

# Tata Capital Limited

Results: Q1 FY 2024-25





# Our Purpose

Responsible financial partner  
fulfilling India's aspirations

# Our Purpose Pillars

1

## Lead with Trust

We respect and reinforce the trust that is placed in us. **We are the partner the country can rely on**

2

## Better Together

We actively collaborate with customers, partners, employees, group companies, communities; **their success is our success**

3

## Future ready

We innovate and leverage technology to anticipate, serve and shape future needs; **setting the path for others to follow**

4

## Faster forward

We bring speed and simplicity; **accelerating the pace at which the future becomes the present**

5

## Capital & More

We serve the customer through the life-cycle of needs; **We are facilitators and counsellors in helping customers achieve their dreams**

6

## Delivering Delight

We go above and beyond to care and make people happy; **We deliver delight to all stakeholders**

# Tata Capital:

## Flagship Financial Services Company of the Tata Group



**INR 1,65,571 Cr**  
Loan book

**85%+**  
Retail+SME

**795**  
Branches

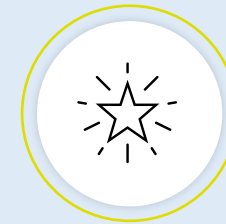
**4.8 Mn**  
Customers



**Profitable since inception**



**Rated BBB-** by S&P  
Global and Fitch Ratings

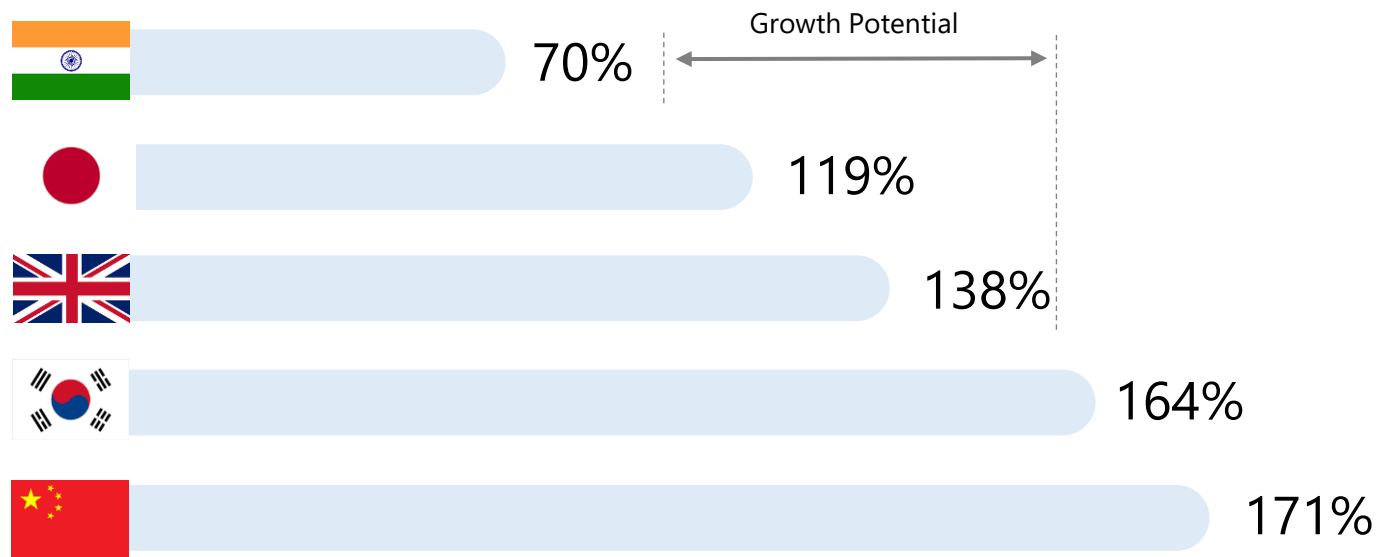


**Rated AAA** by Crisil, ICRA,  
CARE, India Ratings

# Tata Capital poised to capture the **India lending opportunity**

India's credit penetration is one of the lowest among peers

## Debt to GDP (%)



Huge market opportunity of **>INR 500 Lakh Cr**

# Our Brand Promise: **Count on Us**

## Why Count On Us?

### Customer centric

Research indicated that *"delivering on promises"* is a key factor for customers to choose a financial services provider.

### Relevant to our evolved Purpose and values

Consolidates internal efforts and drives customer expectations

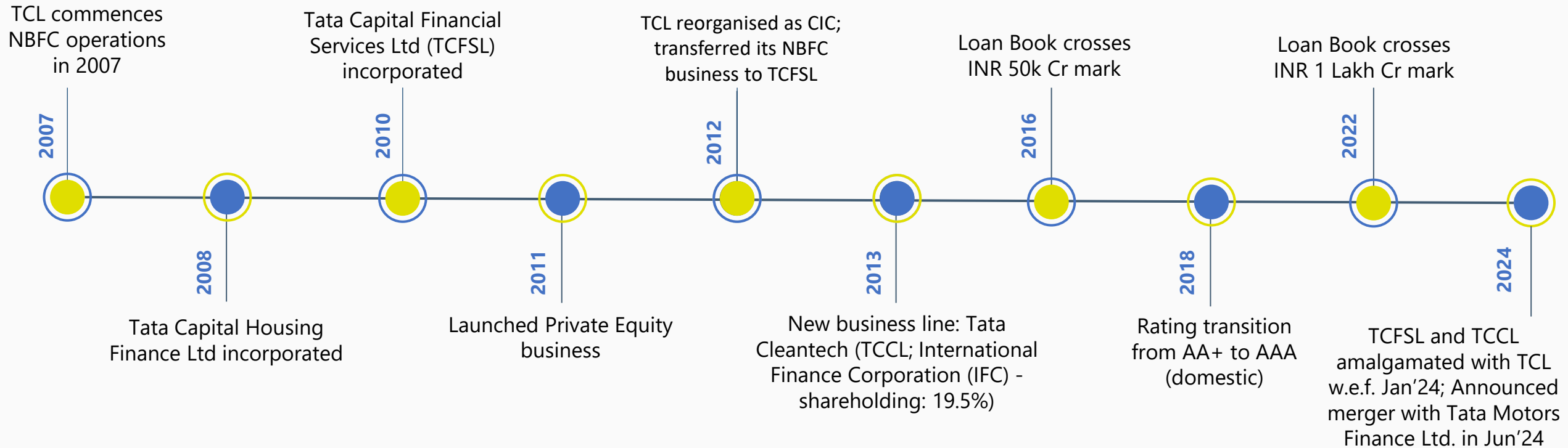
### Exudes the image of an assertive, modern brand with empathy

Key Brand Personality Attributes

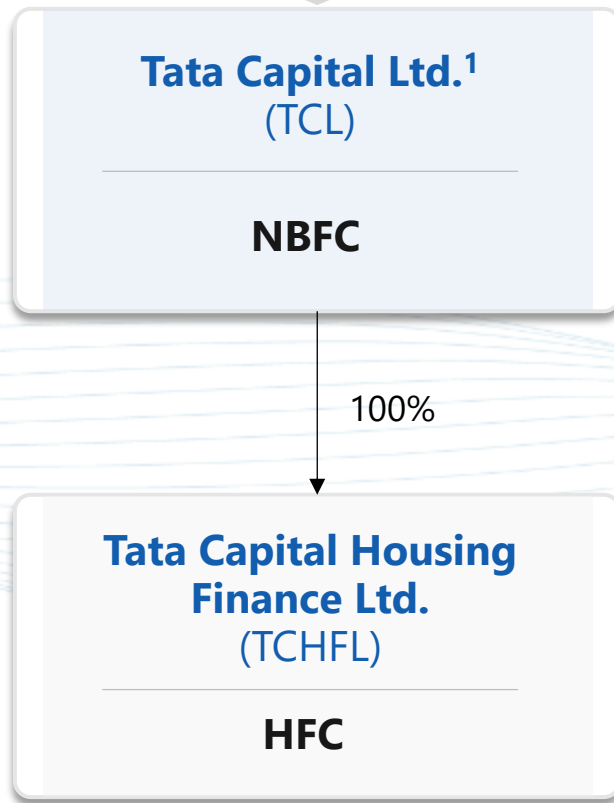
**COUNT ON US**

As one of the largest financial companies in the country, **Tata Capital is here to enable a billion dreams come true.** We exist to be the driving force of purpose - to fuel the ambitions that propel the world's largest democracy forward.

# Major milestones in the **Tata Capital** journey



# Corporate Structure – Lending business w.e.f. Jan 1<sup>st</sup>, 2024



## Acquisition of Tata Motors Finance Limited

The Board of Directors of the Company at its meeting held on June 4, 2024, approved a Scheme of Arrangement for amalgamation of Tata Motors Finance Limited (*formerly known as Tata Motors Finance Solutions Limited*), a subsidiary of TMF Holdings Limited with and into TCL and their respective shareholders (“the Scheme”), under Sections 230 to 232 read with Section 52 and Section 66 and other applicable provisions of the Companies Act, 2013 and the Rules made thereunder.

**The Scheme will become effective from the Appointed Date i.e. April 1, 2024** upon fulfilment of all the conditions set out in the Scheme including approval of the Scheme by the Reserve Bank of India and National Company Law Tribunal (“NCLT”) and upon the receipt of other applicable regulatory approvals.



# Performance Highlights

## Q1 FY25

INR 26,830 Cr  
↑ 27%

INR 1,65,571 Cr  
↑ 33%

INR 2,382 Cr  
↑ 37%

0.4%  
↔

INR 901 Cr<sup>1</sup>  
↑ 25%

2.3%<sup>1</sup>

16.2%<sup>1</sup>



Disbursals



Loan Book



NIM + Fee



Net NPA



PAT



RoA



RoE

INR 21,058 Cr

INR 1,24,670 Cr

INR 1,732 Cr

0.4%

INR 719 Cr

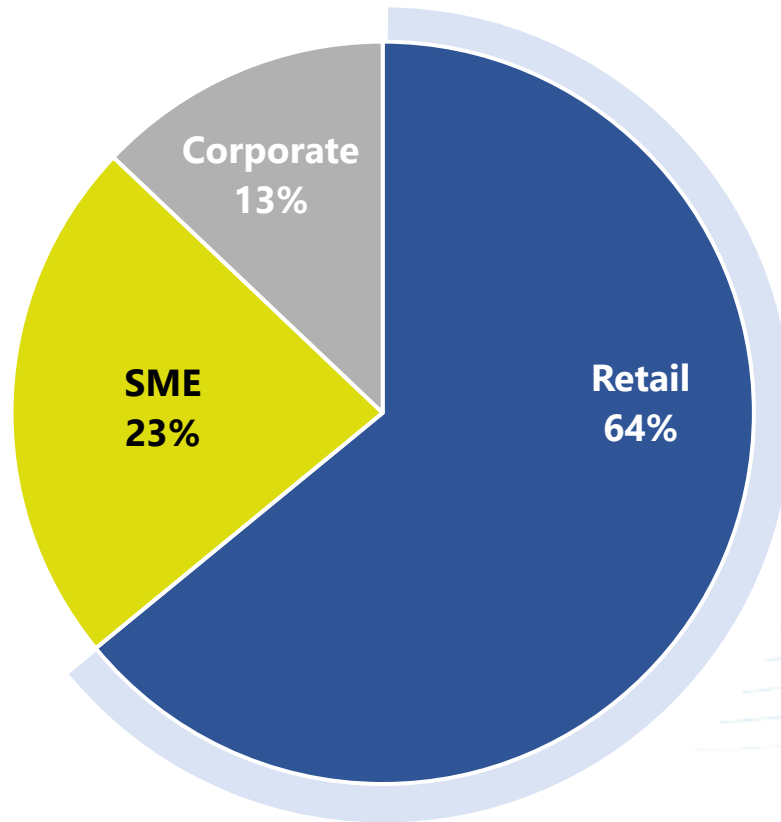
2.5%

18.1%

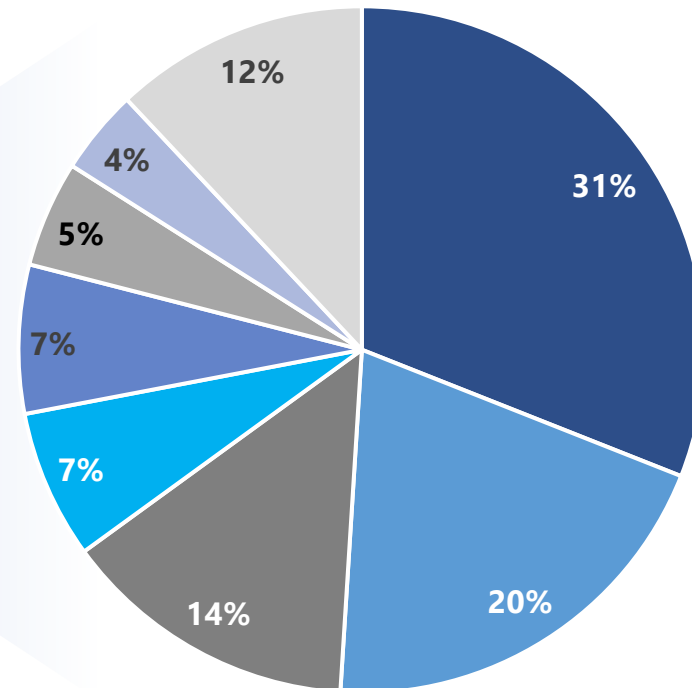
## Q1 FY24

# Diversified NBFC serving customers across spectrum

Portfolio: INR 1,65,571 Cr



Retail portfolio break-up



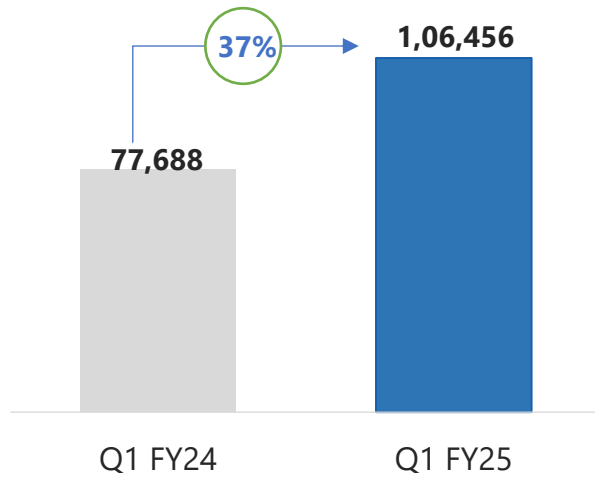
- Home Loans
- Loan against property
- Personal Loans
- Business Loans
- CEQ & CV
- Two-wheeler Loans
- Used Car loans
- Other retail loans

# ... with a deep focus on Retail & SME customers

**64%** Retail

**23%** SME

**13%** Corporate



### Mortgage Loans

- Home Loan
- Affordable Home Loan
- Loan Against Property

### Auto Loans

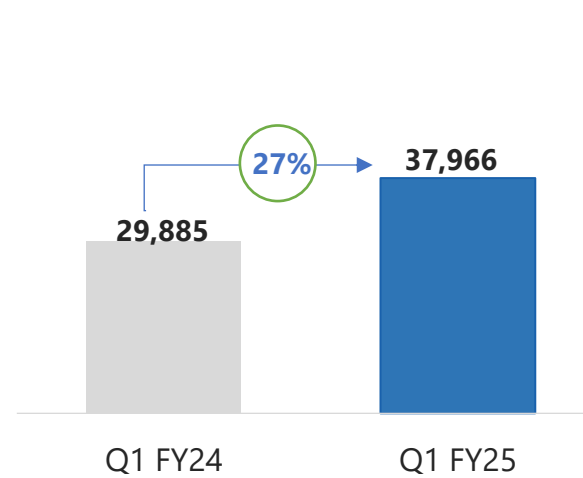
- Used Car Loan
- New Car Loan
- Two-wheeler loan
- Construction Equipment Loan
- Commercial Vehicle Loan
- Loans to Auto Dealers

### Unsecured Loans

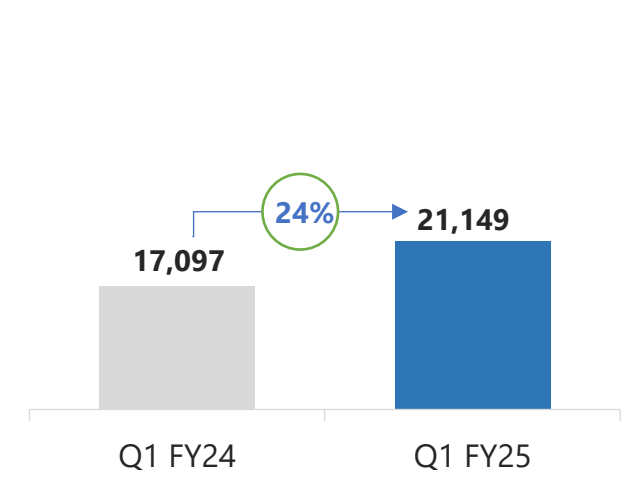
- Personal Loan
- Business Loan
- Microfinance

### Other Retail Loans

- Loan Against Securities
- Equipment Finance
- Leasing
- Consumer Durables
- Education loan
- Rural Individual Loan




- Channel Finance
- Invoice Discounting
- Factoring
- Term Loans
- Working Capital Loans



- Corporate Loans
- Cleantech Finance
- Construction Finance
- Working Capital Loans

# ... and a leading India-focused PE fund manager

## Quick facts

-  **Provide growth capital to mid-market companies**
-  **14 years | 5 funds themes**
-  **INR 7,301 Cr funds raised**
-  **52 deals since inception with gross MOIC<sup>1</sup> of 2.4**
-  **32 exits / listed investments with 2.9 MOIC<sup>1</sup>**
-  **Backed by India's most reputed business group 'Tata'**
-  **14% of funds contributed by Tata Capital**

## Key Funds

## Theme

## Commitment

## # of deals

### Tata Capital Growth Fund (I & II)

Urbanization, Discrete Manufacturing & Strategic Services

INR 2,445 Cr

15

Select investments (past & present)



### Tata Capital Healthcare Fund (I & II)

Pharma, hospitals, diagnostic chains, healthcare services

INR 1,329 Cr

18

Select investments (past & present)



# Wealth Management services for everyone

## Business Strategy

- **Focus on building Trail Assets** - Mutual Funds and Alternates
- **Continue to scale** by increasing RMs
- **Prioritize profitable growth**, increase products for distribution
- **Focus on Increasing SIP book** in the digital business

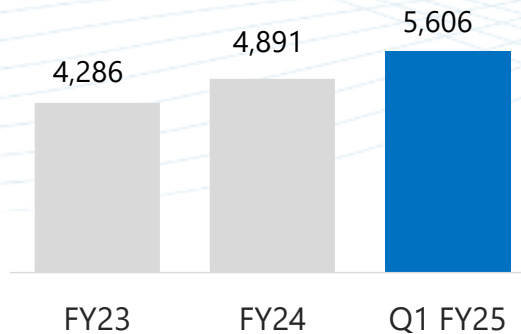
## Key highlights

- **Annual recurring revenues** now at 44% of total revenues
- **AUM growth of 32%** (since FY23)
- **Healthy yield on assets of ~1%**

**TATA CAPITAL WEALTH** 

*A bouquet of customized individual and business offerings, backed by a dedicated team of wealth managers and investment product specialists*

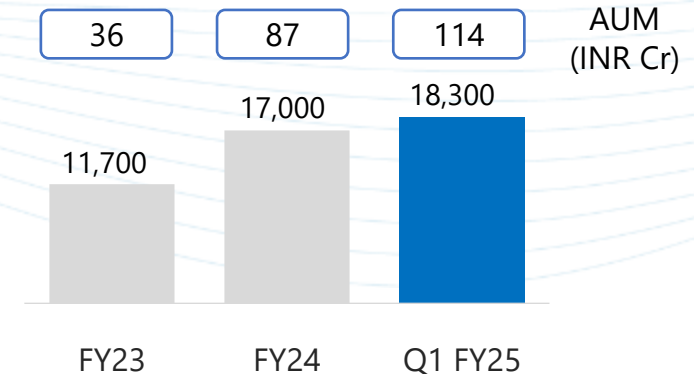
AUM (INR Cr)



**Moneyfy**  
By TATA CAPITAL

*A DIY investment management platform with digital product offerings across wide range of products incl. equity & fixed Income instruments, lending & insurance*

Investing clients



***Well  
positioned  
for long-term  
Success***

Expanding footprint in Tier II cities & beyond

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Expanding reach across mediums

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Digital @ heart of our transformation

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Analytics across Customer life cycle

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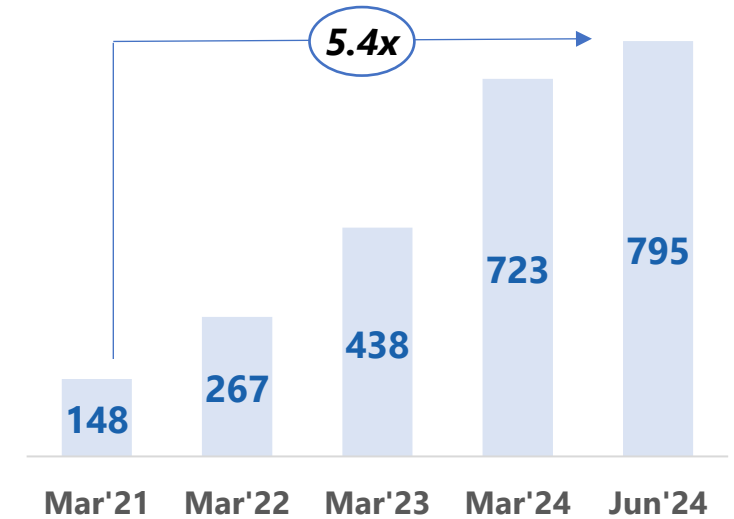
Strong risk culture embedded across organization

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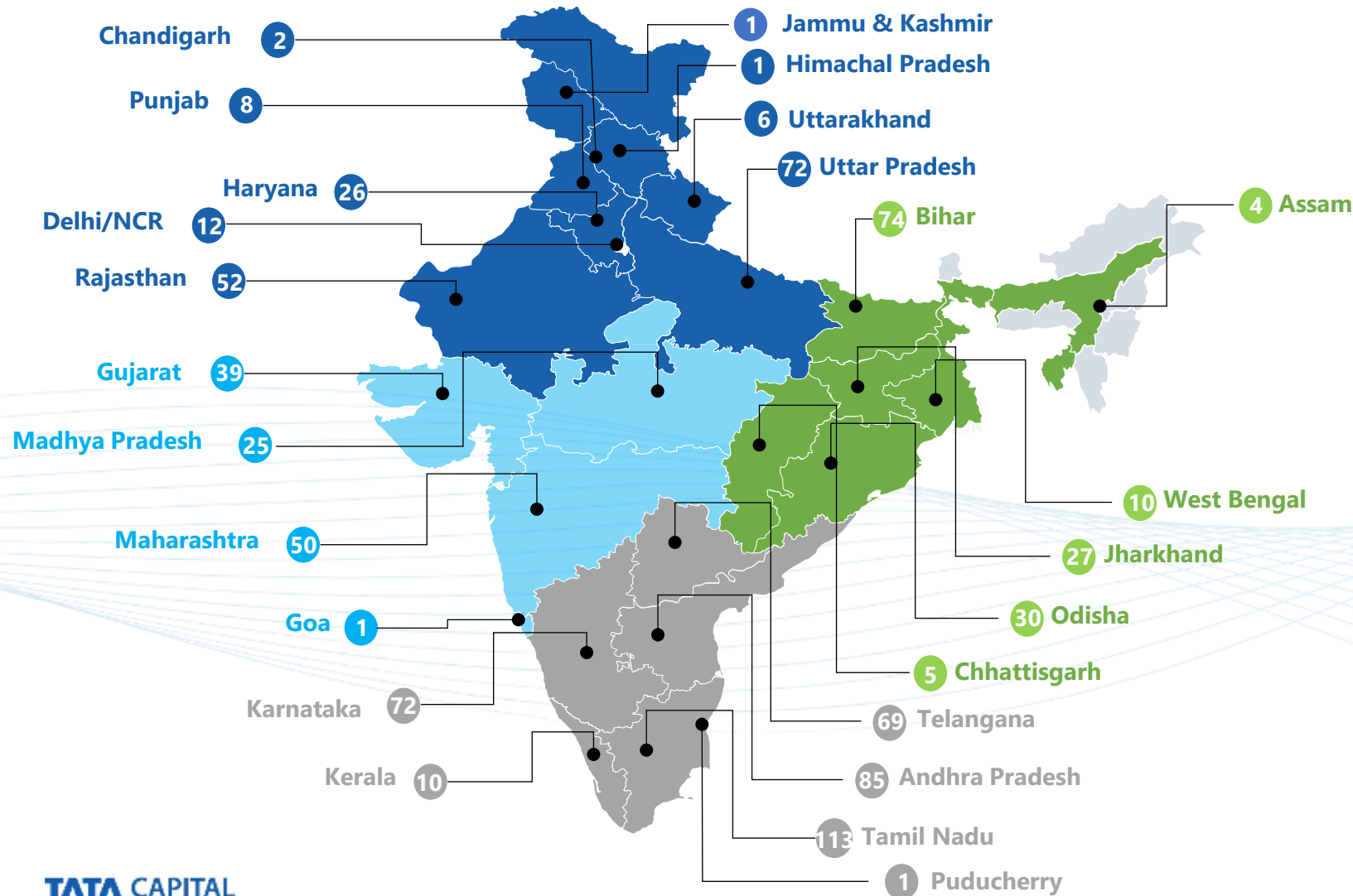
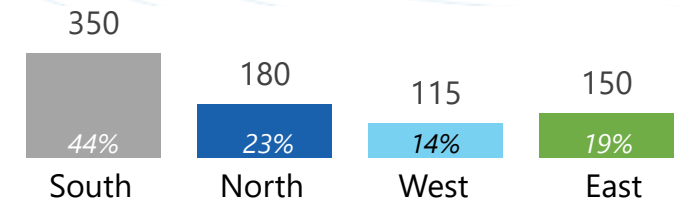
Synergies from diversified Tata ecosystem

# Expanding footprint in Tier II cities & beyond

*Rapidly expanding branch presence over the last 3 years*



*Pan-India geographic footprint*



# Brand initiatives



## Social Media Campaign

Dinner time is that time of the day when the entire family comes together, without any rush and indulges in talks that vary from how their day was, crucial life decisions to juicy gossip about everyone under the sun. However, there is one topic that is often overlooked is **financial management**.

**Tata Capital's new campaign** urged families to initiate **#DinnerTableConversations** about the talks that matter for their tomorrow i.e. financial planning.

#KhoobsuratChinta **TATA CAPITAL**  
Education Loans

Worry about your choice of country  
Let Tata Capital handle your finances!

**APPLY NOW**

## Education Loan Campaign

We successfully launched our inaugural Education Loan campaign. For 4 weeks, our digital campaign targeted the top 40 cities, reaching aspiring students and their parents across the nation.



## Powerplay with Shubman Gill

A meet & greet event was organized in **May'2024**, during which the top business performers of Tata Capital were felicitated by top management. Additionally, they had the opportunity to interact with Mr. Shubman Gill through a fun-filled evening



# 'Digital' @ heart of our transformation

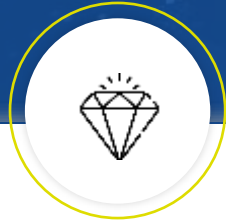


## Reimagining customer experience

Accelerated No-touch, paperless disbursements

Increased Business from Direct to Customer Channel

Enabled Multi Banking for SME & Corporate Journeys



## Bringing delight to service

Gen AI powered bot servicing

Auto Renewal of Limits for Channel Finance Customers

Continued instant self-service focus; higher servicing from Digital platforms

Enhanced Multi-lingual & conversational capabilities & marketing communication engine

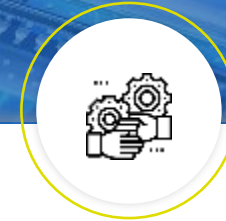


## Rethinking how we operate

Using intelligent automation across value chain to continually improve cost efficiencies

Leveraging data and analytical models to improve metrics across businesses & functions

Deep focus on automation & data-led collection capabilities



## Simplifying partner journeys

Enabled Digital assisted journey for Education loan for Partners

97% adoption across all products

Enabling better partner productivity, convenient supervision and ability to serve anytime, anywhere



## Embracing ecosystems for growth

Leverage partnerships – Tata Digital, Fintech ecosystem and broader Group – to launch digital first products across retail, mortgage & channel finance

Comprehensive API stack to enable e2e digital / STP partner journeys

# Digital as a Business catalyst

25% growth in web traffic via optimized webpages

Significant growth in **mobile app downloads**

Segment based customer & channel partner journeys enabling **instant, paperless disbursement**

~INR **600+ Cr** business done through **cross sell in Q1 FY25**



Enhanced **pre-approved offers** through use of ML models

Digital tools & enablers for faster & efficient customer onboarding – **Digital KYC, electronic repayment**

**Partnerships across lending value chain:** Business sourcing, embedded lending, processes, systems & business enablers

**230+**

APIs used across ecosystem

**100%**

Applications on hybrid cloud

**85%+**

of retail logins use scorecards

**190+**

Partnerships

**22L+**

Pre-approved offers monthly

# Digital as an Efficiency enabler

## Underwriting

Data from source via APIs enabling **rule-based underwriting**

**Banking Analysis:** Account Aggregator, Net Banking , ePDF

**Financial Analysis:** GST, ITR and Credit Appraisal Memorandum Automation

**Productivity enhancement:** Reduction in underwriting turn-around time

## Collections

Data & AI/ML led allocation strategy: pre-delinquency management, delinquency recovery – **45+ models used across collections management**

**Click to call** – Cloud calling functionality made live for Collection executives

**Cash Management Service** – Onboarded additional partners for cash deposition services at multiple partner outlet towards overdue amount.

**Enhanced BBPS** Tie up's– Additional Operating Units integrated for load balancing and increase in payment processing capability

**100%**

Two-Wheeler cases decided via scorecards

**15%+**

Business Loan transactions are processed through Account Aggregator

**92%**

Collections through digital

**65%**

Digital payments through BBPS

**100%**

Digital app enabled collections workforce

# Digital as an Experience driver

## Customer

**New age Digital Experience:** Upgraded to Modern UI including dark mode

Omni-Channel Presence: Website, App, WhatsApp, IVR, SMS (link-based loan service)

**Self-Service Capabilities:** Statement of Account, KYC details update, Interest Certificate, etc.

**Voice and Chatbot Assistance** with conversational service capabilities: TIA (powered by GenAI) with 99% Accuracy

**Voice Assistance** (Alexa, Google Assistant)

**Multilingual Availability of services**

## Channel

**Agent Productivity:** Paperless workflow management for agents

**Convenient Supervision:** Agent wise dashboards including real-time sales view against business plan

**Digital journeys** for agents incl. Eligibility Calculator, bureau & income fetch and analysis, digital KYC, etc.



**97%** customers onboarded through digital platforms

**167+** services on digital channels

**83%** Digital Adoption of services

**13L+** service requests handled digitally for the quarter

**90%** Channel Finance drawdown via online channels

# Retail: Seamless digital experience

Efficiency at its core: "Building Reliable and scalable Online Platforms"

### Loan & wealth App

Scan to download

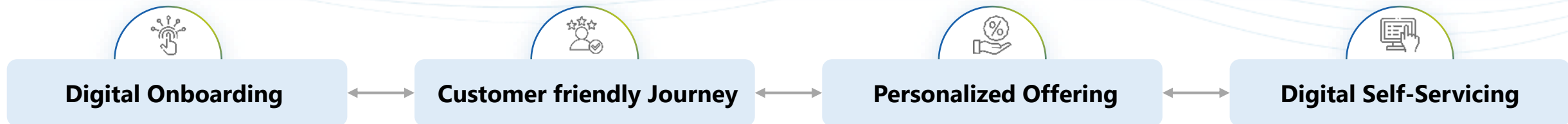
### Customer Portal

### Encompassing...

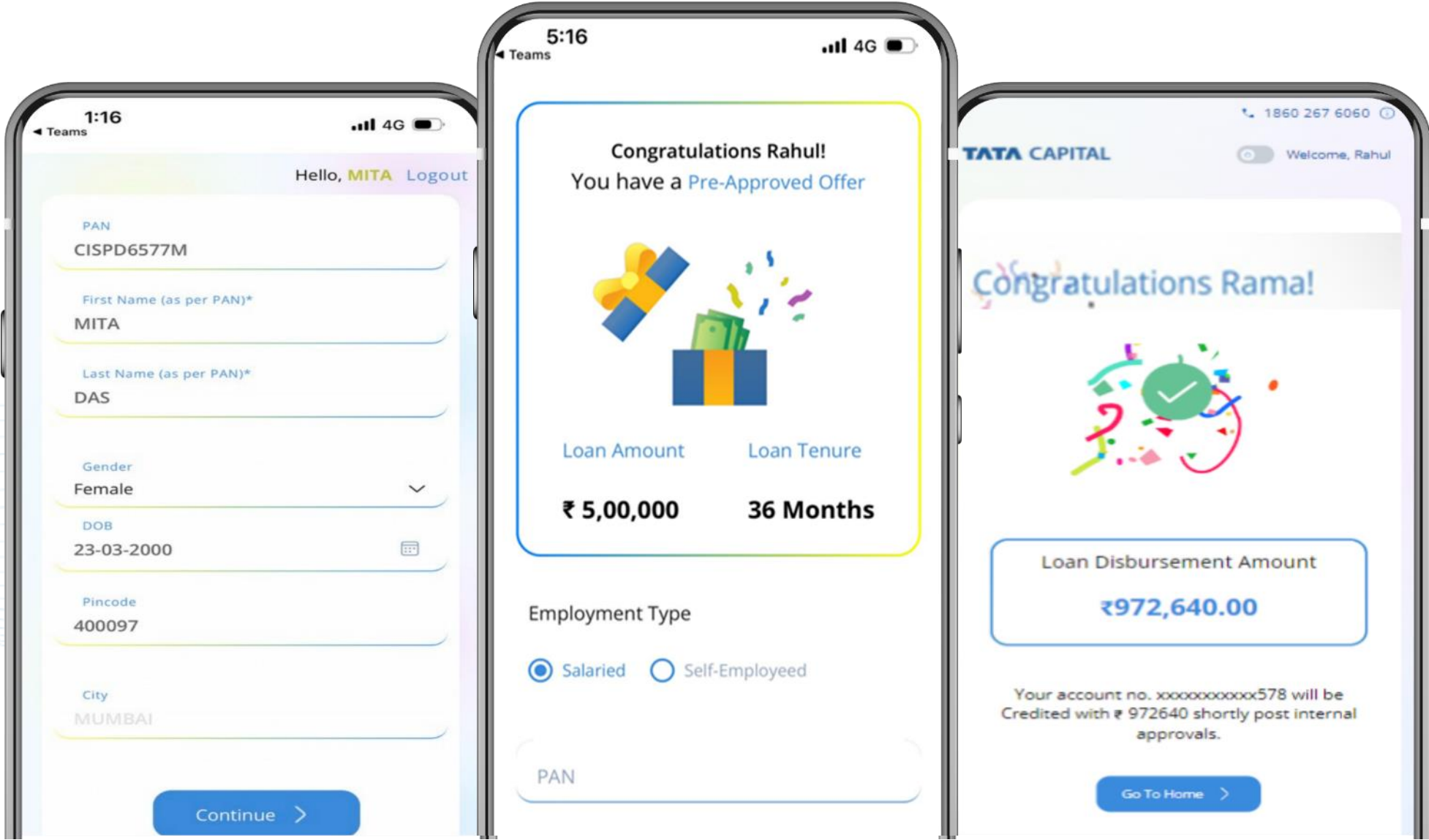
**167+**  
Services

**25+**  
Customer journeys

**15+**  
Product offerings



# Retail: Instant Unsecured Loan journey



# Retail: Scaling up Account Aggregator based use case

100K+ successful transactions through Account Aggregator across different products over the last year



Home Loan



Business Loan



Personal Loan



Channel Finance

Provide your Bank statement through Account Aggregator. By clicking below, you consent to be redirected to our third - party partner platform.

Popular Banks

State Bank of India    **HDFC Bank**    ICICI Bank    Axis Bank    Kotak Mahindra Bank    IndusInd Bank

or

Search

**HDFC Bank, India**  
Select a way to link your bank account

Bank Statement via OTP  
By RBI licensed Account Aggregator  
**RECOMMENDED**

Netbanking  
Using username and password

Bank Statement  
Computer generated PDF required

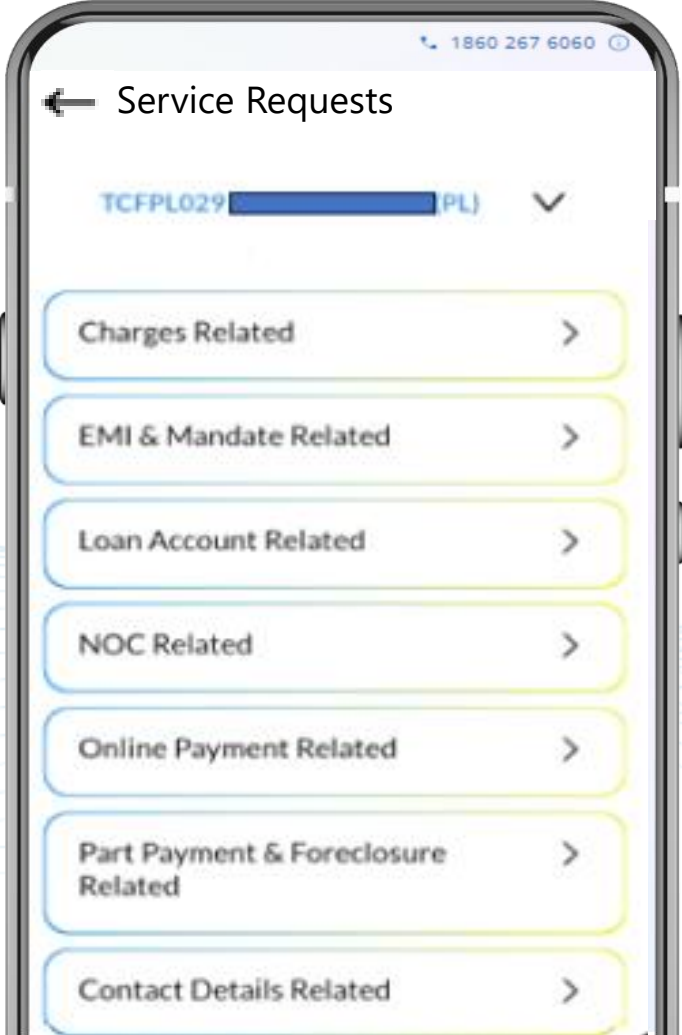
PROCEED >

# Retail: Customer experience redefined

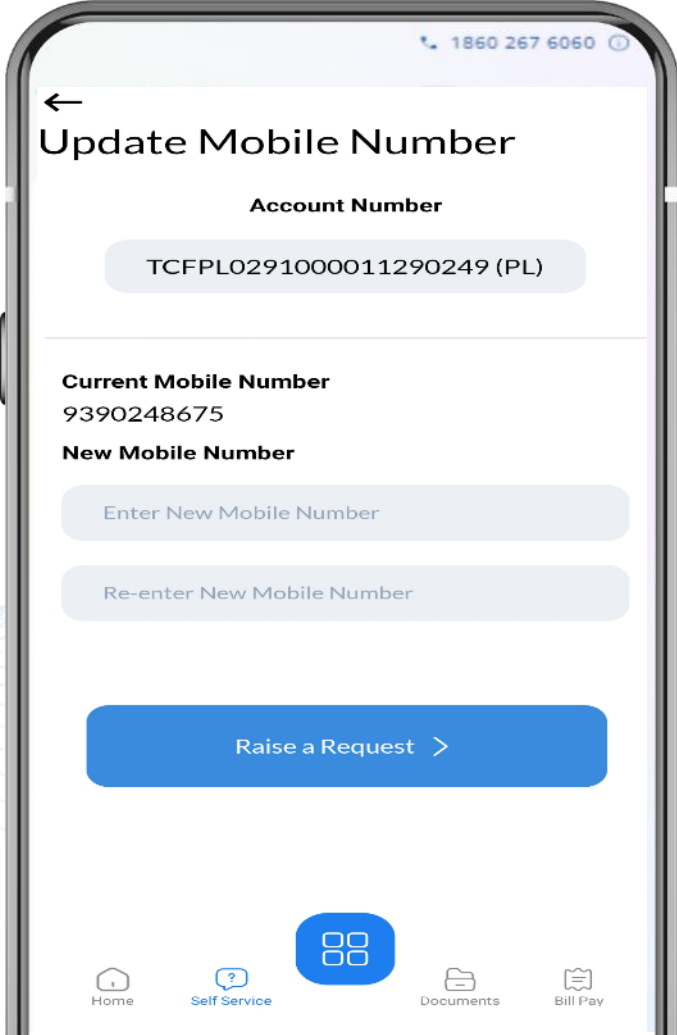
Dashboard



Categorized Service Requests



Profile update







# One Stop Digital Solution for all financial needs

Quick KYC & Onboarding



Track transactions



360 portfolio view



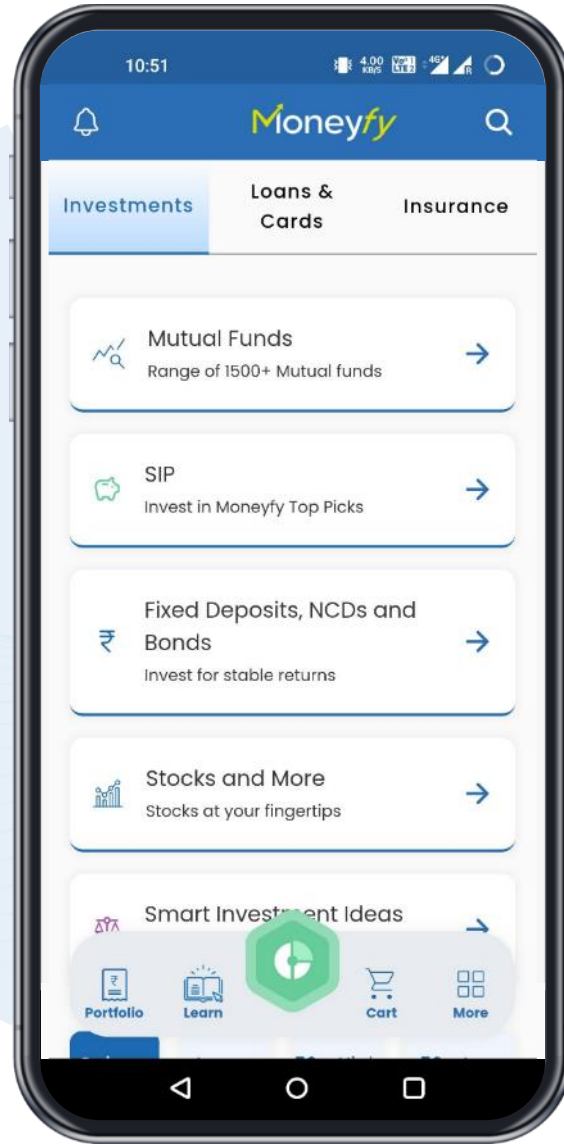
On Call Assistance



Goal based investment



60 lakh+ Downloads



## Invest

- Mutual Funds
- Corporate FDs
- Stocks
- Small Case
- Bonds

## Bill Pay

- Utilities
- Recharges
- EMI Payments
- Subscriptions
- Taxes

## Borrow

- Personal Loan
- Business Loan
- Home Loan
- Used Car Loan
- Credit Card

## Insurance

- Life Insurance
- Health Insurance
- Travel Insurance
- Hospital Cash
- Motor, Personal Accident Insurance

Scan to  
download



# SME & Corporate: Seamless digital experience

Efficiency at its core: "Building Reliable and scalable Online Platforms"

**SME & Corporate App**

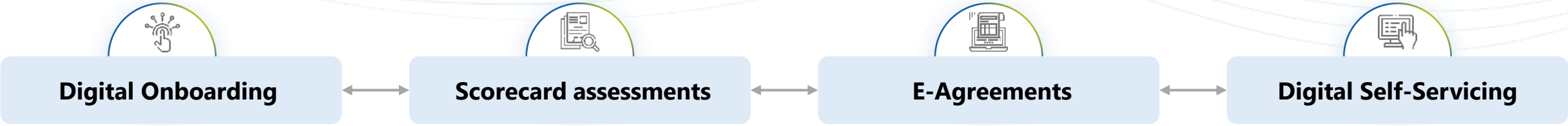
Scan to download

**Customer Portal**

Contract Number	Contract Date	Asset Model Name/Make/Serial No.	Balance Amount (₹)	Equity (₹) (₹)	Charge (₹) (₹)	Next Bill Due Date	EMI Amount (₹)
Total			₹ 28,000.00	₹ 14,700.00	₹ 14,700.00		0.00
0170020475	27 Jun 16	VE FRO 11.80HP 1702	11,200.00	6,400.00	6,400.00		0.00
0170020476	27 Jun 16	VE FRO 11.80HP 1702	11,200.00	6,400.00	6,400.00		0.00
0170020477	27 Jun 16	VE FRO 11.80HP 1702	11,200.00	6,400.00	6,400.00		0.00
0170020478	27 Jun 16	VE FRO 11.80HP 1702	11,200.00	6,400.00	6,400.00		0.00
0170020479	27 Jun 16	VE FRO 11.80HP 1702	11,200.00	6,400.00	6,400.00		0.00
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0170020489	27 Jun 16	VE FRO 11.80HP 1702	11,200.00	6,400.00	6,400.00		0.00
0170020490	27 Jun 16	VE FRO 11.80HP 1702	11,200.00	6,400.00	6,400.00		0.00

**Encompassing...**

- 100+ Services
- 20+ Customer journeys
- 15+ Product offerings



# SME & Corporate: Loan Origination System 2.0

## Sales



Multiple API integration - PAN, GST, CIN

Digital KYC

Multiple product/facility offering ability

Customer DIY Journey enablement

## Credit underwriting



Third party integration – Data enrichment

Automated eligibility calculation

CAM auto generation

STP journeys

Fastrack flow

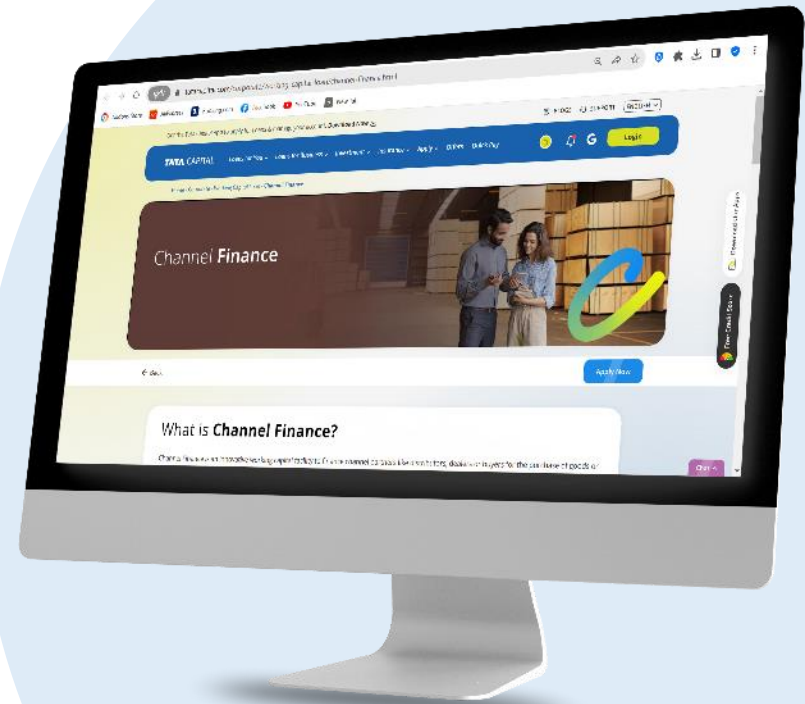
Collateral Management module

## Post Sanction











Disbursement Memo generation module

Paperless disbursement - E-sign and E-stamp



# SME & Corporate: Superior customer experience

 Instant Drawdown & Disbursal	 Additional Limits Activation
 View Loan Transaction & Repayment Schedule	 Update Stock & Debtor Statements
 Upload/Download TDS Certificates	 Loan Application Tracker
 Vehicle Leasing For Corporates	 Customized Dashboard/Reports
 Automated Ageing based Invoice authorization	 Digitized Trade Advance module



Digitized service journeys available for all SME & Corporate products



End to end architecture including internal processes to maximize efficiency and reduce TAT

**90%**

Digital drawdowns for Channel Finance

**63%**

Digitally Active Supply Chain Finance Customers

**91%**

Service requests handled digitally

# Analytics across customer lifecycle



**Better conversion and pricing**



**Improve cross-sell & Products per Customer**



**Increase Straight through decision making**



**Improve collection efficiency**



**Drive productivity and efficiency**

## Acquisition & Cross-sell

Leads from existing base & group ecosystem

Prospect Marketing

Pre-approved offers

Segmentation and profitability models

## Underwriting & Disbursement

Decision scorecards

Decision tree for policy refinement

Risk based pricing

Channel scorecards

## Lifecycle Management & Retention

Bureau Watch

Proactive retention models

Pricing Model/CLTV/ Customer risk profiling

Early warning signals

## Collection & Recovery

Scorecards built using LR/DT/ML algorithms

Models used for allocation, self cure, representation strategy, X bucket and flow bucket collections, Settlement and Repo

# Strong **Risk culture** embedded across organization

**Strong risk management framework, with rigorous oversight, multiple layers of defense, robust through-the-cycle risk framework supplemented by data analytics capabilities**



Agile & responsive risk function fostering a strong risk culture across the organization



Wide coverage of entire spectrum of risks including Credit, Operational, Fraud, Market, InfoSec & IT, Compliance and ERM



Superior Risk insights strengthened with analytical capabilities



Continuous monitoring of portfolio through best-in-class risk management practices

# Synergies from diversified Tata Ecosystem

Tata Capital, as the flagship financial services of the Group, plays a pivotal role in Tata group's focus on domestic consumption as a key theme in their growth philosophy



Metals	TATA METALIKS	TATA STEEL					
IT	tcs	TATA ELXSI	class edge				
Financial	TATA CAPITAL	TATA AIA LIFE	TATA AIG INSURANCE	TATA MUTUAL FUND			
Auto	TATA MOTORS	TATA AUTOCOMP	JAGUAR	LAND ROVER			
Retail	TITAN	groma	TATA CLIQ	Starbucks	TATA Saft	WESTSIDE	VOLTAS
Infrastructure	TATA POWER	TATA HOUSING	TATA PROJECTS				
Telecom	TATA PLAY	TATA COMMUNICATIONS	TATA TELESERVICES LIMITED				
Tourism & travel	TAJ	GINGER HOTELS	INDIGO AIR INDIA	AirAsia	vistaRa		
Aerospace & defence	TATA ADVANCED SYSTEMS						

*Shared brand and synergies with various Tata Group companies and potential opportunities to cross-sell set to increase further as Tata Capital taps into the Tata Group ecosystem as part of its growth strategy*

330k+

Offers generated on Tata Neu



74k+

Customers from Tata Neu

~80

Relationships with Group companies

1,000+

Dealers / Vendors

# *Offering a diverse range of products*

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Housing  
Loans

Loan Against  
Property

Affordable  
home loans

Micro  
finance

Personal  
loans

Business  
loans

Vehicle  
loans

Education  
loans

Channel  
finance

Eq. finance  
& Leasing

Corporate  
loans

Construction  
finance

Cleantech  
finance



## Home Loan

- Presence in Metro, Tier-1,2,3 cities; catering to both salaried & self-employed customers
- Lower cost of acquisition with usage of data analytics and technology
- Digital disbursals up by 30% QoQ; large penetration in the builder segment across cities
- Driving fee income through cross-sell and focus on sustained portfolio quality

**43 Lakhs**

Avg. ticket size

**63%**

Avg. LTV

**45%**

Direct sourcing

**99.9%**

Collection efficiency

## Loan against Property

- Offering loans to both self-employed and salaried customer class through various underwriting programs
- Focus on expanding locations with prime objective to cater to Tier 3 /4 locations & generate incremental volume with pristine portfolio quality
- Hybrid OD product offering to cater to the SME segment for their short-term working capital needs
- Acceptance of wide range of collaterals across residential, commercial, and industrial properties

**51 Lakhs**

Avg. ticket size

**39%**

Avg. LTV

**250+**

Branches

**99.7%**

Collection efficiency

## Affordable Home Loan

- Reaching customers directly using an activity-based sourcing approach; helping customers improve financial literacy
- Presence in 160+ Tier-1, 2, 3 & 4 cities; expanded to 18 new locations in FY24 across all tier markets to enhance reach
- Agile policy & risk management framework with tailor-made products across segments
- Focus on high-yield segments through presence in micro-housing markets

**16 Lakhs**

Avg. ticket size

**55%**

Avg. LTV

**79%**

Direct sourcing

**99.7%**

Collection efficiency

## Microfinance Loan

- Doubled the geographical presence to 400+ branches in 13 states covering 211 districts marking presence in 30,000+ villages
- E2E digital paperless journey with geo-fencing and geo-tagging coupled with scorecard based decisioning & bank account verifications
- Customer Centricity: 6 vernacular languages for customer communications & multiple cashless payment options mitigating the risk of cash loss / theft
- Nirikshan – Centralized oversight (monitoring & tracking) for field activities – leading to enhanced productivity and ensuring portfolio health check

**46k**

Avg. ticket size

**6 Lakhs+**

Women empowered

**100%**

Digitally enabled business  
(since inception)

**40%**

Digital Collections

## Personal Loan

- Focused growth through organic business by building DIY journeys and sourcing through strategic partnerships | Instant Approval Facility
- Comprehensive offerings to cater bespoke customer needs – Term loan, Overdraft facility namely Step Up (Hybrid) facility and Dropline facility
- Utilizing data analytics to deep mine existing customer base; 32% contribution from cross | repeat sell
- Adopted proactive risk management while ensuring sustainable growth

**3 Lakhs**

Avg. ticket size

**65%**

Direct Business contribution in overall disbursals

**400+**

Sourcing Locations focusing on deeper geographies

**99.3%**

Collection efficiency

## Business Loan

- Focus on right segmental mix (micro / small / medium enterprises and self-employed professionals) and cluster-based programs
- Optimized Customer Onboarding through Digital Journey along with customer focused offerings : Term Loan, Overdraft Facility, flexi-loans and pre-qualified loans to SEPs
- Robust Portfolio Protection – Advance Credit Engines | Risk Frameworks | Government driven Credit Guarantee Initiatives
- E2E API stack for partners with direct access to borrower data from Account Aggregator network and GST & Udyam portals

**14 Lakhs**

Avg. ticket size

**500+**

Business touchpoints

**Amongst the Top**

NBFCs in India

**99.3%**

Collection efficiency

## Two-wheeler Loan

- Widespread distribution with 900+ locations and 5,500+ channels
- Market reach: 75:25 Emerging vs Top, with extensive presence in Tier 3, 4 towns
- 100% digital onboarding of customers; E2E digital journey incl. Digital KYC, Live Photo, E-NACH, E-Sign, E-Stamping
- Fast-track process ensuring same-day disbursements to dealers; automated PDD – document management process (Industry first)

**1 Lakhs**

Avg. ticket size

**10 min**

Swift-decisioning;  
Time-to-Yes (T2Y)

**Preferred**

Financier amongst all OEMs

**99.2%**

Collection efficiency

## Used Car Loan

- Growing business through expansion of dealer network with focus on OEM partnerships; large network of channel partners with multi-location presence
- Maintaining a balanced mix of repurchase & refinance, ensuring industry leading asset quality
- Winning combination of tech and process: Multiple API Integrations leading to reduced TAT by 30%
- Launch of website journey to help increase the digital outreach

**6 Lakhs**

Avg. ticket size

**~700**

Active Channel Partners

**27%**

Scorecard Based Business

**99.2%**

Collection efficiency

## Education Loan

New

- Loan for Indian Students going for higher Education (Undergrad/ Postgrad/Masters) in India & Overseas
- Leveraging Internal & External distribution channels; enhancing customer experience with DIY journeys; building an ecosystem for student lifecycle management
- Cross-sell opportunity through third party products- Life & Health Insurance, Forex
- Up to 100% sanction; Sanction before admission

**Upto 75  
Lakhs**

Collateral-free loan; secured loan upto INR 2 Cr

**Upto 15  
Years**

Tenor

## New Car Loan

New

- New car loans not only for customers with formal income/documents, but, also for the customers with informal/cash income, adding to the idea of financial inclusion
- Catering to customers with requirement for specialized vehicle usage, such as captive, cargo, etc. typically ignored by most financiers
- Deployment of manpower in deeper geographies
- Credit decisioning within minutes

**~7 Lakhs**

Average Ticket Size

**~ 350**

Locations

## Leasing

- Only multi-asset leasing solution provider - IT, Healthcare, Plant & machinery, CV | CEQ | EV, Employee cars, etc.
- Only leasing solution provider across SME and Corporate, MNC customers; focus on Corporate-linked employee perk programs
- Launch of digital platform for low ticket size cases especially for Car & IT leasing
- Unmatched customer centric approach that is asset agnostic; catering to various repayment structures and transaction types

**6 Cr**

Avg. ticket size

**100%**

Invoice digital upload for Employee Car Leases

**Leading**

NBFC in the leasing space

**Preferred**

Leasing partner for two global IT h/w majors

## Equipment Finance

- Present in niche space of OE driven equipment finance; catering to diverse asset classes – Industrial, Plastic, Packaging, Printing, Medical, Pharma
- Increasing granularity through lower ticket size & digital penetration (0 – 2 Cr ticket size)
- Customized solutions for imported machines - L/C , B/C and suppliers credit through tie-up banks
- Digital journey for quick sanctions and disbursements for small ticket loans upto INR 1 Cr

**1.6 Cr**

Avg. ticket size

**60%**

No of customers through digital acquisition

**50+**

OEM tie-ups

**Pan India coverage**

## Emerging & Mid Corp Loan

- Catering to corporates with turnover ranging between INR 5 Cr – INR 250 Cr and INR 250 Cr – INR 1,000 Cr, respectively
- Region-specific industry approach; leveraging local market knowledge to enhance offerings
- Focus on emerging sectors and product mix to drive profitability; dedicated teams for new customer acquisition and existing relationship management
- Focus on diversification across sectors such as auto, electronics, pharmaceuticals and healthcare, steel, FMCG, education, etc. to build robust book

**12 Cr**

Avg. ticket size – Mid corp

**5 Cr**

Avg. ticket size – Emerging corp

**13%**

Portfolio contribution from scorecard assisted products

**30+**

Locations

## Supply Chain Finance

- Loans extended for working capital and capital expenditure requirements across industry segments
- Offerings in the form of channel finance, vendor finance, factoring ranging from INR 5 Lakhs to 50 Cr
- Seamless customer experience through ease of documentation - 75% new cases through digital journey; extensive use of our own SME digital platforms enabling customer servicing across India
- 1st amongst peers to start offering Factoring as an alternative working capital solution

**2 Cr**

Avg. ticket size

**#1**

in Channel Finance among non-banks

**90%+**

Customers onboarded digitally

**100+**

Corporate tie-ups

## CEQ & CV Loan

- Construction equipment demand driven by infrastructure investments; focus on small fleet operators & individuals and used CV segment
- Large network of 150+ channel partners and multi-locational presence
- Leveraging the digital journeys via CEQ Tatkal and Instant CV for E2E digital disbursement
- Offering customized E2E solutions to OEMs and their Customers

**80 Lakhs**

Avg. ticket size – CEQ

**25 Lakhs**

Avg. ticket size – CV

**200+**

Planned Location Coverage

**50%+**

Instant CV Penetration

## Factoring

**New**

- Growing business through expansion of dealer network with focus on OEM partnerships; large network of channel partners with multi-location presence
- Maintaining a balanced mix of repurchase & refinance, ensuring industry leading asset quality
- Winning combination of tech and process: Multiple API Integrations leading to reduced TAT by 30%
- Launch of website journey to help increase the digital outreach

**3.3 Cr**

Avg. ticket size

**60**

# of total assignors

**500+**

# Debtors



## Cleantech Loans

- ✦ Tata Capital along with IFC established a separate financing arm called Tata Cleantech in 2012 with a clear focus on Green or Sustainable financing
- ✦ Strong sector / domain knowledge in Cleantech & Infra sectors; market leadership in sub sectors like C&I, respected for TAT & structuring solutions
- ✦ Keeping the loan book young & granular by enhancing geographical reach, deeper & customized product offerings and churn through syndication
- ✦ Strong brand creation in cleantech & infrastructure finance; helps pursue large underwriting and sell-down model

**65 Cr**

Avg. ticket size

**Market leader**

in financing of Open Access Renewable Projects

**400+**

No. of cleantech projects financed

**Best RoA**

vs. pure-play infra NBFCs; Lowest credit cost

## Construction Finance

- ✦ Opportunistic deals with Category A / B and corporate developers
- ✦ Leverage network of 3,500+ retail sales team to refer approved project funding leads to Construction Finance
- ✦ Focus on Early Warning Signals activity by driving Asset Quality Review (AQR), Portfolio Monitoring and GAR (Green, Amber and Red) Framework
- ✦ Aim to expand geographical presence to select new Tier-II locations

**88 Cr**

Avg. ticket size

**130+**

Developer group relationships

**10**

Locations

**Solution**

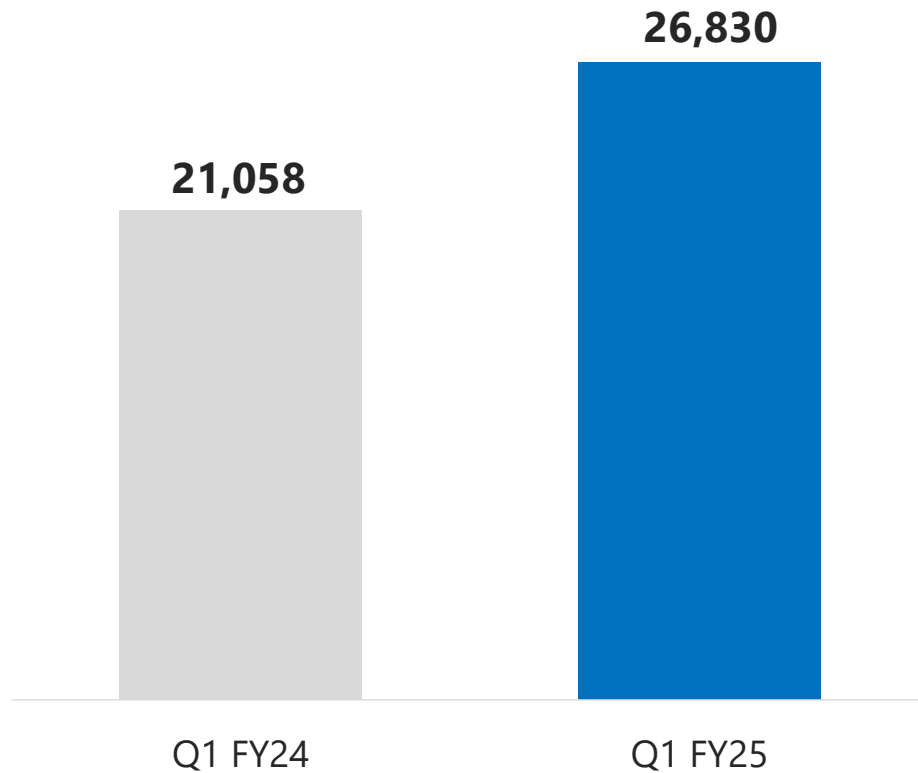
Oriented Lending

# Financial Performance

(Consolidated)

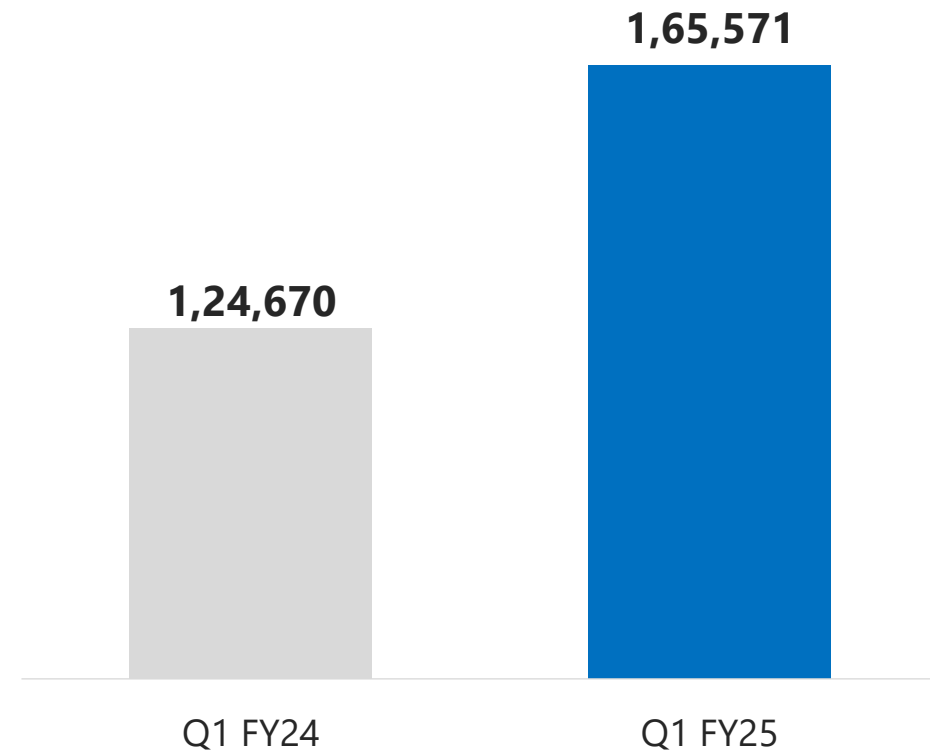
# Disbursals & Loan Book

## Disbursals: 27% Y-o-Y Growth<sup>1</sup>



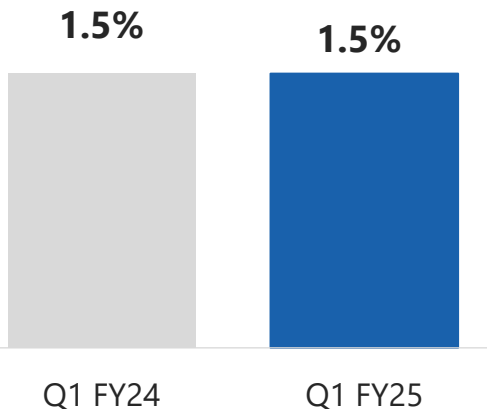
Numbers in INR Cr

## Loan Book: 33% Y-o-Y Growth

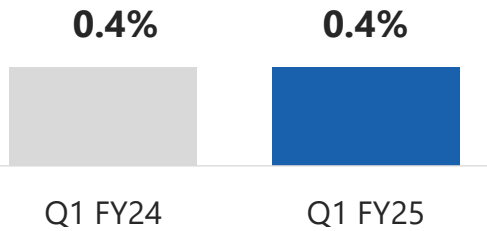


# Asset Quality

### Gross Stage III (%)



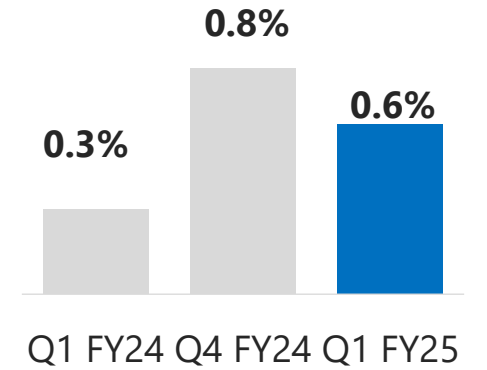
### Net Stage III (%)



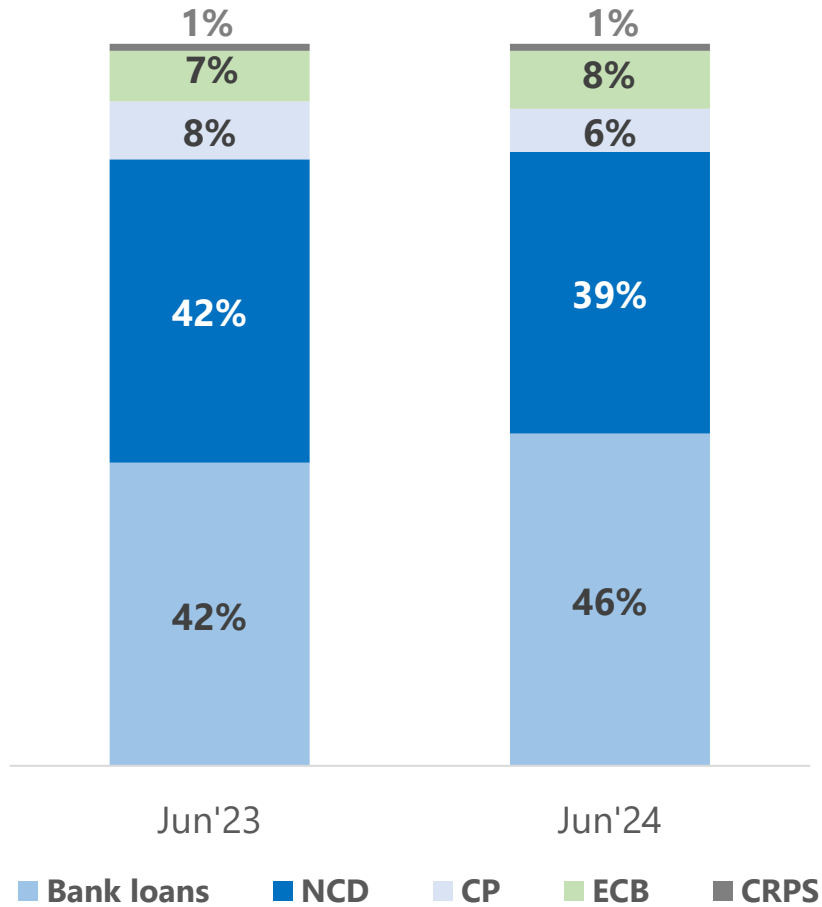
### PCR (%)



### Credit Cost (%)



# Liability Mix



**Diversified funding mix** including ECBs as well as public NCDs



Well-articulated capital **raising plan with a focus on raising more granular, sticky liabilities**



Maintained **adequate liquidity** along with a **well-managed ALM**

**Domestic ratings:**

Rated **AAA** by



**Int'l ratings:**

Rated **BBB-** by

**S&P Global** **FitchRatings**

(eq. to India's sovereign rating)

# Financial Performance

FY24	INR Cr	Q1 FY24	Q1 FY25	Y-o-Y Growth
<b>1,57,761</b>	<b>Loan book</b>	<b>1,24,670</b>	<b>1,65,571</b>	<b>33%</b>
<b>8,070</b>	<b>NIM + Fee</b>	<b>1,732</b>	<b>2,382</b>	<b>37%</b>
559	Investment income	103	92	-
<b>8,629</b>	<b>NIM + Other Revenue</b>	<b>1,836</b>	<b>2,474</b>	<b>35%</b>
3,624	Operating expenses	757	1,080	43%
602	Credit cost	85 <sup>2</sup>	237	180%
<b>4,403</b>	<b>Profits before tax</b>	<b>995</b>	<b>1,158</b>	<b>16%</b>
<b>3,150</b>	<b>Profits after tax</b>	<b>719</b>	<b>860</b>	<b>20%</b>
<b>3,150</b>	<b>Profits after tax (excl. one-time item)</b>	<b>719</b>	<b>901</b>	<b>25%</b>

FY24	Ratios	Q1 FY24	Q1 FY25
<b>6.1%</b>	NIM + Fee (%)	<b>5.9%</b>	<b>6.1%</b>
<b>42%</b>	Cost to Income (%)	<b>41%</b>	<b>42%</b> <sup>1</sup>
<b>0.5%</b>	Credit Costs (%)	<b>0.3%</b>	<b>0.6%</b>
<b>17.6%</b>	Return on Equity (%)	<b>18.1%</b>	<b>16.2%</b> <sup>1</sup>
<b>2.4%</b>	Return on Assets (%)	<b>2.5%</b>	<b>2.3%</b> <sup>1</sup>

<sup>1</sup>Excluding one-time item; <sup>2</sup>Net of one-time reversal of macro-overlay

# Lending Subsidiary

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(Tata Capital Housing Finance Ltd.)

# TCHFL – Business overview

## About TCHFL

100% subsidiary of Tata Capital, dedicated towards Housing finance business

### Growing steadily

Phygital model supported by digital capabilities and expanding branch network, encompassing varied customer segments

### Serving the Underserved

Increased focus on Affordable Home Loans and Home Loans to priority sector through widespread reach with focus on Tier-2 and beyond locations

### Impetus on Digitization

Shorter TAT, increased reach and lower cost of acquisition; efficient use of analytics aiding in cross-sell and synergy

Avg. Ticket Size



**Home loan**  
INR 43 Lakhs

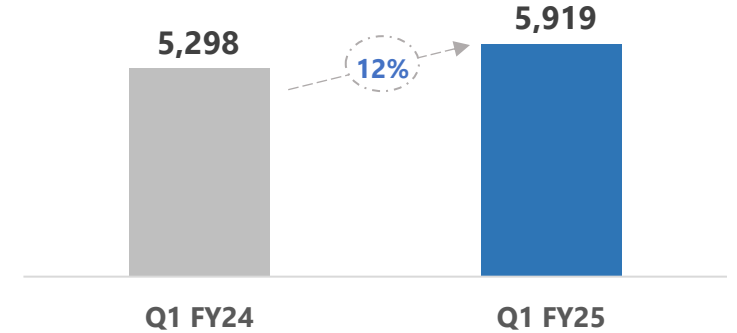


**Affordable HL**  
INR 16 Lakhs

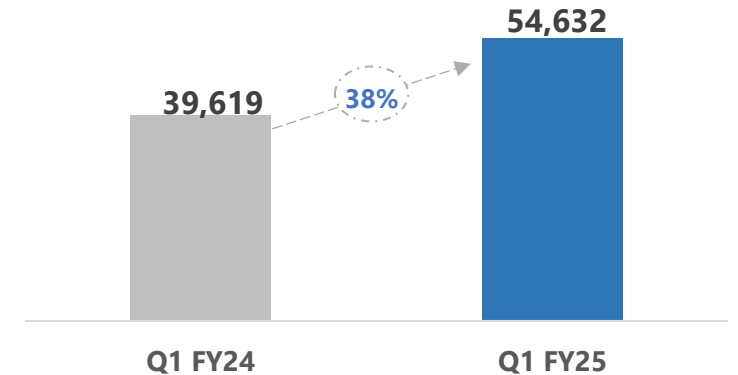


**LAP**  
INR 36 Lakhs

## Disbursements (INR Cr)



## Loan book (INR Cr)





# TCHFL – Financial performance

FY24	INR Cr	Q1 FY24	Q1 FY25	Y-o-Y Growth
51,402	<b>Loan book</b>	39,619	54,632	38%
2,254	<b>NIM + Other Revenue</b>	495	647	31%
863	Operating expenses	186	240	29%
(148)	Credit cost	(7)	(118)	~
1,539	<b>Profits before tax</b>	316	524	66%
1,148	<b>Profits after tax</b>	235	390	66%

FY24	Ratios	Q1 FY24	Q1 FY25
5.2%	<b>NIM + Other Revenue (%)</b>	5.3%	5.0%
38.3%	<b>Cost to Income (%)</b>	37.7%	37.1%
21.1%	<b>Return on Equity (%)</b>	19.0%	22.7%
0.9%	<b>Gross NPA (%)</b>	1.5%	0.8%
0.4%	<b>Net NPA (%)</b>	0.6%	0.4%

# ***Serving India 'Responsibly'***

Impacting Lives

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Financing green projects

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Serving the Underserved

# Impacting Lives



## Climate Action

Water security  
Renewable energy

**4,00,000+**  
lives impacted



## Health

Cancer Care  
Treatment  
Eradication of  
curable blindness

**7,85,000+**  
lives impacted



## Education | Skilling

Scholarships  
Quality Primary  
Education  
Financial Literacy

**3,35,000+**  
lives impacted

**15,20,000+**  
beneficiaries through  
our programs

- Aligned to our group focus areas and Sustainable Development Goals (SDGs)
- Benefits the Socially and Economically underprivileged and Affirmative Action Communities
- Trusted partners to deploy

# Financing green projects through **Cleantech Finance**

- Tata Capital along with IFC had established a separate financing arm called Tata Cleantech in 2012 with a clear focus on Green or Sustainable financing
- First Indian entity to join the Global **Green Bank Network** comprising National Green Banks from across the world
- First private entity globally to partner **UN Sponsored Green Climate Fund ('GCF')** to develop solar rooftop market



Utility Scale  
Solar



Wind



Distributed  
Solar



Power  
Transmission



Water  
Treatment



Small Hydro



Green  
Logistics



Energy  
Efficiency



Electric  
Mobility

Presence in financing of multiple  
climate focused businesses

**400+**

No. of cleantech  
projects financed

**29,000 Cr+**

Disbursed  
till date

**17GW+**

Renewable  
capacity financed

Project & Structured Finance

Debt Syndication

Financial & Cleantech Advisory

***Business activities***

# Serving the Underserved

Tata Capital makes essential financing available for underbanked individuals or businesses through multiple products

## Microfinance



- Microfinance customers are typically unbanked individuals who do not have access to traditional banking products
- They are self-employed women entrepreneurs. In rural areas, the customers are those engaged in small-scale income generating activities – Agri and Agri allied activities

### Growth Journey

- Expanded to 13 states with 400+ branches and 4 partners
- Empowered the lives of 6,00,000+ women customers enabling them to foray into entrepreneurial journeys
- CSR health camps conducted in Tamil Nadu, Karnataka and Andhra Pradesh

### Product Improvements

- 100% paperless journey
- During the onboarding, each customer is provided a Compulsory Group Training (CGT) wherein she is educated about financial literacy, income generating avenues and managing debt obligations

## MSME loans



- Business loans provided to small businesses in India which are a vital cog in the economic growth and one of the largest job creators in the informal sector
- Such loans come with features such as easy eligibility, minimum documentation and doorstep services allowing efficient credit penetration
- Flexibility to choose business loan as per repayment capability and enhanced ability to borrow especially for small businesses – allows increased penetration in the smaller pockets of the economy that do not have access to credit

Flexible loan tenor

Customizable products

No collateral required

Multiple repayment options

Aims to promote entrepreneurship culture allowing nurturing of homegrown talent and development in the economy

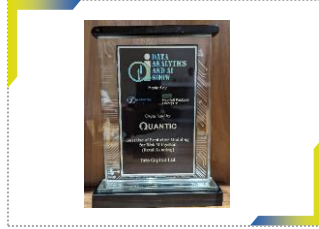
# Awards & Recognition



'Best innovation in Upper Layer NBFC for digital customer experience & service delivery – BT KPMG UL NBFC Awards, 2024



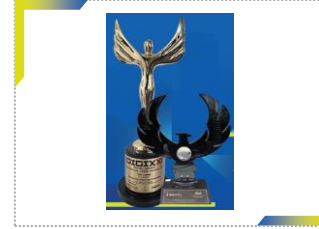
Outstanding Financial Institution for Green Financing at India Green Energy Awards, 2024



Award for Best use of Predictive Modeling in Risk Mitigation at Data Analytics and AI Show, 2024



Masters of Risk – NBFC' in the large cap category at the India Risk Management Awards, 2024



Award for Moneyfy performance marketing at Drivers of Digital Awards, 2023 & Digixx Summit & Awards, 2024



Award for 'Modern and Agile Data Architecture and Infrastructure' at ET DataCon Awards, 2024



'Multiple awards at Digital Customer Experience Confex and Awards, 2023



Multiple awards at ASSOCHAM Annual Summit & Awards, 2023



ET BFSI Excellence award – Microfinance Team, 2023



Multiple awards at CII – Digital Transformation Awards, 2023



Best Digital Transformation at CX Innovation & Technology Summit & Awards, 2023



Multiple awards at Banking Frontiers Awards, 2023



Excellence in Real estate finance (Metro) at Naredco Times Real Estate Conclave & Icons, 2023



Recognized as 'Most Ethical Procurement Company', Procurement Leadership Awards, 2023

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