



Q2 FY2021 EARNINGS UPDATE

Partnering with World's Leading Brands



Disclaimer

Certain statements in this presentation concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in BPO services including those factors which may affect our cost advantage, wage increases, our ability to attract and retain highly skilled professional, time and cost overruns on client contracts, client concentration, our ability to manage ramp-ups and growth, our ability to manage our international operations, reduced demand in our key focus verticals, disruptions in telecom infrastructure and technology, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, performance of our subsidiaries, withdrawal of government fiscal incentives, political instability, legal restrictions on raising capital and acquiring companies outside India, unauthorized use of our intellectual property and general economic conditions affecting our industry. Firstsource may, from time to time, make additional written and oral forward-looking statements, including our reports to shareholders. The company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the company.





STRONG ALL-ROUND PERFORMANCE

- Revenue growth of 13.1% in constant currency YoY in Q2
- Solid sales momentum; 15 New clients added in the quarter

BUSINESS MOMENTUM IS STRONG

- Banking & Financial Services continues to be the growth bearer driven by strong growth of our US BFS segment
- Communications Media & Tech (CMT) witnessing solid volume recovery
- Healthcare industry continues to experience volume challenges. Elective procedures are still not close to the pre-COVID levels, impacting both Hospital visits and HealthPlan claims volumes
- Platform based services being scaled up in chosen segments

FY2021 GROWTH ESTIMATES REVISED

- Revenue expected to grow between 9-12% in constant currency
- Operating Margin expected to be in range of 11.0-11.5%

Summary of Performance During the Quarter



REVENUES

₹ 11,877 Million
(US\$ 159.8 Million)

YoY growth of 20.6%
Constant Currency growth of 13.1%



OPERATING MARGIN

₹ 1,358 Million
(Margin 11.4%)

YoY Margin expansion of 260 bps



PROFIT AFTER TAX

₹ 1,053 Million
(Margin 8.9%)

YoY Margin expansion of 202 bps



EARNINGS PER SHARE (DILUTED)

₹ 1.50
per share

Q2FY'20 at ₹ 0.97 per share

Summary of Performance During the First Half



REVENUES

₹ 22,499 Million
(US\$ 300.6 Million)

YoY growth of 14.5%
Constant Currency growth of 7.5%



OPERATING MARGIN

₹ 2,527 Million
(Margin 11.2%)

YoY Margin expansion of 61 bps



PROFIT AFTER TAX

₹ 1,940 Million
(Margin 8.6%)

YoY Margin expansion 55 bps



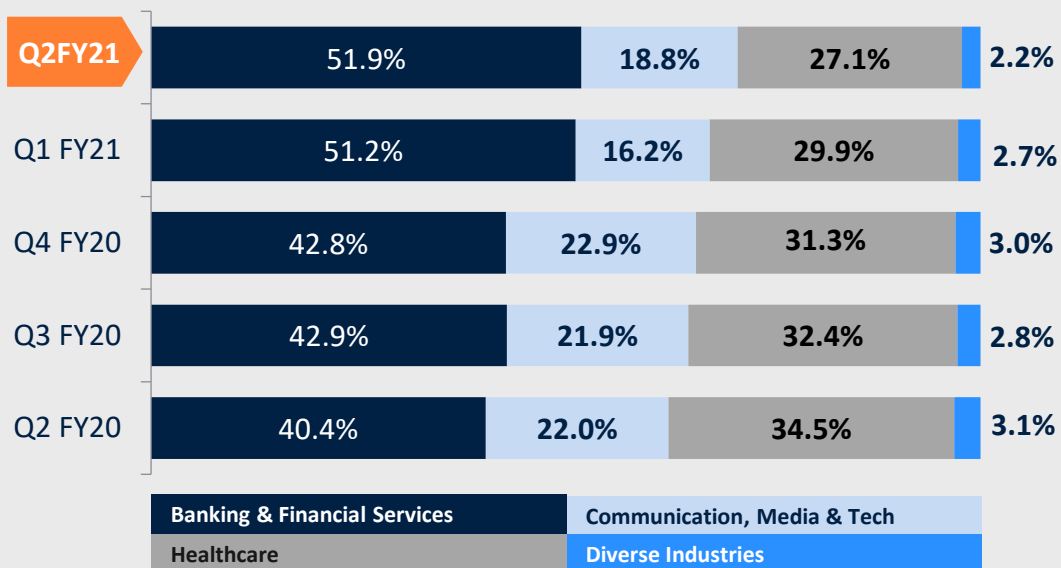
EARNINGS PER SHARE (DILUTED)

₹ 2.77
per share

H1FY'20 at ₹ 2.28 per share

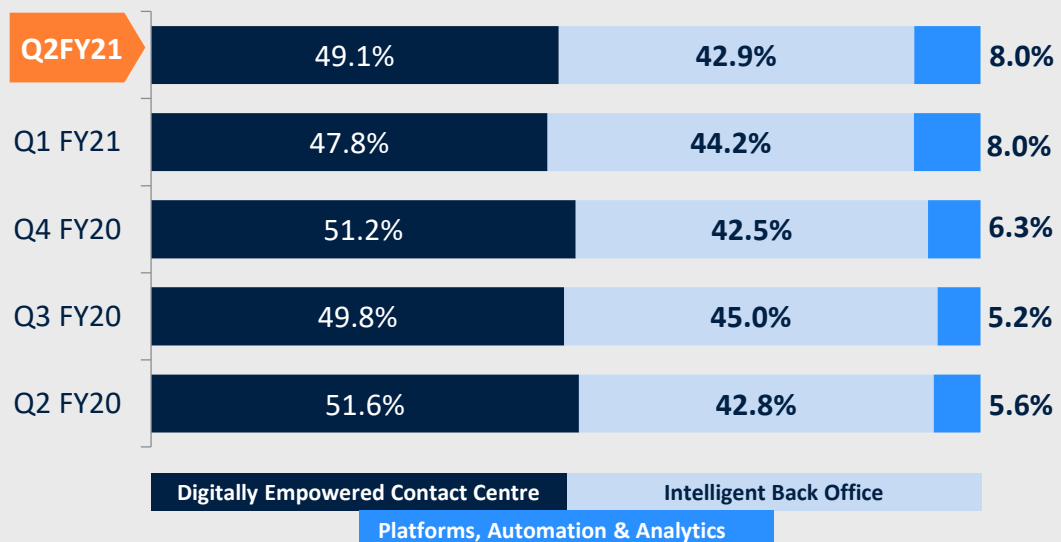
Revenue Splits

VERTICALS



- Strong growth momentum in BFS
- Communications, Media & Tech witnessing volume recovery coupled with growth
- Volume volatility continued in Healthcare as elective treatments delayed; expected to pick-up in the next few quarters
- Lower volumes in clients in Diverse Industries

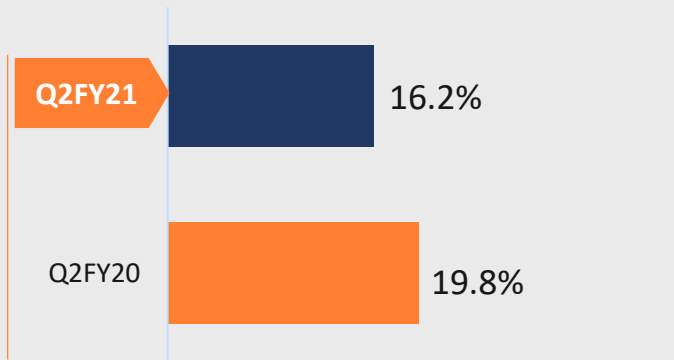
SERVICE LINES



- Good progress on Platform based services
- Growth in Intelligent Back-office driven by strong Mortgage business growth
- Digitally Empowered Contact Centre growth attributed to volume recovery

Client Concentration

Top Client



18.7 years

Total Tenure

Top 5 Clients



14.2 years

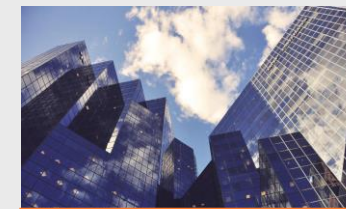
Average Tenure



5 of Top 10
Mortgage servicers
in the US



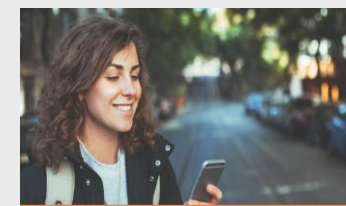
3 of Top 6
Retail banks in the UK



4 of Top 10
Lenders in the US



650+
Hospitals in the US



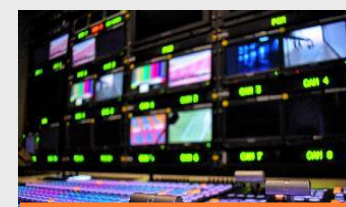
5 of Top 10
Health insurance/ managed
care companies in the US



1 of Top 3
Utility companies
in the UK



5 of Top 8
Credit card issuers
in the US



1 of Top 2
Broadcasting and media
companies in the UK



2 of Top 6
Telecom and broadcasting
companies in the US



Annexure

Financial Performance (Quarterly)

In ₹ million	Q2 FY 2019	Q3 FY 2019	Q4 FY 2019	Q1 FY 2020	Q2 FY 2020	Q3 FY 2020	Q4 FY2020	Q1 FY 2021	Q2 FY 2021
Income from services	9,442	9,723	9,642	9,669	9,715	10,446	10,673	10,537	11,783
Other operating Income	105	129	30	129	134	89	132	85	94
Revenue from operations	9,547	9,852	9,672	9,798	9,849	10,535	10,804	10,622	11,877
Revenue from operations (USD Mn)	\$ 136	\$ 137	\$ 137	\$ 141	\$ 140	\$ 148	\$ 149	\$ 141	\$ 160
<i>QoQ Growth % - Constant Currency</i>	<i>1.8%</i>	<i>0.9%</i>	<i>0.7%</i>	<i>2.0%</i>	<i>1.1%</i>	<i>4.7%</i>	<i>0.6%</i>	<i>-4.3%</i>	<i>12.2%</i>
<i>YoY Growth % - Constant Currency</i>	<i>3.2%</i>	<i>3.5%</i>	<i>3.8%</i>	<i>5.2%</i>	<i>4.5%</i>	<i>8.3%</i>	<i>8.2%</i>	<i>1.6%</i>	<i>13.1%</i>
Personnel Expense	6,453	6,565	6,344	6,611	6,722	7,053	7,350	7,128	7,985
Operating Expense	1,766	1,927	1,943	1,530	1,803	1,816	1,813	1,826	2016
Operating EBITDA	1,328	1,361	1,384	1,657	1,325	1,666	1,641	1,668	1,876
<i>Operating EBITDA %</i>	<i>13.9%</i>	<i>13.8%</i>	<i>14.3%</i>	<i>16.9%</i>	<i>13.4%</i>	<i>15.8%</i>	<i>15.2%</i>	<i>15.7%</i>	<i>15.8%</i>
Depreciation / amortization	184	191	190	439	455	484	474	498	519
Operating Margin	1,144	1,170	1,195	1,217	870	1,182	1,168	1,170	1,358
<i>Operating Margin %</i>	<i>12.0%</i>	<i>11.9%</i>	<i>12.4%</i>	<i>12.4%</i>	<i>8.8%</i>	<i>11.2%</i>	<i>10.8%</i>	<i>11.0%</i>	<i>11.4%</i>
Other Income / (expense)	(8)	(3)	(25)	(34)	65	2	(16)	(7)	16
Interest Income / (expense), net	(52)	(60)	(57)	(115)	(129)	(148)	(121)	(128)	(119)
PBT	1,084	1,107	1,112	1,069	806	1,036	1,031	1,035	1,254
<i>PBT %</i>	<i>11.4%</i>	<i>11.2%</i>	<i>11.5%</i>	<i>10.9%</i>	<i>8.2%</i>	<i>9.8%</i>	<i>9.5%</i>	<i>9.7%</i>	<i>10.6%</i>
Taxes and Minority Interest	156	126	130	157	132	140	115	148	201
PAT	928	981	982	912	674	895	916	887	1,053
<i>PAT %</i>	<i>9.7%</i>	<i>10.0%</i>	<i>10.2%</i>	<i>9.3%</i>	<i>6.8%</i>	<i>8.5%</i>	<i>8.5%</i>	<i>8.3%</i>	<i>8.9%</i>
Diluted EPS (₹ /Share)	1.33	1.41	1.42	1.32	0.97	1.29	1.31	1.27	1.50

Financial Performance (Yearly)

In ₹ million	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	H1 FY2021
Income from services	31,617	34,569	34,315	37,867	40,502	22,320
Other operating Income	556	987	1,038	396	484	178
Revenue from operations	32,173	35,556	35,352	38,263	40,986	22,499
Revenue from operations (USD Mn)	\$ 491	\$ 530	\$ 548	\$ 548	\$ 578	\$ 301
<i>YoY Growth % - Constant Currency</i>	<i>2.0%</i>	<i>12.9%</i>	<i>2.8%</i>	<i>2.0%</i>	<i>6.6%</i>	<i>7.5%</i>
Personnel Expense	21,727	23,834	23,955	25,573	27,735	15,113
Operating Expense	6,545	7,342	6,809	7,336	6,962	3,841
Operating EBITDA	3,901	4,380	4,589	5,355	6,289	3,544
<i>Operating EBITDA %</i>	<i>12.1%</i>	<i>12.3%</i>	<i>13.0%</i>	<i>14.0%</i>	<i>15.3%</i>	<i>15.8%</i>
Depreciation / amortization	609	590	659	744	1,852	1,017
Operating Margin	3,292	3,790	3,930	4,610	4,437	2,527
<i>Operating Margin %</i>	<i>10.2%</i>	<i>10.7%</i>	<i>11.1%</i>	<i>12.0%</i>	<i>10.8%</i>	<i>11.2%</i>
Other Income / (expense)	77	(21)	(11)	(26)	17	9
Interest Income / (expense), net	(507)	(400)	(338)	(225)	(512)	(247)
PBT	2,862	3,369	3,580	4,359	3,942	2,289
<i>PBT %</i>	<i>8.9%</i>	<i>9.5%</i>	<i>10.1%</i>	<i>11.4%</i>	<i>9.6%</i>	<i>10.2%</i>
Taxes and Minority Interest	257	569	315	581	545	349
PAT	2,605	2,800	3,265	3,778	3,397	1,940
<i>PAT %</i>	<i>8.1%</i>	<i>7.9%</i>	<i>9.2%</i>	<i>9.9%</i>	<i>8.3%</i>	<i>8.6%</i>
Diluted EPS (₹ /Share)	3.72	4.08	4.73	5.45	4.89	2.77

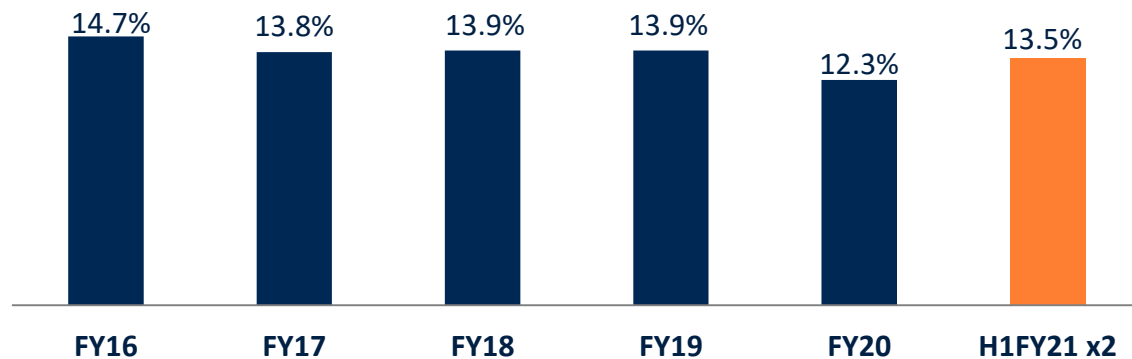
Balance Sheet and Cash Flow Statement

₹ million	As at 30-Sep-20	As at 31-Mar-20
Equity And Liabilities		
Share Capital	6,948	6,938
Reserves & Surplus	21,883	20,716
Non - Controlling Interest	6	6
Borrowings	5,992	8,369
Other Non - Current Liabilities	5,201	4,874
Current liabilities	5,235	4,967
Total	45,265	45,871
Assets		
Goodwill on Consolidation	21,779	22,324
Fixed Assets	6,464	6,385
Cash and Cash Equivalents	1,453	1,907
Current Investments	706	0
Trade Receivables (Billed + Unbilled)	6,899	7,584
Other Non - Current Assets	6,227	6,119
Other Current Assets	1,737	1,551
Total	45,265	45,871

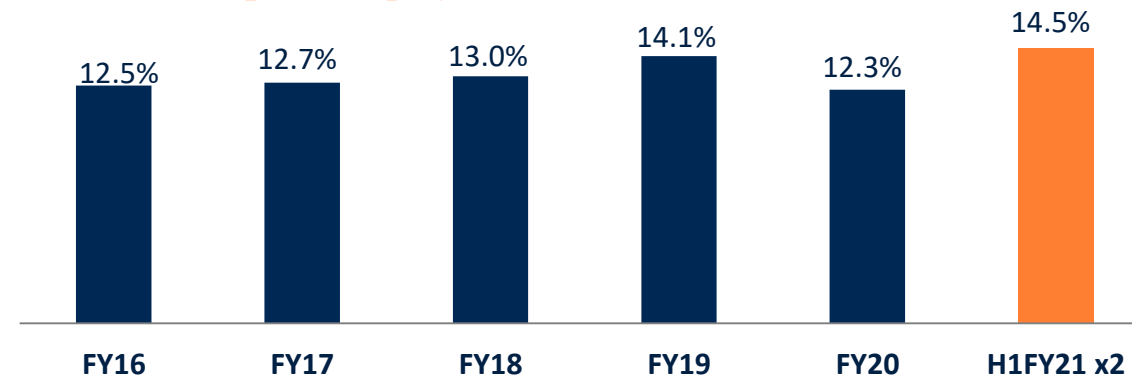
₹ million	Quarter ended 30-Sep-20	Six Months ended 30-Sep-20
Cash Flow from Operating Activities		
Operating Margin	1,358	2,527
Adj: Non Cash and Other Income / (Expense)	730	1,421
Operating Cash before Working Capital	2,088	3,949
Add: Working Capital Changes	459	701
Less: Income Taxes Paid	(196)	(287)
Net Cash generated from Operating Activities	2,351	4,363
Cash Flow from Investing Activities		
Capital Expenditure	(260)	(461)
(Investments)/ Proceeds from Current Investments	(360)	(694)
Earmarked Balances with Banks (Dividend Escrow)	0	(15)
Net Cash used in Investing Activities	(620)	(1,170)
Cash Flow from Financing Activities		
Net Increase / (Decrease) in Borrowings	(1,506)	(2,363)
Net Interest Paid	(125)	(261)
Payment of Lease Liabilities	(280)	(561)
Increase in Shareholder's Funds	26	30
Purchase of treasury shares (Employee Stock Option Trust)	(98)	(509)
Net Cash used in Financing Activities	(1,983)	(3,663)
Net Increase / (Decrease) in Cash and Cash Equivalents	(252)	(470)
Opening Cash and Cash Equivalents	1,704	1,907
Earmarked Balances with Banks	(0)	15
Foreign Exchange (Gain) on Translating Cash and Cash Equivalents	1	1
Closing Cash and Cash Equivalents	1,453	1,453
Cash and Cash Equivalents Including Current Investments	2,159	2,159

Key Performance Indicators

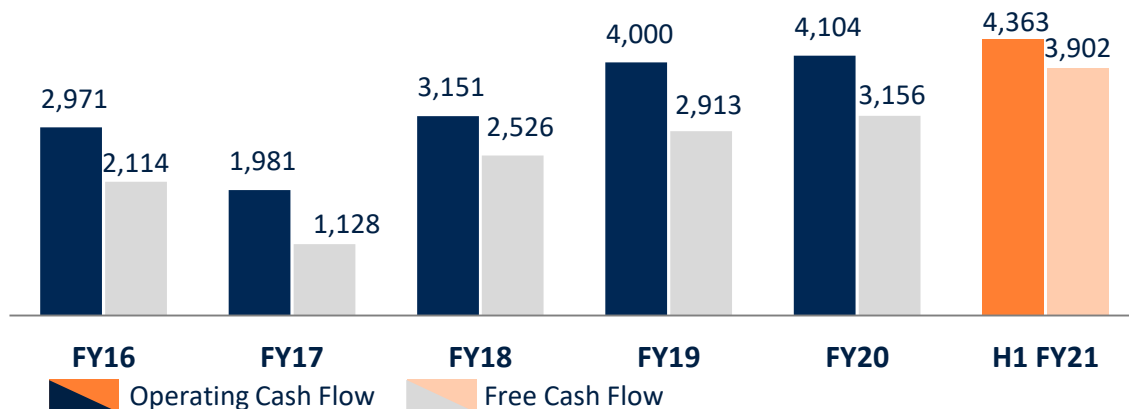
Return on Equity



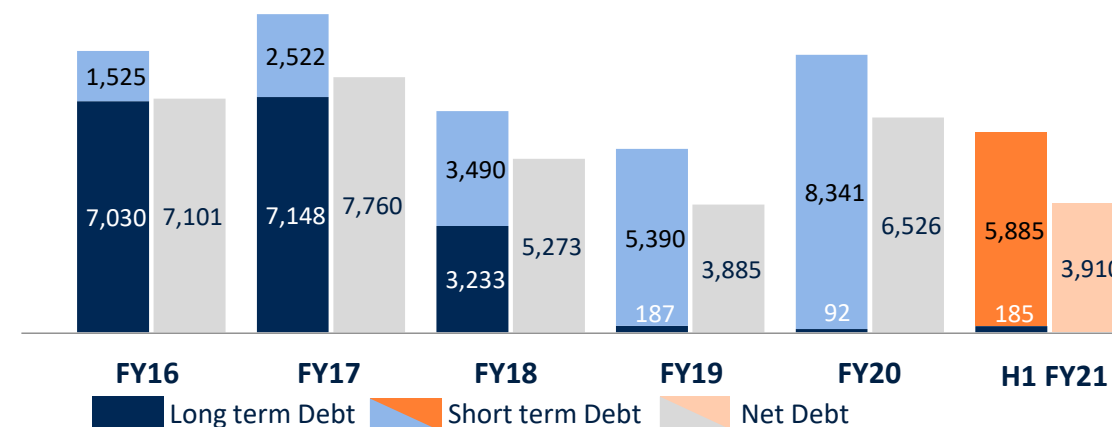
Return on Capital Employed



Cash Flow



Debt Position



Operating Metrics

	Particulars	Q2 FY 2019	Q3 FY 2019	Q4 FY 2019	Q1 FY 2020	Q2 FY 2020	Q3 FY 2020	Q4 FY2020	Q1 FY 2021	Q2 FY 2021
Revenue by Vertical	Banking & Financial Services	35.7%	34.6%	36.1%	35.6%	40.4%	42.9%	42.8%	51.2%	51.9%
	Communications Media & Tech	27.6%	28.5%	27.5%	27.2%	22.0%	21.9%	22.9%	16.2%	18.8%
	Healthcare	34.8%	34.1%	33.2%	33.5%	34.5%	32.4%	31.3%	29.9%	27.1%
	Diverse Industries	1.9%	2.8%	3.2%	3.7%	3.1%	2.8%	3.0%	2.7%	2.2%
Revenue by Service Lines	Digitally Empowered Contact Centre				55.2%	51.6%	49.8%	51.2%	47.8%	49.1%
	Intelligent Back Office				39.6%	42.8%	45.0%	42.5%	44.2%	42.9%
	Platforms, Automation & Analytics				5.2%	5.6%	5.2%	6.3%	8.0%	8.0%
Revenue by Geography	US	55.1%	55.2%	55.3%	57.0%	61.6%	63.3%	63.2%	69.1%	68.1%
	UK	43.8%	43.8%	43.6%	41.6%	36.9%	35.3%	35.3%	29.7%	30.6%
	Rest of World	1.1%	1.0%	1.1%	1.4%	1.5%	1.4%	1.5%	1.2%	1.3%
Revenue by Delivery	Offshore	19.9%	18.1%	18.5%	22.5%	22.8%	25.2%	25.6%	24.8%	27.0%
	Onshore	80.1%	81.9%	81.5%	77.5%	77.2%	74.8%	74.4%	75.2%	73.0%
Top Clients Revenue	Top client %	23.8%	24.9%	24.6%	24.9%	19.8%	19.5%	20.3%	13.7%	16.2%
	Top 5 client %	41.6%	41.2%	42.3%	41.2%	39.5%	42.1%	42.2%	39.9%	40.4%
Other Metrics	Total employees (end of period)	18,369	18,595	18,712	18,550	20,001	20,482	21,203	21,831	23,960
	• Employees in India	8,583	8,621	8,968	9,305	10,493	10,982	11,450	11,684	13,536
	• Employees outside India	9,786	9,974	9,744	9,245	9,508	9,500	9,753	10,147	10,424
	Net Addition	(390)	226	117	(162)	1,451	481	721	628	2,129
	Offshore Attrition	44.8%	39.3%	41.5%	45.3%	40.0%	36.0%	33.5%	15.1%	26.3%
	Onshore Attrition	54.9%	45.8%	42.9%	46.8%	54.6%	45.8%	41.9%	30.2%	47.3%

Forex Hedges

Outstanding FX hedges at \$57.2 million for USD and £59.5 million for GBP

	GBP-INR		USD INR		GBP-PHP	
Period	Hedged	Average Rate	Hedged	Average Rate	Hedged	Average Rate
0-12 Months	£28.14	Rs 102.56 /£	\$ 57.19	Rs 76.35 /\$	£0.40	Php 68.32 /£
13-24 Months	£21.81	Rs 112.45 /£				
More than 24 Months	£9.20	Rs 119.04 /£				

Prior Period Reports

(Hyperlinks)

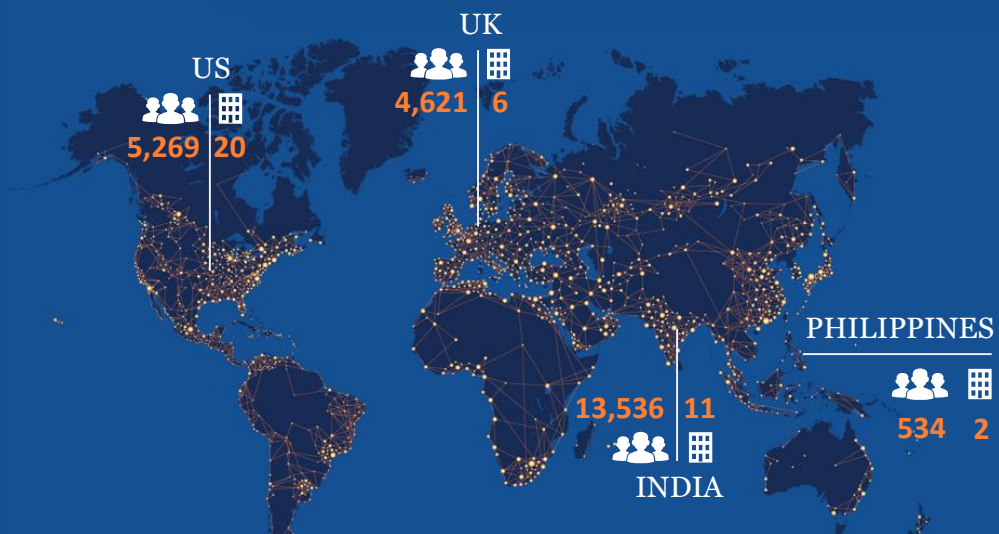
ANNUAL REPORT					PUBLISHED RESULTS					INVESTOR PRESENTATIONS					PRESS RELEASE				
FY2020					FY2021	Q1	Q2			FY2021	Q1	Q2			FY2021	Q1	Q2		
FY2019					FY2020	Q1	Q2	Q3	Q4	FY2020	Q1	Q2	Q3	Q4	FY2020	Q1	Q2	Q3	Q4
FY2018					FY2019	Q1	Q2	Q3	Q4	FY2019	Q1	Q2	Q3	Q4	FY2019	Q1	Q2	Q3	Q4
					FY2018	Q1	Q2	Q3	Q4	FY2018	Q1	Q2	Q3	Q4	FY2018	Q1	Q2	Q3	Q4

FACT SHEET					TRANSCRIPTS					SHAREHOLDING PATTERN				
FY2021	Q1	Q2			FY2021	Q1	Q2			FY2021	Q1	Q2		
FY2020	Q1	Q2	Q3	Q4	FY2020	Q1	Q2	Q3	Q4	FY2020	Q1	Q2	Q3	Q4
FY2019	Q1	Q2	Q3	Q4	FY2019	Q1	Q2	Q3	Q4	FY2019	Q1	Q2	Q3	Q4
FY2018	Q1	Q2	Q3	Q4	FY2018	Q1	Q2	Q3	Q4	FY2018	Q1	Q2	Q3	Q4

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About Us



Our Global Footprint

- Established in **2001**
- Revenues of **INR 41.0 Billion**
(approximately \$578 Million) in FY2020
- 23,960 firstsourcers**
across US, UK, India and Philippines
- Leaders in chosen segments**
across Banking & Financial Services, Healthcare,
Communications, Media & Tech
- 100+ global clients including**
17 Fortune 500 companies and 9 FTSE 100 companies
- Publicly Traded on Indian Stock Exchanges**


NSE: FSL

BSE: 532809

Reuters: FISO.BO

Bloomberg: FSOL@IN

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- 
Retail & FMCG
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Education & Sports
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Carbon Black
- 
Media & Entertainment
- 
IT & ITeS


RP - Sanjiv Goenka Group
 Growing Legacies

Combined
 Revenues of
**\$3.8 Billion in
 FY2020**





Strong Domain Driven Operating Model

30%+ Revenues linked to Outcomes Delivered | 73%+ Onshore Delivery

Select Awards

 <p>Global Innovation Challenge</p> <p>2019: Top 3 for Automated Auditor built on proprietary platform Sympraxis</p>	 <p>KLAS: Software & Services Report</p> <p>2018: Ranked MedAssist #1 in the Eligibility Enrollment Services category</p>	 <p>Global Sourcing Association UK Awards</p> <p>2019: Technology-enabled Project with NowTV and Customer Experience Provider of the Year with giffgaff</p> <p>2017: BPO Contract of the Year – Sky – FSL partnership</p>	 <p>The UK Complaint Handling Awards</p> <p>2019: Best Complaint Handling in Financial Services</p> <p>2018: Overall Winner in 'Customer Insight Strategy' category</p> <p>2017: Best Personal Entertainment and Telecoms</p>	 <p>NelsonHall</p> <p>Positioned as a 'Leader' in NelsonHall's NEAT Evaluation both for 'Overall Mortgage & Loan Services' as well as 'Support for New Digital Business Models'</p>
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Industry Associations



Corporate Management – Senior Leadership



Vipul Khanna

MD and
Chief Executive Officer



Dinesh Jain

Finance



Prashant Nandella

Operations



Venkat Raman

Healthcare
Provider



Venkatgiri Vandali

Health Plans &
Healthcare Services



Anshul Verma

Communications,
Media & Technology



Siddharth Parashar

Europe Business



Arjun Mitra

Collections



Steven Schachter

Mortgage



Soma Pandey

Human Resources



Sundara Sukavanam

Digital Services



Rajlakshmi Raghavan

Marketing & Corporate
Communications

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