

IndusInd Bank

January 18, 2023

**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 Unaudited standalone and consolidated Financial Results for the third quarter and nine months ended December 31, 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

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.



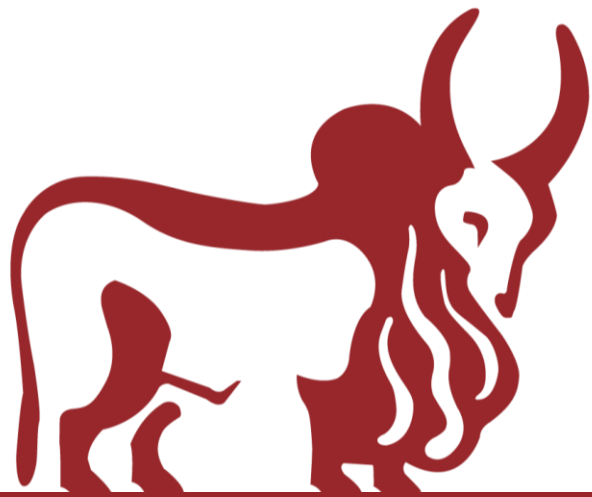
**Anand Kumar Das
Company Secretary**

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
CIN: L65191PN1994PLC076333










Investor Presentation

Q3-FY23 | December 2022

January 18, 2023

IndusInd Bank at a Glance

	<p>5th Largest Private Bank with Disproportionately Large Distribution Network</p>	<p>₹2,72,754 crs Loans Diversified Across Products and Geographies</p> <p>₹ 3,25,278 crs Deposits</p>	<p>33 mn Customers Across Segments</p>	<p>6,352 Group Network Pan India</p>
	<p>Universal Banking Approach with Diversified Loan & Deposit Mix</p>	<p>53:47 Loan Mix Retail VS Wholesale</p>	<p>42% CASA Stable Low-cost Deposits</p>	<p>Innovative Digital Approach Overall Digital Transaction Mix at 93%</p>
	<p>Strong Domain Expertise Long Vintage across Cycles</p>	<p>Vehicle Finance 26% of the Loan Book</p>	<p>Micro Finance 11% of the Loan Book</p>	<p>Gems & Jewellery 4% of the Loan Book</p>
	<p>Robust Balance Sheet with Strong Capital Adequacy & Contingency Buffers</p>	<p>18.01% CRAR Tier 1: 16.47% Tier 2: 1.54%</p>	<p>117% Average LCR Well above regulatory requirement</p>	<p>71% PCR GNPA 2.06% NNPA 0.62%</p>
	<p>Strong Profitability amongst highest in the Industry</p>	<p>4.27% Net Interest Margin</p>	<p>43.91% Cost to Income</p>	<p>5.7% Operating Profit Margin to Loans</p>



Key Financial Highlights for Q3 FY23

Balance Sheet	Loans	Deposits	CASA	Term Deposits	Total Assets
	₹2,72,754 crs ▲ 19% YoY ▲ 5% QoQ	₹3,25,278 crs ▲ 14% YoY ▲ 3% QoQ	₹1,36,379 crs ▲ 14% YoY ▲ 2% QoQ	₹1,88,899 crs ▲ 15% YoY ▲ 4% QoQ	₹4,44,485 crs ▲ 14% YoY ▲ 4% QoQ
Profit & Loss	Net Interest Income	Total Fee Income	Revenue	Operating Profit	Net Profit
	₹4,495 crs ▲ 18% YoY ▲ 4% QoQ	₹2,077 crs ▲ 11% YoY ▲ 3% QoQ	₹6,572 crs ▲ 16% YoY ▲ 4% QoQ	₹3,686 crs ▲ 11% YoY ▲ 4% QoQ	₹1,964 crs ▲ 58% YoY ▲ 9% QoQ
Key Ratios	Net Interest Margin	Return on Assets	Return on Equity	Cost to Income	Net NPA
	4.27% ▲ 17 bps YoY ▲ 3 bps QoQ	1.87% ▲ 52 bps YoY ▲ 7 bps QoQ	15.23% ▲ 435 bps YoY ▲ 78 bps QoQ	43.91% ▲ 232 bps YoY ▲ 5 bps QoQ	0.62% ▼ 9 bps YoY ▲ 1 bps QoQ



Consolidated Balance Sheet

₹In crs	Q3 FY23	Q3 FY22	Y-o-Y (%)		Q2 FY23	Q-o-Q (%)	
Capital & Liabilities							
Capital	775	775	-		775	-	
Reserves and Surplus	52,109	45,830	14%	▲	50,109	4%	▲
Deposits	3,25,278	2,84,484	14%	▲	3,15,532	3%	▲
Borrowings	47,284	45,669	4%	▲	40,673	16%	▲
Other Liabilities and Provisions	19,039	13,806	38%	▲	19,486	(2%)	▼
Total	4,44,485	3,90,564	14%	▲	4,26,575	4%	▲
Assets							
Cash and Balances with RBI	54,158	55,447	(2%)	▼	47,922	13%	▲
Balances with Banks	11,073	11,085	0%		11,303	(2%)	▼
Investments	76,174	72,715	5%	▲	75,994	0%	
Advances	2,72,754	2,28,583	19%	▲	2,60,129	5%	▲
Fixed Assets	2,006	1,916	5%	▲	1,960	2%	▲
Other Assets	28,320	20,818	36%	▲	29,267	(3%)	▼
Total	4,44,485	3,90,564	14%	▲	4,26,575	4%	▲



Key Strengths of the Bank



Diversified
Loan Book with Domain
Expertise in Livelihood
Loans



Robust
Liability Franchise



Strong
Product Groups



Profitability
amongst the Highest
in Industry



Stable
Asset Quality
with Conservative
Provisioning



Healthy
Capital Adequacy



Disproportionately
Large Distribution
Network



Executing Digital
2.0 Strategy



ESG
– Core to the Business
Philosophy



Experienced
Board and
Management Team



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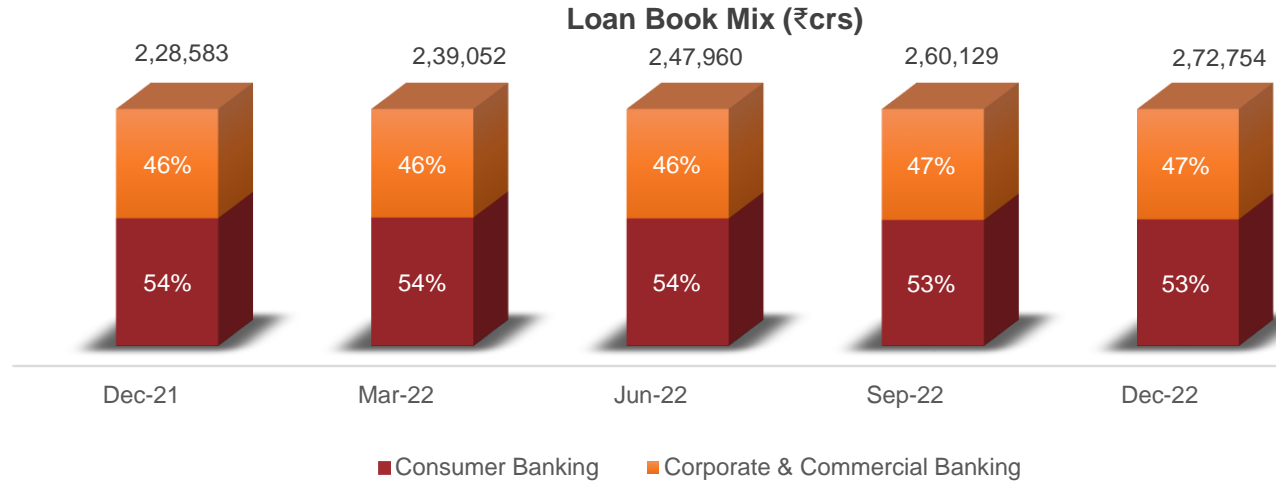
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– Core to the Business
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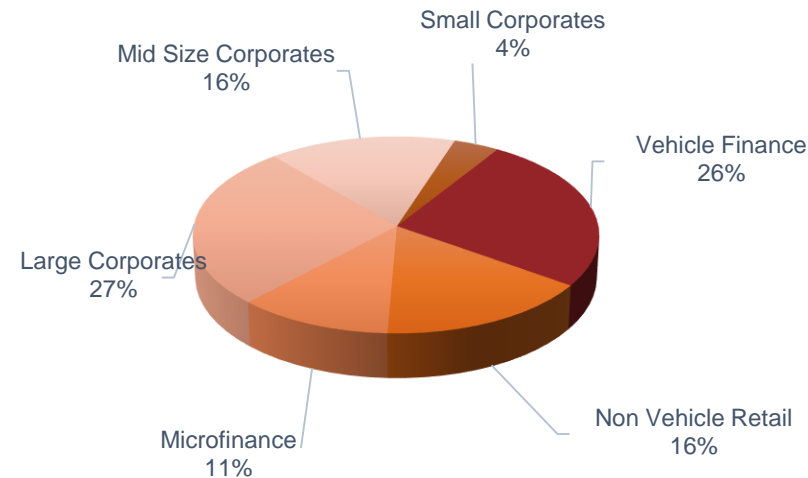


Well Diversified Loan Book across Consumer and Corporate Products



(₹crs)

Corporate Banking	Dec-22	%
Large Corporates	71,053	27%
Mid Corporates	44,201	16%
Small Corporates	11,756	4%
Total Advances	1,27,010	47%



(₹crs)

Consumer Banking	Dec-22	%
Vehicle Finance	71,665	26%
Commercial Vehicle	26,819	10%
Utility Vehicle	8,311	3%
Small CV	3,365	1%
Two-Wheeler	4,749	2%
Car	9,993	4%
Tractor	9,159	3%
Equipment Financing	9,269	3%
Non-Vehicle Finance	44,391	16%
Business Banking	12,839	5%
Loan Against Property	9,502	3%
Credit Card	7,714	3%
Personal Loans	4,756	2%
Merchant advances	3,094	1%
BL, AHL, Others	6,486	2%
Microfinance	29,688	11%
Total Advances	1,45,744	53%

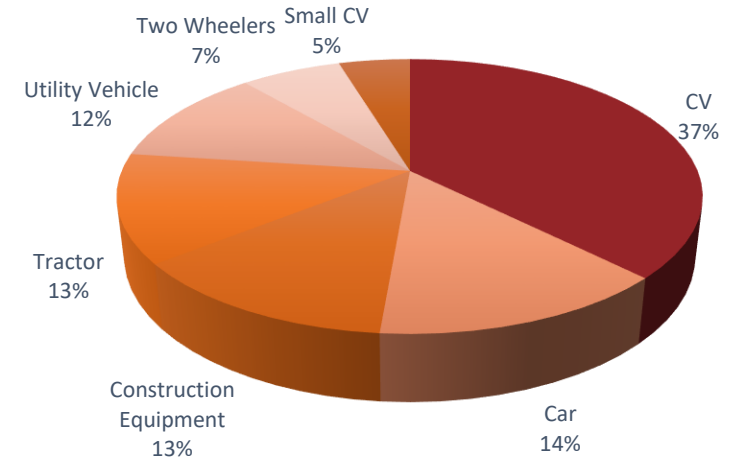


Vehicle Finance: Granular Portfolio Across Vehicle Categories

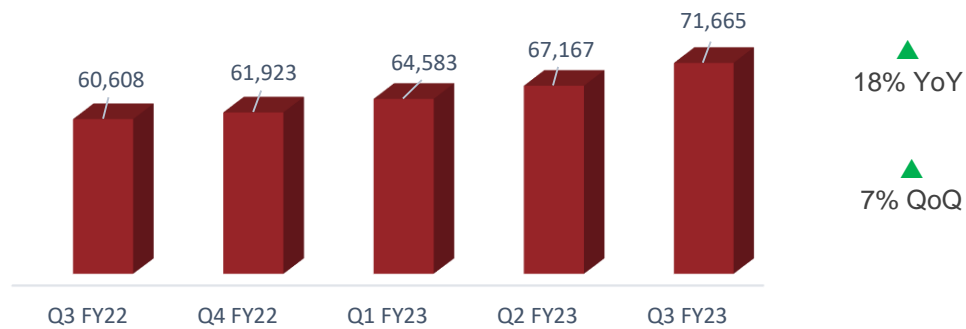
Overview of Vehicle Finance Division

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

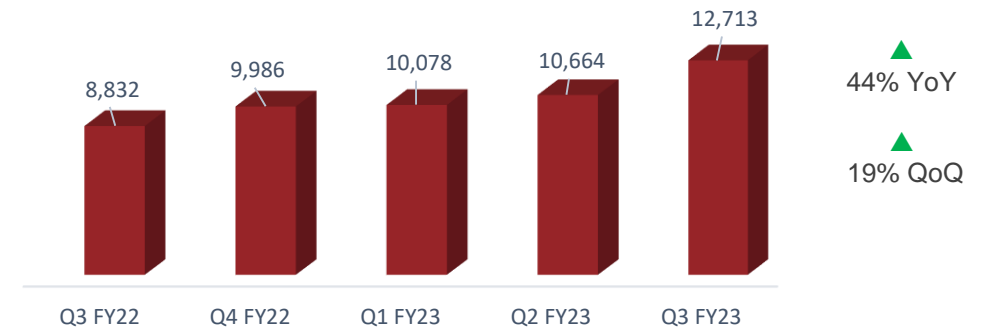
Diversified Vehicle Loan Book across Vehicle Categories (%)



Vehicle Finance Loan Book (₹crs)



Disbursements (₹crs)



Microfinance: Bridging the Financial Inclusion Gap



2nd Largest
Micro Finance
Lender



10mn
Women Customers



1.34 Lacs Villages
covered across 21
States



Tech/Data driven
Risk Management
District/Branch
level Monitoring

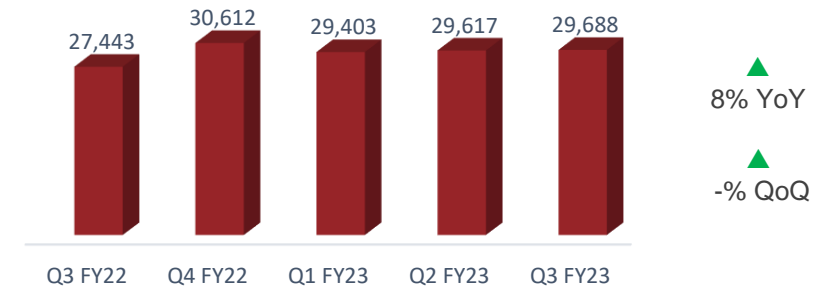


104K+ Active
Bharat Money
Stores Banking at
doorstep in remote
areas

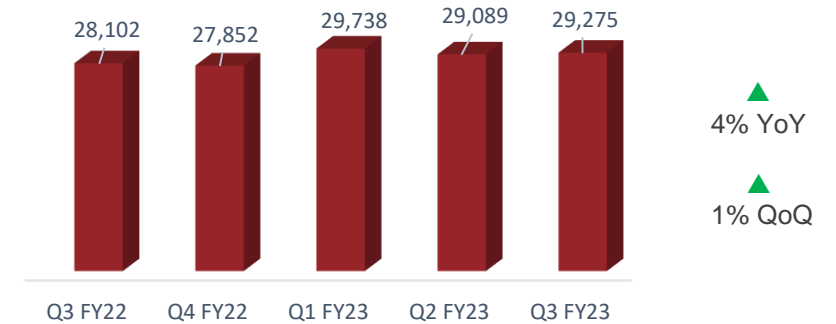


492K+ Merchants
(loan clients)
Addressing the
MSME banking
needs

Micro Finance Loan Book (₹crs)

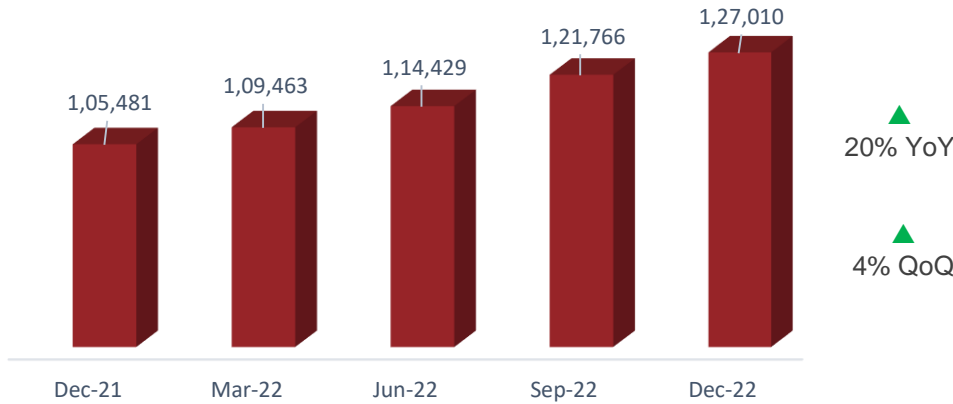


Average Ticket Size (₹)

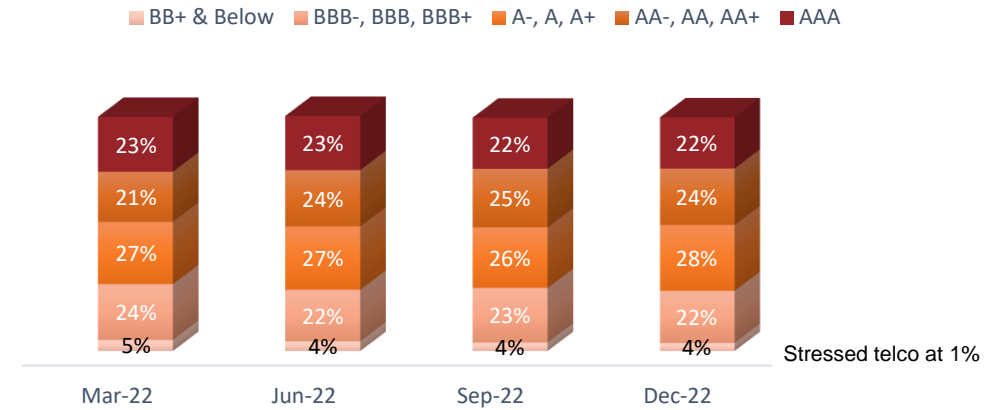


Corporate Portfolio – Focus on Granular, Higher Rated Customers

Corporate Loan Book (₹crs)



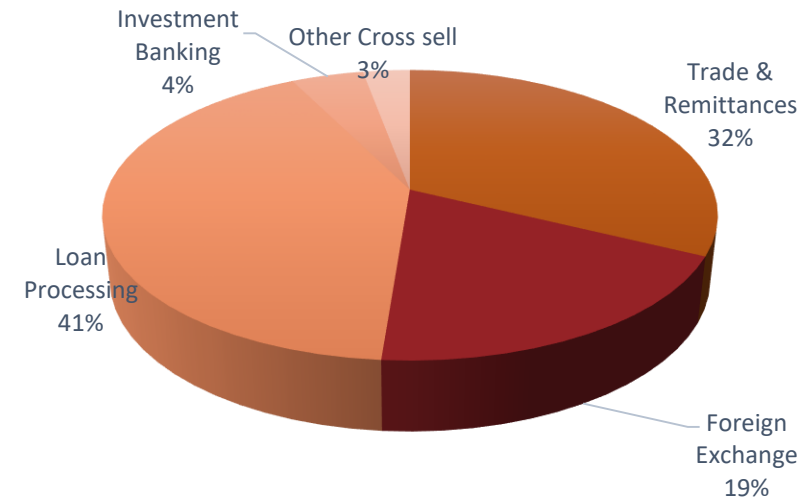
Improving Risk Profile *



Sector-wise Loan Mix (% of Total Loans)

Sector	Q3 FY23
Real Estate – Commercial & Residential	4.80%
NBFCs (other than HFCs)	4.65%
Gems and Jewellery	4.06%
Steel	2.59%
Power Generation – Non Renewable	2.42%
Road Projects (Operational)	1.80%
Food Beverages and Food processing	1.65%
Petroleum & Products	1.63%
Services	1.26%
Power Generation – Renewable	1.23%
Lease Rental	1.16%
Educational Institution	1.00%
Others	18.32%
Corporate Banking	46.57%
Consumer Banking	53.43%
Total	100.00%

Diversified Fee Mix Q3FY23

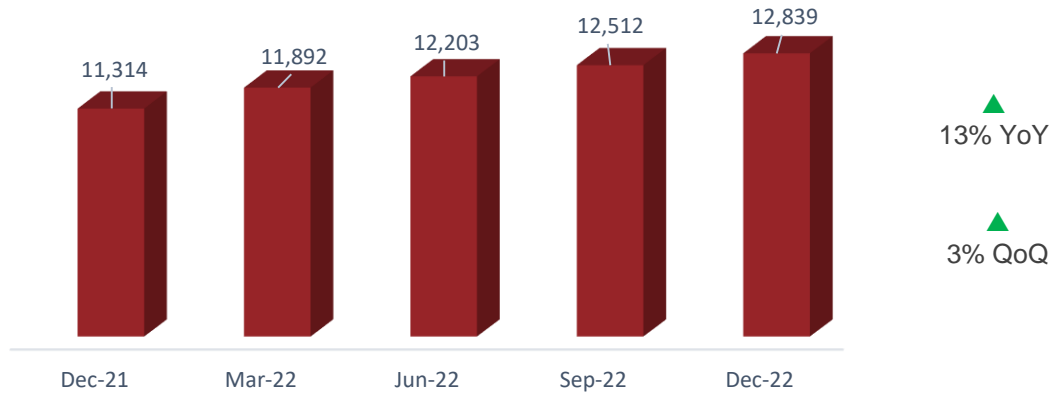


* Includes fund and non-fund based exposure to corporate clients

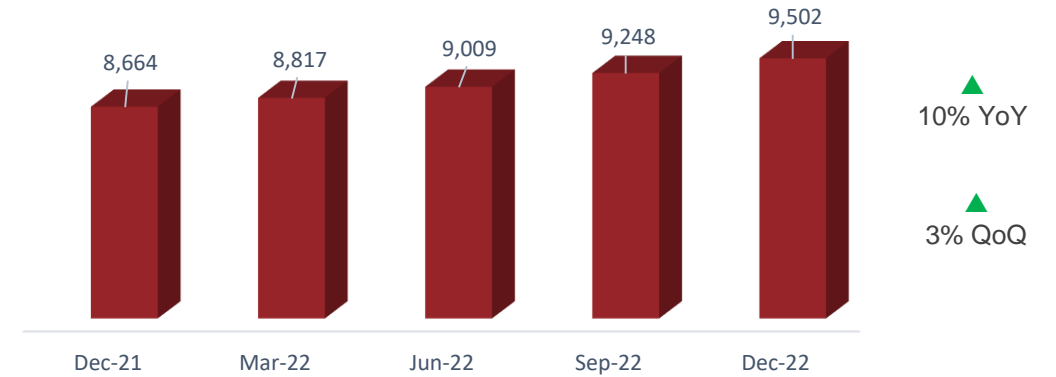


Non-Vehicle Retail Loans – Risk Calibrated Growth Strategy

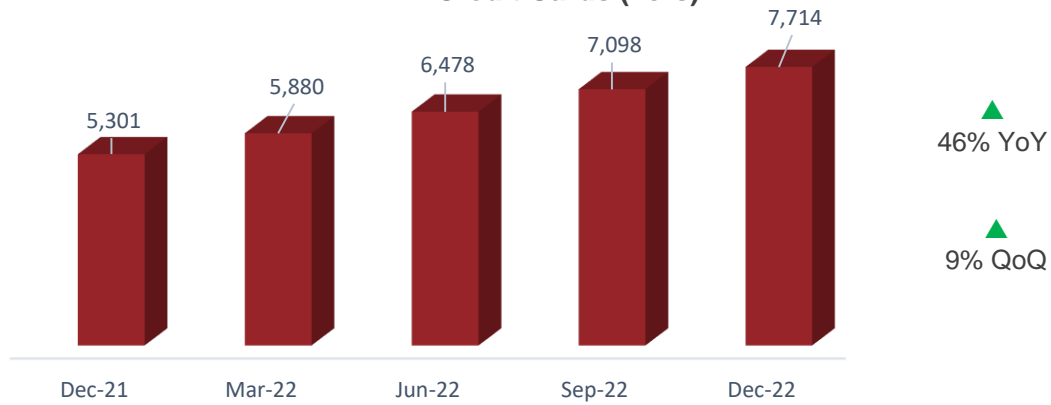
Business Banking (₹crs)



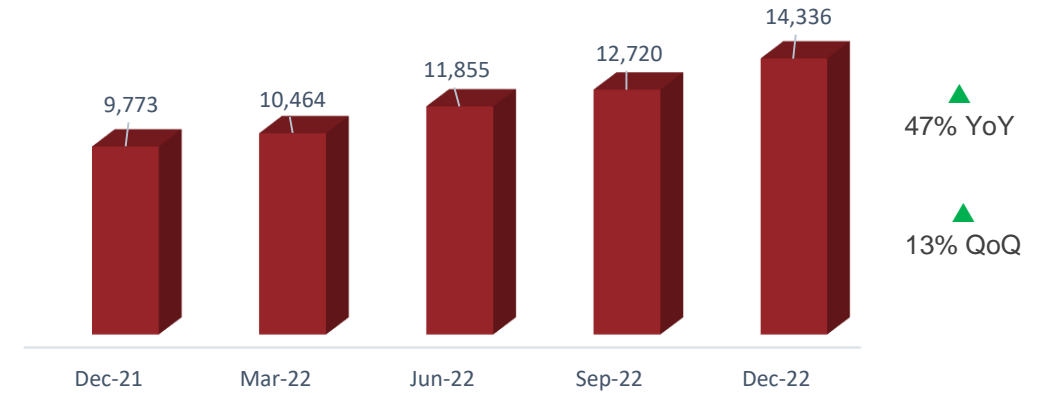
Loan Against Property (₹crs)



Credit Cards (₹crs)



Other Retail Loans



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2.0 Strategy



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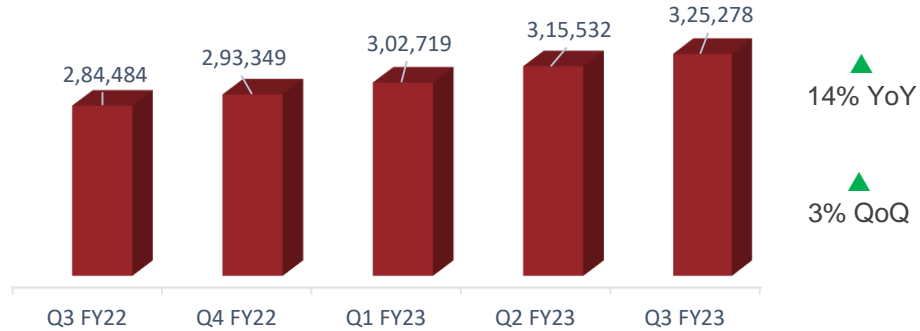


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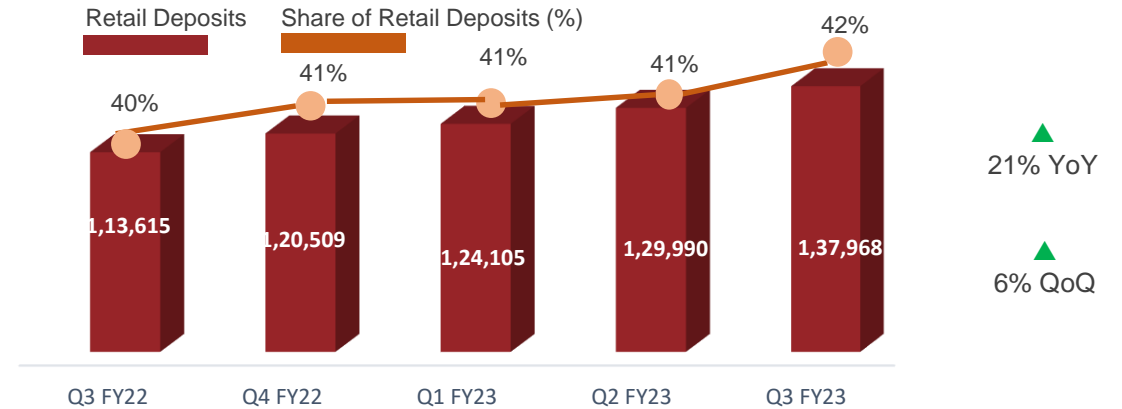


Deposit Growth Driven by Granular Retail Deposits; Building Stable Low-Cost Deposit Book

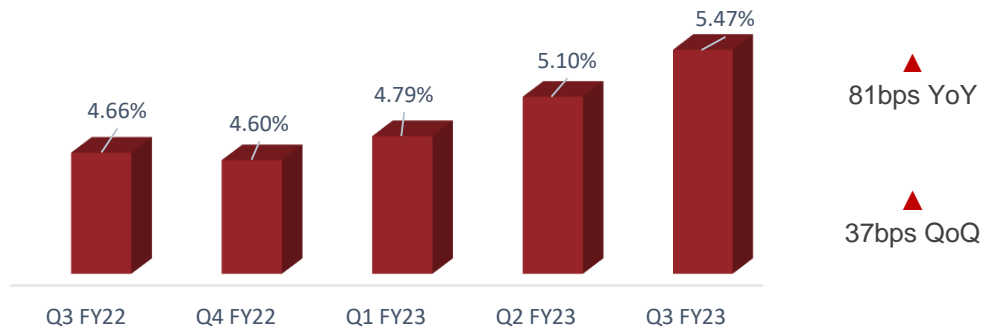
Deposits (₹crs)



Retail Deposits as per LCR (₹crs)*



Cost of Deposits (%)



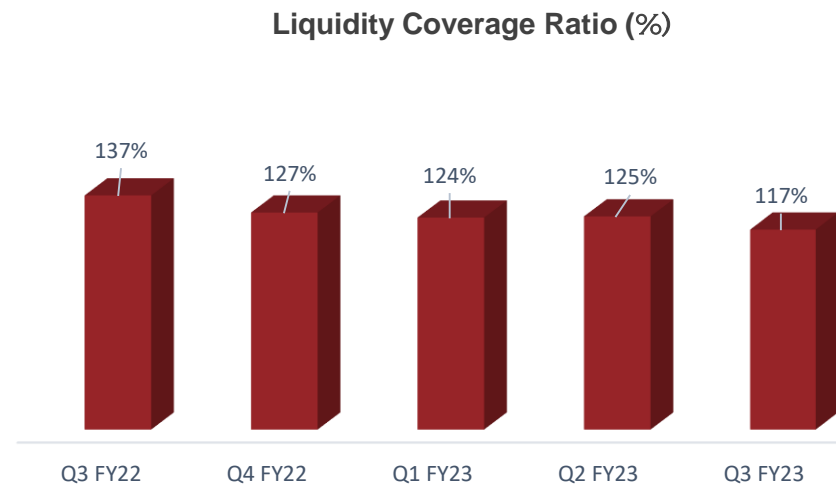
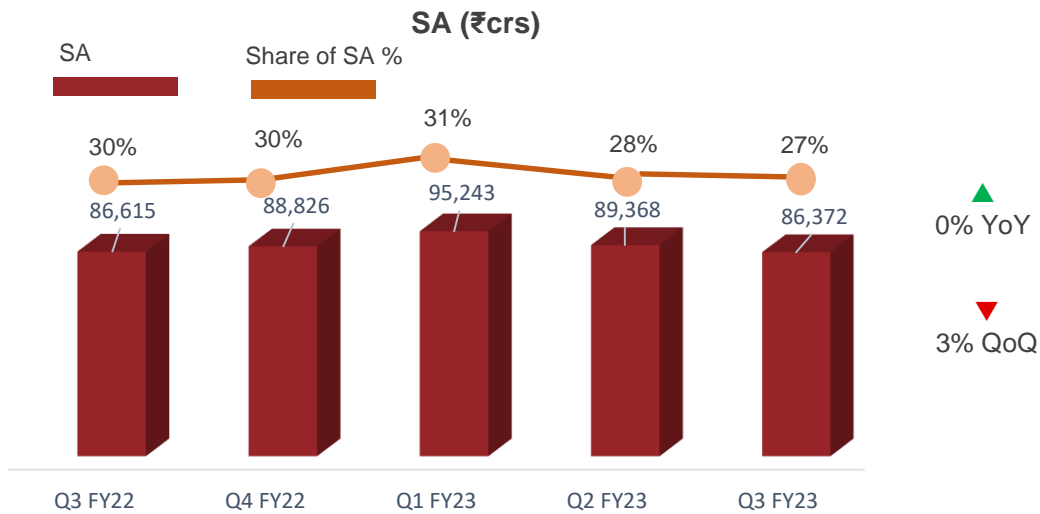
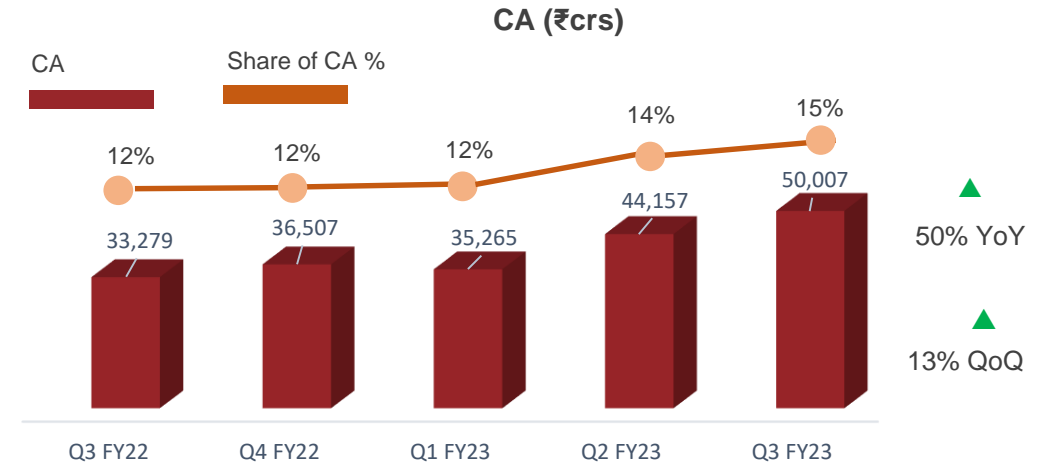
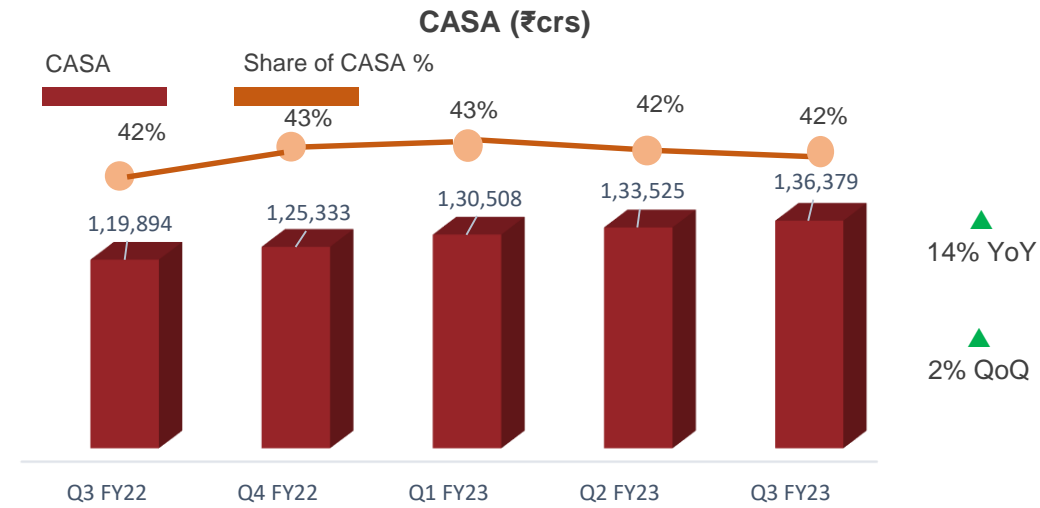
Key Focus Areas

- 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
- 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.

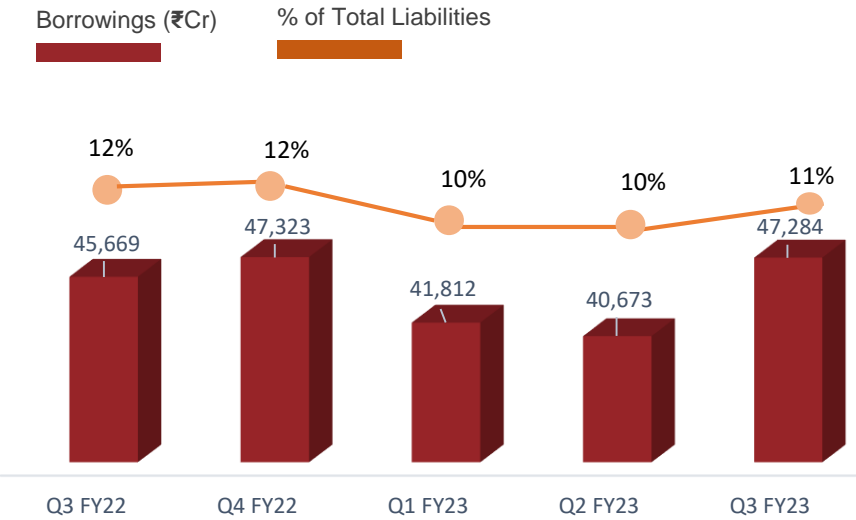


Healthy Share of CASA; Strong Liquidity Profile

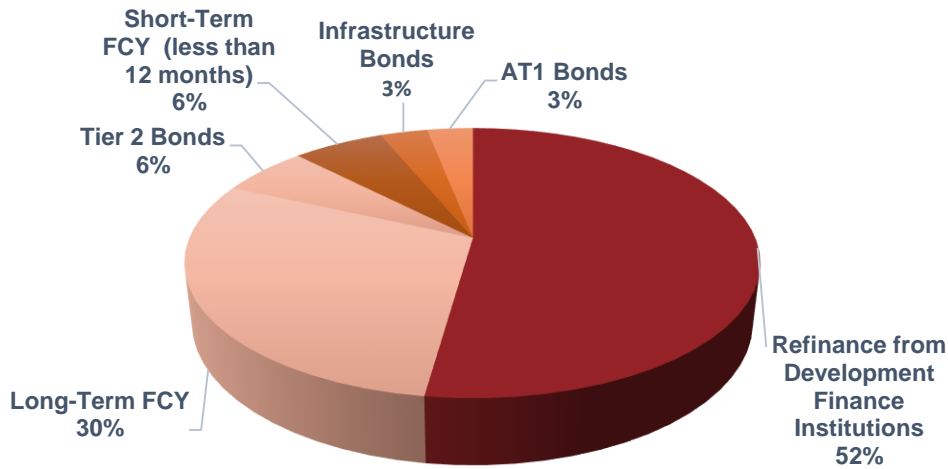


Borrowings Constituted by Long Term Sources

Borrowings (₹crs)



Borrowings Mix (%)



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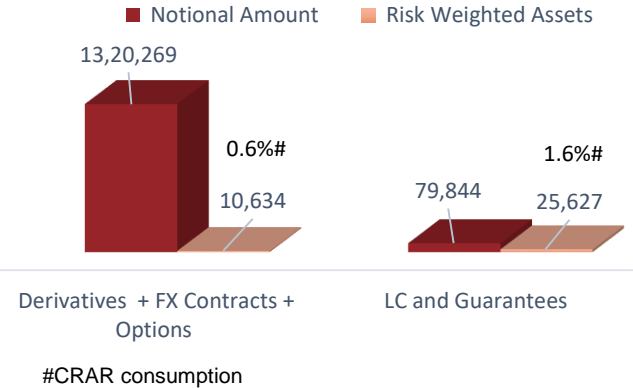


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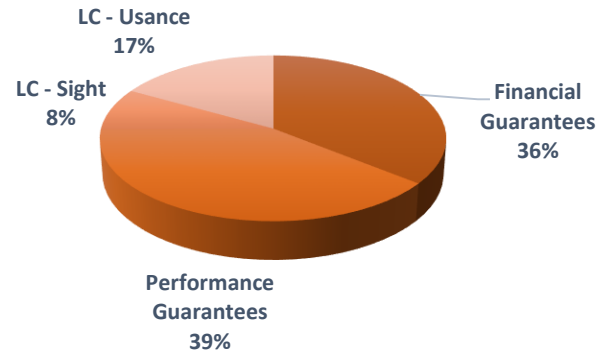


Strong Product Groups with Efficient Capital Deployment

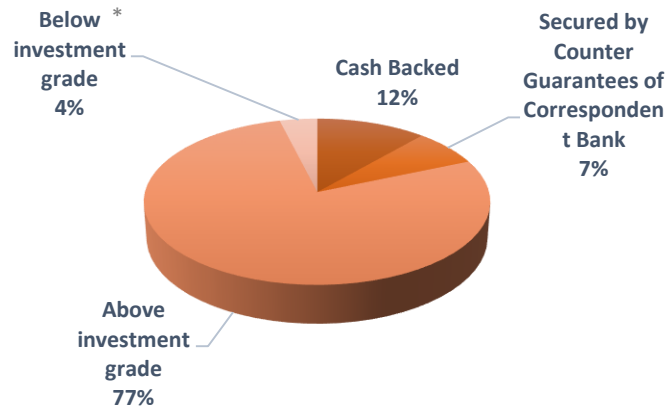
Low RWA Consumption (₹crs)



LC-BG Mix

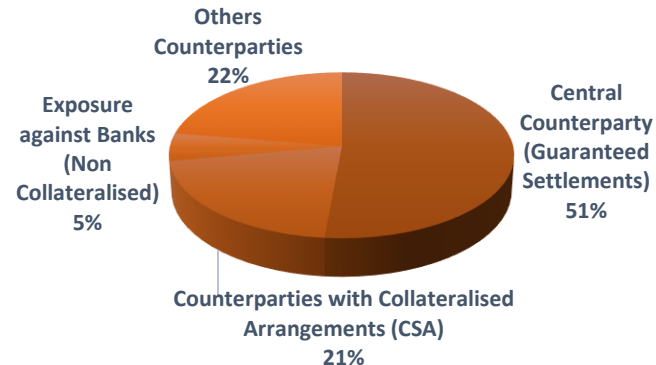


LC-BG Rating Profile



*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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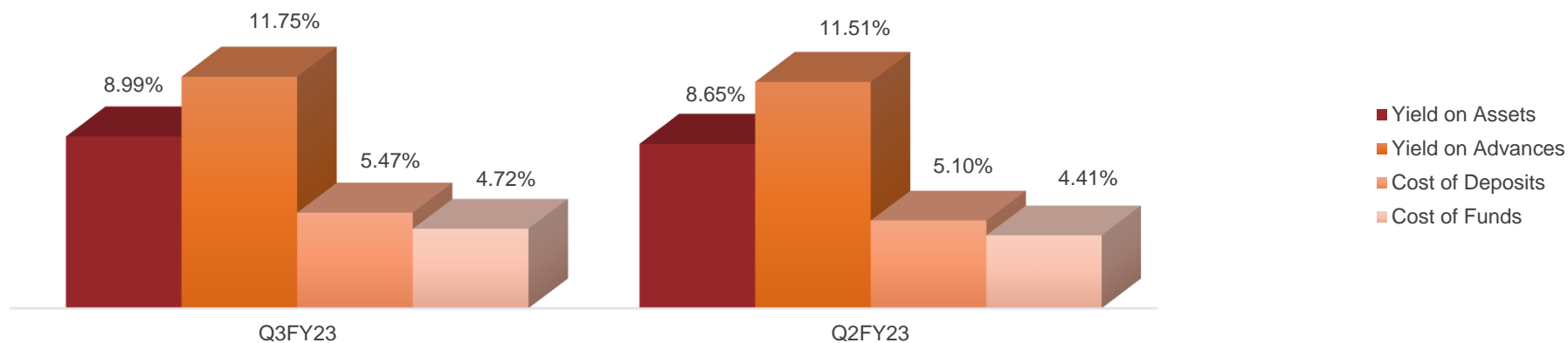
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Yield / Cost Movement



Segment-wise Yield:

	Q3FY23		Q2FY23	
	Outstanding (₹crs)	Yield (%)	Outstanding (₹crs)	Yield (%)
Corporate Banking	1,27,010	8.57%	1,21,766	8.20%
Consumer Banking	1,45,744	14.50%	1,38,363	14.34%
Total	2,72,754	11.75%	2,60,129	11.51%

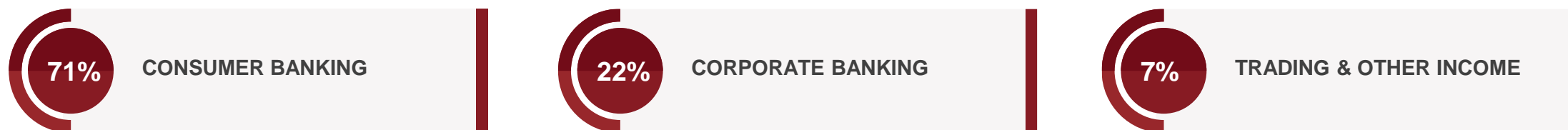
•Yield on Assets/Cost of funds are based on Total Assets/Liabilities



Diversified and Granular Fee and Other Income Streams

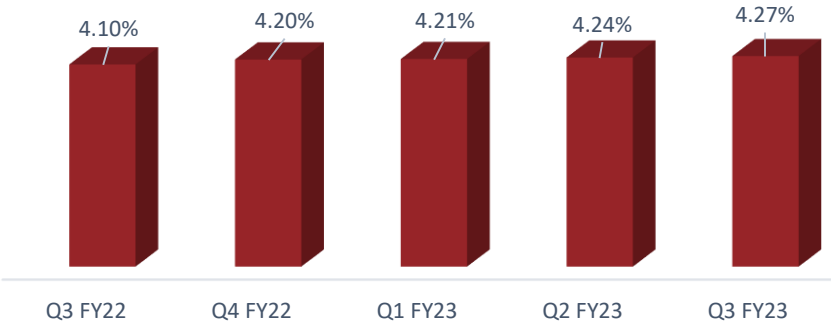
₹In crs	Q3FY23	Q3FY22	Y-o-Y(%)		Q2FY23	Q-o-Q(%)	
Trade and Remittances	201	188	7%	▲	189	6%	▲
Foreign Exchange Income	249	228	9%	▲	268	(7%)	▼
Cards and Distribution Fees	619	388	59%	▲	559	11%	▲
General Banking Fees	248	239	4%	▲	307	(19%)	▼
Loan Processing Fees	604	382	58%	▲	532	13%	▲
Investment Banking	20	94	(78%)	▼	17	20%	▲
Total Core Fee Income	1,941	1,519	28%	▲	1,872	4%	▲
Securities/MM/FX Trading/Others	136	358	(62%)	▼	139	(2%)	▼
Total Fee Income	2,077	1,877	11%	▲	2,011	3%	▲

Fee Income Mix

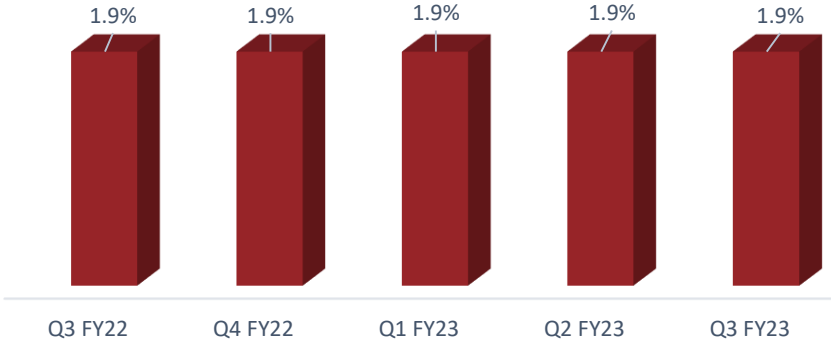


Operating Profit Margins Amongst the Highest in Industry

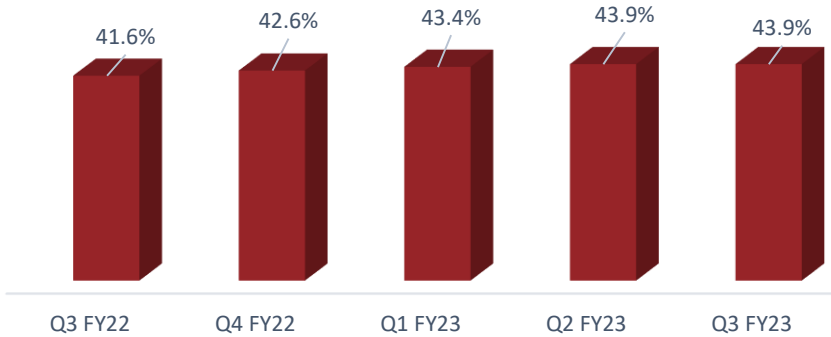
Net Interest Margin (%)



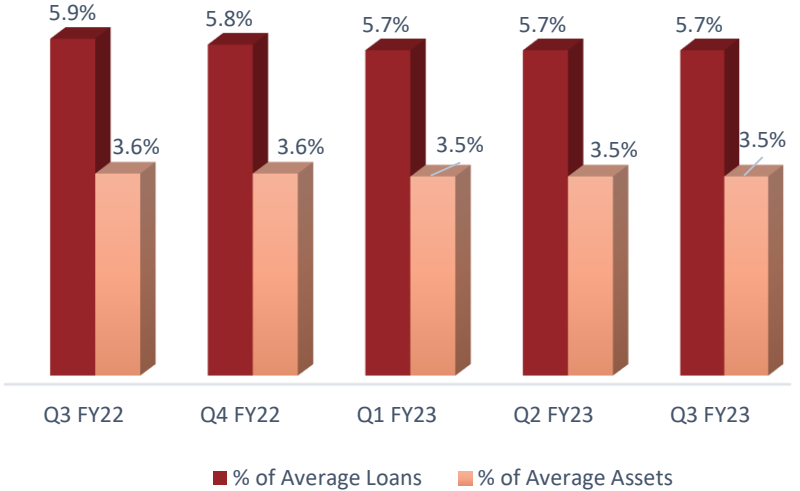
Total Fee to Asset Ratio (%)



Cost to Income Ratio (%)

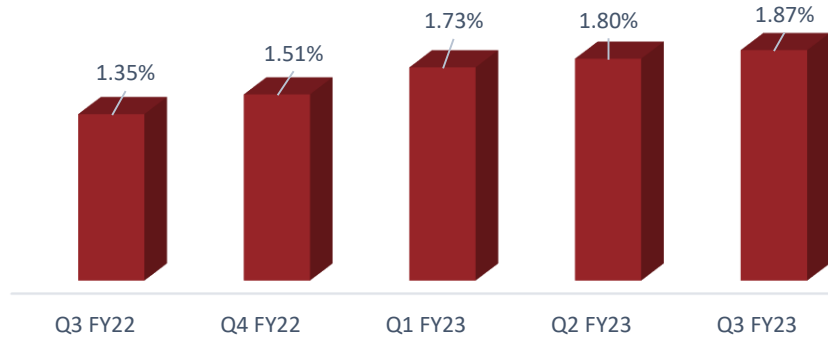


Operating Profit Margin (%)

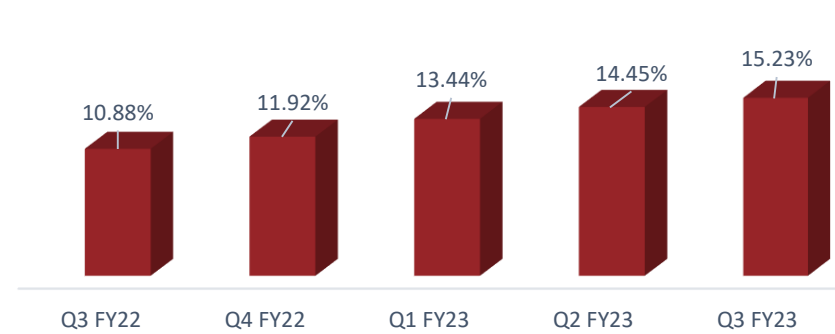


Key Financial Indicators

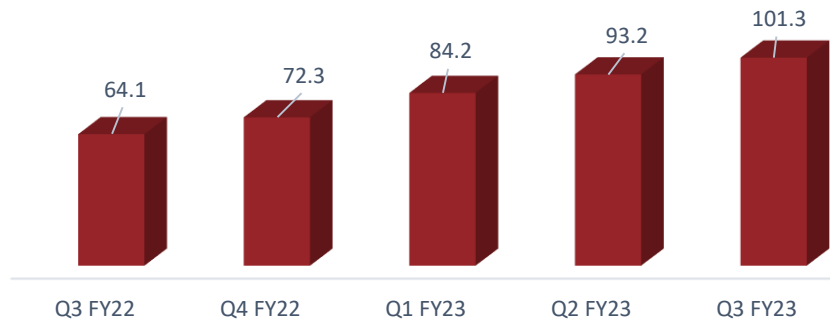
Return on Assets (%)



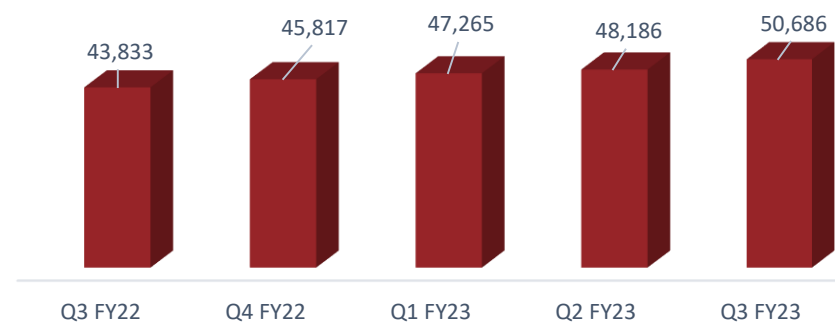
Return on Equity (%)



Earning Per Share – Annualized (₹)



Net Worth (₹ crs)



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Movement in Non-Performing Assets

₹In crs	Q3FY23			Q2FY23		
	Corporate	Consumer	Total	Corporate	Consumer	Total
Opening Balance	2,251	3,316	5,567	2,492	3,441	5,933
Fresh Additions	119	1,348	1,467	179	1,393	1,572
-from Standard	80	1,055	1,135	66	926	992
-from Restructured	39	293	332	113	467	580
Deductions	501	822	1,323	420	1,518	1,938
-Write-offs	314	481	795	287	881	1,168
-Upgrades	71	104	175	46	183	229
-Recoveries *	116	237	353	87	454	541
Gross NPA	1,869	3,842	5,711	2,251	3,316	5,567
Net NPA			1,681			1,584
% of Gross NPA			2.06%			2.11%
% of Net NPA			0.62%			0.61%
Provision Coverage Ratio (PCR)			71%			72%
Restructured Advances			1.25%			1.49%

*Q3 FY23 Sale to ARC is Nil (Q2 FY23 Sale to ARC is Rs. 190 crs)

NPA Composition – Consumer Banking

(₹crs)

Q3 FY23	CV	Utility	CE	Small CV	TW	Cars	Tractor	BBG/LAP	HL/PL/Others	Cards	MFI	Total
Gross NPA	597	38	176	75	368	65	171	814	226	159	1,153	3,842
Gross NPA %	2.21%	0.46%	1.88%	2.21%	7.54%	0.64%	1.86%	3.56%	1.56%	2.03%	3.75%	2.60%

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	3,316
Gross NPA %	2.00%	0.45%	1.44%	2.09%	8.02%	0.59%	1.62%	3.48%	1.59%	2.23%	2.91%	2.36%



Loan Related Provisions held as on December 31, 2022

- Specific provision of ₹ 3,959 crs for non-performing accounts(towards PCR)
- Floating provisions of ₹ 70 crs (towards PCR)
- Standard contingent provisions of ₹ 2,192 crs surplus outside PCR
- Standard asset provisions of ₹ 1,214 crs other than contingent provisions
- Provision Coverage Ratio at 71% and total loan related provisions at 130% of GNPA
- Loan related provisions of ₹ 7,435 crs are 2.7% 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

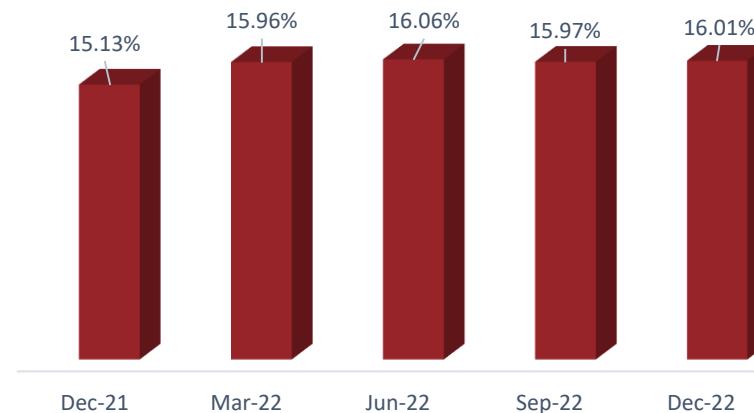


Healthy Capital Adequacy

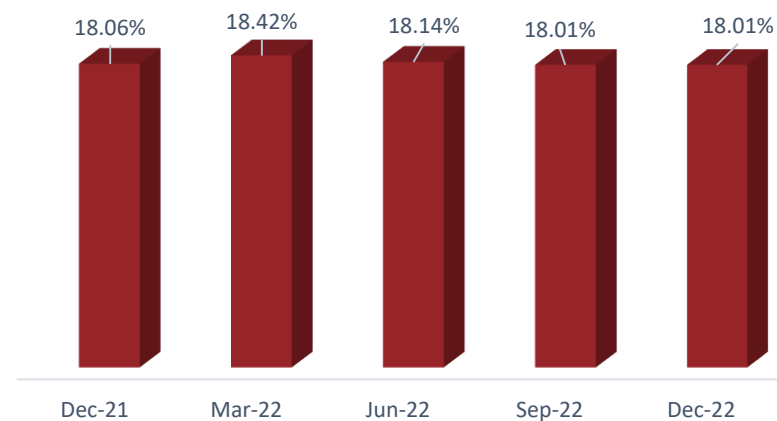
Capital Adequacy

₹In crs	31 Dec 22	30 Sep 22
Credit Risk, CVA and UFCE	2,76,259	2,65,073
Market Risk	8,199	8,372
Operational Risk	38,026	38,026
Total Risk Weighted Assets	3,22,484	3,11,471
Core Equity Tier 1 Capital Funds	51,639	49,727
Additional Tier 1 Capital Funds	1,490	1,490
Tier 2 Capital Funds	4,956	4,887
Total Capital Funds	58,085	56,104
CRAR	18.01%	18.01%
CET1	16.01%	15.97%
Tier 1	16.47%	16.44%
Tier 2	1.54%	1.57%

CET1 Ratio (%)

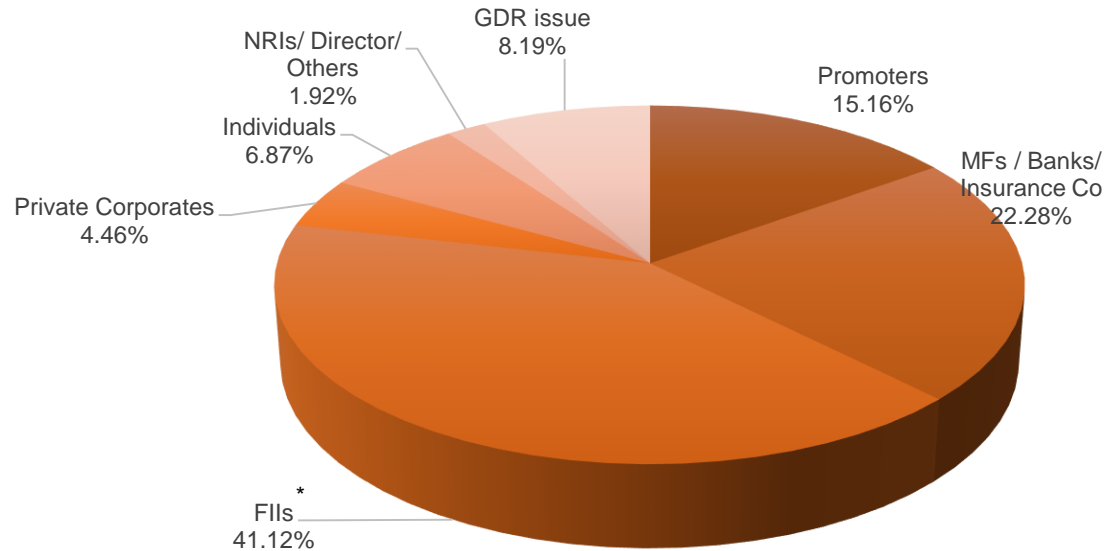


CRAR (%)



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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Board and
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Disproportionately Large Distribution Network with Unparalleled Rural Presence

Distribution Network with Deep Rural Presence



~33 mn
Customer Base



~1,34,000
Villages Covered



6,352
Group Network

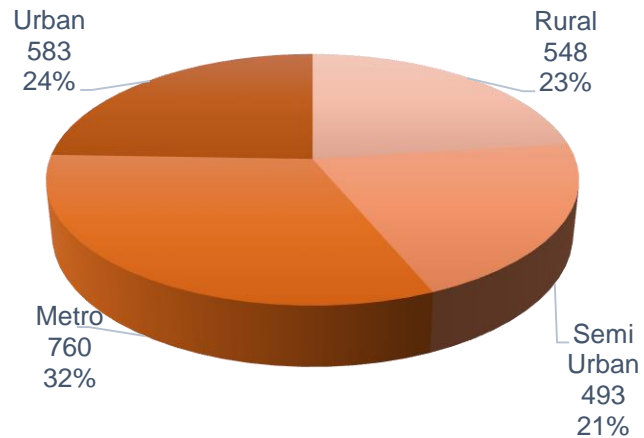


2,894
ATMs

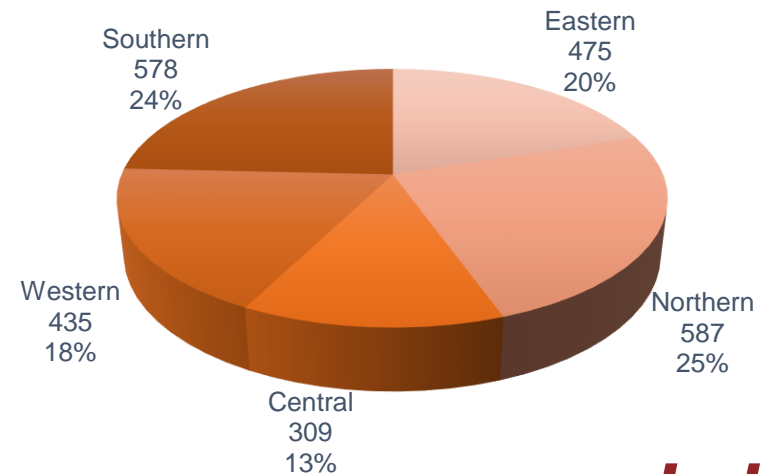
Strengthening Distribution Infrastructure

Particulars	Dec 31, 2021	Mar 31, 2021	Jun 30, 2022	Sep 30, 2022	Dec 31, 2022
Branches/Banking Outlets	2,103	2,265	2,286	2,320	2,384
BFIL Branches	2,778	2,795	2,836	2,978	3,176
Vehicle Finance Marketing Outlets (IMFS)	825	816	817	805	792
ATMs	2,861	2,767	2,783	2,807	2,894

Geographical Breakdown of Branches



Regional Breakdown of Branches



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Digital Strategy at IndusInd continues to drive impact across 3 primary Business Objectives

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

1

Drive Superior Customer Experience and Engagement

 93% of transactions processed digitally	 26% YoY growth in IndusMobile MAU*	 94% YoY growth in mobile txn. Volumes#	 87% YoY growth in IndusAssist MAU	 54% QoQ growth in IndusMerchant Solutions MAU
 74% of service requests processed digitally	 IndusMobile App Rating 4.1	<div style="border-left: 1px solid black; border-right: 1px solid black; padding: 5px;"> Industry Growth YoY: 76%, Pvt Peer Group Growth YoY: 80% </div>	65% YoY growth in Whatsapp Banking Registered Base	

2

Transform existing lines of businesses

80K+ clients on boarded using VKYC every month across SA, Cards, PL	98% of savings accounts opened digitally	96% of mutual funds sourced digitally	95% of credit cards sourced digitally	68% of current accounts opened digitally	2 DBUs (Digital Banking Units) launched with 23 services
	32% of savings accounts digitally unassisted**	100% of life insurance sourced digitally	77% of personal loans sourced digitally	47% of Small Business Banking (upto 2 cr exposure) sourced digitally	
		88% of non life insurance sourced digitally			

* MAU = Monthly Active Users; # Source; RBI data as of Nov'22; Pvt peer group includes top 4 private banks

** Digital Unassisted refers to customer initiated and Do It Yourself led % from retail customers (excluding clients of Bharat Financial and Vehicle Finance Division)

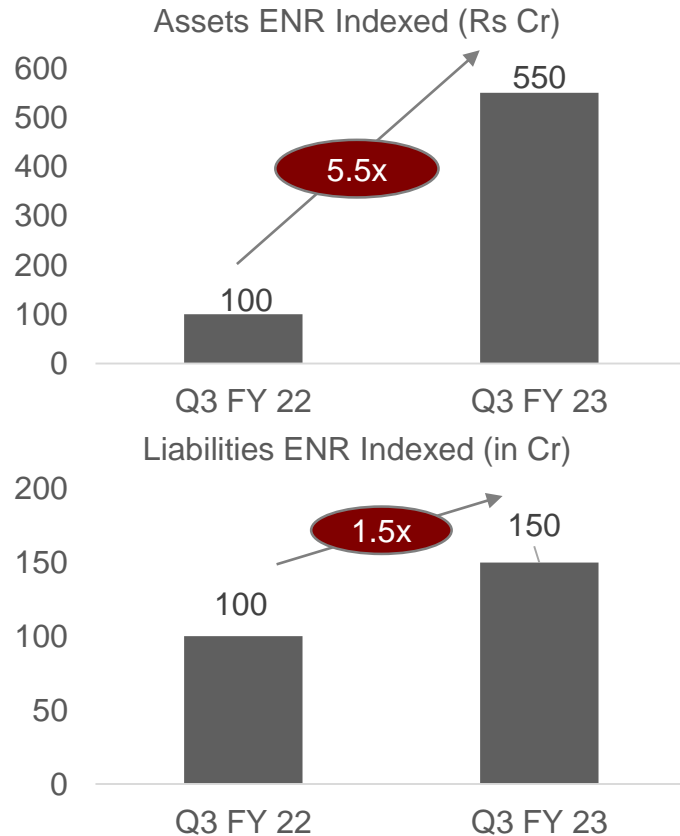
Digital Strategy at IndusInd continues to drive impact across 3 primary Business Objectives

Direct platform led business continues to grow at a robust pace

Do It Yourself (DIY) Direct Platform led Business: Assets grew 450% YoY, Liabilities grew 53% YoY
 Open Banking / BaaS led business: Digital Partnerships AUM (Assets + Liabilities) grew 3X YoY

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

Platform Marketing / Do It Yourself Business



Open Banking / BaaS led business

IndusInd API Stack

- Cloud Native
- Secure with token management, authorisation and authentication mechanism
- High scalability and resiliency by design

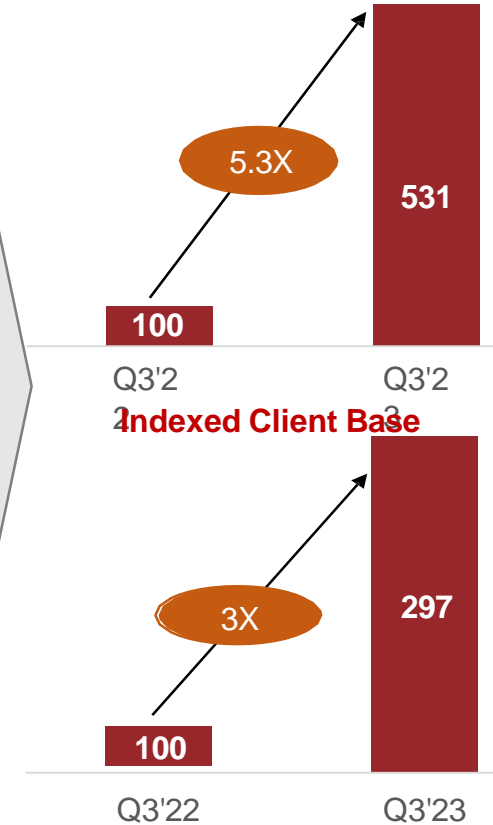
Use Cases:

- KYC / On-boarding
- Decision as a Service
- Documentation Push
- Deposit management
- ...

Multiple products:

- Personal loans
- Deposits
- Credit Cards
- Consumer Finance

Indexed AUM (Assets + Liab)



BaaS = Banking as a Service

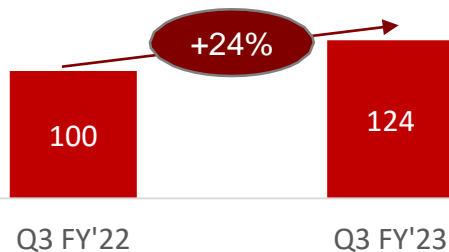
Digital Stack for Individuals: Stack getting increasingly robust to drive superior customer experience and DIY, STP & BaaS agenda



Mobile Banking

- **~60% YoY reduction in frauds** through various product enhancements
- Integration of new event based engagement stack: **Mo-Engage**
- **Real-time email / download feature** for CASA & CC statements
- Among the **first few banks** to go-live with **card tokenization feature**

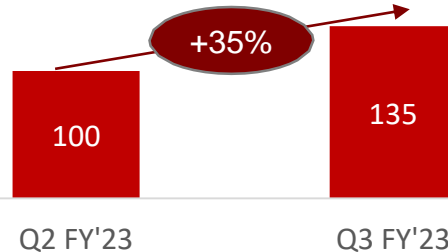
Indus Mobile MAU Growth YoY
indexed values



Credit Cards

- **Co-browsing enabled** for CC DIY to increase lead conversion and tele-sales staff productivity by **~20%**
- Enabled **'APIs in a Box'** and enabled **fintech partnerships** to drive new business via easycredit
- Overall **35%+ QoQ growth** achieved for Credit Cards in Q3 via platform
- **Increased STP % in cards from ~10% to 30% on the back of analytics**

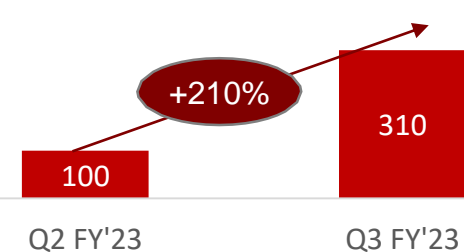
QoQ growth (Dispatched cases)
indexed values



Personal Loans

- **Migration of personal loans to easycredit**
 - Instant real time decisioning
 - Lower processing **cost by ~70%**
 - **70+** offline channel partners and **2,700+** sales team members enabled on easycredit for PL
- **Compliance with Digital Lending Guidelines**

QoQ growth (Disbursed cases)
indexed values



Digital Stack for MSME: Continue to enhance capabilities on Digital MSME Stack

Digital current account with VKYC now live, digitized renewals and enabled real time decisioning for small ticket unsecured business loans

Launched Digital Current Account via VKYC

- End to end digital journey to open CA in less than 30 mins
- Integrated 25+ APIs in the digital journey to run real time bureau checks on exposure, validate PAN, GST, entity details, etc



- 4 lakh+ Bharat Super Stores merchants on the app to go live shortly
- 30% QoQ growth through direct merchant app led merchant acquisition
- Campaigns to drive acceptance via IndusInd Bank QR led to increase in transactions by 18%

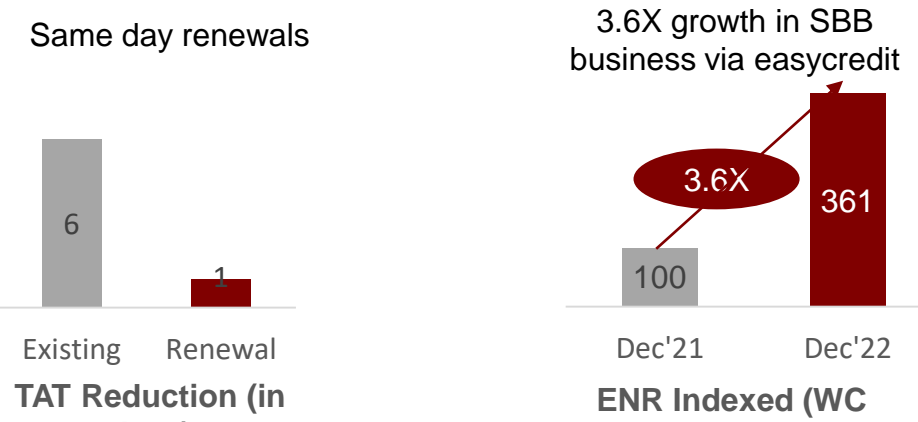


IndusEasyCredit for Businesses Awarded in SME Connect Category at the 5th India BFSI Awards 2022 by Governance Now

Enabled Unsecured Small Ticket Business Loans (upto 20 lacs) for all existing clients with real time decisioning

- Real time decisioning backed by ML algorithm basis GST, Bureau and Banking
- Do It Yourself journey to get a small ticket loan within 24 hrs – pre-approved as well as instant decisioning led

Digitised Renewals for Working Capital Loans (OD) in Small Business Banking upto 2 Cr – same day renewals with digital instant documentation

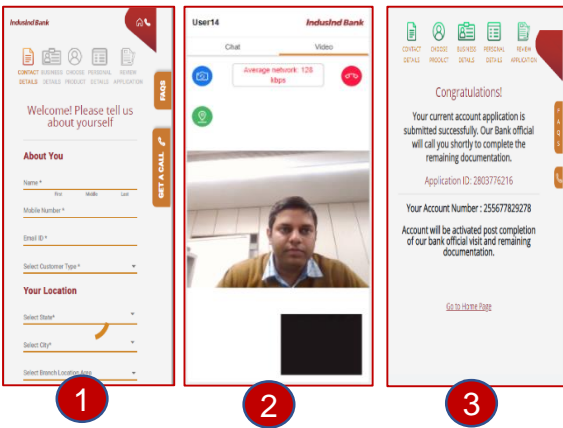


Coming up

Unsecured Business Loans for up to 20L for New To Bank Customers

- Digitisation of CC, Term and Non Fund based facilities
- Extension of stack for exposure up to 5Cr

IndusInd Bank



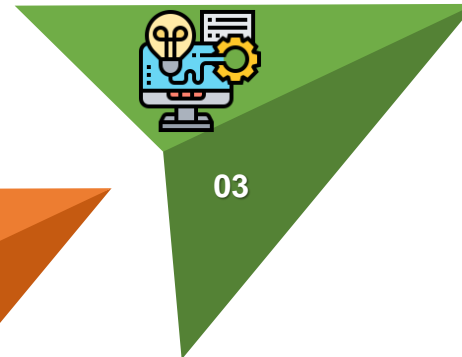
(*) Going live in January

Data backed analytics is becoming core of all customer engagement and risk decisions



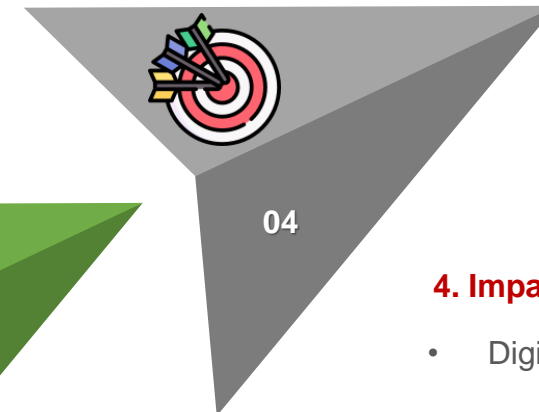
2. Cloud Native Infra

- Azure and SAS Viya powered data analytics platform.
- **Change Data Capture Tool**
- **100+** compute nodes
- **1000+** people using to fuel growth
- **100 Terabyte** of data handling



3. Machine learning

- Models for **hyperpersonalization**
- **30+ ML models** (Gini range:40-60%) covering customer life cycle across all retail assets
- Product **Cross-Sell and Upsell** through recommendation engine.



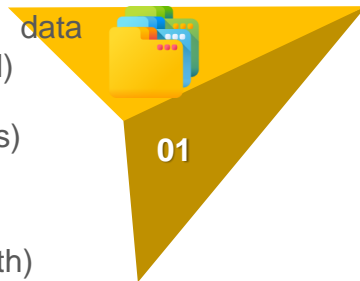
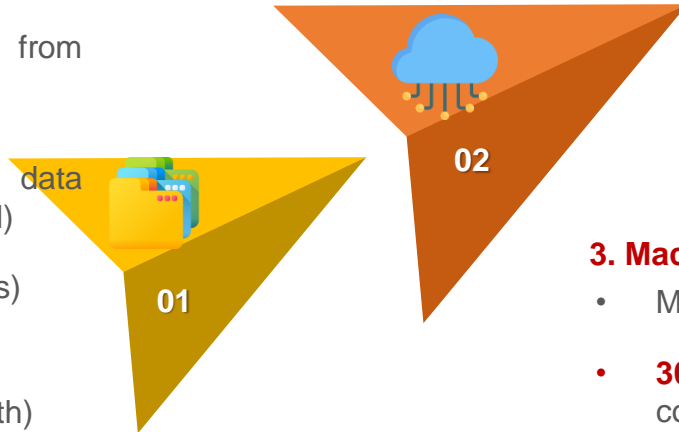
4. Impact

- Digital Underwriting increase by ~50%
- Risk cost reduction by ~40%
- Reduction in Customer acquisition costs by ~40%
- Realtime business performance monitoring

1. Data Universe

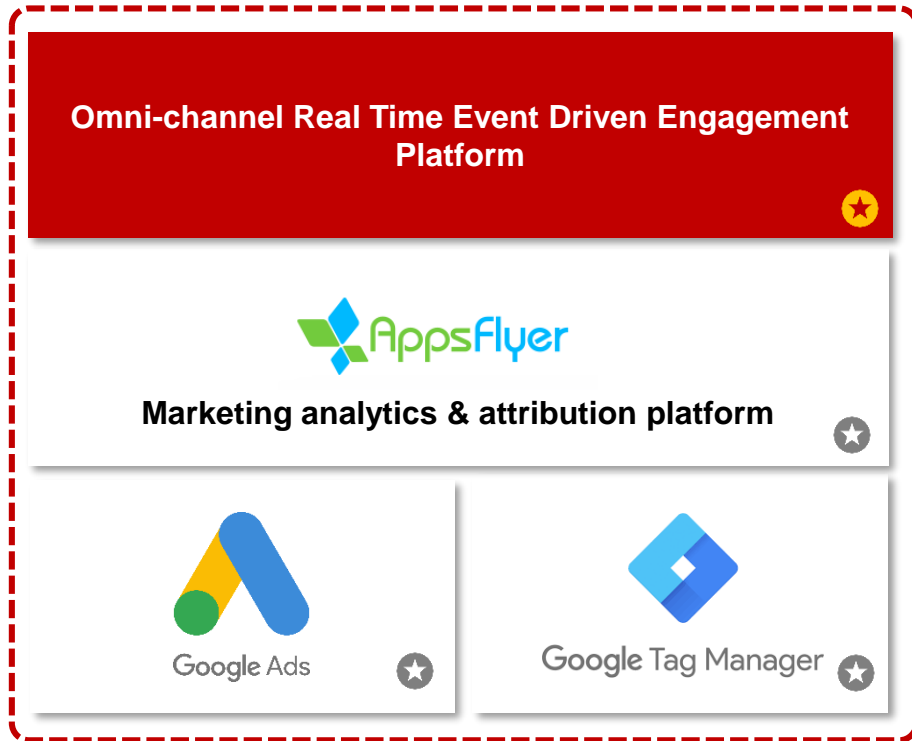
Batch and Realtime data ingestion from wide number of data sources :

- **App, clickstream and web** data (Semistructured and unstructured)
- **Banking** data (~20M+ consumers)
- Alternate data from Partners
 - **Bureau** data (5-10m/ month)
 - **GST**
 - **Account aggregators**
 - Other partners



Continue to invest in MarTech capabilities to lower cost of acquisition and to drive customer engagement

Further strengthening of MarTech...



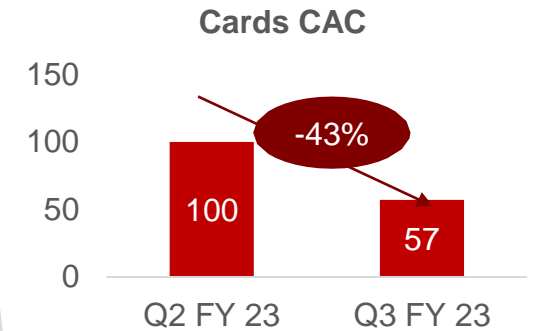
enabling new capabilities & use-cases

1,000+ Nudge Variants **150+ Use Cases**

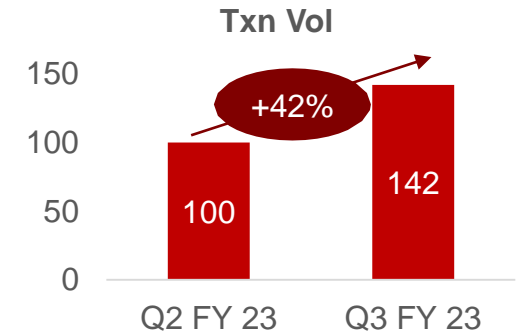
- Run **automated smart campaigns** with **real-time data feedback loop**
- Drive **cross-sell of products** across internal / external platforms
- Customer journey orchestration** with **seamless hand-off** across devices & platforms
- Omnichannel communication** and customer engagement

...and driving Impact

Cost of acquisition for CC went down by 43%



Campaign to Drive Bank QR usage by merchants



Data: Single Source of Truth (Existing capability)

Personalization Engine (Existing capability)

Cross platform implementation

Indus easy CREDIT Indus Mobile (THE ALL IN ONE BANKING APP) Indus MERCHANT SOLUTIONS SA, FD, OAO, etc.

★ New capability ☆ Existing capability

Key Strengths of the Bank



Diversified
Loan Book with Domain
Expertise in Livelihood
Loans



Robust
Liability Franchise



Strong
Product Groups



Profitability
amongst the Highest
in Industry



Stable
Asset Quality
with Conservative
Provisioning



Healthy
Capital Adequacy



Disproportionately
Large Distribution
Network



Executing Digital
2.0 Strategy



ESG
– Core to the Business
Philosophy



Experienced
Board and
Management Team



ESG highlights for Q3 of FY23



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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.
Mr. Murlidhar Lakhara	Chief Compliance Officer	26+	Has worked with Bank's like RBI, ABN AMRO NV, Deutsche Bank and First Rand Bank in the Compliance domain, prior to joining IndusInd Bank in 2017.
Mr. Indrajit Yadav	Head - Investor Relations and Strategy	14+	Has been with IndusInd Bank since 2013, prior to 2013 he has been associated with Nomura India and with Cognizant.

Awards and Accolades



‘Marksmen’

IndusInd Bank was honoured as "Most Preferred Workplace 2022–23 by Marksmen"



‘Euromoney 2022 Market Leaders Award’

IndusInd Bank is proud to be ranked as a **Market Leader for ESG in India** by **Euromoney 2022**

Global Transaction Banking Innovation Awards 2022



Best Transaction Banking Innovation Lab
IndusInd Bank Ltd



Best ERP Integration Initiative
IndusInd Bank Ltd



Outstanding Use of Technology in Cash and Liquidity Management
IndusInd Bank Ltd

Campaigns/Announcements

Launch of the #CheerForThemToHear campaign during the T20 Cricket World Cup for the Blind in Dec 2022.



Video Post



Video Post

This was a campaign we ran with the following objectives:

- To position IndusInd as a responsible brand by creating awareness about the Bank's support for Blind Cricketers in India.
- Make known the players representing India at the World Cup
- Encourage internal and external audiences to support Team India

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