Urban Company Q2 FY27: Revenue up 41%; core Adjusted EBITDA more than triples; Board approves fund raise of up to ₹2,500 Cr.

Gurugram, October 16, 2026 – Urban Company Limited (NSE: URBANCO), India's leading home services platform, today announced its financial results for the quarter ended September 30, 2026 (Q2 FY27).

Q2 FY27 was a strong quarter. The Company's core business combined continued growth momentum with margin expansion, while it invested aggressively in InstaHelp, where unit economics improved even as the business scaled rapidly.

On a consolidated basis, Net Transaction Value (NTV) grew 39% YoY to ₹1,432 Cr. and Revenue from operations grew 41% YoY to ₹537 Cr. Orders delivered reached 15.1 million, up 103% YoY, and annual transacting users reached nearly 10 million, up 35% YoY.

Adjusted EBITDA for the quarter was ₹(144) Cr., reflecting a deliberate ₹(174) Cr. investment in InstaHelp. Excluding InstaHelp, Adjusted EBITDA was ₹30 Cr., up 213% YoY, and ₹119 Cr. over the past three quarters, up 175% YoY.

The Board has also approved a fresh capital raise of up to ₹2,500 Cr., subject to shareholder approval. The Company closed the quarter with ₹1,901 Cr. in cash and treasury investments.

Q2 FY27 SNAPSHOT

₹1,432 Cr	₹537 Cr	15.1M	₹30 Cr
+39% YoY	+41% YoY	+103% YoY	+213% YoY
NTV	Net Revenue	Orders delivered	Adj. EBITDA (Ex-InstaHelp)

- **Growth has stepped up structurally, and every business has a long runway.** Consolidated NTV has grown ~40% YoY for three straight quarters, well ahead of the pre-listing trend, driven by accelerating new user acquisition (up 46% YoY over this period), compounding repeat behaviour and densification that is making services faster, cheaper and better. Penetration in the largest categories in the Top 8 cities remains below 10%, Tier 2 cities are growing ~37% YoY and emerging as a second growth engine, International grew 66% YoY and is similar to India in its penetration journey, and Native is building toward a strong festive Q3.
- **Growth is driving operating leverage: the core is profitable with expanding margins, even as the Company invests aggressively in InstaHelp by choice.** Adjusted EBITDA (Ex InstaHelp) grew 213% YoY to ₹30 Cr., several times the pace of NTV growth. India Consumer Services margin improved 110 bps YoY to 3.5%, International 190 bps to 2.0%, and Native's loss margin narrowed 220 bps. The consolidated loss of ₹(144) Cr. reflects the ₹(174) Cr. invested in InstaHelp to cement leadership in a winner-takes-most category; unit economics are already improving with density, with loss per order down ~19% QoQ from ₹(346) to ₹(279).
- **We are on track to achieve our targets, and are raising capital for strategic flexibility.** We closed the quarter with ₹1,901 Cr. in cash and treasury investments, and a core business that generated ₹119 Cr. of

Adjusted EBITDA over the past nine months. The business is materially larger than at listing, growth has stepped up, and we now operate three businesses at scale with proven economics. The proposed raise of up to ₹2,500 Cr. is about flexibility: it lets us invest with conviction across each of them, cement leadership in InstaHelp, and pursue inorganic opportunities selectively, without trading off one for another. We remain on track for Adjusted EBITDA breakeven by Q3 FY28 and Adjusted EBITDA of ₹1,000 Cr. by FY31.

Segmental performance highlights for Q2 FY27:

India Consumer Services (Ex InstaHelp)

- NTV: grew 26.3% YoY to ₹963 Cr., achieved against a materially tougher base than in Q1 (Q2 FY26 YoY growth of 19%) and with the festive season this year falling entirely in Q3.
- Adjusted EBITDA: ₹34 Cr., or 3.5% of NTV, compared to 2.4% of NTV in Q2 FY26, a 110 bps improvement YoY.
- Annual transacting users grew 22.4% YoY to ~8.6 million, aided by first-time user growth of ~28% YoY to ~0.76 million; NTV per annual transacting user also rose 3.2% YoY.
- Tier 2 cities grew NTV ~37% YoY, continuing to outpace Top 8 city growth.
- Partner earnings: Average net earnings in-hand for active service professionals reached ₹30,708 per month in H1 FY27 (up ~10% from ₹27,950 in H1 FY26), for ~97 hours a month including transit time. The top 20% of professionals by services delivered earned ₹49,178, the top 10% earned ₹53,545, and the top 5% earned ₹56,731 per month.

International

- NTV: Grew 66% YoY to ₹267 Cr. (52% YoY in constant currency); Net Revenue grew 82% YoY to ₹75 Cr. (66% YoY in constant currency). The UAE business has recovered from the disruption caused by the conflict earlier in the year.
- Margins expanded 190 bps YoY to 2.0% of NTV, with both UAE and Singapore delivering another quarter of strong and profitable growth.
- KSA joint venture (Yammak, with SMASCO): NTV grew 153% YoY to ₹93 Cr.; Adjusted EBITDA loss narrowed to ₹(16) Cr. from ₹(20) Cr. a year ago.

Native

- NTV: Grew 35% YoY to ₹132 Cr.; Net Revenue increased 40% YoY to ₹105 Cr.
- Adjusted EBITDA: Loss narrowed to (6.8)% of NTV from (9.0)% a year ago, a 220 bps improvement YoY.
- Recent premium launches — the RO Water Purifier M3 Pro — drove a 4.3% QoQ rise in RO average selling prices, with filter attach rates holding at ~75%.
- With festive season e-commerce sales shifting to Q3 FY27, the Company expects combined Q2+Q3 FY27 NTV growth of 50–55% YoY.
- We received in principle Board approval to explore residential air conditioners as a new category under Native.

InstaHelp

- Scale: Fulfilled orders grew 63% QoQ to 6.2 million; NTV grew 34% QoQ to ₹71 Cr.

- Net Order Value declined to ₹114 from ₹138, reflecting competitive intensity and introductory pricing for new users.
- Unit economics: Adjusted EBITDA loss per order improved to ₹(279), from ₹(346) in Q1 FY27, driven by network densification.
- P&L: Adjusted EBITDA loss of ₹(174) Cr. for the quarter, reflecting lower pricing amid competitive intensity, supply built ahead of festive demand in Q3, new user acquisition and expansion into new micro-markets.

***

About Urban Company Limited

Urban Company Limited (NSE: URBANCO) is a technology-driven platform that connects customers with trusted professionals for home and beauty needs - from cleaning and repairs to salon and spa services. As per Urban Company's H1 FY27 Earnings Index, average monthly net earnings in-hand reached ₹30,708 for all active service professionals (Ex InstaHelp), while the top 5% of service professionals earned ₹56,731. In addition, all active service professionals are covered under group life and accidental insurance, which includes accidental life and disability cover of up to ₹10 lakh, along with free accidental hospitalisation and OPD treatment coverage that scales with their reward tier, among other benefits.

Disclaimer

This material is not a prospectus, a statement in lieu of a prospectus, an offering circular, an advertisement or an offer document, invitation, offer, sale or solicitation of an offer to subscribe for or purchase any securities (whether to the public or by way of private placement) under the Companies Act, 2013, and the rules made thereunder, as amended, and the Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018, as amended, or any other applicable law in India. This material has not been, nor will it be, registered, filed, produced or published as an offer document (whether a prospectus in respect of a public offer or information memorandum, private placement offer cum application letter or other offering material in respect of any private placement under the Companies Act, 2013 or any other applicable Indian laws) with any Registrar of Companies, the Securities and Exchange Board of India or any Indian stock exchange or any other statutory or regulatory body of like nature in India or any other jurisdiction.

Safe Harbour Statement

This document contains certain statements that are or may be forward-looking statements, including without limitation, statements relating to Urban Company's business objectives, strategies, growth prospects, service expansion, technology initiatives, estimates of revenue growth, future EBITDA and future financial or operating performance, and overall industry outlook. These statements can be recognised by the use of words such as "expects," "plans," "will," "estimates," "projects," "aims," "believe" or other words of similar meaning. These forward-looking statements are not guarantees of future performance but represent only the Company's current intentions, beliefs or expectations, assumptions and estimates, and are subject to risks and uncertainties which are difficult to predict and are outside of the control of the Company, and actual results may differ materially from those expressed or implied in such forward-looking statements. Such risks and uncertainties include, among others, changes in economic conditions, fluctuations in earnings, regulatory developments, competition, platform execution, and service partner engagement and the Company's ability to manage growth and competition. Readers are cautioned not to place undue reliance on these forward-looking statements. Urban Company undertakes no obligation to update or revise any forward-looking statements to reflect future events or circumstances, except as required under applicable law.

Any investment in securities issued by the Company will also involve certain risks. There may be additional material risks that are currently not considered to be material or of which the Company, its directors, their respective advisers or representatives are unaware. Against the background of these risks, uncertainties and other factors, viewers of this document are cautioned not to place undue reliance on these forward-looking statements. The Company, its directors, their respective advisers or representatives assume no responsibility to update forward-looking statements or to adapt them to future events or developments. Accordingly, any reliance you place on such forward-looking statements will be at your sole risk.

The information in this document is in summary form. No representation, warranty, guarantee or undertaking, express or implied, is or will be made in relation to this document. Potential investors must make their own assessment of the relevance, accuracy and adequacy of the information contained in this document and must make such independent investigations as they may consider necessary or appropriate for such purposes. Such information and opinions are in all events not current after the date of this document.

This document should not be construed as legal, tax, investment or other advice. This document does not constitute or form part of and should not be construed as, directly or indirectly, any advertisement, offer or invitation or inducement to sell or issue, or any solicitation of any offer to purchase or subscribe for, any securities of the Company by any person whether by way of private placement or to the public, in any jurisdiction, nor shall it or any part of it or the fact of its distribution form the basis of, or be relied on in connection with, any investment decision or any contract or commitment therefor. Investing in securities involves certain risks and potential investors should note that the value of the securities may go down or up. Accordingly, potential investors should obtain and must conduct their own investigation and analysis of the relevant information carefully before investing.