



SATIN CREDITCARE NETWORK LTD.

Reaching out!



Making it HAPPEN

ABOUT THE REPORT

We have taken a conscious step to move towards Integrated Reporting (IR) in line with our continuous commitment to voluntarily disclose more information to our stakeholders on all aspects of our business. In accordance to the same, we have introduced content elements aligned with the International Integrated Reporting Council framework (IIRC) and Securities and Exchange Board of India (SEBI) circular dated February 6, 2017. We will add more of such elements over the years, and keep up with the unwavering trust of our stakeholders. We have also taken into account the GRI Standards of reporting.

(GRI: 102-46, 54)

REPORTING SCOPE AND BOUNDARY

The report for Financial Year 2019-20, covers information on the Company's business segments, along with associated activities that enable short, medium and long-term value creation. The Company's senior management, under supervision of the Chairman and Managing Director, provide assurance on the data presented. The Board members have also provided adequate insights related to the Governance and overall operating context.

(GRI: 102-50, 51, 52)

REPORTING STANDARDS AND FRAMEWORKS

Through this Report, we have attempted to enhance our disclosures and information in the non-statutory section of the Report, following some of the guiding principles of the IIRC recommended framework. The other statutory reports, including the Director's 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.

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Disclaimer

This document contains statements about expected future events and financials of Satin Creditcare Network 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 of this Annual Report.



Please find our online version at <https://satincreditcare.com/investor-relations-satin-creditcare/annual-report/>



Or simply scan to download



An idea is only as good as its execution.

The ability to get on and do it, is what sets change-makers apart.

AT SATIN CREDITCARE NETWORK LIMITED (SCNL), IT IS ALL ABOUT DREAMING BIG, WORKING HARD AND MAKING THINGS HAPPEN.

We aim at reaching out to the sections of society who dare to dream but do not have the resources of making their aspirations come to life. Financial inclusion being at the center of our strategies, we serve the underserved section of the society through accessible microcredit support.

With this intent, we have successfully built a world-class technology infrastructure to streamline our business operations. We are now well-positioned as an engine of inclusive growth with robust fundamentals, diverse product suite and digitized processes. We are hence ready to take one step ahead with our commitment to continuously expand reach and meet the financial needs of the underprivileged strata of the society.

In our journey so far, what really drives us is not only the number of customers we serve, but the number of lives we have touched.

While the financial growth is a key imperative, we also take immense pride in being the reason for countless smiles.



3,458,304

ACTIVE CLIENTS AS ON
March 31, 2020

₹ 8,174 Crores

AUM* AS ON
March 31, 2020

₹ 1,503 Crores

REVENUE AS ON
March 31, 2020

₹ 155 Crores

PAT** AS ON
March 31, 2020

*Asset Under Management

**PAT: Profit After Tax

Investor Information

Market Capitalization as at March 31, 2020 : ₹ 332 Crores

CIN : L65991DL1990PLC041796

BSE Code : 539404

NSE Symbol : SATIN

Bloomberg Code : SATIN:IN

AGM Date : August 5, 2020

AGM Mode : Video Conferencing (VC)



Empowering Lives with the Power of Financial Inclusion

Since the genesis in 1990, it has been a journey of milestones, achievements and pioneering initiatives for SCNL. Headquartered in Gurugram, the Company has become one of the leading players in the microfinance industry of India. With an impressive network of 1,383 branches supported by technology, the Company has been taking on the legacy of success directionally.

SCNL intends to increase opportunities by providing financial access to help underserved communities thrive. The Company has a strong financial foundation and an excellent reputation built on its exemplary Joint Liability Group model. The comprehensive bouquet of products addresses the requirements of the economically active women in rural, semi-urban and urban areas. With the right mix of technology and rich human capital, it is also present across Micro, Small & Medium Enterprises (MSMEs) and Housing Finance Sector. In addition, it also offers product financing for the purchase of solar lamps, bicycles, consumer durables, and loans for the development of water connections and sanitation facilities.

The Company is driven by the cardinal purpose of delivering financial inclusion that ignites transformative changes and improves the quality of life of people. With a forward-looking vision, prospective planning and great efficacy in operations, the Company has successfully 'Reached Out' to 23 states, 87,028 villages and 3.5 million customers.



VISION

- To be a 'one-stop solution for the financially excluded households at the bottom of the pyramid for all their financial requirements'
- To be a 'financial-service powerhouse with a range of financial products designed and suited for the financially excluded community'



MISSION

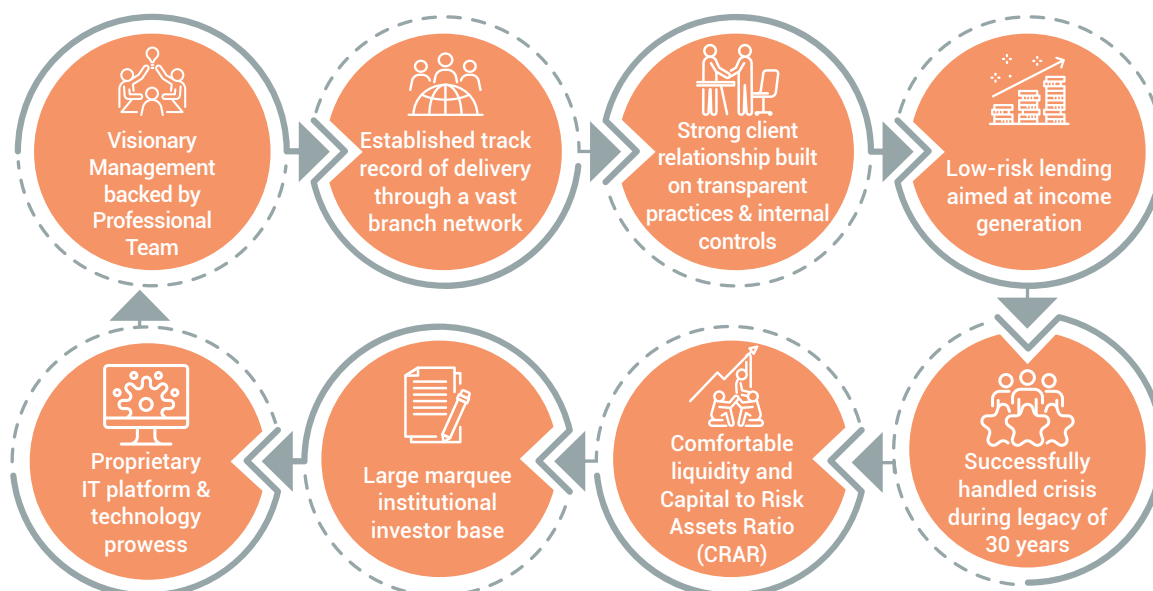
To provide financial assistance to a large number of households who are excluded from the ambit of mainstream financial service providers, so as to enhance their livelihood and promote a productive environment



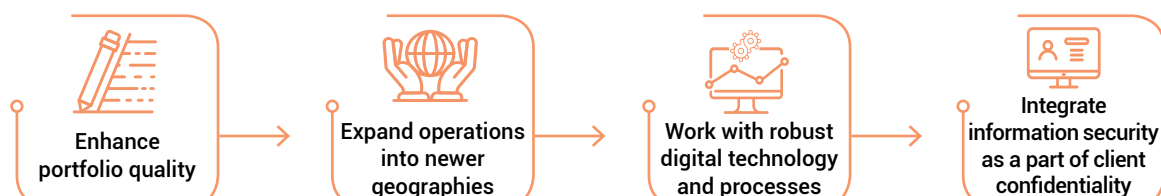
Our Core Values

Seeking Excellence
 Accountability & Ownership
 Teamwork & Collaboration
 Integrity
 Nurturing Lives

An Onward Vision towards Growth



Our Strategic Objectives

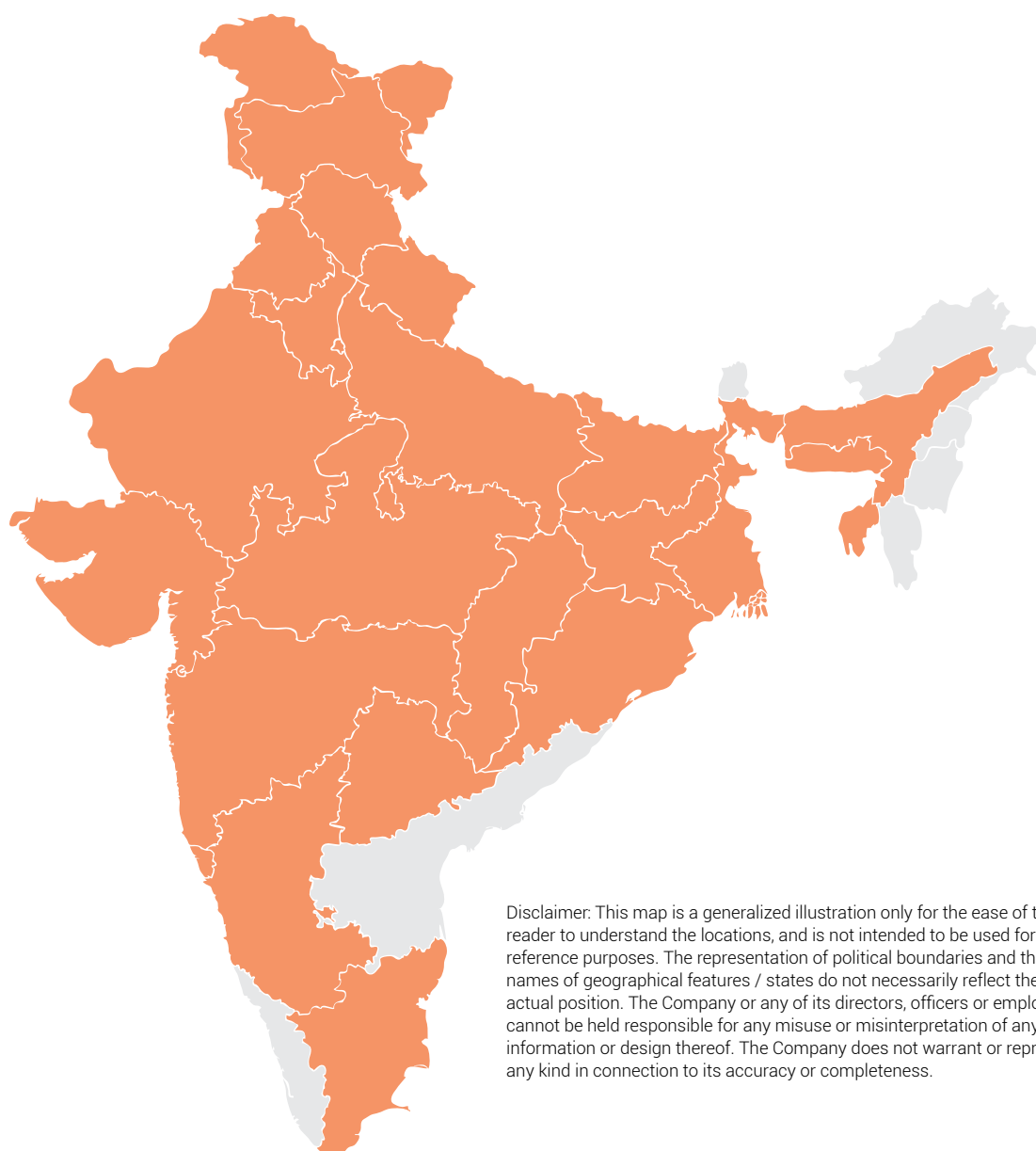


(GRI: 102-1, 2, 3, 4, 16)



Tracing Footprints across the Indian Geography

SCNL is determined to make meaningful difference for its customers by providing them access to micro-credit facilities. Driven by this mindset, it has built a stalwart clientele of 3.5 million, spread across a colossal distribution network of 23 states.



58%



CLIENTS WITH SATIN AS ONLY LENDER*

1,383



BRANCHES

23



STATES & UTS

397



DISTRICTS

87,000+



VILLAGES COVERED

44%



FIRST CYCLE CUSTOMERS*

*At the time of disbursement, data is for JLG Standalone only

**All the figures are on consolidated basis

(GRI: 102-6)



Adding Bricks to the Wall of Eminence

SCNL places emphasis on constructing and nurturing a sustainable business with strong ethos of compliance, governance, transparency and ethics. The testimony of the same is held by the various cachets received during the financial year 2019-20.

ACCOLADES ADDED TO THE LEADERSHIP'S CREDIT:

- Mr H P Singh, CMD, was conferred the 'Golden Globe Tiger Awards' at an award ceremony in Malaysia
- He was also honoured with 'Exemplary Leader' Award at World HRD Congress held in Mumbai in February 2020

AWARDS AND HONOURS BAGGED BY SCNL:

- Awarded the 'Digital Innovation in Microfinance' in 4th Eastern India Microfinance Summit
- Received first prize in 'Customer Service Index' by MFIN
- Honoured for 'Outstanding contribution to Water and Sanitation Lending' from Sa-Dhan and Water.org
- Moved up in 'Fortune the Next 500'
- Certified as 'Great Place to Work' for the year 2020 with a score of "81" in the trust index
- Conferred 8th Rank in "Dream Companies to Work For" in February 2020 by World HRD congress
- Awarded as 'Company with Great Managers'
- Won the accolade of 'National Best Employer Brands' in the NBFC sector



Value Creation Model



Inputs



Financial Capital

Our equity and debt funding from investors which enables us to maximize stakeholders' value and strengthen the balance sheet.



Service Capital

Our facilities, branches, support centers, physical and technological infrastructure used for providing better services to the customers.



Intellectual Capital

Our market knowledge, proficient research capability, extensive experience used primarily in the areas of credit underwriting, loan management and customer servicing.



Human Capital

Our talented and committed workforce vital for leveraging opportunities and long-term sustainability of the business.



Social and Relationship Capital

Our commitment to uplift and invest in the communities surrounding us. It also represents sustainable relationships with all the stakeholders that are key to our business growth.



Natural Capital

The natural resources on which our operations are dependent, such as land and water. We aim to make our business more sustainable by using them efficiently.

The Process



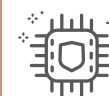
PRODUCTS:

- Income Generating Loans (IGL)
- Long Term Loans (LTL)
- Social Impact Financing of Solar Lamps, Bicycles, Water and Sanitation Facilities
- Housing Finance
- Micro Small & Medium Enterprises (MSME) Loans
- Business Correspondence
- Pragati Loans



JOINT LIABILITY BUSINESS MODEL WITH SOCIAL COLLATERAL

- Easy Access to Financial Credit
- Need-Based Product Delivery



ROBUST TECHNOLOGY PLATFORM

- Cashless Transaction
- Real-Time Loan Sanction
- Real-Time Information Dashboards



PROMOTING SOCIO-ECONOMIC DEVELOPMENT

- Women Empowerment through Sustainable Livelihood



THE RESOLUTE SUPPORT:

- Governance
- Finance
- Risk Management
- Information Technology
- Innovation
- Human Resource