

# QUARTERLY NEWSLETTER – Q4

January - March 2026

## MESSAGE FROM MANAGING DIRECTOR & CEO

Dear Friends,

FY26 has been a defining year for CreditAccess Grameen, marked by recovery, resilience, and renewed growth momentum across the organisation. As the operating environment improved steadily through the year, our disciplined execution, resilient operating model, and unwavering customer focus enabled us to deliver a strong performance in Q4 FY26 and close the year on a confident note.

Our business momentum accelerated meaningfully during the quarter, with AUM growing steadily and disbursements witnessing healthy year-on-year growth. During FY26, we added 9.8 lakh borrowers, reinforcing our commitment to deepening financial inclusion while maintaining a healthy and diversified customer franchise. Encouragingly, the share of unique borrowers and New-to-Credit customers continued to remain strong, reflecting our sustained focus on responsible customer acquisition and long-term relationship building. Asset quality trends improved further during the quarter, demonstrating the effectiveness of our calibrated risk management and collection efforts.

Our financial performance reflects the strength of this recovery, with PAT for Q4 FY26 rising to ₹339.5 crore, translating into a RoA of 4.4% and RoE of 17.8%. This improvement has been supported by stronger business momentum, improving asset quality, and disciplined execution across the organisation.

Retail Finance continued to emerge as a key growth driver, while growing adoption of Grameen MAHI and our expanding digital capabilities are helping us strengthen customer engagement and operational agility across geographies.

As we look ahead, FY26 also marks the beginning of an important strategic journey through “Project Shakti” — our long-term vision to evolve from a microfinance-led institution into a diversified financial services platform serving the broader financial needs of customers and their families. Project Shakti reflects our ambition to build deeper customer relationships, strengthen technology-led capabilities, expand our retail finance offerings, and create a future-ready institution anchored in responsible growth and sustainable impact.

The progress we have achieved this year would not have been possible without the extraordinary dedication of our employees, the trust of our customers, and the continued support of our lenders, investors, and stakeholders. I extend my heartfelt gratitude to each one of you for being part of this journey. Together, we remain committed to building a stronger, more resilient, and more inclusive organisation that continues to create meaningful impact for millions of families across India.

- Ganesh Narayanan

### Synopsis of financial results for the fourth quarter Q4 FY 2025-2026

Particulars (Cr)	Q4 FY26	Q3 FY26	% Change
Total income	1,598.59	1,491.30	7.2%
NII	1,047.7	976.9	7.2%
PPOP	780.3	680.5	14.7%
PAT	339.5	252.1	34.7%

### Growth and expansion

Particulars (Cr)	Q4 FY26	Q3 FY26	% Change
Gross AUM (Cr)	29,590	26,566	11.4%
No. of borrowers	44.18 lakh	44.01 lakh	0.4%
No. of branches	2,236	2,222	0.6%
No. of employees	21,941	21,701	1.1%

### Stitching Success: Pinky Kour’s Journey from Tailoring to Entrepreneurship



Meet Pinky Kour from Indore, Madhya Pradesh, who transformed her tailoring skills into a successful business after the loss of her husband. Determined to build a secure future for her son, she began her entrepreneurial journey two years ago with an income generation loan of ₹70,000, which helped her purchase tailoring equipment and raw materials for cloth bag production.

Pinky learned stitching while working at Sainsan Company nearly eight years ago, and using that experience, she gradually grew her home-based work into a stable enterprise. Today, she produces nearly 10,000 cloth bags every month, with each bag priced at approximately ₹7, selling through local markets as well as Amazon and Flipkart.

Her business now provides employment to four women, each earning around ₹7,000 per month. She also offers free tailoring guidance to women in her community. After covering all expenses, Pinky now earns more than ₹25,000 per month, reflecting her inspiring journey of resilience and entrepreneurship.

## Great Place to Work® Certified for the 7th Consecutive Year



Celebrating our 7<sup>th</sup> year in a row as a Great Place to Work®.

Proud to have been certified as a Great Place to Work® for the seventh consecutive year. This continued recognition reflects our organisation's commitment to building a workplace culture rooted in trust,

collaboration, respect, and shared purpose.

The achievement stands as a testament to the strong culture fostered across the organisation, where employees continue to play a central role in driving growth, performance, and meaningful impact every day.

## USD 75 Million Syndicated Social Loan Facility Secured



We have secured a USD 75 million syndicated social loan facility, arranged by HSBC, with participation from leading global financial institutions. The facility qualifies as an ECB under the RBI automatic route and further strengthens our international funding profile.

The proceeds will be utilised under our Social Loan Framework to support eligible social projects and advance financial inclusion. With this transaction, we have secured over USD 300 million in international commitments during FY 2025–26, reinforcing our strong global credibility and leadership in the microfinance sector.

## A Fun-Filled Day at Work for Our Young Guests



On 17 January 2026, we organised a special "Bring Your Kids to Work" day at our Head Office, creating a cheerful and engaging experience for employees and their children.

The office turned brighter as children got an opportunity to explore the workplace, understand how their parents work, and experience an office environment in a fun and interactive way. The day included games, snack stations, activities, and special fun ID cards making the young guests feel part of the workplace family.

The event created joyful moments for both employees and their children, while celebrating the importance of family and togetherness at work.

## CSR highlights from the quarter

1. Strengthened 83 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 671 Anganwadi institutions, 144 government educational institutions, and 460 government public-serving institutions across 17 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 816 beneficiaries across Karnataka states through disaster relief initiatives, including timely distribution of grocery kits to families affected by natural calamities.
4. Awarded scholarships to 1 ITI student and 1 student under the need-based scholarship program, supporting their continued education through the Education Support Initiative.
5. Rejuvenated ponds, benefiting over 2,500 community members by improving water availability for domestic and agricultural needs.
6. Reached 2,630 beneficiaries in Q4 through financial literacy and community awareness programs conducted across Karnataka State.
7. Administered the second dose of the HPV vaccine to 1,469 beneficiaries under a program implemented by Apollo Telemedicine Networking and Jivika in Uttar Pradesh and Maharashtra.
8. Trained 525 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 a cancer screening program in Tamil Nadu, covering 1,517 beneficiaries through preventive healthcare and early detection initiatives.
10. Provided life-changing surgical interventions for 17 children with cleft lip and/or palate, restoring facial function and confidence.
11. Enabled 2,481 students to explore diverse career paths and educational opportunities through structured career guidance programs.
12. Conducted the Jeeva Rakshak – CPR & Lifesaving Awareness and Training Program in collaboration with Apollo Telemedicine Foundation, covering 11,737 beneficiaries through lifesaving skills and emergency response training initiatives.
13. Conducted an eye screening program in Varanasi district, screening 9,060 beneficiaries and providing 3,124 spectacles to support improved vision and eye health.
14. Implemented the Peer Learning Support Program in collaboration with Isha Foundation, covering 473 beneficiaries across 2 institutions to strengthen learning outcomes and educational support.
15. Provided Digital Infrastructure Support to Vidyakshetra Vidyapeeth, benefiting 47 beneficiaries through enhanced access to digital learning resources and educational infrastructure.
16. Supported the Jeevan Dhara initiative at D.R. Ranka Dialysis Center, benefiting 48 beneficiaries through improved access to dialysis and healthcare services.

Our Offerings



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