

Ref: No. ABCL/SD/MUM/2022-23/FEBRUARY/03

2 February 2023

**BSE Limited**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai 400 001  
**Scrip Code: 540691 Scrip  
ID: ABCAPITAL**

**National Stock Exchange of India Ltd**  
Exchange Plaza, 5<sup>th</sup> Floor,  
Plot. C/1, G-Block,  
Bandra-Kurla Complex,  
Bandra (East),  
Mumbai 400 051  
**Symbol: ABCAPITAL**

Dear Sir/ Madam,

**Sub: Intimation under Regulation 30 SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations")**

Pursuant to Regulation 30 of the SEBI Listing Regulations, please find attached a presentation on the Unaudited Financial Results of the Company for the quarter and nine months ended 31 December 2022 which will be presented to the investors and also posted on our website <https://www.adityabirlacapital.com/investor-relations/quarterly-results>.

The details of conference call scheduled on Thursday, 2<sup>nd</sup> February 2023 at 17:30 HRS (IST) have already been intimated vide our letter dated 20 January 2023.

The above is for your information, records and dissemination please.

Thanking you,

Yours sincerely,

For Aditya Birla Capital Limited

**Amber Gupta**  
**Company Secretary & Compliance Officer**  
**Encl.: As above**  
**Cc:**

**Luxembourg Stock Exchange**  
Market & Surveillance Dept.,  
P.O. Box 165, L-2011 Luxembourg,  
Grand Duchy of Luxembourg

**Citi Bank N.A.**  
Depository Receipt Services  
388 Greenwich Street  
14<sup>th</sup> Floor, New York,  
NY 10013

**Citi Bank N.A.**  
Custodial Services  
FIFC, 11<sup>th</sup> Floor, C-54 & 55, G Block  
Bandra Kurla Complex  
Bandra (East), Mumbai 400 051

**Listing Agent**  
Banque Internationale à Luxembourg SA  
69 route d'Esch  
L - 2953 Luxembourg  
Grand Duchy of Luxembourg

# Q3 FY23

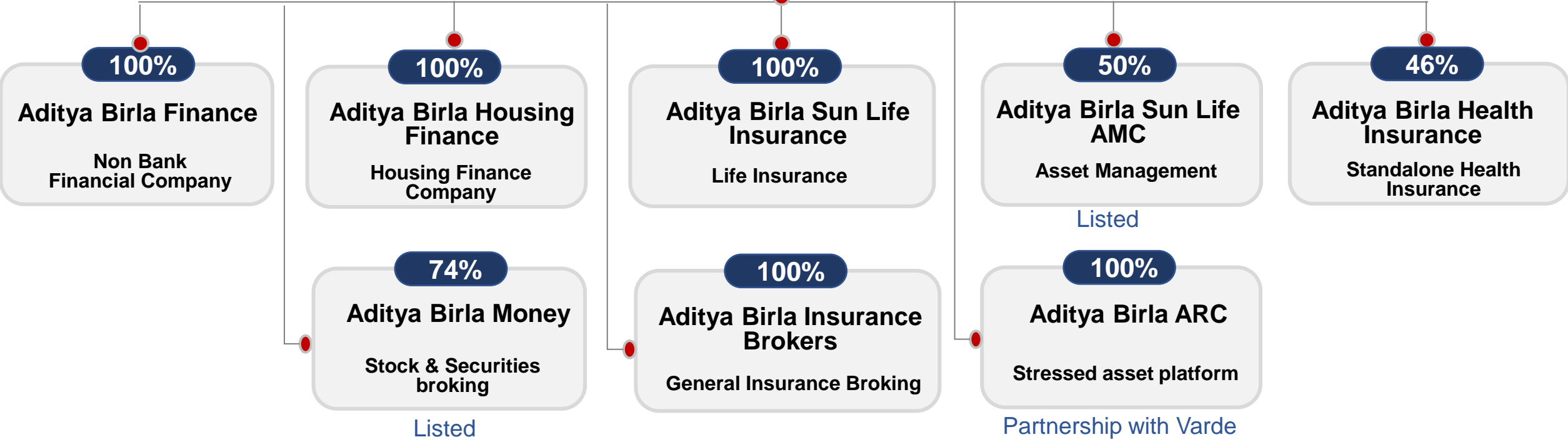
## FINANCIAL RESULTS

INVESTOR PRESENTATION

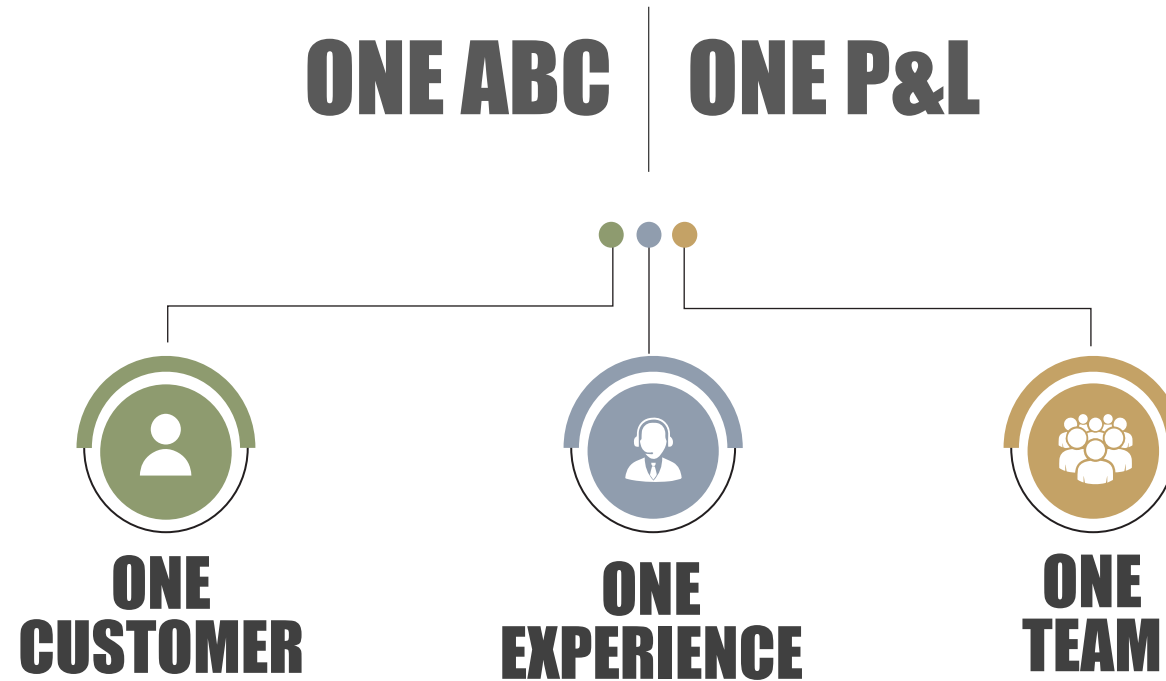
2<sup>nd</sup> February 2023

A Leading Financial Services Conglomerate

# Diversified Financial Services Platform from a Trusted conglomerate



Above is not intended to show the complete organizational structure and entities therein. It is intended to describe the key businesses of Aditya Birla Capital Shareholding as of December 31, 2022



*Provide holistic solutions to customers and their ecosystems to suit their life-stage and business needs*

# One Customer: Deliver comprehensive offerings

## PROTECTING



- ▶ Life Insurance
- ▶ Health Insurance
- ▶ Motor Insurance
- ▶ Corporate General Insurance
- ▶ Travel Insurance
- ▶ Multiply wellness

## INVESTING



- ▶ Mutual Funds
- ▶ Stocks & Securities broking
- ▶ Wealth
- ▶ PMS
- ▶ Pension Funds
- ▶ Real Estate Investments

## FINANCING



- ▶ Home Finance
- ▶ Personal Finance
- ▶ SME Finance
- ▶ Mortgage finance
- ▶ Loan against securities
- ▶ Corporate finance
- ▶ Debt capital markets & loan syndication
- ▶ Asset reconstruction

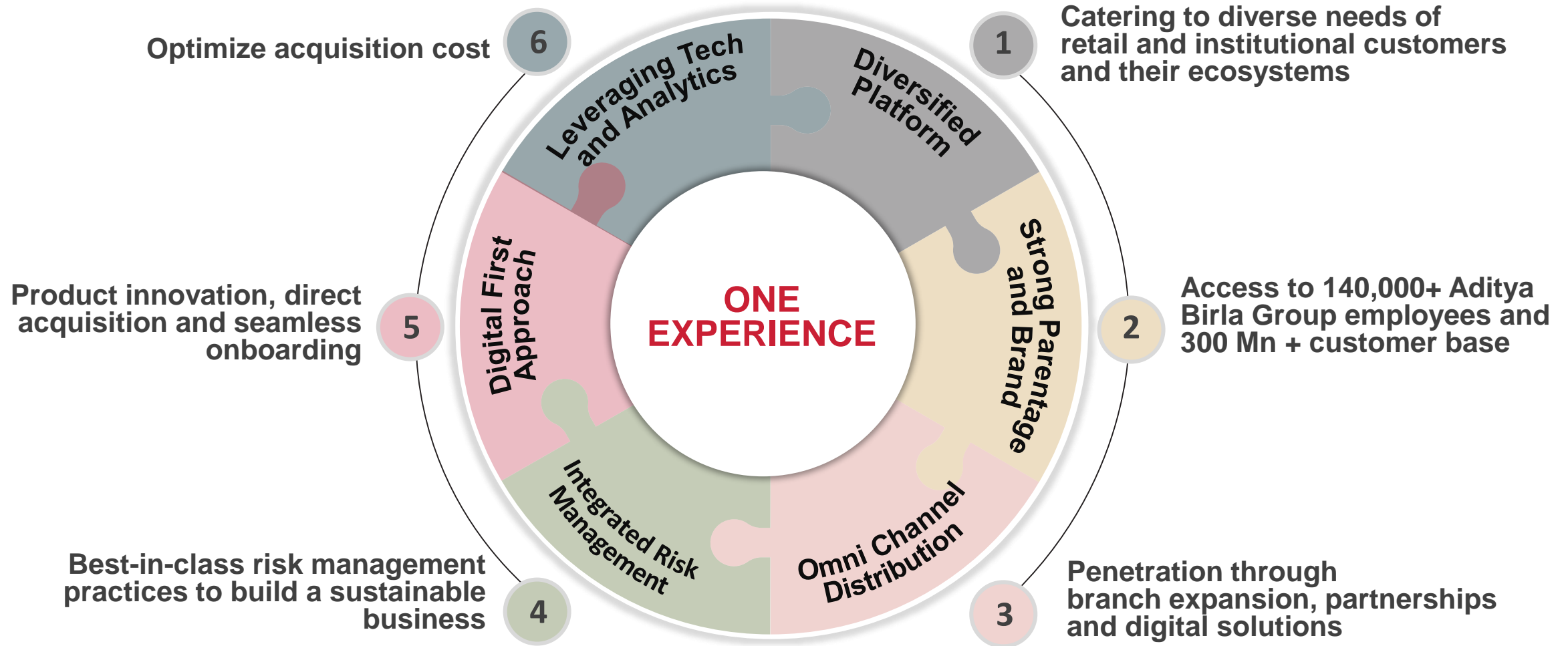
## ADVISING



- ▶ Money For Life Planner

***Serve lifecycle financial needs of a customer***

# One Experience: Complete flexibility to customers



*Enhance seamless delivery*



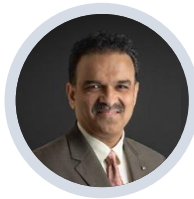
**Vishakha Mulye**  
Chief Executive Officer  
ABCL



**Rakesh Singh**  
MD & CEO  
Aditya Birla Finance



**A. Bal Subramaniam**  
MD & CEO  
Asset Management



**Kamlesh Rao**  
MD & CEO  
Life Insurance



**Pankaj Gadgil**  
MD & CEO  
Housing Finance



**Tushar Shah**  
CEO, Infra &  
Structured Finance



**Mayank Bathwal**  
CEO  
Health Insurance



**Sandeep Dadia**  
CEO  
General Insurance Broking



**Pinky Mehta**  
CFO



**Mukesh Malik**  
COO



**Subhro Bhaduri**  
CHRO



**A Dhananjaya**  
CRO



**Vijay Deshwal**  
Chief Strategy Officer  
& Head, IR



**Ramesh Narayanswamy**  
CTO

Business CEOs

ABCL  
Management

***Leadership team aligned with the approach of One ABC One P&L***



## Direct to customers (D2C)

- Omni channel platform
- One stop solution for PIFA<sup>2</sup> products
- Serve existing, acquire new customers and customers in a seamless manner
- Payments stack and VAS<sup>3</sup> to enhance customer experience and brand recall



## Business to business (B2B)<sup>1</sup>

- Comprehensive platform for MSME ecosystem
- Lending and VAS<sup>3</sup> to manage and grow business
- Cash flow linked financing
- PIFA<sup>2</sup> and VAS<sup>3</sup> for full ecosystem of PODS<sup>4</sup> of MSMEs



## Business to channel partners (B2D)

- Channels partners can grow business volumes, enhance customer servicing and track status of applications, business volumes and payouts for channel partners
- Increase product penetration and expand customer base

**...to bring the power of ONE ABC to customers, businesses and channel partners**

<sup>1</sup> Launched in CUG, to go live in 20-30 days <sup>2</sup> Protecting, Investing, Financing and Advising <sup>3</sup> Value-added services <sup>4</sup> Promoter, Owners, Directors and authorized signatories



# Omni channel based D2C platform offering PIFA products...



Consumer preferences shifting towards flexibility, convenience and simplicity



Regulatory environment fostering open architecture and customer centricity



Business models realigning towards customer acquisition using data and technology



**Customer**

**PIFA across touchpoints**



App



Website



Virtual Engagement



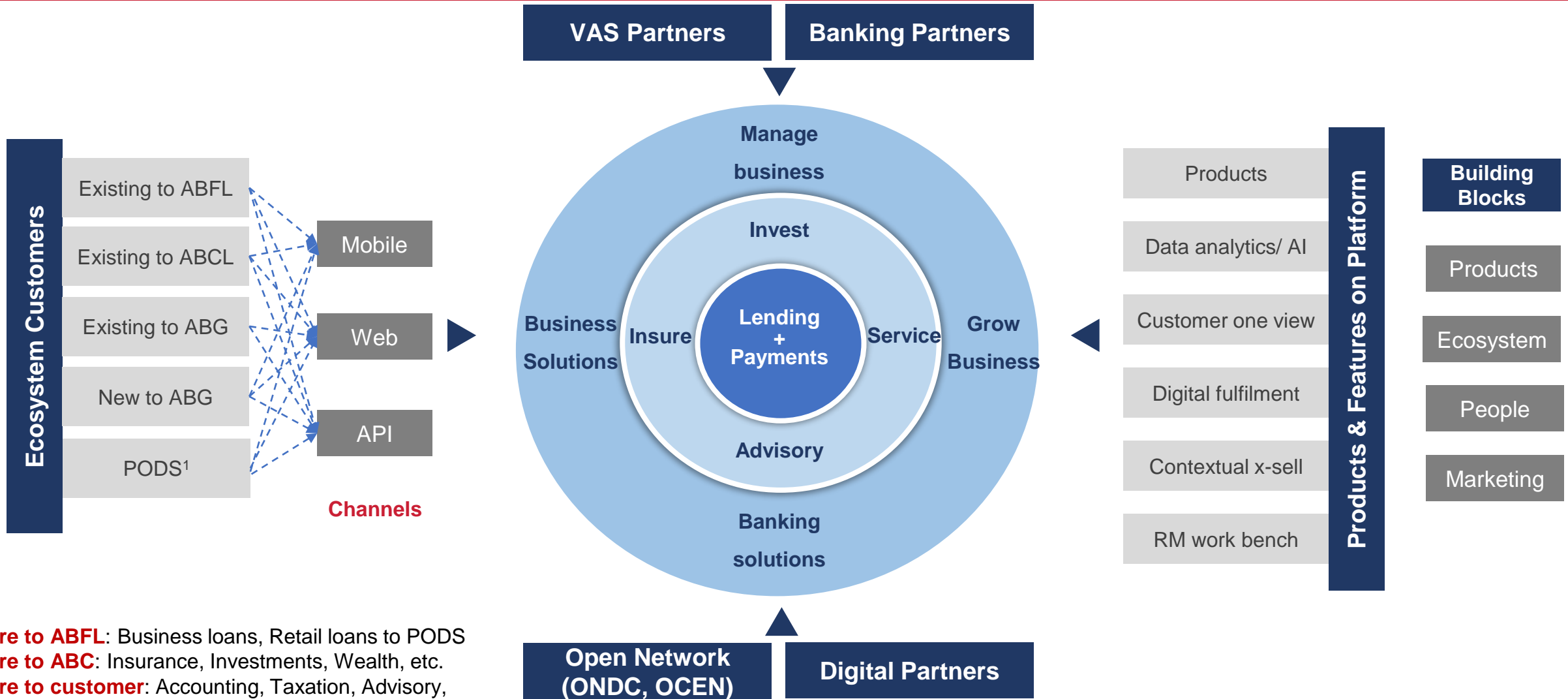
Branch

A separate wholly owned subsidiary of ABCL to be created

Payments stack and value-added services to enhance customer experience and brand recall

**...to serve existing customers and acquire new customers directly in a seamless manner**

# Comprehensive B2B platform for MSME ecosystem...



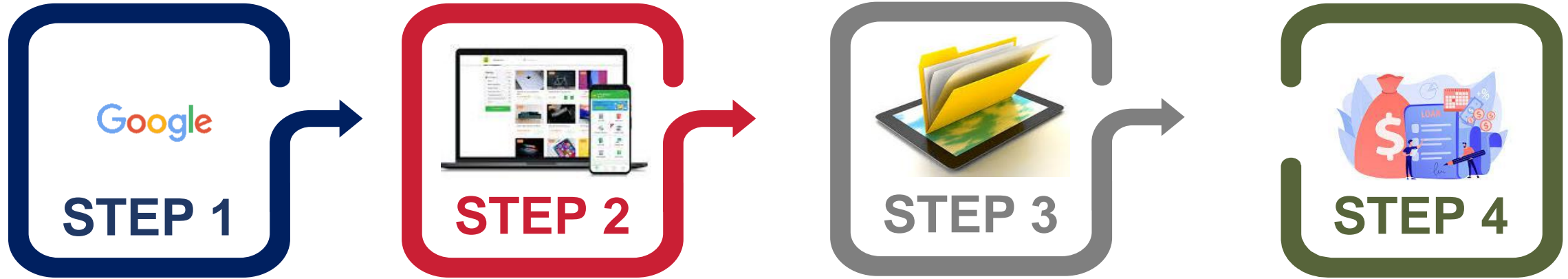
**Core to ABFL:** Business loans, Retail loans to PODS

**Core to ABC:** Insurance, Investments, Wealth, etc.

**Core to customer:** Accounting, Taxation, Advisory, Infra, etc.

1: Promoter, Owners, Directors and authorized signatories

*...to capture customer 360°*



## Intent Led Search

- User discovers SME platform on google
- Starts online application

## Digital Application

- User details are fetched via APIs
- Business rule engine is run to generate **instant sanction** upto ₹ 2 lacs

## Paperless Documentation

If loan required is > ₹ 2 lacs, digital provision of :

- Fetch bank statements / GST/ ITR
- Deep integration with ecosystem partners for **Alternate Lending**

Generate instant sanction of higher loan amount

## Instant Disbursement

- Digital KYC, e-Agreement, online mandate setup to disburse loan amount into user's account

Strong quarterly performance with accelerated growth momentum across businesses

Lending Book<sup>1</sup>



₹ 85,869 crore

↑ 40% Y-o-Y  
↑ 11% Q-o-Q

~ 43 mn ▲ 40% y-o-y

Total active customers  
as of Dec 31, 2022

Gross  
Premium<sup>2</sup>



₹ 4,328 crore

↑ 22% Y-o-Y

1,220 ▲ 27% y-o-y

Total branches  
at Dec 31, 2022

Total AUM<sup>3</sup>



~ ₹ 3.6 lac crore

↓ 3% Y-o-Y

Consolidated  
PAT



₹ 530 crore<sup>4</sup>

↑ 27% Y-o-Y<sup>5</sup>  
↑ 9% Q-o-Q<sup>5</sup>

Unified B2B platform for  
MSME ecosystem  
launched in CUG

1. Lending book of NBFC and HFC 2. For Life and Health Insurance 3. Asset under management of AMC, Life and Health Insurance 4. Excludes fair value gain of ₹ 2,739 crore as Aditya Birla Health Insurance ceases to be a subsidiary and has been accounted as a joint venture post preferential allotment of equity shares to Platinum Jasmine A 2018 Trust, acting through its trustee, Platinum Owl C 2018 RSC Limited, being a wholly owned subsidiary of Abu Dhabi Investment Authority ("ADIA")

5. Excluding gains from stake sale in ABSLAMC in Q3 FY22 and fair value gain as Aditya Birla Health Insurance ceases to be a subsidiary and has been accounted as a joint venture in Q3 FY23

# Delivery on key metrics across businesses

NBFC <sup>1</sup>		Housing <sup>1</sup>	
<b>1</b> Loan Book Growth			
▲ <b>47%</b> y-o-y		▲ <b>11%</b> y-o-y	
<b>2</b> Net interest margin			
7.00%		5.35%	
▲ <b>76</b> bps y-o-y		▲ <b>106</b> bps y-o-y	
<b>3</b> Profitability			
PBT ₹ 540 crore		PBT ₹ 78 crore	
▲ <b>40%</b> y-o-y		▲ <b>16%</b> y-o-y	
<b>16.2%</b> RoE		<b>13.7%</b> RoE	

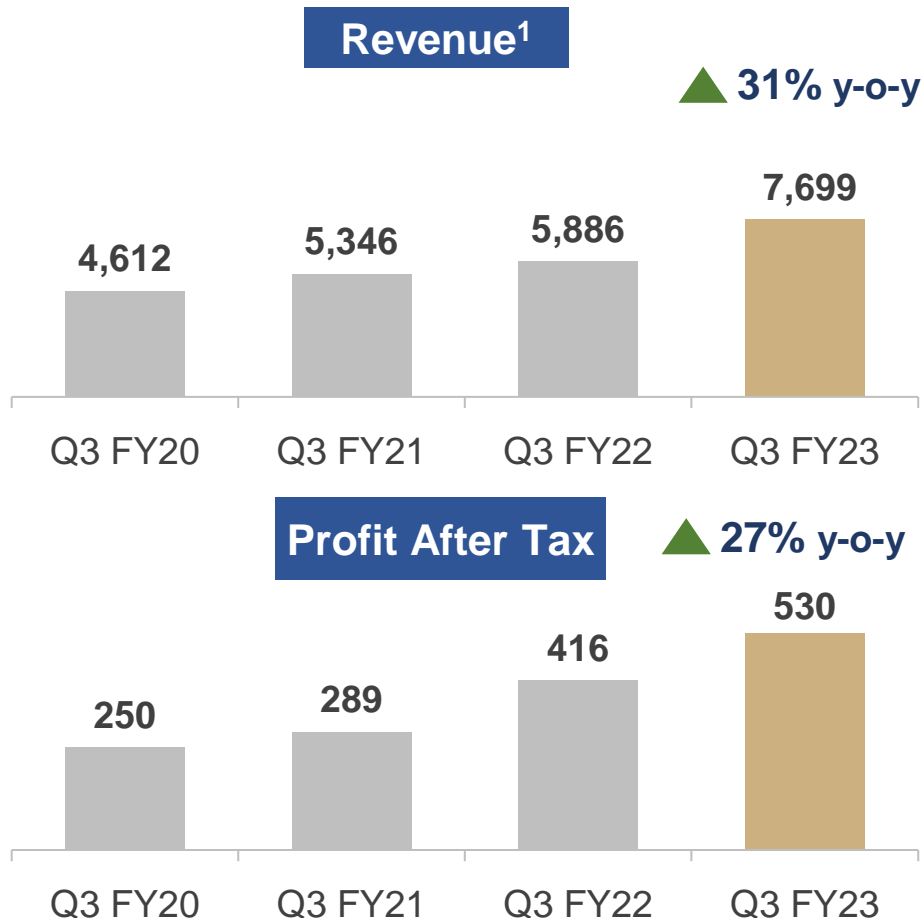
Asset Management <sup>1</sup>	
<b>1</b> AUM Growth	
Domestic AAUM <sup>4</sup> ▼ <b>6%</b> y-o-y ↔ q-o-q	Equity AAUM <sup>4</sup> ▼ <b>2%</b> y-o-y ▲ <b>1%</b> q-o-q
<b>2</b> Margin	
Operating profit margin <sup>5</sup> 24 bps (Q3FY22: 31 bps)	PBT margin <sup>6</sup> 31 bps (Q3FY22: 33 bps)
<b>3</b> Profitability	
PBT ₹ 223 crore <sup>7</sup>	
▲ <b>1%</b> y-o-y	
RoE <b>27.2%</b> (Q3FY22: 37.1%)	

Life Insurance <sup>2</sup>		Health Insurance <sup>2</sup>	
<b>1</b> Premium Growth			
Individual FYP ▲ <b>25%</b> y-o-y		Gross Premium ▲ <b>59%</b> y-o-y	
<b>2</b> Margin & Combined Ratio			
Net VNB margin ▲ <b>430</b> bps y-o-y		Combined ratio 114% (Improved 22% y-o-y)	
<b>3</b> Value Accretion			
PBT ₹ 134 crore		Fastest growing SAHI player	
▲ <b>10%</b> y-o-y			

1. For Q3 FY23, 2. For 9M FY23, 3. Including HNI Loan book, 4. Average assets under management, 5. Operating profit/ AAUM, 6. PBT/average AUM. 7.Excludes extraordinary items

# Doubled the quarterly profit in 3 years

## Consolidated revenue and PAT



## Business-wise Profitability

Businesses (₹ crore)	Q3 FY22	Q3 FY23	Y-o-Y
NBFC	385	540	▲ 40%
HFC	68	78	▲ 16%
Asset Management	249	223	▼ 11%
Life Insurance	40	45	▲ 10%
Other Businesses	42	54	▲ 29%
<b>Sub-total</b>	<b>784</b>	<b>940</b>	
Health Insurance	(54)	(65)	
Less: Others <sup>2/</sup> Eliminations	0	(3)	
<b>Aggregate PBT</b>	<b>730</b>	<b>872</b>	▲ 19%
Less: Provision for Taxes	(227)	(270)	
Less: Minority Interest	(87)	(71)	
<b>Consolidated PAT</b>	<b>416</b>	<b>530</b>	▲ 27%
<b>Reported PAT<sup>3</sup></b>	<b>577</b>	<b>3,269</b>	

1. Consolidated segment revenue; for Ind AS statutory reporting purpose Asset management and wellness business are not consolidated and included under equity accounting

2. Includes ABCL standalone, Aditya Birla Capital Technology Services Limited and other businesses

3. Reported PAT in Q3 FY22 includes gain (net of tax) of ₹ 161 crore on stake sale of ABSLAMC and in Q3 FY23 includes fair value gain of ₹ 2,739 crore as Aditya Birla Health Insurance ceases to be a subsidiary and has been accounted as a joint venture post preferential allotment of equity shares to Platinum Jasmine A 2018 Trust, acting through its trustee, Platinum Owl C 2018 RSC Limited, being a wholly owned subsidiary of Abu Dhabi Investment Authority ("ADIA")

# On track to deliver ahead of FY24 guidance

	Metrics for FY24 guidance	Q3 FY22	Q2 FY23	Q3 FY23	Targets
<b>NBFC</b>	Retail + SME mix	60%	65%	66%	<b>65%</b>
	Net Interest Margin	6.24%	6.58%	7.00%	<b>6.25%+</b>
	Return on Assets	2.3%	2.4%	2.4%	<b>2.5-2.7%</b>
<b>Housing</b>	Affordable mix	35%	41%	42%	<b>~65%</b>
	Net Interest Margin	4.29%	5.13%	5.35%	<b>4.25%</b>
	Return on Assets	1.8%	1.9%	1.9%	<b>1.5-1.6%</b>
<b>AMC</b>	Domestic Equity AAUM mix	41%	42%	43%	<b>~40%</b>
	PBT CAGR	249	249	223	<b>~ 15%. p. a.</b>
	Return on Equity	37.1%	33.0%	27.2%	<b>35-40%</b>
<b>Life Insurance</b>	Protection Mix	6.6%	2.2%	2.2%	<b>12-15%</b>
	Opex Ratio	12.8%	12.8%	14.1%	<b>~12%</b>
	Net VNB Margin	16.8%	18.9%	20.0%	<b>16-17%</b>
<b>Health Insurance</b>	GWP CAGR (To reach ₹ 3,500 crore)	406	640	588	<b>~40%</b>
	Combined Ratio; Breakeven	113% <sup>1</sup>	114%	118%	<b>Q4 FY22</b>

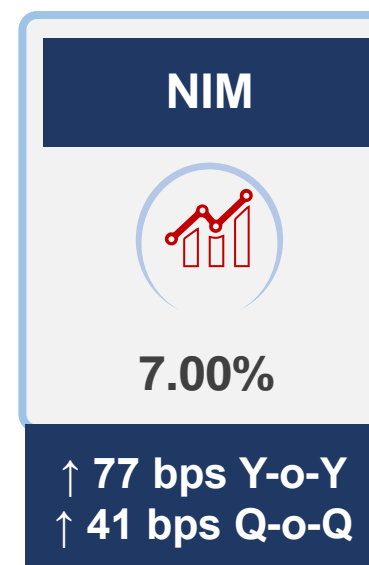
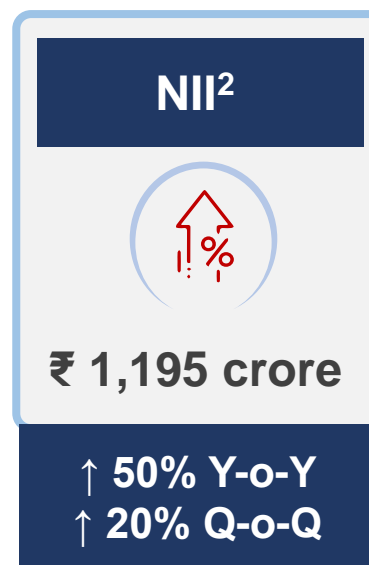
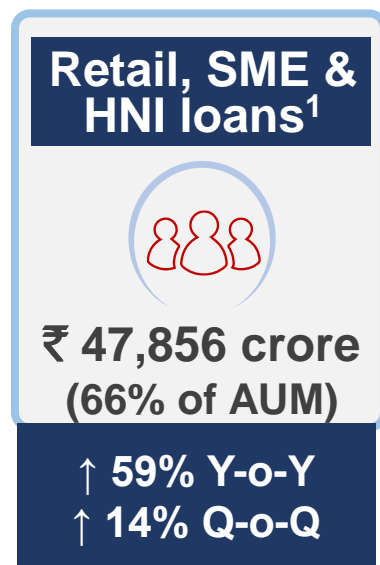
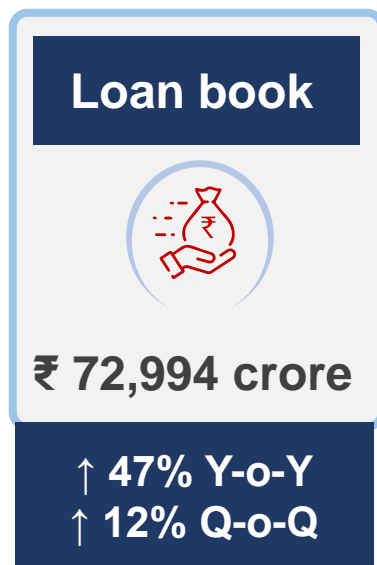
<sup>1</sup> Combined Ratio for Health Insurance is normalized for CoVID claims impact in Q3 FY22



# Aditya Birla Finance Ltd



# Performance highlights for Q3 FY23



1.3 mn customers added in Q3 FY23  
5.9 mn active customers at Dec-22  
▲ 63% over Mar-22

GS2 & GS3 book  
6.49% of total book  
▼ 491 bps y-o-y ▼ 156 bps q-o-q

Sustained RoA of 2.4%  
and RoE of 16.2%

<sup>1</sup> Categorized basis customer segment; <sup>2</sup> Includes fee income



## Focus Segments

Increasing granularisation in the portfolio through focus on retail and MSME segments



## Expand

Branch expansion in tier 3 / tier 4 cities



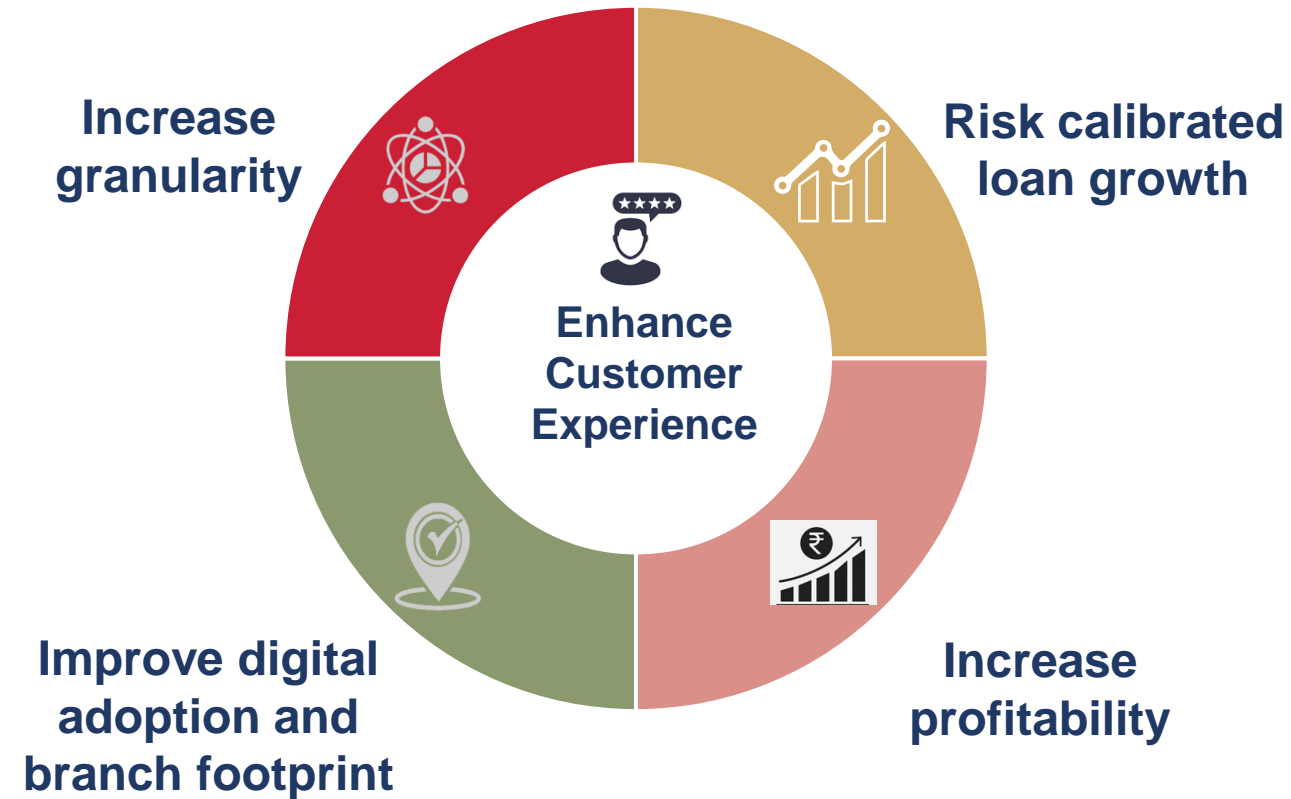
## Digitisation

Unified platform for MSMEs manage and grow their business



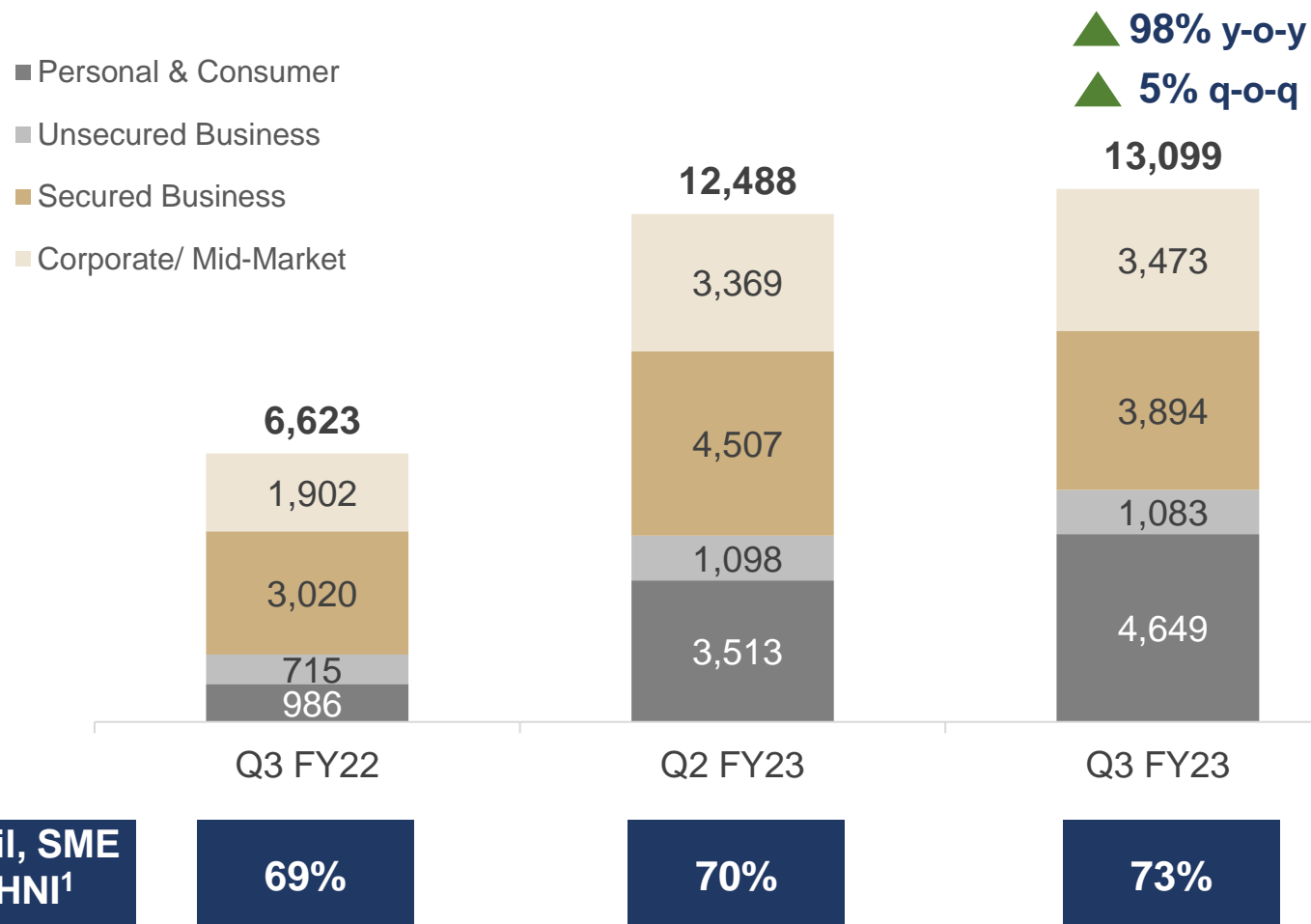
## Data Analytics

Leverage data analytics for customer onboarding, underwriting and servicing



# Robust growth in disbursements...

## Product-wise Disbursements (₹ crore)



### Personal & consumer

↑ 4.7x y-o-y; ↑ 32% q-o-q

### Repeat business in digital

36% portfolio growth  
(Q2 FY23: 32%)

### Unsecured business

↑ 52% y-o-y; ↓ 1% q-o-q;

### Secured business

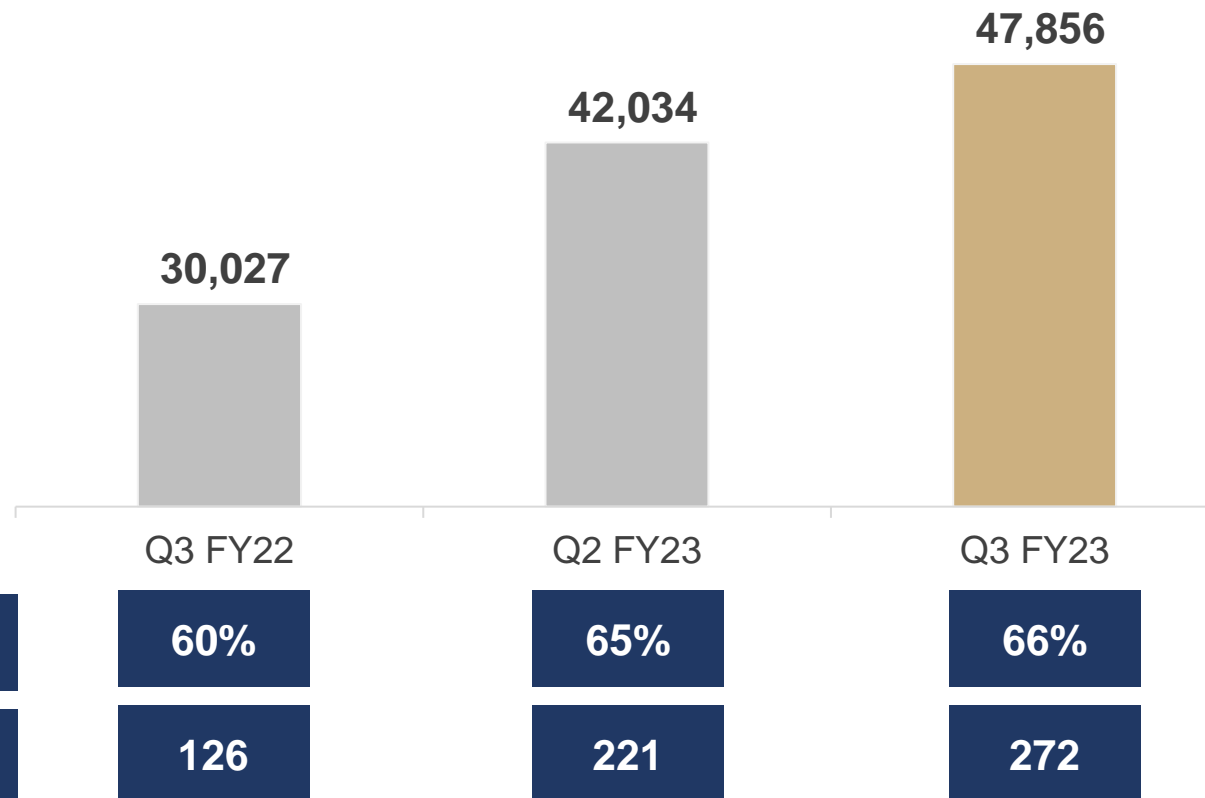
↑ 29% y-o-y; ↓ 14% q-o-q

<sup>1</sup> Categorized basis customer segment; Note: Disbursements are non-LOC

# ...with increase in granularity and branch footprint

## Loans to Retail, MSME and SME customers (₹ crore)

▲ 59% y-o-y  
▲ 14% q-o-q



### Branches

272 operational branches as of Dec 31, 2022

113 new branches opened in 9M FY23





### Target Footprint

325+ branches by Mar 31, 2023

80%+ in Tier 3/4 cities

Note: AUM includes HNI book

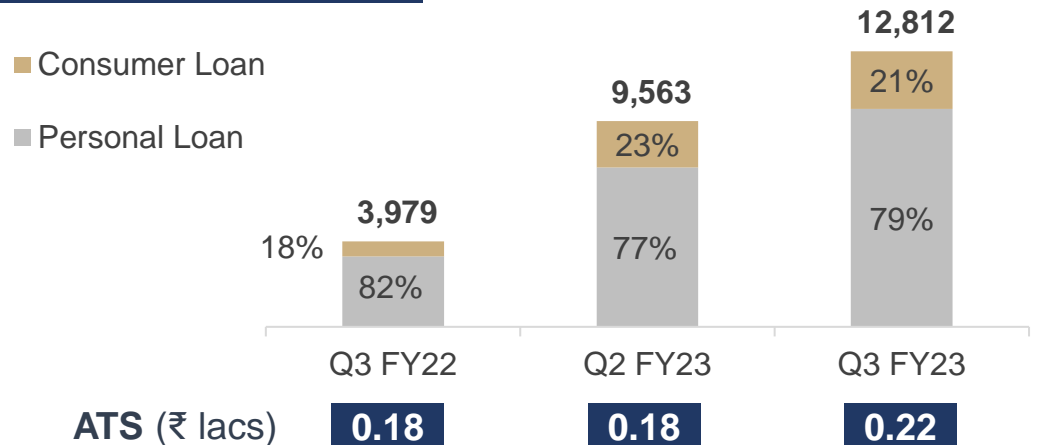
# Well diversified product portfolio...

Segment	Personal & Consumer	Unsecured Business	Secured Business	Corporate / Mid-Market
Presence	Semi-urban	Semi-urban	Semi-urban/ SME Clusters	Top 6-7 Cities
Sourcing	DSA + Direct + Ecosystems	DSA + Ecosystems	DSA + Direct	Relationship (Direct)
ATS <sup>1</sup>	~ ₹ 22,000	~ ₹ 10.3 Lacs	~ ₹ 1.8 crore	~ ₹ 51.0 crore
Products	<p>Salaried Professionals with focus on emerging income segment</p>  <ul style="list-style-type: none"> <li>Personal Loans</li> <li>Consumer Loans</li> <li>Check-out Financing</li> <li>Credit Card</li> </ul>	<p>Business owners &amp; Self-employed professionals engaged in small/mid-sized businesses</p>  <ul style="list-style-type: none"> <li>Business Loans</li> <li>Supply Chain Finance</li> <li>B2B Digital Platform</li> <li>Business Overdraft</li> </ul>	<p>Business owners &amp; Self-employed professionals engaged in small/mid-sized businesses</p>  <ul style="list-style-type: none"> <li>Loan Against Property</li> <li>Working Capital Loans</li> <li>Micro – LAP</li> <li>Loan Against Securities</li> </ul>	<p>Pedigreed Group Corporates/ Mid-market Cos in focus sectors/ Cat A/ A+ developers</p>  <ul style="list-style-type: none"> <li>Capex/ WC Funding</li> <li>Structured Finance</li> <li>Developer Financing</li> <li>Project Finance</li> </ul>
Cross-Sell	Personal Loan Top Ups & Cross Sell, Insurance & Wealth Solutions to ABFL & ABC customer ecosystem			

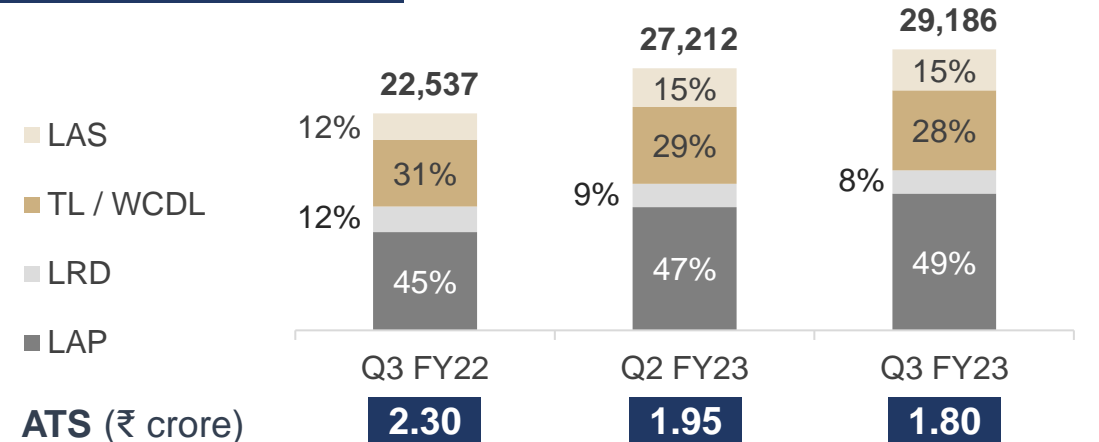
<sup>1</sup> ATS as on Dec 31, 2022

# ...with increasing growth across focus segments

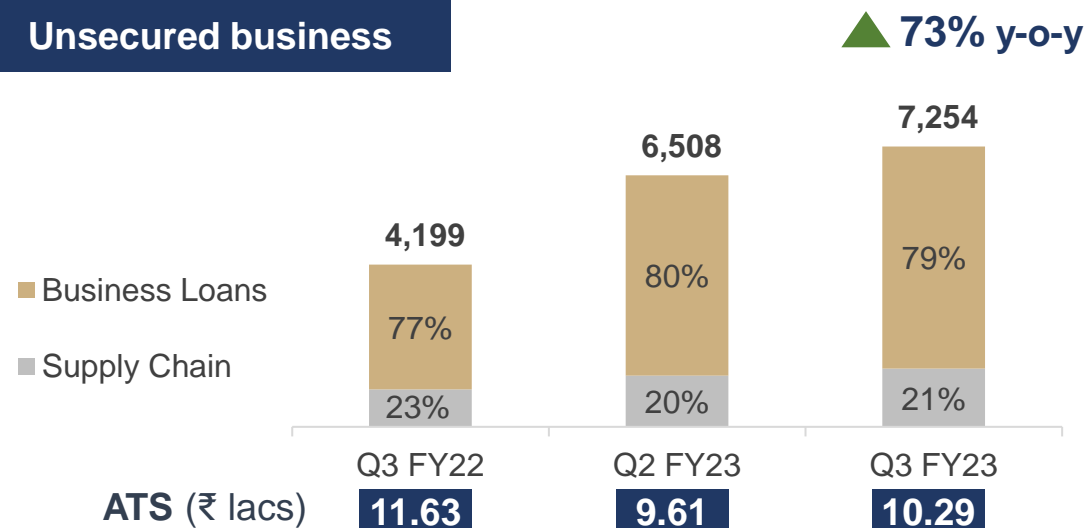
## Personal & Consumer



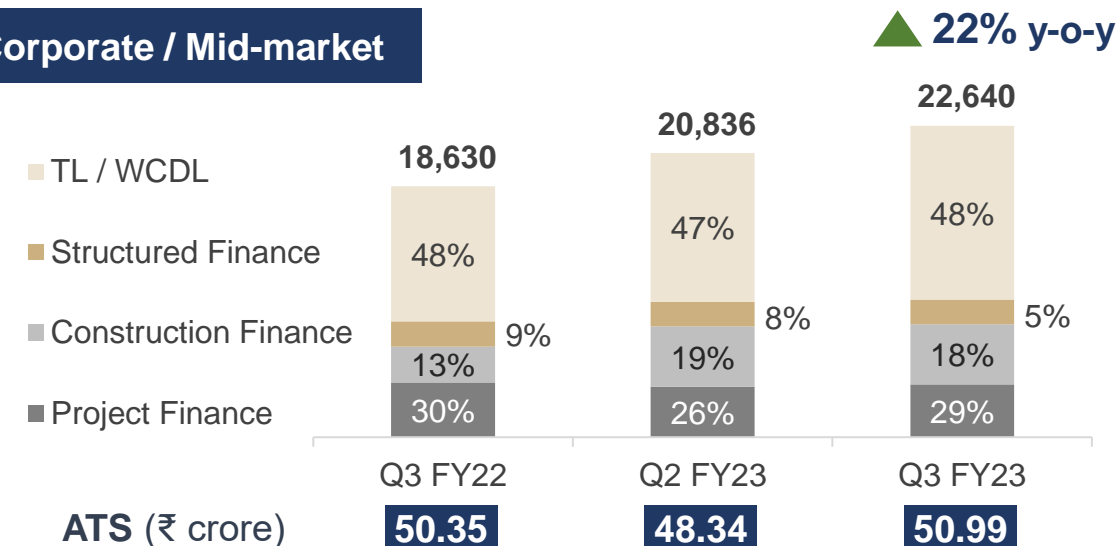
## Secured business



## Unsecured business



## Corporate / Mid-market



Note: Balance includes Investment book of ₹ 1,102 crore as of Dec 31, 2022

## Sourcing



### New to business customers

- Create scorecard for new customers
- Apply risk based differential pricing

### Existing customers

- Pre-approved loan for all good customers
- Cross sell MF, Insurance to Loan customers

### Ex-customers

- Offer Cross sell loans
- Re-engage with competitive pricing

### New products

- Customize deals and products
- Use behavioural score-cards to analyse

## Underwriting



### Identify credit worthy customers

Custom Multiple Application Scorecards for Digital, PL, BL, STUL, STSL (Bureau Hit & NTC)

### Offer appropriate credit line / loan

Income Estimation & Obligation Calculation (FOIR)<sup>1</sup>

### Competitive price & optimize cost

Risk based pricing; Optimize different field verification, use digital process

### Close monitoring

Setup early-Stage warning system

## Collections



### Root Cause identification

Identify cohorts with challenges (inability to pay, non-contactability etc.) and find a way around it

### Prepare base for collection

Improvise sourcing strategy by incorporating collection feedback

### Customized collection process

Basis multiple collection scorecard, prepare customized base for different channels

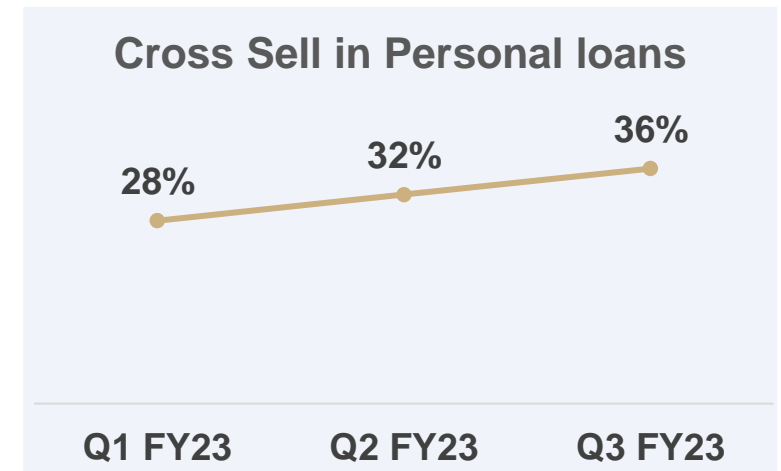
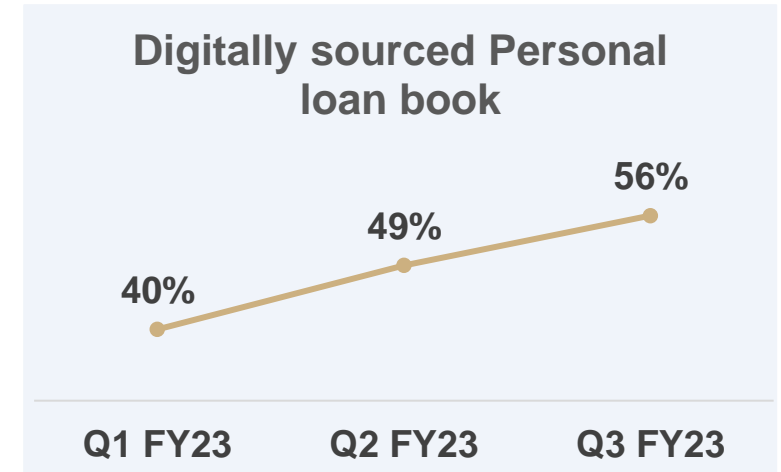
### Track agency performance

Rank the collection agencies, based on recent & historical target achievement

<sup>1</sup> FOIR – Fixed Obligation to Income ratio

# ...leading to strong outcomes in customer sourcing and servicing

<b>Customer Acquisition</b>	<b>99%</b> Customers onboarded digitally	<b>1.35 Mn</b> Customers acquired digitally	<b>56%</b> Of overall personal loan sourced digitally	<b>36%</b> Of overall personal loan sourced via Cross Sell
<b>Customer Servicing</b>	<b>99%</b> EMIs collected digitally	<b>26%</b> STP for service journey's	<b>84%</b> Digital service interactions	<b>17%</b> Inbound contact center calls handled by Voice bots
<b>Process Automation</b>	<b>75%</b> e-Nach penetration in Personal Loans	<b>92%</b> e-Contract penetration in Personal Loans	<b>86%</b> Email bot accuracy in inbound mail categorization	<b>85%</b> STP for disbursements done digitally





# Improving asset quality trends...

	Book	Total	Stage 1	Stage 2	Stage 3	Stage 3 PCR%
Dec'21	Value (₹ crore)	49,805	44,129	3,720	1,956	
	Mix %	100%	88.60%	7.47%	3.93%	41.9%
Sep'22	Value (₹ crore)	64,975	59,744	3,227	2,004	
	Mix %	100%	91.95%	4.97%	3.08%	49.3%
Dec'22	Value (₹ crore)	72,994	68,259	2,441	2,294	
	Mix %	100%	93.51%	3.34%	3.14%	49.3%

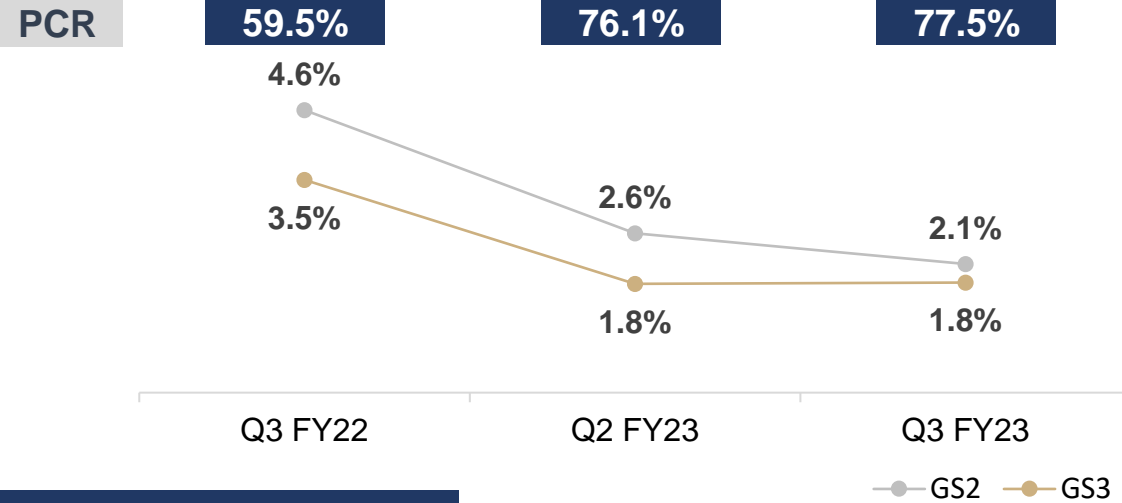
**68%**  
Overall loan book secured (incl. 5% through CGTMSE)

**3.34% GS2 book**  
Reduced sequentially by 162 bps in Q3 FY23

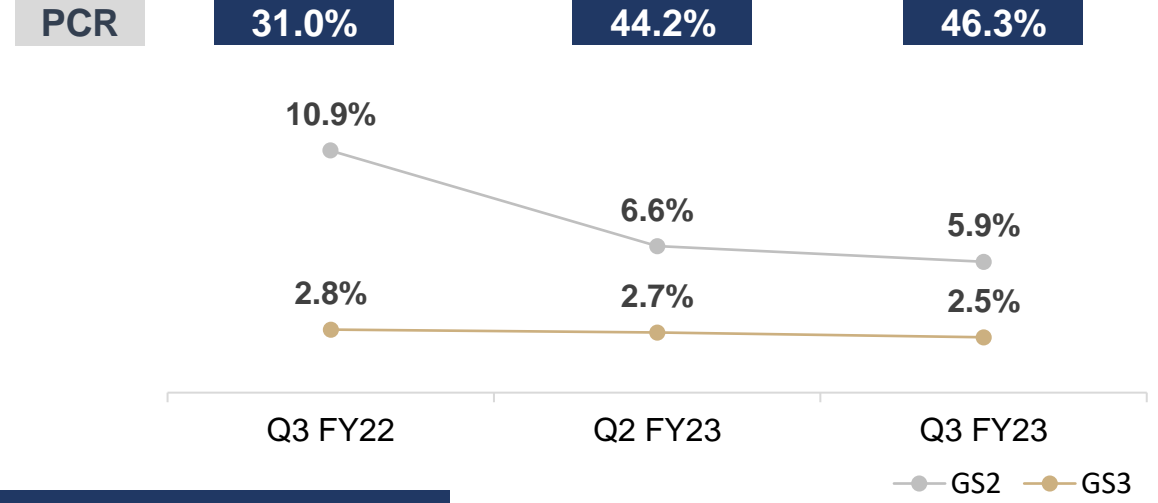
**99.6%**  
Overall Collection Efficiency

# ...across product segments

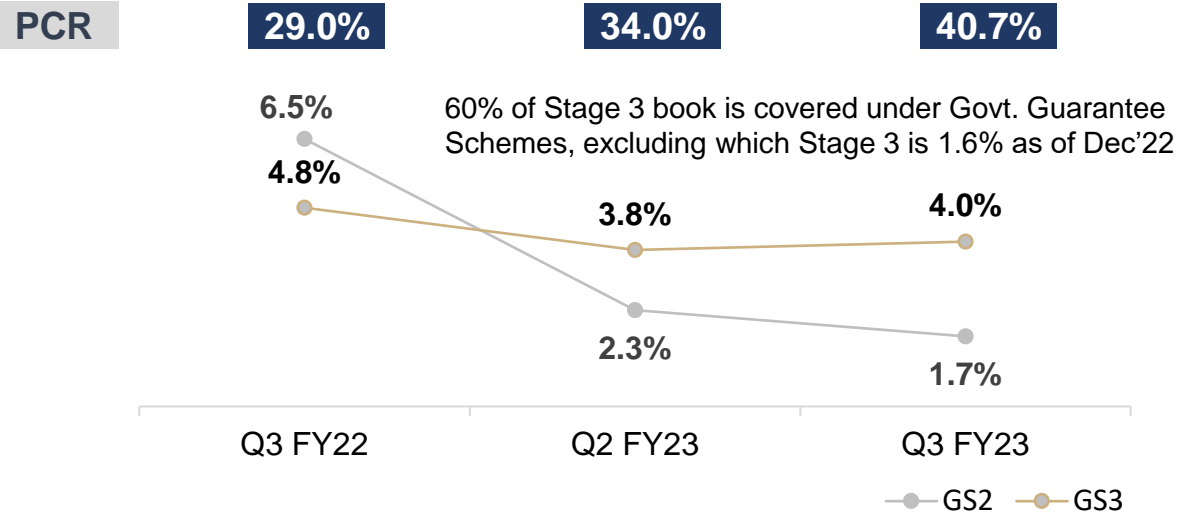
## Personal & Consumer



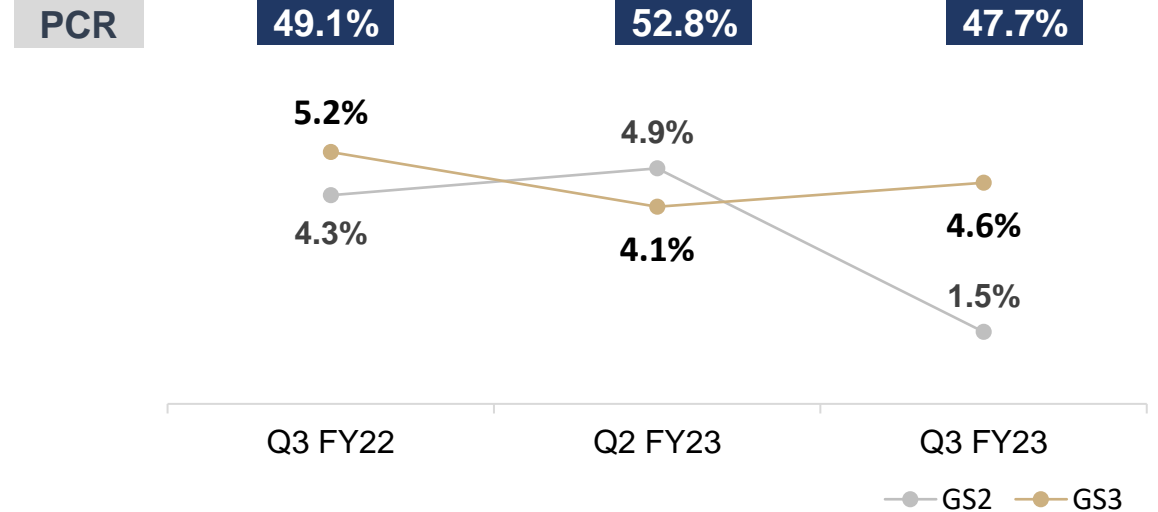
## Secured business



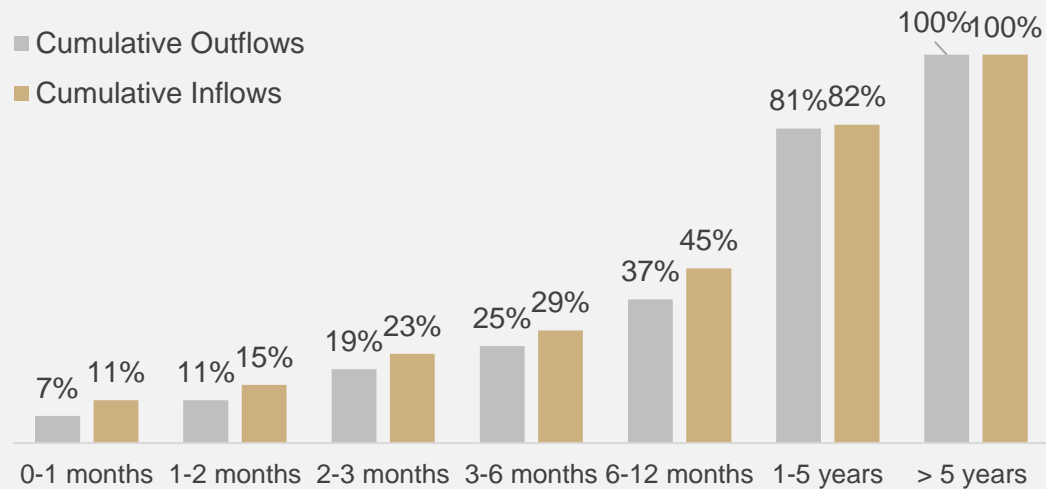
## Unsecured business



## Corporate / Mid-market



## ALM optimised for liquidity and costs



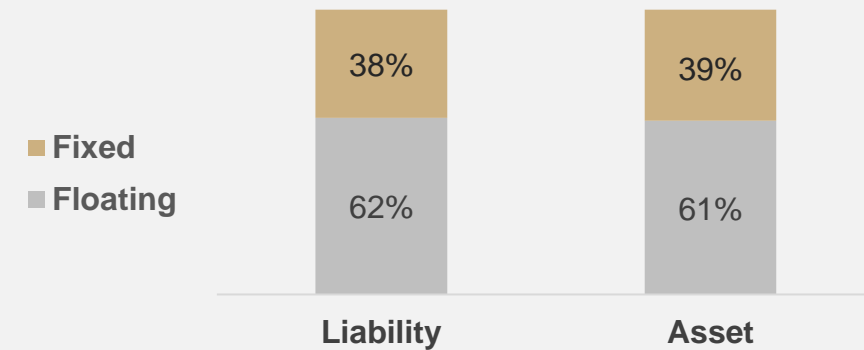
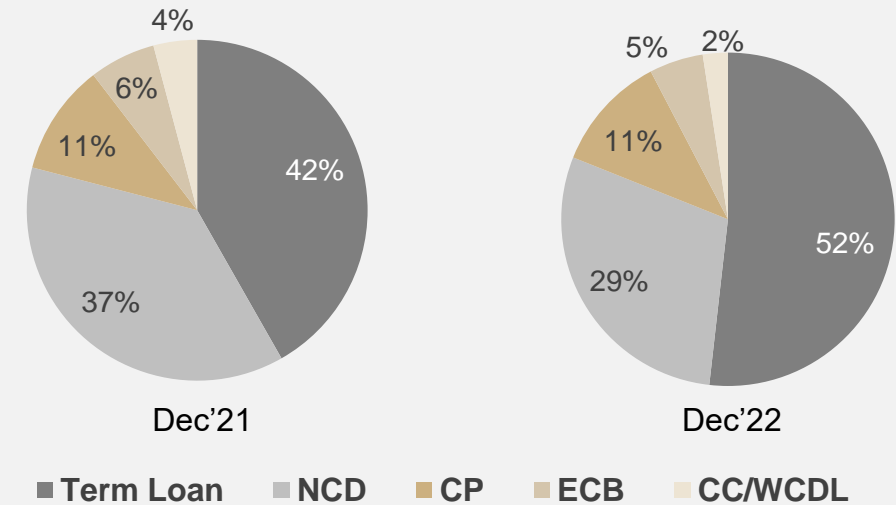
### Cumulative Surplus / (Gap)

59%	36%	19%	19%	24%	1%	0%
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**Raised LT borrowing of ₹ 9,047 crore in Q3 FY23**  
**Maintained comfortable Capital Adequacy (CRAR) at ~17.5%**

**Long-term funding facilities rated AAA & Short-term funding facilities rated A1+ by ICRA / India Rating / CARE**

## Diversified borrowing mix



**...with well matched ALM and diversified borrowing mix**

# P&L and Key Ratios – Aditya Birla Finance Limited

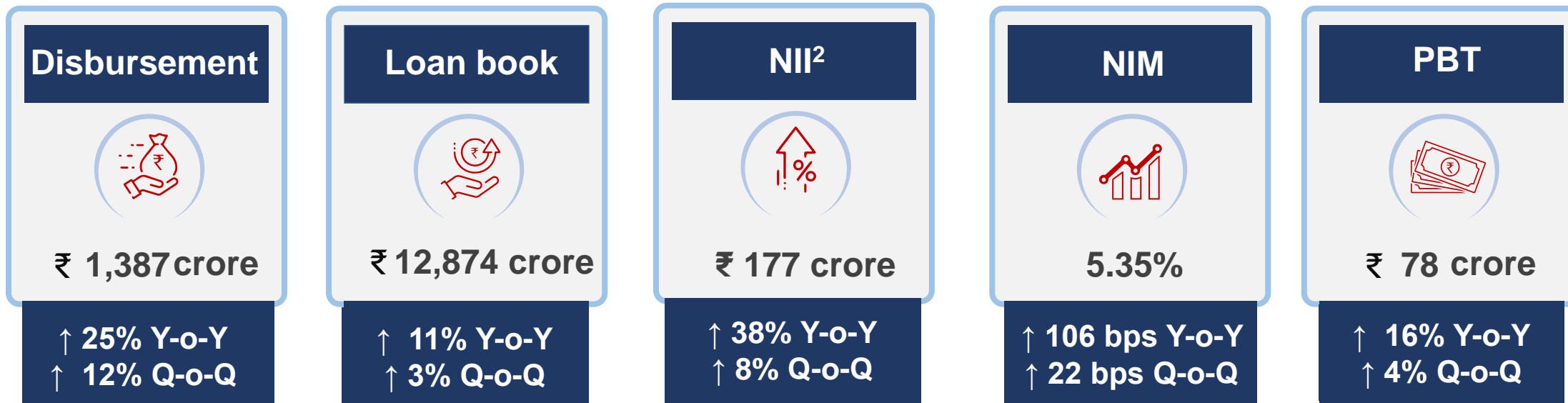


(₹ crore)	FY 2022	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
<b>Net Interest Income (Incl. fee income)</b>	<b>3,091</b>	<b>799</b>	<b>998</b>	<b>1,195</b>	<b>2,286</b>	<b>3,083</b>
Operating expenses	933	237	314	357	680	950
Credit provisioning	672	178	196	298	519	646
<b>Profit before tax</b>	<b>1,487</b>	<b>385</b>	<b>488</b>	<b>540</b>	<b>1,086</b>	<b>1,486</b>
Tax	379	98	130	133	277	386
<b>Profit after tax</b>	<b>1,108</b>	<b>287</b>	<b>358</b>	<b>407</b>	<b>810</b>	<b>1,100</b>
<b>Net worth</b>	<b>9,860</b>	<b>9,664</b>	<b>10,557</b>	<b>10,964</b>	<b>9,664</b>	<b>10,964</b>
Key Ratios (in percent)	FY 2022	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Average yield (Incl. Fee Income)	11.74	11.68	12.22	13.01	11.75	12.41
Interest cost / Avg. Lending book	5.49	5.44	5.64	6.01	5.54	5.70
<b>Net Interest Margin (Incl. Fee Income)</b>	<b>6.25</b>	<b>6.24</b>	<b>6.58</b>	<b>7.00</b>	<b>6.20</b>	<b>6.71</b>
Opex / Avg. Lending book	1.94	1.91	2.11	2.13	1.90	2.11
<b>Cost-to-income Ratio</b>	<b>30.2</b>	<b>29.6</b>	<b>31.5</b>	<b>29.9</b>	<b>29.7</b>	<b>30.8</b>
<b>Credit Provisioning/ Avg. Lending book</b>	<b>1.39</b>	<b>1.43</b>	<b>1.32</b>	<b>1.78</b>	<b>1.45</b>	<b>1.43</b>
<b>RoA</b>	<b>2.3</b>	<b>2.3</b>	<b>2.4</b>	<b>2.4</b>	<b>2.3</b>	<b>2.4</b>
<b>RoE</b>	<b>12.5</b>	<b>12.7</b>	<b>14.7</b>	<b>16.2</b>	<b>12.3</b>	<b>15.1</b>



# Aditya Birla Housing Finance

# Performance Highlights for Q3 FY23



94% disbursement at  
CIBIL >700 & NTC<sup>1</sup>

Stage 2 and 3 loans

▼ 158 bps y-o-y

▼ 60 bps q-o-q

1.9% RoA  
13.7% RoE

1. New to credit, <sup>2</sup> Includes fee income



## Robust risk management

Focus on quality of origination and pre-delinquency management



## Strong balance sheet

Maintain a diversified borrowing mix with well-matched ALM and healthy capital adequacy



## Digitization and decongestion

Accelerating digitization and streamlining processes across customer lifecycle



## Distribution

Enhancing access points and increasing penetration backed by micro market intelligence

Risk calibrated loan growth

Improve digital adoption

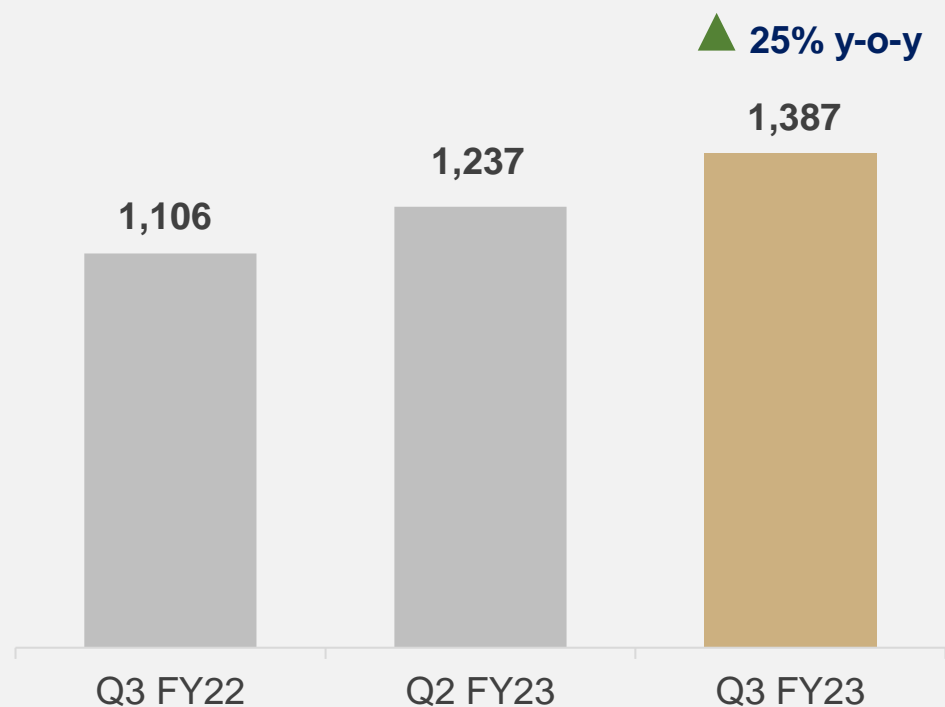
Improve profitability

Healthy asset quality

Enhance Customer Experience

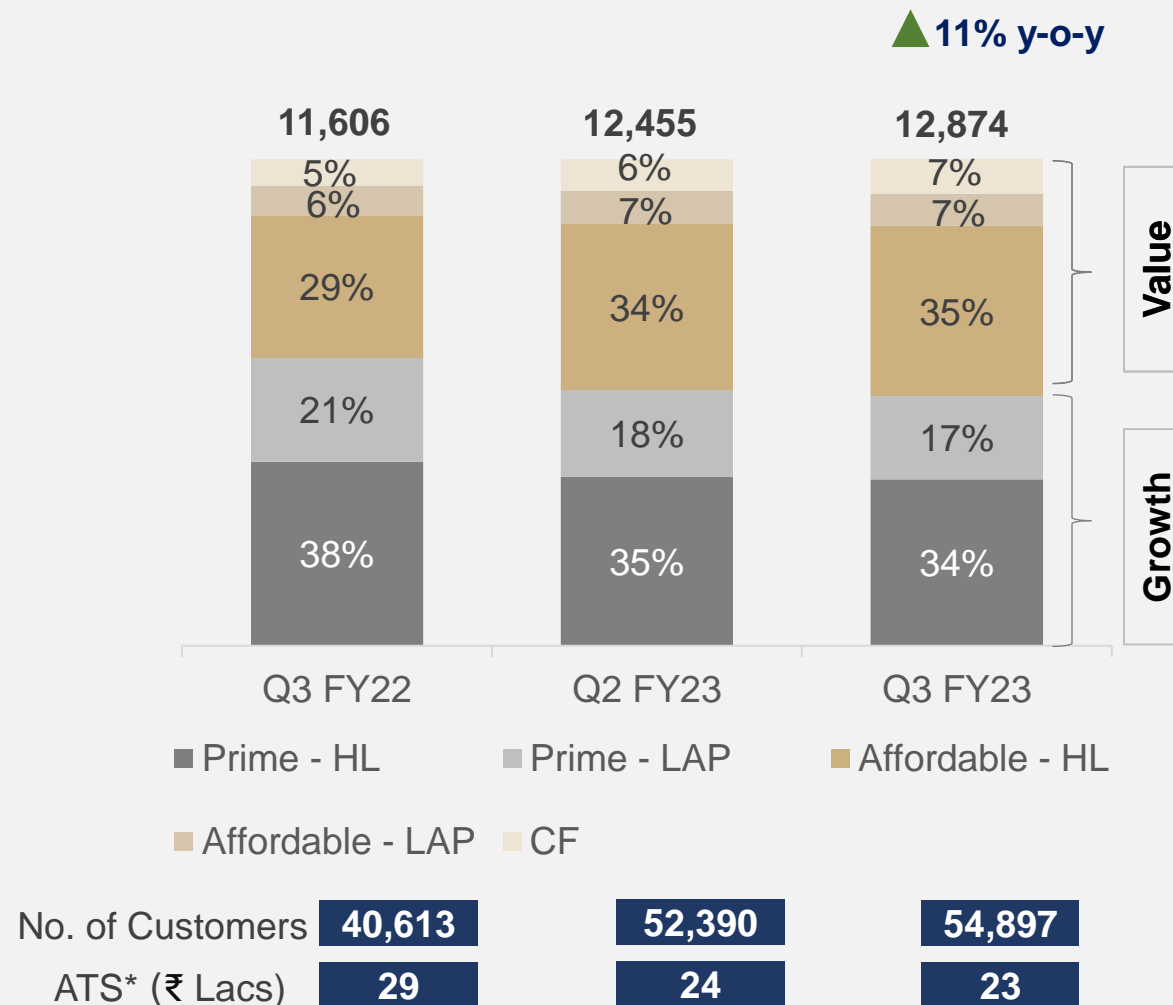
*With the aspiration to be the preferred choice of the customer*

## Momentum in disbursement (₹ crore)



- Healthy growth in disbursements across customer segments
- A market mapping and penetration strategy to identify the opportunities at pin code level

## Growth in book (₹ crore)





### Segment wise contribution

Particulars	Q3 FY22	Q2 FY23	Q3 FY23
Salaried & SEP <sup>1</sup>	47%	57%	55%
SENP <sup>2</sup>	53%	43%	45%

**Focus towards Salaried  
& SEP segment**

### Credit bureau score mix

Particulars	Q3 FY22	Q2 FY23	Q3 FY23
> 700	76%	82%	83%
New to credit	13%	10%	11%
651 – 700	9%	7%	5%
< 650	2%	1%	1%

**Continued focus on quality of  
origination with 94%+ disbursement  
at CIBIL >700 & NTC**

1. Self-employed professional 2. Self-employed non-professionals

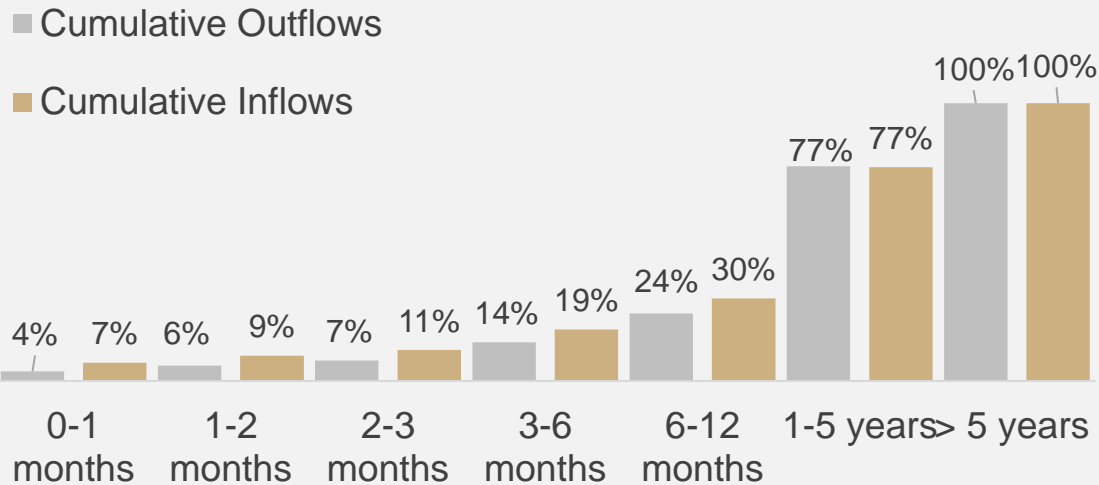
Book		Total	Stage 1	Stage 2	Stage 3	Stage 3 PCR%
Dec'21	Value (₹ crore)	11,606	10,553	626	427	
	Mix %	100%	90.92%	5.39%	3.68%	32.8%
Sep'22	Value (₹ crore)	12,455	11,447	560	448	
	Mix %	100%	91.91%	4.50%	3.60%	33.1%
Dec'22	Value (₹ crore)	12,874	11,910	515	450	
	Mix %	100%	92.51%	4.00%	3.50%	32.9%

- Stage 2 & Stage 3 has come down from **9.08%** at Dec'21 to **8.10%** at Sep'22 and **7.49%** at Dec'22

**98.4%**  
Collection Efficiency

**100%**  
Restructured pool banked

## ALM optimised for liquidity and costs (on 31st Dec 2022)

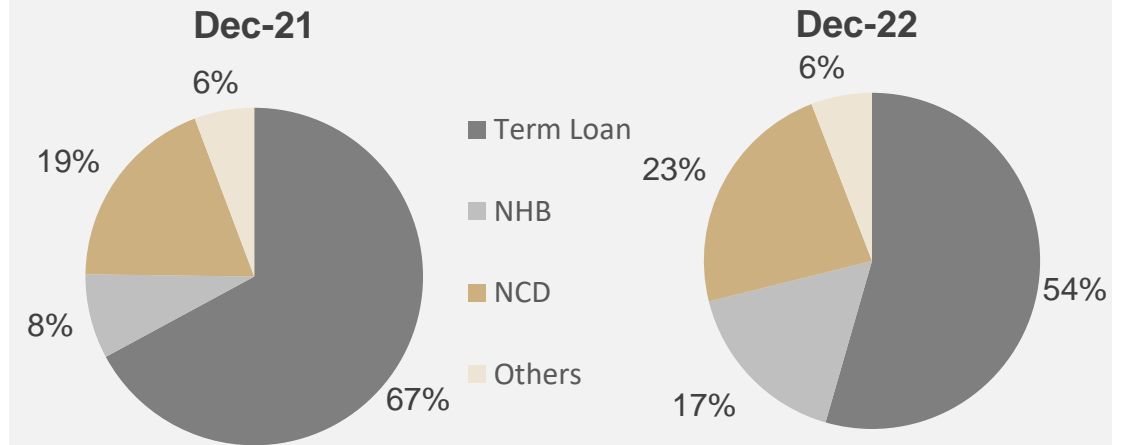


### Cumulative Surplus / (Gap)

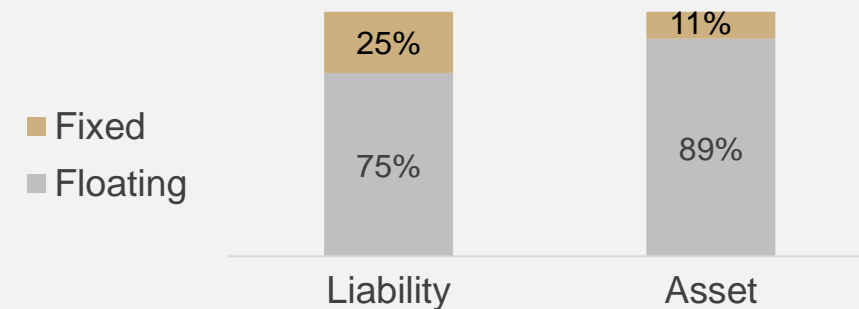
86%	65%	50%	34%	22%	0%	0%
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- Raised long-term borrowing of ₹ 1,420 crore in Q3 FY23
- Maintained capital adequacy (CRAR) at 23.7%

## Borrowing Mix



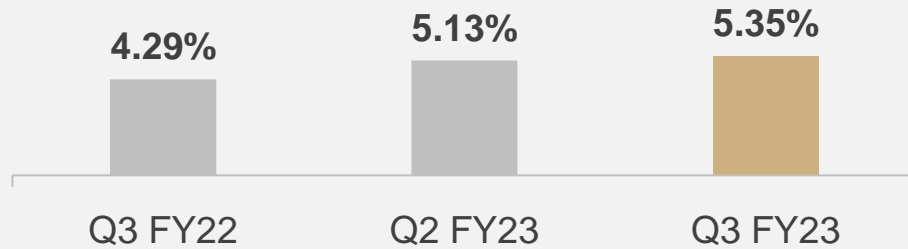
- Increase in NHB borrowings from 8% to 17%
- Long-term credit rating of AAA (ICRA, India ratings)



**...with well matched ALM and liquidity surplus**

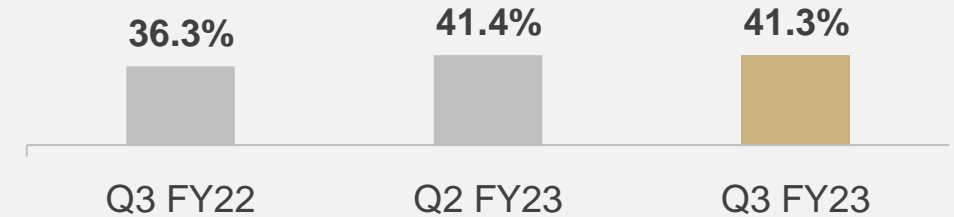
## Net interest margin<sup>1</sup>

### Healthy net interest margins



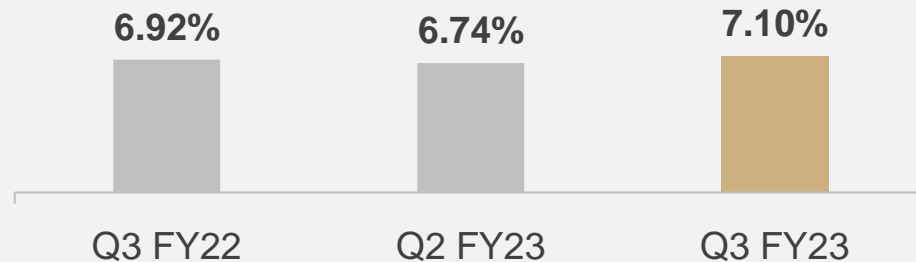
## Cost-to-income ratio

### Maintained CIR with investments across channel



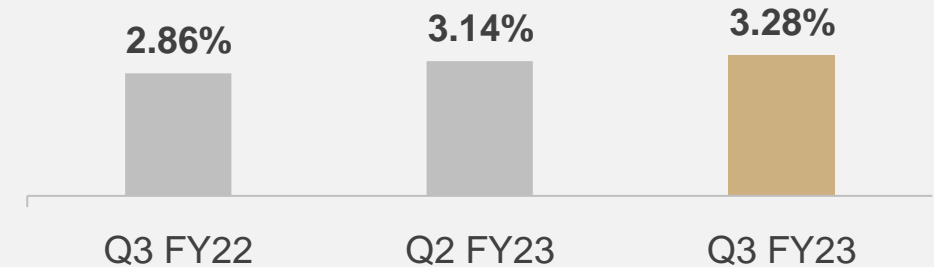
## Cost of borrowing

### Healthy cost of borrowings in increasing rate scenario



## Operating profit (% AAUM)

### Strong expansion in profit margin



1. NIM including fee (net of DSA Expenses and Processing Cost) 2. Calculated as % of average Loan Book

# P&L and key ratios– Aditya Birla Housing Finance Limited



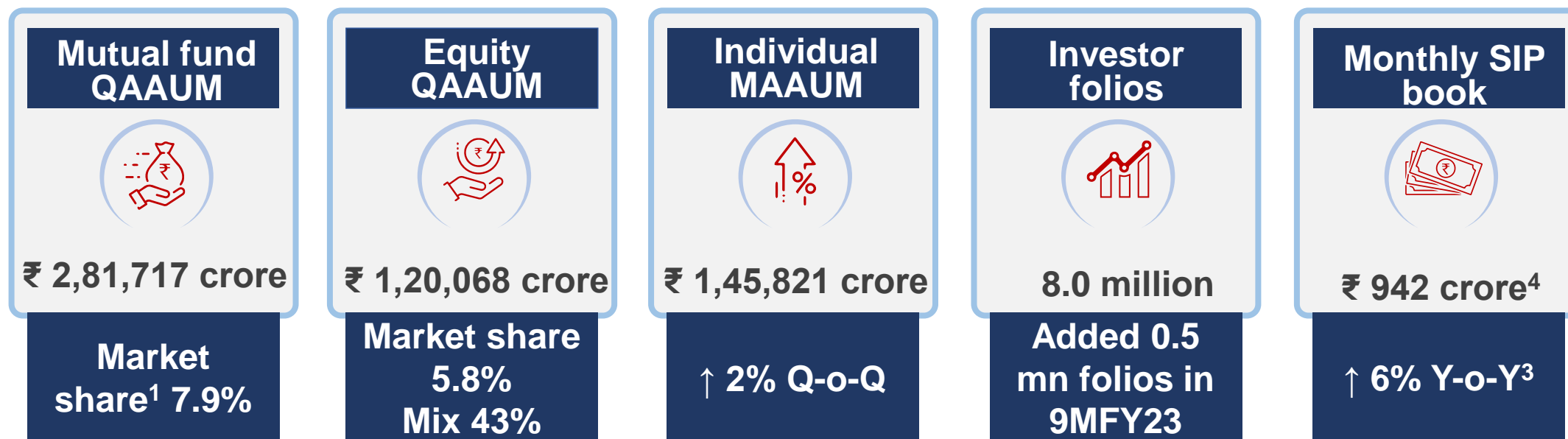
(₹ crore)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
<b>Net Interest Income (Incl. fee income)</b>	<b>521</b>	<b>129</b>	<b>164</b>	<b>177</b>	<b>382</b>	<b>490</b>
Operating expenses	193	47	68	73	136	202
<b>Operating profit</b>	<b>328</b>	<b>82</b>	<b>96</b>	<b>104</b>	<b>246</b>	<b>287</b>
Credit provisioning	75	14	21	26	63	62
<b>Profit before tax</b>	<b>253</b>	<b>68</b>	<b>76</b>	<b>78</b>	<b>183</b>	<b>226</b>
Tax	56	15	16	18	40	50
<b>Profit after tax</b>	<b>197</b>	<b>53</b>	<b>59</b>	<b>61</b>	<b>143</b>	<b>176</b>
<b>Net Worth</b>	<b>1,721</b>	<b>1,666</b>	<b>1,840</b>	<b>1,902</b>	<b>1,666</b>	<b>1,902</b>
<b>Key ratios (in percent)</b>	<b>FY22</b>	<b>Q3 FY22</b>	<b>Q2 FY23</b>	<b>Q3 FY23</b>	<b>9M FY22</b>	<b>9M FY23</b>
Effective Interest rate (EIR)	10.24	10.21	10.81	11.30	10.26	10.77
Net Interest cost / Avg. Loan book	5.92	5.92	5.68	5.95	6.03	5.68
<b>Net Interest Margin (Incl. Fee Income)<sup>1</sup></b>	<b>4.32</b>	<b>4.29</b>	<b>5.13</b>	<b>5.35</b>	<b>4.23</b>	<b>5.09</b>
Opex / Avg. Loan book	1.69	1.63	2.22	2.31	1.58	2.20
<b>Cost-to-income Ratio</b>	<b>37.1</b>	<b>36.3</b>	<b>41.4</b>	<b>41.3</b>	<b>35.6</b>	<b>41.3</b>
<b>Credit Provisioning/ Avg. Loan book</b>	<b>0.65</b>	<b>0.50</b>	<b>0.67</b>	<b>0.81</b>	<b>0.73</b>	<b>0.67</b>
<b>RoA</b>	<b>1.7</b>	<b>1.8</b>	<b>1.9</b>	<b>1.9</b>	<b>1.7</b>	<b>1.9</b>
<b>RoE</b>	<b>13.0</b>	<b>13.7</b>	<b>13.9</b>	<b>13.7</b>	<b>12.7</b>	<b>13.8</b>

1. NIM including fee (net of DSA Expenses and Processing Cost)



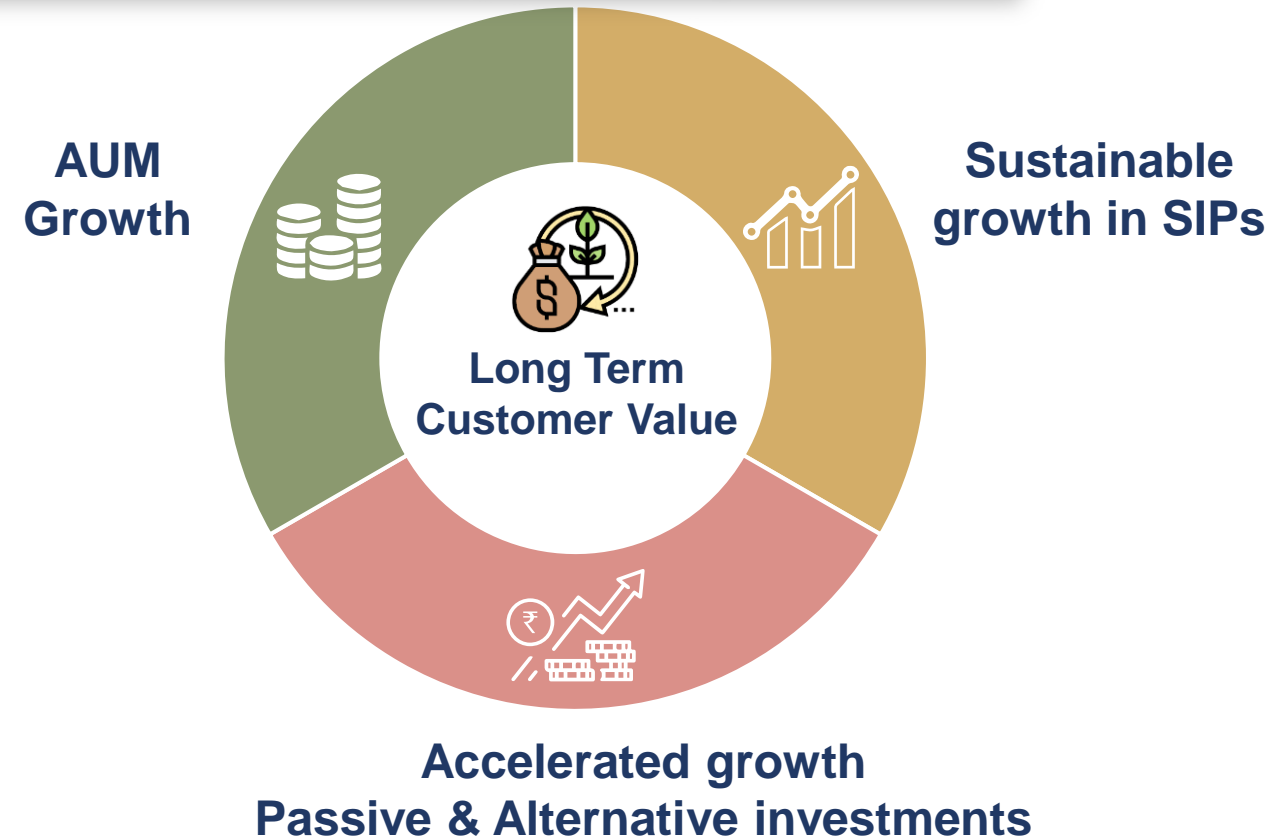
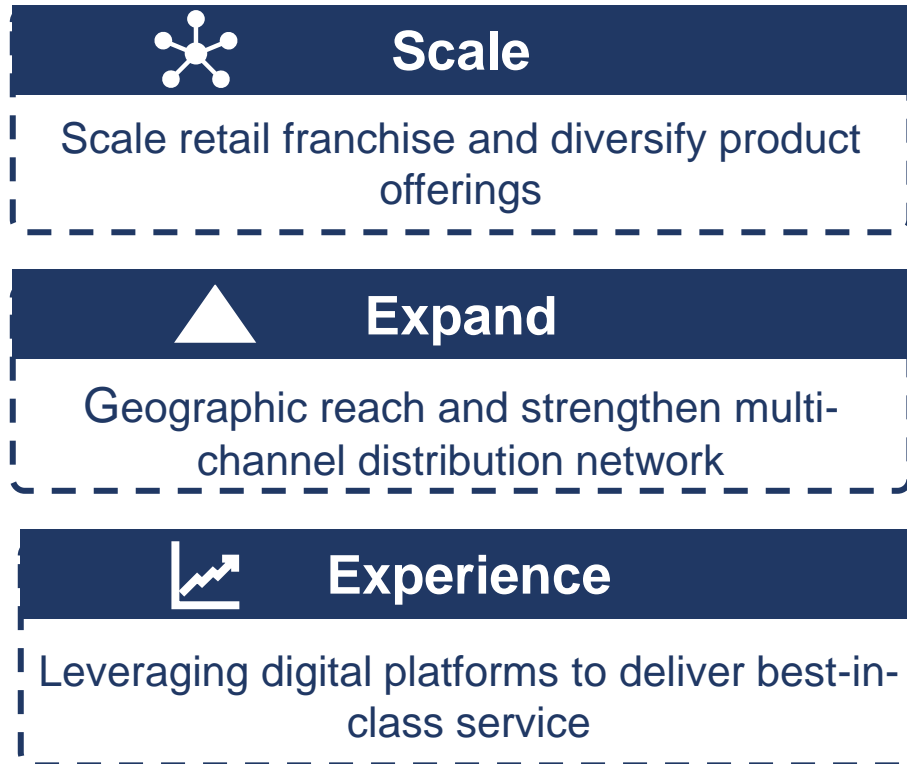
# Aditya Birla Sun Life AMC Ltd.

# Performance highlights for Q3 FY23



1.Excluding ETF share, 2.Includes Revenue from Operations and Other Income, 3.Dec-22 over Dec-21, 4. Includes STP

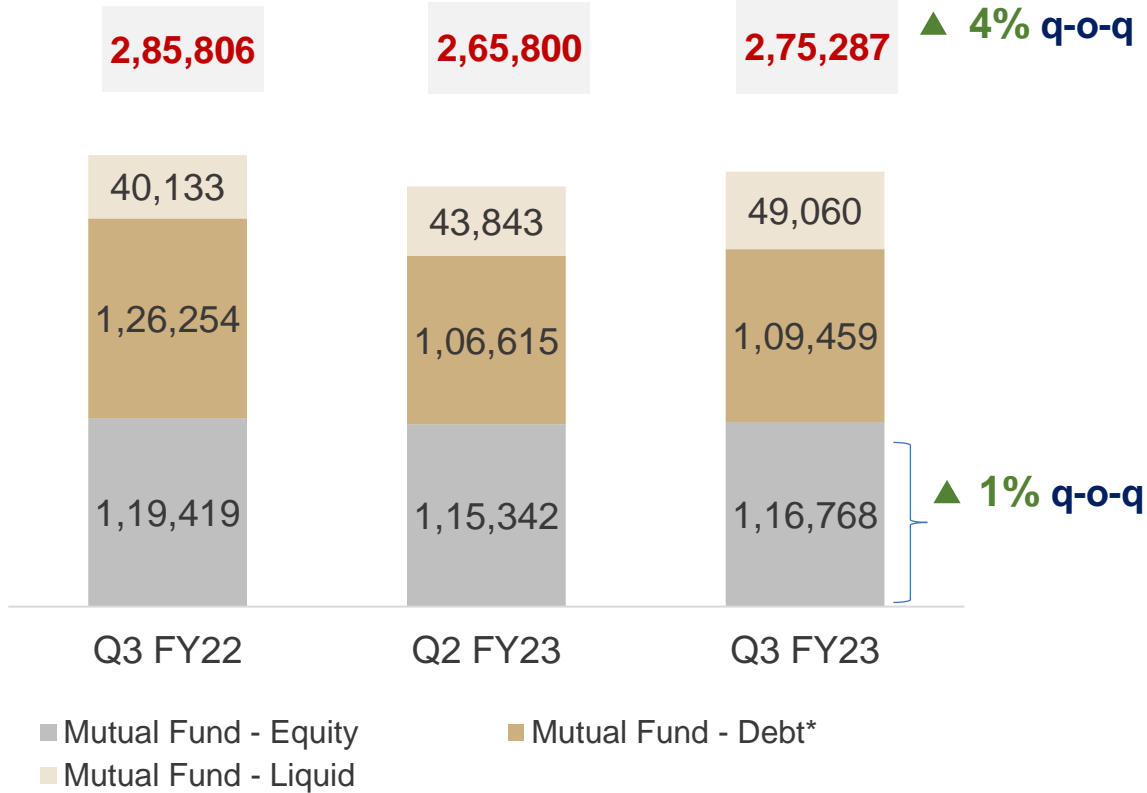
## Delivering growth & transforming business to be 'future ready'



***Driven by a strong and robust risk management and governance framework***

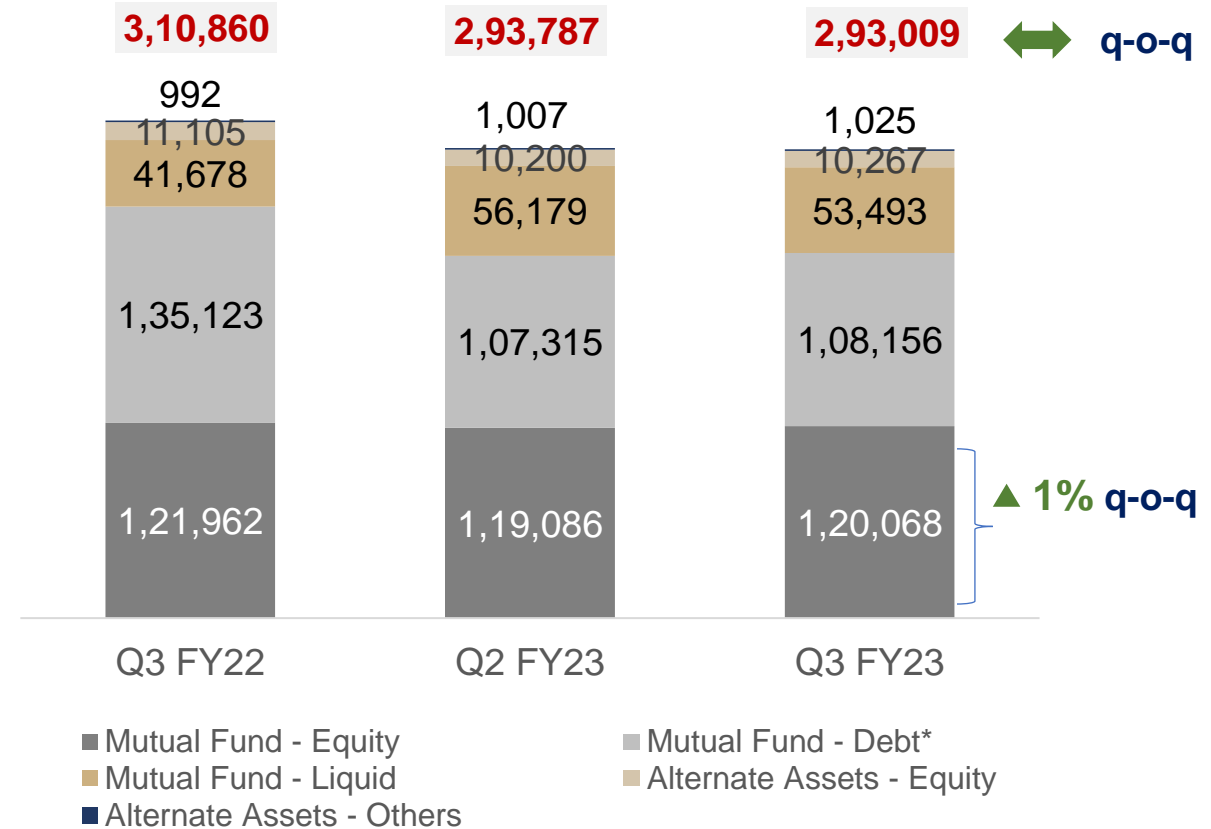


## Mutual fund closing assets under management<sup>1</sup>



**Equity MF mix of 42%**

## Total average assets under management<sup>1</sup>



**Equity MF mix of 43%**

1. All figures in ₹ Crore \*Mutual Fund Debt includes ETF

# Growth in retail franchise and SIP book

## Individual MAAUM

▲ 3% y-o-y

1,41,432

1,45,821

Dec-21

Dec-22

## B-30 MAAUM

▲ 3% y-o-y

46,925

48,515

Dec-21

Dec-22

## Building sustainable SIP Book

SIP Book in ₹  
crore<sup>(1)</sup>

892

942

Dec-21

Dec-22

#of Live Outstanding  
SIPs<sup>1</sup> (Mn)

3.11

3.26

Dec-21

Dec-22

## Long Tenure SIP Book <sup>(2)</sup>

% Count of Total SIPs  
(Dec-22)

90%

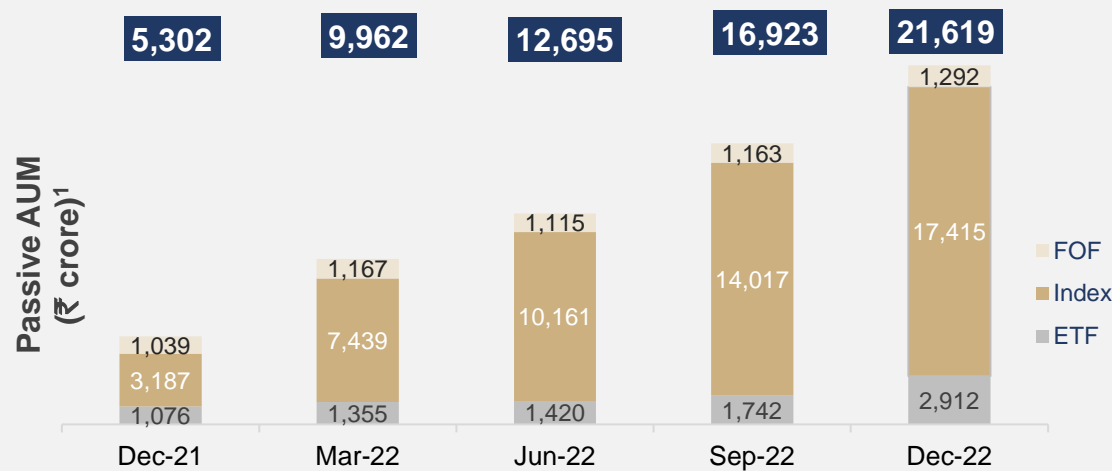
82%

Over 5  
Years

Over 10  
Years

<sup>1</sup> Includes STP <sup>2</sup> Based on tenure at the time of registration of all live SIPs as on Dec 31,2022

## Passives



**~4,75,000**  
Investor Folios Served

**4x**  
Growth in Passives<sup>2</sup>

**5**  
Product Pipeline



### PMS / AIF

**AUM<sup>3</sup>**  
**₹1,713 crore**

Raised commitment of **₹ 350 Cr** in India Equity Services Fund in Q3 FY23

Products in pipeline:

- ABSL Structured Opportunities Fund (Cat II)
- ABSL India Special Opportunities Fund (Cat III)
- ABSL India Innovation Fund (Cat III)
- ABSL India Equity Service Fund Series II (Cat III)



### Offshore

**AUM<sup>3</sup>**  
**₹ 9,003 crore**

Granted approval by **International Financial Services Centres Authority (IFSCA)** to act as Registered Fund Management Entity (Non-Retail) at GIFT-IFSC.

Prospectus for **ESG Engagement fund** has been filed with the IFSCA (GIFT City regulator).



### Real Estate

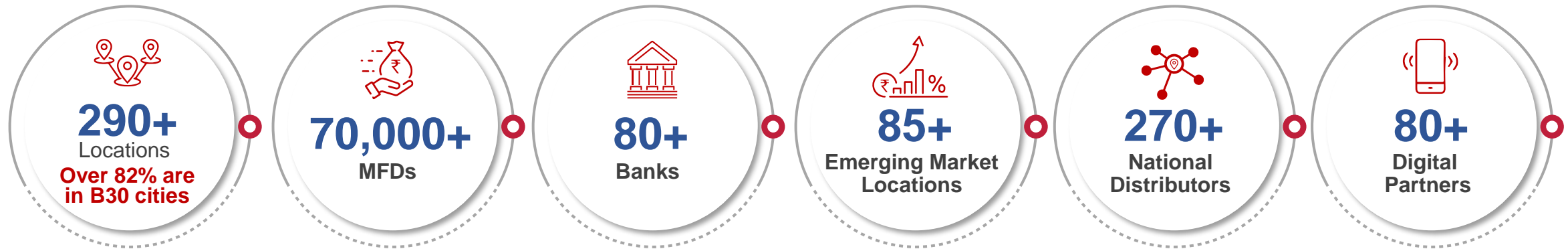
**AUM<sup>3</sup>**  
**₹ 575 crore**

Deployment of 1st investment concluded, and 2 more term-sheets signed (currently under due-diligence) for **Aditya Birla Real Estate Credit Opportunities Fund** (Cat II AIF)

Collaborating with **BentallGreenOak** to conduct Roadshows for Offshore Real Estate fund

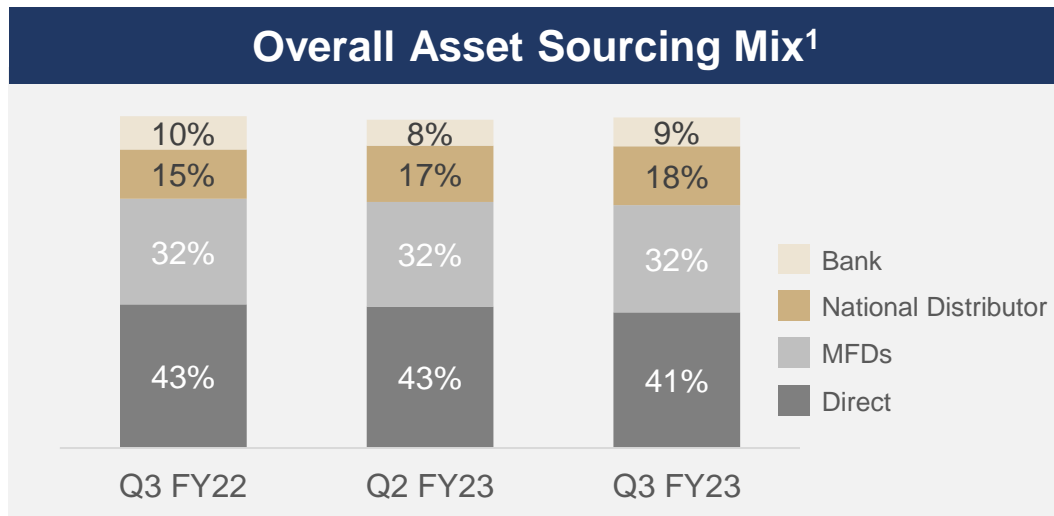
<sup>1</sup> Closing AUM for ETFs/FoFs/Index Funds    <sup>2</sup> Since Dec-2021    <sup>3</sup> Avg AUM for Q3 FY23

Empaneled 6,500 + new MFDs in 9M FY23

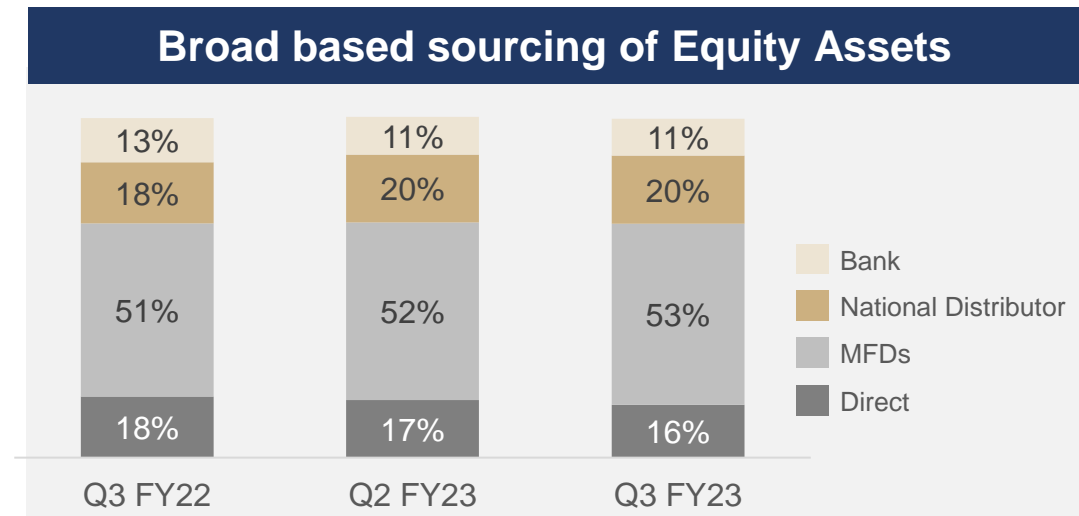


Servicing Investors across 19,000+ Pan-India pin codes

## Overall Asset Sourcing Mix<sup>1</sup>



## Broad based sourcing of Equity Assets



(1) Excluding ETF

# Best-in-class customer service and digital platforms

Customer Onboarding

**75%**

Customer Servicing

**89%**

Distributor Onboarding

**91%**

Digital Transactions

**84%**

## Enhancing Digital Capabilities

Customer Journey

▶ Enhancing investor experience & instant access to functionalities by providing better UI/UX

Automation

▶ Automated internal processes to bring in efficiency using low code business platform

Digital Integration

▶ Built an API platform to enable rapid integration with partners and fintechs

Cutting Edge Investment Tools

▶ Launched Turbo STP - an innovative investment solution which automatically invests based on market dynamics

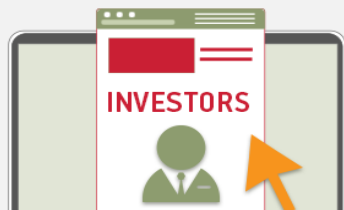
Data & Analytics

▶ Launch investor KYC using Video KYC & Aadhar OTP for new customer acquisition & seamless experience

Pro Features

▶ Pro Investing capabilities for SIP and Lumpsum purchases on customer and partner assets

### INVESTOR ASSETS



[Mutualfund.adityabirlacapital.com](https://Mutualfund.adityabirlacapital.com)



Investor Mobile App



Active Account App

### PARTNER ASSETS



Investor Mobile App



API services for IFAs



[abslmpartner.adityabirlacapital.com](https://abslmpartner.adityabirlacapital.com)

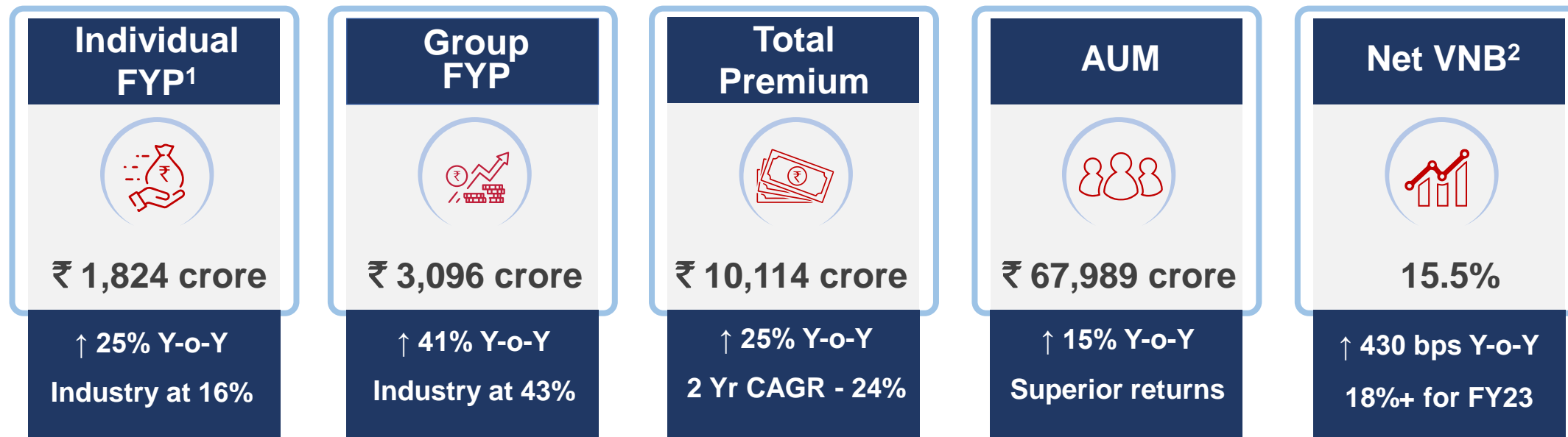
# Key financials– Aditya Birla Sun Life AMC



(₹ crore)	FY2022	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
<b>Revenue</b>	<b>1,409</b>	<b>353</b>	<b>388</b>	<b>363</b>	<b>1,061</b>	<b>1,025</b>
Costs	514	104	138	140	376	412
<b>Profit before tax</b>	<b>895</b>	<b>249</b>	<b>249</b>	<b>223</b>	<b>685</b>	<b>613</b>
Tax	222	63	58	56	171	152
<b>Profit after tax</b>	<b>673</b>	<b>186</b>	<b>192</b>	<b>166</b>	<b>514</b>	<b>461</b>
<b>Mutual fund AAUM</b>	<b>2,92,578</b>	<b>2,98,763</b>	<b>2,82,580</b>	<b>2,81,717</b>	<b>2,91,502</b>	<b>2,81,941</b>
Mutual fund equity AAUM	1,15,446	1,21,962	1,19,086	1,20,068	1,13,597	1,18,654
Alternate assets equity AAUM	10,537	11,105	10,200	10,267	10,491	10,153
<b>Total equity AAUM</b>	<b>1,25,983</b>	<b>1,33,067</b>	<b>1,29,286</b>	<b>1,30,335</b>	<b>1,24,088</b>	<b>1,28,807</b>



# Aditya Birla Sun Life Insurance Ltd.



9M FY23 Ind FYP ↑ 25% Y-o-Y; significantly ahead of private players growth at 19%

Renewal Premium ↑ 14% with 78% Digital Collection | 2<sup>nd</sup> Rank in Group ULIP segment<sup>3</sup>

PASA contribution stands at 20% of Individual FYP for 9M FY23





## Growth

Focus on consistent growth in protection and traditional products across Individual & Group Business



## Distribution

Diversified and scaled up distribution mix with focus to grow productivity



## Quality

Build Quality & Sustainable Book



## Leveraging digital

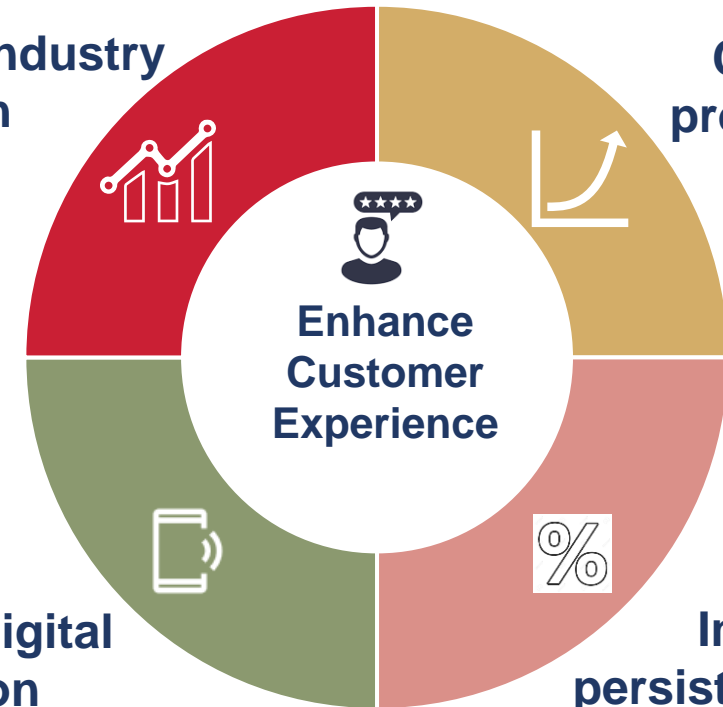
For customer onboarding, servicing, policy renewal and distribution touch point

Outperform industry growth

Channel productivity

Increase digital adoption

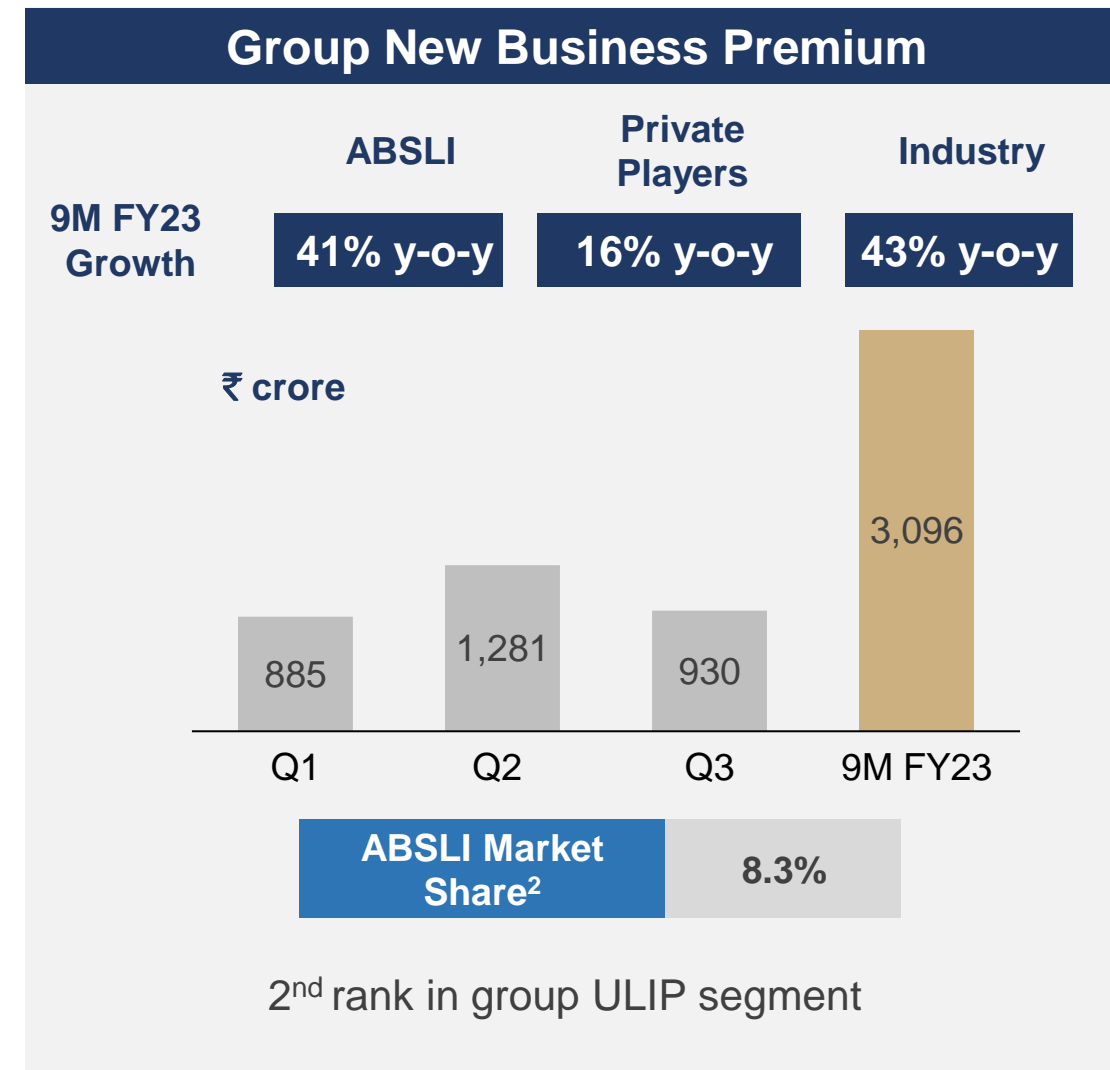
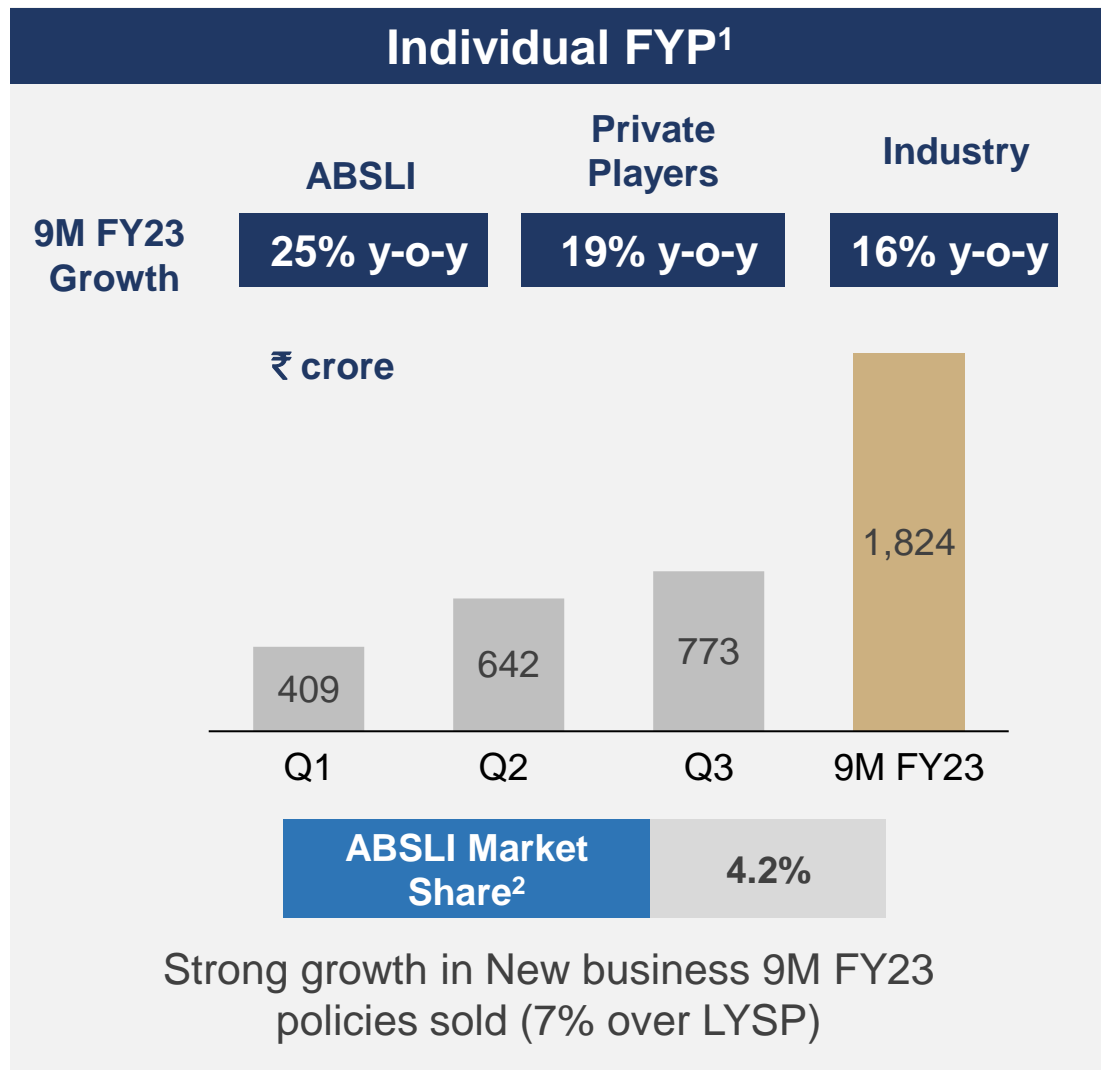
Improve persistency across cohorts



***With aspiration to double FY2022 absolute net VNB<sup>1</sup> by FY2025***

1. Value of new business 2. Pre-approved sum assured

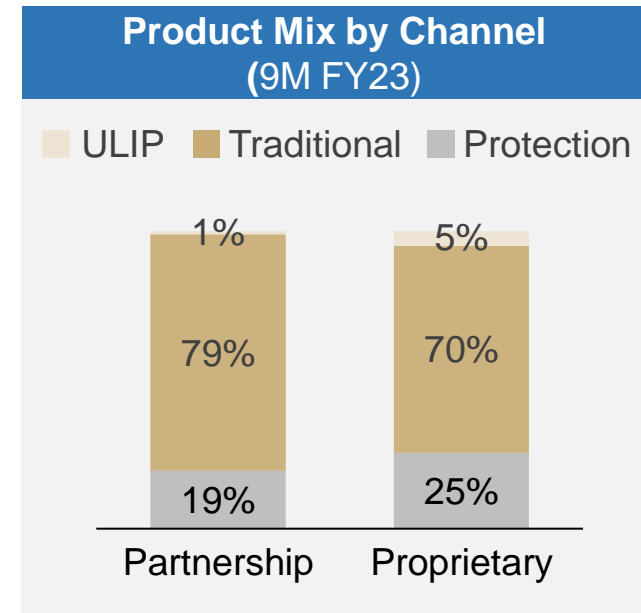
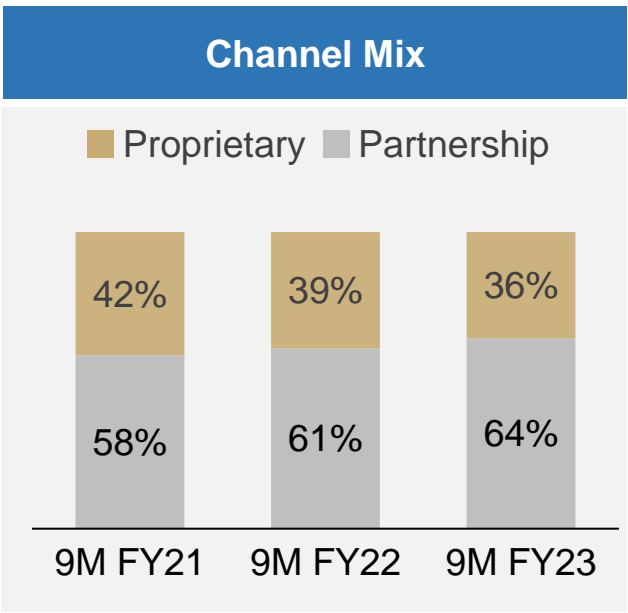
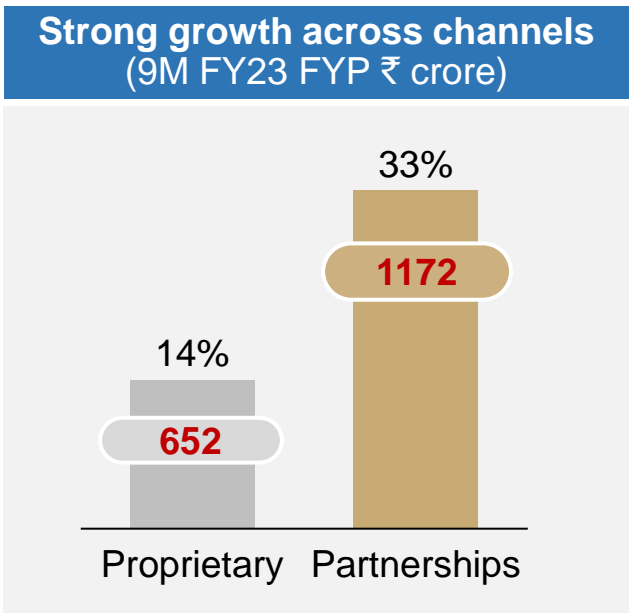
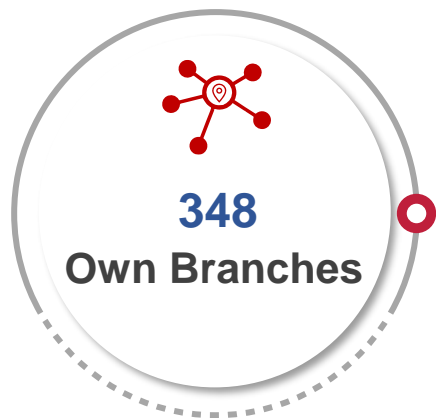
# Continue to outperform industry growth



1 Individual FYP adjusted for 10% of single premium    2. Market Share among private players    3 Basis Market Intel

Note: Industry and Private Players represents Life Insurance Companies; FYP for Industry players: Source IRDAI

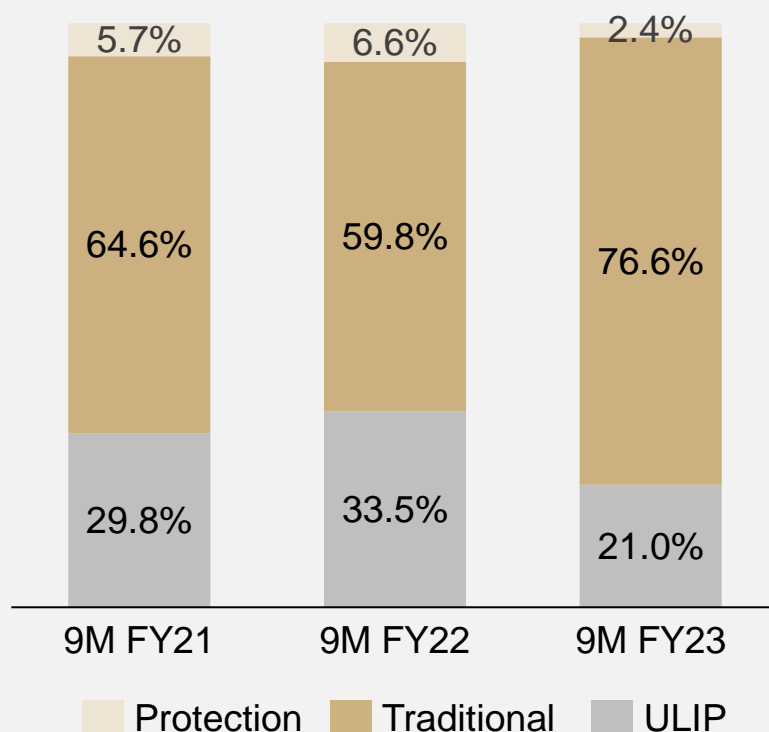
# Diversified and scaled up distribution mix...



<sup>1</sup>HDFC Bank, DCB, KVB, Indian Bank, DB, DBS, Ujivan, Bharat Bank

**...enabling pan-India presence**

## Individual segment product Mix



## New Products and Risk Mitigation

### Analytics supported business

- Pre-Approved Sum Assured (PASA) contribution stands at **20% of 9M FY23 new business** (FY'22 contribution was at 22%).
- 29% Upsell contribution for 9M FY23 of Individual FYP
- Relatively **younger customer profile** with opportunities for up-sell more solutions over various life-stages

### New products

- New products launched in last 12 months **contributed to 15%** of Individual FYP for 9M FY23.
- Akshaya Plan launched on 20<sup>th</sup> Sep 2022 in Par segment **and** Nischit Aayush Product launched on 17<sup>th</sup> Nov'22 in Non-Par segment to address immediate income needs of customers. **Akshay - Fastest par products to reach ₹ 100 crore mark**
- Nischit Aayush – **Fastest to sell 5,000 policies in 17 days**

### Active risk mitigation strategy

- 100% expected maturity and survival benefits are hedged through FRA depending on interest rate scenario. Guarantees are actively monitored.

*...leading to increasing proportion of traditional products*

# Consistent Quality Improvements

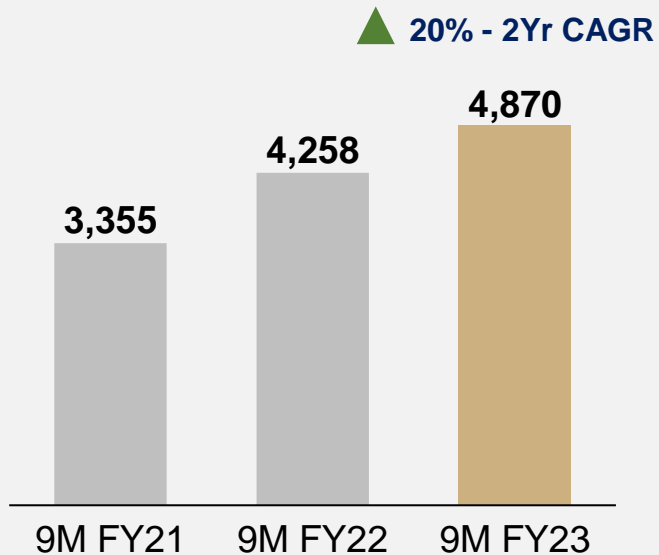
## Total Renewal Premium (₹ crore)

### Renewal Growth

↑ 14% y-o-y

### Digital Renewal

78%

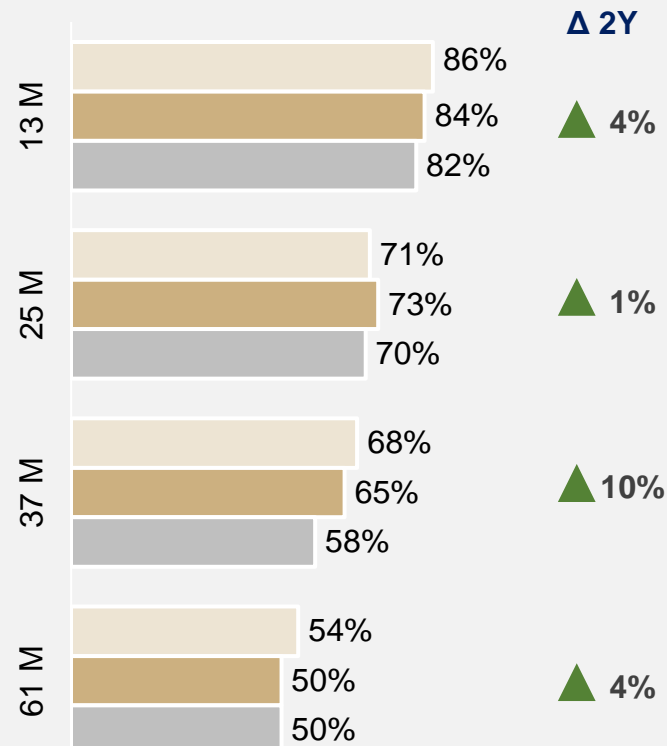


Total Premium of ₹10,114 crore  
(↑ 25% y-o-y),  
24% CAGR over 2 years

## Persistency<sup>1</sup>

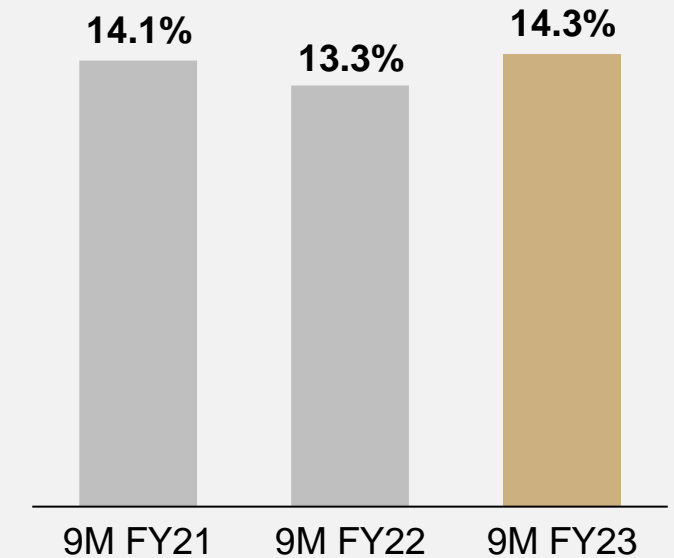
### Improving Persistency across all cohorts

Dec FY23 Dec FY22 Dec FY21



## Opex to premium ratio

### Controlled Operating expenses



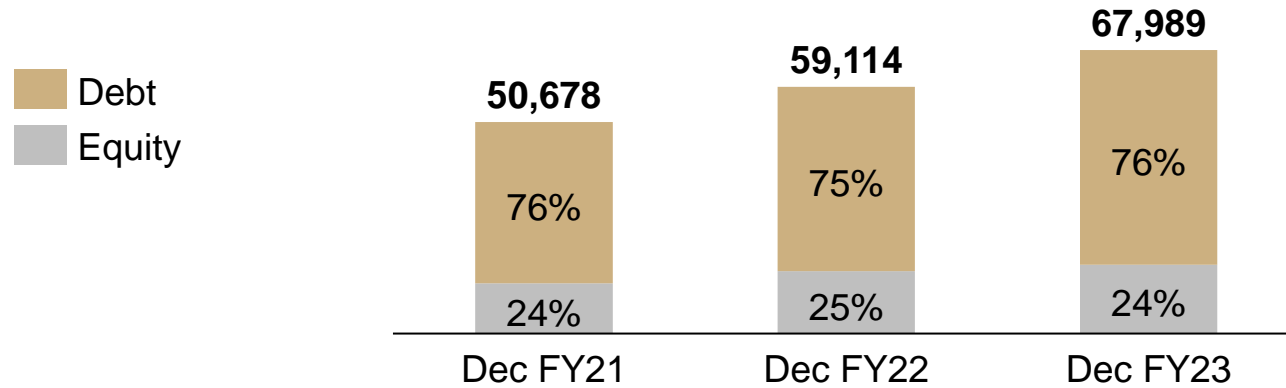
Higher Opex to Premium ratio in 9M FY23 due to Investments in Capacity

<sup>1</sup> 12month rolling block as per revised IRDAI Circular

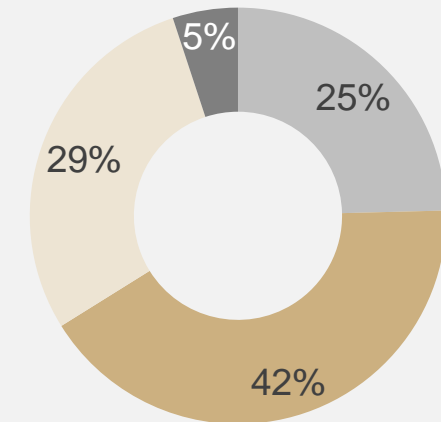
# Strong investment process...

## Asset Under Management (in ₹ crore)

▲ 17% - 2Yr CAGR



## Composition of AUM

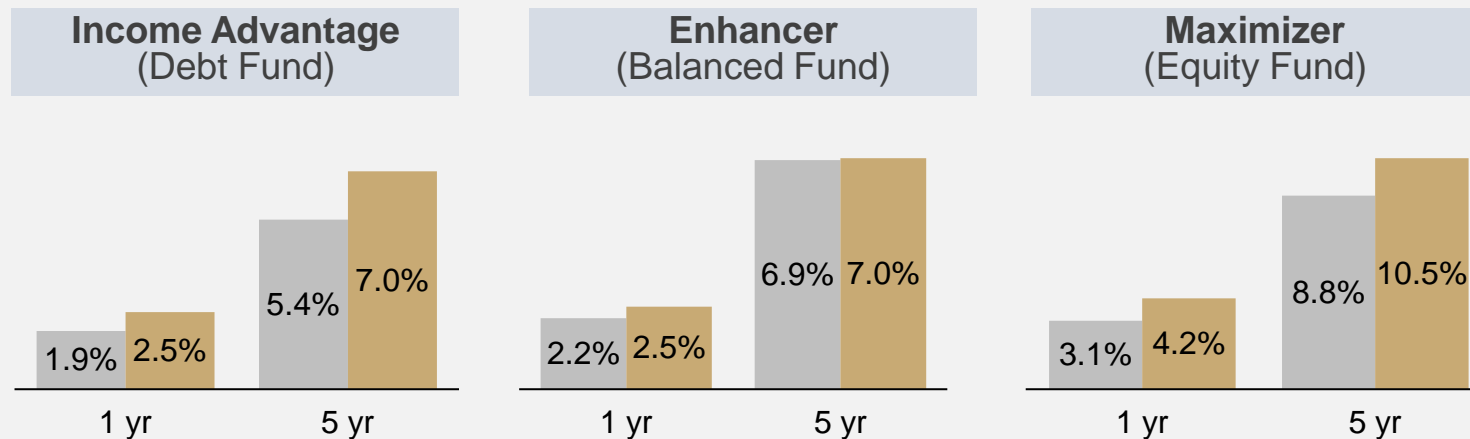


- Equity & others
- Debt
- Govt securities
- Money Market Instruments

- Growth of 15% in AUM vis-à-vis Dec FY'22
- 94%+ of debt investments are in AAA rated & sovereign instruments as on Dec FY23

## Investment Performance<sup>1</sup>

■ Crisil Benchmark ■ Performance



**...leading to healthy portfolio quality and consistent outperformance relative to benchmarks**

<sup>1</sup> Top Funds in respective category

**Customer Onboarding** 98%

## Customer Experience

- ▶ 98% New business sourced digitally
- ▶ 56% adoption for **Contactless Digital Verification** (Insta – verify) for customers
- ▶ 51% of total application were Auto under written

**Digital Renewal** 78%

## Customer Retention

- ▶ Digital collection at **78%**, growth of **6% y-o-y**
- ▶ **93% Auto pay adoption** at onboarding stage
- ▶ **ZARA (Bot) collected ~ ₹ 455 crore**

**Customer Self Servicing** 88%

## Customer Centricity

- ▶ WhatsApp & Chatbot has contributed 26% in 9M FY23 (31% in Q3)
- ▶ **83% services available digitally** and Customer portal contributes to **55% of the overall transactions**
- ▶ **Digital Adoption share for Q3 FY23 increased to 88%** which is **3% growth** from Q3 FY'22

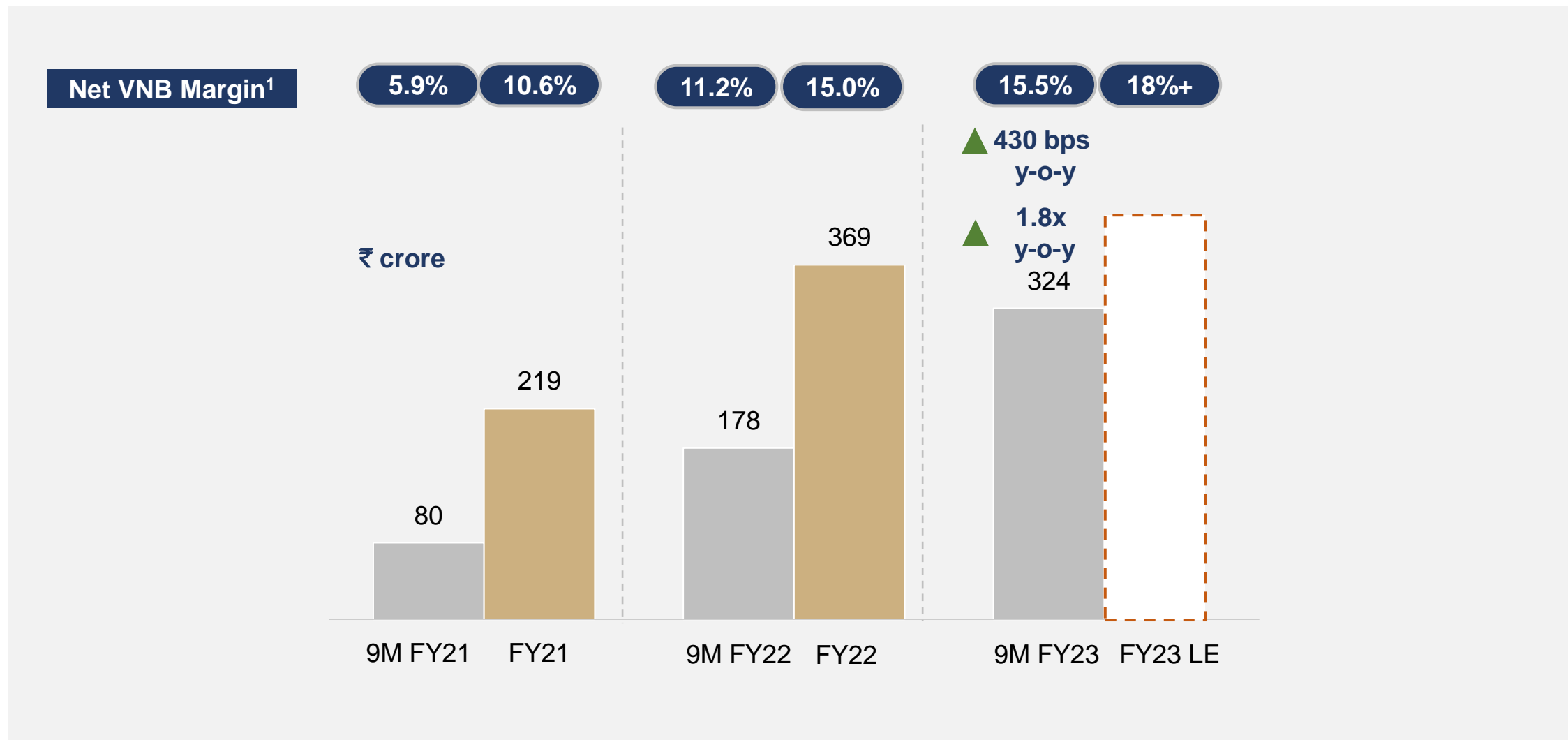
**Pre-Approved New Business** 20%

## Pre-Purchase

- ▶ **PASA contributed 20%** of YTD new business
- ▶ **58L (+82% over 9M FY'22) Presentations Created** & 5 L Marketing Content Shared
- ▶ **Monthly Average Users: 25K (+21% over 9M FY'22)** & Daily Average Users: 5.3K (+39 % over 9M FY'22)

*...for scalability, enhancing customer service and driving upsell*

# Strong growth in value of new business





# P&L and key ratios– Aditya Birla Sun Life Insurance Limited



(₹ crore)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
<b>Individual first year premium</b>	<b>2,442</b>	<b>635</b>	<b>806</b>	<b>892</b>	<b>1,616</b>	<b>2,148</b>
Group first year premium	3,223	848	1,281	930	2,192	3,096
Renewal premium	6,475	1,662	1,666	1,918	4,258	4,870
<b>Total gross premium</b>	<b>12,140</b>	<b>3,145</b>	<b>3,754</b>	<b>3,740</b>	<b>8,066</b>	<b>10,114</b>
Operating expenses (Excl. commission)	1,548	401	482	526	1,074	1,447
<b>Profit before tax<sup>1</sup></b>	<b>175</b>	<b>40</b>	<b>56</b>	<b>45</b>	<b>122</b>	<b>134</b>
<b>Profit after tax<sup>1</sup></b>	<b>117</b>	<b>26</b>	<b>37</b>	<b>28</b>	<b>77</b>	<b>86</b>

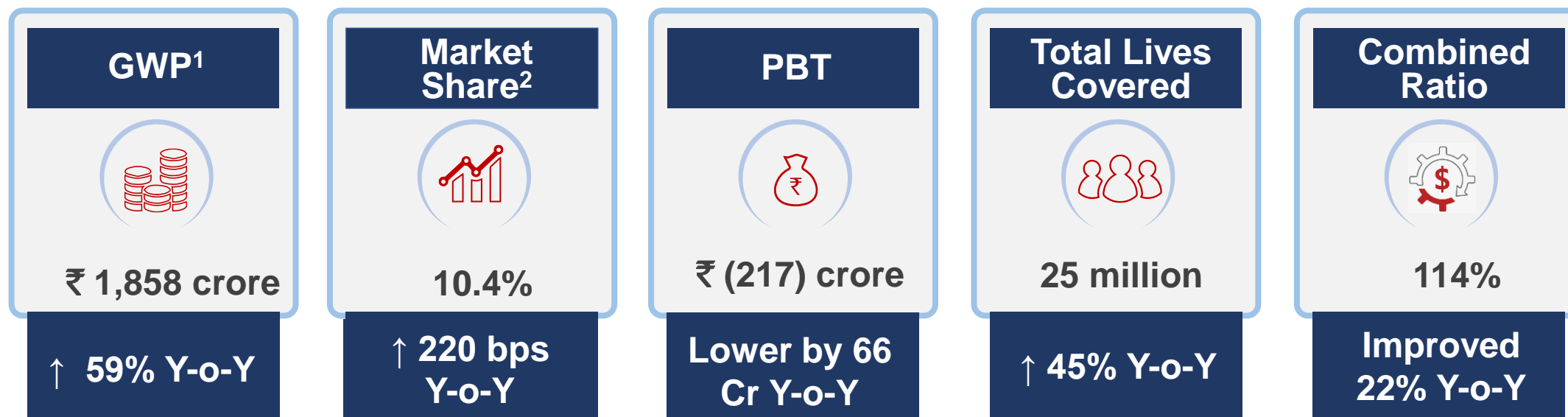
Key ratios (in percent)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Opex to premium (excluding commission)	12.7	12.8	12.8	14.1	13.3	14.3
Opex to premium (including commission)	17.4	17.4	17.3	19.4	18.0	19.0

\*Consolidated nos. including Aditya Birla Sun Life Pension Management Company Limited



# Aditya Birla Health Insurance Ltd.

# Performance highlights for 9M FY23



Most Diverse Distribution mix with Agency contribution of 21% in retail business

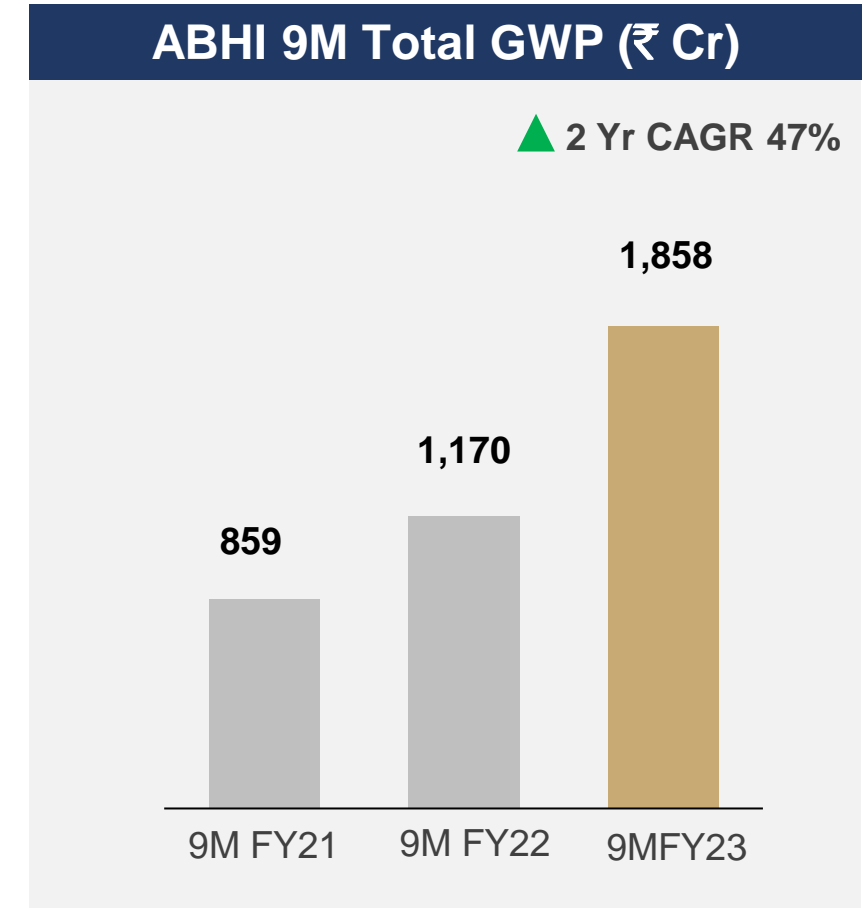
Distribution expansion: Entry into PSU bancassurance with UCO Bank | Punjab & Sind Bank

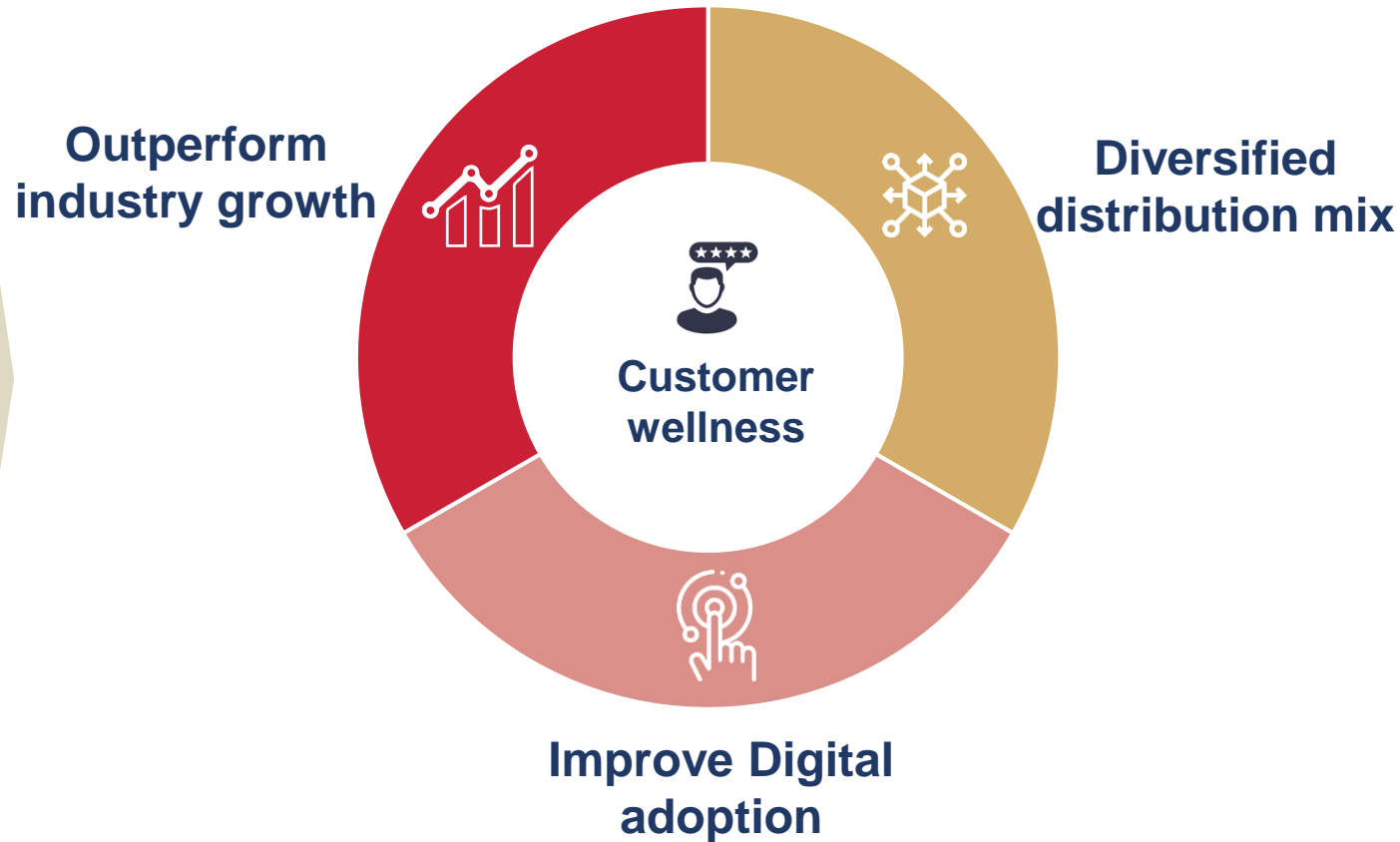
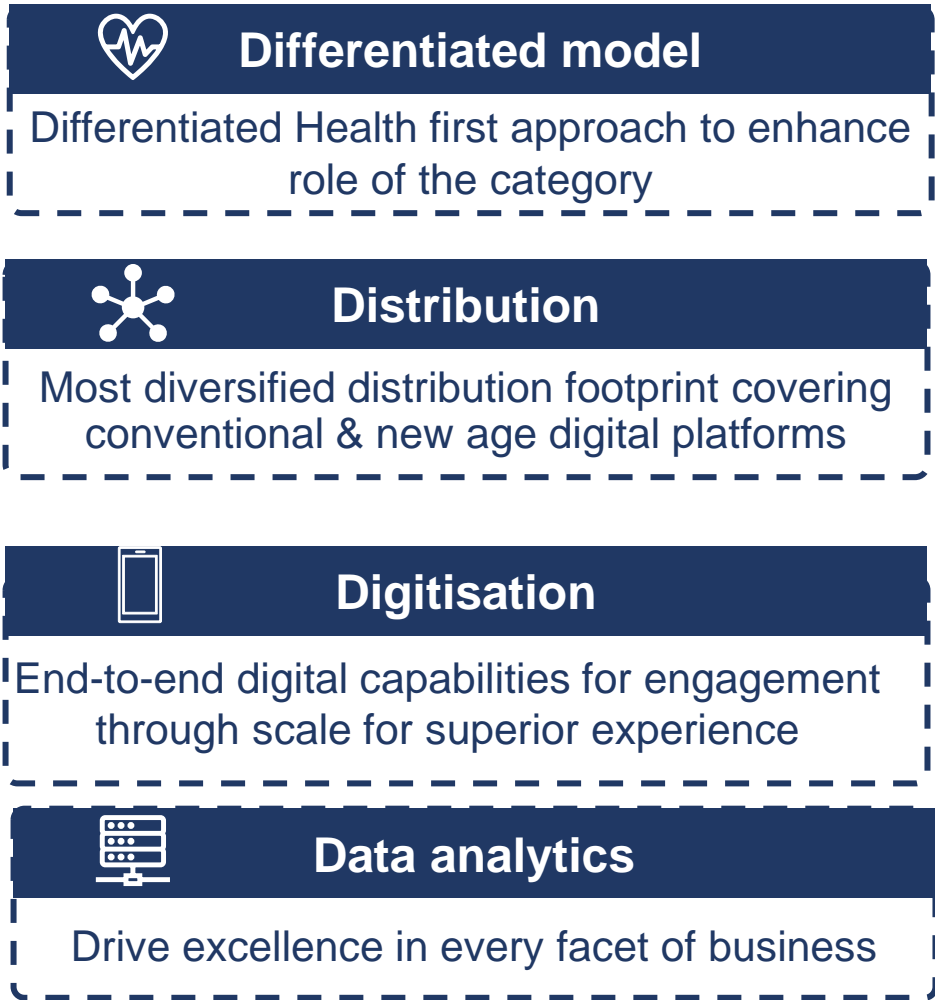
Differentiated Health First model supplemented by unique and innovative product suite driving market expansion

1. Gross premium of Health Insurance 2. Market share amongst Standalone Health Insurers

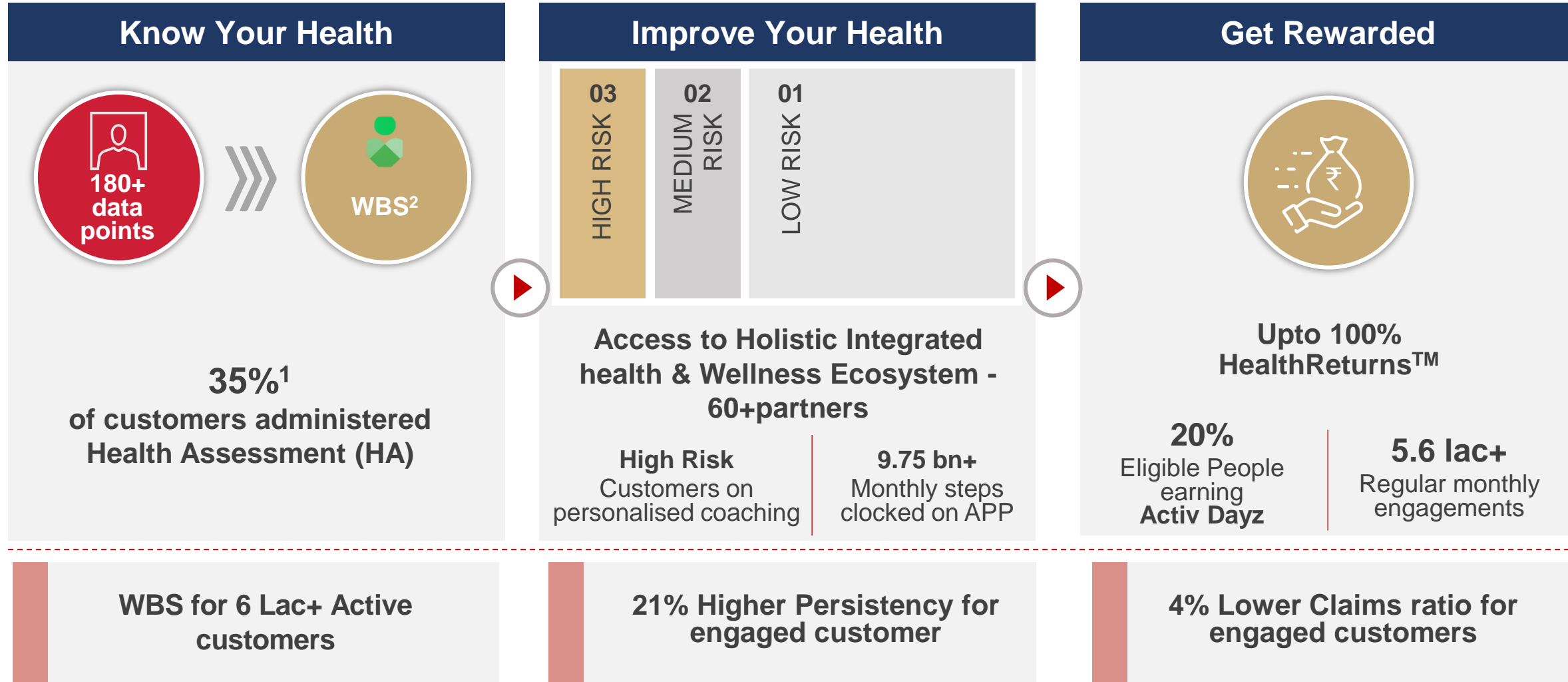
Growth% Y-o-Y		
ABHI	SAHI	Industry
+59%	+26%	+20%

Market Share		
	9M FY22	9M FY23
SAHI Market Share	8.2%	10.4%
Industry Market Share	2.0%	2.6%





*Empowering people to lead healthier lives*



**...leading to higher persistency and lower claims for engaged customers**

1. Based on eligible customers for 9MFY23 2. WBS-Well Being Score

# Unique Product Proposition...

## Product Innovation & Market expansion

▶ **Incentivize Wellness**  
Upto 100% of Health Returns (Return of Premium)

▶ **Chronic care**  
ABCD with conditions

▶ **Critical Illness**  
Cardiac | Cancer

▶ **Segment Specific**  
Young & Healthy | Senior citizen

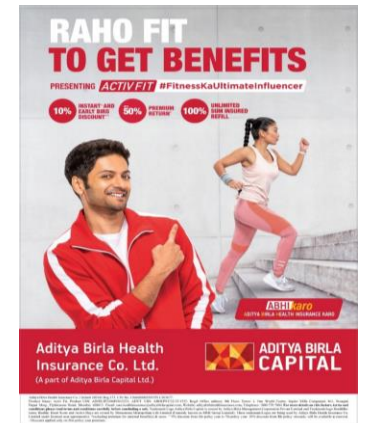
▶ **Byte & Contextual**  
Ride | Travel | Telco | Gym

▶ **Innovative suite**  
1cr Super top up | Retail & Corporate OPD



## Product Portfolio highlights

- Incentivize Wellness products contributing to 20% business
- Byte & Contextual products contributing 8% in retail business
- Average customer age of newly launched Activ Fit at 24 years
- Industry 1st Digital face scan innovation well accepted

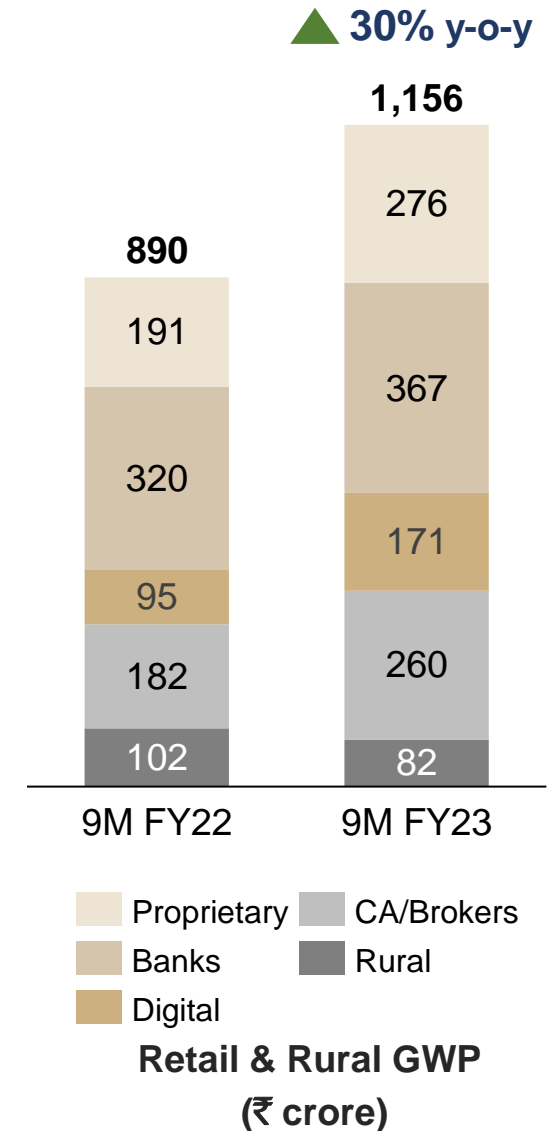


...across diverse customer segments & channels

# Scaled-up, diversified and digitally enabled distribution



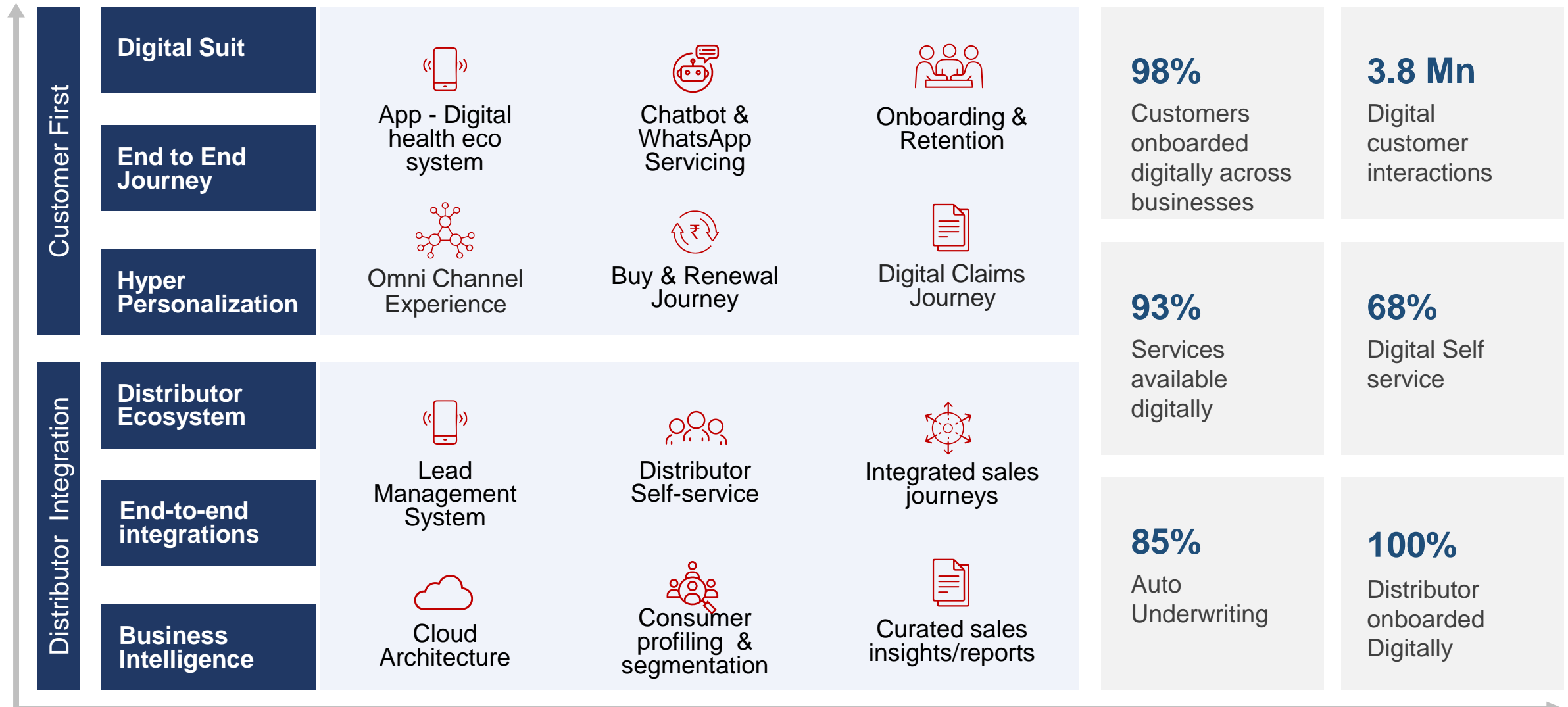
Proprietary	Banca	Digital
Growth at 45 %	Growth at 14 %	Growth at 80 %
Expansion focus leveraging One ABC branch platform	First entry in PSU Banks UCO Bank & Punjab & Sind Bank	Travel / Ride / Stay / Telco / Loan Insurance



Proprietary includes Agency, Feet on Street & Telesales | MFI's : Micro finance Institutions



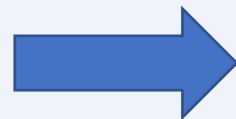
# Leveraging digital...



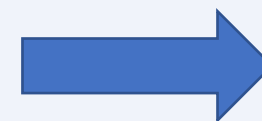
**...to enhance customer & distributor experience**

All metrics are for 9M FY23 unless specified

**Data Producers**  
CRM | Wellness | Policy Core  
**Voice / Device / Records**



Raw | Curated | Serviceable



Analytics Solution

## Analytics : AI / ML driven solutions

### CLTV – Acquisition, Persistency & Cross-sell

- **PASA<sup>1</sup>**: 10% GWP lift over last year
- **Cross-Sell**: cross-sell campaign live across channel / partners
  - Overall customer propensity
  - Product Propensity
- **Renewal**: 10% uplift: Being extended beyond 13th month

### Customer engagement/ experience

- **WBS<sup>2</sup>/HHS<sup>3</sup> Score**: 23 lac WBS generated – helping to lower claims, higher renewal
  - In-housing of WBS Score
  - Risk stratification basis scores
- **Sentiment Score/NPS**: 20K+ Sentiment based action taken on In-Bound call
- **OCR<sup>4</sup> Based Claims**: 100,000+ OCR claims digitized

### Fraud & risk management

- **Fraud Detection**: ML models refreshed improving success rates (savings > ₹ 40 Crs)
- **Hospital Scorecard**: Outlier detection for 5,000+ Hospitals - 140+ hospitals actioned
- **Automated underwriting engine**: 1,000+ STP<sup>5</sup> clusters

**...to drive excellence in every facet of business**

1. Pre-approved sum assured 2. Wellbeing score 3. 4. Optical character recognition 5. Straight through processing

## Customer experience focus



**95% claim settlement ratio**  
**Best in Industry**



**10,452 provider network**  
**One of the largest in the Industry**

**Extensive backend claims processing systems |  
digital claims adjudication | central claims  
processing**



**Mr. Dhimant Nandha**  
Rajkot Branch

“Every day my wife and I walk for 15 kms. Working from home takes a toll on our health when there aren't enough reasons to move around. Thanks to Aditya Birla Health Insurance for making a health policy that supports an active lifestyle. I now take a walk even in work from home mode. It's commendable to have such competitive prices with amazing features in a health policy. With 100% HealthReturns™ received, I also get a full body checkup, which I've been doing for the last 2 years, and get pharmacy essentials. I thank Aditya Birla Health Insurance for rewarding me with amazing benefits.”



**Mrs. Aashima Arora**  
Delhi Branch

“My friend recommended me to get a health insurance policy from Aditya Birla Health Insurance. Being a working lady, my daily Active Dayz™ were achieved by walking either after lunch in the office or while making my way back home. Apart from this, I included workout sessions in my journey because of which I was able to earn 100% HealthReturns™. One of the best features was the customer support service. I thank Aditya Birla Health Insurance for helping me stay active, healthy and inspired. Through the HealthReturns™ earned, I plan on getting my premium renewed.”



**Mr. Dinesh Kumar Singh**  
Azamgarh Branch

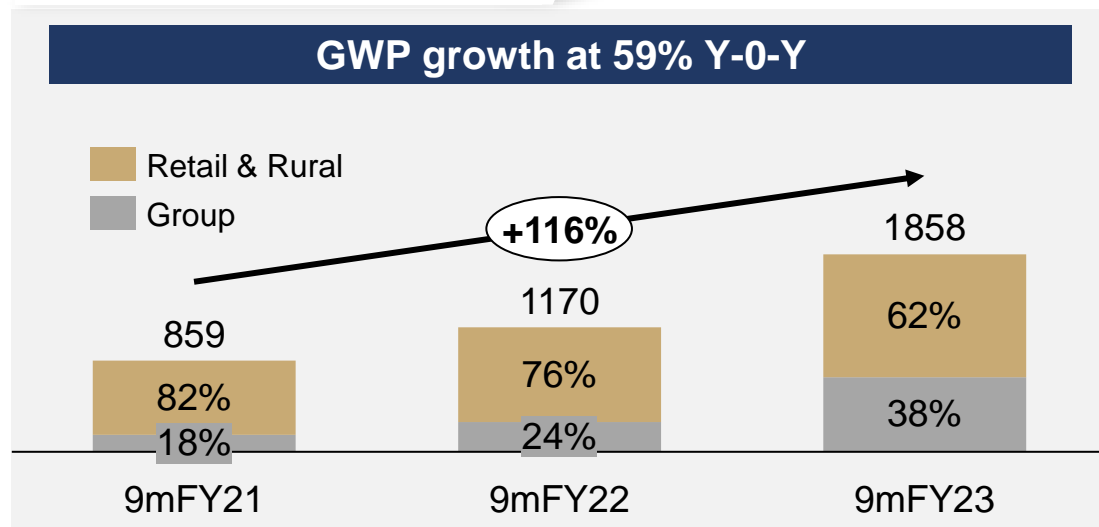
“Staying fit is necessary but at the same time, it's difficult to incorporate healthy habits in our lifestyle. Thank you Aditya Birla Health Insurance for creating a health policy which always rewards & motivates me to stay healthy. To achieve my ActiveDayz™ target, I started walking 10,000 steps daily & that helped me earn 100% HealthReturns™. I plan to use my HealthReturns™ for renewing my policy.”



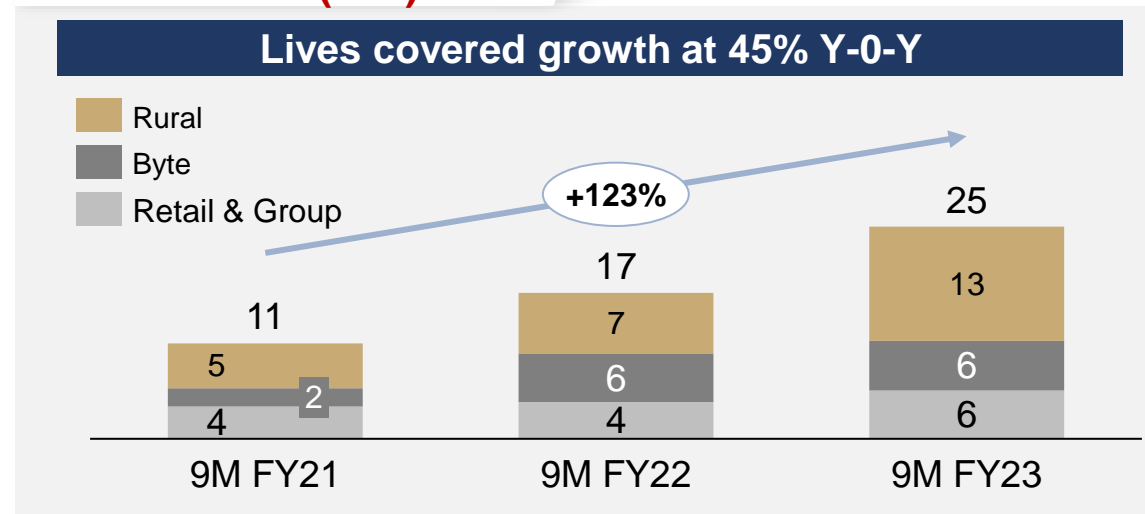
**Mr. Rameez Kumar**  
Ludhiana Branch

“I never took my health seriously and have struggled with issues in the past. When I bought Aditya Birla Health Insurance policy, I was informed about their HealthReturns™ feature, which can be earned by walking, exercising or other forms of healthy activities. This policy feature motivated me and I made it a point to walk 10,000 steps daily, that's how I was able to earn 100% HealthReturns™. I will be using the same to renew my policy. I have now realized the importance of a healthy lifestyle and for that I am truly grateful to Aditya Birla Health Insurance.”

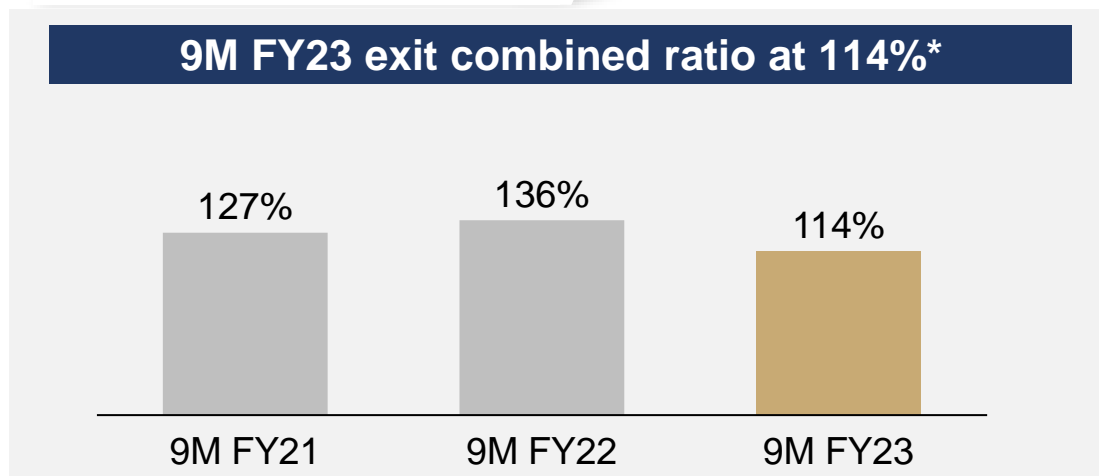
## Revenue (₹ Cr.)



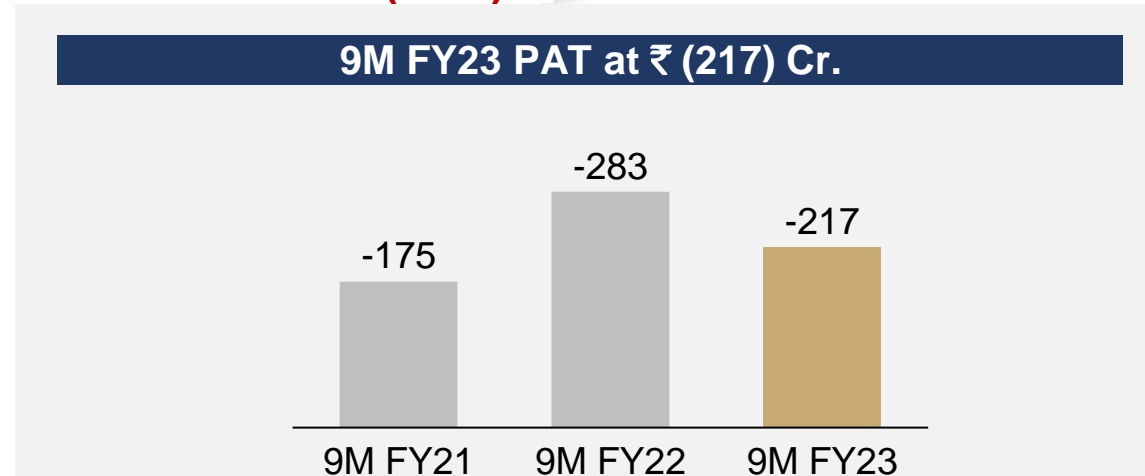
## Lives covered (Mn.)



## Combined Ratio\*



## Profit Before Tax (₹ Cr.)



\*Combined ratio as per reported financials

# P&L– Aditya Birla Health Insurance Limited

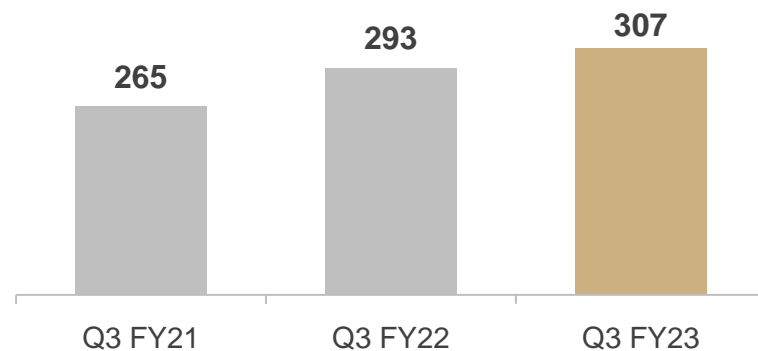


( ₹ In crore)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
<b>Retail Premium</b>	<b>1,140</b>	<b>262</b>	<b>390</b>	<b>352</b>	<b>788</b>	<b>1,074</b>
Rural Premium	169	48	31	13	102	82
Group Premium	418	96	219	223	280	702
<b>Gross Written Premium</b>	<b>1,727</b>	<b>406</b>	<b>640</b>	<b>588</b>	<b>1,170</b>	<b>1,858</b>
<b>Revenue (ND AS)</b>	<b>1,631</b>	<b>389</b>	<b>609</b>	<b>561</b>	<b>1,099</b>	<b>1,764</b>
Operating expenses (including claims) (IND AS)	1,942	442	687	628	1,381	1,980
<b>Profit before tax (IND AS)</b>	<b>(311)</b>	<b>(53)</b>	<b>(79)</b>	<b>(68)</b>	<b>(283)</b>	<b>(217)</b>

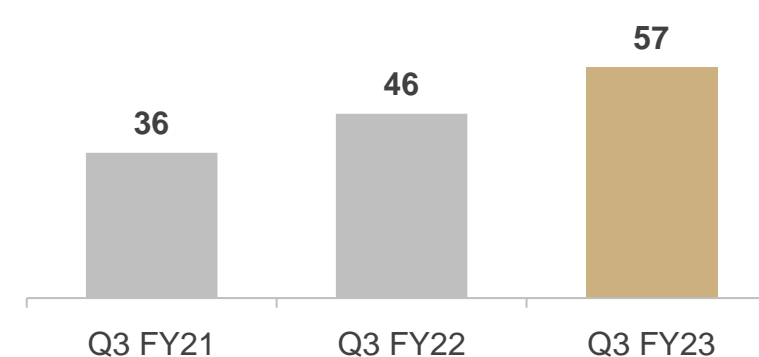


# Other Updates

## Revenue



## PBT



## General Insurance Broking

	Q3 FY22	Q3 FY23	Δ
Premium Placement	1,553	1,565	↑ 1%
Revenue	187	182	↓ 3%
PBT	16	19	↑ 19%

## Stock & Securities Broking

	Q3 FY22	Q3 FY23	Δ
# Customers (Active)	1.2 Lac	1.5 Lac	↑ 23%
Revenue	61	69	↑ 12%
PBT	9	12	↑ 31%

## Asset Reconstruction Company

	Q3 FY22	Q3 FY23	Δ
Closing AUM	2,128	3,148	↑ 48%
Revenue	29	38	↑ 30%
PBT	16	23	↑ 39%

# Consolidated P&L – Aditya Birla Capital



(₹ crore)	FY 2022	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
<b>Revenue</b>	<b>22,053</b>	<b>5,535</b>	<b>6,825</b>	<b>6,894</b>	<b>15,436</b>	<b>19,309</b>
Profit Before Tax (before share of profit/(loss) of JVs)	1,769	482	593	700	1,240	1,855
Add: Share of Profit/(loss) of associate and JVs	341	93	97	60	261	209
<b>Profit before tax</b>	<b>2,110</b>	<b>574</b>	<b>690</b>	<b>760</b>	<b>1,501</b>	<b>2,064</b>
Less: Provision for taxation	610	164	211	214	463	615
Less: Minority Interest	(46)	(6)	(9)	16	(57)	1
<b>Profit after tax</b>	<b>1,545</b>	<b>416</b>	<b>488</b>	<b>530</b>	<b>1,095</b>	<b>1,448</b>
Gain on Sale of AMC stake (net of tax)	161	161	-	-	161	-
Fair value gain <sup>1</sup>	-	-	-	2,739	-	2,739
<b>Reported Profit After Tax</b>	<b>1,706</b>	<b>577</b>	<b>488</b>	<b>3,269</b>	<b>1,256</b>	<b>4,187</b>

1. Aditya Birla Health Insurance ceases to be a subsidiary and has been accounted as a joint venture post preferential allotment of equity shares to Platinum Jasmine A 2018 Trust, acting through its trustee, Platinum Owl C 2018 RSC Limited, being a wholly owned subsidiary of Abu Dhabi Investment Authority ("ADIA")



# Update digital impact metrics

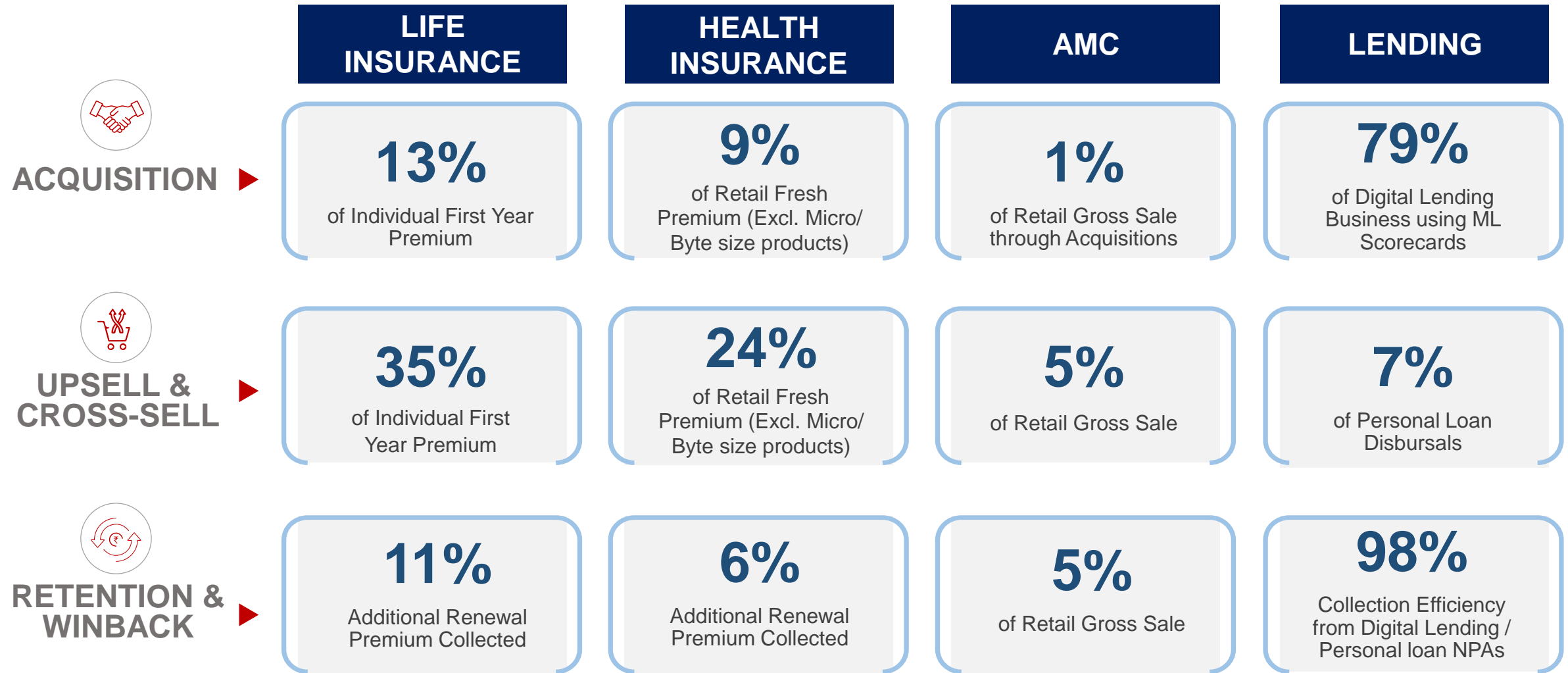
All metrics are for Q3 FY23 unless specified

<b>REVENUE ENABLEMENT through digital customer acquisition engines</b>	<b>6 Mn</b> Lives covered through Byte sized products from ecosystem in Health business in 9M FY23	<b>2.9 Mn</b> Customers acquired through ecosystem partnership in lending business in till Q3 FY23.	<b>22%</b> Of Policy issuance verification call done through Audio Visual Bot in life insurance	<b>₹ 482 crore</b> Renewal collected through bot in Life Insurance & Health Insurance till Q3 FY23
<b>CUSTOMER EXPERIENCE through new age digital channels</b>	<b>180+</b> Voice Bots for Inbound & Outbound calls across ABC Businesses	<b>22%</b> Inbound calls are answered by Voice bots across ABC Businesses	<b>7.9 mn+</b> Omni Channel Interactions in 9M FY 23	<b>88%</b> Policies renewed digitally in Life Insurance & Health Insurance
<b>SCALABILITY &amp; COST EFFICIENCIES with mid &amp; back-office automation</b>	<b>57%</b> Straight through processing for service journey's	<b>570</b> Robots Developed in our mid & back offices	<b>89%</b> Emails bot accuracy	<b>29%</b> moved to public cloud across the lines of business.



# Drive analytics and cross-sell...

All metrics are for Q3 FY23 unless specified



*...to maximise wallet share throughout customer life cycle*

# Financial Performance



(₹ crore)	FY17	FY18	FY19	FY20	FY21	FY22	CAGR FY17-22	9M FY22	9M FY23	Y-o-Y (%)
Lending Book	38,839	51,379	63,119	59,159	60,557	67,185	12%	61,411	85,869	40%
Gross Insurance Premium	5,778	6,146	8,008	8,882	11,076	13,867	19%	9,236	11,972	30%
Active Customers (Mn)	10	11	12	20	24	35		31	43	40%
Assets under Management	2,46,159	3,05,372	3,04,322	3,05,587	3,35,919	3,70,608	9%	3,72,423	3,61,570	(3%)
Revenue <sup>1</sup>	11,071	12,841	16,570	17,927	20,453	23,633	16%	16,494	20,771	26%
<b>Profit Before Tax</b>	<b>1,150</b>	<b>1,438</b>	<b>1,797</b>	<b>1,687</b>	<b>1,973</b>	<b>2,843</b>	<b>20%</b>	<b>2,104</b>	<b>5,159</b>	
NBFC	837	1,051	1,328	1,053	1,031	1,487	12%	1,086	1,486	37%
Asset Management	337	523	647	661	696	895	22%	685	613	(11%)
Life Insurance <sup>2</sup>	124	130	131	137	151	175	7%	122	134	10%
Housing	(16)	34	107	136	176	253		183	226	23%
General Insurance Broking	39	39	27	42	71	86	17%	77	86	11%
Stock & Securities Broking	8	10	14	17	22	36	35%	26	37	41%
ARC Business	-	-	(3)	24	37	55		39	62	59%
Health Insurance	(89)	(197)	(257)	(246)	(199)	(309)		(281)	(211)	
Interest and Brand expenses	(1)	(87)	(124)	(117)	(10)	(7)				
Others/Eliminations/Stake Sale	(89)	(66)	(73)	(21)	(3)	158		166	2,727	
<b>Consolidated PAT (after minority)</b>	<b>573</b>	<b>693</b>	<b>871</b>	<b>920</b>	<b>1,127</b>	<b>1,706</b>	<b>24%</b>	<b>1,256</b>	<b>4,187</b>	

<sup>1</sup> Consolidated segment revenue ; for Ind AS statutory reporting purpose Asset management and wellness business are not consolidated and included under equity accounting

<sup>2</sup> ABNL transferred its 51% stake in Aditya Birla Sun Life Insurance (ABSLI) to ABCL w.e.f 23rd March 2017. FY17 financials have been re-stated including earnings of ABSLI for full year to make performance comparable.

*A financial services conglomerate meeting the life time needs of its customers*

CIN: L67120GJ2007PLC058890

**Regd. Office:** Indian Rayon Compound, Veraval – 362 266, Gujarat

**Corporate Office:** One Indiabulls Centre, Tower 1, Jupiter Mills Compound,  
841, Senapati Bapat Marg, Elphinstone Road, Mumbai – 400 013

Website: [www.adityabirlacapital.com](http://www.adityabirlacapital.com)



# ADITYA BIRLA CAPITAL

## PROTECTING

Enable People to protect what they value

Life Insurance

Health Insurance

Insurance Advisory

## INVESTING

Enable People to make their money work so they can meet their aspirations

Mutual Funds

Wealth Management

Stocks & Securities

Portfolio Management Services

Pension Funds

Mortgage Finance

## FINANCING

Enable People to fulfill their needs and desires without any delay

Home Finance

Personal Finance

SME Finance

Mortgage Finance

Loan Against Securities

Corporate Finance

Debt Capital Market & Loan Syndication

Asset Reconstruction

EMI Solutions

## ADVISING

Understand People's lives' needs and accordingly advise the right solution

MoneyForLife Planner

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