Earnings Call
Quarter ended September 2023
What do we do?

PB Fintech
The umbrella entity comprising of India’s leading marketplaces that offer end-to-end insurance & credit solutions to consumers. Our platforms simplify complex choices, present personalized solutions & enable smart financial decisions. We leverage technology & data to drive product & process innovation for our partners as well as for our own operations. Our business model benefits from network effects resulting from consumer-pull, deep understanding of risk & best-in-class service.

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 – Q2 FY24**

- Consolidated Revenue grew 42% YoY to ₹812 Cr
- Core online Revenue grew 46% YoY to ₹597 Cr

- Total Insurance Premium is at an ARR of ₹13,900 Cr
  - New Premium for Protection (Health & Term Insurance) grew 53% YoY

- Lending Disbursal is at an ARR of ₹16,556 Cr
  - Credit cards issued at an ARR of 6 Lacs

- Consolidated Adjusted EBITDA* improved by ₹66 Cr YoY to ₹13 Cr
  - Core Adjusted EBITDA* margin improved from 3% to 11% YoY

- PAT improved by ₹166 Cr to (₹21 Cr) YoY
  - Cash position improved by ₹54 Cr QoQ to ₹5,072 Cr

* Adjusted EBITDA is non-GAAP measure excluding ESOP charges
^ Health new business creates large NPV due to future renewals
Core Online Business: Q2 FY24

Revenue up 46%, EBITDA up by ₹56 Cr YoY

Core Online Business Revenue (₹ Cr)

<table>
<thead>
<tr>
<th></th>
<th>FY22</th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>264</td>
<td>334</td>
<td>597</td>
</tr>
<tr>
<td>Q2</td>
<td>410</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EBITDA Margin %

<table>
<thead>
<tr>
<th>FY22</th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>334</td>
<td>117</td>
<td>68</td>
</tr>
</tbody>
</table>

EBITDA referred here is Adjusted EBITDA (non-GAAP)
Core Online Business: H1 FY24
Growth with consistent improvement in Margin & Profitability

**Core Online Business Revenue**

<table>
<thead>
<tr>
<th></th>
<th>H2 FY22</th>
<th>H1 FY23</th>
<th>H2 FY23</th>
<th>H1 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>703</td>
<td>781</td>
<td>929</td>
<td>1,113</td>
</tr>
</tbody>
</table>

**Core Online Business EBITDA**

<table>
<thead>
<tr>
<th></th>
<th>H2 FY22</th>
<th>H1 FY23</th>
<th>H2 FY23</th>
<th>H1 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>-31</td>
<td>17</td>
<td>90</td>
<td>137</td>
</tr>
</tbody>
</table>

EBITDA referred here is Adjusted EBITDA (non-GAAP)
# Core Online Business: H1 FY24

Strong growth with high operating leverage

<table>
<thead>
<tr>
<th>₹ Crores</th>
<th>H1 FY23</th>
<th>H1 FY24</th>
<th>Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>781</td>
<td>1,113</td>
<td>333 (46% YoY)</td>
</tr>
<tr>
<td>Contribution (non-GAAP)#</td>
<td>337</td>
<td>501</td>
<td>164 (49% YoY)</td>
</tr>
<tr>
<td>Adjusted EBITDA (non-GAAP)</td>
<td>17</td>
<td>137</td>
<td>120 (705% 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
Core Online Business: H1 FY24

Adjusted EBITDA grew ₹120 Cr YoY

<table>
<thead>
<tr>
<th>Core Online Business</th>
<th>₹ Crores</th>
<th>EBITDA Previous Year</th>
<th>EBITDA</th>
<th>YoY Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY23</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H1</td>
<td>-80</td>
<td>17</td>
<td></td>
<td>97</td>
</tr>
<tr>
<td>H2</td>
<td>-31</td>
<td>90</td>
<td></td>
<td>121</td>
</tr>
<tr>
<td>FY24</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H1</td>
<td>17</td>
<td>137</td>
<td></td>
<td>120</td>
</tr>
</tbody>
</table>
New Initiatives: Q2 FY24
Maintaining leadership while improving efficiency

<table>
<thead>
<tr>
<th>New Initiatives (₹ Cr)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
</tr>
<tr>
<td>EBITDA</td>
</tr>
<tr>
<td>EBITDA Margin %</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Q2 FY22</th>
<th>Q2 FY23</th>
<th>Q2 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>16</td>
<td>164</td>
<td>215</td>
</tr>
<tr>
<td>EBITDA</td>
<td>-21</td>
<td>-65</td>
<td>-55</td>
</tr>
<tr>
<td>Contribution Margin %</td>
<td>-128%</td>
<td>-40%</td>
<td>-26%</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
Overall business: Consistent Revenue Growth

With improving margins

### Revenue (₹ Cr)

<table>
<thead>
<tr>
<th></th>
<th>Q2 FY22</th>
<th>Q2 FY23</th>
<th>Q2 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Initiatives</td>
<td>280</td>
<td>573</td>
<td>812</td>
</tr>
<tr>
<td>Core Online Business</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Margins

- Contribution margin
- EBITDA margin

<table>
<thead>
<tr>
<th></th>
<th>FY22</th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>29%</td>
<td>42%</td>
<td>24%</td>
<td>30%</td>
</tr>
<tr>
<td>-25%</td>
<td>-9%</td>
<td>2%</td>
<td></td>
</tr>
</tbody>
</table>

*EBITDA referred here is Adjusted EBITDA (non-GAAP)*
# Overall business Q2

<table>
<thead>
<tr>
<th>₹ Crores</th>
<th>Q2 FY23</th>
<th>Q2 FY24</th>
<th>YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Core Online Business</td>
<td>New Initiatives</td>
</tr>
<tr>
<td>Revenue</td>
<td>573</td>
<td>410</td>
<td>164</td>
</tr>
<tr>
<td>Contribution (non-GAAP)#</td>
<td>140</td>
<td>179</td>
<td>-39</td>
</tr>
<tr>
<td>Contribution %</td>
<td>24%</td>
<td>44%</td>
<td>-24%</td>
</tr>
<tr>
<td>Adjusted EBITDA (non-GAAP)</td>
<td>-53</td>
<td>12</td>
<td>-65</td>
</tr>
<tr>
<td>EBITDA %</td>
<td>-9%</td>
<td>3%</td>
<td>-40%</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
### Overall business H1

<table>
<thead>
<tr>
<th>₹ Crores</th>
<th>H1 FY23</th>
<th>H1 FY24</th>
<th>YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Core Online Business</td>
<td>New Initiatives</td>
</tr>
<tr>
<td>Revenue</td>
<td>1,079</td>
<td>781</td>
<td>298</td>
</tr>
<tr>
<td>Contribution (non-GAAP)#</td>
<td>246</td>
<td>337</td>
<td>-91</td>
</tr>
<tr>
<td>Contribution %</td>
<td>23%</td>
<td>43%</td>
<td>-30%</td>
</tr>
<tr>
<td>Adjusted EBITDA (non-GAAP)</td>
<td>-119</td>
<td>17</td>
<td>-136</td>
</tr>
<tr>
<td>EBITDA %</td>
<td>-11%</td>
<td>2%</td>
<td>-46%</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 ₹436 Cr

Current Renewal / Trail Revenue ₹ 436 Cr^*

|FY| Q1| Q2| Q3| Q4| Q1| Q2| Q3| Q4| Q1| Q2| Q3| Q4| Q1| Q2| Q3| Q4| Q1| Q2| Q3| Q4| Q1| Q2| Q3| Q4| Q1| Q2| Q3| Q4|
|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |

- **Insurance**
- **Credit**

ARR ₹ 294 Cr
ARR ₹ 436 Cr

^*: Based on ARR of Q2 FY24, Unaudited management accounts
Overall business: PAT losses reduced by 89% to 21 Cr in Q2
On track for PAT breakeven for FY24

<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>
<th>Q1 FY24</th>
<th>Q2 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjusted EBITDA</td>
<td>-91</td>
<td>-80</td>
<td>-66</td>
<td>-53</td>
<td>-28</td>
<td>28</td>
<td>23</td>
<td>13</td>
</tr>
<tr>
<td>(non-GAAP)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ESOP Charges</td>
<td>226</td>
<td>175</td>
<td>168</td>
<td>174</td>
<td>105</td>
<td>96</td>
<td>100</td>
<td>102</td>
</tr>
<tr>
<td>EBITDA</td>
<td>-317</td>
<td>-255</td>
<td>-234</td>
<td>-226</td>
<td>-133</td>
<td>-68</td>
<td>-77</td>
<td>-89</td>
</tr>
<tr>
<td>Depreciation</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>16</td>
<td>18</td>
<td>17</td>
<td>20</td>
<td>22</td>
</tr>
<tr>
<td>Finance Cost</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>7</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>
<td>91</td>
<td>97</td>
</tr>
<tr>
<td>PAT</td>
<td>-298</td>
<td>-220</td>
<td>-204</td>
<td>-187</td>
<td>-87</td>
<td>-9</td>
<td>-12</td>
<td>-21</td>
</tr>
</tbody>
</table>
Overall business: PAT losses reduced by 92% to 33 Cr in H1
On track for PAT breakeven for FY24

<table>
<thead>
<tr>
<th>₹ Crores</th>
<th>H2 FY22</th>
<th>H1 FY23</th>
<th>H2 FY23</th>
<th>H1 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjusted EBITDA (non-GAAP)</td>
<td>-171</td>
<td>-119</td>
<td>0</td>
<td>36</td>
</tr>
<tr>
<td>ESOP Charges</td>
<td>401</td>
<td>341</td>
<td>201</td>
<td>202</td>
</tr>
<tr>
<td>EBITDA</td>
<td>-572</td>
<td>-460</td>
<td>-201</td>
<td>-166</td>
</tr>
<tr>
<td>Depreciation</td>
<td>23</td>
<td>29</td>
<td>35</td>
<td>42</td>
</tr>
<tr>
<td>Finance Cost</td>
<td>7</td>
<td>10</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>Other Income</td>
<td>84</td>
<td>108</td>
<td>151</td>
<td>189</td>
</tr>
<tr>
<td>PAT</td>
<td>-518</td>
<td>-391</td>
<td>-97</td>
<td>-33</td>
</tr>
</tbody>
</table>
Insurance Premium grew 144% in 2 years
Credit Disbursal grew 175% in 2 years

Insurance Premium
(₹ Cr)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY22</th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>1,423</td>
<td>2,545</td>
<td>3,475</td>
</tr>
</tbody>
</table>

New Initiatives
Core Online Business

144%

Disbursals
(₹ Cr)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY22</th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>1,506</td>
<td>2,922</td>
<td>4,139</td>
</tr>
</tbody>
</table>

175%
Retail protection (Health & Term) insurance new premium grew 53% YoY in Q2.

**Q2 Protection New Premium (₹ Cr)**

<table>
<thead>
<tr>
<th></th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td></td>
<td>53%</td>
</tr>
</tbody>
</table>

**H1 Protection New Premium (₹ Cr)**

<table>
<thead>
<tr>
<th></th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1</td>
<td></td>
<td>46%</td>
</tr>
</tbody>
</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 sourced ₹ 3,475 Cr insurance premium (ARR ₹ 14k Cr) in Q2 FY24 marking a 37% growth YoY. New protection business (Health + Term insurance) grew 53% in Q2 FY24.

- ₹ c.345# Cr ARR renewal revenue^ which typically has 85% Margins

- Our consistent efforts to improve customer service and claims support are paying off with multiple heartening customer messages and continues to be reflected by a CSAT* of 88% for Q2 FY24

- 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 in 114 cities

- Continued focus on product & process innovation

- Increasing efficiency of operations
  - 80%+ of Motor (four and two wheeler insurance) and travel insurance transactions continue to be unassisted
  - 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

^ - ARR of Q2 FY24; * CSAT is for Policybazaar online Business only; #Unaudited management accounts
Credit Continues to Scale
Improving Efficiency & Customer Experience

- Paisabazaar continues to cater to India’s diverse consumer segments for their varied credit needs. We are India’s largest comparison platform for credit products, offering wide choice, ease of access and transparency to consumers.

- We are currently at a loan disbursal ARR of over ₹16,556 crore and card issuance ARR of ~6 Lacs.

- About 3.9 Cr consumers from over 820 cities & towns across India have accessed their free credit score on our platform till date, representing over 15% of India’s active credit score consumers.

- 75%+ disbursals from the Paisabazaar platform are to existing customers, demonstrating strong customer trust, leading to repeat behavior.

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

- Our co-created strategy, which aims to cover unmet consumer needs and market gaps, is shaping up well with all products gaining good traction. Our co-created products provide us with a trail revenue stream, helping us build a healthier business. Our trail revenue is at >14% of total revenue, expected to expand further.

- Digitization is becoming significant in Lending – currently led by Credit cards where 75%+ of Cards issued in Q2 FY24 were through end-to-end (E2E) digital processes. As digitization expands across the industry, platforms like ours would continue to benefit.

^ ARR of Q2 FY24
# Consumers having at least 1 active trade line; 12-month average
$ Customers who ever accessed credit score from Paisabazaar
* Management estimates
Two leading consumer destinations

**Policybazaar**
- **72.3 mn** Registered Consumers\(^{(1)}\)
- **15.0 mn** Transacting Consumers\(^{(2)}\)
- **38.2 mn** Policies Sold\(^{(3)}\)
- **C. 21 %** Consumers who have purchased at least one insurance policy through Policybazaar
- **C. 2.5** Average policies per transacting consumer

**Paisabazaar**
- **39.1 mn** Consumers accessed their Credit Scores\(^{(4)}\)
- **4.5 mn** Transacting Consumers\(^{(5)}\)
- **6.4 mn** Transactions\(^{(6)}\)
- **C. 1.4** Average transactions per transacting consumer

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1. Consumers registered on Policybazaar platform as of Sep 30, 2023
2. Cumulative number of unique Consumers who bought at least one product on Policybazaar since its inception till Sep 30, 2023
3. Cumulative number of new life and non-life insurance policies sold and non-life insurance renewals on Policybazaar since its inception till Sep 30, 2023
4. Consumers who accessed their credit scores through Paisabazaar till Sep 30, 2023
5. Cumulative number of unique Consumers who made at least one transaction on Paisabazaar since its inception till Sep 30, 2023
6. Cumulative number of transactions made on Paisabazaar since its inception till Sep 30, 2023

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\(mn\) stands for million.
INDIA'S LARGEST MARKETPLACE FOR INSURANCE

93% Market share (online aggregators)^

38.2mn Insurance Policies sold (till date)

₹ 3,475 Cr Insurance premium (Q2 FY24)

15.0mn Transacting Consumers (till date)

53% Protection (Health & Term) new premium growth

₹ 14k Cr Insurance premium (ARR Q1 FY24)

51 Insurance Partners

^ Market share is as per the Frost & Sullivan Report titled “State of Insurance and Consumer Credit Market of India: Unlocking the Digital Opportunity” dated October 19, 2021
* New insurance premium - India Business (excluding PoSP)
### Mortality Protection Gap

<table>
<thead>
<tr>
<th>Country</th>
<th>Protection Gap</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>

- **65% of Healthcare spend is out of pocket**

- **94% of income is not protected**

### Out of Pocket Expenditure

<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>

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

<table>
<thead>
<tr>
<th>Geography</th>
<th>Penetration (%)</th>
<th>Density (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Life</td>
<td>Non-Life</td>
</tr>
<tr>
<td>USA &amp; Canada</td>
<td>3.1</td>
<td>8.8</td>
</tr>
<tr>
<td>Advanced EMEA</td>
<td>4.6</td>
<td>3.3</td>
</tr>
<tr>
<td>Emerging EMEA</td>
<td>0.7</td>
<td>1.2</td>
</tr>
<tr>
<td>Advanced Asia Pacific</td>
<td>6.2</td>
<td>3.1</td>
</tr>
<tr>
<td>Emerging Asia Pacific</td>
<td>2.3</td>
<td>1.7</td>
</tr>
<tr>
<td>World</td>
<td>3.3</td>
<td>4.1</td>
</tr>
<tr>
<td>India</td>
<td>3.2</td>
<td>1.0</td>
</tr>
</tbody>
</table>

City wise Insurance Premium

 Tier 1 cities contribute 10% population of the country but 41% of Insurance premium
Challenges faced by the insurance industry

Human Intensive Operations

Dependence on high cost physical distribution

Information Asymmetry

Blanket Portfolio Underwriting

Policybazaar Offering

Tech enabled processes
Data backed innovation

Digital distribution
Sharp risk assessment

Product & process transparency for consumers
Risk transparency for insurance partners

Data based customized underwriting
Digitized & personalized claims experience
Policybazaar provides a holistic product suite with seamless experience

PB Advantage for consumers
Uniquely positioned for capturing mindshare

Convenient
For all insurance needs

Most suited Product
Unbiased advisory

Post-purchase delight
Commission agnostic (highly transparent)

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

Customized journeys
Assistance using chatbots
Natural language processing mechs

500+ Product span (from 51 insurers)

Service & claims support (full stack experience)
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**
- 15 years digital vintage: Rich data on customers & claims variables
- 15mn 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
Our business model

Insuring Indian Middle Class Families
“Har Family Hogi Insured”

Consumer education through mass media & PR

Inbound consumers with high purchase intent (Direct Traffic)

Better Conversion leading to efficient operations

High disclosure leading to sharp risk assessment, thus lower claims ratio

High intent consumer, thus lower lapse rates & higher renewal persistency

High volume / scale

Good Quality business at scale

Insurers can focus on product & process innovation

Capital to invest in bettering consumer service & claims support

Fraud Detection & Driving first loss of notification
Segmental Market Reach Approach
Awareness brand campaigns in local / regional languages
# The best of both worlds: Online B2C + Offline Push

## Consumer Led business

**Consumers**
- Tele-assistance during purchase
- Choices of products & pricing
- Tech & customer-center based service / claims assistance

**Insurers**
- Distribution Commission only
- Sharp risk assessment + real-time control on claims / frauds / mis-selling

## Agent Led / Initiated business

**Consumers**
- Human touch
- Low choices of products & pricing
- Limited service / claims assistance

**Insurers**
- Cost of maintaining the agency channel / B2B2C partners commission
- Cannot control high claims / frauds / mis-selling

## Online B2C

**Consumers**
- Tele-assistance + Human touch
- Choices of products & pricing
- Tech & customer-center based service / claims assistance

**Insurers**
- Distribution Commission only
- Sharp risk assessment + real-time control on claims / frauds / mis-selling

## Online B2C + Offline Push

**Consumers**
- Tele-assistance + Human touch
- Choices of products & pricing
- Tech & customer-center based service / claims assistance

**Insurers**
- Distribution Commission only
- Sharp risk assessment + real-time control on claims / frauds / mis-selling

## B2B2C

**Consumers**
- Limited choices of products & pricing
- Limited service / claims assistance

**Insurers**
- Commission only
- Can control claims / frauds / mis-selling
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.

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

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

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

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

**In person**
- Convenience of location
- Human touch
- Service & Claims assistance
- Multiple product purchase & combos
Phygital approach: 91 insurance centres in 61 cities

On-ground sales support in 125+ cities, helping convert better

- 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
**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

A wide variety of offerings

Zero cost Term Plan

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

Term Insurance Buyers

<table>
<thead>
<tr>
<th></th>
<th>FY19</th>
<th>FY23</th>
<th>Q2 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>9%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Men</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Term insurance plans for housewives with ₹1 Cr Sum Assured
- Special plans for women including Critical Illness Covers like Cervical Cancer, Breast Cancer
- Surrogate underwriting using non-conventional variables for self-employed

**NRI consumers**

Affordable & comprehensive plans for NRIs and PIOs

**Term Insurance for NRI’s**
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

Senior Citizen Plans

Get Your Parents Health Insurance
30 minutes Claim Assistance
- Free Health Check-up
- Free OPD consultation

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

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
- 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

- Allianz Life
  - Capital Guarantee Solution
  - 10 Yr Returns: 11.8%
  - Lumpsum Payout: ₹1.43 Cr (in 2043)

- HDFC Life
  - Capital Guarantee Solution
  - 10 Yr Returns: 11%
  - Lumpsum Payout: ₹1.27 Cr (in 2043)

Wealth + Health Solutions

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

- Tata AIA
  - 10 Yr Returns Lumpsum Payout: 18.6%, ₹11.4 Cr (in 2053)
  - Health Cover: ₹10 L

- Max Life
  - You Give: ₹12 L (in 5 Years)
  - Interest Rate: 7.4%
  - You Get: Tax Free, ₹20.6 L (in 10 Years)

Guaranteed Plans with return higher than fixed / term deposit
Motor Insurance

Usage based plans: Pay-As-You-Drive

Change driving limit:

5,500 KM

After payment, upload odometer reading on the Policybazaar app

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

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

IDV Cover

Kotak General Insurance

IDV Cover

$1,14,750

$3,941
Motor Insurance
Consumer Connect: Tools & Reminders

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

Car Depreciation Calculator
Which car do you drive?

1. Avail 7% early bird discount. Renew your Maruti Swift’s policy now.

   - Current Insured
   - Inst. 20% NCB discount
   - Premium
   - $2,182
   - $8,31,602

   - Your new policy will start from 24 Feb, 2023

   Renew now

2. Just 4 days left! Renew your Maruti Swift’s insurance today

   - Protect your NCB & avoid challan of up to $2,000/- by renewing now!

   - Current Insured
   - Inst. 20% NCB discount
   - Premium
   - $2,182
   - $8,31,602

   - Your new policy will start from 24 Feb, 2023

   Renew now

3. Your Maruti Swift’s insurance expires at midnight. Renew Now!

   - Protect your NCB & avoid challan of up to $2,000/- by renewing now!

   - Current Insured
   - Inst. 25% NCB discount
   - Premium
   - $2,182
   - $8,31,602

   - 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 Insured
   - Inst. 25% NCB discount
   - No inspection required
   - Premium
   - $2,182
   - $8,31,602

   - Your policy expired on 20 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
A data & technology driven approach to change the insurance landscape

Technology for consumers & insurers

Customer Experience Layer

- Sales Journey
- Service Module

Insurer Integration Layer

- APIs
- Quotes
- Proposal / Underwriting
- Issuance
- Endorsement
- Claims
- Refunds
- Cancellation

Insurer Ecosystem
A data & technology driven approach to change the insurance landscape

**AI based risk framework used to detect fraud**

### Explicit Variables

<table>
<thead>
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<th>Current Interactions</th>
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<tbody>
<tr>
<td>• Website / M-site</td>
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<tr>
<td>• Tele / Video</td>
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<tr>
<td>• Meeting</td>
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### Implicit Variables

<table>
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<th>Historical Interactions</th>
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</thead>
<tbody>
<tr>
<td>• Enquiries</td>
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<tr>
<td>• Transactions</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Claims History</th>
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</thead>
<tbody>
<tr>
<td>• Normal</td>
</tr>
<tr>
<td>• Abnormal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Graph</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Verification</td>
</tr>
<tr>
<td>Biometrics / Identity Verification</td>
</tr>
</tbody>
</table>

#### Risk Score

- **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**
  - Price Advantage
  - Process Advantage
  - Trust
A data & technology driven approach to change the insurance landscape

AI based risk framework used to detect fraud

Livelihood checks Models- Deep fakes detection

Face detection using Caffe
[Deep learning based Face detector]

1. Face stillness check across all frames
[using relative movement of facial coordinates]

Eye blink detection across all frames
[Using EAR eye aspect ratio logic]

Lip movement detection across all frames
[Using relative movement between lip top and below coordinates with (considering horizontal distance)]

Eye gaze detection across all frames
[on movement of iris region across eye space]

Hand raise detection across all frames
[Optional check (As pb suggests for hand raise too while video capture)]
A data & technology driven approach to change the insurance landscape

AI based risk framework used to detect fraud

Voice Matching

- Enrollment Audio
- Voice Signature
- Recognition Audio
- Voice Characteristics

Verification with Public Databases

Voice biometrics of Pre-Issuance Video Call matched with sales call data
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

- Investment Plans
- Guaranteed Returns
- Retirement Plans
- Child Savings Plans
- Family Health
- Group Health
- Travel Insurance
- View all products

Renewals

Term Insurance

- Your policy will expire on 20th December
- Vehicle: Maruti Swift, Registration number: HR28ABB213
- Renew @ ₹ 7,983

Policy Management

- ICICI Life Protect
- Premium: ₹ 12,521
- Code: ₹ 2 Crores, Bought on: Feb 01, 2022
- For Yourself, Anuj Kapur, Male, 34 years
- Buy New Policy
Claims Assistance: popularized through media campaigns

Get cashless claims at 15,000+ hospitals for your Health Insurance
Dedicated relationship manager for online & offline support
On-ground support in 114 cities
Walk-in stores in 57 cities
Dedicated relationship manager for online & offline support
Free grief support programs
For beneficiaries of term insurance in case of an unfortunate demise

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

$102 Crore Claim assisted in 2022-23
Free Dedicated Claim Assistance
Policybazaar Guarantees claim support for your family

On-ground support in 114 cities
Walk-in stores in 57 cities
Dedicated relationship manager for online & offline support
Free grief support programs
For beneficiaries of term insurance in case of an unfortunate demise
Claims Grievance Redressal Day

Claims Samadhan Diwas

Real-time re-assessment of repudiated / rejected claims
In a tripartite conversation with the insurance partner, consumer and Policybazaar

Garnering consumer trust by assisting during the moment of truth – claims
Receiving thousands of appreciation / gratitude emails from consumers every month

"My mother's health claim was rejected and I was getting no help from anywhere. Then recently, my PB advisor informed me about their "Claim Samadhan Divas" initiative. He promised my claim would get a fair chance. Surprisingly, my claim was approved in barely 5 minutes."

MOHIT AGGARWAL, 22
(Health Insurance Customer)
Claims Assistance

Handy kit for claims

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

4 entries shortlisted and 3 won
Large, underpenetrated & growing retail lending industry; digital growing faster

Large Consumer Credit Market...

~8.5 Lac Cr
Loans disbursed (Annualized)

~2.7 Cr
Credit Cards issued (Annualized)

Growing fast..
Consumer credit market* (lakh cr.)

~13% CAGR

84-88
FY 26E

37-39
FY 19

44-46
FY 21

..is underpenetrated
Household debt to GDP ratio^

India
15%

China
63%

USA
64%

UK
85%

..with an increasing share of digital*

~12%
FY 22

~22%
FY 25

~40%
FY 30

#Management estimates
^CEIC data
*Google Temasek & Bain report 2023
Paisabazaar offering consumers wide choice & ease of comparison

Solving structural problems by keeping consumer at the core

**Consumer Pain-points**

- Difficult to find best offer
- Lack of transparency, fairness
- Lack of assistance
- Delays & intensive paperwork

**Paisabazaar Advantage**

- Transparent & Neutral Comparison
  - Credit offers from 65+ partners
- Relevant Offers Rank-ordered
  - Powered by SmartMatch
- End-to-end assistance
  - With ‘right’, personalized advise
- Seamless onboarding
  - E2E digital processes, instant approval
Paisabazaar: Platform of Choice for India's credit needs

- Independent, unbiased & transparent platform with E2E assistance
- Best offers always, including Bank Pre-approved offers
- Industry-first SmartMatch algo to help find most relevant offers
- >15%* of India’s active credit score^ consumers on Paisabazaar
- ~8%* of Credit enquiries in India happen on Paisabazaar

^ Consumers having at least 1 active trade line
* Management Estimates: 12-month average
Paisabazaar: India’s largest comparison platform for credit products

- **22 Lacs** Monthly Enquiries (credit products)
- **19 Lacs** Transactions ARR
- **3.9 Cr** Credit Score consumers
- **22.4 Lacs** New consumers added in Q2 FY24
- **5.8 Lacs** Credit Cards issued ARR
- **16,600 Cr** Loan disbursals ARR
- **~4 seconds** Acquiring a consumer every

* Data pertains to Sep-23
* Sep-23 annualized run rate
Q2 disbursals @ 16,600 Cr ARR; Card issuance @ 5.8 Lacs cards ARR

Disbursals (₹ Cr)

- 34% CAGR in 6 years including covid year
- 59% last 2 years CAGR
- COVID year

Credit cards issuance (k)

- 40% CAGR in 6 years including covid year
- 89% last 2 years CAGR
- COVID year

Credit Card issued prior to FY21 are management estimates
Adjusted EBITDA positive since Dec-22; consistently improving margins

- Improved processes, better offerings & higher conversions leading to sustainable margins
- Continued investments in brand, product & tech to improve margins
- Co-created products driving trail revenue; >14% of credit revenue
Building sustainable trail revenue, driven by co-created products

Building trail revenue, accrued over a period of time, in addition to acquisition commissions

Trail revenue improving robustness & margins for the business

Steadily transitioning to trail revenue model, through deep partner engagements

Growing Trail Revenue; currently >14% of credit revenue
Depth & width of product offerings across all credit segments
Helping drive **economies of segmentation**

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

- **Prime**
  - Pre-Approved programs
  - HL Marketplace
  - BL Marketplace

- **MSME/Self Employed**
  - Fintech Lenders for Sub-Prime
  - Co-created STPL

- **Near Prime**
  - Co-creation: Secured Card
  - Collection
  - Credit Advisory

- **Sub Prime**
  - Co-creation: Secured card

- **New to Credit**
  - STPL partners with NTC focus
MSME lending: Creating credit awareness & increasing inclusion

Increasing credit awareness among self-employed consumers
- 38% of new credit score acquisition; up from 33% in 2019
- 17% of credit enquiries

Building a strong marketplace for MSMEs
- ~20 partners including banks, NBFCs & MSME-focused fintechs
- Multiple product options: Term Loan, Working Capital & Secured Business Loans

Creating digitized processes
- Increasing E2E integrations to reduce TAT, offer strong CX
- Building strong data pipelines for better credit decisioning: Account Aggregator; GSTin

~20% of our disbursals are to self-employed consumers
Driving India’s largest Credit Awareness Initiative

FREE for Life with monthly updates

Digital process enabling ease of access

Segmentation & offers basis proprietary algo

Access to credit score from all 4 Credit Bureaus

Added 2 Vernacular Languages this FY

Advisory product Services for credit impaired & New-to-credit users
Credit Score Platform: Intelligent Analytics driven product innovation

~3.9 Cr consumers have accessed credit score

Deeper analytics & segmentation-led X-sell Offers; Driving strong revenue per consumer

Credit segmentation

- New to Credit
- Sub-prime
- Prime
- Super-prime

Engagement Segmentation

- Sleepers: 0.2X
- At-risk: 0.6X
- Core Active: 1.5X
- Engaged: 3.4X

X = Revenue per customer
Helping **Credit Impaired** segments climb up the credit ladder

### Challenges faced by low score customers

- 25%* users have poor credit score
  - Not eligible for any Loan or Card
  - Unaware on how to increase score

- 30%* have at least 1 Negative account
  - Not able to pay Outstanding
  - Looking for debt relief
  - Bureau/ Bank data update issue
  - Identity Theft

### Initiatives launched to enable credit repairment

- **Expert Analysis of Credit Report**
  - Personalized advise to build score
  - Credit Counselling, Education

- **Assistance on Negative account**
  - Raising disputes on incorrect updates
  - Piloting Debt Relief Plans

- **Credit Builder Products**
  - Step Up Credit Card (secured card)
  - Credit Health Report

- ~58 Lac consumers *increased their score by 25 points*<sup>a</sup> post tracking credit score
- ~1Cr consumers *paid off* 60 days or more *outstanding debt*<sup>b</sup> post score check

---

* Management Estimates
<sup>a</sup>Over a period of 6 months from Apr’22
<sup>b</sup>From Apr’18
Digitization took off post-Covid; built Digital Stack to stay ahead of the curve

**Pre-COVID**
- Physical, broken processes plagued the industry
- Higher TAT + poor CX
- COVID was a wake-up call; lending activity stalled

**Since 2020**
- Ecosystem has taken decisive steps towards digitization
- Paisabazaar built Digital Stack to stay ahead of the curve
- vKYC allowed for non F2F customer identification
- cKYC, Digilocker have become mainstream
- AA wheels starting to turn

**End to end** – all steps
- Configurable, DIY & ready to deploy via APIs
- Compliant with Digital Lending Guidelines
Digitization continues to grow: E2E digital transactions increasing

- 13 active partner journeys E2E digital
- Credit cards is moving fast; >75% transactions E2E digital
- Unsecured loans also showing good traction; ~50% transactions digital driven by STPL

>18x growth in E2E digital transactions

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

Seamless Process

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

End-to-End Seamless Experience

Real time Disbursal

1. Details Verification and Loan Offer Selection

- Personal Details
  - Full Name
  - PAN
  - Date of Birth (DD-MM-YYYY)
  - Address
  - Gender
  - Current Address Pincode

2. KYC (Digilocker+ Liveliness & Selfie)

- Instant Loan Disbursal

- Customized your loan plan
  - Loan Amount Required
    - Range: ₹1 Lacs to ₹5 Lacs
    - ₹4,00,000
  - Loan Tenure in Months
    - Range: 6 to 48 Months
    - 36
  - Interest Rate
    - 14.99%
  - Processing Fee
    - 2%
  - Stamp Duty
    - ₹100

Thank You

- Reference No.: [Enter]

- Message: [Enter]

- Go to Homepage

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

- Toll Free: 1800-208-3877
- Write to us: support@paisabazaar.com
Co-created strategy driven by strong consumer needs/market gaps
Deepen lending ecosystem play and capture LTV

Expand the market
Serving credit-starved segments

Seamless Customer Experience

Innovation in Product
Propositions solving consumer needs

Higher LTV per customer
Trail revenue stream through lifetime

Brand building
Deeper engagement with consumer
Creating a comprehensive product suite across need/segment gaps

1 co-created loan product launched this quarter; 7 products live till date

Credit Card Offerings

Loan Offerings

NFC

New to Credit

Sub Prime

Near Prime

Salaried

Prime

Self Employed

Sub Prime

Prime

Products for future development

Product Innovation - Duet Credit Card
- Credit Card-cum-Line
- Cashback on all spends

Expanding Supply - StepUp Credit Card
- Instant Virtual Card
- Starts at 5k, Limit upto FD amount

Product Innovation - Credit Line
- Full flexibility of withdrawal, payback
- Pay as you use

Loans for underserved segments
- STPL (Small Ticket Personal Loan)
- FMCG of Lending

Products for future development
- Premium Credit Card
- SME Credit Line
Taking Brand Paisabazaar to every Indian household
Part of world’s biggest sporting events on TV, OTT
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
- Improvement in sales & marketing efficiency
- Expanding reach in the country
  - Present in 16.3k pin codes out of 19.1k pin codes in India
  - Tier 2 & Tier 3 cities contribute 71% of the business

City Tier | Share of Business
--- | ---
T1 | 29%
T2 & T3 | 71%
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
PB Partners
First-in-industry tech initiatives

Simplified Consumer Life cycle management using the platform

My Leads

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Created On 2022-11-01 16:24:08 PM

Created On 2022-11-01 12:58:16 PM
PB Partners
First-in-industry tech initiatives

Self-help features: Endorsements, Cancellations & Refunds

Select Issue

- Need Policy Copy
- Policy Related Query
- Claims Related Query
- Help in cancellation of the policy

I Need Help With

Vehicle Details
- Registration No
- Engine No

Insurance Details
- Registration Date
- Chassis No

Ownership Details
- Manufacturing Date
- Make/Model/Variant
- Seating Capacity
- Cubic Capacity

You can only select up to 6 changes

CANCEL  PROCEED
UAE Operations
Premium Grew 155% YoY

- Started operations in FY19
- Focus on Health and Life insurance
- Leadership position
- Other Financial products also on the same platform
- Loans (Personal, Car, Home) & Credit cards
- Continued focus on protection against death, disease & disability

Insurance Premium (₹ Cr)

- Current ARR ₹ 620 Cr*
- 155% growth

Insurance Premium by Segment

- FY22 Q1: 29
- FY22 Q2: 61
- FY24 Q1: 155

- Motor
- Life
- Health
- Others

* Unaudited Management Accounts
For any queries please email: investor.relations@pbfintech.in

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