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"9th Annual General Meeting of Equitas Small Finance Bank Limited"

September 10, 2025

Management:

Mr. Anil Kumar Sharma – Chairman
Mr. Ramesh Rangan – Independent Director
Professor Samir Kumar Barua – Independent Director
Dr. Gulshan Rai – Independent Director
Ms. Geeta Dutta Goyal – Independent Director
Mr. N. R. Narayanan – Independent Director
Mr. K. S. Sampath – Independent Director
Mr. P. N. Vasudevan – Managing Director & Chief Executive Officer
Mr. Balaji Nuthalapadi – Executive Director
Mr. N. Sridharan – Chief Financial Officer
Mr. N. Ramanathan – Company Secretary

Moderator: We may commence the meeting now. Over to you Mr. N. Ramanathan.

N. Ramanathan: Thank you. Good morning, all, and a warm welcome to our 9th Annual General Meeting of the Equitas Small Finance Bank Limited and I am Ramanathan N, Company Secretary of the bank. This meeting is being held through video conferencing in accordance with the circulars issued by Ministry of Corporate Affairs and SEBI. This meeting is video recorded, the proceedings are being webcast live and the facility of participation at the AGM through video conferencing has been made available for 1000 members of the bank on a first come first serve basis. Members who have registered as speakers would be allowed to speak during the question and answer session. The statutory registers, reports of the joint statutory auditors, the secretarial auditor, and the other documents are open for inspection at your e-voting link. I now hand over the dais to our Chairman of the bank, Mr. Anil Kumar Sharma.

Anil Kumar Sharma: Good morning everyone, and warm welcome to the 9th AGM of the bank. I am Anil Kumar Sharma, Chairman of Equitas Small Finance Bank, and also the Chairman of Stakeholders Relationship Committee and Capital Raising Committee. I hope all of you and your families are safe and keeping well. Let me introduce the fellow directors who are present. Mr. Ramesh Rangan is an Independent Director and Chairman of the Risk Management Committee; Professor Samir Kumar Barua is an Independent Director and Chairman of the Policy Formulation Committee and Special Committee for monitoring and following up on cases of frauds; Dr. Gulshan Rai is an Independent Director and Chairman of the IT Strategy Committee and Outsourcing Committee; Ms. Geeta Dutta Goyal is an Independent Director and Chairperson of the Corporate Social Responsibility Committee, Mr. N. R. Narayanan is an Independent Director and Chairman of the Credit Committee and Committee for Review of the High Value Stress Assets; Mr. K. S. Sampath is an Independent Director and Chairman of the Audit Committee; Mr. P. N. Vasudevan is the Managing Director and Chief Executive Officer and the Chairman of the Review Committee for Identification of Willful Defaulters; Mr. Balaji Nuthalapadi is an Executive Director. Mr. Ramkumar Krishnaswamy, Independent Director and Chairman of the Nomination and Remuneration Committee, and Mr. Naveen Puri, Independent Director and Chairman of the Business Committee and Customer Service Committee have expressed their inability to attend the meeting today due to personal exigencies and we record the same. Chief Financial Officer, Mr. N. Sridharan, and Company Secretary, Mr. N. Ramanathan are present at the meeting. We also welcome the representatives of M/s ASA & Associates LLP Chartered Accountants represented by C. A. Shivaraman V, and M/s Suri & Company Chartered Accountants represented by C. A. Krishnakumar and Krishnakumar SM, who are joint statutory auditors of the bank. M/s Shanmugam Rajendran & Associates, LLP practicing company secretaries represented by C. S. Rajendran S and C. S. Nanda Kumar, who are the secretarial auditors of the bank. M/s Mohan Kumar & Associates represented by C. S. Mohan Kumar A, who have been appointed as scrutinizers for the e-voting process of the AGM. Now I will request Mr. Ramanathan to confirm the availability of the quorum.

N. Ramanathan: Sir we have the quorum for the meeting. There are around three members already joined for the e-voting we can proceed with the meeting.

Anil Kumar Sharma: The meeting is properly constituted and with requisite forum I call this meeting to order. The notice and the Annual Report including unqualified reports of the Statutory Auditors and the Secretarial Auditor for FY2024-2025 were sent to all the members through the electronic means and have been made available on the website of the Bank and considering the same, I request the members to take notice of the convening of the 9th AGM as read.

N. Ramanathan: May I request our Chairman to deliver his speech also.

Anil Kumar Sharma: Good morning once again ladies and gentlemen. It gives me immense pleasure to welcome you all to the 9th AGM of the Equitas Small Finance Bank. In many ways, the year gone by has been a continuation of our journey to build a bank that is stable, sustainable, and scalable. Every strategic move we have made during the year whether it was rebalancing and diversifying our portfolio or enhancing our digital foundations, or focusing on greater customer engagement, was carefully calibrated.

Let me begin with a view of the macro environment in which we operated and we are operating at the moment as well. The global economy expanded at a moderate pace of 3.3% in 2024. The US economy grew at 2.5% in 2024, but is projected to moderate sharply to 1.2% in 2025 due to elevated inflation fears and rising input costs. The Eurozone is expected to grow at 0.7% this year compared to 1.2% last year reflecting muted demand, price volatility, and uncertainty around the energy supplies. In Japan, the growth is expected to contract by 0.04% this year after expanding by 1% last year largely due to weak external demand and tighter financial conditions. China too is expected to grow at 3.2% in 2025 down from 5.4% last year. Amidst this global fragility India again stood apart offering stability and momentum. The real GDP grew by 6.5% last year supported by resilient domestic consumption, infrastructure-led industrial growth, and the continued digital expansion. The banking system reflected this vibrancy with credit growth at 11.5% and the gross NPAs at a decade low of 2.3% led by the retail, MSME and vehicle finance the areas that are also our core focus areas. The small finance bank sector went through a testing period with credit growth moderating to 18% to 20% and return on assets softening to 1.4% to 1.6% mainly because of the emerging stress in the microfinance segment. The Reserve Bank of India acted proactively and preventively by tightening norms around unsecured credit and digital lending enabling UPI-linked credit frameworks.

For several years now we have been shifting towards a secured and diversified portfolio and this continued last year as well. Small business loans, used commercial vehicle loans, used car loans, affordable housing and MSC loans, etc., apart from microfinance now constitute major segments of the balance sheet of the bank and 88% of the balance sheet of the bank is now secured compared to 82% last year. However, elevated stress in the microfinance segment affected our overall growth and profitability, but we responded early, tightening our regular norms, actively reducing our exposure, and proactively providing for the expected losses. This is reflected in our numbers as well. Our gross advances grew by 11% and our deposits by 19%. Our VAT stood at Rs.147 Crores and return on assets at 0.3%. Yet, we maintained the net NPAs at less than 1% and increased our PCR from 55% to 68%. CRAR also was robust at 20.6% well above the regulatory requirement of 15%. Parallelly, our digital transformation gathered strong momentum Equitas 2.0, our upgraded cloud-native internet and mobile banking platform was launched. UPI infrastructure was brought in-house for better efficiency and scalability and UCRM was launched for better customer journey and lead conversions.

Since inception, your Bank has been investing 5% of its net profits towards CSR initiatives through Equitas Development Initiatives Trust and Equitas Healthcare Foundation focusing on health, education, upskilling, employment, and rehabilitation. Sringeri Sharada Equitas Cancer & Multi-Specialty Hospital inaugurated last year is now fully operational delivering affordable and high quality healthcare to thousands of underserved patients. Equitas Gurukul Schools continue to nurture more than 7500 children blending academics with character education. Over 37,000 women have been equipped with income generating skills and more than 40,000 youth have been supported through placement-linked job fairs under our liability program. Our slum dwellers rehabilitation program Birds Nest Initiative now supports more than 6100 families. As we step into the next phase of our journey, our definition of success remains unchanged, success is measured not only by financial performance but also by the resilience of our model, the inclusiveness of our growth, and the impact we create in this society. Before I conclude, I extend my heartfelt gratitude to our valued stakeholders, our customers, our employees, partners, and shareholders, whose trust and support have been the driving forces behind our actions and achievements. I must also compliment Mr. Vasudevan, MD & CEO, and all the officers and the staff of the Bank for handling the challenges and the opportunities that came by and for having delivered the best possible outcome. I also thank my fellow Directors for their focused guidance and unstinted dedication. I thank you all once again and now request Mr. P. N. Vasudevan, M.D. & CEO of the Bank to update the members on the performance of the Bank for the year 2024-2025. Thank you.

P. N. Vasudevan: Thank you Mr. Chairman. Good morning to all of you. I am happy to start by welcoming Mr. Balaji, who has joined us as Executive Director recently. He is a career city banker with over 30 years of experience across geographies and heads our Tech and Ops in Equitas Bank. Now we will start about the year that went by. The year 2024-2025 was a mixed year for the Bank. The year began with things looking very normal across the Bank; however, the microfinance industry went into severe stress during the year, and that had an impact on the bank too. What began as a minor issue quickly snowballed into a larger level of stress at the sector level. The microfinance industry had grown from about Rs.3.8 lakh Crores to about Rs.4.3 lakh Crores in the year 2023-2024 that is the previous year. Apparently, this strong growth in the industry had led to a segment of the microfinance customers borrowing from more than three lenders, in some cases as many as seven or eight lenders resulting in overleveraging by such customers. By midyear the sector was grappling with a nonperforming asset nearing 10% a stark contrast to the usual 2% to 3% of GNPA of the microfinance industry. State level interventions further added to this complexity. Karnataka came with an ordinance to curb coercive recovery practice, but this act specifically exempted banks. Banks are not covered by that act; however, the ripple effects were deeply felt in the State of Karnataka, and this led to an erosion of credit discipline in those markets further. However, for Equitas this is not the first encounter with adversity we have been seeing this microfinance adversity from time-to-time, and we have always been able to overcome that through a very strong approach that we take at the bank level. We have started diversifying from microfinance way back in 2011 recognizing the need for a more balanced and secure lending portfolio. That foresight is paying off today and as of June 2025 microfinance contributes just 10% to our advances down from 53% when we became a bank in 2016. Today small business loans backed by security of property make up about 43% of our portfolio and continue to do well. We are vigilant though ensuring that the stress from the unsecured sector does not spill over to this segment also. Tactical and strategic measures are in place to protect this segment of the business.

In vehicle finance, our strength lies in used commercial vehicles and used cars. These segments have grown steadily and we are cautious while choosing quality over volume in terms of growth. Our used car portfolio specifically has done really well and today it has crossed over Rs.2000 Crores of portfolio. Affordable housing finance is another bright spot in the making. It has turned profitable in the Q1 of this year and now contributes about 10% of our advances and holds good promise for the future. While our overall advances grew by 11% last year microfinance had reduced by 28% year-on-year while small business loans grew by 25%, used commercial vehicles grew by 24%, used cars grew by 53%, and MSE finance grew by 41%. On the liability side we continue to do well, we crossed Rs.43,000 Crores of deposits, which grew by about 19% year-on-year. Retail deposits formed the bulk of our total deposits and CASA ratio remains stable at around 29%. Our liability 2.0 strategy is centered on digital expansion and tailored offerings like FCNR deposits for NRI continues to gain traction. Treasury operations delivered strong results last year with robust revenue from trading and debt and equity. For FY2025 our treasury operations delivered an income of about Rs.120 Crores. In FY2025 we also focused on improving our provision coverage ratio from 56% in FY2024 we took it all the way up to 66% in FY2025, thus strengthening our balance sheet. We hope to meet the guidelines set by RBI for voluntary conversion of small finance banks into universal banks by March 2026, and we hope to be able to apply thereafter.

The bank closed the year with a robust capital adequacy of 20.6% and Tier-1 capital of 17.84% providing a strong buffer to support growth. Additionally, we successfully completed our first Tier-2 bond issuance of Rs.500 Crores in December 2024 out of a total approved limit of Rs.1000 Crores and the remaining Rs.500 Crores of Tier-2 was completed in July 2025. Further, the Bank has taken shareholders' approval for raising an additional Rs.1250 Crores of equity capital. Presently, the bank is well capitalized and the bank will use this approval at an appropriate time, which would be in the best interest of existing shareholders. In the current financial year, we have reported a loss in the Q1 ending March 2025 largely due to the continued stress in the microfinance portfolio. However, the collection efficiencies are improving with July and August 2025 showing good improvements. We expect the microfinance stress to be fully behind us by the Q1 of this financial year leading to normal levels of profitability from the Q4 onwards. With 90% of our advances now in secured lending we are building a portfolio designed for long-term sustainability and stakeholder value.

Just spending a couple of minutes on our beyond banking initiatives, we continue to do a variety of activities to support the less privileged part of the society. Our Chairman has explained in detail all the activities that the Bank has been undertaking in that front. I can only add further that the Sringeri Sharada Equitas Cancer Hospital has treated over 35,000 patients in the last two years that it is operational and very pertinent to add is that almost 50% of the patients are from very poor financial backgrounds, who are given the best-in-class treatment. As you are all aware, at Equitas governance remains our cornerstone, we prioritize regulatory alignment, prudent risk management, and transparency in every decision that we take. To end, I would like to reiterate our commitment to running the Bank in a very prudent manner and looking to create sustainable long-term value for all stakeholders. Thank you for your unwavering support and trust, and looking forward to your continued support. Thank you and back to you Chairman.

Anil Kumar Sharma: Thank you. We move on. For the members who have raised queries by mail the bank has already sent the responses. The members, who have registered themselves as speakers for the meeting they will now be moderated by the NSDL to express their views and ask questions and MD & CEO will answer, respond to the queries.

Moderator: Thank you, Chairman. Ladies and gentlemen, we will now begin the question and answer session. We will now invite our first speaker member, Ms. Lekha Shah would like to ask a question on audio mode. Ms. Shah could you please unmute your microphone and ask your question?

Lekha Shah: Thank you so much. Respected Chairman Sir, Board of Directors and my fellow members, good morning and regards to everyone myself Lekha Shah from Mumbai. First of all, I would like to thank our Company Secretary for giving me this opportunity and small, smooth process where I am able to talk in front of you all in AGM. I found the AGM notice and I am delighted to say it is so beautiful, full of colours, and facts and features in place. Chairman Sir, your opening remarks were so insightful and comprehensive that you have already addressed everything I had in mind. Sir I pray to God that He always showers His blessings upon you. May all your upcoming festivals filled with joy and blessings Sir. Chairman Sir I am confident that with your vision and determination you will lead our Bank to greater heights and also I pray to God our Bank should progress more and more under you and your team's work. I have complete trust in our Board of Directors and Chairman Sir. Where there is trust there is no question Sir. Chairman Sir I hope the Bank will continue video conference meeting in future, so I would like to say I strongly and wholeheartedly support all the resolutions for today's meeting. Thank you Sir.

Moderator: Thank you Ms. Shah. Our speaker number two is Mr. Bimal Kumar Agarwal, who would like to ask a question on audio. Mr. Agarwal could you please unmute your connection and ask your question now? We will wait for a moment while Mr. Bimal Kumar Agarwal unmute his audio. There seems to be no response from this connection. We will check Mr. Bimal Kumar Agarwal's connection and make him rejoin. In the meanwhile, we will move to speaker number three that is Mr. Manjit Singh. Mr. Manjit Singh could you please unmute your microphone and ask your question?

Manjit Singh: I would like to welcome the Equitas Small Finance Bank team, management, secretarial team and my co-shareholder. Good Morning Sir. The kind of responsibilities we have on the bank from the government, the area we are in, what steps we are taking so that our NPA does not increase further and the dip of 2025, 49%, the 13 Crores that we have lost in business what is the reason for this? The QIP issue that we were bringing for Rs.1250 Crores is it complete or it will take some more time please tell us about this. I would like to know from our CS Sir that in the last quarter there were some investor complaint if they were there then what have you done to resolve them, are they resolved or pending? Our bank is listed in Stock Exchange, our BSE Code is 543243 Equitas Bank is our symbol keeping respect and honor of that and if something like this investor complaint comes please focus on that direction. Sir I want to know from you that this secretarial auditor M/s Suri & Co, M/s Verma & Verma, M/s ASA & Associates LLP how long they are associated with us and what is their routine policy to change and we keep our bank in small banking sector so secretarial auditor will always be three or more than that or in that expenses you do some cost cutting and have focus on us. Secretarial auditor also we have two B Ravi & Associates and more is there. So Sir it will always be there like this two or in the coming time if possible one and then our secretarial auditor how long they are associated with us and what is their routine policy. If you tell us a little about this we will have more knowledge about our bank. Rest, you are already doing good work and we hope that you will do good work in the future and we pray to God. With these words I would like to conclude this meeting with you. Thank you for the management team. Thank you for the secretarial team.

Moderator: Thank you. We will now move to our speaker number four that is Mr. Santosh Chopra. Mr. Santosh Chopra, may we request you to unmute your audio and video and ask your question. We will wait for a moment while Mr. Santosh Chopra unmute his connection.

Santosh Chopra: Unmute signal you have got after a long time why it is so I do not know.

Moderator: Sir there is a delay from your network Sir. Could you please ask your question we can hear you now?

Santosh Chopra: Thank you very much. God bless you. I am Santosh Chopra from Delhi NCR, Ghaziabad. I have invested my family funds in banks like yours. Sir, I thank the Company Secretary and entire secretary team for giving me the opportunity to speak at this forum. As most of my related queries have already been covered by the previous speakers and Chairman in his speech I will limit my suggestions to a few. Sir what is capex plan for next two to three years? What are your CSR activities? How many women employees are there in the bank and what steps the bank has taken to empower them? What is the whistleblower policy of your Company? What is the promoter holding in this bank? Sir, status of bank opening branches in North India including Delhi NCR? What is the loan book mix amongst small businesses, vehicle finance, macro finance, housing finance, and micro and small enterprise finance? Bankers on wheel what is this concept and how many bankers on wheel are running in your branch? Sir my suggestion would be that you should provide the health insurance to your account holders as PNB and other banks are providing, linking their health insurance with health insurance companies. Last but not the least, I wish the management, all executives, entire workforce, and my co-speaker shareholders, happy festivities season, and pray to God for all prosperity in the bank. Sir also please consider rewarding speaker shareholders on this festival season. Thank you very much. God bless you.

Moderator: Thank you Mr. Chopra. Our next speaker member speaker number 5 Mr. Srikanth Jhawar had registered; however, has not connected to the meeting. We will therefore move to speaker number 6 Mr. Dileep Kumar Jain. Mr. Jain, may we request you to unmute your audio and video and ask your question now? We will wait for a moment while Mr. Jain unmute his connection. Mr. Dilip Kumar Jain, could you unmute your connection and you may ask your question. Mr. Jain, could you ask your question? There seems to be no response from Mr. Jain’s connection. Our next two speaker members had registered; however, they are still not in the meeting that is Mr. Himanshu Anilbhai Trivedi, speaker number seven, and Mr. Rajendra Jamnadas Sheth, speaker number eight. So, we will now move to speaker number 9 that is Mr. Reddeppa Gundluru. Mr. Gundluru, could you please unmute your audio and video and ask your question. We will wait for a moment while Mr. Gundluru unmute his connection.

Reddeppa Gundluru: Thank you Madam for giving this opportunity. The 9th Annual General Meeting of our Company, the Equitas Small Finance Bank Limited. First of all, respected Chairman, Board of Directors, and my fellow members, Company Secretary, good morning. Myself Reddeppa Gundluru attending this AGM from Hyderabad. As a shareholder I am very happy proud about the Company performance. I received the Annual Report. Chairman Sir your speech is very wonderful and received the cover page where every step is a lead forward. Positive the quotation you have given Sir it seems you are in the right path. Your vision is very wonderful, your speech is very wonderful and the information about the company performance from first page to last page is very wonderful Sir. Thank you so much go ahead Sir. Sir, I have only one question What is your vision? What is your risk management? What is the expansion I would like to know Sir. With this I am supporting all the resolutions. Thank you Company Secretary for sending the Annual Report, sending the link, everything smoothly doing the VC also and also please look into the relationship, love and affection to the shareholders and speaker shareholders in Diwali greetings, so ask them to open the account and deposits so that our Company will strengthen and we also will have a happy relationship Sir. Thank you Chairman Sir for giving this opportunity. We have faith on the Board, trust on the Board, under your leadership we will achieve many more higher awards in the coming financial years. That is the reason I pray to God give more wisdom, more strength, more happiness to entire Board member families and also hard working employees and Company Secretary team. Thank you Sir. I am a proud happy shareholder from Hyderabad. God bless you all Sir. Do not forget us in Diwali greetings Sir, all the speaker shareholders. Thank you Sir.

Moderator: Thank you. We now move to our speaker number 10 that is Mr. Vinod Agarwal. Mr. Agarwal could you please unmute your connection and ask your question now?

Vinod Agarwal: Respected Chairman Anil Kumar Sharma, MD Vasudevan P. V., Executive Director Balaji Nuthalapadi, CFO N Sridharan, and CS N Ramanathan. Sir, I have gone through your Annual Report Sir. The last year and even this Q1 we have suffered losses mostly due to microfinance issues, but now we are doing more of a secured lending to commercial vehicles and even second hand vehicles Sir and even we started even this year home loan segment, which is very profitable and secured way of lending, so a bank should come out of the better results next year Sir and Sir now my one or two queries. The repo rates are coming down by the RBI, so it affects both the borrowing cost and the lending cost, so when they both come down how does it affect our NIM and when the NIMs are affected the profitability can go up or down, so what will be the impact of the repo rate plus minus on our bank, on the NIMs and the profitability there from? Plus I would like to know are we likely to open a branch in South Mumbai which is lacking? South Mumbai is a business area we do not have any branch in South Mumbai, Nariman Point, Fountain, nothing nor Kalbadevi nothing. We have got one branch somewhere in Chembur, which is off the center of Mumbai, so try opening one branch within the business districts of Mumbai, so you get more business, Sir. You are lacking in opening a branch in South Mumbai and other things are okay Sir. I hope we will come out with better results next year. I sign off. Vinod Agarwal from Mumbai. Thank you for giving me time to speak.

Moderator: Thank you. Our next two speakers had registered; however, they have not joined that is speaker number 11 P. Gopal and speaker number 12 G. Vandana. We will now move to our speaker number 13 that is Mr. J. Abhishek. Sir could you please unmute your audio and video and ask your question now. Mr. Abhishek, could you unmute your microphone?

J. Abhishek: First of all, I congratulate the management on the eve of 9th Annual General Body Meeting. I trust all is well with you and your family in this challenging situation. Our bank deserves much more respect than the current market cap after completing more than a decade of successful operations, profitability, and becoming one of the strongest brand in the respective segment. What are the steps being taken by the management Sir to improve the EPS which is minus 0.90, P ratio minus 60.20 and return on equity which is minus 1.72, so all have turned negative Sir so what is the reason and what proactive steps the management is taking to overcome all these factors and why the bank is moving towards the downtrend I would like to know from you Sir? and past two years management has not declared dividend when the management will be in a better position to declare a handsome dividend to the minority shareholders in the years to come I would like to know from you Sir? and what are the proactive steps that our management is taking to recover the NPA and what is the present NPA as of date I would like to know? What are the steps being taken by the management to conduct concalls, company presentations and meeting with global investors on a regular basis and I would request you to try to consider hybrid AGMs in the years to come Sir as most of the senior citizens are not able to join because of the digital challenges in this virtual platform so if you can kindly consider hybrid in the years to come, more number of shareholders can join in the meeting and we can get the valuable points and ideas that will be helpful for the management to empower in the future. Sir for the shareholders those who have registered or not registered today as a speaker and still want to join they can join from the CDS and NSDL platform and can view the meeting, but there is no raise hand option, there is no chat option, there is no Q&A box, all these options have to be enabled with the NSDL platform but none of the options that we can exercise by the shareholders they can only view the proceedings of the meeting.

Moderator: Mr. Abhishek we were not able to hear you, Sir. We suspect there is a network challenge at Mr. J. Abhishek's end. We will therefore move to our next speaker member. That would be Mr. Prakash Chand Galada. Mr. Galada, we would request you to please unmute your audio and video and ask your question now. We will wait for a moment while Mr. Galada unmutes his connection.

Prakash C Galada: Yes, I am Prakash Galada speaking from Chennai, T. Nagar. We have a good knowledge about this Equitas bank as being a Chennai-based bank with a small investment, small investors and other these things. This bank has to grow and it has been growing a big way so the same all the best. Coming to your Ashwin, who used to be a cricketer as your brand ambassador is he continuing for next few more years or it is discontinued if you can elaborate fine? Can you think of taking a new brand ambassador, a young girl who has been studying in our college and she can be doing a free, a type of brand ambassador for one year as a special case on my request, so if you wish please contact me we will do the needful and give you coordination. She is by name, Gopika. She has been having good number of awards internationally for roller skates as well as other things like weight lifting, inclined lifting, and other things, so please do consider as a special request and that will be a part of your own promotion in a big way. Coming to branches here in T. Nagar is not very easy accessible, it can be a little more coming to the main road. Today HDFC has got six or seven branches in T. Nagar itself in roadways by name rather than just T. Nagar, so you are very close to T. Nagar, and it has got a very potential. Anyway your T. Nagar branch is a little interior and get it little better placed and coming to hospitality for having taken so much pain to join from all these procedures we should be considered for a small token of appreciation. Thank you very much. All the best. Good luck.

Moderator: Thank you, Mr. Gallada. We will now move to our speaker number 15 that is Mr. P. Jaichand. Mr. Jaichand may we request you to unmute your audio and video and ask your question now?

P. Jaichand: Good morning, respected Chairman, Board of Directors, secretary and his team, and my fellow shareholders. I congratulate the management on the eve of this AGM. Sir I and my family members are proud shareholders of the esteemed bank. The management has put on great efforts doing wonderful job. The only grievance of the shareholder is expecting better dividend and appreciation of share price because most of the shareholders, especially senior citizens are dependent on this dividend. I request the management not to take away the maximum profits into reserves. I hope the management will not let down the shareholders who are stood behind in thick and thin. I request the management to be cost effective wherever possible. The corporate governance is good. The CSR activities are good. I request the management to issue bonus shares if not the rights issue it is the right time to reward the shareholders, Sir. I support the management, and I have cast all the votes in favor. I wish our Bank will touch sky heights. I request the management to consider special dividend and the hospitality part of the shareholders, especially the speaker shareholders. I thank the management for giving me the opportunity. Thank you very much Sir.

Moderator: Thank you Mr. Jaichand. We now invite our speaker number 16, Mr. A. V. Mani Sundaram. Sir, could you please unmute your connection and ask your question now?

A. V. Mani Sundaram: My name is Mani Sundaram. Happy to attend this meeting by means of video conference. 9th AGM Equitas is very exciting. Annual book is very transparent and very happy. All the details well versatile you have given performance. How many branches open this year or next year, any procedure, any plan to expand your branches? The depositors have cover medical insurance. Senior citizens have deposited for a fixed deposit. They have any more interest as given guided by the government and our reserve and surplus are very good. EB is also very good. Small investors and small capital have growth. The plan is very good, and we are very happy and page number 65 and 66, awards under 65, all the directors, executives, very pleasant Sir. Page number 66, awards and accolades are very happy and I pray God to develop them next year as a role model for small investors for our other banks and you have page number 119. You spent all the stakes Rs.185,450 Crores for CSR activity I am very happy and please give information to the shareholder. CSR activity we are also participating in close to your hand. Please consider hospitality and we are happy to attend this meeting by conference, please next year consider hybrid meeting. A lot of companies are given hybrid meeting please consider Sir. Please consider hospitality who are attending the meeting by means of annual general body meeting by means of video conference. Please make arrangement. Can I come tomorrow to meet our executive or Company Secretary? Please kindly accept our request. Thank you. Thanks a lot. Please consider hospitality Sir. Thank you.

Moderator: Thank you. We now move to speaker number 17 Mr. Jaydip Bakshi. Mr. Bakshi could you please unmute your audio and video and ask your question now?

Jaydip Bakshi: Very good morning, Chairman and Board of Directors. Myself, Jaydip Bakshi connecting from the city of Kolkata. First of all I convey my thanks to our Company Secretary for giving me an opportunity to express my view and presenting a detailed Annual Report. Sir, the initial speech was very much informative, sharing about our Bank's performance and what is our thought process regarding extending our hands to the MSME or to the startups because they are now the backbone of our nations and what value additions are we thinking of for the better servicemen and what is our thought process regarding the senior citizen to be more friendly with the banks services and especially the cyber fraud what is the alertness program are we taking up like this printing for awareness through the passbooks and congrats once again for the CSR activities. Sir can we extend our help to the flood affected people in the hilly areas because they are most affected along with under our CSR activities and nothing to add more. I have supported all the decisions and credit to all involved for delivering the best service to our customers and festive greetings to all present in today's video conference meeting. Thank you Sir for the opportunity and thank you to our moderator also.

Moderator: Thank you Mr. Bakshi. Our next speaker member who is speaker number 18 Mr. Bharat Raj K. he has not connected to the meeting. We will therefore move to speaker number 19 that is Mr. Satish Shah. Mr. Satish Shah could you please unmute and ask your question now?

Satish Shah: Good morning Chairman Sir and Board of Directors my name is Satish Shah. In your Chairman speech you have clearly explained in a good manner about the company. Sir, I want to know how many branches do you have all over India? What will be the benefit of the recent GST cutout and what will be the benefit of the last impact of the RBI report? I fully support the resolution you have kept today. Wish you all the best. Thank you.

Moderator: Our next speaker member is speaker number 19. I am sorry speaker number 20 is Mr. Krishnan P. S. Sir could you please unmute your microphone and ask your question? Mr. Krishnan.

Krishnan P. S.: Thank you. A very good day to the small finance bank Board and management team. I have some queries and comments on our bank's performance, which I would like to address and I have got about four or five queries I will start with the microfinance stress. We have incurred a loss of about Rs.224 Crores in Q1 of this year due to a one-time provision to buffer the MFI stress. I also do understand that the management has said that the bottom of the pyramid stress is not over yet so I would like to know what segment cohorts are driving slippages in MFI today and what are the 90-day plus collection efficiencies like? An added question along with MFI is, with elections looming large in Tamil Nadu the prospects of a write off announcement by the government are real, and that can lead to a complete write off of the entire MFI book how is the management gearing up for such a potential write off scenario? When do you expect the MFI book to stabilize and return to growth? I also do understand that we are kind of degrowing the entire book. My second question is around the margin pressures that we have from the shifted mix as well as higher funding costs. Our margins have gone down by about 25 to 26 bps Q-on-Q in Q4 FY2025 and our management has also linked this to MFI contraction, which indeed is a higher yield book and changes in the product mix. So I would like to know what is the FY2026-2027 NIM path under both in a bear case or a base case scenario and is the margin rebuild purely a mixed leg or is it because of a deposit cost relief benefit? My third query is relating to capital raise or a dilution. We have planned for equity raise of Rs.1250 Crores. What is the ROE acquisition timetable and what are the ROA and ROE milestones and by when? Which businesses are getting incremental capital and what is the expected risk adjustment, adjusted returns? Lastly, I would also like to raise a concern as a customer of the bank. In my experience the customer service and turnaround time for the Bank has been the weakest compared to all the banks I have dealt with and there are very serious lapses in responsiveness and grievance handling in the bank and in many cases I have noticed that there is very limited domain expertise or regulatory knowledge from the bank staff. I have also noticed a lack of clarity on banking rules and procedures amongst the staff and insufficient support for customer specific requirements, so it is not clear my intention to criticize the bank, but since I have written repeatedly several times to the Bank I have not received an acknowledgement. I thought the AGM is appropriate forum to bring it directly to attention of the management team. That is it from mine. Thank you very much.

Moderator: Thank you Mr. Krishnan. We have been able to reconnect with our earlier speaker member, Mr. Bimal Kumar Agarwal. Mr. Agarwal could you please unmute your microphone and ask a question?

Bimal K Agarwal: Good morning to you all. Good afternoon, good evening, and good night to the other Directors who have joined from different parts of the world. As my question was already raised by the other speakers and very well the Chairman and the Managing Director have given a beautiful picture about the banks and they have kept no stone unturned in their opening remarks so I got no question to ask and I supported all the resolutions for the same. Thank you.

Moderator: Thank you Mr. Agarwal. Our next question is from Mr. Srikanth Jhawar. Mr. Jhawar, could you please ask your question now?

Srikanth Jhawar: Respected Chairman and Board of Directors, first of all, Namaskar Sir. I am Srikanth Jhawar from Hyderabad. Sir, the repo rate which has got cut what is impact of that Sir please tell us about that and in this manner keep video conference meeting. Best wishes for the Diwali. Thank you.

Moderator: Thank you very much. That was the last question. I now hand the floor back to Chairman. Over to you Sir!

Anil Kumar Sharma: I will request MD to reply to the questions. Thank you.

P. N. Vasudevan: Thank you. First of all, thank you to all the shareholders who have taken the time out and the trouble of going through our presentations, going through our annual reports, and raising very pertinent questions to us, and helping us in terms of understanding areas which we should understand and work forward, going forward. Now I will take up one-by-one the various points raised by all the shareholders. The first question was what is the action being taken on NPA recovery? Well we have a very strong collection team out on the field and we have a good legal team in the bank also there is a lot of effort and focus on NPA recovery and the NPA as of June 2025 the NPA was around 2.9% and our effort will be to try and maintain it at similar levels going forward. The next question was QIP Rs.1250 Crores of approval that has been taken recently when is it expected to be completed? We will be timing it based on the need of the Bank's capital adequacy requirement, so presently we believe sometime in Q1 of next financial year is when we might be able to look at it, but it will be strictly based on the need of the Bank. We have taken an approval and the timing will be based on when the bank needs the additional capital. Any investor complaints pending? The Company Secretary confirms to me that there are no investor complaints pending beyond the regulatory timeline available for completing those complaints. The next question was what is the tenure of statutory auditors and what is the rotation policy? This is governed by the RBI guidelines. All statutory auditors are required to be there for a period of three years. Each year they will have to be further approved by RBI specifically and at the end of three years compulsorily the auditors need to be rotated. The next question was can there be more than two auditors? Again that is governed by the RBI guidelines, so given our current size we are required to have two statutory auditors. Next question was capex plan for the next two or three years. Being a bank our capex is largely in terms of our IT assets, software and hardware that we invest and some building for the head office is our capex so that way it is not like a normal manufacturing company where capex can be very large. It is restricted strictly to the working capital assets like IT and building for the head zone. The next question was women employees what is the percentage of women employees in the bank? We have around 3200 women employees in the bank, which forms about 13% of the workforce in the bank. Do we have a whistleblower policy? Yes, we do have a whistleblower policy and the Company Secretary confirms that this policy is also available in our website. The next question was what is a promoter holding? As you may be aware Equitas is a bank without any identified promoter and so this does not arise. When will be the expansion of the bank happening in North? Well we already have a good amount of presence in various parts of North India. Like NCR we have about 15 or 18 branches of the bank in NCR. We have a presence in Haryana, Rajasthan as well as Punjab. Loan mix percentage, broadly the loan mix percentage is about 45% small business loans, 25% commercial vehicle financing, about 10% affordable housing, 10% micro financing, 5% MSE financing, and the remaining being the balance. Banker on wheel what is this concept? Banker on wheel is a concept where we are working on a hub and spoke model where a branch becomes a hub and the hub is supported by spoke locations where we have staff sitting in spoke locations and they offer banking service to areas which are 5 to 10 kilometers away from the branch in terms of a doorstep service for those customers so that they do not have to travel all the way to the hub branch of, let us say, 10 kilometers or so. Health insurance for account holders is the next question. We do not offer health insurance because health insurance will require some amount of diligence by the insurance company before they offer health insurance, but we do offer health insurance as an insurance agent. We have a tie-up with a lot of insurance companies, both life and non life insurance companies and we do offer health insurance as part of that program to all our customers. Next question was expansion plan of the bank. Well we have grown by about 11% in terms of advances and 19% in terms of deposits last financial year, but on a steady state basis we expect to grow around 20% plus at the bank level on an ongoing basis. The next question was when can we expect better results of the bank? As I had mentioned in my opening speech we expect microfinance stress to come down and be behind us by the Q1 and after that we should expect normal results going forward. How is the repo cut affecting our name? Is it beneficial or impacting our NIM negatively? For the next question, repo rate cut has a positive impact on Equitas for two reasons one is that when repo rate cuts we will also be able to reduce our interest rate on deposits, which will help in terms of time improvement. Second thing is that almost 85% of our loans are on fixed rate basis, so when the repo goes up we are actually negatively impacted, but when repo goes down we do get positively impacted because of that high level of fixed rate loans. Next question was South Mumbai why are we not having branches? Well we do not have a branch in South Mumbai. It is as you know very costly in terms of the premises and infrastructure in South Mumbai and presently we are not planning to have branches in that area. Next question was that in spite of so much of effort, the bank deserves a better market recognition. Well that is something that I am leaving to you people that is not something in our hands. What is in our hands is to manage the performance of the bank properly and that is something that we are committed to improving on a continual basis. EPS, what steps are we taking to improve and other ratios which are in negative, what steps are we taking to improve that? Yes, as I mentioned in my speech the Q1 we have reported a loss, but we expect that we should be able to report profitable performances going forward and by Q4 as I had mentioned earlier we expect to reach fairly normal levels of profitability. When do we expect dividend? Yes, we are sorry that we are not able to propose a dividend for last year, but we do look forward to the earliest when we can come back on the dividend part of it. Steps for being taken for controlling GNPA and what is the present GNPA? That is something that we have covered earlier. Hybrid AGMs in future is something that has been requested by many of you and that is something that we will look at from our side and we will ask the Company Secretary to study that and see what we can do on that. Those who are not registered can they be allowed to speak at the last minute? Well I would not really know the technicalities involved in that so that is something that we will check with our service provider and next year technically if it is at all possible we will see whether we can offer that. Do we have Ashwin as a brand ambassador still? No, the answer is no, he is not our ambassador right now. The next suggestion was that there is a lady called Gopika who has won many awards and she is studying in college whether we can have her as our ambassador, but that is a larger issue so I am not going to be able to respond to that just now. We have taken your point I will pass it on to marketing. T. Nagar branch not on main road, well we did take up main branch in the Bazullah Road in T. Nagar it is just off the Bazullah Road and we hope that you will be able to continue to patronize that branch. There are a few repeat questions, so I am not going to answer. I will skip some of them like dividends and share price, which I have covered already. The next question was can we be more cost effective can the bank be more cost effective so that it has a positive impact on the P&L? Of course the clear answer is that yes, we should always try to be very cost effective in whatever we do and leverage the cost that we have invested in various aspects of the bank and as management we are committed to try and leverage and try to be as cost effective as possible so that the bottom line is protected. Issue of bonus shares I will place it before the Board and whenever the Board feels appropriate I am sure they will come back on that. How many branches were opened this year? This year 2024-2025 we opened about 65 odd branches last year. Medical insurance for depositors I have already covered that. We should be a role model for other banks I think that is a sentiment that we deeply resonate with in the bank and all the time we are trying to ensure that we do things in a manner that we should be a role model for other banks. CSR, they are very happy about that and they would like to participate. So we are also happy to hear that you would like to participate in our CSR activities, so Mr. Mani Sundaram was the person who mentioned that. Our Company Secretary's team will get in touch with him and if there is anything that we can take his help on our CSR we will definitely try to do that and whether he can meet the Company Secretary tomorrow was a question asked by Mr. Mani Sundaram, the Company Secretary just noted it down and his team will get in touch. MSME financing plans we are currently about 4%-5% of our portfolio is MSME financing and that is something that is a very important focus for the bank and as you know MSME does contribute nearly 45% of the GDP of the country so that is an area that we continue to focus on and support MSME to the extent that we can. Senior citizen focus we have rolled out many initiatives for senior citizens like we do offer a higher interest rate on deposits for senior citizens. For super senior citizens we do have a policy on doorstep servicing of banking services, so anything else that we can do for senior citizens if we get a feedback we will definitely consider that and we will be very happy to consider that and I am also happy to inform you that out of our deposit base almost 40% odd of our deposits are from senior citizens and so to that extent we are very focused on supporting senior citizens and the slightly higher interest rate that we offer becomes a very good source of monthly interest income for senior citizens and we continue to work to have their patronage. Cyber fraud education is something that we do constantly to our customers, and we will continue to expand and increase that training for the customers. People who are in hill areas and affected by flood can something be done through our CSR activity? This is from Mr. Bakshi from Kolkata. We do not have a business presence in Kolkata so we may not be able to do that in Kolkata I am sorry, but in areas where we do operate and where people are affected by natural calamities we do our bit in terms of whatever we can do to support them during those emergencies. How many branches do we have today in the bank? It is about 1000 branches that we have today. Repo rate benefit I have already covered. The next question was from Mr. Krishnan. MFI stress we had a loss in the Q1 and what is the collection efficiency now? I had mentioned in my opening speech that the collection efficiencies are actually improving in the Q2, July and August has been better than the Q1 and the previous quarter's collection efficiency so we do hope and we do expect that the entire microfinance stress hopefully should be behind us by the Q1. What is the likely impact of TN elections on collections in microfinance in Tamil Nadu whether it will impact in terms of any waivers? Well, microfinance, as you all know, is subject to such kind of impact by what happens in the rest of society and we have seen we have been in microfinance now for nearly 20 years. We have seen multiple state elections, multiple national elections, and we have had our impacts and we have also been able to manage them over the last 20 years and I hope that we continue to manage the situations as they evolve in the best manner that we can. When is MFI likely to become profitable? I had mentioned that by the Q4 we hope that MFI will turn profitable. Margin mix, what is the impact of deposit rate cuts on NIM? Yes, as a bank, we have been reducing the interest rates on deposits in line with what is our reduction in the repo rate by RBI from time-to-time over the last year-and-a-half. There is a time lag between reducing the interest rate on deposits and the impact of NIM. So we are hoping that over the next two to three quarters we should see some benefit on NIM because of the rate reductions. The Rs.1250 Crores of approval we have taken for the fresh issue of shares when is it likely that we will do? That as I mentioned earlier we will be timing it based on the need of the bank. Maybe the Q1 of next year or maybe early part of next year but it will be timed based on the need of the bank. Segmental profit was the second question that was asked by Mr. Krishnan. Segmental profit we have given some amount of information in our investor presentations which are available on our website and beyond that we normally do not share such detailed information to the public. Customer service TAT is very poor and the knowledge of the staff who deals with the customers apparently appears to be low. Another feedback from Mr. Krishnan I am sorry about that and I am sorry about that experience that you have had from our customer service team. This is a point that we have noted and we will ensure that we continue to keep improving both the TAT as well as in terms of the quality of support that we give to our customers. The last question was repo rate cut impact I think that has been covered twice before. With that we come to the end of all questions. Thank you gentlemen.

Anil Kumar Sharma: Now I will request Company Secretary Mr. Ramanathan to inform the members about the e-voting process.

N. Ramanathan: Thank you, Sir. Pursuant to Section 108 of the Companies Act, 2013 and Regulation 44 of the SEBI LODR Regulations, 2015, the Bank had provided the remote e-voting facility to members which commenced on Sunday, September 7, 2025 at 09:00 a.m. and concluded on Tuesday, September 9, 2025 at 05:00 p.m. to transact the items of business as proposed in the notice of the 9th AGM, which was placed before the members. Since all the resolutions as proposed in the notice of the 9th AGM have been put to vote through remote e-voting there will be no proposing and seconding of the resolutions and voting by show of hands. Members who are present at the AGM through video conferencing and who have not cast their vote on the resolutions through remote e-voting till now shall be eligible to vote by e-voting during this AGM. The e-voting at the AGM will be available for another 15 minutes, post which the evoting module will be disabled by the NSDL. M/s Mohan Kumar & Associates, Practicing Company Secretaries, represented by CSA Mohan Kumar, is the scrutinizer for the e-voting process. The results of remote e-voting and e-voting at the AGM will be announced to the Stock Exchanges within two working days, and the same will also be available on the website of the Bank and that of NSDL. Members can check the voting results on the same. We express our deep gratitude to the members of the Bank, who participated in the meeting through video conferencing, and a special thanks to our speaker members. We also take this opportunity to thank RBI, SEBI, Stock Exchanges, NSE and BSE, the Depositories, NSDL and CDSL for their guidance and regulatory support for the bank. We also express our sincere gratitude to our statutory auditors, secretarial auditor, scrutinizer, and our Board of Directors, who despite their tight schedule have marked their presence for this meeting and have been a source of constant guiding factor to the Bank. We thank the employees of Equitas Small Finance Bank for their contribution in making this AGM a successful event. We look forward to meeting the members again at our next general meeting of the Bank. Thank you.

Anil Kumar Sharma: Thank you and with this we declared the meeting as closed.