

DETAILS OF FAMILIARIZATION PROGRAMMES IMPARTED TO INDEPENDENT DIRECTORS

As per Regulation 25(7) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, (SEBI LODR), the Company is required to familiarise the Independent Directors through various programmes about the Company, including the following: (a) nature of the industry in which the Company operates; (b) business model of the Company; (c) roles, rights, responsibilities of Independent Directors; and (d) any other relevant information.

As per Regulation 62(1A) of SEBI LODR, the Company is required to disclose the details of familiarization programmes imparted to Independent Directors including the following details: - (i) number of programmes attended by the Independent Directors (during the year and on a cumulative basis till date), (ii) number of hours spent by the Independent Directors in such programmes (during the year and on cumulative basis till date), and (iii) other relevant details.

The details of familiarization programmes conducted for the Independent Director for the FY-2021-22 (effective September 7, 2021) are as under: -

Sl. No.	Name of Programme	Date & Details of Programme	Conducted by	Name of Director	Number of Programmes attended	Number of hours spent
1	Independent Director - Orientation Program	Date – September 24, 2021 Topics covered – 1. Introduction, history & background of Toyota Financial Services India Limited (TFSIN) 2. Introduction on Toyota Motor Corporation (TMC) – ultimate holding company & Toyota Financial Services Corporation (TFSC) – holding company 3. TFSIN business overview 4. TFSIN – Sales & Marketing update 5. Auto Market overview & TFS in India 6. New Car business 7. TFSIN penetration movement 8. Business enhancement strategies 9. Toyota Kirloskar Motor Private Limited (TKM) - TFSIN collaboration 10. Used Car business 11. Customer Retention 12. Sales & Marketing Digital Strategy 13. Sales enhancement campaigns 14. Suzuki business 15. KINTO business 16. HR & Administration 17. CSR highlights 18. TFSIN IT overview & strategy 19. TFSIN Retail Credit & Operation overview 20. Dealer Funding Credit & operations 21. TFSIN – Debt Service Management Group overview	TFSIN* via Microsoft Teams Meeting	Ms. Sunita Handa	1	4 hours

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	22. TFSIN Enterprise Risk Management overview 23. TFSIN Compliance & Governance overview 24. Overview of applicable laws & regulations 25. Code of Conduct for Independent Directors 26. Role, function & duties of Independent Directors 27. Overview of Policies 28. TFSIN Internal Audit & Risk Containment Unit overview 29. TFSIN Finance & Accounting overview 30. Treasury updates				
During the financial year 2021-22				1	4 hours
Cumulative basis till date				1	4 hours

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The details of familiarization programmes Imparted/conducted for the Independent Directors for the FY-2022-23 are as under: -

Sl. No.	Name of Programme	Date & Details of Programme	Conducted by	Name of Directors who participated	Number of Programmes attended	Number of hours spent
1	Master Class On Building Better Boards	Date - 07-09 April 2022. Topics covered – 1. Effective Board Governance: Prospects & Possibilities 2. Integrated Thinking & Board Governance 3. Sustainability & Climate Risk: The Compelling Agenda of The Board 4. Roles & Responsibilities of Directors 5. Effectiveness of Board Committees 6. Building Better Dynamics in Board 7. How to be an Effective ID & Transformational Board Leader 8. Role of IDs on Responsible Business Conduct 9. Mock Board Simulation Exercise 10. Understanding Finance for Better Decisions – I 11. Understanding Finance for Better Decisions – II 12. Effectiveness of Audit Committee 13. Open House for Experiential Learning	The Indian Institute of Corporate Affairs at Goa.	Ms. Sunita Handa	1	21 hours
2	Independent Director - one day familiarization Program	Date - 17 May 2022. Topics covered – 1. Business Strategy 2. Performance overview 3. TFSIN Digital Strategy 4. Sales enhancement campaigns 5. Update on recent changes in applicable laws & regulations 6. Overview of Policies 7. CSR and D n O insurance Overview	TFSIN* via Microsoft Teams Meeting	Ms. Sunita Handa	1	8 hours 30 minutes

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		8. Update on Financial, Accounts and Treasury activities of the Company 9. Risk Management strategy overview 10. Fraud Detection, prevention and containment				
3	Independent Directors - one day familiarization Program	Date - 8 February 2023. Topics covered – 1. General business & industry overview 2. Business Performance overview 3. Financial Performance overview 4. Digital Strategy including Business Impact Analysis, IT Risk Assessment, Vendor Risk Assessment, Vulnerability Assessment and Penetration Testing & IT Annual Compliance 5. Recent changes in laws & regulations 6. Internal Audit 7. Policies 8. Corporate Social Responsibility 9. Financial Statements 10. Risk Management	TFSIN* via Microsoft Teams Meeting	1. Ms. Sunita Handa 2. Mr. V. Prakash	1	8 hours
During the financial year 2022-23					3	37 hours 30 minutes
Cumulative basis till date					4	41 hours 30 minutes

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The details of familiarization programmes Imparted/conducted for the Independent Directors for the FY-2023-24 are as under: -

Sl. No.	Name of Programme	Date & Details of Programme	Conducted by	Name of Directors who participated	Number of Programmes attended	Number of hours spent
1	Independent Directors - one day familiarization Program	Date - 8 February 2024. Topics covered – 1. General business & industry overview 2. Business Performance overview 3. Update on IT projects & Digital Strategy including IT Risk Assessment, DR Drill Report, Digital Personal Data Protection & IT Annual Compliance 4. Overview on Complaints Analysis by Internal Ombudsman 5. Risk Management strategy overview 6. Corporate Social Responsibility 7. Financial Performance overview and update on Financial Statements 8. Treasury update 9. Internal Audit 10. Delinquency and Quick Mortality overview 11. Recent changes in laws & regulations & overview on the compliance activities 12. Policies	TFSIN* via Microsoft Teams Meeting	1. Ms. Sunita Handa 2. Mr. V. Prakash	1	8 hours
During the financial year 2023-24					1	8 hours
Cumulative basis till date					5	49 hours 30 minutes

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The details of familiarization programmes Imparted/conducted for the Independent Directors for the FY 2024-25 are as under: -

Sl. No.	Name of Programme	Date & Details of Programme	Conducted by	Name of Directors who participated	Number of Programmes attended	Number of hours spent
1	Orientation session for new Independent Director - Familiarization programme	Date - 26 September 2024. Topics covered – 1. Introduction / Brief Discussion 2. Overview of Toyota/TKM/TFSC / TFSIN Business 3. Mid Term Business Plan Highlights 4. Risk Management 5. Credit & Collections 6. RBI Mumbai visit / RBI Observation 7. Obeya	TFSIN at Registered Office	Ms. Raji Anil Mishra	1	4 hours 30 minutes
2	Independent Directors - one day familiarization Program	Date - 5 November 2024. Topics covered – 1. General business & industry overview 2. Compliance update & recent changes in laws / regulations, KYC, AML 3. Internal Audit 4. Overview on complaints analysis by Internal Ombudsman 5. Business performance overview 6. Delinquency and Quick Mortality overview 7. Corporate Social Responsibility 8. Update on Business Plan 9. Financial Performance overview and update on Financial Statements 10. Treasury update	TFSIN* via Microsoft Teams Meeting	1. Mr. V. Prakash 2. Ms. Rajni Anil Mishra	1	8 hours
During the financial year 2024-25					2	12 hours 30 minutes
Cumulative basis till date					7	62 hours

TFSIN - Toyota Financial Services India Limited

TKM - Toyota Kirloskar Motors Private Limited

TFSC - Toyota Financial Services Corporation, Japan

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The details of familiarization programmes Imparted/conducted for the Independent Directors for the FY 2025-26 are as under: -

Sl. No.	Name of Programme	Date & Details of Programme	Conducted by	Name of Directors who participated	Number of Programmes attended	Number of hours spent
1	Orientation session for Independent Director - Familiarization programme	Date – 10 December 2025. Topics covered – 1. Introduction / Brief Discussion on Automobile Industry. 2. Visit to Toyota OEM, Bidadi. 3. Overview of Used Car Market. 4. Human Resources and Organization Structure Overview.		Mr. Raghu Venkata Harish	1	8 hours
2	Independent Directors - one day familiarization Programme	Date – 11 December 2025. Topics covered – 1. Introduction, history & background of the Company. 2. Enterprise Risk Management overview. 3. Retail Credit & Operation Overview. 4. Business Performance & Industry Overview. 5. Internal Audit Overview. 6. Compliance Overview. 7. Treasury Overview. 8. Finance & Accounting Overview. 9. Board & Governance Overview. 10. Information Technology and Information Security Overview & Strategy.	TFSIN at Registered Office	Mr. Raghu Venkata Harish	1	6 hours
3	Independent Directors - one day familiarization Programme	Date – 04 February 2026. Topics Covered: 1. General business & industry Overview. 2. Compliance update & recent changes in laws/regulations, KYC, AML. 3. Internal Audit. 4. Overview on complaints analysis by Internal Ombudsman.	TFSIN at Registered Office	Ms. Rajni Mishra Mr. Raghu Venkata Harish	1	8 hours

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		5. Business performance Overview.				
		6. Delinquency and Quick Mortality Overview.				
		7. Corporate Social Responsibility Activities Overview.				
		8. Mid-Term Business Plan Overview.				
		9. Financial Performance Overview and update on Financial Statements.				
		10. Treasury Overview.				
During the financial year 2025-26					3	22 hours
Cumulative basis till date					9	84 hours

TFSIN - Toyota Financial Services India Limited

OEM: Original Equipment Manufacturer

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