

Firstsource Solutions Reports Fourth Quarter and Fiscal 2026 Results

FY26 Revenue crosses \$1 billion mark with resilient growth of 19.7%; Normalized PAT up 26.9%;
FY27 CC revenue growth guidance at 10%-13%; EBIT margin at 12.25%-12.75%

Mumbai, May 06, 2026: Firstsource Solutions Limited (NSE: FSL, BSE:532809), a global intelligence partner and an RP-Sanjiv Goenka Group company, reported its consolidated financial results for the quarter and year ended March 31, 2026, according to IndAS.

Financial highlights for Quarter ended March 31, 2026

- Revenues at ₹ 25,835 million (US\$ 283 million), up 19.5% YoY
- EBIT at ₹ 3,143 million or 12.2% of revenues, up 29.8% YoY
- PAT at ₹ 2,052 million, or 7.9% of revenue
- Diluted EPS of ₹ 2.91
- FCF/PAT at 101%

Financial highlights for year ended March 31, 2026

- Revenues at ₹ 95,564 million (US\$ 1,082 million), up 19.7% YoY
- EBIT at ₹ 11,221 million or 11.7% of revenues, up 27.4% YoY
- PAT at ₹ 7,543* million, or 7.9%* of revenue; Reported PAT at ₹ 6,744 million
- Diluted EPS of ₹ 9.56
- FCF/PAT at 160%

* Adjusted for exceptional items, which include one-time Labour Codes impact

Dr. Sanjiv Goenka, Chairman - RPSG Group and Firstsource Solutions, commented, “FY26 has been a defining year for Firstsource — marked by strong financial performance, deeper strategic relevance with clients, and the growing momentum of a business built for the agentic era. Enterprises today are moving away from fragmented advisory, implementation, and operating models toward a single accountable partner — one that can design, build, and operate intelligent business systems end-to-end — and our deliberate pivot to a full-stack model positions Firstsource to lead that shift. At the center of this is Kairos, our operating system for AI-native operations, which combines 25 years of domain expertise with agentic AI to operationalize intelligence at scale. This is the foundation of our Intelligence That Operates promise — domain-led, outcome-focused, governed by design, and built to compound over time. This model is resonating in the market — reflected in the quality of clients we are winning and the strategic relevance of the work we are doing. As we enter FY27, our conviction is clear: outcomes will define value, domain intelligence will compound advantage, and trust in AI must be architected by design. That is the future Firstsource is building toward.”

Key Business Highlights:

- Signed **four** large deals in Q4FY26, bringing the full-year FY26 total to **17** large deal wins.
- Notable deal wins in Q4 included:
 - **A US based global leader in financial technology solutions in the US** chose us to redesign and transform their customer experience.
 - **A leading regional water utility service provider in Australia** selected us to help them across their value chain.
 - **A leading US-based digital financial services company** chose us to manage their third-party collections.
 - **A leading UK-based MVNO** selected us as the global operations outsourcing partner to manage account servicing, billing, and customer support across multiple markets.
 - **A premium UK retail brand** chose us to run their customer experience.
 - **One of the leading mortgage lenders and servicers in the US** expanded their support engagement with us.
 - **A leading global media and publishing company** entrusted us with subscriber acquisition and account servicing.
- Q4 saw the addition of **11** new logos, including **6** strategic accounts. Over FY26, we added **47** new logos and **24** strategic logos, doubling our strategic account addition compared with FY25.
- Closing headcount at the end of Q4FY26 stood at **36,205**. Attrition rate was at **29.7%[#]**.

- In Q4FY26, Firstsource made notable progress across verticals. **Banking and Financial Services** added 6 new logos, driven by a much wider capabilities portfolio and leverage from consulting-led engagements. **Healthcare** added 1 new logo while progressing well on large deal ramp-ups. **Communications, Media & Technology** supported by demand for CX and AI-led solutions from digital-native brands. Our **Diversified Industry portfolio** continued to see steady underlying demand supported by a healthy pipeline and added 4 new logos.
- **Recognitions:**
 - Recognized as a Leader in **Everest Group** Healthcare Payer Intelligent Operations PEAK Matrix® Assessment 2026
 - Recognized as a Leader in the Overall Market Segment of **NelsonHall's** Healthcare Payer Agility & Innovation NEAT Evaluation 2026
 - Recognized as a Frontier Firm in **Microsoft's** Frontier Firms of India & Southeast Asia
 - Awarded Top 1% of S&P Global **CSA** Score for ESG Included in **S&P Global** Sustainability Yearbook for Third Consecutive Year
 - 'A' rating in **CDP** Supplier Engagement Assessment; 'B' rating in CDP Climate and Water Security Disclosures for FY25
 - Awarded a Bronze Medal in the 2026 EcoVadis assessment, achieving an overall score of 70/100 and ranking in the 81st percentile globally.
 - Recognized with the ATD BEST Award from the Association for Talent Development (ATD), a global benchmark for organizations that build strong learning cultures aligned with business outcomes

#For employees in employment for more than 180 days

FY27 outlook:

For FY27, we expect our revenue to grow in the range of 10% to 13% in constant currency terms. We see our FY27 EBIT margin in 12.25% to 12.75% band.

About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809), is a global intelligence partner to enterprises across healthcare, banking and financial services, communications, media, technology, retail, and utilities. Its inch-wide, mile-deep practitioners work collaboratively to reimagine business process management. With operations across the US, UK, India, Philippines, Mexico, Romania, Trinidad & Tobago, South Africa, and Australia, Firstsource combines over twenty-five years of domain expertise with an agent-first delivery model to design, build, and operate intelligent enterprise operations. Through its Intelligence That Operates promise—powered by Kairos, the operating system that makes it real—the company unifies consulting, implementation, and operations into a single full-stack engagement and underwrites outcomes, not effort, turning deep domain intelligence into a compounding operational advantage for the world's most regulated industries. (www.firstsource.com)

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