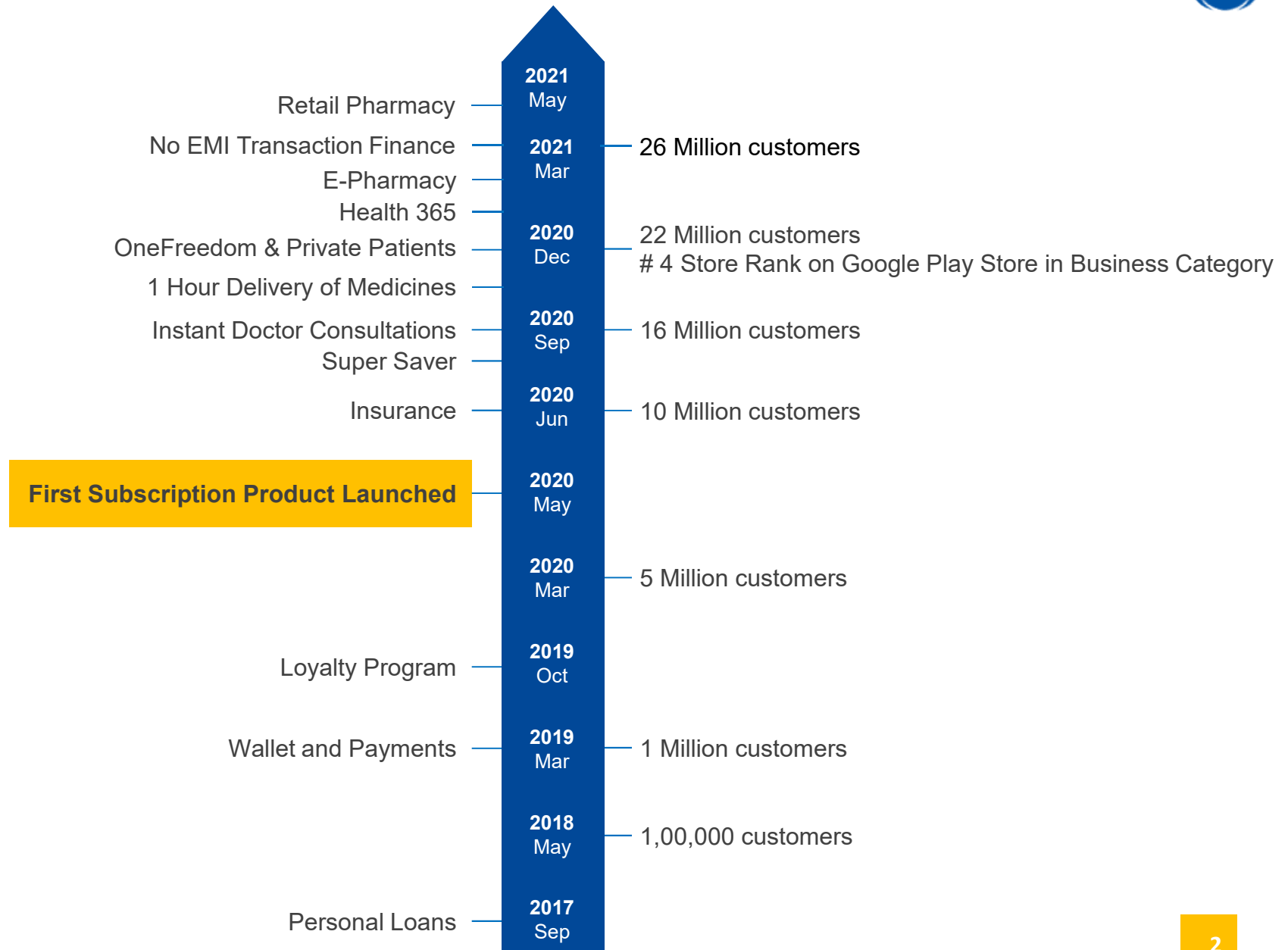




**Investor Presentation**  
**Q4 FY 20-21**



# Journey Of Dhani



# Choice Of Multiple Monthly Subscription Products



## Doctor: Monthly Subscription: ₹150, ₹300

Personal doctor available instantly, anytime through video consultation on app, prescription uploaded on app

## Medicines:

50% off on 1 hour medicines delivery to customer for prescriptions from doctor consultations on dhani app

## E-pharmacy

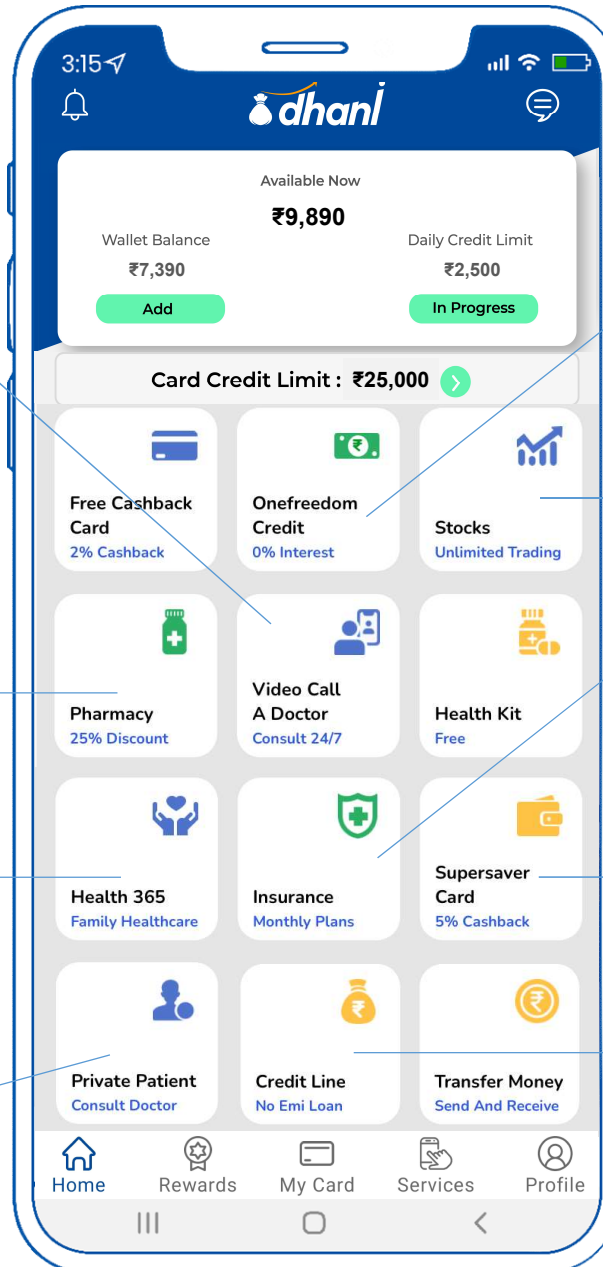
Delivery of branded medicines & OTC products

## Health 365: Monthly Subscription: ₹450, ₹700, ₹900

Unlimited doctor consultations and medicines

## Private Patient

Digital practice management solution for doctors for their private patients



## OneFreedom: Monthly Subscription for transaction finance plus doctor: ₹199 to ₹1799

0% interest, amount paid on T+1, T+30, T+60; 50% off on medicines and personal doctor available instantly, anytime through video consultation on app

## Stocks: Monthly Subscription: ₹500

Unlimited trading with no charges per order or for options contract

## Health Insurance: Monthly premium: ₹394

Family health insurance, third party product distribution

## Super Saver: Monthly Subscription for cash back plus doctor: ₹200, ₹300, ₹350

60% off on medicines, personal doctor available instantly, anytime through video consultation on app and 5% cashback on all spends

## Flat Personal Loan: Monthly Subscription for overdraft facility plus doctor: ₹450, ₹500, ₹700, ₹900

Instant credit line of 3 months with no EMI payments, 50% off on medicines and personal doctor available instantly, anytime through video consultation on app

## Dhani Card Is Central To Our Business



- Highly useful for our customers as card is issued **instantly** and serves as **convenient transaction power** in their pockets (our customers typically don't have credit cards)
- Both digital and physical card formats accepted across 10m+ merchants gives versatility and provides high level of **customer engagement** with dhani
- Seamless enablement of loyalty programs via dhani cash ensures **customer stickiness and longevity**

**1.1 million cards issued to customers in Q4 after full KYC**

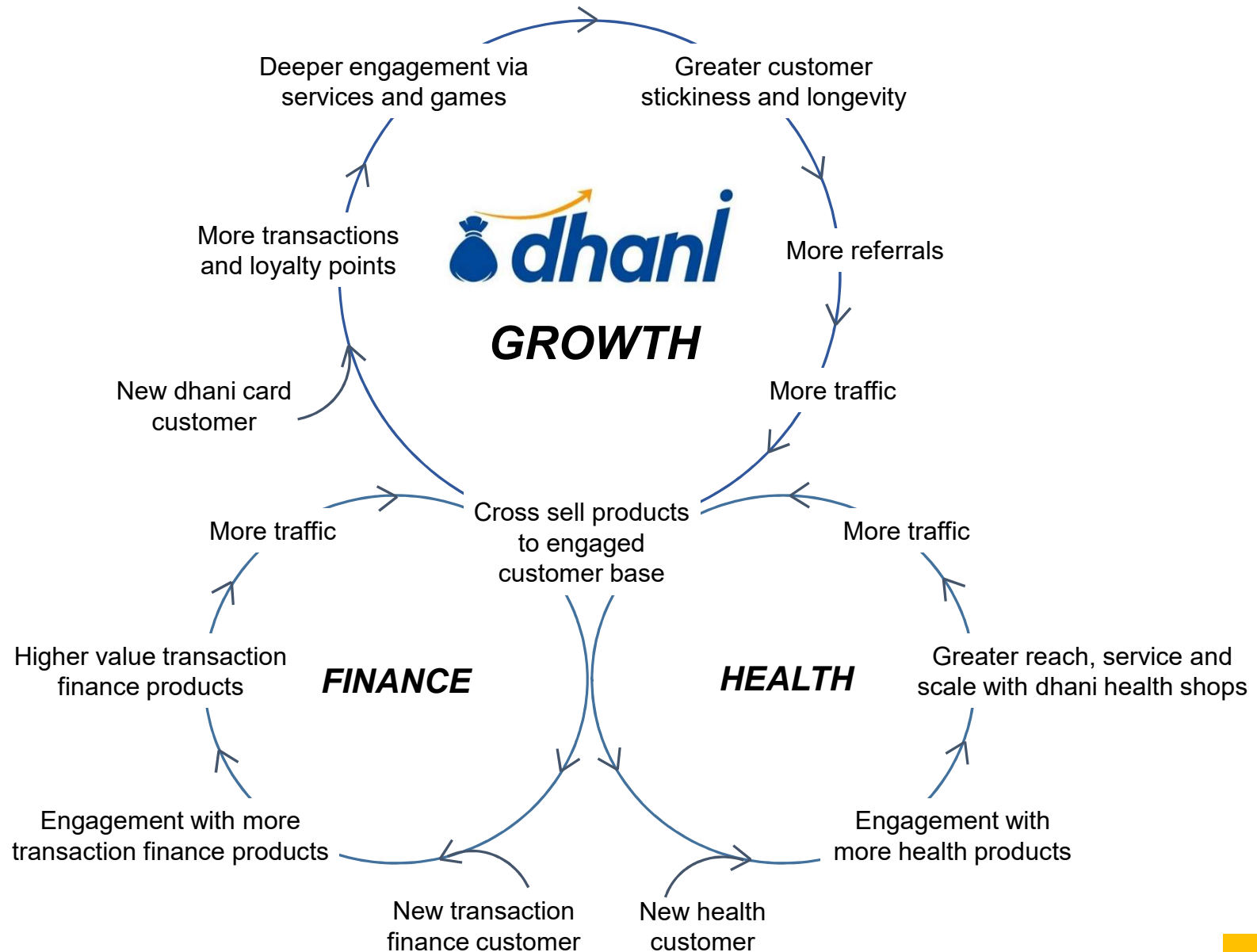
**Currently over 50,000 unique customers use their Dhani Card with credit daily**

# 42 Cities Operational with Dhani Health Shops



\* Goal was to open in 50 cities by March 2021 but due to lockdown openings got delayed

# The Self Reinforcing Dhani Virtuous Flywheel



## Customers & Subscriptions Update



	Q4 FY21	Q3 FY21
<b>Total customers at the end of quarter</b>	26.1 Mn	22.22 Mn
<b>Total new subscriptions acquired in the quarter (including free trial period)</b>	2.1 Mn	1.99 Mn
<b>Total paid subscriptions at the end of quarter</b>	1.81 Mn	1.30 Mn

**Our daily active users (DAU) have crossed 1 million and monthly active users (MAU) are at 9 million, a 100%+ increase in both DAU and MAU in last 6 months**

# Financial Update



	(In ₹ Bn)	
	Q4 FY21	Q3 FY21
Revenue	2.46	3.37
Operating Expenses	2.06	1.85
EBITDA	-0.75	0.59

\* PAT is -1.5 Bn for the Quarter. Loan book is being wound down and no interest bearing loans are being disbursed and thus there is sharp fall in revenues. This is first loss of DSL in last 15 years due to fundamental change in business model to monthly subscriptions as main revenue driver. We expect to be back in profitability next FY





# Path To Breakeven and Profitability

## Product

## Key Levers

### 1. Subscriptions

- Scale up subscriptions to underserved, emerging populations with effective credit controls using technology
- Effectively cross sell subscriptions to health shop and e-pharmacy customers

### 2. Dhani E-pharmacy & non-branded generics

- Direct sourcing from manufacturers for ~800 bps gross margin expansion (27% to 35%) leveraging procurement scale across e-pharmacy and health shops
- Drive dhani medicine/ non-branded generics substitution for better margins
- Leverage Dhani Health Shops for faster delivery of any branded medicines to customers in 1 hour for market share and scale gains. Nobody in the market has this capability of 1 hour delivery

### 3. Dhani Health Shops

- Omni-channel outlets servicing local retail, e-pharmacy and dhani medicine orders for superior scale and serviceability
- Complements 1 hour delivery of medicines reach through extensive penetration of thousands of Dhani Health Shops over time covering all cities of the country

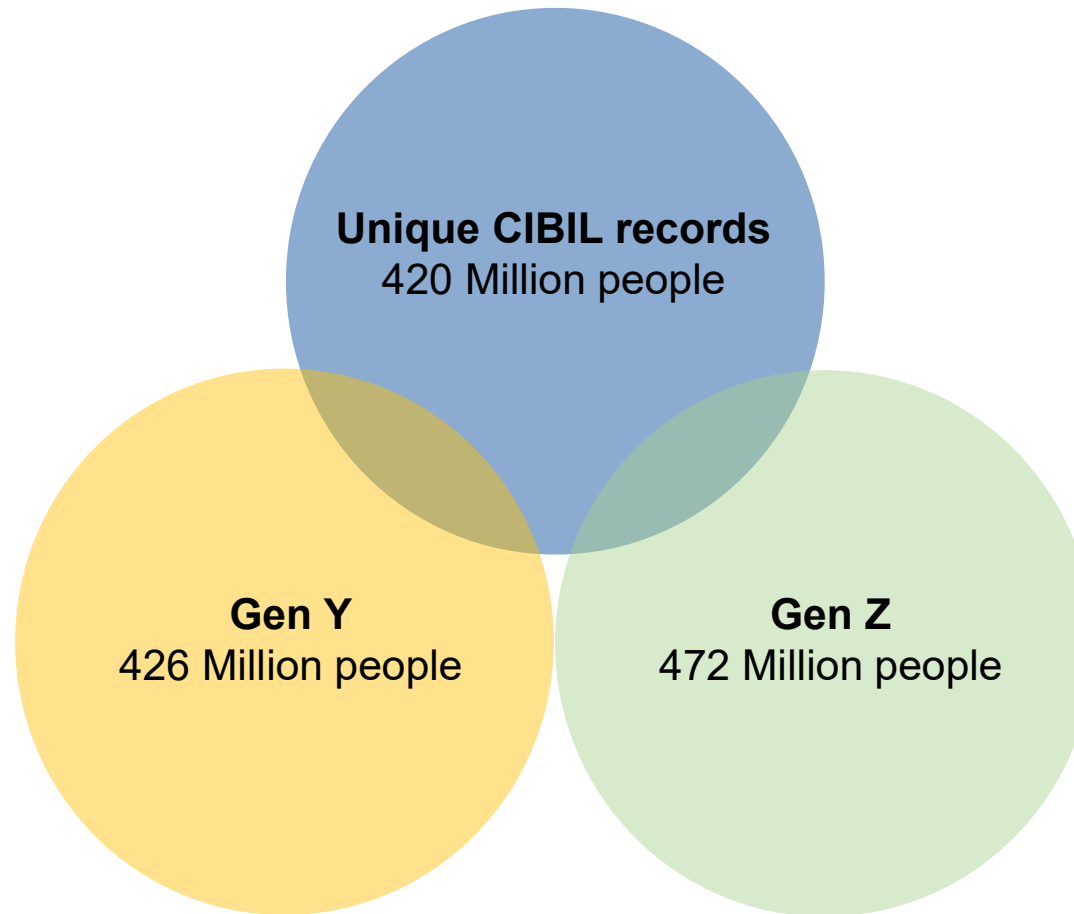
# Unit Economics Per Paid Subscription (average as on date)



<b>Per Annual Subscription Revenue</b>		<b>₹2,860</b>	} <b>Annual</b>
<b>1. Variable costs</b>	Negative carry costs/ subscription <sup>2</sup>	₹233	
	Credit costs/ subscription	₹350	
	Doctor variable pay <sup>3</sup>	₹60	
	Medicine discount <sup>4</sup>	₹800	
	Medicine cost <sup>4</sup>	₹480	
<b>2. Fixed costs</b>	Doctor fixed salary <sup>3</sup>	₹90	
	Pharmacy operations <sup>5</sup>	₹60	
<b>Total operating profit per subscription</b>		<b>₹787</b>	

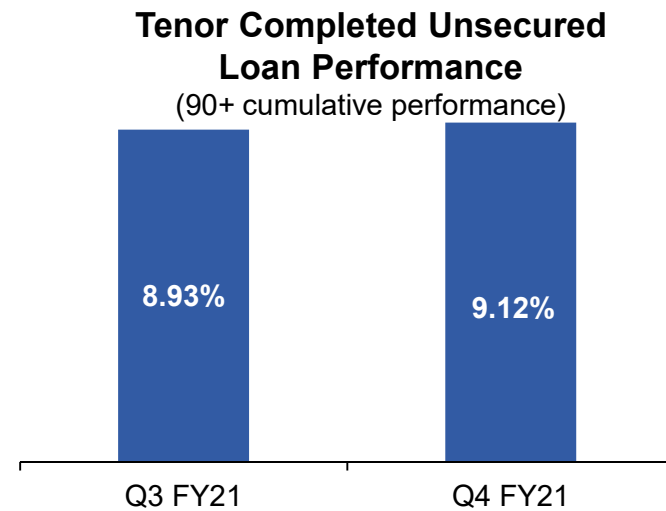
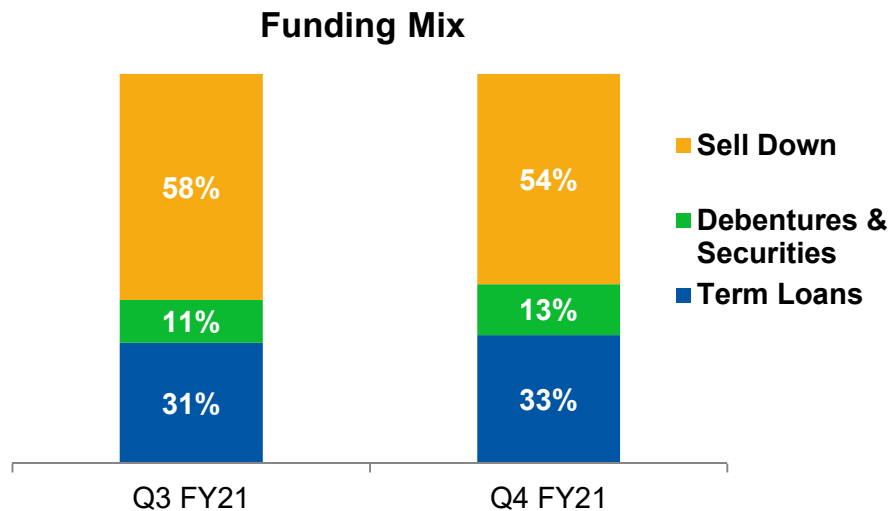
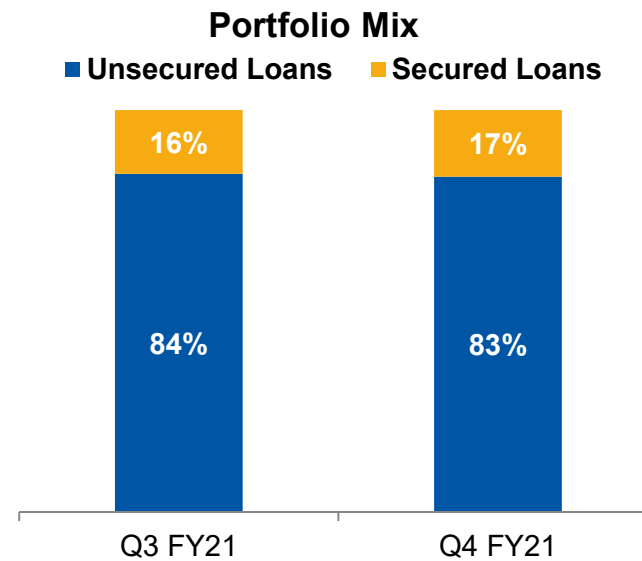
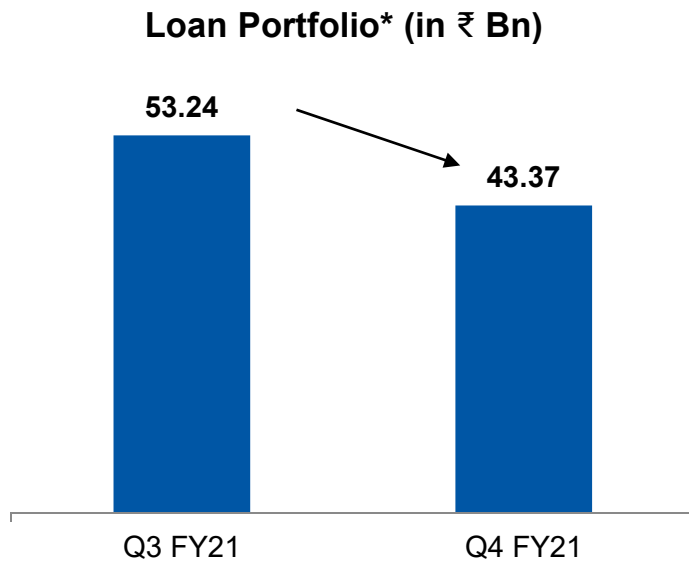
1. ₹105 per subscription per month; 2 deliveries of medicines in a year of ₹800 each pre-discount
2. ₹2,325 average utilization of credit line at negative carry of 10%. Average utilization of 20% of limit sanctioned
3. ₹30 variable pay per call x 2 calls per subscription; Per doctor 40 consultations in a day for 25 days in month = 1,000 calls in a month; average fixed salary per month = ₹45k; fixed cost per call = ₹45
4. 50% discount on 2 orders of ₹800 each; 30% cost of medicine
5. Per order operating cost of ₹30

# Growing Untapped Young Population Of India – Large Market For Affordable Monthly Subscription Products



**56% of our paid subscriptions are from Gen Y and 31% of our paid subscriptions are from Gen Z indicating acceptance and willingness of growing younger population to pay for our subscription products**

# Asset & Funding Mix (Of Legacy Loans)



- The legacy loan portfolio will keep running down as time passes. Our focus is only interest free shop now pay later product based on monthly subscription fee

## Stage Wise Loans and Provisioning



(In ₹ Bn)

Particulars	Dec-20	Mar-21
Gross Stage 1 & 2 Loans	52.04	39.13
Gross Stage 1 & 2 Loans (% of Total Loans)	97.75%	90.22%
Provision Stage 1 & 2 Loans	2.49	1.19
<b>Provision Coverage Ratio Stage 1 &amp; 2</b>	<b>4.78%</b>	<b>3.04%</b>
Gross Stage 3 Loans (GNPAs)	1.20	4.24
GNPA Ratio (% of Total Loans)	2.25%	9.78%
Provision Stage 3 Loans	2.84	3.21
NNPA Ratio (% of Total Loans)	0%	2.37%
<b>Provision Coverage Ratio Stage 3 Loans</b>	<b>237%</b>	<b>76%</b>
Total Provision	5.33	4.40
Total Loans	53.24	43.37

*Note: Stage 1 - Loans which are less than or equal to 30 days past due (dpd); Stage 2 - Loans which are 31-90 dpd; and Stage 3 - Loans which are 90+ dpd. Net NPA at 2.37% shows robust provisioning*

# SAFE HARBOUR STATEMENT



This document contains certain forward-looking statements based on current expectations of Dhani Services Ltd.'s (CIN: L74999DL1995PLC069631) management. Actual results may vary significantly from the forward-looking statements in this document due to various risks and uncertainties. These risks and uncertainties include the effect of economic and political conditions in India, and outside India; volatility in interest rates and in the securities markets; new regulations and government policies that might impact the business of Dhani Services Ltd.; the general state of the Indian economy; and the management's ability to implement the company's strategy. Dhani Services Ltd. doesn't undertake any obligation to update these forward-looking statements.

This document does not constitute an offer or recommendation to buy or sell any securities of Dhani Services Ltd. or any of its subsidiaries or associate companies. This document also doesn't constitute an offer or recommendation to buy or sell any financial products offered by Dhani Services Ltd.

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