

October 14, 2022

BSE Limited Department of Corporate Services Listing Department P J Tower, Dalal Street, Mumbai - 400001 <i>Scrip Code: 535648</i>	National Stock Exchange of India Limited Listing Department Exchange Plaza, Plot no. C/1, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai - 400051 <i>Scrip Symbol: JUSTDIAL</i>	Metropolitan Stock Exchange of India Limited 205(A), 2 nd Floor, Piramal Agastya Corporate Park, L.B.S Road, Kurla (West), Mumbai - 400070 <i>Scrip Symbol: JUSTDIAL</i>
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Dear Sirs,

**Sub: Investor presentation on Unaudited Financial Results (Consolidated and Standalone)
for the second quarter and half year ended September 30, 2022**

The presentation to analysts / investors on the financial performance of the Company for Unaudited Financial Results of the Company for the second quarter and half year ended September 30, 2022 is enclosed herewith.

Kindly take the same on record.

Thanking you,

Yours faithfully,
For **Just Dial Limited**

Manan Udani
Company Secretary

Encl: as above

Just Dial Limited

CIN: L74140MH1993PLC150054

Registered & Corporate Office : Palm Court Building M, 501/B, 5th Floor, New Link Road, Besides Goregaon Sports Complex, Malad West, Mumbai - 400064

Tel. : 022-28884060 / 66976666 • Fax : 022-28823789

Mumbai, Delhi, Kolkata, Chennai, Bangalore, Pune, Hyderabad, Ahmedabad, Coimbatore, Jaipur and Chandigarh

☎ 088888-88888 | www.justdial.com

CORPORATE PRESENTATION

Oct 2022

DISCLAIMER

This Presentation has been prepared by Just Dial Limited ("Just Dial") for investors, shareholders, analysts and other relevant stakeholders, solely for informational purposes. The information set out in this Presentation, including business overview, traffic related numbers, products related information, historical financial performance and any forecasts should not be considered as advice or a recommendation to investors or potential investors in relation to holding, purchasing or selling securities or other financial products. Before acting on any information, you should consider the appropriateness of the information having regard to these matters, any relevant offer document and in particular, you should seek independent financial advice.

This presentation may contain forecasts/ forward looking statements based on facts, expectations, and/or past figures relating to the business, financial performance and results of the Company. As with all forward-looking statements, forecasts are connected with known and unknown risks, uncertainties and other factors that may cause the actual results to deviate significantly from the forecast. Readers are cautioned not to place undue reliance on these forward looking statements. Forecasts prepared by the third parties, or data or evaluations used by third parties and mentioned in this communication, may be inappropriate, incomplete, or falsified. Neither the Company or any of its subsidiaries or any of its Directors, officers or employees thereof, provide any assurance that the assumptions underlying such forward-looking statements are fully free from errors nor do any of them accept any responsibility for the future accuracy of the opinions expressed in the Presentation or the actual occurrence of the forecasted developments. Neither the Company nor its Directors or officers assume any obligation to update any forward -looking statements or to confirm these forward-looking statements to the Company's actual results.

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Any information provided in this presentation is subject to change without notice.

Q2 FY23 means the period Jul 1, 2022 to Sep 30, 2022

FY23 or FY 22-23 or FY 2023 means the Financial Year starting Apr 1, 2022 and ending Mar 31, 2023



BUSINESS OVERVIEW

COMPANY OVERVIEW

Justdial's services connect sellers of products & services with potential buyers/ users



High user engagement, 137.1 million ratings & reviews



156.5 million quarterly unique visitors in Q2-FY23



Database of 33.9 million listings



Scalable and profitable business model



503,840 active paid campaigns



Figures as on Sep 30, 2022

KEY STRENGTHS

- ❑ First Mover Advantage in Indian Local Search Market
- ❑ Strong Brand Recognition with 156.5 million unique quarterly visitors^ in Q2 FY23 (147.9 million in Q1 FY23)
- ❑ Comprehensive database of 33.9 million listings
- ❑ Attractive Value Proposition For Local SMEs
- ❑ Experience and Expertise in Local Indian Market
- ❑ Advanced and Scalable Technology Platform
- ❑ Efficient & Profitable Business Model
- ❑ Strong & Experienced Management Team
- ❑ Strong Financial Profile, Prepaid Model

^ Unique visitors are aggregated across various mediums – Voice, Desktop/ PC, Mobile; these may not necessarily be mutually exclusive



NATIONWIDE PRESENCE



Nationwide coverage, branches
in 11 cities across India



Corporate Headquarters in
Mumbai, Technology operations
in Bengaluru



4,807 employees in tele-sales,
6,525 feet-on-street salesforce



On-the-ground presence in
250+ cities pan India, covering
11,000+ pin codes

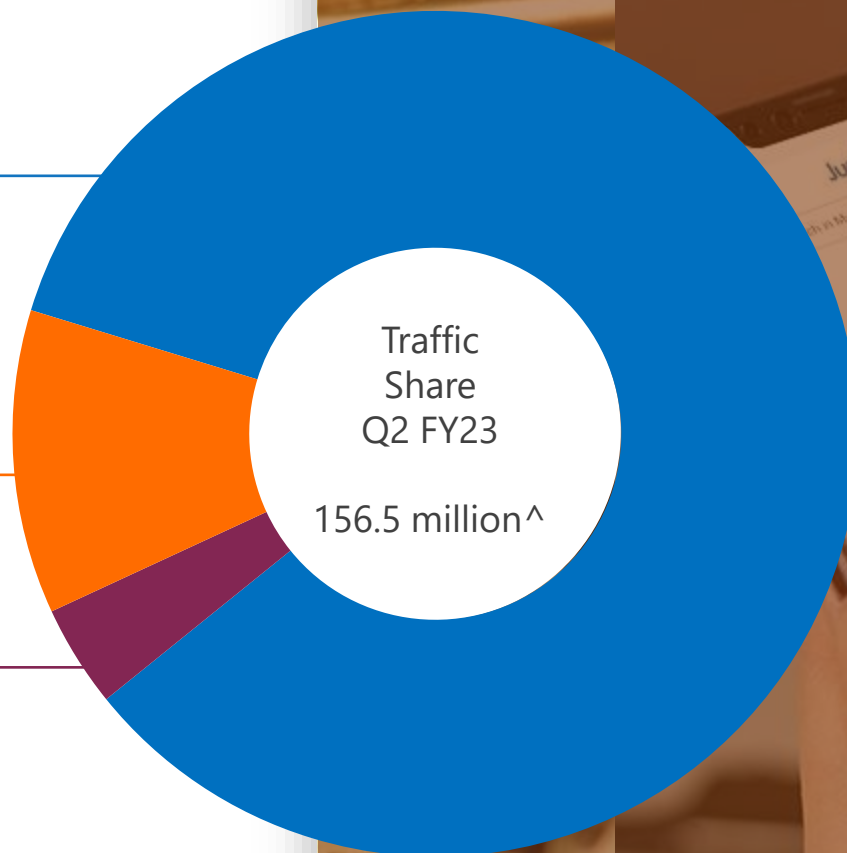


PLATFORMS

84.5%
MOBILE
Mobile Site & Apps

11.6%
DESKTOP/ PC
www.justdial.com

3.9%
VOICE
88888-88888



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MOBILE



Android & iOS Apps

Predictive Auto-Suggest

Company, Category, Product Search

Map View of Category Search

Location Detection

Voice Search

App Notifications

JD Pay

Maps & directions

Location-based search service

Ratings & Reviews

Friends' Ratings

Favorites

Search Plus



WEBSITE

Predictive Auto-Suggest

Company, Category, Product Search

Location Detection

Maps & directions

Operating hours

Business logos

Pictures & videos

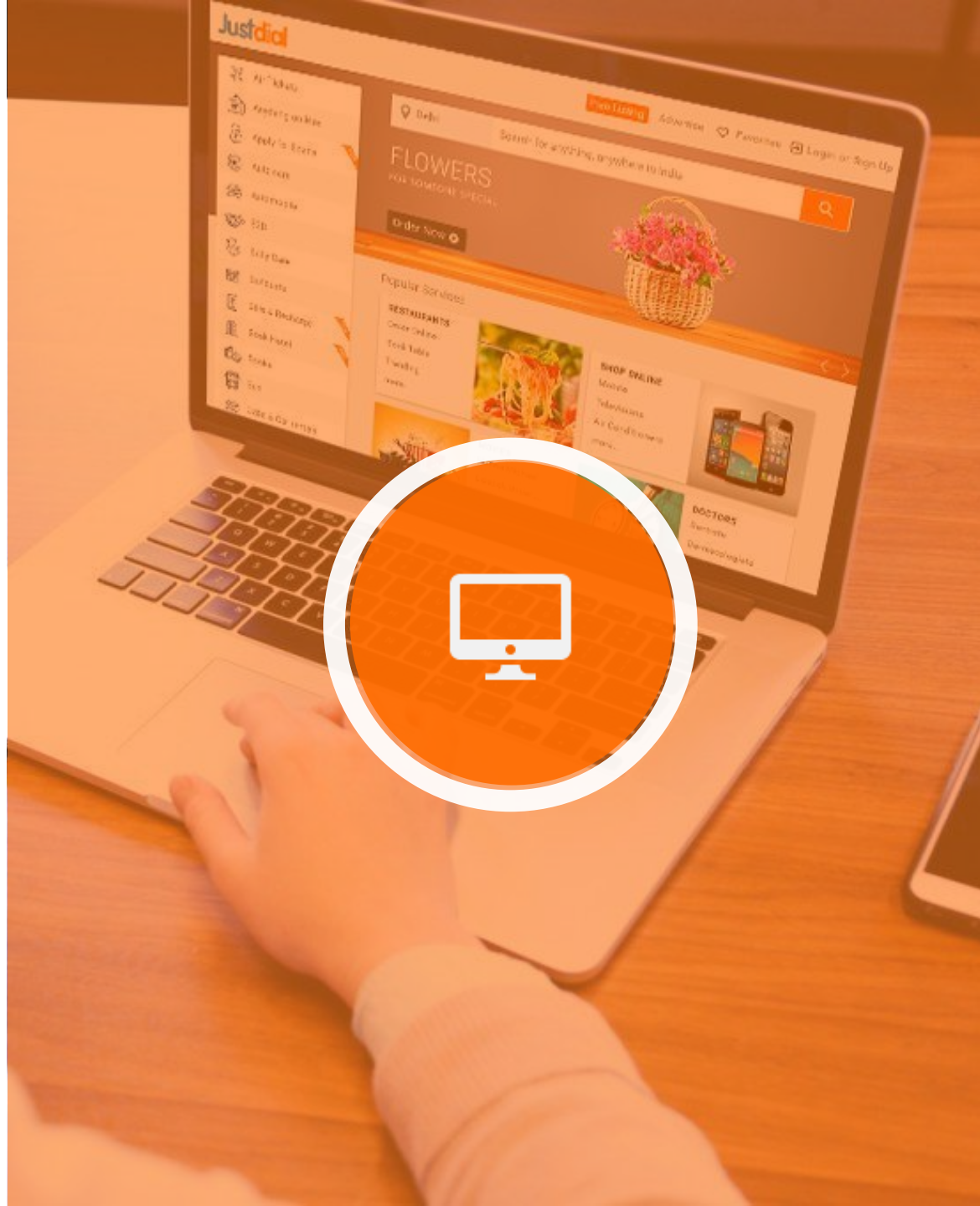
Ratings & reviews

Friends' Ratings

Favorites

Search Plus

Popular Category Searches



VOICE

 888888-888888

Operator-assisted Hotline Number

One number across India

24 Hours a day x 7 Days a week

Multi-lingual support

Zero-ring Pickup

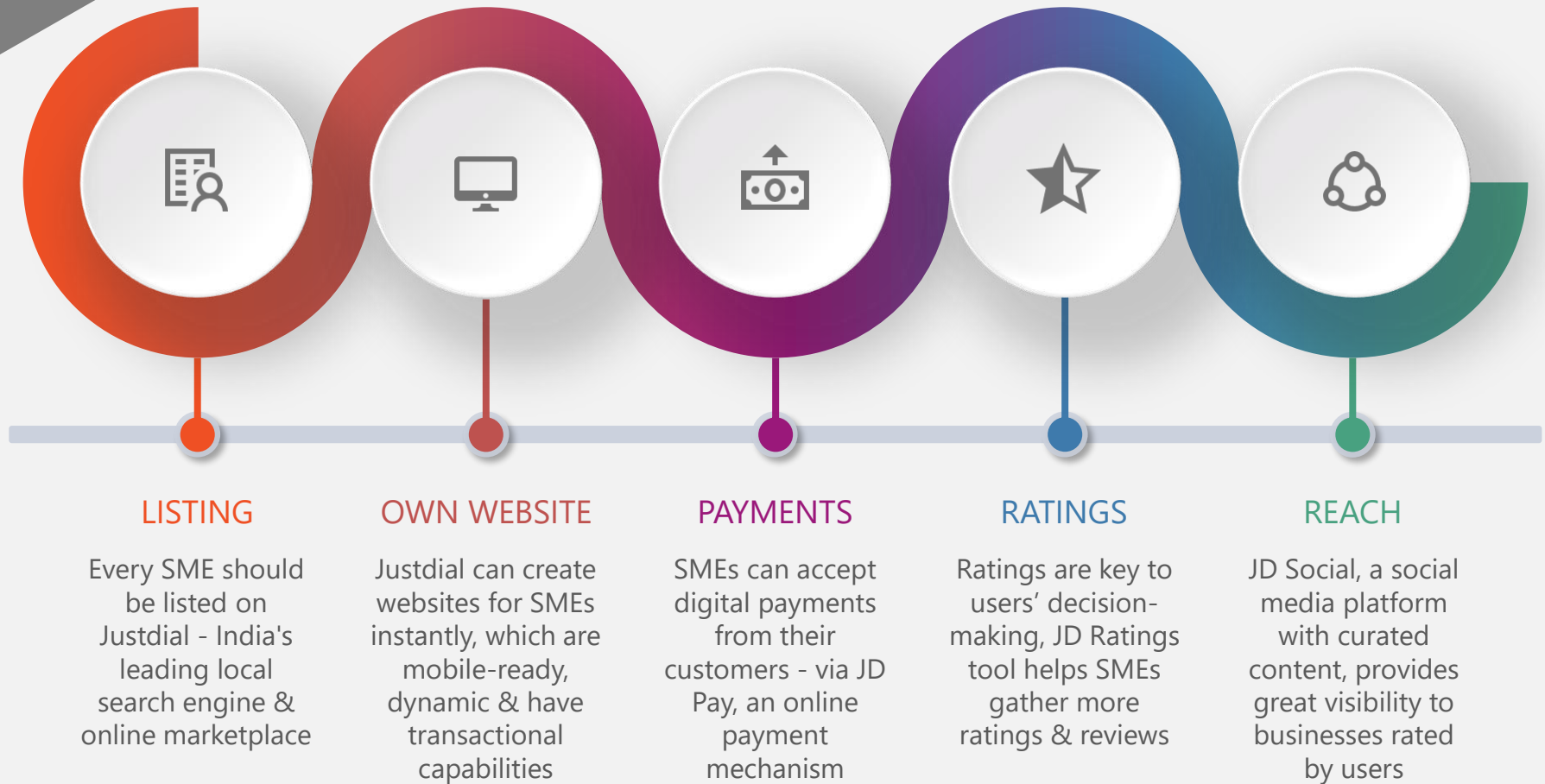
Personalized Greeting

Multiple queries in one call

Instant Email & SMS



VALUE PROPOSITION FOR SMEs



USER ENGAGEMENT



137.1 million Ratings & Reviews

Mobile-verified, unbiased ratings

Friends' Ratings

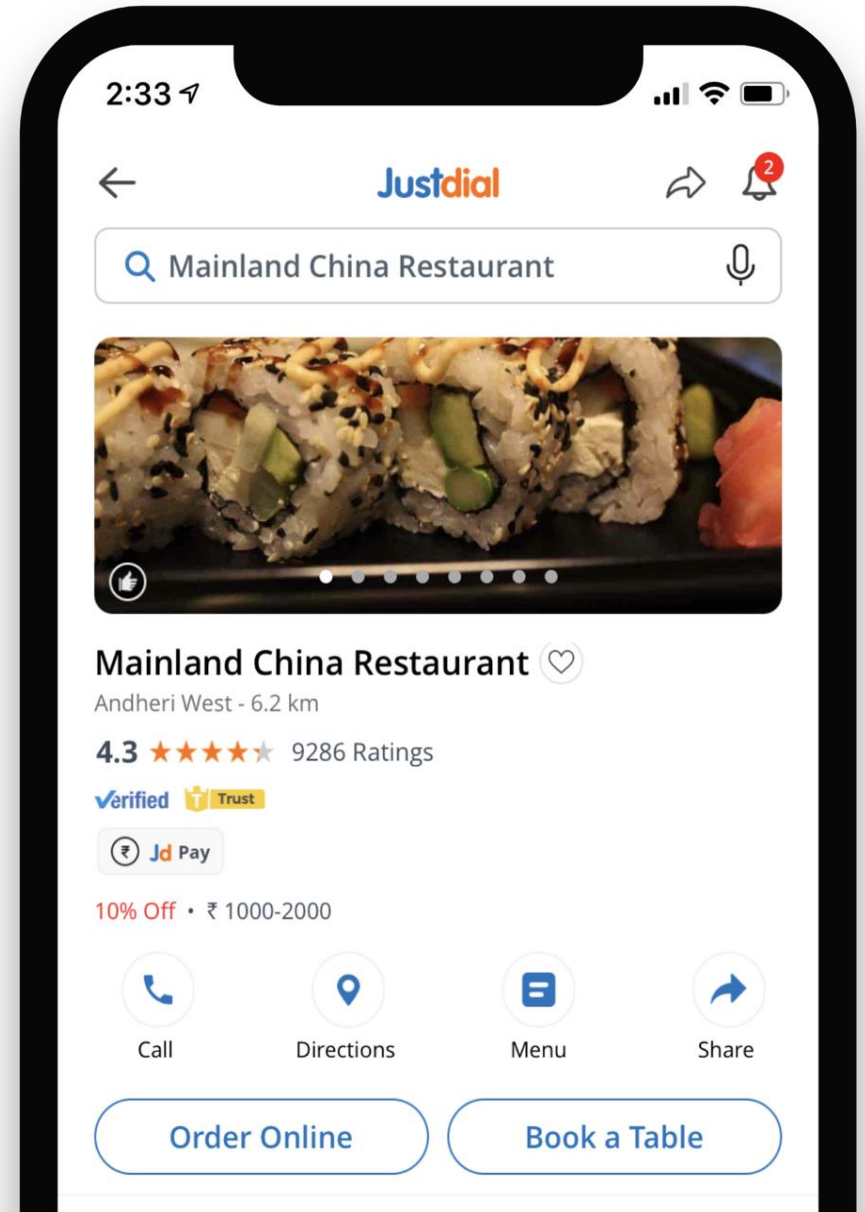
10-Point Rating Scale

Facebook & Twitter-shareable

Photos Upload with Review

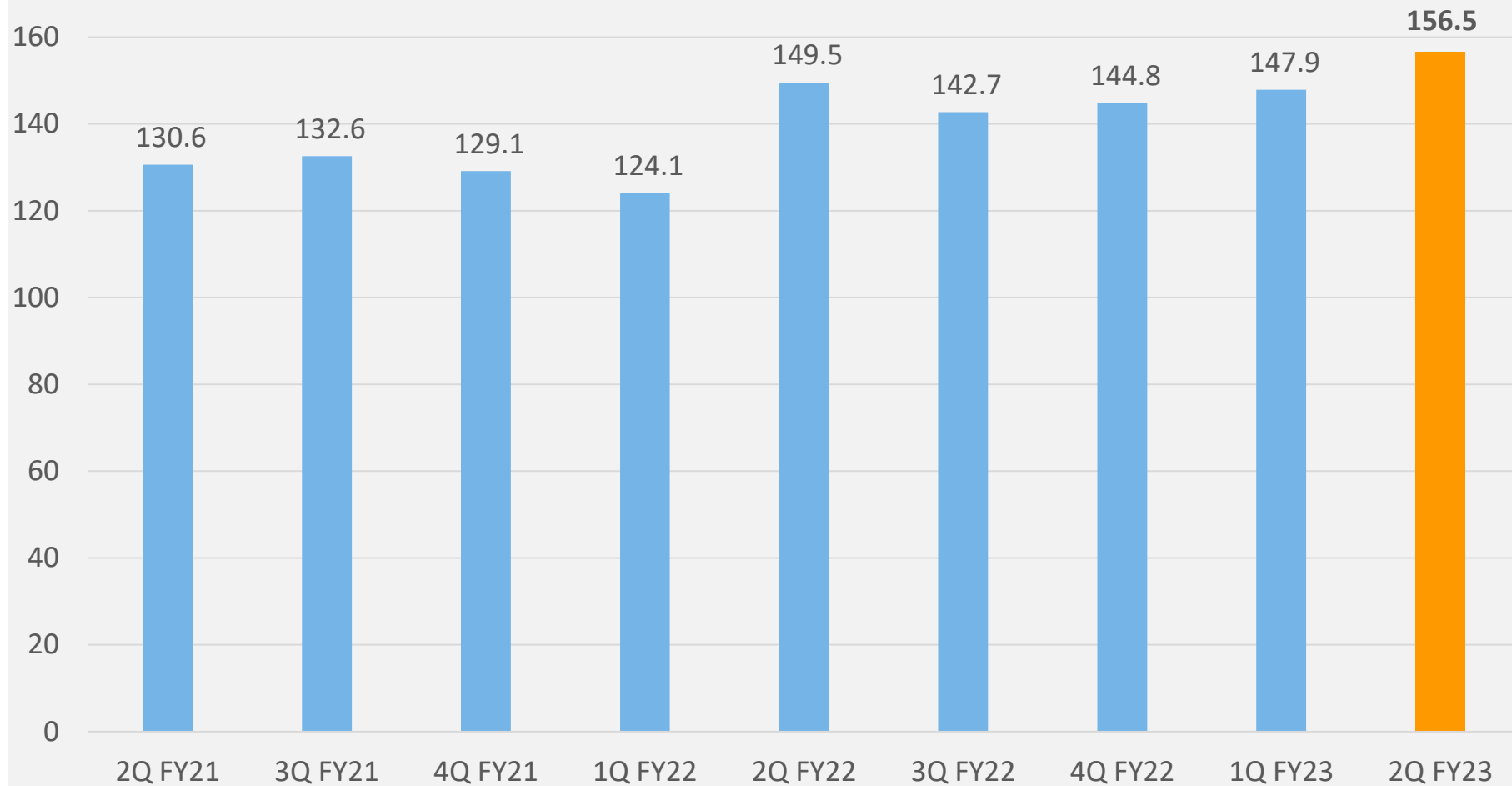
Ratings shared on JD Social

Robust Audit Mechanism

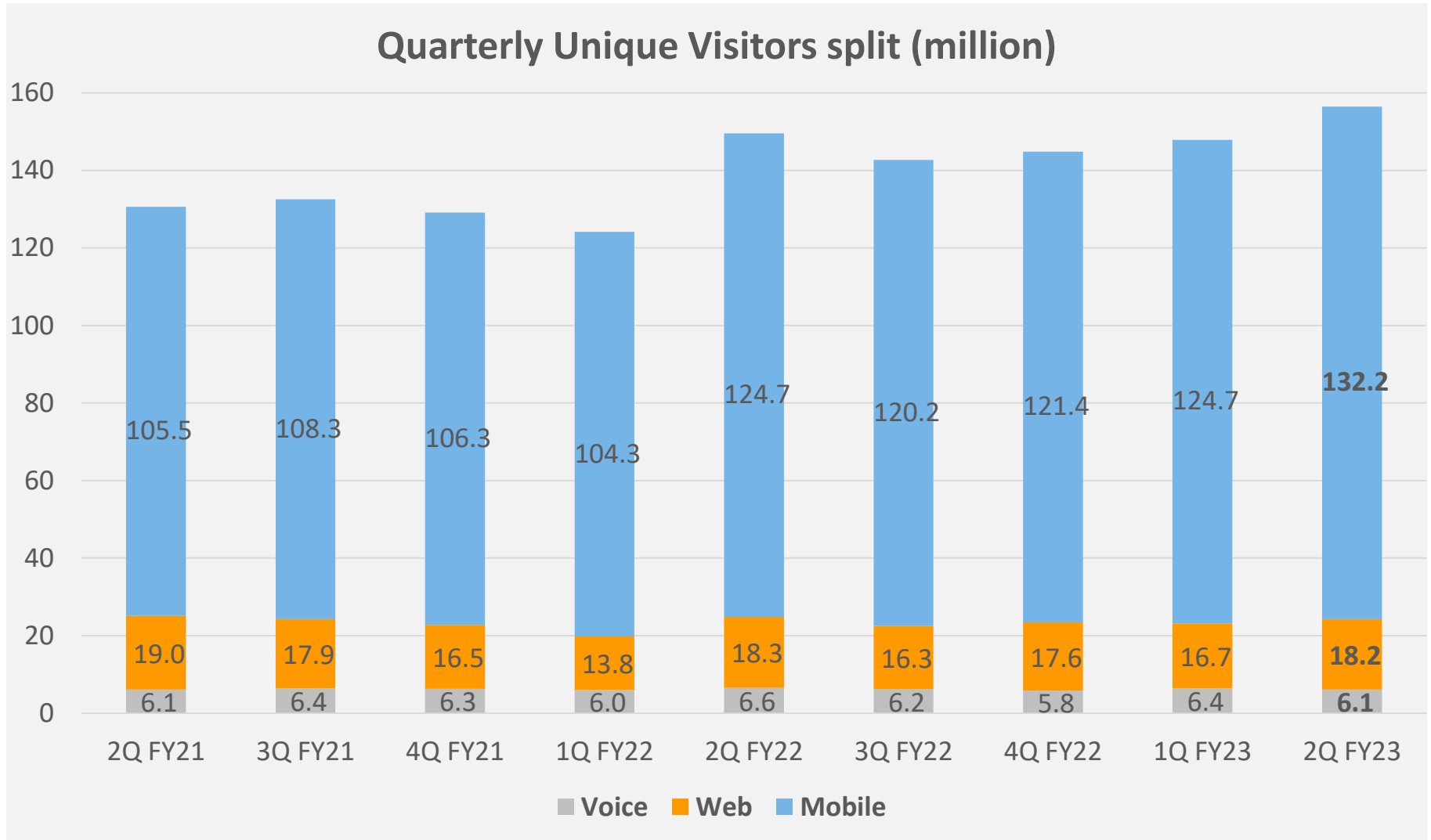


TRAFFIC/ VISITORS

Quarterly Unique Visitors (million)



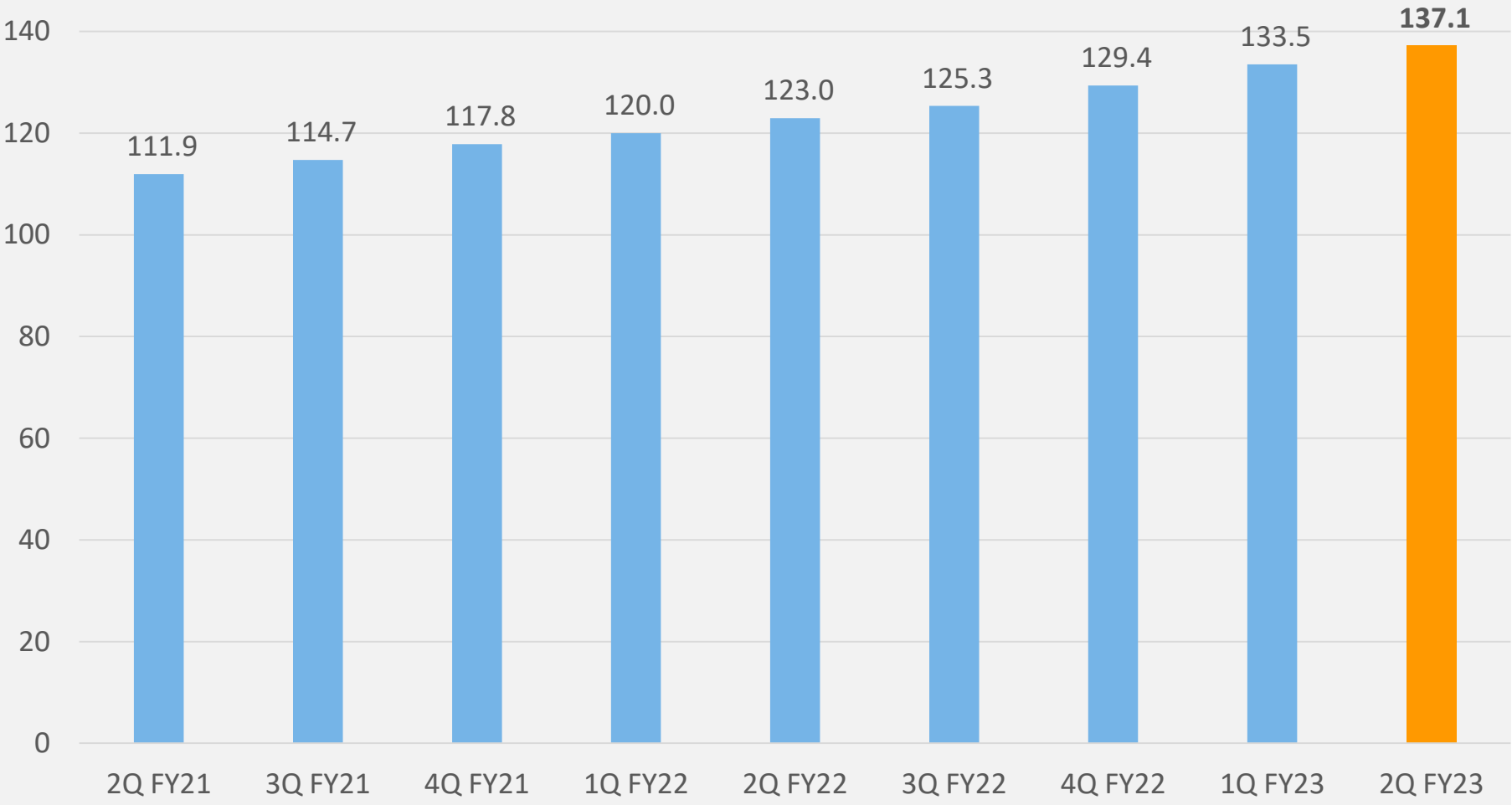
TRAFFIC/ VISITORS



Unique visitors are aggregated across various mediums – Voice, Desktop/ PC, Mobile; these may not necessarily be mutually exclusive

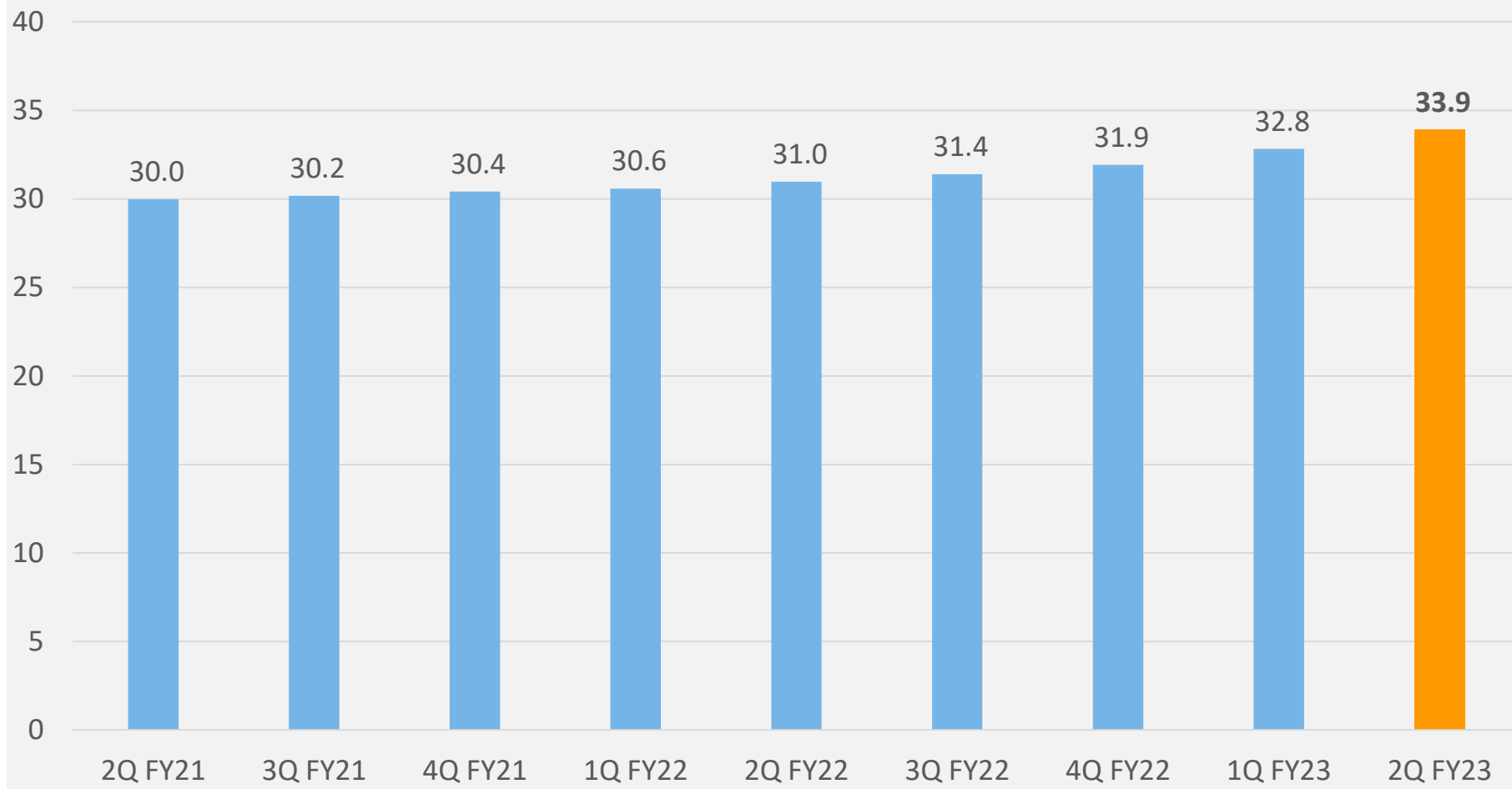
USER ENGAGEMENT

Ratings & Reviews (million)

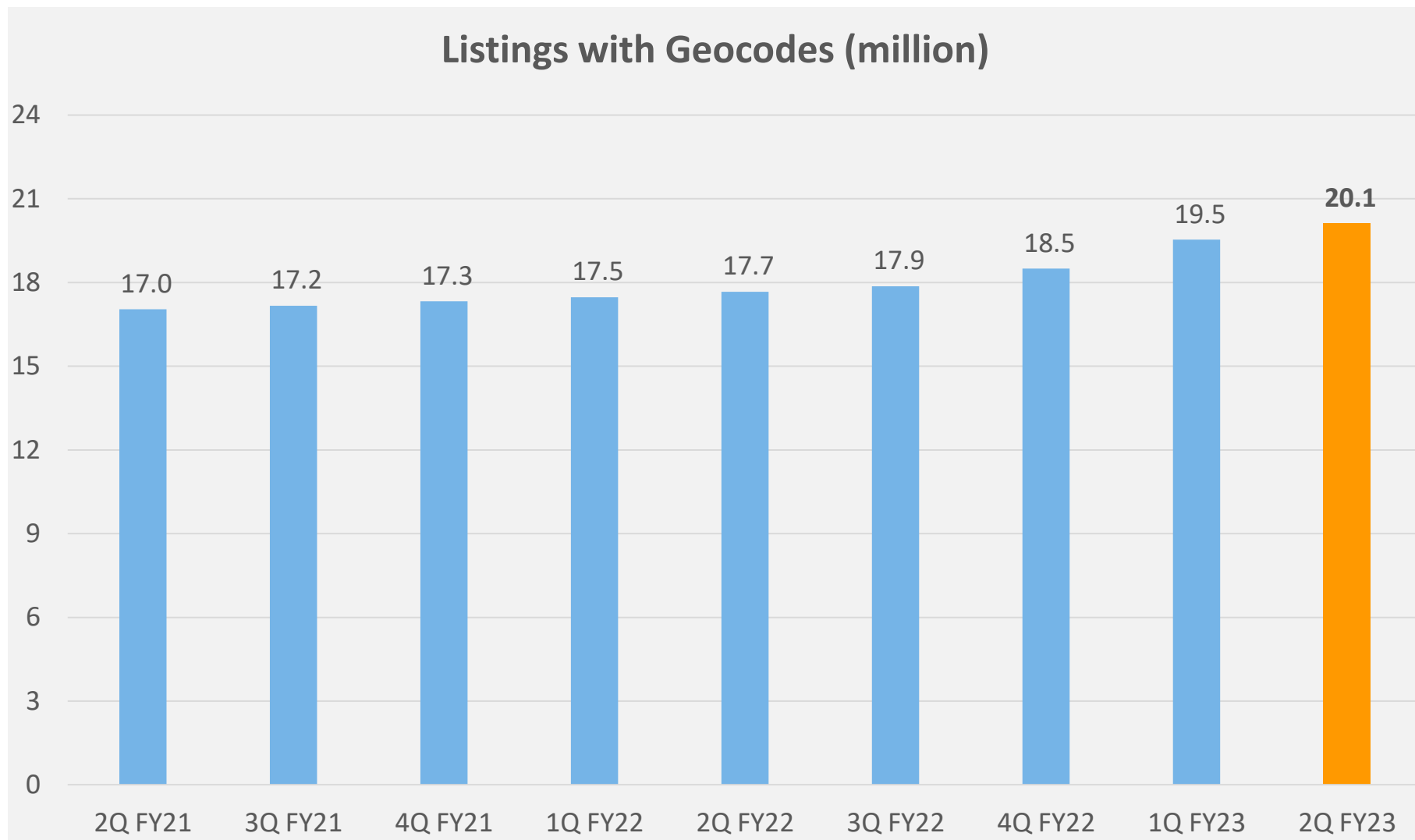


DATA ENRICHMENT

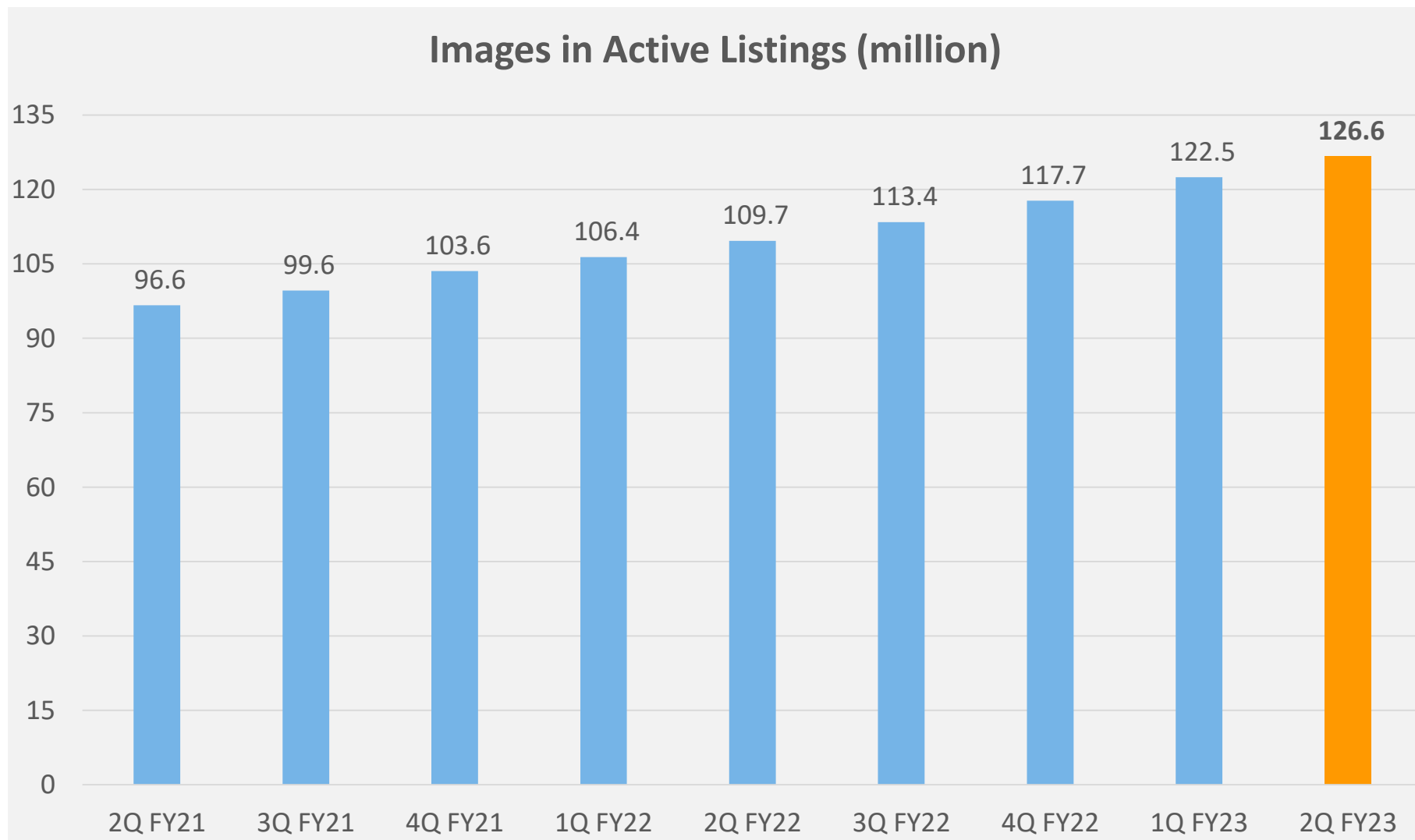
Active Listings - period end (million)



DATA ENRICHMENT

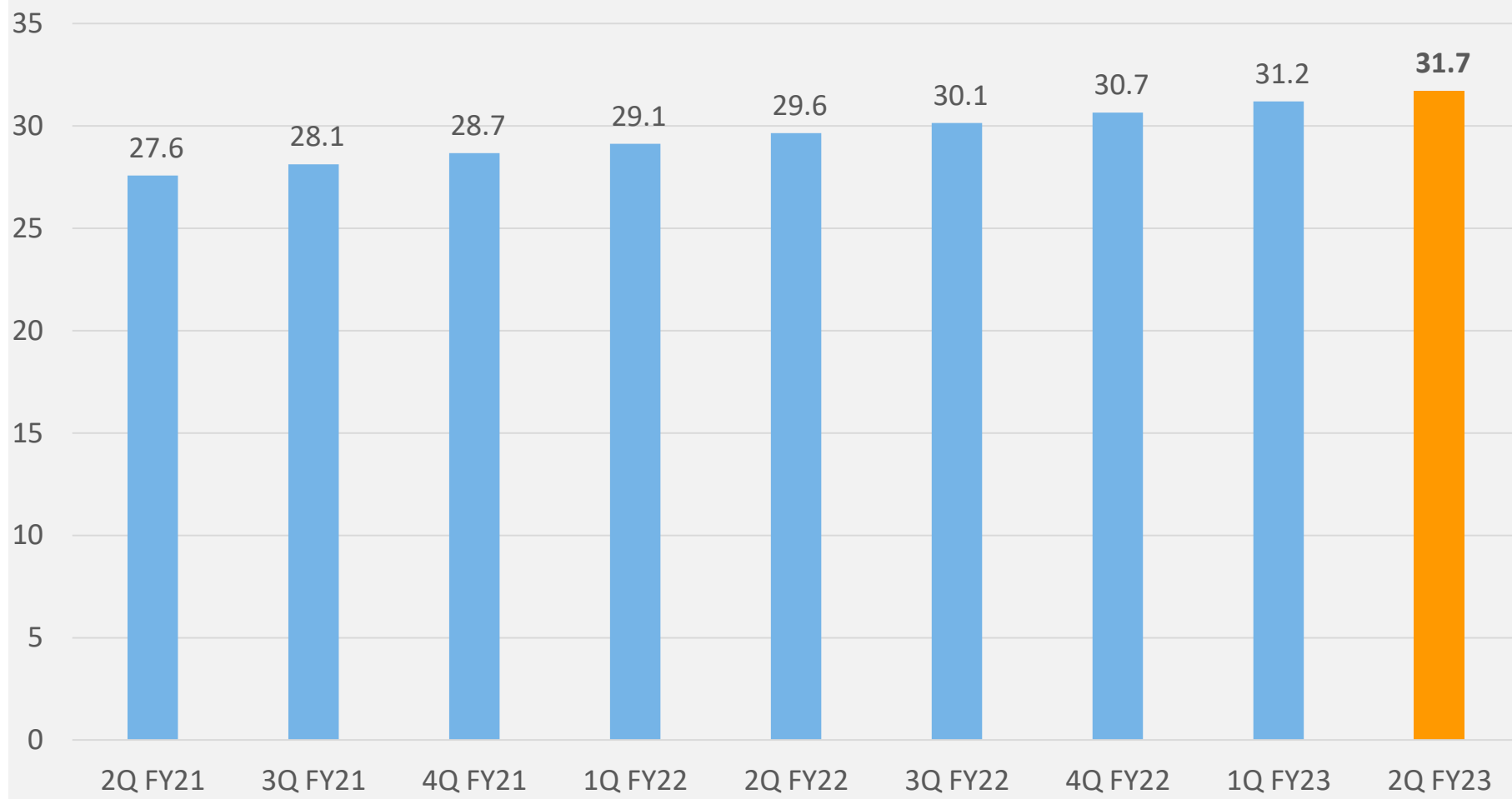


DATA ENRICHMENT



MOBILE APPS

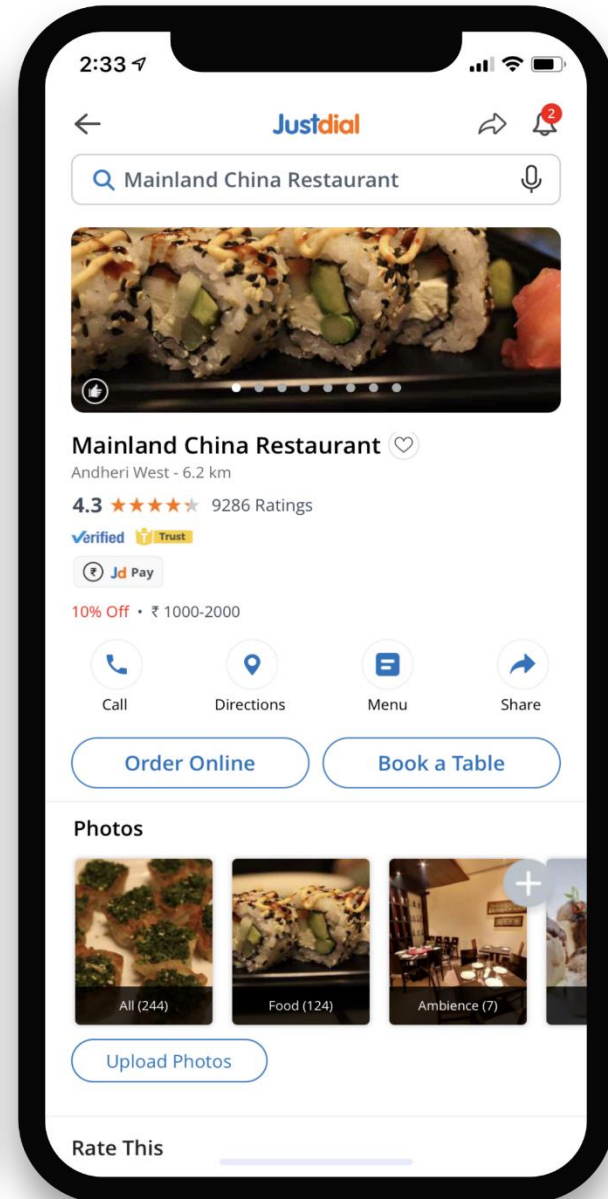
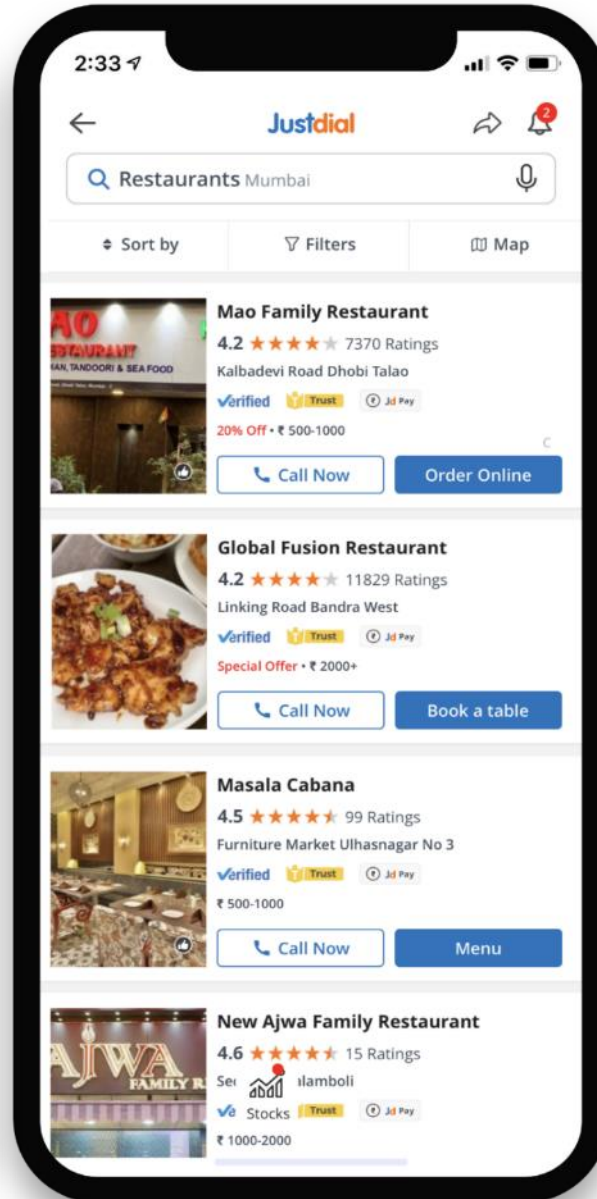
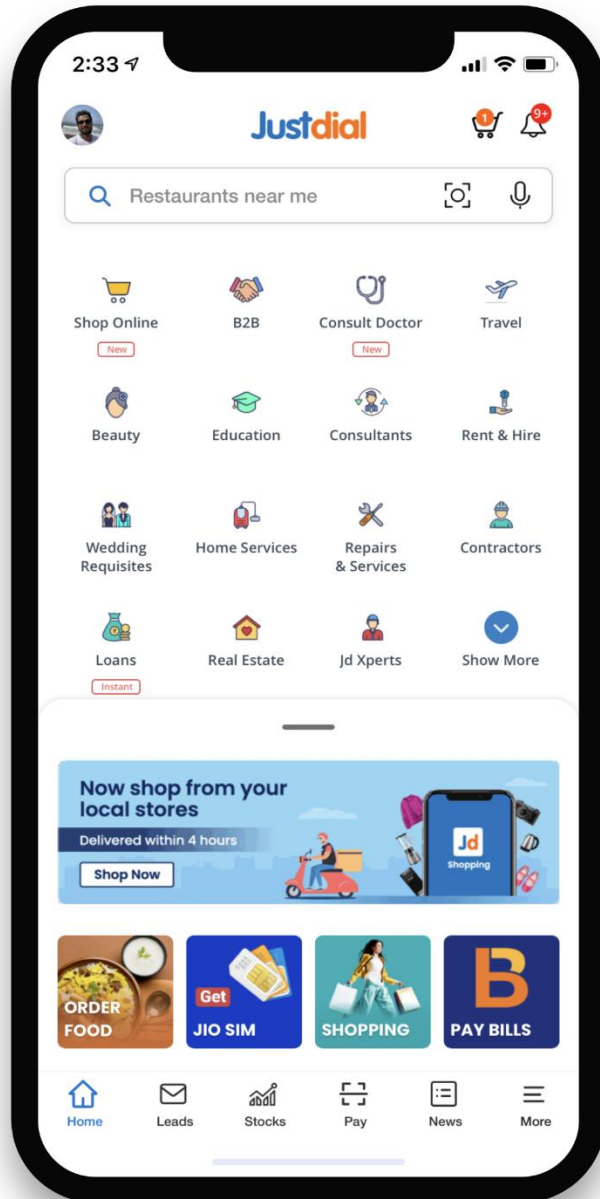
Cumulative JD App Downloads (million)



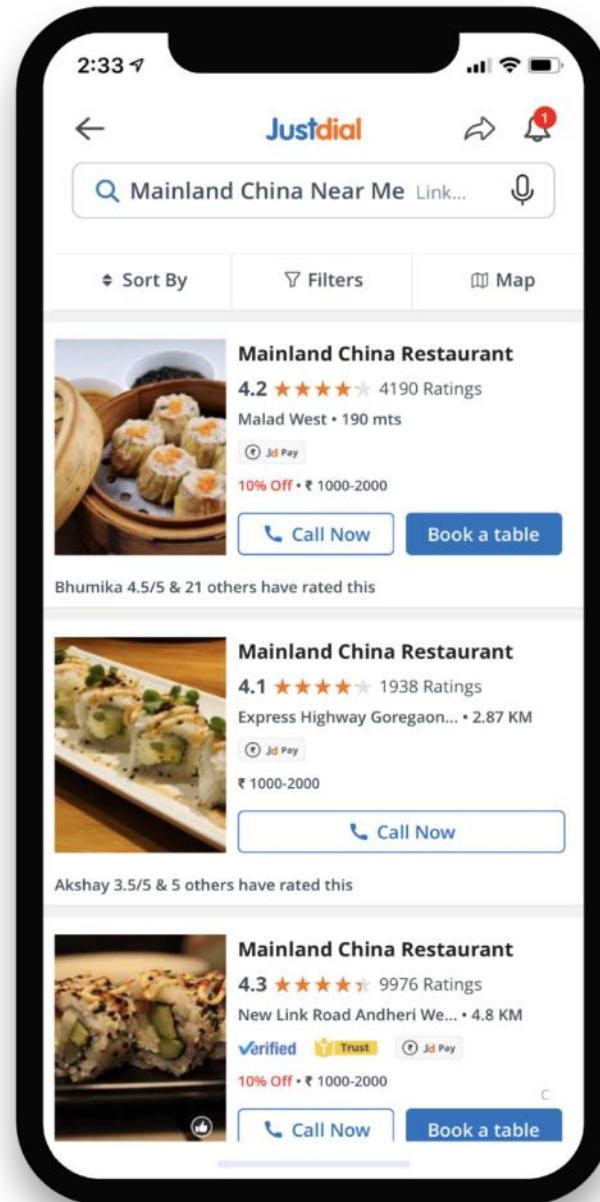
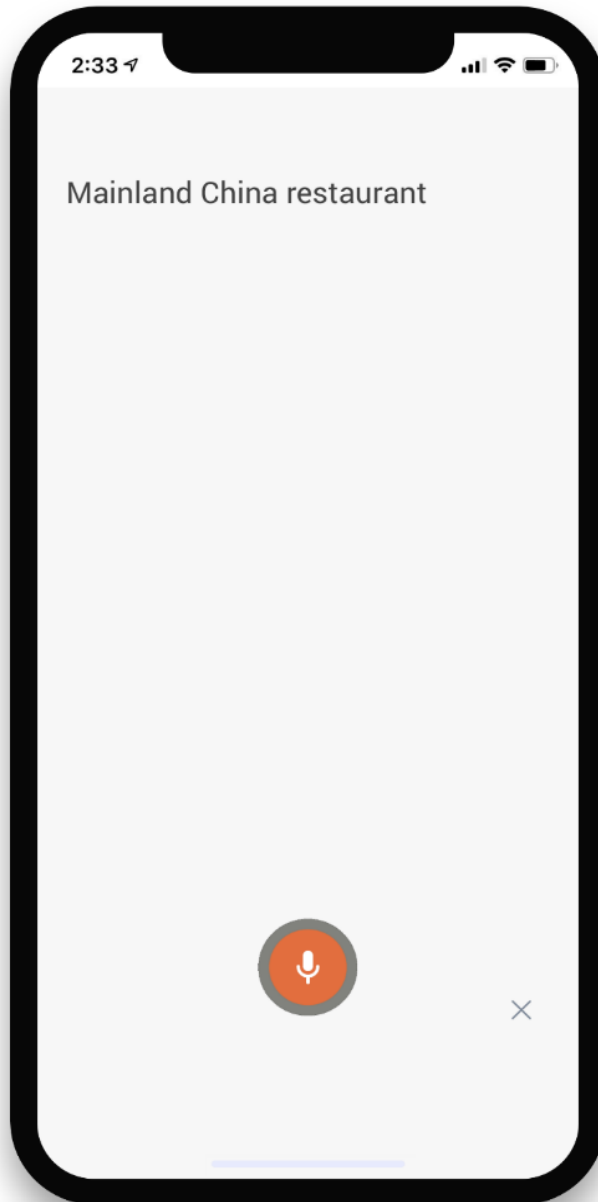


PRODUCT OVERVIEW

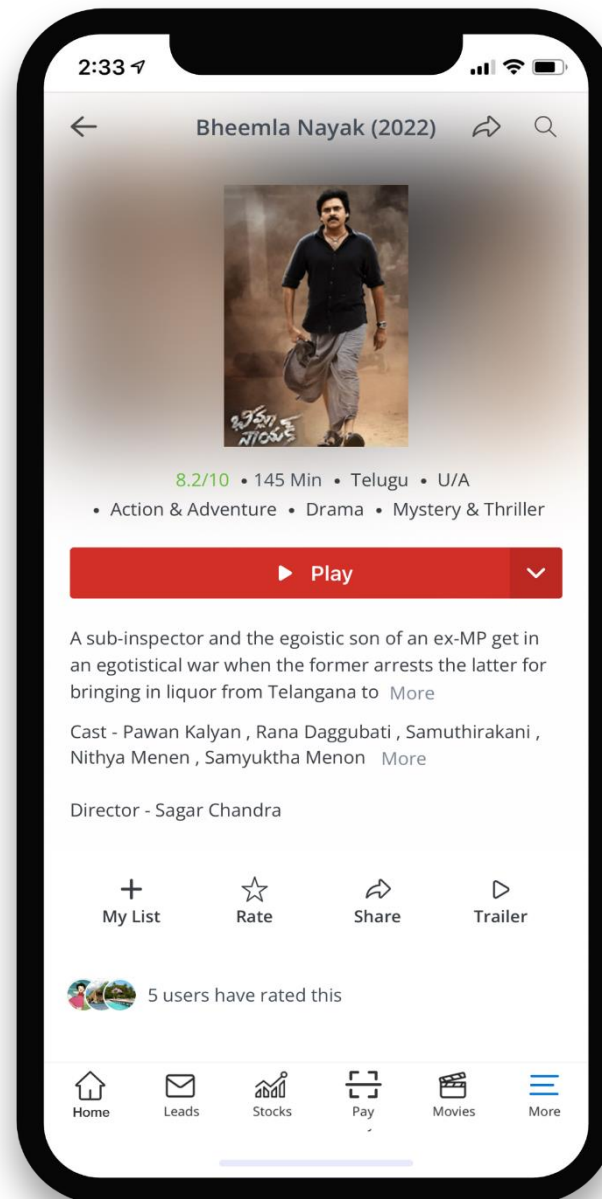
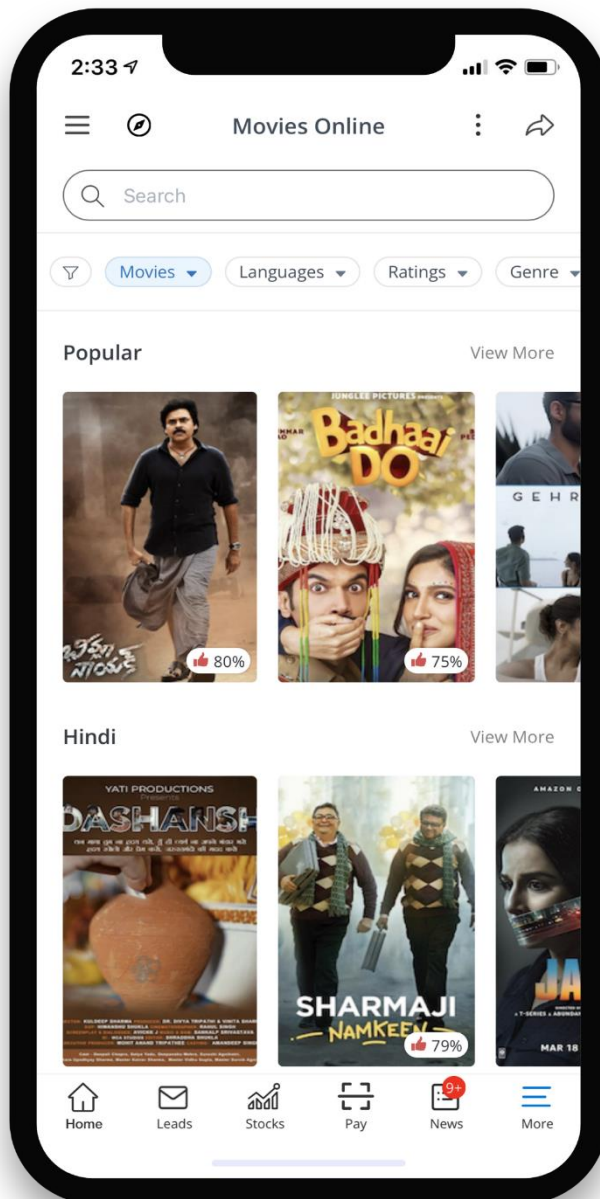
JD - MOBILE

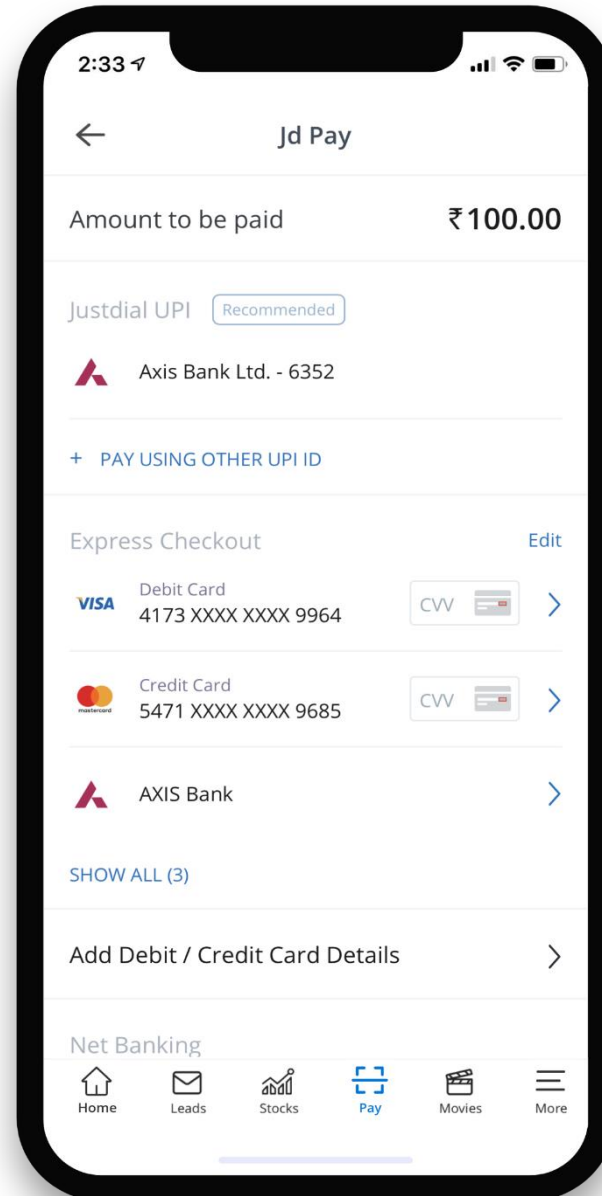
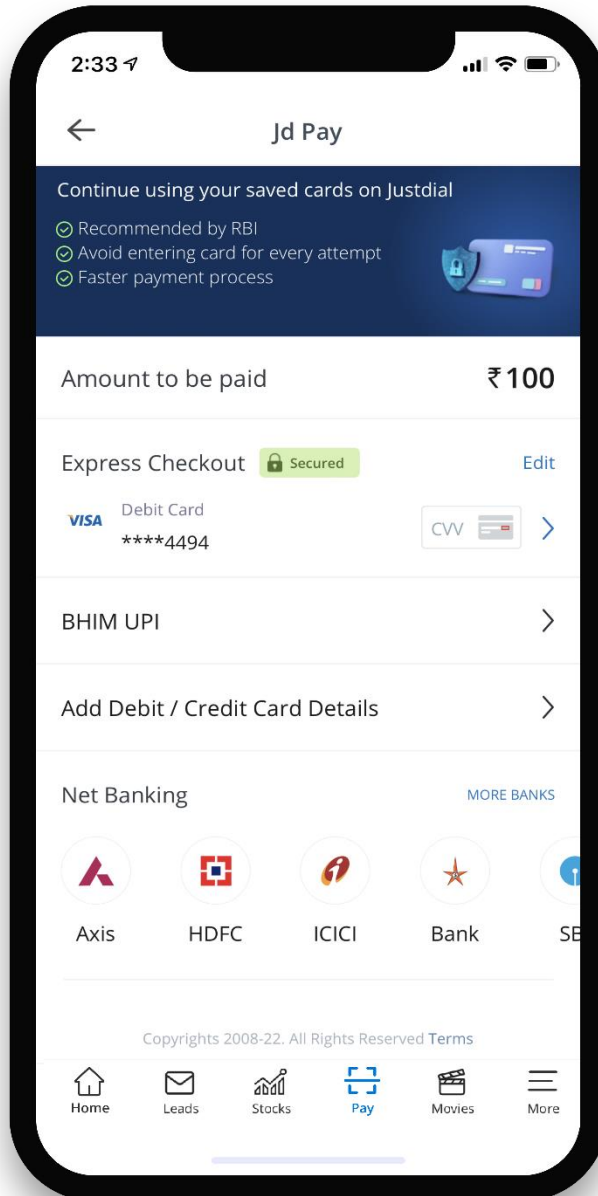


VOICE SEARCH



MOVIES ONLINE





BEYOND SEARCH



JD Shopping

Flight Tickets

Train Tickets

Bus Tickets

Hotel Bookings

Bills & Recharge

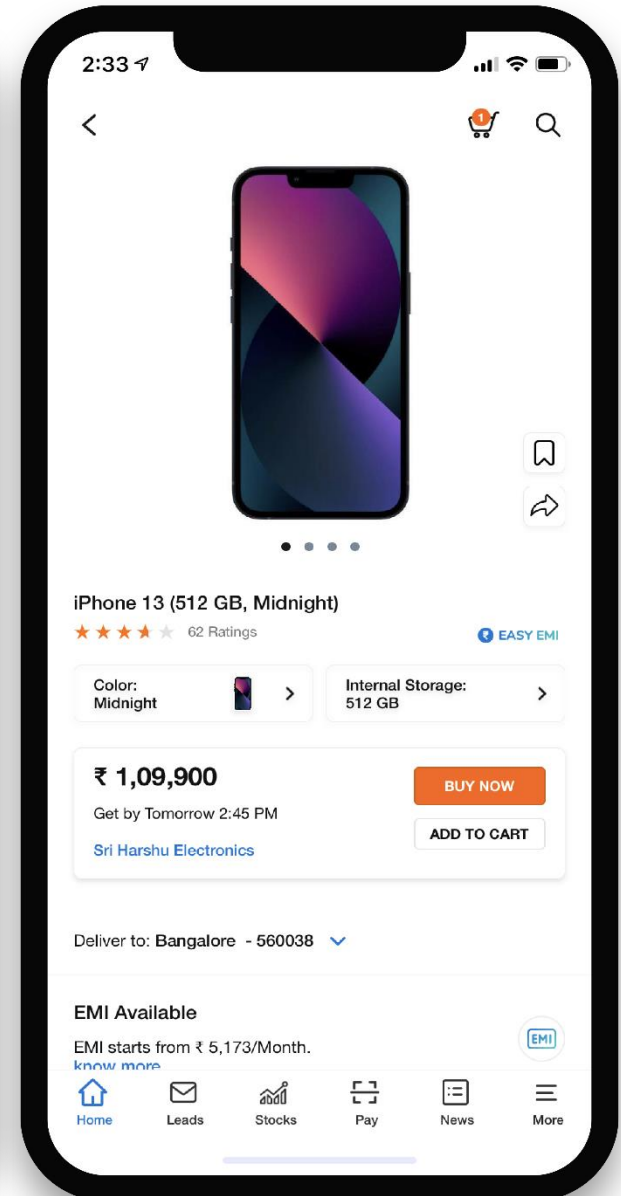
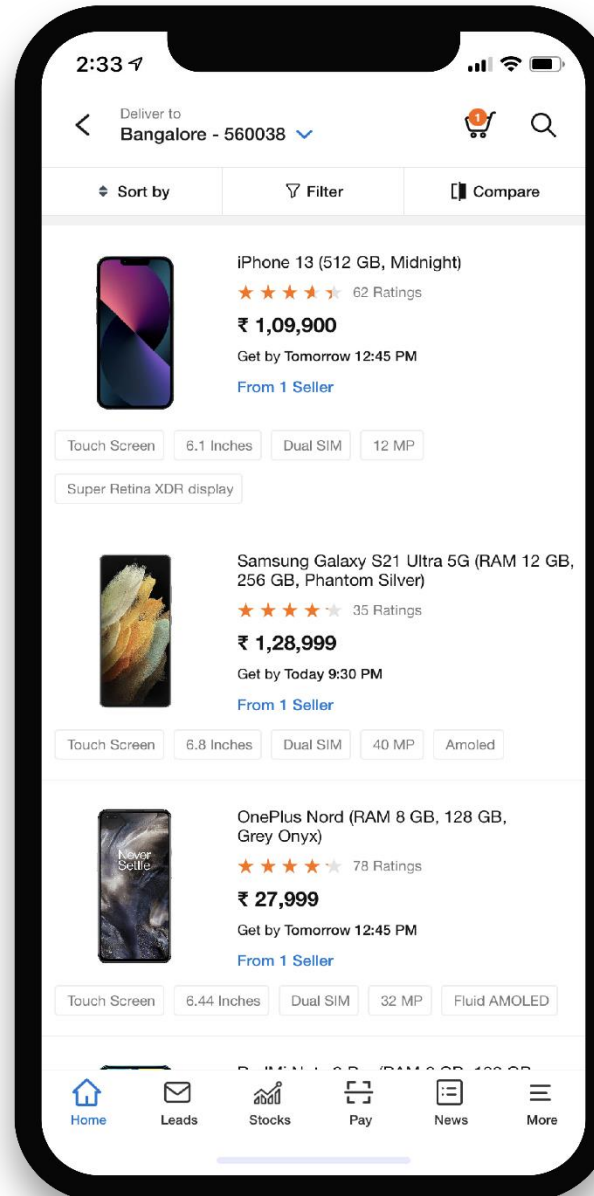
Stocks

Logistics

Augmented Reality

Pay via UPI

... and many more.



BEYOND SEARCH

JD Shopping

 Flight Tickets

Train Tickets

Bus Tickets

Hotel Bookings

Bills & Recharge

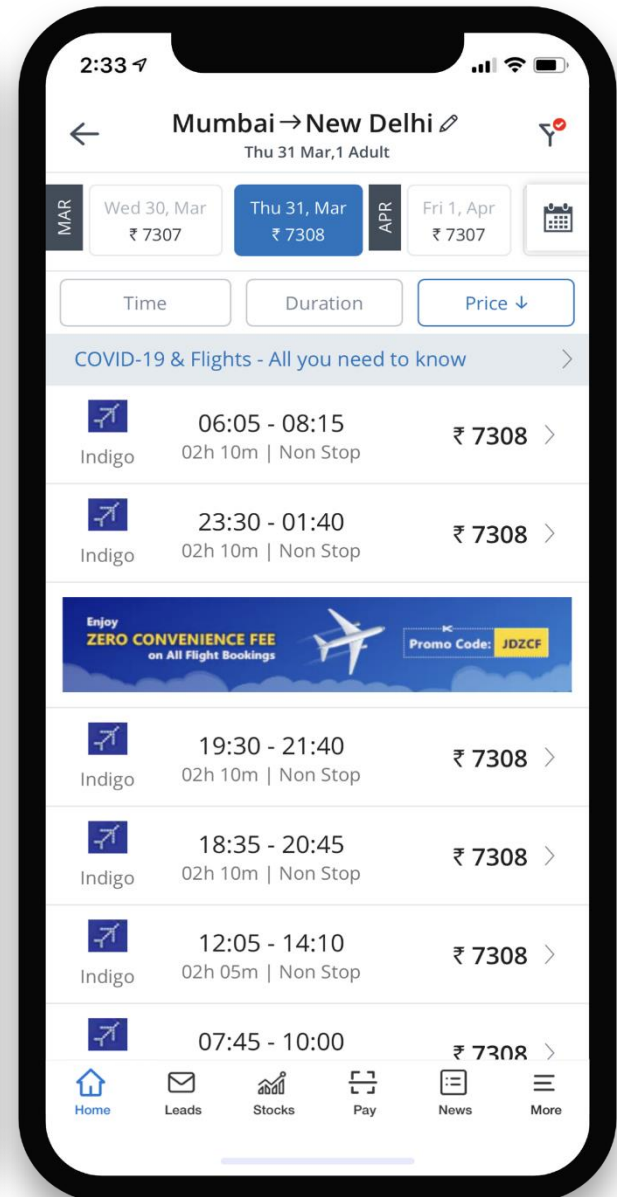
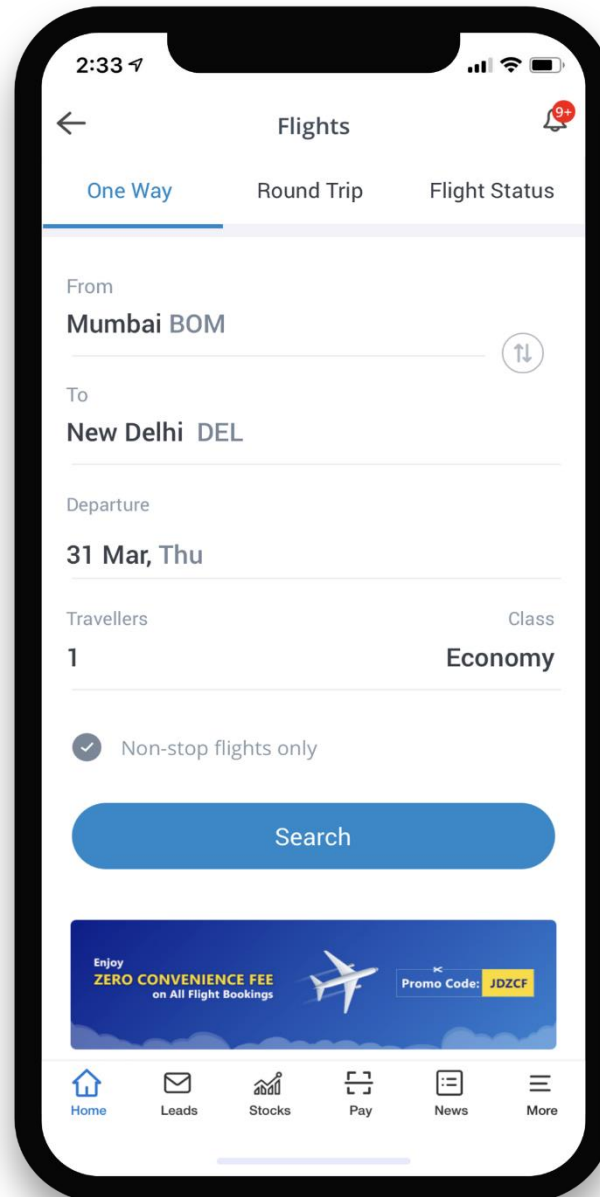
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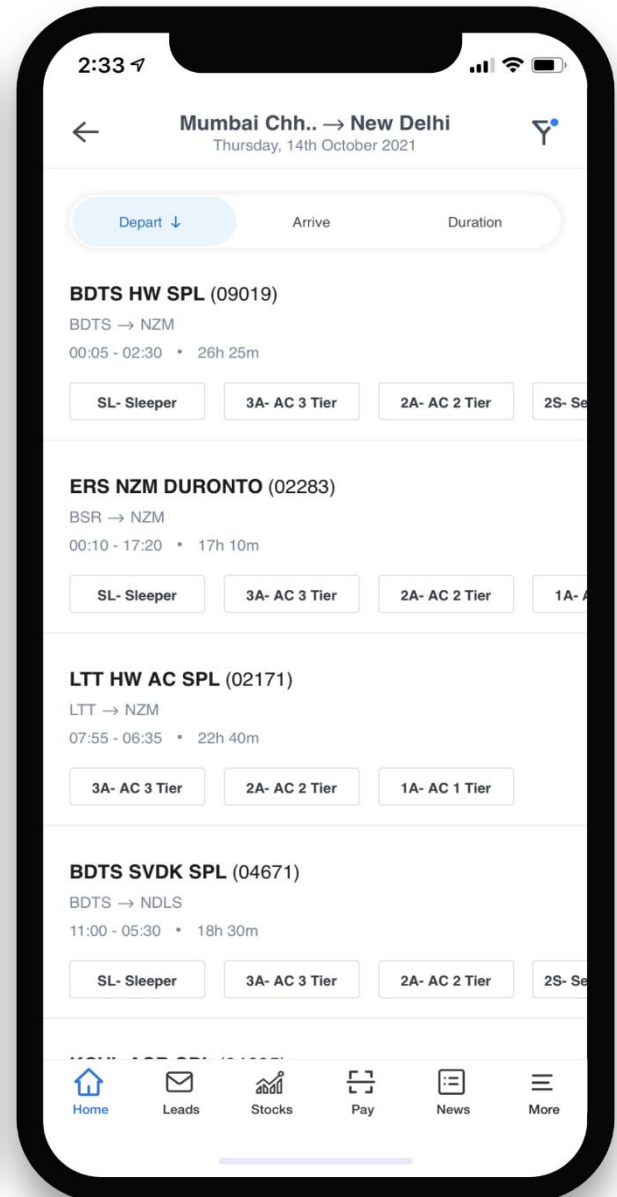
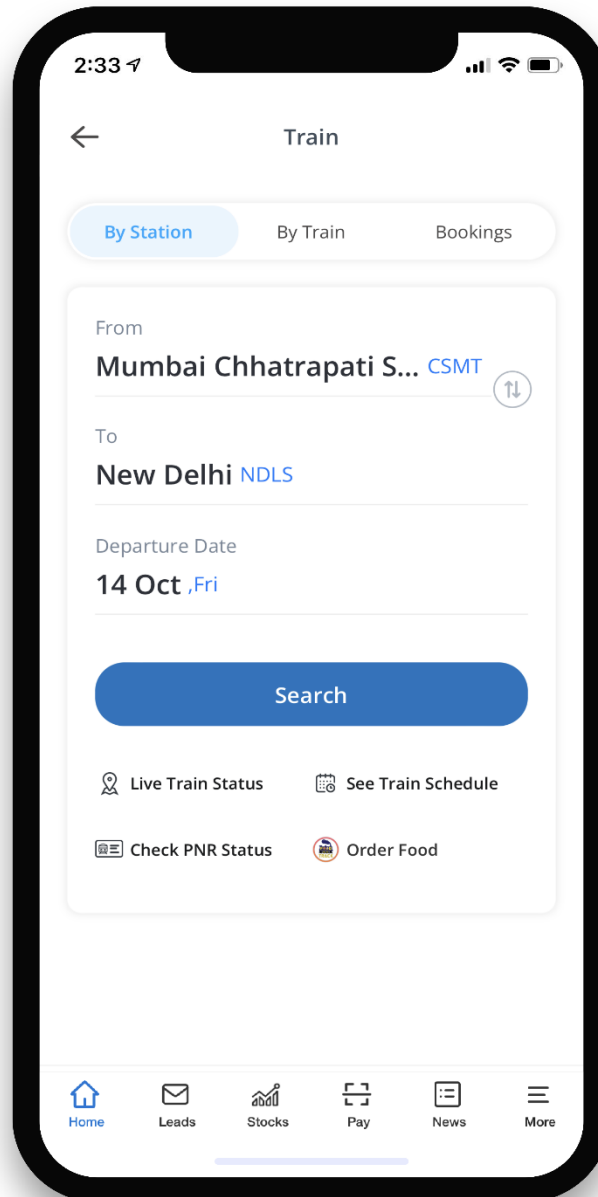
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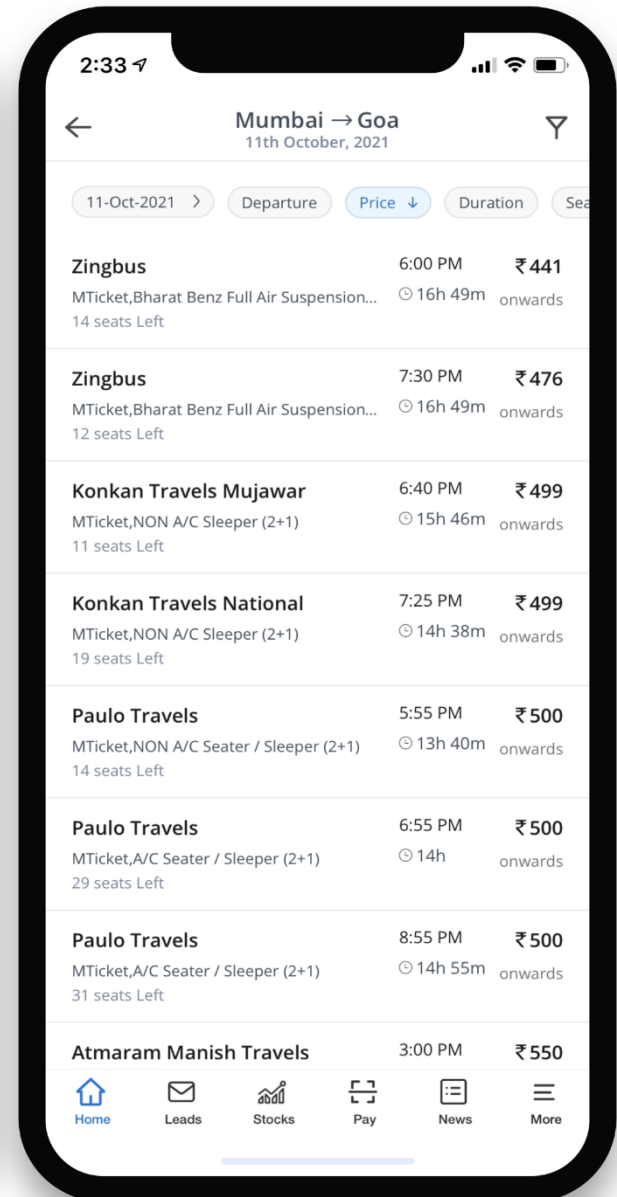
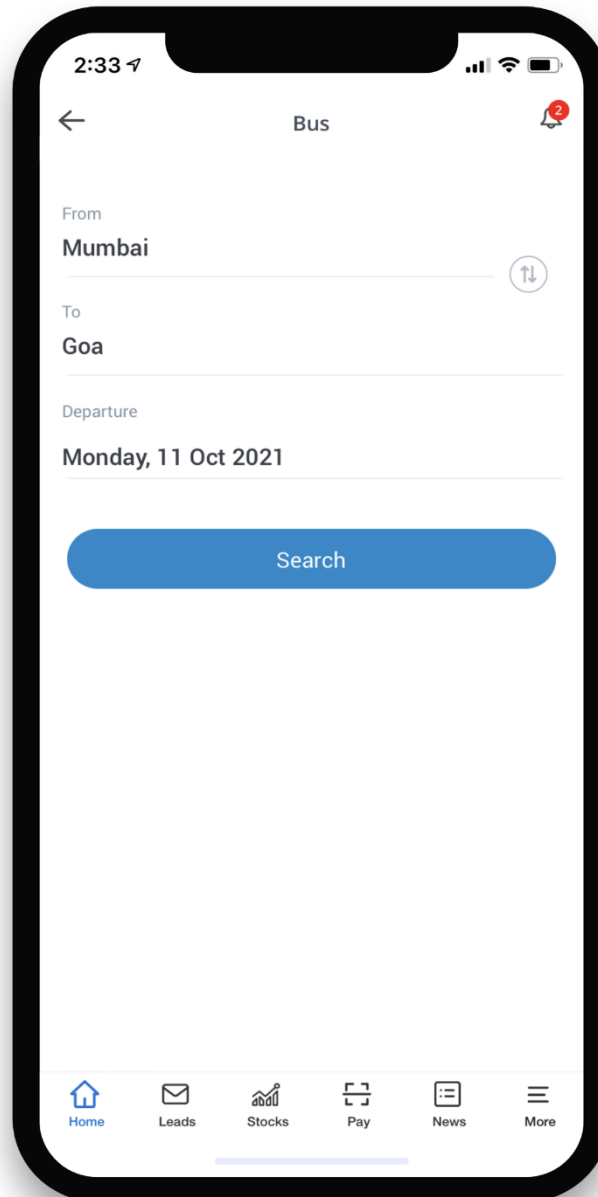
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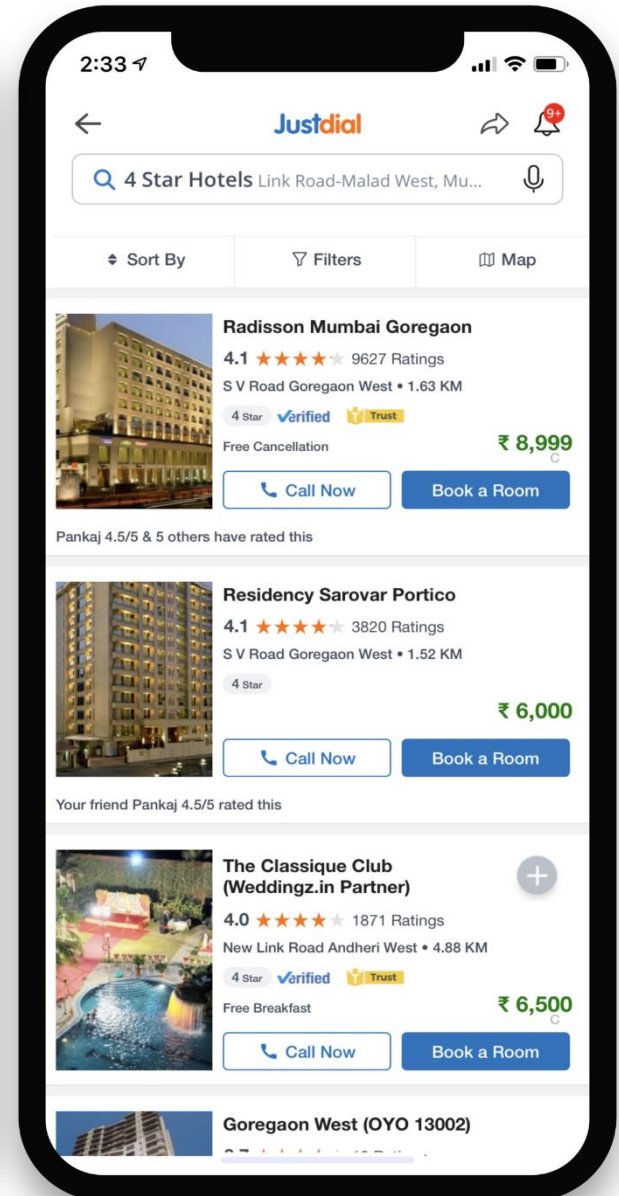
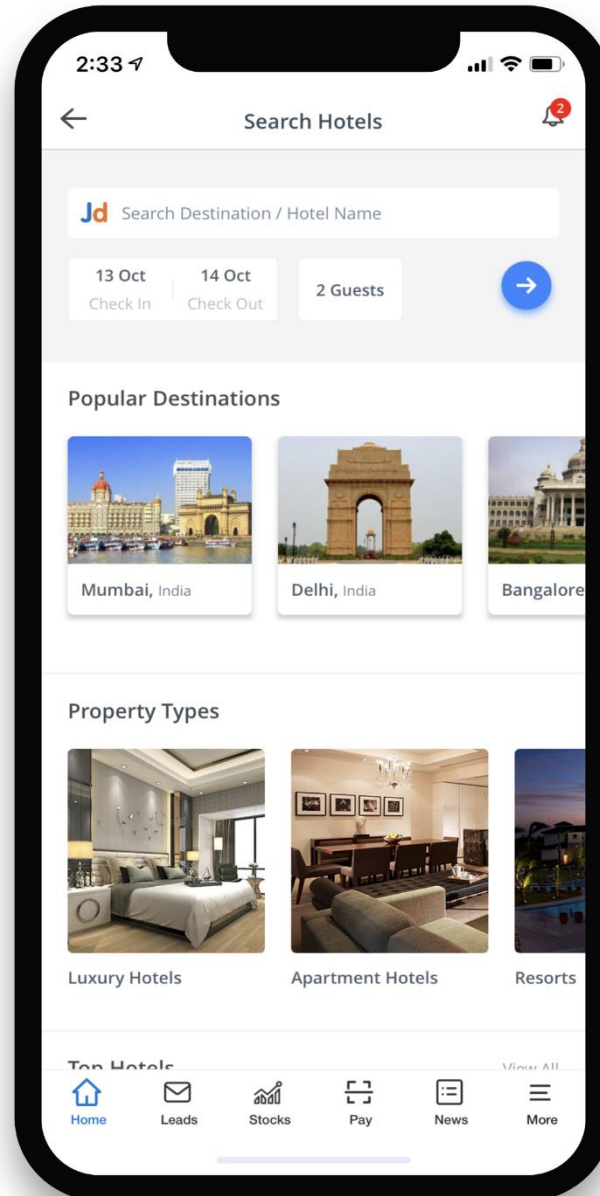
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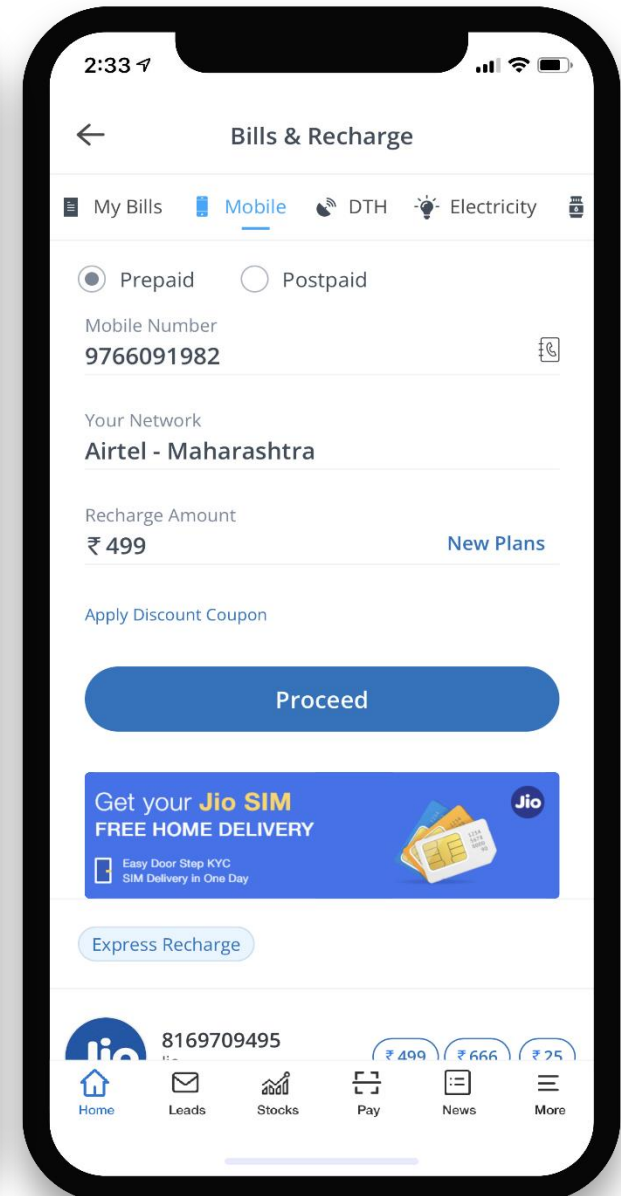
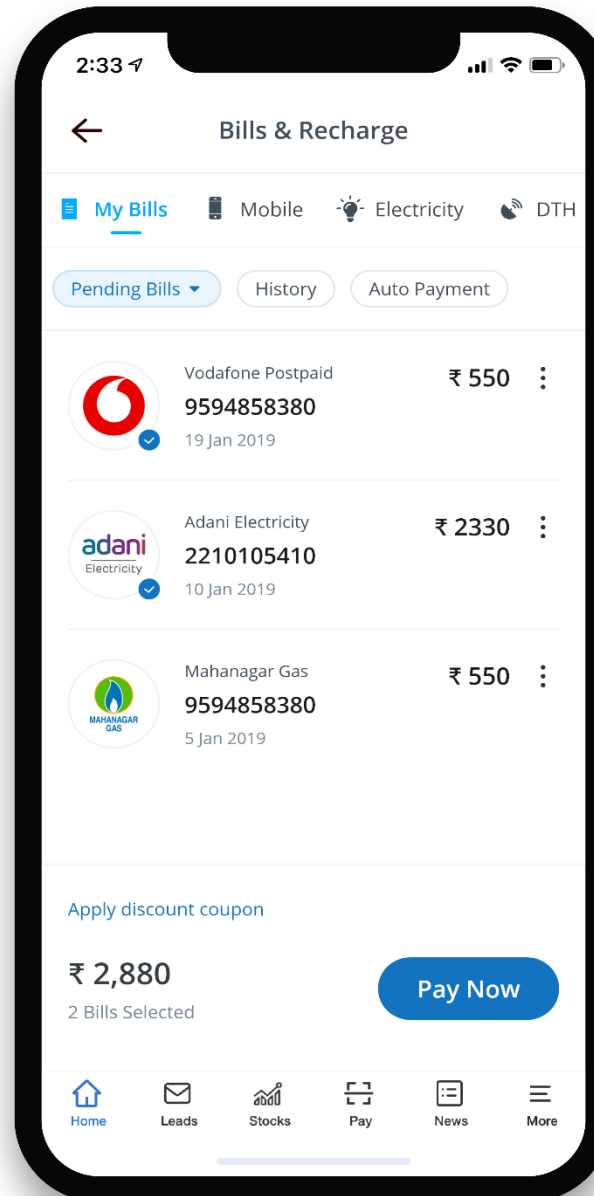
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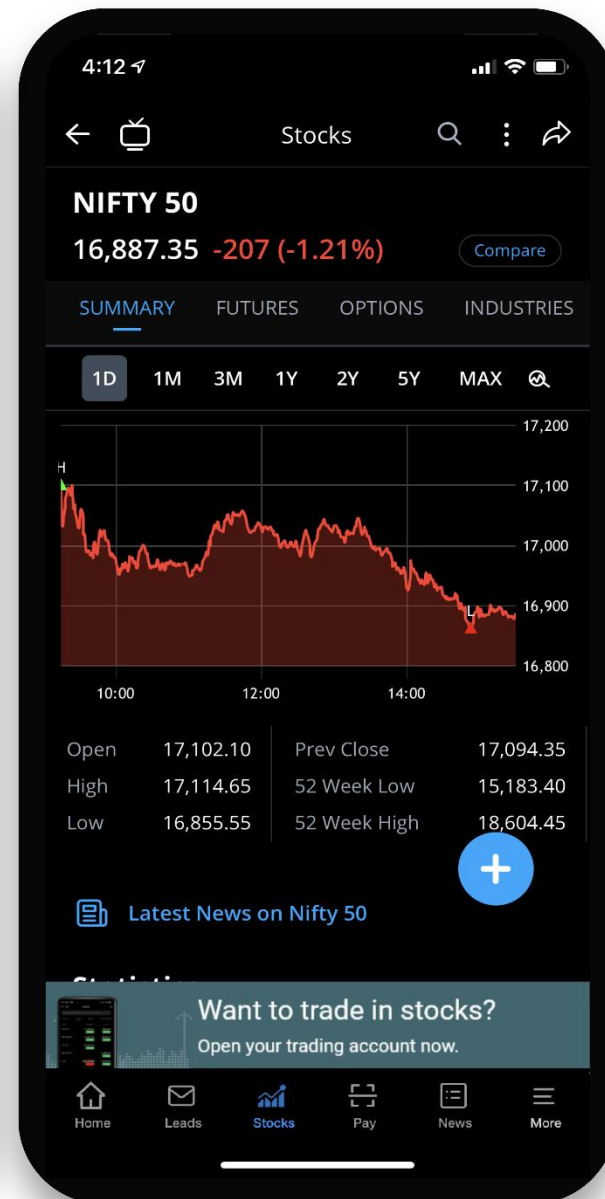
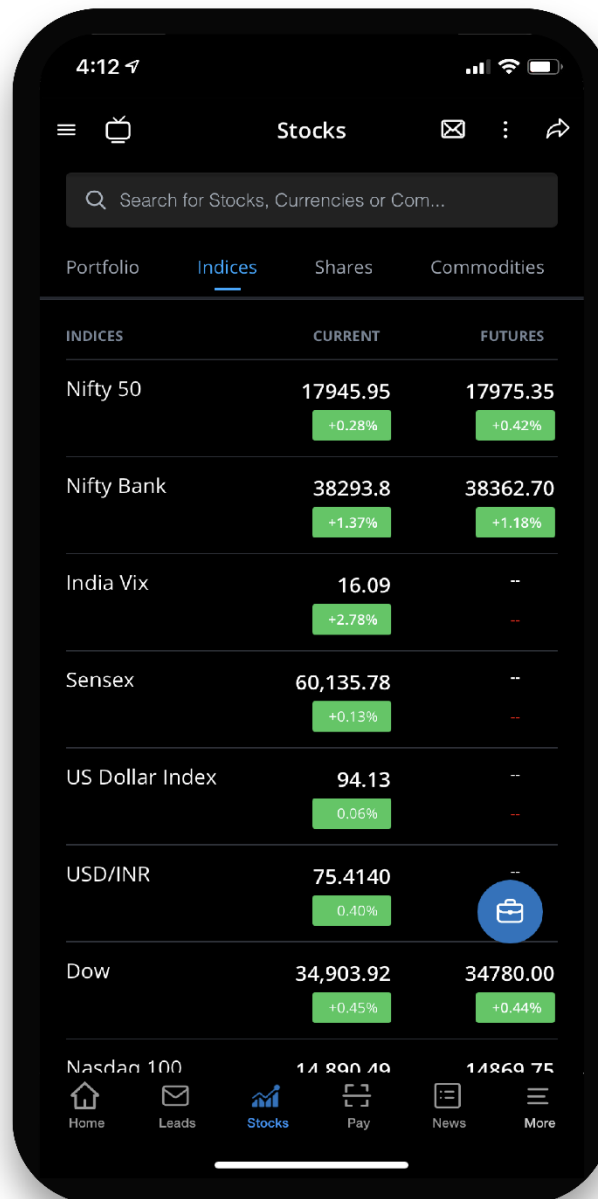
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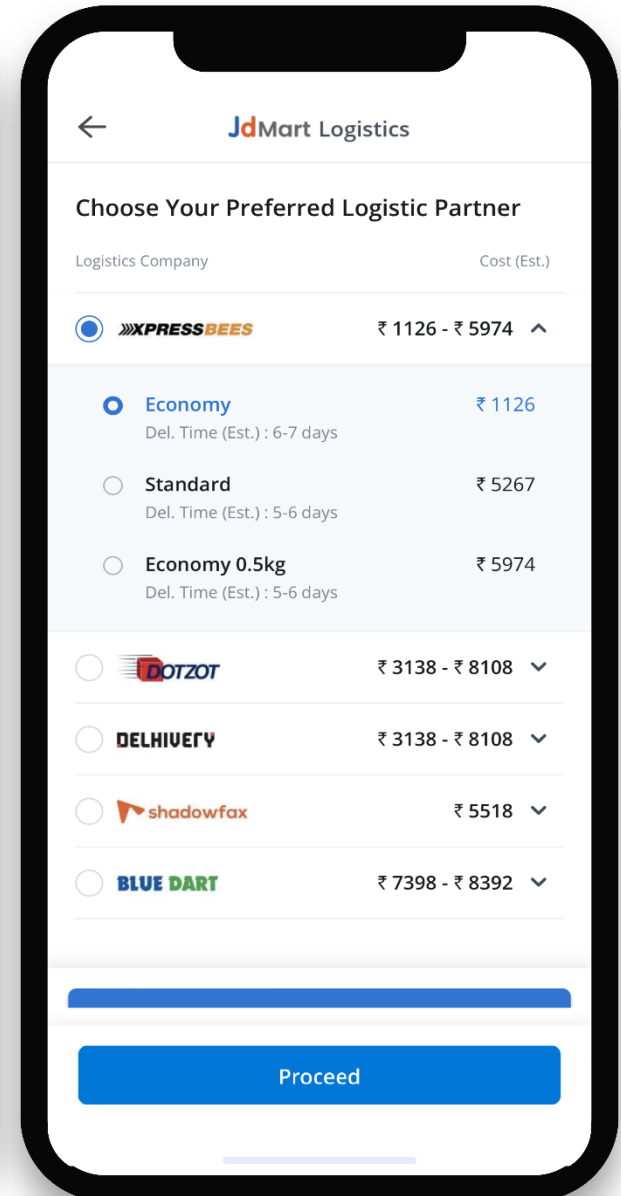
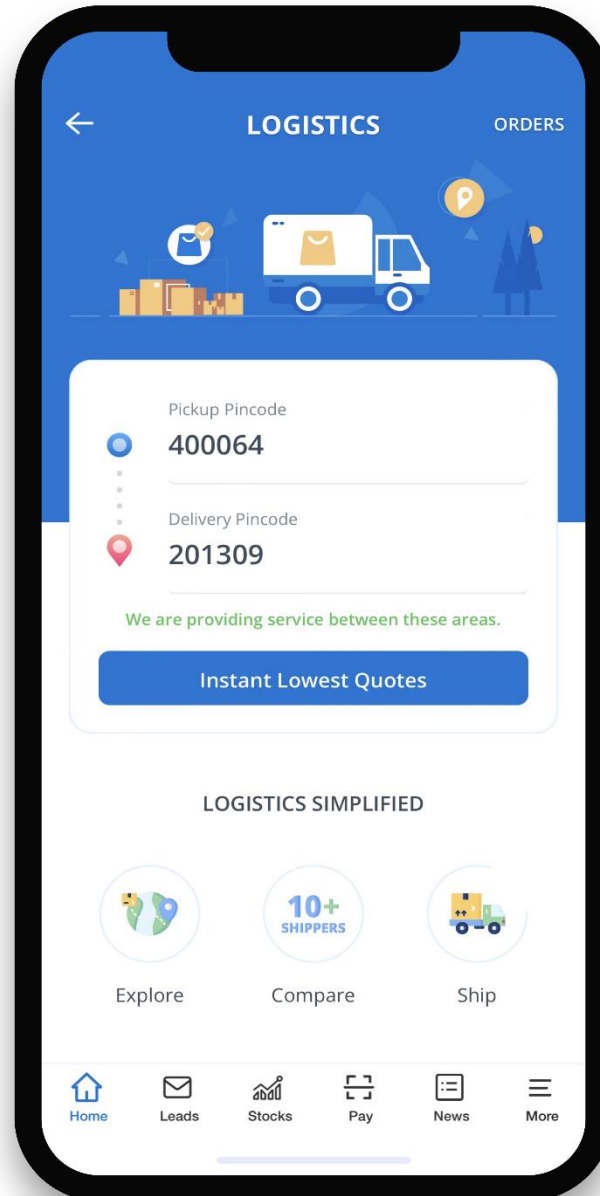
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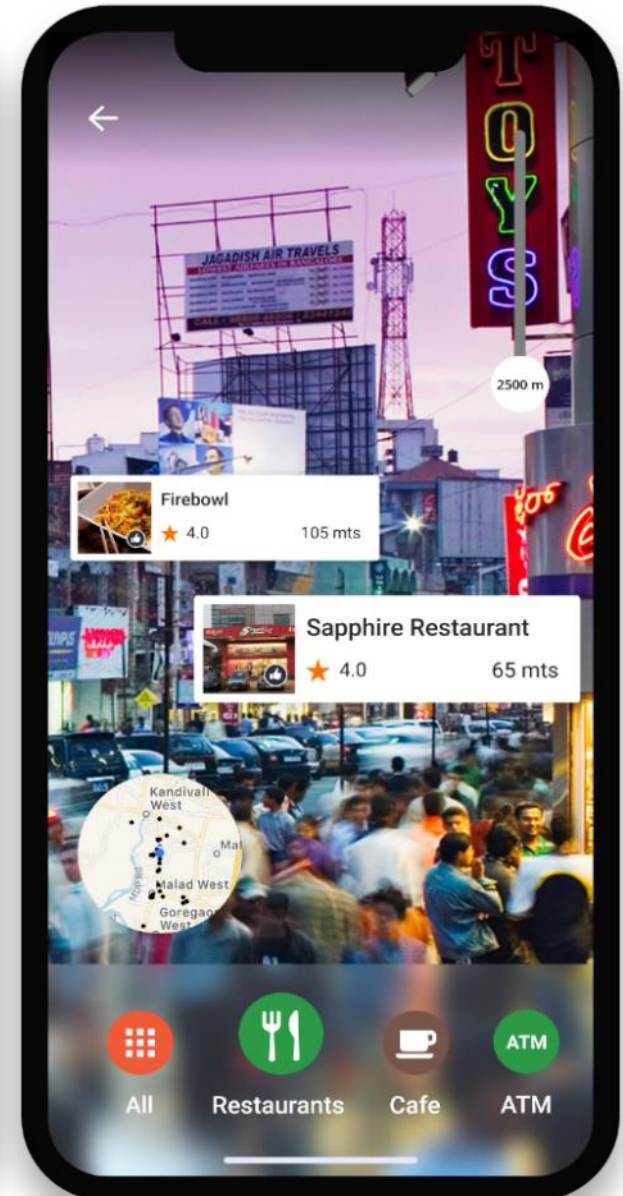
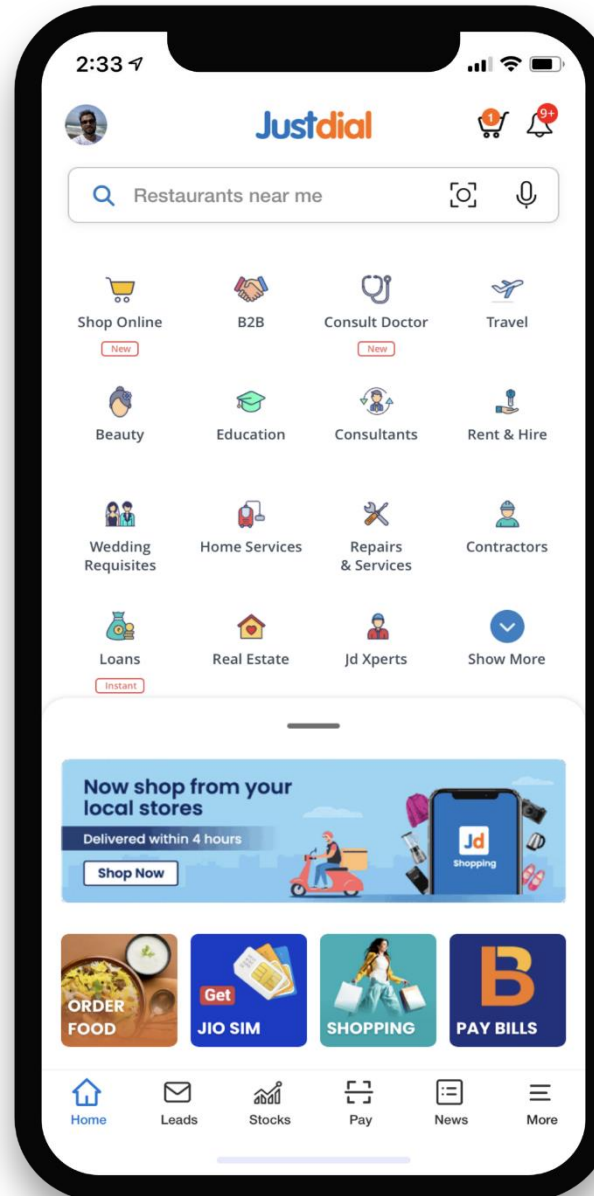
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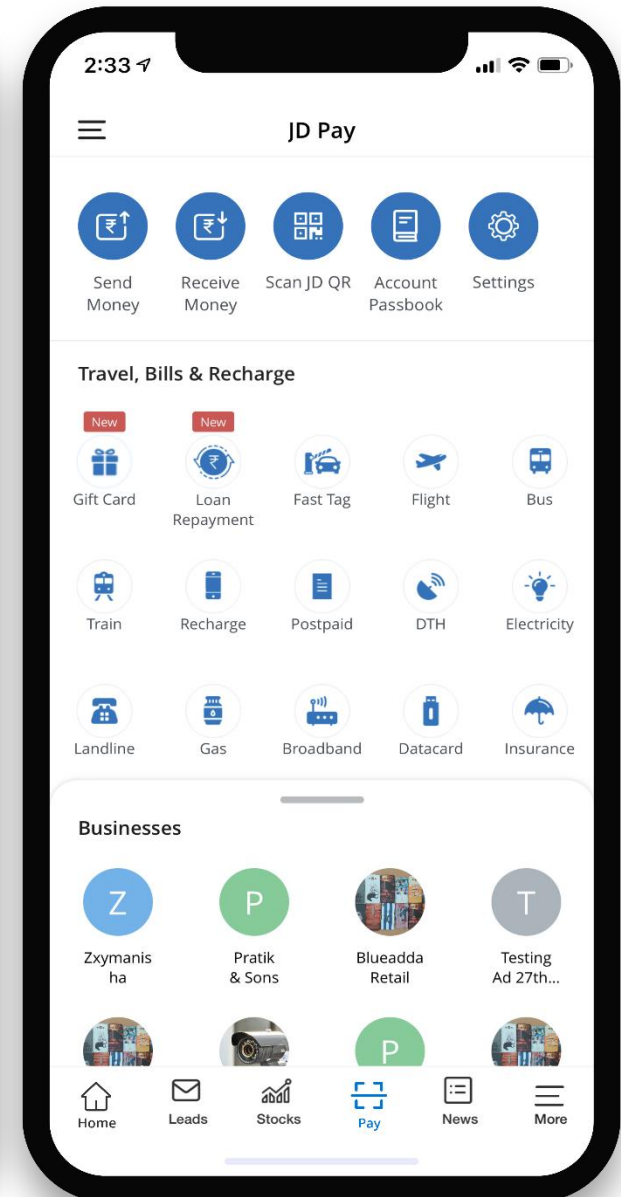
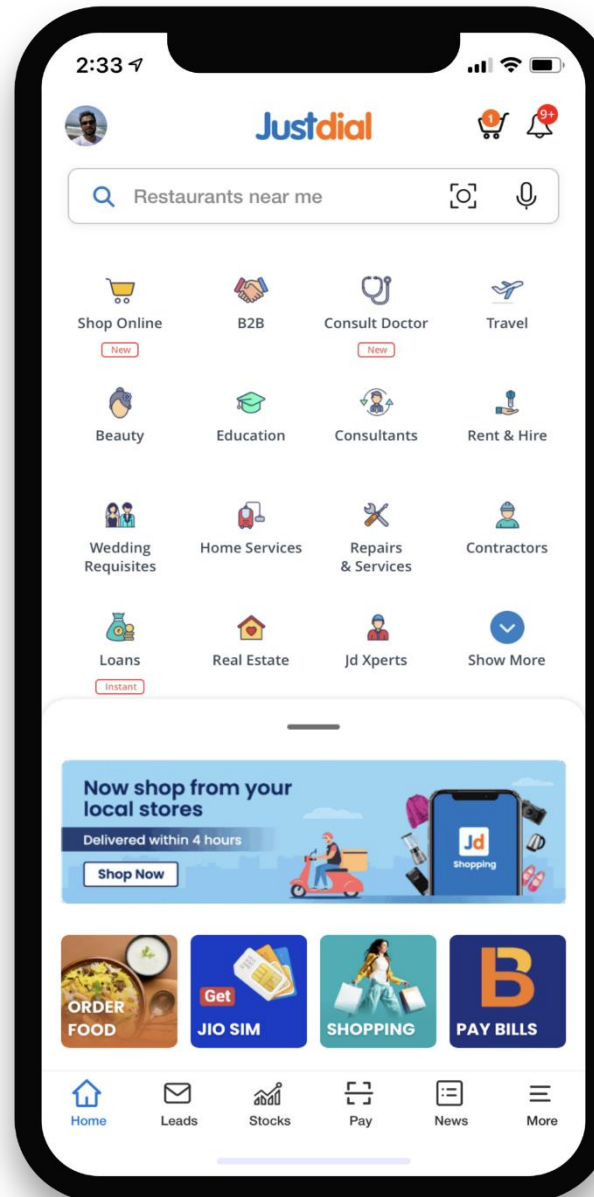
Logistics

Augmented Reality



Pay via UPI

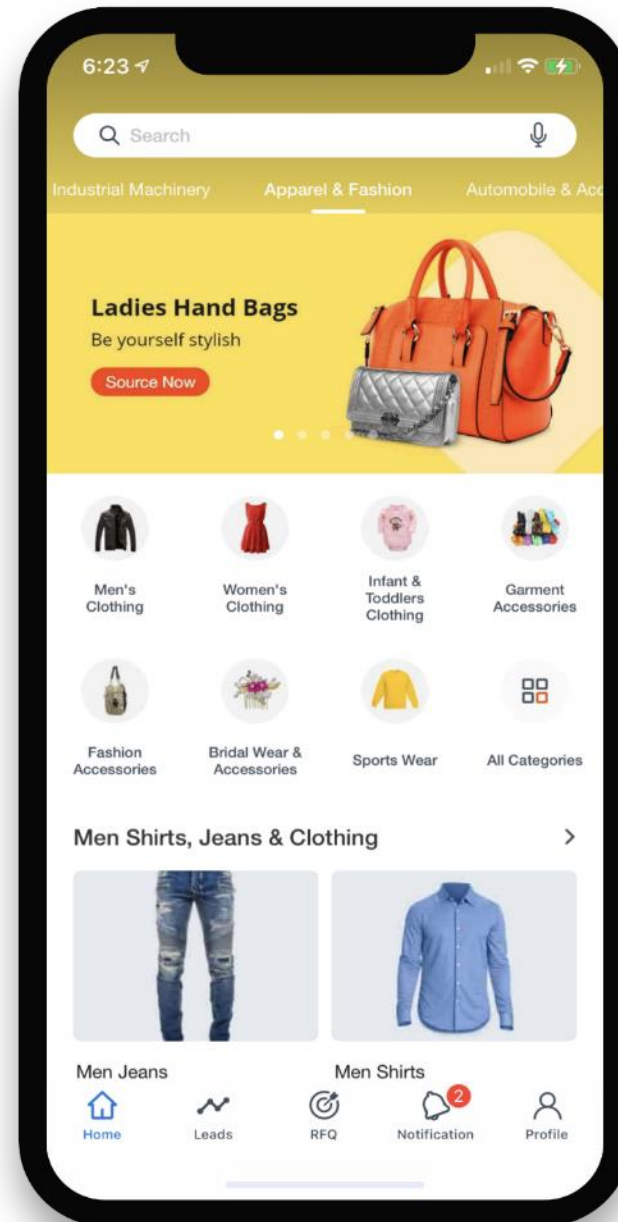
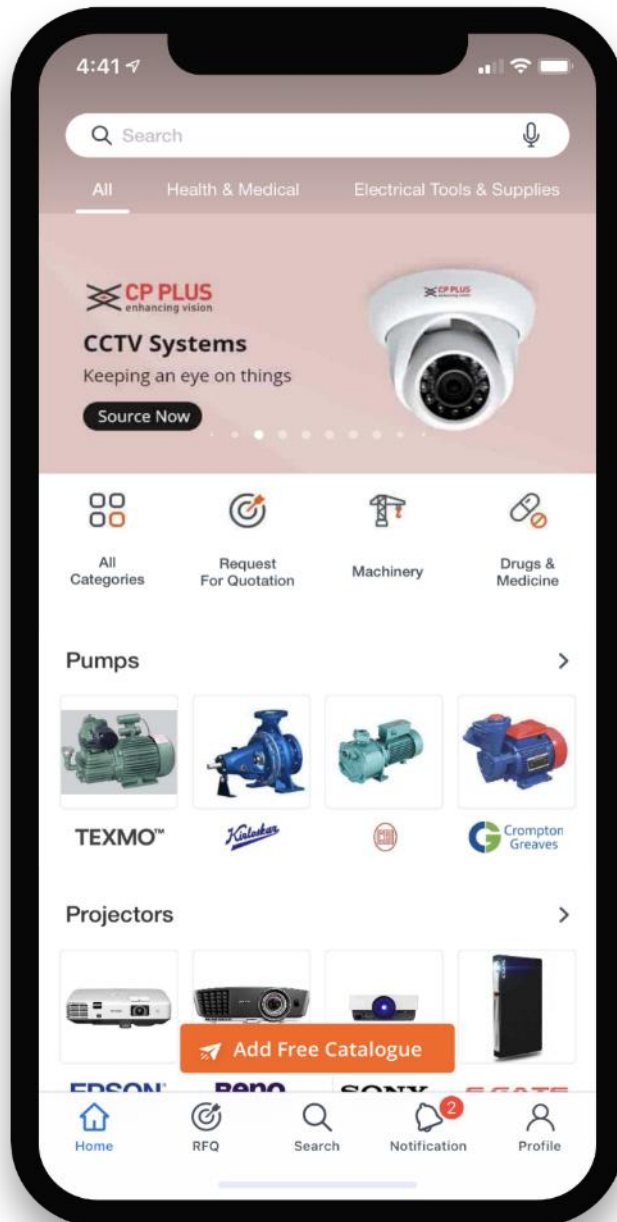
... and many more.



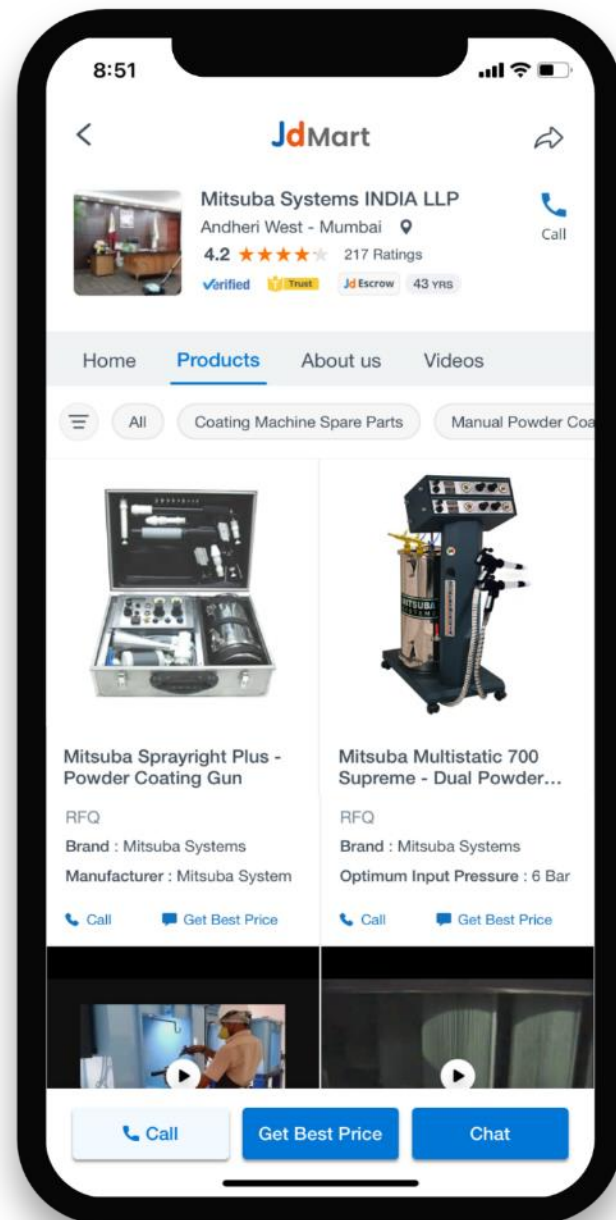
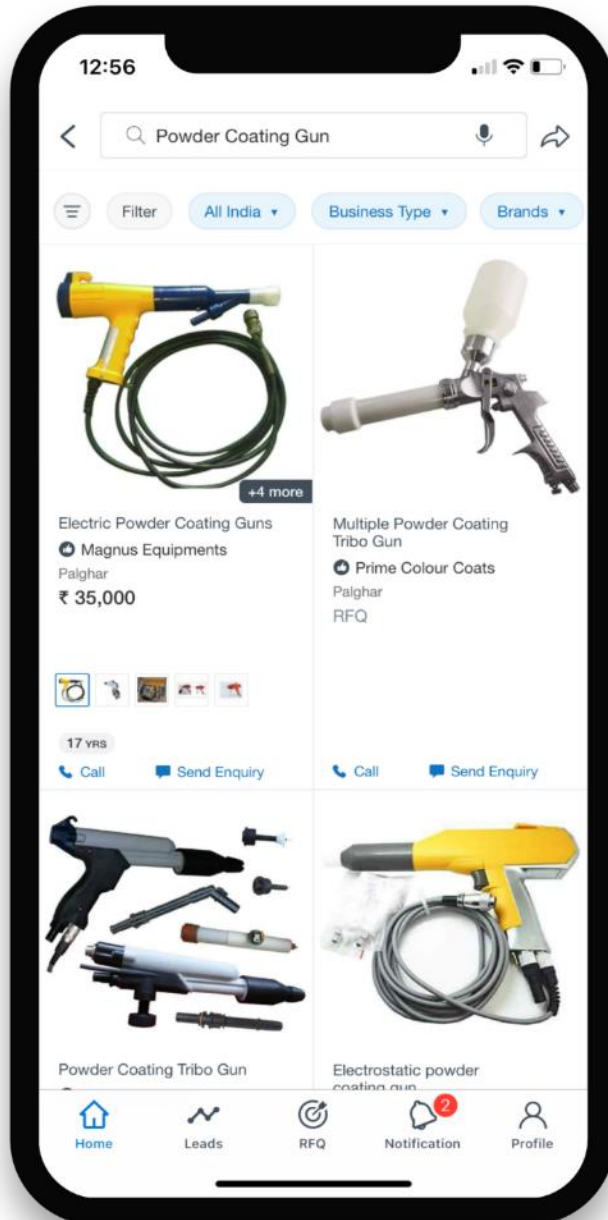


NEW INITIATIVES

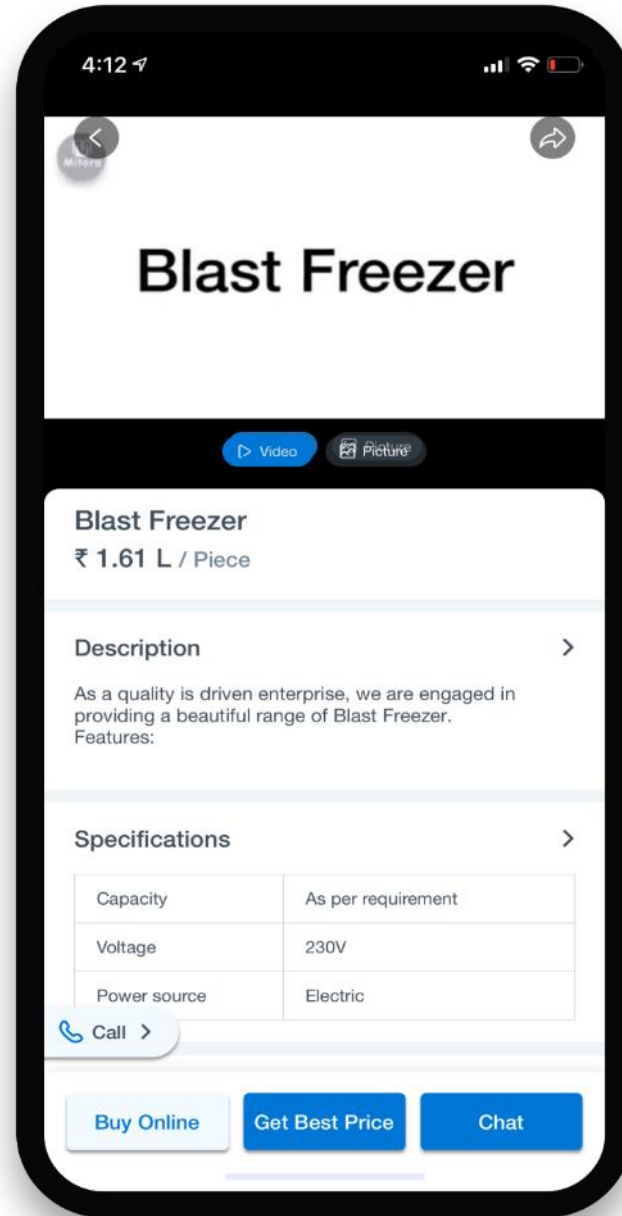
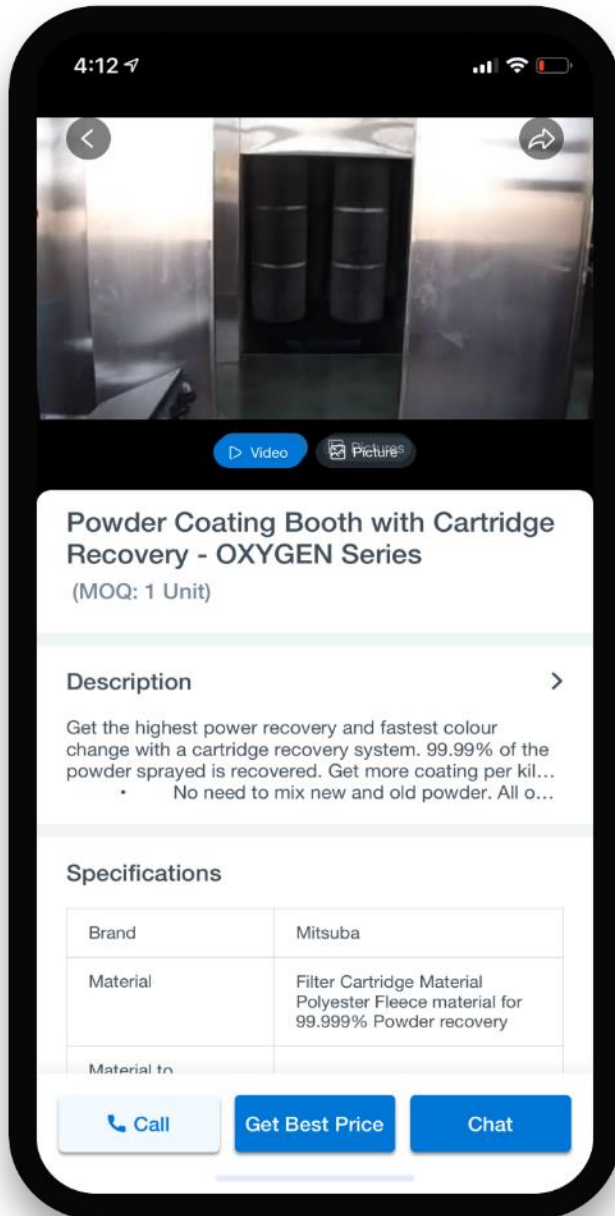
JD Mart – Exclusive B2B Platform, a New Wholesale Experience



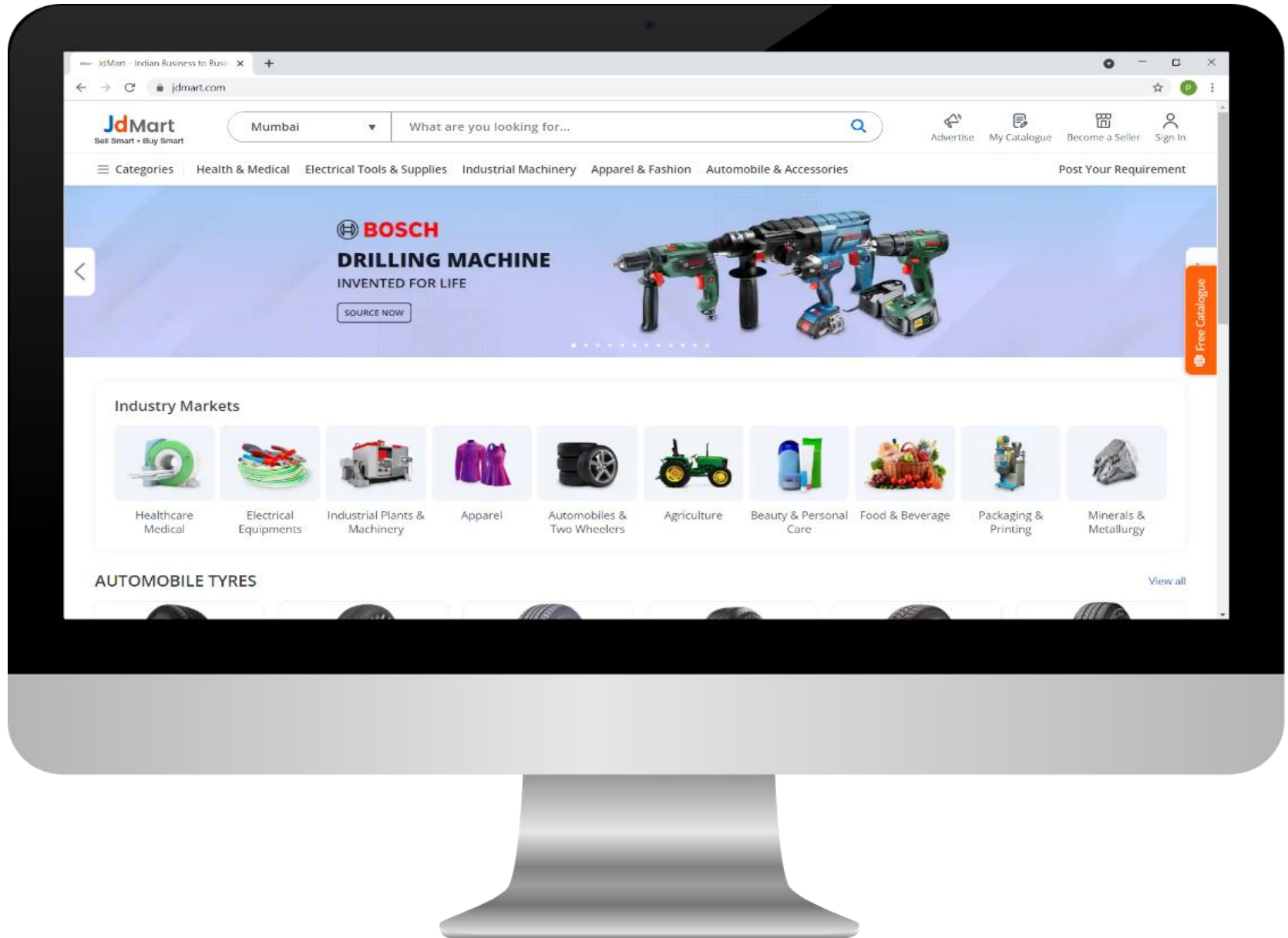
JD Mart – Exclusive B2B Platform, a New Wholesale Experience



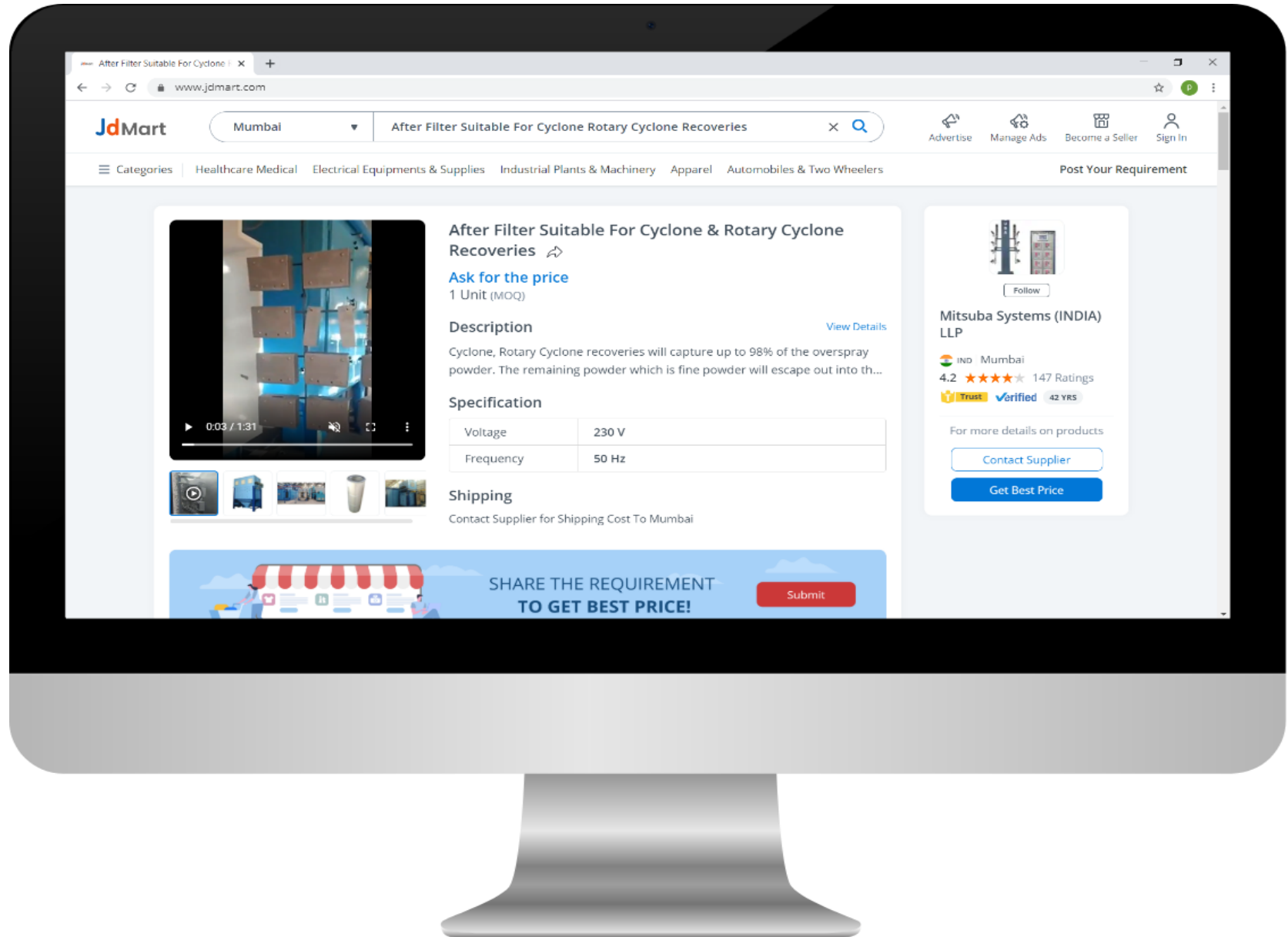
JD Mart – Exclusive B2B Platform, a New Wholesale Experience



JD Mart – Exclusive B2B Platform, a New Wholesale Experience



JD Mart – Exclusive B2B Platform, a New Wholesale Experience



JD MART - PRODUCT STACK

Product



Marketplace



Logistics



Lending

Buyers



Retailers



Business



Industrial
Buyers



Turnkey Project
Managers

Explore



Search



Discover



RFQ By
Bulk Upload



RFQ By
Product Name

Search



Auto
Complete



Voice
Search



Barcode
Scan



Image
Search

JD MART - PRODUCT STACK

Content



Product Catalogue



Images



Videos



Specification



Description



Price



MOQ



Years in Business

Transact



RFQ



Buy Online



Send Enquiry



Call



Chat



Reverse Auction



Web & App Notification

Protection & Certification



Jd Pay Escrow



Verified



Trust



Trade Assurance

Seller Tools



Catalogue Management
(Mobile & Desktop)



Real Time Lead Management

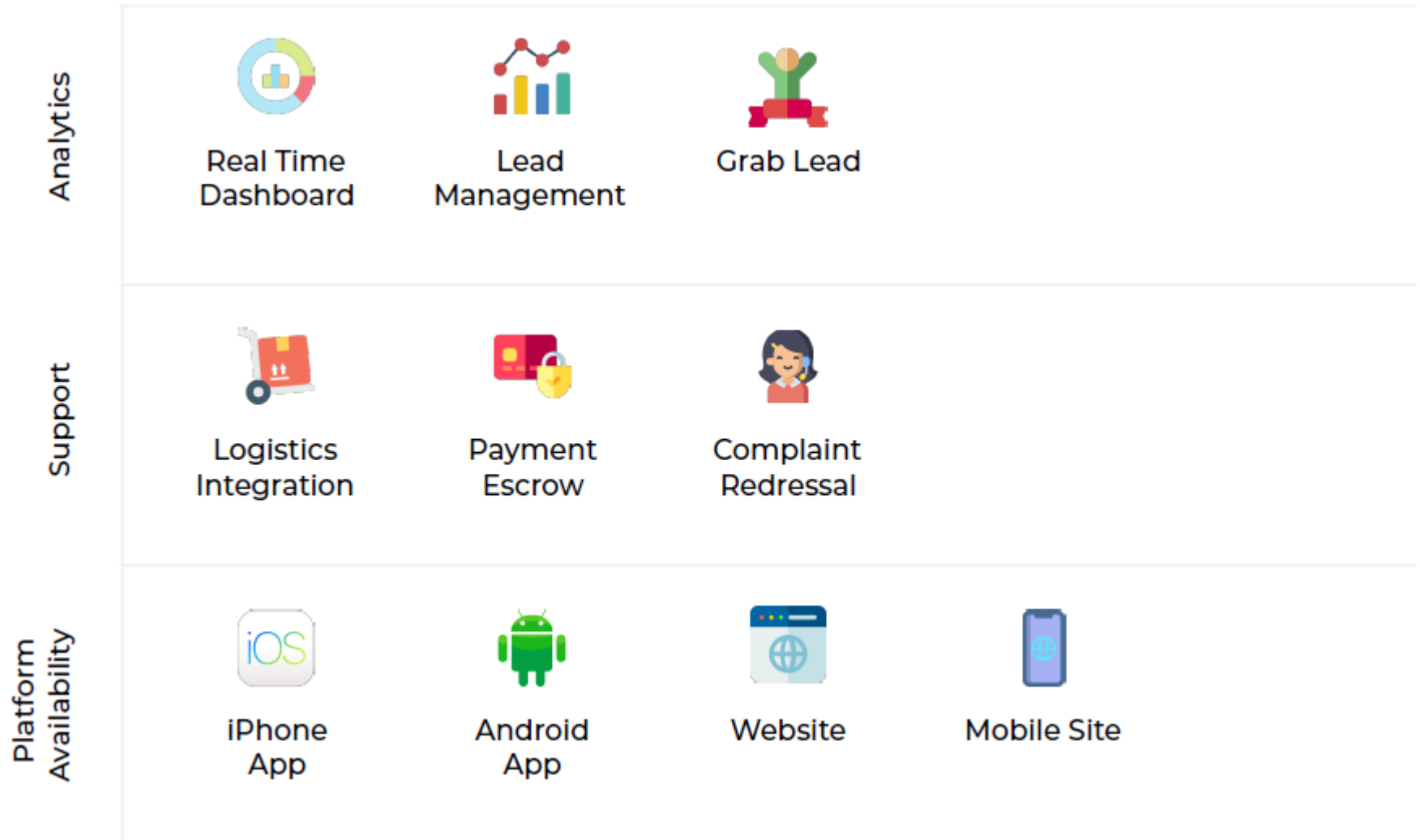


Manage RFQ

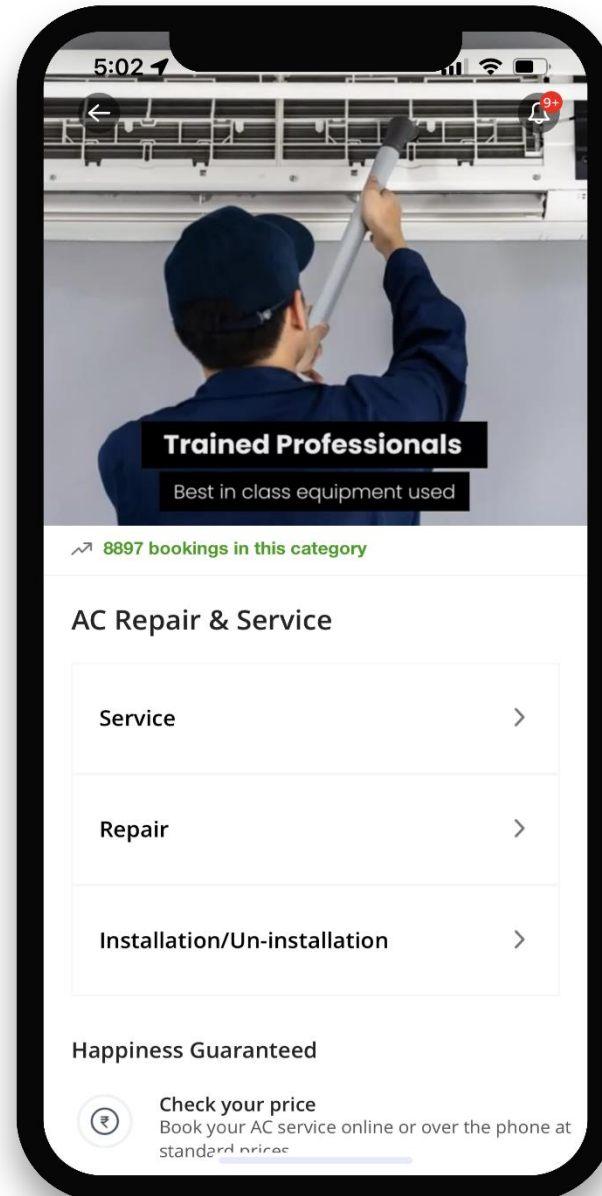
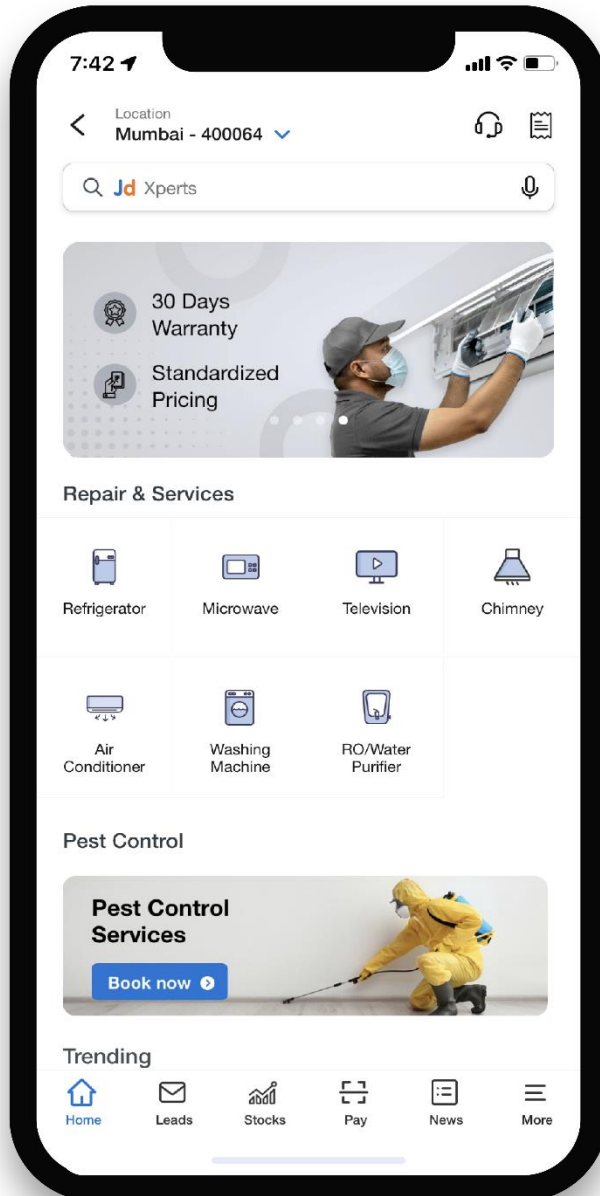


Chat With Buyers

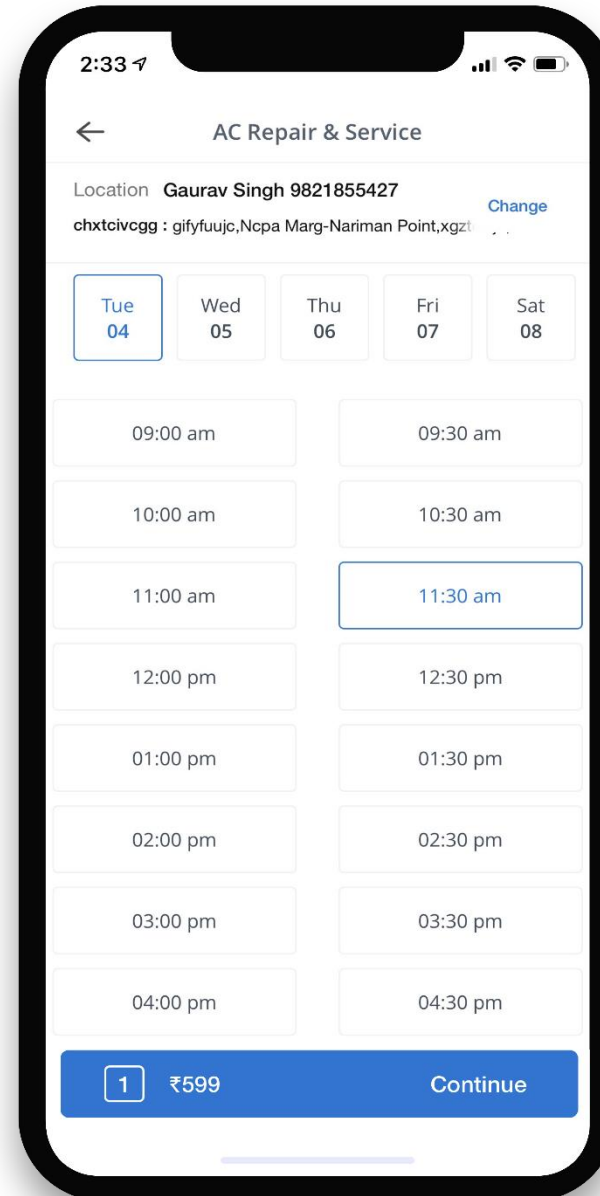
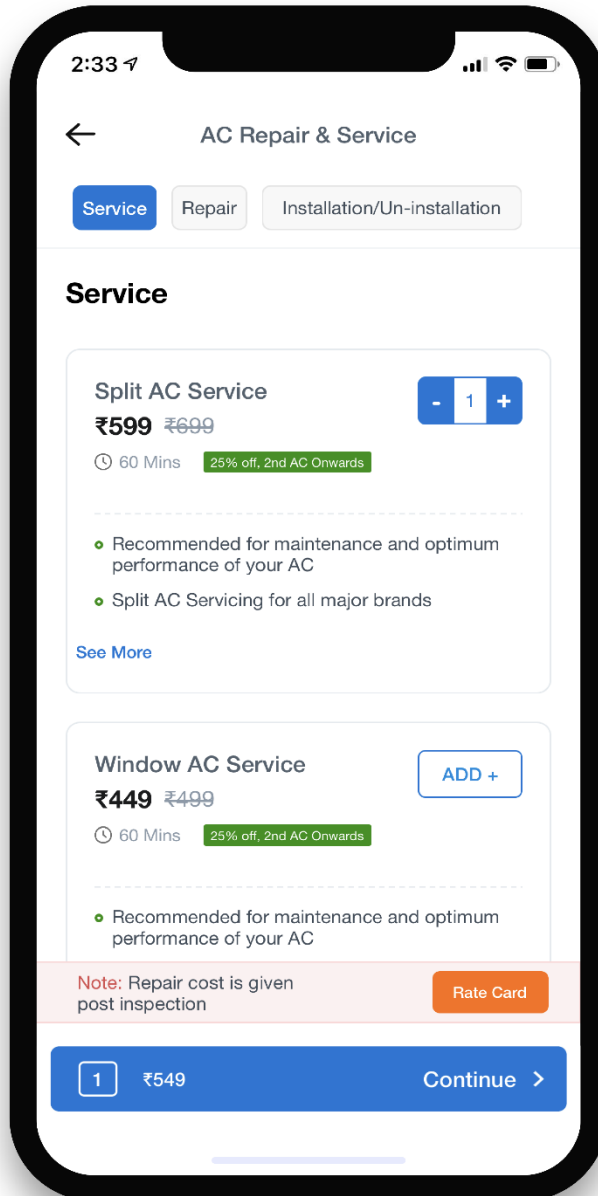
JD MART - PRODUCT STACK



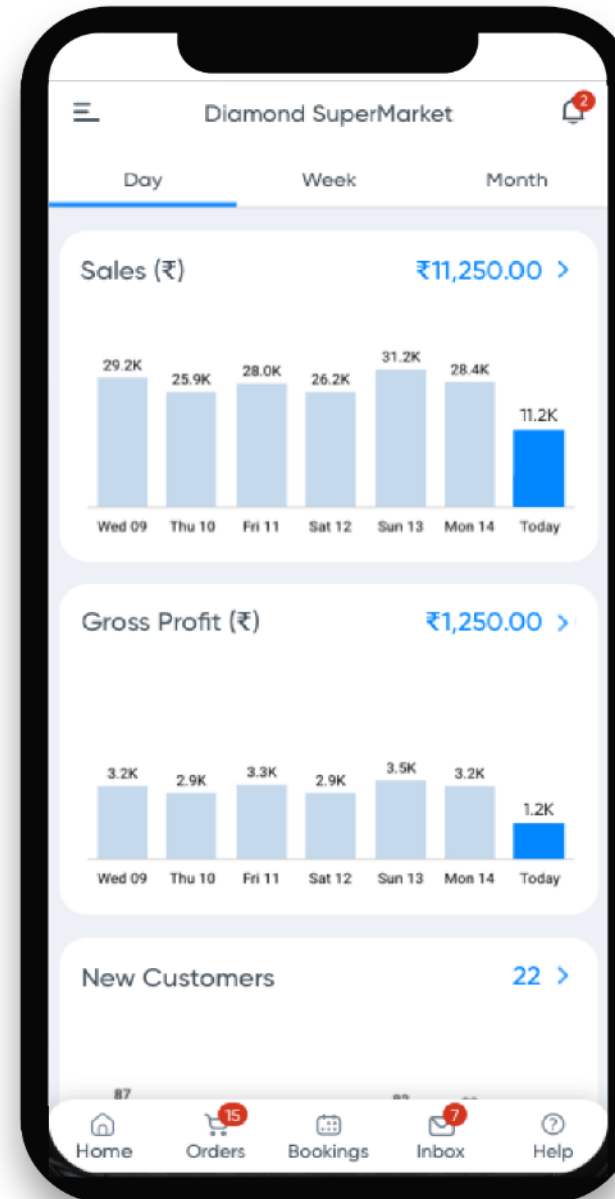
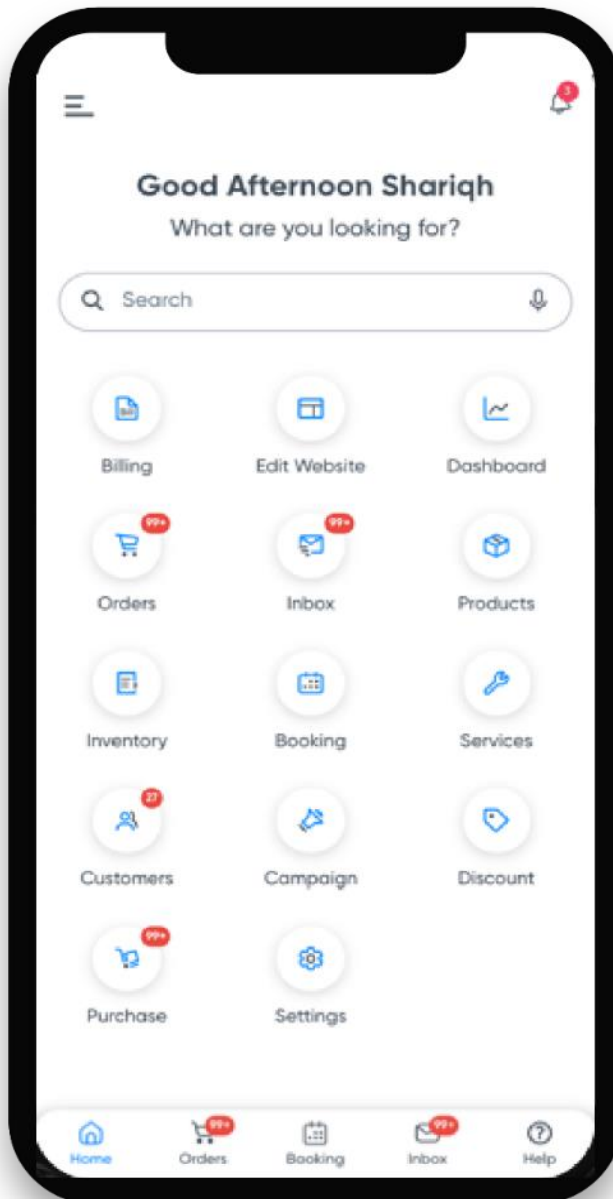
JD XPERTS – ONE STOP SOLUTION FOR ON-DEMAND SERVICES



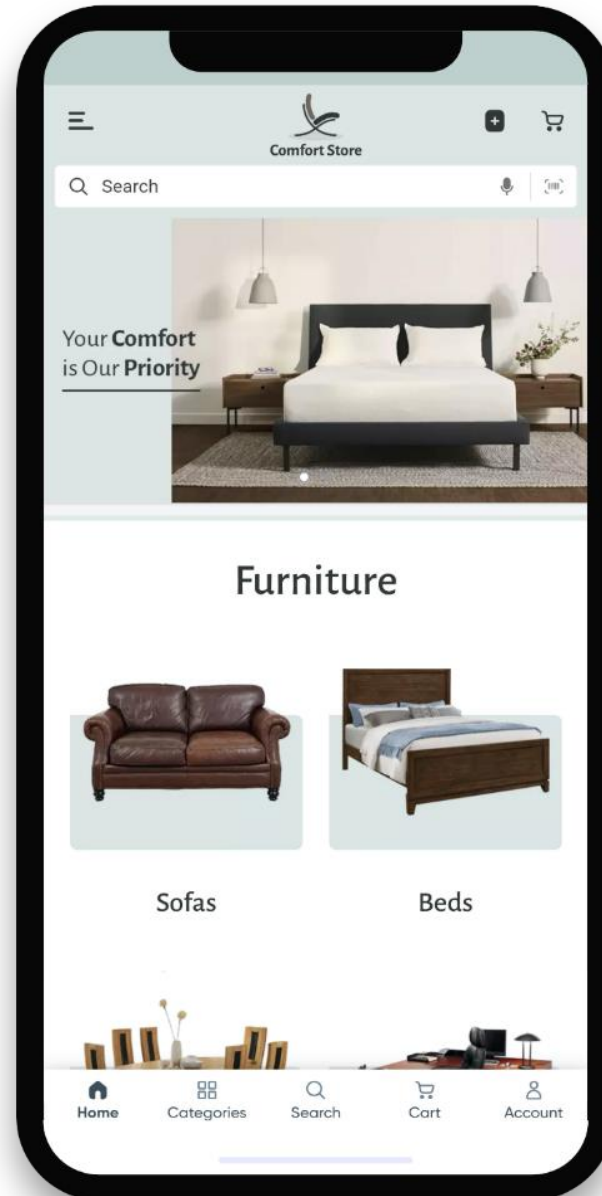
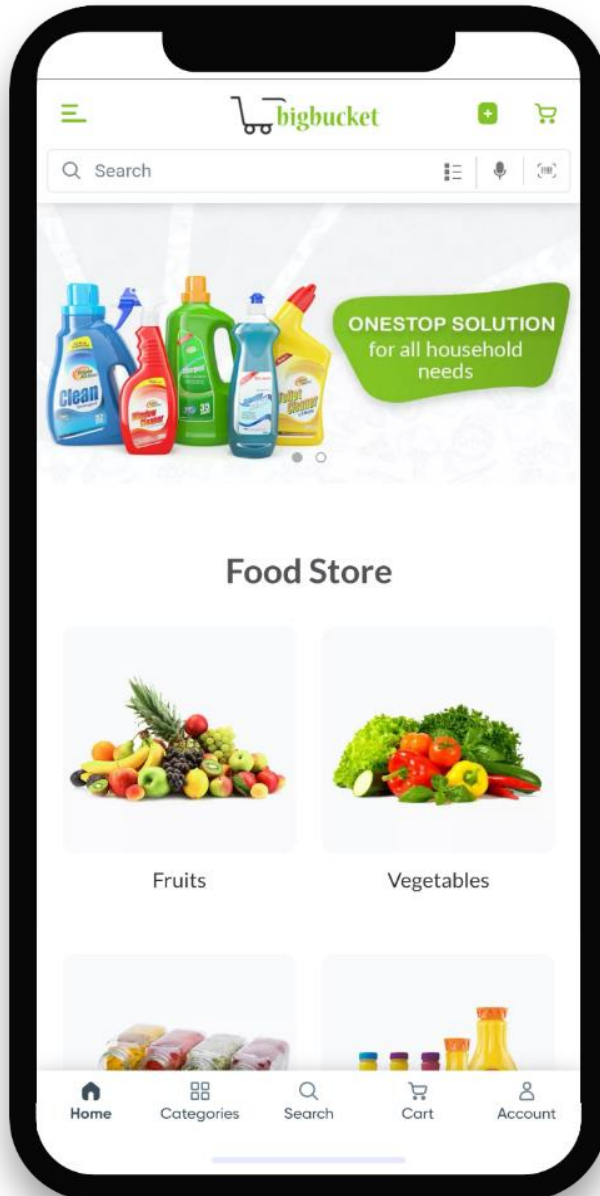
JD XPERTS – ONE STOP SOLUTION FOR ON-DEMAND SERVICES






























JD OMNI – Cloud-Hosted Solution for Digitalizing Businesses


























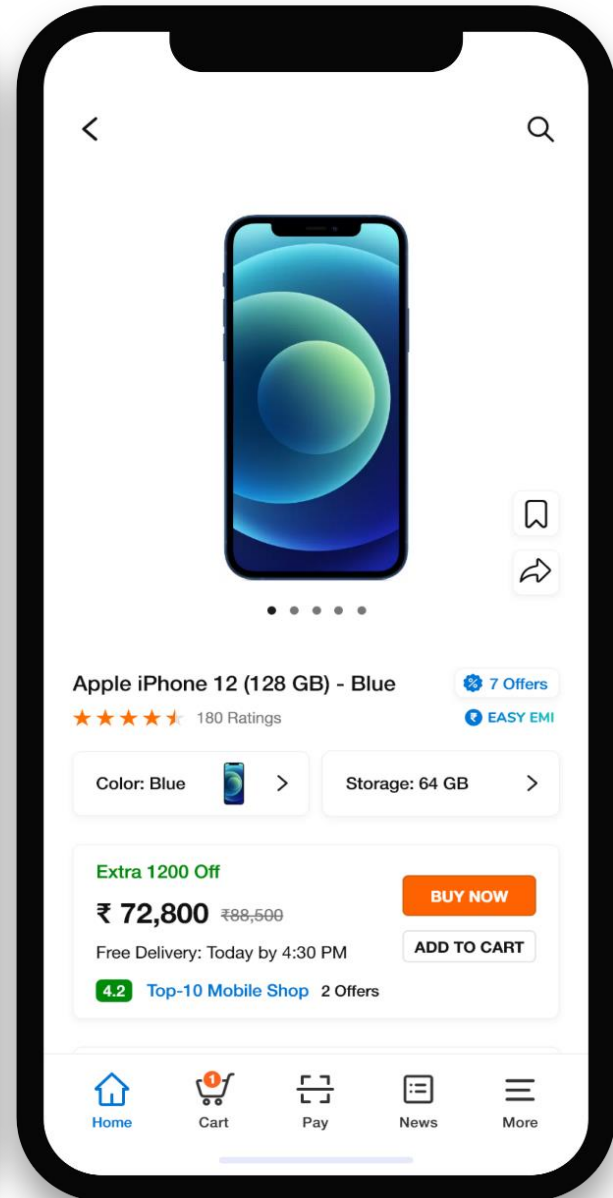
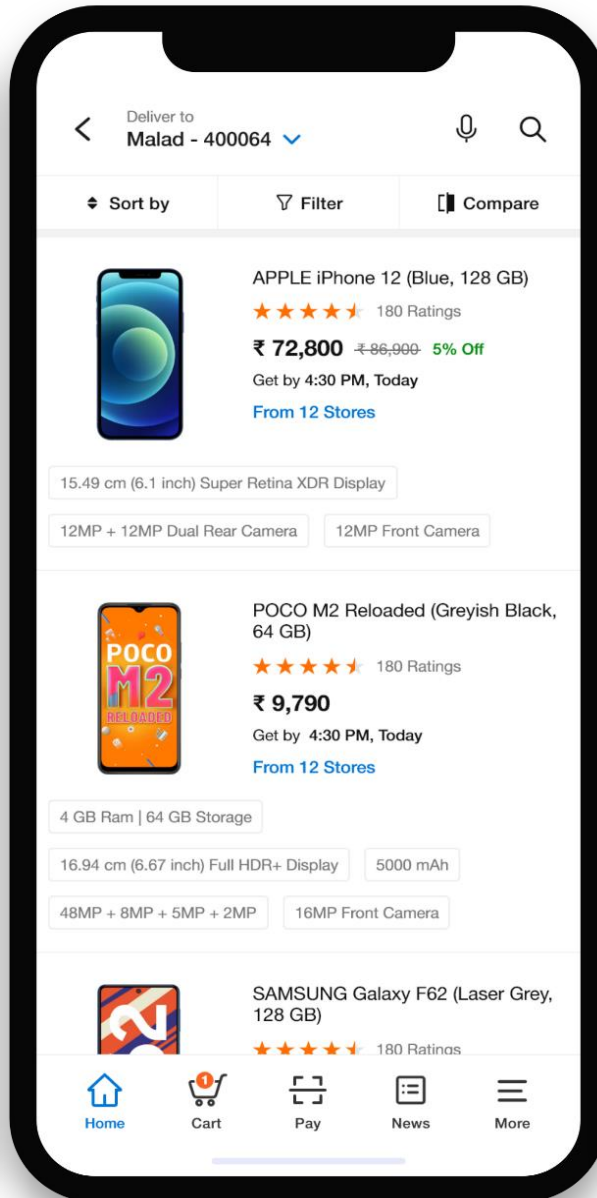
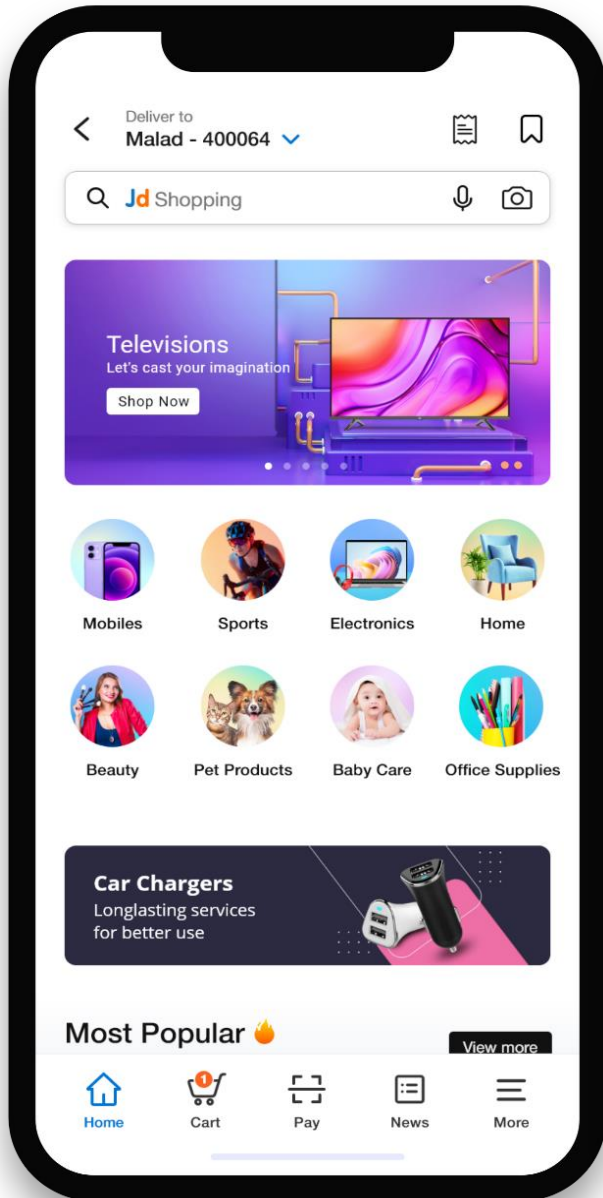
JD OMNI – Cloud-Hosted Solution for Digitalizing Businesses



Services	<div> Online Store / Business Website</div>			<div> Cloud Based ERP</div>					
	<div> Sell Online</div>	<div> Receives Inquiries</div>	<div> Book Appointment</div>						
Sell Online	<div> Mobile Focused Design</div>	<div> Pwerful Search</div>	<div> Cart & Checkout</div>	<div> Prefilled Address & Payment</div>	<div> Discount/ Coupon Code</div>	<div> Wishlist</div>	<div> Reviews & Rating</div>		
	<div> Web & Mobile Billing System</div>	<div> Barcode Scanners & Receipt Printers</div>	<div> Realtime Dashboard</div>	<div> Order Management</div>	<div> Inventory & Purchase Management</div>	<div> Export Invoices to Tally</div>			
Platforms	<div> Physical Store</div>	<div> Web & Mobile Store</div>	<div> Android App</div>	<div> iOS App</div>	<div> Lite Apps (PWA)</div>	<div> Sell on WhatsApp</div>	<div> Facebook Store</div>	<div> Google Shopping</div>	<div> Marketplace</div>

JD OMNI – PRODUCT STACK

Product Cataloguing	 Bulk Upload CSV	 Add Products via Barcode	 16 Million Product Catalogue Library	 Create Custom Product				
Payments	 Jd Pay	 UPI	 Credit Debit Card	 Wallets	 Net Banking	 COD	 Send Online Payment Links	 Store Credit (Khata)
Fulfilment	 Shipyaari (Couries Aggregator)	 Swiggy Genie Integration	 Dunzo Hyperlocal	 Local Delivery Boy	 Buy Online, Pickup in Store			
Communication	 WhatsApp	 Email	 SMS	 App Notification	 Browser Notification	 Chat		





FINANCIAL OVERVIEW

EFFICIENT & PROFITABLE BUSINESS MODEL

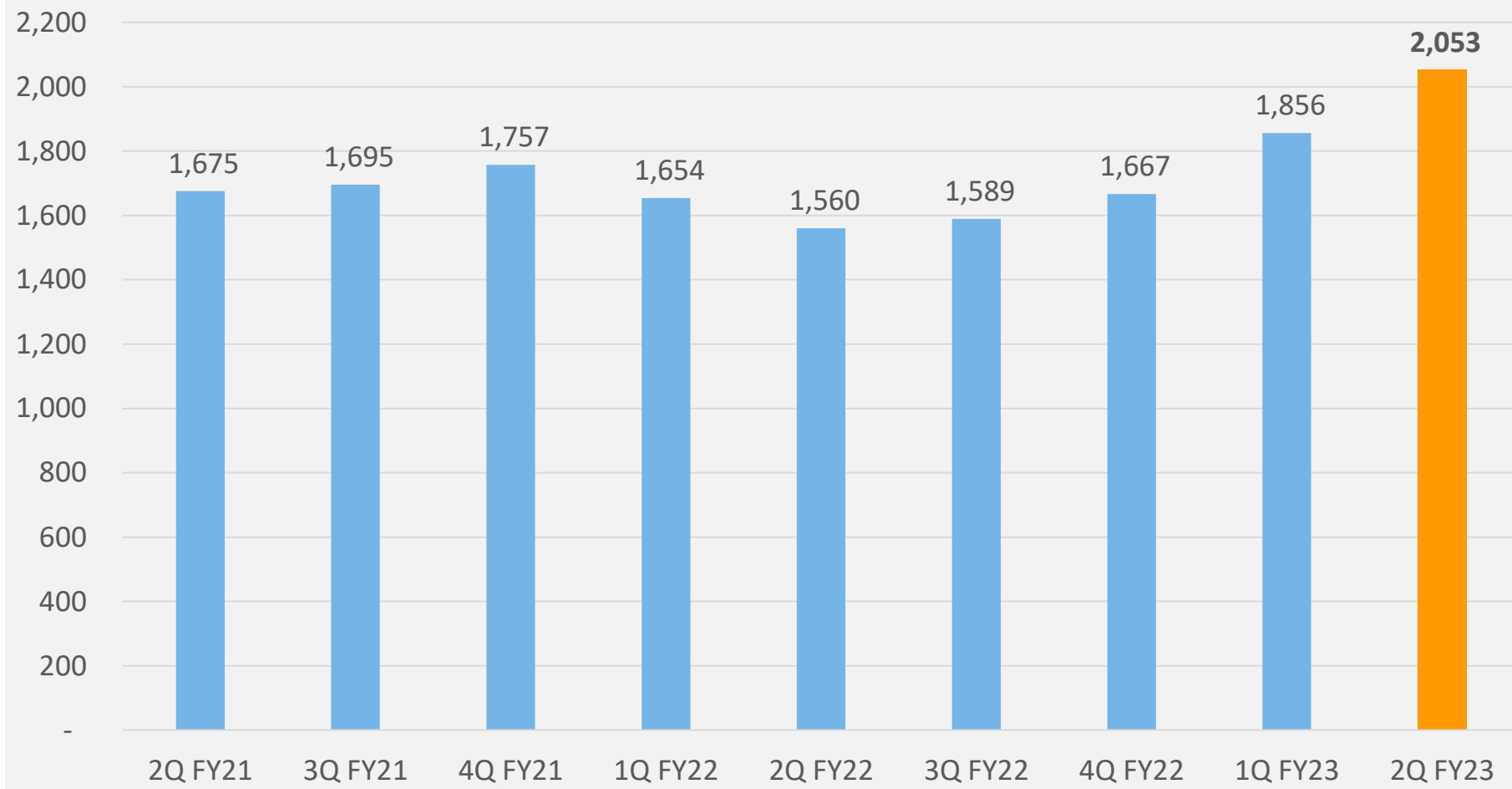
- Paid Advertisers pay a fixed fee to run search-led advertising campaigns for their businesses on Justdial's platforms
- Various premium & non-premium listing packages available which determine placements in search results
- Multiple factors determine pricing, such as business categories of advertiser, geographies targeted, type of package
- Add-on products such as banners, own website, JD Pay, JD Ratings, etc. available
- Advertisers can pay amounts either upfront or through monthly payment plans, with ability to manage campaigns online
- Justdial also runs multi-city/ national campaigns for pan-India advertisers
- Sales team comprises of 4,807 employees in tele-sales, 1,730 feet-on-street (marketing), and 4,795 feet-on-street (Cold Calling & Others) as on Q2 FY23



KEY
BUSINESS
ATTRIBUTES

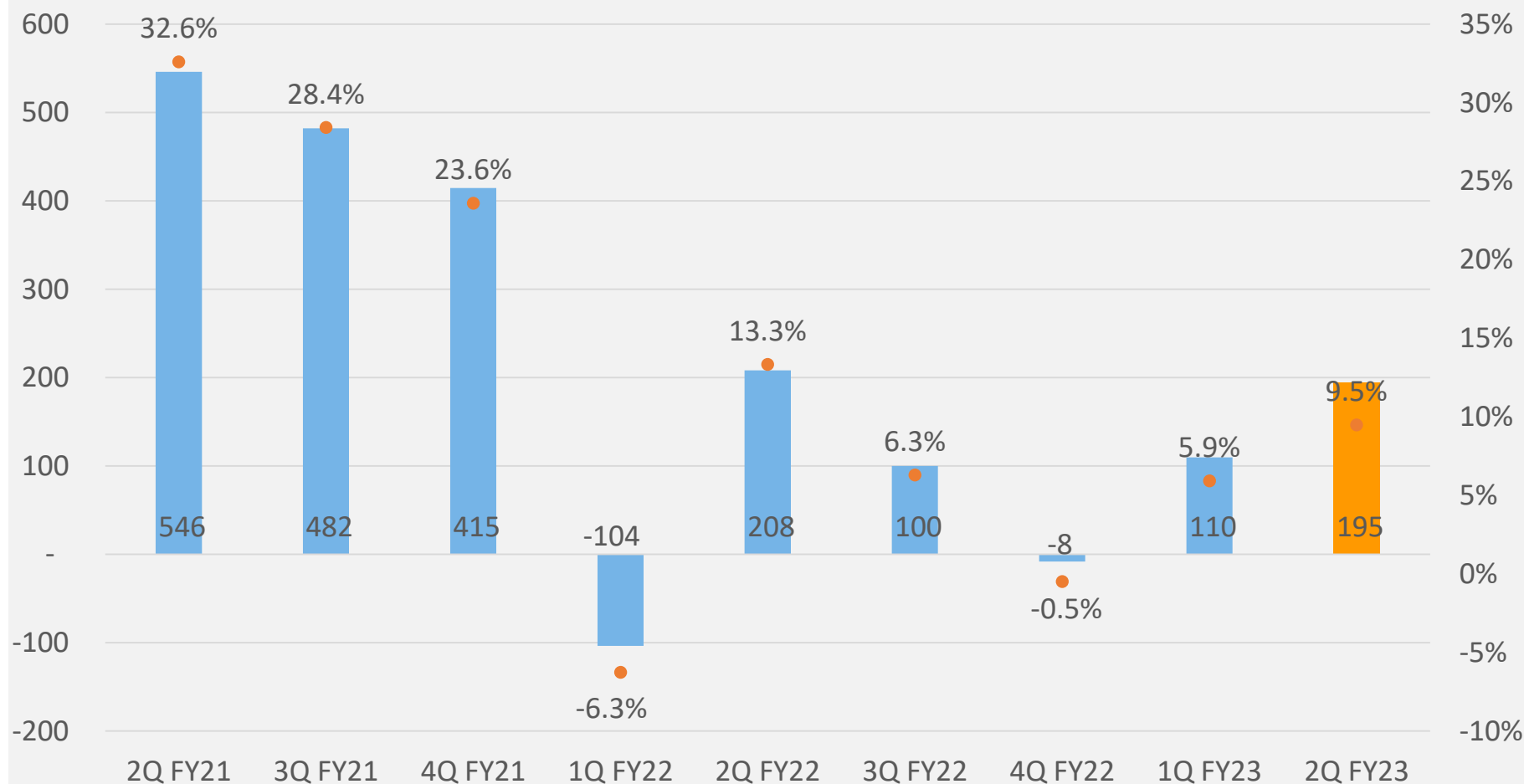
REVENUE

Operating Revenue (Rs million)



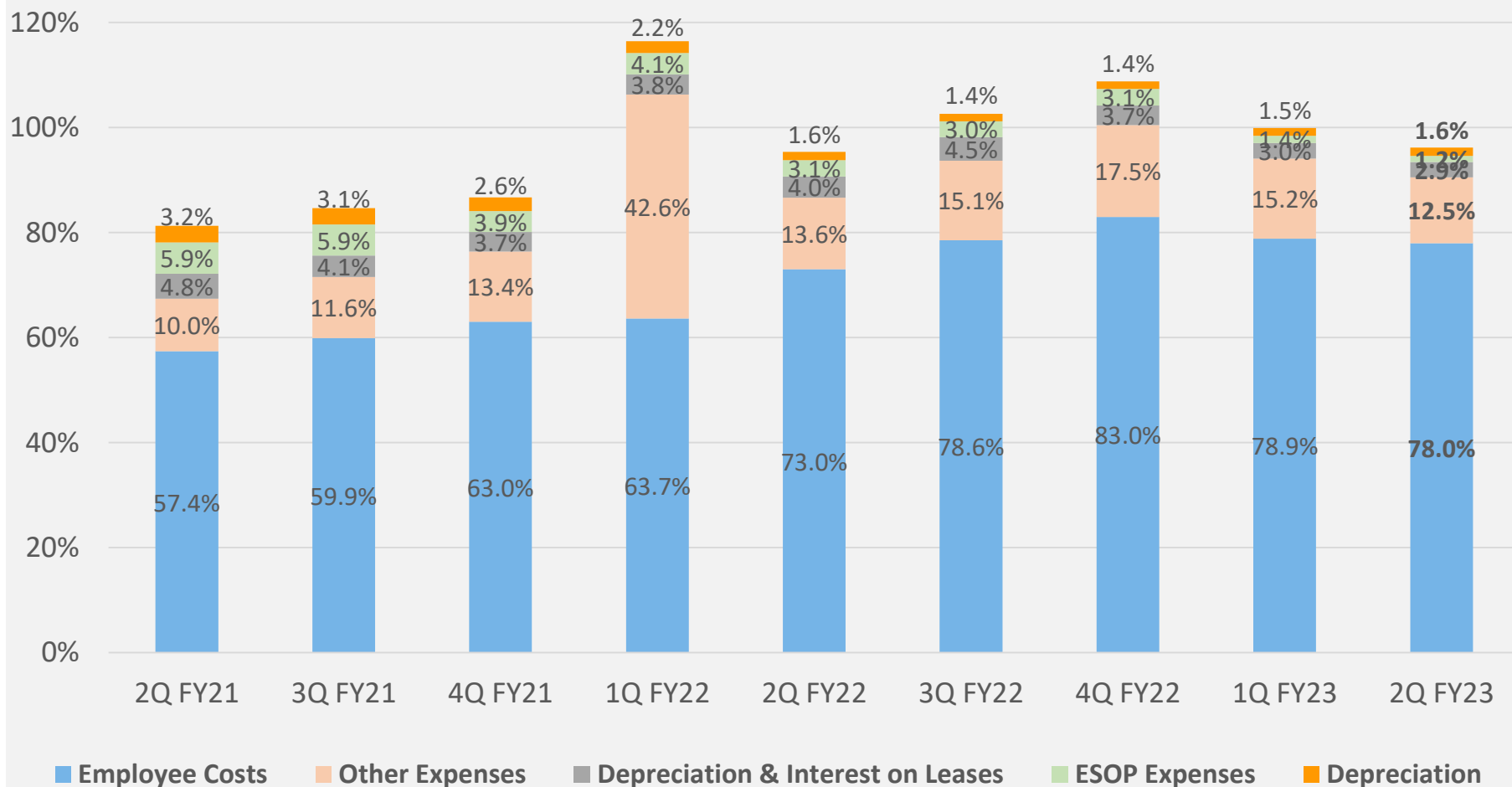
OPERATING MARGIN

Adjusted EBITDA (Rs million) & Margin %

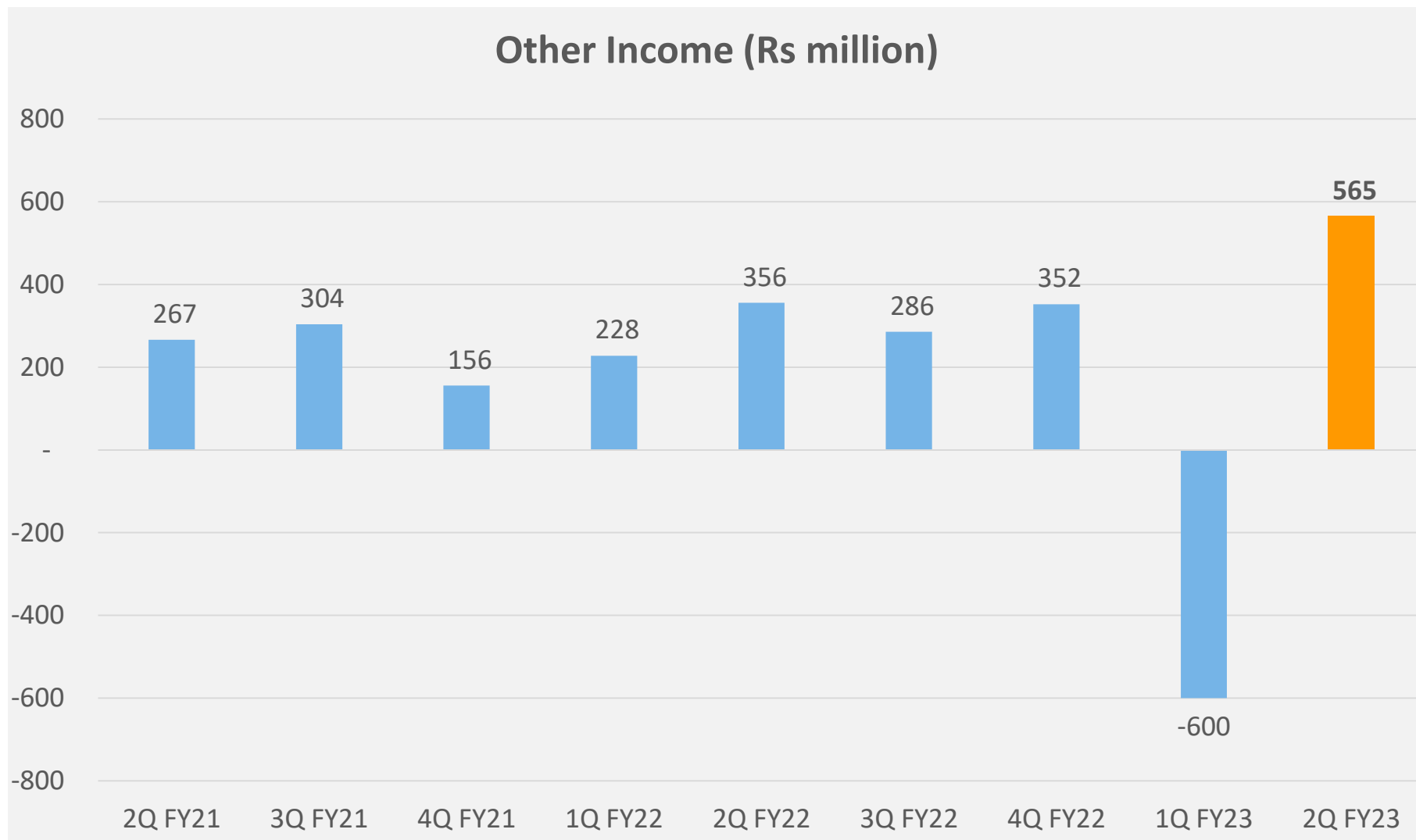


COST STRUCTURE

Expenses as % of Operating Revenue



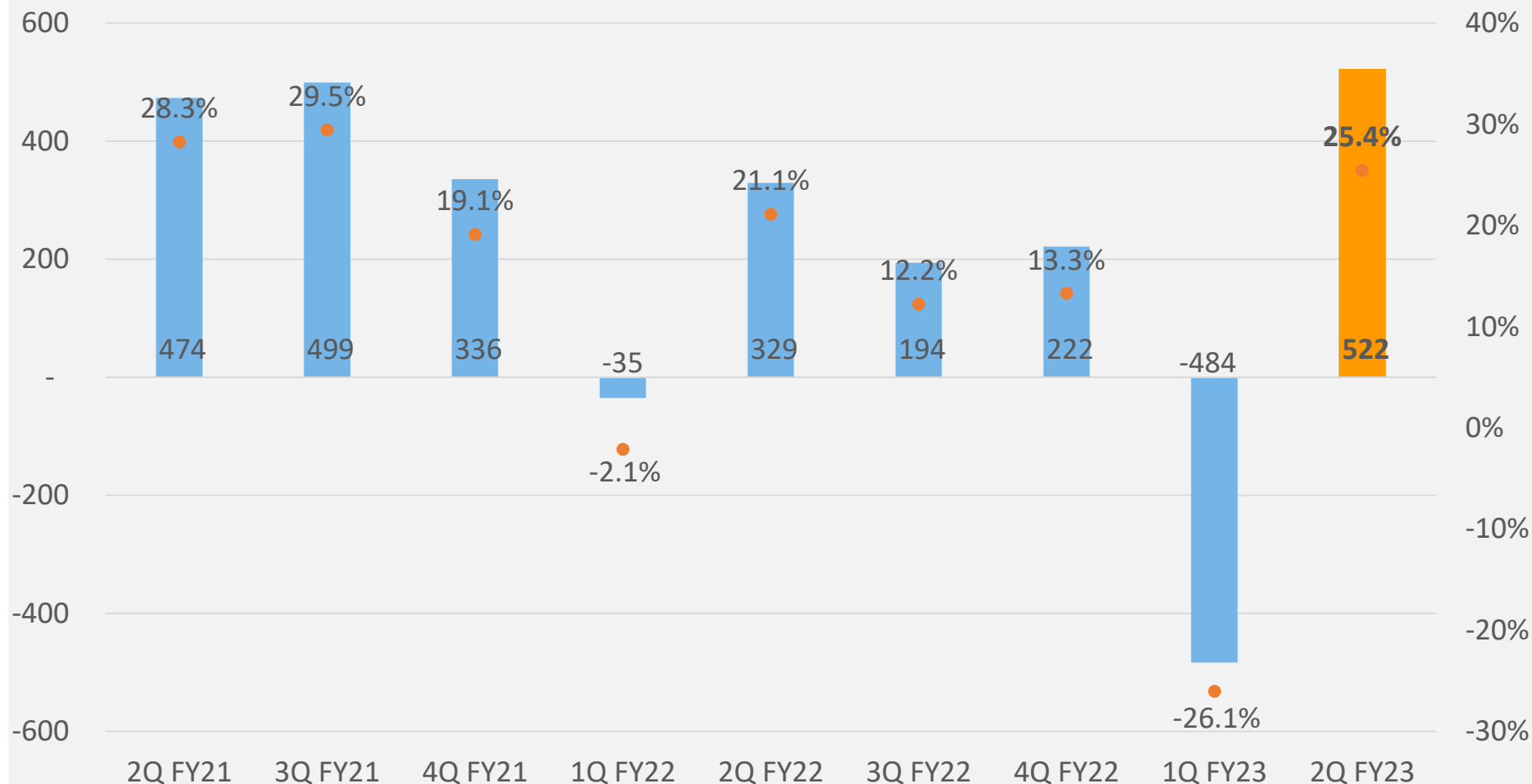
OTHER INCOME



Note: Other Income in 1Q FY23 was impacted due to mark-to-market (MTM) losses on treasury portfolio owing to significant increase in bond yields during the quarter.

NET PROFIT MARGIN

Net Profit (Rs million) & PAT Margin %



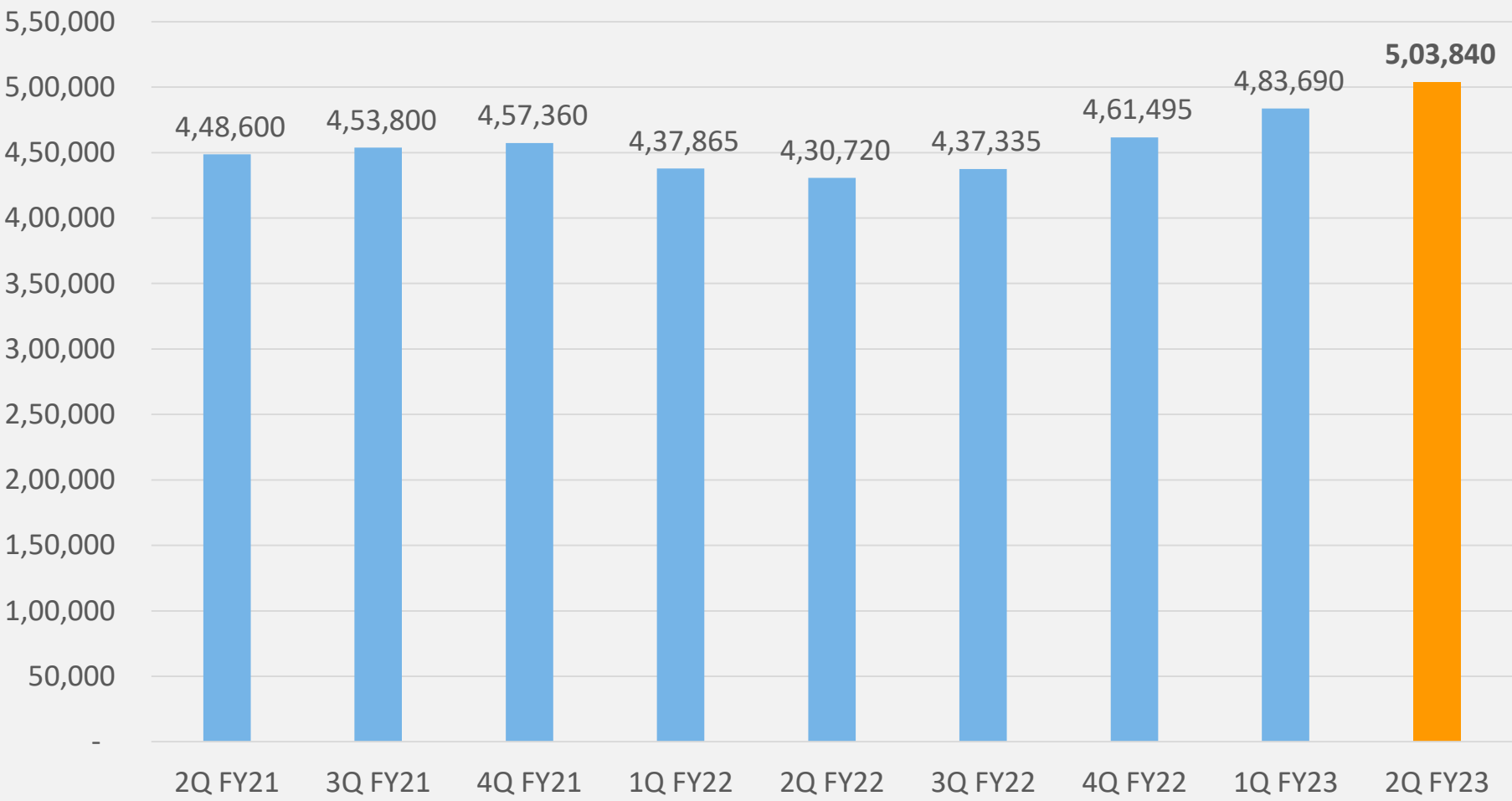
Note:

1) PAT Margin is calculated as Net Profit (Profit After Taxes) as a percentage of Operating Revenue for the quarter.

2) Loss during 1Q FY23 is driven by negative other income due to mark-to-market (MTM) losses on treasury portfolio owing to significant increase in bond yields during the quarter.

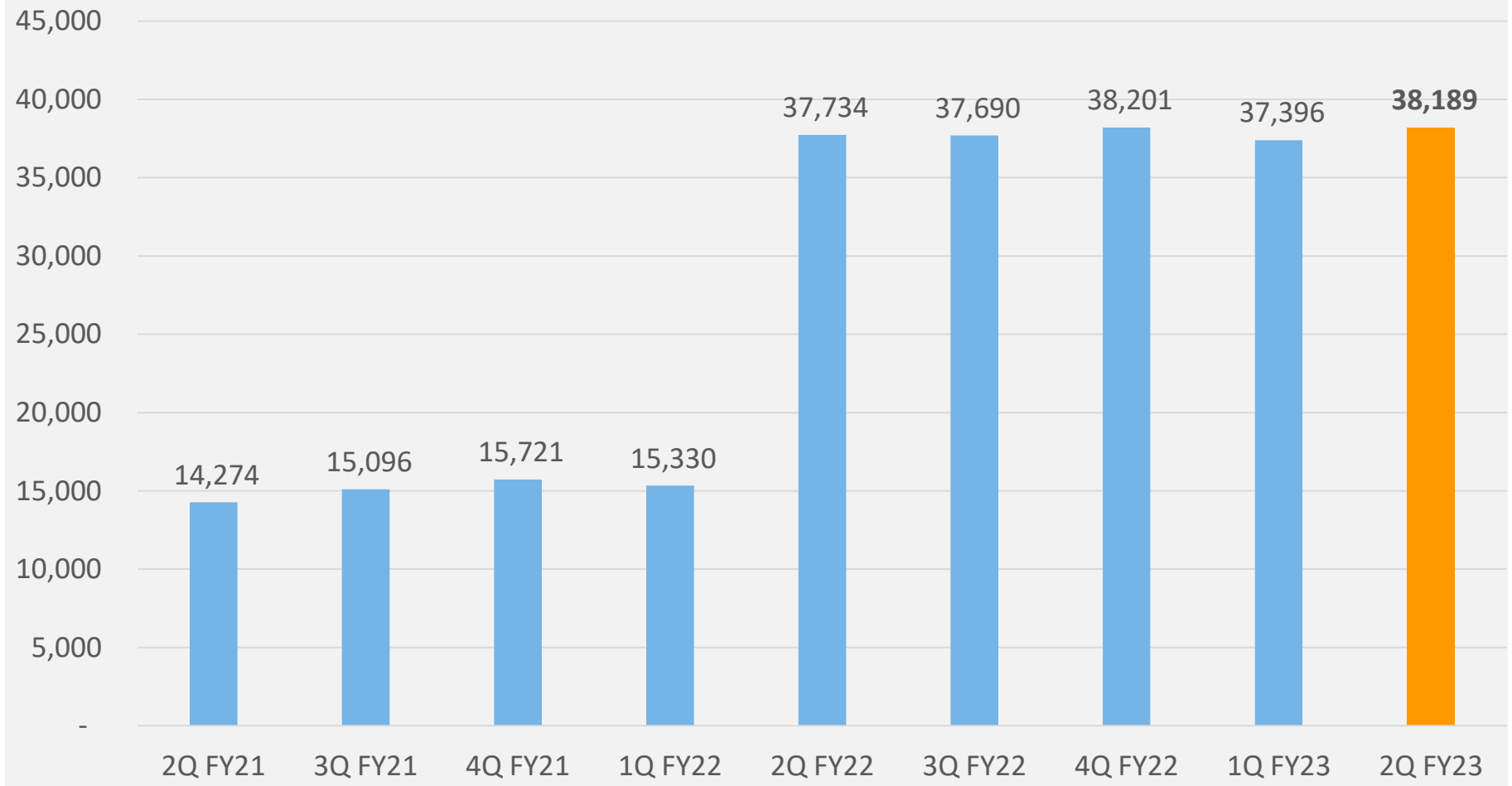
PAID CAMPAIGNS

Active Paid Campaigns - period end



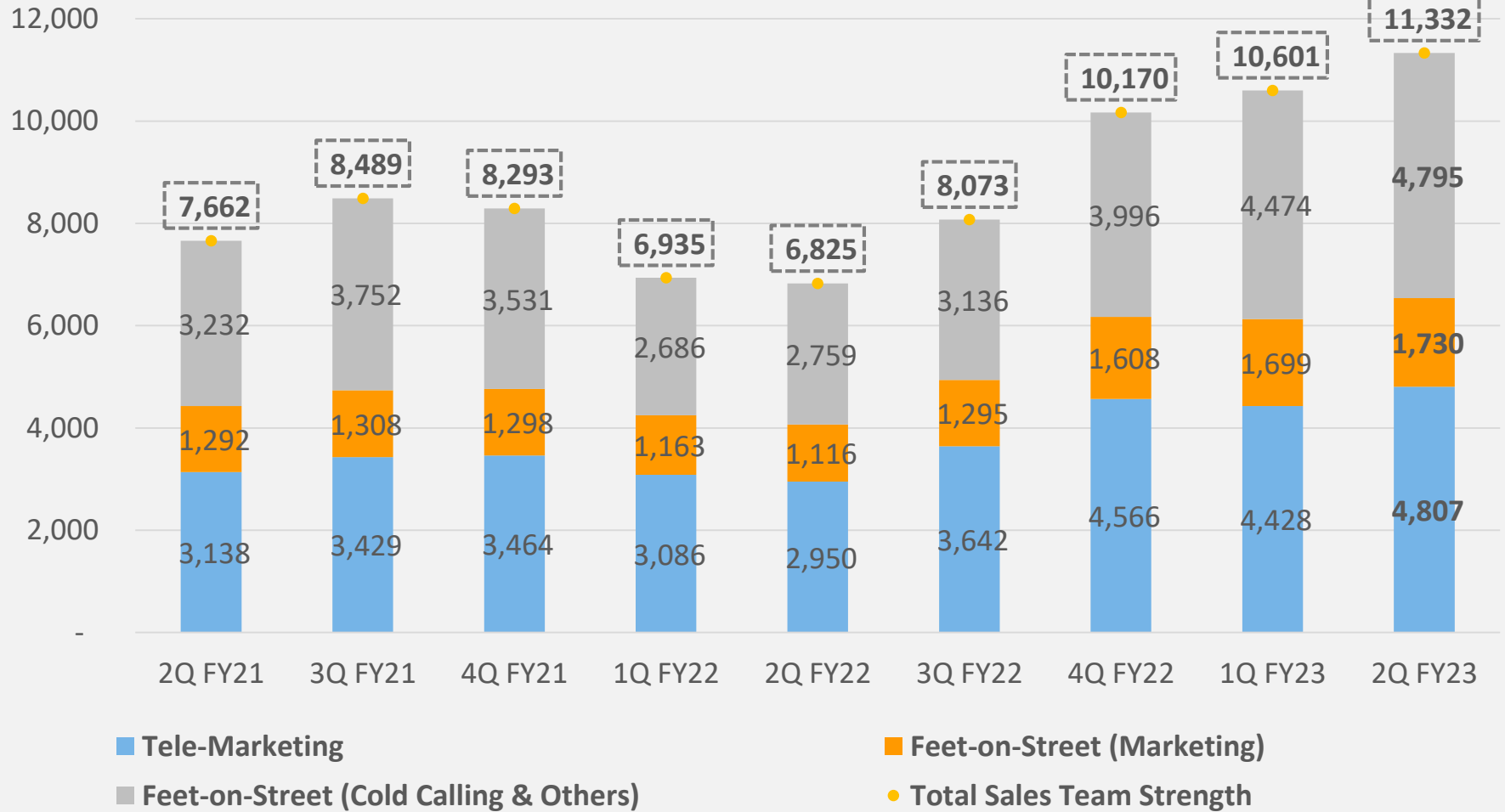
CASH AND INVESTMENTS

Cash & Investments - period end (Rs million)



Note: Increase in Cash & Investments in 2Q FY22 is on account of Rs 21.65 billion received upon preferential issue of Equity Shares to RRVL.

Sales Strength - Period End



JUST DIAL LTD - 2Q FY23 (Quarter ended September 30, 2022) PERFORMANCE SUMMARY						
Metric	Unit	2Q FY23	2Q FY22	YoY change	1Q FY23	QoQ change
Operating Revenue	(₹ million)	2,053	1,560	31.6%	1,856	10.6%
Operating EBITDA	(₹ million)	170	160	6.8%	84	103.0%
Operating EBITDA Margin	%	8.3%	10.2%	-192 bps	4.5%	378 bps
Adjusted EBITDA (excl. ESOP expenses)	(₹ million)	195	208	-6.4%	110	77.5%
Adjusted EBITDA Margin (excl. ESOP expenses)	%	9.5%	13.3%	-385 bps	5.9%	358 bps
Other Income, net	(₹ million)	565	356	58.8%	-600	n.a.
Profit Before Taxes	(₹ million)	643	428	50.2%	-598	n.a.
Net Profit	(₹ million)	522	329	58.6%	-484	n.a.
Net Profit Margin	%	25.4%	21.1%	433 bps	-26.1%	n.a.
Unearned Revenue (period end)	(₹ million)	3,786	3,342	13.3%	3,534	7.1%
Cash & Investments (period end)	(₹ million)	38,189	37,734	1.2%	37,396	2.1%

Note:

1) PAT Margin is calculated as Net Profit (Profit After Taxes) as a percentage of Operating Revenue for the quarter.

2) Loss during 1Q FY23 is driven by negative other income due to mark-to-market (MTM) losses on treasury portfolio owing to significant increase in bond yields during the quarter.

JUST DIAL LTD - 2Q FY23 (Quarter ended September 30, 2022) PERFORMANCE SUMMARY						
Metric	Unit	2Q FY23	2Q FY22	YoY change	1Q FY23	QoQ change
Unique Visitors	(million)	156.5	149.5	4.6%	147.9	5.8%
- Mobile	(million)	132.2	124.7	6.0%	124.7	6.0%
- Desktop/ PC	(million)	18.2	18.3	-0.5%	16.7	8.8%
- Voice	(million)	6.1	6.6	-7.3%	6.4	-5.2%
- Mobile	% share	84.5%	83.4%	110 bps	84.3%	13 bps
- Desktop/ PC	% share	11.6%	12.2%	-60 bps	11.3%	32 bps
- Voice	% share	3.9%	4.4%	-50 bps	4.4%	-45 bps
Total Listings (period end)	(million)	33.9	31.0	9.4%	32.8	3.3%
Net Listings Addition		1,069,916	405,662	163.7%	907,228	17.9%
Total Images in Listings (period end)	(million)	126.6	109.7	15.5%	122.5	3.4%
Listings with Geocodes (period end)	(million)	20.1	17.7	13.8%	19.5	3.0%
Ratings & Reviews	(million)	137.1	123.0	11.5%	133.5	2.7%
Paid campaigns (period end)		503,840	430,720	17.0%	483,690	4.2%
Total App Downloads (period end)	(million)	31.7	29.6	7.0%	31.2	1.6%
App Downloads per day		7,862	8,953	-12.2%	8,732	-10.0%
Total Employees (period end)		15,058	9,852	52.8%	14,106	6.7%
- Sales Employees (period end)		11,332	6,825	66.0%	10,601	6.9%

BOARD OF DIRECTORS

EXECUTIVE DIRECTOR

V S S Mani

V.S.S. Mani is the Founder, Managing Director and Chief Executive Officer of Justdial. With over 34 years of experience in the field of media and local search services, he has successfully steered and kept our business on the growth track, driven by technological innovation.

NON-EXECUTIVE DIRECTORS – INDEPENDENT

B Anand (Chairman)

B. Anand has served as the CEO of Nayara Energy and CFO of Trafigura. He has over 35 years of experience in large scale global enterprise leadership, operations, strategies, enterprise integration and value creation, including corporate finance and investment banking. He is a Commerce graduate and an associate member of Institute of Chartered Accountants of India.

Sanjay Bahadur

With over 38 years of experience in construction, Sanjay Bahadur has served on our Board since August 2, 2011. He holds a degree in Civil Engineering from the Delhi College of Engineering and is currently the Chief – Strategy and Business Development of Construction and Chemicals division of Pidilite Industries Limited. He had also worked with Larsen & Toubro Limited, Acons Construction Products Limited, Unitech Prefab Limited and ACC Concrete Limited.

Malcolm Monteiro

Malcolm Monteiro has been part of Justdial's Board since 2011. Being an Electrical Engineering graduate from the Indian Institute of Technology (IIT), Mumbai, and a postgraduate in Business Management from the Indian Institute of Management (IIM), Ahmedabad, he has been a valuable asset with a keen sense of vision. He was the India CEO of DHL e-commerce and also served as a member of the DHL e-commerce Global Management Board and Director of Blue Dart Express Limited.

Bhavna Thakur

Bhavna Thakur is the head of Capital Markets at Everstone Capital and has over 24 years of experience in corporate finance, investment banking, M&A and capital markets. She holds a BA LLB (Hons.) from National Law School of India and a postgraduate degree in Law from Columbia University. She also worked with Citigroup, Morgan Stanley in Mumbai and Paul Weiss, Wharton Garrison LLP and Davis Polk and Wardwell LLP in London and New York, respectively.

Ranjit V. Pandit

Ranjit V. Pandit served as the Managing Director at General Atlantic, LLC, between 2007 and 2012 where he was the head of the firm's growth investment activities across India. He has served as an Advisory Director of General Atlantic LLC in 2013. Prior to General Atlantic, he served as the Managing Director and Chairman of McKinsey & Company in India. He has an MBA from the Wharton School at the University of Pennsylvania (USA) and holds a BE Degree in Electrical Engineering from VJTI, University of Bombay

BOARD OF DIRECTORS

NON-EXECUTIVE DIRECTORS – NON-INDEPENDENT

V. Subramaniam

V. Subramaniam has over 25 years of experience in the fields of Finance, accounts, taxation and business management. He has over the years served at various leadership positions in industries ranging from consumer products, petrochemicals, refining to automobiles and retail during his corporate tenure.

Ashwin Khasgiwala

Ashwin Khasgiwala presently serves as the Chief Business Operations Controller for Retail Business and has been associated with Reliance Group for more than 15 years. He is a Chartered Accountant and has over two decades of experience in the fields of finance, compliance and accounting.

Geeta Fulwadaya

Geeta Fulwadaya has been associated with Reliance Group for over 15 years and has extensive experience in the field of corporate laws and allied matters. She is also on the Board of several companies, including Den Networks Limited and Hathway Cable & Datacom Limited. She is a commerce graduate, and also holds a law degree from Government Law College. She is a member of the Institute of Company Secretaries of India.

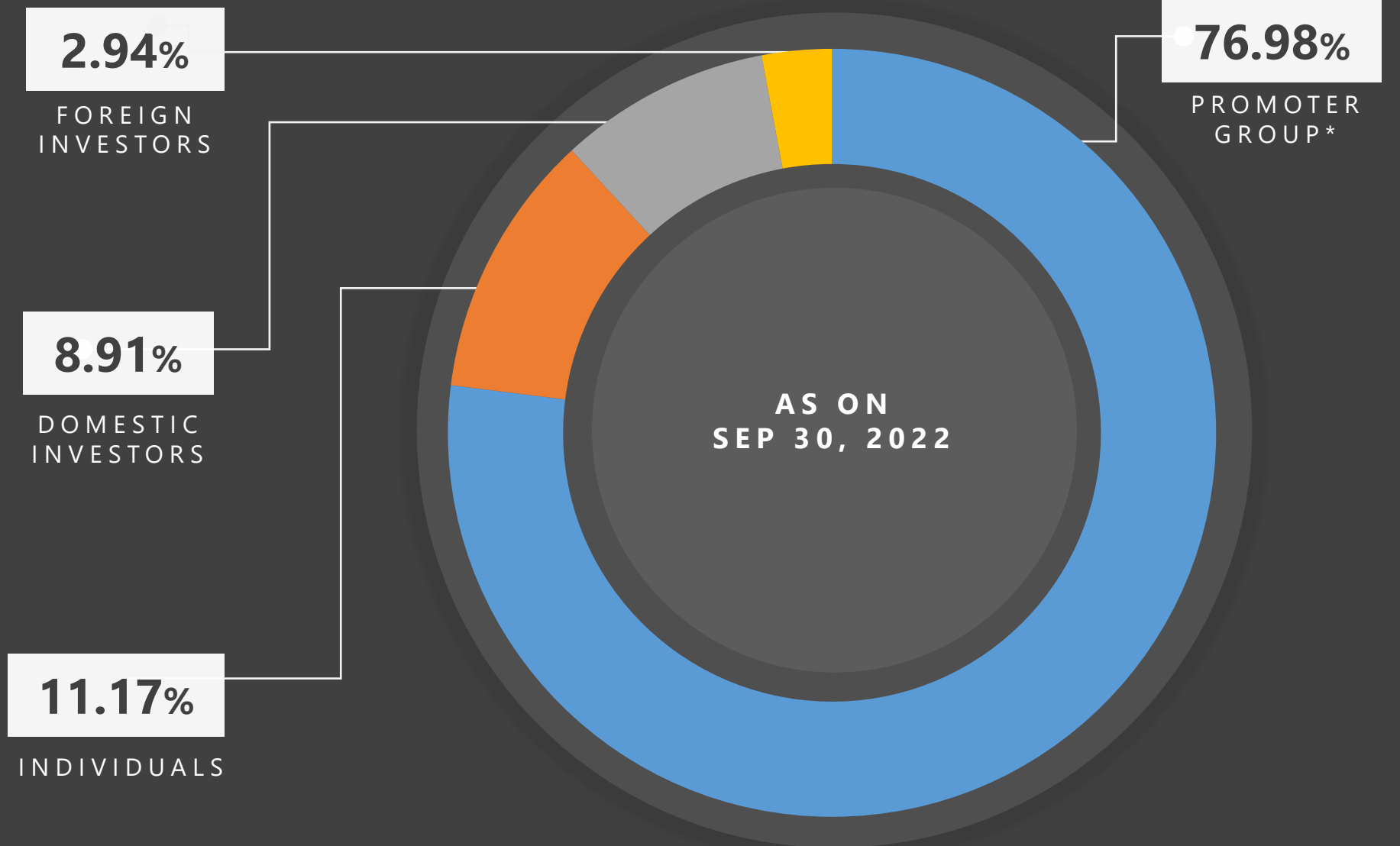
Divya Murthy

Divya Murthy has been associated with Reliance Group for over 19 years as a senior member of the central corporate legal team. She has extensive experience in mergers, acquisitions, joint ventures, other strategic collaborations and allied matters. She is a law graduate from National Law School of India University, Bangalore and is a member of the Bar Council of Maharashtra & Goa.

LEADERSHIP TEAM

Name	Designation	Experience	Functional Areas
V S S Mani	Chief Executive Officer	34 Years	Overall growth strategy, planning, execution & management
V Krishnan	Group President	28 Years	Growth Strategy and Business Development
Abhishek Bansal	Chief Financial Officer	14 Years	Finance, Strategy, Accounting, Treasury, Audit, Legal, Compliance & Traffic
Vishal Parikh	Chief Product Officer	22 Years	Leads Product, Design & Technology teams, IT Infra and Voice Operations
Sumeet Vaid	Chief Revenue Officer	27 Years	Revenue growth & Business development
Rajesh Madhavan	Chief People Officer	29 Years	Human Resource Functions
Prasun Kumar	Chief Marketing Officer	25 Years	Advertising & Marketing, Digital, PR, and User/ Traffic Growth initiatives
Ajay Mohan	Chief Business Officer	27 Years	Sales platform management, Strategic alliances, Corporate partnerships & Business expansion
Rakesh Ojha	Chief Business Officer (West & South)	27 Years	Sales & Expansion (West & South Region)
Prashant Nagar	Chief Business Officer (Feet on Street - FOS)	23 Years	Sales & Expansion (Delhi, Feet on Street - FOS)
Suhail Siddiqui	Chief Business officer (North & East)	26 Years	Sales & Expansion (North & East Region)
Rajiv Nair	Vice President	24 Years	Sales & Expansion (South Region)
Shwetank Dixit	Vice President - Strategy, Operations & Analytics	11 Years	Content Augmentation, Curation & Enrichment, Business Analytics/ MIS, Traffic

SHAREHOLDING PATTERN



*Stake held by Promoter - Reliance Retail Ventures Limited (RRVL) = 66.40%

End of Presentation

Registered & Corporate Office:

Just Dial Limited, Palm Court Building M, 501/B, 5th Floor, New Link Road, Malad (W), Mumbai - 400064.

For any queries, please contact us at investors@justdial.com