



**TATA CAPITAL**

Count on us



**Tata Capital Limited**

**RESULTS**

Q1 FY22-23





# Our Purpose

Responsible financial partner  
fulfilling India's aspirations

# Our Six Purpose Pillars



## Lead with Trust

We respect and reinforce the trust that is placed in us. **We are the partner the country can rely on**



## Better Together

We actively collaborate with customers, partners, employees, group companies, communities; **their success is our success**



## Future ready

We innovate and leverage technology to anticipate, serve and shape future needs; **setting the path for others to follow**



## Faster forward

We bring speed and simplicity; **accelerating the pace at which the future becomes the present**



## Capital & More

We serve the customer through the life-cycle of needs; **We are facilitators and counsellors in helping customers achieve their dreams**



## Delivering Delight

We go above and beyond to care and make people happy; **We deliver delight to all stakeholders**

# Our Vision



**To be a leading organization on Growth, Shareholder Returns,  
Customer Experience and be an Employer of Choice**

# Tata Capital:

## Flagship Financial Services Company of the Tata Group



**INR 97,703 Cr**

Loan book

**79%**

Secured book

**2.7 Mn+**

Customers

**281**

Branches



**Profitable since inception**



**Rated AAA** by all leading Rating agencies

# Corporate Structure



**TATA CAPITAL**

Count on us

100%

**TATA**  
Capital Financial  
Services Ltd.

NBFC

100%

**TATA**  
Capital Housing  
Finance Ltd.

HFC

80.5%  
19.5% IFC,W

**TATA**  
Cleantech  
Capital Ltd.

NBFC (Infra)

Private Equity  
Funds

Other  
Subsidiaries

**LENDING BUSINESS**

**OTHER BUSINESSES**

# Business Segments

## LENDING BUSINESS



### Consumer

2W, Used Auto, Personal Loans, Business Loans, Commercial Vehicle, Construction Equipment, Consumer Durables, Micro Loans



### Housing

Home Loans, Loan against property, Affordable Housing Loans



### SME

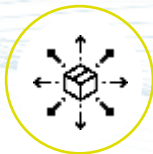
Channel Finance, Leasing, Invoice Discounting, Term Loans, Working Capital loans



### Corporate Finance

Term Loans, Structured Finance & Syndication, Construction Finance, Cleantech Financing

## DISTRIBUTION, ADVISORY & INVESTING BUSINESS



### Distribution

Insurance & Credit Cards



### Wealth Management

Wealth management services & distribution



### Moneyfy

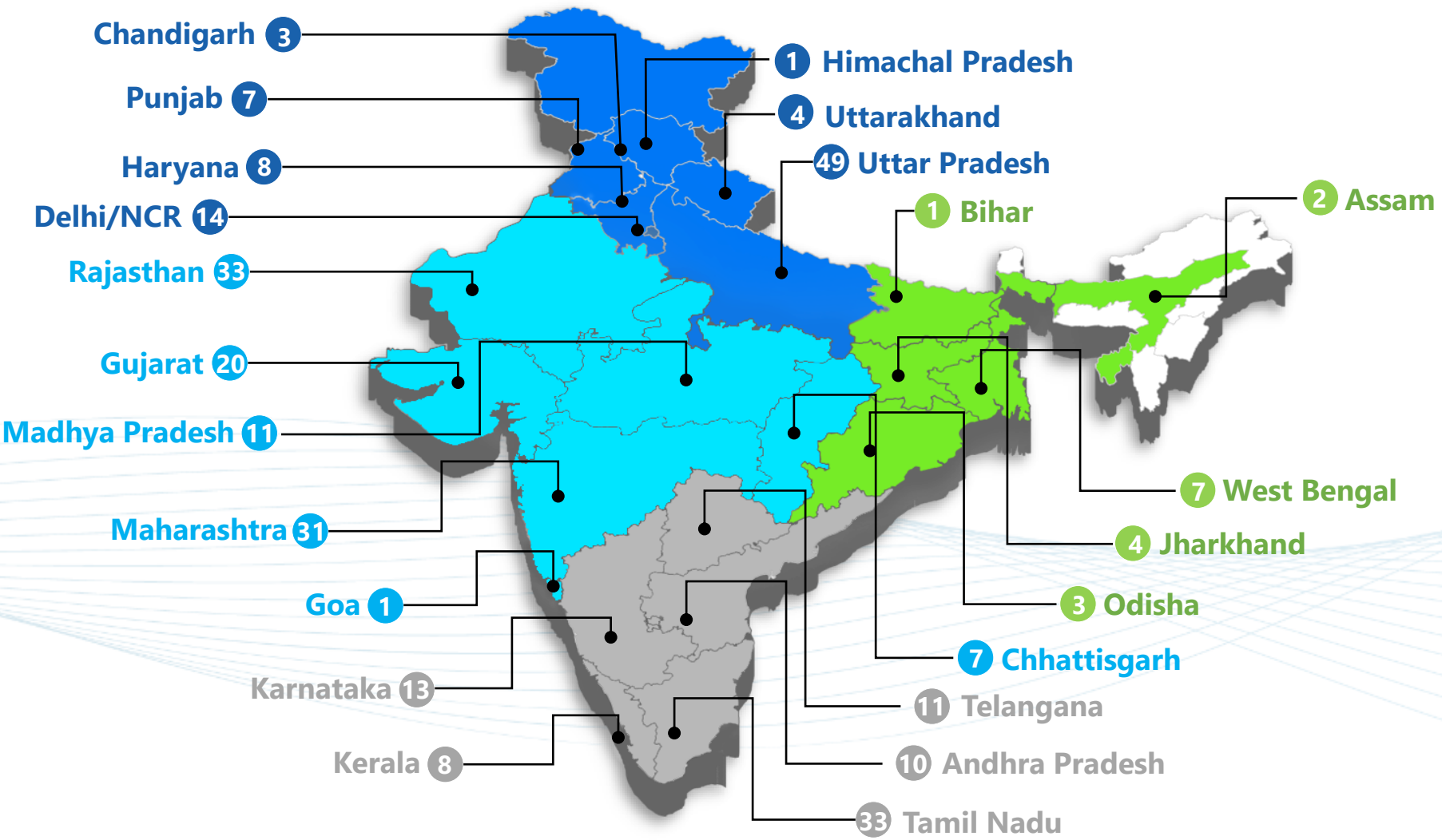
Digital financial planning platform



### Private Equity

Growth Fund, Healthcare Fund, Opportunities Fund

# Expanding Reach



**281**  
Branches as of Jun'22



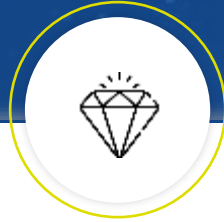
# 'Digital' @ heart of our transformation



## Reimagining customer experience

Enhancing Digital Platforms for higher traffic and activation

Enabling unified customer experience and seamless e2e digital journeys



## Bringing delight to service

Shifting customer engagement to seamless self-service options

Multiple channels available for self-service

74% customer requests served digitally



## Rethinking how we operate

Using intelligent automation across the lending value chain to continually improve cost efficiencies

Leveraging data and analytical models to improve metrics across businesses & functions



## Simplifying partner journeys

Revamped Partner Platforms to enable e2e seamless journeys

Enabling multiple utilities and features to enhance experience; Adoption over 95% across all products



## Embracing ecosystems for growth

Leverage partnerships – Tata Digital, Fintech ecosystem and broader Group – to launch digital first products across, retail, mortgage & channel finance

# Analytics across customer lifecycle



**Better conversion and pricing**



**Improve cross-sell & Products per Customer**



**Increase Straight through decision making**



**Improve collection efficiency**



**Drive productivity and efficiency**

## Acquisition & Cross-sell

Leads from existing base & group ecosystem

Prospect Marketing

Pre-approved offers

Segmentation and profitability models

## Underwriting & Disbursement

Decision scorecards

Decision tree for policy refinement

Risk based pricing

Channel scorecards

## Lifecycle Management & Retention

Bureau Watch

Proactive retention models

Pricing Model/CLTV/ Customer risk profiling

Early warning signals

## Collection & Recovery

~30 scorecards built using LR/DT/ML algorithms

Models used for allocation, self cure, representation strategy, X bucket and flow bucket collections, Settlement and Repo



# Q1 FY22-23

## Financial Performance (Consolidated)



# Performance Highlights

Q1 FY23

INR 15,436 Cr  
↑ 73%

INR 97,703 Cr  
↑ 24%

INR 1,349 Cr  
↑ 23%

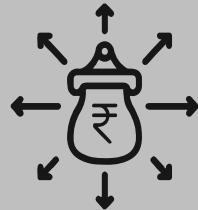
0.6%  
↓ 40 bps

INR 535 Cr  
↑ 5x

17.9%  
↑ 1,360 bps



Disbursals



Loan Book



NIM + Fee



Net NPA



PAT



RoE

INR 8,927 Cr

INR 78,514 Cr

INR 1,094 Cr

1.0%

INR 108 Cr

4.3%

Q1 FY22

# Key takeaways [1/2]



Strong y-o-y growth of 73% in disbursements during Q1 FY23<sup>(1)</sup>; Recorded highest ever disbursements in the consumer loans segment during the same time period



Loan book stood at INR 97,703 Cr; up 24.4% y-o-y and 3.6% q-o-q



Retail constitutes 63% of the total loan book



Restructured book under moratorium stood at 0.6% of total advances as on Jun'22



NIM + Fee income improved by 50bps y-o-y in Q1 FY23; aided by lower cost of funds, better product mix and increase in book size

# Key takeaways [2/2]



Loan losses in Q1 FY23 were lower by 69% compared to Q1 FY22 supported by superior asset quality and strong collection efficiencies



GNPA (1.9%) | NNPA (0.6%) remained at same levels as of Mar'22. Provisioning Coverage Ratio remains healthy at 70.6%



Our total loan loss provisions stood at 3.1% of the loan book as on Jun'22. The same is 2.3x of provisions required as per IRAC norms



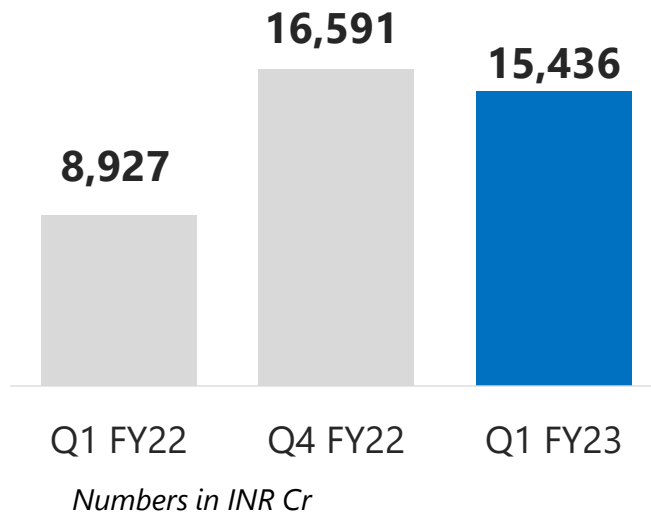
Continue to make significant investments in our core systems and technologies to further enhance experience for customers and partners



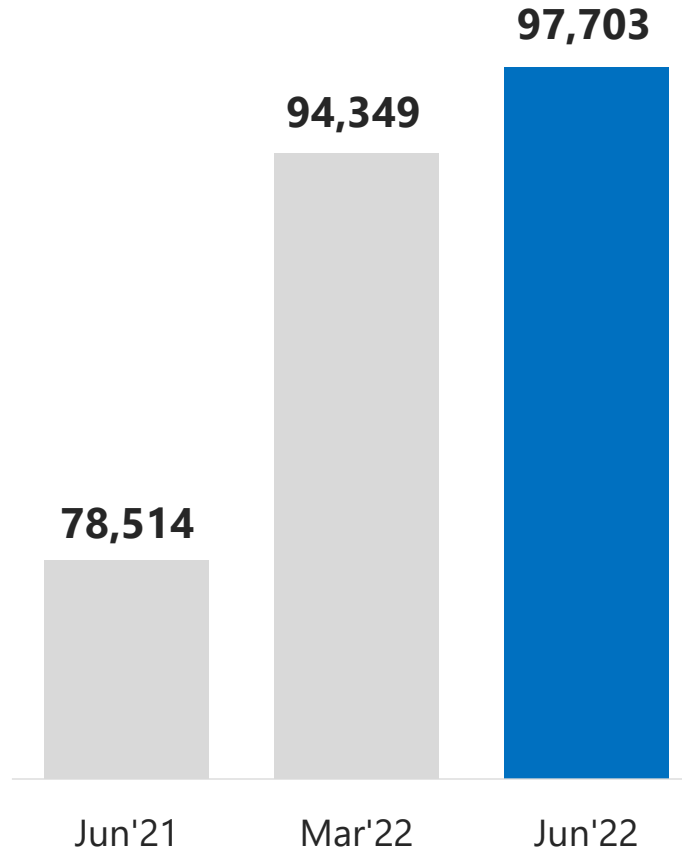
Launch of new digital assets and upgradation of existing assets to expand the distribution reach, target new customer segments and improve cross-sell

# Disbursals & Loan Book

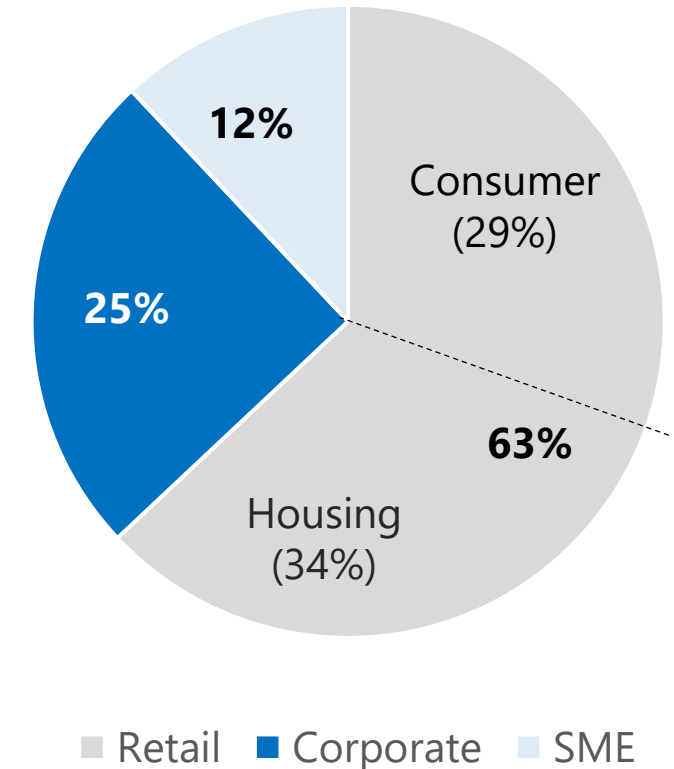
## Disbursals: 73% YoY Growth



## Loan Book: 24% YoY Growth

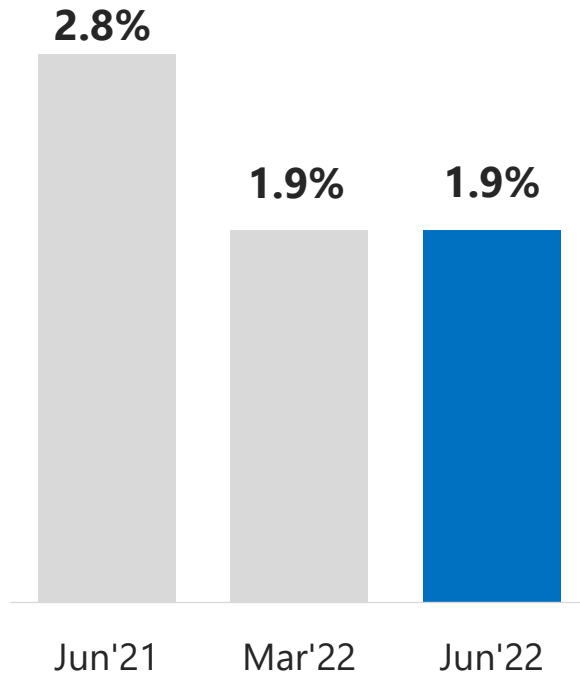


## 63% Retail Loan Book

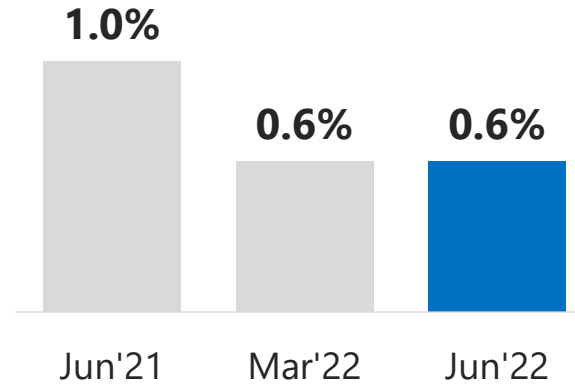


# Asset quality

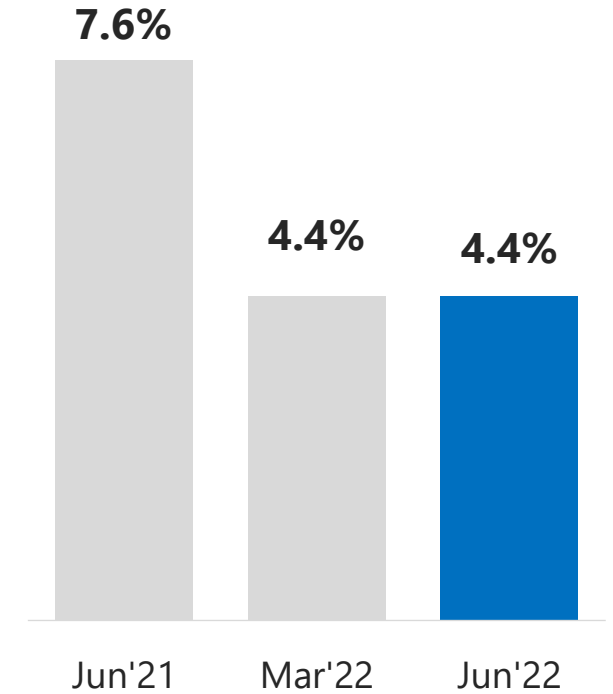
**Gross Stage III (%)**



**Net Stage III (%)**

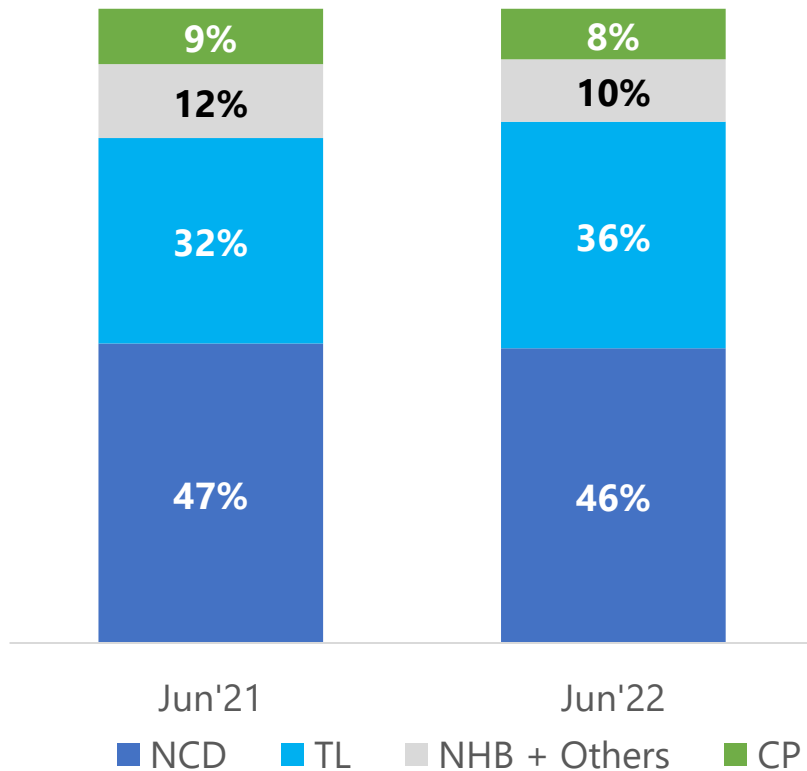


**NNPA / Net worth (%)**





# Liability Mix



Well articulated capital **raising plan with a focus on raising more granular, sticky liabilities; diversified funding mix** including ECBs as well as public NCDs



Maintained **adequate liquidity** along with a **well managed ALM**

Credit ratings  
Rated AAA by

**CRISIL**  
An S&P Global Company



**ICRA**  
A MOODY'S INVESTORS  
SERVICE COMPANY

**IndiaRatings  
& Research**  
A Fitch Group Company

# Financial Performance

FY22	INR Cr	Q1 FY22	Q1 FY23	Y-o-Y Growth
52,784	<b>Disbursals</b>	8,927	15,436	73%
94,349	<b>Loan book</b>	78,514	97,703	24%
4,863	<b>NIM + Fee</b>	1,094	1,349	23%
1,994	Operating expenses	372	561	51%
631	Credit cost incl. impairment of financial instruments	586	180	-69%
2,238	<b>Profits before tax</b>	136	608	346%
1,648	<b>Profits after tax</b>	108	535	397%

FY22	Ratios (%)	Q1 FY22	Q1 FY23
2.0%	RoA	0.6%	2.3%
15.6%	RoE	4.3%	17.9%
6.9	D/E	6.8	7.1

# Awards & Recognition



Best BFSI Brand-  
Economic Times Best BFSI  
Brands 2022



Best Digital Strategy  
(BFSI) – Search Engine  
Marketing 2022



Green Urja award – Top  
Private financing  
institution for RE and EE  
2022



Green Earth Care Award  
2022



Winner - Masters of Risk  
BFSI Large Cap 2022



Recognized as a Great  
Place to Work 2022



Winner – Service Sector Large  
Category at CII (WR) SHE  
Excellence & Innovation Award  
2021



'Karz nahi Farz bhi' wins  
Marketing Campaign of  
the year 2021



Excellence in Water  
Conservation - ASSOCHAM  
CSR & Sustainability Summit  
Awards



Marketing Campaign of  
the Year 2021



Best L&D team of the  
year



Won 'Best employee engagement  
program' & 'Best L&D initiative' -  
Human Excellence Awards 2021



Multiple awards at Drivers of  
Digital (DOD) Awards 2020



Voicebot TIA won Best  
Use of AI at 'India DigiPlus  
Awards 2020'



TCL Healthcare Fund wins  
"Healthcare Fund of the  
Year" 2019 & 2020 both



'Bronze' award at the ACEF  
Awards



Won 'Overall excellence in  
Procurement' - 4th Leadership  
Summit & Awards 2021



Finnoviti Award 2020 for its  
Digital Lending Platform to  
SMEs

# Impacting Lives



## Health

Cancer Care  
Treatment

Eradication of  
curable blindness

**~260,000**

lives impacted



## Education

Scholarships

Quality Primary  
Education

Financial Literacy

**~245,000**

lives impacted



## Climate Action

Water security

Renewable energy

**~65,000**

lives impacted



## Skilling

BFSI

**~20,000**

lives impacted

**600,000+**

beneficiaries through  
our programs

- Aligned to our group focus areas and SDGs
- Benefits the Socially and Economically underprivileged and Affirmative Action Communities
- Trusted partners to deploy

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