

Tata Capital Limited

Results: H1 FY 2024-25





Our Purpose

Responsible financial partner
fulfilling India's aspirations

Our Purpose Pillars

1

Lead with Trust

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

2

Better Together

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

3

Future ready

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

4

Faster forward

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

5

Capital & More

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

6

Delivering Delight

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

Tata Capital:

Flagship Financial Services Company of the Tata Group



INR 1,76,536 Cr
Loan book

85%+
Retail+SME

905
Branches

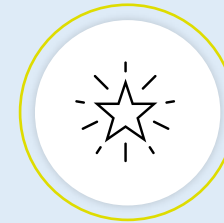
5 Mn+
Customers



Profitable since inception



Rated BBB- by S&P
Global and Fitch Ratings

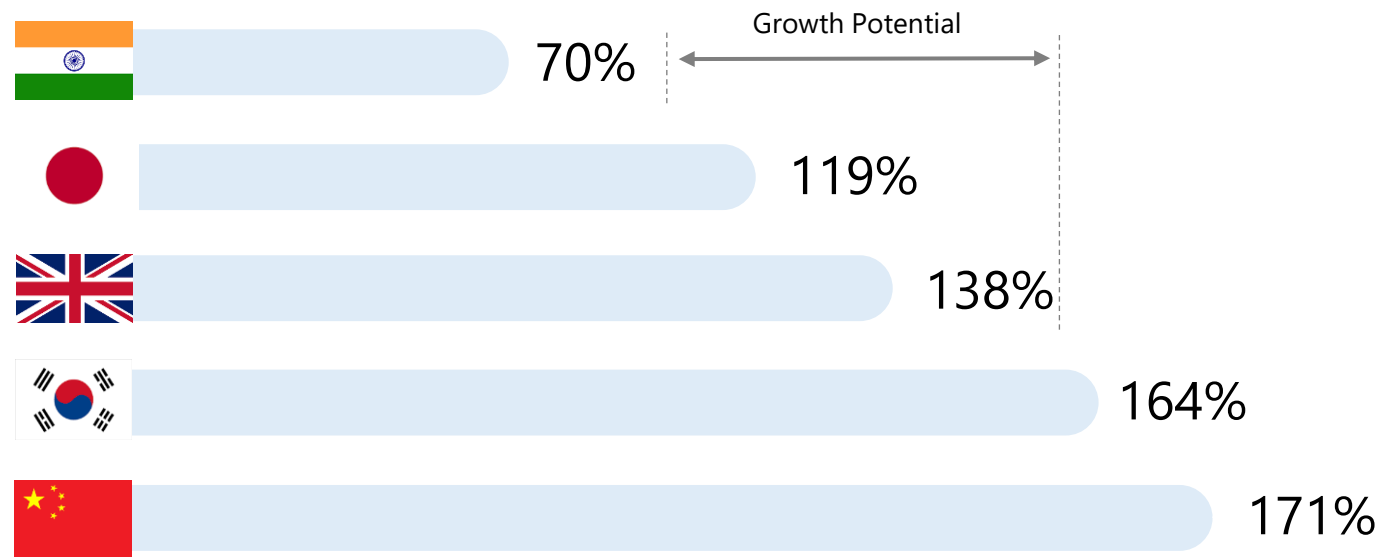


Rated AAA by Crisil, ICRA,
CARE, India Ratings

Tata Capital poised to capture the **India lending opportunity**

India's credit penetration is one of the lowest among peers

Debt to GDP (%)



**Huge market
opportunity of
>INR 500 Lakh Cr**

Our Brand Promise: **Count on Us**

Why Count On Us?

Customer centric

Research indicated that *"delivering on promises"* is a key factor for customers to choose a financial services provider.

Relevant to our evolved Purpose and values

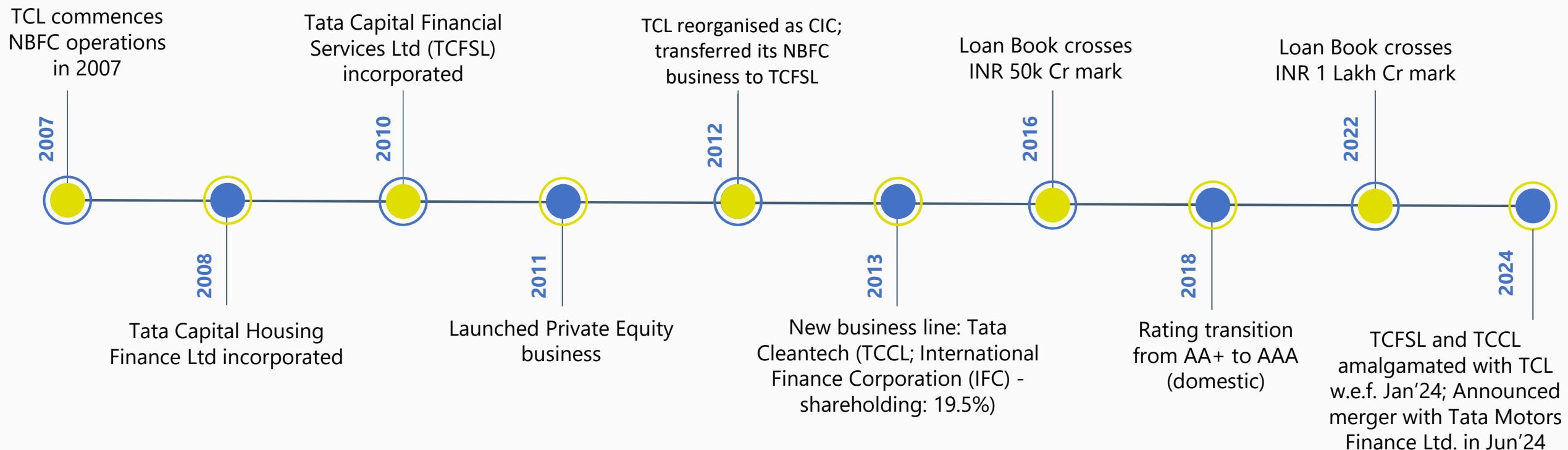
Consolidates internal efforts and drives customer expectations

Exudes the image of an assertive, modern brand with empathy

Key Brand Personality Attributes

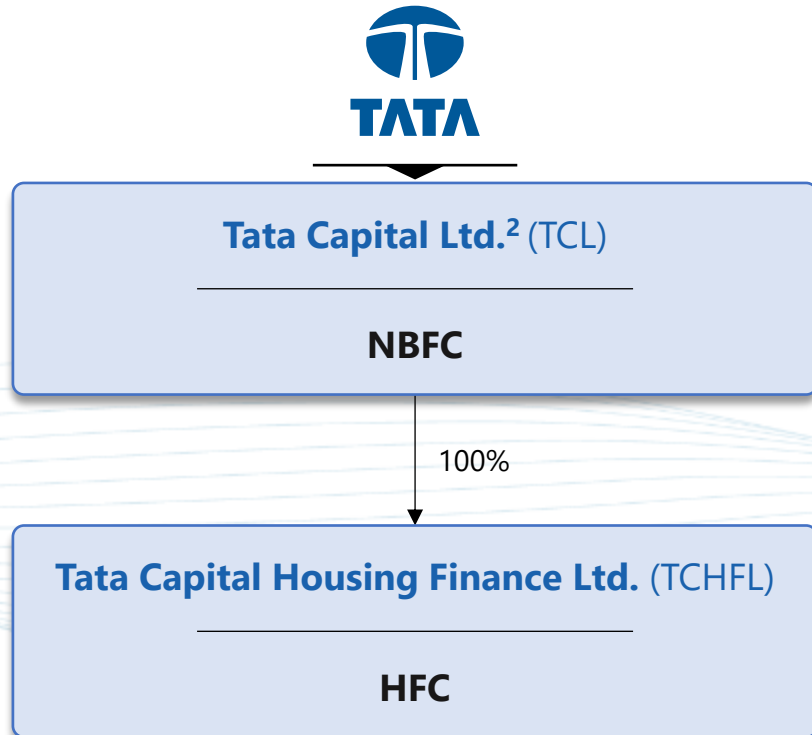


Major milestones in the **Tata Capital** journey



Corporate Structure

Current Structure¹



Acquisition of Tata Motors Finance Limited (TMFL)

- **June 4, 2024:** The BoD of TCL approved a Scheme of Arrangement for the amalgamation of Tata Motors Finance Limited, a subsidiary of TMF Holdings Limited with and into TCL, and their respective shareholders ("the Scheme"), under Sections 230 to 232 read with Section 52 and Section 66 and other applicable provisions of the Companies Act, 2013 and the Rules made thereunder.
- **The Scheme will become effective from the Appointed Date i.e. April 1, 2024** upon fulfilment of all the conditions set out in the Scheme including approval of the Scheme by the National Company Law Tribunal ("NCLT") and upon the receipt of other applicable regulatory approvals.
- **The RBI, Stock Exchanges (NSE & BSE), Competition Commission of India and IRDAI have accorded their "No Objection" for the Scheme.** Necessary application has been filed with the NCLT for approval of the Scheme.

¹With effect from January 01, 2024, Tata Capital Financial Services Limited (TCFSL), a wholly owned subsidiary of TCL and Tata Cleantech Capital Limited, a subsidiary of TCL, have merged into TCL. Post the merger, RBI has approved TCL's conversion from a NBFC-CIC to NBFC-ICC

²Apart from TCHFL, TCL has Tata Securities Ltd. and Private Equity business entities as subsidiaries.

NBFC-CIC: Core Investment Company; NBFC-ICC: Investment and Credit Company

Performance Highlights

H1 FY25

INR 62,289 Cr

↑ 40%



Disbursals

INR 1,76,536 Cr

↑ 33%



Loan Book

INR 5,208 Cr

↑ 43%



NIM + Fee

0.5%



Net NPA

INR 1,825 Cr

↑ 25%¹



PAT

2.3%¹



RoA

16.4%¹



RoE

INR 44,618 Cr

INR 1,32,470 Cr

INR 3,635 Cr

0.4%

INR 1,510 Cr

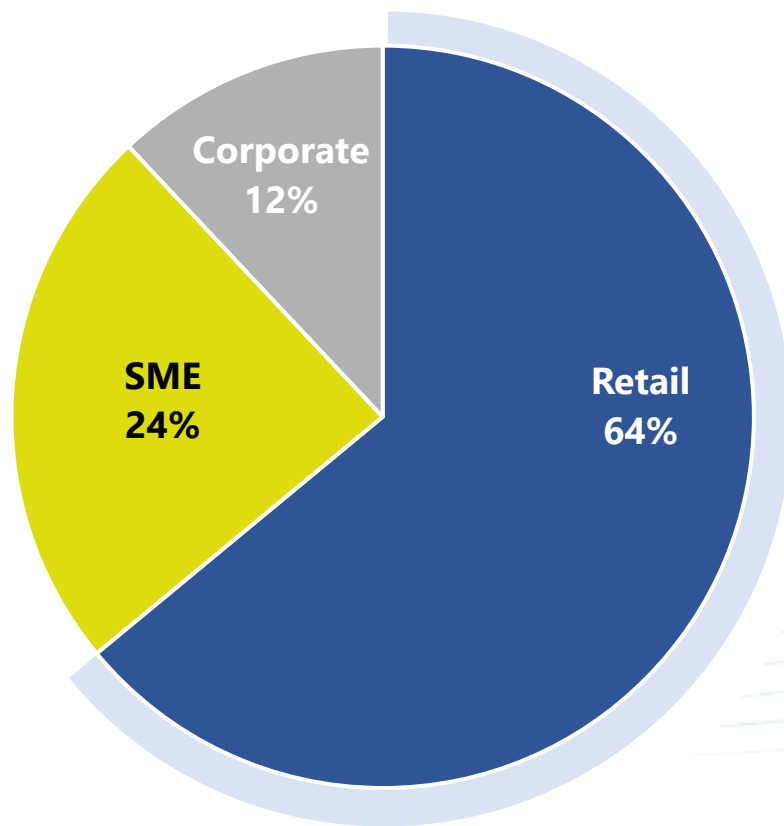
2.5%

18.5%

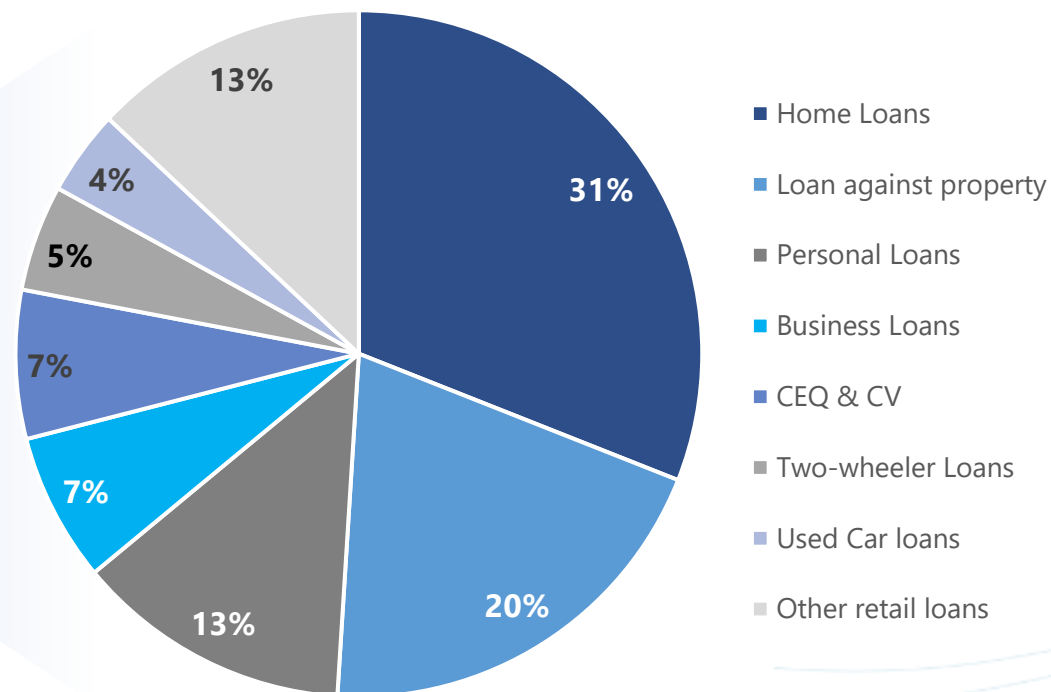
H1 FY24

Diversified NBFC serving customers across spectrum

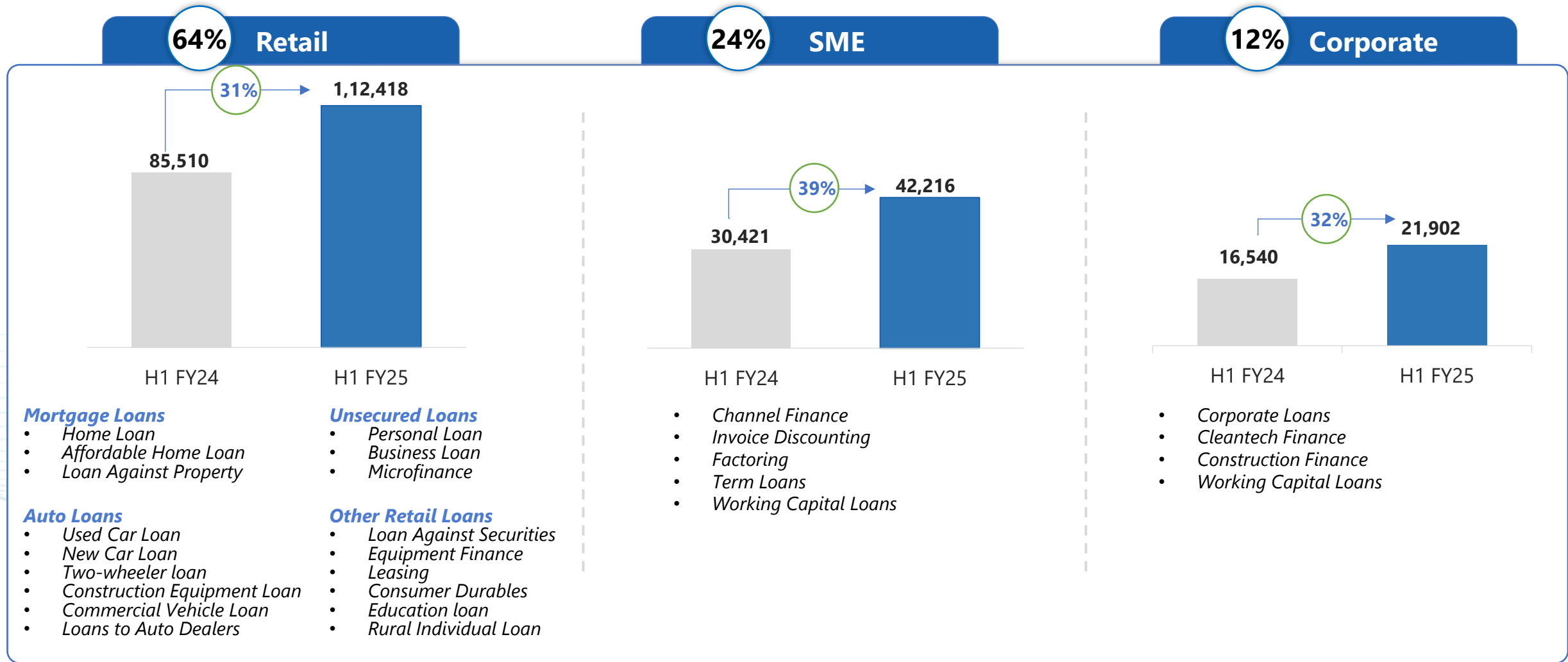
Portfolio: INR 1,76,536 Cr



Retail portfolio break-up



... with a deep focus on Retail & SME customers



... and a leading India-focused PE fund manager

Quick facts

-  **Provide growth capital to mid-market companies**
-  **14 years | 5 funds themes**
-  **INR 7,301 Cr funds raised**
-  **52 deals since inception with gross MOIC¹ of 2.4**
-  **32 exits / listed investments with 2.8 MOIC¹**
-  **Backed by India's most reputed business group 'Tata'**
-  **14% of funds contributed by Tata Capital**

Key Funds

Theme

Commitment

of deals

Tata Capital Growth Fund (I & II)

Urbanization, Discrete Manufacturing & Strategic Services

INR 2,445 Cr

15

Select investments (past & present)



Tata Capital Healthcare Fund (I & II)

Pharma, hospitals, diagnostic chains, healthcare services

INR 1,329 Cr

18

Select investments (past & present)



Wealth Management services for everyone

Business Strategy

- **Focus on building Trail Assets** - Mutual Funds and Alternates
- **Continue to scale** by increasing RMs
- **Prioritize profitable growth**, increase products for distribution
- **Focus on Increasing SIP book** in the digital business

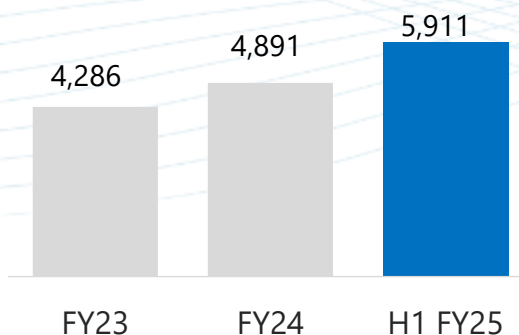
Key highlights

- **Annual recurring revenues** now at 43% of total revenues
- **AUM growth of 40%** (since FY23)
- **Healthy yield on assets of ~1%**

**TATA CAPITAL
WEALTH** 

A bouquet of customized individual and business offerings, backed by a dedicated team of wealth managers and investment product specialists

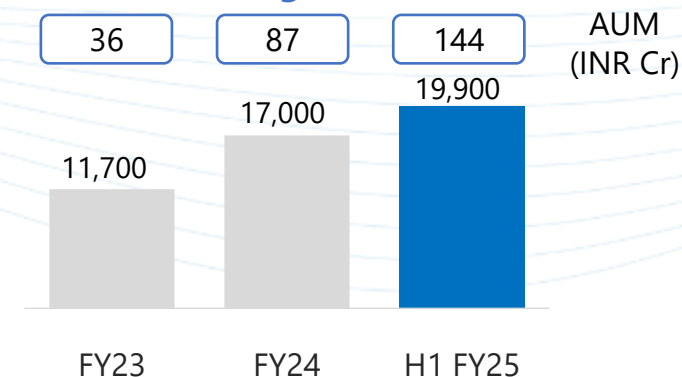
AUM (INR Cr)



Moneyfy
By **TATA CAPITAL**

A DIY investment management platform with digital product offerings across wide range of products incl. equity & fixed Income instruments, lending & insurance

Investing clients



***Well
positioned
for long-term
Success***

Expanding footprint in Tier II cities & beyond

Expanding reach across mediums

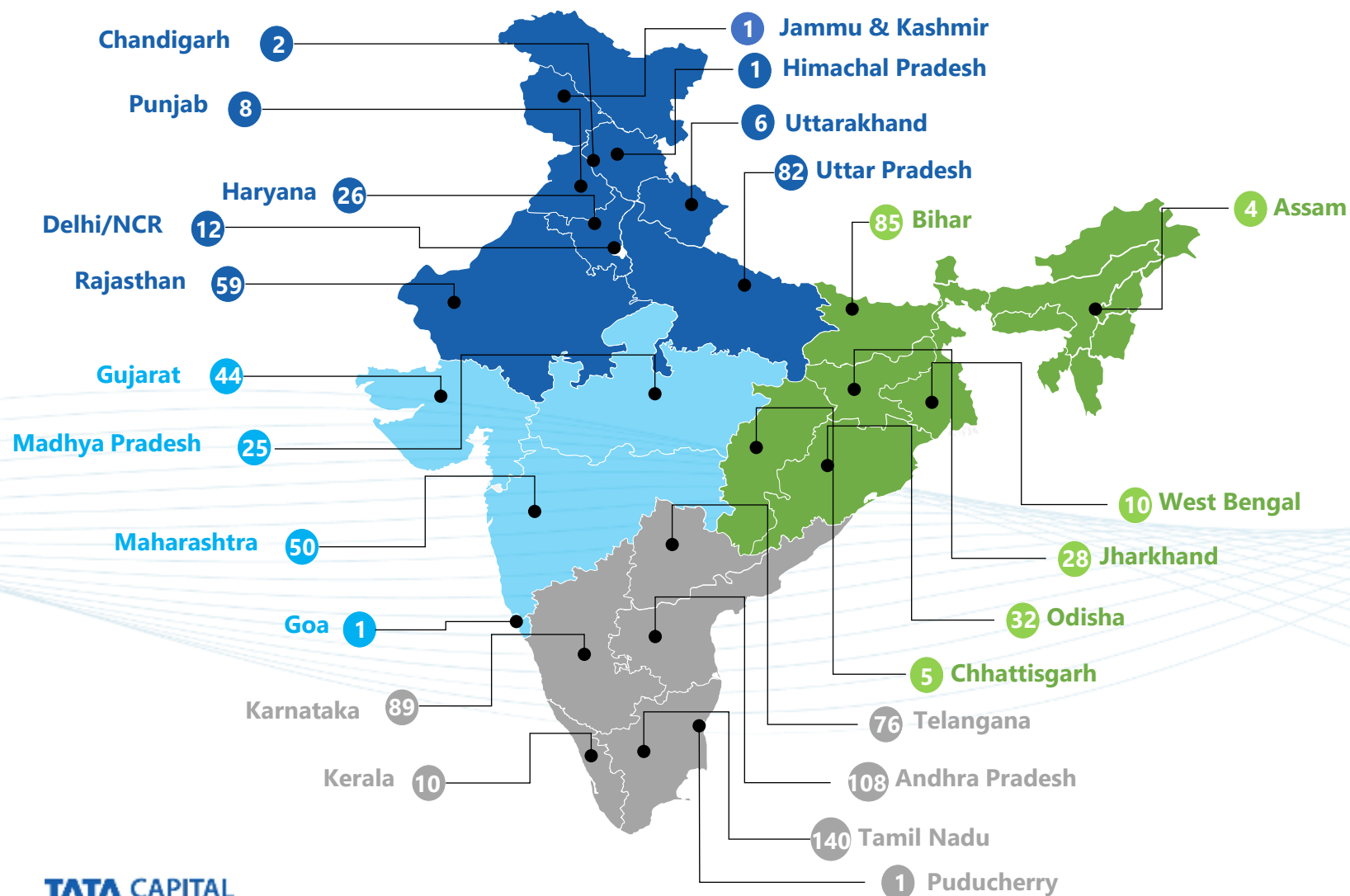
Digital @ heart of our transformation

Analytics across Customer life cycle

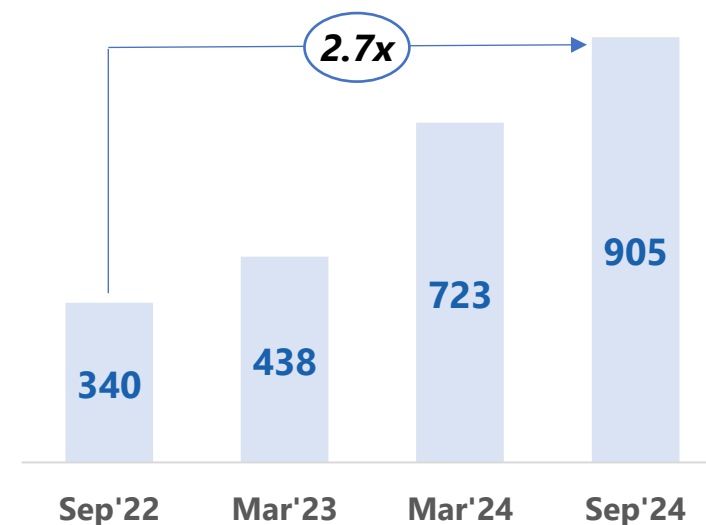
Strong risk culture embedded across organization

Synergies from diversified Tata ecosystem

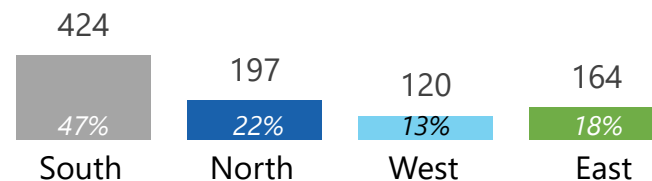
Expanding footprint in **Tier II cities & beyond**



Rapidly expanding branch presence over the last 2 years
(110 net new branches added during Q2 FY25)



Pan-India geographic footprint



Expanding brand presence: #MitayeFaasle

#MitayeFaasle is inspired by the insight that even with relentless efforts, individuals sometimes encounter challenges, particularly due to financial constraints. And Tata Capital plays the role of an enabler for such people, bridging the gap between aspiration and achievement through their financial solutions.



Television

Top channels used in all genres in Hindi and Regional. Mix of Entertainment and News genre to achieve Reach and Frequency

Social & Digital Media

30+ digital media platforms across genres of News, Video, OTT & Retail. And the conversation continues across our social handles

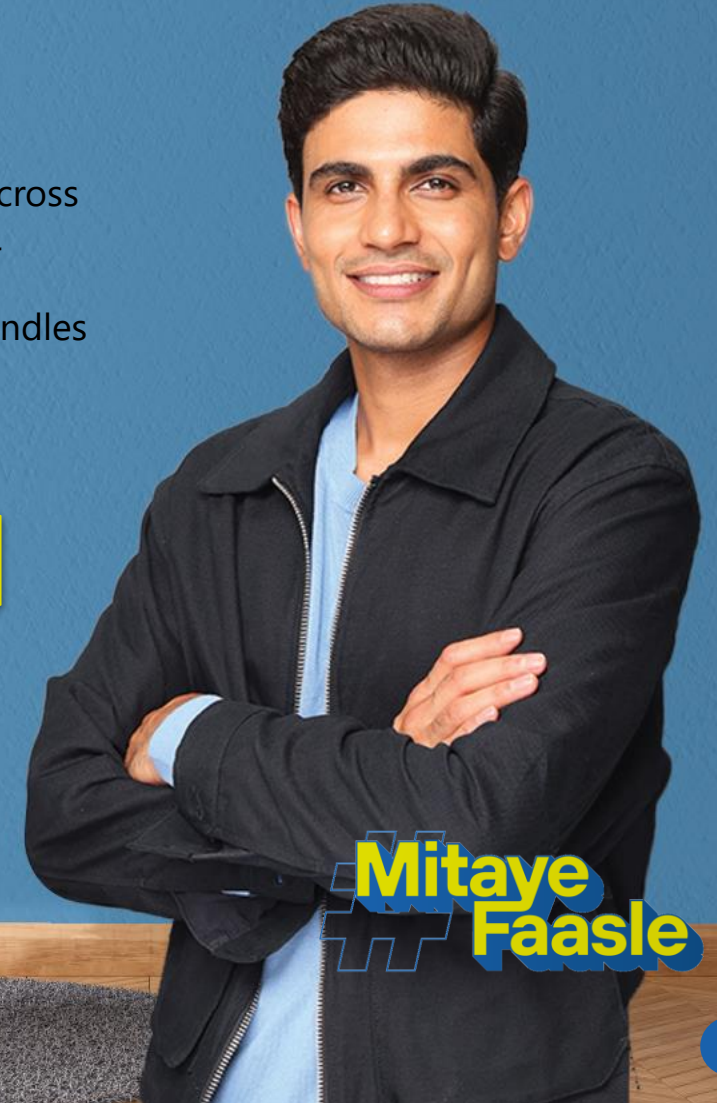


Out of Home Media

Display across 8 cities. Mix of big hoardings for reach, bus shelters for frequency and other commute and innovative hoardings for impact

Coverage

Received coverage from 22+ eminent media houses



'Digital' @ heart of our transformation



Reimagining customer experience

Accelerated No-touch, paperless disbursements

UPI Autopay enabled as an additional repayment mode

Credit approval note automation through AI / Gen AI



Bringing delight to service

Instant approval- Equipment finance & Leasing

Email servicing using Gen AI for faster, personalized customer interactions

Multilingual capability in Tata Capital mobile app for better customer experience

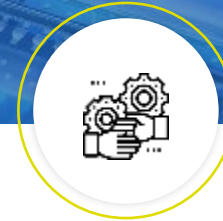


Rethinking how we operate

Intelligent automation across value chain to continually improve cost efficiencies

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

Deep focus on automation & data-led collection capabilities



Simplifying partner journeys

Digital assisted journey for Education loan for Partners

Enabling better partner productivity, convenient supervision and ability to serve anytime, anywhere

Digitized disbursement for Car/Two-wheeler dealership



Embracing ecosystems for growth

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

Comprehensive API stack to enable e2e digital / STP partner journeys

Digital as a Business catalyst

32% growth in web traffic via optimized webpages

Significant growth in **mobile app downloads**

Segment based customer & channel partner journeys enabling **instant, paperless disbursement**

~INR **1,200+ Cr** business done through **cross sell** in H1 FY25



Enhanced **pre-approved offers** through use of ML models

Digital tools & enablers for faster & efficient customer onboarding – **Digital KYC, electronic repayment**

Partnerships across lending value chain: Business sourcing, embedded lending, processes, systems & business enablers

250+

APIs used across ecosystem

100%

Applications on hybrid cloud

85%+

of retail logins use scorecards

200+

Partnerships

21L+

Pre-approved offers monthly

Digital as an Efficiency enabler

Underwriting

Data from source via APIs enabling **rule-based underwriting**

Banking Analysis: Account Aggregator, Net Banking , ePDF

Financial Analysis: GST, ITR and Credit Appraisal
Memorandum Automation through AI, Rule based decisioning

Gen AI based productivity enhancement via credit approval note automation

Collections

Data & AI/ML led allocation strategy: pre-delinquency management, delinquency recovery – **45+ models used across collections management**

UPI/QR Payments– Introduced UPI/QR based payments for collection executives for collection from customers

Cash Management Service – Cash deposition services at multiple partner outlet towards overdue amount.

Enhanced BBPS Tie up's– Additional Operating Units integrated for load balancing and increase in payment processing capability

100%

Two-Wheeler cases decided via scorecards

15%+

Business Loan transactions are processed through Account Aggregator

92%

Collections through digital

64%

Digital payments through BBPS

100%

Digital app enabled collections workforce

Digital as an Experience driver

Customer

Automating email classification and **response** generation using Gen AI for faster, personalized customer interactions

Omni-Channel Presence: Website, App, WhatsApp, IVR, SMS (link-based loan service)

Self-Service Capabilities: Statement of Account, KYC details update, Interest Certificate, etc.

Voice and Chatbot Assistance with conversational service capabilities: TIA (powered by Gen AI) with 99% Accuracy

Voice Assistance (Alexa, Google Assistant)

Multilingual Availability of services



Channel

Agent Productivity: Paperless workflow management for agents

Convenient Supervision: Agent wise dashboards including real-time sales view against business plan

Digital journeys for agents incl. Eligibility Calculator, bureau & income fetch and analysis, digital KYC, etc.

97% customers onboarded through digital platforms

167+ services on digital channels

83% Digital Adoption of services

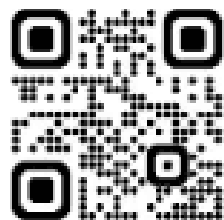
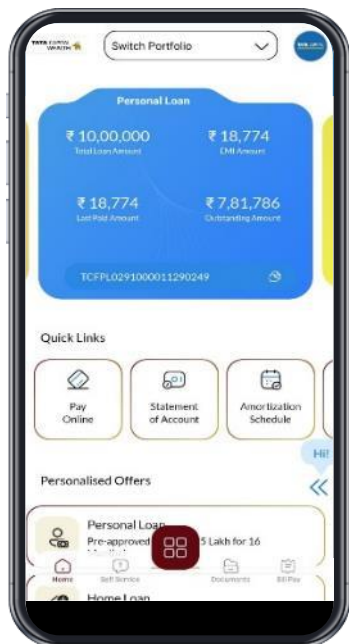
14L+ service requests handled digitally for the quarter

91% Channel Finance drawdown via online channels

Retail: Seamless digital experience

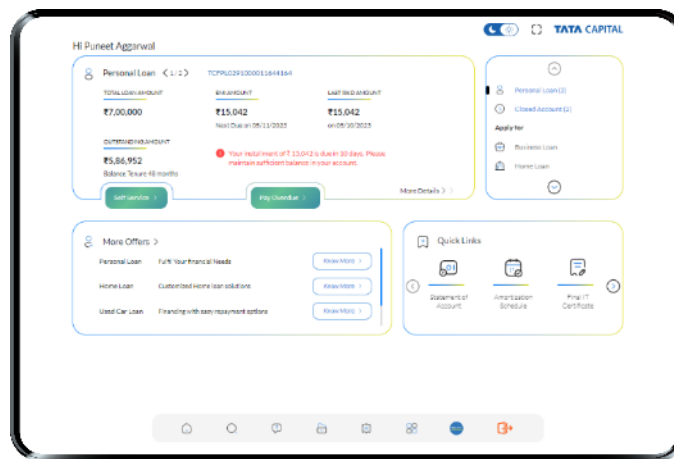
Efficiency at its core: "Building Reliable and scalable Online Platforms"

Loan & wealth App



Scan to
download

Customer Portal



Encompassing...

167+
Services

25+
Customer journeys

15+
Product offerings

Digital Onboarding

Customer friendly Journey

Personalized Offering

Digital Self-Servicing

Retail: Instant Unsecured Loan journey

The image displays three sequential mobile app screens for Tata Capital's instant unsecured loan journey.

Screen 1: Registration
Time: 1:16, Signal: 4G. Header: Teams, Hello, MITA Logout.
Fields:
- PAN: CISPD6577M
- First Name (as per PAN)*: MITA
- Last Name (as per PAN)*: DAS
- Gender: Female (dropdown)
- DOB: 23-03-2000 (calendar icon)
- Pincode: 400097
- City: MUMBAI
Button: Continue >

Screen 2: Pre-Approved Offer
Time: 5:16, Signal: 4G. Header: Teams.
Text: Congratulations Rahul! You have a Pre-Approved Offer.
Illustration: Gift box with money and confetti.
Details:
- Loan Amount: ₹ 5,00,000
- Loan Tenure: 36 Months
- Employment Type: ☒ Salaried ☐ Self-Employed
- PAN: (empty field)
Button: Continue >

Screen 3: Disbursement
Time: 18:60 267 6060. Header: TATA CAPITAL, Welcome, Rahul.
Text: Congratulations Rama!
Illustration: Checkmark with confetti.
Details:
- Loan Disbursement Amount: ₹972,640.00
- Note: Your account no. xxxxxxxxxxxx578 will be Credited with ₹ 972640 shortly post internal approvals.
Button: Go To Home >

Retail: Scaling up Account Aggregator based use case

100K+ successful transactions through Account Aggregator across different products over the last year

Introduced recurring AA functionality for enhanced portfolio monitoring



Home
Loan



Business
Loan



Personal
Loan



Channel
Finance

Provide your Bank statement through Account Aggregator. By clicking below, you consent to be redirected to our third - party partner platform.

Popular Banks

State Bank of India HDFC Bank ICICI Bank Axis Bank Kotak Mahindra Bank IndusInd Bank

or

HDFC Bank, India

Select a way to link your bank account

☒ Bank Statement via OTP
By RBI licensed Account Aggregator
RECOMMENDED

☐ Netbanking
Using username and password

☐ Bank Statement
Computer generated PDF required

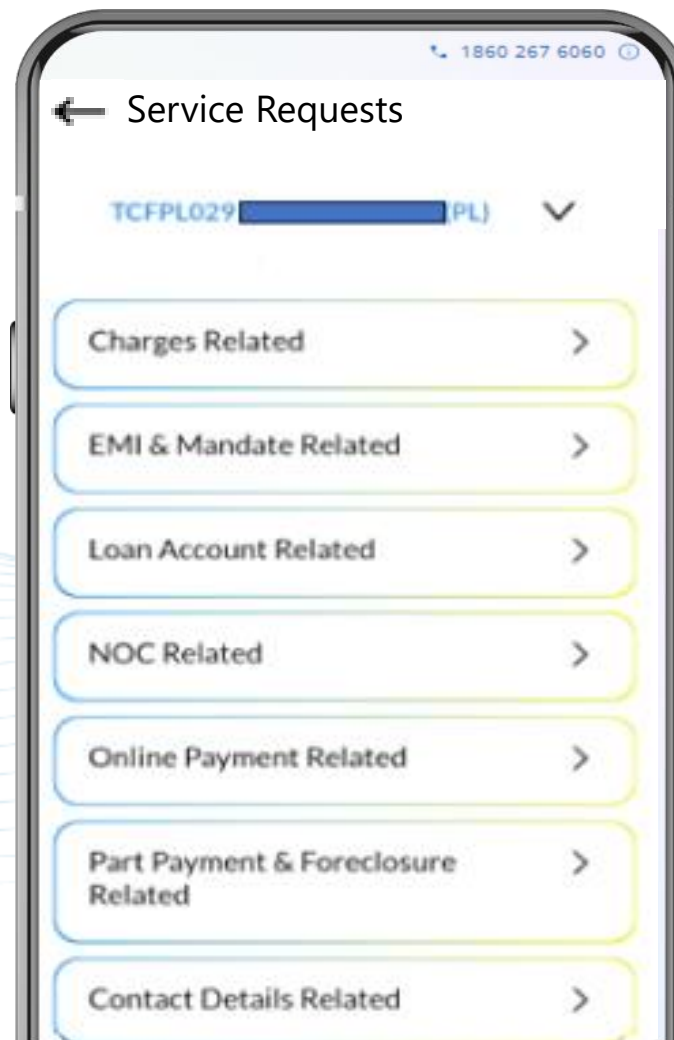
PROCEED >

Retail: Customer experience redefined

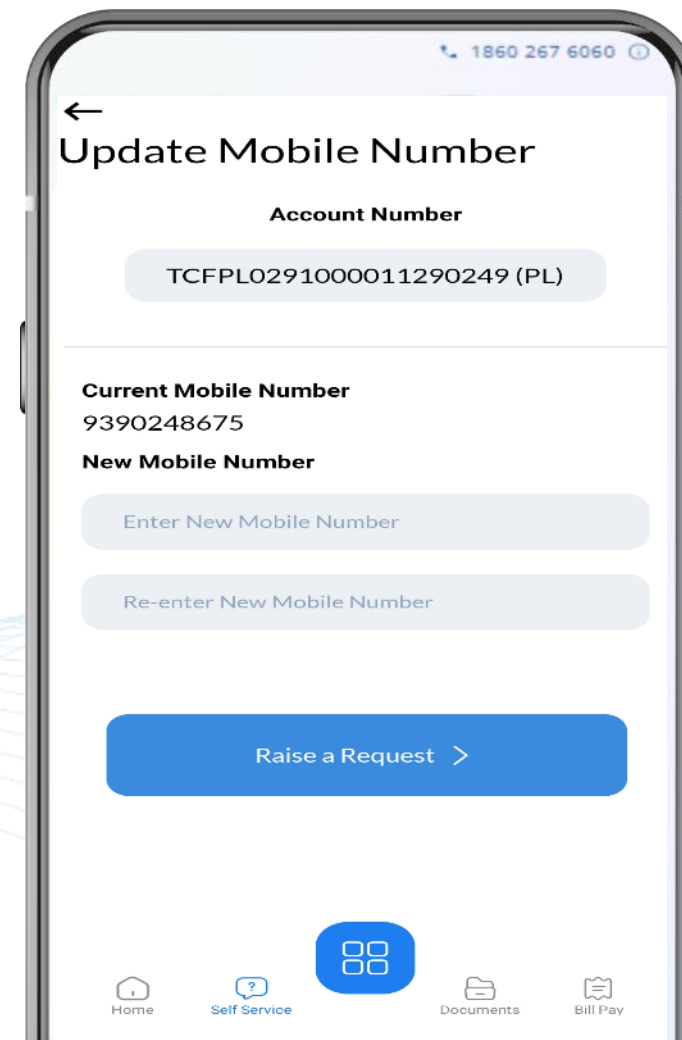
Dashboard



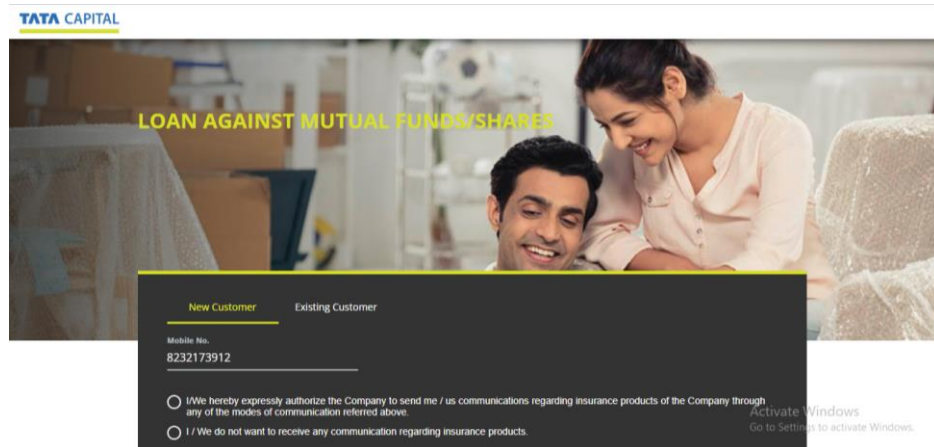
Categorized Service Requests



Profile update



Retail: Loan against securities



TATA CAPITAL

LOAN AGAINST MUTUAL FUNDS/SHARES

New Customer Existing Customer

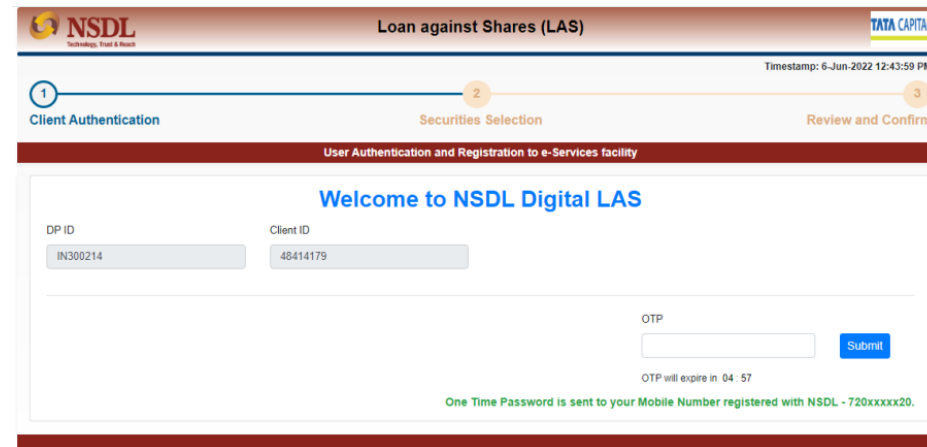
Mobile No.
8232173912

☐ I/We hereby expressly authorize the Company to send me / us communications regarding insurance products of the Company through any of the modes of communication referred above.

☐ I / We do not want to receive any communication regarding insurance products.

Activate Windows
Go to Settings to activate Windows.

Seamless Onboarding Journey



NSDL Loan against Shares (LAS) **TATA CAPITAL**

Timestamp: 6-Jun-2022 12:43:59 PM

1 Client Authentication 2 Securities Selection 3 Review and Confirm

User Authentication and Registration to e-Services facility

Welcome to NSDL Digital LAS

DP ID IN300214 Client ID 48414179

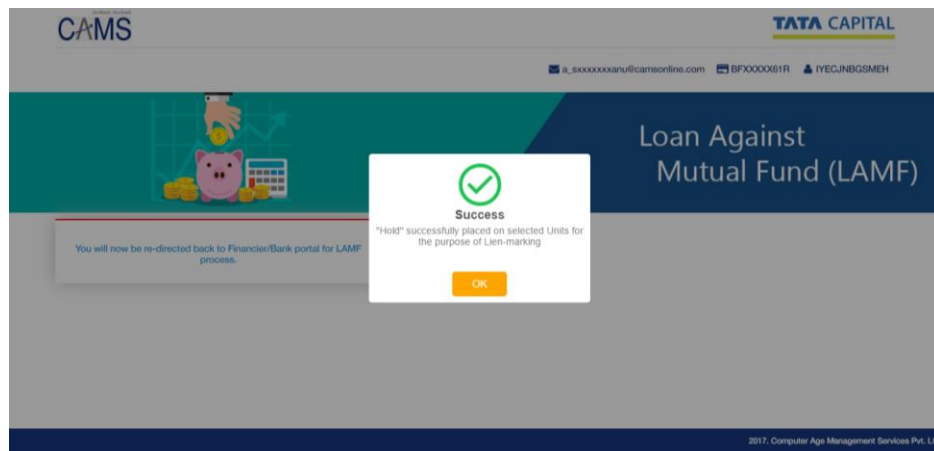
OTP

Submit

OTP will expire in 04 : 57

One Time Password is sent to your Mobile Number registered with NSDL - 720xxxxx20.

NSDL Integration for Pledging



CAMS **TATA CAPITAL**

il_sxxxxxxanuf@camsonline.com BFX000061R IYECJNBGSMH

Loan Against Mutual Fund (LAMF)

Success

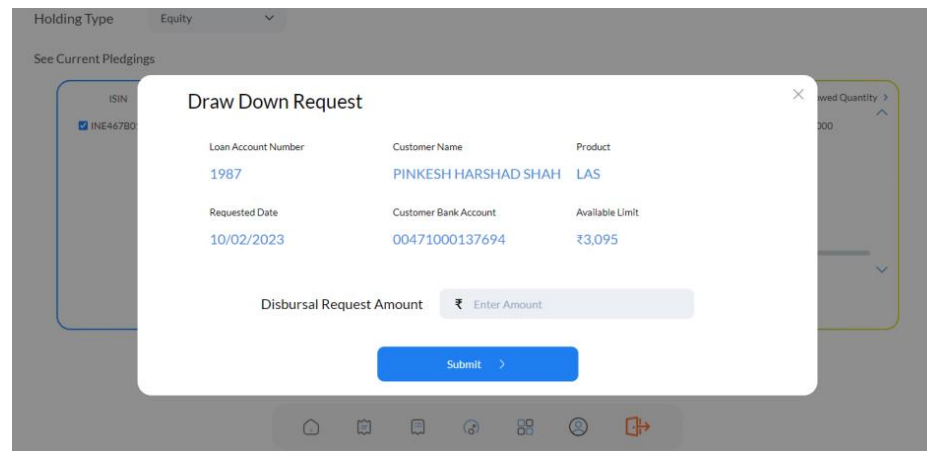
Hold successfully placed on selected Units for the purpose of Lien-marking

OK

You will now be re-directed back to Finance/Bank portal for LAMF process.

2017, Computer Age Management Services Pvt. Ltd.

CAMS K-fin Integration for Lien



Holding Type Equity

See Current Pledgings

ISIN INE467B0

Draw Down Request

Loan Account Number	Customer Name	Product
1987	PINKESH HARSHAD SHAH	LAS
Requested Date	Customer Bank Account	Available Limit
10/02/2023	00471000137694	₹3,095

Disbursal Request Amount ₹ Enter Amount

Submit

Instant Disbursement through DIY Portal

One Stop Digital Solution for all financial needs

Quick KYC & Onboarding



Track transactions



360 portfolio view



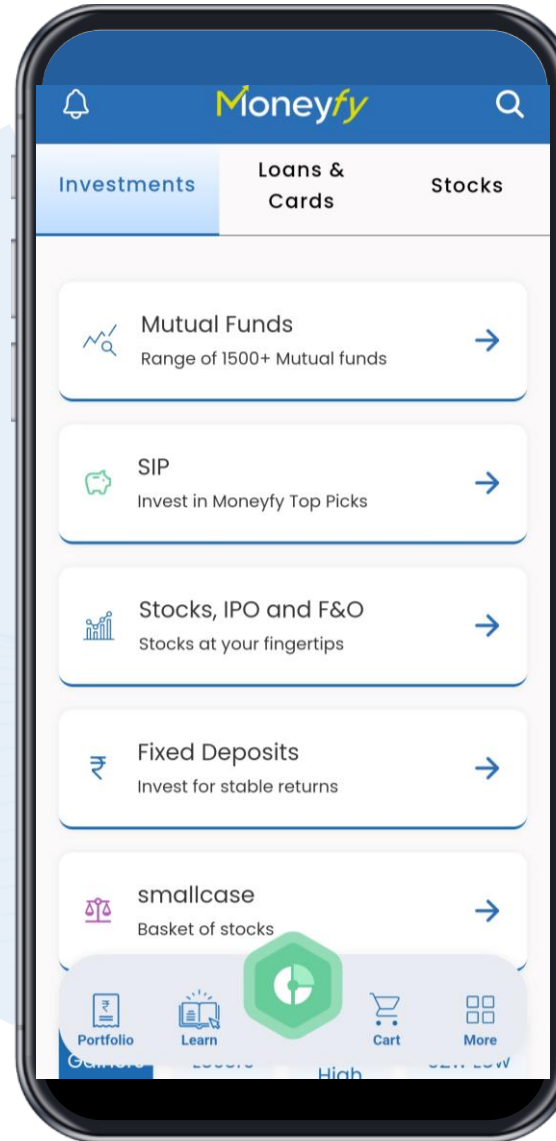
On Call Assistance



Goal based investment



45 lakh+ registered users



Invest

- Mutual Funds
- Corporate FDs
- Small Case
- Bonds

Bill Pay

- Utilities
- Recharges
- EMI Payments
- Subscriptions
- Taxes

Borrow

- Personal Loan
- Business Loan
- Home Loan
- Used Car Loan
- Credit Card

Trade

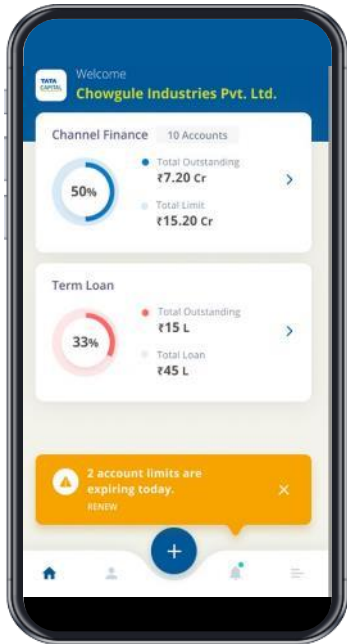
- Demat Account
- IPO
- Market Movers
- Stocks
- F&O



SME & Corporate: Seamless digital experience

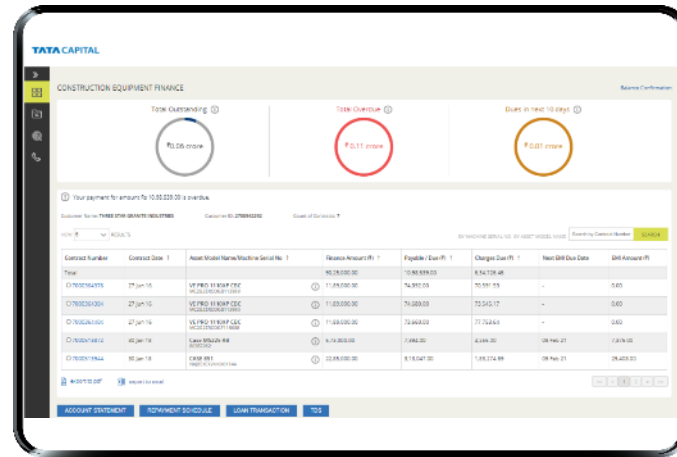
Efficiency at its core: "Building Reliable and scalable Online Platforms"

SME & Corporate App



Scan to
download

Customer Portal



Encompassing...

100+
Services

20+
Customer journeys

15+
Product offerings



Digital Onboarding



Scorecard assessments



E-Agreements



Digital Self-Servicing

SME & Corporate: Loan Origination System 2.0

Sales



Multiple API
integration -
PAN, GST, CIN

Digital
KYC

Multiple
product/facility
offering ability

Customer DIY
Journey
enablement

Credit underwriting



Third party integration –
Rating generation

Automated
eligibility calculation

CAM auto
generation

STP
journeys

Bulk Adhoc
approval

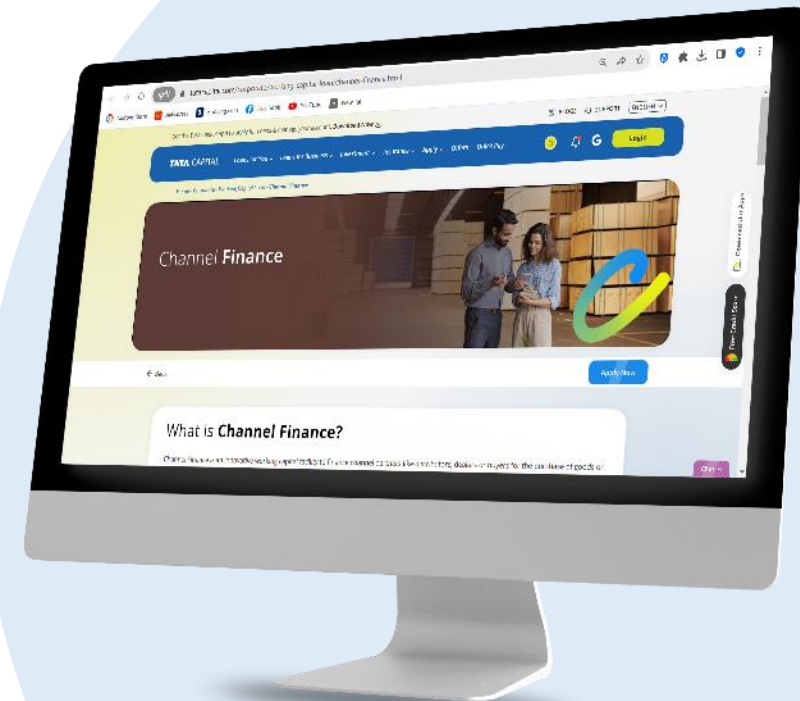
Collateral
Management
module

Post Sanction













Disbursement Memo
generation module

Paperless disbursement
- E-sign and E-stamp



SME & Corporate: Superior customer experience

 Instant Drawdown & Disbursal	 Additional Limits Activation
 View Loan Transaction & Repayment Schedule	 Update Stock & Debtor Statements
 Upload/Download TDS Certificates	 Loan Application Tracker
 Vehicle Leasing For Corporates	 Customized Dashboard/Reports
 Automated Ageing based Invoice authorization	 Digitized Trade Advance module



Digitized service journeys
available for all SME &
Corporate products



End to end architecture including
internal processes to maximize
efficiency and reduce TAT

91%

Digital drawdowns
for Channel Finance

45%

Digitally Active
Supply Chain
Finance Customers

98%

Service requests
handled digitally

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

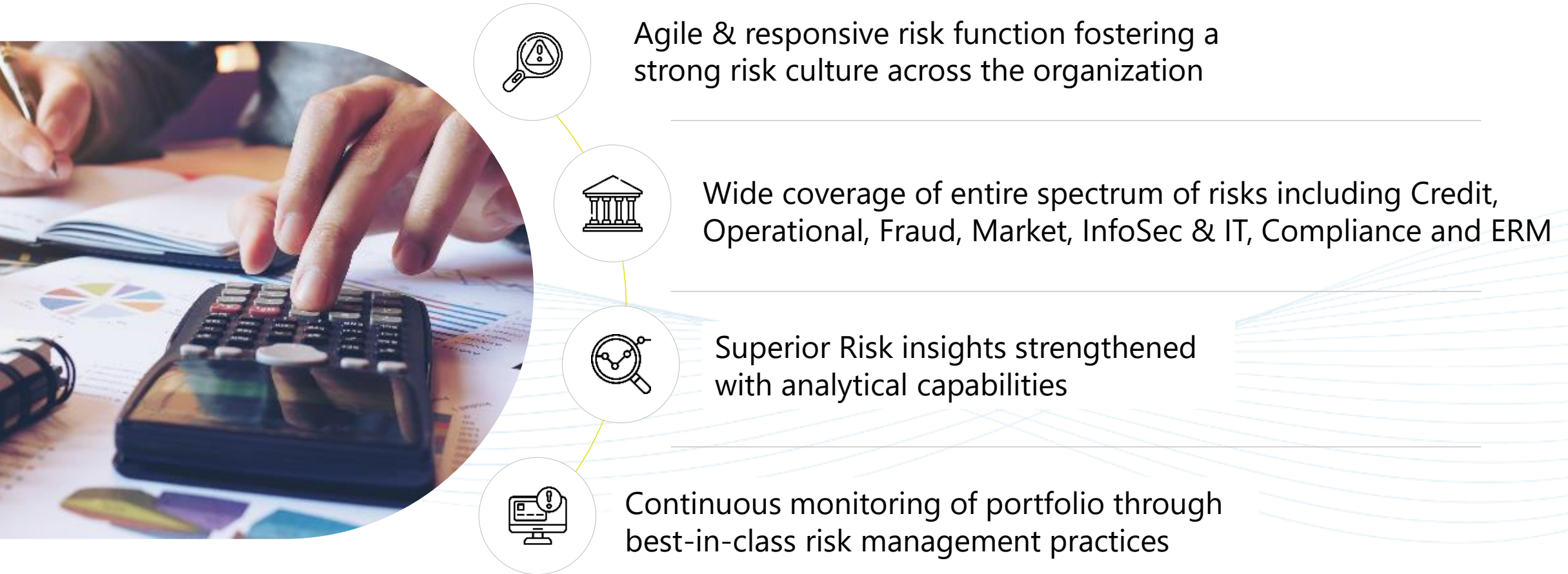
Collection & Recovery

Scorecards built using LR/DT/ML algorithms

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

Strong **Risk culture** embedded across organization

Strong risk management framework, with rigorous oversight, multiple layers of defense, robust through-the-cycle risk framework supplemented by data analytics capabilities



Synergies from diversified Tata Ecosystem

Tata Capital, as the flagship financial services of the Group, plays a pivotal role in Tata group's focus on domestic consumption as a key theme in their growth philosophy



Metals

TATA METALIKS TATA STEEL

IT

tcs TATA ELXSI class edge

Financial

TATA CAPITAL TATA AIA LIFE TATA AIG TATA MUTUAL FUND

Auto

TATA MOTORS TATA AUTOCOMP JAGUAR LAND ROVER

Retail

TITAN Croma TATA CLIQ Starbucks TATA Saff Westside VOLTAS

Infrastructure

TATA POWER TATA HOUSING TATA PROJECTS

Telecom

TATA PLAY TATA COMMUNICATIONS TATA TELESERVICES LIMITED

Tourism & travel

TAJ GINGER HOTELS AIR INDIA AirAsia vistaRa

Aerospace & defence

TATA ADVANCED SYSTEMS

*Shared brand and synergies with various Tata Group companies and **potential opportunities to cross-sell** set to increase further as Tata Capital taps into the Tata Group ecosystem as part of its growth strategy*

330k+

Offers generated on
Tata Neu



74k+

Customers from Tata
Neu

~80

Relationships with
Group companies

1,000+

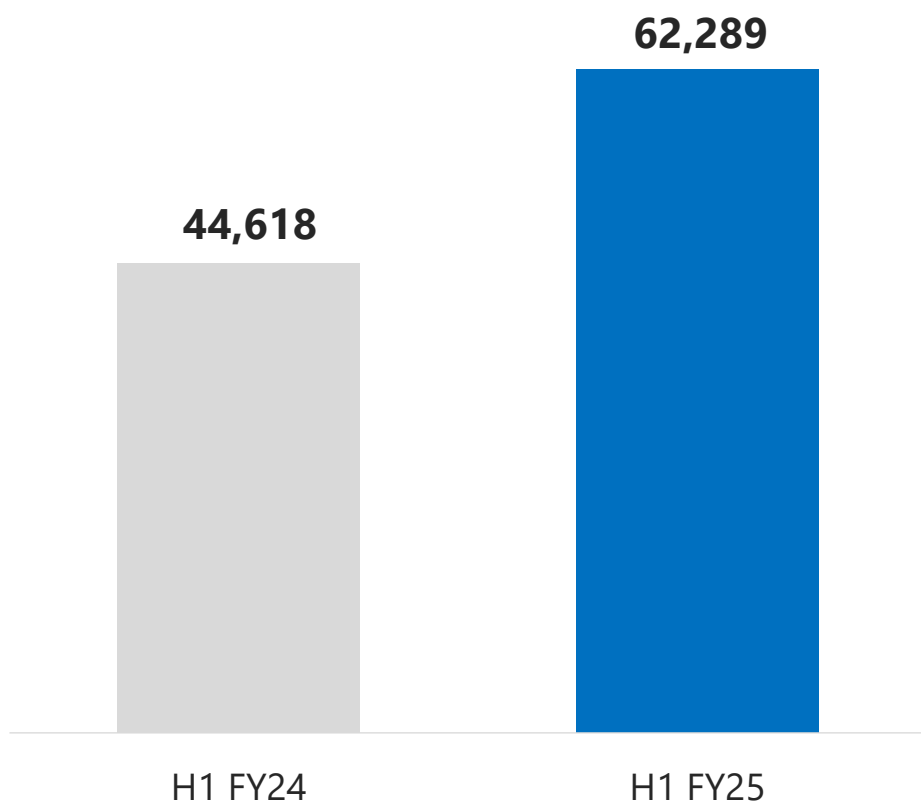
Dealers / Vendors

Financial Performance

(Consolidated)

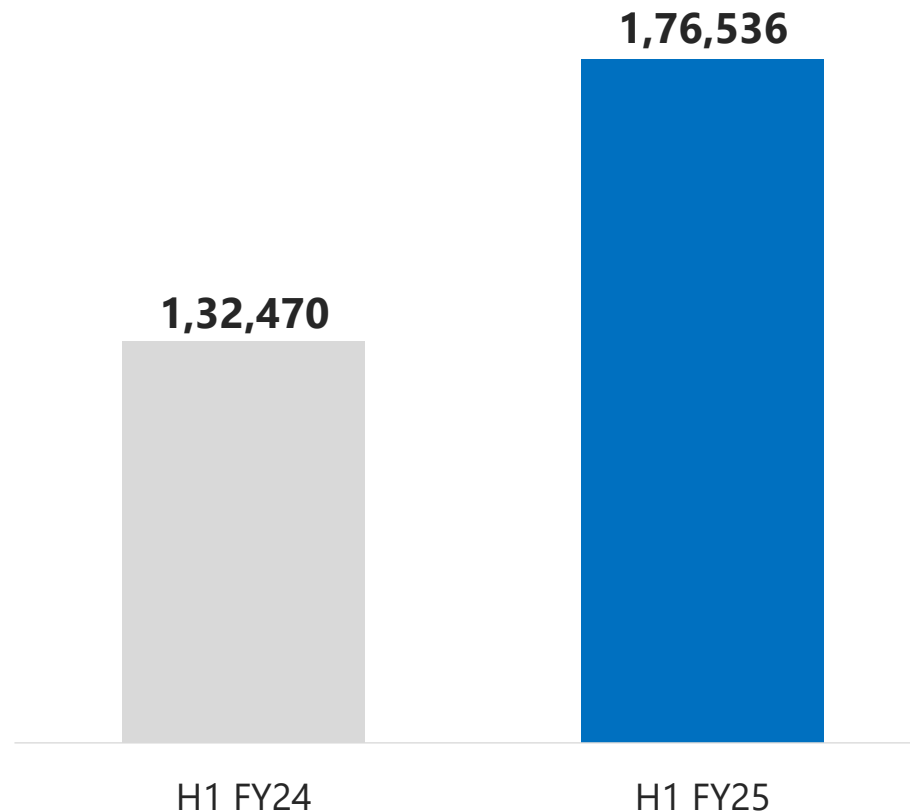
Disbursals & Loan Book

Disbursals: 40% Y-o-Y Growth¹



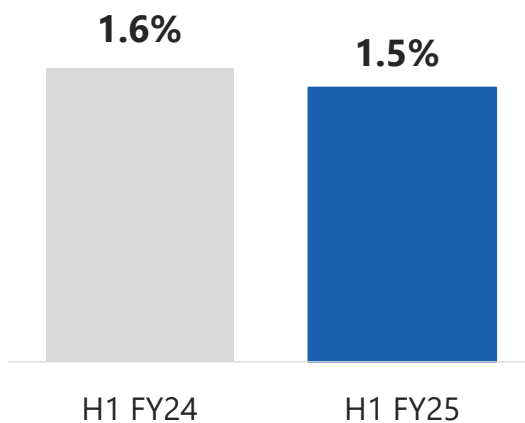
Numbers in INR Cr

Loan Book: 33% Y-o-Y Growth

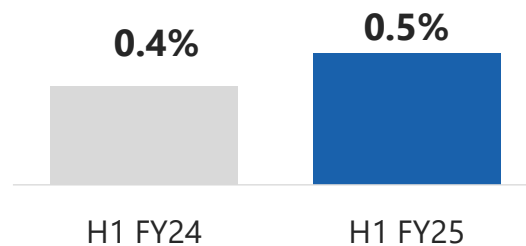


Asset Quality

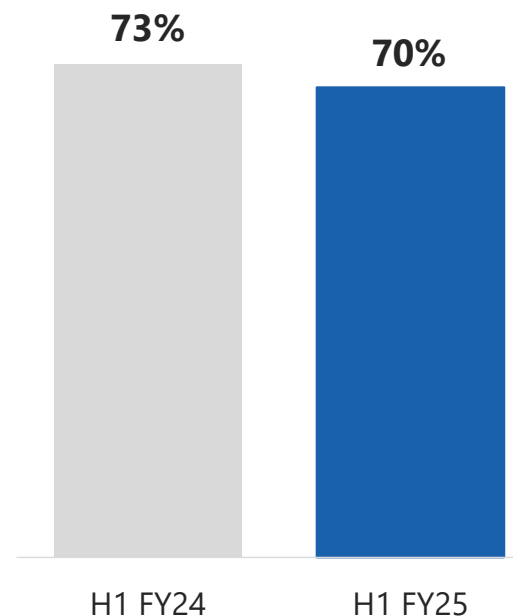
Gross Stage III (%)



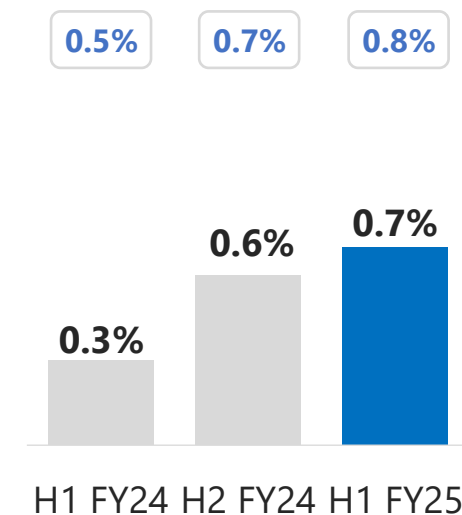
Net Stage III (%)



PCR (%)



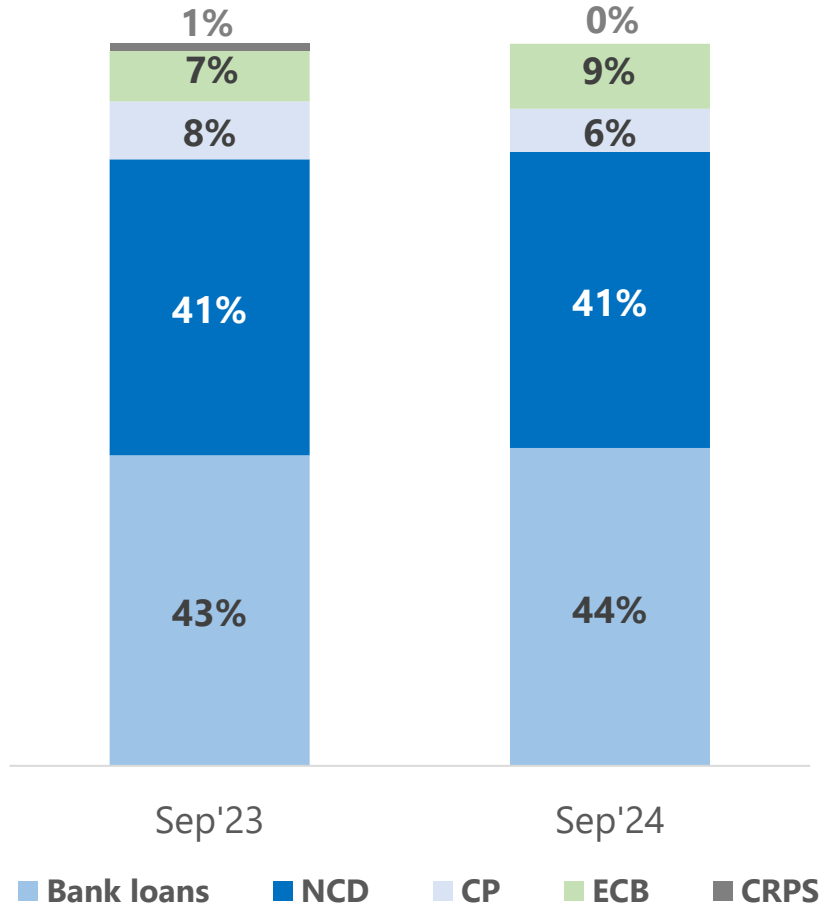
Credit Cost (%)



XX%

Credit cost excluding macro / restructuring reversals

Liability Mix



Diversified funding mix including ECBs as well as public NCDs



Well-articulated capital **raising plan with a focus on raising more granular, sticky liabilities**



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

Domestic ratings:

Rated **AAA** by



Int'l ratings:

Rated **BBB-** by

S&P Global **Fitch Ratings**

(eq. to India's sovereign rating)

Financial Performance

FY24	INR Cr	H1 FY24	H1 FY25	Y-o-Y Growth
1,57,761	Loan book	1,32,470	1,76,536	33%
8,070	NIM + Fee	3,635	5,208	43%
559	Investment income	238	178	-
8,629	NIM + Other Revenue	3,874	5,386	39%
3,624	Operating expenses	1,606	2,288	42%
602	Credit cost	172	581	237%
4,403	Profits before tax	2,096	2,518	20%
3,150	Profits after tax	1,510	1,825	21%
3,150	Profits after tax (excl. one-time items)	1,510	1,888	25%
FY24	Ratios	H1 FY24	H1 FY25	
6.1%	NIM + Fee (%)	6.0%	6.4%	
42%	Cost to Income (%)	41%	42% ¹	
0.5%	Credit Costs (%)	0.3%	0.7%	
17.6%	Return on Equity (%)	18.5%	16.4% ¹	
2.4%	Return on Assets (%)	2.5%	2.3% ¹	

¹Excluding one-time items

Lending Subsidiary

(Tata Capital Housing Finance Ltd.)

TCHFL – Business overview

About TCHFL

100% subsidiary of Tata Capital, dedicated towards Housing finance business

Growing steadily

Phygital model supported by digital capabilities and expanding branch network, encompassing varied customer segments

Serving the Underserved

Increased focus on Affordable Home Loans and Home Loans to priority sector through widespread reach with focus on Tier-2 and beyond locations

Impetus on Digitization

Shorter TAT, increased reach and lower cost of acquisition; efficient use of analytics aiding in cross-sell and synergy

Avg.
Ticket
Size



Home loan
INR 45 Lakhs

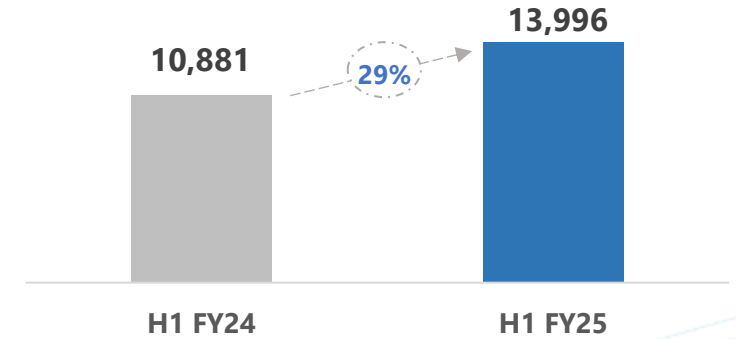


Affordable HL
INR 16 Lakhs

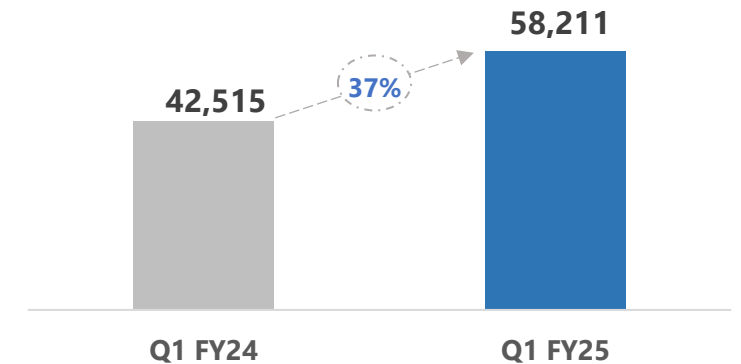


LAP
INR 33 Lakhs

Disbursements (INR Cr)



Loan book (INR Cr)



TCHFL – Financial performance

FY24	INR Cr	H1 FY24	H1 FY25	Y-o-Y Growth
51,402	Loan book	42,515	58,211	37%
2,254	NIM + Other Revenue	1,012	1,301	29%
863	Operating expenses	402	475	18%
(148)	Credit cost	(95)	(158)	~
1,539	Profits before tax	706	984	39%
1,148	Profits after tax	526	733	39%

FY24	Ratios	H1 FY24	H1 FY25
5.2%	NIM + Other Revenue (%)	5.2%	4.8%
38.3%	Cost to Income (%)	39.7%	36.5%
21.1%	Return on Equity (%)	20.6%	20.7%
0.9%	Gross NPA (%)	1.4%	0.8%
0.4%	Net NPA (%)	0.6%	0.4%

Offering a diverse range of products

Home
Loans

Loan Against
Property

Affordable
home loans

Micro
finance

Personal
loans

Business
loans

Vehicle
loans

Education
loans

Channel
finance

Eq. finance
& Leasing

Corporate
loans

Construction
finance

Cleantech
finance

Home Loan

- Presence in Metro, Tier-1,2,3 cities; catering to both salaried & self-employed customers
- Lower cost of acquisition with usage of data analytics and technology
- Dedicated focus on retail conversion from builder segment across Metro and Tier 1 cities to promote direct sourcing
- Driving fee income through cross-sell and focus on sustained portfolio quality

45 Lakhs

Avg. ticket size

61%

Avg. LTV

46%

Direct sourcing

99.9%

Collection efficiency

Loan against Property

- Offering loans to both self-employed and salaried customer class through various underwriting programs
- Focus on expanding locations with prime objective to cater to Tier 3 /4 locations & generate incremental volume with pristine portfolio quality
- Ensuring pristine portfolio quality
- Loan offerings across various ticket sizes ranging from 5 Lakhs to 5 Crs for their short-term working capital needs
- Acceptance of wide range of collaterals across residential, commercial, and industrial properties

39 Lakhs

Avg. ticket size

38%

Avg. LTV

250+

Branches

99.7%

Collection efficiency

Affordable Home Loan

- Reaching customers directly using an activity-based sourcing approach; helping customers improve financial literacy
- Presence in 160+ Tier-1, 2, 3 & 4 cities; expanded to 18 new locations in FY24 across all tier markets to enhance reach
- Agile policy & risk management framework with tailor-made products across segments
- Focus on high-yield segments through presence in micro-housing markets

16 Lakhs

Avg. ticket size

55%

Avg. LTV

75%

Direct sourcing

99.7%

Collection efficiency

Microfinance Loan

- Doubled the geographical presence to 500+ branches in 13 states covering 226 districts marking presence in 34,000+ villages
- E2E digital paperless journey with geo-fencing and geo-tagging coupled with scorecard based decisioning & bank account verifications
- Customer Centricity: 6 vernacular languages for customer communications & multiple cashless payment options
- Nirikshan – Centralized oversight (monitoring & tracking) for field activities – leading to enhanced productivity and ensuring portfolio health check

46k

Avg. ticket size

6 Lakhs+

Women empowered

100%

Digitally enabled business
(since inception)

43%

Digital Collections

Personal Loan

- ✦ A targeted strategy emphasizing a Direct – Low Cost business model while implementing risk-based pricing
- ✦ Comprehensive offerings to cater bespoke customer needs – Term loan and Hybrid Loans with higher focus on customer cross sell/repeat sell – 32%
- ✦ E2E API stack for partners with direct access to borrower data from Account Aggregator network
- ✦ Leveraging Data Analytics to assess risk, policy, and program parameters and identify appropriate customer segmentation along with proactive risk management framework

3 Lakhs

Avg. ticket size

60%

Direct Business contribution in overall disbursements

400+

Sourcing Locations focusing on deeper geographies

99.1%

Collection efficiency

Business Loan

- ✦ Focus on right segmental mix (micro / small / medium enterprises and self-employed professionals) and cluster-based programs
- ✦ Optimized Customer Onboarding through Digital Journey along with customer focused offerings : Term Loan, Hybrid Loans and pre-qualified Loans
- ✦ Robust Portfolio Protection – Advanced Credit Engines | Risk Frameworks | Government driven Credit Guarantee Initiatives
- ✦ E2E API stack for partners with direct access to borrower data from Account Aggregator network and GST & Udyam portals

14 Lakhs

Avg. ticket size

500+

Business touchpoints

44%

Business from Tier 2/3 cities

99.3%

Collection efficiency

Two-wheeler Loan

- Multiple OEMs partnership model - with 900+ locations and 6,000+ channels
- Identifying deeper (tier 4/5) geographies through advance analytics for sustainable growth: business mix 75:25 emerging vs top markets
- 100% digital onboarding of customers; leveraging Digital stack for quick decisioning and disbursement,
- Healthy mix of salaried and Self Employed Customer

1 Lakhs

Avg. ticket size

10 min

Swift-decisioning;
Time-to-Yes (T2Y)

Preferred

Financier amongst all OEMs

98.8%

Collection efficiency

Used Car Loan

- Growing business through expansion of dealer network with focus on OEM partnerships; large network of channel partners with multi-location presence
- Maintaining a balanced mix of repurchase & refinance, ensuring industry leading asset quality
- Winning combination of tech and process: Multiple API Integrations leading to reduced turnaround time by 30%
- Launch of website journey to help increase digital outreach

6 Lakhs

Avg. ticket size

~700

Active Channel Partners

50%

Repurchase Contribution

98.9%

Collection efficiency

Education Loan

New

- Loan for Indian Students going for higher Education (Undergrad/ Postgrad / Edtech) in India & Overseas, with higher focus on Domestic Education
- Leveraging Internal & External distribution channels; Enhancing customer experience with DIY journeys; building an ecosystem for student lifecycle management
- Cross-sell opportunity through third party products - Life , Health & Travel Insurance, Forex
- Up to 100% financing; Sanction before admission

Upto 75 Lakhs

Collateral-free loan;
Secured loan up to INR 2 Cr

Upto 15 Years

Tenor

New Car Loan

New

- New car loans not only for customers with formal income/documents, but, also for the customers with informal/cash income, adding to the idea of financial inclusion
- Catering to customers with requirement for specialized vehicle usage, such as captive, cargo, etc.
- Deployment of manpower in deeper geographies
- Faster credit decisioning

~8 Lakhs

Average Ticket Size

~ 350

Locations

Leasing

- Only multi-asset leasing solution provider - IT, Healthcare, Plant & machinery, CV | CEQ | EV, Employee cars, etc.
- Only leasing solution provider across SME and Corporate, MNC customers; focus on Corporate-linked employee perk programs
- Launch of digital platform for low ticket size cases especially for Car & IT leasing
- Unmatched customer centric approach that is asset agnostic; catering to various repayment structures and transaction types

6 Cr

Avg. ticket size

100%

Invoice digital upload for Employee Car Leases

Leading

NBFC in the leasing space

Preferred

Leasing partner for two global IT h/w majors

Equipment Finance

- Present in niche space of OE driven equipment finance; catering to diverse asset classes – Industrial, Plastic, Packaging, Printing, Medical, Pharma
- Increasing granularity through lower ticket size & digital penetration (0 – 2 Cr ticket size)
- Customized solutions for imported machines - L/C , B/C and suppliers credit through tie-up banks
- Digital journey for quick sanctions and disbursements for small ticket loans upto INR 1 Cr

1.6 Cr

Avg. ticket size

60%

No of customers through digital acquisition

50+

OEM tie-ups

Pan India coverage

CEQ & CV Loan

- Construction equipment demand driven by infrastructure investments; focus on small fleet operators & individuals and used CV segment
- Large network of 150+ channel partners and multi-locational presence
- Leveraging the digital journeys via CEQ Tatkal and Instant CV for E2E digital disbursal
- Offering customized E2E solutions to OEMs and their Customers

80 Lakhs

Avg. ticket size – CEQ

25 Lakhs

Avg. ticket size – CV

200+

Planned Location Coverage

50%+

Instant CV Penetration

Factoring

New

- Offering Domestic Factoring Solutions across various industry segments.
 - TCL Factoring Solutions Help Customer Manage their Receivables / Payables Cycles.
 - Leveraging Existing and New partnerships
 - Integration of Digital journey and simplified End to End processes resulting in – Digital adoption for transaction processing.
- Provides Quick Liquidity with minimal documentation.

3.3 Cr

Avg. ticket size

60

of total assignors

600+

Debtors

Emerging & Mid Corp Loan

- ✦ Catering to corporates with turnover ranging between INR 5 Cr – INR 250 Cr and INR 250 Cr – INR 1,000 Cr, respectively
- ✦ Region-specific industry approach; leveraging local market knowledge to enhance offerings
- ✦ Focus on emerging sectors and product mix to drive profitability; dedicated teams for new customer acquisition and existing relationship management
- ✦ Focus on diversification across sectors such as auto, electronics, pharmaceuticals and healthcare, steel, FMCG, education, etc. to build robust book

12 Cr

Avg. ticket size – Mid corp

5 Cr

Avg. ticket size – Emerging corp

13%

Portfolio contribution from scorecard assisted products

30+

Locations

Supply Chain Finance

- ✦ Loans extended for working capital and capital expenditure requirements across industry segments
- ✦ Offerings in the form of channel finance, vendor finance, factoring ranging from INR 5 Lakhs to 50 Cr
- ✦ Seamless customer experience through ease of documentation - 75% new cases through digital journey; extensive use of our own SME digital platforms enabling customer servicing across India
- ✦ 1st amongst peers to start offering Factoring as an alternative working capital solution

2 Cr

Avg. ticket size

#1

in Channel Finance among non-banks

90%+

Customers onboarded digitally

100+

Corporate tie-ups

Cleantech Loans

- ✦ Tata Capital along with IFC established a separate financing arm called Tata Cleantech in 2012 with a clear focus on Green or Sustainable financing
- ✦ Strong sector / domain knowledge in Cleantech & Infra sectors; market leadership in sub sectors like C&I, respected for TAT & structuring solutions
- ✦ Keeping the loan book young & granular by enhancing geographical reach, deeper & customized product offerings and churn through syndication
- ✦ Strong brand creation in cleantech & infrastructure finance; helps pursue large underwriting and sell-down model

52 Cr

Avg. ticket size

Market leader

in financing of Open Access Renewable Projects

400+

No. of cleantech projects financed

Best RoA

vs. pure-play infra NBFCs; Lowest credit cost

Construction Finance

- ✦ Opportunistic deals with Category A / B and corporate developers
- ✦ Leverage network of 3,500+ retail sales team to refer approved project funding leads to Construction Finance
- ✦ Focus on Early Warning Signals activity by driving Asset Quality Review (AQR), Portfolio Monitoring and GAR (Green, Amber and Red) Framework
- ✦ Aim to expand geographical presence to select new Tier-II locations

93 Cr

Avg. ticket size

135+

Developer group relationships

10

Locations

Solution

Oriented Lending

Serving India 'Responsibly'

Impacting Lives

Financing green projects

Serving the Underserved

Impacting Lives



Climate Action

Water security
Renewable energy

4,05,000+
lives impacted



Health

Cancer Care
Treatment
Eradication of
curable blindness

9,30,000+
lives impacted



Education | Skilling

Scholarships
Quality Primary
Education
Financial Literacy

3,35,000+
lives impacted

16,75,000+
beneficiaries through
our programs

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

Financing green projects through **Cleantech Finance**

- Tata Capital along with IFC had established a separate financing arm called Tata Cleantech in 2012 with a clear focus on Green or Sustainable financing
- First Indian entity to join the Global **Green Bank Network** comprising National Green Banks from across the world
- First private entity globally to partner **UN Sponsored Green Climate Fund ('GCF')** to develop solar rooftop market



Utility Scale
Solar



Wind



Distributed
Solar



Power
Transmission



Water
Treatment



Small Hydro



Green
Logistics



Energy
Efficiency



Electric
Mobility

Presence in financing of multiple
climate focused businesses

400+

No. of cleantech
projects financed

35,000 Cr+

Disbursed
till date

20 GW+

Aggregate renewable
capacity sanctioned

Project & Structured Finance

Debt Syndication

Financial & Cleantech Advisory

Business activities

Serving the Underserved

Tata Capital makes essential financing available for underbanked individuals or businesses through multiple products

Microfinance



- Microfinance customers are typically unbanked individuals who do not have access to traditional banking products
- They are self-employed women entrepreneurs. In rural areas, the customers are those engaged in small-scale income generating activities – Agri and Agri allied activities

Growth Journey

- Expanded to 13 states with 500+ branches and 4 partners
- Empowered the lives of 7,00,000+ women customers enabling them to foray into entrepreneurial journeys
- Distribution of flood relief kits to impacted villages in Gujarat helping 3000+ families

Product Improvements

- 100% paperless journey
- During the onboarding, each customer is provided a Compulsory Group Training (CGT) wherein she is educated about financial literacy, income generating avenues and managing debt obligations

MSME loans



- Business loans provided to small businesses in India which are a vital cog in the economic growth and one of the largest job creators in the informal sector
- Such loans come with features such as easy eligibility, minimum documentation and doorstep services allowing efficient credit penetration
- Flexibility to choose business loan as per repayment capability and enhanced ability to borrow especially for small businesses – allows increased penetration in the smaller pockets of the economy that do not have access to credit

Flexible loan tenor

Customizable products

No collateral required

Multiple repayment options

Aims to promote entrepreneurship culture allowing nurturing of homegrown talent and development in the economy

Awards & Recognition



'Best innovation in Upper Layer NBFC for digital customer experience & service delivery – BT KPMG UL NBFC Awards, 2024



Outstanding Financial Institution for Green Financing at India Green Energy Awards, 2024



Award for Best use of Predictive Modeling in Risk Mitigation at Data Analytics and AI Show, 2024



Masters of Risk – NBFC' in the large cap category at the India Risk Management Awards, 2024



Award for Moneyfy performance marketing at Drivers of Digital Awards, 2023 & Digixx Summit & Awards, 2024



Award for 'Modern and Agile Data Architecture and Infrastructure' at ET DataCon Awards, 2024



Platinum Category award at 14th Annual EEF Global Sustainability Award, 2024



Gold category award at 9th Business World People HR Excellence Summit & Awards, 2024



'Multiple awards at Digital Customer Experience Confex and Awards, 2023



Multiple awards at CII – Digital Transformation Awards, 2023



Best Digital Transformation at CX Innovation & Technology Summit & Awards, 2023



Multiple awards at Banking Frontiers Awards, 2023



Excellence in Real estate finance (Metro) at Naredco Times Real Estate Conclave & Icons, 2023



Recognized as 'Most Ethical Procurement Company', Procurement Leadership Awards, 2023

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