



# Small Loans for Big Dreams



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### Investor Information

Market Capitalisation as at March 31, 2021	₹ 106.8 billion
CIN	L67100MH1995PLC093797
BSE Code	532636
NSE Symbol	IIFL
Bloomberg Code	IIFL IN
Dividend Declared	₹ 3.0 per share
AGM Date	June 30, 2021

**Disclaimer:** This document contains statements about expected future events and financials of IIFL Finance Limited, which are forward-looking. By their nature, forward-looking statements require the Company to make assumptions and are subject to inherent risks and uncertainties. There is a significant risk that the assumptions, predictions and other forward-looking statements may not prove to be accurate. Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could cause assumptions, actual future results and events to differ materially from those expressed in the forward-looking statements. Accordingly, this document is subject to the disclaimer and qualified in its entirety by the assumptions, qualifications and risk factors referred to in the Management Discussion and Analysis section of this Annual Report.

# About this Report

We are pleased to present our Integrated Report <IR>. This is one of our principal communication documents catering to all our stakeholders. This Report contains comprehensive information on our operational and financial performance and their influence on our strategic objectives, resulting in our ability to create sustainable value.

## Our Approach to Reporting

Beginning of FY21, IIFL Finance Limited ('the Company') took its first step towards the journey of Integrated Reporting. In this introductory Report, we state our integrated value creation process to our stakeholders, done by using six capitals, broadly based on the principles of International Integrated Reporting Council (IIRC). These capitals encompass both financial and non-financial forms of capitals viz. Manufactured, Intellectual, Human, Social and Relationship and Natural. We also provide detailed insights into our operating environment, strategies, material issues, risks and opportunities, engagement with stakeholders and our approach to long-term sustainability.

## Reporting Period, Scope and Boundary

The reporting period for this Integrated Report is from April 1, 2020 to March 31, 2021. It includes an overview of our operations, business segments and key focus areas.

## Reporting Standards and Frameworks

This Report is prepared in accordance with the International Integrated Reporting <IR> Framework, outlined by the IIRC. With this framework, the Company intends to add more transparency and accountability through the disclosures and information provided in the Report. The statutory reports, including the Directors' Report, Management Discussion and

Analysis (MD&A), Corporate Governance Report and the Business Responsibility Report are as per the Companies Act, (2013), Securities Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements Regulations), 2015, and the prescribed Secretarial Standards.

## Management Assurance

Our Company's senior management, under supervision of the Chairman, have reviewed the Report content. The Board members of our Company have provided the required governance oversight.

## Report navigation



FINANCIAL CAPITAL



PHYSICAL CAPITAL



INTELLECTUAL CAPITAL



HUMAN CAPITAL



SOCIAL AND RELATIONSHIP CAPITAL



NATURAL CAPITAL



# Small loans Big dreams

**AS ONE OF THE LEADING FINANCIAL SERVICES PROVIDERS, WE DEAL WITH AN EMINENT ASPECT OF PEOPLE'S LIFE – ASPIRATIONS.**



Aspirations represent possibilities, promises and opportunities. At IIFL, we value the big dreams of people and we understand the role of credit in facilitating these dreams. Our endeavour, through our Small-ticket sized loans, is to create a retail-lending chain where there is place for everybody and every dream. Simply put, we are in the business of turning the big aspirations of our customers into reality.

Our goal is to reach out to society's remotest and most underserved areas. To achieve this, we foster innovation and deeper reach through our extensive geographical presence. This is further enriched by our tech-enabled processes, translating into a smoother customer experience. We consciously and constantly work with transparency and integrity. We strive to grow responsibly by minimising impact on the environment through our ethical business practices. As we grow ahead, our aim is to nurture and promote sustainable growth for our stakeholders while also capitalising on the economy's vast opportunity landscape.





# IIFL Finance through Numbers

Where small means remarkable

₹ **446.9**  
billion

ASSETS UNDER MANAGEMENT

₹ **53.9**  
billion

CONSOLIDATED NET WORTH

₹ **33.6**  
billion

TOTAL INCOME (NET OF INTEREST  
EXPENSE) AS ON MARCH 31, 2021

₹ **7.6**  
billion

PROFIT AFTER TAX AS ON  
MARCH 31, 2021

**14.8%**

RETURN ON EQUITY

**2.0%**

RETURN ON ASSETS

**1.98%**

GROSS NPA\*

**0.89%**

NET NPA\*

**25.4%**

TOTAL CAR\*

\*GNPA and NNPA numbers exclude discontinued  
Healthcare equipment finance (HCF) business

^Capital Adequacy Ratio



₹ 20.1

EARNINGS PER SHARE

₹ 3.0

DIVIDEND PER SHARE

186%

PROVISION COVERAGE RATIO

AA  
Stable

CREDIT RATING BY CRISIL

2,563

BRANCHES

85%

BRANCHES IN TIER II  
& TIER III LOCATIONS

19,825

HAPPY EMPLOYEES

6+  
million

HAPPY CUSTOMERS

90%

RETAIL LOANS

Corporate Overview

Statutory Reports

Financial Statements

## **IIFL Finance Limited**

**Where small means significant**

**IIFL Finance Limited ('IIFL Finance' or 'The Company' or 'We') started the journey with incorporation in the year 1995. The Company is among India's finest and trustworthy financial services providers. Backed by a rich legacy and experience of over two decades, IIFL Finance is continuously expanding its country-wide reach. Today, it has over 2,563 branches and cutting-edge digital channels addressing its ever-evolving customer needs.**

The Company and its subsidiaries, IIFL Home Finance Limited and Samasta Microfinance, are focussed on retail lending digitally. Its diverse product portfolio comprises Home Loans, Gold Loans, Business Loans including Loan against Property and unsecured MSME Financing, Microfinance, Developer and Construction Finance and Capital Market Finance.

The Company's small-ticket size loan offerings are underpinned by a strong foundation, domain expertise, and robust governance practices. Its products and services are aimed at fulfilling customers' financial aspirations, offering a superior experience and sustainable value.







## VISION

To be the most respected financial services company in India. Not necessarily the largest or most profitable.



## VALUES THAT GUIDE US

We have progressed with our core values serving as a moral compass in all our dealings. **Fairness, Integrity and Transparency - FIT -** is at the forefront of everything we do at IIFL.

### Fairness

Fairness in our transactions with all stakeholders including employees, customers and vendors, bereft of fear or favour.

### Integrity

Integrity and honesty of utmost nature, in letter, in spirit and in all our dealings with people, internal or external.

### Transparency

Transparency in all our dealings with stakeholders, media, investors and the public at large.

Our constant endeavour is to create and deliver value to our stakeholders. At IIFL, we are firm in our commitment to these ideals, and we will let go of any growth opportunity that deem unfit.

# Our Product Offerings



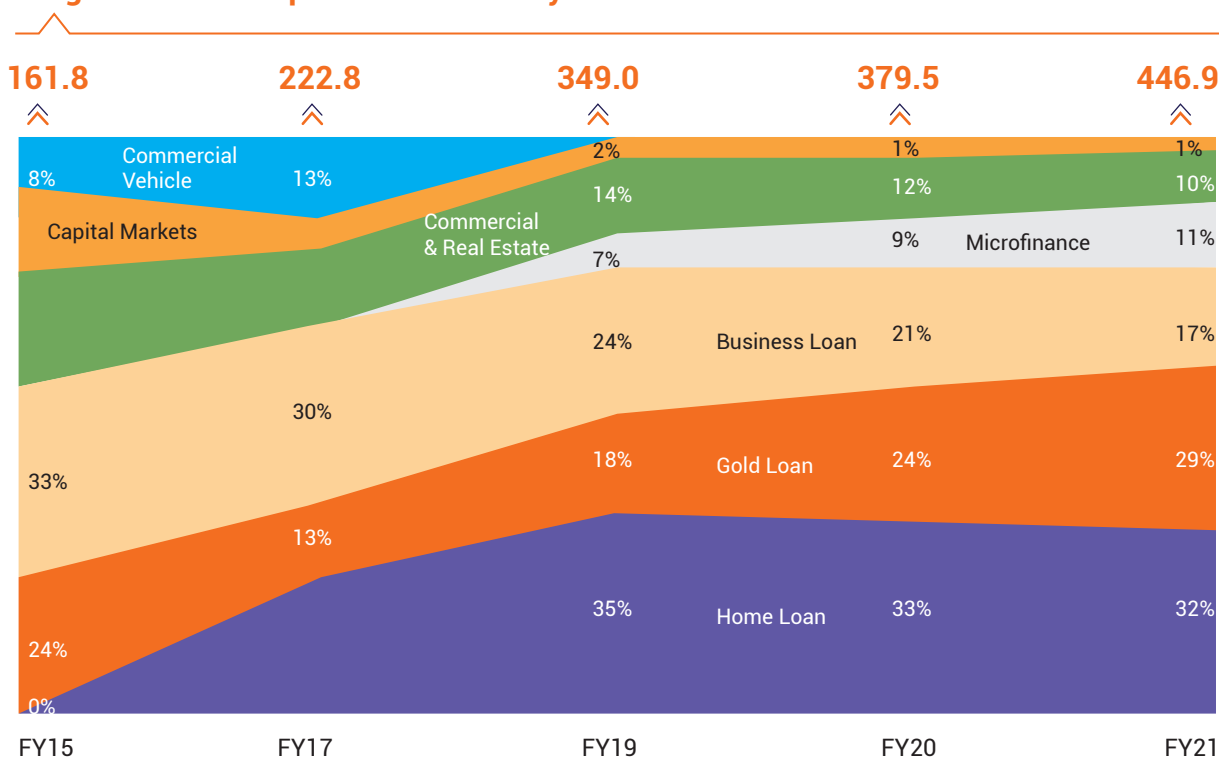
Where small means diverse

IIFL Finance and its subsidiaries offer an array of customised products catering the credit needs of a diverse customer base. Over the years, the Company has diversified into varied segments to capture the market's shifting landscape and consumer needs. The Company and its subsidiaries have

steadily expanded their offerings of small-ticket size loans. This is clearly reflected through their portfolio where 90% of the offerings were retail as on March 31, 2021.

Our differentiated portfolio offers scale while also diversifying risks across geographies, industries and collaterals. Our core products namely Home Loan, Gold Loan, Business Loan, Microfinance Loan form our growth focus and account for 89% of our Asset under Management (AUM).

## Progression of our products over the years



Diversified AUM portfolio across product segments (₹ billion)