

Q3 FY23 FINANCIAL RESULTS

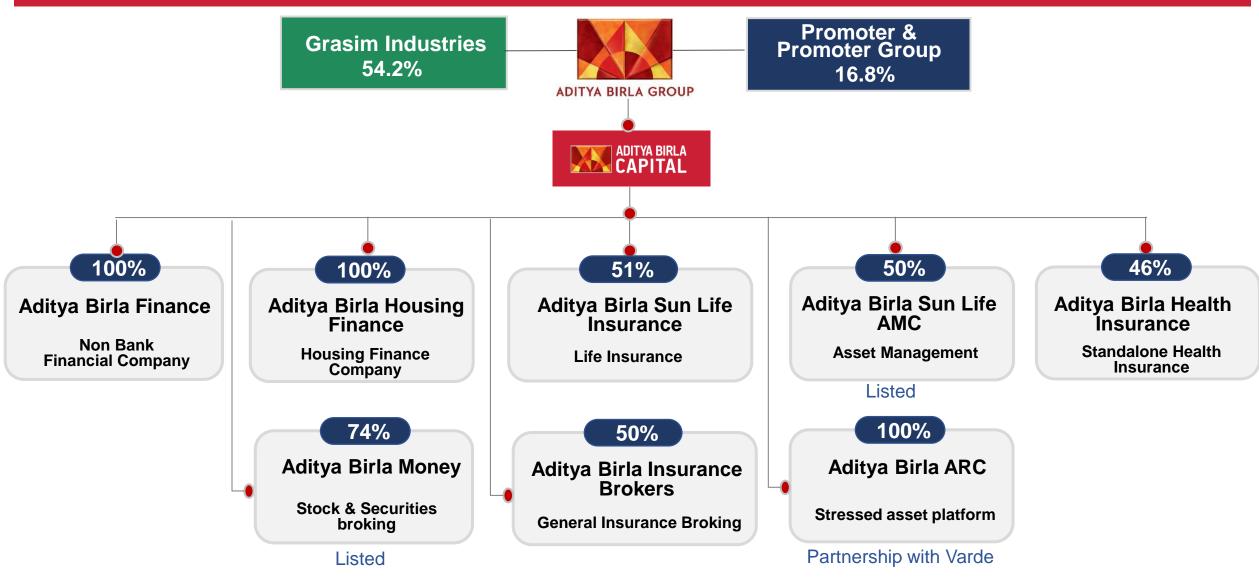
INVESTOR PRESENTATION

2nd February 2023

A Leading Financial Services Conglomerate

Diversified Financial Services Platform from a Trusted conglomerate

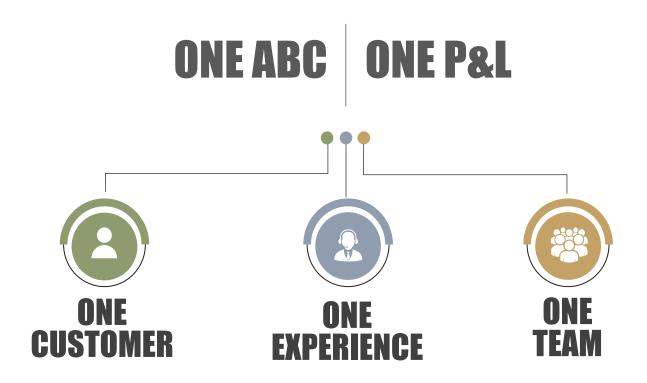




Above is not intended to show the complete organizational structure and entities therein. It is intended to describe the key businesses of Aditya Birla Capital Shareholding as of December 31, 2022

Our Approach : ONE ABC One P&L





Provide holistic solutions to customers and their ecosystems to suit their life-stage and business needs

One Customer: Deliver comprehensive offerings



PROTECTING



- ► Life Insurance
- Health Insurance
- Motor Insurance
- Corporate General Insurance
- ▶ Travel Insurance
- Multiply wellness

INVESTING



- Mutual Funds
- Stocks & Securities broking
- Wealth
- ► PMS
- Pension Funds
- ► Real Estate Investments

FINANCING



- ▶ Home Finance
- Personal Finance
- SME Finance
- Mortgage finance
- ► Loan against securities
- ► Corporate finance
- Debt capital markets & loan syndication
- Asset reconstruction

ADVISING

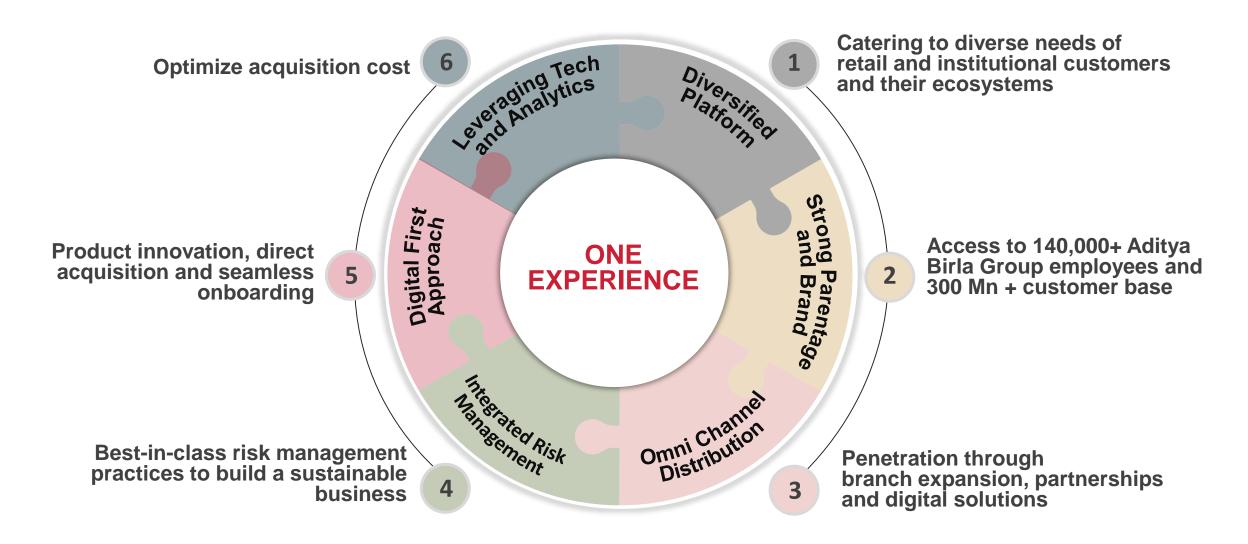


Money For Life Planner

Serve lifecycle financial needs of a customer

One Experience: Complete flexibility to customers





Enhance seamless delivery

One Team





Vishakha Mulye
Chief Executive Officer
ABCL



ABCL Management



Rakesh Singh
MD & CEO
Aditya Birla Finance



A. Bal Subramaniam

MD & CEO

Asset Management



MD & CEO Life Insurance



Pankaj Gadgil

MD & CEO

Housing Finance



Tushar Shah
CEO, Infra &
Structured Finance



Mayank Bathwal
CEO
Health Insurance



Sandeep Dadia
CEO
General Insurance Broking



Pinky Mehta

Mukesh Malik

COO



Subhro Bhaduri

CHRO



A Dhananjaya

CRO



Vijay Deshwal



Ramesh Narayanswamy

Chief Strategy Officer & Head, IR СТО

CFO

Leadership team aligned with the approach of One ABC One P&L

All inclusive platform approach...





Direct to customers (D2C)

- Omni channel platform
- One stop solution for PIFA² products
- Serve existing, acquire new customers and customers in a seamless manner
- Payments stack and VAS³
 to enhance customer
 experience and brand
 recall



Business to business (B2B)¹

- Comprehensive platform for MSME ecosystem
- Lending and VAS³ to manage and grow business
- Cash flow linked financing
- PIFA² and VAS³ for full ecosystem of PODS⁴ of MSMEs



Business to channel partners (B2D)

- Channels partners can grow business volumes, enhance customer servicing and track status of applications, business volumes and payouts for channel partners
- Increase product
 penetration and expand
 customer base

...to bring the power of ONE ABC to customers, businesses and channel partners

1-Launched in CUG, to go live in 20-30 days 2. Protecting, Investing, Financing and Advising 3. Value-added services 4. Promoter, Owners, Directors and authorized signatories

Omni channel based D2C platform offering PIFA products...



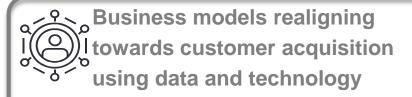




Consumer preferences shifting towards flexibility, convenience and simplicity



Regulatory environment fostering open architecture and customer centricity





PIFA across touchpoints





Website



Virtual Engagement



Branch

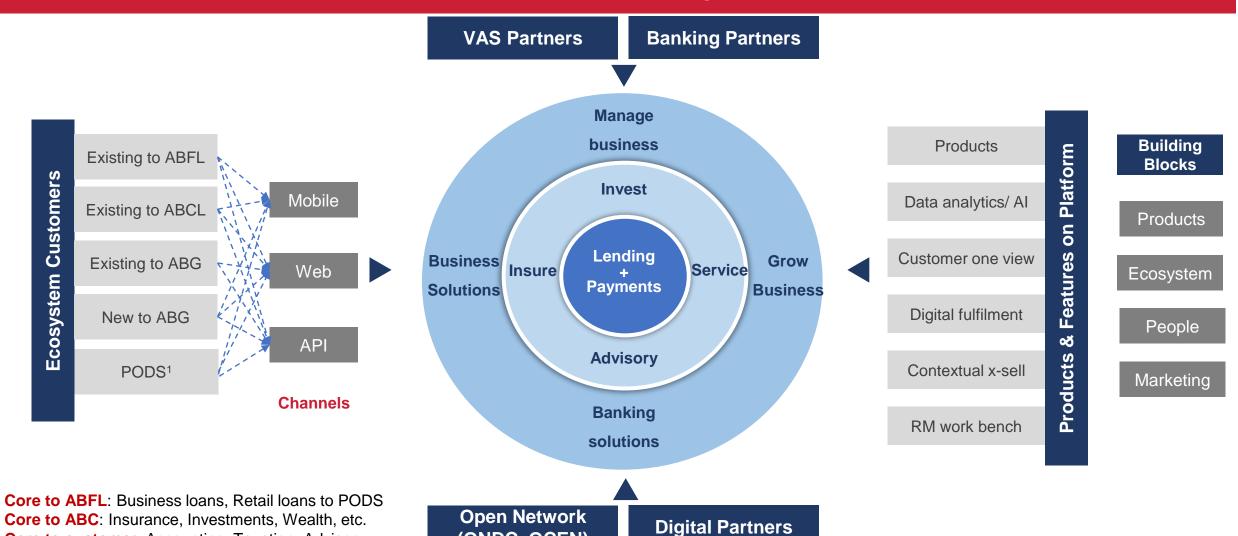
A separate wholly owned subsidiary of ABCL to be created

Payments stack and value-added services to enhance customer experience and brand recall

...to serve existing customers and acquire new customers directly in a seamless manner

Comprehensive B2B platform for MSME ecosystem...





(ONDC, OCEN)

...to capture customer 360°

Core to customer: Accounting, Taxation, Advisory,

Infra, etc.

Use Case of B2B platform: Business Loan











Intent Led Search

- User discovers SME platform on google
- Starts online application

Digital Application

- User details are fetched via APIs
- Business rule engine is run to generate instant sanction upto ₹ 2 lacs

Paperless Documentation

If loan required is > ₹ 2 lacs, digital provision of :

- Fetch bank statements / GST/ ITR
- Deep integration with ecosystem partners for Alternate Lending

Generate instant sanction of higher loan amount

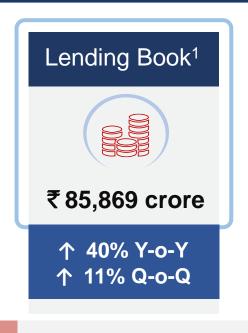
Instant Disbursement

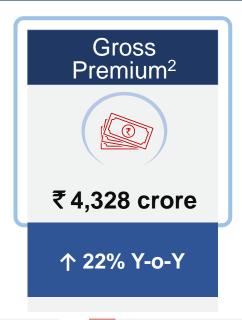
 Digital KYC, e-Agreement, online mandate setup to disburse loan amount into user's account

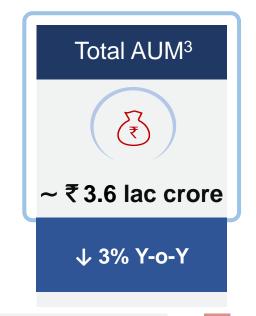
Q3 FY23 | Performance Highlights

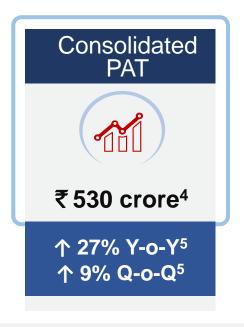


Strong quarterly performance with accelerated growth momentum across businesses









~ 43 mn ▲ 40% y-o-y

Total active customers as of Dec 31, 2022

1,220 ▲ 27% y-o-y

Total branches
at Dec 31, 2022

Unified B2B platform for MSME ecosystem launched in CUG

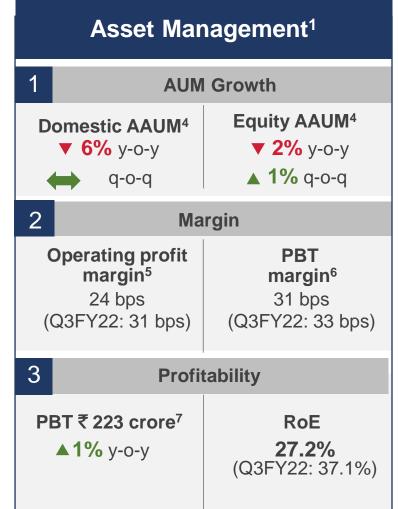
1 Lending book of NBFC and HFC 2. For Life and Health Insurance 3. Asset under management of AMC, Life and Health Insurance 4. Excludes fair value gain of ₹2,739 crore as Aditya Birla Health Insurance ceases to be a subsidiary and has been accounted as a joint venture post preferential allotment of equity shares to Platinum Jasmine A 2018 Trust, acting through its trustee, Platinum Owl C 2018 RSC Limited, being a wholly owned subsidiary of Abu Dhabi Investment Authority ("ADIA")

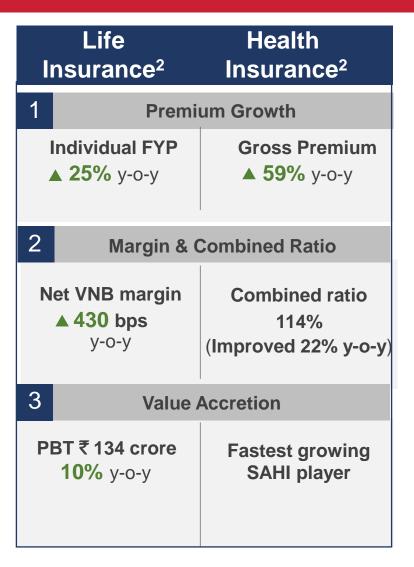
5. Excluding gains from stake sale in ABSLAMC in Q3 FY22 and fair value gain as Aditya Birla Health Insurance ceases to be a subsidiary and has been accounted as a joint venture in Q3 FY23

Delivery on key metrics across businesses



	NBFC ¹	Housing ¹			
1	Loan Bo	ook Growth			
	▲ 47% y-o-y	▲ 11% y-o-y			
2	Net interest margin				
	7.00%	5.35%			
4	▲ 76 bps y-o-y	▲ 106 bps y-o-y			
3	Prof	itability			
F	PBT ₹ 540 crore	PBT ₹ 78 crore			
4	▲ 40% y-o-y 16.2% RoE	▲ 16% y-o-y 13.7% RoE			

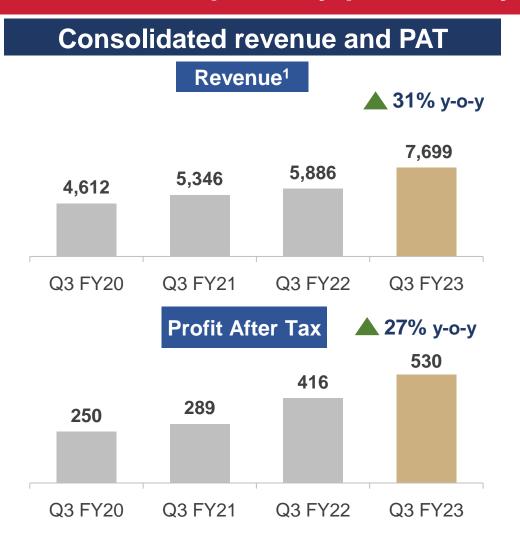




1. For Q3 FY23, 2. For 9M FY23, 3. Including HNI Loan book, 4. Average assets under management, 5. Operating profit/ AAUM, 6. PBT/average AUM. 7. Excludes extraordinary items

Doubled the quarterly profit in 3 years





Business-wise Profitability							
Businesses (₹ crore)	Q3 FY22	Q3 FY23	Y-o-Y				
NBFC	385	540	4 0%				
HFC	68	78	1 6%				
Asset Management	249	223	1 1%				
Life Insurance	40	45	10%				
Other Businesses	42	54	2 9%				
Sub-total	784	940					
Health Insurance	(54)	(65)					
Less: Others ² / Eliminations	0	(3)					
Aggregate PBT	730	872	19%				
Less: Provision for Taxes	(227)	(270)					
Less: Minority Interest	(87)	(71)					
Consolidated PAT	416	530	27%				
Reported PAT ³	577	3,269	ecounting				

- 1. Consolidated segment revenue; for Ind AS statutory reporting purpose Asset management and wellness business are not consolidated and included under equity accounting
- 2. Includes ABCL standalone, Aditya Birla Capital Technology Services Limited and other businesses

13

^{3.} Reported PAT in Q3 FY22 includes gain (net of tax) of ₹ 161 crore on stake sale of ABSLAMC and in Q3 FY23 includes fair value gain of ₹ 2,739 crore as Aditya Birla Health Insurance ceases to be a subsidiary and has been accounted as a joint venture post preferential allotment of equity shares to Platinum Jasmine A 2018 Trust, acting through its trustee, Platinum Owl C 2018 RSC Limited, being a wholly owned subsidiary of Abu Dhabi Investment Authority ("ADIA")

On track to deliver ahead of FY24 guidance



	Metrics for FY24 guidance	Q3 FY22	Q2 FY23	Q3 FY23	Targets
	Retail + SME mix	60%	65%	66%	65%
NBFC	Net Interest Margin	6.24%	6.58%	7.00%	6.25%+
	Return on Assets	2.3%	2.4%	2.4%	2.5-2.7%
	Affordable mix	35%	41%	42%	~65%
Housing	Net Interest Margin	4.29%	5.13%	5.35%	4.25%
	Return on Assets	1.8%	1.9%	1.9%	1.5-1.6%
	Domestic Equity AAUM mix	41%	42%	43%	~40%
AMC	PBT CAGR	249	249	223	~ 15%. p. a.
	Return on Equity	37.1%	33.0%	27.2%	35-40%
	Protection Mix	6.6%	2.2%	2.2%	12-15%
Life Insurance	Opex Ratio	12.8%	12.8%	14.1%	~12%
	Net VNB Margin	16.8%	18.9%	20.0%	16-17%
Health Insurance	GWP CAGR (To reach ₹ 3,500 crore)	406	640	588	~40%
Health insurance	Combined Ratio; Breakeven	113% ¹	114%	118%	Q4 FY22

¹ Combined Ratio for Health Insurance is normalized for CoVID claims impact in Q3 FY22

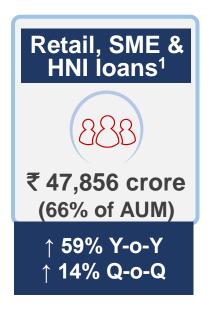


Aditya Birla Finance Ltd

Performance highlights for Q3 FY23













1.3 mn customers added in Q3 FY23 5.9 mn active customers at Dec-22

▲ 63% over Mar-22

GS2 & GS3 book 6.49% of total book

491 bps y-o-y **▼** 156 bps q-o-q



Sustained RoA of 2.4% and RoE of 16.2%

¹ Categorized basis customer segment; ² Includes fee income

Our approach





Focus Segments

Increasing granularisation in the portfolio through focus on retail and MSME segments



Expand

Branch expansion in tier 3 / tier 4 cities



Digitisation

Unified platform for MSMEs manage and grow their business



Data Analytics

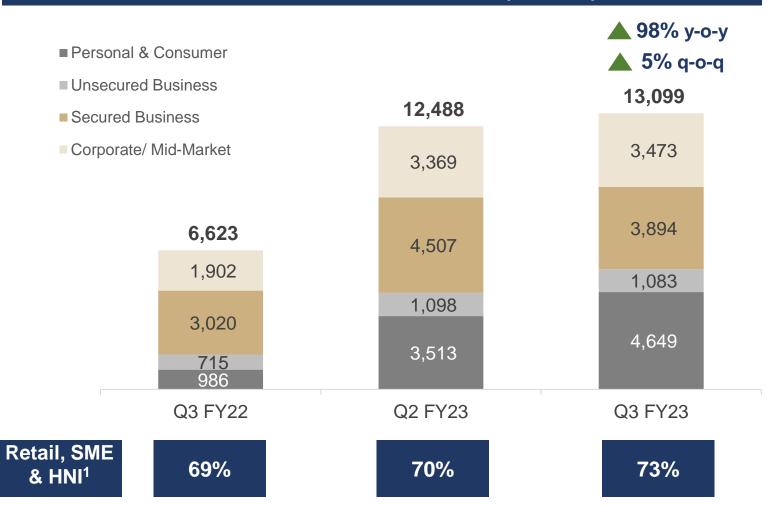
Leverage data analytics for customer onboarding, underwriting and servicing



Robust growth in disbursements...







Personal & consumer

↑ 4.7x y-o-y; ↑ 32% q-o-q

Repeat business in digital

36% portfolio growth (Q2 FY23: 32%)

Unsecured business

↑ 52% y-o-y; ↓ 1% q-o-q;

Secured business

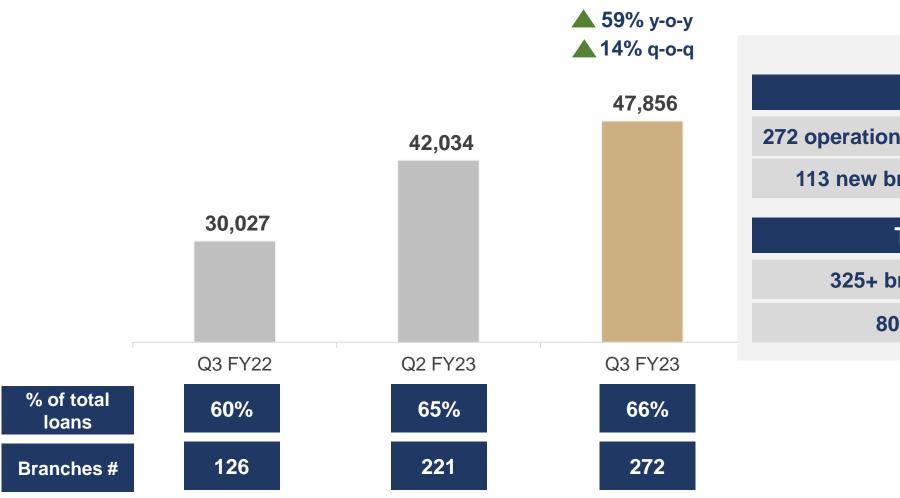
↑ 29% y-o-y; ↓ 14% q-o-q

¹ Categorized basis customer segment; Note: Disbursements are non-LOC

...with increase in granularity and branch footprint







Branches

272 operational branches as of Dec 31, 2022

113 new branches opened in 9M FY23

Target Footprint

325+ branches by Mar 31, 2023

80%+ in Tier 3/4 cities

Note: AUM includes HNI book

Well diversified product portfolio...



Segment

Personal & Consumer

Unsecured Business

Semi-urban

DSA + Ecosystems

Corporate / Mid-Market

Presence

Semi-urban

Semi-urban/SME Clusters

Secured Business

Top 6-7 Cities

Sourcing

DSA + Direct + Ecosystems

DSA + Direct

Relationship (Direct)

ATS¹

~ ₹ 22,000

~ ₹ 10.3 Lacs

~ ₹ 1.8 crore

~ ₹ 51.0 crore

Products

Salaried Professionals with focus on emerging income segment



Personal Loans

Consumer Loans

Check-out Financing

Credit Card

employed professionals engaged in small/midsized businesses

Business owners & Self-



Business Loans

Supply Chain Finance

B2B Digital Platform

Business Overdraft

Business owners & Selfemployed professionals engaged in small/midsized businesses



Loan Against Property

Working Capital Loans

Micro – LAP

Loan Against Securities

Pedigreed Group Corporates/ Mid-market Cos in focus sectors/ Cat A/ A+ developers



Capex/ WC Funding

Structured Finance

Developer Financing

Project Finance

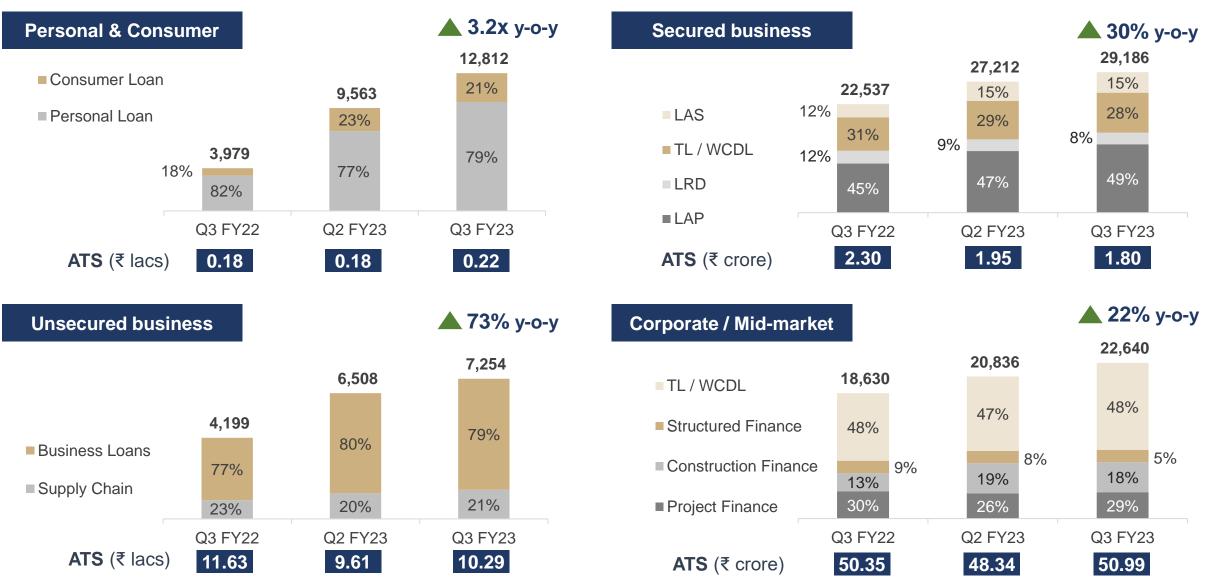
Cross-Sell

Personal Loan Top Ups & Cross Sell, Insurance & Wealth Solutions to ABFL & ABC customer ecosystem

¹ ATS as on Dec 31, 2022

...with increasing growth across focus segments





Note: Balance includes Investment book of ₹ 1,102 crore as of Dec 31, 2022

Use of analytics for sourcing, underwriting and collections...



Sourcing

Underwriting

Collections







New to business customers

- Create scorecard for new customers
- Apply risk based differential pricing

Existing customers

- Pre-approved loan for all good customers
- Cross sell MF, Insurance to Loan customers

- **Ex-customers** Offer Cross sell loans
- Re-engage with competitive pricing

New products

- Customize deals and products
- Use behavioural score-cards to analyse

Identify credit worthy customers

Custom Multiple Application Scorecards for Digital, PL, BL, STUL, STSL (Bureau Hit & NTC)

Offer appropriate credit line / loan

Income Estimation & Obligation Calculation (FOIR)¹

Competitive price & optimize cost

Risk based pricing; Optimize different field verification, use digital process

Close monitoring

Setup early-Stage warning system

Root Cause identification

Identify cohorts with challenges (inability to pay, non-contactability etc.) and find a way around it

Prepare base for collection

Improvise sourcing strategy by incorporating collection feedback

Customized collection process

Basis multiple collection scorecard, prepare customized base for different channels

Track agency performance

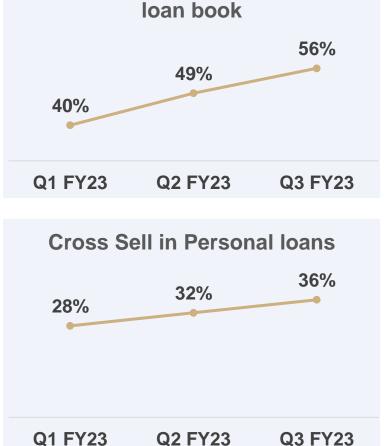
Rank the collection agencies, based on recent & historical target achievement

1 FOIR – Fixed Obligation to Income ratio

...leading to strong outcomes in customer sourcing and servicing



Customer Acquisition	99% Customers onboarded digitally	1.35 Mn Customers acquired digitally	56% Of overall personal loan sourced digitally	36% Of overall personal loan sourced via Cross Sell	Digital	ly sourced P loan book 49%	ersonal 56%
Customer Servicing	99% EMIs collected digitally	26% STP for service journey's	84% Digital service interactions	17% Inbound contact center calls handled by Voice bots	Q1 FY23 Cross S	Q2 FY23 Sell in Persor	Q3 FY2 nal loans 36%
Process Automation	75% e-Nach penetration in Personal Loans	92% e-Contract penetration in Personal Loans	86% Email bot accuracy in inbound mail categorization	85% STP for disbursals done digitally	28% Q1 FY23	32% Q2 FY23	Q3 FY2



Improving asset quality trends...



	Book	Total	Stage 1	Stage 2	Stage 3	Stage 3 PCR%
Dec'21	Value (₹ crore)	49,805	44,129	3,720	1,956	
	Mix %	100%	88.60%	7.47%	3.93%	41.9%
Sep'22	Value (₹ crore)	64,975	59,744	3,227	2,004	
	Mix %	100%	91.95%	4.97%	3.08%	49.3%
Dec'22	Value (₹ crore)	72,994	68,259	2,441	2,294	
	Mix %	100%	93.51%	3.34%	3.14%	49.3%

68%

Overall loan book secured (incl. 5% through CGTMSE)

3.34% GS2 book

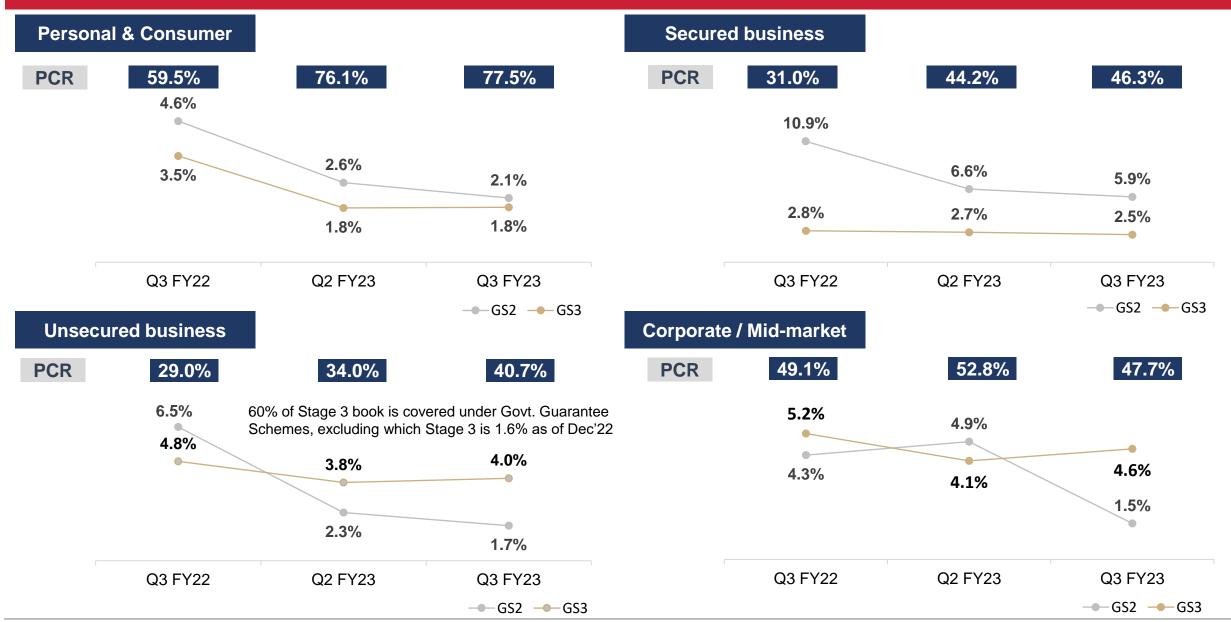
Reduced sequentially by 162 bps in Q3 FY23

99.6%

Overall Collection Efficiency

...across product segments

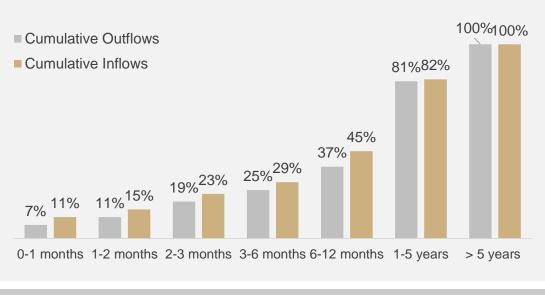




Strong balance sheet...



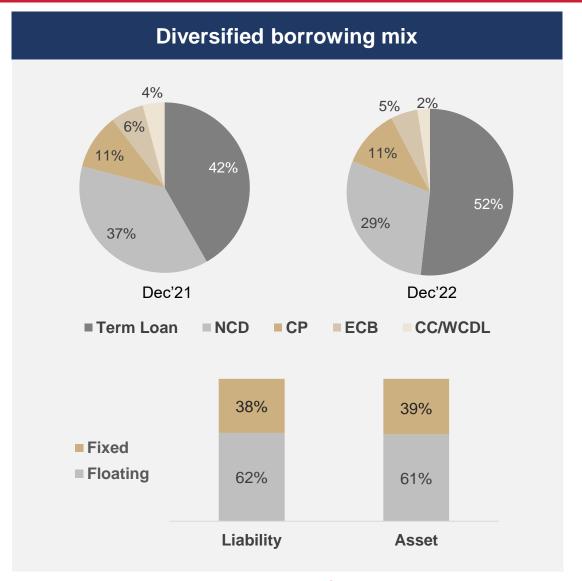






Raised LT borrowing of ₹ 9,047 crore in Q3 FY23
Maintained comfortable Capital Adequacy (CRAR) at ~17.5%

Long-term funding facilities rated AAA & Short-term funding facilities rated A1+ by ICRA / India Rating / CARE



...with well matched ALM and diversified borrowing mix

P&L and Key Ratios – Aditya Birla Finance Limited



(₹ crore)	FY 2022	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Net Interest Income (Incl. fee income)	3,091	799	998	1,195	2,286	3,083
Operating expenses	933	237	314	357	680	950
Credit provisioning	672	178	196	298	519	646
Profit before tax	1,487	385	488	540	1,086	1,486
Tax	379	98	130	133	277	386
Profit after tax	1,108	287	358	407	810	1,100
Net worth	9,860	9,664	10,557	10,964	9,664	10,964
Key Ratios (in percent)	FY 2022	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Average yield (Incl. Fee Income)	11.74	11.68	12.22	13.01	11.75	12.41
Interest cost / Avg. Lending book	5.49	5.44	5.64	6.01	5.54	5.70
Net Interest Margin (Incl. Fee Income)	6.25	6.24	6.58	7.00	6.20	6.71
Opex / Avg. Lending book	1.94	1.91	2.11	2.13	1.90	2.11
Cost-to-income Ratio	30.2	29.6	31.5	29.9	29.7	30.8
Credit Provisioning/ Avg. Lending book	1.39	1.43	1.32	1.78	1.45	1.43
RoA	2.3	2.3	2.4	2.4	2.3	2.4
RoE	12.5	12.7	14.7	16.2	12.3	15.1



Aditya Birla Housing Finance

Performance Highlights for Q3 FY23







₹ 1,387 crore

↑ 25% Y-o-Y ↑_12% Q-o-Q

Loan book



₹12,874 crore

↑ 11% Y-o-Y ↑ 3% Q-o-Q

NII²



₹ 177 crore

↑ 38% Y-o-Y ↑ 8% Q-o-Q

NIM



5.35%

↑ 106 bps Y-o-Y ↑ 22 bps Q-o-Q

PBT



₹ 78 crore

↑ 16% Y-o-Y ↑ 4% Q-o-Q

94% disbursement at CIBIL >700 & NTC¹

Stage 2 and 3 loans

- **▼** 158 bps y-o-y
- **▼** 60 bps q-o-q

1.9% RoA

13.7% RoE

1. New to credit, ² Includes fee income

Our approach



Ψ

Robust risk management

Focus on quality of origination and pre-delinquency management



Strong balance sheet

Maintain a diversified borrowing mix with well-matched

ALM and healthy capital adequacy



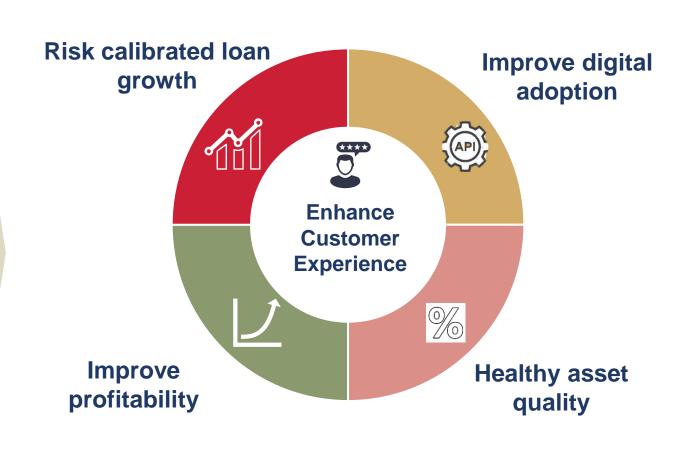
Digitization and decongestion

Accelerating digitization and streamlining processes across customer lifecycle



Distribution

Enhancing access points and increasing penetration backed by micro market intelligence



With the aspiration to be the preferred choice of the customer

Continued growth in disbursements and book...

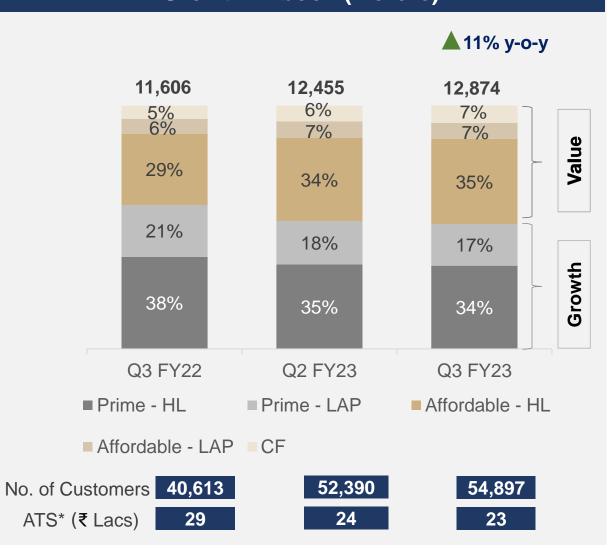


Momentum in disbursement (₹ crore)



- Healthy growth in disbursements across customer segments
- A market mapping and penetration strategy to identify the opportunities at pin code level

Growth in book (₹ crore)



...with focus on quality of origination...



Segment wise contribution							
Particulars	Q3 FY22	Q2 FY23	Q3 FY23				
Salaried & SEP ¹	47%	57%	55%				
SENP ²	53%	43%	45%				

Focus towards Salaried & SEP segment

Credit bureau score mix								
Particulars	Q3 FY22	Q2 FY23	Q3 FY23					
> 700	76%	82%	83%					
New to credit	13%	10%	11%					
651 – 700	9%	7%	5%					
< 650	2%	1%	1%					

Continued focus on quality of origination with 94%+ disbursement at CIBIL >700 & NTC

1. Self-employed professional 2. Self-employed non-professionals

...reflected in improving portfolio quality



	Book	Total	Stage 1	Stage 2	Stage 3	Stage 3 PCR%
Doo!24	Value (₹ crore)	11,606	10,553	626	427	
Dec'21	Mix %	100%	90.92%	5.39%	3.68%	32.8%
Sep'22	Value (₹ crore)	12,455	11,447	560	448	
	Mix %	100%	91.91%	4.50%	3.60%	33.1%
Doo!22	Value (₹ crore)	12,874	11,910	515	450	
Dec'22	Mix %	100%	92.51%	4.00%	3.50%	32.9%

• Stage 2 & Stage 3 has come down from 9.08% at Dec'21 to 8.10% at Sep'22 and 7.49% at Dec'22

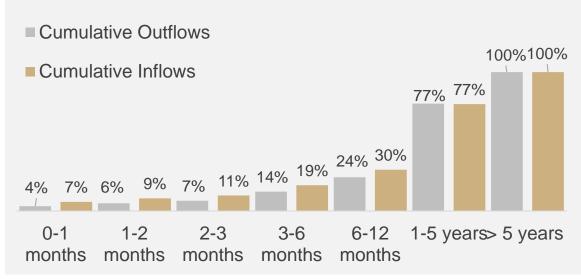
98.4% Collection Efficiency

100%
Restructured pool banked

Strong balance sheet...

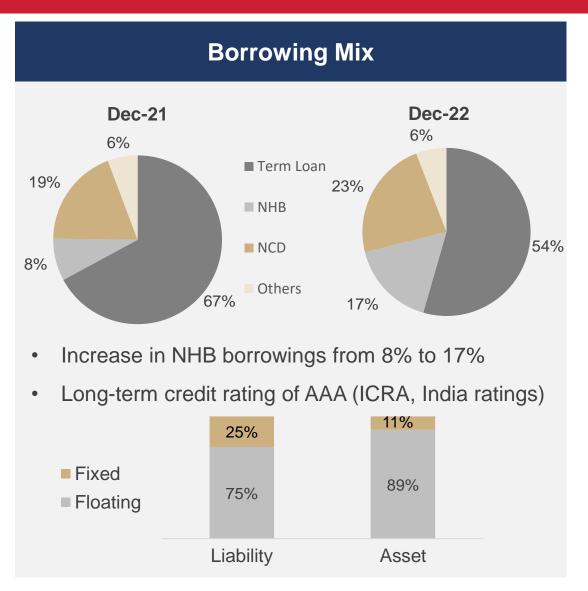






Cumulative Surplus / (Gap)								
86%	65%	50%	34%	22%	0%	0%		

- Raised long-term borrowing of ₹ 1,420 crore in Q3 FY23
- Maintained capital adequacy (CRAR) at 23.7%

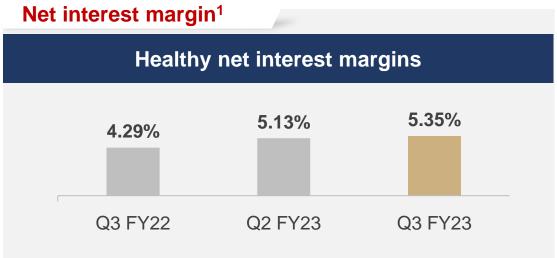


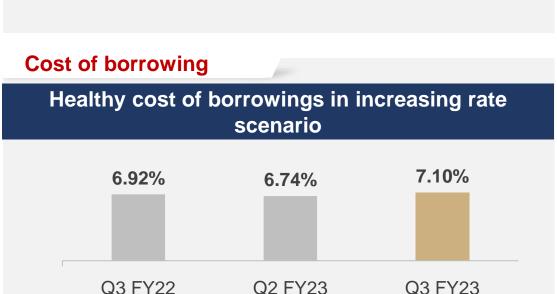
...with well matched ALM and liquidity surplus

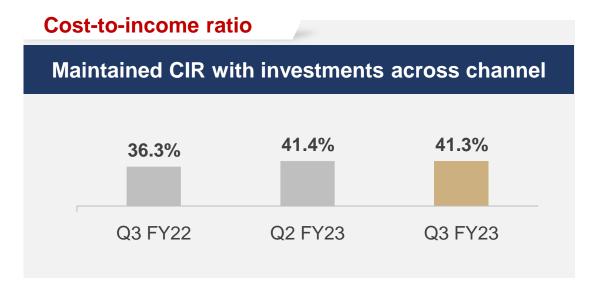
*Includes ECB, Sub Debt, CP, CC

Robust financial performance

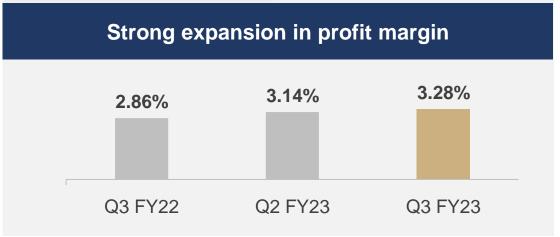












1. NIM including fee (net of DSA Expenses and Processing Cost) 2. Calculated as % of average Loan Book

P&L and key ratios— Aditya Birla Housing Finance Limited



(₹ crore)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Net Interest Income (Incl. fee income)	521	129	164	177	382	490
Operating expenses	193	47	68	73	136	202
Operating profit	328	82	96	104	246	287
Credit provisioning	75	14	21	26	63	62
Profit before tax	253	68	76	78	183	226
Tax	56	15	16	18	40	50
Profit after tax	197	53	59	61	143	176
Net Worth	1,721	1,666	1,840	1,902	1,666	1,902
Key ratios (in percent)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Effective Interest rate (EIR)	10.24	10.21	10.81	11.30	10.26	10.77
Net Interest cost / Avg. Loan book	5.92	5.92	5.68	5.95	6.03	5.68
Net Interest Margin (Incl. Fee Income) ¹	4.32	4.29	5.13	5.35	4.23	5.09
Opex / Avg. Loan book	1.69	1.63	2.22	2.31	1.58	2.20
Cost-to-income Ratio	37.1	36.3	41.4	41.3	35.6	41.3
Credit Provisioning/ Avg. Loan book	0.65	0.50	0.67	0.81	0.73	0.67
RoA	1.7	1.8	1.9	1.9	1.7	1.9
RoE	13.0	13.7	13.9	13.7	12.7	13.8

^{1.} NIM including fee (net of DSA Expenses and Processing Cost)



Aditya Birla Sun Life AMC Ltd.

Performance highlights for Q3 FY23







₹ 2,81,717 crore

Market share¹ 7.9%

Equity QAAUM



₹ 1,20,068 crore

Market share 5.8% Mix 43%

Individual MAAUM



₹ 1,45,821 crore

↑ 2% Q-o-Q

Investor folios



8.0 million

Added 0.5 mn folios in 9MFY23 Monthly SIP book



₹ 942 crore⁴

↑ 6% Y-o-Y³

4x y-o-y³
Passive AUM
(₹ 21,619 crore as of Dec 31, 2022)

Total revenue of ₹ 363 crore²

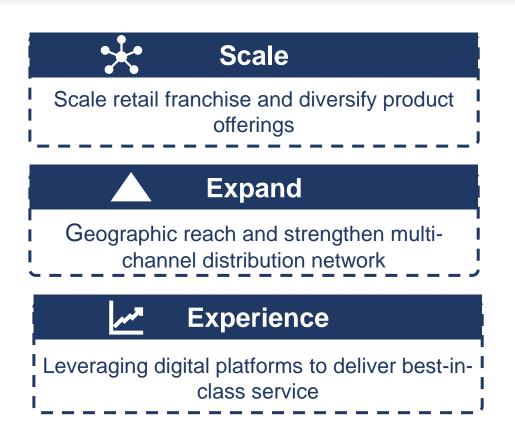
Profit after tax of ₹ 166 crore

1.Excluding ETF share, 2.Includes Revenue from Operations and Other Income, 3.Dec-22 over Dec-21, 4. Includes STP

Our approach



Delivering growth & transforming business to be 'future ready'

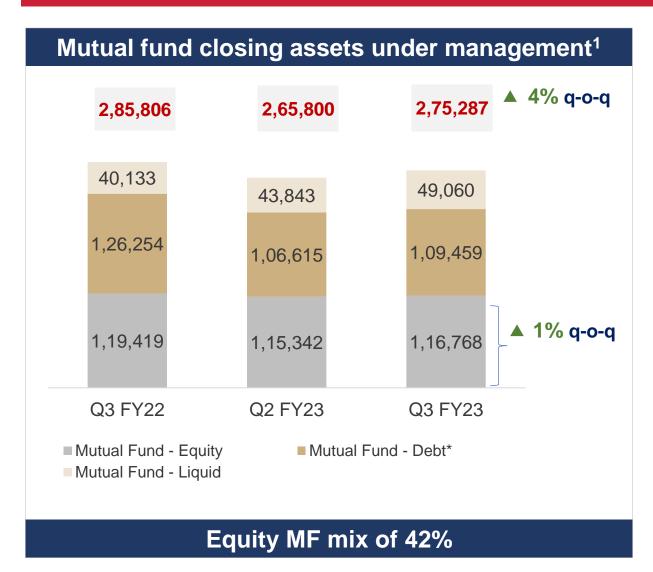


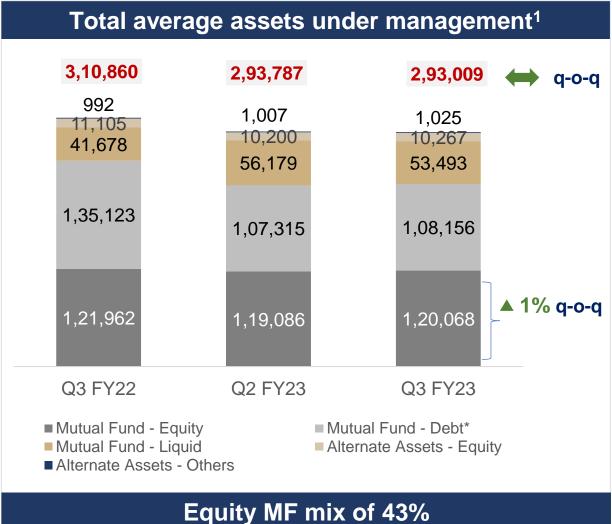


Driven by a strong and robust risk management and governance framework

Growth in AUM





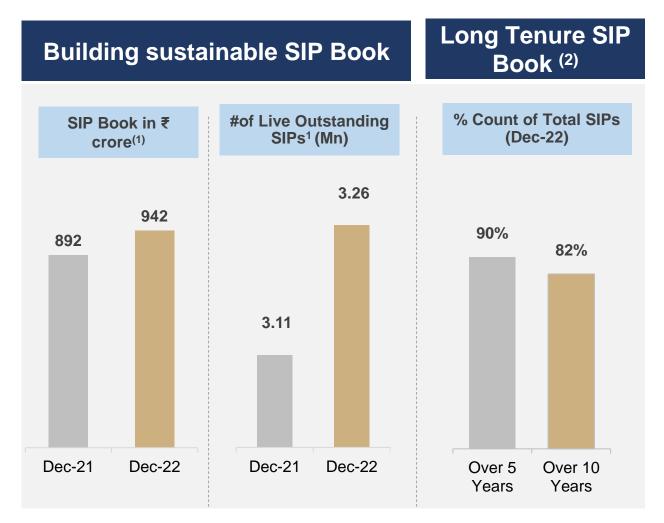


1.All figures in ₹ Crore *Mutual Fund Debt includes ETF

Growth in retail franchise and SIP book







¹ Includes STP ² Based on tenure at the time of registration of all live SIPs as on Dec 31,2022

Growth in passives and alternative investments







AUM³ ₹1,713 crore

Raised commitment of ₹ 350 Cr in India Equity Services Fund in Q3 FY23

Products in pipeline:

ABSL Structured Opportunities Fund (Cat II)

ABSL India Special Opportunities Fund (Cat III)

ABSL India Innovation Fund (Cat III)

ABSL India Equity Service Fund Series II (Cat III)



Offshore

AUM³ ₹ 9,003 crore

Granted approval by International Financial Services Centres Authority (IFSCA) to act as Registered Fund Management Entity (Non-Retail) at GIFT-IFSC.

Prospectus for **ESG Engagement fund** has been filed with the IFSCA (GIFT City regulator).



Real Estate

AUM³ ₹ 575 crore

42

Deployment of 1st investment concluded, and 2 more term-sheets signed (currently under due-diligence) for **Aditya Birla Real Estate Credit Opportunities Fund** (Cat II AIF)

Collaborating with **BentallGreenOak** to conduct Roadshows for Offshore Real Estate fund

¹ Closing AUM for ETFs/FoFs/Index Funds

² Since Dec-2021

³ Avg AUM for Q3 FY23

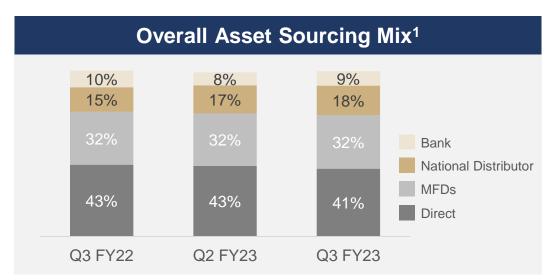
Growth in multi-channel distribution network

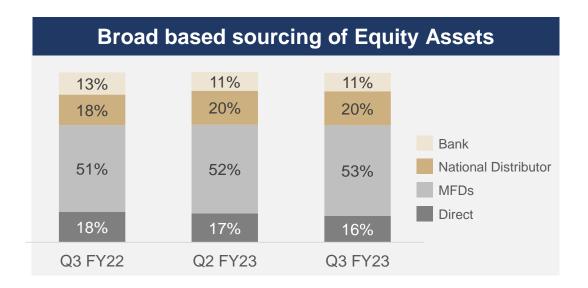


Empaneled 6,500 + new MFDs in 9M FY23



Servicing Investors across 19,000+ Pan-India pin codes





(1) Excluding ETF

Best-in-class customer service and digital platforms



Customer **75% Onboarding**

Customer 89% Servicina

Distributor 91% **Onboarding**

Digital Transactions

84%

Enhancing Digital Capabilities

Customer **Journey**

Enhancing investor experience & instant access to functionalities by providing better UI/UX

Digital Integration

Built an API platform to enable rapid integration with partners and fintechs

Data & **Analytics**

Launch investor KYC using Video KYC & Aadhar OTP for new customer acquisition & seamless experience

INVESTOR ASSETS





Investor Mobile App



Active Account App

Automation

Automated internal processes to bring in efficiency using low code business platform

Cutting Edge Investment Tools Launched Turbo STP - an innovative investment solution which automatically invests based on market dynamics

Pro Features

Pro Investing capabilities for SIP and Lumpsum purchases on customer and partner assets

PARTNER ASSETS



Mobile App



for IFAs



birlacapital.com

Data for 9M FY23

Key financials– Aditya Birla Sun Life AMC



(₹ crore)	FY2022	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Revenue	1,409	353	388	363	1,061	1,025
Costs	514	104	138	140	376	412
Profit before tax	895	249	249	223	685	613
Tax	222	63	58	56	171	152
Profit after tax	673	186	192	166	514	461
Mutual fund AAUM	2,92,578	2,98,763	2,82,580	2,81,717	2,91,502	2,81,941
Mutual fund equity AAUM	1,15,446	1,21,962	1,19,086	1,20,068	1,13,597	1,18,654
Alternate assets equity AAUM	10,537	11,105	10,200	10,267	10,491	10,153
Total equity AAUM	1,25,983	1,33,067	1,29,286	1,30,335	1,24,088	1,28,807



Aditya Birla Sun Life Insurance Ltd.

9M FY23 | Performance Highlights



Individual FYP¹



₹ 1,824 crore

↑ 25% Y-o-Y Industry at 16% Group FYP



₹3,096 crore

↑ 41% Y-o-Y Industry at 43% Total Premium



₹ 10,114 crore

↑ 25% Y-o-Y

2 Yr CAGR - 24%

AUM



₹ 67,989 crore

↑ 15% Y-o-Y

Superior returns

Net VNB²



15.5%

↑ 430 bps Y-o-Y

18%+ for FY23

9M FY23 Ind FYP ↑ 25% Y-o-Y; significantly ahead of private players growth at 19%

Renewal Premium ↑ 14% with 78% Digital Collection | 2nd Rank in Group ULIP segment³

PASA contribution stands at 20% of Individual FYP for 9M FY23

Our Approach



Growth

Focus on consistent growth in protection and traditional products across Individual & Group Business



Distribution

Diversified and scaled up distribution mix with focus to grow productivity



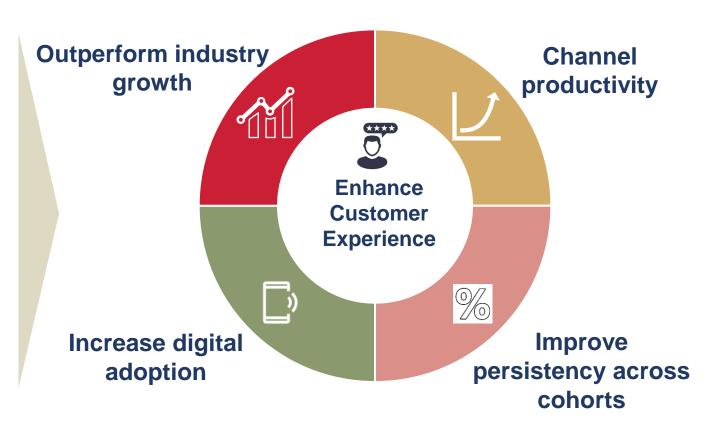
Quality

Build Quality & Sustainable Book



Leveraging digital

For customer onboarding, servicing, policy renewal and distribution touch point

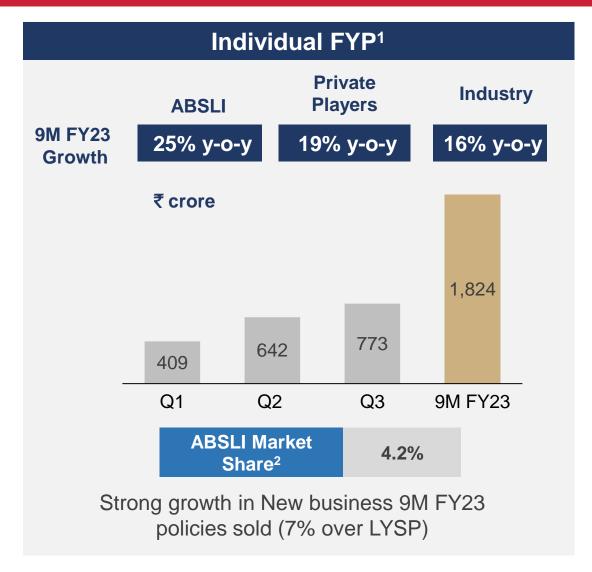


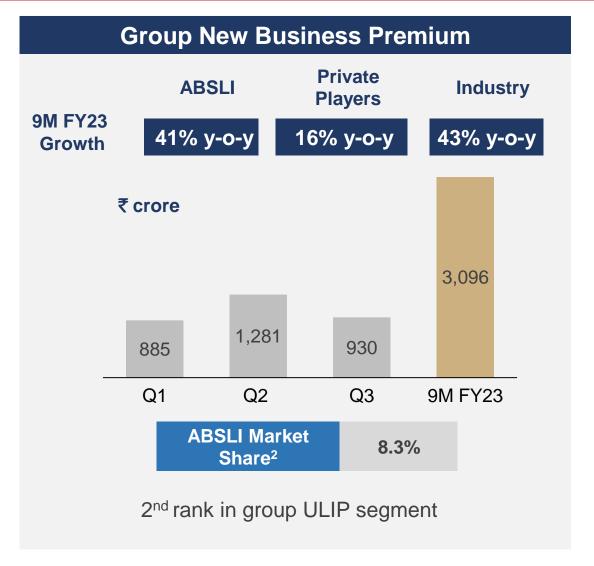
With aspiration to double FY2022 absolute net VNB¹ by FY2025

1. Value of new business 2. Pre-approved sum assured

Continue to outperform industry growth



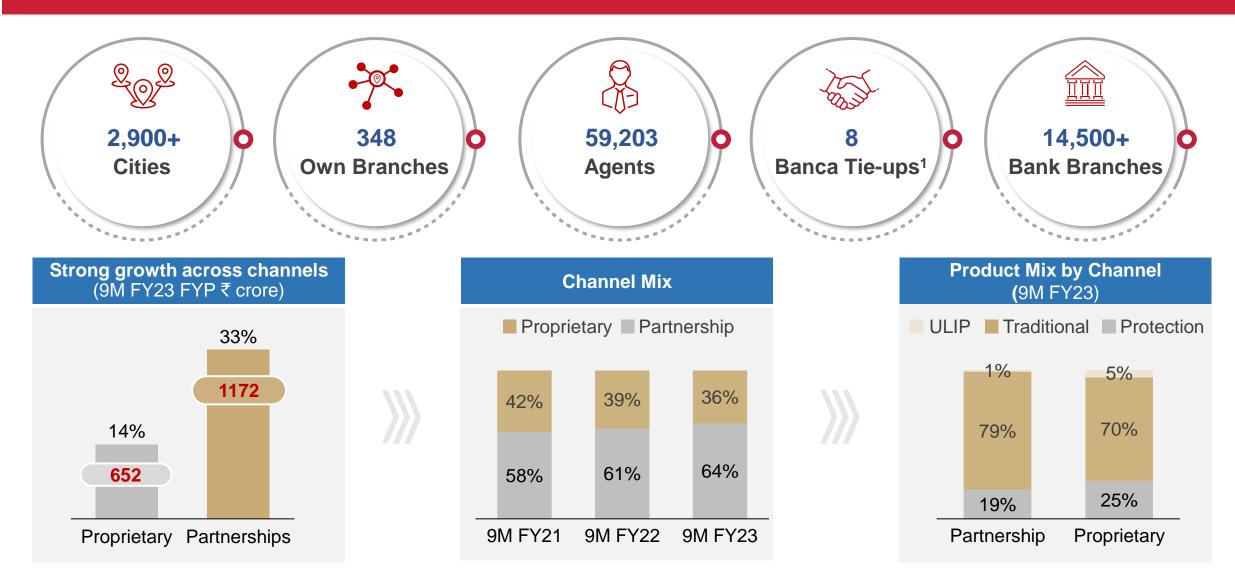




1 Individual FYP adjusted for 10% of single premium 2. Market Share among private players 3 Basis Market Intel Note: Industry and Private Players represents Life Insurance Companies; FYP for Industry players: Source IRDAI

Diversified and scaled up distribution mix...



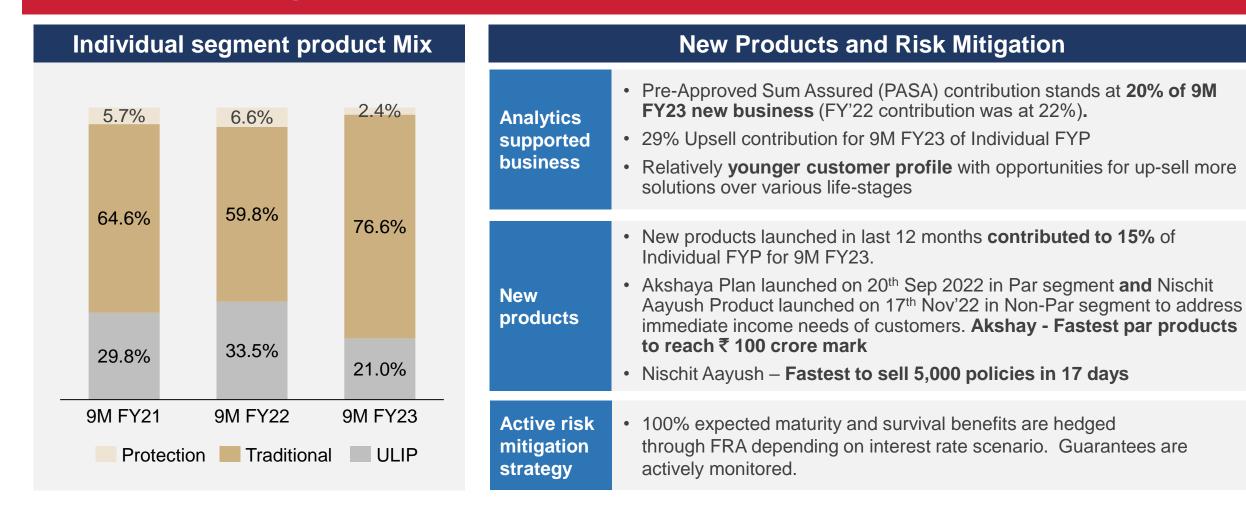


...enabling pan-India presence

¹HDFC Bank, DCB, KVB, Indian Bank, DB, DBS, Ujivan, Bharat Bank

Value accretive products...



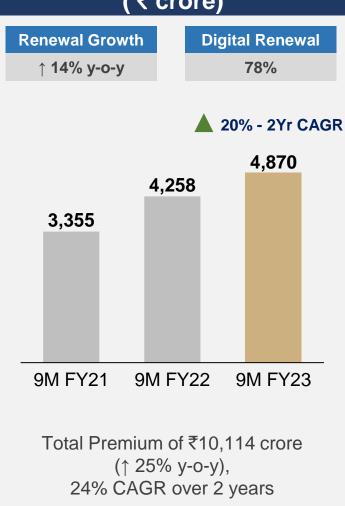


...leading to increasing proportion of traditional products

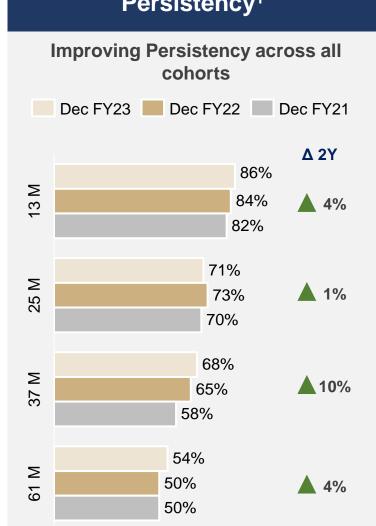
Consistent Quality Improvements



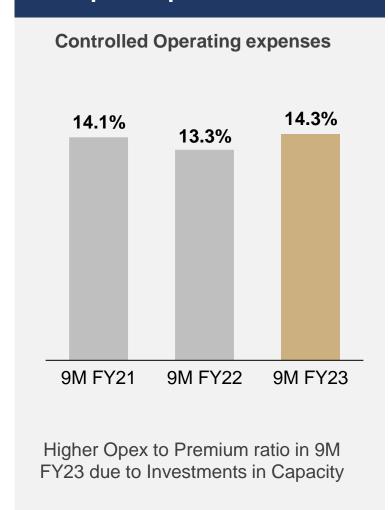
Total Renewal Premium (₹crore)



Persistency¹



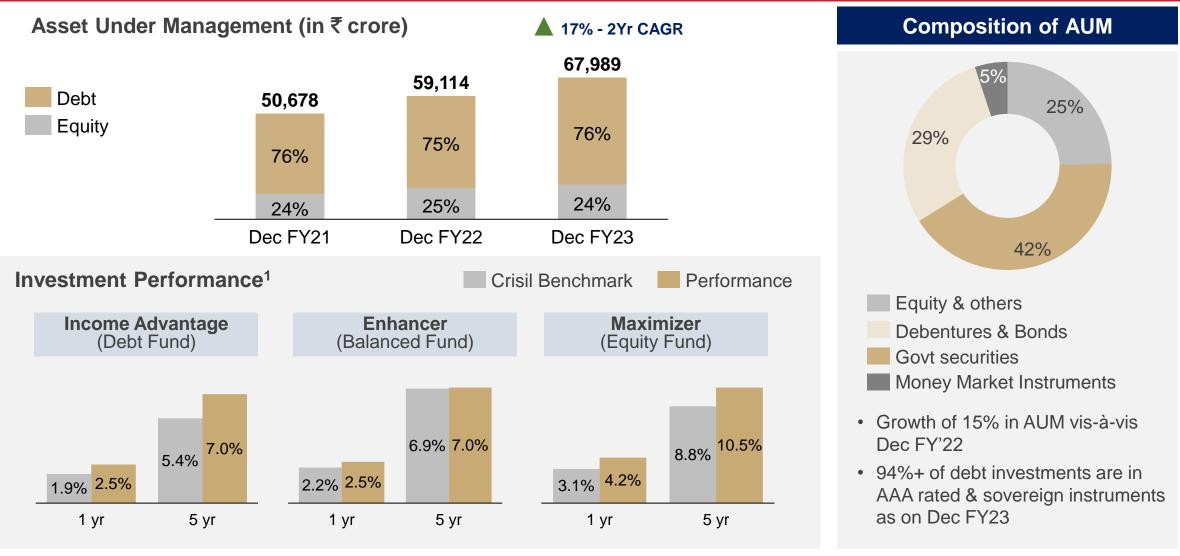
Opex to premium ratio



¹ 12month rolling block as per revised IRDAI Circular

Strong investment process...





...leading to healthy portfolio quality and consistent outperformance relative to benchmarks

¹ Top Funds in respective category

Leveraging digital...



Customer Onboarding

98%

Digital Renewal

78%

Customer Self Servicing

88%

Pre-Approved New Business

20%

Customer Experience

- 98% New business sourced digitally
- 56% adoption for Contactless Digital Verification (Insta – verify) for customers
- 51% of total application were Auto under written

Customer Retention

- Digital collection at 78%, growth of 6% y-o-y
- 93% Auto pay adoption at onboarding stage
- ZARA (Bot) collected ~ ₹ 455 crore

Customer Centricity

- WhatsApp & Chatbot has contributed 26% in 9M FY23 (31% in Q3)
- 83% services available digitally and Customer portal contributes to 55% of the overall transactions
- Digital Adoption share for Q3 FY23 increased to 88% which is 3% growth from Q3 FY'22

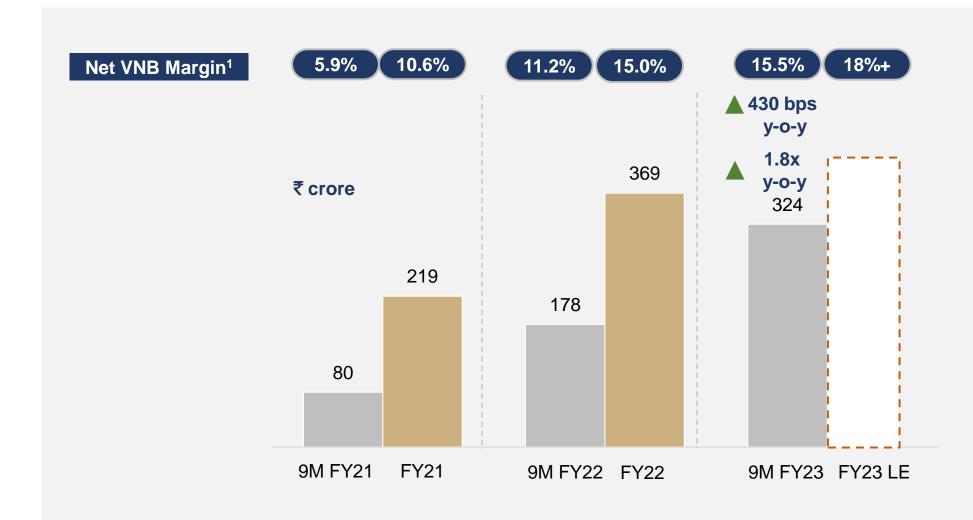
Pre-Purchase

- PASA contributed 20% of YTD new business
- FY'22) Presentations
 Created & 5 L Marketing
 Content Shared
- Monthly Average
 Users: 25K (+21% over
 9M FY'22) & Daily
 Average Users: 5.3K
 (+39 % over 9M FY'22)

...for scalability, enhancing customer service and driving upsell

Strong growth in value of new business





P&L and key ratios— Aditya Birla Sun Life Insurance Limited



(₹ crore)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Individual first year premium	2,442	635	806	892	1,616	2,148
Group first year premium	3,223	848	1,281	930	2,192	3,096
Renewal premium	6,475	1,662	1,666	1,918	4,258	4,870
Total gross premium	12,140	3,145	3,754	3,740	8,066	10,114
Operating expenses (Excl. commission)	1,548	401	482	526	1,074	1,447
Profit before tax ¹	175	40	56	45	122	134
Profit after tax ¹	117	26	37	28	77	86

Key ratios (in percent)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Opex to premium (excluding commission)	12.7	12.8	12.8	14.1	13.3	14.3
Opex to premium (including commission)	17.4	17.4	17.3	19.4	18.0	19.0

^{*}Consolidated nos. including Aditya Birla Sun Life Pension Management Company Limited



Aditya Birla Health Insurance Ltd.

Performance highlights for 9M FY23













Most Diverse Distribution mix with Agency contribution of 21% in retail business Distribution expansion:
Entry into PSU
bancassurance with UCO
Bank | Punjab & Sind
Bank

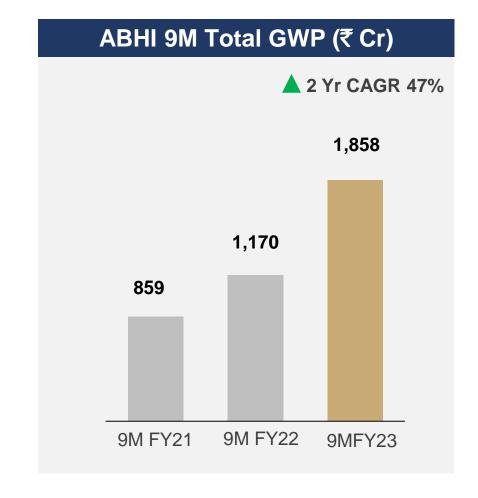
Differentiated Health First model supplemented by unique and innovative product suite driving market expansion

Industry trend 9M FY23



Growth% Y-o-Y							
ABHI	SAHI	Industry					
+59%	+26%	+20%					

Market Share							
	9M FY22	9M FY23					
SAHI Market Share	8.2%	10.4%					
Industry Market Share	2.0%	2.6%					



Our approach





Differentiated model

Differentiated Health first approach to enhance role of the category



Distribution

Most diversified distribution footprint covering conventional & new age digital platforms



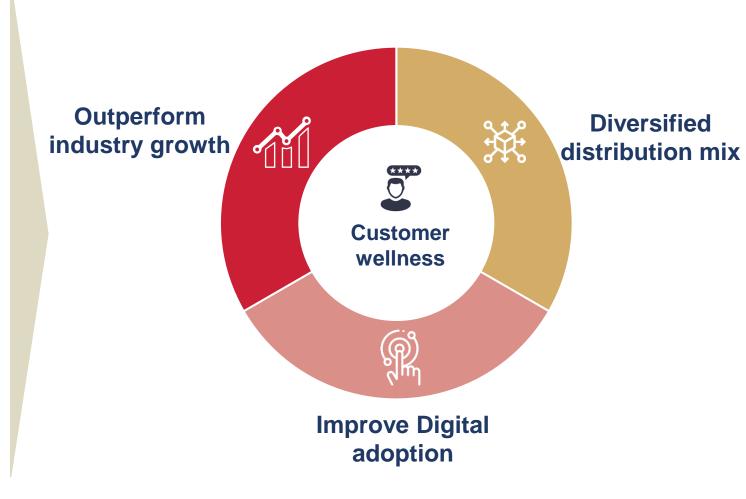
Digitisation

End-to-end digital capabilities for engagement through scale for superior experience



Data analytics

Drive excellence in every facet of business



Empowering people to lead healthier lives

Differentiated business model...



Know Your Health



35%¹
of customers administered
Health Assessment (HA)

Improve Your Health

MEDIUM OS RISK TOW RISK 10

Access to Holistic Integrated health & Wellness Ecosystem - 60+partners

High Risk
Customers on personalised coaching

9.75 bn+
Monthly steps
clocked on APP

Get Rewarded



Upto 100% HealthReturns™

20%
Eligible People
earning
Activ Dayz

5.6 lac+Regular monthly engagements

WBS for 6 Lac+ Active customers

21% Higher Persistency for engaged customer

4% Lower Claims ratio for engaged customers

...leading to higher persistency and lower claims for engaged customers

1. Based on eligible customers for 9MFY23 2. WBS-Well Being Score

Unique Product Proposition...



Product Innovation & Market expansion

- Incentivize Wellness
 - Upto 100% of Health Returns (Return of Premium)
- Chronic care
 ABCD with conditions
- Critical Illness
 Cardiac | Cancer

- Segment Specific
 Young & Healthy | Senior citizen
- Byte & Contextual
 Ride | Travel | Telco | Gym
- Innovative suite

 1cr Super top up | Retail & Corporate OPD



Product Portfolic highlights

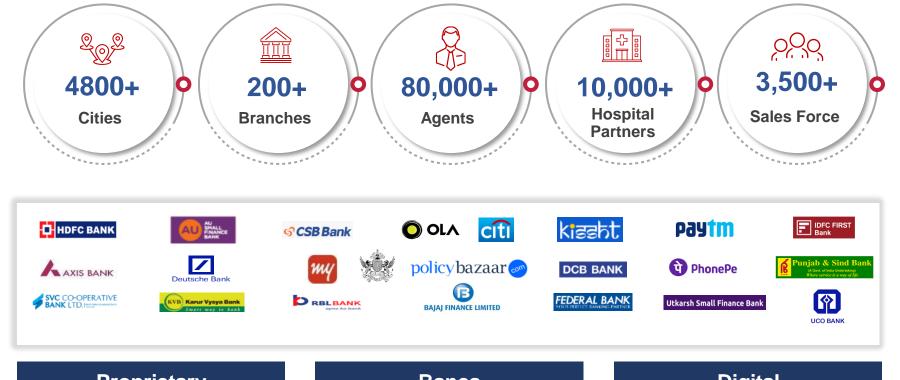
- Incentivize Wellness products contributing to 20% business
- Byte & Contextual products contributing 8% in retail business
- Average customer age of newly launched Activ Fit at 24 years
- Industry 1st Digital face scan innovation well accepted



...across diverse customer segments & channels

Scaled-up, diversified and digitally enabled distribution







Growth at 45 %

Expansion focus leveraging One ABC branch platform

Banca

Growth at 14 %

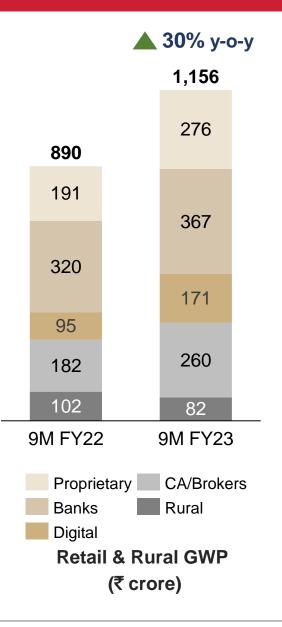
First entry in PSU Banks

UCO Bank & Punjab & Sind Bank

Digital

Growth at 80 %

Travel / Ride / Stay / Telco / Loan Insurance



Proprietary includes Agency, Feet on Street & Telesales | MFI's : Micro finance Institutions

Leveraging digital...



Customer First

Integration

Distributor

Digital Suit

End to End Journey

Hyper Personalization

Distributor Ecosystem

End-to-end integrations

Business Intelligence



App - Digital health eco system



Omni Channel Experience

Lead

Management

System

Cloud

Architecture



Chatbot & WhatsApp Servicing



Buy & Renewal Journey



Onboarding & Retention



Digital Claims Journey



Distributor Self-service



Integrated sales journeys



Consumer profiling & segmentation



Curated sales insights/reports

98%

Customers onboarded digitally across businesses 3.8 Mn

Digital customer interactions

93%

Services available digitally 68%

Digital Self service

85%

Auto Underwriting 100%

Distributor onboarded Digitally

...to enhance customer & distributor experience

Leveraging data analytics...



Data Producers

CRM | Wellness | Policy Core

Voice / Device / Records



Raw | Curated | Serviceable

DATA LAKE





Analytics : Al / ML driven solutions

CLTV – Acquisition, Persistency & Cross-sell

- PASA¹: 10% GWP lift over last year
- Cross-Sell: cross-sell campaign live across channel / partners
 - Overall customer propensity
 - Product Propensity
- Renewal: 10% uplift: Being extended beyond 13th month

Customer engagement/ experience

- WBS²/HHS³ Score: 23 lac WBS generated – helping to lower claims, higher renewal
 - In-housing of WBS Score
 - Risk stratification basis scores
- Sentiment Score/NPS: 20K+ Sentiment based action taken on In-Bound call
- OCR⁴ Based Claims: 100,000+ OCR claims digitized

Fraud & risk management

- Fraud Detection: ML models refreshed improving success rates (savings > ₹ 40 Crs)
- Hospital Scorecard: Outlier detection for 5,000+ Hospitals - 140+ hospitals actioned
- Automated underwriting engine: 1,000+ STP⁵ clusters

...to drive excellence in every facet of business

Superior customer experience







Customer experience focus

95% claim settlement ratio
Best in Industry

10,452 provider network
One of the largest in the Industry

Extensive backend claims processing systems | digital claims adjudication | central claims processing

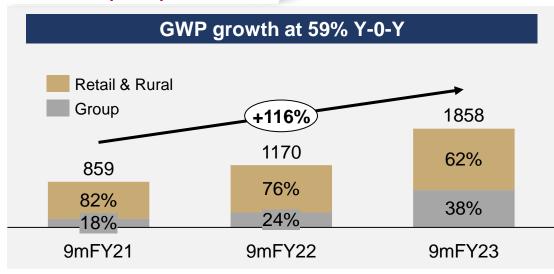




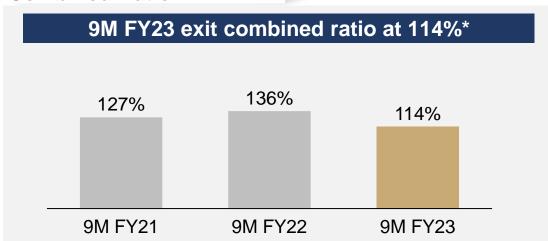
Business outcomes



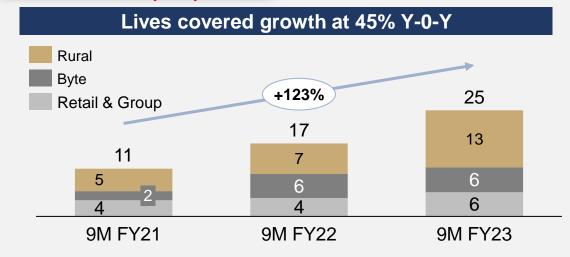
Revenue (₹ Cr.)



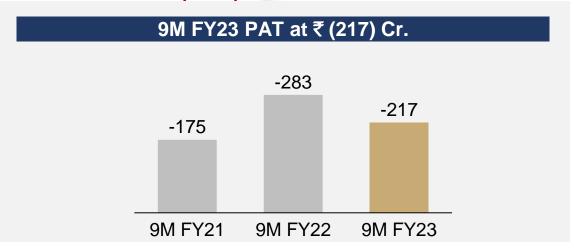
Combined Ratio*



Lives covered (Mn.)



Profit Before Tax (₹ Cr.)



^{*}Combined ratio as per reported financials

P&L- Aditya Birla Health Insurance Limited



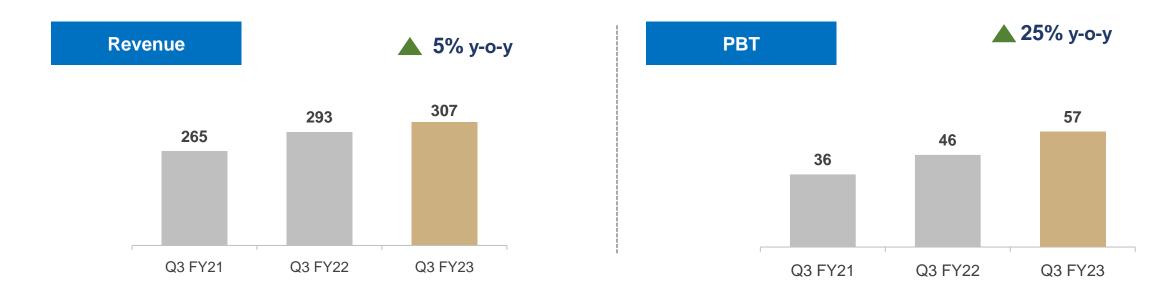
(₹In crore)	FY22	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Retail Premium	1,140	262	390	352	788	1,074
Rural Premium	169	48	31	13	102	82
Group Premium	418	96	219	223	280	702
Gross Written Premium	1,727	406	640	588	1,170	1,858
Revenue (ND AS)	1,631	389	609	561	1,099	1,764
Operating expenses (including claims) (IND AS)	1,942	442	687	628	1,381	1,980
Profit before tax (IND AS)	(311)	(53)	(79)	(68)	(283)	(217)



Other Updates

Other financial services businesses





General Insurance Broking									
Q3 FY22 Q3 FY23									
Premium Placement	1,553	1,565	↑ 1%						
Revenue	187	182	↓ 3%						
PBT	16	19	↑ 19%						

Stock & Securities Broking								
	Δ							
# Customers (Active)	1.2 Lac	1.5 Lac	↑ 23 %					
Revenue	61	69	↑ 12 %					
PBT	9	12	↑ 31%					

Asset Reconstruction Company								
	Q3 FY22 Q3 FY23							
Closing AUM	2,128	3,148	† 48%					
Revenue	29	38	↑ 30%					
PBT	16	23	↑ 39%					

Consolidated P&L – Aditya Birla Capital



(₹ crore)	FY 2022	Q3 FY22	Q2 FY23	Q3 FY23	9M FY22	9M FY23
Revenue	22,053	5,535	6,825	6,894	15,436	19,309
Profit Before Tax (before share of profit/(loss) of JVs	1,769	482	593	700	1,240	1,855
Add: Share of Profit/(loss) of associate and JVs	341	93	97	60	261	209
Profit before tax	2,110	574	690	760	1,501	2.064
Less: Provision for taxation	610	164	211	214	463	615
Less: Minority Interest	(46)	(6)	(9)	16	(57)	1
Profit after tax	1,545	416	488	530	1,095	1,448
Gain on Sale of AMC stake (net of tax)	161	161	-	-	161	-
Fair value gain ¹	-	-	-	2,739	-	2,739
Reported Profit After Tax	1,706	577	488	3,269	1,256	4,187

^{1.} Aditya Birla Health Insurance ceases to be a subsidiary and has been accounted as a joint venture post preferential allotment of equity shares to Platinum Jasmine A 2018 Trust, acting through its trustee, Platinum Owl C 2018 RSC Limited, being a wholly owned subsidiary of Abu Dhabi Investment Authority ("ADIA")

Update digital impact metrics



All metrics are for Q3 FY23 unless specified

REVENUE ENABLEMENT through digital customer acquisition engines

6 Mn

Lives covered through Byte sized products from ecosystem in Health business in 9M FY23

2.9 Mn

Customers acquired through ecosystem partnership in lending business in till Q3 FY23.

22%

Of Policy issuance verification call done through Audio Visual Bot in life insurance

₹ 482 crore

Renewal collected through bot in Life Insurance & Health Insurance till Q3 FY23

CUSTOMER EXPERIENCE through new age digital channels

180+

Voice Bots for Inbound & Outbound calls across ABC Businesses

22%

Inbound calls are answered by Voice bots across ABC Businesses

7.9 mn+

Omni Channel Interactions in 9M FY 23

88%

Policies renewed digitally in Life Insurance & Health Insurance

SCALABILITY & COST EFFICIENCIES with mid & back-office automation

57%

Straight through processing for service journey's

570

Robots Developed in our mid & back offices

89%

Emails bot accuracy

29%

moved to public cloud across the lines of business.



Drive analytics and cross-sell...



All metrics are for Q3 FY23 unless specified



HEALTH INSURANCE

AMC

LENDING

ACQUISITION >

13%

of Individual First Year Premium 9%

of Retail Fresh Premium (Excl. Micro/ Byte size products) 1%

of Retail Gross Sale through Acquisitions **79%**

of Digital Lending Business using ML Scorecards



35%

of Individual First Year Premium 24%

of Retail Fresh Premium (Excl. Micro/ Byte size products) 5%

of Retail Gross Sale

7%

of Personal Loan Disbursals



11%

Additional Renewal Premium Collected 6%

Additional Renewal Premium Collected

5%

of Retail Gross Sale

98%

Collection Efficiency from Digital Lending / Personal loan NPAs

...to maximise wallet share throughout customer life cycle

Financial Performance



(₹ crore)	FY17	FY18	FY19	FY20	FY21	FY22	CAGR FY17-22	9M FY22	9M FY23	Y-o-Y (%)
Lending Book	38,839	51,379	63,119	59,159	60,557	67,185	12%	61,411	85,869	40%
Gross Insurance Premium	5,778	6,146	8,008	8,882	11,076	13,867	19%	9,236	11,972	30%
Active Customers (Mn)	10	11	12	20	24	35		31	43	40%
Assets under Management	2,46,159	3,05,372	3,04,322	3,05,587	3,35,919	3,70,608	9%	3,72,423	3,61,570	(3%)
Revenue ¹	11,071	12,841	16,570	17,927	20,453	23,633	16%	16,494	20,771	26%
Profit Before Tax	1,150	1,438	1,797	1,687	1,973	2,843	20%	2,104	5,159	
NBFC	837	1,051	1,328	1,053	1,031	1,487	12%	1,086	1,486	37%
Asset Management	337	523	647	661	696	895	22%	685	613	(11%)
Life Insurance2	124	130	131	137	151	175	7%	122	134	10%
Housing	(16)	34	107	136	176	253		183	226	23%
General Insurance Broking	39	39	27	42	71	86	17%	77	86	11%
Stock & Securities Broking	8	10	14	17	22	36	35%	26	37	41%
ARC Business	-	-	(3)	24	37	55		39	62	59%
Health Insurance	(89)	(197)	(257)	(246)	(199)	(309)		(281)	(211)	
Interest and Brand expenses	(1)	(87)	(124)	(117)	(10)	(7)				
Others/Eliminations/Stake Sale	(89)	(66)	(73)	(21)	(3)	158		166	2,727	
Consolidated PAT (after minority)	573	693	871	920	1,127	1,706	24%	1,256	4,187	

¹ Consolidated segment revenue; for Ind AS statutory reporting purpose Asset management and wellness business are not consolidated and included under equity accounting ² ABNL transferred its 51% stake in Aditya Birla Sun Life Insurance (ABSLI) to ABCL w.e.f 23rd March 2017. FY17 financials have been re-stated including earnings of ABSLI for full year to make performance comparable.

A financial services conglomerate meeting the life time needs of its customers

CIN: L67120GJ2007PLC058890

Regd. Office: Indian Rayon Compound, Veraval – 362 266, Gujarat

Corporate Office: One Indiabulls Centre, Tower 1, Jupiter Mills Compound,

841, Senapati Bapat Marg, Elphinstone Road, Mumbai – 400 013

Website: www.adityabirlacapital.com



ADITYA BIRLA CAPITAL

PROTECTING INVESTING FINANCING

Enable People to protect what they value

Enable People to make their money work so they can meet their aspirations

Enable People to fulfill their needs and desires without any delay

Understand People's lives' needs and accordingly advise the right solution

MoneyForLife Planner

ADVISING

Life Insurance

Health Insurance

Insurance Advisory

Mutual Funds

Wealth Management Personal Finance

Stocks & Securities

Portfolio Management Services

Pension Funds

Mortgage Finance

Home Finance

SMF Finance

Mortgage Finance

Loan Against Securities

Corporate Finance

Debt Capital Market & Loan Syndication

Asset Reconstruction

EMI Solutions

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