



The Muthoot Group

Muthoot News

A QUARTERLY UPDATE ON THE LATEST HAPPENINGS AT MUTHOOT GROUP

VOL XIX / ISSUE #4/DEC 16

FOR PRIVATE CIRCULATION ONLY

Chairman's Message

Towards a Digital Future

I take this opportunity to wish each one of you and your families a very happy, healthy, blessed and a prosperous New Year 2017! May this year bring with it new hopes, new opportunities and the realisation of all your dreams! The year that went by, too, came with its own set of challenges and opportunities, especially in the last quarter. On the 8th of November 2016, The Hon'ble Prime Minister virtually changed the course of future of India by announcing the demonetisation of the Rs 500 and Rs1000 denomination of currency from the economy. The severe liquidity crunch that set in spelt the onset of challenging times. However, these trying times are not new to the corporate world. In the last 800 years of business excellence, The Muthoot Group has stoically faced numerous challenging times and has always emerged more resilient and stronger. One of the major objectives stated by the Government in its present agenda is digitisation of banking and financial services. However, after the recent demonetisation, digitisation of transactions has become imperative.

You would all be glad to note that as part of our growth agenda, we, at The Muthoot Group, had already incorporated digital initiatives in our system. Even before demonetisation was announced, we were a digitally enabled organisation using all modes of digital transactions for the benefit of our customers and growth of our business. In fact, our extensive investment in digital infrastructure over the last few years has kept us fairly insulated against the challenges of the current times. Thus the initiatives announced by the Government are an opportunity for us to accelerate our new digital offerings. Under this dispensation, thus, we have today garnered and activated all support systems to unleash a host of online and offline initiatives. We have introduced multiple cashless ways of receiving and making payments to aid our customers for migrating to digital platforms. For disbursement of loans we are encouraging Online Gold Loans, direct credit to customers' bank accounts or by loading the loan amount on a prepaid Visa card. Visa cards can also be used by our customers in any ATM or by a visit to a point of sale (POS) machine. For repayment of loans, we are accepting payments through our online web platform (Muthoot Webpay), mobile application (iMuthoot) or through RTGS/NEFT/IMPS facilities.

We are also accepting cheques and demand drafts. We have also initiated eKYC through biometric scanning of

finger prints to automatically receive the customers' details through the Aadhar cards. This not only aids us in better Corporate Governance but also greatly benefits in seamlessly onboarding new customers, digitally without them having to carry cumbersome documents for verification etc. The success of our initiatives can be borne out by the fact that there has been a 550% increase in the disbursements through digital channels and a 270% increase in the interest payments through digital channels. In an alliance with India's leading electronics payments company, TechProcess Payment Services, we are now offering our clients the facility to repay dues over a convenient Next Generation Digital Platform powered by Tech Process. This tie up is slated to enable streamlining of the loan collection process and thereby enhance business. It will also help safeguard against potential revenue leakage threats. Next Gen Digital Payments platform is yet another initiative to enhance the experience of customers who are already using the WebPay platform for payment of interest and principal. This next generation digital multimode payment platform is inter-operable with more than 185 plus payment modes and is compatible with online and mobile channels. Our customers can pay their interest and principal dues online at their own convenience even on holidays without visiting the branches.

Other initiatives include iMuthoot App whereby the account statement and balance can be viewed including locating the nearest branch and avail Quick Pay facility. Online gold loan facility, enabling payment of principal and interest online along with part payment, free top up and multiple withdrawal facilities are also available. Muthoot Finance Prepaid Visa cards have also been launched for the convenience of our customers. In addition, Unified Payment Interface (UPI) integration has enabled our customers do loan/Interest payment in a simple and seamless procedure. By utilizing the Webpay and the UPI interface, our customers can receive a mobile notification on their UPI app. They can complete the payment by simply accepting it! We are today not only going the extra length to provide numerous facilities for the benefit of our customers but are also focussing on rural inclusion in educating our customers especially on all online and offline modes of transaction that have been undertaken there by enabling financial inclusion. In the current times, there is an urgent need for cash and we are best poised to offer not only liquid cash but also directly credit money into the customers' accounts. We are happy to note that with the launch and implementation of a range of initiatives there has been a gradual positive rise in the business. As the New Year dawns, The Muthoot Group continues to display its resilience and strength against challenging times. We shall ensure that in the coming year as well we are able to transform all challenges into opportunities as we also continue to safeguard the trust shown in us by our valued customers.

Once again, I wish you all a very happy and a prosperous New Year!

Best Wishes,

M. G. George Muthoot
Chairman





Muthoot Vivaha Sahayam Project



Muthoot M. George Foundation, the CSR arm of Muthoot Finance has provided financial assistance of Rs. 2 lakhs each to girls of widowed mothers who are from economically poor background as Marriage assistance. Muthoot Vivaha Sahayam project was inaugurated by H.H Baselios Mar Thoma Paulose II, Catholicos of the East & Malankara



Metropolitan in the presence of Mr. M G George Muthoot, Chairman, The Muthoot Group. Mr. George Thomas Muthoot, Jt. Managing Director, Mr. Thiruvanchoor Radhakrishnanan, MLA, Mr. G. Lijin Lal, BJP District General Secretary, Dr. Paul Manalil, Mr. Babu John Malayil, DGM, Corporate Communications, were present on this occasion.

CSR/ISR Activity - Zonal Office Trivandrum



As part of CSR/ISR activities, Trivandrum Zonal Office donated three nos. of Medicine Trolleys and five nos. of four seated visitors chairs to the Govt. Women and

Children Hospital, Thycaud, Trivandrum. The donation was handed over by Shri. George Jacob Muthoot, Joint Managing Director, The Muthoot Group to Dr. Sandeep, The hospital Superintendent in the presence of Mrs. Elizabeth Jacob, Director, The Muthoot Group, Mr. Vinod Raj, Regional Manager, Trivandrum North Region, Doctors & Staff Members of the Hospital and The Muthoot Group Employees.

Congratulations to the Trivandrum Team for their whole hearted innovative CSR/ISR Activities.

Diwali Dress Distribution at Thiruthuraipoondi, Thanjavur



Mannargudi cluster branches have initiated ISR activity by distributing Diwali dresses & lunch to Bharathamatha old age and orphanage, Thiruthuraipoondi,

Thiruvarur District. Congratulations to the Team for their whole hearted ISR Activity.

Bag Distribution



As part of CSR activities, School bags were distributed to the deserving and brilliant students of Alamcode Government High School

Trivandrum. Mr. George Jacob Muthoot, Joint Managing Director, The Muthoot Group inaugurated the distribution in the presence of Rev.Fr. Abraham Thomas, Orthodox Church Centre, Ullloor. Mr. Vinod Raj, Regional Manager, Trivandrum North Region, Mr. Muraleedran Nair, RAM, Trivandrum North Region, Mr. Rajan, VO, Trivandrum were present on this occasion.

Blood Donation Camp at Corporate Office (North)



A Blood Donation Camp was organised at Corporate Office (North) in association with the Rotary Noida Blood Bank. Mr. Alexander George, Director, The Muthoot Group led by example by offering to be the first one to donate blood. Close to 100 employees of CO (N) volunteered to donate blood. The Camp was organised as part of the Muthoot WeCare ISR (Individual Social Responsibility) initiative.

Blood Donation Camp at Regional Office, Tanjavur



As part of CSR/ISR activity, Regional Office, Tanjavur has organized a Blood Donation Camp. Totally 30 staff members volunteered and around 10000 unit blood was donated

to Government Hospital. Congratulations to the staff members.

Muthoot WeCare ISR – Food Distribution



As part of the Group's Individual Social Responsibility (ISR) initiative, a food distribution drive was started in Delhi, as part of which all staff members contributed to feed the poor and the needy.

The third phase of the food distribution drive was conducted at AIIMS (All India Institute of Medical Sciences), New Delhi where packed food was distributed to over 200 poor patients awaiting/receiving treatment and their families



Harithateeram Arogya Gramam Project, Chellanam.



As part of CSR activities of Muthoot Finance, we have inaugurated Harithateeram Arogya Gramam project at Chellanam. This project is to develop Chellanam Village by giving educational assistance to children, training and counseling to students,

construction of rain water harvesting & toilet, marriage assistance...etc. We have already supported Chellanam Village by giving vegetable grow bags for producing fresh vegetables.

Prof. K.V Thomas, M.P along with Mr. George Alexander Muthoot, Managing Director, The Muthoot Group inaugurated Harithateeram Arogya Gramam Project at Chellanam. Mr. K. J Maxy MLA, Alice Luckose, Director, Win Society, K. K George, Mr. Babu John Malayil, Deputy General Manager, Corporate Communication, The Muthoot Group, Mrs. Annie Joseph were also present on this occasion.

Muthoot M George Excellence Award, 2016



Dr. Udaya Sukumar, Corporation Councilor, Kollam distributed Muthoot M George Excellence Award to ISE & ICSE toppers of Infant Jesus Anglo Indian Higher Secondary School, Tangassery. Mr. Simon Kurian, Regional Manager, Kollam, Mr. T.M Mathew, Mr. Babu John Malayil, Deputy General Manager , Muthoot Finance Ltd, Rev. Fr. Silvi Antony, Principal, IJHS, Tangassery, Mr. Sreejith, Vice President Alumini Association, IJHS, Tangassery were present on this occasion.

Kottayam Branch – Inauguration of New premises



The new premises of Kottayam Branch of Muthoot Vehicle & Asset Finance Ltd. was inaugurated by Mr. George Thomas Muthoot, Jt. Managing Director, The Muthoot Group.

Scholarship Launch – Telengana



The Muthoot M George Excellence award for 10th standard toppers of 200 Government schools in Telengana was inaugurated and distributed by Mr. Eapen Alexander, Director, The Muthoot Group. The other officials present during this occasion

include Mrs. Anuradha Devi, Deputy Inspector of Schools, Golconda Mandal, Mrs. P. Veera Lakshmi, Head Mistress, Govt. High School, Trishulpark(Bolaram), Mr Babu John Malayil, DGM Corporate Communications, Muthoot Finance Ltd, Lt.Col. R. Sreekanth, Regional Manager, Hyderabad Region, Lt.Col. Chandrasekharan Suresh, Regional Manager, Secunderabad Region.

Branch Inauguration



Mr. George Jacob Muthoot, Joint Managing Director, The Muthoot Group, inaugurated Alamcode Branch under Trivandrum North Region in the presence of Rev. Fr. Abraham Thomas, Orthodox Church Centre,Ulloor. Mr.Vinod Raj, Regional Manager, Trivandrum North Region, Mr.Muraleedran Nair, RAM, Trivandrum North Region, Mr. N.Rajan, VO, Trivandrum were present on this occasion.

PN Palayam Branch – Inauguration of new premises



Muthoot Vehicle & Asset Finance Ltd. opens its branch at PN Palayam, Coimbatore. Inauguration of the branch was done by Mr. B Sreekumar, DGM & CEO, MVFL.

Cleanliness Drive



Muthoot Securities Ltd. participated in the Road "Cleanliness Drive" organized for cleaning the K P Valloon Road, Kadavanathara, Kochi.



REGIONS VISIT

Mr. M G George Muthoot, Chairman, The Muthoot Group visited several regions to motivate the employees, guide them and share valuable knowledge with them. All the staff members were extremely happy to have the opportunity of meeting Mr. M G George Muthoot and being enlightened by him on various topics. The visits enthused renewed vigour, energy and determination in the staff members.



Mr. M G George Muthoot, Chairman – The Muthoot Group interacting with staff in Jodhpur region.

Muthoot Finance collaborates with TechProcess Paynimo to enable customers to repay loan EMIs digitally

Key Features

- Comprehensive Multi-mode payment platform with payments anytime and from anywhere
- Interoperable with 185+ payment modes enabled for Tatasoft customers
- Custom integration to ensure faster 'Go to Market' strategy
- Best in class payment success ratio to deliver ultimate payment experience
- Dedicated service support for resolutions with best in class turnaround time

Muthoot Finance Ltd. and TechProcess Payment Services, India's leading electronic payments company announced an alliance whereby customers of Muthoot Finance will be able to repay EMIs over a convenient next generation digital platform powered by TechProcess.

The tie-up will further enable Muthoot Finance to streamline its loan collection process and thereby assist the company in enhancing business excellence quotient. It will also help the company safeguard against potential revenue leakage threats.

TechProcess' Next Gen Digital Payments Platform is a comprehensive multi-mode payment platform which brings the choice in the palms of consumers. It is interoperable with more than 185+ payment modes including credit and debit card, net-banking e-wallets and the likes. The platform is a single integration omni-channel payment solution compatible with online and mobile channels.

TechProcess' Paynimo platform will allow Muthoot Finance to achieve business objectives pertaining to better success rate, ability to process large number transactions, reconciliation, service support and competitive commercials.

MITS Retains 1st position in B.tech S4 result of MG University

Muthoot Institute of Technology and Science (MITS), Ernakulam – a leading engineering institute run by The Muthoot Group's educational arm has yet again repeated its splendid achievement and retained its first position in B-Tech semester - 4 result of Mahatma Gandhi (MG) University. The Engineering College has once again stood first among 43 engineering colleges in M G University with a pass percentage of 90.87%. The College also holds the distinction of being first in the University in all 5 branches.

MITS was also ranked No.1 in M G University, in very first year of its inception, obtaining a remarkable 84.56 pass percentage out of 272 examinees. In the 3rd semester for 2013-2017 batch also, MITS emerged as a topper in MG University by achieving a pass percentage of 83.39%.

With a consistent performance in acquiring the first position in all semesters, MITS ranks in the top engineering colleges of Kerala.

With a minimum annual fee of only Rs. 8,500, MITS is committed to providing affordable education in technology sciences to the meritorious students coming from economically weak backgrounds.

Located on the industrial belt of Kochi, on the Kochi-Madurai national highway, 15km from Vyttila, this learning hub under The Muthoot Group is committed to providing a modern and state-of-the-art knowledge in Engineering education in various technological disciplines.

MSTL- Star performer of NSDL awards 2016



Muthoot Securities Ltd. has been awarded the "Best Performer In Account Growth Rate" in NSDL Star Performer Awards 2016 announced in the Conference held on 24th December, 2016 at Chennai.

Mr. K. Anand, Manger, Muthoot Securities Ltd., Chennai is receiving the Trophy from Mr. Samar Banwat, Exe. Vice President, NSDL and Mr. Krishna, Vice President – Systems, NSDL.

Visit of HG Dr. Joshua Mar Nicodimos Metropolitan to The Muthoot Group Corporate Office (North)



HG Dr. Joshua Mar Nicodimos Metropolitan visited & blessed the Corporate Office (North).



Muthoot Institute of Technology & Science

Scholastic HI-Q, Inter-Collegiate Quiz Competition



The Basic Science and Humanities Department organized the second edition of Inter-Collegiate Quiz competition, Scholastic HI-Q. The quiz master was Mr.

Kiran Govind, Junior scientist from National Physical Oceanographic Laboratory (NPOL), DRDO, Kakkanad. Nandhu Ashok and Dani C Antony of Muthoot Institute of Technology and Science won the first prize. They were bestowed with a trophy, certificate and a cash prize of Rs. 10,000/-. And the second prize was won by Vysakh S. and Amruth Chand of Govt. Model Engineering College, Thrikkakara. They were awarded with runners-up trophy, certificate and a cash prize of Rs. 5000/-.

Experience sharing Session



As a part of the MITS ECE department activity, an interactive experience sharing session was conducted by Mr Akhilesh, a young entrepreneur, so

as to brief the students on the pros & cons of start-ups. Mr. Akhilesh shared his experience on having a start-up of his own and the risks & ambiguities he had faced during the years after setting up his own company. He also shared his experience of working currently in the hiring department of leading companies like Amazon, AskMe etc. The session was very much inspiring for students. He also mentioned some programming languages like GO which would be useful for the students in the future.

Distinguished Lecture Series Internet of Things



As a part of the MITS ECE Department Association Activity - Distinguished Lecture Series, a lecture was given on 'Internet of Things' by Mr. K. Moorthi, Co-founder/

Product Manager of Coimbatore based company 'Enthu Technology Solutions India Pvt Ltd'. The distinguished lecture series event was organized and co-ordinated by the faculties - Ms. Remya Jacob (Asst. Professor, ECE) and Ms. Priscilla Grace George (Asst. Professor, ECE).

World Heart Day Celebration



On account of World Heart Day, MITS organised a cycle rally for promoting health awareness. Dr. S. Ram Kumar, Principal, MITS, flagged off the rally. The rally was led by Mr. Eldho Joy, NSS Officer, MITS.

Congratulations



MITS Basket Ball Team with Mr. Basil Philip, Indian Basketball Player. MITS team was runner up of Kerala Technological D Zone Basketball Intercollegiate Tournament

CSE – Codeister Technologies the startup of MITS students, won



“The Big Pitch” organized by RBL Lank in association with 1Crowd. They have won incubation space at Christ University, Bangalore, along with possible funding and mentorship.

Project for Roborave Asia Open In Beijing, China



“Waste water blockage detection and cleaning system” by Athira P. Raju, Sreemol M, Aruna S, Vipin & Gokul guided by Mr. Jim George was selected for RoboRAVE Asia Open on Feb 9th & 10th 2017 in Beijing, China

NSS Unit Initiatives



NSS unit of MITS constructed a toilet in Nirmel colony near MITS in association with Grama Panchayath. programme



NSS technical cell volunteers of MITS cleaned Ernakulam KSRTC Bus Stand. The programme was inaugurated by Mr. Muhammed Y Safeerulla IAS, District Collector, & Ms. Renu Raj, Assit. Collector, Ernakulam. Mr. Eldho Joy, NSS officer was present on this occasion.



NSS Technical cell unit of MITS cleaned a pond in the Puthencruz Grama Panchayath, Varikoli. Cleaning programme was inaugurated by Ms. Manju Vijayadharan, Ward Member. Mr. Eldho Joy, NSS officer was present on this occasion.



The Muthoot Group

Shri M G George Muthoot is one of the top 40 BFSI CEOs



Shri M G George Muthoot, Chairman- The Muthoot Group has been ranked as one of the top 40 BFSI CEOs in India by the country's leading business magazine- Business Today in its January 2017 issue. The research was jointly conducted by Business Today and reputed multinational audit, assurance and professional services firm- Price

Waterhouse Coopers (PwC). This is a recognition of his sharp business acumen, foresight and leadership qualities. Shri M G George Muthoot has a great vision for devising innovative strategies for success, clear sightedness to take bold business decisions, exceptional problem solving ability, enormous focus, inspiring charisma, the resilience to overcome challenges and above all the desire to be the best.

Here is a link to the list published by Business Today: <http://www.businesstoday.in/magazine/exclusive/india's-best-ceos-2016/bt-pwc-list-of-indias-top-100-ceos-from-the-bsfi-sector-2016/story/242384.html>

Muthoot Finance subsidiary, Belstar Investments awarded microfinance organisation of the year- 2016



The Muthoot Group has always been the flag bearer of Financial Inclusion. Our sincere efforts in the direction of Financial Inclusion have yet again been recognized. We are proud to announce that Muthoot Finance's recently acquired subsidiary, Belstar Investments and Finance Pvt. Ltd. has been awarded the Microfinance Organisation of the Year in the Small and Medium Category by the Inclusive Finance India Awards 2016. This award was conferred by Mr. Stuart Mill, CEO, HSBC India, and was received by Dr. Kalpana Shankar, MD, Belstar Investments and Finance Private Limited and Mr. Alexander George Muthoot, Director, The Muthoot Group in a glittering ceremony on 5th December at Hotel Ashoka, New Delhi. Belstar Investment and Finance Pvt. Ltd. is a subsidiary of Muthoot Finance having presence in Tamil Nadu, Maharashtra, Puducherry, Madhya Pradesh, Karnataka and Kerala with 147 branches and 2.5 lakh active borrowers. The company has a loan portfolio of Rs.430 crores.

Muthoot Finance awarded for being amongst the 100 best companies for working women



Muthoot Finance has been awarded the prestigious 2016 "Working Mother & 100 best company for women Award" initiated by Avatar group of companies. Mr. Ramarathinam, CEO, Muthoot Homefin India Ltd along with Ms. Manisha Desai, Deputy Manager Human Resources, Muthoot Group received the Award from Ms. Subha Barry, VP and GM, Working Mother Media & Ms. Saundarya Rajesh, founder president, AVTAR Group.

The Muthoot Group Fair Play Award



Jalaj Dani, Co-Owners of Chennai FC.

Chennai FC was awarded 'The Muthoot Group Fair Play Award' at the closing ceremony of "Hero Indian Super League 2016". The award trophy was presented by Mr. K.R Biji, Chief General Manager, The Muthoot Group to Mr. Abhishek Bachchan and Ms. Vita

THE MUTHOOT GROUP DIVISIONS

- Financial Services | Wealth Management |
- Money Transfer | Forex | Securities | Vehicle & Asset Finance |
- Media | Information Technology | Healthcare | Housing &
- Infrastructure | Education | Power Generation | Leisure &
- Hospitality | Plantations & Estates |
- Travel Services | Precious Metals | Housing Finance |
- Overseas Operation

English

Customer Care Cell: 98470 91119. Tel: 0484 2396478, 2394712. Fax: 0484 2396506. e-mail: mails@muthootgroup.com www.muthootgroup.com

Compiled & Published by The Muthoot Group (A Muthoot M George Enterprise), for private circulation. Corporate Office: Muthoot Chambers, Opp. Saritha Theatre Complex, Banerji Road, Kochi - 682 018, Kerala, India.