

February 8th, 2022

To, Corporate Relations Department BSE Ltd. P.J. Tower, Dalal Street Mumbai-400001 Scrip Code: 543591	To, National Stock Exchange of India Limited Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai-400051 Script Symbol: DREAMFOLKS
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Sub: Investor Presentation on Unaudited Financial Results for quarter and nine months ended December 31st, 2022

Dear Sir/ Madam,

Pursuant to Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in continuation to our letter dated February 8th, 2023 intimating the outcome of the Board Meeting held today, Investor Presentation for the Investors' call scheduled for February 9th, 2023 at 4:00 p.m. on the Unaudited Quarterly Financial Results of the Company for the quarter and nine months ended December 31st, 2022 is attached herewith this letter.

This is for your information and records.

Thanking You,

Yours faithfully,
For Dreamfolks Services Limited

RANGOLI

Digitally signed by
RANGOLI
Date: 2023.02.08
18:28:54 +05'30'

Rangoli Aggarwal
Company Secretary and Compliance Officer

Encl: As above

**Dreamfolks
Services
Limited
Investor
Presentation
Q3 & 9M FY23**



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Liberatha Kallat
Chairperson and Managing Director

“Globally, air travel has bounced back like never before and we have surpassed the pre-covid numbers as well in terms of domestic air traffic in India. This growth comes on the back of opening up of borders, growing propensity to travel by air over other modes and constant upgradation of airport infrastructure to meet the growing demand. In line with this growth trajectory, the footfall in airport lounges has also been extremely strong.

With greater awareness around lounges, higher intent to spend on comfort, increasing waiting time at airports and rise in the number and size of lounges, multiple factors have played out as strong tailwinds and helped us scale great heights in a short span of time. We have always ensured that we provide the best-in-class services to our clients and make the end customer experience seamless through omni-channel modes customised to the user’s preferences. Recently launched self check-in kiosks at leading airports are perfect examples of that, with which we aim to declutter airport lounges, reduce queues and elevate the customer’s journey. We also started Web-Access for consumers to check their card benefits, utilization and self-generate lounge access QRs.

Over the course of this quarter, we increased the service offerings to our premium customers with the tie-up with Vidsur Golf, enabling them to access 40+ golf courses in the country and 250+ golf courses across APAC. Additionally, our network of railway lounges is growing at rapid pace with high quality facilities catering to an extremely large number of passengers who travel by this mode.

Coming to our financial performance, we recorded our highest ever revenue for a quarter standing at Rs. 2,040 Mn. The same metric for the nine-month period stood at Rs. 5,355 Mn, indicating a growth of 107.5% and 192% YoY respectively. Our profitability and return ratios have improved over time and our lean organization structure in tandem with our asset light mode of operations put us in a very strong position to further improve upon our margins as we scale. With a deeply integrated tech stack, strong R&D team working on future initiatives and cash generative operations, we stand on a strong footing to stay ahead of the curve and achieve our targets.”

Q3FY23

108% ↑

Revenue
Growth y-o-y

210% ↑

EBITDA
Growth Y-o-Y

208% ↑

Profit After Tax
Growth Y-o-Y

9MFY23

192% ↑

Revenue
Growth y-o-y

479% ↑

EBITDA
Growth Y-o-Y

550% ↑

Profit After Tax
Growth Y-o-Y

1,486

Touch Points across Globe

121

Countries Covered

95%

Market share in card-based lounge access in India

100%

Lounge coverage across Indian airports

68%

Share of the overall lounge access volume in India

540

Cities Covered

64

Employees





Business Updates

Air Traffic & Credit Card Penetration:

Domestic air traffic grew by ~16.7% in Q3FY23 as compared to Q3FY22.

Strong growth of ~63.0% in domestic air traffic in 9MFY23. Witnessing 98 Mn footfalls in Indian Airports during 9MFY23.

Credit Card base in India grew by ~18% witnessing 81 Mn cards as on Dec'22

Clients & Airport Lounges:

- Onboarded 5 New Clients
 - Including Akasa Air, one of the newest LCCs in India
- Lounge area and capacity expansion at T3 Indira Gandhi International Airport, Delhi from 2,500 sq ft to 10,000 sq ft.
- Added Lounge at Bengaluru's Kempe Gowda International Airport, T2

Partnerships

Strategic tie-up with the leading Golf Service provider for access to golf games and lessons at 40+ golf clubs throughout India and 250+ golf clubs & resorts in the Asia Pacific region.

Golf Course sessions and lessons

Association with Vidsur Golf will give customers access to golf games & lessons at 40+ golf clubs in India and 250+ golf clubs & resorts in APAC region.

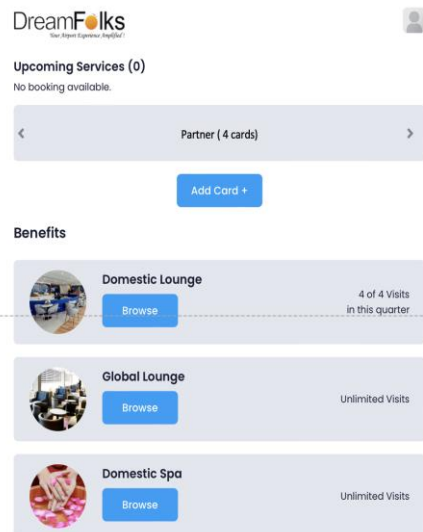
The association layers the DreamFolks proprietary tech platform on the global inventory of the golf provider, thus seamlessly blending into the existing customer value propositions of our esteemed clients.



Railway Lounges

Entering railway stations as part of our expansion into newer sectors has helped us create more customer engagement and broaden the customer base. We currently offer 10 Railway Lounges in the country.

The significant investment earmarked for the Railways Sector in the Union Budget provides a strong indication of the rapid growth and upgradation of facilities envisioned



Web Access Self-Service

Launched Web-Access self-service product that allows users to add their cards and view their benefits and utilization, and generate lounge access QR.

They can also purchase additional services and credits for all airport services.



Self Check-in Kiosks

Introduced self check-in Kiosks at Major Airports

Some of the benefits include:

- Eliminate queues and reduce wait-time at lounge reception
- Check benefit on multiple cards without blocking lounge queue
- Scan QR to register and check-in
- Tap Credit/Debit cards on the kiosk terminals to generate QR to access lounge.



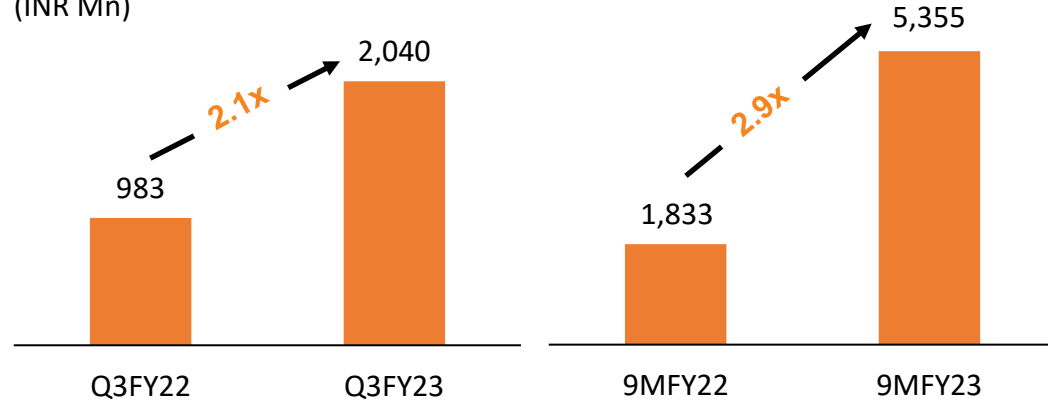
Detailed Financials

Profit and Loss Statement

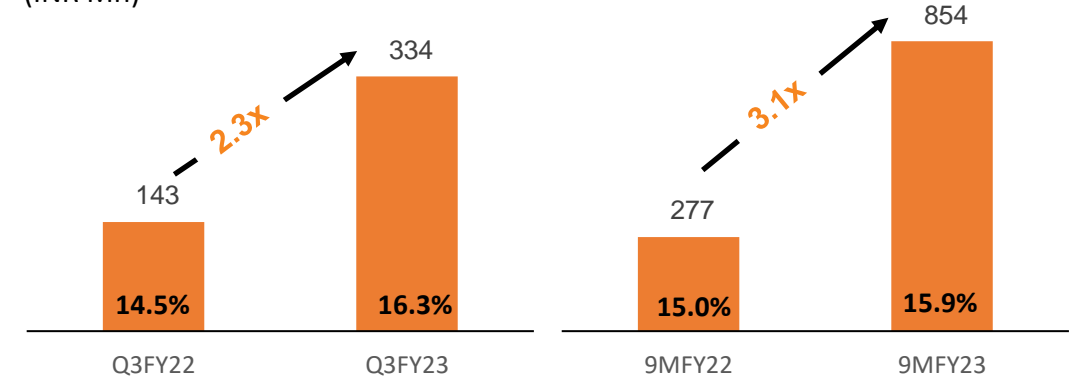
Particulars (Rs. in Mn)	Q3FY23	Q3FY22	YoY	Q2FY23	QoQ	9MFY23	9MFY22	YoY	FY22
Revenue from operations	2040.00	983.12	107.50%	1712.40	19.13%	5355.00	1833.32	192.09%	2,824.98
Other income	6.51	0.36	1715.90%	10.67	-39.02%	19.18	12.47	53.86%	14.91
Total income	2046.51	983.48	108.09%	1723.07	18.77%	5374.18	1845.79	191.16%	2,839.89
Cost of Services	1706.49	840.33	103.07%	1443.57	18.21%	4500.84	1556.12	189.24%	2,372.66
Gross Profit	333.51	142.79	133.57%	268.82	24.06%	854.15	277.20	208.13%	452.32
Gross Profit Margin %	16.30%	14.52%	178bps	15.60%	70 bps	15.89%	15.02%	87 bps	15.93%
Employee benefits expenses	38.74	42.57	-9.00%	45.90	-15.61%	123.02	131.39	-6.37%	165.53
Other expenses	34.13	14.30	138.65%	22.47	51.90%	77.36	42.08	83.83%	61.34
EBITDA	267.15	86.28	209.64%	211.13	26.53%	672.96	116.20	479.14%	240.36
EBITDA Margin (%)	13.05%	8.77%	428 bps	12.25%	80 bps	12.52%	6.30%	622 bps	8.46%
Depreciation and amortization expenses	8.80	5.38	63.54%	8.80	0.06%	25.76	15.92	61.84%	21.29
Finance costs	2.92	3.17	-7.98%	5.88	-50.38%	12.86	9.74	31.95%	14.31
Profit / (loss) before tax	255.43	77.73	228.61%	196.45	30.02%	634.34	90.54	600.62%	204.76
Profit/(loss) before tax (%)	12.52%	7.91%	461bps	11.47%	105 bps	11.85%	4.94%	691 bps	7.25%
Tax Expense	65.66	16.17	305.98%	48.28	35.99%	162.06	17.92	804.21%	42.24
Profit After Tax	189.77	61.56	208.27%	148.17	28.07%	472.28	72.62	550.37%	162.52
Profit After Tax (%)	9.30%	6.26%	304 bps	8.65%	65 bps	8.82%	3.96%	486 bps	5.75%

Consistent Revenue growth with improvement in EBITDA Margin for Q3FY2023

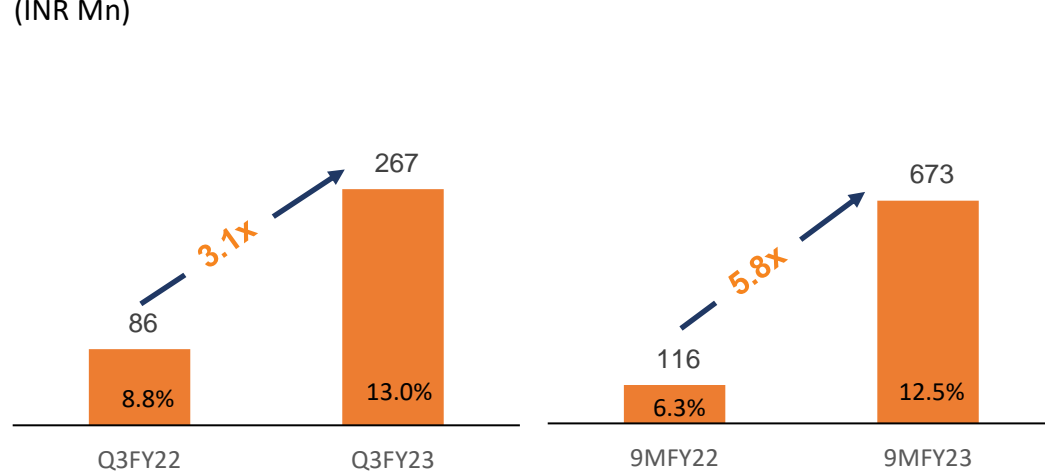
Revenue from Operations
(INR Mn)



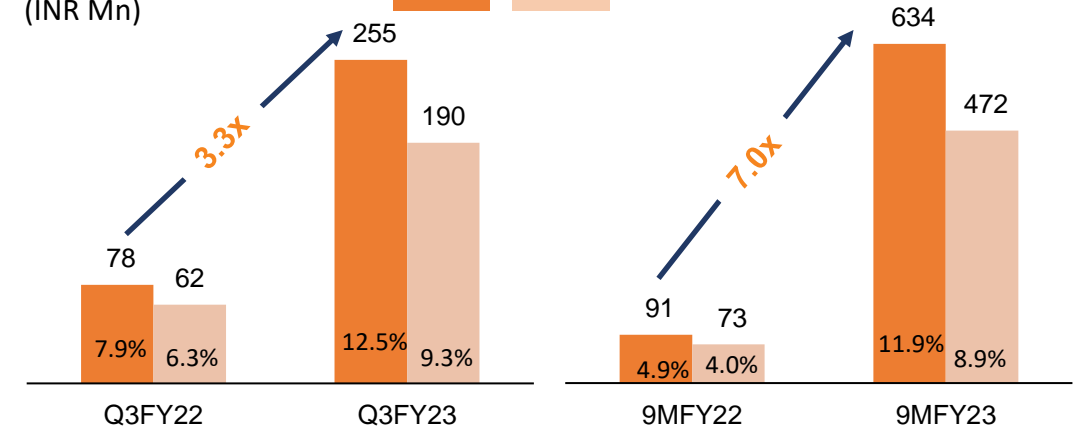
Gross Profit / Gross Profit Margin (%)
(INR Mn)



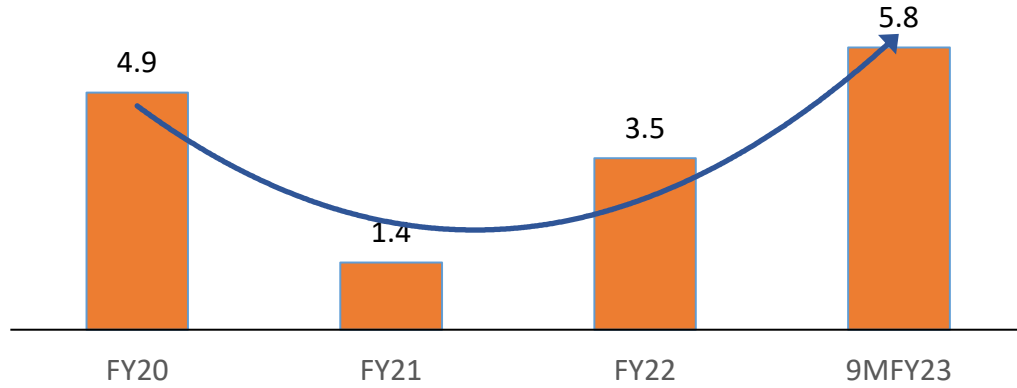
EBITDA / EBITDA Margin (%)
(INR Mn)



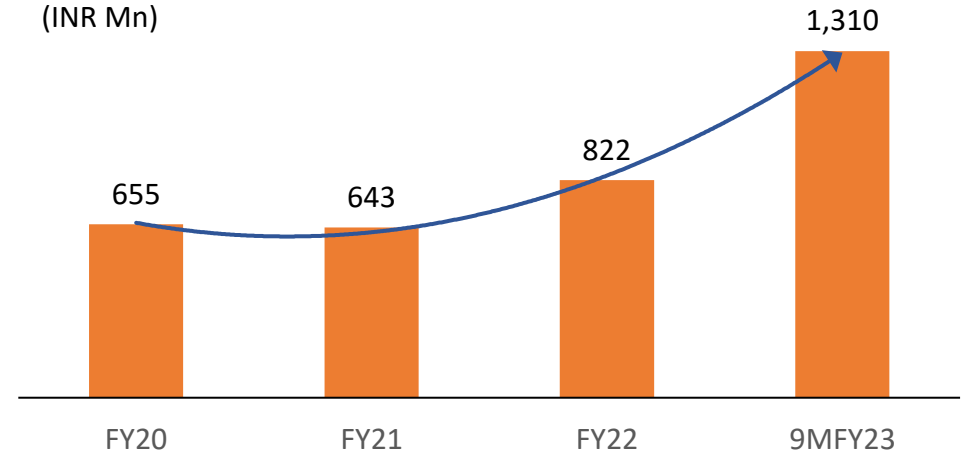
PBT / PAT / PAT Margin (%)
(INR Mn)



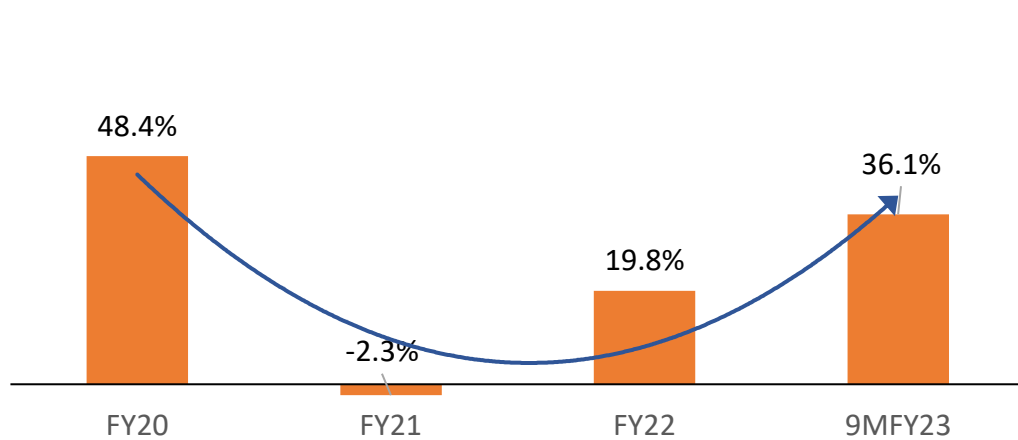
Dreamfolks Pax
(Count in Mn)



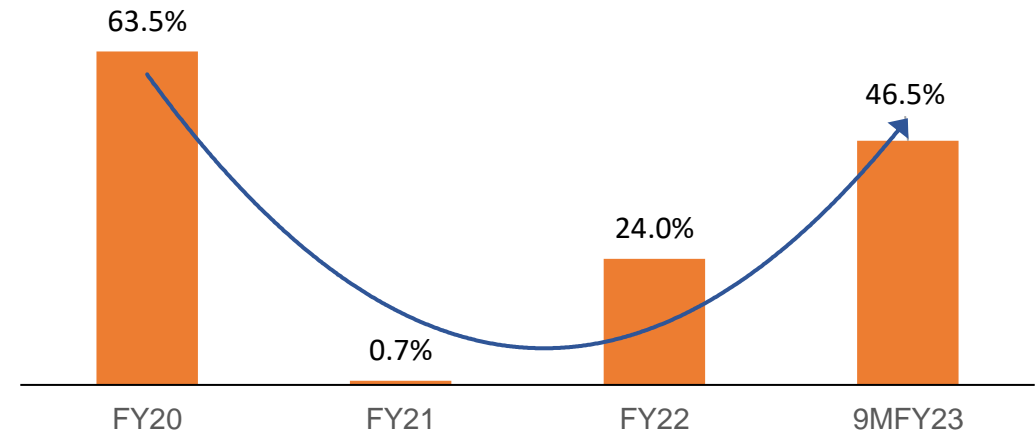
Net Worth
(INR Mn)



RoE (%)

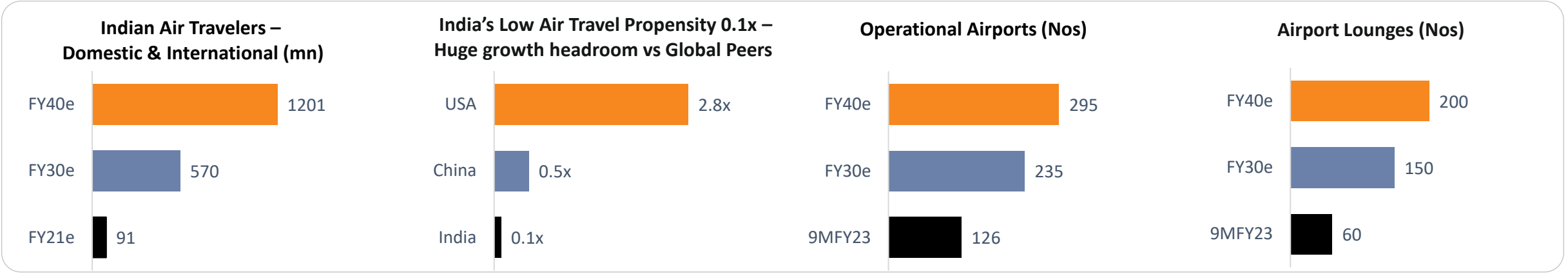


RoCE (%)





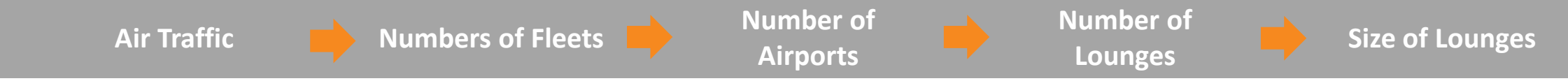
Industry Overview



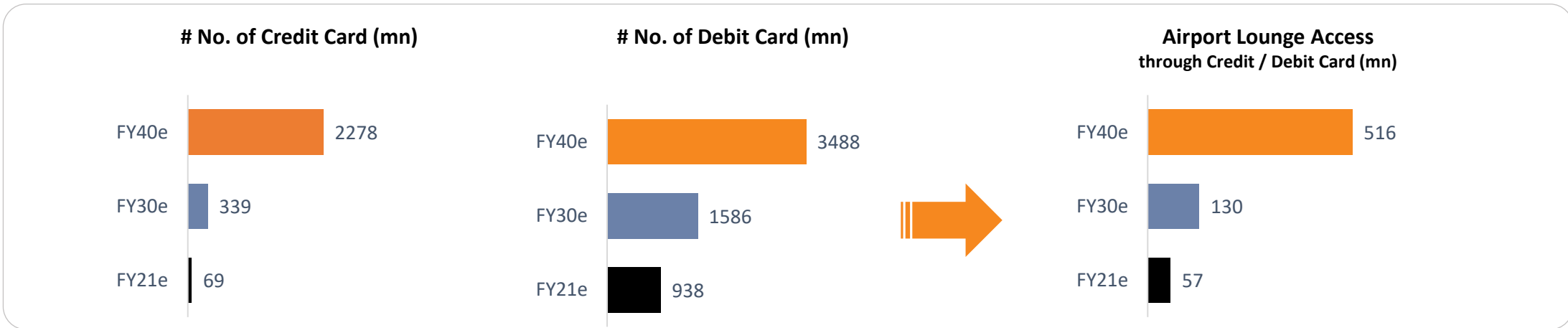
Air Travel Growth in India				
Rising preference of Air Travel amongst travelers over rail and road	50 new airports, helipads, etc announced recently to improve connectivity across the country	India, the third-largest aviation market in the world, is witnessing rising class of leisure travelers – 72% extend business trip for leisure	An allocated budget of Rs 4,500 crores for the revival of Airports would provide an impetus to infrastructure development in Tier-2 and Tier-3 cities	GoI push through UDAN Scheme – Increase Air Travel in Tier 2 & 3 cities



Increase in

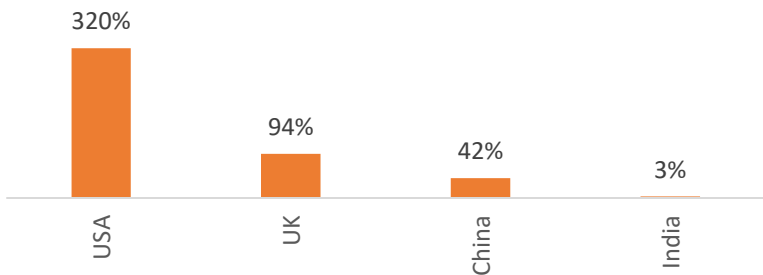


For Card Issuers, providing lounge access to their Consumers at Airport is increasingly becoming a key aspect of their customer acquisition and loyalty program



Expected Growth for Next 2 Decades ~33x ~4x ~10x

Low credit card penetration in India

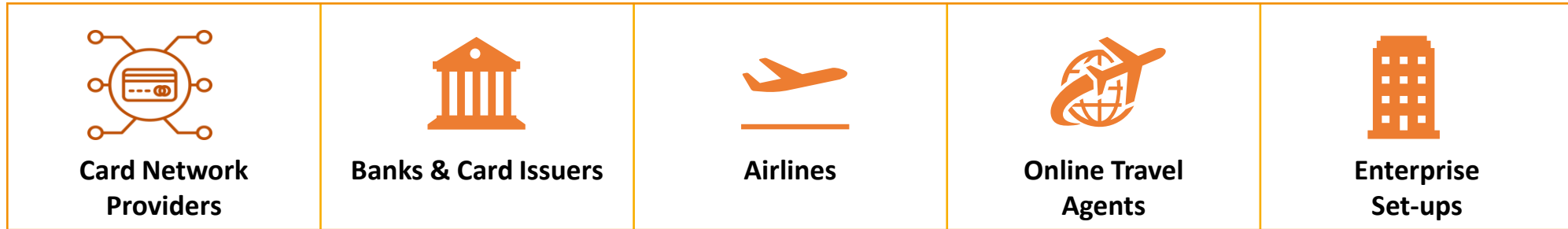


Both Debit & Credit Card Base is expected to ascend at Global Average

- Rising Income
- Favorable Demographic
- Digital Penetration
- Increase in standard of Living



Company Overview



Clients tie-up with DreamFolks...

DreamFolks

...to enable their end-Consumers access services via Omni-channel mode...

In-house developed Proprietary Tech Platform

... to get multiple services during their journey at the Airport



Issuer's Physical Card



DreamFolks Card



Web check-in



Self check-in Kiosk



DreamFolks App



Issuer's App



Issuer's Website

Provided by Operators



2013¹

Launch of flagship 'Lounge Access Programme' with one of world's largest Card Networks.

2016

Tied up directly with prominent Indian Card Issuers for lounge programs.

Got ISO 27001 & PCI DSS certification for the first time.

Tied up with prominent Indian Corporate Clients including a prominent airline company

2018

DreamFolks' Membership card unveiled as part of the Global lounge program with a prominent Card Issuer.

2019

Launched our in-house technology platform

Launched real time voucher issuance through APIs

Launched first program for a prominent telecom company with complimentary lounge benefits as part of mobile billing plan.

2020

Expanded into a new global operating model with direct contracts with operators across the globe.

Launched first In-app integrated solution for Clients.

2022

Forayed into the railways sector to provide lounge access at 8 railway stations in India.

Conversion of our Company into a public limited company.

Stellar listing on Stock Exchanges

2023

Launched Self check-in Kiosks at major Indian Airports

Launched Golf services as a premium segment offerings to Clients

Launched web-access

Initial Phase

Expansion Phase

Growth Phase

¹ The years represent calendar year

Awards and Accolades



Economic Times
DreamFolks Services Limited



Brand Icon
DreamFolks Services Limited



Acquisition International
DreamFolks Services Limited



Indian Achievers' Forum
Liberatha Kallat – Chairperson & MD



Entrepreneur India
Liberatha Kallat – Chairperson & MD



TAFI Convention
Liberatha Kallat – Chairperson & MD



Economic Times
Liberatha Kallat – Chairperson & MD



Women Empowerment Summit & GIWL Awards
Giya Diwaan - CFO



Financial Express
Best Use of Technology to Revolutionise Customer Experience



Elets Banking & Finance
Balaji Srinivasan – ED & CTO



BIG CIO Show & Awards, Trescon
Balaji Srinivasan – ED & CTO



Economic Times
DreamFolks Services Limited



Increasing area of Lounges

01

Driving increase in the total square feet area of existing lounges and additionally adding more lounges to accommodate the rising number of travelers and lounge users

Self Check-in Kiosks

02

Deployment of Self check-in KIOSKS at major airports for a hassle-free experience to access Lounges and reduce wait time at the queues.

Carving out VIP & VVIP Lounges

03

Creation of exclusive lounges or separate sections in existing lounges to cater to premium customers and thereby reduce queues and providing a better customer experience

Web Access Self-Service

04

Launched Web-Access self-service product that allows users to add their cards and view their benefits and utilization, and generate lounge access QR. They can also purchase additional services and credits for all airport services.



Proprietary technology platform that ensures Scalability...

In-house developed proprietary technology platform designed and aimed at 'hassle-free' experience

Clients

Card Networks

Banks & Issuers

OTAs

Airlines

Enterprise Set-ups

Issuer's Physical Card

DreamFolks Card

DreamFolks App

Issuer's App



Web check-in

Hybrid Model: Pick & Choose mode of Access



Self check-in Kiosk



Issuer's Website

Partners

Lounges

Spas

F&B

Meet & Assist

Airport Transfer

Golf Access

Nap Room /
Pods /
Hotels

DreamFolks proprietary
technology platform



✓ Enabled scale in business by
increasing levels of automation

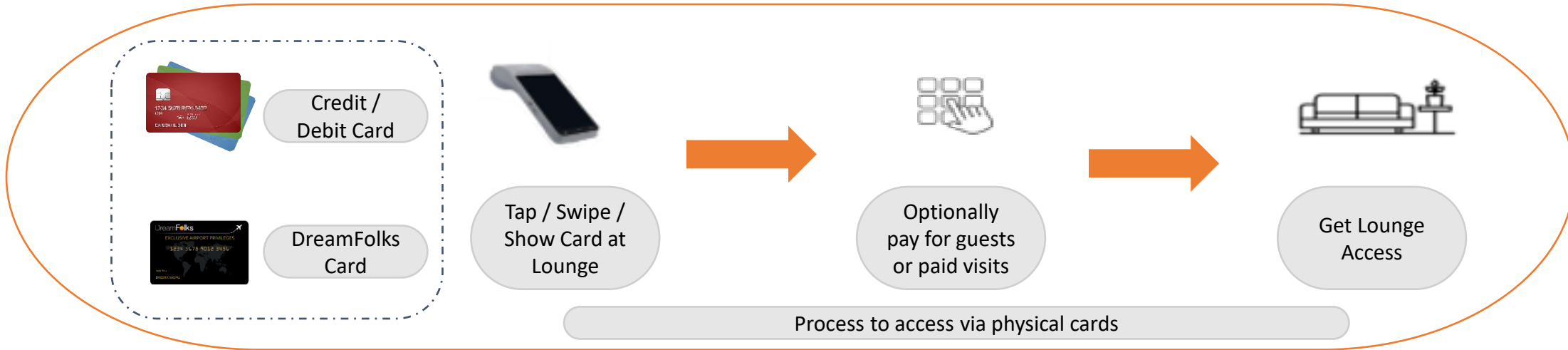
✓ Simplified transactional &
process aspects



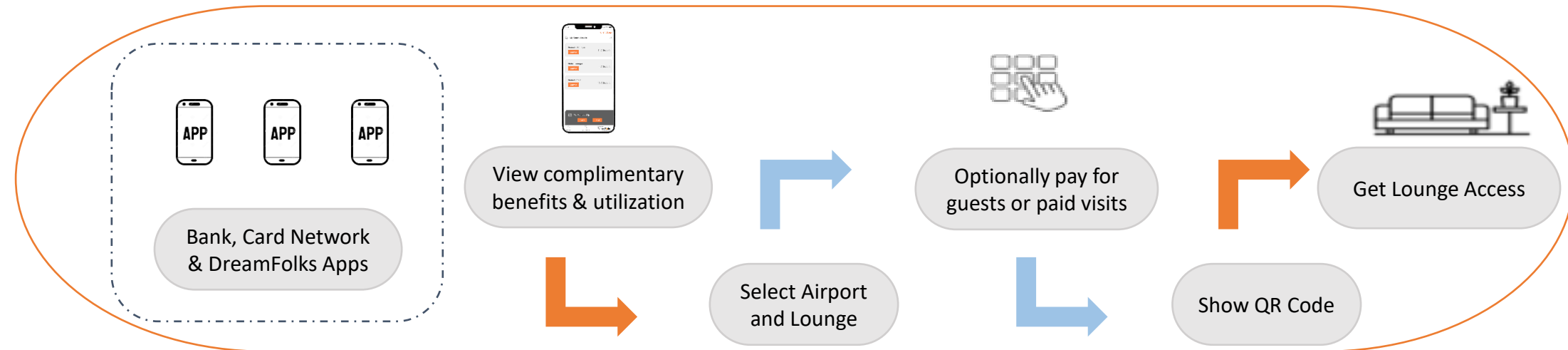
Lounge Access Mode

How DreamFolks' technology platform enables Lounge Access at an Airport?

via physical cards



Via digital modes



Large and growing Indian travel market driven by an **increased infrastructure development** and **card penetration**

Market leader in the airport lounge aggregation industry in India with diversified service portfolio across travel assistance value spectrum

Asset light business model with track record of consistent growth and high ROCE

100% coverage of 60 lounges in India & **1,486 touch points** across **540 cities**

Proprietary technology platform ensuring scalability and customized client solutions

Strong business moat due to flywheel effect led by Clients and Operators network

Experienced and Professional Management Team

Seasoned Board of Directors aided by professional partners

Strong growth trajectory with **industry leading margins & return metrics**

Historical Financial Performance



Profit and Loss Statement

Particulars (Rs. in Mn)	FY22	FY21	FY20
Revenue from operations	2,824.98	1,056.33	3,670.43
Other income	14.91	24.46	7.65
Total income	2,839.89	1,081.09	3,678.08
Cost of Services	2,372.66	875.41	2,995.62
Employee benefits expenses	165.53	126.39	179.28
Other expenses	61.34	58.31	44.68
EBITDA	240.36	20.98	458.50
EBITDA Margin (%)	8.46%	1.94%	12.47%
Depreciation and amortization expenses	21.29	15.54	15.88
Finance costs	14.31	7.45	7.05
Profit / (loss) before tax	204.76	-2.01	435.57
Tax Expense	42.24	12.49	118.74
Profit After Tax	162.52	-14.50	316.83
Profit After Tax (%)	5.75%	-1.37%	8.63%

Particulars (INR Mn)	FY2022	FY2021	FY2020
ASSETS			
Property, plant and equipment	29.77	38.30	52.89
Capital work in progress	0	0.43	6.40
Other intangible assets	45.47	2.61	1.18
Right of use assets	64.17	73.66	-
Investment property	17.92	271.01	-
Financial assets			
Other financial assets	27.19	24.72	25.82
Deferred tax assets (net)	12.38	7.75	21.04
Other non-current assets	210.06	186.61	105.72
Total non - current assets	406.96	605.09	213.05
Financial assets			
Trade receivables	906.56	395.49	685.24
Cash and cash equivalents	10.96	100.00	321.34
Other bank balances	134.72	-	-
Other financial assets	82.74	50.91	28.56
Other current assets	61.97	18.98	56.75
Current tax assets	82.92	54.55	72.65
Total current assets	1,279.87	619.93	1,164.54
Total assets	1,686.83	1,225.02	1,377.59

Particulars (INR Mn)	FY2022	FY2021	FY2020
EQUITY AND LIABILITIES			
Share capital	104.50	47.50	47.50
Other equity	717.15	595.49	607.62
Total equity	821.65	642.99	655.12
<u>Non - current liabilities</u>			
Borrowings	10.22	12.85	20.10
Lease Liabilities	64.30	63.33	-
Provisions	16.96	18.35	22.24
Total non - current liabilities	91.48	94.53	42.34
<u>Financial liabilities</u>			
Borrowings	2.53	7.34	10.81
Lease Liabilities	5.46	11.10	-
<u>Trade payables</u>			
(i) Total outstanding dues of M&SE	422.27	211.81	-
(ii) Total outstanding dues of creditors other than M&SE	290.80	97.10	561.37
Other financial liabilities	14.01	26.59	53.32
Other current liabilities	35.84	130.14	53.54
Provisions	2.79	3.42	1.09
Total current liabilities	773.70	487.50	680.13
Total equity and liabilities	1,686.83	1,225.02	1,377.59

Cash Flow Statement

Particulars (INR Mn)	FY2022	FY2021	FY2020
Cash Flow from Operating Activities			
Profit / (loss) before tax	204.76	-2.01	435.57
Adjustments for Non-Operating Items	36.10	1.34	17.02
Operating Profit before Working Capital changes	240.86	-0.67	452.59
Changes in Working Capital	-285.80	45.10	-68.67
Cash (used)/generated from Operating	-44.94	44.43	383.92
Less: Direct Tax paid	-76.42	18.12	-159.54
Net Cash from Operating Activities	-121.36	62.55	224.38
Net Cash from Investing Activities	58.74	-268.54	2.59
Net Cash from Financing Activities	-26.42	-15.36	7.00
Net increase / (decrease) in cash & cash equivalents	-89.04	-221.34	233.97
Cash and cash equivalents at the beginning of the period	100.00	321.34	87.37
Cash and cash equivalents at the end of the period	10.96	100.00	321.34



Aim to maintain leadership position in terms of proactively providing high-quality service offerings.

Look to move towards more premium offerings while further increasing ease of use and improving customer experience



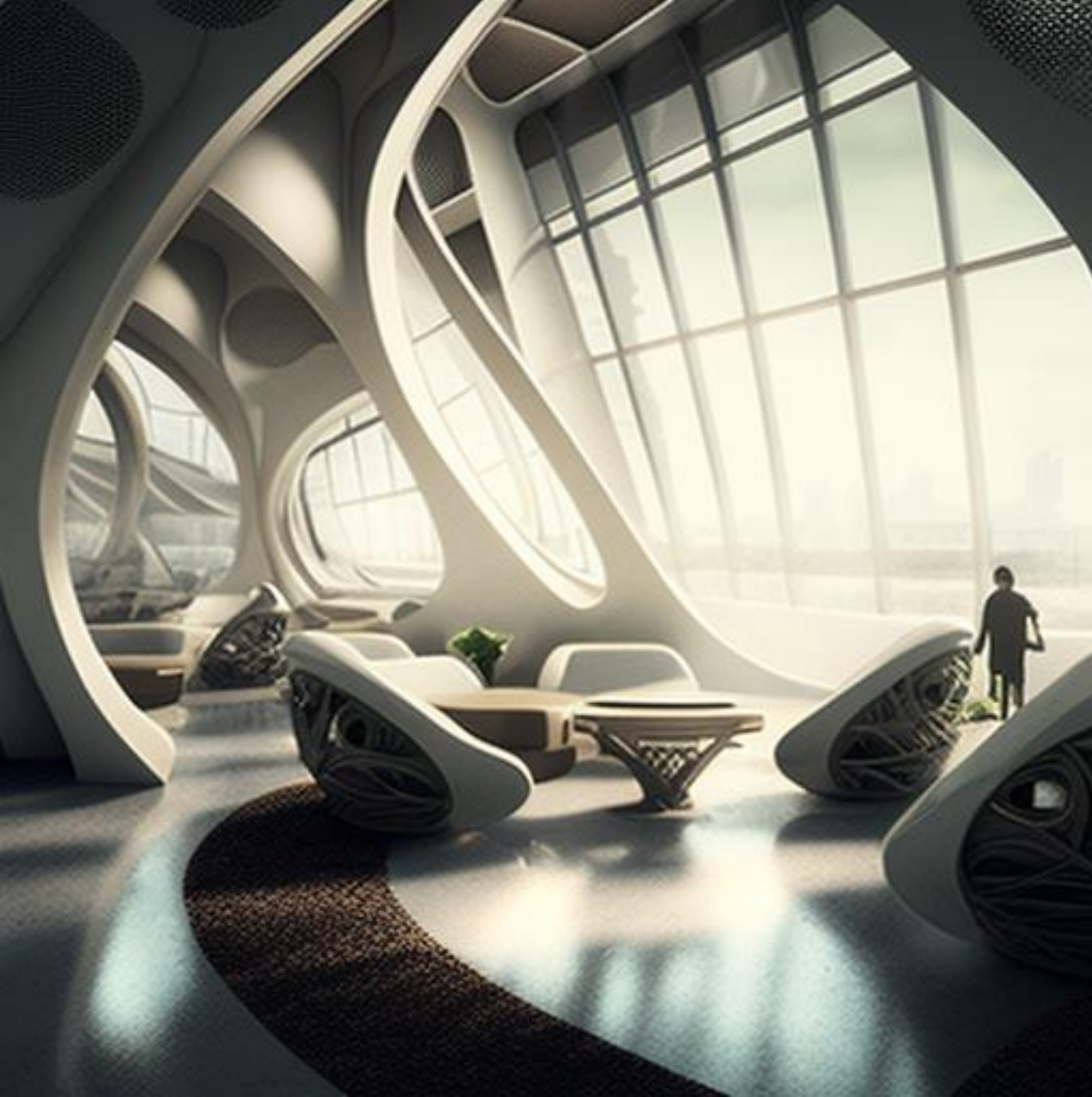
With the significant rise in air travel, the number of airports, lounges and size of existing lounges is continuously rising.

This augurs well for the industry and for the company going forward



Company is looking to expand in the Middle-East and South Asia

Recent tie-up with Aspire Lounges, Australia also strengthens their presence in APAC



Thank You

DreamFolks

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Investor Relations Team
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www.dreamfolks.in

SGA Strategic Growth Advisors

Strategic Growth Advisors Pvt Ltd.
CIN: U74140MH2010PTC204285

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