

October 22, 2020

The BSE Limited
Corporate Relationship Department.
P J. Towers.
Dalal Street, Fort
Mumbai - 400 001

The National Stock Exchange of India Limited
Exchange Plaza,
Bandra-Kurla Complex.
Bandra (E), Mumbai - 400 051

SCRIP CODE: **543066**

SYMBOL: **SBICARD**

SECURITY: **Equity Shares/Debentures**

SECURITY: **Equity Shares**

Dear Sirs,

Re: Disclosure under Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 - Press Release and copy of Presentation made for Analysts/Investors on Financial Results

In compliance with the provisions of Regulation 30 read with Schedule III Part A of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose herewith the press release and a copy of presentation made for Analysts/Investors on Financial Results of the Company for the quarter and the half year ended September 30, 2020

Kindly take the same on record.

Thanking you,

Yours faithfully,

For SBI Cards and Payment Services Limited
(formerly known as SBI Cards and Payment Services Private Limited)



Payal Mittal Chhabra
Company Secretary



SBI Cards and Payment Services Ltd.

(Formerly known as SBI Cards and Payment Services Pvt. Ltd.)

DLF Infinity Towers, Tower C,
12th Floor, Block 2, Building 3,
DLF Cyber City, Gurugram - 122002,
Haryana, India

Tel.: 0124-4589803
Email: customercare@sbicard.com
Website: sbicard.com

Registered Office:
Unit 401 & 402, 4th Floor, Aggarwal Millennium Tower,
E 1,2,3, Netaji Subhash Place, Wazirpur, New Delhi - 110034
CIN - U65999DL1998PLC093849

PRESS RELEASE

SBI Cards and Payment Services Limited

(Formerly known as SBI Cards and Payment Services Private Limited)

Financial Results for the Quarter and Half Year Ended September 30, 2020

SBI Card Pre-provision earnings increase 37% YoY during Q2 FY21 and 22% YoY at H1 FY21

The Board of Directors of SBI Cards and Payment Services Limited approved the Company's results for the quarter and half year ended September 30, 2020, at their meeting held on Thursday, October 22, 2020.

Performance Highlights Q2'FY21

- Growing revenue from operations: grew 5% YoY for Q2 FY21 vs Q2 FY20
- Pre-provision earnings increased 37% YoY during Q2 FY21 vs Q2 FY20
- Additional Management Overlay provision of ₹ 268Cr in Q2 FY21; Total Management overlay provision at ₹ 758 Cr as on Sep'20
- Profit after tax at ₹ 206 Cr for Q2 FY21
- ROAA at 3.4% and ROAE at 14.1% for Q2 FY21
- Capital Adequacy Ratio at 25.3% (Q2 FY20 : 19.0%); Tier 1 at 21.0% (Q2 FY20 : 14.8%)

Key Metrics

- Card-in-force grew by 16% to 1.10 Cr as of Q2 FY21 vs 0.95 Cr as of Q2 FY20
- Spends at ₹29,590 Crore for Q2 FY21 vs ₹33,176 Cr for Q2 FY20
- Market share Q2 FY21 (available till August) – Card-in-force at 18.7% (Q2 FY20 : 18.0%); Spends at 20.5% (Q2 FY20 : 18.6%)
- Receivables grew by 4% to ₹23,978 Crore as of Q2 FY21 vs ₹23,038 Cr as of Q2 FY20
- Positive operating leverage; Cost to Income ratio improved by 1,030bps to 49.3% for Q2 FY20 vs 59.6% for Q2 FY20
- GNPA at 4.29% as of Q2 FY21 vs 2.33% as of Q2 FY20
- New accounts volume has increased to 688K accounts in Q2 FY21 compared to 288K in Q1 FY21. The sourcing has been steadily picking up pace and in the month of Sep'20 the daily average new accounts acquisition was at 98% of pre-COVID levels.
- Retail Spends in Q2 FY21 have increased by ~50% as compared to Q1 FY21. Retail spend for Q2 FY21 is at 90% of pre-Covid (Dec'19- Feb'20) levels.

Profit & Loss Account for the Quarter ended September 30, 2020

- Total income increased by ₹137 Cr, or 5.7% to ₹2,513 Cr for Q2 FY21 vs ₹2,376 Cr for Q2 FY20. This movement was a result of the following key factors:
 - Interest income increased by ₹113 Cr, or 9.7% to ₹1,275 Cr for Q2 FY21 from ₹1,162 Cr for Q2 FY20
 - Other income increased by ₹19 Cr, or 24% to ₹99 Cr for Q2 FY21 vs ₹80 Cr for Q2 FY20, primarily due to higher bad debt recovery.
- Finance costs decreased by ₹55 Cr, or 17.3% to ₹264 Cr for Q2 FY21 from ₹319 Cr for Q2 FY20.
- Total Operating cost decreased by ₹117 Cr, or 9.6% to ₹1,109 Cr for Q2 FY21 from ₹1,226 Cr for Q2 FY20.
- Pre-provision earnings increased by ₹309 Cr, or 37.2% to ₹1,140 Cr for Q2 FY21 from ₹831 Cr for Q2 FY20.
- Additionally, management overlay provision created for Rs 268 Cr in Q2 FY21; total management overlay provision is at Rs 758 Cr as of Sep'20. Impairment losses & bad debts expenses for Q2 FY21 at ₹862 Cr vs ₹329 Cr for Q2 FY20.
- Profit before tax at ₹278 Cr for Q2 FY21 vs ₹502 Cr for Q2 FY20.
- Profit after tax at ₹206 Cr for Q2 FY21 from ₹381 Cr for Q2 FY20.

Profit & Loss Account for the half year ended September 30, 2020

- For the half year ended September 30, 2020 total income increased by ₹27 Cr, or 0.6% to ₹4,706 Cr for H1 FY21 vs ₹4,679 Cr for H1 FY20. Finance costs decreased by ₹82 Cr, or 13.3% to ₹539 Cr for H1 FY21 from ₹621 Cr for H1 FY20. Total Operating cost decreased by ₹284 Cr, or 12.4% to ₹2,013 Cr for H1 FY21 from ₹2,298 Cr for H1 FY20. Pre-provision earnings increased by ₹393 Cr, or 22.3% to ₹2,154 Cr for H1 FY21 from ₹1,760 Cr for H1 FY20. Impairment losses & bad debts expenses for the period at ₹1,347 Cr vs ₹726 Cr for H1 FY20. Profit before tax at ₹806 Cr for H1 FY21 vs ₹1,034 Cr for H1 FY20. Profit after tax is at ₹599 Cr for H1 FY21 vs ₹727 Cr for H1 FY20.

Balance Sheet as of September 30, 2020

- Total Balance Sheet size as of September 30, 2020 was ₹24,313 Cr as against ₹24,466 Cr as of September 30, 2019.

- Total Gross Advances (Credit card receivables) as of September 30, 2020 were ₹23,978 Cr, as against ₹23,038 Cr as of September 30, 2019.
- Net worth as of September 30, 2020 was ₹5,949 Cr as against ₹4,388 Cr as of September 30, 2019.

Asset Quality

The Gross non-performing assets were at 4.29% of gross advances as on September 30, 2020 as against 2.33% as on September 30, 2019.

Capital Adequacy

As per the capital adequacy norms issued by the RBI, Company's capital to risk ratio consisting of tier I and tier II capital should not be less than 15% of its aggregate risk weighted assets on - balance sheet and of risk adjusted value of off-balance sheet items. As of September 30, 2020, Company's CRAR was 25.3% compared to 19.0% as of September 30, 2019.

The tier I capital in respect of an NBFC-ND-SI, at any point of time, is required to be not be less than 10%. Company's Tier I capital was 21.0% as of September 30, 2020 compared to 14.8% as of September 30, 2019.

Rating

| | | |
|-------------------|---|------------|
| CRISIL Long Term | - | AAA/Stable |
| CRISIL Short Term | - | A1+ |
| ICRA Long Term | - | AAA/Stable |
| ICRA Short Term | - | A1+ |

Summary Profit and Loss Statement

| Rs Cr | Q2 FY20 | Q1 FY21 | Q2 FY21 | YoY | H1 FY20 | H1 FY21 | YoY |
|--------------------------------------|--------------|--------------|--------------|-------------|--------------|--------------|-------------|
| Interest Income | 1,162 | 1,412 | 1,275 | 10% | 2,212 | 2,688 | 22% |
| Others | 1,134 | 740 | 1,138 | 0% | 2,152 | 1,878 | -13% |
| Total Revenue from operations | 2,296 | 2,152 | 2,413 | 5% | 4,364 | 4,566 | 5% |
| Total Other Income | 80 | 41 | 99 | 24% | 315 | 140 | -56% |
| Total Income | 2,376 | 2,193 | 2,513 | 6% | 4,679 | 4,706 | 1% |
| Finance costs | 319 | 275 | 264 | -17% | 621 | 539 | -13% |
| Operating Costs | 1,226 | 905 | 1,109 | -10% | 2,298 | 2,013 | -12% |
| Pre-Provision Earnings | 831 | 1,014 | 1,140 | 37% | 1,760 | 2,154 | 22% |
| Impairment losses & bad debts | 329 | 485 | 862 | 162% | 726 | 1,347 | 86% |
| Profit before tax | 502 | 528 | 278 | -45% | 1,034 | 806 | -22% |
| Profit after tax | 381 | 393 | 206 | -46% | 727 | 599 | -18% |

Summary Balance Sheet

| Rs Cr | Sep'19 | Sep'20 | YoY | Mar'20 |
|--|---------------|---------------|------------|---------------|
| Assets | | | | |
| Loans (Net) | 22,279 | 21,925 | -2% | 22,812 |
| Cash & Bank Balances | 493 | 680 | 38% | 676 |
| Other Financial Assets | 313 | 273 | -13% | 276 |
| Total non-financial Assets | 1,380 | 1,435 | 4% | 1,539 |
| Total Assets | 24,466 | 24,313 | -1% | 25,303 |
| | | | | |
| Liabilities and Equity | | | | |
| Total Equity | 4,317 | 5,877 | 36% | 5,341 |
| Borrowings including lease liabilities | 17,427 | 15,697 | -10% | 17,365 |
| Other financial liabilities | 1,160 | 1,040 | -10% | 1,401 |
| Total non-financial liabilities | 1,561 | 1,699 | 9% | 1,196 |
| Total liabilities and equity | 24,466 | 24,313 | -1% | 25,303 |

About SBI Card

SBI Cards and Payment Services Limited (formerly known as SBI Cards and Payment Services Private Limited) ("SBI Card") is a non-banking financial company that offers extensive credit card portfolio to individual cardholders and corporate clients which includes lifestyle, rewards, travel & fuel and banking partnerships cards along with corporate cards covering all major cardholders' segments in terms of income profile and lifestyle. Presently, the brand has a wide customer base of over 10 million. It has diversified customer acquisition network that enables to engage prospective customers across multiple channels. SBI Card is a technology driven company.

The Company is listed on National Stock Exchange ("NSE") and The Bombay Stock Exchange ("BSE").

P.S. The brand name of the company is '**SBI Card**' and it is registered in the name of '**SBI Cards and Payment Services Limited**'. The company is trading under the entity name '**SBICARD**' on stock exchanges.

For investor queries please email investor.relations@sbicard.com

For further press queries please contact

SBI Card

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Investor Presentation

2nd Quarter / 1st Half Year FY21

Oct 22nd, 2020



Key Highlights



Business Volumes reaching normalcy:

- New Accounts sourcing Sep'20 daily average : at ~110% vs Q4 FY20; at ~98%+ vs pre-Covid
- Retail Spends Sep'20 daily average : at ~98% vs Q4'FY20; at ~92%+ vs pre-Covid

Growing Revenue and earnings:

- Growing revenue from operations : at ~99% vs Q4 FY20; at ~112% vs Q1 FY21
- Pre-provision earnings increased 37% during this quarter and 22% at H1 FY21

Focused on strengthening Balance Sheet and intensifying collections:

- Additional Management Overlay provision of ₹ 268Cr in Q2 FY21; Total Management overlay provision at ₹ 758 Cr as on Sep'20
- Improving collections and recoveries, RBI RE (Resolution plan) and EPP (Easy payment plan) offered to customers

Continue to expand digital payment landscape:

- Integration with Google pay, launch of IRCTC RupayCard, launch of SBI Amex Card, “ghar ghar khushiyan” contactless awareness campaigns

Performance Highlights Q2 FY21 (Vs Q2 FY20)



Profitable operations

Pre-provision earnings ▲ 37%, PAT ₹ 206 Cr.
Positive operating leverage; Cost to income 49.3%
(Q2 FY20 59.6%).

Improving Market Share*

Cards 18.7% (Q2 FY20 18.0%), Spends 20.5% (Q2 FY20 18.6%).

Growing Portfolio

16% growth in cards; 4% growth in Receivables.

Asset Quality

GNPA @ 4.3%, RBI resolution and EPP offered.
Management overlay provisions of ₹ 268 Cr during
Q2/H1, Total overlay ₹ 758 Cr as on Sep'20.

Adequate liquidity

Diversified borrowings mix, adequate unutilized
banking limits available.
Healthy CAR @ 25.3%, T-1 @ 21.0%.

PAT
206

▼ 46%
[381]

ROAA
3.4%

▼ 307 bp
[6.5%]

ROAE
14.1%

▼ 2220 bp
[36.3%]

CAR
25.3%

▲ 626 bp
[19.0%]

Receivables
23,978

▲ 4%
[23,038]

GNPA
4.29%

▲ 195 bp
[2.33%]

Ranked 2nd in terms of Cards-in-force and Spends

Cards in Force
1.10 Cr

▲ 16%

Spends
29,590

▼ 11%

Figures in [] represents Q2 FY20

▲/▼ Represents growth over Q2 FY20

*As per RBI report available till Aug'20

Performance Highlights H1 FY21 (Vs H1 FY20)

Profitable Operations

Pre-provision earnings ▲ 22%, PAT ₹ 599 Cr
Positive operating leverage; Cost to income 48.3%
(H1 FY20 56.6%)

Improving Market Share*

Cards 18.7% (H1 FY20 18.0%), Spends 20.2% (H1 FY20 17.9%)

Growing Portfolio

16% growth in cards; 4% growth in Receivables

Asset Quality

GNPA @ 4.3%, RBI resolution and EPP offered
Management overlay provisions of ₹ 268 Cr during
Q2/H1, Total overlay ₹ 758 Cr as on Sep'20

Adequate liquidity

Diversified borrowings mix, adequate unutilized
banking limits available
Healthy CAR @ 25.3%, T-1 @ 21.0%

PAT
599

▼ 18%
[727]

ROAA
4.9%

▼ 161 bp
[6.5%]

ROAE
21.1%

▼ 1513 bp
[36.2%]

CAR
25.3%

▲ 626 bp
[19.0%]

Receivables
23,978

▲ 4%
[23,038]

GNPA
4.29%

▲ 195 bp
[2.33%]

Ranked 2nd in terms of Cards-in-force and Spends

Cards in Force
1.10 Cr

▲ 16%

Spends
48,676

▼ 23%

Figures in [] represents H1 FY20

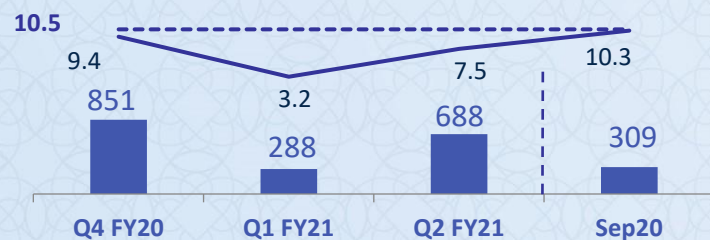
▲/▼ Represents growth over H1 FY20

*As per RBI report available till Aug'20

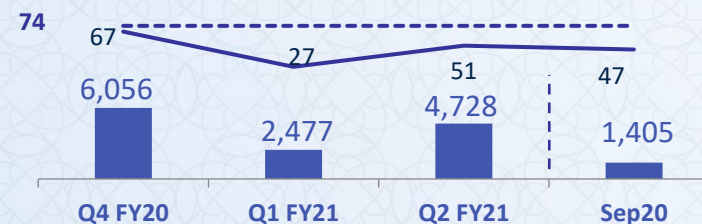
Key Portfolio Trends



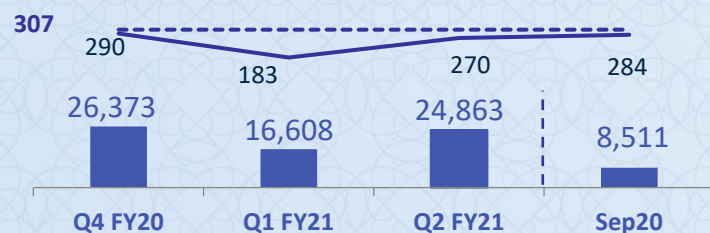
New Accounts
(‘000)



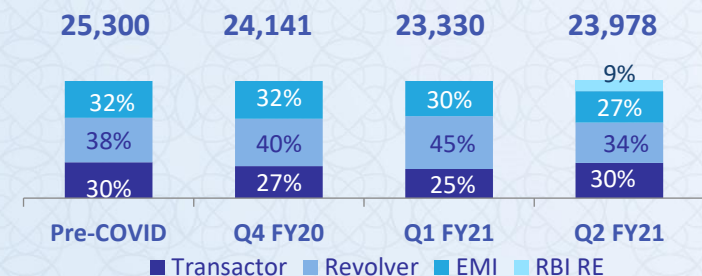
Corporate Spends
(₹ Cr)



Retail Spends
(₹ Cr)

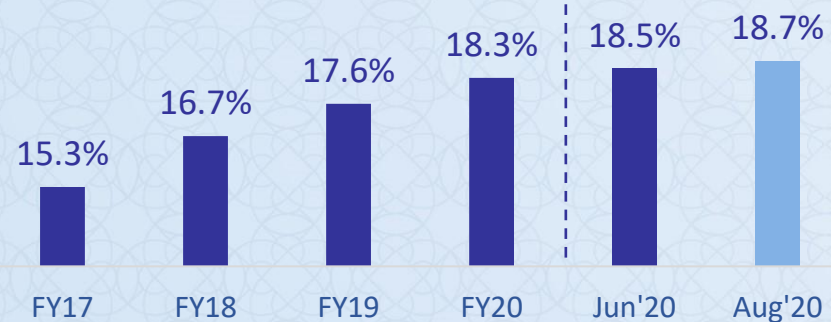


Receivables
(₹ Cr)

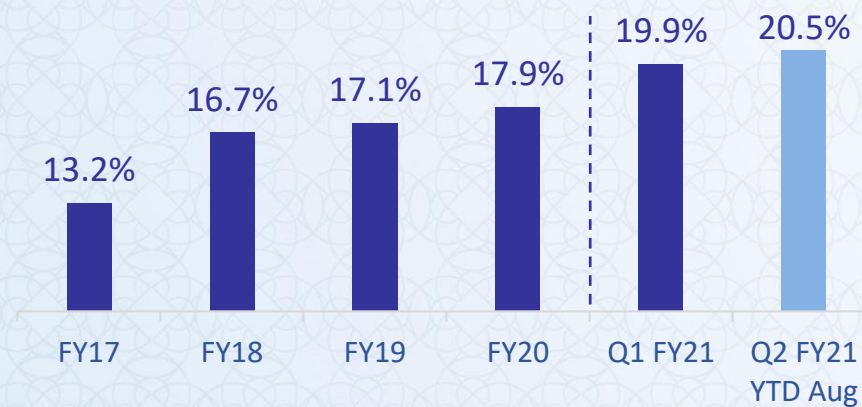


Steadily increasing our share of pie in the industry

Cards in force



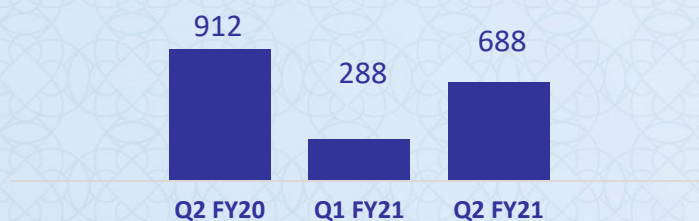
Spends



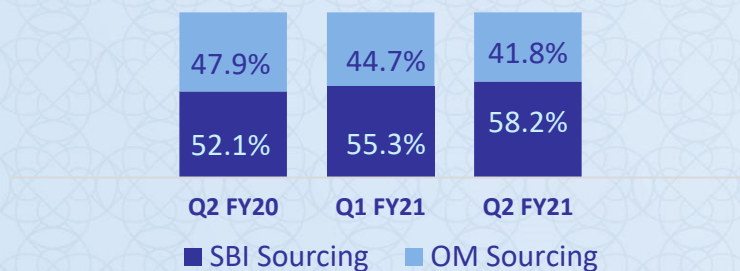
New Accounts and Cards-in-force



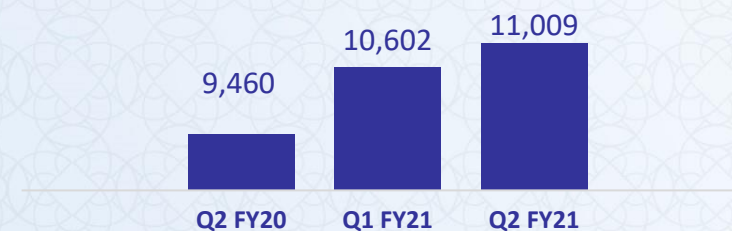
New Accounts ('000)



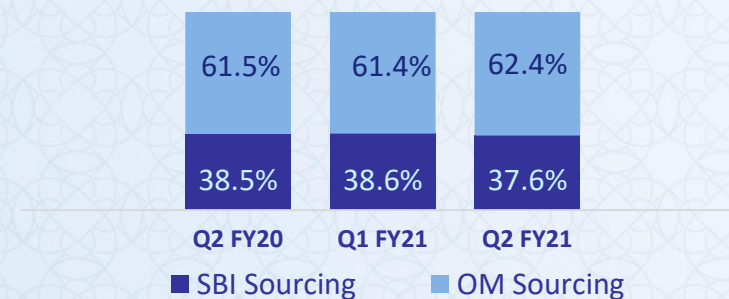
Channel wise Split



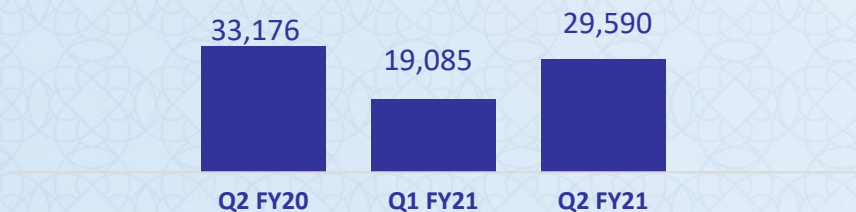
Cards-in-force ('000)



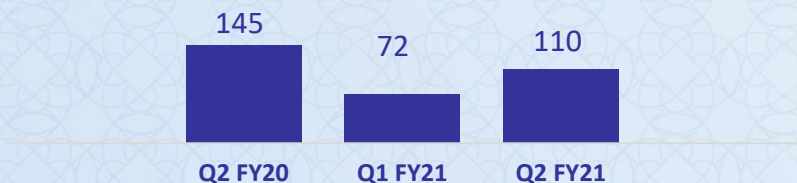
Channel wise Split



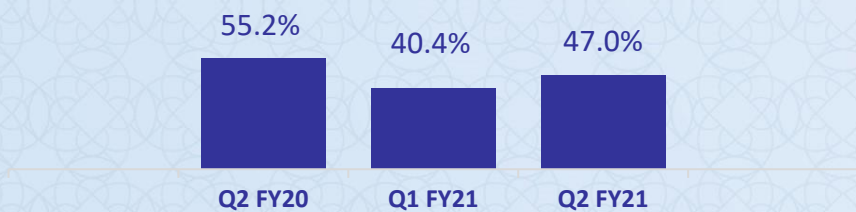
Spends (₹ Cr)



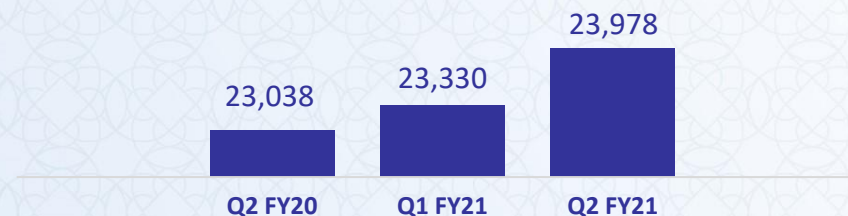
Spend per Avg Card (₹ '000)



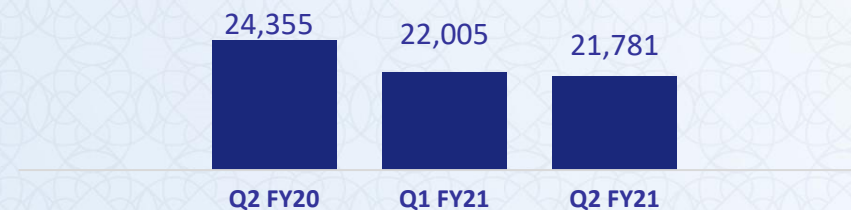
30 day spend active rate %



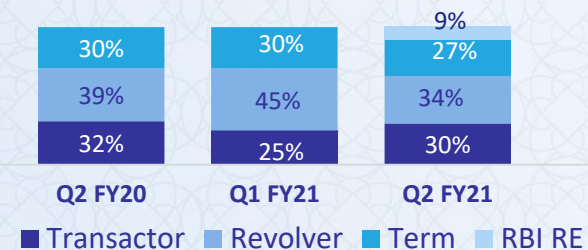
Receivables (₹ Cr)



Receivable per Card (₹)



Receivable Mix %

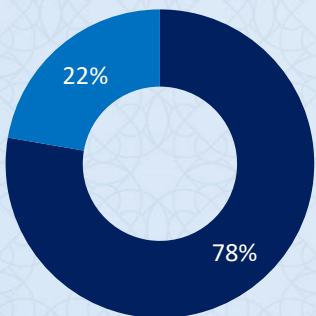


Portfolio Insights



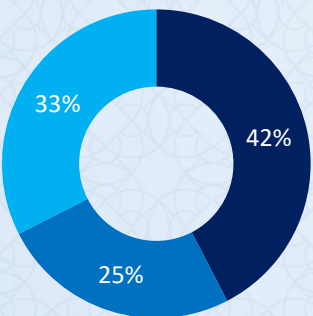
New Sourcing
For Q2 FY21

Occupation



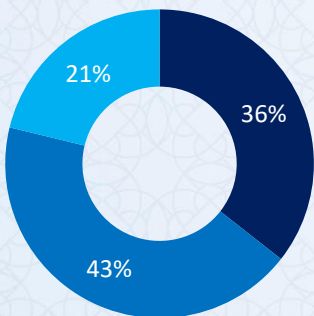
■ Salaried ■ Self Employed

Salaried Category



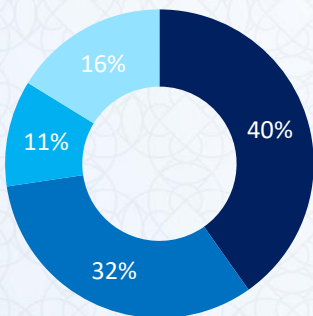
■ Govt/PSU ■ Cat A ■ Cat B

Age profile



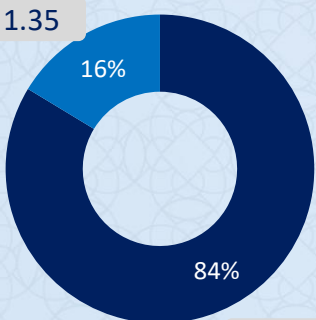
■ Under 30 ■ 31-45 ■ >45

By City Tier

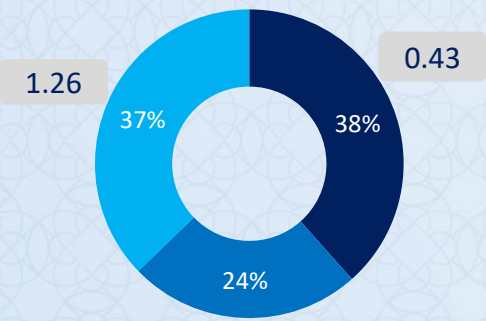


■ Tier 1 ■ Tier 2 ■ Tier 3 ■ Others

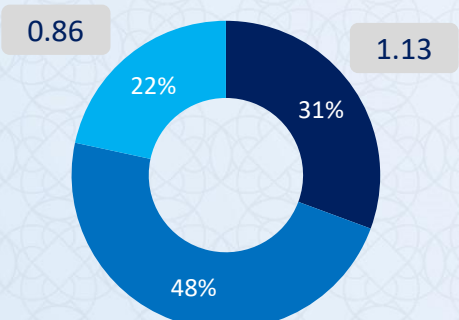
Cards- in- Force
As on 30th Sep 2020



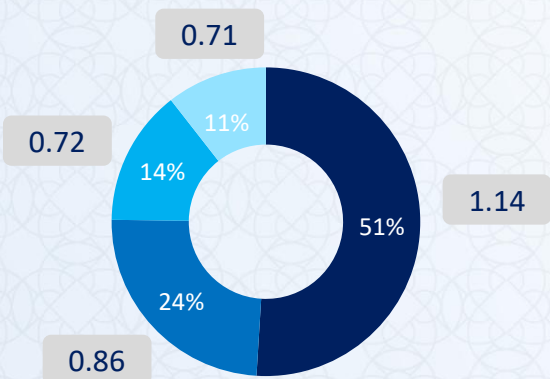
■ Salaried ■ Self Employed



■ Govt/PSU ■ Cat A ■ Cat B



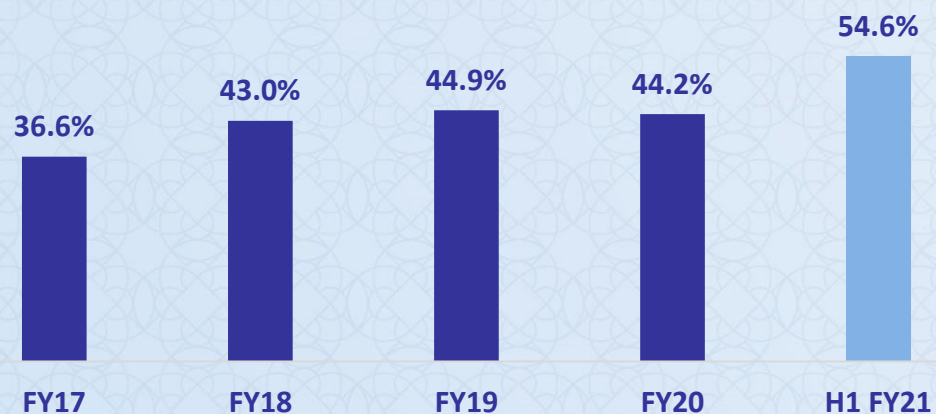
■ Under 30 ■ 31-45 ■ >45



■ Tier 1 ■ Tier 2 ■ Tier 3 ■ Others

Indexed 30+ delinquency

Online Spend %



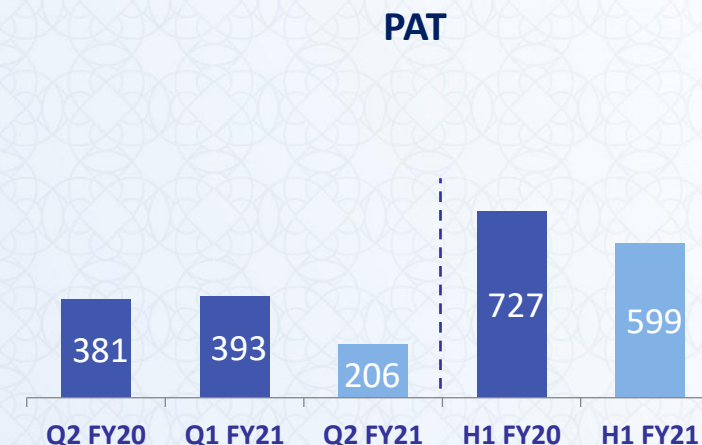
| Spends Categories | % Growth Online | % Growth Point of Sale |
|--|-----------------|------------------------|
| Category 1 <i>Departmental Stores, Fuel, Health, Utilities, Education & Direct Marketing</i> | ▲ 28% | ▼ 23% |
| Category 2 <i>Consumer durables, Furnishing & Hardware</i> | ▲ 64% | ▲ 10% |
| Category 3 <i>Apparel & Jewelry</i> | ▲ 87% | ▼ 47% |
| Category 4 <i>Travel Agents, Hotels, Airline, Railways, Entertainment & Restaurant</i> | ▼ 77% | ▼ 67% |

* Daily Average : Q2 FY21 compared to Pre-Covid (Dec'19 to Feb'20)

Financial Results



| | Q2 FY20 | Q1 FY21 | Q2 FY21 | YoY | H1 FY20 | H1 FY21 | YoY |
|-------------------------------|------------|--------------|--------------|-------------|--------------|--------------|-------------|
| Total Income | 2,376 | 2,193 | 2,513 | 6% | 4,679 | 4,706 | 1% |
| Finance Costs | 319 | 275 | 264 | -17% | 621 | 539 | -13% |
| Operating Costs | 1,226 | 905 | 1,109 | -10% | 2,298 | 2,013 | -12% |
| Pre-Provision Earnings | 831 | 1,014 | 1,140 | 37% | 1,760 | 2,154 | 22% |
| Credit Costs | 329 | 485 | 862 | 162% | 726 | 1,347 | 86% |
| PBT | 502 | 528 | 278 | -45% | 1,034 | 806 | -22% |
| Cost to Income | 59.6% | 47.2% | 49.3% | -1030bps | 56.6% | 48.3% | -830bps |
| Gross NPA | 2.3% | 1.4% | 4.3% | 195bps | 2.3% | 4.3% | 195bps |
| ROAA | 6.5% | 6.3% | 3.4% | -307bps | 6.5% | 4.9% | -161bps |
| ROAE | 36.3% | 28.3% | 14.1% | -2220bps | 36.2% | 21.1% | -1513bps |
| EPS ₹ (Basic) | 4.09 | 4.19 | 2.20 | -46% | 7.79 | 6.38 | -18% |



Explaining Returns



| | Q2 FY20 | Q1 FY21 | Q2 FY21 | YoY | H1 FY20 | H1 FY21 | YoY |
|-------------------------------|--------------|--------------|--------------|-----------------|--------------|--------------|-----------------|
| Interest Income | 19.7% | 22.8% | 21.0% | 127bps | 19.7% | 21.8% | 210bps |
| Fees and other Income | 19.3% | 12.0% | 18.8% | -49bps | 20.7% | 15.3% | -539bps |
| Recoveries | 1.3% | 0.6% | 1.6% | 26bps | 1.3% | 1.1% | -23bps |
| Total Income | 40.3% | 35.4% | 41.4% | 105bps | 41.7% | 38.2% | -351bps |
| Finance Costs | 5.4% | 4.4% | 4.4% | -107bps | 5.5% | 4.4% | -117bps |
| Operating Costs | 20.8% | 14.6% | 18.3% | -255bps | 20.5% | 16.4% | -414bps |
| Pre-Provision Earnings | 14.1% | 16.4% | 18.8% | 467bps | 15.7% | 17.5% | 179bps |
| Credit Costs | 5.6% | 7.8% | 14.2% | 860bps | 6.5% | 10.9% | 447bps |
| PBT | 8.5% | 8.5% | 4.6% | -394bps | 9.2% | 6.5% | -268bps |
| Taxes | 2.1% | 2.2% | 1.2% | -86bps | 2.7% | 1.7% | -106bps |
| ROAA | 6.5% | 6.3% | 3.4% | -307bps | 6.5% | 4.9% | -161bps |
| Avg Assets/Avg Equity | 5.6 | 4.5 | 4.2 | | 5.6 | 4.3 | |
| ROAE | 36.3% | 28.3% | 14.1% | -2220bps | 36.2% | 21.1% | -1513bps |

Revenue Growth

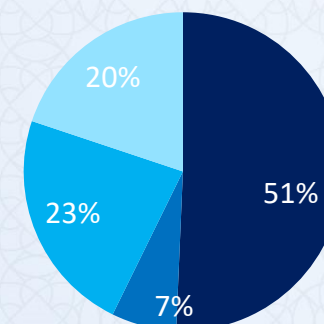


| | Q2 FY20 | Q1 FY21 | Q2 FY21 | YoY | H1 FY20 | H1 FY21 | YoY |
|-------------------------|--------------|--------------|--------------|-----------|--------------|--------------|-----------|
| Revenue from Operations | 2,296 | 2,152 | 2,413 | 5% | 4,364 | 4,566 | 5% |
| Other Income | 80 | 41 | 99 | 24% | 315 | 140 | -56% |
| Total Income | 2,376 | 2,193 | 2,513 | 6% | 4,679 | 4,706 | 1% |
| Finance Costs | 319 | 275 | 264 | -17% | 621 | 539 | -13% |
| Net Revenue | 2,057 | 1,918 | 2,249 | 9% | 4,058 | 4,167 | 3% |
| Interest Income Yield | 20.8% | 23.9% | 21.4% | 56bps | 21.1% | 22.5% | 143bps |
| Cost of Funds | 7.6% | 6.6% | 6.6% | -96bps | 7.9% | 6.6% | -134bps |
| Net Interest Margin | 15.1% | 19.2% | 17.0% | 185bps | 15.2% | 18.0% | 284bps |

Composition

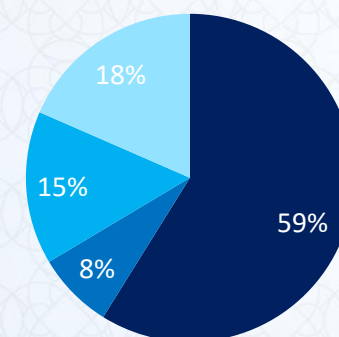
Revenue from operations

H1 FY20



■ Interest Income
■ Spend based

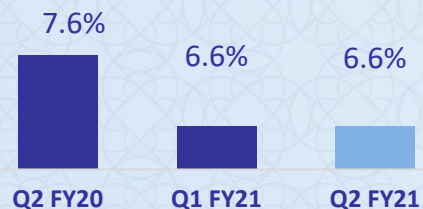
H1 FY21



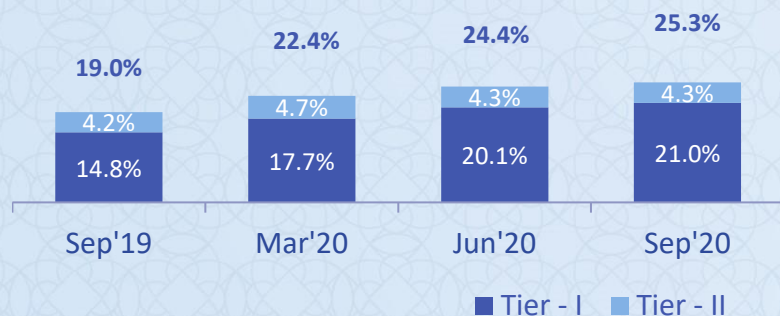
■ Subscription based
■ Instance based & other

Capital Adequacy and Borrowings

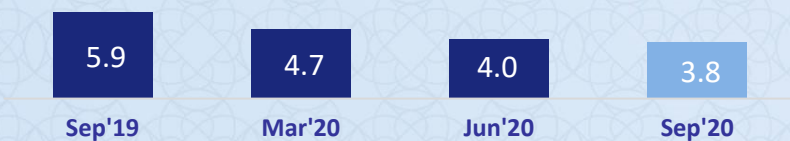
Cost of funds



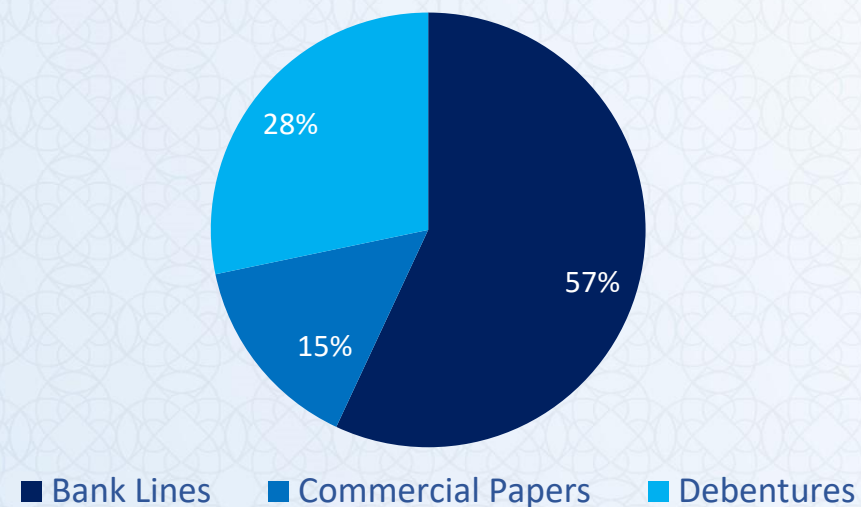
Capital Adequacy Ratio



Leverage



Borrowing Composition (Sep'20)

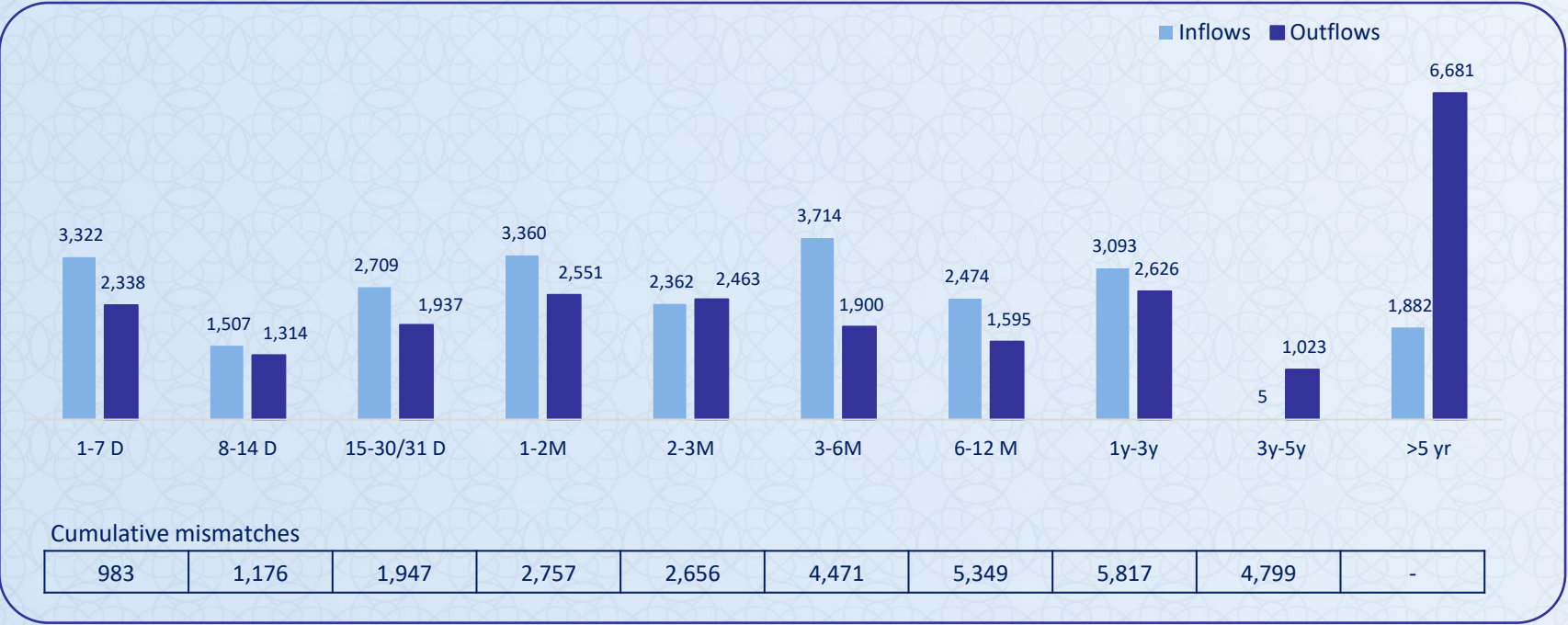


Credit Ratings :

- Short Term : A1+ by CRISIL & ICRA
- Long Term : AAA/Stable by CRISIL & ICRA

Structural Liquidity (ALM)

Asset Liability Maturity profile – Sep’20



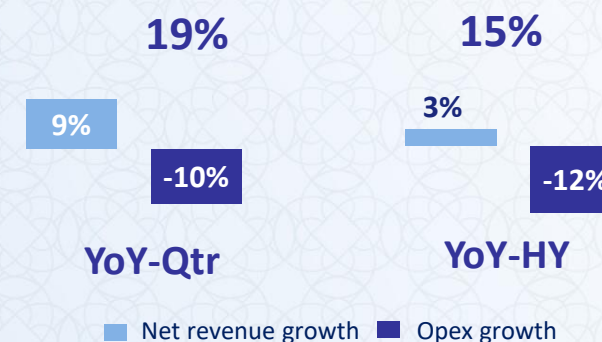
- Well matched ALM
- ₹7,862 Cr (41%) of sanctioned bank lines unutilized and available for draw down as at Sep’20

Operating Costs



| | Q2 FY20 | Q1 FY21 | Q2 FY21 | YoY | H1 FY20 | H1 FY21 | YoY |
|--------------------------|--------------|------------|--------------|-------------|--------------|--------------|-------------|
| Employee Cost | 104 | 112 | 122 | 17% | 209 | 234 | 12% |
| Depreciation | 19 | 28 | 30 | 56% | 49 | 58 | 19% |
| CSR | 2 | 6 | 2 | 8% | 2 | 8 | 422% |
| Other operating expenses | 1,101 | 758 | 955 | -13% | 2,039 | 1,713 | -16% |
| Operating Costs | 1,226 | 905 | 1,109 | -10% | 2,298 | 2,013 | -12% |
| Cost to Income % | 59.6% | 47.2% | 49.3% | -1030bps | 56.6% | 48.3% | -830bps |

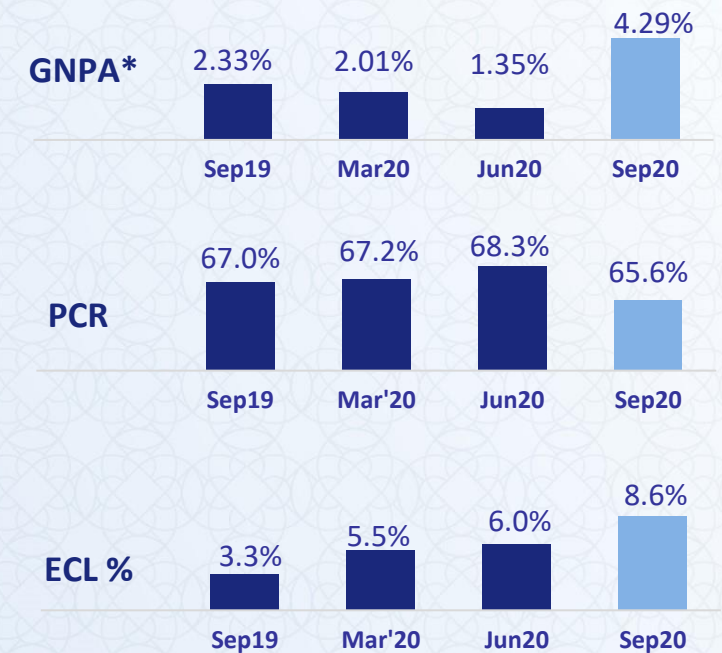
Positive Operating Leverage



Asset Quality



Key highlights



* Proforma GNPA : 7.46%

(As per Hon. SC order accounts that were not NPA as on Aug 31, 2020, shall not be declared NPA till further orders. Proforma NPA is after including such accounts that would have been declared NPA in absence of the order)

| | Q2 FY20 | Q1 FY21 | Q2 FY21 | YoY | H1 FY20 | H1 FY21 | YoY |
|---------------------------------|------------|------------|------------|-------------|------------|--------------|-------------|
| Impairment and losses | 329 | 485 | 862 | 162% | 726 | 1,347 | 86% |
| Gross Loss on Loans | 328 | 485 | 862 | 163% | 724 | 1,347 | 86% |
| <i>Gross Write off</i> | 343 | 404 | 218 | -36% | 583 | 623 | 7% |
| <i>Provisions</i> | (15) | 80 | 375 | NA | 141 | 456 | NA |
| <i>Management Overlay</i> | - | - | 268 | NA | NA | 268 | NA |
| Recoveries | (79) | (38) | (97) | 23% | (149) | (135) | -9% |
| Net Credit Costs | 249 | 447 | 765 | 207% | 575 | 1,212 | 111% |
| Gross Credit Cost % | 5.9% | 8.2% | 14.6% | 865Bps | 6.9% | 11.3% | 440Bps |
| Gross Credit Cost %(Ex-Overlay) | 5.9% | 8.2% | 10.0% | 412Bps | 6.9% | 9.1% | 214Bps |
| Net Credit Cost % | 4.5% | 7.5% | 12.9% | 843BPS | 5.5% | 10.2% | 468Bps |
| Net Credit Cost %(Ex-Overlay) | 4.5% | 7.5% | 8.4% | 390Bps | 5.5% | 7.9% | 243Bps |

- Impairment and losses: includes credit costs and provisions on other assets

SBI Card driving market expansion

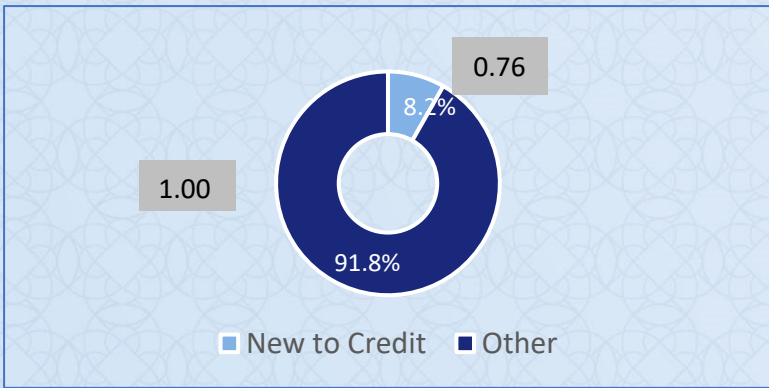
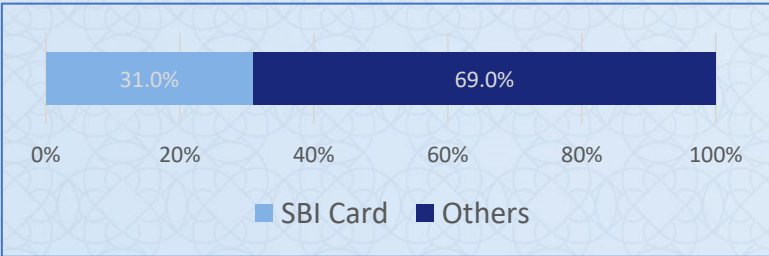
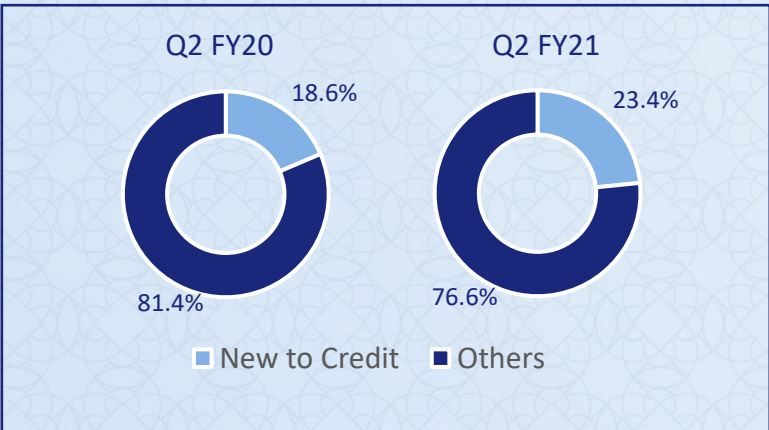


New Acquisition

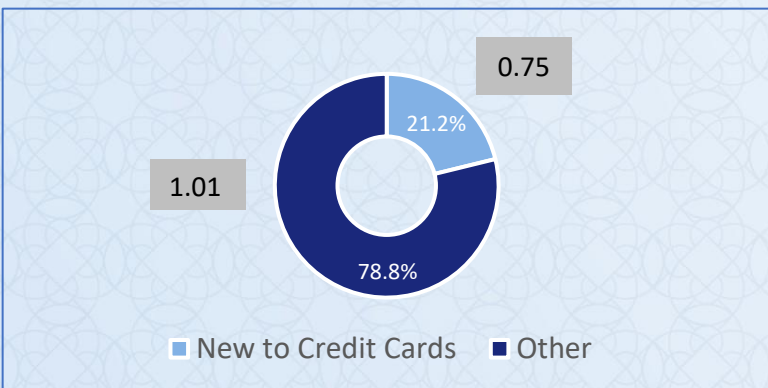
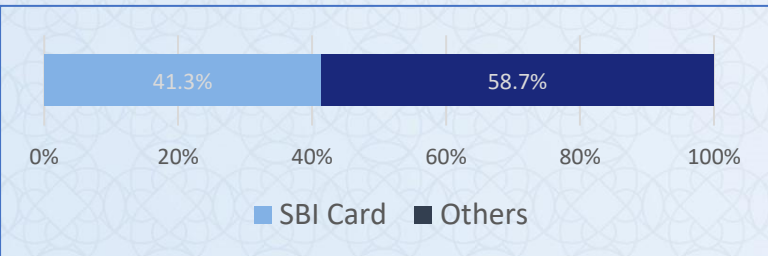
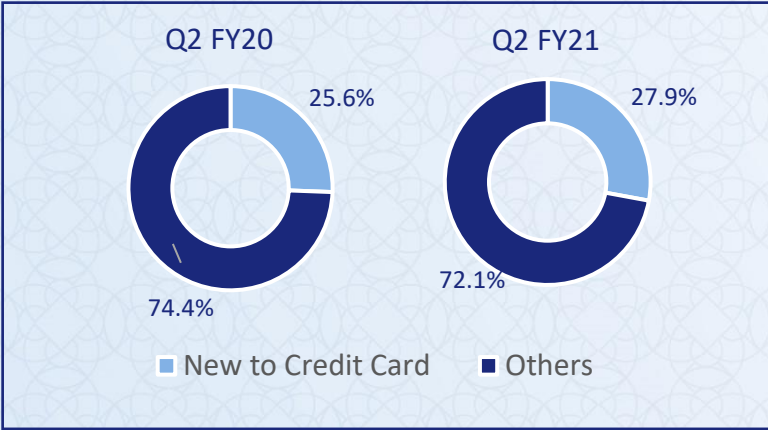
Market Share#

CIF Portfolio

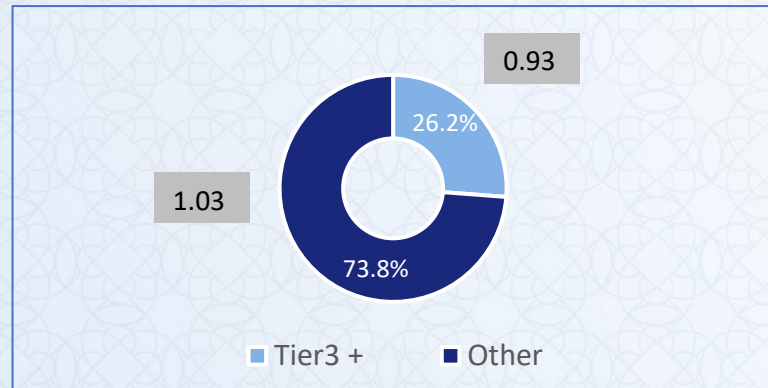
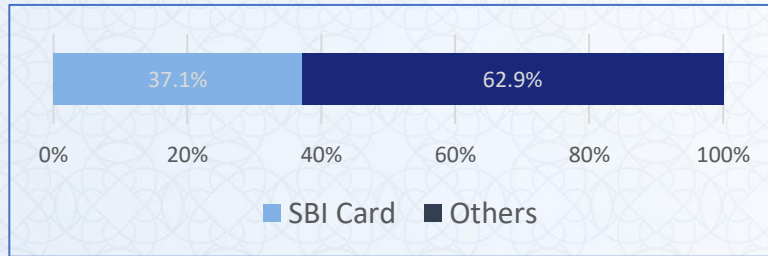
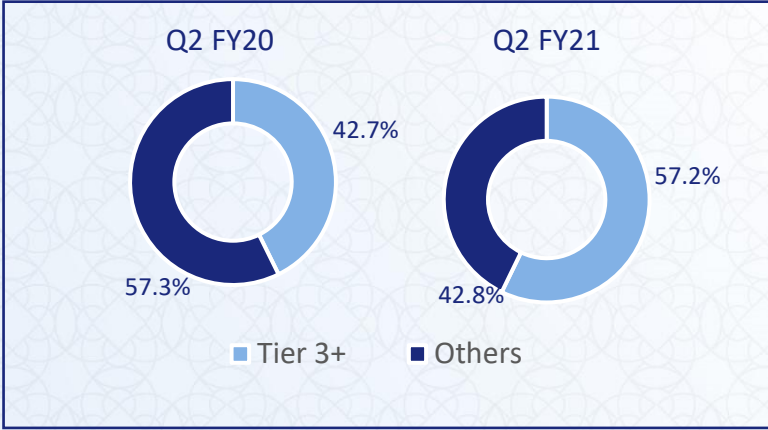
New to Credit



New to Credit Cards



Tier 3 +



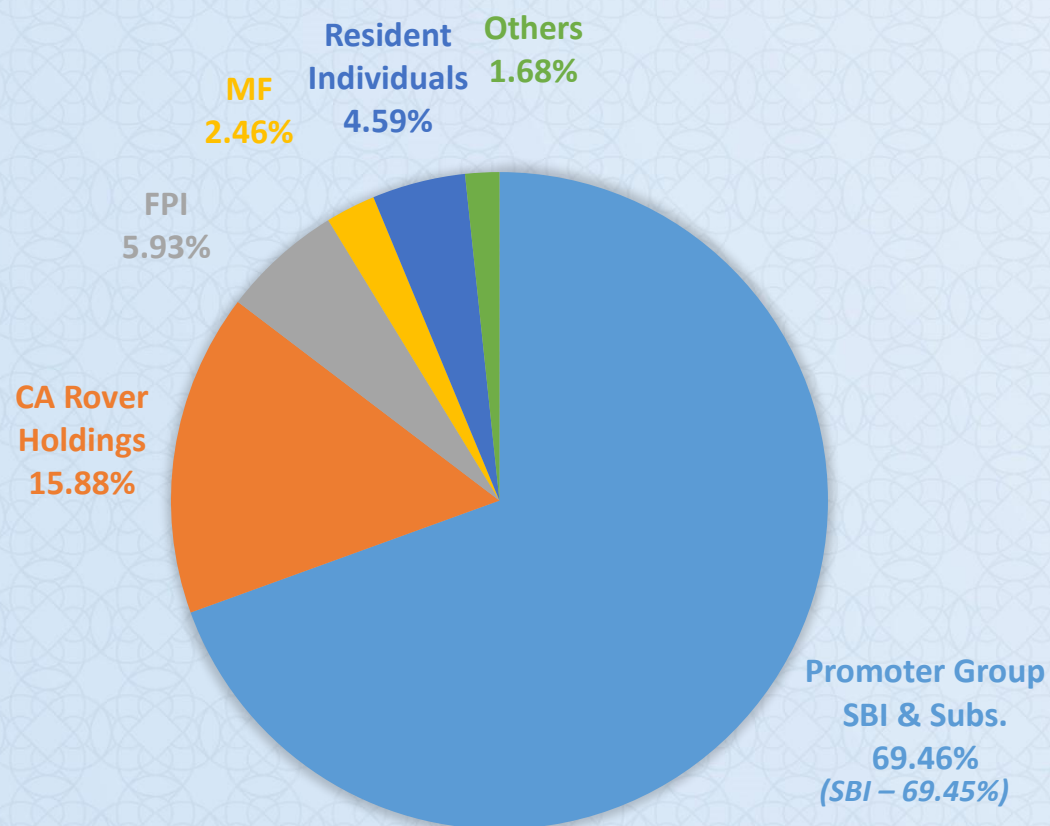
Market share of new acquisition based on CIBIL report for Q1 FY21

Indexed 30+ delinquency

Shareholders Summary



Shareholding pattern, 30th Sep 2020



FPI in Jun'20 at 4.23%

Top 20 Shareholders as on 30th Sep 20

| S. No | Name of Shareholder | % |
|-------|---|-------|
| 1 | State Bank Of India | 69.45 |
| 2 | CA Rover Holdings | 15.88 |
| 3 | BNP Paribas Arbitrage - ODI | 1.06 |
| 4 | Government Pension Fund Global | 0.59 |
| 5 | Kotak Standard Multicap Fund | 0.48 |
| 6 | Pioneer Investment Fund | 0.30 |
| 7 | HDFC Trustee Company Limited-HDFC Equity Fund | 0.25 |
| 8 | RWC Emerging Markets Equity Master Fund Limited | 0.25 |
| 9 | Life Insurance Corporation Of India | 0.24 |
| 10 | Vanguard Total International Stock Index Fund | 0.24 |
| 11 | HDFC Trustee Company Ltd. A/C HDFC Balanced Advantage Fund | 0.23 |
| 12 | Vanguard Emerging Markets Stock Index Fund, A Series Of Vanguard International Equity Index Funds | 0.21 |
| 13 | Societe Generale – ODI | 0.20 |
| 14 | Thornburg Developing World Fund | 0.20 |
| 15 | Robeco Capital Growth Funds | 0.20 |
| 16 | HDFC Trustee Company Ltd. A/C HDFC Top 100 Fund | 0.20 |
| 17 | Fidelity Investment Funds - Fidelity Asia Fund | 0.18 |
| 18 | Fidelity Investment Funds Icvc - Fidelity Global Focus Fund | 0.14 |
| 19 | ITPL - Invesco India Growth Fund | 0.13 |
| 20 | Canara Robeco Mutual Fund A/C Canara Robeco Emerging Equities | 0.12 |

ESG at SBI Card

Identify & address ESG Risk & Opportunities | Incorporate ESG in our decisions



Social Capital



Community

- ✓ **18.66 Lac medical equipment** donated ranging from Oxygenator, COVID testing kits, PPE Kits, Surgical Masks, gloves, soaps, disposable bedsheets etc.
- ✓ **3.1 Lakh meals and dry ration kits** to underprivileged



Customer Privacy & Data Security

- ✓ **48 data security projects** across customer and employee lifecycle
- ✓ **Secured and OTP-based residence-only card delivery**
- ✓ **Implemented Digital Collections Ecosystem** to provide employee safety and customer convenience in COVID 19
- ✓ **Contactless sourcing** : Video KYC & E-sign implemented

Customer Welfare

- ✓ **Grievance redressal on transaction disputes goes Online**: 25% transaction disputes received and resolved digitally
- ✓ **24*7 access to digital self-servicing channels** – Mobile App, Website, Chatbot ILA

Human Capital



Employee Welfare

Enhancing employee value proposition during pandemic

- ✓ **Work from Home Policy** implemented ~70% enabled to work remotely
- ✓ **COVID-19 Health Plan** - additional Rs 3 lakh insurance cover for employees & dependents
- ✓ *"There's nothing like overcommunication during these times"* Multiple digital forums for increased employee engagement. **First Virtual Townhall by MD & CEO.**



Diversity

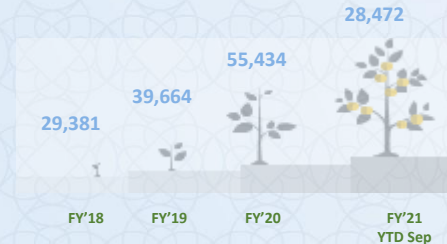
- ✓ **29% women employees.** Senior leadership diversity ratio at same level
- ✓ Young organisation **40% resources < 30 years age**
- ✓ **43% employees outside Gurgaon HQ**
- ✓ **69 employees availed benefit of maternity leave** since Jan'20

Environment



Resource Management

Over 1.5 lakh trees saved thru paperless communication at SBI Card



Paperless operations (1 tree = 8333 sheets)

- ✓ Statement on email and on SMS for faster & simpler access. **Every 1% saves Rs 1.6 Cr per annum.**
- ✓ Green PIN and self-generation- customised & safe
- ✓ **28% of Welcome Kits are digital**
- ✓ Paperless PO process implemented. **10K POs issued digitally**
- ✓ **LED lights in 3 lakh Sq ft** of SBI Card offices.

Business Model & Innovation

Solving Financial Challenges

Serving customers in every pincode across India

- ✓ **49% cardmembers in Tier 2+ cities**
- ✓ **23.6% New to Credit and 28% New to Card in FY'21**
- ✓ Restructuring under **RBI resolution program** offered to eligible customers



Financial Wellness

- ✓ **Frauds ↓ by 84% Year on Year in H1 FY'21** with Fraud to Spends Ratio 61% lower vs Industry (latest VISA report).
- ✓ **Proactive Merchant Refund process** for OTP shared disputes
- ✓ Fraud Awareness Campaign and **Application Forms in English + 8 languages** : Industry First
- ✓ **Availability of Credit Bureau score** on App and Website

Corporate Governance



Regulatory Environment

- ✓ **100% cards are Chip & PIN enabled**
- ✓ Acceptance of payment through **UPI & Rupay Debit Cards**

Policy Implementation

- ✓ **100% training penetration of Code-of-Conduct** including all policies
- ✓ Training & acknowledgement of **Fair Employment Practices & PoSH Act**



Digital Literacy

- ✓ **99% cards issued are contactless** on a monthly basis... 166 Lakh contactless payments in 20-21
- ✓ **42 How-to videos** on Digital self-servicing platforms

P&L Summary



| P&L | Q2 FY20 | Q1 FY21 | Q2 FY21 | YoY | H1 FY20 | H1 FY21 | YoY |
|---|--------------|--------------|--------------|-------------|--------------|--------------|-------------|
| Interest Income | 1,162 | 1,412 | 1,275 | 10% | 2,212 | 2,688 | 22% |
| Income from fees and services | 1,022 | 668 | 1,019 | 0% | 1,938 | 1,687 | -13% |
| Service Charges | 24 | 17 | 38 | 61% | 53 | 56 | 5% |
| Business development incentive income | 85 | 54 | 78 | -8% | 157 | 132 | -16% |
| Insurance commission income | 3 | 1 | 2 | -24% | 5 | 4 | -32% |
| Net gain on fair value changes | - | 0 | 0 | | - | 0 | |
| Total Revenue from operations | 2,296 | 2,152 | 2,413 | 5% | 4,364 | 4,566 | 5% |
| Total Other Income | 80 | 41 | 99 | 24% | 315 | 140 | -56% |
| Total Income | 2,376 | 2,193 | 2,513 | 6% | 4,679 | 4,706 | 1% |
| Finance costs | 319 | 275 | 264 | -17% | 621 | 539 | -13% |
| Employee benefits & Expenses | 104 | 112 | 122 | 17% | 209 | 234 | 12% |
| Depreciation, amortisation & impairment | 19 | 28 | 30 | 56% | 49 | 58 | 19% |
| Operating & Other expenses | 1,100 | 758 | 955 | -13% | 2,039 | 1,713 | -16% |
| CSR Expenses | 2 | 6 | 2 | 8% | 2 | 8 | 422% |
| Impairment losses & bad debts | 329 | 485 | 862 | 162% | 726 | 1,347 | 86% |
| Net loss on fair value changes | 0 | - | - | | 0 | - | |
| Total expenses | 1,874 | 1,665 | 2,235 | 19% | 3,645 | 3,899 | 7% |
| Profit before tax | 502 | 528 | 278 | -45% | 1,034 | 806 | -22% |
| Profit after tax | 381 | 393 | 206 | -46% | 727 | 599 | -18% |

Balance Sheet Summary

| Balance Sheet | Sep19 | Sep20 | YoY | Mar20 |
|--|---------------|---------------|-------------|---------------|
| Assets | | | | |
| Loans (Net) | 22,279 | 21,925 | -2% | 22,812 |
| Cash & Bank Balances | 493 | 680 | 38% | 676 |
| Other Financial Assets | 313 | 273 | -13% | 276 |
| Total Financial Assets | 23,085 | 22,878 | -1% | 23,764 |
| PP&E, Intangible & Right of use assets | 335 | 319 | -5% | 335 |
| Deferred Tax Assets | 126 | 306 | 143% | 275 |
| All other non financial Assets | 918 | 810 | -12% | 929 |
| Total non financial Assets | 1,380 | 1,435 | 4% | 1,539 |
| Total Assets | 24,466 | 24,313 | -1% | 25,303 |
| Liabilities and equity | | | | |
| Equity Share Capital | 932 | 940 | 1% | 939 |
| Other Equity | 3,384 | 4,938 | 46% | 4,402 |
| Total Equity | 4,317 | 5,877 | 36% | 5,341 |
| Borrowings including lease liabilities | 17,427 | 15,697 | -10% | 17,365 |
| All other financial liabilities | 1,160 | 1,040 | -10% | 1,401 |
| Total financial liabilities | 18,587 | 16,737 | -10% | 18,765 |
| Provisions | 1,066 | 1,188 | 11% | 603 |
| Other non financial liabilities | 495 | 511 | 3% | 593 |
| Total non financial liabilities | 1,561 | 1,699 | 9% | 1,196 |
| Total liabilities and equity | 24,466 | 24,313 | -1% | 25,303 |

Annexures



Recent developments



Brand Film – ‘Contactless Connections’



Objective:

To promote the relevance of contactless payments in the new normal, while connecting emotionally with our audience

Film Idea:

Based on the simple insight that in spite of the restrictions in the new normal, we still find new ways to connect with those who we care about. Much like our contactless payment options that brings consumers closer to their wishes while keeping them safe & secure in the new normal.

Media Mix: Digital, OTT (in Hotstar during IPL), Social Media & TV (starting 17 Oct)

Campaign Duration: 24 Sep – 25 Oct 2020

Recent Developments

1. SBI Card ties up with American Express to augment the Premium Portfolio



Launch Date: 29th Sep'20

Launch of SBI Card Elite and Prime variants on AMEX network

2. SBI Card ties up with Rupay and IRCTC to launch IRCTC Card on Rupay platform, first cobranded card on Rupay network.



Launch Date: 28th Jul'20

Launched in the presence of Shri Piyush Goyal (Minister of Railways & Minister of Commerce and Industry, Government of India)

3. SBI Card associates with Google Pay to enable credit cards on G Pay platform via tokenization. Cardholders can avail “Tap & Pay”, “Scan & Pay” and “Online Payments” on G Pay platform



Product Brief



Core Cards

Co-Brand Cards

Banking

Retail

Travel



SBI Card Elite



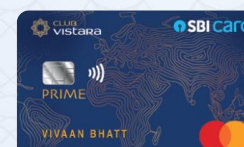
SBI Card PRIME



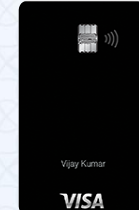
Central Bank SBI Card



Lifestyle Home Centre SBI Card



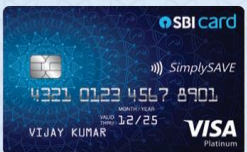
Club Vistara SBI Card PRIME



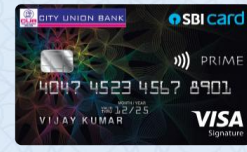
OLA Money SBI Card



SimplyCLICK SBI Card



SimplySAVE SBI Card



City Union Bank SBI Card



fbb Style Up SBI Card



Air India SBI Signature Card



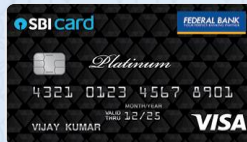
Etihad Guest SBI Premier Card



Doctor's SBI Card



SBI Card Elite Business



Federal Bank SBI Card



Tata Card



BPCL SBI Card



Mumbai Metro SBI Card



Shaurya Select SBI Card



SBI Card Unnati



South Indian Bank SBI Card



Apollo SBI Card



IRCTC SBI Card Premier



Yatra SBI Card

Glossary



| Term | Description |
|-------------------------|---|
| New Accounts | Sum of all accounts opened in a reporting period. |
| Card-in-force | Sum of all credit cards issued by us, including suspended credit cards that may be reactivated in future, net of cancelled and deactivated credit cards. |
| Spends | Total card spends constitutes the aggregate notional amounts transacted by our cardholders in a reporting period. |
| Receivables | Total credit card receivables outstanding from our cardholders at end of the reporting period. |
| Market share – CIF | Market share of total cards outstanding is calculated by dividing our total cards outstanding by the industry-wide total cards outstanding, as obtained from data published by the RBI. |
| Market share – Spends | Market share of total card spends is calculated by dividing our total card spends by the industry-wide total card spends, as published by the RBI, for the reporting period. |
| Averages | 3-point average considered for half yearly purpose, 2-point average for quarter and 5-point for yearly calculations |
| Spends per card | Average card spends per cards outstanding is calculated by dividing our total card spends by the average total cards outstanding for the period (annualized) |
| Average loans per cards | Average loans per cards outstanding is calculated as total loans at the end of the reporting period divided by total cards at the end of the reporting period. |
| Yield % | Calculated as interest income divided by average receivables for the period (annualized) |
| COF % | Calculated as total finance costs for the period divided by average borrowings for the period (annualized) |
| Cost to Income % | We calculate our cost to income ratio as operating and other expenses divided by total income after subtracting Finance cost. |
| ROAA | Calculated as net profit divided by average total assets for the period (annualized) |
| ROAE | Calculated as net profit divided by the average shareholders' equity for the period (annualized) |
| Shareholders' equity | Shareholders' equity is defined as sum of share capital, reserves and surplus excluding reserves created out of amalgamation |

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Thank You

