

August 5, 2021

The Manager
Listing Department
National Stock Exchange of India Ltd
Exchange Plaza, 5th Floor
Plot No.C-1, Block G
Bandra-Kurla Complex
Bandra (E)
Mumbai 400 051

The Secretary
BSE Limited,
25th Floor, Phiroze Jeejeebhoy Towers,
Dalal Street, Fort,
Mumbai 400 001

Symbol : CHOLAHLDNG

Scrip Code : 504973

Dear Sir / Madam,

Sub: Presentation to Analyst / Investor

This is further to our letter dated August 4, 2021 on the analyst / investor call scheduled on August 6, 2021.

Pursuant to Regulation 30(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, a copy of the presentation which will be shared with the analyst / investors is enclosed. The same is made available on the Company's website www.cholafhl.com

We request you to kindly take the information on record.

Thanking you,

Yours faithfully,
for **Cholamandam Financial Holdings Limited**



E Krithika
Company Secretary

Encl: As above



Chola

Financial Holdings

CHOLAMANDALAM FINANCIAL HOLDINGS LIMITED

CORPORATE PRESENTATION – Q1-FY22



murugappa

Murugappa Group in a Nutshell



Years of
Existence



Consolidated
Turnover
(FY21)



Group Market
cap (as on
30th Jun 2021)



Sectors



Businesses



Listed
Companies



Geographical
Presence

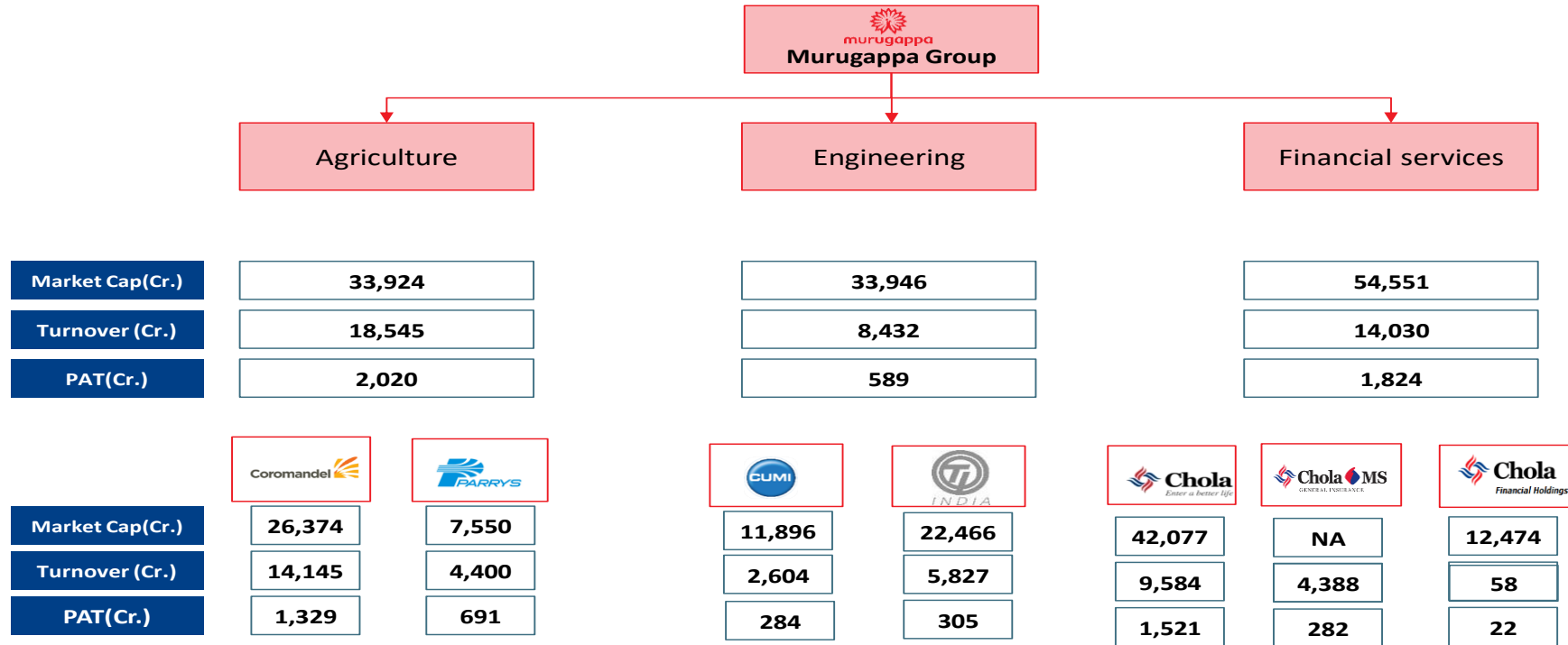


Manufacturing
Locations



Work force

Murugappa Group Overview



Note: Market Capitalization of Financial services incl. Chola Investments and Chola Financial Holdings. Financial Performance are of FY 20-21. Market data as on 30th June 2021. Source: BSE

SPIRIT OF MURUGAPPA



The five lights
The values, principles and beliefs that have always guided us and continue to show the way forward.

Integrity
We value professional and personal integrity above all else. We achieve our goals by being honest and straightforward with all our stakeholders. We earn trust with every action, every minute of every day.

Passion
We play to win. We have a healthy desire to stretch, to achieve personal goals and accelerate business growth. We strive constantly to improve and be energetic in everything that we do.

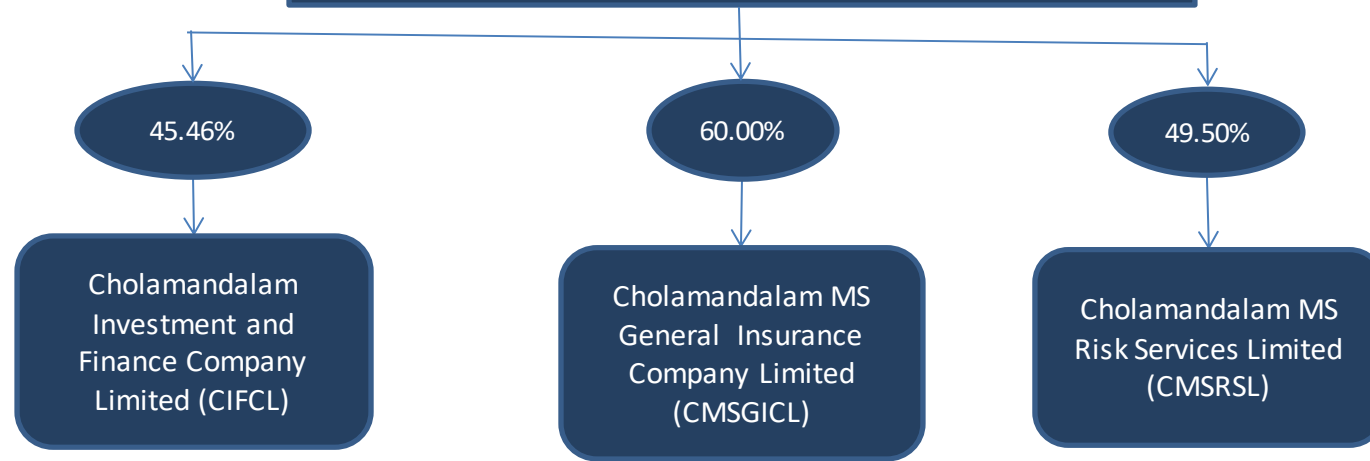
Quality
We take ownership of our work. We unflinchingly meet high standards of quality in both what we do and the way we do it. We take pride in excellence.

Respect
We respect the dignity of every individual. We are open and transparent with each other. We inspire and enable people to achieve high standards and challenging goals. We provide everyone equal opportunities to progress and grow.

Responsibility
We are responsible corporate citizens. We believe we can help make a difference to our environment and change lives for the better. We will do this in a manner that benefits our size and also reflects our humility.

“The fundamental principle of economic activity is that no man you transact with will lose, then you shall not.”

Cholamandalam Financial Holdings Limited (CFHL)
(Core Investment Company)



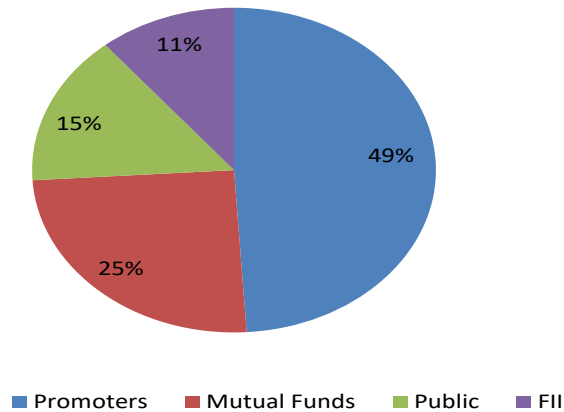
- Subsidiary (as per Ind AS)
- Associate (as per Companies Act)
- Listed Company
- Leading NBFC - Vehicle Finance, Loan against Property, Home Loans
- Stock broking and distribution of financial products through Subsidiary Companies

- Joint Venture with Mitsui Sumitomo Insurance Group, Japan
- Subsidiary
- Unlisted
- Multi-line insurer
 - a) Personal - Motor, accident, health, home
 - b) Commercial - Property, Engineering, Marine, Liability and Group Accident & Health

- Joint Venture with Mitsui Sumitomo Insurance Group, Japan
- Unlisted
- Risk Management and Engineering Solutions - Environment, Health and Safety

Shareholding pattern & Share price movement

**Shareholding Pattern
as of June 30, 2021**



Institutional Holders (More than 1%)

Top Domestic Institutional Holdings

- * Nippon India Mutual Fund
- * ICICI Mutul Fund
- * HDFC Mutul Fund
- * Franklin India Mutul Fund
- * Aditya Birla Mutul Fund

Top Foreign Institutional Holdings

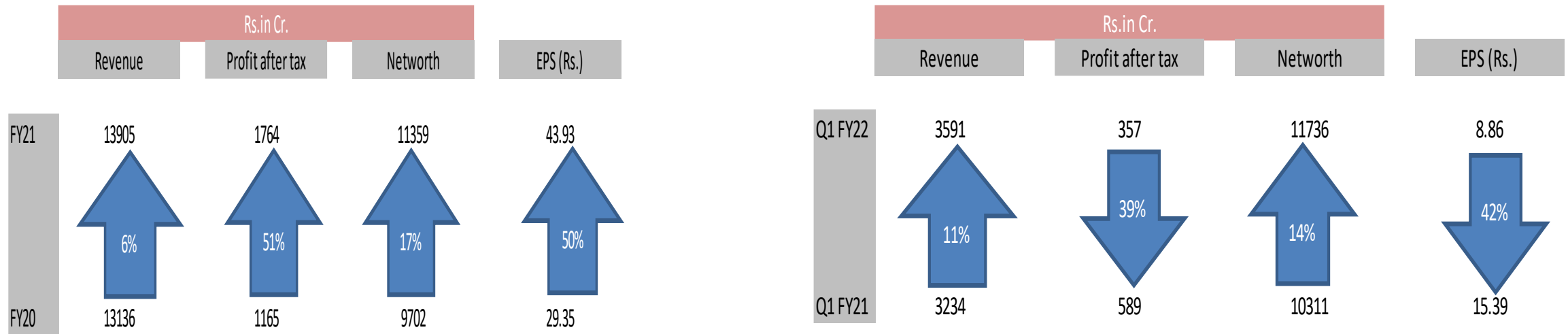
Toyota Tusho Corporation

Share Price movement



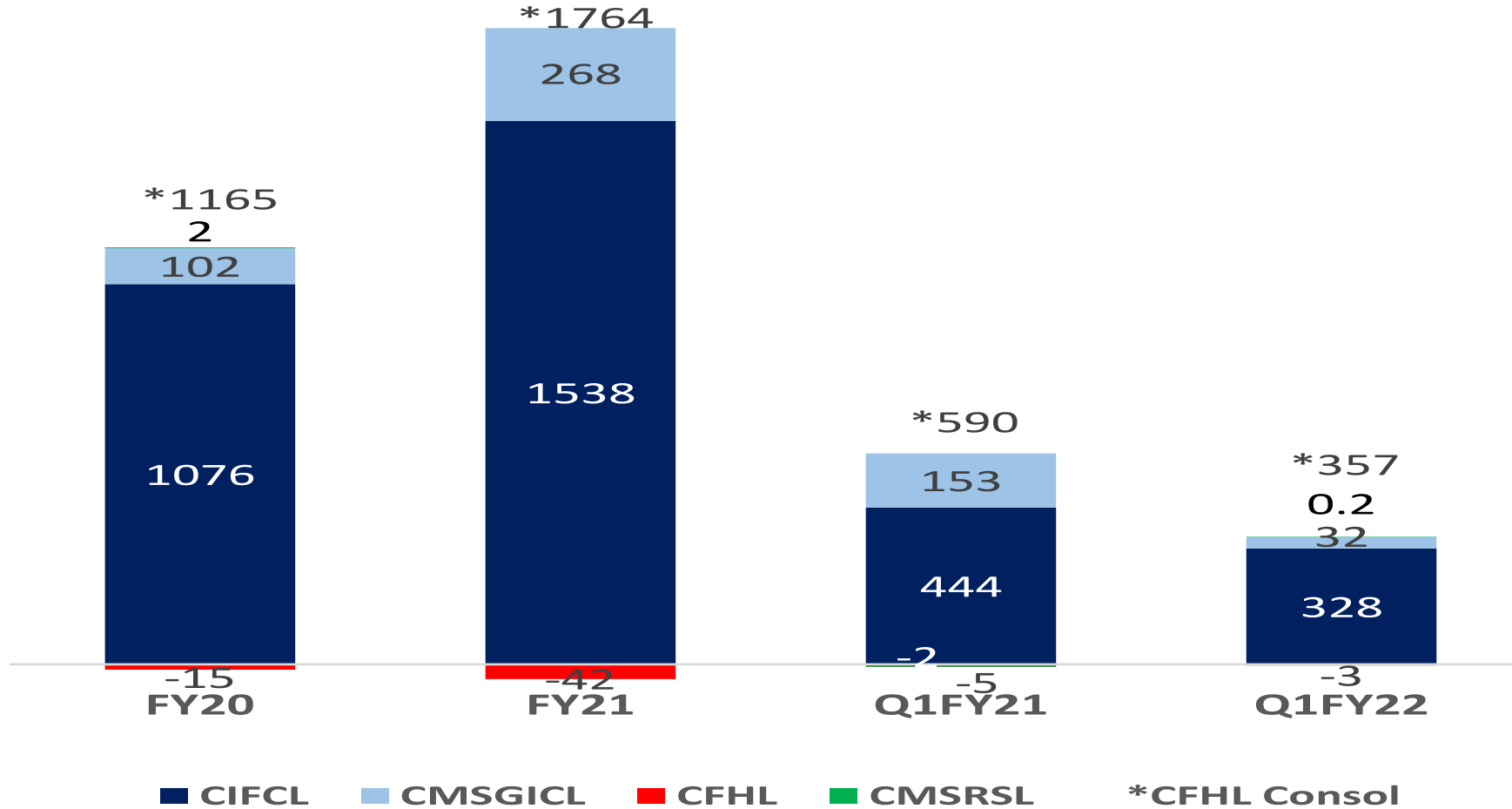
	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21
CFHL (Rs. / Share)	295.45	394.00	535.65	599.70	664.50
BSE Sensex	34,915.80	38,067.93	47,751.33	49,509.15	52,482.71

Performance Highlights - Consolidated



Performance Highlights - Consolidated

Profit after tax (Rs.crs)



Financial Performance & Metrics

CFHL - Standalone Particulars (Rs. in Cr)	FY21	FY20	Q1 FY22	Q1 FY21
Income	58	91	2	3
Expenses	24	4	3	6
Profit Before Tax	34	87	-1	-3
Tax Expense	12	4	-	-
Profit After Tax	22	83	-1	-3

CFHL - Standalone Balance Sheet (Rs. in Cr)	FY21	FY20	Q1 FY22	Q1 FY21
Networth	1,141	1,118	1,140	1,115
Other Liabilities	162	204	156	204
Total Equity and Liabilities	1,303	1,322	1,296	1,319
Investments and Bank deposits	1,303	1,322	1,290	1,312
Other Assets	0	0	6	7
Total Assets	1,303	1,322	1,296	1,319

CIFCL	FY21	FY20	Q1 FY22	Q1 FY21
Disbursements (Rs. in Cr)	26,043	29,091	3,635	3,589
AUM (Rs. in Cr)	76,529	66,943	75,763	70,826
No. of Branches	1,137	1,091	1,137	1,098

CMSGICL	FY21	FY20	Q1 FY22	Q1 FY21
GWP (Rs. in Cr)	4,705	4,824	997	883
Investment Portfolio (Rs. in Cr)	10,262	9,027	10,054	9,675
No of physical touch points including SMO	572	607	604	630

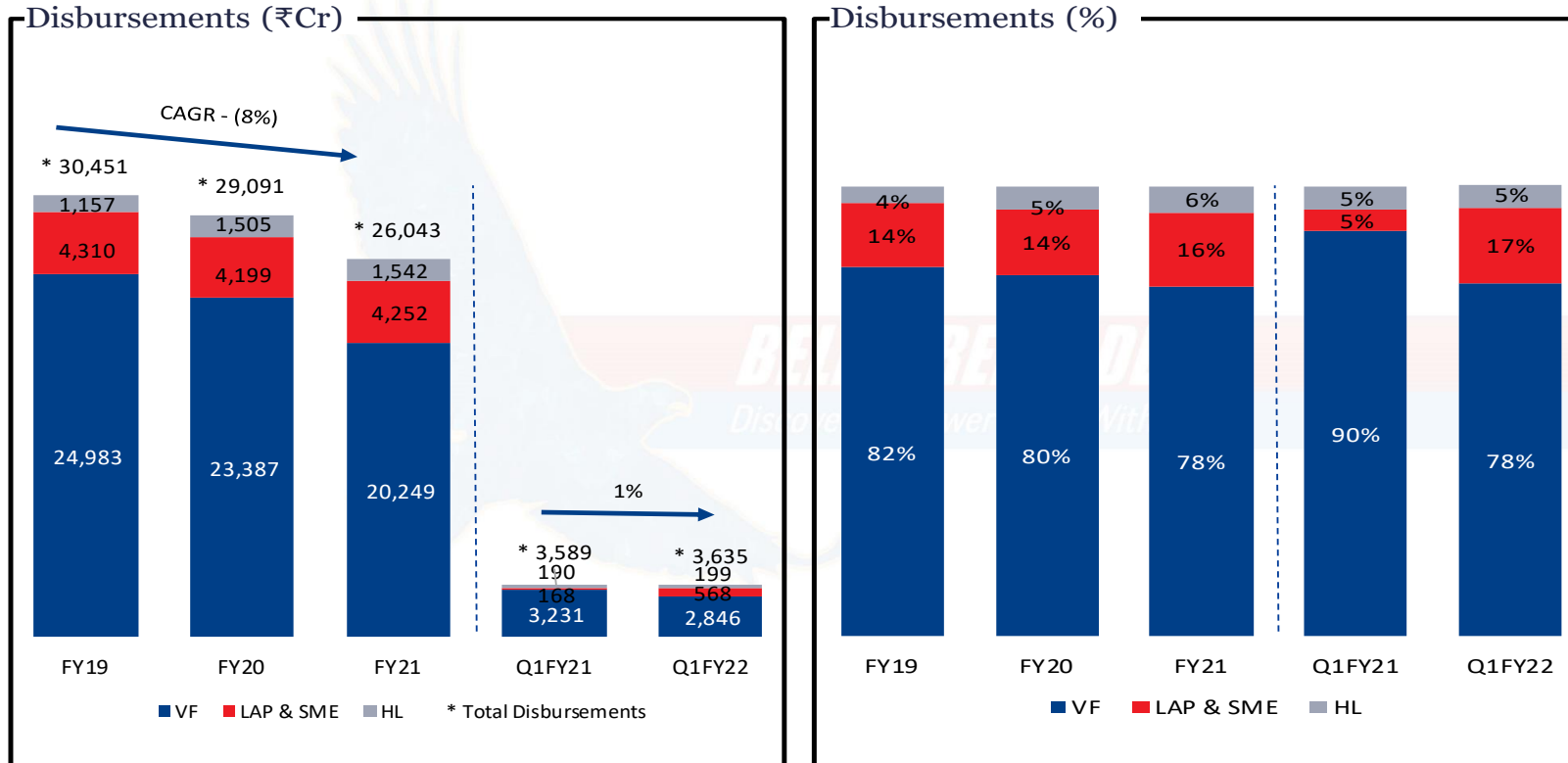
CMSRSL	FY21	FY20	Q1 FY22	Q1 FY21
Revenue (Rs. in Cr)	44	49	11	5
PAT (Rs. in Cr)	2	4	0	-4
Networth (Rs. in Cr)	26	24	26	21

Regulatory Ratios of CFHL

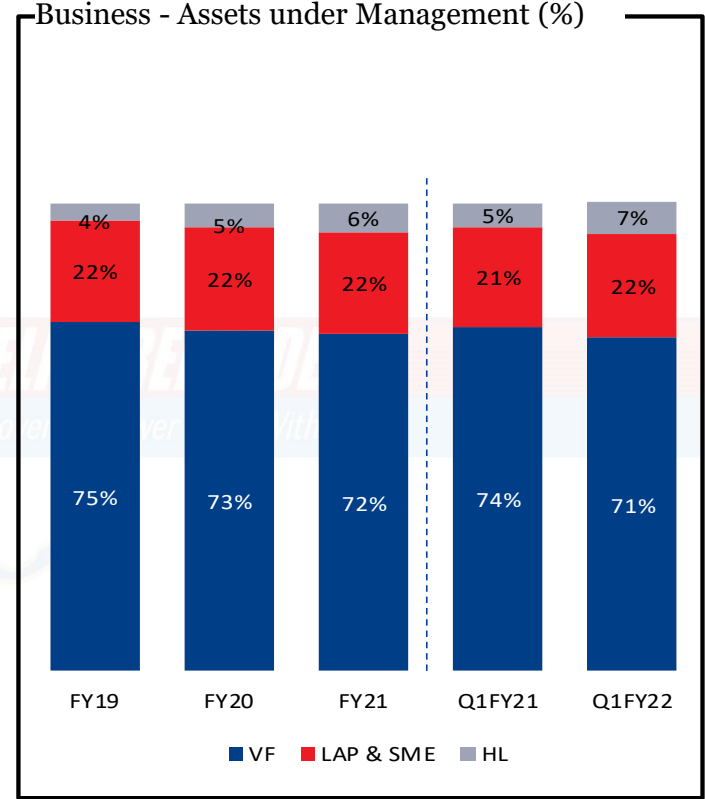
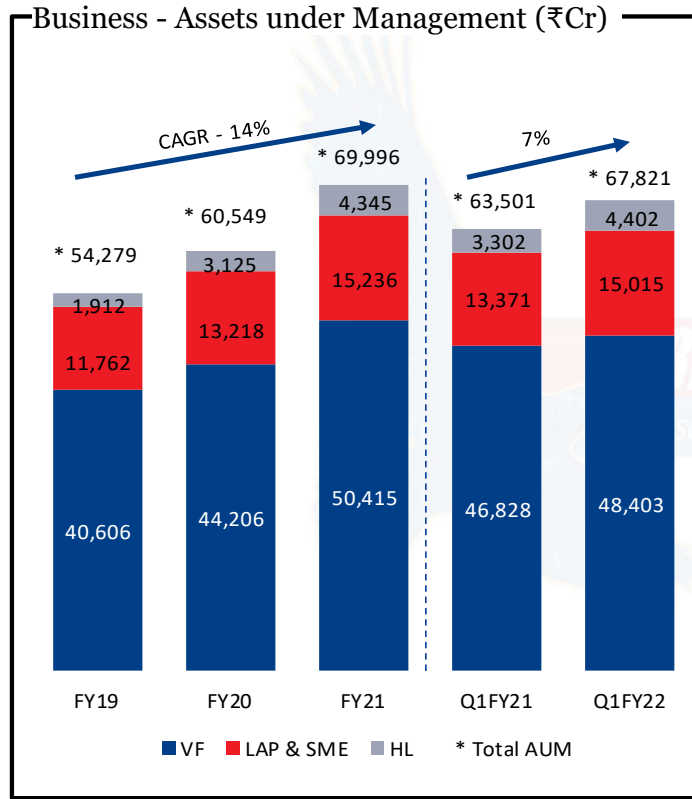
Particulars	Rs Crs	
	As of June 30, 2021	As of March 31, 2021
Owned Funds (A)	1,140.37	1,140.74
Adjusted Networth (B)	10,273.74	7,983.39
Risk Weighed Assets (C)	1,282.50	1,290.11
Outside Liabilities (D)	155.45	162.19
Net assets (E)	1,281.98	1,279.35
Investment in equity shares of group companies (F)	1,279.77	1,279.22
Capital Ratio (B / C)	801.07%	618.81%
Regulatory minimum	30.00%	30.00%
Leverage Ratio (D / B)	0.02	0.02
Regulatory maximum	2.50	2.50
Investment in group companies (F / E)	99.828%	99.990%
Regulatory minimum	90.00%	90.00%

Cholamandalam Investment and Finance Company Limited

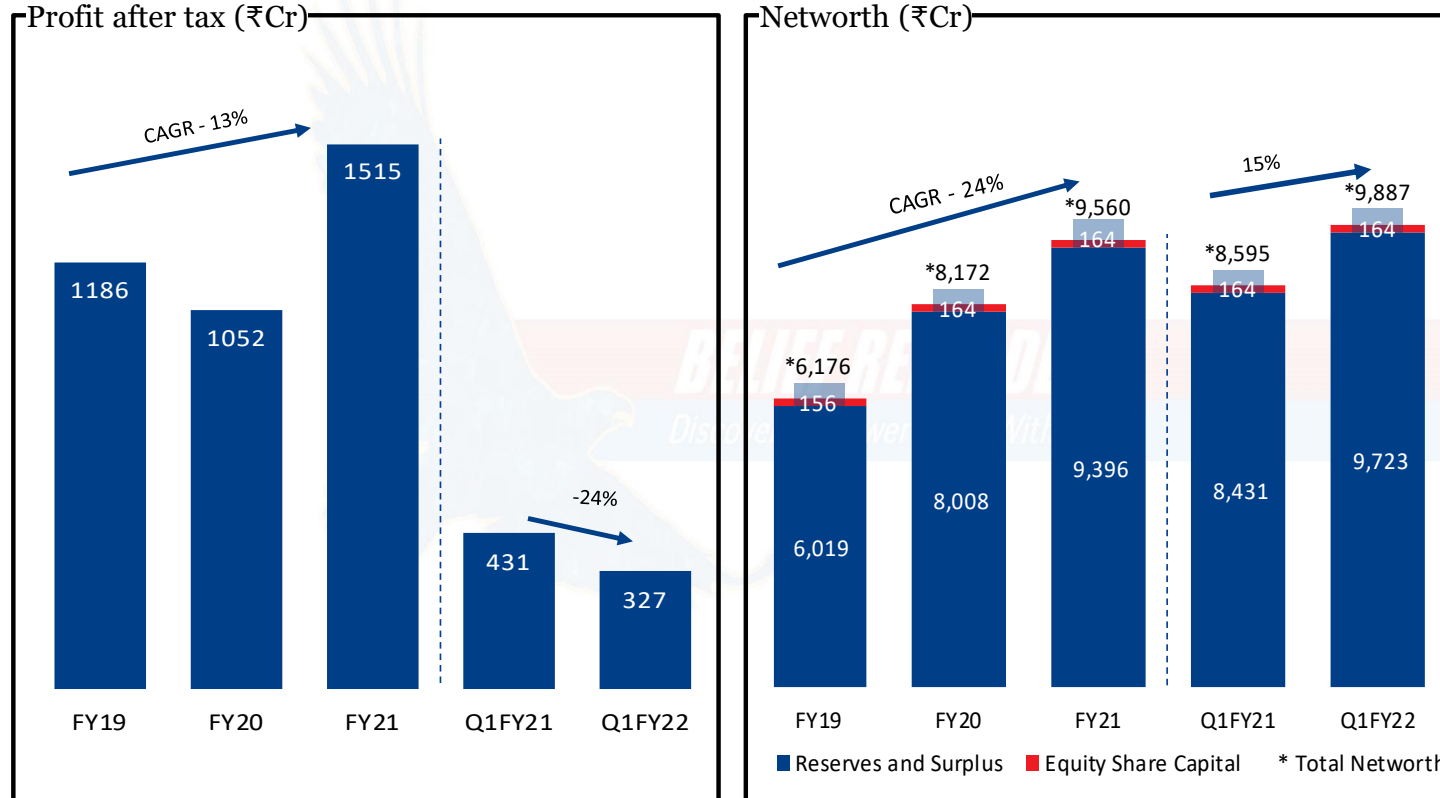
Disbursements



Assets Under Management



Profitability and Net worth



Vehicle Finance



Vehicle Finance: Q1FY22 Performance

Disbursements

- Disbursements declined by 12% in Q1FY22 as compared to Q1FY21.

Assets under management

- Assets have grown by 3% as compared to Q1FY21.

Loss and provisions

- Loan losses is at 3.7% in Q1FY22 as compared to 0.5% in Q1FY21.

Profit before tax

- PBT declined by 41% in Q1FY22 as compared to Q1FY21.

- The Tractor industry witnessed a growth of 39% in Q1 FY'22. The sales momentum in tractors is expected to marginally drop in the coming quarters of FY'22 considering the high base of last year and reduced replacement demand.
- The Light commercial vehicle segment had a growth of 163% in Q1 FY'22 on account of a low base last year. However, improved consumption and rising replacement volume in the coming quarters will be the driving factors for LCV demand this fiscal.
- The Small commercial vehicle segment had a growth of 242% in Q1 FY'22 on account of a low base last year. The impact on account of the pandemic is minimal in this segment due to its nature of deployment in last mile connectivity and faster recovery in sales is expected in the coming quarters.
- The Heavy commercial vehicle segment had a growth of 591% in Q1 FY'22 on account of a very low base last year. The segment will benefit from any pickup in economic activity and infra spends by the government post the second wave of COVID 19. The recovery is expected to start from early Q3 this year provided there is no further COVID impact.
- More than 80% of our branches are present in the rural areas, towns and semi urban areas which gives us a clear advantage to capitalize on the rural demand along with a clear watch on portfolio performance given the pandemic situation.
- Any uptick in demand for Light commercial vehicle will help us garner increased market share due to our presence in rural areas with a balanced collection approach.
- Any improvement in demand for Small commercial vehicles will help us maintain market share coupled with a cautious approach to funding based on vehicle viability and earning capacity.
- Our exposure in this segment is around 10% at a portfolio level. We are closely monitoring this segment for further improvement in market conditions and fleet owner sentiments.

Sector Outlook

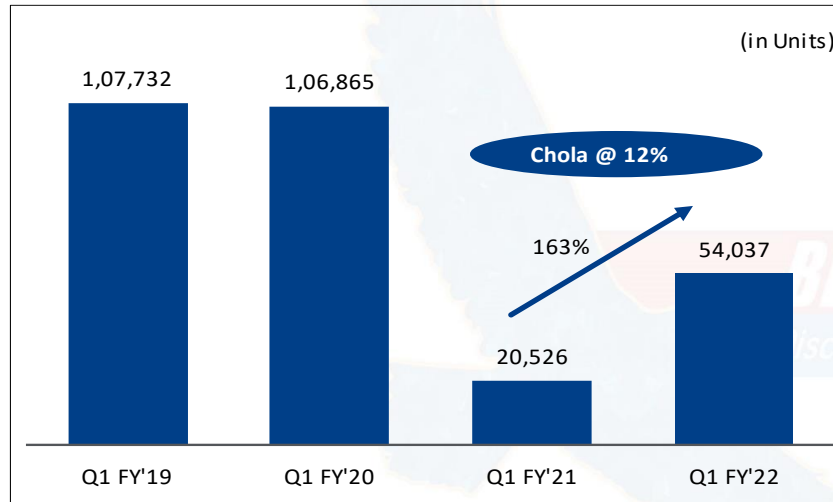
- The Passenger vehicle (Car & MUV) segment had a growth of 321% in Q1 FY'22 with a low base effect. The second wave of the pandemic will lead to subdued demand in Q2 and this segment is expected to have a positive recovery from the start of festive season in Q3 this year.
- The Two-wheeler industry had a growth of 86% in Q1 FY'22. The rebound in two-wheeler volumes is expected from Q2 FY'22 provided there is no third wave of COVID 19. The launch of new electric two wheelers is expected to create a buzz in the two-wheeler market in this fiscal.
- Used vehicle business is likely to be least impacted in this year except in Q1 where we had lockdown restrictions. Factors favouring this segment are lower market prices of used vehicles and extended time gap in regularization of the new vehicles supply chain on account of the pandemic.
- The Construction Equipment industry had a growth of 93% in Q1 FY'22 owing to a low base due to halt in construction activity in Q1 of last year. This segment will reap benefits from pickup in construction, mining activity and increased infra spends by government during the next 3 quarters.

Chola's Position

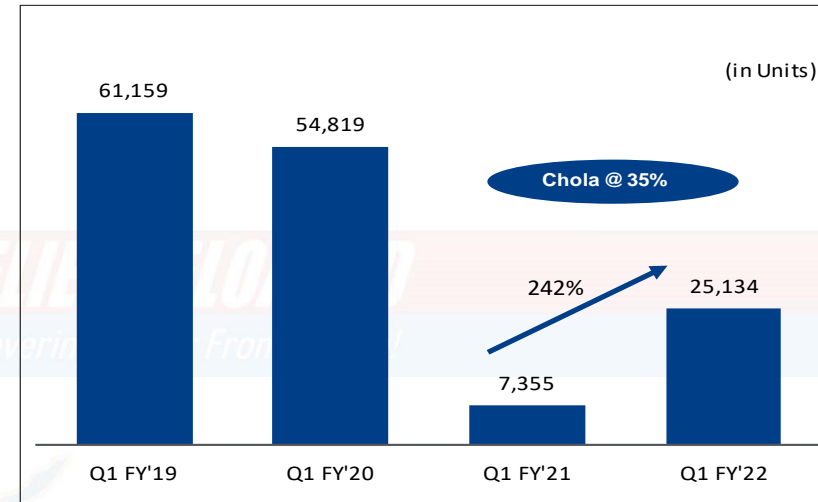
- Our focus is predominantly on retail customers mainly in smaller towns and rural market. Our exposure to tour operators is minimal. We will continue to focus on this segment as and when the market recovers.
- The company intends to maintain its focus on two-wheeler funding with a clear eye for credit underwriting to maintain portfolio performance. We have created a robust collection mechanism to overcome any pressure due to the impact of second wave of COVID 19.
- We are one of the key players in the used vehicle financing business. We will continue to maintain a vigilant approach in this segment with a razor-sharp focus on collections.
- Our exposure in this segment is around 6% at a portfolio level. We are closely monitoring this segment for improvement in market conditions to further growth and market share.

Auto Industry Outlook

Trend in Domestic LCV Sales



Trend in Domestic SCV Sales

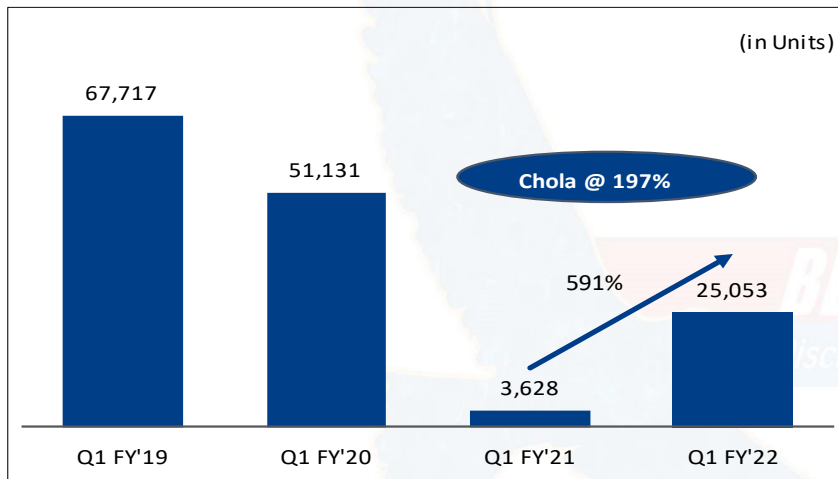


- Stronger demand from Consumption-driven sectors and E-commerce focused logistic companies will aid growth in the long term post COVID recovery.
- Demand for Pickups will increase in long term due to higher flexibility in usage over sub one tonne vehicles.

Source: FY19 to FY22 numbers are from SIAM

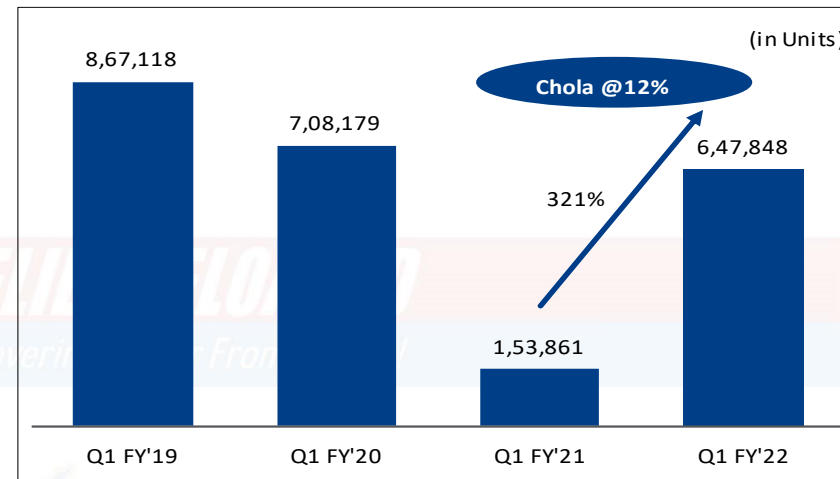
Auto Industry Outlook

Trend in Domestic HCV Sales



- Improved industrial activity, steady agricultural output, and the government's focus on infrastructure will aid growth in the long-term considering a lower base currently.
- Bus sales to be aided by the growth in urban population and demand from schools post the pandemic.
- Pick up in construction and mining activities over the long term would drive demand.
- Improvement in road infrastructure will lead to increased demand for higher tonnage vehicles.

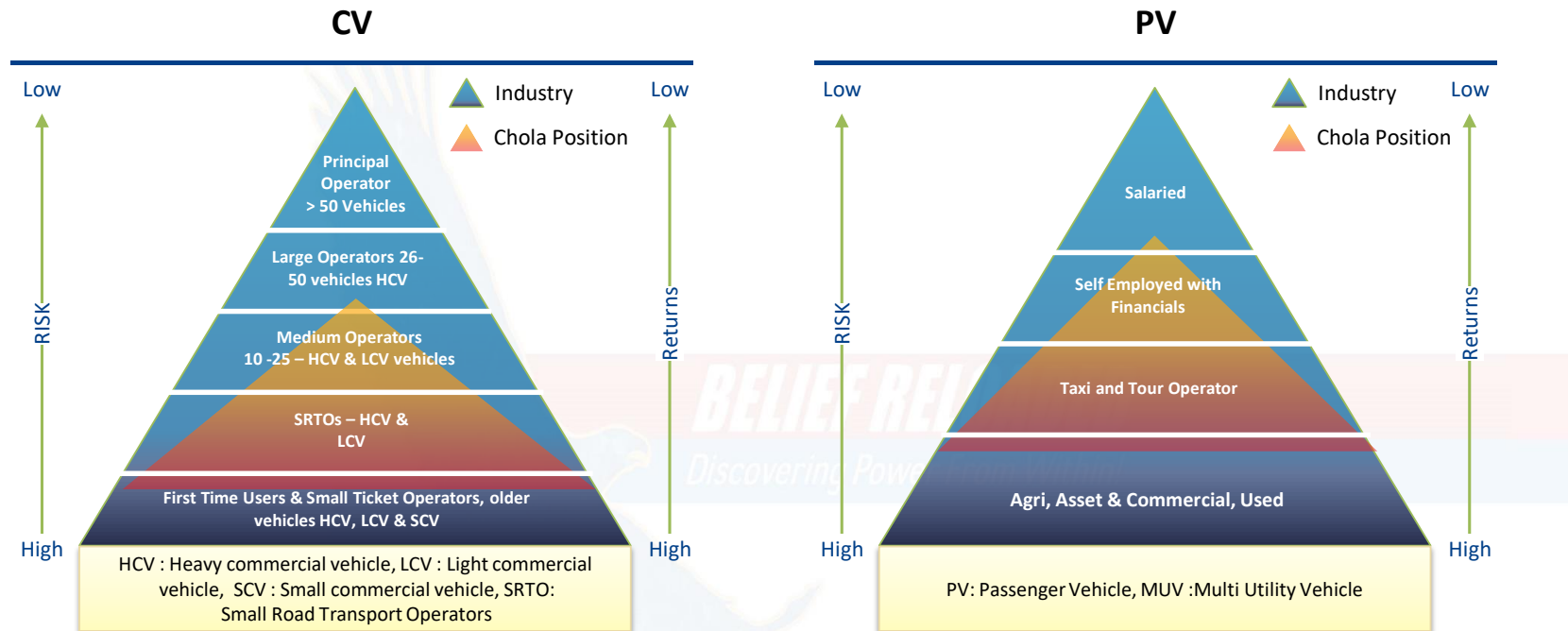
Trend in Domestic Car & MUV Sales



- Higher Income, lower penetration and lower cost of capital to boost long term demand.
- Improved vehicle penetration from 23 vehicles per 1000 to upto 28 vehicles per 1000 population over the next 5 years.
- Government support in higher farm incomes will bolster rural demand for passenger vehicles in the coming years.

Source: FY19 to FY22 numbers are from SIAM

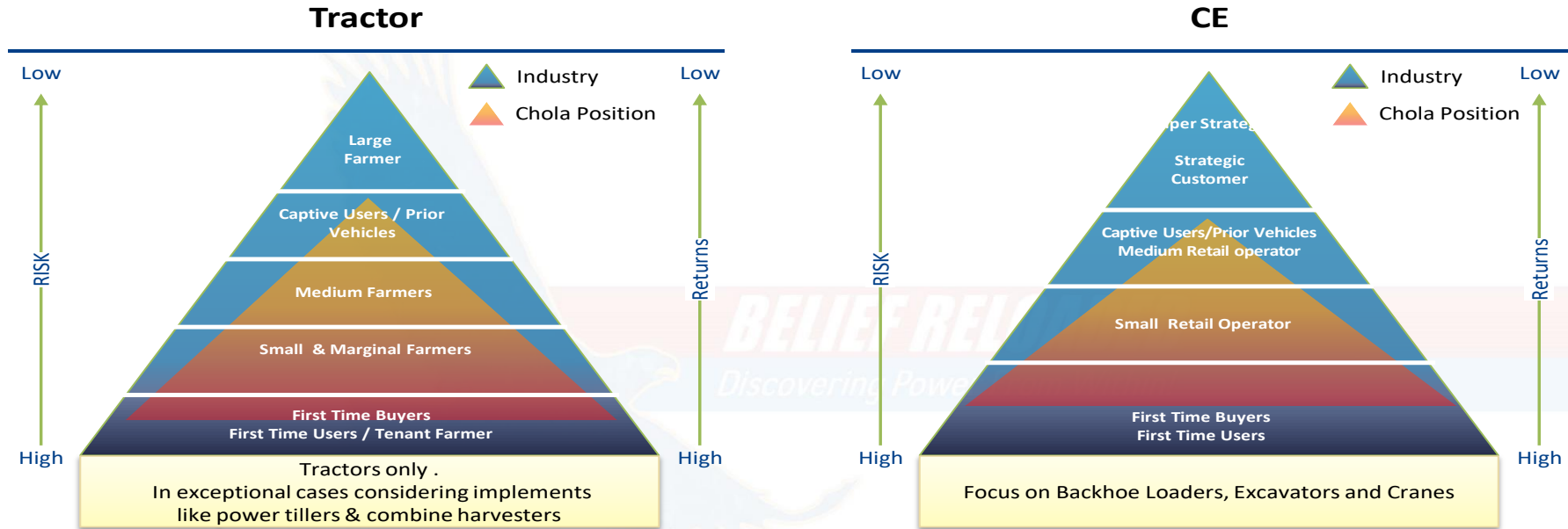
Vehicle Finance—Business Model & Positioning



- ~65% of disbursements are to micro & small enterprises and agri -based customer segment
- Chola positioning-
 - Middle of the pyramid through New CVs, Used CVs
 - Top of the Bottom of the pyramid through SCV & older CVs Shubh

- ~ 66% of disbursements are to Chola Existing, Agri & Commercial usage customers
- ~ 34% disbursements are to Self Employed with financials
- Chola positioning-
 - Middle of the pyramid is into Agri, Asset & Commercial

Vehicle Finance—Business Model & Positioning



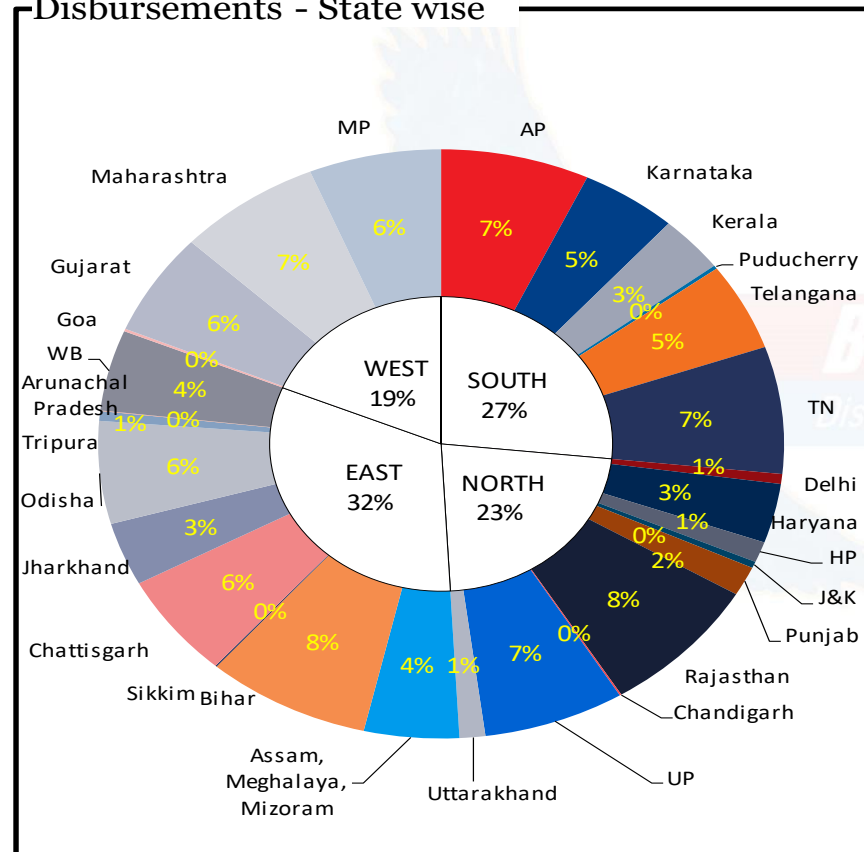
- ~65% of disbursements are to agri -based customer segment
- Application -
 - Agri usage
 - Commercial usage
 - Agri and Commercial usage
- New & Used

- ~ 69% of disbursements are to retail customer segment
- Application –
 - Captive
 - Hiring
- New & Used

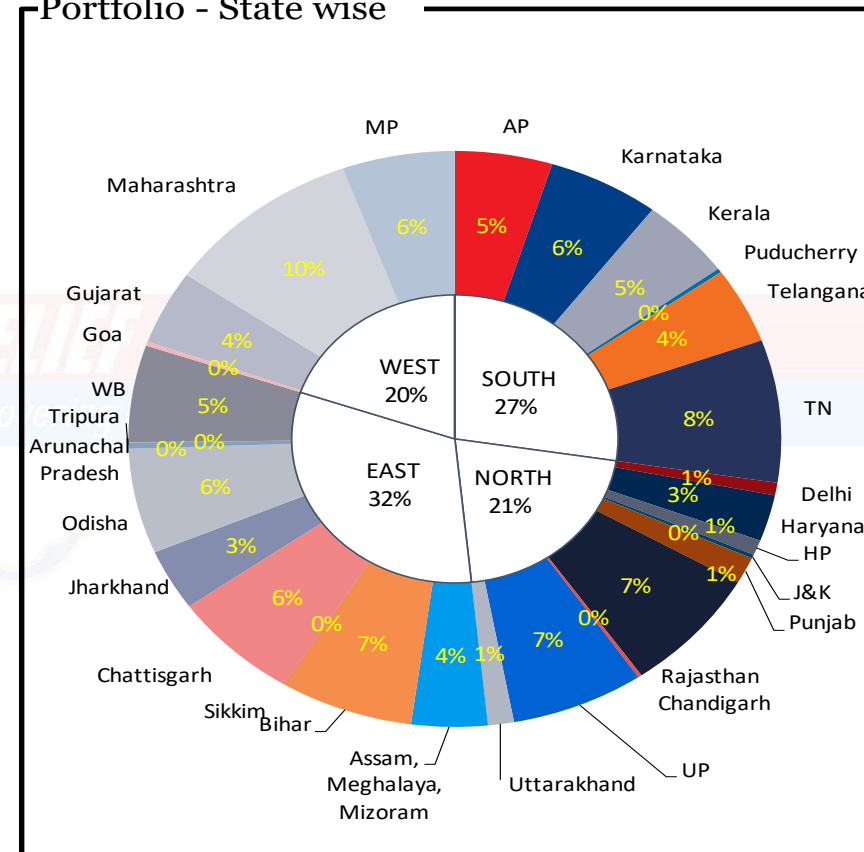
Vehicle Finance - Disbursement/Portfolio Mix – Q1FY22

Well diversified across geography

Disbursements - State wise



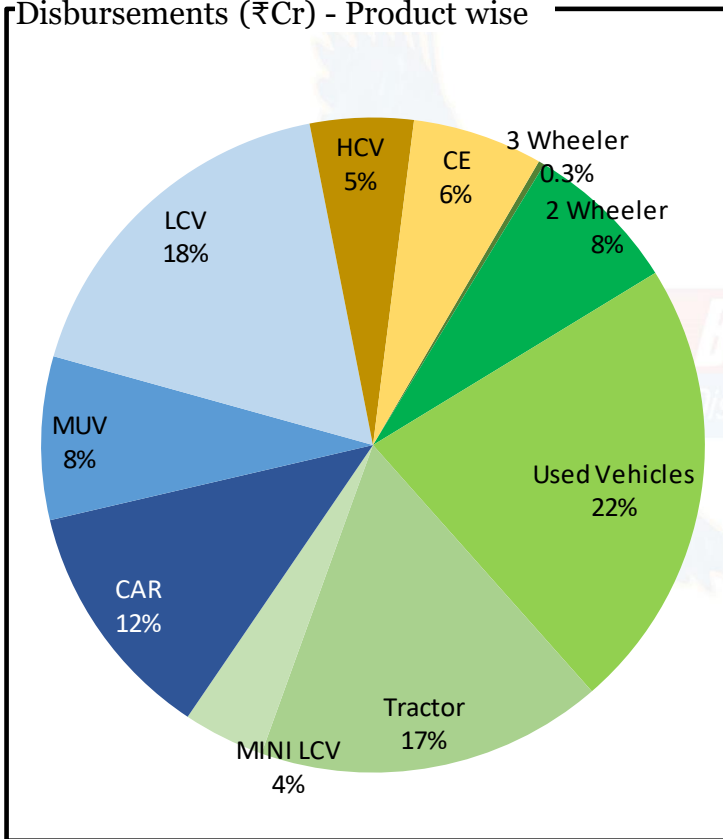
Portfolio - State wise



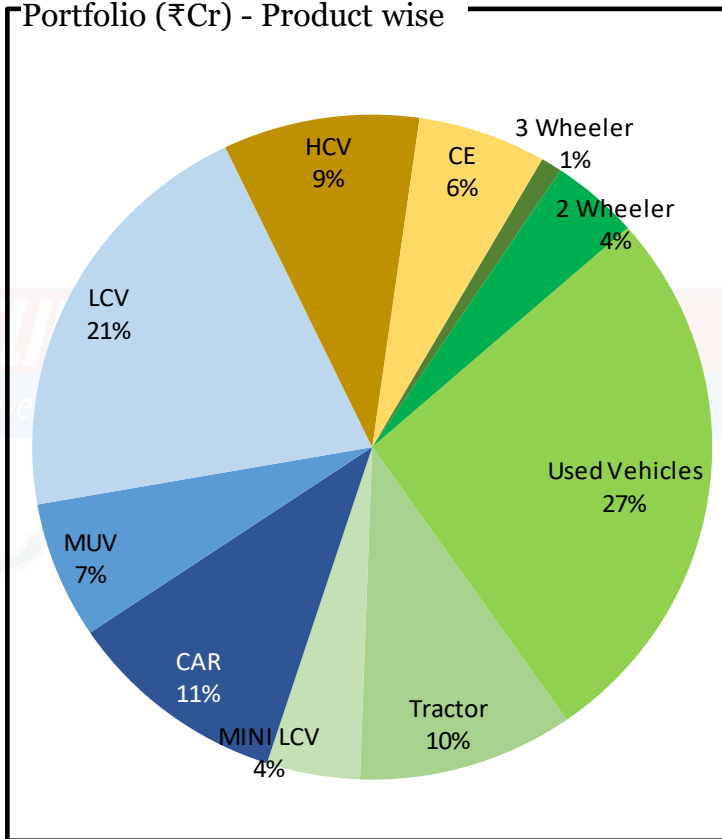
Vehicle Finance - Disbursement/Portfolio Mix – Q1FY22

Well diversified product segments

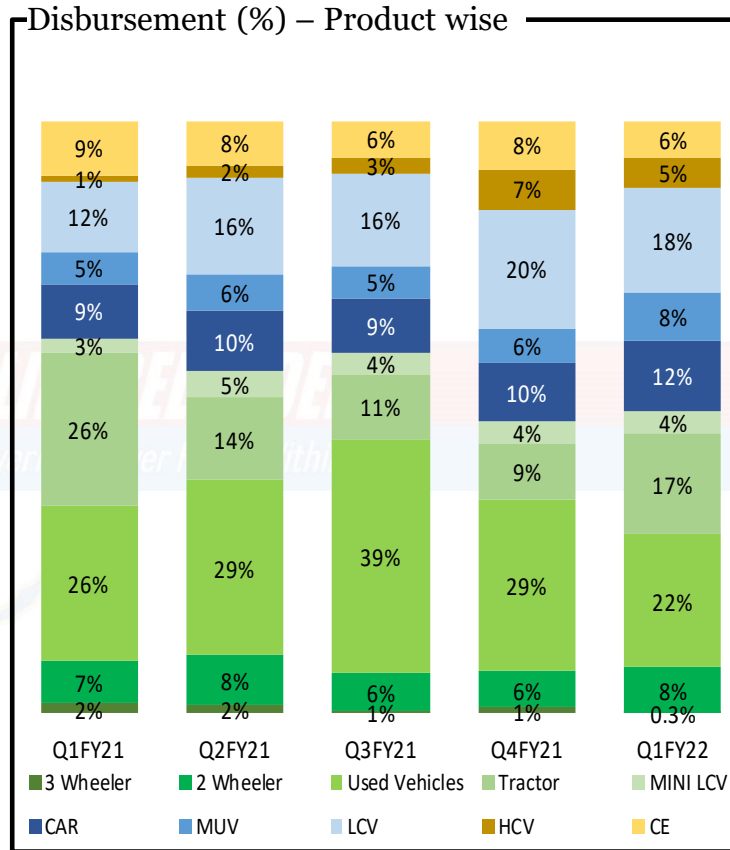
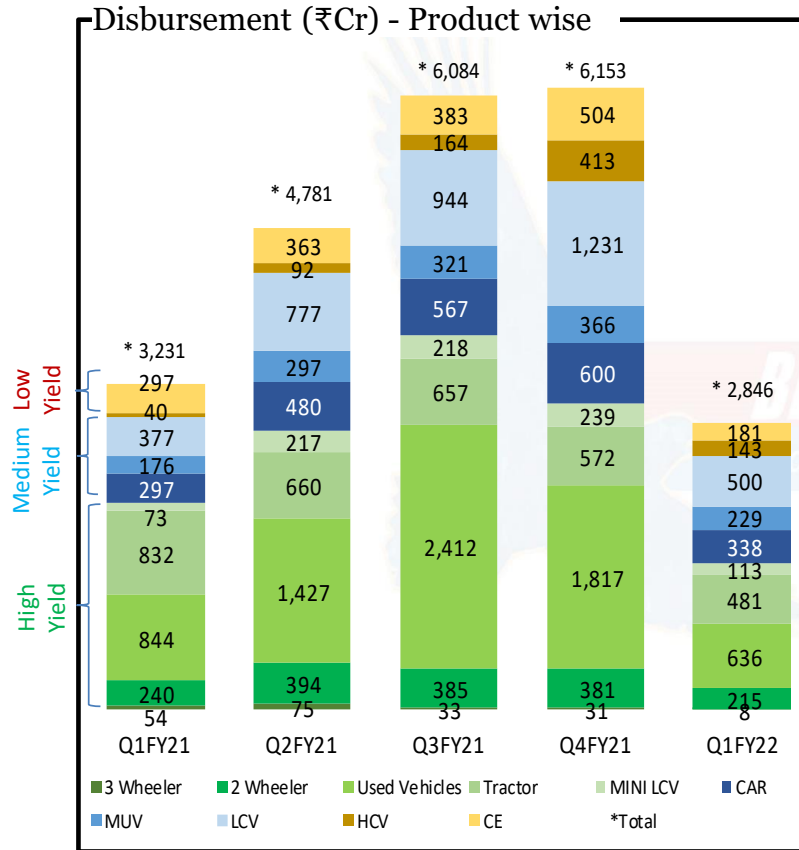
Disbursements (₹Cr) - Product wise



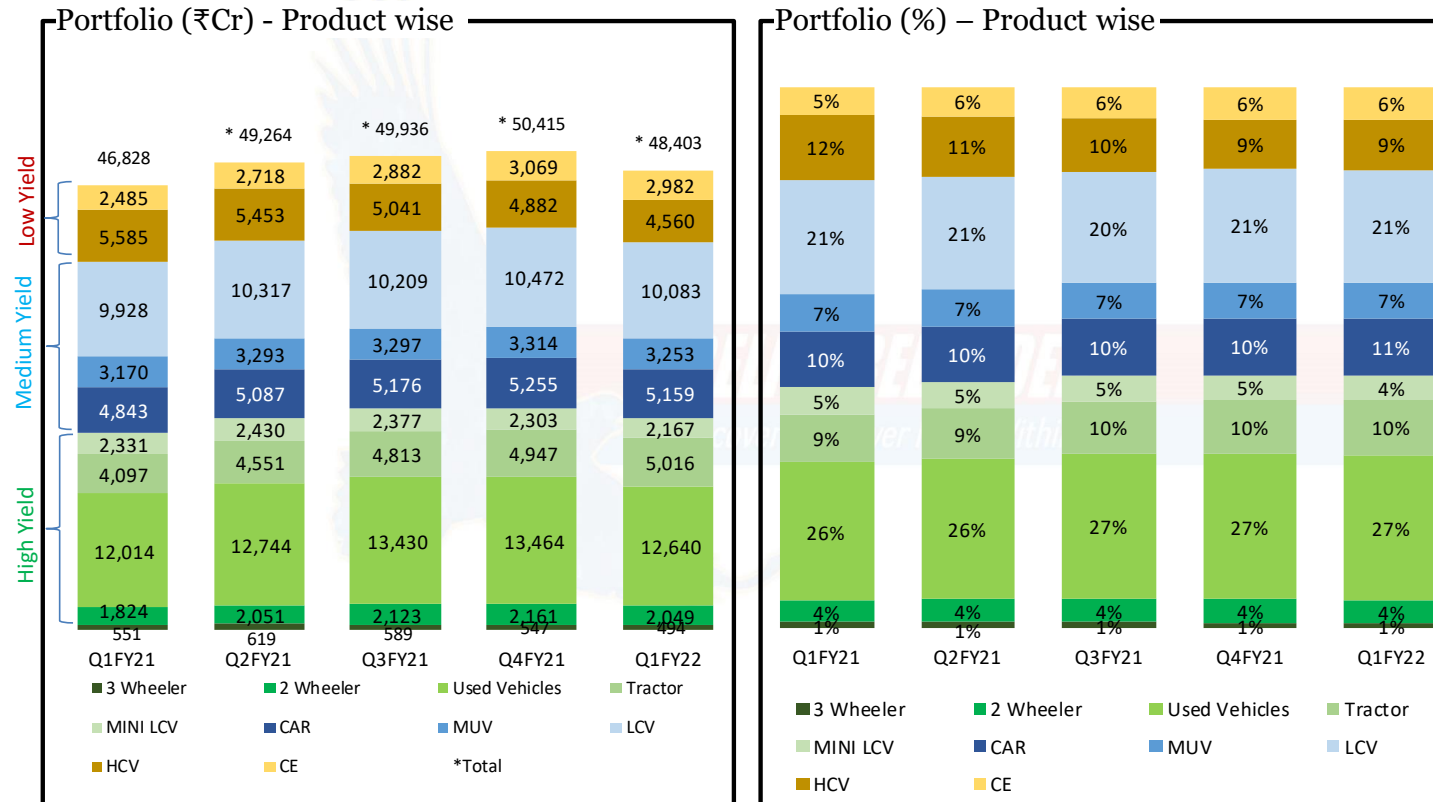
Portfolio (₹Cr) - Product wise



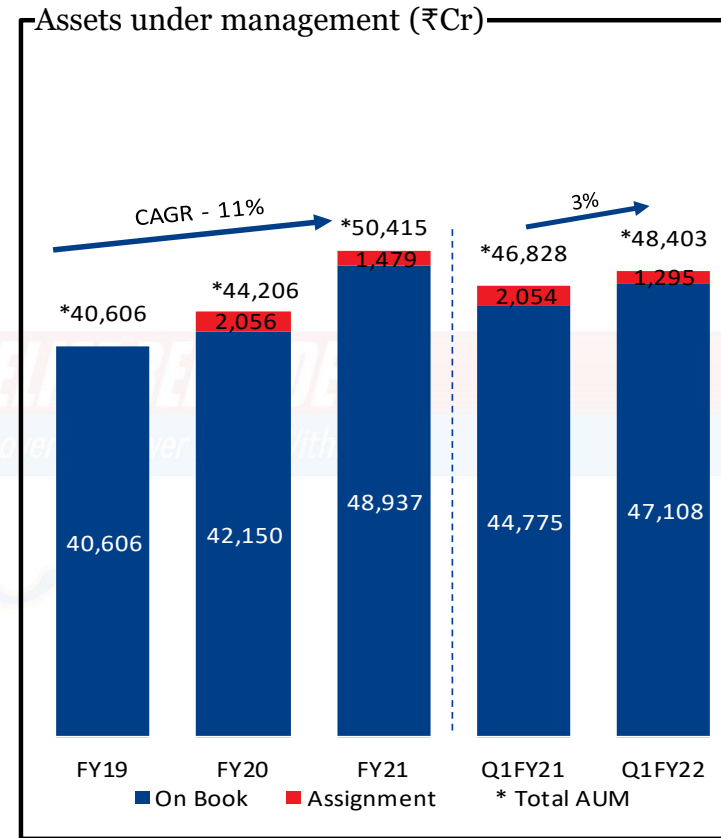
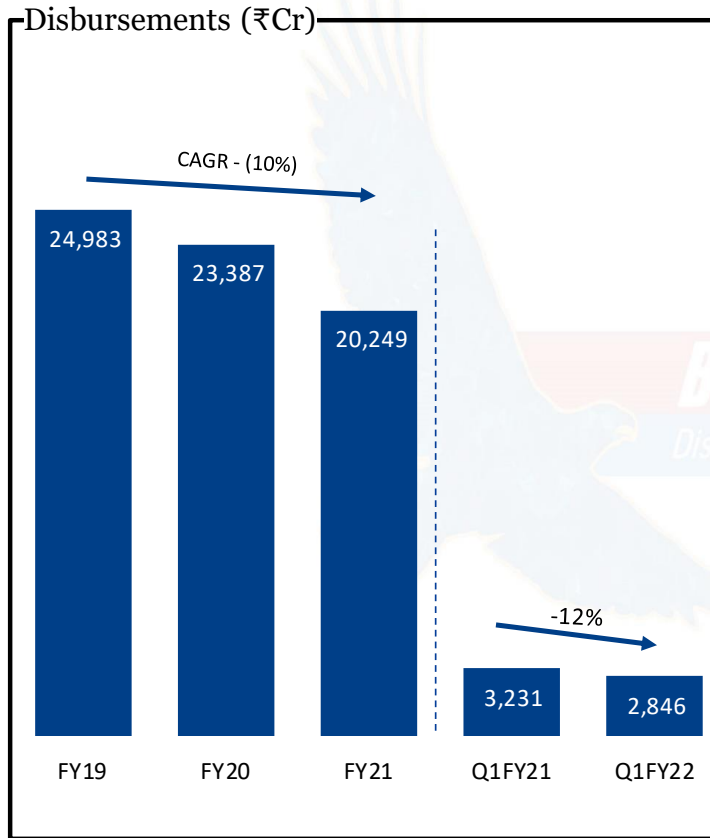
Vehicle Finance - Disbursement Mix – Quarter-wise



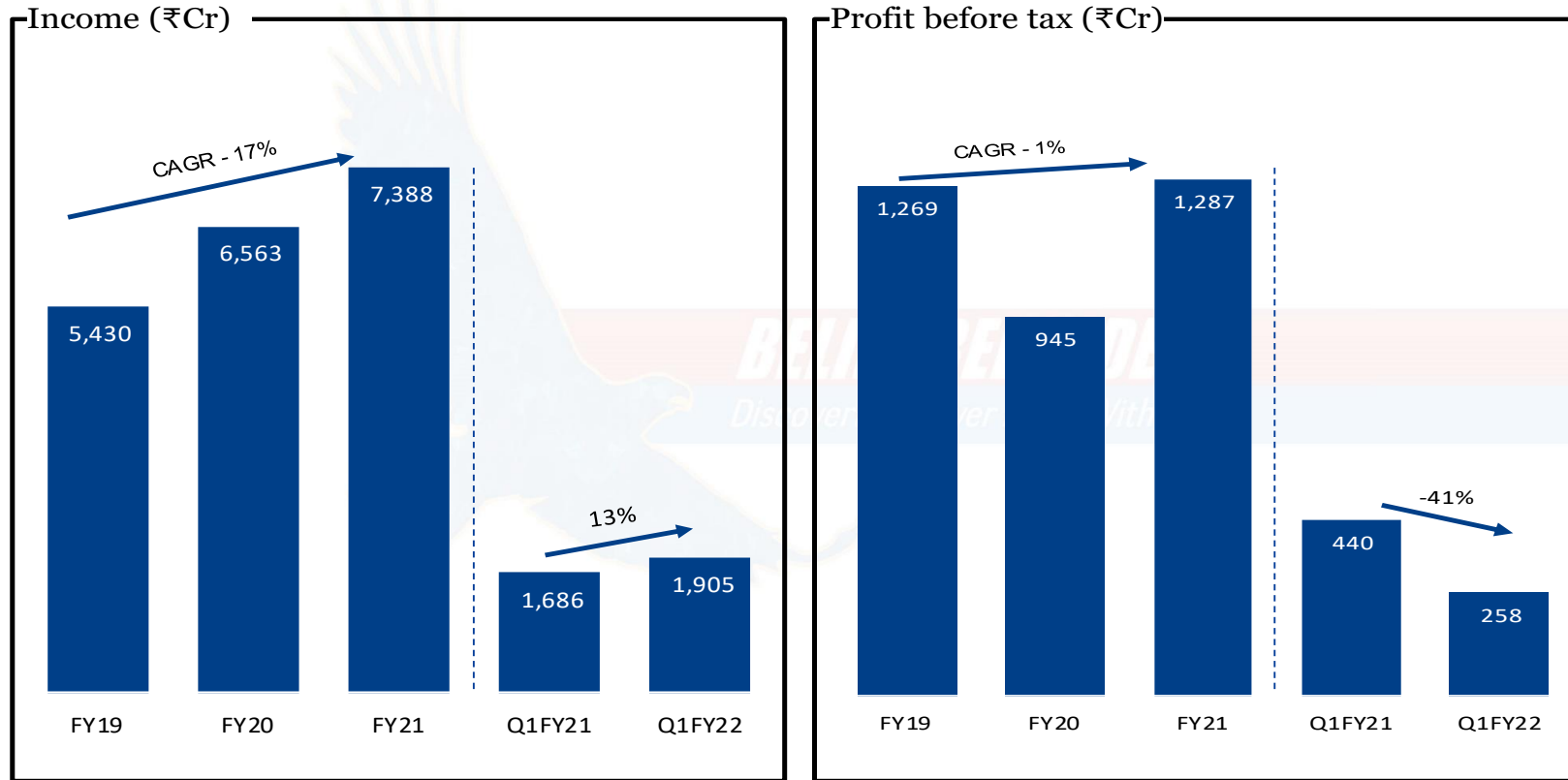
Vehicle Finance - Portfolio Mix – Quarter-wise



Vehicle Finance - Disbursements and Asset Under Management



Vehicle Finance - Income and Profit before tax



Loan Against Property



Loan Against Property – Q1FY22 Performance

Disbursements

- Disbursements has grown by 225% in Q1FY22 as compared to Q1FY21.

Asset under management

- The business has grown the assets by 11% in Q1FY22.

Loss and provisions

- Loan losses is at 2.1% in Q1FY22 as against 0.3% in Q1FY21.

Profit before tax

- PBT declined by 25% in Q1FY22 as compared to Q1FY21.

Loan Against Property - Industry outlook

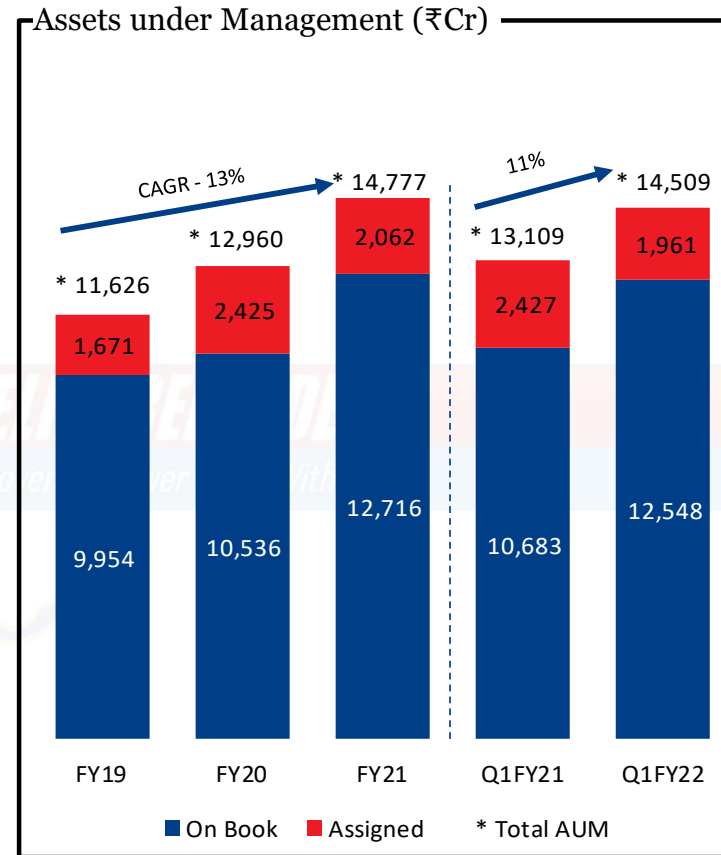
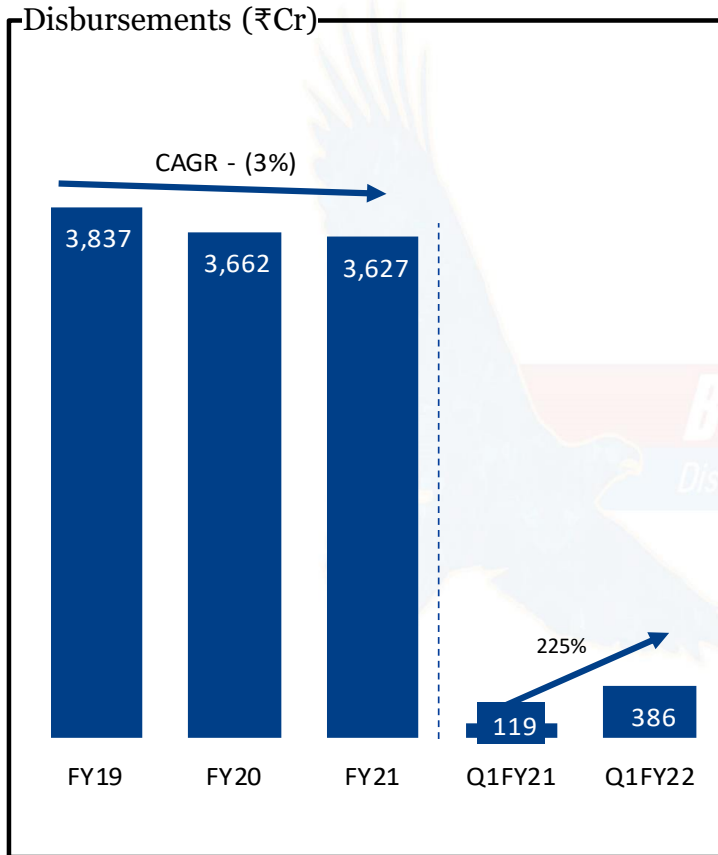
Sector Outlook

- As per CRISIL, pick-up in economic activity with favourable government measures supported MSMEs in FY21. Also, MSME borrowers preferred LAP on the back of lower interest rates, lower EMIs and higher tenure loans reducing their immediate financial burden. The same is expected to continue in FY22, however second wave has impacted Q1 business.
- CRISIL Research expects the outstanding book of NBFCs in the MSME segment to grow at CAGR of 6-7% in fiscals 2022 and 2023.
- RBI has come up with the updated measures for restructuring for MSMEs, which will aid in maintaining asset quality. CRISIL expects around 3-5% of the overall MSME finance book to be restructured.

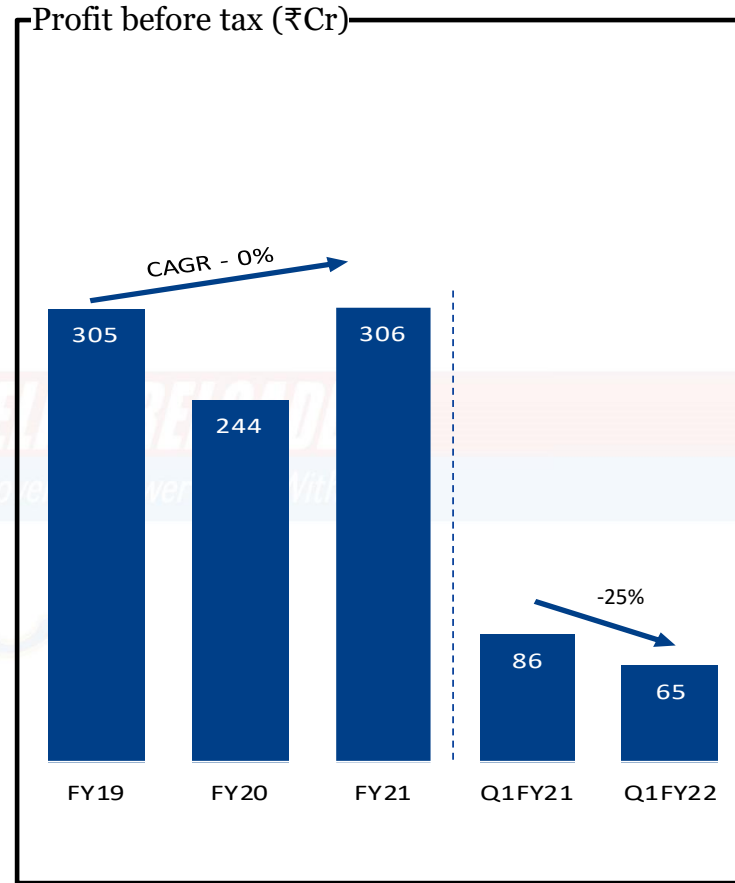
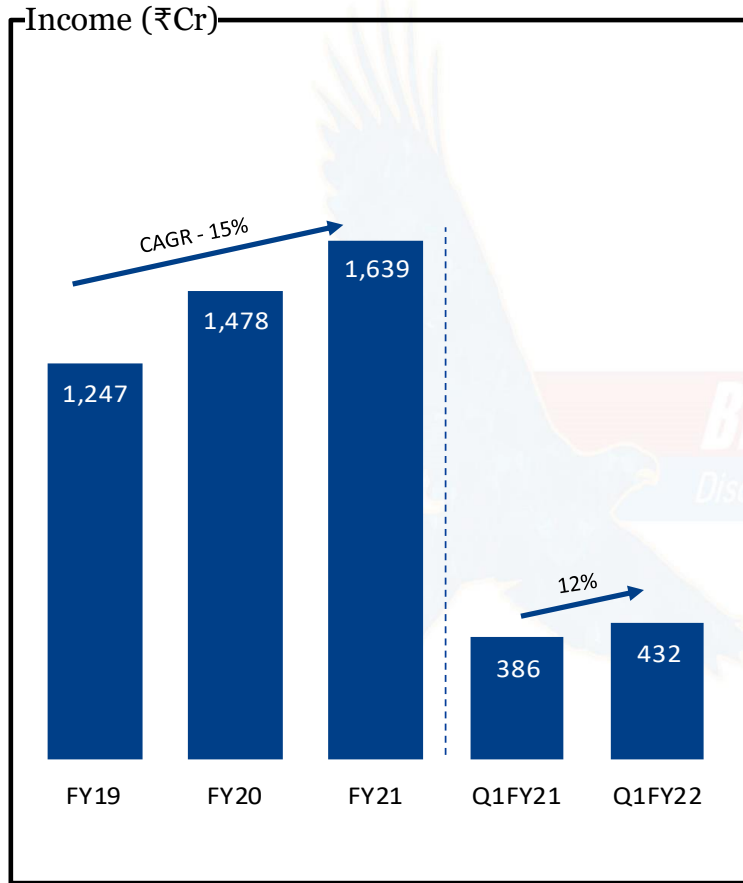
Chola's Position

- Business has implemented a renewed credit policy and is well equipped to capitalize on the demand in market for LAP in upcoming quarters.
- Business is utilizing the lockdown period to operationalize branch expansion in tier 2/3/4 cities to diversify the portfolio.
- Collections remain a priority for the business with activities like strengthening collections team and digitizing collections channels. In addition, Chola has provided adequate provisions.
- Portfolio LTV at origination stands low at 52% which provides adequate security cover.
- Business has taken cautious approach with respect to extending restructuring facility to required customers as per RBI guidelines.

Loan Against Property - Disbursements and Asset Under Management



Loan Against Property – Income and Profit before tax



Home Loans



Home Loans – Q1FY22 Performance

Disbursements

- Disbursements has grown 5% in Q1FY22 as compared to Q1FY21.

Asset under management

- The business has grown the assets by 33% in Q1FY22.

Loss and provisions

- Loan losses is at 1.9% in Q1FY22 as against 0.3% in Q1FY21.

Profit before tax

- PBT has grown 50% in Q1FY22 as compared to Q1FY21.

Sector Outlook

Immediate term:

- While marginal demand recovery is expected in Q2, affordable housing demand may pick up only by Q3 driven by reduced supply, increase in costs of materials and labour
- With relaxation in lockdowns in most markets small businesses are slowly seeing recovery in cash flows (although not at pre-covid levels); without a third covid wave collections may ease by Q3

Medium term

- Overall housing credit is estimated to grow ~8-10%
- Retail segment demand is likely to continue to be for ready property and self-construction
- Analysts expect Stage 3 levels to remain 50 – 100 bps higher than FY21 in FY22

Chola's Position

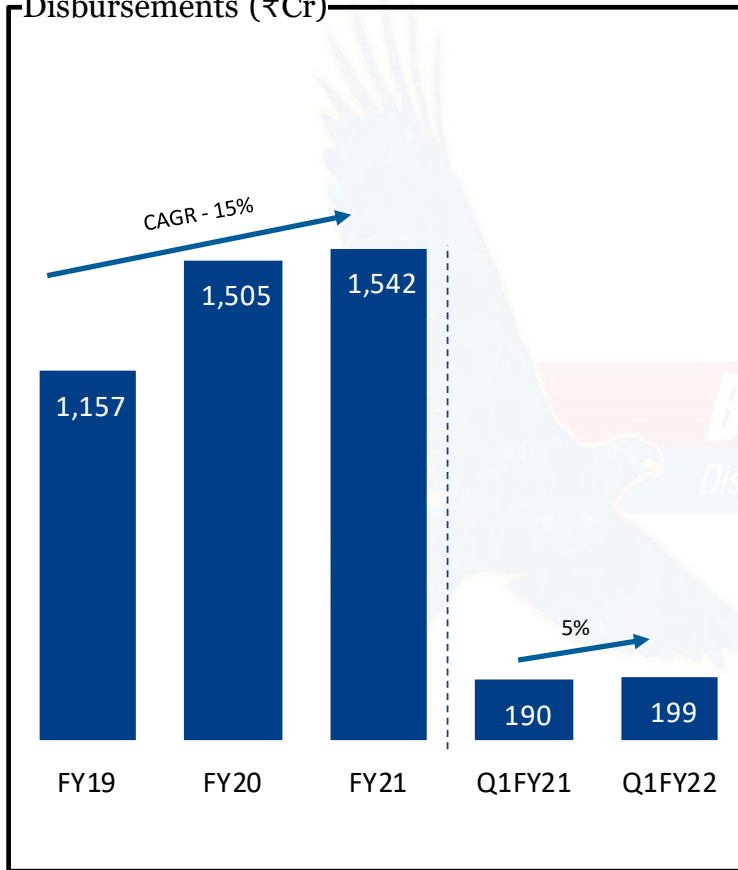
- Chola does not have Construction Finance exposure
- Chola does not have material under construction exposure to developer supplied houses
- Chola's LTV at a portfolio level is ~58% at origination – indicates adequate security cover
- ~88% of assets are in tier 2,3,4 cities and suburbs of tier 1 cities. While these cities were also impacted by the second wave early green shoots are visible in these markets
- Average ticket size of ~14 lacs – predominantly in tier 2,3,4 cities indicate quality and marketability of portfolio assets
- End use driven funding
- Chola has further fortified its collections teams and is actively pursuing resolution of NPAs through SARFAESI as applicable

Chola's immediate future outlook:

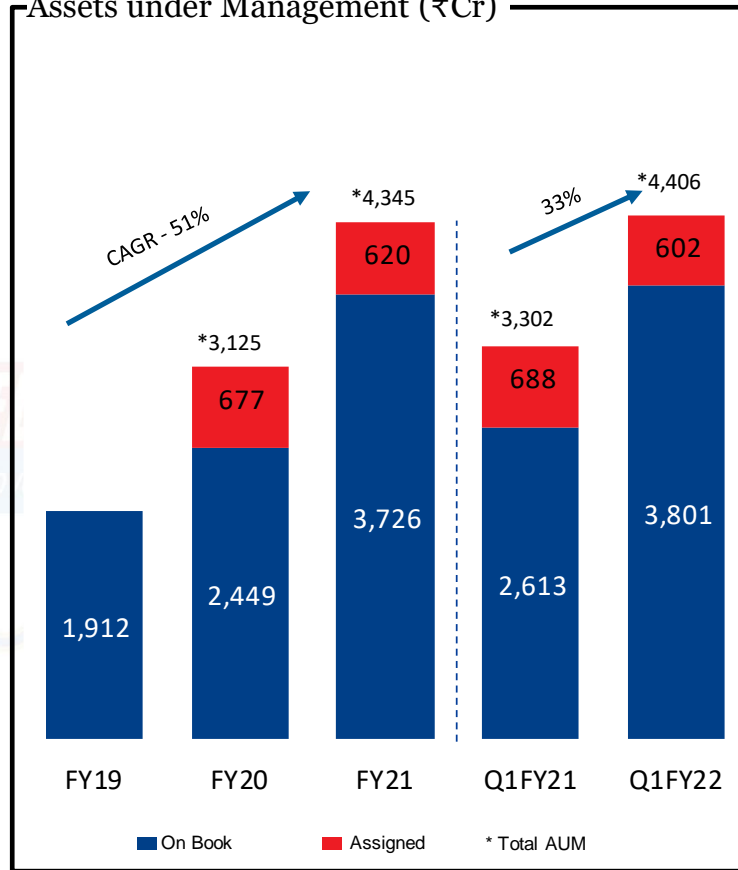
- With lockdowns eased in most markets, Chola expects a mild recovery in demand in Q2
- Collections remains a key focus area. Customers' business cash flows were severely impacted due to the lockdowns in various markets which resulted in flow forward to higher buckets. With cash flows gradually improving, roll backs and resolutions are expected by Q4 FY22

Home Loans - Disbursements and Asset Under Management

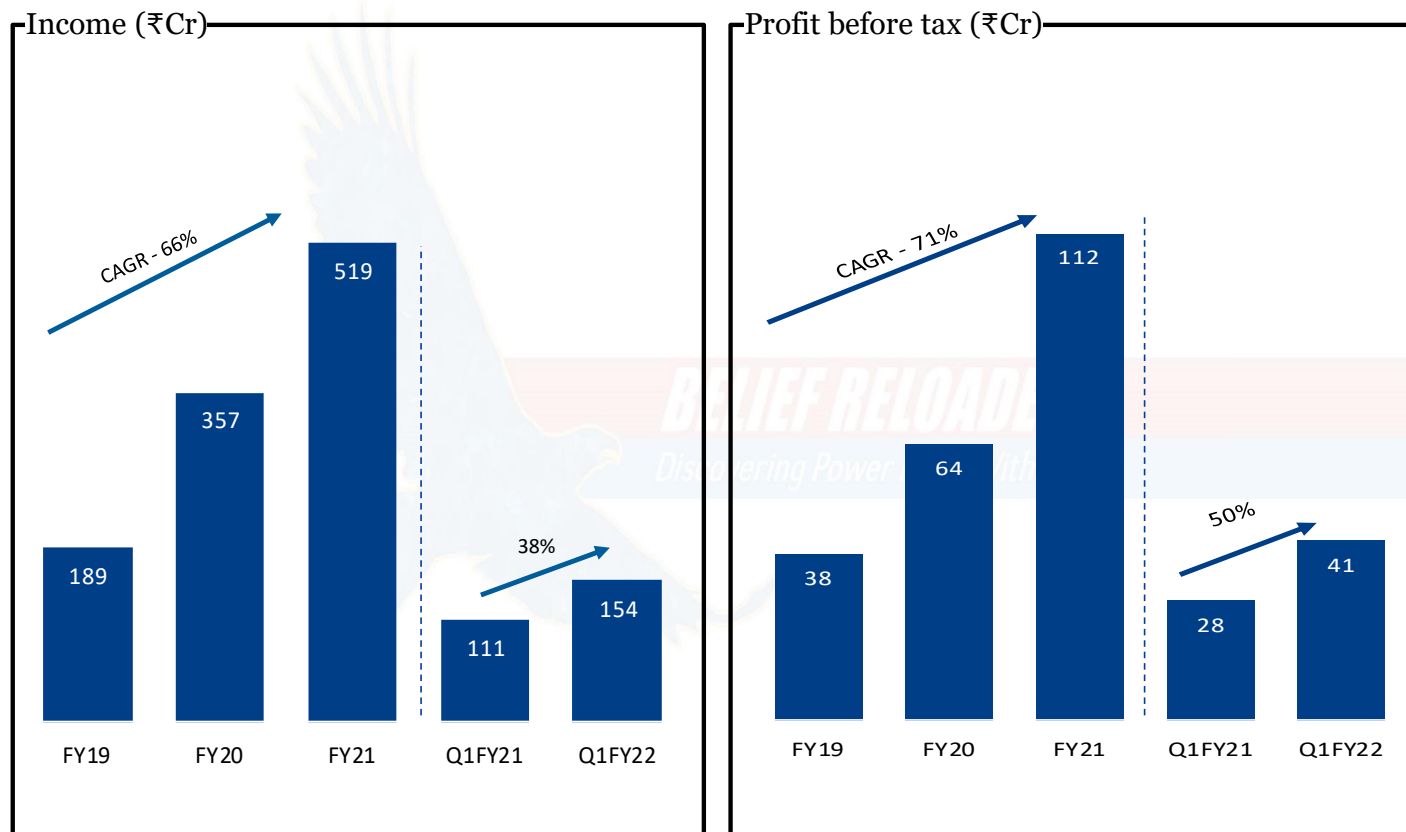
Disbursements (₹Cr)



Assets under Management (₹Cr)



Home Loans - Income and Profit before tax

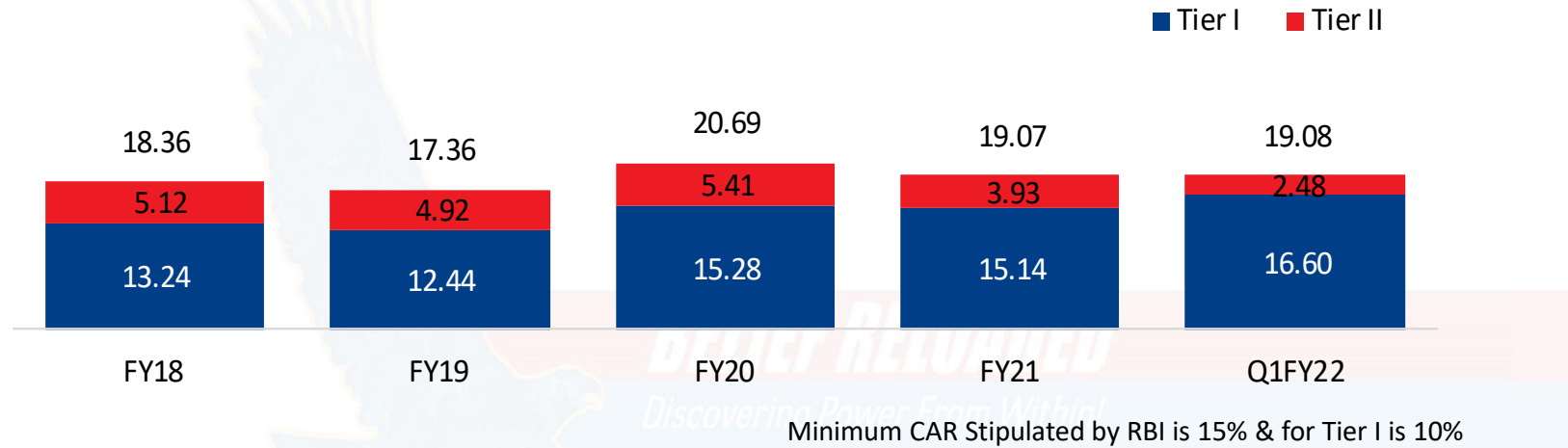


Funding Profile



CAR and Credit Rating

Capital Adequacy Ratio (CAR) – As per RBI guideline



Credit Rating

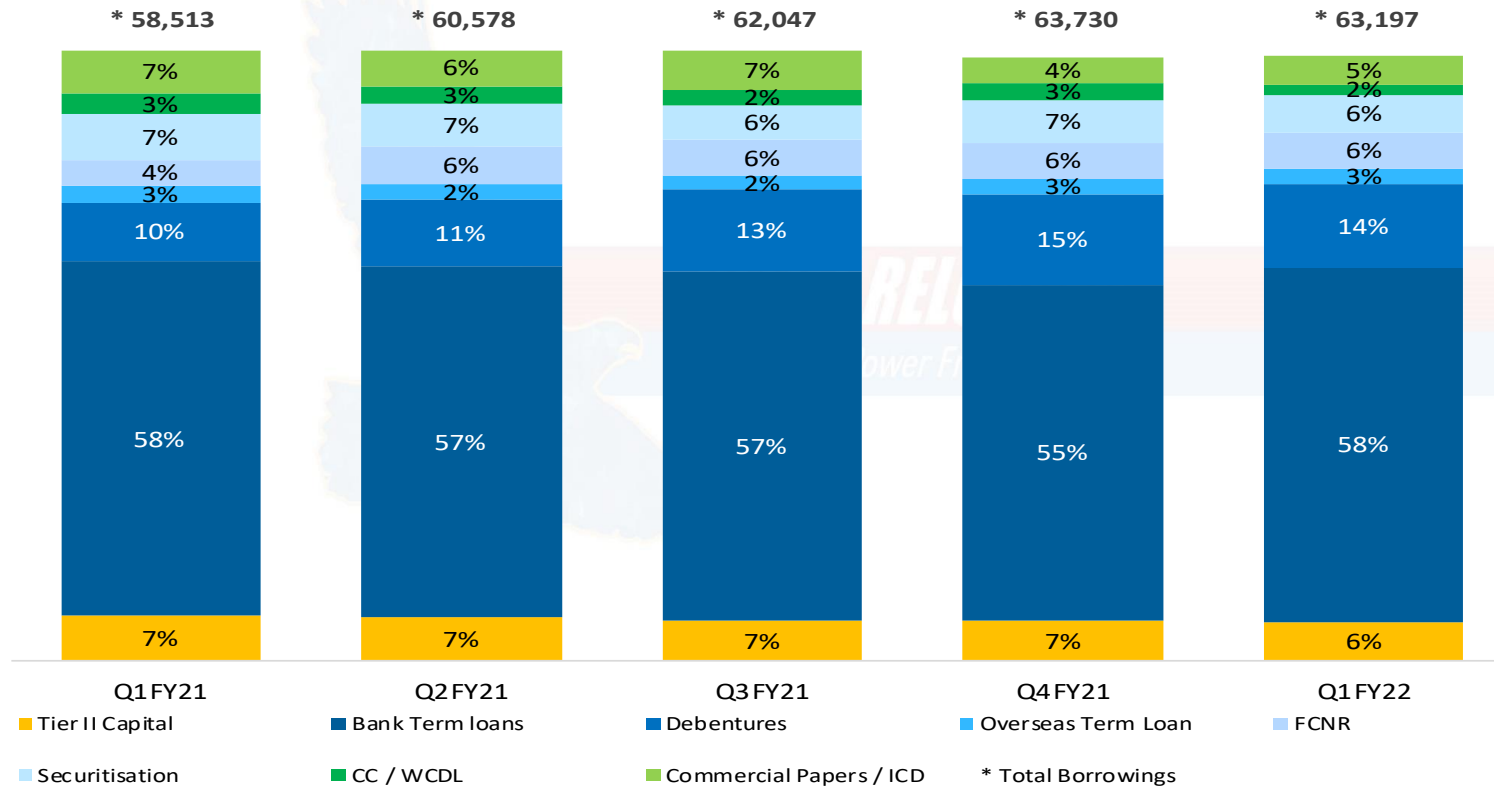
Loan type	India ratings	Care	ICRA	Crisil
ST CP/WCDL	-	CARE A1+ [^]	[ICRA] A1+	[CRISIL] A1+
LT NCD/CC	IND AA + (ind) stable*	-	[ICRA] AA+	-
Tier II SD	IND AA + (ind) stable	CARE AA+	[ICRA] AA+/Stable	[CRISIL] AA+/Stable
Tier I PDI	IND AA (ind)	CARE AA	[ICRA] AA/Stable	-

[^] CP Rating
^{*} NCD Rating

Diversified Borrowings Profile (I/II)

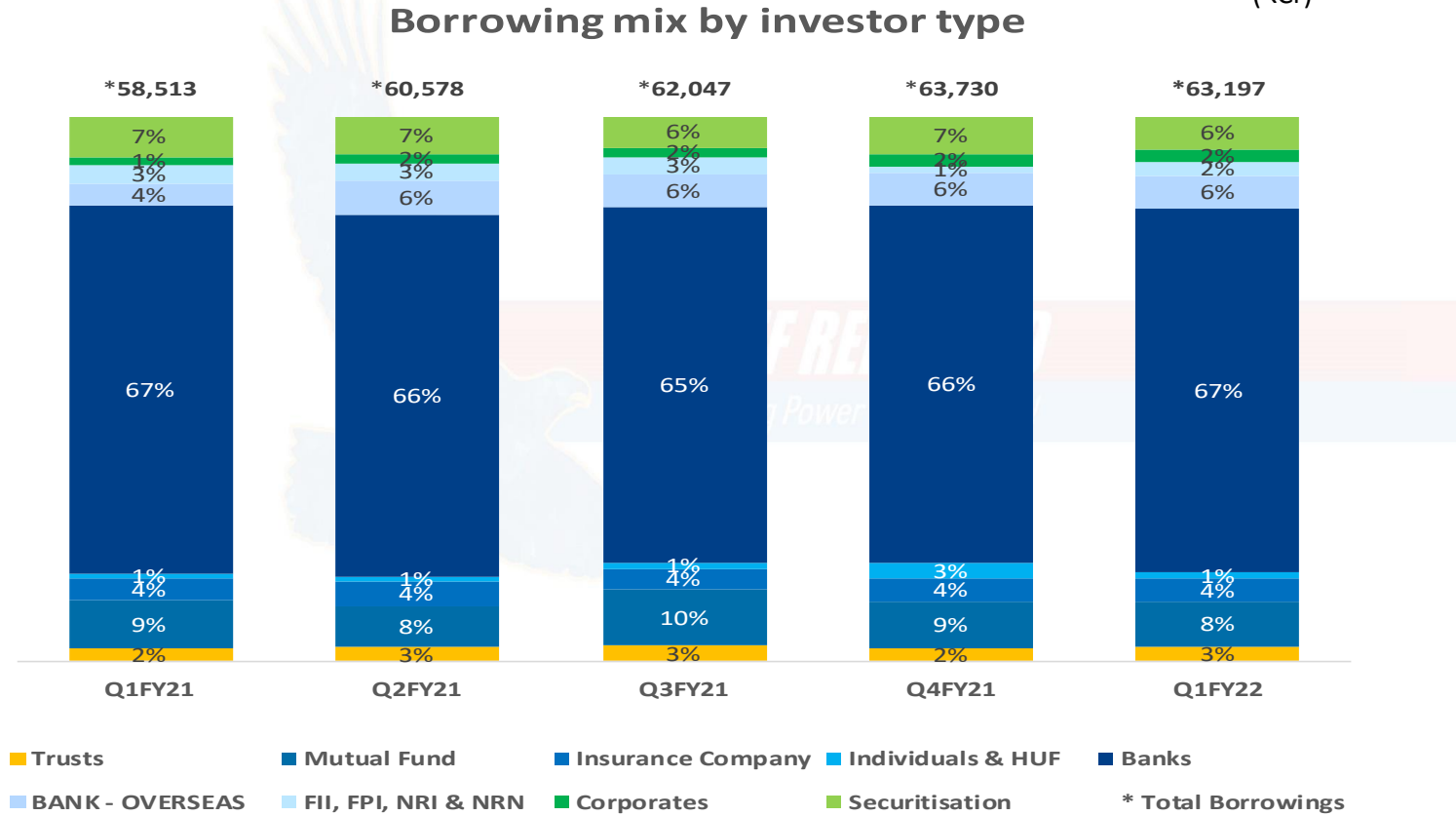
Borrowing mix by instrument type

(₹Cr)



Diversified Borrowings Profile (I/II)

(₹Cr)



ALM Statement as of 30th Jun 2021 (As per IND AS)

(₹Cr)

ALM snapshot as on 30th Jun 2021									
Particulars	1 m	>1 to 2m	>2 to 3m	>3 to 6m	>6m to 1 yr	>1 to 3 yr	>3 to 5 yr	>5 yr	Total
Cash & Bank Balances	2,975.37	775.38	2,490.60	11.36	72.82	1,397.42	194.28	-	7,917.23
Advances	1,553.86	1,428.20	1,198.69	6,373.95	11,189.97	26,671.23	8,229.16	8,088.39	64,733.45
Trade Receivable & Others	64.52	207.60	112.15	38.97	62.57	131.02	163.87	1,500.83	2,281.53
Total Inflows (A)	4,593.75	2,411.18	3,801.45	6,424.27	11,325.36	28,199.67	8,587.31	9,589.22	74,932.21
Cumulative Total Inflows (B)	4,593.75	7,004.93	10,806.38	17,230.65	28,556.01	56,755.68	65,342.98	74,932.21	
Borrowin Repayment-Bank & Others	2,186.88	1,941.74	3,369.10	3,168.14	6,971.84	22,439.93	6,664.16	843.54	47,585.33
Borrowin Repayment- Market	396.11	390.72	406.47	1,178.15	2,946.32	6,616.55	1,279.58	2,276.23	15,490.14
Capital Reserves and Surplus	-	-	-	-	-	-	-	10,008.57	10,008.57
Other Outflows	1,337.58	23.64	21.34	85.00	46.15	131.46	8.90	194.10	1,848.18
Total Outflows (C)	3,920.57	2,356.10	3,796.91	4,431.29	9,964.31	29,187.94	7,952.64	13,322.43	74,932.21
Cumulative Total Outflows (D)	3,920.57	6,276.67	10,073.58	14,504.87	24,469.19	53,657.13	61,609.77	74,932.21	
E. GAP (A - C)	673.18	55.08	4.54	1,992.98	1,361.04	(988.27)	634.66	(3,733.21)	
F.Cumulative GAP (B - D)	673.18	728.26	732.80	2,725.78	4,086.82	3,098.55	3,733.21	(0.00)	
Cumulative GAP as % (F/D)	17.17%	11.60%	7.27%	18.79%	16.70%	5.77%	6.06%	0.00%	

Note: Behavioural ALM.

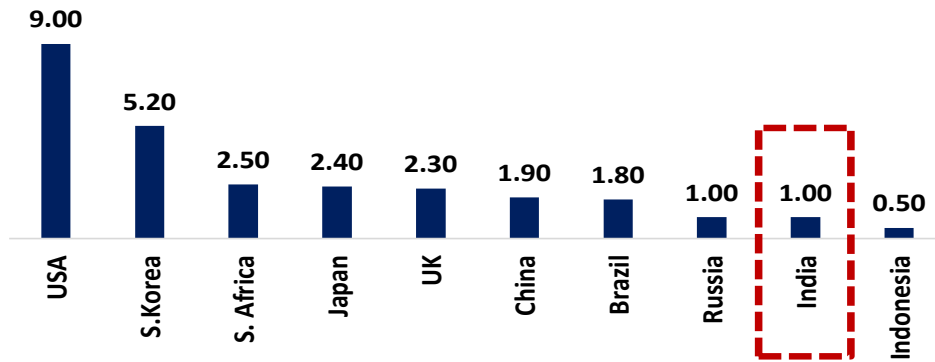
Advances and maturities include the securitization inflows and outflows respectively

Cholamandalam MS General Insurance Company Limited

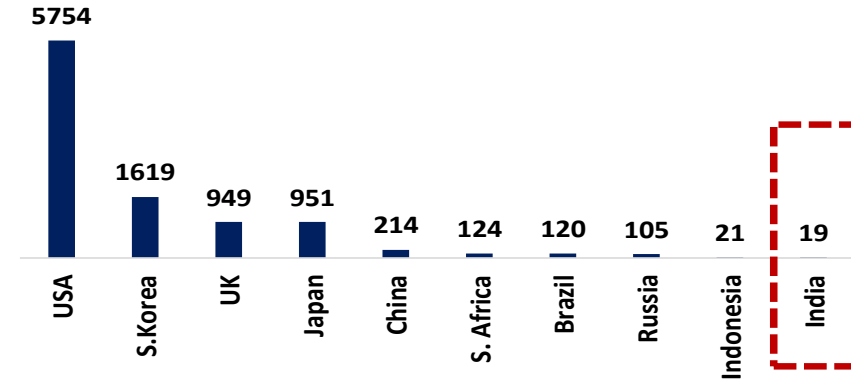
Overview of the General Insurance Industry in India

Indian General Insurance: - Large addressable market

Significantly underpenetrated Premium as a % GDP (CY20)
(US\$)



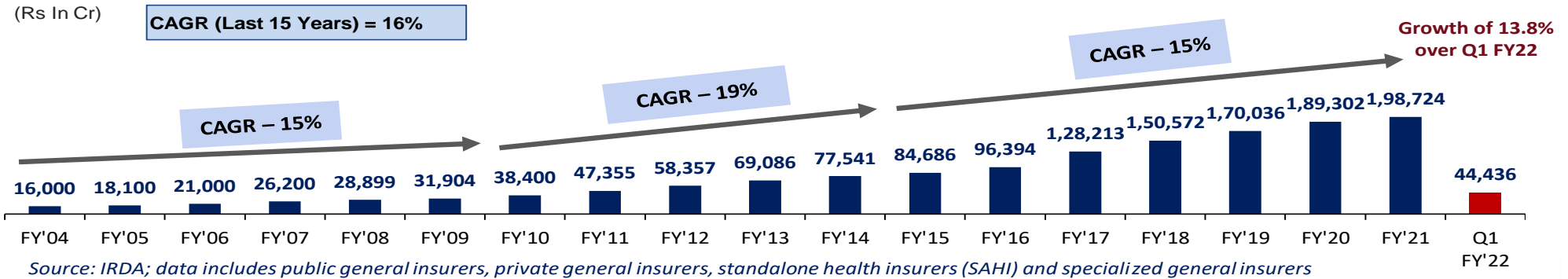
Non-Life Insurance Density (Premium per capital) (CY20)
(US\$)



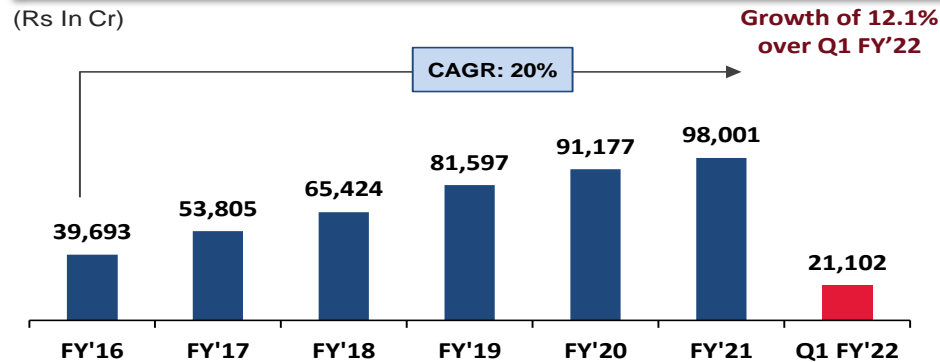
- India is the 4th largest non-life insurance market in Asia and 14th largest globally
- Operates under a “cash before cover” model
- Density & Penetration low in India compared to other countries
- Increase in penetration can happen with growth of personal lines, product enrichment, catering to rural masses, innovative selling and bright long term outlook for growth
- Every 0.25% increase in penetration can increase industry GWP by Rs.350 Bn

Industry has Witnessed Strong Growth Over the last 15 Years

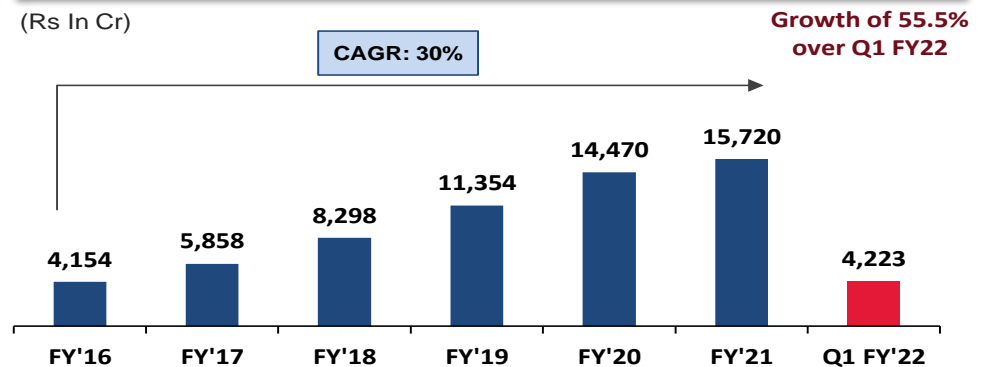
General Insurance Gross Premium has grown >10x over the last 15 years



Private GI Players have grown at a faster pace



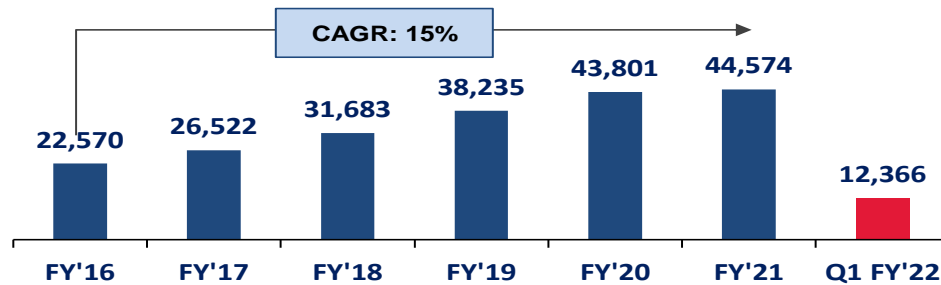
Robust growth for SAHI Players driven by Retail



Motor & Retail Health are the Largest GI Segment and Continue to Grow at Steady Pace

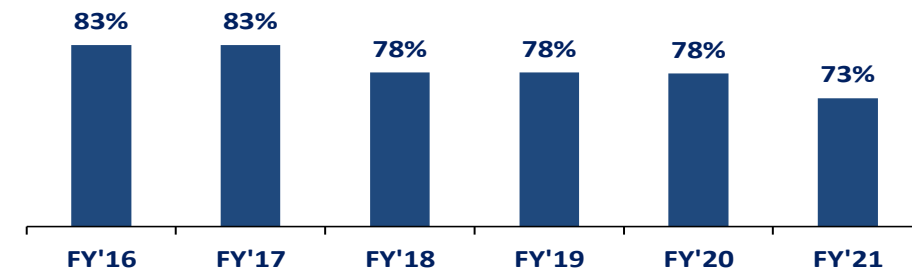
Motor accounts for 38.9% share of the overall GWP for Private General Insurers (single largest segment)

(Private Motor Insurance – GWP Rs in Crs)



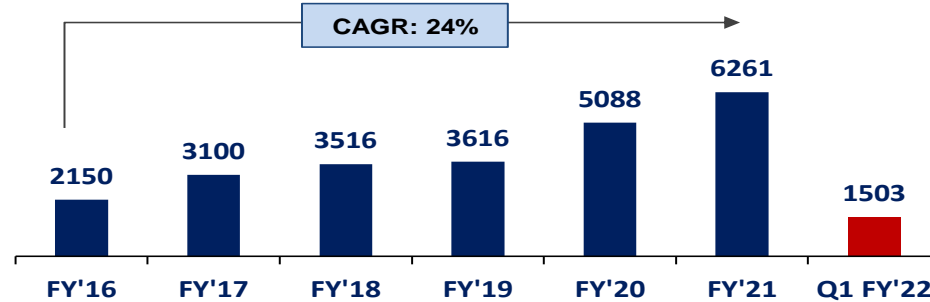
Claims ratio is expected to stay flat

(Private Motor Insurance – Claims Ratio)



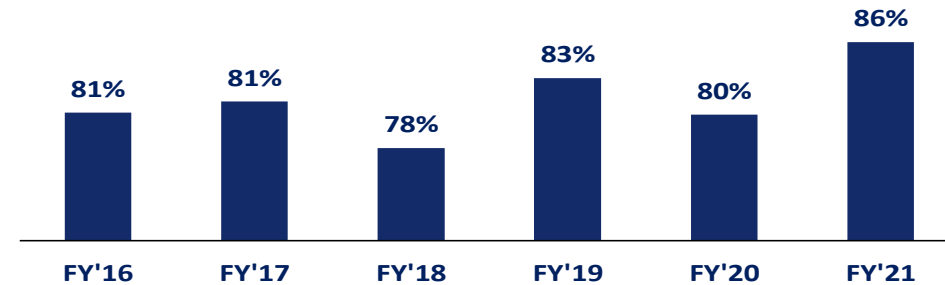
Retail Health (7.1%* share of overall GWP) is the fastest growing segment

(Private Retail Health Insurance – GWP Rs in Crs)



Health Ratios in FY21 impacted by Covid claims









(Private Health Insurance – Claims Ratio)



* Excluding SAHI Companies

Favorable Regulations Aiding Growth

Amendment to Acts expected to improve profitability and growth across segments

Working well	Requiring Tweaks	Yet to Take Off
<p>Mandatory Long term Third Party Insurance</p>  <ul style="list-style-type: none">▶ 3 years for Cars, 5 years for 2W▶ Expands premium coverage, client stickiness▶ Increases float income	<p>Crop Insurance</p>  <ul style="list-style-type: none">▶ PMFBY financially supports farmers▶ Minimal premium up-to 2% by farmers & balance by State & Central Govt.	<p>Amendments to the Motor Vehicle Act</p>  <ul style="list-style-type: none">▶ Claim initiation time cut to 6 months, shortening the long tail of claims▶ ~10x increase in penalties for non-compliance of traffic rules
<p>Compulsory Personal Accident</p>  <ul style="list-style-type: none">▶ Introduction of enhanced compulsory PA cover▶ Increase in annual premium	<p>Introduction of MISP guidelines</p>  <ul style="list-style-type: none">▶ Motor dealers as insurance intermediaries▶ Shifting of bargaining power to OEM / Dealer	<p>TP Premium Pricing</p>  <ul style="list-style-type: none">▶ 15% CAGR in Motor TP premium rates over the last 7 years▶ No increase after June 19
<p>IIB Rates in Property</p>  <ul style="list-style-type: none">▶ Burn cost based pricing mechanism▶ Better premium realization and improved LRs (other than standard products)		<p>Expense Capping</p>  <ul style="list-style-type: none">▶ Capping of commissions across all lines including health and commercial lines

#pledge2protect™

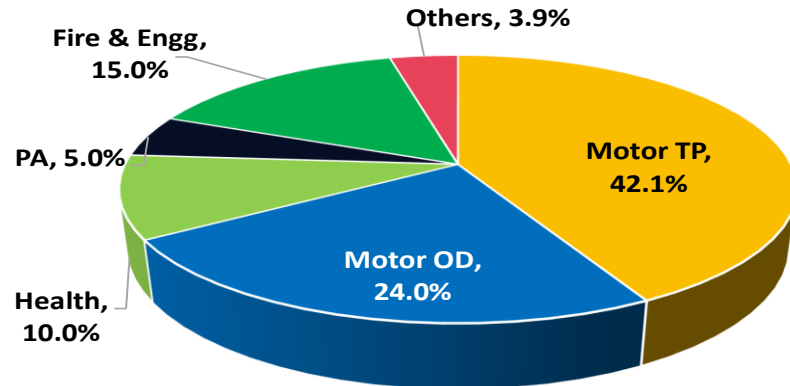


Overview of the Company

Diversified Retail Revenue Stream, ensuring lesser dependency

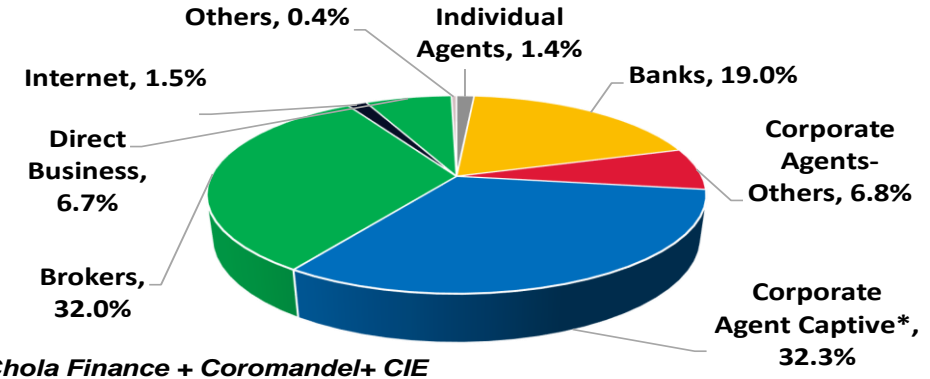
Motor constitutes 66% of the GWP diversified across usage (CV, PV and TW)

Q1 FY'22 GWP by Product

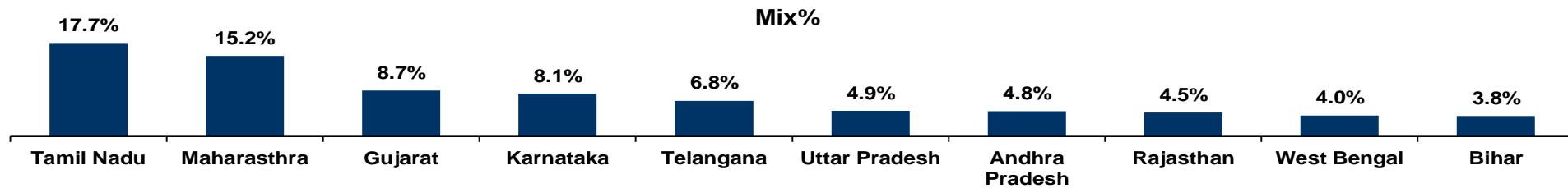


Multi-channel model ensures lesser concentration / & diversified revenue stream

Q1 FY'22 GWP by Channel



No state constitutes >20% of the GWP – Ensuring geographic diversification



Q1 FY'22 GWP by Region - Top 10 States

LOB Wise - Quarterly Growth Trends

Particulars	Months	Fire	Other Comml Lines	Motor	HAT	Crop	Others	Total
Industry	April'21	3.0%	33.7%	43.3%	22.9%	-86.8%	9.6%	19.8%
	May'21	4.7%	31.2%	-14.0%	29.5%	54.1%	1.8%	7.2%
	Jun'21	5.9%	24.3%	-3.6%	28.9%	-65.4%	0.4%	4.9%
	Q1 FY'22	4.1%	30.2%	3.1%	26.5%	-56.1%	4.8%	11.1%
Private sector	April'21	7.7%	34.2%	51.2%	34.4%	-87.3%	17.4%	25.6%
	May'21	7.2%	46.6%	-7.3%	25.5%	65.8%	12.0%	8.7%
	Jun'21	14.9%	38.6%	2.8%	8.0%	-59.0%	18.2%	1.4%
	Q1 FY'22	9.0%	38.4%	10.4%	22.8%	-49.1%	16.1%	12.1%
Public sector	April'21	-4.7%	33.0%	29.3%	17.4%	-84.6%	5.0%	13.9%
	May'21	2.0%	17.6%	-24.3%	32.2%	-83.4%	-7.8%	5.6%
	Jun'21	-2.9%	5.9%	-14.1%	43.4%	-111.2%	-12.6%	9.2%
	Q1 FY'22	-2.4%	19.6%	-8.8%	28.7%	-102.5%	-3.1%	9.9%
SAHI	April'21				55.7%			55.7%
	May'21				66.6%			66.6%
	Jun'21				46.6%			46.6%
	Q1 FY'22				55.5%			55.5%
Chola MS	April'21	18.3%	31.7%	32.5%	59.6%		120.2%	33.5%
	May'21	-23.1%	85.2%	-17.8%	-9.9%		45.3%	-15.2%
	Jun'21	28.9%	1.5%	7.0%	-35.9%		8.7%	0.7%
	Q1 FY'22	9.1%	29.9%	4.6%	-4.5%		40.9%	4.7%

In Q1, Chola MS

- Overall growth at 4.7%
- Fire : Higher than industry and in line with pvt sector players
- Motor : Higher than industry
- HAT : Last year volumes from Covid Products

Current Partnerships (1/2)

Banks	 	 	
Small Finance Bank/Gramin Banks	 	 	
NBFC's	 		

Current Partnerships (2/2)

OEM
Private
Cars



TATA MOTORS

Mahindra
Rise.



HYUNDAI



OEM
Others

ISUZU
NEVER STOP



TATA HITACHI



Hero

ROYAL ENFIELD



EICHER



YAMAHA



Digital



Mobikwik™

policybazaar.com™
Insurance compare kiya?

Paytm

SYMBO
www.symboinsurance.com



toffee
INSURANCE

Coverfox.com



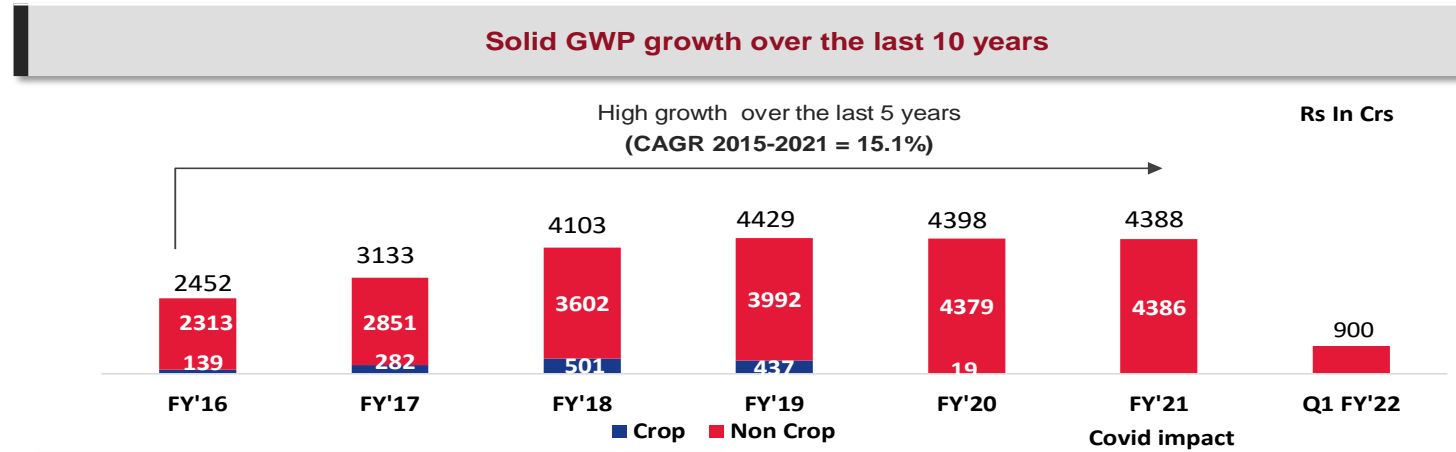
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TrawlTag | Cover-More

A Zurich company

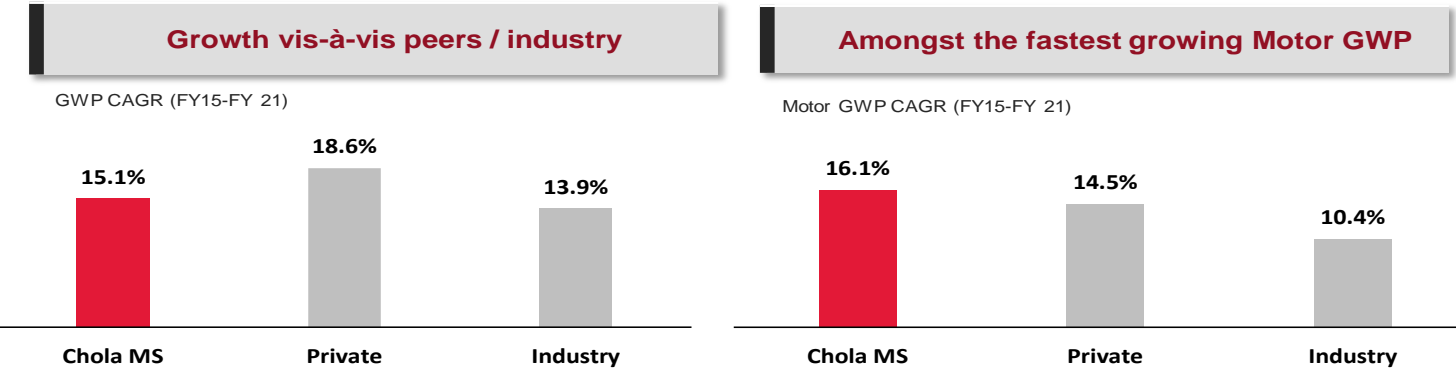
Key Investment Highlights

Among the Top ranked GI Players supported by strong growth



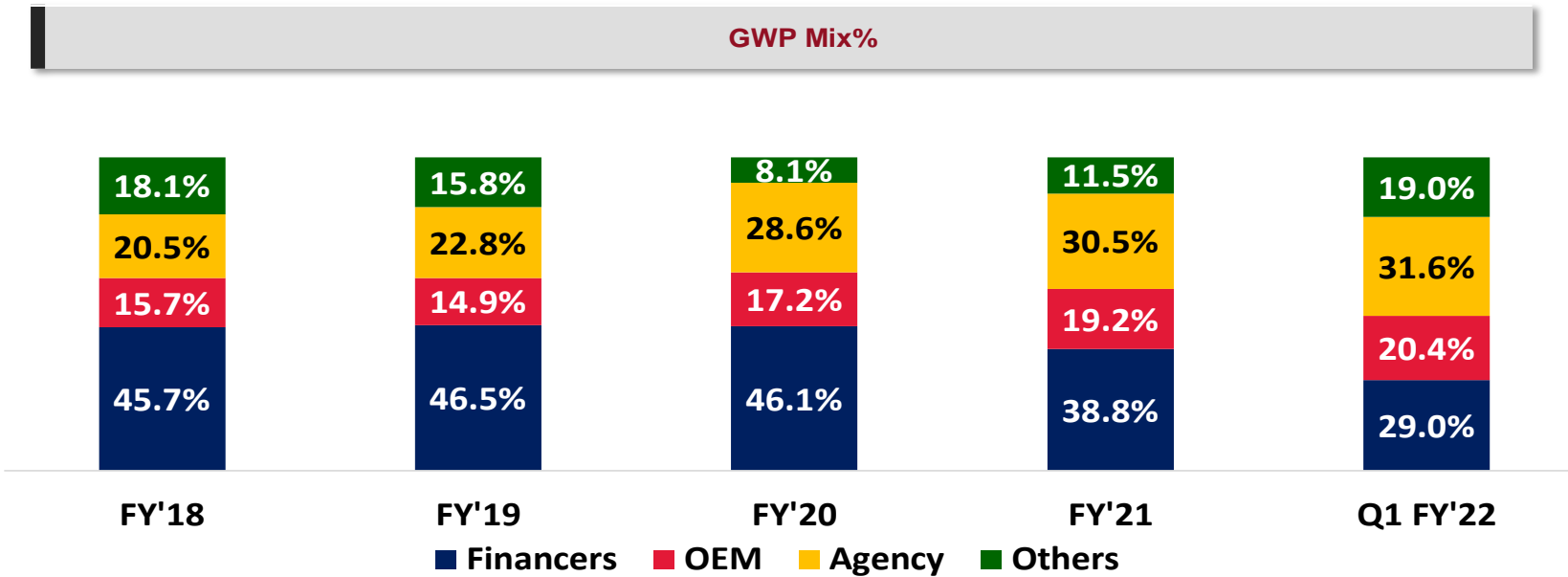
8th Largest Private Insurer by GWP

4.8% market share in Motor Insurance



3.1% market share in PA

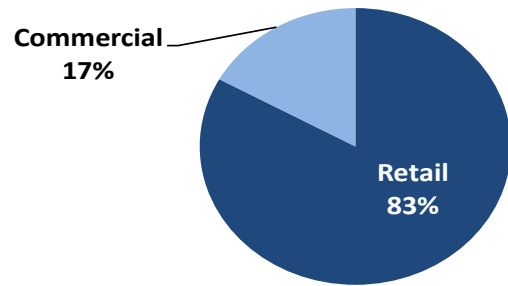
Volumes Sustained Despite Stress in Financier Partners



- Due to economic slowdown, volumes from financiers are under stress
- Volumes from OEM's and Agency (incl. CIE) channel stepped up through focused efforts to compensate loss of volumes from financier channels

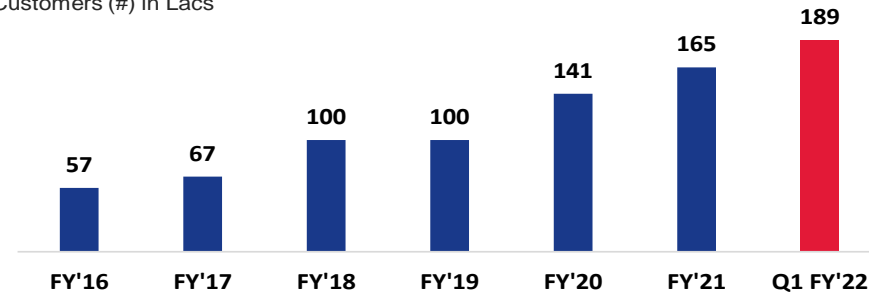
Retail Focused Diversified Operations

Retail dominated business mix



Granular book aided by increasing dispersed customer base

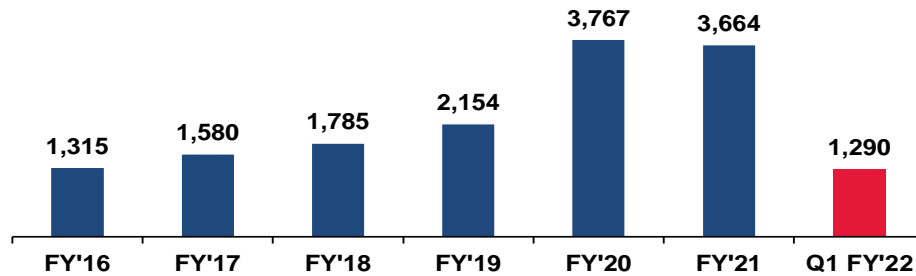
Customers (#) in Lacs



Significant growth in retail oriented policies

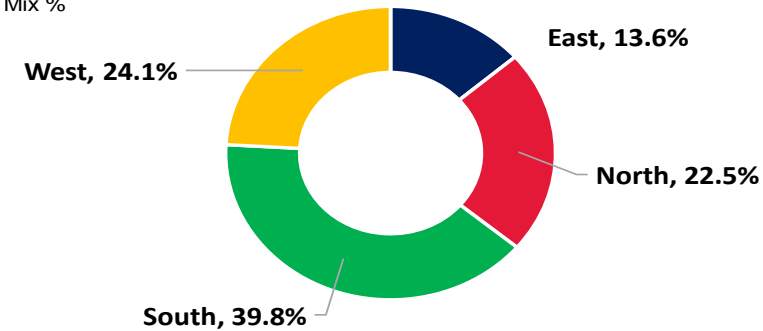
of Retail Policies (Motor, Retail Health, PA and travel) (000's)

CAGR (2015-21) = 22.9%



Balanced Geographic Presence – Mix %

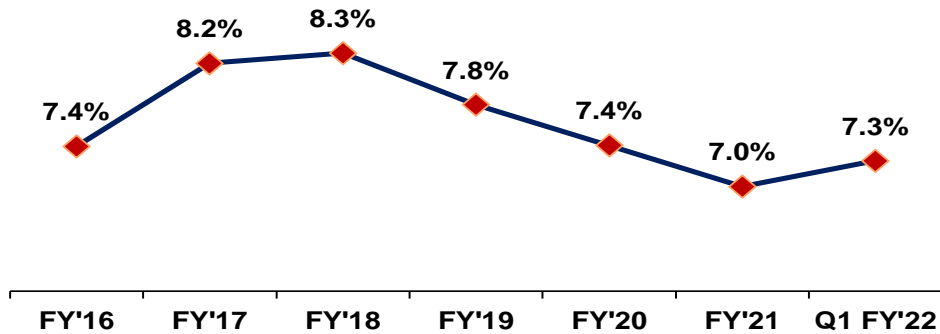
Mix %



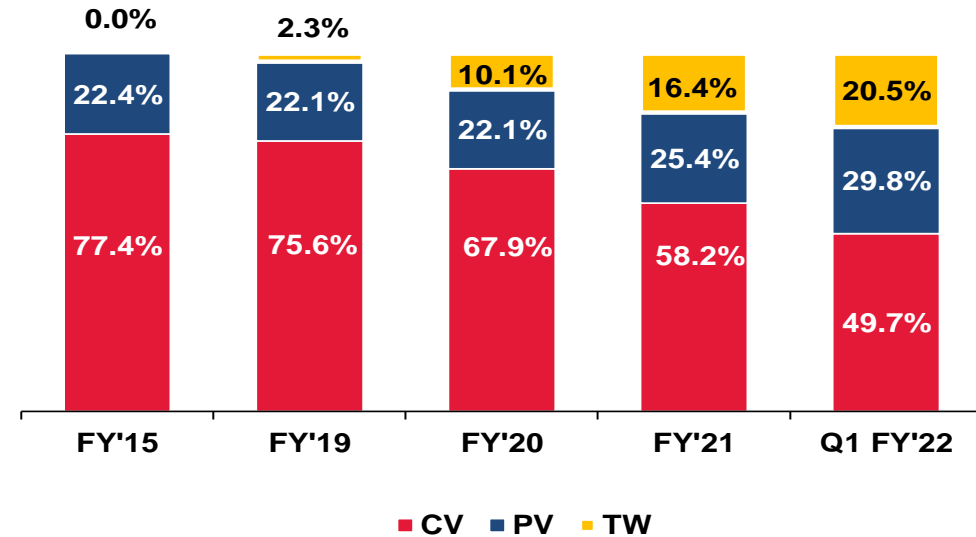
Dominance in Motor, Diversification Underway

Motor Market Share (Largest GI Segment)

Private GI Market Share by GWP



Strategized diversification across Motor eco-system

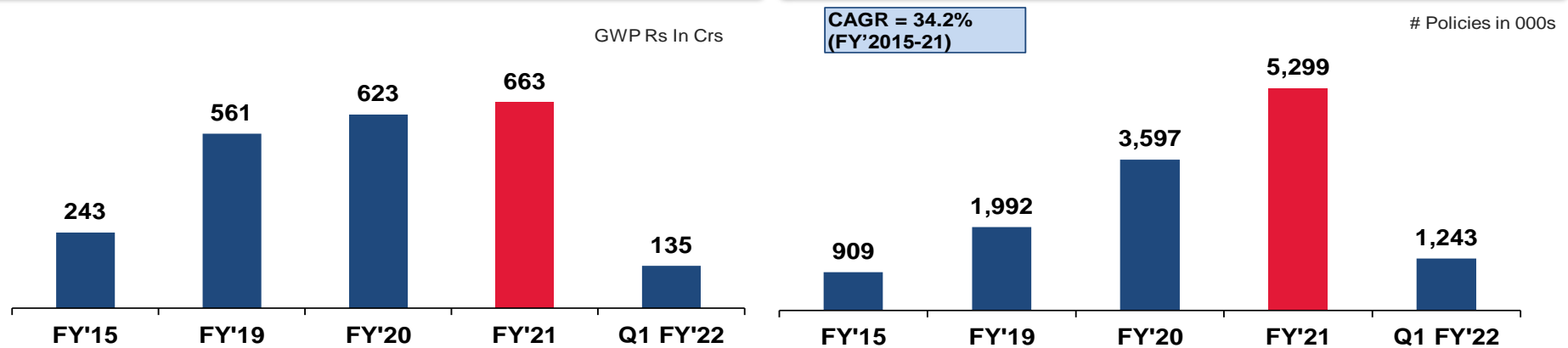


- ~12% Market share in new TWs
- ~9% Market share in new Tractors

Dominance in Motor, Gaining Prominence in Other Segment

Health/ PA Segment GWP grew at 18% CAGR (FY2015-21)

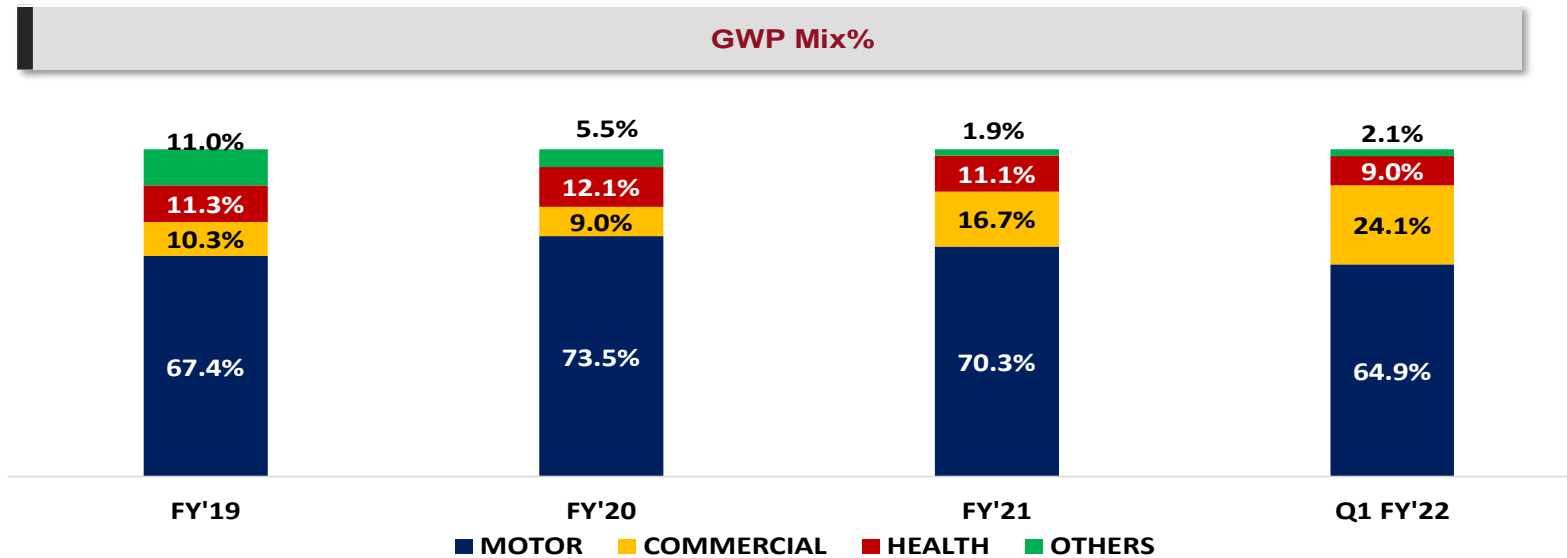
Significant traction in Motor



Significant network support:

1. 130+ Chola MS branches
2. 10000+ Garages tie-ups
3. 9500+ Network Hospitals (2nd highest in the Industry incld., SAHI's)

Dominance in Motor, Gaining Prominence in Other Segment

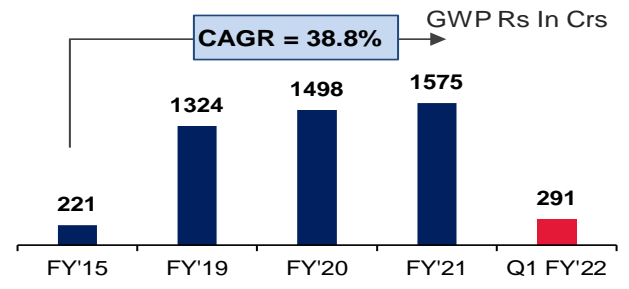


- In FY19, Crop Insurance premium accounted for ~10% of the topline which was discontinued in FY20
- Focus on Commercial business (including SME business) has helped raise the share of top line to ~25%
- Focus on retail health business has helped defend falling mix due to lower volumes from financier channel

Balanced Revenue Mix: Stable in-house + Growth Channels

Captive Channel (Chola Finance + Coromandel+ CIE)

32.3% of Q1 FY22 GWP



32% penetration in CVs financed by the Group NBFC (2/3rd penetration booster)

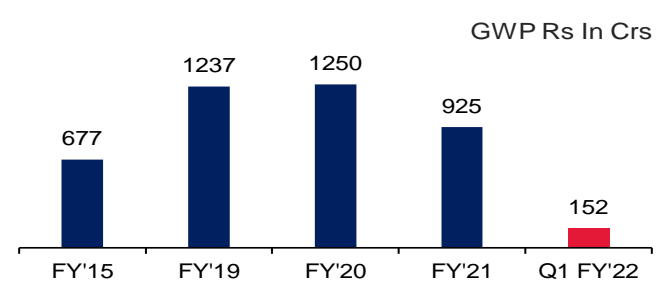
Chola Finance synergies (1000+ branches) to drive CV business

MGC Store synergies (650+ stores) drive small ticket size insurance

471 'CIEs' expected to be generate substantial business (4x since FY15)

Long Lasting Channel (IBL + Toyota)

16.9% of FY21 GWP

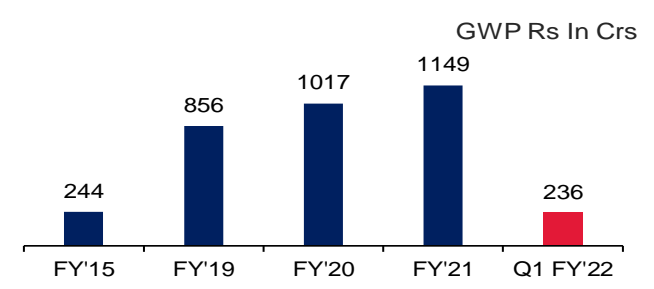


IndusInd Bank: 12 years' of relationship. Partnership renewed till 2023

Healthy CAGR in Toyota Channel @ 28.6%

Other Tied Channels (PSU Banca, NBFC, OEM)

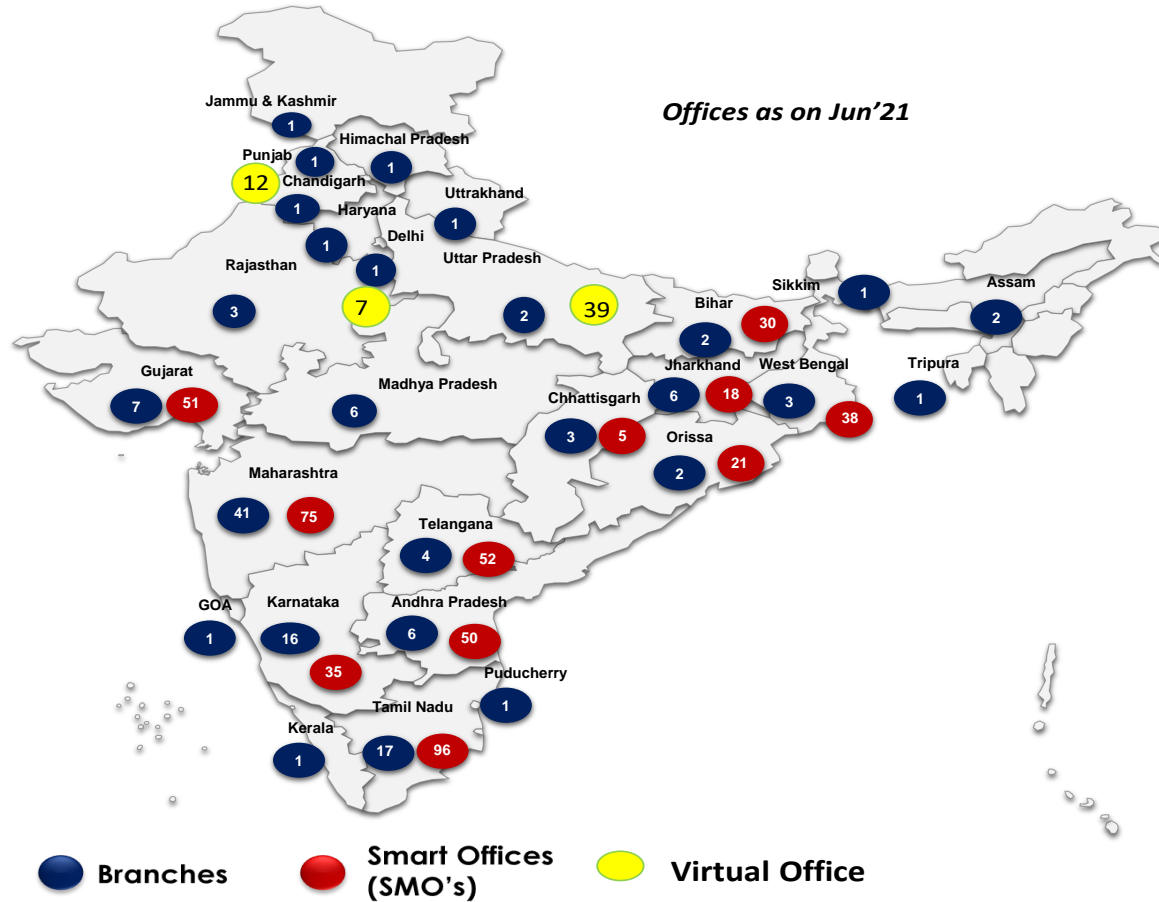
26.2% of FY21 GWP



Access to 32k PSU Bank branches Pan India

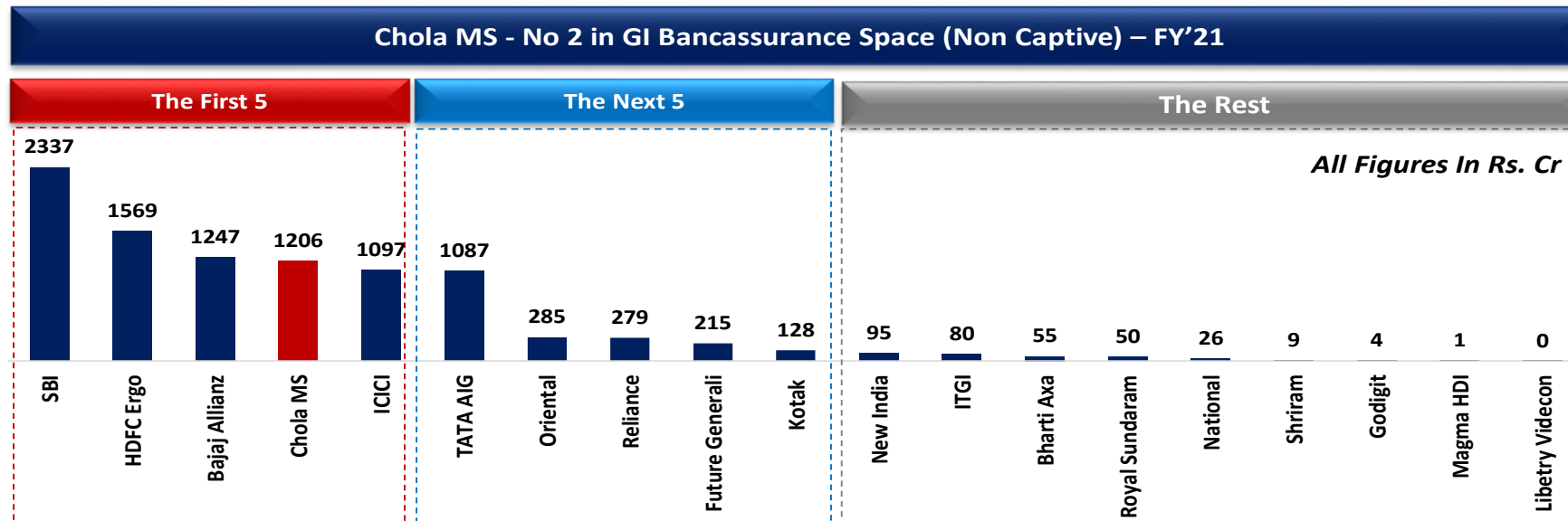
Entry into Maruti / RE OEM dealerships and access to NBFCs / SFBs (Equitas, AUF, Indostar, HLFS)

Pan India Multi-channel distribution network



132 Chola MS branches across India	471 Digitally Enabled Offices (Chola Insurance Xpress)
58 Virtual Offices	1000+ Access to Chola Finance branches
46k+ Network of agents	12+ Large OEM partnership
15+ Banca / NBFC tie-ups	32K Access to 32k+ PSB branches

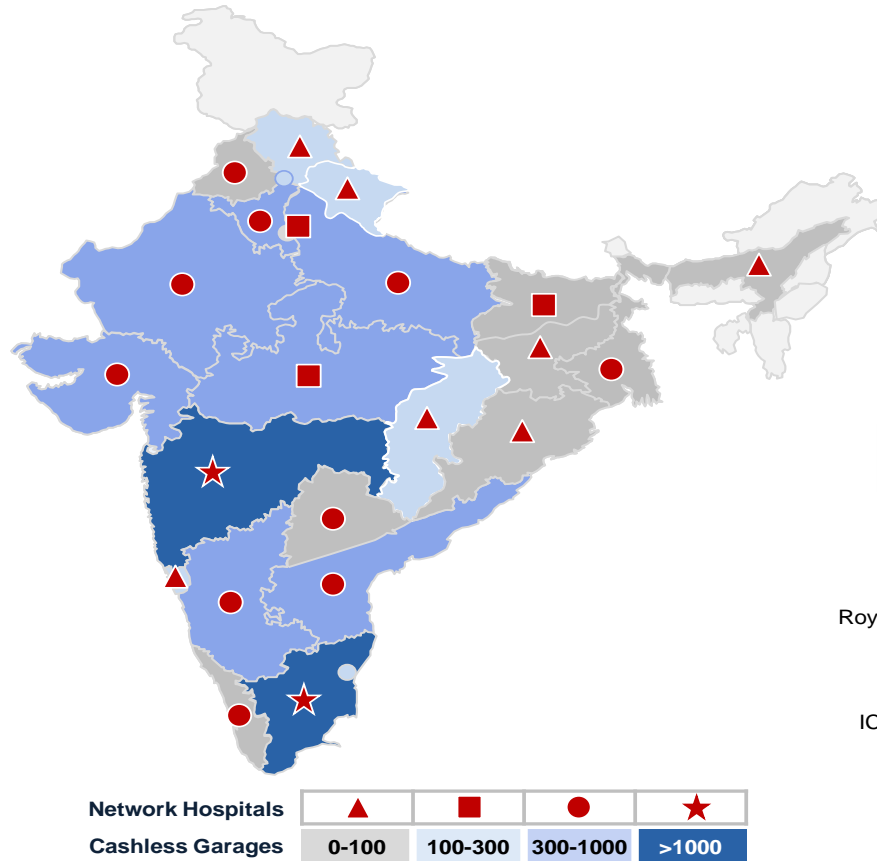
Strengths in Bancassurance



- Track record of retaining large partnerships.
- Ability to execute and operationalize immediately.
- High Focus to product and process integration.
- Ability to underwrite year wise Premium and Fee Income for the partnership.

Source: IRDA Public Disclosure – FY21

Superior Claims Management Process



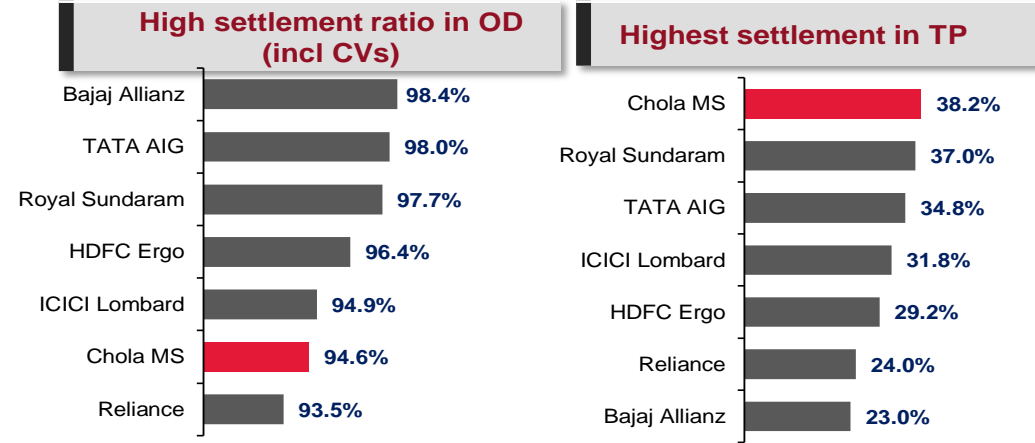
10,000+
Network of cashless garages

9,500+
Network of cashless hospitals

94%
In-house claims assessment

80%
Industry highest negotiated settlement in TP

54%
Cost savings due to early and out of court settlement



Tech Enablers across the value chain



Channels
(Products & Services)

- ~93% of monthly policy issuance is through system integrated channels
- API based integration capabilities for major products



Platforms
(Scale, User Experience)

- Introduced **Phoenix** as new microservices based platform for transactions at **scale & speed**
- End to End **digitized agent onboarding** platform for distribution scaleup
- Health sourcing platform with product recommendation, UW rules, renewals, & portability journeys included
- UW rule engine for Motor and Health products



Service Improvement
(Productivity, Ease of use)

- RPA bots** enabling 25+ processes in finance, Claims & Operations with **100K+ transactions** each month
- Self Service Enablers** – Joshu, Renewals Voice Bot (Industry First)
- Industry leading adoption of LVS** (Live Video Streaming) for motor claims at **85%+ overall**
- AI based** proctoring solution for new hires
- AI based** motor damage assessment capabilities
- Simplified Customer Claims workflow






Glimpse of new Tech & Digital Capabilities across the value chain

(1/2)









	Distribution Build	Sales Fulfilment		Underwriting	
Assets	<p>End to End Digital Onboarding of agents (Prospecting, lead, COP, Onboarding, Training etc.)</p>	<p>Health Policy Issuance</p> <p>SME Commercial Policy Issuance</p> <p>Phoenix Motor Issuance</p> <p>API</p> <p>Cattle Policy Issuance</p>	<p>Tailor Health Rules Engine (UW & Fraud)</p> <p>Tele UW</p>	<p>UW OCR Health Pre Policy Medical Digitization</p> <p>Tele UW capabilities</p>	
Tech Levers	<p>Mobile App, OCR, Workflow, Bank Verification, Learning Content, Cloud</p>	<p>Mobile App, Seamless Journey, Product Recommendation Engine, Cross Sell and Up Sell capabilities, STP & NSTP Workflows, Payment Integration, Instant Policy Issuance</p>		<p>Parameterized Rules Engine, Fraud Analytics Model, AI driven advanced OCR for digitization, Tele Consulting and associated Workflows</p>	
Benefits	<p>100% Digital Onboarding of Agents</p>	<p>100% Policy Issuance Digitally</p>	<p>2 Min Instant Policy Issuance</p>	<p>~75% STP issuance for Health (including Tele UW & Rule Engine decisions)</p>	<p>100% Digitization of Pre Policy medical check records for UW decision improvement</p>

Glimpse of new Tech & Digital Capabilities across the value chain

(2/2)

	Claims	Renewals	Operations & Servicing
Assets	 Health Claim Workflow Claims OCR Health Claim Digitization  Provider Portal AI based Motor Claim Adjudication	 Voice Bot for renewals NRLMS Renewal Lead Management & Lead Propensity Scoring	RPA for Claims, Finance, Operations AI based proctoring for new hires Joshu Self Service Chatbot for customers
Tech Levers	Analytical Models for Risk scoring & fraud indicators, Provider-payer integration workflows, AI based OCR for Health Claims, AI based Motor damage assessment model for cars and SUVs	Voice bot driven renewals, 2 Click renewals, Advanced lead propensity driven lead scoring model	RPA Bots to automate manual repetitive processes, AI based proctoring for new hires, AI powered chatbot for customer service
Benefits	82%+ Accuracy of AI based Motor damage assessment model Improved digitization of Health Claims for Analytics Reduced TAT for Health Claims discharge	100% Automated fulfilment of renewals via bot Improved persistency with lead prioritization & propensity scoring	24x7 Query resolution using chatbot 100K+ Successful monthly RPA transactions Monthly Self Service Sessions via Chatbot

Robust Enterprise-wide Risk Management Framework

	Claims Risk	Active Fraud Control Unit, Fraud Analytics, Centralised verification of all motor claims
	Underwriting	Client wise and location wise monitoring of risk accumulation on monthly basis
	Business sourcing	Focus on diversification across channels, geographies, lines and products
	Operational	Manuals, SOPs, maker-checker, HR-based risk procedures
	Information	Strong infosec policies, disaster recovery and business continuity backups
	Reputation and Regulatory	Strong corporate governance practices
	Re-insurance	Diversified reinsurance strategy with high benchmarks
	Strategic risk	Retail strategy aimed at a diversifying customer base

Constantly improving operating metrics

Particulars		2018-19	2019-20	2020-21	Q1 2021-22
Number of Customers	No's in lacs	100	141	165	189
Number of policies issued	No's in lacs	29	45	63	14
Chola MS Branch	No's	90	135	141	132
Chola Insurance Xpress Outlets	No's	469	510	471	471
PSB Branches	No's	19000+	41000+	37000+	32000+
Motor OD Claims Settlement	%	95%	94%	94%	69%*
Motor TP Claims Settlement	%	38%	33%	23%	6%*
Covid Claims settlement	%	NA	NA	75%	68%
Network Garages	No's	6000+	8600+	10000+	10000+
Network Hospitals	No's	8000+	9000+	9500+	9500+
Complaints Disposal Ratio%	%	100%	100%	100%	100%

* Impacted by lockdown

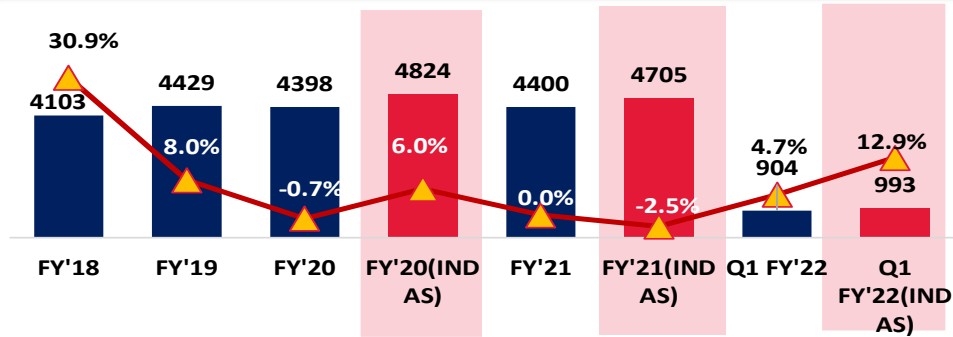
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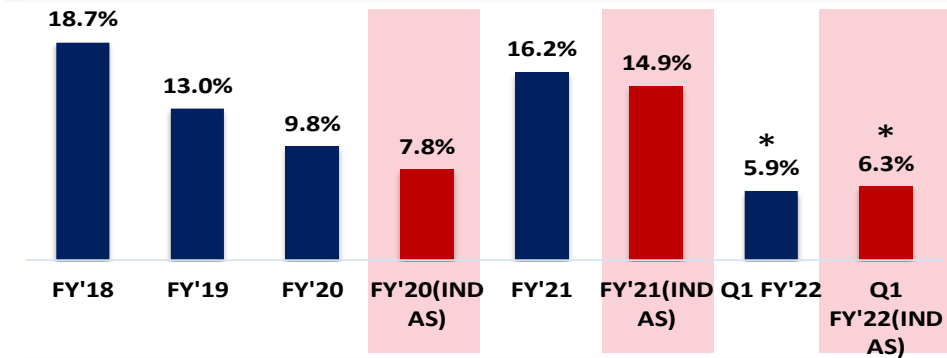
Financial Summary

Key Financial Indicators

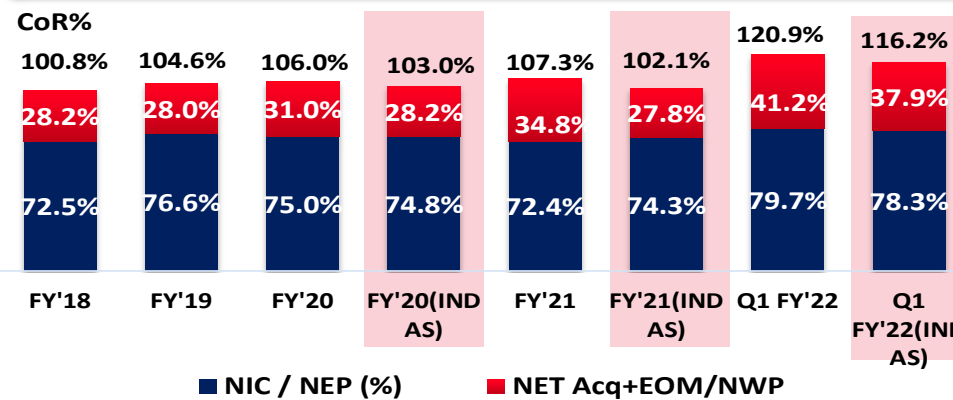
GWP (INR Cr) and Growth (%)



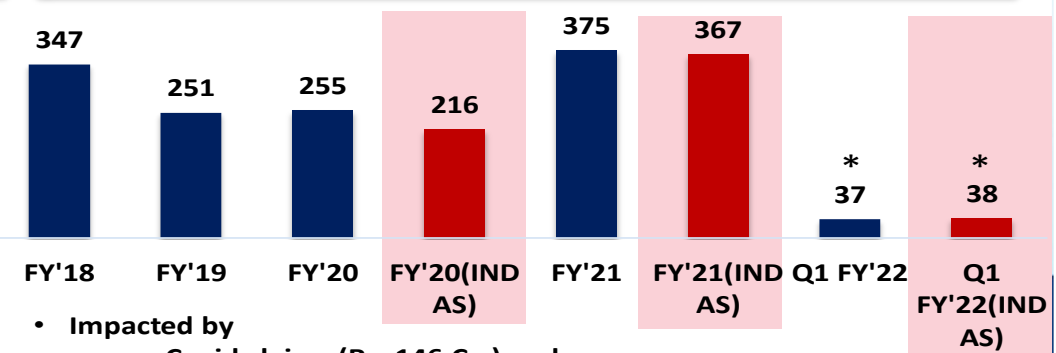
Return on Net Worth(%)



Break up of CoR(%)



Profit Before Tax (Rs. Crs)



- Impacted by
 - Covid claims (Rs. 146 Crs) and
 - Accelerated absorption of prepayments

Top 10 Private companies LR & COR – FY'21

Insurers	NIC/NEP						Acq costs + EOM / NEP	CoR After Strain
	Motor		Health	Fire	PA	Overall		
	OD	TP						
ICICI Lombard	62.2%	69.7%	89.0%	63.7%	24.2%	68.6%	33.3%	101.9%
Bajaj Allianz	54.0%	78.1%	81.7%	54.5%	44.2%	68.5%	28.4%	96.8%
Reliance	61.9%	86.7%	95.8%	55.9%	55.0%	79.6%	38.3%	117.9%
TATA AIG	64.6%	81.6%	70.7%	39.4%	46.7%	68.7%	41.5%	110.1%
ITGI	74.9%	89.9%	102.2%	62.4%	59.0%	85.1%	20.3%	105.4%
HDFC ERGO	70.4%	69.6%	85.3%	74.8%	46.4%	75.7%	27.9%	103.7%
SBI	70.7%	105.3%	78.7%	53.4%	39.5%	74.1%	25.4%	99.5%
Chola MS	57.0%	79.7%	116.0%	33.8%	20.5%	72.4%	36.5%	109.0%
Future	65.9%	66.3%	101.6%	59.6%	33.3%	66.4%	43.3%	109.7%
RSA	74.2%	100.6%	71.8%	60.5%	42.8%	80.4%	30.1%	110.5%
Go Digit	60.0%	79.5%	69.1%	58.2%	27.7%	74.0%	47.9%	122.0%
SAHI Companies			79.0%		20.1%	76.5%	48.4%	125.0%

On LR's,

Chola MS compares favourably

On Acq costs + EOM,

Players with no crop (ICICI, TATA, Chola) have costs in 33-42% band

Players with large crop volumes (Bajaj, ITGI, SBI) report lower costs as there is no sourcing cost in crop

Cost structure high in Go Digit and SAHI companies

Chola MS: Health LR rendered higher by claims on Covid special products: impact by 33% - LR without covid product losses was at 83%

Profit and Loss (Rs. Crs)

Particulars – In Rs. Cr	FY18	FY19	FY'20	FY'20 IND AS	FY'21	FY'21 IND AS	Q1 FY'22	
							I GAAP	IND AS
Gross Written Premium	4103	4429	4398	4824	4388	4705	904	993
Net Earned Premium	2824	3050	3437	3437	3202	3202	837	837
PBT	347	257	260	216	375	367	37	38
PAT	243	179	149	125	282	276	28	29
Networth (incl. FV change)	1296	1453	1603	1605	1855	1846	1913	1890
Investment portfolio	6363	7596	9078	9027	11061	10262	11188	10054
Solvency Ratio (x)	1.61	1.55	1.58	1.58	2.08	2.08	1.79	1.79
Earnings per Share (Rs.)	8.12	5.99	5.00	4.18	9.43	9.23	0.94	0.97
Book value per Share (Rs.)	43.38	48.64	52.68	53.73	63.97	61.76	1.47	0.02
Return on Networth (%)	18.72%	12.31%	9.76%	7.79%	16.2%	14.94%	5.9%	6.3%
Investment Corpus to Networth	4.91	5.23	5.66	5.62	5.96	5.56	5.85	5.32

Investment Book Overview (Rs. Crs)

Catogery	Mar-18	Mar-19	Mar-20	Mar-21	Jun-21	Mar-18	Mar-19	Mar-20	Mar-21	Jun-21
C Govt Sec	1303	1623	2623	4155	4074	20.5%	21.3%	28.1%	37.7%	36.5%
S Govt Sec	805	1436	3693	3508	3371	12.7%	18.9%	39.6%	31.8%	30.2%
Housing sector	1040	1027	620	955	1242	16.4%	13.5%	6.6%	8.7%	11.1%
Infra sector	1216	1505	688	771	786	19.1%	19.8%	7.4%	7.0%	7.0%
Approved - Other Corp Bonds	1496	1510	787	396	311	23.6%	19.9%	8.4%	3.6%	2.8%
Other Inv - Other Corp Bonds	0	189	410	132	39	0.0%	2.5%	4.4%	1.2%	0.3%
Equity	128	144	113	76	91	2.0%	1.9%	1.2%	0.7%	0.8%
AIF	8	15	13	12	11	0.1%	0.2%	0.1%	0.1%	0.1%
Mutual Funds	220	72	135	141	29	3.5%	0.9%	1.5%	1.3%	0.3%
Investment Property	29	29	29	31	31	0.5%	0.4%	0.3%	0.3%	0.3%
Bank Deposits	107	55	225	857	1173	1.7%	0.7%	2.4%	7.8%	10.5%
Grand Total	6351	7605	9335	11034	11156	100.0%	100.0%	100.0%	100.0%	100.0%
All Corp Bonds						59.1%	55.6%	26.8%	20.4%	21.3%

Stage 3 - Provisions & Write off (Rs. in Crs)

Name of the Issuer	Exposure	Int. Acc. But not due	ECL	Write off	Total Impairment	Net Exposure (Post Impairment)	Provision % on Gross exposure
DHFL	156.70	24.13	46.88	96.40	143.28	37.55	79.23%
ILFS	106.97	17.80	21.11	82.69	103.81	20.97	83.19%
IFIN	59.99	5.68	21.83	43.84	65.67	0.00	100%
RELIANCE CAPITAL	53.52	5.83	35.28	10.99	46.28	13.07	77.98%
RELIANCE HOME	20.00	1.77	-	21.77	21.77	-	100%
YES BANK	49.95	1.28	-	51.24	51.24	-	100%
Total	447.14	56.49	125.10	306.93	432.03	71.61	

- Based on Resolution Plan approved by RBI, 60% of the exposure in DHFL has been written off.
- Chola MS joined ICA for Reliance Home in June 21 along with banks and large insurance companies. ICA lenders account for ~63% of total debt.
- Authum Investment & Infrastructure Limited resolution plan offers maximum recovery to lenders and voted in favour by 90% of ICA lenders. Indicative recovery is ~23% for secured lenders.

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Thank You



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