

Ref. No.: AUSFB/SEC/2021-22/238

Date: 28th October 2021

To,

National Stock Exchange of India Ltd. Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (East), Mumbai 400051, Maharashtra. NSE Symbol: AUBANK	BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai 400001, Maharashtra. Scrip Code: 540611
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Dear Sir/Madam,

Sub: Presentation to Investors on Unaudited Financial Results for the Quarter and Half Year ended on 30th September, 2021


In terms of Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we submit herewith the Investors Presentation of the Bank on the Unaudited Financial Results for the quarter and half year ended on 30th September, 2021. The Investors Presentation may also be accessed on the website of the Bank at the link <https://www.aubank.in/investors/quarterly-reports>.

This is for your information and records.

Thanking You,

Yours faithfully,

For AU SMALL FINANCE BANK LIMITED



Manmohan Parnami
Company Secretary and Compliance Officer
Membership No.: F9999
investorrelations@aubank.in



Registered Office

AU SMALL FINANCE BANK LIMITED

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Phone: +91 141 4110060/61, Fax: +91 141 4110090

CIN: L36911RJ1996PLC011381

Formerly known as **Au Financiers (India) Limited**



BADLAAV
HUMSE HAI

INVESTOR PRESENTATION Q2'FY22

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Management Update

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Operating & Financial Highlights

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Other Key Updates

1. Management Update

Executive summary

Operating environment

- Improvement seen sequentially in terms of economic activity, borrower connect, business continuity, and overall confidence in the operating environment - these factors are encouraging, but we remain optimistic with cautious approach
- Vaccination drive within the bank remains strong with 98% of eligible employees having been vaccinated with the first dose and ~65% employees having been vaccinated with both the doses
- Demand across Wheels, Home Loans and Business banking is recovering quite well whereas green shoots are visible in SBL business
- Environment increasingly supporting borrowers' cashflows and repayment behaviour which is aiding recoveries/resolutions of stressed cases significantly

Business highlights

- Deposits continue to become more granular – CASA mix at 30%, and retail deposits mix at 64%; Cost of Funds declined by 89bp to 6.2% YoY in H1'FY22
- AU 0101, Video Banking, credit cards and our other digital properties are shaping up well and will significantly add to our distribution and customer engagement
- Trends in collection efficiency and customer activation have sustained (versus June'21) and are at pre covid levels (Feb'20)
- GNPA reduced by ~115 bp to 3.2% from 4.3% QoQ; Net NPA reduced to 1.7% from 2.3% QoQ
- Going forward, Bank will assess GNPA pool and look to write off loans with low recoverability
- Bank has utilized the entire provision released due to GNPA reduction towards further building up buffer provisions
- Contingency provisions at ₹300 Cr (84bps of net advances) which further strengthens balance sheet and makes us better prepared for any unforeseen events
- For Q2'FY22 / H1'FY22, ROA stood at 2.1%/1.8% and ROE at 16.8%/14.8% even as we are investing significantly in people & products to build a future ready bank

Executive summary

Digital

- Since the launch of AU 0101 and brand campaign, we have seen strong traction in user registration, engagement and usage
- Video Banking experience has been quite encouraging in terms of enhancing reach, acquisition and engagement
- Credit card traction building up - ~49,000 credit cards issued till end-Q2'FY22; 55% issued to first time credit card users
- UPI QR (over 2lac QR codes installed) helping in rapidly scaling up merchant acquisitions and stickiness, as well as opening opportunities for analytics-based lending; First Bank to launch QR sandbox

Other key highlights

- Bank appointed Joint Statutory Auditors – Deloitte and G. M. Kapadia from FY22
- 53 touchpoints added during the quarter within which 26 are liability branches
- Our recent brand campaign “Badlaav Humse Hai” has significantly improved our visibility and brand recall with potential, existing customers
- Bank continues to attract strong talent – recently hired several senior personnel including some industry veterans
- Signed an MoU with NABARD for rural development initiatives in Rajasthan - It involves joint initiatives by AU SFB and NABARD for benefit of farmers, artisans, FPOs, agri-preneurs, agri-startups among others

We unveiled our brand campaign across platforms in August.....



Digital Media

- 8.6 Cr views on Videos across digital channels and 39 Cr+ ad impressions



Television

- Ads across 73 channels, including regional channels



Print

- Impact Ad on leading publications across English, Hindi and regional newspapers



Radio & Outdoor

- Audio Ads on top Radio Channels across 25 cities
- 230 outdoor sites across 37 cities



...and we are witnessing tremendous response for our digital bank

Registrations

6.9 Lacs*

AU 0101 registrations. 48% ↑ q-o-q

1 Lac+

Non-bank customers registered on AU 0101 app

3x

↑ in daily AU 0101 registrations

Acquisition

32%

of total SA A/c opened digitally through AU 0101 in Sep'21

49k

Credit cards issued

2 Lacs+

UPI QRs installed**

Engagement

50%

↑ in DAU (Daily Active Users)

30%

↑ in MAU (Monthly Active Users)

Transaction

67%

↑ in txns on AU 0101

90%

↑ in Service requests executed digitally

OUR LONG TERM OBJECTIVES



Build a credible, trustworthy and sustainable bank that inspires generations to come



Act as a responsible catalyst to serve financial needs of the unserved and unreached



Bring efficiency in intermediation between savers and borrowers



Unlock human potential

OUR STRATEGIC PRIORITIES



Drive sustainable growth from existing products and segments



Scale retail focused sustainable liability franchise



Build a Tech led ecosystem



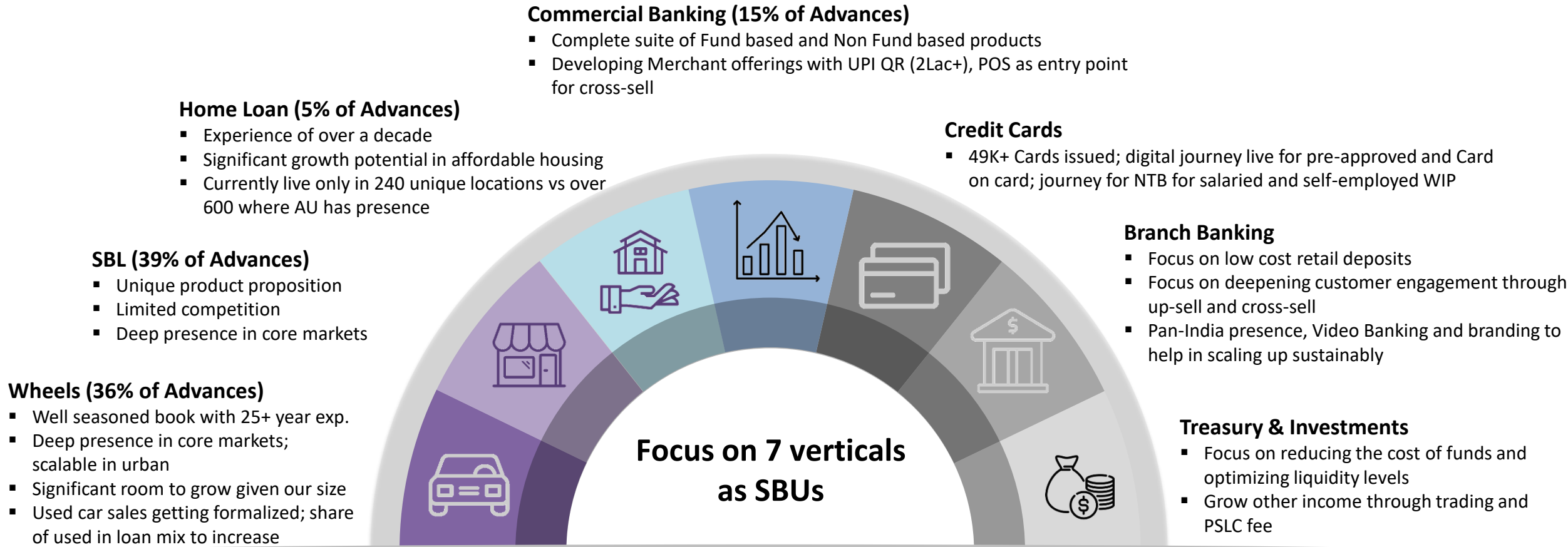
Create strong Brand Awareness



Develop a highly empowered and capable team



Strengthen our ESG commitments



Supported by investment in Distribution, Digital, Digitization, Data and Analytics

Well entrenched contiguous distribution franchise

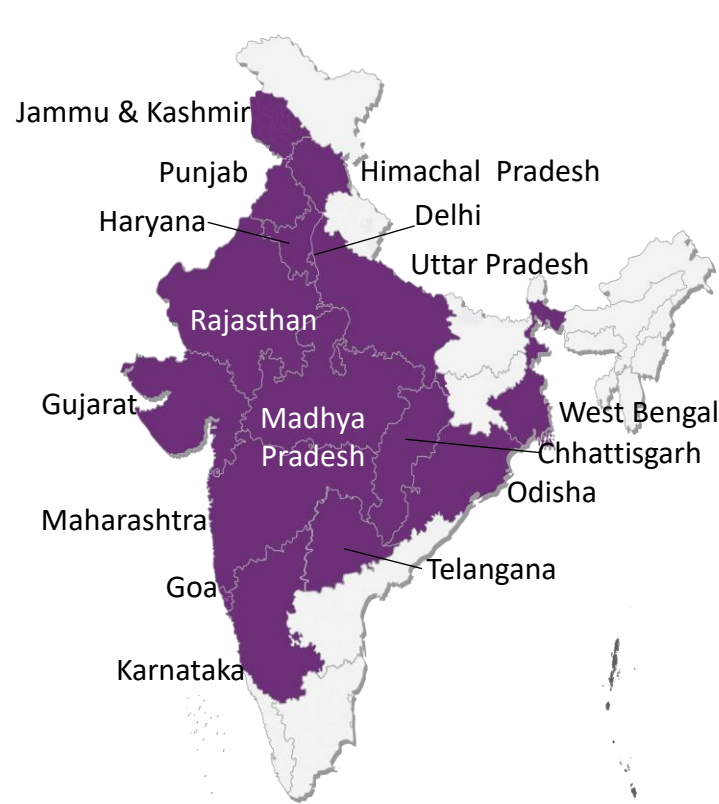
15 States and 2 UTs

811 Touchpoints

(794 Branches¹, 17 BCs)

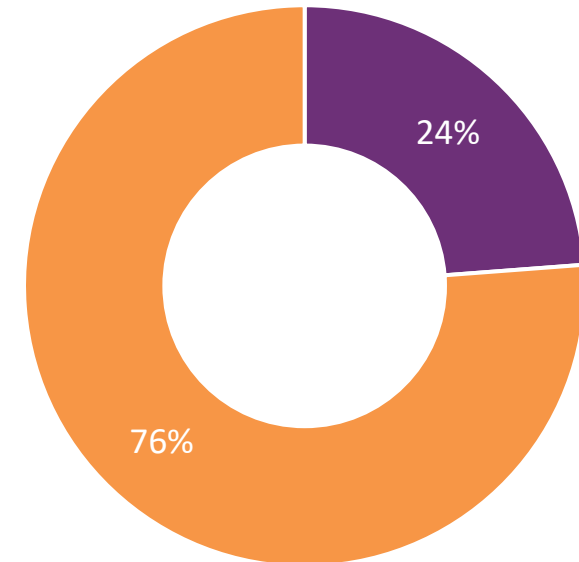
470² ATMs

Break up of Branches



Sr. No.	States & UTs	Total Branches
1	Rajasthan	332
2	Madhya Pradesh	114
3	Gujarat	110
4	Maharashtra	79
5	Punjab	47
6	Haryana	37
7	Delhi / NCR	24
8	Chhattisgarh	19
9	Himachal Pradesh	13
10	Uttar Pradesh	8
11	Goa	2
12	West Bengal	2
13	Karnataka	2
14	Telangana	1
15	Odisha	1
16	Chandigarh (UT)	2
17	Jammu & Kashmir (UT)	1
Total		794

Distribution of Touch Points[#]



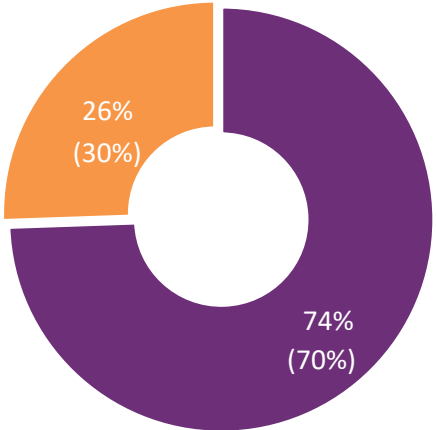
■ Urban ■ Core

¹ 603 Bank Branches and 191 Business Correspondent Banking Outlets; ² 373 in-house and 97 co-branded

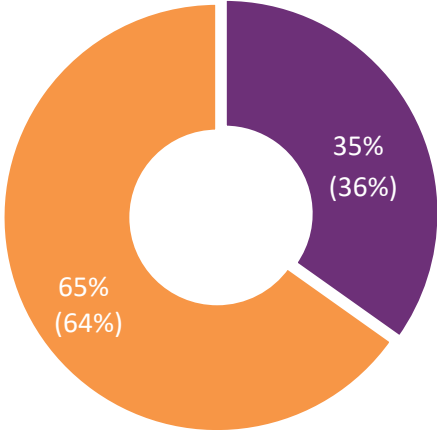
[#] Core Markets are smaller centres in rural/semi-urban which typically have a local economy built around agriculture and small businesses, and which have traditionally been our traditional markets for lending.

Larger centres which have more advanced infrastructure such as airports, malls etc. are defined as Urban Markets

Liabilities Break up

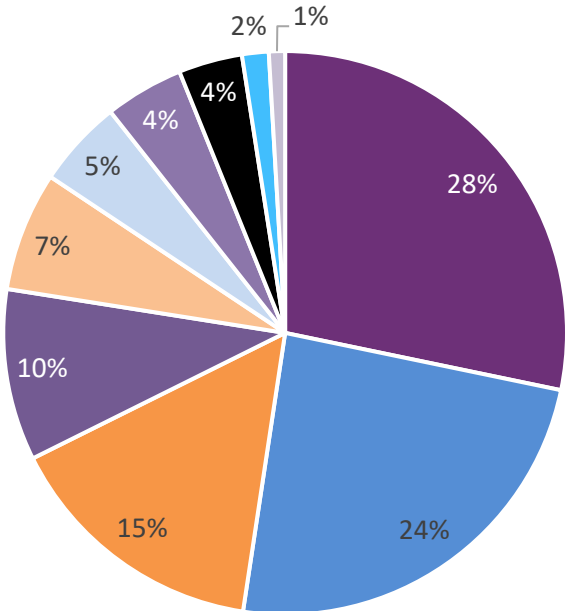


Assets Break up

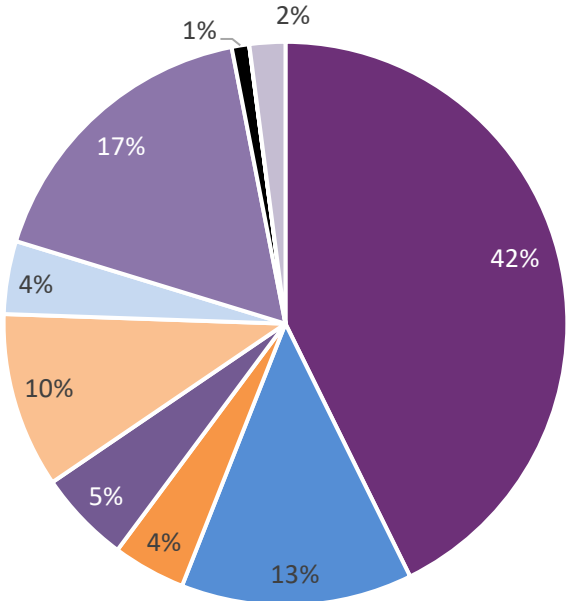


■ Urban ■ Core

Figures in parenthesis are as on 30th Sep-20



- RAJASTHAN
- MAHARASHTRA
- DELHI NCR
- PUNJAB
- GUJARAT
- HARYANA
- MADHYA PRADESH
- HIMACHAL PRADESH
- KARNATAKA
- CHHATTISGARH



2. Operating & Financial Highlights

Q2'FY22 Key highlights

Disbursements	₹ 5,135 Cr +57% YoY
AUM	₹ 38,011 Cr +24% YoY
Deposits	₹ 39,034 Cr +45% YoY
CASA / CD Ratio¹	30% / 92% (20%/100%)
GNPA/NNPA	3.2%/1.7%
Net Profit²	₹ 279 Cr +42% ² YoY
ROA/ROE	2.1% / 16.8%
Tier I	20.5% +222 bps YoY

- Disbursements increased significantly in Q2'FY22 as operating environment improved after the 2nd wave impact; up 57% YoY partly due to base effect
- Granularity of deposits continued to improve driven by increasing brand awareness, branch expansion and improved digital offerings
 - Improved CASA ratio to 30% from 20% YoY
 - Cost of funds in H1'FY22 reduced by 89 bps YoY to 6.2% from 7.1%
 - SA accretion contributed the entire incremental deposits in the quarter
- GNPA reduced sequentially by ₹ 345 Cr to ₹ 1,151 Cr (3.2%) from ₹ 1,496 Cr (4.3%)
- Average Collection efficiency in Q2'FY22 at 109%
- Buffer provisioning increased to ₹ 300 Cr (84bps of net advances)
- PAT was up 42%² on a YoY basis at ₹ 279 Cr even as we prudently increased contingency buffer and are investing significantly in people and products to build a future ready bank
- Healthy Tier-I ratio at 20.5% (22.2% including profits), up by 222 bps on YoY basis

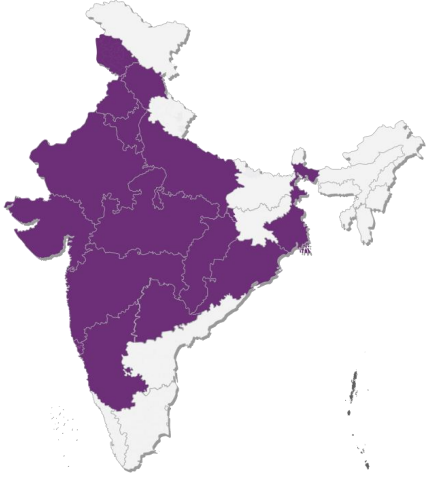
¹ Figures in parenthesis correspond to Q2'FY21

² Comparative figures for Q2FY21 taken without considering profit from sale of investment in Aavas Financiers

Q2'FY22 Key highlights

**BADLAAV
HUMSE HAI**

15 States and 2 UTs



Touchpoints

811

Vs.
697
(30-Sep-20)



Customers

21.3 lac

Vs.
18.1 lac
(30-Sep-20)



Employees

23,435

Vs.
16,755
(30-Sep-20)



Total B/S Assets

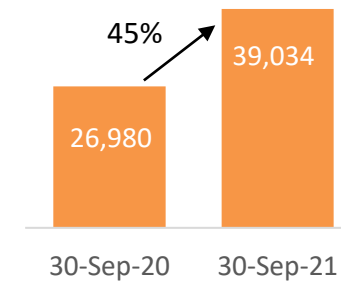
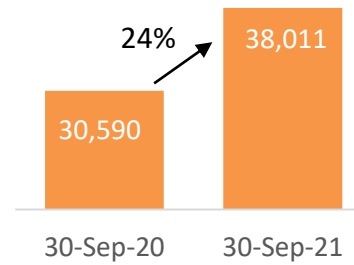
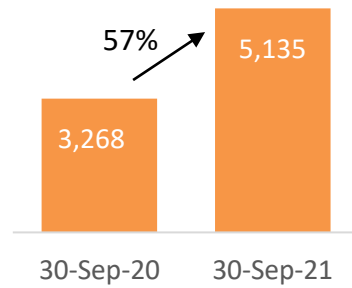
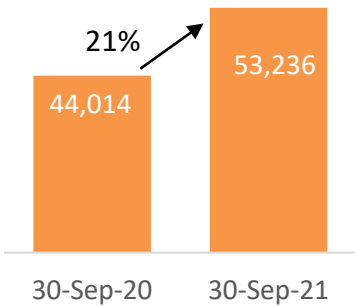
Disbursements¹

Loan AUM

Deposits²

CASA Ratio³

₹ Crore



30%
Vs.
20%
(30-Sep-20)

¹Disbursements are for the quarter and exclude Non-Fund based credit facilities; Figure for Q2'FY21 includes ₹53Cr under TLTRO and ₹354 Cr under ECLGS; Figure for Q2'FY22 includes ECLGS ₹86 Cr

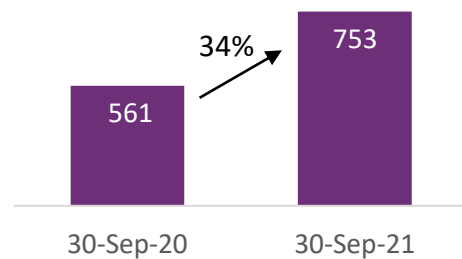
² Deposit Base of ₹ 39,034 Cr (30-Sep'21) includes Certificate of Deposit of ₹ 1,083 Cr; Deposit Base of ₹ 26,980 Cr (30-Sep'20) includes Certificate of Deposit of ₹ 1,635 Cr

³ Calculation for CASA Ratio includes CDs in total deposits

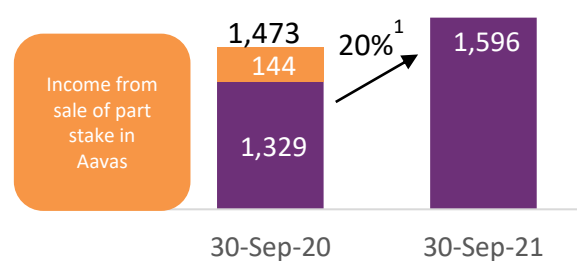
Q2'FY22 Key financial highlights

₹ Crore

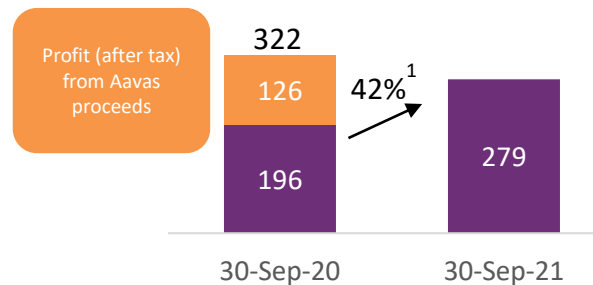
Net Interest Income



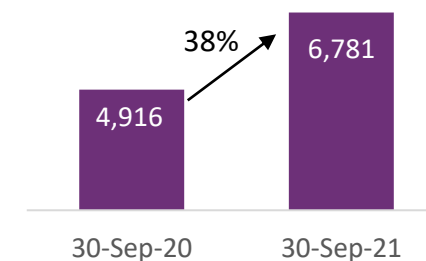
Total Income



PAT



Shareholders' Funds



Yield² on AUM

13.9%

Vs.

14.5%
(H1'FY21)

Cost of Funds

6.2%

Vs.

7.1%
(H1'FY21)

Net Interest Margin

6.0%

Vs.

5.3%
(H1'FY21)

ROA

1.8%

Vs.

1.7%¹
(H1'FY21)

ROE

14.8%

Vs.

16.1%¹
(H1'FY21)

GNPA

3.2%

Vs.

4.3%
(30-Jun-21)

NNPA

1.7%³

Vs.

2.3%
(30-Jun-21)

Provision Coverage Ratio

49%³

Vs.

49%
(30-Jun-21)

CRAR

22.0%

Vs.

23.1%
(30-Jun-21)

Tier-I CRAR

20.5%

Vs.

21.6%
(30-Jun-21)

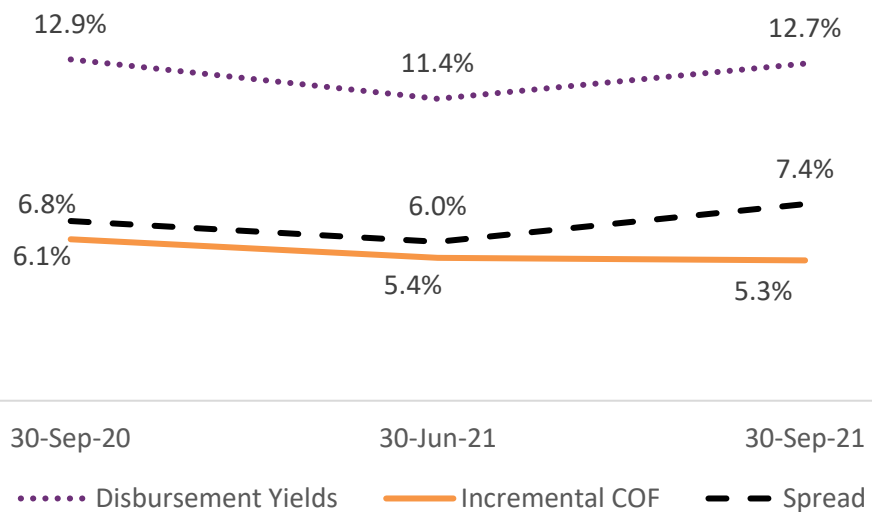
¹Excludes Aavas profit

²Total Loan Assets AUM Yield excludes OD FD and is calculated as the weighted average of the month-end yield on outstanding AUM in the respective period

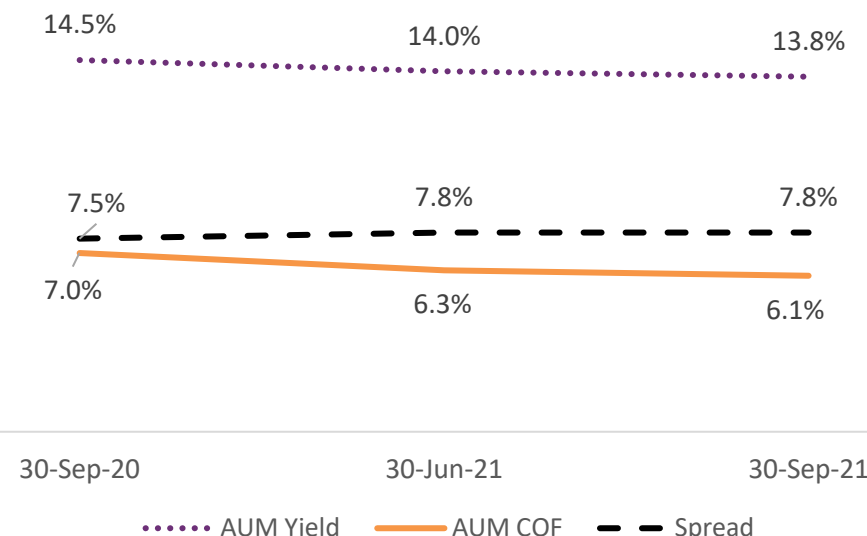
³NNPA and PCR calculation for Q2FY22 does not include contingency provisions that the bank is carrying

Spreads remain stable

Incremental Spreads



AUM Spreads



- Disbursement yields improved sequentially partly aided by normalization in disbursement mix; YoY, incremental spreads up 60bps due to reduced cost of funds
- Overall cost of funds for Q2'FY22 was at 6.1% - decline of 22 bps over Q1'FY22 driven partly by improving deposits mix; Incremental cost for Q2'FY22 was at 5.3% - down 4 bps over Q1'FY22
- Quarterly average LCR at ~151% for Q2'FY22 (against regulatory requirement of 100%)

Profit & Loss statement

(All Figures in ₹ Crore)	H1'FY22	H1'FY21	Y-o-Y	Q2'FY22	Q2'FY21	Y-o-Y	Q1'FY22	Q-o-Q
Income								
Interest Earned	2,758	2,397	15%	1,405	1,212	16%	1,353	4%
Interest Expended	1,281	1,320	-3%	652	652	0%	629	4%
Net Interest Income	1,477	1,077	37%	753	561	34%	724	4%
Other Income	405	315	29%	191	117	64%	214	-11%
Gains from stake sale in Aavas	0	172	N.A	0	144	N.A	0	N.A
Net Income	1,882	1,563	20%	944	821	15%	938	1%
Expenses								
Employee Cost	609	404	51%	327	224	46%	283	16%
Other Operating Expenses	400	273	47%	226	156	45%	174	30%
Operating Expenses	1,010	676	49%	553	380	45%	457	21%
Operating Profit before Provisions and Contingencies	873	887	-2%	391	441	-11%	481	-19%
Covid-19 Provisions	0	140	N.A.	0	0	N.A.	0	N.A
Other Provisions	210	74	185%	4	33	-89%	206	-98%
Profit Before Tax	662	673	-2%	388	409	-5%	275	41%
Tax expenses	181	151	20%	109	87	26%	71	53%
Profit After Tax	482	523	-8%	279	322	-13%	203	37%
Profit After Tax (ex-Aavas)	482	373	29%	279	196	42%	203	37%

- NII growth at 37% YoY in H1'FY22 aided by reduction in CoF by ~89bps and AUM growth of 24% YoY
- Increase in opex YoY due to increase in employee base, as well as investments in brand, products and people towards franchise building
- Cost to income for 1H'FY22 within our target range of 50-55%; Excluding investments in brand building, QR, credit cards, video banking, Cost/Income is close to 50%
- Bank further increased buffer provisions in Q2'FY22 to strengthen the balance sheet and be better prepared for any unforeseen event

(All Figures in ₹ Crore)	30 Sep'21	30 Sep'20	Y-o-Y	30 Jun'21	Q-o-Q
Liabilities					
Shareholders' Fund	6,781	4,916	38%	6,490	4%
Deposits	39,034	26,980	45%	37,014	5%
Borrowings	4,968	10,123	-51%	6,101	-19%
Other Liabilities and Provisions	2,453	1,995	23%	1,752	40%
Total Liabilities	53,236	44,014	21%	51,357	4%
Assets					
Cash and Balances	4,191	4,326	-3%	4,798	-13%
Investments	11,679	11,241	4%	11,151	5%
Advances	35,845	27,233	32%	33,957	6%
Fixed Assets	508	452	12%	495	3%
Other Assets	1,013	762	33%	956	6%
Total Assets	53,236	44,014	21%	51,357	4%

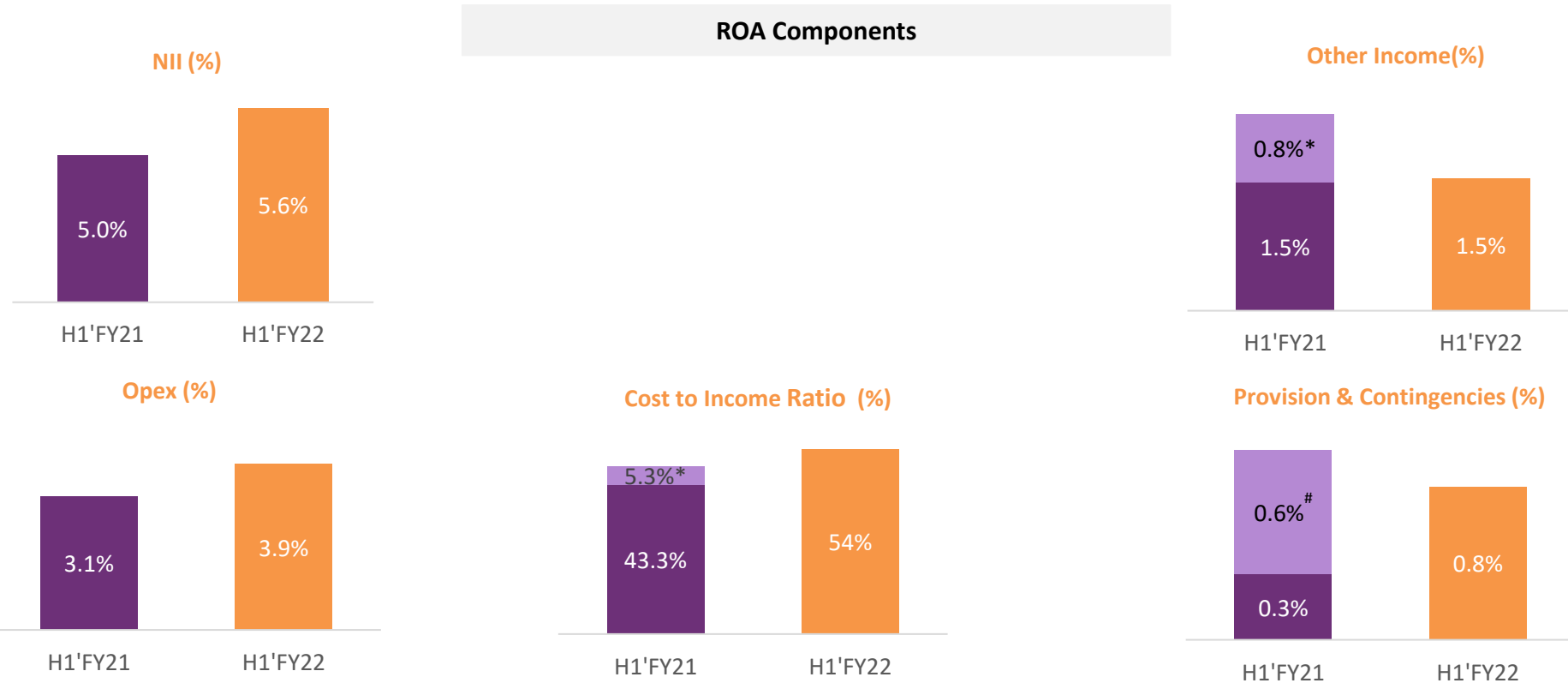
- Shareholders' fund increased by 38% YoY and 4% QoQ
- Mix of deposits in external funding (borrowings + deposits) has increased

(All Figures in ₹ Crore)	H1'FY22	H1'FY21	Y-o-Y	30 Sep'21	30 Sep'20	Y-o-Y	30 Jun'21	Q-o-Q
Loan Assets Processing & Other Fees	122	71	73%	94	56	67%	28	235%
General Banking, Cross Sell & Deposits related fees	67	42	59%	36	27	33%	32	13%
PSLC Fees	67	16	311%	49	8	503%	18	177%
Miscellaneous	9	4	103%	5	3	89%	4	12%
Core Other Income	266	134	99%	184	94	96%	82	125%
Income from Treasury Operations	139	181	-24%	6	23	-71%	132	-95%
Other Income	405	315	29%	191	117	64%	214	-11%
Gains from stake sale in Aavas	0	172	N.A	0	144	N.A	0	N.A
Other Income (Including Aavas)	405	487	-17%	191	261	-27%	214	-11%

Profitability trends



* Profit from Sale of part stake in Aavas Financiers Ltd.



Note: ROA, NII, Opex, Provisions & Contingencies is represented as % of Avg. Total Asset; Annualized for quarterly figures including COVID-19 related Provisions

3. Asset Quality

All figures in ₹ Cr	AUM	AUM Yield	Gross Advances	Gross NPA	Disbursements (Q2'FY22)
Wheels	14,280	14.4%	12,947	557	1,906
SBL-MSME	14,378	15.0%	14,091	443	978
Home Loan	1,690	11.8%	1,691	10	376
Business Banking	1,879	9.6%	1,886	6	425
Agri	1,376	9.8%	1,383	14	353
SME¹	453	11.6%	437	66	0
NBFC	1,162	10.2%	1,163	10	325
REG	617	14.5%	620	28	181
Others²	2,176		2,188	16	591
Total	38,011	13.8%	36,405	1,151	5,135
% of Adv. – Sep'21				3.2%	

■ GNPA reduced sequentially by ₹ 345 Cr to ₹ 1,151 Cr (3.2%) from ₹ 1,496 Cr (4.3%)

■ Standard Restructured accounts stood at 3.6% of gross advances. As on 30th Sep'21

- Restructuring 1.0 stood at ~50% of restructured advances and billing had commenced for 98% of this pool
- Asset quality performance in the billed pool has been within expectations so far - NPA against this billed pool stood at 14%
- Given the experience with the restructured book so far, we believe that the extant 16% coverage against the standard restructured loans seems adequate currently

¹ SME Book is in run down

² Includes ODFD as well as Gold loans, personal loan, credit cards, etc.

Note : Gross advance includes billed interest

Credit cost overview

Credit Cost - Net Impact on P&L	Q2'FY22	Q2'FY21	Q1'FY22
(All Figures in ₹ Crore)			
Repossession Loss	43	5	6
POS Loss	8	3	4
Write off	0	0	0
Other Provisions	2	-	2
Less: Bad Debt Recovery	-2	-1	-1
Net Credit Loss (A)	53	7	11
Net Credit Loss (as % of Avg. Total Assets)	0.4%	0.1%	0.1%
Provision on NPA (B)	-170	16	-17
General and Covid Related provisions (C)	112	6	149
Credit Cost – Net Impact on P&L (A+B+C)	-5	29	142
Credit Cost – Net Impact on P&L (as % of Avg. Total Assets)	0.0%	0.3%	1.1%

Movement of Gross NPA	Q2'FY22	Q2'FY21	Q1'FY22
(All Figures in ₹ Crore)			
Opening Gross NPA	1,496	447	1,503
Additions during the period	210	23	245
Reductions during the period	555	47	252
Gross NPA (closing)	1,151	423	1,496

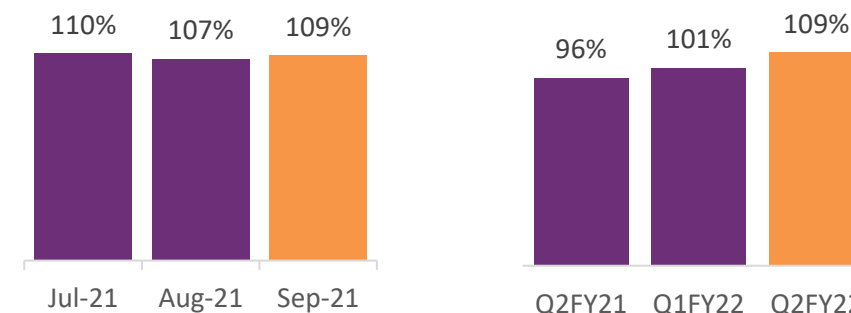
Overview of provisions

(All Figures in ₹ Crore)	Sep'21				Jun'21			
	No. of facilities	Loans	Provisions	Coverage	No. of facilities	Loans	Provisions	Coverage
GNPA	50,147	1,151	560	49%	59,984	1,496	730	49%
Covid related Restructuring (Standard)	21,284	1,302	213	16%	21,391	1,265	207	16%
Contingency Provisions			300				190	
Provisions towards Standard Assets			110				106	
TOTAL			1,183*				1,233	
Provisions as a % of gross advances			3.3%				3.6%	

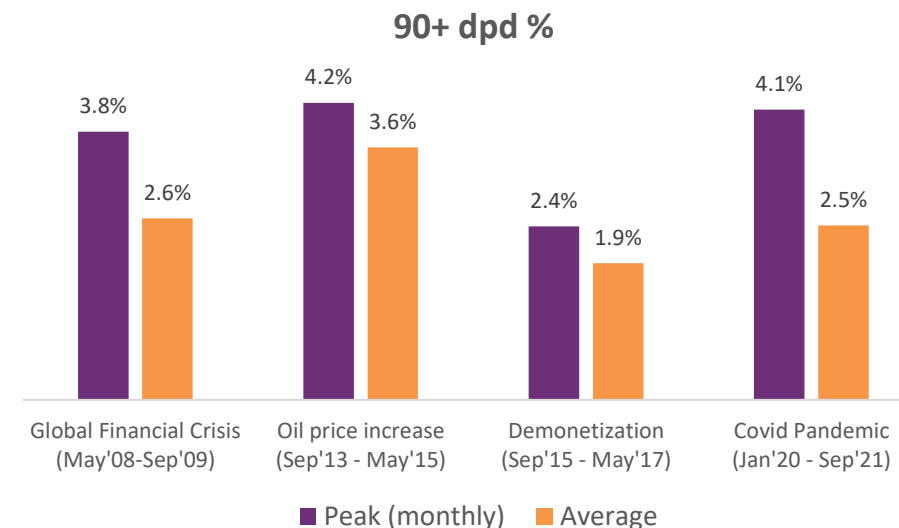
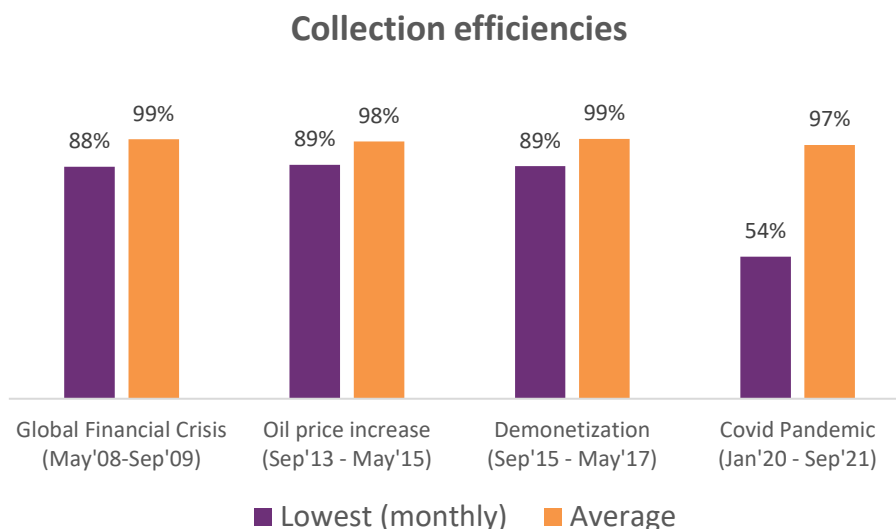
*The difference of ₹50 Cr in total provisions QoQ is due to the provisions utilized against loss in sale of repossessed vehicles and POS loss against such resolved accounts during the quarter

Overall Collection Efficiency

- Bank has created additional contingency provision of ₹110 Cr by utilizing the entire provision released due to GNPA reduction towards increasing buffer provisions and strengthen the balance sheet further
- Contingency provisions now at ~84bp of loans which further strengthens balance sheet and makes us better prepared for any unforeseen events
- Bank restructured ₹ 80 Cr (0.2%) of advances during Q2'FY22
- Activation levels are now at pre-Covid levels



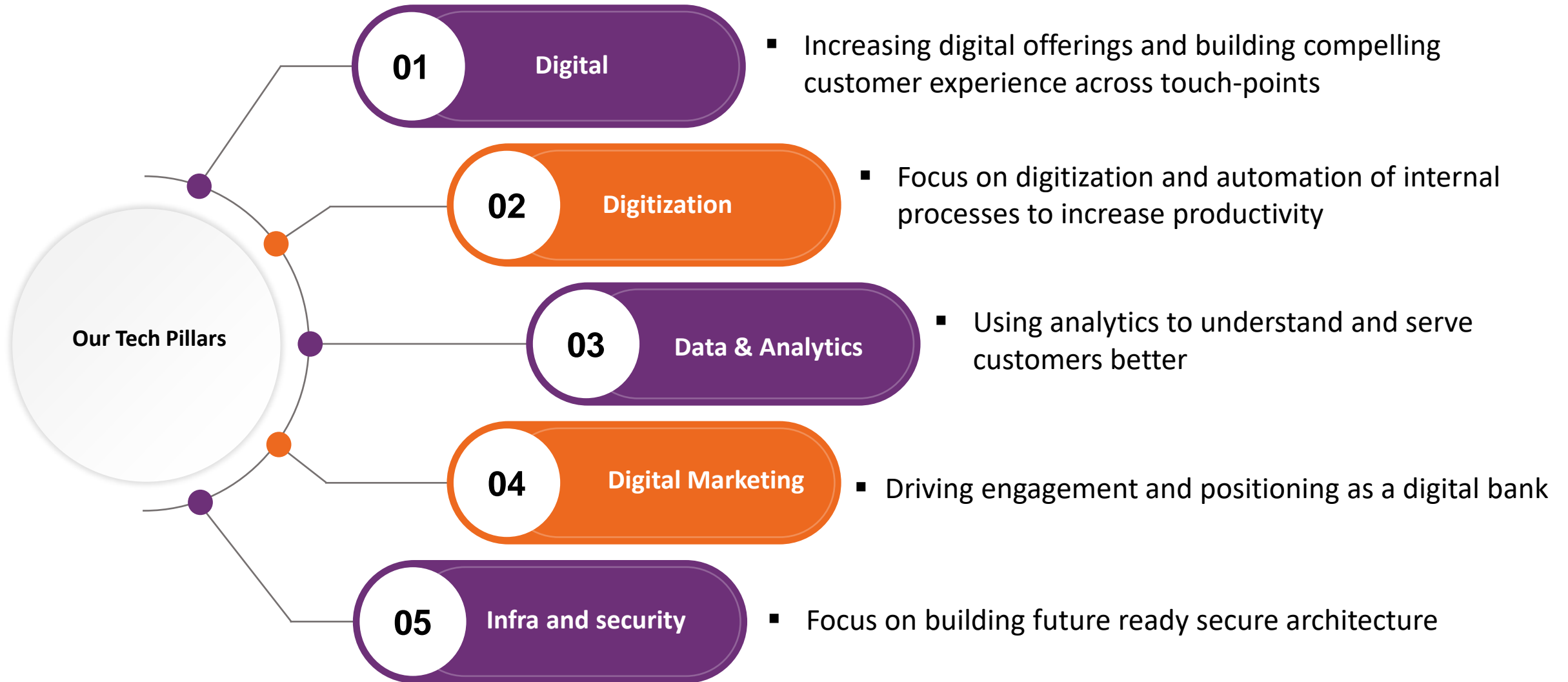
Asset quality has been resilient throughout our growth journey



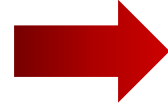
- Our asset quality performance in wheels and SBL has potentially been best in class for over a decade and has been resilient across cycles and the same has been once again reflected in our performance during Covid pandemic
- As illustrated in the above figures (for overall book), collection efficiencies for AU have typically bottomed out at ~90%*, and 90+ dpd% has peaked at ~4.2%.
- Some key reasons behind this are
 - Granular, secured loans (ATS of Wheels = ~ ₹ 3.5 lacs; SBL = ~ ₹ 10 lacs) used mainly for income generation and backed by productive assets/SORP/SOCP
 - Strong on ground connect and intensity (reach)
 - Secured nature of book helps significantly in recoveries as and when situation normalizes due to the ability to enforce the security
 - In-house loan sourcing, legal, technical and collections teams helps in control over underwriting and provides flexibility in aligning resources basis situation
- In the case of Covid pandemic, notably 41% of loans as on end-March 2021 were originated in FY 2020-21 where the performance was stable and helped asset quality performance in the second wave (Apr-May'21)

*Apr-May'20 which was an unprecedented national lockdown and moratorium; For the remaining period during this phase the lowest was 89%

4. Tech Update



Awareness

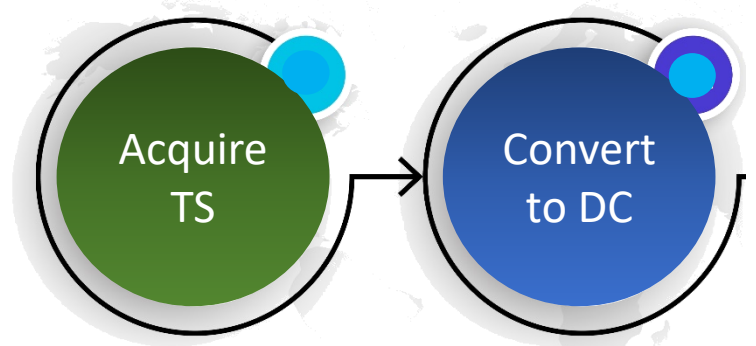
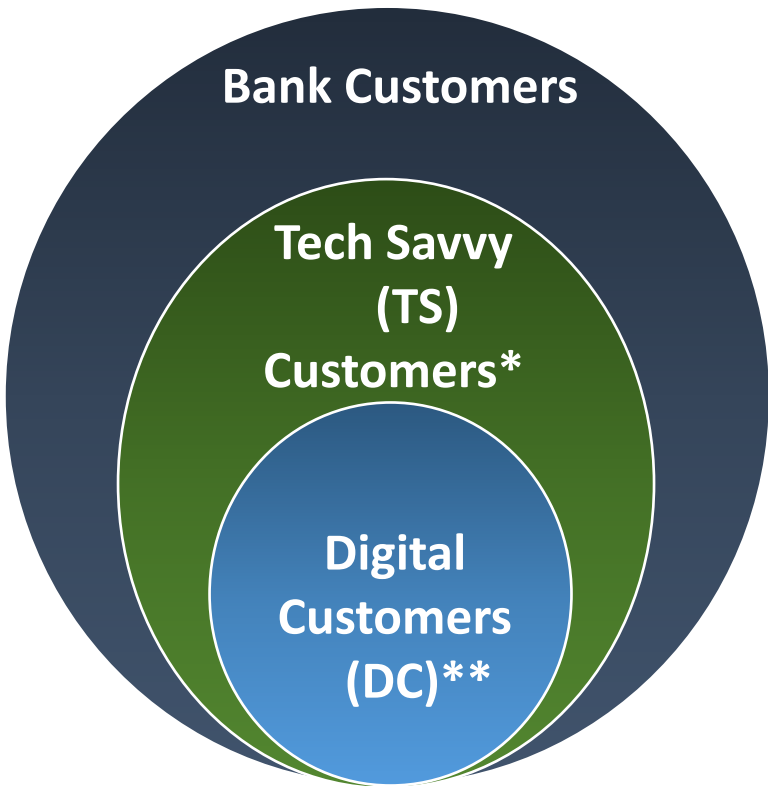


Adoption



Acquisition

Every team at the bank plays a prominent role in driving digital bank adoption



- Technology
- Branch Banking
- Customer Service
- Digital Marketing
- Assets Team
- Digital Inclusion

*TS: Tech savvy customers – Those who are digital in their lifestyle but aren't active on AU Bank's digital channels

**DC: Digital customers – Those who are active on AU Bank's digital channels

Deposits



Account opening in 5 simple steps from the comfort of home

Loans

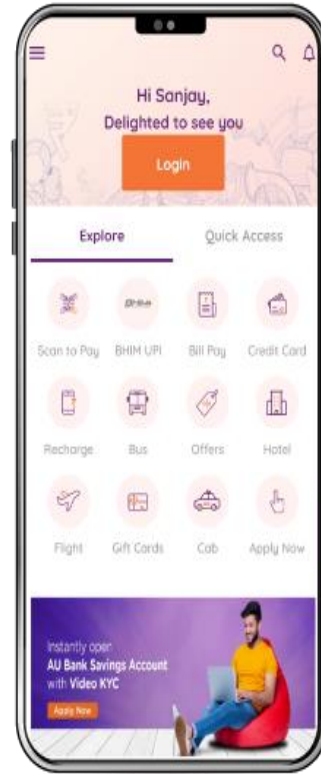


Pre-approved offers for Personal and Vehicle Loans

Credit Cards



- Pre-approved offers on Credit Cards with 4 step journey
- Comprehensive card management features on app



Insurance



- Life, Health and Motor – All insurance products at one place
- First bank to offer end-to-end mobile journey with multiple insurance companies

Investments



One stop shop for Mutual Funds, Stocks, IPOs (ASBA)

Payments

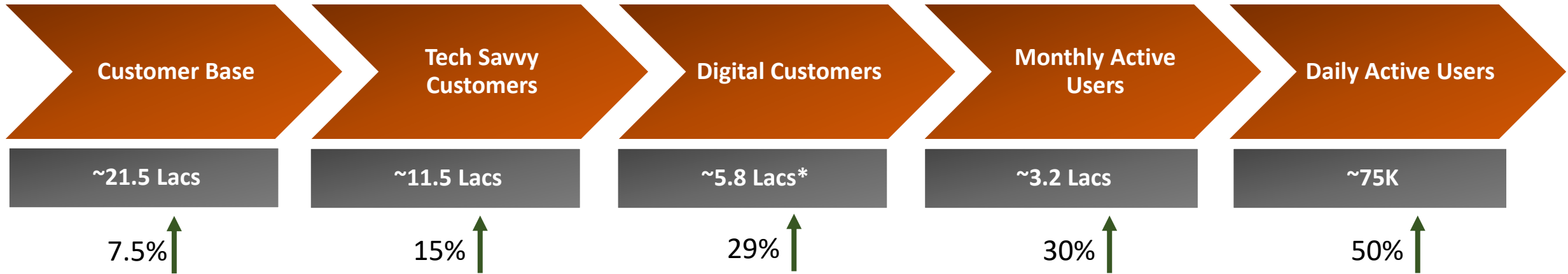


Full suite of payment solutions with Scan and Pay, UPI, NEFT, IMPS, RTGS, AePS, BBPS

Lifestyle



- Mobile and Datacard Recharge
- Flight, Bus, Cab, Hotel bookings



Registration

3x

Increase in daily registrations

Engagement

50%

Increase in Daily Active Users






Transactions

67%

Increase in number of transactions



One of the highest rated banking apps in the country**

- Accelerated **acquisition**  Accounts opened in Q2 vs. Q1
- Widening **geographical reach**  Acquisitions at locations without AU Bank branch
- Attracting **urban salaried** liability customers  **80%** Urban customers  **52%** Salaried professionals  **20%** Core customers
- Personalized face-to-face servicing through video
 - Fulfilling long-tail of service requests without need to visit a branch
 - Scaling up video relationship management to drive engagement and deepening



Offering limitless possibilities with our Credit cards

49k

Cards issued

55%

Issued to 1st time credit card users

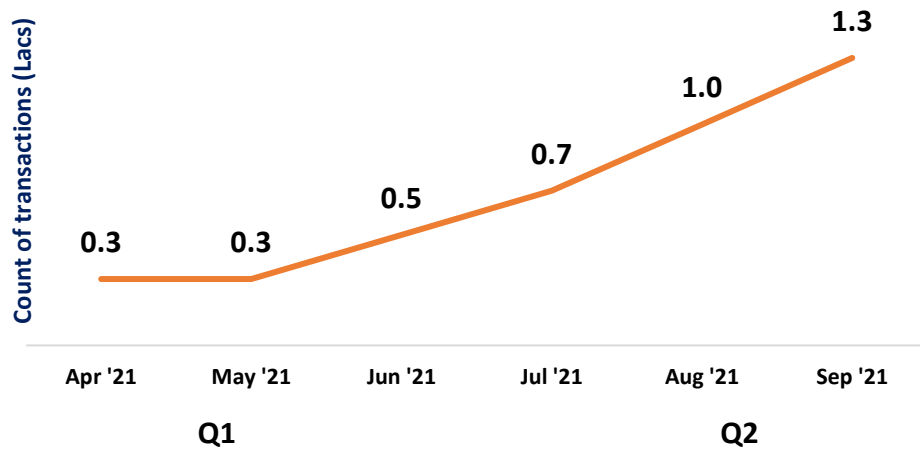
95%

Digital issuance

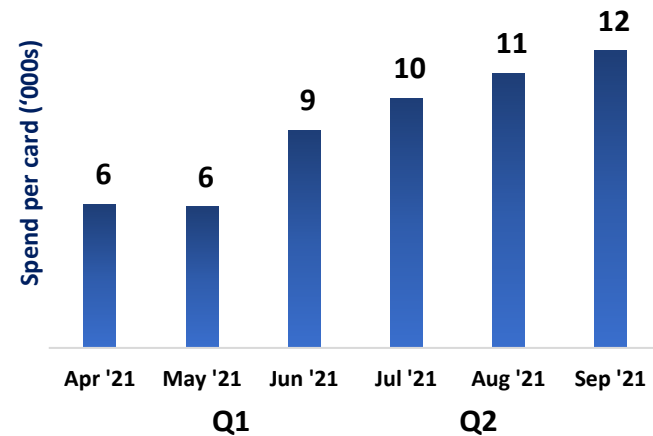
- Launched NTB and ETB card-on-card acquisition journey
- More onboarding journeys for various customer segments and co-branded cards in roadmap
- Encouraging card usage trends



60% q-o-q increase in transactions



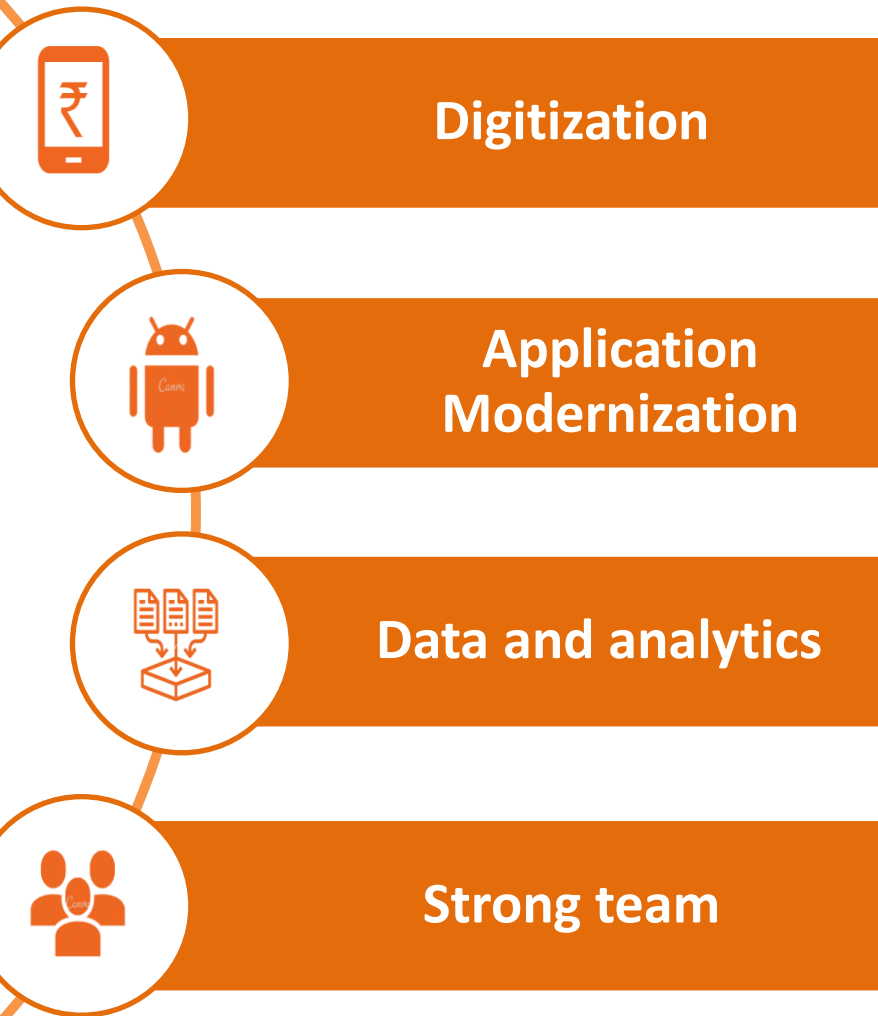
Card spends – In-line with industry



- **First bank** to launch notification sound box
- Rapidly scaling up **merchant acquisitions**
 - **2 lac+** QRs installed* with **~65%** activation rate
 - Processed **~40 Lac** transactions in Q2 with **135%** q-o-q growth
- QR driving improved **stickiness** in CA customers
 - **48%** growth in current account average monthly balance post QR install
 - Reduced current account attrition by **2/3rd** for customers with UPI QR
- Analytics based lending against QR transaction data
 - Currently in pilot phase; targeting H2 for first phase launch



On a path to transform our tech capabilities



- **90%** of our sales team is now digitized
- Implemented robotic process based Synthetic Monitoring Solution for customer facing applications. **25** more use cases identified for RPA.

- On course to move entirely to Microservices Architecture
- Clearly defined cloud/DevOps strategy
- Building API portal for partners to enhance distribution

- **6 lacs+** pre-approved offers generated across multiple products
- Using bank, bureau, and alternate data sources to sharpen our credit underwriting capabilities and reduce TAT

- Continue to build out tech team
 - **100+** resources being hired in development and support roles
- Ongoing training and upskilling of existing resources



- Won 'Digital banking Initiative of the Year – India' award at the Asian Banking and Finance Retail banking Awards 2021



- Won the IBS intelligence NeoChallenger Bank Awards - 2021 for delivering great customer experience through **Video Banking**






5. Branch Banking Update

Key turning points

	Deposit as a % of external liabilities	Retail Deposits as a % of total deposits*
April'17 (Bank Launch)	N/A	N/A
Sept'18 (NBFC Crisis + Branch vintage >1 yr)	21%	35%
Mar'20 (Large private bank under crisis)	72%	43%
Sep'21	84%	64%

Our Performance

Core Principles of our Deposit Strategy

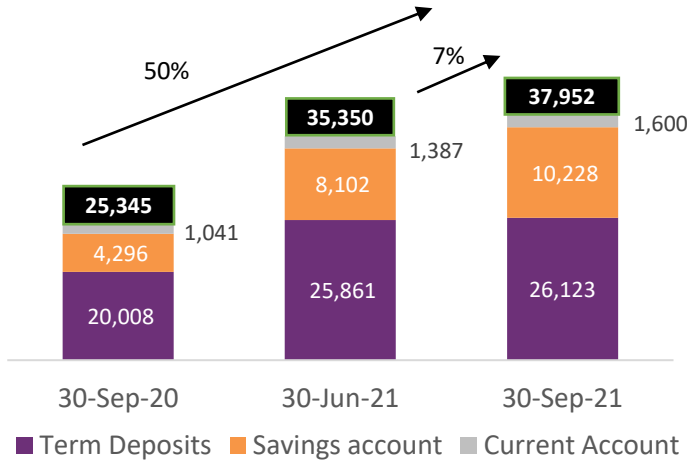
- 
Communication & Engagement
 Automated Customer Life Cycle Mgmt, Virtual RMs, Newsletters
- 
Digital First
 Employees, Process, Payments, Communications
- 
Effective Sales & Resource Management
 Onboarding, Training, Incentive, R&R, CRM
- 
Customer & Market Segmentation
 Core & Urban Markets UYC – Profiles Based Acquisition
- 
Primary Account Transition
 Products, Solutions, Channels, Offers, Campaigns

Key markers being tracked are CD Ratio, CASA ratio and Retail to Total Deposit Ratio

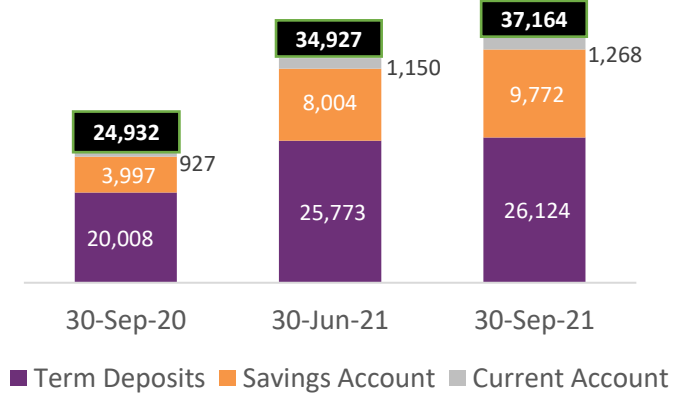
*Retail Deposit includes CASA + Retail Term deposits

₹ Crore

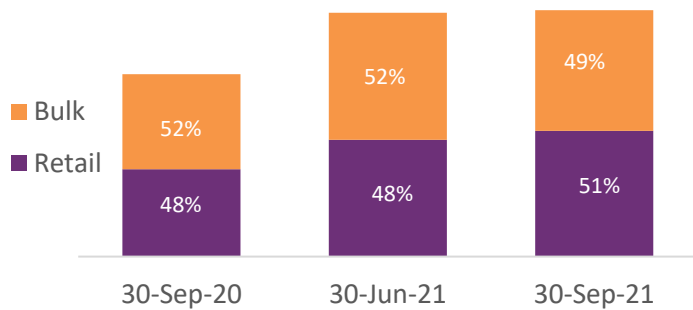
Growing Deposit¹ Franchise



Average Monthly Balance

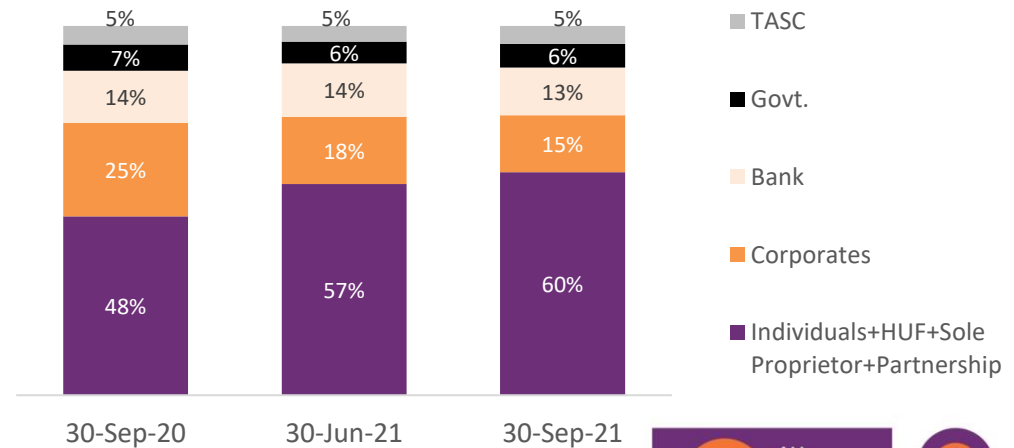


Split of Retail² and Bulk TD



Contribution of Individual driven banking has gone up to 60% from 48% YoY

Profile of Depositors



¹ Deposits excludes Certificate of Deposits of ₹ 1,635 Cr as on 30th Sept 2020, ₹ 1,665 Cr as on 30th Jun 2021 and ₹ 1,083 Cr as on 30th Sept 2021.

² Retail TD refers to all TD of Individuals/HUF, and TD of Corporates, Government & TASC having balance less than ₹ 2 Crore; Bulk TD refers to all TD of Banks and TD of Corporates, Government & TASC with balances of ₹ 2 Crore & above

6. Other Key Updates

Universal Access to Financial Services

- 30% of our total touchpoints/branches - 242 are in unbanked rural centres (Tier-VI, population less than 5,000 & Tier-V, population less than 10,000)
- Presence in the Special Focus Districts covering 25 Aspirational districts, 9 Left wing extremist affected districts and 10 districts in Hill states*

Providing Basic Bouquet of Financial Services



PM Jan Dhan Yojana

Particulars	BSBDA	MUDRA	PMJJBY	PMSBY	APY
Live as on 30-09-21	1,35,000	3,23,000	17,000	24,400	23,600



20% BSBDA accounts are Aadhar seeded as on 30th Sept 2021 and received Direct Benefit Transfer of 54 lakhs in Q2'FY22

PM SVANidhi

- Disbursed 617 cases as on 30th Sept 2021
- Issued QR Codes to all Street Vendors



PM Awas

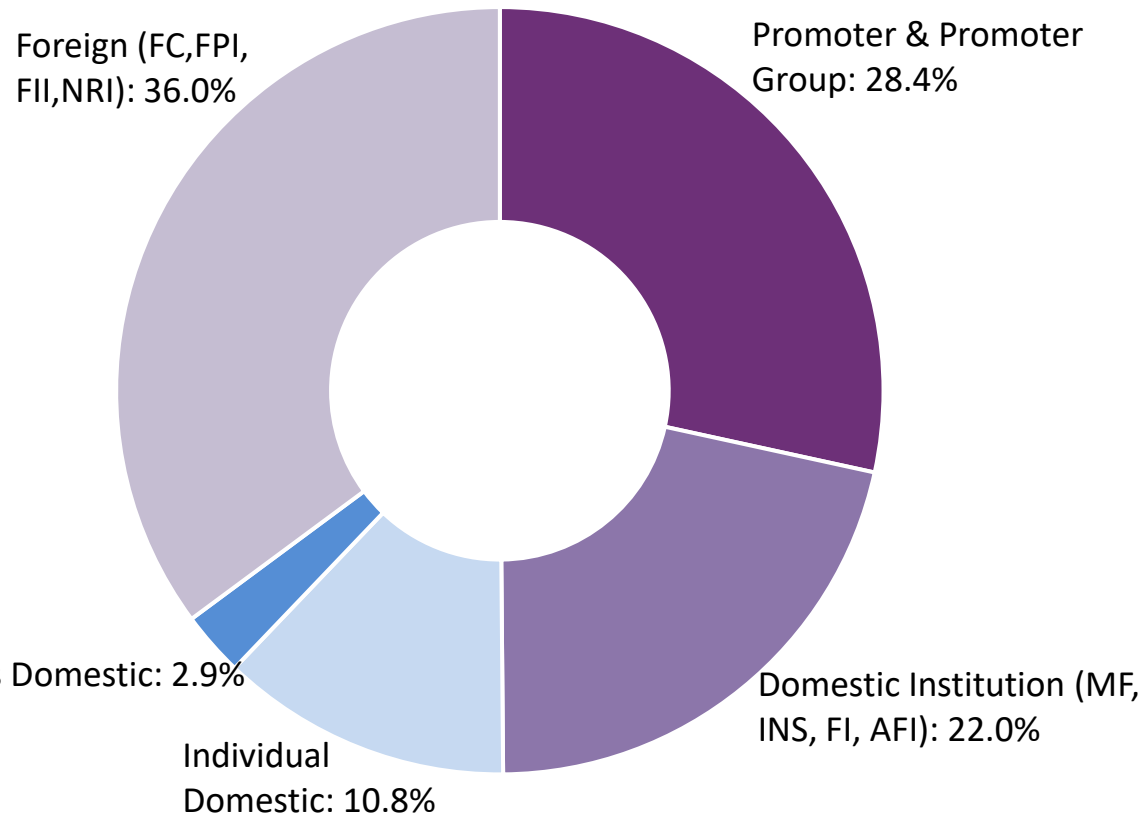
- AUM of ₹950+ Cr, facilitating subsidies to the tune of ₹103+ Cr
- Share of Economically Weaker Section (EWS) is ₹88+ Cr



Financial Literacy & Education

- We have a dedicated team of Digital Literacy Counsellors to encourage digital adoption at branches.
- Organised financial literacy camps at all rural locations and additional 515 camps as per requirement in Q2'FY22.

Shareholding Pattern



Domestic : Foreign	64 : 36
Total No. of Shares	31.3 Cr

Sr. No.	Key Shareholders	Holding on 30 Sep 2021
1	Promoter & Promoter Group	28.4%
2	Capital Group	5.6%
3	Wasatch	5.3%
4	Temasek Holding	4.6%
5	Kotak MF & AIF	4.5%
6	WestBridge Capital	3.8%
7	Nomura	3.5%
8	AU Employees	3.3%
9	HDFC Life Insurance	2.2%
10	Motilal Oswal MF	2.0%



Mr. Raj Vikash Verma
Chairman and Independent Director

40+ years of experience

Masters in Economics, MBA (FMS), CAIIB

Ex-Chairman at NHB
Leadership positions at IMGC, CERSAI, PFRDA, etc.



Mr. V G Kannan
Independent Director

38+ years of experience in Banking Industry

MBA

Ex MD - State Bank of India
Ex Chief Executive – Indian Bank Association
Member of Governing Council - IIBF



Mr. Krishan Kant Rathi
Independent Director

35+ years of experience

FCA, CS

Ex-CEO, Future Consumer Limited
Ex-CFO, Future Group



Ms. Jyoti Narang
Independent Director

40+ years of experience

MBA

Ex-COO, Taj Group of Hotels



Prof. M S Sriram
Independent Director

35+ years of experience (including 22 years as an academic)

MBA, Fellow, IIMB (equivalent to PhD)

Visiting Faculty at IIM - B, Distinguished Fellow-
IDRBT, Chairperson-Centre for public policy-IIMB
On Board of IDMC and NDDB dairy Services etc.



Mr. Pushpinder Singh
Independent Director

35+ years of experience in IT and Payment Systems

BSc, CAIIB

Ex-CIO, Bank of India
Ex Advisor, NPCI (FI & new business)



Mr. Sanjay Agarwal
MD & CEO

25+ years of experience

FCA (All India Rank holder)

EY Entrepreneur of the Year Award 2018; Business
Leader of the Year, ICAI Awards, 2017



Mr. Uttam Tibrewal
Whole-Time Director

24+ years of experience

B. Com

Associated with the Bank for more than 16 years

AUM	Asset Under Management	NTC	New to Credit
BSBDA	Basic Savings Bank Deposit A/C	OPEX	Operating Expenses
CASA	Current Account Deposits and Savings Account Deposit	P&L	Profit & Loss Statement
CRAR	Capital Adequacy Ratio	PAT	Profit After Tax
DPD	Days Past Due	PMJJBY	Pradhan Mantri Jeevan Jyoti Bima Yojana
EPS	Earning Price Per Share	PMSBY	Pradhan Mantri Suraksha Bima Yojana
LCR	Liquidity Coverage Ratio	QoQ	Quarter on Quarter
MUDRA	Micro Units Development & Refinance Agency Ltd.	REG	Real Estate Group
NBFC	Non-Banking Finance Company	ROA	Return on Average Assets
NII	Net Interest Income	ROE	Return on Average Shareholder's Fund
NPA	Non-Performing Assets	YoY	Year on Year

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