

November 01, 2023

**BSE Limited**  
P.J. Towers,  
Dalal Street,  
Mumbai- 400 001  
(Scrip Code: 543386)

**National Stock Exchange of India Limited**  
Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1, G  
Block, Bandra - Kurla Complex, Bandra (E),  
Mumbai - 400 051  
(Symbol: FINOPB)

Dear Sir/Madam,

**Sub: Investor Presentation under Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015**

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Pursuant to Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, enclosed herewith the Investor Presentation on Audited Financial Results for the half year ended September 30, 2023 and Unaudited Financial Results for the quarter ended September 30, 2023 of Fino Payments Bank Limited (“Bank”).

The said presentation will also be available on the Bank’s website i.e. [www.finobank.com](http://www.finobank.com)

Kindly take the same on record.

Thank You

Yours faithfully,  
**For Fino Payments Bank Limited**

**Basavraj Loni**  
Company Secretary & Compliance Officer

Place: Navi Mumbai

**Encl: a/a**

# Fino Matlab **Fikar** **Not**

## FINO PAYMENTS BANK Q2 and H1'24 Investor Presentation



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# Strategic Update



Scan to open bank account



## Suitcase Banker



## Payments Banker



## Digital Banker



Set up as a payment technology company

2006

Financial inclusion becomes the core of business

2007

Launches various Direct Benefit Transfer Services (DBT)

2008

Launches Domestic Money Transfer Services

2014

Receives Payments Bank Licence

2015

Launch of Fino Payments Bank

2017

First profitable Payments Bank

2020

First Payments Bank to be listed on the Stock Market

2021

Towards Fino 2.0

2022+

## Phase I: Transaction

- Build Distribution Network:  
**Merchant base to 15.1 Lakh**
- **Simple & convenient banking solutions**
- Innovate new products to meet evolving needs
- **Throughput of ₹ 162k crores for the first time in H1'24**



**Successfully Completed**

## Phase II: Acquisition

- **Customer Base at ~ 9 million**
- **95% YOY growth in renewal revenue in Q2'24, setting base for annuity income**
- **Digital – ~50K accounts opened in Q2'24; Contributing 1.25% of overall UPI volumes**
- **Transacting – “OFF US” to CASA customer – “ON US”**



**Current Stage : Gearing to Capture Future Growth**

## Phase III: Monetization

- **Fino 2.0+** : Simplified digital solutions for customer friendly experience
- Build CASA Liability – setting base for future product
- Optimising analytical tools to identify target customers
- **Significant trust equity build:** Strong opportunity for cross sell



**New Levers of Future Growth**



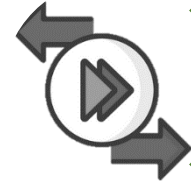
Customer acquisition momentum continues 7.5 L+ new accounts



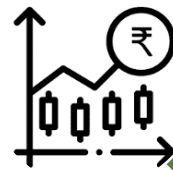
Reached milestone of 1 Lakh Digital Savings Accounts



Renewal income growing with every passing quarter



Contributed 1.25%+ to the UPI transaction ecosystem volume



Higher margin Own Product revenue pie increasing – Net Revenue Margin Expanding – 140 bps



Digital throughput contributed 27% in Q2'24 (17% in Q2'23)

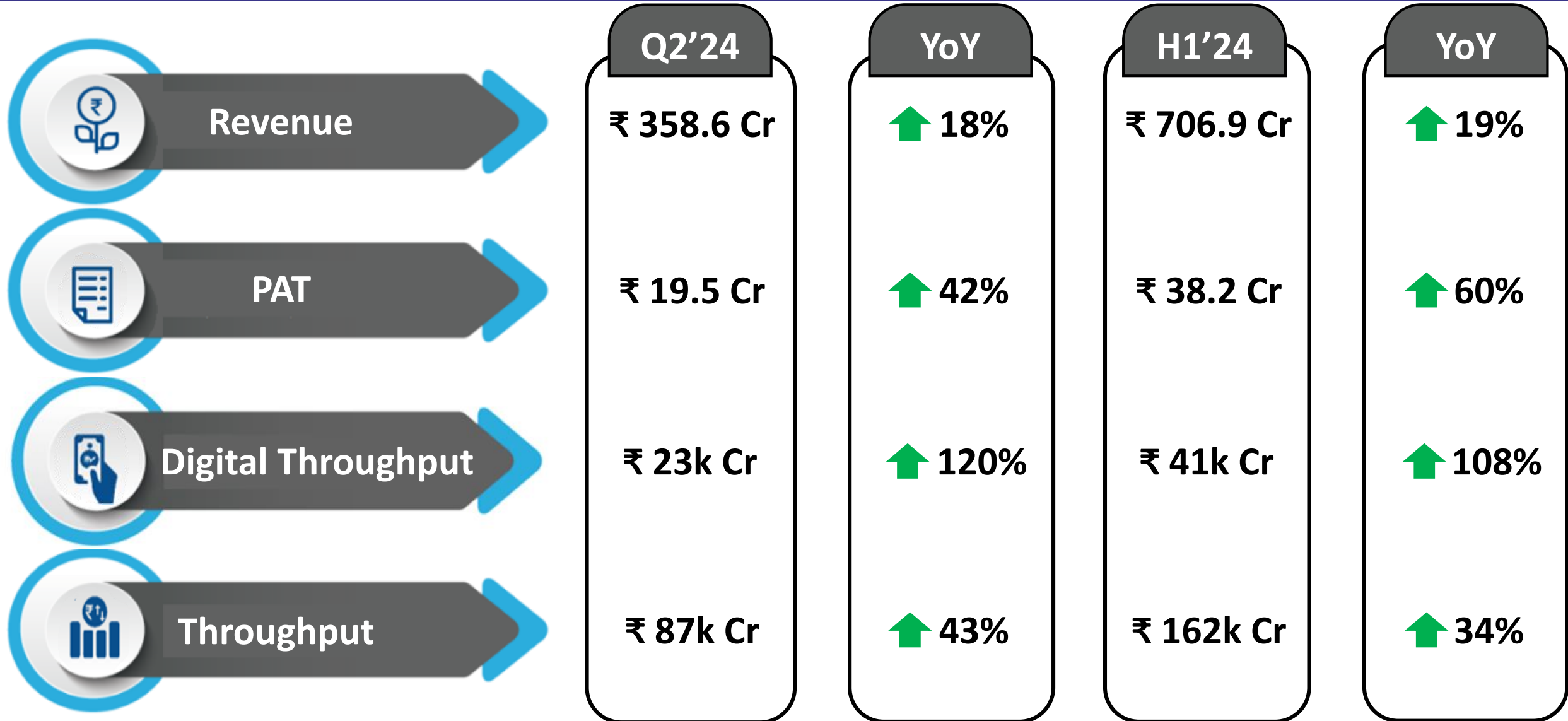


Ecosystem challenges (AEPS) – Enhanced control measures implemented by regulator and Banks



40% customer base digitally active

# Performance At a Glance





# Q2'24 Key Business Highlights (YoY)



**Revenue**

₹ **358.6 Crs**  
↑ 18.2%



**EBITDA**

₹ **46.2 Crs**  
↑ 51.4%



**PAT**

₹ **19.5 Crs**  
↑ 41.5%



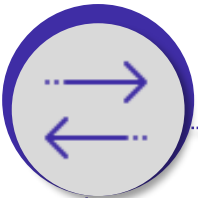
**RoE**

**13.7%**  
↑ 251 bps



**Txn. Count**

**52.0 Crs**  
↑ 82.2%



**Throughput**

₹ **86.6k Crs**  
↑ 43.0%



**Accounts Opened**

**7.7 Lakhs**  
↑ 1.5%



**Deposits**

₹ **1,226 Crs**  
↑ 45.1%



**Capital Adequacy Ratio**

**77.9%**

# H1'24 Key Business Highlights (YoY)



Revenue

₹ 706.9 Crs

↑ 19.3%



EBITDA

₹ 86.7 Crs

↑ 60.3%



PAT

₹ 38.2 Crs

↑ 59.9%



RoE

13.6%

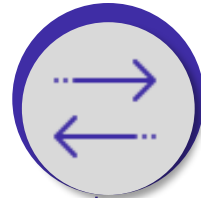
↑ 384 bps



Txn. Count

92.5 Crs

↑ 73.1%



Throughput

₹ 162.4k Crs

↑ 33.8%



Accounts Opened

15.4 Lakhs

↑ 11.8%



Deposits

₹ 1,226 Crs

↑ 45.1%



Capital Adequacy Ratio

77.9%

## Architecture & Infrastructure



- 40% incremental capacity build up
- Scalable architecture based on Kubernetes
- High availability and auto-scalability built with 100% DR

## AI, ML & Builder Tools



- AI based technology solutions on FRM and other platforms
- RPA solutions for automation of operational processes

## Risk and Security



- Perimeter security layering
- Security and forensic solutions for Zero Day attack
- Enhanced ransomware protection

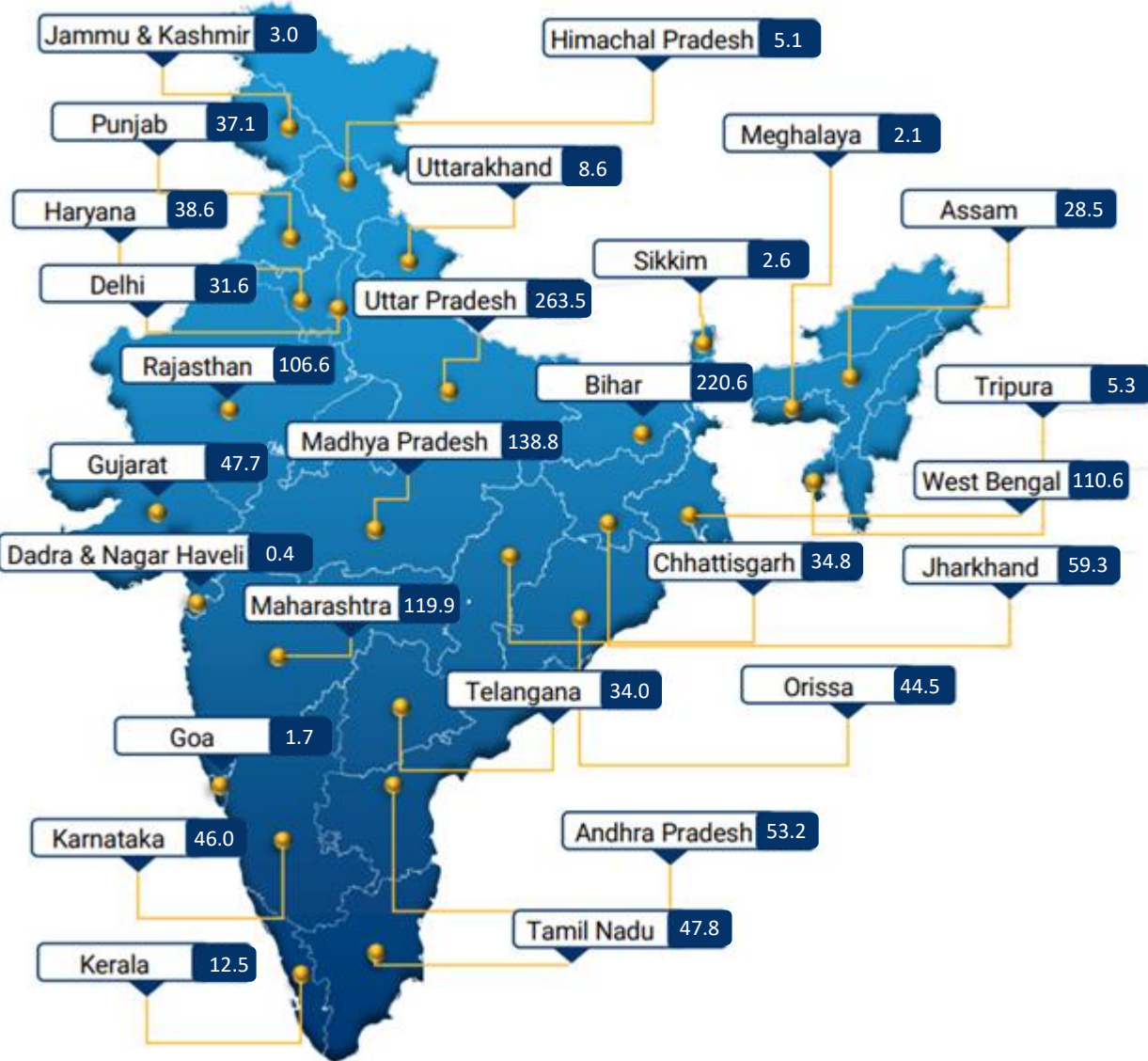
## DIY Journey & Digitalization



- Digital Savings Account opening
- iOS based mobile app for customer engagement
- Revamp of website & internet banking solution in progress

# Geographical Presence

(in 000's)



	 <b>Merchants</b> ('000)	 <b>Branches &amp; CSPs</b>
	<b>Merchant/ Mix</b>	<b>Count/ Mix</b>
	<b>1,512 / 100%</b>	<b>135 / 100%</b>
East	514 / 34%	33 / 24%
North	495 / 33%	75 / 56%
West	309 / 20%	18 / 13%
South	194 / 13%	9 / 7%

# Financial Highlights



Scan to open bank account

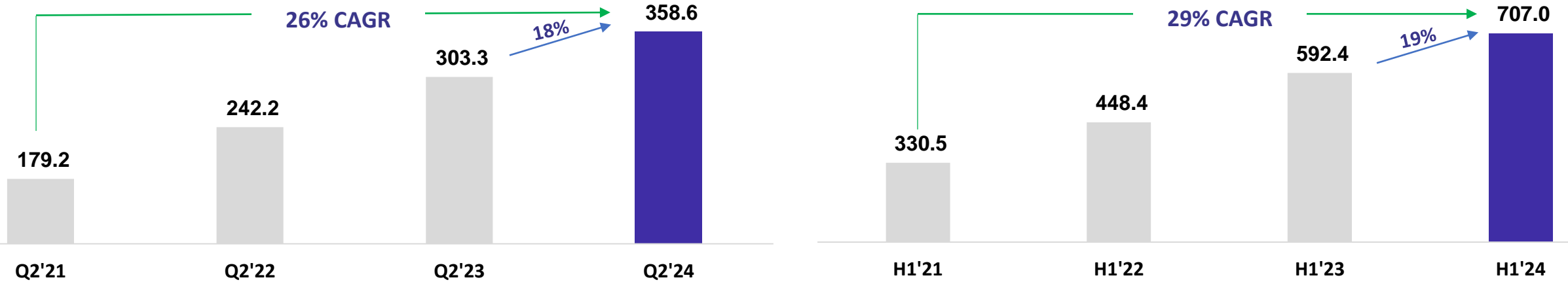


# Bank Level Profit & Loss

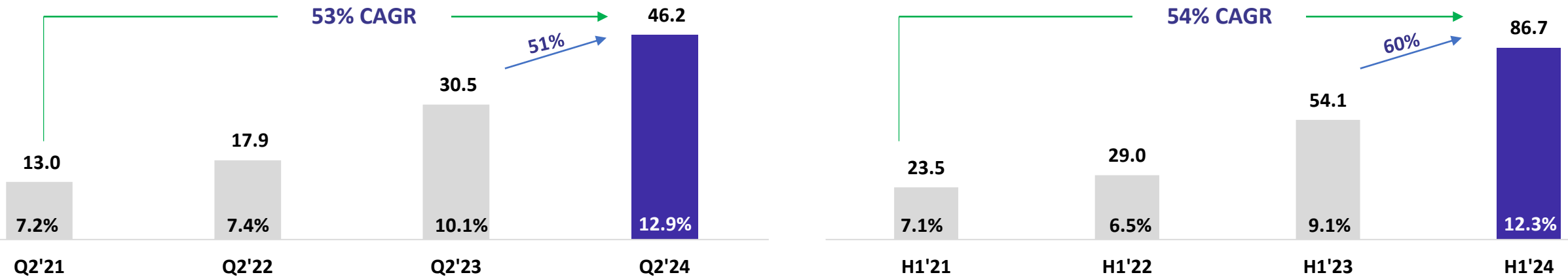
Particulars (₹ Crs)	Q2'24	Q1'24	Q2'23	QoQ (%)	YoY (%)	H1'24	H1'23	YoY (%)
Revenue	358.6	348.3	303.3	2.9%	18.2%	706.9	592.4	19.3%
Product Cost	240.2	238.2	209.5	0.8%	14.7%	478.5	411.0	16.4%
Net Revenue	118.3	110.1	93.8	7.5%	26.1%	228.4	181.4	25.9%
Net Revenue Margin %	33.0%	31.6%	30.9%	-	-	32.3%	30.6%	-
Operating Cost	72.1	69.6	63.3	3.6%	13.9%	141.7	127.3	11.3%
EBITDA	46.2	40.5	30.5	14.2%	51.4%	86.7	54.1	60.3%
Other Fin. Cost & Depreciation	26.7	21.8	16.7	22.5%	59.6%	48.5	30.2	60.6%
PAT	19.5	18.7	13.8	4.4%	41.5%	38.2	23.9	59.9%
<i>EBITDA Margins</i>	<i>12.9%</i>	<i>11.6%</i>	<i>10.1%</i>	-	-	<i>12.3%</i>	<i>9.1%</i>	-
<i>PAT Margins</i>	<i>5.4%</i>	<i>5.4%</i>	<i>4.6%</i>	-	-	<i>5.4%</i>	<i>4.0%</i>	-
<i>Cost to Income</i>	<i>27.6%</i>	<i>26.2%</i>	<i>26.4%</i>	-	-	<i>26.9%</i>	<i>26.6%</i>	-

# Financial Highlights – Revenue & EBITDA

## Revenue (₹ Crs)



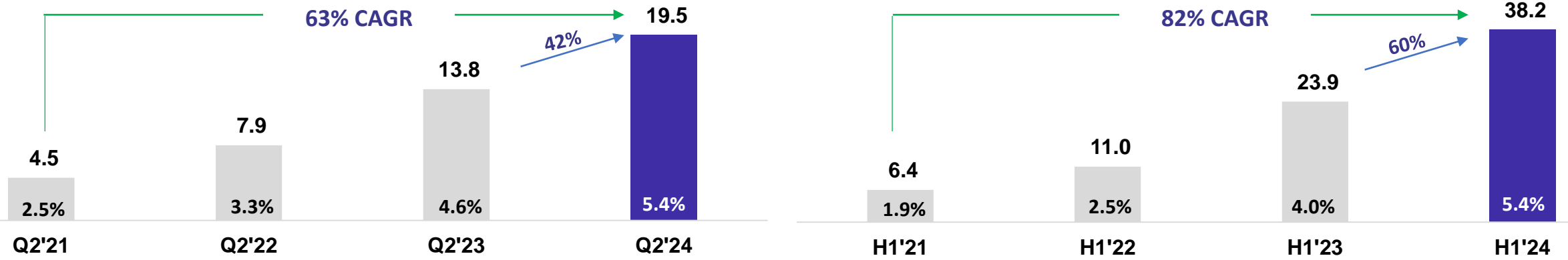
## EBITDA (₹ Crs)



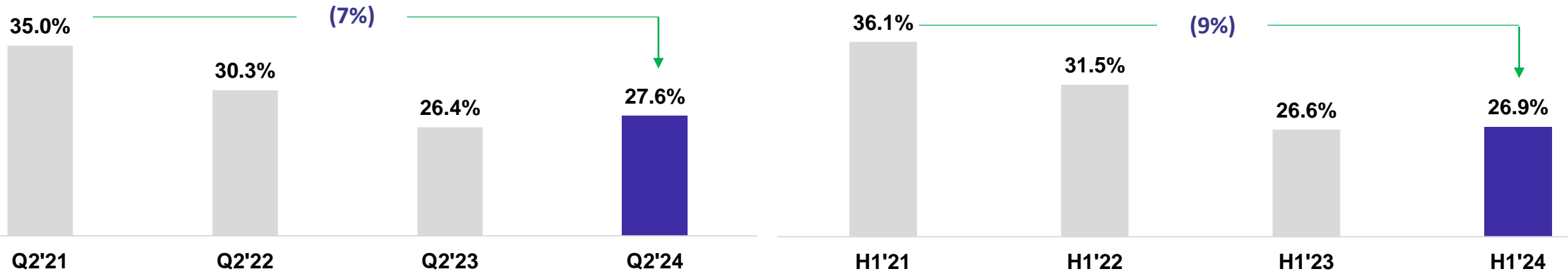
**Note :** EBITDA margins mentioned inside the bars of PAT & EBITDA charts | Numbers mentioned in between the bars shows YoY growth

# Financial Highlights – PAT & Cost to Income

## PAT (₹ Crs)



## Cost to Income (%)



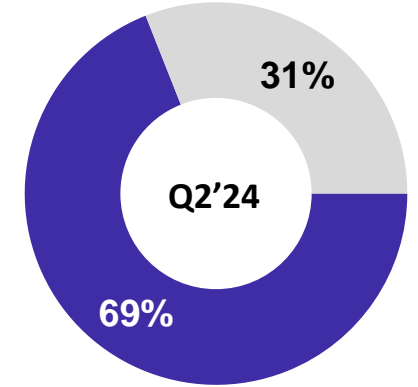
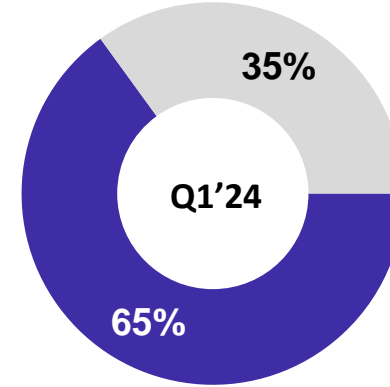
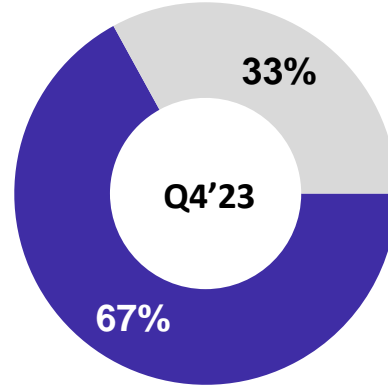
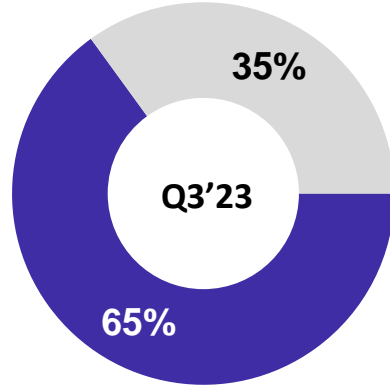
Note : PAT margins mentioned inside the bars of PAT & EBITDA charts | Numbers mentioned in between the bars shows YoY growth



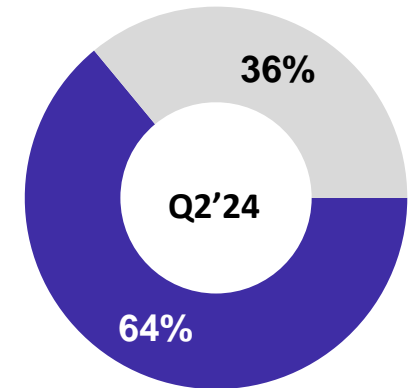
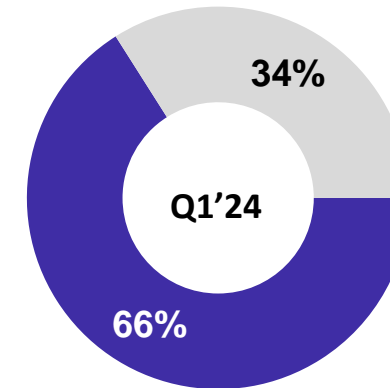
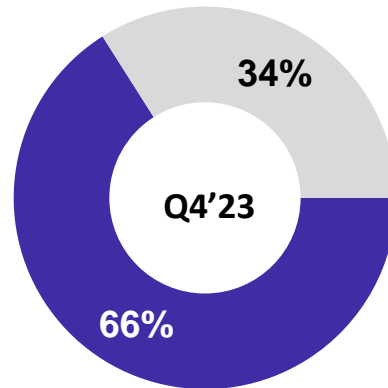
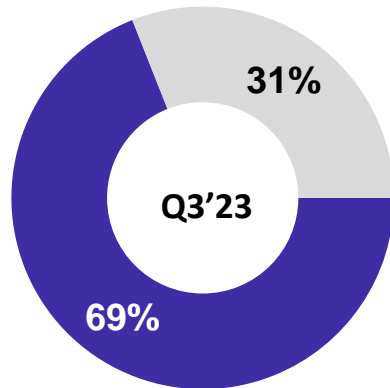
# Revenue Mix Across Parameters QoQ

■ Own Banking    ■ Open Banking

Own and Open Banking Channel



Transaction And Subscription & others



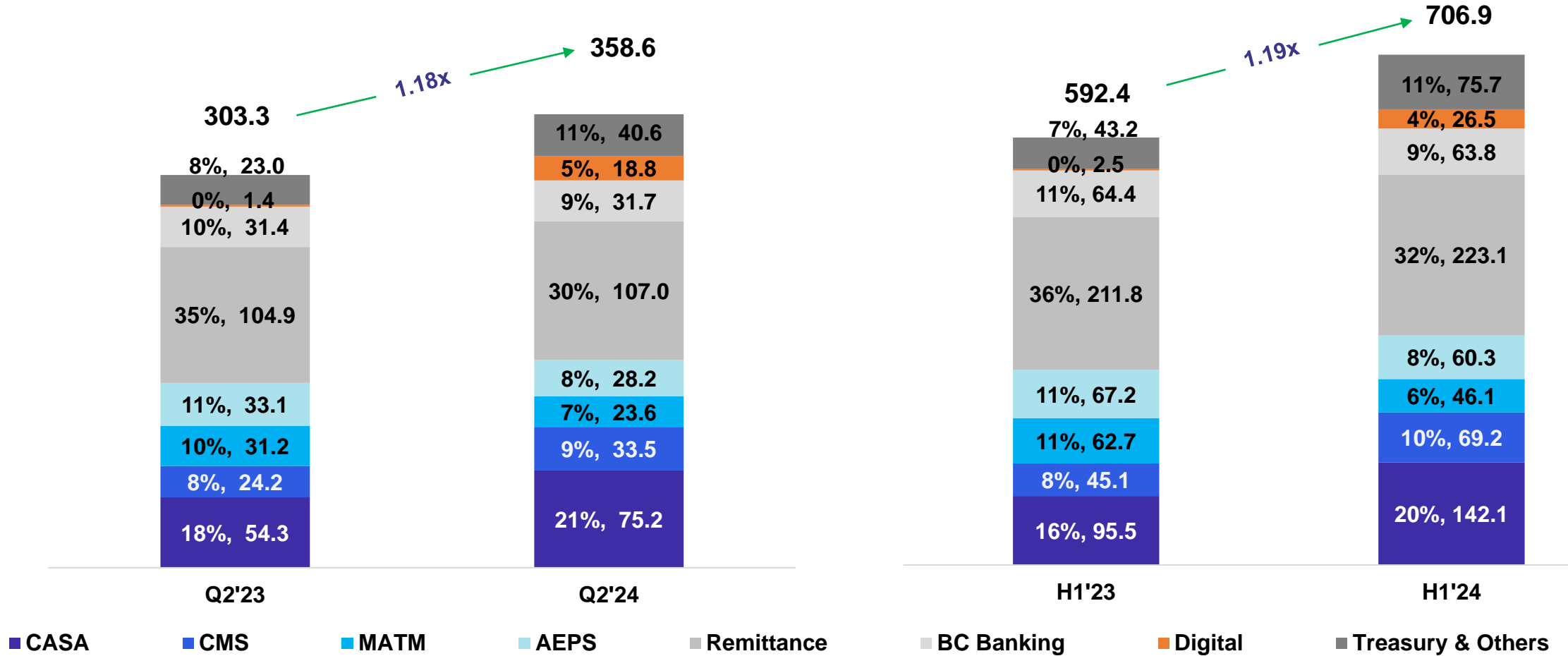
■ Transaction Income    ■ Subscription & Others

# Product Revenue Mix

( in ₹ Crores)

## Q2'23 v/s Q2'24

## H1'23 v/s H1'24



High margin products growing continuously

# Product Portfolio – Growth & Margins

Product	Drivers	Q2'24 Revenue (₹ Crs); YoY Growth	Q2'24 Margins	H1'24 Revenue (₹ Crs); YoY Growth	H1'24 Margins
<b>CASA</b>	High growth high margin; customer ownership; path to annuity	<b>75.2</b> <b>38%</b>	<b>54%</b>	<b>142.1</b> <b>49%</b>	<b>54%</b>
<b>CMS</b>	High growth high margin business	<b>33.5</b> <b>38%</b>	<b>39%</b>	<b>69.2</b> <b>54%</b>	<b>40%</b>
<b>DMT</b>	Hook product	<b>107.0</b> <b>2%</b>	<b>3%</b>	<b>223.1</b> <b>5%</b>	<b>3%</b>
<b>Micro ATM + AEPS</b>	Cash withdrawal business is the key to attract customer footfalls	<b>51.8</b> <b>(19%)</b>	<b>31%</b>	<b>106.4</b> <b>(18%)</b>	<b>32%</b>
<b>BC Banking</b>	Mature institutional business	<b>31.7</b> <b>1%</b>	<b>27%</b>	<b>63.8</b> <b>(1%)</b>	<b>28%</b>

PAT for Q2'24 at

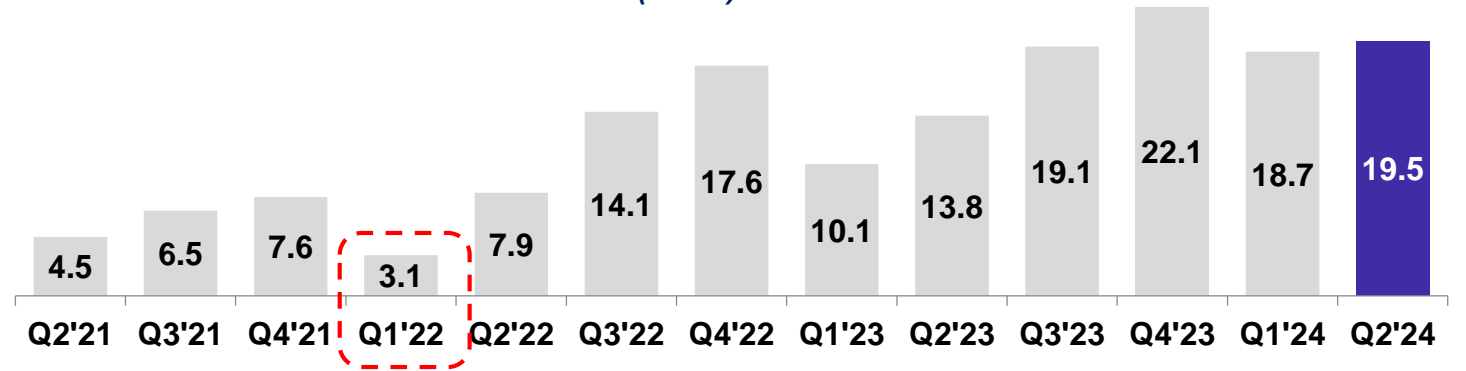
## ₹ 19.5 Cr

 42% growth over Q2'23

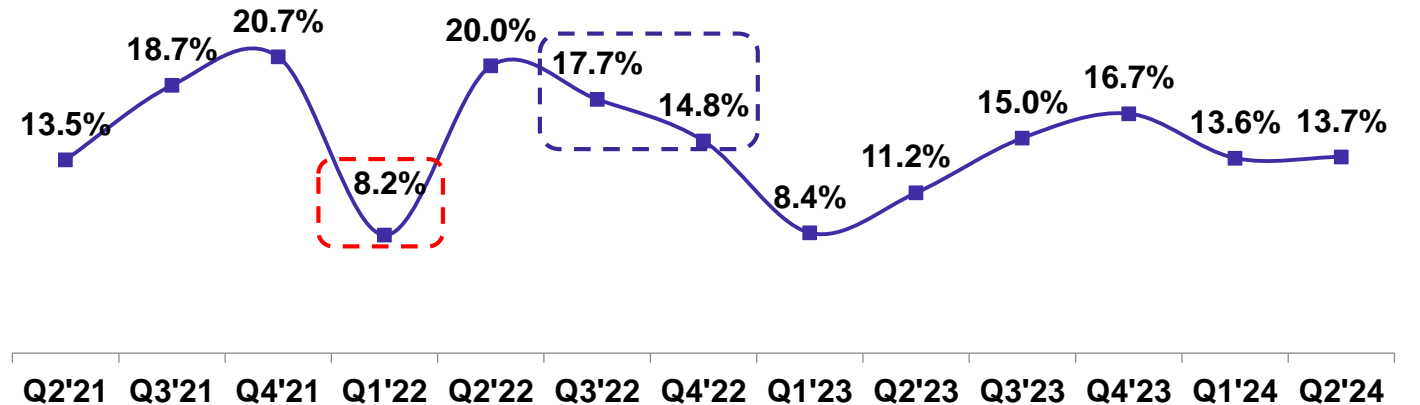
Annualized ROE of Q2'24

## 13.7%

Profit After Tax  
(₹ Crs)



Return on Equity



*Covid impacted quarter*

*Primary equity raised quarter*

# Fino 2.0 Digital Update



Scan to open bank account





**~50k Digital accounts opened in Q2'24**



**~37 Cr UPI transactions in Q2'24; Contributing 1.25% of overall UPI volumes**

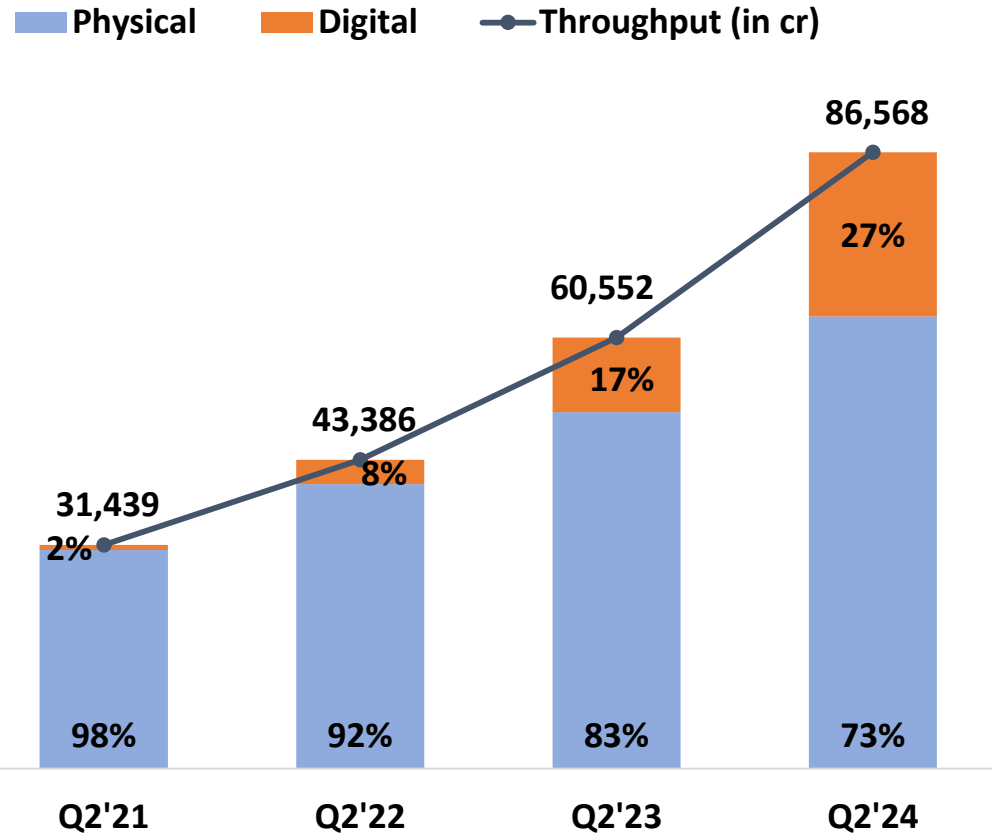


**37k bill pay and recharge transactions in Sep'23**

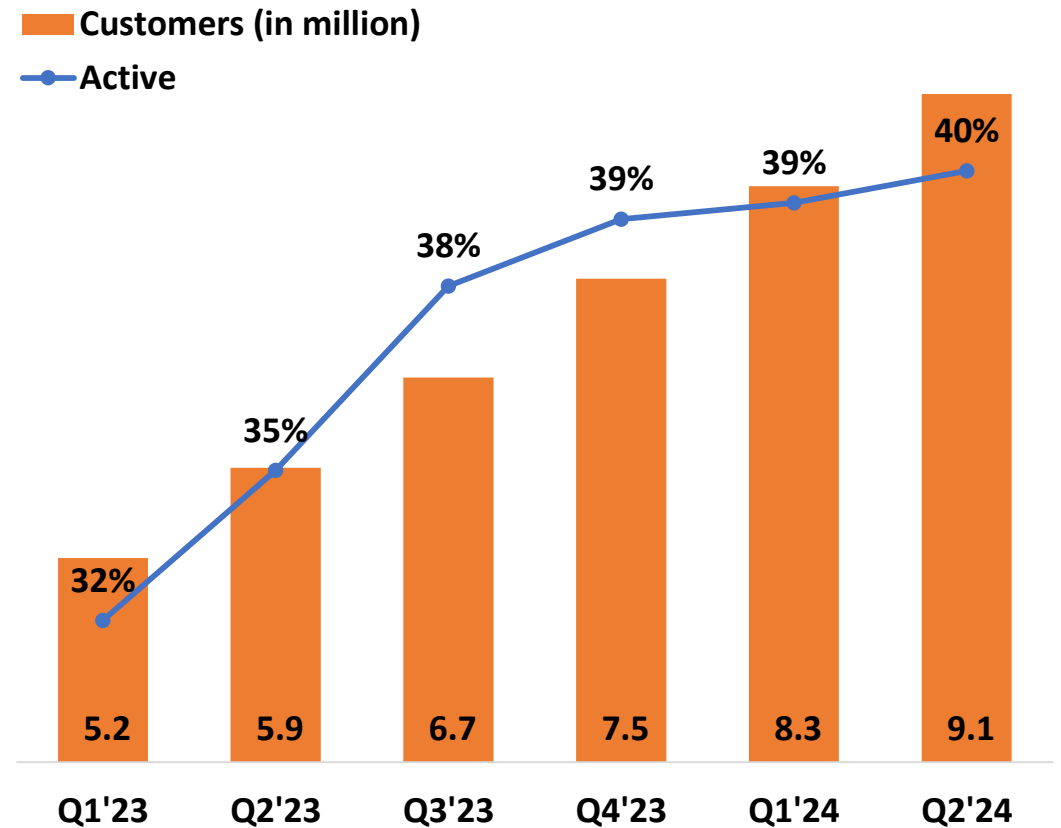


**36.1 Lakhs Digitally active users in Q2'24**

## Quarterly Throughput Mix Trend (YoY)

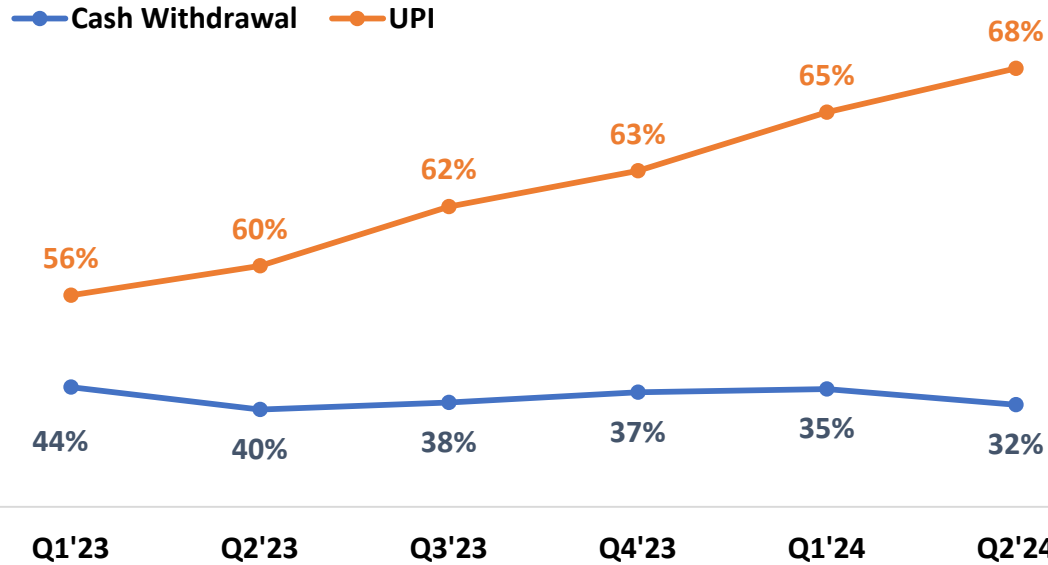


## Digitally Active Customers



**Digitally active customer growing at a better rate compared to overall customer base growth**

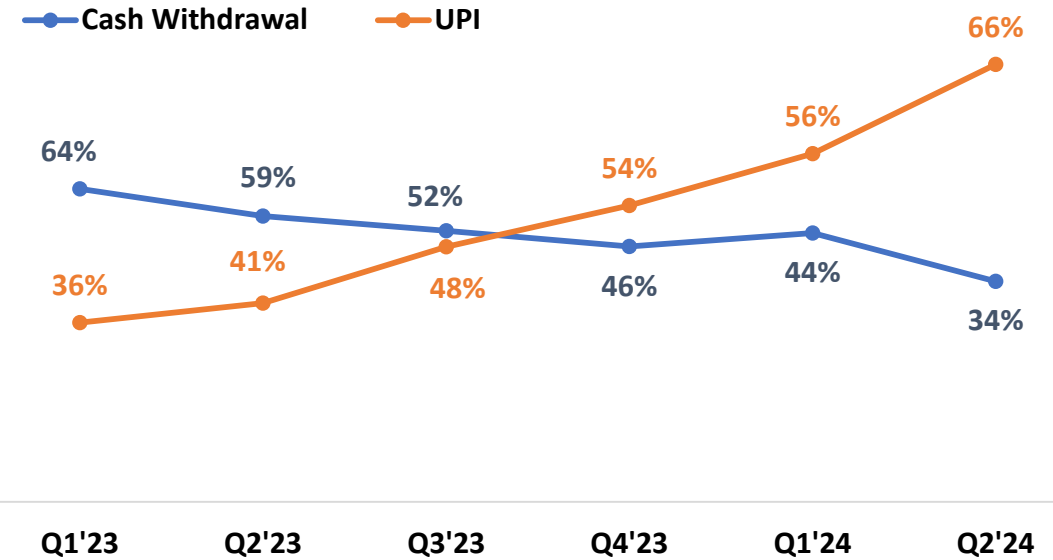
## India Retail Payments Statistics\*



\* Source: NPCI – Financial Transactions

Retail transactions growth predominantly in UPI

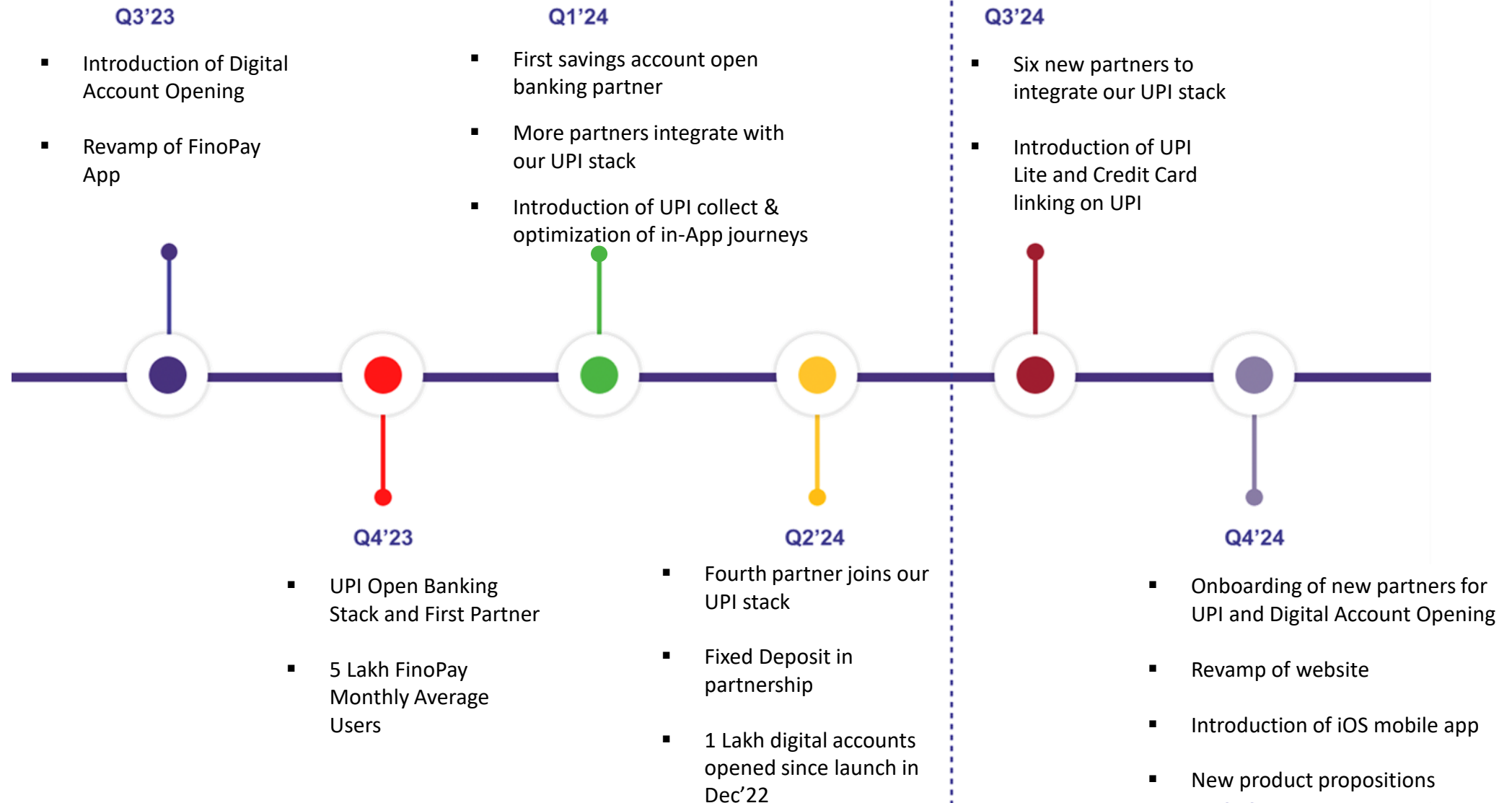
## Fino's Retail Payments Statistics



Shift in transactions from Cash to UPI

**FINO UNIQUELY PLACED TO RIDE THE UPI WAVE**





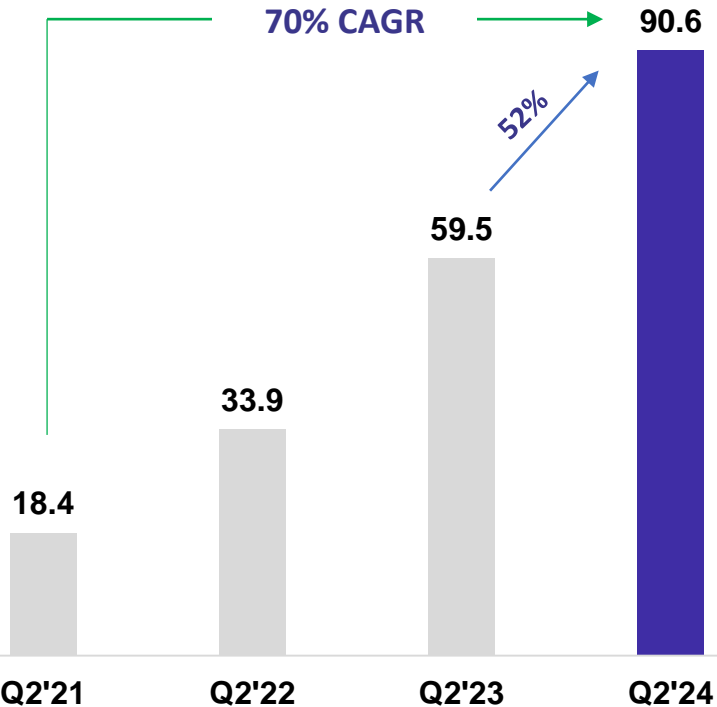
# Product Performance



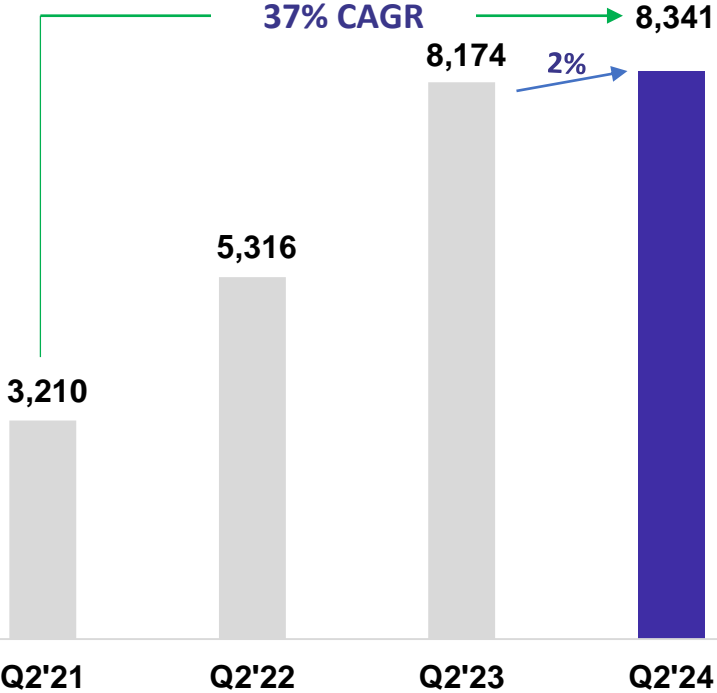
Scan to open bank account



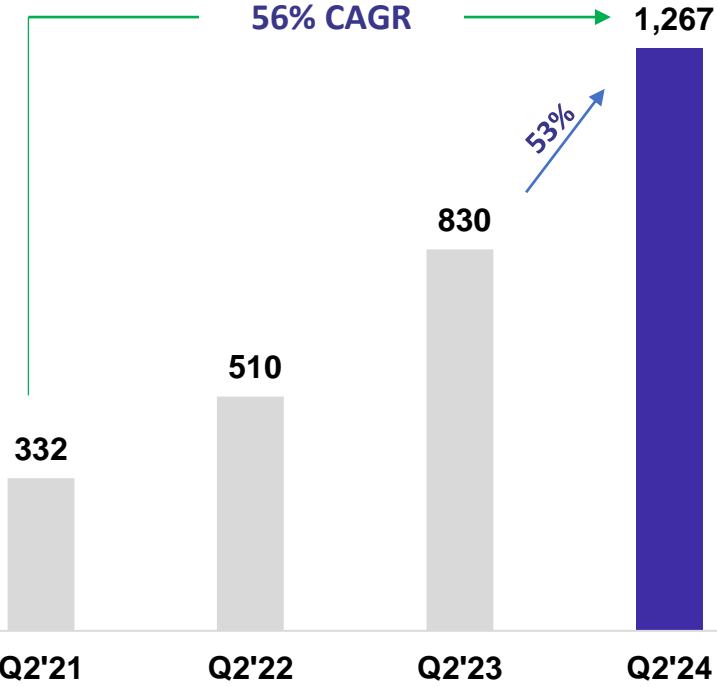
### No. of CASA Accounts (in Lakhs)



### Accounts Opened per Day



### Average Deposits (₹ Crs)

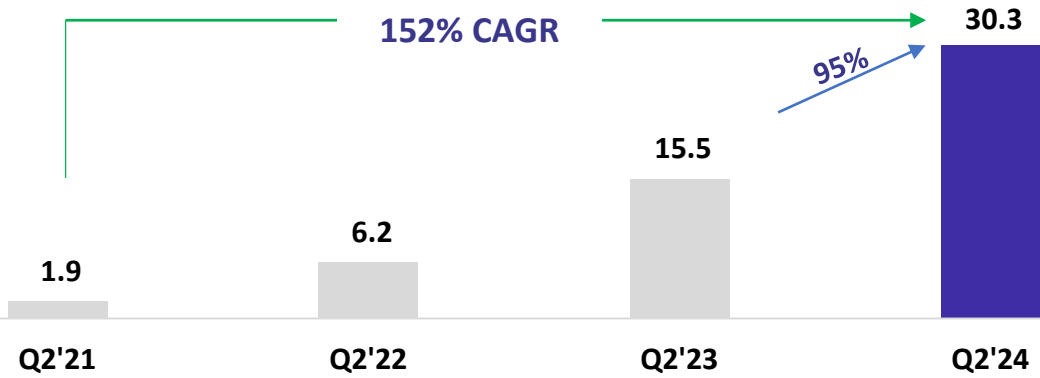


CASA accounts increased by ~5 times from Q2'21 to Q2'24

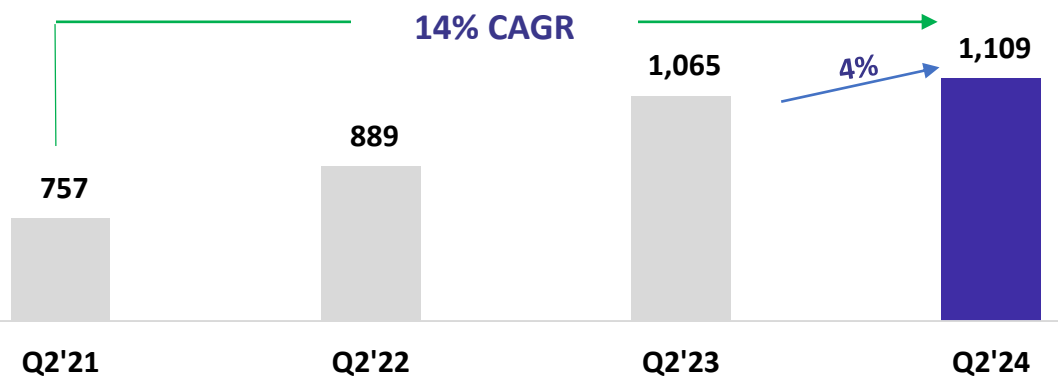
One account opened every 10 seconds in Q2'24

Deposit growth in line with CASA growth – demonstrating active customer base

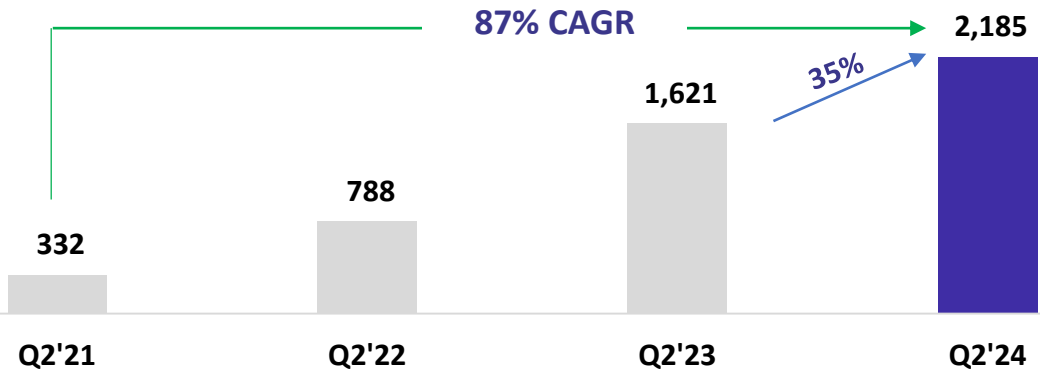
## Renewal Income (₹ Crs)



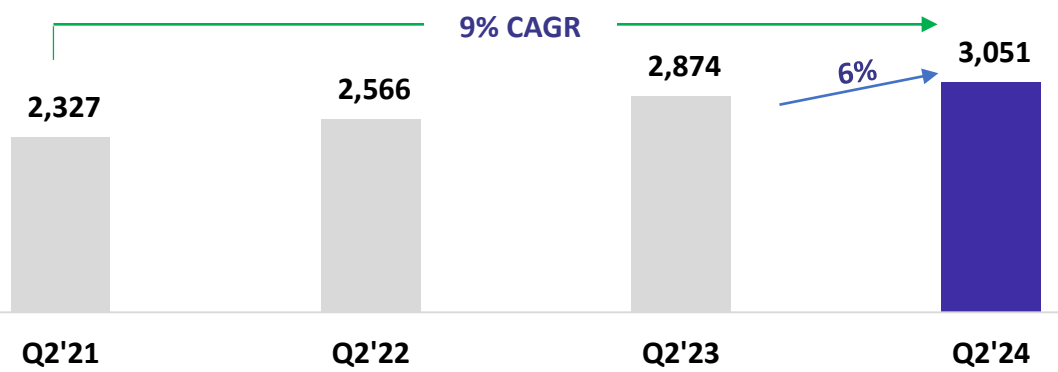
## Customer Average Balance (₹)



## Debit Card Spends (₹ Crs)



## Debit Card Spends Per Transaction (₹)

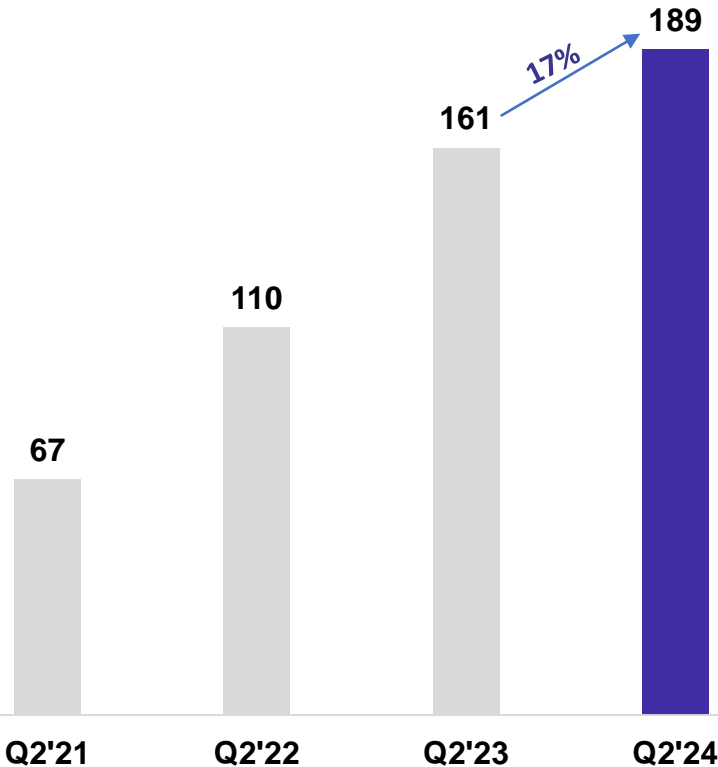


CASA Renewal Revenue grew by **~16x** from Q2'21 to Q2'24

Customer average balance increased by **~1.5 times** from Q2'21 to Q2'24

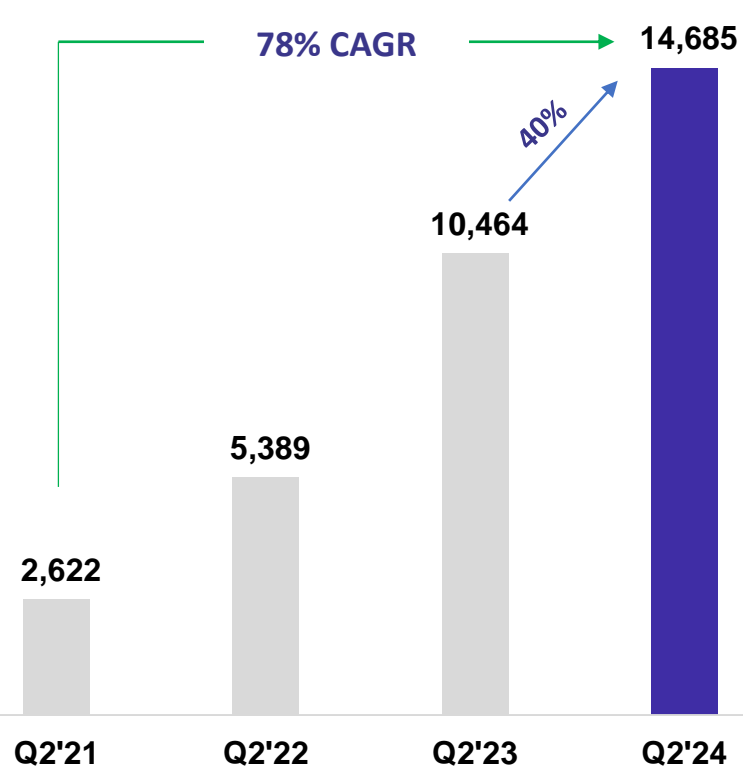
Debit cards spends per transaction increased by **over ~1.3 times** from Q2'21 to Q2'24

### CMS Clients



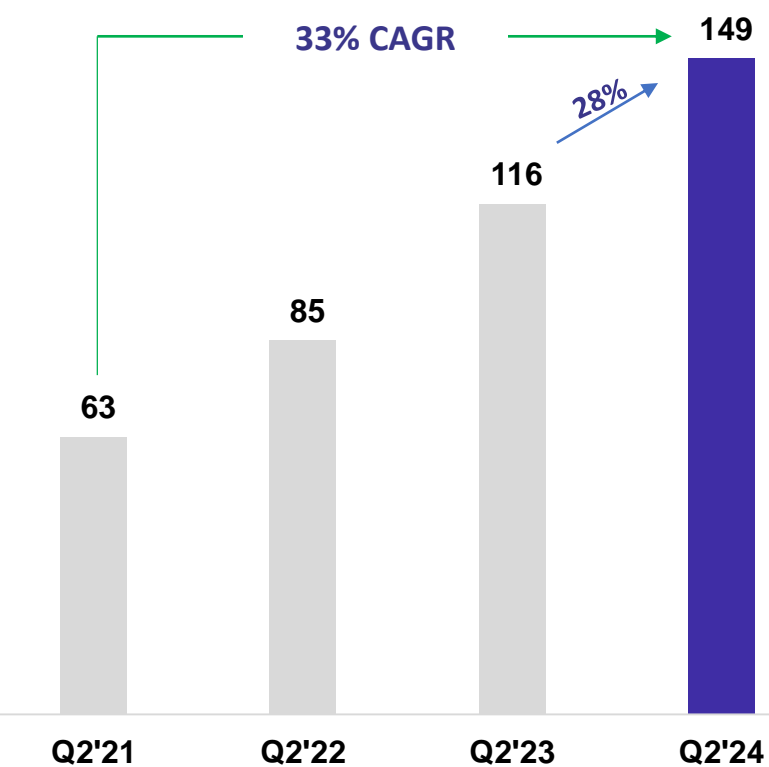
**Diversified clientele** across BSFI, e-Commerce, retail, supply chain/ logistic sectors

### Throughput (₹ Crs)

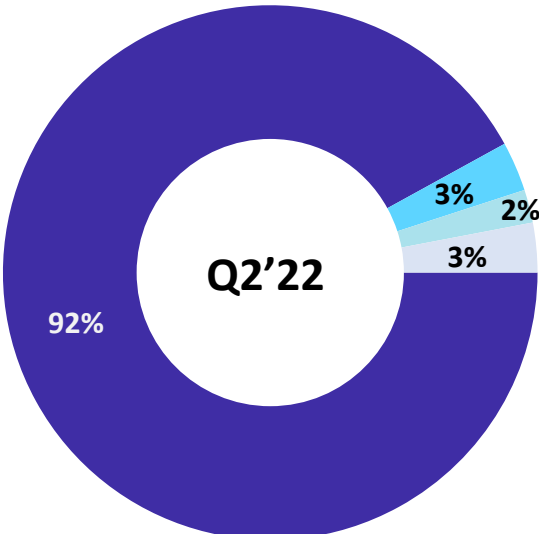


**Consistently growing YoY over last 4 years** – ability to optimize distribution network

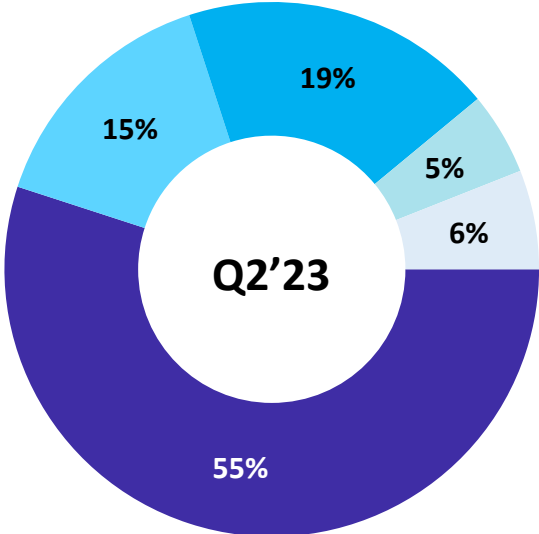
### Avg. Revenue per Txn (₹)



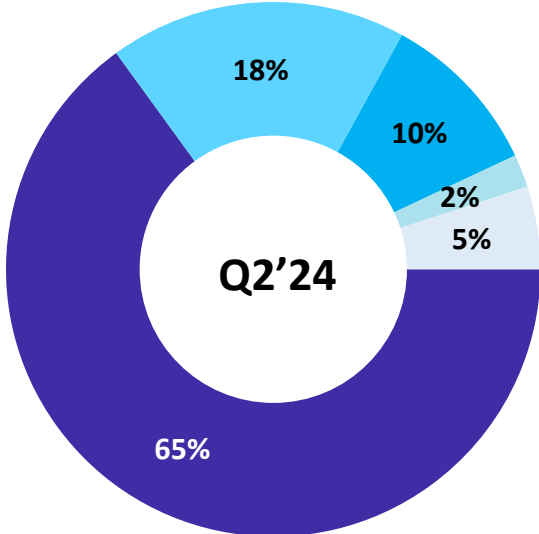
**36 Clients** with throughput more than ₹ 100 Cr in Q2'24 vs 29 clients in Q2'23 (**24% growth YoY**)



Throughput ₹5,389 Cr



₹10,464 Cr



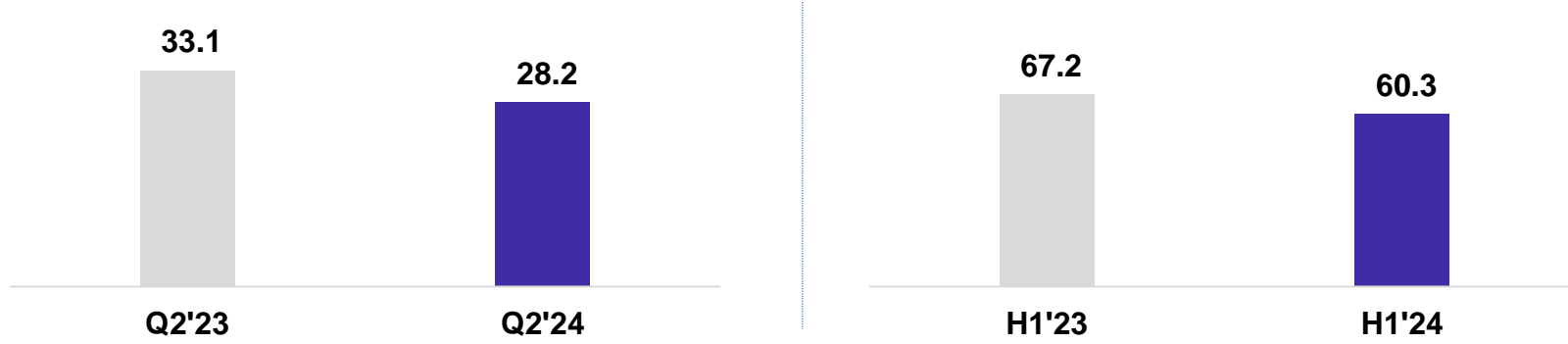
₹14,685 Cr

- NBFC & MFI
- E-com (Logistic)
- CRA
- Retail
- Banks

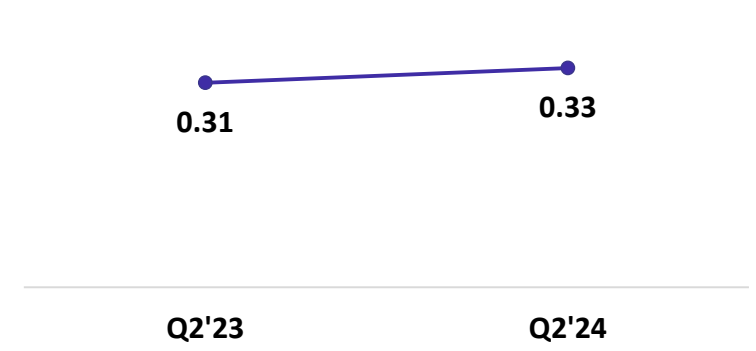
Accelerated growth path helped by aggressive partner on-boarding from various sectors

14 states with Average monthly throughput over ₹ 100 Cr+ in Q2'24 (12 states in Q2'23)

Revenue (₹ Crs)



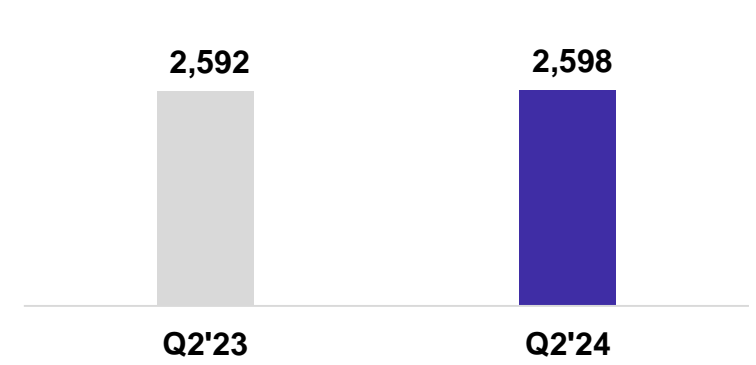
Take Rate



Throughput (₹ Crs)



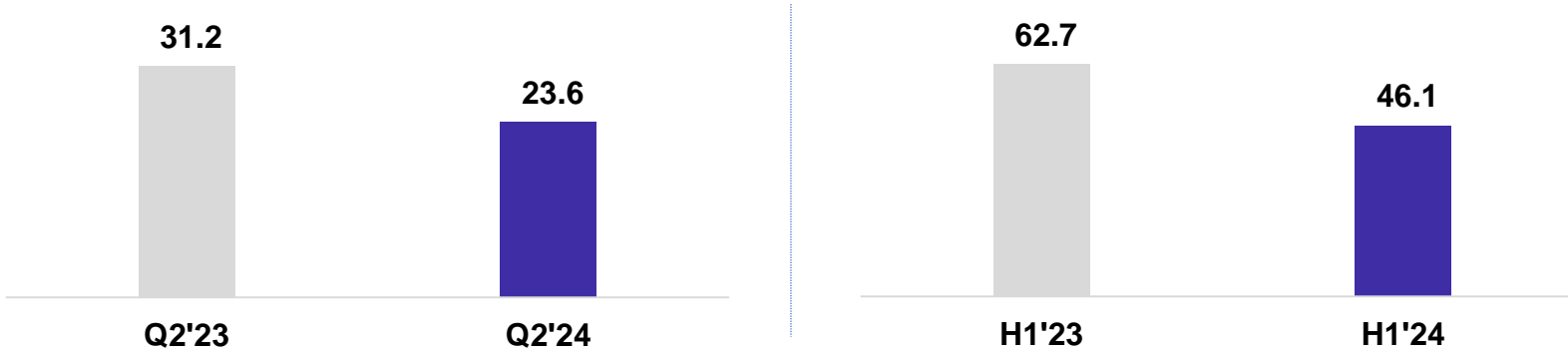
Average Ticket Size (₹)



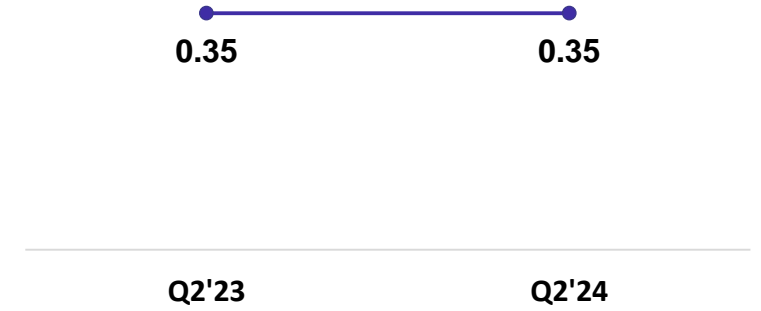
Decline in revenue contributed by ecosystem & overall industry growth challenges

Average Ticket Size increased marginally in Q2'24 vs Q2'23

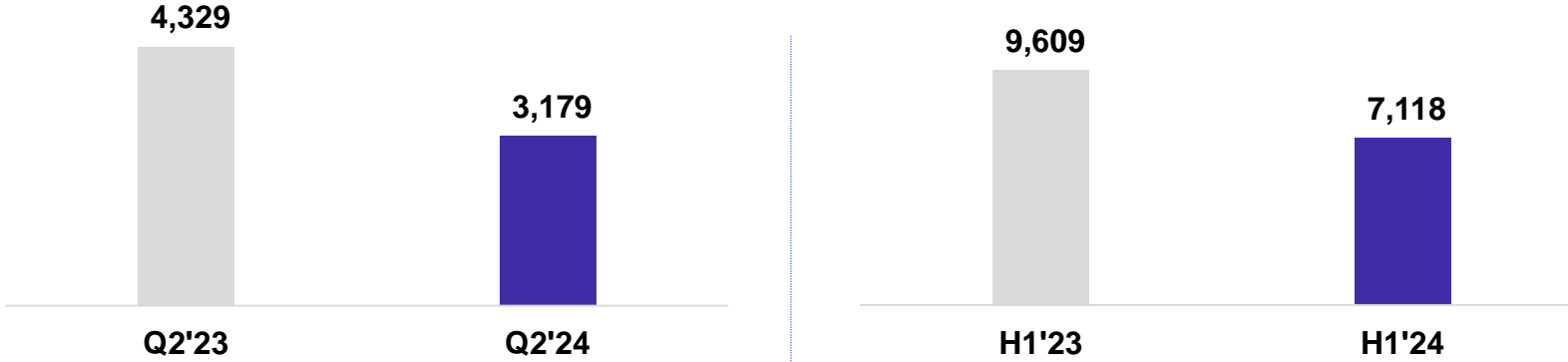
### Revenue (₹ Crs)



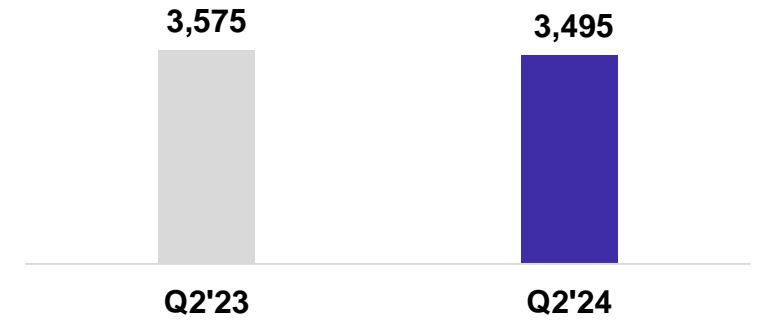
### Take Rate



### Throughput (₹ Crs)



### Average Ticket Size (₹)

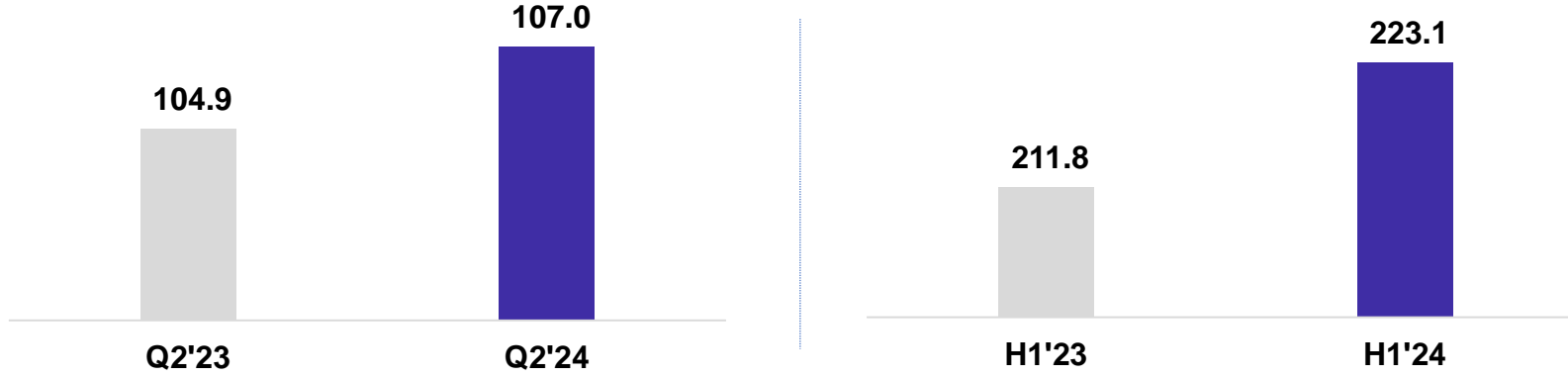


Continue to be the one of the dominant players in the Industry - Cumulative market share of Top 5 players is at **81%** as of Sep'23

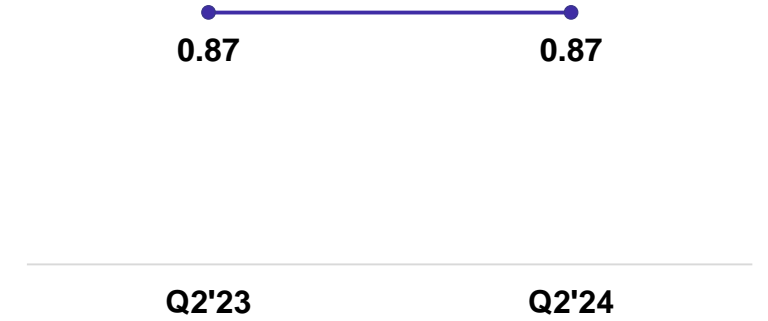
Focus on customer **ownership** leading to transaction customer becoming **CASA customer..**



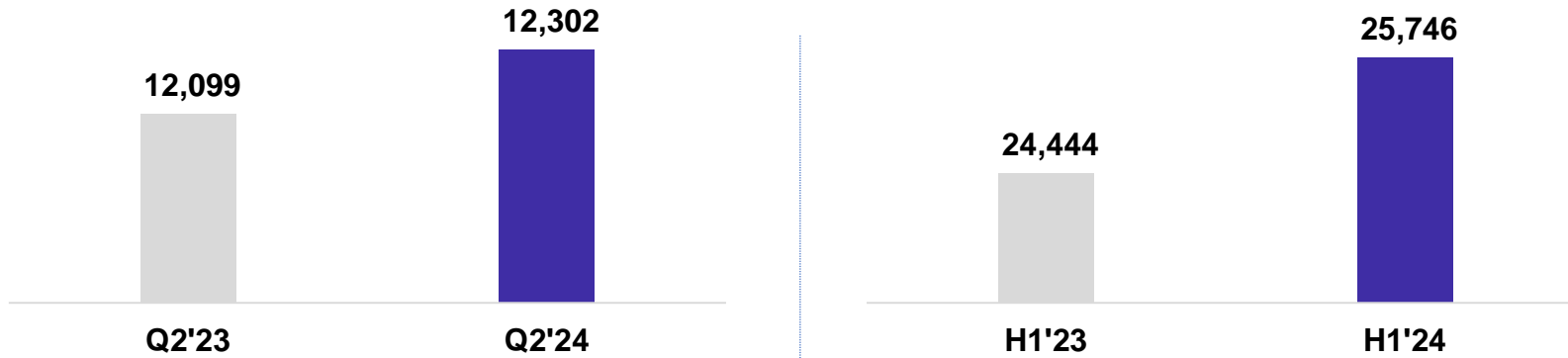
### Revenue (₹ Crs)



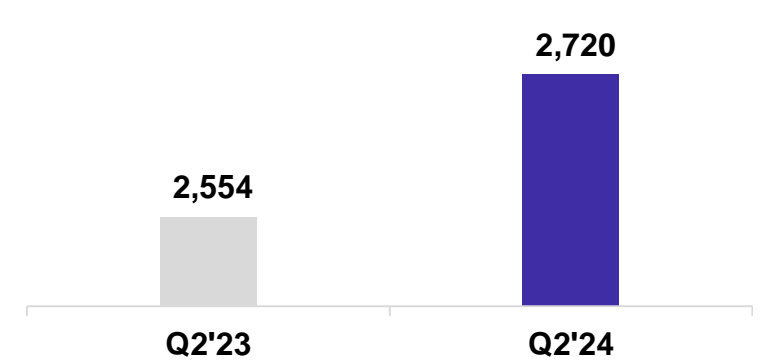
### Take Rate



### Throughput (₹ Crs)



### Average Ticket Size (₹)



One of the **pioneers in the remittance industry**, Fino is still a market leader today

Transaction count grew **2% YoY** in H1'24

**Revenue grew 2%** in Q2'24 (YoY) and take rate remained constant as compared to Q2'23

# Key Business Partners



**DELHIVERY**

 **IIFL FINANCE**

 **kotak**  
Kotak Mahindra Bank



**Flipkart** 



 **ICICI Bank**

 **OLA**

**TATA CAPITAL**

 **IDFC FIRST Bank**



 **Union Bank**  
of India







 **SURYODAY**  
A BANK OF SMILES

**Haazir Har Kahi,  
Aap Aaiye to Sahi!**



**Scan to locate**

**Mindspace Juinagar,  
Plot No Gen 2/1/F, Tower 1, 8th Floor,  
TTC Industrial Area,  
MIDC Shirwane, Juinagar, Navi Mumbai - 400 706**

Tel: [022-7104 7000](tel:022-71047000)

**Thank You**

