

Ref. No.: AUSFB/SEC/2023-24/315

Date: January 25, 2024

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, 958400, 974093, 974094 & 974095
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Dear Sir/Madam,

Sub: Presentation to Investors on Unaudited Financial Results of AU Small Finance Bank Limited for the Quarter and Nine months ended on December 31, 2023

Ref: Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

In continuation to our intimation for Conference Call to discuss Financial Results of AU Small Finance Bank Limited ("the Bank") for the Quarter and Nine months ended on December 31, 2023 vide letter dated January 16, 2024, we submit herewith the Investors Presentation on the Unaudited Financial Results of the Bank for the Quarter and Nine months ended on December 31, 2023.

The Investors Presentation may also be accessed on the website of the Bank at the link: <https://www.aubank.in/investors/quarterly-reports>.

Further, the audio/video recordings and transcript of the Conference call shall also be made available at the above link within the prescribed timelines.

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

Encl: As above

**BADLAAV
HUMSE HAI**



INVESTOR PRESENTATION Q3'FY24

Sustainable Business Model | Retail Focused | Tech-Led | Customer Centric | Well Governed

1

Management Update

2

Operating & Financial Highlights

3

Liabilities Performance

4

Assets Performance

5

Digital Bank AU0101

6

Other Key Information

1. Management Update



In the journey of building a “Forever Bank”



RoA at 1.6% and RoE at 13.4% for 9M’FY24



Focus on productivity & efficiency through digitization and other initiatives



Won “The Best Small Finance Bank” at Mint BFSI Awards 2023

Resolute focus on building a sustainable bank

1 Working on multiple fronts to deliver a complete bank to our customers

- ❑ Management remains **committed to building an immaculate, compliant and sustainable foundation** and platform in the first 10 years of our banking journey i.e. till Mar'27. A strong foundation will set the Bank 'On a Forever Journey'
- ❑ The first ~7 years of the journey has been absolutely on-track with regulatory framework implemented in spirit and to the core; bank remains steadfast to **deliver a complete and comprehensive banking experience for our customers**
- ❑ Every parameter needed to build a sustainable Bank is being worked upon – Deposits, Assets, Digital, Transaction banking, payments infra, Tech, Leadership development, Governance, Asset quality, Customer focus, Cyber security or ESG
- ❑ With **AD-I operationalization** expected in next few months and on completion of the **proposed merger** with Fincare, the Bank will be in a position to **offer every product to all category of customers** – be it domestic or cross border, be it **bottom of the pyramid customer or ultra HNI**
- ❑ Additional areas of attention for franchise buildout
 - Investment in **Brand buildout** with focus on challenging the status quo
 - Building **Wealth management and Insurance distribution** to support deposits and cross-sell
 - Scaling **Video Banking + AU0101** as an independent digital unit and alternate channel
 - Exemplary focus on **Leadership and human capital development** – aligning purpose and culture at design level
 - Prioritizing **Efficiency and productivity** – Similar manpower over last 8 quarters with business growing at ~25% CAGR on both loans and deposits

2 In last 7-8 quarter, aligned business model to balance all stakeholder's expectation

- ❑ During the last 24 months, Bank has been perceptive of evolving landscape and changes in the banking industry and has **prioritized sustainability of business model over everything**. We have meticulously ensured **compliance in both letter and spirit across all controllables**, making us **acceptable to all the stakeholders**
 - Brought down **LDR Ratio/ CD ratio** to **83% level**
 - Calibrated **Loan growth** to a more sustainable **range of 25-28%**
 - Maintained **LCR** in the range of **120%+ with additional liquidity in high quality non-LCR** instruments
 - Reduced reliance on **Wholesale deposits** with **CASA maintained at 33%; CASA + Retail TD at 64%**
 - Avoided **partnership with FinTech** for digital lending – piloted our own digital products and services
 - Proceeded cautiously on **Unsecured lending** (4–5%), even though this remains a high yielding and scalable segment
 - Diversified away from **Fixed rate loan book** to achieve 62% : 38% ratio of fixed rate to floating rate loans; which will help to manage cycles better and reduce earnings volatility
 - Improved **Provisioning Coverage ratio (PCR)** to 72% despite underlying book being predominately secured
 - Announced merger with Fincare to deepen **Financial Inclusion** via JLG lending and expand distribution
 - Strengthened **Governance** by expanding Board - 80% independent directors, 20% women directors

3 Strong operating performance – PPop growth 28%/18% for 9M'FY24/Q3'FY24

- ❑ Liquidity remained tight and Interest rates continue to be elevated amidst persistent competition for deposits
- ❑ Amidst this backdrop, Bank grew sustainably with Deposits crossing ₹80,000 Cr; Loan portfolio, gross of securitized assets, crossed ₹75,000 Cr and balance sheet crossed ₹1 Lac Cr
- ❑ NII grew by 15% YoY and 6% QoQ to ₹1,325 Cr; Other income grew by 6% QoQ and 52% YoY to ₹450 Cr supported by fee income from credit cards and third-party product distribution
- ❑ Cost of funds increased by 77 bps in 9M'FY24 and 20bps in the Q3'FY24. Our disbursement yield increased by 38bps YTD. Margin compression during Q3'FY24 was 6 bps on QoQ basis with overall NIM at 5.5% for Q3 and 5.6% for 9M'FY24

4 Asset quality within range - No EWS; SMA book declines by 250bps in 18 months

- ❑ Slippage at ₹403 Cr in Q3'FY24 as compared to ₹349 Cr in Q2'FY24 and ₹231 Cr in Q3'FY23. As Credit card book scales, the slippages are coming inline with industry trends
- ❑ Credit cost net of recovery for the quarter normalized to 61bps as Bank wrote-off ₹119 Cr of portfolio in Q3'FY24
- ❑ Asset quality remains range-bound with no specific pockets of stress or any EWS; SMA book has declined by ~250bps over last 18 months reflecting de-risking of the portfolio – from 14.49% in June'22 to 11.95% as on Dec'23

Pro-active investments to diversify and build capacity for scale

5 Merger remains on track - to aid diversification across product and geography

- ❑ Merger with Fincare SFB is on track; received CCI approval earlier this week and awaiting approval from RBI
- ❑ Merger will provide us access to higher margin businesses of JLG lending and gold loan whereas also giving us a footprint in Southern India. Our branch strength will increase by ~150 deposit branches and a total of ~1,300 touchpoints. MBL and HL businesses to get a boost of newer markets
- ❑ The merger overall will be accretive to the Bank across margins, profitability and book value. However, there will be a stamp duty and other incidental impact of ~80 Cr in the quarter when merger gets completed

6 We continue to invest in our Tech for enhanced productivity and efficiency

- ❑ We are continuously expanding and upgrading our tech architecture for our future scale - migrated AU0101 to cloud, expanded Data Center infrastructure at Mumbai, rolled out our cloud native Data Lake with our Credit Card SBU and piloted Analytical Workbench that has strengthened our data science team's analytical models
- ❑ Our manpower has been relatively stable over last 8 quarters despite the business growing at ~25%+ CAGR on both Loans and Deposits during this period
- ❑ Entire 2-wheeler and Personal Car portfolio is now migrated on SFDC + FICO platform. This has enabled close to 30% STP for our 2-wheeler business; piloted personal car STP journey with 100+ successful cases
- ❑ This, along with other automation projects has resulted in significant productivity lift for our on-ground sales, credit and operations teams

Q3'FY24 Financial performance snapshot

Balance Sheet	₹1,01,176 Cr +25% YoY
Deposits	₹80,120 Cr +31% YoY
Gross Advance	₹67,624 Cr +20% YoY
Securitized Advances	₹8,553 Cr
CASA/CD Ratio	33%/83%
GNPA/NNPA	1.98%/0.68%
Net Profit	₹375 Cr -4% YoY
RoA/RoE	1.5%/12.5%
Tier I/CRAR	19.6%/20.8%

- ❑ Deposits grew 6% QoQ with CASA growth of 3% QoQ; CASA ratio at 33% led by **8% QoQ growth in SA deposits**; CASA + Retail TD mix at 64%
- ❑ The deposits continue to reprice, and the cost of funds rose by 20bps QoQ to 6.90% with **average CoF for 9M'FY24 at 6.74%**
- ❑ Gross Advance growth at 20% YoY was marginally lower due to high base effect as there was no major securitization during Q3'FY23; Securitization picked up from Mar'23 and thus base effect for **gross advance growth will normalize from next qrtr**
- ❑ Bank securitized ₹2,740 Cr of loans during the quarter across Wheels and Home loans. The total securitized book stands at ₹ 8,553 Cr as on Q3'FY24
- ❑ GNPA increased by 7 bps during the quarter to 1.98%; **Adjusting for securitised book, GNPA is at 1.83% vs 1.80% as on Q2'FY23**; Standard restructured assets have reduced to 0.7% of gross advances
- ❑ In Q3'FY24, **PPoP saw a strong growth of 18% YoY** backed by NII growth of 15% YoY and Other Income growth of 52% YoY
- ❑ Cost/Income ratio for Q3'FY24 at 63.0% vs. 61.6% in Q3'FY23; **9M'FY24 C/I ratio at 63.1%**
- ❑ PCR at 72%; Bank has ₹83 Cr of provision against contingency and standard restructured assets and ₹41 Cr of floating provisions.
- ❑ **For 9M'FY24, PAT grew by 16% YoY at ₹1,164 Cr** vs ₹1,003 Cr in 9M'FY23, RoA and RoE for 9M'FY24 at 1.6% and 13.4% respectively
- ❑ Average LCR for the quarter was at 123%
- ❑ **Including interim profit for Q3'FY24, CRAR at 21.5%** and Tier I at 20.2%

Update on focus areas for FY24

NIM

NIM is expected to be at the lower end of the guided range of 5.5%-5.7%

- ❑ Margin for 9M'FY24 at 5.6% has been in line with our expectation
 - Interest rates continues to remain elevated and with strong competitive intensity
 - Incrementally disbursement yield improved by ~38 bps YTD Dec vis a vis FY23
- ❑ Higher % of fixed rate book in our advances will help us once interest rate cycle reverses

Cost to Income Ratio

FY24 expected to be in FY23 range

- ❑ Cost to Income for 9M'FY23 at 63%, similar level to FY23
- ❑ Apart from investment in digital initiatives and wealth and transaction banking, Q3'FY24 saw an increased spend on Brand and marketing in the festive season
- ❑ Most of the profit pools remain on track to start delivering by FY26 – credit card, wealth, digital, transaction banking, x-sell etc.

Profitability and ROA

9M'FY24 RoA at 1.6%

- ❑ Other Income has grown by 70% in 9M to support impact from increase in Cost of funds
- ❑ For secured book, credit cost is higher than previous year as it has started normalising post the lows of covid era
- ❑ Slippages and credit cost for the credit cards portfolio is in line with the industry average as the book attains a reasonable size and gets seasoned

Key Focus Areas

1. **Deposits & CoF** – deposit growth higher, cost of fund elevated and liquidity buffers maintained
2. **Business Group** – Re-aligned in 5 Business groups to build synergies. (Detailed in page no. 10)
3. **Digitalization** – Live on salesforce for Wheels; working on Robotics and AI to achieve process optimisation
4. **Transaction Banking** – Operationalization of AD-I License on track

Consolidation and Realignment of Business Groups

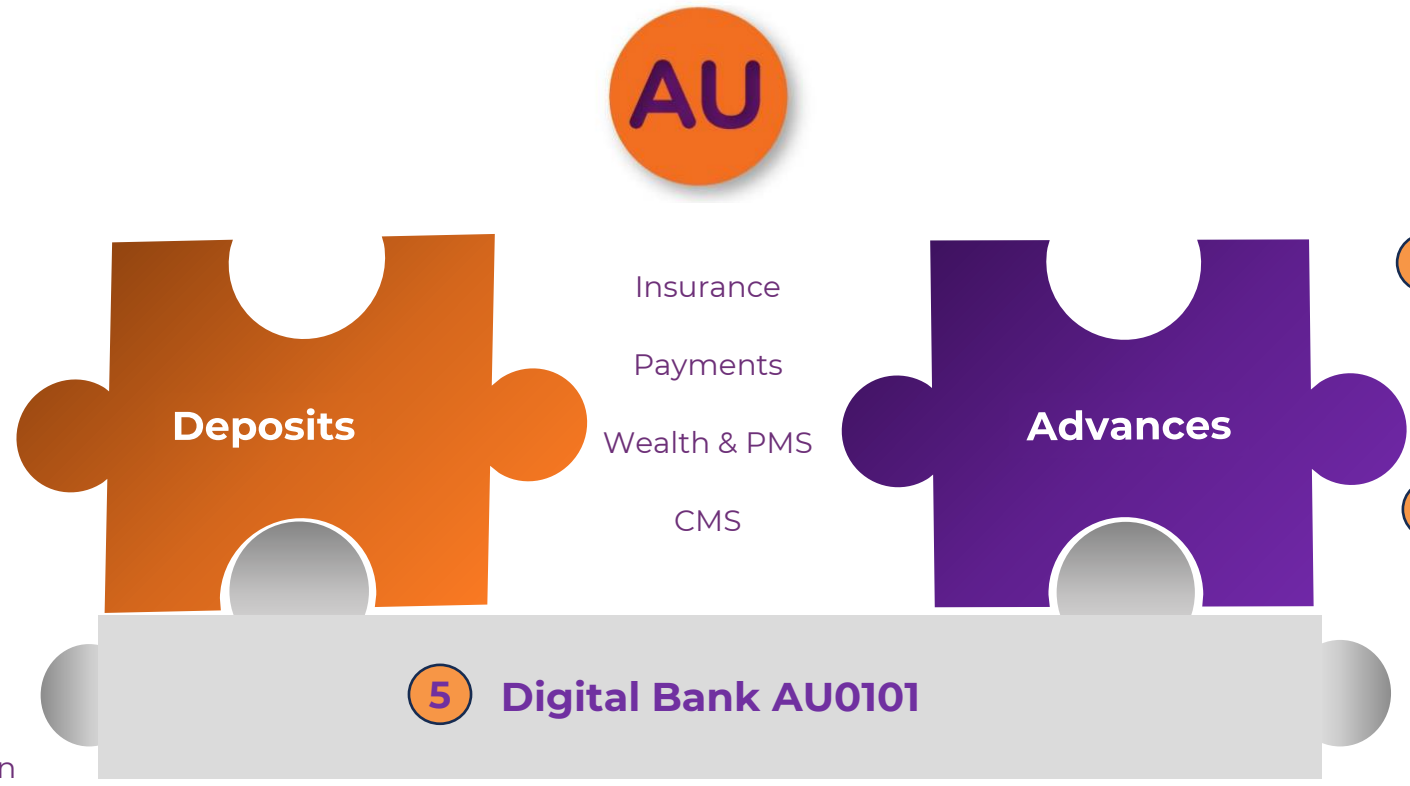
1 Urban Branch Banking

(Focused on Urban Affluent market)

2 Swadesh Banking, Government and Wholesale Deposits

(Focused on Core market)

- o SMF (Small and Marginal Farmer) Lending
- o Financial and Digital Inclusion



3 Retail Assets

- o Wheels
- o Micro Business Loan (MBL)
- o Home Loan

4 Commercial Banking

- o Business Banking
- o Agri Banking
- o Real Estate Group
- o NBFC Lending
- o Trade & Transaction Banking

5 Digital Bank AU0101

Digital Products

- o AU0101 + Video Banking
- o Credit Card
- o Personal Loan
- o UPI QR, POS
- o Merchant Lending

Digital Services

- o Merchant App
- o Chatbot
- o WhatsApp Banking

Note: Micro Business Loan (MBL) was earlier known as Secured Business Loan (SBL)

Our digital proposition continues to scale well



AU0101

26 Lacs
Customers on AU0101

14 Lacs
Monthly Active Users

12 Lacs
Customers with pre-
approved offers in Dec'23

1,250 Cr
Digital Personal
Loans disbursed



Video Banking

4.7 Lacs
Digital Savings Accounts

1,500 Cr
Total relationship value

19%
Customers with two or
more products

90k
Service and engagement
video calls in Q3'FY24



Credit Cards

8.3 Lacs
Live cards

1,760 Cr
Monthly spends in
Dec'23

75%
Cards issued to NTB

60%
Monthly purchase
active Dec'23



UPI QRs

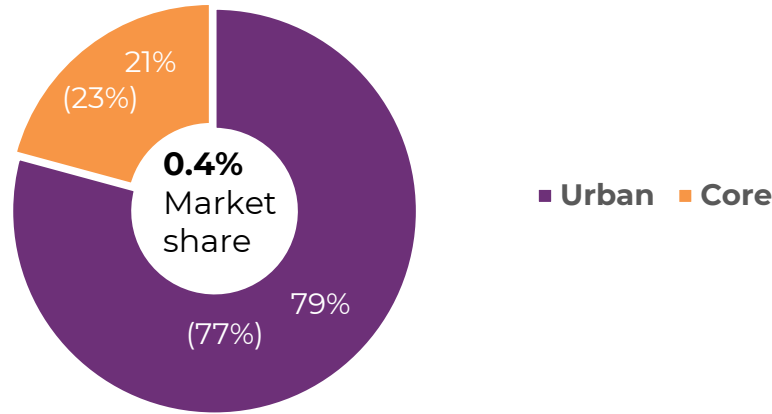
~11.2 lacs
QR Codes installed

350 Cr
Business loan disbursed
basis QR transactions

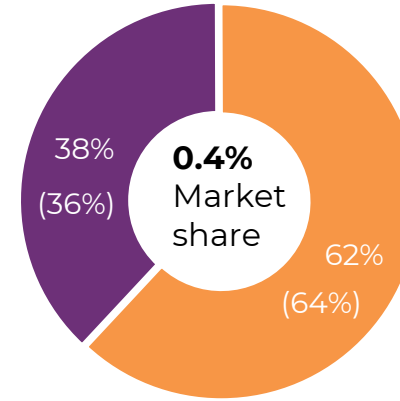
69%
QRs activation rate

106%
Increase in CASA AMB
post QR Code install

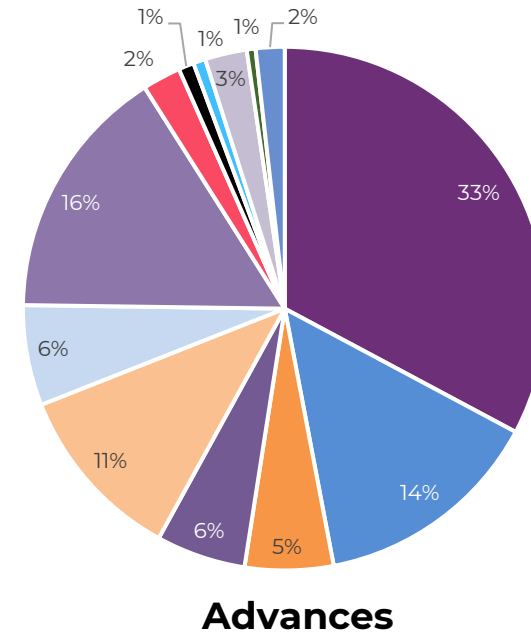
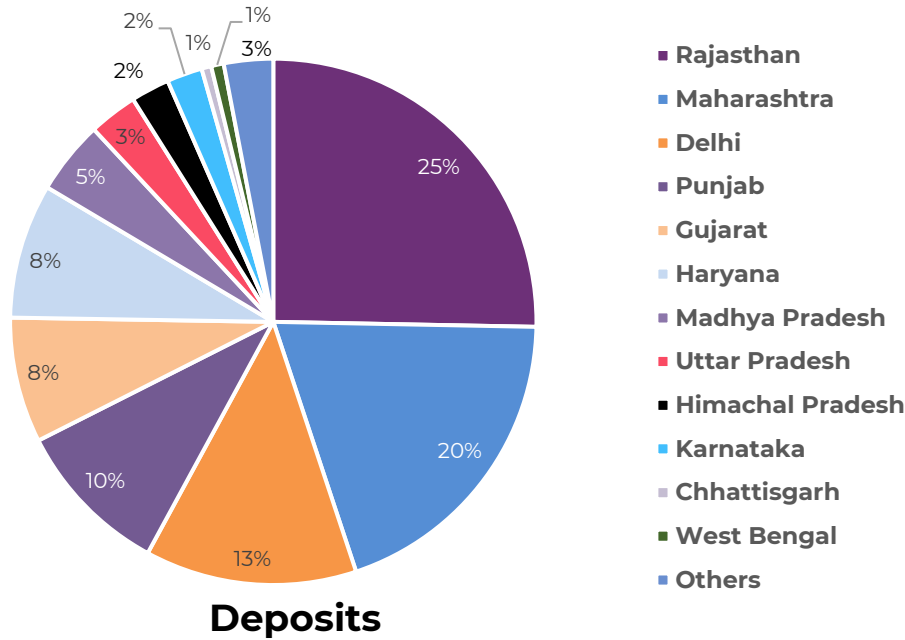
Deposits Break up



Advances Break up



Serving ~46.8 Lacs customers across 260 districts and 727 locations



Our geographical presence

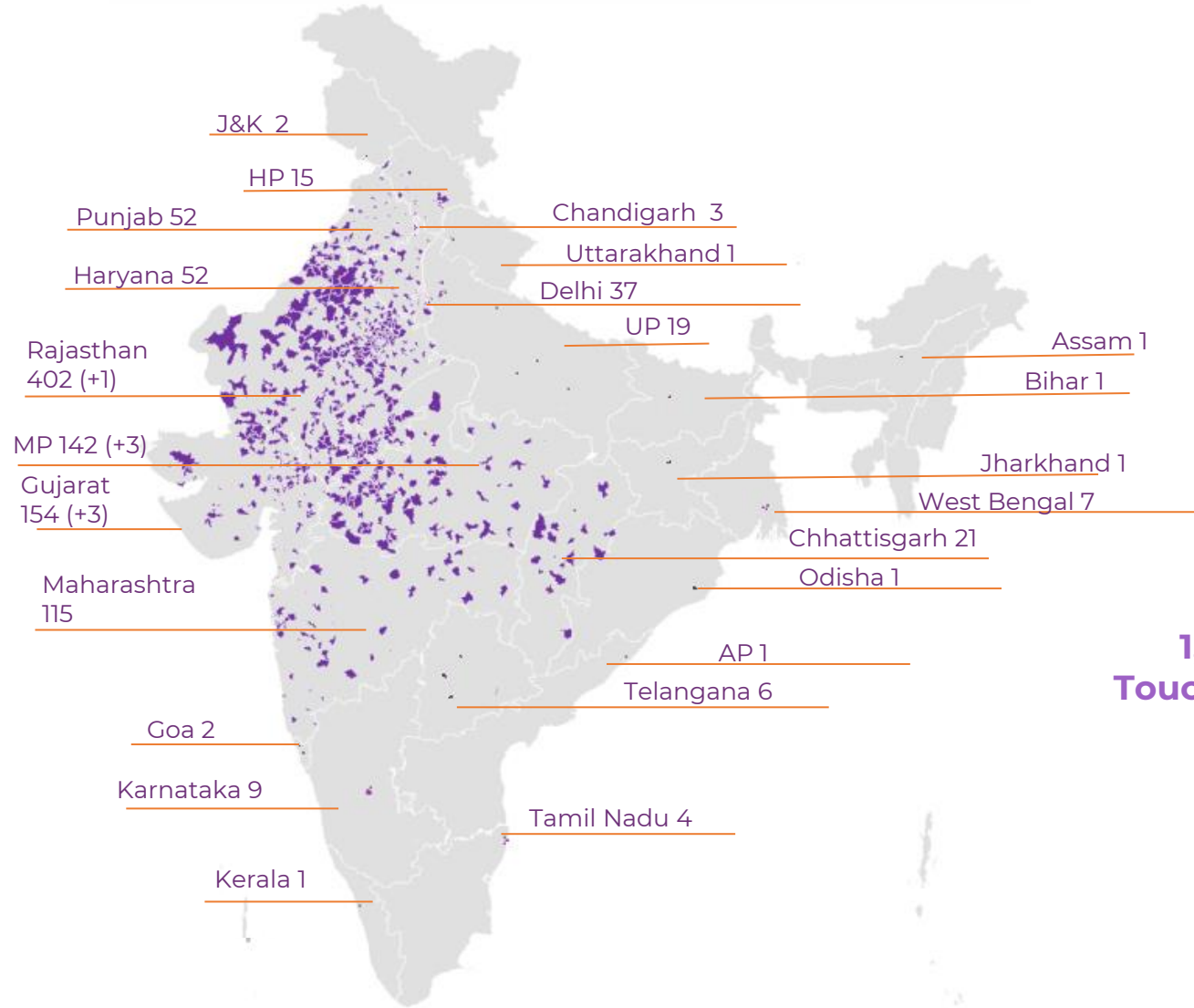
21 States and 3 UTs

1,049 Touchpoints

260 Districts

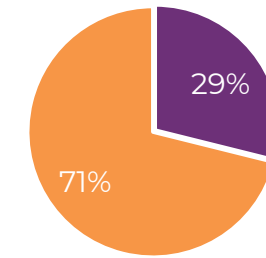
727 Locations

495 ATMs



1,049 Touchpoints

Touchpoints Break-up



■ Urban ■ Core



343 Unbanked Rural Centres



78 Unbanked Branches

+



252 BOs



12 Smart BCs + 1 Corporate BC

2. Operating & Financial Highlights



Deposits grows by 31% YoY and 6% QoQ



Balance Sheet crossed ₹1 lac Cr



9M'FY24 PPop growth of 28% YoY

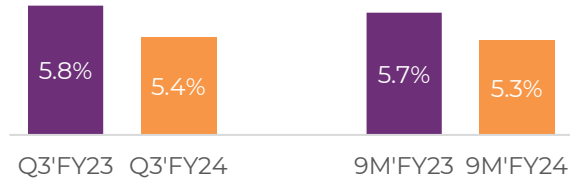


NIM for 9M'FY24 stands at 5.6% including securitised book

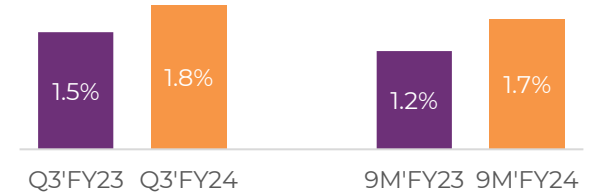
Profitability ratios

RoA Components

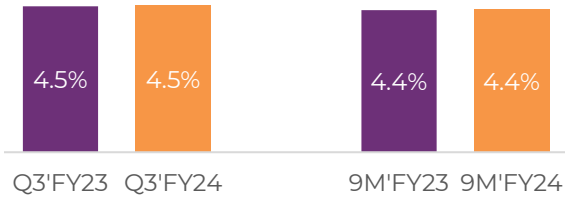
NII (%)



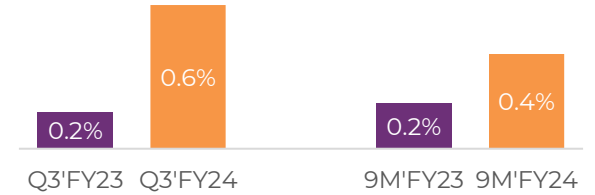
Other Income (%)



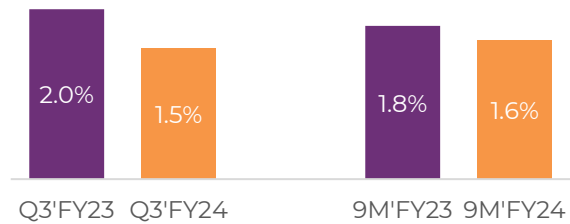
Opex (%)



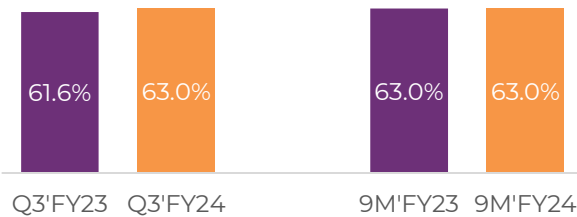
Provision & Contingencies (%)



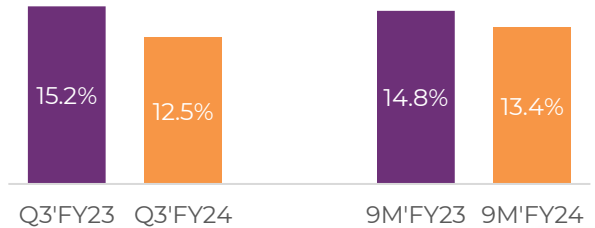
RoA (%)



Cost to Income (%)



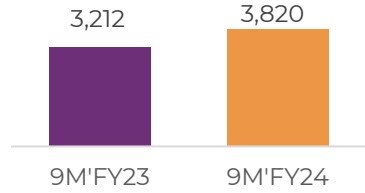
RoE (%)



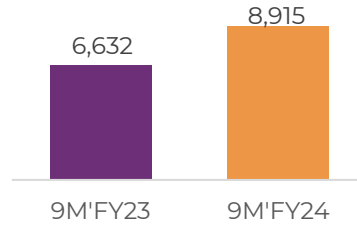
Note: RoA, NII, Other income, Opex, Provisions & Contingencies is represented as % of Avg. Total Asset

9M'FY24 Financial highlights

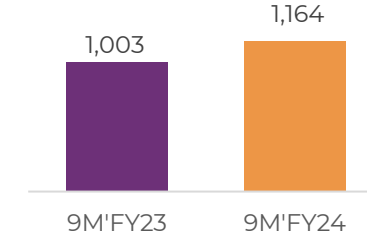
Net Interest Income



Total Income



PAT



Yield on Advance

13.3%

Vs
13.3%
(9M'FY23)

Cost of Fund

6.7%

Vs
5.8%
(9M'FY23)

Net Interest Margin

5.6%

Vs
6.1%
(9M'FY23)

RoA

1.6%

Vs
1.8%
(9M'FY23)

RoE

13.4%

Vs
14.8%
(9M'FY23)

GNPA

1.98%

Vs.
1.81%
(31st Dec'22)

NNPA

0.68%

Vs
0.51%
(31st Dec'22)

Provision Coverage Ratio

72%

Vs
74%
(31st Dec'22)

CRAR

20.8%

Vs
22.0%
(31st Dec'22)

Tier-I CRAR

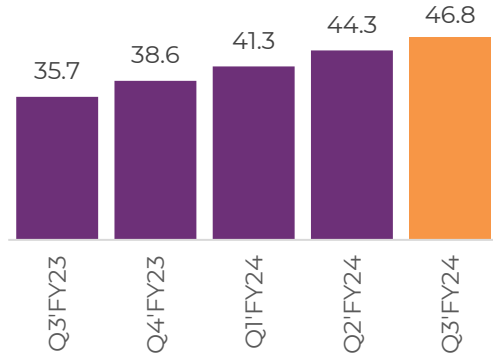
19.5%

Vs
20.0%
(31st Dec'22)

Quarterly trends of key parameters

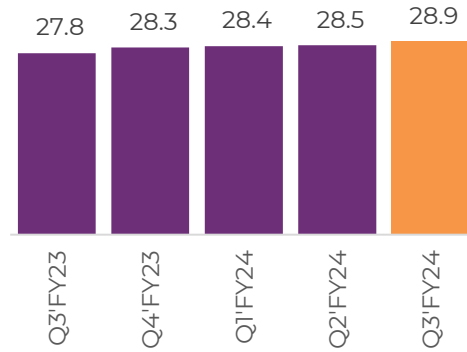
Customers

(in Lacs)

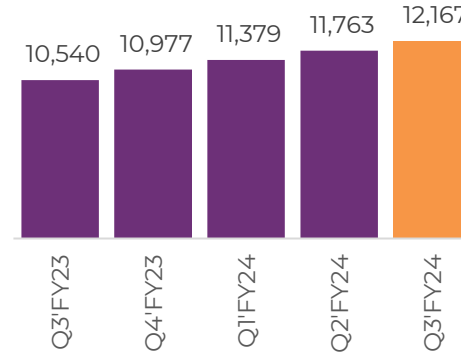


Employees

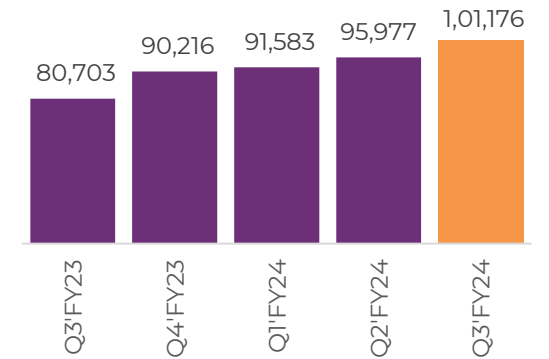
(in 000s)



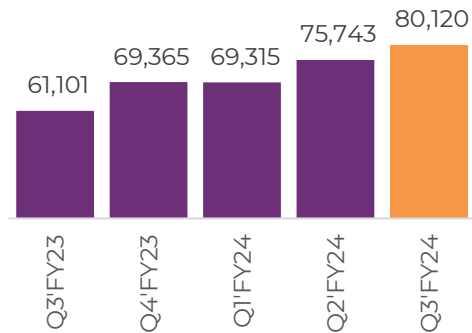
Shareholders' Funds



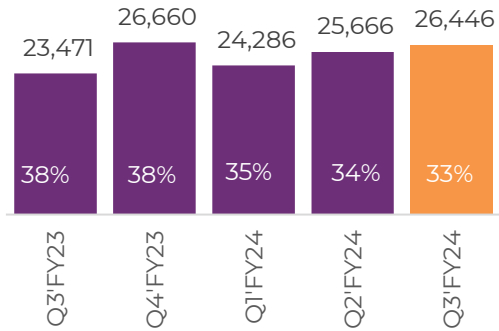
Total B/S Assets



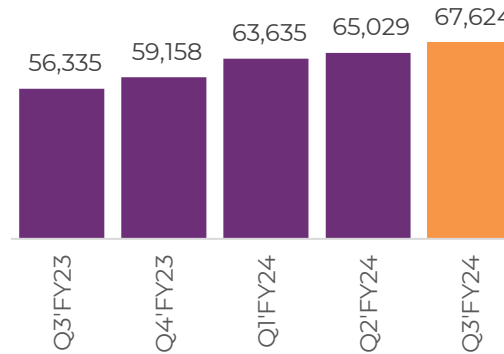
Deposits



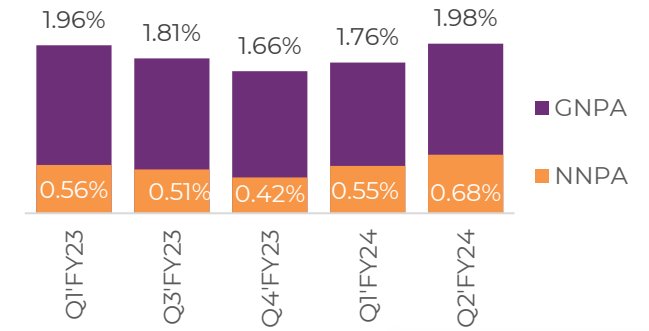
CASA Deposit



Gross Advances



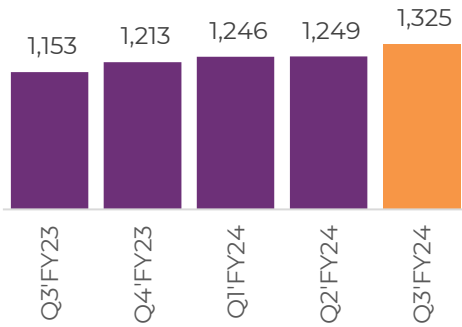
GNPA and NNPA (%)



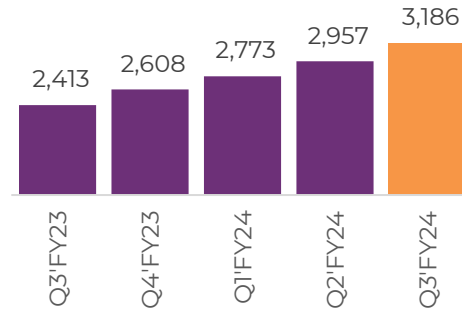
Quarterly trends of key parameters

₹ in Crores

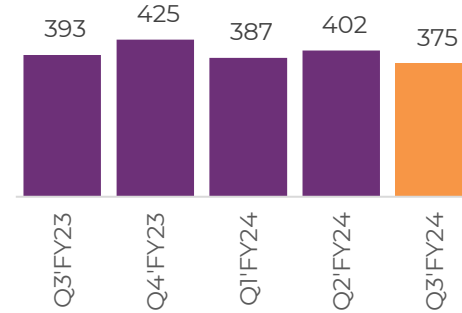
Net Interest Income



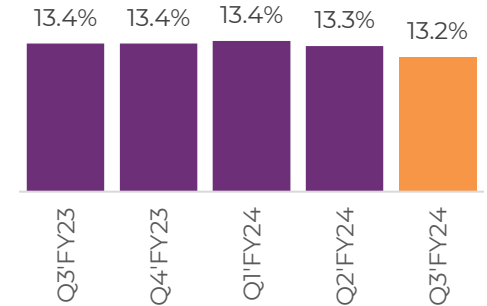
Total Income



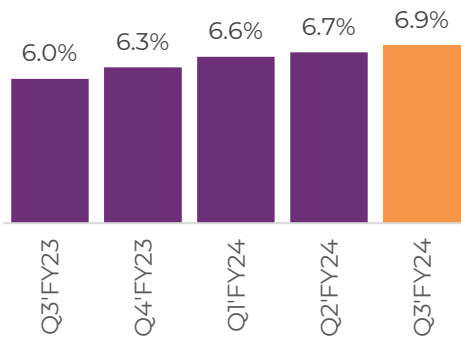
PAT



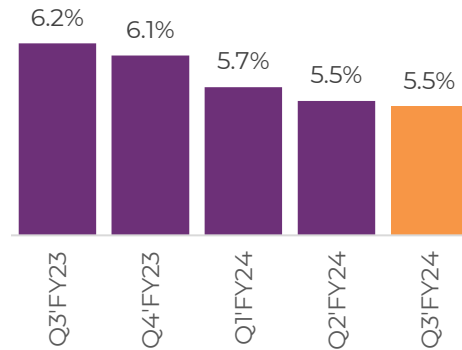
Gross Advance Yield



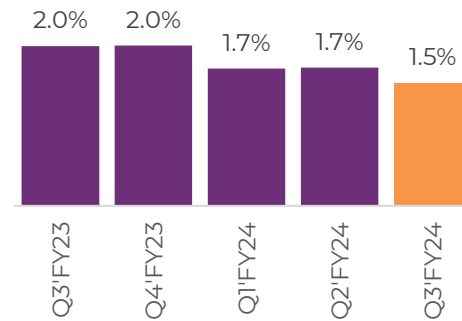
Cost of Fund



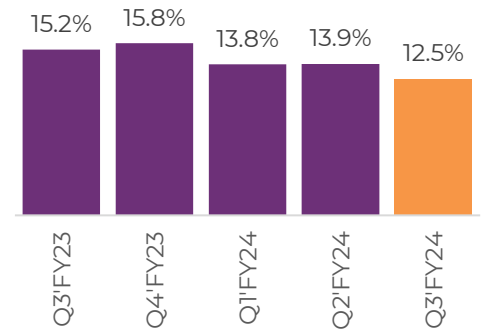
Net Interest Margin



RoA



RoE



Profit & Loss statement

(All Figures in ₹ Crore)	9M'FY24	9M'FY23	YoY	Q3'FY24	Q3'FY23	YoY	Q2'FY24	QoQ
Income								
Interest Earned	7,725	5,931	30%	2,736	2,118	29%	2,531	8%
Interest Expended	3,905	2,718	44%	1,411	965	46%	1,282	10%
Net Interest Income	3,820	3,212	19%	1,325	1,153	15%	1,249	6%
Treasury Income	44	-45	N.A	17	7	121%	11	55%
Other Income (excl. Treasury)	1,146	747	53%	433	287	51%	415	4%
Total Other Income	1,190	701	70%	450	295	52%	425	6%
Net Income (NII + Other Income)	5,010	3,913	28%	1,775	1,448	23%	1,674	6%
Expenses								
Employee Cost	1,548	1,311	18%	529	465	13%	512	3%
Other Operating Expenses	1,612	1,154	40%	589	427	38%	515	14%
Operating Expenses	3,160	2,465	28%	1,117	892	25%	1,027	9%
PPoP	1,851	1,449	28%	657	556	18%	648	1%
Provisions	306	114	169%	160	33	389%	114	40%
Profit Before Tax	1,545	1,335	16%	498	523	-5%	533	-7%
Tax expenses	381	331	15%	123	130	-6%	132	-7%
Profit After Tax	1,164	1,003	16%	375	393	-4%	402	-7%

In Q3'FY24 :

- ❑ PPop grew at 18% YoY supported by Other Income
- ❑ Securitization of ₹2,740 Cr of loan portfolio during the quarter
- ❑ NII saw support from income on securitised book as the overall securitised portfolio reached ₹8,553 Cr
- ❑ Inflationary pressures in the input cost remain key monitorable for operating expenses in the current environment which are off-setted by building efficiency in the system

Balance sheet

(All Figures in ₹ Crore)	31 st Dec'23	31 st Dec'22	YoY	30 th Sep'23	QoQ	31-Mar-23	YTD
Liabilities							
Shareholders Fund	12,167	10,540	15%	11,763	3%	10,977	11%
Deposits	80,120	61,101	31%	75,743	6%	69,365	16%
Borrowings	5,414	6,191	-13%	5,344	1%	6,299	-14%
Other Liabilities and Provisions	3,474	2,871	21%	3,128	11%	3,575	-3%
Total Liabilities	1,01,176	80,703	25%	95,977	5%	90,216	12%
Assets							
Cash and Balances	5,155	3,825	35%	6,257	-18%	9,425	-45%
Investments	26,714	19,270	39%	23,220	15%	20,391	31%
Advances	66,740	55,601	20%	64,168	4%	58,422	14%
Fixed Assets	807	711	13%	757	7%	740	9%
Other Assets	1,760	1,296	36%	1,574	12%	1,557	13%
Total Assets	1,01,176	80,703	25%	95,977	5%	90,216	12%
Securitised Loan Assets	8,553	2,248	280%	6,591	30%	4,914	74%

- ❑ A Stable and healthy balance sheet led by -
 - Strong Capital adequacy ratio of 20.8%
 - Deposit led asset growth – CD ratio at 83%; Borrowings at 5%, mostly refinance (77%) and Tier II borrowings (18%)

Other Income

(All Figures in ₹ Crore)	9M'FY24	9M'FY23	YoY	Q3'FY24	Q3'FY23	YoY	Q2'FY24	QoQ
Loan Assets Processing & Other Fees	549	454	21%	200	171	17%	184	9%
General Banking, Cross Sell & Deposits related fees	310	140	122%	125	52	141%	130	-4%
PSLC Fees	0	39	N.A	0	14	N.A	0	N.A
Credit Card	211	70	199%	88	30	191%	67	31%
Miscellaneous	76	43	76%	19	20	-3%	33	-42%
Core Other Income	1,146	747	53%	433	287	51%	415	4%
Income from Treasury Operations	44	-45	N.A	17	7	121%	11	55%
Other Income	1,190	701	70%	450	295	52%	425	6%

- ❑ Core Other Income growth for Q3'FY24 is at 51% YoY driven by fee income from credit cards and third-party product distribution
- ❑ Miscellaneous Income includes trade income and recovery from written off loans

Operating expense breakup

(All Figures in ₹ Crore)	9M'FY24	9M'FY23	YoY	Q3'FY24	Q3'FY23	YoY	Q2'FY24	QoQ
Employee cost (other than new business Initiatives)	1,399	1,136	23%	476	412	16%	461	3%
Other Operating expenses towards Business as Usual (BAU)	1,213	978	24%	433	357	21%	392	10%
New Business Initiatives (cards, QR, VB, brand & distribution)	547	351	56%	208	123	69%	174	20%
<i>Credit card/QR/video banking</i>	455	195	133%	170	71	139%	150	13%
<i>Distribution expansion</i>	44	129	-66%	6	37	-85%	17	-68%
<i>Branding expenses</i>	48	27	78%	33	15	116%	7	402%
Total Operating Expenses	3,160	2,465	28%	1,117	892	25%	1,027	9%
Expense Ratio								
Employee Cost (other than new business Initiatives)	1.9%	2.0%	-7 bps	1.9%	2.1%	-15 bps	2.0%	-3 bps
Other Operating expenses towards Business as Usual (BAU)	1.7%	1.7%	-5 bps	1.8%	1.8%	-4 bps	1.7%	8 bps
New Business Initiatives (cards, QR, VB, brand & distribution)	0.8%	0.6%	14 bps	0.8%	0.6%	22 bps	0.7%	10 bps
Opex % (on Average Assets)	4.4%	4.4%	1 bps	4.5%	4.5%	3 bps	4.4%	15 bps

□ Continued investment in cards, digital, distribution expansion and brand buildout

□ Focus on optimising operating cost and building efficiency and productivity through digital and other initiatives. Stable manpower in last 24 month

3. Liabilities Performance



CASA deposit grew 3% QoQ, CASA ratio at 33%; CASA + Retail TD at 64%



Retail TD grew 5% QoQ; Savings deposit growth of 8% YoY



CD Ratio at 83%



CoF for 9M'FY24 at 6.7%

How has the Branch Banking charter evolved in last 6 years?

2017-18



2019-20



2020 - 23



2023 onwards

Structure

Consolidated Unit of Liabilities

Garner deposits with customer mix ranging from Government, Co-operative Banks, Retail Customers etc

Separate Verticals Established

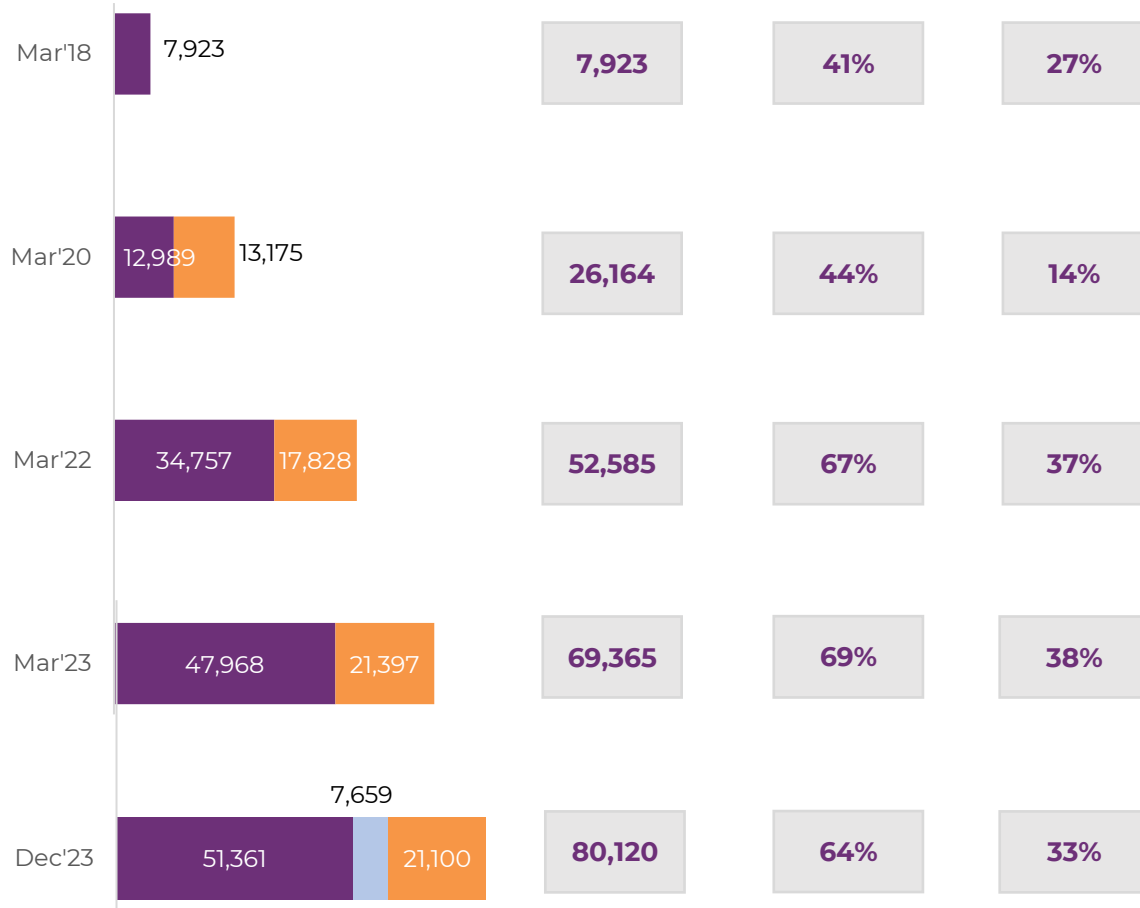
Branch Banking, FIG, Government, Wholesale, Co-operative Bank, NBFC

Branch Banking as a SBU

Build a portfolio of GIST (Granular, Individual, Small Business, Transacting) customers to raise Low-cost, Stable retail deposits

Swadesh Banking established to focus on our rural markets

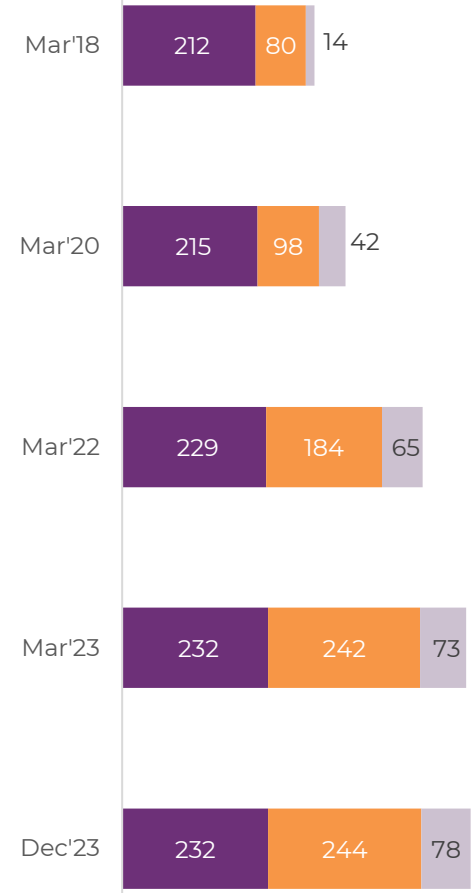
Deposits



- Urban Branch Banking
- Swadesh Banking
- NBFC, FIG, Wholesales, Govt., Co-op Bank, Video Banking & CD

Total Deposits **CASA + Retail TD %** **CASA %**

Liability Branches*



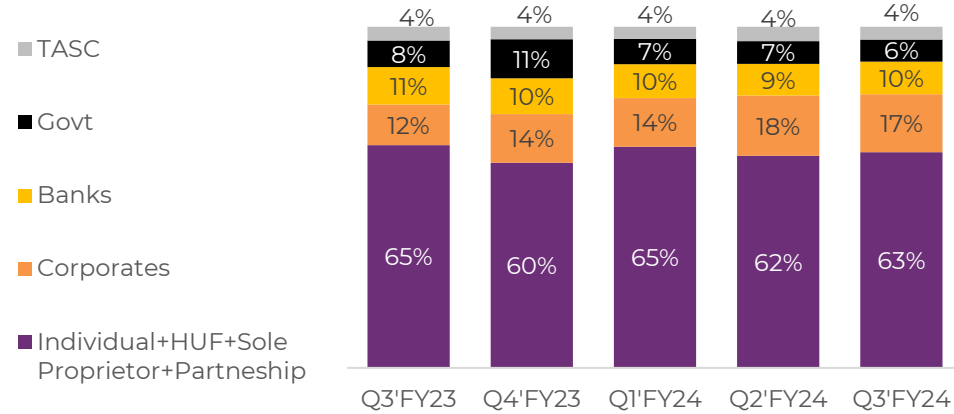
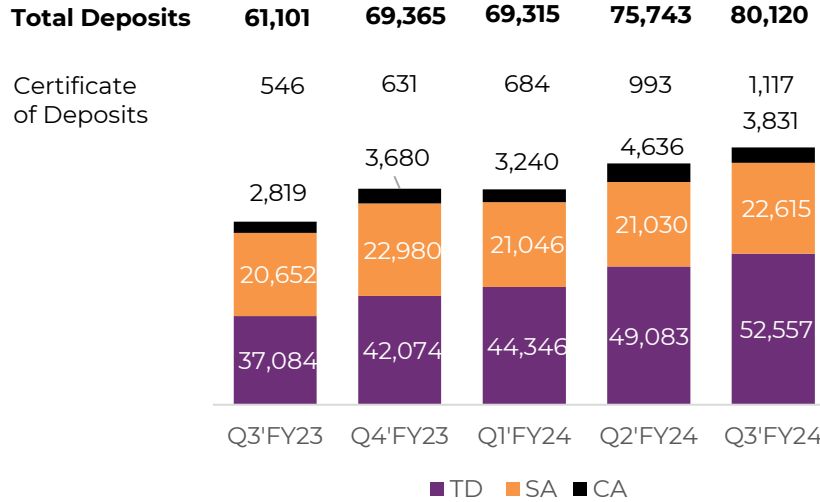
- Core
- Urban
- URC

*Excludes BO/BC

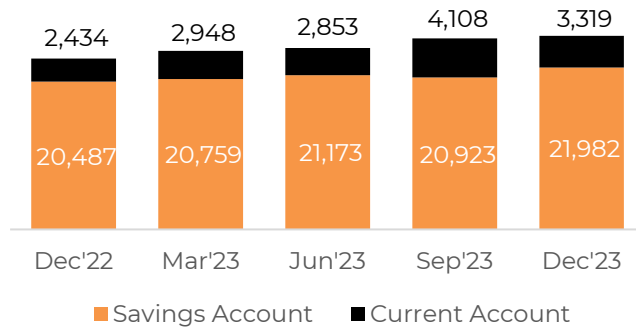


Focus on granular deposits and customer profiles

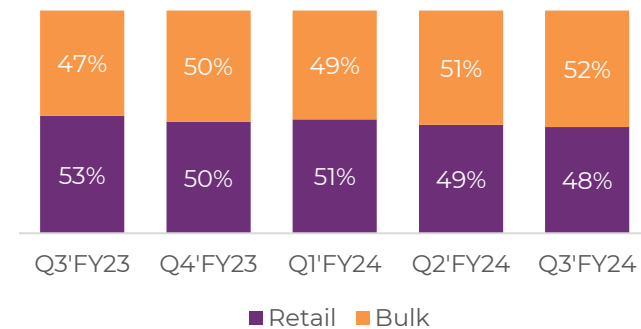
₹ in Crores



Daily Average balance



Retail and Bulk TD mix



Building a Predictable, Scalable and Sustainable deposit franchise

Distribution becoming sharper with expanding scale

- ❑ Differentiated approach for Urban and Core markets
 - Established Swadesh banking to cater to Semi Urban/Rural Markets
- ❑ Now a Pan India Bank with Presence in 21 states & 3 UT's
 - From Jammu to Kochi & Mumbai to Assam
- ❑ Building up dedicated Channels (CA, NR, TASC, ES, KAM)

Raising Low-cost, stable retail deposits

- ❑ Raising solution-driven deposits through the acquisition of GIST customers
- ❑ Customer segment specific approach (UYC)
 - USPs for various segments

Dedicated focus on building Current Account Book

- ❑ Increasing quantity and quality of CA acquisition
- ❑ Deepening engagement with CA customers by providing business solutions (QR/POS/CMS/CNB etc.)
- ❑ Focus on leveraging Commercial Banking ecosystem

Focus on catering to customer's entire banking ecosystem

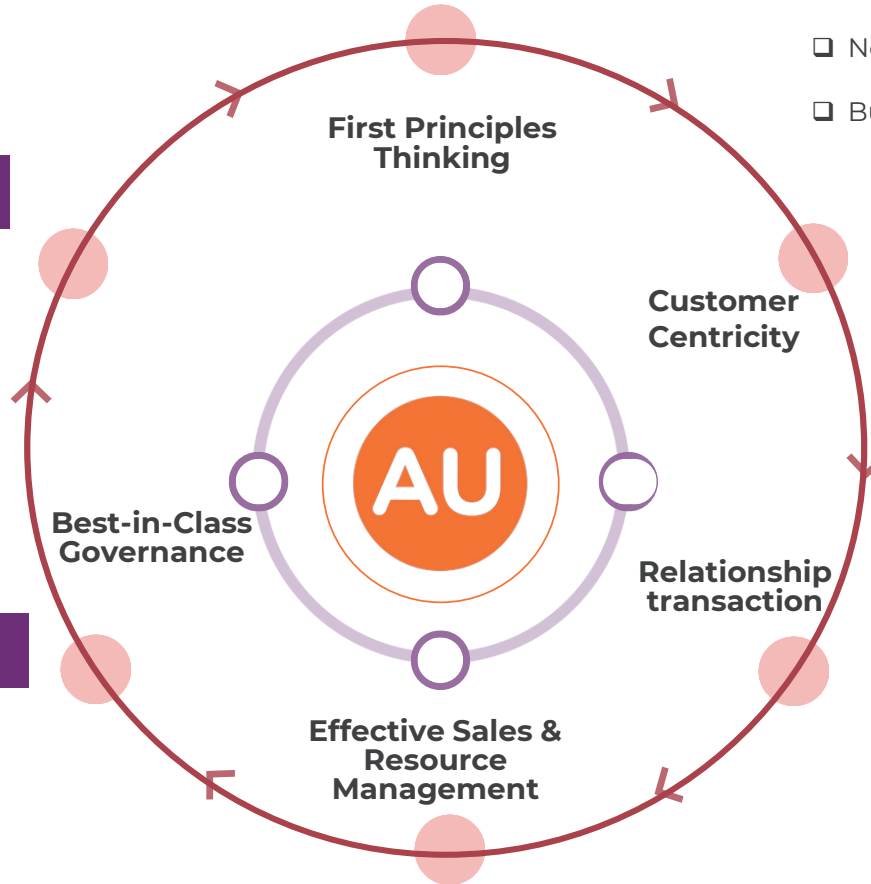
- ❑ Source Current accounts from customers who have entrusted us with SA/Deposit relationship in last 6 years.
- ❑ Focus on Family Banking and providing comprehensive Banking Solutions (Wealth & Insurance, Credit Card, Retail Assets, AU0101)

Managed by rigorous sales management framework

- ❑ Ties everything together, makes the machine coherent and brings agility to the system
 - Balance scorecard for sales employees focused on customer engagement, customer service and ACID (Audit, Compliance, Integrity & Discipline)
 - Capsulized targets (with built-in Gamification)

Focused efforts on customer acquisition & engagement

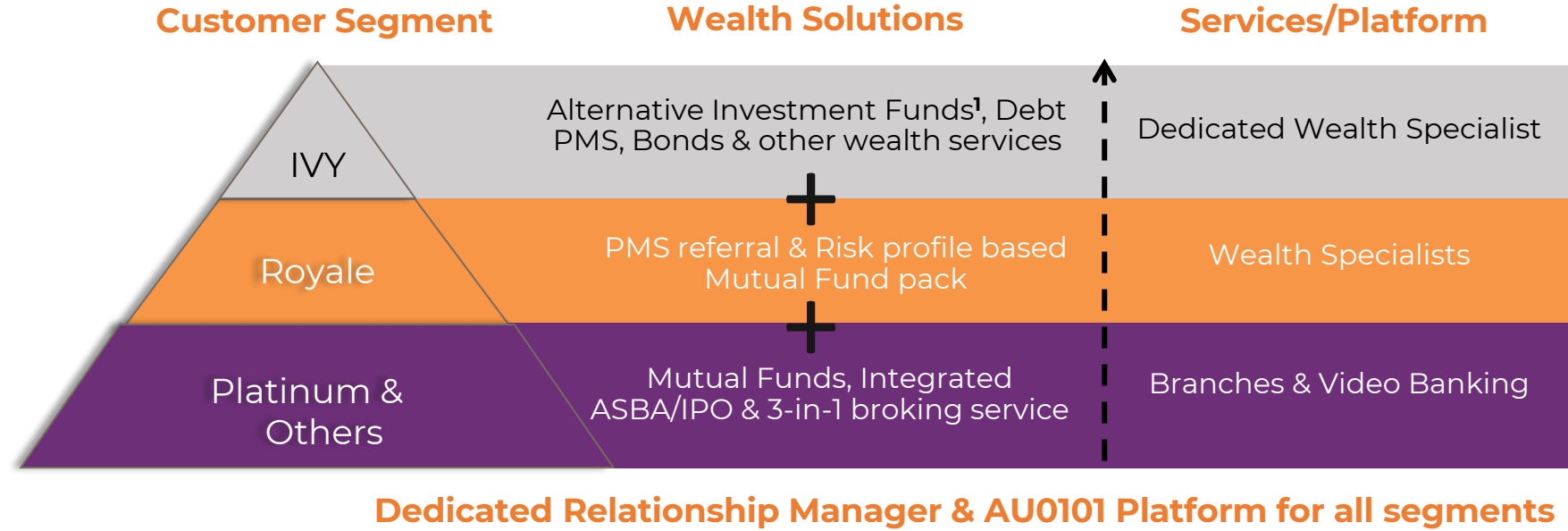
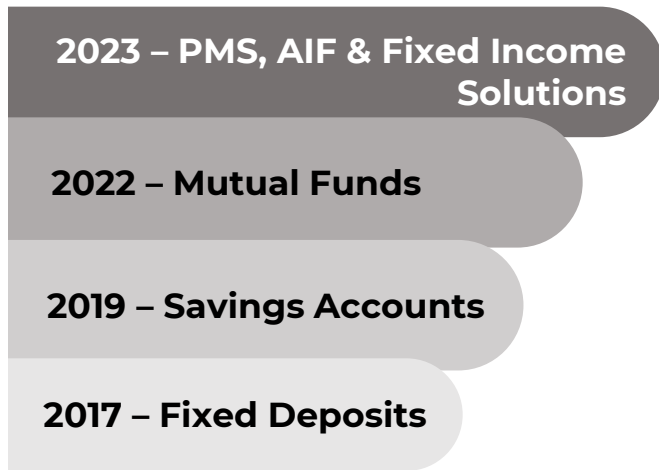
- ❑ Increasing pace of retail CASA customers' acquisition
- ❑ Dedicated efforts on customer engagement to garner trust and gain mindshare.
- ❑ Putting efforts to provide more solutions (product per customer)



Wealth – Enhancing value proposition for our deposit customers

- ❑ Investment AUM growth of **50%** from Sept'23 to Dec'23
- ❑ Addition of more than **16k** wealth customers during the quarter
- ❑ Augmented our referral products offering across both Equity & Fixed Income
- ❑ Introduced **'Wealth check-up'** feature on AU0101 to further enhance digital experience

Banking & Wealth Continuum



1.6L +
Customers

36k+
Customers with live SIPs²

521 Cr ↑ 50% QoQ
Total AUM

Note: 1- PMS, AIFs & Bonds are offered only on referral basis 2 - Customers with at least 1 active SIP registered through the bank

4. Assets Performance



Sustainable and Scalable business model



Disbursement yield increased by ~38 bps YTD



GNPA ratio at 1.98%; NNPA at 0.68%



PCR at 72%

Strong, secured and established asset franchise



- ❑ Vintage book and tested business model
- ❑ Growing opportunity in used and new vehicles especially in core markets
- ❑ Deep penetration in core markets; scalable in urban
- ❑ Significant headroom to grow market share given our size
- ❑ Banking platform gives significant competitive advantage

Core Asset Principles

- ✓ Small Ticket size
- ✓ Backed by security
- ✓ Risk-based pricing
- ✓ Mainly for income generation purpose with defined end-use
- ✓ Customer Service has been our forte
- ✓ Strong local and ground understanding and connect

- ❑ Unique product proposition with ~ 15 year's of experience
- ❑ Strong collateral understanding
 - ❑ Deep penetration in core markets
 - ❑ Strong and nuanced underwriting and legal/technical know-how built over a decade



- ❑ Significant growth potential in affordable housing
- ❑ Natural competitive advantage as a Bank vs HFC
- ❑ Strong cross-sell potential to bank's growing customer base
- ❑ Natural progression to cater to 1,049 Bank's touchpoints from ~249 currently
- ❑ Entire suite of products available to meet customer requirements

- ❑ Complete suite of Fund based & Non- Fund based products
- ❑ Presence across Business & Agri Banking aided with NBFC and REG helping us build the Banking franchise
- ❑ Opportunity to grow with the customer as their house bank
- ❑ AD-I will provide further impetus and cater wider customer base



*% of Gross Advances as on 31st Dec'23; Commercial Banking book is excluding SME

Asset book snapshot

₹ in Crores

Segments	Vintage (Year)	Q3'FY24					Q3'FY23				Q2'FY24			
		Gross Advances	Assigned/ Securitised loans	Yield (%)	Gross NPA	Gross NPA (%)	Gross Advances	Assigned/ Securitised loans	Yield (%)	Gross NPA (%)	Gross Advances	Assigned/ Securitised loans	Yield (%)	Gross NPA (%)
Wheels	1996	20,375	6,693	14.3%	533	2.6%	19,481	2,051	13.9%	2.2%	20,738	4,770	14.2%	2.5%
Micro Business Loans	2007	19,231	1,702	14.8%	596	3.1%	18,098	185	15.0%	2.7%	18,602	1,812	14.9%	3.0%
Home Loan	2017	5,306	151	11.6%	30	0.6%	3,695		11.8%	0.4%	5,069		11.6%	0.5%
Commercial Assets		16,386		11.0%	64	0.4%	11,179		10.9%	0.3%	14,800		11.0%	0.3%
- Business Banking	2017	6,806		10.4%	35	0.5%	4,370		10.2%	0.2%	6,134		10.4%	0.3%
- Agri Banking	2018	5,337		10.5%	18	0.3%	3,446		10.5%	0.6%	4,757		10.5%	0.3%
- NBFC	2014	2,697		11.4%	9	0.3%	2,313		11.0%	0.0%	2,547		11.3%	0.4%
- REG	2013	1,546		14.9%	2	0.1%	1,050		14.6%	0.6%	1,362		14.9%	0.2%
Credit Card	2022	2,740		12.0%	53	1.9%	1,072		13.6%	1.1%	2,265		12.7%	1.7%
Personal Loan	2020	794		18.0%	32	4.0%	576		17.9%	2.3%	744		18.0%	3.4%
Others*		2,608			14	0.5%	1,959			0.2%	2,601			0.3%
SME (Run Down)	2010	185	7	12.7%	19	10.0%	276	16	12.3%	8.7%	210	9	12.5%	10.2%
Total		67,624	8,553	13.2%	1,340	1.98%	56,335	2,251	13.4%	1.81%	65,029	6,591	13.3%	1.91%

□ Standard Covid restructured book declined to 0.7% of gross advances; Restructured advances of ₹12 Cr upgraded during the quarter

*Others includes ODFD, Term lending and Gold loans etc.

Provisioning summary

Credit Cost	Q3'FY24	Q3'FY23	Q2'FY24	9M'FY24	9M'FY23
Provision on NPA	23	26	86	147	41
Repossession loss & POS loss	22	21	26	65	80
Write off	119	26	31	190	83
Standard & other provision	7	11	3	27	34
Covid restructuring provision	-11	-21	-11	-38	-65
Less: Bad Debt Recovery (Other Income)*	7	11	19	34	17
Net Credit Cost (A)	154	53	116	358	156
Net Credit Cost (% of Avg. Total Assets)	0.62%**	0.27%	0.49%	0.50%	0.28%
Less : Contingency Provision (B)	2	31	21	85	59
Add: Bad Debt recovery* (C)	7	11	19	34	17
Total Provision Expense (charged to P&L = A+C-B)	159	33	114	306	114
Total Provision Expense (as % of Avg. Total Assets)	0.64%	0.16%	0.49%	0.43%	0.20%

- As the Credit card book attains a size and gets seasoned, the credit cost for the same is getting normalized and in line with industry average.
- **Ex of Credit cards, net credit cost has normalized at **0.44%** for Q3'FY24 and **0.36%** for 9M'FY24 without adjusting for Contingency utilization

*This is reported in the other income line; Credit cost and Provisions expense % are annualized

NPA movement

NPA Movement	Q3'FY24	Q3'FY23	Q2'FY24	Q9'FY24	Q9'FY23
Opening NPA	1,245	997	1,121	981	924
Additions during the period*	403	231	349	1069	746
Less: Recoveries & Write Offs during the period	308	209	226	711	652
Closing NPA	1,340	1,019	1,245	1,340	1,019

NPA Summary	Q3'FY24	Q3'FY23	Q2'FY24
Gross NPA	1,340	1,019	1,245
Less: Cumulative Provisions	884	734	860
Net NPA	456	285	385
Gross NPA Ratio	1.98%	1.81%	1.91%
Net NPA Ratio	0.68%	0.51%	0.60%
Provision Coverage Ratio	72%	75%	73%
GNPA % (Incl. Securitized Book)	1.83%	1.85%	1.80%

*Additions/Reductions to GNPA presented for the quarter exclude any intra-quarter additions and reductions i.e., Loans which slipped into NPA during the quarter, and which got subsequently upgraded/write off within the same quarter are excluded; For the 9 months, figures from the first 3 quarters of the year has been added for addition/reductions

Overview of total provisions

₹ in Crores

Particulars	Dec'23				Sep'23			
	Nos.	Loan Amount	Provisions	Coverage	Nos.	Loan Amount	Provisions	Coverage
GNPA	60,535	1,340	843	63%	55,897	1,245	819	66%
Covid related restructuring (Standard)	5,157	468	77	16%	5,985	532	88	17%
Contingency provisions			5				7	
Floating provisions			41				41	
Stressed and contingencies provisions		1,808	966			1,777	956	
Provisions towards Standard Assets			215				208	
Total Provisions			1,181				1,164	
Provisions as a % of gross advances			1.75%				1.79%	

- ❑ The Bank's provision coverage ratio stands at 72%
- ❑ GNPA ratio stood at 1.98% compared to 1.91% in previous quarter; Standard Restructured loans declined to 0.7% vs 0.8% QoQ
- ❑ Bank as on 31st Dec'23 has ₹83 Cr of provisions against contingency and standard restructuring book

5. Digital Bank AU0101



26 Lacs+ customers registered on AU0101



45% new customers acquired via digital products in Q3'FY24



Launched first co-branded credit card with travel portal 'ixigo'



50%+ savings account and credit card customers acquired digitally in Q3'FY24

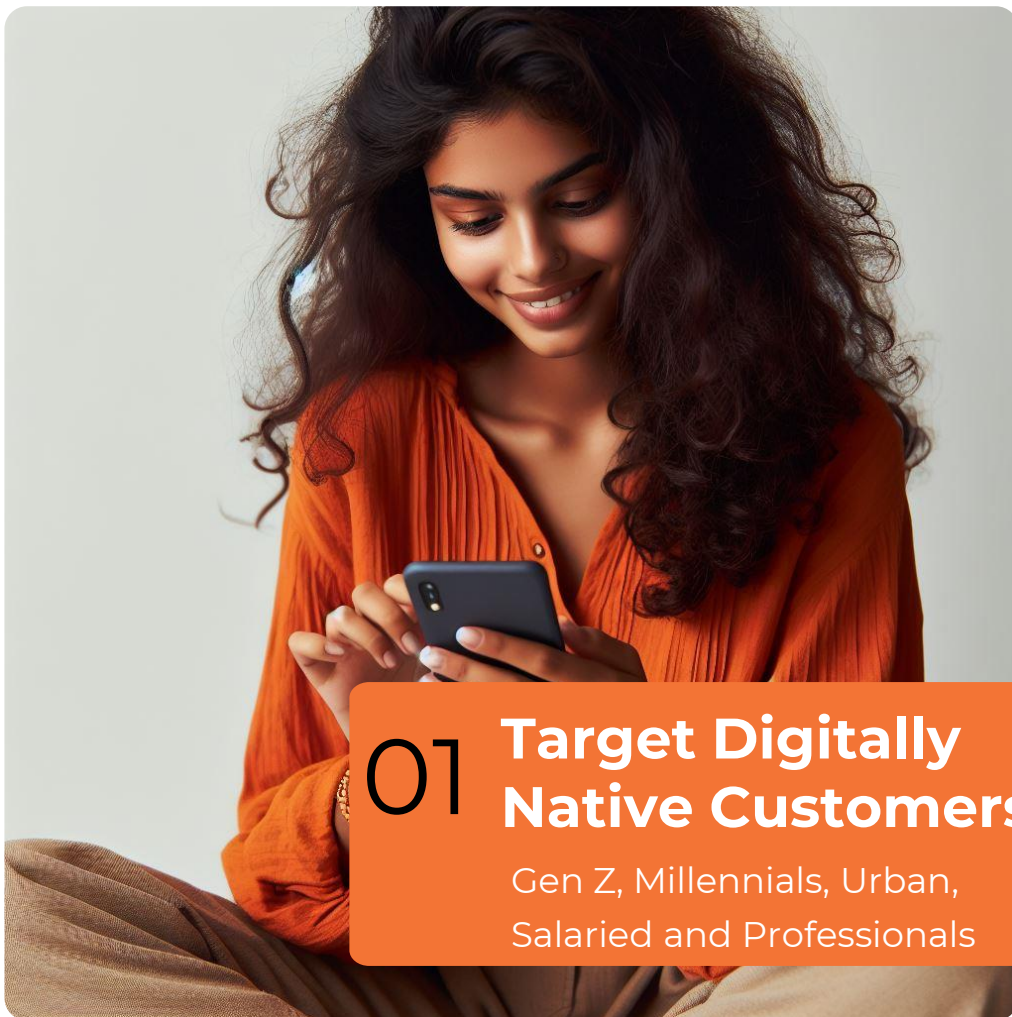
Digital Bank AU0101 reorganized as a business group....

Reorganised and **established Digital Bank AU0101** as a business unit to maximize organisational effectiveness and focus on building a sustainable digital franchise

Key strategic objectives for Digital Bank AU0101

- 1 Grow retail focused, stable, low-cost deposit franchise
- 2 Develop unsecured lending capability using Data & Analytics
- 3 Build digital distribution channels
- 4 Invest in technology to remain future ready
- 5 Drive automation and operating efficiency

.... With clearly defined priorities for Digital bank AU0101



01 Target Digitally Native Customers

Gen Z, Millennials, Urban, Salaried and Professionals

02

ACQUIRE

Expanding Product Suite across Savings Account, Current Account, Fixed Deposit, Corporate Salary, Credit Cards, Merchant Lending and Personal Loan*. **Building differentiated product** suite for digital native customers.

03

ENGAGE

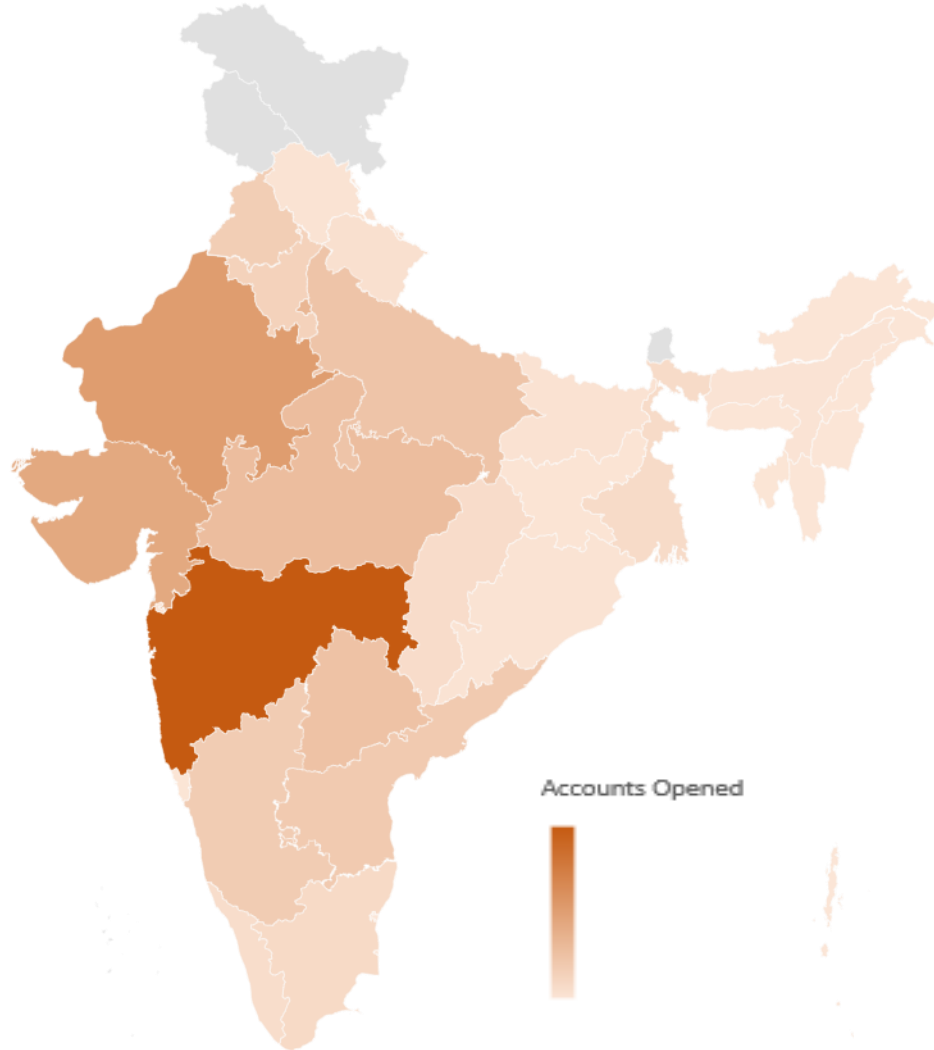
Accelerators⁺ like Account Aggregator, Bureau View, Video Banking and PFM' in addition to Banking , to enhance customers experience and enrich data. Giving more reasons to a customers to bank with us.

04

GROW

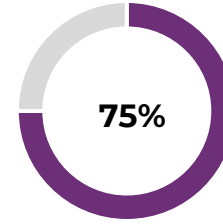
Personalized communication based on triggers and behavioral analysis; Product offerings to **increase Product holding per customer** across cards, loans, accounts, insurance and wealth products

PAN India **digital Reach** and growing...

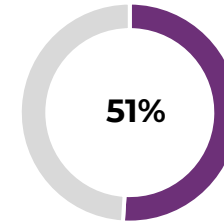


Darker color shading represents higher customer density

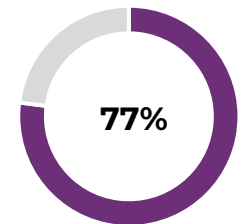
Customer **Persona**



Urban

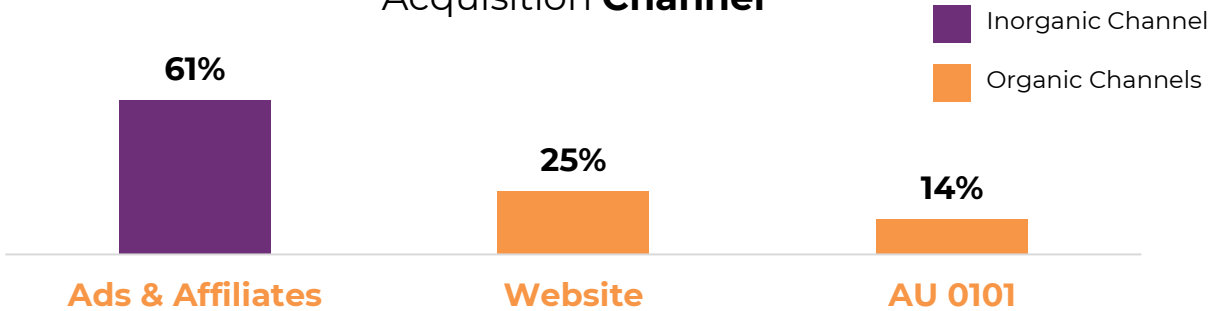


Salaried professionals



18-35 years age

Acquisition **Channel**



Device Profile



02 | Acquiring by continuedly expanding digital product suite....



Savings Account*



Credit Card*



Current Account



Corporate Salary*

Digital Acquisition

30%

Uptick in **Savings Account** QoQ acquisition

20%

Uptick in **Credit Card** QoQ acquisition

3,550+

Current Account acquired digitally in Q3 FY24

1,150+

Corporate Salary acquired digitally in Q3 FY24

Bank-wide sourcing Contribution in Q3

53%

Contribution of Savings Account sourced

55%

Contribution of Credit cards sourced

15%

Contribution to total Current account in Bank

4%

Contribution to total Corporate account in Bank

Organic AU0101 and Website

20%

Savings Account contribution via AU0101 and website

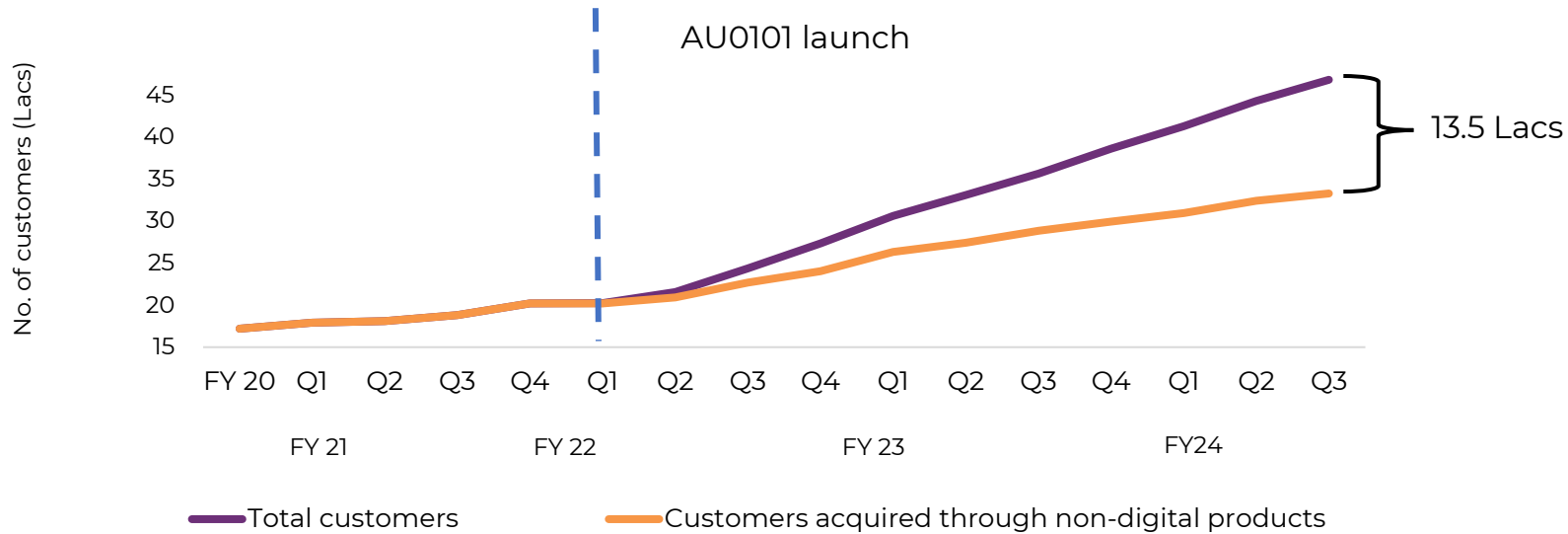
3%

Credit Card contribution via AU0101 and website

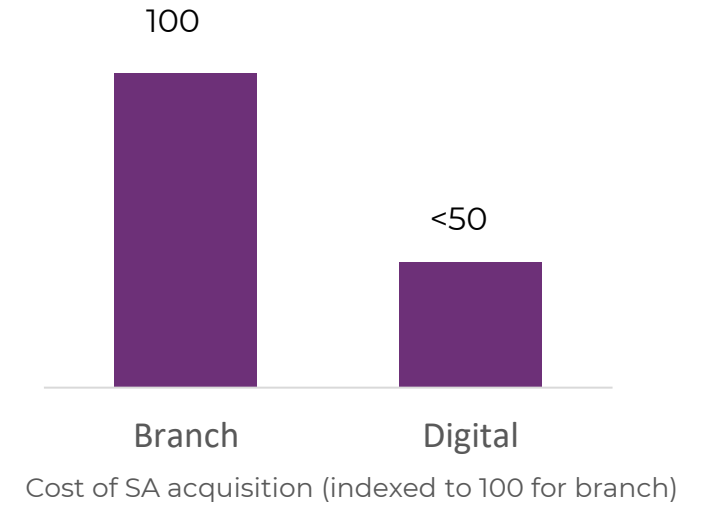
Sharp focus on increasing organic contribution to acquisition

...accelerating customer acquisition at lower cost

Accelerated acquisition through digital proposition...



...at much lower cost



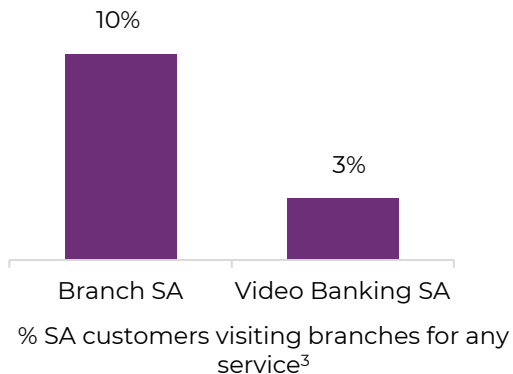
45% new customers acquisitions in Q3'FY24 via Digital Products

03 | AU0101 – 6X growth since launch with 2.5 million+ on AU0101

Increasing Bank Wide **customer engagement...**

	CA		SA	
	Dec'22	Dec'23	Dec'22	Dec'23
Monthly transacting customers (Lacs)	1.3	1.6	10.2	10.8
Transacting customers as % of total customers ¹	70%	68%	57%	59%
Avg. monthly transactions per transacting customers	75	79	33	36
Product per customer (PPC)	2.0	2.0	1.6	1.6

...at **lower incremental cost to serve**

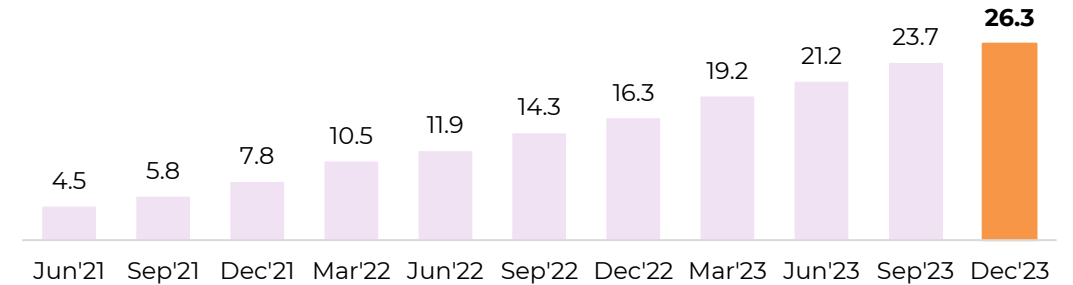


99% Digital transactions²

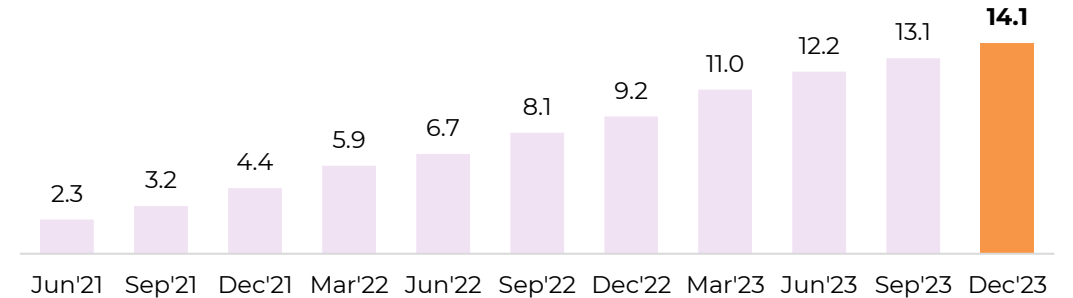
91% Liability service requests fulfilled digitally

6X Growth on AU0101 since launch

Registered Users



Monthly Active Users



25 Lac

Service Requests served in Q3

~1.1 Cr³

Financial Transactions done in Q3

~240k

Average Daily Users in Q3

03 | High engagement among digitally acquired customers



Savings Account

86%

Transaction active customers

83%

Active debit card customers

92%

Active on AU0101

Credit Card

62%

Purchase active customers (30 days)

₹20K+

Spends per month

90%

Active on AU0101

Current Account

77%

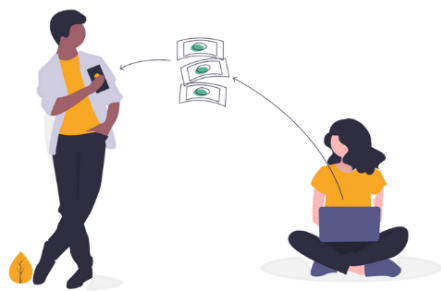
Transactionally active customers

84%

Active on AU0101

04 | Growing by fulfilling more of customer needs across their lifecycle

Activate



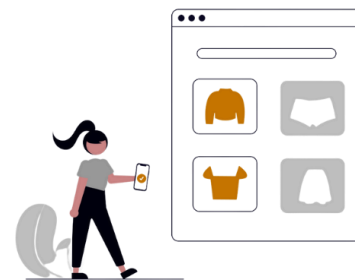
- ❑ Activating across banking suite on AU0101 and Video Banking
- ❑ Activate **Account Aggregator**, D2C **Bureau Reports** and **PFM**
- ❑ Activate Debit and Credit Cards, Transactions, Payments and UPI handle creation

Grow



- ❑ Grow relationship by understanding customers' **wallet size** and persona
- ❑ Leverage **Personalization**, trigger-based **nudges** and behaviour
- ❑ Build balances, drive card spends and unsecured loan book

Cross Sell



- ❑ Pitch the right product, to the right customers at the right moment
- ❑ In App full stack offerings across cards, loans, insurance, wealth and accounts
- ❑ Leveraging **differentiated product suite** tailored for digitally native customers

Upgrade



- ❑ **Upgrade customers' product suite** across their life cycle
- ❑ Upgrade accounts, cards and loans suitable for customers life cycle
- ❑ **In App nudges** to upgrade accounts, cards and loans

Credit Card - continues to scale with strong performance across key metrics

8.3 lacs+
Cards Live

4,950 Cr+
Spends In Q3'FY24

~75%
% Issuance to NTB
Customers overall

1.74 lacs
Average limit per card

1.49 lacs
New users acquired in
Q3'FY24

- Monthly acquisition ~ 49,000 per month leading to card CIF growth of 18.5% in Q3'FY24 over Q2'FY24
- Average monthly spends ~ **₹1,600 Cr** with Spend per Card (SPC) of ~ ₹21,000+/month during the quarter
- Consistent growth in corporate Card business with 130+ new corporates onboarded in Q3'FY24



- Good traction on Super premium Card Zenith+ at an annual fee of ₹5,000.
- Spend per Card of 90K+ observed on Zenith+



- Virtual Rupay Card (Insta Pay) issued to enable UPI transactions for existing AU Bank Credit Card holders
- Spends of 15K+ / month observed on InstaPay Credit Cards.
- 2.8X Transactions per month per user as compared to other cards.



- ❑ First co-branded Credit Card launched in partnership with ixigo
- ❑ Offers across travel categories flights, hotels, trains and more
- ❑ Access to **15 Cr ixigo users**, larger customer traction in Tier II/ Tier III cities
- ❑ Opportunity to tap travel segment Card users and increase user traction



- ❑ 1st Small finance bank to participate in Amazon Great India Festival during Diwali
- ❑ 60 Offer campaigns leading to 29 lac transactions and 2,000+ Cr spends during the campaign duration
- ❑ 59.5 Cr digital impressions achieved through merchants like Amazon, Zomato, Reliance digital, EaseMytrip etc.

UPI QR - deepening our relationship with small merchants

Acquisition

~11.2 Lacs

UPI QRs installed till Q3'FY24

69%

Activation rate*

2.5 Lacs

NTB customers acquired through UPI QR till Q3'FY24

Engagement

~2.4 Cr

Transactions in Q3'FY24

~2.7 Lacs

Daily average transactions in Dec'23

₹2,674 Cr

Value of transactions in Q3'FY24

92%

Value of transactions credited to AU accounts in Q3'FY24

106%

Increase in CASA AMB (Average Monthly Balance) post QR install

Lending

~₹350 Cr+

Loans disbursed basis transactions data till Q3'FY24

₹2.0 Lacs

Average loan ticket size

*At least one transaction after QR setup

6. Other Key Information



Strengthening our brand – “Badlaav Humse Hai”



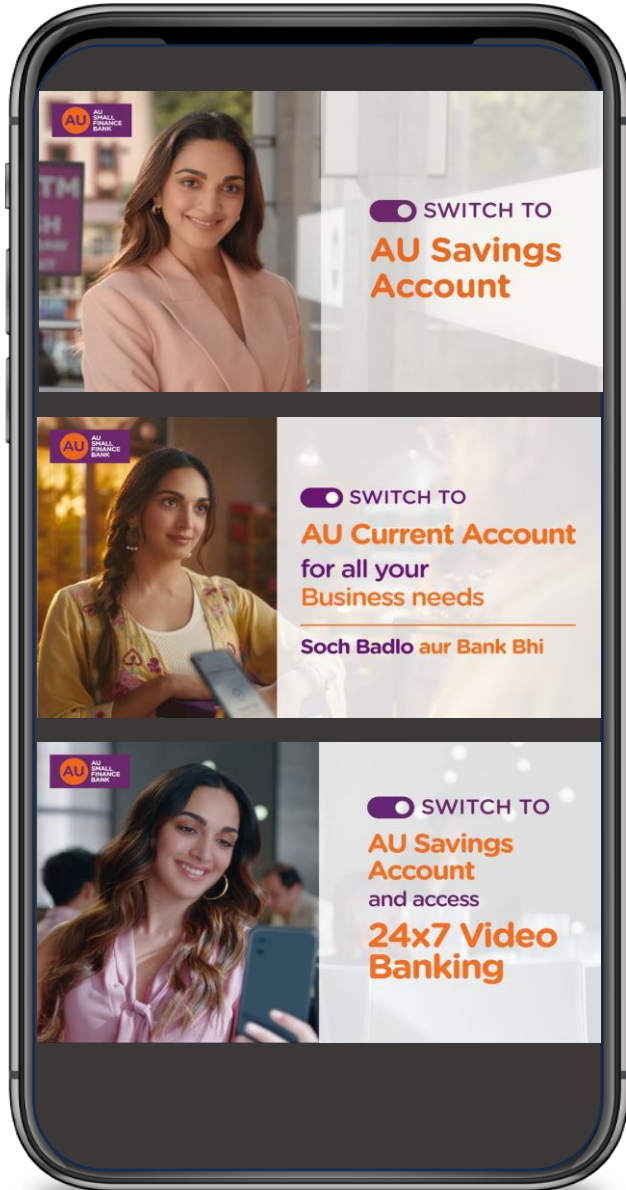
17,900+ Youth trained under skill development program and 14,020+ youths employed



2 youth, part of AU Bano champion programme, selected for National U-17 football team



Promoting Green Fixed Deposit product “Planet First”



10 Cr+

People reached on TV, Print, Radio, Cinema & Digital Media

54%

Increase in Organic Search Volume on Google
(indicates the increase in brand consideration)

Motivated by our Aspiration

Through Strong Governance

Empowered by our ESG priority areas

Inspiring the organization towards

Cemented by

Aligned with UNSDGs

Sustainable Planet, Sustainable AU

ESG is a Board Level Agenda

ESG Oversight at Top Management

Led by a dedicated 'Sustainability Department' steered by 'Head of Sustainability'



Preserve
Preserve Environment & Bolster climate Health



Promote
Promote social equity and respect human dignity.



Practice
Practice Sustainability as a "Way of life" & achieve enterprise resilience

Our Enablers



Culture Building:
Strengthen Governance around sustainability and drive "ESG Culture"



Risk Strengthening:
Reinforce the core, enhance models and frameworks to build ESG risks



Sustainable Banking Eco-system: Build a resilient banking eco-system on sustainable practices

Stakeholder Engagement

Ethical Business Conduct

Transparency in Disclosures

Cross Functional Participation

Mindset of Ownership



Environment

Environment is a recognized stakeholder for AU



Deposits

- 6,000+ Green FD Accounts
- 150+ Crore Green FD raised

Lending

- 45+ Crores deployed in Green Asset lending
- Solar Projects and Electric Vehicles getting funded with Greater Traction in retail segment

Participated in **CDP (Carbon disclosure project)**



Social

Addressing the Occupational, Residential, and Social vulnerabilities

AU **IGNITE** - COE for Skills Development

Skill development is the flagship project of the Bank. Till Q3'FY24, 17,900 youth were trained and 14,020 linked to employment across 16 centers and 78% successfully linked to employment



AU's Rural Sports Initiative

Project aimed at holistic development of rural children, is live across 64 locations with 8,100+ children in age group of 8-16 years getting trained by certified coaches. 2 youth have been selected for National U-17 football team

AU **उद्योगिनी** - Women Entrepreneurship

AU supports women entrepreneurs for livelihood generation and capacity building by providing support and access. Till date, 2,300+ women are engaged and 724 are nurtured

Governance

Compliant on all governance parameters

Independent and diversified Board - 80% independent directors, 20% women directors

Mr. H.R. Khan (Ex - Deputy Governor, RBI) will take over as Non-executive chairman of the bank w.e.f. 30th Jan'23

Board committee on Sustainability driving the sustainability agenda

Continued improvement on rating platforms like DJSI



Financial & digital inclusion

Universal Access to Financial Services

- 32% of our total touchpoints/branches – 330 are in unbanked rural centres (Tier-VI, population less than 5,000 & Tier-V, population less than 10,000)
- Present in 50 Special Focus Districts* with 90 touchpoints covering 23 Aspirational districts, 13 Left Wing Extremist Affected Districts, 13 Hill States Districts and 1 North Eastern Region District.

Providing Basic Bouquet of Financial Services



PM Jan Dhan Yojana



Particulars	BSBDA	MUDRA	PMJJBY	PMSBY	APY
Count	4,22,200+	2,62,500+	61,400+	99,500+	86,354+

Received Direct Benefit Transfer of ₹6.6+ Cr in Q3'FY24 in Aadhaar seeded accounts.



PM SVANidhi

- Supported 1,170+ street vendors



IGUCY

- Supported 680+ micro entrepreneurs

Financial and Digital Literacy

- Organised 10,000+ Financial Literacy Camps milestone till Q3 FY24, educating 15 lakh+ citizens and including 3 lakh+ individuals in the formal financial system over the last 6 years.



Best Small Finance Bank

Mint BFSI Awards - 2023



Great Place To Work

Jan'24 - Jan'25
(Fourth Consecutive Year)



Company With Great Managers - 2023

(2022, 2023)



Brand of the Year

e4m Pitch
Top 50 Brands 2023



Best Branded Campaign : TV

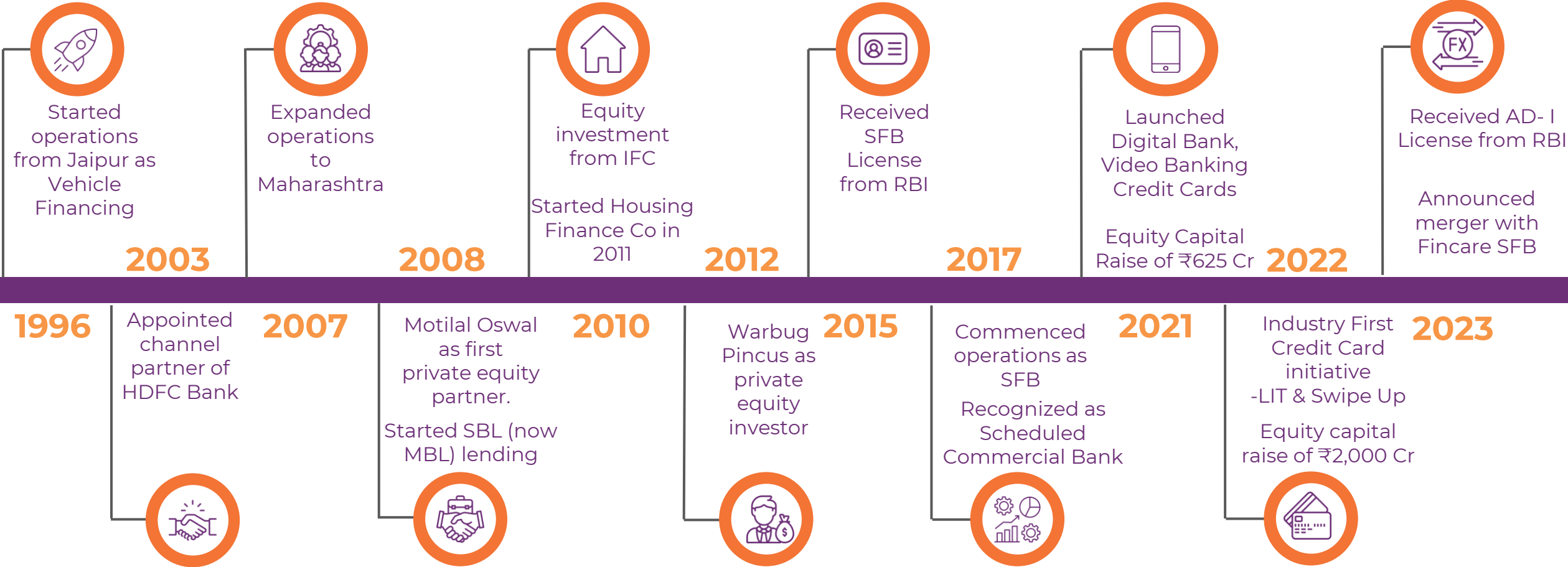
Afaqs brand
Storyz Awards -2023



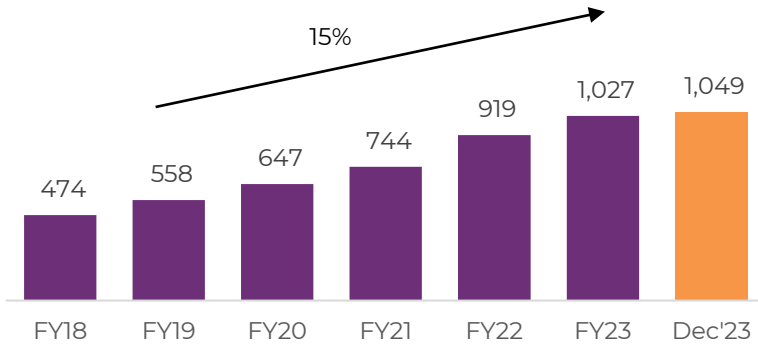
BSE StAR MF (BSE MF Platform) recognised us as **Top contributors in Banking Industry**



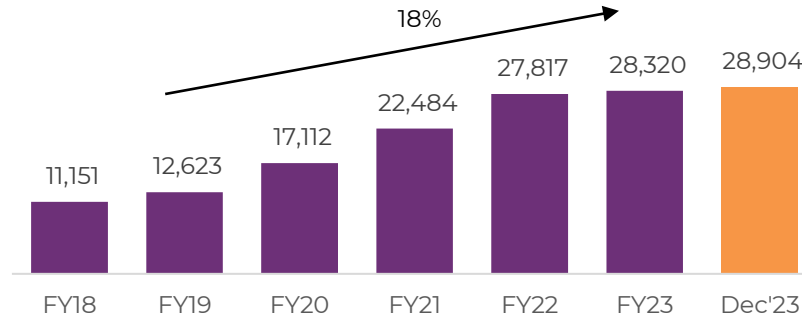
ABOUT AU SMALL FINANCE BANK



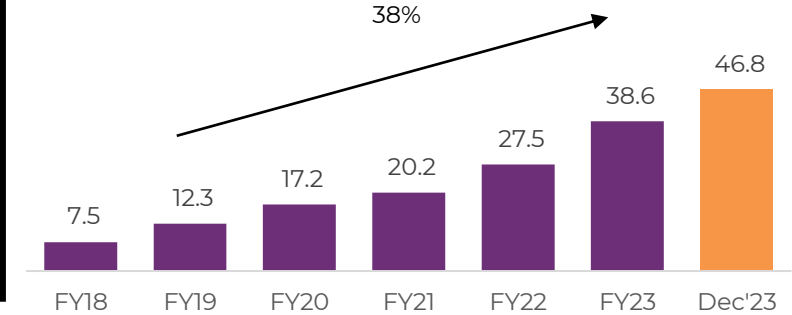
Touchpoints



Employees

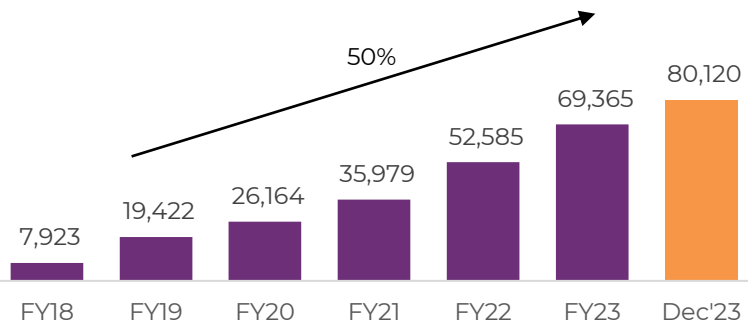


Customers (in Lacs)

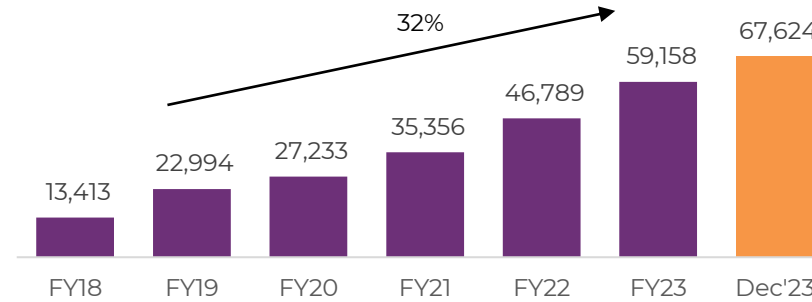


₹ in Crores

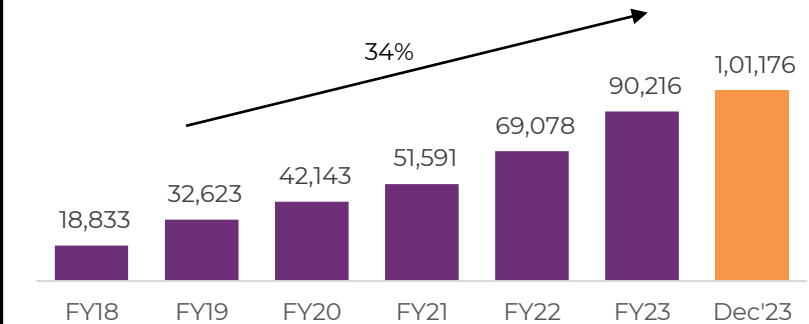
Deposit



Gross Advance*



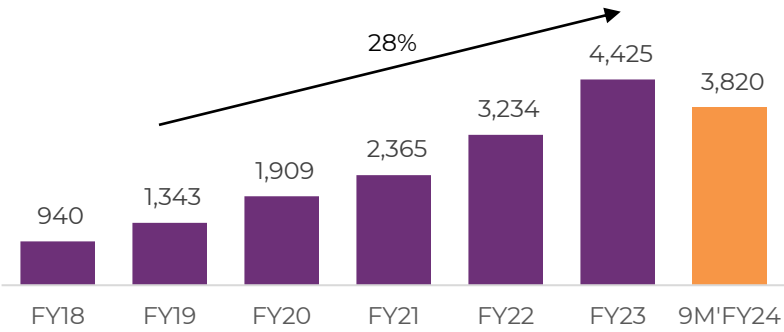
Balance Sheet Asset



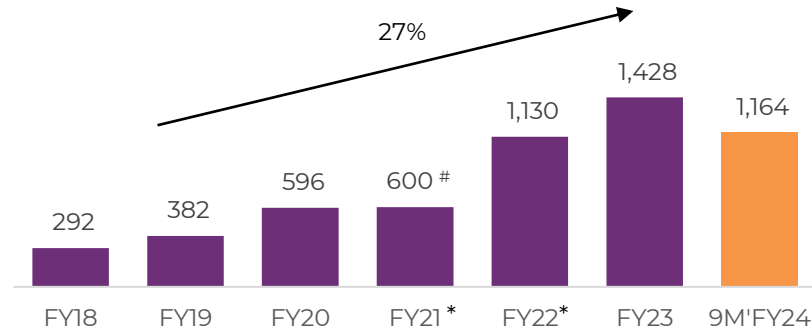
*CAGR of Advances including off book is 31%

₹ in Crores

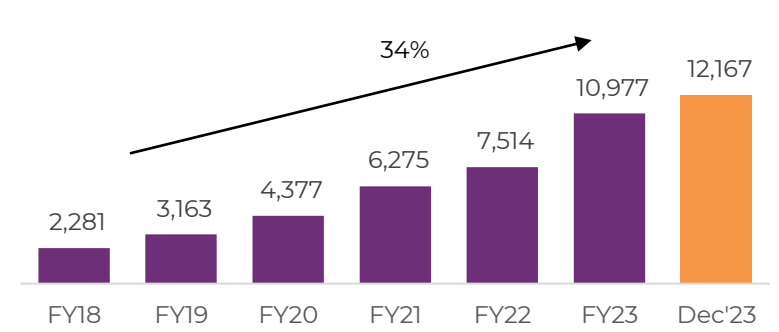
Net Interest Income



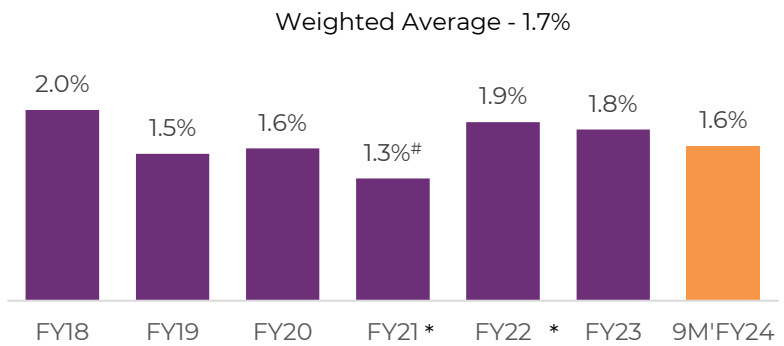
PAT



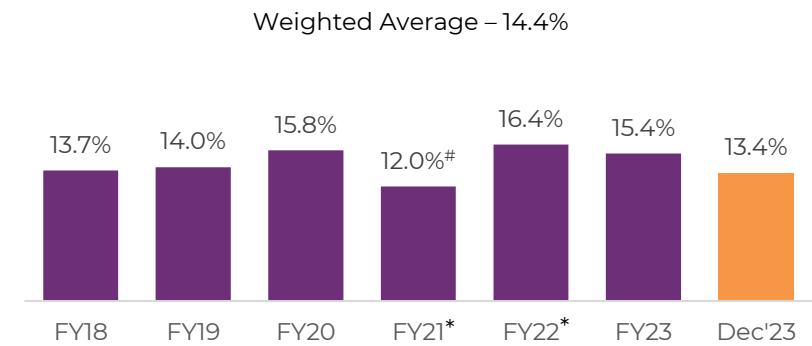
Shareholders Fund



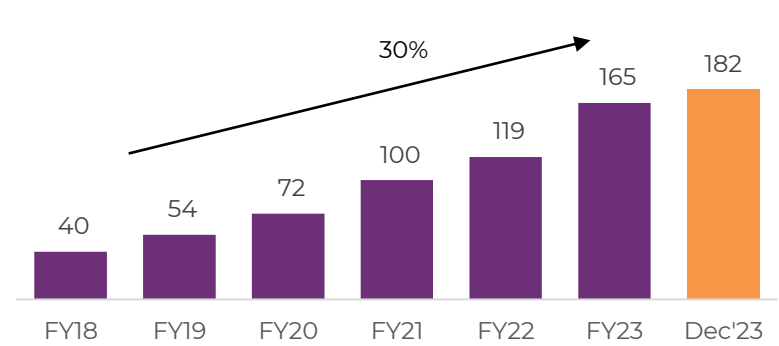
RoA



RoE



BVPS in ₹



#Dip is due to Covid-19; *figures are excluding profit from stake sale in Aavas

Asset quality for 6.5 years


₹ in Crores

Particulars	FY18	FY19	FY20	FY21	FY22	FY23	Q3'FY24
Gross Advances	13,413	22,994	27,233	35,356	46,789	59,158	67,624
Gross NPA	270	470	458	1,503	924	981	1,340
NPA Provision (incl. floating provision)	100	176	240	747	694	736	884
Net NPA	169	295	217	755	231	245	456
Gross NPA %	2.01%	2.04%	1.68%	4.25%	1.98%	1.66%	1.98%
Net NPA %	1.27%	1.29%	0.81%	2.18%	0.50%	0.42%	0.68%
Provision Coverage Ratio %	37%	37%	53%	50%	77%	78%	72%

□ GNPA% has ranged between 1.66% -2.04% with the exception of COVID impact in Mar'21.

Impact stories – click to listen

aubankindia • Original audio



MR. KAILASH SINGH CHAUHAN
Lumbji Ka Dhaba
Business Owner

I am the proud owner of a restaurant named "Lumbji Ka Dhaba" in Beawar.

aubankindia Meet Mr. Kailash Sing Chauhan, a restaurant owner from Beawar, Rajasthan. He has been using the AU QR code for the past one year, and he vouches for the fact that our QR code is not just a code but a comprehensive business solution. AU Small Finance Bank's offerings have brought significant growth to his business. As he aimed for expansion, he extensively used the overdraft facility provided by the bank. He also talks about the seamless and fast processing of overdraft limits as well as the interest policy of the bank. As he expresses how AU Small Finance Bank is a bank for businesses, it strengthens our motto of **#BankingWithPurpose** and makes us even more determined to bring a 'Badlaav' in the banking sphere.

#AUSmallFinanceBank #Badlaav #Impact

aubankindia • Original audio




I own an outlet called Belgian Waffles.

aubankindia Meet Mr. Janeu, a businessman, from Rohtak, Haryana. Being in proximity with an AU Small Finance Bank Branch, he talks about how it has only elevated his banking experience. Since the very inception of his outlet, he has been using AU Small Finance Bank's QR Code. As he shares his experience, he talks about the voice-enabled QR Box provided by the bank and its convenience as it eliminates the need to constantly check any banking app or phone. He also shares his experience with the card machine provided by AU Small Finance Bank has enabled a seamless transaction experience for both him and his customers. As he moved all his banking needs to AU Small Finance Bank, his trust in us pushes us to continue **#BankingWithPurpose**. Stories like this of Mr. Janeu motivate us to bring 'Badlaav' to the industry and revolutionize to bring an exceptional customer experience.

#AUSmallFinanceBank #BadlaavHumseHai #impact #financialinclusion

aubankindia • Original audio



MR. RAI SINGH SENDHAV
Agera Prakarati Farmer Producer
Company Limited
District: Madhya Pradesh

I am associated with the farmer's organization named

aubankindia Meet Mr. Rai Singh Sendhav, a member of Agera Prakratik Farmer Producer Company Limited, from Madhya Pradesh. A while ago, he and a few farmers from his village came together to form a Farmer Producer Organization (FPO) that aimed at benefiting them. As his business expanded, the need of capital also increased. While looking for loans to fund his business, he came across AU Small Finance Bank and applied for a loan. He shares how the loan application process was efficient and how quick disbursement of funds enabled him to have a high turnover of approximately 90 lakhs. Stories like that of Mr. Rai push us to continue **#BankingWithPurpose** and bring in a wave of 'Badlaav' that fosters the growth of businesses in every corner of India.

#AUSmallFinanceBank #Impact #BadlaavHumseHai

AU's customer testimonies



Name: Hanuman Prajapat
Business: Mataka seller
Catagory: PM SVANidhi
Location: Mansarovar, Jaipur

“

आज मैं बहुत खुश हूँ की मेरी दुकान बहुत अच्छी चल रही है, इसमें AU बैंक ने मेरी बहुत मदद की है दो दिन में लोन की राशि दिला कर उन्होंने मुझे आगे बढ़ने की प्रेरणा दी है।

”



Name: Kali Devi
Business: Daily wage worker
Catagory: BSBDA
Location: Mundawara, Alwar

“

पहले हमें हमारा काम छोड़ कर बैंकिंग के सेवाओं के लिए काफी दूर जाना पड़ता था बैंक से छोटे-छोटे लेन-देन के लिए भी 10 - 15 किलोमीटर दूरी तय करनी पड़ती थी पर जब से हमारे गाँव में AU बैंक का BO पॉइंट आया है तब से हम हमारे बैंकिंग से संबंधित सभी काम हफ्ते के किसी भी दिन अपने गाँव में ही कर सकते हैं।

”



Name: Muskan Bano
Business: Cloth store/Tailor
Catagory: AU Udyogini
Location: Pragpura, Paota

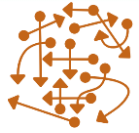
“

सोचा नहीं था इतने ऊँचे मुक़ाम तक पहुंचेंगे हम | अब तो एयू उद्योगिनी बन चुके हैं, पता नहीं कहाँ कहाँ पहुंचेंगे हम |

”



Learnings from last 6.5 years



Madness to Method



Borrower to Customer



KYC to UYC



Quantity to Quality



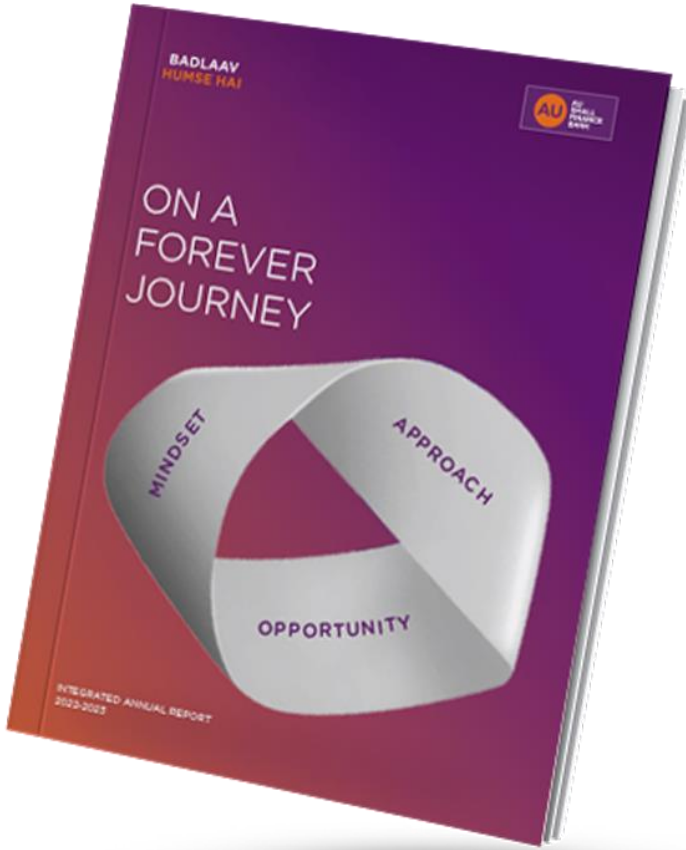
Unified Market to Differentiated approach for Core and Urban



Transactional approach to Generational orientation



Consistently challenging the status quo to improve customer and employee experience



Foundation, built-up & stabilization

2017-2023

Navigating to prosper →

- ❑ Navigated 6 years successfully despite multiple headwinds
- ❑ Committed to our Inclusive Business Model
- ❑ Built retail and granular deposit franchise
- ❑ Diversified Products/services and remained well-governed

Sustainable growth, Investment, consistency, and consolidation

2024-2027

strategic path to 2027 →

- ❑ Focus on our 7 Strategic Priorities to deliver consistent outcomes
- ❑ Complete platform build-out – Digital, TBG, SMF, Wealth and X-sell
- ❑ Scale deposits, accelerate customer acquisition and optimise efficiency

Forever Bank with Trust, Scale and Tech

2027+

→

- ❑ Built a Forever bank with sustainability at its core
- ❑ Agile Bank keeping Customer first
- ❑ Brand strength to deliver
- ❑ Benefit from scale and size

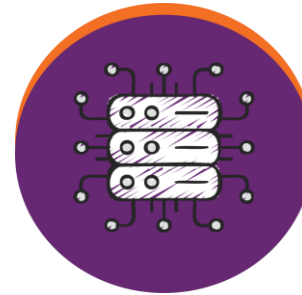
7 strategic priorities



**Scale retail focused,
sustainable, low-cost deposit
franchise**



**Drive Sustainable growth
from existing asset
products & segments**



**Build a Tech-
led ecosystem**



**Strong risk
management &
controls**



**Develop a highly
empowered and capable
team**

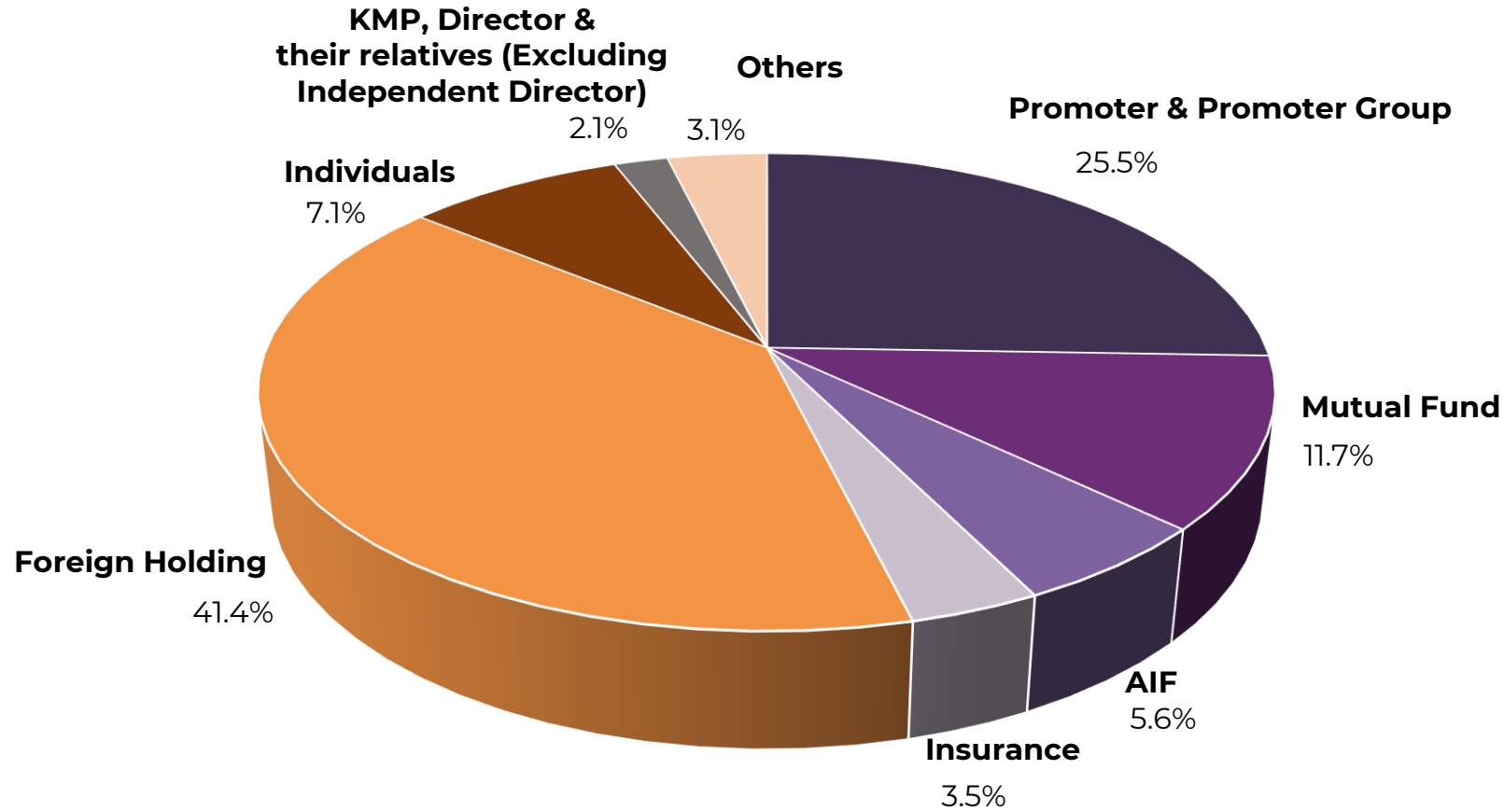


**Create strong
brand identity**



**Strengthen our
ESG commitments**

Shareholding pattern



Foreign holding	41%
Domestic holding	59%



Mr. Raj Vikash Verma
Chairman and Independent Director
40+ years of experience
Masters in Economics, MBA (FMS), CAIIB

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

Independent Directors



Mr. H R Khan
Independent Director
40+ years of experience
Masters in Arts & Philosophy, Diploma in Business Mgt., CAIIB

Ex-Deputy Governor of RBI
Served on Boards of Several Banks & regulatory Bodies including NHB & NABARD etc.



Mr. Kamlesh Vikamsey
Independent Director
35+ years of experience,
FCA, B. Com

Senior Partner - KKC & Associates LLP
Chairman - IMAC
Member (AoC)- World Metrological Organization (WMO)
Ex-Chairman - Audit Advisory Committee, UNICEF



Ms. Kavita Venugopal
Independent Director-[Additional]
40+ years of experience in
Banking Industry
MBA, B.A.

Ex-CEO, Abu Dhabi Commercial Bank (ADCB), India
Held leadership position in various Private Banks



Mr. Sanjay Agarwal
MD & CEO
28 years of experience
FCA (All India Rank holder)

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



Ms. Malini Thadani
Independent Director
40+ years of experience
Masters in History, M.A., Certificate of Public Administration, Ohio University, USA

Ex - Head of Corporate Sustainability, Asia at HSBC
Held leadership positions at Indian Revenue Services



Prof. M S Sriram
Independent Director
31+ years of experience (including
22 years as an academic)
MBA, Fellow, IIMB (equivalent to PhD)

Professor-Centre for public policy-IIMB



Mr. Uttam Tibrewal
Whole-Time Director
27 years of experience
B. Com

Associated with the Bank for more than 20 years



Mr. Pushpinder Singh
Independent Director
36+ years of experience in IT and
Payment Systems
BSc, CAIIB

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



Mr. V G Kannan
Independent Director
40+ years of experience in
Banking Industry
B.B.A., MBA

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

Abbreviations

BSBDA	Basic Savings Bank Deposit A/C
CASA	Current Account Deposits and Savings Account Deposit
CoF	Cost of Fund
CRAR	Capital Adequacy Ratio
DII	Domestic Institutional Investors
DPD	Days Past Due
LCR	Liquidity Coverage Ratio
MUDRA	Micro Units Development & Refinance Agency Ltd.
NBFC	Non-Banking Finance Company
NII	Net Interest Income
NPA	Non-Performing Assets
NTC	New to Credit
EWS	Early Warning Signal
LDR/ CD	Loan to Deposit / Credit to Deposit ratio

OPEX	Operating Expenses
P&L	Profit & Loss Statement
PAT	Profit After Tax
PMJJBY	Pradhan Mantri Jeevan Jyoti Bima Yojana
PMSBY	Pradhan Mantri Suraksha Bima Yojana
QoQ	Quarter on Quarter
REG	Real Estate Group
RoA	Return on Average Assets
RoE	Return on Average Shareholder's Fund
TD	Term Deposit
YoY	Year on Year
YTD	Year to Date
SMA	Special Mention Account

Definitions

a.	Market Share	Market share calculated as per the data reported by RBI for Scheduled Commercial Banks
b.	Core Markets	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.
c.	Urban Markets	Larger centres which have more advanced infrastructure such as airports, malls etc. are defined as Urban Markets
d.	CASA Ratio	Calculation for CASA Ratio is (Current account + Savings account) / Total Deposits including CDs
e.	Yield on Advances	Calculated as the weighted average yield on Gross Advances at the end of months within the respective period; from Q3'FY23, it is changed on a daily basis
f.	NIM	Net Interest Margin is calculated on the Interest earning Assets including off book assets on a daily basis
g.	Net NPA	Net NPA Calculation does not include contingency provisions that the bank is carrying
h.	Retail TD	Retail TD refers to all TD having balance less than ₹2 Cr ; Bulk TD refers to all balances of ₹2 Cr & above
i.	Gross Advances	Gross Advances includes interest arrears on standard advances
j.	Tech savvy customers	Tech savvy customers are those who are digital in their lifestyle but may not necessarily be active on AU SFB's digital channels
k.	Digital Products	Video Banking SA & CA, Credit Cards, UPI QR, Personal Loans and AU0101
l.	Transacting Customers	Customer initiated transactions on total Savings Accounts base, excluding dormant accounts
m.	PCR	Provision Coverage Ratio (PCR) is including Technical Write off

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Note: All financial numbers in the presentation are from Audited Financials or Limited Reviewed financials or based on Management estimates.



**BADLAAV
HUMSE HAI**

THANK YOU

For Investor queries contact (details in QR Code):

Prince Tiwari



Email: investorrelations@aubank.in