

## QUARTERLY NEWSLETTER – Q3

October - December 2025

### Message from Managing Director & CEO

Dear Friends,

After navigating a challenging credit cycle, we are seeing clear signs of stabilisation and renewed momentum across our operating geographies. Asset quality trends have normalised meaningfully, enabling us to refocus on growth with greater confidence and discipline.

Borrower acquisition remains central to our long-term strategy. During Q3 FY26, we added 2.1 lakh borrowers, taking total additions to 6.4 lakh during 9M FY26. We continue to maintain a healthy New-to-Credit ratio of 39%, reflected in the steady increase in the share of unique borrowers to 43.4% as of December 2025.

Encouragingly, customer engagement is also strengthening through growing adoption of Grameen MAHI, reinforcing our digital readiness. Our financial performance mirrors this operational progress, with PAT doubling quarter-on-quarter to ₹252 crore, translating into a RoA of 3.5% and RoE of 13.8%. This recovery has been made possible by the extraordinary efforts of our field teams, support functions, and leadership across the organisation, for which I express my sincere appreciation.

We are laying a strong foundation for the next phase of growth—one that advances our transition from a pure-play microfinance institution to a comprehensive financial services company. With a clear sense of purpose, disciplined execution, and unwavering focus on our customers, we remain committed to building a resilient franchise that delivers lasting value and meaningful impact.

- Ganesh Narayanan

### Synopsis of our financial results for the third quarter Q3 FY 2025-26

Particulars (Cr)	Q3 FY26	Q2 FY26	% Change
Total income	1,491.30	1,509.00	-1.20%
NII	976.9	975.9	0.10%
PPOP	680.5	694.8	-2.10%
PAT	252.1	125.8	100.40%

### Growth and expansion

Particulars (Cr)	Q3 FY26	Q2 FY26	% Change
Gross AUM (Cr)	26,566	25,904	2.60%
No. of borrowers	44.01 lakh	44.40 lakh	-0.89%
No. of branches	2,222	2,209	0.59%
No. of employees	21,701	21,701	0.00%



Read excerpts from our interview with **Mr. Gopal Reddy, Chief Business Officer, CreditAccess Grameen.**

**Q1. How does CreditAccess Grameen differentiate its business approach to deepen customer relationships and drive long-term, sustainable growth?**

CreditAccess Grameen's business approach is rooted in over 26 years of trust, strong process integrity, and a customer-first culture. Our focus has always been on building long-term relationships rather than short-term growth. Consistent processes, responsible lending practices, and close engagement with customers at the ground level help us better understand customer needs and support them through different stages of their financial journey.

**Q2. How is the organization equipping its business and field teams to respond effectively to changing customer behaviours, preferences, and financial needs?**

The organization is strengthening its business and field teams by combining digital enablement with product innovation. Initiatives such as the chatbot; Grameen Maitri, a comprehensive digital platform that helps employees manage the entire customer lifecycle; and Grameen MAHI, our digital platform for customers, ensure easy access to loan products and repayment options.

In addition, products such as Unnati individual loans, business loans, home loans, and mortgage loans from the Retail Finance unit are designed to fulfil the evolving needs of customers. Based on these evolving needs, we have increased the loan amount for family welfare loans, such as sanitation loans and education loans.

**Q3. How important is financial literacy, and what initiatives is the organization undertaking to strengthen customer education and engagement?**

Financial literacy plays a critical role in enabling customers to make informed financial decisions and maintain healthy repayment behaviour. Since the beginning of our journey, we have undertaken several initiatives related to financial literacy and customer education.

In this financial year, our CreditAccess India Foundation, the CSR wing of the organization, conducted Social and Economic Development (SED) workshops. A total of 271 financial literacy workshops were held across 13 states, benefiting more than 70,000 participants.

We have also regularly partnered with MFIN to conduct financial awareness programmes, reinforcing key concepts around savings, borrowing, and financial planning. These initiatives help build confidence, strengthen engagement, and support long-term financial well-being.

### Receives Highest HCoCA Rating (M1C1) from M-CRIL



For 2025, we have received the highest HCoCA grade (M1C1) from M-CRIL Inclusive Microeconomics, recognising excellence in governance, sustainability, and responsible lending practices.

## Mr. Manoj Kumar Appointed as Chairman



Mr. Manoj Kumar, was appointed Independent Director, as **Chairman, effective 28 October 2025**. A Board member since 2019, Mr. Kumar brings extensive experience across banking, capital markets, fintech, and social innovation. Welcoming the appointment, MD & CEO Mr. Ganesh Narayanan highlighted Mr. Kumar's purpose-driven leadership and valuable

guidance in strengthening governance and supporting sustainable growth.

## CPR & Life-Saving Skills Training for Employees



In collaboration with Apollo Hospitals, we conducted CPR and life-saving skills training sessions at Bengaluru and Chennai offices. Held in October 2025, the hands-on workshops engaged over 440 employees, equipping them with essential

emergency response skills and reinforcing a culture of preparedness.

## CSR Circle of Honour 2025



CreditAccess India Foundation, our CSR arm of CreditAccess Grameen Limited, received the **CSR Circle of Honour** at the *One World One Family World Cultural Festival 2025*. The Foundation supports the Sri Sathya Sai Annapoorna Trust and

the Department of Women and Child Development by providing SaiSure Choco Malt to children facing severe acute malnutrition across five districts of Karnataka, improving health outcomes and well-being.

## Training Programs conducted during October to December



### 1) Train the Trainer – Certification Program

The Train the Trainer (TTT) program certified internal trainers to facilitate leadership programs for first-line managers. The program included

facilitation skills, teach-back sessions, evaluation and feedback. Trainers were certified as Lead Facilitators and Co-Facilitators, enhancing the organization's ability to facilitate leadership / behavioural training internally. – 82 trainers were trained of which 11 trainers were certified as lead-facilitators and 13 trainers as co-facilitators.



### 2) Skill-Up Trainings – Virtual Learning

Over 100 employees from support teams attended behavioural skills training focused on Communication, Email Etiquette, and Interpersonal Effectiveness. The sessions provided practical tools to

enhance workplace communication, strengthen relationships, and foster professional growth.

## CSR highlights from the quarter

1. Strengthened 50 healthcare facilities across Tamil Nadu, Karnataka, Maharashtra, Chhattisgarh, Jharkhand, Odisha, Madhya Pradesh, Rajasthan, West Bengal, and Uttar Pradesh by providing vital medical equipment and essential furniture to improve access to quality healthcare services.
2. Enhanced 85 Anganwadi institutions, 93 government educational institutions, and 331 government public-serving institutions across 13 states with essential infrastructure support, including school furniture, three-seater chairs, chairs, almirahs, racks, ceiling fans, benches, water purifiers, water dispensers, and water coolers.
3. Supported 15,398 beneficiaries across 7 states through disaster relief initiatives, including timely distribution of grocery kits to families affected by natural calamities.
4. Awarded scholarships to 395 ITI students and 3 students under the need-based scholarship program, supporting continued education under the education support initiative.
5. Created 153 million litres of water storage capacity, benefiting 4,828 villagers, including 13 farmers, by improving water availability for domestic and agricultural needs.
6. Reached 63,913 beneficiaries in Q3 through financial literacy and community awareness programs conducted across Tamil Nadu, Karnataka, Maharashtra, West Bengal, Bihar, Uttar Pradesh, and Chhattisgarh.
7. Administered the second dose of the HPV vaccine to 1,525 beneficiaries under a program implemented by Apollo Telemedicine Networking Foundation in Uttar Pradesh.
8. Trained 366 youth in skill-based trades such as electrical work, plumbing, welding, solar installation, mechanical repair, General Duty Assistant (GDA), and Food & Beverage (F&B) services.
9. Conducted animal health camps providing vaccination, deworming, and care to over 1,147 animals, and created awareness among 625 farmers.
10. Delivered 3,916 cancer screenings, 1,558 healthcare consultations, and 2,934 preventive care awareness sessions through community health outreach programs.
11. Provided life-changing surgical interventions for 16 children with cleft lip and/or palate, restoring facial function and confidence.
12. Enabled 8,211 students to explore diverse career paths and educational opportunities through structured career guidance programs.
13. Installed 90 solar streetlights in remote villages, helping reduce risks and prevent human-animal conflict.

## Turning a Long-Held Dream into a Home



Poongodi and Sathish, residents of Alangaroor, had long dreamed of owning a home they could truly call their own. Poongodi works as a tailor in a garment factory, while her husband Sathish has been a driver for over 20 years. With their son and mother-in-law, the family of four had spent years moving between rented houses due to water and access issues. Determined to create stability, they decided to build their own home. However, limited savings made completing construction a concern. That's when they approached Grameen Koota for a housing loan. After a simple verification process, they were sanctioned a loan of up to ₹6 lakh, with disbursements made in stages as construction progressed. Today, their home has two bedrooms, a hall, and a kitchen. Their son now has his own study space, bringing comfort and peace of mind to the family—and turning a long-held dream into reality.