



Utkarsh Small Finance Bank

May 03, 2025

**The BSE Limited
543942, 959644, 958226, 975790, 976203**

**National Stock Exchange of India
Limited
NSE symbol: UTKARSHBNK**

Dear Sir/Madam,

Sub: Investor Presentation

Further to our letter dated April 29, 2025, intimating about Earnings Conference Call, please find attached Investor presentation which will be referred to during the earnings call with analysts and investors for the financial results of the Bank for the quarter and year ended March 31, 2025.

This is for your information and records.

Thanking you,

For **Utkarsh Small Finance Bank Limited**

**Muthiah Ganapathy
Company Secretary & Compliance Officer
ICSI Membership No: F5674**



Registered & Corporate Office

Utkarsh Tower, NH-31 (Airport Road) Sehmalpur, Kazi Sarai, Harhua, Varanasi, Uttar Pradesh - 221105.
CIN: L65992UP2016PLC082804 | ☎ 0542-6605555 | 🌐 www.utkarsh.bank



Utkarsh Small Finance Bank
Aapki Ummeed Ka Khaata

INVESTOR PRESENTATION

Q4 FY25

Key Highlights FY25 – Assets & Liabilities









Particulars	March 31, 2025	March 31, 2024	Change YoY	December 31, 2024	Change QoQ
<i>(Amount in ₹ Crore)</i>	(Audited)	(Audited)	%	(Limited Review)	%
Gross Loan Portfolio*	19,666	18,299	7.5%	19,057	3.2%
JLG (incl. BC JLG) Loan Portfolio*	9,207	11,090	(17.0%)	9,737	(5.4%)
Non-JLG Loan Portfolio	10,459	7,209	45.1%	9,320	12.2%
Total Deposits	21,566	17,473	23.4%	20,172	6.9%
CASA Deposits	4,699	3,582	31.2%	3,973	18.3%
Retail Term Deposits	10,635	7,968	33.5%	10,163	4.6%
Bulk Term Deposits	6,232	5,922	5.2%	6,036	3.2%
CASA Ratio (%)	21.8%	20.5%		19.7%	
CASA + Retail Term Deposits Ratio (%)	71.1%	66.1%		70.1%	

*Incl. IBPC issued by the Bank

Key Highlights Q4 & FY25



NETWORK	ASSETS	LIABILITIES	FINANCIAL PERFORMANCE		CAPITAL STRUCTURE	ASSET QUALITY
						
1,092 vs. [888] Banking Outlets	₹19,666 cr. vs. [₹18,299 cr.] Gross Loan Portfolio	₹21,566 cr. vs. [₹17,473 cr.] Deposits	₹24 cr. vs. [₹498 cr.] Profit After Tax	₹3 cr. vs. [₹160 cr.] Profit After Tax	₹2,975 cr. vs. [₹2,973 cr.] Capital + Reserves	9.4% vs. [2.5%] Gross NPAs
27 States & UTs	7.5% Gross Loan Portfolio Growth YoY	23.4% / 33.5% Deposits / RTD Growth YoY	₹1,007 cr. vs. [₹997 cr.] Pre-provisioning Operating Profit	₹234 cr. vs. [₹282 cr.] Pre-provisioning Operating Profit	20.9% vs. [22.6%] CRAR	4.84% vs. [0.03%] Net NPA
19,779 vs. [16,081] Employees	43% vs. [34%] Share of Secured Loans in Gross Loan Portfolio	71% vs. [66%] Share of CASA + Retail Term Deposits	61.6% vs. [56.4%] Cost to Income	66.5% vs. [57.3%] Cost to Income	86.8%* vs. [93.7%] CD Ratio	51.2% vs. [63.3%]^{\$} Provision Coverage Ratio (excl. floating provision)
			0.1% / 0.8% vs. [2.4% / 19.5%] RoAA / RoAE	0.04% / 0.4% vs. [2.9% / 22.3%] RoAA / RoAE		

Figures in [] represent FY24 / Q4'FY24

*CD Ratio at 78% excl. advances against which refinance is raised



Journey and Franchise

Portfolio Build Up

Deposits Build Up

Financial Performance

Technology, ESG & CSR



Journey and Franchise



Committed journey of ~15 years from Microfinance to Small Finance Bank to Listed Company

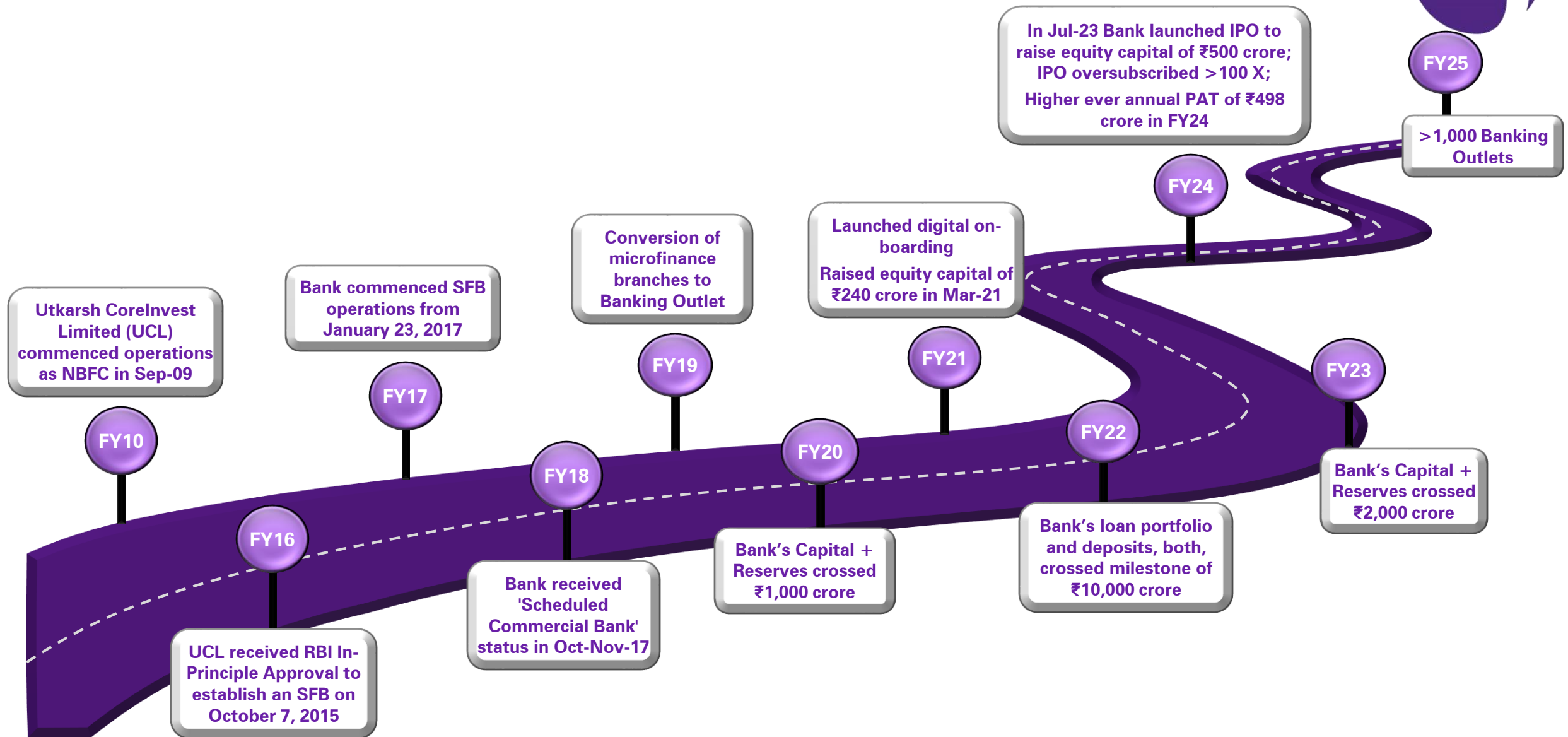


Significant presence in rural & semi urban locations and under penetrated States of the Country



Differentiated branch network to ensure relevant product offerings for customers & ensuring cost efficiency of operations

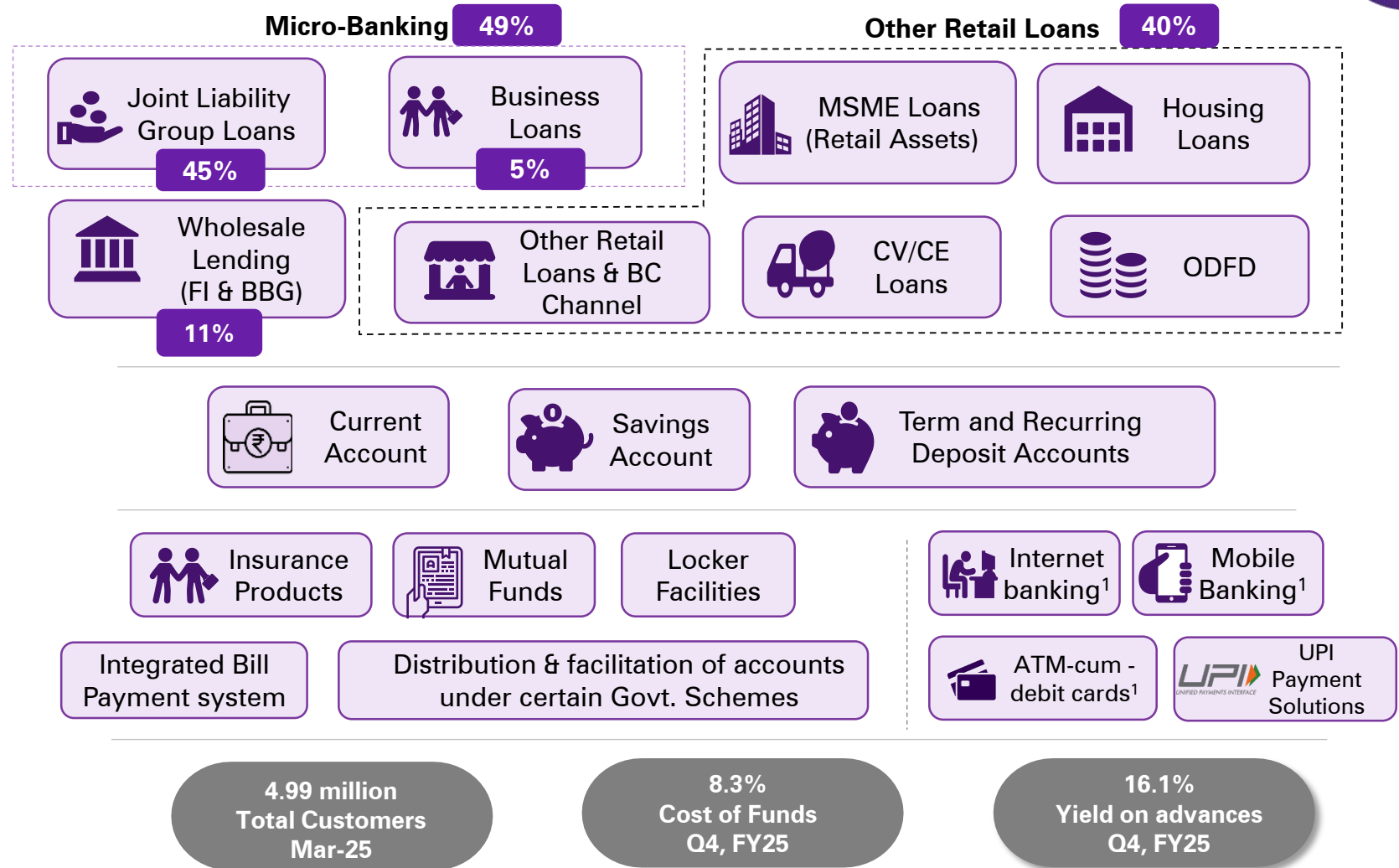
Utkarsh Journey



Business Overview



Focus on Financial inclusion, offer a range of financial products and services that address the specific requirements of customer segments

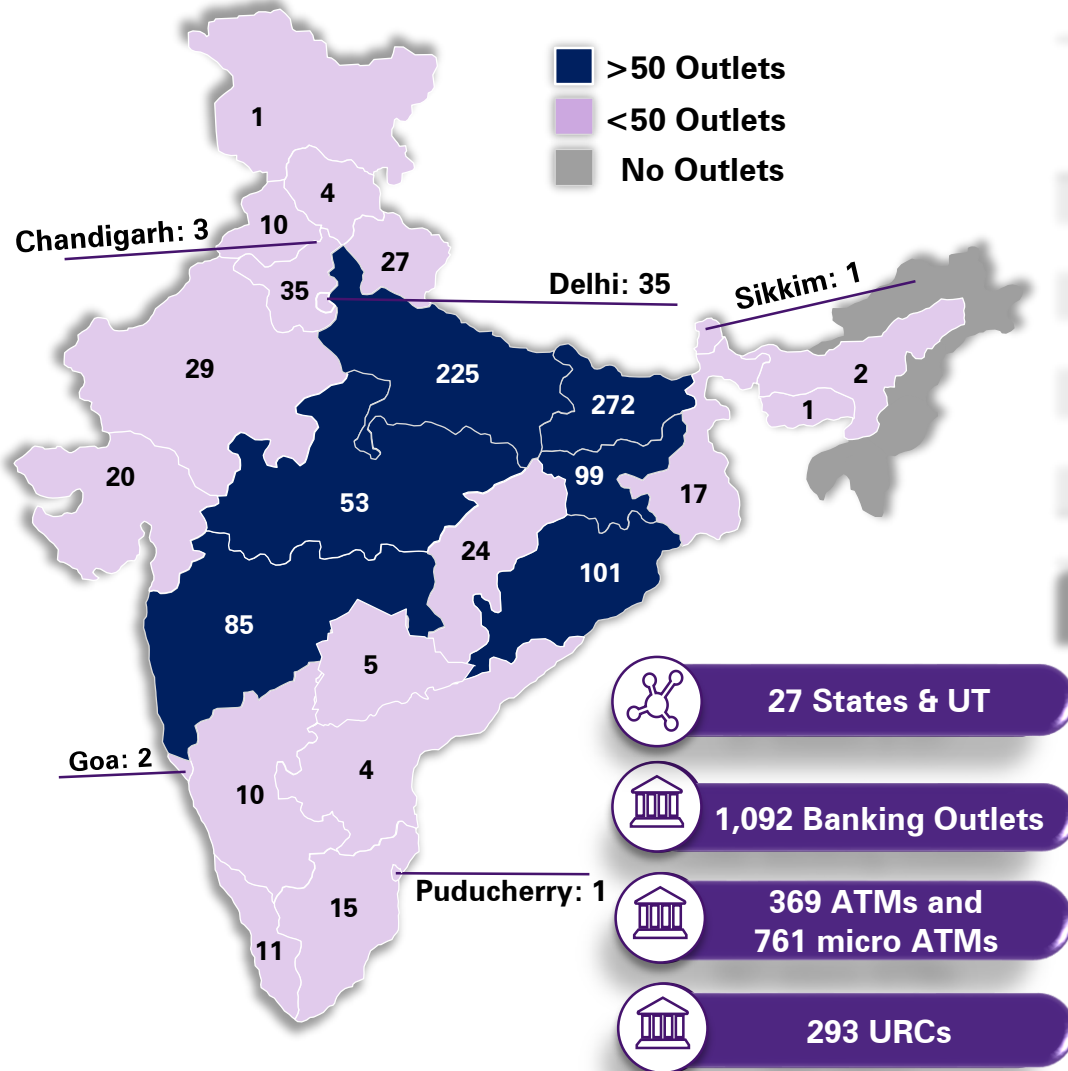


Portfolio split % (Mar'25) ¹ Other Distribution channels

Diversified distribution network



Extensive physical network of Banking Outlets (Mar'25)



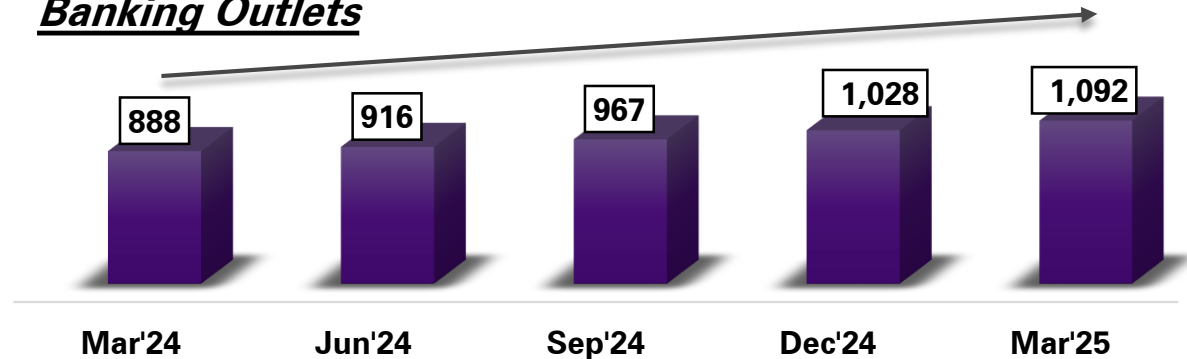
Map not to scale

Potential for Retail Assets within existing Branches (Mar'25)

STATES	Total Banking Outlets	MB Outlets	GB Outlets*	MSME Locations	HL Locations	Wheels Locations
Bihar	272	252	20	9	3	4
Uttar Pradesh	225	174	51	18	17	25
Odisha	101	94	7	2	2	-
Jharkhand	99	88	11	3	1	3
Maharashtra	85	42	43	19	12	-
NCT Of Delhi	35	4	31	3	1	1
Other States	275	107	168	32	27	14
TOTAL	1,092	761	331	86	63	47

During FY25, opened 204 branches (149 MB & 55 GB branches)

Banking Outlets



*Includes 10 Combo Branches

Strategies



Continue diversifying asset portfolio

- ❑ Consistently increase share of secured loans in portfolio mix
- ❑ Leverage wide base of existing customers in the unserved and underserved segments
 - Extend product offerings from JLG loans to individual loans, affordable housing and other new products
- ❑ Focus on offering working capital and term loans to MSMEs, small and medium sized corporates, institutional customers
- ❑ Cross-sell to existing clients on-boarded through existing network in urban and metro locations

Grow retail deposits mix across geographies and customer segments to build stable funding source

- ❑ Enter newer geographies including top 100 cities in terms of overall deposits, to grow the bank deposit base
- ❑ Strengthen liability franchise by continuing focus on CASA and retail deposit base
- ❑ Enhance digital offering at various touch points of customer life cycle

Increase share of fee income and capitalize on cross-selling opportunities

- ❑ Generate fee income from own products and cross-selling third-party products
- ❑ Engaged with various partners in offering third-party products and intend to continue to develop newer partnerships
- ❑ Provide various payment solutions and other relevant services to increase the fee income

Increasing use of technology and digital offerings for last mile delivery to customers

- ❑ Continue to invest in technology as a means of improving customer experience
- ❑ Increase focus on applying the data gathered over the years by creating customized analytical decision models to enhance underwriting and collection procedures



CULTURE



PROCESS



GROWTH



Portfolio Build-up

- FY25 witnessed market disruptions in JLG segment, resulting in a slowdown
- Continued focus on high yield products & improving productivity
- Increased emphasis on Micro LAP, MBBL



Loan portfolio grew 7% YoY



Rural & semi urban franchise, deep rooted understanding of our core geographies, proven track record - key strength of our micro-banking lending



Increasing share of secured lending with build-up of MSME, Housing & CV / CE loan book

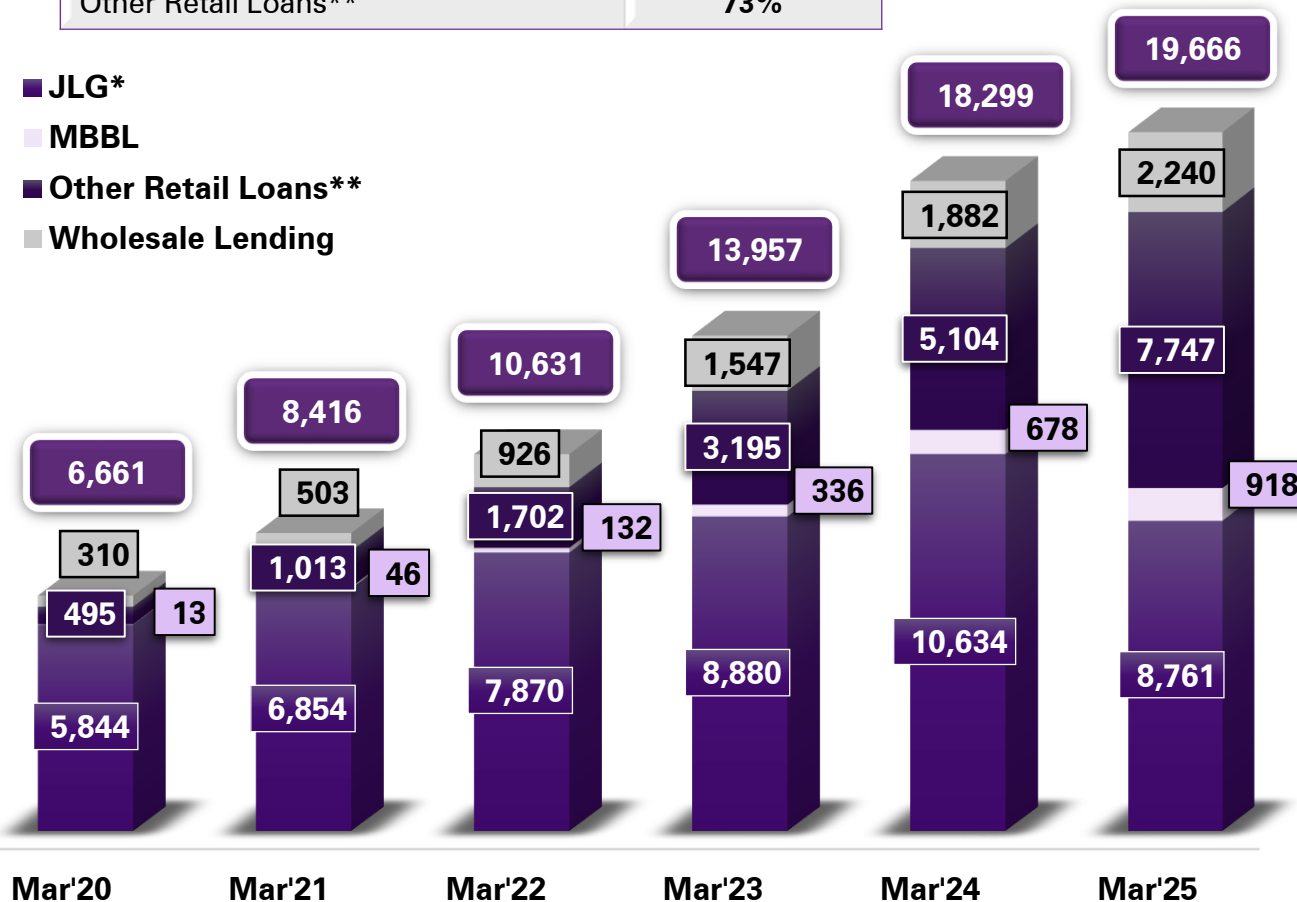
Loan Portfolio Build-up

All Amounts in ₹ Crores

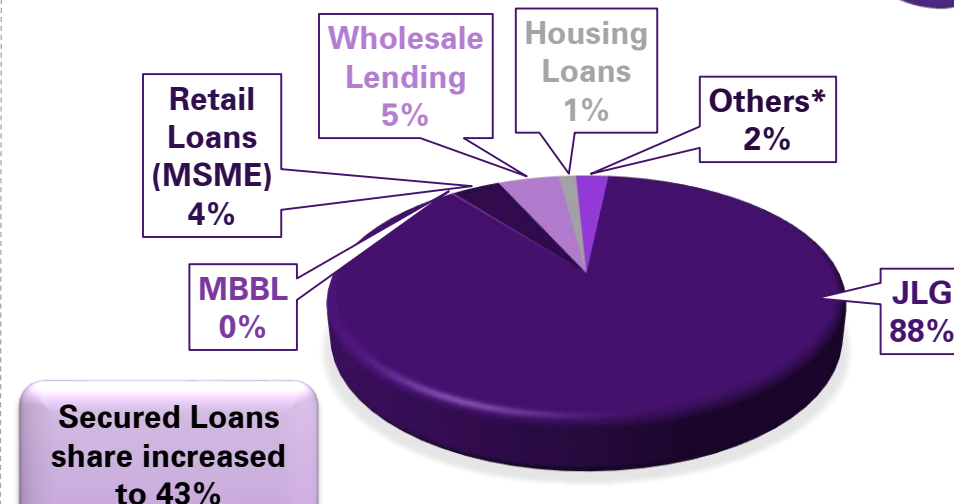


Product	CAGR% (FY20-FY25)
Joint Liability Group Loans (JLG)*	8%
Micro-Banking Business Loans (MBBL)	136%
Other Retail Loans**	73%

- JLG*
- MBBL
- Other Retail Loans**
- Wholesale Lending

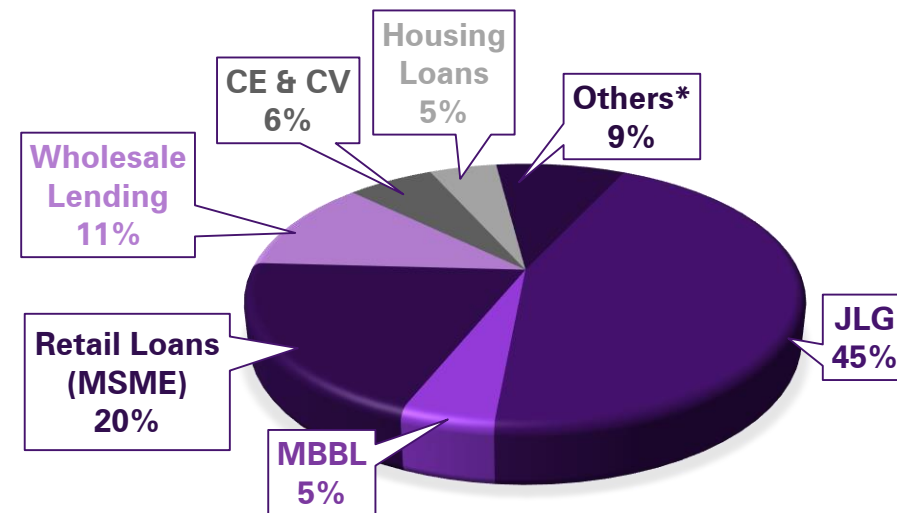


Loan Book (Mar-20)



Secured Loans share increased to 43%

Loan Book (Mar-25)



*Excluding BC JLG portfolio; including BC JLG, JLG loan book is ₹9,207 crore (47% of total portfolio) as of Mar-25;

**Includes MSME, Housing, CE & CV, BC channel, Personal Loans, OD Against FD and others

*Others includes OD Against FD, Personal Loans, Gold loans & BC channel



Micro-Banking Lending

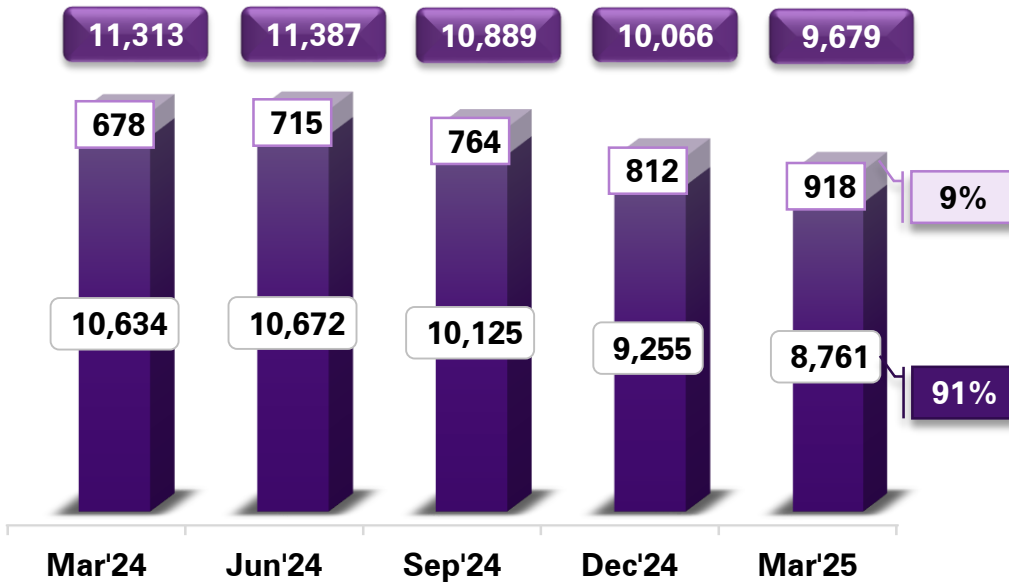


Micro-Banking Lending

All Amounts in ₹ Crores



Portfolio Outstanding



■ Joint Liability Group Loans ■ Micro-Banking Business Loans*

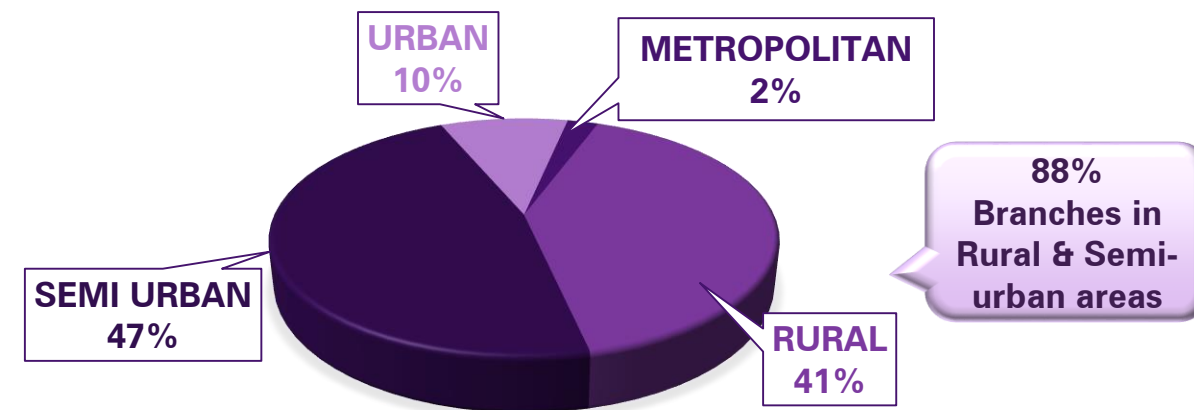
- Rural and semi-urban presence – 88% MB branches in rural and semi urban locations
- Loan book declined in FY25 as Bank slowed down on disbursements, focus shifted towards collections
- Opened saving accounts for >65% of micro-banking customers, build customer connect stronger

*includes PM SVANidhi & PM Vishwakarma loan portfolio of ₹9 crore

Q4 FY25	JLG	MBBL
Customer Base	>27 Lakh	>1 lakh
Portfolio	₹8,761 Crore	₹910 Crore
Average Ticket Size (Disbursements)	~₹57k	~₹1.1 Lakh
Average Ticket Size (Portfolio)	~₹32k	~₹77k

MBBL penetration level ~4%, significant potential to grow

Demographic Break up of MB Outlets



Joint Liability Group (JLG) Lending

All Amounts in ₹ Crores



Portfolio

10,634

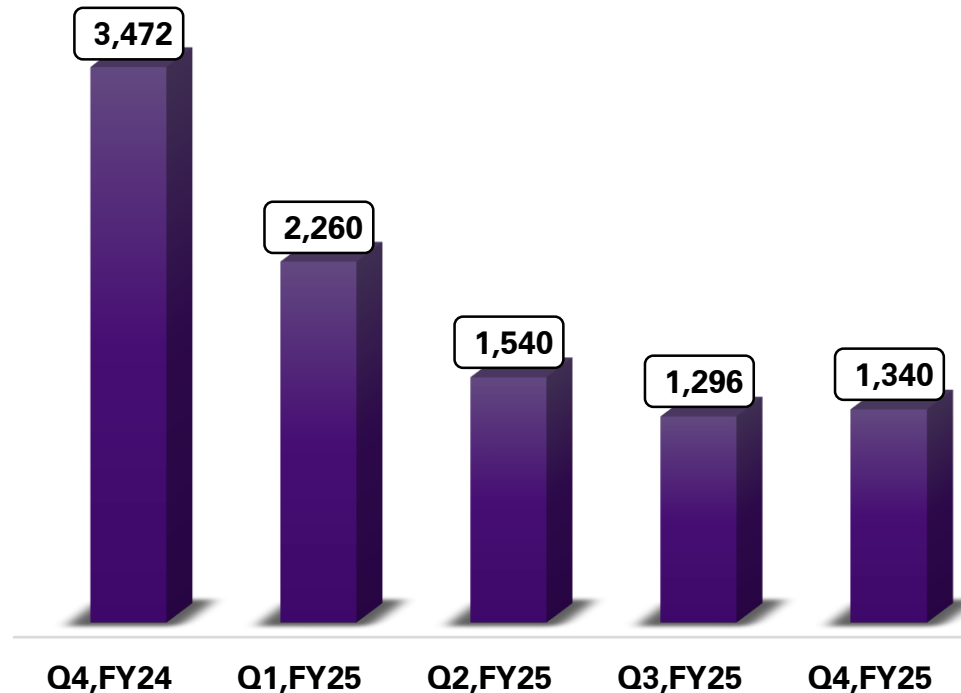
10,672

10,125

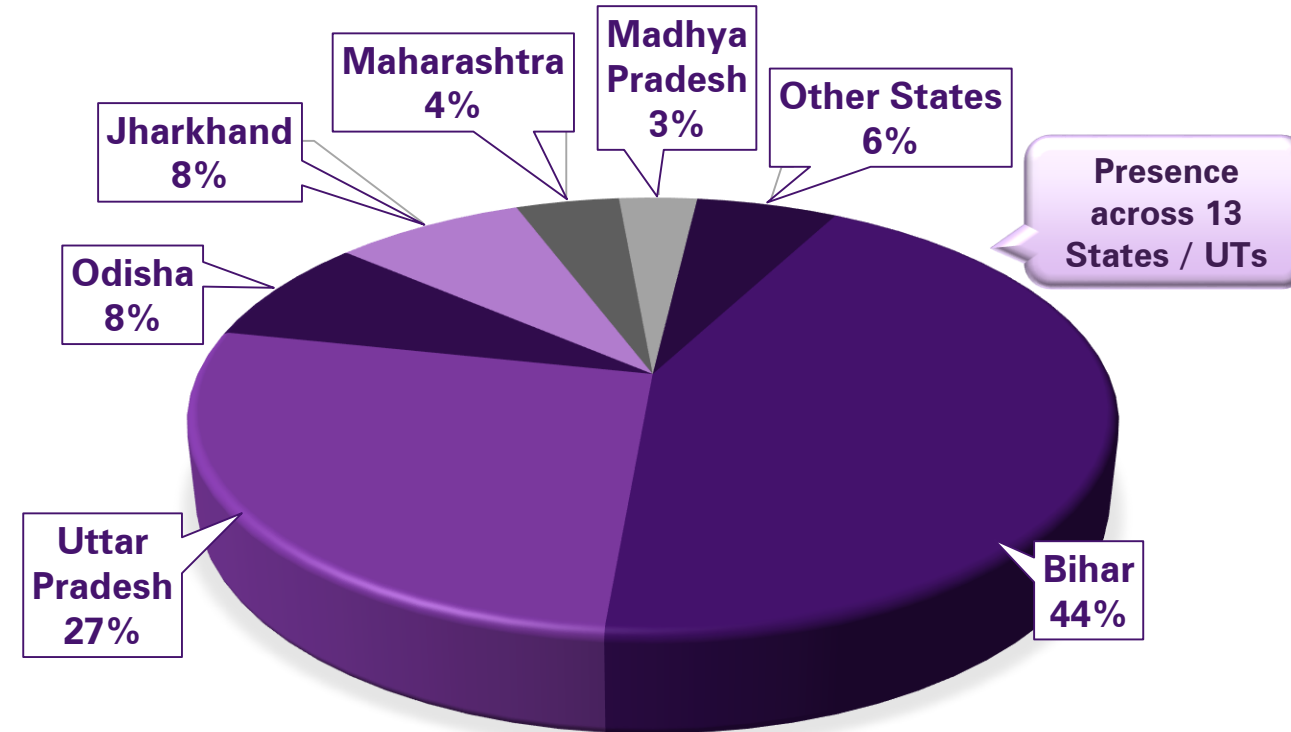
9,255

8,761

Disbursements



Geographical Split of JLG Portfolio



- Slowed down on JLG disbursements in FY25 considering weakness in collection efficiency and asset quality / borrower level over-leveraging concerns
- Large franchise with customer base of >27 lakhs
- Digital collections through customized UPI QR code / BBPS

Micro-Banking Business Loans

All Amounts in ₹ Crores



Portfolio

671

706

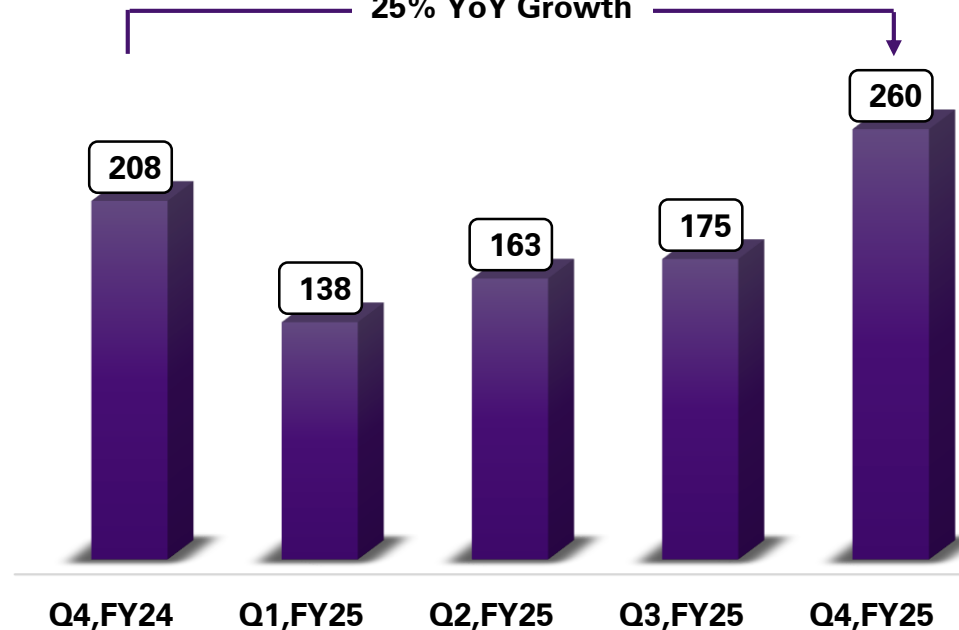
754

801

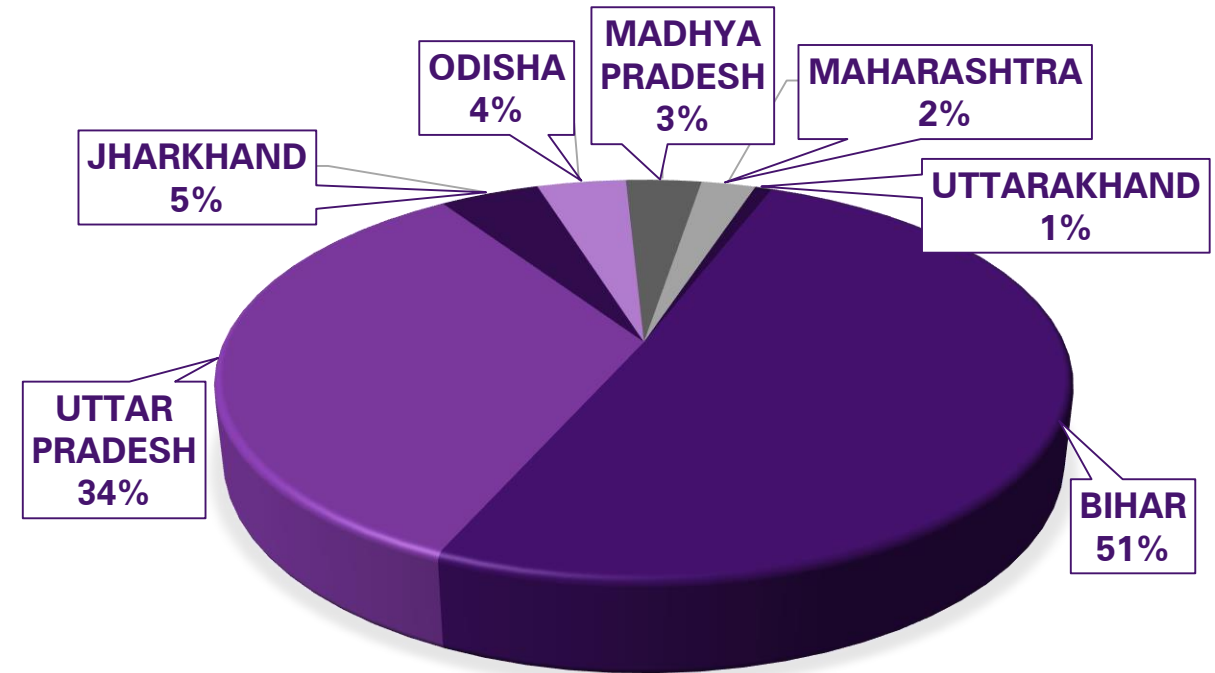
910

Disbursements

25% YoY Growth



Geographical Split of Portfolio



- Micro-Banking Business Loan (MBBL) scaling up on track with YoY loan book growth 36%
- Significant potential to grow considering large JLG client base of the Bank
- Collection largely digital - through direct account debit



Other Retail Lending

MSME (Retail Assets)



Housing Loans



CE & CV Loans

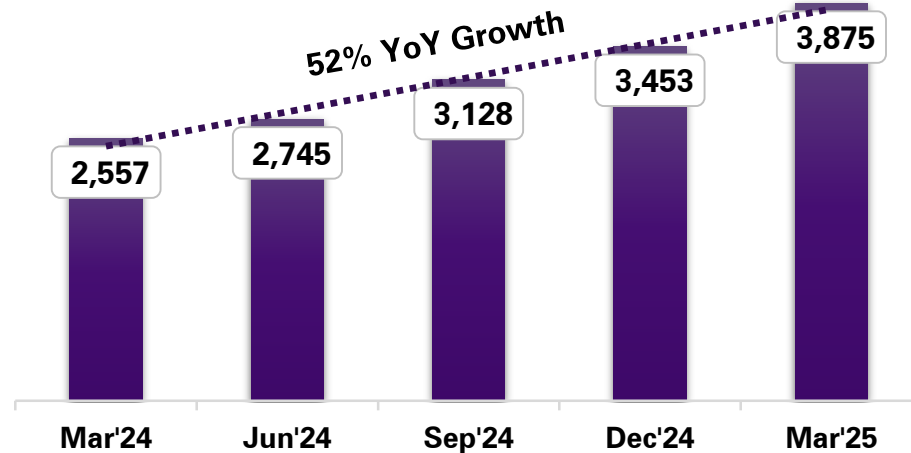


MSME (Retail Assets) Lending

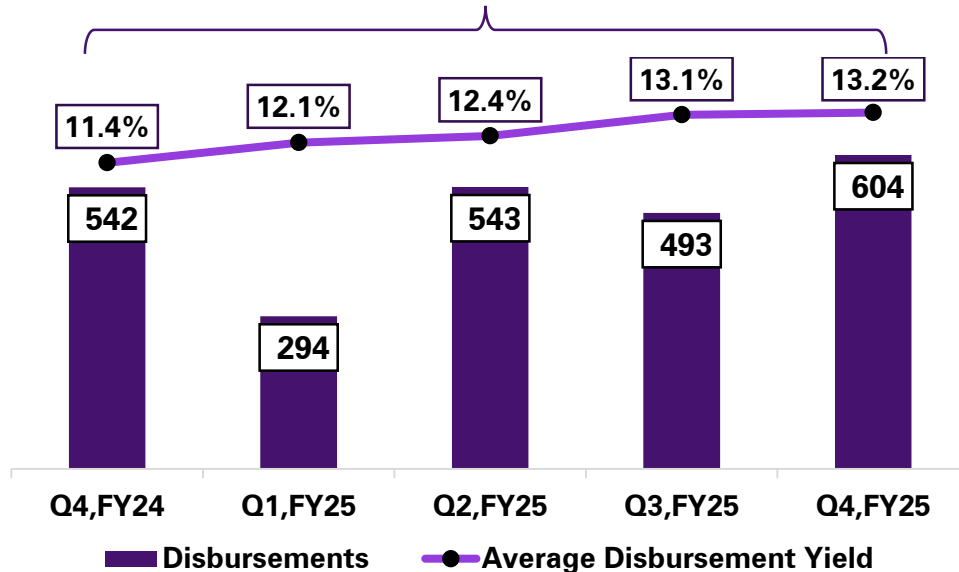
All Amounts in ₹ Crores



Portfolio Outstanding



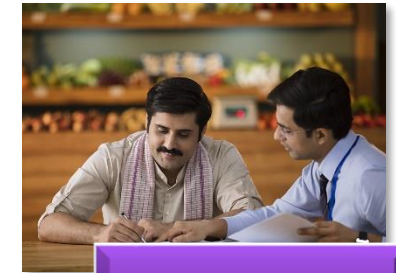
Disbursements (12% YoY Growth)



Secured
Business Loans
(LAP)



Unsecured
Business Loan



Micro LAP /
Overdraft

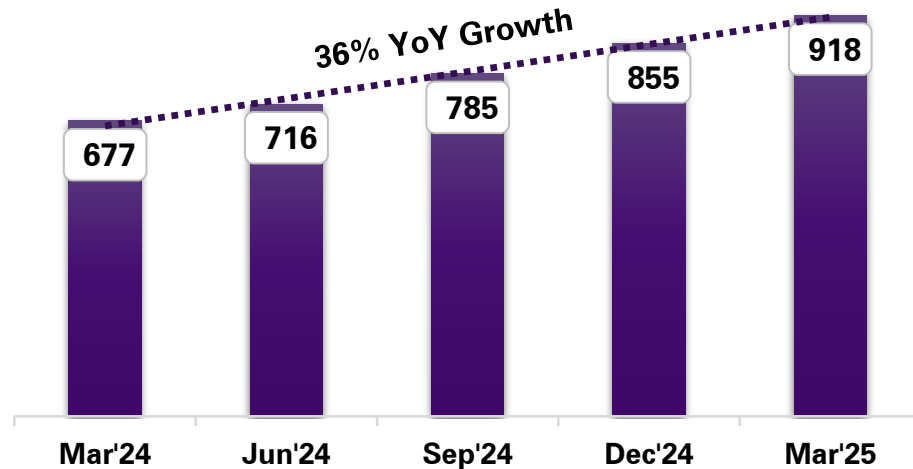
- Significant presence in our core geography
- Offering MSME product (small business segment) through 86 branches, significant headroom to expand within existing branches
- Largely secured lending (>95%)
- Average ticket size of loan book ~₹25-35 lakh
- Consistently optimizing our disbursement yields – improved by ~190 bps over same quarter last year

Housing Loans

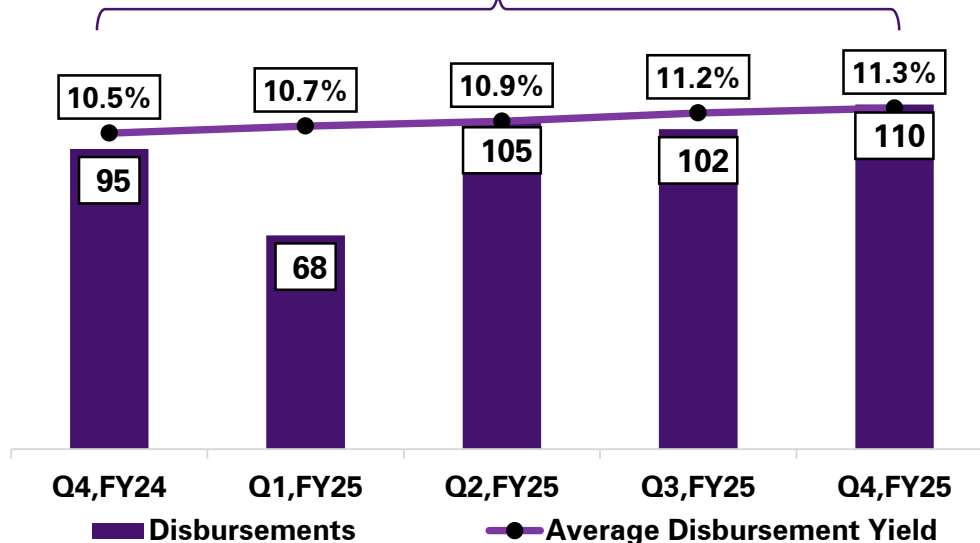
All Amounts in ₹ Crores



Portfolio Outstanding



Disbursements (15% YoY Growth)



Retail Housing Loans

Affordable Housing

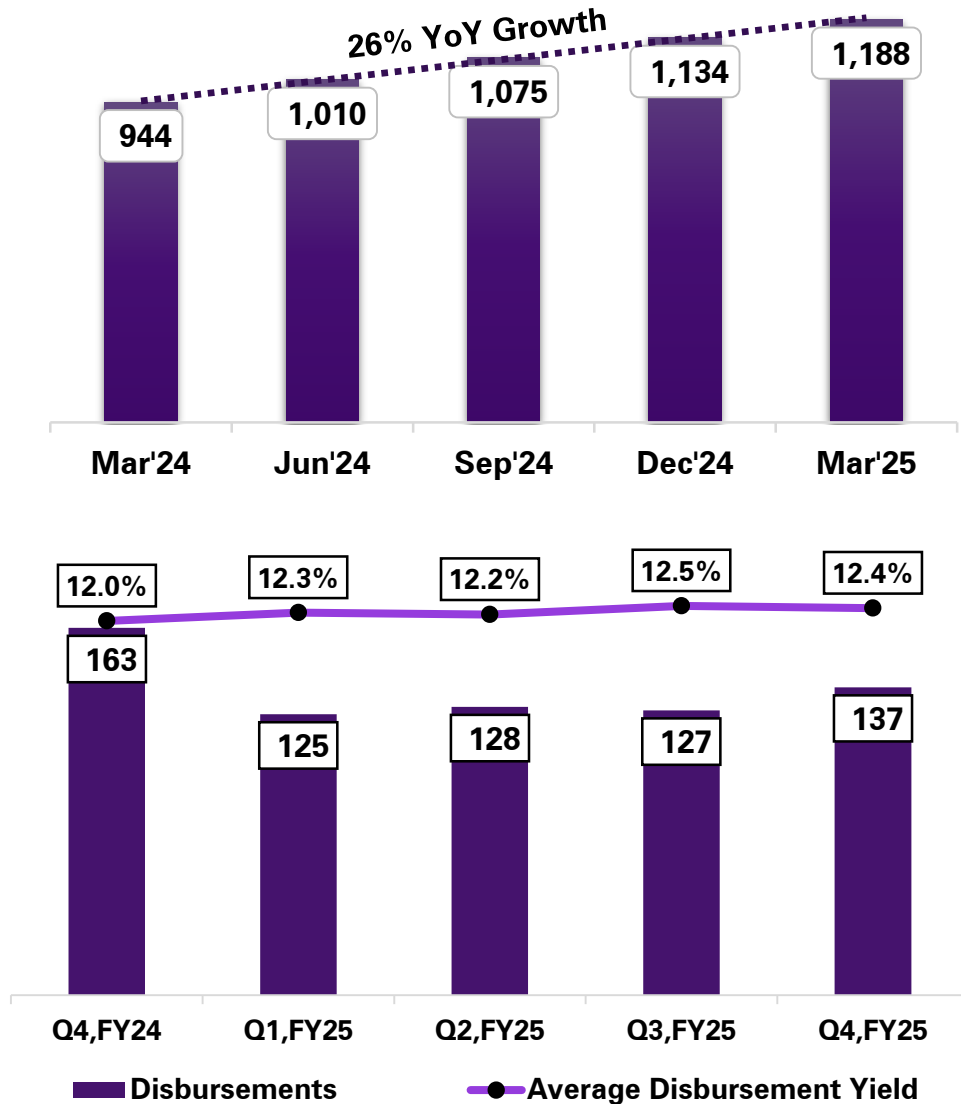
- Significant presence in our core geography
- Currently offering HL product from 63 locations, significant headroom to expand within existing branches
- Housing loans up to ₹35 lakh account for ~61% of housing loan portfolio
- >3,900 customers – Average ticket size of loan book ~₹20-25 lakh
- Consistently optimizing our disbursement yields – improved by ~80 bps over same quarter last year

CE & CV Loans

All Amounts in ₹ Crores



Portfolio Outstanding



CV (New)

• 83% of total portfolio

CE (New)

• 11% of total portfolio

CV & CE (Used)

• 7% of total portfolio

- Lending primarily to small fleet operator segment
- Currently offering CE & CV product through 47 branches, significant headroom to expand within existing branches
- Currently operating primarily in our core geographies
- ~4,000 customers - Average ticket size of loan book ~₹30-35 lakh
- Consistently optimizing our disbursement yields - improved by ~40 bps over same quarter last year

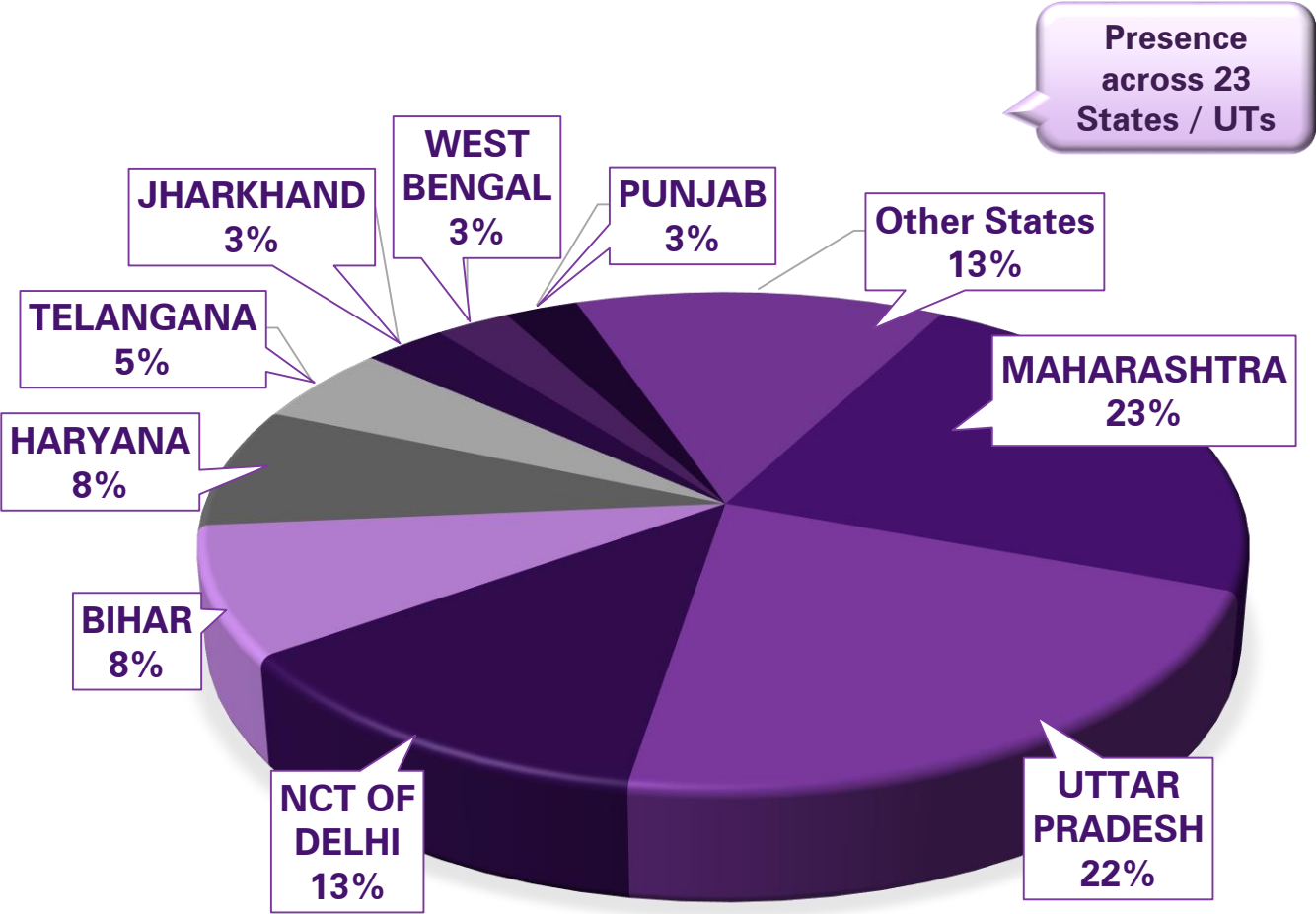
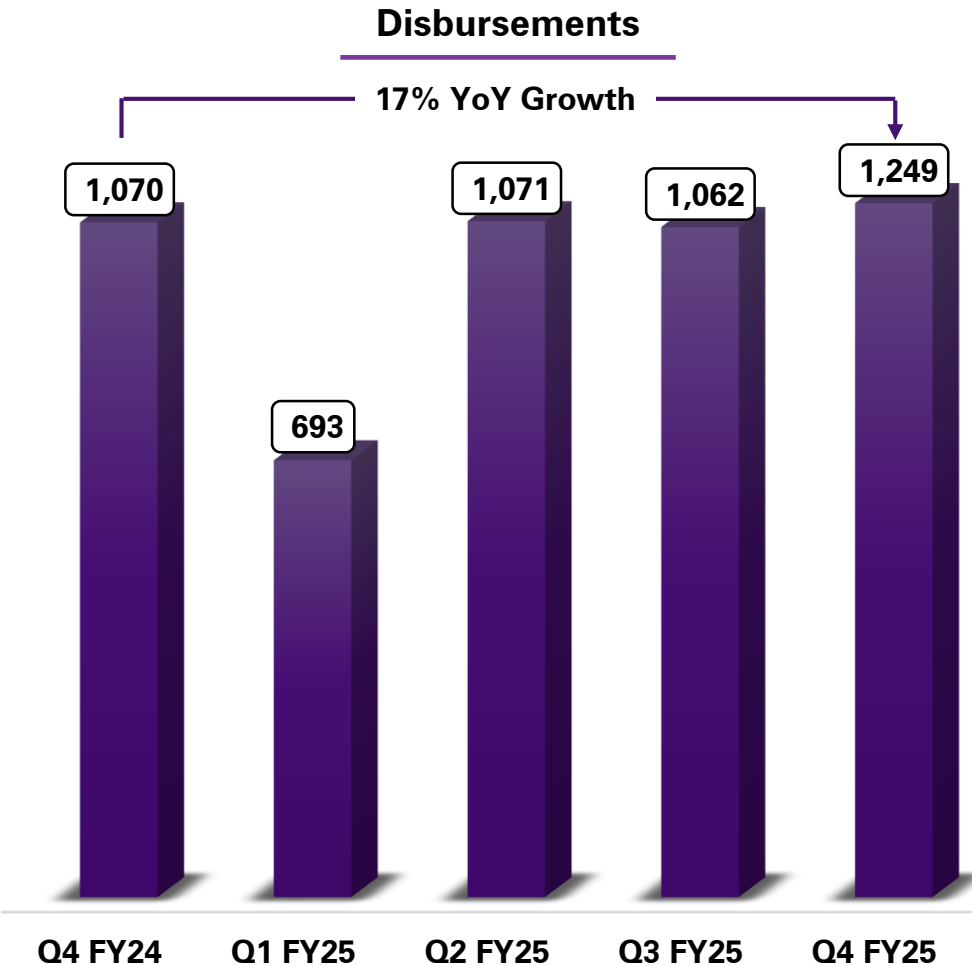
Geographical Split of Other Retail Lending

All Amounts in ₹ Crores



Portfolio	5,104	5,539	6,162	6,849	7,747
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Geographical Split of Other Retail Lending Portfolio



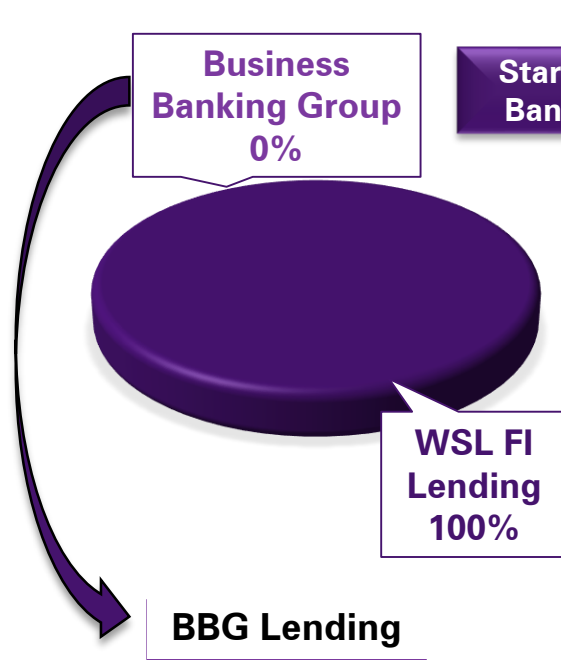
- Other Retail Lending excl. Micro-Banking & Wholesale Lending and Incl. MSME, Housing, CE & CV, BC channel, Personal Loans, OD Against FD and others

Wholesale Lending

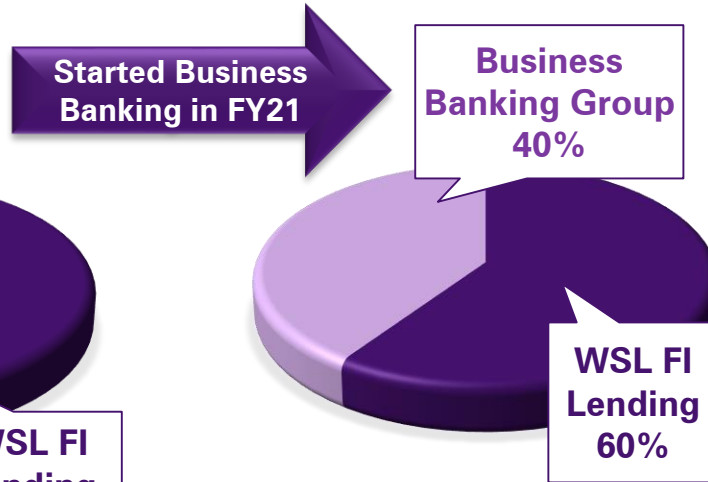
All Amounts in ₹ Crores



Portfolio Break up (Mar-20)



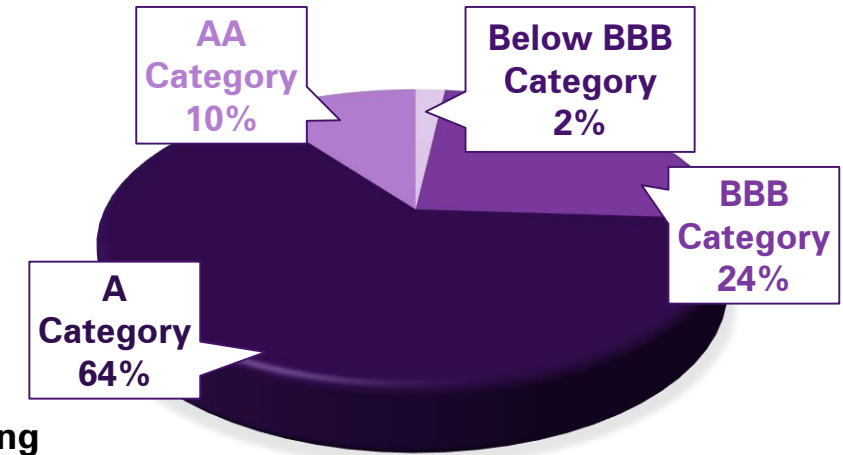
Portfolio Break up (Mar-25)



WSL	Mar-25	Mar-24	Dec-24
Portfolio O/s	₹2,240	₹1,882	₹2,142
Share in Gross Loan Portfolio	11%	10%	11%

Disbursement Yield – 10.7% (Q4 FY25)

Rating Wise WSL FI Portfolio Break up



- Small to medium size corporates (SME segment)
- >220 customers; Average ticket size – ~₹4 crore
- Primarily operating account through OD / DLOD product
- Entire book secured against collateral of immovable properties with cover of >100%

- >70% of book credit rated "A" category or higher by external credit rating agencies
- ~70 customers; Average ticket size of outstanding loan ~₹15-20 crore



Deposits Build-up



Deposits grew by 23% YoY; Retail Term Deposits grew 33% YoY



Expanded General Banking Franchise significantly



Targeting top-100 deposits centres of the country



Focus on building retail franchise

Deposits Trend & Composition

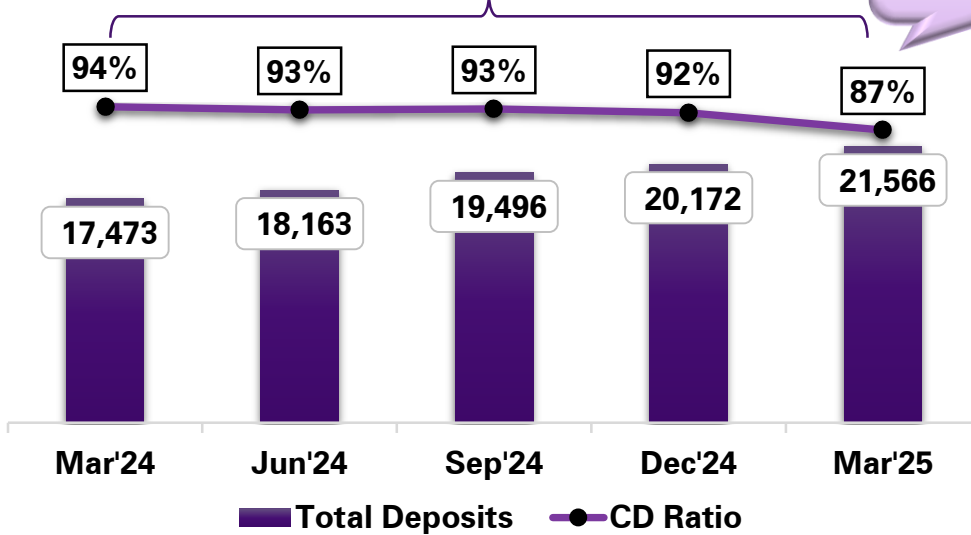
All Amounts in ₹ Crores



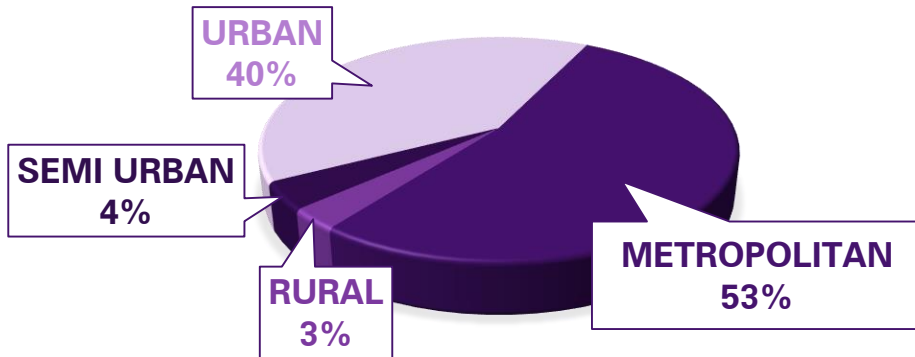
Deposits Trend

Deposits (23% YoY Growth)

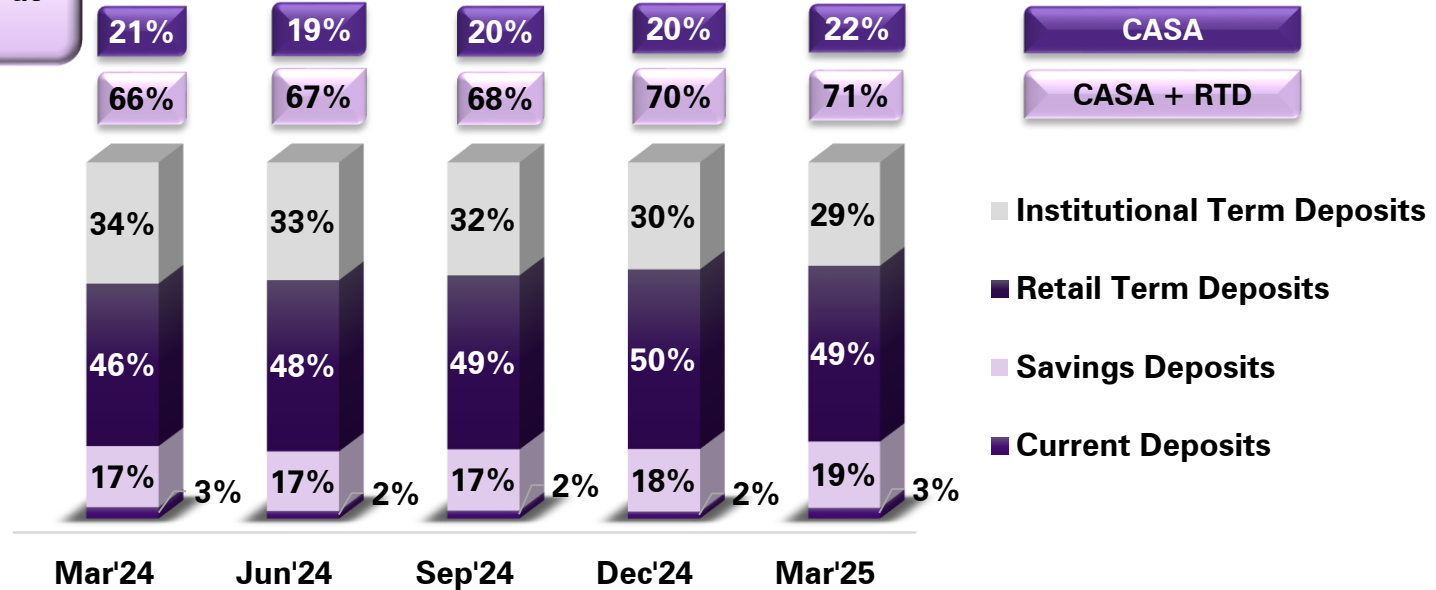
CD ratio (excl. refinance) at 78% **



Demographic Profile of Deposits* (Mar-25)



Deposits Composition



Branch Vintage	GB Branches
< 1 year	55
1-2 year	25
2-3 year	55
> 3 year	196
Total	331

~41% of the branches are <3-year vintage

RTD grew by 33% YoY to ₹10,635 crore vs. ₹7,968 crore (₹10,163 crore Dec-24)

#As per change in regulatory norms, Retail Term Deposits threshold considered as <₹3 crore from Jun-24 onwards vs. <₹2 crore for earlier periods

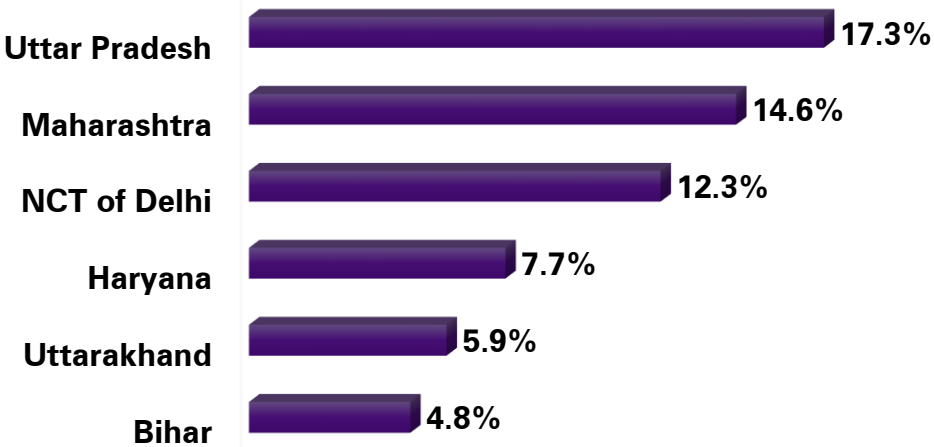
*Excluding Deposits through Fintech & Bank Website
 **CD Ratio excl. advances against which refinance is raised

Deposits Trend & Composition (Contd.)

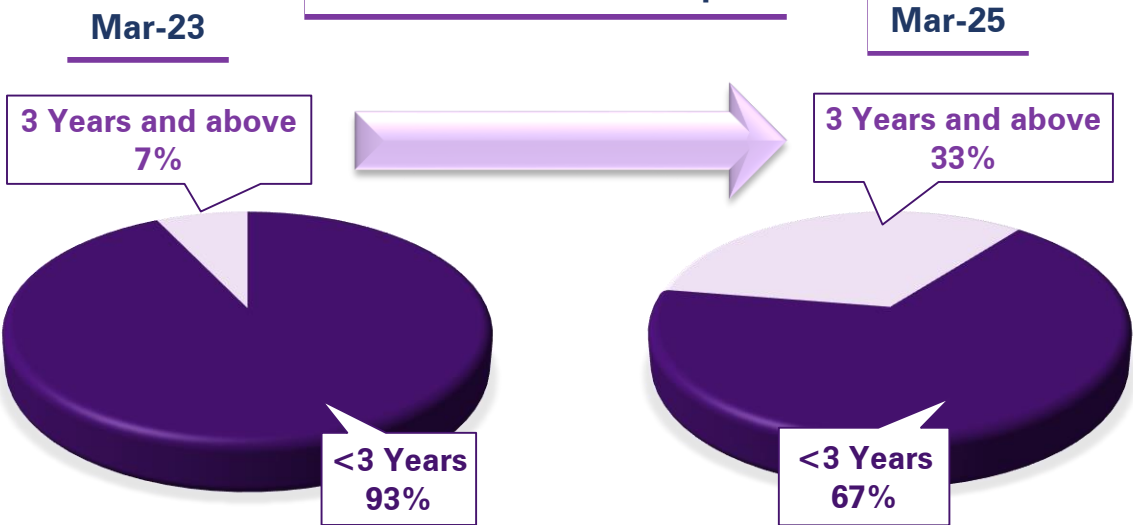
All Amounts in ₹ Crores



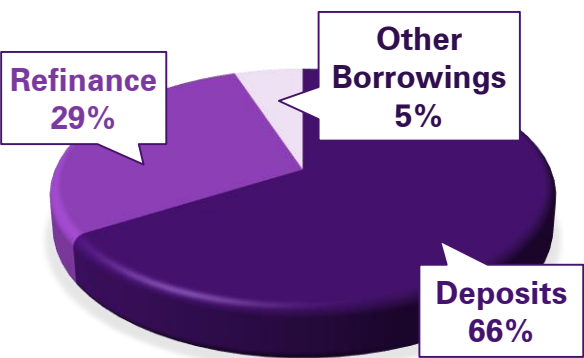
Geographically well diversified Deposits* mix



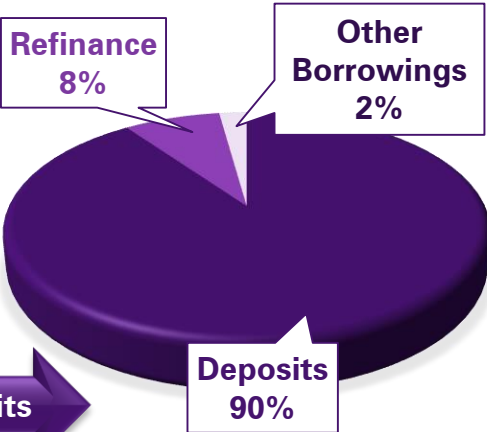
Retail Term Deposits Tenure wise Break up



Funding Mix (Mar-20)



Funding Mix (Mar-25)



Increasing reliance on Deposits

Cost %	Q4 FY25
Term Deposits	8.9%
CASA	5.4%

Long Term Credit Rating

A+ (Stable) CARE	A+ (Stable) ICRA
Rating for certificate of deposit programme	
A1+ ICRA	

*Excluding Deposits through Fintech & Bank Website

Asset Quality Movement

All Amounts in ₹ Crores



PCR%

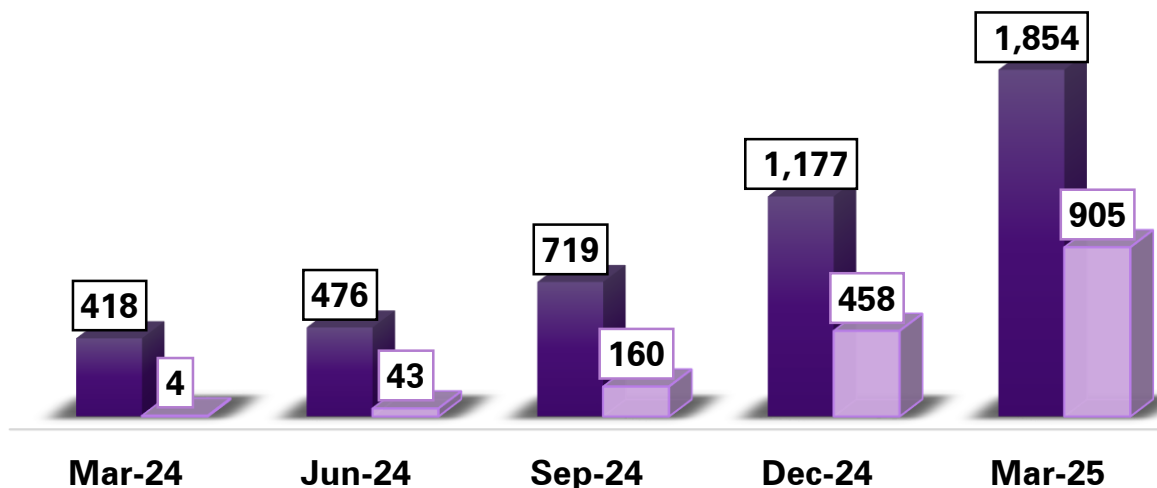
98.9%

91.0%

77.7%

61.1%

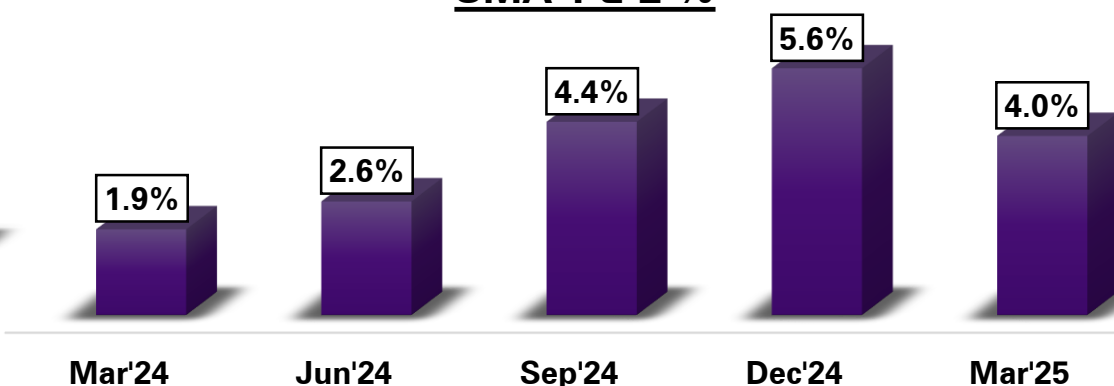
51.2%



■ Gross NPAs ■ Net NPAs

	Mar-24	Dec-24	Mar-25
Gross NPA %	2.5%	6.2%	9.4%
Net NPA %	0.03%	2.50%	4.84%

SMA 1 & 2 %



NPA Movement*	Q4 FY24	Q1 FY25	Q2 FY25	Q3 FY25	Q4 FY25
Opening GNPA	464	418	476	719	1,177
Additions during the period	93	180	356	738	771
Reductions during the period					
Up-gradations & Recoveries	49	18	33	27	59
Write-offs & ARC Sale	91	104	79	253	34
Closing GNPA	418	476	719	1,177	1,854

*NPA Movement based on quarter-end NPAs

Provisions Break-up

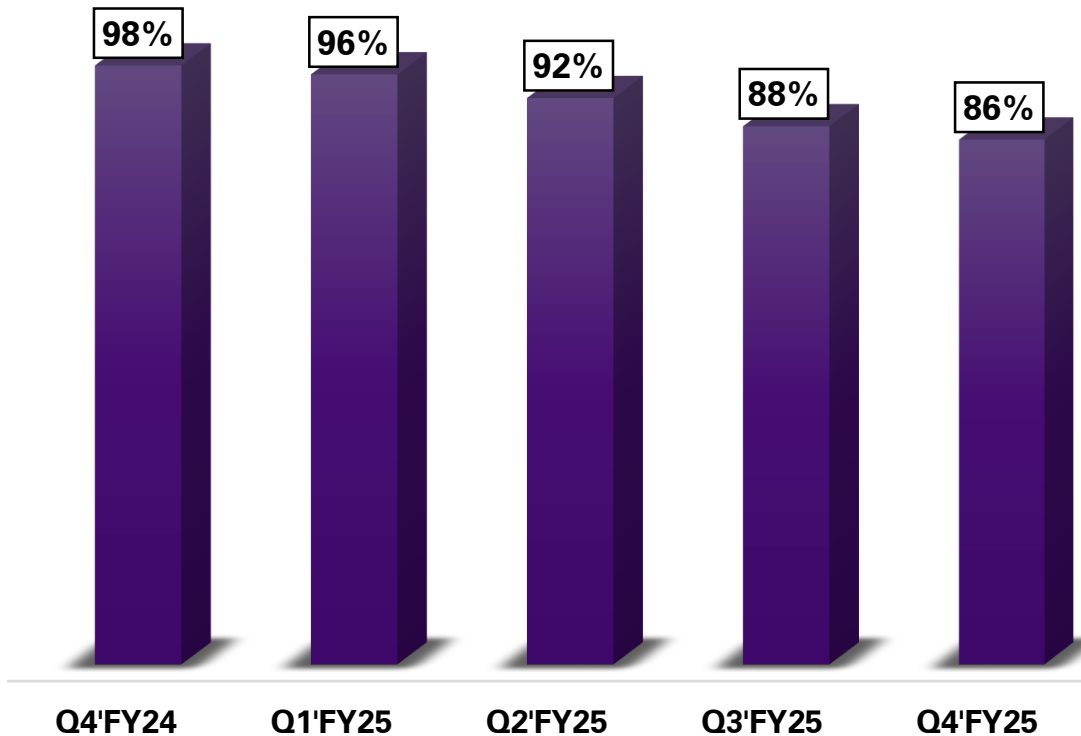
Particulars	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25*
NPA Provision	264	264	369	529	949
Floating Provision	149	169	190	190	-
Provision for standard restructured	2	1	1	1	1
Standard Provision	78	80	85	85	65
Total Provisions	493	514	646	805	1,015

*Refer Slide 30 reflecting extract from Notes to Accounts

Micro-Banking – Asset Quality



Collection Efficiency (excl. Pre-Payments)



	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
SMA 0 %	0.5%	1.8%	4.3%	3.2%	1.1%
SMA 1 %	0.5%	1.2%	2.6%	3.1%	1.6%
SMA 2 %	1.1%	1.2%	2.4%	3.8%	2.2%
Total SMA %	2.1%	4.1%	9.3%	10.1%	5.0%
NPA %	2.9%	3.1%	5.3%	9.7%	16.7%

- Collection efficiency & asset quality weakened on account higher leverage level at borrower level and weakened discipline level for centre meetings continuing from covid times
- Strengthening collection efforts and dedicated teams for collections / supervisors at field level to improve collection efficiency
- X-bucket collection efficiency (excl. pre-payments) was 99.1% for Q4 FY25



Financial Performance



Results impacted due to market disruptions in MFI segment



Secured assets growth and deposits build-up in line with expectations

Profit & Loss: For the quarter & year ended March 31st, 2025

All Amounts in ₹ Crores



Particulars	FY25	FY24	Y-o-Y	Q4'FY25	Q4'FY24	Y-o-Y	Q3'FY25	Q-o-Q
INCOME	Audited			Audited			Limited Review	
Total Interest Earned	3,765	3,178	18%	880	896	(2)%	932	(6)%
Less : Interest Expense	1,742	1,293	35%	468	356	32%	452	4%
Net Interest Income	2,023	1,886	7%	411	540	(24)%	480	(14)%
Add : Other Income (Processing Fee on loans + Transaction and other fee income + PSLC income + Write off Collections)	600	400	50%	287	121	138%	105	172%
Operating Income	2,623	2,286	15%	699	661	6%	586	19%
EXPENDITURE								
Operating Expenses	1,616	1,289	25%	465	378	23%	400	16%
Personnel Cost	846	737	15%	204	210	(3)%	225	(9)%
Other Operating Expenses	770	552	40%	260	168	55%	175	49%
Operating Profit	1,007	997	1%	234	282	(17)%	185	26%
Total provisions	979	338	190%	223	74	201%	423	(47)%
PBT	28	659	(96)%	11	208	(95)%	(238)	-
Tax	4	162	(98)%	8	49	(83)%	(70)	-
PAT	24	498	(95)%	3	160	(98)%	(168)	-

Refer Slide 30 reflecting extract from Notes to Accounts

Balance Sheet: As on March 31st, 2025

All Amounts in ₹ Crores



Particulars	March 31 st , 2025	March 31 st , 2024	Y-o-Y	December 31 st , 2024	Q-o-Q
CAPITAL & LIABILITIES	Audited			Limited Review	
Capital and Reserves	2,975	2,973	0%	2,965	0%
Deposits	21,566	17,473	23%	20,172	7%
Borrowings	2,355	1,995	18%	1,767	33%
Other Liabilities and Provisions	1,232	1,462	(16)%	1,703	(28)%
Total	28,127	23,903	18%	26,607	6%
ASSETS					
Cash and balances with RBI	2,638	1,247	112%	1,577	67%
Balances with banks and money at call and short notice	798	1,781	(55)%	1,038	(23)%
Investments	4,958	3,679	35%	4,423	12%
Advances (Net of provisions)	18,716	16,365	14%	18,528	1%
Fixed Assets	387	312	24%	349	11%
Other Assets	630	519	21%	692	(9)%
Total	28,127	23,903	18%	26,607	6%

Extract from Notes to Accounts - Audited Statement of Financial Results for the quarter and year ended March 31, 2025

All Amounts in ₹ Crores



❑ Utilization of Floating Provision

The Bank was carrying floating asset provision of ₹148.62 Cr as at year ended March 31, 2024 and ₹189.96 Cr as at quarter ended December 31, 2024 respectively. During the year/quarter pursuant to the approval from Reserve Bank of India (RBI), the Bank has fully utilized the floating asset provision as per relevant RBI regulations. Consequently, the provision for NPA ("Provisions and Contingencies") has been adjusted by ₹148.62 Cr and ₹189.96 Cr for the year and quarter ended March 31, 2025, respectively.

❑ Change in Accounting Policy

During the quarter ended March 31, 2025, the Bank has changed its accounting policy with effect from April 01, 2024 on recognition of loan processing fees collected from the borrowers and allied expenses for more appropriate presentation of the financial statement and alignment with industry practice. Hitherto the Bank was recognizing the income/expense over the tenure of the loan which is now recognized as income when it becomes due.

Increase due to change in the aforesaid accounting policy for the current quarter as well as the comparative interim period of the current financial year as below:

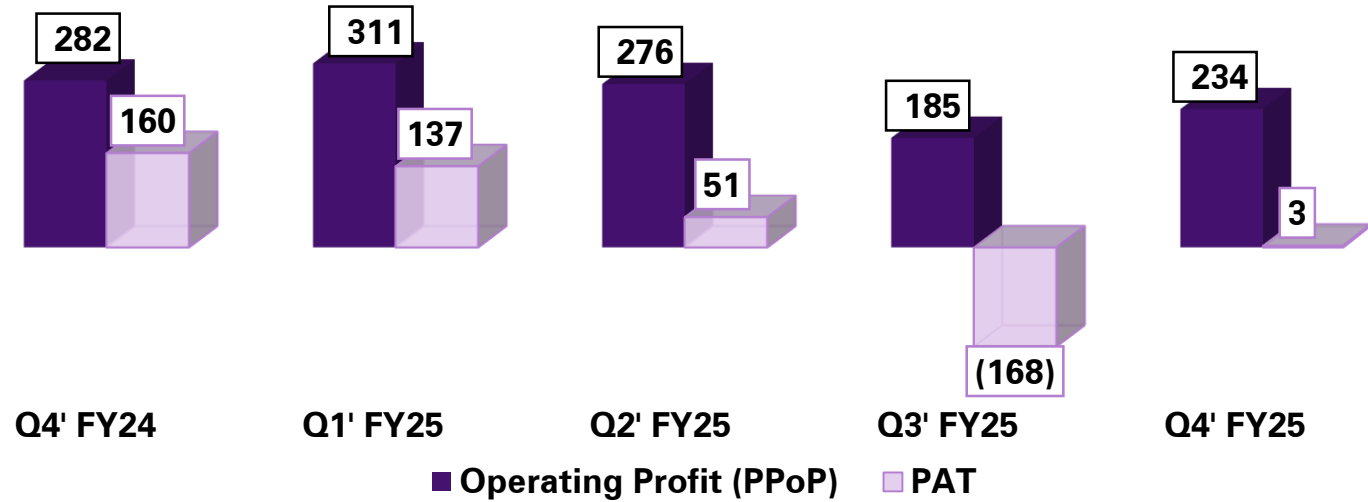
	Quarter ended March 31, 2025	Quarter ended December 31, 2025
Other Income	164.66	157.44
Other Operating Expenses	70.09	51.99
Net Profit (Before Tax)	94.57	105.45

Further, if the Bank would have followed the revised accounting policy in the previous financial year ended March 31, 2024, Other Income, Other Operating Expenses and the Net Profit (Before Tax) of the Bank for the quarter ended March 31, 2024 would have been ₹20.16 Cr, ₹4.65 Cr and ₹15.50 Cr respectively and year ended March 31, 2024 would have been ₹144.45 Cr, ₹28.34 Cr and ₹116.12 Cr respectively.

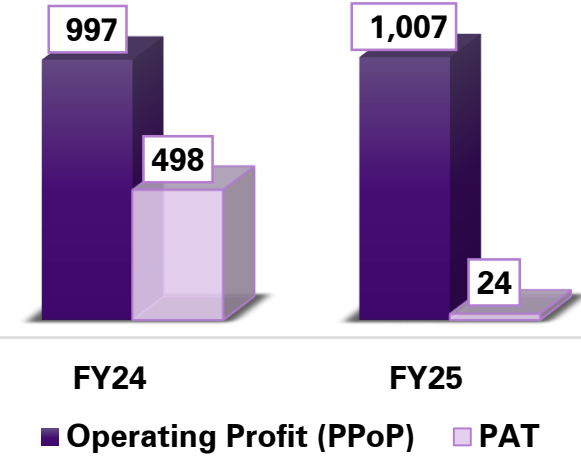
Profitability Metrics



Operating Profit & PAT – Quarterly Trend (₹ in crores)

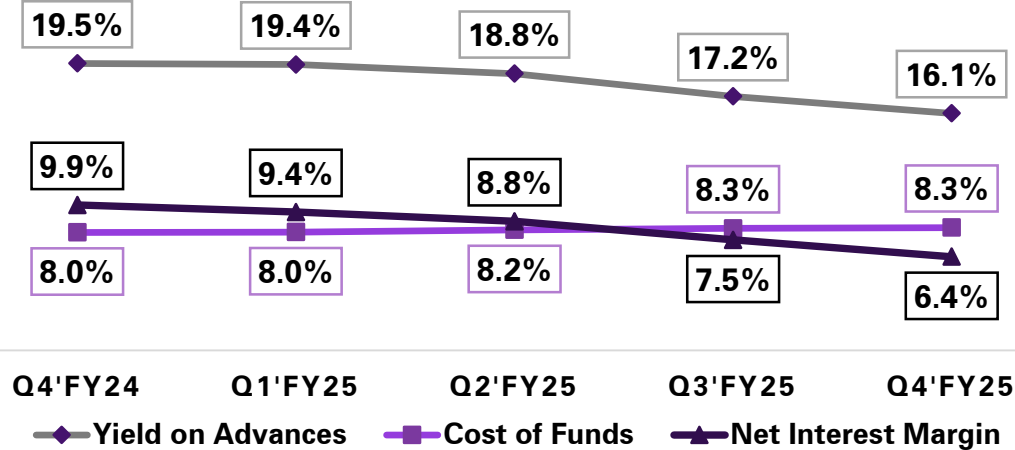


YTD Operating Profit & PAT (₹ in crores)



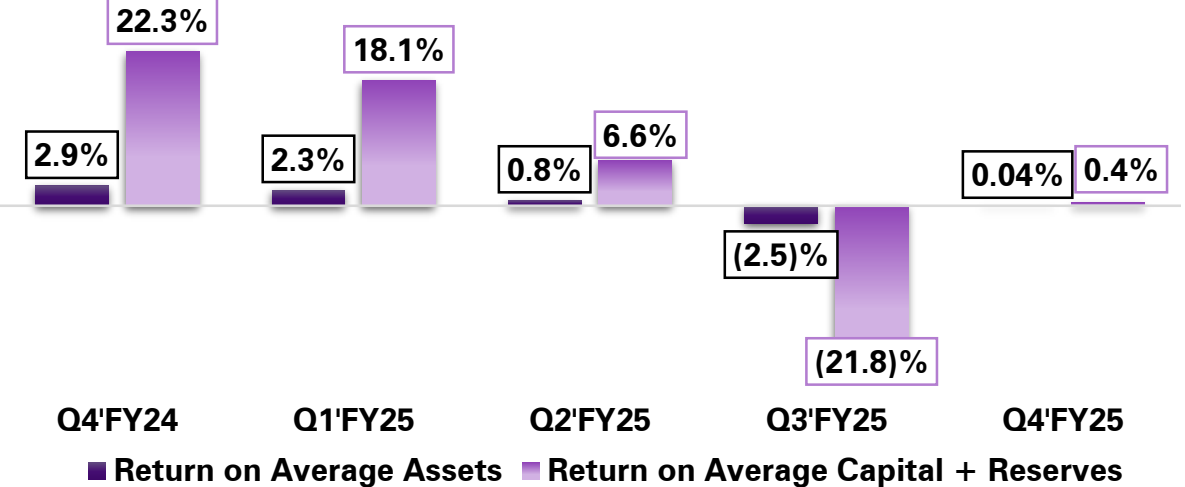
19.0% / 7.8% / 9.4%
FY24

17.9% / 8.2% / 8.0%
FY25



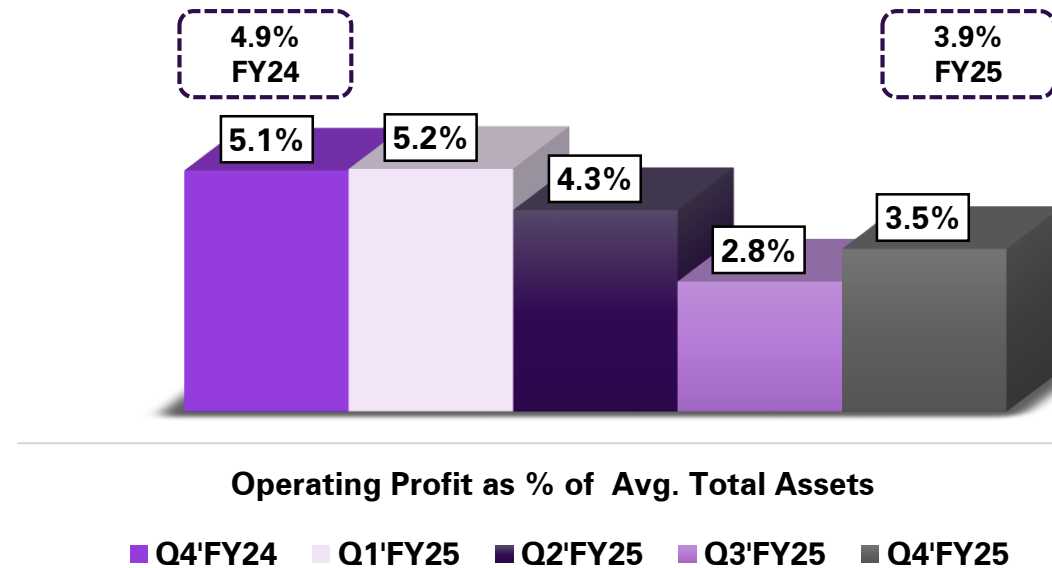
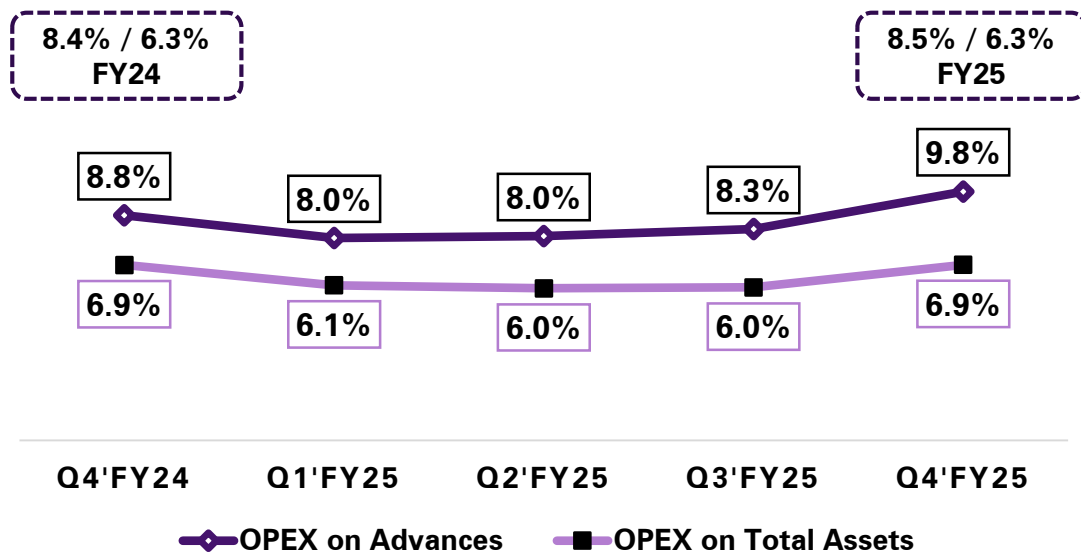
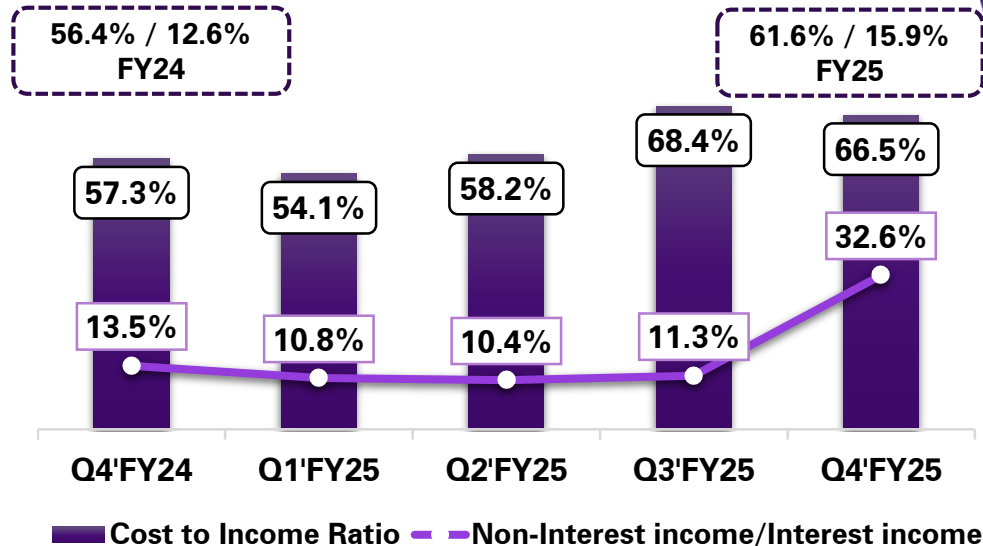
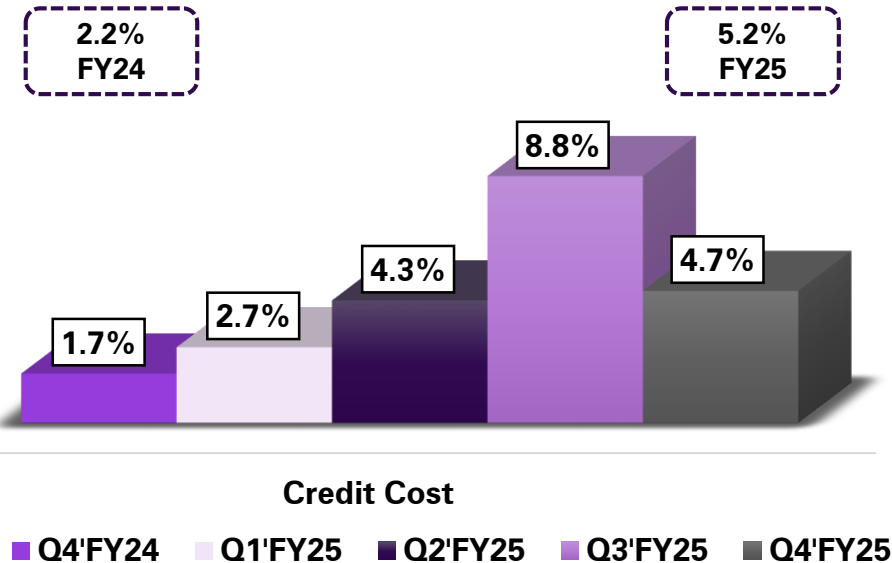
2.4% / 19.5%
FY24

0.1% / 0.8%
FY25



Note - Ratios basis monthly average balances

Profitability Metrics (Contd.)

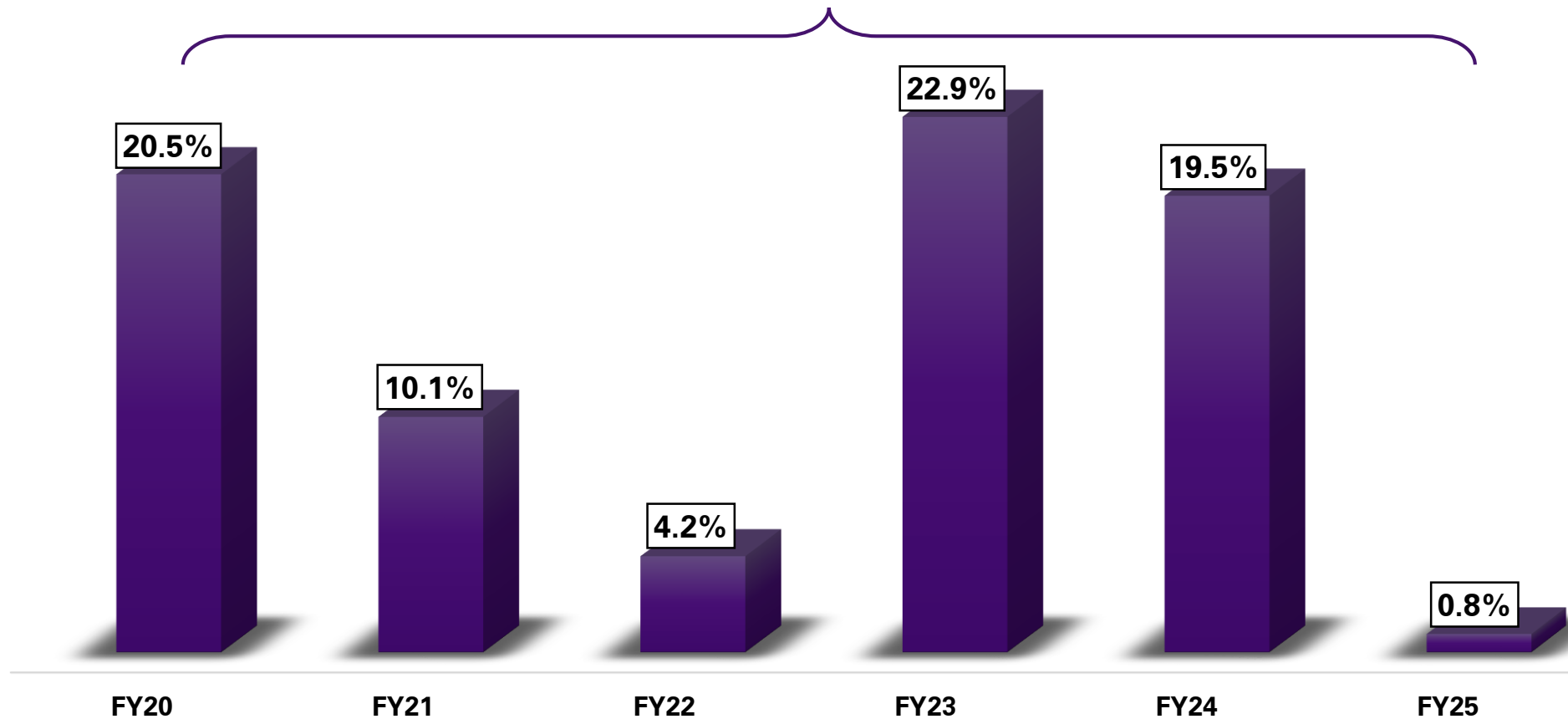


Note - Ratios basis monthly average balances

Cross-Cycle Return on Equity (RoE)



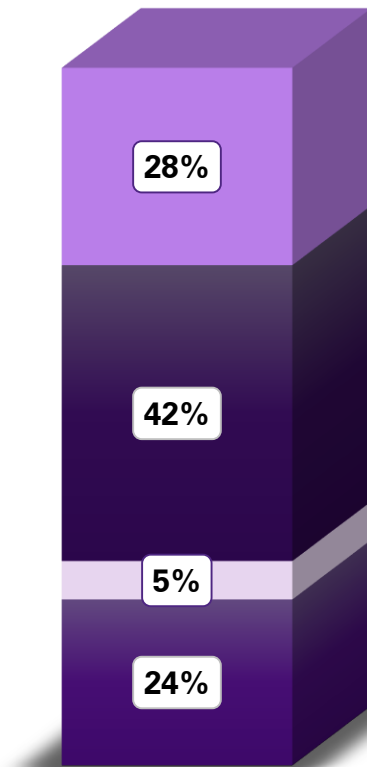
Average: 13.0%



Break-up of other income

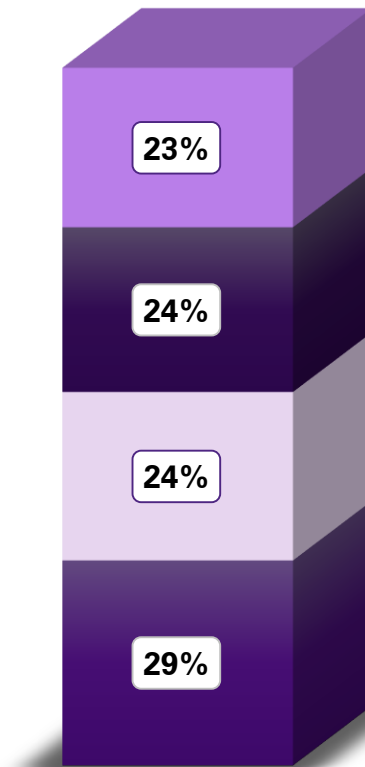


₹ 121 crore



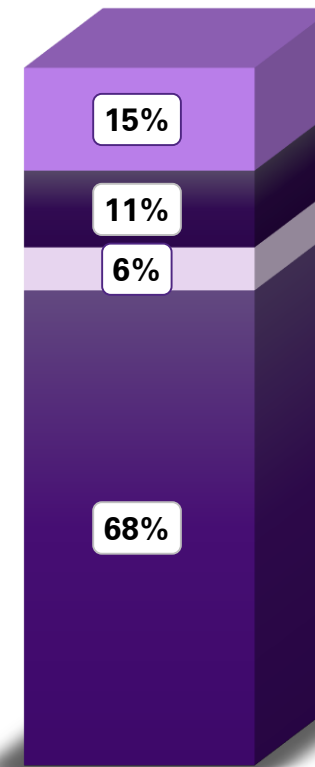
Q4'FY24

₹ 105 crore



Q3'FY25

₹294 crore*



Q4'FY25

■ Loan Processing Fee ■ PSLC Income ■ Recovery from written off accounts ■ General Banking & Other Income

*Refer Slide 30 reflecting extract from Notes to Accounts

CRAR & Tier 1

All Amounts in ₹ Crores

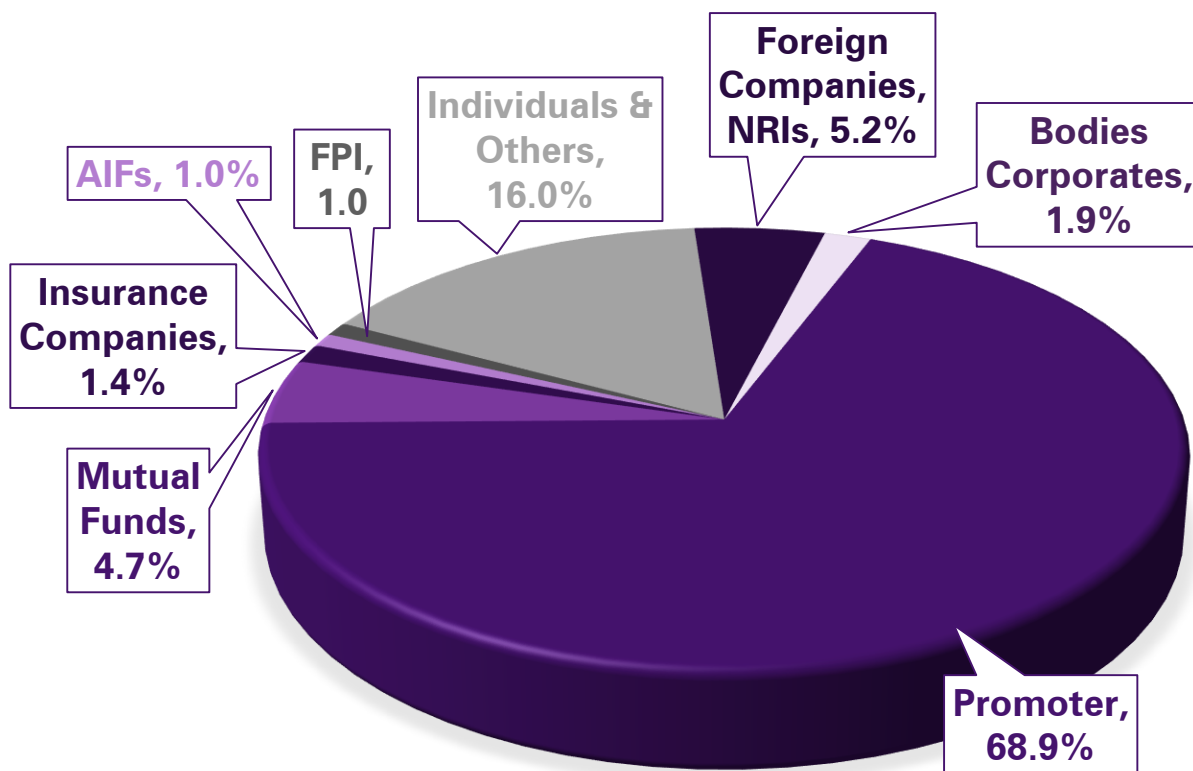


Particulars	Mar-25	Mar-24	Dec-24
Risk Weighted Assets	15,526	12,994	15,200
Total Capital	3,249	2,932	3,207
Tier-I Capital	2,776	2,722	2,727
Tier-II Capital	474	210	480
CRAR	20.93%	22.57%	21.10%
Tier-I CRAR	17.88%	20.95%	17.94%
Tier-II CRAR	3.05%	1.62%	3.16%

Shareholding Pattern



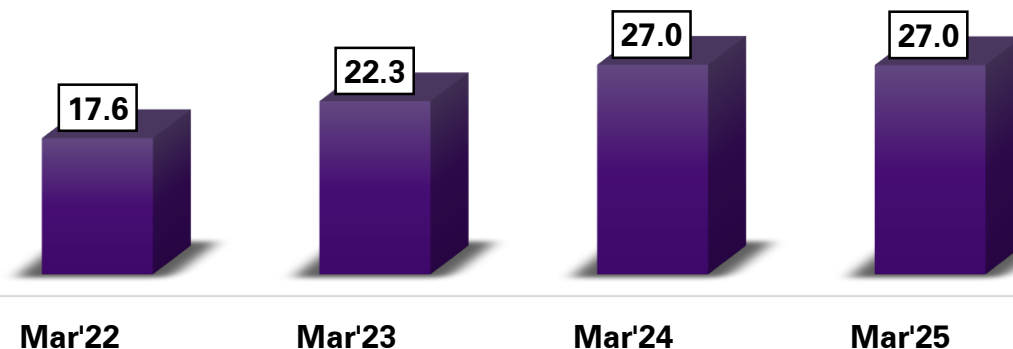
Bank Shareholders as on March 31st, 2025



Top 10 Shareholders as on March 31st, 2025

Utkarsh CoreInvest Limited
Mirae Asset (Mutual Funds)
Olympus ACF Pte. Ltd.
Aavishkaar Bharat Fund
responsAbility Participations Mauritius
Massachusetts Institute of Technology Basic Retirement Plan Trust
Triodos Custody B.V. Acting in its Capacity as A C
Zodiac Wealth Advisors LLP
ICICI Prudential Life Insurance Company Limited
Bharti AXA Life Insurance Company Ltd.

Book Value Per Share



Diversified & Experienced Board



Board Members of the Bank



Parveen Kumar Gupta

Part Time Non-Executive Chairman & Independent Director

- Certified Associate of the Indian Institute of Bankers
- Previous associations with SBI as Managing Director & BoB as senior advisor
- Other key associations - Non-Executive Chairman - Future Generali Insurance, Public Interest Director & Chairman – NSDL



Kalpana Prakash Pandey

Independent Director

- Previously worked as the MD & CEO of CRIF High Mark Credit Information Company
- Was also associated with State Bank of India, IDBI Principal AMC and HDFC Bank Limited



Ajay Kumar Kapur

Independent Director

- Previous associations include SIDBI as DMD, SIDBI Venture Capital Limited as CEO, MUDRA, Receivables Exchange of India Limited, CGTMSE, amongst others



Nagesh Dinkar Pinge

Independent Director

- Qualified CA & LLB (General)
- Previously associated with Tata Motors Limited, Reliance Retail Limited, ICICI Bank Limited and others



Muralidharan Rajamani

Non-Executive Director

- BFSI industry veteran (SBI, ICICI Bank, Edelweiss Tokio, L&T Financial Services) in Leadership positions.
- Independent / Advisory Board Member/Mentor
- Qualifications: BSc., MA, CAIIB and Executive Education Stanford University



Govind Singh

Managing Director & Chief Executive Officer

- Certified associate of the Indian Institute of Bankers
- Previously associated with Utkarsh CoreInvest as MD & CEO, ICICI Bank as assistant general manager, Surya Fincap Limited, UTI Bank Limited, Allahabad Bank, State Bank of Patiala and Bank Internasional Indonesia



Pramod Kumar Dubey

Executive Director

- Previously worked with ICICI Bank as the Head of Operations, Federal Bank
- Experienced in branch banking, P&L mgmt., etc.
- Served as an observer on the Board of Midland Microfin Limited
- CAIIB from Indian Institute of Bankers

Mr. Kajal Ghose served as Independent Director of the Bank until January 15th, 2025 and ceased to be the director w.e.f. January 16th, 2025

Leadership Complementing Bank's Strengths



Senior Management Team



Govind Singh - Managing Director & Chief Executive Officer

- Over 25 years of experience in the banking and financial services sector and in particular the microfinance industry
- Previously associated with Utkarsh CoreInvest (Bank's Promoter) as MD & CEO and ICICI Bank Limited, UTI Bank Limited and State Bank of Patiala



Pramod Kumar Dubey – Executive Director

- Previously worked with ICICI Bank as the Head of Operations, Federal Bank
- Experienced in branch banking, P&L mgmt., etc.
- Served as an observer on the Board of Midland Microfin Ltd.
- CAIIB from Indian Institute of Bankers



Sarjukumar Pravin Simaria

Chief Financial Officer

- Experienced in the field of financial management
- Worked at Edelweiss, Fino Payments Bank, AIG and HDFC AMC



Amit Acharya

Chief Risk Officer

- Experienced in Credit Underwriting & Risk Management
- Worked with ICICI Bank, Kotak Bank, Axis Bank



Abhijeet Bhattacharjee

Chief Information Officer

- Experienced in the field of information technology
- Worked with RBL as its head of digital channels, & UTI Bank, ABN AMRO, RBS



Hitain Sharma

Chief Human Resource Officer

- Experienced in the field of human resources and industry relations
- Worked at Aditya Birla Sun Life Insurance and Kotak Mahindra Bank as vice president - HR



Mukesh Singh Verma

Chief Compliance Officer

- Experienced in providing regulatory compliance services covering RBI regulations
- Worked with North East Small Finance Bank and AU Small Finance Bank



Muthiah Ganapathy

Company Secretary & Compliance Officer

- Responsible for managing the secretarial affairs
- Worked at Aditya Birla Housing Finance



Alok Pathak

Head - Assets

- Experienced in the field of risk and treasury management
- Worked at Yes Bank as executive vice president - risk management



Vivek Kashyap

Head JLG – Sales - Micro Banking

- Experience of over two decades in Micro-Banking
- Previously worked with IIFL Samasta, SKS Finance Ltd., Utkarsh SFB



G.H. Vijay Raghava

Head - Treasury

- Experienced in the field of Banking & Treasury
- Worked at Suryoday SFB, ICICI Bank, Bank of India



Rahul Dey

Head - Operations

- Experience in banking and MFI sector
- Worked with Ujjivan Financial Service and Spandana Spoorthy



Umesh Arora

Head - Credit

- Experienced in the field of banking
- Worked at Axis Bank, IDBI Bank & Standard Chartered Bank



Suchita Chatterjee

Interim Head - Internal Audit

- Experience in Audit function with banks and micro financial institutions
- Worked with Ujjivan, IndusInd Bank and Bharat Financials



Tech, ESG & CSR



Technology Setup to support Physical Infrastructure and Digital Requirement















Integrating ESG Sensitivities into our operations & decision-making



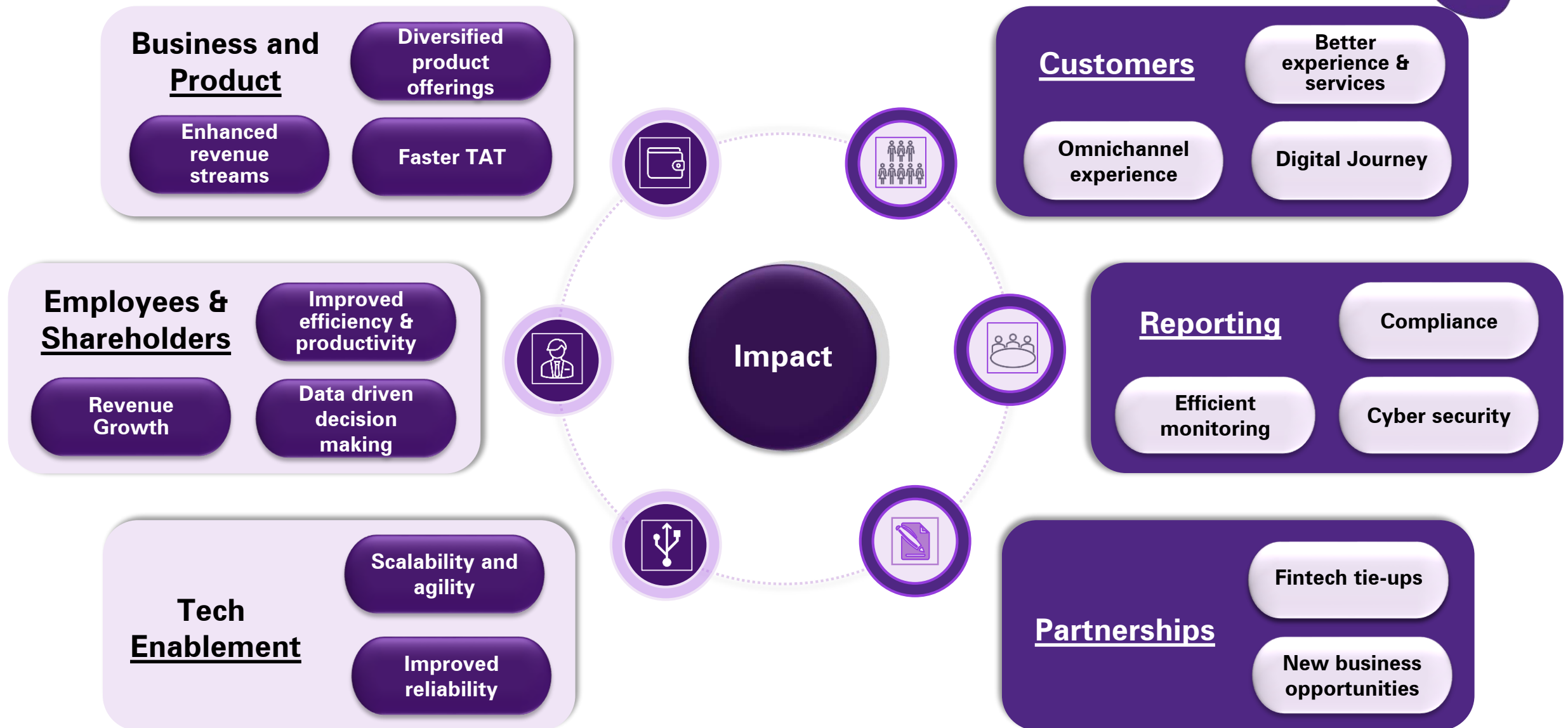
Contributing to the well-being of the society

Technology Setup to support Physical Infrastructure and Digital Requirement

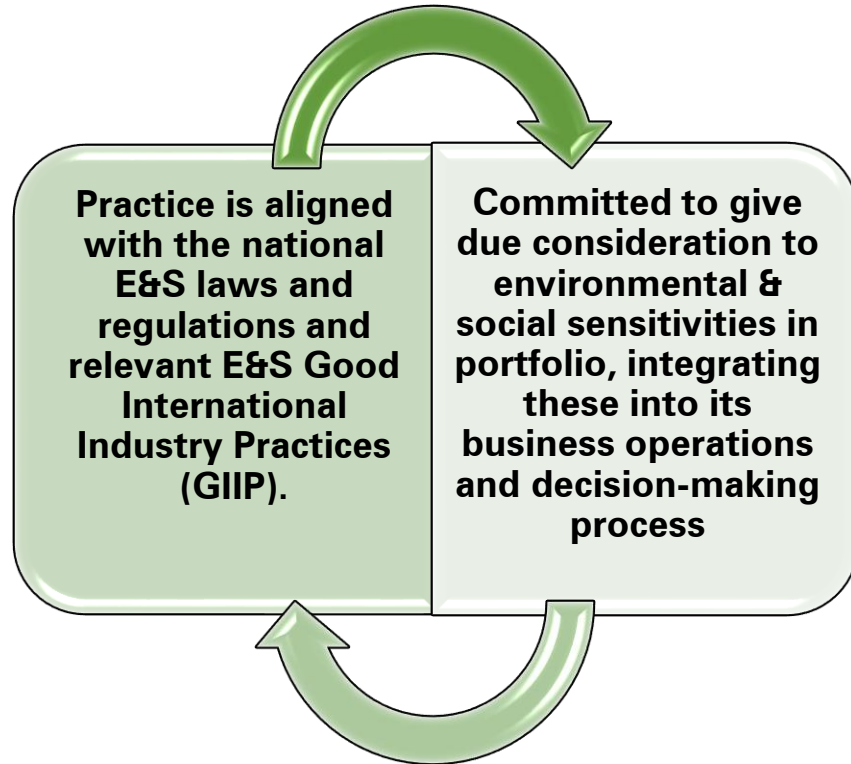


P H Y S I C A L		Supporting extensive branch network of 1,092 branches		ISO 27001 Certification for IT operation
		Tab enabled feet-on-street for acquisition and collections		Micro ATM for Cash Withdrawal in Remote locations
D I G I T A L		Extensive Mobile and internet Banking for customer service		Robotic Process Automation for internal process automation
		E-sign and Digital contract for customer KYC and documentation		Multiple first time launches in Global Fintech Festival
		Data Lake for regulatory reporting		End to end digitisation on asset acquisition programs
		Digi Onboarding and U-Insta service for Digital acquisition of liability products		Video KYC for Onboarding and Customer personal discussion.

360-Degree Transformation → Bank Future Growth Ready



Environment, Social & Governance



Awards & Accolades



**Most Preferred Workplace
2023-24 (BFSI Edition) by
Marksmen Daily**

**Credit Modeling & Risk
Team of the Year Award at
the India Credit Risk
Summit & Awards 2024**



**Best Technology Talent at 19th
Annual Banking Technology
Conference, Expo & Citations**

Awards & Accolades (Contd.)



**Employee Excellence 2023
by the Times Group – ET
EDGE**

**Best Customer Experience
Strategy by India Customer
Excellence (CX) Summit &
Awards 2023**



**Most Trusted BFSI Brands by
Team Marksmen Daily –
2023-24**

Utkarsh Welfare Foundation: CSR Initiatives



FINANCIAL AWARENESS

Lives Impacted
14,30,000+



HEALTH INITIATIVES

Lives Impacted
23,00,000+



SKILL & ENTERPRISE DEVELOPMENT PROGRAM

Lives Impacted
44,500+



VILLAGE DEVELOPMENT PROGRAM & EDUCATION

Lives Impacted
23,000+



OTHER PHILANTHROPIC ACTIVITIES

Initiatives
Blood Donation Camps,
Support to Old Age
Home & Orphanage,
Natural Calamities
Relief Initiatives, etc.

Utkarsh Welfare Foundation: CSR Initiatives (Contd.)



Financial Awareness



Health Camps



E-Clinics



Smart Classes



Women Entrepreneurship



Blood Donation Camps



Village Development Program



Health Awareness



Learning Enhancement Program



Weavers Support Program



Support to Old Age Home



Agri-Input Support

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Utkarsh Small Finance Bank