Paytm

Sustained Momentum. Expanded Monetisation. Powered by AI.

Q2 FY 2027 · EARNINGS RELEASE

26 Oct 2026

Q2 FY 2027

Revenue ▲28% YoY
EBITDA ▲90% YoY

Business model strength and AI adoption continue to accelerate revenue growth across Merchant and Consumer businesses, and improve cost efficiency. We are investing further in AI to unlock new growth and efficiency opportunities

REVENUE	EBITDA	PROFIT AFTER TAX
$276 Mn	$28 Mn	$23 Mn
▲28% YoY | ▲8% QoQ	▲90% YoY | ▲33% QoQ	

Performance on a comparable basis is stronger than reported YoY, excluding PIDF incentives in Q2 FY26 (received until December 2025). Details on Page 11

With a **large addressable market, accelerating revenue growth** and **AI-led improvement in structural operating leverage**, Paytm is delivering sustained revenue growth and margin expansion, which will continue to compound into **Long-Term Profit Growth**

- **Growing merchant payments leadership:**
  Driven by large underserved MSME market, market share gains, steady growth in device subscriptions and structural payment margin expansion
- **Long growth runway in capital-light Merchant loan distribution business:**
  AI across lifecycle: growing lendable base, low and increasing loan penetration, sharper insights and better collections. Combined with more lenders and loan products
- **Expansion of Consumer monetisation:**
  AI-led acquisition, retention and product innovation is growing our monetisable consumers and market share, and improving monetisation in key consumer businesses
- **AI accelerating structural operating leverage:**
  Revenue and Contribution Profit are growing faster than indirect expenses.
  AI applications across businesses are accelerating revenue growth and cost efficiencies

UPI MDR will be a revenue and profit upside to our business, not the core foundation of our business

Q2 FY 2027 = quarter ended 30 September 2026 | PIDF: Payments Infrastructure Development Fund

Paytm's Core Moat

Paytm is Building Payments-led Financial Services Distribution and AI Diffusion Model

Our business model is to acquire customers through payments and monetise through financial services and technology services. We do not depend on UPI MDR for profitable growth; any MDR on UPI would be an upside, not its foundation

Paytm Business Model: One Customer Relationship, Unlocking Multiple Layers of Value

Core Acquisition Model

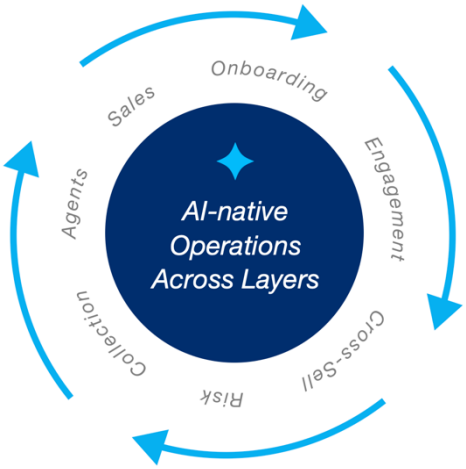
1 Payments-led Financial Inclusion

Mobile payments is our core acquisition engine; AI-led targeting and servicing deliver high-quality retention and monetisation. We focus on a monetisable customer base across consumers and merchants and not market share alone

AI Diffusion (Emerging Opportunity)

4 AI Agents for Merchants to Grow Their Business

Every merchant gets what only big businesses could afford: a CFO to manage cash flow, invoicing, inventory and payments and a CMO to bring in customers and grow sales



Monetisation Engine

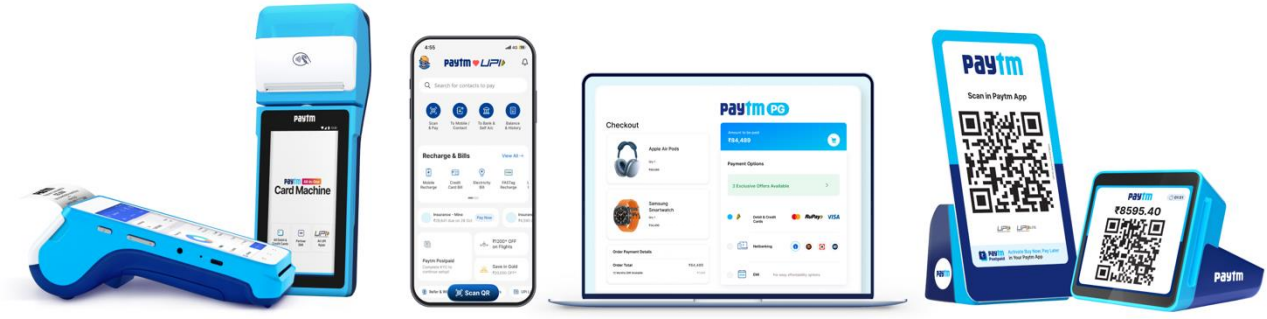
2 Enable Access to Credit

Distribution of small ticket loans with **AI-driven segmentation of lendable base** and insights helps partner with improved portfolio performance

Deepen Relationship (Emerging Opportunity)

3 Protect and Prosper through Insurance and Wealth

Helping customers **grow their savings and protect their families and businesses**



Paytm Card Machines | Paytm App | Paytm Payment Gateway | Paytm Soundbox

Merchant Payments

Compounding on Strength Built Over the Years

Our merchant scale drives compounding growth, reflected in market share gains, structural payment margin expansion and steady growth in device subscriptions

PAYMENT PROCESSING REVENUE

Merchant GMV
▲26% YoY

$74 Bn

>4bps Payment Processing Margin

SUBSCRIPTION REVENUE

Merchant Subscriptions
▲2.7 Mn YoY

16.4 Mn

Subscription Paying Merchants

NET PAYMENT REVENUE

$67 Mn

▲21% YoY | ▲8% YoY
Comparable* | Reported

*excluding PIDF incentive

- **Soundbox is an indispensable operating system**
  Deployed at 16.4 Mn storefronts. High merchant retention and engagement, and subsequent loan distribution are resulting in higher revenue per merchant

- **Sustained market share gains**
  Focus on monetisable merchants through investments in product, distribution and service. Industry GMV moderated sequentially as festive season falls in Q3 this year

- **Structural improvement in Payment Processing Margin**
  Growth in MDR-bearing instruments (credit cards on UPI, Paytm Postpaid), market share gains, and pricing discipline. This trend is expected to continue

Using AI to Serve India's Large MSME Market, Profitably

MSMEs IN INDIA	PEOPLE EMPLOYED	CONTRIBUTION TO GDP
~80 Mn	300 Mn+	~30%

Source: MSME Annual Report FY 25 - 26

Over the past decade, Paytm has worked to change the economics of serving micro, small and medium enterprises through AI-powered technology in payments and financial services, allowing us to serve them profitably. Daily payment acceptance keeps merchants engaged with the platform, which in turn lets us distribute financial services and other technology services. As these merchants grow, they process more payments and take more services through Paytm, which reinforces the cycle.

All figures in USD at INR 95.958 = USD 1 as of 30 Sep 2026 • MDR: Merchant Discount Rate, GMV: Gross Merchandise Value

Consumer Payments and Monetisation Engines

6th Consecutive Quarter of Consumer Payment Market Share Gain

Focus on monetisable user base leading to acceleration in revenue growth

MONTHLY TRANSACTING USERS

85 Mn

▲10 Mn YoY, highest in ~3 years

PAYTM vs INDUSTRY UPI GTV GROWTH

2.2x

42% Paytm growth vs
19% industry growth

Source: NPCI

Acceleration in Consumer Acquisition; Expansion in Monetisation

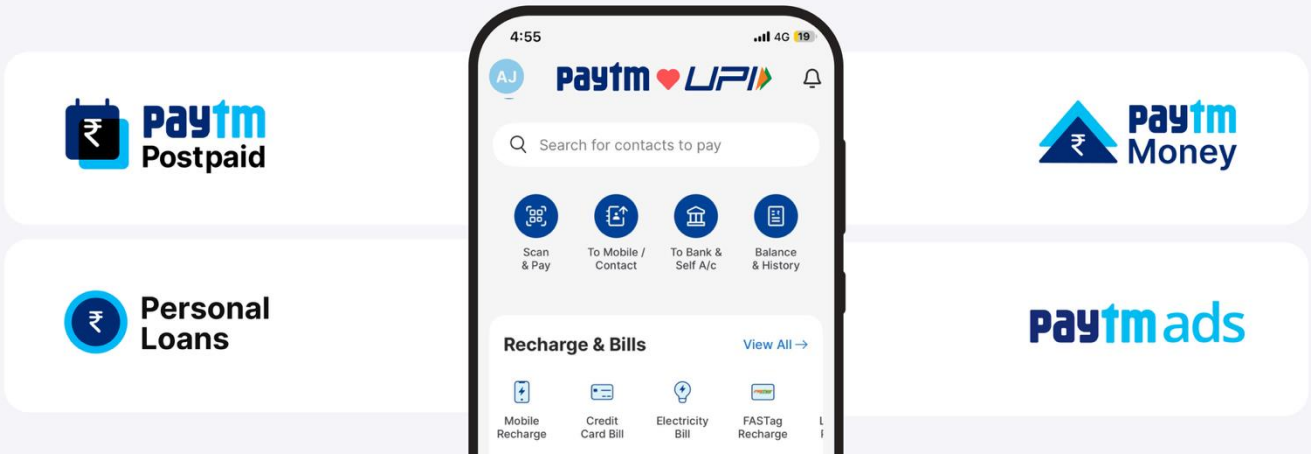
Market share gains coming from better product, stronger acquisition and retention, and AI-led personalisation. We are investing further with focus on monetisable user base across consumer businesses

Paytm Postpaid (Credit line on UPI)
Compounding well; meaningful revenue and EBITDA expected from FY 2028 onwards

Equity Broking and Wealth
Continue to see scale up in MTF book and consistent market share gain in Paytm Gold

Personal Loans
MTU growth, better funnel conversion, and scale-up in lending partners is driving higher disbursements; expect this trend to continue

Advertising
Customer cohorting and personalised campaigns are delivering higher ROI for advertisers and better user experience



MTU: Monthly Transacting Users, MTF: Margin Trade Funding, GTV: Gross Transaction Value

Distribution of Financial Services

Accelerating Monetisation Across Distribution of Financial Services

Low penetration of our customer base offers a long runway for high growth

KEY FINANCIAL SERVICES CUSTOMERS

0.88 Mn

▲0.23 Mn YoY (▲35%)

REPEAT BORROWER MIX

> 50%

of merchant loan disbursements

REVENUE

$95 Mn

▲49% YoY

Merchant Loans Distribution

Growth is accelerating, supported by expansion of lendable base, scaling up by lending partners on the back of steady portfolio performance and growth in new and repeat borrowers. We are expanding our addressable market for loan distribution by launching products across merchant segments such as higher-ticket loans for EDC merchants.

At our scale, AI-led efficiencies are significant, enabling us to reinvest in product innovation, distribution and service. This generates higher engagement and sharper insights on merchant behaviour, which helps us scale our merchant loan distribution, giving us greater ability to further invest in distribution and engagement.

Consumer Loans Distribution

Paytm Postpaid has completed one year since its relaunch, and has witnessed higher sign-ups, higher spends per customer, improved portfolio performance and better profitability, compared with the earlier product journey.

Personal Loans is seeing strong growth as lending partners are scaling up disbursements, in line with industry trends, and we expect this growth trajectory to continue.

Equity Broking and Wealth Products

Improved monetisation especially in Margin Trade Funding (MTF) and Paytm Gold, with AI-powered offerings expected to drive future growth.

Deepening Lender Base and Loan Distribution Capacity

Our business is capital-light: loans are underwritten by and held by our lending partners, while our role is limited to loan distribution, insights, collections and technology. Since Q1 FY 2026, an increasing share of disbursements has been under the DLG model, helping us expand our lender base and loan distribution capacity.

As explained earlier, loans distributed under DLG earn higher lifetime revenue than non-DLG loans. Net of DLG costs, lifetime profitability is broadly similar under both models, so we are largely indifferent between them. The cost of DLG is recognised upfront and the corresponding additional revenue over subsequent periods, back-ending each cohort's profitability. This revenue, together with higher trail revenue from growing disbursements, leads to higher revenue and profitability in future periods, as these loans mature.

DLG costs have risen since Q1 FY 2026 and will increase materially from Q3 FY 2027, as we have resumed DLG with our largest lending partner, well below the permitted 5% limit.

DLG Default Loss Guarantee

AI-led Operating Leverage

Indirect Expenses: AI Improving Structural Operating Leverage

AI-led efficiencies across our workflows allow us to keep investing across payments and financial services distribution, leading to market share gains and higher monetisation

(Quarter ending, in $ Mn)	Sep-25	Sep-26	YoY Change
Cost of Expanding Platform	**38**	**49**	**27%**
Marketing	8	10	38%
Sales and service employees costs	31	39	25%
Cost of Building Platform	**73**	**77**	**6%**
Non-sales employee costs	38	41	7%
Software, cloud & data centre expenses	14	22	59%
Other indirect expenses	21	15	(29)%
Total Indirect Expenses	**111**	**126**	**14%**
As a % of Revenue	*52%*	*46%*	*Improvement of 6p.p*

Expanding Platform

We continue to invest in acquisition, retention, servicing and upsell of financial services distribution

Marketing costs combined with Promotional expenses increased with healthy payback, as reflected in continued market share gains, MTU addition and accelerating revenue growth

Sales and service employee costs increased as we continue to invest in deepening our presence and servicing efforts, as well as upsell of financial services distribution

Building Platform

Cost of building grew meaningfully slower than revenue, and EBITDA continued to improve, even as we continue to invest in AI and incurred short-term platform consolidation costs

Non-sales employee cost:
AI-driven productivity gains and continued investment in business and AI teams are the key drivers

Other Indirect expenses:
Declined YoY, driven by lower provision for doubtful debts, following our adoption of a more conservative revenue recognition policy, and lower refurbishment costs, which were elevated last year due to higher pick-up of inactive devices in the previous period

Software, cloud & data centre expenses:
We are investing further in AI to unlock new opportunities, and building on benefits visible across acquisition, retention, monetisation and service. The financial impact of this shows up mainly in revenue growth and lower indirect expenses

Higher costs this quarter reflect increased AI usage and consolidation of our tech platforms (expected to continue for one more quarter). As mentioned earlier, there may be quarterly volatility due to the way our contracts are structured

Expanding Use of AI Inside and Outside the Organisation

AI is Increasingly the Operating System of Paytm

Function-specific models and agents, powered by fine-tuned open-source models, run across engineering, merchant and consumer journeys, risk, collections, fraud prevention and personalisation

Inside Paytm

FOR CONSUMERS

Low-cost customer acquisition & retention

Leading to better customer selection, personalisation, and improved insights, extracting more revenue per engagement.

FOR MERCHANTS

AI agent-powered sales and service

We continue to leverage AI for targeted acquisition, deeper engagement, higher cross-sell and lower cost-to-serve.

FOR ENGINEERING

AI agents accelerate delivery, drive efficiency

Software development cycle is being made agentic across coding, review, testing and deployment, leading to faster, more efficient delivery.

- Customer Acquisition & Retention
- Fraud Prevention
- Improved Collection Performance
- Improved Marketing Stack
- Enhanced Cross-Sell
- Customer Delight

Outside Paytm

AI Platform for growing merchants' business

Paytm has begun offering its AI platform to enterprise merchants, productising selected in-house capabilities to help them grow and engage customers across channels, including the Paytm app. We will scale the offering as commercial traction builds.

Q&A – Additional Insights

1. With MDR announced on select P2M UPI payments, what is the expected upside for Paytm?

NPCI has recently notified a MDR framework for UPI, and a subsequent press release stated that MDR will be implemented immediately after Diwali, on a date to be notified separately. Potential upside of MDR will be reflected in Payments Processing Margin (PPM) i.e. MDR revenue earned on payments GMV net of payments processing charges, which has been expanding structurally and is comfortably above 4 bps currently. Based on the proposed cap of 0.4% MDR on select payments (non-industry merchants) for payments above ₹2,000 (~$21), and based on our current GMV mix, we expect an indicative uplift of approximately 2.5 bps in overall PPM. We expect the actual outcome may stabilise in 2–3 quarters post implementation. As we have better visibility, further updates may be provided in our future earnings release.

2. What gives you confidence about continued high growth in Merchant loans distribution business?

With over seven years in merchant loan distribution and collections, we have seen strong product-market fit for loans whose daily repayments match merchants' cash flows. Combined with high merchant retention and consistent repeat borrowing, both strengthened by AI, this allows the business to compound sustainably.

AI-led insights support continued growth in collection bonuses and overall revenue, across our merchant base and loan types. At our scale, these efficiencies are significant, and we reinvest them in product, distribution and service. That in turn deepens merchant engagement and sharpens our understanding of merchant behaviour, which lets us scale distribution further.

3. Will there be any impact of material increase in DLG cost starting Q3 FY 2027?

On a like-for-like basis, loans distributed under a DLG arrangement earn higher lifetime revenue than non-DLG loans, and lifetime profitability is broadly similar under both models. The difference is timing: the DLG cost is recognised upfront, while the revenue is recognised over the life of the loan.

In the short term, despite these upfront DLG costs, we expect profitability to improve (excluding any MDR upside). This will be driven by continued momentum in payments and financial services, and by operating efficiencies. Over the medium to long term, we expect profitability to rise further as revenue from DLG cohorts is recognised, alongside higher trail revenue from growing disbursements.

4. Marketing Services is up 26% YoY, what are the factors contributing to this?

We are seeing higher growth in some of the segments, for example, advertising. However, it is still early, and we would like to see sustained momentum before discussing these in more detail.

MDR: Merchant Discount Rate, P2M: Person to Merchant, DLG: Default Loss Guarantee

Q&A – Additional Insights

5. What is your outlook on Contribution Margin (CM)?

CM of 59% in Q2 FY26 was temporarily elevated by the PIDF incentive received in the quarter and a lower share of loan distribution under DLG. Adjusted for PIDF, CM was 56% in Q2 FY 2027 vs 57% last year (see Page 11). As mentioned last quarter, we do not see CM as a primary financial metric, it may move due to various factors including changes in DLG mix, segment mix and share of card processing. Optimising for CM can lead to suboptimal business decisions as we view monetisation across the full customer lifecycle which is reflected in EBITDA, EBITDA margin and PAT.

In Q3 FY 2027, we expect CM to decline, given a materially higher DLG cost and various seasonal effects (for example, higher share of card processing in festive seasons), however we expect EBITDA to continue to improve.

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6. What are the trends on capex spends, and your outlook on capex?

Our capex on the basis of intake of devices was approximately $42 Mn in H1 FY 2027, an increase over the previous year due to fewer refurbished devices in H1 FY 2027, which increased new device capex but also reduced refurbishment costs, and deployment of upgraded devices to existing merchants to drive higher quality engagement and retention, while having payback periods intact. There are some differences between cash outflow and capitalisation each quarter due to timing of payments to vendors. We expect this as a steady-state run rate.

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7. Income tax expense rose sharply sequentially. Was this driven by one-off items, and how should we think about its trajectory going forward?

Income tax expense increased to $7 Mn in Q2 FY 2027 from $3 Mn in Q1 FY 2027, primarily due to an additional deferred tax impact of $4 Mn recorded on completion of the Group's assessment of income tax on interest income pertaining to one of its subsidiaries. Excluding this impact, the tax expense stood at $3 Mn, broadly in line with the previous quarter. Of the $4 Mn of additional tax impact, $0.6 Mn relates to the current quarter, which may continue in future quarters.

Going forward, overall tax expense is expected to continue to arise primarily from other income, mainly interest income, partially offset by remaining unabsorbed depreciation this year. Tax also arises at some subsidiaries that are marginally profitable and limited or no carried forward losses. Our effective tax rate remains low because brought-forward tax losses continue to offset operating profit.

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8. The cash balance is $1,419 Mn, and you are adding cash. How do you think about deploying it?

We do have a large cash balance, and want to maintain that position of being very well capitalised. We are working on attractive organic and inorganic opportunities. We are seeing early signs through MTF, etc. for partial use of this capital with high RoI. We also keep looking at opportunities for partnerships, minority investments and acquisitions from time to time. As we have said earlier, we will not deploy capital simply because we have it; the optionality of cash is itself worth something in the present environment, combined with strong capital discipline.

Reported and Comparable

Excluding PIDF, Revenue grew 33% and EBITDA nearly quadrupled

Our reported growth and profitability improved substantially on YoY basis. Our performance was even better on a comparable basis, excluding PIDF incentive which was discontinued in Dec'25 end

COMPARABLE REVENUE GROWTH

▲33% YoY

vs ▲28% YoY Reported

COMPARABLE EBITDA MARGIN

3% → 10%

▲637 bps YoY
vs ▲331 bps YoY Reported

(Quarter ending, in $ Mn)	Sep-25	Sep-26	YoY
Operating Revenue (Reported) (A)	215	276	28%
Less: PIDF Incentive (B)	8	1	(84%)
Operating Revenue (Comparable) (A-B)	**207**	**275**	**33%**
Contribution Profit (Reported) (C)	126	154	23%
Contribution Margin %	59%	56%	(271 bps)
Contribution Profit (Comparable) (C-B)	**118**	**153**	**29%**
Contribution Margin %	**57%**	**56%**	**(135 bps)**
EBITDA (Reported) (D)	15	28	90%
EBITDA Margin %	7%	10%	331 bps
EBITDA (Comparable) (D-B)	**7**	**27**	**279%**
EBITDA Margin %	**3%**	**10%**	**637 bps**

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PIDF: Payments Infrastructure Development Fund

Building for the Long Term

Strong Governance, Built to Scale Responsibly

Positive impact of proactive compliance decisions reflected across recent regulatory transitions

Profitable Growth without Incentives

Calibrated business for profitable growth without UPI or PIDF incentives

GAAP basis Disclosures

Adjusted metrics discontinued; disclosures follow GAAP or standard definitions

Strengthened Board

Appointed four new directors over the past year, with expertise across financial services, technology, and AI

Proactive Compliance Policies

Limited impact from stoppage of rent payments through credit cards and the Real Money Gaming Act

Conservative Impairments

A conservative policy is applied for impairing any investments

Prudent Revenue and Cost Recognition

Conservative policy on merchant subscription revenue recognition and upfront recognition of entire DLG cost

Summary of Consolidated Financial Performance

Particulars (in $ Mn)	Quarter Ended					Half Year Ended		
	Sep-26 (Unaudited)	Sep-25 (Unaudited)	YoY	Jun-26 (Unaudited)	QoQ	Sep-26 (Unaudited)	Sep-25 (Unaudited)	YoY
Payment Services	149	119	25%	144	4%	294	228	29%
Distribution of Financial Services	95	64	49%	85	12%	180	122	47%
Marketing Services	30	24	26%	25	20%	55	49	11%
Other Operating Revenue	1.6	8	(81)%	1.2	36%	3	15	(82)%
Revenue from Operations	**276**	**215**	**28%**	**255**	**8%**	**531**	**415**	**28%**
Payment processing charges	84	66	28%	83	1%	167	126	32%
As % of GMV	0.11%	0.11%	0.0 bps	0.11%	0.0 bps	0.11%	0.11%	0.0 bps
Promotional cashback & incentives	10	5	90%	9	6%	19	9	113%
Other direct expenses	28	18	53%	22	26%	50	34	49%
Total Direct Expenses	**122**	**89**	**37%**	**114**	**6%**	**236**	**169**	**40%**
Contribution Profit	**154**	**126**	**23%**	**141**	**10%**	**295**	**246**	**20%**
Contribution Margin %	56%	59%	(271) bps	55%	71 bps	56%	59%	(370) bps
Indirect Expenses	**126**	**111**	**14%**	**120**	**5%**	**246**	**223**	**10%**
Marketing	10	8	38%	8	25%	19	14	34%
Employee cost (Including ESOP Costs)	79	69	15%	77	2%	156	136	15%
Software, cloud and data centre	22	14	59%	17	33%	39	31	23%
Other indirect expenses	15	21	(29)%	17	(16)%	32	42	(24)%
EBITDA	**28**	**15**	**90%**	**21**	**33%**	**49**	**22**	**121%**
Margin %	10%	7%	331 bps	8%	190 bps	9%	5%	390 bps

Reconciliation of EBITDA with Profit / (Loss) for the period

Particulars (in $ Mn)	Quarter Ended					Half Year Ended		
	Sep-26 (Unaudited)	Sep-25 (Unaudited)	YoY	Jun-26 (Unaudited)	QoQ	Sep-26 (Unaudited)	Sep-25 (Unaudited)	YoY
EBITDA (A)	**28**	**15**	**90%**	**21**	**33%**	**49**	**22**	**121%**
Finance costs (B)	(0.7)	(0.5)	40%	(0.7)	0%	(1.5)	(0.9)	56%
Depreciation and amortization expense (C)	(15)	(14)	7%	(14)	11%	(29)	(32)	(9)%
Other income (D)	19	23	(18)%	19	0%	38	48	(21)%
Share of profit/(loss) of associates/joint ventures (E)	(0.3)	(0.1)	200%	0	nm	(0.3)	(0.1)	200%
Income Tax expense (F)	(7)	(1)	570%	(3)	148%	(10)	(1)	571%
Profit / (Loss) for the period/year before Exceptional Items (G = sum of A to F)	24	22	9%	23	4%	47	36	28%
Exceptional items (H)	(0.4)	(20)	nm	-	nm	(0.4)	(22)	(98)%
Profit / (Loss) for the period/year (I = sum of G and H)	**23**	**2**	**971%**	**23**	**2%**	**46**	**15**	**209%**

Summary of Key Operational Metrics

Operational KPIs	Units	Quarter Ended				
		Sep-26 (Unaudited)	Sep-25 (Unaudited)	YoY	Jun-26 (Unaudited)	QoQ
Registered Merchants (end of period)	Mn	52	47	10%	50	2%
Subscription Merchants including devices (cumulative; end of period)	Mn	16.4	13.7	19%	15.7	5%
GMV	$ Bn	74.0	59.4	26%	74.0	1%
Merchant Transactions	Bn	17.85	14.53	23%	16.69	7%
Total Transactions	Bn	21.56	16.58	30%	19.89	8%
Average Number of Sales Employees	#	51,832	44,154	17%	43,715	19%
Sales and service employee costs	$ Mn	39	31	25%	35	9%
MTU (average over the period)	Mn	85	75	13%	80	6%
Key financial services customers	Mn	0.88	0.65	35%	0.76	17%

ESOP Pool Schedule

As of Oct 26, 2026	(in Mn)
Basic shares outstanding	642
ESOPs vested and unexercised	2
ESOPs granted and unvested	8
ESOPs available for distribution	27
Estimated fully diluted shares	**679**

Indicative Performance Metrics for Loan Distribution (Sep 2026 quarter)

	Merchant Loans
Bounce Rates	NA
Bucket 1 Resolution %	83% to 90%
Recovery Rate Post 90+	30% to 35%
Expected Credit Loss (ECL)%	4.5% to 5.0%

Loans are underwritten and booked by our lending partners in their balance sheets. Paytm acts as a collection outsourcing partner and the numbers are hence indicative of those efforts

Cash Balance

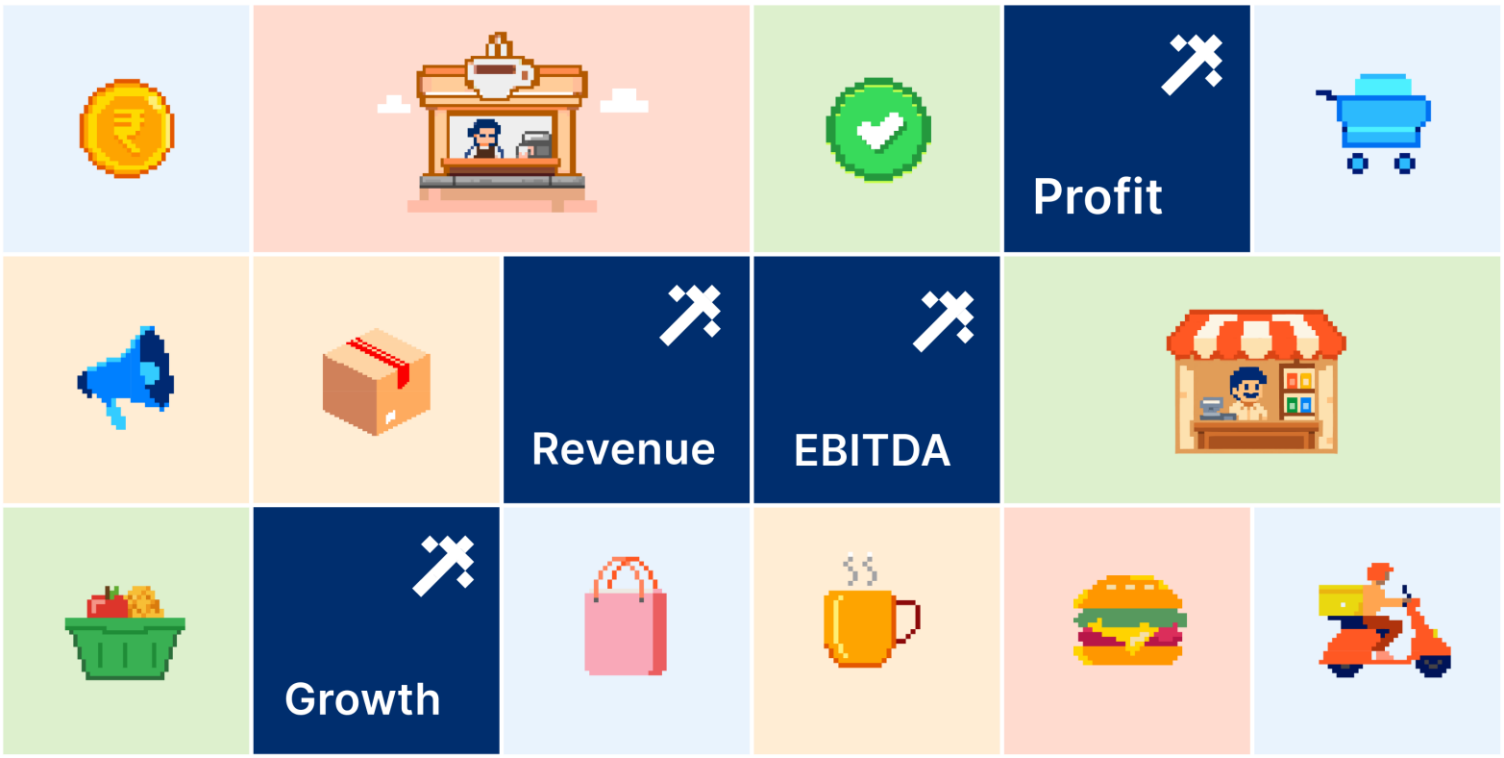
(Qtr ending)

Particulars (in $ Mn)	Sep-25	Dec-25	Mar-26	Jun-26	Sep-26
Cash and Bank Balances	507	570	756	790	742
Deposits with banks	653	637	603	593	584
Investments (Mutual Funds/T-Bills/CP/ G-Sec/NCD/NBFC FDs)	578	495	460	528	540
Total Balances (A)	**1,738**	**1,702**	**1,819**	**1,911**	**1,866**
Paytm Money Ltd (PML) customer funds (B)	37	43	40	41	31
Balances in Escrow / Nodal Accounts (C)	339	389	465	533	489
Total Balances (excluding PML and Escrow) (A-B-C)	**1,362**	**1,270**	**1,315**	**1,337**	**1,346**
Prefunded balance in escrow account from PPSL post transfer of offline business (D)	Negligible	73	73	73	73
Total Balance (A - B - C + D)	**1,362**	**1,342**	**1,388**	**1,410**	**1,419**

Note: Cash balance does not include money lent by PML to its customers for Margin Trading Funding (MTF). The same are reported in 'Other Financial Assets' in the Company's financial statements.

Definitions for Metrics & Key Performance Indicators

Metric	Definition
GMV	GMV is the rupee value of total payments made to merchants through transactions on our app or our in-store payment solutions, and payments processed through Paytm payment gateway, over a period. It excludes any consumer-to-consumer payment service such as money transfers
Monthly Transacting Users (MTU)	Number of unique users in a particular calendar month who have successfully completed a transaction on the Paytm App or have used the Paytm for Business App
Net Payment Revenue	Payment revenues (including other operating revenue) less payments processing charges
Contribution Profit	Contribution profit is a non-GAAP financial measure. We define Contribution profit as revenue from operations less payment processing charges, promotional cashback & incentives expenses, connectivity & content fees, contest, ticketing expenses & logistics, deployment & collection cost of our businesses
Key Financial Services Customers	Key financial services customers are unique consumers and merchants who have availed Paytm's and group entity's financial services offerings, i.e. equity broking, insurance and credit products, such as merchant and consumer loans distributed through our platform. However, it does not include customers availing mutual fund distribution, Postpaid loans, gold savings or any attachment insurance products, as they contribute negligible revenue/profitability



Sustained Momentum. Expanded Monetisation.
Powered by AI.

Pioneer of the mobile payments, QR and Soundbox revolution in India, Paytm is India's leading payments and financial services distribution company. We build technology that empowers small businesses to grow and enables consumers to make seamless payments anywhere.
Paytm's mission is to bring half a billion Indians into the mainstream economy.

Q2 FY 2027 Earnings Call

Please register to join for our Q2 FY 2027 earnings call scheduled on 27th Oct, 2026, via a zoom webinar to discuss quarterly financial results and earnings of the company

27th Oct, 2026
3:45 PM – 4:30 PM

Pre-Registration

Download the report at
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The information contained in this earnings release is a general background information of the Company and there is no representation that all information relating to the context has been taken care of in the earnings release. We do not assume responsibility to publicly amend, modify or revise any information contained in this earnings release on the basis of any subsequent development, information or events, or otherwise. This earnings release includes certain statements that are, or may be deemed to be, "forward-looking statements" and relate to the Company and its financial position, business strategy, events and courses of action.

Forward-looking statements and financial projections are based on the opinions and estimates of management as on the date such statements are made and are subject to a variety of risks and uncertainties and other factors that could cause actual events or results to differ materially from those anticipated in the forward-looking statements and financial projections. Representative examples of factors that could affect the accuracy of forward-looking statements include (without limitation) the condition of and changes in India's political and economic status, government policies, applicable laws, international and domestic events having a bearing on Company's business, such other factors beyond our control.

Forward-looking statements and financial projections include, among other things, statements about: our expectations regarding our transaction volumes, expenses, sales and operations; our future merchant and consumer concentration; our anticipated cash needs, our estimates regarding our capital requirements, our need for additional financing; our ability to anticipate the future needs of our merchants and consumers; our plans for future products and enhancements of existing products; our future growth strategy and growth rate; our future intellectual property; and our anticipated trends and challenges in the markets in which we operate. Forward-looking statements are not guarantees of future performance including those relating to general business plans and strategy, future outlook and growth prospects, and future developments in its businesses and its competitive and regulatory environment.

These forward-looking statements represent only the Company's current intentions, beliefs or expectations, and no representation, warranty or undertaking, express or implied, is made or assurance given that such statements, views, projections or forecasts in the earnings release, if any, are correct or that any objectives specified herein will be achieved.

Figures are translated from INR to USD for convenience only at INR 95.958 = USD 1 (as of 30 Sep 2026) for all periods; this is not a representation that INR amounts could be converted into USD at this or any other rate. Amounts are rounded, hence there could be some totalling anomalies in the numbers.

Notes and Disclaimers for Earnings Release

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Use of Operating Metrics

The operating metrics reported in this earnings release are calculated using internal Company data based on the activity of our merchants, consumers and other participants in our ecosystem. While these numbers are based on what we believe to be reasonable estimates of engagement, for the applicable period of measurement, there are inherent challenges in measuring usage across our large online, offline, in-store and mobile presence. The methodologies used to measure these metrics require significant judgment and are also susceptible to algorithm or other technical errors. We regularly review our processes for calculating these metrics, and from time to time we may discover inaccuracies in our metrics or may make adjustments to improve their accuracy, which can result in adjustments to previously disclosed metrics. In addition, our metrics will differ from estimates published by third parties due to differences in methodology.

Non-GAAP Financial Measures

In addition to our results determined in accordance with Ind AS, we believe the following Non-GAAP measures are useful to investors in evaluating our operating performance. We use the following Non-GAAP financial information to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that Non-GAAP financial information, when taken collectively with financial measures prepared in accordance with Ind AS, may be helpful to investors because it provides an additional tool for investors to use in evaluating our ongoing operating results and trends and in comparing our financial results with other companies in our industry because it provides consistency and comparability with past financial performance. However, our management does not consider these Non-GAAP measures in isolation or as an alternative to financial measures determined in accordance with Ind AS. Non-GAAP financial information is presented for supplemental informational purposes only, has limitations as an analytical tool and should not be considered in isolation or as a substitute for financial information presented in accordance with Ind AS. Non-GAAP financial information may be different from similarly-titled Non-GAAP measures used by other companies. The principal limitation of these Non-GAAP financial measures is that they exclude significant expenses and income that are required by Ind AS to be recorded in our financial statements, as further detailed below. In addition, they are subject to inherent limitations as they reflect the exercise of judgment by management about which expenses and income are excluded or included in determining these Non-GAAP financial measures. A reconciliation is provided below for each Non-GAAP financial measure to the most directly comparable financial measure prepared in accordance with Ind AS. Investors are encouraged to review the related Ind AS financial measures and the reconciliation of Non-GAAP financial measures to their most directly comparable Ind AS financial measures included below and to not rely on any single financial measure to evaluate our business.