



BUILT TO LAST

31st

**ANNUAL REPORT
2018-19**

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INTRODUCING PNB HOUSING FINANCE LIMITED (PNB HOUSING)

PNB Housing is a registered housing finance company with the National Housing Bank (NHB). The Company was incorporated under the Companies Act, 1956 and commenced operations from November 11, 1988. Punjab National Bank (PNB) is our promoter. PNB Housing equity shares were first issued to the public in November 2016. The Company is listed on the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE).

FY 2018-19 AT A GLANCE

Disbursement	Asset under management
₹36,079 crores	₹84,722 crores
9% ↑	36% ↑
Loan assets	Total revenue
₹74,023 crores	₹7,683 crores
30% ↑	40% ↑
Profit after tax	Earnings per share
₹1,192 crores	₹71.2
42% ↑	41% ↑

'Built to last' has a wide-ranging connotation for us.

It encapsulates the virtue of resilience amidst adversities, an enduring testament to our robust value system and capabilities and how they help us navigate industry challenges and economic cycles with confidence.

It demonstrates the commitment to serve large segments that starts with building a country-wide footprint with rich local insight and flexibility to serve the last-mile customer.

It reflects the Company's differentiated product mix, value proposition and constant pursuit of margin-accretive growth across focused market segments.

The products and services offered are aligned with customer aspirations, and we primarily cater to a defined market, which is not only large in volume but also healthy from an asset quality perspective.

Our offerings and services were evolved to set higher performance benchmarks, FY 2018-19 saw delivery of stakeholder commitments with speed.

We will continue to build on the competitive advantages and efficiencies, so that the value we create for the nation lasts for the long term.





Strengths & Values

A 17th century architectural marvel that remained unconquered until India won independence. Janjira Fort is on an island, off the Arabian Sea, encircled by water from all sides. It epitomises ancient engineering and craftsmanship. This strongly resonates with the stable edifice of PNB Housing's capabilities and values that was built brick by brick with meticulous care and perseverance.



Janjira Fort, Maharashtra

Corporate Profile

WE ARE PNB HOUSING

A catalyst in the nation's progress, PNB Housing is creating roofs for millions of citizens in India. We are helping realise the dreams of home aspirants far and wide, for over three decades now. Our modest yet determined vision is to be considered as one of the most admired housing finance companies in the country.



One of India's fastest-growing housing finance companies, fifth largest in terms of assets managed and second largest in terms of size of deposits



1,609 employees drive us through their skill, talent and relentless focus on excellence



102 branches and 23 hubs in 62 unique cities bring us closer to customers



~75% of our corporate social responsibility (CSR) spend is directed towards empowering construction workers and their families



**We have been recognised
as a Great Place To Work**
two years in a row



**ISO-certified central
operations with four
delivery/processing
units** represent our
backbone



**>60% of our asset
customers** have migrated to
digital platforms



Our portfolio quality
remains robust with
**one of the lowest
gross non-performing
assets at 0.48% of
the loan assets**



**A well-defined, strong and
scalable unique operating
model** helps us strategically
extend our reach to connect
with the farthest customer

Corporate Profile (contd.)

Core values

Nurturing talent, knowledge, team spirit, a stimulating environment and a culture of meritocracy, along with a passionate drive towards customer-centricity and high ethical standards in corporate governance represent our core foundational values.



People first



Customer-centric



Ethical standards

Product portfolio



Housing loans

Loans to individuals for purchase of homes and residential plots, as well as construction, repair, improvements and extension of homes and loans to real estate developers for residential construction



Non-housing loans

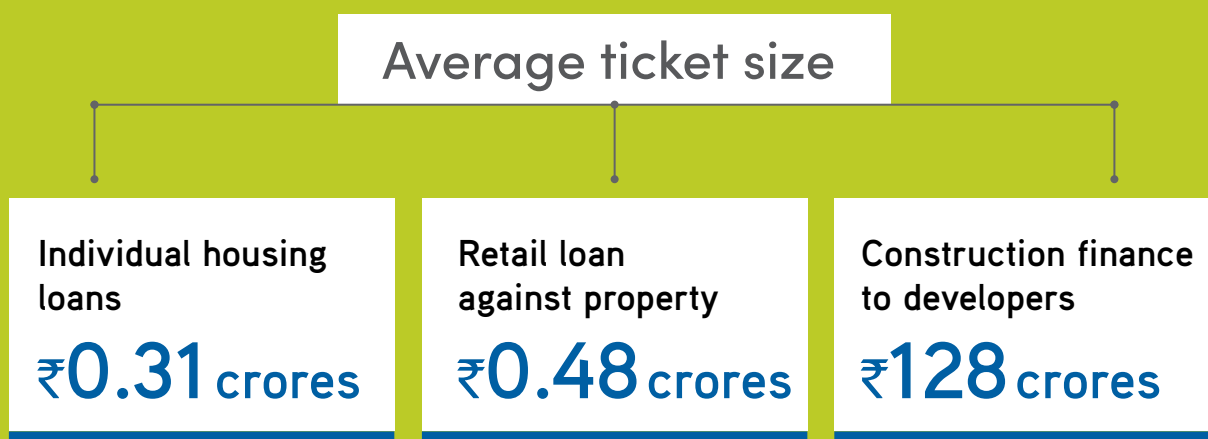
Loans availed against property, loans for non-residential premises, lease rental discounting and corporate term loans



Fixed deposits

Safe investment options with attractive interest rates and rated AAA by credit rating agencies

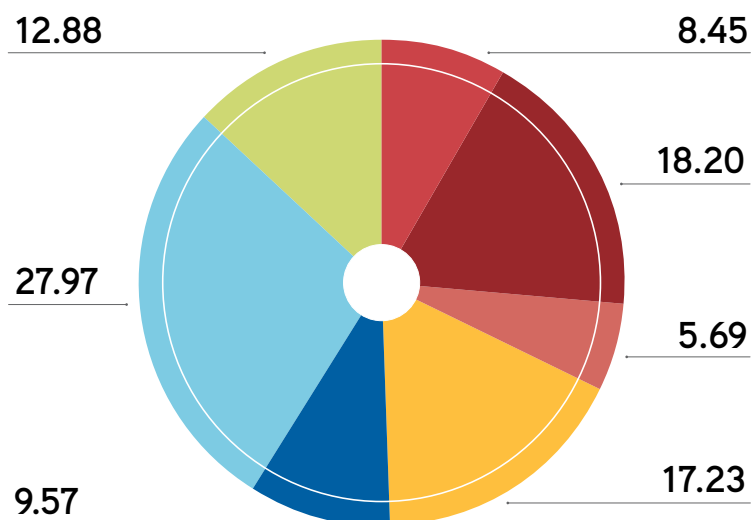
Key loan profile



Resource profile

Access to diverse funding base

(%)



National Housing Bank (NHB) refinance



Loans from banks and financial institutions



External commercial borrowings



Deposits



Commercial papers



Non-convertible debentures



Direct assignment (off balance sheet)

Credit rating

Fixed deposits

- CARE – AAA
- CRISIL – FAAA with stable outlook

Bonds/non-convertible debentures

- CARE – AAA
- India Ratings (Fitch Group) – IND AA+ with stable outlook
- CRISIL – AA+ with stable outlook
- ICRA – AA+

Bank term loans

- CARE – AAA
- CRISIL – AA+ with stable outlook

Commercial paper

- CARE – A1+
- CRISIL – A1+

Relationships with multiple lending partners

33

Banks

32

Pension funds

572

Provident funds

2

Multilateral agencies

36

Insurance companies

1,50,000+

Deposit accounts

23

Mutual funds

7

Foreign portfolio investors

Corporate Profile (contd.)

AWARDS AND ACCOLADES

PNB Housing garnered the following awards during the year.



Mr. Sanjaya Gupta,
Managing Director, PNB
Housing recognised
as one of the **Most
Promising Business
Leaders of Asia 2019**
at the Economic Times'
Asian Business Leaders
Conclave in Hong Kong

**Gold in the 'Home
Loan Provider of the
Year 2018'** category
at the 17th Edition of
Outlook Money Awards

**Best Brand of
India 2019** by
the Economic Times