



Indian Overseas Bank
इण्डियन ओवरसीज़ बैंक



PERFORMANCE ANALYSIS

Q2/H1 2018-19



Indian Overseas Bank



@IobIndia



IobIndia

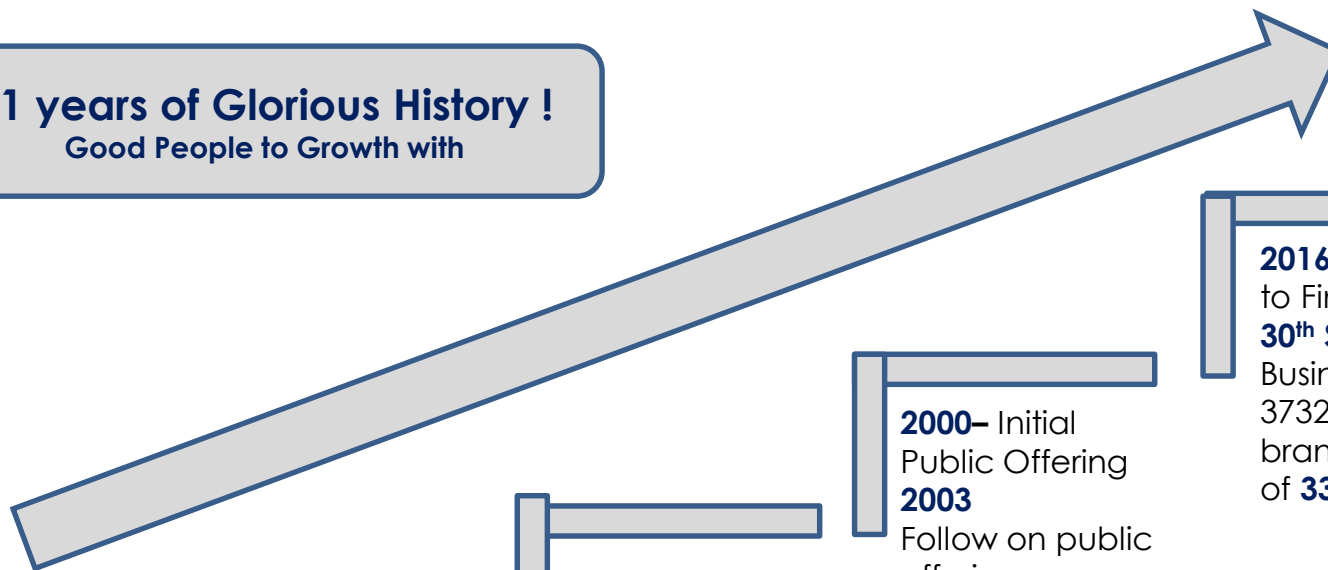


Indian Overseas Bank

- Indian Overseas Bank (IOB) was founded on 10th February 1937 by **Shri.M.Ct.M. Chidambaram Chettyar**.
- Objective was to specialize in foreign exchange business and take Bank across the globe.
- IOB started business simultaneously – at Karaikudi, Chennai and Rangoon in Burma (presently Myanmar) followed by a branch in Penang, Malaysia.
- At the dawn of Independence IOB had 38 branches in India and 7 branches abroad –and Deposits stood at Rs.6.64 crores and Advances at Rs.3.23 crores at that time.
- IOB was one of the 14 major banks that were nationalized in 1969. On the eve of Nationalization in 1969, IOB had 195 branches in India with aggregate deposits of Rs.67.70 crores and Advances of Rs.44.90 crores.
- IOB sponsored two Regional Rural Banks. Pandiyan Grama Bank in Tamil Nadu and Odisha Gramya Bank in Odisha.
- Bank's overseas presence in 4 countries namely Singapore, Hongkong, Thailand and Sri Lanka.

DECADES OF HISTORY

81 years of Glorious History !
Good People to Growth with



1937 – Opening of First Bank Branch
1930's 1950's opening of branches in Kuala Lumpur, Singapore, Colombo, Hongkong

1957 – Bank establishes its own training centre
1960s IOB took over 6 other Banks

1964– Inauguration of IOB Head Office
1969 Bank Nationalisation
1990 Took over Bank of Tamil Nadu

2000– Initial Public Offering
2003 Follow on public offering
2005 Launched debit Card
2006 Business Mix crossed Rs. 1 lakh crore.
2007 Merged Bharat Overseas Bank with IOB

2016– Migrated to Finacle
30th Sept 2018– Business mix of 3732 bn and a branch network of **3303** branches

KEY STRENGTHS - QUALITATIVE



81 years of Banking Expertise

Touch Points: 3303
Domestic Branches,
5 Overseas
Branches & **3789**
ATMs

57% branches in
Rural and SU centres

66% RAM share to
Domestic Advances



36 Million Active
customers

Retail Share: **20.09%**

Agri Share: **22.79%**

MSME Share: **23.01%**

HIGHLIGHTS – QUANTITATIVE – SEP 18

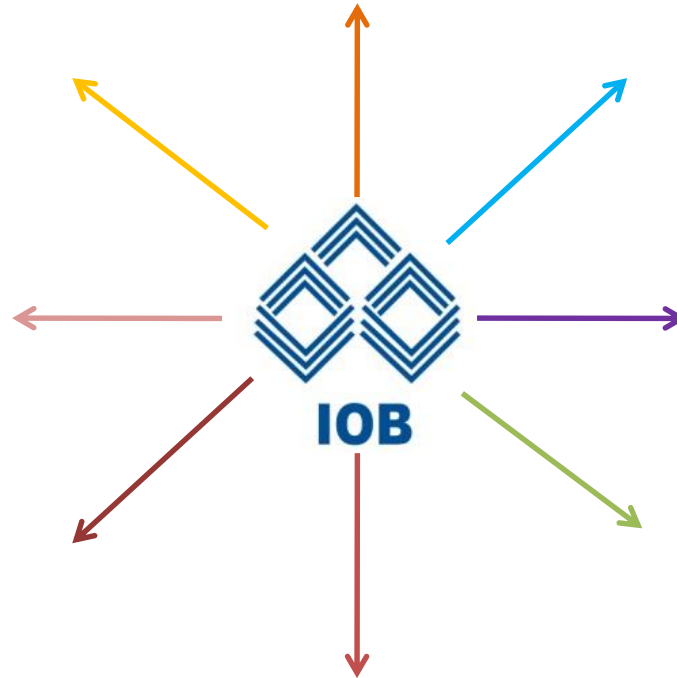


Non Interest Income increased by **9.78%** (Y-o-Y)

Maintains Healthy Domestic CASA of **36.46%** with SB growth at **7.01%**

RAM portfolio grew by **8.82%** (Y-o-Y)

Cost of Funds declined by **19 bps** (Y-o-Y)



Retail segment recorded growth of **17.07%** (Y-o-Y)

GNPA Ratio reduced by **91 bps** and Net NPA reduced by **76 bps** on Sequential Quarter basis

Operating Profit for H1 2018-19 increased by **34.22%** over H1 2017-18

Loss Incurring Branches to Total Branches decreased to **7.69%** from **11.13%** in Mar18 (**32%** Reduction in number of branches)

TOP LINE MOVEMENT– Q2 2018-19



		Y-o-Y Growth	Q-o-Q Growth
Savings Bank	Rs.67,437 Crs	7.01%	1.20%
Current Account	Rs.12,782 Crs	3.93%	7.18%
Term Deposits	Rs.1,42,950 Crs	4.94%	6.20%
Deposits	Rs.2,23,169 Crs	5.49%	4.69%
Advances	Rs.1,50,040 Crs	-1.72%	0.86%

HEADLINE NUMBERS – Q2 2018-19



		Y-o-Y Growth	Q-o-Q Growth
Interest Income	Rs.4,284 Crs	-7.79%	0.83%
Non Interest Income	Rs.1,065 Crs	10.37%	-1.25%
Interest Expenditure	Rs.3,075 Crs	-1.60%	1.15%
Operating Expenses	Rs.969 Crs	-33.02%	-16.07%
Operating Profit	Rs.1,304 Crs	25.58%	15.21%

HEADLINE NUMBERS – H1 2018-19



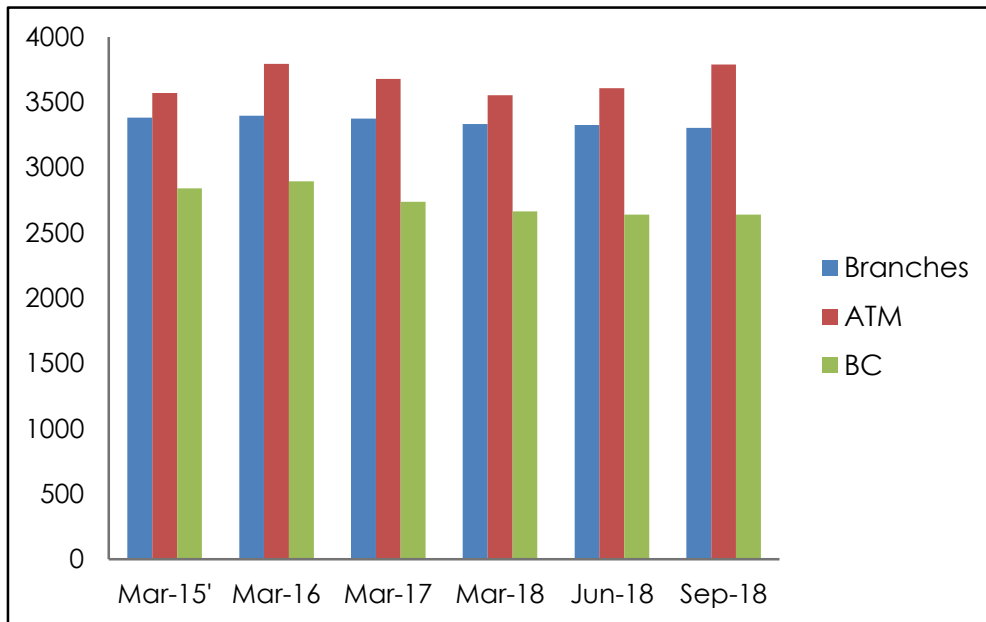
Y-o-Y Growth

Interest Income	Rs.8,532 Crs	-3.40%
Non Interest Income	Rs.2,143 Crs	9.78%
Interest Expenditure	Rs.6,116 Crs	-2.74%
Operating Expenses	Rs.2,123 Crs	-20.84%
Operating Profit	Rs.2,436 Crs	34.22%

- IOB Features in **Forbes 500** Best Employers List.
- Maintains healthy Global CASA Ratio of **35.95%** and Domestic CASA Ratio of **36.46%** as at Sept 2018 .
- Global Deposits recorded a growth of **5.49%** on Y-o-Y basis and ended at Rs. **2,23,169** crores.
- Global Advances ended at Rs. **1,50,040** crores with improved RAM concentration of **61.91%** at Rs. **92,887** crores.
- Retail Credit recorded a growth of **17.07%** with Core Retail growing at **17.27%** & Agri grew by **6.59%** on Y-o-Y basis.
- Better NPA Management, Slippages lesser than Recovery in **Q2. 62% more recovery than slippages.**
- Provision Coverage Ratio improved from 55.88% in Sep 17 to **61.97%** in Sept 2018.
- Cost to Income Ratio stood favourably lower at **42.62%** for Q2 2018-19

- Other Income grew by **10.37%** for Q2 2018-19 over Q2 2017-18 and recorded a growth of **9.78%** for H1 2018-19 over H1 2017-18.
- Interest Expenditure declined by **1.60%** for Q2 2018-19 over Q2 2017-18 and recorded a decline of **2.74%** for H1 2018-19 over H1 2017-18
- Operating Profit stood at **Rs. 1,304** crores for Q2 2018-19 as against Rs. 1,039 crores in Q2 2017-18 registering a growth of **25.58%**. Operating Profit for H1 2018-19 stood at **Rs. 2,436** crores with a growth rate of **34.22%** (Y-o-Y).
- Net Loss stood at Rs. **487** crores for Q2 2018-19 as against a loss of Rs.1,223 crores for Q2 2017-18 (Reduction of **60%**).
- Cost of Deposits and Cost of Funds dipped by **23** & **19** basis points respectively on Y-o-Y basis for H1 2018-19.
- Business per employee consistently improved to **Rs. 13.76** crores as of Sept-18 as against Rs. **12.61** crores as of Sept-17.

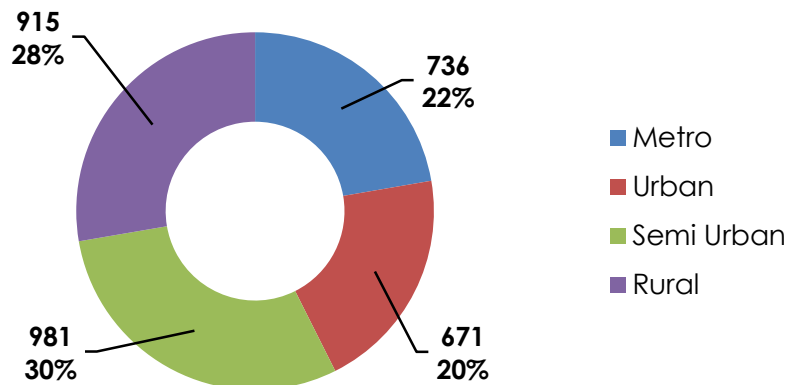
CUSTOMER TOUCH POINTS



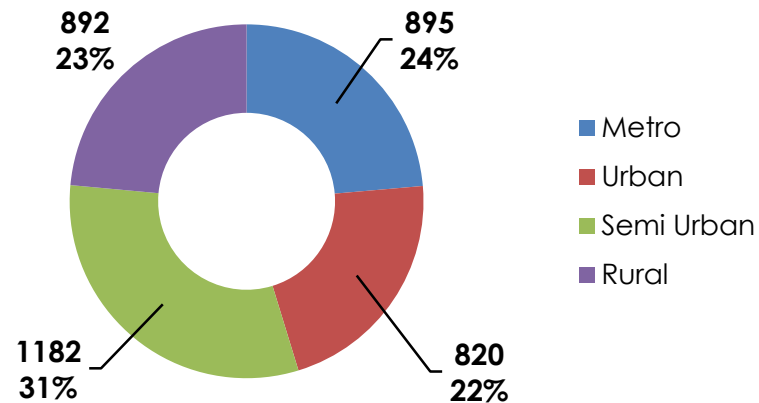
Year	Branches	ATM/CR	IOB Bank Mitra
Mar-15	3381	3571	2841
Mar-16	3397	3793	2894
Mar-17	3373	3679	2738
Mar-18	3332	3552	2663
Jun-18	3326	3608	2663
Sep-18	3303	3789	2663

BC: IOB Bank Mitra
CR: Cash Recyclers

Branch Network - Sept-18



ATM Network - Sept-18



Note: Merged 30 branches and opened 1 branch during H1 2018-19

GLOBAL FOOTPRINTS – FOREIGN BRANCHES



Branches

- Singapore
- Hong Kong Main
- Colombo
- Bangkok
- Sukhumvit, Bangkok

Representative Office

- Dubai

JV Subsidiary

- Malaysia

Remittance Centres

- Singapore – Serangoon Road

Joint Venture in Malaysia: Joint Venture with Bank of Baroda (40%) and Andhra Bank (25%) with IOB share of 35%

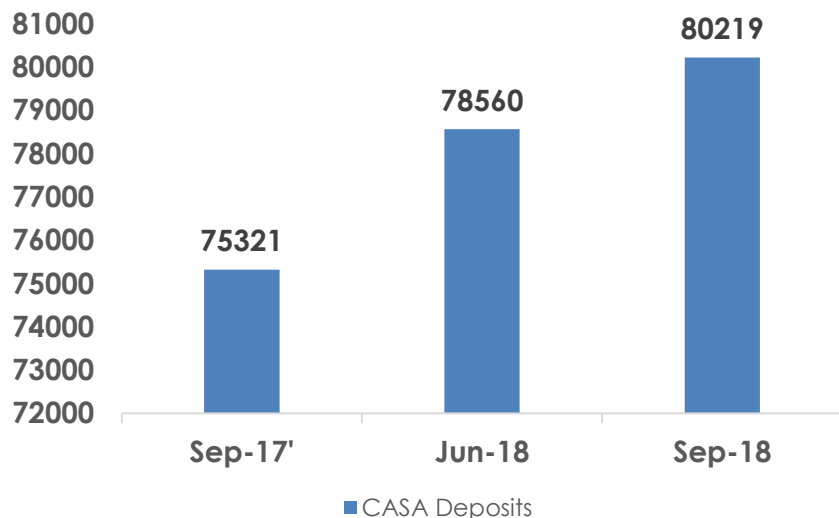
BUSINESS PERFORMANCE - GLOBAL



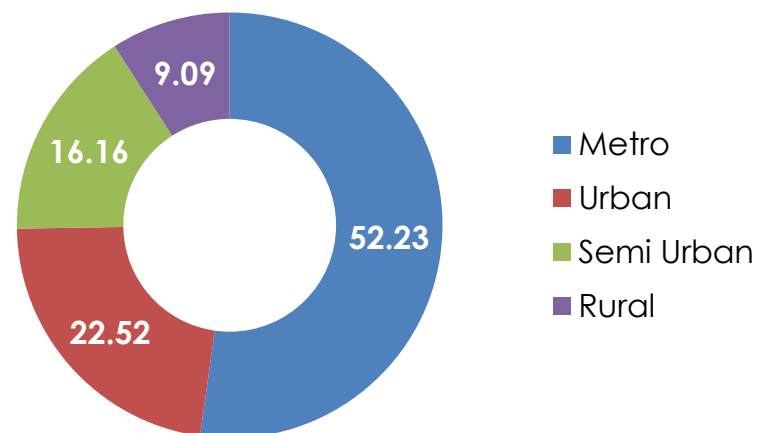
Rs in Crores

Particulars	Mar-17	Sep-17	Mar-18	Jun-18	Sep-18	YoY(%)	QoQ(%)
CASA Deposits	76269	75321	79678	78560	80219	6.50	2.11
Total Deposits	211343	211548	216832	213168	223169	5.49	4.69
Advances	156776	152664	150999	148760	150040	-1.72	0.86
Business Mix	368118	364212	367831	361928	373210	2.47	3.12
CASA%	36.09	35.60	36.75	36.85	35.95	0.34	-0.91
CD Ratio%	74.18	72.16	69.64	69.79	67.23	-4.93	-2.55

CASA Deposits



Deposit Composition - Domestic



DEPOSIT COMPOSITION

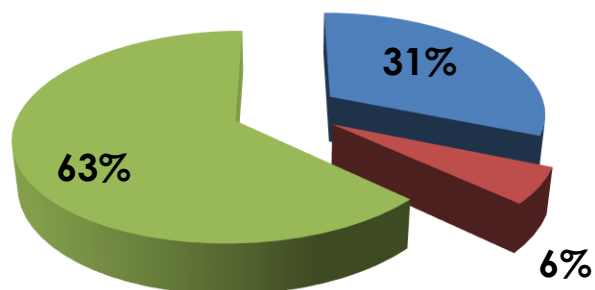


Rs in Crores

Particulars	Mar-17	Sep-17	Mar-18	Jun-18	Sep-18	YoY(%)	QoQ(%)
Savings	63232	63022	66742	66634	67437	7.01	1.20
Current	13037	12299	12936	11926	12782	3.93	7.18
CASA Deposits	76269	75321	79678	78560	80219	6.50	2.11
Term Deposits	135074	136227	137154	134608	142950	4.94	6.20
Total Deposits	211343	211548	216832	213168	223169	5.49	4.69
CASA%	36.09	35.60	36.75	36.85	35.95	0.35	-0.91

Deposit Composition

■ Savings ■ Current ■ Term Deposits





IOB

इण्डियन ओवरसीज़ बैंक
Indian Overseas Bank

IOB EIGHTY PLUS

Deposit Schemes for Super Senior Citizens
(aged 80 years and above)

Hurray!!!
IOB launches new
scheme for us...!



SAVINGS ACCOUNT SCHEME

- ❖ No Minimum Balance
- ❖ Free Personalised Cheque Book
- ❖ Free Issuance of Debit Card (Rupay Platinum)
- ❖ Free Enrolment for Internet Banking / Mobile Banking
- ❖ Free RTGS/NEFT/DD Facility*
- ❖ Hassle-Free Submission of Life Certificate
- ❖ Free SMS Alerts, Free Standing Instructions and many more...

FIXED DEPOSIT SCHEME

- ❖ Additional Interest Rate of 0.25% p.a. over and above the applicable rate for Senior Citizens (Total 0.75% more)
- ❖ Period - 6 months to 120 months.
- ❖ Loan Facility upto 90% for Self or Jointly with Spouse and many more...

* Conditions Apply

CONTACT YOUR NEAREST IOB BRANCH FOR MORE DETAILS



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Indian Overseas Bank

Call Center : 1800-425-4445

Advt Sep '18

DEPOSITS & COST

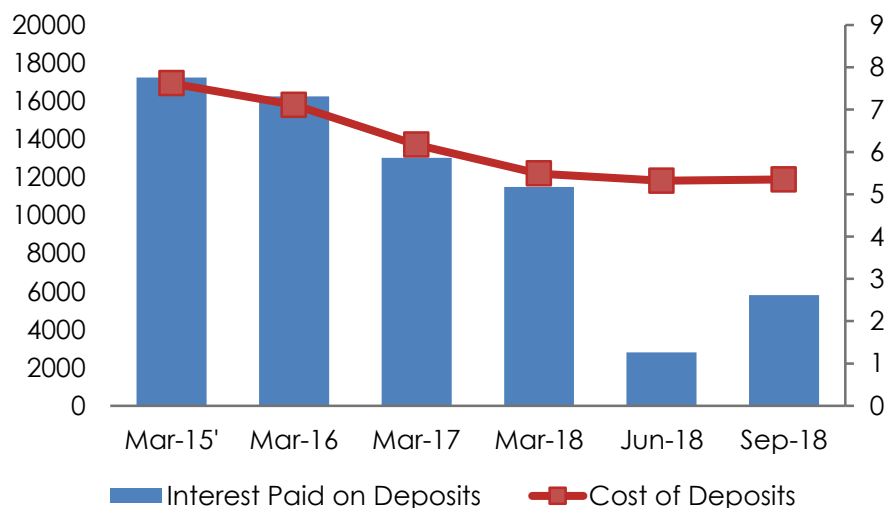


Rs in Crores

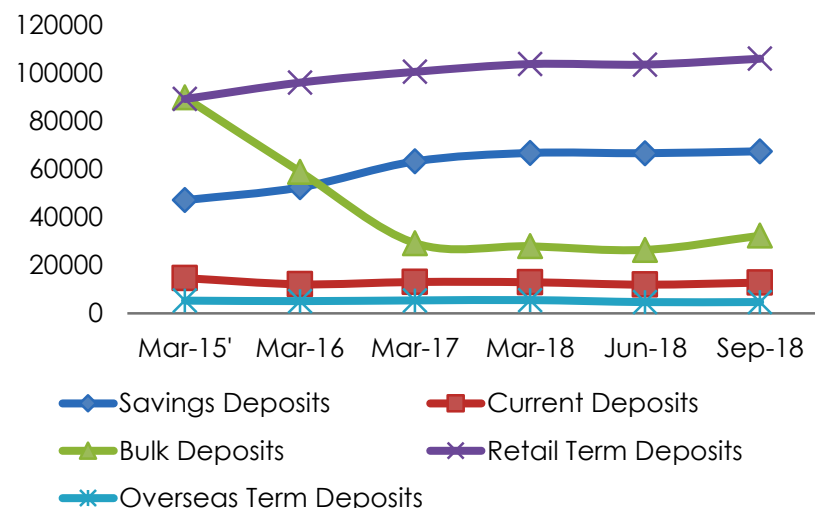
Parameters	Mar-15	Mar-16	Mar-17	Mar-18	Jun-18	Sep-18
Savings Deposits	47101	52404	63232	66742	66634	67437
Current Deposits	14640	12082	13037	12936	11926	12782
Bulk Deposits	89837	58917	29195	27906	26418	32291
Retail Term Deposits	89197	96029	100514	103743	103526	105970
Overseas Term Deposits	5274	5082	5366	5505	4664	4689
Total Deposits	246049	224514	211343	216832	213168	223169
CASA%	25.09	28.72	36.09	36.75	36.85	35.95

Parameters	Mar-15	Mar-16	Mar-17	Mar-18	Jun-18	Sep-18
Interest Paid on Deposits	17246	16250	13026	11494	2797	5809
Cost of Deposits	7.62	7.11	6.17	5.49	5.32	5.35

Interest Paid on Deposits/CoD



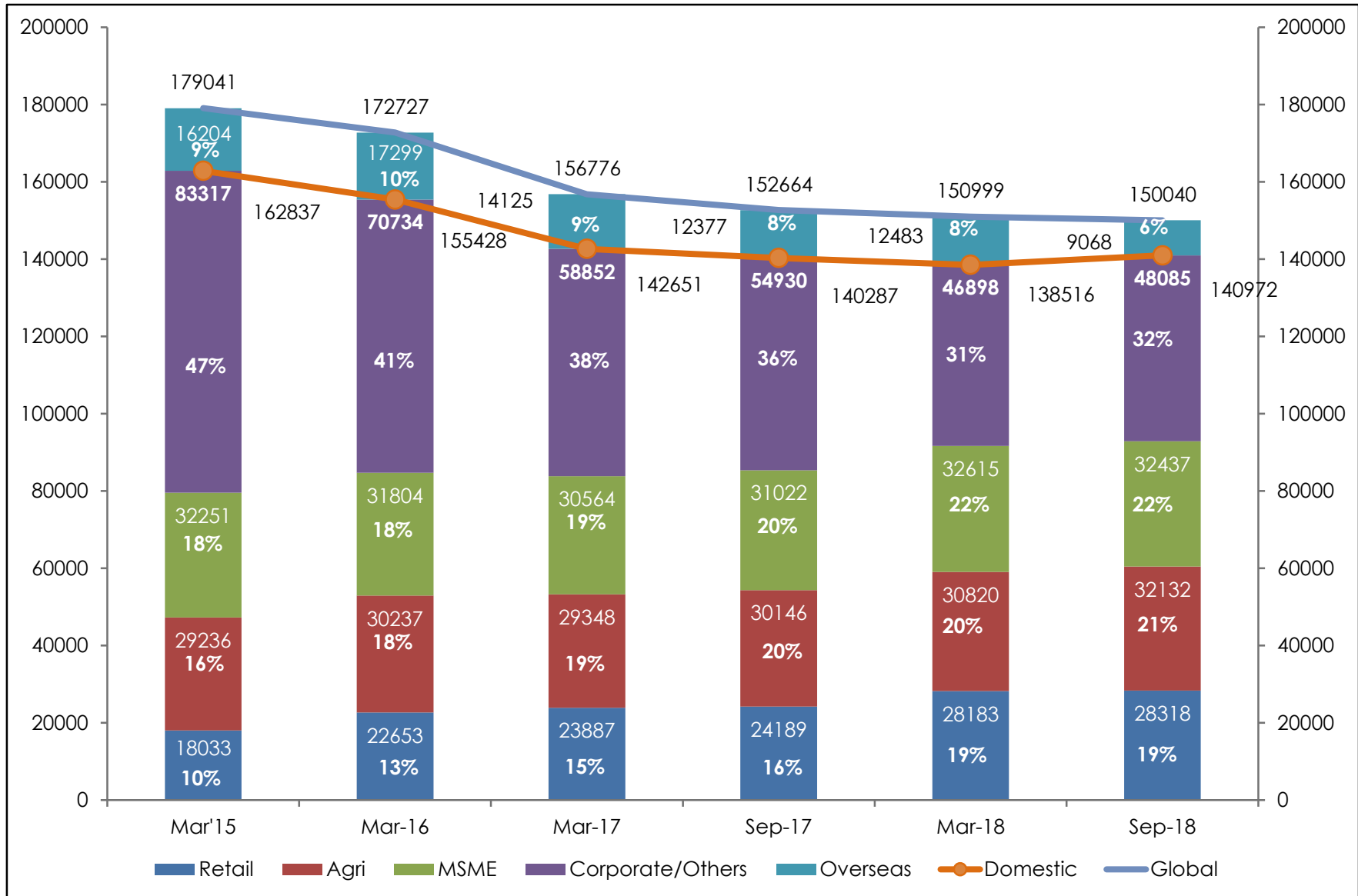
Deposits



SECTOR WISE GLOBAL ADVANCES



Rs in Crores

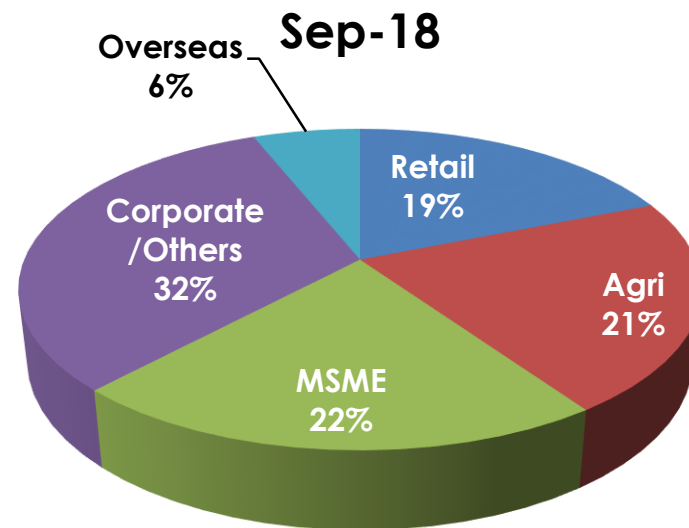
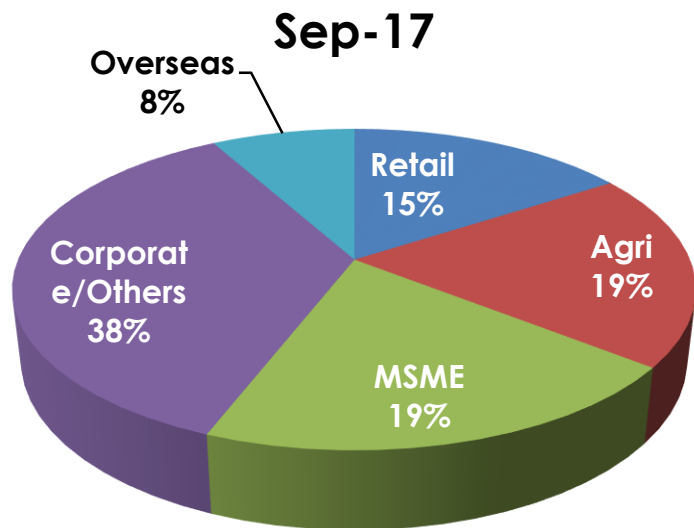


RISK SPREAD - ASSETS



Rs in Crores

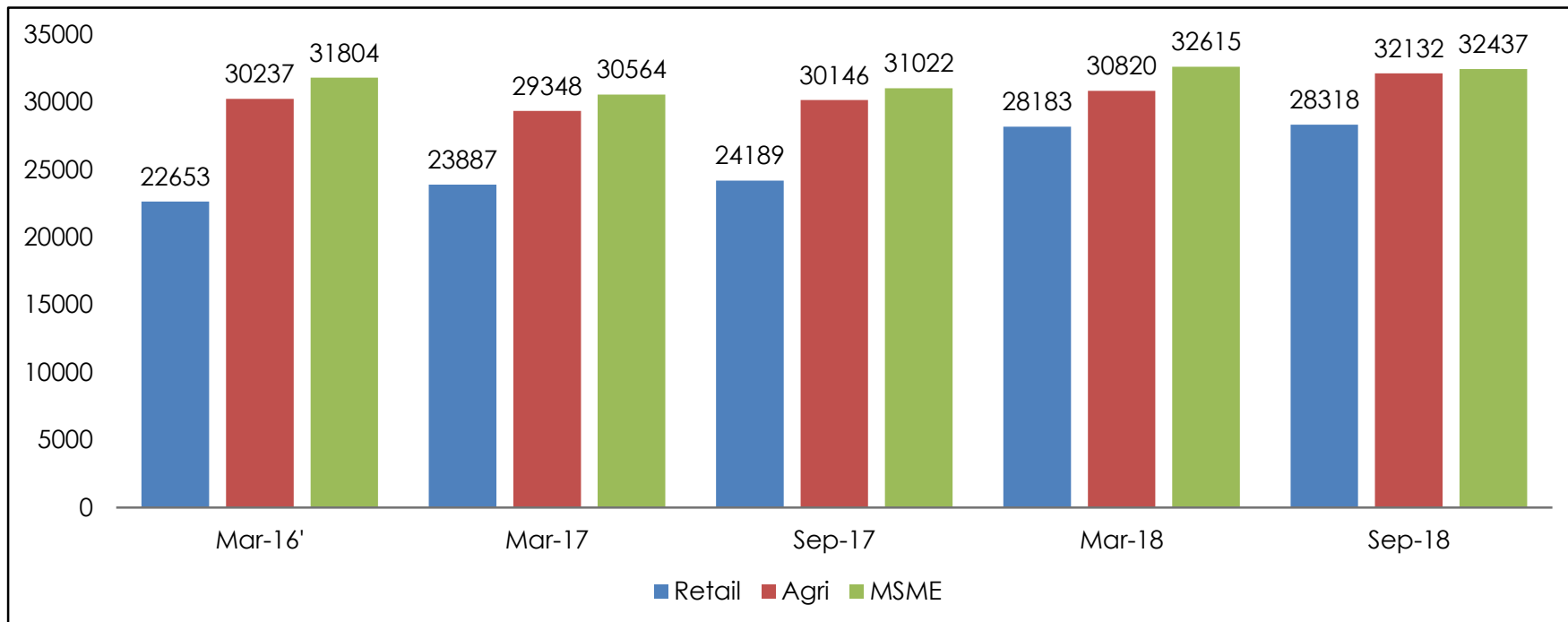
Details	Mar-16	Mar-17	Sep-17	Mar-18	Sep-18
Retail	22653	23887	24189	28183	28318
Agri	30237	29348	30146	30820	32132
MSME	31804	30564	31022	32615	32437
Corporate/Others	70734	58852	54930	46898	48085
Overseas	17299	14125	12377	12483	9068
Global	172727	156776	152664	150999	150040



RAM – THE GROWTH DRIVER



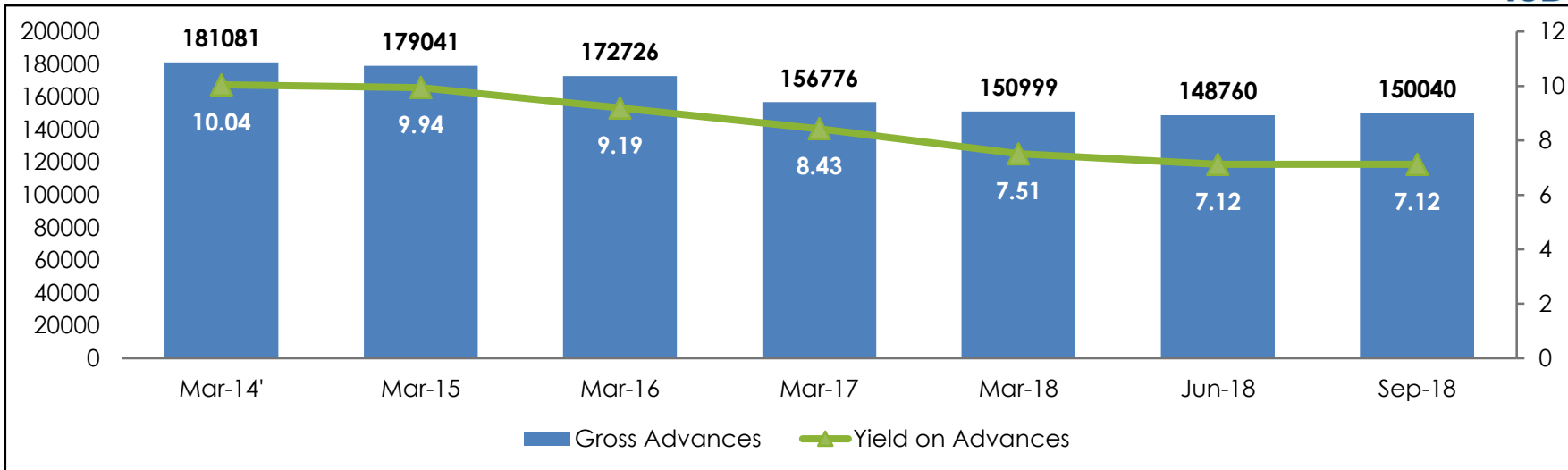
Rs in Crores



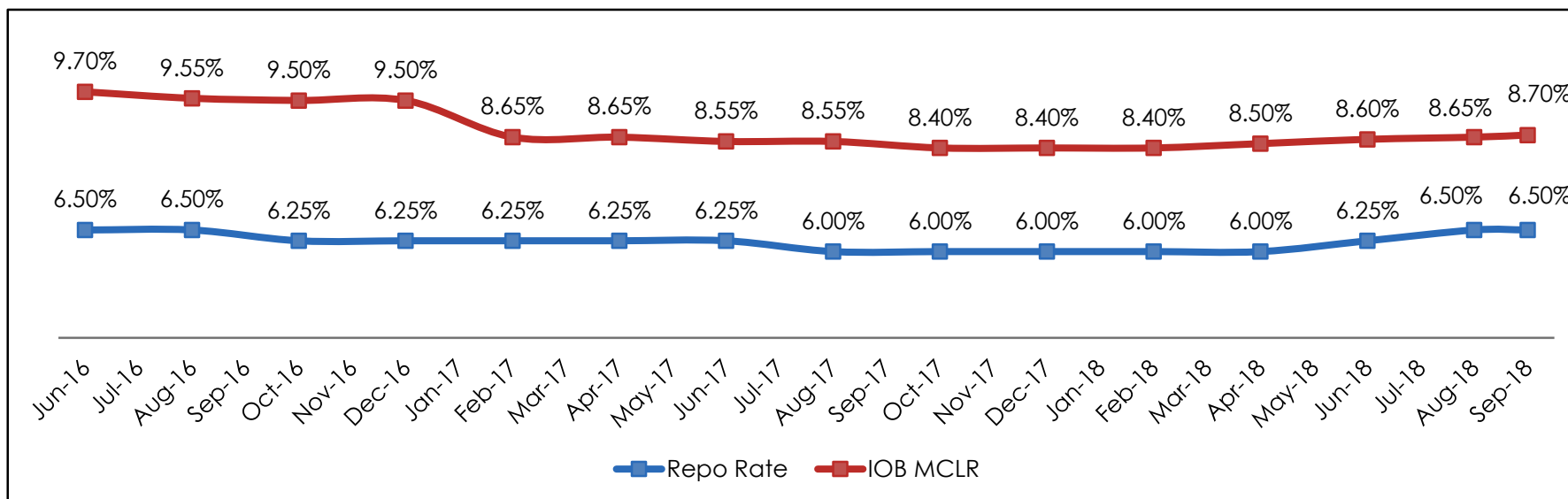
Particulars	Mar-16	Mar-17	Sep-17	Mar-18	Sept-18
Retail	22653	23887	24189	28183	28318
Agri	30237	29348	30146	30820	32132
MSME	31804	30564	31022	32615	32437
Total RAM	84694	83799	85357	91618	92887
Domestic Advances	155428	142651	140287	138516	140972
% Share of RAM	54.49	58.74	60.84	66.14	65.89

GROSS ADVANCES & YOA

Rs in Crores



REPO RATE & IOB MCLR

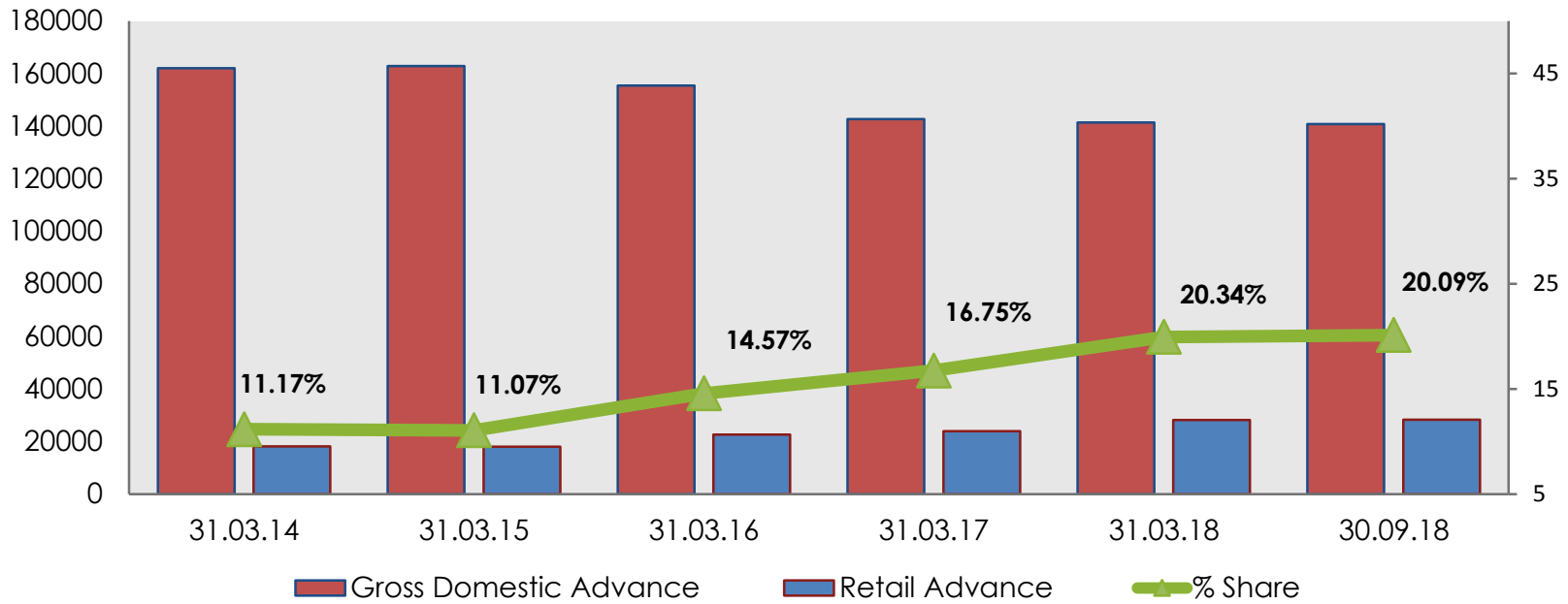


RETAIL PERFORMANCE

Rs in Crores



Share of Retail on Domestic Gross Advances

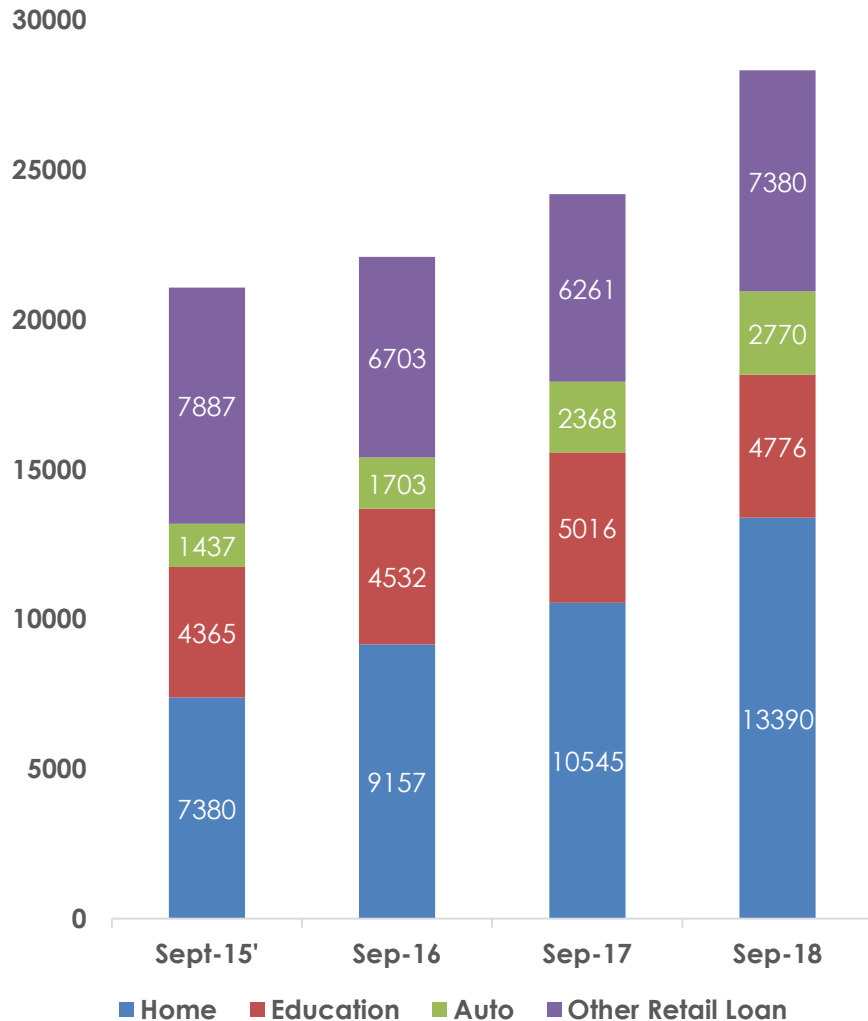


Year	Gross Domestic	Retail Advance	% Share
Mar'14	161998	18101	11.17%
Mar'15	162838	18033	11.07%
Mar'16	155428	22653	14.57%
Mar'17	142651	23887	16.75%
Mar '18	138516	28183	20.34%
Sep '18	140972	28318	20.09%

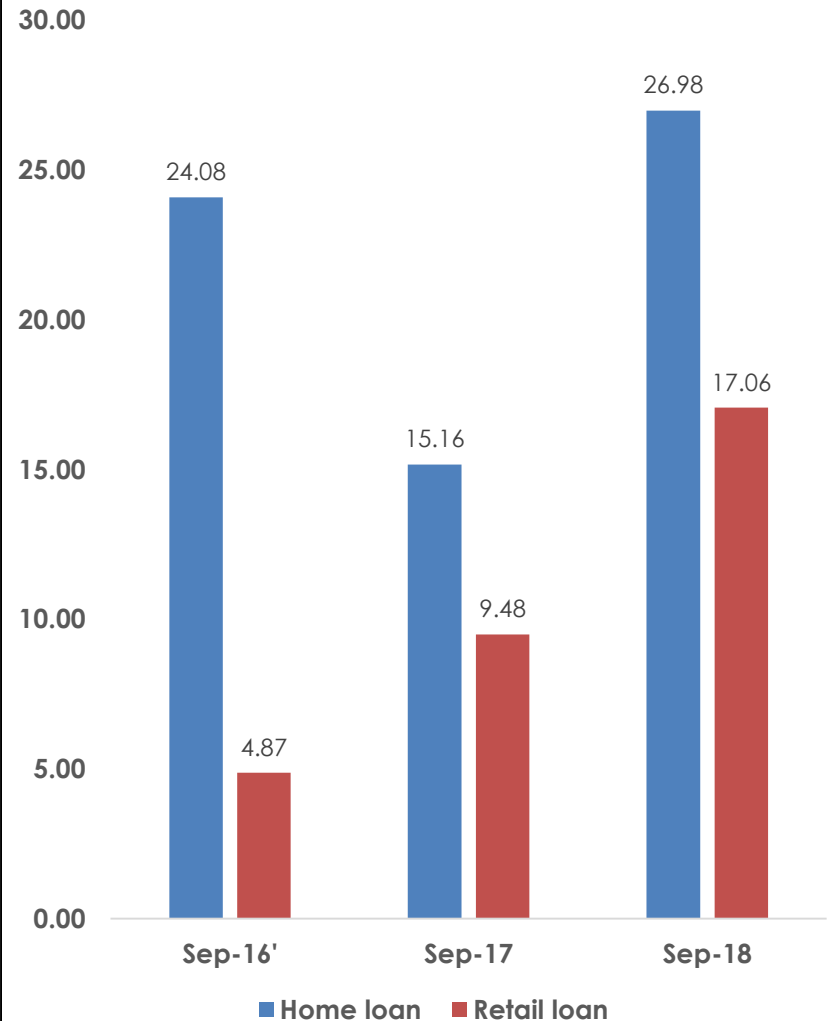
RETAIL GROWTH FOR SUSTAINABILITY



Retail Credit - By Segment (Rs. in Crore)



Growth% - Home Loans & Retail Loans

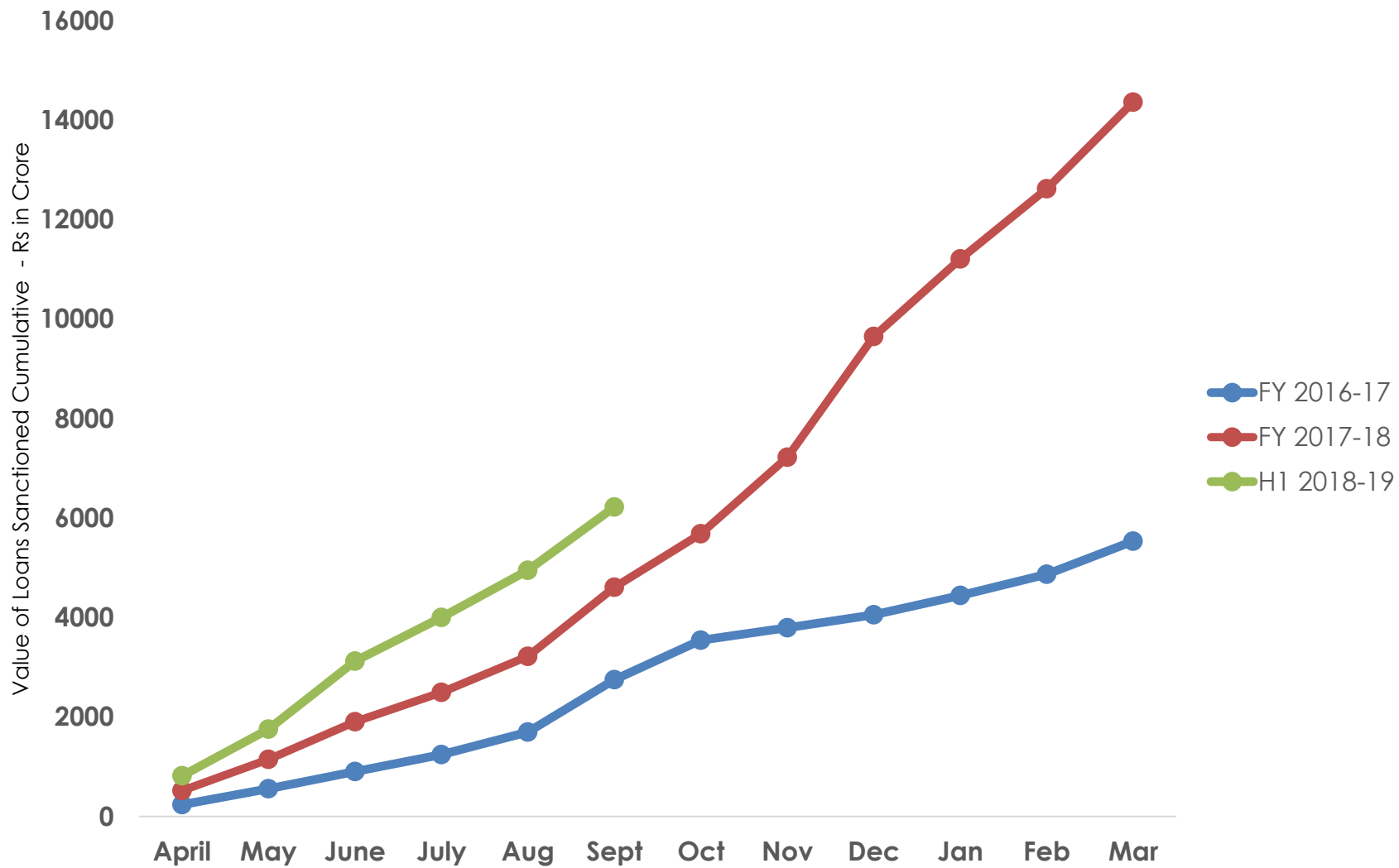


RETAIL SANCTIONS DEPICTS IMPROVED EFFICIENCY



Rs in Crores

Retail Loan Sanctions



*Branch level sanctions

IOB MSME Loan Schemes

Mudra (PMMY)

Loan up to Rs 10 lac to Micro/Small business entities to take up income-generating activities.

IOB SME Mahila Plus

Loans upto Rs.2 crore for women entrepreneurs under MSE category.

IOB SME 300 Daily

Loan Rs.50,000/- to Rs.2,00,000/- for income generating activities / Self Employment .

Stand up India

Loans upto Rs.1 crore for Women & SC ST entrepreneurs repayable within 7 years.

IOB SME Easy

Loans above Rs.10 lakhs - Rs.5 crore for Service / Manufacturing / Trading activities

IOB MSE Plus

Loans up to Rs 100 lac for MSEs engaged in various activities including working capital.

MSMEs are the backbone of our country.
IOB fulfills Entrepreneurial Dreams.

Hassle-free Loans @ Competitive Rates



Photo: Arjun



इण्डियन ओवरसीज़ बैंक Indian Overseas Bank

Good People to Grow with

WHATEVER YOUR NEED
WE ARE ONE CLICK AWAY



FOR MORE INFORMATION PLEASE LOGIN TO WWW.IOB.IN

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इण्डियन ओवरसीज़ बैंक
Indian Overseas Bank

(A Government of India undertaking)
जमीन सही है मनुष्य सही है
Good people to grow with



EASY
DOCUMENTATION



INSTANT
APPROVAL



QUICK
DISBURSAL



MAXIMUM
REPAYMENT



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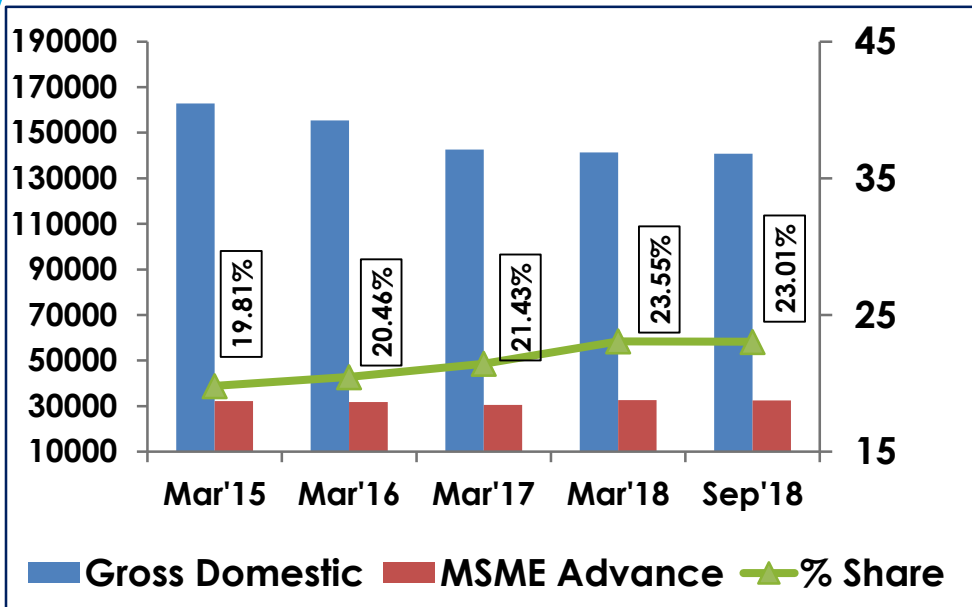
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MSME PERFORMANCE



IOB

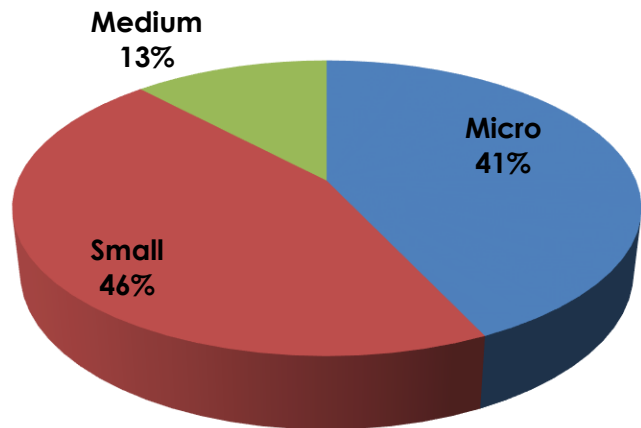
Rs in Crores



Year	Gross Domestic	MSME Advance	% Share
Mar'14	161998	28978	17.89%
Mar'15	162838	32252	19.81%
Mar'16	155428	31804*	20.46%
Mar'17	142651	30564*	21.43%
Mar'18	138516	32615*	23.55%
Sep'18	140972	32437	23.01%

* Netting of Rs. 7500 crores related to Food & Agro processing units migrated and classified under Agriculture

% Share of MSME Credit



% Share of MSME Credit (O/S as on Sep'18) Rs. In Crores

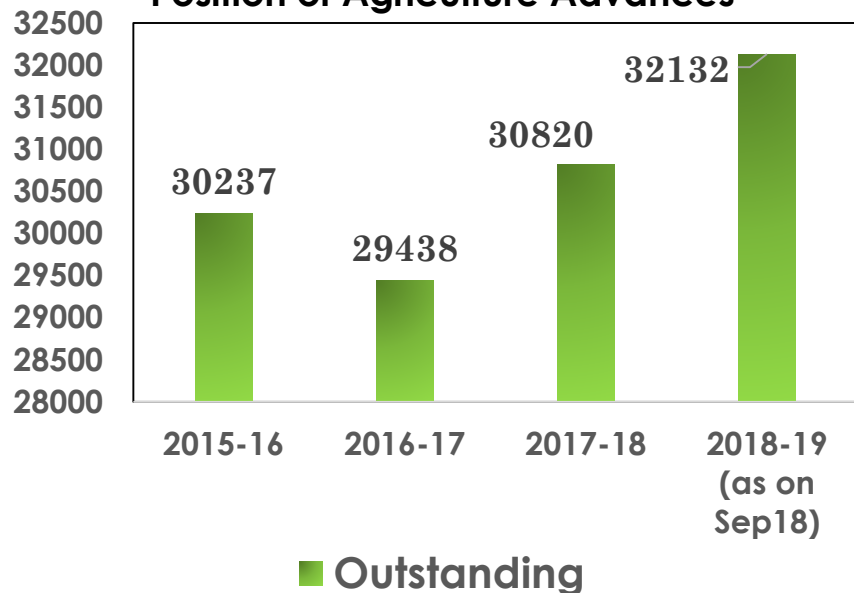
Category	No of Accounts	Amount in Crores	% Share
Micro	434229	13304	41%
Small	26163	14897	46%
Medium	1373	4236	13%
Total	461765	32437	100%

AGRICULTURE ADVANCES - PERFORMANCES

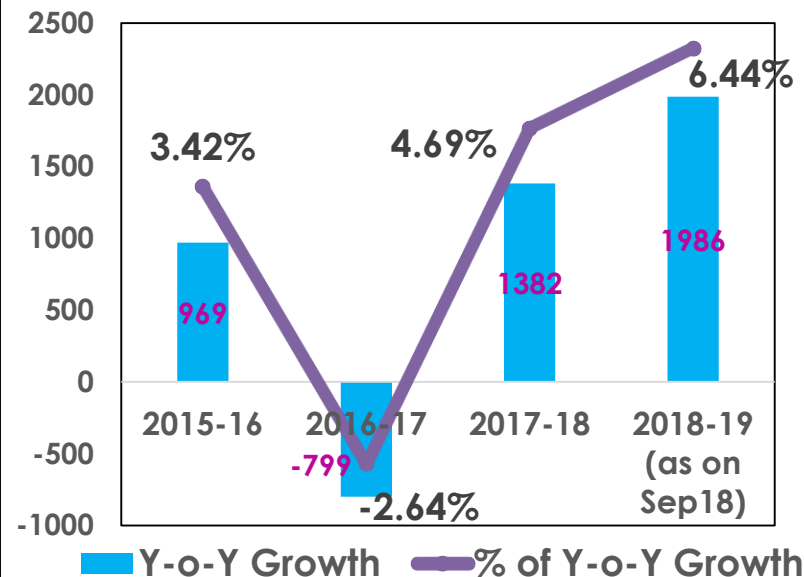


Rs. In Crs **IOB**

Position of Agriculture Advances



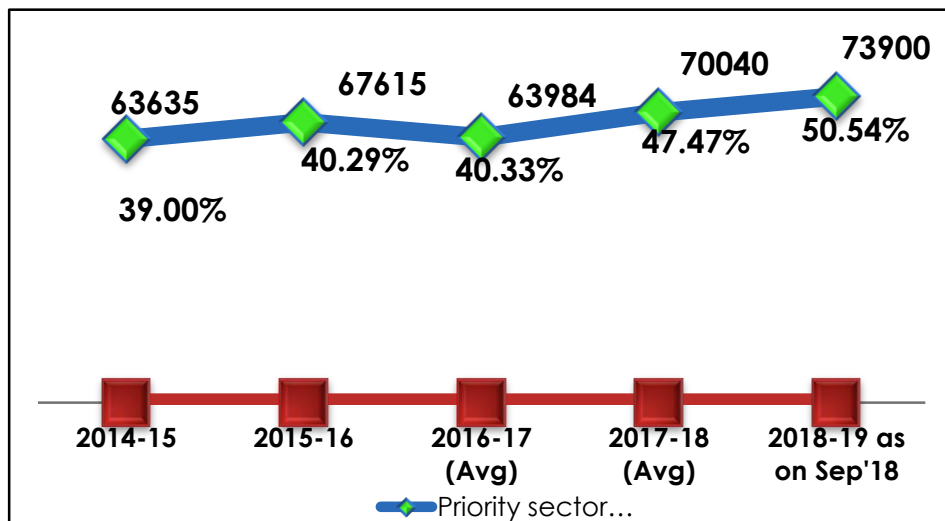
Y-o-Y Growth



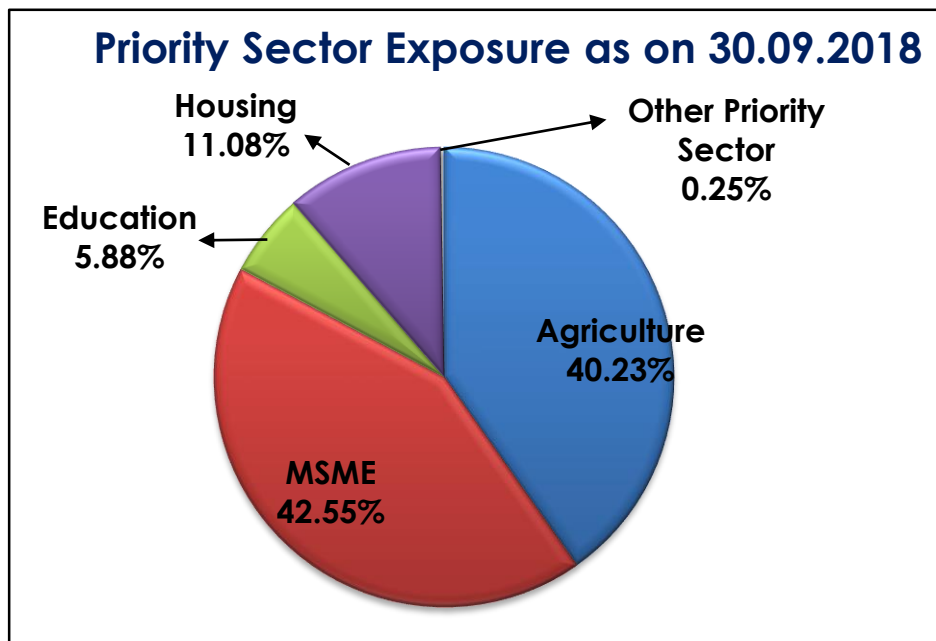
Financial Year	Outstanding	Y-o-Y Growth	% of Y-o-Y Growth
2015-16	30237	969	3.42%
2016-17	29438	-799	-2.64%
2017-18	30820	1382	4.69%
Sep 2017	30146	708	2.41%
Sep 2018	32132	1986	6.44%

PRIORITY SECTOR ADVANCES – OVERVIEW

Rs. In Crore



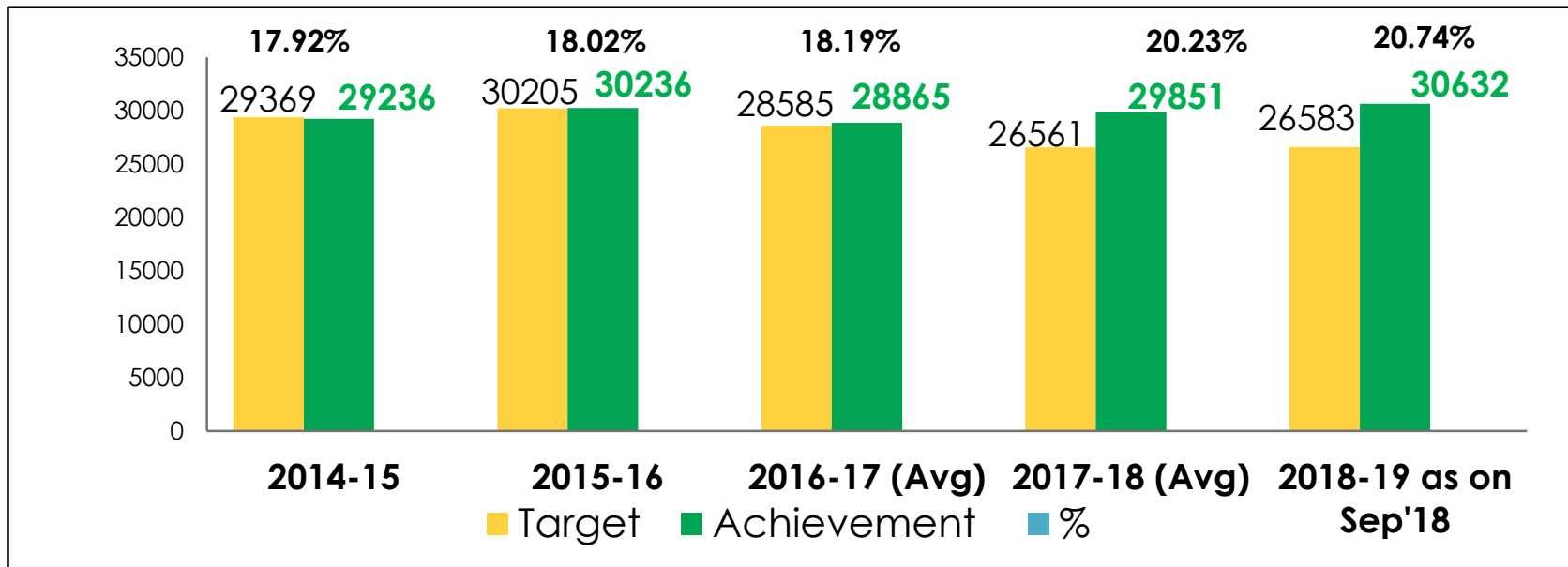
Financial Year	Priority sector Achievement	% of achievement
2014-15	63635	39.00%
2015-16	67615	40.29%
2016-17 (Avg 4 qtrs)	63984	40.33%
2017-18 (Avg 4 qtrs)	70040	47.47%
2018-19 (Sep 18)	73900	50.04%



Priority sector exposure	O/s as on 30.09.2018	% Share
Agriculture	30632	40%
MSME	32398	43%
Education	4475	6%
Housing	8439	11%
Other Priority Sector	192	0.25%
Total	73900	100%

AGRI ADVANCES – PRIORITY SECTOR

Rs. In Crore



Financial Year	ANBC	Target (18% of ANBC)	Achievement	
			Amount	%
2015-16	167805	30205	30236	18.02%
2016-17 (4 Quarters' Avg)	158808	28585	28865	18.19%
2017-18 (4 Quarters' Avg)	147561	26561	29851*	20.24%
2018-19 (Upto Sep18)	147681	26583	30632*	20.74%

*After reduction of PSLC sale of Rs.1300 Crs in FY 17-18 and Rs.1500 Crs in FY 18-19 upto Sep'18.

INCOME & EXPENSES

Rs in Crores



Particulars	Q2 2017-18	Q1 2018-19	Q2 2018-19	YoY(%)
Interest Income	4646	4249	4284	-7.79
Non Interest Income	965	1078	1065	10.37
Total Income	5610	5327	5348	-4.67
Interest Expended	3125	3041	3075	-1.60
Staff Expenses	709	769	521	-26.58
Other Expenses	737	386	448	-39.23
Total Expenses	4572	4195	4044	-11.54
Operating Profit	1039	1132	1304	25.58

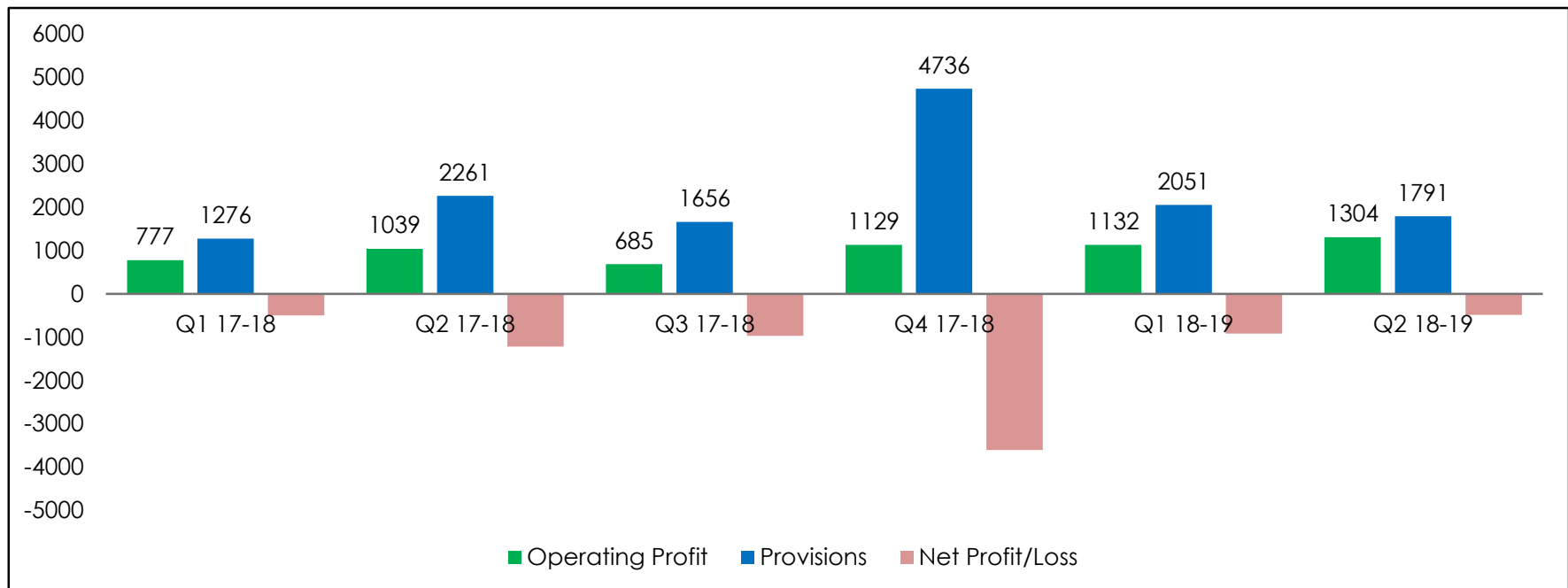
H1 2017-18	H1 2018-19	YoY(%)
8833	8532	-3.40
1952	2143	9.78
10785	10675	-1.02
6288	6116	-2.74
1500	1289	-14.06
1181	834	-29.44
8970	8239	-8.15
1815	2436	34.22

PROFITABILITY

Rs in Crores



Particulars	Q2 2017-18	Q1 2018-19	Q2 2018-19	YoY(%)	H1 2017-18	H1 2018-19	YoY(%)
Operating Profit	1039	1132	1304	25.58	1815	2436	34.22
Provisions	2261	2051	1791	-20.77	3537	3843	8.66
of which							
NPA Provisions	2110	2294	1678	-20.46	3910	3972	1.60
Other Provisions	151	-242	113	146.64	-373	-129	-65.31
Net Profit/Loss	-1223	-919	-487	-60.14	-1722	-1407	-18.29



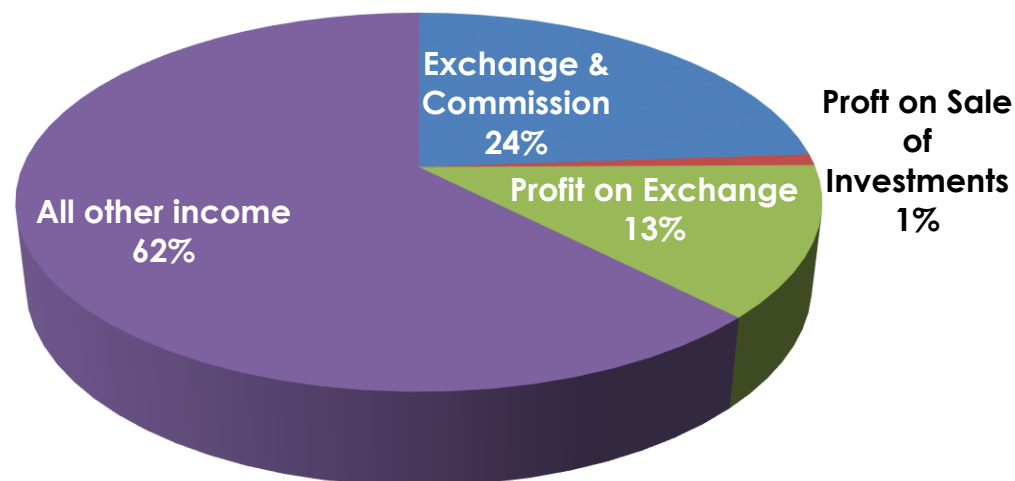
OTHER INCOME

Rs in Crores



Particulars	Q2 17-18	Q1 18-19	Q2 18-19	YoY(%)	H1 17-18	H1 18-19	YoY(%)
Exchange & Commission	244	211	254	4.22	449	465	3.72
Profit on Sale of Investments	88	72	10	-88.42	514	82	-84.06
Profit on Exchange	149	119	137	-8.29	290	256	-11.75
All other income	484	676	664	37.20	700	1340	91.52
Total Other Income	965	1078	1065	10.37	1952	2143	9.78

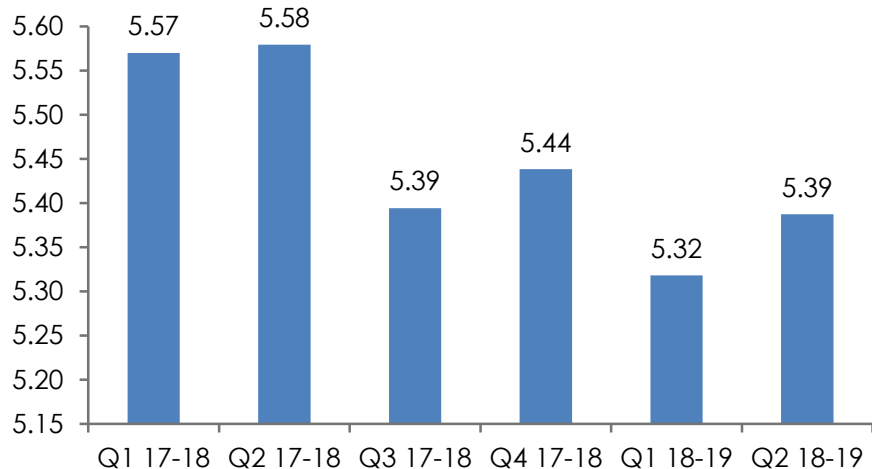
Other Income - Q2 2018-19



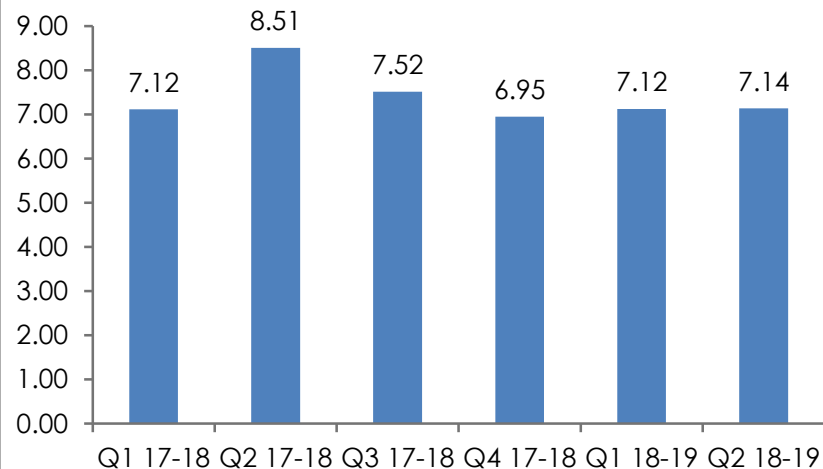
PERFORMANCE RATIOS



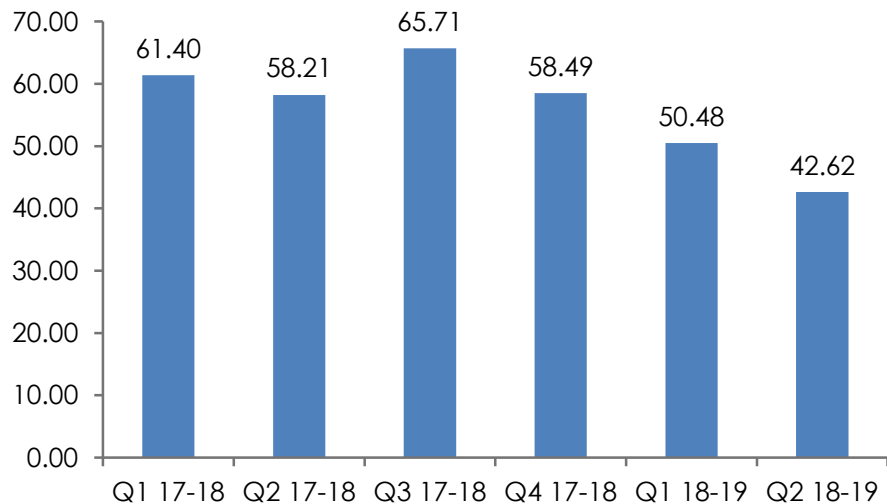
Cost of Deposits (%)



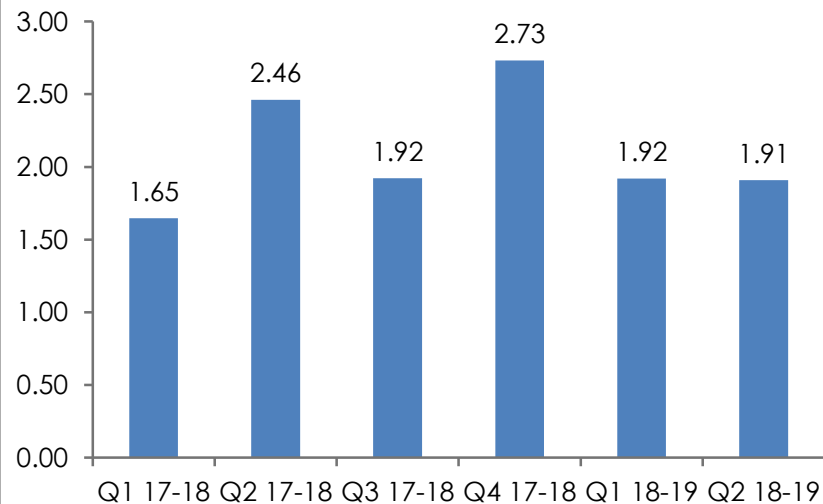
Yield on Advances (%)



Cost to Income Ratio (%)



NIM (%)

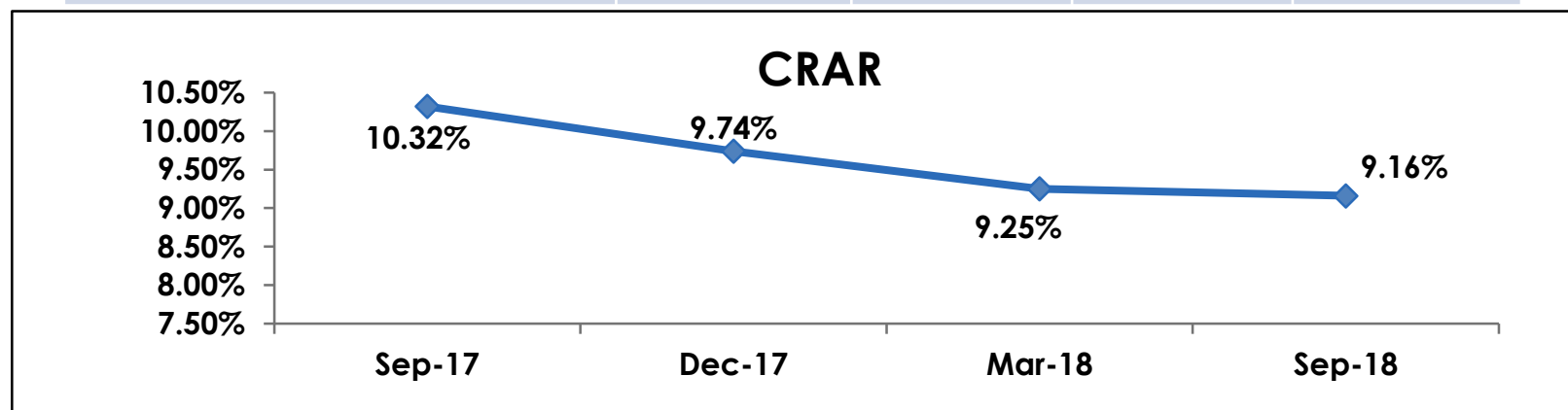


MOVEMENT OF RWA & CRAR

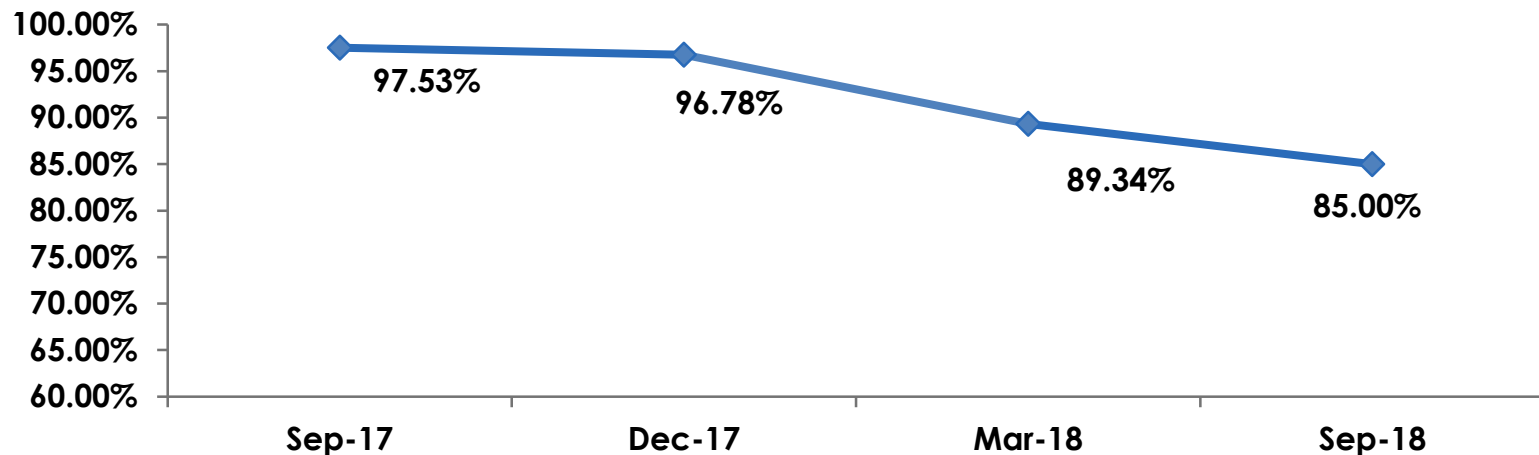
Rs in Crores



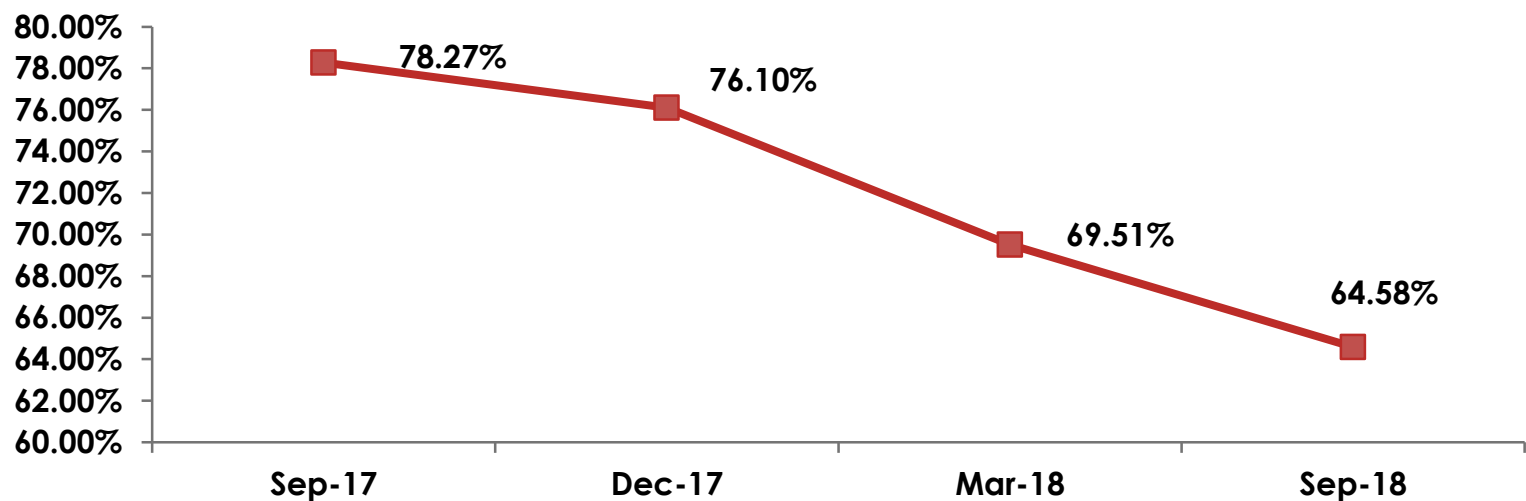
Particulars	Sep-17	Dec-17	Mar-18	Sep-18
Market Risk RWA	14643.44	16565.23	15189.38	14859.25
Operational Risk RWA	14758.84	14758.84	14758.84	15778.67
Credit Risk RWA	119483.55	115325.24	104960.48	96903.45
Total RWA (A)	148885.82	146649.31	134908.69	127541.37
CET 1	10539.91	9588.47	8626.32	9071.53
Tier 1	11609.91	10658.47	9666.32	9111.53
Tier 2	3751.72	3620.79	2816.58	2566.91
Total Capital (B)	15361.63	14279.26	12482.90	11678.44
CRAR (B/A)	10.32%	9.74%	9.25%	9.16%
Total RWA to Advance Ratio	97.53%	96.78%	89.34%	85.00%
Credit RWA to Advance Ratio	78.27%	76.10%	69.51%	64.58%



RWA to Advance



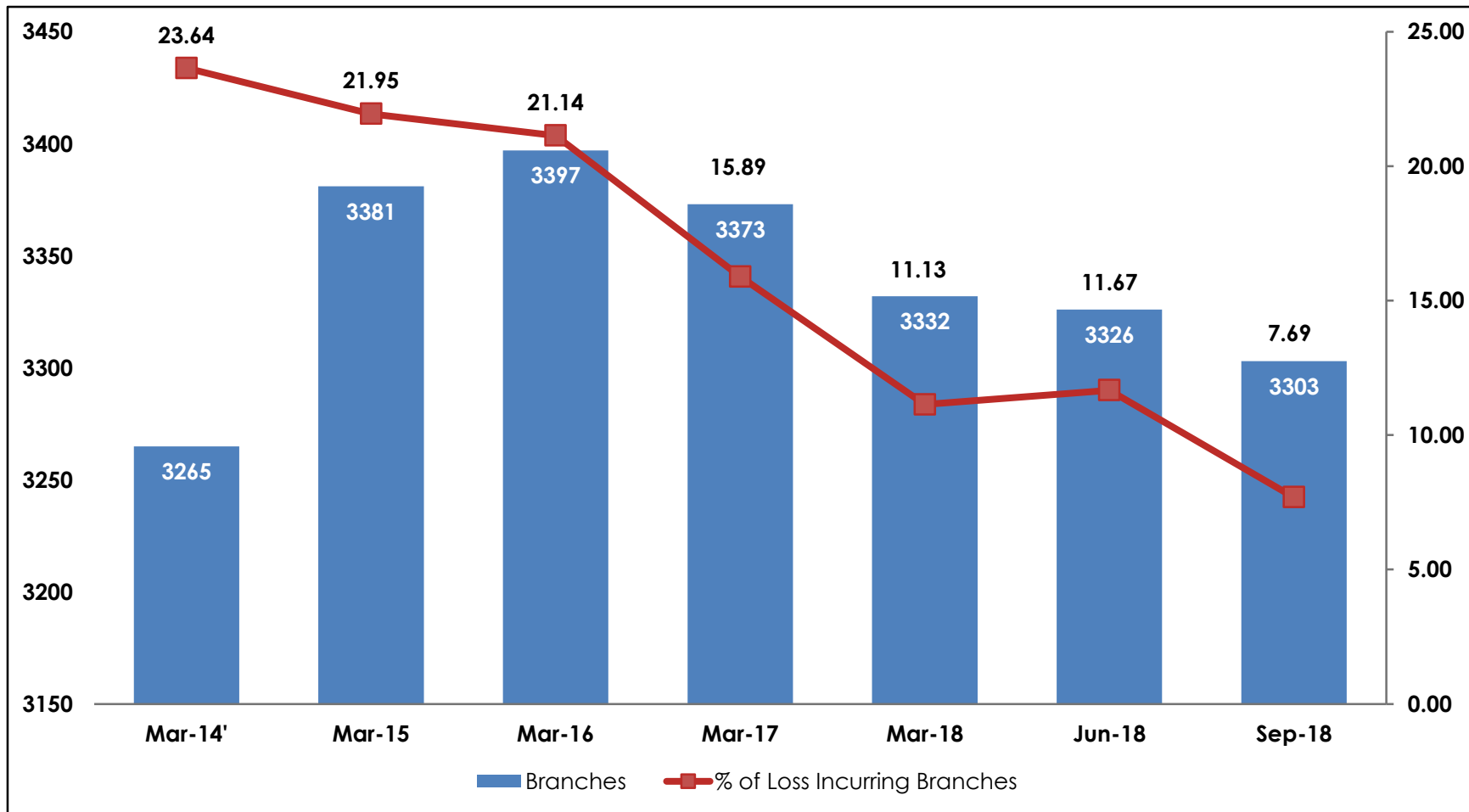
Credit RWA to Advance



BRANCH PROFITABILITY



Details	Mar-14'	Mar-15	Mar-16	Mar-17	Mar-18	Jun-18	Sep-18
Branches	3265	3381	3397	3373	3332	3326	3303
% of Loss Incurring Branches	23.64	21.95	21.14	15.89	11.13	11.67	7.69



*Branch level profitability is assessed based on Internal Transfer Price Mechanism followed by the Bank

NPA MANAGEMENT

Rs in Crores

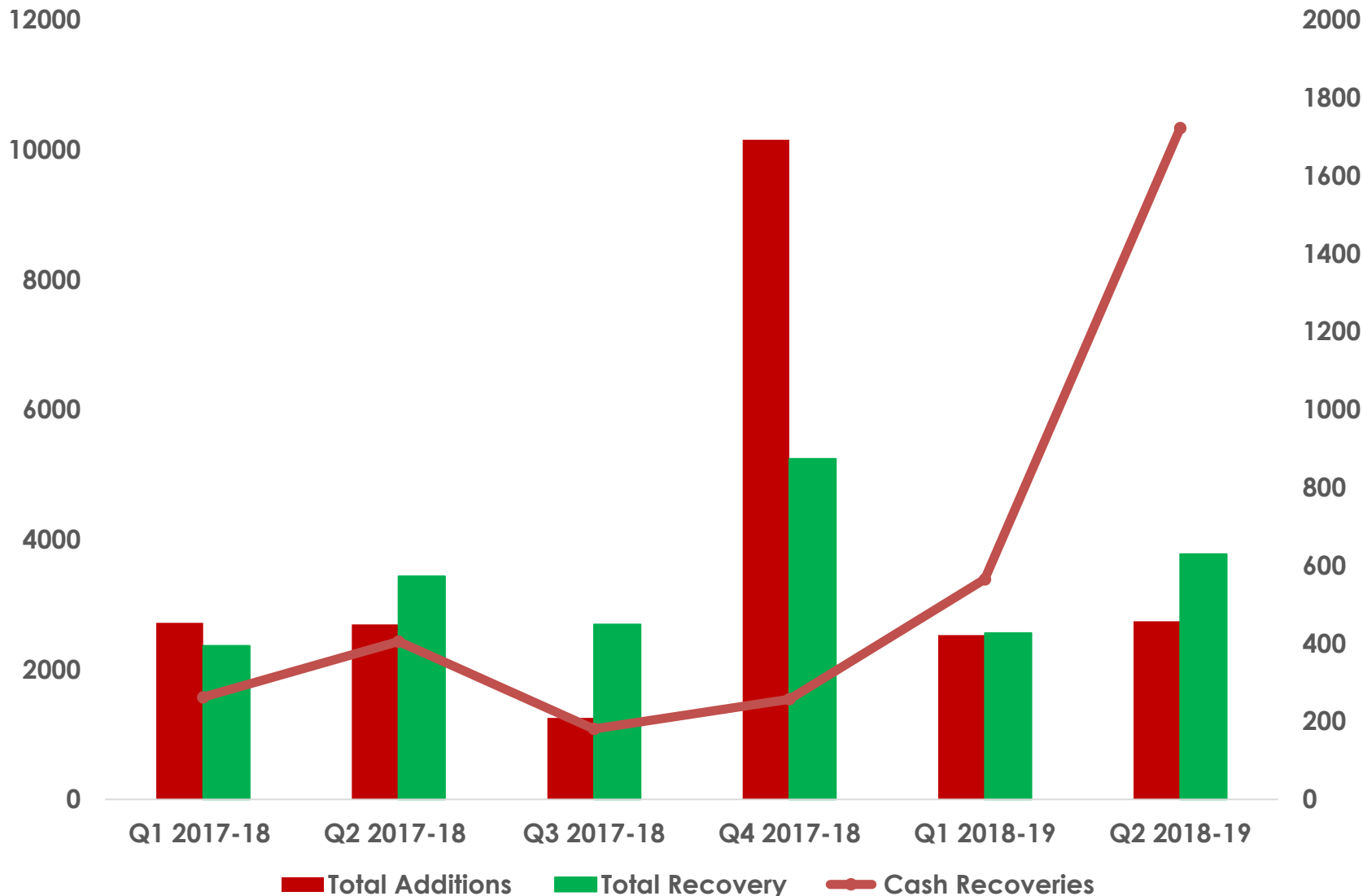


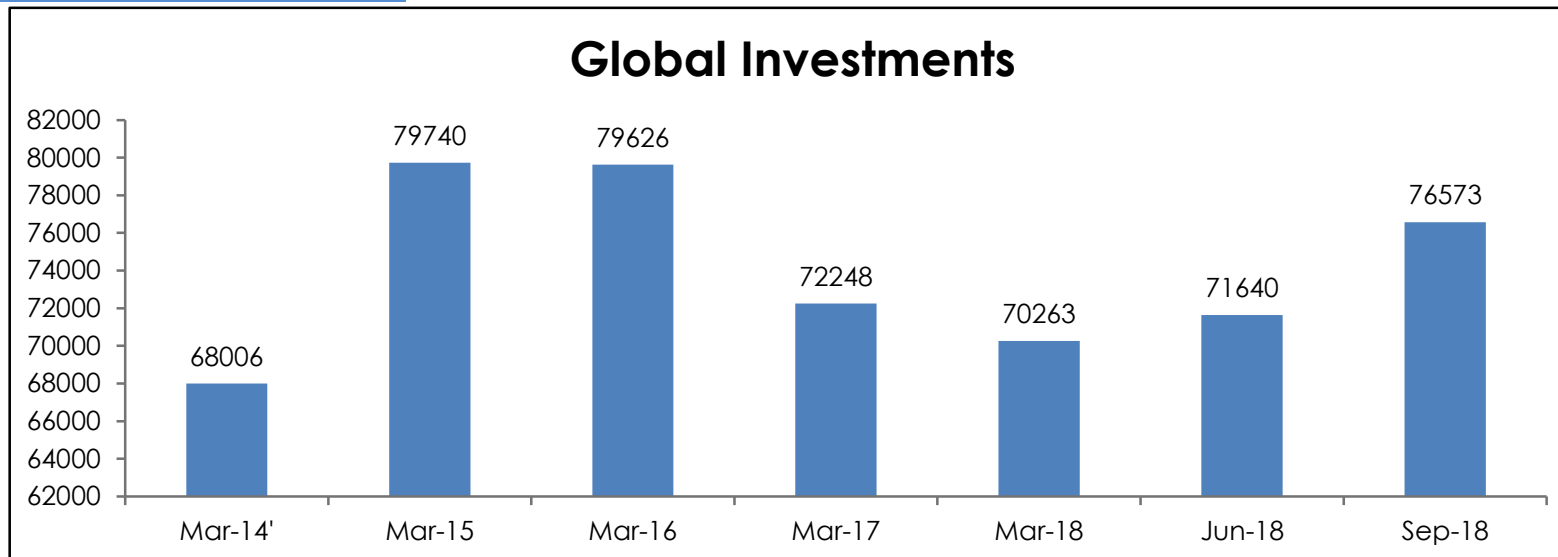
Details	Q2 2017-18	FY 2017-18	Q1 2018-19	Q2 2018-19
Opening Gross NPAs	35453	35098	38180	38146
Cash Recoveries*	405	1105	565	1723
Upgradation	235	2330	467	342
Write-Offs	1061	7018	1262	1425
Sale to ARCs/Others**	1736	3290	268	289
Total Reductions (a+b+c+d)	3437	13743	2563	3779
Fresh Slippages to NPA category + Other Debits	2693	16825	2529	2743
Closing Gross NPAs (i-ii+iii)	34709	38180	38146	37110
Gross NPA (%)	22.73	25.28	25.64	24.73
Net NPAs (Absolute)	18950	20400	19642	18876
Net NPA (%)	13.86	15.33	15.10	14.34
Provision Coverage Ratio	55.88	59.45	61.10	61.97

ADDITION/REDUCTION OF GNPA



Addition/ Reduction in GNPA





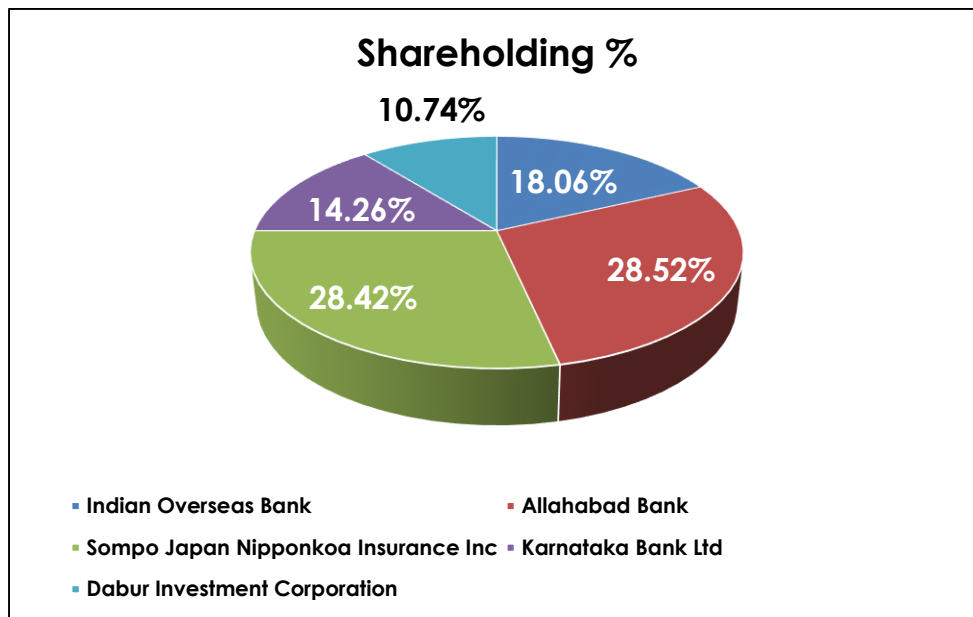
Parameters	Mar-16	Mar-17	Mar-18	Jun-18	Sep-18
Domestic Investments	76155	68627	66619	66854	72008
SLR	64028	58009	53019	53606	56259
Non SLR	12127	10618	13600	13248	15749
Held to Maturity	50862	45709	46543	46659	48570
Available for Sale	25273	22816	20076	19993	23438
Held for Trading	20	102	0	202	0
Investment by Overseas Branches	3471	3621	3644	4786	4565
Global Investments	79626	72248	70263	71640	76573

STRATEGIC INVESTMENTS – JOINT VENTURE



IOB entered into Non Life Insurance Business with Universal Sompo General Insurance (USGI) Company Limited with equity participation of **18%** along with the other Banks and Institutions

Name of Entity	Shareholding %	Investment
Indian Overseas Bank	18.06%	66
Allahabad Bank	28.52%	105
Sompo Japan Nipponkoa Insurance Inc	28.42%	105
Karnataka Bank Ltd	14.26%	53
Dabur Investment Corporation	10.74%	40
Total	100.00%	368



- USGIC has entered into Bancassurance tie up with Allahabad Bank, IOB & Karnataka Bank.
- IOB entered into Corporate Agency arrangements with effect from 20th December 2008 for distribution of USGI products.

SHARE HOLDING PATTERN – SEPT 2018

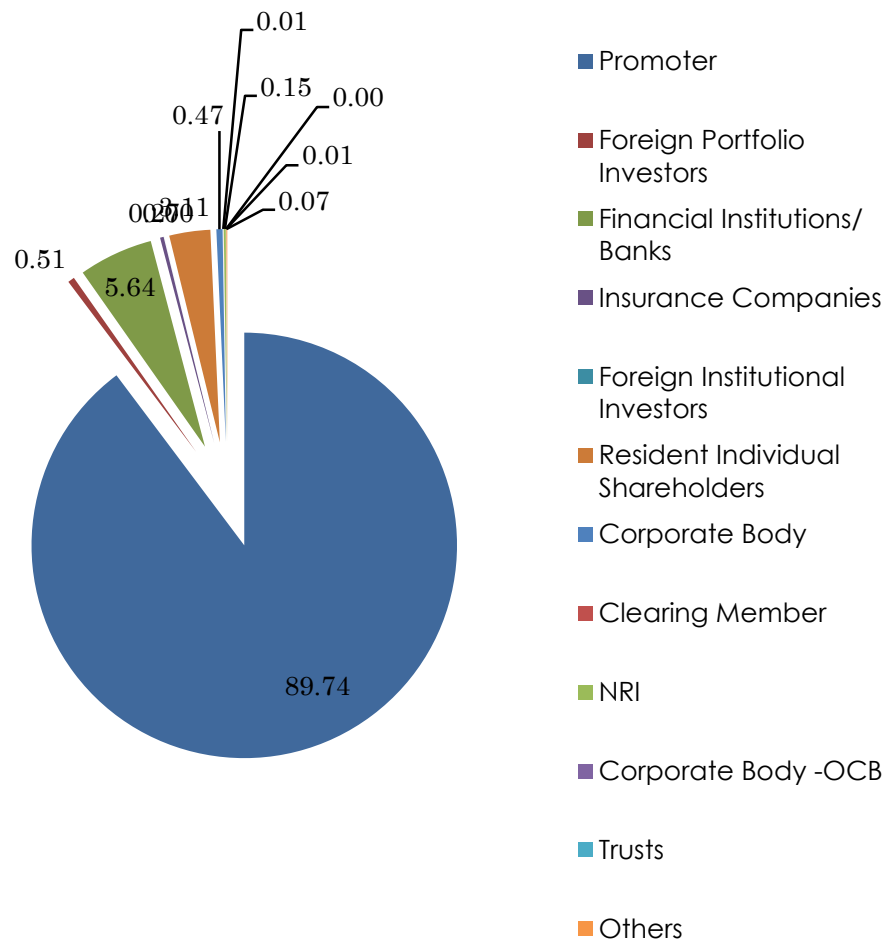


DIVIDEND DECLARED AND PAID

YEAR	Interim Dividend	Final Dividend
2000-01		10%
2001-02		12%
2002-03		16%
2003-04	12%	8%
2004-05	14%	10%
2005-06		26%
2006-07		30%
2007-08		35%
2008-09		45%
2009-10		35%
2010-11		50%
2011-12		45%
2012-13		20%
2013-14	7%	5%
2014-15	-	-
2015-16	-	-
2016-17	-	-
2017-18	-	-

(in %)

Shareholding Pattern %



Particulars (Rs. Crs)	Q2 17-18	Q1 18-19	Q2 18-19
Earning per Share (₹) (Annualised for Quarters)	- ve	- ve	- ve
Book Value per Share (₹)	26.22	8.43	7.16
Adjusted Book Value per Share (₹) [(Net Worth - Net NPA)/No of Shares]	- ve	- ve	- ve
Price/Book Value (₹)	0.85	1.67	1.83
Price/Adjusted Book Value (₹)	- ve	- ve	- ve
PE Ratio	- ve	- ve	- ve

*** Price as on 30.09.2018 Rs. 13.10 (NSE)**

AWARDS & ACCOLADES



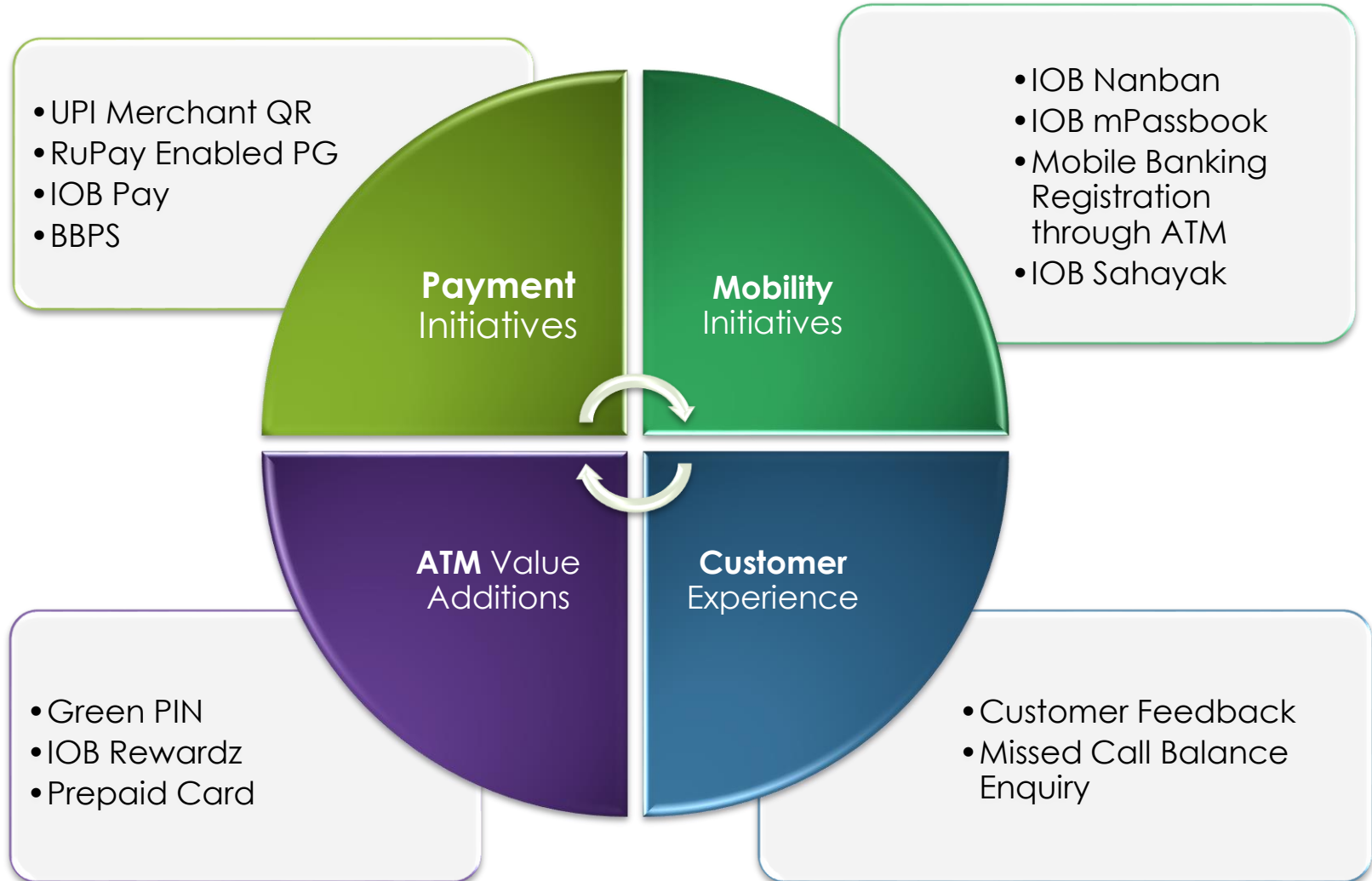
NABARD- SHG
Bank Linkage
Programme -
2nd Position
Best
performance in
the State of
Tamil Nadu for
the FY 2017-18



Adjudged as
2nd **“Best
Performing
Bank in terms of
Aadhaar
generation and
update** (using
Online client
version) during
the Aadhaar
Excellence
Awards 2018.



“ Vani” Bank's
Quarterly Hindi
Magazine was
awarded 2nd
Prize in C
Region under
Rajbhasha
Keerti Puraskar
by Govt of
India for 2017-
18



CUSTOMER EXPERIENCE INITIATIVES



- ✓ Customer can call to the specified number for to provide a feedback about our service
- ✓ If you are unhappy with our service please call **8828846220**
- ✓ If you are happy with our service please call **8828846225**



- ✓ Customer can give missed call to **9210622122** to know your account balance
- ✓ All account balance linked to the mobile number will be sent as SMS



- ✓ Automated voice call wishes for HNI customers On their Birthdays

DISCLAIMER



- Except for the historical information contained herein, statements in this release which contain words or phrases such as “will”, “aim”, “will likely result”, “would”, “believe”, “may”, “expect”, “will continue”, “anticipate”, “estimate”, “intend”, “plan”, “contemplate”, “seek to”, “future”, “objective”, “goal”, “strategy”, “philosophy”, “project”, “should”, “will pursue” 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, future levels of non-performing loans, our growth and expansion, the adequacy of our allowance for credit losses, our provisioning policies, technological changes, investment income, cash flow projections, our exposure to market risks as well as other risks. Indian Overseas Bank undertakes no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.



IOB

THANK YOU

