Earnings Call
Quarter ended Mar 2023
What do we do?

Policybazaar
Insurance marketplace focused on the Indian middle-class families buying protection against the 3Ds (Death, Disease and Disability)

We provide end to end insurance solutions to the retail consumers (choice of products, the most convenient way of buying and policy management & claim support). We believe that the quality of business, which includes honest customer declarations, sharp risk assessment and complete product disclosure, is critical for the long term growth of the industry, and we are a positive force in that endeavor.

Paisabazaar
Credit marketplace focused on credit availability and convenience for all

We provide credit options across consumer segments and help them make the right decisions using proprietary algorithms. Paisabazaar is also the largest destination for consumers to access their credit scores and manage the same.

PB Partners
Enablement platform for more than 100k partners to help them manage insurance sales using technology
Key Highlights – Q4 FY23 vs Q4 FY22

Revenue grew 61% YoY to ₹869 Cr from ₹540 Cr

Consolidated EBITDA* grew to ₹28 Cr (3% margin) from a loss of ₹80 Cr (-15% margin)

PAT losses reduced to ₹9 Cr (-1% margin) from ₹220 Cr (-41% margin)

EBITDA* for Existing businesses grew to ₹64 Cr (13% margin) from ₹10 Cr (3% margin)

*EBITDA referred here is Adjusted EBITDA (non-GAAP)*
Q4 FY23: Insurance Premium grew 65% YoY

Credit Disbursals grew 53% YoY

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY22 Q1</th>
<th>FY22 Q2</th>
<th>FY23 Q1</th>
<th>FY23 Q2</th>
<th>FY23 Q3</th>
<th>FY23 Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Premium (₹ Cr)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1 FY22</td>
<td>2,178</td>
<td>2,178</td>
<td>2,189</td>
<td>2,189</td>
<td>2,189</td>
<td>2,189</td>
</tr>
<tr>
<td>Q2 FY22</td>
<td>2,178</td>
<td>2,178</td>
<td>2,189</td>
<td>2,189</td>
<td>2,189</td>
<td>2,189</td>
</tr>
<tr>
<td>Q3 FY22</td>
<td>2,178</td>
<td>2,178</td>
<td>2,189</td>
<td>2,189</td>
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<td>2,189</td>
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<tr>
<td>Q4 FY22</td>
<td>2,178</td>
<td>2,178</td>
<td>2,189</td>
<td>2,189</td>
<td>2,189</td>
<td>2,189</td>
</tr>
<tr>
<td>Q1 FY23</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
</tr>
<tr>
<td>Q2 FY23</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
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<tr>
<td>Q3 FY23</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
</tr>
<tr>
<td>Q4 FY23</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
<td>3,586</td>
</tr>
</tbody>
</table>

Disbursals (₹ Cr)

- Q4 FY23: Insurance Premium grew 65% YoY
- Credit Disbursals grew 53% YoY
FY23: Insurance Premium grew 5x in 4 years
Credit Disbursal grew 2.3x

<table>
<thead>
<tr>
<th>Year</th>
<th>Insurance Premium (₹ Cr)</th>
<th>Disbursal (₹ Cr)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY19</td>
<td>2,323</td>
<td>5,102</td>
</tr>
<tr>
<td>FY20</td>
<td>5,102</td>
<td>2,3x</td>
</tr>
<tr>
<td>FY21</td>
<td>6,975</td>
<td>COVID impact</td>
</tr>
<tr>
<td>FY22</td>
<td>11,589</td>
<td>6,607</td>
</tr>
<tr>
<td>FY23</td>
<td>11,619</td>
<td></td>
</tr>
</tbody>
</table>

FY23: Insurance Premium grew 5x in 4 years
Credit Disbursal grew 2.3x
Consistent Revenue Growth over the years
With improving margins

FY Revenue (₹ Cr)

<table>
<thead>
<tr>
<th>Years</th>
<th>New Initiatives</th>
<th>Existing Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY19</td>
<td>492</td>
<td>1,425</td>
</tr>
<tr>
<td>FY20</td>
<td>771</td>
<td>1,425</td>
</tr>
<tr>
<td>FY21</td>
<td>887</td>
<td>1,425</td>
</tr>
<tr>
<td>FY22</td>
<td>2,558</td>
<td>1,425</td>
</tr>
<tr>
<td>FY23</td>
<td>2,558</td>
<td>1,425</td>
</tr>
</tbody>
</table>

FY EBITDA Margin

<table>
<thead>
<tr>
<th>Years</th>
<th>Existing Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY19</td>
<td>-58%</td>
</tr>
<tr>
<td>FY20</td>
<td>-39%</td>
</tr>
<tr>
<td>FY21</td>
<td>-7%</td>
</tr>
<tr>
<td>FY22</td>
<td>-20%</td>
</tr>
<tr>
<td>FY23</td>
<td>-5%</td>
</tr>
</tbody>
</table>

Expansion of New Initiatives

Q4 Revenue (₹ Cr)

<table>
<thead>
<tr>
<th>Years</th>
<th>New Initiatives</th>
<th>Existing Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY19</td>
<td>165</td>
<td>379</td>
</tr>
<tr>
<td>FY20</td>
<td>245</td>
<td>379</td>
</tr>
<tr>
<td>FY21</td>
<td>271</td>
<td>379</td>
</tr>
<tr>
<td>FY22</td>
<td>540</td>
<td>379</td>
</tr>
<tr>
<td>FY23</td>
<td>869</td>
<td>379</td>
</tr>
</tbody>
</table>

EBITDA referred here is Adjusted EBITDA (non-GAAP)
Existing Business profitability through growth

EBITDA up by ₹217 Cr in FY23

Existing Business Revenue (₹ Cr)

Q1 FY22 | Q1 FY23 | Q2 FY22 | Q2 FY23 | Q3 FY22 | Q3 FY23 | Q4 FY22 | Q4 FY23

Revenue:

Q1 FY22: ₹240 Cr
Q1 FY23: ₹340 Cr
Q2 FY22: ₹270 Cr
Q2 FY23: ₹360 Cr
Q3 FY22: ₹290 Cr
Q3 FY23: ₹370 Cr
Q4 FY22: ₹310 Cr
Q4 FY23: ₹410 Cr

EBITDA:

Existing Business profitability through growth

EBITDA up by ₹217 Cr in FY23

EBITDA Margin %

FY22 | FY23

Q1 FY22: -14%
Q1 FY23: 1%
Q2 FY22: -18%
Q2 FY23: 3%
Q3 FY22: -13%
Q3 FY23: 6%
Q4 FY22: 54%
Q4 FY23: 13%

EBITDA referred here is Adjusted EBITDA (non-GAAP)
Q4 YoY – Existing Business

Existing Business continues improvement in Margin & Profitability

EBITDA referred here is Adjusted EBITDA (non-GAAP)
Q4 – New Initiatives

New initiatives continue to focus on growing efficiently

<table>
<thead>
<tr>
<th></th>
<th>Q3 FY22</th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>-51</td>
<td>-90</td>
<td>-71</td>
<td>-65</td>
<td>-54</td>
<td>-36</td>
</tr>
<tr>
<td>EBITDA</td>
<td>-51</td>
<td>-90</td>
<td>-71</td>
<td>-65</td>
<td>-54</td>
<td>-36</td>
</tr>
</tbody>
</table>

**Contribution Margin**

<table>
<thead>
<tr>
<th></th>
<th>Q3 FY22</th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-51%</td>
<td>-12%</td>
<td>-24%</td>
<td>-38%</td>
<td>-51%</td>
<td>-81%</td>
</tr>
</tbody>
</table>

EBITDA referred here is Adjusted EBITDA (non-GAAP)

Contribution reclassification includes Payment Gateway charges in direct costs

Online brand acquisition spend is included as a part of fixed costs
### Strong growth in Revenue @ 61%, EBITDA margin 3%

**Continued improvement in Margin & Profitability**

<table>
<thead>
<tr>
<th>₹ Crores</th>
<th>Q4 FY22</th>
<th>Q4 FY23</th>
<th>YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Existing Business</td>
<td>New Initiatives</td>
</tr>
<tr>
<td>Revenue</td>
<td>540</td>
<td>386</td>
<td>154</td>
</tr>
<tr>
<td>Contribution (non-GAAP)#</td>
<td>90</td>
<td>169</td>
<td>-79</td>
</tr>
<tr>
<td>Contribution %</td>
<td>17%</td>
<td>44%</td>
<td>-51%</td>
</tr>
<tr>
<td>Adjusted EBITDA (non-GAAP)</td>
<td>-80</td>
<td>10</td>
<td>-90</td>
</tr>
<tr>
<td>EBITDA %</td>
<td>-15%</td>
<td>3%</td>
<td>-58%</td>
</tr>
</tbody>
</table>

# – Contribution: Revenue minus Direct Costs (Employee direct cost + Acquisition Marketing)
Contribution reclassification includes Payment Gateway charges in direct costs
Online brand acquisition spend is included as a part of fixed costs
Consolidated EBITDA up by ₹163 Cr
For FY23 YoY

<table>
<thead>
<tr>
<th>₹ Crores</th>
<th>FY22</th>
<th>FY23</th>
<th>YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Existing Business</td>
<td>New Initiatives</td>
</tr>
<tr>
<td>Revenue</td>
<td>1,425</td>
<td>1,200</td>
<td>225</td>
</tr>
<tr>
<td>Contribution (non-GAAP)#</td>
<td>323</td>
<td>459</td>
<td>-136</td>
</tr>
<tr>
<td>Contribution %</td>
<td>23%</td>
<td>38%</td>
<td>-60%</td>
</tr>
<tr>
<td>Adjusted EBITDA (non-GAAP)</td>
<td>-282</td>
<td>-111</td>
<td>-171</td>
</tr>
<tr>
<td>EBITDA %</td>
<td>-20%</td>
<td>-9%</td>
<td>-76%</td>
</tr>
</tbody>
</table>

# – Contribution: Revenue minus Direct Costs (Employee direct cost + Acquisition Marketing)
Contribution reclassification includes Payment Gateway charges in direct costs
Online brand acquisition spend is included as a part of fixed costs
## Existing Business – FY23 performance

**Operating leverage exhibited in Existing Business**

<table>
<thead>
<tr>
<th>₹ Crores</th>
<th>FY22</th>
<th>FY23</th>
<th>Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td>1,200</td>
<td>1,710</td>
<td>510</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(43% YoY)</td>
</tr>
<tr>
<td><strong>Contribution (non-GAAP)#</strong></td>
<td>459</td>
<td>741</td>
<td>282</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(61% YoY)</td>
</tr>
<tr>
<td><strong>Adjusted EBITDA (non-GAAP)</strong></td>
<td>-111</td>
<td>107</td>
<td>218</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(196% YoY)</td>
</tr>
</tbody>
</table>

# - Contribution: Revenue minus Direct Costs (Employee direct cost + Acquisition Marketing)  
Contribution reclassification includes Payment Gateway charges in direct costs  
Online brand acquisition spend is included as a part of fixed costs
Renewal / Trail revenue
At an annualized run rate of ₹388+ Cr

Current Renewal / Trail Revenue ₹ 388+ Cr

Insurance
Credit

4.4x

Q1 FY19 | Q2 FY19 | Q3 FY19 | Q4 FY19 | Q1 FY20 | Q2 FY20 | Q3 FY20 | Q4 FY20 | Q1 FY21 | Q2 FY21 | Q3 FY21 | Q4 FY21 | Q1 FY22 | Q2 FY22 | Q3 FY22 | Q4 FY22 | Q1 FY23 | Q2 FY23 | Q3 FY23 | Q4 FY23

ARR ₹ 265 Cr
ARR ₹ 388 Cr

^: Based on ARR of Q3, Unaudited management accounts
### PAT losses reduced to 9 Cr in Q4

**On track for PAT breakeven**

<table>
<thead>
<tr>
<th>₹ Crores</th>
<th>Q3 FY22</th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjusted EBITDA (non-GAAP)</td>
<td>-91</td>
<td>-80</td>
<td>-66</td>
<td>-53</td>
<td>-28</td>
<td>28</td>
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<tr>
<td>ESOP Charges</td>
<td>226</td>
<td>175</td>
<td>168</td>
<td>174</td>
<td>105</td>
<td>96</td>
</tr>
<tr>
<td>One Time Expense</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EBITDA</td>
<td>-317</td>
<td>-255</td>
<td>-234</td>
<td>-226</td>
<td>-133</td>
<td>-68</td>
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<tr>
<td>Depreciation</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>16</td>
<td>18</td>
<td>17</td>
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<tr>
<td>Finance Cost</td>
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<td>4</td>
<td>4</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Other Income</td>
<td>34</td>
<td>51</td>
<td>47</td>
<td>60</td>
<td>69</td>
<td>82</td>
</tr>
<tr>
<td>PAT</td>
<td>-298</td>
<td>-220</td>
<td>-204</td>
<td>-187</td>
<td>-87</td>
<td>-9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>-282</td>
<td>-119</td>
</tr>
<tr>
<td>607</td>
<td>542</td>
</tr>
<tr>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>-902</td>
<td>-661</td>
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<tr>
<td>43</td>
<td>64</td>
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<tr>
<td>14</td>
<td>21</td>
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<tr>
<td>125</td>
<td>259</td>
</tr>
<tr>
<td>-833</td>
<td>-488</td>
</tr>
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</table>
Insurance Continues to Scale

Improving Efficiency & Customer Experience

- “Har Family Hogi Insured!” We aim to protect every family in India against the financial impact of Death, disease & disability by having Health and Life insurance. We continue expanding our regional reach using TV campaigns in regional languages like Tamil, Telugu and Marathi and offering sales support in 125+ cities in 12 languages.

- Scale is key for a marketplace: we are at an annual run rate\(^\dagger\) of insurance premium of over ₹ 14,000+ Cr growing at 65% YoY

- ₹ c.334\(^\#\) Cr ARR renewal revenue\(^\dagger\) which has 85% Margins

- Our consistent efforts to improve customer service and claims support are paying off with multiple heartening customer messages and is reflected by a CSAT\(^*\) of 88% for Q4 FY23

- Quality of business in terms of Claims ratios and Retention rates makes our business profitable for our partners

- High disclosure rates & fraud detection are helping improve claims settlement ratios for our partners. We continue to offer on-ground claims support with a TAT of 30 mins.

- Continued focus on product & process innovation

- Increasing efficiency of operations
  - More than 80% of Motor (four and two wheeler insurance) and travel insurance transactions continue to be unassisted
  - New insurance premium per enquiry has increased by 27% YoY
  - Physical leg of the business continuing to deliver meaningful impact on Health and Life Insurance businesses
    - Steady growth in premium per enquiry
    - Increasing percentage of business via this hybrid mode

\(^\dagger\) - ARR of Q4 FY23; \(^*\) CSAT is for Policybazaar online Business only; \(^\#\) Unaudited management accounts
Credit Continues to Scale
Improving Efficiency & Customer Experience

- Our credit platform continues to cater to consumers across credit segments. We are India’s largest independent marketplace in India, with depth and width of choice, offering ease of access and transparency to consumers.

- We are currently at a loan disbursal ARR\(^{\wedge}\) of over ₹15,000 crore and card issuance ARR\(^{\wedge}\) at 5.3 Lacs. Loan disbursal grew at 76% YoY while the credit cards issuance grew at 185% YoY in FY23.

- About 3.5 Cr customers have accessed their Credit score on Paisabazaar platform till date, representing 14%\(^{*}\) of India’s active credit score customers\(^{#}\).

- 75%+ disbursals are from existing customers\(^{*}\) demonstrating strong repeat behavior.

- Lending business is transformed post COVID with strong margin focus and is now adjusted EBITDA positive since Dec-22.

- Digitization is becoming significant in Lending – currently led by Credit cards where 75%+ of Cards issued in Q4 were through end-to-end (E2E) digital processes\(^{*}\). As lending gets more digital, digital marketplaces like ours would benefit.

- Co-created product strategy is shaping up well with 6 products like Step-up Card, Duet Credit Card, Credit-line products - all gaining good traction. Trail revenue is at ~10%\(^{*}\) of total revenue, expected to expand further.

\(^{\wedge}\) ARR of March 2023
\(^{*}\) Consumers having at least 1 active trade line; unaudited management estimates
\(^{*}\) Customers who ever accessed credit score from Paisabazaar; unaudited management estimates
\(^{*}\) Management estimates
Regulatory update

Payment of Commission Regulations 2023

- Expense of Management: Includes all expenses pertaining the business like commission payout, policy administration expense, management expense etc, but does not include the claims expense
- Single Expense Limit helps in creating flexibility on commissions based on the quality of the business and claims of the folio
- Commissions will be based on the Board policy of each insurer

Budget FY24

- Gains of maturity proceeds of non-ULIP policies for annual premiums in excess of ₹5 Lacs for policies issued after April 1, 2023 to be taxable under "income from other sources" (thus max marginal tax rate)
  - We are focused on middle class consumers than on wealth management category
  - Government nudging tax payers to move towards the new tax regime which will likely push higher focus on protection category by the industry
Two leading consumer destinations

**Policybazaar**
- 67.5 mn Registered Consumers
- 14.0 mn Transacting Consumers
- 33.8 mn Policies Sold
- c. 21% Consumers who have purchased at least one insurance policy through Policybazaar
- c. 2.4 Average policies per transacting consumer

**Paisabazaar**
- 34.9 mn Consumers accessed their Credit Scores
- 3.8 mn Transacting Consumers
- 5.4 mn Transactions
- c. 1.4 Average transactions per transacting consumer

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1. Consumers registered on Policybazaar platform as of Mar 31, 2023
2. Cumulative number of unique Consumers who bought at least one product on Policybazaar since its inception till Mar 31, 2023
3. Cumulative number of new life and non-life insurance policies sold and non-life insurance renewals on Policybazaar since its inception till Mar 31, 2023
4. Consumers who accessed their credit scores through Paisabazaar
5. Cumulative number of unique Consumers who made at least one transaction on Paisabazaar since its inception till Mar 31, 2023
6. Cumulative number of transactions made on Paisabazaar since its inception till Mar 31, 2023
### PolicyBazaar.com

**India's Largest Marketplace for Insurance**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Premium (Q4 FY23)</td>
<td>₹3,586 Cr</td>
</tr>
<tr>
<td>YoY Growth</td>
<td>65%</td>
</tr>
<tr>
<td>Insurance Policies sold (till date)</td>
<td>33.8mn</td>
</tr>
<tr>
<td>Market share (online aggregators)</td>
<td>93%</td>
</tr>
<tr>
<td>Transacting Consumers (till date)</td>
<td>14.0mn</td>
</tr>
<tr>
<td>New insurance premium per enquiry per month (Q4 FY23)</td>
<td>₹1,754</td>
</tr>
<tr>
<td>Insurance premium (ARR Q4 FY23)</td>
<td>₹14,000+ Cr</td>
</tr>
<tr>
<td>Insurance Partners</td>
<td>51</td>
</tr>
</tbody>
</table>


* New insurance premium - India Business (excluding PoSP)
India continues to have one of the widest protection gaps; Health & Term Insurance is needed

65% of Healthcare spend is out of pocket

<table>
<thead>
<tr>
<th>Country</th>
<th>Out of Pocket Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>36%</td>
</tr>
<tr>
<td>UK</td>
<td>15%</td>
</tr>
<tr>
<td>Brazil</td>
<td>44%</td>
</tr>
<tr>
<td>Thailand</td>
<td>12%</td>
</tr>
<tr>
<td>USA</td>
<td>11%</td>
</tr>
</tbody>
</table>

94% of income is not protected

<table>
<thead>
<tr>
<th>Country</th>
<th>Mortality Protection Gap (Protection required – Sum Insured)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>37%</td>
</tr>
<tr>
<td>Japan</td>
<td>66%</td>
</tr>
<tr>
<td>Singapore</td>
<td>62%</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>76%</td>
</tr>
<tr>
<td>Thailand</td>
<td>87%</td>
</tr>
<tr>
<td>India</td>
<td>94%</td>
</tr>
</tbody>
</table>

Note: 1. Mortality protection gap figures are as of 2015; 2. Out of pocket expense % figures are as of 2016 (Source – Swiss Re Report on Mortality Protection Gap)
India is vast and growing

The future is in Tier 2 & 3 cities

India is vast and growing. The future is in Tier 2 & 3 cities.
Policybazaar provides a holistic product suite with seamless experience

- Convenient
  - Customized journeys
  - Assistance using chatbots
  - Natural language processing mechs
- Most suited Product
  - 500+ Product span (from 51 insurers)
- Post-purchase delight
  - Service & claims support (full stack experience)

PB Advantage for consumers
Uniquely positioned for capturing mindshare

For all insurance needs

Unbiased advisory

10 product categories
(Health, Life, Four Wheeler, Two Wheeler, Travel, Corporate, etc.)

Commission agnostic
(highly transparent)
PB Advantage for insurance partners

Leverage data and technology to create best in class products and experiences

Improved customer disclosures
- Data disclosure directly from the customer - bypassing agent channel which is prone to fraud
- Tech based document verification

Extensive historical data
- 14 years digital vintage: Rich data on customers & claims variables
- c.14mn transacting customers since inception

Enhanced scoring using digital data
- Intricate data collected by PB which is unavailable in an offline environment
- Risk pricing simulation: Use of digital variables exclusive to PB in addition to traditional variables; niche/customized product conceptualization
- Risk scores calculated for fraud and shared with insurers at the time of case login

Rich insights from voice analytics
- 100% of calls converted to text & analysed for behavioural insights, thus sharp risk assessment for insurers
- Reducing false positives through customer conversation tone analytics
FY23: Key Focus Areas

- **Top of the Funnel**
  - Creative Excellence through Brand campaigns

- **Conversion**
  - Offline push
  - Customer Centric Products

- **Customer Experience**
  - Renewals
  - Claims / Maturity

Insuring Indian Middle Class Families
“Har Family Hogi Insured”
Segmental Market Reach Approach

Awareness brand campaigns on TV in local / regional languages

Tamil

Telugu

Marathi

Hindi
The best of both worlds: Online B2C + Offline Push

### Direct to Consumer Retail Business

<table>
<thead>
<tr>
<th><strong>Online B2C</strong></th>
<th><strong>Online B2C + Offline Push</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Consumers</strong></td>
<td><strong>Consumers</strong></td>
</tr>
<tr>
<td>• Tele-assistance during purchase</td>
<td>• Tele-assistance + Human touch</td>
</tr>
<tr>
<td>• Choices of products &amp; pricing</td>
<td>• Choices of products &amp; pricing</td>
</tr>
<tr>
<td>• Tech &amp; customer-center based service / claims assistance</td>
<td>• Tech &amp; customer-center based service / claims assistance</td>
</tr>
<tr>
<td><strong>Insurers</strong></td>
<td><strong>Insurers</strong></td>
</tr>
<tr>
<td>• Distribution Commission only</td>
<td>• Distribution Commission only</td>
</tr>
<tr>
<td>• Sharp risk assessment + real-time control on claims / frauds / mis-selling</td>
<td>• Sharp risk assessment + real-time control on claims / frauds / mis-selling</td>
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</table>

### Intermediary Led Business

<table>
<thead>
<tr>
<th><strong>B2B2C</strong></th>
<th><strong>Agent Led / Initiated business</strong></th>
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<tbody>
<tr>
<td><strong>Consumers</strong></td>
<td><strong>Consumers</strong></td>
</tr>
<tr>
<td>• Human touch</td>
<td>• Human touch</td>
</tr>
<tr>
<td>• Low choices of products &amp; pricing</td>
<td>• Low choices of products &amp; pricing</td>
</tr>
<tr>
<td>• Limited service / claims assistance</td>
<td>• Limited service / claims assistance</td>
</tr>
<tr>
<td><strong>Insurers</strong></td>
<td><strong>Insurers</strong></td>
</tr>
<tr>
<td>• Cost of maintaining the agency channel / B2B2C partners commission</td>
<td>• Cost of maintaining the agency channel / B2B2C partners commission</td>
</tr>
<tr>
<td>• Cannot control high claims / frauds / mis-selling</td>
<td>• Cannot control high claims / frauds / mis-selling</td>
</tr>
</tbody>
</table>
New channels of access
Offline Push through stores & in-person appointments

**Website / Mobile site**
- Choice of products, pricing, combos
- Unassisted purchase
- Service – book health tests, upload documents, etc.

**Telephone**
- Assistance during purchase
- Service coordination – medicals + documentation

**Chat**
- Assistance during purchase through chatbots
- One-click renewals
- Real-time updates on service & claims requests

**Video Call / Video Uploads**
- Higher trust factor
- Video medicals / KYC
- Fraud detection – liveliness scores
- Motor claims

**Retail Store**
- Walk in purchase
- Human touch
- Service & Claims assistance
- Multiple product purchase & combos

**In person**
- Convenience of location
- Human touch
- Service & Claims assistance
- Multiple product purchase & combos
Omni-channel experience for trust building
Extension of PB experience from tele-assistance to human-touch & physical accessibility
One stop solution for consumers who don't want to transact online

Offline stores: 77 insurance centres in 57 cities
On-ground sales support in 125+ cities
In-person appointments & stores
Boosting Premium per Enquiry

Insurance Premium (₹ Cr)

<table>
<thead>
<tr>
<th></th>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4</td>
<td>6,975</td>
<td>11,589</td>
</tr>
<tr>
<td>Q3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1</td>
<td></td>
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</tbody>
</table>

66% YoY

FY22 FY23

New Insurance Premium Per Enquiry (₹)

<table>
<thead>
<tr>
<th></th>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,384</td>
<td>1,754</td>
</tr>
</tbody>
</table>

27% YoY

FY22 FY23

^Unaudited management accounts

* New insurance premium - India Business [excluding PoSP]
Term insurance

New-age products for all consumers

**Salaried consumers**

Term insurance
Premium increases as your age

Now ₹449/month*

After 30 years ₹1848/month*

Check Your Premium

A wide variety of offerings
Zero cost Term Plan

**Women, Housewives & Self-employed consumers**

Special Term Plans For Women

**₹1 Crore** life cover
Starting at ₹430/month*

Cover Critical Illness
Cervical Cancer, Breast Cancer & more

Get an online discount of **upto 10%**

Special Term Plans For Women Because They Deserve The Best

Lower Premiums
Earning通过Inheritance

Term insurance plans for ₹1 Cr Sum
Assured for housewives
Surrogate underwriting using non-conventional variables

**NRI consumers**

Term Life Insurance for NRI

Why buy from Policybazaar:

- Online Discount Upto 10%
- Save 50% with Limited Pay
- No Physical Tests Required*
- GST Waiver Available*

Affordable & comprehensive plans for NRIs and PIOs
Health Insurance
Catering to all insurance needs: Special products

Consumers with Pre-Existing Diseases get Day 1 Cover

1. Buy 1x Cover (₹5 Lacs)
2. Get 2x Cover from Day 1 (₹10 Lacs)

Aapke Customer ko mile pehle din se hi 2x coverage at no major cost!

Global Health Coverage

Save up to 75% on plans with worldwide coverage

Price in UAE: ₹1,67,896
Price on Policybazaar: ₹39,595-

Senior Citizen Plans

Get your Parents Health Insurance & claim Tax Benefits up to ₹50,000

Special Maternity Plans

Tips for expecting mothers: How to cover maternity costs through health insurance

Riders

Room Rent Waiver
Hospital Cash Benefit
Critical Illness Cover
Personal Accident Cover
OPD Care
NCB protection
Inflation protection
Domiciliary hospitalization
Health Insurance

Unbundled offers & personalized options

Unbundled offers: Choose the features you want!

Policy benefits

These benefits are part of your insurance cover. You can check plans as per your desired benefits.

- [ ] Pre-hospitalization covered
- [ ] Post-hospitalization covered
- [ ] Day care treatments
- [ ] No claim bonus
- [ ] Restoration benefits
- [ ] Free health checkup
- [ ] Doctor consultation and pharmacy
- [ ] Maternity cover

Apply filters

Existing disease waiting period

It is a time span before a select list of ailments get covered in your policy.

- [ ] No preference
- [ ] Covered after 1 year
  - Recommended: If you have an existing illness
- [ ] Covered after 2 years
- [ ] Covered after 3 years

Policy period

Selecting a multi-year plan saves your money and the trouble of remembering yearly renewal.

- [ ] 1 year
- [ ] 2 years
  - Save up to 10% on premium
- [ ] 3 years
  - Save up to 15% on premium
Savings plans
An assortment of offerings to suit all consumer needs

Capital Guarantee Solutions

- **Instant Tax Receipt**
  - Allianz Life
  - Capital Guarantee Solution
  - 10 Yr Returns: 11.8% (In 2043)
  - Lumpsum Payout: ₹1.43 Cr

- **Last 5 Days Left**
  - New Fund Offer | Current NAV: ₹10

- **Instant Tax Receipt**
  - HDFC Life
  - Capital Guarantee Solution
  - 10 Yr Returns: 11% (In 2043)
  - Lumpsum Payout: ₹1.27 Cr

Wealth + Health Solutions

- **New Launch**
  - Wealth Creation + ₹10 L Health Cover + ₹58.1 L Life Cover

- **Wealth + Health Solution**
  - Tata AIA Life Insurance
  - 10 Yr Returns Lumpur Payout: 18.6% (In 2053)
  - Lumpsum Payout: ₹11.4 Cr

- **Guaranteed Plans with return higher than fixed / term deposit**

- **Special Plan for pb customers**
  - You Give: ₹12 L (In 5 Years)
  - Interest Rate: 7.4%
  - Tax Savings: ₹5.02 L

  - You Get: Tax Free
  - ₹20.6 L (In 10 Years)
Motor Insurance
Usage based plans: Pay-As-You-Drive

- Car value (IDV): ₹1,20,174
- Premium: ₹3,772
- You save: ₹739
- Change driving limit: 5,500 KM

- IDV Cover: ₹1,14,750
- ₹3,941

- Save up to 40% more by switching off this 'Meter' policy when not using your car & get a discount on next year's renewal.

- You can get a topup when you are about to exhaust your yearly driving limit.

- Your car is covered only if it is within the driving limit of 5,500 km.

- After payment, upload odometer reading on the Policybazaar app.

- You'll get a reminder to update the odometer reading just before the policy starts.
Motor Insurance

Consumer Connect: Tools & Reminders

Pay As You Go Insurance Calculator
Which car do you drive?
Search car by brands

Car Depreciation Calculator
Which car do you drive?
Search car by brands

1. Avail 7% early bird discount. Renew your Maruti Swift's policy now.
   - Current Insurance: Value
   - Premium: Rs 4,81,602
   - Renewal: Rs 5,182
   Your new policy will start from 24 Feb, 2023
   Renew now

2. Just 4 days left! Renew your Maruti Swift's insurance today
   - Current Insurance: Value
   - Premium: Rs 4,81,602
   - Renewal: Rs 5,155
   Current policy expires on 24 Mar, 2023. Your new policy will start from 26 Feb, 2023
   Renew now

3. Your Maruti Swift's insurance expires at midnight. Renew Now!
   - Current Insurance: Value
   - Premium: Rs 4,81,602
   - Renewal: Rs 5,155
   Current policy expires on 22 Feb, 2023. Your new policy will start from 24 Feb, 2023
   Renew now

4. Policy expired! You can still get your 25% NCB discount by renewing now
   - Current Insurance: Value
   - Premium: Rs 4,81,602
   - No inspection required
   Current policy expired on 28 Dec, 2022
   Renew now
A data & technology driven approach to change the insurance landscape

User friendly interface assisting customers throughout the lifecycle

- Fill-in customer details
- Compare products across insurers
- Self video inspection (Motor) or Telemedical (Life / Health) or upload docs
- Easy payment process

Unique customer journey through Chatbots

- Handles customer queries resulting in faster fulfilment
- Response within a minute
- Increased Unassisted Share of Business
**PB Risk framework used to detect fraud**

<table>
<thead>
<tr>
<th>Implicit Variables</th>
<th>Explicit Variables</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Payment Graph</strong></td>
<td><strong>Current Interactions</strong></td>
</tr>
<tr>
<td><strong>Document Verification</strong></td>
<td>• Website / M-site</td>
</tr>
<tr>
<td><strong>Biometrics / Identity Verification</strong></td>
<td>• Tele / Video</td>
</tr>
<tr>
<td></td>
<td>• Meeting</td>
</tr>
<tr>
<td><strong>Claims History</strong></td>
<td><strong>Historical Interactions</strong></td>
</tr>
<tr>
<td></td>
<td>• Enquiries</td>
</tr>
<tr>
<td></td>
<td>• Transactions</td>
</tr>
</tbody>
</table>

- **Risk Score less than Cut-off**
  - Sent to the insurer for processing
  - Additional checks
  - Lower claims
  - Higher Claims Settlement

- **Risk Score greater than Cut-off**

**Additional Checks**

**Trust**

**Price Advantage**

**Process Advantage**
Customer Centricity is the key for us – reflective in 88% CSAT

Service Experience
- Pre-fill KYC details using CKYC and eKYC integrations, a central system for multiple purchases
- Medicals done at home enabled by insurer partners using dedicated Phlebotomists
- Automated documentation and other processes using tech, system based endorsements
- Use of mobile phone app-based videos for motor insurance surveys

Relationship Management
- 360 degree view
- Centralized KYC documentation
- Nominee management
- Easy renewals, add-on / rider purchases, cross-purchases

Claims management
- On-ground support for Health & death claims in 114 cities
- App-based claims assistance during motor insurance claims, seamless coordination with consumer / surveyor / garage / insurer
- Assistance at the time of maturity for savings products
A wholesome experience in the App

Consumer Education / Awareness

Renewals

Policy Management

Term Insurance
Claims Assistance: popularized through media campaigns
Claims Assistance: 30 mins TAT

On-ground claims support in 114 cities

24X7 Dedicated Helpline
1800-258-5881

Dedicated Relationship Manager
Call or WhatsApp Relationship Manager at any time for any assistance

30 min On-ground support
Claims expert visits home or hospital and help in claim settlement within 30 mins

Assistance on rejected claims
500+ rejected claims are reopened & approved every month
Claims Assistance
On-ground dedicated assistance at the time of claims

Term Insurance Claim
A term insurance claim is filed by the policy beneficiary to the insurance company in order to avail of the death benefit in case of the policyholder's unfortunate demise.
A majority Read more

Do you Need Insurance Claim Assistance?
Don't worry, we are here to help you.
To learn more about the claim process, please select a product:

- Term Insurance
- Health Insurance
- Motor Insurance
- 2 Wheeler Insurance
- Travel Insurance

On-ground support in 114 cities
Walk-in stores in 54 cities

Free Dedicated Claim Assistance
Policybazaar Guarantees claim support for your family

Free grief support programs
For beneficiaries of term insurance in case of an unfortunate demise
Welcome to the PB family, Rishabh!

You have made the right decision of protecting the future of your loved ones by purchasing a term insurance policy.

**Policy Number:** PB012345678901
**Insured Name:** XXXXXXXX
**Date of Birth:** XX/XX/XXXX
**Nominee Name:** XXXXXXXX
**Policy Name:** XXXXXXXX

**Relationship Manager:**
- **Name:** XXXXXXXX
- **Contact:** +91 956XXXXXXX
- **Email:** XXXXXXXX@policybazaar.com

You are very important to us, and our team will work tirelessly to make sure you experience our best-in-class insurance services. Here’s a brief of the benefits of being a Policybazaar customer:

- **Relationship Manager:** Our dedicated relationship manager will personally help you with all your service queries.
- **Claim Support:** We will handhold your nominee at every step of the claim settlement process.
- **Free Counseling:** Your loved ones get access to grief support programs as well as claim-related financial & legal counseling.

Physical card sent to the customer, which they can safely keep with themselves or with the nominee.

**Policy Name:** XXXXXXXX
**Policy No:** PB012345678901
**Insured Name:** XXXXXXXX
**Date of Birth:** XX/XX/XXXX
**Nominee Name:** XXXXXXXX

**Relationship Manager:**
- **Name:** XXXXXXXX
- **Contact:** +91 956XXXXXXX
- **Email:** XXXXXXXX@policybazaar.com

Claims Assistance: 0124-6384120
Awards & Recognition

- Best Claim Support Initiative for Claim Samadhan Diwas Silver Feather Awards
  
- Best BFSI Brand for PB Paap vs Ghor Paap Prime Time Awards
  
- 3 winning entries out of 4 Indian Marketing Awards
  
- Best Insurance Broker Banking Frontiers InsurTech Awards
  
- Best use of consumer tech for PB Meet ETBFSI Awards
India continues to have one of the lowest credit penetration.
Credit Market expected to grow strongly.

Under penetration in India’s Consumer Lending

<table>
<thead>
<tr>
<th></th>
<th>Household Debt as a % of nominal GDP#</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>14%</td>
</tr>
<tr>
<td>China</td>
<td>62%</td>
</tr>
<tr>
<td>USA</td>
<td>66%</td>
</tr>
<tr>
<td>UK</td>
<td>90%</td>
</tr>
</tbody>
</table>

Fast-growing consumer credit market in India

<table>
<thead>
<tr>
<th>Consumer Credit' (Lacs Cr^)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY19</td>
</tr>
<tr>
<td>FY21</td>
</tr>
<tr>
<td>FY26E</td>
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</tbody>
</table>

# Source: CEIC Database
* Source: Bain India Fintech Report 2022
^ 1 USD = ₹ 80
Paisabazaar: Platform of Choice for India’s credit needs

- >14% of India’s active credit score consumers on Paisabazaar
- ~9% of Credit enquiries in India happen on Paisabazaar
- Independent, unbiased & transparent platform with E2E assistance
- 65+ partnerships including large banks, NBFCs & fintechs
- Best offers always - For all consumers
  Industry-first “Chance of Approval” algo to maximize approval rate

^ Consumers having at least 1 active trade line
* Management Estimates
India’s largest digital marketplace for consumer credit

~20 lacs
Monthly Enquiries (credit products) ^

~18 lacs
Transactions ARR*

~3.5 Cr
Credit Score consumers^

~76 lacs
New consumers added in FY23

~5.3 lacs
Credit Cards issued ARR*

~15,000 Cr
Loan disbursals ARR*

~4.1 seconds
Acquiring a consumer every $
Paisabazaar business is now **Adjusted EBITDA positive since Dec-22**

<table>
<thead>
<tr>
<th>Q2 FY21</th>
<th>Q3 FY21</th>
<th>Q4 FY21</th>
<th>Q1 FY22</th>
<th>Q2 FY22</th>
<th>Q3 FY22</th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 Dec-22</th>
<th>Q4 FY23</th>
</tr>
</thead>
</table>

**Sustainable margins due to improved processes, better offerings & higher conversion rates**

**Continued investments in brand, product & tech capabilities to improve margins further**

**Co-created products driving trail revenue stream, helping margins**
Building sustainable trail revenue
Driven by co-created products

Trail revenue is revenue accrued in addition to the acquisition commissions over a period of time.

This revenue helps build a steady revenue stream; improve margins.

Through deep partner engagements, we are steadily transitioning our business to this revenue model.

% of Disbursals on Trail

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<tbody>
<tr>
<td>%</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>36%</td>
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</tbody>
</table>

% of Cards Issued on Trail

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</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>53%</td>
</tr>
</tbody>
</table>
Continued focus on moats that help us compete, differentiate & win
Scale: FY disbursals grew @ 76% YoY; Card issuance @ >180% YoY

Disbursals (₹ Cr)

Q4 FY19 FY19 | Q4 FY20 FY20 | Q4 FY21 FY21 | Q4 FY22 FY22 | Q4 FY23 FY23
1,657 5,102 | 1,599 6,550 | 1,274 2,917 | 2,189 6,607 | 3,357 11,619

Credit cards issuance (k)

Q4 FY19 FY19 | Q4 FY20 FY20 | Q4 FY21 FY21 | Q4 FY22 FY22 | Q4 FY23 FY23
42 133 | 35 166 | 18 45 | 74 163 | 131 466

COVID year

Scale: FY disbursals grew @ 76% YoY; Card issuance @ >180% YoY

Credit Card issued prior to FY21 are management estimates
Depth & width of product offerings across all credit segments
Helping drive economies of segmentation


Super Prime
- Pre-approved Programs (Credit Info based/Banking relationship based)
- PL, Cards Marketplace with Integrations
- Co-creation: Card cum Line

Prime
- HL Marketplace
- Pre-Approved programs

Self Employed
- Co-creation: SME Line
- Fintech Lenders for Sub-Prime

Near Prime
- Co-created STPL

Sub Prime
- Co-creation: Secured Card
- Collection
- Credit Advisory

New to Credit
- Co-creation: Secured card
- STPL partners with NTC focus
Driving India’s largest Credit Score Awareness Initiative

3.49 Cr consumers have accessed credit score

- Free for life always, with monthly updates
- Access to credit score from all 4 Credit Bureaus in the country
- Digital & instant process enabling ease of access
- Available in 5 different languages
- Intelligent, personalised recommendations for best products or to build score
- Creating new products to cover industry supply gaps
Credit score: Deep analytics driving product innovation & monetization

Analytics & segmentation-led sharp X-Sell offers; Building strong revenue per consumer

Credit segmentation

<table>
<thead>
<tr>
<th></th>
<th>New to Credit</th>
<th>Sub - prime</th>
<th>Prime</th>
<th>Super-prime</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sleepers</td>
<td>20</td>
<td>55</td>
<td>150</td>
<td></td>
</tr>
<tr>
<td>At-risk</td>
<td>340</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Core Active</td>
<td>30</td>
<td>130</td>
<td></td>
<td>460</td>
</tr>
<tr>
<td>Engaged</td>
<td>460</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Number represents indexed revenue per customer for that segment; 100 = Portfolio avg.
Creating social impact across Bharat at scale

Consumers from 823 cities have accessed their credit score
6X growth\(^\wedge\) in Tier 2 & 3 cities

\(~58\%\) consumers purchased at least 1 credit product within 6 months post tracking credit score

\(~58\text{ Lac}\) consumers increased their score by 25 points\(^*\) post tracking credit score

\(~1\text{ Cr}\) consumers paid off 60 days or more outstanding debt post score check

\(^{\wedge}\) From Apr’18

*Over a period of 6 months from Apr’22
Digitization play becoming significant: E2E digital transactions growing

Credit cards business is moving fast; ~77% transactions E2E digital

Unsecured loans following; ~43% transactions digital

13 partner journeys E2E digitized

Tech-data infrastructure like Account Aggregator, CKYC will further strengthen digitization
Digitization Case Study: Best-in-class CX with DMI Finance using Digital Stack

Seamless Process

1. Loan Offer Selection & Details Verification
2. KYC (Digilocker+Selfie)
3. Loan Disbursal

Instant disbursal
End-2-End seamless experience

Congratulations!

Dear customer,
Your application for a credit line with DMI Finance is being processed. The amount will be transferred to your account within the next 12 hours.

Reference No.: 110000000003834

For more credit needs, please visit policybazaar.com

In case of any queries, feel free to reach out to us on below mentioned details:

1800-208-8877
support@policybazaar.com

Instant disbursal
Co-created products covering gaps & scaling acquisition

- Serving credit-starved segments
- Innovative products
- Seamless CX
- Brand building
- Improved Insights

6 Products live – across credit segments

- **‘StepUp’ Secured Credit card**
  - NTC and Sub-prime segment
  - Credit Card backed by an FD

- **Paisabazaar ‘Duet’**
  - Prime Segment
  - Credit Card cum Line Product

- **Credit Line**
  - Super Prime Segment
  - Personal Loan, pay-as-you-use

- **STPL**
  - Near/Sub-prime Segment
  - Helping expand customer segment

39X scale up in credit cards sourcing

Recent product launches driving disbursements

- Jan-22
- Jul-22
- Sep-22
- Dec-22
- Mar-23

- Aug-21
- Jan-22
- Jul-22
- Dec-22
- Mar-23
One of India’s most prominent & award-winning Fintech Brands

**Best Lending Fintech**

87% 'Top-of-mind' recall for Paisabazaar across categories

**Best Fintech Consumer Lender**

84% 'Top-of-mind' recall for Paisabazaar across categories

**Source** – Survey by white canvas | Apr-23
New initiatives
PB Partners
Sustained market leadership & Increasing efficiency

- A platform for independent sellers of Insurance and other financial products
  - Enable sellers to sell across Products and Suppliers via an app
  - Tech based platform for Research, Issuance, and Customer Management
- Market Leadership in Premium as well as technology platform
- Highest proportion of non-motor business in the industry at 34%
- Improvement in sales & marketing efficiency
- Expanding reach in the country
  - Present in 15.0k pin codes out of 19.1k pin codes in India
  - Tier 2 & Tier 3 cities contribute 70% of the business

Zone wise Share of business

<table>
<thead>
<tr>
<th>City Tier</th>
<th>Share of Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1</td>
<td>30%</td>
</tr>
<tr>
<td>T2 &amp; T3</td>
<td>70%</td>
</tr>
</tbody>
</table>
PB Partners
First-in-industry tech initiatives

Improving the breadth of product offerings, supported by sales training

General Insurance
- Car
- Two Wheeler
- Commercial
- Health
- Home Insurance

Life Insurance
- Investment
- Term

Know more about Other Insurance Products available on Policybazaar.com

- Group Health insurance
- Fire And Burglary
- Marine Insurance
- General Liability
- Workmen Compensation
- VIEW ALL PRODUCTS
Simplified Consumer Life cycle management using the platform

PB Partners
First-in-industry tech initiatives
PB Partners
First-in-industry tech initiatives

Self-help features: Endorsements, Cancellations & Refunds

Select Issue

1. Need Policy Copy
2. Policy Related Query
3. Claims Related Query

Help in cancellation of the policy

I Need Help With

Vehicle Details Insurance Details Ownership Details

- Registration No
- Registration Date
- Manufacturing Date
- Seating Capacity
- Engine No
- Chassis No
- Make/Model/Variant
- Cubic Capacity

You can only select upto 6 changes
UAE Operations

Premium Grew 170% YoY

- Started operations in FY19
- Focus on Health and Life insurance
- Other Financial products also on the same platform (Loans (Personal, Car, Home) & Credit cards)
- No 1 in website traffic
- Continued focus on protection against death, disease & disability

Insurance Premium (₹ Cr)

- Current ARR~ ₹ 444 Cr*
- 170%

Insurance Premium by Segment

- Q1 FY22
- Q2 FY22
- Q3 FY22
- Q4 FY22
- Q1 FY23
- Q2 FY23
- Q3 FY23
- Q4 FY23

* Unaudited Management Accounts