



Shriram Transport Finance Company Limited Wins ‘Best Tech-Driven NBFC of the Year 2022’

Mumbai, September 16, 2022: One of India’s largest asset financing company, Shriram Transport Finance Company Limited (STFC) a part of the Shriram Group, won an award for ‘Best Tech-driven NBFC of the year 2022’ at the 4th Annual India NBFC Summit & Awards, organized by Quantic India in September 2022.

STFC is a Technology enabled business and the company has paved the way for customers to achieve an unparalleled digital experience across products and service portfolios. The technology platform is a combination of enhanced security features with scalability and agility to meet the changing operational needs.

Blockchain: First NBFC in India to deploy Blockchain for fixed deposits. The data is digitised when a certificate is issued, and a digital identity is assigned to each certificate. All certificates are tagged and traceable. The certificate data is parallelly managed in a production system. In total, this creates an immutable, secure, and highly transparent transaction, which makes it easy to uncover fraud, as the technology will expose any outdated or forged certificates

Contact Centre Management: The company has a centralized contact hub with a process smart IVR, AI bots, and a simplified campaign management process. The contact centre is equipped with an experienced workforce and offers 24/7 customer support to facilitate continuous customer interaction by solving queries and conversion of leads.

Business Intelligence for continuity of operations: The company ensures business continuity by deploying a centralized monitor called the Solaris wind app that provides insights on the functioning and redundancy of the network across the PAN India business operations. This helps us to act swiftly and provide solutions for business continuity and to secure data in any unforeseen situation.

Cloud Deployment: STFC has switched to cloud computing as an initiative, which offers an array of advantages by way of cost savings, unlimited data backup, storage possibilities, and mobility for any time, anywhere accessibility. Cloud computing has enabled the company to free itself from the clutches of expensive infrastructure maintenance, timely upgrades, backups, and data recovery. Leveraging the cloud helps us to focus more on our core business and build a great customer experience.

About Shriram Transport Finance Company Limited.

Shriram Transport Finance Company Limited, (Shriram Transport; BSE: SRTRANSFIN (511218), NSE: SRTRANSFIN) a 42-year-old company and part of the Shriram Group, is one of the largest asset financing NBFCs in India. The company is a leader in the organized financing of pre-owned trucks with a strategic presence in 5-10-year-old truck lending. The company has Assets Under Management of INR 1.30 trillion (Jun’ 2022) and has a pan-India presence with a network of 1,854 branches, and employs 25,720 employees

including 19,739 Business teams. The company has built a strong customer base of around 2.15 million customers. The company has developed strong competencies in the areas of loan origination, valuation of pre-owned trucks and collection. It has a vertically integrated business model and offers several products which include: Pre-owned CV financing, New CV financing and other loans like accidental repair loans, tyre loans and working capital finance, etc.

About Shriram Group

Shriram Group is India's leading financial conglomerate with a dominant presence in commercial vehicle (CV) financing, retail financing, chit fund, equipment financing, housing finance, life insurance, general insurance, stockbroking, distribution of financial products, and wealth advisory services. The Group focuses on serving the underserved and is driven by its Financial Inclusion agenda of bringing finance to low-income families and small businesses. Shriram Capital Limited is the promoter company for the Financial Services (Shriram City Union Finance Limited & Shriram Transport Finance Limited) and holding company of Insurance entities (Shriram General Insurance Company Limited & Shriram Life Insurance Company Limited) of the Shriram Group. Shriram Housing Finance Limited is a subsidiary of Shriram City Union Finance Limited. The lending and insurance companies were created with the primary objective of optimizing the synergies across the Group entities.

Shriram Group together has an overall customer base of over 22.5 Million, with around 79,100 employees across 4,000 branches. Net profit of INR 53.6 billion with Assets Under Management (AUM) of over INR 2.16 trillion (as of Mar-22).

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