IndusInd Bank at a Glance

5th Largest Private Bank with Disproportionately Large Distribution Network

Universal Banking Approach with Diversified Loan & Deposit Mix

Strong Domain Expertise Long Vintage across Cycles

Robust Balance Sheet with Strong Capital Adequacy & Contingency Buffers

Strong Profitability amongst highest in the Industry

- ₹3,01,317 crs Loans
  Diversified Across Products and Geographies

- ₹3,47,047 crs Deposits

- 35 mn Customers
  Across Segments

- 6,561 Group Network
  Pan India

- 54:46 Loan Mix
  Retail VS Wholesale

- 40% CASA
  Stable Low-cost Deposits

- Vehicle Finance
  26% of the Loan Book

- Micro Finance
  11% of the Loan Book

- Vehicle Finance
  26% of the Loan Book

- Micro Finance
  11% of the Loan Book

- 18.40% CRAR
  Tier 1: 16.89 | Tier 2: 1.51

- 132% Average LCR
  Well above regulatory requirement

- 4.29% Net Interest Margin

- 45.86% Cost to Income

- 71% PCR
  GNPA 1.94% | NNPA 0.58%

- 5.5% Operating Profit Margin to Loans

- 132% Average LCR
  Well above regulatory requirement

- 4.29% Net Interest Margin

- 45.86% Cost to Income

- 5.5% Operating Profit Margin to Loans

- 71% PCR
  GNPA 1.94% | NNPA 0.58%
### Key Financial Highlights for Q1 FY24

<table>
<thead>
<tr>
<th>Balance Sheet</th>
<th>Loans</th>
<th>Deposits</th>
<th>CASA</th>
<th>Term Deposits</th>
<th>Total Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>₹3,01,317 crs</td>
<td>₹3,47,047 crs</td>
<td>₹1,38,440 crs</td>
<td>₹2,08,607 crs</td>
<td>₹4,66,993 crs</td>
<td></td>
</tr>
<tr>
<td>▲ 22% YoY ▲ 4% QoQ</td>
<td>▲ 15% YoY ▲ 3% QoQ</td>
<td>▲ 6% YoY ▲ 3% QoQ</td>
<td>▲ 21% YoY ▲ 4% QoQ</td>
<td>▲ 14% YoY ▲ 2% QoQ</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Profit &amp; Loss</th>
<th>Net Interest Income</th>
<th>Total Other Income</th>
<th>Revenue</th>
<th>Operating Profit</th>
<th>Net Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>₹4,867 crs</td>
<td>₹2,210 crs</td>
<td>₹7,077 crs</td>
<td>₹3,831 crs</td>
<td>₹2,124 crs</td>
<td></td>
</tr>
<tr>
<td>▲ 18% YoY ▲ 4% QoQ</td>
<td>▲ 14% YoY ▲ 3% QoQ</td>
<td>▲ 17% YoY ▲ 4% QoQ</td>
<td>▲ 12% YoY ▲ 2% QoQ</td>
<td>▲ 30% YoY ▲ 4% QoQ</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Ratios</th>
<th>Net Interest Margin</th>
<th>Return on Assets</th>
<th>Return on Equity</th>
<th>Cost to Income</th>
<th>Net NPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.29%</td>
<td>1.90%</td>
<td>15.24%</td>
<td>45.86%</td>
<td>0.58%</td>
<td></td>
</tr>
<tr>
<td>▲ 8 bps YoY ▲ 1 bps QoQ</td>
<td>▲ 17 bps YoY ▼ 2 bps QoQ</td>
<td>▲ 180 bps YoY ▼ 93 bps QoQ</td>
<td>▲ 250 bps YoY ▼ 93 bps QoQ</td>
<td>▲ 9 bps YoY ▼ 1 bps QoQ</td>
<td></td>
</tr>
<tr>
<td>Resulting in</td>
<td>Planning Cycle 6 (FY 2023-26)</td>
<td>Q1FY24 Outcome</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>-------------------------------</td>
<td>----------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loan Growth</td>
<td>18%-23%</td>
<td>22%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retail Loan Mix</td>
<td>55%-60%</td>
<td>54%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retail Deposits as per LCR</td>
<td>45%-50%</td>
<td>43%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PPOP / Loans</td>
<td>5.25% - 5.75%</td>
<td>5.5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Branch Network</td>
<td>3,250 - 3,750</td>
<td>2,606</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Base</td>
<td>&gt; 50mn</td>
<td>35mn</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Consolidated Balance Sheet

<table>
<thead>
<tr>
<th>₹In crs</th>
<th>Q1 FY24</th>
<th>Q1 FY23</th>
<th>Y-o-Y (%)</th>
<th>Q4 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>-</td>
<td>776</td>
</tr>
<tr>
<td>Reserves and Surplus</td>
<td>56,368</td>
<td>48,932</td>
<td>15%</td>
<td>▲</td>
<td>54,229</td>
</tr>
<tr>
<td>Deposits</td>
<td>3,47,047</td>
<td>3,02,719</td>
<td>15%</td>
<td>▲</td>
<td>3,36,120</td>
</tr>
<tr>
<td>Borrowings</td>
<td>45,622</td>
<td>41,812</td>
<td>9%</td>
<td>▲</td>
<td>49,011</td>
</tr>
<tr>
<td>Other Liabilities and Provisions</td>
<td>17,180</td>
<td>15,862</td>
<td>8%</td>
<td>▲</td>
<td>17,701</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,66,993</td>
<td>4,10,100</td>
<td>14%</td>
<td>▲</td>
<td>4,57,837</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>28,235</td>
<td>56,153</td>
<td>(50)% ▼</td>
<td></td>
<td>42,975</td>
</tr>
<tr>
<td>Balances with Banks</td>
<td>18,168</td>
<td>6,615</td>
<td>175% ▲</td>
<td></td>
<td>13,802</td>
</tr>
<tr>
<td>Investments</td>
<td>94,216</td>
<td>72,487</td>
<td>30% ▲</td>
<td></td>
<td>83,076</td>
</tr>
<tr>
<td>Advances</td>
<td>3,01,317</td>
<td>2,47,960</td>
<td>22% ▲</td>
<td></td>
<td>2,89,924</td>
</tr>
<tr>
<td>Fixed Assets</td>
<td>2,109</td>
<td>1,952</td>
<td>8% ▲</td>
<td></td>
<td>2,078</td>
</tr>
<tr>
<td>Other Assets</td>
<td>22,948</td>
<td>24,933</td>
<td>(8)% ▼</td>
<td></td>
<td>25,982</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,66,993</td>
<td>4,10,100</td>
<td>14% ▲</td>
<td></td>
<td>4,57,837</td>
</tr>
</tbody>
</table>
## Consolidated Profit and Loss Account – Q1 FY24

<table>
<thead>
<tr>
<th>₹ in Crore</th>
<th>Q1FY24</th>
<th>Q1FY23</th>
<th>Y-o-Y (%)</th>
<th>Q4FY23</th>
<th>Q-o-Q (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Interest Income</td>
<td>4,867</td>
<td>4,125</td>
<td>18%</td>
<td>▲ 4,669</td>
<td>4% ▲</td>
</tr>
<tr>
<td>Other Income</td>
<td>2,210</td>
<td>1,932</td>
<td>14%</td>
<td>▲ 2,154</td>
<td>3% ▲</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>7,077</td>
<td>6,057</td>
<td>17%</td>
<td>▲ 6,823</td>
<td>4% ▲</td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>3,246</td>
<td>2,626</td>
<td>24%</td>
<td>▲ 3,065</td>
<td>6% ▲</td>
</tr>
<tr>
<td><strong>Operating Profit</strong></td>
<td>3,831</td>
<td>3,431</td>
<td>12%</td>
<td>▲ 3,758</td>
<td>2% ▲</td>
</tr>
<tr>
<td>Provisions &amp; Contingencies</td>
<td>991</td>
<td>1251</td>
<td>(21)%</td>
<td>▼ 1,030</td>
<td>(4)% ▼</td>
</tr>
<tr>
<td><strong>Profit before Tax</strong></td>
<td>2,840</td>
<td>2,180</td>
<td>30%</td>
<td>▲ 2,727</td>
<td>4% ▲</td>
</tr>
<tr>
<td>Provision for Tax</td>
<td>716</td>
<td>549</td>
<td>30%</td>
<td>▼ 684</td>
<td>5% ▲</td>
</tr>
<tr>
<td><strong>Profit after Tax</strong></td>
<td>2,124</td>
<td>1,631</td>
<td>30%</td>
<td>▲ 2,043</td>
<td>4% ▲</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></th>
<th>Jun-22</th>
<th>Sep-22</th>
<th>Dec-22</th>
<th>Mar-23</th>
<th>Jun-23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Banking</td>
<td>2,47,960 (46%)</td>
<td>2,60,129 (53%)</td>
<td>2,72,754 (53%)</td>
<td>2,89,924 (54%)</td>
<td>3,01,317 (54%)</td>
</tr>
<tr>
<td>Corporate &amp; Commercial Banking</td>
<td>54%</td>
<td>47%</td>
<td>47%</td>
<td>46%</td>
<td>46%</td>
</tr>
</tbody>
</table>

### Corporate Banking (₹crs)

<table>
<thead>
<tr>
<th></th>
<th>June-23</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Corporates</td>
<td>77,065</td>
<td>25%</td>
</tr>
<tr>
<td>Mid Corporates</td>
<td>47,624</td>
<td>16%</td>
</tr>
<tr>
<td>Small Corporates</td>
<td>14,748</td>
<td>5%</td>
</tr>
<tr>
<td>Total Advances</td>
<td>1,39,437</td>
<td>46%</td>
</tr>
</tbody>
</table>

### Consumer Banking

<table>
<thead>
<tr>
<th>Product</th>
<th>June-23 (₹crs)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Finance</td>
<td>78,332</td>
<td>26%</td>
</tr>
<tr>
<td>Commercial Vehicle</td>
<td>29,320</td>
<td>10%</td>
</tr>
<tr>
<td>Utility Vehicle</td>
<td>9,813</td>
<td>3%</td>
</tr>
<tr>
<td>Small CV</td>
<td>3,561</td>
<td>1%</td>
</tr>
<tr>
<td>Two-Wheeler</td>
<td>4,778</td>
<td>2%</td>
</tr>
<tr>
<td>Car</td>
<td>11,110</td>
<td>4%</td>
</tr>
<tr>
<td>Tractor</td>
<td>9,516</td>
<td>3%</td>
</tr>
<tr>
<td>Equipment Financing</td>
<td>10,234</td>
<td>3%</td>
</tr>
<tr>
<td>Non-Vehicle Finance</td>
<td>51,567</td>
<td>17%</td>
</tr>
<tr>
<td>Loan Against Property</td>
<td>9,953</td>
<td>3%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>8,978</td>
<td>3%</td>
</tr>
<tr>
<td>Personal Loans</td>
<td>6,084</td>
<td>2%</td>
</tr>
<tr>
<td>Merchant advances</td>
<td>4,229</td>
<td>1%</td>
</tr>
<tr>
<td>BL, AHL, Others</td>
<td>7,516</td>
<td>2%</td>
</tr>
<tr>
<td>Microfinance</td>
<td>31,981</td>
<td>11%</td>
</tr>
<tr>
<td>Total Advances</td>
<td>1,61,880</td>
<td>54%</td>
</tr>
</tbody>
</table>

### Corporate & Commercial Banking

<table>
<thead>
<tr>
<th>Product</th>
<th>June-23 (₹crs)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Corporates</td>
<td>2,69,097</td>
<td>26%</td>
</tr>
<tr>
<td>Mid Size Corporates</td>
<td>2,69,097</td>
<td>16%</td>
</tr>
<tr>
<td>Small Corporates</td>
<td>2,69,097</td>
<td>5%</td>
</tr>
<tr>
<td>Total Advances</td>
<td>2,89,924</td>
<td>46%</td>
</tr>
</tbody>
</table>

### Loan Book Mix - (%)

<table>
<thead>
<tr>
<th></th>
<th>Jun-22</th>
<th>Sep-22</th>
<th>Dec-22</th>
<th>Mar-23</th>
<th>Jun-23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Banking</td>
<td>54%</td>
<td>53%</td>
<td>53%</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Corporate &amp; Commercial Banking</td>
<td>46%</td>
<td>47%</td>
<td>47%</td>
<td>46%</td>
<td>46%</td>
</tr>
</tbody>
</table>

### Loan Book Mix - (₹crs)

<table>
<thead>
<tr>
<th></th>
<th>Jun-22</th>
<th>Sep-22</th>
<th>Dec-22</th>
<th>Mar-23</th>
<th>Jun-23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Corporates</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
</tr>
<tr>
<td>Mid Size Corporates</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
</tr>
<tr>
<td>Small Corporates</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
<td>2,69,097</td>
</tr>
<tr>
<td>Total Advances</td>
<td>2,89,924</td>
<td>2,89,924</td>
<td>2,89,924</td>
<td>2,89,924</td>
<td>2,89,924</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)

- Q1 FY23: 64,583
- Q2 FY23: 67,167
- Q3 FY23: 71,665
- Q4 FY23: 75,243
- Q1 FY24: 78,332

- **21% YoY**
- **4% QoQ**

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

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

### Disbursements (₹crs)

- Q1 FY23: 10,078
- Q2 FY23: 10,664
- Q3 FY23: 12,713
- Q4 FY23: 12,516
- Q1 FY24: 11,901

- **18% YoY**
- **(5)% QoQ**
Microfinance: Bridging the Financial Inclusion Gap

- **2nd Largest Micro Finance Lender**
- **10mn Women Customers**
- **1.38 Lacs Villages covered across 21 States**
- **Tech/Data driven Risk Management**
  - District/Branch level Monitoring
- **115K+ Active Bharat Money Stores**
  - Banking at doorstep in remote areas
- **660K+ Merchants (loan clients)**
  - Addressing the MSME banking needs

### Micro Finance Loan Book (₹crs)

- Q1 FY23: 29,403
- Q2 FY23: 29,617
- Q3 FY23: 29,688
- Q4 FY23: 32,215
- Q1 FY24: 31,981

Increase 9% YoY, 1% QoQ

### Average Ticket Size (₹)

- Q1 FY23: 29,738
- Q2 FY23: 29,089
- Q3 FY23: 29,275
- Q4 FY23: 32,453
- Q1 FY24: 33,134

Increase 11% YoY, 2% QoQ
## Corporate Portfolio – Focus on Granular, Higher Rated Customers

### Corporate Loan Book (₹crs)

<table>
<thead>
<tr>
<th></th>
<th>Jun-22</th>
<th>Sep-22</th>
<th>Dec-22</th>
<th>Mar-23</th>
<th>Jun-23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,14,429</td>
<td>1,21,766</td>
<td>1,27,010</td>
<td>1,34,150</td>
<td>1,39,437</td>
</tr>
</tbody>
</table>

- **22% YoY**
- **4% QoQ**

### Sector-wise Loan Mix (% of Total Loans)

<table>
<thead>
<tr>
<th>Sector</th>
<th>Q1 FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBFCs (other than HFCs)</td>
<td>5.21%</td>
</tr>
<tr>
<td>Real Estate - Commercial and Residential</td>
<td>4.18%</td>
</tr>
<tr>
<td>Gems and Jewellery</td>
<td>3.93%</td>
</tr>
<tr>
<td>Power Generation – Non Renewable</td>
<td>2.99%</td>
</tr>
<tr>
<td>Steel</td>
<td>2.16%</td>
</tr>
<tr>
<td>Food Beverages and Food processing</td>
<td>1.60%</td>
</tr>
<tr>
<td>Power Generation – Renewable</td>
<td>1.49%</td>
</tr>
<tr>
<td>Services</td>
<td>1.23%</td>
</tr>
<tr>
<td>Road Projects (Operational)</td>
<td>1.09%</td>
</tr>
<tr>
<td>Petroleum &amp; Products</td>
<td>1.08%</td>
</tr>
<tr>
<td>Others</td>
<td>21.31%</td>
</tr>
<tr>
<td>Corporate Banking</td>
<td>46.28%</td>
</tr>
<tr>
<td>Consumer Banking</td>
<td>53.72%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

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

### 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>Sep-22</td>
<td>22%</td>
<td>22%</td>
<td>22%</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>Dec-22</td>
<td>25%</td>
<td>24%</td>
<td>24%</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Mar-23</td>
<td>26%</td>
<td>28%</td>
<td>27%</td>
<td>27%</td>
<td>29%</td>
</tr>
<tr>
<td>Jun-23</td>
<td>23%</td>
<td>22%</td>
<td>23%</td>
<td>20%</td>
<td>4%</td>
</tr>
</tbody>
</table>

- **Stressed telco at 1%**

### Diversified Fee Mix Q1FY24

- Loan Processing: 34%
- Investment Banking: 3%
- Trade & Remittances: 37%
- Foreign Exchange: 26%
Non-Vehicle Retail Loans – Risk Calibrated Growth Strategy

### Business Banking (₹crs)
- Jun-22: 12,203
- Sep-22: 12,512
- Dec-22: 12,839
- Mar-23: 13,845
- Jun-23: 14,807

- **YoY Growth:** 21%
- **QoQ Growth:** 7%

### Loan Against Property (₹crs)
- Jun-22: 9,009
- Sep-22: 9,248
- Dec-22: 9,502
- Mar-23: 9,640
- Jun-23: 9,953

- **YoY Growth:** 10%
- **QoQ Growth:** 3%

### Credit Cards (₹crs)
- Jun-22: 6,478
- Sep-22: 7,098
- Dec-22: 7,714
- Mar-23: 8,395
- Jun-23: 8,978

- **YoY Growth:** 39%
- **QoQ Growth:** 7%

### Other Retail Loans
- Jun-22: 11,855
- Sep-22: 12,720
- Dec-22: 14,336
- Mar-23: 16,436
- Jun-23: 17,829

- **YoY Growth:** 50%
- **QoQ Growth:** 8%
Key Strengths of the Bank

<table>
<thead>
<tr>
<th>Strength</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversified</td>
<td>Loan Book with Domain Expertise in Livelihood Loans</td>
</tr>
<tr>
<td>Robust</td>
<td>Liability Franchise</td>
</tr>
<tr>
<td>Strong</td>
<td>Product Groups</td>
</tr>
<tr>
<td>Profitability</td>
<td>amongst the Highest in Industry</td>
</tr>
<tr>
<td>Stable</td>
<td>Asset Quality with Conservative Provisioning</td>
</tr>
<tr>
<td>Healthy</td>
<td>Capital Adequacy</td>
</tr>
<tr>
<td>Disproportionately</td>
<td>Large Distribution Network</td>
</tr>
<tr>
<td>Executing Digital</td>
<td>2.0 Strategy</td>
</tr>
<tr>
<td>ESG</td>
<td>– Core to the Business Philosophy</td>
</tr>
<tr>
<td>Experienced</td>
<td>Board and Management Team</td>
</tr>
</tbody>
</table>
Deposit Growth Driven by Granular Retail Deposits; Building Stable Low-Cost Deposit Book

### Deposits (₹crs)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>3,02,719</td>
<td>3,47,047</td>
</tr>
<tr>
<td>Q2</td>
<td>3,15,532</td>
<td></td>
</tr>
<tr>
<td>Q3</td>
<td>3,25,278</td>
<td></td>
</tr>
<tr>
<td>Q4</td>
<td>3,36,120</td>
<td></td>
</tr>
</tbody>
</table>

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

### Cost of Deposits (%)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>4.79%</td>
<td>6.12%</td>
</tr>
<tr>
<td>Q2</td>
<td>5.10%</td>
<td></td>
</tr>
<tr>
<td>Q3</td>
<td>5.47%</td>
<td></td>
</tr>
<tr>
<td>Q4</td>
<td>5.81%</td>
<td></td>
</tr>
</tbody>
</table>

- **133bps YoY**
- **31bps QoQ**

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY23</th>
<th>FY24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>1,24,105</td>
<td>1,50,691</td>
</tr>
<tr>
<td>Q2</td>
<td>1,29,990</td>
<td></td>
</tr>
<tr>
<td>Q3</td>
<td>1,37,968</td>
<td></td>
</tr>
<tr>
<td>Q4</td>
<td>1,43,021</td>
<td></td>
</tr>
</tbody>
</table>

- **21% YoY**
- **5% 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
  - Exploring Community Banking Approach for select segments
- Innovative service propositions
- Executing Digital 2.0 with planned 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

**CASA (₹crs)**

- CASA: 1,30,508 (Q1 FY23), 1,33,525 (Q2 FY23), 1,36,379 (Q3 FY23), 1,34,728 (Q4 FY23), 1,38,440 (Q1 FY24)
- Share of CASA %: 43%, 42%, 42%, 40%, 40%
- QoQ: 3% YoY

**SA (₹crs)**

- SA: 95,243 (Q1 FY23), 89,368 (Q2 FY23), 86,372 (Q3 FY23), 84,128 (Q4 FY23), 89,097 (Q1 FY24)
- Share of SA %: 31%, 28%, 27%, 25%, 26%
- YoY: 6% YoY, 6% QoQ

**CA (₹crs)**

- CA: 35,265 (Q1 FY23), 44,157 (Q2 FY23), 50,007 (Q3 FY23), 50,600 (Q4 FY23), 49,343 (Q1 FY24)
- Share of CA %: 12%, 14%, 15%, 15%, 14%
- YoY: 6% YoY

**Liquidity Coverage Ratio (%)**

- Q1 FY23: 124%
- Q2 FY23: 125%
- Q3 FY23: 117%
- Q4 FY23: 123%
- Q1 FY24: 132%
## 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>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>
<tr>
<td>Q1 FY24</td>
<td>45,622</td>
<td>10%</td>
</tr>
</tbody>
</table>

### Borrowings Mix (%)
- Refinance from Development Finance Institutions: 58%
- Long-Term FCY: 26%
- AT1 Bonds: 3%
- Tier 2 Bonds: 6%
- Infrastructure Bonds: 3%
- Short-Term FCY (less than 12 months): 4%
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

**Low RWA Consumption (₹crs)**

<table>
<thead>
<tr>
<th>Derivatives + FX Contracts + Options</th>
<th>LC and Guarantees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notional Amount</td>
<td>Risk Weighted Assets</td>
</tr>
<tr>
<td>13,86,814</td>
<td>9,446</td>
</tr>
<tr>
<td>78,236</td>
<td>24,041</td>
</tr>
</tbody>
</table>

#CRAR consumption

**LC-BG Rating Profile**

- *Below investment grade* 4%
- Cash Backed 13%
- Secured by Counter Guarantees of Correspondent Bank 5%
- Above investment grade 78%

**FX-Derivatives Exposure Type**

- Exposure against Banks (Non Collateralised) 2%
- Others Counterparties 15%
- Counterparties with Collateralised Arrangements (CSA) 32%
- Central Counterparty (Guaranteed Settlements) 51%

**LC-BG Mix**

- Financial Guarantees 38%
- Performance Guarantees 41%
- LC - Sight 6%
- LC - Usance 15%

**FX-Derivatives Exposure Type**

- Other Counterparties 15%
- Counterparties with Collateralised Arrangements (CSA) 32%
- Central Counterparty (Guaranteed Settlements) 51%

*Stressed telecom contributes 1%
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>Q1FY24 Outstanding (₹crs)</th>
<th>Q1FY24 Yield (%)</th>
<th>Q4FY23 Outstanding (₹crs)</th>
<th>Q4FY23 Yield (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Banking</td>
<td>139,437</td>
<td>8.99%</td>
<td>134,150</td>
<td>8.89%</td>
</tr>
<tr>
<td>Consumer Banking</td>
<td>161,880</td>
<td>14.76%</td>
<td>155,774</td>
<td>14.68%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>301,317</strong></td>
<td><strong>12.24%</strong></td>
<td><strong>289,924</strong></td>
<td><strong>12.02%</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>Q1FY24</th>
<th>Q1FY23</th>
<th>Y-o-Y(%)</th>
<th>Q4FY23</th>
<th>Q-o-Q(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade and Remittances</td>
<td>233</td>
<td>189</td>
<td>23%</td>
<td>▲</td>
<td>200</td>
</tr>
<tr>
<td>Foreign Exchange Income</td>
<td>262</td>
<td>220</td>
<td>19%</td>
<td>▲</td>
<td>269</td>
</tr>
<tr>
<td>Cards and Distribution Fees</td>
<td>637</td>
<td>507</td>
<td>26%</td>
<td>▲</td>
<td>714</td>
</tr>
<tr>
<td>General Banking Fees</td>
<td>382</td>
<td>334</td>
<td>20%</td>
<td>▲</td>
<td>237</td>
</tr>
<tr>
<td>Loan Processing Fees</td>
<td>588</td>
<td>511</td>
<td>15%</td>
<td>▲</td>
<td>636</td>
</tr>
<tr>
<td>Investment Banking</td>
<td>17</td>
<td>25</td>
<td>(35)%</td>
<td>▼</td>
<td>31</td>
</tr>
<tr>
<td>Total Core Fee Income</td>
<td>2,119</td>
<td>1,786</td>
<td>19%</td>
<td>▲</td>
<td>2,087</td>
</tr>
<tr>
<td>Securities/MM/FX Trading/Others</td>
<td>91</td>
<td>146</td>
<td>(37)%</td>
<td>▼</td>
<td>67</td>
</tr>
<tr>
<td>Total Other Income</td>
<td>2,210</td>
<td>1,932</td>
<td>14%</td>
<td>▲</td>
<td>2,154</td>
</tr>
</tbody>
</table>

### Fee Income Mix

- **CONSUMER BANKING**: 73%
- **CORPORATE BANKING**: 23%
- **TRADING & OTHER INCOME**: 4%
Operating Profit Margins Amongst the Highest in Industry

**Net Interest Margin (%)**
- Q1 FY23: 4.21%
- Q2 FY23: 4.24%
- Q3 FY23: 4.27%
- Q4 FY23: 4.28%
- Q1 FY24: 4.29%

**Total Fee to Asset Ratio (%)**
- Q1 FY23: 1.9%
- Q2 FY23: 1.9%
- Q3 FY23: 1.9%
- Q4 FY23: 1.9%
- Q1 FY24: 1.9%

**Cost to Income Ratio (%)**
- Q1 FY23: 43.4%
- Q2 FY23: 43.9%
- Q3 FY23: 43.9%
- Q4 FY23: 44.9%
- Q1 FY24: 45.9%

**Operating Profit Margin (%)**
- Q1 FY23: 5.7%
- Q2 FY23: 5.7%
- Q3 FY23: 3.5%
- Q4 FY23: 3.5%
- Q1 FY24: 3.5%
Key Financial Indicators

Return on Assets (%)

- Q1 FY23: 1.73%
- Q2 FY23: 1.80%
- Q3 FY23: 1.87%
- Q4 FY23: 1.90%
- Q1 FY24: 1.90%

Return on Equity (%)

- Q1 FY23: 13.44%
- Q2 FY23: 14.45%
- Q3 FY23: 15.23%
- Q4 FY23: 15.26%
- Q1 FY24: 15.24%

Earning Per Share – Annualized (₹)

- Q1 FY23: 84.2
- Q2 FY23: 93.2
- Q3 FY23: 101.3
- Q4 FY23: 105.4
- Q1 FY24: 109.5

Net Worth (₹ crs)

- Q1 FY23: 47,265
- Q2 FY23: 48,186
- Q3 FY23: 50,686
- Q4 FY23: 52,848
- Q1 FY24: 54,994
**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>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>Fresh Additions</td>
<td>43</td>
<td>1,333</td>
<td>1,376</td>
<td>264</td>
<td>1,339</td>
<td>1,603</td>
</tr>
<tr>
<td>- from Standard</td>
<td>43</td>
<td>1,201</td>
<td>1,244</td>
<td>82</td>
<td>1,162</td>
<td>1,244</td>
</tr>
<tr>
<td>- from Restructured</td>
<td>-</td>
<td>132</td>
<td>132</td>
<td>82</td>
<td>177</td>
<td>359</td>
</tr>
<tr>
<td>Deductions</td>
<td>124</td>
<td>1,137</td>
<td>1,261</td>
<td>63</td>
<td>1,424</td>
<td>1,487</td>
</tr>
<tr>
<td>- Write-offs</td>
<td>19</td>
<td>701</td>
<td>720</td>
<td>-</td>
<td>569</td>
<td>569</td>
</tr>
<tr>
<td>- Upgrades</td>
<td>12</td>
<td>87</td>
<td>99</td>
<td>47</td>
<td>181</td>
<td>228</td>
</tr>
<tr>
<td>- Recoveries *</td>
<td>93</td>
<td>349</td>
<td>442</td>
<td>16</td>
<td>674</td>
<td>690</td>
</tr>
<tr>
<td>Gross NPA</td>
<td>1,989</td>
<td>3,952</td>
<td>5,941</td>
<td>2,069</td>
<td>3,757</td>
<td>5,826</td>
</tr>
<tr>
<td>Net NPA</td>
<td></td>
<td></td>
<td>1,747</td>
<td></td>
<td>1,715</td>
<td></td>
</tr>
<tr>
<td>% of Gross NPA</td>
<td></td>
<td></td>
<td>1.94%</td>
<td></td>
<td>1.98%</td>
<td></td>
</tr>
<tr>
<td>% of Net NPA</td>
<td></td>
<td></td>
<td>0.58%</td>
<td></td>
<td>0.59%</td>
<td></td>
</tr>
<tr>
<td>Provision Coverage Ratio (PCR)</td>
<td></td>
<td></td>
<td>71%</td>
<td></td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Restructured Advances</td>
<td></td>
<td></td>
<td>0.66%</td>
<td></td>
<td>0.84%</td>
<td></td>
</tr>
</tbody>
</table>

*Q1 FY24 Sale to ARC is Rs. 163 crs (Q4 FY23 Sale to ARC is 278 crs)
## NPA Composition – **Consumer Banking**

<table>
<thead>
<tr>
<th></th>
<th>CV</th>
<th>Utility</th>
<th>CE</th>
<th>Small CV</th>
<th>TW</th>
<th>Cars</th>
<th>Tractor</th>
<th>BBG/LAP</th>
<th>HL/PL/Others</th>
<th>Cards</th>
<th>MFI</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q1 FY24</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross NPA</td>
<td>378</td>
<td>30</td>
<td>93</td>
<td>65</td>
<td>376</td>
<td>60</td>
<td>169</td>
<td>847</td>
<td>265</td>
<td>216</td>
<td>1,453</td>
<td>3,952</td>
</tr>
<tr>
<td>Gross NPA %</td>
<td>1.28%</td>
<td>0.30%</td>
<td>0.91%</td>
<td>1.81%</td>
<td>7.62%</td>
<td>0.54%</td>
<td>1.76%</td>
<td>3.34%</td>
<td>1.47%</td>
<td>2.38%</td>
<td>4.39%</td>
<td>2.41%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>CV</th>
<th>Utility</th>
<th>CE</th>
<th>Small CV</th>
<th>TW</th>
<th>Cars</th>
<th>Tractor</th>
<th>BBG/LAP</th>
<th>HL/PL/Others</th>
<th>Cards</th>
<th>MFI</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q4 FY23</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<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>3,757</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>
</tr>
</tbody>
</table>
Loan Related Provisions held as on June 30, 2023

- Specific provision of ₹ 4,124 crs for non-performing accounts (towards PCR)
- Floating provisions of ₹ 70 crs (towards PCR)
- Standard contingent provisions of ₹ 1,700 crs surplus outside PCR
- Standard asset provisions of ₹ 1,345 crs other than contingent provisions
- Provision Coverage Ratio at 71% and total loan related provisions at 121% of GNPA
- Loan related provisions of ₹ 7,239 crs are 2.4% 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

<table>
<thead>
<tr>
<th>Capital Adequacy</th>
<th>30 June 23</th>
<th>31 Mar 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>₹ in crs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Risk, CVA and UFCE</td>
<td>2,82,316</td>
<td>2,85,986</td>
</tr>
<tr>
<td>Market Risk</td>
<td>9,643</td>
<td>8,639</td>
</tr>
<tr>
<td>Operational Risk</td>
<td>42,411</td>
<td>42,411</td>
</tr>
<tr>
<td>Total Risk Weighted Assets</td>
<td>3,34,370</td>
<td>3,37,036</td>
</tr>
</tbody>
</table>

- Core Equity Tier 1 Capital Funds: 54,980, 53,668
- Additional Tier 1 Capital Funds: 1,490, 1,490
- Tier 2 Capital Funds: 5,062, 5,030
- Total Capital Funds: 61,532, 60,188

| CRAR (%) | 18.40% | 17.86% |
| CET1 (%) | 16.44% | 15.93% |
| Tier 1 (%) | 16.89% | 16.37% |
| Tier 2 (%) | 1.51% | 1.49% |

<table>
<thead>
<tr>
<th>CET1 Ratio (%)</th>
<th>Jun-22</th>
<th>Sep-22</th>
<th>Dec-22</th>
<th>Mar-23</th>
<th>Jun-23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16.06%</td>
<td>15.97%</td>
<td>16.01%</td>
<td>15.93%</td>
<td>16.44%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CRAR (%)</th>
<th>Jun-22</th>
<th>Sep-22</th>
<th>Dec-22</th>
<th>Mar-23</th>
<th>Jun-23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>18.14%</td>
<td>18.01%</td>
<td>18.01%</td>
<td>17.86%</td>
<td>18.40%</td>
</tr>
</tbody>
</table>
Shareholding Pattern and Credit Ratings

Diversified Shareholding

Promoters 15.14%
GDR issue 8.18%
MFs / Banks / Insurance Co 23.16%
NRIs / Director / Others 1.93%
Individuals 7.37%
Private Corporates 5.35%
FIIs 38.87%

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

Includes FPIs
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

---

IndusInd Bank
Disproportionately Large Distribution Network with Unparalleled Rural Presence

Distribution Network with Deep Rural Presence

- ~35 mn Customer Base
- 6,561 Group Network
- ~1,38,000 Villages Covered
- 2,875 ATMs

Geographical Breakdown of Branches

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

Regional Breakdown of Branches

- Southern: 640 (25%)
- Western: 477 (18%)
- Central: 348 (13%)
- Eastern: 532 (21%)
- Northern: 609 (23%)

Strengthening Distribution Infrastructure

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Branches/Banking Outlets</td>
<td>2,286</td>
<td>2,320</td>
<td>2,384</td>
<td>2,606</td>
<td>2,606</td>
</tr>
<tr>
<td>BFIL Branches</td>
<td>2,836</td>
<td>2,978</td>
<td>3,176</td>
<td>3,303</td>
<td>3,394</td>
</tr>
<tr>
<td>Vehicle Finance Marketing Outlets (IMFS)</td>
<td>817</td>
<td>805</td>
<td>792</td>
<td>582</td>
<td>561</td>
</tr>
<tr>
<td>ATMs</td>
<td>2,783</td>
<td>2,807</td>
<td>2,894</td>
<td>2,878</td>
<td>2,875</td>
</tr>
</tbody>
</table>
**Key Strengths** of the Bank

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

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  2.0 Strategy

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  – Core to the Business Philosophy

- **Experienced**
  Board and Management Team
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

Drive Superior Customer Experience and Engagement

- IndusMerchant Solutions PlayStore App Rating 4.2
- 32% YoY growth in IndusMobile MAU*
- 74% of service requests processed digitally
- 1.6X growth in mobile txn. Volumes (May’23 vs May’22)*
- 20% QoQ growth in IndusMerchant Solutions MAU

Transform existing lines of businesses

- IndusMobile PlayStore App Rating 4.3
- 98% of savings accounts opened digitally
- 98% of mutual funds sourced digitally
- 97% of credit cards sourced digitally
- 65% of current accounts opened digitally
- 39% of savings accounts digitally unassisted
- 100% of life insurance sourced digitally
- 74% of personal loans sourced digitally
- 67% of Small Business Banking (upto 2 cr exposure) sourced digitally
- 66% of Retail Forex digital via indusforex

77K+ clients on boarded using VKYC every month across SA, FD, Cards, PL

- 98% of savings accounts opened digitally
- 86% of non life insurance sourced digitally
- 74% of personal loans sourced digitally
- 67% of Small Business Banking (upto 2 cr exposure) sourced digitally

- 39% of savings accounts digitally unassisted
- 100% of life insurance sourced digitally
- 63% of Retail Forex digital via indusforex

** MAU = Monthly Active Users; # RBI Data
** 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

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

<table>
<thead>
<tr>
<th>Do It Yourself (DIY) Platform led &amp; BaaS* led Business:</th>
<th>Assets grew 4X YoY, Liabilities grew 1.4X YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Diagram showing growth in assets and liabilities]</td>
<td></td>
</tr>
</tbody>
</table>

*Banking as a Service
Digital Marketing at IndusInd continues to activate the brand digitally and driving better conversions through insight-led marketing campaigns.

Impactful digital marketing initiatives leading to increase in organic growth:

- Creating Video First Content
- Doubling up SEO efforts
- Traffic & Remarketing Ads
- Leveraging Social Media

~30% Increase in lead page traffic per product since Apr’23
~100 Avg. No. Of leads generated per product in a month

Reduction in Cost of Acquisition (CAC) due to optimization of campaigns and increase in organic sourcing:

<table>
<thead>
<tr>
<th></th>
<th>Q1 FY 23</th>
<th>Q1 FY 24</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIY Savings Account</td>
<td>100</td>
<td>98</td>
</tr>
<tr>
<td>with VKYC</td>
<td>100%</td>
<td>98%</td>
</tr>
<tr>
<td>DIY Cards CAC (indexed)</td>
<td>100</td>
<td>31</td>
</tr>
<tr>
<td>DIY PL CAC (indexed)</td>
<td>100</td>
<td>32</td>
</tr>
<tr>
<td>DIY Current Account</td>
<td>100</td>
<td>61</td>
</tr>
<tr>
<td>with VKYC</td>
<td>100%</td>
<td>61%</td>
</tr>
</tbody>
</table>

~2% ~69% ~69% ~30%
Digital Stack for Individual and MSME Segments: Continued enhancements to drive DIY, STP & overall operational efficiencies

**Indus Easy Credit for Individuals**

- Enabled instant completion of personal loan and credit card application journey by integrating assisted Video-KYC in assisted as well as DIY mode – enabling better customer experience and reduction in TAT
- 100% completion of LOS migration from legacy software to new state-of-the-art LOS system – enabled digitalization of journey.

**Indus Mobile (Mobile Banking app)**

- Additional security features by preventing un-authorized access, mirroring, tempering with client-side application
- Real-time account statement view & download feature for CASA and credit card customers

**IndusNet (Net Banking app)**

- Integration with Income Tax and GST portal to enable tax payment transaction via IndusInd Bank Net Banking portal
- Seamless inward remittance journey for IndusNet users by enabling SSO-based login to Indus Fast Remit from IndusNet

**Launch of CBDC app (Android & iOS)**

**Awarded**

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

**For Businesses**

Launched STP journey in Unsecured Small Ticket Business Loans (upto 20 lacs) for pre-qualified, enabling instant disbursement within 10 mins.

Digitization of Term Loans, Non Fund Based and Export Lending Products in Small Business Banking upto 2 Cr – to allow sanction within 2 days
With alternate data, newer algorithms and multi dimensional models we have been able to augment our asset disbursements with very short TAT

1. Using alternate data and ML algorithms we have identified profitable segments for unsecured underwriting

   - Internal and external alternate data
   - ML Algorithm
   - Alternate Credit Score
   - Bank channels

   - Green: Approved with very short TAT
   - Amber: Proceed with caution (Underwriter to review and ask for documents)
   - Red: Reject

   - Started underwriting NTC personal loans
   - PL origination proportion to grow from 1-2% to 10%
   - Start pre-approving credit cards to NTC
   - Evaluating alternate data for vehicle financing

2. MSME Underwriting Models 0-5Cr

   - Banking, Industry, GST, Financials Data
   - Separate models to score application on key dimensions

   - Credit sanction time reduced from 25 days to 1 day
   - Approval rate of 90-95% in Green/Ambre channels
Launching a new way to bank

IndusInd Bank

GETS IT DONE

DOWNLOAD NOW
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 Q1 of FY24

**Business**
- ORMC approvals for Women Entrepreneurs Product in place.
- Signed a MoU with USAID supported SAMRIDH, allocating Rs. 5 crores in interest-free grants for Indus-WE (Women Entrepreneurs) in healthcare sector. More Offers in pipeline.

**Risk**
- Selected by UN Supported ‘Taskforce on Nature related Financial Disclosures’ as a pilot partner in India for developing a comprehensive risk management and disclosure framework for nature-related financial disclosures

**Operations**
- All our pioneer branches are now LEED certified.
- IBL to be Carbon Neutral by 2032 - Mandate under execution by Deloitte

**Awards**
- Recognized as the ‘Best Banks in India for ESG’ by Asiamoney for FY-2023, second time in a row
Awarded ‘Best Bank for ESG in India - FY23’

Leadership in ESG because we made Sustainability our business

Our Sustainability Pillars

- ESG products for Business
- ESG Integration in Risk Management
- ESG Principles in Bank’s IT, HR and Operations
- Industry-level Advocacy & Collaboration
- Disclosures & ESG Ratings
- ESG integration in PC-6 strategy

Thanking our partners for helping us win this award for the second consecutive year
Key Strengths of the Bank

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

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- **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 Varied Expertise

<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, Independent, Part-time</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></td>
<td>Chairman</td>
<td></td>
<td></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, 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>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>
</tbody>
</table>
# Experienced and Well-knit Management Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
<th>Exp (Yrs)</th>
<th>Prior Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Sumant Kathpalia</td>
<td>Managing Director &amp; CEO</td>
<td>35+</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>31+</td>
<td>Head – Commercial Banking, ABN AMRO Bank (India)</td>
</tr>
<tr>
<td>Mr. Ramesh Ganesan</td>
<td>Head - Technology and Corporate &amp; Global Market Operation</td>
<td>35+</td>
<td>Executive Director, ABN AMRO Bank (India)</td>
</tr>
<tr>
<td>Mr. Zubin Mody</td>
<td>Chief Human Resources Officer</td>
<td>30+</td>
<td>Head – HR, ICICI Lombard General Insurance Company Limited</td>
</tr>
<tr>
<td>Mr. Bijayananda Pattanayak</td>
<td>Head - Gems &amp; Jewellery</td>
<td>38+</td>
<td>Managing Director and Member, Global Management Team IDGJ of ABN AMRO</td>
</tr>
<tr>
<td>Mr. Gobind Jain</td>
<td>Chief Financial Officer</td>
<td>29+</td>
<td>Joint President Group Account &amp; MIS, Kotak Mahindra Bank; held prior positions at ICICI Bank, Bank of America, Bank International Indonesia and RBI</td>
</tr>
<tr>
<td>Mr. Soumitra Sen</td>
<td>Head - Consumer Banking &amp; Marketing</td>
<td>33+</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>25+</td>
<td>COO - Private Banking, Asia at RBC, leadership positions with Bank of America, ANZ, and ABN AMRO.</td>
</tr>
<tr>
<td>Mr. Anil M. Rao</td>
<td>Head - Consumer Operations &amp; Solution Delivery</td>
<td>28+</td>
<td>Various positions at ABN AMRO Bank, RBS and Bank of America</td>
</tr>
<tr>
<td>Mr. Siddharth Banerjee</td>
<td>Head - Global Markets and FIG</td>
<td>25+</td>
<td>Various position at HSBC, Deutsche Bank, HDFC Bank, ABN AMRO NV, and ANZ Bank</td>
</tr>
<tr>
<td>Mr. Vivek Bajpeyi</td>
<td>Chief Risk Officer</td>
<td>34+</td>
<td>Was earlier associated with RBL Bank, ANZ Grindlays, Deutsche Bank and Nomura India.</td>
</tr>
<tr>
<td>Mr. Shiv Kumar Bhasin</td>
<td>Chief Transformation Officer</td>
<td>27+</td>
<td>Was earlier associated with NSE - India, SBI, Barclays Corporate, Fidelity Investment and some other esteemed organisations.</td>
</tr>
<tr>
<td>Ms. 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>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. 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>
Awards & Accolades
Accolades

Captain Tractors

Captain Tractors awarded IndusInd Bank for being the Number 1 Financier, for 2 consecutive Financial years.

Wells Fargo Operational Excellence Award

The Bank’s CGMO – Trade and Remittance team received a Wells Fargo Award for Operational Excellence.

JCB Annual Financiers Award 2022

IndusInd Bank was ranked second at the JCB Annual Financiers Award 2022.

Finnoviti Awards 2023

IndusInd Bank was recognized for ‘Open API Banking with Omni channel experience’ at the Finnoviti Awards 2023.
Accolades

Infosys Finacle Innovation awards 2023

Gold Winner: Ecosystem Led Innovation - Open Banking & Omni-Channel

Platinum Winner: Modern Technologies-led innovation - Digital Centre of Excellence

Gold Winner: Maximizing Customer Engagement - Centralized hub for communications

The Bank was recognized for its commitment to establishing a world-class technology architecture, aspiration to deliver outstanding technology-led solutions, and digital innovation charter.
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