Check-In
to Growth

Investor Presentation **Q2 FY27**

Safe Harbour

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Effective 1st April 2026, the Company has changed the presentation currency denomination for its financial results from **INR Millions to INR Crores.** Accordingly, all figures in the current period, along with the comparative figures for previous periods have been presented in INR Crores to conform to the current period's presentation.

Who we are

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

Our Business :

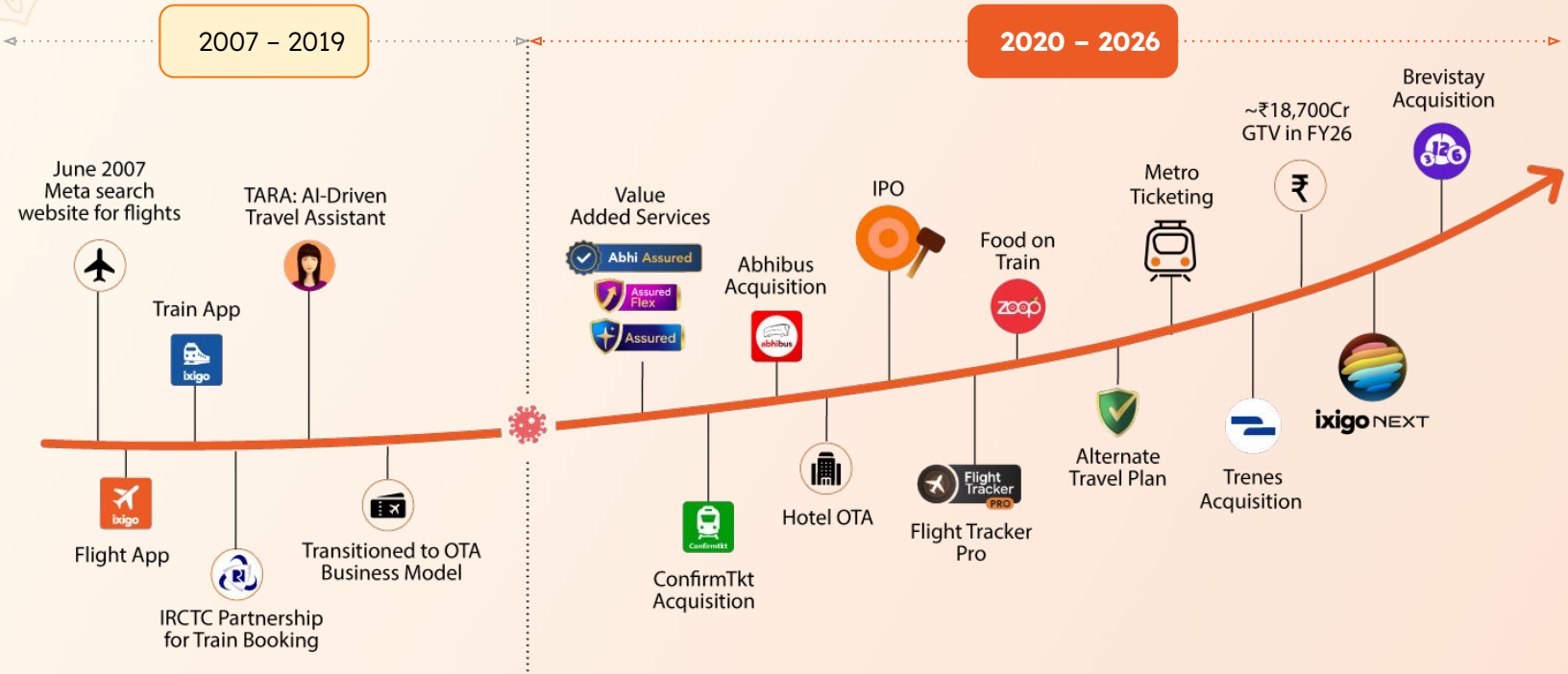
Flights

Hotels

Trains

Buses

Our Journey


2007 – 2019
2020 – 2026
June 2007
Meta search
website for flights
Train App
TARA: AI-Driven
Travel Assistant
Flight App
IRCTC Partnership
for Train Booking
Transitioned to OTA
Business Model
Value
Added Services
Abhi Assured
Assured Flex
Assured
ConfirmTkt
Acquisition
Abhibus
Acquisition
Hotel OTA
IPO
Flight Tracker
Pro
Food on
Train
Alternate
Travel Plan
Metro
Ticketing
Trenes
Acquisition
~₹18,700Cr
GTV in FY26
ixigo NEXT
Brevistay
Acquisition

Vision

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

We are in the "Peace of Mind" Business

Dynamic AI-based Pricing for Value Added Services

Assured
No Questions Asked
Full Refunds

Price Lock
Lock Fare Now,
Pay Later

Abhi Assured
Upto 150% Assured Refund
and Roadside Assistance

Assured Flex
Fully Flexible
and Freely
Reschedulable

Alternate Travel Plan
Upto 3X Refund on
Unconfirmed Waitlisted
Train Tickets

Travel Guarantee
Upto 3X Refund on Bus
Tickets if canceled by bus
operator

30%[1]

Ancillary Attach Rate

Other Value Added Services

- Trip Delay Protection
- Smart Lock
- Food on Trains
- Airport Cabs
- Visa Processing
- Travel Insurance
- Seat & In-flight Meals
- Visa Rejection Protection

Note: 1. For 3 months ended 30th September 2026

Delivering the Best Customer Experience with AI

Providing Prompt Personalized Assistance Before, During & After the Trip

Average Refund Time[1]

3h : 37m
FY24

3h : 32m
Q2 FY 27

Calls Answered Within 2 Minutes[2]

92%
FY24

97 %
Q2 FY 27

Q2 FY27

Percentage of Queries solved by AI

Voice	82%
Chat	94%

Total Queries solved by AI

43 Lakhs

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

India's Largest Travel Platform[1]

MAU[2]

8.63 Cr

Towns[4]

2400+

86%

Repeat Transaction Rate[3]

41.75 Cr

Lifetime Registered Users[4]

14.21 Cr

Annual Passenger Segments Booked[3]

94%

Deep penetration in Tier II / III[2]

Lifetime Transacted Users[4]

6.96 Cr

56.94 Cr

Annual Active Users[3]

Note: 1. Basis MAU & app downloads | 2. For 3 months ended 30th September 2026 | 3. For year ended 31st March 2026 | 4. As of 30th September 2026

India's Top Rated Travel Apps

Among the highest rated travel apps in the world with a 4.9 Play Store Rating

ixigo	ixigo	Confirmtkt	abhibus
4.8 ★★★★½	4.8 ★★★★½	4.9 ★★★★★	4.8 ★★★★½

65 Lakh+ Ratings across apps*

** As of 30th September 2026*

The ixigo Flywheel

Identify & Solve Travel Utility Problems

Train running /PNR status, Crowdsourced Info, Bus schedules, Flight tracking etc.

Build Trust & Grow among NBU Users Organically

Annual Active Users [1]

56.94 Cr

AI-Enhanced Customer Experience & Data Moats

Highest rated app, fuelling word of mouth

Deepen Customer Relationship & Monetize Bookings

Lifetime Transacted Users[2]

6.96 Cr

Upsell Value-Added Services to enhance Experience & Monetization

ixigo Assured Flex, Abhi Assured, Alternate Travel Plan, Food on Train, etc.

Leverage Distribution to Cross-sell Flights, Trains, Buses, Hotels

Targeted cross-selling to expand share of wallet across our ecosystem

Note: 1. For the year ended 31st March 2026 | 2. As of 30th September 2026

Q2 FY27 vs Q2 FY26

GTV	Revenue from Operations	Contribution Margin	Adjusted EBITDA	PBT* (ex loss of associate, exceptional items & tax)
5,304.47	320.96	124.86	23.58	33.53
22% ▲	13% ▲	14% ▲	-17% ▼	37% ▲*

H1 FY27

Cash Flow from Operations
76.44
-17% ▼

Key Performance Indicators

Key Performance Indicators	Units	FY24	FY25	FY26	6 M FY26	6 M FY27
Monthly Active Users	Crore	7.68	8.20	8.30	8.22	8.59
Gross Transaction Value	INR Crore	10,282.55	14,971.59	18,692.68	8,992.16	10,828.80
Revenue from Operations	INR Crore	655.87	914.25	1,228.04	600.28	677.71
Gross Revenue	INR Crore	831.85	1,191.32	1,630.31	783.20	912.71
EBITDA	INR Crore	53.06	98.89	120.12	33.93	93.66
EBITDA %	%	8%	11%	9%	6%	13%

EBITDA %= EBITDA/Total Income

**Q2'FY26 EBITDA includes the one-off ESOP expense of INR 26.93 crore. PBT growth comparison is after excluding its impact in Q2'FY26*

Management Commentary

Q2 FY27

"In Q2 FY27, we delivered resilient growth with Quarterly GTV of **₹5,304 Crores**, up **22% YoY**, and Revenue from Operations of **₹321 Crores**, up **13% YoY**. Our PAT was an all-time high aided by our partial sale of stake in Freshbus. Flight and Bus led the quarter with GTV growth of **37% and 32% YoY** respectively. From this quarter onwards, we are disclosing a new line of business of **Hotels** which grew GTV **2.6x YoY** to **₹111 Crores** with a gross take rate of more than **12%.** We continue to invest in Hotels and AI as key drivers of our long-term growth."

Our 3-Pronged AI Strategy

Disruption

ixigo NEXT- AI Native re-imagination of the app experience

TARA- Multi-modal, agentic and omnipresent AI that gets things done with hyper-personalization

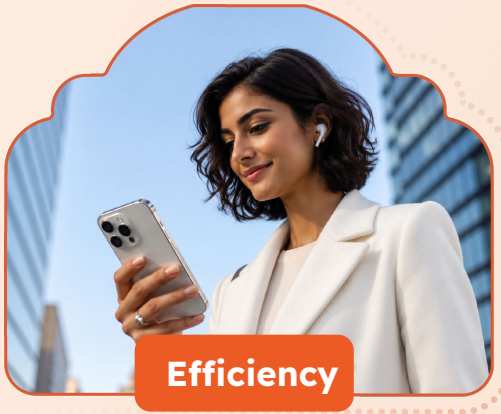
Inorganic investments in disruptive teams & startups

Revenue

AI optimized dynamic pricing for Peace of mind stack

AI driven discounts, revenue management and ranking algorithms

AI driven cross-sell and up-sell



Efficiency

Agentic AI enabled efficiency

82%[1] voice and 94%[1] chats resolved by autonomous AI agents

Annualized Revenue/Employee ~2 Cr

Note: 1. For Q2 FY27

ixigo NEXT

The AI-Native Travel App

Context-Aware, Pre-Emptive, Predictive, Hyper Personalized & Multimodal Travel Intelligence

Proprietary Data & Models

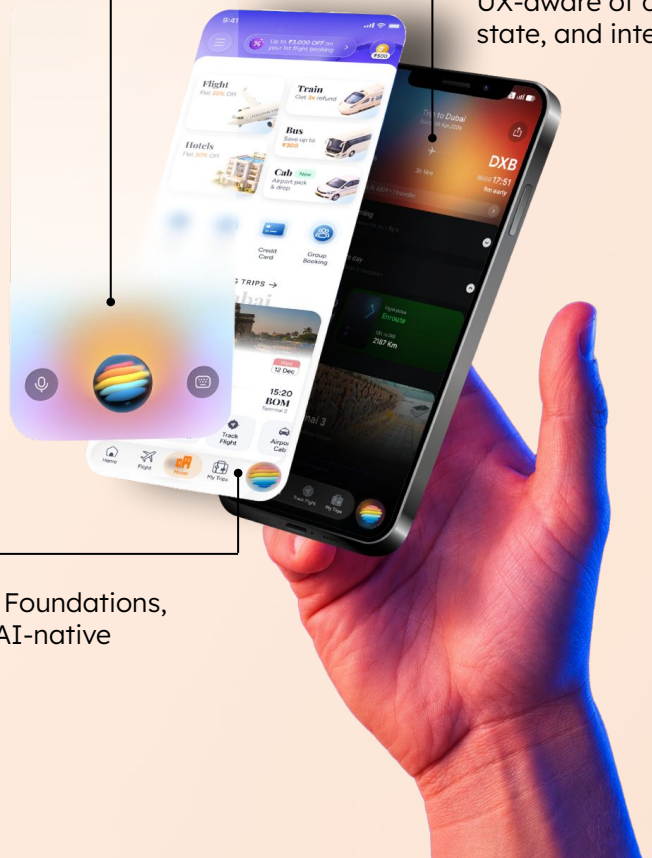
- LLM / Voice models
- Real-time Supply Side Data
- Traveller Context & Persona

Layer +1

Adaptive and Interactive UX that morphs in context, surfacing ephemeral capabilities

Layer -1

Context-aware AI woven into the UX-aware of context, state, and intent.



Layer 0

Traditional UX Foundations, Enhanced for AI-native interactions.

Hotels

Our Suite Opportunity

Fastest growing line of business by GTV growth **(+159% YoY)**

Crossed 4.7 lakh room nights in Q2 FY27 with **86%+ bookings from captive users**

Hotel inventory of **70,000+** properties including **12,000** directly contracted properties across **1,100 towns**

12%+ gross take rate
Highest among all lines of business

Other Announcements & Partnerships

abhibus

Launched
Women Zone
booking features for
solo women travellers

Pay

Launch partner for Apple Pay in India,
Featured on App Store

Uber

In addition to buses,
now **powering train bookings on Uber**

Zoop + Swiggy

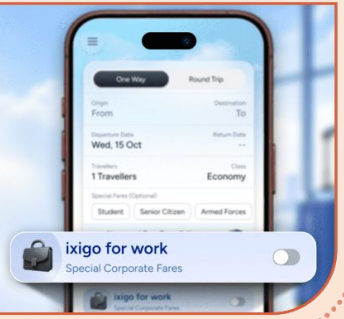
Now delivering at over
290 railway stations

ixigo

AI-powered Smart Lock
to track & lock flight fares
within a given budget

ixigo

ixigo for work:
Business travel,
simplified



India On the Move
Festive Travel Takes Off

Despite some headwinds, early festive trends point to robust travel intent, led by international getaways, domestic destinations and rising rail demand.

- **International travel gains momentum**
  Despite the headwinds in the Middle-East market, international travel continues to grow. Hanoi bookings doubled YoY; Bali, Colombo & Bangkok grew 70%+ YoY.

- **Domestic flight supply remained constrained. However demand remained strong**
  Goa bookings rose 50% YoY, with strong growth in Leh, Dehradun and Amritsar.

- **Festive demand boosts train travel**
  ixigo train searches grew 23% YoY and bookings rose 18% YoY for Dussehra-Diwali season

- **North India leads train searches**
  Routes from New Delhi to Kanpur, Lucknow, Allahabad, Patna and Varanasi ranked among the most searched.

- **Nainital sees growth due to Hanuman Ansh's popularity**
  Bookings rose 60% YoY and searches grew 26% YoY in the JAS quarter.

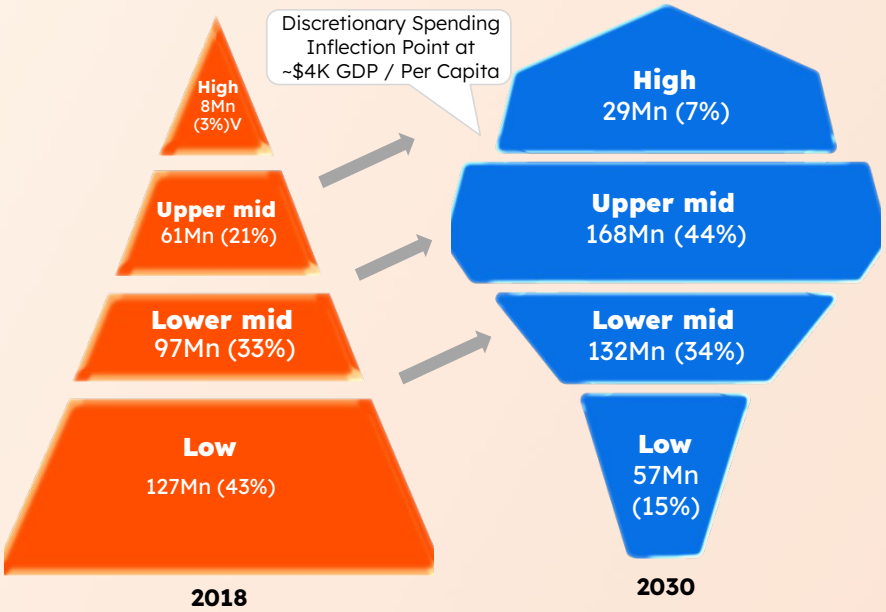
- **Railways expands festive capacity**
  100+ additional special train services announced for Durga Puja, Diwali and Chhath Puja.

Source Company Data

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

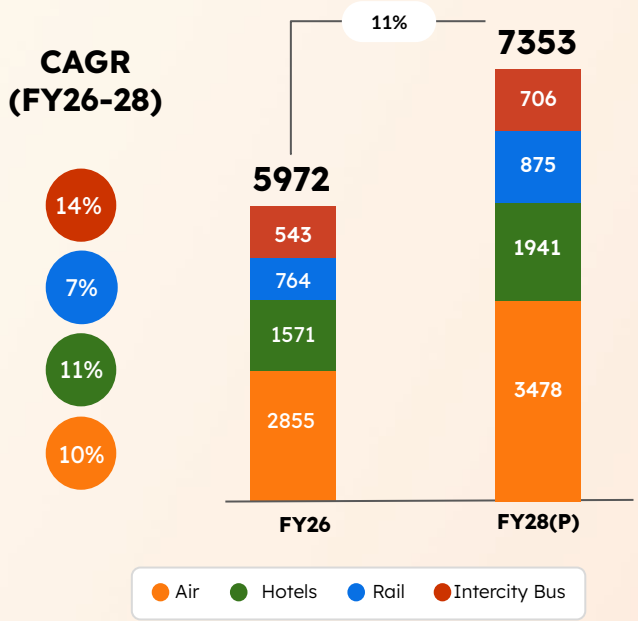


Number of Households By Income / Discretionary Spend[1] (% of total Households)

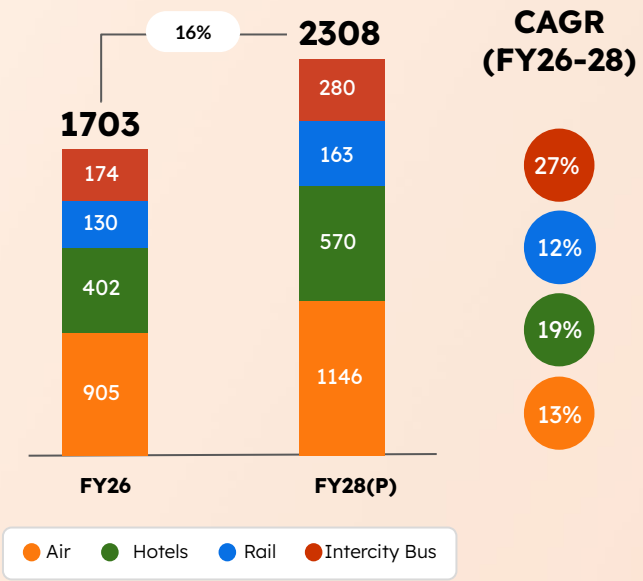
Source: S&P Global Market Intelligence, IMF, F&S Report 1. Discretionary spending, defined as spending on transport, recreation, and miscellaneous goods in a household (Source: F&S Report)

Robust Growth Expected in Indian Travel & Tourism Market in FY26-FY28

Indian Tourism & Transportation Size GTV (INR Bn)



OTA Market GTV (INR Bn)



Source: VIDEC's India Travel Market Opportunity Study Year 2026

Leading Travel Platform by Users [1]
2nd Largest OTA by Revenue [2]

Fastest Growing[2] & Gaining Market-Share

1[2] ixigo Confirmtkt

2[2] abhibus

3[2] ixigo

"One-stop" Multi-Brand Travel Ecosystem

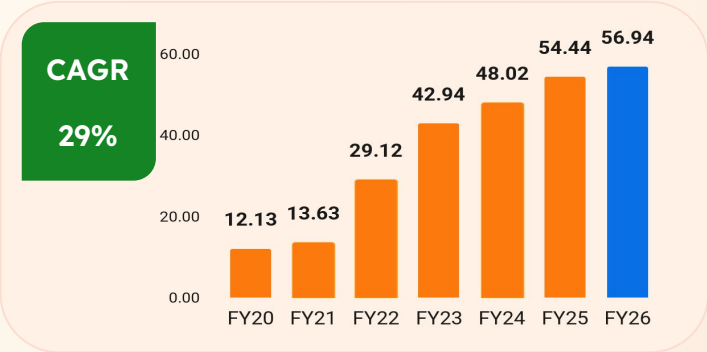
New & Fastest Growing Line of Business

HOTEL

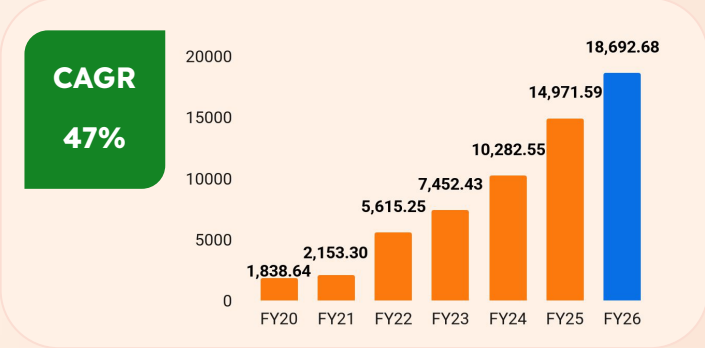
Note: 1.Basis MAU & app downloads | 2. VIDEC's India Travel Market Opportunity Study - 2026

Robust Long Term Growth Trajectory

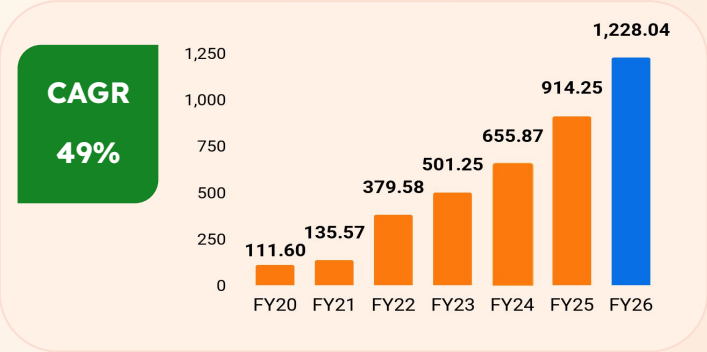
Annual Active Users (Cr)



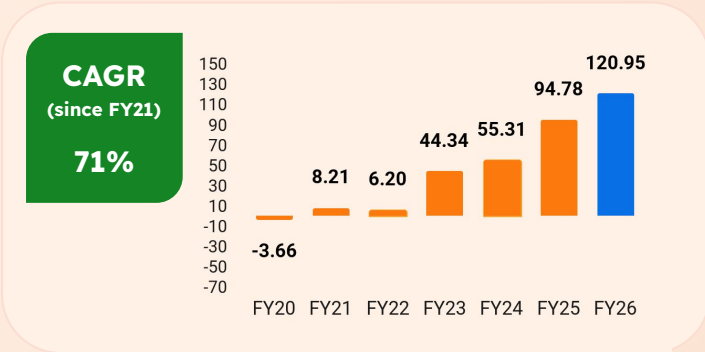
Gross Transaction Value (INR Cr)



Revenue from Operations (INR Cr)

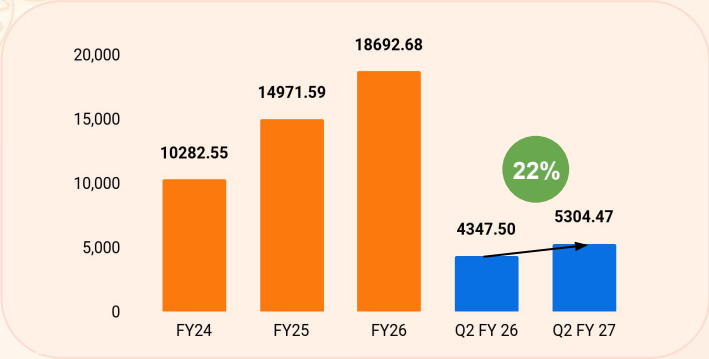


Adjusted EBITDA (INR Cr)

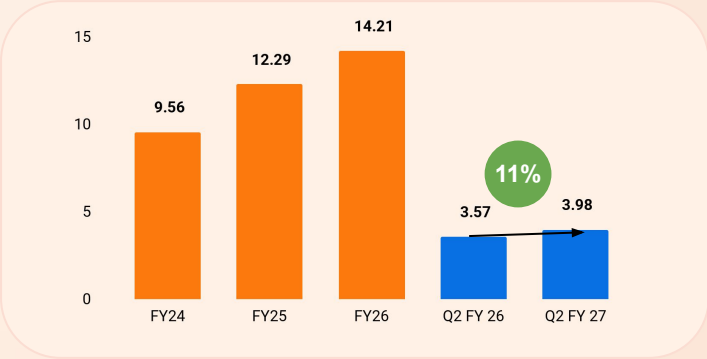


Consistent Growth in Transacting Users & Monetization

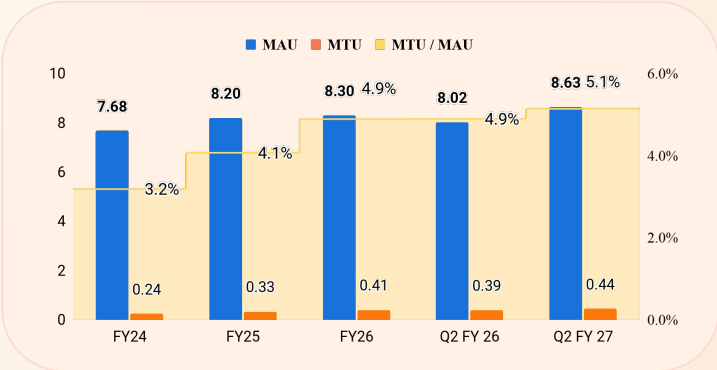
Gross Transaction Value (INR Cr)



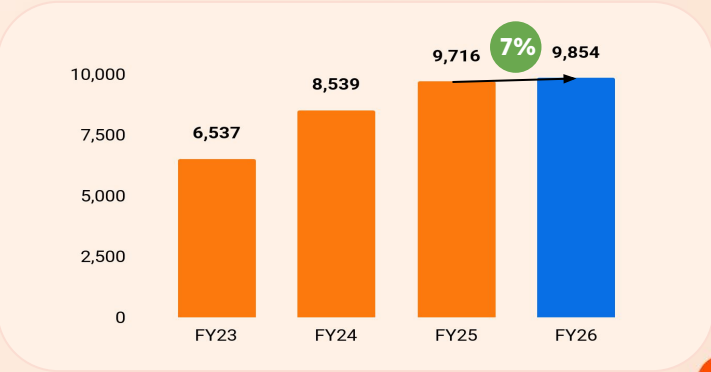
Passenger Segments* (Cr)



MAUs and MTUs (Cr)



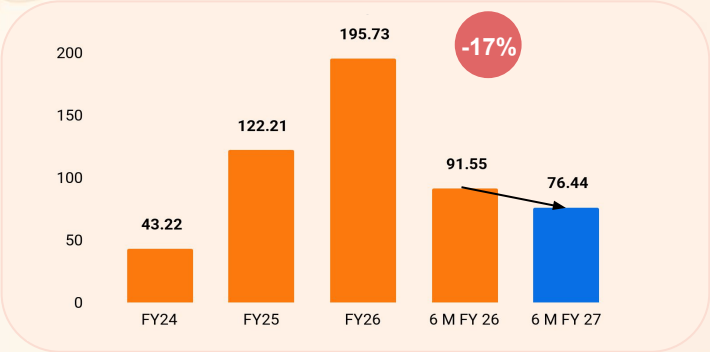
Annual Spend per Transacting User (INR)



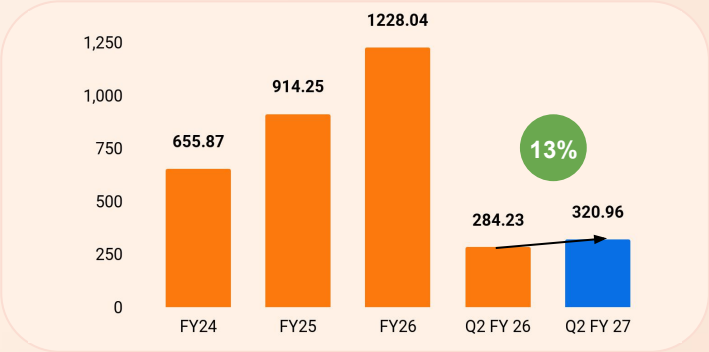
*including Room nights" in case of "Hotel"

Profitable Growth With Strong Cash Conversion

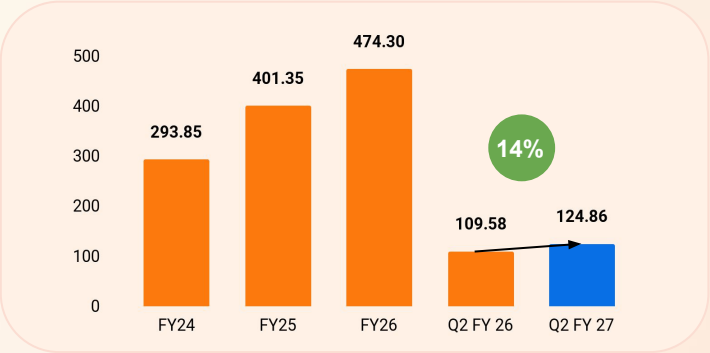
Operating Cash Flow (INR Cr)



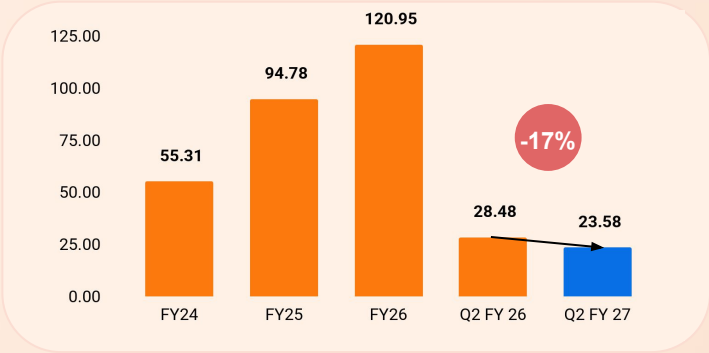
Revenue from Operations (INR Cr)



Contribution Margin (INR Cr)

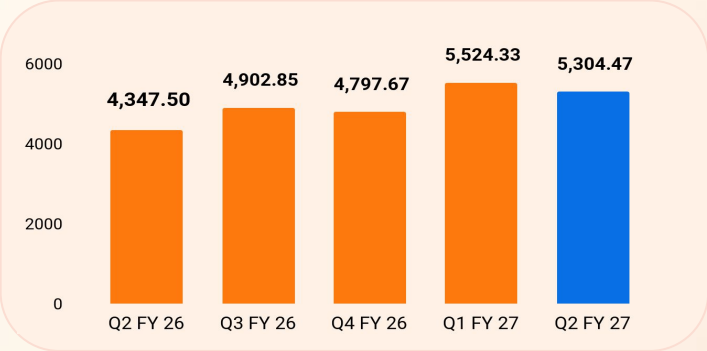


Adjusted EBITDA (INR Cr)

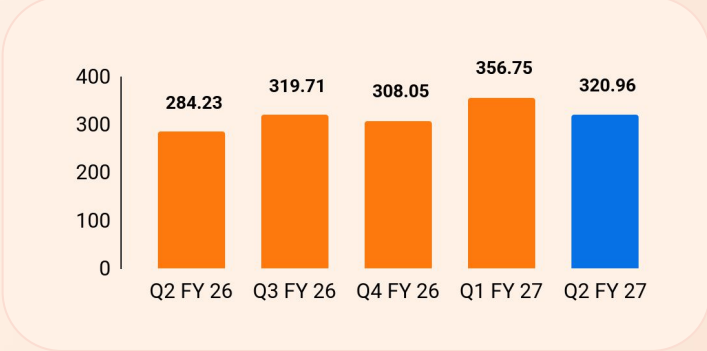


Quarter on Quarter Trajectory

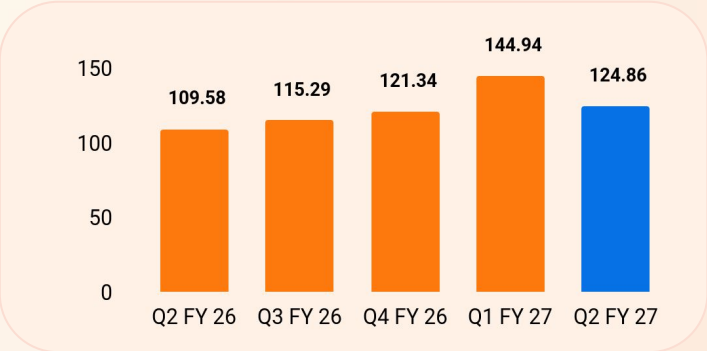
Gross Transaction Value (INR Cr)



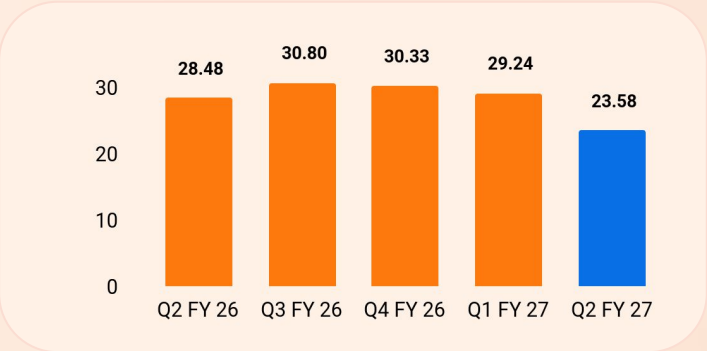
Revenue from Operations (INR Cr)



Contribution Margin (INR Cr)



Adjusted EBITDA (INR Cr)



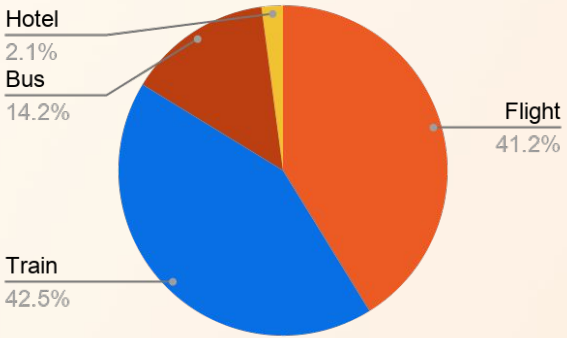
Resilient Performance in Uncertain Times

Q2 FY27 vs. Q2 FY26	Revenue Streams	Passenger Segments* (in Cr)	GTV (INR Cr)	Gross Take Rate	Revenue From Operations (INR Cr)	Contribution Margin (INR Cr)	CM%
Train	▪ Agent Service Charges ▪ PG Charges ▪ VAS & Ads	2.90 ↑ 7% 2.72	2,255.45 ↑ 5% 2,140.15	6.54%	149.14 ↑ 16% 128.11	47.23 ↑ 29% 36.66	32%
Flight	▪ Airline Commissions ▪ Convenience Fees ▪ VAS, Ancillaries & Ads	0.26 ↑ 8% 0.24	2,184.30 ↑ 37% 1,592.39	7.00%	82.66 ↓ -8% 89.39	35.68 ↓ -10% 39.55	43%
Bus	▪ Convenience Fees ▪ Operator Commissions ▪ SaaS, VAS & Ads	0.77 ↑ 28% 0.60	752.65 ↑ 32% 571.92	11.26%	81.04 ↑ 24% 65.44	43.14 ↑ 27% 34.08	53%
Hotel	▪ Hotel Commissions ▪ Ads	0.05 ↑ 295% 0.01	111.34 ↑ 159% 43.04	12.04%	8.10 ↑ 528% 1.29	-1.21 ↓ -0.71	-15%

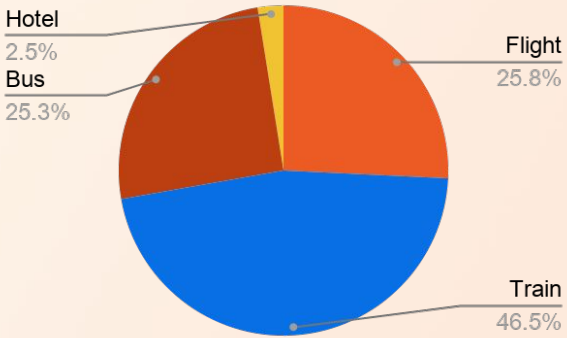
**Room nights in case of Hotel Segment*

Diversified & Evolving Business Mix - Q2 FY27

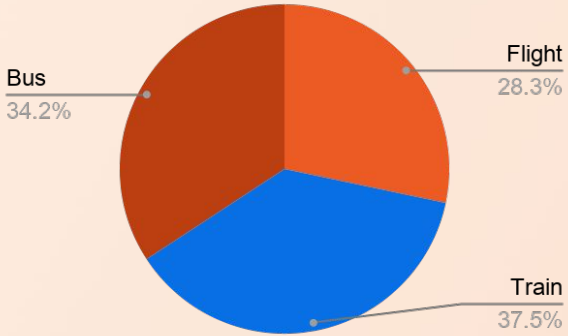
Gross Transaction Value



Revenue from Operations



Contribution Margin*



**Since Hotels has negative Contribution Margin, it has been excluded from the Contribution Margin Pie Chart for simpler representation*

Consolidated Summary Statement of Profit & Loss

INR Crores, unless otherwise stated	FY26	FY25	FY24	Q2 FY 27	Q2 FY 26
Revenue from Operations	1,228.04	914.25	655.87	320.96	284.23
Other Income	47.31	18.02	9.22	22.08	5.17
Total Income	**1,275.35**	**932.27**	**665.09**	**343.04**	**289.40**
Expenses					
Employee benefits expense *	220.04	163.62	141.02	64.38	74.18
Finance costs	2.74	2.33	2.89	0.64	0.61
Depreciation and amortization expense	14.82	10.34	12.92	5.97	3.33
Other expenses	935.19	669.76	471.01	238.52	213.77
Total Expenses	**1,172.79**	**846.05**	**627.84**	**309.51**	**291.89**
Profit / (loss) before share of loss of an associate, exceptional items and tax	**102.56**	**86.22**	**37.25**	**33.53**	**(2.49)**
Share of loss of an associate, net of tax	(11.22)	(9.10)	(5.91)	(2.49)	(1.47)
Profit / (loss) before exceptional items and tax	**91.34**	**77.12**	**31.34**	**31.04**	**(3.96)**
Exceptional Items **	(2.80)	4.60	29.72	40.66	0.00
Profit / (loss) before tax	**88.54**	**81.72**	**61.06**	**71.70**	**(3.96)**
Tax expense/ (income):					
Current tax	22.68	4.01	0.12	10.90	3.87
Deferred tax charge / (credit)	(5.62)	17.46	(12.12)	(2.62)	(4.37)
Total tax expense/ (income)	17.06	21.47	(12.00)	8.28	(0.50)
Profit / (loss) for the period/year	**71.48**	**60.25**	**73.06**	**63.42**	**(3.46)**

** Includes one-off ESOP expense of INR 26.93 crores in FY26 and Q2 FY26*
*** Exceptional item of INR 40.66 crores in Q2 FY27, refer notes to results.*

Segment Wise Operating and Financial Snapshot

INR Crores unless otherwise stated	FY26	FY25	FY24	Q2 FY 27	Q2 FY 26
Flight Passenger Segments	1.07	0.84	0.58	0.26	0.24
Flight GTV	7,514.58	5,650.70	3,527.00	2,184.30	1,592.39
Flight Gross Take Rate	8.96%	8.14%	8.17%	7.00%	9.38%
Flight Segment Revenue	390.68	253.39	146.40	82.66	89.39
Flight Segment Results (Contribution Margin)-A	**160.29**	**115.45**	**70.99**	**35.68**	**39.55**
Flight Contribution Margin %	**41%**	**46%**	**48%**	**43%**	**44%**
Train Passenger Segments	10.41	9.60	7.74	2.90	2.72
Train GTV	8,337.83	7,410.46	5,568.53	2,255.45	2,140.15
Train Gross Take Rate	6.30%	6.04%	6.46%	6.54%	5.90%
Train Segment Revenue	533.27	456.91	370.37	149.14	128.11
Train Segment Results (Contribution Margin)-B	**166.24**	**152.75**	**129.38**	**47.23**	**36.66**
Train Contribution Margin %	**31%**	**33%**	**35%**	**32%**	**29%**
Bus Passenger Segments	2.67	1.85	1.24	0.77	0.60
Bus GTV	2,620.75	1,801.19	1,174.81	752.65	571.92
Bus Gross Take Rate	11.99%	11.47%	11.05%	11.26%	11.55%
Bus Segment Revenue	298.00	196.92	131.78	81.04	65.44
Bus Segment Results (Contribution Margin)-C	**153.16**	**129.80**	**87.05**	**43.14**	**34.08**
Bus Contribution Margin %	**51%**	**66%**	**66%**	**53%**	**52%**
Hotel Room Nights	0.06			0.05	0.01
Hotel GTV	218.62			111.34	43.04
Hotel Gross Take Rate	7.59%			12.04%	7.25%
Hotel Segment Revenue	6.18			8.10	1.29
Hotel Segment Results (Contribution Margin)-D	**-5.30**			**-1.21**	**-0.71**
Hotel Contribution Margin %	**-86%**			**-15%**	**-55%**
Other Segment Results (Contribution Margin)-E	-0.09	3.35	6.43	0.02	0.00
Total Contribution Margin (A+B+C+D+E)	**474.30**	**401.35**	**293.85**	**124.86**	**109.58**
Contribution margin %	**39%**	**44%**	**45%**	**39%**	**39%**

Financial Summary - Contribution Margin to EBITDA

INR Crores unless otherwise stated	FY26	FY25	FY24	Q2 FY 27	Q2 FY 26
Total Contribution Margin	**474.30**	**401.35**	**293.85**	**124.86**	**109.58**
+ Other Income	47.31	18.02	9.22	22.08	5.17
- Employee Benefits Expenses	220.04	163.62	141.02	64.38	74.18
- Technology and Related Costs	50.16	41.53	28.58	14.26	9.74
- Advertising & Branding	87.40	79.08	55.20	15.76	19.97
- Others (G&A, Outsourcing and Misc. Expenses)	43.89	36.25	25.21	12.40	9.41
EBITDA	**120.12**	**98.89**	**53.06**	**40.14**	**1.45**
+ ESOP Expense	48.14	13.91	11.47	5.52	32.20
- Other Income	47.31	18.02	9.22	22.08	5.17
Adjusted EBITDA	**120.95**	**94.78**	**55.31**	**23.58**	**28.48**

** Employee Benefits Expenses in FY26 includes one-off ESOP expense of INR 26.93 crores*

Balance Sheet Summary – H1 FY27 & FY26

Particulars (INR Crores)	As at September 30, 2026	As at March 31, 2026
Assets		
Tangible and Intangible assets	115.31	83.33
Goodwill	498.69	444.48
Investment (Current & Non-current)	358.92	545.50
Other financial assets (Current & Non-current)	875.61	834.38
Non-current tax asset & Deferred tax assets	23.64	19.55
Trade receivables	76.65	46.68
Cash and Bank Balances	674.15	449.58
Current assets (Others)	103.24	117.81
Total assets	**2,726.21**	**2,541.31**
Equity and liabilities		
Equity share capital	44.11	43.82
Other equity	2,129.12	2,002.83
Non-controlling interests	8.49	1.25
Lease liabilities (Current & Non-current)	19.01	19.48
Other financial liabilities (Current & Non-current)	156.02	146.09
Borrowings	0.10	24.55
Provisions (Current & Non-current)	28.53	23.69
Trade payables	231.08	192.40
Deferred tax liabilities & Current tax liabilities	28.37	15.32
Contract liabilities & Other current liabilities	81.38	71.88
Total Equity and Liabilities	**2,726.21**	**2,541.31**

Cash Flow Summary – H1 FY27 and H1 FY26

Particulars (INR crores)	For the period ended September 30, 2026	For the period ended September 30, 2025
Cash flows from operating activities		
Profit / (loss) before tax	**115.86**	**22.37**
Operating adjustments :		
Share of loss of an associate, net of tax	6.47	3.80
Depreciation and amortization	10.68	6.50
Exceptional Items	(40.66)	0.00
Employee stock option scheme	10.39	38.02
Interest Income	(33.96)	(8.08)
Working capital adjustments	33.80	38.81
Others	(26.14)	(9.87)
Total operating adjustments	**(39.42)**	**69.18**
Net cash flow from / (used in) operating activities	**76.44**	**91.55**
Net cash flow from / (used in) investing activities	**232.20**	**(3.28)**
Net cash flow from / (used in) financing activities	**10.72**	**(4.52)**
Net increase / (decrease) in cash and cash equivalents	319.36	83.75
Cash and cash equivalents at the beginning of the period	**319.94**	**48.68**
Effects of exchange rate changes on cash and cash equivalents	1.13	0.00
Cash & cash equivalents as at the end of the period (As reported)	**640.43**	**132.43**
Total Cash Balance (Including all Fixed Deposits, Mutual Funds etc., Net of Borrowings	**1,831.71**	**428.50**

Becoming a One Stop Travel Solution Provider

Continue To Deepen Penetration & Enhance Our Offerings For Travellers

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
Expand into SME / Corporate Travel & Tour Packages

Increase Monetization Through Cross-selling And Up-selling

Improve Operating Leverage Through Investment In Deep Tech & AI

Agentic AI experiences
Hyper-personalized multimodal conversational capabilities

"Peace of Mind" Stack
Products that offer innovative Value Added Services

Expand monetization
AI-based contextual cross-sell and up-sell

Autonomous Operations
Through Agentic AI Investments

Seasoned Board of Directors

Mr. Frederic Lalonde
Non-Executive Director

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

Mr. Shailesh Lakhani
Non-Executive Director

- MBA, Harvard University
- Bachelor's degree, University of Waterloo

Mr. Arun Seth
Independent Director

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

Mr. Mahendra Pratap Mall
Independent Director

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

Ms. Shuba Rao Mayya
Independent Director

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

Mr. Rahul Pandit
Independent Director

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

Mr. Rajesh Sawhney
Independent Director

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

Mr. Aloke Bajpai
Chairman, MD & Group CEO

- Ex- Amadeus
- MBA, INSEAD
- B.Tech, EE, IIT Kanpur

Mr. Rajnish Kumar
Director & Group Co-CEO

- Ex- Amadeus
- B.Tech, CS, IIT Kanpur

Mr. Saurabh Devendra Singh
Group CFO

- Ex CBO Sanford C. Bernstein
- MBA, IIM Ahmedabad
- B.Tech, IIT Delhi

Mr. Sripad Vaidya
COO, ixigo Trains & ConfirmTkt

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

Mr. Dinesh Kumar Kotha
CEO, ixigo Trains & ConfirmTkt

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

Mr. Suresh Kumar Bhutani
Group General Counsel, CS & Compliance Officer

- Ex-Interglobe Aviation, R Systems Intl.
- B.Com (H), FCS, LLB, MBA, FCG (UK), PGDCLCF (NLSIU, Bengaluru)

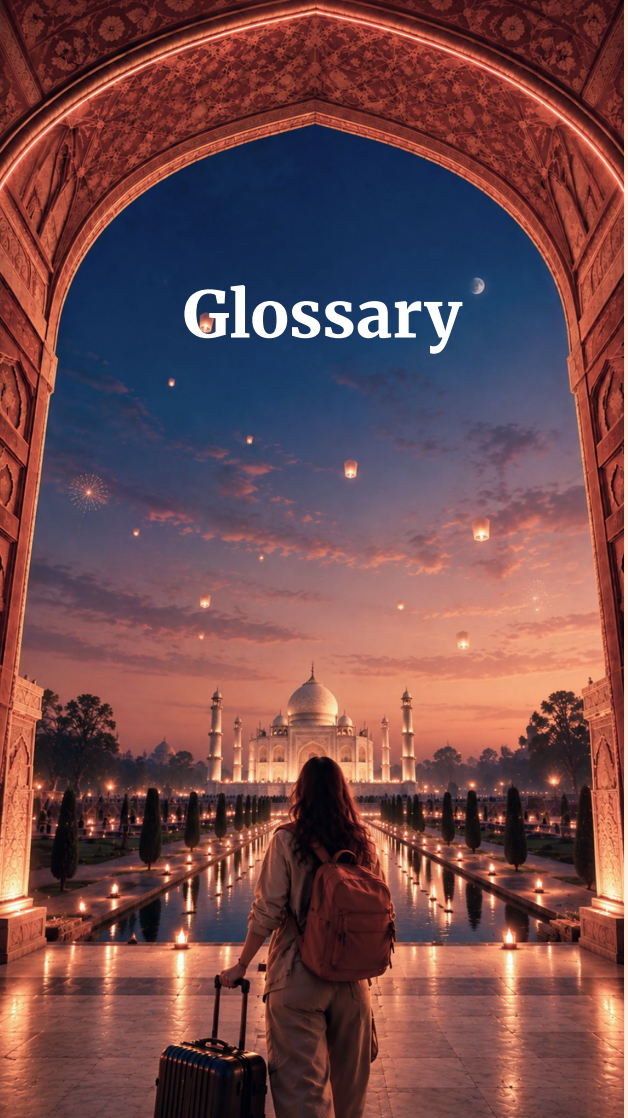
Experienced Key Managerial Personnel

Conference Call Details

Le Travenues Technology Limited (NSE: IXIGO, BSE: 544192) will host a conference call for analysts and investors on Monday, 19th October, 2026 at 04:15 pm (IST) following the announcement of financial results for Q2 FY27

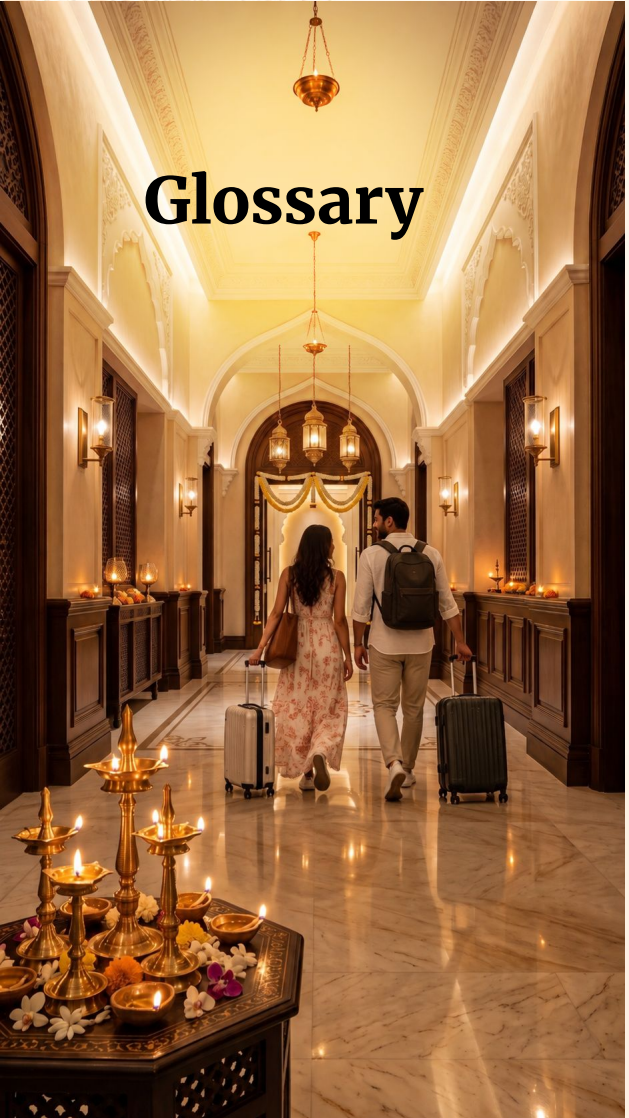
Details of Conference call

Date	Monday, October 19, 2026
Time	04:15 PM IST 06:45 PM HK/SG 06:45 AM US (EDT)
Duration	1 Hour
Registration Link	Q2, FY2027



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
Annual Passenger Segments	Annual 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 during a financial year.



Glossary

Term	Description
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
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
Lifetime Downloads	Total number of times our mobile applications- ixigo, Abhibus, and ConfirmTkt are downloaded on a mobile device from app stores or other distribution platforms since inception till the end of relevant period/ year.
Lifetime Registered Users	Lifetime Registered users refers to users who have provided their unique mobile number or email address, as applicable, on our platforms cumulated across ixigo, ConfirmTkt and AbhiBus website and apps since inception till the end of relevant period/ year.

Glossary

Term	Description
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
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 across ixigo, ConfirmTkt and AbhiBus website and apps 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

Glossary

Term	Description
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.
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 OTA platforms at least once in the preceding 36 months
Room Nights	Room nights refers to the total number of hotel room nights / days booked (net of cancellations)
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
% Queries solved by AI chatbot	All queries which were handled by chatbot without any human intervention divided by the overall chat queries
% calls handled by AI Voicebot	All calls handled by AI voicebot divided by the overall voice calls handled.

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Thank You

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