

SAMVAAAD

Centrum Microcredit Newsletter

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Mr. Prashant Thakker Executive Director & CEO



Dear Team,

Hope you and your loved ones are safe and doing well.

The unprecedented pandemic that hit us in 2020, made us rethink our priorities. Our customers were deeply impacted. Many of them lost their livelihoods, but as it has been seen in the past as well, the low income households are the most resilient and entrepreneurial and like each time, they bounced back faster than the rest of the economy. In spite of the many difficulties a large number of our customers have remained loyal and continue to service their loans.

A thank you to all our employees who stepped up and performed well in these extraordinary times and helped us bounce back stronger than before. I am proud to lead a resilient team that in the face of the crisis has remained true to our values of Trust and Integrity.

It gives me immense happiness to share with you all that the company we started in 2017 is now a 100 cr company. It has been a challenging year but a very proud moment and huge milestone for CML. We have been able to move from a single product company to a multi-product company and from solving one financial need to solving multiple financial services needs of our customers.

The one thing this crisis bought home is the importance of technology and digital transformation. There was a lot done on the operational process and risk management. We have had 2 fintech tie ups this year, with PayNearby and Fund Fina. We are now a completely paperless organisation. There is no document generated in the entire loan process except for the Repayment schedule that is shared with the customer. We are truly a Phigital Company - Digital customer processes with physical access to customer. We hope to continue this pace of Digitalisation and we should all be ready to evolve along with the changes in processes which are to follow. In the future I believe this will be a USP and well in demand.

Our impact in alignment with the UN SDGs are ongoing. We are aligned with 8 out of 17 of UNs SDGs and hope to increase our overall impact in the time to come, by providing relevant financial services to our customers.

Additionally, I want to give a special shout out to those who have joined us during the pandemic.

In good news for CML, it is both, proud and humbling to be recognised for work we have put in over the last 3 years;

Being awarded

1. Company of the Year (NBFC Sector)

2. Best Digital Lending Solutions

By the Asian Leadership Awards. (2021)

This was made possible by the trust of our customers, the toil of our employees and the faith of our investors and lenders - A Big Thank you all.

It has been a tough year and this bit of encouragement is welcome. Go Team Centrum Microcredit Limited and here is to many more.



9 States



197897 Customers



859 Employees



73 Districts



131 Branches



413.27
Portfolio in Cr

As on 31st May,2021

Mr. Rabhir Sainani V.P- Human Resources



The concern for health and safety is understandable in every context of human life, especially in context of the ongoing pandemic. Employee health and safety initiatives are of the utmost priority for our management in order to improve employee wellbeing and enhance productivity. These health and safety initiatives emphasize employee participation, continued monitoring and an overall wellness component

Workplace health and safety promotes the wellness of employees and employers alike. Better safety equates to better health. Healthier employees do tasks more efficiently, and they have a more positive outlook. We at CML, ensure that we have adequate measures in place to provide for the health and safety to all our employees.

We provide our employees and their families with comprehensive Medclaim policies, which include not only regular medical care coverage, but also extended care due to the ongoing pandemic. Additionally, we extend term life and personal accident insurance to cover any unforeseen circumstances. CML has partnered with DocOnline, that provides 24X7 digital doctor consultations for its employees and their families. Centrum Group also conducted a vaccination drive for all employees and family members, enabling them to take a small step towards overcoming the pandemic. We also conducted webinars on women's safety, covid care and enlightened our employees on the benefits of the vaccination too.

To kick back and tackle the added pressures of Work from Home, we started "Get Fit with CML", a 90-day fitness challenge for our employees. Along with this we have game days every fortnight. Some Mind Games, Funtakshari, various online board games etc... all to help keep the spirits high.

From a long term perspective, our employees' safety is of the utmost importance. They are an integral part of our organisation and we hope to continue providing them with benefits that will keep them safe and healthy, and increase their overall productivity.



Digital Lending Partnership - Fund Fina and CML

- CML's credit scoring criteria along with Fund Fina's proprietary scoring algorithm called "Truescore" filters loans from their enterprise partners, using the algorithm analyses transactional data of potential borrowers on the platform of Fund fina's enterprise partners, predominantly payment companies, qualifies them for credit, and calculates their loan eligibility.
- We are able to widen our customer reach and use their digital platform to directly mutually benefit both parties and also benefit our customers.



CML's tie up with PayNearby Technologies Ltd (PNB)

- CML as a part of their digital lending strategy has tied up with another Fintech partner Paynearby Technologies Ltd (PNB).
- The partnership aims at providing unsecured business loans to a vast network of retailers through PNB's Network enabling financial inclusiveness and economic wellbeing of the retailers especially in the Covid crisis.
- The entire process is completely digital with no involvement of paper or field staff. Partnership currently funding unsecured loans ranging from 25000-1 Lakhs with terms ranging from 6 months to 24 The average disbursement TAT is 2 days.

PayNearby ties up with Centrum Microcredit

To facilitate Unsecured Business Loans to Retailers

EOI CORRESPONDENT

NEW DELHI, MAY 21/--/ As part of its Shop Owners Benefit Program, PayNearby, India's leading branchless banking and digital payments network, has tied up with Centrum Microcredit Limited, the micro finance arm of the Centrum Group, to facilitate unsecured business loans to its retail partners.

As part of the tie-up, loan requirements will be sourced through PayNearby's vast network of retailers and will be disbursed by Centrum Microcredit Limited. The solution is aimed at fortifying and driving the business growth of PayNearby's retail partners, especially in these challenging times where businesses are struggling to stay afloat due to the

economic fallout of COVID 19.

The partnership will work towards enhancing the shared goals of the two organizations, which are committed to enabling financial inclusiveness and the economic wellbeing of the retailers. Retailers often need timely and small-ticket working capital loans for short tenures to keep their businesses up and running. More often than not, due to lack of collaterals or being new-to-credit, these retailers predominantly rely on alternative options such as local moneylenders or loan sharks instead of mainstream options such as Banks or Financial Institutions. But, loans from these informal sources come at exorbitantly high interest rates, pushing them further into an inevitable vicious cycle.



The Fabric Store

Asha Shekade - Mumbai

Having a small shop in Borivali was what kept Asha busy and financially independent. Her husband worked tedious hours to help support the family. That's when she decided years ago, that she will support her family financially too. She put up a small shop with just one sowing machine. She would stitch saree blouses and do small embroidery work for her customers. As her business started picking up she invested in another machine and slowly hired someone to work for her.

After her son's wedding, she even encouraged her daughter-in law to help her at work. Their business picked up and she decided to expand her business into import of sarees and kurtis from Gujarat too. She took a loan from Centrum Microcredit and was able to buy material for her business expansion plans and not only help her expand her business but also employ women who are able to support their family in turn.

She explained to us how she boosted her own confidence after she took the loan and She is really thankful to Centrum to not only make her financially independent but also be a reason for the girls she employees to wear a respectful smile.

Recognition at the Asian Leadership Awards

We were honored to be recognized at the Asian Leadership Awards as a testimony to our values of Trust, Integrity, Innovation and Long Term Relationships.

1. Company of the Year (NBFC Sector)
2. Best Digital Lending Solutions



Vaccination Drive with Centrum Group

We were happy to assist Centrum Group along with the help from Surya Hospital conduct a Vaccination Drive at our Kalina office on 13th June, 2021. We were able to vaccinate over 780 of our employees and staff members.

We are one step closer to winning our fight against Covid.



CML raises 75 Cr through NCD Issuances

The funds from these NCDs are being used to provide financial assistance to women entrepreneurs.

The micro credit arm of Centrum Group said the funds were raised in two tranches of Rs 50 crore and Rs 25 crore by issuing non-convertible debentures (NCDs).

May, 2021

Centrum Microcredit raises Rs. 75 Crores. through NCD Issuances

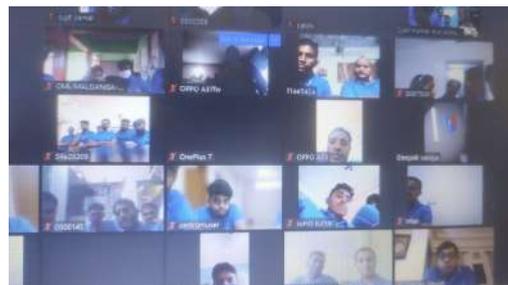
Keynote
Centrum MicroCredit Raises 75 Crores. Contributes to provide Financial Assistance to Women Entrepreneurs.

Prashant Thakker – Executive Director & CEO, Centrum Microcredit Ltd
"It is our vision to create a positive, social and economic impact on the lives of low income households by improving access to finance for women entrepreneurs. In spite of a challenging business environment and limited liquidity, we have managed to raise adequate funding to service our clients efficiently. Micro entrepreneurs have faced several challenges during the lockdowns, but we foresee a growing demand for working capital and expansion in the next few months as the situation improves."

Arpita Vinay – Co-Head & Whole Time Director, Centrum Wealth Ltd
"This is the second time CWL has raised funds for CML through retail NCDs in last two years. CML's consistent performance and its business model as well as the way their performance in FY20-21, this has made it possible to offer an attractive risk-return proposition to our Wealth clients."

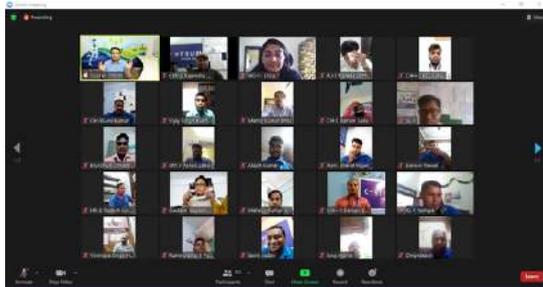
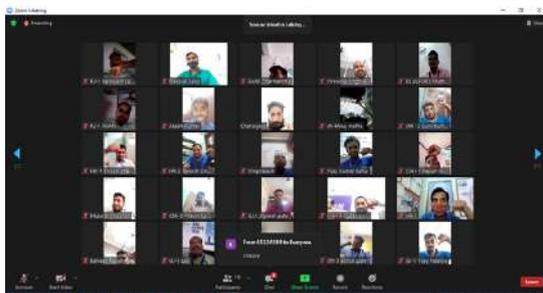
Aarambh 2021 - Online

Owing to the on going pandemic, our yearly out bound event Aarambh 2021 was held online this year. As a part of Aarambh, we had insight into what the next financial year has in store for us and what the next 5 years at CML would look like. Our C.E.O Mr. Prashant Thakker and Business Head and COO- Mr. Praveen Saha shared their expectations for this year, spoke on the trends of the previous years and what they expect from the years to come. They answered a lot of questions from the filed as well. We launched the CML Olympics and the Get fit with CML 90-day challenge. Additionally, we disclosed the winners of the Super Dhamaka Contest that we had held and we had the Chairman of Centrum group, Mr. Jaspal Bindra and Chairman of CML, Mr. Ranjan Ghosh join in for the celebration in Centrum Microcredit t-shirts.



International Yoga Day Celebration

We had a one hour Yoga session held by our very own Executive Director and C.E.O, Mr. Prashant Thakker on International Day of Yoga, where he gave us insights into the benefits of Yoga, taught us some basic everyday exercises and even taught us some exercises on how to improve Oxygen flow to the lungs and how to strengthen our immunity in our fight against the on going pandemic.



CML Olympics Launch-Week 1 (Mind Games) & Week 2 (Funtakshari)

Apart from daily work, we at CML have launched CML Olympics that is a 90-day program full of fun filled games every fortnight.

We have even launched a program called Get Fit with CML a 90-Day fitness challenge for all our employees to help increase immunity and take up fitness as a way of life.

Employee Speaks:

“I joined CML 6 months ago, as a NAPS employee. Soon after my training and process understanding was completed, CML launched the Super Dhamaka Contest. I was fortunate to have been able to participate in the contest. I worked hard, and my hard work payed off when I was able to top the contest with the maximum number of points. I consider myself lucky to be associated with CML I have learned so much over all the challenges and opportunities that have come my way. I am happy to be a part of this Team!”



Kushal Ashokkumar Shasam
Loan Officer - Maharashtra

For any Ideas/Feedback
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