

Urban Company Reports 42% YoY Revenue Growth (Ex KSA); Losses Narrow QoQ as India Consumer Services Achieves 5.6% Adj. EBITDA

Gurugram, January 23, 2026: Urban Company Limited (NSE: URBANCO), India’s leading home services platform, announced its financial results for the quarter ended December 31, 2025 (Q3 FY26). The business delivered healthy, broad-based growth in Q3 FY26, with NTV up 36% YoY (Ex KSA) to ₹1,081 Cr and revenue from operations up 42% YoY to ₹383 Cr.

India Consumer Services (Ex InstaHelp) grew 21% YoY in NTV and improved Adjusted EBITDA margins to 5.6% of NTV (vs. 4.4% in Q3 FY25). This growth and margin expansion was driven by strong new user growth, steady revenue retention, and healthy growth in core categories during the festive season. Native and International (UAE & Singapore) also delivered strong growth with improving margins sequentially.

At a consolidated level, the business reported an Adjusted EBITDA loss of INR (17) Cr., driven by ongoing investments in InstaHelp, which scaled rapidly during the quarter but incurred an Adjusted EBITDA loss of INR (61) Cr. Excluding InstaHelp, the core business delivered an Adjusted EBITDA profit of INR 44 Cr. We expect consolidated Adjusted EBITDA losses to persist in the near term as investments in InstaHelp continue, while the core business remains profitable.

Key metrics for Q3 FY26

Net Transaction Value (NTV) ₹1,081 Cr. ▲ 32% YoY ▲ 36% YoY (Ex KSA)	Revenue from Operations ₹383 Cr. ▲ 33% YoY ▲ 42% YoY (Ex KSA)	Adjusted EBITDA ₹(17) Cr. ▼ (27) Cr. YoY Change	Adjusted EBITDA (Ex InstaHelp) / % of NTV ₹44 Cr. / 4.2% ▲ 34 Cr. / 3.0% YoY Change
Annual Transacting Users (Million) 7.8	Monthly Active Service Partners 59,475	Total Cities 51	Average Ratings 4.79

Key performance highlights:

Consolidated business

- NTV: Grew 36% YoY (Ex KSA) to INR 1,081 Cr. with broad-based growth across all segments.
- Revenue from operations: Up 42% YoY (Ex KSA) to INR 383 Cr.
- Adjusted EBITDA: Loss of INR (17) Cr., driven by an Adjusted EBITDA loss of INR (61) Cr. in InstaHelp. Excluding InstaHelp, the business generated an Adjusted EBITDA profit of INR 44 Cr. or 4.2% of NTV.

India Consumer Services (Ex InstaHelp)

- NTV: Grew 21% YoY to INR 781 Cr. driven by new user growth, steady revenue retention and traction in core categories during the festive season.
- Revenue from operations: Up 26% YoY to INR 265 Cr.
- Contribution Profit: INR 168 Cr. or 21.6% of NTV compared to 20.4% of NTV for the same period last year, sequentially up from 20.7% in Q2 FY26.
- Adjusted EBITDA: INR 44 Cr. or 5.6% of NTV compared to 4.4% of NTV for the same period last year, sequentially up from 2.4% for Q2 FY26.
- Basis performance during the first 9 months of FY26, we expect full year margins for India Consumer Services (Ex InstaHelp) to be slightly ahead of FY25.
- Active service partners earned an average monthly net income in-hand of ₹28,322 after all deductions, up from ₹26,489 in 9M FY25. The top 20% earned ₹42,418, the top 10% earned ₹47,471, and the top 5% earned ₹51,673 per month.

Native

- NTV: Grew 93% YoY to INR 79 Cr. with water purifiers and electronic door locks portfolio growing well. Sequential growth moderated as the previous quarter benefited from pull-forward of demand owing to major e-commerce sale events.
- Revenue from operations: Up 101% YoY to INR 62 Cr.
- Adjusted EBITDA: INR (4) Cr., or (5.0) % of NTV, compared to (27.9) % of NTV for the same period last year.

International

- NTV: Grew 79% YoY (Ex KSA) to INR 193 Cr. with strong growth across UAE and Singapore markets. Growth has been driven by an improved value proposition, an expanded service assortment, and increasing new user acquisition.
- Revenue from operations: Up 79% YoY (Ex KSA) to INR 50 Cr.
- Adjusted EBITDA: INR 4 Cr. or 2.0% of NTV.

InstaHelp

- Overview: Launched earlier this year as a high-frequency vertical offering housekeeping services.
- Scale: InstaHelp scaled rapidly to ~ 1.61 million orders and INR 28 Cr. in NTV in Q3 FY26 (Up from 0.58 million orders and INR 10 Cr. in NTV in Q2 FY26). Customer adoption, retention and repeat rates continue to remain strong.
- P&L: Adjusted EBITDA loss of INR (61) Cr. in Q3 FY26. While absolute losses increased QoQ, we saw a reduction in the Adjusted EBITDA loss per order from INR (760) per order in Q2 FY26 to INR (381) per order in Q3 FY26. With improving AOV, service partner utilization, and micro-market densification, we expect the loss per order to reduce over time.

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