

The Listing Department,  
BSE Limited,  
Phiroje Jeejeebhoy Towers,  
25<sup>th</sup> Floor, Dalal Street,  
Mumbai – 400001.

The Listing Department,  
National Stock Exchange of India Limited,  
Exchange Plaza, 5<sup>th</sup> Floor,  
Plot No.: C / 1, 'G' Block,  
Bandra Kurla Complex, Bandra (East),  
Mumbai – 400051.

CC/S&B/SK/2022/661

05.02.2022

Madam / Dear Sir,

**SEBI (LODR) REGULATIONS, 2015: SUBMISSION OF COPY OF PRESENTATION FOR ANALYSTS / INVESTORS ON FINANCIAL RESULTS**

We refer to our letter no.: CC/S&B/SK/2022/639 dated 25.01.2022 intimating about the Meeting of the Central Board of the Bank for considering the financial results of the Bank for the quarter and nine months ended 31<sup>st</sup> December, 2021 and the audio conference call for the analysts and investors to be held on 05<sup>th</sup> February, 2022 at 05.00 PM post Q3FY22 results.

In compliance with the provisions of Regulation 30 read with Schedule III Part A of SEBI (LODR) Regulations, 2015, we enclose herewith the copy of presentation for Analysts / Investors on Financial Results of the Bank for the quarter / nine months ended 31<sup>st</sup> December, 2021.

Please arrange for taking the above disclosure on record and dissemination.

Yours faithfully,



(Sham K.)

**Asst. General Manager (Compliance & Company Secretary)**





# QUARTERLY RESULTS

Q3FY22

Analyst Presentation

05.02.2022



## Safe Harbor

*Certain statements in these slides are forward-looking statements. These statements are based on Management's current expectations and are subject to uncertainty and changes in circumstances. Actual outcomes may differ materially from those included in these statements due to a variety of factors.*

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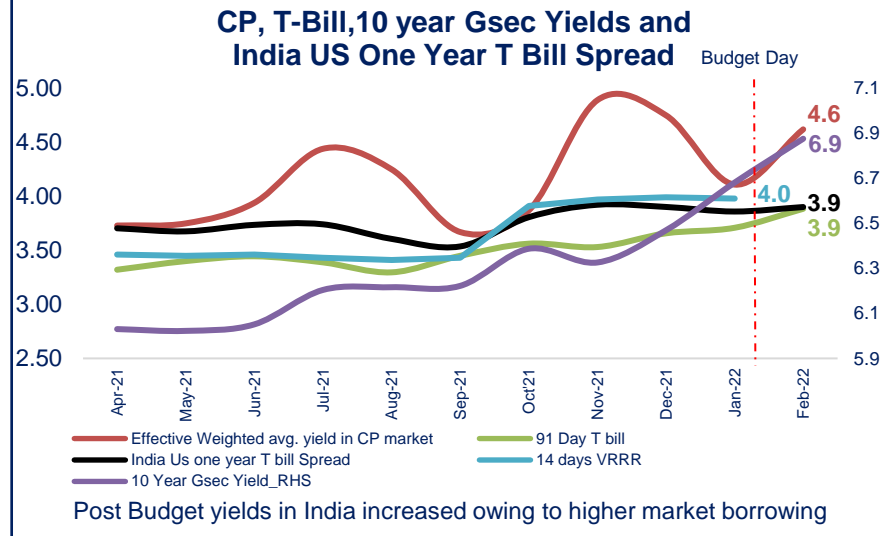
Subsidiaries, Group Financials & Balance Sheet

# Macro-Economic Indicators



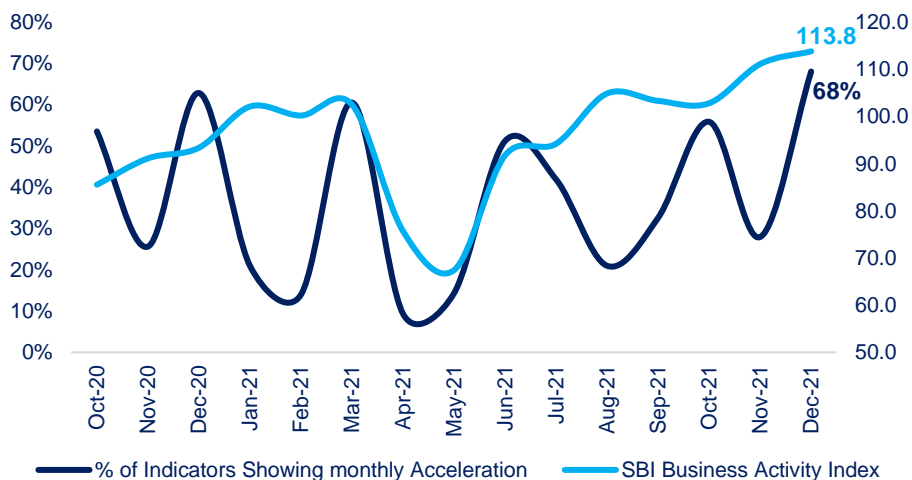
## High Frequency Activity Indicators

- Domestic Passenger vehicle, Two-wheeler and tractor sales, showed sequential improvement in Jan'22, however, exports, imports, GST e-way bill, RTO vehicle related transactions declined marginally.
- SBI Composite Index is showing economic activity has improved in Q3.
- Various interest rate benchmarks show an increase in the last 2 months.

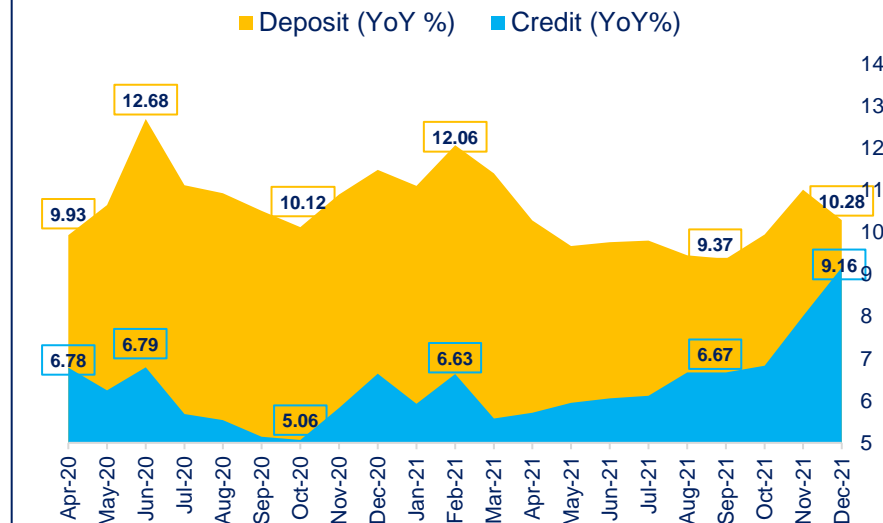


Feb 22 up to 2<sup>nd</sup>

## SBI Business Activity Index



## ASCB: Trends in Deposit, Credit Growth



# Performance Highlights

# Key trends in Q3FY22

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## **Credit growth accelerates – 8.47% YoY**

*Led by strong growth in Retail Per advances and resurgence in SME & Corporate advances*

*Robust growth in Foreign office Advances*

## **Improving profit metrics – Net profit up by 62.27% YoY**

*Net interest income growth at 6.48% YoY*

## **Asset quality – improving outcomes**

*Slippages at Rs 2,334 crores in the quarter, restructuring under COVID resolution plan-1.0 & 2.0 at Rs 32,895 crores (1.2% of Total Adv.)*

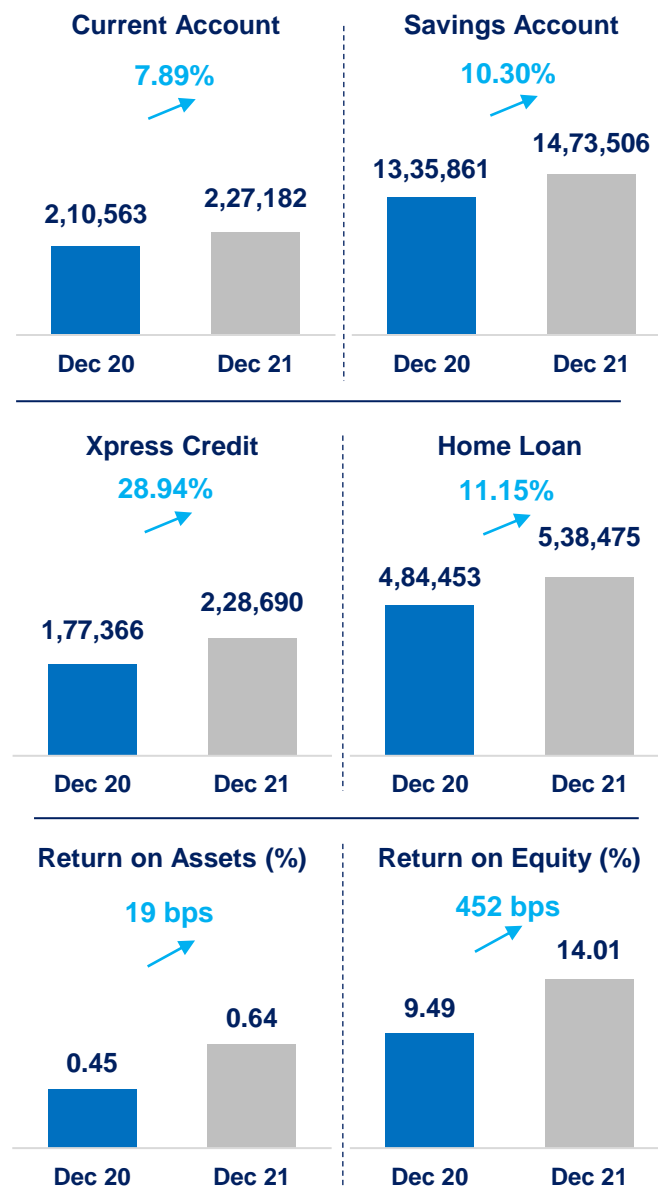
## **Well provided for Stressed Book, PCR (incl. AUCA) at 88.32%, Net NPA at Rs 34,540 crores**

*Total non- NPA provisions (not included in PCR) at Rs 30,089 crores; COVID-19 related contingency provisions at Rs 6,183 crores*

## **Digital Strategy on track – 30% of retail asset accounts and 67% of savings accounts opened through YONO in Q3FY22**

# Key Indicators

	Rs. in Crores	For the Quarter			YoY Growth
		Q3FY21	Q2FY22	Q3FY22	
<b>Profit &amp; Loss</b> (in Rs. Crores)	Net Interest Income	28,820	31,184	30,687	↑ 6.48%
	Net Interest Margin – Domestic (%)	3.34	3.50	3.40	↑ 6 bps
	Operating Profit	17,333	18,079	18,522	↑ 6.86%
	Net Profit	5,196	7,627	8,432	↑ 62.27%
<b>Key Ratios</b> (in %)	Credit Cost <sup>#</sup>	0.38	0.43	0.49	↑ 11 bps
	Net NPA <sup>#</sup>	1.23	1.52	1.34	↑ 11 bps
	PCR	90.21	87.68	88.32	↓ -189 bps
	Capital Adequacy	14.50	13.35	13.23*	↓ -127 bps
<b>Balance Sheet</b> (in Rs. Crores)	Gross Advances	24,56,607	25,30,777	26,64,602	↑ 8.47%
	Total Deposits	35,35,753	38,09,630	38,47,794	↑ 8.83%
	Retail Personal Advances	8,31,134	9,04,473	9,52,189	↑ 14.57%

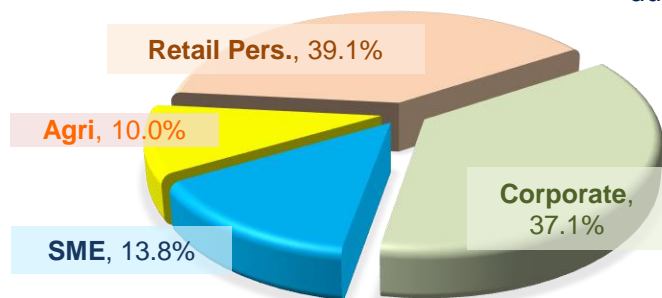


\*Capital Adequacy Ratio will increase by 94 bps by Including Profits of 9MFY22

#To be read with Slide no. 29 for proforma addition impact in Dec 20

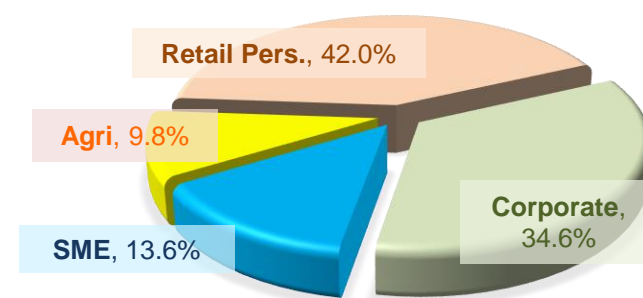


Dec – 2020



- Strong growth in personal retail, driven by home loans, Xpress credit and other loans
- Corporate & SME Credit has picked up during the quarter

Dec - 2021



Rs. in crores

Segment	Dec 2020	Dec 2021	YoY Growth (%)
Retail Personal	8,31,134	9,52,189	14.57
Agri	2,13,668	2,21,481	3.66
SME	2,93,654	3,07,168	4.60
Corporate	7,88,208	7,83,379	-0.61
<b>Domestic Advances</b>	<b>21,26,664</b>	<b>22,64,217</b>	<b>6.47</b>
Foreign Offices Advances	3,29,943	4,00,385	21.35
<b>Total Whole Bank Advances</b>	<b>24,56,607</b>	<b>26,64,602</b>	<b>8.47</b>
<b>Total Whole Bank Advances (Including CP and Corporate Bonds)</b>	<b>26,38,998</b>	<b>28,70,508</b>	<b>8.77</b>

**Retail Personal Banking**

*Leadership across all segments*

*As on Dec 2021*

**Personal Retail Portfolio of Rs 9.5 lakh crore**  
**3 - year CAGR at ~16%**

As a % of Dom. Adv. **Dec 20: 39.1** **Dec 21: 42.0**



	Home Loans	Auto Loans	Xpress Credit	Personal Gold Loans	Other P Seg Loans
<b>O/S, In Rs crs</b>	5,38,475	77,437	2,28,690	22,063	85,524
<b>YoY Growth, %</b>	11.15	1.98	28.94	26.13	12.70
<b>GNPA, %</b>	0.89	0.89	0.72	0.50	1.40

*#As per latest available data Bank's market share in Home loans is 35.62% & in Auto loans is 28.02%*

# Credit Growth

Deposit  
Growth

Asset  
Quality

Net Interest  
Income

Non-Interest  
Income

Operating  
Expenses

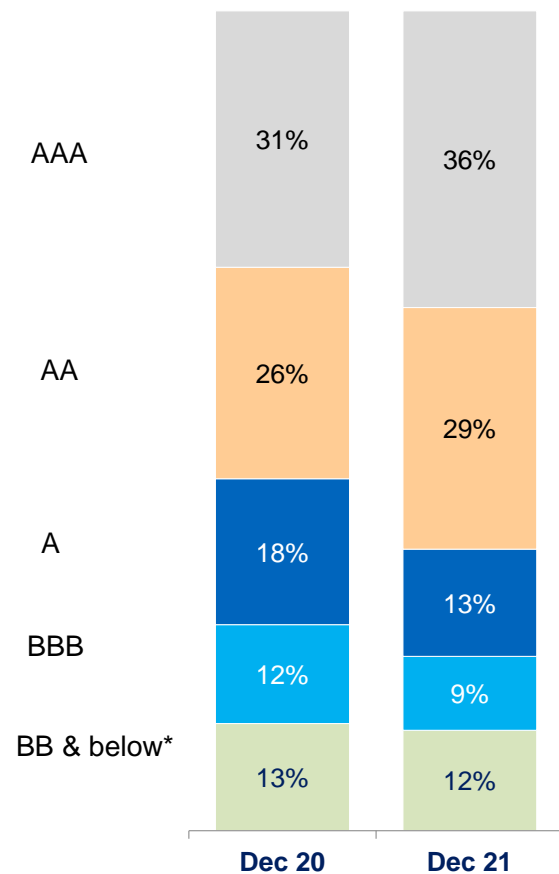
Provisions

## Diversified Loan Portfolio

High quality asset book

Rs. in Crores

### Corporate Rating mix



44% share to PSUs / Govt. Depts.

\*Including NPA book and Unrated

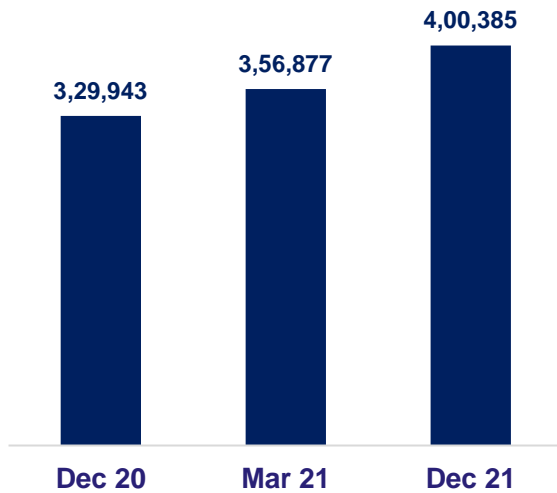
### Industry mix

Sectors	Fund Based O/S		
	Amount	% Share	YOY Gr %
Outstanding as on 31 <sup>st</sup> Dec 21			
Infrastructure	3,33,206	14.72	3.26
<i>of which: Power</i>	1,83,411	8.10	-6.06
<i>Telecommunication</i>	34,655	1.53	25.05
<i>Roads &amp; Ports</i>	64,944	2.87	-3.43
<i>Other Infrastructure</i>	50,195	2.22	54.59
Services	2,37,526	10.49	-6.17
Iron & Steel	33,851	1.50	-32.15
Aviation & Airports	4,386	0.19	-60.25
Tourism & Hotels	8,819	0.39	13.65
Textiles	33,451	1.48	0.77
Petroleum & Petrochemicals	39,855	1.76	33.52
Engineering	22,463	0.99	9.68
Comm. Real Estate	42,951	1.90	-7.26
Other Industries	3,34,038	14.75	8.62
Home Loans	5,38,475	23.78	11.15
Auto Loans	77,437	3.42	1.98
Other Retail Loans	3,36,277	14.85	24.20
Agriculture	2,21,481	9.78	3.66
<b>Total Domestic Advances</b>	<b>22,64,217</b>	<b>100</b>	<b>6.47</b>

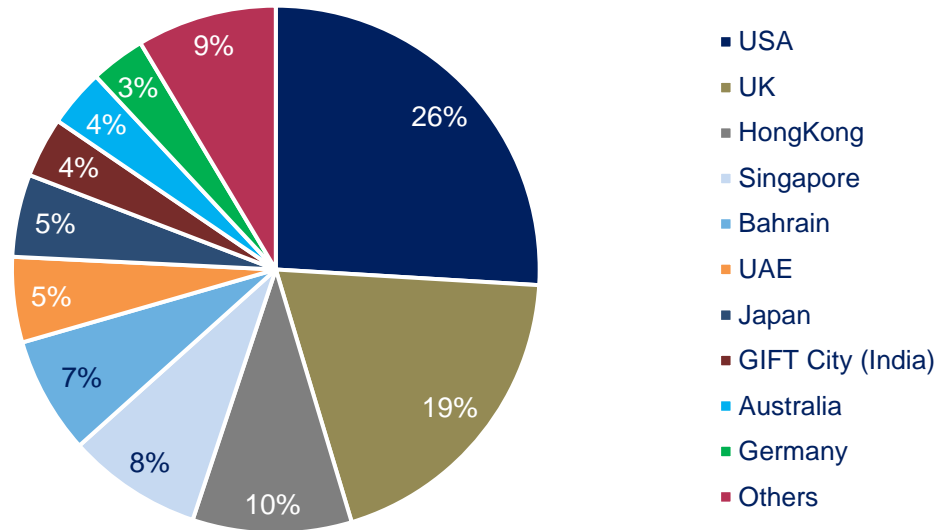
## International Banking

(Rs. in Crores)

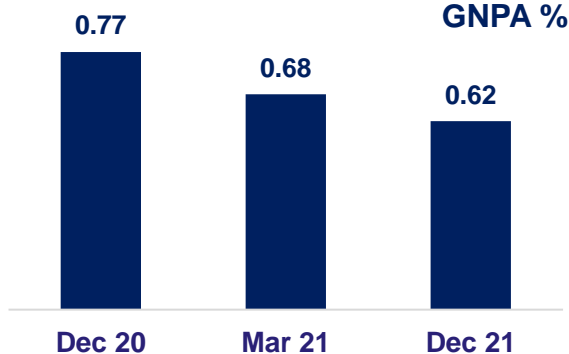
### Gross Advances: Healthy Credit Growth



### Loan Portfolio across Geographies



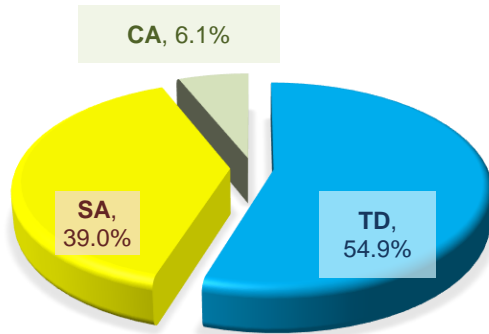
### Asset Quality: NPAs Contained



### Exploring New Opportunities

- ❖ Merchant Banking activity initiated from London and Singapore offices to augment distribution capacity and boost fee-based income.
- ❖ Factoring services started at selected FOs, creating a new income stream to enhance profitability.
- ❖ Dealing in INR-NDF market through identified FOs – sizable volume of >\$15 bn within short span of 12 months.

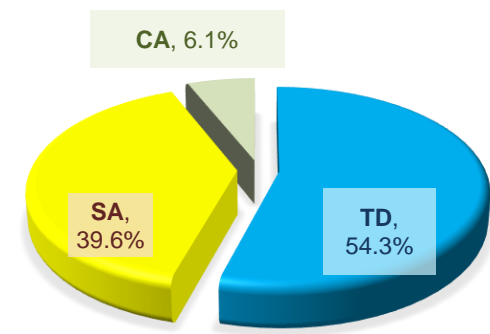
Dec 2020



CASA: 45.15%

65% of new savings accounts opened through YONO in 9MFY22

Dec 2021



CASA: 45.74%

Rs. in crores

Particulars	Dec 2020	Dec 2021	YoY Growth (%)
Current Account Deposits (CA)	2,10,563	2,27,182	7.89
Saving Bank Deposits (SA)	13,35,861	14,73,506	10.30
<b>CASA Deposits</b>	<b>15,46,424</b>	<b>17,00,688</b>	<b>9.98</b>
Term Deposits (TD)	18,78,391	20,17,823	7.42
<b>Domestic Deposits</b>	<b>34,24,815</b>	<b>37,18,511</b>	<b>8.58</b>
Foreign Offices Deposits	1,10,939	1,29,282	16.54
<b>Total Deposits</b>	<b>35,35,753</b>	<b>38,47,794</b>	<b>8.83</b>

## Slippages and Restructuring

Rs. in Crores

H1FY22 slippages

19,842

Q3FY22 slippages

2,334

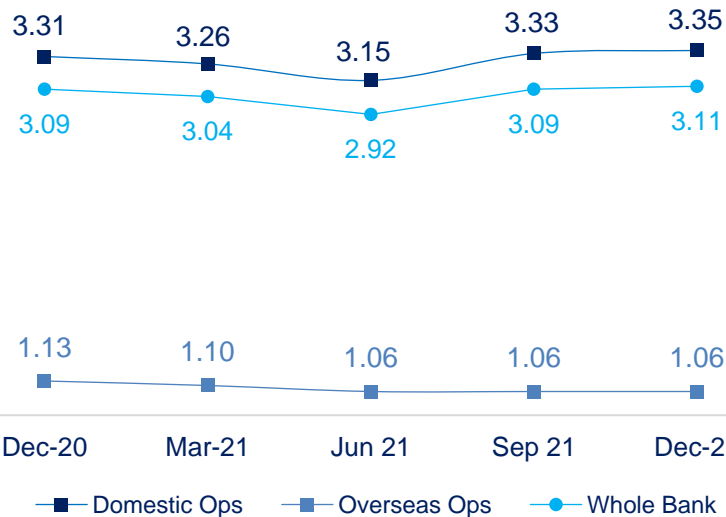
Restructuring 2.0 - 9MFY22

19,900 \*

Restructuring details at end of 9MFY22	Retail Personal	Corporate	SME	Total O/S
Restructuring 1.0	2,977	5,060	4,958	12,995
Restructuring 2.0	12,522	68	7,310	19,900
Total	15,499	5,128	12,268	32,895

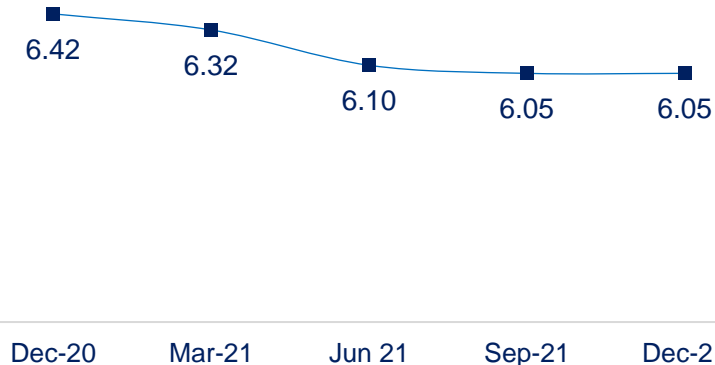
\*Restructuring 2.0 during Q3FY22: Rs.2,583 Crores

Net Interest Margins

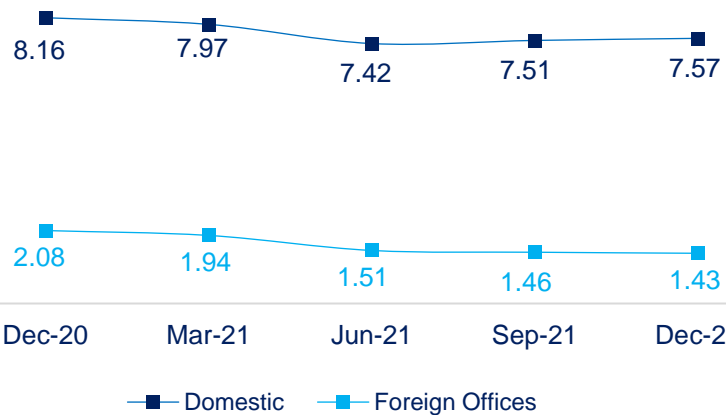


Yield on Investments

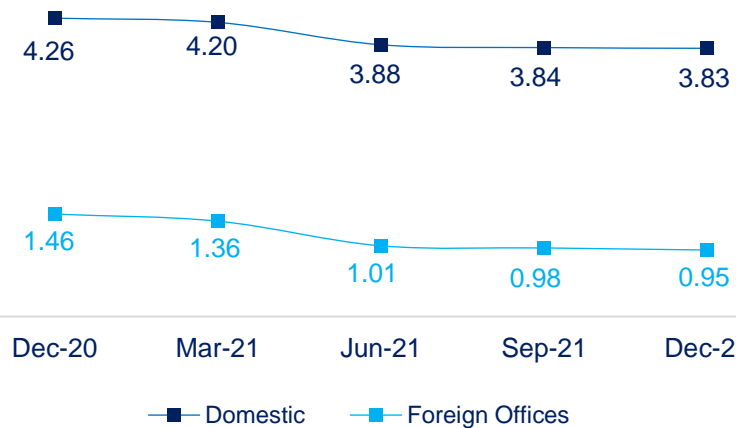
in %



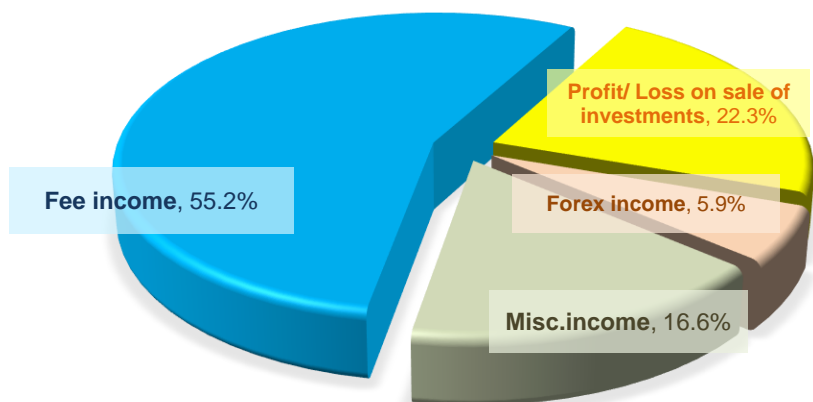
Yield on Advances



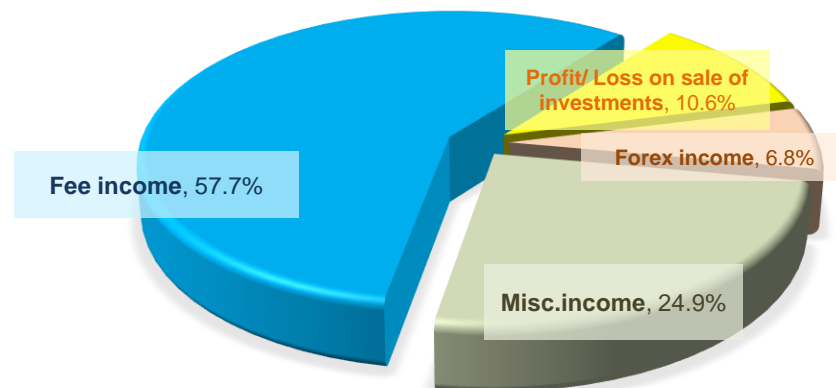
Cost of Deposits



9MFY21



9MFY22

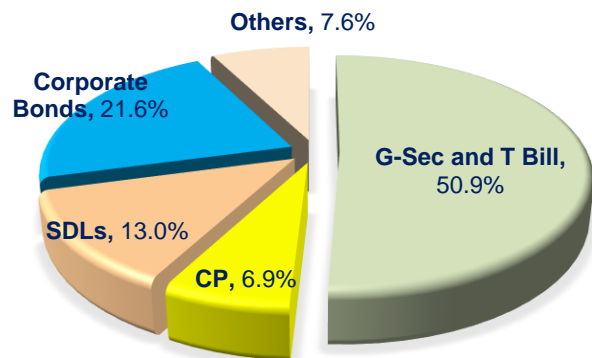


- Cross Selling Income at Rs.1,893 crores grew by ~31% YoY
- Recovery from AUCA accounts at Rs 5,627 crores grew by ~41% YoY



## Treasury Operations

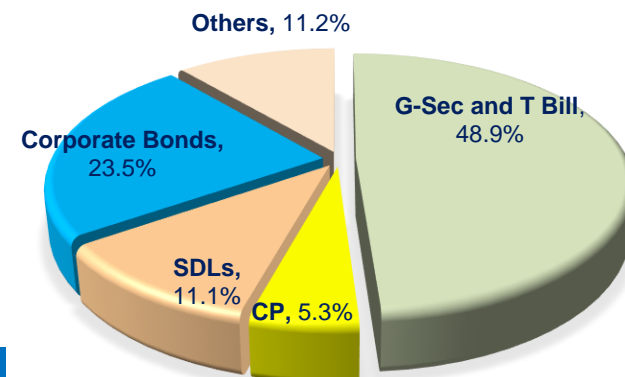
Dec 20



Modified Duration: 2.00

Yield on Investment: 6.42%

Dec 21

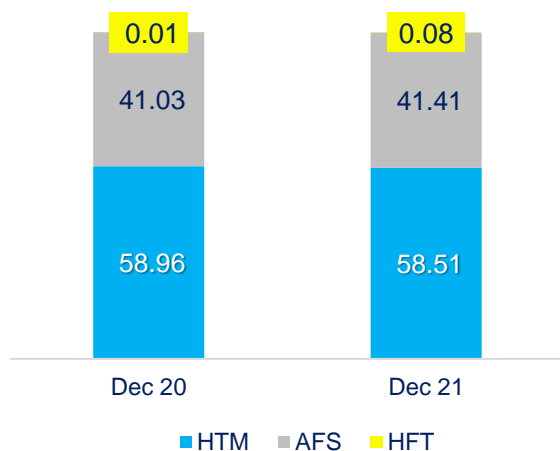


Modified Duration: 1.97

Yield on Investment: 6.05%

AFS Book

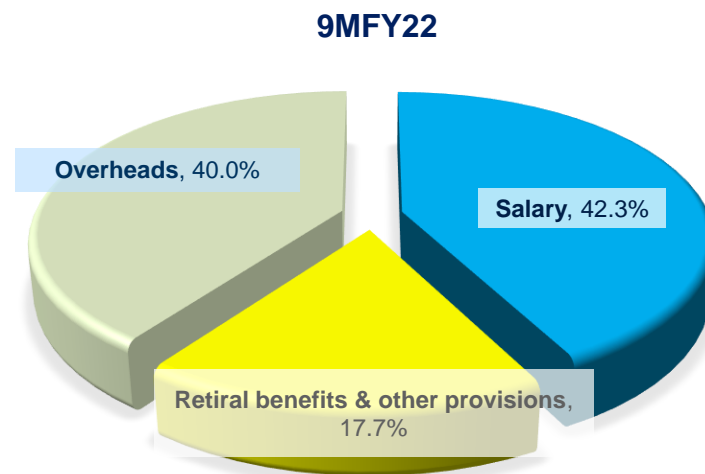
## Break up of Domestic Investments (%)



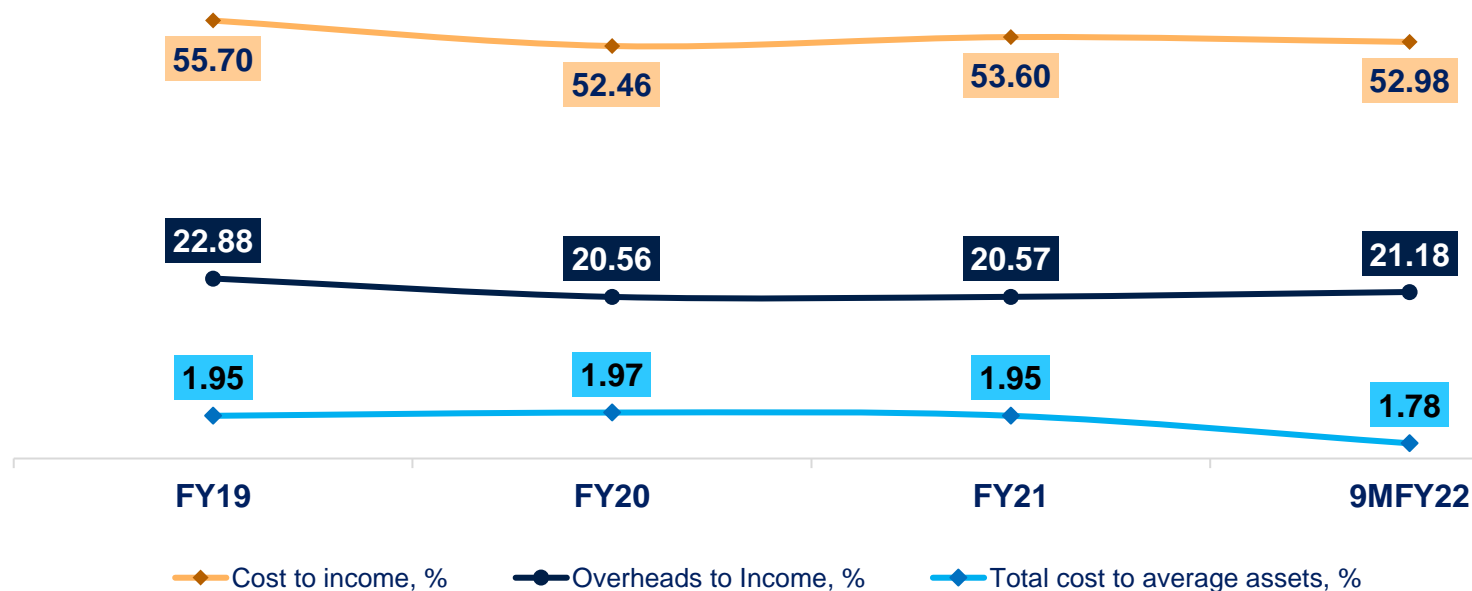
Rs.in crores

Total Investments Book	Dec 20	Dec 21
Domestic Investments	12,77,896	14,47,897
- of which- SLR	10,48,299	11,67,111
Foreign Offices Investments	44,062	52,009
Whole Bank Investments	13,21,958	14,99,906

- Focus continues on improving income streams with control on costs
- Cost to assets – amongst one of the best in the industry

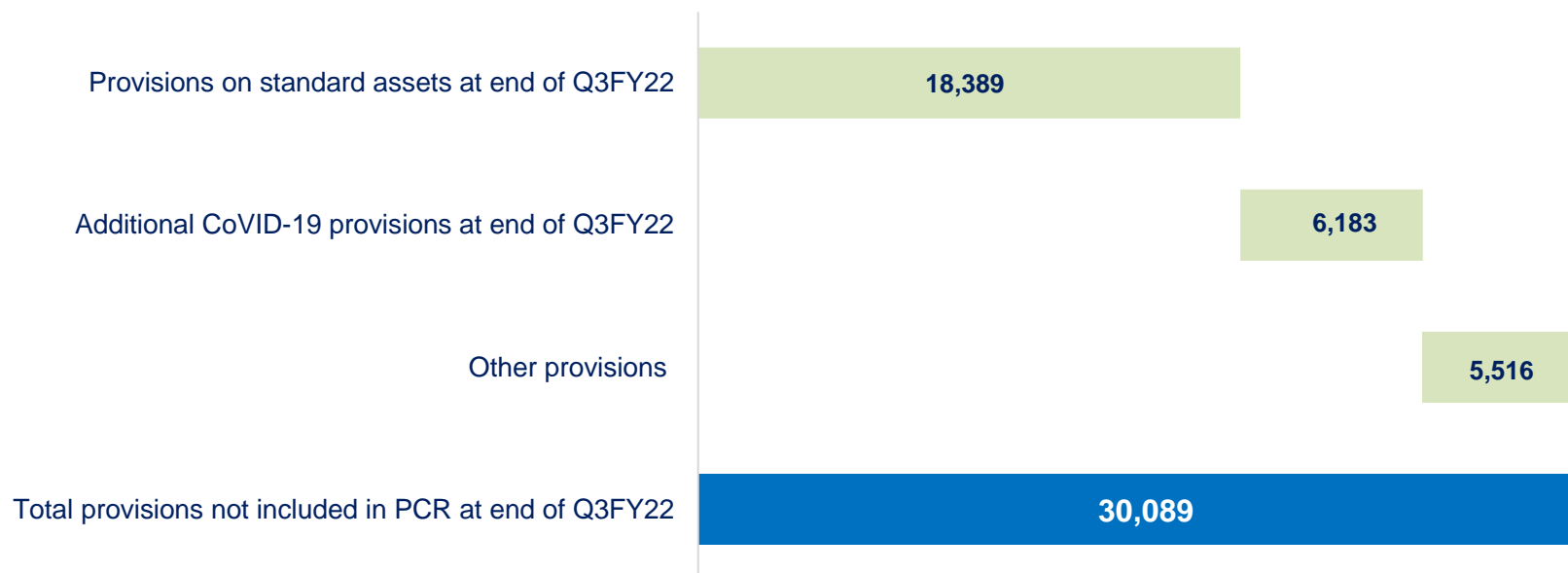


### Gradual improvement in cost efficiencies

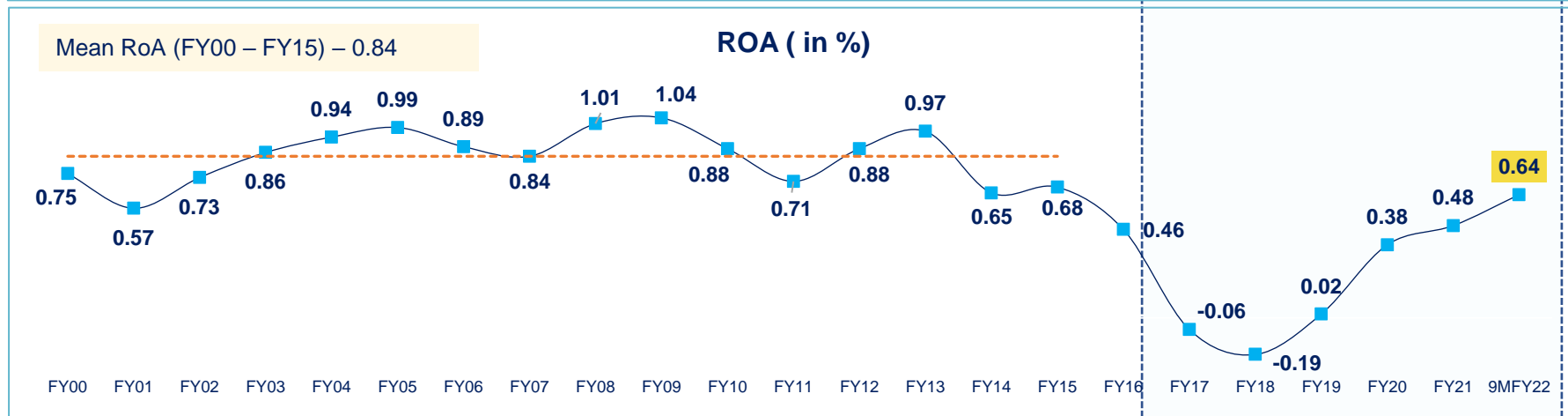
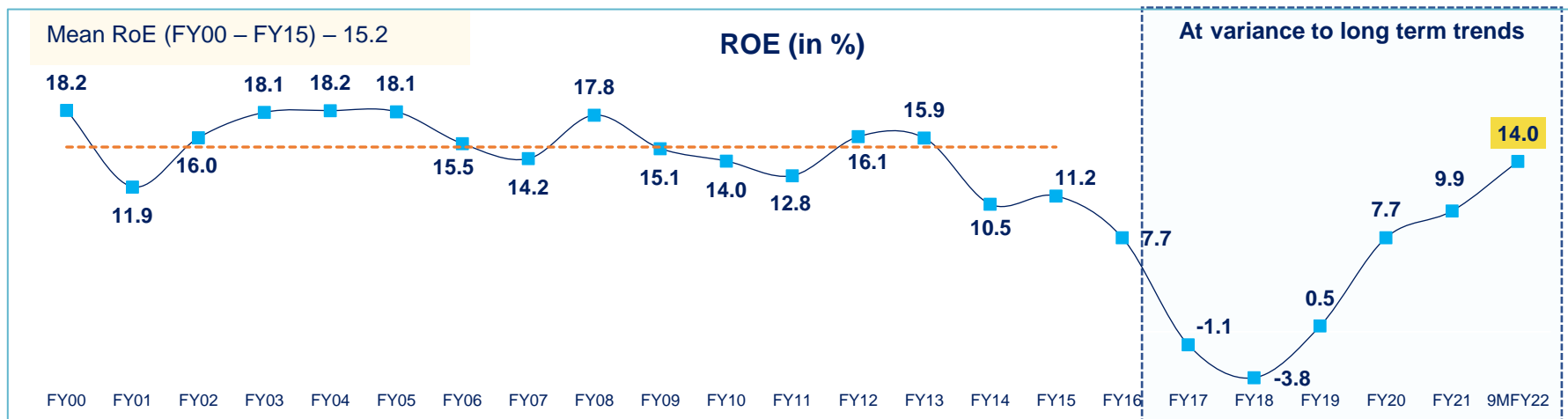


- Credit costs at 0.49% for Q3FY22
- PCR (excl AUCA) at 71.22%, legacy book well provided
- Non NPA provisions at Rs 30,089 crores, ~87% of Net NPA at end of Q3FY22

### Available Buffer, In Rs crs



# Sustainable RoE – A perspective



**Sustainable ROE of ~15% +**

The Bank consistently delivered **double digit ROEs**  
 FY00–FY15: 15%+ ROEs for 10 years

**FY17, 18 and 19 are aberrations** – Reflects the most difficult phase of **corporate asset quality** cycle - An uptick from FY20 is clearly visible now

# Financial Performance

# Financials – At a Glance



Particulars, In Rs crs	Quarter ended			Nine Months Ended		Growth (%)		
	Q3FY21	Q2FY22	Q3FY22	9MFY21	9MFY22	Q3FY22 over Q2FY22	Q3FY22 over Q3FY21	9MFY22 over 9MFY21
Interest Income	66,734	69,481	69,678	2,00,049	2,04,724	0.28	4.41	2.34
Interest Expenses	37,915	38,298	38,991	1,16,406	1,15,214	1.81	2.84	-1.02
<b>Net Interest Income</b>	<b>28,820</b>	<b>31,184</b>	<b>30,687</b>	<b>83,643</b>	<b>89,510</b>	<b>-1.59</b>	<b>6.48</b>	<b>7.01</b>
Non Interest Income	9,246	8,208	8,673	27,271	28,684	5.68	-6.19	5.18
<b>Operating Income</b>	<b>38,066</b>	<b>39,392</b>	<b>39,361</b>	<b>1,10,914</b>	<b>1,18,193</b>	<b>-0.08</b>	<b>3.40</b>	<b>6.56</b>
Operating Expenses	20,733	21,312	20,839	59,060	62,618	-2.22	0.51	6.02
<b>Operating Profit</b>	<b>17,333</b>	<b>18,079</b>	<b>18,522</b>	<b>51,854</b>	<b>55,576</b>	<b>2.45</b>	<b>6.86</b>	<b>7.18</b>
Total Provisions	12,137	3,034	10,090	37,894	25,595	232.54	-16.87	-32.46
Exceptional items <sup>#</sup>		7,418			7,418			
<b>Net Profit</b>	<b>5,196</b>	<b>7,627</b>	<b>8,432</b>	<b>13,960</b>	<b>22,562</b>	<b>10.56</b>	<b>62.27</b>	<b>61.63</b>
<b>NIM (Whole Bank) (%)</b>	<b>3.12</b>	<b>3.24</b>	<b>3.15</b>	<b>3.09</b>	<b>3.11</b>	<b>-9 bps</b>	<b>3 bps</b>	<b>2 bps</b>
<b>NIM (Domestic) (%)</b>	<b>3.34</b>	<b>3.50</b>	<b>3.40</b>	<b>3.31</b>	<b>3.35</b>	<b>-10 bps</b>	<b>6 bps</b>	<b>4 bps</b>
<b>Cost to Income Ratio (%)</b>	<b>54.47</b>	<b>54.10</b>	<b>52.94</b>	<b>53.25</b>	<b>52.98</b>	<b>-116 bps</b>	<b>-153 bps</b>	<b>-27 bps</b>
<b>Cost to Assets (%)</b>	<b>1.95</b>	<b>1.84</b>	<b>1.75</b>	<b>1.90</b>	<b>1.78</b>	<b>-9 bps</b>	<b>-20 bps</b>	<b>-12 bps</b>

<sup>#</sup> Provisions on account of change in family pension rules

# Total Income



Particulars, In Rs crs	Quarter ended			Nine Months Ended		Growth (%)		
	Q3FY21	Q2FY22	Q3FY22	9MFY21	9MFY22	Q3FY22 over Q2FY22	Q3FY22 over Q3FY21	9MFY22 over 9MFY21
Interest on Loans	43,737	42,317	43,753	1,31,215	1,27,213	3.39	0.04	-3.05
Interest on Resources	21,120	22,306	22,781	62,383	66,492	2.13	7.86	6.59
Other Interest income	1,877	4,859	3,145	6,451	11,019	-35.28	67.49	70.82
<b>Total Interest Income</b>	<b>66,734</b>	<b>69,481</b>	<b>69,678</b>	<b>2,00,049</b>	<b>2,04,724</b>	<b>0.28</b>	<b>4.41</b>	<b>2.34</b>
Fee Income	5,349	5,391	5,747	15,062	16,542	6.60	7.45	9.82
Profit/Loss on Sale / Revaluation of Investments	959	429	514	6,068	3,044	19.77	-46.45	-49.84
Forex Income	610	526	484	1,606	1,958	-8.00	-20.69	21.88
Misc. Income	2,328	1,861	1,929	4,534	7,140	3.61	-17.15	57.47
<i>of which: Recovery in AUCA accounts</i>	2,142	1,344	1,478	3,985	5,627	9.95	-31.00	41.21
<b>Total Non Interest Income</b>	<b>9,246</b>	<b>8,208</b>	<b>8,673</b>	<b>27,271</b>	<b>28,684</b>	<b>5.68</b>	<b>-6.19</b>	<b>5.18</b>
<b>Total Income</b>	<b>75,981</b>	<b>77,689</b>	<b>78,352</b>	<b>2,27,320</b>	<b>2,33,408</b>	<b>0.85</b>	<b>3.12</b>	<b>2.68</b>

# Fee Income Break Up



Particulars, In Rs crs	Quarter ended			Nine Months Ended		Growth (%)		
	Q3FY21	Q2FY22	Q3FY22	9MFY21	9MFY22	Q3FY22 over Q2FY22	Q3FY22 over Q3FY21	9MFY22 over 9MFY21
<i>Loan Processing Charges</i>	1,142	1,049	917	3,263	2,755	-12.52	-19.66	-15.58
<i>Commission on Govt. Business</i>	843	933	1,043	2,646	2,865	11.80	23.74	8.31
<i>Commission on LC/BG</i>	833	830	898	2,238	2,550	8.16	7.75	13.97
<i>Cross Selling</i>	613	661	811	1,450	1,893	22.80	32.35	30.59
<i>Account Maintenance Charges</i>	125	84	82	375	235	-2.74	-34.66	-37.46
<i>Remittance, Collection, etc.</i>	1,399	1,470	1,571	3,626	4,273	6.89	12.27	17.85
<i>Misc. Fee Income</i>	393	365	425	1,465	1,971	16.41	8.04	34.53
<b>Fee Income</b>	<b>5,349</b>	<b>5,391</b>	<b>5,747</b>	<b>15,062</b>	<b>16,542</b>	<b>6.60</b>	<b>7.45</b>	<b>9.82</b>



# Total Expenses



Particulars, In Rs crs	Quarter ended			Nine Months Ended		Growth (%)		
	Q3FY21	Q2FY22	Q3FY22	9MFY21	9MFY22	Q3FY22 over Q2FY22	Q3FY22 over Q3FY21	9MFY22 over 9MFY21
Interest on Deposits	35,121	35,183	35,510	1,07,809	1,05,485	0.93	1.11	-2.16
Interest on Borrowings	1,119	1,675	2,058	4,270	5,483	22.88	83.84	28.39
Other Interest paid	1,674	1,440	1,424	4,326	4,247	-1.16	-14.97	-1.84
<b>Total Interest Expenses</b>	<b>37,915</b>	<b>38,298</b>	<b>38,991</b>	<b>1,16,406</b>	<b>1,15,214</b>	<b>1.81</b>	<b>2.84</b>	<b>-1.02</b>
Salary	6,940	8,804	8,995	20,905	26,476	2.17	29.62	26.65
Provisions for Employees	6,178	3,773	3,476	16,648	11,111	-7.87	-43.73	-33.26
<b>Staff Expenses</b>	<b>13,118</b>	<b>12,578</b>	<b>12,471</b>	<b>37,553</b>	<b>37,588</b>	<b>-0.85</b>	<b>-4.93</b>	<b>0.09</b>
<b>Overheads</b>	<b>7,615</b>	<b>8,735</b>	<b>8,368</b>	<b>21,507</b>	<b>25,030</b>	<b>-4.20</b>	<b>9.89</b>	<b>16.38</b>
<i>of which: Business Acquisition &amp; Development Expenses</i>	732	1,168	903	2,381	4,030	-22.75	23.38	69.29
<b>Operating Expenses</b>	<b>20,733</b>	<b>21,312</b>	<b>20,839</b>	<b>59,060</b>	<b>62,618</b>	<b>-2.22</b>	<b>0.51</b>	<b>6.02</b>
<b>Total Expenses</b>	<b>58,647</b>	<b>59,610</b>	<b>59,830</b>	<b>1,75,466</b>	<b>1,77,832</b>	<b>0.37</b>	<b>2.02</b>	<b>1.35</b>

# Overheads



Particulars, In Rs crs	Quarter ended			Nine Months Ended		Growth (%)		
	Q3FY21	Q2FY22	Q3FY22	9MFY21	9MFY22	Q3FY22 over Q2FY22	Q3FY22 over Q3FY21	9MFY22 over 9MFY21
Rent, Taxes and Lighting	1,354	1,354	1,357	3,714	3,795	0.19	0.23	2.20
Depreciation	845	811	820	2,486	2,427	1.03	-3.05	-2.38
Printing and Stationery	123	161	182	324	432	13.21	47.76	33.45
Postage & Telecommunications	84	133	131	206	364	-1.31	56.96	76.53
Repairs and Maintenance to Bank's Property	221	264	262	590	721	-0.73	18.46	22.16
Travelling & Halting	220	274	309	585	768	12.73	40.19	31.13
Deposit & General Insurance	1,060	1,093	1,394	3,102	3,619	27.57	31.49	16.68
Business Acquisition & Development Expenses	732	1,168	903	2,381	4,030	-22.75	23.38	69.29
ATM /CDM/Debit Card /Other Tech Expenses	1,849	1,768	1,697	4,860	4,838	-4.02	-8.23	-0.44
Misc. Expenses	1,127	1,709	1,314	3,259	4,036	-23.09	16.60	23.83
<b>Overheads</b>	<b>7,615</b>	<b>8,735</b>	<b>8,368</b>	<b>21,507</b>	<b>25,030</b>	<b>-4.20</b>	<b>9.89</b>	<b>16.38</b>

# Provisions & Profit



Particulars, In Rs crs	Quarter ended			Nine Months Ended		Growth (%)		
	Q3FY21	Q2FY22	Q3FY22	9MFY21	9MFY22	Q3FY22 over Q2FY22	Q3FY22 over Q3FY21	9MFY22 over 9MFY21
<b>Operating Profit</b>	17,333	18,079	18,522	51,854	55,576	2.45	6.86	7.18
Loan Loss	2,290	2,699	3,096	17,330	10,825	14.70	35.18	-37.54
Standard Assets	1,506	479	2,201	1,531	4,258	359.51	46.17	178.11
Investment Depreciation	518	-626	1,489	2,402	1,379	337.82	187.50	-42.56
Other Provisions	6,028	-2,363	188	11,699	753	107.96	-96.88	-93.57
Income Tax	1,795	2,845	3,116	4,932	8,380	9.50	73.63	69.90
<b>Total Provisions</b>	<b>12,137</b>	<b>3,034</b>	<b>10,090</b>	<b>37,894</b>	<b>25,595</b>	<b>232.54</b>	<b>-16.87</b>	<b>-32.46</b>
Exceptional items <sup>#</sup>		7,418			7,418			
<b>Net Profit</b>	<b>5,196</b>	<b>7,627</b>	<b>8,432</b>	<b>13,960</b>	<b>22,562</b>	<b>10.56</b>	<b>62.27</b>	<b>61.63</b>

Ratios (Annualized)	Q3FY21	Q2FY22	Q3FY22	9MFY21	9MFY22
ROA (%)	0.49	0.66	0.71	0.45	0.64
ROE (%)				9.49	14.01
Earning Per Share (Rs.)	23.10	33.90	37.48	20.76	33.55

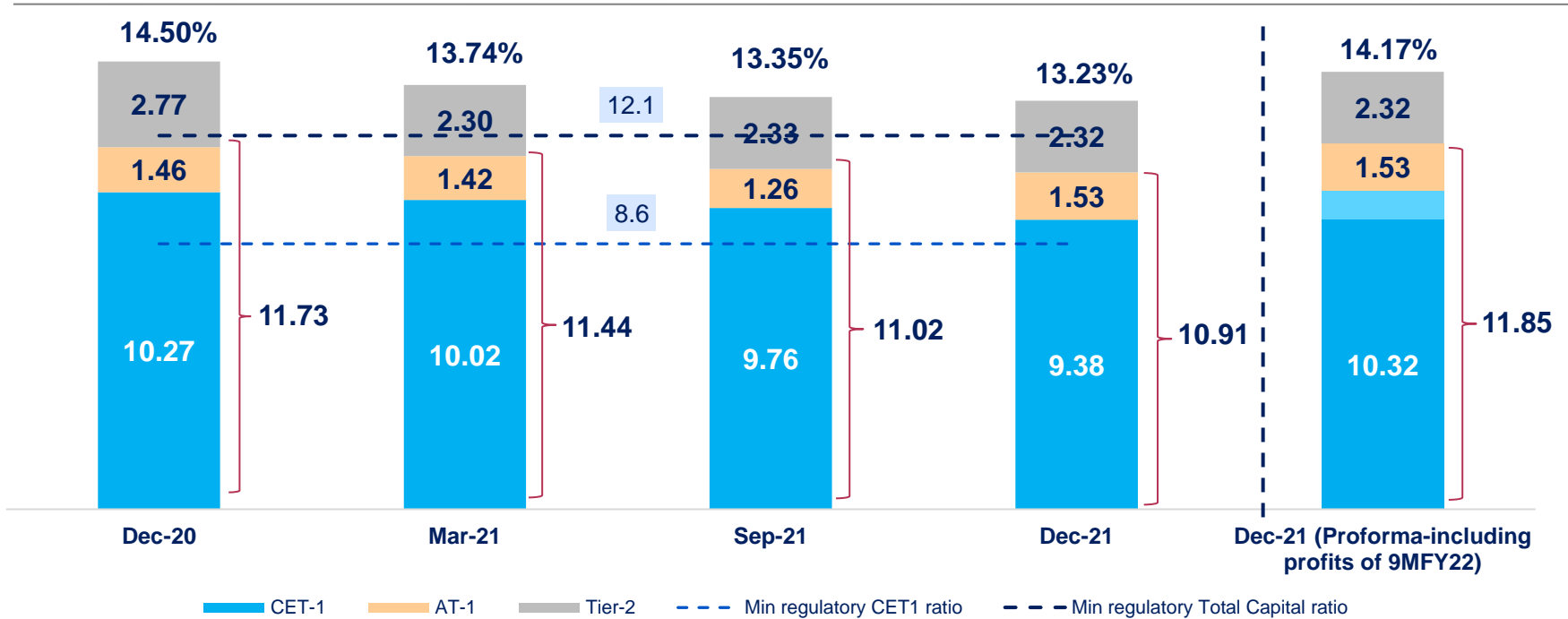
<sup>#</sup> Provisions on account of change in family pension rules

# Capital Adequacy & Asset Quality

# Well-Capitalized Bank with Adequate Liquidity



## Capital Ratios (%)



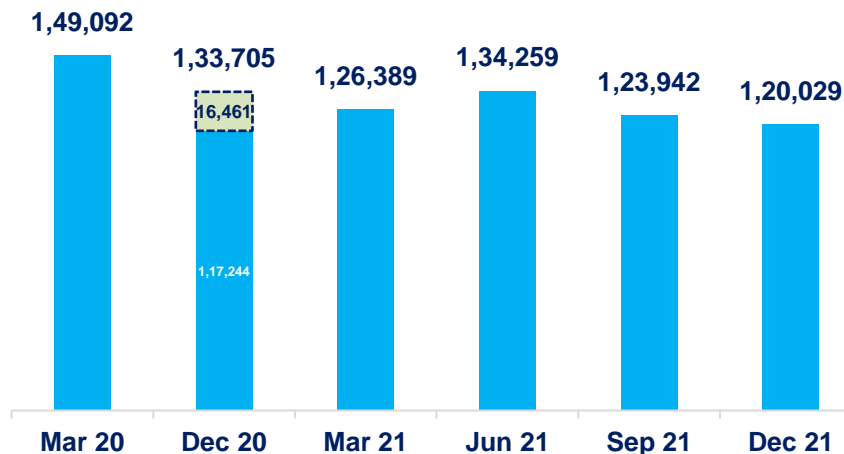
## RWA to Total Assets (%)



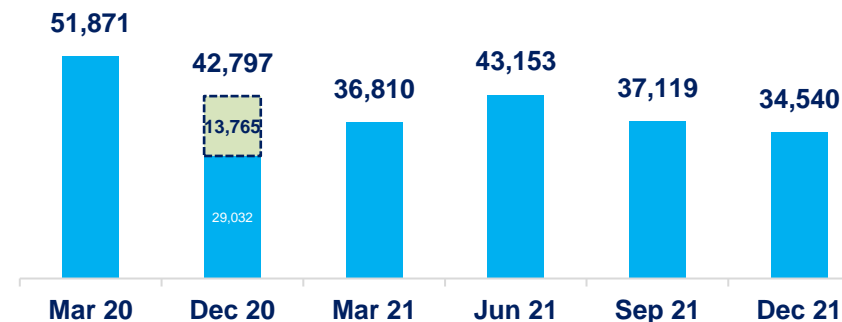
	Dec 20	Mar 21	Dec 21
Credit Risk Weighted Assets on Advances to Gross Advances (%)	56.13%	54.70%	54.34%

# Asset Quality (1/4)

### Gross NPA, in Rs crs



### Net NPA, in Rs crs



Reported NPA



Proforma NPA

Cumulative for the Period (%)	Dec 20	Dec 20*	Mar 21	Jun 21	Sep 21	Dec 21
Gross NPA Ratio	4.77	5.44	4.98	5.32	4.90	4.50
Net NPA Ratio	1.23	1.81	1.50	1.77	1.52	1.34
PCR	90.21	86.33	87.75	85.93	87.68	88.32
PCR (Excl. AUCA)	75.24	67.99	70.88	67.86	70.05	71.22
Corporate PCR (Excl. AUCA)	90.78	88.78	84.94	86.05	87.77	88.85
Slippage Ratio	0.36	1.27	1.18	2.47	1.56	1.16
Credit cost	0.95	1.10	1.12	0.79	0.61	0.57

\* Includes Proforma Slippages

# Asset Quality (2/4)



Rs. in Crores

Movement of NPAs:	Q3FY21	Q4FY21	FY21	Q1FY22	Q2FY22	Q3FY22
<b>Opening Level of Gross NPAs</b>	<b>1,25,863</b>	<b>1,17,244</b>	<b>1,49,092</b>	<b>1,26,389</b>	<b>1,34,259</b>	<b>1,23,942</b>
Total Reductions	8,906	12,905	52,035	8,428	14,609	6,493
<i>of which : Recovery + Upgradation</i>	<i>5,657</i>	<i>4,329</i>	<i>17,632</i>	<i>4,969</i>	<i>7,407</i>	<i>2,306</i>
Gross Addition	287	22,050	29,332	16,298	4,292	2,579
<i>of which : Increase in O/s</i>	<i>50</i>	<i>116</i>	<i>768</i>	<i>632</i>	<i>117</i>	<i>245</i>
<i>: Fresh Slippages</i>	<i>237</i>	<i>21,934</i>	<i>28,564</i>	<i>15,666</i>	<i>4,176</i>	<i>2,334</i>
Net Increase	-8,619	9,145	-22,703	7,870	-10,317	-3,913
<b>Closing Level of Gross NPAs</b>	<b>1,17,244</b>	<b>1,26,389</b>	<b>1,26,389</b>	<b>1,34,259</b>	<b>1,23,942</b>	<b>1,20,029</b>

Segmental NPAs:	Dec 20		Mar 21		Dec 21	
	NPA	Ratio %	NPA	Ratio %	NPA	Ratio %
Retail:	55,290	4.13	60,865	4.46	61,950	4.18
<i>Agri.</i>	<i>29,296</i>	<i>13.71</i>	<i>32,480</i>	<i>15.17</i>	<i>31,940</i>	<i>14.42</i>
<i>Per Segment</i>	<i>5,876</i>	<i>0.71</i>	<i>6,984</i>	<i>0.80</i>	<i>8,470</i>	<i>0.89</i>
<i>SME</i>	<i>20,117</i>	<i>6.85</i>	<i>21,402</i>	<i>7.67</i>	<i>21,539</i>	<i>7.01</i>
Corporate	59,400	7.54	63,098	7.71	55,577	7.09
International	2,554	0.77	2,426	0.68	2,502	0.62
<b>Total</b>	<b>1,17,244</b>	<b>4.77</b>	<b>1,26,389</b>	<b>4.98</b>	<b>1,20,029</b>	<b>4.50</b>

# Movement of NPAs and AUCA (3/4)

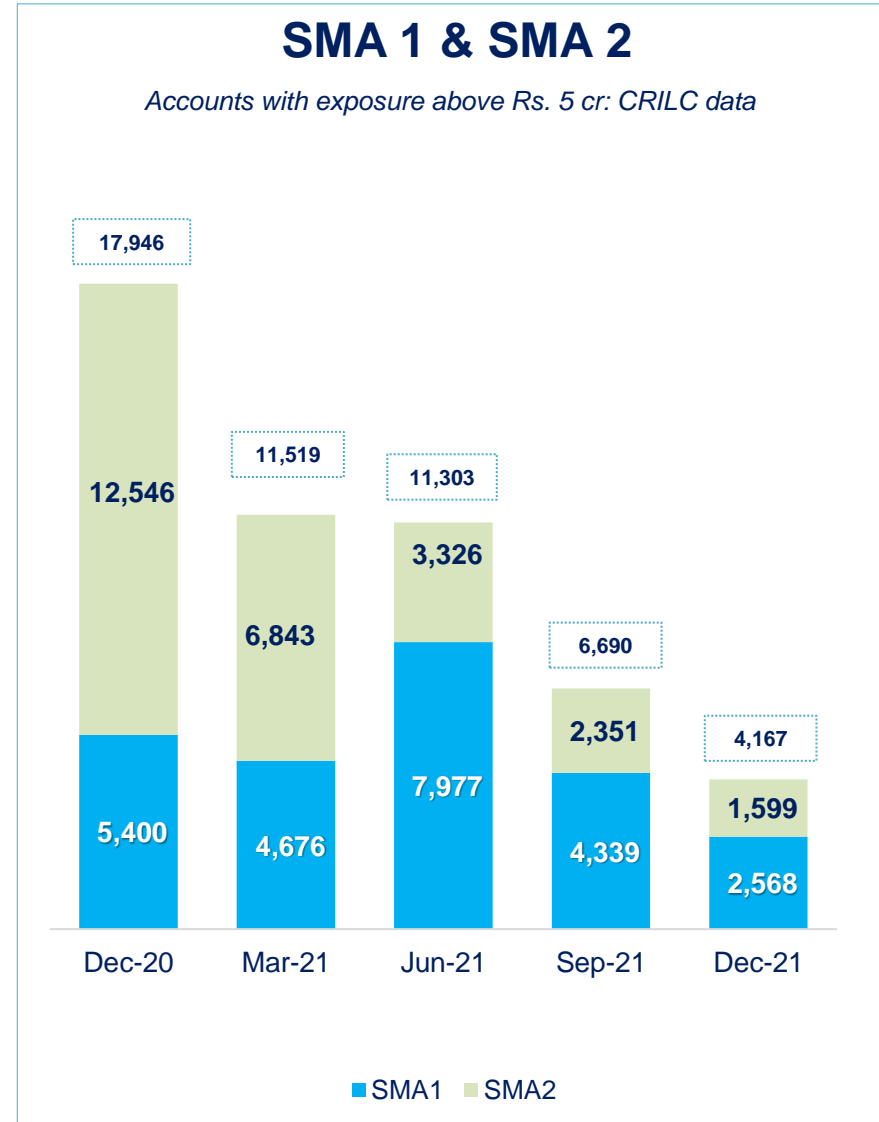
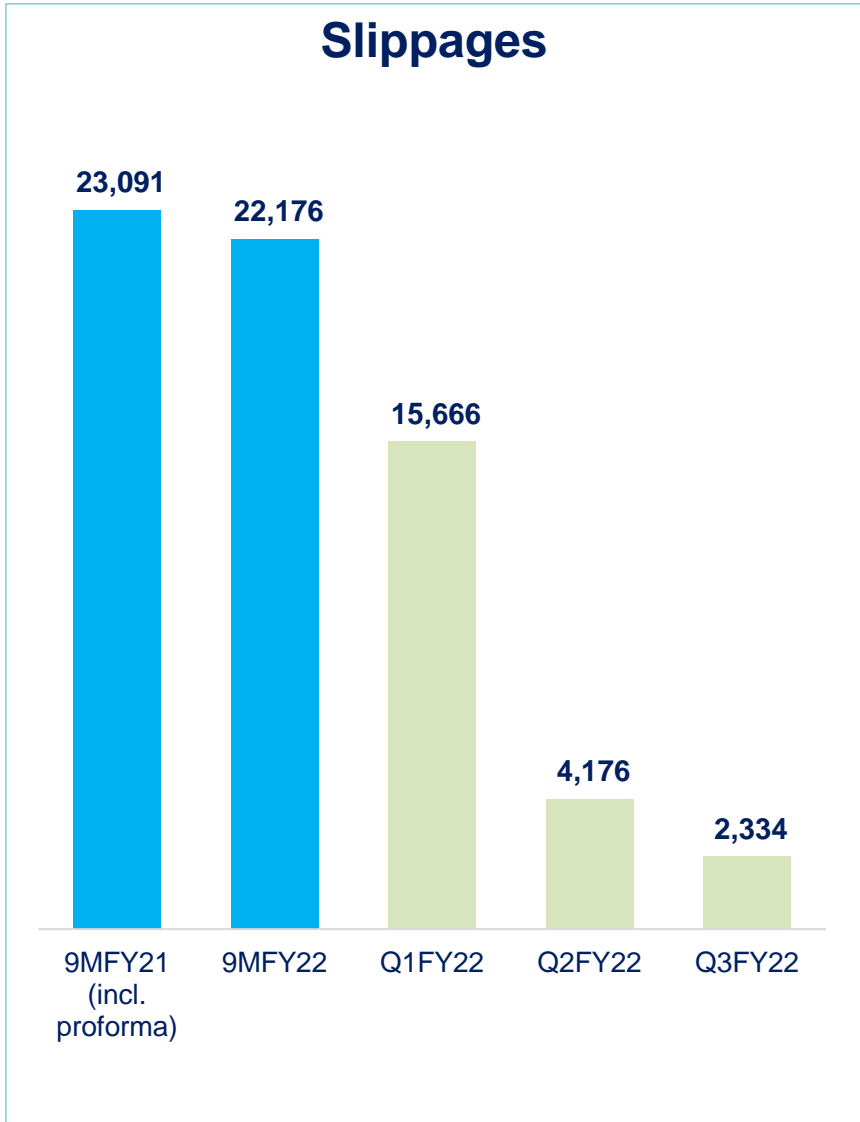


Rs. In Crores

Movement of NPAs (incl. Advances under Collection)				
	Mar 19	Mar 20	Mar 21	Dec 21
<b>Opening Level of GNPA + AUCA</b>	<b>3,27,653</b>	<b>3,09,755</b>	<b>3,16,684</b>	<b>3,00,496</b>
Gross Addition (Increase in O/s + Slippages)	39,740	54,510	29,332	23,170
<b>Total GNPA + AUCA + Additions</b>	<b>3,67,393</b>	<b>3,64,265</b>	<b>3,46,016</b>	<b>3,23,666</b>
<b>Total Recovery / Upgradation</b>	<b>39,857</b>	<b>35,032</b>	<b>27,930</b>	<b>20,309</b>
Less: Write-off (Removal from AUCA/Haircut)	17,782	12,549	17,590	7,532
<b>Closing Level of Gross NPAs + AUCA</b>	<b>3,09,755</b>	<b>3,16,684</b>	<b>3,00,496</b>	<b>2,95,825</b>



# Asset Quality (4/4)



# Digital Journey

# Accelerating digital agenda (1/4)



## YONO – Key objectives

**Deliver world class customer experience** – *Through distinctive, omni-channel and seamless customer journeys*

1



2



**Achieve growth through digital** – *Increase share of wallet and acquire new business through digital channels*

**Productivity gains through digital end-to-end redesign of processes**

3



4



**Orchestrate the digital ecosystem** – *Partner with ecosystem players to serve core customer needs beyond banking*

# Accelerating digital agenda (2/4)



YONO – Our flagship digital offering

1.03 Cr.

Average Daily logins by Customers (Q3FY22)



1



## Digital bank

“Create seamless omni-channel customer experience”

**4.54 Cr.+**

Cumulative Registered Users (since inception)

**~28.9 K**

New digital SB accounts opened per day (Q3FY22)

**~1.07 Lac**

Average Daily Cardless Cash Withdrawal (Q3FY22)

2



## Financial superstore

“Enable higher cross-sell of JV/subsidiary products”

**~Rs. 3,368 Cr**

MF Sales (Q3FY22)

**~16.90 Lac**

PAI Policies sold (Q3FY22)

**5X**

Growth in Mutual fund sales YoY (Q3FY22)

3



## Online marketplace

“Deepen relationships with existing customers”

**~Rs.395 Cr.**

Online marketplace GMV (Q3FY22)

**100+**

Partners onboarded across 20+ categories

**~40%**

Of registered users are using the marketplace

4



## Journey digitization

“Improve productivity and reduce cost”

**~2.03 Lac**

KCC reviewed through YONO (Q3FY22)

**~Rs.8,551 Cr.**

Krishi Agri Gold Loans sanctioned (Q3FY22)

**~Rs.6,283 Cr.**

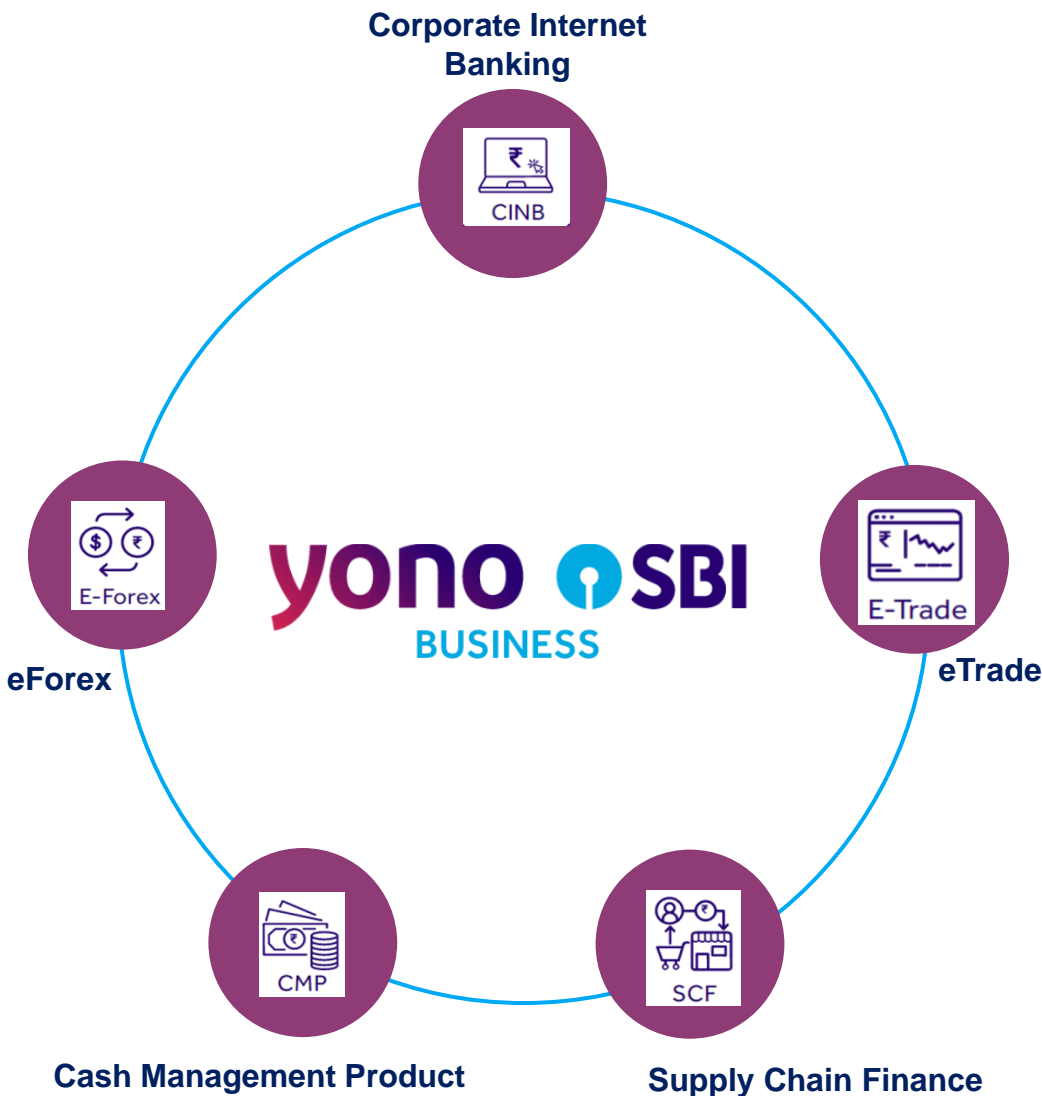
Pre-approved Personal Loans disbursed (Q3FY22)

yono  
SBI

YONO has acquired 4.54 Cr. customers and created significant value for the bank

# Accelerating digital agenda (3/4)

*YONO Business has re-imagined key customer journeys to provide a superior user experience*



1. **Unified URL** <https://yonobusiness.sbi> to access 5 application viz CINB, eTrade, eForex, SCF and CMP
2. **Single-sign-on** across business banking applications using linking functionality
3. Unified **dashboard view** across banking applications
4. Simpler onboarding journey with **reduced documentation**. Straight through onboarding for Sole Proprietors with Debit Card without any Branch Intervention
5. **Centralized profile management** and Admin Led user creation
6. **Fully digitised journey** for issuance of Import letter of credit, Import LC Acceptance, Export LC advising
7. **Fully digitised journey** for forex rate booking, Negotiation Mode
8. **API Banking**
9. **Pre-approved Business Loan**, PABL POS based on internal criteria
10. **SME Gold Loan Business** for Proprietary firms
11. **Online Request for Current Account**

# Accelerating digital agenda (4/4)



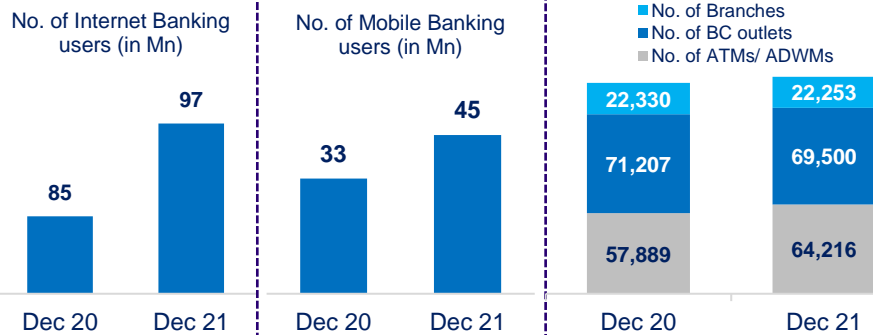
## Digital Leadership across channels

### Leadership across channels - Market share (As per latest available data)

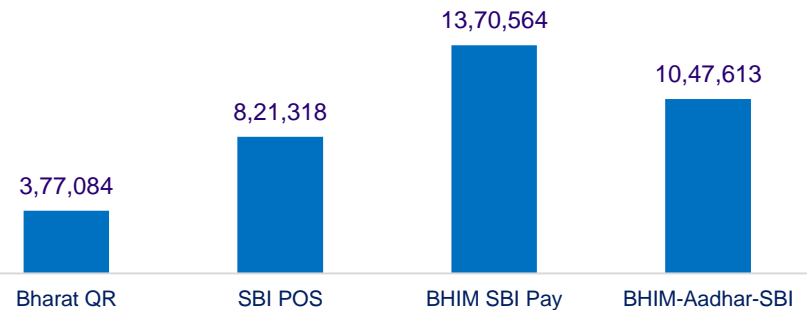
Debit card spends <b>27.73%</b>	POS terminals <b>14.46%</b>	ATMs <b>30.21%</b>	Mobile Banking No. of Transactions <b>24.72%</b>	Mobile Banking Transaction value <b>23.16%</b>
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### Presence across multiple channels and payment acceptance touch points

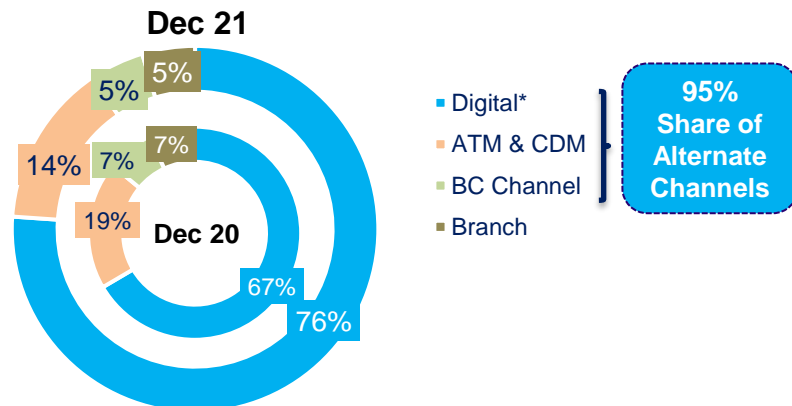
#### Customer touch points



#### Payment acceptance touch points



#### Increasing digital adoption



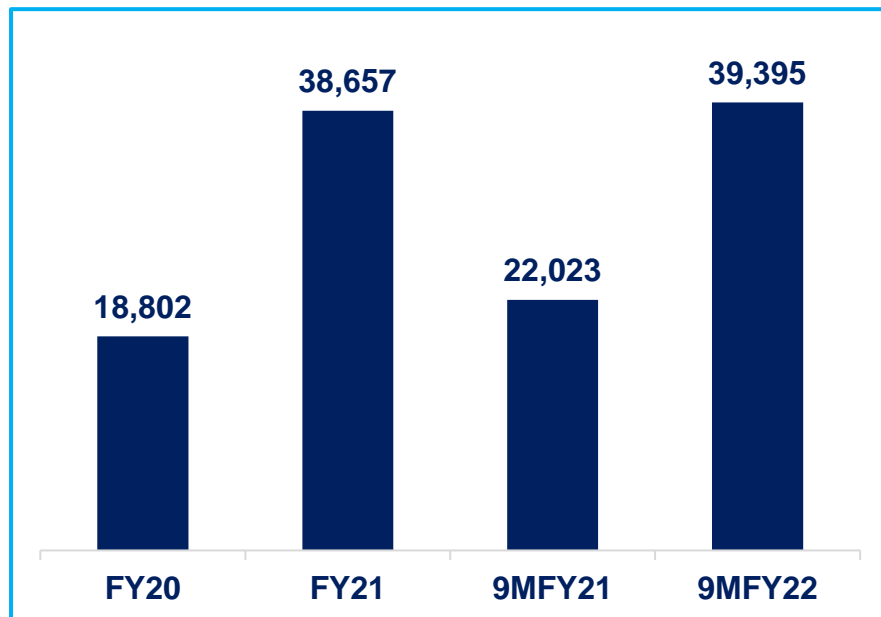
#### Key highlights

- UPI**
  - Remit transactions handled (in 9MFY22): **8,179 Mn**
  - Number of UPI users: **175 Mn**
  - Market share in remittances: **26%** (#1 Remittance Bank)
- Debit cards**
  - No. of cards: **279.7 Mn**
  - Debit Card spends: **> 864.7 Mn transactions** and **Rs. 1506 bn spend** during FY22
- ATM**
  - Average no. of ATM transactions: **~ 14.0 Mn per day**

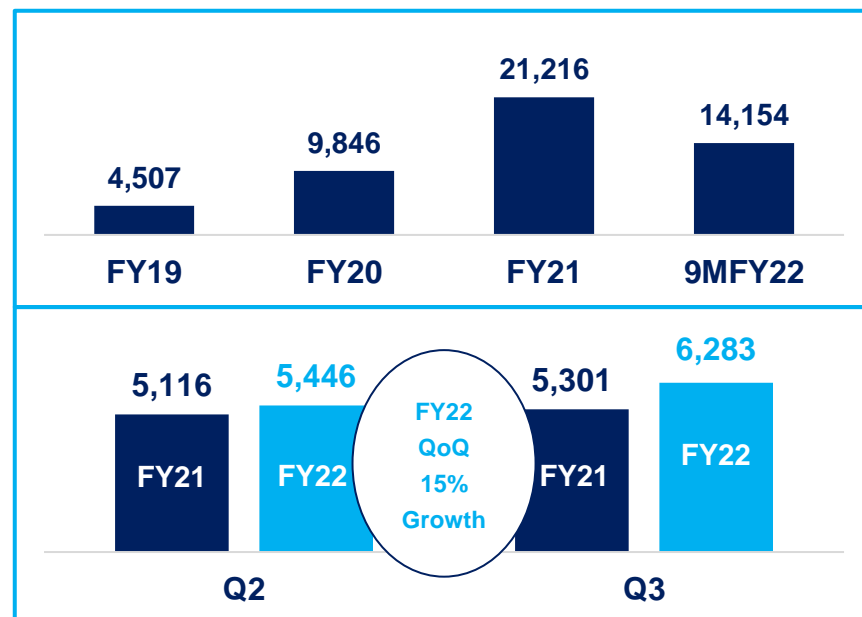
\* Digital comprises of Internet, Mobile, UPI & YONO and Green Channel

# Analytics – Towards a Digital Bank (1/3)

## Asset Business Booked Through Analytics (₹ in Cr.)



## Business Booked Through E2E Digital Loan PAPL (₹ in Cr.)



## 20 AI/ML Solutions Launched in Q3FY22

### Digital Two Wheeler Loan

Pre-approved 2-Wheeler Loan via AI based Credit Profiling. E2E Digital Journey via YONO

### Customer Retention

Inoperative Account Winback Model & Churn detection models for SB, CA & e-DFS accounts

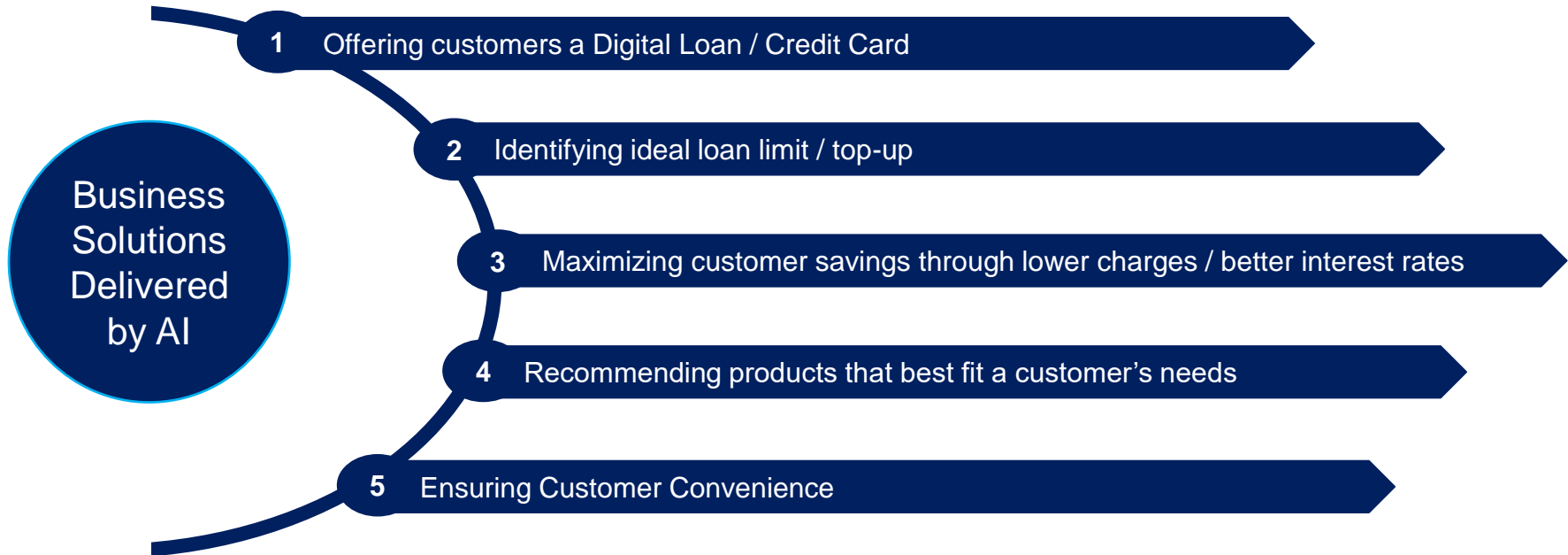
### Transaction Banking

AI Based identification of CA & PoS Machine needs of customers

### Cross-Sell of Insurance

AI based leads for Health, Life and Motor Insurance Cross-sell

# Analytics – Pioneering Analytics at SBI (2/3)



## Awards Won by Analytics Models in Q3FY22

PMI South Asia Award for Project Management

**Project Shikhar**  
Pre-Approved Credit Cards

IDC Industry Innovation Award for Data Intelligence

**Pre-Approved Business Loan**  
Digital SME Lending Product

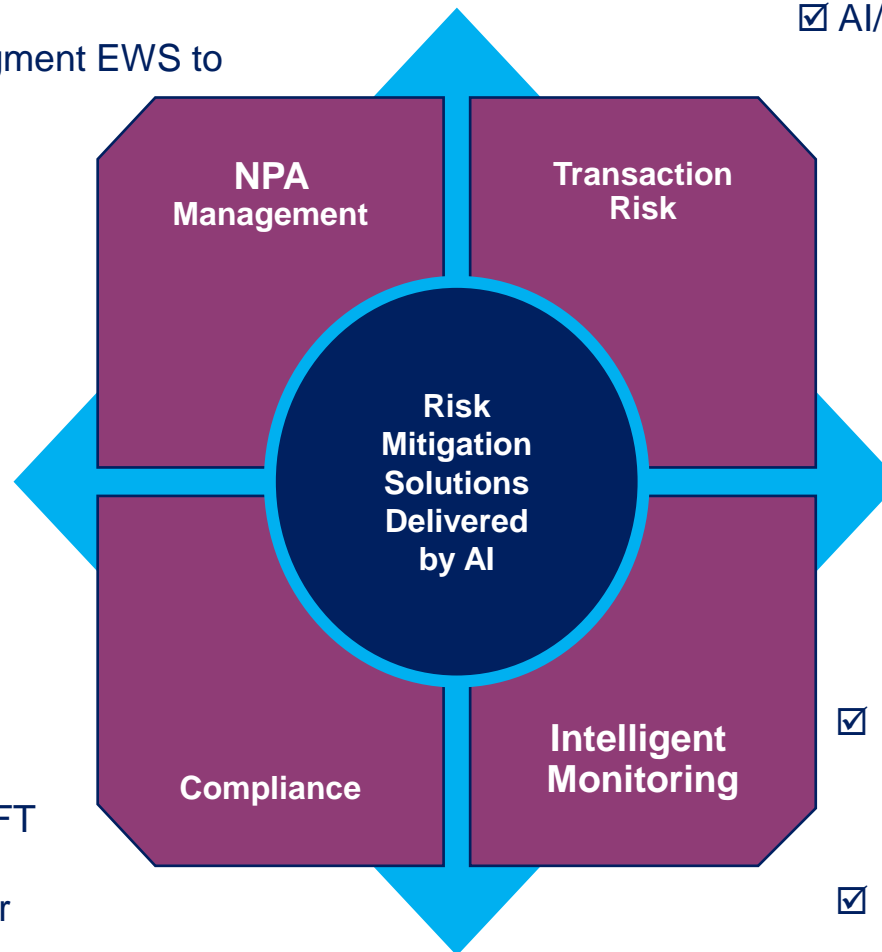
IDC Industry Innovation Award for Green Tech. / Sustainability

**Foot-fall Model**  
Migration of Branch Transactions to Alternate Channels



- ☑ AI/ML based EWS for SME/CAG/CCG using internal and external data
- ☑ AI based Personal Segment EWS to optimize collections

- ☑ Intelligent Risk-based Sampling of Branch Transactions for Verification
- ☑ AI/ML model to detect ATM Fraud



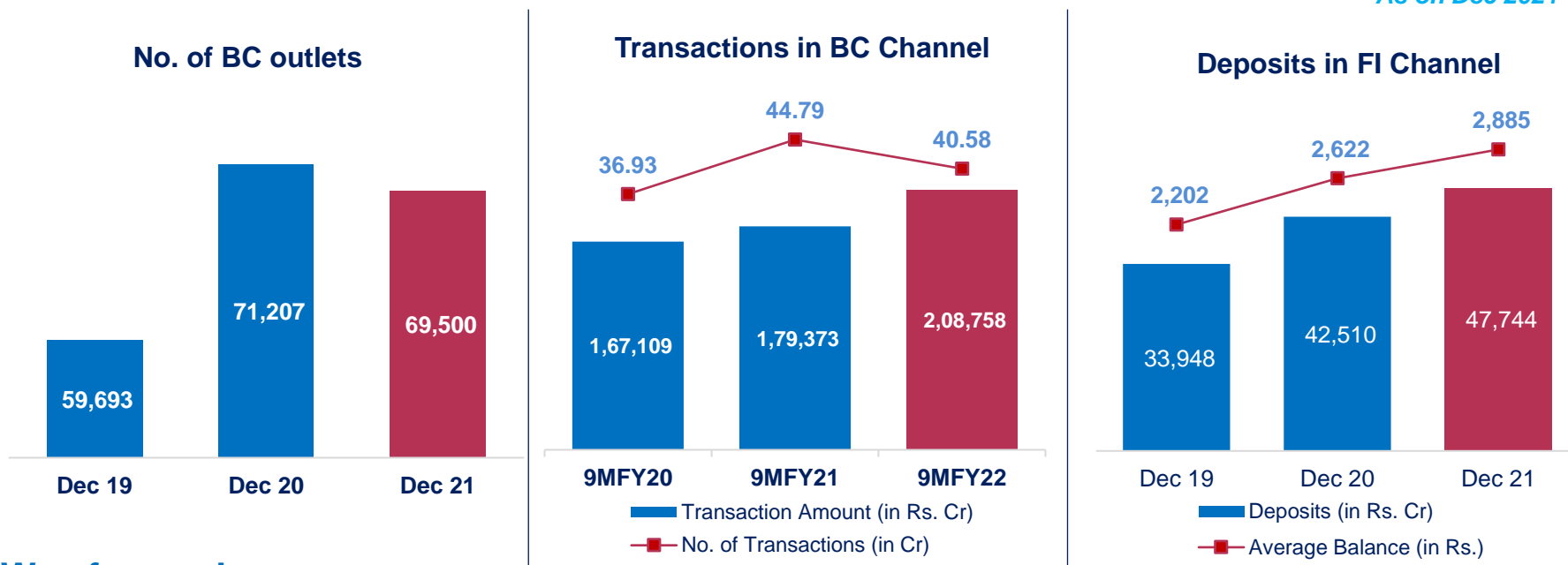
- ☑ Automated tracking of Credit, Operations & Business Parameters to detect risk
- ☑ Tracking of key interactions like outlier enquiries, related party transactions, etc.

- ☑ ML to prioritize AML/CFT Alerts based on transactional behaviour

# Financial Inclusion & Sustainability

# Financial Inclusion

As on Dec 2021



## Way forward

- Enabler for **decongestion of branches**
- **Empower BC Channel** for collection activities
- To make BC/CSP Channel a **robust delivery platform**

Performance under Social Security Schemes			
Cumulative no. in Crs	Dec 20	Mar 21	Dec 21
APY	0.52	0.60	0.78
PMJJBY	1.62	1.85	2.44
PMSBY	5.30	5.64	7.12

Improvement in Ease of Banking			
	Dec 20	Mar 21	Dec 21
Passbook Printers installed at CSP	6,440	9,902	14,983
% Share of Passbooks printed at CSP	5.61	11.01	13.49

# Contributing to Society through Pan India Presence



## COVID-19 Relief Initiatives

Multiple Initiatives undertaken across the country

1,100 ICU / COVID-19 Care beds to support setup of Covid Care / Isolation Centres

84 Oxygen Concentrators, 6 Oxygen Generation Plants, 550 Oxygen Cylinders

Oxygen Pipeline Extension And Oxygen Monitoring System

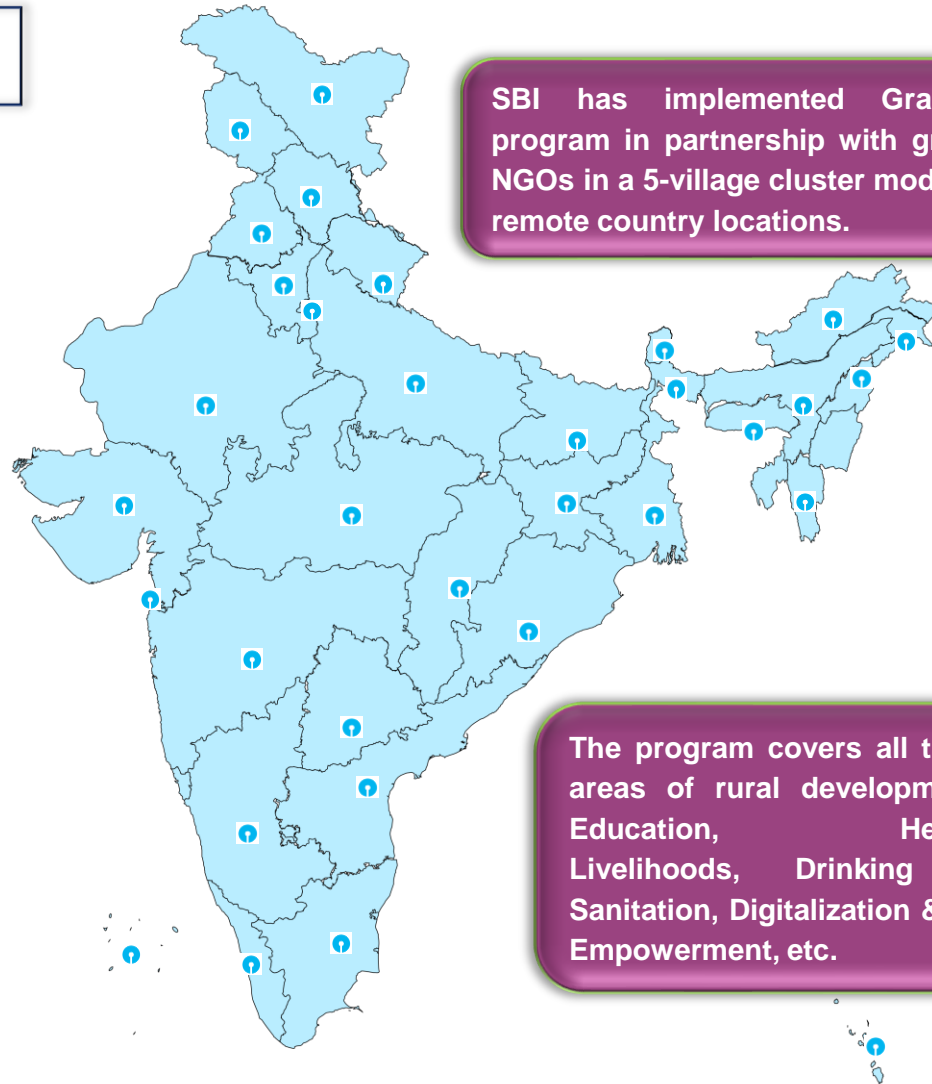
14,000 Medical Equipment Like ECG Machines, Multipara Monitors, HFNC Machines, Etc

>21.5L Consumables Like PPE Kits, Gloves, Masks, Etc

## SBI Gram Seva Program



SBI has implemented Gram Seva program in partnership with grassroots NGOs in a 5-village cluster model across remote country locations.



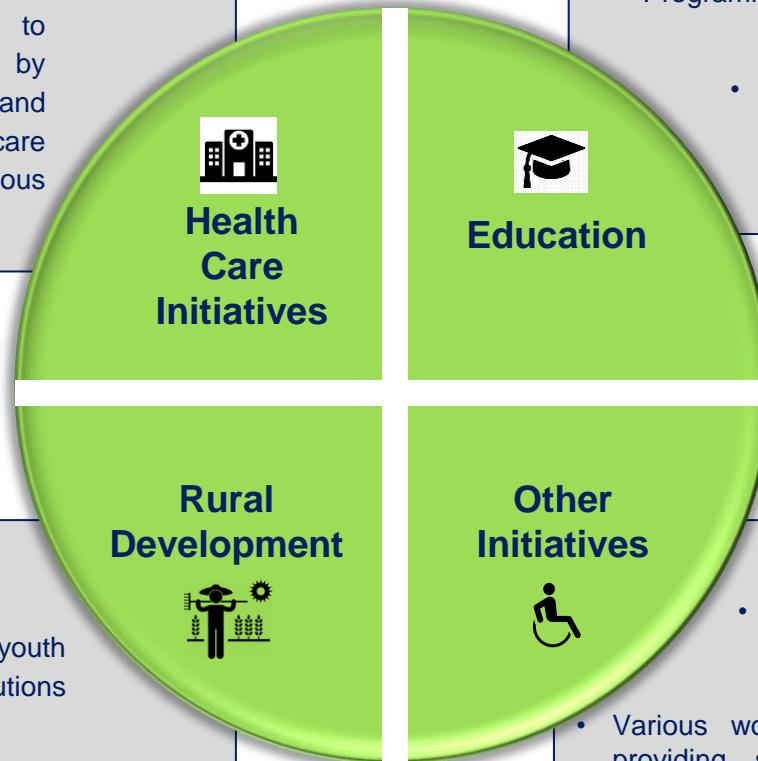
The program covers all the focus areas of rural development, viz. Education, Healthcare, Livelihoods, Drinking Water, Sanitation, Digitalization & Women Empowerment, etc.

# Connect with Society

- >30K “Nucleic-Acid Amplification Testing (NAT)” at Tata Memorial Hospital in Mumbai to improve blood transfusion safety for cancer patients.
- “Gift Hope Gift Life”-- initiative to improve organ donation rate by creating awareness, education and training of public, healthcare professionals and patients in various states



- Ten projects for Rs.18.75 Cr to support various educational projects to provide children access to quality education like Prathamik Bhasha Shiksha Programm, Global Dream Shala etc.
- Rs. 10 Crores education grant to the wards of ex-servicemen/ dependents of war veterans



- **SBI Youth for India Fellowship:**  
A fellowship program to connect youth with rural communities to find solutions in identified thematic areas.
- Rs. 28 Crores for construction of 29 RSETIs of the Bank to provide skill development programs for rural youth

- Centre of Excellence for Persons with Disabilities to empower PwDs.
- Various women empowerment initiatives such as providing sewing machines, tailoring equipment, providing infrastructure to women shelter homes, educating personal hygiene etc.
- Supported various NGOs towards welfare of Tribal people living in NE States.



**ESG – an integral part of our Business strategy**

- ✓ Responsible finance at the core. Lines of credits availed from World Bank, KfW etc. being used to fund projects with positive environmental & social impacts.
- ✓ ESG further integrated in our **lending decisions**: Specified borrowers of credit exposure above Rs.100 crs (*For Listed Borrowers*) and above Rs.500 crs (*For Unlisted Borrowers*) shall be rated on ESG Criteria also at the time of CRA rating.

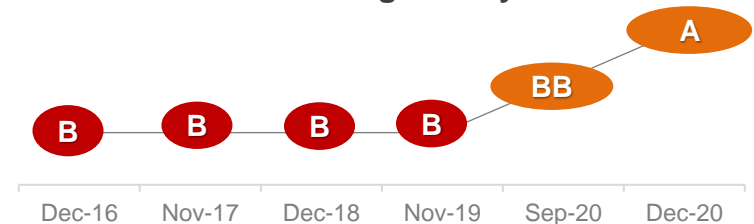
## SBI's MSCI ESG RATINGS

Leadership in :

- Access to Finance
- Privacy & Data Security



### SBI ESG Rating History



**IMPETUS TO RENEWABLE ENERGY SECTOR**

**Thrust Areas**

Solar, Wind, Biomass, Waste to Energy, Small Hydro etc.

**Deployed Amount**

> INR 32,000 cr

**Associated capacity**

> 19,000 MW

**Reference Date**

31<sup>st</sup> December, 2021

## GOING THE GREEN WAY

- ❑ Bank's **Ten(10)** establishments certified as **Green Buildings** by Indian Green Building Council.
- ❑ **Tree plantation** drives carried out throughout the country. More than **5.50 lakh trees** planted so far in the present financial year.
- ❑ Green Bonds worth **USD 800 million** issued in aggregate since inception.
- ❑ More than **143.00 lakh** reward points in aggregate redeemed by customers for donation to sustainable activities under **SBI Green Fund**

# SBI's Sustainability Framework



Financial Inclusion & Community Building	Carbon Neutrality Journey	Responsible Investment	Digital Agenda	People Practices
<b>Customer Service Points</b> ~ 70 K Customer Service Points bringing financial services to unbanked sectors	<b>Internal Commitment</b> To achieve carbon neutral status by the year 2030 in a phase wise manner	<b>Green Bonds &amp; Loan</b> Over 1.6 million tCO <sub>2</sub> emissions avoided every year through projects earmarked under SBI's green bonds and green loan	<b>YONO</b> Flagship digital offering with tailored products like YONO Krishi, YONO Cash , YONO Lite , PAPL among others.	<b>Fighting the Pandemic</b> Over 94% of Bank's employees vaccinated with 1 <sup>st</sup> dose. More than 84% employees fully vaccinated with both the doses.
<b>CSR</b> Bank's CSR budget for the FY stands at <b>INR 204.10</b> crores. Over <b>INR 173.00 crores</b> spent in the Nine month period.	<b>Captive RE Capacity</b> Banks Renewable energy capacity for captive use comprising Solar & Wind Power stands at 35 MWp	<b>ESG Screening</b> The Bank incorporates ESG criteria while assessing potential borrowers across sectors	<b>Alternate Channels</b> More than 95% share of the Bank's total transactions migrated to alternate channels like ATM, CDM, UPI, YONO, internet, mobile banking etc.	<b>Training and Development</b> Bank's inhouse learning initiatives garnered the prestigious <b>ET Human Capital Award</b> . Over 69000 young employees being imparted " <b>Samarthya</b> " Engagement Prog through Smart Classrooms
<b>Financial Literacy/Skill Development</b> Bank has set up over 340 financial literacy centres and 152 Rural Self Employment Training Institutes (RSETIs)	<b>Conservation and Efficiency</b> Initiatives like tree plantation, branch server consolidation, use of solar power, water recycling and rainwater harvesting	<b>SDG-Aligned Offerings</b> SDG-aligned products like Healthcare business loans, Green car loan, and financing for polyhouse farms, among others	<b>Information &amp; Data security</b> Adopted a robust and agile Information security framework. Bank's Security Operations Centre(SOC) has been ISO27001:2013 certified	<b>Equal Opportunity</b> SBI's initiatives to ensure diversity, inclusion and equal opportunity include efforts to eliminate any subconscious gender bias and policy for equal opportunity to PwDs

## All these initiatives are backed by robust framework/policies on matters such as:

Sustainability and Business Responsibility	Business Continuity and Operational Resilience	Credit Risk, Operational Risk, Market Risk etc Management Policy	Whistle Blower mechanism	Data Privacy & Cyber Security	Enterprise & group Risk mgt.	KYC & Anti-Money Laundering	Employee Grievance Redressal mechanism
Code of Ethics	Staff Accountability	Investment & Trading	Conflict of Interest for staff conduct	Prevention, Prohibition and Redressal of Sexual Harassment at workplace			Vigilance mechanism

**Subsidiaries,  
Group Financials &  
Balance Sheet**



# SBI and its Subsidiaries - Leveraging Synergies (1/2)



	9MFY21	9MFY22
PAT (in Rs. cr)	923	834
ROE (in %)	13.1	10.3



As on Dec 2021

	9MFY21#	9MFY22#
PAT (in Rs. cr)	809	1,035
ROE (in %)	18.5	20.0

## Business Performance

- Total New Business Premium (NBP) increased by **30% YoY**.
- Individual NBP increased by **43% YoY** to ₹11,611 Cr.
- Value of New Business (VoNB) increased by **66% YoY** to ₹2,589 Cr

## Market Share

- Private market leadership in Individual Rated Premium (IRP) with **24.8%** share
- Private market leadership in Total New Business Premium (NBP) with **23.7%** share

## Awards

- Won 'Gold' in Editor's Choice Awards for 'Customer Orientation in Life Insurance' at the 20th Outlook Money Awards 2021

## Improving Market Share\*

- Cards in force 19.2% (FY21 19.1%), Spends 19.0% (FY21 19.4%), Transactions 20.0% (FY21 19.7%)

## Growing Portfolio

- ▲ 15% YoY in cards, ▲ 53% YoY in spends, ▲ 13% YoY in Receivables

## Asset Quality

- GNPA @ 2.40%, NNPA @ 0.83%
- Additional overlay for Wave 3 of ₹ 76 Cr in Q3, total management overlay at ₹ 162 Cr

## Adequate liquidity

- Diversified borrowings mix, adequate banking limits available.
- CAR @ 24.2%, T-1 @ 21.3%

# SBI and its Subsidiaries - Leveraging Synergies (2/2)



	9MFY21#	9MFY22#
PAT (in Rs. cr)	613	788
ROE (in %)	33.0	30.7

## Performance Highlights:

- QAAUM increased by 37.48% YoY to Rs. 6,276 bn as on 31<sup>st</sup> Dec 2021
- SIP book increased by 48% YoY
- Continued to be industry leader : Market share increased by 45 bps QoQ to 16.42% during Q3FY22
- QAAUM increased by 8.55% during the quarter as against industry increase of 5.60%

## Awards & Accolades:

- Morning Star Awards in the Best Medium to Long Duration Fund: "SBI Magnum Income Fund"
- Asian Investor Awards 2021 - Best Fund House – India
- Lipper Fund Awards: in various categories

Standalone Financials; without OCI

#As per Ind AS



As on Dec 2021

	9MFY21	9MFY22
PAT (in Rs. cr)	403	101
ROE (in %)	22.9	4.8

## Performance Highlights:

- Ranked at 8th position amongst private insurers
- Market share amongst private players stood at 6.40%
- Awarded Insurer of the year in Non-Life category at FICCI Insurance Industry Award



	9MFY21#	9MFY22#
PAT (in Rs. cr)	227	244
ROE (in %)	10.8	8.0

## Awards & Rankings:

- Ranked No.1 - India Borrower Loans in Local Currency (INR) - Mandated Lead Arranger - market share of 71.45%
- Among Top 5 Arranger as per the Bloomberg Domestic League Table in FY22 till 31st December

# SBI Group Financials – 9MFY22



Rs. In crores

	Nine Months Ended		Growth (%)
	9MFY21	9MFY22	YoY
Interest Earned	2,10,083	2,15,365	2.51
Non-Interest Income	71,824	83,573	16.36
<b>Total Income</b>	<b>2,81,907</b>	<b>2,98,938</b>	<b>6.04</b>
Interest Expended	1,17,621	1,16,250	-1.17
<b>Operating Expenses (i+ii)</b>	<b>1,06,566</b>	<b>1,20,821</b>	<b>13.38</b>
<i>(i) Employee Cost</i>	40,091	40,424	0.83
<i>(ii) Other Operating Expenses</i>	66,475	80,397	20.94
<b>Total Expenditure</b>	<b>2,24,187</b>	<b>2,37,072</b>	<b>5.75</b>
<b>Operating Profit</b>	<b>57,720</b>	<b>61,867</b>	<b>7.18</b>
Provisions (other than Tax)	34,585	18,568	-46.31
<i>Less: Exceptional Item #</i>		7,418	
<i>Add: Share in profit of associates</i>	383	630	64.29
<i>Less: Minority Interest</i>	1,113	1,167	4.90
Tax Expenses	6,125	9,519	55.40
<b>Net Profit</b>	<b>16,280</b>	<b>25,825</b>	<b>58.63</b>

# Provisions on account of change in family pension rules

	Nine Months Ended	
	9MFY21	9MFY22
ROA (%)	0.49	0.69
ROE (%)	10.24	14.78
Earning Per Share (Rs.)	24.21	38.41
Expenses Ratio (%)	53.31	52.99
NIM (%)	3.12	3.13
Gross NPA Ratio (%)	4.72*	4.44
Net NPA Ratio (%)	1.21*	1.31

\*Excluding proforma addition impact in 9MFY21

# Balance Sheet



<b>Liabilities</b>							<i>Rs. in Crores</i>
	<b>SBI SOLO</b>			<b>SBI GROUP</b>			
	<b>Dec 20</b>	<b>Dec 21</b>	<b>YOY Growth (%)</b>	<b>Dec 20</b>	<b>Dec 21</b>	<b>YOY Growth (%)</b>	
Capital	892	892	0.00	892	892	0.00	
Reserves and Surplus	2,50,351	2,75,890	10.20	2,72,383	3,00,973	10.50	
Minority Interest				9,424	10,818	14.79	
Deposits	35,35,753	38,47,794	8.83	35,70,534	38,82,800	8.75	
Borrowings	4,10,873	4,99,724	21.62	4,30,740	5,18,807	20.45	
Other Liabilities & Provisions	1,59,117	1,97,569	24.17	3,78,670	4,63,256	22.34	
<b>Total Liabilities</b>	<b>43,56,987</b>	<b>48,21,869</b>	<b>10.67</b>	<b>46,62,644</b>	<b>51,77,546</b>	<b>11.04</b>	
<b>Assets</b>							
	<b>SBI SOLO</b>			<b>SBI GROUP</b>			
	<b>Dec 20</b>	<b>Dec 21</b>	<b>YOY Growth (%)</b>	<b>Dec 20</b>	<b>Dec 21</b>	<b>YOY Growth (%)</b>	
Cash & balances with RBI	1,17,304	1,88,030	60.29	1,17,621	1,88,289	60.08	
Bal with Banks & Money at Call and Short Notice	2,35,119	1,89,590	-19.36	2,40,086	1,94,219	-19.10	
Investments	13,10,885	14,89,876	13.65	15,44,787	17,71,280	14.66	
Net Advances	23,68,139	25,78,386	8.88	24,20,171	26,34,890	8.87	
Fixed Assets	38,322	37,780	-1.41	39,962	39,586	-0.94	
Other Assets	2,87,218	3,38,206	17.75	3,00,017	3,49,281	16.42	
<b>Total Assets</b>	<b>43,56,987</b>	<b>48,21,869</b>	<b>10.67</b>	<b>46,62,644</b>	<b>51,77,546</b>	<b>11.04</b>	

**Thank You**