

QUARTERLY NEWSLETTER

JANUARY – MARCH 2021

Message from MD & CEO

I am delighted to share with you the highlights of CA Grameen's journey in this quarter and present to you the latest edition of our quarterly external newsletter.

The financial year 2020-21 has been very demanding. It has tossed various challenging situations everywhere and to everyone. Experience gained from this challenging circumstance has improved our ability to navigate through much bigger challenges in our future journey.

I am impressed with how team CA Grameen has handled every challenge – be it - fund-raising, moratorium, delinquency, growth, integration and displayed tremendous efforts to protect the company's interests. They have actively participated and contributed to numerous assistance and support programs to help fight the COVID-19 pandemic and various natural disasters.

I wish to take this opportunity to appreciate all the branches of CA Grameen for their committed services to the company even in times of the COVID-19 pandemic. Team CA Grameen has displayed an exemplary business model of resilience, customer centricity, employee centricity, transparency, governance, social relevancy, and efficiency which are the major pillars on which our stakeholders trust us. The year has presented before us a great instance of how passion beats challenges and I believe this mantra truly reflects the 'DNA of CA Grameen'.

With immense pleasure, I share that CreditAccess Grameen Ltd is "Great Place To Work®" certified and ranked as the Top 30 Best Workplaces in the BFSI sector - 2021 by Great Place To Work® Institute for the second time in a row! CA Grameen has prioritized "customer needs" and "employee welfare" in its operations by embracing a series of industry-first measures. We are glad that these initiatives are being acknowledged continuously through such awards and recognitions.

Lastly, I would like to express my heart felt gratitude to every employee of the company and to the management team for their exceptional performance and contribution. This journey is another manifestation of the strength of CA Grameen! In this challenging time, I urge for the safety and pray for the well-being of all. Our role as an MFI will be even more significant for fulfilling timely financial services especially during this time. These services are imperative for the seamless operation of several small businesses across our country. We at CA Grameen, are dedicated to fulfilling our responsibility to serve our clients and continue to extend our support to the Corona warriors while ensuring the well-being of our employees and customers.

- Mr. Udaya Kumar Hebbar

COVID-19 Online Training – For a Safe Work Environment!

COVID-19 online training was imparted to over 440 employees of CreditAccess Grameen and 162 employees of Madura Microfinance by the training department. The training focused on the importance of sanitizing, washing hands, wearing masks, maintaining social distance, and proper hygiene for safety in combating the pandemic.

Brief synopsis of our Financial Results for the Fourth Quarter and FY 2020-21

(INR Crore)

Q4 FY 21	Q4 FY 20	Shift%	Particulars (Standalone)	FY 21	FY 20	Shift%
608.9	461.0	32.1% ↑	Total Income	2031.1	1684.4	20.6% ↑
403.8	287.4	40.5% ↑	Net Interest Income	1249.9	1087.5	14.9% ↑
99.4	29.8	233.1% ↑	Profit Before Tax	194.3	450.9	-56.9% ↓
72.3	22.8	217.0% ↑	Profit After Tax	142.4	327.5	-56.5% ↓
29.2%	36.8%		Cost to Income	34.8%	36.7%	-31.6% ↓

Growth and Expansion

Particulars (Standalone)	FY 21	FY 20	Growth%
Gross Loan Portfolio (INR Cr)	11341	9896	14.6% ↑
No. of Active Borrowers (Lakhs)	28.71	29.05	-1.2% ↓
Number of Branches	964	929	3.8% ↑
Number of Employees	10625	10824	-1.8% ↓

CreditAccess Grameen is Great Place To Work® Certified and Ranked as Top 30 Best Workplaces in BFSI Sector -2021 Consecutively!

CreditAccess Grameen Ltd is "Great Place To Work®" certified and ranked as the Top 30 Best Workplaces in the BFSI sector by Great Place To Work® Institute for the second time in a row! "Great Place To Work®" certification is a "gold standard" that more than 10000 organizations from over 58 countries aspire to achieve. According to GPW®, CreditAccess Grameen Limited has successfully created a Great Place to Work FOR ALL their employees as they have excelled on the 5 dimensions that are a hallmark of a High-Trust, High-Performance Culture™ – Credibility, Respect, Fairness, Pride and Camaraderie.

Mr. Udaya Kumar, MD and CEO said, "CA Grameen has always emphasized upon prioritizing "customer needs" and "employee welfare" in all its operations." He added, "We have adopted a series of measures that are industry-first towards achieving these objectives. We are glad that these initiatives are being acknowledged continuously through such awards and recognitions".

International Women's Day 2021: CreditAccess Grameen Celebrates the Spirit of Womanhood!

"A woman is the full circle. Within her is the power to create, nurture and transform"

- Diane Mariechild

CreditAccess Grameen celebrated International Women's Day on March 8, 2021, to honour and celebrate the indomitable spirit of women in CA Grameen. The celebration was filled with zeal and enthusiasm across its branches. Fun activities like "Save your balloon", colourful rangoli competition and beautifully decorated workspaces were the stellar visuals of the celebrations. The event was marked off with a celebration by cutting the cake, distributing gifts and feasting delicious sweets. CreditAccess Grameen is devoted to the principles of equal employment and opportunity to every section of its workforce.



“Head Office Alignment with Field Operations” – Learning Program for new joiners



In March 2021, CreditAccess Grameen had conducted an orientation session for new joiners, “Head Office Alignment with Field Operations Program”. The main objective of the program was to provide an overview of the company, business activities and exposure to how field operations are carried out at CreditAccess Grameen to few identified employees.



CreditAccess Grameen Aids in Covid-19 Relief Efforts

In the COVID-19 pandemic, the whole world is struggling, millions have lost their lives, and millions are hanging on to it by a thread. In these unprecedented difficulties, our frontline corona warriors are risking their lives to fight the pandemic and save the world from this contagious virus. To do its bit towards helping them, CreditAccess Grameen extended its help to frontline corona warriors such as Anganwadi teachers, Asha workers, police stations, Nagar panchayats, media offices, quarantine centres, CA Grameen customers, as well as the common public in the form of relief kits.



Activities	No. of Kits	No. of Beneficiaries
Health Kits	14,650	4,94,791
Grocery Kits	10,563	10,626
PPE Kits & Quarantine Centre Items	195	615
Other items	350	52,294
Total	25,758	5,58,326

As on 31st March, 2021



Sandbox Activities – A Step Towards Natural Farming Training

CSR team of CreditAccess Grameen organized “Natural Farming Training” to 10 farmers in the Tumkur district of Karnataka. The training was facilitated by Dr. Manjunath from the School of Natural Farming, Urdigere, Tumkur. Dr. Manjunath emphasized on the advantages of natural farming, efficient farm design and multi-cropping system to increase agricultural productivity.



Impact Story

Opportunity knocks on the door of the courageous

Kalpna is a proud member of CA Grameen, who lives in a village near Pondicherry with her family, consisting of her husband and three college-going children. She used to work as a daily wage labourer along with her husband in a local Drishti doll making industry. Even after working dedicatedly for the whole day, she and her husband could barely make both the ends meet.

She found a glimmer of hope in her otherwise dull life when an officer from CA Grameen visited her village and explained how easy it was to take loans from microfinance companies such as CA Grameen. Kalpna was quite taken with the idea of owning her own business and decided to take a loan for the same and consequently remove the issue of paying the middlemen, who took a hefty commission from them. Her loan application at CA Grameen was sanctioned without any hassle, and she used the capital to buy raw materials required to make Drishti dolls. Within no time, she established a stable business with her husband, which brought the much-needed financial stability to her household. She went on to take more loans to aid the education of her children and build a better and secured future for them.

Kalpna has been a loyal member of CA Grameen and can't stop herself from showering us with accolades for her success. She says, “CA Grameen is an outstanding initiative, and people like me should avail benefits from it.” The idea of being financially independent has not only brought happiness in Kalpna's life but managed to boost the confidence of other women in her village who are willing to give wings to their aspiration of being an entrepreneur.



Our Financial Products



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