






# Investor Presentation

Q3-FY24 | DECEMBER 2023

January 18, 2024

## IndusInd Bank at a Glance

	<p><b>5<sup>th</sup> Largest Private Bank</b> with Disproportionately Large Distribution Network</p>	<p><b>₹3,27,057 crs</b> <b>Loans</b> Diversified Across Products and Geographies</p> <p><b>₹ 3,68,793 crs</b> <b>Deposits</b></p>	<p><b>38 mn</b> <b>Customers</b> Across Segments</p>	<p><b>6,772</b> <b>Group Network</b> Pan India</p>
	<p><b>Universal Banking Approach</b> with Diversified Loan &amp; Deposit Mix</p>	<p><b>55:45 Loan Mix</b> Retail VS Wholesale</p>	<p><b>38% CASA</b> Stable Low-cost Deposits</p>	<p><b>Innovative Digital Approach</b> Overall Digital Transaction Mix at 93%</p>
	<p><b>Strong Domain Expertise</b> Long Vintage across Cycles</p>	<p><b>Vehicle Finance</b> 26% of the Loan Book</p>	<p><b>Micro Finance</b> 11% of the Loan Book</p>	<p><b>Gems &amp; Jewellery</b> 3% of the Loan Book</p>
	<p><b>Robust Balance Sheet</b> with Strong Capital Adequacy &amp; Contingency Buffers</p>	<p><b>17.86% CRAR</b> Tier 1: 16.47%   Tier 2: 1.39%</p>	<p><b>122% Average LCR</b> Well above regulatory requirement</p>	<p><b>71% PCR</b> GNPA 1.92%   NNPA 0.57%</p>
	<p><b>Strong Profitability</b> amongst highest in the Industry</p>	<p><b>4.29% Net Interest Margin</b></p>	<p><b>47.4% Cost to Income</b></p>	<p><b>5.2% Operating Profit Margin to Loans</b></p>



## Key Financial Highlights for Q3 FY24

Balance Sheet	Loans	Deposits	CASA	Term Deposits	Total Assets
	<b>₹3,27,057 crs</b> ▲ 20% YoY ▲ 4% QoQ	<b>₹3,68,793 crs</b> ▲ 13% YoY ▲ 3% QoQ	<b>₹1,41,924 crs</b> ▲ 4% YoY ▲ - QoQ	<b>₹2,26,869 crs</b> ▲ 20% YoY ▲ 4% QoQ	<b>₹4,88,865 crs</b> ▲ 10% YoY ▲ 2% QoQ
Profit & Loss	Net Interest Income	Total Other Income	Revenue	Operating Profit	Net Profit
	<b>₹5,296 crs</b> ▲ 18% YoY ▲ 4% QoQ	<b>₹2,396 crs</b> ▲ 15% YoY ▲ 5% QoQ	<b>₹7,692 crs</b> ▲ 17% YoY ▲ 5% QoQ	<b>₹4,042 crs</b> ▲ 10% YoY ▲ 3% QoQ	<b>₹2,301 crs</b> ▲ 17% YoY ▲ 5% QoQ
Key Ratios	Net Interest Margin	Return on Assets	Return on Equity	Cost to Income	Net NPA
	<b>4.29%</b> ▲ 2 bps YoY ▲ - QoQ	<b>1.93%</b> ▲ 6 bps YoY ▲ 3 QoQ	<b>15.45%</b> ▲ 22 bps YoY ▲ 12 bps QoQ	<b>47.44%</b> ▲ 354 bps YoY ▲ 56 bps QoQ	<b>0.57%</b> ▼ 5 bps YoY ▼ bps QoQ



# Q3FY24 Outcome Against PC-6 Ambitions

Planning Cycle 6 (FY 2023-26)		Q3FY24 Outcome	
Resulting in	Loan Growth	18%-23%	20%
	Retail Loan Mix	55%-60%	55%
	Retail Deposits as per LCR	45%-50%	45%
	PPOP / Loans	5.25% - 5.75%	5.2%
	Branch Network	3,250 - 3,750	2,728
	Customer Base	> 50mn	38mn

## Consolidated Balance Sheet

₹In crs	Q3 FY24	Q3 FY23	Y-o-Y (%)		Q2 FY24	Q-o-Q (%)	
<b>Capital &amp; Liabilities</b>							
Capital	778	775	-	-	777	-	-
Reserves and Surplus	60,003	52,109	15%	▲	57,617	4%	▲
Deposits	3,68,793	3,25,278	13%	▲	3,59,548	3%	▲
Borrowings	40,473	47,284	(14)%	▼	40,530	-	▼
Other Liabilities and Provisions	18,818	19,039	(1)%	▼	19,450	(3)%	▼
<b>Total</b>	<b>4,88,865</b>	<b>4,44,485</b>	10%	▲	<b>4,77,922</b>	2%	▲
<b>Assets</b>							
Cash and Balances with RBI	25,559	54,158	(53)%	▼	30,095	(15)%	▼
Balances with Banks	10,645	11,073	(4)%	▼	10,281	4%	▲
Investments	97,429	76,174	28%	▲	94,427	3%	▲
Advances	3,27,057	2,72,754	20%	▲	3,15,454	4%	▲
Fixed Assets	2,198	2,006	10%	▲	2,173	1%	▲
Other Assets	25,977	28,320	(8)%	▼	25,492	2%	▲
<b>Total</b>	<b>4,88,865</b>	<b>4,44,485</b>	10%	▲	<b>4,77,922</b>	2%	▲



## Consolidated Profit and Loss Account – Q3 FY24 and 9M FY24

₹In Crore	Q3FY24	Q3FY23	Y-o-Y (%)		Q2FY24	Q-o-Q (%)		9M FY24	9M FY23
Net Interest Income	5,296	4,495	18%	▲	5,077	4%	▲	15,239	12,923
Other Income	2,396	2,077	15%	▲	2,282	5%	▲	6,888	6,019
<b>Total Income</b>	<b>7,692</b>	<b>6,572</b>	<b>17%</b>	<b>▲</b>	<b>7,359</b>	<b>5%</b>	<b>▲</b>	<b>22,127</b>	<b>18,942</b>
Operating Expenses	3,650	2,885	27%	▲	3,450	6%	▲	10,344	8,280
<b>Operating Profit</b>	<b>4,042</b>	<b>3,686</b>	<b>10%</b>	<b>▲</b>	<b>3,909</b>	<b>3%</b>	<b>▲</b>	<b>11,783</b>	<b>10,662</b>
Provisions & Contingencies	969	1,065	(9)%	▼	974	(1)%	▼	2,935	3,457
<b>Profit before Tax</b>	<b>3,073</b>	<b>2,622</b>	<b>17%</b>	<b>▲</b>	<b>2,935</b>	<b>5%</b>	<b>▲</b>	<b>8,848</b>	<b>7,205</b>
Provision for Tax	772	658	17%	▲	733	5%	▲	2,220	1,805
<b>Profit after Tax</b>	<b>2,301</b>	<b>1,964</b>	<b>17%</b>	<b>▲</b>	<b>2,202</b>	<b>5%</b>	<b>▲</b>	<b>6,628</b>	<b>5,400</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



# 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



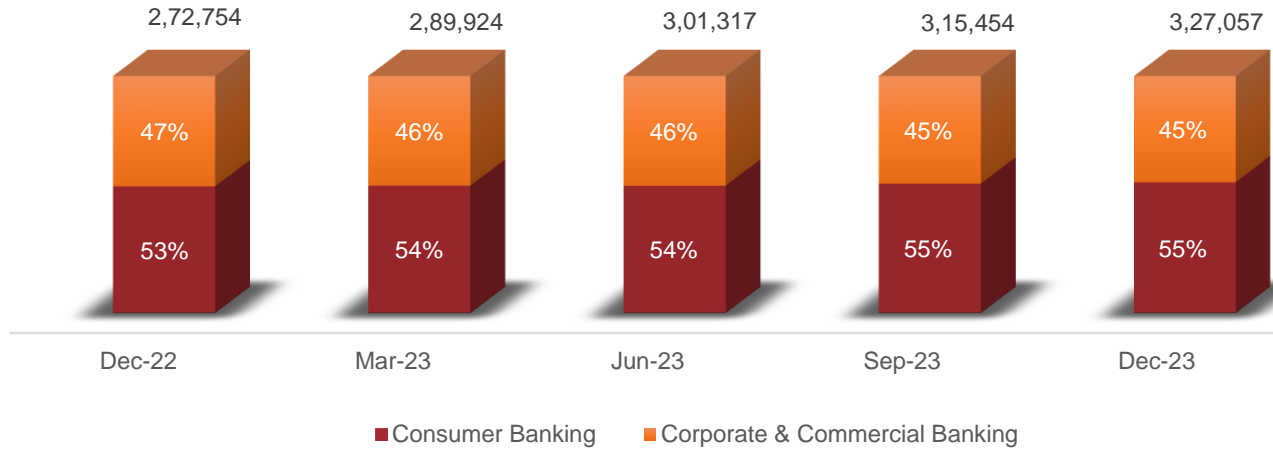
**Experienced**  
Board and  
Management Team



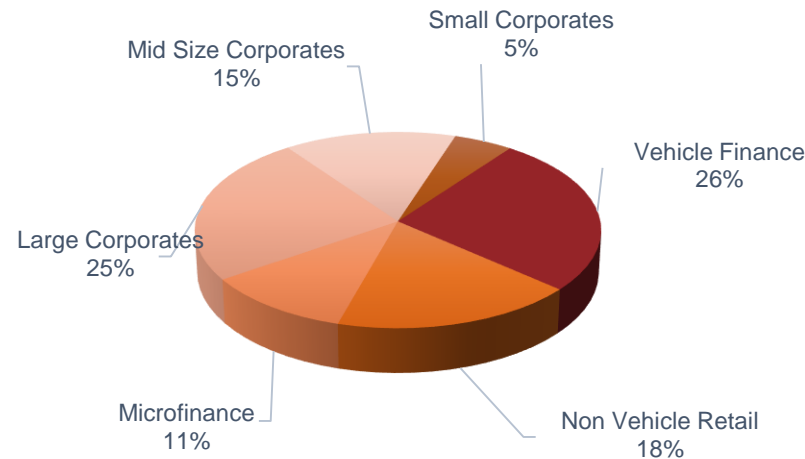


# Well Diversified Loan Book across Consumer and Corporate Products

Loan Book Mix (₹crs)



Corporate Banking	Dec-23	%
Large Corporates	80,972	25%
Mid Corporates	48,845	15%
Small Corporates	16,770	5%
<b>Total Advances</b>	<b>1,46,587</b>	<b>45%</b>



(₹crs)

Consumer Banking	Dec-23	%
<b>Vehicle Finance</b>	<b>86,092</b>	<b>26%</b>
Commercial Vehicle	31,863	10%
Utility Vehicle	11,951	4%
Small CV	3,940	1%
Two-Wheeler	5,184	2%
Car	12,671	4%
Tractor	9,446	3%
Equipment Financing	11,037	3%
<b>Non-Vehicle Finance</b>	<b>58,617</b>	<b>18%</b>
Business Banking	15,894	5%
Loan Against Property	10,470	3%
Credit Card	10,239	3%
Personal Loans	7,491	2%
Merchant advances	4,783	1%
BL, AHL, Others	9,740	3%
<b>Microfinance</b>	<b>35,761</b>	<b>11%</b>
<b>Total Advances</b>	<b>1,80,470</b>	<b>55%</b>

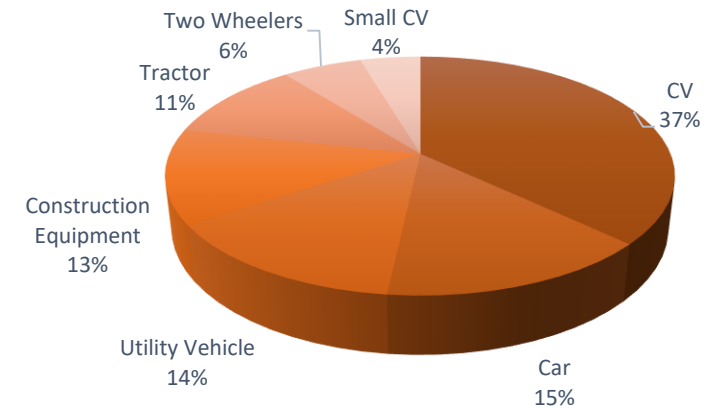


# Vehicle Finance: Granular Portfolio Across Vehicle Categories

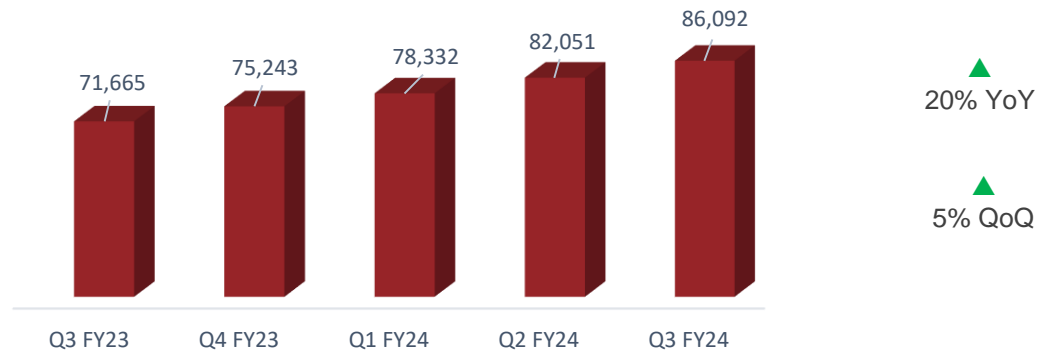
## Overview of Vehicle Finance Division

<b>35+ Years of Vintage</b> Across Credit Cycles	<b>Market Leader in Most Products</b> Amongst Top 3	<b>Focus on Business Owner Segment</b>
<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

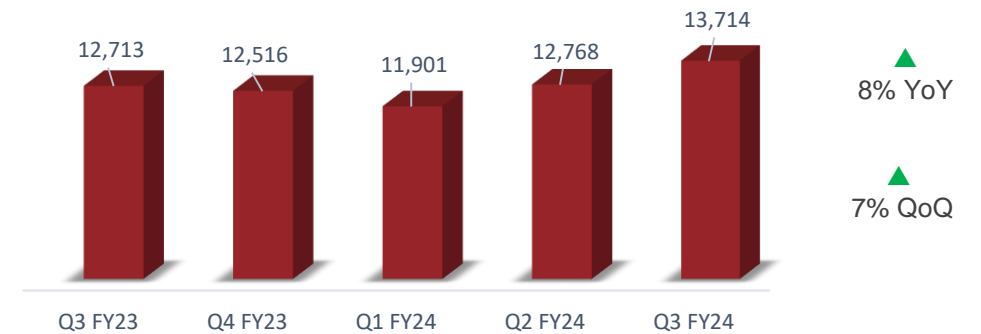
## Diversified Vehicle Loan Book across Vehicle Categories (%)



## Vehicle Finance Loan Book (₹crs)



## Disbursements (₹crs)



# Microfinance: Bridging the Financial Inclusion Gap



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



**12mn**  
Customers



**1.53 Lacs Villages**  
covered across 23  
States



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

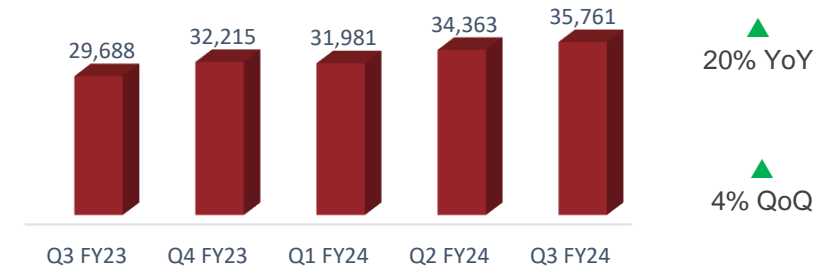


**61K+ Active Bharat**  
**Money Stores**  
Banking at doorstep  
in remote areas

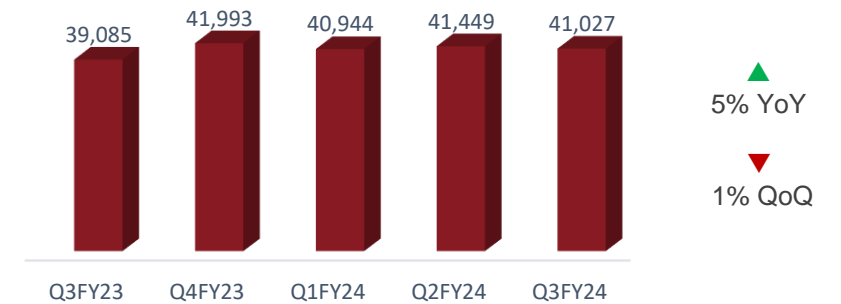


**700K+ Merchants**  
**(loan clients)**  
Addressing the  
MSME banking  
needs

Micro Finance Loan Book (₹crs)

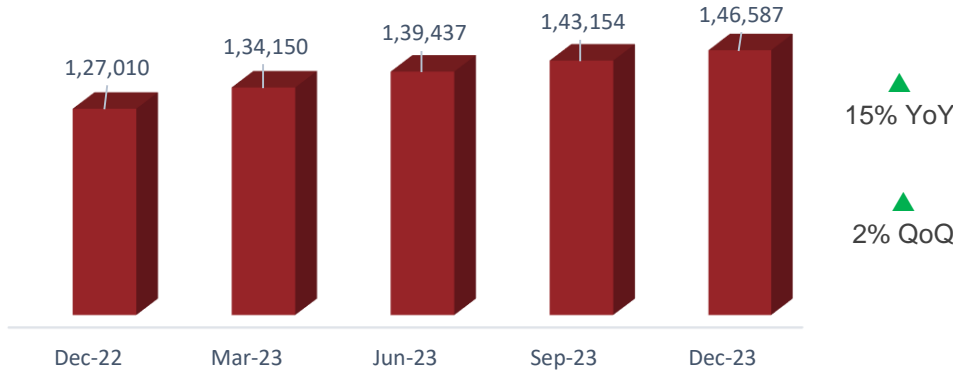


Average Loan Outstanding per Borrower (₹)

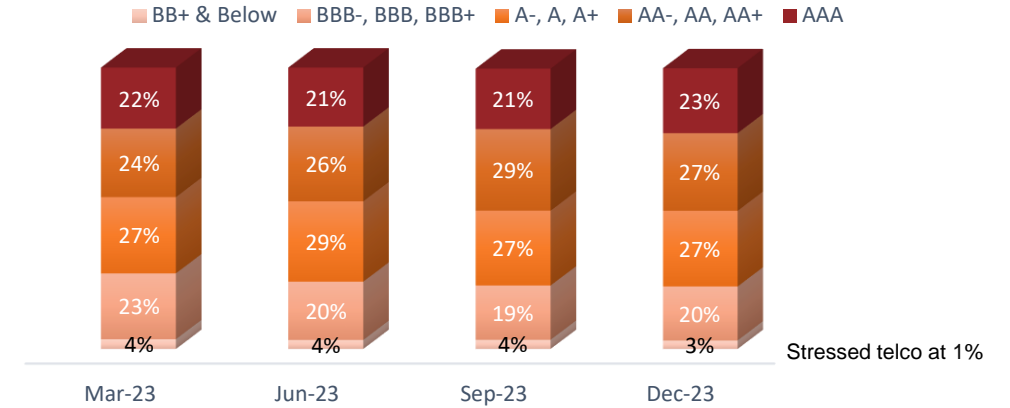


# Corporate Portfolio – Focus on Granular, Higher Rated Customers

Corporate Loan Book (₹crs)



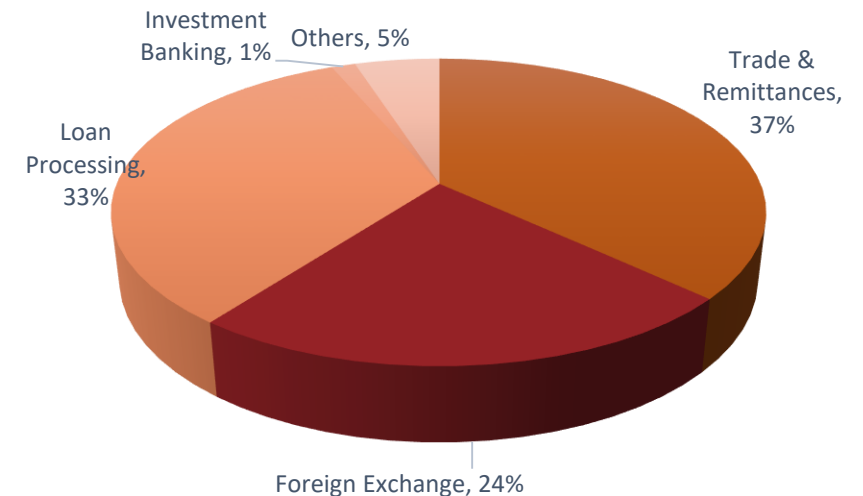
Improving Risk Profile \*



Sector-wise Loan Mix (% of Total Loans)

Sector	Q3 FY24
NBFCs (other than HFCs )	5.19%
Real Estate - Commercial & Residential	3.53%
Gems and Jewellery	2.98%
Steel	2.00%
Power Generation – Non Renewable	1.88%
Food Beverages and Food processing	1.73%
Power Generation – Renewable	1.57%
Services	1.15%
Construction	1.00%
Others	23.79%
<b>Corporate Banking</b>	<b>44.82%</b>
<b>Consumer Banking</b>	<b>55.18%</b>
<b>Total</b>	<b>100.00%</b>

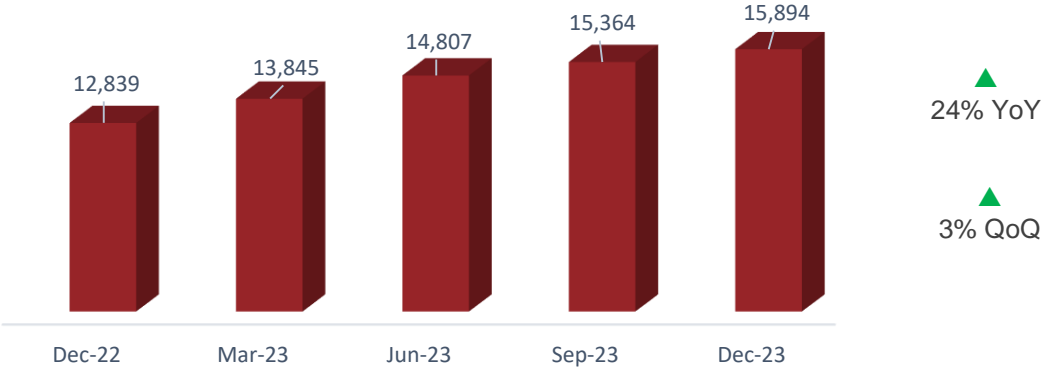
Diversified Fee Mix Q3FY24



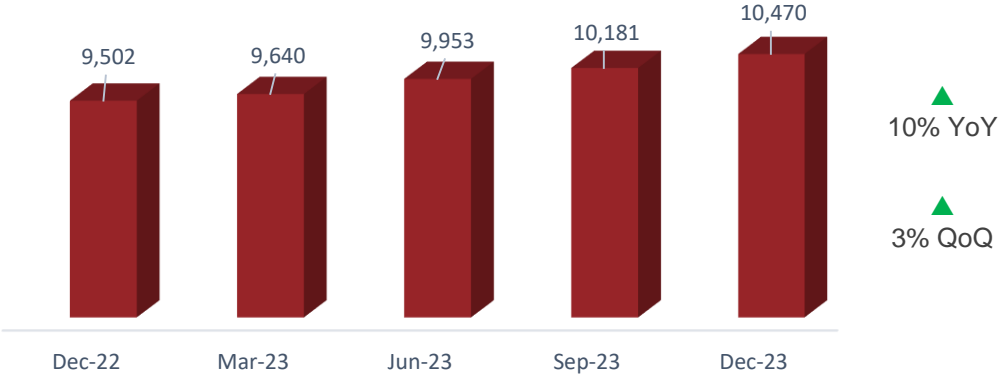
\* Includes fund and non-fund based exposure to corporate clients

# Non-Vehicle Retail Loans – Risk Calibrated Growth Strategy

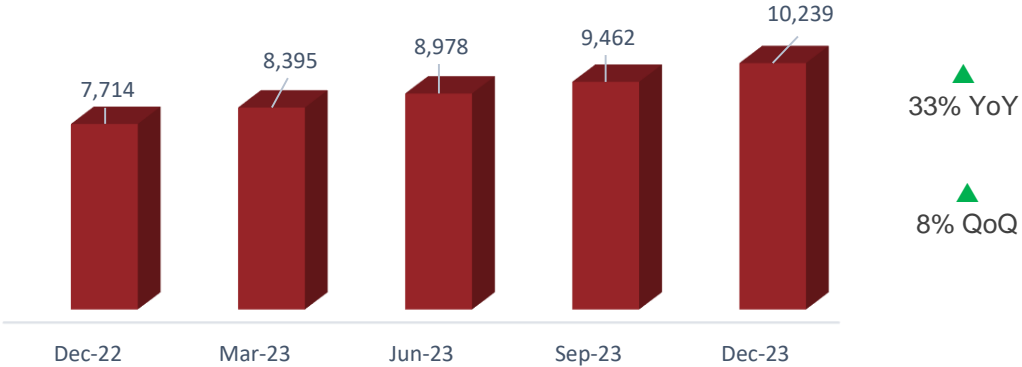
**Business Banking (₹crs)**



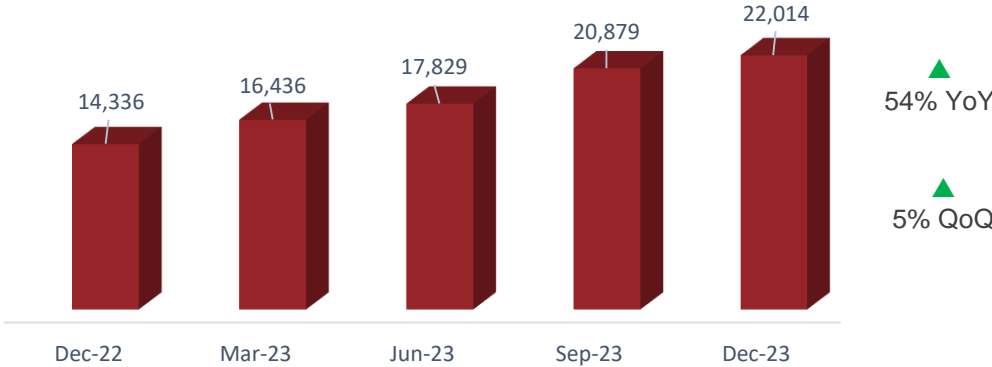
**Loan Against Property (₹crs)**



**Credit Cards (₹crs)**



**Other Retail 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

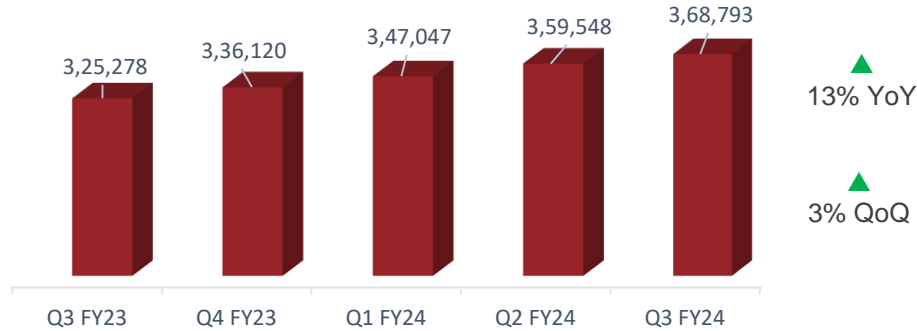


**Experienced**  
Board and  
Management Team

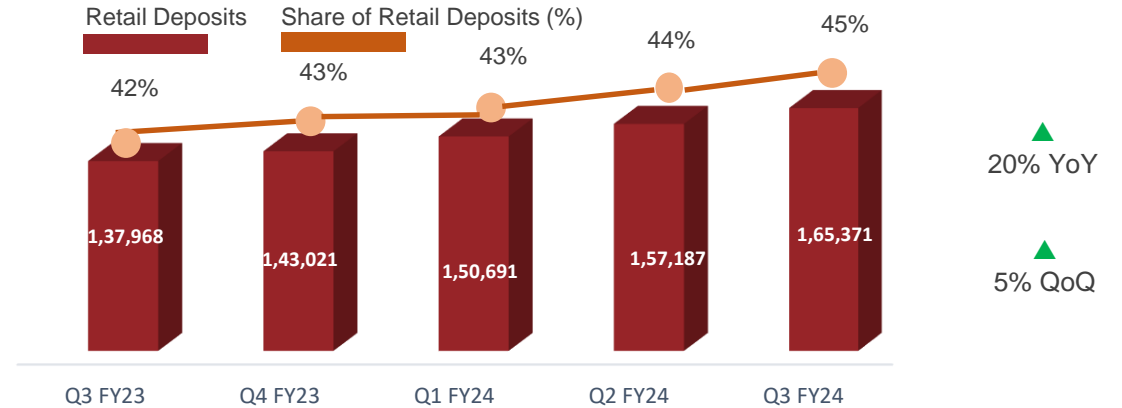


# Deposit Growth Driven by Granular Retail Deposits; Building Stable Low-Cost Deposit Book

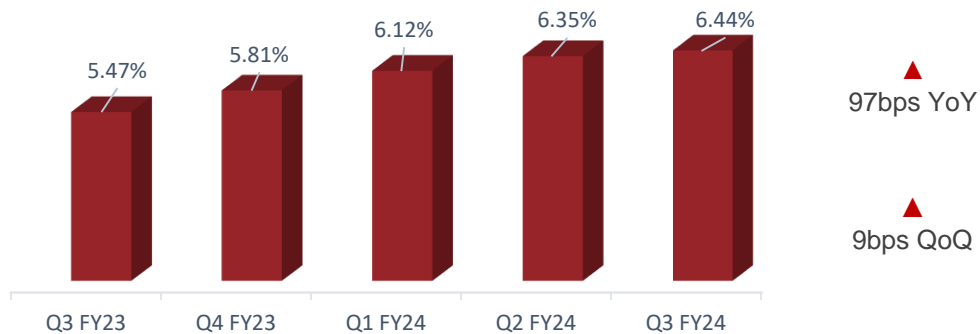
Deposits (₹crs)



Retail Deposits as per LCR (₹crs)\*



Cost of Deposits (%)



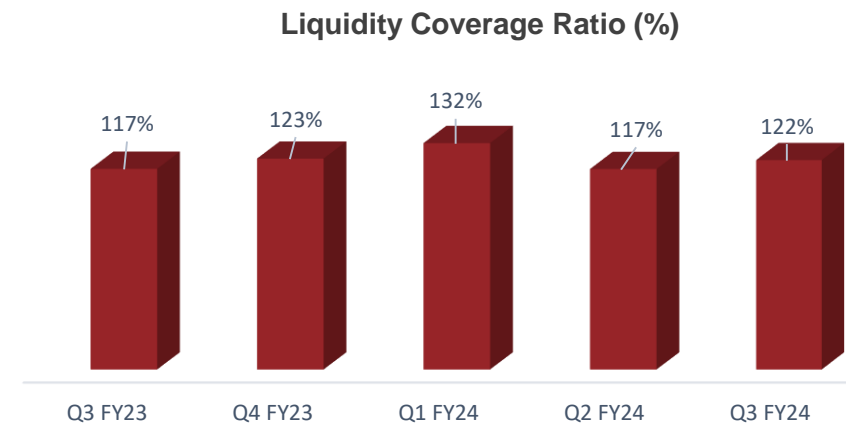
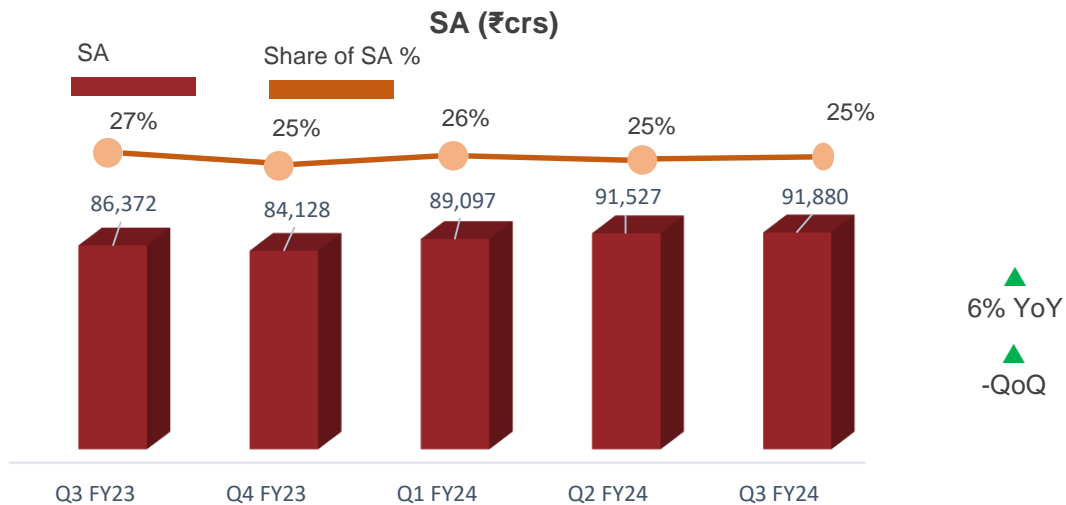
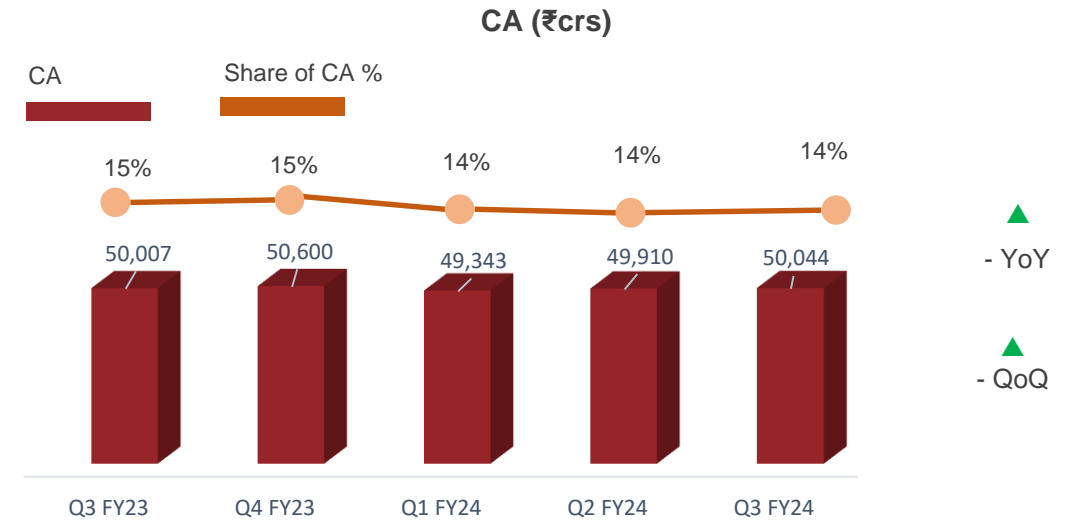
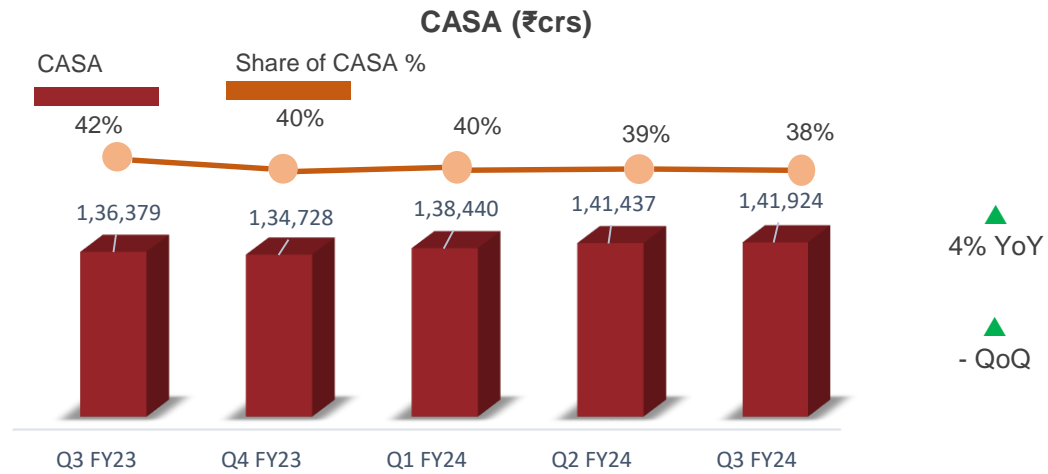
## Key Focus Areas

- 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
  - Exploring Community Banking Approach for select segments
- Innovative service propositions
- Executing Digital 2.0 with Individual and SME launches

\* Retail deposits and deposits from small business customers as defined by LCR as at period end.

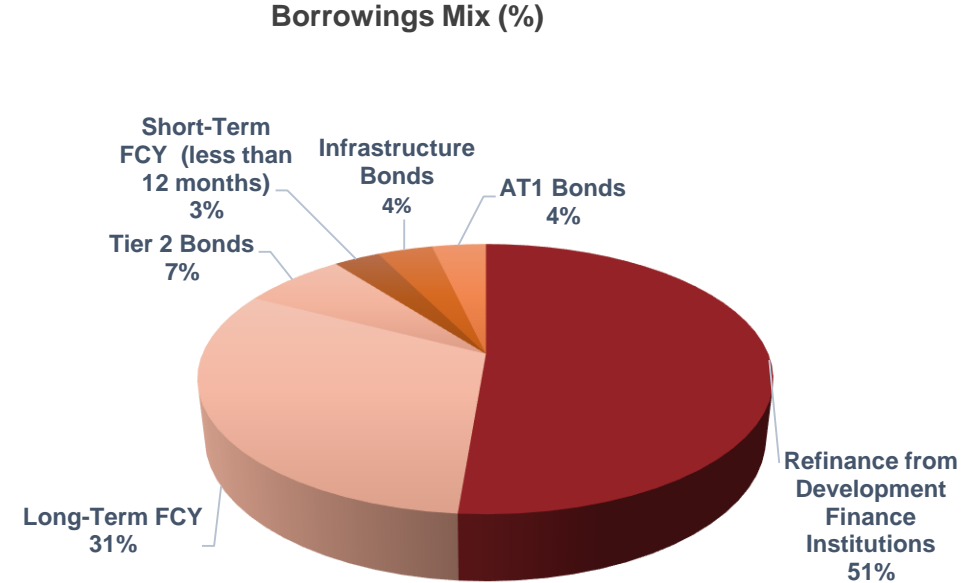
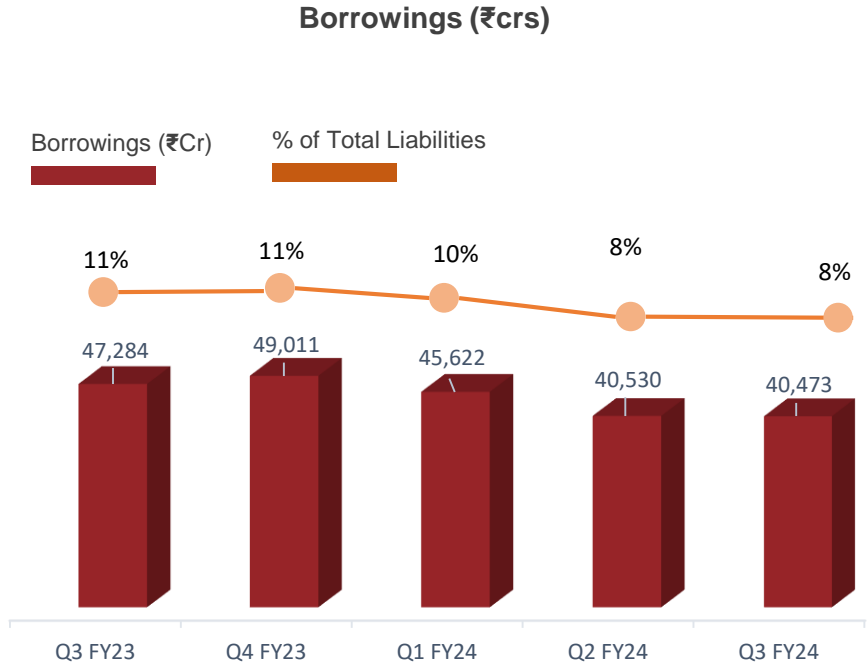


# Healthy Share of CASA; Strong Liquidity Profile





# Borrowings Constituted by Long Term Sources



# 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

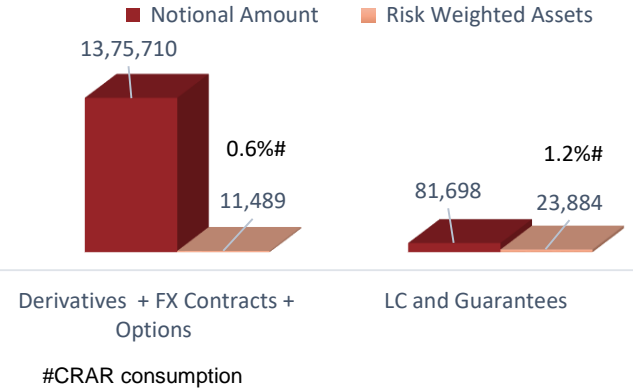


**Experienced**  
Board and  
Management Team

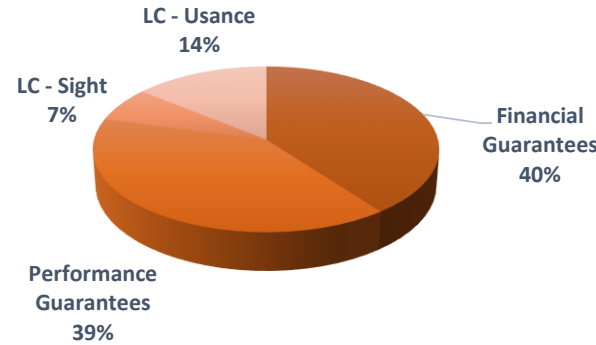


# Strong Product Groups with Efficient Capital Deployment

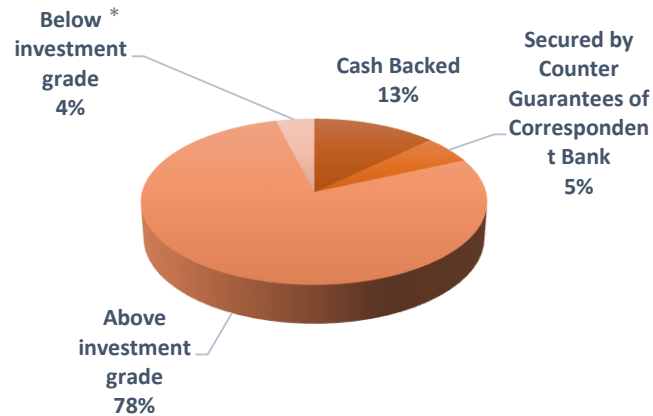
Low RWA Consumption (₹crs)



LC-BG Mix

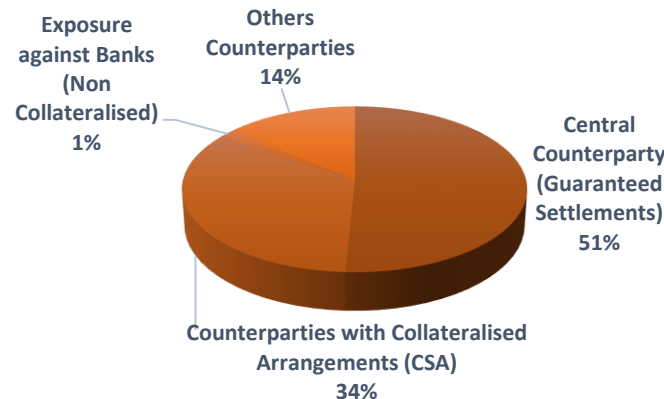


LC-BG Rating Profile



\*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

# 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



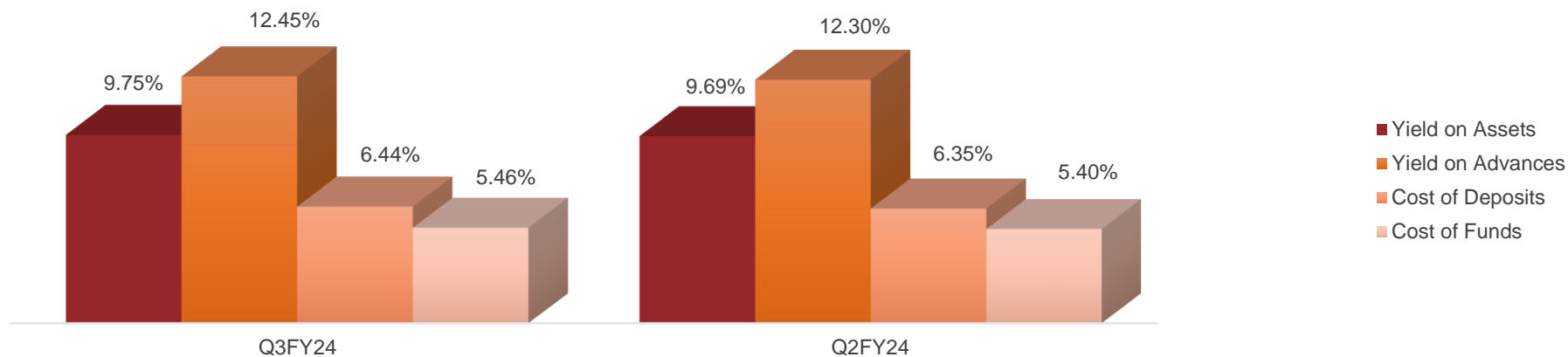
**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



## Yield / Cost Movement



### Segment-wise Yield:

	Q3FY24		Q2FY24	
	Outstanding (₹crs)	Yield (%)	Outstanding (₹crs)	Yield (%)
Corporate Banking	1,46,587	9.06%	1,43,154	8.97%
Consumer Banking	1,80,470	15.07%	1,72,300	14.84%
<b>Total</b>	<b>3,27,057</b>	<b>12.45%</b>	<b>3,15,454</b>	<b>12.30%</b>

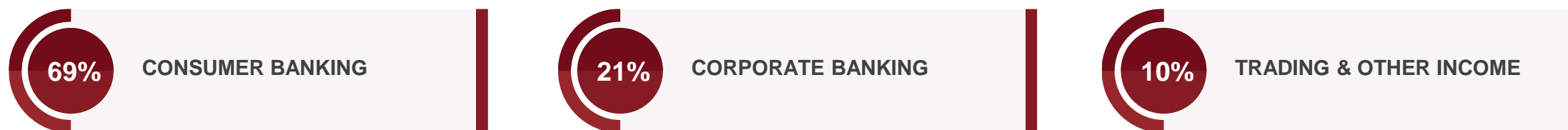
•Yield on Assets/Cost of funds are based on Total Assets/Liabilities



## Diversified and Granular Fee and Other Income Streams

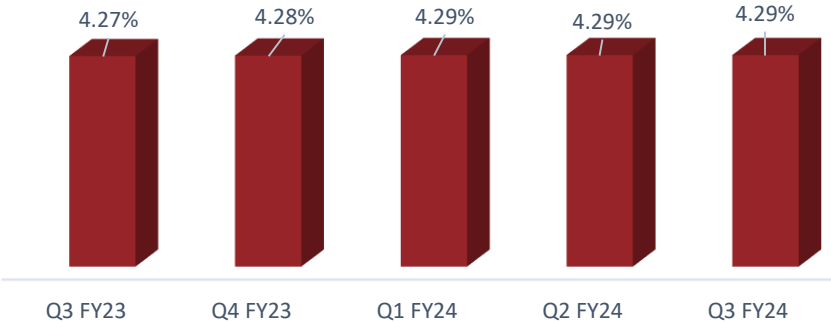
₹In crs	Q3FY24	Q3FY23	Y-o-Y(%)		Q2FY24	Q-o-Q(%)	
Trade and Remittances	227	201	13%	▲	234	(3)%	▼
Foreign Exchange Income	276	249	11%	▲	227	22%	▲
Cards and Distribution Fees	743	619	20%	▲	681	9%	▲
General Banking Fees	286	248	15%	▲	367	(22)%	▼
Loan Processing Fees	626	604	4%	▲	593	6%	▲
Investment Banking	7	20	(65)%	▼	18	(61)%	▼
<b>Total Core Fee Income</b>	<b>2,165</b>	<b>1,941</b>	<b>12%</b>	<b>▲</b>	<b>2,120</b>	<b>2%</b>	<b>▲</b>
Securities/MM/FX Trading/Others	231	136	70%	▲	162	43%	▲
<b>Total Other Income</b>	<b>2,396</b>	<b>2,077</b>	<b>15%</b>	<b>▲</b>	<b>2,282</b>	<b>5%</b>	<b>▲</b>

### Fee Income Mix

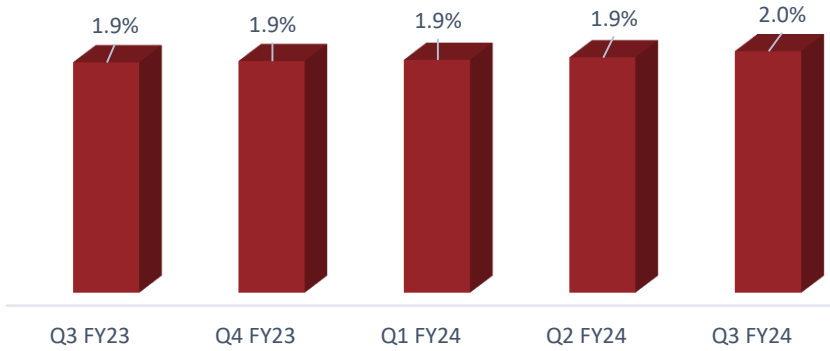


# Operating Profit Margins Amongst the Highest in Industry

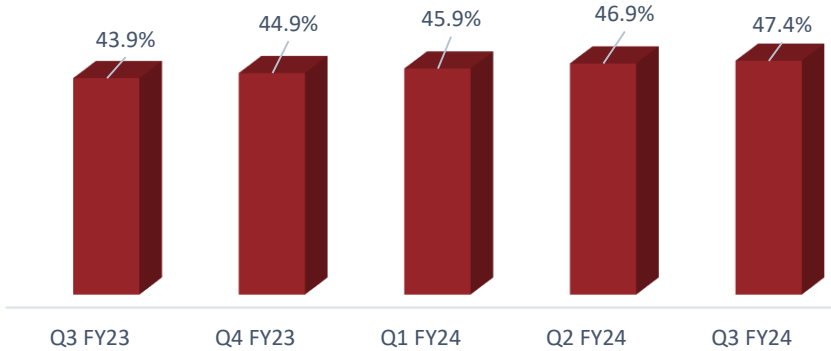
**Net Interest Margin (%)**



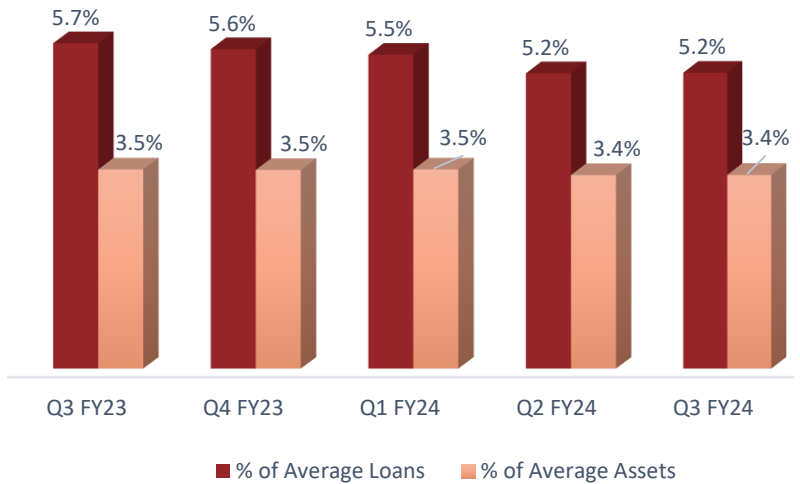
**Total Fee to Asset Ratio (%)**



**Cost to Income Ratio (%)**

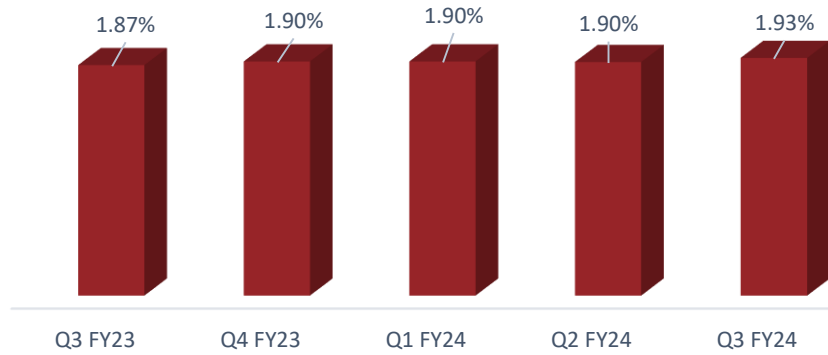


**Operating Profit Margin (%)**

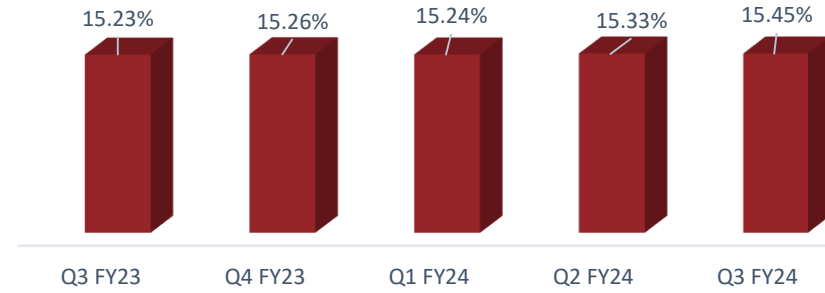


# Key Financial Indicators

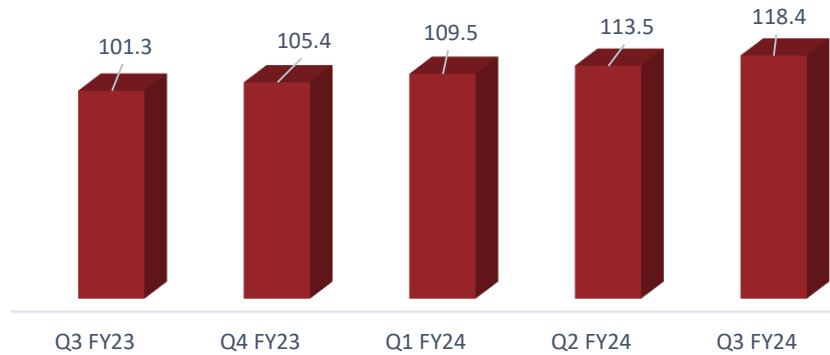
### Return on Assets (%)



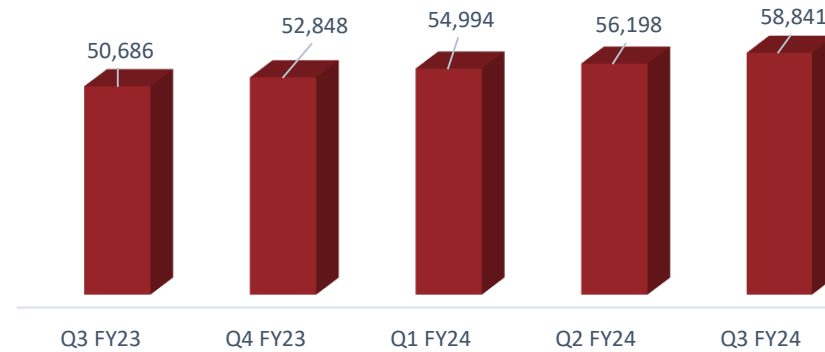
### Return on Equity (%)



### Earning Per Share – Annualized (₹)



### Net Worth (₹ crs)





# 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



## Movement in Non-Performing Assets

₹In crs	Q3FY24			Q2FY24		
	Corporate	Consumer	Total	Corporate	Consumer	Total
<b>Opening Balance</b>	<b>2,066</b>	<b>4,098</b>	<b>6,164</b>	<b>1,989</b>	<b>3,952</b>	<b>5,941</b>
<b>Fresh Additions</b>	<b>312</b>	<b>1,453</b>	<b>1,765</b>	<b>214</b>	<b>1,251</b>	<b>1,465</b>
-from Standard	304	1,393	<b>1,697</b>	206	1,176	<b>1,382</b>
-from Restructured	8	60	<b>68</b>	8	75	<b>83</b>
<b>Deductions</b>	<b>160</b>	<b>1,392</b>	<b>1,552</b>	<b>137</b>	<b>1,105</b>	<b>1,242</b>
-Write-offs	3	711	<b>714</b>	52	483	<b>535</b>
-Upgrades	67	206	<b>273</b>	33	192	<b>225</b>
-Recoveries *	90	475	<b>565</b>	52	430	<b>482</b>
<b>Gross NPA</b>	<b>2,218</b>	<b>4,159</b>	<b>6,377</b>	<b>2,066</b>	<b>4,098</b>	<b>6,164</b>
<b>Net NPA</b>			<b>1,876</b>			<b>1,814</b>
% of Gross NPA			<b>1.92%</b>			<b>1.93%</b>
% of Net NPA			<b>0.57%</b>			<b>0.57%</b>
Provision Coverage Ratio (PCR)			<b>71%</b>			<b>71%</b>
Restructured Advances			<b>0.48%</b>			<b>0.54%</b>

\*Q3 FY24 Sale to ARC is Rs. 310 crs (Q2 FY23 Sale to ARC is 264 crs)

## NPA Composition – Consumer Banking

(₹crs)

Q3 FY24	CV	Utility	CE	Small CV	TW	Cars	Tractor	BBG/LAP	HL/PL/Others	Cards	MFI	Total
Gross NPA	315	18	72	53	415	28	73	895	389	265	1,637	<b>4,159</b>
Gross NPA %	0.99%	0.15%	0.65%	1.35%	7.77%	0.22%	0.77%	3.31%	1.75%	2.57%	4.42%	<b>2.27%</b>

Q2 FY24	CV	Utility	CE	Small CV	TW	Cars	Tractor	BBG/LAP	HL/PL/Others	Cards	MFI	Total
Gross NPA	365	24	66	75	371	73	97	851	320	247	1,609	<b>4,098</b>
Gross NPA %	1.18%	0.22%	0.63%	1.96%	7.50%	0.62%	1.01%	3.25%	1.52%	2.59%	4.52%	<b>2.34%</b>



## Loan Related Provisions held as on December 31, 2023

- Specific provision of ₹ 4,432 crs for non-performing accounts(towards PCR)
- Floating provisions of ₹ 70 crs (towards PCR)
- Standard contingent provisions of ₹ 1,300 crs (surplus outside PCR)
- Standard asset provisions of ₹ 1,440 crs other than contingent provisions
- Provision Coverage Ratio at 71% and total loan related provisions at 114% of GNPA
- Loan related provisions of ₹ 7,242 crs are 2.2% 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

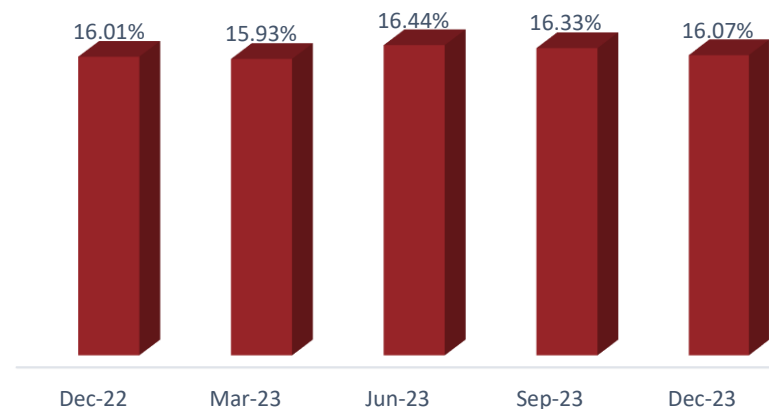


# Healthy Capital Adequacy

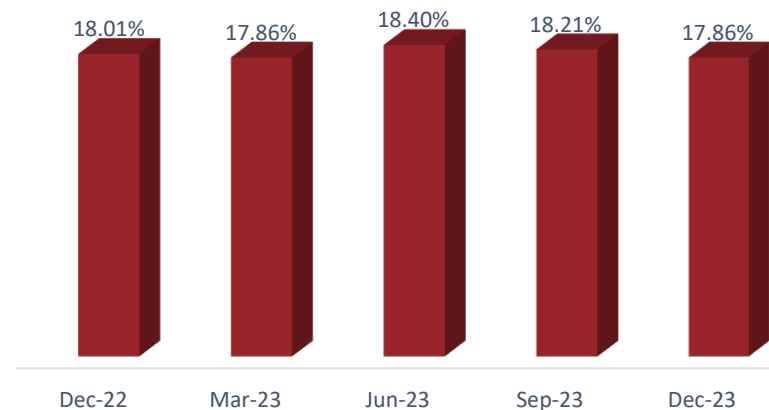
## Capital Adequacy

₹In crs	31 Dec 23	30 Sep 23
Credit Risk, CVA and UFCE	3,20,426	2,99,257
Market Risk	7,575	8,708
Operational Risk	42,411	42,411
<b>Total Risk Weighted Assets</b>	<b>3,70,412</b>	<b>3,50,376</b>
Core Equity Tier 1 Capital Funds	59,508	57,208
Additional Tier 1 Capital Funds	1,490	1,490
Tier 2 Capital Funds	5,155	5,114
<b>Total Capital Funds</b>	<b>66,153</b>	<b>63,812</b>
<b>CRAR</b>	<b>17.86%</b>	<b>18.21%</b>
CET1	16.07%	16.33%
Tier 1	16.47%	16.75%
Tier 2	1.39%	1.46%

## CET1 Ratio (%)



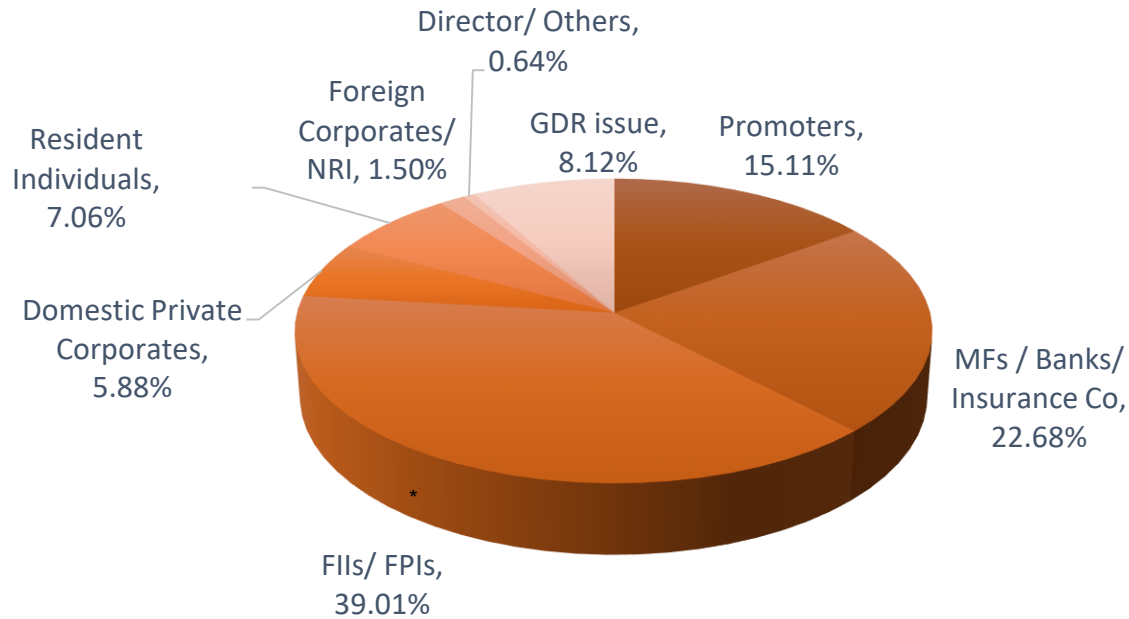
## CRAR (%)



# Shareholding Pattern and Credit Ratings

## Diversified Shareholding

Shareholding as per SEBI LODR



## 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
- **CARE A1+** for certificate of deposit (CD) programme of IndusInd Bank Limited (IBL) by CARE Edge Ratings

### International Rating:

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



# 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






# Disproportionately Large Distribution Network with Unparalleled Rural Presence

## Distribution Network with Deep Rural Presence

 **~38 mn**  
Customer Base

 **~1,53,000**  
Villages Covered

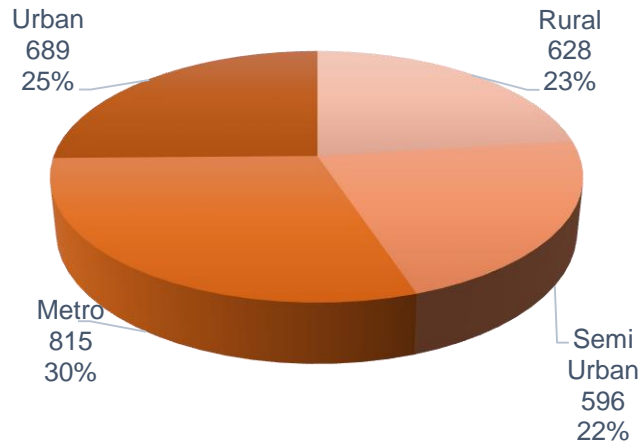
 **6,772**  
Group Network

 **2,939**  
ATMs

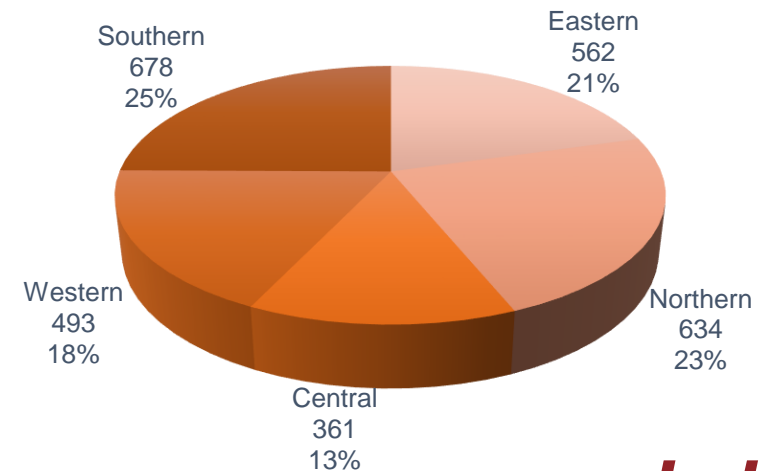
## Strengthening Distribution Infrastructure

Particulars	Dec 31, 2022	Mar 31, 2023	June 30, 2023	Sep 30, 2023	Dec 31, 2023
Branches/Banking Outlets	2,384	2,606	2,606	2,631	2,728
BFIL Branches	3,176	3,303	3,394	3,492	3,577
Vehicle Finance Marketing Outlets (IMFS)	792	582	561	534	467
ATMs	2,894	2,878	2,875	2,903	2,939

## Geographical Breakdown of Branches



## Regional Breakdown of Branches



# 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



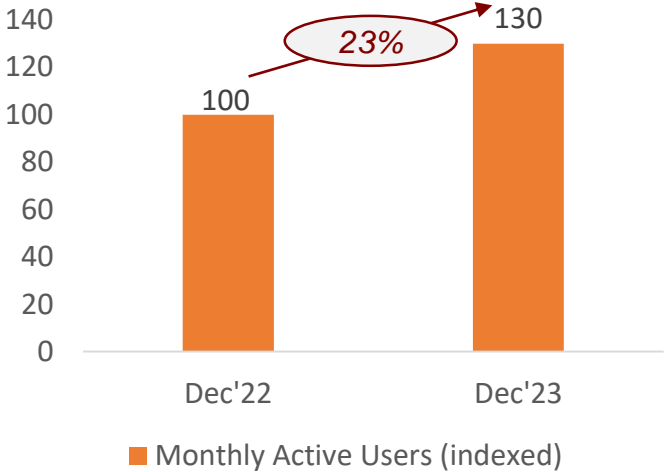
**Experienced**  
Board and  
Management Team



**Strong suite of platforms and applications catering to all customer segments – Digital Platforms continue to drive customer engagement and experience**

**Indus Mobile**

**Active user base up 23% YoY**



**15%**

**Improvement in active user base as a % of total base YoY**

**75%**

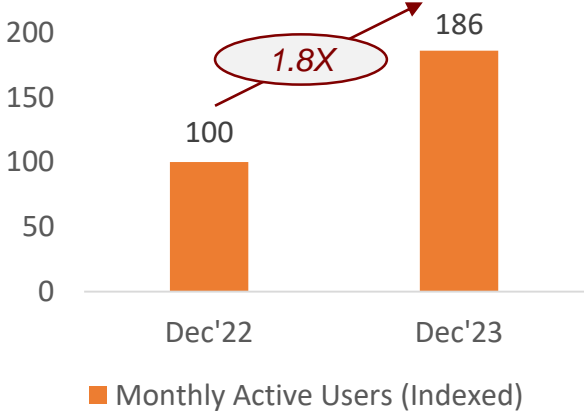
**Service Requests processed digitally**

**53%**

**Transactions per active client up YoY**

**Indus MERCHANT SOLUTIONS**

**Active User Base nearly doubled YoY**



**4.3**

**Play Store rating**

**Enabled with Video KYC to enable digital self onboarding with current account opening for any small business**



**100,000+ registered customer base**

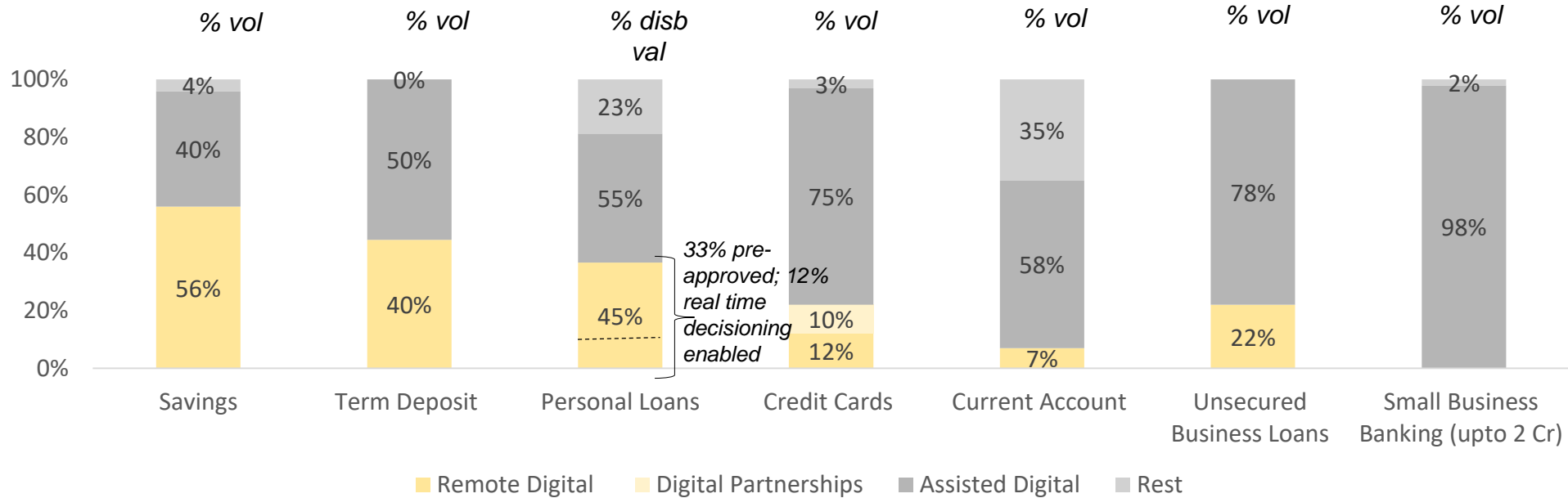
**Interoperable with UPI; Scan & Pay at any QR code**



**Monthly active clients up 164% YoY**  
**Monthly conversations up 191% YoY**



# Remote Digital Customer DIY business model continues to scale across key lines of businesses in Retail Individual and MSME segments with focus on profitability and quality



**1.4 lac customers onboarded through Video KYC every month**

**Support Video KYC led remote and digital self onboarding across products:**

- Savings Account
- Current Account
- Personal Loans
- Credit Cards
- Fixed Deposit

## Comparison of remote digital business model vs. offline/assisted digital - focus on building a profitable model

Savings		
Customer Acquisition Cost	0.1X	●

Personal Loan		
Customer Acquisition Cost	0.5X	●
Gross Yield %	1.3X	●

Credit Card		
Customer Acquisition Cost	0.8X	●
Activation %	1.4X	●
Delinquency %	0.4X	●



**Mar-Tech Enabled to drive campaigns & digital acquisition**

**IndusInd Bank**

Does not include SA / TD opened by BFIL; TD also excludes volumes of auto sweep FDs such as with PayTM; Remote Digital also includes pre-approved personal loans to CASA clients

# INDIE off to a strong start and growing strongly with transactions nearly doubling every month with a profitable business model

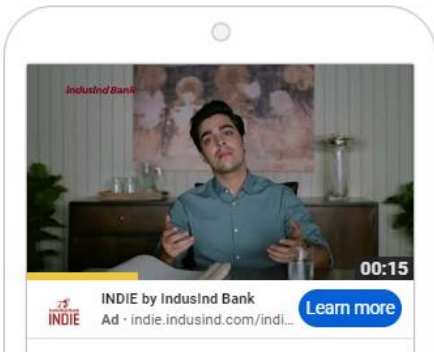
Officially launched with TVC during World Cup  
500 Mn+ impressions on Digital OTT, YouTube and Hotstar CTV



IndusInd Bank presents INDIE | A revolutionary way to bank!  
7.9M views • 1 month ago



Industry-first security features on INDIE!



INDIE by IndusInd Bank | A revolutionary way to bank

~4 Mn  
Installs

25  
Installs every minute

~ 0.8 Mn  
Accounts Opened

5  
accounts opened every  
minute

~4 Mn  
Transactions per month

1.5  
transaction every second

180 Cr  
Total Business (Assets +  
Liabilities)

15  
months  
Break Even Period

1200+  
Segments basis persona, income behaviours  
and credit risk

Txns per  
client  
↑  
AUM per  
client

>60%  
Txn growth MoM

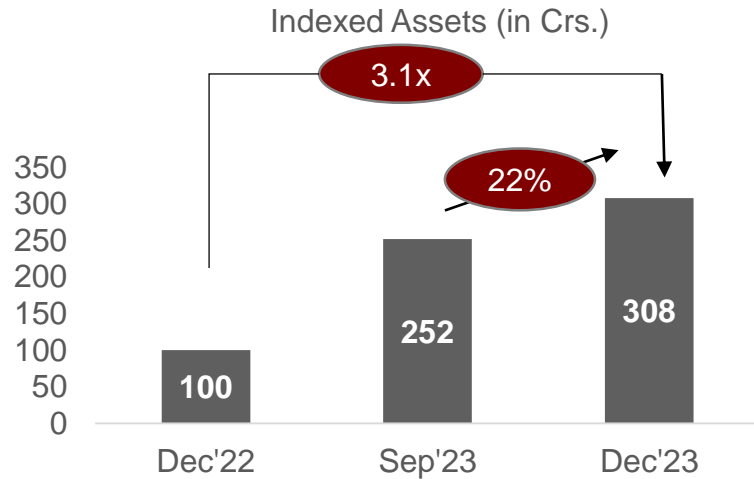


4.5



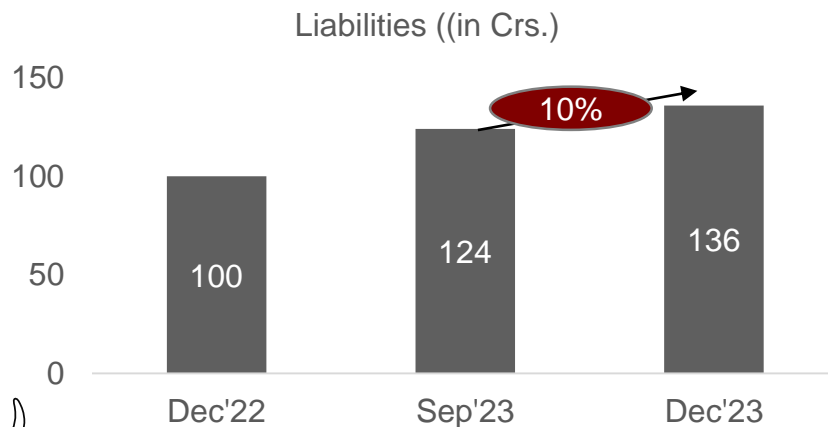
4.4

## Digital Business – Remote Digital / Partnerships led business continues to grow at a healthy rate YoY



### Assets have grown ~3.1X YoY; 22% QoQ

- Scale up remote digital led business models in personal loans and credit cards on the back of optimization of marketing spends and reducing customer acquisition costs
  - Remote digital customer DIY credit cards crossed 12,000 cards per month at 20% lower CAC than offline and better activations
  - Remote digital customer DIY personal loans crossed 60 cr in disbursement per month at 50% of CAC
- Cross-sell ratios improved by 1.5-2X for personal loans and credit cards on digitally acquired liabilities customers
- INDIE line of credit off to a strong start
- Partnerships led credit cards and personal loans showed strong growth



### Liabilities have grown 36% YoY; 10% QoQ

- Persona specific campaigns to drive better engagement, higher transaction intensity and product x-sell – 1200+ segments basis persona, behaviors, risk profile and income
- Launch of current account DIY platform to open current accounts digitally in a remote digital manner
- Launch of INDIE – a revolutionary way to Bank

# 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



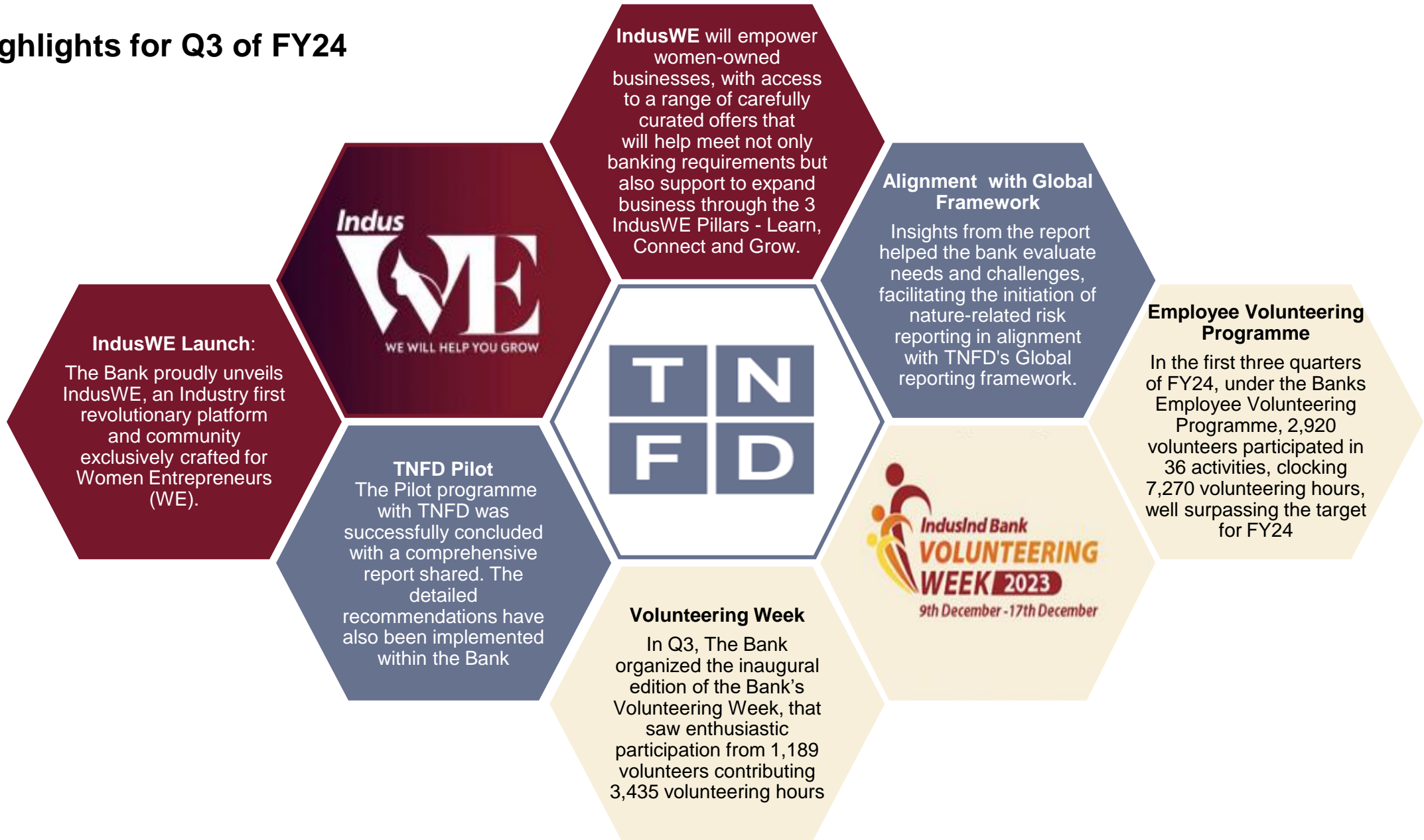
**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



# ESG highlights for Q3 of FY24





# 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



## Board of Directors with Diverse Expertise

Name	Nature of Directorship	Special Knowledge /Expertise	Prior Experience
Mr. Sunil Mehta	Non-Executive, Independent, Part-time Chairman	Banking, Financial services, Insurance and Investment.	Was on the board of all AIG companies in India, Held various senior positions at Citibank, Independent Director on the Board of State Bank of India,, Non-Executive Chairman of Punjab National Bank, Non-Executive Chairman of YES Bank
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,
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 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.
Mr. Arun Khurana	Whole-time Director	Banking, Economics, Finance, Risk Management and Business Management	Joined the Bank in November 2011 and is Deputy CEO of the Bank since April 1, 2020 and is also the overall head of Global Markets Group (GMG), Transaction Banking Group (TBG), Investment Banking, Financial Institutions & Public Sector, Financial Restructuring & Reconstruction Group (FRRG), Centralized Fraud Monitoring Unit (CFMU), Pan Bank Liabilities Group (PBLG), etc.

Mr. Sanjay Asher ceased to be the Non-Executive Independent Director of the Bank, with effect from the close of business hours on October 9, 2023, upon completion of his tenure

## Experienced and Well-knit Management Team

Name	Designation	Exp (Yrs)	Prior Experience
Mr. Sumant Kathpalia	Managing Director & CEO	35+	Career banker with years of rich experience in large multi-national banks such as Citibank, Bank of America and ABN AMRO
Mr. Arun Khurana	Executive Director & Deputy CEO	29+	Regional Head Corporate Solutions Asia-Pacific Markets of RBS Singapore
Mr. Sanjeev Anand	Head - Corporate, Commercial, Rural & Inclusive Banking	31+	Head – Commercial Banking, ABN AMRO Bank (India)
Mr. Zubin Mody	Chief Human Resources Officer	30+	Head – HR, ICICI Lombard General Insurance Company Limited, was at a senior position at ICIC Bank, Heinz India Pvt. Ltd and Marico Industries.
Mr. Bijayananda Pattanayak	Head - Gems & Jewellery	39+	Managing Director and Member, Global Management Team IDGJ of ABN AMRO
Mr. Rana Vikram Anand	Head - Pan Bank Liability Group, Customer Service & Synergy	31+	CEO at Cointribe (leading fintech), Various leadership positions at ABN AMRO Bank NV, ANZ & RBL
Mr. Gobind Jain	Chief Financial Officer	30+	Joint President Group Account & MIS, Kotak Mahindra Bank; held prior positions at ICICI Bank, Bank of America, Bank Internasional Indonesia and RBI
Mr. Soumitra Sen	Head - Consumer Banking & Marketing	34+	Leadership positions at ABN AMRO Bank NV, RBS, Deutsche Bank AG & Nestle
Mr. Samir Dewan	Head - Affluent Banking & International Business	29+	COO - Private Banking, Asia at RBC, leadership positions with Bank of America, ANZ, and ABN AMRO.
Ms. Roopa Satish	Head - Portfolio Management & CSR	31+	Head – Mid Markets (Western Region), ABN AMRO Bank (India)
Mr. Anil M. Rao	Chief Administrative Officer	30+	Various positions at ABN AMRO Bank, RBS and Bank of America
Mr. Anish Behl	Head – Wealth & Para Banking	31+	Executive Director, Bancassurance - Asia at ABN AMRO Bank NV
Mr. Siddharth Banerjee	Head - Global Markets & FIG	26+	Various position at HSBC, Deutsche Bank, HDFC Bank, ABN AMRO NV, and ANZ Bank
Mr. Jyoti Prasad Ratho	Head - Inspection & Audit	33+	Was associated with YES Bank as Senior Group President & Country Head – Internal Audit. Managed multiple roles in area of Audit & Governance, Risk and Controls.
Mr. Vivek Bajpeyi	Chief Risk Officer	34+	Has recently moved in the role of CRO with IndusInd Bank, prior he was associated with RBL Bank, ANZ Grindlays, Deutsche Bank, Bank of America and Nomura India.
Mr. Shiv Kumar Bhasin	Chief Transformation Officer	27+	Has recently moved in the role of Chief Transformation officer with IndusInd Bank. Prior he was associated at various positions, with SBI, Barclays Corporate, Fidelity investments & NSE.
Ms. Charu Sachdeva Mathur	Head- Digital Banking & Strategy (Existing Business)	18+	Financial services and telecom advisory at Boston Consultancy Group (BCG)
Mr. A. G. Sriram	Head – Consumer Finance	30+	Multiple roles across Credit, Operations and Sales including leading Construction and Commercial Vehicle Segment.
Mr. Niraj Piyush Shah	Head - Global Corporates & Institutional Banking	29+	Has joined us in 2021, manages Global Corporates & Institutional Clients, prior he was associated with ANZ Banking Group, India, ABN Amro, Standard Chartered Bank and Tata Group.
Mr. Indrajit Yadav	Head - Investor Relations and Strategy	17+	Has been with IndusInd Bank since 2013, prior to 2013 he was associated with Nomura India and with Cognizant.

## ***Awards & Accolades***



## Business World Supply Chain Awards 2023



Outstanding Customer-Centric Supply Chain



Excellent in Supply Chain Innovations and Creativity



Excellence in Digital Lending

IndusInd Bank was recognized and awarded by **Business World** in two significant categories at the “**BW Supply Chain Awards 2023**”.

IndusInd Bank was recognized as a **Digital Lending Achiever** and bestowed with the **Excellence in Digital Lending – Growth Bank** award at the **Lentra CNBC-TV18 Digital Lending Summit**.



## Disclaimer

*This presentation has been prepared by IndusInd Bank Limited (the "Bank") solely for information purposes, without regard to any specific objectives, financial situations or informational needs of any particular person. All information contained has been prepared solely by the Bank. No information contained herein has been independently verified by anyone else. This presentation may not be copied, distributed, redistributed or disseminated, directly or indirectly, in any manner.*

*This presentation does not constitute an offer or invitation, directly or indirectly, to purchase or subscribe for any securities of the Bank by any person in any jurisdiction, including India and the United States. No part of it should form the basis of or be relied upon in connection with any investment decision or any contract or commitment to purchase or subscribe for any securities. Any person placing reliance on the information contained in this presentation or any other communication by the Bank does so at his or her own risk and the Bank shall not be liable for any loss or damage caused pursuant to any act or omission based on or in reliance upon the information contained herein.*

*No representation or warranty, express or implied, is made as to, and no reliance should be placed on, the fairness, accuracy, completeness or correctness of the information or opinions contained in this presentation. Such information and opinions are in all events not current after the date of this presentation. Further, past performance is not necessarily indicative of future results.*

*This presentation is not a complete description of the Bank. This presentation may contain statements that constitute forward-looking statements. All forward looking statements are subject to risks, uncertainties and assumptions that could cause actual results to differ materially from those contemplated by the relevant forward-looking statement. Important factors that could cause actual results to differ materially include, among others, future changes or developments in the Bank's business, its competitive environment and political, economic, legal and social conditions. Given these risks, uncertainties and other factors, viewers of this presentation are cautioned not to place undue reliance on these forward-looking statements. The Bank disclaims any obligation to update these forward-looking statements to reflect future events or developments.*

*Except as otherwise noted, all of the information contained herein is indicative and is based on management information, current plans and estimates in the form as it has been disclosed in this presentation. Any opinion, estimate or projection herein constitutes a judgment as of the date of this presentation and there can be no assurance that future results or events will be consistent with any such opinion, estimate or projection. The Bank may alter, modify or otherwise change in any manner the content of this presentation, without obligation to notify any person of such change or changes. The accuracy of this presentation is not guaranteed, it may be incomplete or condensed and it may not contain all material information concerning the Bank.*

*This presentation is not intended to be an offer document or a prospectus under the Companies Act, 2013 and Rules made thereafter, as amended, the Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2009, as amended or any other applicable law.*

*Figures for the previous period / year have been regrouped wherever necessary to conform to the current period's / year's presentation. Total in some columns / rows may not agree due to rounding off.*

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

