

January 31, 2025

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

Madam / Dear Sir,

**Sub.: Investor Presentation on the Unaudited Standalone and Consolidated Financial Results for the quarter and nine-months ended December 31, 2024**

**Ref.: Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Please find enclosed herewith the Investor Presentation on the Unaudited Standalone and Consolidated Financial Results for the quarter and nine-months ended December 31, 2024.

This intimation is also being uploaded on the Bank's website at [www.indusind.com](http://www.indusind.com).

We request you to take the information on record.

Thanking you,

Yours faithfully,

**For IndusInd Bank Limited**

**Anand Kumar Das  
Company Secretary**

Encl: a/a

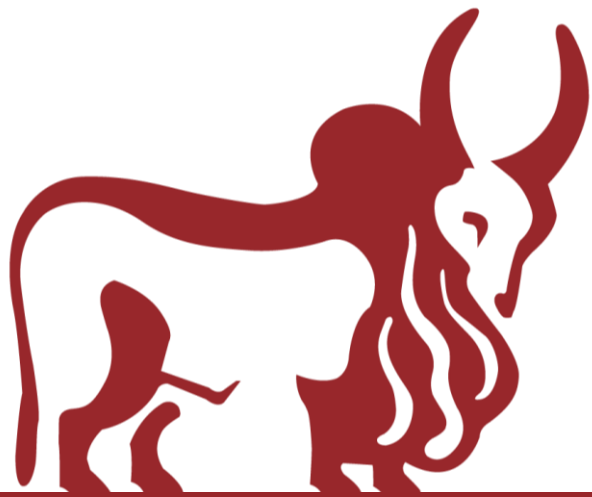


**Solitaire Corporate Park Office:** IndusInd Bank Limited, Building No.7, Ground floor, Solitaire Corporate Park, Andheri –Ghatkopar Link Road, Chakala Andheri (E), Mumbai – 400 093, India, Tel: (022) 66412442

**Registered Office:** 2401 Gen. Thimmayya Road, Pune 411001, India

**Contact us:**(020) 2634 3201 | **Email us:** reachus@indusind.com | **Visit us:**www.indusind.com

**CIN: L65191PN1994PLC076333**



# Investor Presentation

Q3-FY25 | DECEMBER 2024

JANUARY 31, 2025

## IndusInd Bank at a Glance



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

**₹ 3,66,889 crs**    **₹ 4,09,438 crs**  
**Loans**                      **Deposits**  
Diversified Across Products and Geographies`

**42 mn**  
**Customers**  
Across Segments

**7,135**  
**Group Network**  
Pan India



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

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

**35% CASA**  
Stable Low-cost Deposits

**Innovative Digital Approach**  
Overall Digital Transaction Mix at 93%



**Strong Domain Expertise**  
Long Vintage across Cycles

**Vehicle Finance**  
25% of the Loan Book

**Micro Finance**  
9% of the Loan Book

**Gems & Jewellery**  
3% of the Loan Book



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

**16.46% CRAR**  
Tier 1: 15.18% | Tier 2: 1.28%

**118% Average LCR**  
Well above regulatory requirement

**70% PCR**  
GNPA 2.25% | NNPA 0.68%



**Strong Profitability**  
amongst highest in  
the Industry

**3.93% Net Interest Margin**

**52.52% Cost to  
Income**

**4.19% Operating Profit  
Margin to Loans**



## Key Financial Highlights for Q3 FY25

Balance Sheet	Loans	Deposits	CASA	Term Deposits	Total Assets
	<b>₹ 3,66,889 crs</b> 12% YoY 3% QoQ	<b>₹ 4,09,438 crs</b> 11% YoY (1)% QoQ	<b>₹ 1,42,818 crs</b> 1% YoY (3)% QoQ	<b>₹ 2,66,619 crs</b> 18% YoY 1% QoQ	<b>₹ 5,49,499 crs</b> 12% YoY 1% QoQ
Profit & Loss	Net Interest Income	Total Other Income	Revenue	Operating Profit	Net Profit
	<b>₹ 5,228 crs</b> (1)% YoY (2)% QoQ	<b>₹ 2,355 crs</b> (2)% YoY 8% QoQ	<b>₹ 7,583 crs</b> (1)%YoY 1% QoQ	<b>₹ 3,601 crs</b> (11)% YoY - QoQ	<b>₹ 1,402 crs</b> (39)% YoY 5% QoQ
Key Ratios	Net Interest Margin	Return on Assets	Return on Equity	Cost to Income	Net NPA
	<b>3.93%</b> (36) bps YoY (15) bps QoQ	<b>1.03%</b> (90) bps YoY 3 bps QoQ	<b>8.45%</b> (700) bps YoY 34 bps QoQ	<b>52.52%</b> 508 bpsYoY 31 bps QoQ	<b>0.68%</b> 11 bps YoY 4 bps QoQ



## Consolidated Balance Sheet

₹ crs	Q3FY25	Q3FY24	Y-o-Y (%)	Q2FY25	Q-o-Q (%)
<b>Capital &amp; Liabilities</b>					
Capital	779	778	-	779	-
Reserves and Surplus	66,327	60,003	11%	64,923	2%
Deposits	4,09,438	3,68,793	11%	4,12,397	(1)%
Borrowings	50,087	40,473	24%	44,716	12%
Other Liabilities and Provisions	22,868	18,818	22%	20,592	11%
<b>Total</b>	<b>5,49,499</b>	<b>4,88,865</b>	<b>12%</b>	<b>5,43,407</b>	<b>1%</b>
<b>Assets</b>					
Cash and Balances with RBI	17,428	25,559	(32)%	29,420	(41)%
Balances with Banks	14,035	10,645	32%	16,597	(15)%
Investments	1,18,851	97,429	22%	1,11,315	7%
Advances	3,66,889	3,27,057	12%	3,57,159	3%
Fixed Assets	2,420	2,198	10%	2,416	-
Other Assets	29,876	25,977	15%	26,500	13%
<b>Total</b>	<b>5,49,499</b>	<b>4,88,865</b>	<b>12%</b>	<b>5,43,407</b>	<b>1%</b>



## Consolidated Profit and Loss Account – Q3 FY25 and 9M FY25

₹ Crore	Q3FY25	Q3FY24	Y-o-Y (%)	Q2FY25	Q-o-Q (%)	9M FY25	9M FY24	Y-o-Y (%)
Net Interest Income	5,228	5,296	(1)%	5,347	(2)%	15,983	15,239	5%
Other Income	2,355	2,396	(2)%	2,185	8%	6,983	6,888	1%
<b>Total Income</b>	<b>7,583</b>	<b>7,692</b>	<b>(1)%</b>	<b>7,532</b>	<b>1%</b>	<b>22,966</b>	<b>22,127</b>	<b>4%</b>
Operating Expenses	3,982	3,650	9%	3,932	1%	11,812	10,344	14%
<b>Operating Profit</b>	<b>3,601</b>	<b>4,042</b>	<b>(11)%</b>	<b>3,600</b>	<b>-</b>	<b>11,154</b>	<b>11,783</b>	<b>(5)%</b>
Provisions & Contingencies	1,743	969	80%	1,820	(4)%	4,614	2,935	57%
<b>Profit before Tax</b>	<b>1,858</b>	<b>3,073</b>	<b>(40)%</b>	<b>1,780</b>	<b>4%</b>	<b>6,540</b>	<b>8,848</b>	<b>(26)%</b>
Provision for Tax	456	772	(41)%	449	1%	1,636	2,220	(26)%
<b>Profit after Tax</b>	<b>1,402</b>	<b>2,301</b>	<b>(39)%</b>	<b>1,331</b>	<b>5%</b>	<b>4,904</b>	<b>6,628</b>	<b>(26)%</b>



# Key Strengths of the Bank



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



**Robust**  
Liability Franchise



**Strong**  
Product Groups



**Robust**  
Profitability



**Stable**  
Asset Quality  
with Conservative  
Provisioning



**Healthy**  
Capital Adequacy



**Diversified**  
Distribution Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



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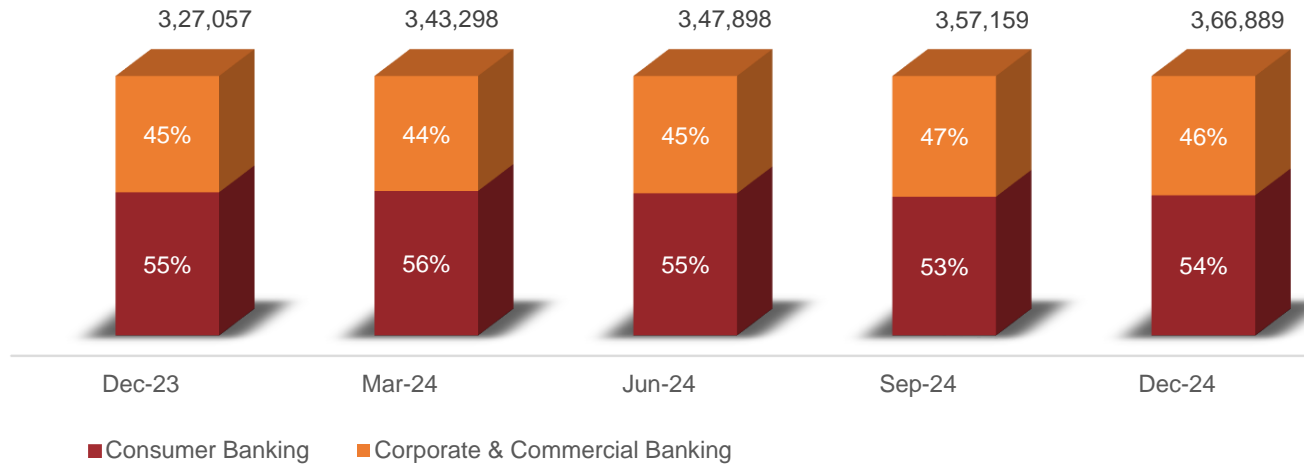
**Experienced**  
Board and  
Management Team



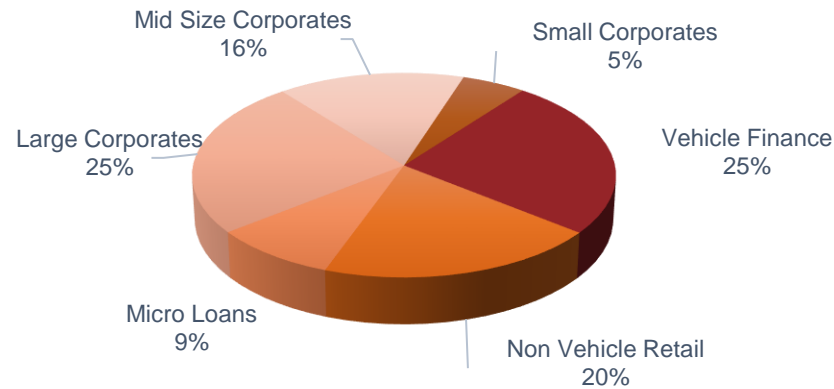


# Well Diversified Loan Book across Consumer and Corporate Products

Loan Book Mix (₹ crs)



Corporate Banking	Dec-24	(₹ crs)	%
Large Corporates	92,674	25%	25%
Mid Corporates	57,798	16%	16%
Small Corporates	19,764	5%	5%
<b>Total Advances</b>	<b>1,70,236</b>	<b>46%</b>	<b>46%</b>



(₹ crs)

Consumer Banking	Dec-24	%
<b>Vehicle Finance</b>	<b>93,586</b>	<b>25%</b>
Commercial Vehicle	34,819	10%
PV	28,788	8%
Small CV	4,213	1%
Two-Wheeler	5,291	1%
Tractor	7,977	2%
Equipment Financing	12,498	3%
<b>Non-Vehicle Finance</b>	<b>70,503</b>	<b>20%</b>
Business Banking	17,769	5%
Loan Against Property	11,986	3%
Credit Card	10,941	3%
Personal Loans	9,439	3%
Merchant advances	6,319	2%
Home Loans	3,144	1%
BL, AHL, Others	10,905	3%
<b>Micro Loans*</b>	<b>32,564</b>	<b>9%</b>
<b>Total Advances</b>	<b>1,96,653</b>	<b>54%</b>

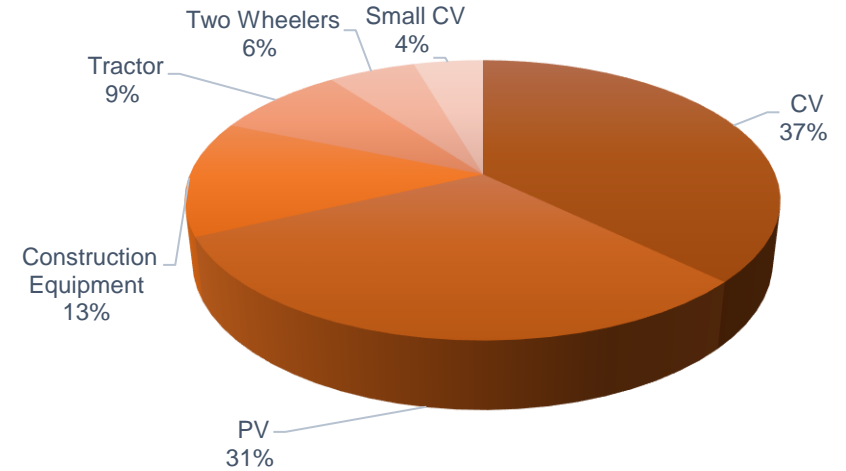
\* Includes Microfinance loans as per RBI definition and other JLG loans

# Vehicle Finance: Granular Portfolio Across Vehicle Categories

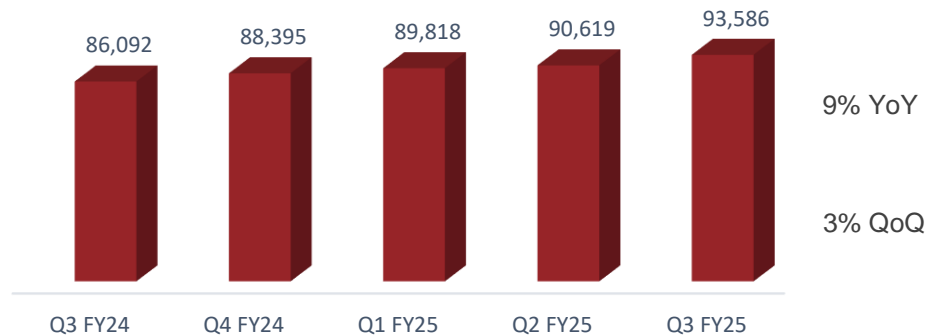
## Overview of Vehicle Finance Division

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

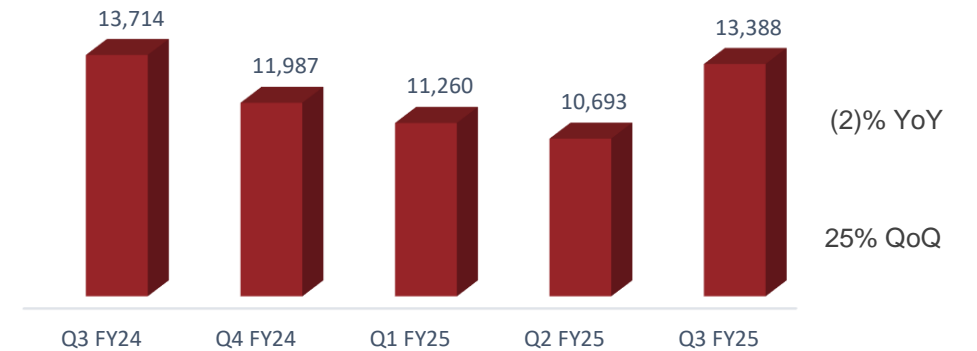
## Diversified Vehicle Loan Book across Vehicle Categories (%)



## Vehicle Finance Loan Book (₹ crs)



## Disbursements (₹ crs)



# Micro Loans: Bridging the Financial Inclusion Gap



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



**12 mn**  
BFIL Customers



**1.60K Villages**  
covered across 22  
States



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

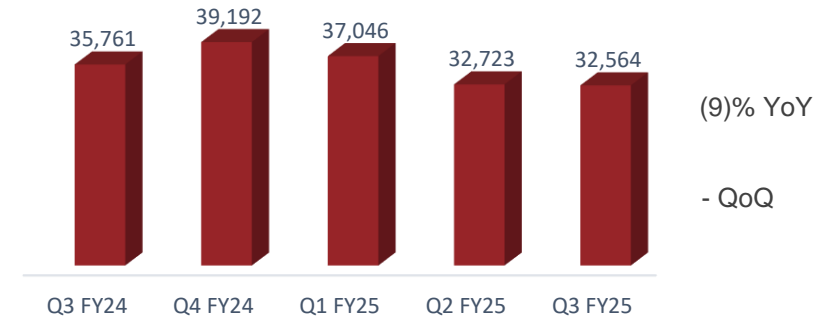


**76K+ Active Bharat**  
**Money Stores**  
Banking at doorstep  
in remote areas

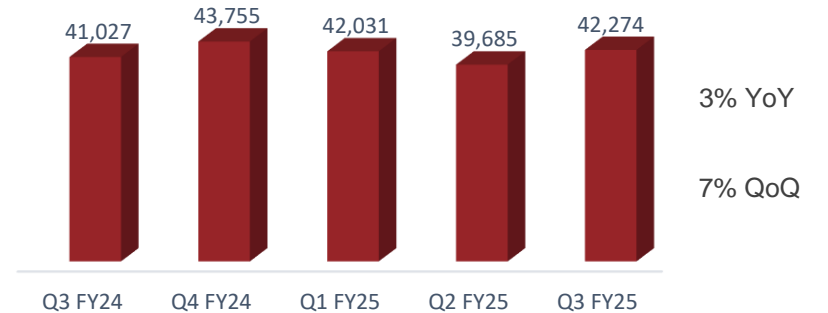


**660K Merchants**  
**(loan clients)**  
Addressing the  
MSME banking  
needs

**Micro Loan Book (₹ crs)\***



**Average Loan Outstanding per Borrower (₹)**

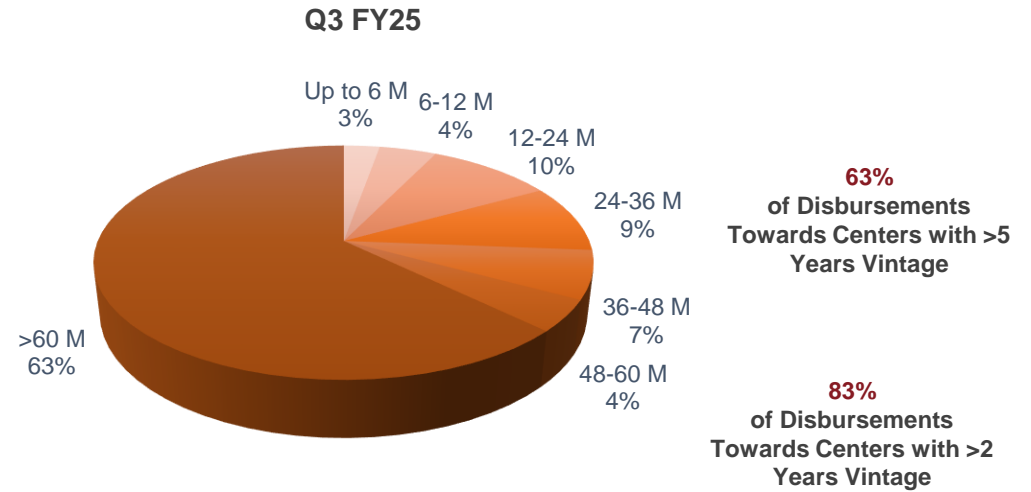
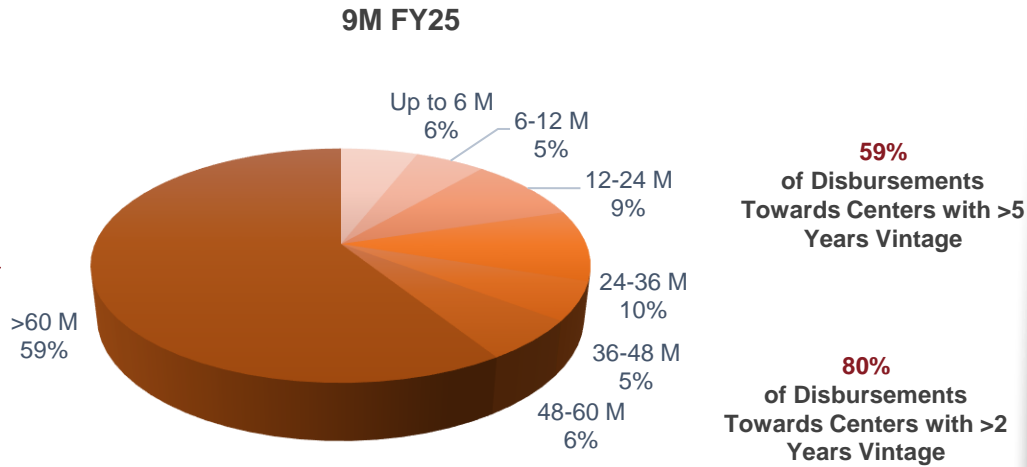


\* Includes Microfinance loans as per RBI definition and other JLG loans

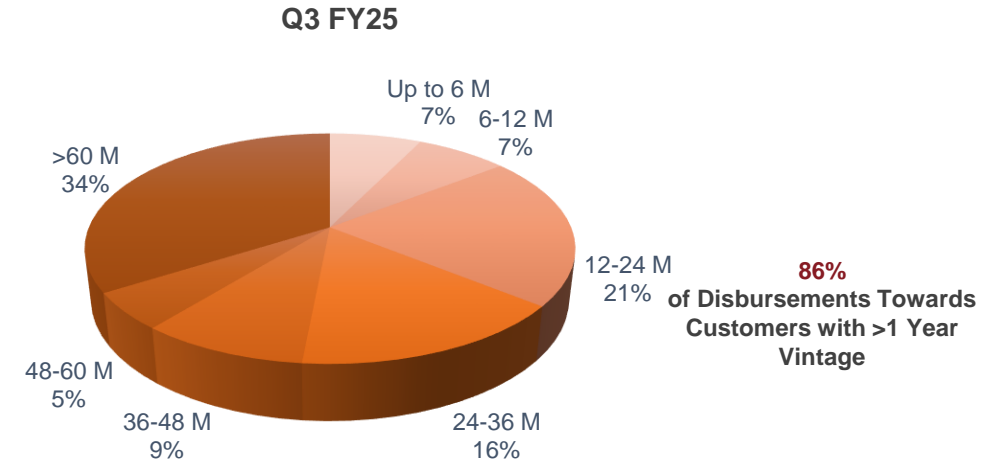
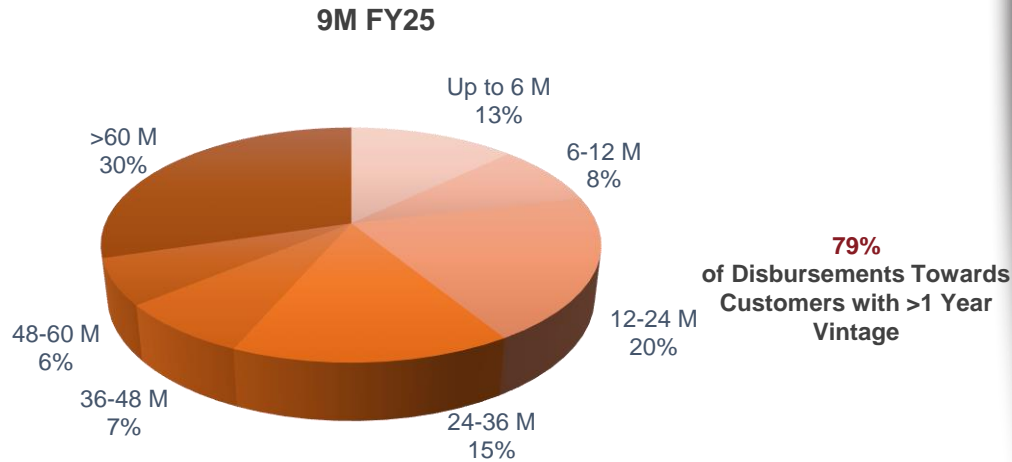


# Micro Loans: Additional Disclosures (1/2)

Disbursements Across Centers by Vintage

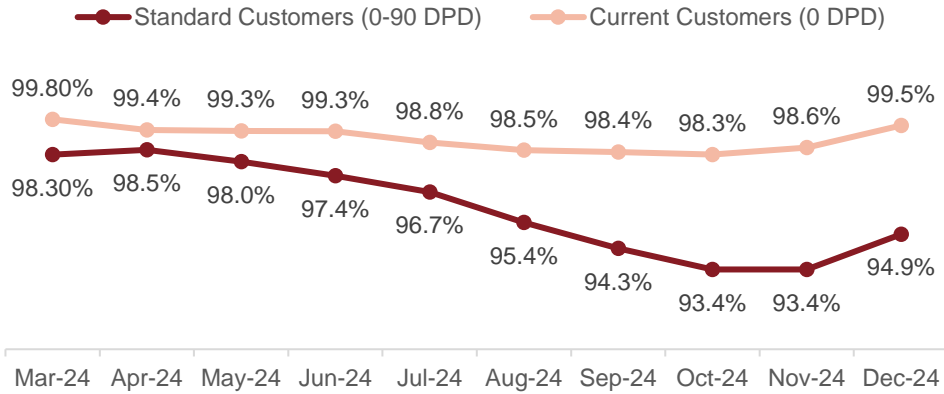


Disbursements Across Customers by Vintage



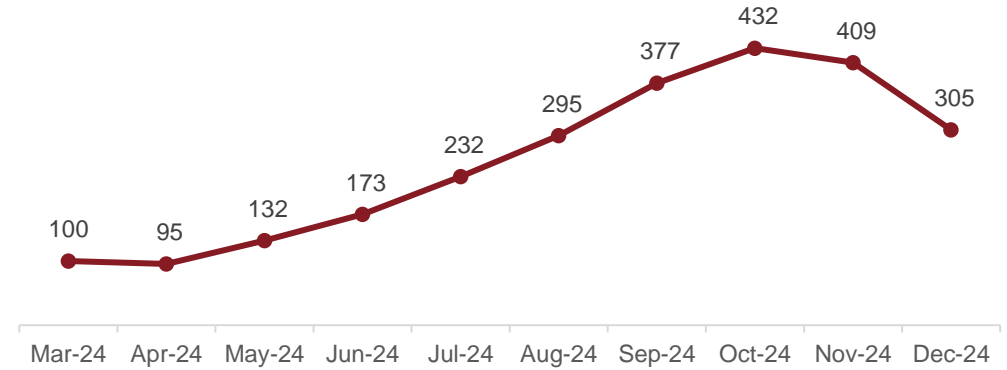
## Micro Loans: Additional Disclosures (2/2)

### Net Collection Efficiency

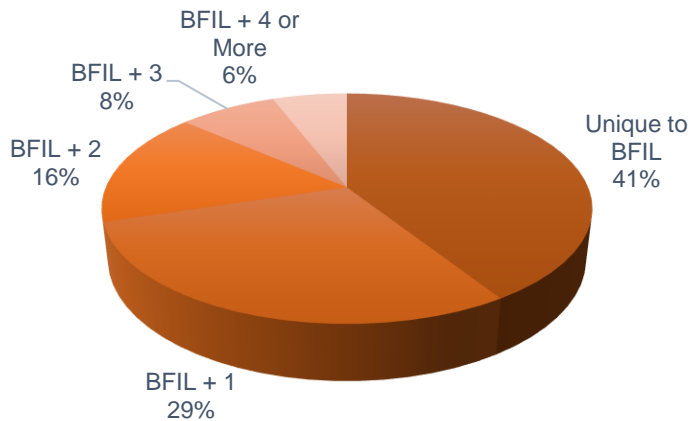


### New Stress Formation

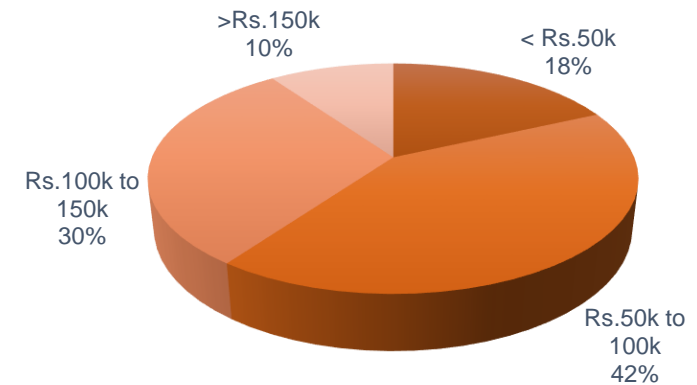
Fresh Flows from Current Bucket to DPD 0+ (% of Current Book)  
Trailing 3 Months Average (Indexed)



### Portfolio Mix by Number of Lenders (by Value): Dec-24

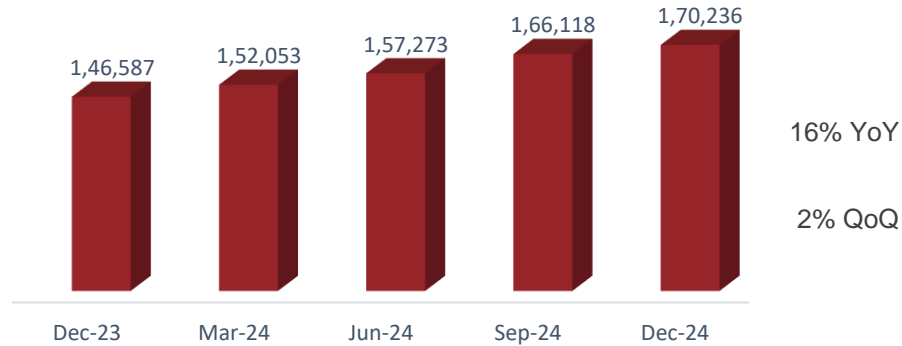


### Portfolio Mix by Customers' Microfinance Industry Exposure (by Value): Dec-24

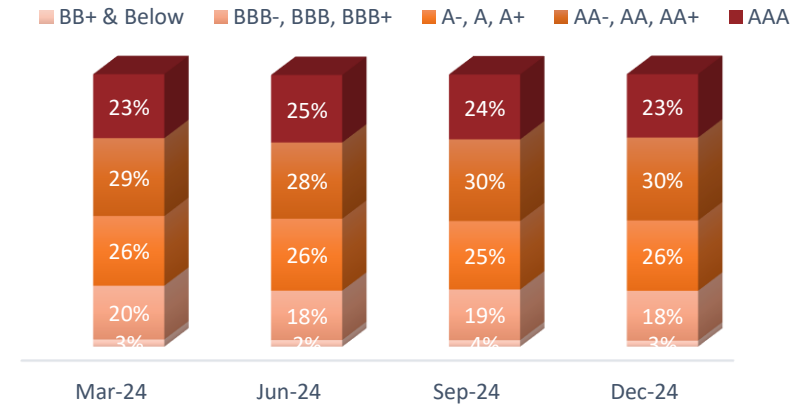


# Corporate Portfolio – Focus on Granular, Higher Rated Customers

Corporate Loan Book (₹ crs)



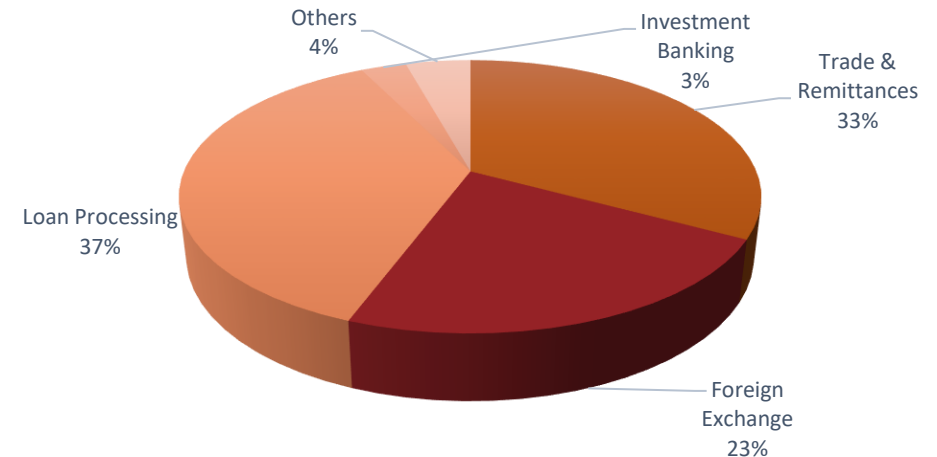
Improving Risk Profile \*



Sector-wise Loan Mix (% of Total Loans)

Sector	Q3 FY25
NBFCs (other than HFCs )	5.98%
Real Estate - Commercial & Residential	3.42%
Gems and Jewellery	2.53%
Steel	2.12%
Power Generation – Non Renewable	1.88%
Food Beverages and Food processing	1.55%
Petroleum & Products	1.50%
Others	27.42%
<b>Corporate Banking</b>	<b>46.40%</b>
<b>Consumer Banking</b>	<b>53.60%</b>
<b>Total</b>	<b>100.00%</b>

Diversified Fee Mix Q3FY25

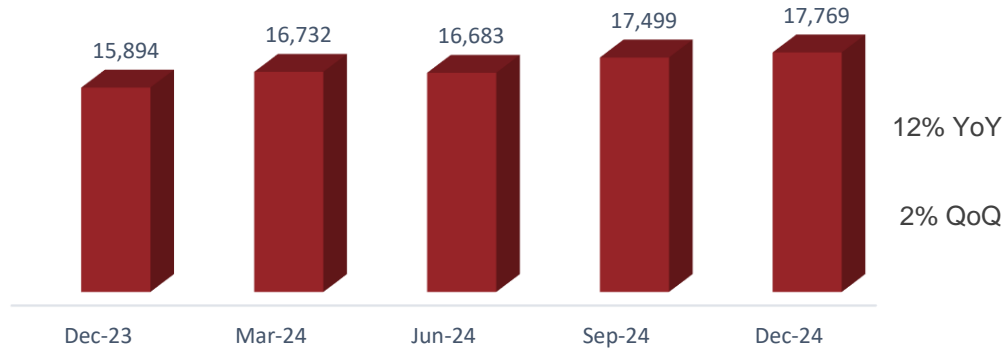


\* Includes fund and non-fund-based exposure to corporate clients

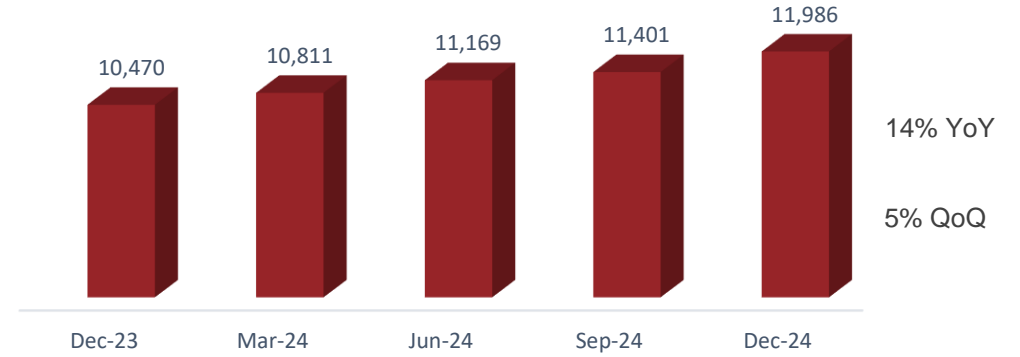


# Non-Vehicle Retail Loans – Risk Calibrated Growth Strategy

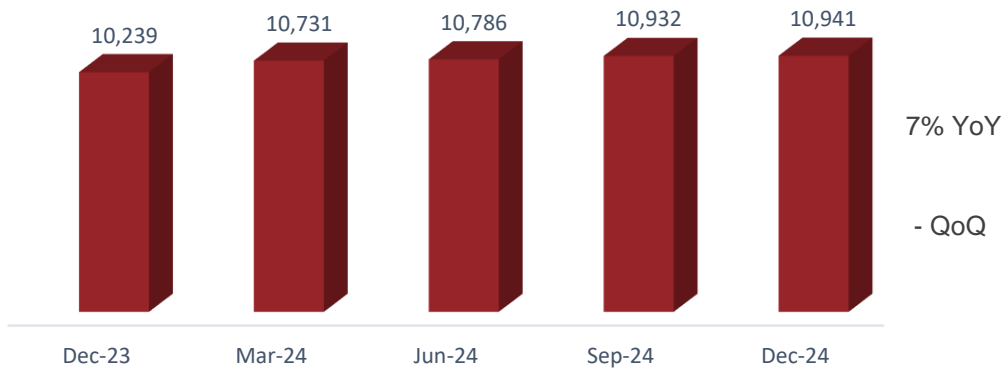
Business Banking (₹ crs)



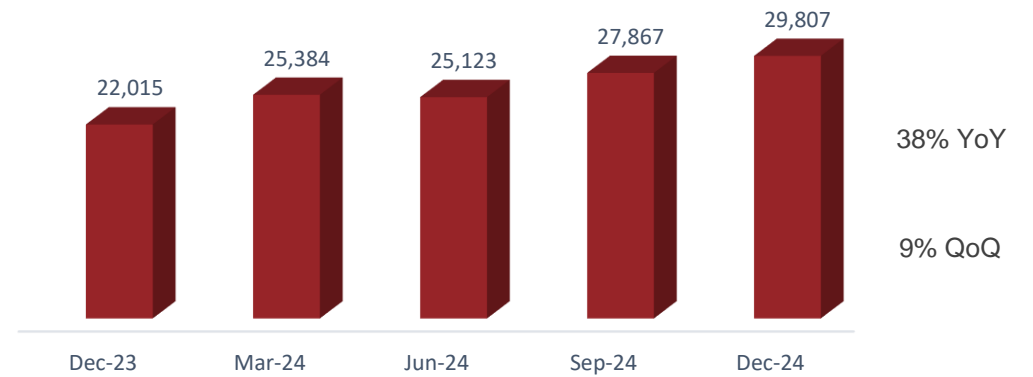
Loan Against Property (₹ crs)



Credit Cards (₹ crs)



Other Retail Loans (₹ crs)



# Key Strengths of the Bank



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



**Robust**  
Liability Franchise



**Strong**  
Product Groups



**Robust**  
Profitability



**Stable**  
Asset Quality  
with Conservative  
Provisioning



**Healthy**  
Capital Adequacy



**Diversified**  
Distribution Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



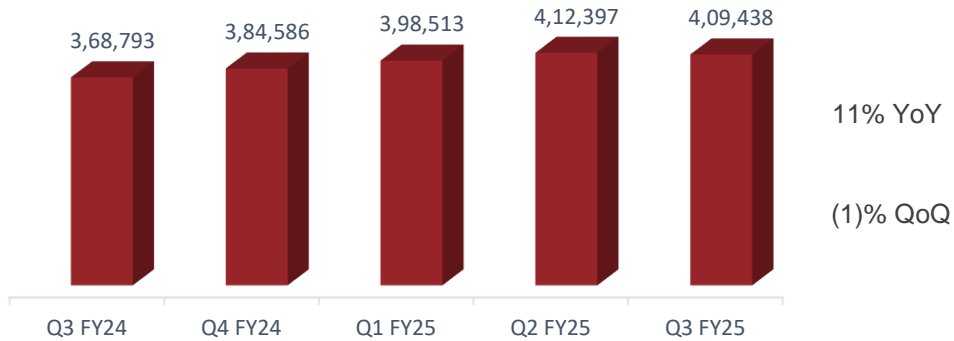
**Experienced**  
Board and  
Management Team



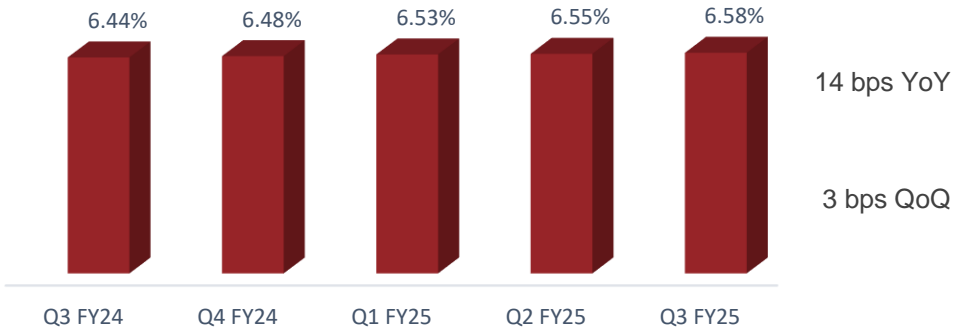


# Deposit Growth Driven by Granular Retail Deposits

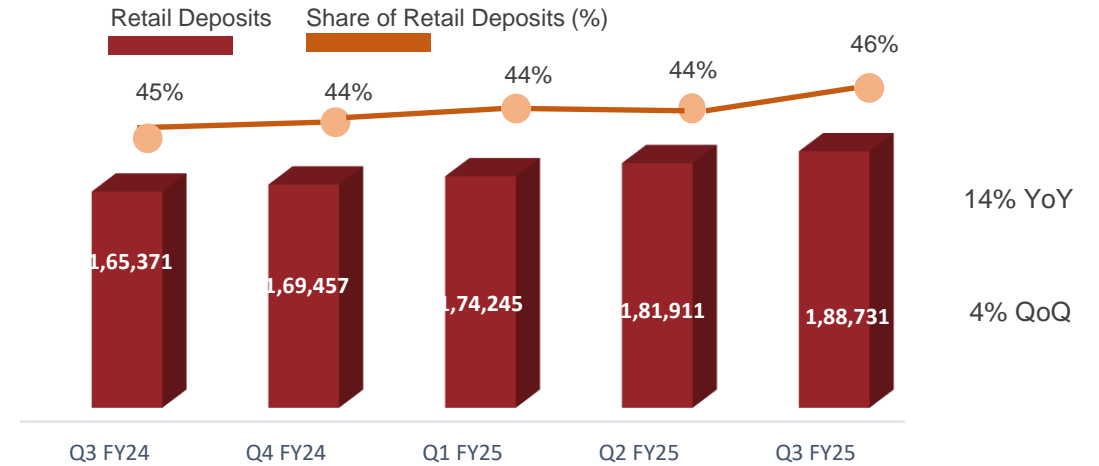
Deposits (₹ crs)



Cost of Deposits (%)



Retail Deposits as per LCR (₹ crs)\*



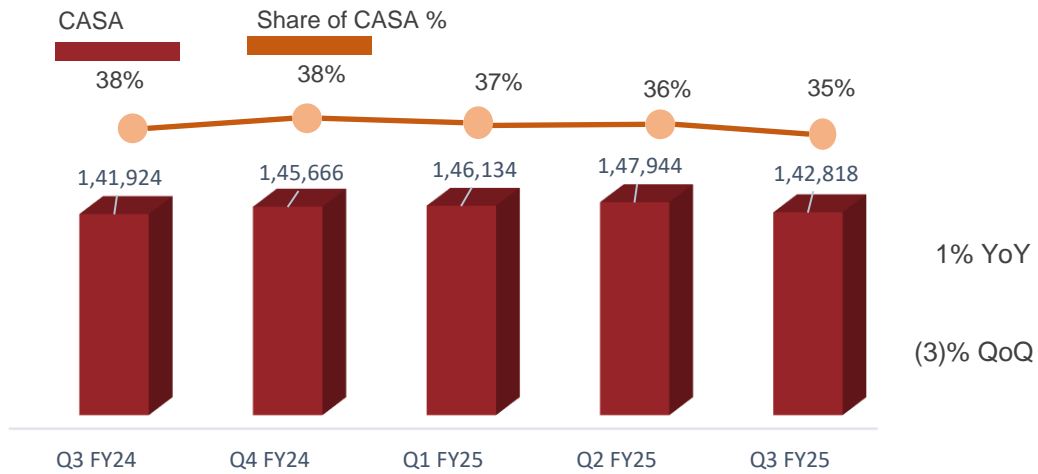
## Key Focus Areas

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

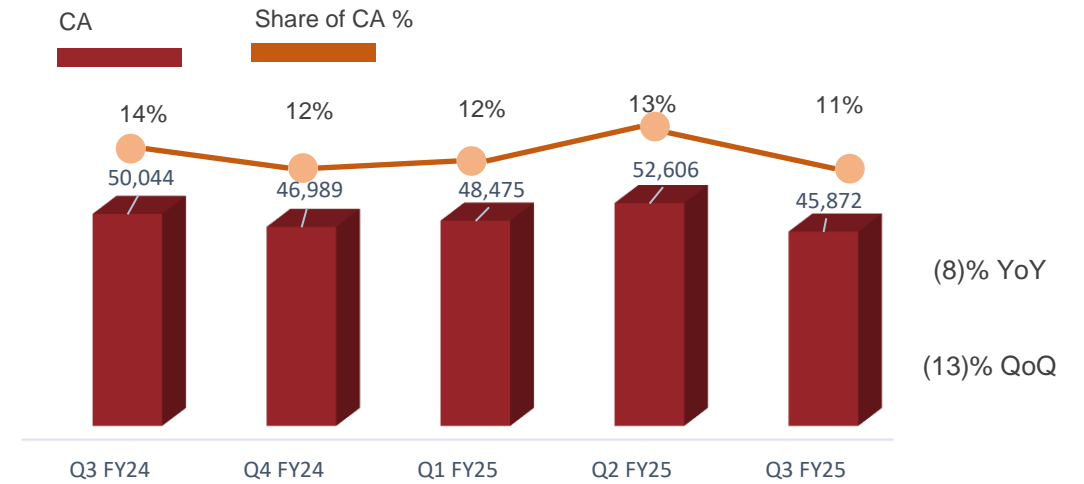
\* Retail deposits and deposits from small business customers as defined by LCR as at period end.

# Healthy Share of CASA; Strong Liquidity Profile

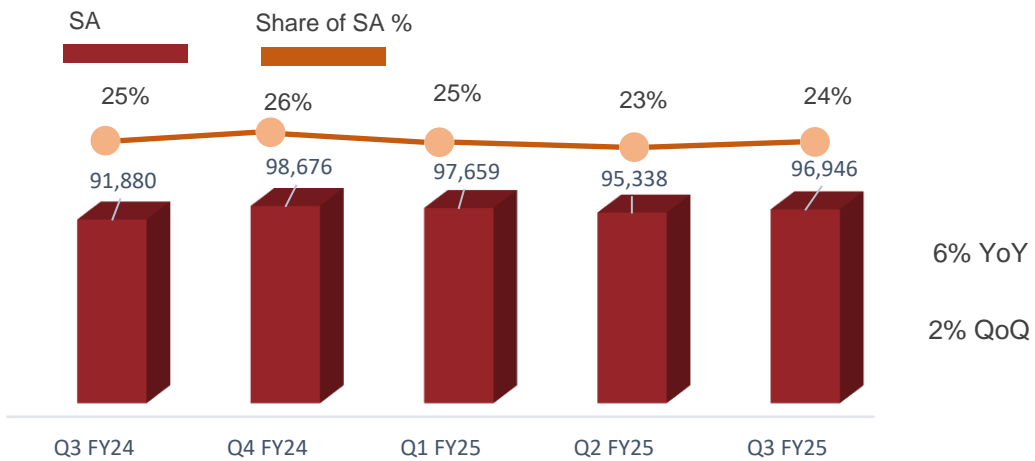
CASA (₹ crs)



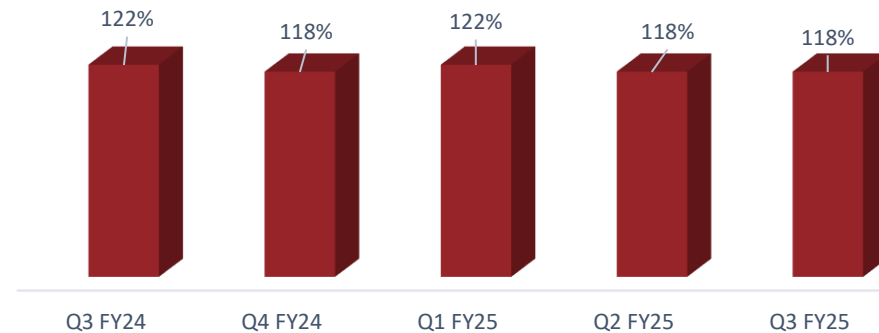
CA (₹ crs)



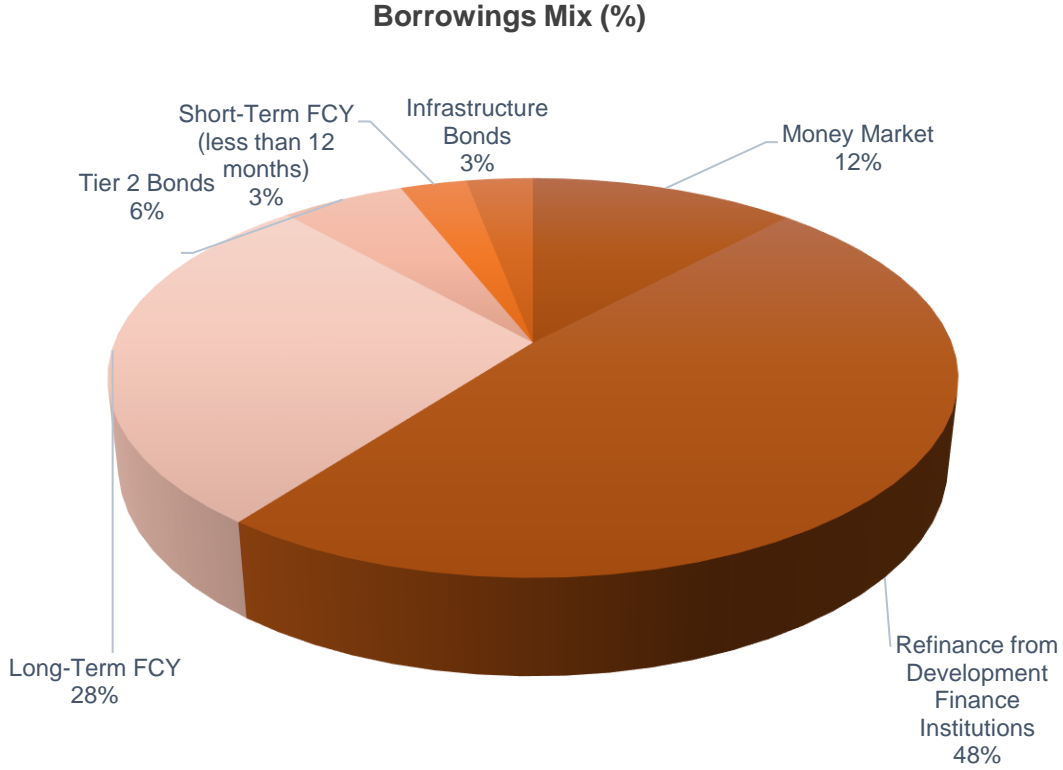
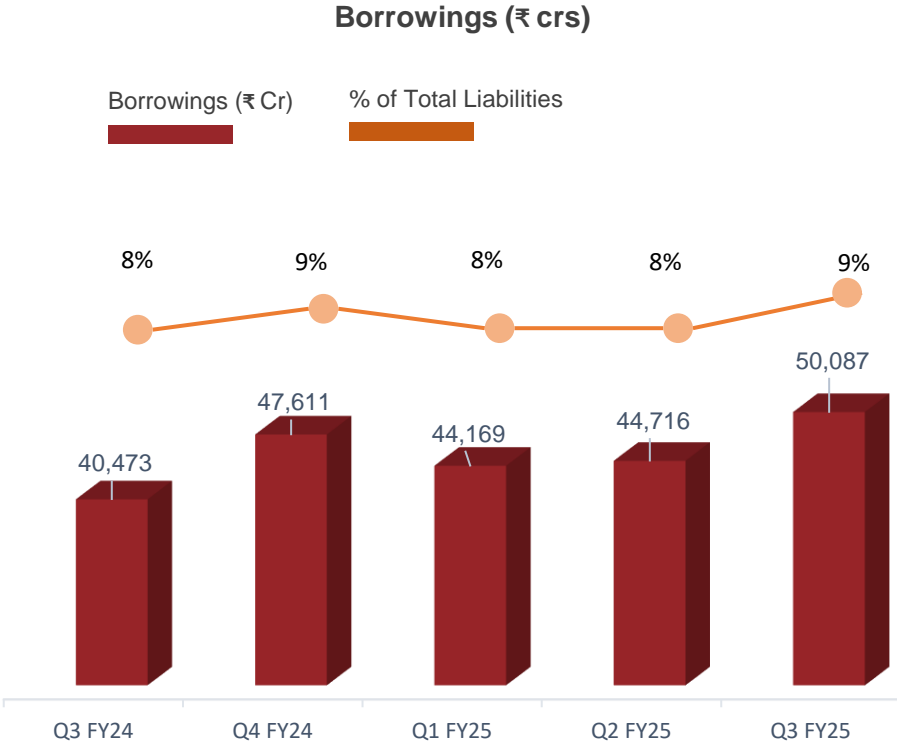
SA (₹ crs)



Liquidity Coverage Ratio (%)



# Borrowings Constituted by Long Term Sources



# Key Strengths of the Bank



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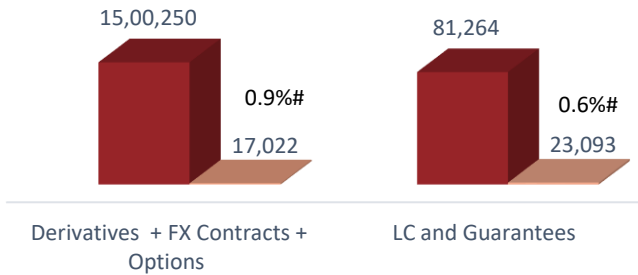
**Experienced**  
Board and  
Management Team



# Strong Product Groups with Efficient Capital Deployment

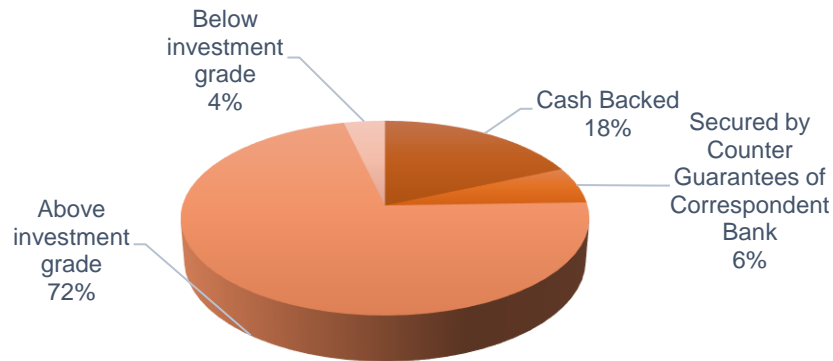
## Low RWA Consumption (₹ crs)

■ Notional Amount ■ Risk Weighted Assets

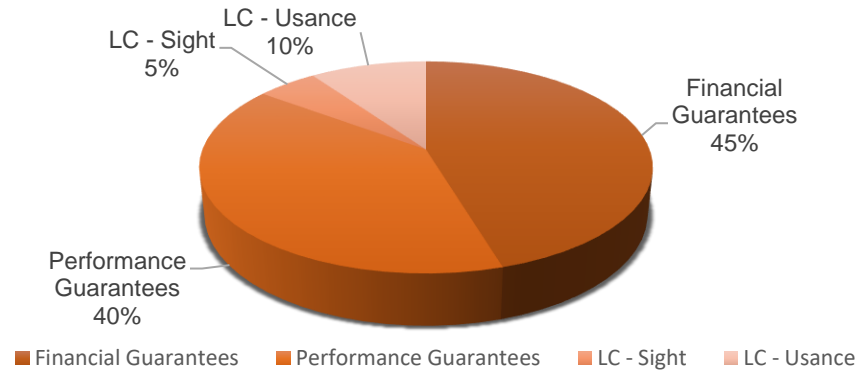


#CRAR consumption

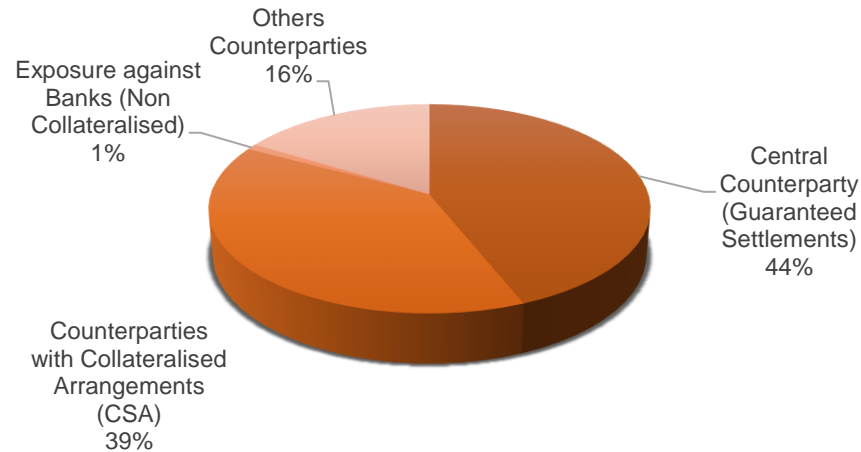
## LC-BG Rating Profile



## LC-BG Mix



## FX-Derivatives Exposure Type



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



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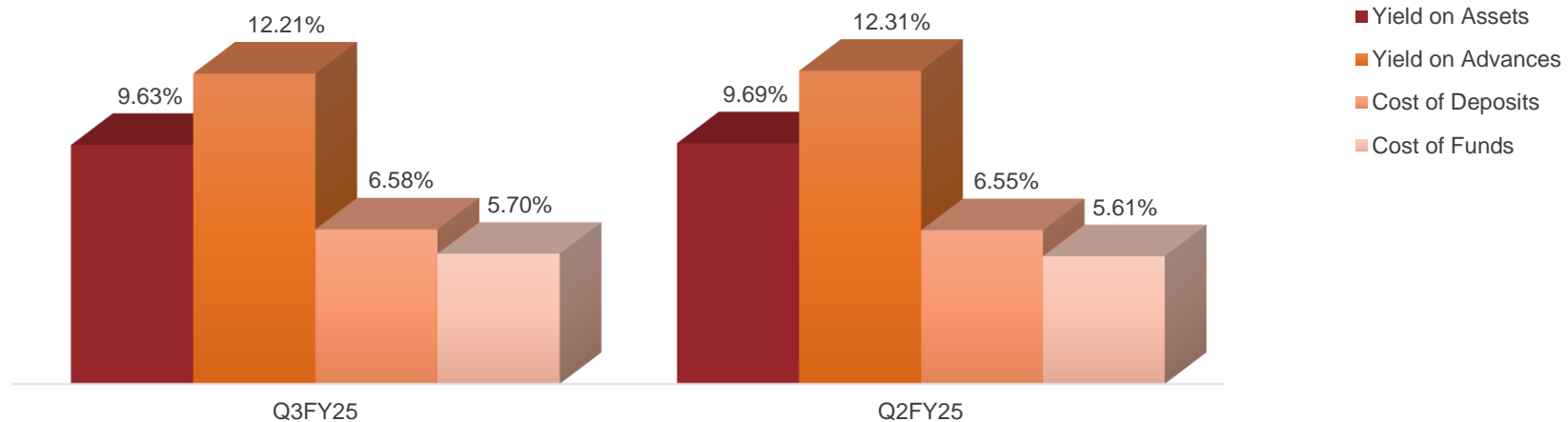
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**Experienced**  
Board and  
Management Team



## Yield / Cost Movement



### Segment-wise Yield:

	Q3 FY25		Q2 FY25	
	Outstanding (₹ crs)	Yield (%)	Outstanding (₹ crs)	Yield (%)
Corporate Banking	1,70,236	8.80%	1,66,118	8.89%
Consumer Banking	1,96,653	14.89%	1,91,041	15.07%
<b>Total</b>	<b>3,66,889</b>	<b>12.21%</b>	<b>3,57,159</b>	<b>12.31%</b>

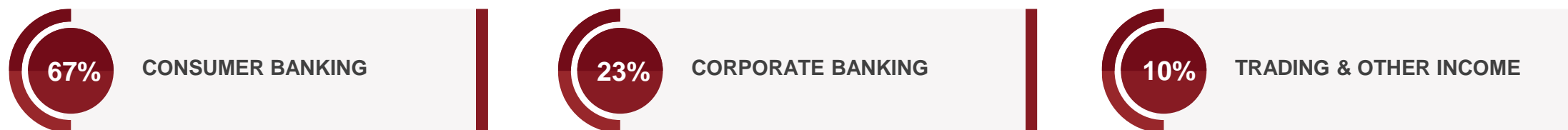
•Yield on Assets/Cost of funds are based on Total Assets/Liabilities



## Diversified Fee and Other Income Streams

₹ crs	Q3FY25	Q3FY24	Y-o-Y(%)	Q2FY25	Q-o-Q(%)
Trade and Remittances	266	227	17%	250	6%
Foreign Exchange Income	266	276	(4)%	256	4%
Cards and Distribution Fees	662	743	(11)%	593	12%
General Banking Fees	318	286	11%	461	(31)%
Loan Processing Fees	595	626	(5)%	541	10%
Investment Banking	16	7	129%	24	(33)%
<b>Total Core Fee Income</b>	<b>2,123</b>	<b>2,165</b>	<b>(2)%</b>	<b>2,125</b>	<b>-</b>
Securities/MM/FX Trading/Others	232	231	-	60	287%
<b>Total Other Income</b>	<b>2,355</b>	<b>2,396</b>	<b>(2)%</b>	<b>2,185</b>	<b>8%</b>

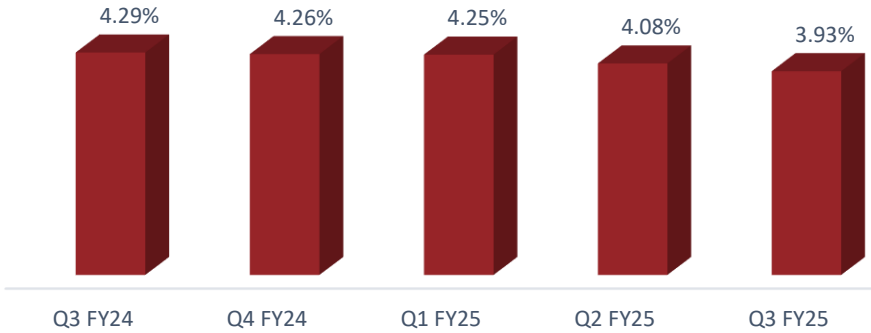
### Fee Income Mix



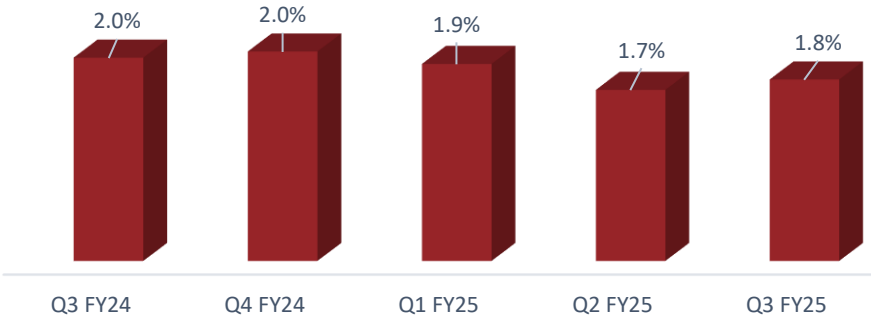


# Key Financial Indicators

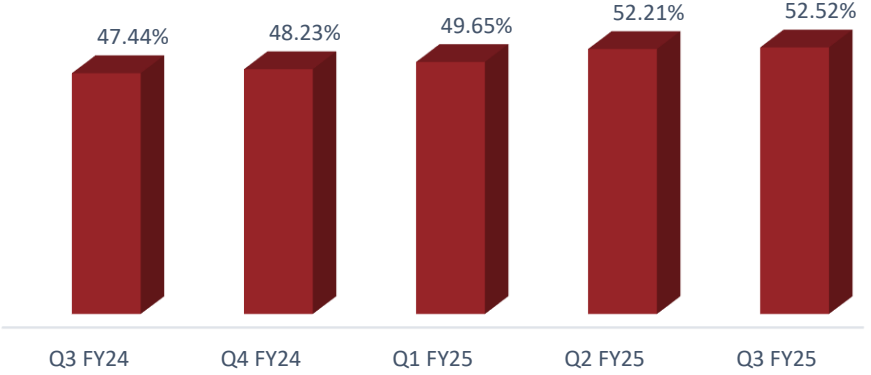
**Net Interest Margin (%)**



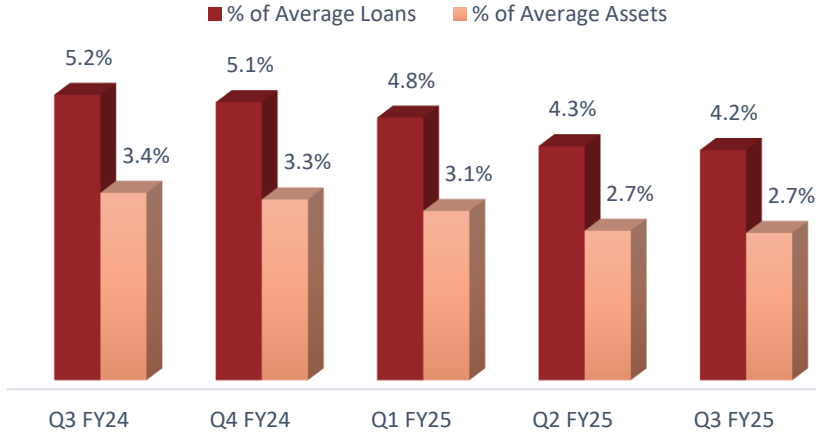
**Total Fee to Asset Ratio (%)**



**Cost to Income Ratio (%)**

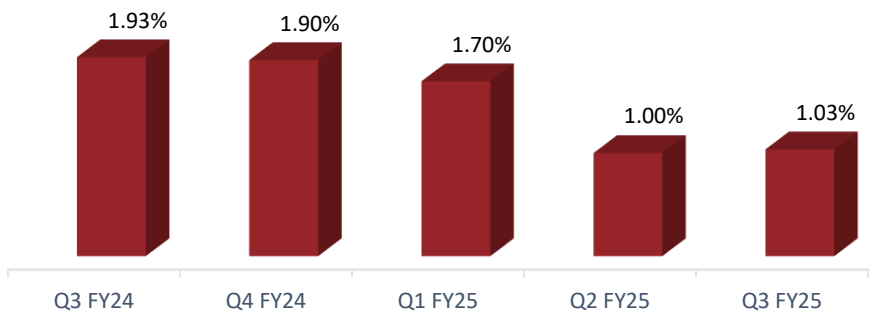


**Operating Profit Margin (%)**

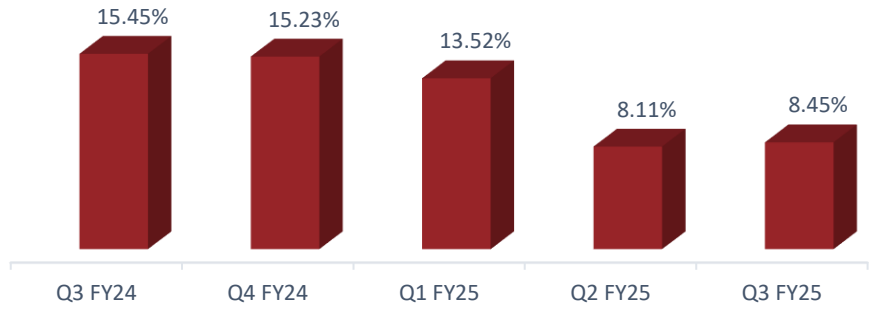


# Key Financial Indicators

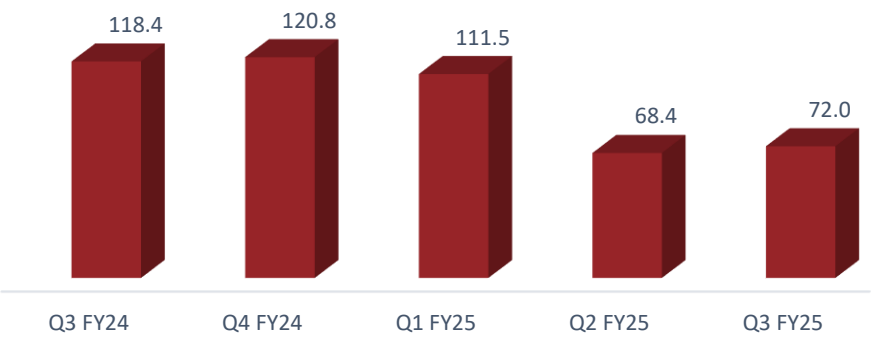
Return on Assets\* (%)



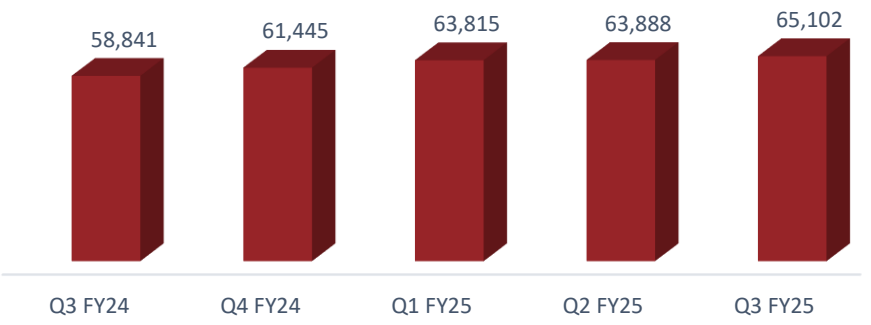
Return on Equity\* (%)



Earning Per Share \* (₹)



Net Worth (₹ crs)



\*Annualized



# Key Strengths of the Bank



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



**Robust**  
Liability Franchise



**Strong**  
Product Groups



**Robust**  
Profitability



**Stable**  
Asset Quality  
with Conservative  
Provisioning



**Healthy**  
Capital Adequacy



**Diversified**  
Distribution Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



## Movement in Non-Performing Assets

₹ crs	Q3FY25			Q2FY25		
	Corporate	Consumer	Total	Corporate	Consumer	Total
Opening Balance	2,283	5,356	7,639	2,305	4,822	7,127
Fresh Additions	280	1,920	2,200	118	1,680	1,798
Deductions	80	1,384	1,464	140	1,146	1,286
-Write-offs	13	971	984	23	644	667
-Upgrades	20	130	150	29	119	148
-Recoveries *	47	284	330	88	383	471
<b>Gross NPA</b>	<b>2,483</b>	<b>5,892</b>	<b>8,375</b>	<b>2,283</b>	<b>5,356</b>	<b>7,639</b>
<b>Net NPA</b>			<b>2,496</b>			<b>2,282</b>
% of Gross NPA			<b>2.25%</b>			<b>2.11%</b>
% of Net NPA			<b>0.68%</b>			<b>0.64%</b>
Provision Coverage Ratio (PCR)			<b>70%</b>			<b>70%</b>
Restructured Advances			<b>0.18%</b>			<b>0.29%</b>

\*Q3 FY25 Sale to ARC is ₹ 140 crs (Q2 FY25 Sale to ARC is ₹ 236 crs)



## NPA Composition – Consumer Banking

(₹ crs)

Q3 FY25	CV	CE	Small CV	TW	PV	Tractor	BBG/LAP	Cards	Micro Loans	Others	Total
Gross NPA	409	107	76	474	115	195	936	378	2,432	770	<b>5,892</b>
Gross NPA %	1.17%	0.86%	1.79%	8.73%	0.40%	2.42%	3.10%	3.40%	7.05%	2.48%	<b>2.93%</b>

Q2 FY25	CV	CE	Small CV	TW	PV	Tractor	BBG/LAP	Cards	Micro Loans	Others	Total
Gross NPA	376	103	60	403	98	139	880	365	2,259	673	<b>5,356</b>
Gross NPA %	1.10%	0.87%	1.45%	7.99%	0.36%	1.70%	3.00%	3.31%	6.54%	2.37%	<b>2.76%</b>



## Loan Related Provisions held as on December 31, 2024

- Specific provision of ₹ 5,809 crs for non-performing accounts (towards PCR)
- Floating provisions of ₹ 70 crs (towards PCR)
- Standard contingent provisions of ₹ 1,325 crs (surplus outside PCR)
- Standard asset provisions of ₹ 1,588 crs other than contingent provisions
- Provision Coverage Ratio at 70% and total loan related provisions at 105% of GNPA
- Loan related provisions of ₹ 8,792 crs are 2.40% of the loans



# Key Strengths of the Bank



**Diversified**  
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Expertise in Livelihood  
Loans



**Robust**  
Liability Franchise



**Strong**  
Product Groups



**Robust**  
Profitability



**Stable**  
Asset Quality  
with Conservative  
Provisioning



**Healthy**  
Capital Adequacy



**Diversified**  
Distribution Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team

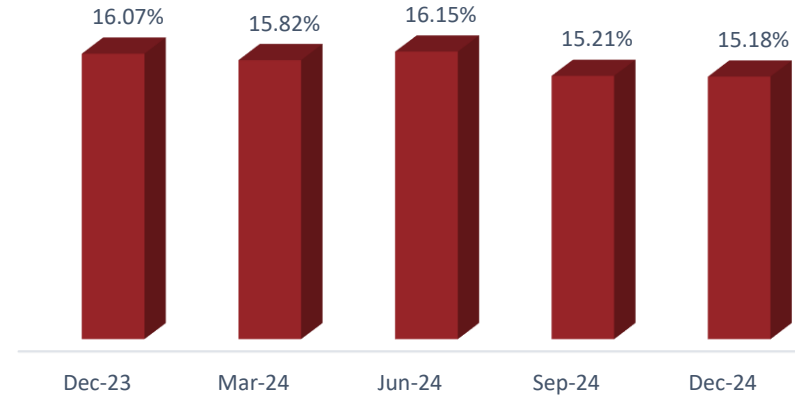


# Healthy Capital Adequacy

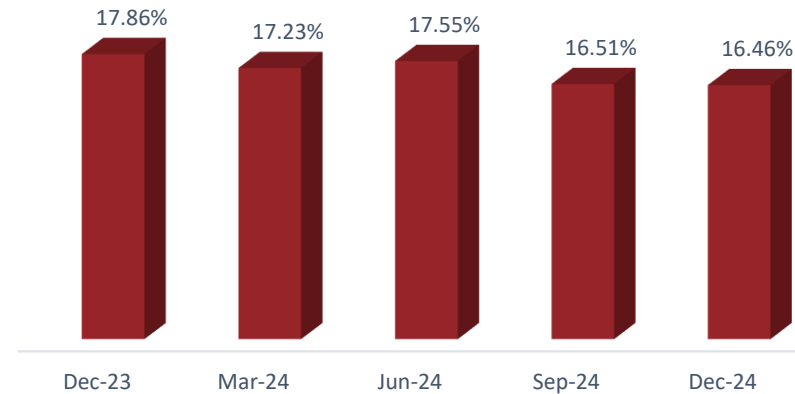
## Capital Adequacy

₹ crs	31 Dec 24	30 Sep 24
Credit Risk, CVA and UFCE	3,71,169	3,66,358
Market Risk	9,287	5,452
Operational Risk	48,709	48,709
<b>Total Risk Weighted Assets</b>	<b>4,29,165</b>	<b>4,20,519</b>
Core Equity Tier 1 Capital Funds	65,132	63,975
Tier 2 Capital Funds	5,500	5,450
<b>Total Capital Funds</b>	<b>70,632</b>	<b>69,425</b>
<b>CRAR</b>	<b>16.46%</b>	<b>16.51%</b>
CET1 / Tier1	15.18%	15.21%
Tier 2	1.28%	1.30%

## CET1 Ratio (%)



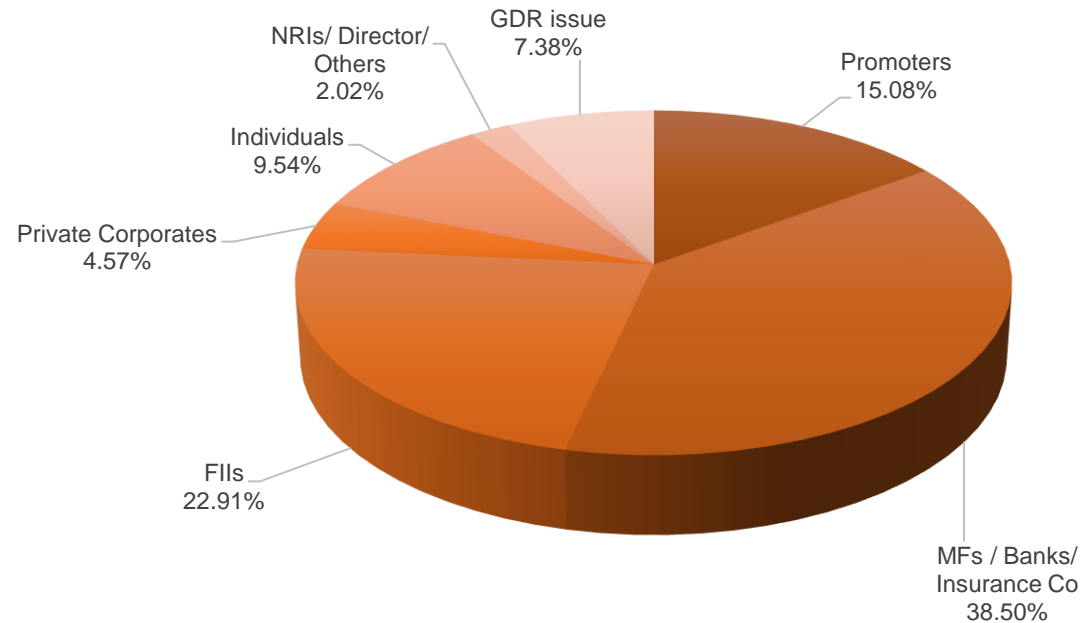
## CRAR (%)





# Shareholding Pattern and Credit Ratings

## Diversified Shareholding



## Credit Ratings

### Domestic Rating:

- CARE A1+ for Certificate of Deposits
- CRISIL A1+ for certificate of deposit program / short term FD programme
- CRISIL AA+ for Infrastructure Bonds program/Tier 2 Bonds
- IND AA+ for Issuer Rating by India Ratings and Research
- IND AA+ for Senior bonds program/Tier 2 Bonds by India Ratings and Research

### International Rating:

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



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Management Team



# Disproportionately Large Distribution Network with Unparalleled Rural Presence

## Distribution Network with Deep Rural Presence

 **~42 mn**  
Customer Base

 **~1,60,000**  
Villages Covered

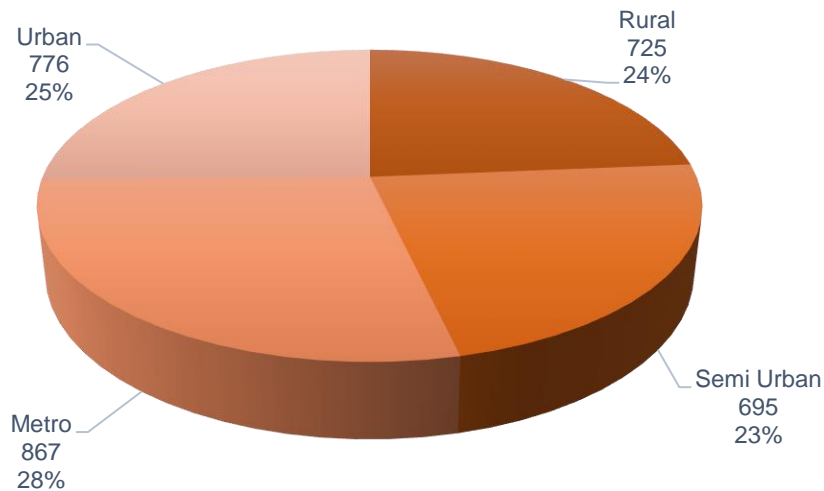
 **7,135**  
Group Network

 **2,993**  
ATMs

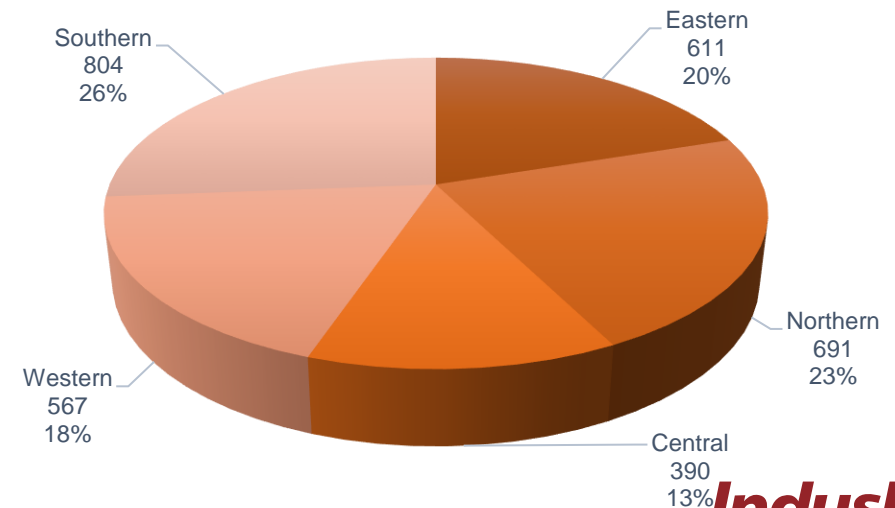
## Strengthening Distribution Infrastructure

Particulars	Dec 31, 2023	Mar 31, 2024	June 30, 2024	Sep 30, 2024	Dec 31, 2024
Branches/Banking Outlets	2,728	2,984	3,013	3,040	3,063
BFIL Branches	3,577	3,620	3,679	3,746	3,772
Vehicle Finance Marketing Outlets (IMFS)	467	367	334	304	300
ATMs	2,939	2,956	2,988	3,011	2,993

## Geographical Breakdown of Branches



## Regional Breakdown of Branches



# Key Strengths of the Bank



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**Diversified**  
Distribution Network



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# Digital Business at a glance – scaling up D2C model as well as digital as an enablement

## Digital as a Direct Digital Business Model scaling up consistently with quality

**70,000+ New Clients**  
acquired each month

**17,000+ Credit Cards**  
opened each month

**42,000+ Savings Accounts**  
opened each month (YTD-Dec)  
**(100% Funded accounts)**

**80,000+ FDs**  
opened each month

**9000+ Unsecured Loans**  
disbursed each month\*

**5% share of**  
Overall Bank Business  
(Assets + Liabilities)

**200 Cr+ loans**  
disbursed each month

**100 Cr+ mutual funds**  
booked each month

**2000 Cr+ fixed deposits**  
booked each month

**Operating efficiency of <50%**

## Digital as an enablement – most of the business is sourced digitally across retail products

Savings Account

97%

Fixed Deposits

77%

Personal Loan

100%

Credit Cards

100%

Investments

97%

Also includes assisted digital volumes

\*only new to bank volume; does not include pre-approved loans or cards to existing clients;  
operating efficiency measured as direct costs to income ratio

# INDIE: Scaling consistently and bringing a “better way to Bank” – now open for all IndusInd Bank customers and profitable standalone in Q3

**1.4 Mn**  
accounts opened  
(till date)

**100 Mn+**  
Transactions processed  
(till date)

**15,000 Cr**  
Value of transactions  
processed  
(till date)

**12 Mn**  
Transactions per month

**>100K**  
Daily Transacting Users

**48**  
Transactions per month per  
active client

**INDIE as a Platform**  
live now for all  
customers of the Bank

**20%**  
Increase in liabilities post  
migration of existing clients

**Awards – Q3' FY 25**

**Maddies Award 2024**



Marketing award under  
'Launch of Product/Service'  
category.

**> 1000 Cr**  
Value of new business added  
(Balance Sheet Impact\* in Rs Cr)

**8X**  
Increase in Liabilities ATS YoY  
on clients acquired digitally

**125 Mn+**  
personalized nudges per  
month leading to negligible  
cost of cross-sell

**4.6**  
App Store Rating (iOS)

**4.5**  
Play Store Rating (Android)

**Resilient**

**15 Min**  
RTO

**<5 Min**  
RPO

\*across assets and liabilities

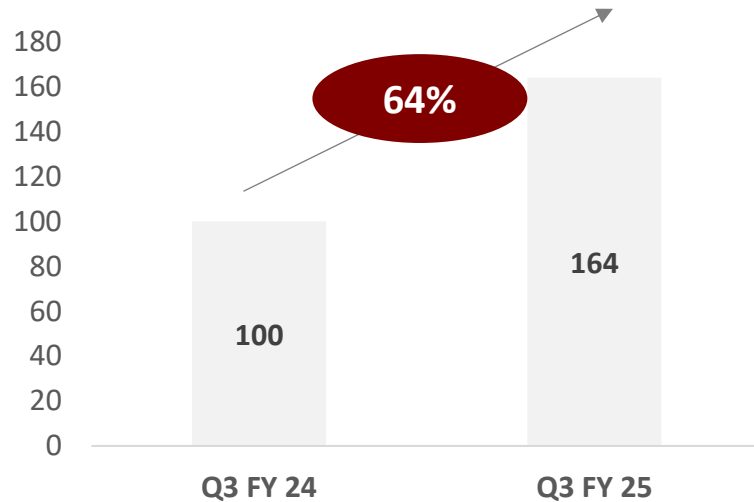


# Overall Digital DIY D2C / BaaS\* Business showed robust growth

Digital Assets Balance Sheet grew by 64% YoY, CASA by 32% YoY and FD by 19% YoY

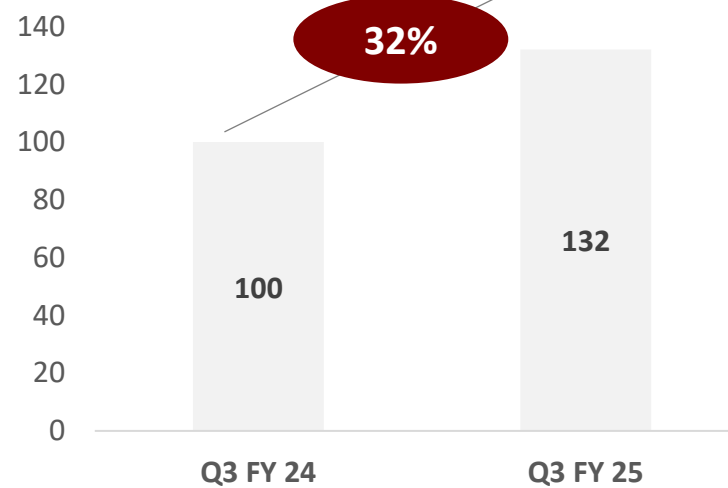
## Digital Asset Balance Sheet – up 64% YoY

Indexed ENR (Rs Cr)



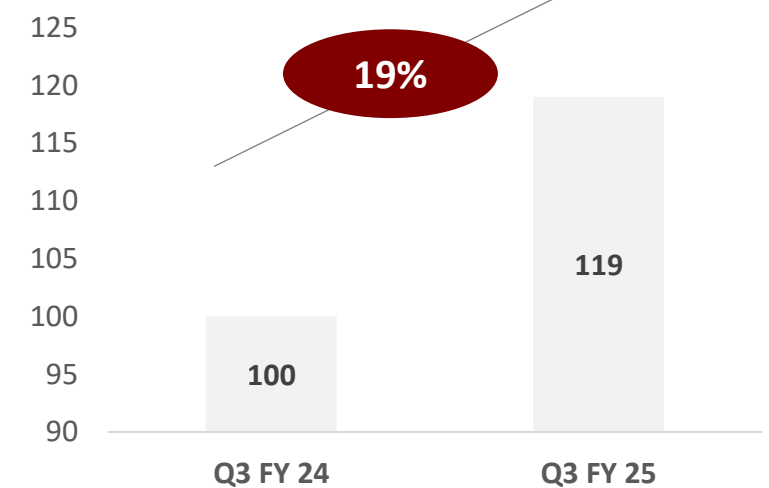
## Digital CASA Balance Sheet – up 32% YoY

Indexed ENR (Rs Cr)



## Digital FD Balance Sheet – up 19% YoY

Indexed ENR (Rs Cr)



DIY D2C / BaaS  
Business



Lower Customer Acquisition Cost across products

20%

Improvement in cards acquisition cost YoY



6% Better spends in credit cards acquired digitally

10%

Improvement in PL acquisition cost YoY



38% Better activation in credit cards acquired digitally in first 30 days

63%

Improvement in Return on Ad spends for SA YoY

Compared to physical model

\*DIY = Do It Yourself; D2C = Direct to Client; BaaS = Banking as a Service

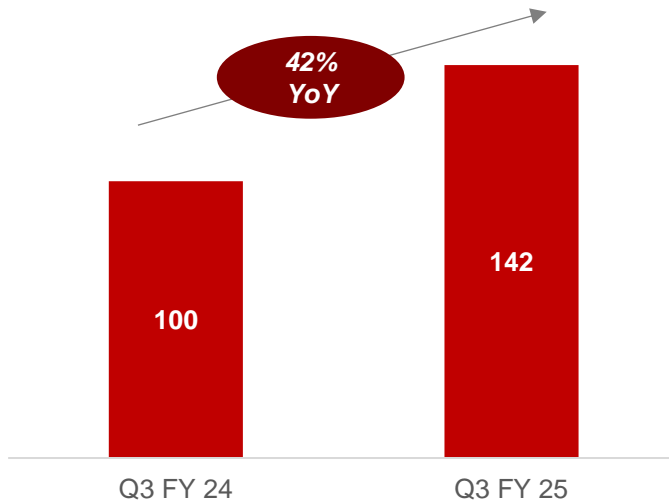
Refers to balance sheet corresponding to accounts that are opened directly by clients digitally through direct to client platforms or digital partners

# 42% YoY growth in transactions that happen from digital apps and platforms each quarter

## Increasing penetration of recurring setups and bill payments driving user engagement

### Indexed Volume

# of txns from retail digital apps (Mn)

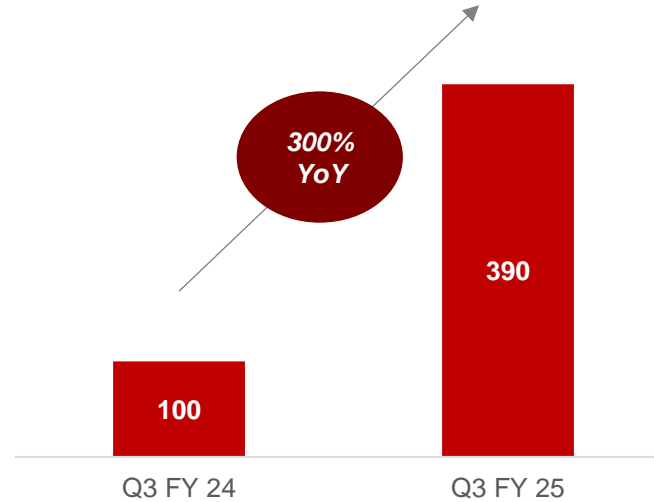


Transactions that happen from IndusNet, IndusMobile and INDIE

- Includes Bill payments, UPI, DC, NEFT/RTGS/IMPS

### Indexed Volume

Bill Payments (INDIE)

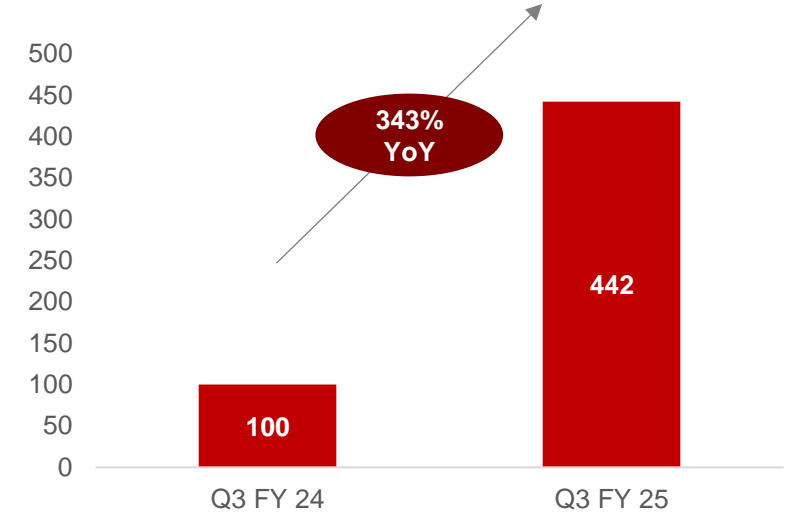


Transactions that happen from INDIE

- Bill pay adoption has increased to 7.2% of clients on app from 2.5% YoY

### Indexed Volume

Recurring Payments



Transactions that happen from IndusMobile and INDIE

- Includes recurring on bill payment, UPI mandate, SI



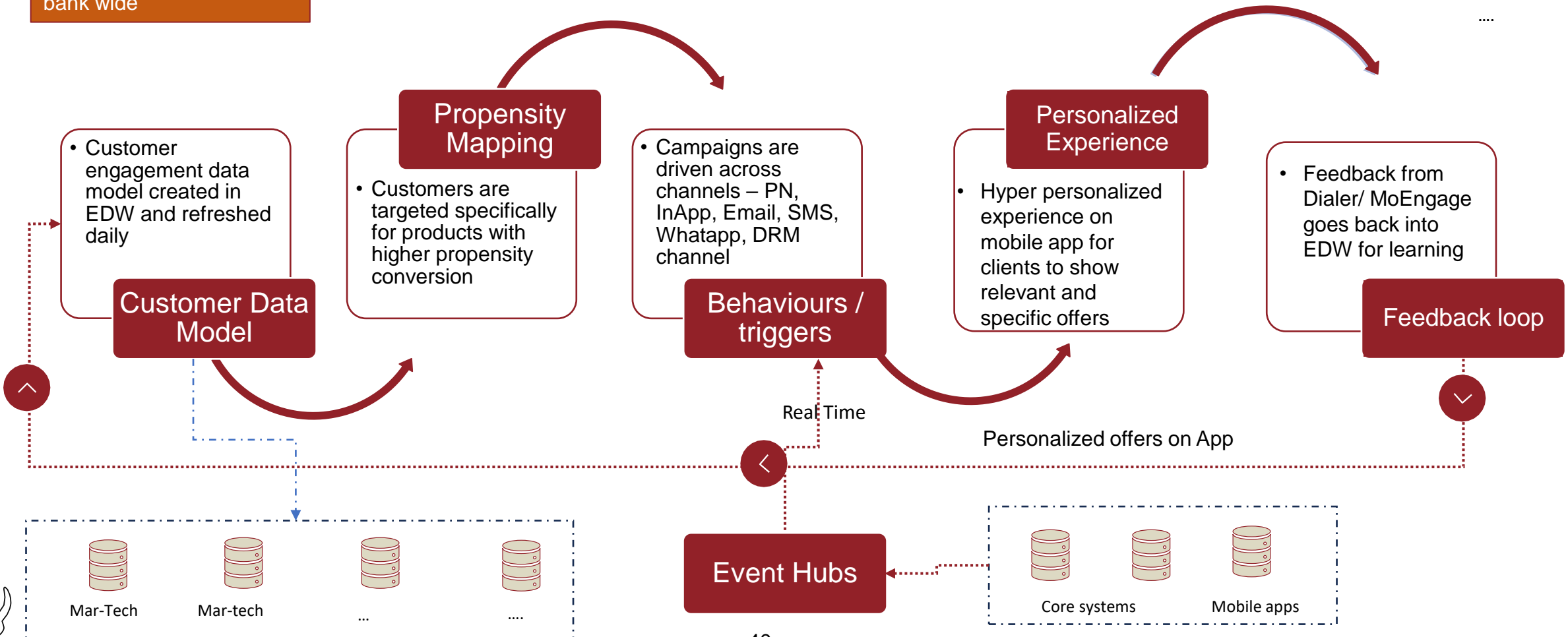


# Customer Lifecycle models deployed at scale: 500+ digital campaigns; 750 Mn+ personalised nudges driven each month with feedback loops to continuously learn and improve efficiency

Over **150 customer attributes** in data model across **23 Mn clients** bank wide

Over **21 ML based propensity models** and **70+ campaign triggers** to drive cross-sell, bill payments, UPI mandates, tier retention

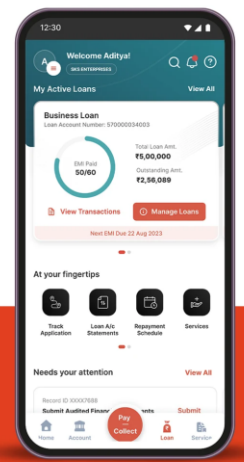
Over **500+ campaigns** and **750 Mn+ personalised nudges** each month  
**Omni channel** - In app banners | Overlay banners | Mobile Push Notifications | Email | SMS | Whatsapp



New

# Q3 Launch Update: Indie for Business – Live Now on PlayStore and App Store and as Web Portal !

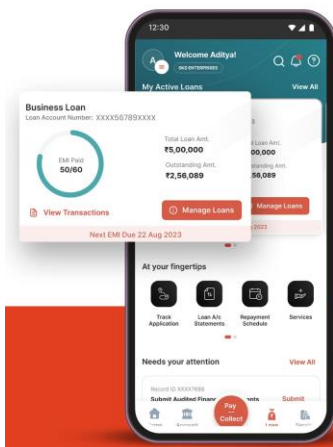
IndusInd Bank  
Presents  
**IndusInd Bank**  
**INDIE**  
for business



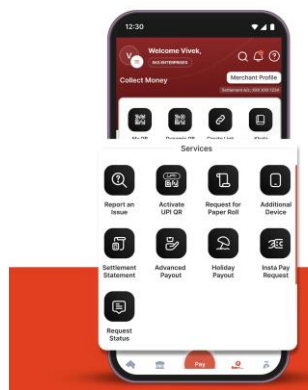
Better  
Business  
Banking

All your  
IndusInd Bank  
business accounts  
in one place

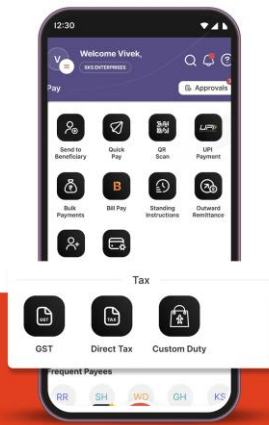
Consolidated view of  
loans and repayment  
schedule



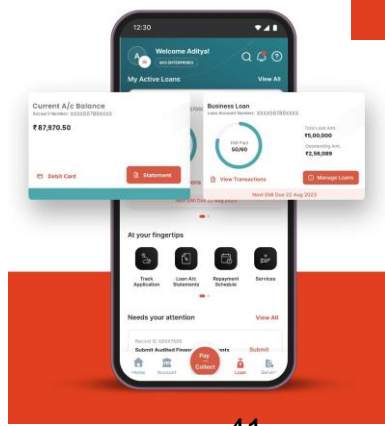
Merchant Solutions  
Exclusive merchant  
solutions suited for  
multiple  
business needs.



Tax Payments  
Pay GST, Corporate  
Tax, Wealth Tax,  
Capital Gains etc.  
in a few clicks.



10,000+ Registered Users within a  
month of launch



New

# Q3 Launch Update: Revamped Internet Banking now live for customers on INDIE platform

## Phased Migration of customers underway

The image displays two screenshots of the IndusInd Bank internet banking interface. The top screenshot shows the 'Overview' page, featuring a search bar, navigation tabs for Savings, Debit Cards, Investments, and Deposit, and a 'Quick Links' section with options like Bill Payment, Bank Transfer, Fixed Deposit, Mutual Funds, Service Request, Statement, and Recurring Deposit. The bottom screenshot shows the 'Investments' page, including a search bar for mutual funds, a 'Portfolio' section with a donut chart showing 100.00% allocation to Equity Funds, and an 'Invest in Mutual Funds' section with a bar chart and a 'Statements' section below.

- ✓ Modern Tech Stack
- ✓ Cloud Native, Scalable, Resilient
- ✓ Enabled with real time event driven engagement capabilities
- ✓ Mar-Tech Stack Enabled
- ✓ Revamped Information Architecture
- ✓ Smarter payments experience



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**Diversified**  
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Loans



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**Strong**  
Product Groups



**Robust**  
Profitability



**Stable**  
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**Healthy**  
Capital Adequacy



**Diversified**  
Distribution Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



## ESG highlights for Q3 of FY25

### Rooftop Solar Loan for MSEs



The Bank entered into a **strategic partnership with Tata power**, on 28<sup>th</sup> October 2024, for **Indus Solar**, our tailored financing offering designed to support MSE clients in purchasing and installing solar panels on rooftops. MSE enjoy significant cost savings on energy bills, leading to higher profits, and demonstrate their dedication to reducing environmental impact.

### Introducing WaSH Sector Lending



To enhance our social impact and promote financial inclusion in rural areas, the **Bank has launched Water and Sanitation (WaSH) Loans**. These loans support the construction and repair of household toilets, water quality improvement, overhead tanks, and rainwater harvesting systems.

### Best in ESG at ASSOCHAM Awards 2024



**Winner at the ASSOCHAM 19<sup>th</sup> Annual Summit & Awards** for Banking and Financial Sector lending Companies in the 'Best Environment Social and Governance' category under the class of Large and Mid sized corporates.



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## Board of Directors with Diverse Expertise

Name	Nature of Directorship	Special Knowledge /Expertise	Prior Experience
Mr. Sunil Mehta	Non-Executive,Independent, Part-time Chairman	Banking, Financial services, Insurance and Investment.	Mr. Sunil Mehta has over forty years of proven leadership experience in banking, financial services, insurance and investments with leading global and domestic financial institutions. Previously Country Head & CEO - AIG India, Corporate Bank Head- Citibank India and Senior Credit Officer covering South Asia, Non-Executive Chairman- YES Bank, Non-Executive Chairman - Punjab National Bank, Independent Director - State Bank of India. He is a Past Chairman of American Chamber of Commerce (AMCHAM India).
Mrs. Akila Krishnakumar	Non-Executive Independent Director	Information Technology, Payments & Settlement Systems, Human Resource & Business Management	Previously, President – Global Technology at SunGard – a Fortune 500 Company and a global leader in Financial Services Software.
Mr. Rajiv Agarwal	Non-Executive Independent Director	Small Scale Industry	Promoter in several small-scale ventures, primarily manufacturing concerns with 38 years of experience in ‘Small Scale Industries’ segment,
Mrs. Bhavna Doshi	Non-Executive Independent Director	Accountancy and Risk Management.	Previously, Sr Advisor at KPMG India, Served on various Committees of Institute of Chartered Accountants of India (ICAI), Chaired Accounting Standards Board and served on the Compliance Panel of IFAC.
Mr. Jayant Deshmukh	Non-Executive Independent Director	Agriculture and Rural Economy and Cooperation.	Previously, Director of Agriculture, Maharashtra State, Held many important positions in the Department of Agri, Maharashtra
Mr. Pradeep Udhas	Non-Executive Independent Director	Finance, Information Technology and Business Management.	Currently senior advisor to KPMG India Chairman and CEO. Previously, Senior Partner at KPMG India, which he co-founded 27 years ago. Held various senior positions including Global roles in KPMG
Mr. Lingam Venkata Prabhakar	Non-Executive Independent Director	Banking, Accountancy, Finance, and Agriculture & Rural Economy	Previously, MD and Chief Executive Officer for Canara Bank, Executive Director for PNB Bank.
Mr. Rakesh Bhatia	Non-Executive Independent Director	Finance and Economics, Information Technology, Risk Management, and Business Management	Mr. Rakesh Bhatia has worked in Banking and Financial Services for around 37 years. Mr. Bhatia have over three decades of experience as a Banker having worked in different parts of the world.
Mr. Sudip Basu	Non-Executive and Non-Independent Director	Banking, Risk Management, Business	Mr. Sudip Basu has over 25 years of experience in various positions in Banking and Financial Services. He currently serves as the President, Group Risk at Hinduja Group Ltd, since 2019. Prior to that, He worked at Citibank from 1997-2019 at various key positions, extensively handling Risk Management and retired as Managing Director, Citibank NA, Mumbai
Mr. Sumant Kathpalia	Managing Director & CEO	Banking and Accountancy, Risk Management and Business Management	Career banker with years of rich experience in large multi-national banks such as Citibank, Bank of America and ABN AMRO.
Mr. Arun Khurana	Whole-time Director	Banking, Economics, Finance, Risk Management and Business Management	Joined the Bank in November 2011 and is Deputy CEO of the Bank since April 1, 2020 and is also the overall head of Global Markets Group (GMG), Transaction Banking Group (TBG), Investment Banking, Financial Institutions & Public Sector, Financial Restructuring & Reconstruction Group (FRRG), etc.



## Experienced and Well-knit Management Team

Name	Designation	Exp (Yrs)	Prior Experience
Mr. Sumant Kathpalia	Managing Director & CEO	36+	Career banker with years of rich experience in large multi-national banks such as Citibank, Bank of America and ABN AMRO
Mr. Arun Khurana	Executive Director, Deputy CEO & CFO*	33+	Regional Head Corporate Solutions Asia-Pacific Markets of RBS Singapore
Mr. Sanjeev Anand	Head - Corporate, Commercial, Rural & Inclusive Banking	31+	Head – Commercial Banking, ABN AMRO Bank (India)
Mr. Zubin Mody	Chief Human Resources Officer	31+	Head – HR, ICICI Lombard General Insurance Company Limited, was at a senior position at ICICI Bank, Heinz India Pvt. Ltd and Marico Industries.
Mr. Gobind Jain	Chief Financial Officer**	28+	Joint President Group Account & MIS, Kotak Mahindra Bank; held prior positions at ICICI Bank, Bank of America, Bank Internasional Indonesia and RBI
Mr. Rana Vikram Anand	Head - Pan Bank Liability Group, Customer Service & Synergy	35+	CEO at Cointribe (leading fintech), Various leadership positions at ABN AMRO Bank NV, ANZ & RBL
Mr. Soumitra Sen	Head - Consumer Banking & Marketing	35+	Leadership positions at ABN AMRO Bank NV, RBS, Deutsche Bank AG & Nestle
Mr. Samir Dewan	Head - Affluent Banking & International Business	30+	COO - Private Banking, Asia at RBC (Royal Bank of Canada), leadership positions with Bank of America, ANZ, and ABN AMRO.
Mr. Anil M. Rao	Chief Administrative Officer	30+	Various positions at ABN AMRO Bank, RBS and Bank of America
Mr. Anish Behl	Head – Wealth & Para Banking	32+	Executive Director, Bancassurance - Asia at ABN AMRO Bank NV
Mr. Siddharth Banerjee	Head - Global Markets & FIG	25+	Various position at HSBC, Deutsche Bank, HDFC Bank, ABN AMRO NV, and ANZ Bank
Mr. Jyoti Prasad Ratho	Head - Inspection & Audit	34+	Was associated with YES Bank as Senior Group President & Country Head – Internal Audit. Managed multiple roles in area of Audit & Governance, Risk and Controls.
Mr. Vivek Bajpeyi	Chief Risk Officer	36+	Has recently moved in the role of CRO with IndusInd Bank, prior he was associated with RBL Bank, ANZ Grindlays, Deutsche Bank, Bank of America and Nomura India.
Mr. Shiv Kumar Bhasin	Chief Transformation Officer	29+	Has recently moved in the role of Chief Transformation officer with IndusInd Bank. Prior he was associated at various positions, with SBI, Barclays Corporate, Fidelity investments & NSE.
Ms. Charu Sachdeva Mathur	Head- Digital Banking & Strategy (Existing Business)	19+	Consultant - Financial services and telecom advisory at Boston Consultancy Group (BCG)
Mr. A. G. Sriram	Head – Consumer Finance	30+	Multiple roles across Credit, Operations and Sales including leading Construction and Commercial Vehicle Segment.
Mr. Niraj Piyush Shah	Head - Global Corporates & Institutional Banking	30+	Has joined us in 2021, prior he was associated with ANZ Banking Group, India, ABN Amro, Standard Chartered Bank and Tata Group.
Mr. Indrajit Yadav	Head - Investor Relations and Strategy	16+	Has been with IndusInd Bank since 2013, prior to 2013 he was associated with Nomura India and with Cognizant.

\*Appointed as Chief Financial Officer w.e.f January 21, 2025.

\*\* Resigned as on January 20, 2025.



## *Awards & Accolades*



## Awards & Accolades



**Best Customer Experience for Large and Mid-Sized Banks at Assocham 19<sup>th</sup> Annual Summit and Award, Banking & Financial Sector Lending Companies 2024**



**Best Bank Financing the Industry at the 51<sup>st</sup> India Gems and Jewellery Awards 2024**



**IndusInd Bank's INDIE was recognized as The Ultimate Digital Banking Experience at E4m Maddies Awards 2024**



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