L&T Finance

ESG

FACT BOOK
FY 2025-26

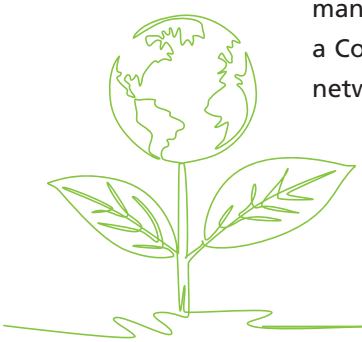
PEOPLE
PLANET
PROGRESS

About the Report

L&T Finance (hereinafter referred as “LTF”, “the Company” or “organisation”), presents its ESG Fact Book (referred to as “Fact Book”) for the reporting period April 1, 2025 to March 31, 2026.

L&T Finance Limited (LTF), headquartered in Mumbai, and part of the illustrious, Larsen & Toubro Group, is a leading AI-led NBFC transforming lending through digital-first, data-driven ecosystems and intelligent credit decisioning. LTF empowers emerging India with responsible financial solutions across rural and urban markets. Classified as an Upper Layer NBFC by the Reserve Bank of India (RBI), LTF is one of the leading Risk-first, Tech-first, Multi-product Retail Financer serving customers across diverse segments and geographies.

This Fact Book serves as a comprehensive overview of LTF’s Environmental, Social and Governance (ESG) disclosures, key performance indicators (KPIs) and sustainability progress. It highlights how LTF integrates sustainability considerations into strategy, governance, risk management and business operations. The disclosures within this Fact Book are on a Consolidated Basis unless specified otherwise. This encompasses the Head Office, branch network (including rural locations) and relevant operational footprint during the year.



Vision

To be an environmentally and socially responsible financial institution built on the foundation of assurance. We are committed to generating long-term value for all our stakeholders.

Goals

Ensure profitability with ethical, environmental and social responsibility

Integrate ESG practices into LTF's business, operations and value chain

Achieve 'Best – in – Class' ESG ratings

Main Focus

Environment
Clean Business Operations

Social
Responsible Corporate Citizen

Governance
Ethical and Transparent

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Performance Highlights

Our Annual Performance

Financial Capital

98%
Retailisation

₹83,213 Cr
Retail Disbursements

₹1,21,728 Cr
Consolidated Book Size

₹2,981* Cr
PAT

2.88%
GS3

0.96%
NS3

2.37%
Return on Assets (RoA)

11.25%
Return on Equity (RoE)

₹18,220 Cr
Sustainability Focused/
Priority Sector Loans

18.34%
Capital to Risk (Weighted)
Assets Ratio (CRAR)

3.93x
Debt-Equity Ratio

₹111.7
Book Value per Share

International

BBB (Stable)
S&P Global Ratings
(Long-term)

BBB- (Stable)
Fitch Ratings
(Long-term)

*PAT before one time labour code effect: ₹3,003 Cr

Manufactured and Intellectual Capital

2.8 Cr+
Customer Base

41.6%
Proportion of Rural Loan Book from Low-Income States

14,000+
Distribution Touchpoints

2 lakh+
Villages Served

450+
Cities/Towns Served

₹5,750 Cr+
Digital Collections

₹7,200 Cr+
Digital Sourcing

₹25,906 Cr
Digital Disbursements (Rural + Urban)

90%
Customer Servicing Experience through Digital Channels

~4,500
Participants at RAISE Event

Human Capital

41,000+
Workforce Enabling LTF's Nationwide Growth and Digital Transformation

66%
Workforce from Rural

7.46%
Women Representation across the Total Workforce

23.08%
Women Representation in the Management Committee

82%
Growth in Women Participation in RBF

84%
Employees Agree LTF is a Great Place to Work

48
Average Training Hours per Employee

28
Branches HIRA Conducted

ROAD SAFETY TRAINING
All New Field Level Officers

100%
Employment Opportunities in Local Areas

290+
Employees Recognised Monthly through Wall of Fame

Social & Relationship Capital

₹31.05 Cr
Total CSR Spend

₹12.92 Cr
Spend Over and Above the CSR Obligation

17.30 lakh+
CSR Beneficiaries

1.10 lakh+
Beneficiaries Linked to Social Schemes

₹240 Cr
Social Convergence Value

1 lakh+
Cyber Fraud Trainings for Community Members

60
Overall Net Promoter Score (NPS)

100%
Customer Grievances Resolved

17%
Reduction in Net Complaints

55 lakh+
Number of Women Borrowers

37 lakh+
Number of Repeat Women Borrowers

100%
Information Security Trainings for Employees

13+
Value Chain Partners Engaged through ESG Capacity-Building Initiatives

ISO 26000:2010
Social Responsibility Certificate of Conformance

Natural Capital

~20%
Carbon (Scope 1+2) Emission Saved/Sequestered Y-o-Y

2.68 lakh+
Saplings Planted

265 lakh KL
Water Replenished (Watershed Management)

5,500+ tCO_2e
Emissions Avoided (Green Power+ Green Attributes)

>94%
Overall Plantation Survival Rate

51+ tonnes
Waste Recycled

1,521 tCO_2e
Sequestered through Plantation

100%
Paperless Journey

50 Branches
Waste Assessment Conducted

6
Solar Rooftop Installation Piloted across Leased Branches

3 Retail Portfolios
Financed Emission Reported

39
Species of Flora Biodiversity Supported

~76%
Company Operations through Green Power

500+
Acres of Green Cover developed

118
Species of Fauna Biodiversity Supported

62,000+
EVs Financed

130+ tonnes
Paper Recycled in Operations

PCAF INDIA CHAPTER
Formal Inclusion

Environment

GHG Emissions

Emissions	Unit	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26
Scope 1 Emissions	tCO_2e	387.13	405.47	386.23	63.78
Scope 2 Emissions – Location-based	tCO_2e	4,255.00	4,755.45	5,592.68	7,335.00
Scope 2 Emissions – Market-based	tCO_2e	2,928.24	2,312.25	1,909.16	1,763.07
Scope 3 Emissions-without Financed Emissions	tCO_2e	4,051.92	6,698.35	49,140.00	64,612.69
Scope 3 Emissions-with Financed Emissions	tCO_2e	4,051.92	17,98,230.37	24,46,150.00	38,77,079.69

Scope 3 Category	Emissions in FY 2025-26 (tCO_2e)	Emissions calculation methodology and exclusions
Purchased Goods and Services	20,994.21	S3 C1 Purchased Goods category, relevant and calculated, spend-based method. It includes all the consumable non-capex items consumed in FY26. Emission factors from EEIO were used in lines with the spent-based methodology The increase in emissions under Purchased Goods and Services in FY26 was primarily due to changes in procurement volume
Capital Goods	1,080.97	S3 C2 Relevant, calculated, Spend-based method: The capital goods category included procured-manufactured computers & peripherals, electrical equipment, furniture, and domestic appliances - Machinery and equipment - Motor vehicle, etc. The emissions are derived from a spending-based method and have been calculated using WIOD and EEIO-based emission factors The decrease in emissions from Capital Goods in FY26 was driven by lower capital expenditure related to technology infrastructure, office facilities, and operational assets during the reporting period
Fuel-and-energy-related-activities (not included in Scope 1 or 2)	303.59	S3 C3 Fuel- and Energy-related emissions are not directly relevant but calculated by the company. Transmission and distribution losses for electricity consumption have been accounted using the T&D losses 17.63% and emission factors provided for Indian Grid CEAv21

Upstream transportation and distribution	—	S3 C4 (Upstream Transportation and Distribution) is considered not relevant or immaterial as we are a Non-Banking Financial Companies (NBFCs), and primarily deal in financial services rather than physical, product-based supply chains. As our operations are service-oriented, inbound third-party distribution is minimal, and associated emissions are negligible or accounted for in Category 1
Waste generated in operations	660.74	S3 C5 Waste generated in Operations: Not relevant, calculated, Being in a service-based industry with no manufacturing, our waste generation in operations is majorly limited to municipal waste. The emissions from waste were calculated as per the waste disposal methods provided by DEFRA 2025 based on the waste quantity. The increase in emissions from Waste Generated in Operations in FY26 was primarily due to variations in waste generation volumes, waste management practices, change in calculation methodology, improved tracking of waste streams across facilities, operation and manpower expansion
Business travel	2,044.29	S3 C6 Business travel: Relevant, calculated, distance-based method. Business travel data captured is for air, rail & road (bus cab); the process and booking are managed through external vendors (value chain partners), and the data used for calculation is provided by the same. Emission factors used from DEFRA 2025 The decrease in business travel emissions in FY26 was driven by lower travel activity
Employee commuting	38,863.21	S3 C7 Employee commuting: Relevant, calculated method: Average data method & distance-based method, The emissions related to employee commutes were calculated by conducting a survey of travel undertaken on a daily basis by employees. The distance of travel, mode of transport used, and travel patterns were analysed to calculate employee commute emissions. Emission factor used in DEFRA 2025 The increase in employee commute emissions in FY26 was mainly due to changes in workforce size, commuting patterns, office attendance levels
Upstream leased assets	665.68	S3 C8 Upstream leased assets: Not relevant, calculated, spend-based method, Fuel consumed in leased assets that are not owned and operated by LTF like DG Set for electricity generation during power failure. Emission factor DEFRA 2025 The increase in emissions from Upstream Leased Assets in FY26 was attributable to changes in leased facility footprint, operational utilisation, or improvements in data coverage of leased assets

Downstream transportation and distribution	—	The nature of LTF's operations and services doesn't include distribution and transportation of goods. The employees who travel for rendering the services are included under business travel therefore this category becomes irrelevant and not applicable
Processing of sold products	—	LTF's business activities include provision of services and doesn't include any product processing like a conventional manufacturing setup therefore this category becomes irrelevant for consideration
Use of sold products	—	LTF's primary business involves providing financial services such as loans, mortgages, rather than selling physical goods. Therefore, the concept of 'use of sold products' does not apply
End of life treatment of sold products	—	LTF does not engage in the sale of physical products, hence there are no items requiring disposal or recycling, making this category irrelevant.
Downstream leased assets	—	LTF does not own or lease assets that fall under this category, as its operations are centred around financial services without leasing physical equipment or property
Franchises	—	LTF does not operate on a franchise model, as its business structure does not involve franchising services or products. All operations are directly managed, rendering this category irrelevant
Investments	3,812,467.00	The Global GHG accounting and reporting standard for the financial industry (PCAF)

Climate-Related Management Incentives

Executive Management Level	Type of Incentive (Monetary/ Non-Monetary rewards)	Incentivised KPIs
CEO	Monetary	To ensure top-level accountability, the Managing Director's performance assessment and variable incentives are explicitly linked to LTF's ESG and climate outcomes. Progress toward best-in-class ESG benchmarks is embedded into the KRAs. Consequently, variable pay reflects a balanced, holistic evaluation across sustainability milestones, strategic priorities, and overall organisational performance
CSO	Monetary	The CSO's performance assessment is linked to key climate and environmental performance objectives The CSO's KRAs include Scope 1 and Scope 2 emissions reduction, improvement in operational environmental efficiency, and achievement of milestones under the Company's Corporate Carbon Neutrality Roadmap These objectives provide a clear financial incentive for the CSO to drive measurable progress on climate change mitigation and the Company's decarbonisation agenda Variable remuneration is determined through a holistic assessment of performance against the defined KRAs and other relevant objectives

Climate Risk Management

Climate-related risks are integrated into our Enterprise Risk Management (ERM) Framework as an emerging risk, enabling a structured and organisation-wide approach ensuring governance processes and risk management across business operations.

Key risk categories assessed include current and emerging regulatory requirements, technological risk, legal risk, market dynamics, reputational impacts, and climate risks.

Internal Carbon Pricing

FY26, LTF evaluated a methodology for an Internal Carbon Pricing (ICP) mechanism, with a Gross ICP calculated using combined capital and operational expenditure (INR per tCO_2e) across Scope 1 and Scope 2 emissions. This work remains at an internal evaluation stage; no actual price figure has yet been finalised or applied to business decision-making processes. Separately, LTF has made progress in operationalising financed emissions measurement for three high-relevance retail portfolios (Two-Wheeler, Tractor, and Home Loans), covering ~43% of total book size, though the Company's predominantly unsecured retail lending profile continues to pose challenges in extending pricing methodologies (including alignment with PCAF and SBTi guidance) to broader portfolio-level externalities. LTF continues working toward finalising and operationalising its internal pricing approach over the next few years. LTF follows a calculation methodology of Implicit Carbon Pricing which helps in implementing a more strategic internal carbon price.

Sustainable Finance and Responsible Lending

As a responsible financial institution, LTF is committed to supporting India's progress towards the United Nations Sustainable Development Goals (SDGs) and the 2030 Agenda for Sustainable Development. Through its Sustainable Finance Framework, LTF seeks to mobilise sustainable finance capital and expand its ability to finance and refinance eligible social and environmental projects, including initiatives that deliver both environmental and social benefits.

To ensure responsible growth and maintain long-term portfolio resilience, LTF has defined an exclusion list to support disciplined underwriting and long-term portfolio resilience ensuring that growth remains responsible and future-ready.

Consistent with its climate-conscious lending approach, LTF does not finance coal-related activities, including thermal coal mining and coal-based power generation, nor does it finance unconventional oil and gas activities. This reflects LTF's commitment to supporting a low-carbon transition and managing climate-related risks within its lending portfolio.

Green Credits

In FY26 LTF and top ten of its value chain partners have procured or generated zero Green Credits.

Social

Labour Practices

LTF is committed to fostering a fair, inclusive and supportive workplace that upholds high standards of labour practices, employee well-being and workplace dignity. This commitment extends to contractors and business partners through the Supplier Code of Conduct and vendor agreements. The Company complies with applicable labour laws, employment contracts and internal policies governing working conditions, including working hours, and ensures employees are informed in advance of significant operational changes in line with prescribed notice periods.

Employees are entitled to paid annual leave in accordance with Company policies and are encouraged to utilise their-leave, to have a balance in professional and personal life. Equity remains a foundational principle of LTF's workforce strategy, with equal pay for equal work across roles and levels supported through structured compensation frameworks and periodic reviews of gender pay indicators.

Beyond statutory requirements, LTF provides a comprehensive range of social protection and employee welfare benefits aimed at supporting the health, financial security and overall well-being of employees and their families. These include Provident Fund, Gratuity benefits, retirement savings support, MGS, Group Mediclaim, Accident and life insurance coverage,digital healthcare access and wellness initiatives and Employee State Insurance Scheme. The Company also offers a range of family-friendly provisions that support employees through different life stages, including maternity and paternity leave, 14 weeks of childcare leave, work-from-anywhere arrangements, Special Travel benefits to would be and existing mother subject to eligibility criteria and creche reimbursement facilities. Further strengthening its commitment to employee welfare, LTF's Ex-gratia and Family Assistance Program provides structured financial and social support to employees' families in the unfortunate event of an employee's demise, including continued salary support, ex-gratia assistance, educational support for children and employability assistance for spouses, helping families navigate periods of hardship with greater stability and resilience.

Recognising the evolving nature of the financial services sector, LTF invests in continuous training and reskilling programmes to help employees adapt to technological, regulatory and sustainability-related developments. These initiatives focus on areas such as digital skills, responsible lending, artificial intelligence, automation, cybersecurity and digital customer servicing, leadership development, sustainable finance and climate-related transitions.

Human Rights Commitment

LTF is committed to upholding human rights in alignment with applicable national laws and internationally recognised standards, including the UN Guiding Principles on Business and Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. These commitments are embedded in the Company's Human Rights Policy and extend across its operations, branches, suppliers and other value chain partners. Governance and accountability are strengthened through dedicated oversight mechanisms.

The Company maintains a zero-tolerance approach towards child labor, forced or compulsory labor and human trafficking, while promoting the protection of indigenous peoples' rights, equal remuneration and freedom of association. LTF respects its employees' right to freedom of association and engagement in collective bargaining and does not discourage such activities.

LTF is committed to fostering an inclusive and equitable workplace. The Company does not tolerate discrimination in recruitment, career progression, compensation, working conditions or employee representation on the basis of gender, race, color, caste, disability, age, religion, political opinion, sexual orientation, social or ethnic origin, marital status, membership of workers' organisations, migrant status, HIV status, or any other characteristic unrelated to job performance or business requirements.

Training and Development

Particulars	FY 2023-24	FY 2024-25	FY 2025-26
Average amount spent per FTE on training and development	4,383	4,471	1,269

Average Training Hours by Management Level	
Management Levels	**Average Training Hours**
Senior Management	20.34
Middle Management	24.49
Junior Management	48.15

Average Training Hours by Gender	
Gender	**Average Training Hours**
Female	48.83
Male	47.69

Employee Development Programmes

Coaching/Mentorship Programmes

LTF has established structured coaching and mentorship interventions tailored to different levels of organisation. For top and mid-level leadership cohorts, the company provides formalised executive coaching and mentorship sessions as part of their personalised development journey. To support localised onboarding, LTF nominates 'Tiger Trainers', experienced Subject Matter Experts who are trained in communication and public speaking to actively mentor new hires within their respective departments. Additionally, for frontline retail employees, LTF utilises a 'Buddy Assignment' system where new joiners are paired with vintage, high-performing resources for shadow observation during their initial onboarding phase.

Teams and Networks (e.g. Employee Resource Groups)

LTF encourages collaboration and addresses specific organisational needs through various cross-functional networks. The Diversity, Equity, and Inclusion (DEI) Council, comprising senior business leaders, the Chief Sustainability Officer and the CHRO, acts as a dedicated network to oversee diversity strategies and resolve inclusion challenges. The Zonal Leadership Forum (ZLF) brings zonal leaders together monthly to co-create solutions, share best practices and actively address localised people challenges like attrition. LTF also utilises 'Culture Realisers,' which are appointed employee teams tasked with bridging the gap between leadership intent and employee perception on the ground. Furthermore, 'Boondein' serves as an employee volunteering network where staff collaborate to dedicate hours toward social and environmental community causes.

Leadership Development Programmes

LTF Leadership Development Journey targets senior leaders with Executive Education to build advances strategic capabilities. The broader Leadership Development Journey targets senior leaders by creating personalised Individual Development Plans (IDPs) for each leader, which are informed by 270-degree feedback and include monthly progress tracking to promote accountability and ownership. This

journey features an 'Inward Journey' (focusing on self-awareness) and an 'Outward Journey' (workshops on emotional intelligence, trust and crucial influence). The 'Winspire' programme is dedicated to empowering women leaders through specific tracks like Building Growth Mindset, Rise and Propel. To build a homegrown leadership pipeline, LTF utilises 'ASPIRE' (frontline role elevation) and 'ASCEND' (internal job postings). Supervisory capabilities are specifically honed through targeted journey of Supervisory Development programme starting from First-Time Managers till Stepping into Leadership.

Digital Learning

To support its transformation into an AI-first, digitally enabled retail NBFC, LTF launched the 'Empower.AI' initiative, which democratises artificial intelligence across the workforce utilising bite-sized learning videos, Google Gemini workflow training and the 'AI-DEA Xpress' crowdsourcing platform. The 'STRIDE' continuous education policy provides financial reimbursements and university tie-ups for employees pursuing higher education.

LTF also partners with Coursera, offering subsidised enterprise licenses to employees for scalable digital skill-building in tools like Python and Power BI. LTF has transitioned to a digital-first learning ecosystem through its 'Gurukul' Learning Management System (LMS). This cloud-based, on-demand e-learning application has evolved from static content to feature gamified courses, mobile app integration and learning leaderboards to deliver essential training directly to all employees.

Hiring

Particulars	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26
Percentage of open positions filled by internal candidates (internal hires)	18	27	23.5	15.1

Performance Appraisal

LTF drives organisational alignment and operational excellence through a structured, objective-led performance management framework rooted in Management by Objectives (MBO). The process begins with establishing Key Result Areas (KRAs) at the executive level starting with the CEO and CXOs which are then cascaded down to individual employees through their respective Reporting Managers to ensure every team member's goals directly support strategic business priorities.

To foster continuous professional development and ensure targets remain on track, we conduct a formal Mid-Year Review where employee progress against approved KRAs is evaluated, accompanied by actionable, forward-looking feedback. At the conclusion of the performance period, annual appraisals provide a fair and comprehensive evaluation of each employee's achievements against their assigned KRAs, while recognising additional contributions such as special projects. This transparent, feedback-driven process reinforces accountability, supports employee growth, and strengthens overall governance.

Trend of Employee Well-being

Core Focus	Unit	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26
Employee Engagement	% of employees with top level of engagement, satisfaction, well-being, or employee net promoter score (eNPS)	No survey	82	84	81
Data Coverage	% of employees who responded	No survey	73	89	93

The employee survey covers the following key elements:

- Credibility: Communication, management competence, transparency, consistency, trust, integrity and ethical business practices. (E.g. Management is approachable and easy to talk to.)
- Respect: Employee support and development, recognition, collaboration and involvement in decision-making, workplace safety and well-being, work-life balance, and management's care for employees. (E.g. Management recognises honest mistakes as a part of doing business.)
- Fairness: Pay and recognition equity, fair and merit-based promotions, impartiality, equal treatment across demographic groups, and access to fair grievance resolution. (E.g. People here are paid fairly for the work they do.)
- Pride: Meaning and purpose in work, sense of contribution, team achievement, commitment and adaptability, pride in the organisation, employer advocacy, and contribution to the community/customer experience. (E.g. When I look at what we accomplish, I feel a sense of pride.)
- Camaraderie: Authenticity, care and relationships among employees, celebration and fun at work, welcoming new and transferring employees, and cooperation/team spirit. (E.g. People celebrate special events here.)

The employee survey addresses various aspects through a range of questions covering employees' experience, motivation, well-being, engagement and intent to remain with the organisation.

- Job Satisfaction (external motivation): The survey assesses employees' overall satisfaction with their employment experience through questions relating to fair pay and benefits, recognition, career growth, development opportunities, performance evaluation, management effectiveness, resources and working conditions, as well as overall satisfaction with the organisation as a place to work. Relevant questions include:
  - "People here are paid fairly for the work they do."
  - "I am offered training or development to further myself professionally."
  - "There are opportunities here for my career growth."
  - "Performance of employees here is fairly evaluated."
  - "I am given the resources and equipment to do my job."
  - "I want to work here for a long time."
  - "Taking everything into account, I would say this is a great place to work."
  - "I would strongly endorse my company to friends and family as a great place to work."
- Purpose (internal motivation): The survey captures employees' sense of meaning, purpose and contribution through questions examining whether employees find their work meaningful, understand how their role contributes to organisational objectives, and feel that their work makes a difference. Relevant questions include:

- "My work has special meaning: this is not 'just a job'."
- "I feel I make a difference here."
- "People here understand how their role contributes to the organisation's goals."
- "When I look at what we accomplish, I feel a sense of pride."
- "I feel good about the ways we contribute to society."
- "People here are willing to put in extra effort to get the job done."

- Happiness (positive employee experience): The survey captures positive emotions and employees' overall sense of belonging, enjoyment, pride and connection at work. This includes whether employees look forward to work, feel comfortable being themselves, experience positive relationships and find the workplace enjoyable.

  Relevant questions include:

  - "People look forward to coming to work here."
  - "This is a fun place to work."
  - "I can be myself around here."
  - "People care about each other here."
  - "People celebrate special events around here."
  - "When you join the organisation, you are made to feel welcome."
  - "I'm proud to tell others I work here."
  - "Taking everything into account, I would say this is a great place to work."

- Stress (workplace well-being and work-life balance): While the survey does not include a question using the exact wording "I feel stressed at work most of the time," the aspect of workplace stress is addressed through questions relating to psychological and emotional well-being, physical safety, workload support, work-life balance, ability to take time off, and the quality of the working environment.

  Relevant questions include:

  - "This is a psychologically and emotionally healthy place to work."
  - "This is a physically safe place to work."
  - "People are encouraged to balance their work life and their personal life."
  - "I am able to take time off from work when I think it's necessary."
  - "I am given the resources and equipment to do my job."
  - "Management does a good job of assigning and coordinating people."
  - "Management shows a sincere interest in me as a person, not just an employee."
  - "Our facilities contribute to a good working environment."

The survey also captures broader dimensions of the employee experience, including credibility, respect, fairness and camaraderie, which contribute to these four overarching aspects.

Financial Inclusion Commitment

Financial inclusion is central to LTF's purpose of expanding access to responsible, affordable and inclusive financial services for underserved and financially excluded segments across rural and urban India. The Company continuously innovates and tailors its products, channels and customer journeys to meet the evolving needs of women entrepreneurs, farmers, micro-enterprises and first-time borrowers. The Company's commitment to financial inclusion is endorsed by Senior Management/Board through established governance mechanisms and responsible finance frameworks.

Additionally, the company also extends its non-financial support for creating awareness on digital financial and literacy amongst rural women. For this, a separate CSR program on digital and financial inclusion (Digital Sakhi Project) is being implemented in the hinterlands of the country. Through its flagship Digital Sakhi programme, the Company has reached over 15.8

lakh individuals, provided digital and financial literacy to women across rural communities and supported more than 17,000 women entrepreneurs. LTF has also supports small and marginal farmers through capacity-building programmes focused on crop planning, water management and climate-resilient farming practices, helping enhance agricultural productivity, strengthen livelihoods and improve resilience to climate-related risks.

LTF promotes responsible lending through risk-based underwriting, robust credit assessment processes and continuous portfolio monitoring, helping prevent over-indebtedness while ensuring sustainable access to credit. The Company maintains accessible grievance redressal mechanisms through branches, call centres, digital platforms, websites and dedicated customer service channels, enabling customers to easily raise concerns and seek support. Employees and customer-facing teams are regularly trained on responsible lending, fair customer treatment, customer protection and ethical conduct to ensure respectful engagement and prevent aggressive sales practices. LTF also actively engages with industry associations and other stakeholders to advance transparent, responsible and sustainable financial sector development through constructive policy dialogue, regulatory engagement and principled participation in the evolving financial services ecosystem.

Financial Inclusion Products & Services

LTF's Rural Group Loan product supports financial inclusion by extending responsible credit to women borrowers. During FY26, the product served 55,94,777 active customers, with 31,06,868 loan disbursements. By improving access to formal financial services, the product contributes to livelihood enhancement, economic resilience and inclusive development

Customer Relations Management

LTF, customer centricity is embedded across the customer lifecycle through a robust Customer Relationship Management (CRM) framework focused on accessibility, responsiveness and continuous improvement. Customers can seek assistance, raise grievances and share feedback through multiple channels, including email, SMS, telephone calls, dedicated customer helplines, in-person branch walk-ins, the Company website, chatbots, WhatsApp, the Planet App and customer awareness sessions, ensuring convenient and inclusive access to support.

To ensure customer feedback drives meaningful action and service enhancements, LTF has established structured governance mechanisms, including:

- Customer Dashboards and Governance Forums that regularly review service performance and identify improvement opportunities.
- Root Cause Analysis of Complaints, conducted collaboratively by the customer experience team and functional units, enabling targeted improvements that reduced complaint volumes by 17% in FY 2025-26.
- Project Seven, an initiative that strengthens complaint resolution governance by introducing an internal target of resolving issues within seven days, resulting in 33% of complaints being resolved within this timeframe
- Grievance Redressal Day, a quarterly initiative enabling direct customers to visit branches and share their concerns with designated senior officers, enhancing transparency and responsiveness
- Real-time NPS Tracking, providing instant visibility into customer satisfaction levels through live Net Promoter Score (NPS) dashboards.
- Monthly NPS Reporting, delivering detailed performance metrics and insights to key stakeholders for continuous monitoring and decision-making.
- Targeted Detractor Action Plans, led by product and business teams to address customer pain points and improve overall customer experience.
- Red-Flag Alert Mechanisms, which trigger immediate escalation and action on critical customer concerns and adverse feedback.

Through these integrated feedback, monitoring and escalation mechanisms, LTF translates customer insights into operational improvements, strengthens customer trust and continuously enhances service delivery and customer experience.

Customer Satisfaction Measurement

Satisfaction measurement	Satisfaction measurement Unit	FY 2023-24	FY 2024-25	FY 2025-26	Target for FY 2025-26
Satisfaction measurement	Net promoter score	54	54	60	60
Coverage	Percentage of customers	100	100	100	

Privacy Policy

LTF maintains a zero-tolerance approach towards data breaches and any violation of data confidentiality obligations by a third party or an employee. In the event of a breach by a third-party vendor of data confidentiality obligations, the consequences stipulated under the applicable Master Service Agreement (MSA) shall apply. Similarly, if an employee causes a data breach, LTF will take appropriate action as per the employment letter and applicable company policies. Accordingly, if data confidentiality is breached by either an employee or a third-party vendor, LTF takes the requisite measures according to the prevailing contractual terms.

Governance

Board Independence

In line with the requirements of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations"), and our commitment to strong corporate governance, we maintain a target of ensuring 50% representation of independent directors on the Board. During FY 2025-26, independent directors represented more than 50% of the Board, exceeding our target. Following changes in Board composition during FY 2026-27, the Board comprised five Independent Directors out of ten members, thereby maintaining the target level of 50% independent representation.

All Independent Directors have submitted the declaration of independence, pursuant to the provisions of Section 149(7) of the Act and Regulation 25(8) of the SEBI Listing Regulations, stating that they meet the criteria of independence as provided in Section 149(6) of the Companies Act, 2013 and Regulations 16(1)(b) of the SEBI Listing Regulations and they are not aware of any circumstance or situation, which exist or may be reasonably anticipated, that could impair or impact his/ her ability to discharge his/her duties with an objective independent judgment and without any external influence.

Board Average Tenure

The Board's average tenure, calculated as of the financial year end on 31 March 2026, is 6.70 years. The tenure has been calculated based on the period served by each director from their respective appointment date until 31 March 2026, and the average has been computed across all Board members. This figure differs from the 5.87 years of average tenure as disclosed in the Integrated Annual Report FY 2025-26 as the report calculates Board average tenure as of the calendar year end 2025.

CEO Compensation - Success Metrics

The remuneration framework for the Managing Director & Chief Executive Officer (MD & CEO) is designed to drive sustainable, long-term stakeholder value creation by aligning executive incentives with both short-term operational excellence and multi-year strategic milestones. Governed and reviewed annually by the Nomination and Remuneration Committee (NRC) of the Board, the compensation structure maintains a balanced mix of fixed remuneration and performance-linked variable pay (encompassing both short-term and long-term incentives). Payouts under the variable compensation structure are contingent upon rigorous evaluation against predetermined, quantitative, and measurable scorecard targets. This balanced scorecard comprises key financial metrics aligned with LTF's Lakshya 2031 goals —specifically book growth, Return on Assets (ROA), Return on Equity (RoE) and credit cost—alongside material non-financial performance indicators. These non-financial dimensions explicitly incorporate measurable Environmental, Social, and Governance (ESG) criteria, including progress on sustainable finance and decarbonisation targets, workforce Diversity, Equity & Inclusion (DEI) metrics, and enterprise risk resilience evaluated through an institutional Risk Scorecard and regulatory compliance assurance. Through this holistic architecture, executive accountability is directly tied to institutional resilience, prudent risk management, and long-term sustainable growth.

Materiality Assessment

At LTF, a comprehensive Double Materiality Assessment (DMA) was undertaken in the previous financial year to identify and prioritise stakeholder expectations and long-term sustainability goals. The findings of the materiality assessment continued to inform the Company's priorities in FY26, with no significant changes in its business model, operational footprint, or external environment warranting a reassessment. As part of this ongoing process, the next comprehensive DMA is planned for the upcoming financial year, ensuring that material priorities remain relevant, forward-looking, and complete.

As part of the assessment, LTF engaged with a broad range of internal and external stakeholders to evaluate both impact materiality (how LTF's actions impact people and the environment) and financial materiality (how environmental and social issues affect LTF's financial performance. The internal stakeholders

included Parent Company, Board & C-Suite members, Senior Management, Business Heads, Middle Management, Junior Management and Field-Level Employees. The external stakeholders include DSA/Dealers, CSR Partners, Lenders and Customers. Insights from the stakeholders were analysed, and material topics were prioritised and presented through a Materiality Matrix.

The materiality assessment has been reviewed and signed off by LTF' Executive Management. Further, the materiality assessment process is verified by an independent third-party assurance provider. LTF considers the identified topics as significant and integrates the results of materiality assessment into its Enterprise Risk Management (ERM) framework.

Our significant material focus areas/material matters.

Material Topic	Legal & Regulatory Compliance	Customer Experience & Satisfaction	Climate & Decarbonisation Strategy
Business case	LTF operates in a highly regulated environment where adherence to applicable laws, regulations and industry standards is crucial for the Company. Strong compliance practices help LTF manage regulatory risks, maintain operational resilience and uphold stakeholder trust. Effective compliance supports robust governance practices, business continuity, access to capital and long-term value creation. Non-compliance can expose the organisation to legal, financial, operational and reputational risks, potentially affecting business performance, stakeholder confidence and long-term resilience.	Customer experience is a key driver of LTF's long-term success, helping build trust, enhance brand reputation, and create sustainable value for stakeholders. As customer expectations evolve and digital engagement continues to expand, delivering personalised services, seamless interactions and relevant financial solutions across all touchpoints is critical to enhancing satisfaction and loyalty. A strong focus on customer experience supports customer acquisition, cross-selling opportunities and the adoption of complementary products, while financial literacy initiatives empower customers to make informed financial decisions. Conversely, inadequate delivery of personalised and seamless experiences may result in customer attrition, negative feedback, reduced engagement and loss of market share to competitors. By continuously enhancing customer journeys and service delivery, LTF works to deepen customer relationships, improve retention and engagement, strengthen its competitive position and create long-term value for both customers and the business.	Climate-related risks can impact LTF's portfolio quality, business continuity, operational efficiency and financial performance. Physical risks such as extreme weather events, may affect customer assets and repayment capacity, potentially increasing credit risk and portfolio stress. Additionally, evolving climate regulations and the transition to a low-carbon economy may expose LTF to regulatory, market and financing risks. Failure to effectively manage these risks could result in operational disruptions, higher costs, increased credit losses and reduced business resilience. LTF's climate and decarbonisation strategy helps strengthen climate risk management, enhance portfolio resilience, improve operational efficiency through resource optimisation, support informed lending decisions and capture emerging low-carbon opportunities. By proactively addressing climate-related challenges and reducing its environmental footprint, LTF can mitigate operational risks, optimise costs,

			strengthen business resilience and safeguard financial stability. Effective management of climate-related risks supports sustainable growth and long-term value creation for stakeholders.
Business Strategy	A dedicated compliance team tracks evolving regulatory requirements and assesses their impact on business operations. Regular employee training programmes reinforce compliance awareness while specialised training for marketing and customer-facing teams help promote responsible sales practices and prevent mis-selling. Periodic risk assessments and audits help identify potential compliance-related vulnerabilities while monitoring key performance indicators (KPIs) related to compliance provides insights into the effectiveness of efforts and highlights areas for improvement	LTF enhances customer experience through a customer-centric approach focused on personalised financial solutions, seamless digital journeys and transparent engagement. Leveraging digital and AI-driven initiatives such as PLANET App 3.0, KAI, Project Cyclops, Project Nostradamus, and the Lifestyle Index Calculator, the Company strengthens customer interactions and service delivery. Regular training for customer-facing teams improves communication, problem-solving and service excellence, while specialised cybersecurity training enables effective management of fraud-related concerns and protection of customer information. Through financial literacy programmes, customer awareness initiatives, and structured feedback mechanisms, LTF builds trust, continuously improves products and services and fosters long-term customer loyalty. Performance is monitored through metrics such as NPS, customer retention, complaint resolution, and feedback response rates	LTF conducts portfolio climate risk assessments using stress testing and risk heat maps, periodically reviews its climate strategy and collaborates with stakeholders to strengthen climate risk management. By integrating climate risk considerations within its Enterprise Risk Management (ERM) framework, LTF establishes a comprehensive climate strategy that enhances risk resilience and ensures compliance with evolving environmental regulations. To reduce its environmental footprint and enhance operational efficiency, LTF invests in energy-efficient infrastructure, renewable energy procurement, carbon offset programmes and green technologies. The Company is also exploring opportunities to finance renewable energy and climate-resilient solutions, supporting the transition to a low-carbon economy. Progress is monitored through climate-related performance indicators, including emissions reduction, energy savings, Scope 1, 2 & 3 emissions and financed emissions, enabling informed decision-making and supporting LTF's long-term sustainability objectives
Target	• Achieve ISO 37001:2019 Compliance Management	Improve Customer Satisfaction Rate (NPS Score) to 70 by FY29	• Become Carbon Neutral by FY35 • Reach 35% renewable energy across operations FY28

	Certification by FY28 • Achieve ISO 14001 Certification for Environmental Management System for HO by FY27 • Achieve ISO 45001:2018 certification at 4 large offices/branches and ensure periodic reviews for compliance by FY27		• Finance 90,000 electric vehicles (EVs) by FY27 • Expanding green cover by planting 5 lakh horticulture saplings, thereby augmenting farmers' income by FY28
Target Year	2028	2029	2035
Progress	• ISO 37701:2019 - Certification planned in FY28 • ISO 14001 - Certification planned in FY27 • ISO 45001:2018 - Certification in place for 3 large offices/ branches (including head office) in FY26	NPS score reached 60 in FY26	• The target to become carbon neutral by FY 25 is on track • 62,023 EVs financed in FY26 • 2.68 lakh saplings planted by FY26

Material Issues for External Stakeholders

Material Topic	Privacy and Data Security	Sustainable & Responsible Finance/ Financial Inclusion
Category	**Privacy protection**	**Sustainable products & services**
Cause of the impact	• Operations • Products/services • Supply chain	Products/services
External stakeholders/ Impact area(s) evaluated	• Society • Consumer/end-user • External Employees	• Environment • Society • Consumer/end-user
Type of impact	Negative	Positive
Topic relevance on external stakeholders	Increasing digitalisation of financial services along with rapid adoption of use of AI-driven customer journeys has heightened the importance of privacy and data security for external stakeholders. As LTF larger volumes of sensitive personal and financial information across interconnected digital ecosystems, the potential consequences of inadequate data protection become more significant. Failure to effectively safeguard personal and financial data can lead to fraud, identity theft, financial losses, privacy violations, and loss of trust among customers, investors, business partners and regulators. Such incidents may also trigger heightened regulatory scrutiny, stricter compliance obligations, reputational damage, and reduced confidence in digital financial services. Robust data protection, cybersecurity measures, responsible AI governance and effective third-party risk management are therefore critical to protecting stakeholder rights and maintaining a resilient and trusted financial ecosystem	Sustainable and Responsible Finance is central to LTF's approach to advancing financial inclusion and creating long-term socio-economic impact. Through its Sustainable Finance Framework, ESMS Policy, responsible lending practices and customer protection mechanisms, LTF integrates sustainability and risk considerations into lending decisions, ensuring transparent, ethical and inclusive capital allocation. By expanding access to formal finance for rural households, women, farmers, micro-enterprises and first-time borrowers, LTF supports livelihood creation, entrepreneurship and financial resilience. Its inclusive product portfolio, extensive rural and semi-urban presence, AI-led underwriting, digital lending platforms and PLANET ecosystem enhance the accessibility, affordability and convenience of financial services. Initiatives such as Digital Sakhi and Sachet with Sachet promote financial literacy, digital inclusion and cyber awareness. Sustainable products reduce environmental degradation and promote resource conservation, benefiting communities and ecosystems. Together, these efforts empower underserved communities, strengthen economic participation, and support inclusive, environmentally sustainable growth

Risk Governance

Our Enterprise Risk Management (ERM) and Operational Risk Management (ORM) Policy states Unit Operational Risk Management (UORM) as First Line of Defence (FLOD). FLOD consists of units that own and manage risk, i.e. Business units like Analytics, Customer Service, IT, RCU, PTC, Treasury, Finance & Accounts, FCM and HR to review its processes and ensure that necessary controls are in place.

Emerging Risks

LTF operates in a dynamic environment characterised by accelerating digitalisation, evolving customer expectations, changing regulations, climate-related challenges and shifting socio-economic trends. As the Company pursues its strategic vision of becoming a Risk-first, Technology-first, Multi-product Retail Financier, these developments may give rise to emerging risks that influence market dynamics, stakeholder expectations and the delivery of sustainable financial services. LTF has identified a few emerging risks and continuously monitors these risks to enhance resilience, strengthen stakeholder trust and support long-term value creation.

Model and Digital Operational Risk

Category of Risk: Technological Risk

LTF has embedded artificial intelligence, automation and digital infrastructure across the lending lifecycle, spanning sourcing, underwriting, monitoring, and servicing. Proprietary AI platforms such as Project Cyclops, Project Nostradamus, Project Orion and Project Helios strengthen operating leverage while supporting scalable and responsible growth. However, increasing reliance on AI, machine learning models, automated underwriting, portfolio monitoring and digital ecosystems may result in model deterioration, algorithmic bias, implementation gaps, black-box failures and inaccurate decision outcomes as technology adoption scales across lending operations.

Impact

- Inaccurate credit assessments could lead to higher delinquencies, elevated credit costs and deterioration in portfolio quality
- Model failures or biased decisions may trigger regulatory scrutiny, customer grievances and reputational damage
- Dependence on digital decision engines may also require significant changes to underwriting practices, governance frameworks and technology investments as AI regulation evolves

Mitigating Actions

- LTF has established a dedicated Model Risk Management framework. Models are used in areas including credit risk management, collection decisions Propensity and Portfolio Monitoring
- To govern model risk, a Board-approved Model Risk Management policy and Model Risk Management Committee was established in place in FY 2023-24
- Overseen by a specialised committee, LTF review models at every stage development, active use and retirement to prevent inaccuracies in risk assessment
- All models within Project Cyclops and Nostradamus are validated before implementation and monitored periodically
- LTF's robust governance framework includes quarterly model monitoring, strengthened BRE implementation testing under Digital Operational Risk to safeguard our digital ecosystem

Identity Risk

Category of Risk: Societal Risk

As financial services become increasingly digital, trusted digital identity is fundamental to secure, inclusive and seamless access to financial services. Growing reliance on digital onboarding, transactions and data-driven services has heightened concerns around identity theft, impersonation, synthetic identities, deep-fake-enabled fraud and misuse of personal information.

For LTF's diverse urban and rural customer base, confidence in the safety and integrity of digital interactions is essential for building trust and encouraging participation in the formal financial system. Evolving societal expectations around privacy, data protection and responsible use of personal information, coupled with an increasingly sophisticated fraud landscape, may influence customer willingness to adopt and engage with digital financial services, potentially affecting financial inclusion and long-term customer relationships.

Impact

- Increasing incidents of identity theft, impersonation, synthetic identities and AI-driven fraud could undermine customer confidence in digital financial services.
- Weaknesses in identity verification, authentication or customer awareness may affect digital onboarding, transaction security and overall customer experience.
- Reduced trust in digital channels could discourage customers, particularly first-time and vulnerable digital users, from adopting formal digital financial services, potentially limiting financial inclusion and economic participation.
- Identity-related incidents could diminish public confidence in digital financial services, leading to heightened stakeholder expectations regarding data privacy and customer protection practices.

Mitigating Actions

- Strengthening digital trust through secure identity verification, multi-factor authentication controls and fraud monitoring.
- Leveraging AI-driven analytics, risk frameworks and fraud-detection capabilities to identify impersonation attempts, suspicious transactions and evolving digital fraud patterns.
- Continuously monitoring emerging threats such as deepfakes, synthetic identity fraud and social engineering techniques to enhance preparedness and resilience.
- Strengthening digital trust and identity protection through customer awareness initiatives, verified communication channels and ongoing education on safe digital practices.
- To combat evolving digital fraud like phishing and deepfakes, LTF has launched 'Sachet with Sachet,' a cyber safety initiative led by the animated mascot Sachet Kumar. This campaign promotes safe digital behaviour, cyber hygiene and fraud prevention.
- Providing verified communication channels, transparent customer communication and easy-to-access grievance redressal mechanisms to reinforce customer confidence.
- Promoting responsible data governance practices, customer privacy awareness and informed consent in digital interactions.

Tax Strategy

LTF's tax governance framework is founded on the principles of compliance and prudent risk management. The Company is committed to conducting its tax affairs responsibly and in accordance with both the letter and the spirit of applicable tax laws and regulations.

As a retail financial institution operating exclusively in India, LTF creates, retains and reports economic value within the country. Consistent with this commitment, LTF ensures that taxes are paid in Indian jurisdiction in accordance with applicable regulations in India

All domestic related-party transactions are undertaken on an arm's length basis and in compliance with applicable transfer pricing laws and regulations. The Company maintains transparent and constructive engagement with tax authorities and is committed to accurate, timely and complete tax filings and disclosures.

Information Security Management Programmes

Oversight of information security, cyber risk and technology resilience is provided through the Board-level IT Strategy Committee, IT Steering Committee and Information Security Committee, supported by enterprise-wide policies aligned with key regulatory requirements and global standards.

LTF operates under a Master Cybersecurity Policy and Data Privacy Policy, aligned with regulatory expectations from RBI and other authorities as well as the Digital Personal Data Protection (DPDP) Act. The Company's information security and privacy management practices are supported by internationally recognised certifications, including ISO 27001:2022 for Information Security Management Systems (ISMS), ISO 27701:2019 for Privacy Information Management and ISO 20000-1:2018 for IT Service Management.

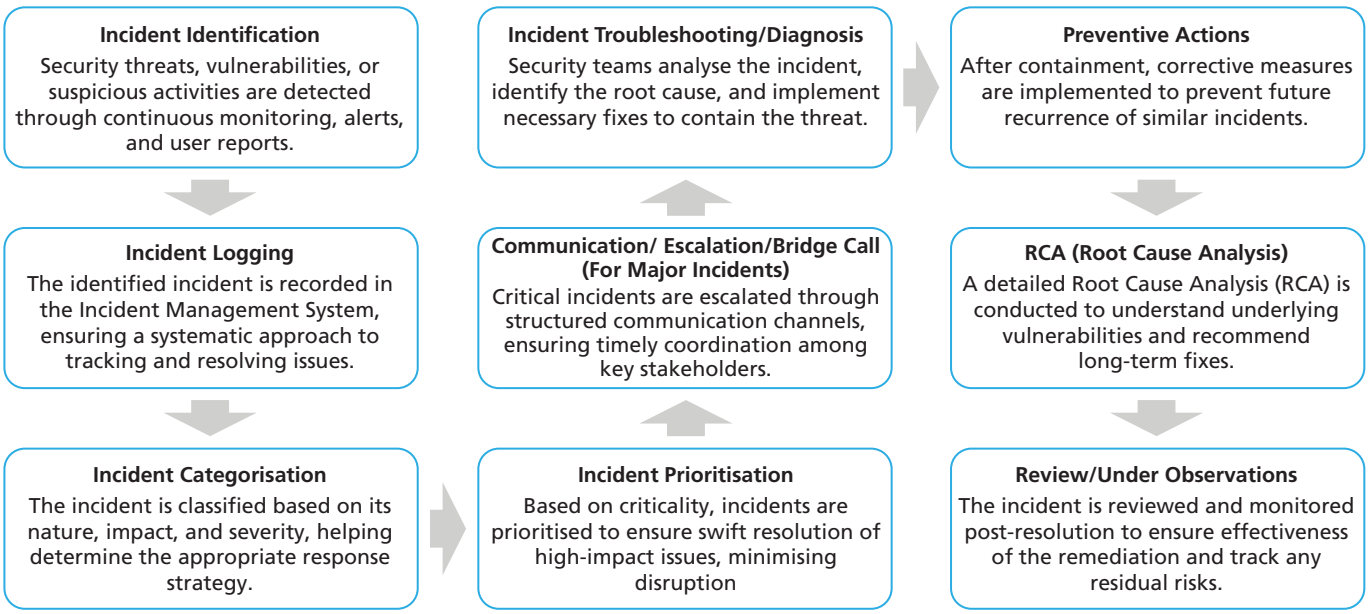
LTF strengthens its cyber resilience through a Zero Trust security architecture, supported by AI-driven threat detection, continuous security monitoring, proactive vulnerability assessments, penetration testing (VAPT) and third-party cybersecurity risk assessments. LTF also conducts periodic self-assessments, internal audits and independent third-party security evaluations to assess the effectiveness of IT controls, identify potential risks and continuously strengthen its cybersecurity posture and operational resilience.

Business continuity and operational resilience are underpinned by a Board-approved Business Continuity Policy, Cyber Crisis Management Plan and a comprehensive IT Business Continuity and Disaster Recovery (BCP/DR) framework. LTF maintains a resilient technology architecture comprising geo-redundant infrastructure, encrypted offsite backups, periodic BCP/DR drills and testing and structured incident response mechanisms to enable rapid recovery and minimise service disruption during adverse events.

To foster a strong security culture, all employees undergo mandatory information security, cybersecurity, and data privacy training, supplemented by phishing simulations and ongoing awareness programmes. Customer-facing initiatives such as 'Sachet with Sachet' further promote safe digital practices and cyber fraud awareness. During FY 2025-26, 100% of employees were trained on information security.

LTF reported zero cybersecurity breaches and zero customer privacy breach complaints during FY 2025-26, demonstrating the effectiveness of its security and resilience framework.

Incident Management Workflow



Responsible Artificial Intelligence (AI)

Artificial Intelligence (AI) is emerging as a key enabler for financial services organisations, driving enhanced customer experience, operational efficiency, risk management, productivity and data-driven decision-making. AI supports innovation and business growth by enabling scalable, intelligent and responsible solutions across functions while maintaining the highest standards of governance, security and compliance.

LTF is committed to the responsible, ethical and secure use of Artificial Intelligence (AI). To govern the use of AI, LTF has implemented a Model Risk Management Policy for machine learning models and a Generative AI Policy for generative AI model use cases. These AI-related policies are formally endorsed by Executive Management, demonstrating strong organisational commitment to responsible AI adoption. The policy establishes clear boundaries for AI usage through approved use cases, governance controls and usage limitations that ensure AI systems operate only within their intended purpose and authorised scope. Guardrails, access controls and human oversight mechanisms are implemented to prevent misuse, unauthorised applications and operation beyond approved parameters.

LTF ensures that all AI systems are designed, developed, procured and operated in compliance with applicable data protection, privacy and cybersecurity requirements. Personal, sensitive and confidential information is protected throughout its lifecycle while AI systems, models, data and infrastructure are secured through robust controls, including encryption, vulnerability assessments and penetration testing, incident management processes and third-party risk assessments. AI solutions also undergo rigorous security reviews and testing prior to deployment. LTF continuously monitors AI systems to ensure fair, unbiased and non-discriminatory outcomes and mitigation of potential bias in any AI application.

AI is intended to augment, rather than replace, human judgement. Appropriate levels of human oversight, review and intervention are embedded within AI-enabled processes, with level of human involvement determined by the risk, materiality, complexity and maturity of the AI-generated outcome. To support responsible AI adoption, LTF has established clear roles and responsibilities for the approval, deployment, monitoring and periodic review of AI systems and tools. Accountability for decisions, actions and outcomes influenced by AI remains with the relevant business owner, process owner or authorised personnel, ensuring that ultimate responsibility continues to reside with human decision-makers.

The Company is committed to promote transparency and explainability in the use of AI by ensuring that relevant users and stakeholders are informed whenever they interact with, or are materially impacted by, AI systems through appropriate disclosures at key interaction points. AI-generated outputs, recommendations and decisions are designed to be understandable, interpretable and appropriately contextualised to support informed decision-making. LTF leverages AI services from recognised large enterprises that incorporate safeguards against prohibited practices, including manipulative behaviour, exploitation of vulnerabilities, social scoring, unauthorised biometric surveillance and other unethical or unlawful uses of AI.

The AI machine learning models are regularly monitored as per risk profile and impact. Any significant drift in model outcome results in further actions as mentioned in Model Risk Policy. To promote widespread and responsible adoption of AI, the Company launched Empower AI, a structured internal communication and enablement campaign. The programme equips employees with role-specific AI skills, helping them integrate AI into daily workflows while strengthening productivity and analytical rigour.

At LTF, a couple of initiatives have been launched to reduce the cognitive load of its workforce. For example, Project Helios was developed for credit underwriters where it automates complex and mundane manual tasks for underwriters, enabling them to conduct a deeper analysis of incoming applications. Project Helios has processed 45,000 applications so far and has reduced credit turnaround time (TAT) by 40%. Similarly, another initiative called MoPPA has enabled the ground Salesforce team for mortgage loans to query the questions quickly using AI chatbot and get real-time responses thereby reducing onboarding TAT and improving the quality of completed customer applications. Importantly, this solution was developed by the business team, demonstrating the enablement of non-technical teams to develop quality AI solutions. Similarly, the advent of AI solutions for customer facing operations has reduced the load on human call centers and servicing channels, enabling self-server capabilities across various customer mediums. The overall objective of the organisation is to use AI to enable its workforce and customers to achieve better decision making, self-serve, higher efficiency and quality work, while reducing the load of mundane tasks.

PEOPLE

STRONGER COMMUNITIES

PLANET

A HEALTHIER TOMORROW

PROGRESS

SUSTAINABLE VALUE

For more details, please access:
https://www.ltfinance.com

ESG

FACT BOOK
FY 2025-26