

# Investor Presentation

Q2-FY24 | SEPTEMBER 2023

October 18, 2023

## IndusInd Bank at a Glance



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

**₹3,15,454 crs**      **₹ 3,59,548 crs**  
**Loans**              **Deposits**  
Diversified Across Products and Geographies

**37 mn**  
**Customers**  
Across Segments

**6,657**  
**Group Network**  
Pan India



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

**55:45 Loan Mix**  
Retail VS Wholesale

**39% CASA**  
Stable Low-cost Deposits

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



**Strong Domain Expertise**  
Long Vintage across Cycles

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

**Micro Finance**  
11% of the Loan Book

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



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

**18.21% CRAR**  
Tier 1: 16.75% | Tier 2: 1.46%

**117% Average LCR**  
Well above regulatory requirement

**71% PCR**  
GNPA 1.93% | NNPA 0.57%



**Strong Profitability**  
amongst highest in  
the Industry

**4.29% Net Interest Margin**

**46.88% Cost to  
Income**

**5.2% Operating Profit  
Margin to Loans**



## Key Financial Highlights for Q2 FY24

Balance Sheet	Loans	Deposits	CASA	Term Deposits	Total Assets
	<b>₹3,15,454 crs</b> ▲ 21% YoY ▲ 5% QoQ	<b>₹3,59,548 crs</b> ▲ 14% YoY ▲ 4% QoQ	<b>₹1,41,437 crs</b> ▲ 6% YoY ▲ 2% QoQ	<b>₹2,18,111 crs</b> ▲ 20% YoY ▲ 5% QoQ	<b>₹4,77,922 crs</b> ▲ 12% YoY ▲ 2% QoQ
Profit & Loss	Net Interest Income	Total Other Income	Revenue	Operating Profit	Net Profit
	<b>₹5,077 crs</b> ▲ 18% YoY ▲ 4% QoQ	<b>₹2,282 crs</b> ▲ 13% YoY ▲ 3% QoQ	<b>₹7,359 crs</b> ▲ 17% YoY ▲ 4% QoQ	<b>₹3,909 crs</b> ▲ 10% YoY ▲ 2% QoQ	<b>₹2,202 crs</b> ▲ 22% YoY ▲ 4% QoQ
Key Ratios	Net Interest Margin	Return on Assets	Return on Equity	Cost to Income	Net NPA
	<b>4.29%</b> ▲ 5 bps YoY ▲ - QoQ	<b>1.90%</b> ▲ 10 bps YoY ▲ - QoQ	<b>15.33%</b> ▲ 88 bps YoY ▲ 9 bps QoQ	<b>46.88%</b> ▲ 302 bps YoY ▲ 102 bps QoQ	<b>0.57%</b> ▼ 4 bps YoY ▼ 1 bps QoQ



## Q2FY24 Outcome Against PC-6 Ambitions

Planning Cycle 6 (FY 2023-26)		Q2FY24 Outcome	
Resulting in	Loan Growth	18%-23%	21%
	Retail Loan Mix	55%-60%	55%
	Retail Deposits as per LCR	45%-50%	44%
	PPOP / Loans	5.25% - 5.75%	5.2%
	Branch Network	3,250 - 3,750	2,631
	Customer Base	> 50mn	37mn

## Consolidated Balance Sheet

₹In crs	Q2 FY24	Q2 FY23	Y-o-Y (%)		Q1 FY24	Q-o-Q (%)		
<b>Capital &amp; Liabilities</b>								
Capital	777	775	-	-	776	-	-	
Reserves and Surplus	57,617	50,109	15%	▲	56,368	2%	▲	
Deposits	3,59,548	3,15,532	14%	▲	3,47,047	4%	▲	
Borrowings	40,530	40,673	-	-	45,622	(11)%	▼	
Other Liabilities and Provisions	19,450	19,486	-	-	17,180	13%	▲	
<b>Total</b>	<b>4,77,922</b>	<b>4,26,575</b>	12%	▲	<b>4,66,993</b>	2%	▲	
<b>Assets</b>								
Cash and Balances with RBI	30,095	47,922	(37)%	▼	28,235	7%	▲	
Balances with Banks	10,281	11,303	(9)%	▼	18,168	(43)%	▼	
Investments	94,427	75,994	24%	▲	94,216	-	▲	
Advances	3,15,454	2,60,129	21%	▲	3,01,317	5%	▲	
Fixed Assets	2,173	1,960	11%	▲	2,109	3%	▲	
Other Assets	25,492	29,267	(13)%	▼	22,948	11%	▲	
<b>Total</b>	<b>4,77,922</b>	<b>4,26,575</b>	12%	▲	<b>4,66,993</b>	2%	▲	



## Consolidated Profit and Loss Account – Q2 FY24 and H1 FY24

₹In Crore	Q2FY24	Q2FY23	Y-o-Y (%)		Q1FY24	Q-o-Q (%)		H1 FY24	H1 FY23
Net Interest Income	5,077	4,302	18%	▲	4,867	4%	▲	9,944	8,427
Other Income	2,282	2,011	13%	▲	2,210	3%	▲	4,492	3,943
<b>Total Income</b>	<b>7,359</b>	<b>6,313</b>	<b>17%</b>	<b>▲</b>	<b>7,077</b>	<b>4%</b>	<b>▲</b>	<b>14,436</b>	<b>12,370</b>
Operating Expenses	3,450	2,769	25%	▲	3,246	6%	▲	6,696	5,395
<b>Operating Profit</b>	<b>3,909</b>	<b>3,544</b>	<b>10%</b>	<b>▲</b>	<b>3,831</b>	<b>2%</b>	<b>▲</b>	<b>7,740</b>	<b>6,975</b>
Provisions & Contingencies	974	1,141	(15)%	▼	991	(2)%	▼	1,965	2,392
<b>Profit before Tax</b>	<b>2,935</b>	<b>2,403</b>	<b>22%</b>	<b>▲</b>	<b>2,840</b>	<b>3%</b>	<b>▲</b>	<b>5,775</b>	<b>4,583</b>
Provision for Tax	733	598	23%	▲	716	2%	▲	1,449	1,147
<b>Profit after Tax</b>	<b>2,202</b>	<b>1,805</b>	<b>22%</b>	<b>▲</b>	<b>2,124</b>	<b>4%</b>	<b>▲</b>	<b>4,326</b>	<b>3,436</b>



## Key Strengths of the Bank



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



**Robust**  
Liability Franchise



**Strong**  
Product Groups



**Profitability**  
amongst the Highest  
in Industry



**Stable**  
Asset Quality  
with Conservative  
Provisioning



**Healthy**  
Capital Adequacy



**Disproportionately**  
Large Distribution  
Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



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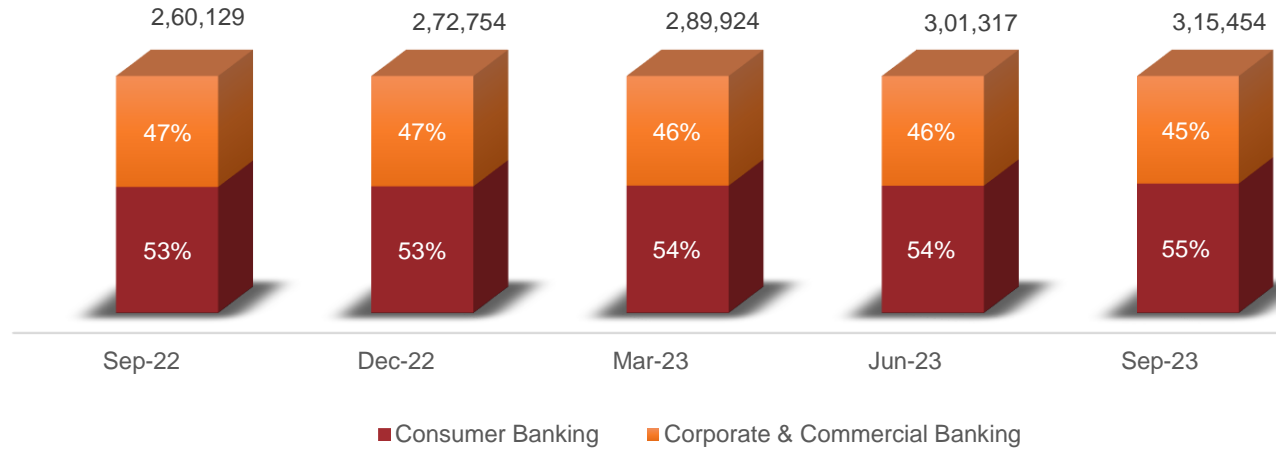
**Experienced**  
Board and  
Management Team



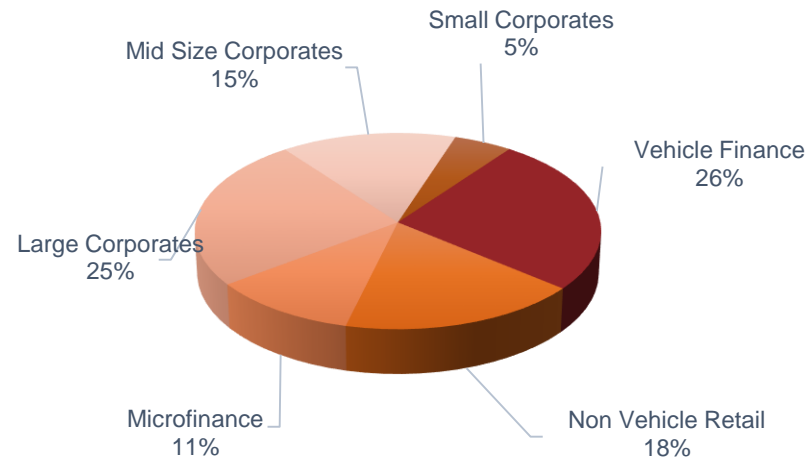


# Well Diversified Loan Book across Consumer and Corporate Products

Loan Book Mix (₹crs)



Corporate Banking	Sep-23	(₹crs)	%
Large Corporates	79,233	25%	25%
Mid Corporates	47,971	15%	15%
Small Corporates	15,950	5%	5%
<b>Total Advances</b>	<b>1,43,154</b>	<b>45%</b>	<b>45%</b>



(₹crs)

Consumer Banking	Sep-23	%
<b>Vehicle Finance</b>	<b>82,051</b>	<b>26%</b>
Commercial Vehicle	30,879	10%
Utility Vehicle	10,729	3%
Small CV	3,773	1%
Two-Wheeler	4,804	2%
Car	11,784	4%
Tractor	9,580	3%
Equipment Financing	10,502	3%
<b>Non-Vehicle Finance</b>	<b>55,886</b>	<b>18%</b>
Business Banking	15,364	5%
Loan Against Property	10,181	3%
Credit Card	9,462	3%
Personal Loans	6,795	2%
Merchant advances	4,904	2%
BL, AHL, Others	9,180	3%
<b>Microfinance</b>	<b>34,363</b>	<b>11%</b>
<b>Total Advances</b>	<b>1,72,300</b>	<b>55%</b>

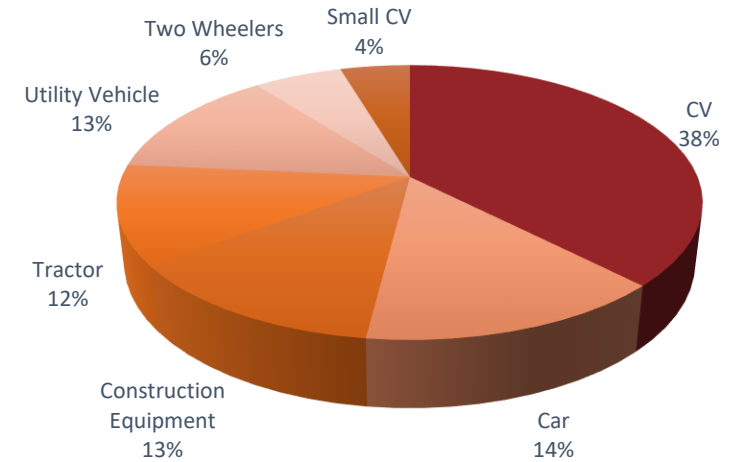


# Vehicle Finance: Granular Portfolio Across Vehicle Categories

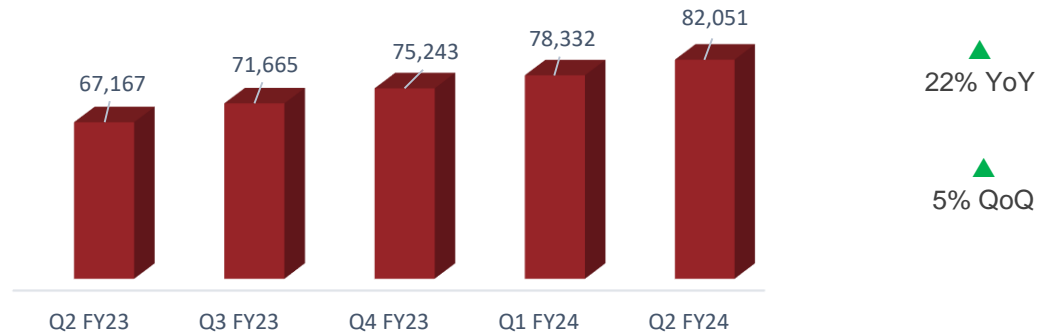
## Overview of Vehicle Finance Division

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

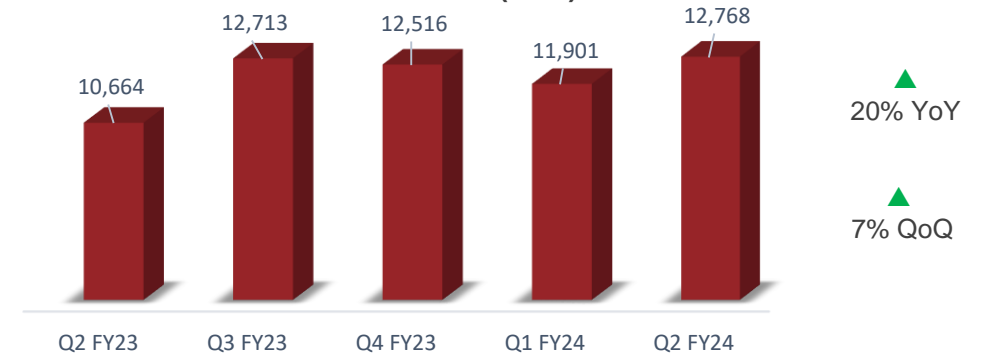
## Diversified Vehicle Loan Book across Vehicle Categories (%)



## Vehicle Finance Loan Book (₹crs)



## Disbursements (₹crs)



# Microfinance: Bridging the Financial Inclusion Gap



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



**10mn**  
Women Customers



**1.43 Lacs Villages**  
covered across 21  
States



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

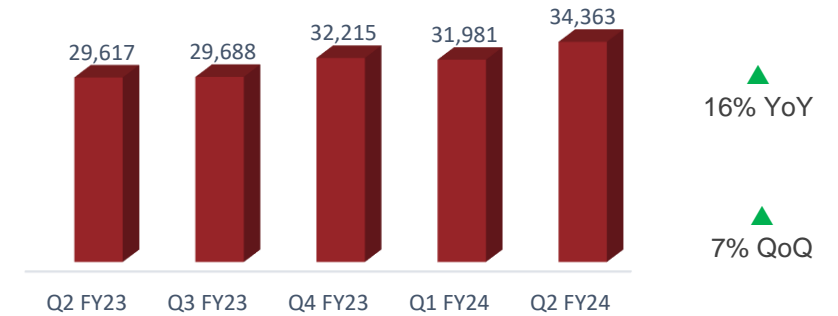


**117K+ Bharat**  
**Money Stores**  
Banking at doorstep  
in remote areas

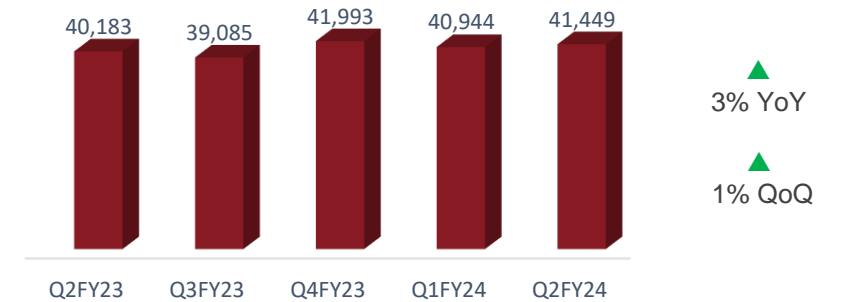


**700K+ Merchants**  
**(loan clients)**  
Addressing the  
MSME banking  
needs

Micro Finance Loan Book (₹crs)

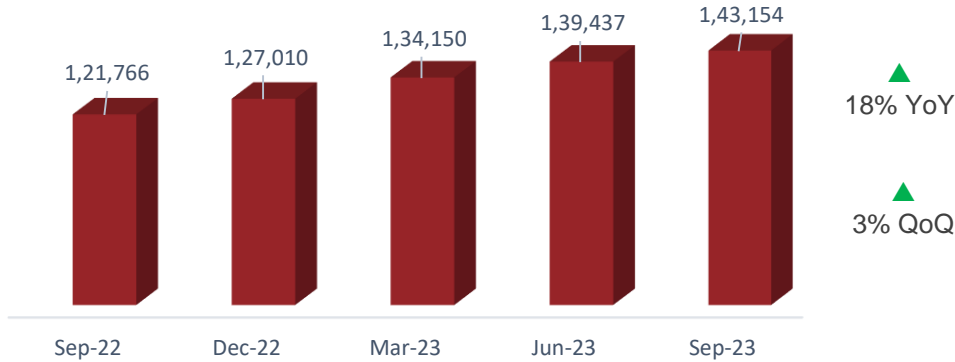


Average Loan Outstanding per Borrower (₹)

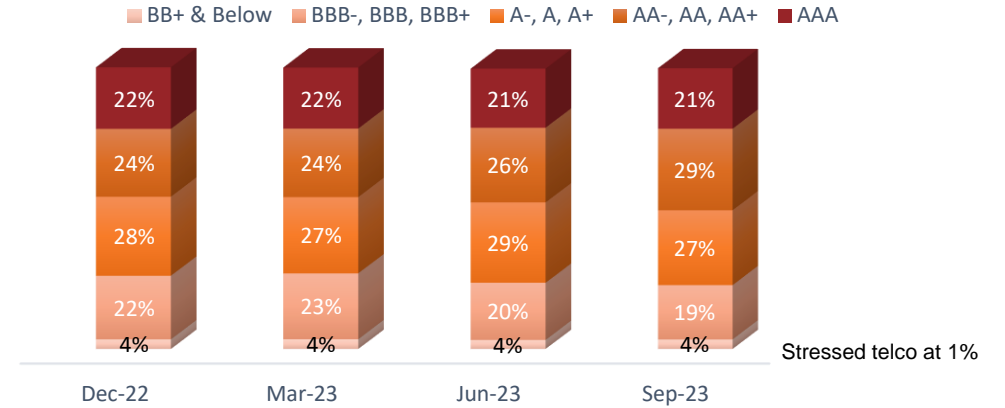


# Corporate Portfolio – Focus on Granular, Higher Rated Customers

Corporate Loan Book (₹crs)



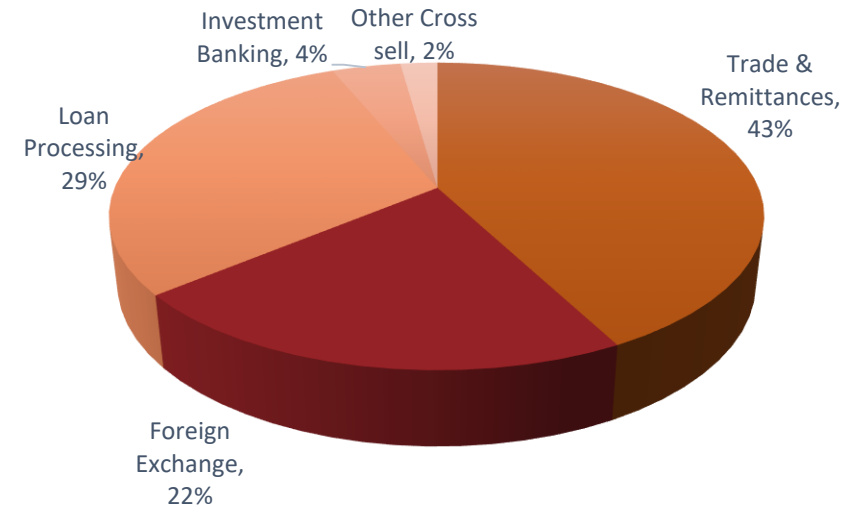
Improving Risk Profile \*



Sector-wise Loan Mix (% of Total Loans)

Sector	Q2 FY24
NBFCs (other than HFCs )	5.07%
Real Estate - Commercial and Residential	3.72%
Gems and Jewellery	3.38%
Power Generation – Non Renewable	3.35%
Steel	2.09%
Food Beverages and Food processing	1.61%
Power Generation – Renewable	1.38%
Petroleum & Products	1.19%
Services	1.17%
Construction	1.13%
Road Projects (Operational)	1.03%
Others	20.26%
<b>Corporate Banking</b>	<b>45.38%</b>
<b>Consumer Banking</b>	<b>54.62%</b>
<b>Total</b>	<b>100.00%</b>

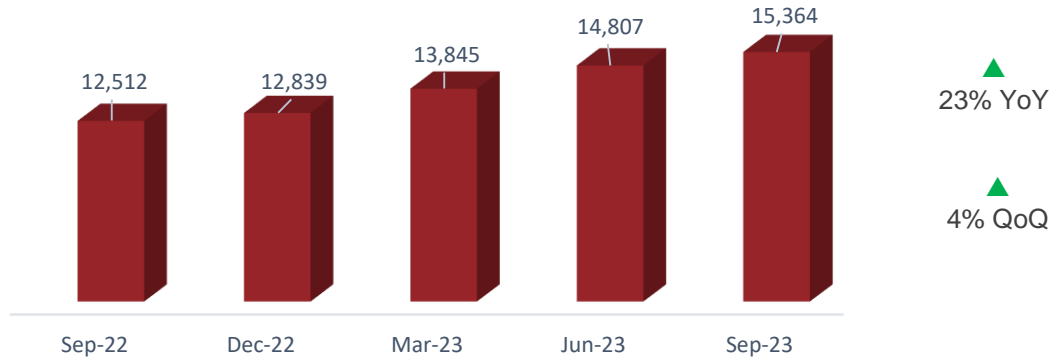
Diversified Fee Mix Q2FY24



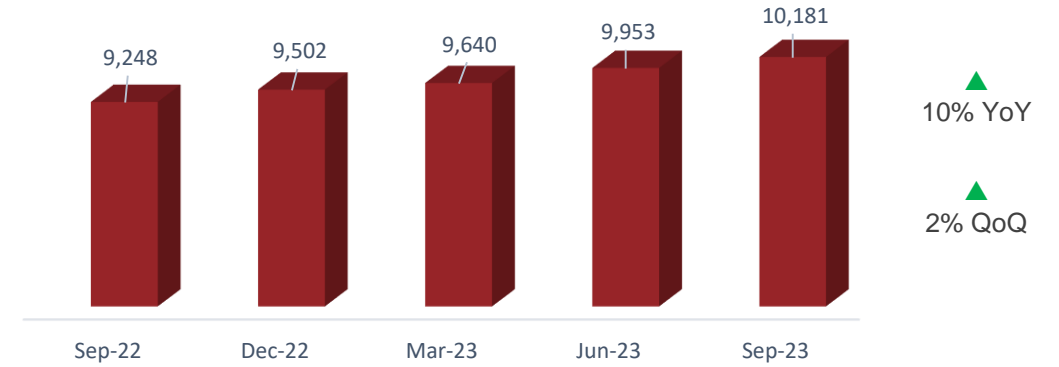
\* Includes fund and non-fund based exposure to corporate clients

# Non-Vehicle Retail Loans – Risk Calibrated Growth Strategy

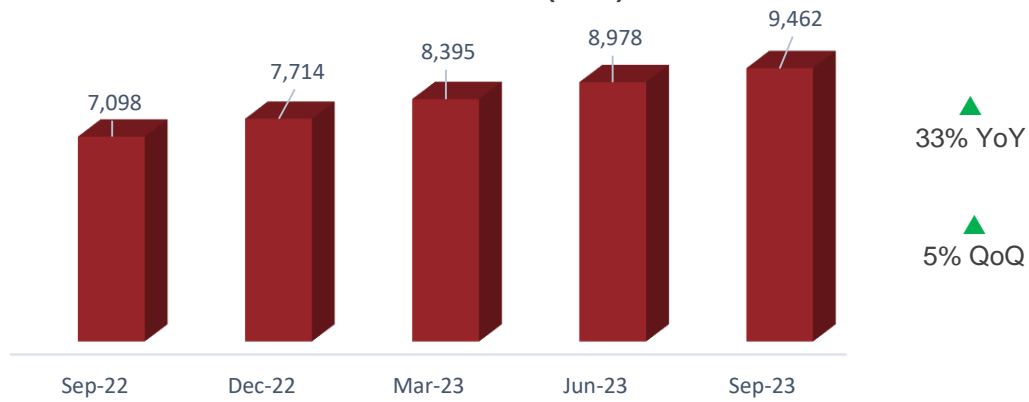
### Business Banking (₹crs)



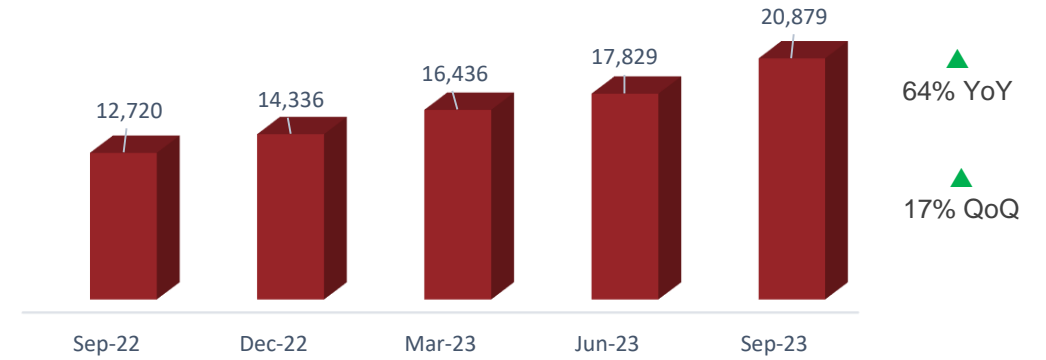
### Loan Against Property (₹crs)



### Credit Cards (₹crs)



### Other Retail Loans



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**Executing Digital**  
2.0 Strategy



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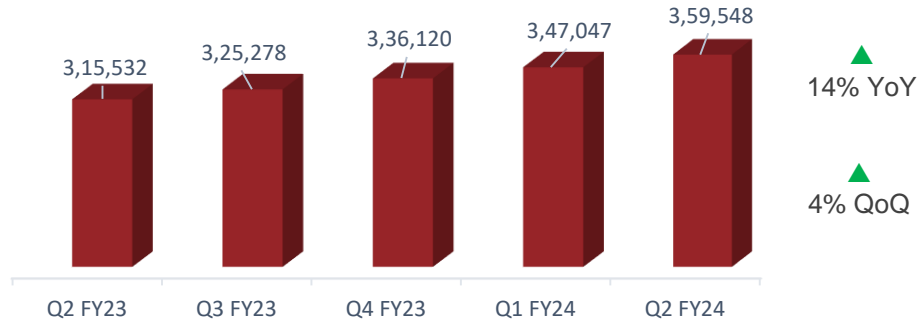


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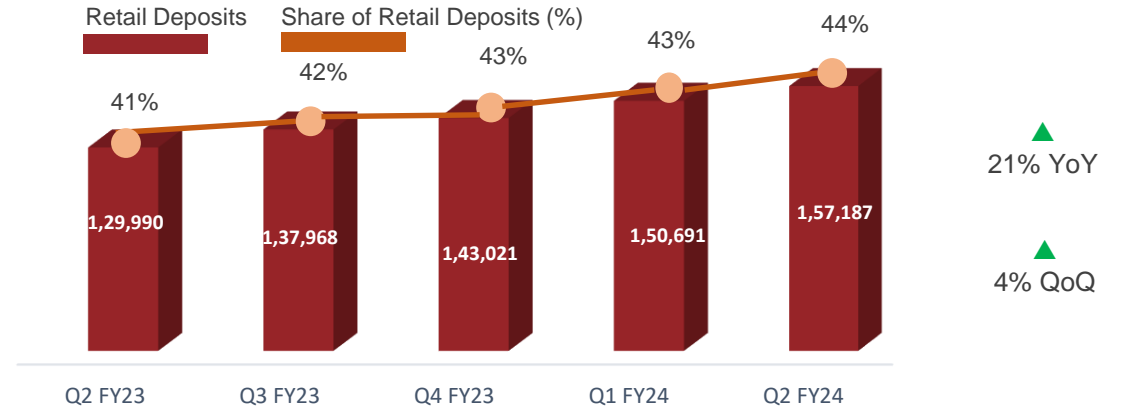


# Deposit Growth Driven by Granular Retail Deposits; Building Stable Low-Cost Deposit Book

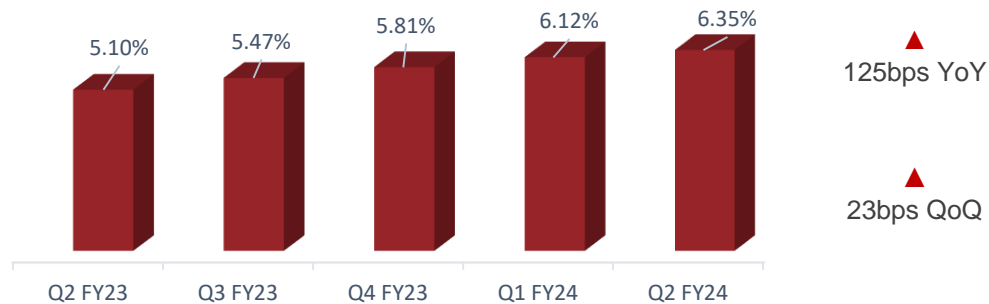
Deposits (₹crs)



Retail Deposits as per LCR (₹crs)\*



Cost of Deposits (%)



## Key Focus Areas

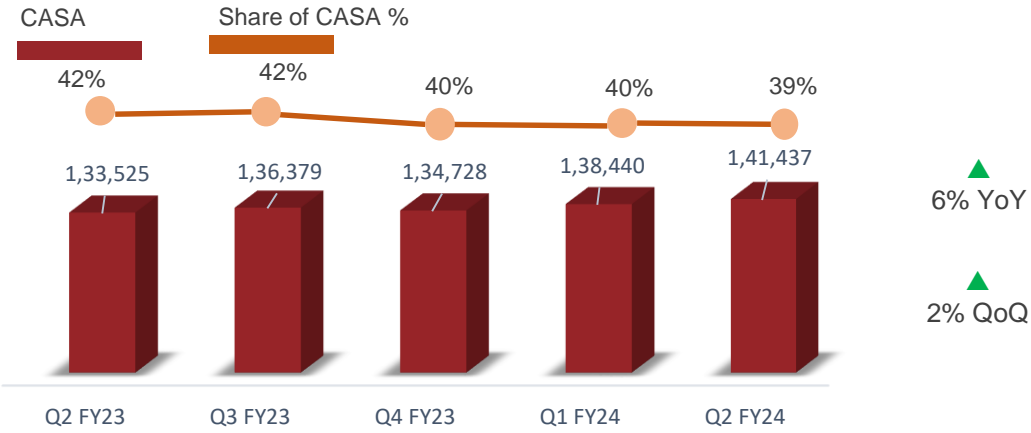
- Expanding branch network
- Focus on target market segments
  - Growth driven by retail customer acquisitions
  - Scaling up new businesses – Affluent and NRI
  - Leverage BFIL for rural customers
  - Building Merchant Acquiring Business
  - Digital Partnerships & Alliances
  - Exploring Community Banking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

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

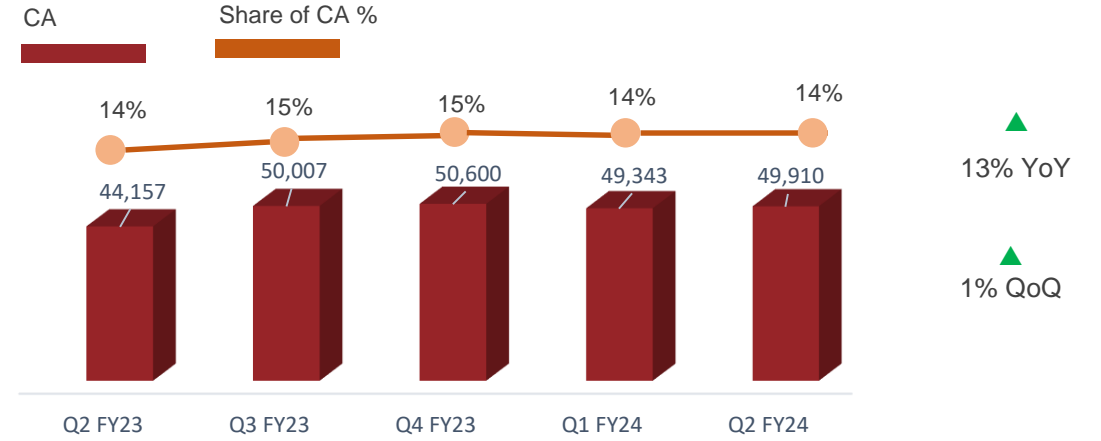


# Healthy Share of CASA; Strong Liquidity Profile

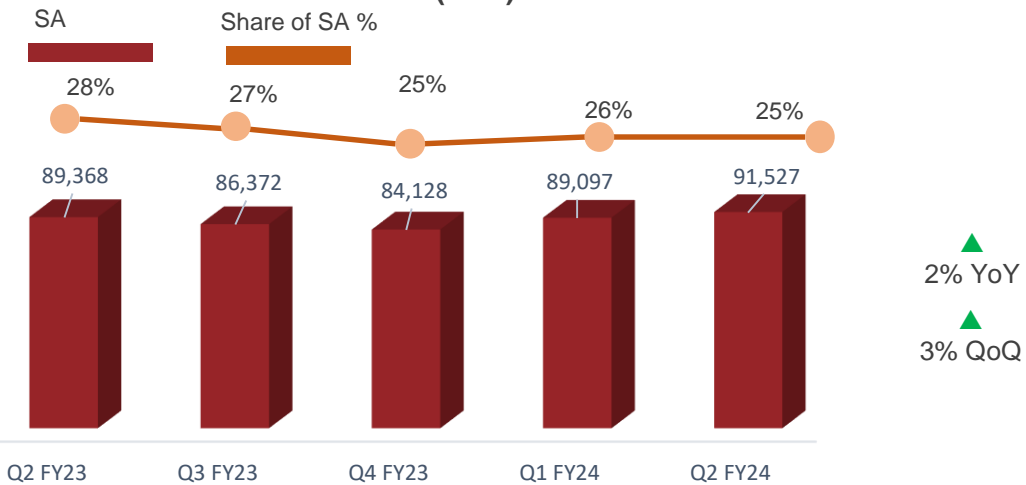
### CASA (₹crs)



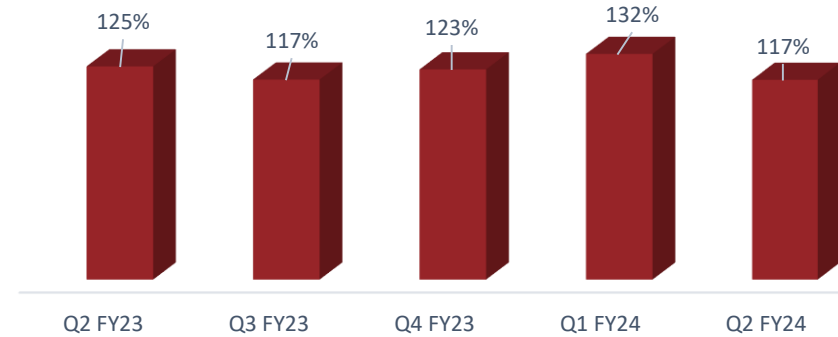
### CA (₹crs)



### SA (₹crs)

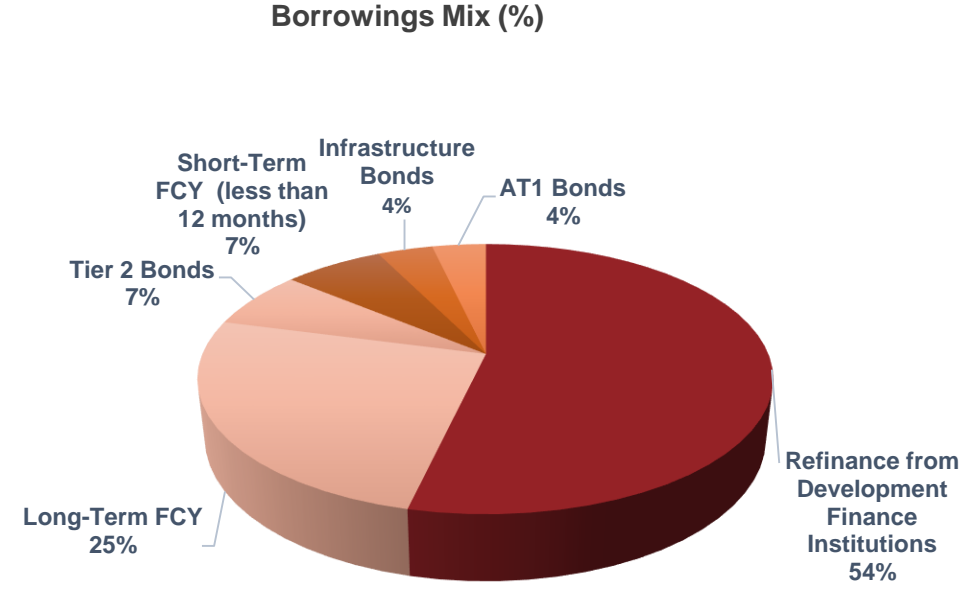
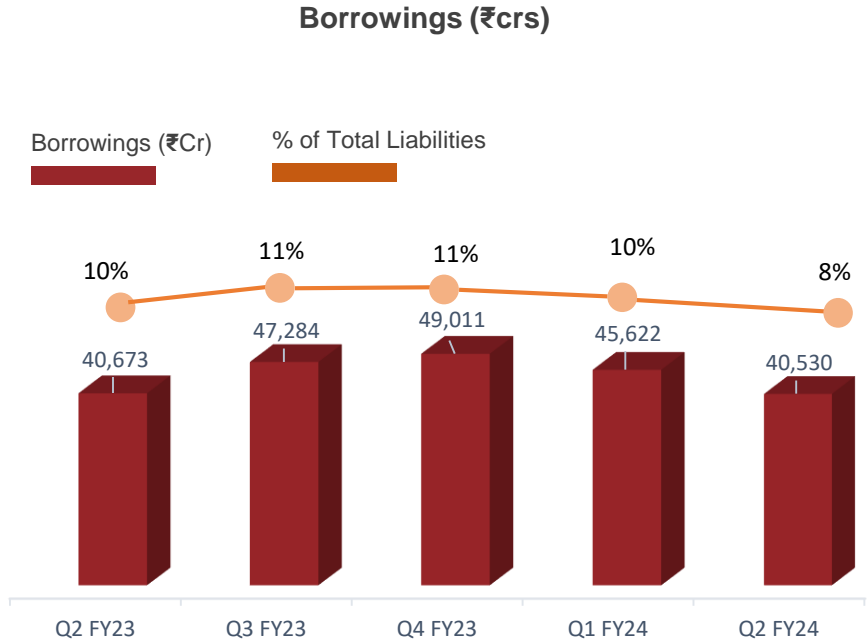


### Liquidity Coverage Ratio (%)





# Borrowings Constituted by Long Term Sources



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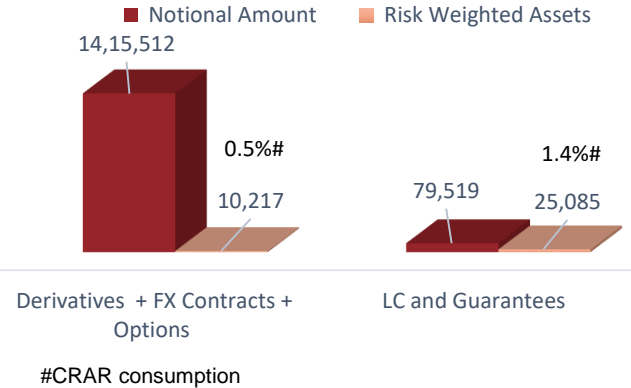


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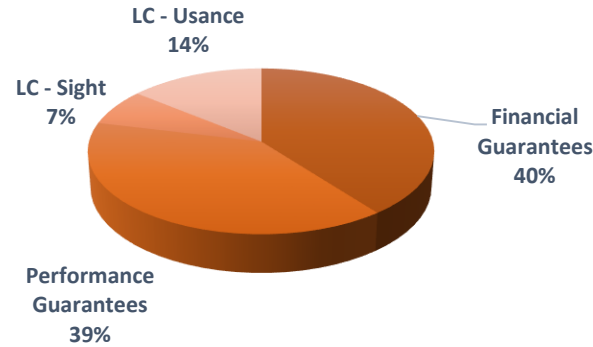


# Strong Product Groups with Efficient Capital Deployment

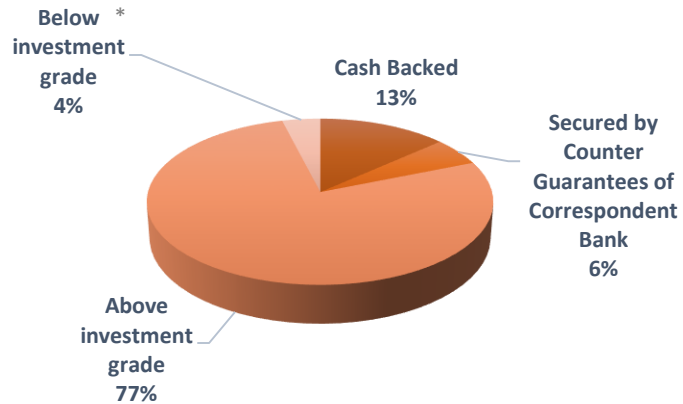
Low RWA Consumption (₹crs)



LC-BG Mix

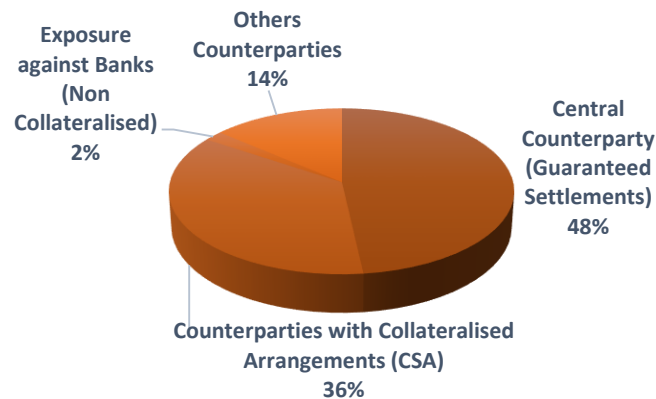


LC-BG Rating Profile



\*Stressed telecom contributes 1%

FX-Derivatives Exposure Type



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

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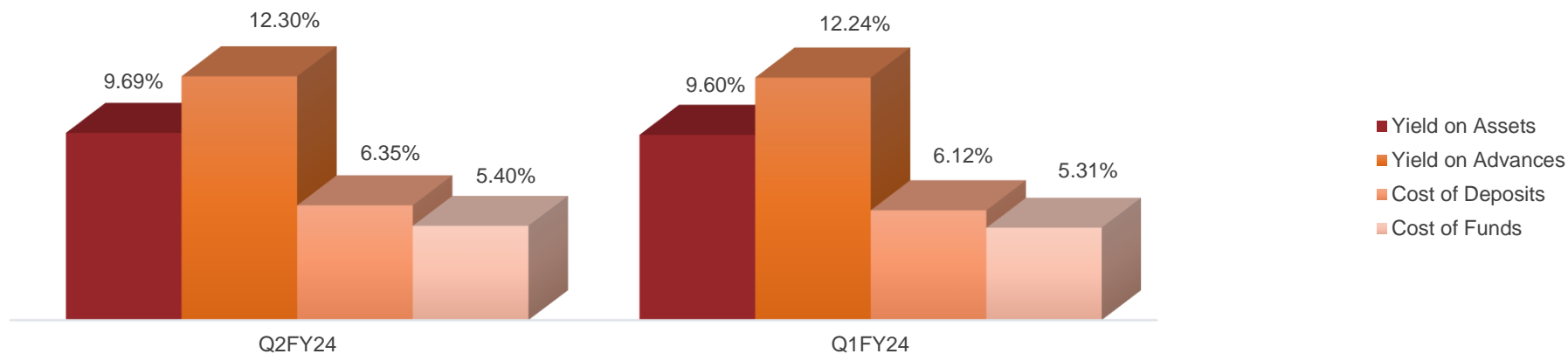
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## Yield / Cost Movement



### Segment-wise Yield:

	Q2FY24		Q1FY24	
	Outstanding (₹crs)	Yield (%)	Outstanding (₹crs)	Yield (%)
Corporate Banking	1,43,154	8.97%	139,437	8.99%
Consumer Banking	1,72,300	14.84%	161,880	14.76%
<b>Total</b>	<b>3,15,454</b>	<b>12.30%</b>	<b>301,317</b>	<b>12.24%</b>

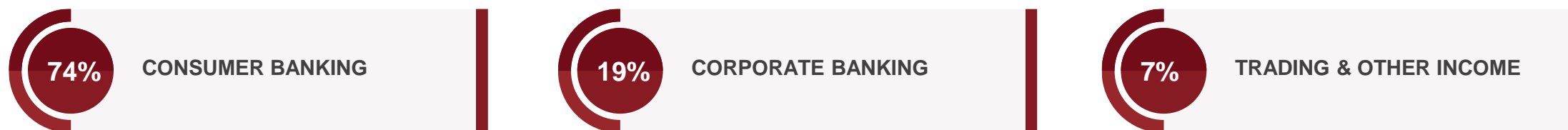
•Yield on Assets/Cost of funds are based on Total Assets/Liabilities



## Diversified and Granular Fee and Other Income Streams

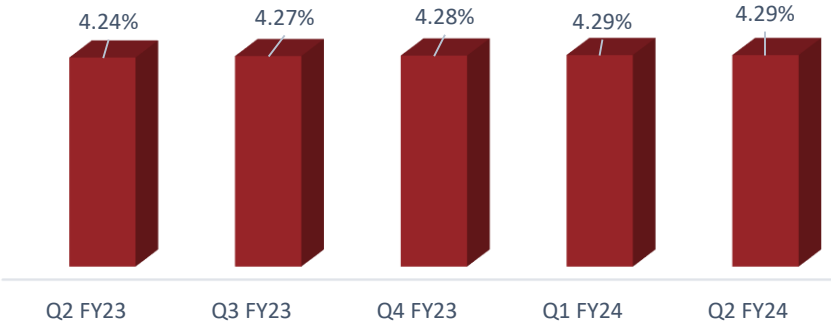
₹In crs	Q2FY24	Q2FY23	Y-o-Y(%)		Q1FY24	Q-o-Q(%)	
Trade and Remittances	234	189	24%	▲	233	1%	▲
Foreign Exchange Income	227	268	(15)%	▼	262	(13)%	▼
Cards and Distribution Fees	681	559	22%	▲	637	7%	▲
General Banking Fees	367	307	19%	▲	382	(4)%	▼
Loan Processing Fees	593	532	11%	▲	588	1%	▲
Investment Banking	18	17	3%	▲	17	3%	▲
<b>Total Core Fee Income</b>	<b>2,120</b>	<b>1,872</b>	<b>13%</b>	<b>▲</b>	<b>2,119</b>	<b>-</b>	<b>▲</b>
Securities/MM/FX Trading/Others	162	139	17%	▲	91	77%	▲
<b>Total Other Income</b>	<b>2,282</b>	<b>2,011</b>	<b>13%</b>	<b>▲</b>	<b>2,210</b>	<b>3%</b>	<b>▲</b>

### Fee Income Mix

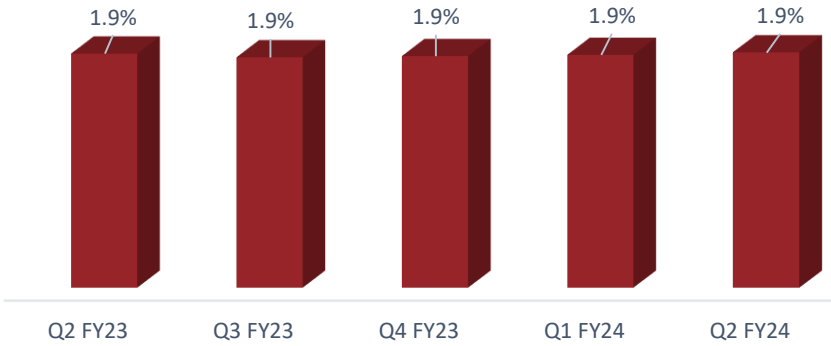


# Operating Profit Margins Amongst the Highest in Industry

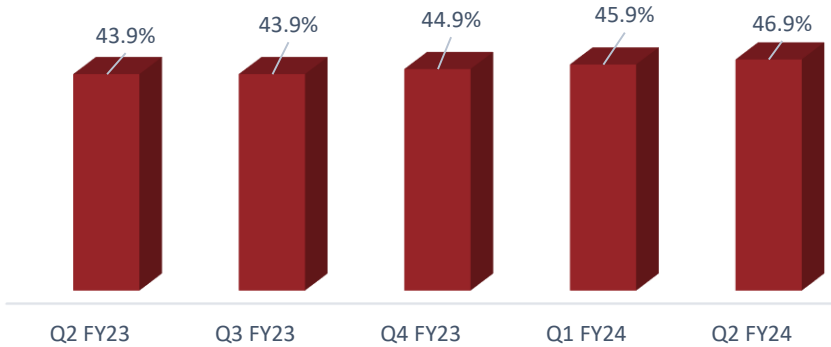
**Net Interest Margin (%)**



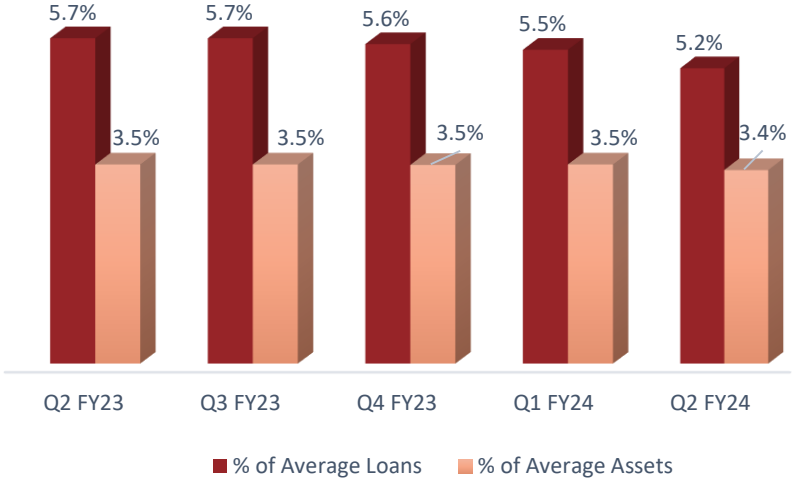
**Total Fee to Asset Ratio (%)**



**Cost to Income Ratio (%)**

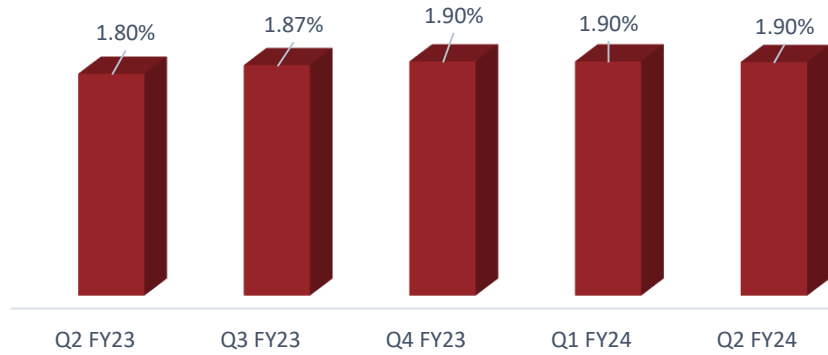


**Operating Profit Margin (%)**

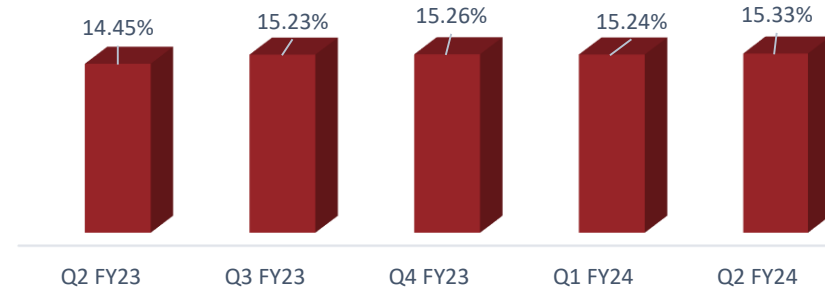


# Key Financial Indicators

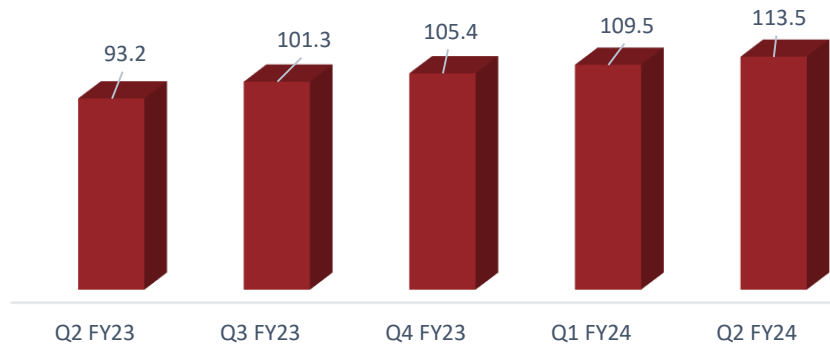
### Return on Assets (%)



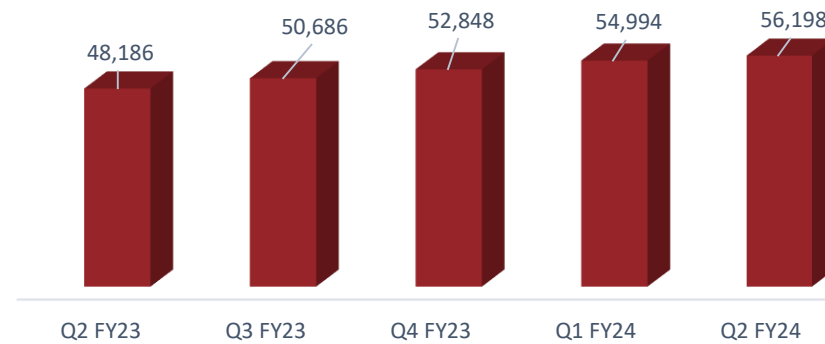
### Return on Equity (%)



### Earning Per Share – Annualized (₹)



### Net Worth (₹ crs)





# Key Strengths of the Bank



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



**Robust**  
Liability Franchise



**Strong**  
Product Groups



**Profitability**  
amongst the Highest  
in Industry



**Stable**  
Asset Quality  
with Conservative  
Provisioning



**Healthy**  
Capital Adequacy



**Disproportionately**  
Large Distribution  
Network



**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



## Movement in Non-Performing Assets

₹In crs	Q2FY24			Q1FY24		
	Corporate	Consumer	Total	Corporate	Consumer	Total
<b>Opening Balance</b>	<b>1,989</b>	<b>3,952</b>	<b>5,941</b>	<b>2,069</b>	<b>3,757</b>	<b>5,826</b>
<b>Fresh Additions</b>	<b>214</b>	<b>1,251</b>	<b>1,465</b>	<b>43</b>	<b>1,333</b>	<b>1,376</b>
-from Standard	206	1,176	<b>1,382</b>	43	1,201	<b>1,244</b>
-from Restructured	8	75	<b>83</b>	-	132	<b>132</b>
<b>Deductions</b>	<b>137</b>	<b>1,105</b>	<b>1,242</b>	<b>124</b>	<b>1,137</b>	<b>1,261</b>
-Write-offs	52	483	<b>535</b>	19	701	<b>720</b>
-Upgrades	33	192	<b>225</b>	12	87	<b>99</b>
-Recoveries *	52	430	<b>482</b>	93	349	<b>442</b>
<b>Gross NPA</b>	<b>2,066</b>	<b>4,098</b>	<b>6,164</b>	<b>1,989</b>	<b>3,952</b>	<b>5,941</b>
<b>Net NPA</b>			<b>1,814</b>			<b>1,747</b>
% of Gross NPA			<b>1.93%</b>			<b>1.94%</b>
% of Net NPA			<b>0.57%</b>			<b>0.58%</b>
Provision Coverage Ratio (PCR)			<b>71%</b>			<b>71%</b>
Restructured Advances			<b>0.54%</b>			<b>0.66%</b>

\*Q2 FY24 Sale to ARC is Rs. 264 crs (Q1 FY23 Sale to ARC is 163 crs)

## NPA Composition – Consumer Banking

(₹crs)

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

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



## Loan Related Provisions held as on September 30, 2023

- Specific provision of ₹ 4,280 crs for non-performing accounts(towards PCR)
- Floating provisions of ₹ 70 crs (towards PCR)
- Standard contingent provisions of ₹ 1,520 crs surplus outside PCR
- Standard asset provisions of ₹ 1,397 crs other than contingent provisions
- Provision Coverage Ratio at 71% and total loan related provisions at 118% of GNPA
- Loan related provisions of ₹ 7,267 crs are 2.3% of the loans



## Key Strengths of the Bank



### **Diversified**

Loan Book with Domain Expertise in Livelihood Loans



### **Robust**

Liability Franchise



### **Strong**

Product Groups



### **Profitability**

amongst the Highest in Industry



### **Stable**

Asset Quality with Conservative Provisioning



### **Healthy**

Capital Adequacy



### **Disproportionately**

Large Distribution Network



### **Executing Digital**

2.0 Strategy



### **ESG**

– Core to the Business Philosophy



### **Experienced**

Board and Management Team

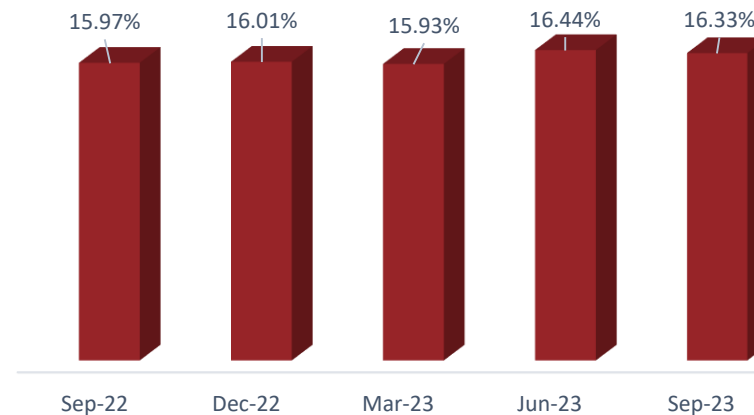


# Healthy Capital Adequacy

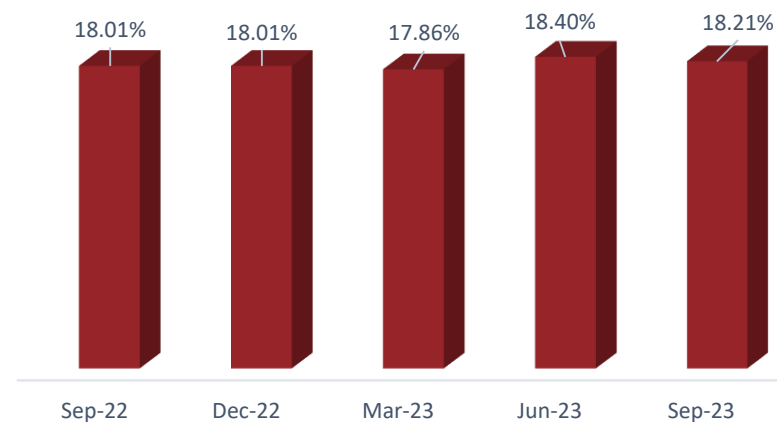
## Capital Adequacy

₹In crs	30 Sep 23	30 June 23
Credit Risk, CVA and UFCE	2,99,257	2,82,316
Market Risk	8,708	9,643
Operational Risk	42,411	42,411
<b>Total Risk Weighted Assets</b>	<b>3,50,376</b>	<b>3,34,370</b>
Core Equity Tier 1 Capital Funds	57,208	54,980
Additional Tier 1 Capital Funds	1,490	1,490
Tier 2 Capital Funds	5,114	5,062
<b>Total Capital Funds</b>	<b>63,812</b>	<b>61,532</b>
<b>CRAR</b>	<b>18.21%</b>	<b>18.40%</b>
CET1	16.33%	16.44%
Tier 1	16.75%	16.89%
Tier 2	1.46%	1.51%

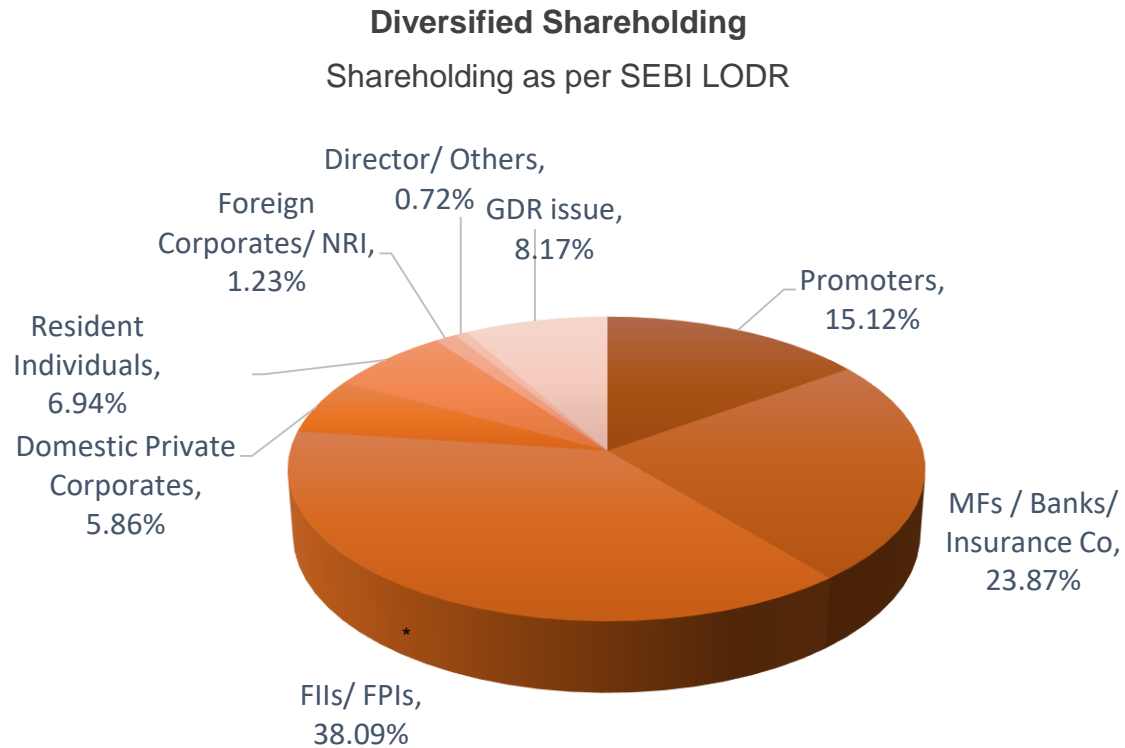
## CET1 Ratio (%)



## CRAR (%)



# Shareholding Pattern and Credit Ratings



Total foreign shareholding as on 30-Sep-2023: 62.61%

## 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



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**Disproportionately**  
Large Distribution  
Network



**Executing Digital**  
2.0 Strategy



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Philosophy



**Experienced**  
Board and  
Management Team






# Disproportionately Large Distribution Network with Unparalleled Rural Presence

## Distribution Network with Deep Rural Presence

 **~37 mn**  
Customer Base

 **~1,43,000**  
Villages Covered

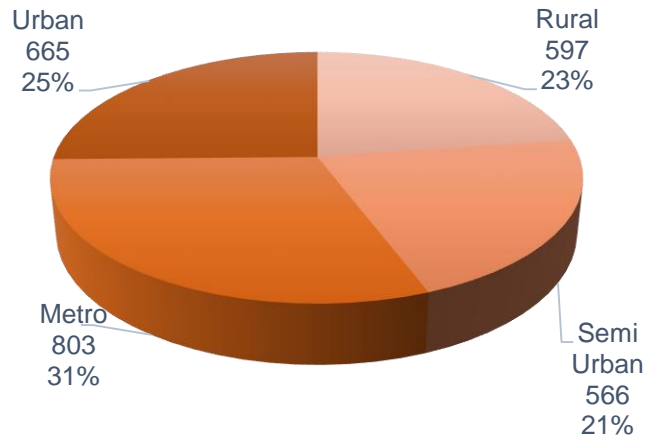
 **6,657**  
Group Network

 **2,903**  
ATMs

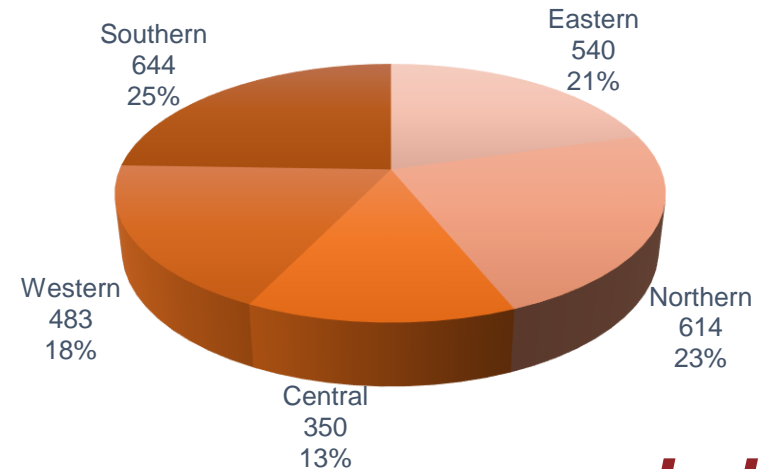
## Strengthening Distribution Infrastructure

Particulars	Sep 30, 2022	Dec 31, 2022	Mar 31, 2023	June 30, 2023	Sep 30, 2023
Branches/Banking Outlets	2,320	2,384	2,606	2,606	2,631
BFIL Branches	2,978	3,176	3,303	3,394	3,492
Vehicle Finance Marketing Outlets (IMFS)	805	792	582	561	534
ATMs	2,807	2,894	2,878	2,875	2,903

## Geographical Breakdown of Branches



## Regional Breakdown of Branches



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Management Team



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


### Driving Superior Customer Experience and Engagement


  
IndusMerchant Solutions PlayStore App Rating  
**4.3**

  
**30% YoY growth** in IndusMobile MAU\*

  
**69% growth** in mobile txn. Volumes (Aug'23 vs Aug'22)#

  
**118% YoY growth** in IndusMerchant Solutions MAU

  
IndusMobile PlayStore/ AppStore Rating  
**4.0/4.4**

  
**76% of service requests** processed digitally

  
**1.4X growth** (Aug'23 vs Aug'22) in mobile txns. compared to industry#

**37% YoY growth** in Whatsapp Banking Registered Base

### Transforming existing lines of businesses

**122K+** clients on boarded using **VKYC** every month across SA, FD, Cards, PL

**97% of savings accounts** opened digitally

**97% of mutual funds** sourced digitally  
**100% of life insurance** sourced digitally

**96% of credit cards** sourced digitally;  
**10% unassisted**

**64% of current accounts** opened digitally

**64% of Retail Forex** digital via indusforex

**48% of savings accounts** **digitally unassisted**

**88% of non life insurance** sourced digitally

**73% of personal loans** sourced digitally;  
**12% unassisted**

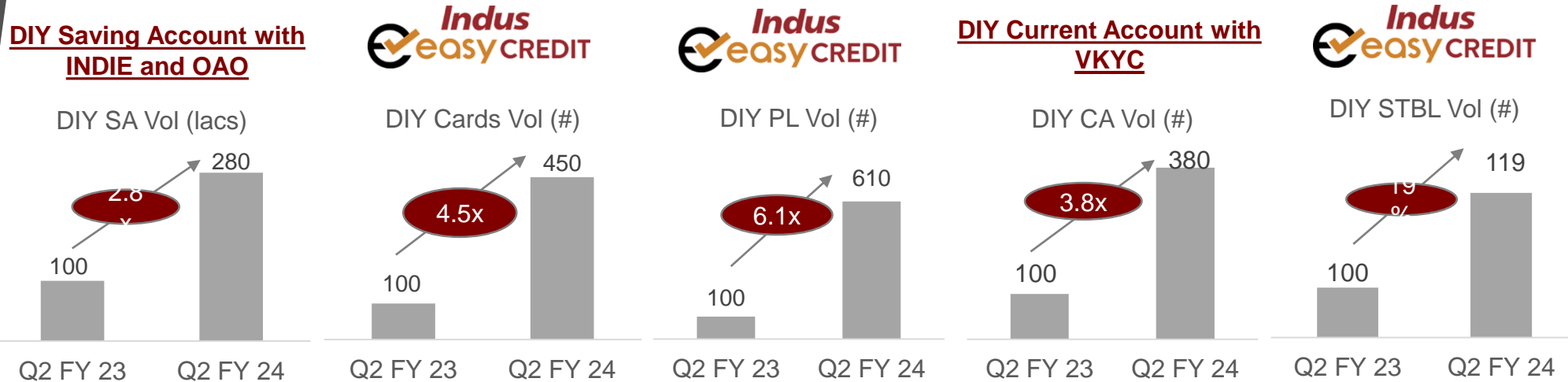
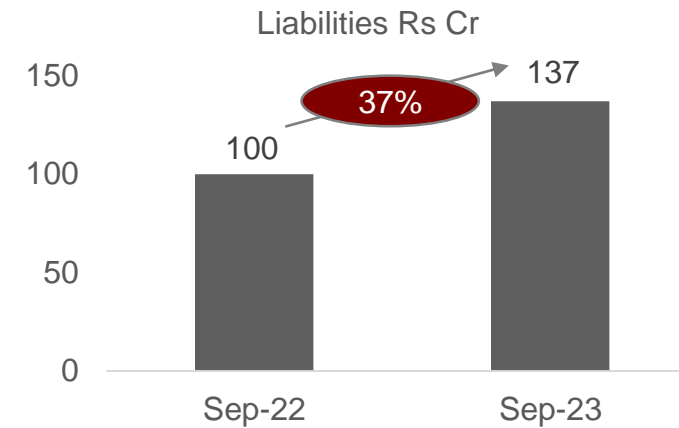
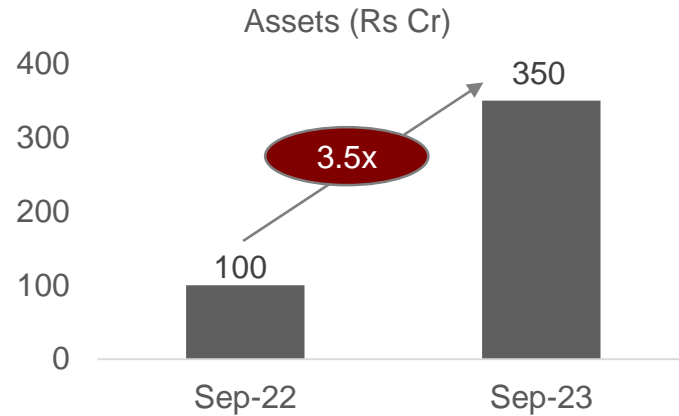
**93% of Small Business Banking** (upto 2 cr exposure) sourced digitally

- 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)

**DIY and BaaS\* led business continues to grow at a robust pace with DIY volumes growing strongly across platforms**

Do It Yourself (DIY) Platform led & BaaS\* led Business: Assets grew 3.5X YoY, Liabilities grew 37% YoY

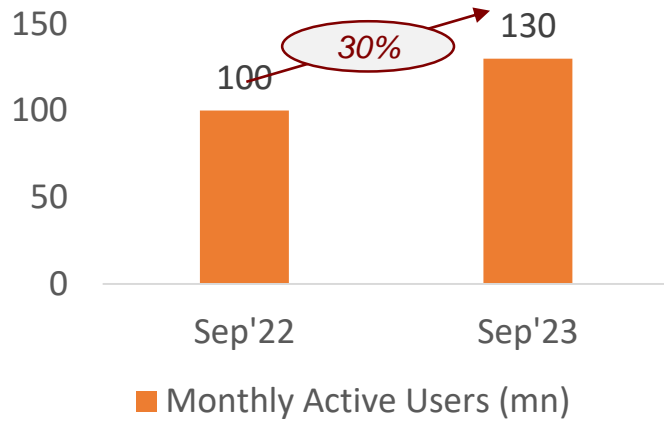
Creating scalable, profitable Do It Yourself / Open Banking led business models



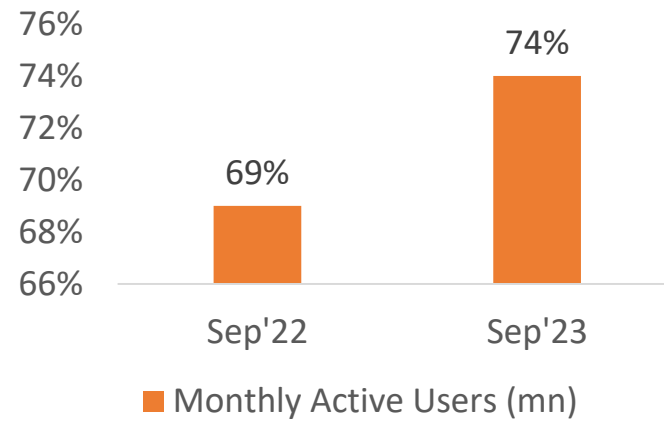
\*Banking as a Service ; DIY volume in PL and Cards does not include pre approved PL and Cards; STBL = Small Ticket Business Loan; Indexed Numbers

**Digital Adoption across platforms continues to see healthy growth on the back of real time event driven, analytics led engagement**

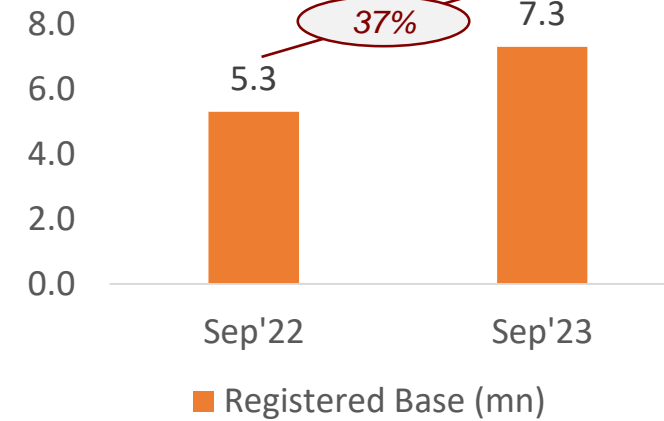
**IndusMobile MAU\* up 30% YoY**



**74% of all Service Requests processed digitally**



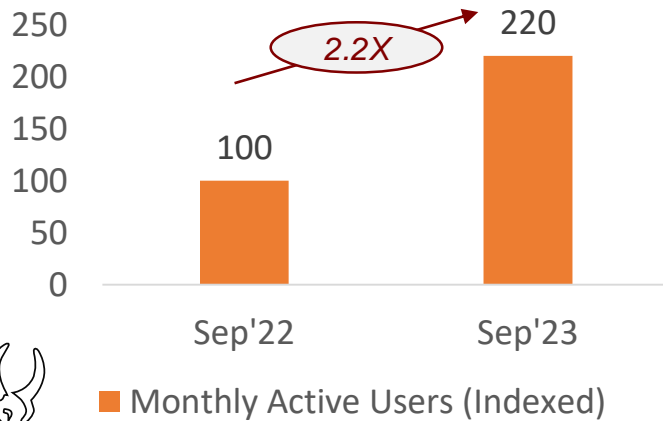
**Whatsapp Registered Base up 37% YoY**



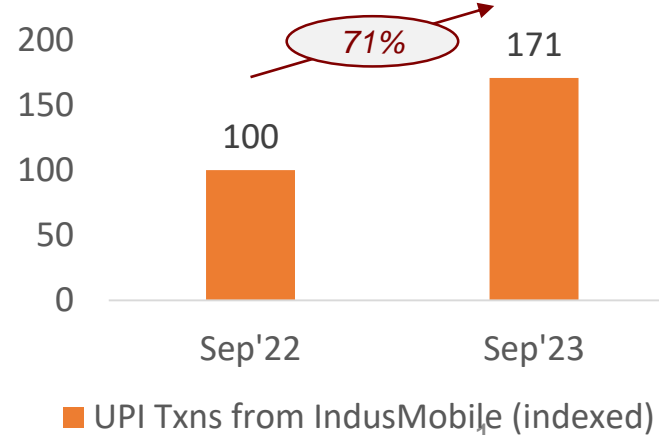
**Whatsapp Monthly active clients up 122% YoY**

**Whatsapp Monthly conversations up 88% YoY**

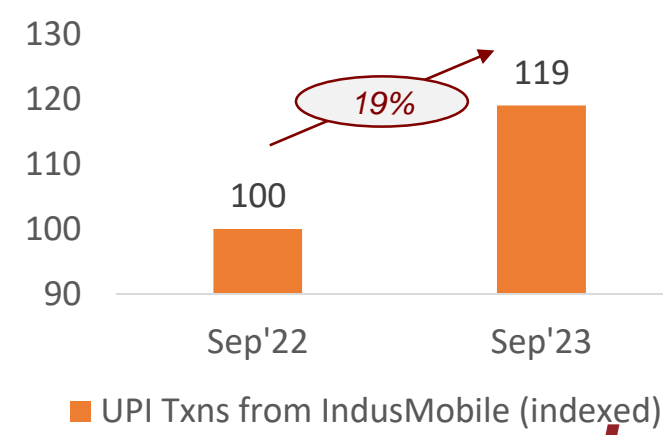
**IndusMerchantSolutions MAU\* up 2.2X YoY**



**IndusMobile UPI txns up 71% YoY**



**IndusMobile Txns per active client up by 19% YoY**



\*MAU = Monthly Active User

## **Digital Stack for Individual and MSME Segments: Continued enhancements across digital stacks to create better customer engagement and enablement**



- Co-bundling of Savings Account with Credit Card
- 100% completion of LOS migration from legacy software to new state-of-the-art LOS system



- **Video KYC journey** for Current Account in Indus Merchant Solutions app went live
- Integrated **MarTech solutions in the app** to accelerate growth and engagement
- **Integrated with RBI Innovation Hub flagship offering Integrated Public Tech Platform for Frictionless Credit (IPTPF) for MSME customers of IndusInd Bank**



- Addition of **New facilities** in Small Business Banking Digital Stack – to allow sanction of LCBD, Vanilla Forward, ODFC and Buyers credit facilities digitally



- **Interoperability of Central Bank Digital Currency (CBDC) with UPI**



**IndusInd Bank launched 'INDIE', an innovative customer oriented digital banking app with multiple industry-first offerings**



**Best of Both Worlds – Trust of a Bank and Experience of a new age fintech**

**From Product Centric to Client Centric**

**Personalized Experience**

**Data and Analytics led intelligent engagement**

**All things finance - “easy”, “engaging”**

**Best of Breed or Better**

**~1.8 Mn Installs**

**~0.4 Mn Customers**

**40%  
Full KYC**

**<18 months  
Break Even Period per client**

# IndusInd Bank launched 'INDIE', an innovative customer oriented digital banking app with multiple industry-first offerings

## Flexible Linked Deposits

Simply link your fixed deposit to your savings account to pay with FD when savings balance runs low

## Industry First Security Features

Numberless cards

Dynamic PIN instead of Static PINs for ATM / POS

Single Use Virtual Disposable Cards

## INDIEYOUiverse

Personalized rewards experience where you curate your own rewards program

## An ultra flexible Credit Line

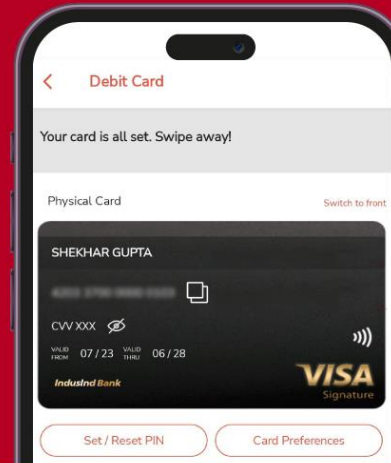
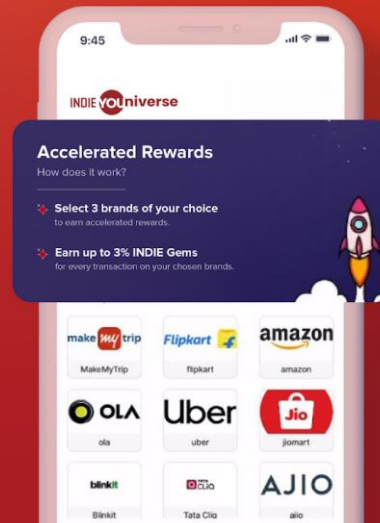
Better than a personal loan, Drawdown multiple times, choose how you want to pay each drawdown

## Smart Alerts and Insights

+Broking, many more

Up to 3% Gems on brands of your choice, 1GEM = ₹1

INDIE YOUiverse

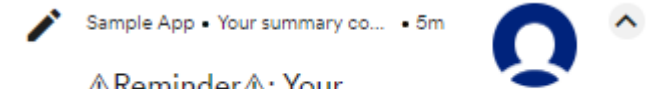


### Virtual Disposable Card

Adds another layer of security to your ecommerce transaction.

Super PIN  
Feeling unsafe while using your PIN?  
Generate a one-time PIN only for your current transaction at an ATM / store

Super OTP



Reminder: Your Electricity bill payment

of ₹ 1519 is due on 16-09-2023. To avoid late payment, set up recurring payment on this bill and get INDIE Gems worth Rs 200 on the first Autopayment.

Nudging customers for recurring payment setup close to due dates



Alert: You have crossed your expense threshold

Your spends have crossed 80% threshold of ₹ 25000 budget for the current month. Check detailed analysis of your spends on Money Mate.

Explore Money Mate Now!

Personalized nudges for smart money management

IndusInd Bank



# Key Strengths of the Bank



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



**Robust**  
Liability Franchise



**Strong**  
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**Disproportionately**  
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**Executing Digital**  
2.0 Strategy



**ESG**  
– Core to the Business  
Philosophy



**Experienced**  
Board and  
Management Team



# ESG highlights for Q2 of FY24

## Products Launched

To provide impetus to the Corporate Sector in supporting India's Net Zero goals and to address the challenges arising due to climate change. The bank has put together a wide range of ESG linked financing solutions.

### Debt Solutions



Green Bond/  
Loan



Sustainability Bond/  
Loan



Social Bond/  
Loan



Sustainability-linked  
Bond/ Loan

### Our Approach

- Opportunity Identification
- Recommendations
- Framework Development
- Subscription to Debt
- Post Issuance Support

## Client Engagement

### Steel Industry for Sustainable Finance

Panel discussion on how the Indian Steel Industry is embedding sustainability into business and strategy, with Sustainability Heads from JSW and Tata Steel



## Sector Report: Green Steel

A report titled "Path to Sustainability – Green Steel" was released as part of the program "Championing Change" series by the Bank. The report highlighted the transition finance opportunities in the Indian Steel Sector.

Please find the link to the same [here](#)

PATH TO SUSTAINABILITY - GREEN STEEL  
Understanding the fundamentals



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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.	Was on the board of all AIG companies in India, Held various senior positions at Citibank, Independent Director on the Board of State Bank of India,, Non-Executive Chairman of Punjab National Bank, Non-Executive Chairman of YES Bank
Mr. Shanker Annaswamy	Non-Executive Independent Director	Information Technology, Human Resource, Risk Management and Business Management	Previously, MD of IBM India Private Limited, President and Chief Executive Officer for GE Medical Systems, South Asia, MD of Wipro-GE Medical Systems, served on the Boards of various councils and associations
Dr T T Ram Mohan	Non-Executive Independent Director	Banking, Finance, Economics and Risk Management.	Retd. Professor of Finance & Economics at IIM Ahmedabad, Previously, Divisional Manager, Tata Economic Consultancy Services, Head of Strategy, Standard Chartered Bank, India, Vice President Bear Stearns, Hong Kong, and Head of Research, Birla Marlin Securities
Mrs. Akila Krishnakumar	Non-Executive Independent Director	Information Technology, Payments & Settlement Systems, Human Resource & Business Management	Previously, President – Global Technology at SunGard – a Fortune 500 Company and a global leader in Financial Services Software. One of the Founder- Promoters of Mindtree Ltd. (since divested).
Mr. Rajiv Agarwal	Non-Executive Independent Director	Small Scale Industry	Promoter in several small-scale ventures, primarily manufacturing concerns with 38 years of experience in ‘Small Scale Industries’ segment,
Mr. Sanjay Asher*	Non-Executive Independent Director	Law and Accountancy	Presently, a Senior Partner with M/s Crawford Bayley & Co., one of India’s oldest Law Firm. Specializes in the fields of M&A, cross-border M&A, joint ventures, private equity and capital markets
Mrs. Bhavna Doshi	Non-Executive Independent Director	Accountancy and Risk Management.	Previously, Partner at KPMG India, Served on various Committees of Institute of Chartered Accountants of India (ICAI)
Mr. Jayant Deshmukh	Non-Executive Independent Director	Agriculture and Rural Economy and Cooperation.	Previously, Director of Agriculture, Maharashtra State, Held many important positions in the Department of Agri, Maharashtra
Mr. Pradeep Udhas	Non-Executive Independent Director	Finance, Information Technology and Business Management.	Currently senior advisor to KPMG India Chairman and CEO. Previously, Senior Partner at KPMG India, which he co-founded 27 years ago. Held various senior positions including Global roles in KPMG
Mr. Sumant Kathalia	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. Sanjay Asher ceased to be the Non-Executive Independent Director of the Bank, with effect from the close of business hours on October 9, 2023, upon completion of his tenure



## Experienced and Well-knit Management Team

Name	Designation	Exp (Yrs)	Prior Experience
Mr. Sumant Kathpalia	Managing Director & CEO	35+	Career banker with years of rich experience in large multi-national banks such as Citibank, Bank of America and ABN AMRO
Mr. Arun Khurana	Deputy CEO	29+	Regional Head Corporate Solutions Asia-Pacific Markets of RBS Singapore
Mr. Sanjeev Anand	Head - Corporate, Commercial, Rural & Inclusive Banking	31+	Head – Commercial Banking, ABN AMRO Bank (India)
Mr. Zubin Mody	Chief Human Resources Officer	30+	Head – HR, ICICI Lombard General Insurance Company Limited
Mr. Ramesh Ganesan	Head - Technology and Corporate & Global Market Operation	35+	Executive Director, ABN AMRO Bank (India)
Mr. Bijayananda Pattanayak	Head - Gems & Jewellery	39+	Managing Director and Member, Global Management Team IDGJ of ABN AMRO
Mr. Gobind Jain	Chief Financial Officer	30+	Joint President Group Account & MIS, Kotak Mahindra Bank; held prior positions at ICICI Bank, Bank of America, Bank International Indonesia and RBI
Mr. Soumitra Sen	Head - Consumer Banking & Marketing	34+	Leadership positions at ABN AMRO Bank NV, RBS, Deutsche Bank AG & Nestle
Mr. Samir Dewan	Head - Affluent Banking & International Business	29+	COO - Private Banking, Asia at RBC, leadership positions with Bank of America, ANZ, and ABN AMRO.
Mr. Anil M. Rao	Head - Consumer Operations & Solution Delivery	28+	Various positions at ABN AMRO Bank, RBS and Bank of America
Mr. Siddharth Banerjee	Head - Global Markets and FIG	26+	Various position at HSBC, Deutsche Bank, HDFC Bank, ABN AMRO NV, and ANZ Bank
Mr. Vivek Bajpeyi	Chief Risk Officer	34+	Prior positions with RBL Bank, ANZ Grindlays, Deutsche Bank and Nomura India.
Mr. Shiv Kumar Bhasin	Chief Transformation Officer	27+	Prior positions with NSE - India, SBI, Barclays Corporate, Fidelity Investment and few more
Ms. Charu Sachdeva Mathur	Head- Digital Banking & Strategy (Existing Business)	18+	Financial services and telecom advisory at Boston Consultancy Group (BCG)
Mr. A. G. Sriram	Head – Consumer Finance	30+	Multiple roles across Credit, Operations and Sales including leading Construction and Commercial Vehicle Segment.
Mr. 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.

## ***Awards & Accolades***



# Pitch BFSI Marketing Summit & Awards 2023



Most Effective Holiday, Seasonal & Festival Marketing Campaign for **#BankOnHappiness**



Most Effective Launch/Relaunch Campaign for EazyDiner Credit Card



Most Effective 360-degree Marketing Campaign for Savings Account Ho Toh Asia Campaign



Most Effective Use of OTT/Digital for Savings Account Ho Toh Aisa Campaign



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