Total	5,808.3	3,987.1	4,758.7	4,295.6	3,221.2

ECL Provisions Summary

Particulars	Dec-23	Sep-23	Dec-22
Gross Stage 3	57.0	43.9	79.3
% Portfolio in Stage 3	1.2%	1.0%	2.3%
ECL Provision Stage 3	14.9	12.6	18.4
Net Stage 3	42.1	31.3	60.9
% Portfolio in Stage 3	0.9%	0.7%	1.8%
Provision Coverage Ratio (PCR) – Stage 3	26.1%	28.7%	23.2%
<hr/>			
Gross Stage 2	124.0	115.6	70.7
% Portfolio in Stage 2	2.6%	2.6%	2.0%
ECL Provision Stage 2	6.5	6.7	5.4
Net Stage 2	117.5	108.9	65.2
Provision Coverage Ratio (PCR) – Stage 2	5.3%	5.8%	7.7%
<hr/>			
Gross Stage 1	4,562.7	4,214.8	3,311.9
% Portfolio in Stage 1	96.2%	96.4%	95.7%
ECL Provision Stage 1	24.2	22.4	17.6
Net Stage 1	4,538.4	4,192.3	3,294.3
Provision Coverage Ratio (PCR) – Stage 3	0.5%	0.5%	0.5%
<hr/>			
Gross Stage 1,2 & 3	4,743.7	4,374.3	3,461.9
ECL Provision	45.7	41.7	41.4
Total ECL Provision (%)	1.0%	1.0%	1.2%

ROE Tree & Key Ratios

Particulars (Rs. Crs)	Q3FY24	Q3FY23	Q2FY24	9MFY24	9MFY23	FY23
Total Revenue to Average Total Assets	16.5%	16.1%	17.8%	16.3%	15.9%	16.1%
Finance cost to Average Total Assets	5.6%	6.0%	6.0%	5.6%	5.7%	5.6%
Spread to Average Total Assets	11.0%	10.2%	11.8%	10.7%	10.2%	10.6%
Operating Expenses to Average Total Assets	4.5%	4.7%	4.8%	4.5%	4.9%	4.8%
Credit cost to Average Total Assets	0.3%	0.0%	0.4%	0.4%	0.3%	0.4%
PBT to Average Total Assets	6.1%	5.4%	6.5%	5.8%	4.9%	5.4%
ROA (PAT to Average Total Assets)	4.7%	4.2%	5.1%	4.5%	3.8%	4.1%
Leverage (Average Total Assets to Average Net Worth)	2.9	3.3	3.6	2.9	3.2	3.5
ROE (PAT to Average Net Worth)	13.9%	13.8%	18.1%	13.1%	12.1%	14.4%

Particulars (Rs. Crs)	Q3FY24	Q3FY23	Q2FY24	9MFY24	9MFY23	FY23
Leverage	2.6	3.4	3.5	2.6	3.4	3.5
Cost to Income	41.1%	46.3%	40.7%	42.3%	48.1%	45.7%
Operating expenses / AUM	4.4%	4.8%	4.6%	4.6%	5.0%	4.9%
CRAR (%)	72.3%	46.6%	48.7%	72.3%	46.6%	52.7%
Book Value Per Share	207.7	136.5	154.3	207.7	136.5	142.5

Financial Snapshot – 10 years

Particulars	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	CAGR (%)
Operational											
Branches	31	33	47	61	64	81	86	115	130	183	
States	4	5	7	8	8	12	12	15	15	15	
Active Live Accounts	5,304	8,552	12,823	15,730	20,117	24,354	27,602	33,607	43,328	58,552	
Employees	255	254	420	523	740	1,126	1,219	1,576	2,200	2,709	
Disbursements	77	146	225	236	404	566	551	895	1,295	1,964	43%
AUM	117	228	399	548	801	1,178	1,520	2,199	3,073	4,359	49%
Financial											
Net Total Income	14	19	45	71	91	122	156	218	312	398	
Operating Expenses	12	16	33	37	57	77	80	85	133	182	
Credit Cost	0	1	1	2	3	3	12	20	12	14	
Profit before Tax	1	2	11	32	32	41	64	113	167	202	
Profit after Tax	1	3	8	21	22	30	47	87	128	155	69%
Networth	62	65	263	351	568	800	848	937	1,076	1,241	40%
Ratios											
Cost to Income	88.6%	84.6%	72.9%	52.4%	62.3%	63.5%	51.5%	39.1%	42.7%	45.7%	
GNPA	0.2%	0.2%	0.3%	0.7%	1.3%	1.4%	1.3%	1.9%	2.1%	1.1%	
RoA	1.3%	1.7%	2.6%	4.0%	2.9%	2.7%	3.0%	4.1%	4.5%	4.1%	
Leverage	1.7	2.9	2.0	1.7	1.7	1.7	1.9	2.4	2.8	3.2	
RoE	2.3%	5.0%	5.2%	6.7%	4.9%	4.4%	5.7%	9.8%	12.8%	13.4%	
CRAR	83.2%	44.0%	122.2%	109.0%	100.6%	91.2%	81.1%	71.5%	55.9%	52.7%	



Grow and Diversify Distribution Network

Deepening branch penetration in adjacent markets

Improve branch productivity



Diversify Borrowings and Optimize Borrowing Costs

Enhance credit rating

Prioritize long-term borrowings

Explore co-lending opportunities



Leverage Technology for Scalability and Productivity

Enhance lead sourcing

Enhance customer fulfilment

Internal data models to identify default risk



Enhance Brand Equity and Foster Sustainability

Increase concentration in Tier II & Tier III cities

Enhance brand visibility

Focus on positive work culture



About the Company

Business Update

Tech, Credit & Risk

Financials

| **ESG**

Focus on Social Capital

Social

India Shelter Nakshatra: Our Educational Initiative

Akshaya Patra Foundation (to ensure a nutritious meal for the underprivileged students)

Samarthanam Trust for the Disabled (To enhance Government schools in for underprivileged students)

India Shelter Nav Jeevan: Our Healthcare Initiative

Impact Guru Foundation (to uplift the underprivileged with better healthcare facilities and livelihood opportunities)

Bansi Vidya Memorial Trust (to treat leukemia affected children) our healthcare initiative

India Shelter Nayi Umeed: Our Women Empowerment Initiative

Mahesh Foundation (for the construction of the new skill centre for girls & women)

SDGs achieved



Customers

Serving the underserved & unserved segment leading to financial inclusion:

71%

EWS & LIG

90%

Tier II & III

71%

Self Employed

98%

Women Borrowers



SDGs achieved



Focus on Human Capital

Employees

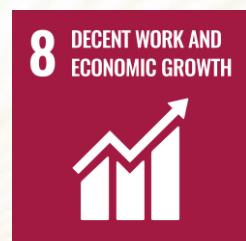
Employee Development & Well Being We prioritize the development & well-being of our employees, ensuring a healthy and balanced work environment. Here are some initiatives we have implemented:

- Prarambh - A Leadership Journey
- India Shelter Child Scholarship Program
- Health check-up
- Weekly Yoga classes
- Fitness Community

Employee Reward & Recognition: We foster a work culture that inspires and motivates our employees to deliver their best each day. We firmly believe in recognizing and celebrating excellence, creating an environment that promotes healthy competition and rewards outstanding achievements. To achieve this, we have established a robust Reward & Recognition programme that highlights the exceptional contributions of our employees. Here are some key elements of our programme:

- Long Service Award
- ICON Award
- Performance Award
- ISFC Got Talent Award
- On the Spot Award-Employee Performance Appreciation Program

**SDGs
achieved**



India Shelter
Home Loans



Employee training & development:
4,900 manhours of training provided in Q3FY24

Employment & labor practice: Multiple policies to create a safe & conducive work environment

Employee ownership: 300+ employees are covered under ESOP programs –comprising of 10% of total employee base/ 26% of employee base excluding frontline staff.

Employment generated in tier II, III & IV cities

Gender diversity:
Diverse employee base consisting of 20% women representation at Board
22% women at HO

Strong Governance Structure



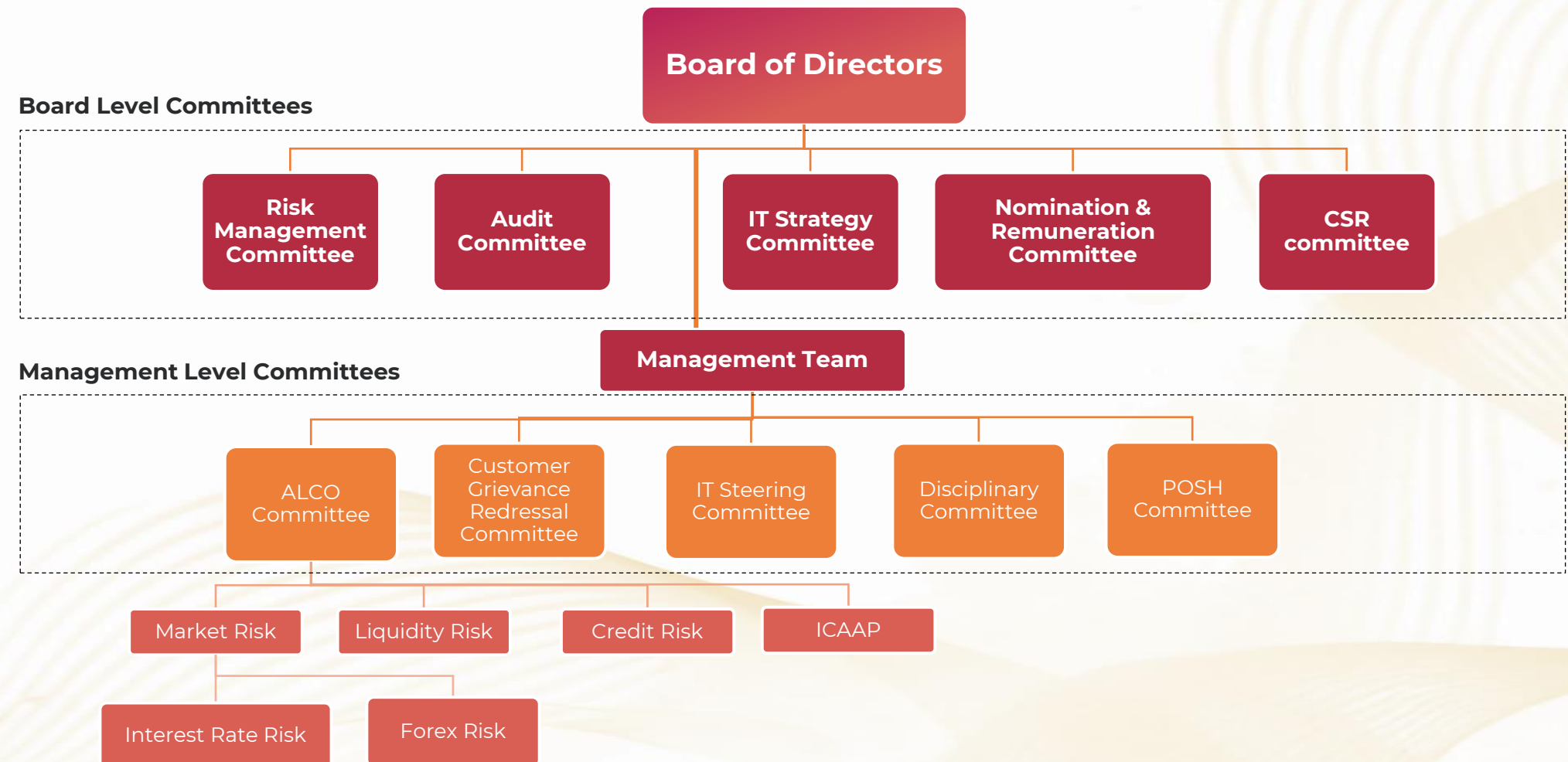
Top-tier Corporate Governance:

Independent Directors led Board Committees

Highly experienced Board and Management Team

Company's risk management is driven by Board and its subcommittees

Strong corporate governance framework in place for effective risk management



Awards & Accolades

Awards won in 2023



GREAT PLACE TO WORK CERTIFIED



BEST BRAND BUILDING CAMPAIGN



BEST CUSTOMER CENTRIC IT IMPLEMENTATION OF THE YEAR



BEST HOUSE FINANCIER OF THE YEAR



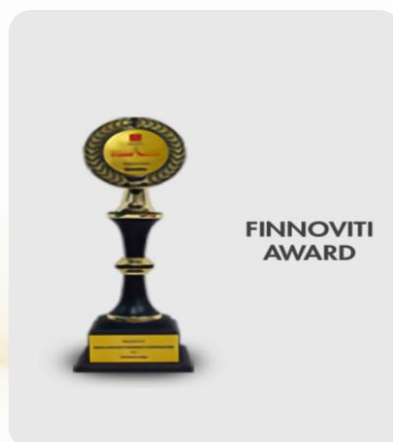
EXCELLENCY IN TECHNOLOGY IMPLEMENTATION



TOP 50 INDIA'S BEST WORKPLACES™ IN BFSI 2023



AFFORDABLE HOUSING FINANCE COMPANY



FINNOVITI AWARD



BEST SDG IMPACT- SDG 8 & BEST SUSTAINABLE FINANCE PRODUCTS AWARD



CX LEADER OF THE YEAR



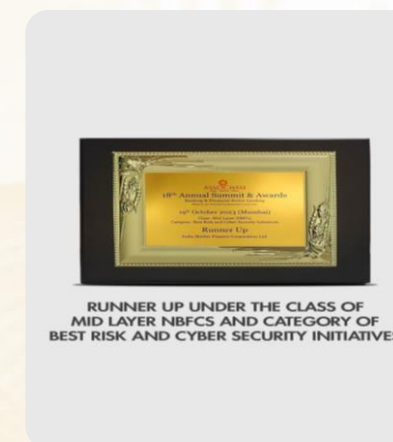
EXCELLENCE IN CORPORATE WELLNESS



BEST CSR PROJECT OF THE YEAR



RISING STAR- HOUSING FINANCE COMPANY OF THE YEAR



RUNNER UP UNDER THE CLASS OF MID LAYER NBFCs AND CATEGORY OF BEST RISK AND CYBER SECURITY INITIATIVES

Terms	Explanation
AUM	AUM represents the aggregate of future principal outstanding and overdue principal outstanding, if any, for all loan assets under management which includes (i) loan assets held by us as of the last day of the relevant period/year (ii) loan assets which have been transferred by us by way of securitization or direct assignments and are outstanding as of the last day of the relevant period/year, and excludes the partner's share of loan assets originated and assigned under co-lending arrangements with the partner banks as of the last day of the relevant period/year.
Disbursements	Disbursements represents the aggregate of all loan amounts extended to our customers including partner's share of loan assets originated and assigned under co-lending arrangement in the relevant period/year
Average Total Asset	Average Total Asset represents simple average of total assets outstanding at the beginning and end of the relevant period/year
Average Networth	Average Networth represents simple average of Networth at the beginning and end of the relevant period/year
Gross Stage 3	Stage 3 Assets (Gross) represents gross carrying amount pertaining to loans which are non-performing assets (NPA) as per the Income Recognition, Asset Classification and Provisioning Norms issued and modified by RBI
Net Stage 3	Stage 3 Assets (Net) represents Stage 3 Assets (Gross) less impairment loss allowance for Stage 3 Assets as of the last day of the relevant period/year.
Net Stage 3 (%)	Net Stage 3 (%) represents Net Stage 3 assets divided by aggregate of Stage 1, 2, 3 assets net off total ECL provision.
Opex/AUM	Operating Expenses to Average AUM represents operating expenses for the relevant period/year upon the simple average of AUM as of the last day of the relevant period/year and AUM as of the last day of the previous year, represented as a percentage
Cost to Income (%)	Cost to Income represents Operating Expenses divided by Net Total Income
Operating Expenses	Operating Expenses represents the aggregate of employee benefits expense, depreciation and amortization expense, interest expense on lease liability for the relevant period/year
Finance Cost	Finance Cost represents the aggregate finance cost for relevant period/year excluding interest expense on lease liability
DPD 30+	DPD 30+ represents AUM outstanding for more than 30 days after the due date for the relevant year or period as a percentage of AUM as of the last day of the relevant year
Collection Efficiency	Total amount of EMIs received in the month (including arrears of previous months)/ Total amount of EMIs due for the month
Leverage	Leverage represents the ratio of Average Total Assets to Average Net Worth for the relevant period

Abbreviation	Expansion	Abbreviation	Expansion
ALM	Asset liability management	HL	Home loan
ATS	Average Ticket Size	IPO	Initial Public Offer
AUM	Assets under management	LAP	Loan against property
BPS	Basis Points	LCR	Liquidity Coverage Ratio
BRE	Business rule engine	LIG	Low-income group
CAGR	Compound annual growth rate	LTV	Loan to Value
COF	Cost of funds	MF	Mutual funds
CRAR	Capital adequacy ratio or Capital to risk assets ratio	MIG	Middle-income group
CX	Customer experience	MSME	Micro , Small & Medium Enterprises
DPD	Days Past Due	NNPA	Net non-performing assets
ECB	External commercial borrowing	NPA	Non-performing assets
ECL	Expected credit loss	Opex	Operating Expenses
EMI	Equated monthly instalments	PAT	Profit after tax
e-NACH	Electronic National Automated Clearing House	PBT	Profit before tax
EPS	Earnings Per Share	PCR	Provision coverage ratio
EWS	Economically weaker section	ROA	Return on assets
FII	Foreign institutional investor	ROE	Return on equity
FOIR	Fixed Obligation to Income Ratio	SME	Small & Medium Enterprise
FPC	Fair Practice Code	SORP	Self -Occupied Residential Property
FPI	Foreign Portfolio Investor	TAT	Turnaround Time
GNPA	Gross non-performing assets	UX	User Experience

Thank You

For further information, please contact:

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IndiaShelter
Home Loans