

# IndusInd Bank

July 20, 2022

**National Stock Exchange of India Ltd. (Symbol: INDUSINDBK)  
BSE Ltd. (Scrip Code: 532187)  
Luxembourg Stock Exchange**

Madam / Dear Sir,

**Sub: Disclosure under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

In compliance with Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations'), we enclose herewith the Investor Presentation on the Financial Results of the Bank for the quarter ended June 30, 2022.

In compliance with Regulation 46 of Listing Regulations, the information is being hosted on the Bank's website at [www.indusind.com](http://www.indusind.com)

We request you to kindly take note of the above and arrange to bring the same to the notice of all concerned.

Thanking you.

Yours faithfully,  
**For IndusInd Bank Ltd.**

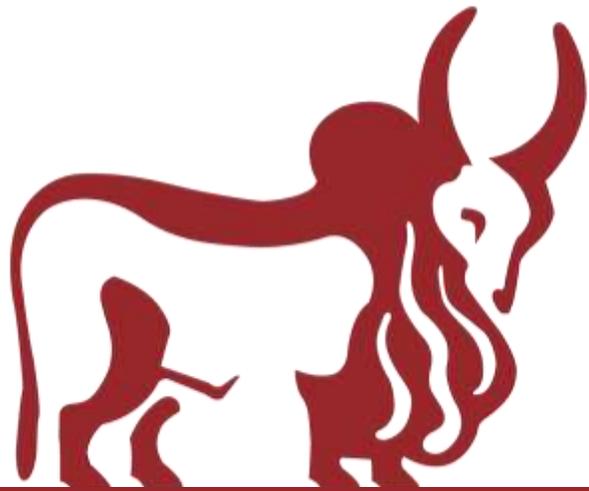
**Anand Kumar Das**  
**Deputy Company Secretary**  
**FCS: 6950**

Encl:a/a



**Solitaire Corporate Park Office:** IndusInd Bank Limited, Building No.7, Solitaire Corporate Park  
Andheri- Ghatkopar Link Road, Chakala Andheri E Mumbai - 400 093, India Tel: (0022) 66412405

**Registered Office:** 2401 Gen. Thimmayya Road, Pune 411 001, India  
Tel.: (020) 2634 3201 Fax: (020) 2634 3241 Visit us at [www.indusind.com](http://www.indusind.com)  
CIN: L65191PN1994PLC076333



# Investor Presentation

Q1-FY23 | June 2022

## IndusInd Bank at a Glance



**5<sup>th</sup> Largest Private Bank**  
with Disproportionately  
Large Distribution Network

**₹2,47,960 crs**      **₹ 3,02,719 crs**  
**Loans**              **Deposits**  
Diversified Across Products and Geographies

**32 mn**  
**Customers**  
Across Segments

**5,939**  
**Branches/Outlets**  
PAN India Network



**Universal Banking Approach**  
with Diversified Loan &  
Deposit Mix

**54:46 Loan Mix**  
Retail VS Wholesale

**43% CASA**  
Stable Low-cost Deposits

**Innovative Digital Approach**  
Overall Digital Transaction Mix at 92%



**Strong Domain Expertise**  
Long Vintage across Cycles

**Vehicle Finance**  
26% of the Loan Book

**Micro Finance**  
12% of the Loan Book

**Gems & Jewellery**  
4% of the Loan Book



**Robust Balance Sheet**  
with Strong Capital Adequacy  
& Contingency Buffers

**18.14% CRAR**  
Tier 1: 16.55% | Tier 2: 1.59%

**124% Average LCR**  
Well above regulatory requirement

**72% PCR**  
GNPA 2.35% | NNPA 0.67%



**Strong Profitability**  
amongst highest in  
the Industry

**4.21% Net Interest Margin**

**43.36% Cost to  
Income**

**5.7% Operating Profit  
Margin to Loans**



## Key Financial Highlights for Q1 FY23

Balance Sheet	Loans	Deposits	CASA	Term Deposits	Total Assets
	<b>₹2,47,960 crs</b> ▲ 18% YoY ▲ 4% QoQ	<b>₹3,02,719 crs</b> ▲ 13% YoY ▲ 3% QoQ	<b>₹1,30,508 crs</b> ▲ 16% YoY ▲ 4% QoQ	<b>₹1,72,211 crs</b> ▲ 11% YoY ▲ 2% QoQ	<b>₹4,10,100 crs</b> ▲ 10% YoY ▲ 2% QoQ
Profit & Loss	Net Interest Income	Total Fee Income	Revenue	Operating Profit	Net Profit
	<b>₹4,125 crs</b> ▲ 16% YoY ▲ 4% QoQ	<b>₹1,932 crs</b> ▲ 12% YoY ▲ 1% QoQ	<b>₹6,057 crs</b> ▲ 15% YoY ▲ 3% QoQ	<b>₹3,431 crs</b> ▲ 10% YoY ▲ 2% QoQ	<b>₹1,631 crs</b> ▲ 61% YoY ▲ 16% QoQ
Key Ratios	Net Interest Margin	Return on Assets	Return on Equity	Cost to Income	Net NPA
	<b>4.21%</b> ▲ 15 bps YoY ▲ 1bps QoQ	<b>1.73%</b> ▲ 56 bps YoY ▲ 22 bps QoQ	<b>13.44%</b> ▲ 414 bps YoY ▲ 152 bps QoQ	<b>43.36%</b> ▲ 238bpsYoY ▲ 75bps QoQ	<b>0.67%</b> ▼ 17bps YoY ▲ 3bps QoQ



## Balance Sheet

₹In crs	Q1 FY23	Q1 FY22	Y-o-Y (%)		Q4 FY22	Q-o-Q (%)	
<b>Capital &amp; Liabilities</b>							
Capital	775	774	-	▲	775	-	-
Reserves and Surplus	48,932	43,774	12%	▲	47,252	4%	▲
Deposits	3,02,719	2,67,233	13%	▲	2,93,349	3%	▲
Borrowings	41,812	49,294	(15%)	▼	47,323	(12%)	▼
Other Liabilities and Provisions	15,862	11,921	33%	▲	13,268	20%	▲
<b>Total</b>	<b>4,10,100</b>	<b>3,72,996</b>	<b>10%</b>	<b>▲</b>	<b>4,01,967</b>	<b>2%</b>	<b>▲</b>
<b>Assets</b>							
Cash and Balances with RBI	56,153	62,673	(10%)	▼	60,198	(7%)	▼
Balances with Banks	6,615	8,087	(18%)	▼	8,387	(21%)	▼
Investments	72,487	68,699	6%	▲	70,930	2%	▲
Advances	2,47,960	2,10,727	18%	▲	2,39,052	4%	▲
Fixed Assets	1,952	1,876	4%	▲	1,929	1%	▲
Other Assets	24,933	20,934	19%	▲	21,471	16%	▲
<b>Total</b>	<b>4,10,100</b>	<b>3,72,996</b>	<b>10%</b>	<b>▲</b>	<b>4,01,967</b>	<b>2%</b>	<b>▲</b>



## Profit and Loss Account – Q1 FY23

₹In crs	Q1 FY23	Q1 FY22	Y-o-Y (%)		Q4FY22	Q-o-Q (%)	
Net Interest Income	4,125	3,564	16%	▲	3,985	4%	▲
Other Income	1,932	1,723	12%	▲	1,903	1%	▲
<b>Total Income</b>	<b>6,057</b>	<b>5,287</b>	<b>15%</b>	<b>▲</b>	<b>5,888</b>	<b>3%</b>	<b>▲</b>
Operating Expenses	2,626	2,166	21%	▲	2,508	5%	▲
<b>Operating Profit</b>	<b>3,431</b>	<b>3,121</b>	<b>10%</b>	<b>▲</b>	<b>3,380</b>	<b>2%</b>	<b>▲</b>
Provisions & Contingencies	1,251	1,780	(30%)	▼	1,462	(14%)	▼
<b>Profit before Tax</b>	<b>2,180</b>	<b>1,341</b>	<b>62%</b>	<b>▲</b>	<b>1,918</b>	<b>14%</b>	<b>▲</b>
Provision for Tax	549	325	69%	▲	517	6%	▲
<b>Profit after Tax</b>	<b>1,631</b>	<b>1,016</b>	<b>61%</b>	<b>▲</b>	<b>1,401</b>	<b>16%</b>	<b>▲</b>



## Key Strengths of the Bank



**Diversified**  
Loan Book with Domain  
Expertise in Livelihood  
Loans



**Robust**  
Liability Franchise



**Strong**  
Product Groups



**Profitability**  
amongst the Highest  
in Industry



**Stable**  
Asset Quality  
with Conservative  
Provisioning



**Healthy**  
Capital Adequacy



**Disproportionately**  
Large Distribution  
Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



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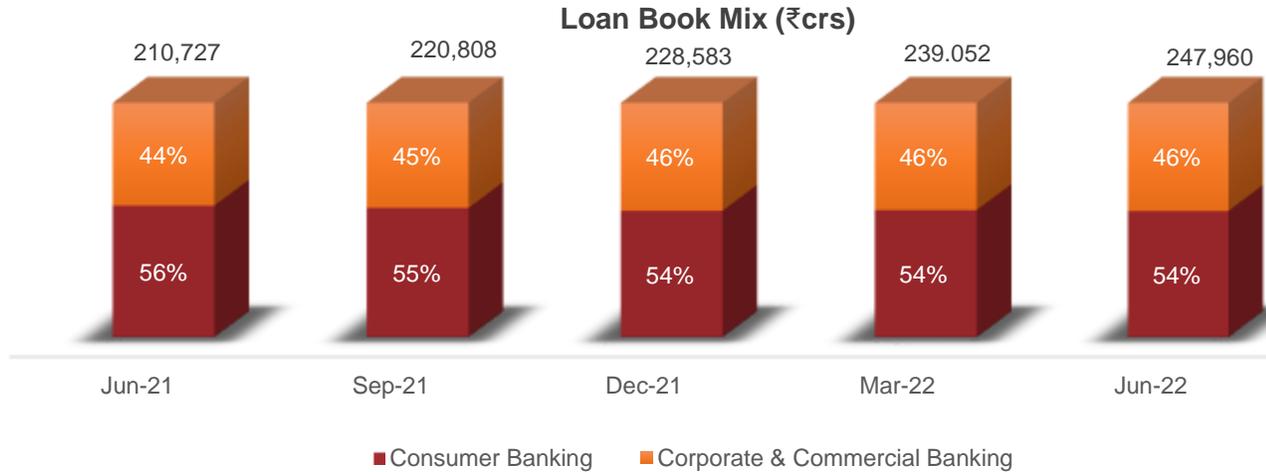
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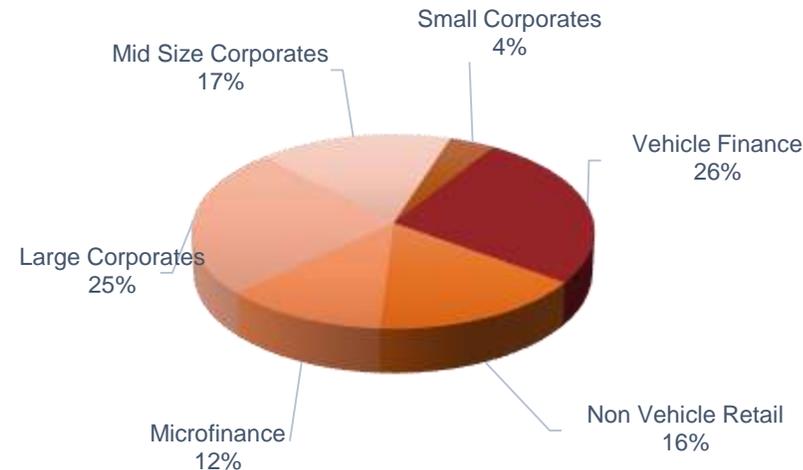
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## Well Diversified Loan Book across Consumer and Corporate Products



(₹crs)		
Corporate Banking*	Jun-22	%
Large Corporates	62,322	25%
Mid Corporates	42,210	17%
Small Corporates	9,897	4%
<b>Total Advances</b>	<b>1,14,429</b>	<b>46%</b>



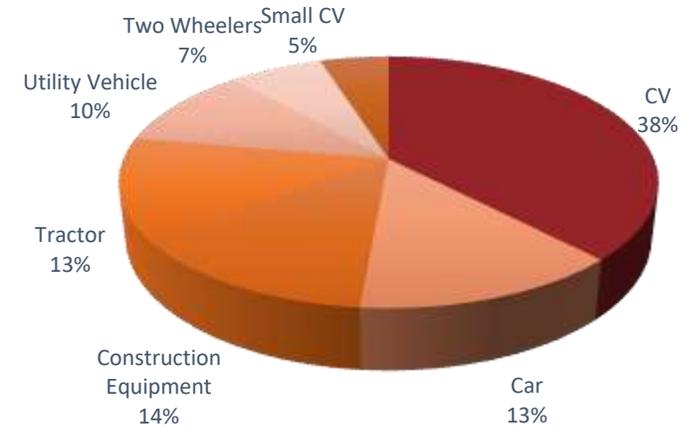
(₹crs)		
Consumer Banking	Jun-22	%
<b>Vehicle Finance</b>	<b>64,583</b>	<b>26%</b>
Commercial Vehicle	24,415	9%
Utility Vehicle	6,797	3%
Small CV	3,184	1%
Two-Wheeler	4,358	2%
Car	8,789	4%
Tractor	8,250	3%
Equipment Financing	8,790	4%
<b>Non-Vehicle Finance</b>	<b>39,545</b>	<b>16%</b>
Business Banking	12,203	5%
Loan Against Property	9,009	4%
Credit Card	6,478	3%
BL, PL, AHL, Others	11,855	4%
<b>Microfinance</b>	<b>29,403</b>	<b>12%</b>
<b>Total Advances</b>	<b>1,33,531</b>	<b>54%</b>

# Vehicle Finance: Granular Portfolio Across Vehicle Categories

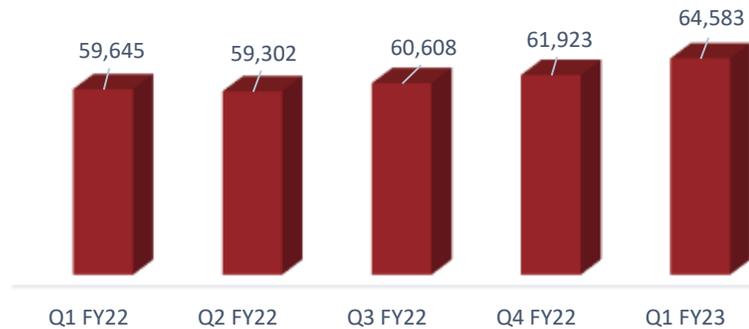
## Overview of Vehicle Finance Division

<b>35+ Years of Vintage</b> Across Credit Cycles	<b>Market Leader</b> in Most Products Amongst Top 3	<b>Focus on Business</b> Owner Segment
<b>Nimbleness of an NBFC</b> With Dedicated Network	<b>Nationwide Presence</b> Diversified Across States	<b>Strong Collateral Coverage</b> Throughout the Loan Cycle

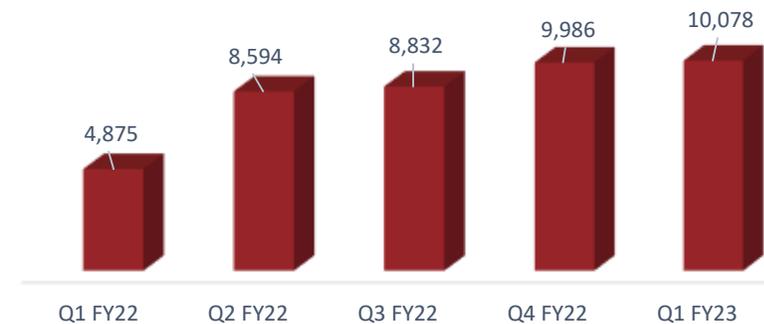
## Diversified Vehicle Loan Book across Vehicle Categories (%)



## Vehicle Finance Loan Book (₹crs)



## Disbursements (₹crs)



# Microfinance: Bridging the Financial Inclusion Gap



**2<sup>nd</sup> Largest**  
Micro Finance  
Lender



**10mn**  
Women Customers



**1.33 Lacs Villages**  
covered across 21  
States



**Tech/Data driven**  
Risk Management  
District/Branch  
level Monitoring

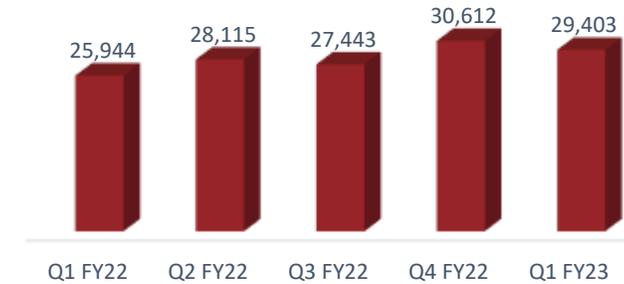


**94K+ Bharat**  
Money Stores  
Banking at  
doorstep in remote  
areas

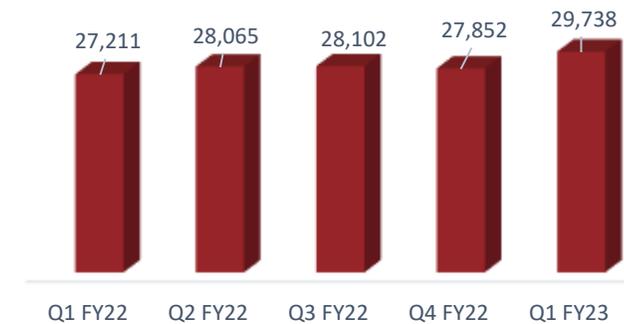


**380K+ Merchants**  
Onboarded  
Addressing the  
MSME banking  
needs

Micro Finance Loan Book (₹crs)



Average Ticket Size (₹)



# Corporate Portfolio – Focus on Granular, Higher Rated Customers

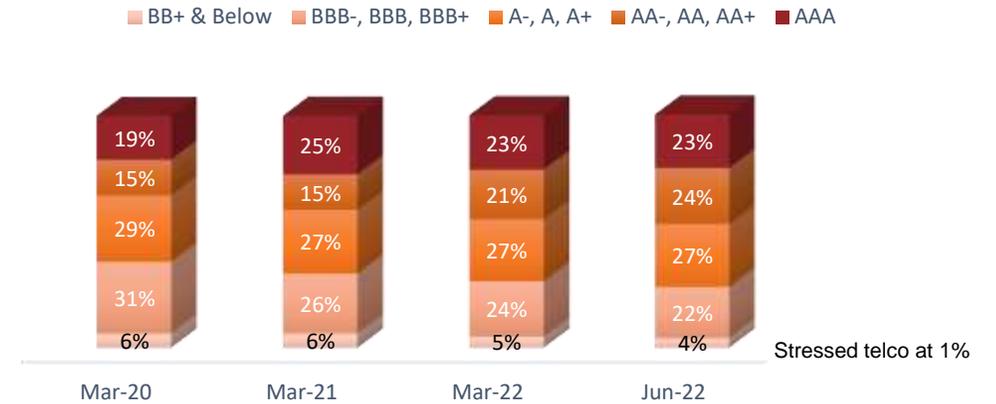
Corporate Loan Book (₹crs)



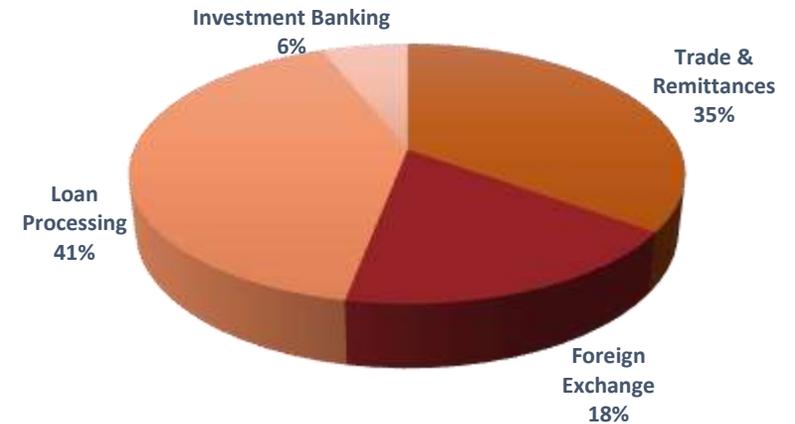
Sector-wise Loan Mix (% of Total Loans)

Sector	Q1 FY23
NBFCs (other than HFCs )	4.55%
Gems and Jewellery	4.16%
Real Estate – Commercial & Residential	4.05%
Steel	2.27%
Lease Rental	2.22%
Power Generation – Non Renewable	1.61%
Food Beverages and Food processing	1.53%
Road Projects (Operational)	1.42%
Power Generation – Renewable	1.14%
Housing Finance Companies	1.09%
Educational Institution	1.05%
Services	1.04%
Others NBFCs (other than HFCs )	20.02%
<b>Corporate Banking</b>	<b>46.15%</b>
<b>Consumer Banking</b>	<b>53.85%</b>
<b>Total</b>	<b>100.00%</b>

Improving Risk Profile \*



Diversified Fee Mix Q1FY23



\* Includes fund and non-fund based exposure to corporate clients

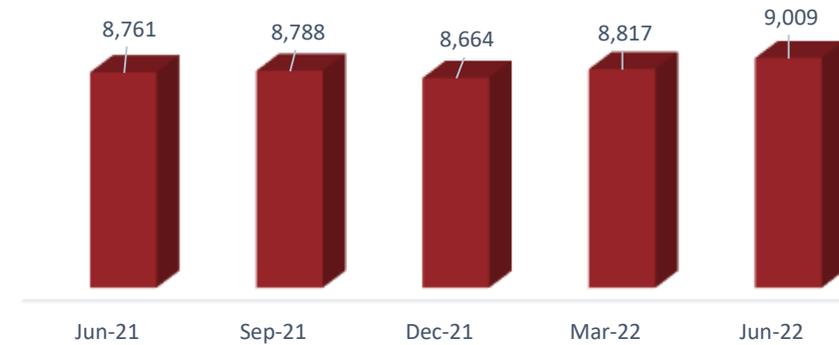


# Non-Vehicle Retail Loans – Risk Calibrated Growth Strategy

Business Banking (₹crs)



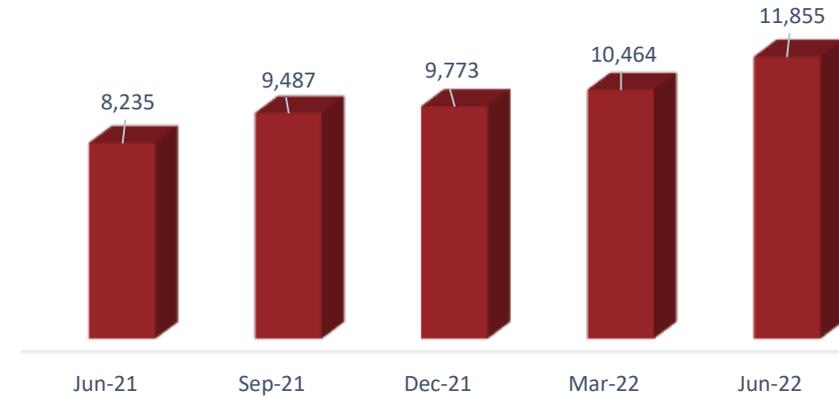
Loan Against Property (₹crs)



Credit Cards (₹crs)



Business Loan, Personal Loan, Affordable Housing, Others (₹ crs)



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**Strong**  
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Capital Adequacy



**Disproportionately**  
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Network



**Executing Digital**  
2.0 Strategy



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Philosophy

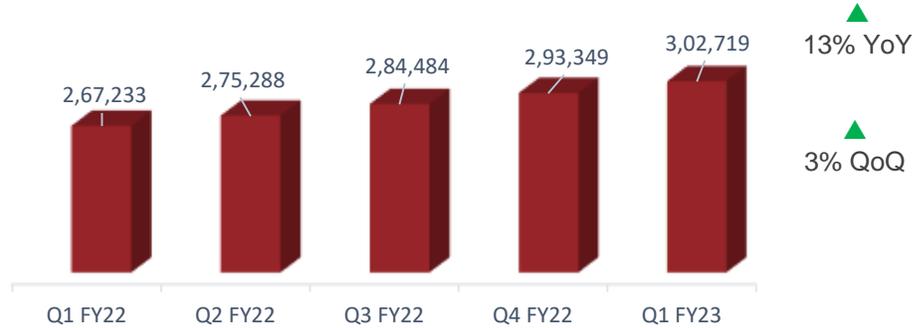


**Experienced**  
Board and  
Management Team

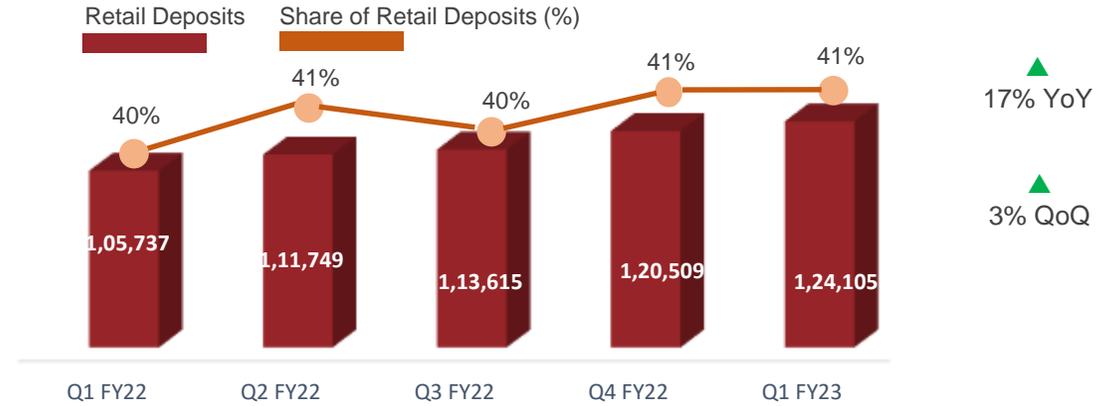


# Deposit Growth Driven by Granular Retail Deposits; Building Stable Low-Cost Deposit Book

Deposits (₹crs)



Retail Deposits as per LCR (₹crs)\*



Cost of Deposits (%)



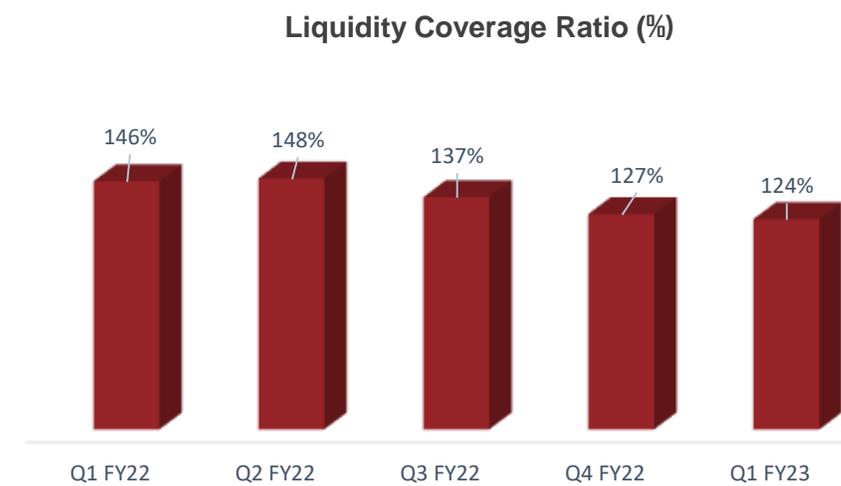
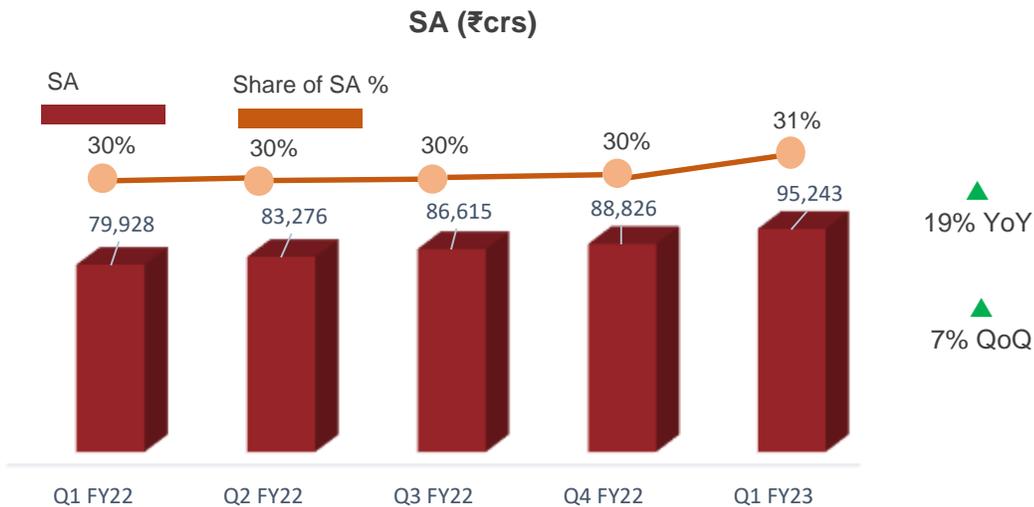
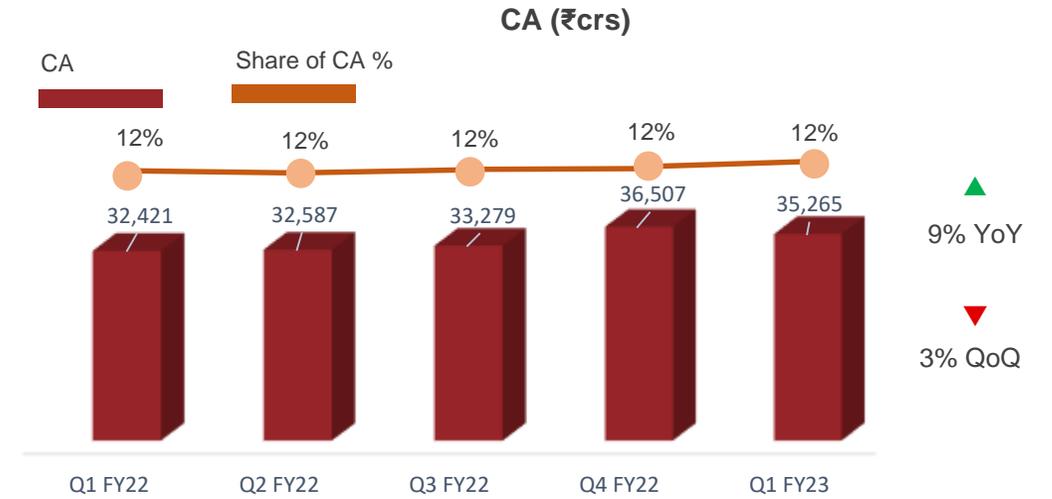
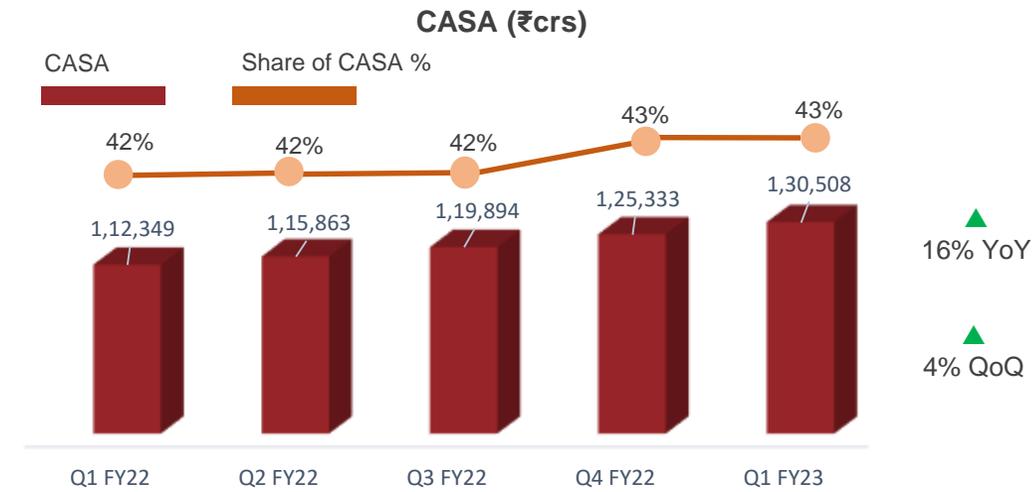
## Key Focus Areas

- Expanding branch network
- Focus on target market segments
  - Growth driven by retail customer acquisitions
  - Scaling up new businesses – Affluent and NRI
  - Leverage BFIL for rural customers
  - Building Merchant Acquiring Business
  - Digital Partnerships & Alliances
- Innovative service propositions
- Executing Digital 2.0 with planned Individual and SME launches

\*As at period end.

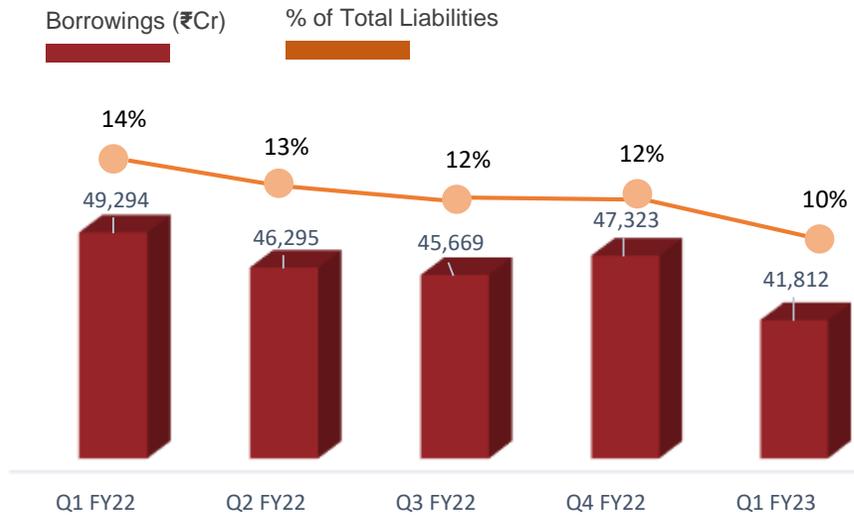


# Healthy Share of CASA; Strong Liquidity Profile

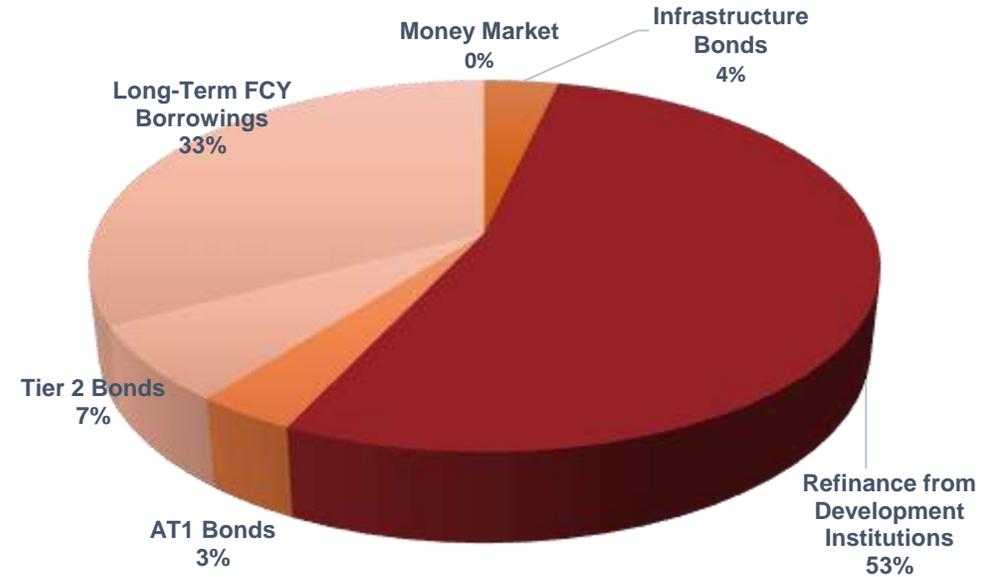


# Borrowings Constituted by Long Term Sources

Borrowings (₹crs)



Borrowings Mix (%)



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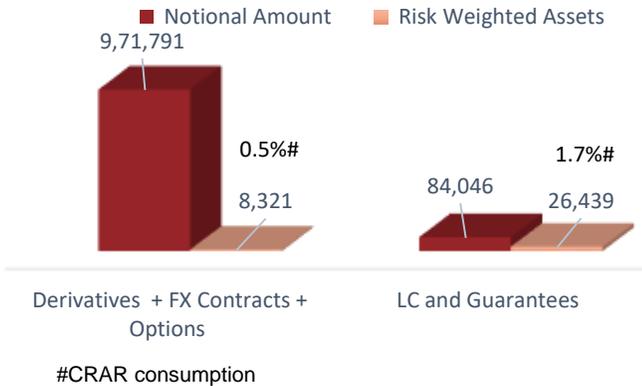


**Experienced**  
Board and  
Management Team



# Strong Product Groups with Efficient Capital Deployment

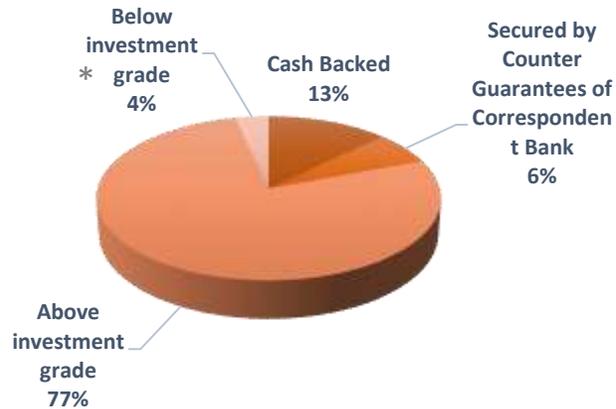
Low RWA Consumption (₹crs)



LC-BG Mix

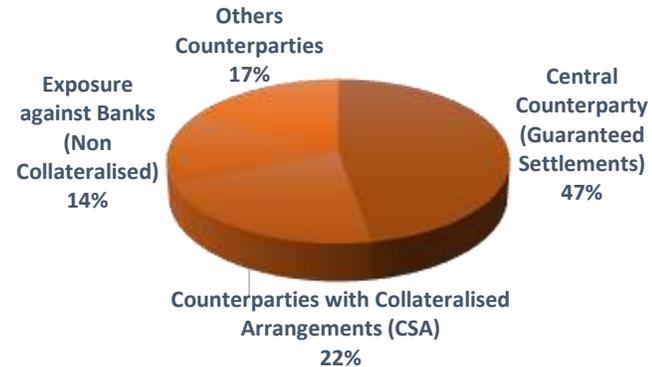


LC-BG Rating Profile



\*Stressed telecom contributes 1%

FX-Derivatives Exposure Type



- One of the largest treasuries in Indian banks with best-in-class risk management systems
- Robust framework for measurement of risks through Client Suitability Tests, VaR, PV01, Stop-loss limits, MTM of marketable portfolios, Exposure limits, etc.
- Exposures predominantly to public sector, cash backed transactions and strong sponsors

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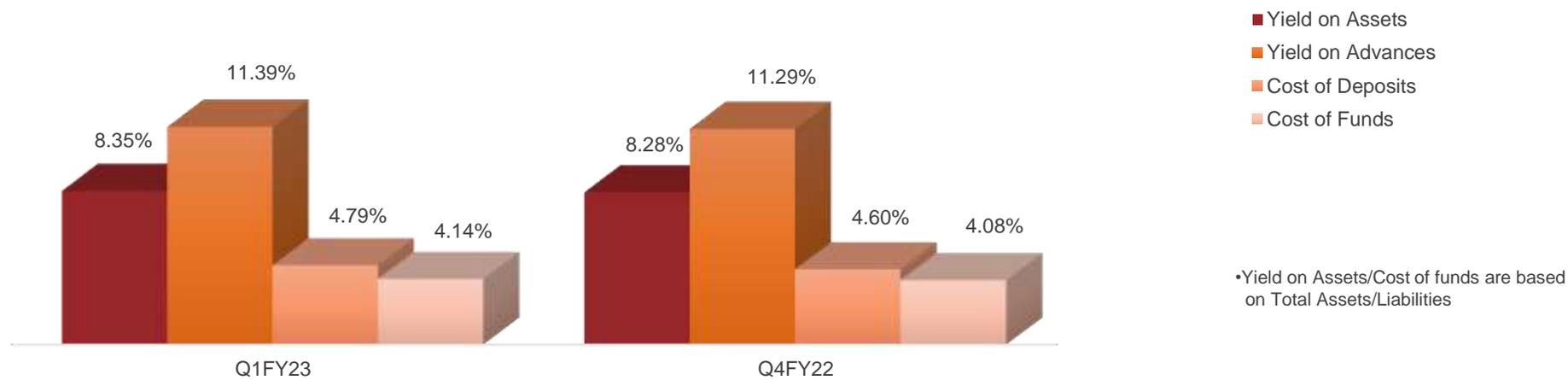
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## Yield / Cost Movement



### Segment-wise Yield:

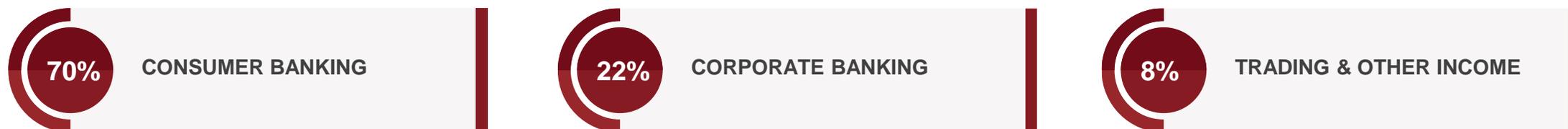
	Q1FY23		Q4FY22	
	Outstanding (₹crs)	Yield (%)	Outstanding (₹crs)	Yield (%)
Corporate Banking	1,14,429	7.80%	1,09,463	7.73%
Consumer Banking	1,33,531	14.33%	1,29,589	14.18%
<b>Total</b>	<b>2,47,960</b>	<b>11.39%</b>	<b>2,39,052</b>	<b>11.29%</b>



## Diversified and Granular Fee and Other Income Streams

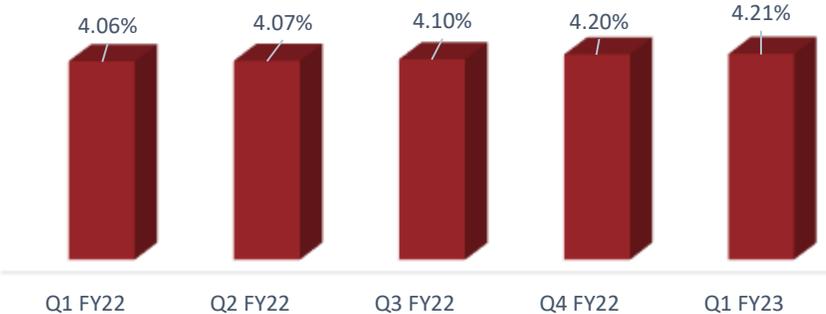
₹In crs	Q1FY23	Q1FY22	Y-o-Y(%)		Q4FY22	Q-o-Q(%)	
Trade and Remittances	189	170	11%	▲	199	(5%)	▼
Foreign Exchange Income	220	192	15%	▲	234	(6%)	▼
Distribution Fees (Third Party Products)	507	311	63%	▲	470	8%	▲
General Banking Fees	334	188	78%	▲	209	60%	▲
Loan Processing Fees	511	339	51%	▲	504	1%	▲
Investment Banking	25	14	79%	▲	28	(9%)	▼
<b>Total Core Fee Income</b>	<b>1,786</b>	<b>1,214</b>	<b>47%</b>	▲	<b>1,644</b>	<b>9%</b>	▲
Securities/MM/FX Trading/Others	146	509	(71%)	▼	259	(44%)	▼
<b>Total Fee Income</b>	<b>1,932</b>	<b>1,723</b>	<b>12%</b>	▲	<b>1,903</b>	<b>1%</b>	▲

### Fee Income Mix

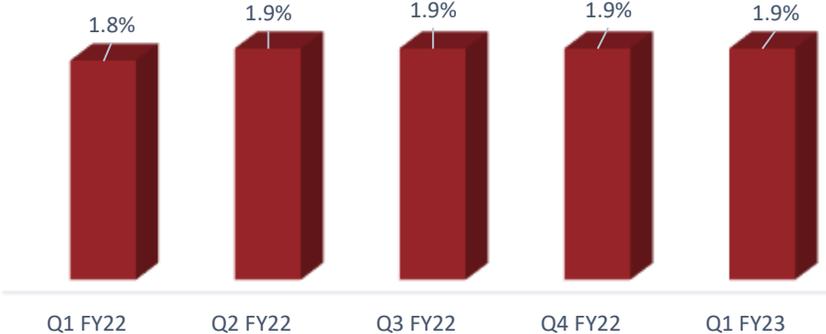


# Operating Profit Margins Amongst the Highest in Industry

**Net Interest Margin (%)**



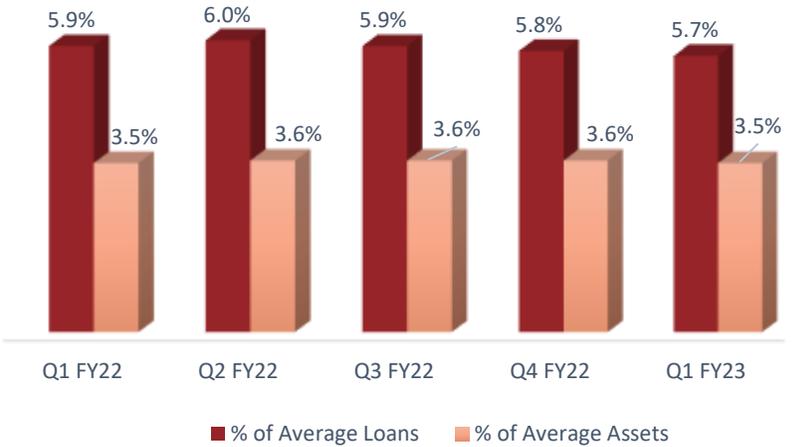
**Total Fee to Asset Ratio (%)**



**Cost to Income Ratio (%)**



**Operating Profit Margin (%)**

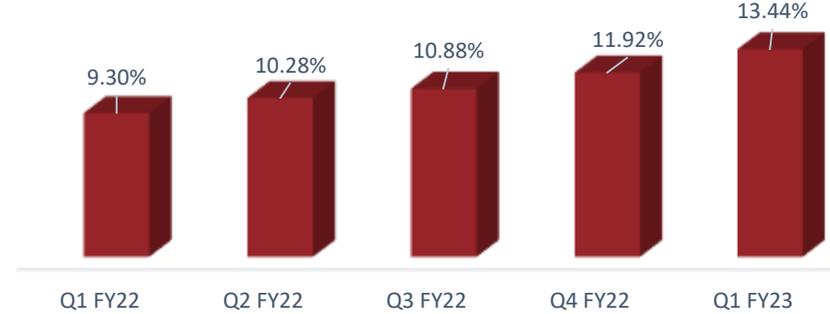


# Key Financial Indicators

### Return on Assets (%)



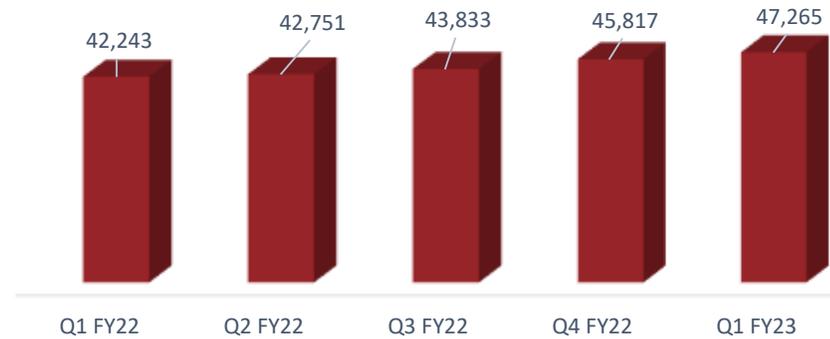
### Return on Equity (%)



### Earning Per Share – Annualized (₹)



### Net Worth (₹ crs)



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## Movement in Non-Performing Assets

₹In crs	Q1FY23			Q4FY22		
	Corporate	Consumer	Total	Corporate	Consumer	Total
<b>Opening Balance</b>	<b>2,530</b>	<b>2,987</b>	<b>5,517</b>	<b>2264</b>	<b>3,515</b>	<b>5,779</b>
<b>Fresh Additions</b>	<b>603</b>	<b>1,647</b>	<b>2,250</b>	<b>346</b>	<b>1,742</b>	<b>2,088</b>
-from Standard	272	1,058	<b>1,330</b>	187	1,511	<b>1,698</b>
-from Restructured	331	590	<b>921</b>	159	231	<b>390</b>
<b>Deductions</b>	<b>638</b>	<b>1196</b>	<b>1834</b>	<b>80</b>	<b>2,270</b>	<b>2,350</b>
-Write-offs	449	781	<b>1,230</b>	1	1,352	<b>1,353</b>
-Upgrades	169	193	<b>363</b>	41	240	<b>281</b>
-Recoveries *	20	222	<b>241</b>	38	678	<b>716</b>
<b>Gross NPA</b>	<b>2,494</b>	<b>3,439</b>	<b>5,933</b>	<b>2,530</b>	<b>2,987</b>	<b>5,517</b>
Net NPA			<b>1,661</b>			<b>1,530</b>
% of Gross NPA			<b>2.35%</b>			<b>2.27%</b>
% of Net NPA			<b>0.67%</b>			<b>0.64%</b>
Provision Coverage Ratio (PCR)			<b>72%</b>			<b>72%</b>
Restructured Advances			<b>2.1%</b>			<b>2.6%</b>

\*Sale to ARC is NIL (Q4 FY22 Rs.375 crs)



## NPA Composition – Consumer Banking

(₹crs)

Q1 FY23	CV	Utility	CE	Small CV	TW	Cars	Tractor	BBG/LAP	HL/PL/Others	Cards	MFI	Total
Gross NPA	486	39	145	69	353	68	146	752	208	149	1,024	<b>3,439</b>
Gross NPA %	1.98%	0.58%	1.64%	2.14%	7.89%	0.77%	1.76%	3.48%	1.73%	2.25%	3.38%	<b>2.54%</b>

Q4 FY22	CV	Utility	CE	Small CV	TW	Cars	Tractor	BBG/LAP	HL/PL/Others	Cards	MFI	Total
Gross NPA	401	26	97	65	421	55	119	647	199	188	769	<b>2,987</b>
Gross NPA %	1.72%	0.42%	1.10%	2.11%	9.15%	0.65%	1.50%	3.07%	1.82%	3.31%	2.45%	<b>2.27%</b>



## Loan Related Provisions held as on June 30, 2022

- Specific provision of ₹ 4,202 crs (towards PCR)
- Floating provisions of ₹ 70 crs other than related to COVID-19 (towards PCR)
- Standard contingent provisions of ₹ 3,003 crs surplus outside PCR
- Standard asset provision of ₹ 1,095 crs other than related to COVID-19
- Provision Coverage Ratio at 72% and total loan related provisions at 141% of GNPA
- Loan related provisions of ₹ 8,370 crs are 3.38 % of the loans



# Key Strengths of the Bank



**Diversified**  
Loan Book with Domain  
Expertise in Livelihood  
Loans



**Robust**  
Liability Franchise



**Strong**  
Product Groups



**Profitability**  
amongst the Highest  
in Industry



**Stable**  
Asset Quality  
with Conservative  
Provisioning



**Healthy**  
Capital Adequacy



**Disproportionately**  
Large Distribution  
Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team

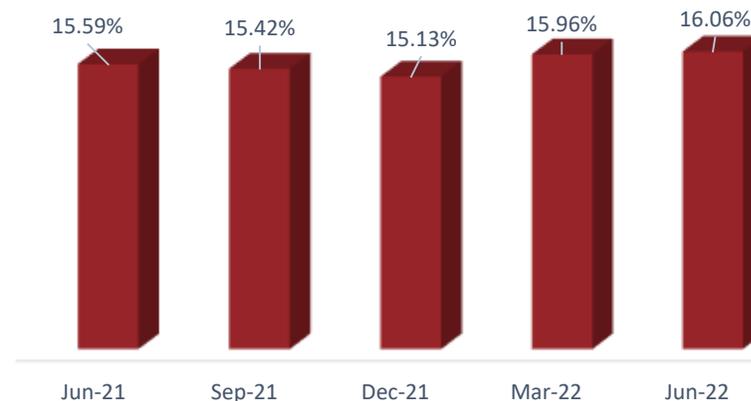


# Healthy Capital Adequacy

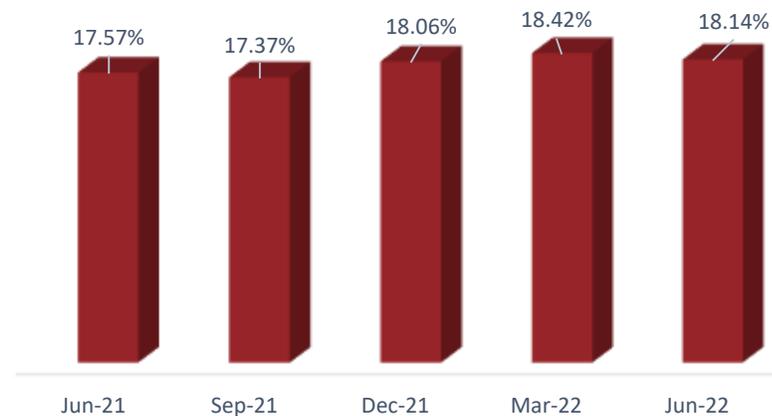
## Capital Adequacy

₹In crs	30 Jun 22	31 Mar 22
Credit Risk, CVA and UFCE	2,56,767	2,47,567
Market Risk	8,325	9,538
Operational Risk	38,026	38,026
<b>Total Risk Weighted Assets</b>	<b>3,03,118</b>	<b>2,95,131</b>
Core Equity Tier 1 Capital Funds	<b>48,666</b>	<b>47,103</b>
Additional Tier 1 Capital Funds	<b>1,490</b>	<b>2,490</b>
Tier 2 Capital Funds	<b>4,826</b>	<b>4,778</b>
<b>Total Capital Funds</b>	<b>54,982</b>	<b>54,371</b>
<b>CRAR</b>	<b>18.14%</b>	<b>18.42%</b>
CET1	16.06%	15.96%
Tier 1	16.55%	16.80%
Tier 2	1.59%	1.62%

## CET1 Ratio (%)

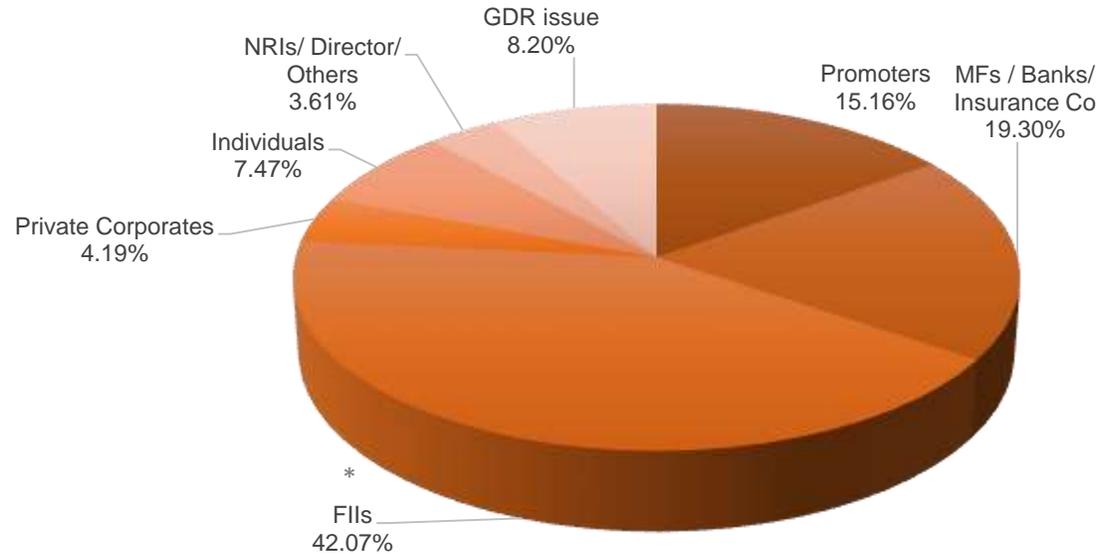


## CRAR (%)



# Shareholding Pattern and Credit Ratings

## Diversified Shareholding



\* Includes FPIs

## Credit Ratings

### Domestic Rating:

- **CRISIL AA +** for Infrastructure Bonds program/Tier 2 Bonds
- **CRISIL AA** for Additional Tier 1 Bonds program
- **CRISIL A1+** for certificate of deposit program / short term FD programme
- **IND AA+** for Senior bonds program/Tier 2 Bonds by India Ratings and Research
- **IND AA** for Additional Tier 1 Bonds program by India Ratings and Research
- **IND A1+** for Short Term Debt Instruments by India Ratings and Research

### International Rating:

- **Ba1** for Senior Unsecured MTN programme by Moody's Investors Service



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Large Distribution  
Network



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# Disproportionately Large Distribution Network with Unparalleled Rural Presence

## Distribution Network with Deep Rural Presence

 **~32 mn**  
Customer Base

 **~1,33,000**  
Villages Covered

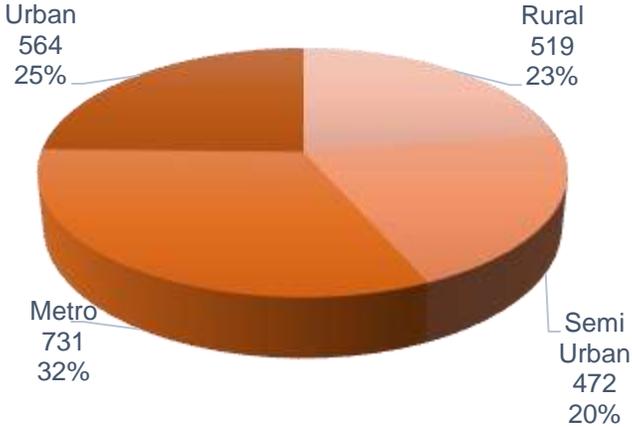
 **5,939**  
Branches/Outlets

 **2,783**  
ATMs

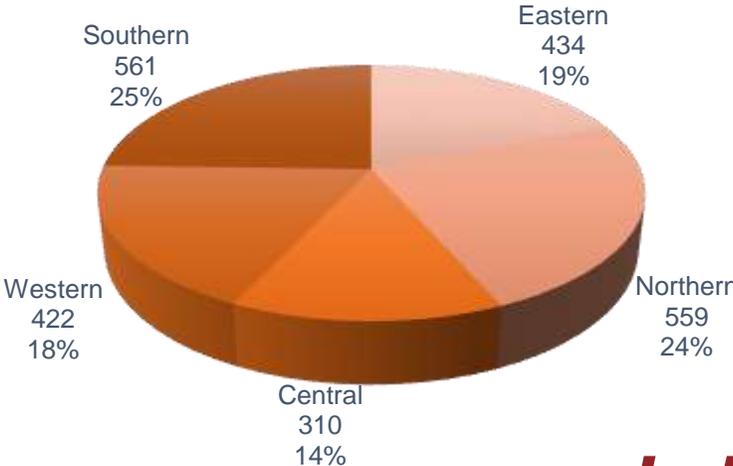
## Strengthening Distribution Infrastructure

Particulars	Jun 30, 2021	Sep 30, 2021	Dec 31, 2021	Mar 31, 2022	Jun 30, 2022
Branches/Banking Outlets	2,015	2,015	2,103	2,265	2,286
BFIL Branches	2,385	2,665	2,778	2,795	2,836
Vehicle Finance Marketing Outlets	821	827	825	816	817
<b>Total</b>	<b>5,221</b>	<b>5,507</b>	<b>5,706</b>	<b>5,876</b>	<b>5,939</b>
ATMs	2,870	2,886	2,861	2,767	2,783

## Geographical Breakdown of Branches



## Regional Breakdown of Branches



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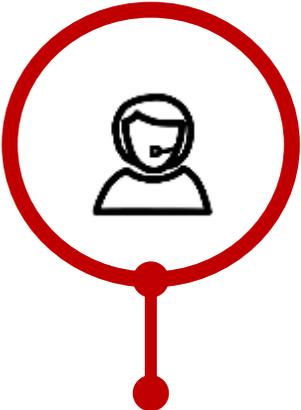
**ESG**  
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# Digital Sourcing % continues to grow and digital unassisted\* business models gaining momentum

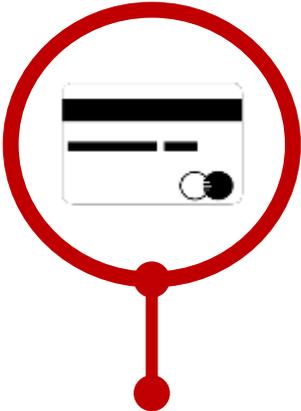


**200,000+ Clients** on-boarded using **VKYC** during the quarter

**96%** of **deposits** (savings and fixed deposit) opened digitally

**30%** of savings accounts **digitally unassisted\***

**42%** of fixed deposits **digitally unassisted\***

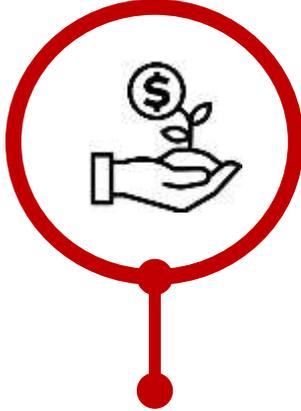


**90%** of **Cards** sourced digitally

Scaling up **digitally unassisted\*** model with easycredit steadily

**54%** of **personal loans** opened digitally

Scaling up **digitally unassisted\*** model with easycredit steadily



**98%** of **mutual funds** sourced digitally

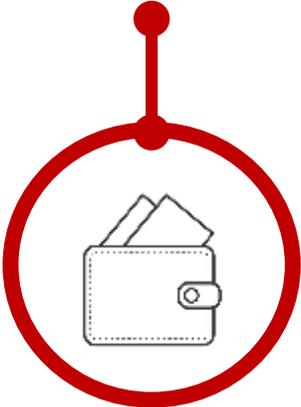
**100%** of **life insurance** sourced digitally

**85%** of **non life insurance** sourced digitally

**70%** of **current accounts** opened digitally



**57%** of **Retail Forex** digital via indusforex

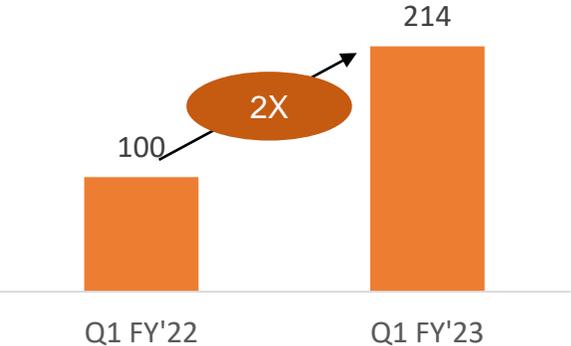


\*Digital Unassisted refers to customer initiated and self service led % from retail customers (excluding clients of Bharat Financial and Vehicle Finance Division)

# Focusing on building sustainable, profitable digital unassisted (Customer Do It Yourself led) business models

## Digitally Acquired Savings Accounts

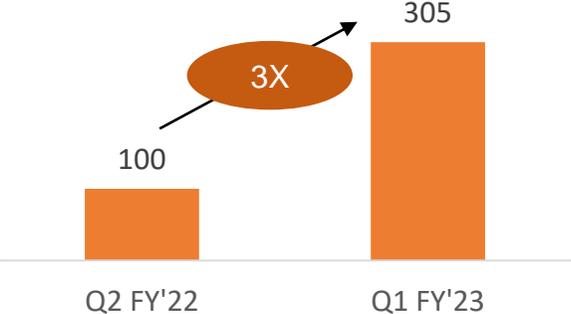
Indexed DIY Volume – Savings Account



## IndusEasycredit – Digitally Acquired Personal Loans



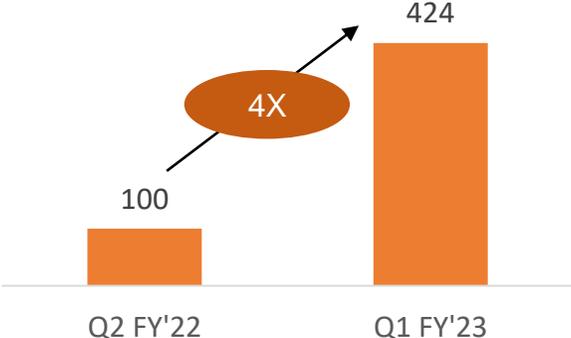
Indexed DIY Volume – Personal Loans



## IndusEasycredit – Digitally Acquired Credit Cards



Indexed DIY Volume – Credit Cards



Includes only direct digital unassisted or customer do it yourself (DIY) journey led business  
\*operating income = yield – cost of funds – cost of acquisition – cost of processing ; \*\* BAU = Business As Usual (offline / channel partner led business)

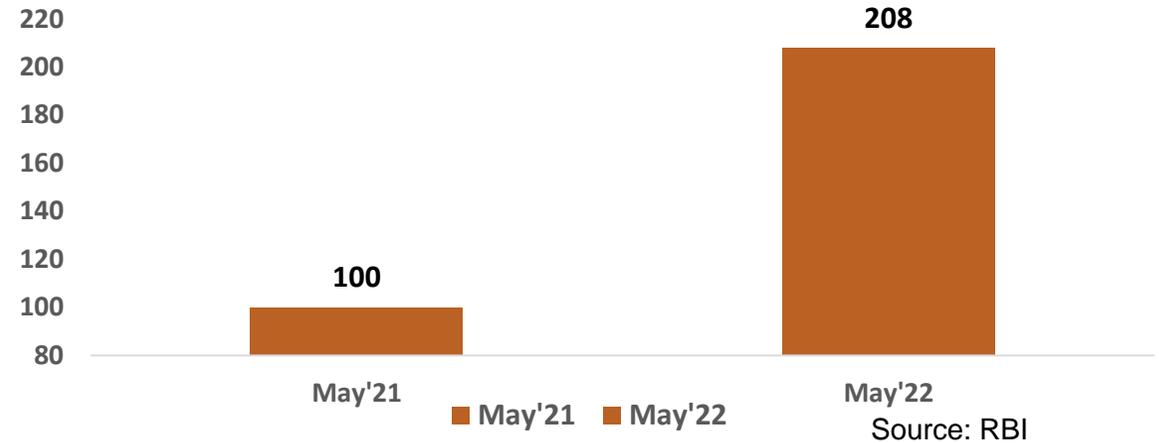
# Driving digital client engagement and digital transaction intensity

**70%**  
of Bank's **service requests\*** processed  
straight through **digitally** via channels as self  
service

**92%**  
of Bank's **transactions** are **digital**

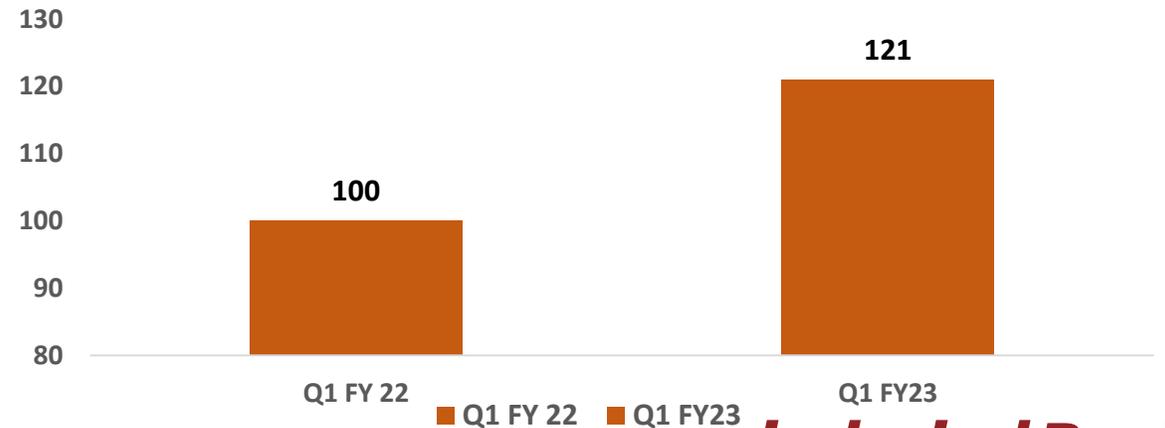
## IBL Mobile+UPI transaction volumes increased ~2X

Indexed mobile transaction volumes



## IBL mobile active client base up 21% YoY

Indexed mobile active client base



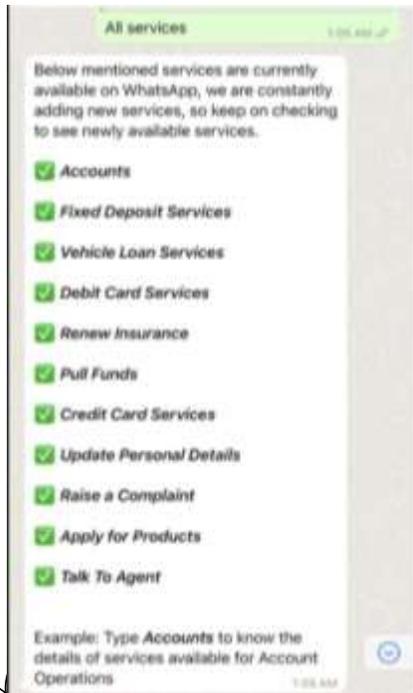
\*Service Requests include account maintenance requests such as adhoc statements, PIN set / reset, card hotlisting, updation of address, email ID, etc. Requests processed digitally via channels excludes requests originated on Branch / ATM / Contact Centre and includes only self service



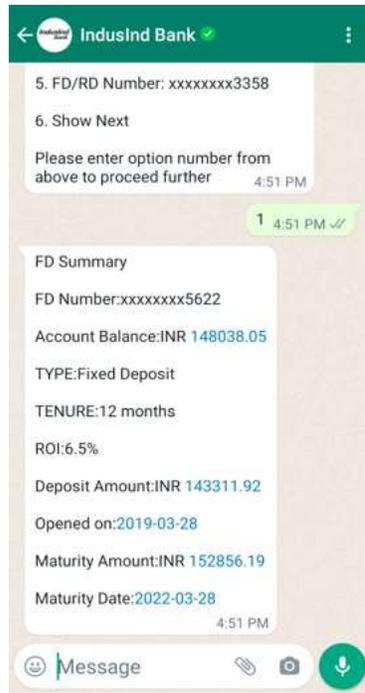
# Whatsapp Banking: ~5.1 mn clients enjoy the list of 50+ services now available on the channel

**WhatsApp Banking: Offer 50+ services for clients across segments**

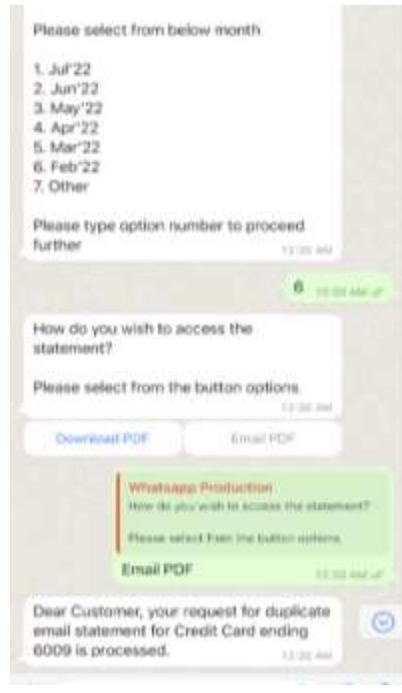
- Talk to Agent
- FD/RD Summary
- Chequebook Request
- CC Statement
- Block/Unblock CC



Multiple new Services added

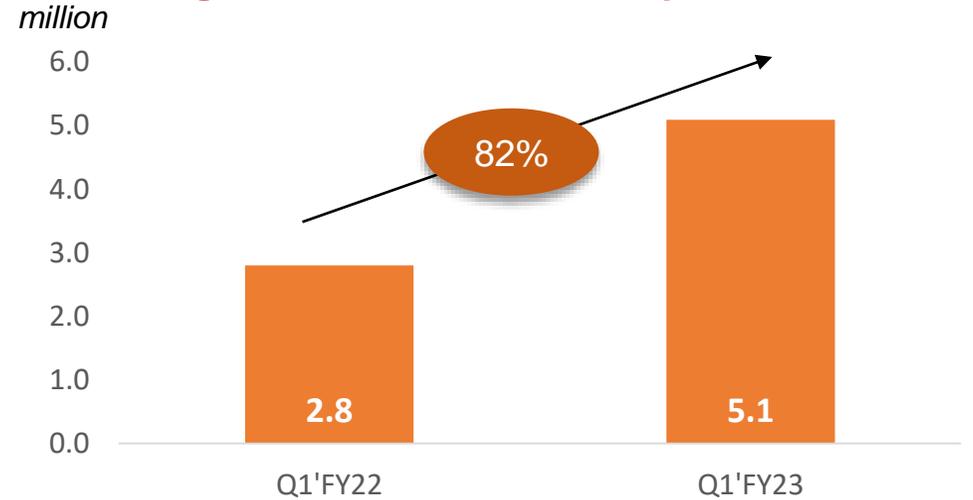


FD/RD Summary

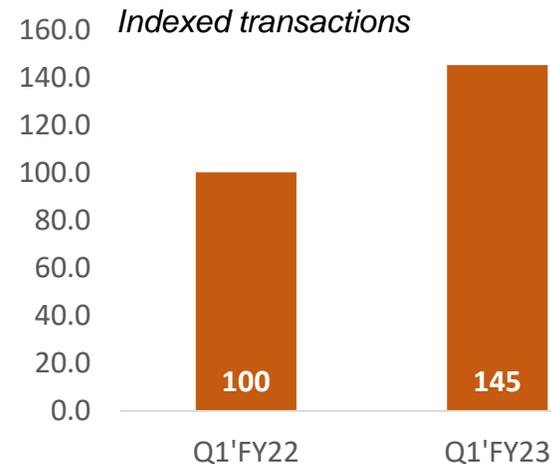


CC Statement Download/Email

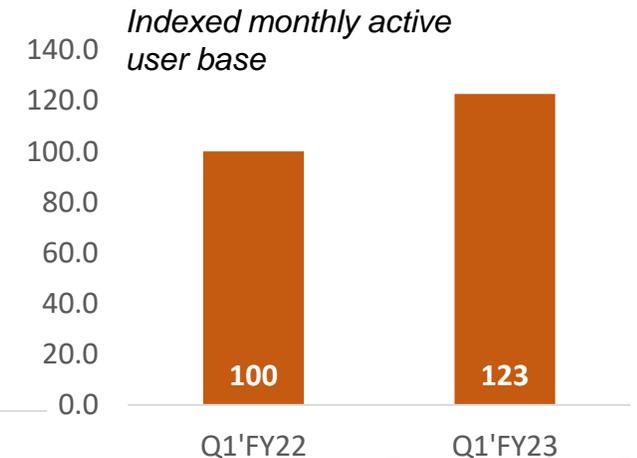
**Registered Base of 5.1 Mn - up 82% YoY**



**Transactions up by 45% YOY**



**Monthly active users up 23% YoY**



# Scaling up Credit Card and Personal Loan sourcing on the back of IndusEasyCredit



- ❑ **Powered by IndiaStack** - Digital Checks for KYC, AML, Employment Verification & Real Time Bank Statement Analysis
- ❑ **E-agreement, E-sign, E-stamping and E-nach setup** for STP real time disbursement in account
- ❑ **V-KYC enabled process**

## Q1 Initiatives:

- ❑ Superior client engagement and real time nudges through **Mo-Engage on DIY\* platform**
- ❑ **Co-browsing assistance** implementation to manage drop offs from DIY\*
- ❑ **Easydiner Cobrand Card** Launched
- ❑ Launch of easycredit on **Personal Loans**

## Easycredit Platform Impact on Credit Card Business

### TAT to Decision

*Instant*

### Saving/Application

*~60-70%  
lower cost*

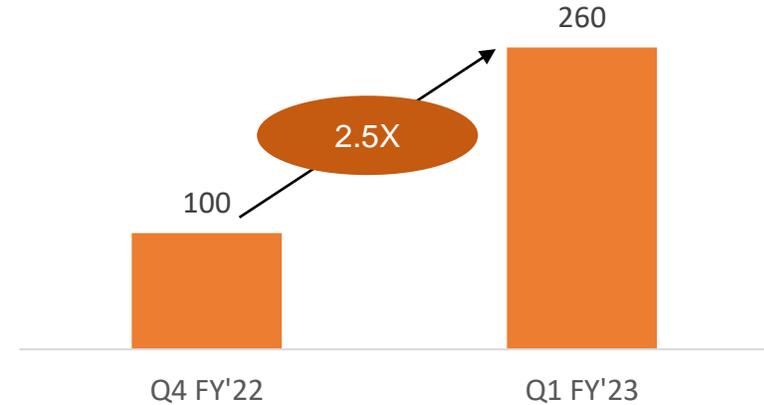
### STP%

*~15-20%*

### Productivity Increase %

*~30-40%*

### Offline Channel Partner - Indexed Volumes Credit Card Volumes growth post platform adoption



- ✓ Easycredit (assisted model led): **100,000+ cards dispatched in last 6 months**
- ✓ 200+ Offline Partners live
- ✓ 1200+ Partner Sales Team
- ✓ 275+ Bank Sales team
- ✓ 50+ Branches and 500+ employees in branches

**IndusInd Bank**

# Indus Merchant Solutions: Garnered substantial interest from new to bank customers; current focus on strengthening the offering and boosting growth

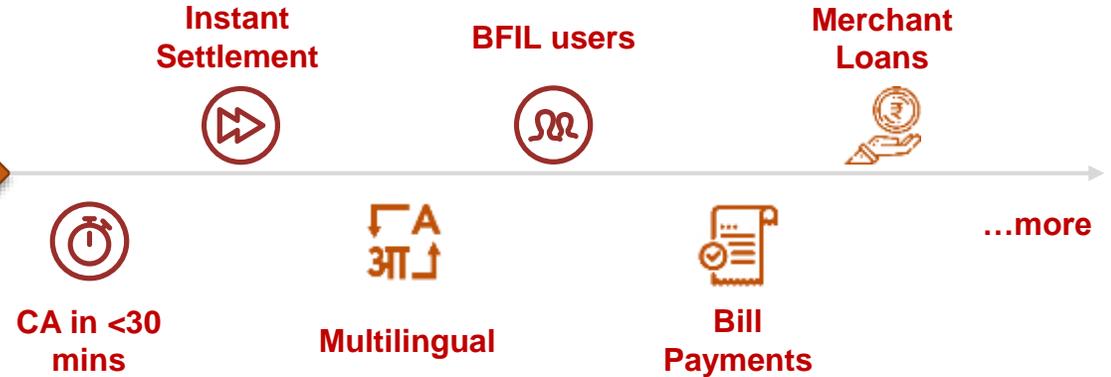


4.4 app rating  
Android

**Holistic Merchant Stack** with 40+ services integrated **DIY CA Opening + Merchant Onboarding**

Banking	Sales Dashboard, Transfers, Service Requests, FD / RD, Statements & more...
Payments	UPI, Payment Links, Khaata and more...
Loans	STP enabled pre approved collateral free loans

Coming Soon



## Constantly ranked amongst the top merchant apps in the country

80K+ installations on the app by Jun '22



Every 2<sup>nd</sup> user on the app is a potential new customer



Installations

NTB:ETB Split

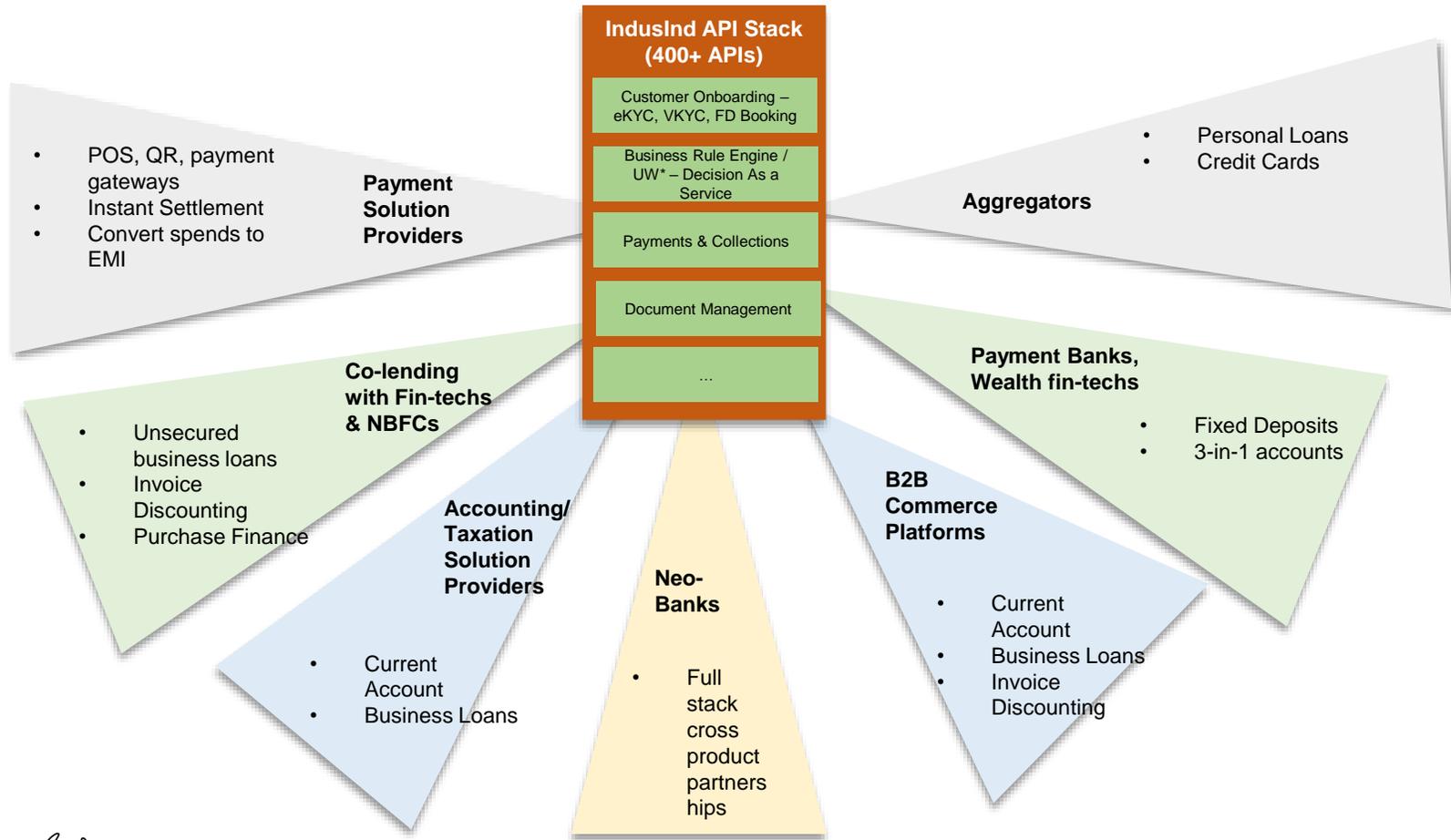
## Now, scaling up through an effective mix of paid and organic media

2:1	Maintaining a healthy mix of organic to paid media during scale-up
Martech Stack	Driving analytics, attribution and campaign automation through modern growth tools moengage AppsFlyer
SEO + Content	Amping-up SEO efforts through focus on content marketing strategy

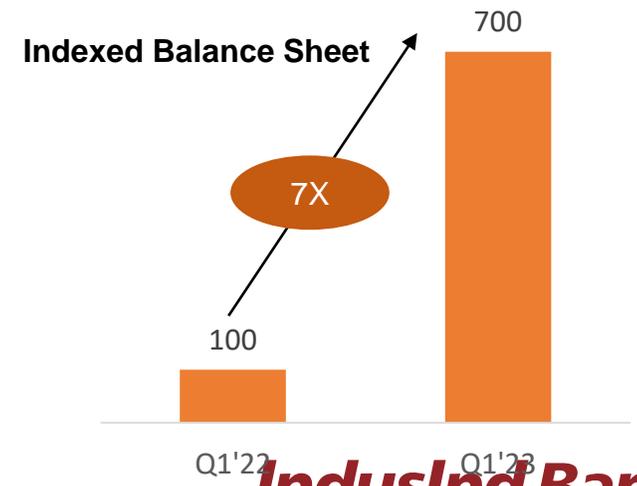
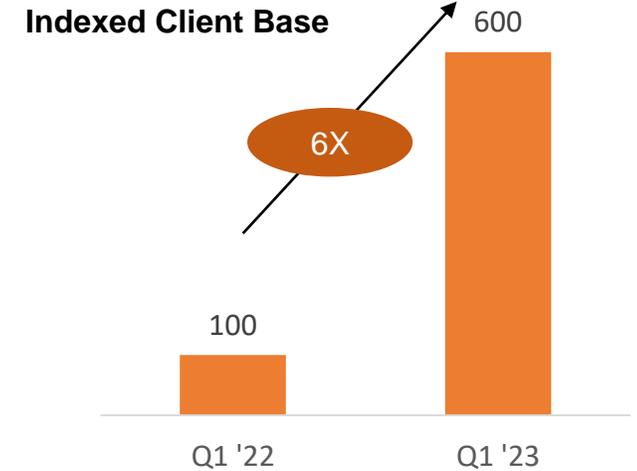
IndusInd Bank

# Collaborating with ecosystem players to generate business digitally (BaaS\* models)

## Steadily Scaling up the Open / API Banking led model with partners



## Retail Client Base and Balance Sheet acquired via partners scaled up steadily scaling Open / API Banking led models



## Extending APIs from across platforms to partners

\*BaaS = Banking as a Service

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# Sustainability: Core to Bank's PC 5 Strategy

Outlined a comprehensive ESG Strategy in 2022 integrating ESG with Business, Operations, Risk & Products



## Awarded Best Bank ESG in India - 2022 by Asia Money

### 2022 Highlights

- Integration of ESG Risk with Credit Risk
- Launch of ESG Theme Products
  - Green Fixed Deposit
  - Risk Sharing with Multilateral Agencies
  - NR Home Coming with Akshay Patra Foundation
- GHG Intensity down from 3.8 to 3.1 MT of CO<sub>2</sub>e / Rs crore revenue in 2 years
- Growth in Climate Finance book from 2.85% to 3.26 % of Bank's book\*
- Only Indian Bank to be included in Dow Jones Sustainability Year Book
- Highest rating amongst Indian Banks in Refinitiv ESG Rankings

### 2023 New Initiatives

- Carbon Neutrality by 2032
- Embed ESG targets in KPIs of Top Management & Business Heads
- Launch ESG Theme Products
  - Women Entrepreneurship - Focus in Retail Banking
  - Finance for Water Sector - SME & Corporate Bank
  - EV Car Finance – Vehicle finance
- Diversity & Inclusion

\*Assurance Certification Underway

We are winning at  
**What Really  
Matters**

IndusInd Bank is  
proud to be the  
**'Best Bank for ESG - India'**  
at Asia Money Best  
Bank Awards



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## Board of Directors with Varied Expertise

Name	Nature of Directorship	Special Knowledge /Expertise	Prior Experience
Mr. Arun Tiwari	Non-Executive, Non-Independent, Part-time Chairman	Banking, Finance, Human Resource, Risk Management and Business Management.	Previously, CMD of Union Bank of India, Executive Director of Allahabad Bank, Various leadership roles at Bank of Baroda, served on the Boards of various companies and associations
Mr. Shanker Annaswamy	Non-Executive Independent Director	Information Technology, Human Resource, Risk Management and Business Management	Previously, MD of IBM India Private Limited, President and Chief Executive Officer for GE Medical Systems, South Asia, MD of Wipro-GE Medical Systems, served on the Boards of various councils and associations
Dr T T Ram Mohan	Non-Executive Independent Director	Banking, Finance, Economics and Risk Management.	Retd. Professor of Finance & Economics at IIM Ahmedabad, Previously, Divisional Manager, Tata Economic Consultancy Services, Head of Strategy, Standard Chartered Bank, India, Vice President Bear Stearns, Hong Kong, and Head of Research, Birla Marlin Securities
Mrs. Akila Krishnakumar	Non-Executive Independent Director	Information Technology, Payments & Settlement Systems, Human Resource & Business Management	Previously, President – Global Technology at SunGard – a Fortune 500 Company and a global leader in Financial Services Software. One of the Founder- Promoters of Mindtree Ltd. (since divested).
Mr. Rajiv Agarwal	Non-Executive Independent Director	Small Scale Industry	Promoter in several small-scale ventures, primarily manufacturing concerns with 38 years of experience in ‘Small Scale Industries’ segment,
Mr. Sanjay Asher	Non-Executive Independent Director	Law and Accountancy	Presently, a Senior Partner with M/s Crawford Bayley & Co., one of India’s oldest Law Firm. Specializes in the fields of M&A, cross-border M&A, joint ventures, private equity and capital markets
Mrs. Bhavna Doshi	Non-Executive Independent Director	Accountancy and Risk Management.	Previously, Partner at KPMG India, Served on various Committees of Institute of Chartered Accountants of India (ICAI)
Mr. Jayant Deshmukh	Non-Executive Independent Director	Agriculture and Rural Economy and Cooperation.	Previously, Director of Agriculture, Maharashtra State, Held many important positions in the Department of Agri, Maharashtra
Mr. Pradeep Udhas	Non-Executive Independent Additional Director	Finance, Information Technology and Business Management.	Currently senior advisor to KPMG India Chairman and CEO. Previously, Senior Partner at KPMG India, which he co-founded 27 years ago. Held various senior positions including Global roles in KPMG
Mr. Sumant Kathpalia	Managing Director & CEO	Banking and Accountancy, Risk Management and Business Management	Career banker with years of rich experience in large multi-national banks such as Citibank, Bank of America and ABN AMRO.



## Experienced and Well-knit Management Team

Name	Designation	Exp (Yrs)	Prior Experience
Mr. Sumant Kathpalia	Managing Director & CEO	30+	Career banker with years of rich experience in large multi-national banks such as Citibank, Bank of America and ABN AMRO
Mr. Arun Khurana	Deputy CEO	28+	Regional Head Corporate Solutions Asia-Pacific Markets of RBS Singapore
Mr. S.V. Zaregaonkar	Chief Operating Officer (COO)	43+	Joined IndusInd Bank in 1995 as Head – Operations; Chief Manager Dena Bank
Mr. S.V. Parthasarathy	Mentor - Consumer Finance	41+	Executive Director, Ashok Leyland Finance Limited
Mr. Sanjeev Anand	Head - Corporate, Commercial, Rural & Inclusive Banking	29+	Head – Commercial Banking, ABN AMRO Bank (India)
Mr. Ramesh Ganesan	Head - Technology and Corporate & Global Market Operation	30+	Executive Director, ABN AMRO Bank (India)
Mr. Zubin Mody	Chief Human Resources Officer	28+	Head – HR, ICICI Lombard General Insurance Company Limited
Mr. Ramaswamy Meyyappan	Chief Risk Officer	28+	Chief Risk Officer at JP Morgan Chase Bank NA, Mumbai
Ms. Roopa Satish	Head - Portfolio Management & CSR	28+	Head – Mid Markets (Western Region), ABN AMRO Bank (India)
Mr. Bijayananda Pattanayak	Head - Gems & Jewellery	35+	Managing Director and Member, Global Management Team IDGJ of ABN AMRO
Mr. Soumitra Sen	Head - Consumer Banking & Marketing	30+	Leadership positions at ABN AMRO Bank NV, RBS, Deutsche Bank AG & Nestle
Mr. Anil M. Rao	Head - Consumer Operations & Solution Delivery	26+	Various positions at ABN AMRO Bank, RBS and Bank of America
Mr. Anish Behl	Head – Wealth & Para Banking	25+	Executive Director, Bancassurance - Asia at ABN AMRO Bank NV
Mr. Samir Dewan	Head - Affluent Banking & International Business	25+	COO - Private Banking, Asia at RBC, leadership positions with Bank of America, ANZ, and ABN AMRO.
Mr. Rana Vikram Anand	Head - Pan Bank Liability Group, Customer Service & Synergy	30+	CEO at Cointribe (leading fintech), Various leadership positions at ABN AMRO Bank NV, ANZ & RBL
Mrs. Charu Sachdeva Mathur	Head- Digital Banking & Strategy (Existing Business)	15+	Financial services and telecom advisory at Boston Consultancy Group (BCG)
Mr. Siddharth Banerjee	Head - Global Markets and FIG	25+	Various position at HSBC, Deutsche Bank, HDFC Bank, ABN AMRO NV, and ANZ Bank
Mr. Gobind Jain	Chief Financial Officer	29+	Joint President Group Account & MIS, Kotak Mahindra Bank; held prior positions at ICICI Bank, Bank of America, Bank Internasional Indonesia and RBI
Mr. A. G. Sriram	Head – Consumer Finance	29+	Multiple roles across Credit, Operations and Sales including leading Construction and Commercial Vehicle Segment.
Mr. Jyoti Prasad Ratho	Head - Inspection & Audit	32+	Was associated with YES Bank as Senior Group President & Country Head – Internal Audit.. Managed multiple roles in area of Audit & Governance, Risk and Controls.

## Accolades



### DIGITAL CX AWARD

IndusInd Bank was bestowed with highly Acclaimed award for **Outstanding Digital CX – Payments & Collection Services”** at the Digital CX Awards 2022

### ASIAMONEY BEST BANK AWARD 2022



IndusInd Bank was adjudged as the **BEST BANK FOR ESG – INDIA** at the ASIAMONEY BEST BANK AWARD 2022

### CELENT MODEL BANK 2022



IndusInd Bank recognized as ‘Celent Model Bank’ award under the category – **‘Payments System Transformation’** for building a best-in-class Enterprise Payments Hub (EPH)



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