

January 20, 2022

The BSE Limited,
Listing Department,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400 001

National Stock Exchange of India Limited,
Listing Department
“Exchange Plaza”
Bandra Kurla Complex,
Bandra (E), Mumbai – 400 051

Scrip Code: 540173

Symbol: PNBHOUSING

Dear Sirs,

Sub: Investor Presentation

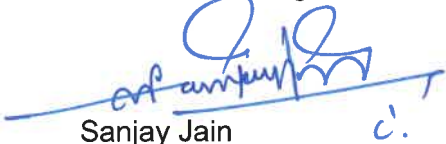
Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, Please find attached herewith the Investor Presentation of the Company for the quarter and nine months ended December 31, 2021.

A copy of the same is placed on the website of the Company www.pnbhousing.com

You are requested to take note of the above.

Thanking You.

For PNB Housing Finance Limited



Sanjay Jain
Company Secretary & Head Compliance
Membership No.: F2642

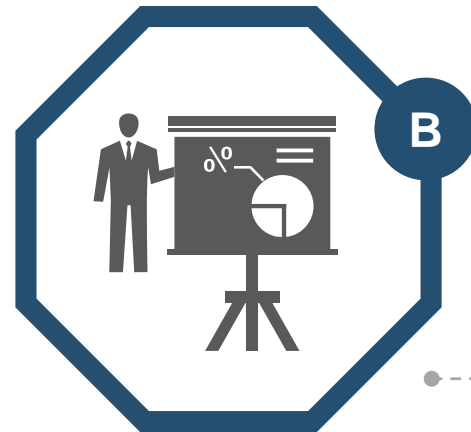


Investor Presentation Quarter Ended December 2021 20-January-2022





Progress on the Agenda
Strategy Monitorables



Business & Financial Performance
Digital Drive & Branch Network
Shareholding and ESG Snapshot
Growth in Housing Finance Sector
Key Takeaways



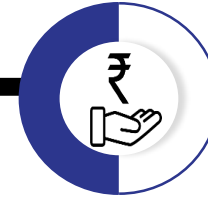
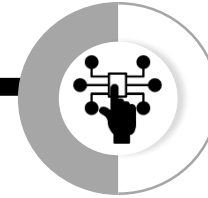
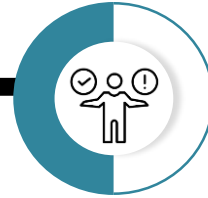
Agenda envisaged in January 2021



Strengthening the Core

Drive Efficiency

Accelerate Growth



Management

- Strengthen leadership team with internal promotions & external hires
- On boarded senior talent in HR, Collections, Business Transformation, Information security, Affordable Housing and Internal Audit
- Augment Risk & data analytics team
- Introduced incentive plan to retain talent
- Focus on upgrading skill sets

Capital Position

- Improve capital and gearing
- Build significant provision
- Option to raise capital across different modes

Risk Management

- Leverage advance analytics and new age technologies
- Automate credit appraisal journey with human touch
- Strengthen EWS to improve collection efficiencies
- Remedial Management Group to focus on resolution of corporate book

Cost Management

- Rationalize operating model with focus on profitability
- Optimize cost and productivity
- Improve accountability across organization
- Product and segment level monitoring

Digital Drive

- Accelerate digital transformation across the value chain
- Increase use of AI, ML, RPAs to augment business, underwriting and accelerate efficiencies
- Advanced analytics for portfolio management, risk, collection

Retail Focused Lending




- Leverage expertise in mass housing and merchant category
- Increase fee income through cross sell, upsell and co-lending
- Retail to be the engine of growth

Grow Affordable Housing "Unnati"

- Building higher yielding Unnati portfolio
- Focus on Average ticket size of ~INR 15 lakh
- Strengthen distribution network with increased presence in Tier 2 and 3 cities

Strengthening the Core – Key Monitorables



Pillars to Agenda	Monitorables	FY20	FY21	9MFY22	Remarks
 Management Team	Key roles hired at senior level [^]		5 hires and 2 promotion	6 hires and 3 promotions	Management team is being continuously strengthened
	Incentive plan to retain talent		RSU Allotment done		As a part of succession plan, senior level leadership roles filled through internal talent
 Capital Position	Leverage*	8.53x	6.72x	5.57x	Corporate Book reduced by 34% since Mar'21 and internal accruals
	CRAR*	17.98%**	18.73%#	21.59%	Company continues to focus on lower risk weight asset
	Tier 1 Ratio	15.18%**	15.53%	18.90%	Capital raise in process
	Total Provision to Total Asset*	2.61%	4.09%	4.39%^^	Continues to maintain healthy provision
 Risk Management	% of loans sanctioned within stipulated TAT	85%	84%	82%	Sanctioned TAT of 87% in Q3 FY22
	Collection Efficiencies	98.5%	96.8%	97.3%	Q3 FY22 to 98.5% from 98.3% in Q2 FY22

* As on last day of the period

**As per IGAAP



#Adjusted for deposit made with companies in same group, CRAR is 20.6%

^AGM and above

^^ Excluding the provisions utilized for write off

Drive Efficiency – Key Monitorables



Pillars to Agenda	Monitorables	FY20	FY21	9MFY22	Remarks
 <p>Cost Management</p>	Cost to Income Ratio	16.9%	15.1%	19.6%	Higher on account of increased investments to enhance business activities and lower income
	Incremental Cost of Borrowing	8.5%	6.8%	5.8%	Supported by NHB
	Implement Transformation journey		Project 'IGNITE' initiated	Phase 2 started	Phase 2 of pilot and implementation started; INR 12 Crore expensed in 9M FY22
 <p>Digital Drive</p>	Digital sourcing	9%	19%	48%	Increased focus on digital sourcing; Ace 2.0 live resulting in higher customer convenience through enhanced C-KYC
	Automate underwriting		Vendors identified	Credit Appraisal Memo (CAM) Automation (web module) is live	Implementation of Rule management engine Phase 1 is likely to go live in Q1 FY23
	Advanced Analytics powered business intelligence framework across organisation		AA Process initiated; In advance stages of vendor identification	AA based model implemented for business	Technology solution shortlisted

Accelerate Growth – Key Monitorables



Pillars to Agenda



Retail Focused Lending



Grow Affordable Housing "Unnati"

Monitorables	FY20	FY21	9MFY22	Remarks
Retail Loan Book (YoY)	-6%	-5%	-5%	Disbursements grew by 18% in 9M FY22 (YoY)
Building Granular book (Disbursement of upto INR 2 crore)	88.1%	93.0%	94.7%	Focus on lower ticket loans sourcing
Corporate book*	INR 14,614 Crore 18% of AUM	INR 11,786 Crore 16% of AUM	INR 7,761 Crore 12% of AUM	Sell down / accelerated payment of INR 2,294 Crore in 9M FY22
Create separate vertical and open lean branch infrastructure	Existing branches	Separate vertical created	13 locations opened	25 new locations to be operationalized by March 2022
Unnati AUM*	INR 2,607 Crore	INR 2,985 Crore	INR 3,089 Crore	Disbursement growth of 10% in 9M FY22 (YoY)

* As on last day of the period

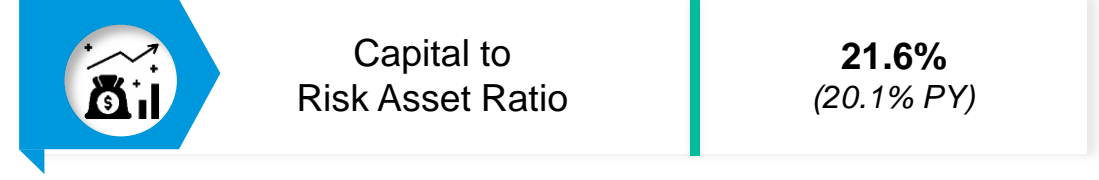
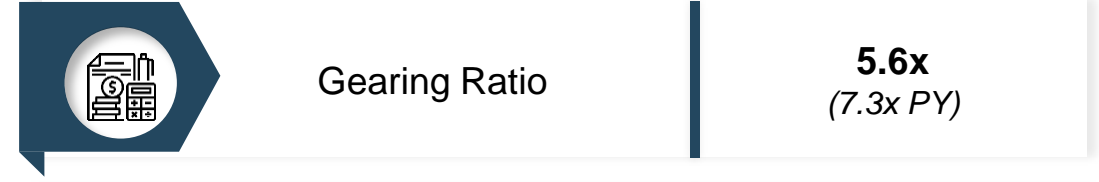
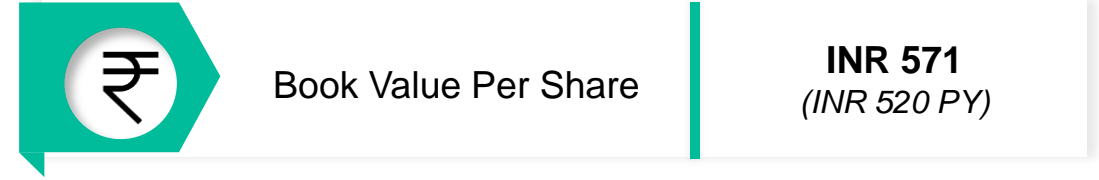
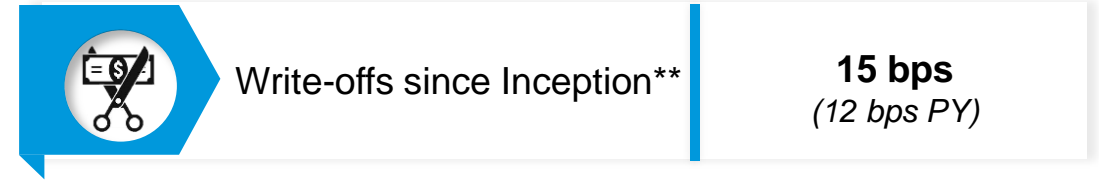
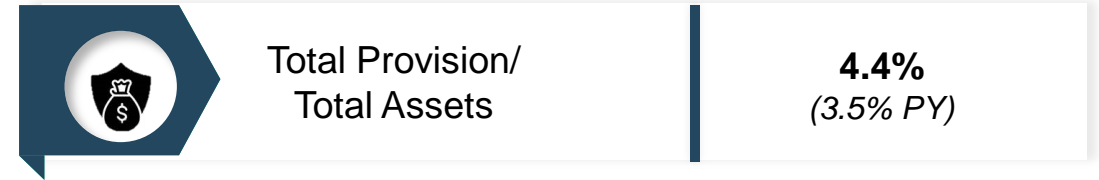
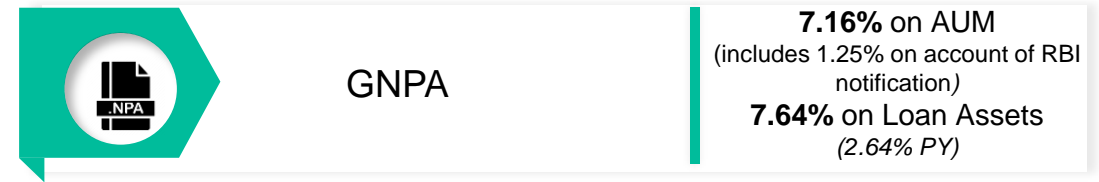
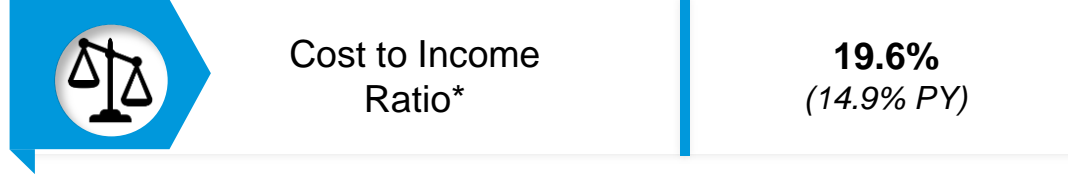
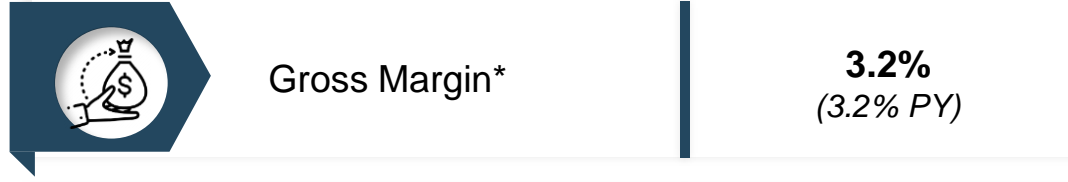
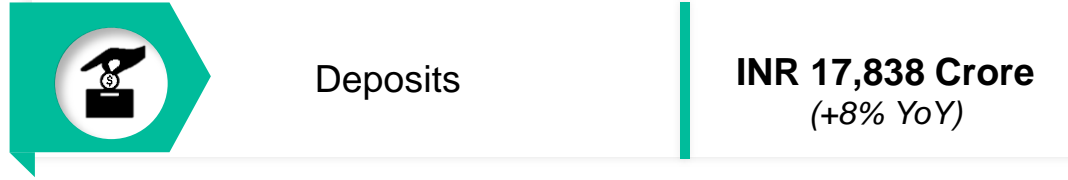
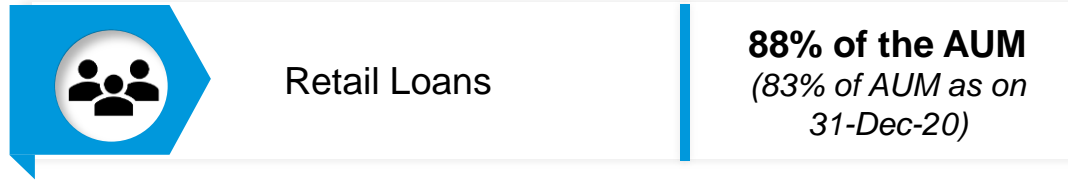
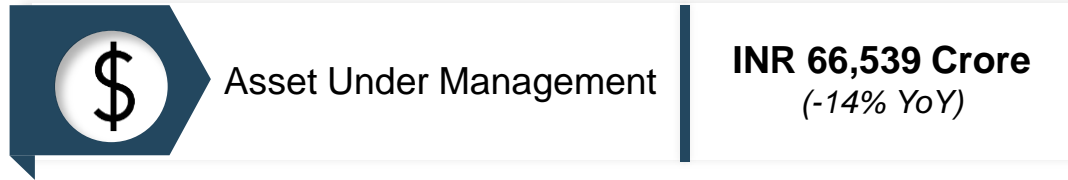
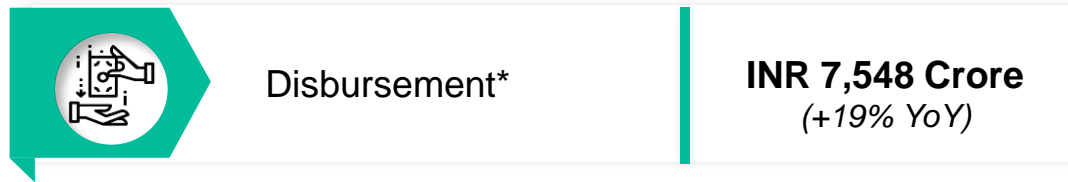
Update on Project “IGNITE”





Business and Financial Performance

Performance Highlights



Data as on 31-Dec-21

*For 9M FY22

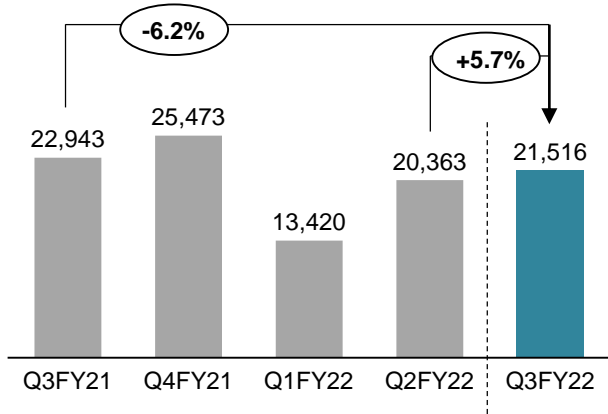
PY stands for same period Previous Year

**On cumulative disbursements

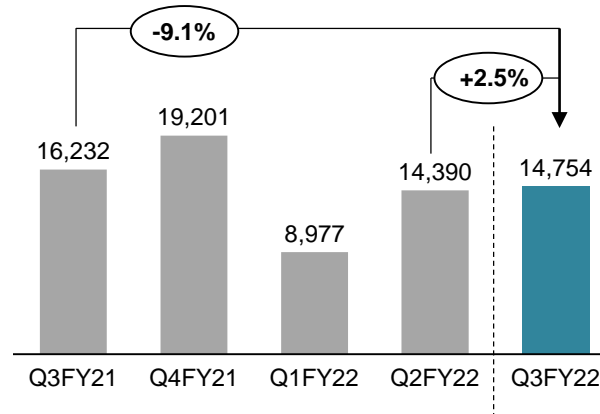
Business Trends - Quarter on Quarter



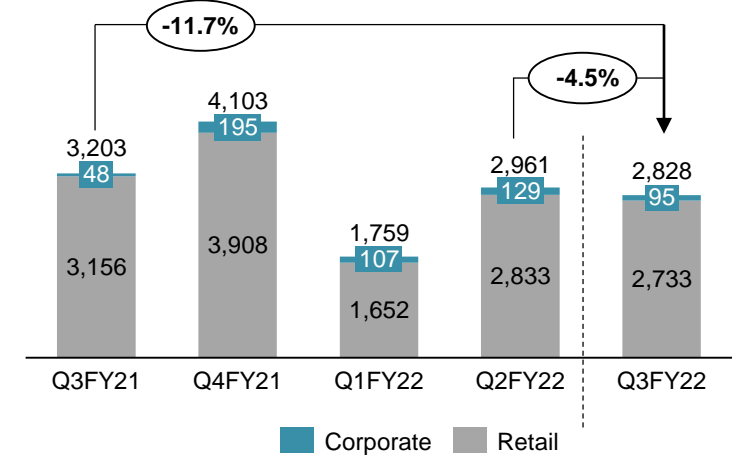
No. of Logins



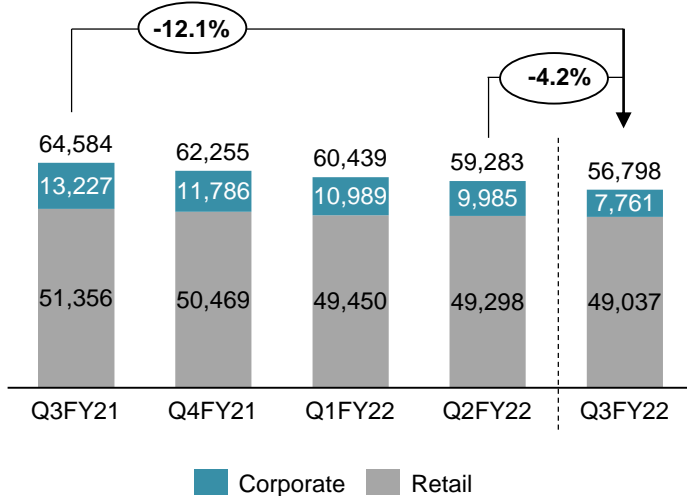
No. of Sanctions



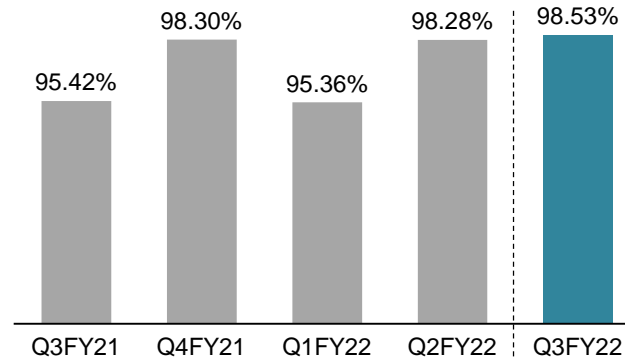
Disbursement (INR Crore)



Loan Asset (INR Crore)



Collection Efficiency (Retail)



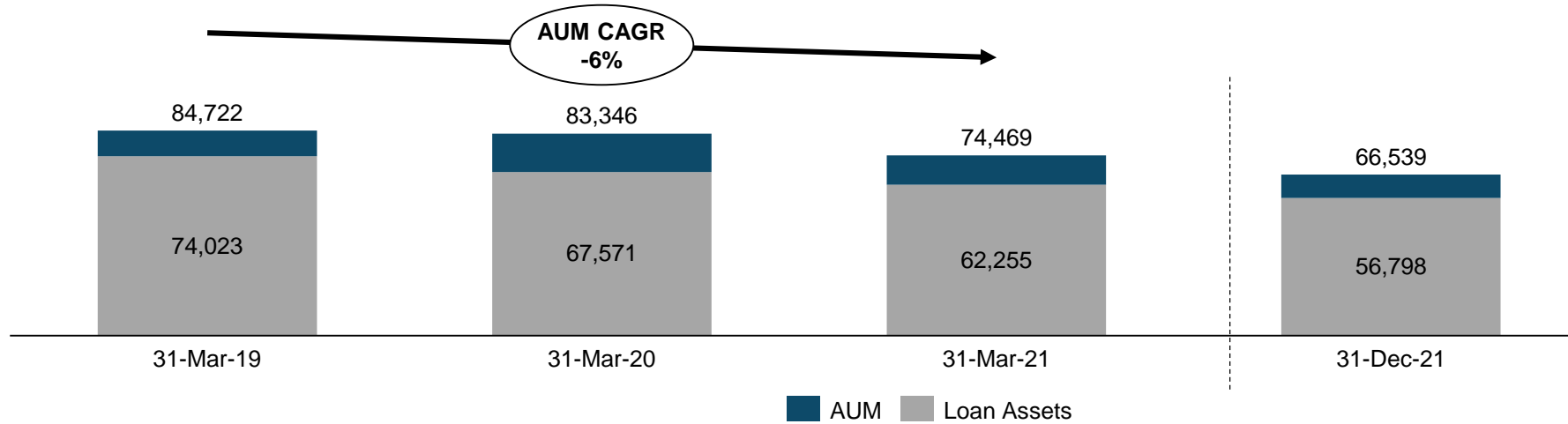
- Digital sourcing contributed 49% to total logins in Q3 FY22
- With focus on retail business, 97% of Q3 FY22 disbursements are in retail segment
- Collection Efficiency improved QoQ

Business Update

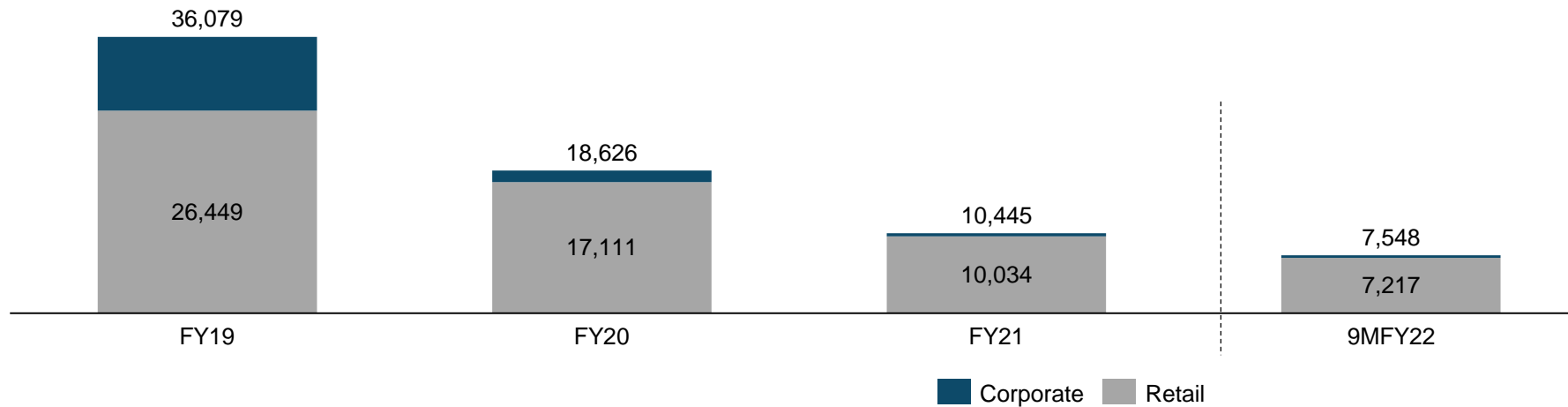


(INR Crore)

Asset



Disbursement



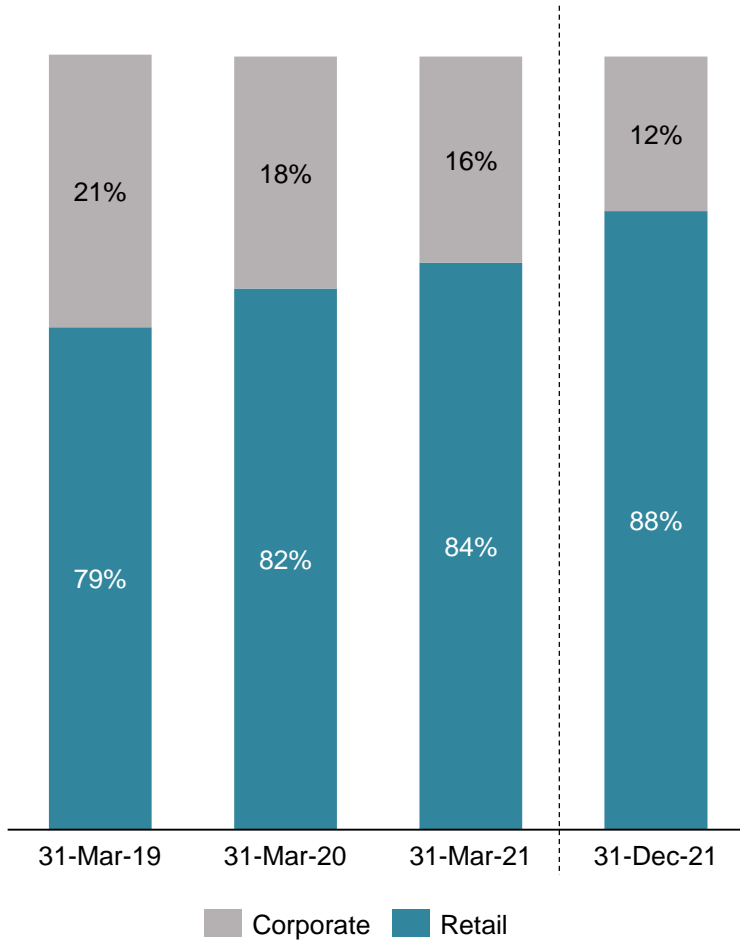
- As on 31-Dec-21, retail AUM is 88% of total AUM compared to 83% as on 31-Dec-20
- Covid Restructured loans of INR 2,483 Crore as on 31-Dec-21
- Disbursed INR 462 Crore under ECLGS scheme upto 31-Dec-21

Emergency Credit Line Guarantee Scheme, provided to mitigate the distress caused by Covid-19

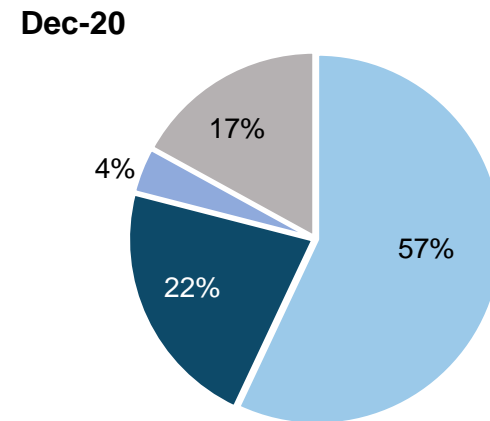
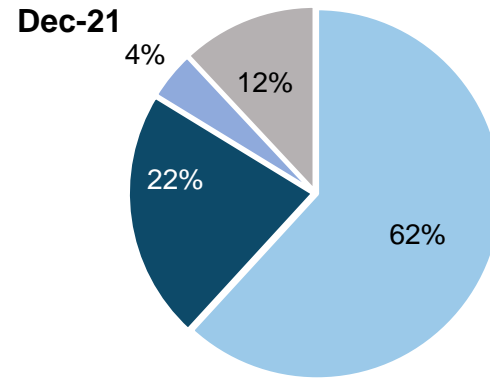
Asset Under Management Mix



AUM Mix

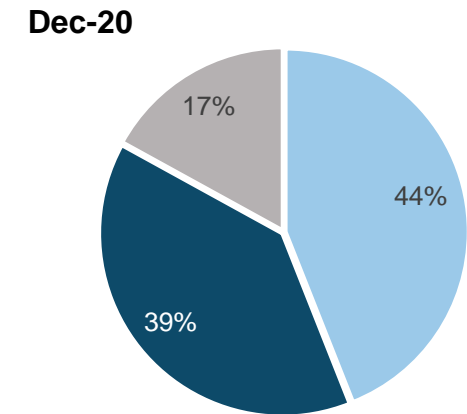
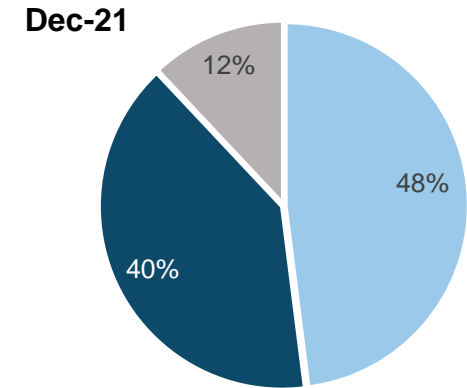


Product-wise Break-up



- Individual Housing Loan
- Retail Loan Against Property
- Retail Non-Residential Premises Loan
- Corporate Loan

Segment-wise Breakup

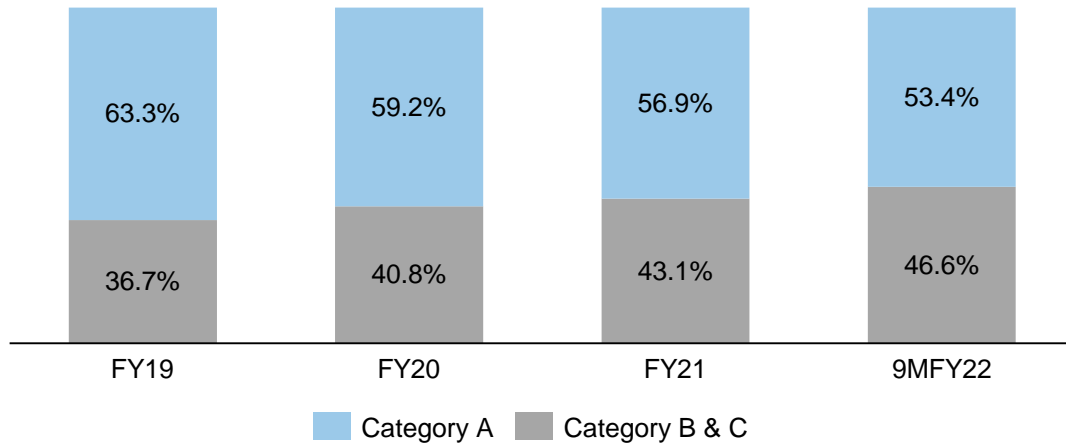


- Salaried
- Self –Employed
- Corporate Loan

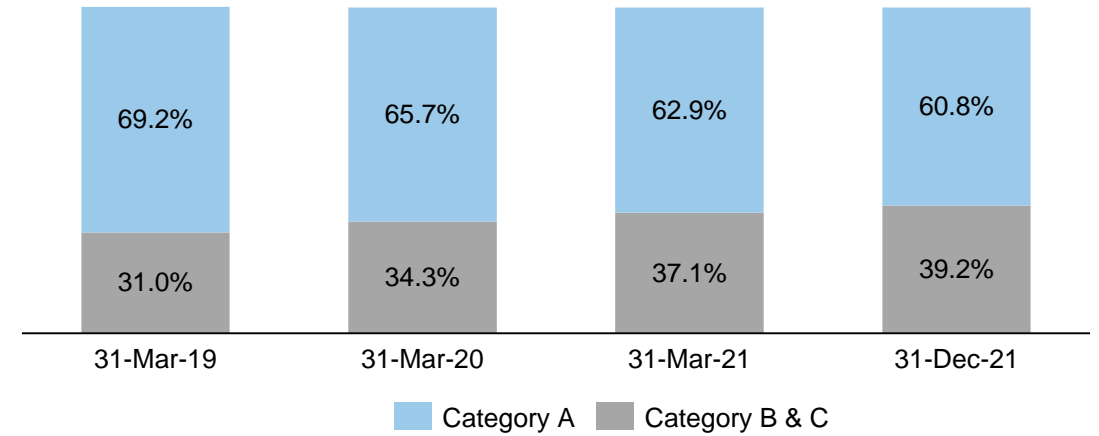
Retail Segment Focus Areas



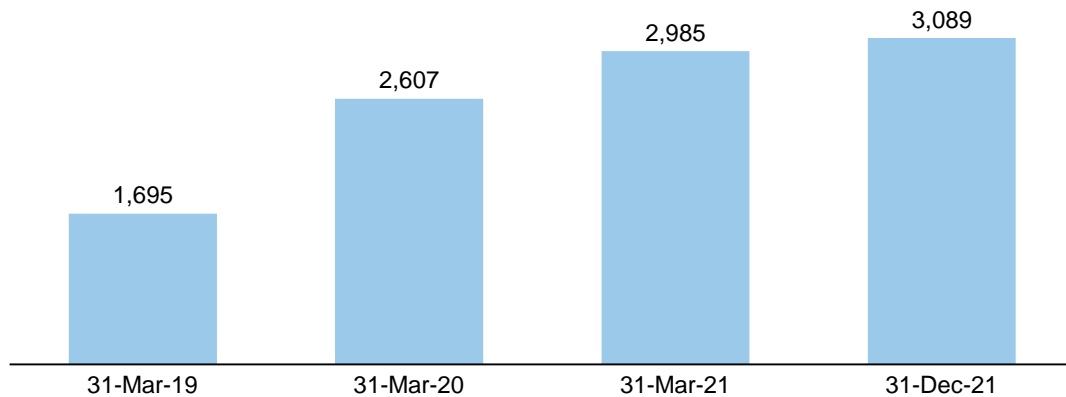
Increasing Disbursement in Category B and C branches



Increasing AUM from Category B & C branches



Increasing Unnati Segment AUM (INR Crore)



- Higher focus on disbursements from category B & C resulting in increasing AUM from the respective branches
- Unnati AUM increased by 7% YoY in December 2021

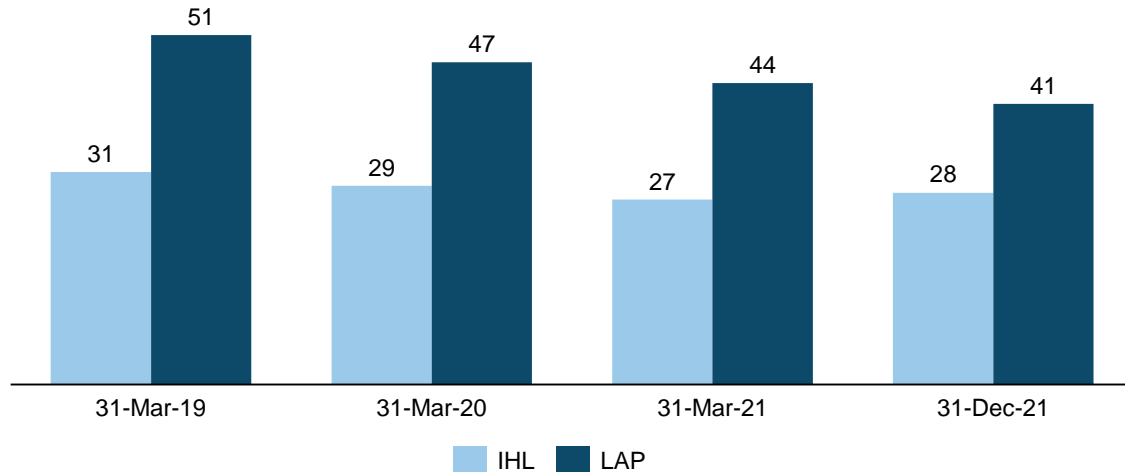
Category A refers to branches in Metro and Large cities

Retail Loan Book – Key Attributes

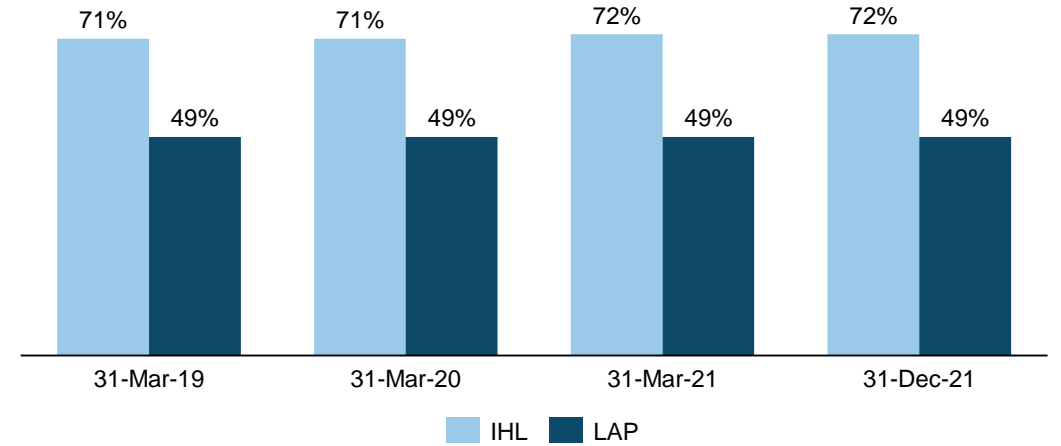


(INR Lakhs)

Average Ticket Size



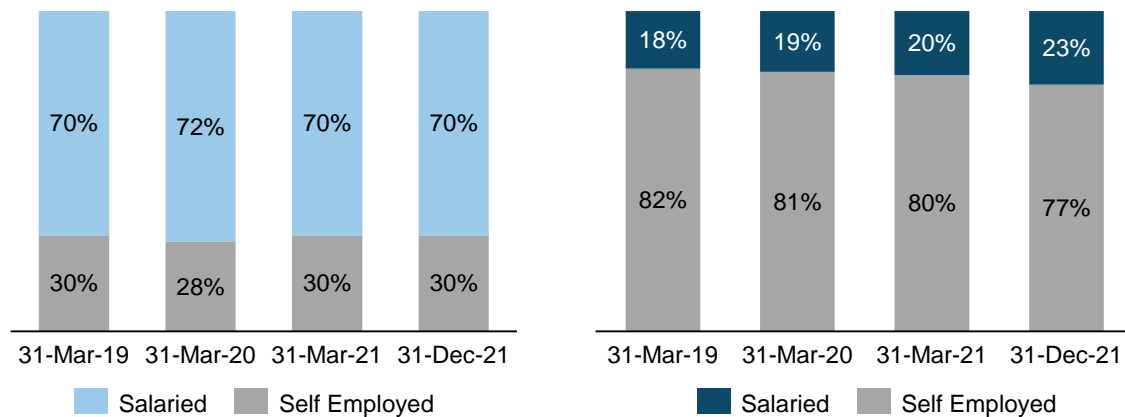
Weighted Average Loan to Value



Salaried vs Self-Employed

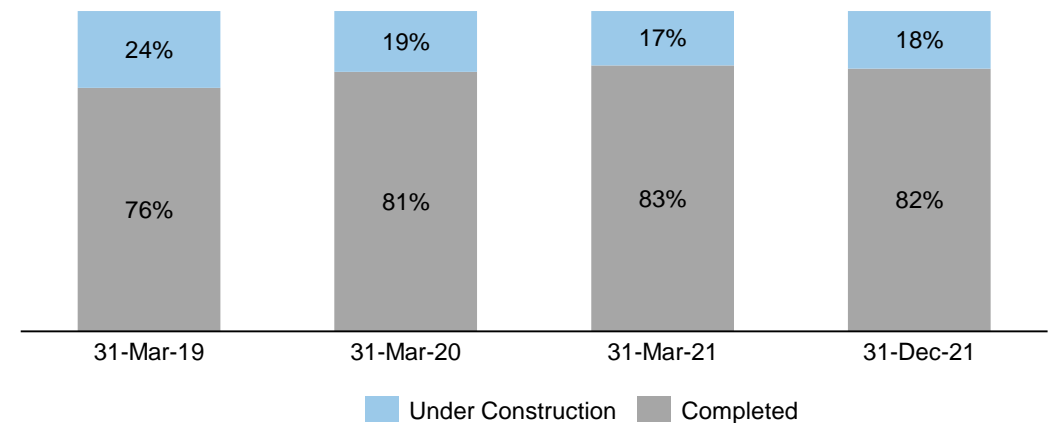
Individual Housing Loan

Loan Against Property



Under construction vs Completed

Individual Housing Loan

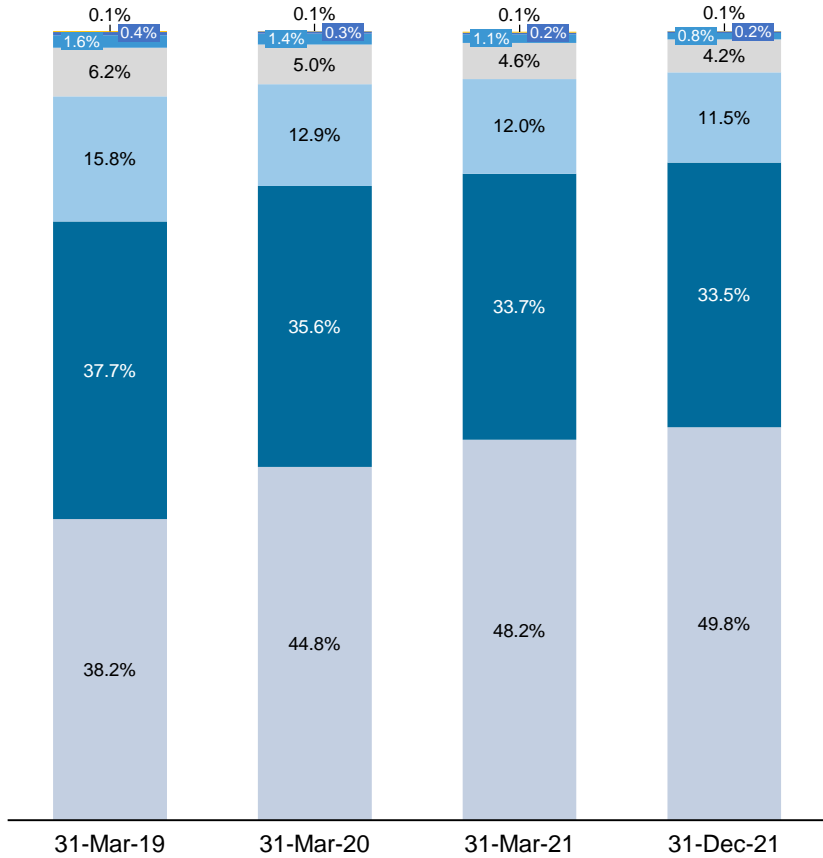


ATS and LTV at Origination

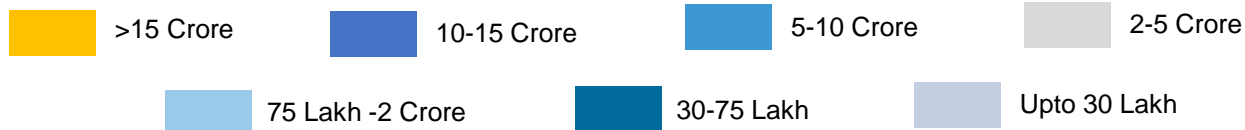
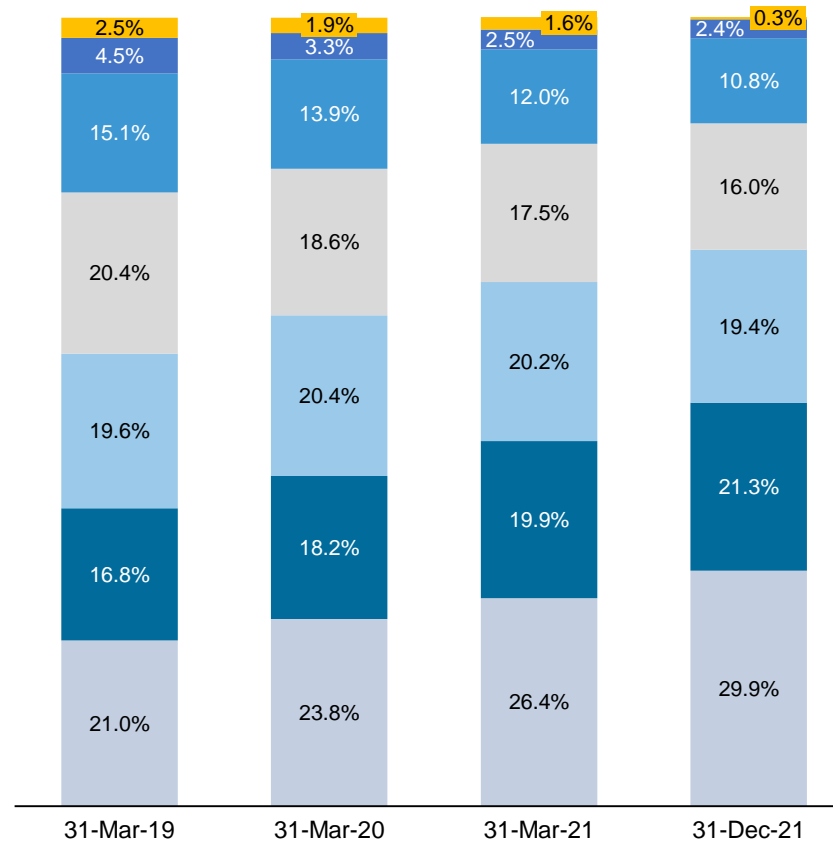
Retail Loan Book – Average Ticket Size Range



Individual Housing Loan



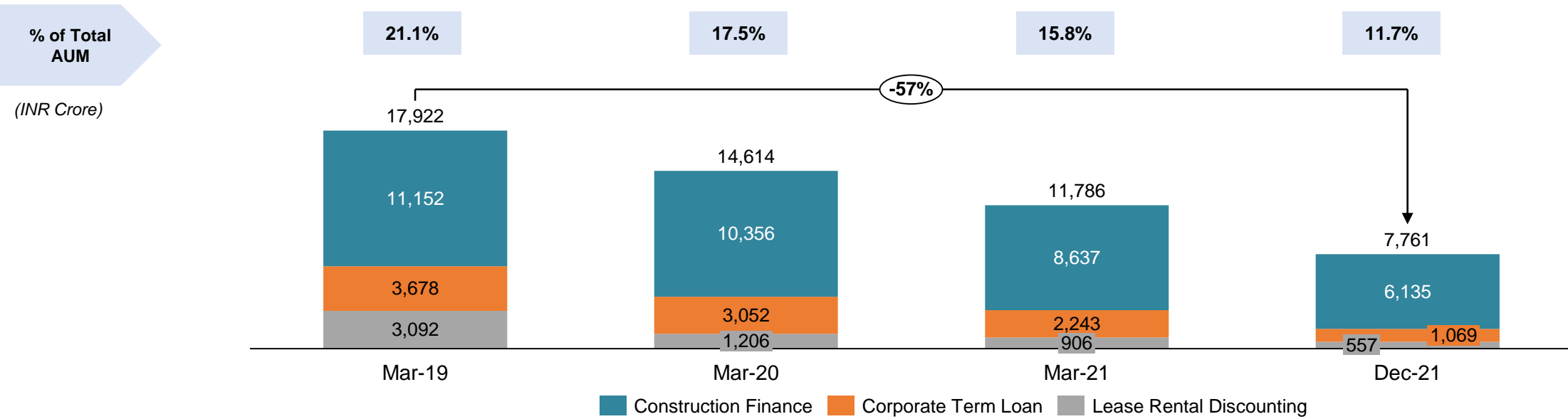
Retail Loan Against Property



- Focus on granular book resulting in the increasing loan asset in lower ticket size loans
- LTV in LAP maintained below 50%

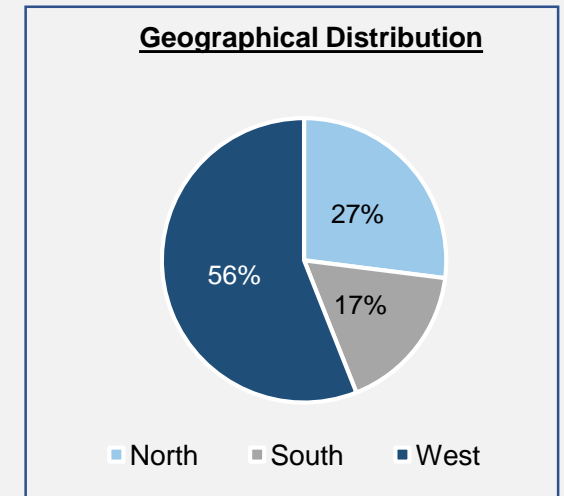
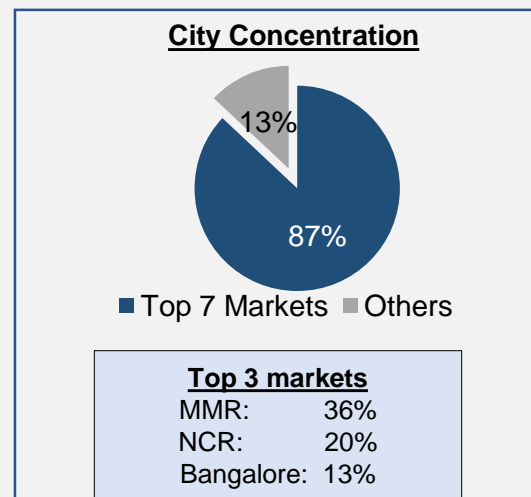
Data on Outstanding Loan Asset

Corporate Book Exposure



Average Ticket Size (Unique Corporate Houses)

Product Segment	ATS (INR Crore)
Construction Finance	189
Corporate Term Loan	88
Lease Rental Discounting	62



Data as on 31-Dec-21

Corporate Book Performance



- 65% of the book is with Zero DPD on a declining base
- 66% of the book is in Stage 1; majority backed by Tier 1 Developers

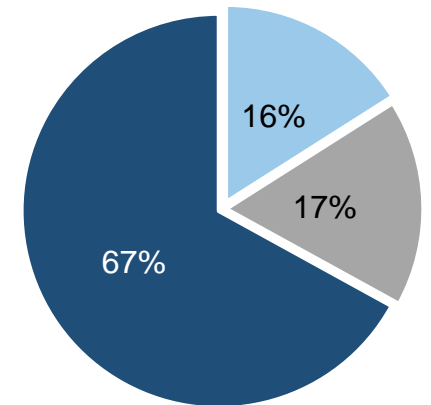
- Down Sell / Accelerated pre payment of INR 2,294 Crore in 9M FY22

- Deleveraged Top 20 developers' book; reduced by ~25% YoY

- Weighted average security coverage of the book is over 2.2x as on 31-Dec-21

- Stage 3 provision coverage ratio is 50%
- Overall provision coverage is 18.7% of Corporate book

33% of the Construction Finance Book comprises completed and near completion projects



- Completed
- Near Completion
- Under Construction

Corporate Book Remedial Actions



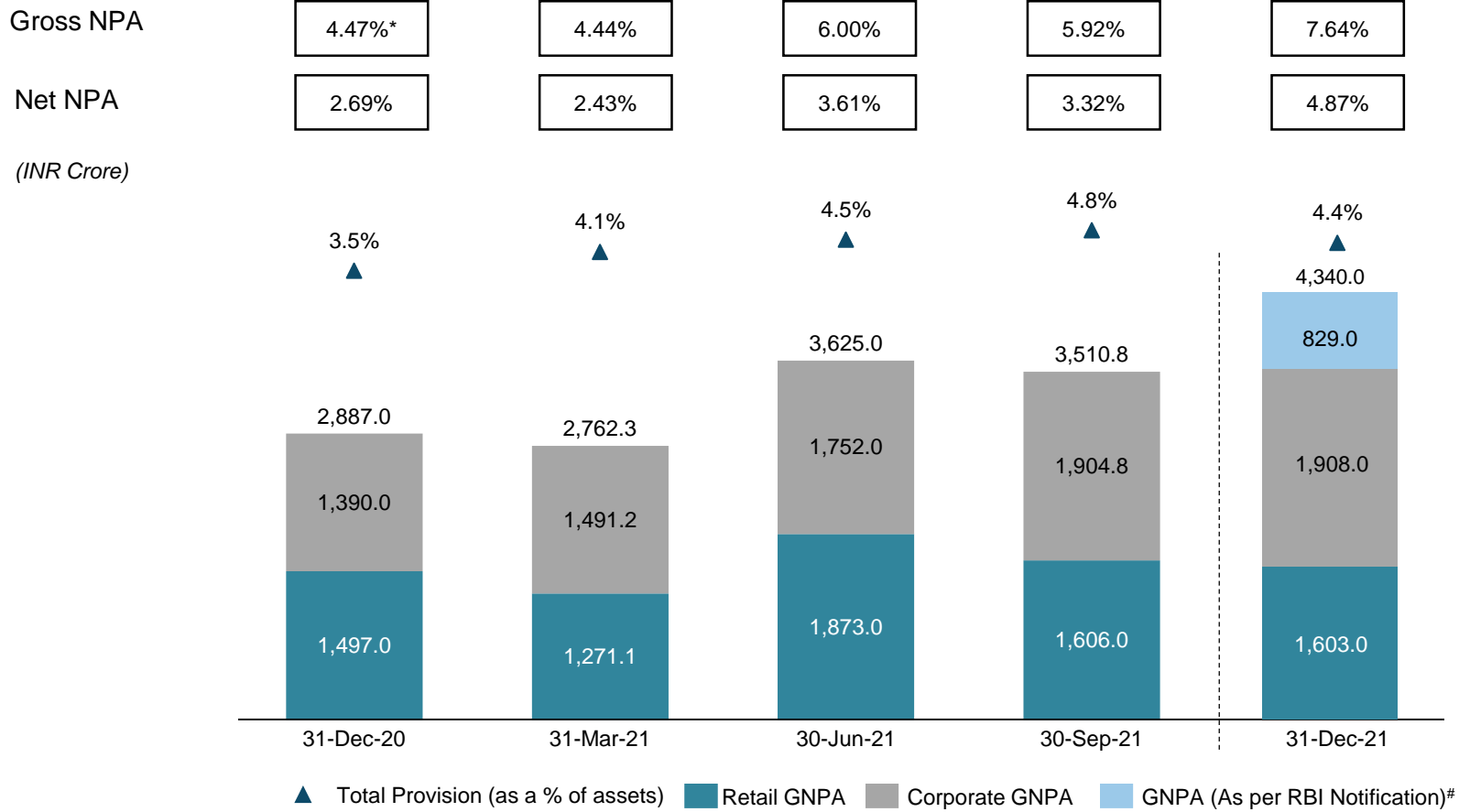
City Based Developers	Final Stages of Resolution	Resolutions Underway on few NPA Accounts
Mumbai	<ul style="list-style-type: none"> • Project with O/s of INR 181 crore <ul style="list-style-type: none"> ✓ Resolution Plan finalized by the Committee of Creditors in NCLT. NCLT approval in process ✓ Resolution achieved, however, account will continue as NPA with adequate provision 	
Delhi, NCR	<ul style="list-style-type: none"> • Project with O/s of INR 353 crore <ul style="list-style-type: none"> ✓ A principal builder in NCR to takeover the Project along with its liabilities ✓ EDC payments to authority restructured and regularized, Project licence renewed, In-Principle transfer of Licence approval received, 2/3rd customer consent being sought post which final approvals shall be received for transfer of licence and Project takeover • Project with O/s of INR 187 crore <ul style="list-style-type: none"> ✓ Final Resolution Plan received from 4 prominent developers; expected to be voted in CoC in Q4 FY 22 	<ul style="list-style-type: none"> • Project with O/s of INR 244 crore <ul style="list-style-type: none"> ✓ Negotiations underway with builders for development management

11 accounts with O/s of INR 333 crore resolved through project collaborations, SWAMIH investment etc.

Gross Non-Performing Assets



% of Loan Asset



NPA of INR 4,340 Crore includes INR 829 Crore, which is less than 90 DPD but included due to asset classification norms as per RBI notification dated 12-Nov-2021

As on 31-Dec-21	INR Crore
Gross NPA	4,340
ECL Provision	2,494
Regulatory provision (as per NHB)	1,107

The Company holds provision with total provision to total asset at 4.4%

*Proforma GNPA
 Figures as on 31-Dec-21 unless mentioned
 #As per RBI Circular dated 12-Nov-21

Expected Credit Loss (ECL) Provisions



Classification of the Assets based on the ECL computation under Ind AS:

Particulars (INR Crore)	31-Dec-21	30-Sep-21	31-Dec-20
Gross Stage 1	49,706	52,080	56,379
Gross Stage 2	2,752	3,691	6,497
Gross Stage 3a (less than 90 DPD; as per RBI notification dated 12-Nov-2021)	829	-	-
Gross Stage 3b (GNPA)	3,511	3,511	1,708
Total Assets	56,798	59,283	64,584

Particulars (INR Crore)	31-Dec-21	30-Sep-21	31-Dec-20
Gross Stage 1	49,706	52,080	56,379
% portfolio in stage 1	87.5%	87.8%	87.3%
ECL Provision Stage 1	625	699	402
Net Stage 1	49,079	51,381	55,977
ECL Provision % Stage 1	1.3%	1.3%	0.7%
Gross Stage 2	2,752	3,692	6,497
% portfolio in stage 2	4.8%	6.2%	10.1%
ECL Provision Stage 2	292	585	1,041
Net Stage 2	2,460	3,107	5,456
ECL Provision % Stage 2	10.6%	15.8%	16.0%
Gross Stage 3	4,340 ^(#)	3,511	1,708
% portfolio in Stage 3	7.64%	5.9%	2.6%
ECL Provision Stage 3	1,577	1,544	799
Net Stage 3	2,764	1,967	908
Coverage Ratio % Stage 3	36.3%*	44.0%	46.8%
Total Assets	56,798	59,283	64,584
ECL Provision	2,494	2,828	2,243
Net Stage	54,302	56,455	62,341
Total ECL Provision / Total Assets (%)	4.4%*	4.8%	3.5%

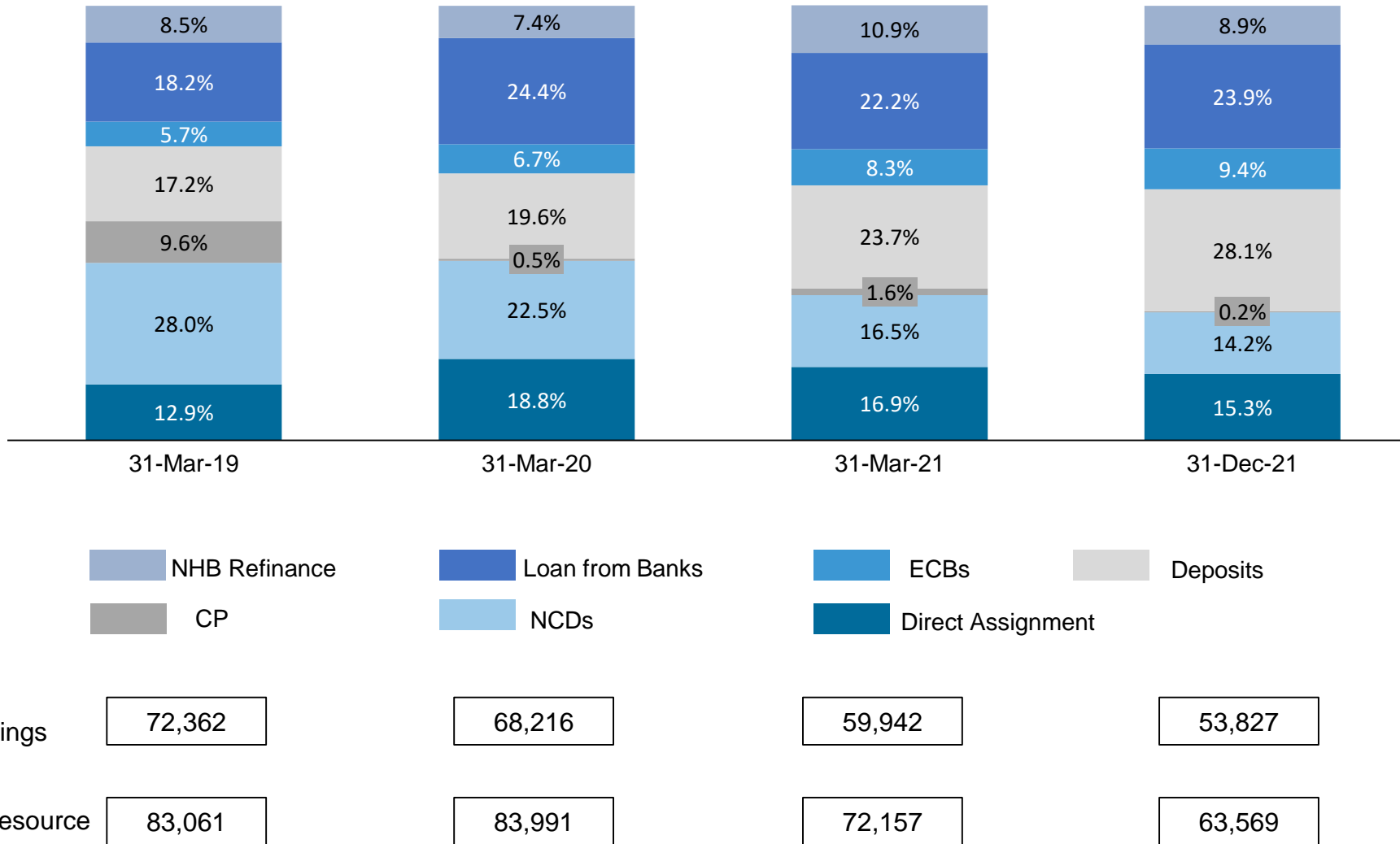
*This excludes the provisions utilized for write off, including the same Stage 3 coverage ratio would have been 41% and total provision to total asset ~5%

Includes INR 829 crore of assets re categorised as NPA due to November 12, 2021 circular

Well Diversified Resource Profile



(INR Crore)



- ~71% of the total resource is floating; giving opportunity for replacement & repricing

Credit Rating

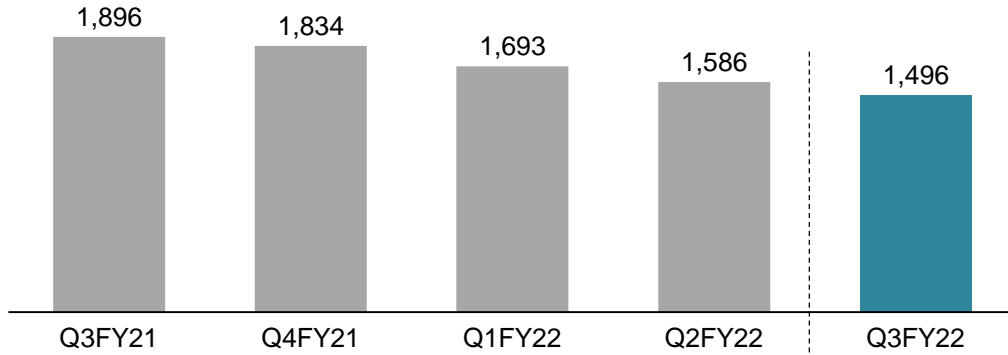
- Fixed Deposit: “FAA+” by CRISIL and “AA” by CARE.
- Commercial Paper: “A1(+)” by CARE & CRISIL
- Non-Convertible Debentures: “AA” by CARE, India Ratings, CRISIL and ICRA
- Bank Loans (Long Term): “AA” by CARE and CRISIL

Financial Highlights – Quarter on Quarter

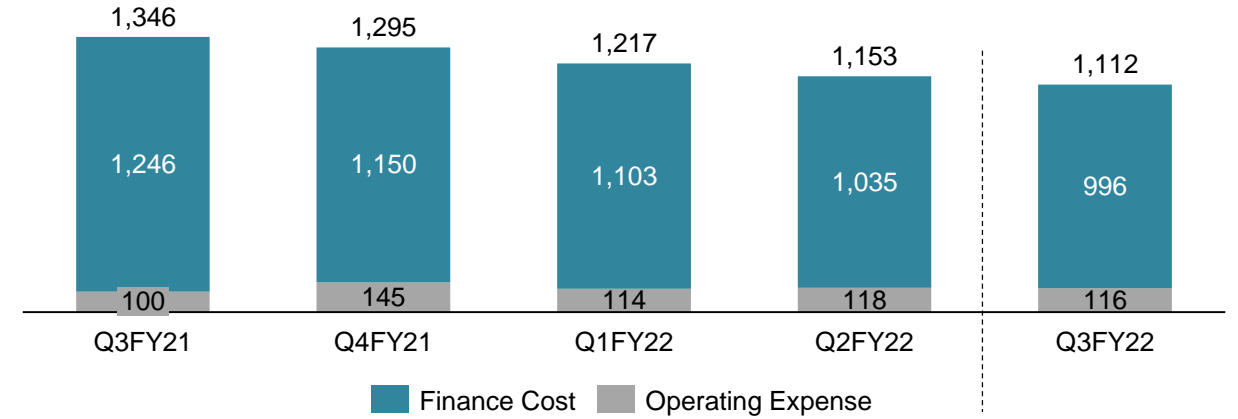


(INR Crore)

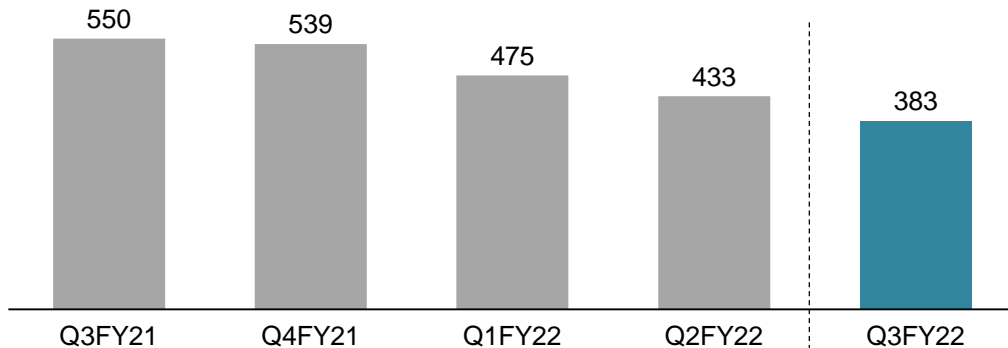
Revenue



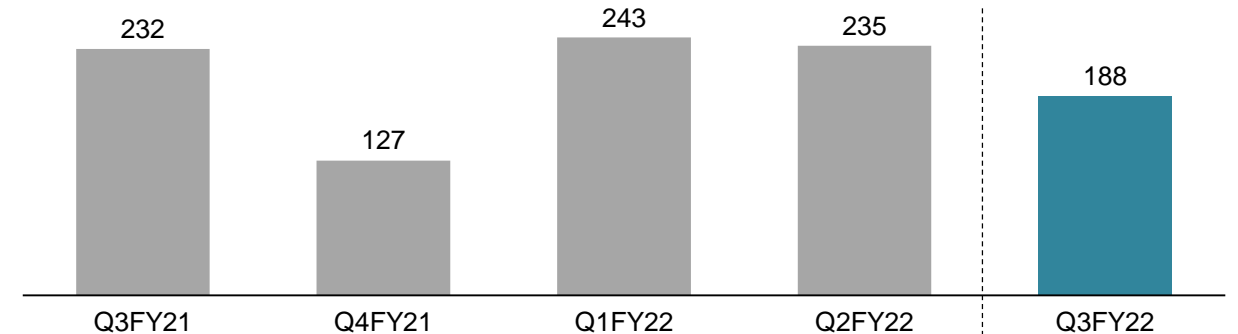
Expense



Pre-provision Operating Profit



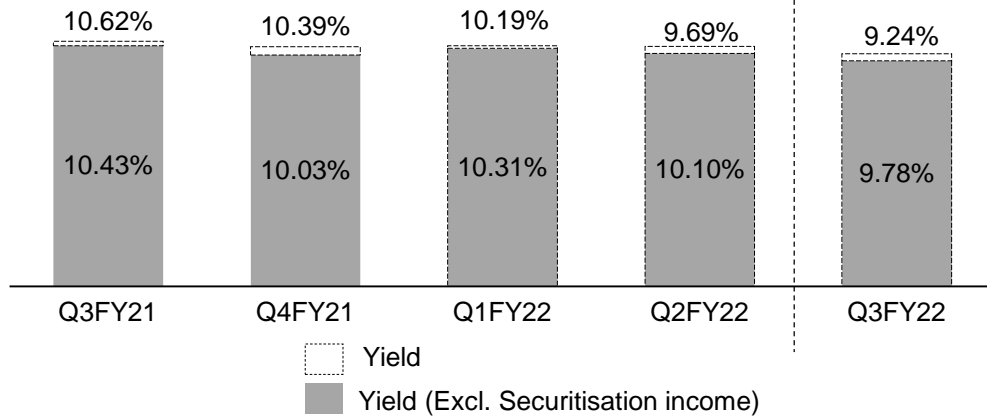
Profit After Tax



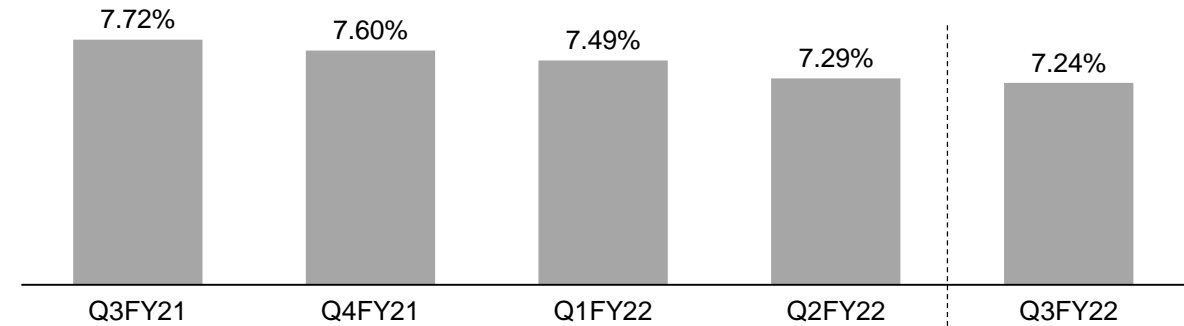
Financial Ratio Highlights – Quarter on Quarter



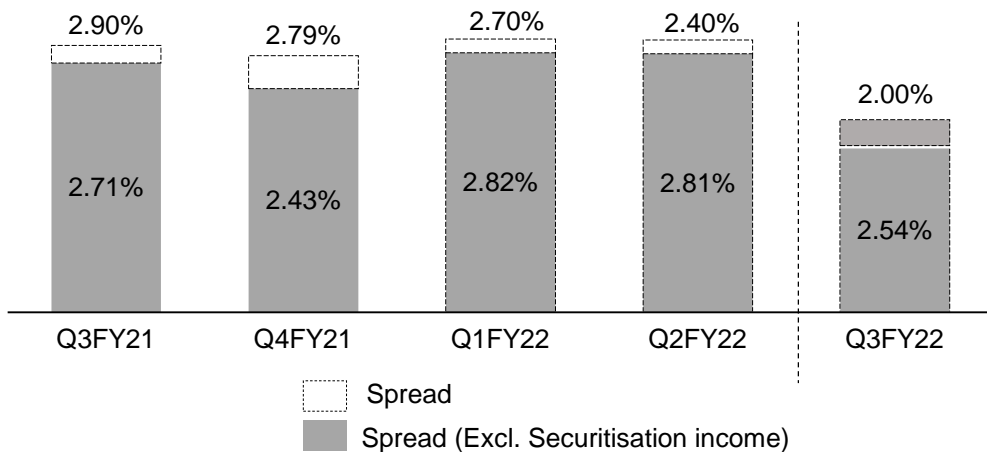
Average Yield



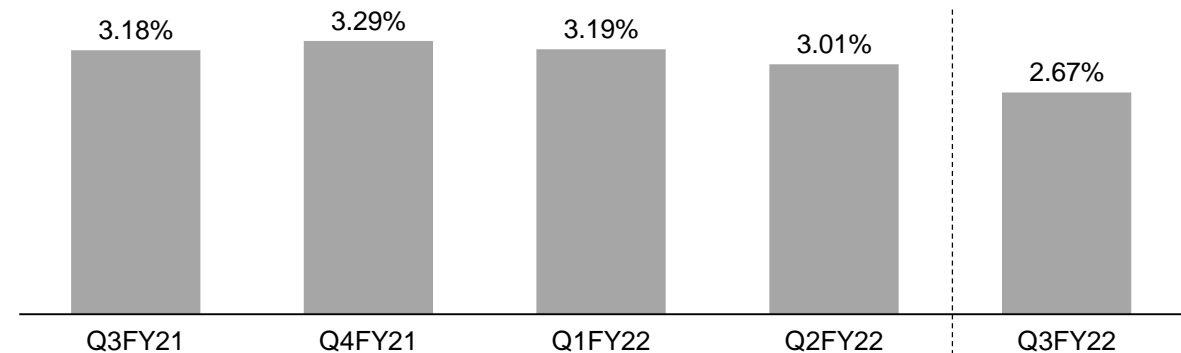
Average Cost of Borrowing



Spread



Net Interest Margin

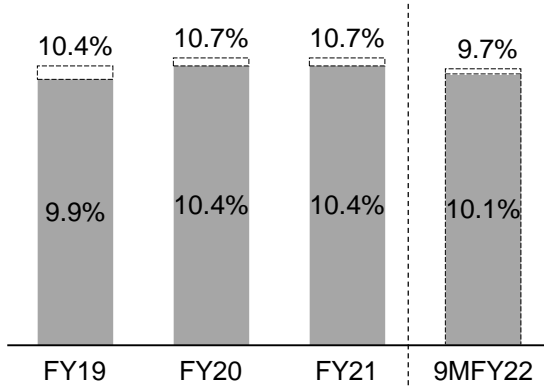


Ratios are calculated on Monthly Average

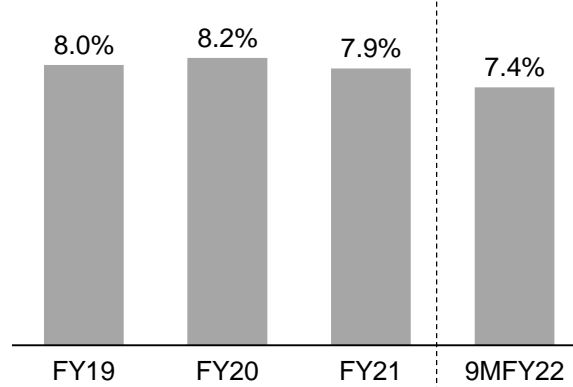
Margin Analysis - Annual



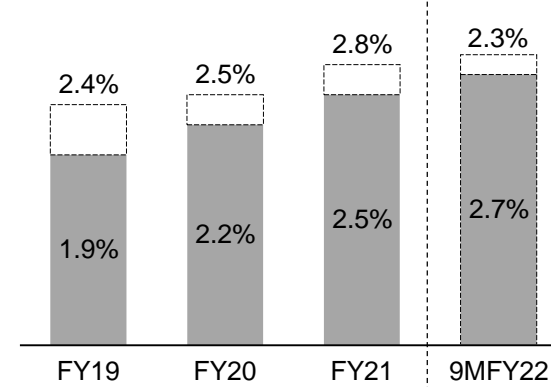
Average Yield



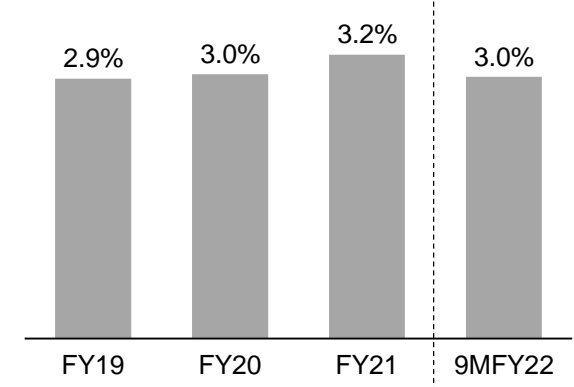
Average Cost of Borrowings



Spread



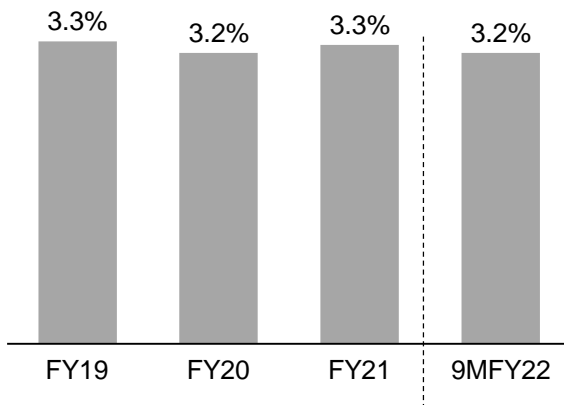
Net Interest Margin



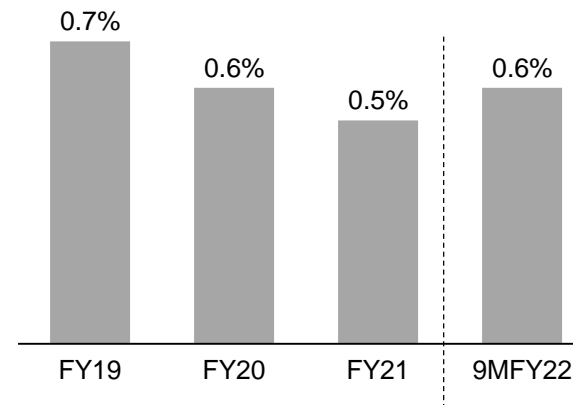
Yield
 Yield (Excl. Securitisation income)

Spread
 Spread (Excl. Securitisation income)

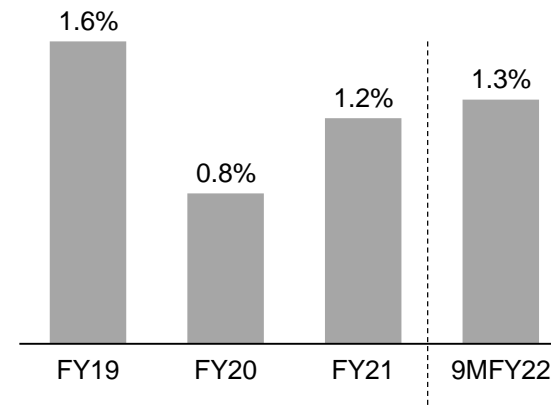
Gross Interest Margin



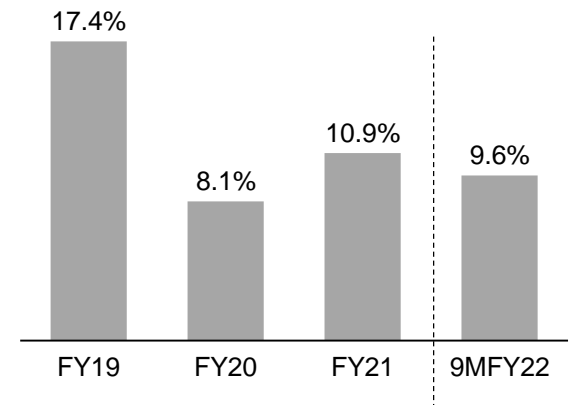
Opex to ATA Ratio



Return on Asset



Return on Equity



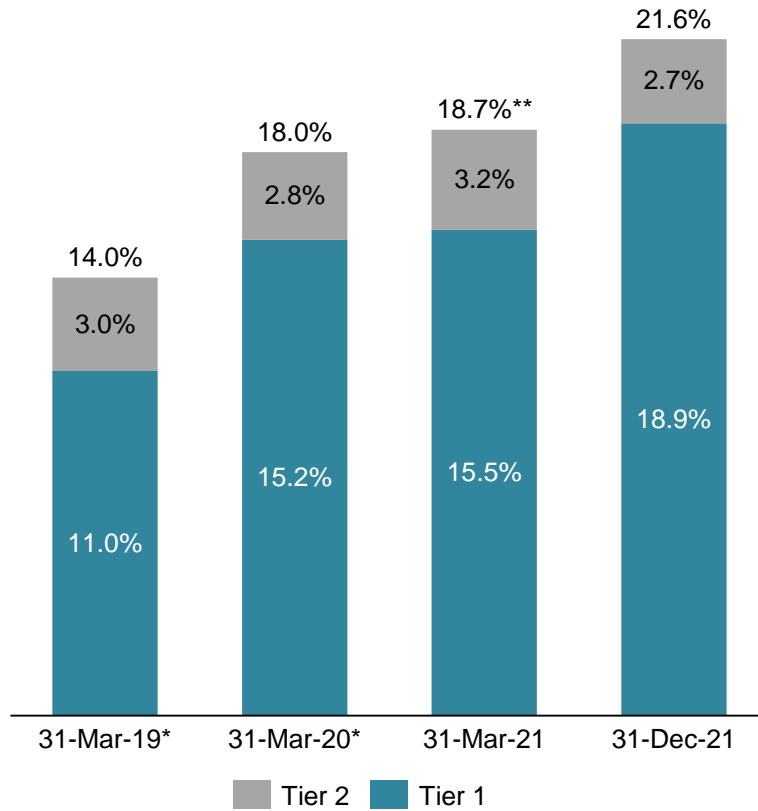
Ratios are calculated on Monthly Average
Gross Interest Margin is net of acquisition cost

Capital Position



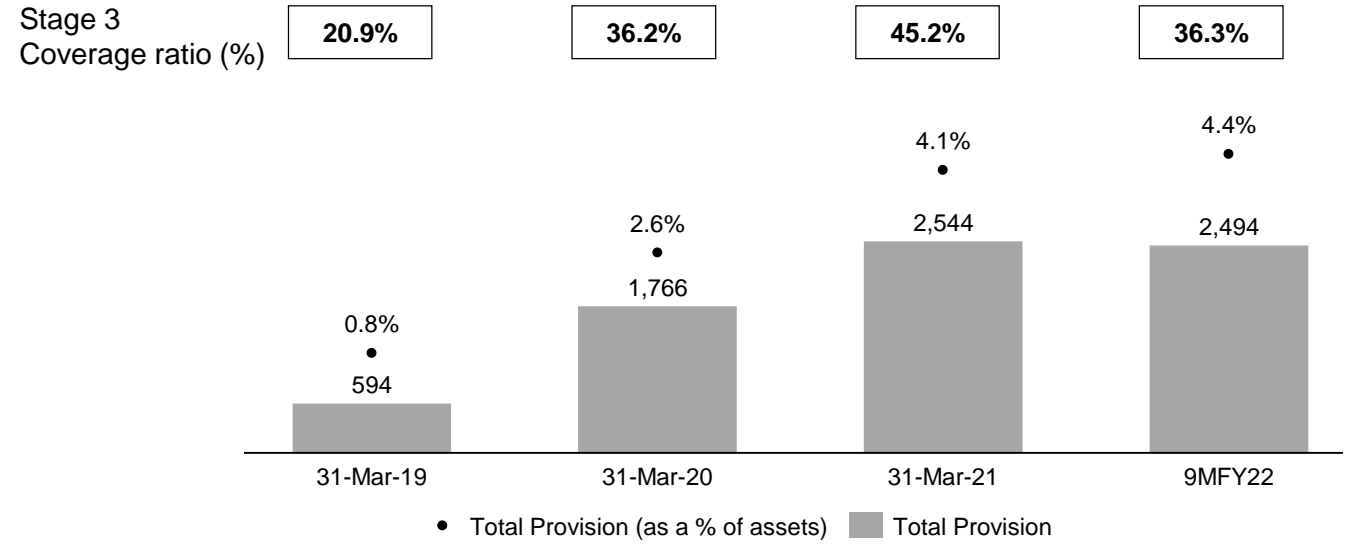
(INR Crore)

Capital to Risk Asset Ratio

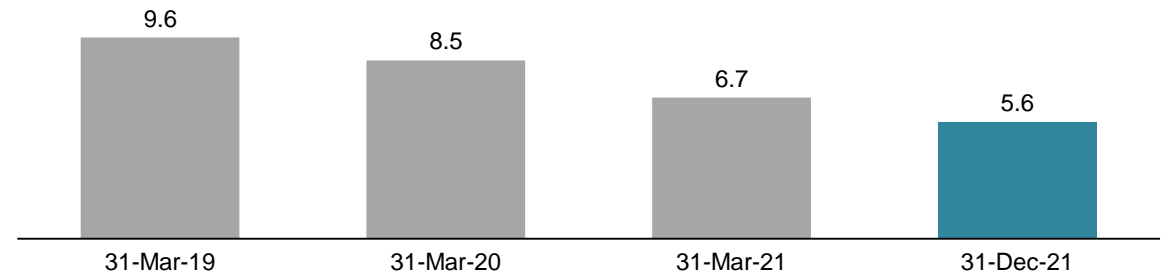


**Adjusted for deposits with companies in same group, which gets deducted from Net owned Funds, the CRAR would have been 20.6%.

Provisions



Gearing (x)



De-leveraged Balance Sheet with enhanced Provisions and reduced share of Corporate book

Ratio is calculated on Monthly Average
*Based on IGAAP

Consolidated Profit & Loss Statement



Particulars (INR Crore)	Q3 FY22	Q3 FY21	YoY	Q2 FY22	QoQ	9M FY22	9M FY21	YoY	FY21	FY20	FY19
Interest Income*	1,411	1,758		1,500		4,523	5,520		7,190	7,688	6,793
Add: Net gain on fair value changes	24	43		38		103	123		162	159	129
Add: Income on derecognized loans assigned during the period	0	35		0		0	35		71	336	308
Less: Finance Cost	996	1,246		1,035		3,134	3,949		5,100	5,875	5,166
Net Interest Income	439	590	-25.6%	503	-12.7%	1,492	1,729	-13.7%	2,323	2,308	2,064
Net Fees and other Income	57	59		48		143	109		190	298	399
Gross Income	496	649	-23.5%	551	-9.9%	1,635	1,838	-11.0%	2,513	2,606	2,462
Operating Expenses											
Less: Employee Benefit Expenses	50	43		56		162	159		211	233	304
Less: Other Expenses	50	42		48		143	104		173	245	204
Less: Depreciation and Amortisation	13	14		13		39	45		59	66	31
Operating Profit	383	550	-30.4%	433	-11.5%	1,291	1,530	-15.6%	2,069	2,062	1,923
Less: Impairment on financial instruments & Write-offs (Expected Credit Loss)	129	256		142		431	511		862	1,251	189
Profit Before Tax	254	294	-13.7%	291	-12.9%	860	1,019	-15.6%	1,207	811	1,734
Less: Tax Expense	65	62		56		193	216		277	165	543
Net Profit after Tax	188	232	-18.9%	235	-19.9%	667	803	-16.9%	930	646	1,192
Add: Other Comprehensive Income	25	6		12		26	-60		-21	-55	-102
Total Comprehensive Income	213	239	-10.7%	247	-13.7%	693	743	-6.8%	909	591	1,089
EPS (Basic)	11.2	13.8		14.0		39.6	47.7		55.3	38.5	71.2

*Includes net income reversal of INR 79 crore on derecognized loans due to unwinding impact of Spread contraction in Q3 FY22 as compared to INR 61 crore in Q2 FY22 resulting in declining interest income. During Q3 FY21, there was a net positive impact of INR 31 crore on derecognized loans due to fall in buying Banks' MCLR. In 9M FY22 the net income reversal is of INR 159 crore vs income of INR 120 crore in 9M FY21

Consolidated Balance Sheet



	Particulars (INR Crore)	30-Sep-21	31-Mar-21	31-Mar-20	31-Mar-19
	LIABILITIES				
1	Financial Liabilities				
(a)	Derivative financial instruments	-	51	-	211
(b)	Debt Securities	7,742	11,461	17,837	29,605
(c)	Borrowings (Other than Debt Securities)	29,002	29,746	32,328	26,793
(d)	Deposits	16,774	16,746	16,132	14,023
(e)	Subordinated Liabilities	1,439	1,439	1,439	1,438
(f)	Other financial liabilities	1,823	1,764	1,776	2,218
	Sub Total - Financial Liabilities	56,780	61,208	69,512	74,288
2	Non-Financial Liabilities				
(a)	Current Tax Liabilities	52	63	-	-
(b)	Provisions	25	18	19	25
(c)	Other non-financial liabilities	796	1,180	1,401	2,012
	Sub Total - Non-Financial Liabilities	873	1,261	1,420	2,037
3	EQUITY				
(a)	Equity Share capital	169	168	168	167
(b)	Other Equity	9,249	8,755	7,830	7,376
	Sub Total - Equity	9,417	8,923	7,998	7,544
	TOTAL – EQUITY & LIABILITIES	67,070	71,392	78,930	83,869

	Particulars (INR Crore)	30-Sep-21	31-Mar-21	31-Mar-20	31-Mar-19
	ASSETS				
1	Financial Assets				
(a)	Cash and cash equivalents	5,693	6,969	8,514	4,034
(b)	Loans	57,515	60,645	66,628	74,288
(c)	Investments	2,201	2,045	2,076	4,561
(d)	Other Financial Assets	842	952	872	552
	Sub Total - Financial Assets	66,251	70,610	78,090	83,434
2	Non - Financial Assets				
(a)	Tax Assets (Net)	494	430	347	177
(b)	Property, Plant and Equipment	75	82	105	78
(c)	Right of use assets	71	78	120	-
(d)	Other Intangible assets	20	21	25	24
(e)	Other non-financial assets	35	35	35	24
(f)	Assets held for sale	124	136	207	131
	Sub Total - Non - Financial Assets	819	782	839	435
	TOTAL - ASSETS	67,070	71,392	78,930	83,869

Digital Interventions across the Value Chain



Tools & Collaborations



Fusion



Uconnect



Automated Mailing Machine



Email verification



Collection Tiger

TALISMA

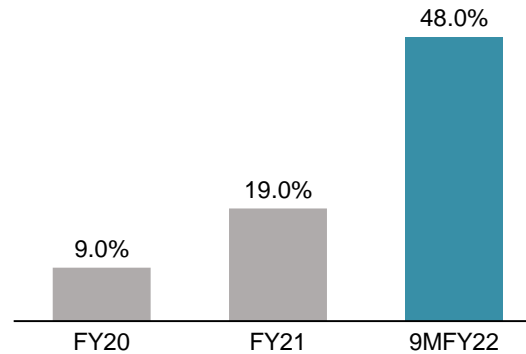


Payment collaborations with various Digital partners

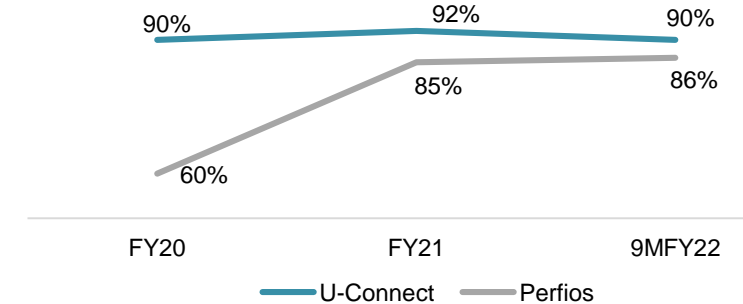
Interventions

- Implemented cloud based Virtual System interface to ensure secure working from any location
- Integration of ACE (A Digital Onboarding Platform) with Loan Origination System (LOS) made live in Q1 for smooth flow of digital loan applications in business workflow without any human intervention.
- Part of NHB's "Automated Data Flow System (ADF)" project; pilot initiated
- Introduction of Robotic Process Automation (RPA) in Central Processing Center (CPC) to reduce human dependencies
- Introduced digital payment platform to support collections

Digital Sourcing



Digital Underwriting Tools



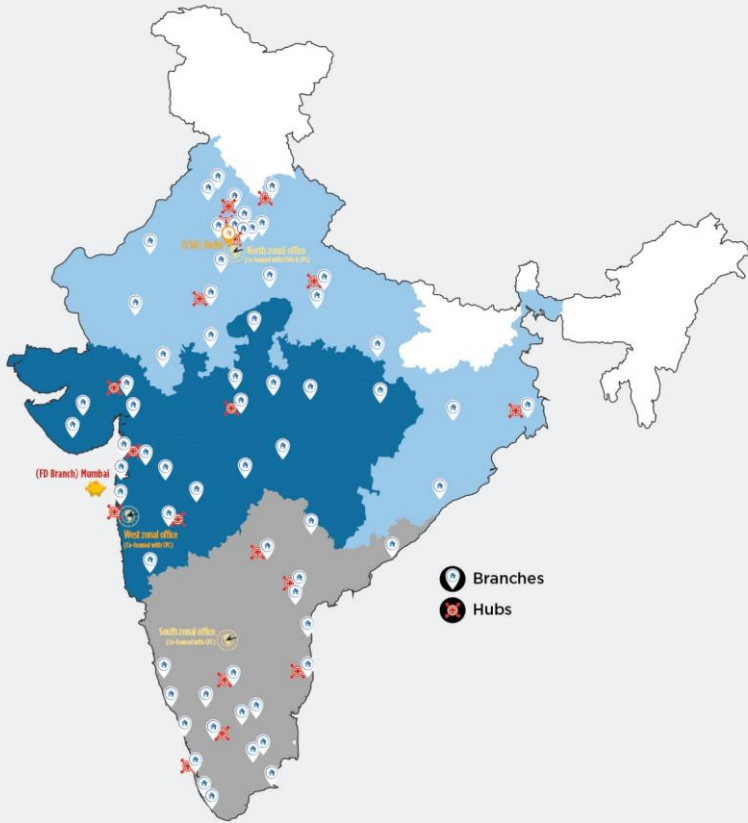
Accelerating Digital Journey

- Designing and Implementation under process to create smarter version of AI powered Chat Bot
- Automate credit decisioning for Salaried customers through STP
- Automate collection system with rule based engine and advance analytics

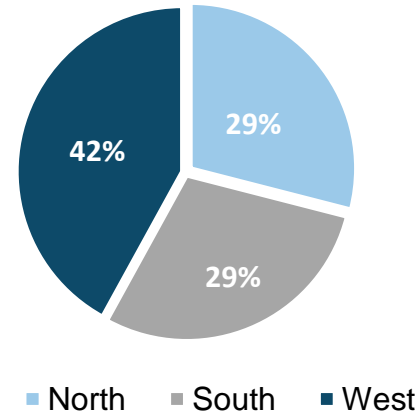
Strong Distribution Network



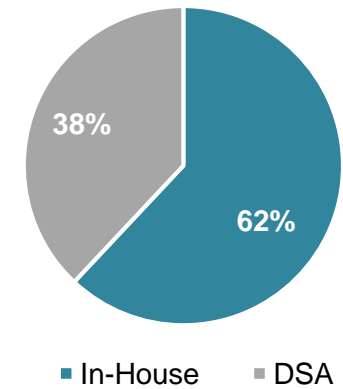
OUR OFFICE NETWORK



AUM – Geographical Breakup



Disbursement Origination (9M FY22)



Network

94 branches with presence in 64 unique cities	13 new Unnati locations	17 outreach centers	22 decision making hubs	Over 22,000 channel partners
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Central Support Office

Map not to scale. All data, information and maps are provided "as is" without warranty or any representation of accuracy, timeliness or completeness.

Data as on 31-Dec-21



Environment

- 99% EMI collections through digital mode
- Introduced ACE for digital customer onboarding; digital penetration increased to 48% in 9MFY22
- The Company through its CSR initiative supported
 - Water conservation in Rajasthan
 - Research and innovation in construction sector for environment friendly material
- Received the “Business Transformation Award 2021” by Mint (TECHCIRCLE) for its ACE technology platform



Social

- Covid-19: Operationalized 70 bedded ICU Facility, provided oxygen concentrators, establish PSA based oxygen plant and provided ambulances for emergency pre-hospital care.
- Partnership with Madras Govt. Hospital Chennai, to set up a 3-D printing lab for their prosthetic department to provide free of cost digitally manufactured limbs to the disabled
- Strengthening of various education initiatives – refurbished infrastructure of seven government schools
- Enable access to healthcare:
 - Supported technology advancement in AIIMS Delhi and provided advanced equipment to PHCs in Karnataka
 - Infrastructure upgrade of the largest government facility in Pune
- Ensuring livelihood to women in EWS category through projects in Rajasthan and MP



Human Capital

- Team of 1,421 employees as on 31st December 2021
 - Average employee age of 36 years
 - Average employee tenure is around 4 years
 - 16% women employees
- Learning & development (9M FY22):
 - 1,448 unique employees trained
 - 752 number of training programme conducted



Governance

- Diversified & highly experienced Board of 12 members with 6 independent directors
- All committees except CCB headed by Independent directors
- Systems in place to address stakeholder’s grievances viz customers, shareholders’, vendors etc.
- Strong and experienced management team with extensive industry experience
- Over 90% of customer requests resolved within TAT

Experienced Management Team



MANAGING DIRECTOR & CEO

- Years of Experience: 36+
- Years with PNBHF: 1

CHIEF FINANCIAL OFFICER

- Years of Experience: 24+
- Years in Mortgage: 11+
- Years with PNBHF: 3

CHIEF CENTRALIZED OPERATIONS & TECHNOLOGY

- Years of Experience: 35+
- Years in Mortgage: 25+
- Years with PNBHF: 10

COMPANY SECRETARY & COMPLIANCE HEAD

- Years of Experience: 30+
- Years in Mortgage: 25+
- Years with PNBHF: 26

CHIEF PEOPLE OFFICER

- Years of Experience: 18+
- Years with PNBHF: <1

BUSINESS HEAD – RETAIL

- Years of Experience: 25+
- Years in Mortgage: 21+
- Years with PNBHF: 10

CREDIT HEAD – RETAIL

- Years of Experience: 19+
- Years in Mortgage: 18+
- Years With PNBHF: 8

CHIEF RISK OFFICER

- Years of Experience: 17+
- Years in Mortgage: 17+
- Years with PNBHF: 8

HEAD – COLLECTIONS

- Years of Experience: 22+
- Years in Mortgage: 15+
- Years with PNBHF: 1

HEAD – REMEDIAL MANAGEMENT GROUP

- Years of Experience: 14+
- Years in Mortgage: 14+
- Years with PNBHF: 3

HEAD – CUSTOMER SERVICE & OPERATIONS

- Years of Experience: 23+
- Years in Mortgage: 14+
- Years with PNBHF: 5

HEAD – DEPOSIT AND CROSS SALES

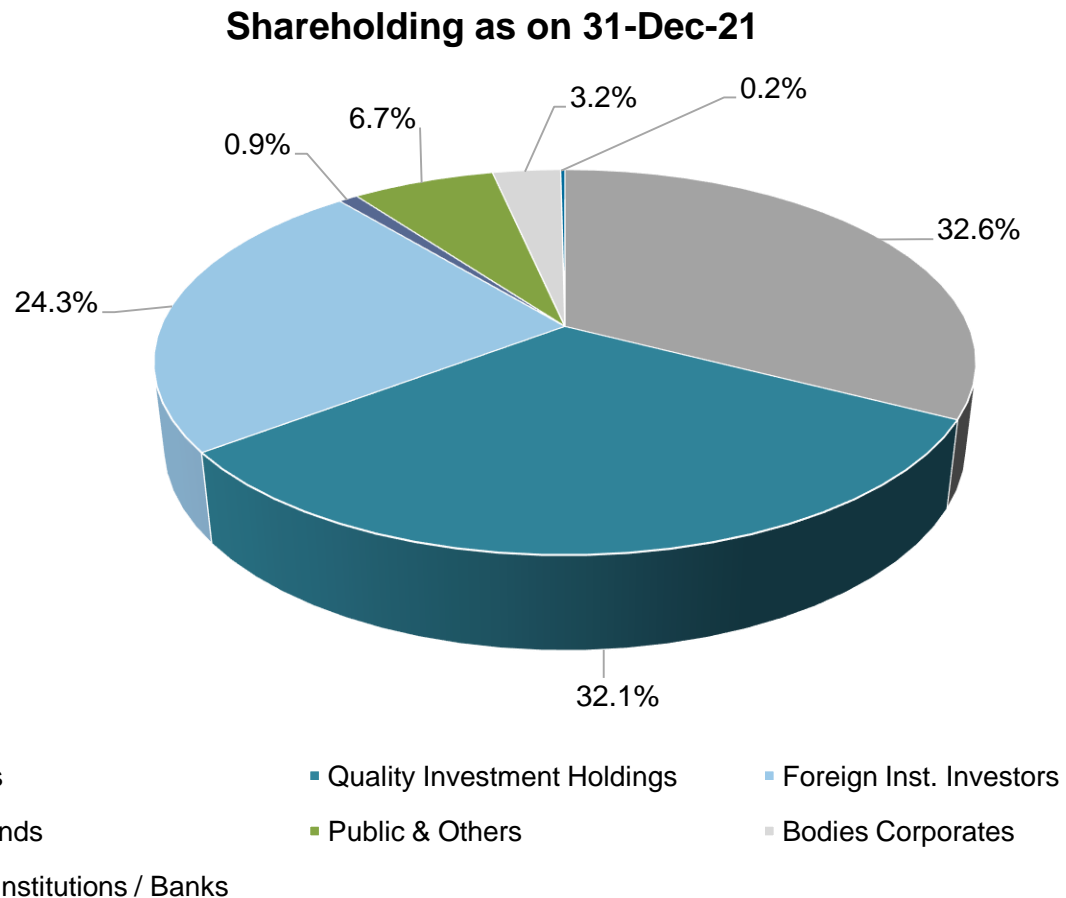
- Years of Experience: 17+
- Years in Mortgage: 8+
- Years with PNBHF: 9

HEAD – INVESTOR RELATIONS

- Years of Experience: 19+
- Years in Mortgage: 4+
- Years with PNBHF: 5

HEAD – BUSINESS TRANSFORMATION PROJECT

- Years of Experience: 17+
- Years in Mortgage: 6+
- Years with PNBHF: <1



Outstanding Shares – 16,85,86,055 shares

Top Shareholders

SSG Capital, General Atlantic Singapore Fund, Malabar Investments, Vanguard, Blackrock (ETFs), United India Insurance, Tata Mutual Fund, Bajaj Allianz Life Insurance, Dimensional Fund Advisors, Franklin Templeton MF

Inclusions in MSCI Indices

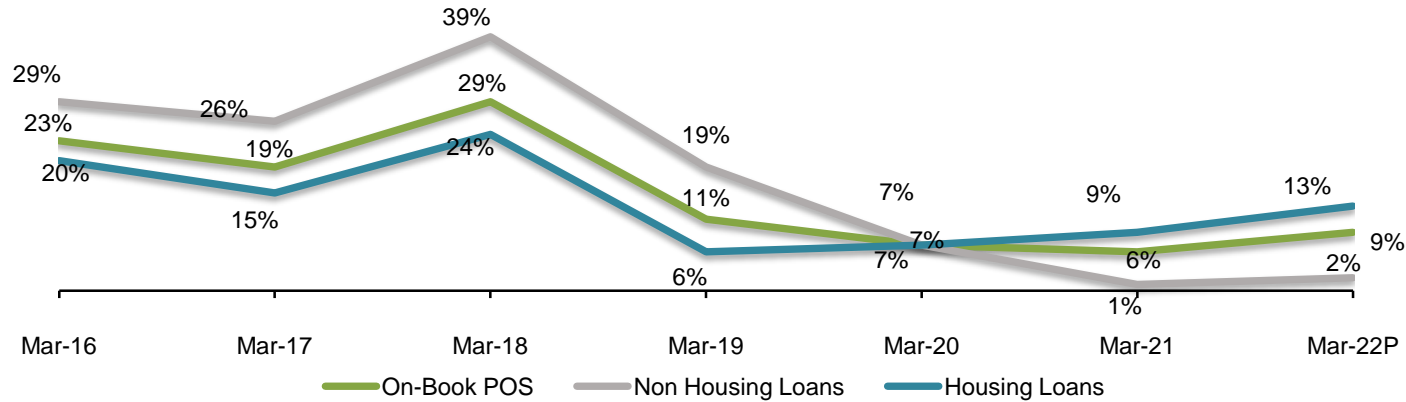


Index	Since
MSCI Emerging Markets IMI ESG Screened Index	Mar-21
MSCI ACWI IMI ex Controversial Weapons Index	Mar-21
MSCI ACWI IMI Climate Change Index	Mar-21
MSCI Global Small Cap Index	Nov-18

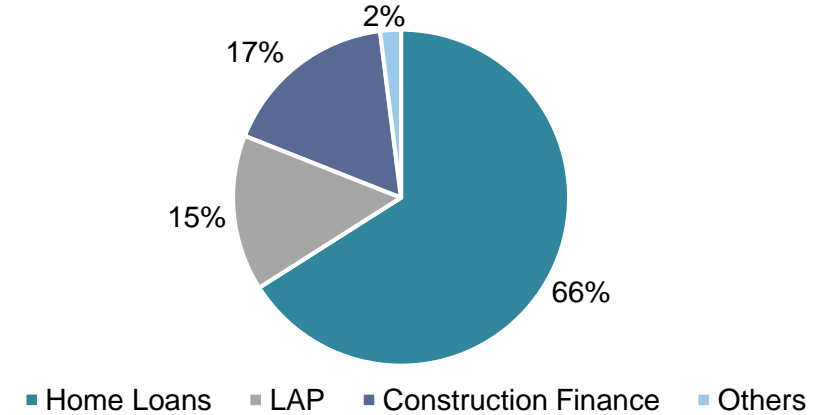
Growth of Housing Finance Sector



Portfolio Growth of HFCs

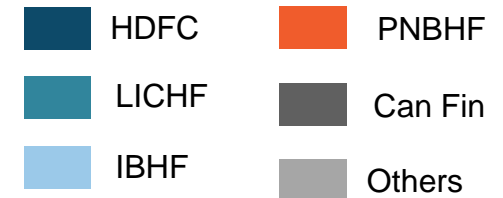
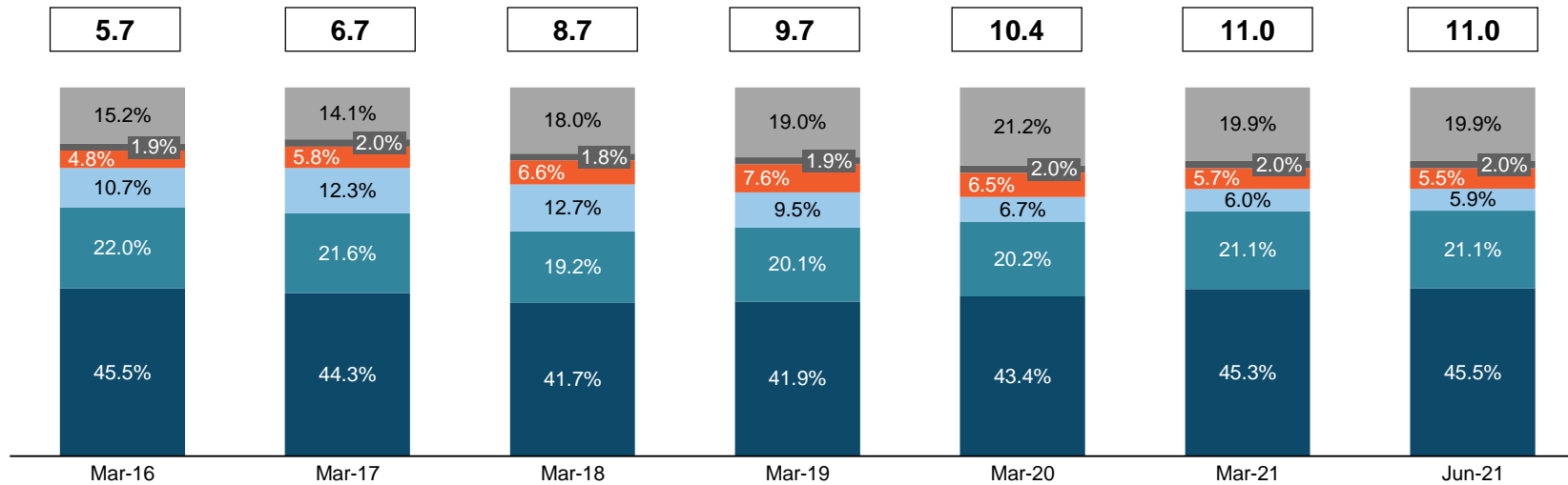


Portfolio Composition of HFCs*



HFCs Share

Total HFC Loans
(INR trillion)



Source: ICRA Reports
*As on Jun-21
% Change is YoY

Key Takeaways



Robust and scalable Hub and Spoke model

Leverage advance analytics and digital tools to automate credit appraisal journey

Robust Underwriting Processes

Improve collection efficiencies through predictive analytics, automated workflow, digital tools etc

Augment Collection efficiencies

Remedial management Group to focus on resolution of corporate accounts

Resolutions in Corporate Book

Enhance productivity and right size infrastructure to drive cost optimization

Cost-to-Income Ratio

Strengthening digital presence across the value chain

Strong Thrust on Digitization

Continue to operate in mass housing and merchant segment

Focus on affordable housing including high yielding Unnati segment

Focus on Retail Segment

Glossary



Ratios	Formulas Used
Average Yield (%)	$(\text{Interest Income} + \text{Assignment Income}) \text{ on Loans} / \text{Average Loan Assets}$
Cost to Income (%)	$\text{Operating Expenditure}(\text{Employee Cost} + \text{Other Expenses} + \text{Depreciation} - \text{Acquisition Cost} - \text{ESOP cost} - \text{CSR cost} - \text{Fair value on repossessed assets}) / (\text{Net Revenue} - \text{Acquisition Cost})$
NIM (%)	$\text{Net Interest Income including assignment income} / \text{Average Earning Assets}$
Opex to ATA (%)	$\text{Operating Expenditure}(\text{Employee Cost} + \text{Other Expenses} + \text{Depreciation} - \text{Acquisition Cost} - \text{ESOP cost} - \text{CSR cost} - \text{Fair value on repossessed assets}) / \text{Average Total Assets as per Balance sheet}$
PCR (%)	ECL Provision as a % of GNPA

AI	Artificial Intelligence
ATA	Average Total Assets
ATS	Average Ticket Size
AUM	Asset Under Management
BVPS	Book Value per Share
C/I	Cost to Income
CRAR	Capital to Risk Asset Ratio
CP	Commercial Paper
CTL	Corporate Term Loan
DPS	Dividend per Share
DSA	Direct Selling Agents
ECB	External Commercial Borrowing
ECL	Expected Credit Loss
EPS	Earning Per Share
EWS	Early Warning Signals

GNPA	Gross Non-Performing Asset
HFCs	Housing Finance Companies
LAP	Loan against Property
LRD	Lease Rental Discounting
ML	Machine Learning
NCDs	Non-Convertible Debentures
NIM	Net Interest Margin
NNPA	Net Non-Performing Asset
NRPL	Non-Residential Premises Loans
PAT	Profit After Tax
PCR	Provision Coverage Ratio
ROA	Return on Asset
ROE	Return on Equity
RPA	Robotic Process Automation

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Thank You

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