

## Firstsource Solutions Limited

### AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER ENDED JUNE 30, 2017

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

Tel: + 91 22 66660888 Fax: + 91 22 6666 0887 web: www.firstsource.com, email: complianceofficer@firstsource.com

(Rs in millions, except per share data and per equity data)

Particulars	Quarter ended		Year ended	
	June 30	March 31	June 30	March 31
	2017	2017	2016	2017
	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income</b>				
Income from operations	8,506.65	8,643.69	8,752.53	34,569.11
Other operating income, net	270.81	279.33	182.91	986.99
Other income	49.50	(4.50)	18.58	32.05
<b>Total income</b>	<b>8,826.96</b>	<b>8,918.52</b>	<b>8,954.02</b>	<b>35,588.15</b>
<b>Expenses</b>				
Employee benefits expenses	5,941.54	6,166.64	5,817.08	23,834.37
Depreciation and amortisation	152.85	110.44	162.99	589.61
Finance costs	109.26	114.16	131.56	453.16
Other expenses	1,829.79	1,766.34	1,925.97	7,341.83
<b>Total expenses</b>	<b>8,033.44</b>	<b>8,157.58</b>	<b>8,037.60</b>	<b>32,218.97</b>
<b>Profit from operations</b>	<b>793.52</b>	<b>760.94</b>	<b>916.42</b>	<b>3,369.18</b>
Share in net profit / (loss) of associate	0.01	(0.01)	-	(0.01)
<b>Profit from ordinary activities before tax</b>	<b>793.53</b>	<b>760.93</b>	<b>916.42</b>	<b>3,369.17</b>
<b>Tax expense</b>				
Income tax	104.76	99.83	124.45	454.36
Deferred tax	34.76	12.12	58.24	122.43
<b>Net profit from ordinary activities after tax</b>	<b>654.01</b>	<b>648.98</b>	<b>733.73</b>	<b>2,792.38</b>
Other comprehensive income, net of taxes	(94.57)	(381.19)	407.41	(480.07)
<b>Total comprehensive income</b>	<b>559.44</b>	<b>267.79</b>	<b>1,141.14</b>	<b>2,312.31</b>
<b>Profit attributable to:</b>				
Owners of the equity	653.97	653.68	733.61	2,799.96
Non - controlling interest	0.04	(4.70)	0.12	(7.58)
<b>Total comprehensive income attributable to:</b>	<b>654.01</b>	<b>648.98</b>	<b>733.73</b>	<b>2,792.38</b>
<b>Owners of the equity</b>	<b>559.52</b>	<b>268.42</b>	<b>1,138.16</b>	<b>2,312.69</b>
Non - controlling interest	(0.08)	(0.63)	2.98	(0.38)
	<b>559.44</b>	<b>267.79</b>	<b>1,141.14</b>	<b>2,312.31</b>
Paid-up equity share capital (Face value per share of Rs 10)	6,818.62	6,813.08	6,748.95	6,813.08
Earning per share (Rs) : (Face value per share of Rs 10)				
-Basic	0.96	0.96	1.09	4.14
-Diluted	0.95	0.95	1.05	4.08

#### Notes to financials results :

1. The audited condensed consolidated financial statements for the quarter ended June 30, 2017 have been taken on record by the Board of Directors at its meeting held on August 8, 2017. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited condensed consolidated financial statements. These financial statements are prepared in accordance with the Indian Accounting Standard (Ind AS) as prescribed under Section 133 of the Companies Act, 2013 read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.

2. During the quarter ended June 30, 2017, 553,525 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.

#### 3. Standalone Information (Audited) under Ind AS

Particulars	Quarter ended		Year ended	
	June 30	March 31	June 30	March 31
	2017	2017	2016	2017
	<b>Total income</b>	<b>2,482.98</b>	<b>2,426.43</b>	<b>2,270.09</b>
Net profit before taxation	588.08	646.93	460.18	2,187.36
Net profit after taxation and before other comprehensive income	505.57	546.63	387.16	1,884.59

**4. Segment Reporting - Consolidated audited**

Particulars	Quarter ended			Year ended
	June 30	March 31	June 30	March 31
	2017	2017	2016	2017
	(Audited)	(Audited)	(Audited)	(Audited)
<b>Segment revenue</b>				
a) Customer management	4,208.51	4,051.23	4,503.07	17,295.33
b) Healthcare	2,882.83	3,034.85	2,814.90	11,425.12
c) Collections	889.74	1,057.33	931.42	3,857.76
d) Domestic Business (India)	525.57	500.28	503.14	1,990.90
<b>Total</b>	<b>8,506.65</b>	<b>8,643.69</b>	<b>8,752.53</b>	<b>34,569.11</b>
Less: Inter-segment revenue	-	-	-	-
<b>Net segment revenue</b>	<b>8,506.65</b>	<b>8,643.69</b>	<b>8,752.53</b>	<b>34,569.11</b>
<b>Segment results before tax and finance costs</b>				
a) Customer management	602.07	690.93	786.40	3,185.84
b) Healthcare	473.03	479.91	415.13	1,676.45
c) Collections	76.55	159.40	115.95	495.69
d) Domestic Business (India)	32.95	33.72	47.77	136.05
<b>Total</b>	<b>1,184.60</b>	<b>1,363.96</b>	<b>1,365.25</b>	<b>5,494.03</b>
i) Finance costs	(109.26)	(114.16)	(131.56)	(453.16)
ii) Other unallocable expenditure net of unallocable income	(281.82)	(488.86)	(317.27)	(1,671.69)
iii) Share in net profit / (loss) of associate	0.01	(0.01)	-	(0.01)
<b>Profit before tax and other comprehensive income</b>	<b>793.53</b>	<b>760.93</b>	<b>916.42</b>	<b>3,369.17</b>
<b>Segment assets</b>				
a) Customer management	5,525.13	4,860.36	5,504.14	4,860.36
b) Healthcare	17,398.51	17,253.82	18,055.51	17,253.82
c) Collections	3,861.97	3,850.46	3,568.48	3,850.46
d) Domestic Business (India)	591.89	487.37	809.07	487.37
e) Unallocable	8,043.60	8,740.96	5,703.41	8,740.96
	<b>35,421.10</b>	<b>35,192.97</b>	<b>33,640.61</b>	<b>35,192.97</b>
<b>Segment liabilities</b>				
a) Customer management	3,801.97	2,876.25	3,278.93	2,876.25
b) Healthcare	5,545.17	6,380.68	6,857.52	6,380.68
c) Collections	150.21	217.33	215.09	217.33
d) Domestic Business (India)	544.52	460.84	250.10	460.84
e) Unallocable	4,502.57	4,966.09	3,938.38	4,966.09
	<b>14,544.44</b>	<b>14,901.19</b>	<b>14,540.02</b>	<b>14,901.19</b>
<b>Note on segment information</b>				
<i>Business segments</i>				
Based on the "management approach" as defined in Ind AS 108 - Operating Segments, the Chief Operating Decision Maker evaluates the Group's performance and allocates resources based on an analysis of various performance indicators by business segments. Accordingly, information has been presented into four key business segments comprising customer management, healthcare, collections and domestic business in India. The accounting principles used in the preparation of the financial statements are consistently applied to record revenue and expenditure in individual segments.				
5. Subsequent to the quarter end, the Company has signed a definitive agreement on 7 July 2017 to sell certain India domestic contracts, subject to customers approvals, which are awaited.				
				<b>By order of the Board</b>
				For Firstsource Solutions Limited
				<b>Rajesh Subramaniam</b>
				Managing Director and CEO
Mumbai, India				
August 8, 2017				

## Firstsource Solutions Limited

### AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER ENDED JUNE 30, 2017

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064  
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(Rs in millions, except per share data and per equity data)

Particulars	Quarter ended		Year ended	
	June 30	March 31	June 30	March 31
	2017	2017	2016	2017
	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income</b>				
Income from operations	2,175.06	2,094.44	2,043.21	8,408.65
Other operating income, net	260.59	306.31	175.86	992.00
Other income	47.33	25.68	51.02	147.86
<b>Total income</b>	<b>2,482.98</b>	<b>2,426.43</b>	<b>2,270.09</b>	<b>9,548.51</b>
<b>Expenses</b>				
Employee benefits expenses	1,206.09	1,128.64	1,094.01	4,579.96
Depreciation and amortisation	50.08	39.18	48.85	190.32
Finance costs	19.38	(15.07)	45.46	67.75
Other expenses	619.35	626.75	621.59	2,523.12
<b>Total expenses</b>	<b>1,894.90</b>	<b>1,779.50</b>	<b>1,809.91</b>	<b>7,361.15</b>
<b>Profit from operations</b>	<b>588.08</b>	<b>646.93</b>	<b>460.18</b>	<b>2,187.36</b>
<b>Tax expense</b>				
Income tax	78.31	76.04	68.51	258.36
Deferred tax	4.20	24.26	4.51	44.41
<b>Net profit from ordinary activities after tax</b>	<b>505.57</b>	<b>546.63</b>	<b>387.16</b>	<b>1,884.59</b>
Other comprehensive income, net of taxes	(174.08)	37.11	410.03	180.48
<b>Total comprehensive income</b>	<b>331.49</b>	<b>583.74</b>	<b>797.19</b>	<b>2,065.07</b>
Paid-up equity share capital (Face value per share of Rs 10)	6,818.62	6,813.08	6,748.95	6,813.08
Earning per share (Rs): (Face value per share of Rs 10)				
-Basic	0.74	0.80	0.57	2.79
-Diluted	0.74	0.80	0.56	2.75

#### Notes to financials results :

1. The audited condensed standalone financial statements for the quarter ended June 30, 2017 have been taken on record by the Board of Directors at its meeting held on August 8, 2017. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited standalone financial statements. These financial statements are prepared in accordance with the Indian Accounting Standard (Ind AS) as prescribed under Section 133 of the Companies Act, 2013 read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.

2. During the quarter ended June 30, 2017, 553,525 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.

3. As per Ind AS 108 - Operating Segment, if a financial report contains both condensed consolidated financial statements of a parent that is within the scope of this Ind AS as well as the parent's separate financial statements, segment information is required only in the condensed consolidated financial statements. Accordingly, information required to be presented under Ind AS 108 - Operating Segment has been given in the consolidated financial results.

4. Subsequent to the quarter end, the Company has signed a definitive agreement on 7 July 2017 to sell certain India domestic contracts, subject to customers approvals, which are awaited.

**By order of the Board**  
For Firstsource Solutions Limited

**Rajesh Subramaniam**  
Managing Director and CEO

Mumbai, India  
August 8, 2017