

## Kotak Mahindra Bank

October 26, 2021

**BSE Limited** 

Corporate Relationship Department, Phiroze Jeejeebhoy Towers,

Dalal Street,

Mumbai 400 001.

National Stock Exchange of India Limited

Exchange Plaza, Plot No.C/1, G Block,

Bandra-Kurla Complex,

Bandra (East),

Mumbai 400 051.

BSE Scrip Code: 500247

NSE Symbol: KOTAKBANK

Dear Sir/Madam,

Sub: Investor Presentation: Unaudited Standalone and Consolidated Financial Results of the Bank for the Quarter (Q2) and half year ended September 30, 2021.

Ref: Intimation made earlier today with regard to Unaudited Standalone and Consolidated Financial Results of the Bank for the quarter (Q2) and half year ended September 30, 2021.

Further to our intimation made earlier today with regard to the Unaudited Standalone and Consolidated Financial Results of Kotak Mahindra Bank Limited ("Bank") for the Quarter (Q2) and half year ended September 30, 2021, we enclose herewith, the Investor Presentation in connection with the aforesaid Financial Results.

The above information is also being hosted on the Bank's website <u>www.kotak.com</u> in terms of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

We request you to kindly take the above information on record and disseminate the same to all concerned.

Thanking you,

Yours faithfully,

For Kotak Mahindra Bank Limited

**Avan Doomasia** 

Senior Executive Vice President &

**Company Secretary** 

Encl: As above

# Investor Presentation Q2FY22

Presentation on financial results for the period ended 30th September, 2021

26th October, 2021



## **Standalone Highlights Q2FY22**



PAT	NII	NIM	CASA Ratio
₹ 2,032 cr [₹ 2,184 cr]	₹ 4,021 cr [₹ 3,897 cr]	4.45% [4.50%]	60.6% [57.1%]
Customer Assets	% Net NPA	Capital & Reserves	CAR# 23.1% [23.4%]
₹ 256,353 cr [₹ 218,790 cr]	1.06% [0.74%^]	₹ 67,376 cr [₹ 59,923 cr]	Tier I# 22.1% [22.8%]

Figures in [brackets] are Q2FY21 numbers

<sup>#</sup> As per Basel III<sub>7</sub> including unaudited profits. Excluding profits CAR: 21.8%, Tier I: 20.8% (30<sup>th</sup> Sep, 2020: CAR: 22.0%, Tier I: 21.4%)

<sup>^</sup> Proforma numbers

## **Profit and Loss Account**



₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
Net Interest Income	4,021	3,897	3,942	15,340
Other Income	1,812	1,433	1,352	5,006
Fee and Services	1,419	1,057	1,169	4,331
Others	393	376	183	675
Net Total Income	5,833	5,330	5,294	20,346
Employee Cost	1,177	990	1,082	3,729
Other Operating Expenses	1,536	1,078	1,322	4,855
Operating Expenditure	2,713	2,068	2,404	8,584
Operating Profit	3,120	3,262	2,890	11,762
Provision On Adv/Receivables (net)	385	316	725	1,874
General provision - COVID related	-	13	-	629
Provision On Investments	39	4	(21)	(44)
Provision & Contingencies	424	333	704	2,459
PBT	2,696	2,929	2,186	9,303
Provision For Tax	664	745	544	2,338
PAT	2,032	2,184	1,642	6,965

- COVID-19 provision held: ₹ 1,279 cr, no utilization during H1FY22
- As per the RBI guidelines dated 30<sup>th</sup> Aug, 2021, provisions/w/back for mark-tomarket depreciation on investments, has been classified under "Other Income", which was earlier classified In Provisions and Contingencies

## **Fees & Services**



₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
Distribution & Syndication Income	312	172	183	785
General Banking Fees	1,064	853	946	3,396
Others	43	32	40	150
Fees and Services	1,419	1,057	1,169	4,331

## **Asset Quality**



₹cr	30-Sep-21	30-Sep-20 Proforma	30-Jun-21
GNPA	7,658	5,632	7,932
NNPA	2,491	1,524	2,792
GNPA (%)	3.19%	2.70%	3.56%
NNPA (%)	1.06%	0.74%	1.28%

Restructuring (₹ cr)	30-Sep-21	% of Adv	30-Jun-21
COVID-1 related	227	0.10%	227
COVID-2 related	268	0.11%	10
Total COVID related	495	0.21%	237
MSME	767	0.33%	315

- COVID-19 Provision continued to be held at ₹ 1,279 cr on 30<sup>th</sup> Sep, 2021, no utilization during H1FY22
- Total provisions (incl specific, standard, COVID-19 related etc.) held as on 30<sup>th</sup> Sep, 2021 at ₹ 7,637 cr, ~100% of GNPA
- Provision coverage ratio at 67% as on 30<sup>th</sup> Sep, 2021
- Credit cost on advances: Q2FY22: 63 bps annualised [Q1FY22: 133 bps]
- No sale to ARCs
- SMA2 outstanding^: ₹ 388 cr (30<sup>th</sup> Jun, 2021: ₹ 430 cr)

<sup>^</sup> Fund based outstanding for borrowers with exposure > ₹5 cr

## **Balance Sheet**



₹cr	30-Sep-21	30-Sep-20	30-Jun-21
Capital & Reserves and Surplus	67,376	59,923	65,472
Deposits	291,711	261,564	286,560
CA	53,280	40,454	52,433
SA	123,479	108,990	120,002
Term Deposits	114,952	112,120	114,125
Of which: TD Sweep	24,151	20,184	23,050
Borrowings	32,838	41,789	29,231
Other Liabilities and Provisions	16,507	11,489	13,626
Total Liabilities	408,432	374,765	394,889

₹cr	30-Sep-21	30-Sep-20	30-Jun-21
Cash, Bank and Call	47,697	40,539	56,135
Investments	110,898	116,724	106,292
Government Securities	85,325	97,407	84,271
Credit Substitutes	21,388	13,945	17,893
Others	4,185	5,372	4,128
Advances	234,965	204,845	217,465
Fixed Assets and Other Assets	14,872	12,657	14,997
Total Assets	408,432	374,765	394,889

Balance Sheet crossed ₹ 4 lac crore; Average LCR for Q2FY22: 153%

## **Investing in Technology Backbone**

For Acquisition, Engagement, Experience





#### **INFRASTRUCTURE**

BUILD RESILIENCY & GO TO CLOUD



#### **CORE APPLICATIONS**

#### **REINFORCE CORE SYSTEMS**



- Hyper Scalable Architecture FW/IPS
- Secure Work from Home for CEC
- Resiliency: For MB, NB, and Core Banking

#### Upgrades

- Cash Mgmt. System
- TI+ (Trade portal)
- Calypso (Treasury)
- Credit Card LOS 6.0
- Limits & Exposure Mgmt. System

Net banking
Connected Banking journeys and fixing

Capacity reinforcements for Mobile and

**DIGITAL CHANNELS** 

DIY JOURNEY,

**STP & AUTOMATION** 

 Connected Banking journeys and fixing tech debts



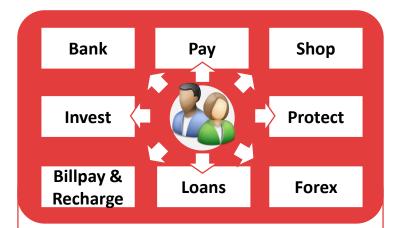
- Moving UAT environments to Cloud
- Micro Segmentation of Data Centre

- Multiproduct Digital Collection
- Jarvis Trade & Cash Services
- Government Business Platform
- New Clearing System Platform
- Corporate Loan Mgmt. System
- Home Loan LOS & DIY

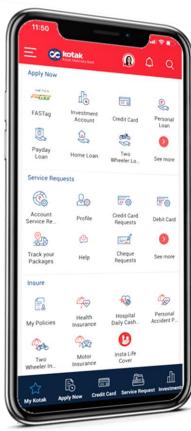
- OCEN cashflow based lending (MSME)
- New Service & Complaint Mgmt. System
- Automation/Robotics COE

## Kotak MB: SuperApp for all financial needs





- 50+ Products
- Wide range of payment options Pay your contact, Scan & Pay, Send money abroad, BillPay & Recharge etc.
- KayMall shopping, travel, hotel, food, health, medicine
- 24-hr support via Keya Chatbot & Help Centre
- Secure Device Management



### **Key launches in Q2**



Revamped & streamlined home page



Kaymall: Tata 1mg (medicine) and Gifting



Top 4 features in Hindi



Send gift to your contact



Cyber Insurance booking



Dashboard & recharge for FASTag

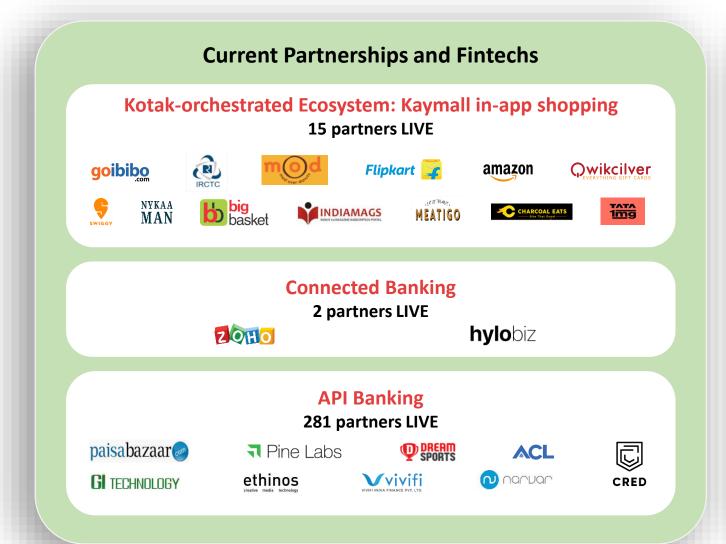
## Roadmap

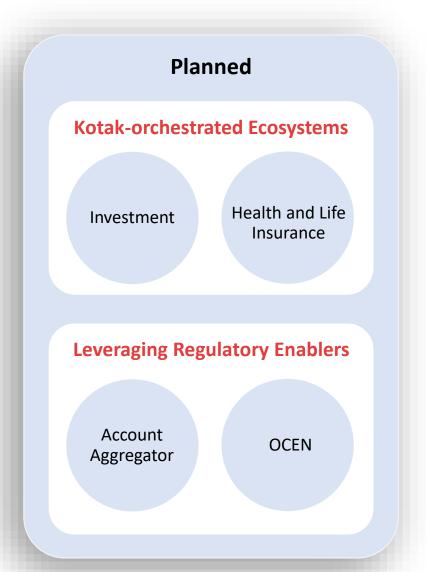
Mobile App 2.0
Planned Two-app strategy
for all banking needs

growth YoY

## **Ecosystems**







## **Retail Assets**

## **Building digital engagement journeys**



Existing to Bank

New to Bank

Co origination







DIY





RM sales App





**Contact Centre** 

DSA



Customer **Journeys** (VKYC, E-Sign)

Customer **Experience** (UI/UX, API Integrations)

Customer **Engagement** (AI/ML enabled)



## **Examples of Digital Customer Experiences**

#### Personal Loans \*



**Instant Disbursement** on Kotak Platform



Instant Disbursement on Partner Platform



Paperless and DIY

#### **Credit Cards \***



**Assisted Onboarding** on Digital channels



API-driven journey for partners



Virtual card on app

#### **Home Loans** \*



**Home Buying Tools/Calculators** 



**Instant Sanction &** Disbursement



**B2B** Portal for ecosystem players

#### **SME Loans** \*

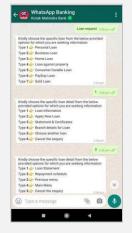


Insta Term Ioan, Digi OD



Credit automation using digital data

#### **Loan Servicing via WhatsApp**



33K+ Service requests received in Q2, growing at 30% MoM

## **Digitizing Merchant Offerings**



## Augment the Core Payment Stack offering and Enrich with VAS through partnerships



Integrated Payment Solution across different payment modes



Completely Digital Onboarding and Servicing



Omni-channel interface and single dashboard for easy recon



Pre-approved credit through digital interface to power micro loans



Empower merchant to offer credit on purchase at point of sale



Ease of business by automating business activity through VAS

#### kotak.biz

Merchant App (Q2)



### Other major launches in Q2

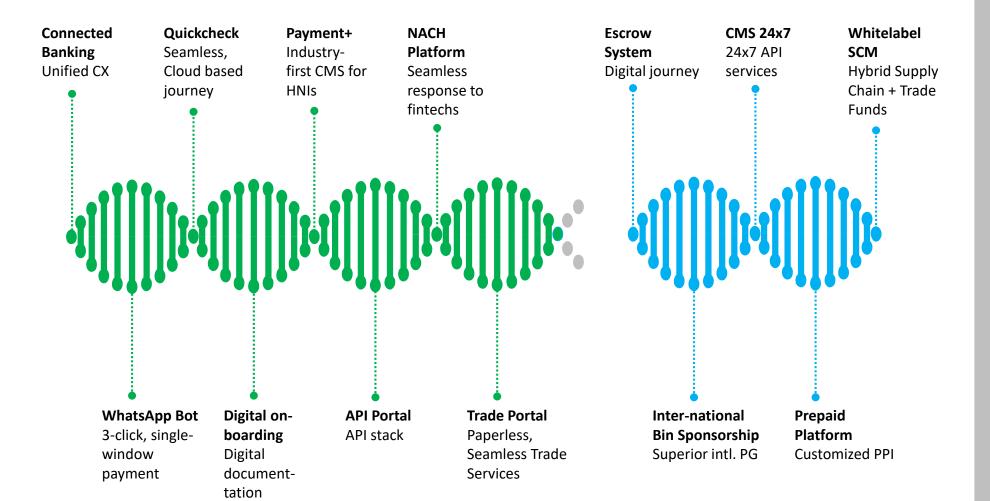
- POS Digital On-boarding
- Connected Banking Accounting Solution

### **Upcoming**

- Cards Tap On Phone
- SMS Pay on Merchant App
- Billing Integration Q-buster/ Self Checkout Kiosk
- Digital Store-Inventory/Order management
- Offline 2 Online solution for retailers

## **Corporate Banking**

## **Transforming Transaction Banking**



#### **Trade Portal**

Paperless | Seamless | End-to-End | 24\*7 | Dashboard | Report Designer



#### **ENACH / BBPS**

#### **Among industry leaders**

- Integrated CMS Dashboards
- BBPS: across all categories
- ENACH: Upgraded and Secure.
   E-sign. End to End Automation.

## **Digital Highlights**



Traditional Digital Channels

#### Netbanking

- 27% YoY growth in Logins, Q2FY22 vs Q2FY21
- 32% YoY growth in 90-day active user base, Q2FY22 vs Q2FY21
- 36% YoY growth in Financial transaction value, Q2FY22 vs Q2FY21

#### Website

- **28%** YoY growth in Unique visitors, Q2FY22 vs Q2FY21
- 111% YoY growth in Page views, Q2FY22 vs Q2FY21

#### WhatsApp Banking

- 1.9X YoY Monthly Active Users, Sep '21 vs Sep '20
- 40+ Services live, 2 new added in Q2

#### Keya Chatbot

- 2X YoY Monthly Active Users, Sep '21 vs Sep '20
- 33 SRs / Enquiries live, 4 new added in Q2

Emerging Digital Channels

Digital Lending

- **105%** QoQ growth in Home loans sourced digitally
- 120% QoQ growth in Personal loans sourced digitally
- 2.3X Volume and 2.2X Value QoQ in Digi OD (SME/MSME)

- 82% RDs and 77% FDs booked digitally
- 89% investment a/cs sourced via App & Netbanking
- 57% of MF/SIPs booked through digital channels

Adoption and Cross-sell

Digital Payments

- 2.9X YoY UPI transaction volume, Q2FY22 vs Q2FY21
- 1.7X QoQ Value in Kaymall in-app shopping
- **2.1X** QoQ Value in shopping + grocery categories
  - **10.4X** YoY UPI acquiring transaction volume, Q2FY22 vs Q2FY21
- **3.8X** Volume in 'Pay Your Contact' Sep vs Jun '21 (launched in Q1)

- High NPS of 83+ @ Project Velocity Branch Banking
- 62% of total bank customer requests processed real-time
- **87%** of DIY requests coming online
- 15.2X QoQ Requests Processed via RPA, Q2 vs Q1 FY22
- **2.1X** QoQ Hours Saved via RPA, Q2 vs Q1 FY22

Digital Transform ation

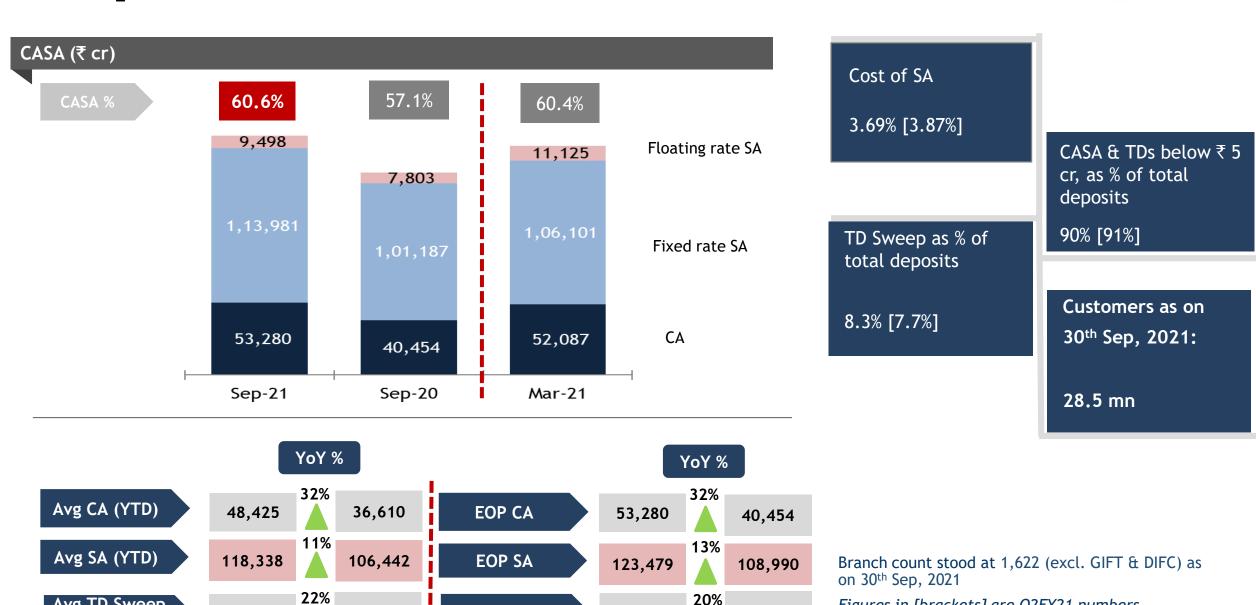
## **Deposit**

Avg TD Sweep

(YTD)

23,031





**EOP TD Sweep** 

18,815

20%

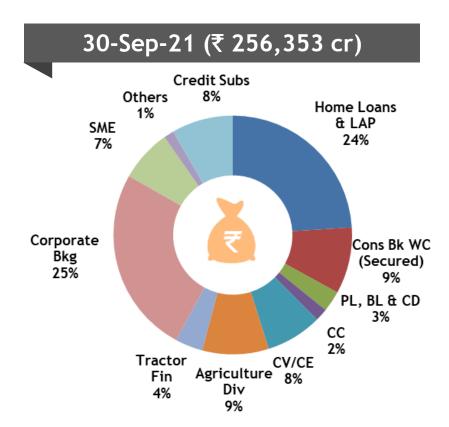
24,151

20,184

Figures in [brackets] are Q2FY21 numbers

## **Customer Assets**





## **Customer Assets**

₹cr	30-Sep-21	30-Sep-20	30-Jun-21
Home Loans & LAP	61,479	47,732	55,623
Consumer Bank WC (Secured)	23,079	19,562	21,047
PL, BL and Consumer Durables	7,261	8,177	6,563
Credit Cards	4,363	4,378	3,848
CV/CE	19,490	18,363	19,349
Agriculture Division	23,075	20,926	21,931
Tractor Finance	9,627	8,151	9,283
Corporate Bkg	64,931	59,517	59,731
SME	18,205	14,719	16,830
Others	3,455	3,319	3,260
Total Advances	234,965	204,845	217,465
Credit Substitutes	21,388	13,945	17,893
Total Customer Assets	256,353	218,790	235,358

## **Consolidated Highlights Q2FY22**



PAT	% CAR# 24.2% [24.5%]	Customer Assets	Total Assets
₹ 2,989 cr [₹ 2,947 cr]	Tier I# 23.4% [23.9%]	₹ 287,831 cr [₹ 247,432 cr]	₹ 511,826 cr [₹ 457,283 cr]
NIM	Capital & Reserves	Net NPA	Book Value per Eq. share
4.54% [4.55%]	₹ 89,627 cr [₹ 79,389 cr]	1.09% [0.86%^]	₹ 449 [₹ 399]

Figures in [brackets] are Q2FY21 numbers

<sup>#</sup> As per Basel III, including unaudited profits. Excluding profits CAR: 22.8%, Tier I: 22.0% (30th Sep., 2020: CAR: 23.1%, Tier I: 22.5%)

<sup>^</sup> Proforma numbers

## **Consolidated PAT**



₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
Kotak Mahindra Bank	2,032	2,184	1,642	6,965
Kotak Mahindra Prime	240	133	79	535
Kotak Mahindra Investments	89	74	71	258
Kotak Securities	243	199	236	793
Kotak Mahindra Capital	58	14	42	82
Kotak Mahindra Life Insurance	155	171	(243)	692
Kotak Mahindra General Insurance	(16)	7	(5)	2
Kotak AMC and TC	97	84	107	346
International Subsidiaries	27	45	30	154
Others	29	21	28	98
Total	2,954	2,932	1,987	9,925
Affiliates and Others	35	15	(181)	65
Consolidated PAT	2,989	2,947	1,806	9,990

## **Entity-wise Capital & Reserves and Surplus**



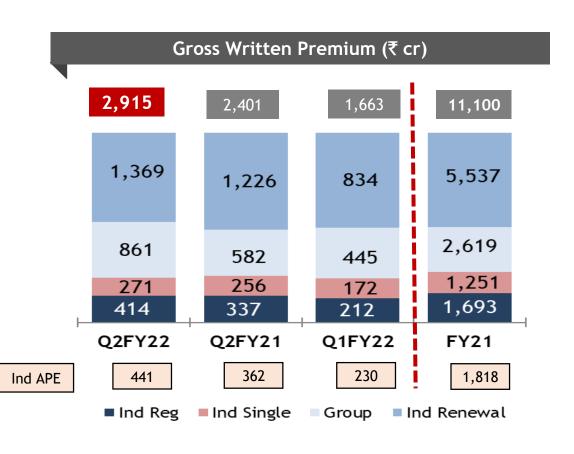
₹cr	30-Sep-21	30-Sep-20	30-Jun-21
Kotak Mahindra Bank	67,376	59,923	65,472
Kotak Mahindra Prime	6,928	6,289	6,702
Kotak Mahindra Investments	2,277	1,976	2,189
Kotak Securities	5,769	4,897	5,526
Kotak Mahindra Capital	769	642	711
Kotak Mahindra Life Insurance	3,875	3,686	3,720
Kotak Mahindra General Insurance	296	184	187
Kotak AMC and TC	1,377	1,042	1,280
Kotak Infrastructure Debt Fund	432	399	425
International Subsidiaries	1,448	1,296	1,422
Kotak Investment Advisors	731	379	418
Other Entities	349	288	308
Total	91,627	81,001	88,360
Affiliates	1,088	967	1,040
Inter-company and Others	(3,088)	(2,579)	(2,632)
Consolidated Capital & Reserves and Surplus	89,627	79,389	86,768

## **Kotak Mahindra Life Insurance**



₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
Capital	562	562	562	562
Other Reserves and Surplus	3,313	3,124	3,158	3,483
Total Premium	2,915	2,401	1,663	11,100
(Loss) / Profit After Tax (Shareholders')	155	171	(243)	692
Solvency Ratio (x)	2.61	3.00	2.57	2.90

- Gross written premium Q2FY22 grew 21.4% YoY
- NB premium for Q2FY22 grew 30.7% YoY compared to overall Industry growth of 5.8% YoY
- Overall Claims experience in line with claims estimated in Q1 & provisions held to cover future expected claims
- AUM (Policyholders') as on 30th Sep, ₹ 47,246 cr, growth 31.3%
   YoY



## **Kotak Securities**



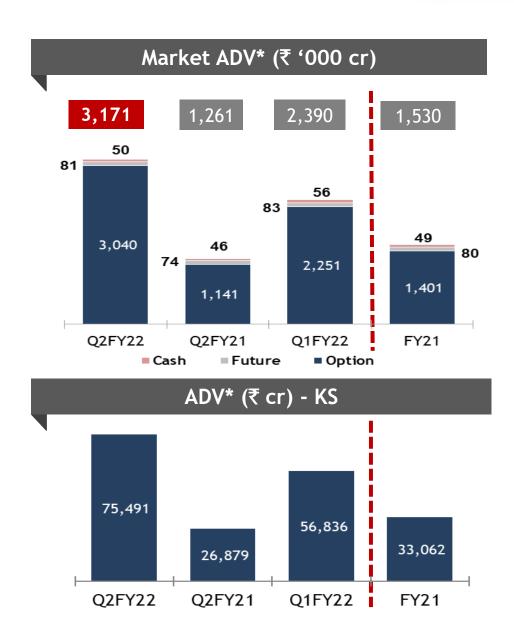
₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
Total Income	613	516	571	2,020
Profit Before Tax	325	266	315	1,057
Profit After Tax	243	199	236	793
Market Share Cash* - (%)	11.0	8.7	9.6	9.3

Overall Market Share\* Q2FY22: 2.4% (Q2FY21: 2.2%)

1,485 branches, franchises and referral co-ordinators







## **Kotak Mahindra Capital Company**



Equity								
<b>zomato</b> ₹ 9,375 cr	Zomato Ltd. # Initial Public Offer	DEVYANI INTERNATIONAL LIMITED  ₹ 1,838 Cr	Devyani International Ltd. # Initial Public Offer					
MAX HEALTHCARE  ₹ 3,134 cr	Max Healthcare Institute Ltd. # Block Trade	Clean Science ₹ 1,547 cr	Clean Science & Technology Ltd. # Initial Public Offer					
Car Trade ₹ 2,999 cr	# Initial Public Offer	Glenmark LIFE SCIENCES ₹ 1,514 CT	Glenmark Life Sciences Ltd. # Initial Public Offer					
<u>∧РТUS</u> ₹ 2,780 cr	Aptus Value Housing Finance India Ltd. # Initial Public Offer	G R I L® ₹ 962 cr	<b>G.R.Infraprojects Ltd.</b> # Initial Public Offer					
Birla Suri Liler	Aditya Birla Sun Life Amc Ltd. # Initial Public Offer	<b>Cipla</b> ₹ 543 cr	Cipla Ltd. # Block Trade					
VIJAYA DIAGNOSTIC CENTRE	Vijaya Diagnostic Centre Ltd. # Initial Public Offer							

₹ 1,894 cr

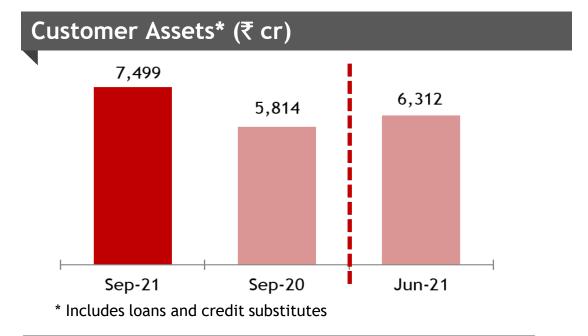
Advisory						
<b>© BillDesk</b> ₹ 34,307 cr	Sell-side Financial Advisor to the Founders of Billdesk for acquisition of Billdesk (Indialdeas.com) by PayU (payments and fintech business of Prosus)					
<b>TATA</b> ₹ 1,039 cr	Manager to the Open Offer to Panatone Finvest (Tata group) for acquisition of Tejas Networks Limited					
<b>DELHIUE</b>	Buy-side Financial Advisor to Delhivery for acquisition of SpotOn Logistics					

₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
Total Income	109	44	77	202
Profit Before Tax	75	19	51	111
Profit After Tax	58	14	42	82

## **Kotak Mahindra Investments**



₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
NII	100	92	102	354
Other Income	42	25	13	74
NII and Other Income	142	117	115	428
Profit Before Tax	119	99	96	346
Profit After Tax	89	74	71	258
NNPA (%)	0.6%	1.0%	0.6%	0.6%
CAR (%) (incl unaudited profits)	30.6%			
ROA (%) - annualised	4.2%			

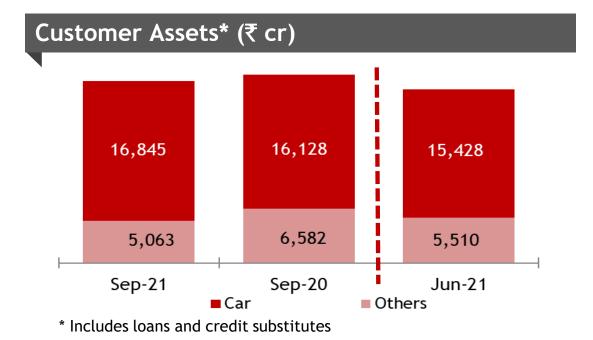


- COVID-19 provision held: ₹ 27 cr, no utilization during H1FY22
- Focus on Balance Sheet quality
- Customer Assets up by 19% QoQ and 29% YoY
- PAT increased by 24% QoQ and 20% YoY
- Improved NNPA YoY

## **Kotak Mahindra Prime**



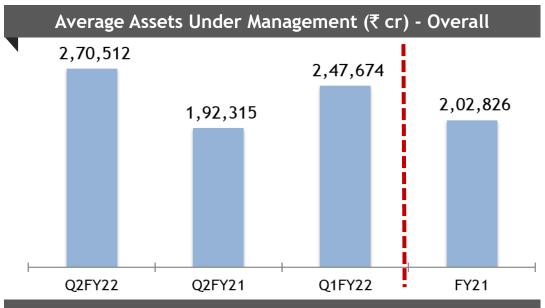
₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
NII	338	292	307	1,212
Other Income	97	65	47	220
NII and Other Income	435	358	354	1,432
Profit Before Tax	320	179	106	720
Profit After Tax	240	133	79	535
NNPA (%)	1.8%	1.3%	2.4%	1.8%
CAR (%) (incl unaudited profits)	30.6%			
ROA (%) - annualised	4.0%			



- COVID-19 provision held: ₹ 90 cr, no utilization during H1FY22
- Recoveries improved in Q2FY22 due to opening up of the markets
- Acquired car finance portfolio of Volkswagen Finance

## Kotak Mahindra AMC & Trustee Co.





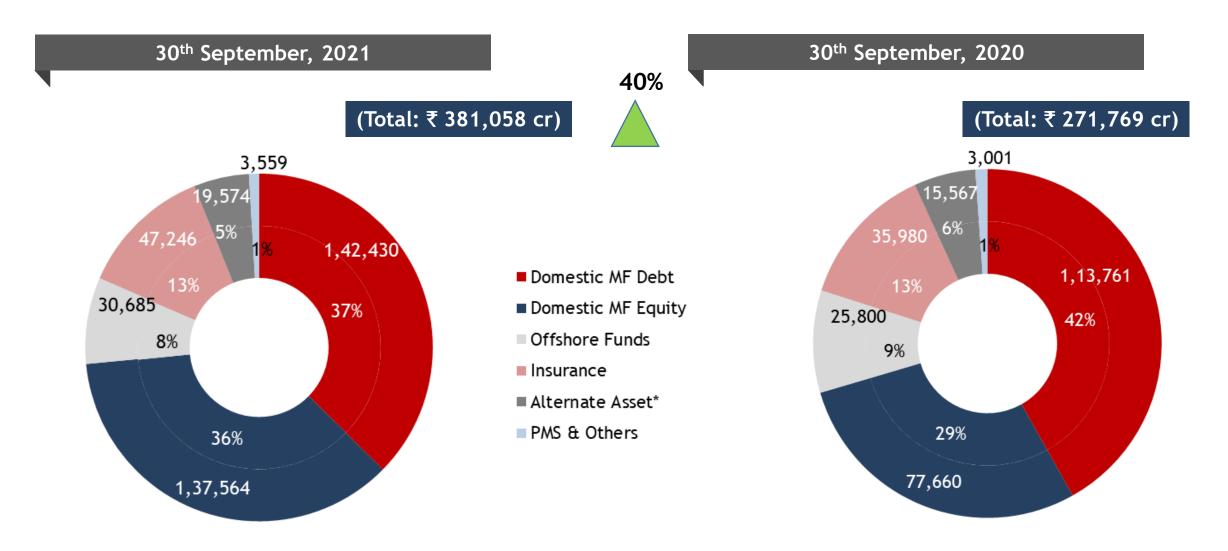
	Average Assets Under Management (₹ cr) - Equity									
	1,28,39	8								
					1	,08,75	5			
			77,101						81,401	
<u> </u>	Q2FY22		Q2FY21		(	Q1FY22			FY21	

₹cr	Q2FY22	Q2FY21	Q1FY22	FY21
Profit Before Tax	130	113	143	465
Profit After Tax	97	84	107	346

- Overall Market share on AAUM increased to 7.4% in Q2FY22 (Q2FY21: 6.9%)
- Equity AAUM market share increased to 5.4% in Q2FY22 (Q2FY21: 4.9%)
- AAUM grew 41% YoY compared to industry growth of 32%
- Launched equity NFO 'Kotak Multicap Opportunities Fund' in Sep-21- amount collected ₹ 3,510 cr & 'Kotak Global Innovation Fund' in Jul-21- amount collected ₹ 1,612 cr

## **Assets Under Management and Relationship Value**



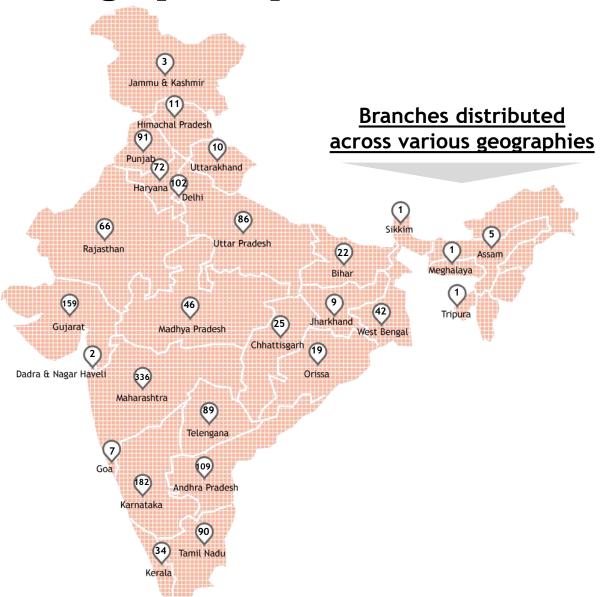


<sup>\*</sup> Includes undrawn commitments, wherever applicable

Relationship Value of Wealth + Priority + Investment Advisory as on 30<sup>th</sup> Sep, 2021 ~₹ 463,000 cr (PY: ~ ₹ 300,000 cr) - up 54%

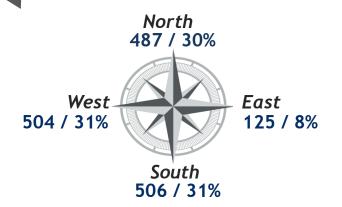
## Geographical presence

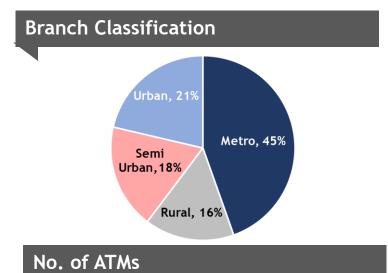




<sup>\*</sup> Does not include branches in DIFC, Dubai & GIFT city, Gujarat





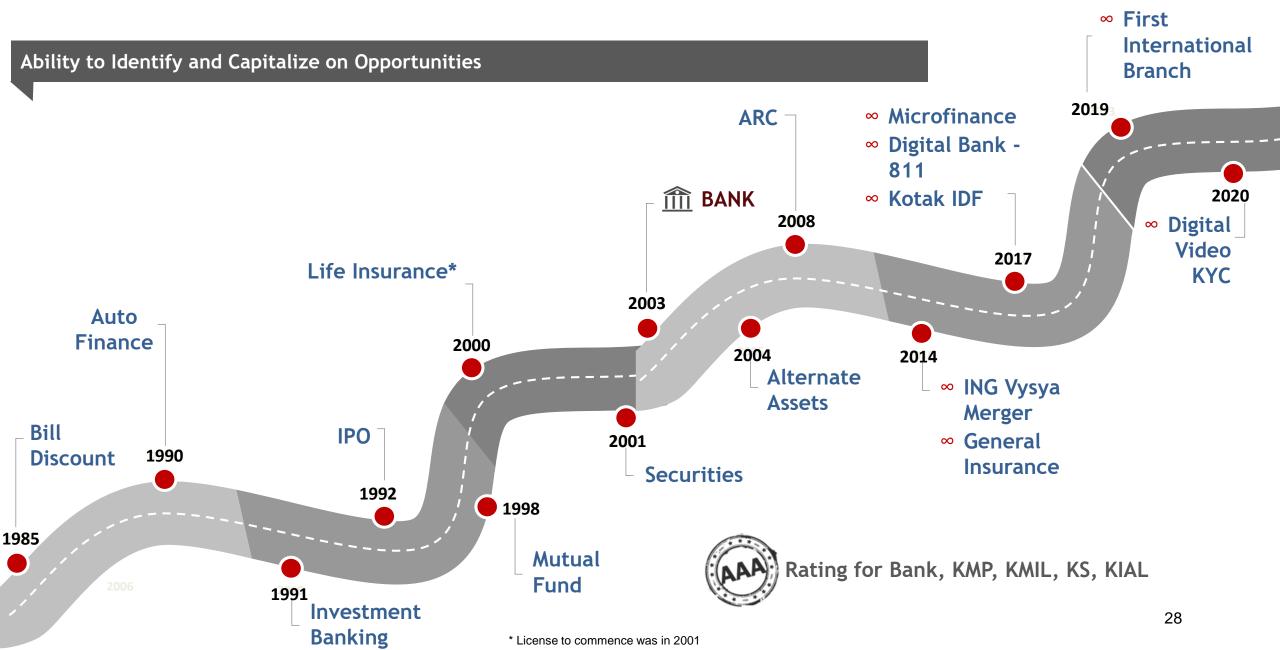


**2,601** 



## The Journey So far...





## Kotak - Diversified and integrated financial services



## Kotak Mahindra Bank Commercial Bank & Parent Company

#### **Kotak Mahindra Kotak Mahindra Kotak Investment Kotak Mahindra Kotak Securities** Prime **Investments Advisors Capital Company** Stock Broking Investment Banking Alternate Assets ■ Investments Other Lending Commodity Broking Lending □ Distribution **Kotak Mahindra Life Kotak Mahindra Kotak Mahindra Kotak Mahindra Kotak Mahindra AMC** Insurance **General Insurance Pension Fund Trustee Company** ▶ Pension Fund Life Insurance General Insurance Mutual Fund ▼ Trustee Company **Kotak Mahindra Asset Kotak Mahindra Kotak Mahindra Kotak Mahindra UK** Management **Kotak Mahindra Inc Financial Services** International (Singapore) Advisory Services □ Distribution Advisory Services for Middle East **Kotak Mahindra Kotak Infrastructure IVY Product BSS Microfinance Trusteeship Services Debt Fund Intermediaries** ▼ Finance for infra projects ■ Banking Correspondent Trustee Company

## Present Across the Entire Value Chain



#### Platform with Wide Product Portfolio

#### Wholesale Banking

- Corporate Loans
- Trade Finance
- Business Banking
- ∞ Commercial Real Estate
- ▼ Forex/ Treasury
- Custody Business
- Off-shore Lending

#### **Commercial Banking**

- Agriculture Finance
- Tractor Finance
- Construction Equipment
- Microfinance
   ■

#### **Consumer Banking**

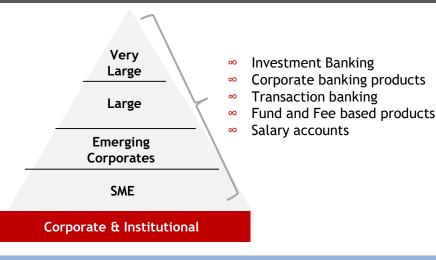
- Branch Banking
- ∞ 811
- Mome loans & LAP
- Personal Loans
- Consumer Finance
- Credit Cards
- Priority Banking
- Small Business Loans
- Working Capital
- NRI Banking
- Gold Loans
- Rural Housing & Business Loans
- FASTag

#### Other Financial Services

- Wealth Management
- Car and 2W Loans
- Mutual Funds
- Off-shore Funds
   ■
- ▶ Life Insurance
- Investment Banking / DCM
- Broking

#### Deposits across all customer segments

#### Wide Customer Coverage



- HNI

  Affluent

  Mass Affluent

  Mass

  Individuals
- Private/ Priority Banking
- Commercial banking
- Consumer loans
- Mutual fund
- Insurance
- × 811
- Microfinance

## **Our Strengths**





An integrated financial services conglomerate with a diversified business model



Healthy asset quality & prudent risk management capabilities



Digital & technological capabilities



Ability to identify and capitalize on opportunities



Strong brand and leadership across businesses



Strong governance culture and an experienced management team

- ∞ Balance Sheet, Market & Knowledge driven businesses encompassing all customer & geographic segments
- Wide spectrum of financial products and services that help to provide balance in market cycles, hedge against downturns in specific segments and access multiple growth avenues
- Broad product spectrum helps meet our customers' diverse financial and investment requirements, enhancing overall customer experience
- ∞ Ability to assess opportunities with a focus on returns that are commensurate with risk through prudent risk management
- ∞ Detailed & extensive policies covering capital adequacy, portfolio concentration limits & stress testing
- Focused on customer acquisition, customer centricity, enhancement of customer experience, making internal operations efficient and enhancing our cybersecurity and data protection framework
- Investment in technology and analytics enabling cross-sell of a wide range of products on digital platforms, thereby deepening customer relationships
- Ability to identify and capitalize on profitable business opportunities, create niche and differentiated business segments and offer new products and services
- Culture of innovation that has allowed us to build profitable business models, and has enabled us to enter into and maintain partnerships
- Numerous industry awards and accolades for various aspects of our business, reflect the talent of our senior management and employees, as well as trust in the quality of our products and services
- Strong position across various segments of our businesses
- ∞ 9/ 11 Group Management Council ('GMC') members have spent 20+ years with the Group & helped create various businesses since inception
- 65 members (as on October 26, 2021) in the 'Kotak Leadership Team' (incl. GMC) strong succession pipeline for senior leadership positions to nurture our culture of growth, innovation & high quality governance

## **Our Strategy**



# Keeping Technology at the Core

Investing in technology (both infrastructure and applications), with a dual objective - 'run the Bank' and 'change the Bank'

Expanding Access to Low Cost Liabilities

Approaching financial inclusion as an opportunity

# Leadership in digital capabilities

Continue journey on best in class digital processes and interface at speed

## Pursuing Advances Growth

Ensuring right asset quality additions at risk adjusted pricing and appropriate risk management

Building a team of talented, engaged and motivated employees in an agile structure

## **Customer Centricity**

Keep customer at the core of the business in order to provide a positive experience and build long term relationships

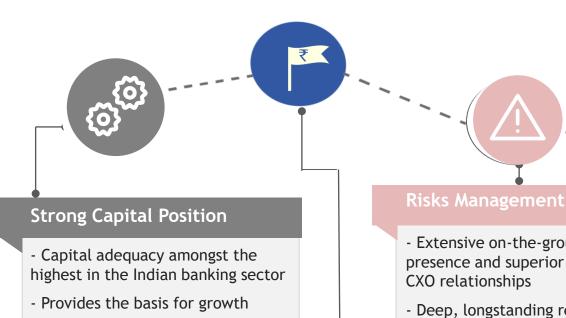
# Executing with Discipline and Improving Productivity

Focus on Efficiency, Productivity and Capital

Leveraging strong corporate standing to pursue inorganic opportunities

## The Path of Leadership





- Extensive on-the-ground presence and superior sponsor /
- Deep, longstanding relationships with a substantial share of corporate India

#### **Multiple Growth Engines**

- A stable annuity flow driven business model - balancing volatility inherent in capital market-linked revenues
- Leveraging world-class infrastructure and technology to drive cost-efficiencies
- Leverage "India asset class strength" to tap global individual and institutional investors

#### Attract & Retain Talent

- High degree of stability within the kotak leadership team, with an average tenure of 20+ years with the Group
- Preferred Employer status in the Financial Services

## **Cross Sell Opportunities**

- Robust bank platform and retail distribution network
- Pan-India reach of over 3,900 retail distribution points of the Group
- Platform for improving funding from lowcost liabilities
- Strong Bancassurance model with good cross-sell ratio, ability to mine customer base

## **Strong and Committed Leadership Team**



## Senior Leadership Team with Long Vintage



Dipak Gupta Jt. MD

29 Years

Compliance, IT, HR & Marketing, Digital, Customer experience, Audit & Vigilance



Gaurang Shah WTD

25 Years

Credit, ARD, Asset Mgmt, Alternate Assets, Insurance & International Business



KVS Manian WTD

26 Years

Corporate, Institutional Equities, Investment Bank & Wealth



**D** Kannan

29 Years

Commercial Banking



Shanti Ekambaram

30 Years

Consumer Banking



Jaimin Bhatt

26 Years

Group CFO, Operations



Nilesh shah

6 Years

Asset Management



Jaideep Hansraj

28 Years

Retail Brokerage



Virat Diwanji

17 Years

Retail Liabilities & Branch Banking



Srini Sriniwasan

28 Years

Investment Advisory



Paul Parambi

30 Years

Risk

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