



18 Years of
Trust, Travel & Tech



Investor presentation **Q4FY25**



Safe Harbour

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Vision

Our vision is to become the most customer-centric travel company, by offering the best customer experience to our users.



Our Business



Flights



Hotels



Trains



Buses

Who We Are

We are a technology company focused on empowering Indian travellers to plan, book and manage their trips.



What We Stand For



Leading OTA for Next Billion Users with
544.35 Mn Annual Active Users¹



Assisting travellers in making smarter travel
decisions by leveraging artificial intelligence

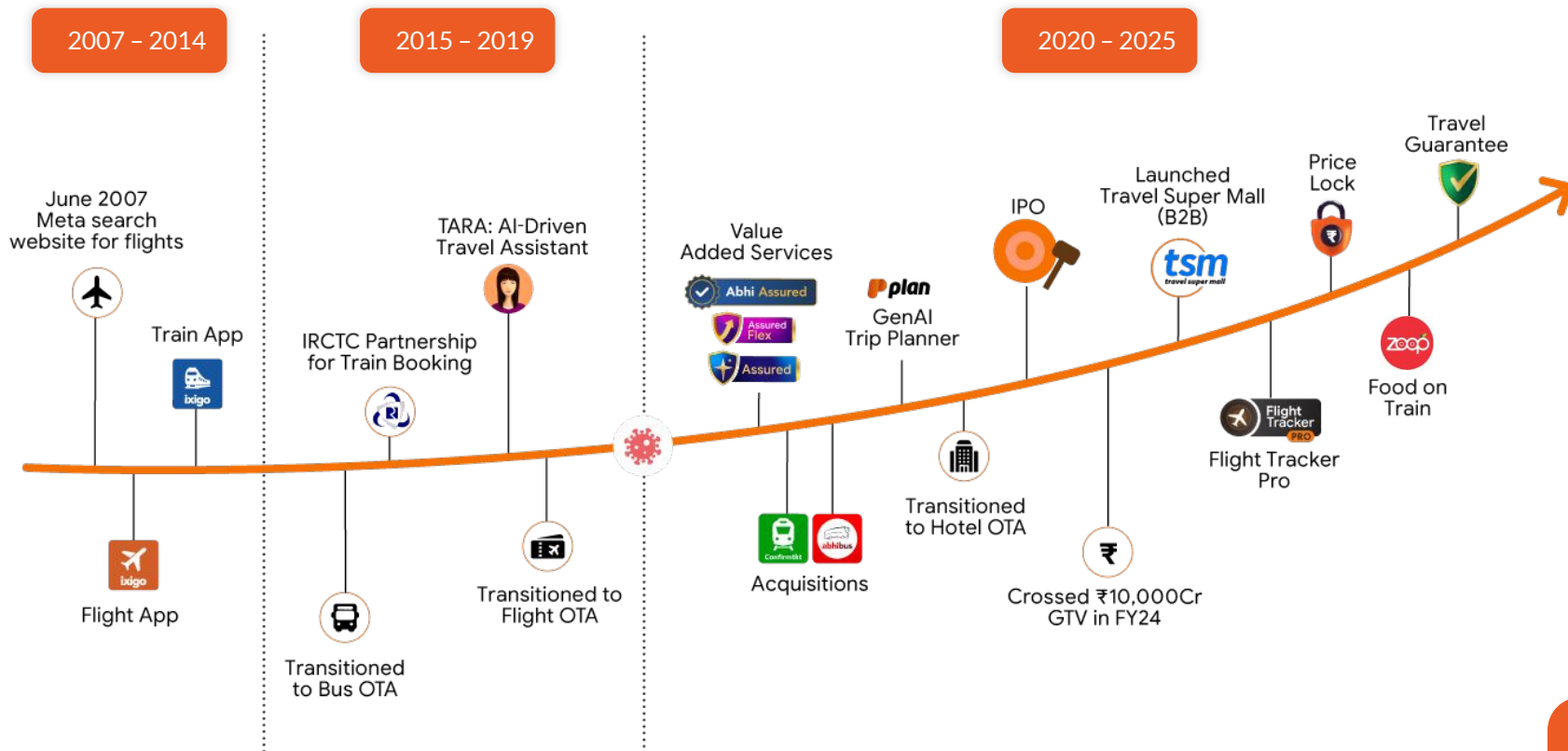


Empowering travellers to plan, book, & manage trips
across trains, flights, buses & hotels, assisting them
before, during, and after the journey



Culture and values defined by core tenets of customer
obsession, empathy, ingenuity, ownership, resilience
and excellence

Our Journey



India's Largest Travel Platform¹



MAU²
83.56 Mn



Towns⁴
2400 +

681.72 Mn

Lifetime Downloads⁴



85.80%

Repeat
Transaction Rate³



Lifetime
Transacted
Users⁴

43.83 Mn



Lifetime
Registered
Users⁴

300.74 Mn



Annual
Passenger
Segments
Booked³

122.95 Mn

93.92 %

Deep penetration
in Tier II / III²



Note: 1. Basis MAU & Downloads | 2. For 3 months ended 31st March 2025 | 3. For year ended 31st March 2025 | 4. As of 31st March 2025

Fun Facts

about ixigo



1. GTV

₹14,972 Cr

That's more than Bollywood's annual box office collection in its best-ever year!



2. Monthly Active Users

83.56 Mn

That's twice as many people as it would take to form a human chain around the Earth.



3. Train Passenger Segments

96.03 Mn

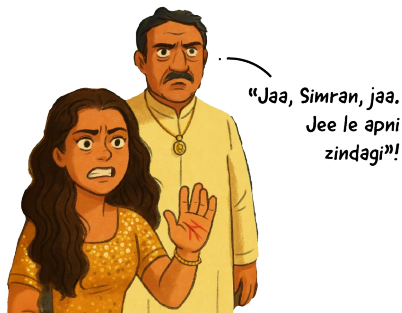
That's enough travelers to fill more than 230 Vande Bharat Trains, everyday, for 1 year!



4. Queries Solved by AI Chatbot

5.01 Mn

That's nearly as many queries as the entire population of Norway could ask in one go!



5. Average Refund Time

3 hr 17 min

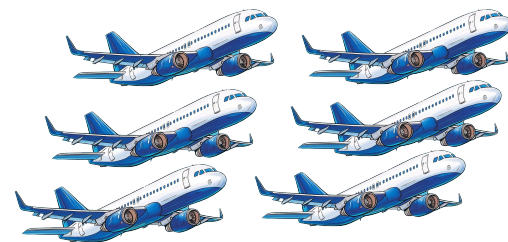
Hit Play on DDLJ and your refund will be processed before Babuji says “Jaa, Simran, jaa. Jee le apni zindagi”



6. Q4 App Downloads

31.21 Mn

That's 4 downloads per second!



8. Annual Transacting Users

15.41 Mn

That's enough to fill over 85,000 A320 aeroplanes!



7. Annual Active Users

544.35 Mn

That's enough people to form the 3rd most populated country in the world!

India's Leading OTA For The Next Billion Users¹

Fastest Growing² & Gaining Market-Share in All Lines of Businesses

1³



2³



3



Fastest
Growing⁴

“One-stop” Multi-Brand Travel Ecosystem

Note: 1. Highest Monthly Active Users for mobile apps across all key OTAs as of September 30, 2023 (Source: F&S Report) | 2. Basis Revenue from Operations CAGR from FY20 to FY24| 3. Source: F&S Report dated December 2023 (Updated May 2024)| 4. Basis GTV growth for Flights in the quarter ended 31st Dec 2024.

Q4 FY25 vs Q4 FY24



44,183.76

GTV

65% ▲



2,841.37

Revenue from Operations

72% ▲



1,208.86

Contribution Margin

69% ▲



291.40

Adjusted EBITDA

70% ▲



271.89

PBT* (ex loss of associate,
exceptional items & tax)

74% ▲

FY25 vs FY24



149,715.86

GTV

46% ▲



9,142.46

Revenue from Operations

39% ▲



4,013.48

Contribution Margin

37% ▲



947.72

Adjusted EBITDA

71% ▲



862.16

PBT* (ex loss of associate,
exceptional items & tax)

131% ▲

* Profit before share of loss of an associate, exceptional Items and tax, All values are in million

Management Commentary - Q4 FY25 & FY25



Mr. Alope Bajpai
*Chairman, Managing Director
& Group Chief Executive Officer*

“We continue to see acceleration in all our lines of business and have hit new all time highs. Our outstanding growth in categories such as flights and buses stems from our unique playbook that combines a customer-centric approach, ability to cross-sell and up-sell to our captive user-base, our tech-centric DNA, AI-driven efficiency, and enhanced brand awareness.”



Mr. Rajnish Kumar
*Director & Group Co-Chief
Executive Officer*



Mr. Saurabh Devendra Singh
Group Chief Financial Officer

“We went public in FY25 and this has become a defining year for our trajectory. This fiscal we achieved ₹14,972 Crore in GTV, ₹914 Crore in Operating Revenue and a 71% YoY increase in Adjusted EBITDA proving that scale and financial discipline need not be mutually exclusive.”

New Launches in FY25



Upto 3x refund* on unconfirmed train tickets, enabling last-minute bookings for flights and buses.



Get real-time updates on gate changes, check-in times, baggage belts, flight delays, and airport schedules.



Lock airfares for upto 2 days. Pay the locked price if fares rise or the lower price if they drop.



Pre-order quality meals at 200+ stations across India with seat delivery, real-time tracking & free cancellation.



Explore 360° walkthroughs & photos, 7-day trends & price insight filters, and a meta-tag to spot top-condition buses.



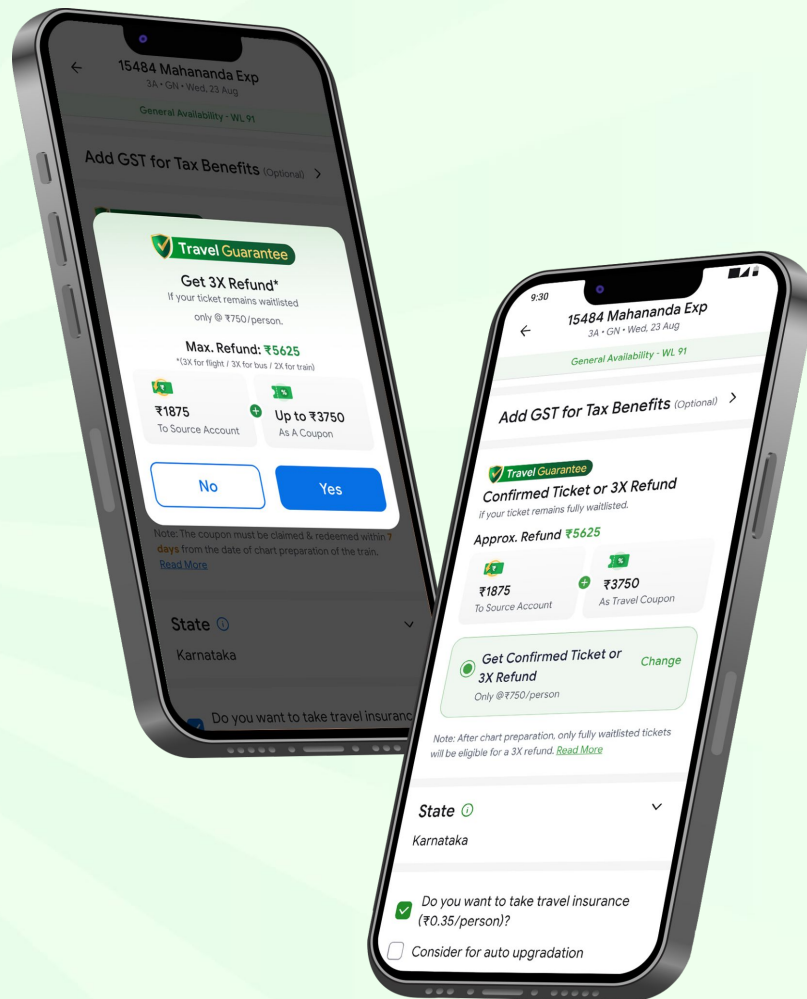
B2B travel platform for agents and operators with smart tech, accurate pricing and easy bookings.



Now Available On



Upto 3x refund* on unconfirmed train tickets, enabling last-minute bookings for flights and buses.



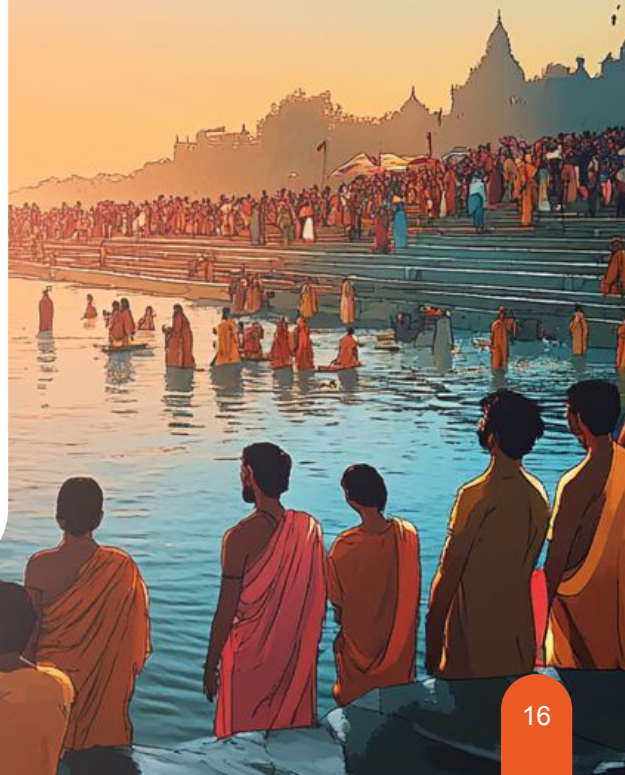
Impactful Brand Partnerships

We are investing on brand-building for enhancing our top of mind recall and trust. In FY25, we launched our “Na yeh na woh, bas ixigo” campaign for ixigo Trains with Rohit Sharma, leveled up our Royal Challengers Bengaluru partnership for ConfirmTkt and onboarded Chennai Super Kings for AbhiBus.



Maha Kumbh 2025: The Rise of Spiritual Travel

- The Maha Kumbh Mela drew over **660 Mn** visits as per official stats
- There was a surge in ixigo's travel bookings across categories for bookings to **Prayagraj**: 20x YoY rise in bus bookings, 5.4x YoY increase in flights and 4x YoY growth in train bookings. Nearby airports in **Lucknow & Varanasi** also saw >60% YoY growth.
- Overall impact of MahaKumbh in Q4 is estimated to be in **mid-single digit % of Total GTV**
- **Gen Z and solo travellers drove the momentum** for Prayagraj travel. Solo travellers made up over half of the train bookings to Prayagraj and a staggering 50% of all visitors to the Maha Kumbh across all modes were under 30 years of age.



The ixigo Flywheel



Artificial Intelligence & Technology Driven Operations

Technology Forms The Basis For Our Operating Leverage



TARA

AI driven personal travel assistant across chat & voice (beta)



AI Revenue Optimisation

Dynamic & personalized loyalty points and discounts



ixigo Assured & Assured Flex

Offers fully refundable / reschedulable ticket to users with AI-driven pricing



Automatic Trip Management

Deep integration with Apple & Google Wallet & near pilot-grade flight tracking with Flight Tracker Pro



PLAN
Generative AI based trip planner for personalized itineraries



Price Lock
Lock airfares for upto 2 days. Pay the locked price if fares rise or the lower price if they drop



Crowd-sourced Info & Utility Features
Running status, PNR predictions, train reviews. Works without internet or GPS



Intelligent Alternate Travel Recommendations
Suggest alternate trains or combinations when certain trains on a route are wait-listed



Leveraging Data Science & AI To Create Value Added Services

Dynamic AI-based Pricing Model



No Question Asked
Full Refunds



Fully Flexible and
Freely Reschedulable



Lock Fare Now,
Pay Later



Upto 150%
Assured Refund²



Upto 3X Refund* on
Unconfirmed Waitlisted
Train Tickets

29.23 %¹

Ancillary Attachment Rate

Other Value Added Services

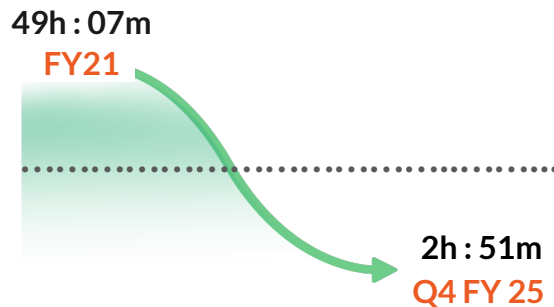
- Food on Trains
- Seat Selection
- In Flight Meals
- Visa Processing
- Travel Insurance
- Cab Rental Services

Endeavor To Provide Best Customer Experience

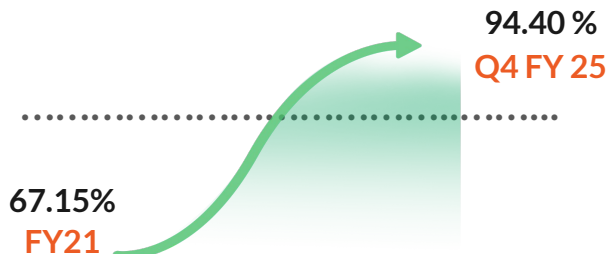
Providing Prompt Personalized Assistance Before, During & After the Trip



Average
Refund
Time¹



Calls Answered
Within 2
Minutes²



Q4 FY 25
Queries Solved
by AI chatbot
2.11 Mn



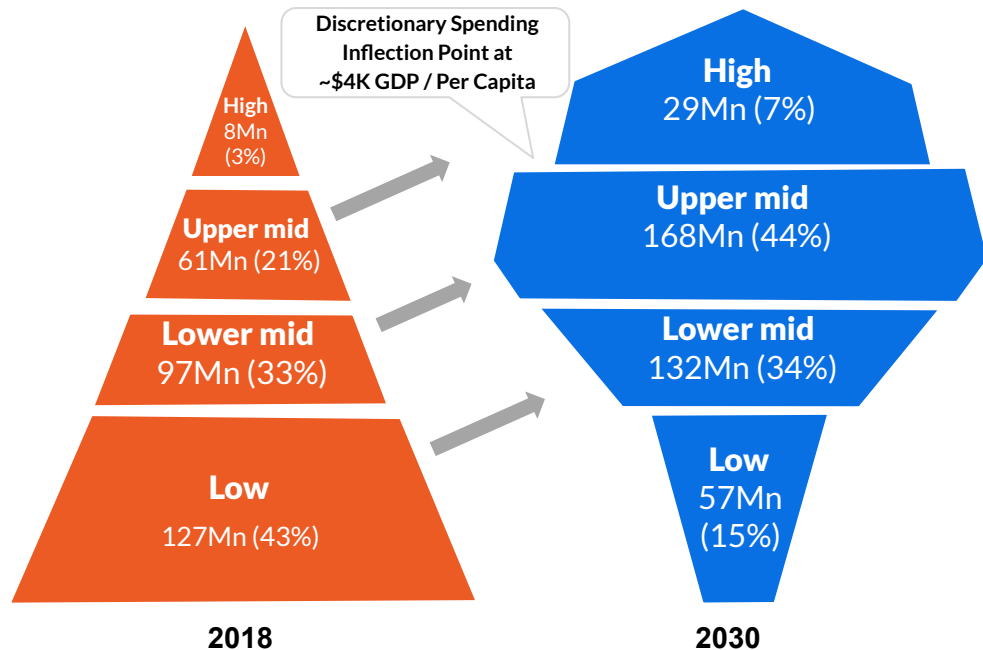
Q4 FY 25
% Queries Solved
by AI Chatbot
91.62 %

Note: 1. Refund time includes cancellation processing time | 2. Calls (or callbacks requested) to our call center

India Macroeconomic Outlook

On Track to Become
**The Third-Largest
Global Economy &
World's 4th Largest
Domestic Travel
market by 2030**

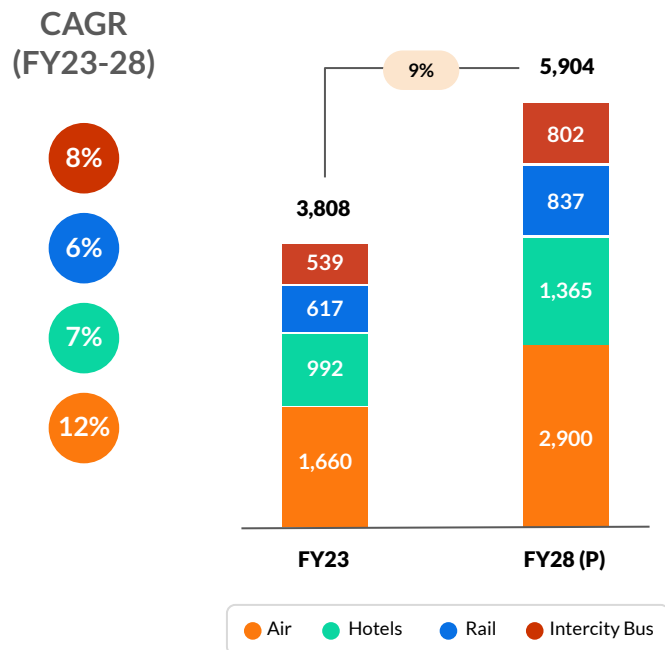
Rising Per Capita Incomes Will Shift
the Income Pyramid



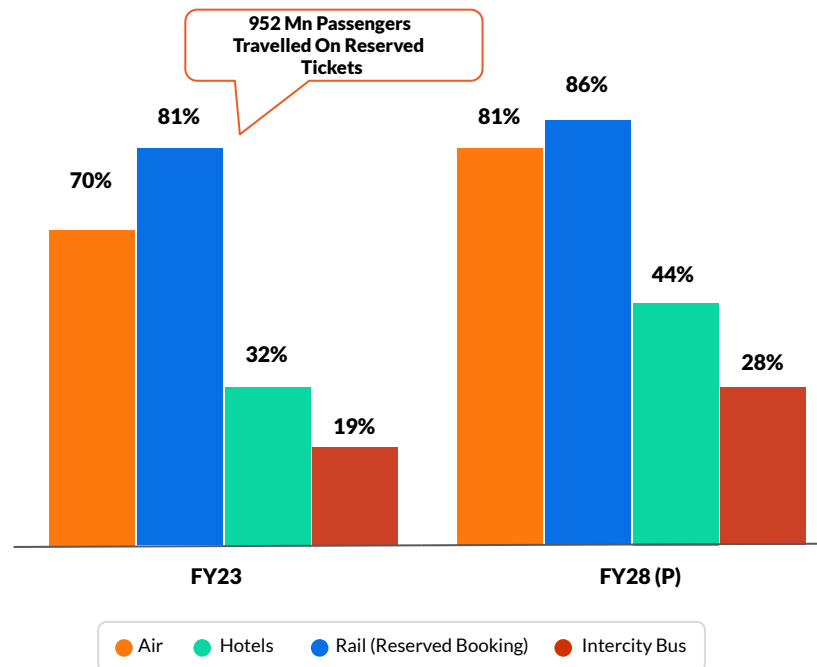
Number of Households By Income / Discretionary Spend¹
(% of total Households)

Robust Growth Expected in Indian Travel & Tourism Market

Indian Tourism & Transportation Size (INR Bn)



Growth In Online Penetration Across Different Segments

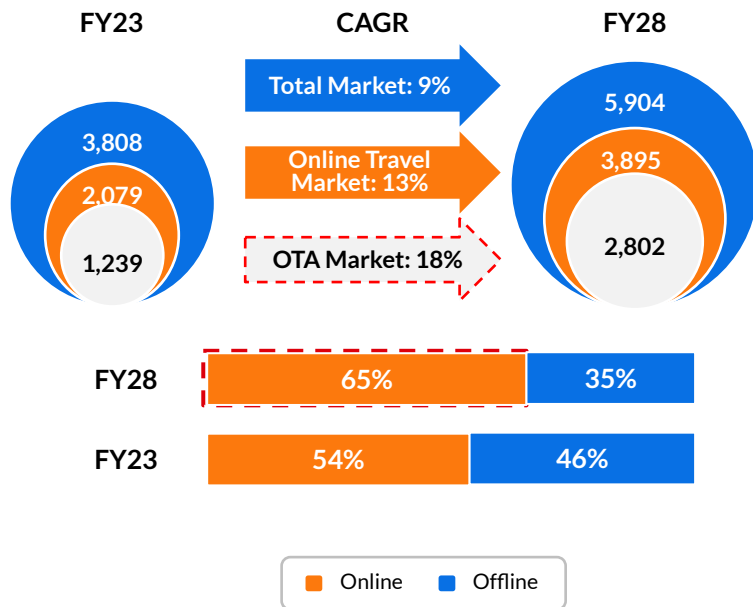


OTAs driving faster growth in Online Travel

Indian OTA Market Outpacing the Overall Travel and Online Markets

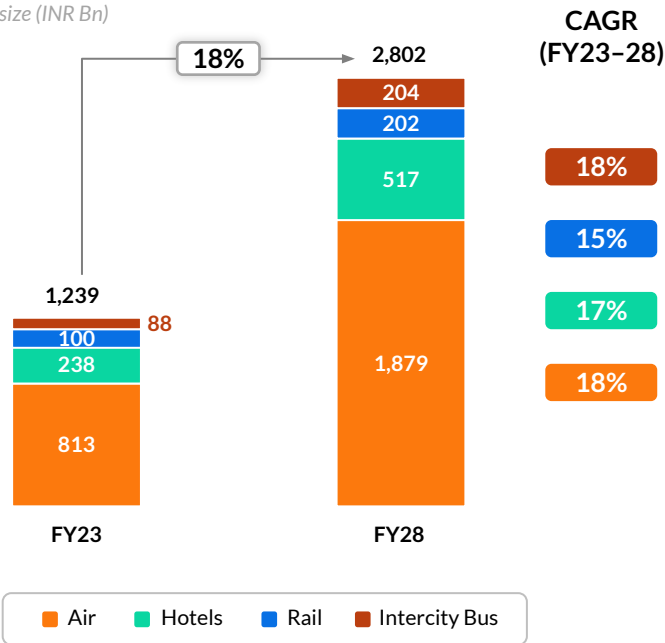
Indian Travel Market By Booking Mode

Market size (INR Bn)



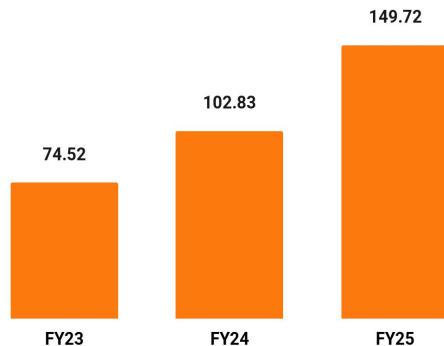
Indian OTA Market

Market size (INR Bn)

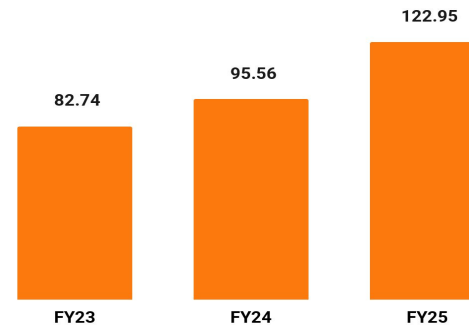


Accelerating Monetization & Premiumization

Gross Transaction Value (INR Bn)

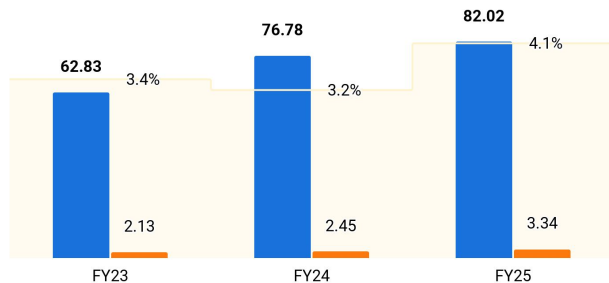


Passenger Segments (Mn)

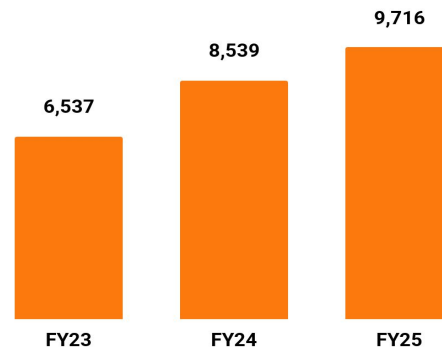


MAUs and MTUs (Mn)

■ MAU ■ MTU ■ MTU / MAU

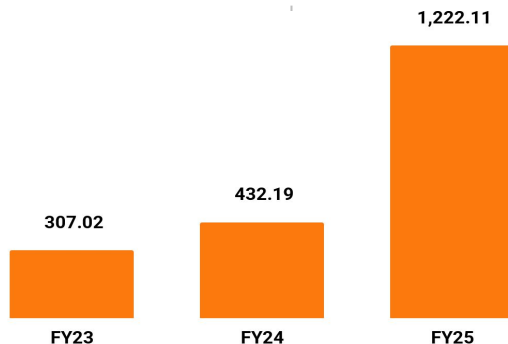


Annual Spend per Transacting User (INR)

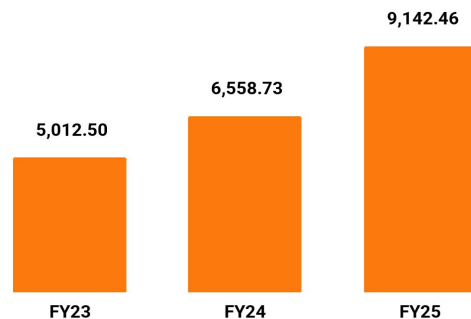


Operating Leverage Kicking In

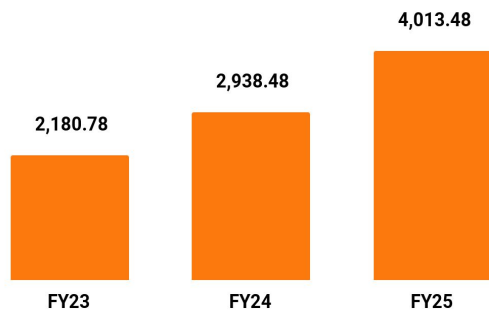
Operating Cash Flow (INR Mn)



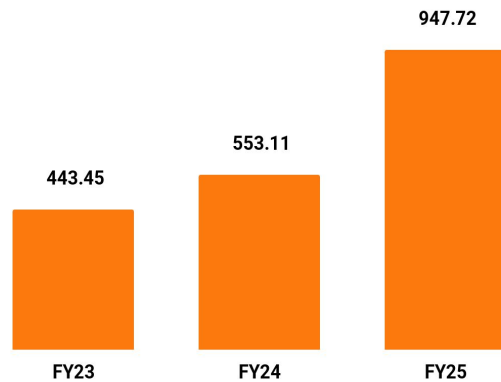
Revenue from Operations (INR Mn)



Contribution Margin (INR Mn)

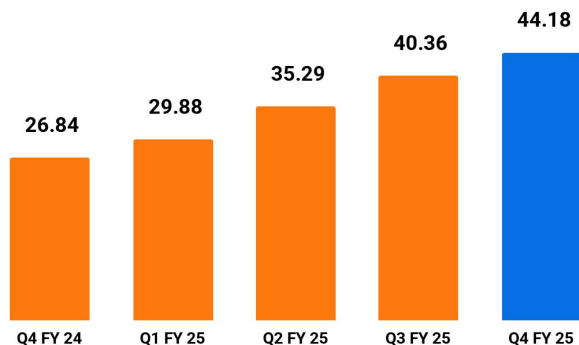


Adjusted EBITDA (INR Mn)

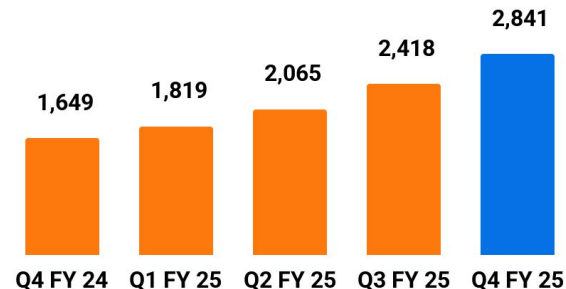


Continued Momentum Quarter on Quarter

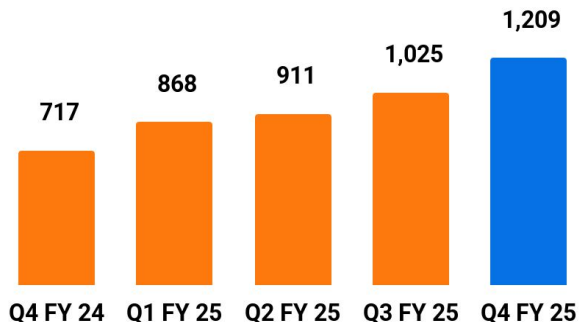
Gross Transaction Value (INR Bn)



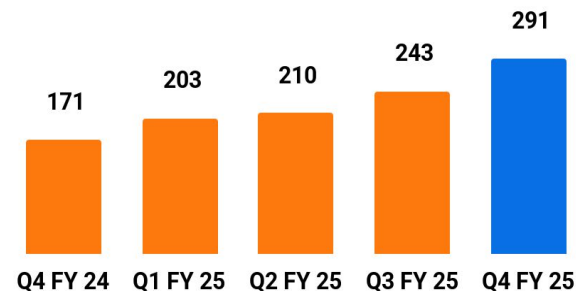
Revenue from Operations (INR Mn)



Contribution Margin (INR Mn)



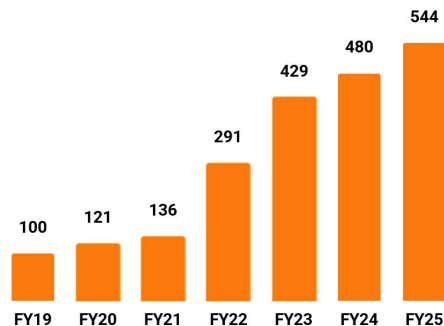
Adjusted EBITDA (INR Mn)



Robust YoY Growth Trajectory

23x Revenue Growth vs Pre-COVID (FY19)

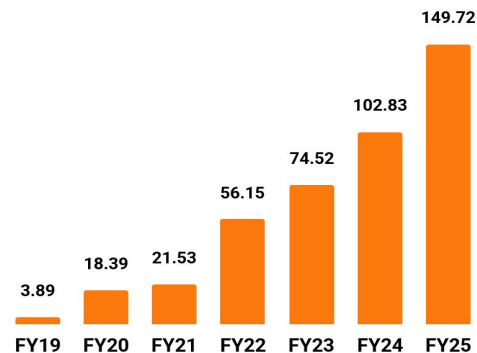
Annual Active Users (Mn)



CAGR

32.63%

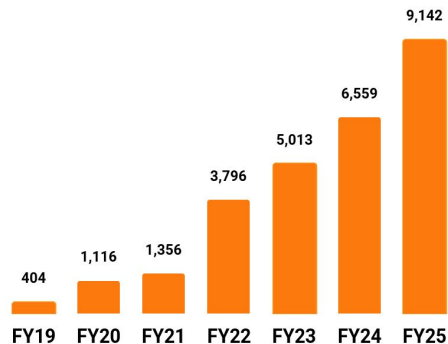
Gross Transaction Value (INR Bn)



CAGR

83.73%

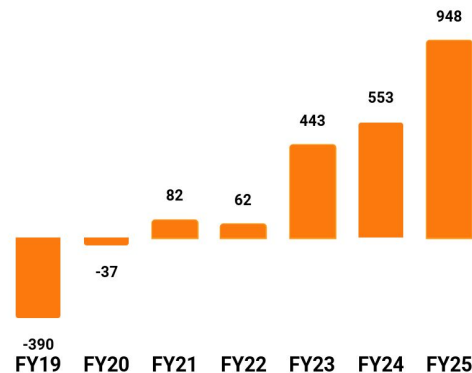
Revenue from Operations (INR Mn)



CAGR

68.20%

Adjusted EBITDA (INR Mn)



CAGR

(Since FY21)

84.32%

Diversified Business Model With Significant Operating Leverage

Q4 FY 25 vs.
Q4 FY 24

Multiple Revenue Streams

Passenger Segments (Mn)

GTV (INR Mn)

Gross Take Rate

Revenue From Operations (INR Mn)

Contribution Margin (INR Mn)

CM%

Train Ticketing

- Agent Service charges
- PG Charges
- Value Added Services
- Advertising

26.18

30%

20.09

21,071.25

41%

14,979.93

5.9%

1,263.45

34%

943.86

391.55

21%

324.51

31%

Flight Ticketing

- Airline Commissions
- Convenience Fees
- Value Added Services
- Ancillaries & Advertising

2.41

73%

1.39

17,092.16

92%

8,917.14

8.6%

875.53

135%

372.22

395.68

124%

176.38

45%

Bus Ticketing

- Convenience Fees
- Operator Commissions
- Value Added Services
- SaaS and Advertising

5.45

78%

3.07

5,525.03

92%

2,877.04

12.6%

658.98

103%

325.07

401.04

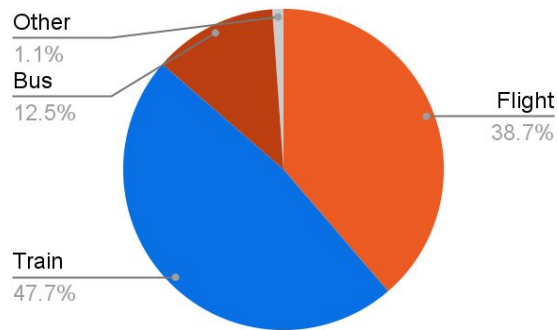
91%

210.29

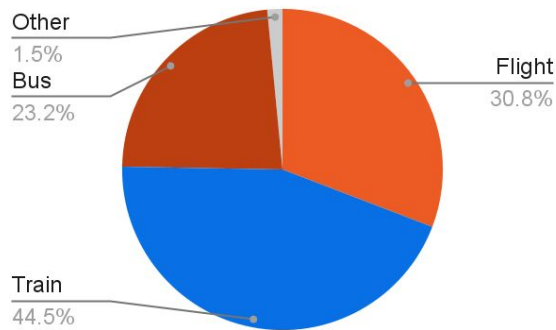
61%

Diversified & Evolving Business Mix - Q4FY25

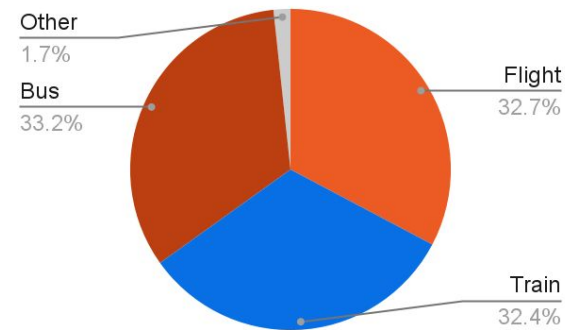
Gross Transaction Value



Revenue from Operations



Contribution Margin



Consolidated Summary Statement of Profit & Loss

INR Million, unless otherwise stated	FY25	FY24	FY23	Q4 FY 25	Q4 FY 24
Revenue from Operations	9,142.46	6,558.73	5,012.50	2,841.37	1,648.52
Other Income	180.20	92.18	163.23	59.42	31.42
Total Income	9,322.66	6,650.91	5,175.73	2,900.79	1,679.94
Expenses					
Employee benefits expense	1,636.17	1,410.20	1,262.61	464.00	346.14
Finance costs	23.30	28.86	9.49	5.51	4.92
Depreciation and amortization expense	103.38	129.24	108.15	29.69	26.15
Other expenses	6,697.65	4,710.10	3,462.67	2,129.70	1,146.36
Total Expenses	8,460.50	6,278.40	4,842.92	2,628.90	1,523.57
Profit / (loss) before share of loss of an associate, exceptional items and tax	862.16	372.51	332.81	271.89	156.37
Share of loss of an associate, net of tax	(90.97)	(59.07)	0.00	(32.99)	(30.75)
Profit / (loss) before exceptional items and tax	771.19	313.44	332.81	238.90	125.62
Exceptional Items	46.04	297.21	(126.07)	0.00	0.00
Profit / (loss) before tax	817.23	610.65	206.74	238.90	125.62
Tax expense/ (income):					
Current tax	40.09	1.25	76.77	39.45	0.60
Deferred tax credit	174.62	(121.21)	(103.99)	31.74	51.53
Total tax expense/ (income)	214.71	(119.96)	(27.22)	71.19	52.13
Profit / (loss) for the period/year	602.52	730.61	233.96	167.71	73.49

Segment wise Operating and Financial Snapshot

INR Million unless otherwise stated	FY25	FY24	FY23	Q4 FY 25	Q4 FY 24
Flight Passenger Segments	8.44	5.77	3.26	2.41	1.39
Flight GTV	56,506.95	35,269.99	20,154.88	17,092.16	8,917.14
Flight Gross Take Rate	8.14%	8.17%	11.02%	8.59%	7.93%
Flight Segment Revenue	2,533.93	1,463.96	1,020.33	875.53	372.22
Flight Segment Results (Contribution Margin)-A	1,154.59	709.79	561.84	395.68	176.38
Flight Contribution Margin %	45.57%	48.48%	55.06%	45.19%	47.39%
Train Passenger Segments	96.03	77.38	68.97	26.18	20.09
Train GTV	74,104.58	55,685.30	44,715.27	21,071.25	14,979.93
Train Gross Take Rate	6.04%	6.46%	6.37%	5.88%	6.17%
Train Segment Revenue	4,569.02	3,703.70	2,977.99	1,263.45	943.86
Train Segment Results (Contribution Margin)-B	1,527.40	1,293.83	961.17	391.55	324.51
Train Contribution Margin %	33.43%	34.93%	32.28%	30.99%	34.38%
Bus Passenger Segments	18.48	12.41	10.51	5.45	3.07
Bus GTV	18,011.94	11,748.11	9,654.15	5,525.03	2,877.04
Bus Gross Take Rate	11.47%	11.05%	10.32%	12.59%	11.23%
Bus Segment Revenue	1,969.24	1,317.79	974.05	658.98	325.07
Bus Segment Results (Contribution Margin)-C	1,298.05	870.50	617.65	401.04	210.29
Bus Contribution Margin %	65.92%	66.06%	63.41%	60.86%	64.69%
Other Segment Results (Contribution Margin)-D	33.44	64.36	40.12	20.59	6.08
Total Contribution Margin (A+B+C+D)	4,013.48	2,938.48	2,180.78	1,208.86	717.26

Financial Summary - Contribution Margin to EBITDA

INR Million unless otherwise stated	FY25	FY24	FY23	Q4 FY 25	Q4 FY 24
Total Contribution Margin	4,013.48	2,938.48	2,180.78	1,208.86	717.26
+ Other Income	180.20	92.18	163.23	59.42	31.42
- Employee Benefits Expenses	1,636.17	1,410.20	1,262.61	464.00	346.14
- Technology and Related Costs	415.26	285.77	223.02	145.11	73.12
- Advertising & Branding	790.82	551.98	214.29	244.40	87.19
- Others (G&A, Outsourcing and Misc. Expenses)	362.59	252.10	193.64	107.68	54.79
EBITDA	988.84	530.61	450.45	307.09	187.44
+ ESOP Expense	139.08	114.68	156.23	43.73	15.30
- Other Income	180.20	92.18	163.23	59.42	31.42
Adjusted EBITDA	947.72	553.11	443.45	291.40	171.32

Financial Summary - Cash Flow

Particulars (INR Million)	FY25	FY24
Cash flows from operating activities		
Profit / (loss) before tax	817.23	610.65
Operating adjustments :		
Share of loss of an associate, net of tax	90.97	59.07
Depreciation and amortization	103.38	129.24
Exceptional Items	(46.04)	(297.21)
Employee stock option scheme	139.08	114.68
Interest Income	(80.20)	(25.57)
Working capital adjustments	309.62	(126.52)
Others	(111.93)	(32.15)
Total operating adjustments	404.88	(178.46)
Net cash flow from / (used in) operating activities	1,222.11	432.19
Net cash flow from / (used in) investing activities	(2,030.07)	(446.01)
Net cash flow from / (used in) financing activities	1,042.44	(463.25)
Net increase / (decrease) in cash and cash equivalents	234.48	(477.07)
Cash and cash equivalents at the beginning of the period	244.96	725.90
Cash acquired on acquisition of the subsidiary	7.40	0.00
Cash & cash equivalents for loss of control in subsidiary	0.00	(3.87)
Cash & cash equivalents as at the end of the period (As reported)	486.84	244.96
Total Cash Balance (Including all Fixed deposits, Mutual Funds, Net of Borrowings)	3,373.45	1,104.1

Financial Summary - Balance Sheet

Particulars (INR Million)	FY25	FY24
Assets		
Tangible and Intangible assets	268.64	227.05
Goodwill	2,595.75	2,483.03
Investment (Current & Non-current)	1,194.78	856.12
Other financial assets (Current & Non-current)	327.77	389.71
Non-current tax asset & Deferred tax assets	214.07	365.00
Trade receivables	366.85	276.45
Cash and Bank Balances	2,789.63	798.84
Current assets (Others)	1,297.42	925.11
Total assets	9,054.91	6,321.31
Equity and liabilities		
Equity share capital	390.11	372.97
Other equity	5,946.11	4,087.04
Non-controlling interests	25.10	0.00
Lease liabilities (Current & Non-current)	78.13	59.69
Other financial liabilities (Current)	513.51	368.12
Borrowings (Current)	323.69	400.76
Provisions	151.95	115.83
Trade payables	1,034.50	568.79
Deferred tax liabilities	11.76	0.00
Contract liabilities & Other current liabilities	580.05	348.11
Total Equity and Liabilities	9,054.91	6,321.31

Key Performance Indicators

Key Performance Indicators	Units	FY23	FY24	FY25
Monthly Active Users	Million	62.83	76.78	82.02
Gross Transaction Value	INR Million	74,524.30	102,825.49	149,715.86
Revenue from Operations	INR Million	5,012.50	6,558.73	9,142.46
Gross Revenue	INR Million	6,405.47	8,318.58	11,911.72
EBITDA	INR Million	450.45	530.61	988.84
EBITDA %	%	8.70%	7.98%	10.61%

Experienced Key Managerial Personnel



Mr. Alope Bajpai ★

*Chairman, Managing Director
& Group Chief Executive Officer*

- Ex- Amadeus
- MBA, INSEAD
- B.Tech, Electrical Engineering, IIT Kanpur



Mr. Rajnish Kumar ★

Director & Group Co-Chief Executive Officer

- Ex- Amadeus
- B.Tech, Computer Science, IIT Kanpur



Mr. Saurabh Devendra Singh

Group Chief Financial Officer

- Ex CBO Sanford C. Bernstein
- PGDM, IIM Ahmedabad
- B.Tech, Chemical Engineering, IIT Delhi



Mr. Dinesh Kumar Kotha

*Chief Executive Officer, ixigo Trains &
ConfirmTkt*

- Co-founder, ConfirmTkt
- Ex-o9 Solutions
- B.Tech, NIT, Jamshedpur



Mr. Sripad Vaidya

*Chief Operating Officer, ixigo Trains &
ConfirmTkt*

- Co-founder, ConfirmTkt
- B. Tech, Computer Science & Engineering from Sastra University



Mr. Suresh Bhutani

*Group General Counsel, Company Secretary &
Compliance officer*

- Ex-Interglobe Aviation, R Systems Intl.
- MBA – Indira Gandhi National Open University
- B.Com (H), FCS, LLB,

Seasoned Board of Directors



Mr. Shailesh Lakhani
Non-Executive Director

- Nominated to Board by Peak XV
- MBA, Harvard University
- Bachelor's degree, University of Waterloo



Mr. Frederic Lalonde
Non-Executive Director

- Founder and CEO of Hopper, an airfare and hotel fare prediction mobile application



Mr. Mahendra Pratap Mall
Independent Director

- Ex- CMD, IRCTC
- MDI Gurugram (Management)
- B.Sc., MA from University of Allahabad



Mr. Arun Seth
Independent Director

- Ex-Trustee of the Nasscom Foundation
- PGDM from IIM, Calcutta
- B. Tech (Electrical), IIT Kanpur



Mr. Rahul Pandit
Independent Director

- Ex-Hamstede Living Pvt Ltd, Ginger Hotels, Lemontree Hotels
- BA, University of Delhi,
- Diploma in Hotel Management



Ms. Shuba Rao Mayya
Independent Director

- Ex-ICICI, TCS
- 29+ years of banking & insurance experience
- B.Com, Associate member of ICAI



Mr. Rajesh Sawhney
Independent Director

- Founder, GSF; Co-founder Innerchef, Ex-Reliance
- Master's degree in management studies, University of Mumbai

Becoming a One Stop Travel Solution Provider

Continue To Deepen Penetration & Enhance Our Offerings For The 'NBUs'

Engage Existing Users To Return To Book

Increase Volume Of Transactions & Frequency Of Engagement

Acquire New Users & Build "Top Of Mind" Awareness

Investments in Online & Offline brand building & branded distribution deals

Introduce Newer Offerings

Add more ancillaries / value added services and pursue B2B / corporate growth avenues



Improve Operating Leverage Through Investment In Deep Tech & AI

Enhance TARA chatbot to understand local languages & voice-based interactions

Offer New Embedded Value Added Services

Automate Operations Through Tech Investments

Continue To Develop In-house Models Through The Use Of AI

Increase Monetization Through Cross-selling And Up-selling

Conference Call Details

Le Travenues Technology Limited (NSE: IXIGO, BSE: 544192) will host a conference call for analysts and investors on Wednesday, 14th May 2025, at 6:30pm (IST) following the announcement of financial results for Q4 FY25 & FY25

Details of Conference call

Date	Wednesday, 14 May 2025
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Time	06:30 PM IST 09:00 PM HK/SG 09:00 AM US (EST)
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Duration	1 Hour
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Registration Link	http://bit.ly/4j2Cj5Q
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Glossary

Term	Description
Adjusted EBITDA	Adjusted EBITDA is calculated as the profit for the period or year plus tax expense, finance cost, depreciation, amortization expenses, Employee Stock Option Scheme less other income, exceptional items, share of profit/loss of associate.
Adjusted EBITDA Margin	Adjusted EBITDA Margin is defined as Adjusted EBITDA divided by revenue from operations
Annual Active Users	Annual Active Users refers to the number of unique devices (including, amongst others, laptops and mobile phones) which have recorded at least one visit to a page/ screen on our platforms in a given period/ year, cumulated across ixigo, ConfirmTkt and AbhiBus websites and apps
Ancillary Attachment Rate	Ancillary Attachment Rate refers to the number of ancillary transactions for ancillaries sold such as ixigo Assured, ixigo Assured Flex, Trip Guarantee, Price Lock, seats, meals, among others, across flights, trains and buses divided by the overall number of transactions
Annual spend per transacting user	Annual Gross Transaction Value divided by Annual Transacting Users
Lifetime Transacted Users	Lifetime Transacted Users refers to the number of unique transacting users identified by user's mobile number and/or email address, that have made at least one booking through us in the lifetime of our company on the OTA model, cumulated across ixigo, ConfirmTkt and AbhiBus website and apps
Contribution Margin	Contribution Margin is defined as Segment revenue (net ticketing revenue plus other operating revenue) less direct expenses
Contribution Margin (%)	Contribution Margin (%) is defined as Contribution Margin(Segment results) divided by revenue from operations (Segment revenue).
EBITDA %	EBITDA as a percentage of total income
Tier II/III Penetration	% of transactions booked through ixigo group's OTA platforms where either an origin or destination was a non-Tier I city

Gross Revenue	Gross revenue represents Revenue from operations plus discounts.
Gross Take Rate	Gross take rate refers to Gross Ticketing Revenue divided by Gross Transaction Value during the relevant period/ year
Gross Transaction Value (GTV)	Gross transaction value refers to the total amount paid (including taxes, fees and service charges, gross of all discounts) by users for the OTA services and products booked through us in the relevant period/ year
Mobile app Downloads	Total number of downloads of our ixigo (train), ixigo (flight), Abhibus and Confirmktkt mobile apps in the relevant period
Monthly Active Users (MAUs)	Monthly active users is the number of unique devices (including, amongst others, laptops and mobile phones) which have recorded at least one visit in a month to a page/screen on our platforms cumulated across ixigo, ConfirmTkt and AbhiBus website and apps and cumulated for all months in the given period/ year, divided by the number of months in that period/ year
Monthly Screen Views	Total number of mobile app screen views or website page views in a given period divided by the number of months in that period
Monthly Transacting Users (MTUs)	Monthly transacting users is the number of unique transacting users identified by users' mobile number and/or e-mail address, as applicable, that have made at least one booking through us, in a given period/ year, divided by the number if months in that period/ year, cumulated across ixigo, ConfirmTkt and AbhiBus website & apps
Repeat transaction Rate	Repeat transaction rate is calculated as percentage of transactions by repeat transacting users, identified by their unique mobile number and/ or email address, where a repeat transacting user is any user who has transacted through our platforms at least once in the preceding 36 months.
Passenger Segments	Passenger segments refers to the total number of point-to-point passenger tickets booked between two cities, airports, train stations or bus stations, as applicable, whether or not such a ticket is part of a larger or longer itinerary. For example, a booking made with two passengers for a return flight consists of four passenger segments.
% Queries solved by AI chatbot	All queries which were resolved by chatbot without any human intervention divided by the overall queries



Thank You

For additional information please contact:

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☎ +91 92668 66934

