



RELIANCE

# Results for the quarter ended September 30, 2012

---

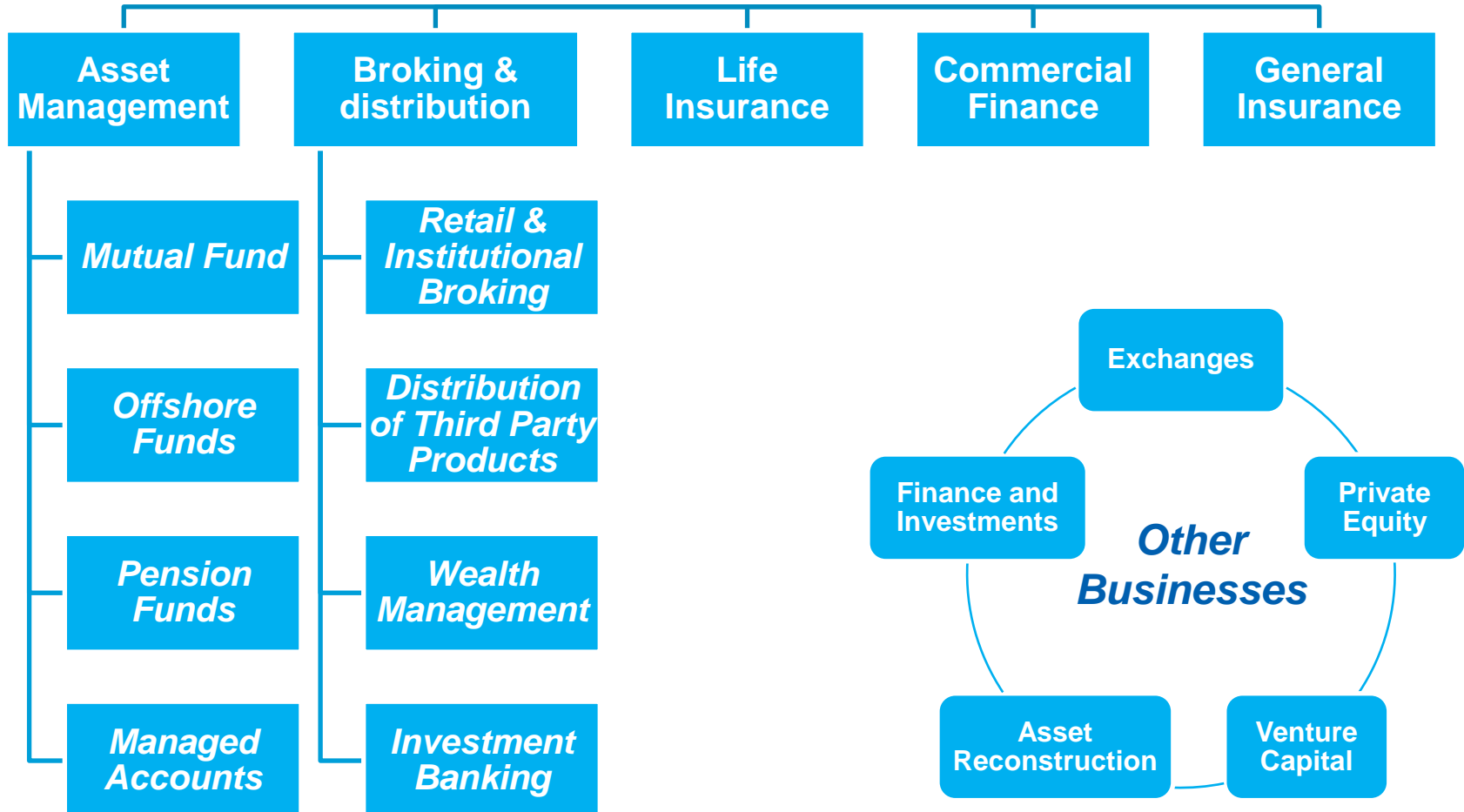
*Investor Presentation*

*November 6, 2012*

RELIANCE

# India's Largest Non Banking Financial Company

## Core Businesses



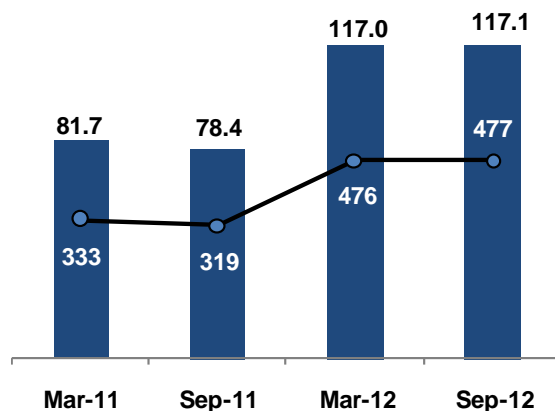


# ***Overview - Strong Fundamentals***

## Networth and Book value Per Share

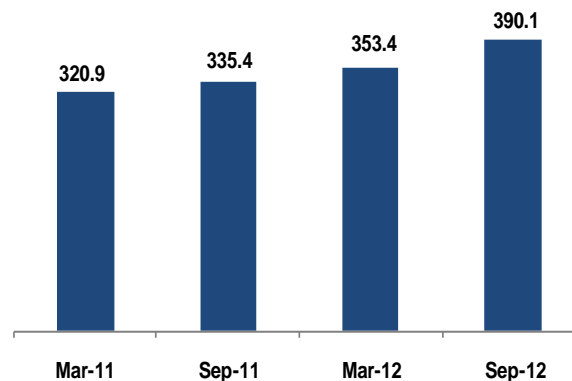
(Rs. Billion)

(Rs.)



## Total Assets

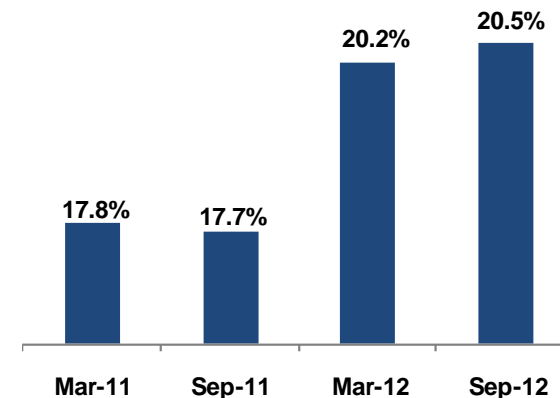
(Rs. Billion)



## Capital Adequacy

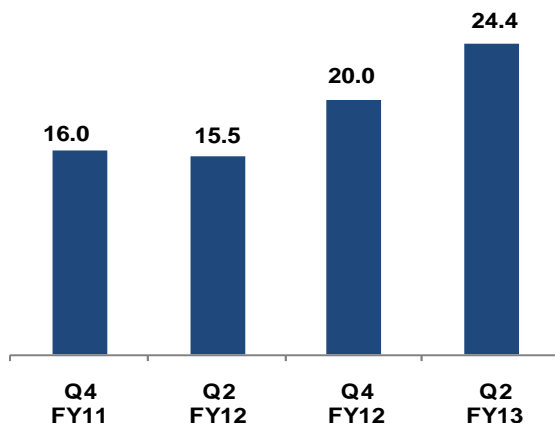
(%)

*\* Based on standalone financials*



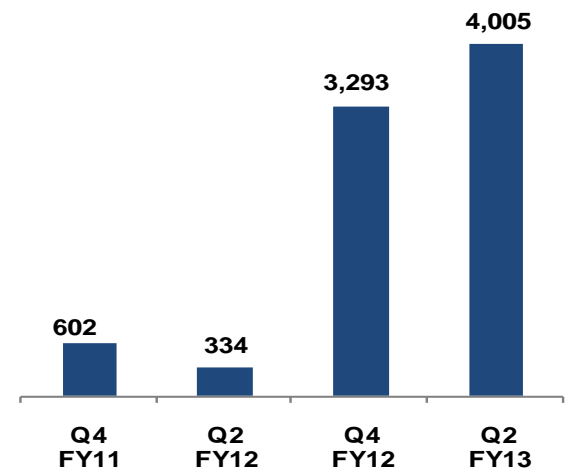
## Total Income

(Rs. Billion)



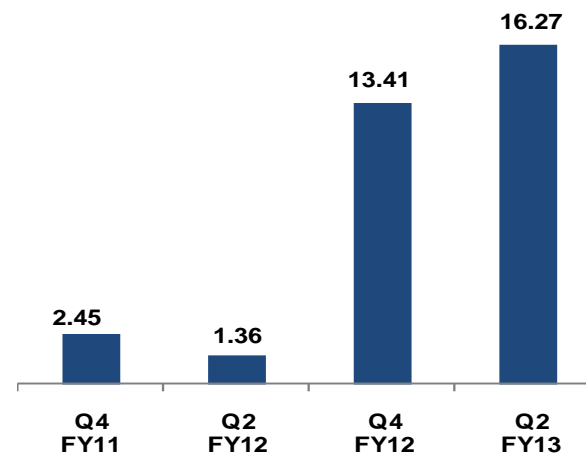
## Profit After Tax

(Rs. Million)



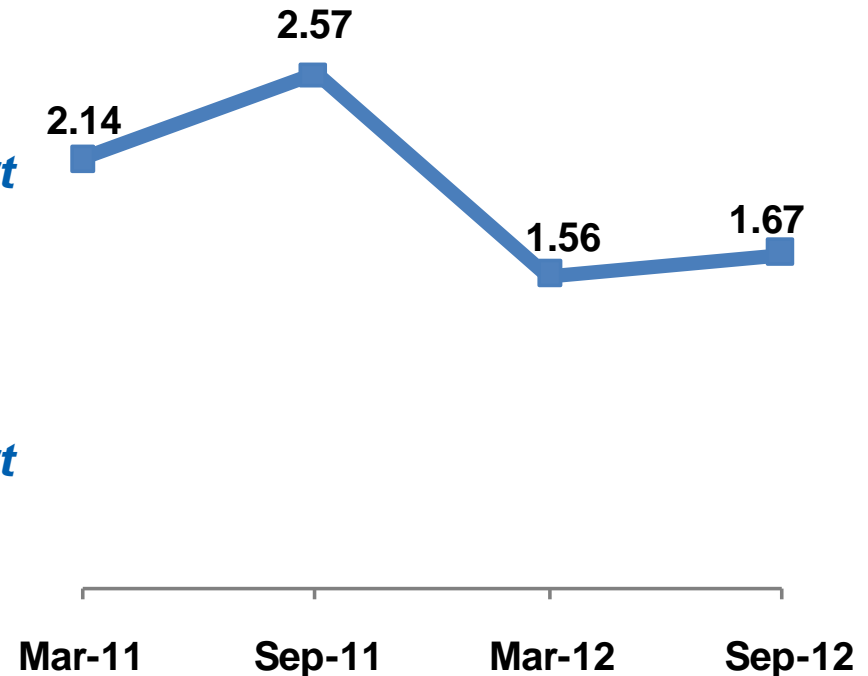
## Earnings Per Share

(Rs.)



## Net debt - equity ratio: 1.67

- **CRISIL 'A1+'**
  - *Highest credit rating for short term borrowing program*
- **ICRA 'A1+'**
  - *Highest credit rating for short term borrowing program*
- **CARE 'AAA'**
  - *Highest credit rating for long term borrowing program*



Well capitalized to address future growth opportunities





***Reliance Capital Asset Management***



- Amongst the top 2 Mutual Funds in India
- Retail Gold Fund has a leading market share of 27% in Gold Fund category
- Highest no. of SIPs and STPs in the industry
- 43 schemes - 21 equity, 19 debt, 2 ETFs and 1 Fund of Funds
- Wide distribution network - 235 customer touch points across India

The image displays three distinct advertisements for Reliance Mutual Fund. The top-left ad for the 'Reliance Vision Fund' features a family on a beach and the tagline 'enrich your investments with vision'. The top-right ad for the 'Reliance Systematic Investment Plan (SIP)' shows a family playing in the water with large 'SIP' letters and the tagline 'An earning member of my family'. The bottom ad for the 'Reliance Gold Savings Fund' is set against a red background with a gold bar and the tagline 'This Akshaya Tritiya, turn your savings into pure gold'. It also lists benefits like 'No Locker', 'No Jeweller', and 'No Wealth Tax'.

enrich your investments with vision

Reliance Vision Fund  
An Open-ended Equity Growth Scheme

An earning member of my family

RELIANCE Mutual Fund  
Anil Dhirubhai Ambani Group

SIP

Behind every dream of yours, is a special person who works hard to achieve it. Reliance Systematic Investment Plan (SIP) is a part of your family that helps fulfill your aspirations, thereby making every moment of your life worthwhile. With Reliance SIP, you can make small yet regular investments which go a long way in creating wealth over a period of time.

Reliance Systematic Investment Plan (SIP)

MY SIP MY FAMILY

Invest Online  
[www.reliancemutual.com](http://www.reliancemutual.com)

RELIANCE Mutual Fund

This Akshaya Tritiya, turn your savings into pure gold

India's first fund with SIP in Gold starting @ Rs.100 p.m.

Invest in

RELIANCE GOLD SAVINGS FUND

INVEST ONLINE

AFFORDABLE | SAFER | CONVENIENT

An open ended Fund of Fund Scheme

▪ No Locker ▪ No Jeweller ▪ No Wealth Tax

The investors will be bearing the recurring expenses of the scheme, in addition to the expenses of underlying Scheme. Same in terms of storage.

Facebook LinkedIn rediff.com twitter



NISSAY

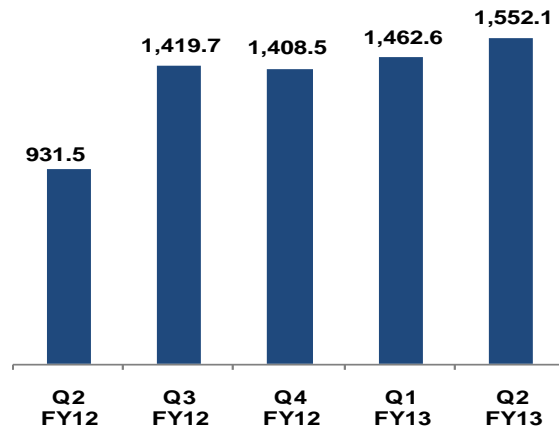
- **Nippon Life, largest private life insurer in Asia, acquired 26% stake in Reliance Capital Asset Management**
  - *Largest investment in the Indian AMC sector till date*
  - *Deal valued RCAM at approx. Rs. 56.0 billion (US\$ 1.1 billion) - 7% of AAUM at the time of transaction*
  - *Nippon invested Rs. 14.5 billion (US\$ 275 million)*

**Transaction concluded in August 2012**



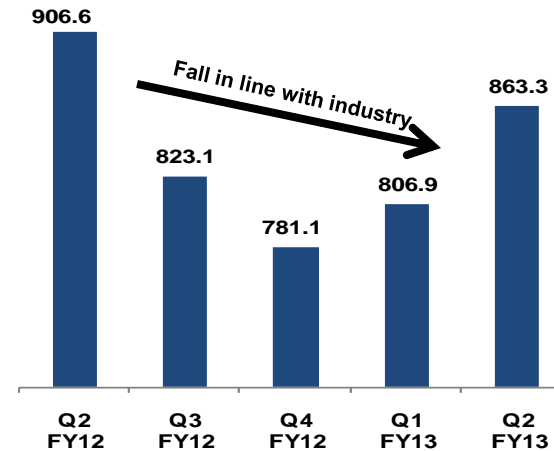
## Average Assets under Management

(Rs. Billion)



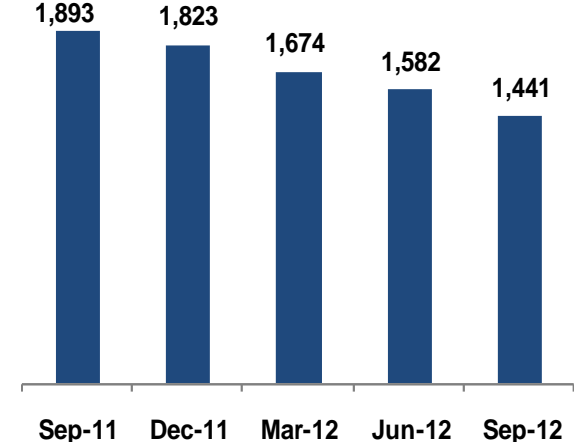
## Average Mutual Fund AUMs

(Rs. Billion)



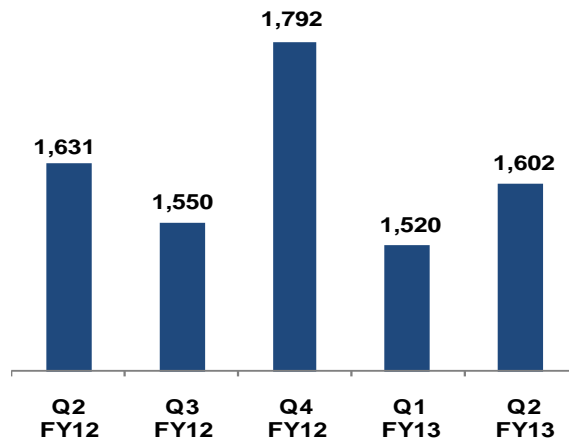
## No. of SIP and STPs

(in '000s)



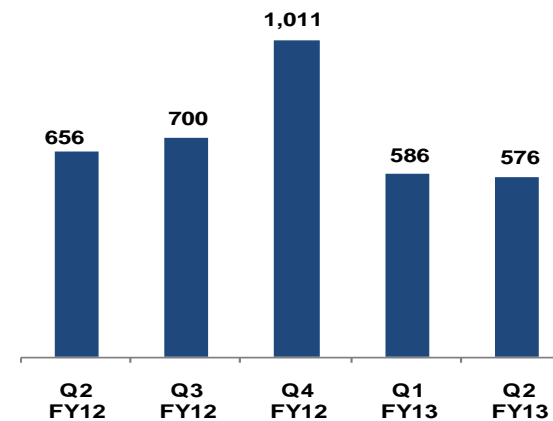
## Total Income

(Rs. Million)



## Profit Before Tax

(Rs. Million)





***Reliance Life Insurance***

- Leading player in the private sector life insurance sphere
- Wide distribution network across India with 1,230 offices and 116,000 agents
- Q2 persistency at 54%
  - *expected improvements to coincide with change in product mix*
- Launched Metro distribution channel
- Won the “Best Paper Award” for “Doing things right, the first time and every time to enhance customer satisfaction” at the 2012 Asian Network for Quality Congress

**RELIANCE**  
Life Insurance

**Reliance Life Insurance Money Multiplier Plan**

Multiply your investment while securing your life

**RELIANCE**  
Life Insurance

All is well™

Reliance Life Insurance Company Limited (Reg. No. 121)  
Registered Office: 18 Block, 18 Floor, One World Avenue Knowledge City, New Mumbai, Maharashtra 400710, India

• Customer Care Number: 1800-300-08181 & 3030-8181  
• Email: [life.enquiries@reliance.co.in](mailto:life.enquiries@reliance.co.in)  
• Website: [www.reliance.co.in](http://www.reliance.co.in)

Life for Reliance Life Insurance Money Multiplier Plan: 1210070001  
Insurance New Year Regular Benefit Rider: 1210014001  
Insurance New Year Critical Care Benefit Rider: 1210015001  
Reliance Life Insurance Rewards Plan: 1210016001  
Reliance Accidental Death and Total and Permanent Disability Rider: 1210018001  
Insurance is the subject matter of the advertisement.

**RELIANCE**  
Life Insurance

Get tuned in to...

**RELIANCE LIFE INSURANCE**

**MONEY MULTIPLIER PLAN™**

**Radio Campaign!**

Well its time to tune in to the **Reliance Life Insurance Money Multiplier Plan Radio Campaign**, which is being deployed across key markets nationally. The Radio campaign aims to create awareness and buzz on our new product proposition in sync with our TV, Outdoor and Cinema Campaign.

Here are the highlights of the Radio Campaign:

- ▶ More than 25 markets will be covered nationally, over the next month through lead FM channels
- ▶ Leading FM Channels include Big FM, Red FM, Radio City, MY FM, Suryan FM, Fever FM, Radio Mantra, Friends, Klub FM & Tomato FM
- ▶ Average of 18 spots will be aired per day, with focus on morning and evening prime time
- ▶ This will be supported with a package of value ads to create the buzz around the new product

**Tune in to Money Multiplier!**

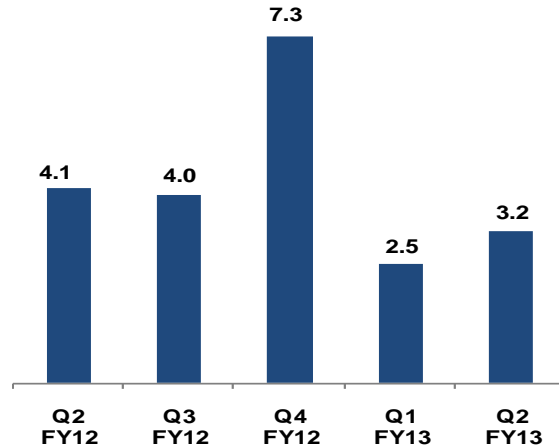
**All is well™**

▶ For internal communication only ▶ Tax laws are subject to changes with retrospective effect and consulting a tax expert for an opinion is recommended. ▶ For more details on terms and conditions please read sales brochure carefully before concluding a sale. ▶ Insurance is the subject matter of the advertisement. ▶ Life for Reliance Life Insurance Money Multiplier Plan: 1210070001, Reliance New Year Regular Benefit Rider: 1210014001, Reliance New Year Critical Care Benefit Rider: 1210015001, Reliance Life Insurance Rewards Plan: 1210016001, Reliance Accidental Death and Total and Permanent Disability Rider: 1210018001, Reliance Life Insurance Company Limited (Reg. No. 121).

Please CLICK on the link below for the media plan

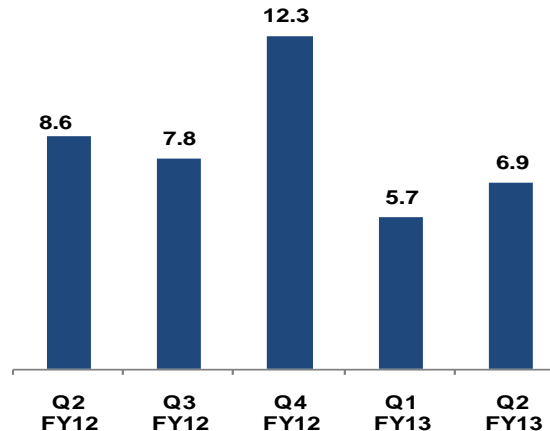
## New Business Premium

(Rs. Billion)



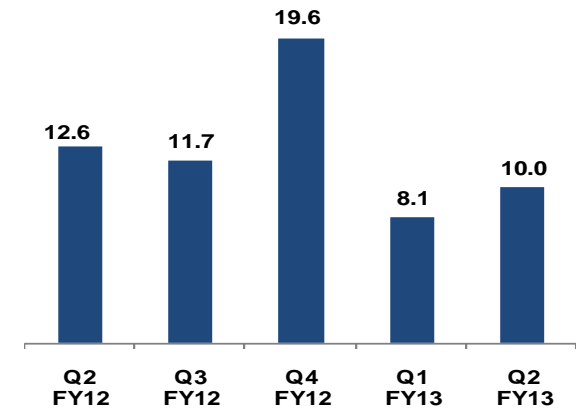
## Renewal Premium

(Rs. Billion)



## Total Premium (net of reinsurance)

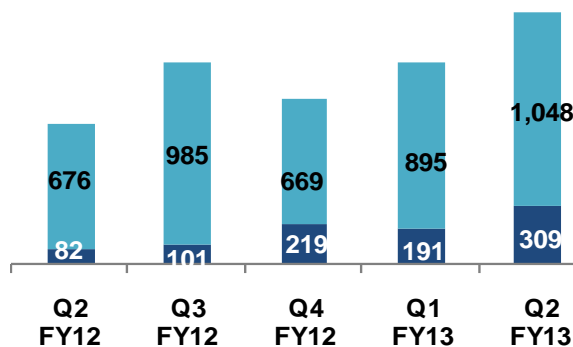
(Rs. Billion)



## Profit Before Tax

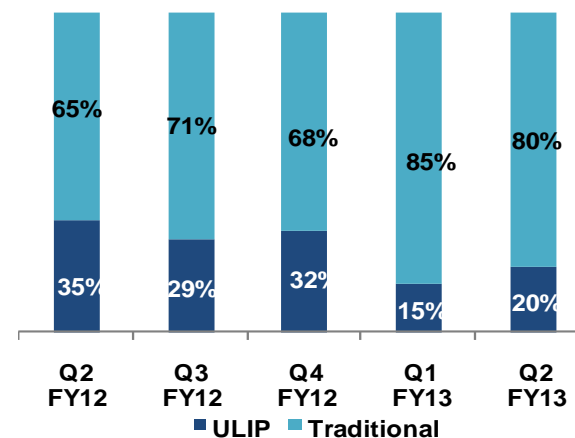
(Rs. Million)

- Surplus from Profit / Loss
- Surplus in Non-Participating Business



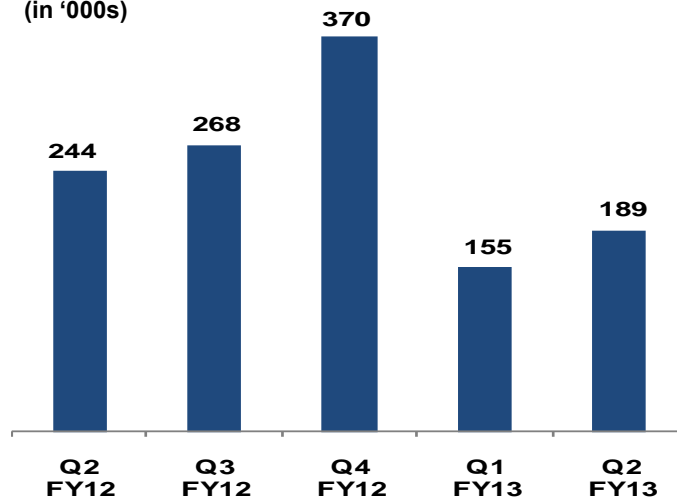
## Business Mix (Individual)

(%)



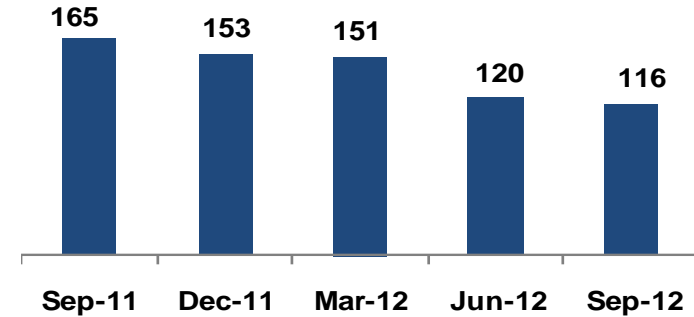
## No. of individual policies sold

(in '000s)



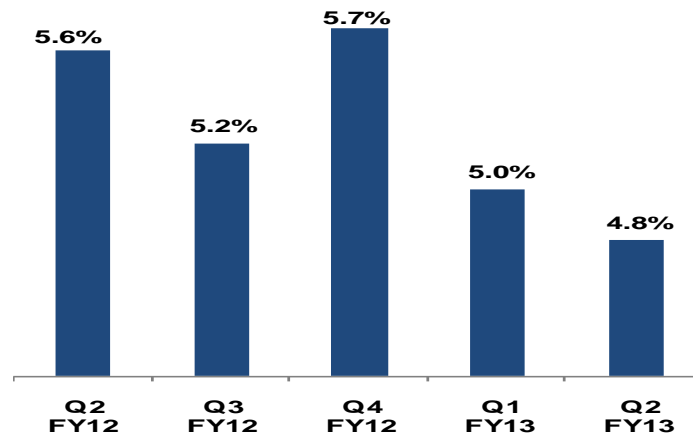
## Agency Force

(in '000s)



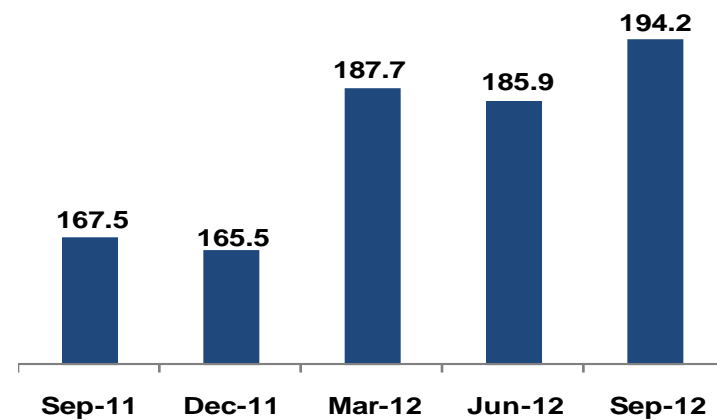
## Private Sector Market Share

(%)



## Funds under Management

(Rs. Billion)







***Reliance Commercial Finance***

- Amongst the leading lenders in the Indian NBFC sector
- Focus on secured lending and creating good quality loan portfolio
- Nearly 100% of book secured
- Nearly 78,500 customers across 18 locations in India

**RELIANCE**  
Commercial Finance

**LAP is now flexible**  
Now you needn't continue with high-cost OD/CC for your working capital requirements. Leverage your property and replace your existing OD/CC limits with Flexi-Loan Against Property.

SMS **FLEXI** to **55454\*** | Call **1800 200 3838**  
Visit [www.reliancecommercialfinance.com](http://www.reliancecommercialfinance.com)

**RELIANCE**  
Commercial Finance

**Disburse more, win more.**  
A golden opportunity!  
Disburse Loans Against Gold over ₹8 lacs between May 2 and May 16, 2011 and win exciting prizes.

Disbursal Target ₹	Gift Voucher ₹
up to 8,00,000	5,000
8,00,001 — 12,00,000	6,000
12,00,001 — 18,00,000	7,000
18,00,001 and more	8,000

**Conditions:**  
 • Loans from (MS or JD) can also be considered for the contest.  
 • Not for non-OD Customers. Available, etc.  
 • Prizes are decided.  
 • Contest ends on May 16, 2011.

**RELIANCE**  
Commercial Finance

Take your business into a bigger league with customised **Reliance SME Loans.**

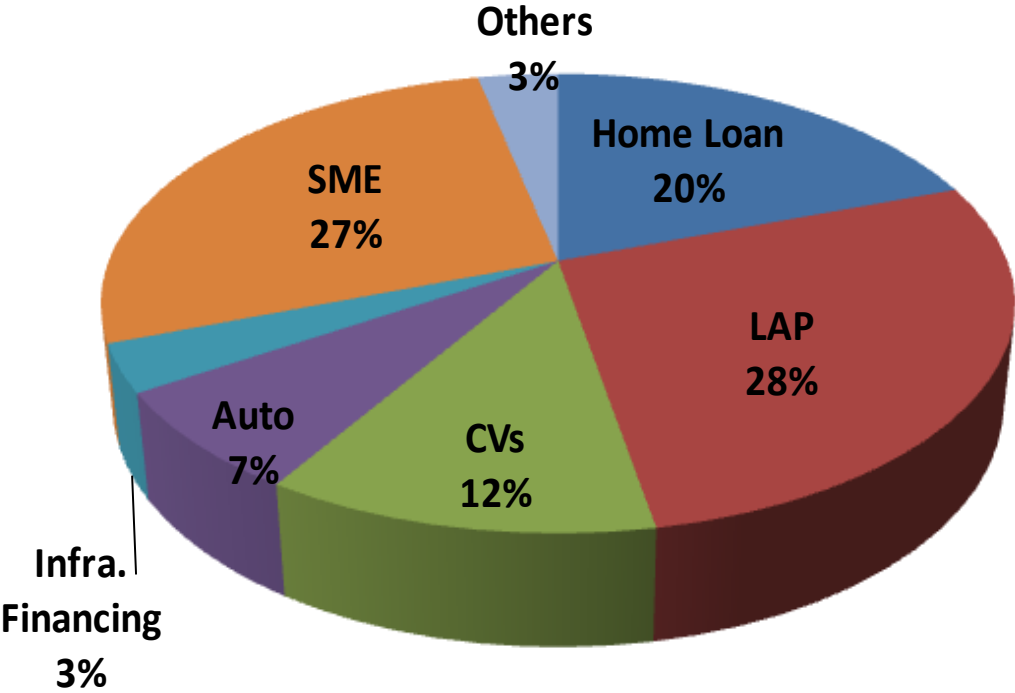
- ▶ Customised Loan Structure
- ▶ Focusing on more than 15 industries
- ▶ Higher loan tenure to suit your capital requirements
- ▶ Flexible payment structures & options

**Don't just live; live big.**

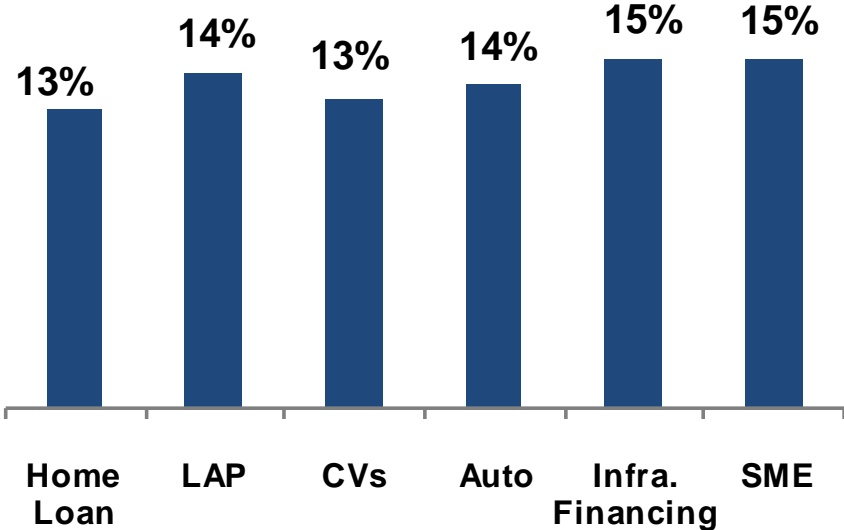
SMS **SMEF** to **55454\***  
Call **1800 200 3838** | Visit [www.reliancecommercialfinance.com](http://www.reliancecommercialfinance.com)

\*SMS charges are applicable. All loans are at the sole discretion of Reliance Capital Ltd. Conditions apply.

Portfolio Composition

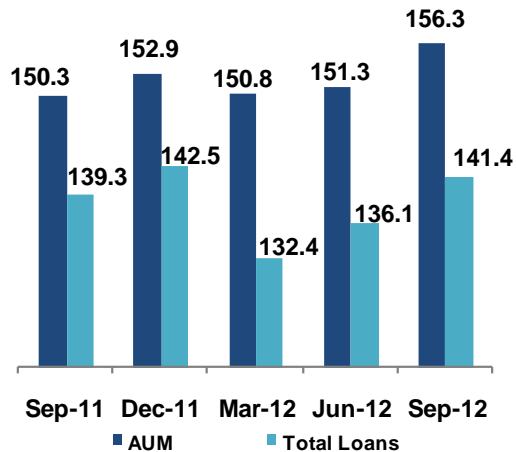


Segmental Yields



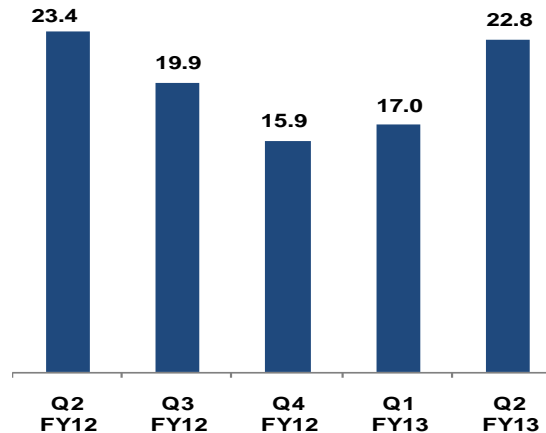
## AUM and Total Loan Portfolio

(Rs. Billion)



## Disbursements

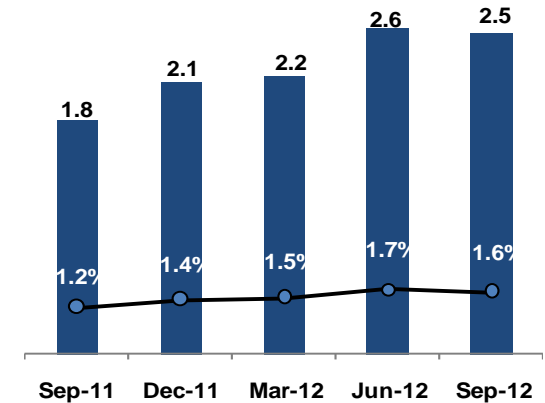
(Rs. Billion)



## Gross NPLs

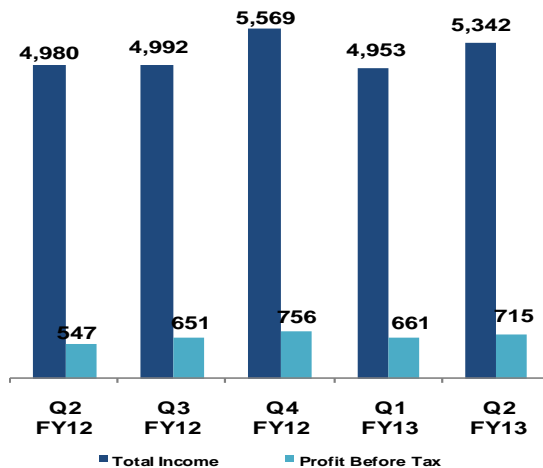
(Rs. Billion)

(%)



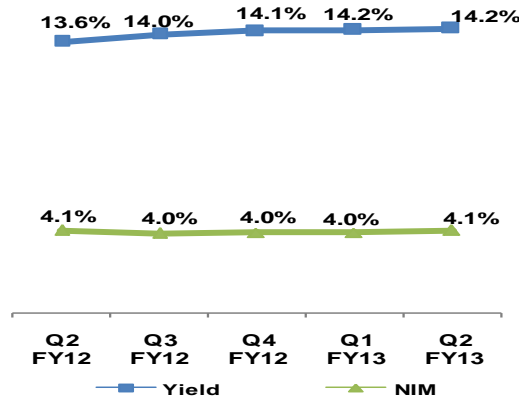
## Total Income and Profit Before Tax

(Rs. Million)



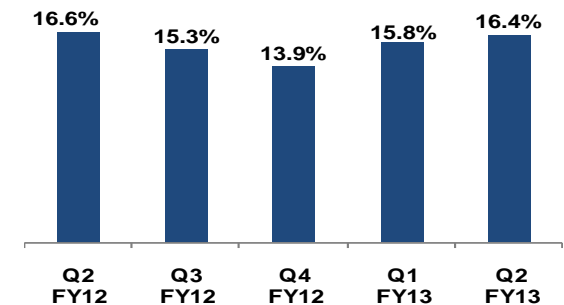
## Yield, Cost of Funds and NIMs

(%)



## Cost-to-income ratio

(%)







***Broking and Distribution businesses***



- Broking business consists of :
  - Reliance Securities that caters to the retail clientele
  - Quant Securities that focuses on the wholesale segment
- Exclusive tie-up with India Post to sell gold coins through its network
- Largest private sector partner for Western Union Money Transfer in India
- Pan India presence with over 6,350 outlets
  - 500 touch points added in Q2

**Regular Stock Purchase Plan**

Enjoy daily sips of your favourite scrips with the

**Regular Stock Purchase Plan**

Reliance Regular Stock Purchase Plan (RSP Plan), is a disciplined and easy way to invest in the equity markets which helps in accumulating wealth by making small, regular investments. RSP Plan allows you to invest in the equity markets with pre-fixed amounts or quantities at different intervals in respect of your choice for a fixed tenure.

**Benefits of Reliance RSP Plan**

- Rupee Cost Averaging by automatically buying more shares when the price is low, and fewer shares when the price is high
- Your investment approach becomes more disciplined and leads to systematic wealth creation
- You are relieved of the risks and pressures of the market

**4 easy steps to activate your RSP Plan**

- Open an account with us
- Log in to your account
- Fill in a request for RSP Plan
- Choose your RSP Plan amount, scrip & investment interval

**To open a trading account with us:**

- [www.rsec.co.in](http://www.rsec.co.in)
- SMS «RSEC RSP» to 55
- Customer support@rsec.co.in
- Aramahal: 078-00000000 (Bangalore) 080-00000000
- Chennai: 044-00000000 (Delhi) 011-00000000 (Jaipur) 0141-00000000
- Mumbai: 022-00000000

**CALL YOUR LOVED ONES ABROAD FOR FREE\***

Amazing Offer. Isn't it. Just walk-in to our branch & call your loved one abroad & tell them how much you love them. For FREE!

- Offer for all walk-in at Reliance Money Express branches only.
- 2 min per call
- One call per transaction per month
- Limited period offer

**WESTERN UNION MONEY TRANSFER**

**RELIANCE Money Express**  
Get Discounted Amount Group

**Now you can pay as little as 1/2 paisa brokerage**

**The RMax - 3 years Plan**

Investment	Min 1 year	Min 2 year	Min 3 year
1,000	0.25	0.25	0.25
5,000	0.25	0.25	0.25
10,000	0.25	0.25	0.25
25,000	0.15	0.15	0.15
50,000	0.10	0.10	0.10
1,00,000	0.10	0.10	0.10
2,00,000	0.08	0.08	0.08

**All you need to do is**

- Open a trading account
- Login to your account
- Select a Plan that suits your profile
- Trade all you can for a duration of 3 years!

**To open a trading account:**

- [www.rsec.co.in](http://www.rsec.co.in)
- SMS «RSEC RMAX» to 55000

**Now buy gold coin of any denomination at your nearest post office from 9th Aug. 2010 to 9th Sept. 2010 and get a chance to win upto 50gms\* Gold Coins**

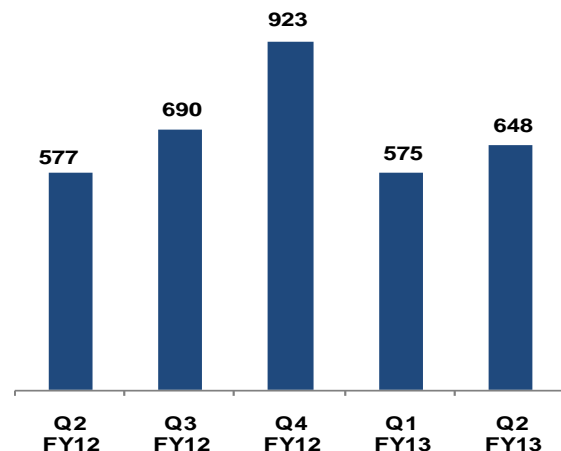
**6% DISCOUNT** on every Gold Coin

**HURRY! Rush to your nearest Post Office.**

Reliance Securities, Quant Securities, Western Union, India Post, Reliance Money Express, Reliance Securities, Quant Securities, Western Union, India Post, Reliance Money Express, Reliance Securities, Quant Securities, Western Union, India Post, Reliance Money Express.

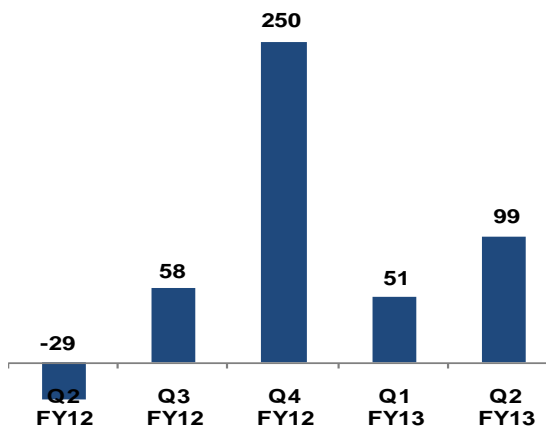
## Total income

(Rs. Million)



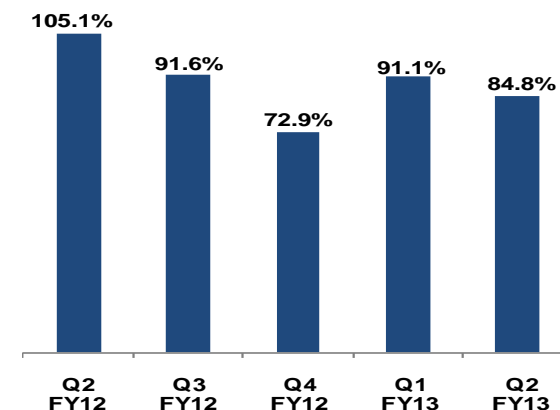
## Profit Before Tax

(Rs. Million)



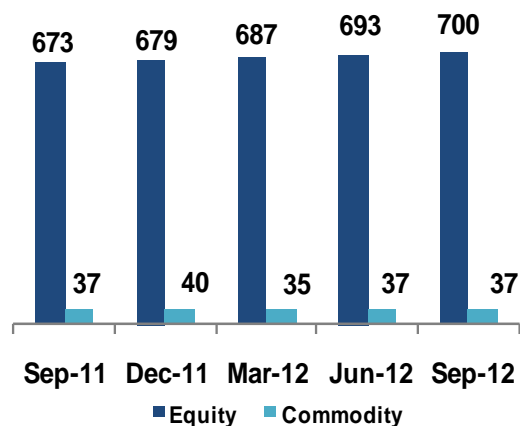
## Cost-to-income ratio

(%)



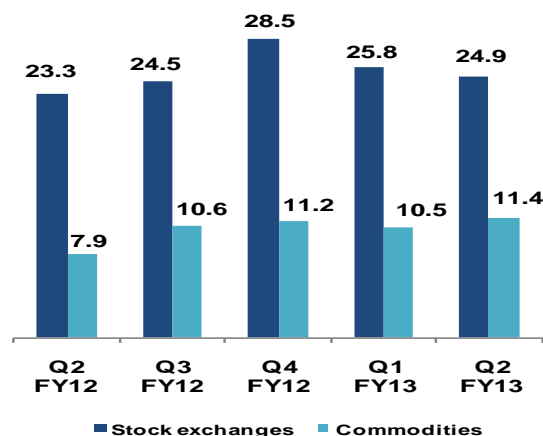
## Equity and Commodity Broking Accounts

(in '000s)



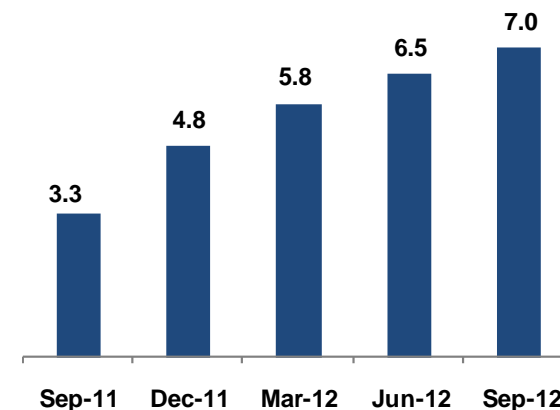
## Average Daily Turnover (Stock exchanges and Commodities)

(Rs. Billion)



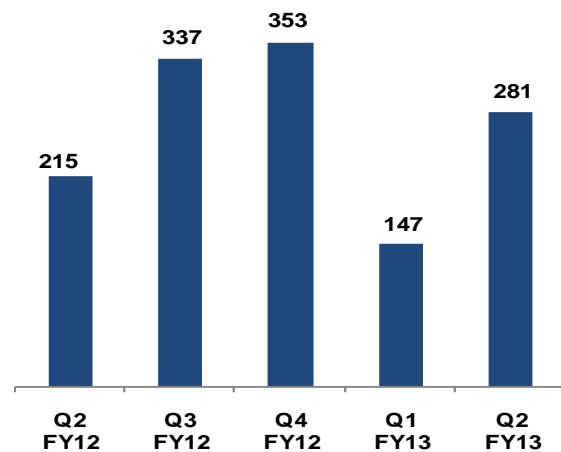
## Wealth Management AUM

(Rs. Billion)



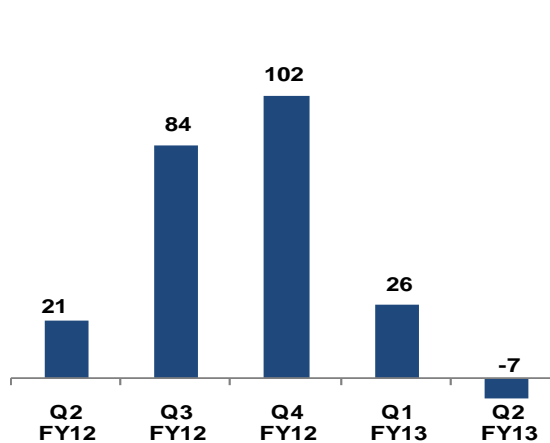
## Total income

(Rs. Million)



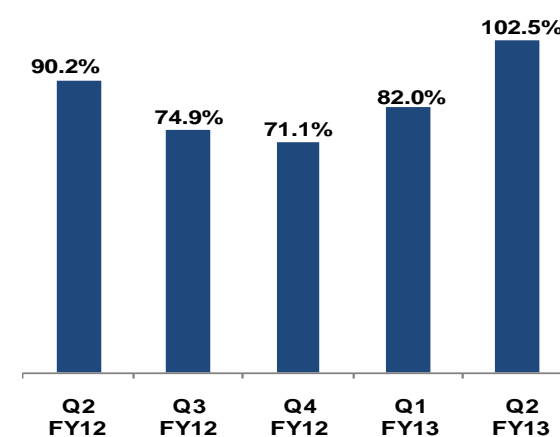
## Profit Before Tax

(Rs. Million)



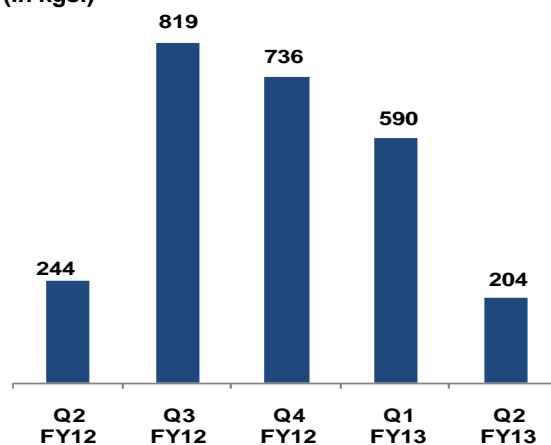
## Cost-to-income ratio

(%)



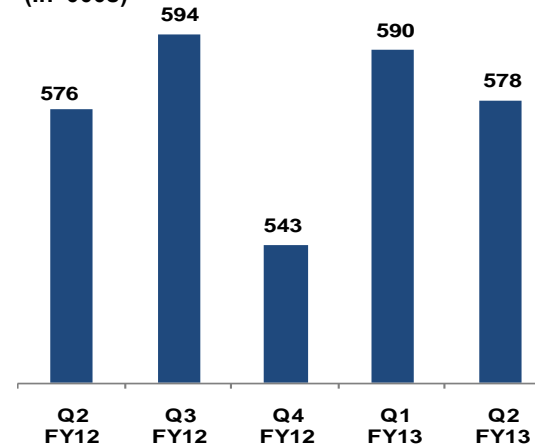
## Gold Coin Distribution

(In kgs.)



## Money Transfer Transactions

(In '000s)





***Reliance General Insurance***

- Leading private sector General Insurer with 8% market share (as on Sept 30, 2012)
- Approx. 6.6 lakh policies sold in Q2 FY13
- Wide network of 131 branches and over 8,700 intermediaries
- GWP from commercial lines of business at Rs. 907 million (+52%)
- Q2 loss includes full impact of FY13 provisioning due to 3<sup>rd</sup> party motor claims reserves



## Reliance Householder's Package Policy

You'll always feel at home, when you know it's secure

Policy provides you with the following unbeatable advantages

- Covers loss, damage or destruction of contents due to fire and theft

**Rs. 2 lakh cover for a couple a less than Rs. 10/- per day\***

RELIANCE  
General Insurance

No loading on renewal premium No claim discount Not having claim from previous policy holder No deduction on renewal premium No per disease limit No. of diseases covered Assured renewal till 75 years

Reliance HealthWise Policy provides you with the following unbeatable advantages:

- 24 hour cashless facility at more than 4000 network hospitals in India
- No medical tests for persons upto 45 years of age with clean medical history
- Basic coverage of Hospitalization due to illness/accident across all plans
- Family floater plan insured for maximum cover with cost benefit
- No deductions in Non-Network hospital claims
- Choice for change of TPA at renewal
- Assured renewal other than in case of Non-Disclosure, Misrepresentation or Fraud
- Reimbursement up to 50% for cost of pre-policy health check up
- Cost of Health Check reimbursed for each member of family after 4 claim free years
- Income Tax benefits under Section 80 D
- Coverage of pre-existing diseases after 24 years

\*TAC apply

You can then instantly purchase or renew your policy online in just 5 simple steps

- 1 Calculate your premium
- 2 Fill in your details
- 3 Pay online and download your policy instantly

Log onto [www.reliancegeneral.co.in](http://www.reliancegeneral.co.in) ► **Buy Now!**

Insurance is the subject matter of solicitation. RLG-OF Reliance General Insurance Co. Ltd.

RELIANCE

General Insurance

## Reliance HealthWise Policy

Because the health of your family is important

Call 1800 3002 8282 or 022 3889 8282 or SMS 'health' to 55454 or visit [www.reliancegeneral.co.in](http://www.reliancegeneral.co.in)

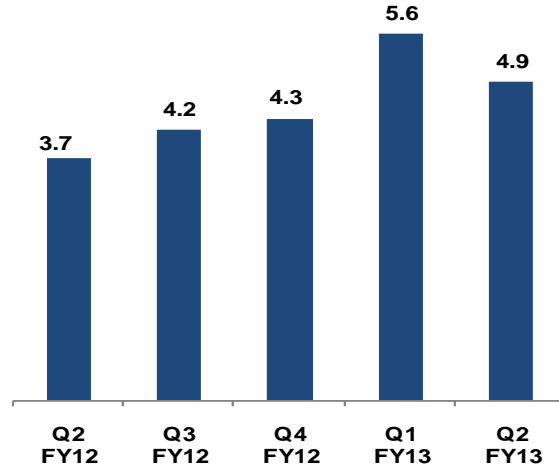
Insurance is the subject matter of solicitation. RLG-OF Reliance General Insurance Co. Ltd.





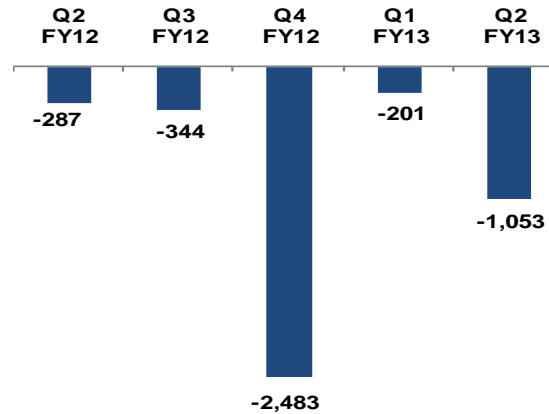
## Gross Written Premium

(Rs. Billion)



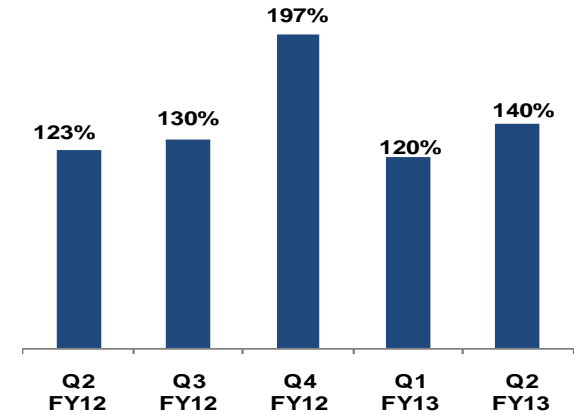
## Profit Before Tax

(Rs. Million)

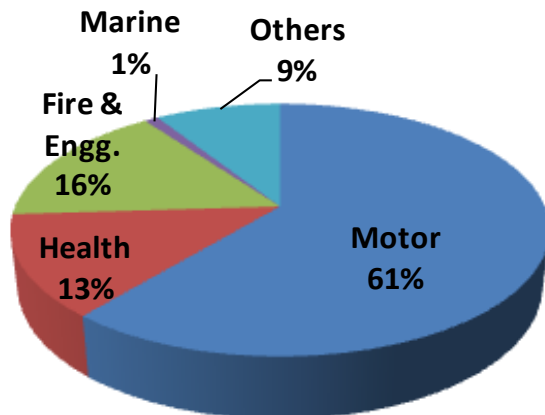


## Combined Ratio

(%)

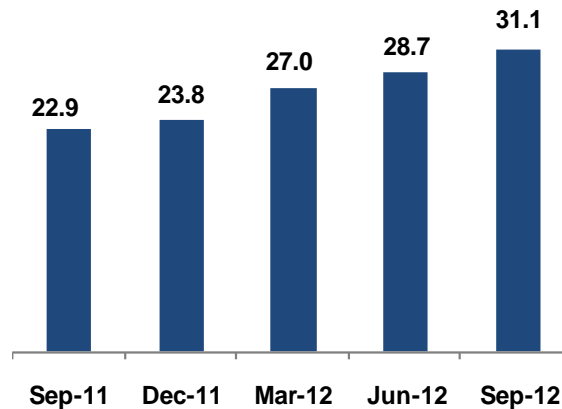


## Business mix



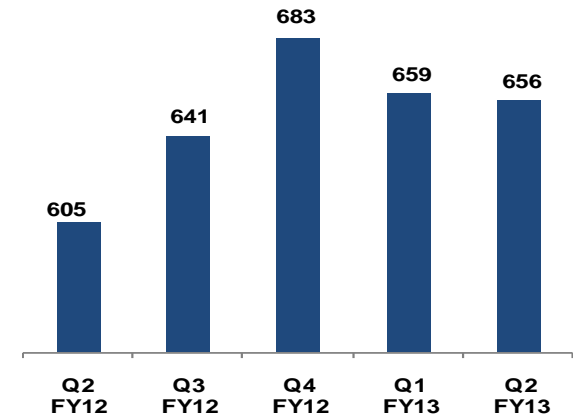
## Investment Book

(Rs. Billion)



## No. of policies issued

(in '000s)



# *Other Businesses*



## Reliance Equity Advisors (REAL)

- **Manages a private equity fund, the Reliance Alternative Investments Fund - Private Equity Scheme I; committed investments aggregating to over 74% of the fund size**
- **Fund continues to be closely involved with its investee companies, and these companies are performing in line with expectations**

## Reliance Venture Asset Management

- **Venture capital arm of the Reliance Group with an investment mandate to incubate or invest into high-growth, new business ideas and is stage, sector and geography agnostic**
- **As on September 30, 2012, managed assets of Rs. 1.9 billion**

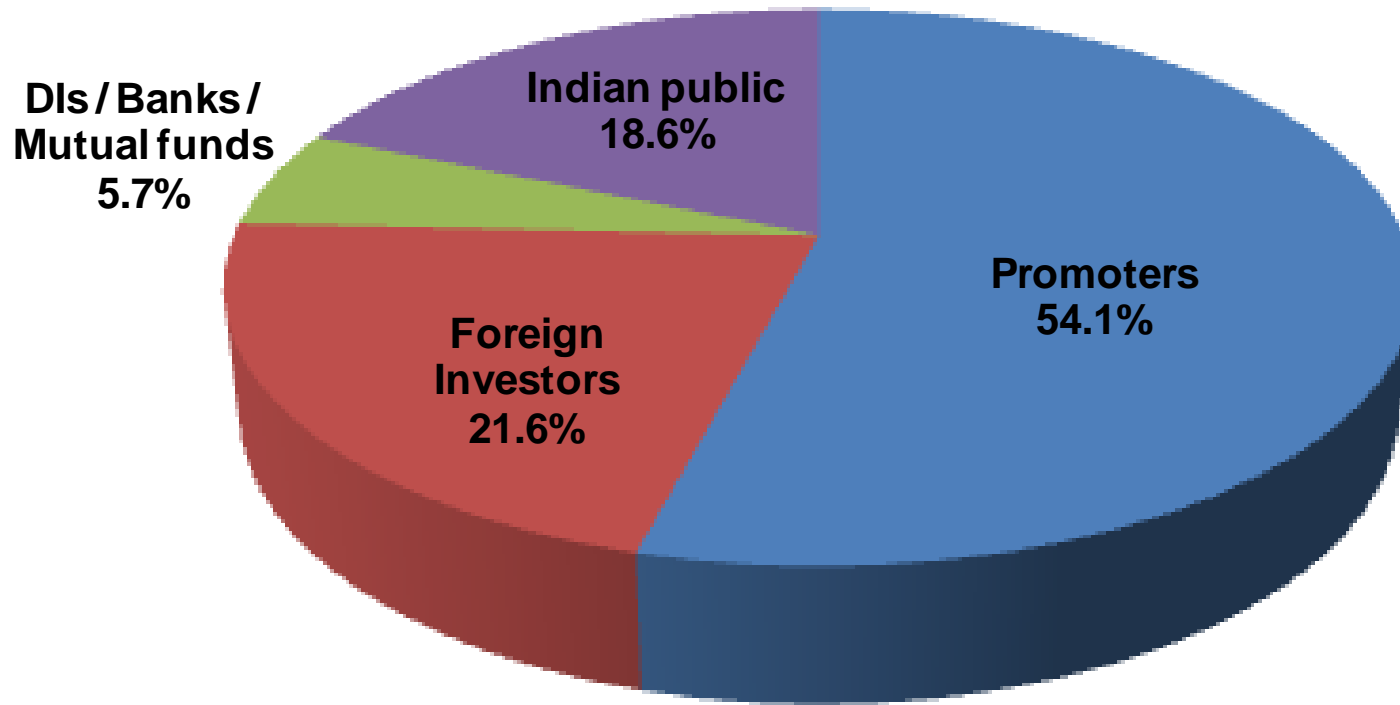
## Reliance Asset Reconstruction

- Acquiring, managing and resolving distressed assets
- As on September 30, 2012, managed assets of Rs. 691 million

## Reliance ExchangeNext (R Next)

- R Next acquired 26% stake, as anchor investor, in Indian Commodity Exchange Ltd. (ICEX), a screen based online derivative exchange for commodities
  - *ICEX offers products, both in the metals as well as the agriculture space*

(As on September 30, 2012)



- 1.2 million retail shareholders
- Constituent of CNX Nifty Junior and MSCI India
- Traded in futures & options segment



**25**  
YEARS  
OF TRUST

ReLIANCE

Thank you

ReLIANCE

# *Annexure*



## Balance Sheet

(Rs. Million)	Sept 30, 2012	June 30, 2012	Sept 30, 2011	Mar 31, 2012
Capital	2,462	2,462	2,462	2,462
Reserves	119,181	117,104	77,829	116,526
Borrowings	215,347	206,703	216,411	195,899
Other Liabilities	53,083	49,283	38,705	38,544
<b>Total</b>	<b>390,073</b>	<b>375,552</b>	<b>335,407</b>	<b>353,430</b>
Cash / bank balance	14,872	9,205	14,662	11,251
Investments	146,282	148,672	122,278	147,597
Loans	192,206	181,316	171,810	168,674
Fixed assets	4,510	2,766	3,603	2,811
Other Assets	32,203	33,594	23,055	23,097
<b>Total</b>	<b>390,073</b>	<b>375,552</b>	<b>335,407</b>	<b>353,430</b>
Tier I *	16.8%	17.2%	16.2%	18.0%
Tier II *	3.8%	2.6%	1.5%	2.2%
<b>Capital Adequacy *</b>	<b>20.5%</b>	<b>19.8%</b>	<b>17.7%</b>	<b>20.2%</b>

\* Based on standalone financials

## ***Funding Profile***

<b>(Rs. Million)</b>	<b>Sept 30, 2012</b>	<b>June 30, 2012</b>	<b>Sept 30, 2011</b>	<b>Mar 31, 2012</b>
<b>Bank Loans</b>	<b>113,538</b>	<b>129,756</b>	<b>109,826</b>	<b>104,861</b>
<b>Commercial Papers</b>	<b>31,953</b>	<b>40,262</b>	<b>47,688</b>	<b>29,322</b>
<b>NCDs</b>	<b>69,694</b>	<b>36,141</b>	<b>58,313</b>	<b>61,167</b>
<b>Others</b>	<b>162</b>	<b>544</b>	<b>584</b>	<b>550</b>
<b>Total</b>	<b>215,347</b>	<b>206,703</b>	<b>216,411</b>	<b>195,899</b>

## Profit & Loss statement

(Rs. Million)	Q2 FY13	Q2 FY12	Change (y-o-y)	Q1 FY13	Change (q-o-q)	FY 2012
Interest Income	7,713	7,386	4%	7,443	4%	28,217
Capital Gains / Dividend	9,171	1,200	664%	1,184	675%	7,935
Premium Earned	4,938	4,657	6%	5,780	(15)%	19,343
Mgmt. & Advisory Fee	1,453	1,483	(2)%	1,229	18%	6,138
Brokerage & Comm.	565	473	19%	597	(5)%	2,093
Other Income	534	531	-	524	2%	2,543
<b>Total Income</b>	<b>24,373</b>	<b>15,730</b>	<b>55%</b>	<b>16,758</b>	<b>45%</b>	<b>66,269</b>
Interest & Fin. Charges	5,802	5,825	(1)%	5,678	2%	22,501
Other Expenses	13,140	9,169	43%	10,347	27%	38,576
<b>Total Expenses</b>	<b>18,942</b>	<b>15,004</b>	<b>26%</b>	<b>16,025</b>	<b>18%</b>	<b>61,076</b>
Profit before tax	5,428	725	650%	733	634%	5,192
Profit after tax	4,018	365	1,001%	435	813%	3,295



## *Profit & Loss statement*

(Rs. Million)	Q2 FY13	Q2 FY12	Change (y-o-y)	Q1 FY13	Change (q-o-q)	FY 2012
Income	1,602	1,631	(2)%	1,520	5%	6,647
Expenses	1,025	975	5%	934	10%	3,571
Profit before tax	576	656	(12)%	586	(2)%	3,076

(Rs. Million)	Sept 30, 2012	June 30, 2012	Sept 30, 2011	Mar 31, 2012
Debt	560,905	508,287	584,619	473,949
Equity	273,373	270,876	302,769	280,663
Gold	28,990	27,781	19,219	26,506
Managed Accounts	14,120	14,190	14,225	14,565
Pension Funds	641,570	616,210	-	594,587
Hedge Funds	33,186	25,275	10,650	18,263
Total AAUM	1,552,145	1,462,620	931,480	1,408,533

## *Profit & Loss statement*

(Rs. Million)	Q2 FY13	Q2 FY12	Change (y-o-y)	Q1 FY13	Change (q-o-q)	FY 2012
First year premium	2,871	3,055	(6)%	2,221	29%	14,364
Single premium	343	1,090	(68)%	284	21%	3,729
Total New business premium	3,214	4,144	(22)%	2,505	28%	18,093
Renewal Premium	6,926	8,600	(19)%	5,652	23%	36,883
Total premium (net of reinsurance)	10,030	12,634	(21)%	8,102	24%	54,702
Profit before tax	309	82	276%	191	62%	3,726
Total funds under management	194,172	167,474	16%	185,860	4%	187,666
Capital infused	-	-	-	-	-	3,000

## *Profit & Loss statement*

(Rs. Million)	Q2 FY13	Q2 FY12	Change (y-o-y)	Q1 FY13	Change (q-o-q)	FY 2012
Disbursements	22,823	23,444	(3)%	17,023	34%	79,373
Net Interest Income	1,376	1,314	5%	1,361	1%	5,104
Total Income	5,342	4,980	7%	4,953	8%	19,450
Total expenses	875	825	7%	784	12%	3,150
Interest expenses	3,465	3,141	10%	3,351	3%	12,801
Provisions	286	467	(39)%	156	84%	963
Profit before tax	715	547	31%	661	8%	2,537

## ***Profit & Loss - Broking***

(Rs. Million)	Q2 FY13	Q2 FY12	Change (y-o-y)	Q1 FY13	Change (q-o-q)	FY 2012
Total Income	648	577	12%	575	13%	2,749
Total expenses	549	607	-9%	524	5%	2,430
Profit before tax	99	(29)	-	51	94%	320

## ***Profit & Loss - Distribution***

(Rs. Million)	Q2 FY13	Q2 FY12	Change (y-o-y)	Q1 FY13	Change (q-o-q)	FY 2012
Total Income	281	215	31%	147	92%	1,060
Total expenses	288	194	49%	120	140%	826
Profit before tax	(7)	21	-	26	-	234

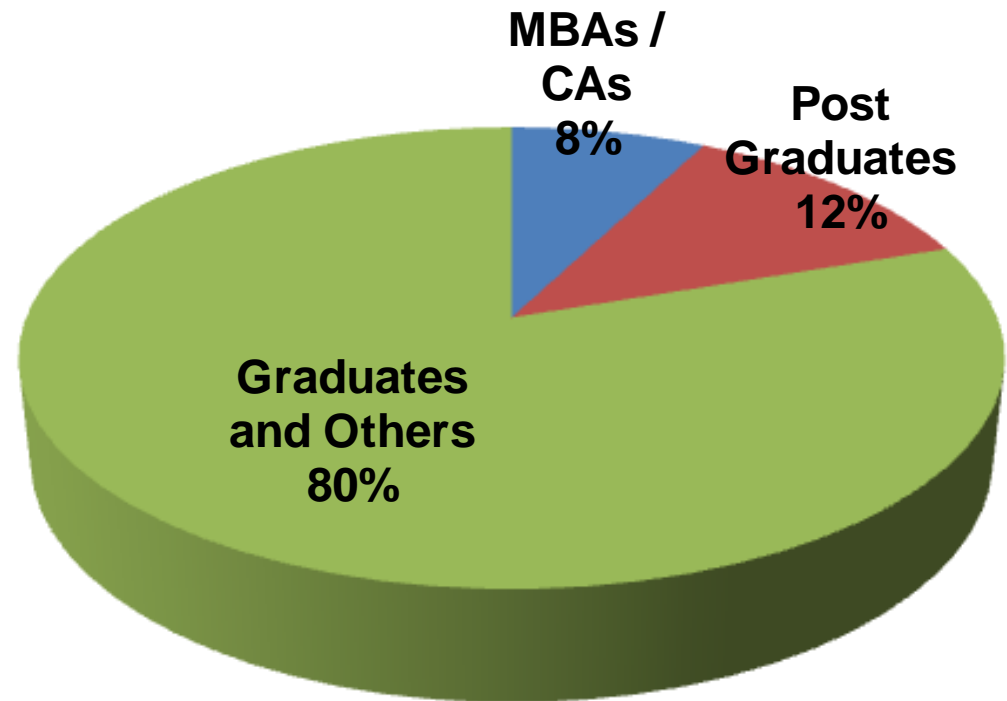
## *Profit & Loss statement*

(Rs. Million)	Q2 FY13	Q2 FY12	Change (y-o-y)	Q1 FY13	Change (q-o-q)	FY 2012
Gross Written Premium	4,898	3,730	31%	5,635	(13)%	17,479
Profit / (loss) before tax	(1,053)	(287)	-	(201)	-	(3,416)
Investment book	31,064	22,882	36%	28,686	8%	27,021
Combined ratio	140%	123%	-	120%	-	145%
No. of policies issued	6,56,323	6,04,749	9%	6,59,281	-	26,14,715



- **Approx. 17,500 employees**
- **77% in Customer Facing roles**
- **Young workforce**
- **20% Post Graduates and Professionals**
- **Over 2,000 women employees**

### Qualification profile



**Young & vibrant workforce - average age of 34 years**