

FACETS



Disbursement trends from FACE members, Q2 FY 23-24

Issue 8



Notes



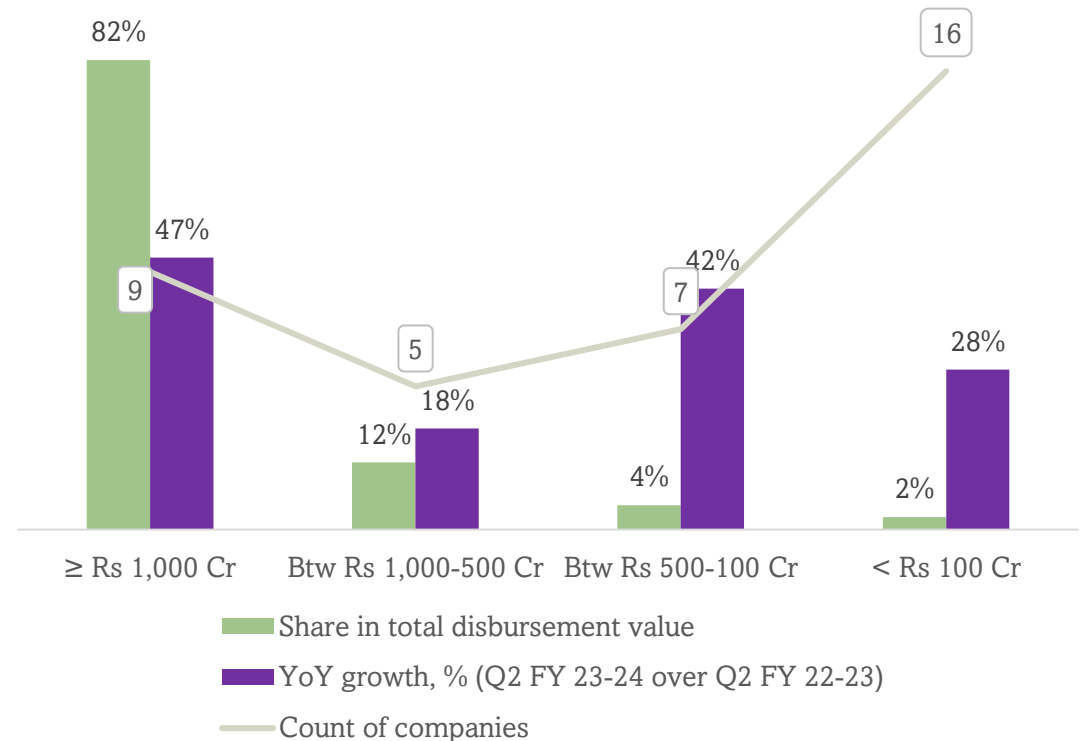
In this brief issue, we present disbursement trends from FACE members for the latest quarter (Q2 FY 23-24) and the comparable quarters, as well as half-yearly numbers. Information is for digital loans and does not include non-digital loans that a few of our members offer.

The report has data from 37 FACE member companies lending to customers through their NBFC and in partnership with other regulated entities (mostly NBFCs). Of 37 companies who contributed with their data, 28 are NBFCs/have in-house NBFCs.

We clarify that our other report, [Fintech Lending Trends](#), is based on data from a cohort of 75 NBFCs (who largely do fintech/digital loans) for their balance sheet lending, as submitted to the credit bureaus. Hence, the two reports are not comparable, given different underlying data sets.

We thank our members for their trust and support in sharing data to prepare this report.

Distribution of companies based on disbursement value in Q2 FY 23-24



To explain the chart, in Q2 FY 23-24, 9 Companies with disbursement value > Rs 1,000 Cr account for 82% of the total disbursement value and grew disbursement value by YoY 47% over the Q2 FY 22-23.

Highlights, Q2 FY 23-24



Disbursement Volume: 2.44 Cr



YoY Growth Rate in Disbursement Volume: 39%



Disbursement Value: Rs 31,692 Cr



YoY Growth Rate in Disbursement Value: 43%



Avg Ticket Size: Rs 10,591/Rs 21,438 (excluding outliers)



AUM: Rs 36,169 Cr (for 29 companies who reported AUM numbers for Sep 2023)

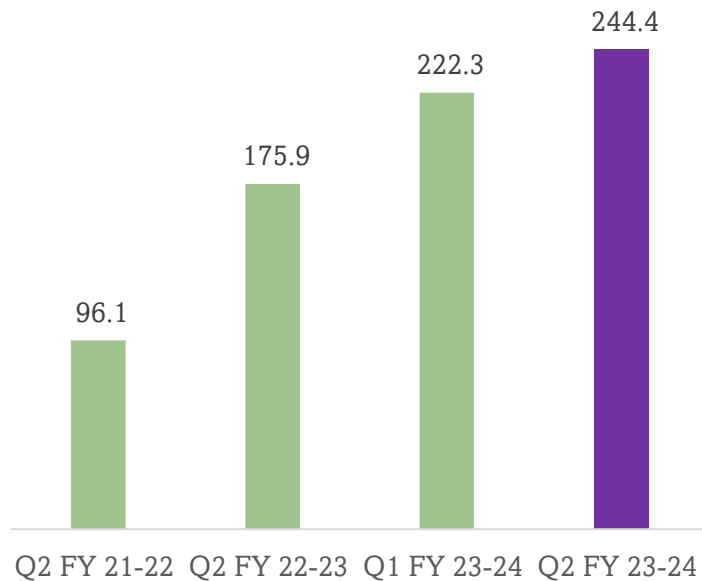


Customer complaints: 97% resolved within 7 days

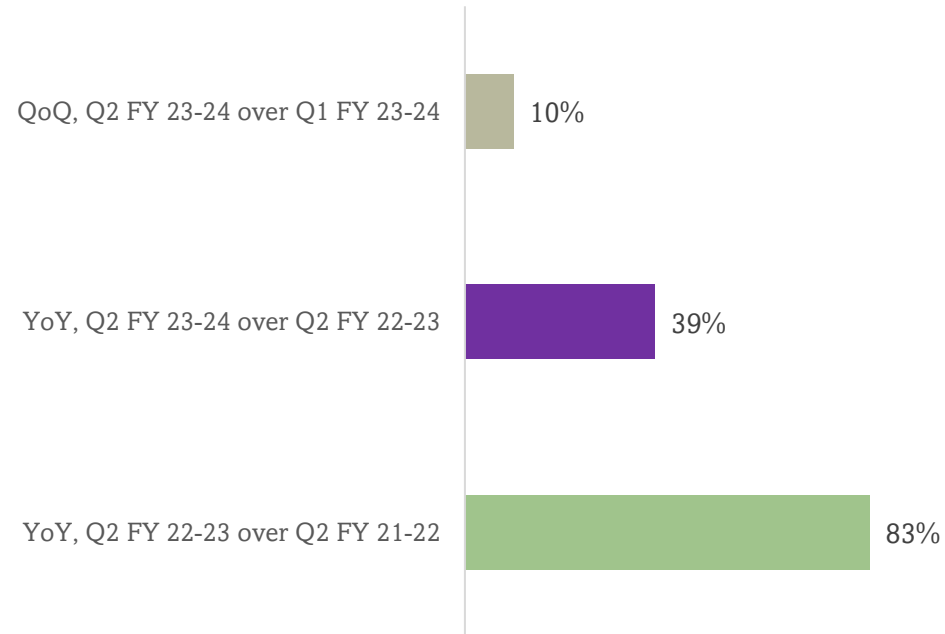
Disbursement volume, quarterly

On an aggregated basis, during Q2 FY 23-24, member companies reported disbursing nearly 2.44 Cr* loans, a YoY increase of 39% from Q2 FY 22-23 and 10% over the previous quarter (Q1 FY 23-24). Growth rates vary significantly across companies, attributed to multiple factors, including scale, segment focus, and access to capital. Overall, two-thirds of the companies reported positive growth in disbursement volumes.

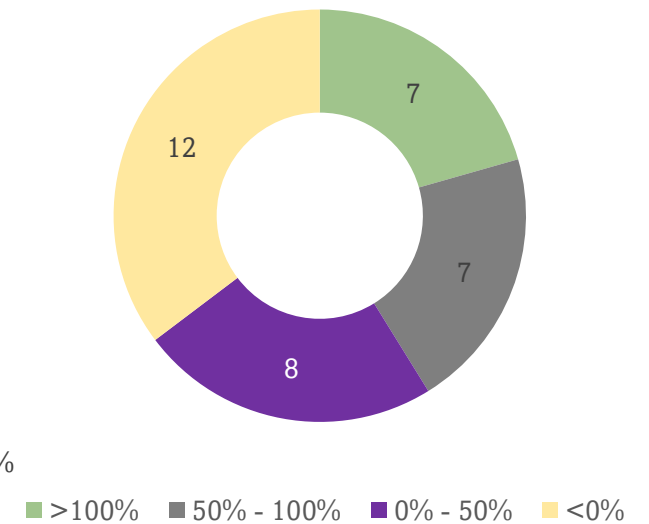
Disbursement volume, Lakhs



Growth in disbursement volume



YoY growth in Q2 FY 23-24 in disbursement volume across companies

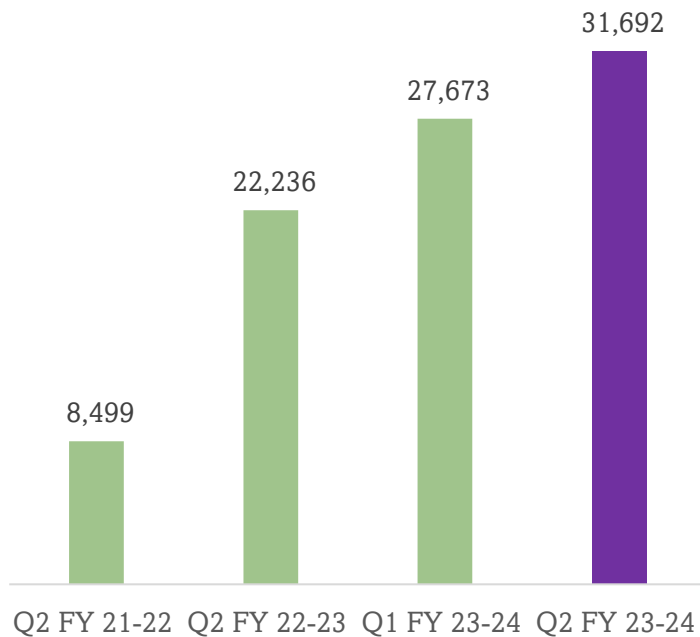


* Please note that the disbursement volume includes data from 34 companies. Based on the average ticket size for the 34 companies, we estimate the total disbursement volume to be close to 3 Cr in Q2 FY 23-24 for the full cohort of 37 companies who reported data for the report.

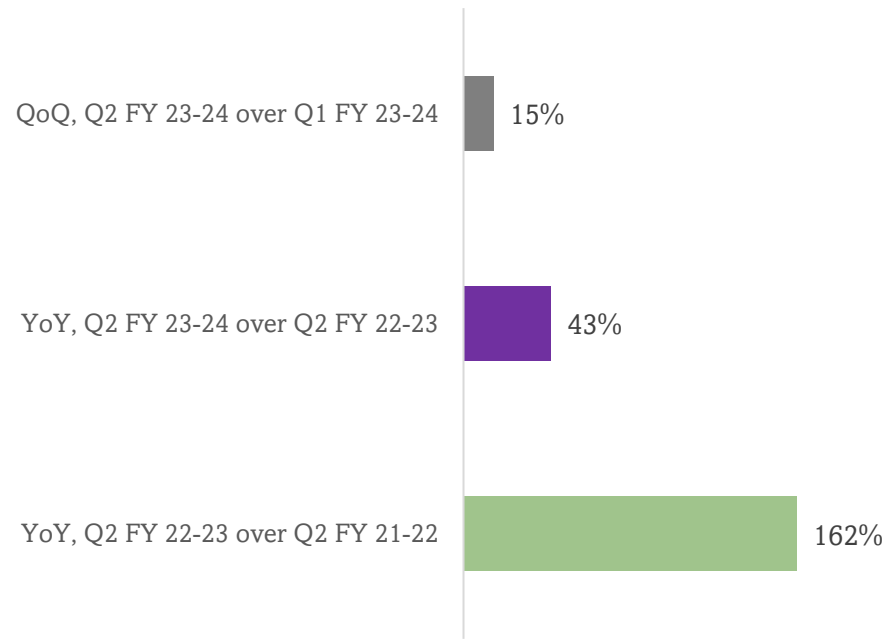
Disbursement value, quarterly

On an aggregated basis, during Q2 FY 23-24, member companies reported disbursing Rs 31,692 Cr, a YoY increase of 43% over Q2 FY 22-23 and a quarterly increase of 15% over Q1 FY 23-24. There is variation across companies regarding growth rate. More than three-fourths reported YoY growth over the comparable quarter of FY 22-23.

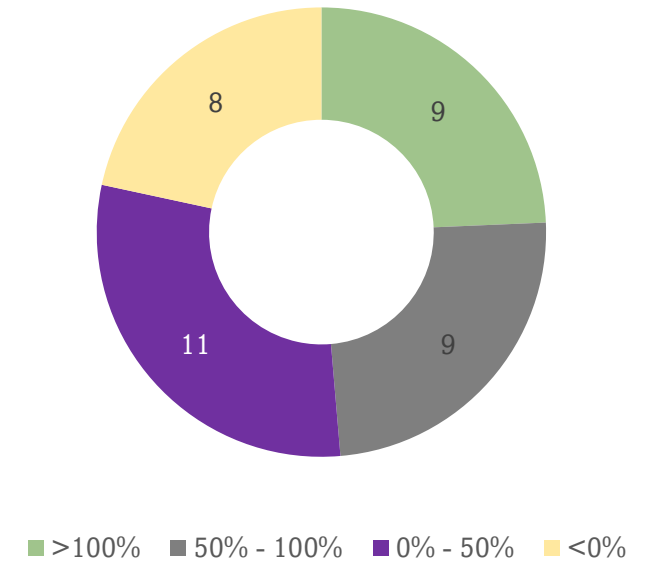
Disbursement value, Rs Cr



Growth in disbursement value



YoY growth in Q2 FY 23-24 in disbursement value across companies

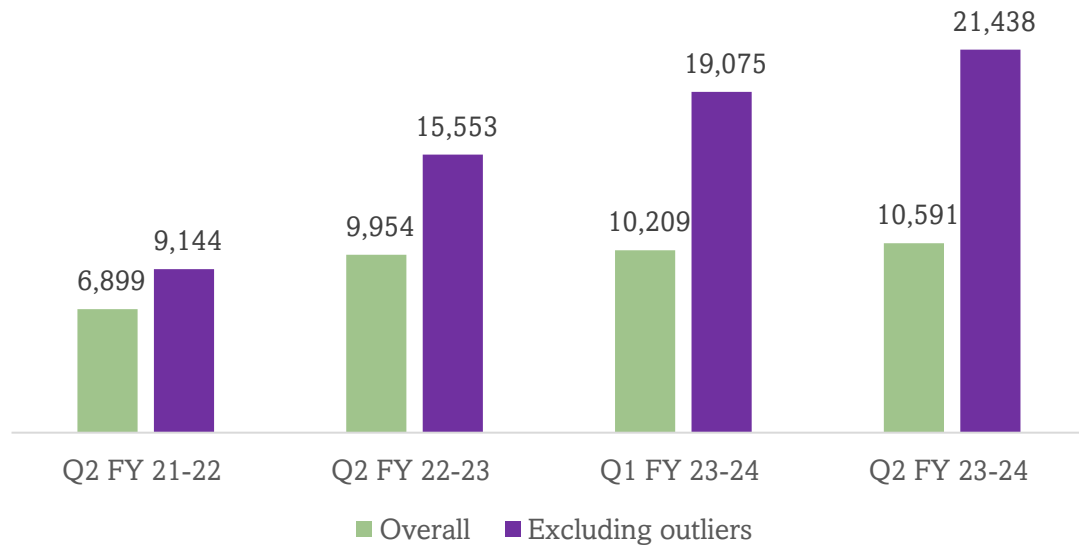


Please note that the disbursement value includes data from 36 companies.

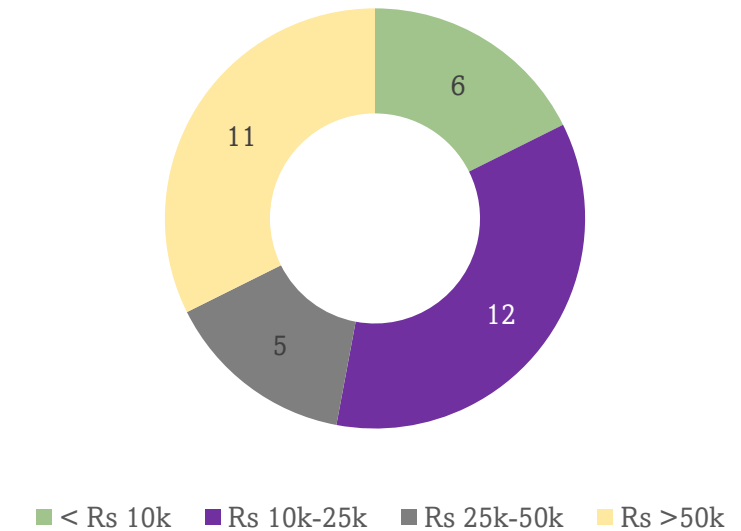
Avg ticket sizes*

The average ticket size for loans disbursed in Q2 FY 23-24 is Rs 10,591. The second chart shows that companies differ significantly in the average ticket size based on product and segment focus. Please note that the data here captures average ticket size at an aggregated level for all companies and across companies and is not reflective of the actual distribution of loans across various buckets of ticket sizes.

Avg ticket size, Rs



Avg ticket size across companies, Q2 FY 23-24



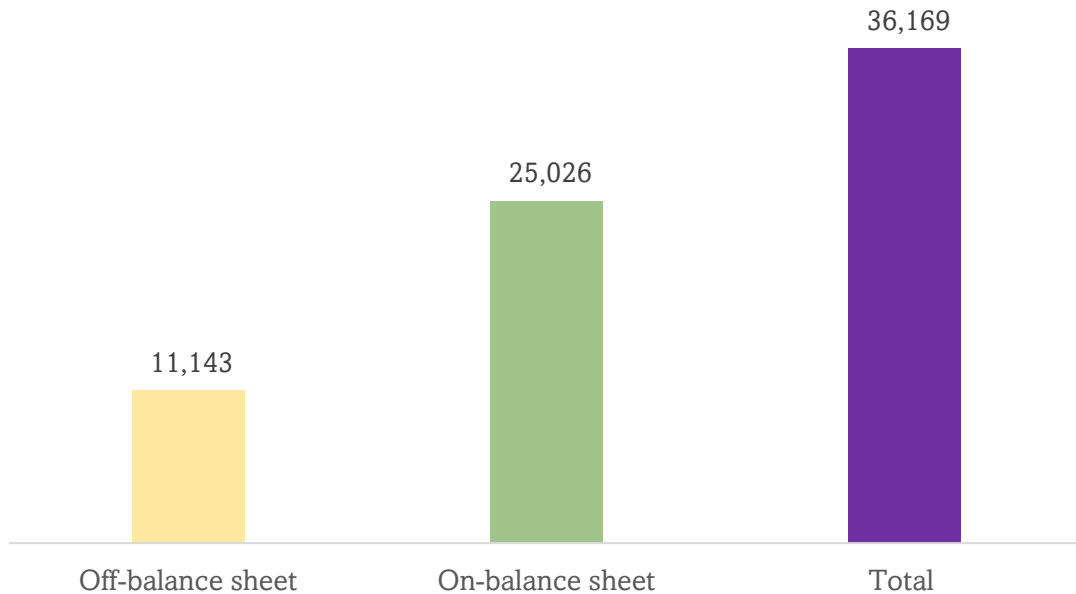
Average ticket size data does not include data from 3 companies where disbursement volume was unavailable. We present average ticket size excluding outliers, i.e. companies on the highest and lowest end of average ticket size i.e. with the smallest ticket size (<Rs 5k) and highest ticket sizes (>Rs 1 Lakh) to give a representative picture. 6 companies have avg ticket size < Rs 10k, 12 between Rs 10-25k, 5 in Rs 25-50k and 11 companies reported avg ticket sizes > Rs 50k.

AUM, Sep 2023

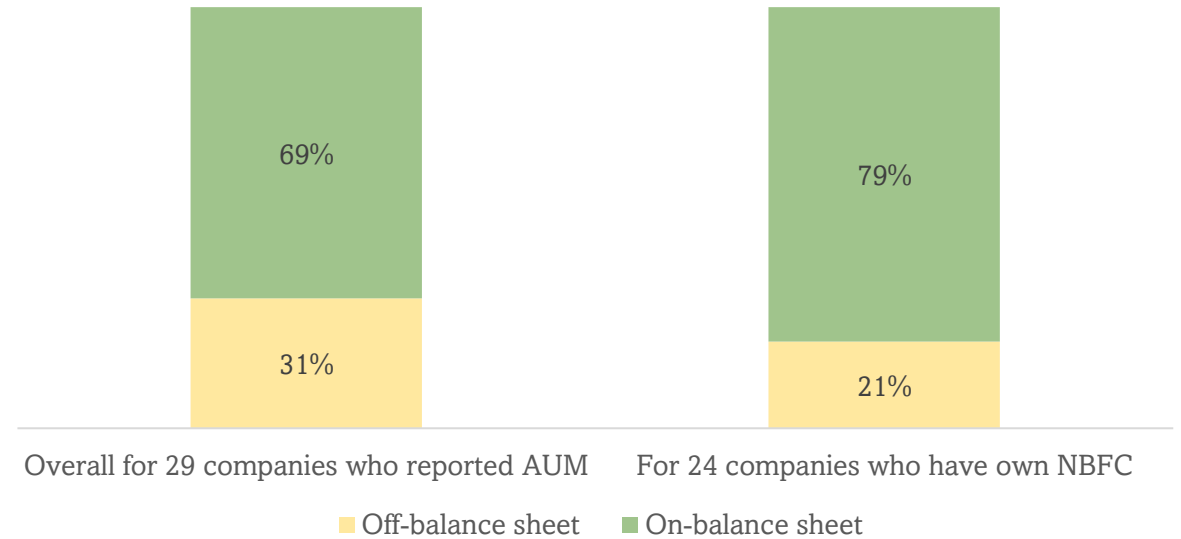


29 companies, accounting for 86% of disbursement value in H1 FY 23-24, reported an AUM of Rs 36,169 Cr as of Sep 2023, 69% as an on-balance sheet and 31% as an off-balance sheet and. For 24 companies that are NBFC/own an NBFC, 79% of AUM is on-balance sheet and 21% is off-balance sheet.

AUM, Sep 2023
(for 29 companies who reported AUM data)

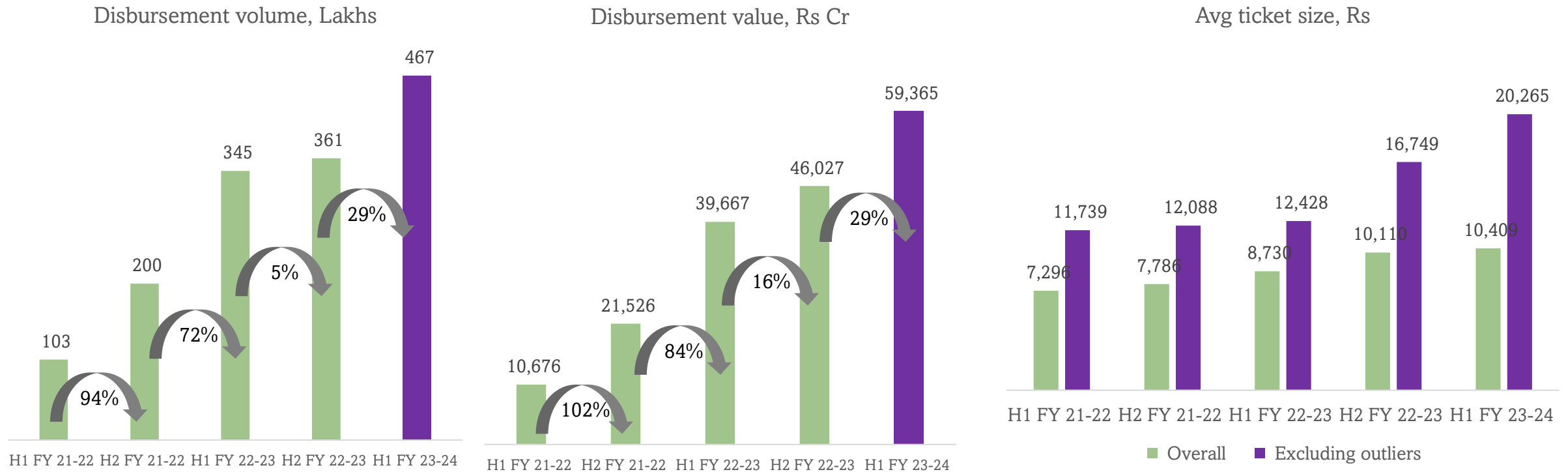


Break-up of AUM, Sep 2023



Disbursements, half-yearly

On a half-yearly basis, during H1 FY 23-24, member companies reported disbursing over 4.67 Cr* loans worth 59,365 Cr, a 29% increase over the last half-year (H2 FY 22-23).



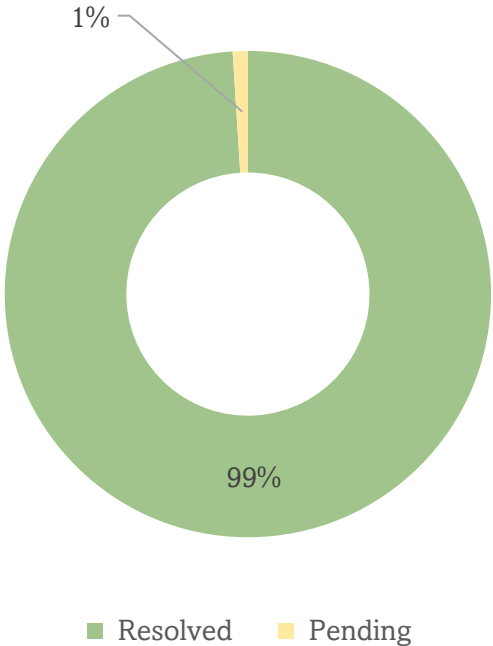
* Please note that the disbursement volume includes data from 34 companies. Based on avg ticket size for the 34 companies, we estimate the total disbursement volume to be more than 5.7 Cr in H1 FY 23-24 for the full cohort 37 of companies who reported data for the report. Please note that avg ticket sizes are based on data from 34 companies where disbursement volumes are available. Companies on the highest and lowest end of avg ticket size i.e. with the smallest ticket size (<Rs 5k) and highest ticket sizes (>Rs 1 Lakh) are removed to give a representative picture.

Customer grievance redressal

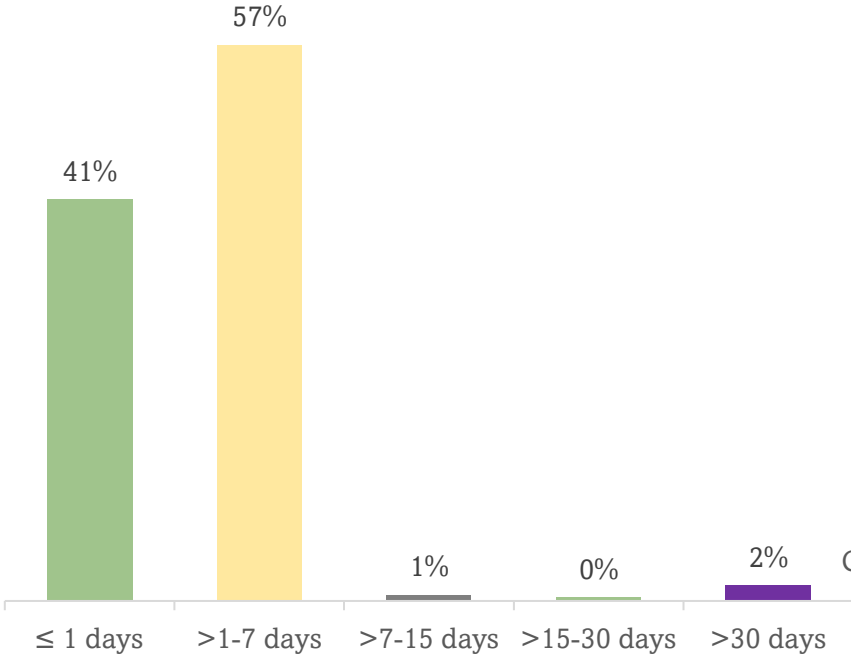


23 companies provided customer complaints data for H1 FY 23-24. These companies account for over 80% of disbursement volume in H1 23-24 (disbursing nearly 3.9 Cr loans), so the data is representative. The total volume reported is a little over a lakh complaints. 99% of the complaints were reported as resolved and 1% as pending (i.e. open for closure). 41% of complaints were resolved within a day, 97% within seven days. Credit bureau updates/disputes were the biggest reason for customer complaints, followed by app issues and disclosures.

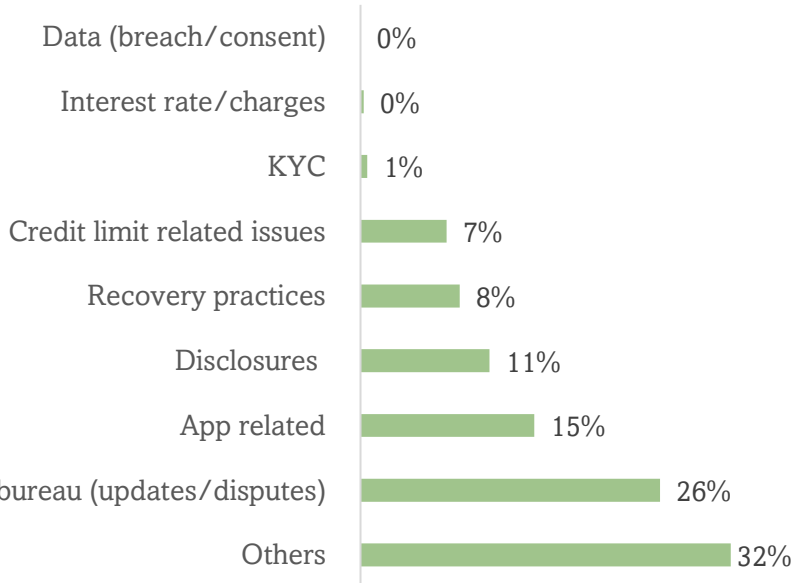
Status of complaints in H1 FY 23-24



TAT of complaints resolved in H1 FY 23-24



Nature of complaints resolved in H1 FY 23-24



Members who contributed data*



branch

chqbook.com

CASH e

capital now

CREDIT
SAISON
INDIA

fibe®

kissh

Pay With
Ring

KreditBee

LEO1

LOANFRONT®

LoanTap
Fast. Flexible. Friendly.

mPokket

MyShubhLife

OkCredit

PayMe

Pay
Nearby
Zidd aage badhne ki

PaySense

PHOCKET
Instant Access to Cash

Pocketly

Revfin
Smartest, Fastest Electric Vehicle Loans

SmartCoin
MADE IN BHARAT

Spice money
तो Life बनी

StuCred®
REAL-TIME STUDENT CREDIT

vivifi
VIVIFI INDIA FINANCE PVT. LTD.

viviti
CAPITAL

UGRO
CAPITAL

zype

* The report has data from 37 member companies, and 27 consented to publish their names.



[Fintech Association for Consumer Empowerment \(FACE\)](#) is a non-profit association representing the fintech/digital lending industry. FACE convenes companies directly involved in fintech lending and other stakeholders to collectively advance fair and responsible digital lending practices through self-regulation and customer protection.

Previous reports may be accessed [here](#), and for clarification/suggestions on the report please reach us at teamface@faceofindia.org