AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018

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

	(Rs in millions, except per share data and per e Quarter ended Year ended				
	March 31				
	2018	December 31	March 31	March 31	March 31
Particulars		2017	2017	2018	2017
raidculais	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
Income					
Revenue from operations	8,713,16	8.631.41	8.643.69	34,314.97	34.569.11
Other operating income, net	259.78	240.97	279.33	1,037.50	986.99
Other income	(25.50)	26.09	(4.50)	54.31	
Total income	8,947.44	8,898.47	8,918.52	35,406.78	32.05 35,588.15
Expenses					33,333,13
Employee benefits expenses	6.027.09	0.044.00	0.400.04	00.051.75	
Depreciation and amortisation	A 5 M (T & C) T & C (T & C	6,044.63	6,166.64	23,954.75	23,834.37
Finance costs	172.34	171.74	110.44	659.24	589.61
Other expenses	88.96	103.84	114.16	404.03	453.16
Other experiences	1,620.97	1,666.42	1,766.34	6,808.66	7,341.83
Total expenses	7,909.36	7,986.63	8,157.58	31,826.68	32,218.97
Profit before tax and share in net (loss) of associate	1,038.08	911.84	760.94	3,580.10	3,369.18
Share in net profit / (loss) of associate			(0.01)	(0.01)	(0.04
Profit before tax	1.038.08	911.84	760.93	3,580.09	(0.01
Tax expense	1,000.00	311.04	700.53	3,560.09	3,369.17
Current tax	96.22	145.80	99.83	450.70	
Deferred tax	13.18	(229.51)		456.79	454.36
25.5	13.10	(229.51)	12.12	(142.48)	122.43
Net profit after tax	928.68	995.55	648.98	3,265.78	2,792.38
Other comprehensive income, net of taxes	24.86	(158.93)	(381.19)	(175.48)	(480.07
Total comprehensive income	953.54	836.62	267.79	3,090.30	2,312.31
Profit attributable to:					
Owners of the equity	928.25	995.47	653.68	3,265.19	2,799.96
Non - controlling interest	0.43	0.08	(4.70)	0.59	(7.58
	928.68	995.55	648.98	3,265.78	2,792.38
Total comprehensive income attributable to:	520.00	550.00	040.50	3,203.76	2,792.30
Owners of the equity	952.59	836.94	268.42	3.089.52	2 242 60
Non - controlling interest	0.95	(0.32)	(0.63)		2,312.69
	953.54	836.62	267.79	0.78 3,090.30	(0.38
	333.34	030.02	201.19	3,090.30	2,312.31
Paid-up equity share capital (Face value per share of Rs 10)	6,865.23	6,852.60	6,813.08	6,865.23	6,813.08
Reserves excluding revaluation reserve				16,652.37	13,466.95
Earning per share (Rs) : (Face value per share of Rs 10)					
-Basic	1.36	1.46	0.96	4.78	4.14
-Diluted	1.35	1.45	0.95	4.73	4.14
	1.55	1.45	0.33	4./3	4.00

Notes to financials results :

- 1. The audited consolidated financial statements for the quarter and year ended March 31, 2018 have been taken on record by the Board of Directors at its meeting held on May 7, 2018. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited 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, 2016.
- 2. During the year ended March 31, 2018, 5,214,482 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
- 3. The Board of Directors at its meeting held on 07 May 2018 have recommended a maiden dividend of Rs 1.50 per equity share for the financial year ended March 31, 2018.

4. Standalone Information (Audited) under Ind AS

	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
Particulars	2018	2017	2017	2018	2017
Total income	1,955.84	2,130.14	2,426.43	8.739.79	9,548.51
Net profit before taxation	488.11	606.06	646.93	2,192.56	2,187.36
Net profit after taxation and before other comprehensive income	464.18	510.88	546.63	1,919.16	1,884.59



AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018

(Rs in millions) 5. Statement of assets and liabilities (Consolidated - Audited) As at Particulars March 31 March 31 2018 2017 **ASSETS** Non-current assets Property, plant and equipment 881.83 878.05 Capital work-in-progress 4.20 42.85 Goodwill on consolidation 19,308.07 19,223.62 Other Intangible assets 624.32 576.48 Financial assets Investments 122.62 105.84 Other financial assets 332.33 741.73 Deferred tax assets 2.175.49 1,608.95 Income tax assets 679.24 752.70 Others non-current assets 1,956.68 1,732.81 Total non-current assets 26.084.78 25.663.03 **Current assets** Financial assets Investments 220.00 1,522.67 Trade receivables 3,784.79 3,065.44 Cash and cash equivalents 1,230.00 387.31 Other financial assets 1.911.36 2.354.65 Other current assets 744.77 513.08 Total current assets 7,890.92 7,843.15 Total assets 33,975.70 33,506.18 **EQUITY AND LIABILITIES** Equity Equity share capital 6,865.23 6,813.08 Other equity 16,652.37 13,466.95 Total equity attributable to equity holders of the Company 23,517.60 20,280.03 Non - controlling interest 12.53 11.75 Total equity 23,530.13 20,291.78 LIABILITIES Non-current liabilities Financial liabilities Long term borrowings 142.20 3.579.94 Other financial liabilities 161.46 Provisions for employee benefits 51.73 95.22 Deferred tax liabilities 264.29 418.37 Total non-current liabilities 619.68 4,093.53 **Current liabilities** Financial liabilities Short-term and other borrowings 6,580.95 6,066.84 Trade payables 915.69 993.77 Other financial liabilities 1,468.73 982 90 Other current liabilities 415.83 502.51 Provisions for employee benefits 294.71 275.12 Provision for tax 149.98 299.73 Total current liabilities 9,825.89 9,120.87 Total equity and liabilities 33,975.70 33,506.18

CCOUNTANTS

AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018

6. Segment Reporting - Consolidated audited

(Rs in millions)

			Year ended		
Particulars	March 31 2018	December 31 2017	March 31 2017	March 31 2018	March 31 2017 (Audited)
Segment revenue					
a) Customer management	4,665.72	4,702.13	4,551.51	18.868.24	19,286.23
b) Healthcare	3,062.68	3,063.52	3,034.85	11,853,21	11,425.12
c) Collections	984.76	865.76	1,057.33	3,593,52	3,857.76
Total	8,713.16	8,631,41	8,643.69	34,314.97	34,569.11
Less: Inter-segment revenue		2 5/25/2020	-		- 1,000111
Net segment revenue	8,713.16	8,631.41	8,643.69	34,314.97	34,569.11
Segment results before tax and finance costs			0.000		0.1,000.111
a) Customer management	765.29	746.68	724.65	2.840.82	3,321.89
b) Healthcare	537.49	515.69	479.91	1,988.95	1,676,45
c) Collections	157.03	92.54	159.40	378.55	495.69
Total	1,459.81	1,354.91	1,363.96	5,208.32	5,494.03
i) Finance costs	(88,96)	(103.84)	(114.16)	(404.03)	(453.16)
ii) Other unallocable expenditure net of unallocable income	(332.77)	(339.23)	(488.86)	(1,224.19)	(1,671.69)
iii) Share in net profit / (loss) of associate	7 <u>-</u> 1		(0.01)	(0.01)	(0.01)
Profit before tax and other comprehensive income	1,038.08	911.84	760.93	3,580.09	3,369.17
Segment assets					
a) Customer management	8,291.18	7,066.25	5,371.90	8,291.18	5,371.90
b) Healthcare	17,908.40	17,541.71	17,253.82	17,908.40	17,253.82
c) Collections	3,095.54	3,830.44	3,850.46	3,095.54	3,850.46
e) Unallocable	4,680.58	4,879.13	7,029.99	4,680.58	7,029.99
	33,975.70	33,317.53	33,506.18	33,975.70	33,506.18
Segment liabilities					
a) Customer management	5,606.61	5,175.81	3,361.26	5,606.61	3,361.26
b) Healthcare	3,682.80	4,152.74	6,380.68	3,682.80	6,380.68
c) Collections	263.63	153.21	217.33	263.63	217.33
e) Unallocable	892.53	1,292.80	3,255.13	892.53	3,255.13
	10,445.57	10,774.56	13,214.40	10,445.57	13,214.40

Note on segment information

Business segments

Based on the "management approach" as defined in Ind AS 108 - Operating Segments, the Chief Operating Decision Marker 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 three key business segments comprising customer management, healthcare and collections. The accounting principles used in the preparation of the financial statements are consistently applied to record revenue and expenditure in individual segments.

The Group has reclassified reportable segment 'Domestic business in India' to 'Customer Management' during the year ended March 31, 2018.

By order of the Board For Firstsource Solutions Limited

Kolkata, India May 7, 2018

Rajesh Subramaniam Managing Director and CEO



Chartered Accountants Indiabulls Finance Centre Tower 3, 27th 32th Floor Senapati Bapat Marg Elphinstone Road (West) Mumbai - 400 013 Maharashtra, India

Tel: +91 22 6185 4000 Fax: +91 22 6185 4001

INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF DIRECTORS OF FIRSTSOURCE SOLUTIONS LIMITED

- We have audited the accompanying Statement of Consolidated Financial Results of Firstsource Solutions Limited (the 'Company') and its subsidiaries (the Company and its subsidiaries together referred to as the 'Group') and its share of loss of its associate company, for the year ended March 31, 2018 (the 'Statement'), being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated July 5, 2016.
- 2. This Statement, which is the responsibility of the Company's Management and approved by the Board of Directors, has been compiled from the related consolidated Ind AS financial statements which has been prepared in accordance with the Indian Accounting Standard prescribed under Section 133 of the Companies Act, 2013 (the 'Act') read with relevant rules issued thereunder ('Ind AS') and other accounting principles generally accepted in India. Our responsibility is to express an opinion on the Statement based on our audit of such consolidated Ind AS financial statements.
- 3. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India ('ICAI'). Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and the disclosures in the Statement. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation and fair presentation of the Statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of the accounting estimates made by the Management, as well as evaluating the overall presentation of the Statement.

We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion.

- 4. In our opinion and to the best of our information and according to the explanations given to us, the Statement:
 - (i) includes the results of the following entities:

List of Subsidiaries:

- 1. Firstsource Solutions UK Limited
- 2. Firstsource Solutions S.A.
- 3. Firstsource BPO Ireland Limited
- Firstsource Dialog Solutions (Private) Limited
- 5. Firstsource Process Management Services Limited
- 6. Firstsource Group USA, Inc.
- 7. Firstsource Business Process Services, LLC
- 8. Firstsource Advantage LLC
- 9. One Advantage LLC
- 10. MedAssist Holding LLC
- 11. Firstsource Solutions USA, LLC
- 12. Firstsource Transaction Services LLC
- 13. ISGN Solutions, Inc.
- 14. ISGN Fulfillment Services, Inc.
- 15. ISGN FulfillmentAgency, LLC

List of Associate:

- 16. Nanobi Data and Analytics Private Limited
- (ii) is presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated July 5, 2016; and
- (iii) gives a true and fair view in conformity with the aforesaid Ind AS and other accounting principles generally accepted in India of the net profit and total comprehensive income and other financial information of the Company for the year ended March 31, 2018
- 5. The consolidated financial results include the Group's share of loss of ₹ 0.01 million for the year ended March 31, 2018 in respect of an associate, whose financial statements have not been audited by us. These financial statements have been audited by other auditors whose reports have been furnished to us by the management of the Company. Our report in so far as it relates to the amounts and disclosures included in respect of this associate is based solely on these financial statements.
- 6. The Statement includes the results for the quarter ended March 31, 2018 being the balancing figure between the audited figures in respect of the full financial year and the audited year to date figures upto the third quarter of the current financial year.

7. The comparative financial information of the Company for the quarter and year ended March 31, 2017 prepared in accordance with Ind AS included in this Statement have been audited by the predecessor auditor. The report of the predecessor auditor on these comparative financial information dated May 5, 2017 expressed an unmodified opinion.

Our report is not modified in respect of this matter.

For **DELOITTE HASKINS & SELLS LLP**

Chartered Accountants (Firm's Registration No. 117366W / W-100018)

SANJIV V. PILGAONKAR

Partner (Membership No. 39826)

Kolkata, May 7, 2018

AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2018

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)

		Quarter ended	Year end		ed
	March 31	December 31	March 31	March 31	March 31
	2018	2017	2017	2018	2017
Particulars	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
Income					- h h
Revenue from operations	1,706.37	1,860.20	2,094.44	7,628.18	8.408.65
Other operating income, net	237.73	249.44	306.31	984.48	992.00
Other income	11.74	20.50	25.68	127.13	147.86
Total income	1,955.84	2,130.14	2,426.43	8,739.79	9,548.51
Expenses					
Employee benefits expenses	898.75	994.84	1,128.64	4,153.00	4,579.96
Depreciation and amortisation	55.08	56.04	39.18	215.30	190.32
Finance costs	26.94	(6.11)	(15.07)	62.32	67.75
Other expenses	486.96	479.31	626.75	2,116.61	2,523.12
Total expenses	1,467.73	1,524.08	1,779.50	6,547.23	7,361.15
Profit before tax	488.11	606.06	646.93	2,192.56	2,187.36
Tax expense		2000000000	V PO 400 50 TO 100	100 mm (100 mm)	
Current tax	46.41	94.33	76.04	277.00	258.36
Deferred tax	(22.48)	0.85	24.26	(3.60)	44.41
Net profit after tax	464.18	510.88	546.63	1,919.16	1,884.59
Other comprehensive income, net of taxes	(396.46)	44.69	37.11	(715.70)	180.48
Total comprehensive income	67.72	555.57	583.74	1,203.46	2,065.07
Paid-up equity share capital (Face value per share of Rs 10)	6,865.23	6,852.60	6,813.08	6,865.23	6,813.08
Reserves excluding revaluation reserve	-		-	14,480.28	13,180.92
Earning per share (Rs): (Face value per share of Rs 10)					
-Basic	0.68	0.75	0.80	2.81	2.79
-Diluted	0.67	0.74	0.80	2.78	2.75

Notes to financials results :

MARTERED ACCOUNTANTS

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- 1. The audited standalone financial statements for the quarter and year ended March 31, 2018 have been taken on record by the Board of Directors at its meeting held on May 7, 2018. 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) Amendment Rules, 2016.
- 2. During the year ended March 31, 2018, 5,214,482 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
- 3. The Board of Directors at its meeting held on 07 May 2018 have recommended a maiden dividend of Rs.1.50 per equity share for the financial year ended March 31, 2018.
- 4. As per Ind AS 108 Operating Segment, if a financial report contains both 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 consolidated financial statements. Accordingly, information required to be presented under Ind AS 108 Operating Segment has been given in the consolidated financial results.

AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2018

5. Statement of Assets and liabilities (Audited)

(Rs in millions)

	As at	
Particulars	March, 31	March, 31
	2018	2017
ASSETS		
Non-current assets		
Property, plant and equipment	274.00	200.00
Capital work-in-progress	274.83	292.87
Goodwill	2.42	16.18
Other Intangible assets	40.14	40.14
Other intangible assets	244.21	221.71
Financial assets		
Investments	11,995.11	11,954.74
Other financial assets	267.72	670.61
Other non-current assets	103.28	113.05
Deferred tax assets (net)	2,167.17	1,596.55
Income tax assets (net)	704.45	604.78
Total non- current assets	15,799.33	15,510.63
Current assets		10,010.00
Financial assets		
Investments	190.00	4 405 47
Trade receivables		1,495.17
Cash and cash equivalents	5,647.40	3,719.34
Other financial assets	143.62	157.06
Other current assets	448.24	1,586.65
Other current assets	262.25	211.87
Total current assets	6,691.51	7,170.09
Total assets	22,490.84	22,680.72
EQUITY AND LIABILITIES		
Equity		
Equity share capital	6,865.23	0.040.00
Other equity		6,813.08
Total equity	14,480.28 21,345.51	13,180.92
7011104111)	21,345.51	19,994.00
LIABILITIES		
Non-current liabilities		
Financial liabilities		
Long term borrowings	78.61	676.60
Other financial liabilities	161,46	070.00
Provisions for employee benefits		05.00
Total non-current liabilities	51.73	95.22
Current liabilities	291.80	771.82
Financial liabilities		
Short-term borrowings	83.87	1,181.18
Trade payables	275.62	338.53
Other financial liabilities	423.78	296.64
Provisions for employee benefits	50.86	64.09
Other current liabilities	19.40	34.46
Total current liabilities	853.53	1,914.90
Total equity and liabilities	22 422 24	22.622.72
Total equity and habilities	22,490.84	22,680.7

By order of the Board For Firstsource Solutions Limited

> Rajesh Subramaniam Managing Director and CEO

Kolkata, India May 7, 2018

Chartered Accountants Indiabulls Finance Centre Tower 3, 27th-32th Floor Senapati Bapat Marg Elphinstone Road (West) Mumbai - 400 013 Maharashtra, India

Tel: +91 22 6185 4000 Fax: +91 22 6185 4001

INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF DIRECTORS OF FIRSTSOURCE SOLUTIONS LIMITED

- We have audited the accompanying Statement of Standalone Financial Results of Firstsource Solutions Limited (the 'Company'), for the year ended March 31, 2018 ('the Statement'), being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated July 5, 2016.
- 2. This Statement, which is the responsibility of the Company's Management and approved by the Board of Directors, has been compiled from the related standalone Ind AS financial statements which has been prepared in accordance with the Indian Accounting Standard prescribed under Section 133 of the Companies Act, 2013 (the 'Act') read with relevant rules issued thereunder ('Ind AS') and other accounting principles generally accepted in India. Our responsibility is to express an opinion on the Statement based on our audit of such standalone Ind AS financial statements.
- 3. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India ('ICAI'). Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and the disclosures in the Statement. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation and fair presentation of the Statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of the accounting estimates made by the Management, as well as evaluating the overall presentation of the Statement.

We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion.

- 4. In our opinion and to the best of our information and according to the explanations given to us, the Statement:
 - a. is presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated July 5, 2016; and
 - b. gives a true and fair view in conformity with the aforesaid Ind AS and other accounting principles generally accepted in India of the net profit and total comprehensive income and other financial information of the Company for the year ended March 31, 2018.

- 5. The Statement includes the results for the quarter ended March 31, 2018 being the balancing figure between the audited figures in respect of the full financial year and the audited year to date figures upto the third quarter of the current financial year.
- 6. The comparative financial information of the Company for the quarter and year ended March 31, 2017 prepared in accordance with Ind AS included in this Statement have been audited by the predecessor auditor. The report of the predecessor auditor on these comparative financial information dated May 5, 2017 expressed an unmodified opinion.

Our report is not modified in respect of this matter.

For **DELOITTE HASKINS & SELLS LLP**

Chartered Accountants (Firm's Registration No. 117366W / W-100018)

SANJIV V. PILGAONKAR

Partner (Membership No. 39826)

Kolkata, May 7, 2018