

Ref. No.: MUM/SEC/07-4/2023

April 21, 2022

To,

The Manager Listing Department **BSE Limited**

Phiroze Jeejeebhoy Towers

Dalal Street

Mumbai - 400 001

The Manager

Listing Department

National Stock Exchange of India Limited

Exchange Plaza, 5th Floor, Plot C/1 G Block, Bandra Kurla Complex,

Mumbai - 400 051

Scrip code: Equity (BSE: 540716/ NSE: ICICIGI); Debt (NSE: ILGI29)

Dear Sir/Madam,

Disclosure under Regulation 30 read with Schedule III and Regulation 46(2) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015

Sub: Ref: Investor Presentation- Audited Financial Results for the guarter and financial year ended March 31, 2022

In compliance with above mentioned Regulation, please find enclosed Investors Presentation on the Audited Financial Results for the guarter and financial year ended March 31, 2022.

The above information is being made available on the Company's website www.icicilombard.com.

The audio recording and transcript of the conference call will be posted on the Company's website at www.icicilombard.com within the prescribed regulatory timelines.

You are requested to kindly take the same on your records.

Thanking you.

Yours faithfully,

For ICICI Lombard General Insurance Company Limited

Vikas Mehra Company Secretary

Encl. As above

ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115 Mailing Address: 401 & 402, 4th Floor, Interface 11,

New Linking Road, Malad (West), Mumbai - 400 064

CIN: L67200MH2000PLC129408 Registered Office: ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai - 400 025

Toll free No.: 1800 2666 Alternate No.: +91 8655222666 (Chargeable)

Email: customersupport@icicilombard.com Website: www.icicilombard.com



FY2022 Performance Review

Agenda

- Company Strategy
- Financial Performance
- ESG Initiatives
- Industry Overview





Agenda

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- ESG Initiatives
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ICICI Lombard General Insurance – Pillars of Strength



Consistent Market Leadership and growth

- Leading private sector non-life insurer in India since FY2004 (GDPI basis)
- 14 years GDPI CAGR for IL: 12.9%
- Market share FY2022 (GDPI basis): 8.1%



Diverse products and multi-channel distribution

- Comprehensive and diverse product portfolio
- Individual Agents* 88,539
- Expanding distribution network to increase penetration in Tier 3 and Tier 4 cities
 - Number of Virtual Offices: 908



Excellence in **Customer service** and Technology

- Leveraging on Artificial Intelligence, Machine Learning, IoT etc. throughout the customer life cycle
- Dedicated "digital arm" to improve speed of delivery for D2C business



Risk Management

- Profitable growth using risk selection and data analytics
- Maintain robust reserves
- Prudent investment management



- Maintain high level of Solvency ratio against regulatory minimum requirement of 1.50x
- Solvency ratio 2.46x as at March 31, 2022



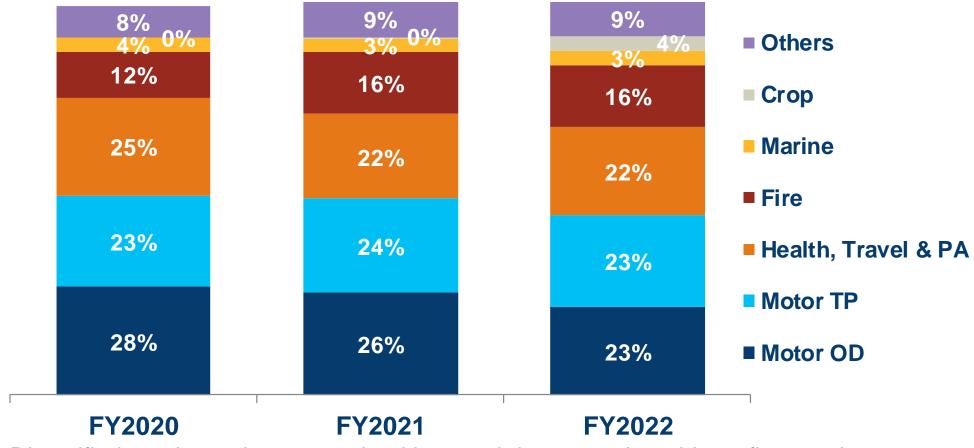
Key Highlights

Particulars	FY2020	FY2021	FY2022
(₹ billion)	Actual	Actual	Actual
Gross Written Premium	135.92	143.20	185.62
Gross Direct Premium Income (GDPI)	133.13	140.03	179.77
GDPI Growth	-8.1%	5.2%	28.4%
Combined Ratio	100.4%	99.8%	108.8%
Profit after Tax	11.94	14.73	12.71
Return on Average Equity	20.8%	21.7%	14.7%
Solvency Ratio	2.17x	2.90x	2.46x
Book Value per Share	134.97	163.56	185.57
Basic Earnings per Share	26.27	32.41	25.91



Comprehensive Product Portfolio

Product Mix



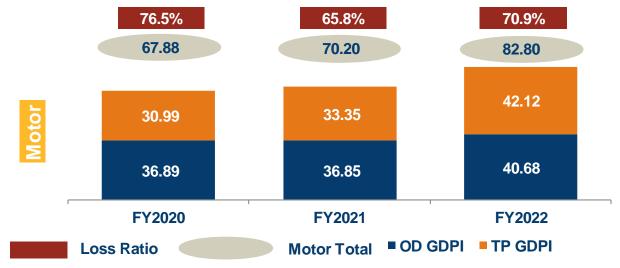
Diversified product mix- motor, health, travel & personal accident, fire, marine, crop and others



Comprehensive Product Portfolio - Motor

₹ billion

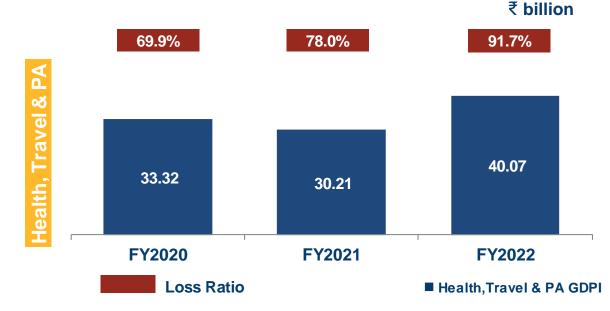
Motor GDPI Mix						
Туре	FY2021	FY2022				
Private car	56.3%	54.0%				
Two Wheeler	27.3%	26.4%				
Commercial Vehicle	16.4%	19.6%				



- Market leadership in Motor segment with a market share of 11.8% as at March 31, 2022
- Loss cost driven micro-segmentation
- Advance premium at March 31, 2022 : ₹ 33.68 billion (₹ 34.59 billion at December 31, 2021)

Comprehensive Product Portfolio – Health, Travel & PA

Health, Travel & PA GDPI Mix							
Туре	FY2021	FY2022					
Individual	26.7%	23.5%					
Group – Others	23.3%	23.8%					
Group Employer-Employee	50.0%	52.6%					
Mass	0.0%	0.1%					



- Investments made towards accelerating growth in areas of health distribution-
 - Successfully on-boarded close to 750 of retail health agency managers during Fiscal 2022, and additional 250 offers have been made
 - Strengthening Bancassurance and Key Relationship Group channel
- IL Take Care for customer engagement & servicing of health, motor and travel customers
 - More than 1.3 Mn user downloads till FY2022 (0.9 Mn user downloads in FY2022)



Comprehensive Product Portfolio – P&C

₹ billion

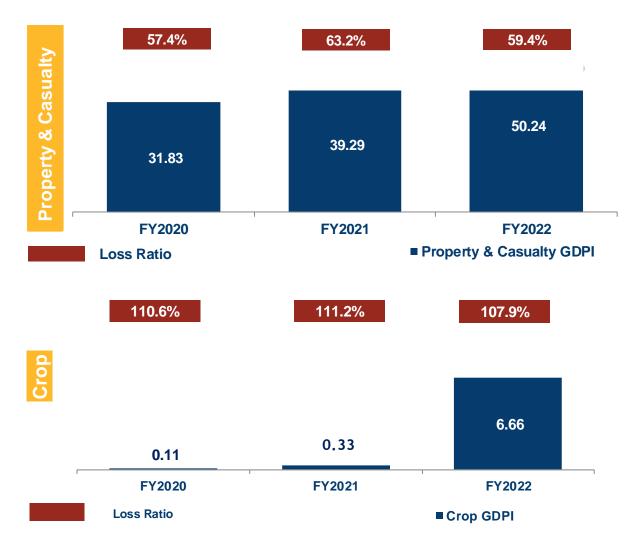
Market share in commercial lines

Property & Casualty (P&C) Market Share					
Product	FY2021	FY2022			
Fire	10.7%	12.8%			
Engineering	13.1%	15.2%			
Marine Cargo	16.1%	17.9%			
Liability	15.9%	15.1%			

 Net impact of cyclone and flood losses of ₹ 0.81 billion for FY2022 (₹ 1.00 billion for FY2021)

Crop

- Post merger, Crop constitutes 3.7% of the product mix for FY2022
- Covered farmers in 2 states (9 districts) in Kharif and Rabi season in FY2022
- Conservative reserving philosophy





Source: IRDAI & GI Council

Digital Opportunities

Policy Issuance

29.3 Mn Policies sourced

97.3% policies issued electronically in FY2022 (97.0% in FY2021)



Cloud Adoption

First large insurer to move all core applications to the Cloud

Improved **agility**, increased **reliability** and continuous **innovation**

Claims & Servicing

2.3 Mn Claims honored

84.5% Motor OD Claims through Instaspect in March 2022

(60.8% in March 2021)

Claims NPS of **56** in Q32022 (54 in Q42021)



Dynamic Workforce

14.0% Headcount productivity CAGR (FY2008 to FY2022)

End-to-end digital enablement for hybrid and part-time working

AI & ML Solutions

59.3% of group cashless claims approved through AI in March 2022

(60.1% in March 2021)

84.6% STP of motor break-in from Self Inspection app in March 2022 (73.9% in March 2021)

Risk Management

Underwriting

- Predictive ultimate loss model to improve risk selection
- Diversified exposure across geographies and products
- Historically lower proportion of losses from catastrophic events than overall market share

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Reinsurance

- Spread of risk across panel of quality re-insurers
- Conservative level of catastrophe (CAT) protection

Investments

- Tighter internal exposure norms as against regulatory limits
- Invest high proportion of Debt portfolio 89.0% in sovereign or AAA rated securities*
 - All Debt securities are rated AA & above
 - Zero instance of default on the IL's debt portfolio since inception

Reserving

- IBNR utilization improving trend indicates robustness of reserves
- Disclosing reserving triangles in Annual report since FY2016

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Agenda

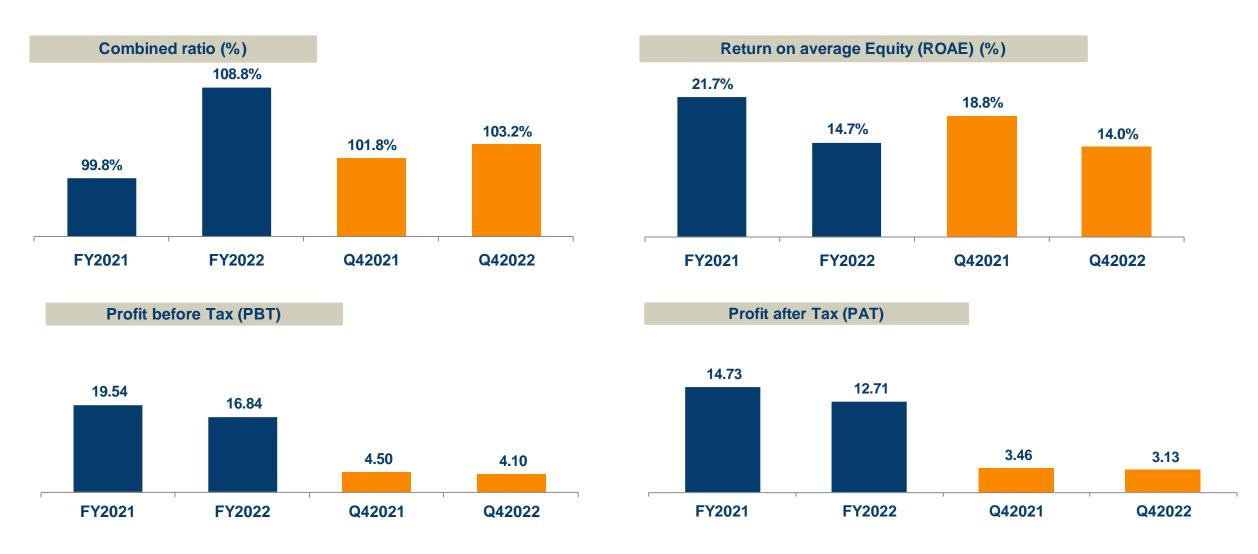
- Company Strategy
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Financial performance

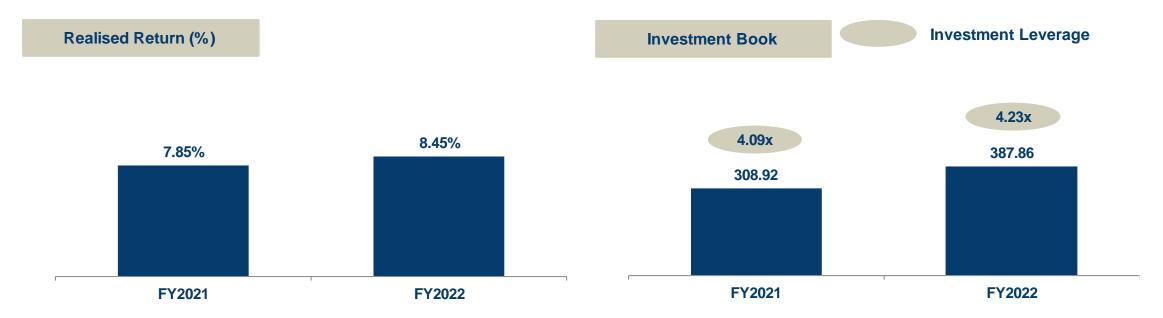
₹ billion





Robust Investment Performance

₹ billion



- Investment portfolio mix² for FY2022 : Corporate bonds 38.3%, G-Sec 42.5% and equity 12.2%
- Strong investment leverage
- Unrealised gain of ₹ 7.67 billion as on March 31, 2022
 - Unrealised gain on equity³ portfolio at ₹ 3.59 billion
 - Unrealised gain on other than equity³ portfolio at ₹ 4.08 billion
 - ¹Total investment assets (net of borrowings) / net worth
 - ² Investment portfolio mix at cost
 - ³ Equity includes units of mutual funds, REIT and InvIT



Agenda

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Safeguarding environment

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- An overarching policy on environment management
 - Measuring, monitoring and reporting carbon emissions
 - Engaging with investee company towards responsible investments
 - Sustainable underwriting by providing value added risk management solutions to corporate customers
- Deployment of Renewable Energy for head office operations in Mumbai and Use of energy efficient lighting fixtures
- Employing Digital solutions moving to completely paperless operations
- Thrust on products for promoting low carbon products like Electric Vehicles, Solar panel insurance
- Reduction in emissions through virtual inspection (Drones and InstaSpect App)

233

No. of branches^ with LED lighting

6.7 Mn

Litres of rain water harvested

24.9

Tons of paper recycled in key offices

420

No. of water purifiers installed

10

No of schools where Solar panel was installed

13.8%

YoY Reduction in paper usage

3,000 +

No. of Corporates* serviced under Holistic risk Management solutions

₹ 450.0 Mn

Saved by preventing 18 hijacks



















Contributing the Social Way



- Community Development and wellbeing initiatives like Ride to Safety, Caring hands, Niranjali, Solar panel installations in schools
- IL TakeCare app influencing behaviour to reduce health care and other cost in longer term
- Building diversity and an enabling environment to perform and grow; Employee friendly policy
- Structured grievance redressal mechanism for addressing the concerns of stakeholders (Customer and Employees)

108.2 Mn

No. of lives covered

176,071

Hours of training provided

96.6%

Customer
Grievances closed
within 15 days

14

No of disabled employees

5.5 Mn

No. of lives covered in Social sector

18.3%

Female Employees

0.4 Mn

No. of lives impacted through CSR

31,212

No. of transacting RAP/VLE**

0.3%

Policy cancellation rate*











Picici Lombard

^{*}Policy Cancellation rate = Policy cancelled/ Total no of policies issued

^{**}RAP/VLE - Rural authorised person/ Village level entrepreneur

Strong Governance



- Independent board with diverse skills and expertise
- Robust ERM framework* with integrated ESG risk
- Adopted leading practices in Cloud Security** and expanded the ambit of Information Security** certification
- Dedicated Information Security Committee
- CSR & Sustainability Board Committee oversight to drive ESG
- Zero tolerance culture for unethical and fraudulent practices

100%

Board committees headed by Independent Directors including chairperson of the Board

Governance Policies at ICICI Lombard



- Policy on Environment Management
- Whistle blower policy
- Employee code of conduct
- Nomination and Remuneration policy
- Risk Management framework
- Anti Fraud policy
- Board Diversity policy
- POSH policy
- Insider trading policy









Agenda

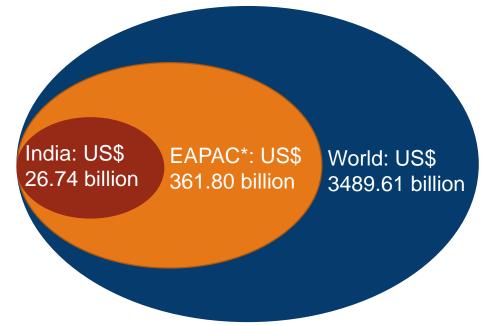
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India Non - life Insurance Market - Large Addressable Market

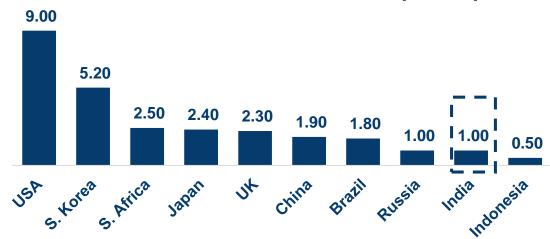
Massive growth opportunity in non-life premiums



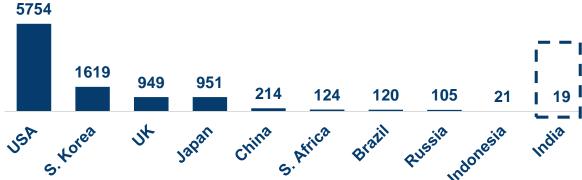
- 4th largest non-life insurance market in Asia and 14th largest globally
- Non-life Insurance penetration in India was around 1/4th of Global Average in 2020
- Operates under a "cash before cover" model

Significantly underpenetrated

Premium as a % of GDP (CY20) (US\$)

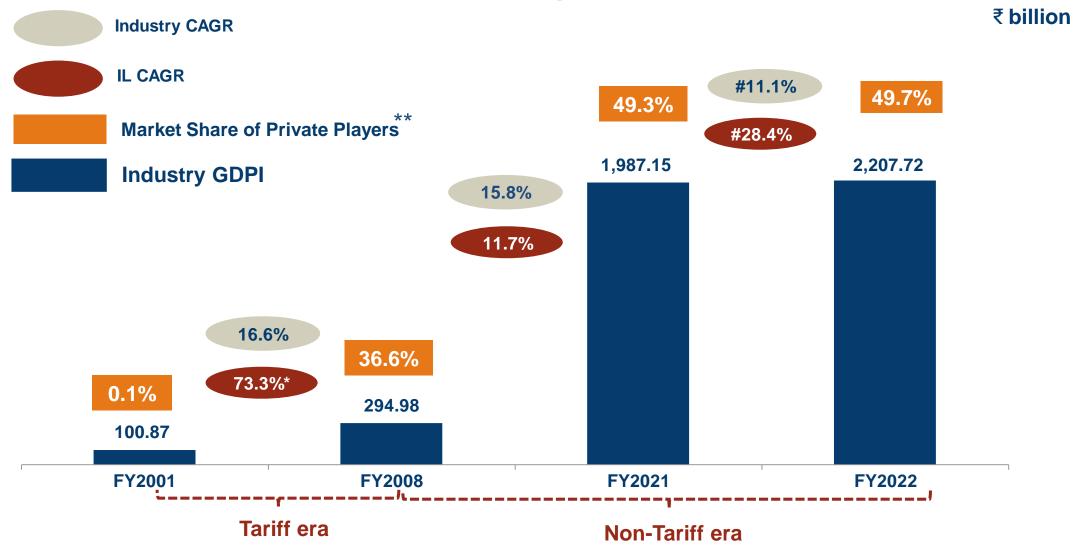


Non-Life Insurance Density (Premium per capita) (CY20) (US\$)





Industry has witnessed steady growth



- * IL CAGR FY2003 FY2008
- # Growth
- ** Excluding Standalone Health Insurers

13 year Industry CAGR (FY2008 to FY2021) - GDPI 15.8%; PAT: 2.4% 13 year IL CAGR (FY2008 to FY2021)- GDPI: 11.7%; PAT: 22.7% Source: IRDAI and GI Council

Merged figures are presented from April 1, 2021 onwards, hence prior years are not comparable.



Thank you

Annexure





Loss Ratio

Particulars	FY2021	FY2022	Q42021	Q42022
Motor OD	62.2%	68.1%	63.5%	72.9%
Motor TP	69.7%	74.0%	81.3%	78.3%
Health, Travel & PA	78.0%	91.7%	79.9%	76.6%
Crop	111.2%	107.9%	111.4%	125.5%
Fire	63.7%	53.1%	35.0%	30.2%
Marine	83.3%	77.6%	92.1%	72.8%
Engineering	57.7%	69.3%	34.9%	67.4%
Other	52.7%	51.3%	57.7%	47.0%
Total	68.6%	75.1%	71.7%	72.0%



Abbreviations & Glossary:

Al - Artificial Intelligence

API – Application Programming Interface

AY - Accident Year

Banca - Bancassurance

CAGR – Compounded Annual Growth Rate

CCI – Competition Commission of India

CY - Calendar Year

D2C – Direct to Consumers

EAPAC – Emerging Asia Pacific Markets

FY - Financial Year

G-Sec – Government Securities

GDP – Gross Direct Product

GDPI – Gross Direct Premium Income

GHI - Group Health Insurance

GI Council - General Insurance Council

GWP – Gross Written Premium

IBNR – Incurred But Not Reported

IL - ICICI Lombard General Insurance Company Limited

IT – Information Technology

IMTPIP – Indian Third Party Insurance Pool

InvIT- Infrastructure Investment Trust

IoT – Internet of Things

IRDAI - Insurance Regulatory and Development Authority of India

LED - Light-emitting diode

ML- Machine Learning

Motor TP – Motor Third Party

Mn - Million

NEP – Net Earned Premium

NWP – Net Written Premium

NPS - Net Promoter Score

OD – Own Damage

PA - Personal Accident

PAT – Profit After Tax

PBT – Profit Before Tax

P&C – Property & Casualty

POS – Point of Sales

RAP/VLE - Rural authorised person/ Village level entreprenuer

REIT- Real Estate Investment Trust

ROAE – Return on Average Equity

SEBI - Securities Exchange Board of India

STP - Straight through processing

₹ - Indian Rupees

TP – Third Party

US\$ - United State's dollar

VO – Virtual Office

"x" - times



Unless specified as standalone, all the other numbers in the presentation for the current year are on merged basis

For calculation of CAGR merged entity figures are considered for FY2022

Impact of catastrophic events: Historical snapshot

₹ billion

Catastrophic Event	Year	Economic Losses	Insured losses*	Our Share of Insured losses
Cyclone Tauktae*	2021	150.00	15.00	10.3%**
Cyclone Yaas*	2021	200.00	7.00	0.4%**
Cyclone Amphan*	2020	1,000.00	15.00	7.9%**
Maharashtra, Gujarat, Karnataka, Kerala & other states Floods	2019	709.70**	20.00	3.4%
Cyclone Fani	2019	120.00	12.25	2.6%
Kerala floods	2018	300.00	25.00	2.7%
Chennai floods	2015	150.00	49.40	6.2%
Cyclone Hudhud	2014	715.00	41.60	2.0%
J&K floods	2014	388.05	15.60	2.5%
North-east floods	2014	393.30	15.60	***

^{*} estimates based on market sources

^{***}There was no separate reporting of losses resulting from these floods since this did not rise to the level of a catastrophic event for us Other sources: Google search & estimates



^{**}Combined for IL and BAGI

₹ billion

Incurred Losses and Allocated Expenses (Ultimate Movement)

As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	105.47	34.23	44.87	44.37	49.39	59.24	62.46	77.00	87.33	83.76	101.17
One year later	105.54	33.09	43.15	44.19	48.63	59.29	60.42	75.64	85.21	81.82	
Two years later	105.48	32.75	43.09	43.83	48.11	58.81	59.34	75.33	84.76		
Three years later	106.38	32.69	43.13	43.17	47.72	58.47	58.53	74.73			
Four years later	106.91	32.82	42.59	42.96	47.21	58.00	57.62				
Five years later	107.15	32.53	42.40	42.35	47.04	57.78					
Six years later	107.47	32.55	42.09	42.36	47.01						
Seven Years later	107.56	32.60	42.12	42.19							
Eight Years later	107.34	32.59	42.11								
Nine Years later	107.69	32.59									
Ten Years later	107.73										
Deficiency/ (Redundancy) (%)	2.1%	-4.8%	-6.2%	-4.9%	-4.8%	-2.5%	-7.8%	-2.9%	-2.9%	-2.3%	

Unpaid Losses and Loss Adjusted Expenses

As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	16.18	14.63	21.93	21.88	25.43	31.33	38.29	43.57	45.95	43.07	47.54
One year later	9.80	7.51	12.67	14.89	17.36	20.28	21.59	31.09	32.74	27.69	
Two years later	7.71	5.98	10.64	12.53	14.47	15.90	17.93	22.82	28.80		
Three years later	7.15	4.93	9.16	10.20	12.20	13.04	15.79	20.39			
Four years later	6.29	4.37	7.45	8.76	9.99	11.59	13.83				
Five years later	5.59	3.47	6.33	7.07	9.09	10.45					
Six years later	5.01	3.07	5.19	6.60	8.38						
Seven Years later	4.37	2.65	4.76	5.97							
Eight Years later	3.56	2.46	4.43								
Nine Years later	3.66	2.24									
Ten Years later	3.45										



Reserving Triangle Disclosure – IMTPIP

Incurred Losses and Allocated Expenses (Ultimate Movement)

? billion

As at March 31, 2022	AY08	AY 09	AY 10	AY 11	AY 12	AY 13
End of First Year						2.71
One year later					3.85	2.72
Two years later				4.49	3.85	3.54
Three years later			5.81	4.49	5.52	3.61
Four years later		6.16	5.81	5.79	5.72	3.68
Five years later	2.61	6.16	6.16	5.88	6.17	4.13
Six years later	2.61	6.46	6.28	6.29	6.86	4.16
Seven Years later	2.86	6.55	6.39	6.74	6.85	4.15
Eight Years later	2.95	6.69	6.89	6.73	6.85	4.21
Nine Years later	3.00	6.98	6.89	6.74	6.86	4.33
Ten Years later	3.09	6.98	6.89	6.93	6.99	
Eleven Years later	3.09	6.98	6.97	7.10		
Twelve Years later	3.09	7.19	7.16			
Thirteen Years later	3.09	7.40				
Fourteenth Years later	3.16					
Deficiency/ (Redundancy) (%)	10.3%	14.5%	16.2%	22.7%	26.5%	22.4%

Unpaid losses and Loss Adjustment Expenses

As at March 31, 2022	AY08	AY 09	AY 10	AY 11	AY 12	AY 13
End of First Year						2.67
One year later					3.41	2.30
Two years later				3.14	2.57	2.47
Three years later			3.17	2.38	2.89	1.92
Four years later		2.67	2.51	2.41	2.28	1.50
Five years later	0.86	2.05	2.17	1.83	2.04	1.57
Six years later	0.63	1.89	1.70	1.70	2.29	1.29
Seven Years later	0.72	1.50	1.41	1.74	1.83	1.01
Eight Years later	0.65	1.23	1.52	1.40	1.43	0.94
Nine Years later	0.55	1.19	1.18	1.10	1.29	0.91
Ten Years later	0.52	0.89	0.89	1.11	1.21	
Eleven Years later	0.43	0.63	0.85	1.05		
Twelve Years later	0.32	0.69	0.91			
Thirteen Years later	0.28	0.75				
Fourteen Years later	0.27					



Reserving Triangle Disclosure – Motor-TP (excluding IMTPIP)

Incurred Losses and Allocated Expe	enses (Ultimate Movement)
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As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	11.06	5.81	10.74	12.63	15.97	17.05	19.98	24.41	31.55	25.15	28.07
One year later	12.03	5.79	10.59	12.76	16.01	17.18	19.89	24.45	31.23	25.15	
Two years later	12.07	5.91	10.86	12.99	16.11	17.13	19.65	24.14	31.23		
Three years later	12.68	6.00	11.10	12.93	16.10	16.94	18.94	23.87			
Four years later	12.96	6.16	11.00	12.95	15.88	16.56	18.20				
Five years later	13.35	6.18	10.99	12.65	15.76	16.45					
Six years later	14.03	6.31	10.85	12.62	15.75						
Seven Years later	14.25	6.35	10.85	12.48							
Eight Years later	14.30	6.46	10.85								
Nine Years later	14.75	6.46									
Ten Years later	14.83										
Deficiency/ (Redundancy) (%)	34.1%	11.2%	1.0%	-1.2%	-1.4%	-3.5%	-8.9%	-2.2%	-1.0%	0.0%	

Unpaid Losses and Loss Adjusted Expenses

As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	6.59	5.75	10.61	12.51	15.79	16.83	19.82	24.22	30.88	24.78	27.51
One year later	6.23	5.17	9.52	11.55	14.32	15.39	18.17	21.93	28.52	22.39	
Two years later	4.95	4.45	8.38	10.23	12.40	13.33	15.88	20.07	25.95		
Three years later	4.43	3.74	7.37	8.73	10.71	11.36	14.15	18.30			
Four years later	3.73	3.28	6.19	7.64	8.97	10.15	12.48				
Five years later	3.31	2.74	5.35	6.26	8.24	9.24					
Six years later	3.29	2.48	4.38	5.82	7.61						
Seven Years later	2.88	2.10	4.03	5.26							
Eight Years later	2.44	2.04	3.73								
Nine Years later	2.68	1.84									
Ten Years later	2.55										



Reserving Triangle Disclosure – Others (excluding Motor-TP)

Incurred Losses and Allocated Expenses (Ultimate Movement)

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As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	94.40	28.43	34.13	31.74	33.42	42.19	42.48	52.58	55.78	58.61	73.11
One year later	93.52	27.30	32.57	31.43	32.62	42.11	40.54	51.19	53.98	56.67	
Two years later	93.41	26.84	32.23	30.84	32.00	41.68	39.69	51.18	53.53		
Three years later	93.70	26.68	32.03	30.25	31.62	41.53	39.59	50.86			
Four years later	93.95	26.67	31.59	30.00	31.33	41.43	39.42				
Five years later	93.80	26.35	31.42	29.70	31.28	41.33					
Six years later	93.45	26.24	31.24	29.74	31.26						
Seven Years later	93.31	26.25	31.27	29.71							
Eight Years later	93.04	26.14	31.26								
Nine Years later	92.94	26.13									
Ten Years later	92.89										
Deficiency/ (Redundancy) (%)	-1.6%	-8.1%	-8.4%	-6.4%	-6.5%	-2.0%	-7.2%	-3.3%	-4.0%	-3.3%	

Unpaid Losses and Loss Adjusted Expenses

As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	9.60	8.88	11.32	9.37	9.64	14.50	18.48	19.34	15.08	18.28	20.04
One year later	3.57	2.35	3.15	3.34	3.04	4.89	3.43	9.16	4.22	5.30	
Two years later	2.76	1.53	2.26	2.29	2.07	2.57	2.05	2.75	2.84		
Three years later	2.72	1.19	1.79	1.47	1.49	1.68	1.64	2.09			
Four years later	2.55	1.10	1.26	1.12	1.01	1.44	1.35				
Five years later	2.27	0.72	0.98	0.81	0.85	1.21					
Six years later	1.73	0.59	0.80	0.78	0.77						
Seven Years later	1.48	0.55	0.72	0.71							
Eight Years later	1.12	0.42	0.71								
Nine Years later	0.98	0.40									
Ten Years later	0.90										



Safe harbor:

Except for the historical information contained herein, statements in this release which contain words or phrases such as 'will', 'would', 'indicating', 'expected to' etc., and similar expressions or variations of such expressions may constitute 'forward-looking statements'. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to our ability to successfully implement our strategy, our growth and expansion in business, the impact of any acquisitions, technological implementation and changes, the actual growth in demand for insurance products and services, investment income, cash flow projections, our exposure to market risks, policies and actions of regulatory authorities; impact of competition; the impact of changes in capital, solvency or accounting standards, tax and other legislations and regulations in the jurisdictions as well as other risks detailed in the reports filed by ICICI Bank Limited, our Promoter company with the United States Securities and Exchange Commission. ICICI Bank and we undertake no obligation to update forward-looking statements to reflect events or circumstances after the date there

