ESG FACTBOOK

As on March 31, 2025

Contents

About IIFL Finance Limited

IIFL Finance Limited (IIFL Finance/IIFL/The Company), incorporated in 1995, is among India's most trusted financial services providers. The Company, along with its subsidiaries IIFL Home Finance and IIFL Samasta Finance, is focused on retail lending. Its product portfolio comprises Home Loans, Gold Loans, MSME Loans - Secured and Unsecured, Microfinance, Construction & Real Estate Finance and Capital Market Finance. Its products and services are aimed at fulfilling customers' financial aspirations, offering them a superior experience and sustainable value. Over the past several years, the company has diversified its products and expanded its presence into segments that are of greater relevance to the evolving business environment and customer demand trends. IIFL's key strategy is to steadily grow high quality, diversified retail assets focusing on the under-banked segments, with effective risk management and cost optimization through well-defined processes and leveraging technology.

About the ESG Factbook

The Environmental, Social, and Governance (ESG) Factbook provides additional relevant information and material ESG disclosures beyond those included in IIFL's Annual Report and Sustainability Report for the financial year 2024–25.

Reporting Boundary

The ESG Factbook covers the operations of IIFL Finance (IIFL), along with its subsidiaries, IIFL Home Finance Limited (IIFL HFL) and IIFL Samasta Finance Limited (IIFL Samasta). The consolidation approach for this factbook is based on operational control. The reporting boundary does not include Open Fintech Limited, and all monetary values are presented in Indian Rupees (₹).

GOVERNANCE

Transparency & Reporting

The data presented pertains exclusively to IIFL's consolidated operations.

Reporting Assurance

For the reporting year 2024-25, the authenticity of select non-financial sustainability disclosures in the Sustainability Report has been assured by BDO India Services Private Limited, an independent third-party assurance provider. The assurance has been conducted in accordance with the International Standard for Assurance Engagements (ISAE) 3000, applying the criteria for 'limited' assurance.

Sustainability Report Reference: Link, Title: Independent Assurance - page 2

Corporate Governance

Board Independence

As on March 31, 2025, the Board of Directors comprised nine members, including four Independent Directors leading to a 44.44% representation, one of these Independent directors is a woman, ensuring gender diversity and a balanced composition of Independent and Non-Independent Directors. This structure promotes governance independence and a clear separation from management functions. Among these Independent Directors, Mr. Ramakrishnan Subramanian serves as an Independent Director on the Board of IIFL HFL (w.e.f. April 1, 2024) and another Independent Director Mr. Nihar Niranjan Jambusaria serves as an Independent Director on the Board of IIFL Samasta (w.e.f. April 24, 2024). In the opinion of the Board of Directors, the Independent Directors appointed are individuals of integrity, expertise and experience (including the proficiency).

Annual Report Reference: Link, Title: Board of directors, page no 124(AR), Title: Confirmation of Independence page no 176 (AR), Declaration by Independent Directors Link

Board Type – One-tier system

The Company's Board follows one-tier system with nine (9) board members as on March 31, 2025. The Board is chaired by Mr. Arun Kumar Purwar, Chairperson and Non-Executive Director. The composition of the Board of Directors is in compliance with Section 149 and 152 of the Companies Act, 2013, the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, and Regulation 17 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The Board maintains an optimum mix of Non-Executive Directors and Independent Directors, including one-woman Independent Director, thereby ensuring adherence to statutory requirements and governance best practices.

	Number of members
Executive directors	2
Independent directors	4
Other non-executive directors	3
Total board size	**9**

Annual Report Reference: Link, Title: Board Composition, page no 170 (AR)

Non-Executive Chairperson/ Lead Director

The Board is chaired by Mr Arun Kumar Purwar, who serves as the Chairperson and a Non-Executive Director of the Company.

Annual Report Reference: Link, Title: Board Composition, page no 170(AR)

Board Accountability

Average Board Meeting Attendance

The Company held eleven scheduled Board meetings during FY 2024–25. The Board meets at least once a quarter to review the quarterly financial results and other agenda items. The average Board Meeting attendance is 93%.
Notwithstanding anything contrary contained in the Articles of Association, the Director(s) may participate in Meetings of the Board and Committees thereof, through Video Conference facility and/ or other permissible electronic or virtual facilities for communication. Such participation by the Director(s) at Meetings of the Board and Committees thereof, through Video Conference facility and/or use of other permissible electronic or virtual facilities for communication shall be governed by such legal or regulatory provisions as applicable to the Company for the time being in force.

Annual Report Reference: Link, Title: Meetings of the Board/Committee, page no 175(AR), Title : Corporate Governance Report, page no 172 (AR)

Shareholder approval required for changes in bylaw

No Member shall be entitled to vote either personally or by proxy at any General Meeting or Meeting of a class of shareholders either upon a show of hands or upon a poll or electronically in respect of any shares registered in his name on which any calls or other sums presently payable by him have not been paid or in regard to which the Company has, and has exercised, any right of lien. Subject to the provisions of these Articles and without prejudice to any special privileges or restrictions as to voting for the time being attached to any class of shares for the time being forming part of the capital of the Company, every Member not disqualified by the last preceding Article shall be entitled to be present, and to speak and vote at such meeting, and on a show of hands every Member present in person shall have one vote and upon a poll (including e-voting) the voting right of every Member present in person or by proxy shall be in proportion to his share of the paid-up equity share capital of the Company. Provided, however, if any preference share holder be present at any meeting of the Company, save as provided in clause (b) of sub-section (2) of Section 47, he shall have a right to vote only on resolutions placed before the meeting which directly affect the rights attached to his preferences shares. Provided that the proportion of the voting rights of equity shareholders to the voting rights of the preference shareholders shall be in the same proportion as the paid-up capital in respect of the equity shares bears to the paid-up capital in respect of the preference shares: Provided further that where the dividend in respect of a class of preference shares has not been paid for a period of two years or more, such class of preference shareholders shall have a right to vote on all the resolutions placed before the company.

Articles of Association Reference: Link, Title: Votes of Members, page no 34 and 35(AOA)

Board Mandates

Name of the Directors	Category of Directorship in the Company	Category of Directorship	Number of directorships in other public companies (excluding the Company)
Mr. Arun Kumar Purwar	Chairperson & Non-Executive Director	Independent Director	2
Mr. Nirmal Bhanwarlal Jain	Managing Director	Non-Executive Director	1
Mr. R Venkataraman	Joint Managing Director	Non-Executive Director	3
Ms. Nirma Anil Bhandari	Independent Director	Independent Director	1
Mr. Ramakrishnan Subramanian	Independent Director	Independent Director	1
Mr. Gopalakrishnan Soundarajan	Non-Executive Director	Non-Executive Director	7
Mr. T S Ramakrishnan	Non-Executive Nominee Director	-	-
Mr. Bijou Kurien	Independent Director	Independent Director	4
Mr. Nihar Niranjan Jambusaria	Independent Director	-	-

Annual Report Reference: Link, Title: Corporate Governance Report, page no 172, 173(AR)

Succession planning framework is in place

Your Company has in place a succession planning framework for Directors and Key Managerial Personnel designed to ensure leadership continuity and organizational stability. This framework addresses both anticipated transitions and unforeseen changes, safeguarding smooth operations and governance effectiveness.

Board Performance Review:

The criteria for performance evaluation are as under:

For Chairperson:
The criteria for evaluation of Chairperson, inter alia, includes his leadership, his ability to conduct meetings, ability to elicit inputs from all the members, ability to table and openly discuss challenging matters, attendance at meetings, assistance to Board in formulating policies and setting standards, accessibility, ability to analyze strategic situations, ability to project positive image of the Company, compliance with regulatory requirements, impartiality in conducting discussions, sufficiently committed to the Board, ability to keep shareholders' interest in mind during discussions and decisions.

For Executive Directors:
The criteria for evaluation of Executive Directors, inter alia, includes their ability to elicit inputs from all members, ability to table and openly discuss challenging matters, attendance and participation at meetings, integrate quality and re-engineering, capitalize on opportunities created by economic and technological changes, provide assistance to the Board in formulating policies and setting standards and following them, accessibility, ability to analyze strategic situations, ability to project positive image of the Company, compliance with regulatory requirements, handling critical situations concerning the Company.

For Non-Executive Directors (including Independent Directors):
The criteria for evaluation of Non-Executive Directors, inter alia, includes attendance at the meetings, study of agenda, active and constructive participation and contribution in discussions on strategy, in Committees of the Board, exercise of skills and diligence with due and reasonable care to bring independent judgment to the Board, ability to bring in best practices from experience and adherence to the Code of Conduct.

For Board as a whole:
The criteria for evaluation of the Board, inter alia, includes composition and diversity, induction program, teamwork, performance culture, risk management and financial controls, integrity, credibility, trustworthiness, active and effective

participation by members of the Board, proper mix of competencies and enough experience to conduct affairs effectively.

Committees of the Board:
The criteria for evaluation of the Committees of the Board, inter alia, includes effectiveness in fulfilling functions assigned by the Board, appropriateness of structure of various Committees, level of frequency and adequacy of meetings, meaningful and comprehensive discussion and effectiveness of the recommendations of Committees and contribution thereof to the decisions of the Board.
Annual Report Reference: Link, Title: Criteria for performance evaluation, page no 174, 175 (AR)

Board Member Election

Board members are elected and re-elected on an annual basis. One third of the non-executive directors (other than independent directors) retire every year and their candidature is considered for re-appointment by the shareholders. Board members are elected individually (as opposed to elected by slate). Independent Directors are appointed individually by shareholders for a tenure not exceeding 5 years. Executive Directors are appointed for a term as per the individual contracts.
Annual Report Reference: Link, Title: Appointments / Re-appointments, page no 134, 135 (AR), NRC Policy, page no 5 (PDF)

Board Average Tenure

Director Name	Position on the Board	Appointment Date	Tenure (In years)
Mr. Arun Kumar Purwar	Chairperson & Non-Executive Director	10/3/2008	17.07
Mr. Nirmal Bhanwarlal Jain	Managing Director	18/10/1995	29.47
Mr. R Venkataraman	Joint Managing Director	5/7/1999	25.76
Ms. Nirma Anil Bhandari	Independent Director	16/9/2024	0.54
Mr. Ramakrishnan Subramanian	Independent Director	6/9/2021	3.57
Mr. Gopalakrishnan Soundarajan	Non-Executive Director	11/5/2024	0.89
Mr. T S Ramakrishnan	Non-Executive Nominee Director	26/10/2023	1.430
Mr. Bijou Kurien	Independent Director	13/3/2024	1.05
Mr. Nihar Niranjan Jambusaria	Independent Director	14/3/2024	1.047
		Average	**8.98**

Annual Report Reference: Link, Title : Details of changes in composition of Board during FY 2024-25, page no 173 (AR)

Board Industry Experience

According to GICS Level 1, IIFL falls under Financial Services sector. The board members with relevant work experience in the Company's sector are:

Position	Names	Previous Work Experience
Chairperson & Non-Executive Director	Mr. Arun Kumar Purwar	Mr. Arun Kumar Purwar is the Chairperson & Non-Executive Director of IIFL Finance Limited. He also serves as Chairman & Independent Director of Jindal Panther Cement Private Limited, Jindal Global Capability Centre Private Limited, Alkem Medtech Private Limited as well as Eroute Technologies Private Limited. He is as an Independent Director in companies across diverse sectors like Finance, Pharma, Media, Engineering consultancy, Investment Banking and Fintech sectors. He also acts as an advisor to Mizuho Securities, Japan. He was Chairman of the State Bank of India (SBI) from 2002 to 2006 and Chairman of the Indian Bank Association during 2005 to 2006. He has previously held positions such as Managing Director of State Bank of Patiala and was also associated in the setting up of SBI Life. Post his retirement from SBI, he was associated with a leading industry house in setting up the first healthcare-focused private equity fund as well as a non-banking finance company focused on funding real estate projects as well as educational institutions. He has won a number of awards, including the CEO of the Year Award from the Institute of Technology and Management (2004), 'Outstanding Achiever of the Year' Award from the Indian Banks' Association (2004) and 'Finance Man of the Year' Award by the Bombay Management Association in 2006.
Managing Director	Mr. Nirmal Bhanwarlal Jain	Mr. Nirmal Jain is the Promoter and Managing Director of IIFL Finance Limited and the founder of the IIFL Group. Since founding the Group in 1995, he has led its transformation into one of India's most respected and diversified financial services institutions. Under his leadership, the Group has established a strong presence across wealth and asset management, consumer lending, securities trading, and discount broking. IIFL today serves a rapidly expanding customer base and commands significant market capitalization across its listed entities. IIFL Finance Limited, the flagship company, is widely recognized as a leading player in India's financial services landscape. Mr. Jain is widely respected for his visionary leadership and pioneering role in driving technology-led transformation in the financial sector. His emphasis on digital innovation, customer-centricity, and product excellence has fueled the Group's consistent growth and earned the trust of marquee global investors. Beyond business, Mr. Jain is a strong advocate for financial inclusion and girl child literacy, actively working to broaden access to financial tools, education, and opportunity across India. He is also an active member and supporter of the Jain International Trade Organisation (JITO). Mr. Jain holds a Post Graduate Diploma in Management from the Indian Institute of Management Ahmedabad and is a rankholder Chartered Accountant and Cost Accountant. He began his career with Hindustan Unilever in 1989 before founding IIFL as an independent equity research firm. With over three decades of industry experience, Mr. Jain continues to play a defining role in shaping the future of financial services in India.
Joint Managing Director	Mr. R Venkataraman	Mr. R. Venkataraman is the Co-Promoter and Joint Managing Director of the Company and has been an integral part of the IIFL Group since 1999. Over the past two decades, he has played a central role in driving the Group's strategic direction, guiding its transformation into a diversified and future-ready financial services institutions. As a Co-Promoter of IIFL Finance Limited, he has been instrumental in shaping the Company's expansive presence across lending, wealth management, and capital markets. Under his leadership, IIFL Finance has emerged as one of India's leading financial conglomerates and is recognized as one of the leading independent financial services Company in the Country. With more than 34 years of experience in the financial services industry, Mr. Venkataraman has led several highimpact business initiatives, fostering innovation and growth across key verticals. His

		vision and unwavering focus on execution have been critical to the Group's sustained performance and its reputation as one of India's most trusted financial brands. Mr. Venkataraman is known for his strategic acumen, operational discipline, and strong execution, which have collectively contributed to enhancing the Group's value proposition and investor confidence. Before his tenure at IIFL, he held senior positions at ICICI Limited, Barclays BZW and GE Capital Services India Limited. His diverse background across banking, investment, and financial strategy has enriched the Group's capabilities and vision. Mr. Venkataraman holds a Post Graduate Diploma in Management from the Indian Institute of Management Bangalore and a Bachelor's degree in Electronics and Electrical Communications Engineering from the Indian Institute of Technology, Kharagpur.
Independent Director	Ms. Nirma Anil Bhandari	Ms. Nirma Anil Bhandari is a Cost Accountant and embodies an extensive experience of 20+ years. Ms. Bhandari mentors the Information Risk Management segment of a leading advisory firm, wherein, during the last 20 years, she has acquired substantial knowledge in the areas related to Information Technology Risk, Audit, Cyber Security, Governance, Risk and Compliance, Data Privacy and Robotics GRC. Thanks to her in-depth experience in assessing risks for data centres, networks, varied technology platforms and core IT processes, Ms. Bhandari has helped large enterprises by consulting/implementing cutting-edge solutions in cybersecurity and the best practices for critical technology risk functions. She has led teams in various engagements for regulatory advisory assessments, frameworks, consulting, reviews, audits, training, etc., for large Banking, Telecom, Insurance, Mutual Funds, and Other Financial and Non-Financial Services companies. Ms. Bhandari devotes her time to philanthropic activities through her family foundation that focuses on child welfare and actively volunteers through several NGOs that support various causes.
Independent Director	Mr. Ramakrishnan Subramanian	Mr. Ramakrishnan Subramanian is a Chartered Accountant, Cost Accountant and holds a Masters degree in Commerce. He has served several leading Banks, FIs in leadership roles since 1990 in India and abroad. He has also served as a Board member of ING Vysya Bank and Shriram Capital, Shriram Transport, Shriram City Union, in the past apart from having done Leadership roles-Country Head, CEO & MD, Asia Regional head roles at Citibank, HDFC Bank, Standard Chartered, ING & others. He currently runs a Domain consultancy & Advisory practice and is a Sr. Advisor, Operating Partner, Consultant with PE, VC, FIs and Fintechs in India & Asia. In the financial sector, his expertise and experience are in Commercial & Retail Financing – Mortgage, LAP, Personal Loans, Business Loans, SME, LAS, Gold, Auto, CV/CE, Securitisation, Governance. He has worked in senior capacities involving Strategy, Board, Governance coupled with strong track record on execution across functions covering Channels, Product, Pricing, Portfolio management, Funding, Credit policy, Credit underwriting, Collections management of large Universal banks, Non-Banking Financial Companies ('NBFCs') and Fintech.
Non-Executive Director	Mr. Gopalakrishnan Soundarajan	Mr. Gopalakrishnan Soundarajan is a Non-Executive Director of our Company. He is the Chief Executive Officer and Director of Fairfax India Holdings Corporation and the Managing Director, India, at Hamblin Watsa Investment Counsel (Hamblin Watsa), a wholly owned subsidiary of Fairfax Financial Holdings Limited (Fairfax). Before his roles with Fairfax and Hamblin Watsa, he was the Chief Investment Officer of ICICI Lombard from 2001 to 2018 and was a member of the Investment Committee. He is a member of the Institute of Chartered Accountants of India and holds a bachelor's degree in Commerce from the University of Madras. He is also a Qualified Chartered Financial Analyst and a Member of the CFA Institute in the United States. He is currently serving as Director on the Board of Quess Corp Limited, Thomas Cook (India) Limited, Go Digit Life Insurance Limited, Go Digit General Insurance Company Limited, Digitide Solutions Limited, Bluspring Enterprises Limited, Primary Real Estate Investments, FIH Private Investments Limited, FIH Mauritius Investments Limited, 10955230 Canada

		Inc. and Fairfirst Insurance Limited, Sri Lanka. He is a Nominee Director at Bangalore International Airport Limited and chairman at Anchorage Infrastructure Investments Holdings Limited.
Non-Executive Nominee Director	Mr. T S Ramakrishnan	Mr. Tritala Subrramanian Ramakrishnan held the position of General Manager at LIC Housing Finance Ltd, one of India's leading housing finance companies, before being appointed as the Managing Director and Chief Executive Officer of LIC Mutual Fund. Mr. Ramakrishnan started his career as a direct recruit officer with LIC of India in 1988 and has risen through the ranks to this position. In a career spanning over three decades in the corporation, Mr. Ramakrishnan has made his mark in the areas of training, Marketing and Pension & Group business. He has served as Regional Head of Pension & Group business of LIC's South Central Zone. He was the Senior Divisional Manager In-charge of Delhi Division. He has also had a stint as Vice Principal in Zonal Training Centre. Mr. Ramakrishnan holds a B.Com (Hons) degree from the University of Delhi and a Post Graduate Diploma in Management. He is a Fellow of the Insurance Institute of India. He also holds a Diploma in Health Insurance. He was also on the Board of AMFI (Association of Mutual Funds in India).
Independent Director	Mr. Bijou Kurien	Mr. Bijou Kurien is a highly regarded consumer leader with more than 40 years of experience in developing brands, businesses, and establishing organizations. He has worked with prominent brands in the fast-moving consumer products, consumer durables, and retail sectors in India. Upon completing his PGDBM at XLRI Jamshedpur, he began his career at Hindustan Unilever as a Management Trainee in 1981. Throughout his accomplished tenure of more than six years, he held multiple positions in sales and marketing. Subsequently, he transitioned to Titan, the largest manufacturer and marketer of watches and jewellery in India. He contributed to the start-up team, assisting in the creation of some of India's most sought-after lifestyle and accessories brands, and played a key role in building the largest exclusive brand retail chains. During his 19 years at Titan, he contributed significantly to the company's success and established the groundwork for India's most valued consumer lifestyle brands. Motivated by the chance to establish a new standard in Indian retail, he took on the role of President & CEO at Reliance Industries for their bold Retail initiative — Reliance Retail. He played a key role in its establishment and development from 2006 to 2014. Currently, Reliance Retail stands as a leader in Indian retailing and ranks among the fastest growing retailers globally. He has transitioned from operational roles to advisory positions within private equity firms and their investee companies. He is presently a member of the Strategic Advisory Board of Premji Invest and KKR, helping companies like Lenskart, Lighthouse Learning, GIVA, and others to evolve into unicorns and beyond. He serves as the Chairman of the Retailers Association of India (RAI), reflecting his extensive involvement in the growth of retail in India. He has been linked to the World Retail Congress (WRC) since it was established in 2007. Alongside these positions, he holds the role of Independent Director on the Boards of various listed and unlisted companies across the technology, infrastructure, hospitality, and education sectors.
Independent Director	Mr. Nihar Niranjan Jambusaria	Mr. Nihar Niranjan Jambusaria is a Member of the Institute of Chartered Accountants of India (ICAI). His illustrious career includes serving as the President and Vice President of the ICAI for the year 2021-22 and 2020-21, respectively. Since 1984, Mr. Jambusaria has been a senior partner at N. N. Jambusaria & Co., Chartered Accountants. His consultancy services extend to the renowned Reliance group and various organizations in the private and public sectors. He specializes in Direct Tax, International Tax, Mergers & Acquisitions, FEMA, and Business Restructuring. Previously, Mr. Jambusaria held the position of Senior Vice President at Reliance Industries Ltd. from 2011 to April 2020. His contributions to the field extend beyond the corporate realm. Mr. Jambusaria has served as a Member of the Government Accounting Standards Advisory Board (GASAB) and the Audit Advisory Board of the Comptroller and Auditor General (CAG), highlighting his commitment to excellence and professionalism in the accounting industry.

		He has served as President of South Asian Federation of Accountants (SAFA) in 2023.

Reference Link: Website

Management Ownership

Director Name	Position on the Board	Number of equity shares held in the Company as of 31st March 2025
Mr. Nirmal Bhanwarlal Jain	Managing Director	5,34,40,570

Annual Report Reference: Link, Title: Details of remuneration paid to Directors during FY 2024-25 and details of shares and convertible instruments held by Directors as on March 31, 2025 page no.181 (AR)

Average across other executive committee members owning shares:

Closing Price as on 31st March 2025
NSE: INR 327.65
BSE: INR 327.25

Director Name	Position in the Company	Share Price as on 31st March 2025 (INR)	Number of shares held	Amount of shares held as on 31st March 2025	Gross Salary in INR	Ratio Multiple
Mr. Venkataraman Rajamani*	Joint Managing Director	327.65	1,23,01,441	4,030,567,143.65	0	0
Mr. Arun Kumar Purwar	Chairperson and Non-Executive Director	327.65	1,06,390	34,858,683.5	0	0
Mr. Kapish Jain	Chief Financial Officer	327.65	5,000	1,638,250	1,75,45,338	0.09
Mr. Nirmal Bhanwarlal Jain	Managing Director	327.65	5,34,40,570	17,509,802,760.5	11,11,39,905	157.54
					Average	**78.81**

Note: * Mr. R Venkataraman is appointed as the Managing Director of IIFL Capital Services Limited (formerly known as IIFL Securities Limited), w.e.f. March 22, 2025 and is drawing his entire remuneration from IIFL Capital Services Limited (formerly known as IIFL Securities Limited). Previously, he was Managing Director of IIFL Facilities Services Limited and was drawing his entire remuneration from IIFL Facilities Services Limited.

MGT-7 Reference: Link, Title : Remuneration Of Directors And Key Managerial Personnel, Page no : 17, 18

Government Ownership

No governmental institutions own more than 5% of the total voting rights.

Shareholder Category	No. of Shareholders	No. of Shares	No. of Shares held in Dematerialized form	Shareholding as % of Total Share Capital
Central Government	-	378	-	0.00

Shareholding Pattern Reference Link, Page no : 4 (PDF)

Family Ownership

Sr.No.	Promoter Name	No. of Shares	Shareholding as % of Total Share Capital
1	Mr. Nirmal Bhanwarlal Jain	5,34,40,570.00	12.59%
Sr.No.	Promoter Name	No. of Shares	Shareholding as % of Total Share Capital
2	Ms. Madhu N Jain	1,35,22,764.00	3.19%
3	Mr. Venkataraman Rajamani	1,23,01,441.00	2.90%
4	Mansukhlal Jain and Pritesh Ashwin Mehta (in their capacity as Trustees of Nirmal Madhu Family Private Trust)	1,11,11,111.00	2.62%
5	Ms. Aditi Avinash Athavankar (in her capacity as Trustee of Kalki Family Private Trust)	1,00,00,000.00	2.36%
6	Ms. Aditi Athavankar	2,22,222.00	0.05%
7	Ardent Impex Private Limited	36,32,115	0.86%
8	Orpheus Trading Private Limited	14,44,444	0.34%
		Total	**24.89%**

Shareholding Pattern Reference: Link, Title: Table II - Statement showing shareholding pattern of the Promoter and Promoter Group, page no 3 and Annual Report Reference: Link: Title: (v) Details of shareholding of promoters page no 336

MD-to-Employee Pay Ratio

MD Compensation	Total CEO Compensation
Mr. Nirmal Bhanwarlal Jain	12,25,92,767
Employee Compensation	
Median annual compensation of all employees, except the MD (or any equivalent position):	-
The ratio between the total annual compensation of the MD and the mean or median employee compensation:	379.55

Annual Report Reference: Link, Title: CORPORATE GOVERNANCE REPORT, page no 181 (AR), Title : Annexure Iv To Directors' Report, page no : 153

ESG Governance Oversight

IIFL has a Board-level ESG Committee consisting of Independent Directors and members of the senior management personnel to oversee, guide and monitor various aspects of ESG performance of the Company. A Non-Executive Non-Independent Director chairs the said Committee. The Board of Directors reviews the Company's sustainability performance and key initiatives thereof, regularly. The Company has an ESG Committee in place which comprises of the following members as on March 31, 2025:

i. Mr. Arun Kumar Purwar- Chairperson
ii. Mr. R Venkataraman -Member
iii. Mr. Nihar Jambusaria -Member
iv. Ms. Nirma Bhandari -Member
v. Ms. Madhu Jain -Member
vi. Mr. Pranav Dholakia -Member
vii. Mr. Kapish Jain -Member

Annual Report Reference: Link, Title: SECTION B: MANAGEMENT AND PROCESS DISCLOSURE, page no 244(AR)

Materiality Analysis

During FY 2023-24, we conducted our second materiality assessment to prioritize the most important areas for channelling our resources and making strategic alignments. This exercise enabled us to determine priority areas where our strategic efforts and resource allocations would yield the greatest impact. It focused on identifying the most significant economic, environmental, and social impacts—both actual and potential—including those related to human rights. The assessment adhered to the GRI Standards 2021 and was enriched by insights from global benchmarks such as SASB and MSCI, ensuring relevance to our business model. Key material topics were shortlisted through comparative analysis and subsequently prioritized through structured engagements with stakeholders, senior leadership, and the Board. Going forward, we aim to review our materiality analysis once in every 2-3 years or as deemed necessary.

MATERIALITY DETERMINATION PROCESS:

1. IDENTIFY: Material priorities that positively or negatively impact our performance and stakeholders through an assessment of key sectoral trends, risks, opportunities and peer benchmarking.
    a. This identification was based on: Global and domestic industry research
    b. Peer benchmarking and external reporting trends
    c. Risk registers, regulatory trends, and sustainability developments
    d. Engagement with internal and external stakeholders such as customers, employees, investors, regulators, and communities

    Material priorities were identified based on the significance of their impacts, determined through internal stakeholder engagement, considering both their relevance to stakeholders and their influence on our business performance.

2. PRIORITIZE: Identified issues were prioritized based on:
    a. The significance of their impacts through internal stakeholder engagement, considering their relative importance to stakeholders and their impact on our business performance
    b. The extent of their potential economic, environmental, social, and governance impacts

3. INTEGRATE: Integrate these priorities into our strategy, develop KPIs and monitor our performance. The prioritized material topics were embedded into our strategic framework.
    a. This integration helps align business priorities with sustainable value creation

The results of our materiality assessment were verified by an external third- party assurance provider and were signed off by our Board of Directors.

Material Issues for Enterprise Value Creation

Material Issue 1	
Material Risk or Opportunity	Digitalization
Business Case	Digitalization is vital for IIFL Finance Limited as it drives operational excellence and accelerates loan processing, ensuring a seamless and superior customer experience. By harnessing advanced digital technologies and data analytics, IIFL can enhance risk assessment accuracy and tailor financial solutions more effectively. Furthermore, digital platforms enable greater accessibility and scalability, allowing IIFL to expand its market presence and stay ahead in a dynamic and competitive financial landscape
Business Impact	Opportunity
Business Strategy	• Expanded digital loan origination • Improved mobile app capabilities • Increased digital transaction volumes • 24x7 customer servicing via mobile app, WhatsApp, and AI Chatbots
Progress	100% paperless onboarding for home business and gold loans across digital channels in FY 2025
Target/Metric	Maintain 100% paperless onboarding across home, business, and gold loans
Target Year	FY 2026

Material Issue 2	
Material Risk or Opportunity	Human Rights
Business Case	Respecting human rights is a core value for IIFL Finance Limited, building trust and integrity in all business interactions while ensuring fair and ethical treatment of employees, customers, and stakeholders. By upholding human rights, IIFL creates an inclusive and safe workplace that supports employee well-being, engagement, and productivity.
Business Impact	Risk
Business Strategy	• Reinforced employee rights policies • Provided training on human rights to employees (99% employees trained) • Extended human rights due diligence across suppliers • Zero tolerance for discrimination or forced labor
Progress	Registered 0 complaints on discrimination during FY 2025
Target/Metric	Maintain a continuous target of 0 complaints against discrimination
Target Year	FY 2026

Material Issue 3	
Material Risk or Opportunity	Data and customer privacy
Business Case	IIFL handles sensitive personal information of customers with the utmost care and strict confidentiality. The company implements advanced security measures and data protection protocols to ensure that customer data is collected, stored, and processed securely. By adhering to privacy standards and regulatory requirements, IIFL minimizes risks of unauthorized access or breaches.
Business Impact	Risk
Business Strategy	• Conducted privacy audits • Enhanced customer data protection frameworks • Adopted ISO 27001:2022 Risk Assessment methodology to identify and mitigate security risks • Constantly update employees, customers and other stakeholders of any potential cyber frauds, data privacy etc
Progress	0 breaches recorded for data privacy and security in FY2025
Target/Metric	Maintain a continuous target of 0 complaints against data privacy
Target Year	FY 2026

Material Issues for External Stakeholders

Impact 1	
Material Issues for External Stakeholders	Customer satisfaction
Cause of the impact	Products
External stakeholders	Consumers
Topic relevance on external stakeholders	Customer satisfaction fuels customer loyalty, strengthens the company's market reputation and attracts new business opportunities. Delivering consistent, personalized financial solutions demonstrates IIFL's commitment to excellence, driving sustainable growth and operational stability. Satisfied customers also foster positive word-of-mouth and enhance investor confidence, reinforcing trust among all stakeholders
Output metrics	Reducing customer on-boarding time
Impact valuation	Strengthened customer service channels by integrating AI-powered chatbots, multilingual support, and branch - assisted digital onboarding for inclusive servicing
Impact metric	Consistent Net Promoter Scores (NPS)

Impact 2	
Material Issues for External Stakeholders	Financial Inclusion and Literacy

Cause of the impact	Products
External stakeholders	Consumers
Topic relevance on external stakeholders	Financial Inclusion empowers underserved communities to access and effectively utilize financial products and services. By promoting financial education, IIFL helps customers make informed decisions, reducing risks and enhancing repayment capacity. This inclusive approach supports broader economic growth and stability, benefiting investors, regulators, and society at large.
Output metrics	84% branches in non-metro areas to cater to the underserved
Impact valuation	Impact is the number of customers in rural areas who feel financially empowered after gaining access to the formal financial ecosystem for the first time
Impact metric	• 27.29 lakhs+ families benefited in 22 states & UT with financial intervention • 9,563 women helped with financial inclusion

Risk & Crisis Management

Risk management forms the backbone of IIFL Finance's pursuit of sustainable growth. Our approach is holistic and forward-looking, enabling early identification and mitigation of risks spanning financial, operational, regulatory, and reputational areas. By embedding risk awareness into every layer of our operations, we safeguard business continuity, reinforce institutional resilience, and create long-term value for all stakeholders.

Members of Risk Management Committee:

- Mr. Nihar Niranjan Jambusaria, Chairperson
- Mr. R. Venkataraman, Member
- Ms. Nirma Bhandari, Member
- Mr. Ramakrishnan Subramanian, Member
- Mr. Pranav Dholakia, Member

Our risk management is deeply embedded in our organizational culture and operational fabric. We diligently monitor and manage potential threats to ensure business resilience amid evolving uncertainties. Our approach prioritizes compliance with regulatory requirements and global best practices, while promoting a strong culture of risk awareness and accountability across all levels of the organization. Through proactive identification and mitigation of risks, we safeguard stakeholder interests and support our long-term growth trajectory. To institutionalize this approach, we have adopted the 'Three Lines of Defence' model. This structured framework delineates clear roles and responsibilities to ensure comprehensive risk oversight.

Line of Defence	**Responsibility**
1st line	Business & Operational Management – Own and manage risks
2nd line	Risk & Compliance – Oversight, guidance and support
3rd line	Internal Audit – Independent assurance

Risk Governance

IIFL Finance's operational risk governance is not reactive—it is preventative, structured, and deeply embedded in our culture of accountability. Anchored by a proactive review system, we ensure that risks are not only identified and mitigated but also transformed into opportunities for improvement. With dedicated oversight bodies, clearly defined responsibilities, and real time reporting mechanisms, we drive operational integrity and organizational resilience.

QUARTERLY OPERATIONAL RISK OVERSIGHT

Root cause analysis by Operational Risk Management Committee (ORMC)	Review and prioritization of risks	Corrective and preventive actions defined	Action tracking and accountability assigned	Quarterly monitoring for timely resolution

Process Discipline

Standard Operating Procedures (SOPs) and Risk Control Self- Assessment (RCSAs) reviewed and approved periodically (* Institutionalized departmental ownership of controls)

Departmental Ownership

Each department appoints a Nodal Officer responsible for:

i. Reporting incidents
ii. Supporting root cause analysis
iii. Driving corrective actions

Risk Capture Mechanism

Incident & loss reporting systems in place capture RCAs, corrective/ preventive actions, responsible persons, and closure timelines

Risk Management Process

To ensure effective risk management, we have implemented a comprehensive risk management framework, illustrated below.

Risk Review

	Identified Risk	Risk description and impact on our business	Key mitigating actions	Opportunities
1	Credit Risk	Risk of borrower default causing financial loss and asset quality deterioration	Credit approval committees, ECL models, continuous portfolio reviews, credit concentration limits, and scorecards.	Improved underwriting can enhance asset quality, enable product customization, and support prudent growth.
2	Fraud Risk	Internal or external fraudulent activities leading to financial and reputational loss.	Fraud Risk Management framework, Dedicated Internal Fraud Unit, surveillance systems, employee background checks, and periodic fraud control audits.	Technology-led monitoring and training can build stakeholder confidence and reduce systemic vulnerabilities.
3	Operational Risk	Loss from failed internal processes, people or systems affecting service continuity.	ORMC reviews, SOPs, incident tracking systems, business continuity plans, and RCSAs.	Strong operational resilience enhances customer trust and regulatory credibility
4	Collection Risk	Inability to recover dues from customers affecting cash flow and asset quality	Dedicated collections team, bureau tie-ups, automated triggers, and performance monitoring	Data-driven collection models can enhance recovery and customer profiling
5	Market Risk	Exposure to adverse movements in interest, exchange, or equity rates impacting returns.	Board-approved hedging policies, stress testing, and sensitivity analysis	Efficient hedging supports stable margins and capital protection
6	Liquidity Risk	Shortage of liquid funds to meet liabilities leading to default or distress	ALCO oversight, diversified funding, liquidity stress tests, and matched asset-liability maturity.	Strong ALM framework supports scalable and sustainable growth
7	Legal Risk	Losses due to non-compliance with contracts, regulations or legal disputes.	Legal empanelment, structured case tracking, and proactive provisioning	Proactive governance strengthens stakeholder confidence.
8	Compliance Risk	Non-adherence to laws, regulations or standards leading to penalties or sanctions.	Unwavering commitment to regulatory compliance, continual stakeholder engagement and sensitization.	Strong compliance culture builds long-term institutional reputation.
9	Reputational Risk	Negative public perception affecting customer and investor trust	Transparent communication, fair practices, and social media monitoring.	Consistent trust and credibility foster brand loyalty.

10	Information Technology Risk	Failure of IT systems can lead to business disruption and data loss	Disaster recovery protocols, redundancy systems, and constant IT infrastructure upgrades.	Investments in IT can boost customer satisfaction and operational agility
11	Cyber Risk	Cyberattacks can compromise data privacy, cause financial losses, and regulatory penalties	Multi-layered cybersecurity defences, real-time threat monitoring, and a dedicated incident response team to quickly identify and address cyber threats	Strong cybersecurity fosters digital trust and supports digital expansion
12	Outsourcing Risk	Dependence on third parties may lead to service disruptions or data breaches.	Vendor Management and Resilience Framework, Due diligence, vendor rating, SLAs, periodic vendor audits	Efficient outsourcing can optimize costs and enhance capabilities
13	People/conduct risk	Unethical or non-compliant behavior by employees impacting reputation and governance.	Ethics training, whistleblower policies, and conduct reviews.	Strong conduct culture nurtures integrity and performance-driven environment.
14	ESG Risk	Exposure to environmental, social, and governance issues may affect sustainability and compliance.	Green lending, ESG awareness drives, CSR programs, and regulatory reporting.	Alignment with ESG enhances long-term value and stakeholder trust

Risk Exposure

The Company has established a comprehensive risk management framework with clearly defined review cycles across all key risk areas. Key Risk Indicators (KRIs) are monitored on a quarterly basis and reported to the Risk Management Committee, while a thorough annual review across departments evaluates emerging trends and the effectiveness of controls. Customer risk categorization is updated quarterly in alignment with the RBI's KYC Master Direction. Liquidity risk is proactively managed through bi-annual stress testing under base, best, and worst-case scenarios—factoring in both idiosyncratic and market-wide risks—complemented by monthly reviews of the Liquidity Coverage Ratio (LCR) and Asset-Liability Management (ALM) to maintain robust liquidity buffers. Credit portfolio quality is closely monitored via quarterly concentration limit assessments, monthly transition matrix analyses, and weekly tracking of collection efficiency to promptly identify and address potential risks. Outsourcing risk is mitigated through semi-annual evaluations of all material outsourcing arrangements, focusing on performance, regulatory compliance, and risk controls. Furthermore, the Internal Capital Adequacy Assessment Process (ICAAP) is conducted annually, incorporating stress testing and alignment with risk appetite to ensure adequate capital buffers under both normal and stressed conditions. An annual Internal Risk Assessment (IRA), guided by RBI's ML/TF framework, assesses inherent and residual risks to reinforce governance and validate control effectiveness.

Risk Management Process Audit

The Company employs advanced Early Warning Systems and data-driven monitoring tools across its portfolios to proactively identify and manage potential risks. Comprehensive risk registers and dynamic dashboards enable continuous tracking of credit, market, operational, liquidity, and reputational risks, providing real-time insights for informed decision-making. Robust internal control systems are embedded throughout operations, offering preventive, detective, and corrective assurance to safeguard against disruptions. Regular stress testing, scenario analysis, and back-testing exercises are conducted to rigorously validate the risk appetite framework and ensure capital adequacy under varying conditions. Additionally, periodic audits and risk-based internal assessments reinforce compliance by aligning practices with internal policies and evolving regulatory standards, fostering a resilient and well-controlled risk environment.

Risk Culture

IIFL has a well-defined comprehensive Enterprise Risk Management ("ERM") Framework in place and a robust organizational structure to identify, assess, measure and monitor risks and strengthen controls to mitigate risks. A two-dimensional quantitative heat map has been implemented, which enables the Management to have a comprehensive view of various identified risk areas, based on their probability and impact. The Company has initiated adequate Risk training and awareness program to ensure preparedness.

All employees receive essential training on risk management principles during their induction, creating a consistent understanding of risk awareness from the start

Emerging Risks

Topic 1	**Artificial Intelligence**
Risk Category:	Economic
Description	IIFL is investing meaningfully in AI-powered credit models, predictive risk engines, compliance automation, and fully digital customer journeys. These are not incremental improvements—they are foundational enablers of the future of finance. The company has piloted Generative AI in service delivery and internal operations to drive efficiency, responsiveness, and future-readiness. IIFL is leveraging Amber chatbot for AI-enabled sentiment analysis to gather real-time employee feedback, reduce early attrition, and enable proactive engagement. AI presents a growing risk for IIFL Finance as it can be used to create realistic fake content, such as forged documents or impersonated communications. With a customer base that is still adapting to digital platforms, these technologies could enable fraud attempts like phishing or identity misuse. Such threats could compromise customer trust, regulatory compliance, and operational integrity, making proactive risk management essential.
Impact	• AI-generated content can produce highly convincing forged loan documents or financial statements, compromising verification processes. • Sophisticated AI-driven phishing campaigns could target customers and employees, increasing the likelihood of data breaches • Exploitation of generative AI could damage customer confidence in digital channels, impacting adoption and overall brand reputation.
Mitigation	• IIFL has already piloted Generative AI in service delivery and internal operations to drive efficiency, responsiveness, and future-readiness. • Going forward as a part of IIFL's digital roadmap, IIFL can invest in real-time fraud detection and anomaly monitoring solutions to identify and block AI-generated scams proactively • Company is conducting regular training and awareness campaigns to help employees and customers identify phishing attempts and suspicious activities

Topic 2	**Asset quality volatility in gold loans**
Risk Category:	Economic
Description	Asset quality volatility in gold loans poses a key challenge for IIFL Finance Limited over the next 3-5 years, given the sector's sensitivity to fluctuating gold prices and market demand. Declines in gold prices can reduce the value of collateral, increasing the risk of under-collateralization and potential loan defaults. Additionally, economic uncertainties may impact borrower repayment capacity, adding to portfolio risk.
Impact	Volatility in asset quality within the gold loan portfolio can lead to increased non-performing assets for IIFL, directly impacting profitability and capital adequacy. Fluctuating gold prices may pressure collateral values, prompting higher provisioning requirements and tightening lending margins. This instability could also affect customer confidence and borrowing behavior, potentially slowing growth in this key segment
Mitigation	• To reduce risks related to delinquent customers, new loan requests are automatically denied to those customers whose repayment records reflect a Days Past Due (DPD) exceeding the defined threshold, lowering the chances of issuing credit to high-risk parties • Due diligence procedures are intensified for customers with loan exposures of and above threshold limits for proper risk evaluation • Ongoing Anti-Money Laundering (AML) monitoring is performed regularly for all active customers to ensure compliance and prevent financial crime

	• To further mitigate risks associated with the gold loan profile, certain occupations such as jewellers have been added to the restricted profile category • Comprehensive credit information of all gold loan customers is submitted to Credit Information Companies (CIC) enabling informed lending decisions • A Certificate of Purity is issued for the pledged gold assets, along with the loan agreement created during loan disbursement • To increase transparency in customer communication, SMS reminders are sent when the Portfolio Loan-to-Value (LTV) ratio exceeds a pre-determined threshold, signaling either the levying of MTM charges or gold auctioning based on limits • To enhance operational efficiency and security, we are setting a maximum cash disbursement and collection limit as per the regulatory requirements

Business Ethics

Breaches for FY2025

Type of Breach	Number of breaches
Corruption or Bribery	0
Discrimination or Harassment	8
Type of Breach	**Number of breaches**
Conflict of Interest	0
Money Laundering/Insider Trading	0
Customer Privacy Data	0
Cybersecurity/Information Security	0

Annual Report Reference: Link, Title: BRSR Principle 1 Q5, page no 248(AR), Principle 5 Q6, page no 263 (AR), Principle 9 Q7, page no 277(AR)

Policy Influence

Contributions & Other Spending

	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Lobbying, interest representation or similar	N.A.	N.A.	N.A.	N.A.
Local, regional or national political campaigns / organizations / candidates	N.A.	N.A.	N.A.	N.A.
Trade associations or tax-exempt groups (e.g. think tanks)	N.A.	N.A.	N.A.	N.A.
Other (e.g. spending related to ballot measures or referendums)	N.A.	N.A.	N.A.	N.A.
Total contributions and other spending	N.A.	N.A.	N.A.	N.A.

Other Large Expenditures

Name of organization, candidate or topic	Type of organization	Fees Paid in INR in FY 2024-25
Finance Industry Development Council (FIDC)	National	Rs. 1,18,000
Federation of Indian Chambers of Commerce and Industry (FICCI)	National	Rs. 8,26,000
Microfinance Institutions Network (MFIN)	National	Rs. 70,80,000
Association of Karnataka Microfinance Institutions (AKMI)	State-level	Rs. 3,00,900

Microfinance Association of Odisha (OSAFI)	State-level	Rs. 3,54,000
Microfinance Association of WB (AMFI)	State-level	Rs. 1,65,200
Total		**Rs. 88,44,100**

Tax Strategy

Tax Reporting

Names of all the resident entities	The Company operates in India (Single tax jurisdiction)
Primary activities	NBFC
Number of employees	38,587
Revenue - INR	102,370,700,000
Profit (Loss) before tax - INR	7,070,100,000
Income tax accrued (current year) - INR	-2,300,600,000
Income tax paid - INR	1,288,500,000

Annual Report Reference: Link, Title: Consolidated Financial Statements, page no 429(Annual Report);

Effective Tax Rate

Financial Reporting	FY 2023 - 24	FY 2024 - 25
Earnings before Tax - INR	25,719,100,000	7,070,100,000
Reported Taxes – INR	5,976,900,000	1,288,500,000
Cumulative acceptable adjustments* (see below)	-	1,476,103,200
Effective Tax Rate (in %)	23.24%	-24.36%
Cash Taxes Paid - INR	-7,163,200,000	-4,363,800,000
Cash Tax Rate (in %)	-27.85	-566.65

Annual Report Reference: Link, Title: Consolidated Statement Of Profit And Loss, Page no : 429(Annual Report);

Reason	Tax Impact FY 2023 - 24	Tax Impact FY 2024 - 25	Explanation
Group-wide net operating losses (in FY2024 or FY2025)	-	-	-
Single jurisdiction tax code (maximum 10% sales abroad and domestic corporate income tax rate below the posted industry group average)	-	-	-
Non-recurring (one time) operating losses in own operations	-	1,476,103,200	Tax impact of loss on exceptional items (25.17% of Rs. 586.50 Crore).
Net operating losses from prior periods and/or acquired companies	-	-	-
Timing - Major issues outside of the two-year period reported (including accounting adjustments for prior reporting periods due to major tax policy changes)	-	-	-

Refer note 9 – Pg 456 of AR.

Information Security

IT Security/ Cybersecurity Governance

IIFL Finance has placed cybersecurity at the core of its technological strategy. Our Company's multi-layered cybersecurity framework not only protects sensitive customer and business data but also ensures compliance, operational resilience, and stakeholder confidence. By embracing global standards and deploying proactive measures, we continue to strengthen our digital fortifications and safeguard our expanding digital footprint.

Members of IT Strategy Committee:

IT Strategy Committee (ITSC): The ITSC is constituted in accordance with the RBI Master Direction on Information Technology Governance, Risk, Controls, and Assurance Practices. As of March 31, 2025, the Committee comprises five (5) members, including three (3) Independent Directors, the Chief Technology Officer, and the Chief Risk Officer. The Chief Information Security Officer is a permanent invitee to the Committee.

a. Ms. Nirma Bhandari, Chairperson
b. Mr. Bijou Kurien, Member
c. Mr. Ramakrishnan Subramanian, Member
d. Mr. Pranav Dholakia, Member
e. Mr. Gaurav Sharma, Member

Mr. Sameer Gadve is the Chief Information Security Officer of IIFL Finance Limited as on 31st March 2025. Ms. Nirma Bhandari, Chairperson of the ITSC has acquired substantial knowledge in the areas related to Information Technology Risk, Audit, Cyber Security, Governance, Risk and Compliance, Data Privacy and Robotics GRC. Thanks to her in-depth experience in assessing risks for data centres, networks, varied technology platforms and core IT processes, Ms. Bhandari has helped large enterprises by consulting/implementing cutting-edge solutions in cybersecurity and the best practices for critical technology risk functions.

Annual Report Reference: Link, Title: IT Strategy Committee (ITSC) page no 188,189 (AR); Corporate Information page no 124

Information Security Management Programs

KEY CYBERSECURITY PRACTICES AND ENHANCEMENTS

Information security is embedded into our broader risk management and ESG framework through secure-by-design principles, access control and identity management practices, and third-party risk oversight. Security requirements are integrated into technology lifecycle management, including change management and secure development practices where applicable.

The organization has established a comprehensive Information Security Management Program, ensuring robust protection and resilience. The program is guided by a formal, Board-overseen governance framework, with defined roles and responsibilities for information security and cyber resilience. The Company maintains an ISO 27001 certification, with most also certified under ISO 22301 for business continuity management, and one subsidiary additionally holding ISO 27701 for privacy management. A structured Vulnerability Assessment and Penetration Testing (VAPT) program is implemented, conducted periodically by CERT-IN empaneled agencies to identify and mitigate security risks. Internal audits of IT infrastructure and security systems are carried out regularly, complemented by independent external audits aligned with international standards. Incident management processes, including CCMP and periodic cybersecurity drills, are in place to strengthen response readiness, supported by a 24×7 Cyber Defense Centre (CDC) and Security Operations Centre (SOC) for continuous monitoring. Employees are engaged through a comprehensive cybersecurity awareness program featuring trainings, workshops, phishing simulations, and security quizzes. Automation of tabletop drills further enhances preparedness. Importantly, the organization reported zero security breaches in the last financial year, reflecting the maturity and effectiveness of its proactive security posture.

Sustainable Finance

Sector Activities

As per DJSI classification, IIFL's business operations align with commercial banking (consumer) activities that operates primarily in the gold loans, home loans and microfinance sectors. The Company, along with its subsidiaries IIFL Home Finance and IIFL Samasta Finance, is focused on retail lending. The company's product portfolio comprises Home Loans, Gold Loans, Digital Loans including Loan against Property and MSME Financing, Microfinance, Developer & Construction and Capital Market Finance. This approach directly aligns with several Sustainable Development Goals (SDGs), including poverty reduction, gender equality, and clean water and sanitation. According to the Investor Presentation, IIFL estimates to grow its home loans by 15-18% in FY26, gold loans by 25-30%, MSME loans by 25-30% and microfinance by 5-10%.

IIFL provides small-ticket loans for purpose of income generation activities. IIFL has signed a US$ 68 million loan with Asian Development Bank (ADB) to improve funding to affordable green housing for lower-income groups in India. 80% will be earmarked for women borrowers and 20% for green-certified homes.

Sustainable Finance is one of the focus areas in Materiality Assessment. The key objectives of Sustainable Financing include:

- Integrate material ESG considerations within our lending processes and products
- Continue to develop and deliver products and programs (e.g.: Kutumb) that have a positive social and environmental impact
- Continue to serve the underserved segments in the country through our small ticket-sized loans
- Prohibit dealing with any borrowers or vendors who are engaged in the business or trade of any product or activity deemed to be illegal under the laws or regulations in force in India and national and international conventions
- Apart from risks to our operational decisions, we also aim to integrate ESG risks into our lending activities

Investor Presentation Reference: Link, Title: Environment, Social & Governance - Environment , page no 50

Sustainable Financing Products & Services

The Company offers sustainable financing products and/or services to consumers

Product Category Description	Monetary Value FY 2024 - 25
Sustainable loans and mortgages (Loan AUM mix)	
Affordable home loans	40%
Gold loans	27%
MSME loans	18%
Microfinance	13%
Total consumer finance value	Retail loan portfolio formed 99% of total AUM
Percentage of sustainable value over total	98% of total loan AUM

ENVIRONMENT

Energy

	Unit	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Total non-renewable energy consumption	MWh	-	22,734.79	25,188.02	26,395.95
Total renewable energy consumption	MWh	-	67.67	643.56	284.74
Data coverage (as % of denominator)	percentage of:	-	100%	100%	100%

Waste & Pollutants

	Unit	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Total waste recycled/reused	metric tonnes	-	-	-	250.6
Total waste disposed	metric tonnes	11.24	30.73	22.22	21.56
- Waste landfilled	metric tonnes	-	-	-	-
- Waste incinerated with energy recovery	metric tonnes	-	-	-	-
- Waste incinerated without energy recovery	metric tonnes	-	-	-	-
- Waste otherwise disposed, please specify:(Paper waste, Battery waste)	metric tonnes	-	-	-	21.56
- Waste with unknown disposal method	metric tonnes	-	-	-	-
Data coverage (as % of denominator)	metric tonnes	100%	100%	100%	100%

Paper waste and battery waste is collected and recycled through certified third-party vendors.

Water

	Unit	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
A. Water withdrawal (excluding saltwater)	Million cubic meters	73860.56	299148.4	258277.3	369360.6
B. Water discharge (excluding saltwater)	Million cubic meters	0	0	0	0
Total net freshwater consumption (A-B)	Million cubic meters	73860.56	299148.4	258277.3	369360.6
Data coverage	percentage of:	100%	100%	100%	100%

Climate Strategy-

Direct Greenhouse Gas Emissions (Scope 1)

	Unit	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Total direct GHG emissions (Scope 1)	metric tonnes CO2 equivalents	131.43	175.93	107.38	174.39
Data coverage	percentage of:	100%	100%	100%	100%

Direct Greenhouse Gas Emissions (Scope 2)

IGHG (Scope 2)	Unit	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Location-based	metric tonnes CO2 equivalents	15,187.81	17,955.32	17,807.30	18,859.45
Data coverage	percentage of:	100%	100%	100%	100%

Direct Greenhouse Gas Emissions (Scope 3)

IGHG (Scope 3)	Unit	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Location-based	metric tonnes CO_2 equivalents	-	3,687.41	3,482.03	14,549.34
Data coverage	percentage of:	-	100%	100%	100%

For FY 2024-25, scope 3 includes other indirect emissions across purchased goods and services, capital goods, fuel-and energy-related activities, waste disposal and business travel.

	Scope 3 Category	Emissions in the reporting year (metric tonnes CO2e)	Emissions calculation methodology and exclusions
1	Purchased goods and services	6,766.70	• The row items such as interest paid, other borrowing cost, bank charges have been removed.
2	Capital goods	1,219.07	-
3	Fuel-and-energy-related-activities (not included in Scope 1 or 2)	3,362.71	-
4	Waste generated in operations	7.42	• For the dry waste, the type of treatment has been changed to 'landfill' • The paper and electronic waste for HFC has been removed as the evidence was not available
5	Business travel	3,193.44	-

Climate Governance

IIFL has a separate Board-level Environment, Social and Governance Committee to sharpen focus on Environment, Social and Governance (ESG) matters. We integrate ESG factors into our service/product offerings which helps us expand market access and reach out to more marginalized / vulnerable groups. Greater disclosures on ESG aspects may help increase access to larger pools of green/social financing. The Company has a Board-level ESG Committee consisting of Independent Directors and members of the senior management personnel to oversee, guide and monitor various aspects of ESG performance of the Company. A Non-Executive Non-Independent Director chairs the said Committee. The Board of Directors reviews the Company's sustainability performance and key initiatives thereof, regularly. The ESG Committee comprises of the following members as on March 31, 2025

- Chairperson: Arun Kumar Purwar
- Members: R. Venkataraman, Nihar Niranjan Jambusaria, Nirma Bhandari, Madhu Jain, Pranav Dholakia, Kapish Jain

Annual Report Reference: Link, Title: Corporate Information page no 124 (AR), 244 (AR)

SOCIAL

Labour Practices

Labor Practices Commitment

IIFL Finance Limited maintains a group-wide commitment to fair labor practices through its Code of Conduct and employment policies, in alignment with applicable labor laws and recognized responsible business guidelines. The Company promotes equal opportunity and non-discriminatory employment practices and reported no incidents of discrimination during the reporting period. Working hours and overtime are governed by statutory requirements, and employees are entitled to paid annual and statutory leave benefits. Employment separations follow defined notice periods and transparent processes supported by grievance redressal mechanisms. These commitments apply across IIFL Finance Limited and its subsidiaries under operational control, with ethical labor expectations extended to contractors and business partners.

Labor Practices Programs

IIFL Finance Limited has programs in place to manage its labor practices through compliance with labor laws and internal employment policies. The Company ensures that employees are paid wages in line with statutory minimum wage requirements, thereby meeting legally mandated standards for adequate compensation. Wage practices are governed by internal HR policies and are implemented consistently across operations under the Company's operational control.

Workforce Breakdown: Gender: IIFL Finance Standalone

Diversity Indicator	Percentage (0 - 100 %) *
Share of women in total workforce (as % of total workforce)	26%
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	26%
Share of women in junior management positions, i.e. first level of management (as % of total junior management positions)	27%
Share of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions)	6%
Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	12%

*as on March 31, 2025,

Workforce Breakdown: Gender: IIFL Home Loans

Diversity Indicator	Percentage (0 - 100 %) *
Share of women in total workforce (as % of total workforce)	8.6%
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	Junior: 8.17%, Middle: 11.26%, Senior: 10.87%
Share of women in junior management positions, i.e. first level of management (as % of total junior management positions)	8.16%
Share of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions) (Included Senior Management Positions)	10.87
Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	5.52%

Workforce Breakdown: Gender: IIFL Samasta Finance

Diversity Indicator	Percentage (0 - 100 %) *
Share of women in total workforce (as % of total workforce)	5%
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	Junior – 4.51%, Middle – 0.22%,

	Senior – 0.01%
Share of women in junior management positions, i.e. first level of management (as % of total junior management positions)	4.51%
Share of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions)	0.13%
Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	NA

Workforce Breakdown: Race/Ethnicity or Nationality

Breakdown	Share in total workforce	Share in all management positions, including junior, middle and senior management
	(as % of total workforce)	(as % of total management workforce)
South Asian	100%	100%

Gender Pay Indicators: IIFL Finance Standalone

Employee Level	Average Women Salary	Average Men Salary
Executive level (base salary only) (₹)	8,034,768	10,092,964
Executive level (base salary + other cash incentives) (₹)	-	-
Management level (base salary only) (₹)	1,745,918	1,781,463
Management level (base salary + other cash incentives) (₹)	-	-
Non-management level (base salary only) (₹)	368,730	436,341

Gender Pay Indicators: IIFL Home Loans

Employee Level	Average Women Salary	Average Men Salary
Executive level (base salary only) (₹)	475213.6335	419787.6869
Executive level (base salary + other cash incentives) (₹)	522575.1963	473976.6436
Management level (base salary only) (₹)	2057631.84	1821581.036
Management level (base salary + other cash incentives) (₹)	2139258.987	1964205.897
Non-management level (base salary only) (₹)	6726273.6	7398899.122

Gender Pay Indicators: IIFL Samasta Finance

Employee Level	Average Women Salary	Average Men Salary
Executive level (base salary only) (₹)	19,844	20,041
Executive level (base salary + other cash incentives) (₹)	21,738	22,634
Management level (base salary only) (₹)	4,86,496	5,13,873
Management level (base salary + other cash incentives) (₹)	NA	NA
Non-management level (base salary only) (₹)	1,05,542	1,07,144

IIFL Finance Standalone

Indicator	Difference between men and women employees (%)
Mean Gender Pay Gap	25.43%
Median Gender Pay Gap	16.85%

Note: The methodology used to determine the gender pay gap is, (Average Male Salary - Average Female Salary) / Average Male Salary

IIFL Samasta Finance

Indicator	Difference between men and women employees (%)
Mean Gender Pay Gap	-5.84%
Median Gender Pay Gap	Average men salary median - 17,714 average women salary median- 17,000

Freedom of Association

% of employees represented by an independent trade union or covered by collective bargaining agreements	Nil, IIFL Finance respects the rights and freedoms of employees to choose whether or not to associate and engage in collective bargaining. The company maintains open and constructive dialogue with employee representatives and upholds the principles of freedom of association and collective bargaining in line with applicable laws and ethical standards.

Human Capital Management

Training & Development Inputs

Types of trainings conducted are Induction, Collection, Compliance (POSH, AML), Leadership, People Management & Soft Skills, Digital, Audit, Refresher, Environmental & Social (POSH), Health & Safety.

The Average hours per FTE of training and development is 29.18 hours

Employee Development Programs

MSME

Name & Description of the program	Gold Valuation - MSME Certification was conducted through an institute recognized by the Government of India. This certification program will be conducted in partnership with MSME TDC- Chennai and aims to enhance our employees' expertise and proficiency in gold valuation, ensuring the highest standards of accuracy and reliability in our operations.
Business benefits of the program	• Reduce instances of excess funding and spurious gold funding
Quantitative impact of business benefits (monetary or non-monetary)	• Reduction in financial leakage and operational loss
% of FTEs participating in the program	**3,000 (13.64%)**
The program also covers contractual or part time employees in company's own workforce	No

Sales Training

Name & Description of the program	Gold Loans Refresher Sales Training Program strengthens the end-to-end capability of Gold Loan teams by revisiting key areas such as cross-selling HI and SME products, core product knowledge, grooming and selling skills, and income–incentive understanding. It also sharpens operational accuracy through focused modules on the revised gold valuation process, valuation rights, auction handling, balance transfer steps, and branch hygiene. Together, these topics help employees serve customers better, avoid operational errors, improve conversions, and maintain high levels of trust and discipline across all branches.
Business benefits of the program	• Increase NCUIDs and Cross Sell Activation (SME Disbursals and Insurance PEP)
Quantitative impact of business benefits (monetary or non-monetary)	• Increase in monthly NCUID generation and cross-sell revenue
% of FTEs participating in the program	**16,617 (79.38%)**
The program also covers contractual or part time employees in company's own workforce	Yes

Aarambh-1 Induction

Name & Description of the program	Aarambh 1 is an online induction program geared towards IIFL Finance Gold Loan Employees. In their journey, they learn the contextual and technical knowledge required to work in an IIFL Finance Gold Loan Branch. The modules cover a wide range of subjects like "Introduction to IIFL", "IIFL Vision & Values", "Gold Valuation Process", and "AML/KYC" to name a few. The induction includes modules on "Customer Objection Handling" and other sales skills which are taught via roleplay. The entire journey is hosted on Moneyversity, our in-house LMS platform.
Business benefits of the program	• Reducing Infant Attrition through a completely digital functional training on Gold Loan Sales and Operations
Quantitative impact of business benefits (monetary or non-monetary)	• Reducing Time required for New Hire Activation
% of FTEs participating in the program	**3,905 (17.75%)**
The program also covers contractual or part time employees in company's own workforce	Yes

Hiring:

	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Total number of new employee hires	20,914	5,325	25,530	16,699

Note: All the employees that were hired during the reporting period are of Indian nationality and belong to South Asian ethnicity.
Sustainability Report Link, Title : Profile of new hires, Page no 70 (SR)

While we track recruitment sources for our hiring processes, due to the nature of our operations involving large-scale bulk hiring, the specific metric for the percentage of open positions filled by internal candidates is not currently available.

	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Total number of new employee hires				
Age group				
<30	6705	-	18374	9710
30 – 50	1018135	-	7123	6974
>50	11	-	33	15
Gender				
Male	9571	-	22061	14279
Female	3293	-	3469	2420
Management level				
Junior	11457	-	-	16308
Middle	1311	-	-	368
Senior/Top Management	96	-	-	23

Employee Turnover Rate:

Turnover	FY 2021 - 22	FY 2022 – 23	FY 2023 - 24	FY 2024 - 25
Total employee turnover rate :				
Age group : <30				
Junior Management				
Male	-	32.84%	52.22%	44%
Female	-	7.13%	56.12%	45%
Middle Management				
Male	-	2.44%	32.38%	19%
Female	-	0.67%	23.33%	20%
Senior Management				
Male	-	0.00%	0.00%	0.00%
Female		0.00%	0.00%	0.00%
Turnover	**FY 2021 - 22**	**FY 2022 - 23**	**FY 2023 - 24**	**FY 2024 - 25**
Age group : 30-50				
Junior Management				
Male	-	17.96%	50.20%	45%
Female	-	2.73%	43.84%	33%
Middle Management				
Male	-	27.94%	28.04%	25%
Female	-	2.58%	29.59%	28%
Senior Management				
Male	-	11.67%	21.77%	20%
Female	-	1.11%	40%	47%
Turnover	**FY 2021 - 22**	**FY 2022 - 23**	**FY 2023 - 24**	**FY 2024 - 25**
Age group : >50				
Junior Management				
Male	-	0.07%	26.04%	27%
Female	-	0.00%	0.00%	56%
Middle Management				
Male	-	0.33%	21.05%	4%
Female	-	0.00%	66.67%	0.00%
Senior Management				
Male	-	1.67%	15.38%	25%

Female	-	0.00%	0.00%	0.00%

Sustainability Report Link, Title : Employee turnover details, Page no 70 (SR)

Long-Term Incentives for Employees*

The type of long-term incentive program and the type of employees below the senior management level the program applies to	Our long-term incentives for employees below the senior management level are on average paid out after	Please report the percentage of your workforce below senior management level (max. two levels from the CEO) that this program applies to
Type of long-term incentive program: 1. ESOP Eligible employees: C code Employees. It is also based on - Previous Ratings - Potential Input from Manager - Tenure of the employee	3 years	18%

*This data pertains to standalone operations of IIFL Finance Limited

Employee Support Programs

We support our people at every stage of their journey through policies that promote personal well-being, professional growth, and life balance. From education assistance and sabbaticals to comprehensive health coverage, our employee support framework empowers individuals to thrive with confidence and care.

Fostering a sense of belonging is central to IIFL Finance's people-first approach. Through focused DEIB initiatives like Shakti Express, Unconscious Bias Training, and inclusive policies such as gender-neutral daycare and all-women branches, we are building a workplace rooted in equity and representation. Campaigns like #WomenofGold and The Mom Tales celebrate diverse journeys—reinforcing our commitment to an inclusive, empowering culture across the organization.

At IIFL Finance, employee wellbeing is core to our culture. Through comprehensive health coverage, preventive care, and wellness initiatives, we support physical, mental, and emotional health—ensuring every employee feels safe, supported, and empowered to thrive.

The Company supports work–life balance through family-friendly benefits such as maternity, paternity and parental leave, sabbatical leave, flexible work arrangements where feasible, and additional leave provisions including sick, marriage, and compassionate leave. Continuous engagement is enabled through digital HR platforms, townhalls, leadership connects, and formal grievance redressal mechanisms, while financial security is supported through retirement benefits including Provident Fund, gratuity, National Pension Scheme (NPS), and stock-based incentives for eligible employees.

Type of Performance Appraisal

Recognizing and rewarding excellence is central to our people-first approach at IIFL Finance. Our Rewards & Recognition framework celebrates effort, ownership, and impact—through real-time peer appreciation, long-term wealth creation via Golden ESOPs, and global recognition with the Fly High program—driving motivation and retention across the organization. Recognized as a Great Place to Work® for the 7th consecutive year.

During FY 2024-25, we launched the Golden ESOPs scheme, offering shares at a 98% discount to employees across levels, including frontline roles—strengthening long-term wealth creation, ownership mindset, and retention. IIFL Finance Limited operates a structured, transparent, and fully digitized annual performance appraisal system applicable across employee categories. The framework is based on clearly defined Key Result Areas (KRAs) and performance metrics aligned with organizational and functional objectives, supported by self-assessments and multi-level reviews by reporting managers and senior leadership to ensure consistency and objectivity. Performance outcomes are discussed through formal feedback sessions and are linked to performance-based incentives, promotions, role enhancements, and career progression, while also informing the Company's Training Needs Analysis for targeted technical, behavioural, and leadership development. New employees undergo structured orientation programs to familiarize them with the appraisal framework, reinforcing a culture of meritocracy, continuous improvement, and accountability.

Trend of Employee Wellbeing

Core Focus	Unit	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Employee Satisfaction	% of employees with top level of engagement, satisfaction	85	86	87	90
Data coverage	% of employees who responded to the survey	65	46	28	54

*This data pertains to standalone operations of IIFL Finance Limited

Occupational Health & Safety

Occupational Health & Safety Programs

At IIFL Finance, employee well-being is core to our culture. Through comprehensive health coverage, preventive care, and wellness initiatives, we support physical, mental, and emotional health—ensuring every employee feels safe, supported, and empowered to thrive. Company provides regular training on safety practices, response to emergencies like fire/earthquake emergency, etc. to our employees

<u>Disaster Management</u>

Awareness training is conducted semi-annually for employees and Crisis Management Training is given to leaders with a simulation exercise on an annual basis. Further, Call Tree, Tabletop, WFH and Alternative Site Testing is a part of BC Testing whereas ITDR Drills (basis RBI direction) and IT HA Testing is part of ITDR.

Employee Welfare Initiatives

<u>Stepathon challenge</u>

A fitness-driven initiative encouraging employees to stay active, with over 500 participants across locations.

<u>Wellness newsletters</u>

Shared regularly (19 editions) to promote awareness on physical, emotional, and lifestyle well-being.

<u>Well-being and DEI awareness sessions</u>

Organized 43 sessions engaging over 8,500 employees, focusing on holistic wellness and inclusive practices.

<u>One-on-One counselling sessions</u>

Provided confidential professional support for mental health, with 38 sessions conducted.

<u>Community engagement activities</u>

Fostered social wellness and team bonding through structured programs with 523 participants.

<u>Self-Assessment tools</u>

Enabled employees to reflect on personal well-being through structured assessments and resources.

Absentee Rate

Absentee rate	Unit	FY 2023 - 24	FY 2024 - 25
Employees	% of total days scheduled	8.5%	6.2%

This data pertains to standalone operations of IIFL Finance Limited

Financial Inclusion

Financial Inclusion Products & Services

IIFL Finance Limited is a diversified non-banking financial company headquartered in Mumbai that offers a suite of financial services. Serving both retail and corporate clients with tailored financial products, the Company, along with its subsidiaries IIFL Home Finance Limited and IIFL Samasta Finance Limited provides a diverse range of loan products, including gold loans, home loans, MSME secured loans, MSME unsecured loans, supply chain finance and microfinance loans, through a widespread branch network across India. Embedded within this portfolio is a strong focus on advancing financial inclusion, particularly for women borrowers across income segments.

IIFL Finance standalone (gold loans + MSME loans + CRE+ LAS)

ANNUAL INCOME

Net Annual income range	No. of clients/ customers	No. of Transactions/ loans	Percentage%	
<2,00,000	10,87,763	20,98,741	80%	76%
>10,00,000	35,834	1,41,315	3%	5%
2,00,000-4,00,000	1,85,092	3,81,877	14%	14%
4,00,000-6,00,000	35,504	82,691	3%	3%
6,00,000-8,00,000	5,486	20,384	0%	1%
8,00,000-10,00,000	6,802	21,533	1%	1%
Total	**13,56,481**	**27,46,541**	**100%**	**100%**

Gender	No. of clients/ customers	No. of Transactions/ loans	Percentage%	
Male	9,87,361	20,52,211	73%	75%
Female (Borrower/Co-borrower)	3,68,916	6,93,449	27%	25%
Transgender	140	283	0%	0%
Non individual	64	598	0%	0%
Total	**13,56,481**	**27,46,541**	**100%**	**100%**

IIFL Home Loans

ANNUAL INCOME

Net Annual income range	No. of clients/ customers	No. of Transactions/ loans	Percentage%	
<2,00,000	39,381	40,082	13%	12%
>10,00,000	19,030	22,550	6%	7%
2,00,000-4,00,000	1,46,58	1,53,082	47%	46%
4,00,000-6,00,000	71,495	77,414	23%	23%
6,00,000-8,00,000	22,338	24,979	7%	8%
8,00,000-10,00,000	10,379	11,757	3%	4%
Total	**3,08,1**	**3,29,864**	**100%**	**100%**

Gender	No. of clients/ customers	No. of Transactions/ loans	Percentage%	
Male	3,560	4,155	1%	1%
Female (Borrower/Co-borrower)	3,05,321	3,25,709	99%	99%

IIFL Samasta Microfinance

ANNUAL INCOME

Net Annual income range	No. of clients/ customers	No. of Transactions/ loans	Percentage%	
<2,00,000	1,28,122	1,28,417	4%	4%
2,00,000-4,00,000	24,42,847	29,97,932	85%	87%
4,00,000-6,00,000	2,74,202	2,96,372	10%	9%
6,00,000-8,00,000	10,972	11,059	0%	0%
8,00,000-10,00,000	6,269	6,342	0%	0%
>10,00,000	12,554	12,759	0%	0%
Total	**28,74,966**	**34,52,881**	**100%**	**100%**

Gender	No. of clients/ customers	No. of Transactions/ loans	Percentage%	
Male	58,854	59,497	2%	2%
Female	26,70,897	33,93,384	93%	98%

Community welfare programs

CSR initiative	Targeted segments	Quantitative social impact
Sakhiyon Ki Baadi, we continued to empower out-of-school girls in Rajasthan with access to basic numeracy and literacy skills, and life skills.	Marginalized girls	7,650 marginalized girls (4-14 years) in five districts (for IIFL Finance)
Smart Shaala Program	Implemented one of the biggest TV-based learning program that focuses on improving the learning levels of children with the help of hands-on Math kits and digital learning tools.	1,14,010 Beneficiaries
Digital Shaala	Introduced digital pedagogy by installing 50 TV sets equipped with AV learning materials for grades 6 to 10, aligned with the state curriculum. This two-year program focused on enhancing the learning experience for students in grades 6 to 8, particularly girls aged 10 to 16, while also building the capacity of teachers.	9,085 beneficiaries

ASER 2024	Supported the implementation of ASER 2024, a literacy and mathematics assessment, across 33 districts of Rajasthan.	57,042 beneficiaries
Financial literacy	Introduced the basics of financial literacy to young minds. The blended curriculum offers a 9-month engagement with each school, with sessions covering the concepts of Banking, Savings and Investments, along with mock sessions.	1,948 beneficiaries
Language Labs	Set up a language lab to improve English comprehension at two government schools.	935 beneficiaries
Akshar Jyoti	Using the traditional folk-art form of Gavri—a blend of song, dance, and drama— creatively promoted the importance of girls' education. Rooted in tribal heritage, Gavri effectively engages communities by combining mythological tales with contemporary themes to convey social messages.	9,479 beneficiaries
IT equipment for children with special needs	Established a computer lab equipped with desktops, laptops, projectors, tablets, and UPS systems for children with intellectual disabilities, enabling access to interactive and inclusive learning modules (Nursery, Primary, Pre-vocational & vocational), quizzes and YouTube Learning Academy.	210 beneficiaries
Computer lab at Sri Ramkrishna Mission (SRKM) Vivekanand Girls High School, Chennai	Assisted in setting up a computer lab for students of classes 11 and 12, in alignment with their curriculum	350+ beneficiaries
Administrative support to Matrubhumi School	Provided financial assistance for teacher salaries and premises rent to prevent school closure and ensure continuity in education for children belonging to underserved communities	256 beneficiaries
Support to shelter home	Implemented a comprehensive care and education program for homeless children residing in shelter home.	28 beneficiaries

Construction support to a tribal school in Palghar	Upgraded critical infrastructure, including classrooms and kitchens, at a tribal school to ensure equal opportunities.	500 beneficiaries
Support staff for government schools	Provide support to students for their education continuation in government schools.	500 beneficiaries
Installation of smart boards	Promoted digital literacy through installation of two smart boards at two government schools.	1,000 beneficiaries
Scholarship	Financial support to a deserving underprivileged student to ensure education continuity.	01 beneficiary
Medical Camp – Barsana, Mathura	Organized a free medical camp offering eye check-ups, distributing spectacles, performing cataract surgeries, and providing dental treatments, including root canals, extractions, and dentures.	4,855 beneficiaries
Renovation of Dharamshala/Rest house at Mahrana Bhopal Government Hospital, Udaipur	Addressed infrastructure concerns by upgrading six halls, thirty-one washrooms, and thirty-six rooms to ensure a safer and more comforting environment for patients and families.	300 beneficiaries
Maha Kumbh support initiative	Provided life-saving services to pilgrims, including volunteer support for administration, first aid, and emergency assistance during the event.	2,580 beneficiaries
Ambulance donation – community health center, Kupwara	Donated an ambulance to enhance emergency medical response capabilities in remote areas.	50 beneficiaries
ENT surgical equipment donation	Provided an advanced Endohold ENT surgical machine and specialized Frenzel goggles to facilitate precision surgeries by enabling two-handed endoscopic procedures and to strengthen ophthalmic diagnostic capabilities.	1,200 beneficiaries
Hematology analyser donation	Donated haematology analyser for blood testing to provide detailed information about the different types of blood cells, including red blood cells (RBCs), white blood cells (WBCs), and platelets.	1,000 beneficiaries

Cardiopulmonary Resuscitation (CPR) Sessions	Organized a Cardiopulmonary Resuscitation (CPR) training session to equip professionals with essential life-saving skills. The session aimed to raise awareness about the importance of CPR and to provide training to ensure readiness in emergencies.	175 beneficiaries
BFSI training course, Maharashtra	Facilitated a banking and finance course for underprivileged youth, aimed at providing an avenue for a decent livelihood.	30 beneficiaries
Homestay Host Training	Conducted a skill-building program in the hospitality sector, training youth in Arunachal Pradesh to become homestay hosts.	160 beneficiaries
Hospitality – Chef Trade	Facilitated a skill-building program in the hospitality sector to train youth in Kashmir to become professional chefs.	160 beneficiaries
Dibrugarh Flood Relief	Distribution of curated kits for the families affected during floods.	1,800 beneficiaries
Promotion of sports	Supported sporting talent at the 35th Maharashtra State Police Annual Sports competition held in Thane.	1,000 beneficiaries

Customer Relations

Customer Satisfaction Measurement:

Satisfaction measurement	Unit (please select the unit of measurement)	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24	FY 2024 - 25
Satisfaction measurement (NPS)	Score	NA	66%	68%	60%
Data coverage:	Percentage of gold loan customers	NA	99.99%	100%	99.99%