

Date: February 7, 2024

To, Corporate Relationship Department BSE Limited P, J. Tower, Dalal Street Mumbai – 400001 Scrip Code: 543591	To, National Stock Exchange of India Limited Exchange plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai- 400051 Script Symbol: DREAMFOLKS
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Sub: Investor Presentation on Unaudited Financial Results for the quarter and nine months ended December 31, 2023

Dear Sir/ Madam,

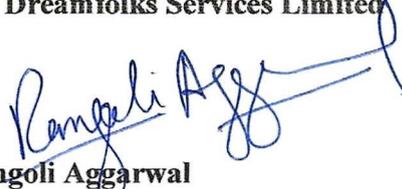
Pursuant to Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in continuation to our letter dated February 7, 2024 intimating the outcome of the Board Meeting held today, Investor Presentation for the Investors' call scheduled for Wednesday, February 7, 2024 at 5:00 p.m. on the Unaudited Financial Results of the Company for the quarter and nine months ended December 31, 2023 is attached herewith.

This is for your information and records.

Thanking You,

Yours faithfully,

For Dreamfolks Services Limited



Rangoli Aggarwal
Company Secretary and Compliance Officer



Encl: As above



DreamFolks Services Limited

Q3 & 9M FY24 | Investor Presentation
February 2024



Q3 & 9M FY24 | Performance Highlights



Liberatha Kallat
Chairperson and Managing Director

“We are delighted to announce that we have reported our highest-ever revenue in a quarter of Rs. 3,051 million, growing by a robust 49.5% YoY in Q3FY24 and achieved a commendable YoY growth 59.5% in the 9MFY24 period. DreamFolks is strategically positioned to capitalize on favourable market conditions in the travel and credit card industries, which is well supported by the growing domestic passenger traffic, that witnessed a strong growth of 9% YoY in Q3FY24 and 16% YoY in 9MFY24, as per DGCA data. The number of credit cards issued has also been growing steadily and is expected to reach 10 crore cards by April 2024, growing by ~ 16% YoY.

The introduction of our exclusive membership program, The DreamFolks Club, enables us to provide tailored premium travel and lifestyle services across diverse budget ranges. Additionally, we have seamlessly integrated new services such as health checkup and gifting into the DreamFolks Club, enhancing its overall value proposition. Moreover, our global presence has been augmented through a strategic partnership with Grey Wall, a leading lounge operator in Russia.

As an outcome of all our strategies, we have received several awards during the quarter, from prestigious organisations like Economic Times, WCRCINT Group, and others.

We are further expanding our business diversification efforts by leveraging technology and our client base to fortify our position in airport services. Favourable factors such as increasing domestic traffic, the adoption of digital payments, and growing demand for lounges present significant growth prospects for us moving forward.”

Q3FY24

49.5%

Revenue¹
Growth Y-o-Y

14.7%

Gross Profit²
Growth Y-o-Y

5.6%

Profit After Tax
Growth Y-o-Y

9MFY24

59.5%

Revenue¹
Growth Y-o-Y

19.1%

Gross Profit
Growth Y-o-Y

7.3%

Profit After Tax
Growth Y-o-Y

Note: 1. Revenue represents Revenue from Operations

Note: 2. Gross Profit represents Revenue from Operations less Cost of services

Q3FY24

3,051

Revenue¹
(INR Mn)

383

Gross Profit²
(INR Mn)

200

Profit After Tax
(INR Mn)

9MFY24

8,539

Revenue¹
(INR Mn)

1,017

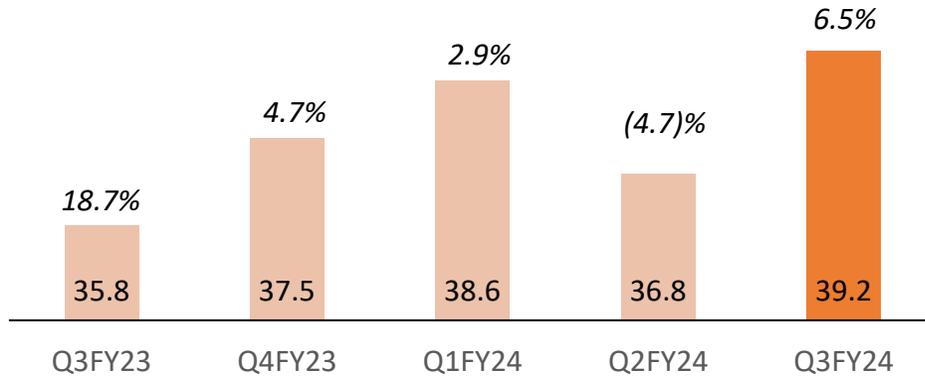
Gross Profit²
(INR Mn)

507

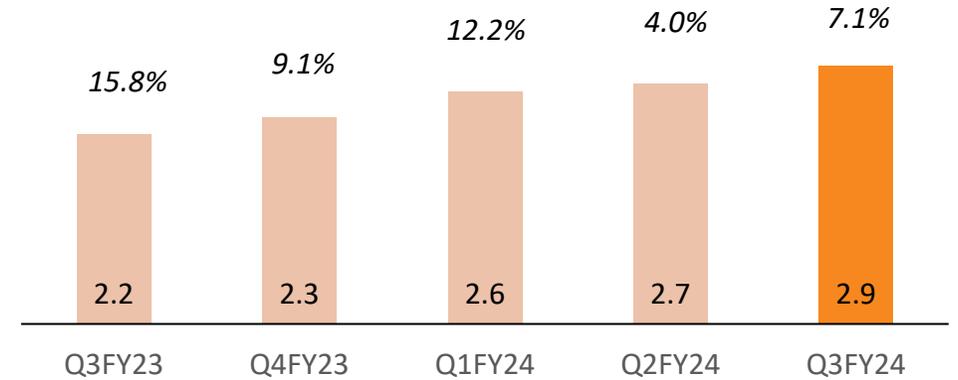
Profit After Tax
(INR Mn)

Note: 1. Revenue represents Revenue from Operation; 2. Gross Profit represents Revenue from Operations less Cost of services

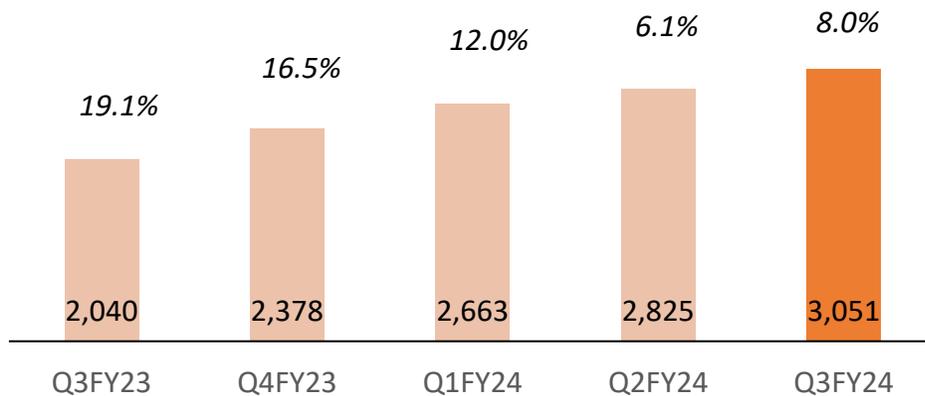
Domestic Passenger Traffic
(Count in Mn, QoQ growth in %)



DreamFolks Pax
(Count in Mn, QoQ growth in %)

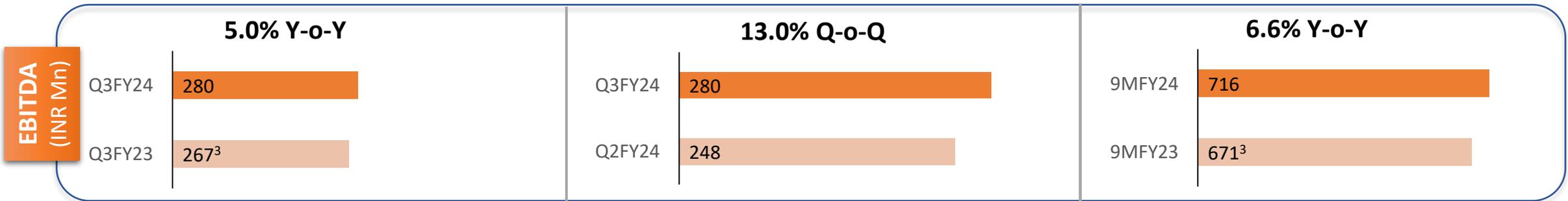
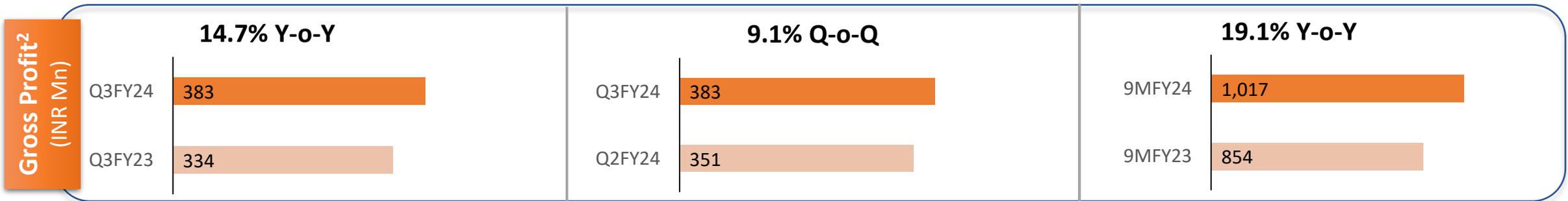
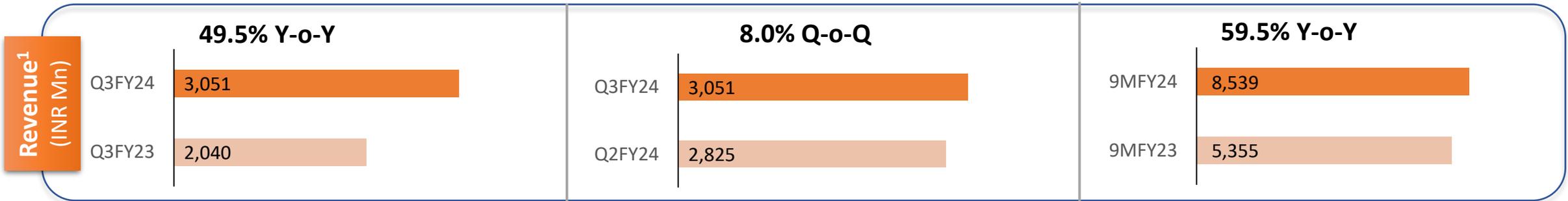


Revenue from Operations
(INR Mn, QoQ growth in %)



2,169
Net Worth (INR Mn)

78:22
Revenue Mix:
Domestic : International



Note: 1. Revenue represents Revenue from Operations; 2. Gross Profit represents Revenue from Operations less Cost of services; 3. Previous period figures have been regrouped, rearranged, and reclassified where necessary to confirm to current period's classification.

Consolidated Profit and Loss Statement Q3 and 9M FY24

Sr. No.	Particulars (INR Mn)	Quarter ended		9 Months ended		Year ended
		31/12/2023	31/12/2022 ¹	31/12/2023	31/12/2022 ¹	31/03/2023
	Revenue from operations	3,050.63	2,040.00	8,538.76	5,355.00	7,732.52
	Other income	6.78	6.51	22.69	19.18	32.96
I	Total income	3,057.41	2,046.51	8,561.45	5,374.18	7,765.48
	Cost of Services	2,668.11	1,706.49	7,521.62	4,500.84	6,453.78
	Employee benefits expenses	73.11	38.74	219.59	123.02	174.41
	Finance costs	2.85	2.82	7.63	11.15	12.86
	Depreciation and amortization	9.65	8.80	27.40	25.76	34.98
	Other expenses	35.78	34.23	104.68	79.07	115.10
II	Total expenses	2,789.50	1,791.08	7,880.92	4,739.84	6,791.13
III	Profit / (loss) before tax (I-II)	267.91	255.43	680.53	634.34	974.35
IV	Tax Expense	67.61	65.66	173.93	162.06	249.08
V	Profit After Tax (III-IV)	200.30	189.77	506.60	472.28	725.27

Note: 1. Previous period figures have been regrouped, rearranged, and reclassified where necessary to confirm to current period's classification.

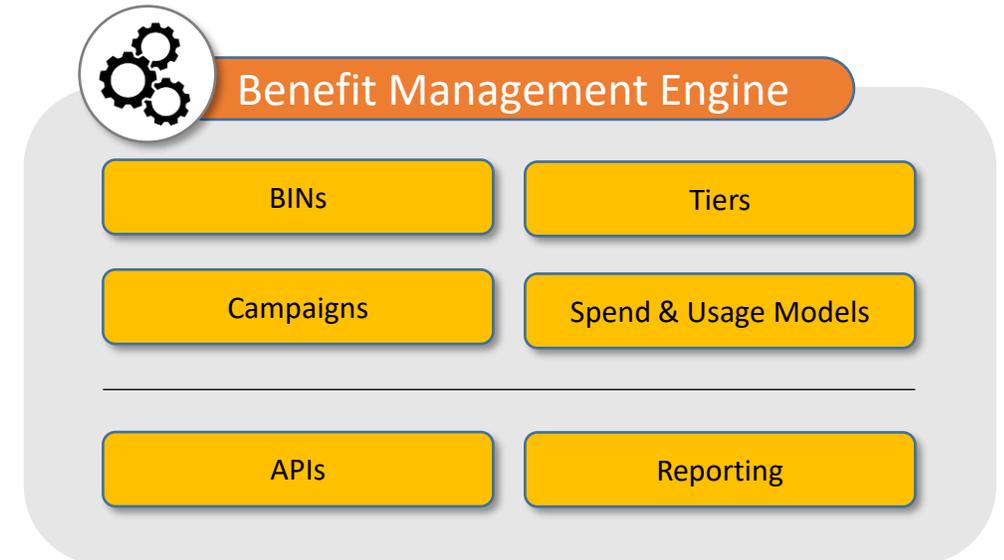


Launched our exclusive membership program – The DreamFolks Club, which offers a range of membership packages, strategically designed to cater to diverse travel and lifestyle needs and aspirations.

- The world-class services are bundled into exclusive memberships targeted at luxury comfort for all budget ranges
- These curated travel and lifestyle experience bundles provide an effortless solution for companies to incentivize, reward, and attract employees, customers, and channel partners, thus enhancing customer retention and loyalty
- Services include complimentary global lounge access, golf, meet & assist, airport transfer, travel visa, beauty & grooming, healthcare, floral gifting, and more

Leading Banks/Issuers have implemented our spend/usage based solutions for product cost optimization

- Issuers can define and provide benefits to sub-set of users based on specific KPIs such as spend or usage patterns
- DreamFolks platform will provide enablement of such customised benefits for end-consumers in real-time
- Issuer can optimise the cohorts and cost based on spends, and incentivise or nudge user behaviour



Strengthened our global presence through our partnership with Grey Wall – Russia's leading lounge operator

- Indian Passengers can gain lounge access to Grey Wall's comprehensive ecosystem of lounges and services in key locations in Russia and Russian passengers can access lounges In India.
- DreamFolks proprietary tech platform will enable seamless access to around 100 lounges located in key airports and railway stations
- The synergies between two entities promises a blend of premium amenities and streamlined services



Addition of New Clients



In line with our long-term strategy to expand our client base beyond Banks and Network providers:

- Onboarded new age fintech companies like FI Money
- Also added an e-commerce company to our roster of clients

Addition of New Services



In our ongoing commitment to enhance the array of services, we added two new services:

- Pathology testing across India, through a strategic partnership with Healthians.
- Gifting services, through our collaboration with My Flower Tree, allowing customers to send flowers, cakes, planters and more to friends and family.



Company Overview

India's **leading airport services aggregator** allowing our Clients to create custom offering for their end consumers

Market leader in the airport lounge aggregation industry in India

Diversified service portfolio across travel and lifestyle experience value spectrum

100% coverage of 58 lounges** in India & **1500+ touch points** across **500+ cities**

Proprietary technology platform ensuring scalability and customized client solutions

Asset light business model with track record of consistent growth and high ROCE

100%

Lounge coverage across Indian airports

95%

Market share in card-based lounge access in India*

68%

Share of the overall lounge access volume in India*

100+

Countries Covered**

500+

Cities Covered**

1500+

Touch Points**

58

Lounges in India**

8.2 Mn.

Passengers accessing lounge services in FY23

2013

Launch of flagship 'Lounge Access Programme' with one of world's largest Card Networks.

2016

Tied up directly with prominent Indian Card Issuers for lounge programs.

Got ISO 27001 & PCI DSS certification for the first time.

Tied up with prominent Indian Corporate Clients including a prominent airline company

2018

DreamFolks' Membership card unveiled as part of the Global lounge program with a prominent Card Issuer.

2019

Launched our in-house technology platform

Launched real time voucher issuance through APIs

Launched first program for a prominent telecom company with complimentary lounge benefits as part of mobile billing plan.

2020

Expanded into a new global operating model with direct contracts with operators across the globe.

Launched first In-app integrated solution for Clients.

2022

Forayed into the railways sector to provide lounge access at 12 railway stations in India.

Converted ourselves into a public limited Company and achieved a listing on the NSE and BSE

2023

Launched Self check-in Kiosks at major Indian Airports

Acquired Golfklik Private Limited to present golf services as premium segment offerings to clients

Launched the 'web-access' tool that allows the end users to seamlessly check benefits and generate access QRs digitally.

2024

Expanded our Global footprint by entering the Malaysia Market

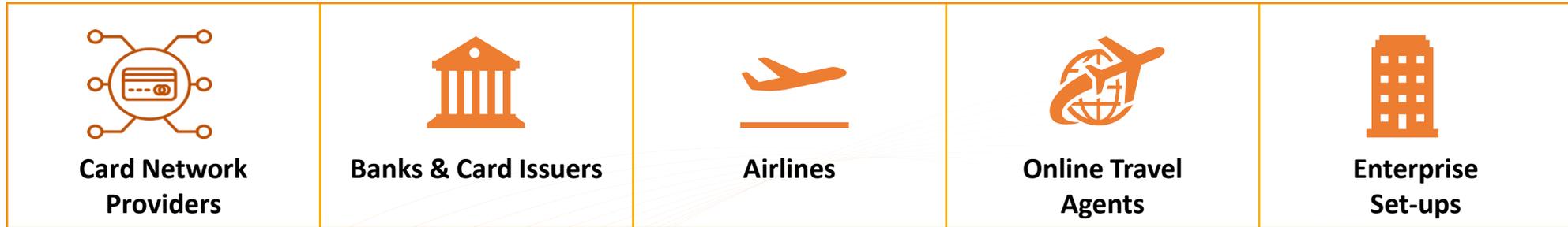
Launched our exclusive membership program – The DreamFolks Club

Initial Phase

Expansion Phase

Growth Phase

¹ The years represent financial year



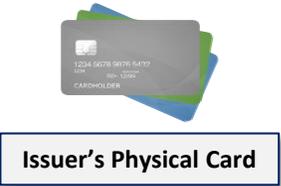
Clients tie-up with DreamFolks...

DreamFolks

...to enable their end-Consumers access services via Omni-channel mode...

In-house developed Proprietary Tech Platform

... to get multiple services* during their journey at the Airport



Provided by Operators



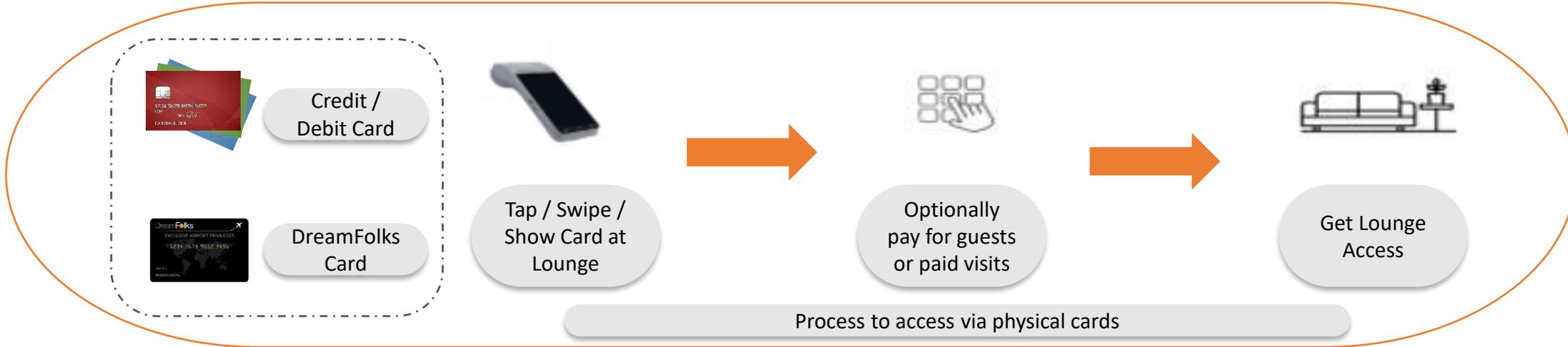
*Only major services shown

Leaning on Technology to provide customized solutions and develop new client base

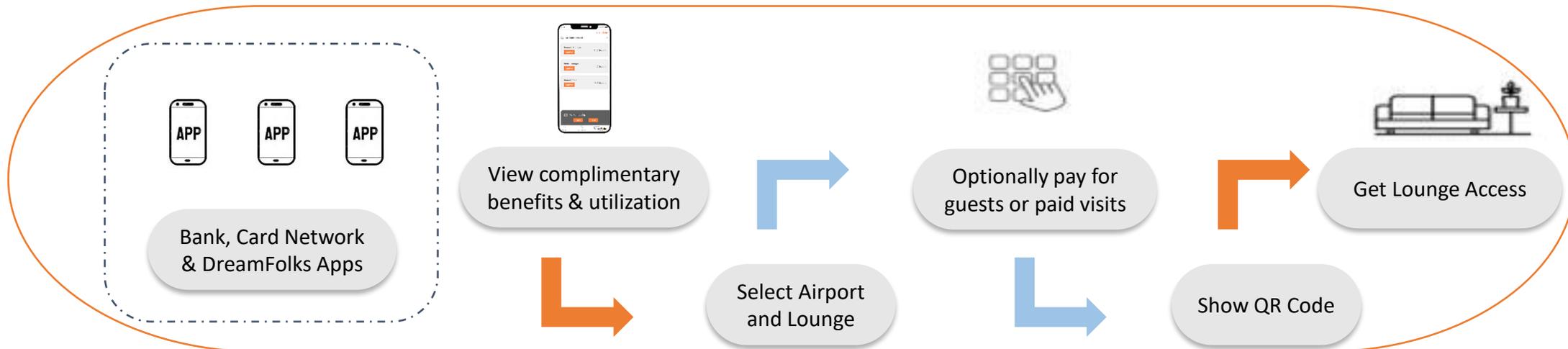
Lounge Access Mode

How DreamFolks' technology platform enables Lounge Access at an Airport?

via physical cards



Via digital modes



Awards and Accolades



Economic Times
DreamFolks Services Limited



WCRCINT Group
Dreamfolks Services Limited



Economic Times
Liberatha Kallat – Chairperson & MD



4th Annual Digital Transformation Summit 2023
Balaji Srinivasan – Executive Director & CTO



WCRCINT Group
Liberatha Kallat – Chairperson & MD



Indian Achievers' Forum
Liberatha Kallat – Chairperson & MD



India CX Summit & Awards 2023
Liberatha Kallat – Chairperson & MD



India CX Summit & Awards 2023
Dreamfolks Services Limited



ET Ascent – Business Leader of the Year Awards 2023
Dreamfolks Services Limited



ET Ascent
Liberatha Kallat – Chairperson & MD



Economic Times
Liberatha Kallat – Chairperson & MD



Indian Achievers' Forum
Liberatha Kallat – Chairperson & MD



Entrepreneur India
Liberatha Kallat – Chairperson & MD



TAFI Convention
Liberatha Kallat – Chairperson & MD



Women Empowerment Summit & GIWL Awards
Giya Diwaan - CFO



Annual Financial Highlights

Profit and Loss Statement

Particulars (Rs. in Mn)	FY2023	FY2022	FY2021	FY2020
Revenue from operations	7,732.52	2,824.98	1,056.33	3,670.43
Other income	32.96	14.91	24.76	7.65
Total income	7,765.48	2,839.89	1,081.09	3,678.08
Cost of Services	6,453.78	2,372.66	875.41	2,995.62
Employee benefits expenses	174.41	165.53	126.39	179.28
Other expenses	115.10	60.98	58.31	44.68
EBITDA	1,022.19	240.36	20.98	458.50
EBITDA Margin (%)	13.16%	8.46%	1.94%	12.47%
Depreciation and amortization expenses	34.98	21.29	15.54	15.88
Finance costs	12.86	14.31	7.45	7.05
Profit / (loss) before tax	974.35	204.76	-2.01	435.57
Tax Expense	249.08	42.24	12.49	118.74
Profit After Tax	725.27	162.52	-14.50	316.83
Profit After Tax (%)	9.38%	5.75%	-1.37%	8.63%

Consolidated Balance Sheet

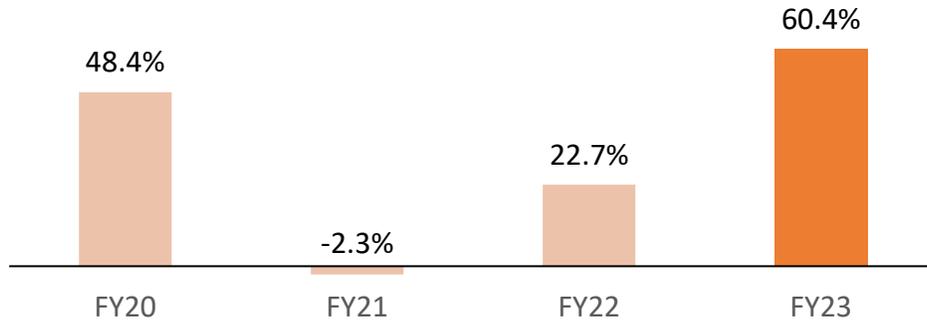
Particulars (INR Mn)	As at 30/09/2023	As at 31/03/2023
ASSETS		
Property, plant and equipment	36.22	30.48
Capital work in progress	-	0.43
Other intangible assets	23.22	30.85
Right of use assets	48.31	52.92
Investment property	16.63	17.05
Goodwill	8.87	8.87
Other financial assets	3.58	39.01
Deferred tax assets (net)	35.98	24.80
Other non-current assets	2.08	5.93
Total non - current assets	174.89	210.34
Investments	100.72	444.12
Trade receivables	3,128.80	2,018.89
Cash and cash equivalents	147.52	189.65
Other bank balances	162.40	178.69
Other financial assets	92.45	131.58
Other current assets	272.75	42.01
Current tax assets (net)	66.93	13.89
Total current assets	3,971.57	3,018.83
Total assets	4,146.46	3,229.17

Particulars (INR Mn)	As at 30/09/2023	As at 31/03/2023
EQUITY AND LIABILITIES		
Share capital	106.05	104.50
Other equity	1,844.11	1,462.58
Non-controlling Interest	1.77	4.01
Total equity	1,951.93	1,571.09
<u>Non - current liabilities</u>		
Borrowings	2.78	8.83
Lease Liabilities	52.56	56.65
Provisions	38.26	29.39
Total non - current liabilities	93.60	94.87
<u>Financial liabilities</u>		
Borrowings	3.33	1.40
Lease Liabilities	7.33	6.11
<u>Trade payables</u>		
(i) Total outstanding dues of M&SE	60.17	718.12
(ii) Total outstanding dues of creditors other than M&SE	1,932.71	675.10
Other financial liabilities	21.66	89.51
Other current liabilities	69.55	70.55
Provisions	6.18	2.42
Total current liabilities	2,100.93	1,563.21
Total equity and liabilities	4,146.46	3,229.17

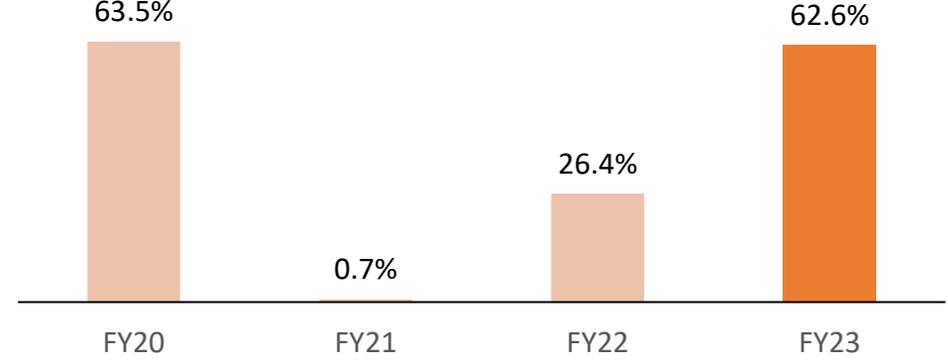
Consolidated Cash Flow Statement

Particulars (INR Mn)	Period ended 30/09/2023	Year ended 31/03/2023
Cash Flow from Operating Activities		
Profit / (loss) before tax	412.62	974.35
Adjustments for Non-Operating Items	36.35	46.87
Operating Profit before Working Capital changes	448.97	1021.22
Changes in Working Capital	-701.88	-337.29
Cash (used)/generated from Operating	-252.91	683.93
Less: Direct Tax paid	-169.68	-187.81
Net Cash from Operating Activities	-422.59	496.12
Net Cash from Investing Activities	343.84	-302.03
Net Cash from Financing Activities	36.62	-20.61
Net increase / (decrease) in cash & cash equivalents	-42.13	173.48
Cash and cash equivalents at the beginning of the period	189.65	10.96
Add: Cash and Cash Equivalents on acquisition of Subsidiary	-	5.21
Cash and cash equivalents at the end of the period	147.52	189.65

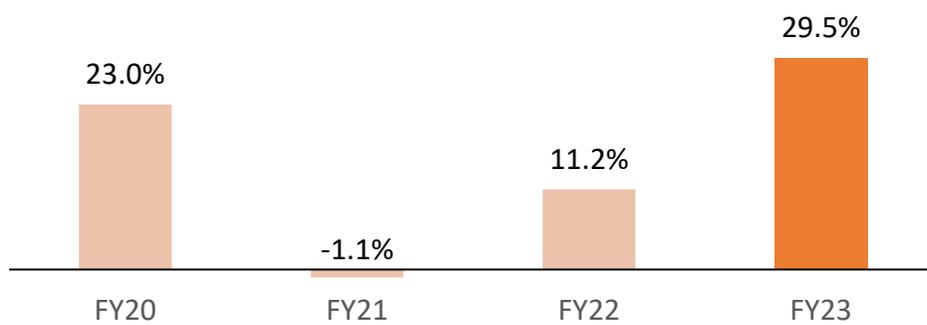
Return on Equity (%)



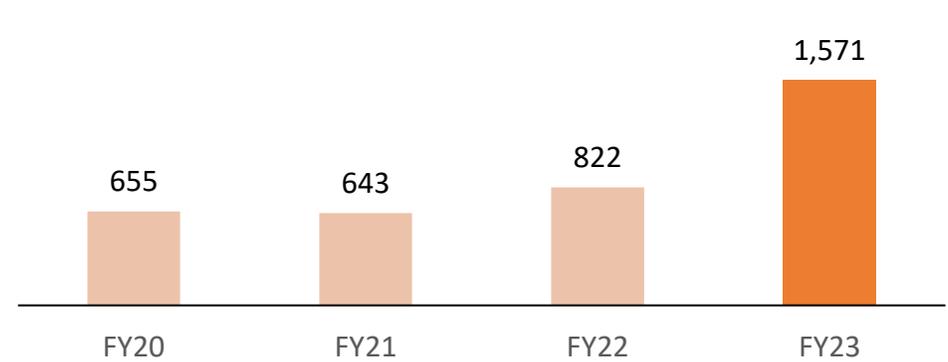
Return on Capital Employed (%)



Return on Assets (%)



Net Worth (INR Mn)



Safe Harbour

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DreamFolks

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