

**# PurposeMuthootBlue**

To transform the life of the common man  
by improving their financial well-being.



# MUTHOOT PAPPACHAN GROUP



# PURPOSE



#PurposeMuthootBlue

To Transform the Life of The  
Common Man by improving  
their Financial Well-being



## OUR MISSION



To provide timely small credit to millions of ordinary people, and also provide them with simple options to save their hard earnings.

## OUR VISION



To be the most trusted financial service provider, at the doorstep of the common man, satisfying him immediately with easy and simple products.

## OUR VALUES



We will do everything to gain and maintain the Trust of all the stakeholders and will not do anything to lose their trust.





- Muthoot takes its name from the Family, which is a branch of a traditional family, based in Kozhencherry, Kerala.

- Muthoot Ninan Mathai, in 1887, started in a humble way a retail and wholesale trade of grains at Kozhencherry, a small town in the erstwhile princely state of Travancore (Kerala). The wholesale supplies were mainly to the large estates owned by the British Companies. It was later taken over by his sons.
- The Finance Division of the Group was started in 1939 after the Great Depression of 30's when all businesses were at standstill. Later, it diversified into Retail Financial Services.
- The Muthoots are now managed by the third/fourth generation family members.

# MUTHOOT PAPPACHAN GROUP

## FINANCIAL SERVICES

**MUTHOOT FINCORP**  
Gold Loan, Secured & Unsecured  
Loans, Need Based Products &  
Services

**MUTHOOT CAPITAL  
SERVICES**  
Automotive Loans

**MUTHOOT RISK  
INSURANCE &  
BROKING SERVICE**  
Insurance Broking

**MUTHOOT  
PAPPACHAN CHITS**  
Chits

**MUTHOOT  
MICROFIN**  
Microfinance

**MUTHOOT  
HOUSING  
FINANCE**  
Affordable Housing  
Loans

**MUTHOOT  
PAPPACHAN  
TECHNOLOGIES**  
IT

**MPG SECURITY  
GROUP**  
Security Services

**MUTHOOT  
EXIM**  
Precious Metals

**MUTHOOT  
AUTOMOTIVES**  
JLR  
Tata  
Honda (2W & 4W)  
Yamaha

**REAL ESTATE**  
Commercial &  
Residential

**HOSPITALITY**  
Taj Kovalam  
Novotel  
Hilton Garden Inn  
Villa Maya

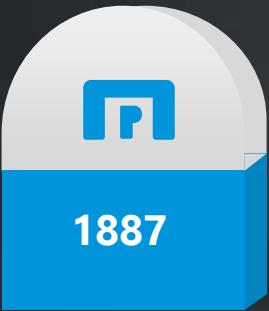
**ENERGY**  
Renewable Energy  
25 MW  
(Windfarm)

## NON-FINANCIAL SERVICES

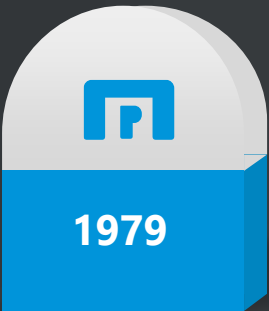
MPG – A well diversified Conglomerate

# Major Milestones – The saga has only begun

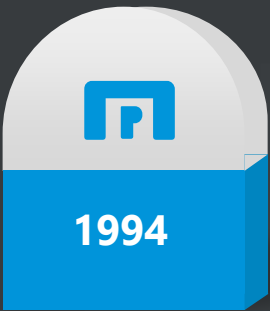
An organization culture of constant renewal



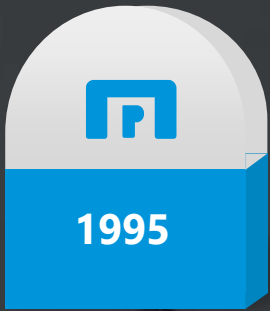
Ninan Mathai – wholesale trade of grains



First Branch at Punnen Road, Trivandrum



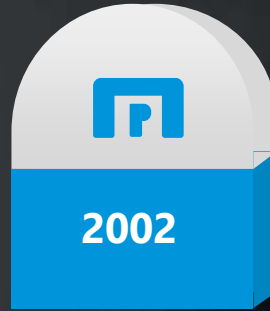
Established Muthoot Capital Services, a listed company in MPG.



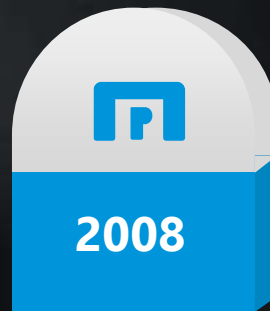
First branch outside of Kerala @ Coimbatore, TN.



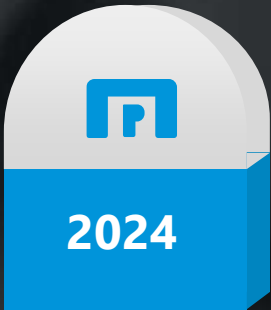
Incorporated Muthoot Exim Pvt Ltd.



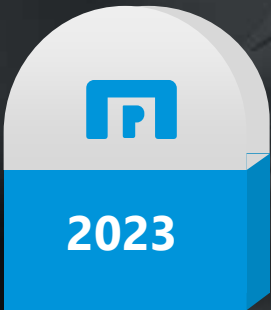
Muthoot Fincorp Ltd was registered with RBI as a Non-Deposit taking NBFC.



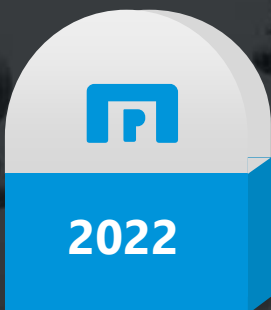
Added 1000 more branches under Muthoot Fincorp Limited.



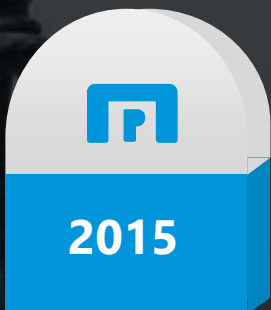
- MFL certified as Great Place to Work
- Recognized as ET Now Best Brands



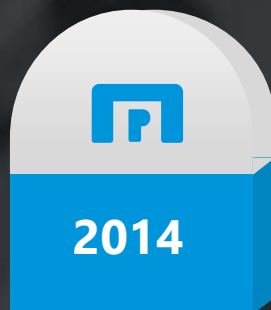
IPO of Muthoot Microfin Ltd



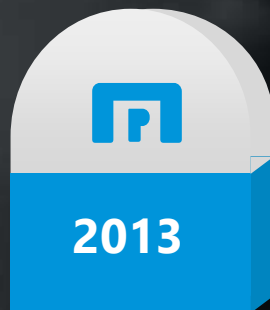
- Launched 2 SBUs:
- Muthoot Fincorp One
  - Secured & Unsecured Lending Business



RBI granted NBFC-MFI status with effect from March 25, 2015, thus forming Muthoot Microfin Ltd



Started operations of Muthoot Risk Insurance and Broking Services, Ltd.



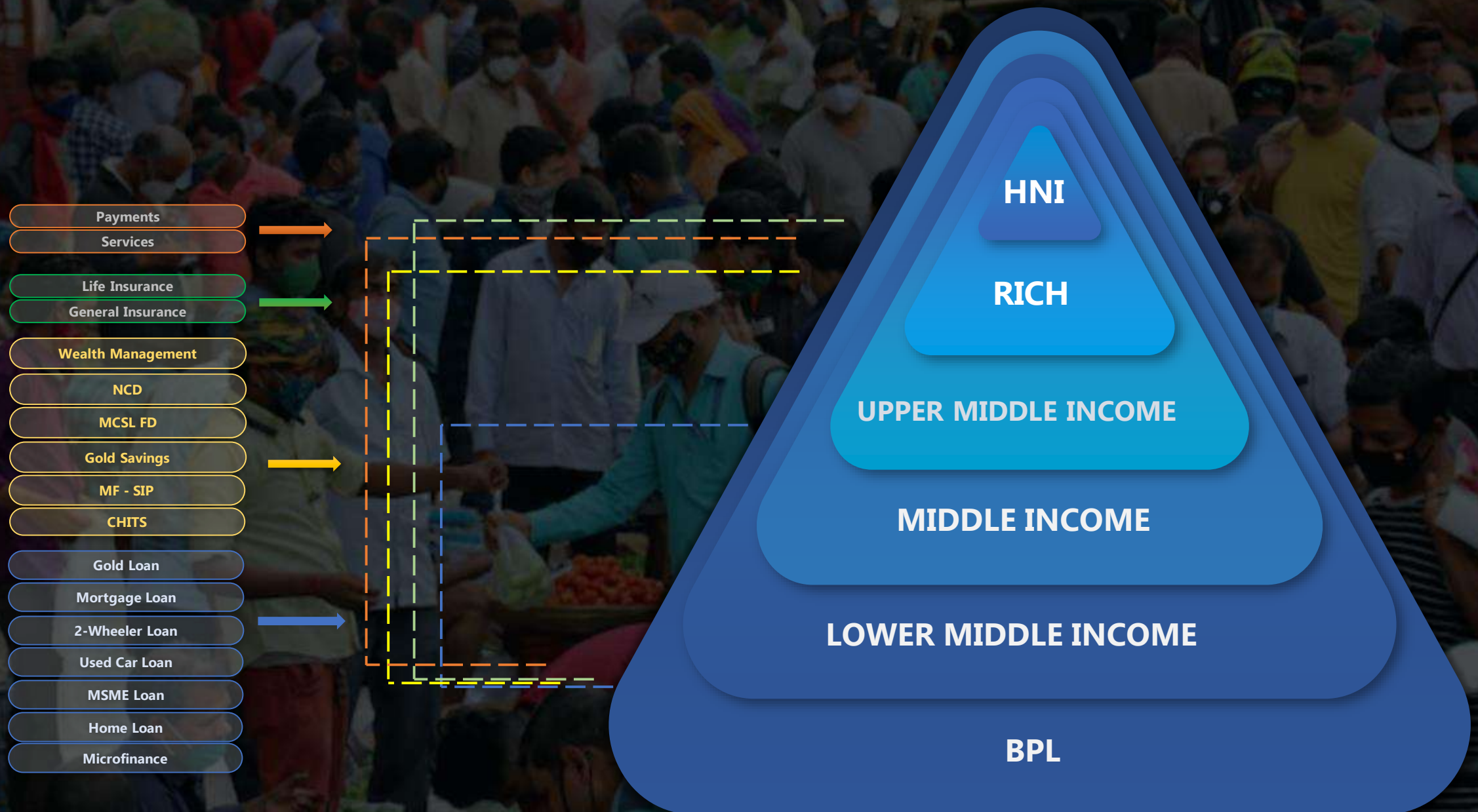
Muthoot Pappachan Group was chosen as the Best NBFC Group in Diversified Gold Business

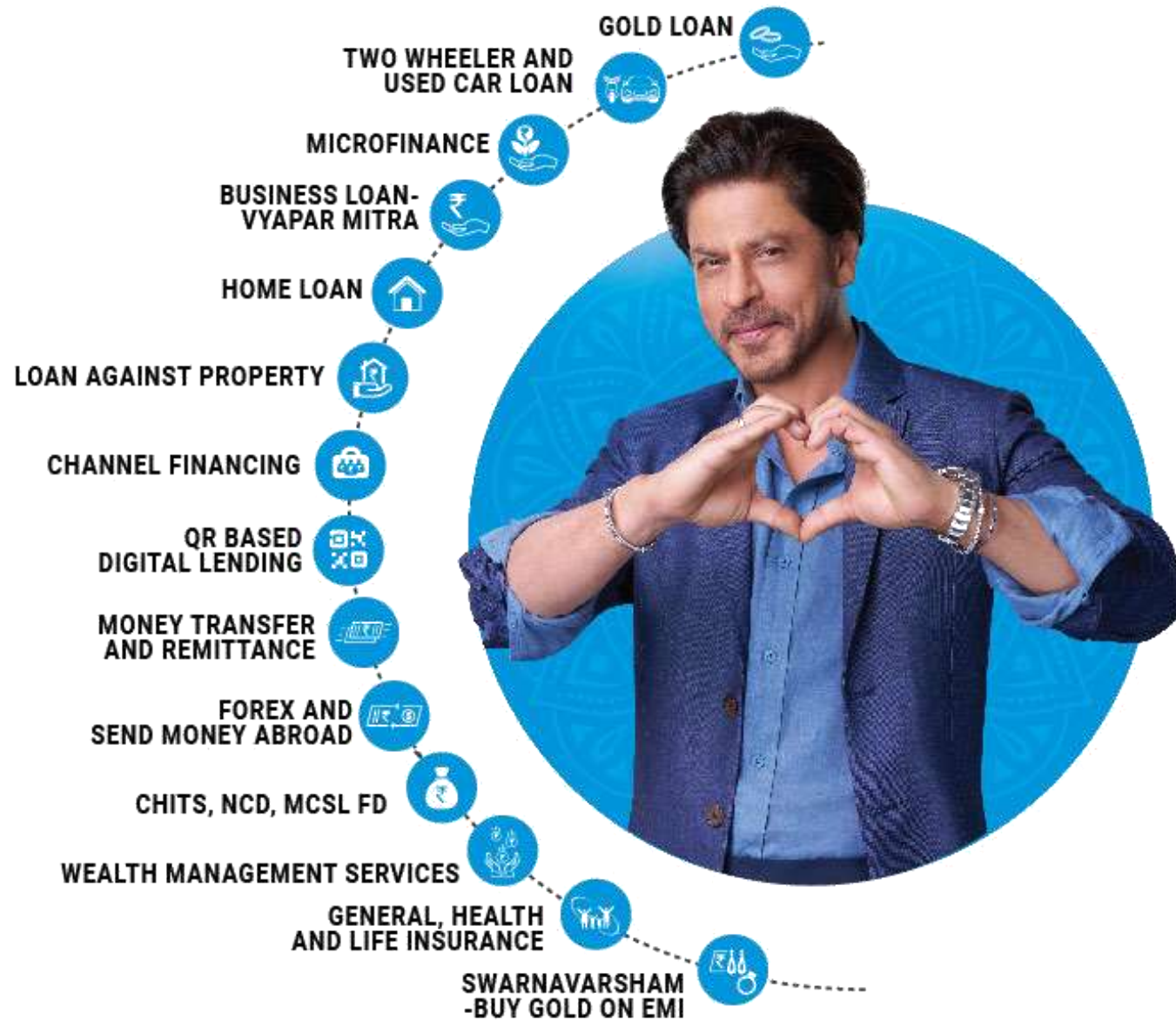




# Our Financial Services Offering in the Economic Pyramid

One Place – Many Solutions, focused on customer value creation





# MPG's Diversified & Lifecycle based Product Offering

One Place – Many Solutions, focused on customer value creation

32 products across loans, savings, protection and services





## A Purpose Driven Journey

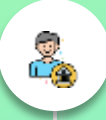
**We are a Nation builder**



Over 46,000 Direct employment of which over 11k are women



Over 5500 physical branches in 25 states / UT.



Serving ~3,00,000 common man everyday.



A Household name of Trust in the country.



Over 6 Mn Mobile App Download across the group.



Over 6.5 Mn Active Customers and ~1 Cr Customers Served



Rs 60,000 Crs credit supply to the Lower Middle Income segment





# Muthoot FinCorp Ltd

Flagship Company of MPG

Muthoot Fincorp Ltd., the flagship company of Muthoot Pappachan Group, is one of the largest NBFCs in India registered with the Reserve Bank of India. It has 3736 retail branches, across 25 states / UT in India.

*'We keep moving forward, opening new doors, and doing new things, because we're curious and curiosity keeps leading us down new paths.' - Walt Disney*

Decades of customer centricity, dedicated research and experience with the customers and their families have enabled the Company to provide quick and customized financing options and investment schemes for millions of customers.

We consolidated & grew the core business in Financial Services to where we are today. We also have had curiosity, new knowledge, ideas & dreams consciously focusing on an organizational culture of constant renewal

# Muthoot FinCorp Ltd

KEY BUSINESS STATS – FY '24



**AUM : Rs 228 bn**

**Over 42 Lacs  
customers served**

**RoA : 2.65%**



**Profit after Tax :  
Rs 563 Crs**

- **Loan Disbursal Value** Rs 50,167 Crs
- **73 Lacs Disbursal Count**

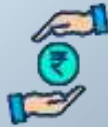
**66% loan disbursement in  
non-metro geographies**

\* (incl. Co-lending and Assignment)



# KEY BUSINESS STATS –FY '25

Muthoot Fincorp Ltd



• **Loan Disbursal Value**  
**Rs 66,277.31 Crs**

↑ **32.1% (y-o-y)**



**AUM\* : Rs 335 Bn**

↑ **46.6% (y-o-y)**



**Over 33 Lacs customers  
served**



**Profit after Tax :**  
**Rs 787.15 Crs**

↑ **39.8% (y-o-y)**



**RoA : 2.95%**

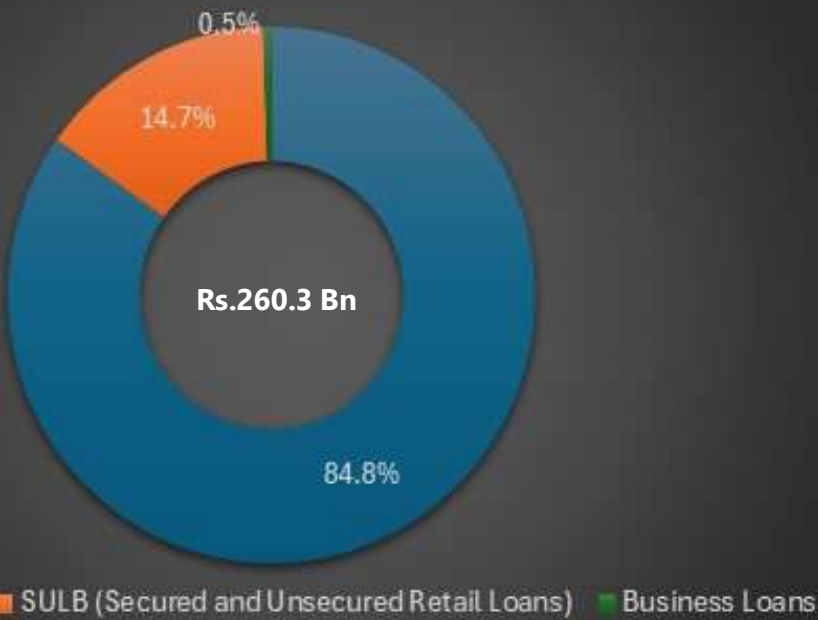


**Net NPA : 1.28%**

\* (incl. Co-lending and Assignment)

# Product Portfolio Mix

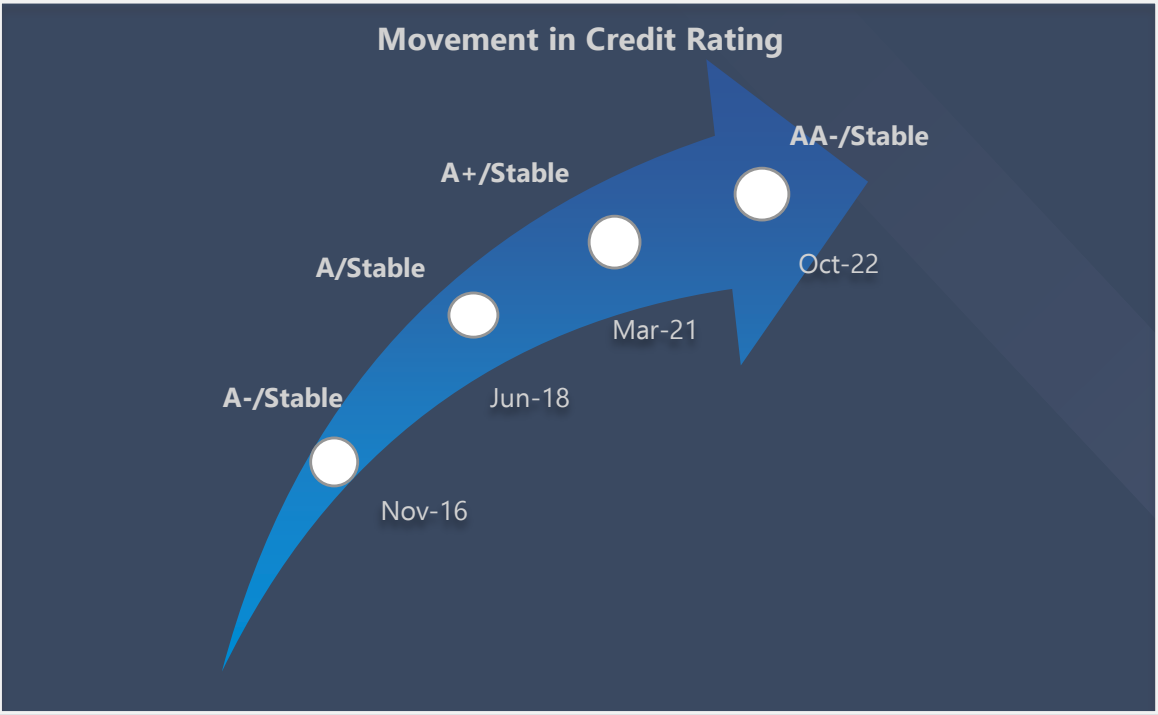
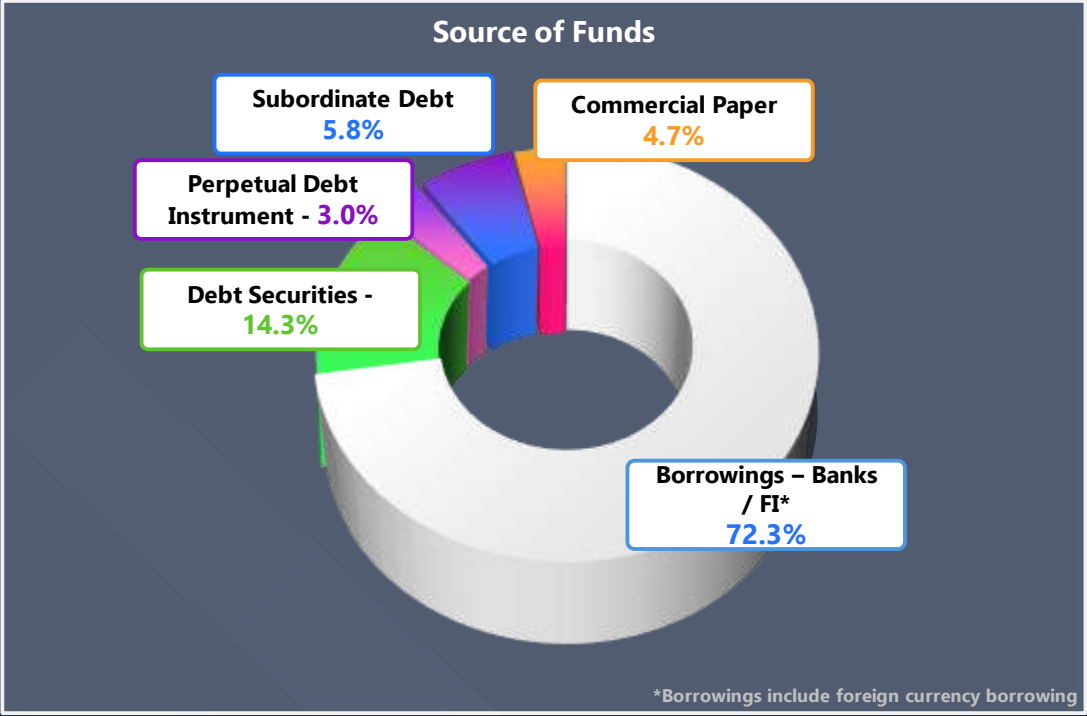
Loan Book ( On-Balance Sheet)



Managed AUM



# Well diversified liability mix with access to wide range of lenders



We have 28 Banks onboard and the below are a few major partners





# Key Operating Vectors Highlights: FY 2024-25

Particulars	FY 25	FY 24
Loan Disbursement (Cr) – incl. Co-lending	66,277.31	50,167.12
Loan Assets* (Cr)	26,031.65	21,712.34
Gross NPA%	1.98%	1.62%
Net NPA%	1.28%	0.64%
RoA	2.95%	2.65%
CRAR	19.50%	20.01%
CRAR I	15.85%	15.87%

Particulars	FY 25	FY 24
Revenue (Cr)	5,550.53	4,015.77
Net Interest income (Cr)	2,622.82	1,910.02
PBT (Cr)	1,045.33	786.81
PAT (Cr)	787.15	562.81

Note: \*Loan Assets Figure shown are own book

# PEOPLE & CULTURE

People First; Customer Centric



Performance lead career growth



Rewards for performance

- Auto promotion
- Auto confirmation



Multiple R&R events including meeting SRK



Certified as Great Place to Work



- ESOPs for senior management
- Incentives for Business team



High focus on learning and development

**26,000+**

Employees

**10000+**

Women employees

**8000+**

People in the Outbound channel

Our theme - Learn More! Produce More! Earn More! Celebrate More!

# Eight-Eye Control System

## Internal Audit

All quality and operational audit takes place on a periodical manner and the branches are also graded based on the audit.

## Gold Quality Audit

Periodical inspection by Gold Inspectors for purity or misappropriation of every gold jewellery pledged in a branch

## Robust Surveillance System

Sureveillance and monitoring of the branches include IP cameras, motion sensors and regional control rooms with security officers

## Customer's Gold is insured

The pledged gold is insured with top insurers / reinsurer thus covering the risk of any natural calamity or loss of gold



## Security guards & grills

Armed / Non-armed security guards at the branches with mesh grills at all the counters

## E-KYC Customer Onboarding

Customer is digitally onboarded with E-KYC which enables 100% accuracy and compliance

## Multilayered Gold Appraisal

Conventional physical appraisal of the gold and we have expert gold evaluators appraising the gold

## Secured Strong Room

Gold is stored in a state-of-the-art vault that only has restricted access even among the employees

We are cognizant of being the custodian of trust!



# TECH STACK



## Unique 'Phygital' Model

Symbiosis of tech and physical infrastructure (5000 Branches) which makes us future ready for tomorrow's business



## Fusion of Inhouse & Outsourced Capabilities

- MPG Infra services fully managed by our technology partner UST Global
- All apps are saved in our own cloud and data centre
- Full DR ready and data hosted in AWS
- Dedicated BI team to manage massive data lake



## Muthoot Pappachan Technologies (MPT)

- MPT is a subsidiary of MPG situated at the Technopark, Trivandrum
- 500 dedicated manpower managing the entire group's tech capabilities
- They provide inhouse tech services to all MPG entities

- Focussed on strong backend and processing capabilities
- 98% of the loan creation and releases are through e-sign



**muthoot** PAPPACHAN  
FINCORP **one**

**The Super App of MFL manages the digital businesses**

1. 40 Lacs+ App Downloads
2. 12 Lacs+ app users

Contemporary customer interface and digital capability



### Professional Management

All CXOs and the executive management are well experienced professionals having led executive leadership roles previously



### Independent Directors – Diversified & august board

All the independent directors on the board have credible experiences across financial services in India having held the roles of CEO, Directors, Advisor, Board Member



### Seasoned Leadership Team

All functions and Businesses are headed by seasoned professionals who have driven large functions and businesses



### Sustainable Governance

Key focus is on a sustainable governance and sustainability leading to overall growth



### Next Gen into directorship

The 4<sup>th</sup> generation of Muthoot is now inducted into the director boards of various MPG companies

# Strong Governance Model



**muthoot**

Blue is Belief



- Towards a futuristic perspective, entire CSR Activities undertaken by Group Companies are streamlined through Muthoot Pappachan Foundation.
- CSR Themes of Muthoot Pappachan Foundation are

H

HEALTH

E

EDUCATION

E

ENVIRONMENT

L

LIVELIHOOD



# The Promoter Directors



**THOMAS JOHN MUTHOOT**

**Chairman & Managing Director**

- He is the Chairman & Managing Director of Muthoot Fincorp Ltd (MFL).
- Under his leadership, the Group has been partnering with and investing in, new-age & tech-led startups with an eye on customer-centricity and the future.
- Alumnus of the Harvard Business School.
- Currently serve as the Deputy Chairman of CII Southern Region
- Recognized for his works and received several awards including "Young Hotel Entrepreneur Award 2006" (Federation of Hotel & Restaurant Associations of India) and "Business Man of the Year 2009" (Trivandrum Management Association), to name a few.



**THOMAS GEORGE MUTHOOT**

**Director**

- Georgie, as he is fondly called, is the Managing Director of Muthoot Capital Services Limited
- Georgie is also the Promoter-Director with Muthoot Fincorp Limited,
- Mr. George is also the Chairman of the Kerala Non-Banking Finance Companies Welfare Association (KNBFC), Kochi; Secretary of Association of Gold Loan Companies (AGLOC), India; committee member of Finance Companies Association (FCA) and (FADC).
- He is active in various business fora, such as the Kerala Non-Banking Finance Companies Welfare Association, Kochi; Indo-American Chamber of Commerce, Kerala Branch and so on.



**THOMAS MUTHOOT**

**Director**

- Thomas Muthoot is a core Promoter – Executive Director of Muthoot Pappachan Group (MPG).
- Mr. Thomas is also the Managing Director of Muthoot Microfin Limited (MML)
- He is an expert in micro credit and micro savings business.
- Under Mr. Thomas' leadership, MPG has been actively involved in numerous philanthropical works through the Muthoot Pappachan Foundation.
- In 2014, Mr Thomas received the SEN Inclusive Business and Community Award by YPO-WPO in recognition of the women empowerment drive undertaken by the Group.

# Independent Directors



**Mr. Badal Chandra Das**

- Master's degree in commerce from the University of Kalyani, West Bengal and a Certified Associate of Indian Institute of Bankers (CAIIB)
- Rich all-round Banking experience from State Bank of India (SBI) in various capacities.
- Retired as Deputy Managing Director from SBI on August 31, 2019, after a tenure of 34 years served in India and abroad in various positions.



**Mr. Ravi Ramchandran**

- Graduated from the University of Madras with a degree in Bachelor's in Commerce.
- He was associated with Nestle India Limited for more than 35 years, where he held several leadership roles within the organisation.
- During his tenure with Nestle India Limited, he also served as the Director for Sales for over nine years. He was also an executive member for the Diversity and Inclusion Council for Nestle India Limited.
- Completed the 'Leading the Nestle Way' programme from London School of Business in September 2017.



**Dr. Anthony Abraham Thomas**

- Bachelor's degree in technology from the University of Kerala. He has been conferred Doctor of Science in Information Technology, Honoris Causa, from Hindustan Institute of Technology and Science
- He has over 30 years of experience of which about 17 years in leading Digital Transformations at a Global level.
- He is the Chairman of Information and Communication Technology Academy of Kerala.



**Mr. Paul Abraham**

- Bachelor's degree in economics (Hons.) from St. Stephen's College, Delhi and a post graduate degree in business management from IIM Ahmedabad.
- He is currently the President of the Hinduja Foundation.
- Prior to joining the Company, Paul has served as the COO at IndusInd Bank. Paul also sits on the India Advisory Council of the Canadian Huron University.



**Mr. Santosh Kumar Panigrahy**

- M. Sc. (Physics), PGDM (MBA) in Finance from Xavier Institute of Management, Certified Associate of Indian Institute of Bankers (CAIIB), Advanced Management Programme in Banking at International Management Institute
- He has served in the RBI since January 1989 for about 35 years.
- Retired as Chief General Manager from RBI, Department of Regulation on December 31, 2023, with extensive experience in supervision and regulation areas.

# N E X T G E N M P G O F



**Tina George Muthoot**

**Executive Director**  
**Muthoot Capital Services**



**Thomas Muthoot John**

**Executive Director**  
**Muthoot MicroFin**



**Suzannah Muthoot**

**Executive Director**  
**Muthoot Housing Finance**



**Hannah Muthoot**

**Director of Sports Strategy, Muthoot**  
**Pappachan Group**



**Susan John Muthoot**

**Non-Executive Director**  
**Muthoot Capital Services**



**Ritu George Muthoot**

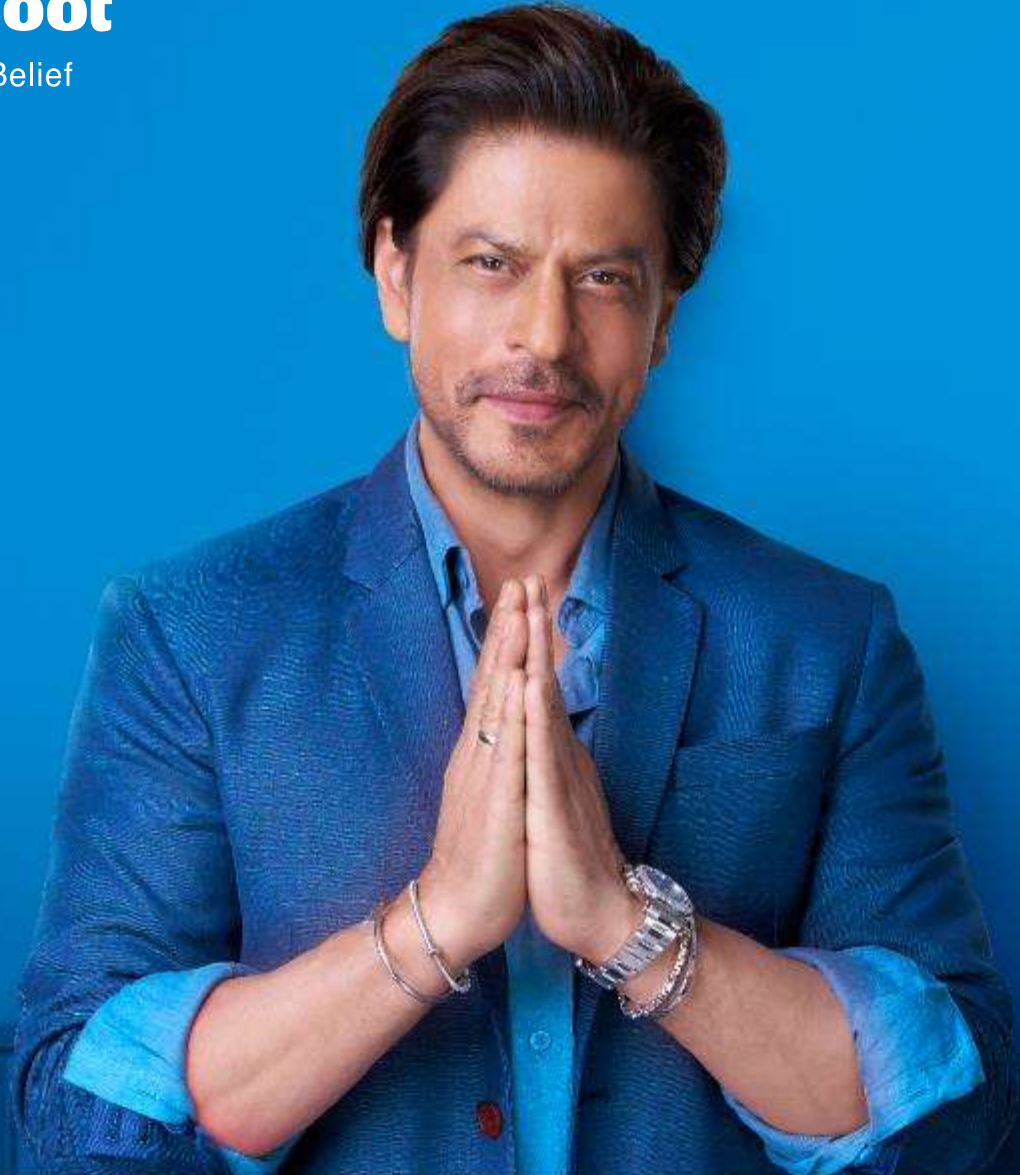
**Non-Executive Director**  
**Muthoot Capital Services**



**Shweta George Muthoot**

**Associate Vice President – Digital**  
**Marketing, Muthoot FinCorp**

**Actively involved at the**  
**various level of business**  
**/ functional hierarchy**



***DON'T JUST SOCH  
KARO BLUE SOCH***