

HDB/TROPS/2020/228

May 13, 2020

To,
National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex, Bandra (East),
Mumbai- 400051

K.A.: Listing Compliance Department

Subject: Submission of Audited Financial Results for the quarter and year ended March 31, 2020

Dear Sir / Madam,

Pursuant to the provisions of Para 1.2 of Continuous obligations and disclosure requirements for listed CPs as per SEBI Circular SEBI/HO/DDHS/DDHS/CIR/P/2019/115 dated October 22, 2019 and amendments thereof, please find enclosed the audited financial results for the quarter and year ended March 31, 2020 as reviewed by the Audit Committee and approved by the Board of Directors of the Company at its meeting held on May 13, 2020.

Further, please note that the Statutory Auditor of the Company, M/s. B.S.R. & Co. LLP has submitted Audit Report for the year ended March 31, 2020 with unmodified opinion.

Kindly take the same on records for the information of the Commercial Paper holders of the Company.

Thanking you,

For HDB Financial Services Limited

Dipti Khandelwal
(Company Secretary)
Membership No.:A25592

Encl: a/a

B S R & Co. LLP

Chartered Accountants

5th Floor, Lodha Excelus,
Apollo Mills Compound
N. M. Joshi Marg, Mahalaxmi
Mumbai - 400 011
India

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Independent Auditors' Report

To the Board of Directors of HDB Financial Services Limited

Report on the audit of the Standalone Annual Financial Results

Opinion

We have audited the accompanying standalone annual financial results of HDB Financial Services Limited ("the Company") for the year ended 31 March 2020, attached herewith, being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended ("Listing Regulations").

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid standalone annual financial results:

- i. are presented in accordance with the requirements of Regulation 33 of the Listing Regulations in this regard; and
- ii. give a true and fair view in conformity with the recognition and measurement principles laid down in the applicable Indian Accounting Standards and other accounting principles generally accepted in India of the net profit and other comprehensive income and other financial information for the year ended 31 March 2020.

Basis for Opinion

We conducted our audit in accordance with the Standards on Auditing ("SAs") specified under section 143(10) of the Companies Act, 2013 ("the Act"). Our responsibilities under those SAs are further described in the *Auditor's Responsibilities for the Audit of the Standalone Annual Financial Results* section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the financial statements under the provisions of the Act and the Rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on the standalone annual financial results.

Emphasis of Matter

As described in Note 8 to the standalone annual financial results, in respect of accounts overdue but standard at 29 February 2020 where moratorium benefit has been granted, the staging of those accounts at 31 March 2020 is based on the days past due status as on 29 February 2020 in accordance with the Reserve Bank of India COVID-19 Regulatory Package.

B S R & Co (a partnership firm with
Registration No. BA61223) converted into
B S R & Co. LLP (a Limited Liability Partnership
with LLP Registration No. AAB-8181)
with effect from October 14, 2013

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Mumbai - 400 011, India

Independent Auditors' Report (*Continued*)

HDB Financial Services Limited

Emphasis of Matter (*Continued*)

As described in Note 7 to the standalone annual financial results, the extent to which the COVID-19 pandemic will impact the Company's financial performance is dependent on future developments, which are highly uncertain.

Our opinion is not modified in respect of the above matters.

Management's and Board of Directors' Responsibilities for the Standalone Annual Financial Results

These standalone annual financial results have been prepared on the basis of the standalone annual financial statements.

The Company's Management and the Board of Directors are responsible for the preparation and presentation of these standalone annual financial results that give a true and fair view of the net profit/loss and other comprehensive income and other financial information in accordance with the recognition and measurement principles laid down in Indian Accounting Standards prescribed under Section 133 of the Act and other accounting principles generally accepted in India and in compliance with Regulation 33 of the Listing Regulations. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring accuracy and completeness of the accounting records, relevant to the preparation and presentation of the standalone annual financial results that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the standalone annual financial results, the Management and the Board of Directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Board of Directors is responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Standalone Annual Financial Results

Our objectives are to obtain reasonable assurance about whether the standalone annual financial results as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these standalone annual financial results.

Independent Auditors' Report (*Continued*)

HDB Financial Services Limited

Auditor's Responsibilities for the Audit of the Standalone Annual Financial Results (*Continued*)

As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the standalone annual financial results, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under Section 143(3)(i) of the Act, we are also responsible for expressing our opinion through a separate report on the complete set of financial statements on whether the company has adequate internal financial controls with reference to financial statements in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures in the standalone annual financial results made by the Management and Board of Directors.
- Conclude on the appropriateness of the Management and Board of Directors use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the appropriateness of this assumption. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the standalone annual financial results or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the standalone annual financial results, including the disclosures, and whether the standalone annual financial results represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Independent Auditors' Report (*Continued*)

HDB Financial Services Limited

Other Matters

The standalone annual financial results includes the results for the quarter ended 31 March 2020 and the corresponding quarter ended in the previous year as reported in these standalone annual financial results are the balancing figures between audited figures in respect of the full financial year and the unpublished year to date figures up to the end of the third quarter of the relevant financial year. The figures up to the end of the third quarter have only been reviewed and not subjected to audit.

For **B S R & Co. LLP**

Chartered Accountants

Firm's Registration No: 101248W/W-100022

AKEEL ABBAS
MASTER

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AKEEL ABBAS MASTER
Date: 2020.05.13
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Akeel Master

Partner

Mumbai
13 May 2020

Membership No: 046768
UDIN: 20046768AAAAHX3101

Audited Standalone Financial Results
for the quarter and year ended 31 March 2020

(Rupees in million)

Particulars	Quarter ended 31-Mar-2020 Audited (Refer Note 4)	Quarter ended 31-Dec-2019 Reviewed	Quarter ended 31-Mar-2019 Audited (Refer Note 4)	Year ended 31-Mar-2020 Audited	Year ended 31-Mar-2019 Audited
I Revenue from operations					
Interest income	21,325	20,990	18,543	82,335	67,121
Sale of services	5,644	5,372	4,307	21,132	16,481
Other financial charges	966	1,201	1,015	4,083	2,949
Net gain on fair value changes	83	-	115	188	330
Net gain/(loss) on derecognised financial instruments	(32)	(35)	367	(173)	367
Total Revenue from operations	27,986	27,528	24,347	107,565	87,248
II Expenses					
Finance Costs	10,146	10,492	9,587	40,814	33,333
Impairment on financial instruments	5,047	2,582	2,419	14,416	6,369
Employee benefits expenses	8,250	8,342	6,255	31,956	25,517
Depreciation, amortization and impairment	279	290	232	1,097	620
Others expenses	1,217	1,319	1,399	4,637	4,169
Total expenses	24,939	23,025	19,892	92,920	70,008
III Profit before tax (I-II)	3,047	4,503	4,455	14,645	17,240
IV Tax expense:					
a. Current tax	1,875	792	2,259	4,718	6,581
b. Deferred tax	(1,170)	280	(1,136)	(121)	(873)
Total tax expense	705	1,072	1,123	4,597	5,708
V Net Profit for the period (III-IV)	2,342	3,431	3,332	10,048	11,532
VI Other Comprehensive Income (net of tax)	(531)	140	(34)	(550)	(34)
VII Total Comprehensive Income (after tax) (V-VI)	1,811	3,571	3,298	9,498	11,498
VIII Earnings per equity share (Refer Note 9)					
a. Basic (in Rupees)	2.98	4.37	4.24	12.78	14.71
b. Diluted (in Rupees)	2.97	4.36	4.23	12.77	14.69
Face value per share (in Rupees)	10	10	10	10	10

Statement of Standalone Assets and Liabilities
as at 31 March 2020

Particulars	(Rupees in million)	
	As at 31 Mar 2020	As at 31 Mar 2019
	Audited	Audited
ASSETS		
1 Financial Assets		
(a) Cash and cash equivalents	3,560	3,347
(b) Bank balances other than cash and cash equivalents	2,072	1,538
(c) Derivative financial instruments	813	-
(d) Trade receivables	1,812	1,144
(e) Loans	571,459	538,812
(f) Investments	17,458	5,684
(g) Other financial assets	1,180	1,098
	598,354	551,623
2 Non-financial Assets		
(a) Current tax assets (Net)	774	367
(b) Deferred tax assets (Net)	4,156	3,850
(c) Property, plant and equipment	1,245	1,139
(d) Capital work-in-progress	1	-
(e) Other intangible assets	91	91
(f) Right of Use Assets	2,524	-
	8,791	5,447
TOTAL ASSETS	607,145	557,070
EQUITY AND LIABILITIES		
3 Financial Liabilities		
(a) Derivative financial instruments	-	-
(b) Trade payables		
(i) Total outstanding dues of micro enterprises and small enterprises	-	-
(ii) Total outstanding dues of creditors other than micro enterprises and small enterprises	1,500	3,948
(c) Debt securities	225,934	241,197
(d) Borrowings (other than debt securities)	235,802	180,957
(e) Subordinated liabilities	36,305	28,898
(f) Other financial liabilities	22,544	26,238
	522,085	481,238
4 Non-Financial Liabilities		
(a) Current tax liabilities (net)	742	561
(b) Provisions	2,869	2,682
(c) Other non-financial liabilities	1,267	804
	4,878	4,047
5 Equity		
(a) Equity share capital	7,876	7,857
(b) Other equity	72,306	63,928
	80,182	71,785
TOTAL EQUITY AND LIABILITIES	607,145	557,070

Notes:

- 1 HDB Financial Services Limited ('the Company') is a Non-Banking Financial Company registered with the Reserve Bank of India.
- 2 The standalone financial results for the quarter and year ended 31 March 2020, which have been subjected to audit by the Statutory Auditors of the Company, have been reviewed by the Audit Committee and approved by the Board of Directors at its meeting held on 13 May 2020, in terms of Regulation 33 of the Securities and Exchange Board of India (Listing and Other Disclosure Requirements) Regulations, 2015.
- 3 The Statement comply in all material aspects with Indian Accounting Standards ('Ind AS') notified under Section 133 of the Companies Act, 2013 ('the Act') read with the Companies (Indian Accounting Standards) Rules, 2015 as amended from time to time and other relevant provisions of the Act. The Statement has been prepared based on the notified Schedule III of the Act, as amended from time to time, for Non-Banking Financial Companies that are required to comply with Ind AS.
- 4 The figures for the last quarter of the current year and of the previous year are the balancing figures between audited figures in respect of the full financial year and the unpublished reviewed year-to-date figures upto third quarter.
- 5 Effective 01 April 2019, the Company has adopted Ind AS 116 - Leases and applied it to all lease contracts existing on 01 April 2019 using the modified retrospective method. Based on the same and as permitted under the specific transitional provisions in the standard, the Company is not required to restate the comparative figures.

On transition, the adoption of the new standard resulted in recognition of Right-of-Use asset of Rs. 2,353.65 million and a lease liability of Rs. 2,353.65 million. The effect of this adoption is not material to the profit for the year and earnings per share.
- 6 The Company has elected to exercise the option permitted under Section 115BAA of the Income-tax Act, 1961, as introduced by the Taxation Laws (Amendment) Ordinance, 2019. Accordingly, the Company has recognised provision for income tax for year ended 31 March 2020 and re-measured its deferred tax assets basis the rate prescribed in the said section. The full impact of above mentioned change amounting to Rs. 1,075.54 million has been recognised in the standalone statement of profit and loss for year ended 31 March 2020
- 7 The 'severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)', generally known as COVID-19, which was declared as a global pandemic by World Health Organization on 11 March 2020, continues to spread across globe and in India. Globally countries and businesses are under lockdown. On 24 March 2020, the Government of India announced a 21 days lockdown initially, which was extended by 19 days across the country to contain the spread of the virus. Considering the severe health hazard associated with COVID-19 pandemic, certain parts of the country have further extended the lockdown. There is high level of uncertainty about the duration of the lockdown and the time required for things to get normal. The extent to which COVID-19 pandemic will impact the Company's provision on assets is dependent on the future developments which are highly uncertain. The impact of the global health pandemic may be different from that estimated at the date of approval of these standalone financial results and the Company will continue to closely monitor any material changes to future economic conditions.
- 8 In accordance with the RBI guidelines relating to COVID-19 Regulatory Package dated 27 March 2020 and 17 April 2020, the lending institutions have been permitted to grant a moratorium of three months on payment of all installments and / or interest, as applicable, falling due between 1 March 2020 and 31 May 2020 ('moratorium period') to eligible borrowers in accordance with the Board approved policy. For all such accounts where the moratorium is granted, the asset classification shall remain stand still during the moratorium period.

The Company holds provisions as at 31 March 2020 against the potential impact of COVID-19 based on the information available at this point in time.
- 9 Earnings per equity share for the quarter ended 31 March 2020, 31 December 2019 and 31 March 2019 have not been annualised.
- 10 The statement of standalone cash flow is attached as Annexure 1.
- 11 The disclosure in terms of Ind-AS 108 dealing with 'Operating Segment' as specified under Section 133 of the Companies Act, 2013 is attached as Annexure 2.
- 12 Previous year figures have been regrouped/rearranged, where necessary.

By Order of the Board

For **HDB Financial Services Limited**

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Date: 2020.05.13
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Ramesh G.

Managing Director

DIN : 05291597

Date : 13 May 2020

Place : Mumbai

HDB Financial Services Limited

Annexure 1

Statement of Standalone Cash Flow

for the year ended 31 March 2020

(Rupees in million)

Particulars	Year ended 31-Mar-2020	Year ended 31-Mar-2019
	Audited	Audited
Cash flow from operating activities		
Profit before tax	14,627	17,241
Adjustments for		
(Profit)/loss on sale of asset	(2)	3
Interest expenses	37,967	31,440
Interest income	(82,335)	(67,121)
Realised net (gain)/ loss on investments	(439)	(313)
Unrealised (gain)/loss on investments	(19)	(16)
Discount on commercial paper	2,847	1,893
Impairment on financial instruments	14,416	6,369
Provision for compensated absence and gratuity	162	104
Employee share based payment expenses	112	154
Rent expenses reversal	(558)	-
Depreciation, amortization and impairment	1,097	619
Operating cash flow before working capital changes	(12,125)	(9,627)
Adjustments for working capital changes:		
(Increase)/ decrease in trade receivables	(668)	69
(Increase)/decrease in other financial assets and others	(2,073)	(4,584)
(Increase)/ decrease in Loans	(46,083)	(103,561)
Increase/(decrease) in other liabilities and provisions	(17,667)	(15,217)
Increase/(decrease) in trade payables	(2,449)	1,154
Interest paid	(32,968)	(28,930)
Interest received	81,343	66,257
Cash generated from operations	(32,690)	(94,439)
Direct taxes paid (net of refunds)	2,370	4,530
Net cash flow generated from/(used in) operating activities	(30,320)	(89,909)
Cash flow from investing activities		
Purchase of fixed assets	(728)	(484)
Proceeds from sale of fixed assets	5	2
Purchase of investments mutual fund	(166,786)	(154,905)
Proceeds of investments mutual fund	155,471	153,581
Net cash generated from/(used in) investing activities	(12,038)	(1,806)
Cash flow from financing activities		
Proceeds from issue of shares and security premium	335	390
Debt securities issued	94,260	153,360
Debt securities repaid	(111,530)	(115,190)
Borrowings other than debt securities issued	246,796	125,200
Borrowings other than debt securities repaid	(193,020)	(77,653)
Subordinated debt issued	7,435	9,000
Dividend and tax paid on dividend	(1,705)	(661)
Net cash generated from/(used in) financing activities	42,571	94,446
Net increase/(decrease) in cash and cash equivalents	213	2,731
Add : Cash and cash equivalents as at the beginning of the year	3,347	616
Cash and cash equivalents as at the end of the year*	3,560	3,347
*Components of cash and cash equivalents		
Balances with banks	3,477	2,783
Demand drafts on hand	24	154
Cash on hand	59	410
	3,560	3,347

HDB Financial Services Limited

Annexure 2 Standalone Segment Reporting for the year ended 31 March 2020

		(Rupees in million)	
S.N.	Particulars	Year ended 31-Mar-2020	Year ended 31-Mar-2019
		Audited	Audited
i.	Segment Revenue		
	Lending business	86,433	70,767
	BPO Services	21,132	16,481
	Unallocated	-	-
	Income from Operations	107,565	87,248
ii.	Segment Results		
	Lending business	13,670	17,206
	BPO Services	1,043	732
	Unallocated	(68)	(698)
	Profit before tax	14,645	17,240
	Income Tax expenses		
	Current tax	4,718	6,490
	Deferred tax Asset	(121)	(873)
	Income tax for earlier year	-	91
	Net Profit	10,048	11,532
iii.	Capital Employed		
	Segment assets		
	Lending business	599,890	551,688
	BPO Services	2,167	1,104
	Unallocated	5,088	4,277
	Total Assets	607,145	557,069
	Segment Liabilities		
	Lending business	522,811	482,172
	BPO Services	2,161	1,841
	Unallocated	1,995	1,271
	Total Liabilities	526,967	485,284
	Net Segment assets / (liabilities)	80,178	71,785
iv.	Capital Expenditure (including net CWIP)		
	Lending business	538	332
	BPO Services	156	107
	Unallocated	34	45
	Total	728	484
v.	Depreciation		
	Lending business	866	487
	BPO Services	176	106
	Unallocated	55	26
	Total	1,097	619
vi.	Other non cash expenditure		
	Lending business	14,416	6,369
	BPO Services	-	-
	Unallocated	-	-
	Total	14,416	6,369

a) Chief Operating Decision Maker

Operating segments are reported in a manner consistent with the internal reporting to the Chief Operating Decision Maker (CODM). The Managing Director ('MD') of the Company has been identified as the CODM as defined by Ind AS 108 Operating Segments, who assesses the financial performance and position of the Company and makes strategic decisions.

b) Operating Segment

Primary Segment (Business Segment)

The Company is organised primarily into two operating segments, i.e. Lending business and BPO services. Lending business includes providing finance to retail customers for a variety of purposes like purchase of commercial equipment and commercial vehicles, personal purposes, enterprise loans, etc. Revenue from lending business includes (i) interest income and processing fees net of loan origination costs, (ii) collection-related charges like cheque bouncing charges, late payment charges and foreclosure charges, and (iii) insurance commission. BPO services comprises of sales support services, back office, operations, processing support, running collection call centres and collecting overdue amounts from borrowers.

Secondary Segment (Geographical Segment)

Since the business operations of the Company are primarily concentrated in India, the Company is considered to operate only in the domestic segment and therefore there is no reportable geographic segment.

c) Segment Revenue and Expense

Revenue and expenses have been identified to a segment on the basis of relationship to operating activities of the segment. Revenue and expenses which relate to enterprise as a whole and are not allocable to a segment on a reasonable basis have been disclosed as 'Unallocated'.

d) Segment Assets and Liabilities

Segment assets and segment liabilities represent assets and liabilities in respective segments. Tax related assets and other assets and liabilities that cannot be allocated to a segment on reasonable basis have been disclosed as 'Unallocated'.

e) Accounting Policies

The accounting policies consistently used in the preparation of the financial statements are also applied to items of revenue and expenditure in individual segments.

B S R & Co. LLP

Chartered Accountants

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Independent Auditors' Report

To The Board of Directors of HDB Financial Services Limited

Report on the audit of the Consolidated Annual Financial Results

Opinion

We have audited the accompanying Statement of consolidated annual financial results of HDB Financial Services Limited ("Holding company") and its controlled structure entities (Holding company and its subsidiaries together referred to as "the Group"), for the year ended 31 March 2020 ("the Statement") attached herewith, being submitted by the Company pursuant to the requirements of Regulation 33 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended (the "Listing Regulations").

In our opinion and to the best of our information and according to the explanations given to us, and based on the consideration of the reports of the management on separate financial statements of controlled structure entities, the Statement:

- a. includes the results of the following entities:
 - i. Venus Trust November 2018 Series 1
 - ii. Venus Trust November 2018 Series 2
 - iii. Venus Trust March 2019
 - iv. Venus Trust June 2019
 - v. Venus Trust December 2019
 - vi. Venus Trust March 2020;
- b. is presented in accordance with the requirements of Regulation 33 of the Listing Regulations, as amended; and
- c. gives a true and fair view in conformity with the recognition and measurement principles laid down in the applicable Indian Accounting Standards, and other accounting principles generally accepted in India, of the net profit and other comprehensive income and other financial information for the year ended 31 March 2020.

Basis for Opinion

We conducted our audit in accordance with the Standards on Auditing ("SAs") specified under section 143(10) of the Act. Our responsibilities under those SAs are further described in the *Auditor's Responsibilities for the Audit of the Consolidated Annual Financial Results* section of our report. We are independent of the Group in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India and the relevant provisions of the Act, and we have fulfilled our other ethical responsibilities in accordance with the provisions of the Act. We believe that the audit evidence obtained by us along with the consideration of paragraph (a) of the "Other Matters" paragraph below, is sufficient and appropriate to provide a basis for our opinion on the consolidated annual financial results.

B S R & Co (a partnership firm with
Registration No. BA61223) converted into
B S R & Co, LLP (a Limited Liability Partnership
with LLP Registration No. AAB-8181)
with effect from October 14, 2013

Registered Office:
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Independent Auditors' Report (*Continued*)

HDB Financial Services Limited

Emphasis of matter

As described in Note 8 to the consolidated annual financial results, in respect of accounts overdue but standard at 29 February 2020 where moratorium benefit has been granted, the staging of those accounts at 31 March 2020 is based on the days past due status as on 29 February 2020 in accordance with the Reserve Bank of India COVID-19 Regulatory Package.

As described in Note 7 to the consolidated annual financial results, the extent to which the COVID-19 pandemic will impact the Company's financial performance is dependent on future developments, which are highly uncertain.

Our opinion is not modified in respect of the above matters.

Management's and Board of Directors' Responsibilities for the Consolidated Annual Financial Results

These consolidated annual financial results have been prepared on the basis of the consolidated financial statements.

The Holding Company's Management and the Board of Directors are responsible for the preparation and presentation of these consolidated annual financial results in terms of the requirement of the Act that give a true and fair view of the consolidated net profit/ loss and other comprehensive income and other financial information of the Group in accordance with the recognition and measurement principles laid down in Indian Accounting Standard prescribed under Section 133 of the Act and other accounting principles generally accepted in India and in compliance with Regulation 33 of the Listing Regulations. The respective Management and Board of Directors of the companies included in the Group are responsible for maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of each company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and the design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring accuracy and completeness of the accounting records, relevant to the preparation and presentation of the consolidated annual financial results that give a true and fair view and are free from material misstatement, whether due to fraud or error, which have been used for the purpose of preparation and presentation of the consolidated annual financial results by the Management and the Directors of the Holding Company, as aforesaid.

In preparing the consolidated annual financial results, the management and the Board of Directors of the entities included within the Group are responsible for assessing the ability of each company to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The respective Board of Directors of the entities included in the Group is responsible for overseeing the financial reporting process of each entity.

Auditor's Responsibilities for the Audit of the Consolidated Annual Financial Results

Our objectives are to obtain reasonable assurance about whether the consolidated annual financial results as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated annual financial results.

Independent Auditors' Report (*Continued*)

HDB Financial Services Limited

Auditor's Responsibilities for the Audit of the Consolidated Annual Financial Results (*Continued*)

As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated annual financial results, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under Section 143(3) (i) of the Act, we are also responsible for expressing our opinion through a separate report on the complete set of financial statements on whether the company has adequate internal financial controls with reference to financial statements in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures in the consolidated annual financial results made by the Management and Board of Directors.
- Conclude on the appropriateness of the Management and Board of Directors' use of the going concern basis of accounting in preparation of consolidated annual financial statements and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the appropriateness of this assumption. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated annual financial results or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated annual financial results, including the disclosures, and whether the consolidated annual financial results represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of such entities or business activities within the Group to express an opinion on the consolidated annual financial results. We are responsible for the direction, supervision and performance of the audit of financial information of such entities included in the consolidated annual financial results, of which we are the independent auditors. For the other entities included in the consolidated annual financial results, which have been audited by other auditors, such other auditors remain responsible for the direction, supervision and performance of the audits carried out by them. We remain solely responsible for our audit opinion. Our responsibilities in this regard are further described in para (a) of the section titled 'Other Matters' in this audit report.

We believe that the audit evidence obtained by us referred to in sub-paragraph (a) of the Other Matters paragraph below, is sufficient and appropriate to provide a basis for our audit opinion on the consolidated annual financial statements.

We communicate with those charged with governance of the Holding Company and such other entities included in the consolidated annual financial results of which we are the independent auditors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Independent Auditors' Report (*Continued*)

HDB Financial Services Limited

Auditor's Responsibilities for the Audit of the Consolidated Annual Financial Results (*Continued*)

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

We also performed procedures in accordance with the circular issued by the SEBI under Regulation 33(8) of the Listing Regulations, as amended, to the extent applicable.

Other Matters

- (a) We did not audit the financial results of 6 controlled structured entities whose financial statements reflect total assets of Rs. 2,746 Crores as at 31 March 2020, total revenues of Nil and net cash flows amounting to Rs. Nil for the year then ended, as considered in the Consolidated Annual Financial Results, have not been audited either by us or by other auditors. These unaudited financial statements/financial information have been furnished to us by the Management and our opinion on the consolidated annual financial statements, in so far as it relates to the amounts and disclosures included in respect of these entities, and our report in terms of sub-sections (3) of Section 143 of the Act in so far as it relates to the aforesaid entities, is based solely on such unaudited financial statements / financial information. In our opinion and according to the information and explanations given to us by the Management, these financial statements/financial information are not material to the Group.
- (b) Attention is drawn to the fact that the figures for the quarter ended 31 March 2020 and the corresponding quarter ended in the previous year as reported in these financial results are the balancing figures between audited figures in respect of the full financial year and the year to date figures up to the end of the third quarter of the relevant financial year. The figures up to the end of the third quarter had only been reviewed and not subjected to audit.

Our opinion is not modified in respect of these matter.

For **B S R & Co. LLP**

Chartered Accountants

Firm's Registration No: 101248W/W-100022

AKEEL ABBAS
MASTER

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Date: 2020.05.13
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Akeel Master

Partner

Mumbai
13 May 2020

Membership No: 046768
UDIN: 20046768AAAAHW3878

Audited Consolidated Financial Results
for the quarter and year ended 31 March 2020

(Rupees in million)

Particulars	Quarter ended 31-Mar-2020 Audited (Refer Note 4)	Quarter ended 31-Dec-2019 Reviewed	Quarter ended 31-Mar-2019 Audited (Refer Note 4)	Year ended 31-Mar-2020 Audited	Year ended 31-Mar-2019 Audited
I Revenue from operations					
Interest income	21,325	20,990	18,416	82,335	67,121
Sale of services	5,644	5,372	4,307	21,132	16,481
Other financial charges	966	1,201	1,012	4,083	2,949
Net gain on fair value changes	83	-	121	188	330
Net gain/(loss) on derecognised financial instruments	(32)	(35)	367	(173)	367
Total Revenue from operations	27,986	27,528	24,223	107,565	87,248
II Expenses					
Finance Costs	10,146	10,492	9,296	40,814	33,333
Impairment on financial instruments	5,047	2,582	994	14,416	6,369
Employee benefits expenses	8,250	8,342	6,318	31,956	25,517
Depreciation, amortization and impairment	279	290	232	1,097	620
Others expenses	1,217	1,319	1,830	4,637	4,169
Total expenses	24,939	23,025	18,670	92,920	70,008
III Profit before tax (I-II)	3,047	4,503	5,553	14,645	17,240
IV Tax expense:					
a. Current tax	1,875	792	2,259	4,718	6,581
b. Deferred tax	(1,170)	280	(711)	(121)	(873)
Total tax expense	705	1,072	1,548	4,597	5,708
V Net Profit for the period (III-IV)	2,342	3,431	4,005	10,048	11,532
VI Other Comprehensive Income (net of tax)	(531)	140	(8)	(550)	(34)
VII Total Comprehensive Income (after tax) (V-VI)	1,811	3,571	3,997	9,498	11,498
VIII Earnings per equity share (Refer Note 9)					
a. Basic (in Rupees)	2.98	4.37	4.24	12.78	14.71
b. Diluted (in Rupees)	2.97	4.36	4.23	12.77	14.69
Face value per share (in Rupees)	10	10	10	10	10

Statement of Consolidated Assets and Liabilities
as at 31 March 2020

Particulars	(Rupees in million)	
	As at 31 Mar 2020	As at 31 Mar 2019
	Audited	Audited
ASSETS		
1 Financial Assets		
(a) Cash and cash equivalents	3,560	3,347
(b) Bank balances other than cash and cash equivalents	2,072	1,538
(c) Derivative financial instruments	813	-
(d) Trade receivables	1,812	1,144
(e) Loans	571,459	538,812
(f) Investments	17,458	5,684
(g) Other financial assets	1,180	1,098
	598,354	551,623
2 Non-financial Assets		
(a) Current tax assets (Net)	774	367
(b) Deferred tax assets (Net)	4,156	3,850
(c) Property, plant and equipment	1,245	1,139
(d) Capital work-in-progress	1	-
(e) Other intangible assets	91	91
(f) Right of Use Assets	2,524	-
	8,791	5,447
TOTAL ASSETS	607,145	557,070
EQUITY AND LIABILITIES		
3 Financial Liabilities		
(a) Derivative financial instruments	-	-
(b) Trade payables		
(i) Total outstanding dues of micro enterprises and small enterprises	-	-
(ii) Total outstanding dues of creditors other than micro enterprises and small enterprises	1,500	3,948
(c) Debt securities	225,934	241,197
(d) Borrowings (other than debt securities)	235,802	180,957
(e) Subordinated liabilities	36,305	28,898
(f) Other financial liabilities	22,544	26,238
	522,085	481,238
4 Non-Financial Liabilities		
(a) Current tax liabilities (net)	742	561
(b) Provisions	2,869	2,682
(c) Other non-financial liabilities	1,267	804
	4,878	4,047
5 Equity		
(a) Equity share capital	7,876	7,857
(b) Other equity	72,306	63,928
	80,182	71,785
TOTAL EQUITY AND LIABILITIES	607,145	557,070

Notes:

- 1 HDB Financial Services Limited ('the Company') is a Non-Banking Financial Company registered with the Reserve Bank of India. The consolidated financial results comprise the financial results of the Company and its controlled structured entities (collectively known as 'the Group') as at 31 March 2020.
- 2 The consolidated financial results for the quarter and year ended 31 March 2020, which have been subjected to audit by the Statutory Auditors of the Company, have been reviewed by the Audit Committee and approved by the Board of Directors at its meeting held on 13 May 2020, in terms of Regulation 33 of the Securities and Exchange Board of India (Listing and Other Disclosure Requirements) Regulations, 2015.
- 3 The Statement comply in all material aspects with Indian Accounting Standards ('Ind AS') notified under Section 133 of the Companies Act, 2013 ('the Act') read with the Companies (Indian Accounting Standards) Rules, 2015 as amended from time to time and other relevant provisions of the Act. The Statement has been prepared based on the notified Schedule III of the Act, as amended from time to time, for Non-Banking Financial Companies that are required to comply with Ind AS.
- 4 The figures for the last quarter of the current year are the balancing figures between audited figures in respect of the full financial year and the unpublished reviewed year-to-date figures upto third quarter. Further, the figures for the last quarter of the previous year are the balancing figures between audited figures in respect of the full financial year and the Board approved consolidated financial results year-to-date figures upto third quarter which is not subjected to review.
- 5 Effective 01 April 2019, the Group has adopted Ind AS 116 - Leases and applied it to all lease contracts existing on 01 April 2019 using the modified retrospective method. Based on the same and as permitted under the specific transitional provisions in the standard, the Group is not required to restate the comparative figures.

On transition, the adoption of the new standard resulted in recognition of Right-of-Use asset of Rs. 2,353.65 million and a lease liability of Rs. 2,353.65 million. The effect of this adoption is not material to the profit for the year and earnings per share.
- 6 The Group has elected to exercise the option permitted under Section 115BAA of the Income-tax Act, 1961, as introduced by the Taxation Laws (Amendment) Ordinance, 2019. Accordingly, the Group has recognised provision for income tax for year ended 31 March 2020 and re-measured its deferred tax assets basis the rate prescribed in the said section. The full impact of above mentioned change amounting to Rs. 1,075.54 million has been recognised in the consolidated statement of profit and loss for year ended 31 March 2020.
- 7 The 'severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)', generally known as COVID-19, which was declared as a global pandemic by World Health Organization on 11 March 2020, continues to spread across globe and in India. Globally countries and businesses are under lockdown. On 24 March 2020, the Government of India announced a 21 days lockdown initially, which was extended by 19 days across the country to contain the spread of the virus. Considering the severe health hazard associated with COVID-19 pandemic, certain parts of the country have further extended the lockdown. There is high level of uncertainty about the duration of the lockdown and the time required for things to get normal. The extent to which COVID-19 pandemic will impact the Group's provision on assets is dependent on the future developments which are highly uncertain. The impact of the global health pandemic may be different from that estimated at the date of approval of these consolidated financial results and the Group will continue to closely monitor any material changes to future economic conditions.
- 8 In accordance with the RBI guidelines relating to COVID-19 Regulatory Package dated 27 March 2020 and 17 April 2020, the lending institutions have been permitted to grant a moratorium of three months on payment of all installments and / or interest, as applicable, falling due between 1 March 2020 and 31 May 2020 ('moratorium period') to eligible borrowers in accordance with the Board approved policy. For all such accounts where the moratorium is granted, the asset classification shall remain stand still during the moratorium period.

The Group holds provisions as at 31 March 2020 against the potential impact of COVID-19 based on the information available at this point in time.
- 9 Earnings per equity share for the quarter ended 31 March 2020, 31 December 2019 and 31 March 2019 have not been annualised.
- 10 The statement of consolidated cash flow is attached as Annexure 1.
- 11 The disclosure in terms of Ind-AS 108 dealing with 'Operating Segment' as specified under Section 133 of the Companies Act, 2013 is attached as Annexure 2.
- 12 Previous year figures have been regrouped/rearranged, where necessary.

By Order of the Board

For **HDB Financial Services Limited**

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Date: 2020.05.13
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Ramesh G.

Managing Director

DIN : 05291597

Date : 13 May 2020

Place : Mumbai

HDB Financial Services Limited

Annexure 1

Statement of Consolidated Cash Flow

for the year ended 31 March 2020

(Rupees in million)

Particulars	Year ended 31-Mar-2020	Year ended 31-Mar-2019
	Audited	Audited
Cash flow from operating activities		
Profit before tax	14,627	17,241
Adjustments for		
(Profit)/loss on sale of asset	(2)	3
Interest expenses	37,967	31,440
Interest income	(82,335)	(67,121)
Realised net (gain)/ loss on investments	(439)	(313)
Unrealised (gain)/loss on investments	(19)	(16)
Discount on commercial paper	2,847	1,893
Impairment on financial instruments	14,416	6,369
Provision for compensated absence and gratuity	162	104
Employee share based payment expenses	112	154
Rent expenses reversal	(558)	-
Depreciation, amortization and impairment	1,097	619
Operating cash flow before working capital changes	(12,125)	(9,627)
Adjustments for working capital changes:		
(Increase)/ decrease in trade receivables	(668)	69
(Increase)/decrease in other financial assets and others	(2,073)	(4,584)
(Increase)/ decrease in Loans	(46,083)	(103,561)
Increase/(decrease) in other liabilities and provisions	(17,667)	(15,217)
Increase/(decrease) in trade payables	(2,449)	1,154
Interest paid	(32,968)	(28,930)
Interest received	81,343	66,257
Cash generated from operations	(32,690)	(94,439)
Direct taxes paid (net of refunds)	2,370	4,530
Net cash flow generated from/(used in) operating activities	(30,320)	(89,909)
Cash flow from investing activities		
Purchase of fixed assets	(728)	(484)
Proceeds from sale of fixed assets	5	2
Purchase of investments mutual fund	(166,786)	(154,905)
Proceeds of investments mutual fund	155,471	153,581
Net cash generated from/(used in) investing activities	(12,038)	(1,806)
Cash flow from financing activities		
Proceeds from issue of shares and security premium	335	390
Debt securities issued	94,260	153,360
Debt securities repaid	(111,530)	(115,190)
Borrowings other than debt securities issued	246,796	125,200
Borrowings other than debt securities repaid	(193,020)	(77,653)
Subordinated debt issued	7,435	9,000
Dividend and tax paid on dividend	(1,705)	(661)
Net cash generated from/(used in) financing activities	42,571	94,446
Net increase/(decrease) in cash and cash equivalents	213	2,731
Add : Cash and cash equivalents as at the beginning of the year	3,347	616
Cash and cash equivalents as at the end of the year*	3,560	3,347
*Components of cash and cash equivalents		
Balances with banks	3,477	2,783
Demand drafts on hand	24	154
Cash on hand	59	410
	3,560	3,347

HDB Financial Services Limited

Annexure 2

Consolidated Segment Reporting

for the year ended 31 March 2020

(Rupees in million)

S.N.	Particulars	Year ended 31-Mar-2020	Year ended 31-Mar-2019
		Audited	Audited
i.	Segment Revenue		
	Lending business	86,433	70,767
	BPO Services	21,132	16,481
	Unallocated	-	-
	Income from Operations	107,565	87,248
ii.	Segment Results		
	Lending business	13,670	17,206
	BPO Services	1,043	732
	Unallocated	(68)	(698)
	Profit before tax	14,645	17,240
	Income Tax expenses		
	Current tax	4,718	6,490
	Deferred tax Asset	(121)	(873)
	Income tax for earlier year	-	91
	Net Profit	10,048	11,532
iii.	Capital Employed		
	Segment assets		
	Lending business	599,890	551,688
	BPO Services	2,167	1,104
	Unallocated	5,088	4,277
	Total Assets	607,145	557,069
	Segment Liabilities		
	Lending business	522,811	482,172
	BPO Services	2,161	1,841
	Unallocated	1,995	1,271
	Total Liabilities	526,967	485,284
	Net Segment assets / (liabilities)	80,178	71,785
iv.	Capital Expenditure (including net CWIP)		
	Lending business	538	332
	BPO Services	156	107
	Unallocated	34	45
	Total	728	484
v.	Depreciation		
	Lending business	866	487
	BPO Services	176	106
	Unallocated	55	26
	Total	1,097	619
vi.	Other non cash expenditure		
	Lending business	14,416	6,369
	BPO Services	-	-
	Unallocated	-	-
	Total	14,416	6,369

a) Chief Operating Decision Maker

Operating segments are reported in a manner consistent with the internal reporting to the Chief Operating Decision Maker (CODM). The Managing Director ('MD') of the Company has been identified as the CODM as defined by Ind AS 108 Operating Segments, who assesses the financial performance and position of the Company and makes strategic decisions.

b) Operating Segment

Primary Segment (Business Segment)

The Company is organised primarily into two operating segments, i.e. Lending business and BPO services. Lending business includes providing finance to retail customers for a variety of purposes like purchase of commercial equipment and commercial vehicles, personal purposes, enterprise loans, etc. Revenue from lending business includes (i) interest income and processing fees net of loan origination costs, (ii) collection-related charges like cheque bouncing charges, late payment charges and foreclosure charges, and (iii) insurance commission. BPO services comprises of sales support services, back office, operations, processing support, running collection call centres and collecting overdue amounts from borrowers.

Secondary Segment (Geographical Segment)

Since the business operations of the Company are primarily concentrated in India, the Company is considered to operate only in the domestic segment and therefore there is no reportable geographic segment.

c) Segment Revenue and Expense

Revenue and expenses have been identified to a segment on the basis of relationship to operating activities of the segment. Revenue and expenses which relate to enterprise as a whole and are not allocable to a segment on a reasonable basis have been disclosed as 'Unallocated'.

d) Segment Assets and Liabilities

Segment assets and segment liabilities represent assets and liabilities in respective segments. Tax related assets and other assets and liabilities that cannot be allocated to a segment on reasonable basis have been disclosed as 'Unallocated'.

e) Accounting Policies

The accounting policies consistently used in the preparation of the financial statements are also applied to items of revenue and expenditure in individual segments.