RP - Sanjiv Goenka Group

firstsource

5th May 2017

To:
National Stock Exchange of India Limited (Scrip Code: FSL)
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (East),
Mumbai - 400 051

BSE Limited (Scrip Code: 532809)
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Dear Madam/ Sir,

Sub: Regulation 29: Declaration of Audited Standalone and Consolidated financial results for the quarter and financial year ended 31st March 2017 (Q4 FY 2016-17)

We wish to inform you that the Board of Directors of the Company have, at their meeting held today i.e. 5th May 2017, approved the Audited Standalone and Consolidated financial Results for the quarter and financial year ended 31st March 2017, copies of which are enclosed herewith alongwith copies of Auditors' Reports thereon.

We are also enclosing herewith copy of Press release relating to the financial results.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

Pooja Nambiar
Company Secretary & Compliance Officer

Firstsource Solutions Limited

AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 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	
	March 31 2017 (Audited)	December 31 2016 (Audited)	March 31 2016 (Audited)	March 31 2017 (Audited)	March 31 2016 (Audited)
Income from operations					
Income from operations	8,643.69	8,600.78	8,525.24	34,569.11	31,616.56
Other operating income, net	279.33	253.31	169.09	986.99	555.97
Total income from operations	**8,923.02**	**8,854.09**	**8,694.33**	**35,556.10**	**32,172.53**
Expenses					
Employee benefits expenses	6,166.64	5,900.73	5,806.87	23,834.37	21,726.73
Depreciation and amortisation	110.44	155.71	133.68	589.61	608.82
Other expenses	1,766.34	1,881.66	1,776.23	7,341.83	6,544.93
Total expenses	**8,043.42**	**7,938.10**	**7,716.78**	**31,765.81**	**28,880.48**
Profit from operations before other income and finance costs	**879.60**	**915.99**	**977.55**	**3,790.29**	**3,292.05**
Other income	(4.50)	14.06	19.28	32.05	94.44
Profit from ordinary activities before finance costs	**875.10**	**930.05**	**996.83**	**3,822.34**	**3,386.49**
Finance costs	114.16	98.82	126.59	453.16	524.38
Profit from ordinary activities before tax and share in net (loss) of associate	**760.94**	**831.23**	**870.24**	**3,369.18**	**2,862.11**
Share in net loss of associate	(0.01)	(0.01)	-	(0.01)	-
Profit from ordinary activities before tax	**760.93**	**831.22**	**870.24**	**3,369.17**	**2,862.11**
Tax expense	111.95	133.55	95.39	576.79	252.86
Net profit from ordinary activities after tax	**648.98**	**697.67**	**774.85**	**2,792.38**	**2,609.25**
Other comprehensive income, net of taxes	(381.19)	89.96	20.25	(480.07)	566.18
Total comprehensive income	**267.79**	**787.63**	**795.10**	**2,312.31**	**3,175.43**
Profit attributable to:					
Owners of the equity	**653.68**	**700.06**	**775.22**	**2,799.96**	**2,604.87**
Non - controlling interest	**(4.70)**	**(2.39)**	**(0.37)**	**(7.58)**	**4.38**
	648.98	**697.67**	**774.85**	**2,792.38**	**2,609.25**
Total comprehensive income attributable to:					
Owners of the equity	**268.42**	**787.67**	**795.07**	**2,312.69**	**3,175.82**
Non - controlling interest	**(0.63)**	**(0.04)**	**0.03**	**(0.38)**	**(0.39)**
	267.79	**787.63**	**795.10**	**2,312.31**	**3,175.43**
Paid-up equity share capital (Face value per share of Rs 10)	6,813.08	6,779.25	6,733.15	6,813.08	6,733.15
Earning per share (Rs) : (Face value per share of Rs 10)					
-Basic	0.96	1.03	1.15	4.14	3.89
-Diluted	0.95	1.02	1.11	4.08	3.72

Notes to financials results :

1. The audited consolidated financial statements for the quarter and year ended March 31, 2017 have been taken on record by the Board of Directors at its meeting held on May 5, 2017. 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, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.

2. The Group has adopted all the Ind AS on April 1, 2016 with the transition date as April 1, 2015 and the adoption was carried out in accordance with the Ind AS 101- First time adoption of Indian Accounting Standards. The transition was carried out from Indian Accounting Principles generally accepted in India as prescribed under Section 133 of the Companies Act, 2013 read with Rule 7 of the Companies (Accounts) Rules, 2014 (IGAAP) which was the 'Previous GAAP'.

3. During the quarter and year ended March 31, 2017, 3,383,575 and 7,993,425 equity shares respectively were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.

4. The Group had initially elected to apply historical cost model for Leasehold improvements as permitted under Ind AS 16 - Property, Plant and Equipments. However, during the quarter ended March 31, 2017, the Company has now elected to apply fair value model instead of historical cost model for Leasehold improvements. This represents a change in selection of transition options under Ind AS 101- First time adoption of Indian Accounting Standards. on Leasehold improvements of Rs.13.29, Rs. 13.29 and Rs. 53.14 respectively and consequently, the profit before tax for the aforesaid periods are higher than those reported earlier by a corresponding amount. The reconciliation in note 5 below have been updated accordingly.

5. Reconciliation between consolidated financial results, as per Previous GAAP and Ind AS for year / quarter presented are as under:

Particulars	Note	Year ended March 31 2016	Quarter ended March 31 2016
Net profit as per previous GAAP		2,654.07	796.32
Revenue recognition under Ind AS 18	a	(130.35)	(36.04)
Share based compensation expense under Ind AS 102	b	(36.47)	(8.28)
Employee benefits under Ind AS 19	c	31.48	7.87
Acquisition cost under Ind AS 103, business combination	d	(11.92)	(11.92)
Impact of depreciation	e	53.14	13.29
Tax effect of adjustments	f	49.30	13.61
Total adjustments		**(44.82)**	**(21.47)**
Net profit after adjustments as per Ind AS		**2,609.25**	**774.85**
Other comprehensive income, net of taxes		566.18	20.25
Total comprehensive Income		**3,175.43**	**795.10**

Explanations for reconciliation of consolidated statement of profit and loss as reported under previous GAAP to Ind AS:

a. On application of Ind AS 18, the Company aligned its revenue recognition relating to healthcare claims and collections business.

b. On first time adoption of Ind AS 101, the Company took an optional exemption to measure at fair value the unvested options on the transition date and accordingly recognised employee share based payment cost in the statement of profit and loss.

c. As per Ind AS 19 - Employee Benefits, actuarial gain and losses are recognized in other comprehensive income and not classified to statement of profit and loss in a subsequent period.

d. On retrospective application of Ind AS 103 to business combinations, expense have been debited to the statement of profit and loss account.

e. As per Ind AS 101, the Company has elected to measure certain items of property plant and equipments at the date of transition to Ind AS at fair value- refer note 4 above.

f. Tax adjustments include deferred tax impact on account of differences between Previous GAAP and Ind AS.

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5th Floor, Lodha Excelus, Apollo Mills Compound, N. M. Joshi Marg, Mahalaxmi, Mumbai - 400 011 India.
Chartered Accountants

6. Standalone Information (Audited) under Ind AS

Particulars	Quarter ended			Year ended	
	March 31 2017	December 31 2016	March 31 2016	March 31 2017	March 31 2016
Total income from operations	2,400.75	2,468.11	2,089.96	9,400.65	8,748.78
Net profit before taxation	646.93	599.10	333.78	2,187.36	1,756.06
Net profit after taxation	546.63	526.30	277.08	1,884.59	1,512.23

6. Statement of assets and liabilities (Consolidated - Audited)

Particulars	As at		
	March 31 2017	March 31 2016	April 1 2015
ASSETS			
Non-current assets			
Property, plant and equipment	878.05	784.69	610.43
Capital work-in-progress	42.85	22.59	28.47
Goodwill on consolidation	19,223.62	18,994.98	17,959.07
Intangible assets	576.48	435.97	332.19
Financial assets			
Investments	105.84	83.80	57.55
Other financial assets	714.30	543.02	618.06
Deferred tax assets	4,064.60	3,702.12	3,192.59
Income tax assets (net)	452.97	514.80	570.66
Others assets	1,309.07	206.59	91.58
Total non current assets	**27,367.78**	**25,288.56**	**23,460.60**
Current assets			
Financial assets			
Investments	1,522.67	767.74	676.11
Trade receivables	3,041.27	3,040.75	2,889.51
Cash and cash equivalents	387.31	685.76	799.81
Other financial assets	2,284.21	1,492.98	1,433.01
Other assets	589.73	487.64	255.57
Total current assets	**7,825.19**	**6,474.87**	**6,054.01**
Total assets	**35,192.97**	**31,763.43**	**29,514.61**
EQUITY AND LIABILITIES			
Equity			
Equity share capital	6,813.08	6,733.15	6,662.91
Other equity	13,466.95	11,037.01	8,102.33
Total equity attributable to equity holders of the Company	20,280.03	17,770.16	14,765.24
Non - controlling interest	11.75	19.71	16.31
Total equity	**20,291.78**	**17,789.87**	**14,781.55**
LIABILITIES			
Non-current liabilities			
Financial liabilities			
Long term borrowings	3,579.94	4,097.75	3,943.35
Provisions for employee benefits	287.49	265.88	281.93
Differed tax liability	2,874.02	2,224.06	1,997.12
Total non-current liabilities	**6,741.45**	**6,587.69**	**6,222.40**
Current liabilities			
Financial liabilities			
Short-term and other borrowings	5,644.71	4,809.17	6,220.51
Trade and other payables	993.77	868.68	812.71
Other financial liabilities	211.57	314.62	310.75
Other liabilities	1,226.84	1,311.59	1,087.58
Provisions for employee benefits	82.85	81.81	79.11
Total current liabilities	**8,159.74**	**7,385.87**	**8,510.66**
Total equity and liabilities	**35,192.97**	**31,763.43**	**29,514.61**

Equity Reconciliation

Particulars	Note	As at March 31 2016	As at April 1 2015
Equity under previous GAAP		24,250.80	20,886.37
Business combination as per Ind AS 103	a	(5,697.43)	(5,377.28)
Revenue recognition under Ind AS 18	b	(666.48)	(585.44)
Acquisition cost under Ind AS 103, business combination	c	(11.92)	-
Accounting for lease rentals under Ind AS 17		20.51	20.05
Impact of depreciation	d	(125.32)	(178.46)
Tax effect of adjustments			
Total Adjustments, net of taxes		(6,480.64)	(6,121.13)
Equity after adjustments as per Ind AS		**17,770.16**	**14,765.24**

Explanations for reconciliation of consolidated equity as reported under IGAAP to Ind AS

a The Company has elected to apply Ind AS 103, business combinations retrospectively to past business combinations from the date of acquisition. As a result, Intangibles were identified at the fair value on the date of acquisition and were amortized over their useful life. The effect of change is; decrease in "Goodwill on consolidation". As, the intangibles identified are fully depreciated on the opening balance-sheet date, there is corresponding decrease in equity.

b. On application of Ind AS 18, the Company aligned its revenue recognition relating to healthcare claims and collections business.

c. On application of Ind AS 103 to business combinations.

d. As per Ind AS 101, the Company has elected to measure certain items of property plant and equipments at the date of transition to Ind AS at fair value- refer note 4 above.

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Chartered Accountants

7. Segment Reporting - Consolidated audited

Particulars	Quarter ended			Year ended	
	March 31 2017 (Audited)	December 31 2016 (Audited)	March 31 2016 (Audited)	March 31 2017 (Audited)	March 31 2016 (Audited)
Segment revenue					
a) Customer management	4,051.23	4,343.20	4,046.28	17,295.33	14,880.94
b) Healthcare	3,034.85	2,841.96	3,025.39	11,425.12	11,443.76
c) Collections	1,057.33	932.13	954.46	3,857.76	3,304.80
d) Domestic Business (India)	500.28	483.49	499.11	1,990.90	1,987.06
Total	**8,643.69**	**8,600.78**	8,525.24	**34,569.11**	**31,616.56**
Less: Inter-segment revenue	-	-	-	-	-
Net segment revenue	**8,643.69**	**8,600.78**	**8,525.24**	**34,569.11**	**31,616.56**
Segment results before tax and finance costs					
a) Customer management	690.93	825.90	690.43	3,185.84	2,384.90
b) Healthcare	479.91	415.07	347.45	1,676.45	1,282.80
c) Collections	159.40	106.95	135.91	495.69	375.63
d) Domestic Business (India)	33.72	28.21	78.58	136.05	140.71
Total	**1,363.96**	**1,376.13**	**1,252.37**	**5,494.03**	**4,184.04**
i) Finance costs	(114.16)	(98.82)	(126.59)	(453.16)	(524.38)
ii) Other unallocable expenditure net of unallocable income	(488.86)	(446.08)	(255.54)	(1,671.69)	(797.55)
iii) Share in net (loss) of associate	(0.01)	(0.01)	-	(0.01)	-
Profit before tax and non-controlling interest and other comprehensive income	**760.93**	**831.22**	**870.24**	**3,369.17**	**2,862.11**
Segment assets					
a) Customer management	4,860.36	5,736.37	3,526.38	4,860.36	3,526.38
b) Healthcare	17,253.82	18,228.09	17,807.16	17,253.82	17,807.16
c) Collections	3,850.46	3,834.79	3,397.64	3,850.46	3,397.64
d) Domestic Business (India)	487.37	493.13	963.95	487.37	963.95
e) Unallocable	8,740.96	6,908.09	6,068.30	8,740.96	6,068.30
	35,192.97	**35,200.47**	**31,763.43**	**35,192.97**	**31,763.43**
Segment liabilities					
a) Customer management	2,876.25	4,461.10	2,314.51	2,876.25	2,314.51
b) Healthcare	6,380.68	5,317.76	6,631.89	6,380.68	6,631.89
c) Collections	217.33	214.23	230.36	217.33	230.36
d) Domestic Business (India)	460.84	618.38	255.75	460.84	255.75
e) Unallocable	4,966.09	4,508.59	4,541.05	4,966.09	4,541.05
	14,901.19	**15,120.06**	**13,973.56**	**14,901.19**	**13,973.56**

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 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.

The Group reclassified the segment disclosure as prescribed under Ind AS 108 and accordingly previous period / year ended disclosure has been restated accordingly.

By order of the Board
For Firstsource Solutions Limited

Rajesh Subramaniam
Managing Director and CEO

Kolkata, India
May 5, 2017

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Auditor's Report on Quarterly Consolidated Financial Results and Year to Date Consolidated Financial Results of Firstsource Solutions Limited Pursuant to Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

To the Board of Directors of Firstsource Solutions Limited

We have audited the consolidated quarterly financial results of Firstsource Solutions Limited ('the Company') and its subsidiaries (collectively referred to as 'the Group') for the quarter ended 31 March 2017 and the year to date consolidated financial results for the period from 1 April 2016 to 31 March 2017, attached herewith, being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

These consolidated quarterly financial results as well as the year to date consolidated financial results have been prepared on the basis of the consolidated financial statements, which are the responsibility of the Company's management. Our responsibility is to express an opinion on these consolidated financial results based on our audit of such consolidated financial statements, which have been prepared in accordance with the recognition and measurement principles laid down in Indian Accounting Standards (Ind AS), prescribed under Section 133 of the Companies Act, 2013 read with relevant rules issued thereunder; and other accounting principles generally accepted in India.

We conducted our audit in accordance with the Auditing Standards generally accepted in India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial results are free of material misstatements. An audit includes examining, on a test basis, evidence supporting the amounts disclosed as financial results. An audit also includes assessing the accounting principles used and significant estimates made by management. We believe that our audit provides a reasonable basis for our opinion.

Based on our audit conducted as above, in our opinion and to the best of our information and according to the explanations given to us, these consolidated quarterly financial results as well as the year to date consolidated financial results:

(i) include the audited consolidated quarterly financial results as well as the year to date consolidated financial results of the following entities:

Name of the Entity	Relationship
Firstsource Solutions Limited	Holding Company
Firstsource Group USA, Inc.	Wholly owned Subsidiary
Firstsource Solutions UK Limited	Wholly owned Subsidiary
Firstsource Solutions S.A.	Wholly owned Subsidiary

Auditor's Report on Quarterly Consolidated Financial Results and Year to Date Consolidated Financial Results of Firstsource Solutions Limited Pursuant to Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ***(Continued)***

Firstsource Solutions Limited

(i) include the audited consolidated quarterly financial results as well as the year to date consolidated financial results of the following entities *(Continued)*:

Name of the Entity	Relationship
Firstsource Advantage LLC	Wholly owned Subsidiary
Firstsource Business Process Services, LLC	Wholly owned Subsidiary
Firstsource Solutions USA LLC	Wholly owned Subsidiary
Firstsource Transaction Services LLC	Wholly owned Subsidiary
Firstsource Dialog Solutions (Private) Limited	Subsidiary
Firstsource Process Management Services Limited (formerly known as 'Anunta Tech Infrastructure Services Limited')	Wholly owned Subsidiary
Firstsource BPO Ireland Limited	Wholly owned Subsidiary
One Advantage LLC	Wholly owned Subsidiary
MedAssist Holding LLC	Wholly owned Subsidiary
ISGN Solutions, Inc.	Wholly owned Subsidiary
ISGN Fulfilment Services, Inc.	Wholly owned Subsidiary
ISGN Fulfillment Agency LLC	Wholly owned Subsidiary
Nanobi Data and Analytics Private Limited	Associate

(ii) are presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and SEBI circular dated 5 July 2016 in this regard; and

(iii) give a true and fair view of the consolidated net profit (consolidated financial performance including other comprehensive income) and other consolidated financial information for the quarter ended 31 March 2017 as well as the year to date consolidated financial results for the period from 1 April 2016 to 31 March 2017.

(iv) The consolidated financial results includes the Group's share of loss after tax of Rs. 0.01 million (unaudited) and Rs. 0.01 million (audited) for the quarter and year ended 31 March 2017, respectively, as considered in the consolidated financial results, in respect of an Associate. The financial statements of the Associate have been audited by other auditors whose report has been furnished to us by the management and our report on the consolidated financial results, in so far as it relates to the amounts and disclosures included in respect of this Associate, is based solely on reports of other auditors. Our report on the consolidated financial results is not modified in respect of our reliance placed on the report of the other auditors.

For **B S R & Co. LLP**
Chartered Accountants
Firm's Registration No: 101248W/W-100022

Rajesh Mehra
Partner
Membership No: 103145

Kolkata
5 May 2017

Firstsource Solutions Limited

AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 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	
	March 31 2017 (Audited)	December 31 2016 (Audited)	March 31 2016 (Audited)	March 31 2017 (Audited)	March 31 2016 (Audited)
Income from operations					
Income from operations	2,094.44	2,225.06	1,930.26	8,408.65	8,262.12
Other operating income, net	306.31	243.05	159.70	992.00	486.66
Total income from operations	**2,400.75**	**2,468.11**	**2,089.96**	**9,400.65**	**8,748.78**
Expenses					
Employee benefits expenses	1,128.64	1,189.91	1,083.29	4,579.96	4,239.10
Depreciation and amortisation	39.18	51.60	47.67	190.32	318.09
Other expenses	626.75	654.29	656.74	2,523.12	2,529.70
Total expenses	**1,794.57**	**1,895.80**	**1,787.70**	**7,293.40**	**7,086.89**
Profit from operations before other income and finance costs	**606.18**	**572.31**	**302.26**	**2,107.25**	**1,661.89**
Other income	25.68	66.26	(12.17)	147.86	183.25
Profit from ordinary activities before finance costs	**631.86**	**638.57**	**290.09**	**2,255.11**	**1,845.14**
Finance costs	(15.07)	39.47	(43.69)	67.75	89.08
Profit from ordinary activities before tax	**646.93**	**599.10**	**333.78**	**2,187.36**	**1,756.06**
Tax expense	100.30	72.80	56.70	302.77	243.83
Net profit from ordinary activities after tax	**546.63**	**526.30**	**277.08**	**1,884.59**	**1,512.23**
Other comprehensive income, net of taxes	37.11	55.65	63.07	180.48	(220.12)
Total comprehensive income	**583.74**	**581.95**	**340.15**	**2,065.07**	**1,292.11**
Paid-up equity share capital (Face value per share of Rs 10)	6,813.08	6,779.25	6,733.15	6,813.08	6,733.15
Earning per share (Rs): (Face value per share of Rs 10)					
-Basic	0.80	0.78	0.41	2.79	2.26
-Diluted	0.80	0.77	0.40	2.75	2.16

Notes to financials results :

1. The audited standalone financial statements for the quarter and year ended March 31, 2017 have been taken on record by the Board of Directors at its meeting held on May 5, 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. The Company has adopted all the Ind AS on April 1, 2016 with the transition date as April 1, 2015 and the adoption was carried out in accordance with the Ind AS 101- First time adoption of Indian Accounting Standards. The transition was carried out from Indian Accounting Principles generally accepted in India as prescribed under Section 133 of the Companies Act, 2013 read with Rule 7 of the Companies (Accounts) Rules, 2014 (IGAAP) which was the 'Previous GAAP'.

3. During the quarter ended and year ended March 31, 2017, 3,383,575 and 7,993,425 equity shares respectively were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.

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.

5. The Company had initially elected to apply historical cost model for Leasehold improvements as permitted under Ind AS 16 - Property, Plant and Equipments. However, during the quarter ended March 31, 2017, the Company has now elected to apply fair value model instead of historical cost model for Leasehold improvements. This represents a change in selection of transition options under Ind AS 101- First time adoption of Indian Accounting Standards. On account of this change, the figures for quarter ended December 31, 2016 and March 31, 2016 and year ended March 31, 2016 have been adjusted to reflect the reversal of depreciation on Leasehold improvements of Rs.2.97, Rs. 2.97 and Rs. 11.84 respectively and consequently, the profit before tax for the aforesaid periods are higher than those reported earlier by a corresponding amount. The reconciliation in note 6 below has been updated accordingly.

6. Reconciliation between standalone financial results, as per Previous GAAP and Ind AS for the year / quarter presented are as under:

Particulars	Note	Year ended March 31 2016	Quarter ended March 31 2016
Net profit as per Previous GAAP		1,497.37	276.94
Share based compensation expense under Ind AS 102	a	(23.05)	(4.89)
Employee benefits under Ind AS 19	b	32.02	8.01
Acquisition cost under Ind AS 103, business combination	c	(5.95)	(5.95)
Impact of depreciation	d	11.84	2.97
Total adjustments		**14.86**	**0.14**
Net profit after adjustments as per Ind AS		**1,512.23**	**277.08**
Other comprehensive income, net of taxes		(220.12)	63.07
Total comprehensive income		**1,292.11**	**340.15**

Explanations for reconciliation of standalone statement of profit and loss as reported under IGAAP to Ind AS:

a. On first time adoption of Ind AS 101, the Company exercised the optional exemption to measure unvested options on the transition date and accordingly recognised employee share based payment cost in the statement of profit and loss. The cost related to options allotted to employees of the subsidiaries has been shown as investment made in subsidiaries.

b. As per Ind AS 19 - Employee Benefits, actuarial gain and losses are recognized in other comprehensive income and not classified to statement of profit and loss in a subsequent period.

c. On retrospective application of Ind AS 103 to business combinations, acquisition expenses have been debited to the statement of profit and loss.

d. As per Ind AS 101, the Company has elected to measure certain items of property plant and equipments at the date of transition to Ind AS at fair value- refer note 5 above.

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Chartered Accountants

7. Statement of Assets and liabilities (Audited)

Particulars	As at March. 31 2017	As at March. 31 2016	As at April. 1 2015
ASSETS			
Non-current assets			
Property, plant and equipment	292.87	256.60	301.54
Capital work-in-progress	16.18	14.40	0.50
Goodwill	40.14	-	-
Other intangible assets	221.71	132.98	262.50
Financial assets			
Investments	11,954.74	11,938.28	11,825.33
Other financial assets	642.70	492.62	573.59
Other assets	134.77	49.33	66.61
Deferred tax assets	1,596.53	1,782.77	1,654.98
Income tax assets	604.78	693.62	625.87
Total non- current assets	**15,504.42**	**15,360.60**	**15,310.92**
Current assets			
Financial assets			
Investments	1,495.17	740.24	649.11
Trade receivables	3,719.34	3,195.57	2,335.48
Cash and cash equivalents	157.71	362.99	258.50
Other financial assets	1,116.51	550.01	673.18
Other assets	687.57	354.25	386.13
Total current assets	**7,176.30**	**5,203.06**	**4,304.40**
Total assets	**22,680.72**	**20,563.66**	**19,615.32**
EQUITY AND LIABILITIES			
Equity			
Equity share capital	6,813.08	6,733.15	6,662.91
Other equity	13,180.92	10,998.07	9,622.66
Total equity	**19,994.00**	**17,731.22**	**16,285.57**
LIABILITIES			
Non-current liabilities			
Financial liabilities			
Long term borrowings	676.60	1,159.51	1,214.78
Provisions for employee benefits	117.62	111.48	73.41
Total non-current liabilities	**794.22**	**1,270.99**	**1,288.19**
Current liabilities			
Financial liabilities			
Short term borrowings	1,184.98	770.09	1,130.86
Trade and other payables	336.53	243.94	242.59
Other financial liabilities	121.06	314.62	310.75
Provisions for employee benefits	41.69	33.70	38.10
Other liabilities	206.24	199.10	319.26
Total current liabilities	**1,892.50**	**1,561.45**	**2,041.56**
Total equity and liabilities	**22,680.72**	**20,563.66**	**19,615.32**

Equity Reconciliation

Particulars	Note	As at 31 March 2016	As at April 01 2015
Equity under previous GAAP		17,709.61	16,283.27
Share based compensation expense under Ind AS 102	a	25.04	11.62
Acquisition cost under Ind AS 103, business combination	b	(5.95)	-
Accounting for lease rentals under Ind AS 17		11.41	11.41
Impact of depreciation	c	(8.89)	(20.73)
Total Adjustments, net of taxes		21.61	2.30
Equity after adjustments as per Ind AS		**17,731.22**	**16,285.57**

Explanations for reconciliation of standalone equity as reported under IGAAP to Ind AS

a. On first time adoption of Ind AS 101 the Company exercised the optional exemption to measure unvested options on the transition date and accordingly recognised employee share based payment cost.

b. On application of Ind AS 103 business combinations.

c. As per Ind AS 101, the Company has elected to measure certain items of property plant and equipments at the date of transition to Ind AS at fair value- refer note 5 above.

By order of the Board
For Firstsource Solutions Limited

Kolkata, India
May 5, 2017

Rajesh Subramaniam
Managing Director and CEO

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Auditor's Report on Quarterly Standalone Financial Results and Year to Date Standalone Financial Results of Firstsource Solutions Limited Pursuant to Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

To the Board of Directors of
Firstsource Solutions Limited

We have audited the quarterly standalone financial results of Firstsource Solutions Limited ('the Company') for the quarter ended 31 March 2017 and the year to date standalone financial results for the period from 1 April 2016 to 31 March 2017, attached herewith, being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

These quarterly standalone financial results as well as year to date standalone financial results have been prepared on the basis of the standalone financial statements, which are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial results based on our audit of such standalone financial statements, which have been prepared in accordance with the recognition and measurement principles laid down in Indian Accounting Standards (Ind AS), prescribed under Section 133 of the Companies Act, 2013 read with relevant rules issued thereunder; and other accounting principles generally accepted in India.

We conducted our audit in accordance with the Auditing Standards generally accepted in India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial results are free of material misstatements. An audit includes examining, on a test basis, evidence supporting the amounts disclosed as financial results. An audit also includes assessing the accounting principles used and significant estimates made by management. We believe that our audit provides a reasonable basis for our opinion.

Based on our audit conducted as above, in our opinion and to the best of our information and according to the explanations given to us, these quarterly standalone financial results as well as year to date standalone financial results:

(i) are presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and SEBI circular dated 5 July 2016 in this regard; and

Auditor's Report on Quarterly Standalone Financial Results and Year to Date Standalone Financial Results of Firstsource Solutions Limited Pursuant to Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ***(Continued)***

Firstsource Solutions Limited

(ii) give a true and fair view of the standalone net profit (financial performance including other comprehensive income) and other financial information for the quarter ended 31 March 2017 as well as the year to date results for the period from 1 April 2016 to 31 March 2017.

For **B S R & Co. LLP**
Chartered Accountants
Firm's Registration No: 101248W/W-100022

Rajesh Mehra
Partner
Membership No: 103145

Kolkata
5 May 2017

RP-Sanjiv Goenka Group
Growing Legacies

firstsource

Press Release

Firstsource reports Fiscal 2017 revenues of Rs 35,556 million
Y-o-Y growth of 10.5%

Operating EBIT of Rs 3,790 million
Up Y-o-Y by 15.1%

PAT (profit after tax) of Rs 2,800 million
Up Y-o-Y by 7.5%

EBIT and PAT margins expanded by 43 bps and 22 bps respectively during the year

Kolkata, May 5, 2017: At its board meeting held in Kolkata today, Firstsource Solutions Limited (NSE:FSL, BSE:532809), a global provider of customized Business Process Management (BPM) services and an RP-Sanjiv Goenka Group company, reported its consolidated financial results for the quarter and year ended March 2017 according to Indian GAAP.

Financial Highlights for Year ended March 2017:

- Revenues at Rs 35,556 million for the year ended March 2017, a growth of 10.5% over corresponding period of the previous year.
- Operating EBIT of Rs 3,790 million for the year ended March 2017, up 15.1% over corresponding period of the previous year.
- Profit after tax Rs 2,800 million for the year ended March 2017, up 7.5% over corresponding period of the previous year.
- EPS for the year is Rs 4.14 (basic) and Rs 4.08 (diluted).
- Debt repayment: Firstsource Group USA, wholly owned subsidiary of Firstsource Solutions successfully made the principal repayment of USD 45 million during the year.
- Employee strength at 25,871 as of March 31, 2017. Addition of 1,985 employees during the year.
- As of March 31, 2017, Firstsource derived 55% revenues from the US, 38% from UK and 7% from Rest of World, including India.
- As of March 31, 2017, Firstsource derived 32% revenues from Telecom & Media, 36% from Healthcare and 32% from Banking, Financial Services and Insurance (BFSI).
- As of March 31, 2017, Firstsource has 48 centers, compared to 45 as on March 31, 2016.
    - Added 2 delivery centers in the US, 2 delivery centers in the UK and reduced one in India

Mr. Sanjiv Goenka, Chairman, RP-Sanjiv Goenka Group and Firstsource Solutions said, "We have successfully navigated headwinds and continued our trajectory of growth for the year with revenues growing by 10.5% Y-o-Y and Operating EBIT expanding 15% Y-o-Y. The most significant highlight of the year has been the 10-year deal we signed with Sky, one of our long-standing clients, making us their only outsourced partner in the UK for TV and broadband customer support services. During the year, we expanded into the US mortgage industry with the acquisition of the BPO division of ISGN Corporation. I am confident that we will continue to grow in FY18, continue to innovate and deploy tangible differentiators that give us the competitive edge to win high-impact transformational deals."

Firstsource fourth quarter revenues at Rs 8,923 million
(Y-o-Y growth of 2.6%)

Operating EBIT at Rs 880 million
(Y-o-Y de-growth of 10.0%)

PAT at Rs 654 million
(Y-o-Y de-growth of 15.7%)

Highlights for the Quarter ended March 31, 2017:

- Revenues of Rs 8,923 million, up 2.6% Y-o-Y compared to Rs 8,694 million for the quarter ended March 2016.
- Operating EBIT (earnings before interest and tax) of Rs 880 million, down 10.0% Y-o-Y compared to Rs 978 million for the quarter ended March 2016.
- PAT (profit after tax) of Rs 654 million, down 15.7% Y-o-Y compared to Rs 775 million for the quarter ended March 2016.
- Cash position is at Rs 1,910 million.
- Employee strength at 25,871 as of March 31, 2017. Reduction of 121 employees in the quarter.
- Q4 annualized attrition (post 180 days) :
    - Offshore (India and Philippines) – 42.2% compared to 37.5% in Q3 FY2017
    - Onshore (US and Europe) – 40.7% compared to 38.2% in Q3 FY2017
    - Domestic (India and Sri Lanka) – 81.1% compared to 76.4% in Q3 FY2017

Key Highlights for Fourth Quarter FY2016-17:

Business Highlights

- As part of the 10-year partnership deal with Sky, Firstsource welcomed 1200 new employees in its Derby site in the UK.

- Firstsource Transaction Services, LLC, part of Firstsource Solutions, partnered with Dynamic Healthcare Systems, a leading provider of enterprise-wide solutions, to strengthen health plans in handling their increasingly complex back office operations.

Debt repayment: Firstsource Group USA, wholly-owned subsidiary of Firstsource Solutions successfully made the quarterly principal repayment of USD 11.25million of its outstanding debt on March 31, 2017.

Rewards & Recognitions:

- Triple win at the Welsh Contact Centre Awards 2017 in the UK in the categories of Most Diverse Workplace, Trainer of the Year and Special Industry Champions.

- Awarded the prestigious Global HR Excellence Awards 2017 in the category of 'Innovation in Retention Strategy'. Firstsource was recognised for its' employee retention practices and policies.

Additional highlights for FY2016-17:

Rewards & Recognitions

- Won the Bronze award in the 'Customer Service Team of the Year' category, jointly with client, giffgaff at the European Contact Center & Customer Service Awards (ECCCSA). The award recognises Firstsource's work with the leading mobile network provider to deliver top quality member experience.

- Received the Gold Award jointly with NOW TV in the 'Technology and Telecoms' category and Silver Award in partnership with giffgaff in the 'Engaging Customers Online' categories at the UK Customer Experience Awards, 2016

- Declared 1st Runner-up at the 'Best Adversity Management Stories of Asia' 2016 Awards. Firstsource presented the Adversity Management Story around the Chennai floods in Nov-Dec 2015

- Recognised in the '100 Best Companies for Women in India' by the 2016 Working Mother & AVTAR Best Companies for Women in India. This recognition came for the increase in number of women in the workforce, contributing to growth of women employees in the nation- all the while, offering an inclusive and flexible work environment to women employees.

- Won the Best Employer Brand Award for 'Excellence in building the Employer Brand as an Employer of Choice' at the 11th Employer Branding Awards. The award is a celebration of Best Talent in Human Resources Development, for having a distinct identity that is visible through the HR practices, polices and strategy.

- Dual-award win at the Asia Pacific HRM Congress Awards, 2016 in the categories - Organisation with Innovative HR Practices and Young HR Professional

- Won three awards at the Asia's Best Employer Brand Awards, 2016 in the categories - Best B-school recruiting programme, Organisation with Innovative HR Practices and Best HR Strategy in line with Business

- Won the Employer of Choice Award for the second time at the annual Business in the Community Northern Ireland Awards. Recognised for demonstrating excellence in motivating and developing employees in a healthy and inclusive workplace which offers opportunities for all.

- Awarded the Employee Champion Award at the Aer Lingus Viscount Awards in association with Ulster Business in the UK. This award has come in recognition for all the work done on mental health and wellbeing.

Analyst Recognition

- Gartner's Magic Quadrant has positioned Firstsource as a 'Challenger' in the Customer Management (CM) Contact Centre BPO report for 2016/17, improving on its 2015/16 'Niche Player' rating.

- ISGN Solutions, a FSL company mentioned as a 'High Performer' amongst industry peers in HfS Blueprint Report: Mortgage As-A-Service 2016.

- The Healthcare Payer business was recognised in Everest's 2017 Healthcare Payer BPO PEAK matrix as a 'Major Contender'.

Rankings

- Ranked #6 and #18 by NASSCOM in the Annual Rankings for the 'Top 10 BPM Exporters' and 'Top 20 IT-BPM Employers' in India for 2016, respectively

- Ranked #15 in the Top 50 Largest Employers in Northern Ireland, and #49 in the Top 100 Largest Profit Earning Northern Ireland registered companies by Belfast Telegraph's Top Company ratings.

About Firstsource:

Firstsource Solutions Limited, a RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN), is a leading global provider of customized Business Process Management (BPM) services to the Healthcare, Telecom & Media and Banking & Financial Services industries. The company's clients include Fortune 500, FTSE 100 & Nifty 50 companies. Firstsource has a "rightshore" delivery model with operations in India, the UK, the US and the Philippines. (www.firstsource.com)

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