

# 23<sup>rd</sup>

## Annual General Meeting

Tuesday, September 12, 2023, at 9:00 a.m. (IST)

**The following Directors and Management Team participated in the meeting:**

Mr. Vijay Shekhar Sharma	Chairman, Managing Director and Chief Executive Officer
Mr. Gopalamudram S Sundararajan	Non-Executive Independent Director, Chairman of the Audit Committee and Risk Management Committee
Mrs. Pallavi Shardul Shroff	Non-Executive Independent Director and Chairperson of the Stakeholders' Relationship Committee
Mr. Ashit Ranjit Lilani	Non-Executive Independent Director and Chairman of the Nomination and Remuneration Committee
Mr. Neeraj Arora	Non-Executive Independent Director
Mr. Madhur Deora	Executive Director, President and Group Chief Financial Officer
Mr. Bhavesh Gupta	President & COO
Mr. Sunil Kumar Bansal	Company Secretary & Compliance Officer

**Moderator:** Good morning, dear Members. A warm welcome to you all to the 23<sup>rd</sup> Annual General Meeting of One 97 Communications Limited through Video Conferencing. This AGM is being held through Video Conferencing in accordance with the circulars issued by the Ministry of Corporate Affairs and SEBI. For the smooth conduct of the meeting, the Members will be in mute mode and the Audio and Video will be switched on, when Members will speak at the AGM as per pre-registration.

Please note that as per the requirements, the proceedings of the AGM will be recorded, and summary of proceedings will be available on the website of the Company. I will now hand over the proceedings to Mr. Vijay Shekhar Sharma, Founder, Chairman, Managing Director and Chief Executive Officer of One 97 Communications Limited. Over to you sir.

**Vijay Shekhar Sharma:** Thank you so much. Good morning, my dear shareholders and fellow board members. Namaste. I'm Vijay Shekhar Sharma, Founder, CEO of your Company, and I welcome you all to the 23<sup>rd</sup> AGM of Paytm, that is One 97 Communications. I sincerely hope all of you and your families are safe and healthy. At the beginning of the AGM, I want to congratulate all of us Indian citizens for a very successful G20 event held by our leadership in India. I especially give our regards to our Honorable Prime Minister and

our Sherpa who have conducted the G20 as a global event in India. It makes us all very, very proud.

As the requisite quorum is present, I call this meeting to the order. To begin with, I'd like to introduce my colleagues and my fellow board members who are present at this AGM. First, I would like to introduce Mr. G.S. Sundararajan, who's an Independent Director and Chairman of our Audit Committee and Risk Management Committee. He's also the member of our CSR Committee... He's attending this AGM from Chennai....I also now would like to introduce Mrs. Pallavi Shroff. Mrs. Pallavi Shroff is an Independent Director and Chairperson of our Stakeholder Relationship Committee. She's also a board member of Audit Committee and Risk Management Committee. Thank you, ma'am, for joining. She's joining from New Delhi, India. Thank you.

With me also is Mr. Ashit Ranjit Lilani, Ash Ranjit Lilani as we fondly call him. He's an Independent Director and Chairman of our Nomination and Remuneration Committee. He's also a member of Risk Management Committee and member of Stakeholder Relationship Committee. Mr. Lilani is attending this AGM from Bangalore, India. Thank you. Now we have, as you can see, Mr. Neeraj Arora. He's an Independent Director and also a member of Nomination and Remuneration Committee. He's attending this AGM from California in the United States. Thank you, Neeraj, for joining us at this hour. Thank you. Now I reach to my fellow teammate, Mr. Madhur Deora. He's an Executive Director, President and Group CFO. He's also a member of our Stakeholder Relationship Committee. He's attending this AGM from Mumbai in India. Thank you.

I would like to add that one of our Non-Executive Director, Mr. Ravi Adusumalli of Elevation Partners is not able to attend this AGM due to his prior personal commitment. And Ravi is a member of Audit Committee and Nomination Remuneration Committee and CSR Committee also. We also have with us my colleague, Bhavesh Gupta. He is our President and Chief Operating Officer. He is attending this AGM from Gurgaon, India. Thank you, Bhavesh. And my fellow teammate, Mr. Sunil Kumar Bansal, who is our Company Secretary and Compliance Officer, he is attending this AGM from Gurgaon, India. Now I request Sunil to provide general instruction to the members regarding the AGM.

**Moderator:**

Mr. Bansal, could you please unmute your mic and proceed please.

**Sunil Kumar Bansal:**

Thank you Vijay. Good morning to all of you. The Members may please note that in compliance with regulatory requirements and in order to provide a facility for wider participation of Members, this AGM is being held through video conferencing. The proceedings of this AGM shall be deemed to be conducted at the registered office of the Company. Mr. Amitesh Dutta, Authorised Representative of M/s. Price Waterhouse, Chartered Accountants, Statutory Auditors and Mr. Ankit Singhi and Mr. Nitesh Latwal,

Authorised Representatives of M/s. PI & Associates, Secretarial Auditors, as well as the Scrutinizers to supervise the e-voting process are present at this AGM.

The Annual Report for FY 22-23 along with notice was sent to all Members on August 21, 2023 through electronic mode to all Members whose email addresses were registered with the Company, RTA, Depositories and DPs. The Notice and Annual Report is also available at the investor relations section of your Company's website as well as on the website of stock exchanges NSE, BSE, NSDL and Link Intime, our RTA. Members are informed that statutory registers and other required documents as stated in the notice of this AGM are available for inspection electronically by the Members.

Since the meeting is being conducted virtually with electronic participation, there is no requirement to provide facility to the Members to appoint a proxy. In accordance with the provisions of the Companies Act and the SEBI Listing Regulations, the Company has provided the facility to its members to exercise their right to vote by electronic means, both through remote e-voting and e-voting at the present AGM. Since Members are provided with e-voting facility, there will be no voting by show of hands at the meeting as per statutory requirements. The remote e-voting facility has been made available to all Members holding shares as on cut-off date September 5, 2023.

The remote e-voting period commenced from Friday, September 8, 2023 at 9 a.m. and concluded on Monday, September 11, 2023 yesterday at 5 p.m. The Members who have not cast their votes yet electronically and who are participating in this meeting will have an opportunity to cast their votes during the meeting and till 30 minutes of conclusion of this meeting through e-voting system provided by NSDL. The Company has received requests from some Members to register themselves as speakers at this AGM. Accordingly, the floor will be open for the speaker Members for one hour to speak and ask their questions.

The moderator will facilitate the session once we open the floor for questions. The speakers are requested to take a maximum of two minutes each so as to allow time for all other speakers. The Members who may not get an opportunity to speak due to time constraints may kindly send their suggestions or queries to CS Team at [compliance.officer@paytm.com](mailto:compliance.officer@paytm.com). With this, I would request Vijay Chairman to address the members formal with his address. Vijay, over to you please.

**Vijay Shekhar Sharma:** Thank you, dear Sunil. My dear Members, thank you for joining us for at Paytm's second AGM since becoming a public listed company in November, 2021. I welcome you all.

First of all, as you can see, we are coming to you virtually. And in our last AGM, there were requests from some Members for making the meeting perhaps a hybrid meeting, and not just a virtual meeting. We deliberated whether we should do it in a physical format or not, and considered that we now have more than a million shareholders spread across all states and UTs of India. Hence, we decided it is best to hold this AGM



virtually. I believe that this will allow us to interact with many of you, all of our shareholders most efficiently. Thank you so much again for joining us online today.

As you know, Paytm is India's leading mobile payments and financial services distribution company. We pioneered the mobile payment revolution in India, and we built technologies that help small merchants and businesses with payment and various commerce activities that they want. We are the champions of small merchants in our country.

We believe that small merchants, once given access to the correct technology and financial services, will create the true growth engine of our country. It is where jobs are to be created, jobs will be created, and we are creating a true inclusive growth for our country.

In fact, after helping bring the payments revolution with QR code and now everyone's favorite Soundbox, I believe Paytm's next contribution will be small credit that we can make available instantly through a mobile phone.

I sometimes want to believe that we could call it perhaps mobile payment, or mobile credit, and this is what will revolutionize the reach of small credit in the country to places where our formal financial system has not been able to reach yet. It is important to note that the credit we help our financial partners distribute is of high quality, and is fully compliant with the regulator's guidelines. Our mission is to serve half a billion Indians and to bring them to the mainstream of our economy, with benefits and with the help of technology. When Paytm grows, India grows.

In this last year, we achieved many milestones in our business growth. As leaders of in-store payments, where you walk into a store and you make a payment on a Paytm QR code e.g., or a Paytm Soundbox, or any Paytm device – we doubled the number of devices (e.g. the Paytm Card Machine or the Soundbox) which we have deployed across the country. We have 87 lakh devices deployed, as of now. We continue to have quality customers on our platform, the consumers who come to Paytm app for a trusted and secure payment experience to make online and offline payments. With our successful template of distributing small digital loans for our financial partners using payment relationships with consumers and merchants, we continue to focus on a very high quality of loan disbursement using Paytm platform.

Fiscal 2023 was a landmark year for our Company during which we achieved our operating profitability goal, a full 9 months ahead of our committed target. This has been possible by disciplined resource allocation, and focusing on what have become our core revenue and growth drivers – the payments, and financial services distribution businesses. I would like to thank my team, and especially the able leadership, which has guided the Company towards a very profitable, and a very sustainable, long-term business model.

Our team's focus on quality revenues has led to improvement in profitability and our incremental business continues to generate better margin. The next milestone that we have set, and as I've also written in my letter to the Members, is to make Paytm free cashflow positive in the very near future. Even as we make investments in innovative products and expand our distribution, I believe that very soon we will earn every dollar that we spend, every rupee that we spend both in operating expenditure, and capital expenditure.

In India, we can expect 500 million payment consumers and 100 million merchants not so far in the future. With advent of a digital India, and acceptance of mobile based payment instruments, we believe that every shop and every establishment in the country will perhaps make payment in a mobile format as an obligatory part of the business that they do. In fact, Paytm is leading from the front with support from our Government's agenda to drive digital India, and the regulator's encouragement to build an open, and scalable payment system. We are the biggest champions of our Government's and regulators' driven digital public infrastructure, which was also the talk of the town in recently concluded G20 summit.

As we deepen access to financial services, we continue to innovate for India. Our product launches, as you would have seen with the recently launched Soundbox variants, and various other innovative methods show how we are able to understand the needs of small Indian merchants, and consumers who are perhaps using payment technology for the first time, in their everyday life requirements. We are expanding the deployment of these payment devices every quarter, with more and more innovative payment devices, and we will bring technology to every small shop in the country.

I believe our full stack of hardware, software, and services creates an unparalleled innovation and service capability for Paytm, to deliver innovative payment services to everyone - a small merchant or a large merchant, alike. As I have mentioned in my letters to the Members, Paytm is also building the next technology revolution that is happening around us: artificial intelligence. Remember, there are many facets of AI, and one part that we are very, very focused on is artificial general intelligence. This is where a computer starts to get compounding knowledge of an human and then over a period of time there is a singularity event where a computer could perhaps be more intelligent than a common human. Artificial intelligence, when computers can completely behave like the most intelligent human by themselves, will create a huge impact on humanity. In fact, in India, if we are able to ride the AI wave, we will be the global superpower in various advanced technologies.

It is this technology opportunity, which we as Paytm, are committed to ride, and to build for India. AGI software stack leveraging various abilities will create opportunities to lower cost, spread farther, and make our financial system safer and more secure. With an eye on safety and security and on various risks involved in financial services, Product

Design & Manufacturing Collection (PDMC) AI Stack will serve as India's financial services ecosystem for decades to come.

At our organization, we prioritize cybersecurity, safeguarding customer data, and above all else, in addition to prioritizing the risk management of overall operations. We've made cybersecurity training mandatory for all our employees, including all our key management professionals, and we take pride in our 100% completion rate in this regard. As the leading technology innovator, Paytm is building an India scale AI system, like I said, which will help financial institutions in capturing possible risk and frauds and protect them from new kinds of risks, which can come through the advancements of AI. This could either be a fraud risk, or operations risk, or a credit risk.

Our Company proudly bears the essence of India in its very core. Paytm is a true representation of "Made in India, for the World". And our journey embodies the spirit of India – a land of countless opportunities and a beacon of progress for the world to witness, with the support of our Government. We have ensured that Paytm's future is that of a domestic champion listed on Indian stock exchanges.

Last year during the AGM, we had promised you operating profitability and your Company's team delivered on that commitment well in advance. It shows our commitment to focused execution. Today, I commit again on behalf of our team that we remain focused on executing head down and generating consistent free cash flow. We continue to innovate for, and to serve, India and build a long-term profitable business for the country to be proud of. Now let me invite my fellow teammate Madhur Deora for an address to the Members and a business presentation. Thank you.

**Madhur Deora:**

Thank you, Vijay. Good morning, everyone, and thank you for joining our 23<sup>rd</sup> AGM. And as Vijay said, second AGM since we went public a couple of years ago. It's my pleasure to address our shareholders and Members. Can we put up the presentation please? Thank you very much. So I'll just make a brief presentation so that we have as much time as possible for the Members to speak and for us to address their questions. Can we go to the next slide, please? Next slide.

So this is our mission. Our mission has remained to bring half a billion Indians to the mainstream economy. As Vijay mentioned, we built for India and we proudly built in India. And we believe that India has an opportunity to leapfrog financial services and technology has become so powerful and so cheap that we can use that to bring financial inclusion for all. Next slide, please. This is our business model. Our core business is to acquire customers for payments and upsell loan distribution to these customers. This is how we have been performing. Over the last two years, we have been able to increase our number of monthly transacting users to 8.2 crores. And that is a growth of about 1.8x in the last two years.

One of the things that you would have seen, and I'm sure many of you love, is the devices that we give to our merchants, which is called Paytm Soundbox, and we also

give card machines, and that is something that we started two years ago, and it has been growing very, very rapidly, as you can see. And as of March 31, we already had 68 lakh merchants. Today, the number is closer to 85 lakh merchants who are paying a subscription for these soundboxes and devices.

Coming back to our business, our payments business spans all merchant types. For the very small merchants, we give them QR and sound boxes. For the mid-sized merchants, we give them sound boxes and often now card machines. So we're bringing a revolution and sort of card acceptance in India as well. And for large merchants, we have an end-to-end offering. They can accept payments on Paytm app. They can take card machines from us. We also provide them an online payment gateway.

And of course, many more merchants are now asking us for omni-channel payments because the merchants interact with their customers, both online and offline. And Paytm is one of the only companies in India that can offer scale solutions across online payments, offline payments, as well as on the Paytm app.

As I mentioned, all of these customers, or a large number of these customers are upsold to loan distribution. We have four very powerful products. One is called Paytm Postpaid, which is a 30-day product. We have small tickets, small tenor personal loans. We have merchant loans for our merchant partners. And we also offer to our customers Go-branded credit cards. And I'll speak a little bit more about this as we go on.

Can we go to the next page, please? This is our performance over the last year. One of the things that we're very proud of is that we have continued revenue momentum every quarter, as you can see on the left-hand side, and we're delivering and growing EBITDA before you saw cost. Like Vijay mentioned, we had promised that by September 2023, we will be EBITDA profitable, and we achieved that three quarters ahead of time. But just to get into this, our revenue last quarter was INR 2,342 crores. So just under INR 10,000 crores on an annual basis. And that has been growing at a very healthy rate of 39% year-on-year.

One of the things we are very proud of is that we have improved our contribution margin. This is a measure of unit economics for profitability per transaction. That number was INR 726 crores a year ago, and now it's about INR 1,300 crores. This improvement in profitability allows us to become EBITDA breakeven and profitable while continuing to make investments. Our EBITDA before you saw cost improved by over INR 350 crores over a one-year period. So that has been a dramatic improvement that we have been able to achieve since we last spoke. And as you can see, for the last three quarters, we have been consistently EBITDA profitable, and we will continue to remain EBITDA profitable because this is absolutely sustainable, and we'll continue to grow this number as opportunities arise.

Can you go to the next page, please? This is our annual performance over the last two years. Our revenue has grown by roughly 3x. So we have really scaled up the business

from INR 2,800 crores a year to INR 7,990 crores, roughly INR 8,000 crores a year. So that is a dramatic scale up in the revenue of the Company. And that is a growth of roughly 3x. As you can see, the growth has come from all three main business lines of Paytm, which is payments, which is roughly INR 5,000 crores from financial services distribution, which is roughly INR 1,500 crores, and commerce and cloud businesses, which is also INR 1,500 crores. And this has also contributed to our EBITDA performance being dramatically better. So for every, for last year, we were, for the full year, we were very close to EBITDA profitable. And as I showed you in the previous slide, for the last three quarters, we have now been consistently EBITDA profitable.

Can we go to the next slide, please? This is a little bit about our payments business. We now process about 13 lakh crores of annual GMV. Obviously, the numbers in this year are even higher than this, and we will end this year with a significantly higher number, but you can see the momentum that we have gone from 4 lakh crores of payment volumes, these are merchant payment volumes, two years ago, to 13 lakh crores. So that has been a dramatic growth of about more than 3 times. As Vijay mentioned, where the India payment opportunity is massive, as well as the many of the products that we have launched, whether it's a Paytm app or Paytm Soundbox, many of these products have seen more-and-more adoption by our customers and merchants.

This is how we make money in payments. This is a payment processing margin, is the money that we make when money moves from a customer to a merchant. And this is money, this is revenue that sometimes the merchants pay us, in a few cases, the customers pay us a fee. And this is less the charges that we have to pay to banks. That number is 7 to 9 basis points. Basis points is 100th of a percentage. So for every INR 100 that goes from customer to merchant, we make between 7 to 9 paisa for the transaction. And that is a number which has been stable and growing. And we're very proud of the fact that we are offering solutions to our customers and merchants that they're willing to pay for. And we are able to make a margin on that.

In addition, we have subscription revenues. These are subscriptions that we earn on devices and other offerings. For our base level soundboxes, we earn about a INR 100 a month. And as we get into card machines, we earn even more. We're very proud that we're also serving various Government objectives for adoption of financial inclusion in the country, as a result of which they pay us incentives from various plans that they have for growth of digital payments in the country. So not only do we make money from this, we also are very proud of the fact that we are aligned with the Government's objective and the Regulators objective of growing digital payments in India and bringing more financial inclusion.

Overall, on payment side, our net payment margin, which is a combination of payment processing margin and subscription revenue is now nearly INR 2,000 crores. As you can see two years ago, we used to hardly make any money. On this only INR 64 crores



of margin, and that has scaled up dramatically to INR 2,000 crores. So, we have got our products are just being loved by our customers and merchants a lot and we are able to also make a margin on it.

Can we go to the next page, please? A little bit about our lending business, a loan distribution business. Just to be clear, Paytm does not give loans from its own balance sheet. These are all loans which are given in partnership with very high quality lending partners, which is why we call it customer and merchant loan distribution business. Here, our focus is to make loans available to our customers and merchants, to work with very high quality partners, always be regulatory compliant and make sure that our partners are seeing extremely high quality and predictable credit quality. So that is what we focus on when we come to our loan distribution business.

This is a business which was relatively new two years ago, only INR 1,400 crores of dispersals in the year ending March, 2021. And as you can see, this has scaled up dramatically to INR 35,000 crores last year. And currently we are doing roughly INR 6,000 crores a month. So this business continues to scale and there's tremendous opportunity ahead of us. As you can see, even in the last year, each of these businesses grew by more than 4x year-on-year.

Just a little bit about each of these three products that I put on this slide. One is Paytm Postpaid. I hope many of you are users of Paytm Postpaid, which is a 30-day credit product where the customers can spend money on the Paytm app for various use cases. Roughly 1.9 crores merchants accept Paytm Postpaid, and they have to pay back the vending partner at the end of the month. The average figure size of this is INR 6,500. While it has scaled up to INR 20,000 crores last year, as you can see, the penetration of this product is still very, very low, which gives us tremendous opportunity going forward.

Many of our customers are also taking personal loans on the Paytm app, again, dispersed by our partners on the Paytm app. These are, again, small ticket loans, relatively speaking. Average ticket size is INR 1,35,000 and the average tenure is 15 months. All of these loans are available and dispersed instantly to the customers if they're approved by our partners. And again, as you can see here, the penetration of personal loans is very, very low.

And finally, merchant loans. Merchants who are very active with Paytm can go to the Paytm for Business app, and they will have, if they're eligible, an instant loan available to them. This loan, on an average, is about INR 1,90,000, and it is 13 months. It is very seamless at dispersal, and it's also very seamless in collection, because we deduct a pre-fixed amount from their daily payment. So all the merchant has to do is take the loan and just continue to use Paytm the way they normally do, and they don't have to bother about writing us a cheque or having enough money in their bank account. This money is deducted from their daily settlement.

As you can see, our merchants are loving this product. We have a repeat rate of over 45%, and which means that merchants, once they take a loan, and if they have repaid it, they like to come back and take another loan. And even despite the scale of this product, it is only 6.2% of our device merchants which are currently taking this loan. So we are being very selective on the one hand, and on the other hand, we have tremendous growth opportunity ahead of us.

Can we go to the next slide, please? This is what we call our commerce and cloud business. The idea of this business is that it makes our payments business stronger because our merchants are able to offer products to our customers, which helps them grow their business. So, while we make revenue from this, this also increases customer stickiness and merchant stickiness to our platform.

In our commerce business, we sell travel tickets, movie tickets, events tickets, deals, gift vouchers on the Paytm app. So, a lot of these offerings are available on the Paytm app, and I hope many of you use these services, and you can get some very attractive discounts from our merchants as well.

This business did about INR 9,000 crores of volume last year, on which we make about 5% to 6% as our revenue. Our cloud business offers advertising services to merchants, so they can advertise, you know, do banner ads and video ads to our customers. We also offer to our merchants loyalty services that can help them retain and grow their existing customers. We also distribute co-branded credit card in partnership with two of the largest credit card companies in India, SBI, as well as HDFC.

As of June, 2023, we have 7.5 lakh active cards on our platform and 90% of the customers who obtain a credit card remain active users of Paytm through their journey. And we are able to make tremendous amount of upfront revenue, as well as a portion of interchange for the lifetime of the card. So, this business is growing very strongly and is contributing more and more to the Paytm ecosystem.

Can we go to the next slide, please? There are many, many, many growth drivers in our business, which we just wanted to summarize in a few bullet points for us. This is what makes us really excited for the future. On the merchant side, as you would have seen more and more in your shops, you're seeing not just Paytm QR, but also soundboxes and card machines, Vijay described this as bringing technology to the merchants that can really help them grow their businesses, make their lives seamless, and become a part of financial inclusion in the country.

So, we are very proud of the innovation we have done, and we'll continue to innovate. And there's more and more opportunity ahead of us. We also do a huge amount of innovation on the customer side, both ourselves as well as with partners. So, we have been the first to launch many products in the country, such as UPI Lite, RuPay Credit Card and UPI. And we're working on more and more on Paytm, on EMI aggregation, so that we can work on affordability products.

Like I mentioned earlier, our loan distribution product has grown very, very fast. It is now, like I said, doing about INR 6,000 crores of loans a month, but there's still very low penetration, which means that we can continue to grow this while ensuring superior credit quality. We are quite happy that there's enormous amount of regulatory clarity on digital lending in the country. And that combined with our good credit quality gives us an opportunity to keep adding new lending partners.

And finally, for retail investors, we are one of the first apps in the country that has launched a bond trading platform. Again, we want to bring more financial inclusion and make it very easy for customers to invest in government bonds or high quality corporate bonds and that is all available in the Paytm app and Paytm Money app.

Can we go to the next slide, please? And finally, we are very engaged with our community. And this is really something which is very important for us that we constantly think about how can we have positive impact on the communities that we do business in. So, I just wanted to call out a few things that we do, and there's much more information which is available on our website, which I would encourage everyone to take a look at.

The first thing that we have been doing for many, many years is engaging users on our social causes. So, unfortunately, when there are disasters that happen in various parts of India, such as COVID or natural disasters or other calamities, Paytm is the first to start a fundraising campaign. It is about, not just about raising money for these causes, but making sure that more and more of India is engaged with anything that might be happening in one corner of India.

So, it is very gratifying to us that when we see any natural disaster in one place of India, whether it's in Assam, where we had floods a couple of years ago, or in Orissa, where we had, as you may be aware, the train accident, that people from all over the country are contributing to these causes. We believe that that helps us connect users from one part of the country to sort of emotionally to what is happening in another part of the country. And that awareness and action is very important for us as a country.

So, that's why Paytm Foundation launches these campaigns and it also matches the funds that the customers, that the users might have given for that cause. One of the things which is very close to our heart is air quality. So, we are working with UNEP, United Nations Environment Program, on something called Air Quality Action Forum, that partners with Government bodies to give them more and more tools to address the problem of air pollution.

And as you can see here, last year we launched a comprehensive report on what are the actions that can be taken to combat air pollution in India and we're going to continue to develop on that work with UNEP.

The other program that we run, which we're quite proud of, is something called Shikshit Bharat, which is supporting education for underprivileged children. As all of you know from your own lives, technology has become very important, not just for people who are working in offices, but also for children to get the same amount of information, high-quality information, available to them at their fingertips, as is available for privileged children.

So we work with many, many local e-Libraries, computer labs, schools, and universities, and we run a laptop donation campaign where Paytm Foundation coordinates this, and this is something that we did recently in Himachal, where we gave laptops to underprivileged children in the schools over there and finally partnership with law enforcement. One of the big things that we want to build in India is that customers should have more and more trust in digital payments, and law enforcement has an interest in making sure that there's less fraud, more cyber security, and cyber crimes are addressed very, very quickly.

So, we work very closely with law enforcement agencies across the country, where we do training and workshops for them to work through what are the issues that they're facing, what are the issues that can be solved through technology, how can we work with them more and more closely so that customers problems are addressed very seamlessly.

And as a result, over the long term, we have more and more trust in digital payments and financial inclusion and financial literacy, which will help our country move towards financial inclusion more and more seamlessly. Can we go to the next page, please? That's all I have. With that, I will turn it back to the moderator to take us through the rest of this meeting.

**Sunil Kumar Bansal:**

So, thank you Madhur, Sunil Bansal here. So, with the permission of Chairman and Members, now let us proceed with the formal agenda items. Since the Notice of 23<sup>rd</sup> AGM and Annual Report containing audited financial statements along with reports of the Board of Directors and Auditors, they are on for the financial year ended March 31st, 2023 have been circulated to all Members. The same is taken as read.

The reports issued by Statutory Auditors and Secretarial Auditors do not contain any qualifications, observations or other remarks. So, with the permission of the Members present, we shall take the same as read.

Now I take up the business as contained in the Notice of the AGM by calling the brief description of the resolutions.

- Item No. 1 on the agenda is to receive, consider and adopt the audited standalone and consolidated financial statements of the company for the financial year ended March 31, 2023 together with reports of Board of Directors and Statutory Auditors thereof.

- Item No. 2 relates to appointment of a Director in place of Mr. Madhur Deora, who retires by rotation and being eligible, offers himself for re-appointment.
- Item No. 3 relates to approving the appointment of M/s. S. R. Batliboi & Associates, Chartered Accountants as Statutory Auditors of the Company.
- Item No. 4 relates to approval of the remuneration of Mr. Madhur Deora, Whole-time Director designated as Executive Director, President and Group CFO of the Company.

The necessary background of resolutions have been set out in the explanatory statement annexed to the Notice of this AGM. We now open the session for the registered speaker Members to speak and ask their queries in sequence.

The Moderator will announce one by one the names of the speaker Members. We will respond to all questions together at the end after hearing all the speaker Members. Any queries that are not addressed will be responded by the Company via email. The Management of the Company will respond to such queries in a very reasonable time. With that over to Inba, Moderator.

**Moderator:**

Thank you very much Mr. Bansal. We have a number of Members registered for the Q&A session and we will invite the Members to speak to the extent possible depending on the availability of time at the AGM.

Ladies and gentlemen, I will be reading out a few guidelines so that we can do this whole process of Q&A session smoothly.

- Members are requested to use earphones or headphones for better sound quality. Please ensure that no other background applications are running on their system.
- Members are requested to unmute their microphone before speaking and also enable webcam if they wish to appear on the video.
- Members are also requested to mention their name and location before raising their questions. In the interest of time, Members are requested to keep their questions brief and specific relating to the agenda and restrict their observations to a maximum of two minutes.
- Members are requested not to repeat their questions or suggestions which have already been made by previous speaker Members.

I am now commencing the Q&A session. I will take the name of the first speaker Member and after the first Member completes his question, I will read the name of the second Member who will come on screen. With that, I invite Mr. Lokesh Gupta to ask his question. Request you to please unmute your audio and video and proceed with your question. Ladies and gentlemen, we will wait for a moment while Mr. Lokesh Gupta unmutes his connection. Mr. Lokesh Gupta, could you please unmute your mic and ask your question?

**Lokesh Gupta:** Sir, ap mujhe sun pa rahe hain?

**Moderator:** Ji sir.

**Lokesh Gupta:** Chairman sir, Main Lokesh Gupta Delhi se apka, sabhi Board members ka swagat karta hu. Sir, excellent Chairman speech ho rahi thi.... aur excellent presentation ho raha tha usme apne vartaman ke bhavishya ka pura ek roadmap apne bataya hain sir. Sir, last year bhi main AGM mein jura tha apse as a speaker jura tab thoid shankaye thi nirasha thi lekin sir maine tab bhi kaha tha ki bharosa hain vishwas hain sir. Yeh tab sambhav ho pata hain jab hum nek niyat se kam karte hain aur business model acha hota hain sir aur ek vision hamare samne hota hain aur woh sabit karke dikhaya hain sir.

Sir ye vishwas and bharosa tab aur zyada badhta hain jab hamare Founders ke taraf se company mein stakes badaya jata hain. Sir, main janna chahta hu ki bhavishya ke liye bhi koi hamare fund sourcing ke yojna hain toh is bare mein jarur bataye sir. Sir apne Chairman speech bar bar zikar kiya hain G20 ka. Hume proud hota hain sir ki humne G20 bas ek safalta se kam kar dikhaya aur world leader ke taraf bar rahe hain sir.

Sir, humne Chandrayaan pe bhi...chand par bhi apne kadam rakhe hain sir. Sir, hamare sarkar ka ek roadmap hain desh ko vikasit rashtra aur viskshit rashtra ki taraf badana aur double digit mai GDP apne daudani hain sir. Sir, koi bhi desh vikshit desh tab tab nahi ban sakta hain jab tak financial sector ka usme yogdan nahi ho chahe wo bank ho ya kisi bhi field mein kam kar rahe ho. Sir isko lekar humare kya roadmap hain, humari kya bhoomika rehne wali hain thoda is bare mein bataye sir.

Sir, jaha tak share price ki baat hoti maine last year bhi kaha tha bahot se aise IPO humne dekhe hain jo discount tak kafi samay tak kam kiye lekin vision acha tha, roadmap acha tha unhone fir bad mein shareholders ko multiple returns diye hain, multifold returns diye hain sir. Sir humare sath bhi aisa hi hone wala hain sir. Sir aj humare share price 4 digit ke aas paas hain sir mujhe asha hain next AGM pe jab hum milege usse pehle hamare share price IPO price se upar hoga aur hume handsome returns milenge.

Sir aaj who samay nahi hi ki hum apse mange agle saal hume mangna bhi ni parega jab aisa samay aegega humare malum hain sir ap hume bonus dege sir. Sir, baki sir ek Secretarial sir jin un pure team ne jis taarah lag kar kaam kiya mehnat se kam kiya hain sir iss event ko safal banana ke liye sir humare bolne se kuch ni hoga appreciate aap karege toh hosla barega aage kam karne ka janun barega sir.

Sir AGM ki baat huye hain platform acha mila hain sir jisme hum AGM kar rahe hain sir ek Pan India ke shareholders jur pa rahe hain sir isse platform ko apnayege toh acha rahega jisse humme jur payega aur saare shareholders bhi jur payenge. Sir, hum .... par nahi hai...Kerala se Kargil Ghati tak, Guwahati se Chowpatty tak kidhar bhi jaye Paytm ka jalwa hain sir humare jalwa hain sir.

Aapne jis taraah se vision bataya hain apne wo din dur nahi hain jab hum majboti se aage barege aur kamyab hoge sir baki ek baar phir main Secretarial ko aur aapke pure team ko bahot, bahot dhanayavad duga jo mujhe is portal judne ka awsar diya kehne ke liye bahot kuch hain lekin samay ke apne simaya hain mere baad bhi kuch shareholders jarur hoge sir lekin ye bharosa kayam rahega iss viswhwas ke saath ek baar phir Secretarial aur unke team ko bahot bahot dhanayawad duga jo mujhe iss portal pe judna ka awsar diya. Thank you, sir.

**Moderator:**

Thank you. We now invite our next speaker Mr. Ashok Kumar Jain who is connected via audio. I request you to please unmute your microphone and ask your question. Mr. Ashok Kumar Jain, I request you to please unmute your microphone and ask your question. Mr. Jain, could you unmute your mic and ask your question, please? There seems to be a technical issue from Mr. Ashok Kumar Jain's connection.

We will therefore move to our next speaker member. If Mr. Jain's connection improves we will reconnect him. Our next speaker member is Ms. Lekha Shah. Please unmute your connection and ask your question.

**Lekha Shah:**

Hello. Can you hear me, sir? Thank you, sir. Respected Chairman Vijay Sharma ji, Company Secretary Sunil Bansal ji and my fellow members, good morning to all of you, myself Lekha Shah from Mumbai. First of all, I am very much thankful to our Company Secretary Sunil ji for extending very good investor services and also sending me the AGM notice well in time which is full of knowledge, facts and figures in place.

And also again thanks Sunil ji for their best performance and always outstanding support for my any queries. I found the report is really useful with a lot of information. Once again, thank you so much Sunilji. Thank you Chairman sir for explaining as well about the Company. Congratulations for excellent work sir. Sir, I pray to God that he always shower his blessings upon you.

Thank you Madhur sir for such a informative and wonderful presentation. Thank you Vijay Sharma ji. I am confident that with your vision and determination you will lead our company to greater heights and also I pray to God our company should progress more and more under you and your team's sir. Chairman sir, I hope that company will continue video conference meetings in future. I am proud to be a shareholder of this my company.

Chairman sir, I would like to appreciate our Company Secretary Bansalji for his efforts in making things so much easier for us to understand through our Annual Report. Still, I would like to no questions from today my side. Chairman sir, I strongly and wholeheartedly support all the resolutions for today's meeting and my best wishes always our company and its prosperity.

Vijay Sir, main Company Secretary ke liye aur ek bar kuch bolna chahta hain uska phone hume aata hain na aise humlog lagta hain humare ghar ka koi member hume

phone kar rahe hain wo apne company ke liye heera hain sir usko sambhal ke rakhayega aur Vijay sir main aapke liye ek shayari bolna chahti huin ap sun liyeyega jab ghosla bana liya uske udaanta se dekhne phir dekhna fizul hai kadam aasman ka isse ke saath God bless you, sir..

**Moderator:** Thank you. We will move to our next speaker member that's Mr. Shripal Singh Mohnot. I request you to please unmute your mic and ask your question. You may unmute your audio and video and ask your question. Yes,

**Shripal Singh Mohnot:** Sir, aap meroko sun pa rahe hain?

**Moderator:** Mr. Shripal Singh, your mic is unmuted. Please go ahead.

**Shripal Singh Mohnot:** Aap mere awaaz sun rahe hain? Hello?

**Moderator:** Mr. Shripal Singh, could you please ask your question?

**Shripal Singh Mohnot:** Sir, mere awaaz aa rahe hain aap ko?

**Moderator:** Ji sir aa rahi hain aap sawal pucheye sir?

**Shripal Singh Mohnot:** Sir, main Shripal Singh Mohnot Gurugram Haryana se bol raha hu. Ap sabko sadharan pranam aur sadharan namaskar. Jiske naam mein Vijay Shekhar Sharma ho uske kabhi haar nahi ho sakti kitne speed breaker aaye, kitne road block rakhe jeet hamesha Vijay Shekhar Sharma ki hoge. Aaadarniye Chairman sir aapke direction mein company ne amulya 23 saalo mein bahot achi tarike ki hain is ke liye main aapko aur aapko pura Board ko bahot babot badhiye data huin. Ap Digital India aur cashless India banane mein bahot bara yogdan kar rahe hain apne digital currency ko har bharat vashi ki ghar ghar tak pahuchaya chaya wo ameer oh ya garib ho.

Paytm ek aisa brand ban gaya hain har aadmi kehta hain Paytm kar dena, Paytm kar dena. Main aj ke sab prastavik prastav ka purn samarthan karta huin ghar ghar tiranga ghar ghar Paytm, ghar ghar tiranga ghar ghar Paytm.

Shriman Vijay Shekhar sahab aapne 9.42% se stake raise kiya hain 10% stake from China Ant Group Company se liya hain, China Ant Group ki holding 23% se ghat kar 13% reh gai hain. Aapke total holding 19.42% ho gaihain isse company par laga China tag hata diya hain is ke liye main aapke sahas aur aapko salute karta huin, bahot bara salute karta hoon ki aapne itna acha kam kiya jo bahot hi kabiliye tariff hain.

AI ke bare mein bataye thora Paytm Payment Bank ke bare mein b bataye aapke dwara holding badane se share price bhi nirantar golden prat par agrasar hain yeh aapke vishwas aur sahas ka bahot badi ummeed hain aur bahot badi tasvir dekhiye de rahi hain hum aane wali time mein. Main aapse nivedan karta huin ki bhavishya mein AGM aur Board meeting video conferencing ke dwawra kijeyega isse tan, man, dhan ki bachat hoti hain jo company ki bhavishya mein bahot bada yogdan kargegi.



Aapke CFO sahab aur Company Secretary sahab bahot acha kaam kar rahe hain. Company Secretary sahab tatha unke sahyogiye ne amulye samah nikal kar hamara marg darshan kiya hain issme liye main unn sab ka abhaar prakat karta huin and Vijay Shekhar Sharma se bhi nivedan karta huin ki poore Secretarial team ko aashirvad dijeje jinke kadi tapasya aur mehnat ki waja se hum aapke samne upasthit ho paaye hain dhanyavad Jai Hind. Jai Mata Ki.

**Moderator:** Thank you. We invite our next speaker member, Mr. Santosh Kumar Saraf. Request you to please unmute your audio and video and ask your question.

**Santosh Kumar Saraf:** Hello ek minute sir. Mananya sabhapati ji, upasthit nideshak mandal ke sadasya ganj adhikari ganj aur karamchari ganj. Main Santosh Kumar Saraf Calcutta se aap sabhi ko namaskar karta hu aasha karta huin aap ache swasth mein ache se hoge. Sir Paytm ke bare mein kya kehna Paytm ek aisa product aapne bazaar mein diya hain ki har insaan ke dil me, har insaan ke mobile mein Bharat mein aisa koi bhi insaan ni hoga jiske paas Paytm na ho.

Toh yeh bahot acha hain aapne kafi aacha matlab ye kiya baki rahi progress ki progress bhi aapne ej saak bahot achi di hain. Toh Vijay ka matlab hi Vijay hain matlab aapke leadership ki progress last year aapne bataya tha ki wait karaye hum acha result dege toh aapne aapne baat rakhe hain aur iske liya main yeh karta huin and hamare Secretary Sunil ji ka bhi aabhar prakat karta huin jinhone speaker shareholder se personal touch kiya hain sir yeh bahot bare baat hain itne badi company ke Secretary personal phone karte hain unke bare mein baat karte hain toh unko bhi garv mahsus hota hain speaker ko bhi ki itni badi company ki Secretary humse baat kar rahe hain.

Sir, mein sabse pehne ek chiz kahuga humare 26,000 karam chari hain unko aabhar prakat karta huin jinka aawdhan is company ki growth mein, unke aawdhan ke bagair yeh saal tab bhi aaj itni aage nahi badti iske main un bhai and behno ka dil se aabhar prakat karta hu ki unke mehnat ke faal leke aaj hamare company islye unko bhi haath jorke namaskar karta huin Secretary sahab jarur pahucha dege mere baat ki bhai unhone kaaha aur sir abhi tak aapne jo Paytm jo QR code aadi ki installation hain kitne customer abhi apne pe hain jinhone humari seva ka fayda utha rahe hain iske bare me agar koi figure ho toh batayaga sir..

Sir, me kahuga aap dhayan dijiye ga ek bar female employee aapne taajub nahi diya jabki 6% is female employee hain aur apko malum naari shakti Chandrayaan ko bhi pahucha sakti hain jaise Modi ji ne kaha hain ki Chandrayaan 3 ki jo safalta hain usme naare shakti ka hi haath hain to me samjahta hu naare shakti ko aap mauka dege toh hamare Paytm bhi Chandrama pahuch jayega wahi pe jo hamara Antiksh yaatripahuchege wahi se agar Paytm chahenge toh kar sakege.

Sir, naari shakti ko awsar dijegye kyo ki naari ghar ki lakshmi hoti hain sir Lakshmi ko hum jab uch sthaan mein baithege toh hume bhi uska labh milega aur aisa koh kaam nahi hain jo naari nahi kar sakti unko ek bar mauka milna chahiye saab kaam wo kar

sakti hain sir. Sir insider trading ke liye aapne kya kadam uthaye hain ki kaafi insider trading hoti hain iske bare mein kya kadam uthaye hain yeh bhi jarur batayege sir.

Sir, artificial intelligence hain abhi dekheye sab jagah abhi jo apne G20 hua waha ka bhi anchor artificial intelligence tha sir toh iske bare mein company kya fayda le sakti hai iske bare mein jarur vichar kareyega ki apni company mein kya fayda ho sakta hain, business development mein ya progress mein yeh koi bhi cheez ka hain toh aap jarur dhyan dijayega aur main jada kuch nahi kahuga kyu ki kehne ke liye abhi kahi saal pade hua hain toh aapne jaise last year ka VC meeting jarur karege to iss saal business mein aap aur Sunil babu aap dono se hath jor ke request hain ki VC meeting agle saal bhi rakheyega.

Agar physical meeting karte hain toh VC ka saamavesh rakhega jisse hum bahar wale shareholders aapne man ki bhavana aapne karamchari jo acha kam rahe hain unke prati aap aapne abhar prakat kar sake kyu har aadmi chahta hai unke acha kaam ki sarhana ho aur hum shareholders bhai agar unka nahi kare toh kon karega.

Sir jada samah na lete huen jitney bhi hamare adhikari hain, jitney bhi hamare karamchari, Director jo Video conference se present hain unko 2023-24 ki subh kamna deta hu financial year ki aur 2023-24 financial year ki asha karta huin, bhagwan se prathna karta huin sab healthy, wealthy and safety ke saath agle saal jab hum video conference meeting mein mile jo Lekha mam jo behen meri hai uska jo prasthav hain wo bhi VC rakehye main samarthan karta hoon. Jai Hind Jai Bharat Namaskar.

**Moderator:** Thank you. Our next question is from speaker number 6 Mr. Praveen Kumar. Request you to please unmute your audio and ask your question.

**Praveen Kumar:** Hello I am audible sir.

**Moderator:** Yes Mr. Praveen Kumar. Please go ahead.

**Praveen Kumar:** Very, very good morning to my respected Founder and Chairperson, well-decorated esteemed Board of Director and my co-fellow shareholders who joined this meeting. Myself, Praveen Kumar joining this meeting from New Delhi. I have few observations which I love to share with the entire house.

First of all, thank you very much for your very, very positive address, respected Founder sir, for the retail investor. You start with G20, I salute you, your spirit, your enthusiasm to start our speech on a very, very positive note. And I love to thank our CFO for excellent presentation which is very, very in-depth presentation. It is very, very valuable for us also because we put hard-earned money into the company and very, very informative also.

So I'm very, very thankful, respected CFO for your detailed presentation. Now, I'm with a company since IPO and last year also, sir joining our AGM, and I spotted you this

time also, I'll do the same thing because if you see the whole world sir, and if you calculate that the best hundred company of the world and the Paytm is into it.

So I'm very, very proud and privileged to be part of such a legacy and I salute you not because I'm a shareholder of company, but as a citizen of India, that you bring out a technology, a company which truly regularize the financial system of our country. And there are so many company who replicate our model today. So I'm very, very proud, that dedication, that devotion. You totally devoted your life.

I mean, you listed our company and the last AGM is 22 AGM. So 21 AGM I mean, you entirely devoted your life yeh bahot badi aapke jo tapasya hain I salute you and I am very, very lucky to be part of such an interesting company sir and sir each and every vertical we are having, we are growing step by step and as far as the media report is concerning, you are so focused, so dedicated to bring sustainable growth for retail investor like me.

I'm very, very thankful to you. Everybody is love our brand. I mean, that's truly tremendous and investor-friendly approach you are having. I salute all the resolution you set out for the Notice today and as far as you said in your speech, the sky is the limit. I mean, that was something which is tremendous for each and every citizen of India and the amount, the amount the u know Paytm foundation that you are having. I mean, it's truly wonderful that you are educating and you are imbibing AI into our business in a very, very big way because that's the future for us.

So, sir, I have the deepest respect for you and my question to you is what will be the growth driver for our company to bring revenue for the company? That's my question and I love to tell you something which is very, very important. Despite lukewarm listing, I love to thank our Company Secretary and his entire team for bringing higher standard of corporate governance. This company says in bold letter. Yes, we are here to stay. We have strong revenue model and we love to care for the retail investor.

We listen to the retail investor and I sent few queries during COVID time also that will be promptly reply. And one more thing, which is very, very important. I think you salute our PM Modi vision to make digital India, digital payment system. So it was very, very transparent. You bring out lots of creativity to small businesses.

And on the basis of that, our PM said to the entire country with all the authority, with all the enthusiasm, that yes, in the coming year, we will be having a cashless, paperless economy in our country. It will be all transacted by E-governance, E Paytm. So I'm very, very thankful for that. A, the black money is wiped out, the terrorism funding is wiped out, so I'm very, very thankful, not as a shareholder of our company, but as a citizen of our country that I salute you because you bring us to the world map with your innovation, with your technology, with your dedication.

And one more thing, which is very, very important, during COVID time, the Paytm channel partner, I call them Paytm warrior. I mean, you created so many jobs, so many jobs. So, I'm very, very thankful to you. You created a platform, you created job and according by Paytm foundation, you are helping and sustainability to the community. So, I'm very, very thankful. And I love to thank our Company Secretary and his entire team for bringing out higher standard of corporate governance.

So, it's a win-win situation for everybody I'm so blessed that I just have pray to the Lord that he will shower the positivity on you so that you will continue with this drive because this is the totally breakthrough sir. So, I'm very, very thankful to you and it was God is our side truly our side and as far as my earlier speaker says jab hum Hindi ke picture dekhte the toh Amitabh Bachchan ji naam Vijay hota that oh aap bhi Vijay hain, Vijay hamari hain, Paytm ka parcham hai inhe shabdo ke saath.

Thank you for this lovely opportunity to share my views and express as a shareholder of our company as a citizen of this beautiful country called India and I am very, very thankful to the entire management team to give me this platform to share my views and express my feeling thank you for this opportunity, wish you all the luck and all the very, very best respected and Founder Chairman of our company. Thank you.

**Moderator:** Thank you. Our next speaker member, Ms. Neelam Talreja had registered, however, has not connected to the meeting. We will therefore invite speaker number 8, Mr. Ashok Chakravarthi to please unmute your audio and video and ask your question. We will wait for a moment for Mr. Chakravarthi to unmute his connection. Mr. Ashok Chakravarthi request you to please unmute your connection sir. Mr. Chakravarthi can you please unmute your video as well and microphone. We can see your connection sir.

**Ashok Chakravarthi:** Is it audible sir?

**Moderator:** Yes.

**Ashok Chakravarthi:** Very good morning to the Board and management and to all my shareholders sir. Sir, video is not available sir. Hello, hello.

**Sunil Kumar Bansal:** It is available.

**Moderator:** Sir, we can see you sir.

**Ashok Chakravarthi:** Very good morning to the Board management and all to all my fellow co-shareholders sir. I am Ashok Chakravarthi from Bangalore sir. I am very glad and thankful to the management and to the Company Secretary and to all the main team for having given the opportunity to participate in this meet, sir. Sir, I am very happy with the management and the performance, sir. I am also congratulate the management and the MD chairman, sir, for the strategies being adopted in the development of the institution sir.

In the recent past or one year whatever the call you call it, developments have been recognized by the share market also and as you and everyone knows it the share price also has gone up substantially from this low lower bottom point or something sir. So, I have to congratulate the management and especially CEO sahab for the performance and the strategies being adopted in the development and to showcase the company's performance sir.

Sir in this regard what I am trying to request you is, I am just inquiring you, I am not questioning you, I am only requesting you or inquiring you. There was a talk about bidding some securities company to take over some securities company. Just I wish to know or the public or everyone want to know what is the present developments about that process of bid of that securities fund and also I wish to know the advantages or benefits of takeover of that securities company by Paytm and also if possible please clarify me the source of funds for this takeover of what you call it or bidding of taking over of that securities company.

I welcome it I am not objecting it, but I am only trying to inquire the details and whatever is possible if at this time at this juncture the management or MD CEO can clarify it sir I am I'm not demanding anything. I'm very positive opinion. I'm inquiring, sir. The second subject, sir, as you know and everyone knows it, most of the shareholders are, as far as the share price is concerned, are in a heavy loss.

So I'm only requesting you not to compensate in any manner, but at least through our Paytm app, if the management could consider some reward program to all the shareholders, at least it will compensate to some extent whatever possibility is there to the management to give some sort of reward at least will give to reduce the tear and whatever is possible please consider it sir.

One more thing what I am trying to inform the management and everyone is by doing this what you call it by giving the rewards to the Paytm holders, Paytm shareholders 99% of all the shareholders at least for the sake of the reward program, they will enter into the Paytm app also sir, so that the Paytm app business also can go up sir and all the shareholders will become Paytm app holders sir.

So, it is only a simple request and to the management to consider whatever is possible sir and one more request is whatever you are charging, postpaid charges, if possible, that charges could be reduced to enhance the postpaid business of the Paytm company sir and once again, I am congratulating the total all the management Secretarial team and all the management. And thanks, management, for having given the opportunity to speak or give my views and to submit my request to the management at this forum to consider whatever is possible to help or to reward the shareholders to the extent possible sir. Thank you very much sir.

**Moderator:**

Thank you. We will now invite our speaker number nine Mr. Bimal Kumar Agarwal. I request you to please unmute your audio and ask your question.

**Bimal Kumar Agarwal:** Hello.

**Moderator:** Yes sir, please go ahead.

**Bimal Kumar Agarwal:** Hello can you hear me?

**Moderator:** Yes sir we can hear you, please go ahead.

**Bimal Kumar Agarwal:** Hello.

**Moderator:** Sir, we can hear you. You can ask your question.

**Bimal Kumar Agarwal:** Good morning to everyone. First of all, I thank the Company Secretary, Bansal ji, and his team, and also the management staff and the shareholders. As Sharmaji said that next year I think the price will come to INR 3,000 and Madhur Deora ji has already explained in his speech that we have added so many customers and I got nothing and already my question was asked by the other speaker and already in the opening remark it was also asked my question.

I won't take management lots of time, that's all from me and thank you very much again. I will thank the Company Secretary and his team. They are very -- they always remind us when is the meeting today also they called, yesterday also they called. Thank you very much. Again I thank the company for supporting all the resolutions. Thank you very much.

**Moderator:** Thank you very much. We will take our next question that is from speaker number 10, Mr. Abhijit Panda. Request you to please unmute your connection and ask your question.

**Abhijit Panda:** Hello.

**Moderator:** Yes sir.

**Abhijit Panda:** Respected Chairman, Sri. Vijay Shekhar Sharma, Board of Directors and our Company Secretary Sunil Kumar Bansal ji and fellow shareholders. First of all thanks to our Secretarial Department for smooth conducting of this AGM. Special thanks goes to our Company Secretary Sunil Kumar Bansal ji who himself answered all my queries very humbly. Paytm nowadays a newest company and nowadays Paytm is a household name of every Indian. Paytm pioneered mobile payment in India and late mass adoption with innovation like QR code and sound box.

Har ghar, har gaali ke chote dukan se lekar kirana ke dukan se, big restaurants, hotels, shopping malls, everywhere it is well accepted. Mananya Pradhan Mantri ji ke Digital India, Digital Payment ke saache saathi our company invested heavily in a technology to enable, consider and trust for the digital loan disbursement.

Sir, artificial intelligence and other technology ke madad se unskilled aur old age person aur disabled person jo thik tarika se Paytm ko use nahi karta hain toh uske liye sir koi fault na ho jaye toh iske liye company kya kadam utha raha hain. Paytm is still a loss making company due to heavy investment in R&D and adopt new-age artificial intelligence technology. But I feel the future is very great.

And jaise N.R Narayana Murthy ji hamare jo Infosys ka Founder hain unko aaj log aadar se pranam karte hain aur hum jante hain ek din aisa aayega ki hamare jo Founder CEO hain Vijay Shekhar Sharma ji ko bhi har Indian unko aadar aur samman karega aur hamare company ko aur bhi aage le jayega.

Sir, what is the road map of next 5 years in your company aur sir fraud ko rokne ke liye hamare company kya kadam utha rahe hain and sir your energetic team is very nice and sir, in any organization there is a good relationship between management and every employee. I hope this company is also maintain a good cordial relationship with every employee. Diwali ke liye aap sab ko Vijay Shekhar Sharma ji aur Sunil Bansal and sab shareholder aur management team main bahot bahot badhiye deta huin. Thank you very much.

**Moderator:** Thank you. We will now invite our next speaker member, speaker number 11 Ms. Celestine Mascarenhas. We request you to please unmute your connection and ask your question.

**Celestine Mascarenhas:** Am I audible?

**Moderator:** You are audible and visible ma'am.

**Celestine Mascarenhas:** Visible okay thank you. Respected Chairman, MD and CEO, Mr. Vijay Shekhar Sharma, other members of the Board, my fellow shareholders attending this VC meet, I am Mrs. C. E. Mascarenhas speaking from Mumbai. It is a great honor to be in this meeting because this is a good, young and energetic company.

So, I am very proud that at least, now I don't have to come to Delhi, I can see all you team by this virtual meet, interact and it is a real joy. Thank you so much. Now I thank the Company Secretary, Mr. Sunil Kumar Bansal and his team for sending me Annual Report and also registering me as a speaker and giving me this link. Thank you so much.

Now I go to the Annual Report, very good performance in the Annual Report layout also very good and adhering to all the norms of the corporate governance. Very good working, I'm very proud. We are going up and up the ladder. Our revenues are up operating profit. We are in operating profit. Of course, we'll have to wait for some time till this baby becomes young and energetic, 25 years.

So, we will definitely, the market is all bullish, market talks louder than actual work. So, I am very happy. I know the rewards are going to come one day. But jo bolte hain sabar ka fal bahut meetha hota hai. So, we have to wait for some time to get this fal you know. So, now I go to the next this is that CSR work I am very happy jo dawa se nahi hota hain who definitely dua se hota hai. So, you are doing a very good CSR work keep it up.

Now my queries see we nowadays that ESG is given lot of importance because of climate, because of solvency, because I would like my question is have we gone for rating the ESG? If, whether work has started because we are in so many things you know and we are catering to the smallest of the small person. So, have we started this and if it is so what is our rating and what is our score? If it is Platinum Plus, are we going to list on some dedicated ESG platform?

My next question is, we are in payment and credit disbursal. We are going for -- now we are going for ONDC that is Open Network of Digital Commerce, and initiative of the government of India. How much of this business we have projected and how much of margins we will enjoy in this business. We are also in the payment, postpaid, prepaid and merchant loans. I would like to know where our business is the most, where our core competencies is the best, and where we will get margins, very good margins.

Now my next question is, a Paytm sound box is doing well. How much of business we have envisaged and the margin we will enjoy? Can we expand or sort of make an export of this to other countries in the world? G20, our Honorable Prime Minister said that we have to make more-and-more the other countries of the world digital. So, could you just throw some light from our company side?

Next is we have an R&D design and software innovative, which is actually the heart of the institution. So how many, my question is how many employees are in the R&D averages, attrition rate, and if the attrition rate is, how our management, how our team is keeping them with some incentive or whatever it is, because they are the brains of the innovations.

We have many subsidiaries, can we club and do some cost cutting operational, reduce the operational cost? Next is what will be the capex required for the next five years for organic and inorganic growth through acquisition and how much we are spending by using AI, ML, Blockchain, cloud computing, or ChatGPT or some other innovative AI type of things. Sir, my main question is, keep this virtual because I enjoy that at least I don't have to come to Delhi for this AGM or make it if it is actual then make it hybrid. Rest I wish you all the best.

I have supported all the resolution. My dream is and my wish and my prayer to God is this Paytm should become bigger and higher than Infosys and TCS in a decade's time, that is what in five, six years, I am looking out this is the industry or the software for the next generation. With this, I wish you especially very good health, the whole team good



health, and may we go up and up the ladder. Thank you so much. We can see a great 25th silver jubilee, really silver in the making, and maybe in future it will be gold also. With this, thank you so much. May God bless our company. Greeting.

**Moderator:** Thank you. We invite our next speaker member, Ms. Swarn Lata, who'd like to ask a question on audio. We request you to unmute your mic and ask your question.

**Swarn Lata:** Hello. Am I audible?

**Moderator:** Yes

**Swarn Lata:** Ok ok. First of all, good morning to our respected Chairman, sir, Board of Directors and fellow shareholders attending the e-meeting. Sir, thank you for your excellent speech and wherein I come to know that, how the Board is working hard to bring the profit up and up. Sir, I have full faith in the management since I'm an allottee of the IPO. But I have a couple of queries.

First of all, what steps has been taken by the management to safeguard the interest of small shareholders like me? Shall we expect a interim dividend in this current financial year 2023- '24? And second is that, as we all know that there are many platform to transfer money digitally in India and no doubt that, Paytm is the most popular and biggest platform among all. So in this, I would like to know that, how would the working and the price of Paytm affect if the IPO of other platform list in the Indian stock exchanges.

At last, I just want to thanks our company secretary, Mr. Bansalji and the entire team of secretarial department for organizing a wonderful e-meeting for shareholders. And I also hope the management will hold the shareholders meeting through virtual platform so that shareholders from far away places like me can interact with the management in future also. Sir, I've already casted my e-vote and here also I support all the resolutions. All the best, sir. Thank you.

**Moderator:** Thank you. We invite our next speaker member Mr. Raju Verma. Request you to please unmute your connection and ask your question. We will wait for Mr. Verma to unmute his connection.

**Raju Verma:** Namaskar, Main Raju Verma New Delhi se bol raha hoon aur aap sabhi ko secretarial department ka dhanyavad karta hoon., jinhone mujhe 23<sup>rd</sup> AGM me bolane ka mauka diya. Sir, hamne apni management team par pura vishwas hai ki bhavishy me jo bhi prastaav layegi future main, wohcompany ke hit me hoga.aur ham samajhte hain ki. company ka aane wale samay kafi achcha rahega.hogi. Main sabhi resolutions ka samarthan karata hoon.

Aur aapki Chairman speech main, past, present, future, sab bata diya gaya hain aur poorvva pravakta bhi kafi kuch poouch chuke hain. Aane wale samay me, AGM, EGM

ko issi platform par kare jisse koi bhi kaheen se jud sakata hai. Sir, secretarial department ki jitni tariff ki jaye utni kaam hain. Koi bhi query ho, hame turant reply milta hain. Main company ki safal bhavishyay ki kamana karata hoon. Thank you, dhanywad.

**Moderator:** Thank you. We invite our next speaker member Mr. Parmod Kumar Jain to please unmute your connection and ask your question. Mr. Jain could you please unmute your audio and video.

**Parmod Jain:** Namaskar, Main Pramod Jain Delhi se Chairman, sir, Board of Directors aur secretarial department ka bahot dhanyavad karta hoon. Joh iss AGM main mujhe apne bolna ka avsar diya aur apke sabhi prastavit resolution ka me samarthan karata hoon. Chairman, sir, apne apne arambhik bhashan main company ka vartman aur bhavishya ka vistaar main saara roadmap hame bataya hain. Aur poorva pravakta ne bhi kafi kuch pooche liya hain.

Aur merese piche bhi, kafi speaker log apne baari ki, isliye main aaplogon ka jyaada samay nahi lena chahta. Aapaki leadership main company bhavishya main bahut tarakki karegi, aisi main mangalkamna karta hoon. Aur main apne secretarial department ka bahot dhanyavad karta hoon, Shri. Bansal sahib aur Shuklaji ka, jinhone iss portal se judane main hamari madad kari. Nammaskar. Jai jenendra.

**Moderator:** We invite our next speaker member Mr. Inderjeet Verma to please ask your question.

**Inderjeet Verma:** Hello, Namaskar. I am Inderjeet shareholder speaking from New Delhi. I am thankful to you all and the Secretarial Department for giving the opportunity to speak. Sir, we have any question mailed to the Secretarial Department. The Secretarial Department's instant reply to us. In this 23<sup>rd</sup> AGM, that we have full confidence in my management team for whatever proposal it will be bringing in the present and the future for favor in the company.

Share price is too good, November '22 to 12, September '23 approximately doubled. I support all the resolutions, sir. Your Chairman's speech is so transparent that many of our questions have become clear. In the coming time, there will be VC modeso than anyone can join from anywhere. I wish for the happy future of our company. Thank you. Thank you so much, Secretarial Department.

**Moderator:** Thank you. We will invite our speaker number 16, Mr. Ajay Kumar Jain to please accept the prompt on your screen, unmute your audio and video and ask your question.

**Ajay Jain:** Namaskar Chairman, sir. Main Delhi se Ajay Kumar Jain, company ka shareholder bol raha tha. Aur aaj meeting main judne ka uddeshya tha, aapko sunna tha. Aapke netritva main jo kaam karne ki shaili hain, woh jo depend hai, vishwas ke upar hain.. Last AGM main jo aapne projections dikhaye the, isko apne sach karke dikhaya. Aur jo log ise samaj nahi paaye, ki hamare Chairman sir, kya karte hain, kaise karte hain, who aaj pachtate hain aur abhi bhi share ko kharidne ke liye lalayit rahte hain.

Aur sir, aapki jo Chairman speech aur CFO sahib ka jo presentation diya, usmein jo sabse bada solid point tha ki hamari Company kya karti hai. Aapane apne Chairman speech main bataya ki humne 87 lakh sound box distribute kiye. Ye batata hain ki, hamari company main future projections aur kaam kitana hain aur log hamare product ko kitne like karte hain.

Aaj har jo chota sa bhi hain, who paytm istemal karte hain aur sabse badi doosari baat hai ki, company jo aage bad rahi hain, usaka ek sabase bada karan hain ki, joh latest technology hain, who system ki, who aap adopt karte hain, jiske karan aap aage badate hain. Sir, aapane CSR activities ke bare me bataya but mainne toh aapki CSR activities sakshat Bangi main dekhi. Kyunki abhi aapki old alumni meeting hui thi, usko maine dekha. Kitne apne motivation waha par apne student ko diya aur saath log kitne lalayit the.

Aaj ek company ko chalate hue, aaj aap aane wali yuva pidhi ke liye ek adarsh hain, ki Sapne dekhiye, sangharsh hoga, lekin sapne hamesha sach honge. Iske liye hamare respected Chairman, sir hain. Aapka har kadam, aapki vijay hoga. Kyunki jiskl niyat sachhi aur shareholder ko dena. Company ko age badana. Aur sabse badi baat hain ki, uss tabke ko sadhan uplabdha karana ki raat ko bhi agar use paise ki jarurat hai, wo button dabata hai, ya kisi anya source se bhi lekar, loan lekar, aapse ya kuch bhi karke, apne kaam ko nipata leta hain. Uski dua milti hain. Uska Labh Apko milta hai sir. Aur main ko ek baat aur kehana chahunga, jahan main apne CFO saheb ka, jo aaj reappointment hain, sir. Aap to Kohinoor hain hi, aur aap ne apne Board main jitne bhi ratan shamil karke rakhe hain, wo ek se bhi ek badhke anubhavi hain. Jo aapko sahyog dete hain, paramaese deta hai aur main unko bhi shubhkamnaye dunga. Aur unke reappointment ke baad, hamari company aura age badhegi.

Sir, jahan customer ke liye aapne customer care bana ke rakha hai, waise hi investor ke liye, investor relation hai. Sir, agar investor relation kya hota hai, but mujhe ab feel hua ki, investor relation kya hota hai. Ek mahiti shareholder ke liye, CS department ke head, phone karte hain aur poochte hain ki, koi dikkat to nahi hai aur unki team to aisa karti hai. Ye good corporate Governance hai, ek ek shareholder ki value hui hai. Maine to unse pucha ki itni pain kyu hai. to woh kehte hai ki Chairman sahab ka kehna hai har shareholder merese jude aur baat kare. Ek pariwar ke mahaul me meeting, jiske hamare Sutradhar hamare Chairman. Jitne age hum badhenge utni hame khushi hogi aur utni company hamari safalta milegi. Aane wala samay, meri company ka aur mere Chairman sahib aur shareholder ka hoga. Isi aasha aur vishwas ke saath. Namaskar, Jai Hind.

**Moderator:** Thank you. Thank you. Our next speaker member is Mr. Gaurav Kumar Singh. I request you to please unmute your connection and ask your question.

**Gaurav Singh:** Respected Chairman, sir, esteemed Board of Directors and fellow shareholders, good morning to all of you. My name is Gaurav Kumar Singh, joining this AGM from Delhi.

Sir, first of all, I would like to welcome our new company secretary and also wish to thank him and his entire team for their hard work, for giving me the balance sheet and also for giving me the opportunity to speak on this platform. I am not only a shareholder but also a customer of the company and have many apps on my phone.

But I always prefer to use Paytm because of its beautiful interface. Sir, my most of the questions are already covered, so I don't want to read them again. Still, I wish to know that, what is the impact on our profit after mobile recharges and repayments? Also, Second is, recently some banks are launching UPI ATM facilities. So what is the role of Paytm in it? As far as the agenda of this AGM is concerned, I support all the resolution along with all my family members.

And once again, I wish to thank our full form Company Secretary and his entire team for providing excellent corporate governance. And I hope our management will take our company to new heights and reward us accordingly. So in the end, I wish a bright future for the company and a great health for all of you. That's all from my side, sir. Thank you, sir. Jai Hind.

**Moderator:** Thank you. We invite our next speaker member, Mr. Hiranand Kotwani. Please unmute your connection and ask your question.

**Hiranand Kotwani:** Greetings. It is a great pleasure to join you from Kalyan. I am Hiranand Kotwani. In the organization where everybody prays, this organization will not success. First, culture should be avoided, just praising that the share department and others. We should invite the critical movement where we improve. Where is the scope for improvement? So, this organization has long way to go, it is a critical time to save the money and go for the liquid asset of the future contingencies because the future market will be different, so many competitors will be there.

So, we have to be very serious in this direction to reduce the overhead cost and save the money for the future. Though two years, three years dividend, I have no objection. But certainly their dividend should come. How company vision and mission in this regard? How the dividend will come? How liquid asset and contingency, health issue of the employee, well-being of the employee. I have no objection. But settling, raising the remuneration is the objection, until and unless the dividend comes.

So, Chairman and the other thing, other officers should take seriously to increase the remuneration. Sir, Mr. in page 37, some foreign outgo is INR 405 crores. Please explain what type of this foreign exchange outgo. And this certainly no other thing because this gentleman Madhur has cleared so many doubts in a mind. His address was very good, the company vision and mission well explained and doing well. But how the future vision and critical point should be taken. Thank you, good luck.

**Moderator:** Thank you. We invite our next speaker member Mr. Manoj Kumar Gupta, Please unmute your connection.

**Manoj Gupta:**

My name is Manoj Kumar Gupta, I am a equity shareholder of Paytm. Sir, first of all, I thanks to you and your team for result of the company for the year '22- '23 and thanks to our company secretary Mr. Bansal and his team to help us to join this meeting through VC. I have got two or three calls from a secretarial office, even today, I've got a call from Mr. Bansal, to get any. Sir, I have no question but sir, what's your future plan? How you will turn around the company and is any plan to merge some subsidiaries in the parent company?

There is a lot of subsidiaries. So, nowadays, aaj ka jo samay hain na, sir, jo jyaada subsidiaries ka bojh uthana bada mushkil ho gaya hain mother company ke liye. Kabhi taxation, paperwork, manpower aur ye sab ke liye. Usse better hain ki kuch subsidiaries ko kam kiya jay, merge karke. Joh 100% subsidiary hain , usko liye nahi NCLT call meeting na ki shareholder approval lena padhta hain. Just Board main ek resolution pass karna padhta hai, aur who merge ho jaati hain. Baki ke liye, aap sochiye, sir.

Paytm option is very good kyunki main kal Bansal sahib ko bata raha tha jab ve phone pe baat kar rahe the, ki aaj kal ye puchkawala bhi Paytm rakhta hai. Ek puchka khata hai lady and bolte hai paise to bolte hai paytm kar dijiye.. Mere se bhi akar kuch log poochte hain ki, Paytm kardo, aapka paisa jo baki hai, magar main Paytm use hi nahi karta.

Main debit card, credit card, Paytm use hi nahi karta. Main ye sab use nahi kiya. But I thank to you that we have founded such company which is matched similarly with vision of our beloved Prime Minister. Kyunki 2014 mein, jab Shri Prime Minister Narendra Modi prime minister aaye the tab aisa joh vision India socha nahi tha, India mein digitalization aayega aur payment mode bhi badal jayegaa. Iss desh ki 10 crores ki children fees bhi online payment hogi.

Hospital bill bhi online payment hoga. Ye kabhi Hindustan ki 114 crores people aabadi ne nahi socha tha. Ki yeh avasar aayega, aanewale saal mein. Ki sabkuch online payment ho jayega. But aapka jo business Sharmaji, hain na , usme competition bahut hain. Even the government ne apna BHIM app launch kar diya. Aur aaj ke din, government inspire karti hain logon ko, BHIM app load karne ke liye bankon ka.

Jo online application, pahle kya tha share bazaar mein, physical application milti thi, Physical sab kuch hota tha. Ab government kar diya ki, online kardo. Aur apna BHIM app load karlo, BHIM app number de do demat wale ko, BHIM app number batado, UPI number batado, aapki application jama ho jayegi. Share mile ya na mile, who baad ka. Aap iss competition ko kaise face karenge. Kyun ki BHIM aap jo hain, duniya main bahut popular hua hain.

Aur Paytm popular hain. Toh aab Paytm ko global banana main aap kaise success honge. Paytm should be a global company and Paytm should be reach more than 60 fast growing countries or in the SAARC countries. Ye aapka vision aur dream hona chahiye ki aap Paytm ko fast growing country, jo G20 hua, kuch shareholder ne bataya,

Delhi ki G20 hamari success hui, usme main bhi Bhartiya hone ke naate, garv mehsus karta hoon, ki hamari G20 bahut success hui. Usme, aap ye sochiye ki, aap Paytm ko globally kaise banaye?

Aur have you any plan to bring any plan for Paytm Bank? Kyunki abhi bahut kuch hoga India main, ulta, pulta. Aur aaj se char, panch saal pehle, Anil Agarwal Vedanta wale Kolkata aaye the, Akhil Bhartiya Marwari sammelan main, unnihone ek baat kahi thi, ki 2024 tak, NCLT main itni company aayegi, ki log INR 10,000 crores ki company INR 500 crores kharid lenge, bankon ko deke paisa.

Who samay aayega aab India main. Ki jab bank bhi line main aayenge. Aab kuch bank line main hain. So, think about tha, to acquire one or two banks and make Paytm banks. And If loss bahut zyada hain, toh usko recover kaise kaise karenge, yeh bataye? Rewards to the investors, kuch logon ne kaha, pahile loss makeup ho, company black main aaye, aur profit ho, employee ko acha return mile, uske baad investor ko dene ke bare sochiyega.

And sir, try to add hospitals, Paytm jo hai hospital se bhi jude. Kyunki hospital ke bills bahut lambe hote hain. Aur waha aapko private sector hospitals me approach karna chahiye jaise. Ab to India main ab groups hogaya hospitals ka like Apollo, Medanta, Fortis, unke saath tie up karke, wahan bhi Paytm launch karna chahiye. Jis se ki wo aap ko bada platform mil sake, laboratory hain, lab hain, pathology hain, jinka bhi daily ka collection bhi more than INR 5 crores- INR 10 crores rational level hain. Usme aap sochiye ki, kaise ho.

Number of transactions should be increased and expenses should be reduced. Nothing to say more. I strongly support all the resolutions with a hope that company will do better in future and share price will be in four digit, when we will meet. It is not in your hand, hame kya khoya, kya paya in share market main. Yeh to share bazaar hain, kab kya ho jayega, koi thik nahi. Aaj se char mahina pahle, Adani Enterprises INR 600 tha, aaj INR 2,500 fir ho gaya.

So use hum agar compare, Company aachi chalni chahiye aur management acche se lead karni chahiye, jisse ki sab accha ho. Aap na toh apna share apna le sakte ho na bech sakte ho. Kyunki promoter ko kuch bhi agar ek share bhi idhar udhar karenge toh, stock exchange, SEBI and Board sab batana padta hain. Toh isme main nahi jaata, ki aap issue price kab aayega, kab nahi aayega, bas yeh hain ki company acha kare. Investors aur employees ko return mile.

Yahi aapka ambition hona chahiye aur company's ka growth aur performance acche digits main hona chahiye. Once again I thank to Mr. Bansal and his team to help us to join this meeting through VC and I wish to God for you to give you more success in coming time. Thank you.

- Moderator:** Thank you. Mr. Bansal, it has been an hour of question session. Would you like us to extend or would you like us to close the session, sir?
- Sunil Kumar Bansal:** Yes, with the permission of Chair, I think we will consider three more speakers because the management has to answer all suggestions or the questions which have come. So, with permission of Chair, please consider three more speakers and those, who have not been able to speak, kindly write to us and we will suitably reply as we spoke earlier. So, please consider three more speakers with the permission.
- Moderator:** Sure, Mr. Bansal. In that case, we will invite speaker, Ms. Neelam Talreja to please unmute her connection and ask her question. Ms. Neelam Talreja, could you please unmute your microphone, we have sent a prompt on your screen as well, if you can unmute your connection and ask your question.
- Neelam Talreja:** Main Neelam Talreja Delhi se. Chairman sahab, Director sahab aur mere fellow shareholders. Chairman sir, ki speech se kuch sawalon ke jawab mil gaye hain. Hamare share ka price IPO ke rate tak kab tak pahuchega iss par thoda sa dhyan dijiye. Secretarial Department ko main dhanyavad karna chahti hoon, jinhone mujhe bolne ka mauka diya aur woh hamari saari problem sunkar solve karne ki koshish karte hain. Thank you.
- Moderator:** Thank you very much. Our speaker number 20, Mr. Naman Changoiwala had registered but did not join. Mr. Akash Bahadur had also registered but did not join. We will therefore move to speaker number 22, Rishikesh Chopra. I request you to please unmute your connection and ask your question, Mr. Chopra. There seems to be no response from this connection. We will therefore move to the next speaker member that is Vikrant Sharma. Request you to please unmute your connection and ask your question. Ladies and gentlemen, we will wait for a moment while Mr. Sharma unmutes his connection.
- Vikrant Sharma:** Good morning everyone. My name is Vikrant Sharma and I am from Delhi. I want to ask Vijay sir, how do you think that rapid change of technology will affect a well-established business like Paytm? And also, how can emerging startups align themselves with new technologies like AI, VR, and AR? Thank you.
- Moderator:** Thank you. Our speaker number 24, Mr. Gaurav Rozatkar has not connected. We will move to our next speaker member, Mr. Bharat Raj Kankala. Please unmute your connection and ask your question, sir.
- Bharat Kankala:** Yes, very good morning Chairman, sir, entire Board of Directors, my young dynamic leader, my MD and CEO Mr. Shekharji. Sir, first of all I am happy to see you all safe, healthy and fine. Sir, I was very much afraid that I may not get the chance. I thank my CEO for considering me three more. In the three more, I am the person who is attending this AGM. Sir, there is no questions to raise, sir, because I believe the leadership of our Mr. Bansal. He is working hard and increasing his stake means, we can believe his leadership that how he is serious about the company.

Sir, I wish that you will take my share price into next level and we believe that we will receive the dividends in the coming years. Sir, in this AGM, my request is that please send me - all the speaker shareholders, at least INR 500 or INR 1000 coupon so that we can do some shopping. That is my request, sir.

Once again, all the best for coming here, sir. Thank you for giving me this opportunity. God bless you all, sir.

**Moderator:** Thank you. That brings us to the end of the question session.

**Sunil Kumar Bansal:** Thank you. Thank you, Inba. Now, we will take up the questions and I will request Vijay, Madhur, Bhavesh and other Directors to kindly take up the question of shareholders. So, Vijay over to you please.

**Vijay Shekhar Sharma:** Thank you, dear shareholders. It is truly an overwhelming feeling to see all of you so engaged with our company and your questions and your insights are very helpful for all of us at Paytm to understand how you think of Company, what your aspirations and hopes are. And like many of you have quoted that the, every one of us, how proud we are of India and the success that India is having at global stage.

I'll say that the global aspirations of the companies are very, very much long-term, not in short or mid-term. We believe that India is the primary opportunity. Bahut saare logon ne jaise, Hindi me bola tha, main unko batana chahata hun ki dekhiye, saari duniya wale, desh mein aa rahe hai. Toh, ab humari opportunity hai ke, hum desh me aaye. Kaise hum apne desh ko bada kare. And if that is what the opportunity is, toh hamein dusre desh mein jaane ki kya zaroorat hai.

Toh mera kehna hai ke, bahut sare, humare jo shareholders, jinka kehna hai ke company export kare, han, yeh mera Jarur man na hai ki, hume, we should export our technology, we should export our sound boxes and devices, but again, first we have to fulfill the dream and requirements of India, only when we are in oversupply or overexpansion that we have done and only then we will do export.

I would want Madhu to answer many formal questions and then I will come back to the other questions that I have written them.

**Madhur Deora:** Thank you, Vijay. I'll take a number of questions that were raised by shareholders in no particular order. One of the shareholders in the beginning asked us about fundraising plans in the future. I should mention that the company has about INR 8,300 crores of cash balances. The company is going to be sustainably free cash flow positive very soon. So we don't see a scenario under which we will need additional funding in the near future, unless something changes dramatically.

We don't think the company will require more funding, debt or equity. The company is also debt free. So we have zero debt outstanding. And as I mentioned, we have



INR8,300 crores of cash. So we are very, very healthy from a balance sheet standpoint. And we don't see a scenario under which we would need to do fundraising.

One of the shareholders mentioned ANT group shareholding down to 13%. So thank you for reading our press releases and acknowledging that. I just want to clarify that we had done a follow-up filing and group shareholding is now down to 9.9%. So below the important threshold of 10%. As a result of this, Vijay is now what they call a significant beneficial owner because Vijay's shareholding is more than 10% and he is also the largest shareholder of the company. So that was an important milestone and I would like to thank the shareholder for acknowledging that.

One of the shareholders made a comment about us remaining focused on insider trading. I would like to acknowledge that feedback. We have very strict insider trading policies for what we call designated personnel. We take information very seriously. Of course, there's a closure of trading window during the time of earnings. Also, any information which can be considered price sensitive some project that we might be working on, everyone who's working on that project is not allowed to trade shares. We track information very, very closely for the shareholder and their spouse.

And when we also have a formal policy of what warnings or penalties we might impose for advertent or inadvertent breach of insider trading guidelines. And all of this is presented to the audit committee and to the board every three months to make sure that the penalties that we are putting are appropriate and our board members are aware of any breaches, which so far, we have found only to be technical breaches, but we take this very, very seriously.

One of the shareholders talked about potentially giving rewards to shareholders on Paytm app. We have looked at this in the past, but unfortunately due to SEBI guidelines, we are not able to run any campaign which is specific to a certain type of shareholder, or specific to whether somebody is a shareholder or not. That is considered an inducement to buy our shares and companies are not allowed to give inducements to buy shares. So we try to be very clean on these types of corporate governance matters.

Having said that, there are a number of very good offers available on Paytm app for all users, whether you're a shareholder or not. So I would go check that out on deals, gift vouchers and many other sections on travel ticketing, movie ticketing and so on. Obviously, the company's resources belong to the shareholders of this company and we'd love to reward them, but that unfortunately is not possible.

One of the shareholders made a comment on ESG rating. Thank you for sharing that feedback and we will evaluate that in the future. I should point out that in the Paytm investor relations section of the Paytm website, there is a section for ESG profile. We work with an external agency who takes all ESG related disclosure that the company makes and makes that and extracts that and puts it in a way which is easy for shareholders to look at.

We take our responsibilities on environment, social responsibility and governance very, very seriously. And we are very transparent about how we are doing on many of these ESG points. And we have made it very easy for shareholders to be able to take a look at that.

Related to that, I think there's a point about our senior employee percentage being low and the shareholder pointed out that it's roughly 6%. I should point out that it is heavily skewed and this is not an excuse or a justification, but just so that you have the background. Well, about 40,000 employees, about 28, 29,000 are street on street employees. These are individuals who go to shops and sign-up merchants, give them sound boxes, give them card machines, service those and so on. That population in India is very, very male dominated. That's not a job that we have historically found that women want to do for various reasons. So, because of that being a very large percentage of our total employee count, our female ratio ends up, at an overall level, ends up being quite low.

I think if you, one of the things that we are working on is how can we have more female workers in our tech team, more female workers in all functions across Paytm, whether it's business growth, HR marketing, customer care, and so on. So hopefully you'll continue to see improvement in that, but it is the case that a percentage of employees who are feet on street in Paytm has grown, and as a result, our female employee percentage has gone down.

One person asked about how many employees are there in R&D. The way we measure it is how many people we have in product and technology. That is about 3,500 engineers. That has grown by about 40% in the last two years. And Paytm, with amongst Indian companies, have one of the largest team focused on building technology in-house. And obviously many of them, almost everything that you see that you use of Paytm is technology that we have built in-house.

There's a question of, can we club and optimize subsidiaries? We're very selective in how we set up subsidiaries. And we will, of course, re-evaluate that given the feedback. We have subsidiaries basically for three reasons. One is One 97's business also takes us in some international markets and there might be a requirement that we have a subsidiary in those markets. So, you'll see a few foreign subsidiaries in Middle East, Southeast Asia and Africa. That is related to international business.

The second is when we are doing a regulated business, for example, payments, payments bank, insurance, brokering, equity trading, and so on, we might create a subsidiary for that regulated business. And the third is where there might be some room for optimization is when we have acquired a subsidiary. So, we have acquired a company in the past. Usually these are very small companies, but we have acquired a company and we might not own 100% of that company. We might own 60%, 70% of that and that may remain as a subsidiary. But we will take that feedback and look at it.

The next question was capex for the next five years for inorganic and organic. We are not a very asset heavy company. So, we don't do a huge amount of capex. He does not go off plant and machinery or buildings and so on that you will see. Historically our main capex was laptops and servers, which is basically technology equipment, quite small. Obviously, the largest piece of capex that we do now is our devices that we give to merchants on subscription.

So that is primary part of capex that you will see going forward. And that will be directly linked to revenues, right? So, when we do capex, we deploy them at these devices in the market and the merchant pays a subscription revenue. So, it's starts generating revenue right away, right? So, they're not sort of long-term capex plans.

In terms of inorganic, while we have made some small acquisitions in the past, the company believes in building rather than just acquiring. So, we like to build things from scratch, technology, distribution, product. So, I can't rule out that we would do some inorganic expansion in the future, but that is not something that is prime. It's something that we sort of use that as a primary tool. Our primary way of growing is to grow business organically, which by the way is much better return on capital, we believe for all of our shareholders.

There's a question about some rumours about a securities company. I think you should look at that also in this comment that Paytm usually in the past has not done large acquisitions and is generally not interested in large acquisitions.

In the securities business, we have a company which a subsidiary, 100% owned subsidiary called Paytm Money, which is doing very well in both mutual funds and equity trading. So, I request you to go check out that app and that is our play in the securities business. We are currently not interested in doing an acquisition in that area.

Steps to protect minority investors, somebody mentioned interim dividend. As the company becomes consistently profitable at the net income line, we will take it to our board to figure out what should be our granular dividend policy. And once we become consistently profitable, then we will disclose that dividend policy and also be sort of very specific about that.

Somebody asked about what is a foreign exchange outflow? A foreign exchange is usually when we buy technology from overseas or for devices from overseas. So historically we did use to buy some devices from overseas for India market, depending on where we get the best product and at the best prices. So, most of that is related to that.

We are not buying, and this is pretty standard for, frankly, for technology companies, that there might be some component that you're getting from outside, but vast majority of this is built in-house. Out of our total capex and opex last year, I think this number

would have been about 3% or 4%. So it is really very small in our overall scheme of things.

Somebody made a comment that we should focus on reducing expenses. And I agree that over the last two years, one of the things that the company has done very well is that we have stayed very disciplined on costs. So, while we see investment opportunities and the number of feet on street has gone up, the number of technology people have gone up, but the key is to remain very disciplined on costs to make sure as management team, we know exactly what we're spending money for and are we getting the outcomes. At the end of the day, it's money that belongs to our shareholders and we want to be good custodians of that.

We want, I wanted to maybe comment on a couple of other things. We appreciate that the quality of our secretarial team has been appreciated by our shareholders. Again, we very much believe that this company belongs to the shareholders and all of us are approachable. So, any questions that you have now or in the future, please feel free to reach out. And I think you'll find that we are very responsive.

We did think a lot about virtual AGM as Vijay mentioned in his speech. And we thought that given we have one, more than 1 million retail shareholders now. And when we looked at the pin code data and we looked at the data of which states and union territories they are from, it was every state and union territory in the country.

So, to have a physical AGM, we thought would exclude a lot of people and we are very grateful that many shareholders have spoken in support of virtual AGM. So, I think we'll probably continue that in the future. And we look forward to more interactions with all of our shareholders in the future.

With that, I'll turn it back to Vijay to answer some of the other points and Bhavesh to answer some of the questions around payments and payments back and so on.

**Vijay Shekhar Sharma:** Thank you, Madhur. It was very elaborate and your presentation also was very, very elaborate. I'm glad that shareholders were able to find answers in those. I would actually now urge Bhavesh to give answers around those QR code, soundbox and UPI ATM, those payment things that he's talking about. And Bhavesh is also my fellow board member on Paytm Bank. If he could update that, I'll update the balance.

**Bhavesh Gupta:** Sure, thank you, Vijay. Good morning, everyone. I think there was a question around the QR code and what is the overall growth plan for ourselves. I am very glad to inform that our overall merchant penetration of QR codes is now close to four crores. So, four crore merchants in India use Paytm QR codes.

There is no well-established data on total number of merchants, but various studies suggest that about five crore merchants in the country have QR codes. So, you can imagine, Paytm have a very disproportionate share of merchants using QR codes.

Our assessment of India is that, India is at a very early stage of growth of digital payments. This 4 crore number over the next to five years should at least become 10 crores. And we will be in the forefront of growing this business from 4 crores to 10 crores.

Our important part here is that on a month-to-month basis, we are now deploying more than six to seven lakh soundboxes, which obviously come with a QR code. And our primary deployment at Merchant now is a soundbox and not just a paper QR. So, we will see a lot more incremental growth coming in with this regard and our dominance with regards to having Paytm available at the smallest of the shop to the largest of the ecosystem will be our area of focus that we see.

With regards to the bank, bank as we know is an associate of Paytm. Bank has been doing a wonderful job of financial inclusion, has been in the business for the last five years. The overall growth of the bank was focused around getting more and more customers on digital wallets and CASA Bank accounts, which was the forte of Paytm Payments Bank.

Paytm Payments Bank currently is under embargo for certain areas of further improvement that the regulator had asked us to do. The important part is that the large part of the engagement it had to be done with the regulator is now over. We are now, as we understand from the bank, we are in the fraying of its engagement with the regulator.

While we don't have any explicit timelines by when the bank would be allowed to start onboarding new CASA accounts and wallet accounts, but it so appears with the work the bank team has done in further strengthening its technology and operation of this architecture that they should be able to do so fairly in a quick time and hopefully in the fiscal year.

There was a question around ATM or the UPI now is available on ATM, if I heard that correctly. Yeah, this is a wonderful move. What is clearly now being demonstrated with various innovations in the ecosystem and Paytm has been forefront of saying that, that we believe that plastic, any form of plastic with a credit card or a debit card will eventually fade away. And we'll see mobile payments be the ubiquitous force of either credit or kind of debit payments in the system.

This is actually the call out that even now NPCA is making, that you can use a mobile phone of scanning a QR at an ATM and not need to have a debit card. So, you can withdraw your money by using, let's say a Paytm app, Paytm app for UPI and scan a QR code on ATM, which are enabling QR code-based ATM withdrawal payments and be able to withdraw cash without debit card.

I think this will definitely be revolutionized. This will help a lot of people who do not have necessarily the debit card, but the debit card is charged by banks and they have only a mobile phone and hence will be able to withdraw cash.

Albeit we believe that cash is reducing day by day and the need for withdrawing cash is very limited, but this is an overall a very, very welcome move. I'll hand it over back to Vijay for the rest of the questions.

**Vijay Shekhar Sharma:** Thank you, thank you, Bhavesh. In fact, like many of our shareholder, I fundamentally believe UPI has revolutionized payments in India. Our QR code powered by now enabling the UPI QR code has created the revolution. So, Paytm's QR code discovery has become a national asset now. Very proud to see that. And there's no doubt about it.

That as a company, we will continue to innovate more number of payment systems and more number of times like Bhavesh said, payments and even cash out will happen using a phone. So that's the direction that we are talking about.

In fact, many of our shareholders asked about what is the plan of AI or fraud, etcetera. I can tell you that your company, our company, is actually at the forefront. The fraud management of Paytm is applauded by different, different government and regulatory bodies for the effort that we've created.

In many a times, we become the benchmark for many other industry, fellow industry people, and we offer our technology and best practices to them. And in my opinion, that is exactly where the digital India revolution is headed for, controlling and giving a trust, controlling any kind of frauds and giving a very trusted environment to next 100 million users our India will have on mobile payments ecosystem.

I believe that many of you loved our secretarial team engagement with you. I thank my secretarial team, our secretarial team for organizing such a very successful AGM. Your kind words go a long way in giving them excitement and giving them satisfaction of the job. Instead of coming from my side, actually coming from your side was the reward for all of us.

And many of you appreciated our virtual AGM. I totally believe it is rather better to have efficient and scalable and more number of participants. This AGM we tried getting as many questions. Next time we will try getting even more questions. And I really appreciate every one of you who is joining us on this. There is no doubt about it that we will continue the virtual AGM, like some of you said, that even if there is an obligation of in-person, we will make sure that we're totally right.

Now, it's no doubt about it that whether you are a startup in payments ecosystem or whether you are a legendary large financial services company, the amount of

technology and amount of AI development and amount of expansion of potential of technology is immense.

In fact, I believe that many of us as young age companies have taken upon themselves to do the role of building technology for India made in India. And mai to hindi me bahut baar bolta hun apne logo se ki, dekhiye apne ghar ki seva apne ghar ke bacche karte hai. Yani ki agar hamari company or hamare desh ki companiya agar hamare nagariko ke liye nahi banayengi to kisi aur ki company kya banayengi. Aur kisi aur se hum kaise accept kar sakte hai. To main bohot garvanwit mehsus karta hun, jab mujhe pata chalta hai ki aap logo ko bhi bilkul vahi wali filling hoti hai, jo hame hoti hai, ki jaha jao vaha pe Paytm karo sunai deta hai. Jaha jao vaha Paytm ka QR dikhai deta hai.

And in fact, mera to ye b manna hai ke, jaisa bohot sare aap logo ne bola ki Bharat ke bahar jaye to bhi Paytm chale. Bharat ke bahar jane ki baat main ye kah nahi sakta ki kitne short term me hogi aur long term hogi. But main jarur bata sakta hun ki hamari ambition clear hai, ke jo hum kar rahe hai wo hamare desh ke nagriko ke liye, hamare desh ke economy growth ke liye, hamare desh ke small merchants aur choto jo vyakti log hai jinke paas financial system bohot formally past me nahi pahuncha, ab unke paas pahunch gaye, unko aur sevaye de.

Dekhia hamare Prime Minister ne G20 me declaration thodi din pahale hi World Bank ki taraf se aya ki kaise hamara financial inclusion solve hua hai. Yeh bahut hi proud moment hai. Aap ko pata ho ya na ho ke Paytm ko G20 ke Digital India ke antargat ek apni technology dikane ka mauka mila. Hamare stall par dur desh ke bahut sare logo ne aa ke Bharat ki technology ko dekha aur saraha ki kis prakar se hamare Bhartiya, hamare desh ke logo ne kitni acchi global technology banayi hai. To app bilkul apni taraf se ye maan ke chaliye, chahe wo payment ho, aur ab hum jaisa bata rahe the shurwat me credit ho jo hum yaha par built kar sakte hai aur desh aur duniya me mujhe lagta hai kahin aur built nahi ho sakta.

In fact, mera ye manana hai ki, Paytm ka commitment hai, ke desh ki economy ki growth ho, desh ke economy ke andar jo choto dukandar log hai, choto grahak log hai aur jinko ek tarike se French pair kaha jata hai, wo ek more and more formal economy ki taraf aaye aur formal economy ki taraf aake hamare desh ki, jo growth hai uska advantage aur uski jo positive values hai wo waha par bhi pahunche.

So, meri taraf se aap sabhi ko bahut bahut dhanyawad. And aap sab ka jo input raha hai, jo aapka support raha, aur jo aap ke feedback rahe, hum unko bahut dhyan se dekhenge. With a commitment to make sure that we are not just running a large company, we are running a large, stable, profit-growing and long-term growth company.

And I promise you once again, that as a team, we are head down and executing on the mission and vision that we've always repeated, that we will bring half a billion Indians to the mainstream of economy. And we are, as you can see very clearly, whether it is

cost control, whether it is high margin businesses, we are now clear about it that every dollar, every rupee that we spend is to be earned by us.

So, with that, I thank every one of you and I look forward to see you in our next AGM. Namaskar, Dhanyavad. Mere Board members jo joined kare, unko b namaskar aur dhanyawad. Thank you so much.

**Sunil Kumar Bansal:**

Thank you Vijay, Madhur and Bhavesh for clarifying the questions. So now dear members, the agenda items have been formally discussed. The voting shall remain open for next 30 minutes for members who are participating in the meeting and have already not cast their votes.

The combined results of the remote e-voting and e-voting shall be declared within stipulated times from the conclusion of this meeting as per statutory requirements. The resolution set forth in the notice shall be deemed to be passed at AGM today, subject to receipt of requisite number of votes.

On behalf of the board and everyone in the management, I express sincere gratitude to all the members for your continuous support, association with the company. So, today's meeting was attended by approximately 180 shareholders, I have been told. So, and thank you all shareholders for your good words about the secretarial team.

We will try to deliver on your expectations in future as well. So, with the permission of chair and members, I hereby declare the proceedings of this AGM to be closed. Thank you, have a great day. Thank you very much.