

# IndusInd Bank

October 19, 2022

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

Madam/ Dear Sir,

**Sub: Disclosure under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

In compliance with Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations'), we enclose herewith the Investor Presentation on the Financial Results of the Bank for the quarter and half-year ended September 30, 2022 ('Presentation').

In compliance with Regulation 46 of the Listing Regulations, the Presentation is being hosted on the Bank's website at [www.indusind.com](http://www.indusind.com)

We request you to kindly take note of the above and arrange to bring the same to the notice of all concerned.

Thanking you,

Yours faithfully,

**For IndusInd Bank Ltd.**



**Anand Kumar Das  
Deputy Company Secretary**

Encl: a/a



**One World Centre Office, 8th Floor** : IndusInd Bank Limited, 8th Floor, Tower 1, One World Centre, 841, Senapati Bapat Marg, Elphinstone Road (W), Mumbai - 400 013, Tel: (022) 24231999

**Registered Office** : 2401 Gen. Thimmayya Road, Pune 411 001, India  
Tel.: (020) 2634 3201 Fax: (020) 2634 3241 Visit us at [www.indusind.com](http://www.indusind.com)  
CIN: L65191PN1994PLC076333



# Investor Presentation

Q2-FY23 | September 2022

October 19, 2022

## IndusInd Bank at a Glance



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

**₹2,60,129 crs**      **₹ 3,15,532 crs**  
**Loans**              **Deposits**  
Diversified Across Products and Geographies

**33 mn**  
**Customers**  
Across Segments

**6,103**  
**Group Network**  
Pan India



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

**53:47 Loan Mix**  
Retail VS Wholesale

**42% 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**  
4% of the Loan Book



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

**18.01% CRAR**  
Tier 1: 16.44% | Tier 2: 1.57%

**125% Average LCR**  
Well above regulatory requirement

**72% PCR**  
GNPA 2.11% | NNPA 0.61%



**Strong Profitability**  
amongst highest in  
the Industry

**4.24% Net Interest Margin**

**43.86% Cost to  
Income**

**5.7% Operating Profit  
Margin to Loans**



## Key Financial Highlights for Q2 FY23

Balance Sheet	Loans	Deposits	CASA	Term Deposits	Total Assets
	<b>₹2,60,129 crs</b> ▲ 18% YoY ▲ 5% QoQ	<b>₹3,15,532 crs</b> ▲ 15% YoY ▲ 4% QoQ	<b>₹1,33,525 crs</b> ▲ 15% YoY ▲ 2% QoQ	<b>₹1,82,007 crs</b> ▲ 14% YoY ▲ 6% QoQ	<b>₹4,26,575 crs</b> ▲ 12% YoY ▲ 4% QoQ
Profit & Loss	Net Interest Income	Total Fee Income	Revenue	Operating Profit	Net Profit
	<b>₹4,302 crs</b> ▲ 18% YoY ▲ 4% QoQ	<b>₹2,011 crs</b> ▲ 9% YoY ▲ 4% QoQ	<b>₹6,313 crs</b> ▲ 15% YoY ▲ 4% QoQ	<b>₹3,544 crs</b> ▲ 10% YoY ▲ 3% QoQ	<b>₹1,805 crs</b> ▲ 57% YoY ▲ 11% QoQ
Key Ratios	Net Interest Margin	Return on Assets	Return on Equity	Cost to Income	Net NPA
	<b>4.24%</b> ▲ 17 bps YoY ▲ 3bps QoQ	<b>1.80%</b> ▲ 51 bps YoY ▲ 7 bps QoQ	<b>14.45%</b> ▲ 417 bps YoY ▲ 101 bps QoQ	<b>43.86%</b> ▲ 245bpsYoY ▲ 50bps QoQ	<b>0.61%</b> ▼ 19bps YoY ▼ 6bps QoQ



## Consolidated Balance Sheet

₹In crs	Q2 FY23	Q2 FY22	Y-o-Y (%)		Q1 FY23	Q-o-Q (%)	
<b>Capital &amp; Liabilities</b>							
Capital	775	774	-	-	775	0%	-
Reserves and Surplus	50,109	44,552	12%	▲	48,932	2%	▲
Deposits	3,15,532	2,75,288	15%	▲	3,02,719	4%	▲
Borrowings	40,673	46,295	(12%)	▼	41,812	(3%)	▼
Other Liabilities and Provisions	19,486	13,585	43%	▲	15,862	23%	▲
<b>Total</b>	<b>4,26,575</b>	<b>3,80,495</b>	<b>12%</b>	<b>▲</b>	<b>4,10,100</b>	<b>4%</b>	<b>▲</b>
<b>Assets</b>							
Cash and Balances with RBI	47,922	59,239	(19%)	▼	56,153	(15%)	▼
Balances with Banks	11,303	7,891	43%	▲	6,615	71%	▲
Investments	75,994	69,245	10%	▲	72,487	5%	▲
Advances	2,60,129	2,20,808	18%	▲	2,47,960	5%	▲
Fixed Assets	1,960	1,903	3%	▲	1,952	0%	▲
Other Assets	29,267	21,410	37%	▲	24,933	17%	▲
<b>Total</b>	<b>4,26,575</b>	<b>3,80,495</b>	<b>12%</b>	<b>▲</b>	<b>4,10,100</b>	<b>4%</b>	<b>▲</b>



## Consolidated Profit and Loss Account – Q2 & H1FY23

₹In Crore	Q2FY23	Q2FY22	Y-o-Y (%)	Q1FY23	Q-o-Q (%)	H1FY23	H1FY22	Y-o-Y (%)
Net Interest Income	4,302	3,658	18% ▲	4,125	4% ▲	8,427	7,222	17% ▲
Other Income	2,011	1,841	9% ▲	1,932	4% ▲	3,943	3,565	11% ▲
<b>Total Income</b>	<b>6,313</b>	<b>5,500</b>	<b>15% ▲</b>	<b>6,057</b>	<b>4% ▲</b>	<b>12,370</b>	<b>10,787</b>	<b>15% ▲</b>
Operating Expenses	2,769	2,277	22% ▲	2,626	5% ▲	5,395	4,444	21% ▲
<b>Operating Profit</b>	<b>3,544</b>	<b>3,223</b>	<b>10% ▲</b>	<b>3,431</b>	<b>3% ▲</b>	<b>6,975</b>	<b>6,343</b>	<b>10% ▲</b>
Provisions & Contingencies	1,141	1,707	(33%) ▼	1,251	(9%) ▼	2,392	3,486	(31%) ▼
<b>Profit before Tax</b>	<b>2,403</b>	<b>1,516</b>	<b>59% ▲</b>	<b>2,180</b>	<b>10% ▲</b>	<b>4,583</b>	<b>2,857</b>	<b>60% ▲</b>
Provision for Tax	598	369	62% ▲	549	9% ▲	1,147	694	65% ▲
<b>Profit after Tax</b>	<b>1,805</b>	<b>1,147</b>	<b>57% ▲</b>	<b>1,631</b>	<b>11% ▲</b>	<b>3,436</b>	<b>2,163</b>	<b>59% ▲</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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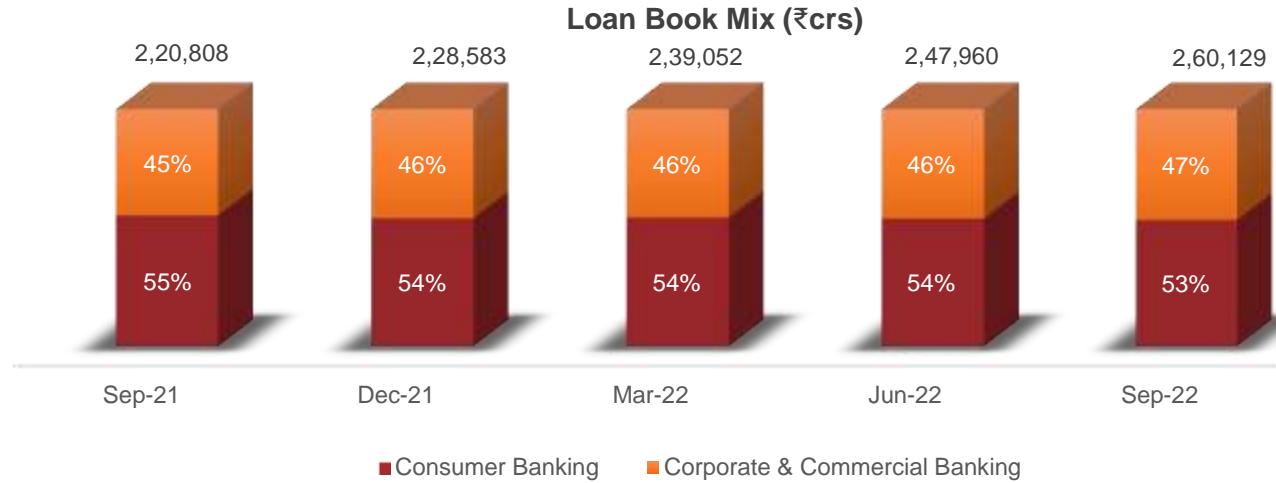


**Experienced**  
Board and  
Management Team



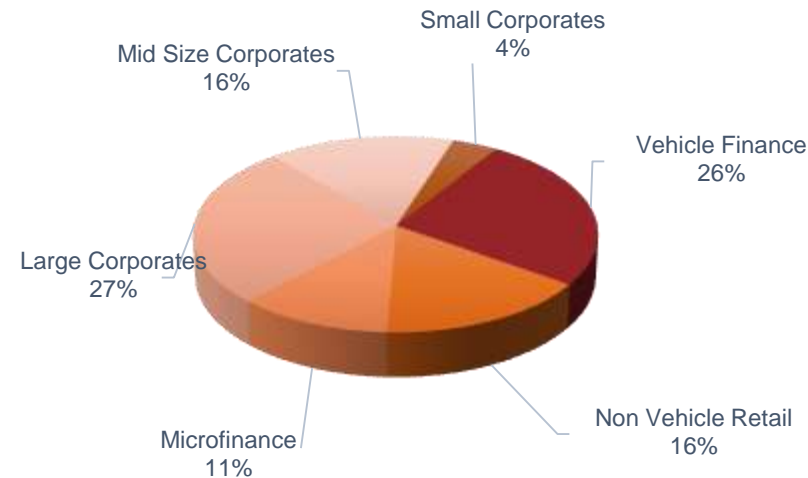


# Well Diversified Loan Book across Consumer and Corporate Products



(₹crs)

Corporate Banking	Sep-22	%
Large Corporates	68,668	27%
Mid Corporates	42,478	16%
Small Corporates	10,620	4%
<b>Total Advances</b>	<b>1,21,766</b>	<b>47%</b>



(₹crs)

Consumer Banking	Sep-22	%
<b>Vehicle Finance</b>	<b>67,167</b>	<b>26%</b>
Commercial Vehicle	25,340	10%
Utility Vehicle	7,467	3%
Small CV	3,196	1%
Two-Wheeler	4,334	2%
Car	9,326	4%
Tractor	8,611	3%
Equipment Financing	8,893	3%
<b>Non-Vehicle Finance</b>	<b>41,579</b>	<b>16%</b>
Business Banking	12,512	5%
Loan Against Property	9,248	3%
Credit Card	7,098	3%
Personal Loans	4,170	2%
Merchant advances	2,675	1%
BL, AHL, Others	5,875	2%
<b>Microfinance</b>	<b>29,617</b>	<b>11%</b>
<b>Total Advances</b>	<b>1,38,363</b>	<b>53%</b>

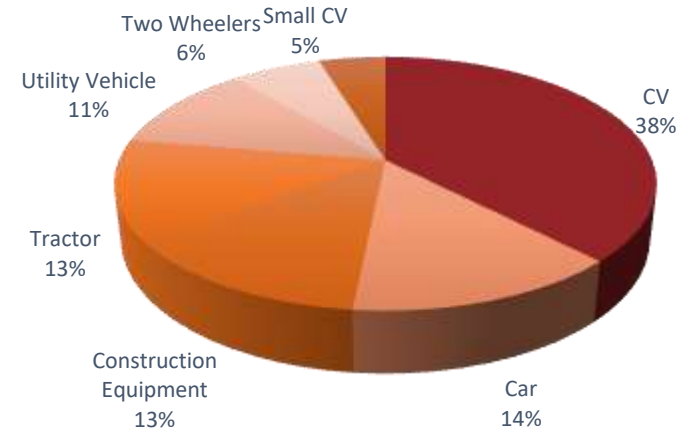


# Vehicle Finance: Granular Portfolio Across Vehicle Categories

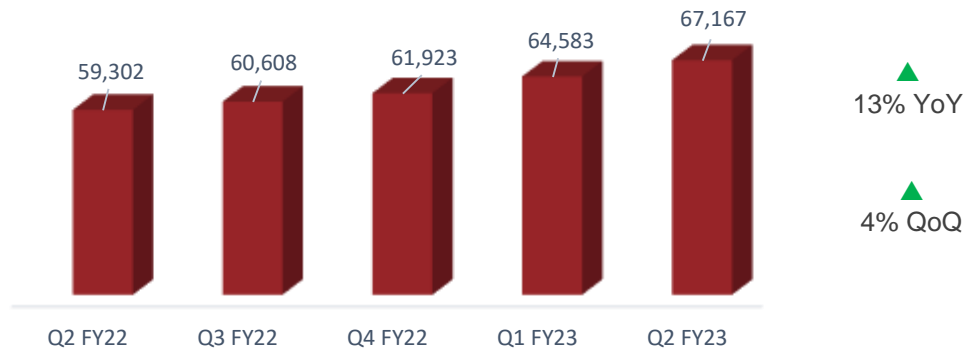
## Overview of Vehicle Finance Division

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

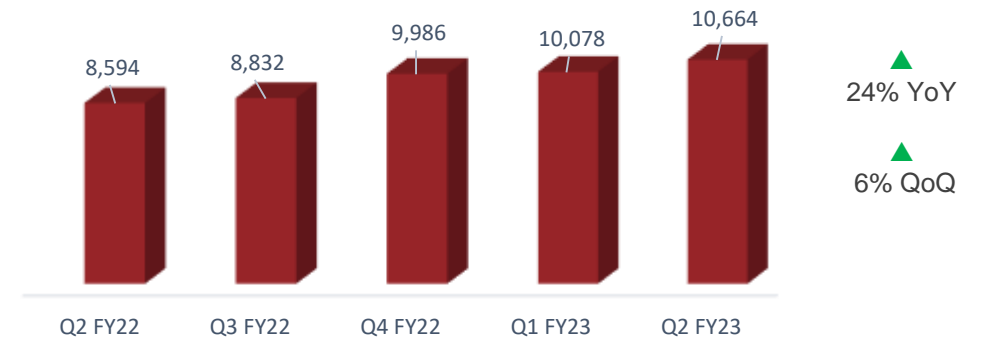
## Diversified Vehicle Loan Book across Vehicle Categories (%)



## Vehicle Finance Loan Book (₹crs)



## Disbursements (₹crs)



# Microfinance: Bridging the Financial Inclusion Gap



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



**10mn**  
Women Customers



**1.33 Lacs Villages**  
covered across 21  
States



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

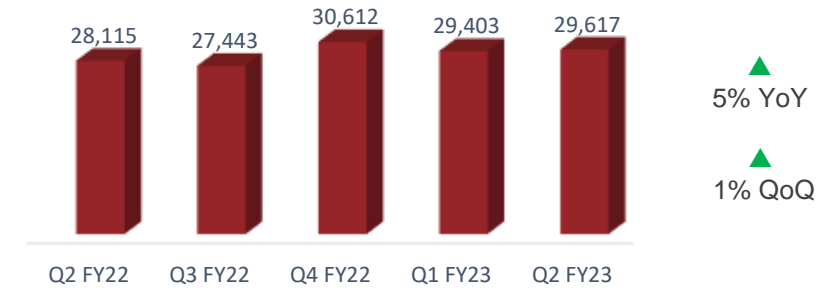


**86K+ Active Bharat**  
Money Stores  
Banking at doorstep  
in remote areas

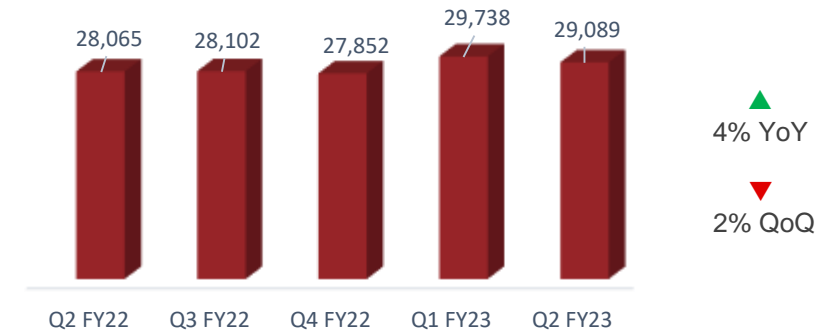


**420K+ Merchants**  
(loan clients)  
Addressing the  
MSME banking  
needs

Micro Finance Loan Book (₹crs)

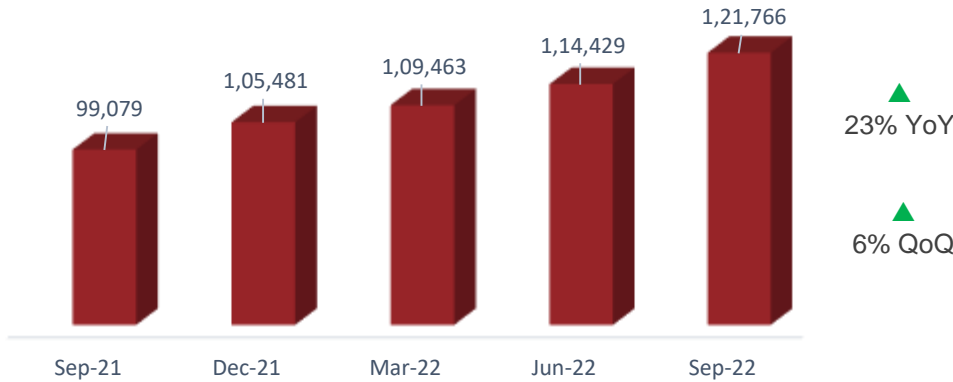


Average Ticket Size (₹)

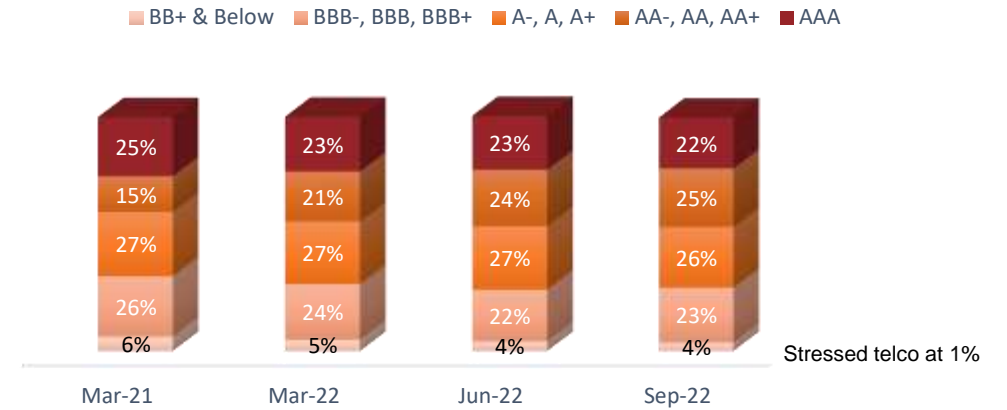


# Corporate Portfolio – Focus on Granular, Higher Rated Customers

Corporate Loan Book (₹crs)



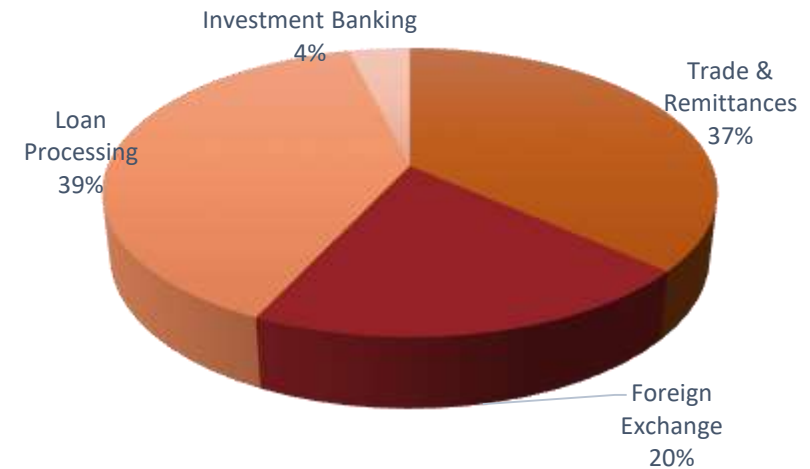
Improving Risk Profile \*



Sector-wise Loan Mix (% of Total Loans)

Sector	Q2 FY23
Real Estate – Commercial & Residential	4.67%
NBFCs (other than HFCs )	4.66%
Gems and Jewellery	4.45%
Steel	2.38%
Power Generation – Non Renewable	2.38%
Food Beverages and Food processing	1.52%
Lease Rental	1.48%
Road Projects (Operational)	1.39%
Power Generation – Renewable	1.07%
Educational Institution	1.00%
Others	21.81%
<b>Corporate Banking</b>	<b>46.81%</b>
<b>Consumer Banking</b>	<b>53.19%</b>
<b>Total</b>	<b>100.00%</b>

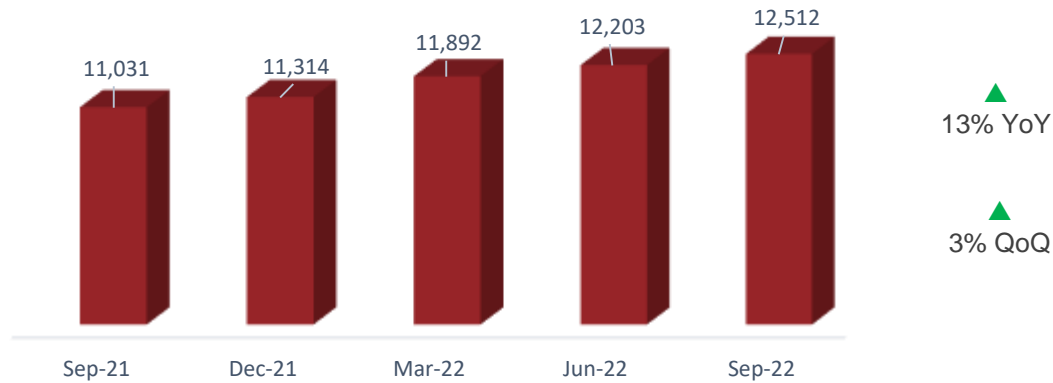
Diversified Fee Mix Q2FY23



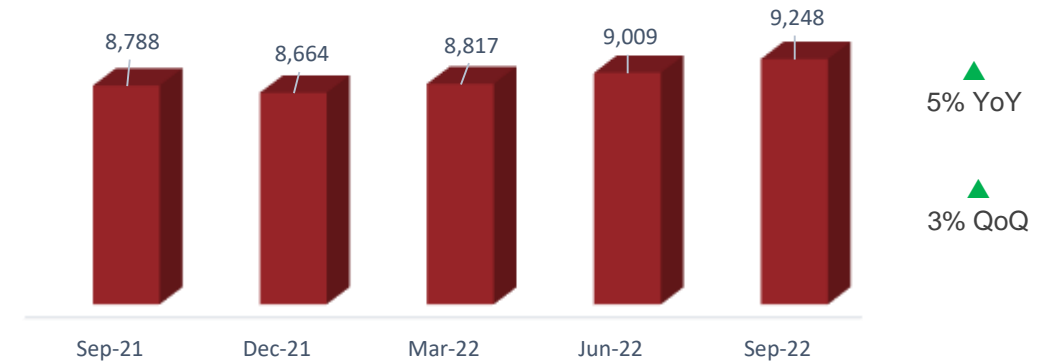
\* Includes fund and non-fund based exposure to corporate clients

# Non-Vehicle Retail Loans – Risk Calibrated Growth Strategy

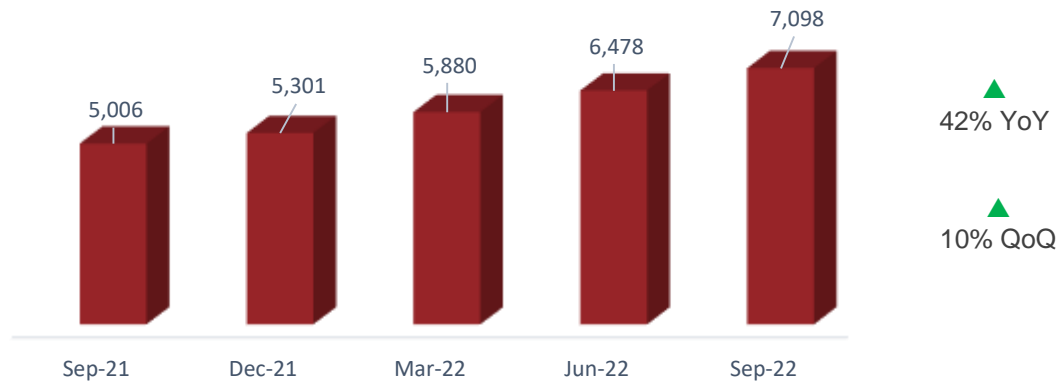
Business Banking (₹crs)



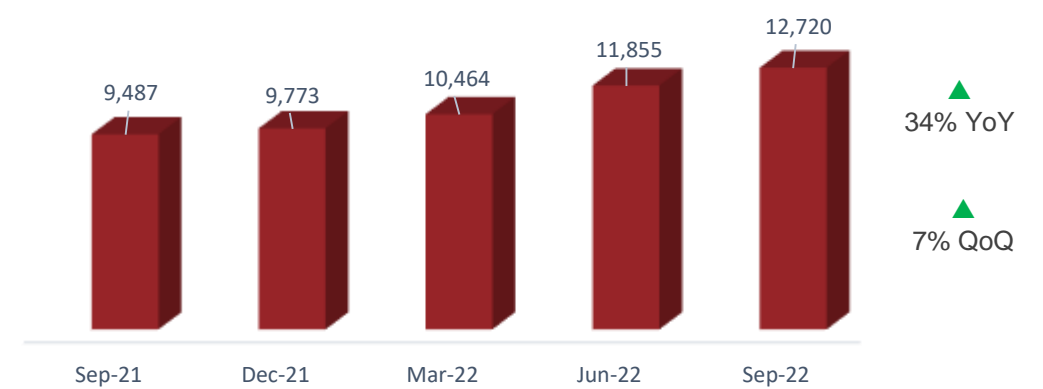
Loan Against Property (₹crs)



Credit Cards (₹crs)



Business Loan, Personal Loan, Affordable Housing, Others (₹ crs)



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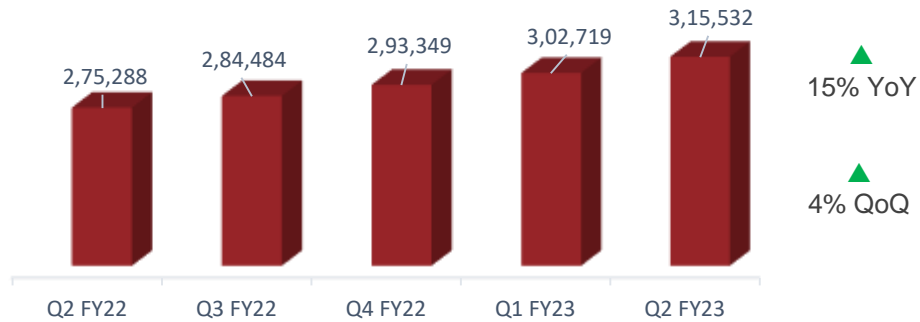


**Experienced**  
Board and  
Management Team

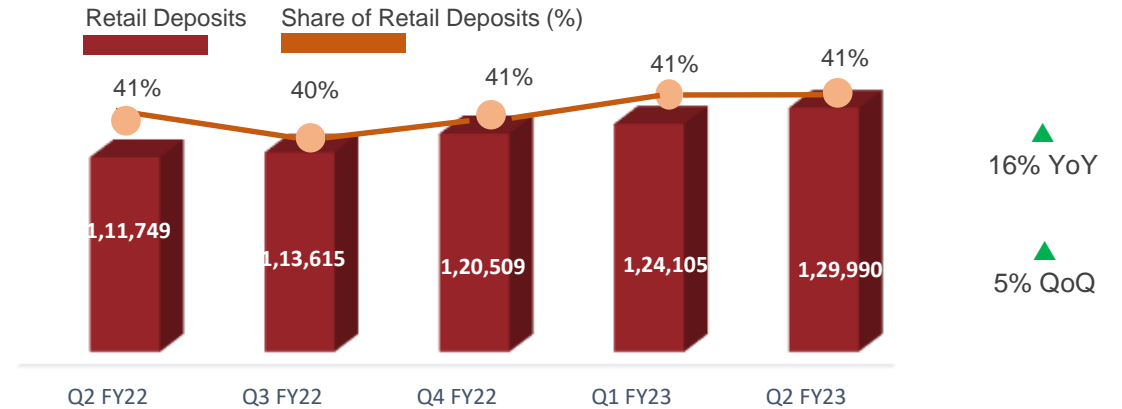


# Deposit Growth Driven by Granular Retail Deposits; Building Stable Low-Cost Deposit Book

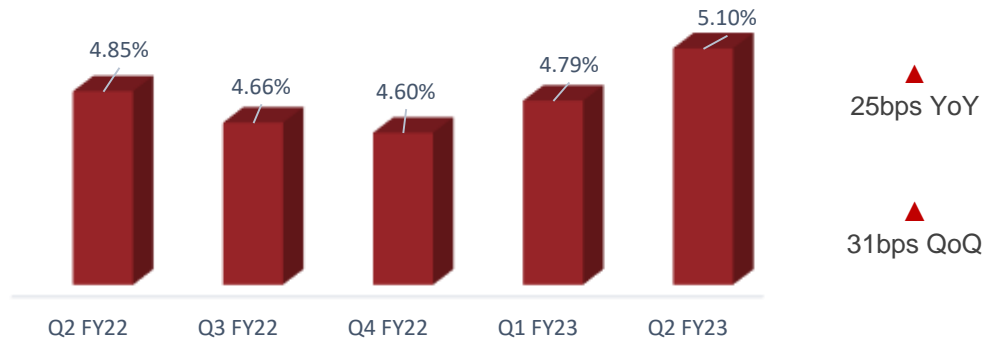
Deposits (₹crs)



Retail Deposits as per LCR (₹crs)\*



Cost of Deposits (%)



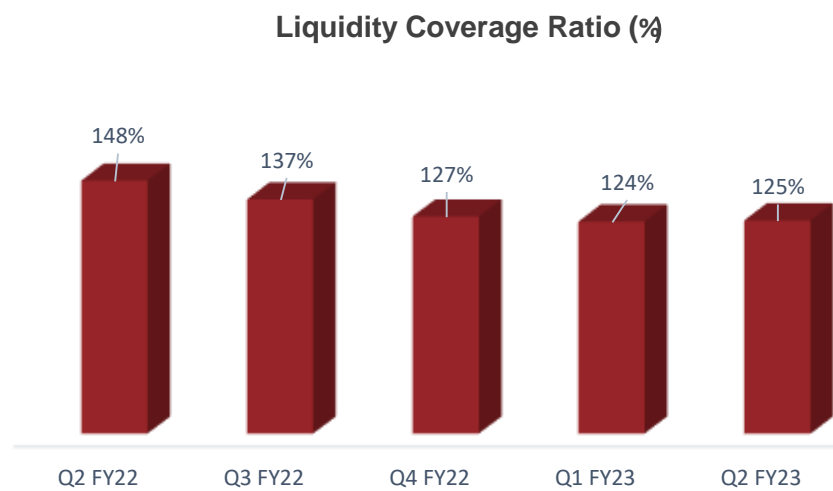
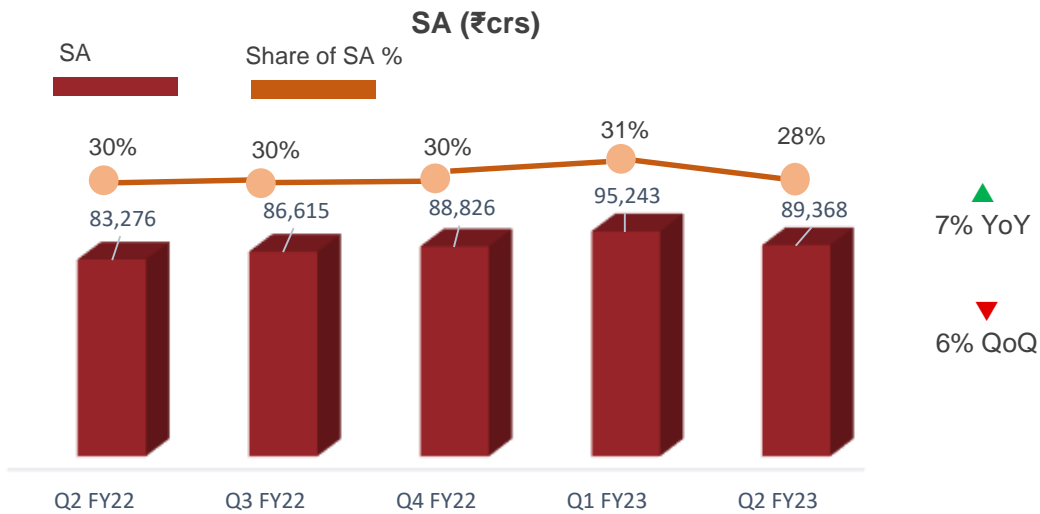
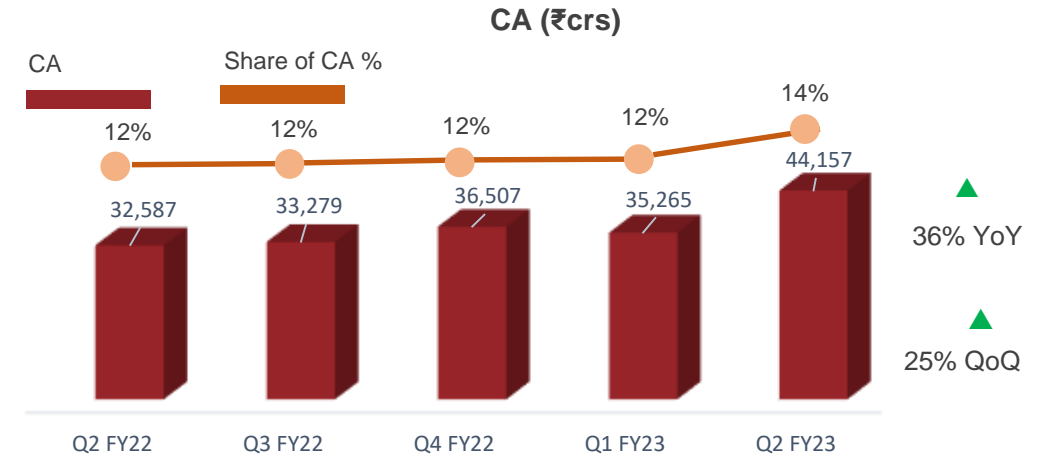
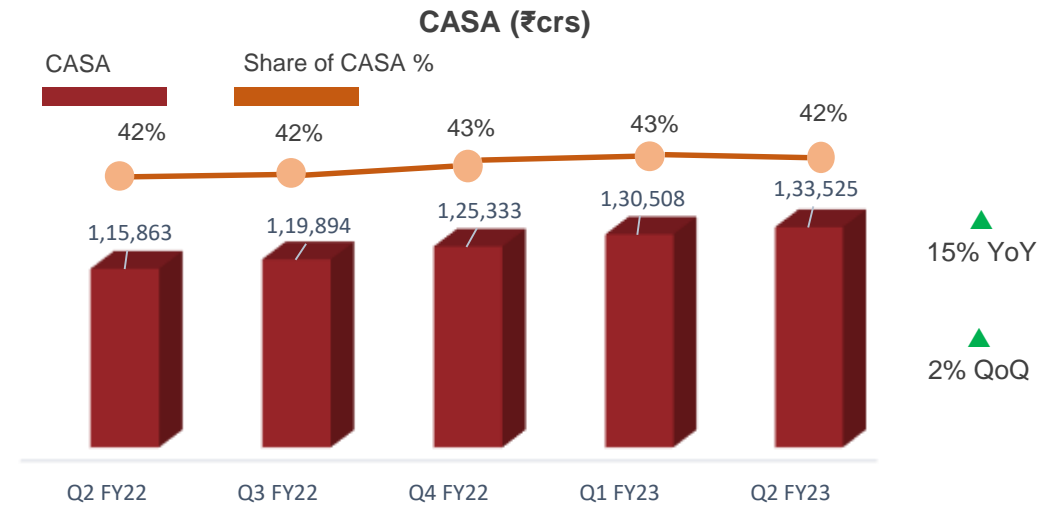
## Key Focus Areas

- Expanding branch network
- Focus on target market segments
  - Growth driven by retail customer acquisitions
  - Scaling up new businesses – Affluent and NRI
  - Leverage BFIL for rural customers
  - Building Merchant Acquiring Business
  - Digital Partnerships & Alliances
- 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.



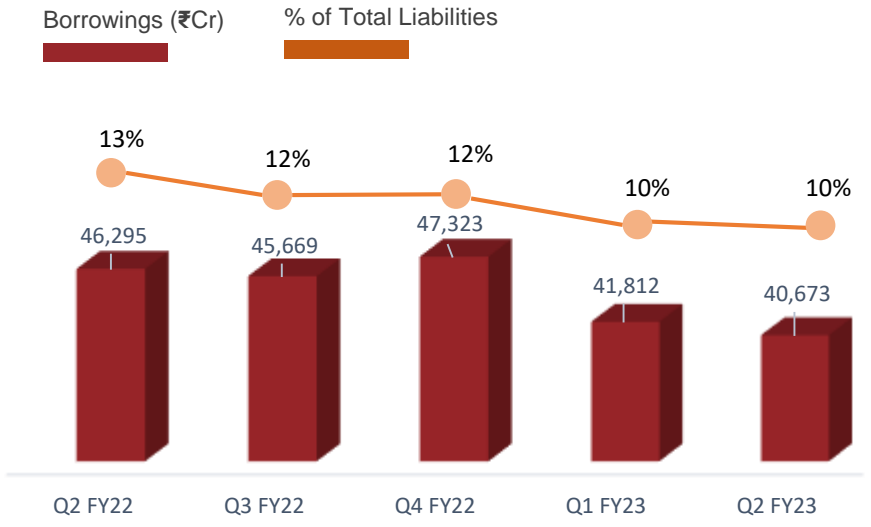
# Healthy Share of CASA; Strong Liquidity Profile



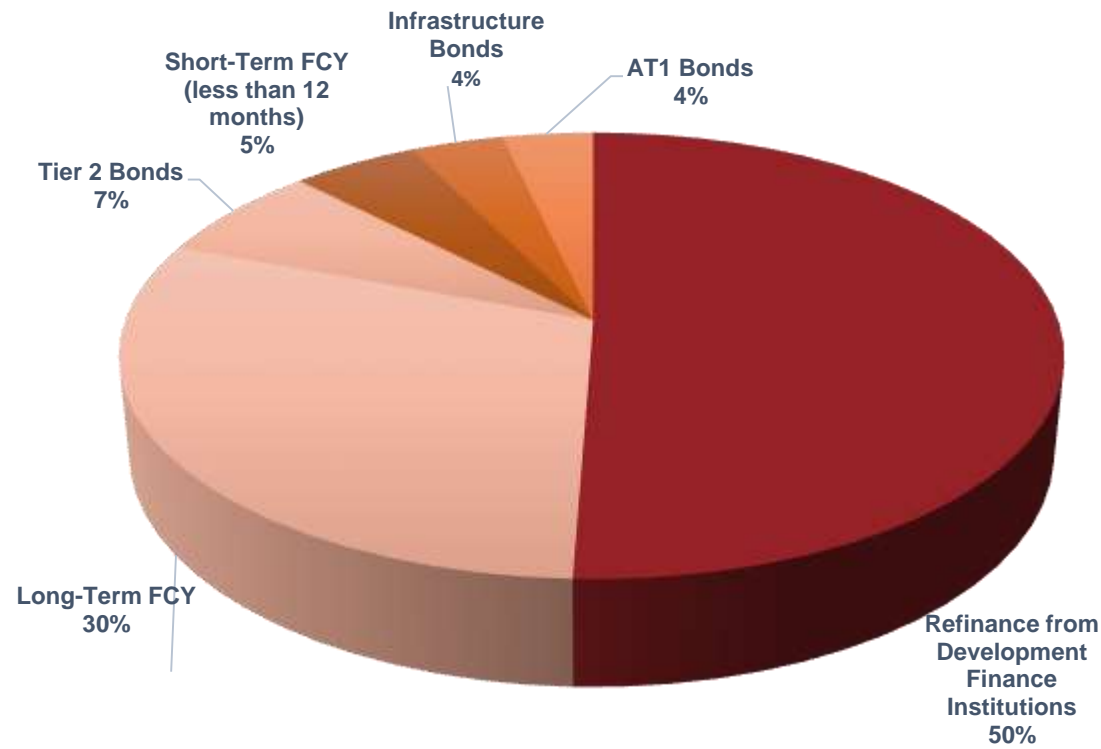


# Borrowings Constituted by Long Term Sources

Borrowings (₹crs)



Borrowings Mix (%)



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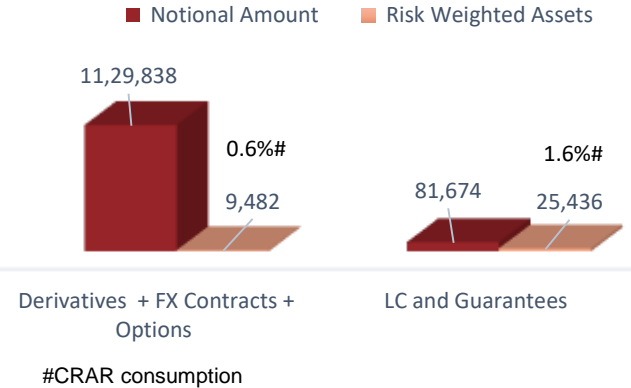


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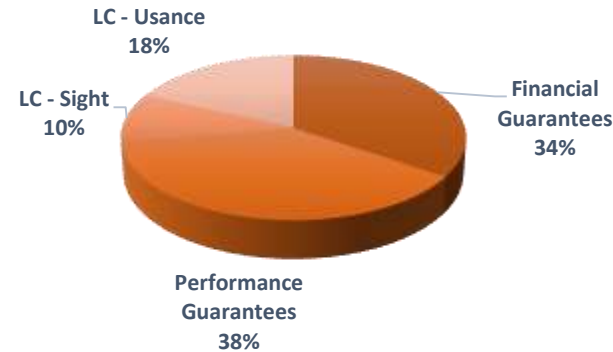


# Strong Product Groups with Efficient Capital Deployment

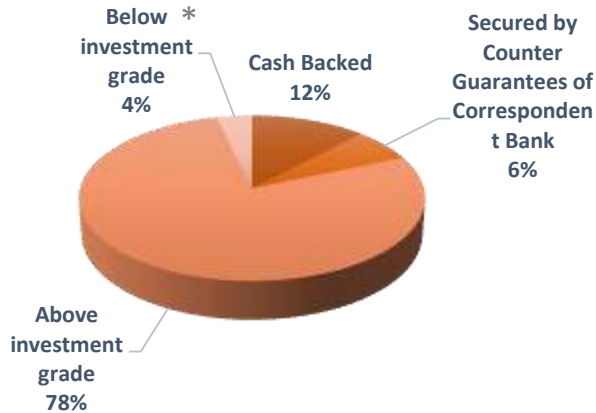
## Low RWA Consumption (₹crs)



## LC-BG Mix

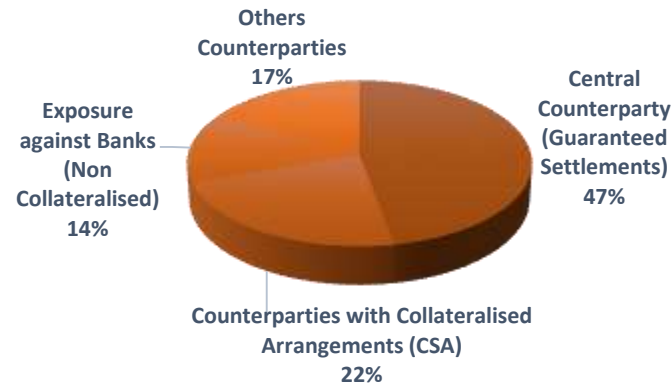


## LC-BG Rating Profile



\*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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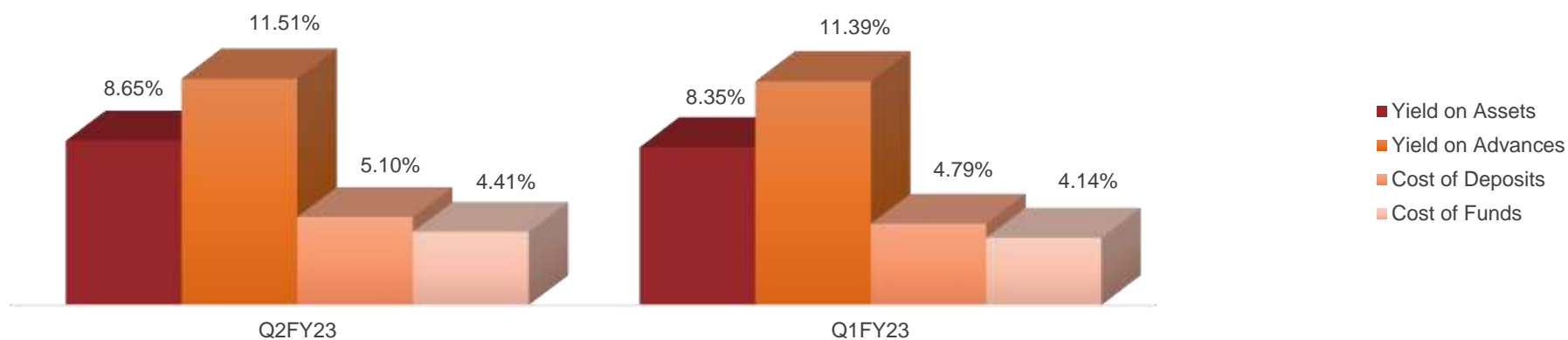
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## Yield / Cost Movement



### Segment-wise Yield:

	Q2FY23		Q1FY23	
	Outstanding (₹crs)	Yield (%)	Outstanding (₹crs)	Yield (%)
Corporate Banking	1,21,766	8.20%	1,14,429	7.80%
Consumer Banking	1,38,363	14.34%	1,33,531	14.33%
<b>Total</b>	<b>2,60,129</b>	<b>11.51%</b>	<b>2,47,960</b>	<b>11.39%</b>

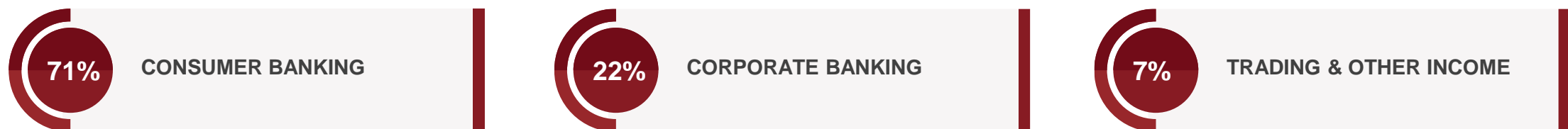
•Yield on Assets/Cost of funds are based on Total Assets/Liabilities



## Diversified and Granular Fee and Other Income Streams

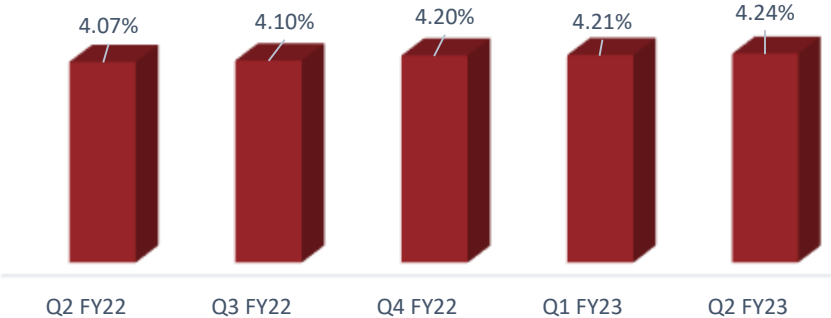
₹In crs	Q2FY23	Q2FY22	Y-o-Y(%)	Q1FY23	Q-o-Q(%)
Trade and Remittances	189	200	(6%) ▼	189	-
Foreign Exchange Income	268	221	21% ▲	220	22% ▲
Cards and Distribution Fees	559	360	55% ▲	507	10% ▲
General Banking Fees	307	234	31% ▲	334	(8%) ▼
Loan Processing Fees	532	424	25% ▲	511	4% ▲
Investment Banking	17	68	(75%) ▼	25	(32%) ▼
<b>Total Core Fee Income</b>	<b>1,872</b>	<b>1,506</b>	<b>24% ▲</b>	<b>1,786</b>	<b>5% ▲</b>
Securities/MM/FX Trading/Others	139	335	(59%) ▼	146	(5%) ▼
<b>Total Fee Income</b>	<b>2,011</b>	<b>1,841</b>	<b>9% ▲</b>	<b>1,932</b>	<b>4% ▲</b>

### Fee Income Mix

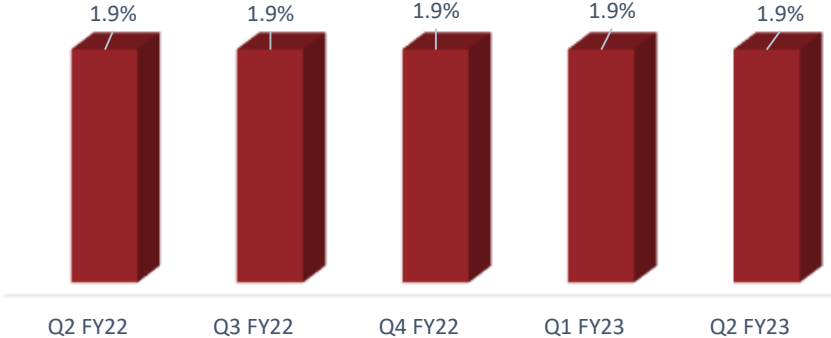


# Operating Profit Margins Amongst the Highest in Industry

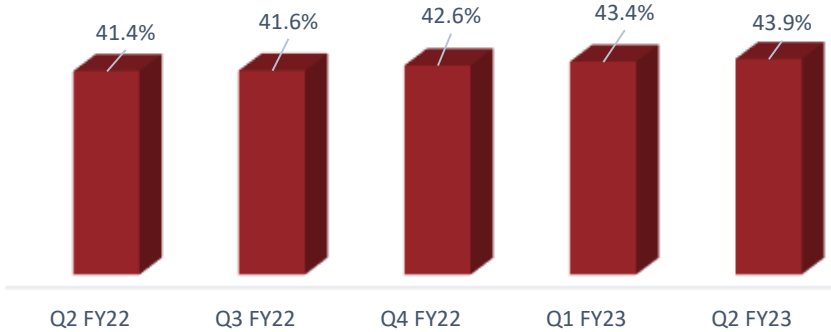
**Net Interest Margin (%)**



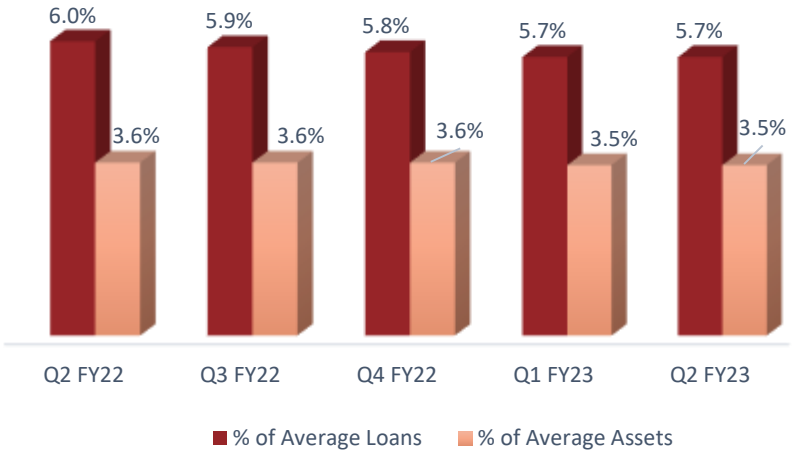
**Total Fee to Asset Ratio (%)**



**Cost to Income Ratio (%)**

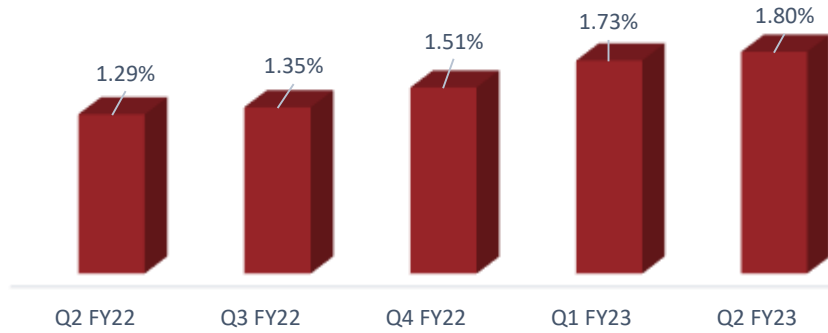


**Operating Profit Margin (%)**

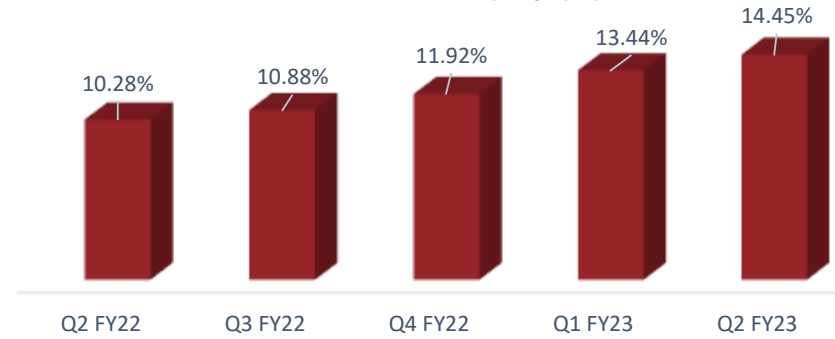


# Key Financial Indicators

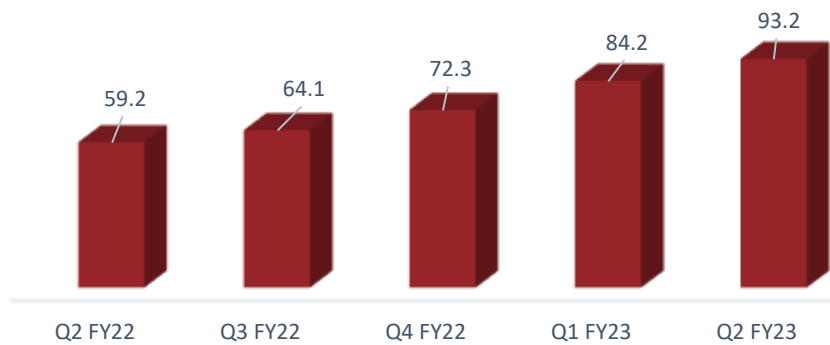
### Return on Assets (%)



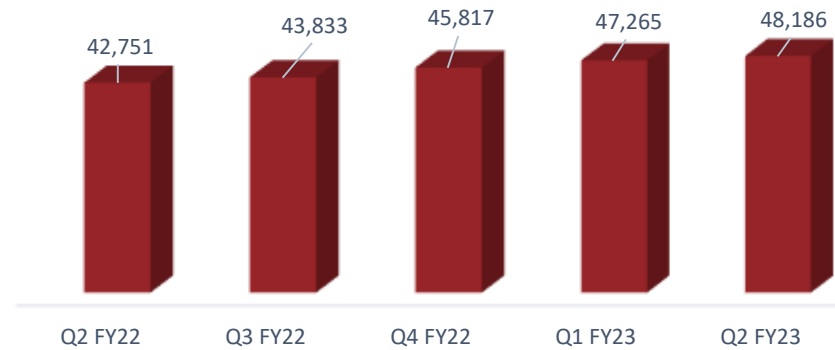
### Return on Equity (%)



### Earning Per Share – Annualized (₹)



### Net Worth (₹ crs)





# Key Strengths of the Bank



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



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Liability Franchise



**Strong**  
Product Groups



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in Industry



**Stable**  
Asset Quality  
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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	Q2FY23			Q1FY23		
	Corporate	Consumer	Total	Corporate	Consumer	Total
<b>Opening Balance</b>	<b>2,492</b>	<b>3,441</b>	<b>5,933</b>	<b>2,528</b>	<b>2,989</b>	<b>5,517</b>
<b>Fresh Additions</b>	<b>179</b>	<b>1,393</b>	<b>1,572</b>	<b>602</b>	<b>1,648</b>	<b>2,250</b>
-from Standard	66	926	<b>992</b>	272	1,058	<b>1,330</b>
-from Restructured	113	467	<b>580</b>	330	590	<b>921</b>
<b>Deductions</b>	<b>420</b>	<b>1,518</b>	<b>1,938</b>	<b>638</b>	<b>1,196</b>	<b>1,834</b>
-Write-offs	287	881	<b>1,168</b>	449	781	<b>1,230</b>
-Upgrades	46	183	<b>229</b>	169	193	<b>363</b>
-Recoveries *	87	454	<b>541</b>	20	222	<b>241</b>
<b>Gross NPA</b>	<b>2,251</b>	<b>3,316</b>	<b>5,567</b>	<b>2,492</b>	<b>3,441</b>	<b>5,933</b>
Net NPA			<b>1,584</b>			<b>1,661</b>
% of Gross NPA			<b>2.11%</b>			<b>2.35%</b>
% of Net NPA			<b>0.61%</b>			<b>0.67%</b>
Provision Coverage Ratio (PCR)			<b>72%</b>			<b>72%</b>
Restructured Advances			<b>1.5%</b>			<b>2.1%</b>

\*Q2 FY23 Sale to ARC is 190 crs (Q1 FY23 Sale to ARC is NIL)

## NPA Composition – Consumer Banking

(₹crs)

Q2 FY23	CV	Utility	CE	Small CV	TW	Cars	Tractor	BBG/LAP	HL/PL/Others	Cards	MFI	Total
Gross NPA	511	34	128	67	358	55	140	773	205	160	885	<b>3,316</b>
Gross NPA %	2.00%	0.45%	1.44%	2.09%	8.02%	0.59%	1.62%	3.48%	1.59%	2.23%	2.91%	<b>2.36%</b>

Q1 FY23	CV	Utility	CE	Small CV	TW	Cars	Tractor	BBG/LAP	HL/PL/Others	Cards	MFI	Total
Gross NPA	486	39	145	69	353	68	146	752	208	149	1,024	<b>3,439</b>
Gross NPA %	1.98%	0.58%	1.64%	2.14%	7.89%	0.77%	1.76%	3.48%	1.73%	2.25%	3.38%	<b>2.54%</b>



## Loan Related Provisions held as on September 30, 2022

- Specific provision of ₹ 3,913 crs for non-performing accounts(towards PCR)
- Floating provisions of ₹ 70 crs (towards PCR)
- Standard contingent provisions of ₹ 2,653 crs surplus outside PCR
- Standard asset provisions of ₹ 1,155 crs other than contingent provisions
- Provision Coverage Ratio at 72% and total loan related provisions at 140% of GNPA
- Loan related provisions of ₹ 7,791 crs are 3.0% of the loans



# Key Strengths of the Bank



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Loans



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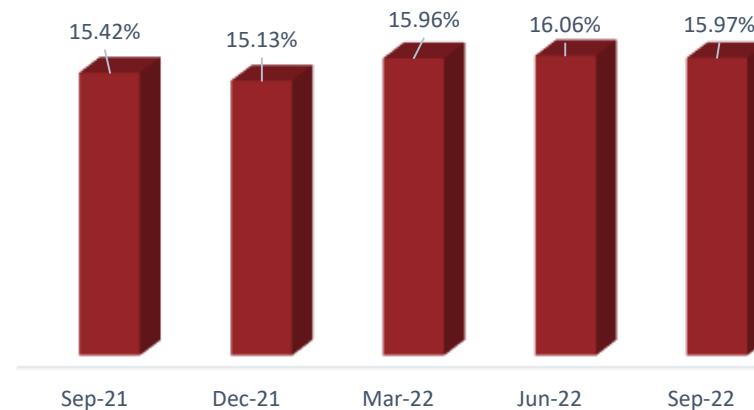


# Healthy Capital Adequacy

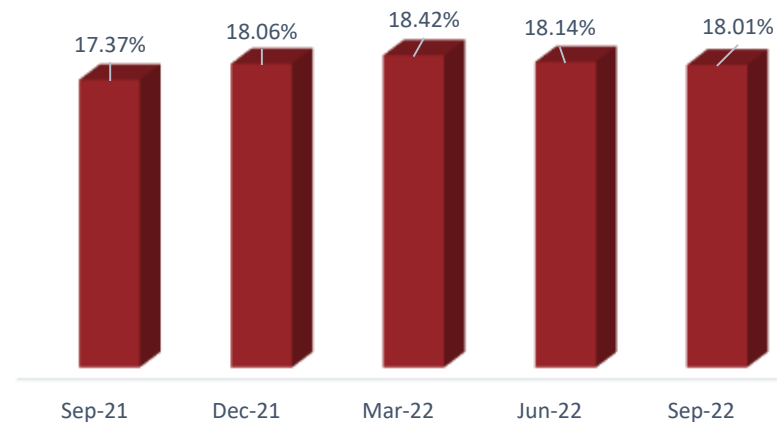
## Capital Adequacy

₹In crs	30 Sep 22	30 Jun 22
Credit Risk, CVA and UFCE	2,65,073	2,56,767
Market Risk	8,372	8,325
Operational Risk	38,026	38,026
<b>Total Risk Weighted Assets</b>	<b>3,11,471</b>	<b>3,03,118</b>
Core Equity Tier 1 Capital Funds	<b>49,727</b>	<b>48,666</b>
Additional Tier 1 Capital Funds	<b>1,490</b>	<b>1,490</b>
Tier 2 Capital Funds	<b>4,887</b>	<b>4,826</b>
<b>Total Capital Funds</b>	<b>56,104</b>	<b>54,982</b>
<b>CRAR</b>	<b>18.01%</b>	<b>18.14%</b>
CET1	15.97%	16.06%
Tier 1	16.44%	16.55%
Tier 2	1.57%	1.59%

## CET1 Ratio (%)

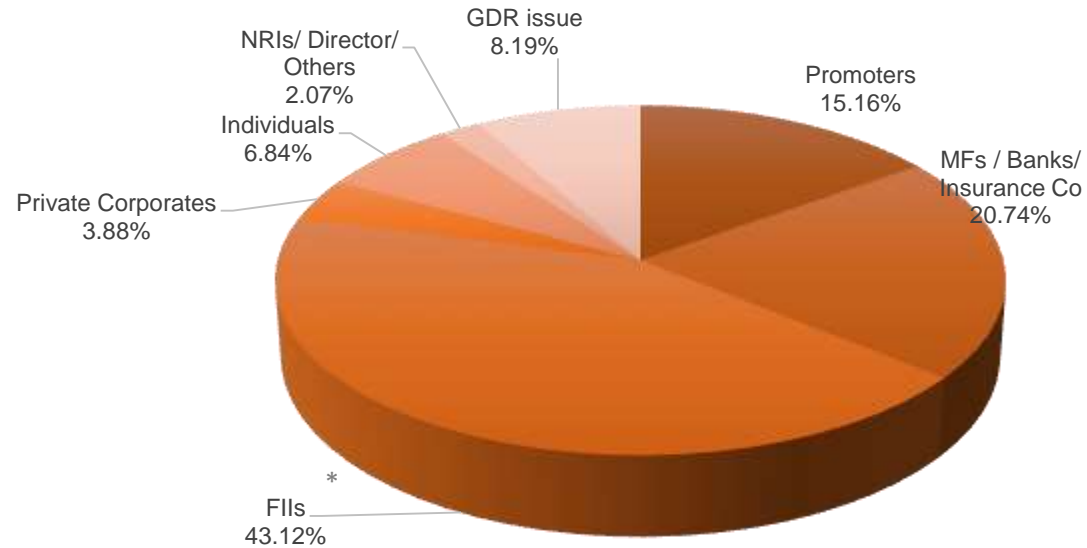


## CRAR (%)



# Shareholding Pattern and Credit Ratings

## Diversified Shareholding



\* Includes FPIs

## 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
- **IND A1+** for Short Term Debt Instruments 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



**~33 mn**  
Customer Base



**~1,33,000**  
Villages Covered



**6,103**  
Group Network

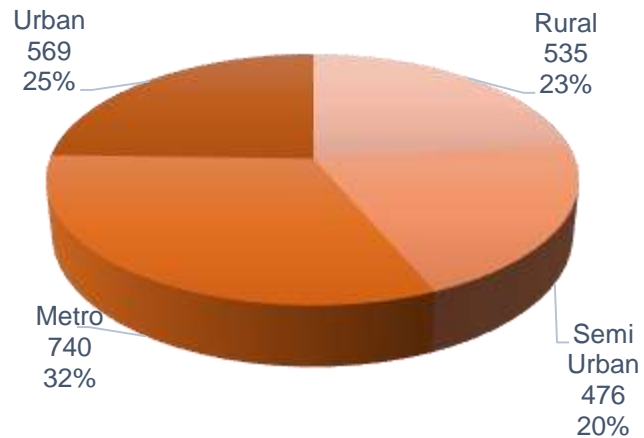


**2,807**  
ATMs

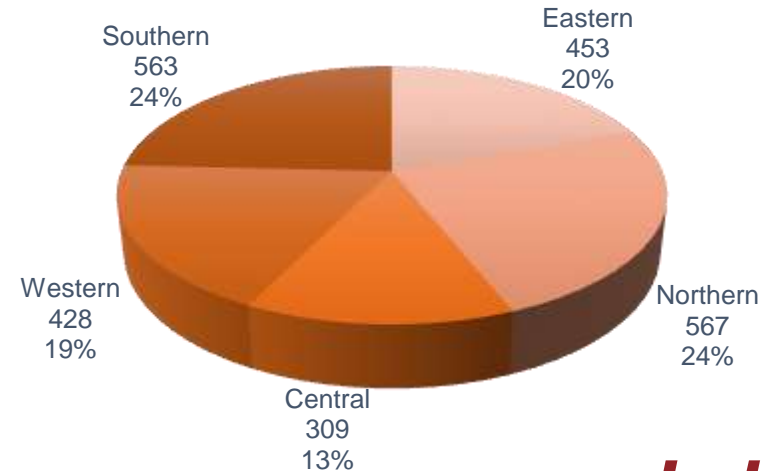
## Strengthening Distribution Infrastructure

Particulars	Sep 30, 2021	Dec 31, 2021	Mar 31, 2021	Jun 30, 2022	Sep 30, 2022
Branches/Banking Outlets	2,015	2,103	2,265	2,286	2,320
BFIL Branches	2,665	2,778	2,795	2,836	2,978
Vehicle Finance Marketing Outlets (IMFS)	827	825	816	817	805
ATMs	2,886	2,861	2,767	2,783	2,807

## Geographical Breakdown of Branches



## Regional Breakdown of Branches



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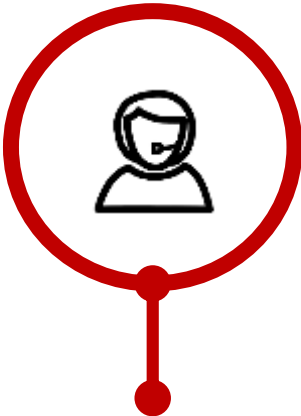
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# Digital Sourcing % continues to grow and digital unassisted\* business models gaining momentum

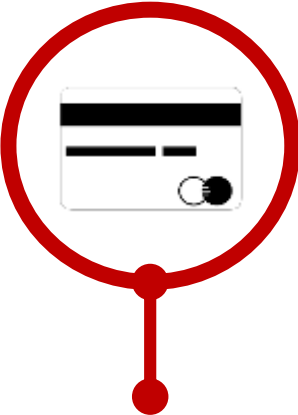


**98%** of **savings accounts** opened digitally

**32%** of savings accounts **digitally unassisted\***

**35%** of fixed deposits **digitally unassisted\***

**1.2L+ Clients** on-boarded using **VKYC** every month



**92%** of **Cards** sourced digitally

**57%** of **personal loans** opened digitally

**46%** of **Small Business Banking** (upto 2 Cr exposure) business sourced digitally

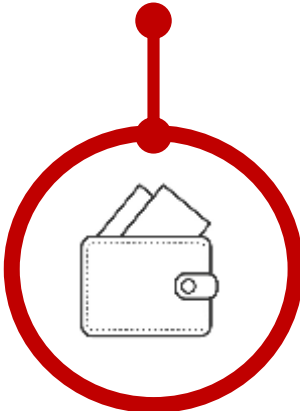


**98%** of **mutual funds** sourced digitally

**100%** of **life insurance** sourced digitally

**83%** of **non life insurance** sourced digitally

**63%** of **current accounts** opened digitally



**61%** of **Retail Forex** digital via indusforex



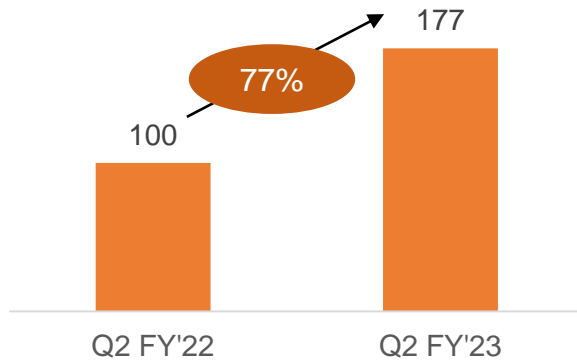
\*Digital Unassisted refers to customer initiated and self service led % from retail customers (excluding clients of Bharat Financial and Vehicle Finance Division)

# Focusing on building sustainable, profitable digital unassisted (Customer Do It Yourself led) business models

INDIVIDUAL

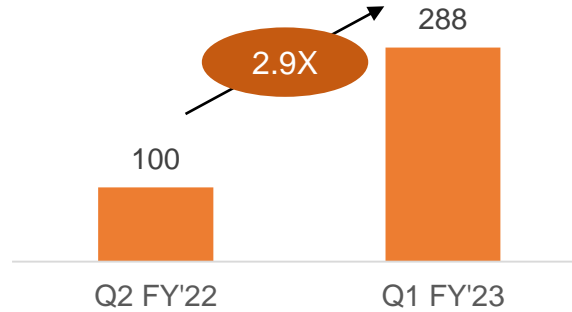
## Digitally Acquired Savings Accounts

Indexed DIY Volume – Savings Account



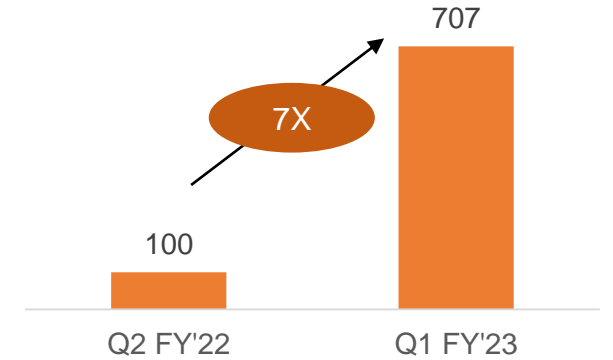
## Indus eASYCREDIT Digitally Acquired Personal Loans

Indexed DIY Volume – Personal Loans



## Indus eASYCREDIT Digitally Acquired Credit Cards

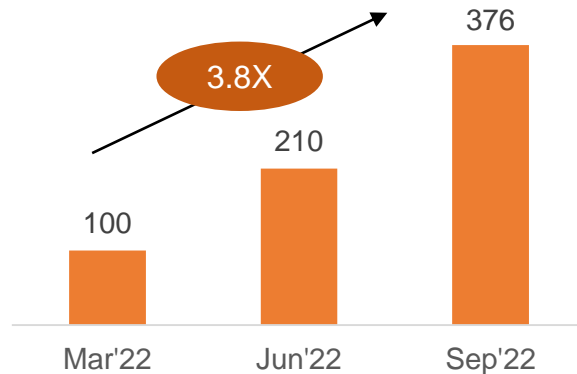
Indexed DIY Volume – Credit Cards



MSME

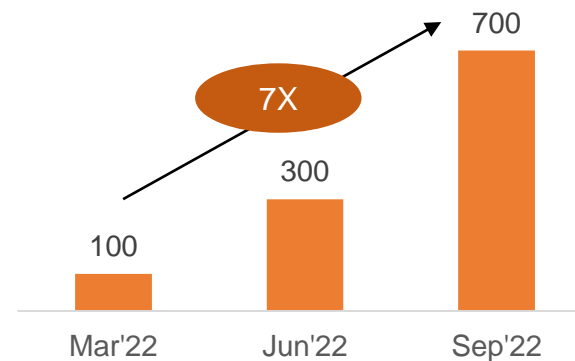
## Digitally Acquired Current Accounts

Indexed DIY Volume – Current Account



## Indus eASYCREDIT Digitally Acquired Business Loans

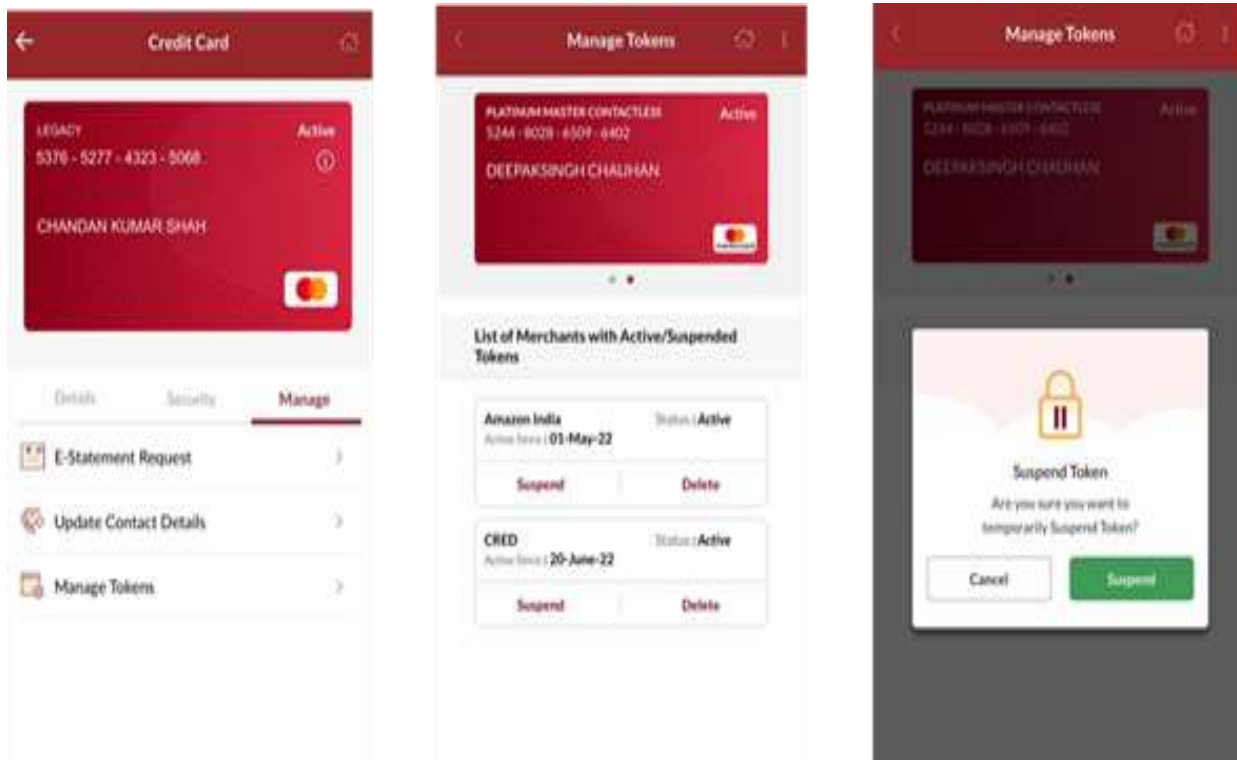
Indexed DIY Volume – Business Loans



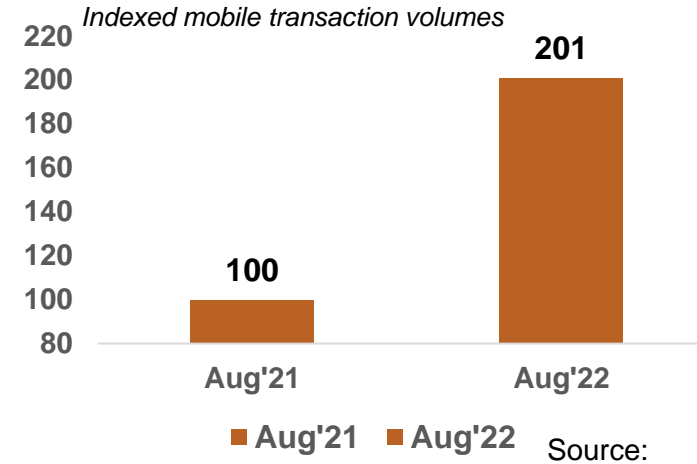
# IndusMobile: Went live with tokenization and MAU and transactions continue to grow

## Live with tokenization on mobile app. Customers can:

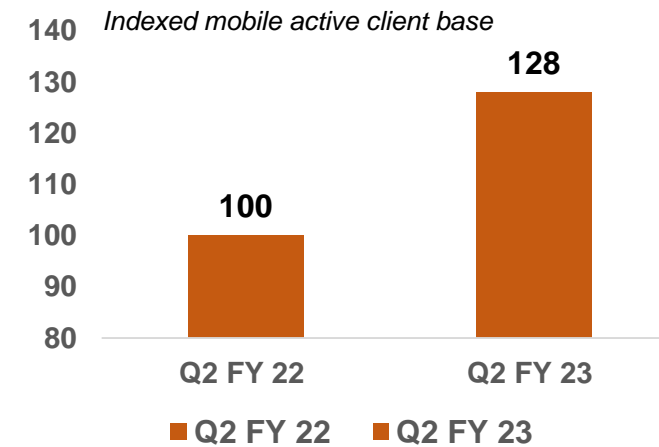
- View existing tokens
- Suspend existing token
- Delete existing token
- Resume suspended token



## IBL Mobile+UPI transaction volumes increased ~2X



## IndusMobile monthly active users up 28% YoY



**70%** of Bank's **service requests\*** processed straight through **digitally** via channels as self service

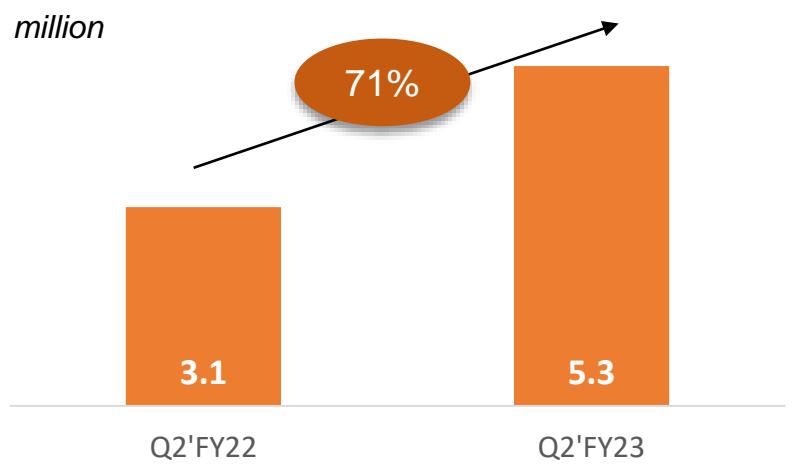
**93%** of Bank's **transactions** are **digital**

\*Service Requests include account maintenance requests such as adhoc statements, PIN set / reset, card hotlisting, updation of address, email ID, etc. Requests processed digitally via channels excludes requests originated on Branch / ATM / Contact Centre and includes only self service

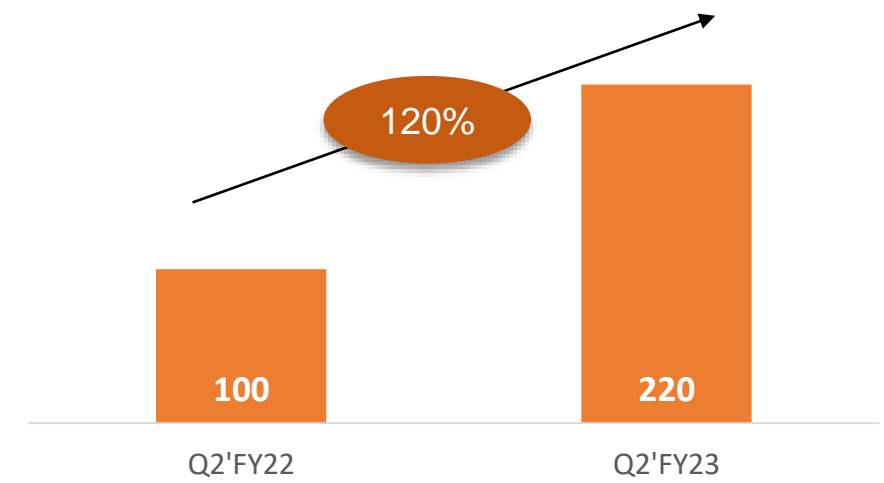
## Whatsapp Banking & Chatbots



**Whatsapp Banking: Registered Base of 5.3 Mn - up 71% YoY**

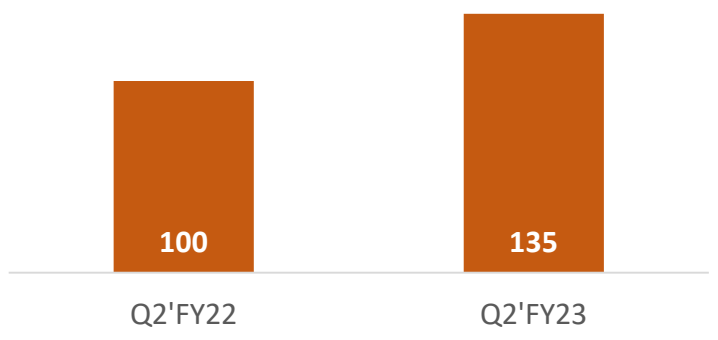


**Chatbots: Monthly active users up 120% YoY**

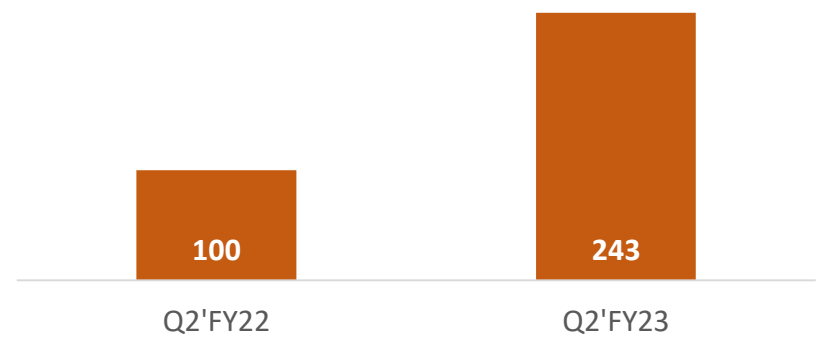


**Total Utterances increased by ~ 2.5X**

*Indexed monthly active user base*



*Indexed utterances*



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# Sustainability: Core to Bank's PC 5 Strategy

Outlined a comprehensive ESG Strategy in 2022 integrating ESG with Business, Operations, Risk & Products

## Business

- ❖ Enhanced exposure to ESG positive sectors
- ❖ ESG sector development
- ❖ Explore partnerships with key industry players and DFIs for Climate Finance

## Products

- ❖ Sustainable banking products launch across Business Units
  - ❖ Launched: Green Fixed Deposits, EV Finance program
  - ❖ Launches under way: Sustainable Agri program, Platform for Women Entrepreneurs, Roof Top solar loans
- ❖ Risk sharing & Blended Finance products

## Operations

- ❖ Governance & Policies
- ❖ Monitor & Reduce Bank's GHG intensity
- ❖ Sustainable Procurement policy
- ❖ Greening IBL branches
- ❖ Carbon Neutrality

## Risk

- ❖ Board approved Environment and Social Management System (ESMS)
- ❖ Integration of ESG Risk Assessment with Credit Risk Assessment process
- ❖ Monitor and manage bank's exposure to High ESG Risk industries





## Select ESG initiatives for FY23

Planning for Carbon Neutrality by 2032

Increase exposure to Green & Climate Finance to 3.5% of book from the current 3.26%\*

Increase share of Climate & Social Finance to 45% in next 2 years from current 43%\*

Diversity & Inclusion: Increase women participation in workforce to 22%

Reduce Bank's carbon emissions by 20% over the new baseline in FY23

Support tree plantation, rain water harvesting structure and solar solutions

Launch ESG Theme Products

- Women Entrepreneurship - Focus in Retail Banking
- Finance for Water Sector - SME & Corporate Bank
- EV Car Finance – Vehicle finance
- Solar Rooftop Finance – Personal Loan

\*Assurance Certification Underway



**We are winning at What Really Matters**

IndusInd Bank is proud to be the **'Best Bank for ESG – India'** at Asia Money Best Bank Awards





Accorded **'Market leaders in ESG'** status by Euromoney for FY 2022

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## Board of Directors with Varied Expertise

Name	Nature of Directorship	Special Knowledge /Expertise	Prior Experience
Mr. Arun Tiwari	Non-Executive, Non-Independent, Part-time Chairman	Banking, Finance, Human Resource, Risk Management and Business Management.	Previously, CMD of Union Bank of India, Executive Director of Allahabad Bank, Various leadership roles at Bank of Baroda, served on the Boards of various companies and associations
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 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.



## Experienced and Well-knit Management Team

Name	Designation	Exp (Yrs)	Prior Experience
Mr. Sumant Kathpalia	Managing Director & CEO	30+	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	28+	Regional Head Corporate Solutions Asia-Pacific Markets of RBS Singapore
Mr. Sanjeev Anand	Head - Corporate, Commercial, Rural & Inclusive Banking	29+	Head - Commercial Banking, ABN AMRO Bank (India)
Mr. Bijayananda Pattanayak	Head - Gems & Jewellery	35+	Managing Director and Member, Global Management Team IDGJ of ABN AMRO
Mr. A. G. Sriram	Head - Consumer Finance	29+	Multiple roles across Credit, Operations and Sales including leading Construction and Commercial Vehicle Segment.
Mr. Soumitra Sen	Head - Consumer Banking & Marketing	30+	Leadership positions at ABN AMRO Bank NV, RBS, Deutsche Bank AG & Nestle
Mr. Samir Dewan	Head - Affluent Banking & International Business	25+	COO - Private Banking, Asia at RBC, leadership positions with Bank of America, ANZ, and ABN AMRO.
Mr. Siddharth Banerjee	Head - Global Markets and FIG	25+	Various position at HSBC, Deutsche Bank, HDFC Bank, ABN AMRO NV, and ANZ Bank
Mr. Rana Vikram Anand	Head - Pan Bank Liability Group, Customer Service & Synergy	30+	CEO at Cointribe (leading fintech), Various leadership positions at ABN AMRO Bank NV, ANZ & RBL
Mr. Gobind Jain	Chief Financial Officer	29+	Joint President Group Account & MIS, Kotak Mahindra Bank; held prior positions at ICICI Bank, Bank of America, Bank Internasional Indonesia and RBI
Mr. Ramaswamy Meyyappan	Chief Risk Officer	28+	Chief Risk Officer at JP Morgan Chase Bank NA, Mumbai
Mr. Ramesh Ganesan	Head - Technology and Corporate & Global Market Operation	30+	Executive Director, ABN AMRO Bank (India)
Mr. Zubin Mody	Chief Human Resources Officer	28+	Head - HR, ICICI Lombard General Insurance Company Limited
Mr. Anil M. Rao	Head - Consumer Operations & Solution Delivery	26+	Various positions at ABN AMRO Bank, RBS and Bank of America
Mr. Anish Behl	Head - Wealth & Para Banking	25+	Executive Director, Bancassurance - Asia at ABN AMRO Bank NV
Mrs. Charu Sachdeva Mathur	Head- Digital Banking & Strategy (Existing Business)	15+	Financial services and telecom advisory at Boston Consultancy Group (BCG)
Ms. Roopa Satish	Head - Portfolio Management & CSR	28+	Head - Mid Markets (Western Region), ABN AMRO Bank (India)
Mr. Jyoti Prasad Ratho	Head - Inspection & Audit	32+	Was associated with YES Bank as Senior Group President & Country Head - Internal Audit.. Managed multiple roles in area of Audit & Governance, Risk and Controls.



# Accolades

## ET CX AWARD 2022



IndusInd Bank was recognized as **one of the most customer centric brand** and was awarded **at the 3<sup>rd</sup> Edition of ET CX Summit 2022**

## 'Governance Now 5th India BFSI Conclave & Awards'



IndusInd Bank awarded by **'Governance Now'** under the category – **'SME Connect'** for initiating **'Indus Credit for Business'**.

## The Asset Triple Asian Awards 2022



IndusInd Bank awarded **Best SCF Solution** for various clients at **The Asset Triple Asian Awards 2022**


## MeitY - Digidhan Dashboard for Digital Payments

MeitY has ranked IndusInd Bank **#1 amongst Private Banks for FY22 on its Digidhan Dashboard for Digital Payments**

# Campaigns/Announcements

## Launch of #BankOnHappiness Festive campaign – Debit and Credit cards

**DEBIT CARD**



**100% cashback.**  
**100% sparkling festivities.**

**#BankOnHappiness**  
Spend more, rejoice more with your Debit Card  
29<sup>th</sup> Sept - 31<sup>st</sup> Oct '22


**MEGA REWARDS, WAITING TO BE GRABBED**

Use your IndusInd Bank Debit Card & enjoy up to **100% cashback\***


- ₹1,00,000** Top Spender of the offer period (29<sup>th</sup> Sept - 31<sup>st</sup> Oct '22)
- ₹50,000** 2 Top Spenders (29<sup>th</sup> Sept - 31<sup>st</sup> Oct '22)
- ₹20,000** 24 Top Daily Spenders (29<sup>th</sup> Sept - 31<sup>st</sup> Oct '22)

**Assured 5% cashback\*** on every second transaction of ₹3500/- and above!

Don't forget to enable your Debit Card E-Comm transactions

[Click here](#) 

**CREDIT CARD**



**#BankOnHappiness**  
This festive season with IndusInd Bank Credit Cards


Enjoy offers on all your favourite brands

amazon | M | emobay | mi | Flipkart | CRED | make | trip | yatra | bigbasket | swiggy | CUB

SMS 'JOIN' on 5676757 or click on the below link to register

[Register Now!](#)

**LOANS**



**Make Everything Happen**  
with Loans for Every Need

**#BankOnHappiness**

**CONSUMER LOANS**

- PERSONAL LOAN** Loans up to ₹20 Lacs
- CREDIT CARD** Lifetime Free Credit Card\*
- KISAN CREDIT CARD** Attractive Loan Pricing
- GOLD LOAN** No CIBIL, up to ₹20 Lacs
- NEW CAR LOAN** Up to 100% Finance
- HOME LOAN** Tenure up to 30 years
- PRE-OWNED CAR LOAN** Up to 100% Finance
- 2 WHEELER LOAN** Up to 100% Finance

**COMMERCIAL LOANS**

- HEALTHCARE FINANCE** Fast & Easy Approval
- BUSINESS LOAN/ MERCHANT OVERDRAFT** Unsecured Loans up to ₹10 Lacs
- LOAN AGAINST PROPERTY** Loans up to ₹10 Cr.
- LOAN AGAINST SECURITY** Overdraft Facility up to ₹50 Cr.

- To commemorate the festive season, IndusInd Bank recently launched its offers campaign, #BankOnHappiness.
- The campaign brings to the Bank's customers, a gamut of offers on a wide variety of brands. This basket of benefits comprising of discounts and cashbacks can be availed through usage of the Bank's credit and debit cards. The campaign theme has also been extended to loan products and other business segments of the Bank.



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