## IndusInd Bank at a Glance

<table>
<thead>
<tr>
<th><strong>5th Largest Private Bank</strong>&lt;br&gt;with Disproportionately Large Distribution Network</th>
<th>₹2,89,924 crs Loans&lt;br&gt;Diversified Across Products and Geographies</th>
<th>34 mn Customers&lt;br&gt;Across Segments</th>
<th>₹3,36,120 crs Deposits&lt;br&gt;6,491 Group Network&lt;br&gt;Pan India</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Universal Banking Approach</strong>&lt;br&gt;with Diversified Loan &amp; Deposit Mix</td>
<td>54:46 Loan Mix&lt;br&gt;Retail VS Wholesale</td>
<td>40% CASA&lt;br&gt;Stable Low-cost Deposits</td>
<td><strong>Innovative Digital Approach</strong>&lt;br&gt;Overall Digital Transaction Mix at 93%</td>
</tr>
<tr>
<td><strong>Strong Domain Expertise</strong>&lt;br&gt;Long Vintage across Cycles</td>
<td>Vehicle Finance&lt;br&gt;26% of the Loan Book</td>
<td>Micro Finance&lt;br&gt;11% of the Loan Book</td>
<td><strong>Gems &amp; Jewellery</strong>&lt;br&gt;4% of the Loan Book</td>
</tr>
<tr>
<td><strong>Robust Balance Sheet</strong>&lt;br&gt;with Strong Capital Adequacy &amp; Contingency Buffers</td>
<td>17.86% CRAR&lt;br&gt;Tier 1: 16.37%</td>
<td>123% Average LCR&lt;br&gt;Well above regulatory requirement</td>
<td><strong>71% PCR</strong>&lt;br&gt;GNPA 1.98%</td>
</tr>
<tr>
<td><strong>Strong Profitability</strong>&lt;br&gt;amongst highest in the Industry</td>
<td>4.28% Net Interest Margin</td>
<td>44.93% Cost to Income</td>
<td><strong>5.60% Operating Profit Margin to Loans</strong></td>
</tr>
</tbody>
</table>

- **2023 FY**: Net Income ₹2,89,924 crs
- **2022 FY**: Net Income ₹3,36,120 crs
Key Outcomes for Q4FY23 & FY23

1. Continued momentum on retailisation of deposits
   - Retail deposits as defined by LCR grew by 19% YoY & 4% QoQ
   - Share of retail deposits as defined by LCR improved to 43% from 41% YoY

2. Loan growth acceleration driven by retail businesses
   - Retail loans grew by 7% QoQ improving share of retail loans at 54%
   - Corporate growth driven by Mid & Small corporate at 7% QoQ and Large corporate at 5% QoQ

3. Core fee momentum remains robust
   - Core fee income grew by 27% YoY & 8% QoQ during Q4FY23
   - Contribution of retail consumer banking fee for Q4FY23 at 74% of total fee income

4. Asset quality outcomes broadly in-line with the communication
   - Restructured book reduced to 0.8% of loans
   - Credit cost for Q4FY23 at 142bps vs 156bps in Q3FY23

5. Scaling-up new initiatives
   - Affluent deposits at Rs.42,900cr grew by 23% YoY NNRI deposits at Rs.34,300cr grew by 28% YoY
   - Accelerating digital 2.0 with planned launches & scale-up of existing initiatives

6. Maintaining healthy profitability & sustainability metrics
   - Consistent improvement in return ratios with Q4FY23 ROA at 1.90% and ROE at 15.26%
   - FY23 Net profit at Rs.7,443cr (up 55% YoY) and EPS at Rs.96 with healthy Capital Adequacy Ratio of 17.86%
### Key Financial Highlights for Q4 FY23

<table>
<thead>
<tr>
<th><strong>Balance Sheet</strong></th>
<th><strong>Deposits</strong></th>
<th><strong>CASA</strong></th>
<th><strong>Term Deposits</strong></th>
<th><strong>Total Assets</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans</td>
<td>₹2,89,924crs</td>
<td>₹1,34,728crs</td>
<td>₹2,01,392crs</td>
<td>₹4,57,837crs</td>
</tr>
<tr>
<td>21% YoY 6% QoQ</td>
<td>7% YoY 1% QoQ</td>
<td>20% YoY 7% QoQ</td>
<td>14% YoY 3% QoQ</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Profit &amp; Loss</strong></th>
<th><strong>Net Interest Income</strong></th>
<th><strong>Total Fee Income</strong></th>
<th><strong>Revenue</strong></th>
<th><strong>Operating Profit</strong></th>
<th><strong>Net Profit</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans</td>
<td>₹4,669 crs</td>
<td>₹2,154crs</td>
<td>₹6,823 crs</td>
<td>₹3,758 crs</td>
<td>₹2,043 crs</td>
</tr>
<tr>
<td>17% YoY 4% QoQ</td>
<td>13% YoY 4% QoQ</td>
<td>16% YoY 4% QoQ</td>
<td>11% YoY 2% QoQ</td>
<td>46% YoY 4% QoQ</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Key Ratios</strong></th>
<th><strong>Net Interest Margin</strong></th>
<th><strong>Return on Assets</strong></th>
<th><strong>Return on Equity</strong></th>
<th><strong>Cost to Income</strong></th>
<th><strong>Net NPA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans</td>
<td>4.28%</td>
<td>1.90%</td>
<td>15.26%</td>
<td>44.93%</td>
<td>0.59%</td>
</tr>
<tr>
<td>8 bps YoY 1 bps QoQ</td>
<td>39 bps YoY 3 bps QoQ</td>
<td>334 bps YoY 3 bps QoQ</td>
<td>234 bps YoY 102 bps QoQ</td>
<td>5 bps YoY 2 bps QoQ</td>
<td></td>
</tr>
</tbody>
</table>
## Consolidated Balance Sheet

<table>
<thead>
<tr>
<th>₹ in crs</th>
<th>Q4 FY23</th>
<th>Q4 FY22</th>
<th>Y-o-Y (%)</th>
<th>Q3 FY23</th>
<th>Q-o-Q (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Capital &amp; Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital</td>
<td>776</td>
<td>775</td>
<td>-</td>
<td>775</td>
<td>-</td>
</tr>
<tr>
<td>Reserves and Surplus</td>
<td>54,229</td>
<td>47,252</td>
<td>15%</td>
<td>▲ 52,109</td>
<td>4% ▲</td>
</tr>
<tr>
<td>Deposits</td>
<td>3,36,120</td>
<td>2,93,349</td>
<td>15%</td>
<td>▲ 3,25,278</td>
<td>3% ▲</td>
</tr>
<tr>
<td>Borrowings</td>
<td>49,011</td>
<td>47,323</td>
<td>4%</td>
<td>▲ 47,284</td>
<td>4% ▲</td>
</tr>
<tr>
<td>Other Liabilities and Provisions</td>
<td>17,701</td>
<td>13,268</td>
<td>33%</td>
<td>▲ 19,039</td>
<td>(7%) ▼</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,57,837</td>
<td>4,01,967</td>
<td>14%</td>
<td>▲ 4,44,485</td>
<td>3% ▲</td>
</tr>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Balances with RBI</td>
<td>42,975</td>
<td>60,198</td>
<td>(29%)</td>
<td>▼ 54,158</td>
<td>(21%) ▼</td>
</tr>
<tr>
<td>Balances with Banks</td>
<td>13,802</td>
<td>8,387</td>
<td>65%</td>
<td>▲ 11,073</td>
<td>25% ▲</td>
</tr>
<tr>
<td>Investments</td>
<td>83,076</td>
<td>70,930</td>
<td>17%</td>
<td>▲ 76,174</td>
<td>9% ▲</td>
</tr>
<tr>
<td>Advances</td>
<td>2,89,924</td>
<td>2,39,052</td>
<td>21%</td>
<td>▲ 2,72,754</td>
<td>6% ▲</td>
</tr>
<tr>
<td>Fixed Assets</td>
<td>2,078</td>
<td>1,929</td>
<td>8%</td>
<td>▲ 2,006</td>
<td>4% ▲</td>
</tr>
<tr>
<td>Other Assets</td>
<td>25,982</td>
<td>21,471</td>
<td>21%</td>
<td>▲ 28,320</td>
<td>(8%) ▼</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,57,837</td>
<td>4,01,967</td>
<td>14%</td>
<td>▲ 4,44,485</td>
<td>3% ▲</td>
</tr>
</tbody>
</table>
## Consolidated Profit and Loss Account – Q4 & 12M FY23

<table>
<thead>
<tr>
<th>₹ in Crore</th>
<th>Q4FY23</th>
<th>Q4FY22</th>
<th>Y-o-Y (%)</th>
<th>Q3FY23</th>
<th>Q-o-Q (%)</th>
<th>12M FY23</th>
<th>12M FY22</th>
<th>Y-o-Y (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Interest Income</strong></td>
<td>4,669</td>
<td>3,985</td>
<td>17% ▲</td>
<td>4,495</td>
<td>▲ 4%</td>
<td>17,592</td>
<td>15,001</td>
<td>▲ 17%</td>
</tr>
<tr>
<td><strong>Other Income</strong></td>
<td>2,154</td>
<td>1,903</td>
<td>13% ▲</td>
<td>2,077</td>
<td>▲ 4%</td>
<td>8,173</td>
<td>7,345</td>
<td>▲ 11%</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>6,823</td>
<td>5,888</td>
<td>16% ▲</td>
<td>6,572</td>
<td>▲ 4%</td>
<td>25,765</td>
<td>22,346</td>
<td>▲ 15%</td>
</tr>
<tr>
<td><strong>Operating Expenses</strong></td>
<td>3,065</td>
<td>2,509</td>
<td>22% ▲</td>
<td>2,885</td>
<td>▲ 6%</td>
<td>11,346</td>
<td>9,311</td>
<td>▲ 22%</td>
</tr>
<tr>
<td><strong>Operating Profit</strong></td>
<td>3,758</td>
<td>3,379</td>
<td>11% ▲</td>
<td>3,686</td>
<td>▲ 2%</td>
<td>14,419</td>
<td>13,035</td>
<td>▲ 11%</td>
</tr>
<tr>
<td><strong>Provisions &amp; Contingencies</strong></td>
<td>1,030</td>
<td>1,461</td>
<td>(30%) ▼</td>
<td>1,065</td>
<td>▼ (3%)</td>
<td>4,487</td>
<td>6,602</td>
<td>▼ (32%)</td>
</tr>
<tr>
<td><strong>Profit before Tax</strong></td>
<td>2,727</td>
<td>1,918</td>
<td>42% ▲</td>
<td>2,622</td>
<td>▲ 4%</td>
<td>9,932</td>
<td>6,433</td>
<td>▲ 54%</td>
</tr>
<tr>
<td><strong>Provision for Tax</strong></td>
<td>684</td>
<td>517</td>
<td>32% ▲</td>
<td>658</td>
<td>▲ 4%</td>
<td>2,489</td>
<td>1,628</td>
<td>▲ 53%</td>
</tr>
<tr>
<td><strong>Profit after Tax</strong></td>
<td>2,043</td>
<td>1,401</td>
<td>46% ▲</td>
<td>1,964</td>
<td>▲ 4%</td>
<td>7,443</td>
<td>4,805</td>
<td>▲ 55%</td>
</tr>
</tbody>
</table>
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)**

<table>
<thead>
<tr>
<th>Period</th>
<th>Total Advances</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-22</td>
<td>2,39,052</td>
<td>46%</td>
</tr>
<tr>
<td>Jun-22</td>
<td>2,47,960</td>
<td>46%</td>
</tr>
<tr>
<td>Sep-22</td>
<td>2,60,129</td>
<td>47%</td>
</tr>
<tr>
<td>Dec-22</td>
<td>2,72,754</td>
<td>47%</td>
</tr>
<tr>
<td>Mar-23</td>
<td>2,89,924</td>
<td>46%</td>
</tr>
</tbody>
</table>

- **Consumer Banking**
  - Vehicle Finance: 75,243 (26%)
  - Commercial Vehicle: 28,171 (10%)
  - Utility Vehicle: 9,029 (3%)
  - Small CV: 3,459 (1%)
  - Two-Wheeler: 4,774 (2%)
  - Car: 10,571 (4%)
  - Tractor: 9,372 (3%)
  - Equipment Financing: 9,867 (3%)
  - Total Advances: 1,55,774 (54%)

- **Corporate & Commercial Banking**
  - Large Corporates: 74,340 (26%)
  - Mid Corporates: 46,374 (16%)
  - Small Corporates: 13,436 (5%)
  - Total Advances: 1,34,150 (46%)

**Corporate Banking Mar-23 (%)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Mar-23</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Corporates</td>
<td>74,340</td>
<td>26%</td>
</tr>
<tr>
<td>Mid Corporates</td>
<td>46,374</td>
<td>16%</td>
</tr>
<tr>
<td>Small Corporates</td>
<td>13,436</td>
<td>5%</td>
</tr>
<tr>
<td>Total Advances</td>
<td>1,34,150</td>
<td>46%</td>
</tr>
</tbody>
</table>
Vehicle Finance: Granular Portfolio Across Vehicle Categories

Overview of Vehicle Finance Division

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

Vehicle Finance Loan Book (₹crs)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4</td>
<td>61,923</td>
<td>64,583</td>
</tr>
<tr>
<td>Q1</td>
<td>64,583</td>
<td>67,167</td>
</tr>
<tr>
<td>Q2</td>
<td>67,167</td>
<td>71,665</td>
</tr>
<tr>
<td>Q3</td>
<td>71,665</td>
<td>75,243</td>
</tr>
</tbody>
</table>

- **22% YoY**
- **5% QoQ**

Disbursements (₹crs)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4</td>
<td>9,986</td>
<td>10,078</td>
</tr>
<tr>
<td>Q1</td>
<td>10,078</td>
<td>10,664</td>
</tr>
<tr>
<td>Q2</td>
<td>10,664</td>
<td>12,713</td>
</tr>
<tr>
<td>Q3</td>
<td>12,713</td>
<td>12,516</td>
</tr>
</tbody>
</table>

- **25% YoY**
- **(2)% QoQ**

Diversified Vehicle Loan Book across Vehicle Categories (%)

- **Car** 14%
- **Tractor** 13%
- **Construction Equipment** 13%
- **Two Wheelers** 6%
- **Small CV** 5%
- **Utility Vehicle** 12%
- **CV** 37%
- **Small CV** 5%
- **Utility Vehicle** 12%
- **Tractor** 13%
- **Construction Equipment** 13%
- **Two Wheelers** 6%
- **Car** 14%

- **CVR 37%**
- **Utility Vehicle 12%**
- **Tractor 13%**
- **Construction Equipment 13%**
- **Two Wheelers 6%**
- **Car 14%**

35+ Years of Vintage Across Credit Cycles

Market Leader in Most Products Amongst Top 3

Focus on Business Owner Segment

Nimbleness of an NBFC With Dedicated Network

Nationwide Presence Diversified Across States

Strong Collateral Coverage Throughout the Loan Cycle

Overview of Vehicle Finance Division

Vehicle Finance Loan Book (₹crs)

Disbursements (₹crs)
Microfinance: Bridging the Financial Inclusion Gap

- 2nd Largest Micro Finance Lender
- 10mn Women Customers
- 1.37 Lacs Villages covered across 21 States
- Tech/Data driven Risk Management District/Branch level Monitoring
- 110K+ Active Bharat Money Stores Banking at doorstep in remote areas
- 594K+ Merchants (loan clients) Addressing the MSME banking needs

Micro Finance Loan Book (₹crs)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>30,612</td>
<td>29,403</td>
<td>29,617</td>
<td>29,688</td>
<td>32,215</td>
</tr>
</tbody>
</table>

- 5% YoY
- 9% QoQ

Average Ticket Size (₹)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>27,852</td>
<td>29,738</td>
<td>29,089</td>
<td>29,275</td>
<td>32,453</td>
</tr>
</tbody>
</table>

- 17% YoY
- 11% QoQ
Corporate Portfolio – Focus on Granular, Higher Rated Customers

Corporate Loan Book (₹crs)

- Mar-22: 1,09,463
- Jun-22: 1,14,429
- Sep-22: 1,21,766
- Dec-22: 1,27,010
- Mar-23: 1,34,150

23% YoY
6% QoQ

Sector-wise Loan Mix (% of Total Loans)

<table>
<thead>
<tr>
<th>Sector</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBFCs (other than HFCs)</td>
<td>4.49%</td>
</tr>
<tr>
<td>Real Estate – Commercial &amp; Residential</td>
<td>4.34%</td>
</tr>
<tr>
<td>Gems and Jewellery</td>
<td>4.22%</td>
</tr>
<tr>
<td>Steel</td>
<td>2.42%</td>
</tr>
<tr>
<td>Power Generation – Non Renewable</td>
<td>2.40%</td>
</tr>
<tr>
<td>Food Beverages and Food processing</td>
<td>1.70%</td>
</tr>
<tr>
<td>Road Projects (Operational)</td>
<td>1.69%</td>
</tr>
<tr>
<td>Petroleum &amp; Products</td>
<td>1.48%</td>
</tr>
<tr>
<td>Power Generation – Renewable</td>
<td>1.45%</td>
</tr>
<tr>
<td>Services</td>
<td>1.30%</td>
</tr>
<tr>
<td>Others</td>
<td>20.79%</td>
</tr>
<tr>
<td>Corporate Banking</td>
<td>46.27%</td>
</tr>
<tr>
<td>Consumer Banking</td>
<td>53.73%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Improving Risk Profile *

<table>
<thead>
<tr>
<th></th>
<th>BB+ &amp; Below</th>
<th>BBB-, BBB, BBB+</th>
<th>A-, A, A+</th>
<th>AA-, AA, AA+</th>
<th>AAA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun-22</td>
<td>23%</td>
<td>24%</td>
<td>27%</td>
<td>22%</td>
<td>22%</td>
</tr>
<tr>
<td>Sep-22</td>
<td>22%</td>
<td>25%</td>
<td>26%</td>
<td>22%</td>
<td>23%</td>
</tr>
<tr>
<td>Dec-22</td>
<td>22%</td>
<td>24%</td>
<td>28%</td>
<td>22%</td>
<td>27%</td>
</tr>
<tr>
<td>Mar-23</td>
<td>22%</td>
<td>22%</td>
<td>22%</td>
<td>22%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Stressed telco at 1%

Diversified Fee Mix Q4FY23

- Loan Processing 32%
- Investment Banking 6%
- Other Cross sell 1%
- Trade & Remittances 37%
- Foreign Exchange 24%

* Includes fund and non-fund based exposure to corporate clients
Non-Vehicle Retail Loans – Risk Calibrated Growth Strategy

Business Banking (₹crs)

- Mar-22: 11,892
- Jun-22: 12,203
- Sep-22: 12,512
- Dec-22: 12,839
- Mar-23: 13,845

Credit Cards (₹crs)

- Mar-22: 5,880
- Jun-22: 6,478
- Sep-22: 7,098
- Dec-22: 7,714
- Mar-23: 8,395

Loan Against Property (₹crs)

- Mar-22: 8,817
- Jun-22: 9,009
- Sep-22: 9,248
- Dec-22: 9,502
- Mar-23: 9,640

Other Retail Loans

- Mar-22: 10,464
- Jun-22: 11,855
- Sep-22: 12,720
- Dec-22: 14,336
- Mar-23: 16,436

- 16% YoY
- 8% QoQ
- 43% YoY
- 9% QoQ
- 57% YoY
- 15% QoQ
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

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

### Deposits (₹crs)

<table>
<thead>
<tr>
<th>Period</th>
<th>Deposits (₹crs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4 FY22</td>
<td>2,93,349</td>
</tr>
<tr>
<td>Q1 FY23</td>
<td>3,02,719</td>
</tr>
<tr>
<td>Q2 FY23</td>
<td>3,15,532</td>
</tr>
<tr>
<td>Q3 FY23</td>
<td>3,25,278</td>
</tr>
<tr>
<td>Q4 FY23</td>
<td>3,36,120</td>
</tr>
</tbody>
</table>

- **15% YoY**
- **3% QoQ**

### Cost of Deposits (%)

<table>
<thead>
<tr>
<th>Period</th>
<th>Cost of Deposits (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4 FY22</td>
<td>4.60%</td>
</tr>
<tr>
<td>Q1 FY23</td>
<td>4.79%</td>
</tr>
<tr>
<td>Q2 FY23</td>
<td>5.10%</td>
</tr>
<tr>
<td>Q3 FY23</td>
<td>5.47%</td>
</tr>
<tr>
<td>Q4 FY23</td>
<td>5.81%</td>
</tr>
</tbody>
</table>

- **121bps YoY**
- **34bps QoQ**

### Retail Deposits as per LCR (₹crs)*

<table>
<thead>
<tr>
<th>Period</th>
<th>Retail Deposits</th>
<th>Share of Retail Deposits (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4 FY22</td>
<td>1,20,509</td>
<td>41%</td>
</tr>
<tr>
<td>Q1 FY23</td>
<td>1,24,105</td>
<td>41%</td>
</tr>
<tr>
<td>Q2 FY23</td>
<td>1,29,990</td>
<td>41%</td>
</tr>
<tr>
<td>Q3 FY23</td>
<td>1,37,968</td>
<td>42%</td>
</tr>
<tr>
<td>Q4 FY23</td>
<td>1,43,021</td>
<td>43%</td>
</tr>
</tbody>
</table>

- **19% YoY**
- **4% QoQ**

### 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
Healthy Share of CASA; Strong Liquidity Profile

### CASA (₹crs)
- **Q4 FY22**: 1,25,333
- **Q1 FY23**: 1,30,508
- **Q2 FY23**: 1,33,525
- **Q3 FY23**: 1,36,379
- **Q4 FY23**: 1,34,728

#### Share of CASA %
- **Q4 FY22**: 43%
- **Q1 FY23**: 43%
- **Q2 FY23**: 42%
- **Q3 FY23**: 42%
- **Q4 FY23**: 40%

- **7% YoY**
- **1% QoQ**

### SA (₹crs)
- **Q4 FY22**: 88,826
- **Q1 FY23**: 95,243
- **Q2 FY23**: 89,368
- **Q3 FY23**: 86,372
- **Q4 FY23**: 84,128

#### Share of SA %
- **Q4 FY22**: 30%
- **Q1 FY23**: 31%
- **Q2 FY23**: 28%
- **Q3 FY23**: 27%
- **Q4 FY23**: 25%

- **5% YoY**
- **3% QoQ**

### CA (₹crs)
- **Q4 FY22**: 36,507
- **Q1 FY23**: 35,265
- **Q2 FY23**: 44,157
- **Q3 FY23**: 50,007
- **Q4 FY23**: 50,600

#### Share of CA %
- **Q4 FY22**: 12%
- **Q1 FY23**: 12%
- **Q2 FY23**: 14%
- **Q3 FY23**: 15%
- **Q4 FY23**: 15%

- **39% YoY**
- **1% QoQ**

### Liquidity Coverage Ratio (%)
- **Q4 FY22**: 127%
- **Q1 FY23**: 124%
- **Q2 FY23**: 125%
- **Q3 FY23**: 117%
- **Q4 FY23**: 123%
Borrowings Constituted by **Long Term Sources**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Borrowings (₹crs)</th>
<th>% of Total Liabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4 FY22</td>
<td>47,323</td>
<td>12%</td>
</tr>
<tr>
<td>Q1 FY23</td>
<td>41,812</td>
<td>10%</td>
</tr>
<tr>
<td>Q2 FY23</td>
<td>40,673</td>
<td>10%</td>
</tr>
<tr>
<td>Q3 FY23</td>
<td>47,284</td>
<td>11%</td>
</tr>
<tr>
<td>Q4 FY23</td>
<td>49,011</td>
<td>11%</td>
</tr>
</tbody>
</table>

**Borrowings Mix (%)**
- Refinance from Development Finance Institutions: 57%
- Long-Term FCY: 26%
- Tier 2 Bonds: 6%
- Infrastructure Bonds: 3%
- AT1 Bonds: 3%
- Short-Term FCY (less than 12 months): 5%
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

- 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:

<table>
<thead>
<tr>
<th>Segment</th>
<th>Q4FY23 Outstanding (₹crs)</th>
<th>Q4FY23 Yield (%)</th>
<th>Q3FY23 Outstanding (₹crs)</th>
<th>Q3FY23 Yield (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Banking</td>
<td>134,150</td>
<td>8.89%</td>
<td>1,27,010</td>
<td>8.57%</td>
</tr>
<tr>
<td>Consumer Banking</td>
<td>155,774</td>
<td>14.68%</td>
<td>1,45,744</td>
<td>14.50%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>289,924</strong></td>
<td><strong>12.02%</strong></td>
<td><strong>2,72,754</strong></td>
<td><strong>11.75%</strong></td>
</tr>
</tbody>
</table>

*Yield on Assets/Cost of funds are based on Total Assets/Liabilities*
### Diversified and Granular Fee and Other Income Streams

<table>
<thead>
<tr>
<th>₹In crs</th>
<th>Q4FY23</th>
<th>Q4FY22</th>
<th>Y-o-Y(%)</th>
<th>Q3FY23</th>
<th>Q-o-Q(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade and Remittances</td>
<td>200</td>
<td>198</td>
<td>-</td>
<td>201</td>
<td>-</td>
</tr>
<tr>
<td>Foreign Exchange Income</td>
<td>269</td>
<td>233</td>
<td>15%</td>
<td>249</td>
<td>8%</td>
</tr>
<tr>
<td>Cards and Distribution Fees</td>
<td>714</td>
<td>470</td>
<td>52%</td>
<td>619</td>
<td>15%</td>
</tr>
<tr>
<td>General Banking Fees</td>
<td>237</td>
<td>209</td>
<td>13%</td>
<td>248</td>
<td>(4%)</td>
</tr>
<tr>
<td>Loan Processing Fees</td>
<td>636</td>
<td>504</td>
<td>26%</td>
<td>604</td>
<td>5%</td>
</tr>
<tr>
<td>Investment Banking</td>
<td>31</td>
<td>28</td>
<td>11%</td>
<td>20</td>
<td>52%</td>
</tr>
<tr>
<td>Total Core Fee Income</td>
<td>2,087</td>
<td>1,642</td>
<td>27%</td>
<td>1,941</td>
<td>8%</td>
</tr>
<tr>
<td>Securities/MM/FX Trading/Others</td>
<td>67</td>
<td>261</td>
<td>(74%)</td>
<td>136</td>
<td>(51%)</td>
</tr>
<tr>
<td>Total Other Income</td>
<td>2,154</td>
<td>1,903</td>
<td>13%</td>
<td>2,077</td>
<td>4%</td>
</tr>
</tbody>
</table>

### Fee Income Mix

- **CONSUMER BANKING**: 74%
- **CORPORATE BANKING**: 23%
- **TRADING & OTHER INCOME**: 3%
Operating Profit Margins Amongst the Highest in Industry

Net Interest Margin (%)

- Q4 FY22: 4.20%
- Q1 FY23: 4.21%
- Q2 FY23: 4.24%
- Q3 FY23: 4.27%
- Q4 FY23: 4.28%

Total Fee to Asset Ratio (%)

- Q4 FY22: 1.9%
- Q1 FY23: 1.9%
- Q2 FY23: 1.9%
- Q3 FY23: 1.9%
- Q4 FY23: 1.9%

Cost to Income Ratio (%)

- Q4 FY22: 42.6%
- Q1 FY23: 43.4%
- Q2 FY23: 43.9%
- Q3 FY23: 43.9%
- Q4 FY23: 44.9%

Operating Profit Margin (%)

- Q4 FY22: 5.8%
- Q1 FY23: 3.6%
- Q2 FY23: 3.5%
- Q3 FY23: 3.5%
- Q4 FY23: 3.5%

% of Average Loans | % of Average Assets
Key Financial Indicators

Return on Assets (%)

<table>
<thead>
<tr>
<th></th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.51%</td>
<td>1.73%</td>
<td>1.80%</td>
<td>1.87%</td>
<td>1.90%</td>
</tr>
</tbody>
</table>

Return on Equity (%)

<table>
<thead>
<tr>
<th></th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11.92%</td>
<td>13.44%</td>
<td>14.45%</td>
<td>15.23%</td>
<td>15.26%</td>
</tr>
</tbody>
</table>

Earning Per Share – Annualized (₹)

<table>
<thead>
<tr>
<th></th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>72.3</td>
<td>84.2</td>
<td>93.2</td>
<td>101.3</td>
<td>105.4</td>
</tr>
</tbody>
</table>

Net Worth (₹ crs)

<table>
<thead>
<tr>
<th></th>
<th>Q4 FY22</th>
<th>Q1 FY23</th>
<th>Q2 FY23</th>
<th>Q3 FY23</th>
<th>Q4 FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>45,817</td>
<td>47,265</td>
<td>48,186</td>
<td>50,686</td>
<td>52,848</td>
</tr>
</tbody>
</table>
**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

<table>
<thead>
<tr>
<th>₹ in crs</th>
<th>Corporate</th>
<th>Consumer</th>
<th>Total</th>
<th>Corporate</th>
<th>Consumer</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Balance</td>
<td>1,869</td>
<td>3,842</td>
<td>5,711</td>
<td>2,251</td>
<td>3,316</td>
<td>5,567</td>
</tr>
<tr>
<td>Fresh Additions</td>
<td>264</td>
<td>1,339</td>
<td>1,603</td>
<td>119</td>
<td>1,348</td>
<td>1,467</td>
</tr>
<tr>
<td>-from Standard</td>
<td>82</td>
<td>1,162</td>
<td>1,244</td>
<td>80</td>
<td>1,055</td>
<td>1,135</td>
</tr>
<tr>
<td>-from Restructured</td>
<td>182</td>
<td>177</td>
<td>359</td>
<td>39</td>
<td>293</td>
<td>332</td>
</tr>
<tr>
<td>Deductions</td>
<td>63</td>
<td>1,424</td>
<td>1,487</td>
<td>501</td>
<td>822</td>
<td>1,323</td>
</tr>
<tr>
<td>-Write-offs</td>
<td>-</td>
<td>569</td>
<td>569</td>
<td>314</td>
<td>481</td>
<td>795</td>
</tr>
<tr>
<td>-Upgrades</td>
<td>47</td>
<td>181</td>
<td>228</td>
<td>71</td>
<td>104</td>
<td>175</td>
</tr>
<tr>
<td>-Recoveries *</td>
<td>16</td>
<td>674</td>
<td>690</td>
<td>116</td>
<td>237</td>
<td>353</td>
</tr>
<tr>
<td>Gross NPA</td>
<td>2,069</td>
<td>3,757</td>
<td>5,826</td>
<td>1,869</td>
<td>3,842</td>
<td>5,711</td>
</tr>
<tr>
<td>Net NPA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Gross NPA</td>
<td>1.98%</td>
<td></td>
<td></td>
<td>2.06%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Net NPA</td>
<td>0.59%</td>
<td></td>
<td></td>
<td>0.62%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision Coverage Ratio (PCR)</td>
<td>71%</td>
<td></td>
<td></td>
<td>71%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restructured Advances</td>
<td>0.84%</td>
<td></td>
<td></td>
<td>1.25%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Q4 FY23 Sale to ARC is Rs. 278 crs (Q3 FY23 Sale to ARC is Nil crs)*
## NPA Composition – Consumer Banking

<table>
<thead>
<tr>
<th></th>
<th>Q4 FY23</th>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross NPA</td>
<td>311</td>
<td>29</td>
<td>86</td>
<td>57</td>
<td>352</td>
<td>53</td>
<td>161</td>
<td>797</td>
<td>256</td>
<td>206</td>
<td>1,449</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,757</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross NPA %</td>
<td>1.10%</td>
<td>0.32%</td>
<td>0.87%</td>
<td>1.63%</td>
<td>7.17%</td>
<td>0.50%</td>
<td>1.71%</td>
<td>3.32%</td>
<td>1.39%</td>
<td>2.39%</td>
<td>4.32%</td>
<td>2.37%</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

|                  | Q3 FY23 |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |
| Gross NPA        | 597     | 38       | 176      | 75       | 368      | 65       | 171      | 814      | 226      | 159      | 1,153    |          |          |          |          |          |          |          |          | 3,842    |          |          |          |
| Gross NPA %      | 2.21%   | 0.46%    | 1.88%    | 2.21%    | 7.54%    | 0.64%    | 1.86%    | 3.56%    | 1.56%    | 2.03%    | 3.75%    | 2.60%    |          |          |          |          |          |          |          |          |          |          |          |          |
Loan Related Provisions held as on March 31, 2023

- Specific provision of ₹ 4,041 crs for non-performing accounts (towards PCR)
- Floating provisions of ₹ 70 crs (towards PCR)
- Standard contingent provisions of ₹ 1,900 crs surplus outside PCR
- Standard asset provisions of ₹ 1,313 crs other than contingent provisions
- Provision Coverage Ratio at 71% and total loan related provisions at 126% of GNPA
- Loan related provisions of ₹ 7,324 crs are 2.5% 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**

<table>
<thead>
<tr>
<th>₹ in crs</th>
<th>31 Mar 23</th>
<th>31 Dec 22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Risk, CVA and UFCE</td>
<td>2,85,986</td>
<td>2,76,259</td>
</tr>
<tr>
<td>Market Risk</td>
<td>8,639</td>
<td>8,199</td>
</tr>
<tr>
<td>Operational Risk</td>
<td>42,411</td>
<td>38,026</td>
</tr>
<tr>
<td><strong>Total Risk Weighted Assets</strong></td>
<td>3,37,036</td>
<td>3,22,484</td>
</tr>
</tbody>
</table>

| Core Equity Tier 1 Capital Funds | 53,668     | 51,639    |
| Additional Tier 1 Capital Funds  | 1,490      | 1,490     |
| Tier 2 Capital Funds             | 5,030      | 4,956     |
| **Total Capital Funds**          | 60,188     | 58,085    |

CRAR  
- **17.86%**  
- **18.01%**

CET1  
- **15.93%**  
- **16.01%**

Tier 1  
- **16.37%**  
- **16.47%**

Tier 2  
- **1.49%**  
- **1.54%**

**CET1 Ratio (%)**

- Mar-22: 15.96%
- Jun-22: 16.06%
- Sep-22: 15.97%
- Dec-22: 16.01%
- Mar-23: 15.93%

**CRAR (%)**

- Mar-22: 18.42%
- Jun-22: 18.14%
- Sep-22: 18.01%
- Dec-22: 18.01%
- Mar-23: 17.86%
Shareholding Pattern and Credit Ratings

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

International Rating:
- Ba1 for Senior Unsecured MTN programme by Moody's Investors Service

Diversified Shareholding

- Promoters 15.15%
- MFs / Banks / Insurance Co 23.72%
- FIIs 38.73%
- Private Corporates 4.95%
- Individuals 7.31%
- NRIs/ Director/ Others 1.96%
- GDR issue 8.18%
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
- Disproportionately Large Distribution Network
- Executing Digital 2.0 Strategy
- ESG – Core to the Business Philosophy
- Experienced Board and Management Team
- Healthy Capital Adequacy
- Executing Digital 2.0 Strategy
Disproportionately Large Distribution Network with Unparalleled Rural Presence

Distribution Network with Deep Rural Presence

- ~34 mn Customer Base
- ~1,37,000 Villages Covered
- 6,491 Group Network
- 2,878 ATMs

Geographical Breakdown of Branches

- Urban: 656 (25%)
- Semi Urban: 560 (22%)
- Metro: 794 (30%)
- Rural: 596 (23%)

Strengthening Distribution Infrastructure

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Branches/Banking Outlets</td>
<td>2,265</td>
<td>2,286</td>
<td>2,320</td>
<td>2,384</td>
<td>2,606</td>
</tr>
<tr>
<td>BFIL Branches</td>
<td>2,795</td>
<td>2,836</td>
<td>2,978</td>
<td>3,176</td>
<td>3,303</td>
</tr>
<tr>
<td>Vehicle Finance Marketing Outlets (IMFS)</td>
<td>816</td>
<td>817</td>
<td>805</td>
<td>792</td>
<td>582</td>
</tr>
<tr>
<td>ATMs</td>
<td>2,767</td>
<td>2,783</td>
<td>2,807</td>
<td>2,894</td>
<td>2,878</td>
</tr>
</tbody>
</table>

Group Network ~1,37,000 ATMs

~34 mn Customer Base

Villages Covered

Customer Base

Group Network

ATMs

TARGETS

Rural

Semi Urban

Metro

Urban

Rural

Semi Urban

Metro

Urban

Southern

Northern

Western

Central

Eastern

TARGETS

23%

22%

30%

25%

20%

19%

13%

23%
**Key Strengths of the Bank**

<table>
<thead>
<tr>
<th>Strength</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversified Loan Book</td>
<td>with Domain Expertise in Livelihood Loans</td>
</tr>
<tr>
<td>Robust Liability Franchise</td>
<td></td>
</tr>
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<tr>
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<td>with Conservative Provisioning</td>
</tr>
<tr>
<td>Disproportionately Large Distribution Network</td>
<td></td>
</tr>
<tr>
<td>Healthy Capital Adequacy</td>
<td></td>
</tr>
<tr>
<td>Executing Digital 2.0 Strategy</td>
<td></td>
</tr>
<tr>
<td>ESG</td>
<td>– Core to the Business Philosophy</td>
</tr>
<tr>
<td>Experienced Board and Management Team</td>
<td></td>
</tr>
</tbody>
</table>

**IndusInd Bank**
**Digital Strategy at IndusInd continues to drive impact across 3 primary Business Objectives**

Digital transaction intensity continues to grow and more and more of existing business moving digital

1. **Drive Superior Customer Experience and Engagement**
   - 93% of transactions processed **digitally**
   - 30% YoY growth in IndusMobile MAU*
   - 76% of service requests processed digitally
   - IndusMobile App Rating 4.2* & 4.5*
   - 88% YoY growth (Q4 FY’22 vs Q4 FY’23) in mobile txns.
   - 33% YoY growth in Whatsapp Banking Registered Base

2. **Transform existing lines of businesses**
   - 98% of savings accounts opened digitally
   - 29% of savings accounts **digitally unassisted**
   - 94% of mutual funds sourced digitally
   - 100% of life insurance sourced digitally
   - 86% of non life insurance sourced digitally
   - 97% of credit cards sourced digitally
   - 79% of personal loans sourced digitally
   - 66% of current accounts opened digitally
   - 62% of Retail Forex digital via indusforex

* MAU = Monthly Active Users.  
# = Android (Play Store) Rating: 4.5 and iOS (App Store) Rating: 4.2  
** Digital Unassisted refers to customer initiated and Do It Yourself led % from retail customers (excluding clients of Bharat Financial and Vehicle Finance Division)
Digital Strategy at IndusInd continues to drive impact across 3 primary Business Objectives

Direct platform led business continues to grow at a robust pace

Do It Yourself (DIY) Direct Platform led Business: Assets grew 496% YoY, Liabilities grew 44% YoY

Create scalable, profitable Do It Yourself / Open Banking led business models

<table>
<thead>
<tr>
<th>Do It Yourself (DIY)</th>
<th>FY’2022</th>
<th>FY’2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIY SA Vol (indexed)</td>
<td>100</td>
<td>146</td>
</tr>
<tr>
<td>1.4x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIY Cards Vol (indexed)</td>
<td>100</td>
<td>1027</td>
</tr>
<tr>
<td>10.2x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIY PL Vol (indexed)</td>
<td>100</td>
<td>566</td>
</tr>
<tr>
<td>5.6x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIY CA Vol (indexed)</td>
<td>100</td>
<td>1902</td>
</tr>
<tr>
<td>19x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIY STBL Vol (indexed)</td>
<td>100</td>
<td>2038</td>
</tr>
<tr>
<td>20x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Digital Strategy at IndusInd continues to drive impact across 3 primary Business Objectives

Open Banking led business models continue to show robust growth

Open Banking / BaaS led business: Digital Partnerships AUM (Assets + Liabilities) grew 3.7X YoY

**IndusInd API Stack**
- 125+ APIs
- Cloud Native
- Secure with token management, authorisation and authentication mechanism
- High scalability and resiliency by design

**Use Cases:**
- KYC / On-boarding
- Decision as a Service
- Documentation Push
- Deposit management

**Multiple products:**
- Personal loans
- Fixed Deposits
- Credit Cards
- Consumer Finance

**Robust governance framework:**
- KYC
- Customer Consent & Data Privacy
- Data localization
- Information Security
- Digital Lending Guidelines
- Grievance Redressal
- Business Continuity

**Indexed Client Acquisitions**
- Q4’22: 100
- Q4’23: 176

**Indexed AUM**
- Mar’22: 100
- Mar’23: 372

Create scalable, profitable
Do It Yourself / Open Banking led business models
User growth on Digital applications continues to show robust growth
IndusMerchantSolutions awarded Best Merchant Acquirer of the Year

- Indus Merchant App went live with its offering for 6+ lacs Bharat Super Shop Merchant (BSS)
- Monthly active users growing strongly 54% QoQ

Awarded
Best Merchant Acquirer of the Year
at the
10th Payments Industry Awards, 2023
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 Q4 of FY23

**Business**
- **Platform to support Women Entrepreneurs (WE)**
  - Business Plan, Branding and Partnerships for WE finalised
  - Pre launch Equity Raise event for WEs conducted

**Risk**
- **SOP for Risk Sharing Partnerships**
  Approved Standard Operating Processes to streamline guarantee-backed exposures with Development Finance Institutions

**Operations**
- **SOP for ESMS process**
  Developed a standard operating process to smooth and streamline the process for loans covered under ESMS (Environmental and Social Risk Management System)

- **Industry Reports and Checklists**
  Domain experts have created severe impact industry reports and checklists that have been incorporated into the ESG assessment of clients in their respective industries

**Sustainability section of Website Revamped**
- Launched an employee volunteering portal that allows employees to choose volunteering activities based on their interests and skill sets, along with many other features

- **Employee Volunteering Portal**
  The new and improved sustainability section of the website is up-to-date with the latest sustainable banking initiatives, the latest integrated report, the bank's current rating and reporting standings, and policies
**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

- **Heathy**
  Capital Adequacy

- **Disproportionately**
  Large Distribution Network

- **Executing Digital**
  2.0 Strategy

- **ESG**
  - Core to the Business Philosophy

- **Experienced**
  Board and Management Team
<table>
<thead>
<tr>
<th>Name</th>
<th>Nature of Directorship</th>
<th>Special Knowledge /Expertise</th>
<th>Prior Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Sunil Mehta</td>
<td>Non-Executive, Non-Independent, Part-time Chairman</td>
<td>Banking, Financial services, Insurance and Investment.</td>
<td>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</td>
</tr>
<tr>
<td>Mr. Shanker Annaswamy</td>
<td>Non-Executive Independent Director</td>
<td>Information Technology, Human Resource, Risk Management and Business Management</td>
<td>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</td>
</tr>
<tr>
<td>Dr T T Ram Mohan</td>
<td>Non-Executive Independent Director</td>
<td>Banking, Finance, Economics and Risk Management.</td>
<td>Retd. Professor of Finance &amp; 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</td>
</tr>
<tr>
<td>Mrs. Akila Krishnakumar</td>
<td>Non-Executive Independent Director</td>
<td>Information Technology, Payments &amp; Settlement Systems, Human Resource &amp; Business Management</td>
<td>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).</td>
</tr>
<tr>
<td>Mr. Rajiv Agarwal</td>
<td>Non-Executive Independent Director</td>
<td>Small Scale Industry</td>
<td>Promoter in several small-scale ventures, primarily manufacturing concerns with 38 years of experience in ‘Small Scale Industries’ segment,</td>
</tr>
<tr>
<td>Mr. Sanjay Asher</td>
<td>Non-Executive Independent Director</td>
<td>Law and Accountancy</td>
<td>Presently, a Senior Partner with M/s Crawford Bayley &amp; Co., one of India’s oldest Law Firm. Specializes in the fields of M&amp;A, cross-border M&amp;A, joint ventures, private equity and capital markets</td>
</tr>
<tr>
<td>Mrs. Bhavna Doshi</td>
<td>Non-Executive Independent Director</td>
<td>Accountancy and Risk Management.</td>
<td>Previously, Partner at KPMG India, Served on various Committees of Institute of Chartered Accountants of India (ICAI)</td>
</tr>
<tr>
<td>Mr. Jayant Deshmukh</td>
<td>Non-Executive Independent Director</td>
<td>Agriculture and Rural Economy and Cooperation.</td>
<td>Previously, Director of Agriculture, Maharashtra State, Held many important positions in the Department of Agri, Maharashtra</td>
</tr>
<tr>
<td>Mr. Pradeep Udhas</td>
<td>Non-Executive Independent Director</td>
<td>Finance, Information Technology and Business Management.</td>
<td>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</td>
</tr>
<tr>
<td>Mr. Sumant Kathpalia</td>
<td>Managing Director &amp; CEO</td>
<td>Banking and Accountancy, Risk Management and Business Management</td>
<td>Career banker with years of rich experience in large multi-national banks such as Citibank, Bank of America and ABN AMRO.</td>
</tr>
<tr>
<td>Name</td>
<td>Designation</td>
<td>Exp (Yrs)</td>
<td>Prior Experience</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>-----------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Mr. Sumant Kathpalia</td>
<td>Managing Director &amp; CEO</td>
<td>31+</td>
<td>Career banker with years of rich experience in large multi-national banks such as Citibank, Bank of America and ABN AMRO</td>
</tr>
<tr>
<td>Mr. Arun Khurana</td>
<td>Deputy CEO</td>
<td>29+</td>
<td>Regional Head Corporate Solutions Asia-Pacific Markets of RBS Singapore</td>
</tr>
<tr>
<td>Mr. Sanjeev Anand</td>
<td>Head - Corporate, Commercial, Rural &amp; Inclusive Banking</td>
<td>30+</td>
<td>Head - Commercial Banking, ABN AMRO Bank (India)</td>
</tr>
<tr>
<td>Mr. Bijayanianda Pattanayak</td>
<td>Head - Gems &amp; Jewellery</td>
<td>36+</td>
<td>Managing Director and Member, Global Management Team IDGJ of ABN AMRO</td>
</tr>
<tr>
<td>Mr. A. G. Sriram</td>
<td>Head - Consumer Finance</td>
<td>30+</td>
<td>Multiple roles across Credit, Operations and Sales including leading Construction and Commercial Vehicle Segment.</td>
</tr>
<tr>
<td>Mr. Soumitra Sen</td>
<td>Head - Consumer Banking &amp; Marketing</td>
<td>31+</td>
<td>Leadership positions at ABN AMRO Bank NV, RBS, Deutsche Bank AG &amp; Nestle</td>
</tr>
<tr>
<td>Mr. Samir Dewan</td>
<td>Head - Affluent Banking &amp; International Business</td>
<td>26+</td>
<td>COO - Private Banking, Asia at RBC, leadership positions with Bank of America, ANZ, and ABN AMRO.</td>
</tr>
<tr>
<td>Mr. Siddharth Banerjee</td>
<td>Head - Global Markets and FIG</td>
<td>26+</td>
<td>Various position at HSBC, Deutsche Bank, HDFC Bank, ABN AMRO NV, and ANZ Bank</td>
</tr>
<tr>
<td>Mr. Rana Vikram Anand</td>
<td>Head - Pan Bank Liability Group, Customer Service &amp; Synergy</td>
<td>31+</td>
<td>CEO at Cointrib (leading fintech), Various leadership positions at ABN AMRO Bank NV, ANZ &amp; RBL</td>
</tr>
<tr>
<td>Mr. Gobind Jain</td>
<td>Chief Financial Officer</td>
<td>30+</td>
<td>Joint President Group Account &amp; MIS, Kotak Mahindra Bank; held prior positions at ICICI Bank, Bank of America, Bank Internacional Indonesia and RBI</td>
</tr>
<tr>
<td>Mr. Ramaswamy Meyyappan</td>
<td>Chief Risk Officer</td>
<td>29+</td>
<td>Chief Risk Officer at JP Morgan Chase Bank NA, Mumbai</td>
</tr>
<tr>
<td>Mr. Ramesh Ganesan</td>
<td>Head - Technology and Corporate &amp; Global Market Operation</td>
<td>31+</td>
<td>Executive Director, ABN AMRO Bank (India)</td>
</tr>
<tr>
<td>Mr. Zubin Mody</td>
<td>Chief Human Resources Officer</td>
<td>29+</td>
<td>Head - HR, ICICI Lombard General Insurance Company Limited</td>
</tr>
<tr>
<td>Mr. Anil M. Rao</td>
<td>Head - Consumer Operations &amp; Solution Delivery</td>
<td>27+</td>
<td>Various positions at ABN AMRO Bank, RBS and Bank of America</td>
</tr>
<tr>
<td>Mr. Anish Behl</td>
<td>Head - Wealth &amp; Para Banking</td>
<td>26+</td>
<td>Executive Director, Bancassurance - Asia at ABN AMRO Bank NV</td>
</tr>
<tr>
<td>Mrs. Charu Sachdeva Mathur</td>
<td>Head- Digital Banking &amp; Strategy (Existing Business)</td>
<td>16+</td>
<td>Financial services and telecom advisory at Boston Consultancy Group (BCG)</td>
</tr>
<tr>
<td>Ms. Roopa Satish</td>
<td>Head - Portfolio Management &amp; CSR</td>
<td>29+</td>
<td>Head - Mid Markets (Western Region), ABN AMRO Bank (India)</td>
</tr>
<tr>
<td>Mr. Jyoti Prasad Ratho</td>
<td>Head - Inspection &amp; Audit</td>
<td>33+</td>
<td>Was associated with YES Bank as Senior Group President &amp; Country Head - Internal Audit. Managed multiple roles in area of Audit &amp; Governance, Risk and Controls.</td>
</tr>
<tr>
<td>Mr. Murlidhkar Lakhara</td>
<td>Chief Compliance Officer</td>
<td>27+</td>
<td>Has worked with Bank's like RBI, ABN AMRO NV, Deutsche Bank and First Rand Bank in the Compliance domain, prior to joining Indusind Bank in 2017.</td>
</tr>
<tr>
<td>Mr. Indrajit Yadav</td>
<td>Head - Investor Relations and Strategy</td>
<td>14+</td>
<td>Has been with IndusInd Bank since 2013, prior to 2013 he was associated with Nomura India and with Cognizant.</td>
</tr>
</tbody>
</table>
Planning Cycle 5 Update & Outcome
PC-5 Strategy

Planning Cycle 5 (2021–23)

Broad Themes

Strategy

Scale with Sustainability

Leapfrog Digital Banking

Fortifying Liabilities

Scaling up Domains of Expertise

Investing in New Growth Engines

Conservative & Robust Practices
Scale with Sustainability: Improved Across Sustainability Metrics

- **Credit to Deposit Ratio**
  - FY20: 102%
  - FY23: 86%
  - <95%

- **Certificates of Deposits**
  - FY20: 15.04%
  - FY23: 17.86%
  - 5%-10%

- **Retail LCR Deposits**
  - FY20: 31%
  - FY23: 43%
  - 45%-50%

- **CRAR**
  - FY20: 15.04%
  - FY23: 17.86%

- **PCR**
  - FY20: 4.3%
  - FY23: 4.8%
  - >65%

- **Unsecured Retail**
  - FY20: 63%
  - FY23: 71%
  - <5%

- **Lower Non-Funded to Funded Ratio**
  - FY20: 3.15x
  - FY23: 2.77x

- **CRAR**
  - FY20: 16%
  - FY23: 3%

  - FY20: 16%
  - FY23: 3%

  - FY20: 31%
  - FY23: 43%
PC-5 Strategic Priorities

1. Retail Liabilities Surge
2. Fine-tuning Corporate Bank Approach
3. Holistic Rural Banking
4. Scaling up Domains
5. New Growth Boosters

Underpinned by Digitization & Sustainability
Retail Liabilities Surge: Progressed towards Building Robust Retail Deposit Franchise

Robust Deposit Growth Driven by Retail & CASA

- ~74% of incremental deposits from retail & CASA (Rs in crore)
- Deposits (Mar-20): 2,02,026
- Retail LCR Deposits: 80,434
- CASA*: 18,515
- Others: 35,145
- Deposits (Mar-23): 3,36,120

18% CAGR

*excludes CASA considered as part of Retail LCR Deposits

Increased Share of Retail Deposits

- Retail Deposit as per LCR (% of Total Deposits)
- Mar-20: 31%
- Mar-21: 37%
- Mar-22: 41%
- Mar-23: 43%

Ramped up Client Acquisition

- Retail Deposit as per LCR (% of Total Deposits)
- Mar-20: 31%
- Mar-21: 37%
- Mar-22: 41%
- Mar-23: 43%

Continued Investment in Distribution Network

- Number of Branches (#)
- Mar-20: 1,911
- Mar-21: 2,015
- Mar-22: 2,265
- Mar-23: 2,606

Scaled up New Initiatives (Rs. in crore)

- Affluent Deposits
- Mar-20: 23,175
- Mar-21: 42,939
- Mar-22: 34,220

- NRI Deposits
- Mar-20: 19,506
- Mar-21: 34,220

Reduced Dependency on Certificate of Deposits

- Certificate of Deposits % of Deposits
- Mar-20: 15.8%
- Mar-21: 2.8%
- Mar-22: 3.1%
- Mar-23: 3.2%

Reduced Concentration of Deposits

- Top-20 Deposits as % of Total Deposits
- Mar-20: 23%
- Mar-21: 22%
- Mar-22: 17%
- Mar-23: 16%
Fine-tuning Corporate Banking Approach: Scaling Granular Franchise with Lower Risk Intensity

**Improved Rating Profile**

- **Corporate Book Rating**
  - AAA: 19% (Mar-20), 22% (Mar-23)
  - AA-, AA, AA+: 15% (Mar-20), 24% (Mar-23)
  - A-, A, A+: 29% (Mar-20), 27% (Mar-23)
  - BBB-, BBB, BBB+: 31% (Mar-20), 23% (Mar-23)
  - BB+ & Below: 6% (Mar-20), 3% (Mar-23)

Includes fund and non-fund based exposure to corporate clients

- **A & above**
  - 63% (Mar-20), 73% (Mar-23)

**Granular Fee Mix**

- **Corporate Fee Mix**
  - Investment Banking: 34% (FY20), 5% (FY23)
  - Trade & Remittances: 25% (FY20), 35% (FY23)
  - FX: 25% (FY20), 20% (FY23)
  - Loan Processing Fees: 16% (FY20), 39% (FY23)

**Steadily Pivoting towards Growth after Rebalancing**

- **Corporate Slippages – Trailing 4 Quarters**
  - Standard book slippages (exc. restructured)
  - Gross slippages (incl. restructured)

- **Corporate Loan Growth – YoY%**
  - 23%
Holistic Rural Banking: Leveraging Deep Rural Distribution

Rural Focused Loans
- Tractor
- KCC
- BFIL
- Agri Business Group

- 16% CAGR

SA and RD Accounts in Microfinance (#mn)

- FY20: 5.3
- FY21: 6.3
- FY22: 10.4
- FY23: 14.1

Bharat Money Stores (#‘000)

- FY20: 15
- FY21: 51
- FY22: 86
- FY23: 110

Merchants Acquired by BFIL (#‘000 Borrowers)

- FY20: 6
- FY21: 79
- FY22: 325
- FY23: 595

Merchant Loans Rs.4,000cr +

Deposits Rs.2,300cr +
**Scaling Up Domains: Recovery in Growth following Asset Quality Outperformance**

**Domains Contributes 42% of Loan Book**
- Vehicle Finance: 26%
- BFIL: 12%
- Diamond Finance: 4%
- Others: 58%

**BFIL Loan Book (Rs in crore)**
- Mar-20: 22,428
- Mar-21: 25,507
- Mar-22: 31,813
- Mar-23: 35,209

**Vehicle Finance (Rs in crore)**
- Mar-20: 57,054
- Mar-21: 61,313
- Mar-22: 61,923
- Mar-23: 75,243

**Gems & Jewellery Finance (Rs in crore)**
- Mar-20: 7,369
- Mar-21: 8,355
- Mar-22: 10,780
- Mar-23: 12,017

- No Restructuring
- No NPA
- No SMA1 & SMA2

**Asset quality outperformance across vehicle categories**

- GNPA & restructured book lower than industry during pandemic
**New Growth Boosters: Continued Scaling up PC-4 and PC-5 Initiatives**

<table>
<thead>
<tr>
<th>Afluent Banking (Rs. in crore)</th>
<th>NRI Banking (Rs. in crore)</th>
<th>Tractor Finance (Rs. in crore)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Relationship Value</strong></td>
<td><strong>Deposits</strong></td>
<td></td>
</tr>
<tr>
<td>FY20: 32,076</td>
<td>FY20: 19,506</td>
<td>FY20: 4,670</td>
</tr>
<tr>
<td><strong>28% CAGR</strong></td>
<td><strong>21% CAGR</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Affordable Housing (Rs. in crore)</th>
<th>Merchant Advances – BFIL (Rs. in crore)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY20: 1,313</td>
<td>FY20: 10</td>
</tr>
<tr>
<td>FY21: 1,790</td>
<td>FY21: 376</td>
</tr>
<tr>
<td>FY22: 1,974</td>
<td>FY22: 1,943</td>
</tr>
<tr>
<td>FY23: 1,872</td>
<td>FY23: 4,033</td>
</tr>
<tr>
<td><strong>13% CAGR</strong></td>
<td><strong>26% CAGR</strong></td>
</tr>
</tbody>
</table>
# PC-5 Outcome vs Expectation

## Planning Cycle 5 (2021–23)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>PC-5 Ambition</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan Growth CAGR</td>
<td>15% - 18%</td>
<td>17%</td>
</tr>
<tr>
<td>CASA Ratio</td>
<td>&gt; 40%</td>
<td>40.1%</td>
</tr>
<tr>
<td>Revenue Growth</td>
<td><strong>Exceed Balance Sheet Growth</strong></td>
<td>13% vs 12%</td>
</tr>
<tr>
<td>PPOP / Loans</td>
<td>&gt; 5%</td>
<td>5.7%</td>
</tr>
<tr>
<td>Branch Network</td>
<td>2,500</td>
<td>2,606</td>
</tr>
<tr>
<td>Customer Base</td>
<td><strong>Double to &gt;45mn</strong></td>
<td>34mn</td>
</tr>
</tbody>
</table>
Planning Cycle 6 Strategy
PC-6 Key Themes

Planning Cycle 6 (2023–26)

Strategy

Key Themes

1. Continuing Retailisation Journey
2. Diversifying Domains
3. Scaling Sub-scale Businesses
4. Accelerating Digital 2.0
5. Imbibing ESG into Business

Market Share with Diversification

3G: Growth, Granularity, Governance
PC-6 Strategy

Growth • Granularity • Governance

DELIVERING MARKET SHARE WITH DIVERSIFICATION
Continuing Retailisation Journey: Multipronged Strategy in Place

Multipronged strategy in place to progress towards building granular retail deposit franchise

Strengthening the Core Business
- Branch Network Expansion
- Market Share Gain in Home Markets
- SKY (Digital) Branches to boost productivity
- Leveraging Inter BU Synergies

Continue Scaling New Initiatives
- Affluent Banking
- NRI Banking
- SME Banking/Business Owner Segment
- Rural Banking

Invest to Boost Growth
- Community Banking
- Merchant Acquisition (Digitally enabled offering for enterprise merchants)
- Agency Business
- Digital initiatives focused on individuals, SMEs etc
- Green Liability Products

Continue increasing share of retail deposits

Share of Retail Deposits as per LCR
- FY20: 31%
- FY23: 43%
- FY26B: 45%-50%

Ramping-up Customer Acquisition via phygital Strategy

# Customers
- FY23: 34mn
- FY26B: 50mn+

Investing in bank branch network

# Bank Branches
- FY20: 1,911
- FY23: 2,606
- FY26B: 3,250–3,750

*Bank branches including banking correspondents and excluding BFIL
Diversifying Domains: Market Leadership with Diversification

Vehicle Finance Division

Maintain or Improve Market Position Across Vehicle Categories

- Participating in the cyclical momentum in vehicle demand
- Ramping-up sourcing via existing large branch & dealer network
- Financing used-vehicle & affordable housing segments
- Scaling-up Indus Easy Wheels platform

Inclusive Banking - BFIL

Evolving from Microfinance to Micro Banking

- Rural recovery to drive JLG growth albeit within conservative underwriting approach
- Diversifying BFIL with 30%-40% loan book originating from non-JLG products
- Scaling-up Merchant Acquisition business
- New products: Individual loans, Two-wheeler loans, Affordable housing loans

Gems & Jewellery

An Approach to Community Banking

- Capturing entire echo-system via community banking approach
- Funding entire value chain of existing clients
- Specialized product offering such as wealth management, Branded diamond salary accounts
- Financing businesses across globe via GIFT city
Scaling Sub-scale Businesses: Bolstering Growth with Diversification

**Mortgage Backed Loans**
- Complete mortgage offerings with launch of Home Loan
- Retail Mortgages
- Affordable Housing
- Home Loan
- Scale-up in PC-6

**MSME**
- Multichannel & multiproduct strategy to address the unique needs of MSMEs

**Existing Initiatives**

**Affluent Banking**
- Making Pioneer a ‘Brand of Choice’ with service excellence
- Expanding HNI & UHNI offering with launch of Affluent Private
- Leveraging GIFT city for innovative product offering

**NRI Banking**
- Ramping up NR Branches
- End-to-end NR Digital Bank
- Expanding geographies via GIFT city

**Merchant Loans - BFIL**
- Leveraging BFIL’s rural expertise and distribution network
- Scaling existing offering via higher geo penetration
- Adding collateralized loans to bolster growth
Accelerating Digital 2.0 via Dedicated Digital Business Unit

Building efficient / profitable digital bank catering to needs of Individual and MSME clients

**Individual Segment**
- IndusEasy credit led Personal Loan and Credit Cards growth
- Scaling online savings portal with focus on NTB acquisition
- Accelerating Digital 2.0 with launch & scale-up of INDIE

**SME Segment**
- Merchant acquisition via IndusMerchant Solutions
- DIY VKYC enabled CA platform to drive acquisition
- Scaling digital business loans through launch of new products (NTB + OD facility)

**Digital Partnerships**
- Focus on few partners & deep strategic alliances
- Partnerships framework in-place to enable new propositions
- Compliance at core in every partnership
Sustainability Driven Growth: Imbibing ESG into Business

**Environment**
- **Climate Finance**: Growing share of Climate & Transition finance in loan book
- **New Products**: Introducing innovative ESG linked products across business units
- **Carbon Neutrality**: Targets for Emission Reduction adopted across operational units with aim for Carbon Neutrality by 2032

**Social**
- **Inclusive Banking**: Scaling microfinance book creating wide impact on bottom of the pyramid segment
- **Product launches**: Launch of specialized Programs for social inclusion & positive impact (Healthcare, Women, Education)
- **Human Resources**: Work towards becoming an Employer of choice with improved Diversity & Inclusion quotient

**Governance**
- **Board level**: ESG Committee overseeing bank-wide ESG related initiatives
- **Key Management KRAs** to include commitment to ESG principles & targets
- **Independent 3rd Party Assurance** of Bank’s ESG Loan Portfolio, Liability Products & GHG Emissions
- **Integration of ESG Risk** with Credit Risk, Monitoring of Severe ESG Risk Industry Exposures & Climate Risk policy formulation
PC-6 Expected Outcome

Planning Cycle 6 (FY 2023-26)

<table>
<thead>
<tr>
<th>Resulting in</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan Growth</td>
<td>18%-23%</td>
</tr>
<tr>
<td>Retail Loan Mix</td>
<td>55%-60%</td>
</tr>
<tr>
<td>Retail Deposits as per LCR</td>
<td>45%-50%</td>
</tr>
<tr>
<td>PPOP / Loans</td>
<td>5.25% - 5.75%</td>
</tr>
<tr>
<td>Branch Network</td>
<td>3,250 - 3,750</td>
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<tr>
<td>Customer Base</td>
<td>&gt; 50mn</td>
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</table>
Awards & Accolades
Awards and Accolades

‘Escorts Kubota Ltd’

Escorts Kubota Ltd. recently awarded IndusInd Bank – TFE Team for being the Number 1 Financier for 2 consecutive Financial years

‘Bharat FinTech Summit 2023’

IndusInd Bank won the Best CIO award at the recently concluded Bharat FinTech Summit 2023.
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