

ASPIRING INDIA'S TRUSTED PARTNER



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FY19: Performance scorecard

Assets Under Management (AUM)

₹ **194.38** billion
↑ 23.3% y-o-y

Gold Loan Disbursements

₹ **896.48** billion
↑ 44.2% y-o-y

Net Interest Income

₹ **28.59** billion
↑ 16.77% y-o-y

Profit After Tax

₹ **9.2** billion
↑ 36% y-o-y

Book Value Per Share

₹ **53.69**
↑ 18.6% y-o-y

Security Costs

₹ **1.04** billion
↓ 37.06% y-o-y

Forward-looking statement

In this Annual Report, we have disclosed forward-looking information to enable investors to comprehend our prospects and take investment decisions. This report and other statements—written and oral—that we periodically make contain forward-looking statements that set out anticipated results based on the management's plans and assumptions. We have tried wherever possible to identify such statements by using words such as 'anticipate', 'estimate', 'expects', 'projects', 'intends', 'plans', 'believes', and words of similar substance in connection with any discussion of future performance. We cannot guarantee that these forward-looking statements will be realised, although we believe we have been prudent in our assumptions. The achievements of results are subject to risks, uncertainties and even inaccurate assumptions. Should known or unknown risks or uncertainties materialise, or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated or projected. Readers should bear this in mind. We undertake no obligation to publicly update any forward-looking statement, whether as a result of new information, future events or otherwise.

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TRIBUTE TO OUR FOUNDER SHRI V.C. PADMANABHAN



Shri V.C. Padmanabhan was committed to the cause of uplifting the economically weaker sections of the society, particularly farmers and fishermen in his community. He dedicated his life to provide them easy loans at affordable rates. In 1949, he laid the foundation for Manappuram and imbibed his values into the organisation. The Company has attained several milestones during its journey and has played a pivotal role in taking organised lending to underprivileged people.

Guided by Shri Padmanabhan's values, Manappuram has helped millions accomplish their financial aspirations. As we transition to a full-fledged non-banking financial company (NBFC), we will continue to live up to the expectations of our customers. Our core values of customer centricity, stakeholder integrity and quick adoption of top-notch technology for seamless operations will help us evolve to the next level.

We will always look up to Shri Padmanabhan and his values for all our endeavours.

Shri V.C. Padmanabhan
(1916-1986)

ASPIRING INDIA'S TRUSTED PARTNER

We, at Manappuram, take pride in our expertise in providing financial solutions and services to the underbanked segments of people in our country. For the past four decades, we have earned immense trust of our customers and have helped them achieve various objectives in life while simultaneously keeping them away from the vicious circle of debt, caused by borrowing at steep interest rates from local money lenders, reborrowing to pay off the previous debt, and so on. In recent years, we have expanded into non-gold loan segments and are bringing more people into the realm of formal financial services.

We aspire to achieve greater heights by catering to the ever-evolving needs of our customers. As we expand our reach to become a formidable pan-India lender for the underbanked, we aim to be the trusted partner for the aspirational Indian.



Manappuram at a Glance

Evolving with an aspirational India

In our journey spanning over four decades, we have established ourselves as a trusted, respected and much-loved company in India. We have stayed close to our customers and devised our strategies—products, processes, technologies and branding—around their needs and aspirations. Being the second largest gold loan company in India, we have played a prominent role in furthering the cause of financial inclusion by creating a formal channel for accessing credit in the farthest corners of our nation.

Our gold loan business has evolved in step with our customer's needs and we have moved with the times to tap into the emerging opportunities. As mobile phones gained traction in society, we developed an Online Gold Loan product and offered loans online. We are now integrating the application with our branches through door-step delivery of loans and going omni-channel.

Now our customers can get gold picked up from their homes and get the money transferred to their accounts instantly. They don't have to visit the branch even once. We have also de-risked this business from gold price volatility by re-aligning the tenor and loan-to-value (LTV) of our gold loans, which has resulted in high-quality, rapid growth in this business.

With an ambition to cater to the emerging and latent financial needs of our customers, we are charting the next phase of growth by transitioning from a pure lender against household gold to a one-stop financial services provider offering a wide range of products – from microfinance, vehicle and equipment finance to housing finance. These businesses account for about one-third of our total assets, and we will continue to enter new product segments in future. By staying close to our customers and maintaining a top-of-the-mind recall, we are evolving with the aspirations of India.



Vision

To become the preferred choice of financial services partner for India's aspiring classes, meeting the full range of their credit requirements, and helping India become a financially inclusive society where every citizen has ready access to formal channels of finance.



Mission

Manappuram Finance Limited is dedicated to the mission of bringing convenience to people's lives, to make life easy. We offer secured and unsecured credit to meet their varied financial needs, from instant gold loans available 24x7 and accessible even at the doorstep, to microfinance, affordable home loans, vehicle finance and more.



Values

Integrity

At Manappuram Finance we value our reputation for integrity in our dealings. We set great store by ethical values and transparency. We take pride in following the laws of the land in letter and spirit.

Unrelenting customer focus

We treat our customers with the utmost fairness. No matter what their economic status is, we offer everyone prompt and courteous service, with high levels of transparency.

Cutting-edge technology

Technology is central to our vision. We continue to invest heavily in technology to enhance customer experience and drive efficiency in operations. We believe in tech-led innovations to deliver seamless and responsive financial services of ever greater value to customers.

Quick facts

Presence

24 States
4 Union Territories

Network

4,351
Branch outreach

Broad-based

33.3%
Share of new businesses

Team

25,610
Manappuram employees

Diversified

14
Business verticals

Gold

67.51 tonnes
Gold assets

Cost

9.5%
Average borrowing cost

Customers

4.3 million
Live customers

Credit ratings

Manappuram Finance Ltd.

- Long Term: AA- (Positive) by CRISIL
- Long Term: AA- (Stable) by ICRA
- Long Term: AA+ (Stable) by Bricwork
- Long term: AA (Stable) by CARE
- Short Term: A1+ by CARE
- Commercial Paper: A1+ by CRISIL, CARE

Asirvad Microfinance Ltd.

- Long Term: A+ (Positive) by CRISIL
- Long Term: A+ (Stable) by CARE
- Short Term: A1+ by CRISIL

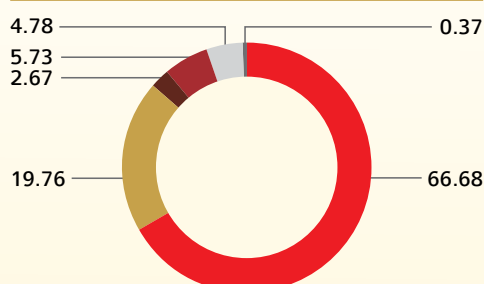
Manappuram Home Finance Ltd.

- Long Term: A+ (Positive) by CRISIL
- Short Term: A1+ by CRISIL
- Long Term: AA- (Stable) by CARE

Business mix in FY19

Asset

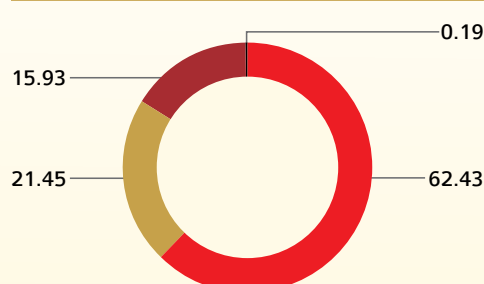
(%)



● Gold loans ● Microfinance ● Housing finance
● Vehicle finance ● Onward lending ● Other

Liability

(%)

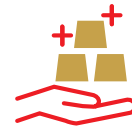


● Bank finance ● Commercial paper
● NCDs ● Others

Product Suite

Diversified offerings

Gold loans business



GOLD LOANS

- A wide range of schemes to suit diverse customer needs
- No end-use restrictions
- Doorstep gold loans in pilot mode since 1 May, 2018
- Loan-to-value (LTV) linked to loan tenure

ONLINE GOLD LOANS (OGL)

- Gold loans offered at the convenience of the borrower
- Gold loans of upto ₹ 15 million offered online
- Easy documentation, instant approval, convenient 24X7 online repayment
- Hassle-free, paper-less transactions
- Free safe custody of gold



Microfinance business



MICROFINANCE

- MFI loans through our subsidiary – Asirvad Microfinance Ltd.
- Three types of loans
 - Income generating programme (IGP) loan
 - Product loan
 - SME loan
- Loan tenure upto 24 months

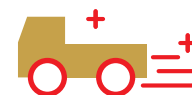
Housing finance business



HOME LOANS

- Home loans through our subsidiary – Manappuram Home Finance Ltd.
- Focus on affordable housing loans for mid- to low-income group
- Average loan size of ₹ 1.5 million

Vehicle and equipment finance business



COMMERCIAL VEHICLE LOANS

- Loans for new/used vehicles and refinancing
- Minimum loans starting from ₹ 100,000
- Maximum tenure is 60 months

EQUIPMENT FINANCE

- Loans for farm/construction equipment
- Minimum loans starting from ₹ 200,000
- Maximum tenure is 60 months

Others



SME FINANCE

- Loans provided against property as collateral
- Loan amount ranging from ₹ 200,000 to ₹ 2.5 million
- Tenure of loan ranging from 24 months up to 84 months
- Turnaround time (TAT) is 10 days

FOREX AND MONEY TRANSFER


- Fast, easy and safe money transfer
- No bank account needed for amount up to ₹ 50,000
- Send cash anywhere in India within seconds
- Send money abroad
- Authorised Dealer Category – II Licence from RBI

INSURANCE BROKING

- Through 100% subsidiary, Manappuram Insurance Brokers Pvt. Ltd.
- Provides insurance broking services for all leading players

Our Presence



 Branches

Map not to scale