

Ref. No.: AUSFB/SEC/2021-22/154

Date: 06th August 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 ended on 30th June 2021.

In terms of Regulation 30 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 ended on 30th June 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

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AU SMALL FINANCE BANK LIMITED

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CIN: L36911RJ1996PLC011381

Formerly known as Au Financiers (India) Limited



AU 0101

INVESTOR PRESENTATION Q1'FY22



Tech-led | Retail Focused | Customer Centric | Well Capitalized | Inclusive

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1. Management Update

Executive summary

Operating environment

- Focus of the Bank was on PCS (Protection, Cure and Security) for employees with the Bank taking several steps including vaccination drives, facilitating medical care and offering financial and educational assistance for affected families; Unfortunately, we lost 14 colleagues due to Covid; 13 of them in Q1'FY22
- 90% of our employees have been vaccinated with at least 1 dose and 47% have been vaccinated with both the doses
- 2nd wave was more severe as fatality rates were higher and medical infra was stretched; Impact on younger population and rural towns was deeper this time
- However overall impact on business activity was less severe compared to wave-1 with lockdowns localised to state level and certain industries allowed to operate; Absence of moratorium led to requests for restructuring in Q1'FY22

Business highlights

- Collections saw sharp pullback as cases flattened; Collection efficiency and customer activation are now at pre covid levels (Feb'20)
- Our loan book is secured, backed mainly by income generating assets; improving activity levels and availability of legal recourse to aid NPA management
- Demand is gradually improving; We are cautiously optimistic and would continue with the tightened sourcing and underwriting norms of last FY
- Liabilities profile continues to become more granular – CASA ratio at 26% and Retail deposits mix at 59%; Cost of Fund declined by 88bps YoY
- Prudently increased contingency buffers (now 0.6% of loans) to strengthen the balance sheet and be better prepared for any unforeseen risks to our business

Digital

- Launched our digital bank – AU 0101, a comprehensive mobile and internet banking platform; AU 0101 significantly boosts our journey as a tech-led bank
- Our recent digital initiatives viz. UPI QR, Credit cards, Video banking, Analytics based pre-approved offers etc. are shaping up well



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

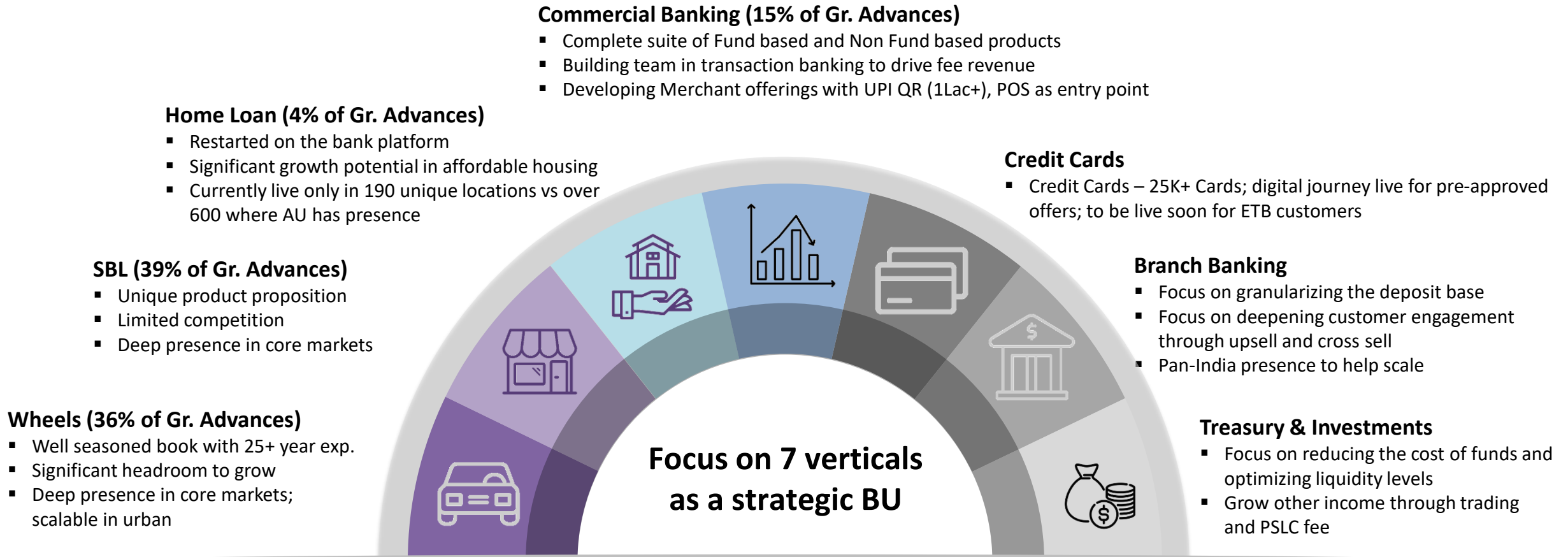


Develop a highly empowered and capable team



Strengthen our ESG commitments

Building a strong foundation with focused strategy & execution



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

Building a tech-led ecosystem

Launched AU 0101

Our digital bank

Enhanced Video Banking

Significantly expanded use cases for Transactions, Services

Launched credit card

First and only Small Finance Bank with Credit Cards for customers

Increased Digitization

~90% of our sales team is now digitized

Growing digital adoption

~4.5 Lacs

Mobile/Net banking users



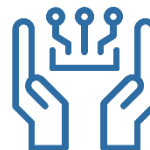
~20%

Growth in MB/NB users Q-o-Q



63%

Service Requests fulfilled digitally



~4k

Accounts opened via video banking



~1 Lac

UPI QRs Installed



Well entrenched contiguous distribution franchise

15 States and 2 UTs

758 Touchpoints

(742 Branches¹, 16 BCs)

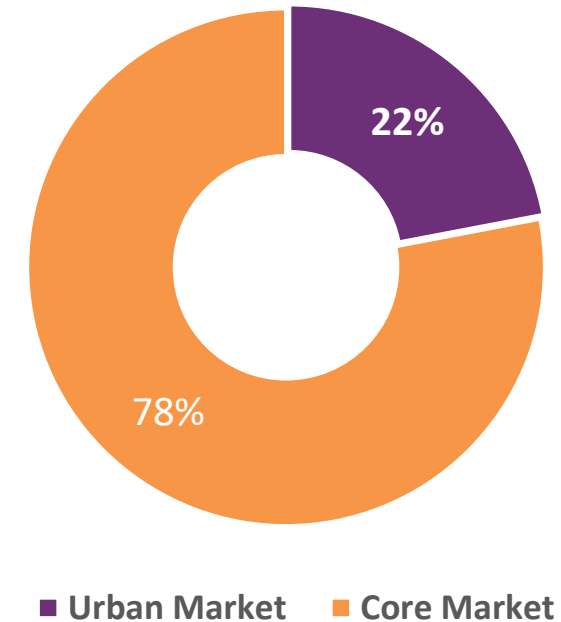
440² ATMs

Break up of Branches



Sr. No.	States & UTs	Total Branches
1	Rajasthan	323
2	Madhya Pradesh	109
3	Gujarat	109
4	Maharashtra	68
5	Punjab	41
6	Haryana	33
7	Delhi / NCR	18
8	Chhattisgarh	13
9	Himachal Pradesh	12
10	Uttar Pradesh	7
11	Karnataka	2
12	Goa	2
13	West Bengal	1
14	Telangana	1
15	Odisha	1
16	Chandigarh (UT)	1
17	Jammu & Kashmir (UT)	1
Total		742

Distribution of Touch Points[#]



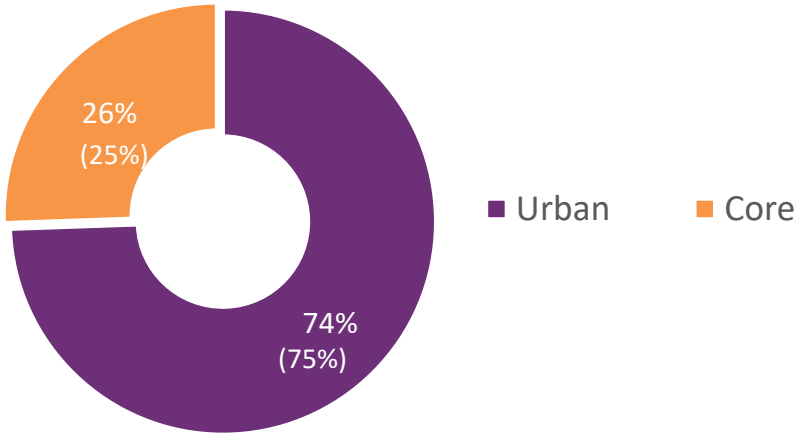
¹ 555 Bank Branches and 187 Business Correspondent Banking Outlets; ² 346 in-house and 94 co-branded

[#] 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.

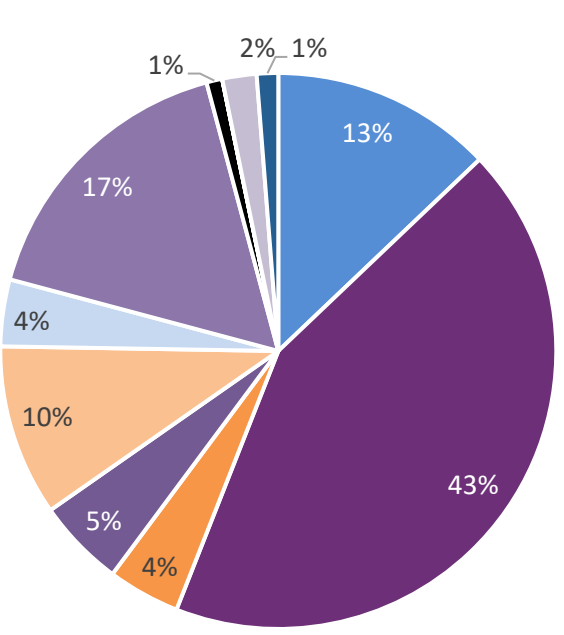
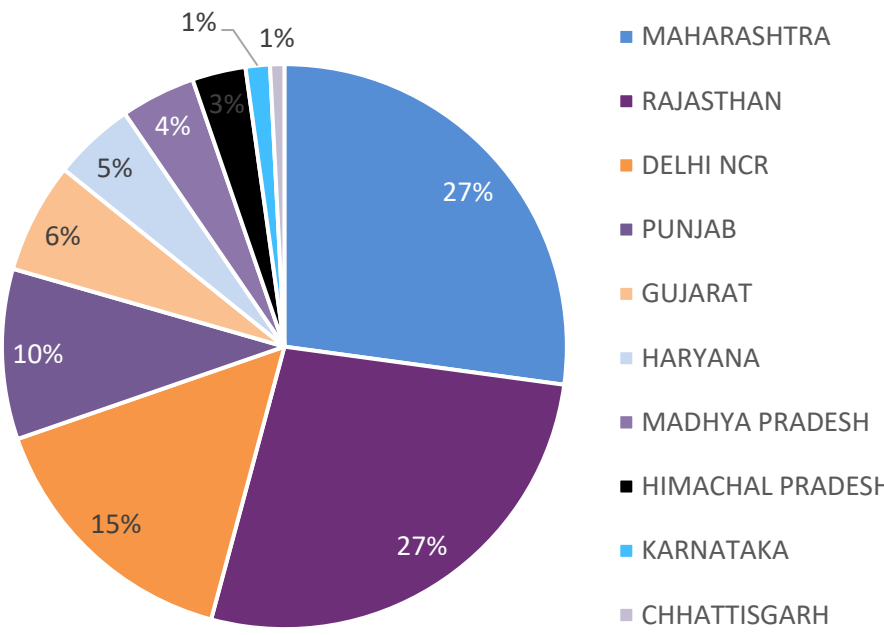
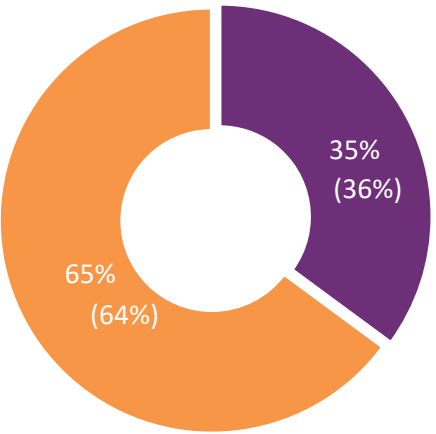
Larger centres which have more advanced infrastructure such as airports, malls etc. are defined as Urban Markets.

Garnering deposits from Urban markets and disbursing in Core markets

Liabilities Break up



Assets Break up



Figures in parenthesis are as on 30th Jun 20

2. Operating & Financial Highlights

Q1'FY22 Key highlights

Disbursements¹	₹ 1,896 Cr +75% YoY
AUM	₹ 36,635 Cr +22% YoY
Deposits	₹ 37,014 Cr +38% YoY
CASA / CD Ratio	26% / 92% (14%/98%)
GNPA/NNPA	4.3%/2.3%
Net Profit	₹ 203 Cr +15% ² YoY
ROA/ROE²	1.6% / 12.7%
Tier 1	21.6% +305 bps YoY

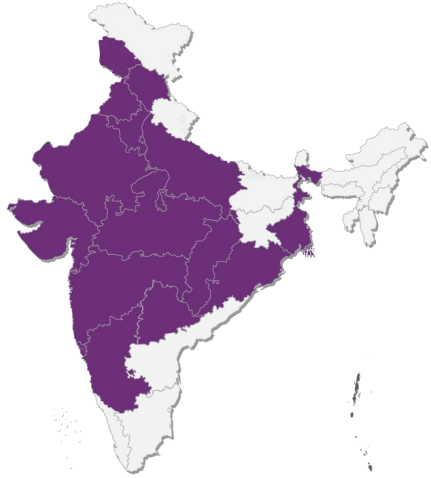
- Disbursements were subdued in Q1FY22 due to the 2nd wave impact; up 75% YoY partly due to base effect and gradual recovery seen in June month
- Deposits continue to scale driven by increasing brand awareness, branch expansion and improved digital offering
 - Improved CASA ratio from 14% to 26% on YoY basis
 - Cost of funds reduced by 88 bps YoY to 6.3% from 7.2%
 - SA accretion contributed the entire incremental deposit for the quarter
- GNPA reduced sequentially by ₹ 7 Cr to ₹ 1,496 Cr (4.3%) from ₹ 1,503 Cr
- Average Collection efficiency in Jun'21 at 114%, similar levels as pre-Covid
- Contingency provisioning enhanced to 0.6% of advances (₹ 190 Cr from ₹ 70 Cr QoQ)
- PAT was up 15%² on a YoY basis at ₹ 203 Cr even as we prudently increased contingency buffer
- Healthy Tier 1 ratio at 21.6% (22.3% including Q1 profits), up by 305 bps on YoY basis
- On 2nd July'21, the government brought back retail and wholesale traders under the ambit of MSME thereby making them eligible for PSL classification

¹Disbursements includes ECLGS disbursement of ₹ 302 Cr in Q1'FY22

²Comparative figures for Q1FY21 taken without considering profit from sale of investment in Aavas Financiers; Figures in () correspond to Q1'FY21

Q1'FY22 Key Highlights

15 States and 2 UTs



Touchpoints

758

Vs.

655
(30-Jun-20)



Customers

20.2 lac

Vs.

17.9 lac
(30-Jun-20)



Employees

23,486

Vs.

16,092
(30-Jun-20)



Total B/S Assets

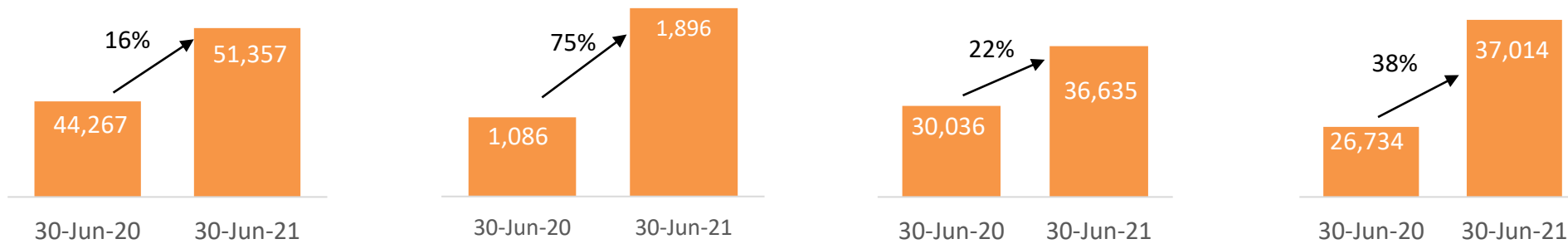
Disbursements¹

Loan AUM

Deposits²

CASA Ratio³

₹ Crore



26%
Vs.
14%
(30-Jun-20)

¹Disbursements exclude Non-Fund based credit facilities sanctioned of ₹ 79 Cr for 30-Jun-21 and ₹ 96 Cr for 30-Jun-20; Figure for Q1FY21 includes ₹246Cr under TLTRO

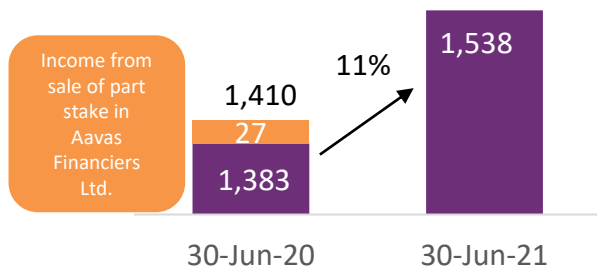
² Deposit Base of ₹ 37,014 Cr (Q1'FY22) includes Certificate of Deposit of ₹ 1,665 Cr, Deposit Base of ₹ 26,734 Cr (Q1'FY21) includes Certificate of Deposit of ₹ 1,903 Cr

³ Calculation for CASA Ratio includes CDs in total deposits

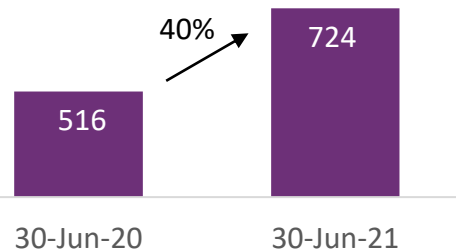
Q1'FY22 Key Financial Highlights

₹ Crore

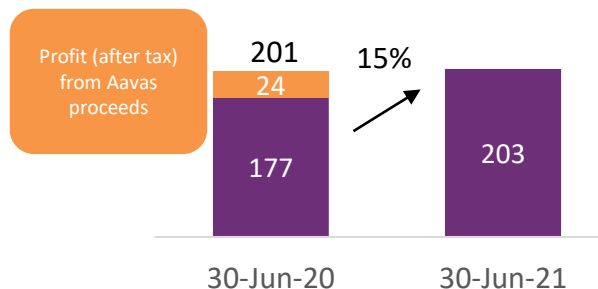
Total Income



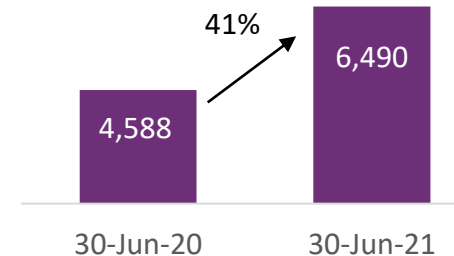
Net Interest Income



PAT



Net Worth



Yield¹ on AUM

14.0%

Vs.
14.6%
(30-Jun-20)

Cost of Funds

6.3%

Vs.
7.2%
(30-Jun-20)

Net Interest Margin²

6.0%

Vs.
5.0%
(30-Jun-20)

ROA excl Aavas Profit

1.6%

Vs.
1.6%
(30-Jun-20)

ROE excl Aavas Profit

12.7%

Vs.
15.8%
(30-Jun-20)

GNPA

4.3%

Vs.
4.3%
(31-Mar-21)

NNPA

2.3%³

Vs.
2.2%
(31-Mar-21)

Provision Coverage Ratio

49%³

Vs.
50%
(31-Mar-21)

CRAR

23.1%

Vs.
23.4%
(31-Mar-21)

Tier-I CRAR

21.6%

Vs.
21.5%
(31-Mar-21)

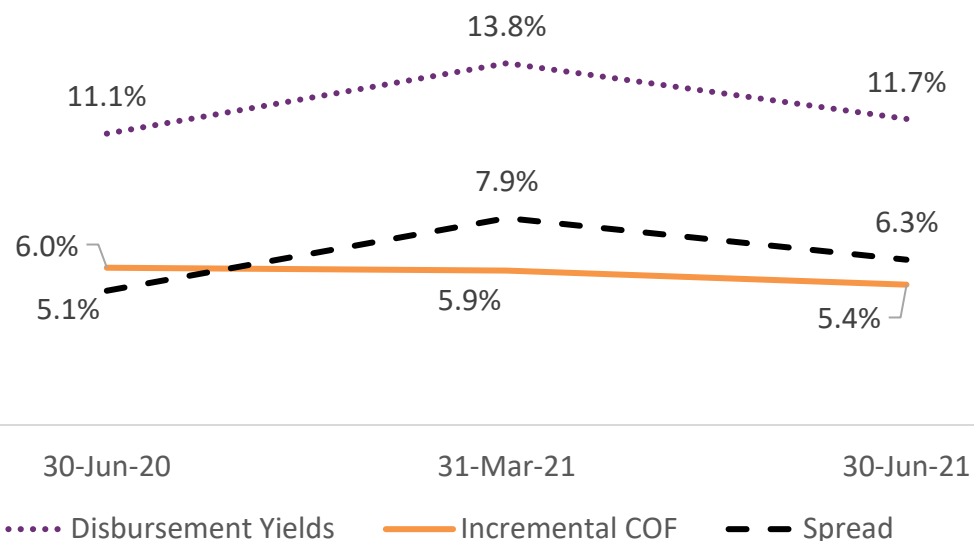
¹Total Loan Assets AUM Yield excludes OD FD and is calculated as the weighted average of the month end yield on outstanding AUM in the respective period

²Net Interest Margin represents Net Interest Income as % of Average Interest Earning Assets

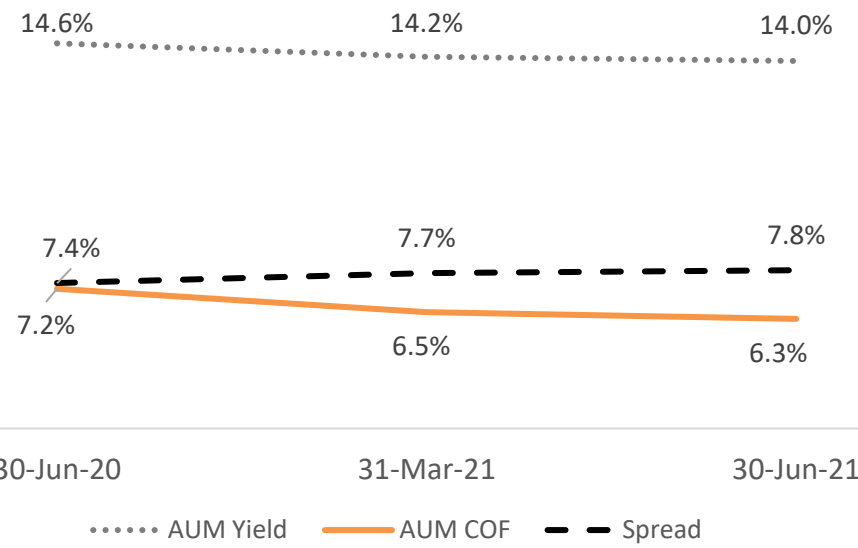
³ NNPA and PCR calculation for Q1FY22 does not include contingency provisions of ₹ 190 Cr that the bank is carrying

Spreads remained stable

Incremental Spreads



AUM Spreads



- ECLGS disbursements in Q1'FY22 mainly led to suppression in Incremental yields and spreads; AUM spreads, however, were up 40bps on a YoY basis benefiting from reduced cost of funds
- Overall cost of funds for Q1'FY22 was at 6.3% - decline of 88bps over Q1'FY21 driven by granularization of deposits and overall decline in cost of funds; Incremental cost for Q1'FY22 was at 5.4% - down by 67 bps over Q1'FY21
- Muted business activity during the quarter resulted in higher liquidity with Bank maintaining quarterly average LCR ~137% for Q1'FY22 (against regulatory requirement of 100%)

Profit & Loss Statement (Q1'FY22)

(All Figures in ₹ Crore)	Q1'FY22	Q1'FY21	Y-o-Y	Q4'FY21	Q-o-Q
Income					
Interest Earned	1,353	1,184	14%	1,292	5%
Interest Expended	629	668	-6%	637	-1%
Net Interest Income	724	516	40%	656	10%
Other Income	184	199	-7%	277	-33%
Income from sale of Equity Shares of Aavas Financiers Ltd.	0	27	N.A	0	N.A
Net Income	908	742	22%	932	-3%
Expenses					
Employee Cost	283	179	58%	337	-16%
Other Operating Expenses	174	117	49%	222	-21%
Operating Expenses	457	296	54%	559	-18%
Operating Profit before Provisions and Contingencies	451	446	1%	374	21%
Covid-19 Provisions	0	140	N.A.	0	N.A
Other Provisions	177	41	331%	178	-1%
Profit Before Tax	275	265	4%	196	40%
Tax expenses	71	64	12%	27	164%
Profit After Tax	203	201	1%	169	20%
Profit After Tax (ex-Aavas)	203	177	15%	169	20%

- NII growth at 40% YoY aided by reduction in CoF by 88bps and AUM growth
- Increase in opex YoY due to increase in employee base, as well as investments in several digital initiatives
- Bank prudently increased contingency provisioning buffers in Q1'FY22 to strengthen the balance sheet and be better prepared for any unforeseen adverse event

Balance Sheet as on 30th June 2021

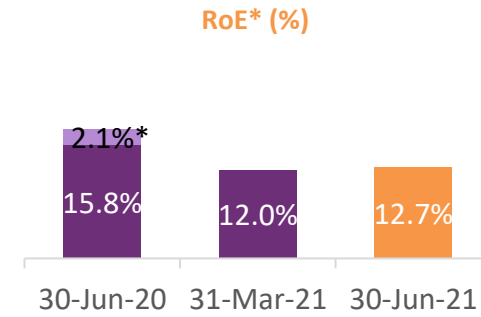
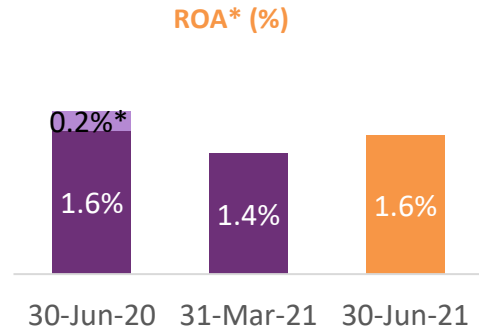
(All Figures in ₹ Crore)	30 June'21	30 June'20	Y-o-Y	31 Mar'21	Q-o-Q
Liabilities					
Shareholders Fund	6,490	4,588	41%	6,275	3%
Deposits	37,014	26,734	38%	35,979	3%
Borrowings	6,101	11,454	-47%	7,030	-13%
Other Liabilities and Provisions	1,752	1,491	17%	2,307	-24%
Total Liabilities	51,357	44,267	16%	51,591	0%
Assets					
Cash and Balances	4,798	5,468	-12%	4,781	0%
Investments	11,151	11,374	-2%	10,815	3%
Advances	33,957	26,250	29%	34,609	-2%
Fixed Assets	495	446	11%	482	3%
Other Assets	956	729	31%	903	6%
Total Assets	51,357	44,267	16%	51,591	0%

- Net worth increased by 41% YoY and 3% QoQ
- Deposits grew 3% QoQ and 38% YoY; incremental QoQ deposit growth mainly from growth in SA

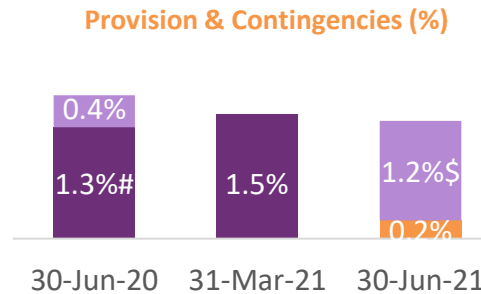
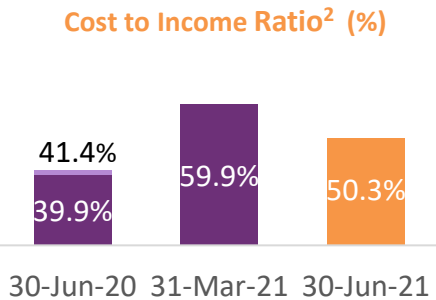
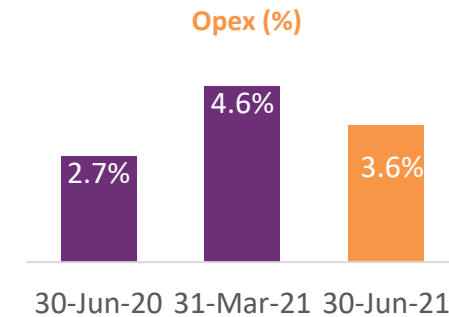
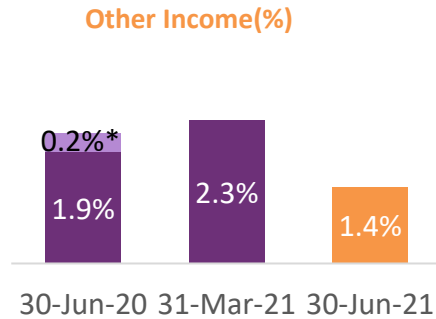
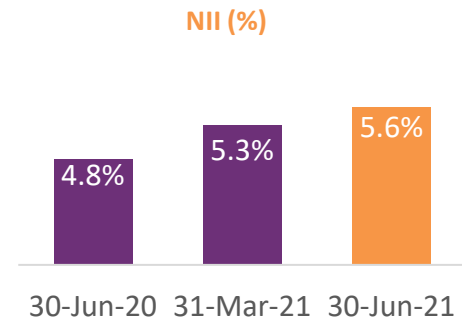
Other Income (Q1'FY22)

(All Figures in ₹ Crore)	Q1'FY22	Q1'FY21	Y-o-Y	Q4'FY21	Q-o-Q
Loan Assets Processing & Other Fees	29	15	95%	133	-78%
General Banking, Cross Sell & Deposits related fees	32	15	106%	43	-27%
PSLC Fees	18	8	118%	104	-83%
Miscellaneous	4	2	156%	3	38%
Core Other Income	83	40	107%	284	-71%
Income from Treasury Operations	101	158	-36%	-8	N.A
Income from sale of Equity shares of Aavas Financiers Ltd.	0	27	N.A	0	N.A
Other Income	184	226	-18%	277	-33%

Profitability Trends



ROA¹ / ROE – Components



COVID-19 related Provisions
\$Contingency Provisions



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

1 ROA, NII, Opex, Provisions & Contingencies is represented as % of Avg. Total Asset; Annualized for quarterly figures.
2 Cost to Income Ratio represents Operating Cost to sum of NII and Other Income

3. Asset Quality

Asset quality overview

How the situation evolved in Q1'FY22

- Q1'FY22 was a challenging quarter - impact was more severe than the first wave in terms of health and also impact on rural
- Main segments impacted in Q1FY22 were similar to the one's during the first wave – related to education, tourism, hospitality, etc.
- We saw sharp bounce-back in collections as businesses opened up; Collection trends now are inline with pre covid levels (pre-Mar'20)

Restructuring was the main tool available for significantly impacted borrowers to obtain relief in the absence of moratorium in Q1'FY22

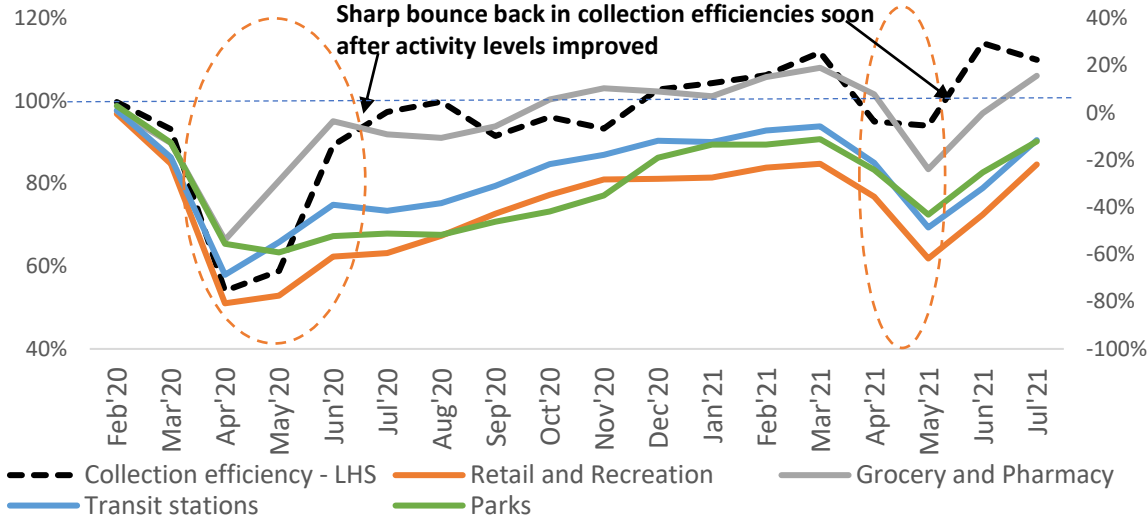
- Restructuring done in Q1'FY22 was 1.9% of gross advances (~11% of advances had availed complete moratorium in Q1'FY21)
- Notably, the accounts restructured in Q1'FY22 had displayed resilience in the first wave - activation rate for this pool was 78% in Mar'21 (with 63% having paid at least 1 full EMI)

Outlook

- Our NPA book is quite granular (Wheels ATS is ₹ 1.5 lacs, SBL ATS ₹ 7 lacs) and secured – backed mainly by income generating assets/SORP/SOCP
 - Significant % of our NPA customers generally clear all their overdues on collection efforts/security enforcement notices
 - On residual part where we incur a loss - our historical repo loss since FY19 has been around 35% in vehicle and POS loss on settlement or property disposal in SBL has been around 20%
- Restructuring from hereon is likely to be significantly lower if situation continues to improve

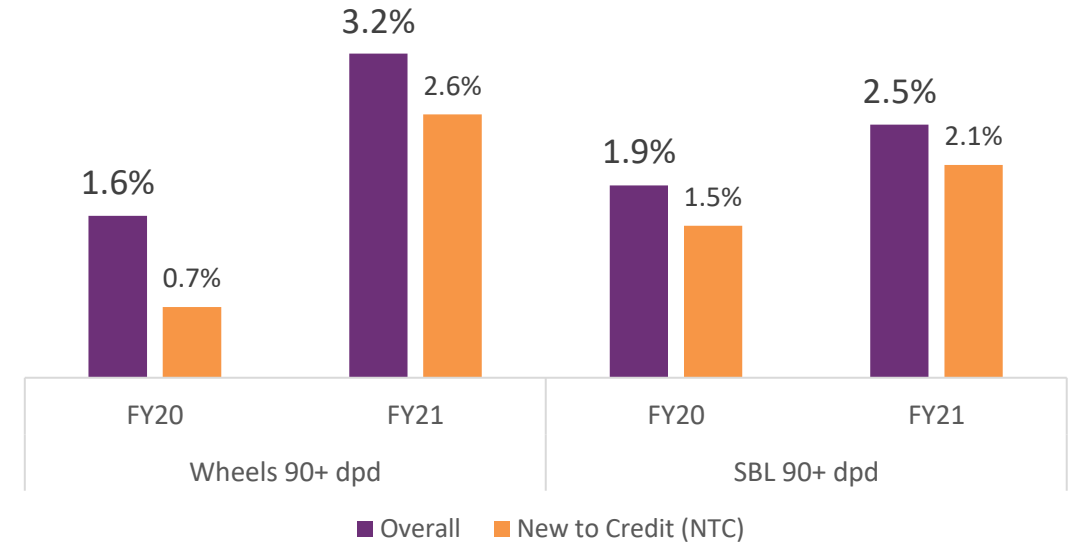
Asset quality – few observations

Strong correlation in our collection efficiency and on ground mobility



- The majority of our borrower base is self-employed running small businesses in the earn-and-pay segment, and was significantly impacted both during the first and second waves of the pandemic
- However, soon after businesses started opening up and mobility picked up, **we saw collection efficiencies bouncing back**, and we have witnessed continued improvement in our collections from thereon
- **We believe this also reflects the strength of our lending model where we provide small ticket, secured loans for income generating assets which provide for customers' livelihood**

Our underwriting reflects in performance of NTC customer



- The new to (formal) credit (NTC) customers have been a significant segment in both our Wheels and SBL book and typically is the most difficult to underwrite due to lack of any track record of formal borrowing and credit bureau data
- Our belief in our borrower segment and lending model has been reinforced time and again in our over 25-year journey. Even during the unprecedented situation, performance of NTC customers within our Wheels and SBL portfolio has been better than overall portfolio in FY20
- **Resilience of NTC customers even during unprecedented pandemic in boosts our confidence in our sourcing and underwriting capabilities**

Asset Quality

All figures in ₹ Cr	Gross Advances	Gross NPA	AUM Yield	Disbursements (Q1'FY22)
Wheels	12,445	740	14.6%	661
SBL-MSME	13,669	574	15.1%	101
Home Loan	1,420	10	12.0%	58
Business Banking	1,722	12	9.7%	170
Agri	1,166	18	10.0%	95
SME	467	84	11.7%	2
NBFC	1,227	10	10.1%	0
REG	562	30	14.5%	73
Others¹	2,009	19		736
Total	34,687	1,496	14.0%	1,896
% of Adv. – Jun'21		4.3%		

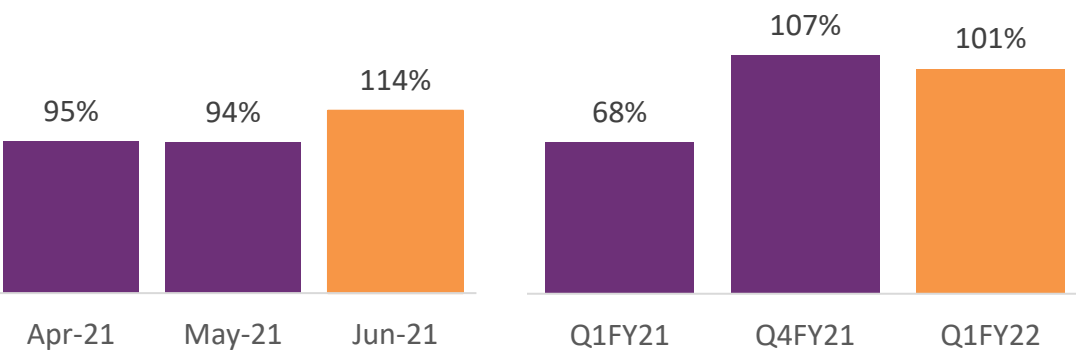
- GNPA reduced sequentially by Rs. 7 Cr to ₹ 1,496 Cr and GNPA ratio remained flat QoQ at 4.3% of Gross Advances
- As on 30th Jun'21
 - Accounts which are current stood at 82.3% (81.2% in Mar'20)
 - Restructured loans (standard) stood at ₹ 1,265 Cr (3.6% of Gross Advances; Wheels and SBL constitute ~91%)
 - GNPA which are <90dpd (ONAN) are at 0.3% of Gross advances
- The Bank is carrying total provisions of 3.6% of Gross Advances

¹ Includes ODFD as well as Gold loans, personal loans etc.

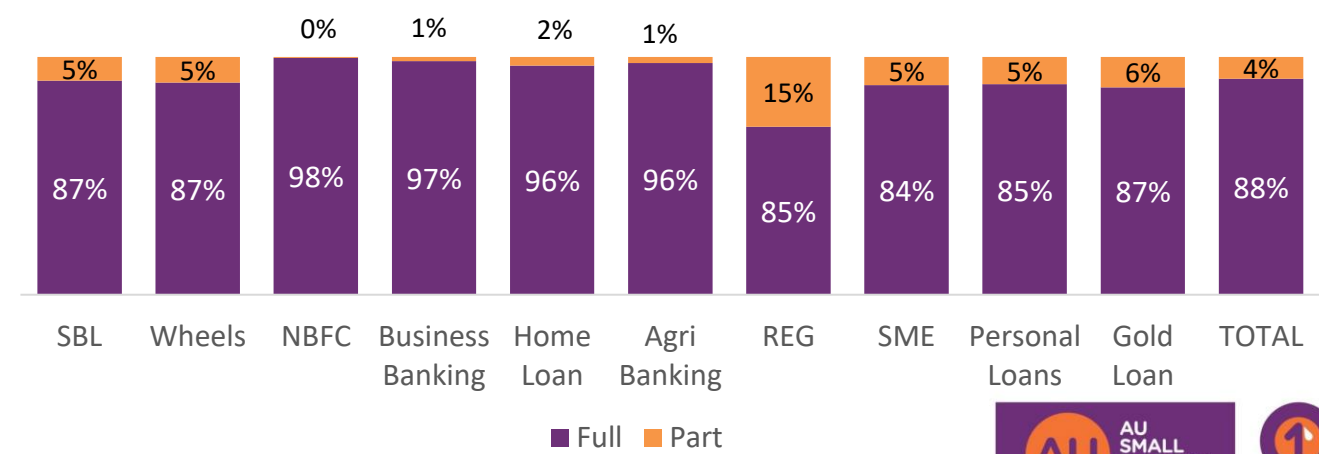
Overview of Provisions

(All Figures in ₹ Crore)	Jun'21				Mar'21			
	No. of facilities	Loans	Provisions	Coverage	No. of facilities	Loans	Provisions	Coverage
GNPA	59,984	1,496	730	49%	53,962	1,503	747	50%
Covid related Restructuring	21,391	1,265	207	16%	6,006	641	115	18%
Contingency Provisions			190				70	
Provisions towards Standard Assets			106				105	
TOTAL			1,233				1,037	
Provisions as a % of gross advances			3.6%				2.9%	

Overall Collection Efficiency*



Overall Activation for June-21



*Collection efficiency is calculated with all money received during the month from borrowers (excluding foreclosure) as % of current billing for the month; For moratorium months 100% billing was assumed while computing collection efficiency

Credit Cost Overview

Credit Cost - Net Impact on P&L (All Figures in ₹ Crore)	Q1'FY22	Q1'FY21	Q4'FY21
Repossession Loss	6	2	11
POS Loss	4	1	13
Write off	0	0	0
Less: Bad Debt Recovery	-1	0	-3
Net Credit Loss (A)	9	2	22
Net Credit Loss (as % of Avg. Total Assets)	0.1%	0.0%	0.2%
Provision on NPA (B)	-17	43	517
General and Covid Related provisions (C)	149	140	-436
Credit Cost – Net Impact on P&L (A+B+C)	141	186	103
Credit Cost – Net Impact on P&L (as % of Avg. Total Assets)	1.1%	1.7%	0.8%

Movement of Gross NPA (All Figures in ₹ Crore)	Q1'FY22	Q1'FY21	Q4'FY21
Opening Gross NPA	1,503	458	303
Additions during the period	250	5	1,244
Reductions during the period	257	16	44
Gross NPA (closing)	1,496	447	1,503

4. Tech Update

India is at the cusp of digital revolution in Banking

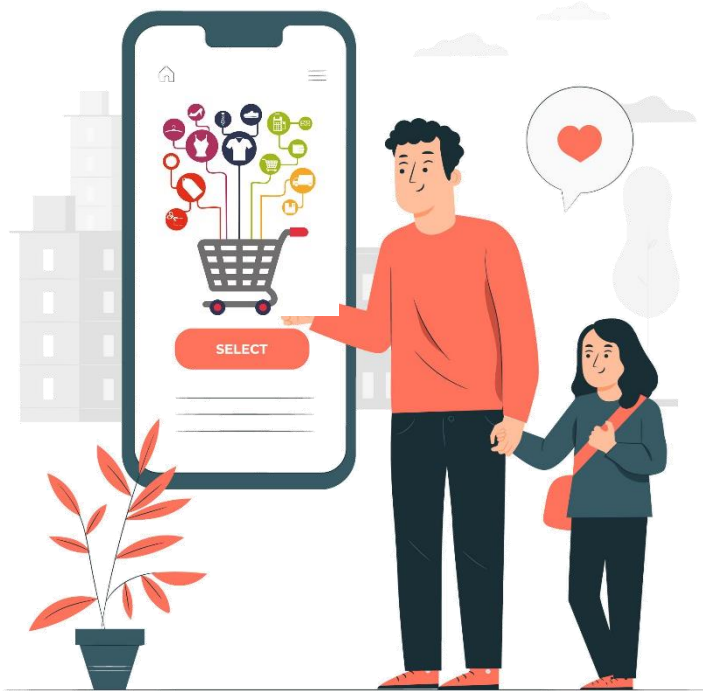
Significant acceleration in customer adoption of digital*

Banking could be next**

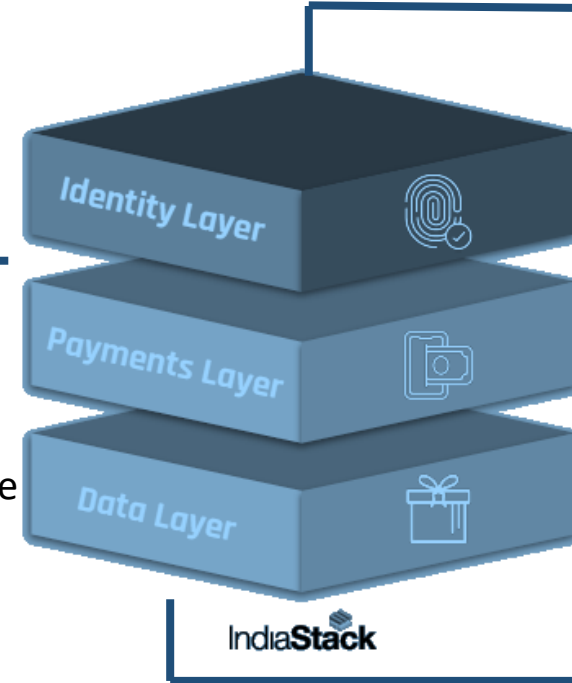


70 Cr

Internet users



~18k Cr
UPI daily avg.
transactions value



3.8 Cr
AADHAR daily avg.
authentications

8
Account aggregators
with in-principle license

20 Cr

Online shoppers

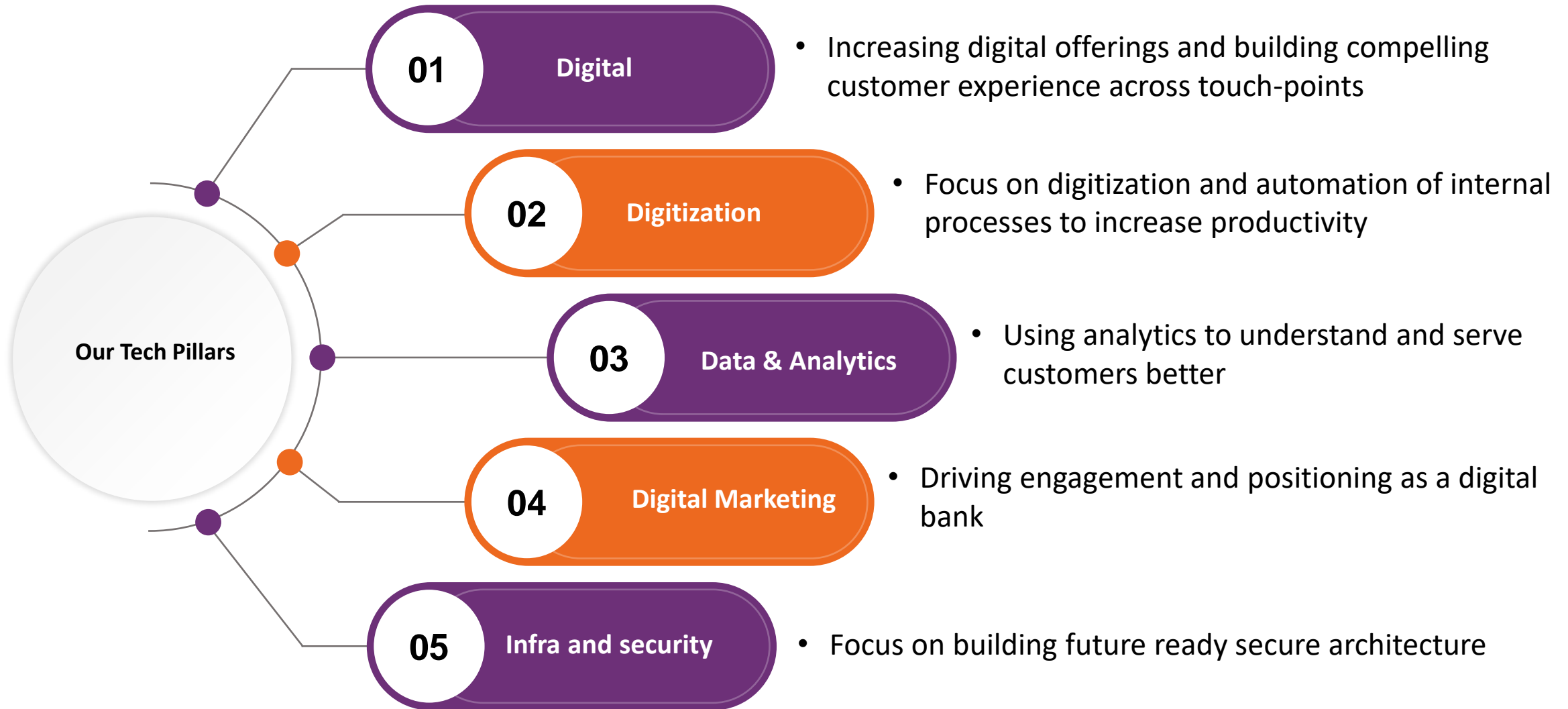
15 Cr

Edtech users

30 Lacs

Food orders per day

We have been preparing to transition to the new digital world



We recently launched AU 0101 – our digital bank...



Simple and intuitive interface



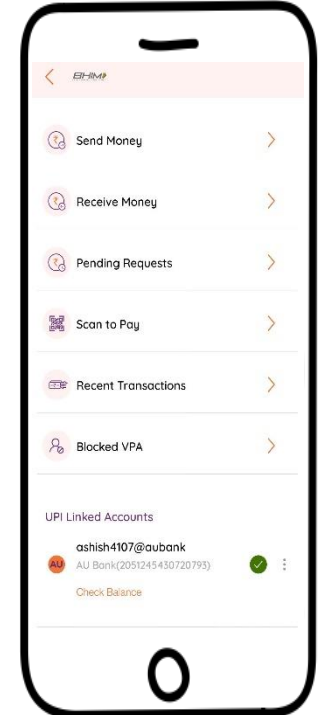
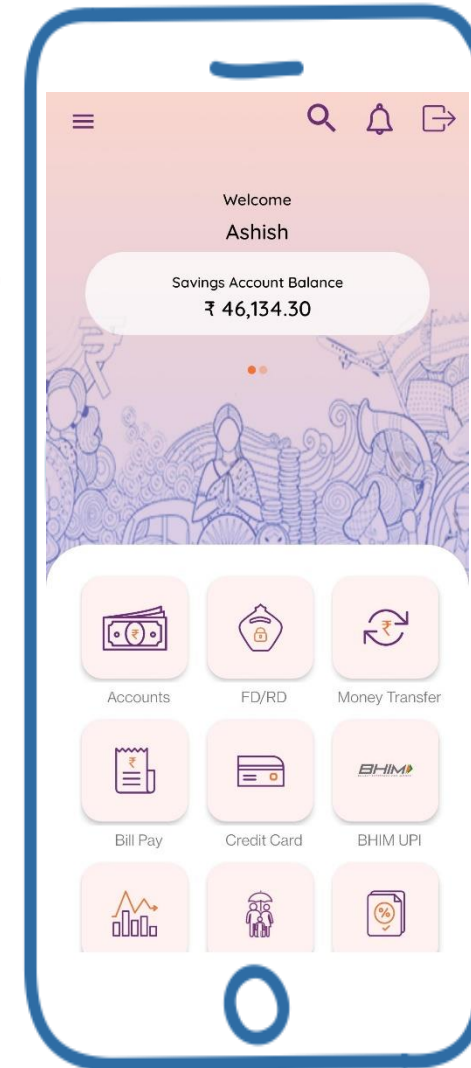
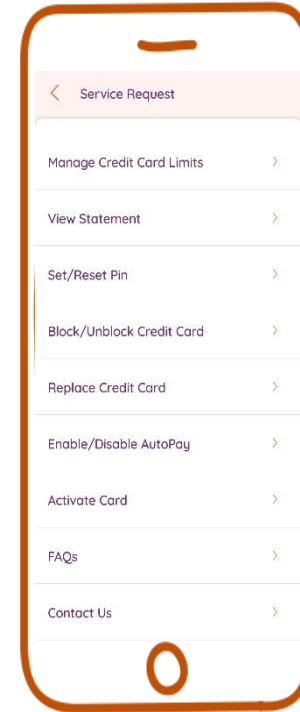
Best in class onboarding journeys with integrated Video KYC



Personalised pre-approved offers



Multiple channels to bank digitally



...With a comprehensive suite of features...

Deposits



Account opening in 5 simple steps from the comfort of home

Loans

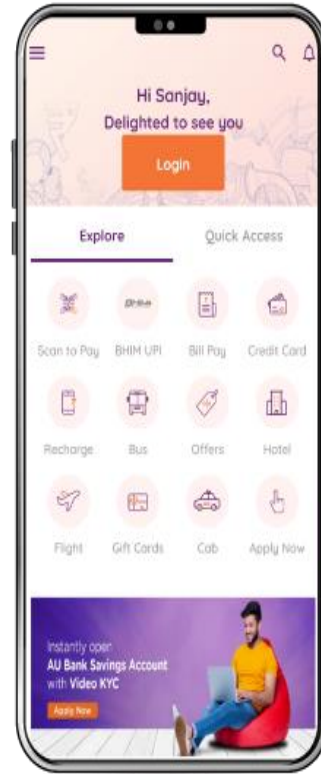


Pre-approved offers for Personal and Vehicle Loans

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

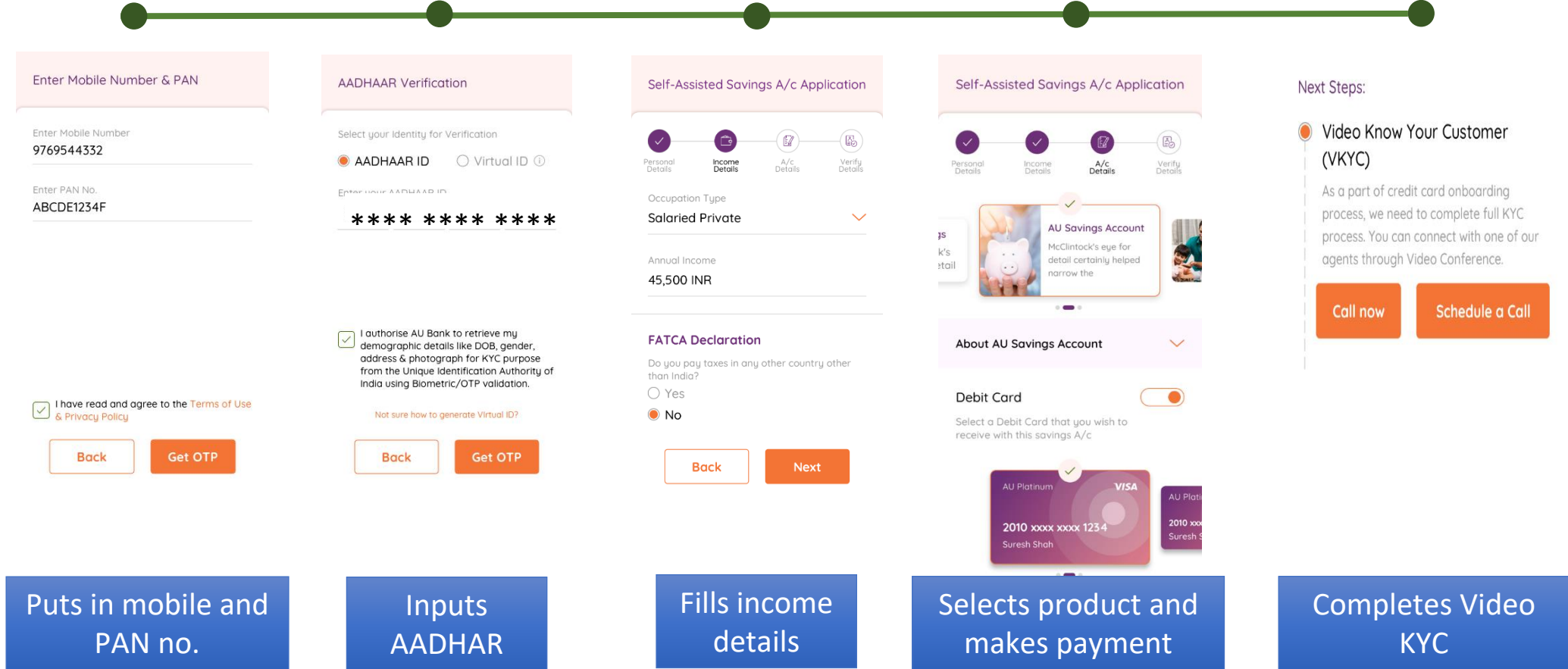
Lifestyle



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

And simple onboarding journeys, fully integrated with Video KYC

Just 5 simple steps and a new AU Savings Account is open!



Customer Journey

We also launched our Credit Cards offering to customers



- First and only Small Finance Bank with Credit Cards for customers
- Attractive product features like Industry first digital device protection plan
- End-to-end digital onboarding, comprehensive card management features on app
- Partnership with global payment leaders VISA & FiServe for card issuance

~100k

Pre-approved offers extended

25k+

Credit Cards issued

With a simple onboarding journey in 4 steps

Just 4 simple steps and a new AU Credit Card is issued!*

Apply For Credit Card

Tell us about yourself

Welcome to the world of limitless living!
AU Bank Credit Card
Exciting Cashback | Uncapped Reward Points | Brand Vouchers

Please enter your Mobile Number and PAN

Mobile Number
96****9240

PAN
FZFPK8121M
Name as per PAN : NARESH KUMAR

I agree to the Terms and Conditions of Credit Card application.

Lead ID: CS19062113795

Proceed

Accepts pre approved offer



Selects a card

AU Bank Credit Card
Exciting Cashback | Uncapped Reward Points | Brand Vouchers

Card Details Delivery Address Personal Details Employer Details

TARA CHAND YADAV
Resident Address Line 1, Resident Address Line 2, JAIPUR, RAJASTHAN

Date of Birth *

TITLE *
MR

GENDER *
Male

Name on Credit Card *

Mother's Maiden Name *

Personal Email ID *
ab@tat.com

Mode of Statement Dispatch

Back Next

Shares personal details

AU Bank Credit Card
Exciting Cashback | Uncapped Reward Points | Brand Vouchers

Card Details Delivery Address Personal Details Employer Details

Employment Type
Salaried

Employer Name *
CAPGEMINI INDIA PRIVATE LIMITE

Type of Industry *
Computers and non-customized software

Sub Industry *
Private Limited

Office Address Details
Address Line 1 *
OFFICE ADDRESS 1

Fills employment details



Congratulations

Your brand- new AU Credit card is on its way and should reach you in next 7 days.

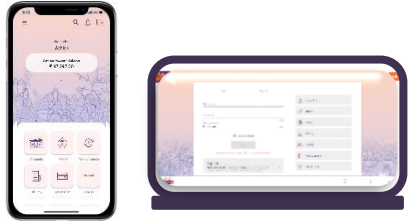
Credit Card gets issued

Customer Journey



*for an existing customer with pre-approved offer

AU 0101 – Offers multiple channels to bank digitally...



Mobile and Internet Banking

~4.5 Lacs

Users till Q1



Missed Call Banking

1800 120 2586 | 1800 121 2586

3 Lacs+

Calls received in Q1



Video Banking

~6k

Video calls in one month of launch



Chatbot - Auro

~1.8 Lacs

Queries handled in Q1



Customer Care

1800 1200 1200 | customercare@aubank.in

6 Lacs+ calls in Q1



WhatsApp Banking

83 83 83 83 99

50k+

Queries handled in Q1

63% Of total service requests fulfilled on digital channels

... Including a leading Video Banking proposition

- Potential to replace branch banking channel over time
- Acquisitions, servicing & transactions (e.g. money transfer)
- State-of-the art Video Banking center in Navi Mumbai with 100+ strong team

Convenient

No location constraint

Personal

One-to-one connect for assistance

Human touch

Giving face to remote banking



~4k

Accounts opened over Video Banking till Q1

300+

Service Requests can be fulfilled on AU video banking

100+

AU Video Bankers

Driving digital banking adoption

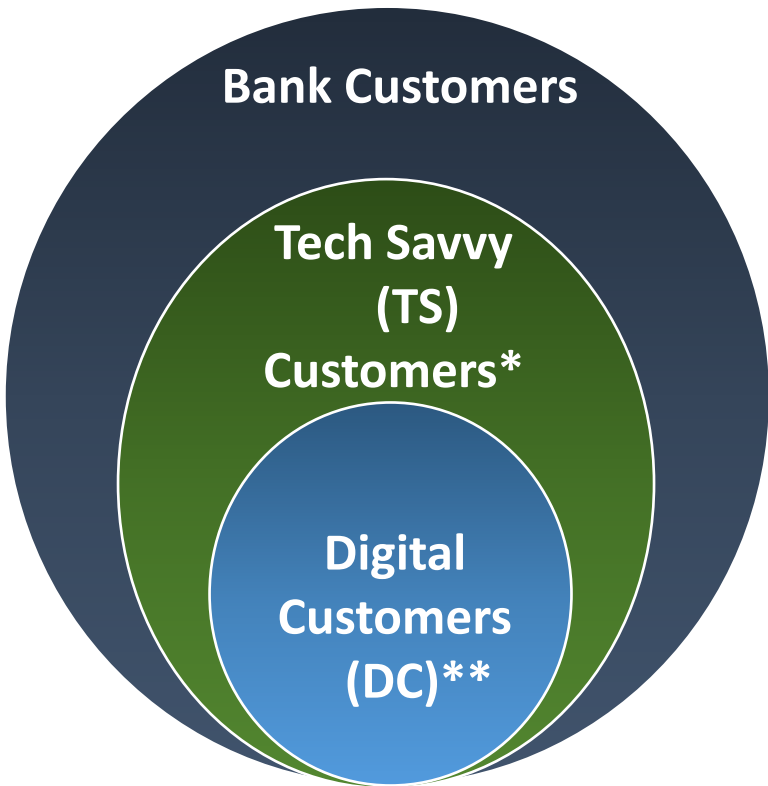
Awareness



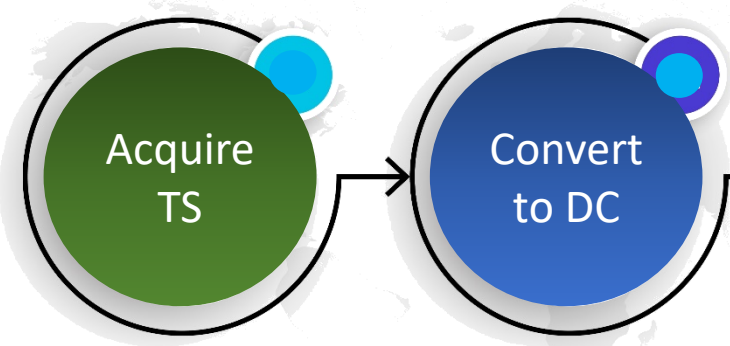
Adoption



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 use digital channels 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



Leading to accelerated digital adoption post AU 0101 launch



Registrations*

2x

Increase in daily registrations

Usage*

25%

Increase in Monthly Active Users

Engagement*

30%

Increase in Daily Active Users

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



4.6



4.5



*Comparison basis May vs July, platform was launched mid June

** Ratings as on 31st July 2021

AU UPI QR – An offering for small merchants



- Growth hampered in Q1 due to pandemic, Installations now normalizing
 - ~1 Lac QRs installed by Q1
 - 60% activation rate
 - Executed 17 Lacs transactions in Q1 – 13% growth over Q4 FY 21
- Launched pilot for unsecured lending
- Target to scale by ~5x by FY 22

Digitization – Continued progress to automate and digitize across sales and operations

Secured Business Loan

- Stabilized mobile app based assisted digital journey for end-to-end customer onboarding
- Used by 2.5K+ sales officers (~100% activation)
- Achieved 100% assisted digital logins in June '21

Auto Loans

- Launched mobile app based assisted digital journey for quick data entry while onboarding
- Used by 3K+ sales officers (~85% activation)
- Achieved ~20% paper less logins in first month of launch

Branch Banking

- 90% of the deposit accounts onboarded digitally by tabs

Merchant Solutions

- 100% merchants onboarded digitally via tab-based application in Q1

Credit Cards

- 100% digital issuance of cards from day zero

~90%

of our sales team is now digitized



- Using bank, bureau and alternate data sources to drive personalized offers and communications – for both existing and new customers
- Where we are:
 - ~ **2.25 lacs** pre-approved offers extended in Credit Card, Personal Loans and Auto Loans
 - Working with multiple partners to augment our capabilities
- What we want to achieve:
 - Pre-approved credit line at the time of customers' onboarding
 - Deepening relationship led by hyper personalization of offers



Offers and Engagement aiding Activation and Deepening

AU 0101 Launched for Customers

Communication drive for downloads & adoption

AU 0101
Let's make distances disappear with Video Banking
[Login Now >>](#)

AU 0101
Introducing
Gateway to Digital Life
[Login Now >>](#)

AU 0101
Find all your Loan Details in the palm of your hands!
[Download Now >>](#)

Branch-like Experience on your Mobile
Check account balance, order a chequebook or simply update your contact information through a Video call

Money Transfer Made Easier
Try a variety of modes for fund transfer, including video call facility and transfer money easily to anyone!

Say Goodbye to Bill Payment Queues
Use AU 0101 to pay any bill from the comfort of your home

Experience Z+ Security
Multi-level security and encryptions to make your banking experience fully secure.

Gateway to a Human Touch
Get branch-like experience with Video Banking
Video-Assisted Account Opening | Service Requests | Manage Accounts

Gateway to a Secure Future
Explore multiple ways to grow & plan your financial security
Fixed Deposits | Insurance | Investments

Gateway to Payment Universe
Find solutions for any payment requirement
Money Transfer | Bill Payment | UPI Scan & Pay

Gateway to Fulfilling Goals
Chart your major life-goals with us
Personal Loan | Credit Cards | Car Loan

Gateway to an Unmatched Lifestyle
Make travel bookings & get discounts, cashbacks and more...
Flights | Hotels | Cab | Exclusive Offers

Loan Amount
View Loan Amount Sanctioned, Disbursed, Repayment till date & Outstanding Amount

Loan Details
View & download your Loan Statements for custom periods, view Loan Details for Opening & Closure Date, Inter

Repayment
View Loan Repayment Frequency, Mode and Late Payment Penalties

Instalments
Check Loan Tenure, Paid & Remaining Instalments, Next Instalment Date/Amount, & more

Interest Certificate
Download your Interest Certificates for Income Tax Filing

Stay on top of Loan Repayments with AU 0101

Convenient Ways to Bank with Us
AU 0101 | WhatsApp | Chat with Us | Call Us | Missed Call Banking
Download Now | Give Missed Call to +91 8422992273 | Visit www.aubank.in | 1800 1200 1200 (Toll-free) | Call for A/c Balance 1800 120 2586

Brand Offers in Q1FY22

JioMart

bigbasket

SWIGGY

Myntra

Domino's

make my trip

eazydiner

Eat Sure

PUMA

MediBuddy

BEIROUZ
The Royal Biryani

Faasos

Apollo PHARMACY
A Promise Beyond Prescriptions

1mg

practo

AU AU SMALL FINANCE BANK

AU 0101

5. Branch Banking Update


Scale retail-focussed sustainable liability franchise


Key turning points


	Deposit as a % of external liabilities	Retail Deposits as a % of total deposit
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%
Jun'21	86%	59%


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

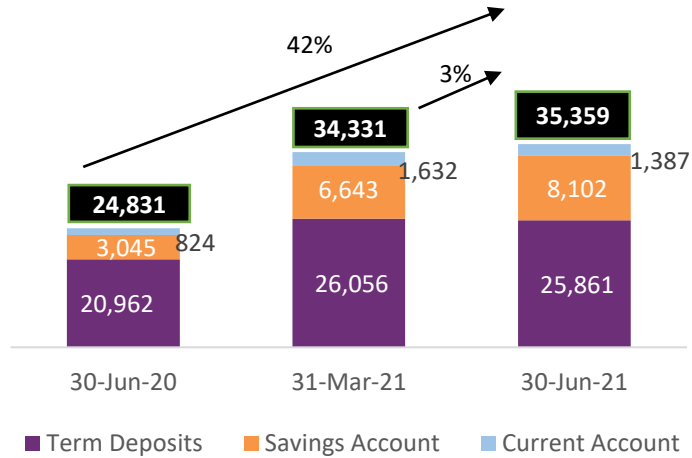
- 
Primary Account Transition
 Products, Solutions, Channels, Offers, Campaigns

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

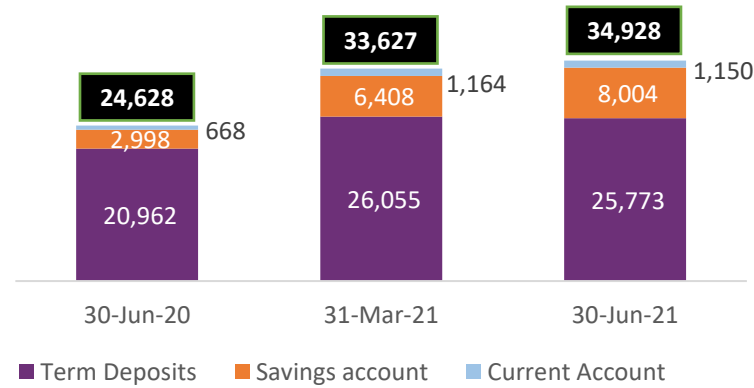
Branch Banking - Snapshot

Growing Deposit¹ Franchise

₹ Crore

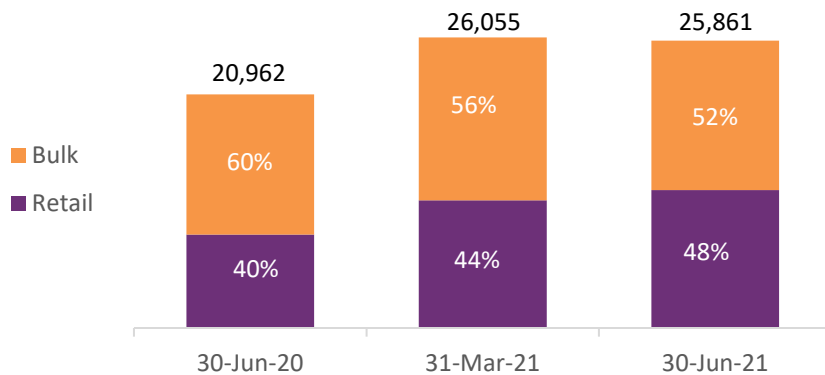


Average Monthly Balance

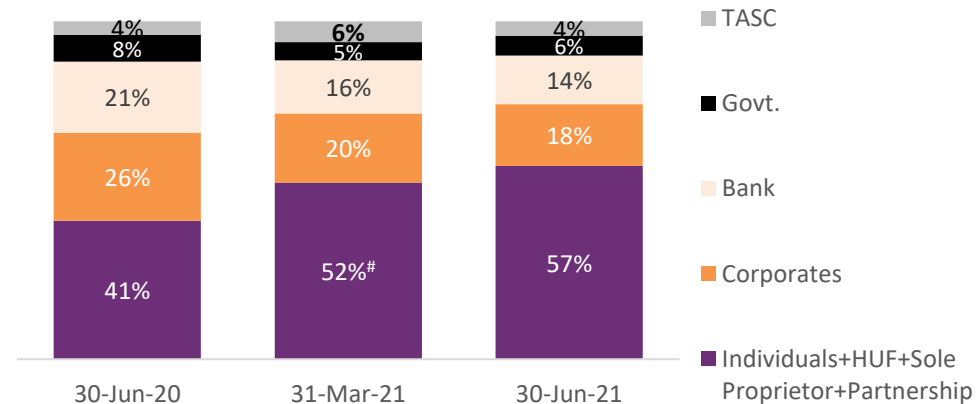


- CASA deposits grew by 15% QoQ
- Contribution of Individual driven banking has gone up from 41% to 57% YoY

Split of Retail² and Bulk TD



Profile of Depositors



1. Deposits excludes Certificate of Deposits of ₹ 1,903 Cr as on 30th Jun 2020, ₹ 1,648 Cr as on 31st Mar 2021 and ₹ 1,665 Cr as on 30th Jun 2021; #Restated to 52% as against 58% in our Q4FY22 presentation due to change in internal classification
 2. Retail TD refers to all TD of Individuals (including Salaried), HUF and TD of Corporates, Government & TASC having balance less than ₹ 2 Crore while Bulk TD refers to all TD of Banks and TD of Corporates, Government & TASC with balances of ₹ 2 Crore & above

Liability products launched during Q1'FY22

New Liability Products

AU Platinum

- Family Banking' program up to 4 Family members
 - Targets the mass affluent segment
 - Dedicated Relationship Officer
- Inbuilt Insurance Up to 50 lacs (including Air Accident & more)

AU Power Current Account

- Designed for tech savvy retail merchants / traders
 - Optional AU QR code linked with CA; Option of POS linkage
 - Options for AMB Waiver and Free cash deposit limit

AU Royale World

- Zero mark up fees on international debit card spend
- Enjoy access to International & Domestic Airport Lounges
- Exclusive Dining Benefits across the globe
- Preferential rate on inward remittance



6. Other Key Updates

Financial & Digital Inclusion

Universal Access to Financial Services

- 31% (238) of our total touchpoints/branches 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 Bouquet of Basic Financial Services



PM Jan Dhan Yojana

Particulars	BSBDA	MUDRA	PMJJBY [^]	PMSBY [^]	APY
Live as on 30-06-21	1,22,000+	3,25,000+	9,600+	16,600+	15,000+

21% BSBDA accounts are Aadhar seeded, received Direct Benefit Transfer of ₹69 lacs in Q1'FY22



PM SVANidhi

- Disbursed 462 cases till 30th June 2021
- Issued UPI QR Codes to all borrowers under the scheme



PM Awas

- AUM of ~₹769 Cr, facilitating subsidies to the tune of ₹43 Cr
- Share of Economically Weaker Section (EWS) is ₹570 Cr



Financial Literacy & Education

- We have dedicated Digital Literacy Counsellors to encourage digital adoption.
- Owing to COVID-19 restrictions, financial literacy camps were put on hold for Q1'FY22

[^] Numbers for PMJJBY and PMSBY were 5000+ and 10,000+ as on 31st March 2020.

*The list is prepared taking cognizance of special focus districts classified by NABARD, MYMSME & NITI AAYOG.

COVID-19

Relief supports



₹7.70 Cr

Beneficiaries 5,00,000+

FY 20-21

- Financial support of ₹2 Cr. to PM Cares fund.
- Food & Ration distribution (2.5 Lakhs+ hot cooked meals and ration Kits).
- Infra setup for COVID 19 centers & safety gears to frontline workers etc.
- Helped 10,000 migrants safely reach home during lockdown period.
- Conducted mass COVID-19 awareness camps across 4 states.

Q1 FY 21-22

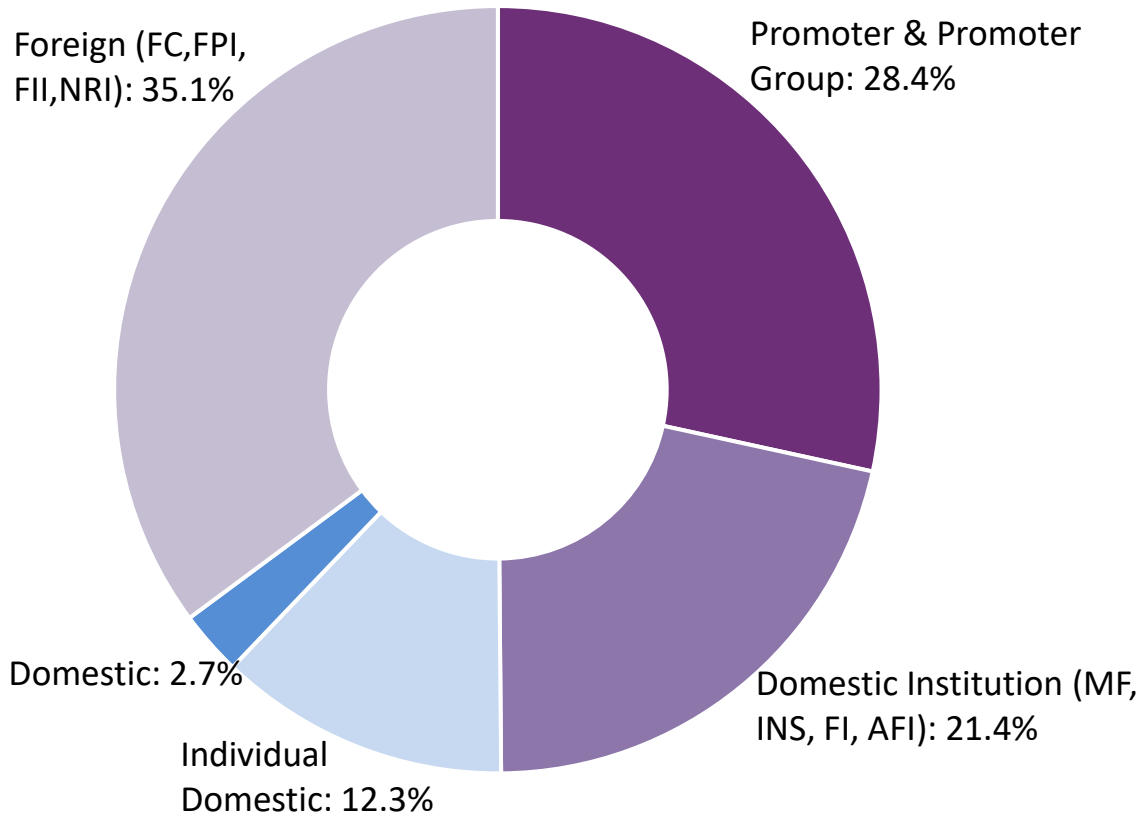
- Facilitated deployment of more than 117 oxygen concentrators, besides other support on medical equipment.
- Supported Rajasthan Health Department with 20,000 COVID-19 safety kits for front line health workers in Rajasthan.
- Facilitated vaccination for 1800+ marginalized community members.
- Re-initiated established community development programs across livelihoods, drinking water, among other areas

Strategic Projects

- 3264 youth trained and 70% linked to employment opportunities in last 3 years through 7 **AU Skills Academy** centers across 6 district of Rajasthan.
- Empowering more than 1000 women under **AU Udyogini** Program. Established two women community institutions and promoted 50+ women entrepreneurs in rural areas.
- Conducted 4330 unique **Financial and Digital Literacy** Camps with outreach of 8,00,000+ beneficiaries across 12 states in last 3 years.

Marquee Shareholders Base – As on 30th June 2021

Shareholding Pattern



Domestic : Foreign

65 : 35

Total No. of Shares

31.3 Cr

Sr. No.	Key Shareholders	Holding on 30 Jun 2021
---------	------------------	------------------------

1	Promoter & Promoter Group	28.4%
2	Capital Group	4.9%
3	Wasatch	4.6%
4	Temasek Holding	4.6%
5	Kotak MF & AIF	4.5%
6	WestBridge Capital	3.8%
7	Nomura	3.5%
8	AU Employees	3.2%
9	HDFC Life Insurance	2.3%
10	Motilal Oswal MF	2.2%

Experienced Board of Directors



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

बदलाव

— IS COMING —



THANK YOU

For Investor queries contact (details in QR Code):

Prince Tiwari | Aseem Pant



Email: investorrelations@aubank.in



Abbreviations

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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