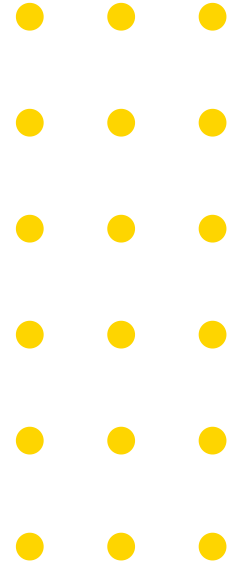


SVASTITRIKA SVASTI NEWSLETTER

July to September 2023

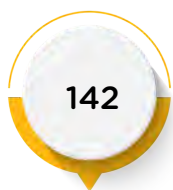


IN THIS ISSUE:

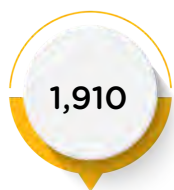
- A Note from our Co-Founders
- Events at Svasti
- Achieving New Milestones
...and more!



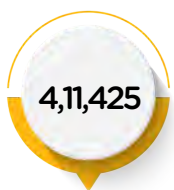
SVASTI PERFORMANCE SNAPSHOT



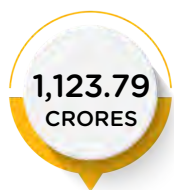
Branches



EMPLOYEES



CUSTOMERS



PORTFOLIO*



A NOTE FROM OUR CO-FOUNDERS

Dear Svasti family,

We are pleased to share that Quarter 2 of the Financial Year 2023-24 has been a good one for Svasti Microfinance and for the Microfinance Industry as a whole.

At Svasti, our disbursements grew at 29% year on year, with us having enrolled 60,205 new customers and disbursed Rs 264.61 Crores in the quarter of July to September 2023. Our growth is significant in the overall context of the NBFC-MFI sector which showcased a 39% rise in assets (year on year), with the overall sector AUM at Rs 3.76 trillion.

This also makes NBFC-MFIs the largest providers of microfinance, followed by banks, small finance banks, and non-banking financial institutions.

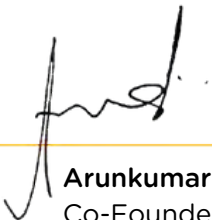
Adding to our mission to fulfill the right to finance and transform the lives of women and their families across India, our optional health insurance offering was welcomed by 87,010 customers, who voluntarily bought health premiums worth Rs 24.23 crores and 4,622 customers received health insurance benefits of over Rs 4.38 crores in the same period.

There was a lot of internal growth at Svasti too, with 73 of our people advancing their careers with promotions between July and September 2023. 40 CROs became ABMs, 20 ABMs became BMs, 4 BMs became UMs, 1 UM became an RH, 1 RH became a ZH, and 7 from our Head Office also moved up with promotions.

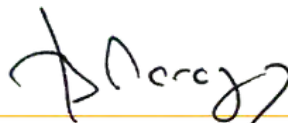
You can read more about all this in this newsletter, along with other exciting news and celebrations that we all shared in the months of July, August, and September 2023.

With Gratitude and Best wishes to each and everyone at Svasti Microfinance,

Sincerely,

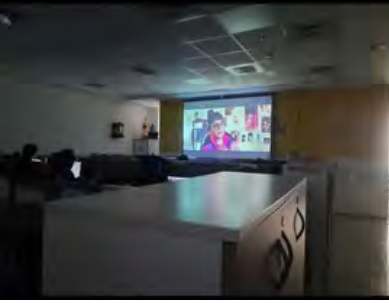


Arunkumar Padmanabhan
Co-Founder & CEO



Narayanan Subramaniam
Co-Founder, CFO & CIO

EVENTS AT SVASTI



Movie Screening at our Head Office, in July 2023

As part of our Fun Friday activities, we organised a movie screening in our office for all those present.

The collective fun activity was enhanced with movie-style popcorn and other refreshments.



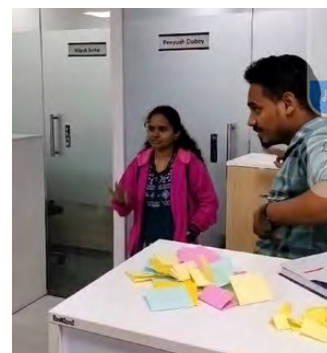
Tri-Colour Theme Celebration of Independence Day at Svasti

On the occasion of Independence Day, our employees demonstrated collective patriotism and enhanced the spirit of the occasion by dressing up in the three colours of our national flag!

EVENTS AT SVASTI

**Passing the Parcel - Fun Games at our Head Office in August 2023**

The Admin team organised a fun activity called “Passing the Parcel” which helped us relive childhood memories. Our people in our Head Office had a lot of fun playing this game, trying to ensure that the parcel was not in their hands when the music stopped!

**Dumb Charades - More Fun Games at our Head Office in September 2023**

As a part of our Fun Friday activities, our people participated in a game of Dumb Charades. They had to enact movie titles without speaking, and by way of actions only. Our people demonstrated their acting skills beautifully, and shared a lot of laughter while playing the game!

EVENTS AT SVASTI

All winners of the Dumb Charades competition were awarded a prize for their enthusiasm and enactment during the fun event. Employees from various departments who were winners in the competition received prizes from various senior leaders of Svasti.



Prize Distribution at Svasti



EVENTS AT SVASTI

All winners of the Dumb Charades competition were awarded a prize for their enthusiasm and enactment during the fun event. Here are some photos of our people, including Vice Presidents Narayan Bhaskar and Nitesh Kumar Sinha, and Assistant Vice President Naman Agarwal, among others.



Prize Distribution at Svasti



EVENTS AT SVASTI

All winners of the Dumb Charades competition were awarded a prize for their enthusiasm and enactment during the fun event. Here are some photos of our people, with Vice President Nitesh Kumar Sinha.



Prize Distribution at Svasti



NEW BRANCHES IN TAMIL NADU



Pudukkottai Branch Opening



Thiruthuraipoondi Branch Opening

GANESH CHATURTHI CELEBRATIONS



Ganesh Chaturthi Celebrations at Svasti in Gujarat

On the auspicious occasion of Ganesh Chaturthi, a Lord Ganesh idol was welcomed to our Godhra branch in Gujarat. Here are some photos from the auspicious occasion.

EVENTS AT SVASTI

Ramanthapuram Branch Celebrates being Q1 Champion Branch with RnR trip to Munnar

Indulging in a well-deserved celebration, our Q1 Champion Branch Ramanthapuram's team members went on a trip to Munnar. Here are some photos from the trip.



Quarter Champion
Branch

“A team is not just a group of people who work together, a team is a group of people who trust each other.”

JLG MICROFINANCE LOANS - CHAMPION CROs

Sarath Kumar - CRO

Parmeshwar Sarate - CRO

Month	Employee	Branch	Groups
July 2023	Sarath Kumar	Ramanathapuram	24
Aug 2023	Parmeshwar Sarate	Chakan	22
Sep 2023	Sarath Kumar	Ramanathapuram	34

The top-performing CRO in a given month is recognised as the Champion CRO for that month. Our congratulations to Parmeshwar Tulshidas Sarate for becoming the Champion CRO in August 2023.

Sarath Kumar of Ramanathapuram branch has broken all records by becoming the Champion CRO 4 times in the first two quarters of this financial year! Our heartiest congratulations to him on setting new standards for everyone and we wish him all the best for the future!

JLG MICROFINANCE LOANS - CHAMPION BRANCH

Ponneri branch became the quarter 2 champion branch by disbursing a total of 210 groups from July to September 2023. Congratulations to the entire branch team for keeping the competitive spirits alive and winning the RnR trip from this quarter.

Branch | **Groups Disbursed** | **Quarter**
Ponneri | **210** | **Q2**

MILESTONES



Kankavli Branch



Kankavli Branch



August 2023

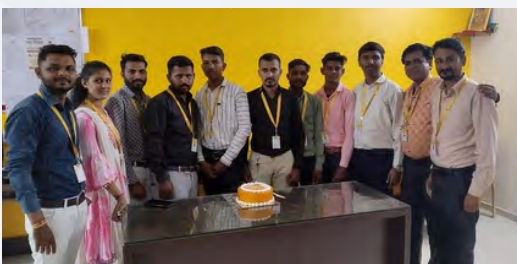
In July and August 2023 we saw outstanding customer enrolment across the country, led by our various branches. Here are the top achievers.



Ramanathapuram Branch



Dombivli Branch



Modasa Branch



Kalayarkoil Branch



Thanjavur Branch

Sayalgudi Branch



MILESTONES



Chiplun Branch

In September 2023 we saw outstanding customer enrolment across the country. Here are the top achievers.

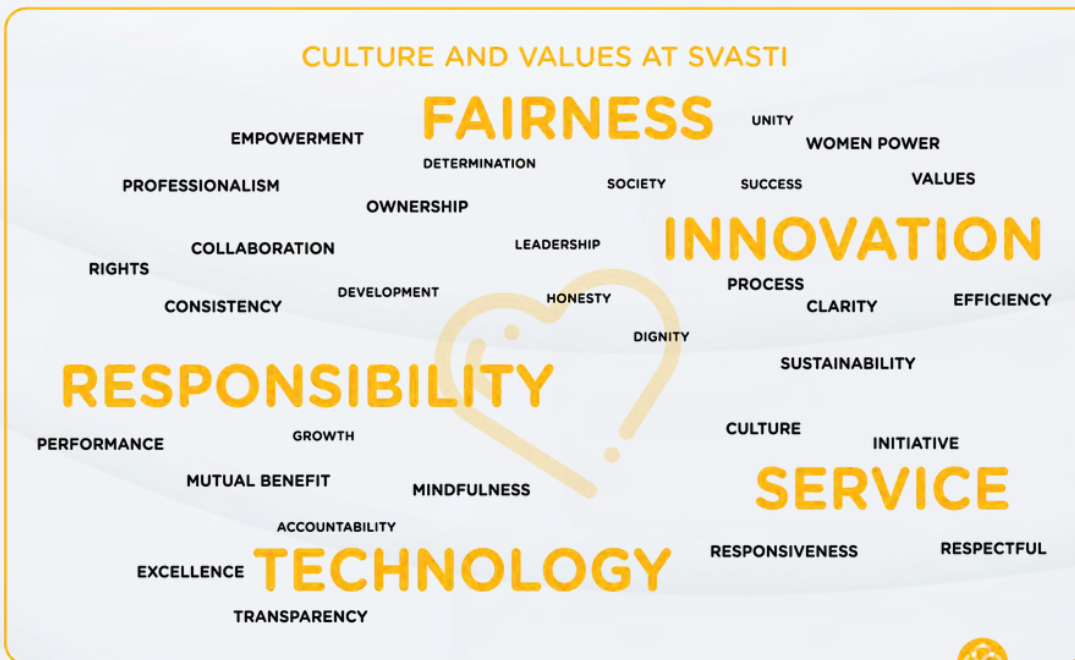


Alibag Branch



September 2023

CULTURE AND VALUES AT SVASTI



JLG MICROFINANCE LOANS - STAR CROs

The following CROs performed outstandingly in the months of July, August, and September, and earned the recognition of Star CROs for the Quarter.

July 2023

Employee	Branch	Loans
Amrut Kapadne	Amalner	23
Anand Gaikwad	Pune	18
Arunachalam Arul	Sholinghur	18
Hariom Goswami	Biaora	20
Neeraj Yadav	Pandesara	22
Pravin Vasave	Nandurbar	19
Shankar Parmar	Ujjain	19
Sushant Nemane	Kalwa	18
Suthan Assari	Kalayarkoil	19

August 2023

Employee	Branch	Loans
Anand Gaikwad	Pune	18
Aniket Rahatadkar	Roha	18
Muralikrishnan J	Ponneri	19
Narayan Mishra	Andheri East	19
Pankaj Kumar	Moradabad	20
Pavan Jangam	Pen	18
Prakit Dilip Kharat	Andheri East	19
Rupesh Waghawale	Roha	18
Rushikesh Ubhare	Mangaon	18
Rutik Cherphale	Mangaon	19
Sarath Kumar	Ramanathapuram	19
Tushar sharad Sanap	Badlapur	20
Vipin Kumar Koliwal	Jhunjhunu	18
Vishvaraj Rajpurkar	Roha	19

JLG MICROFINANCE LOANS - STAR CROs

September 2023

Employee

Ajith Subramani
 Ananthababu Gurusamy
 Arunachalam Arul
 Gauravkumar Bhoi
 Ghulam Ansari
 Gupta Manish
 Keerthivasan S
 Muralikrishnan J
 Neeraj Yadav
 Rahul Sonavane
 Ramkumar Ravisankar
 Ravi Vishwakarma
 Rina Haresh Wadhwa
 Sandeep Jatav
 Silambarasan D
 Subash Shankar
 Subodh
 Suthan Assari
 Suthan T
 Velu

Branch

Ponneri
 Paramakudi
 Sholinghur
 Vadodara
 Kalyan
 Pandesara
 Thirumullaivoyal
 Ponneri
 Pandesara
 Chalisgaon
 Ramanathapuram
 Deoria
 Kalyan
 Gwalior
 Ponneri
 Ponneri
 Budaun
 Kalayarkoil
 Thiruthuraipoondi
 Ponneri

Loans

25
 20
 25
 19
 20
 21
 19
 19
 18
 18
 18
 18
 21
 18
 18
 20
 21
 18
 19
 21
 25

“ Mera Svastitva is reflected
 in the spirit of our employees
 and in the smiles of our customers. ”

PEOPLE RISING, AT SVASTI
PROMOTIONS BETWEEN JULY - SEPTEMBER 2023

Congratulations to Chetan Gupta and Naman Agarwal on their promotion to senior managerial positions this year. Chetan was promoted to Assistant Vice President - Technology & Projects, while Naman was promoted to Assistant Vice President - JLG Business.



Chetan Gupta
Assistant Vice President
Technology Projects



Naman Agarwal
Assistant Vice President
JLG Business



Congratulations to all the employees in the field who got promoted this year! Viswakiran Gadwal became the 2nd Zonal Head in the department after Amin Sheikh and Dilip Shinde took over the newly created Ratnagiri region as Regional Head post promotion. At the same time, 4 BMs were promoted to the post of UMs in the state of Uttar Pradesh.



Viswakiran Gadwal
ZH - Thirumullaivoyal



Dilip Shinde
RH - Ratnagiri



Vinay Gupta
UM - Bareilly



Bhanupratap Yadav
UM - Mau



Mohit Tiwari
UM - Sitapur



Anurag Mishra
UM - Aligarh

PEOPLE RISING, AT SVASTI

PROMOTIONS BETWEEN JULY - SEPTEMBER 2023

Congratulations to all those who rose among the ranks in the company. Your performance and Svastitva values make us proud. Thank you, and wishing you all the best in your new roles!

Aarti Bhawarkar
Assistant Branch Manager,
Chhindwara

Aditya Kumar Singh
Branch Manager,
Agra

Ajay Porwal
Branch Manager,
Beawar

Amit Kumar
Assistant Branch Manager,
Unnao

Amit Mishra
Branch Manager,
Jaunpur

Aniket Vishwakarma
Assistant Branch Manager,
Unnao

Ankit
Assistant Branch Manager,
Kanpur

Ashish Kumar
Assistant Branch Manager,
Farrukhabad

Ashish Kumar Yadav
Assistant Branch Manager,
Ayodhya

Avaneesh Kumar
Branch Manager,
Bareilly

Avinash Hasalpuria
Assistant Sales Manager,
Indore

Avinash Vijay Bawanthade
Assistant Branch Manager,
Balaghat

Awahesh Kumar
Branch Manager,
Deoria

Bhavsar Yash Nitinkumar
Assistant Branch Manager,
Isanpur

Chetan Kumar
Assistant Branch Manager,
Firozabad

Dhamendra Tomar
Assistant Branch Manager,
Aligarh

Dilip Shinde
Regional Head,
Ratnagiri

Divyansh Sanodiya
Assistant Branch Manager,
Chhindwara

Ganesh Narayan Jadhav
Assistant Branch Manager,
Wada

Ganesh Pralhad Kamble
Assistant Sales Manager,
Ghatkopar

Gohil Krunal Vikrambhai
Assistant Branch Manager,
Pandesar

Gopal Vishwas Patil
Customer Relationship Officer,
Amalner



PEOPLE RISING, AT SVASTI

Hanuman Sharan
Assistant Branch Manager,
Shahjahanpur

Jitender Singh
Assistant Branch Manager,
Godhra

Kamlesh Kumar Jhariya
Branch Manager,
Mandla

Kavita Rai
Assistant Branch Manager,
Damoh

Ketan Ramesh Narvekar
Officer,
Thane CDL

Krunal Solanki
Assistant Branch Manager,
Vadodara Gotri

Madhavi Sharma
Manager,
Thane HO

Manjeet Singh
Branch Manager,
Sitapur

Meghana Santosh Mailagir
Assistant Branch Manager,
Dhule

Mohit Jain
Branch Manager,
Chhindwara

Monu Gupta
Assistant Branch Manager,
Bareilly

Naman Agarwal
Assistant Vice President,
Thane HO

Nitin Machhindra Pawar
Assistant Branch Manager,
Kannad

Pradeep Katariya
Branch Manager,
Hoshangabad

Pramod Nandkumar Sarate
Assistant Branch Manager,
Amroli

Pravin Ashok Jagtap
Branch Manager,
Dhule

Puneet
Branch Manager,
Ballia

Rahul Kumar Harinkhede
Assistant Branch Manager,
Mandla

Rahul Singh Yadav
Assistant Branch Manager,
Kanpur

Rameshwar Sarate
Assistant Branch Manager,
Chakan

Ramkaran Saini
Assistant Branch Manager,
Beawar

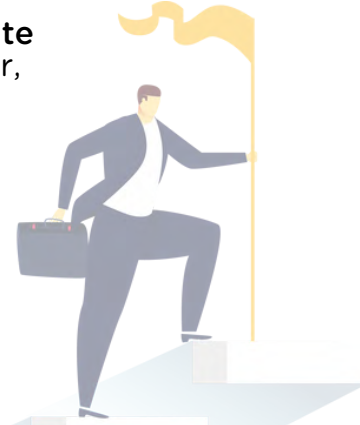
Ranvijay Vishwakarma
Branch Manager,
Lucknow

Ravi Kumar
Branch Manager,
Kanpur

Rohit Kumar
Assistant Branch Manager,
Mughal Sarai

Sagar Wadile
Branch Manager,
Jamnagiri

Sandeep
Assistant Branch Manager,
Varanasi



PEOPLE RISING, AT SVASTI

Sandeep Kumar Yadav
Assistant Branch Manager,
Jaunpur

Sandeep Singh Chouhan
Sales Manager,
Dewas

Satyaveer Singh
Assistant Branch Manager,
Aligarh

Satyavir Singh
Assistant Branch Manager,
Mathura

Shaha Kadushaha
Branch Manager,
Aurangabad

Shahanawaz Shaikh
Assistant Branch Manager,
Andheri East

Shashikant Bharti
Assistant Branch Manager,
Unnao

Shibiraj Raosaheb Narawade
Assistant Branch Manager,
Kannad

Shivam Sharma
Assistant Branch Manager,
Agra

Shobhit Singh
Branch Manager,
Budaun

Shubhangi Ramesh Tandale
Data Entry Operator,
Ahmednagar

Subhash Verma
Assistant Branch Manager,
Lucknow

Sunil Kumar Yadav
Branch Manager,
Kushinagar

Surjeet Singh Dhakar
Assistant Branch Manager
Shivpuri

Sushil kumar
Assistant Branch Manager,
Agra

Syamoo
Branch Manager,
Dabra

Uttam Singh
Assistant Branch Manager,
Vaishali Nagar

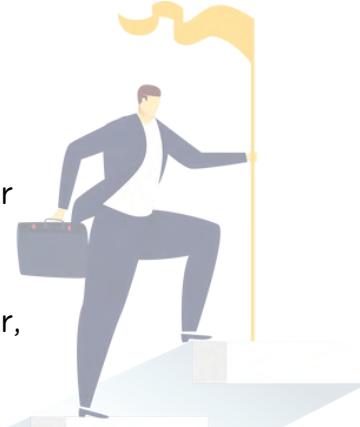
Vaghela Shanabhai
Branch Manager
Amroli

Vijay Kumar Yadav
Assistant Branch Manager,
Jaunpur

Vinay Kumar Gupta
Unit Manager,
Bareilly

Virendra Shiv Shankar Singh
Assistant Branch Manager,
Gorakhpur

Vivek Kumar Mishra
Branch Manager,
Mughal Sarai



MSME LOANS - CHAMPION ROs



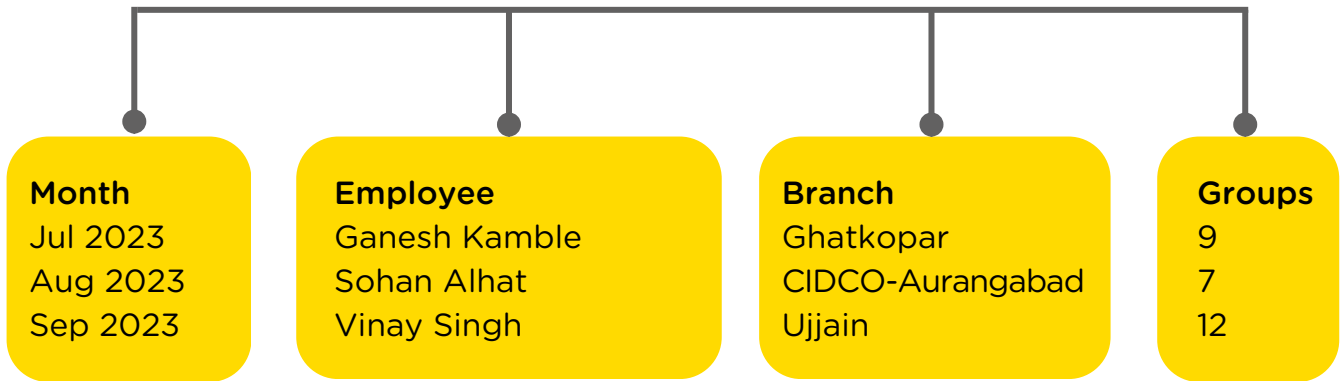
Ganesh Kamble
Relationship Officer



Sohan Alhat
Relationship Officer



Vinay Singh
Relationship Officer



← PUSH YOURSELF →
**BECAUSE
 NO ONE ELSE IS
 GOING TO DO IT
 FOR YOU**

MSME LOANS - STAR ROs
July 2023
Employee

Avinash Hasalpuriya
 Nagesh Borade
 Nikesh Gaikwad
 Sanjay Vishwakarma
 Sumit Khairnar
 Sunil Chaturvedi
 Vilas Tidme
 Vipul Soni

Branch

Dewas
 Aurangabad
 Chalisgaon
 Vidisa
 Satana
 Indore
 Nashik
 Hoshangabad

Loans

6
 5
 6
 6
 7
 5
 5
 7

August 2023
Employee

Jalamsingh Lodwal
 Jayash Mose

Branch

Aurangabad
 Indore

Loans

6
 6

September 2023
Employee

Dipak Bharmol
 Ganesh Kamble
 Gaurav Pawar
 Hari Om Prajapati
 Jalamsingh Lodwal
 Nagesh Borade
 Nikesh Gaikwad
 Sohan Alhat
 Sumit Khairnar
 Vilas Tidme
 Yogesh Patil

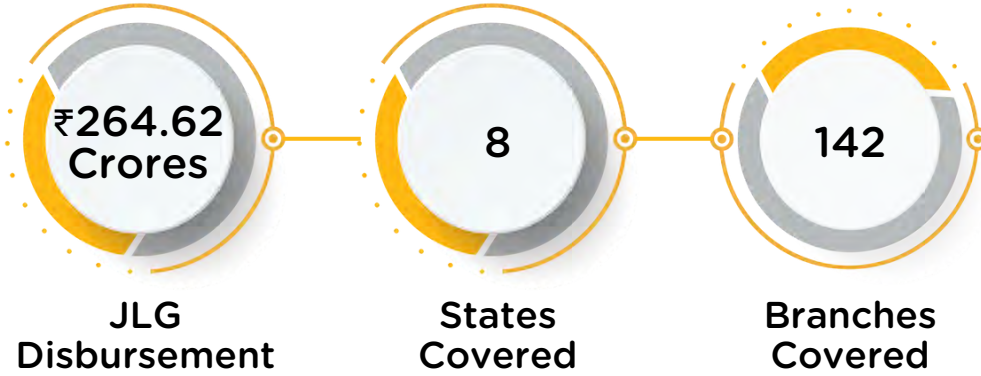
Branch

Thane
 Ghatkopar
 Jamunagiri
 Dewas
 Waluj
 Aurangabad
 Chalisgaon
 CIDCO-Aurangabad
 Satana
 Nashik
 Dhule

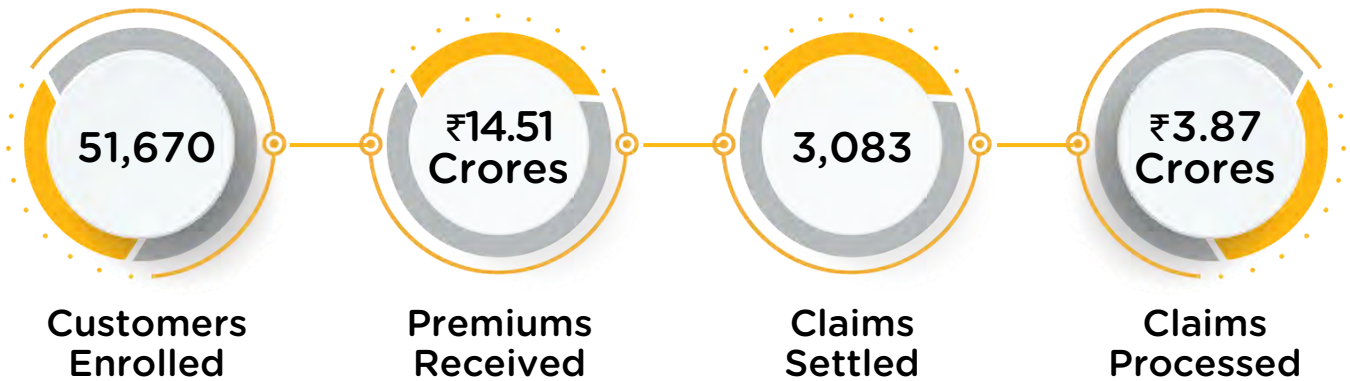
Loans

10
 8
 5
 6
 5
 5
 6
 9
 5
 5
 5

BUSINESS OVERVIEW FOR THE QUARTER



CONSUMER FINANCE OVERVIEW FOR THE QUARTER



Society Honesty
 Family Brainstorming Collaboration
 Unity Leadership Growth Women
Transformation
Teamwork
 Determination Success Dignity Enterprise Together
Think Ideas
Creative Rights Values
 Empowerment Development

OUR SUCCESS
 IS REFLECTED IN THE
 SPIRIT OF OUR
 EMPLOYEES
 AND IN THE
 SMILES OF OUR
 CUSTOMERS.

CONSUMER FINANCE - TOP PERFORMERS

Top CRO Sarath Kumar - 62 groups

Top Branch Ramanathapuram - 202 groups

Top Unit Thiruvallur - 674 groups

Top Region Chennai - 1793 groups

CONSUMER FINANCE - TOP CONVERTERS

Employee

Ganesh Mule
Chandrakanth Goda

Designation

Unit manager
Branch manager

Conversion

90%
86%

CONSUMER FINANCE - TOP CROs, MONTH WISE

Month

Jul 2023
Aug 2023
Sep 2023

Employee

Sarath Kumar
Parmeshwar Sarate
Sarath Kumar

Branch

Ramanathapuram
Chakan
Ramanathapuram

Groups

19
15
29

CONSUMER FINANCE - TOP BRANCHES

Month	Branch	Groups
Jul 2023	Ramanathapuram	58
Aug 2023	Ponneri	56
Sep 2023	Ramanathapuram	95

CONSUMER FINANCE - TOP UNITS, MONTH WISE

Month	Unit	Groups
Jul 2023	Thiruvallur	208
Aug 2023	Thiruvallur	208
Sep 2023	Thiruvallur	258

CONSUMER FINANCE - TOP REGIONS, MONTH WISE

Month	Region	Groups
Jul 2023	Lucknow	552
Aug 2023	Chennai	528
Sep 2023	Chennai	715

CONSUMER FINANCE: HEALTH INSURANCE MILESTONES

50,000 Health Insurance Customers Enrolled

Recognising the need for good health insurance coverage, over 50,000 of our customers have chosen to buy health insurance plans offered by our various insurance partners to date. This is a significant win for our teams who not only work very hard to ensure that we fulfill every woman's right to finance, they ensure our customers have access to things that help improve and transform their lives.

We also want to say a big thank you to our partners, Acko, Kotak, and Care, for helping us offer health insurance to those who seek it from us.

Our success is thanks to the responsibility showcased by all involved - from our sales teams who were responsible for customer outreach, to our customer support team who made things easy for everyone.

We're proud that we all worked together around our Svastitva values of fairness and responsibility upfront, and with innovation and technology behind the scenes!

We now look forward to collectively fulfilling the health insurance needs of more and more customers in the months and years ahead.



Pune Branch



Bhopal Branch



Mankhurd Branch



Arakkonam Branch



Jaunpur Branch

Pictured above: The top contributing branches across the country, that helped our customers choose health insurance benefits in the financial year so far.

CONSUMER FINANCE: HEALTH INSURANCE MILESTONES

Rs. 5 Crore Health Insurance Claims Reimbursed

Our optional health insurance offering to Svasti customers continues to be of great value to them in their times of need. In August 2023 alone, Svasti customers faced with health-related expenses claimed and received insurance benefits worth Rs 5 crores! This was made possible for our customers, by the outstanding service orientation of our teams.

While the number of claims settled speaks volumes for our team effort, the gratitude we have received from our customers through various testimonials is very satisfying and motivating for all involved at Svasti.

We are also grateful to our insurance partners, Care, Acko, and Kotak, who worked side by side with our teams, tirelessly, to ensure that our customers' needs were met and that their investment in health insurance made them happy.

It truly warms our hearts to know that our efforts have brought peace of mind and financial security to so many, and we remain committed to providing access to much-needed hassle-free health insurance services to all our customers who want them.



In this picture: Team Svasti with a happy customer who claimed health insurance benefits. You can view her full testimonial and other customer testimonials on our website (www.svasti.in) and YouTube channel (www.youtube.com/@svast.microfinance)

LEADERSHIP TRAINING AT XIM

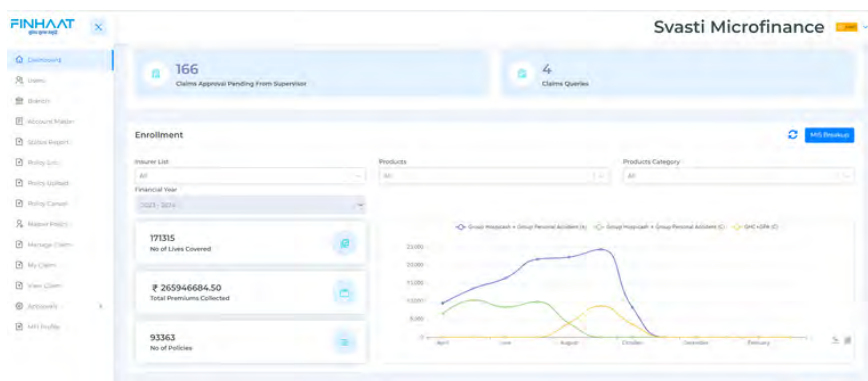


Continuous learning and development are a part of our culture at levels at Svasti. Taking every opportunity to enhance the skills of our people, senior leaders of Svasti, Sudhakar Seetha (VP - Consumer Finance), Peeyush Dubey (VP - MSME Loans), Viswakiran Gadwal (ZH - Tamil Nadu), and Amin Sheikh (ZH - Uttar Pradesh) attended a management

and leadership training programme organized by MFIN, in partnership with XIM University Bhubaneswar between 23rd to 25th August 2023.

FINHAAT PORTAL: STREAMLINING CLAIMS

Old, manual systems for handling health insurance claims were quite complex, with our teams constantly struggling to keep track of customers' claim records. The process of manually searching for and collating information in emails was not only time-consuming it was also prone to human errors.



With Svasti now using the Finhaat portal, all that has changed for the better. The Finhaat portal gives our teams a user-friendly Dashboard that provides valuable insights and helps simplify administrative tasks with easy-to-use filters and visualisations.

Add to this, user access to the portal is secured by Two-Factor Authentication (2FA), ensuring data privacy for our customers.

In summary, the Finhaat portal has helped streamline our processes, improve efficiency, and has contributed to our success in helping customers claim their health insurance benefits quickly and smoothly!