

Ref. No.: AUSFB/SEC/2024-25/61

Date: April 24, 2024

To,

National Stock Exchange of India Ltd. Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (East), Mumbai 400051, Maharashtra. NSE Symbol: AUBANK	BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai 400001, Maharashtra. Scrip Code: 540611, 957863, 957864, 958400, 959025, 974093, 974094, 974095, 974914, 974963, 975017 & 975038
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Dear Sir/Madam,

Sub: Presentation to Investors on Audited Financial Results of AU Small Finance Bank Limited for the Quarter and Financial Year ended on March 31, 2024

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

In continuation to our intimation for Conference Call to discuss Financial Results of AU Small Finance Bank Limited ("the Bank") for the Quarter and Financial Year ended on March 31, 2024 vide letter dated April 17, 2024, we submit herewith the Investors Presentation on the Audited Financial Results of the Bank for the Quarter and Financial Year ended on March 31, 2024.

The Investors Presentation may also be accessed on the website of the Bank at the link: <https://www.aubank.in/investors/quarterly-reports>.

Further, the audio/video recordings and transcript of the Conference call shall also be made available at the above link within the prescribed timelines.

This is for your information and records.

Thanking You,

Yours faithfully,

For AU SMALL FINANCE BANK LIMITED

Manmohan Parnami
Company Secretary and Compliance Officer
Membership No.: F9999
investorrelations@aubank.in

Encl: As above

**BADLAAV
HUMSE HAI**



INVESTOR PRESENTATION Q4'FY24

24th April'24

Sustainable Business Model | Retail Focused | Tech-Led | Customer Centric | Well Governed

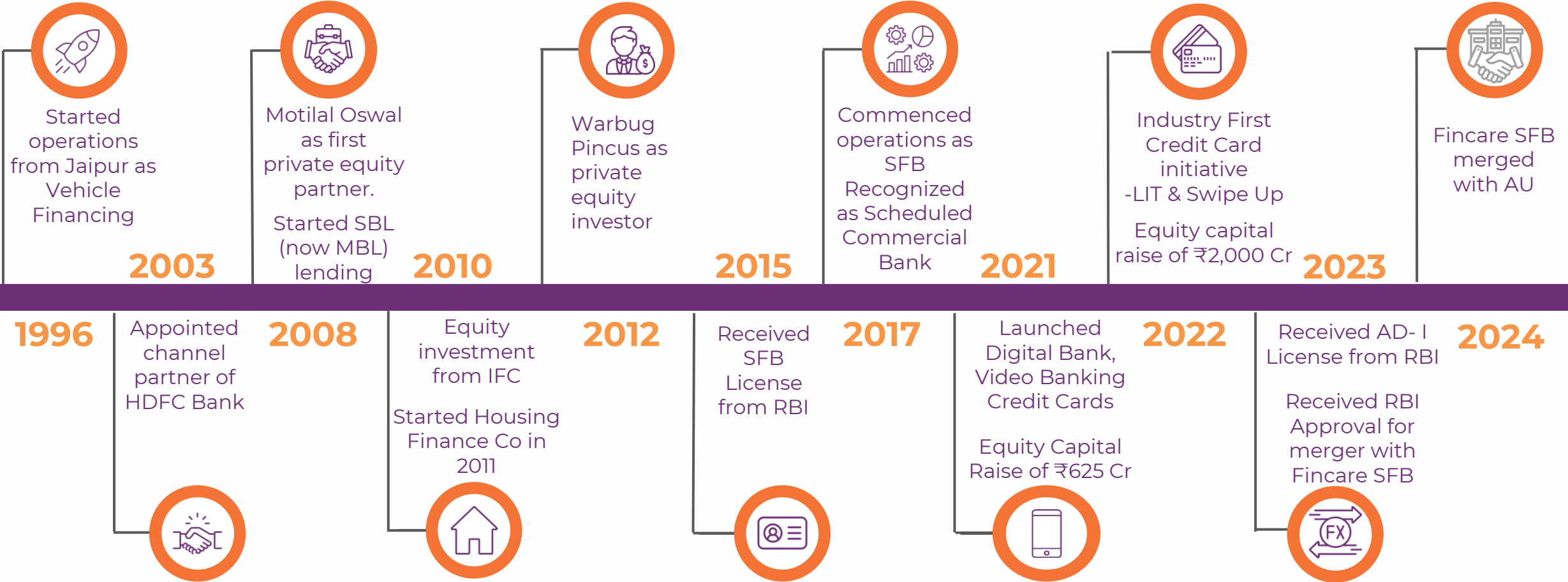
Celebrating!



7 years of our Forever Bank Journey

We express our deep gratitude towards the Citizens of our great nation, the Government of India, Regulatory bodies, Bank's 1.1 Crore customers, 2 Lac+ domestic and international shareholders and 46,000+ employees and all other stakeholders for their wholehearted support during the first seven years of our banking journey. As we celebrate 29th Foundation Year and 7th Banking Anniversary, we stand at the threshold of a new era, enriched by launch of our Trade, Forex and Remittance Business and our recent amalgamation with Fincare SFB, which demonstrates our commitment to financial inclusion while helping us expand in Southern India. This milestone not only signifies our journey of growth and expansion but also reinforces our unwavering commitment to culture of compliance, innovation and customer-centricity.

About AU Small Finance Bank



“Best Technology Talent”
“Best Financial Inclusion”
“Best Digital Engagement”



IBA 19th Annual
Banking Technology
Conference &
Citations 2022-23



2021, 2022,
2023, 2024

**Best Branded
Campaign : TV**

Afaqs brand Storyz Awards
2023

**Best Small Finance
Bank**

By FE, By Mint BFSI

**India’s Leading Small
Finance Bank**

Dun & Bradstreet

**The Best Small Finance
Bank of India
&
Best Performance in Risk
Management**

ICC Emerging Asia Banking
Awards

**Financial Inclusion
Award**

FICO decision
Award 24

**Most Impactful
Women Employment
Initiative of the Year**

Indian CSR Awards 2023
for “AU Udyogini”
initiative

**Company With Great
Managers - 2023**

2022, 2023



All figures as of Mar'24

₹ 87,182 Cr
49% CAGR[^]
Deposits

₹ 73,999 Cr
33% CAGR[^]
Gross Advances

~49.4 lacs
Customer Base

1,074
Touchpoints

33%
CASA Ratio

1.67%[#] / 0.55%
GNPA / NNPA Ratio

18.8% / 20.1%
Tier-1 Ratio / CRAR

1.6%* / 13.5%*
Avg ROA/ROE

~29.5 lacs
AU0101 Customers

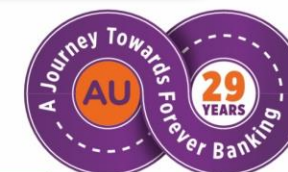
29,738
Employees

76%
PCR

9.6 lacs+
Credit Cards Live

GNPA – 1.57% on Gross Loan Portfolio including securitised/assigned book

[^]CAGR is for the period FY18 to FY24; Few figures are adjusted for comparative purposes, wherever needed, basis internal MIS, throughout the presentation * Figures are excluding exceptional items – Stamp duty for merger and other transaction expenses



Consolidated position post Fincare merger

Announced merger with Fincare in Oct 23 and received all required approvals for the merger by Mar'24. Merger is effective 1st Apr'24

	<u>Standalone</u>	<u>Fincare</u>	<u>Proforma Merged</u>	
Deposits	₹87,182 Cr	₹10,522 Cr	₹97,704 Cr	
Gross Loan portfolio	₹82,175 Cr	₹14,315 Cr	₹96,490 Cr	Cost of Fund on Merged basis
Balance Sheet	₹1,09,426 Cr	₹17,267 Cr	₹1,26,693 Cr	
Net Worth	₹12,560 Cr	₹2,421 Cr	₹14,981 Cr	Yield on Merged basis
Customers	49.4 Lacs	60.5 Lacs	1.10 Cr	
Employees	29,738	16,000+	46,000+	
Touchpoints	1,074	1,309	2,383	

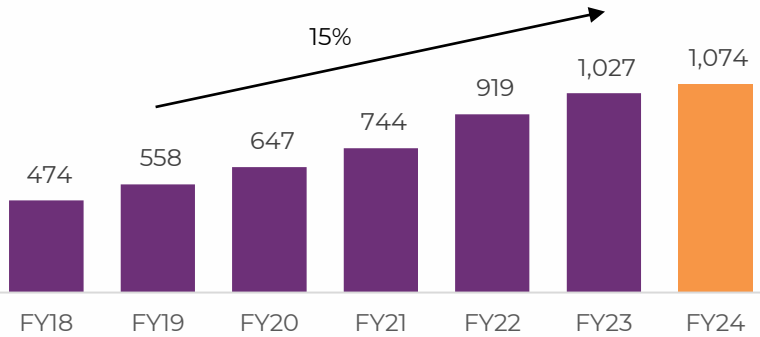
All figures as of 31st Mar'24; Merged Financial numbers including Net worth and B/S may undergo minor changes post adjustments

Bank with strong execution track record (1/2)

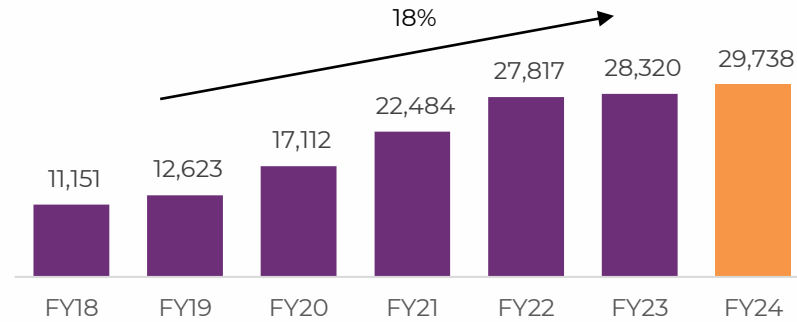
Standalone



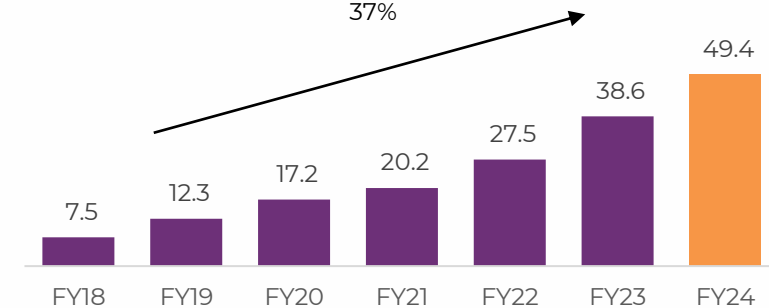
Touchpoints



Employees

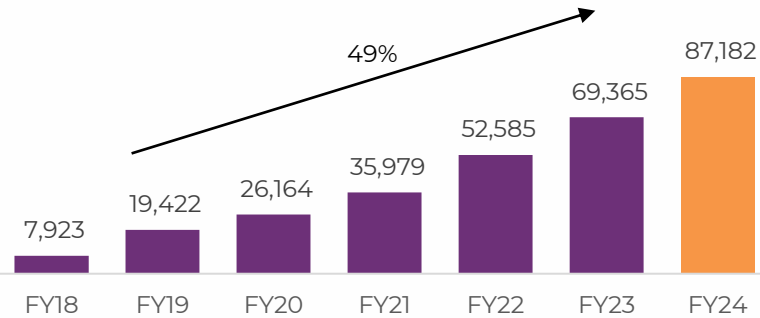


Customers (in Lacs)

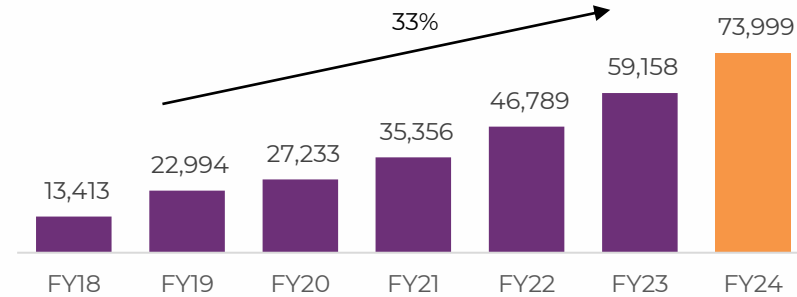


₹ in Crores

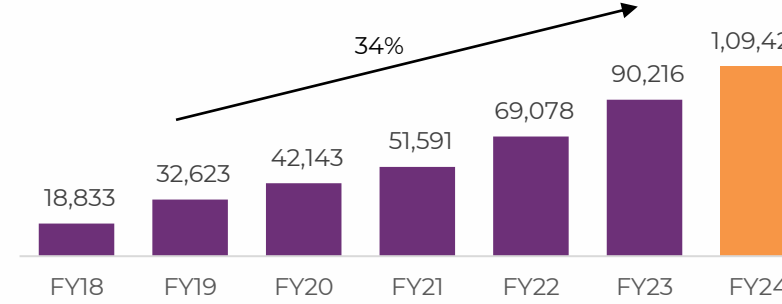
Deposit



Gross Advance*



Balance Sheet Asset



*CAGR of Advances including securitised/assigned book is 31%



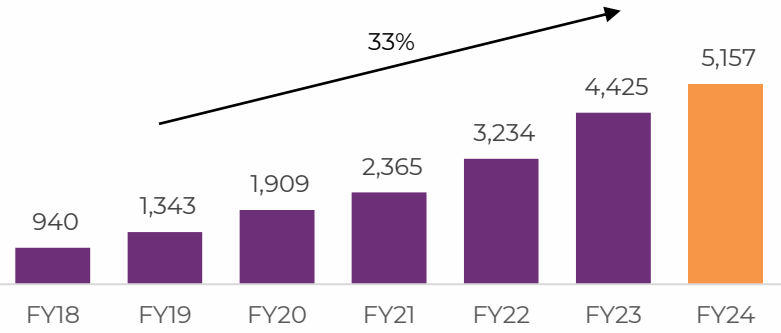
Bank with strong execution track record (2/2)

Standalone

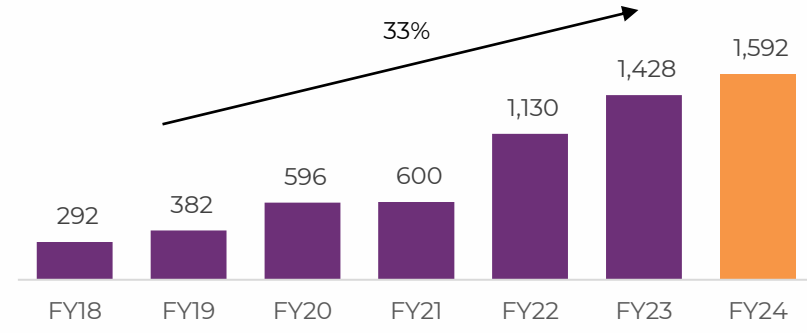


₹ in Crores

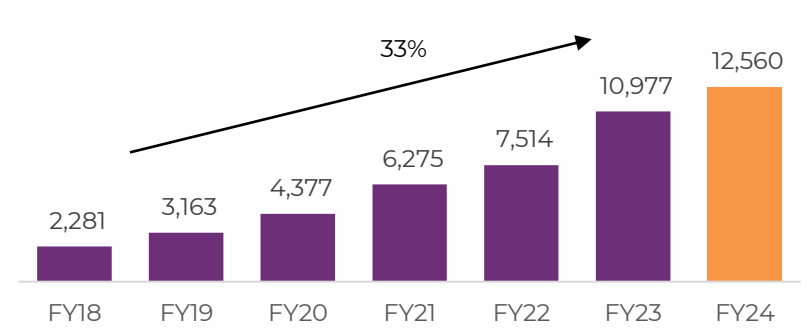
Net Interest Income



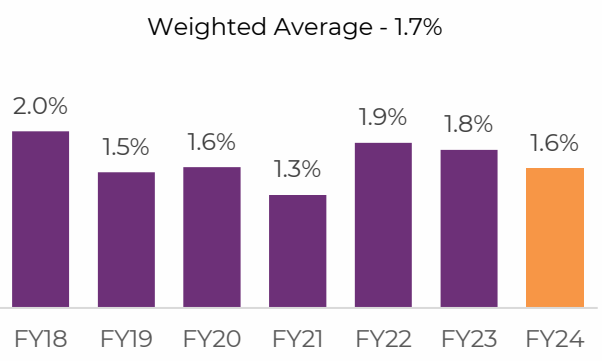
PAT*



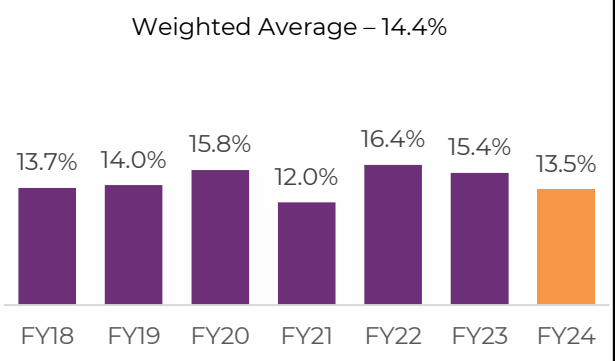
Shareholders Fund



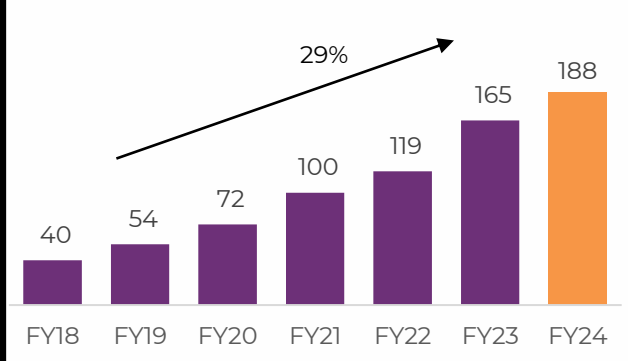
RoA*



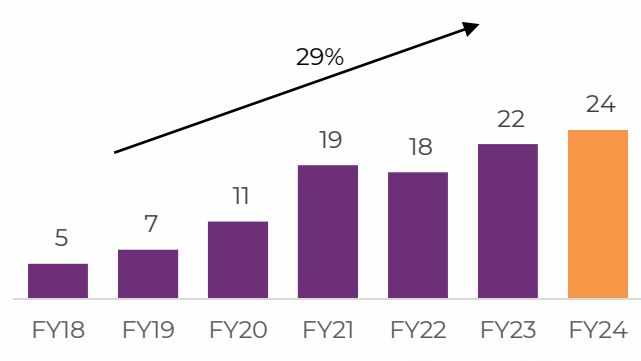
RoE*



BVPS in ₹



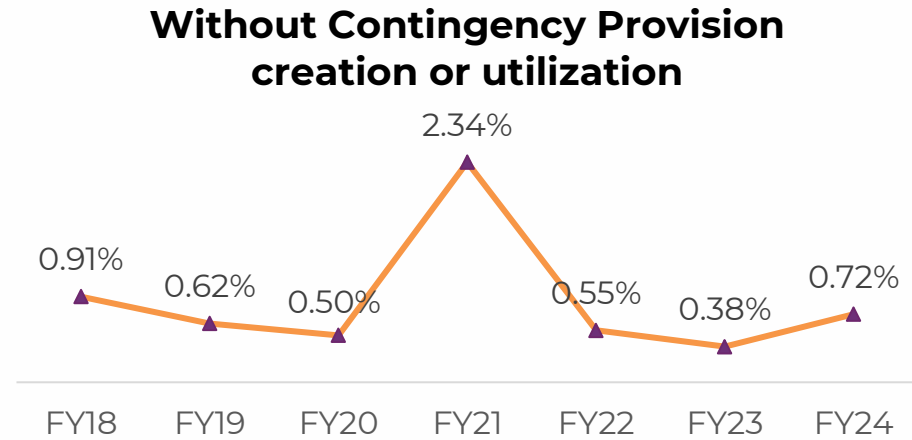
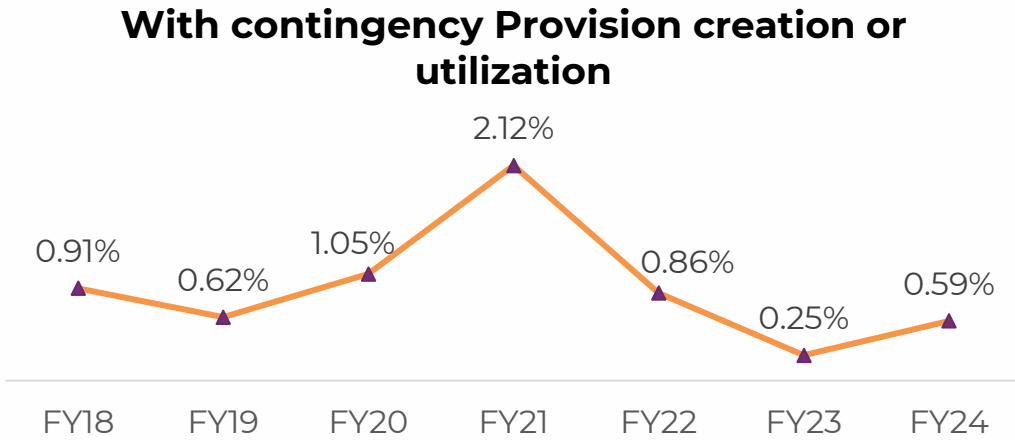
EPS in ₹*



*Figures are excluding exceptional items - Profit from sale of Aavas stake in FY20 and FY21 and Fincare merger expenses (stamp duty and transaction expenses) in FY24

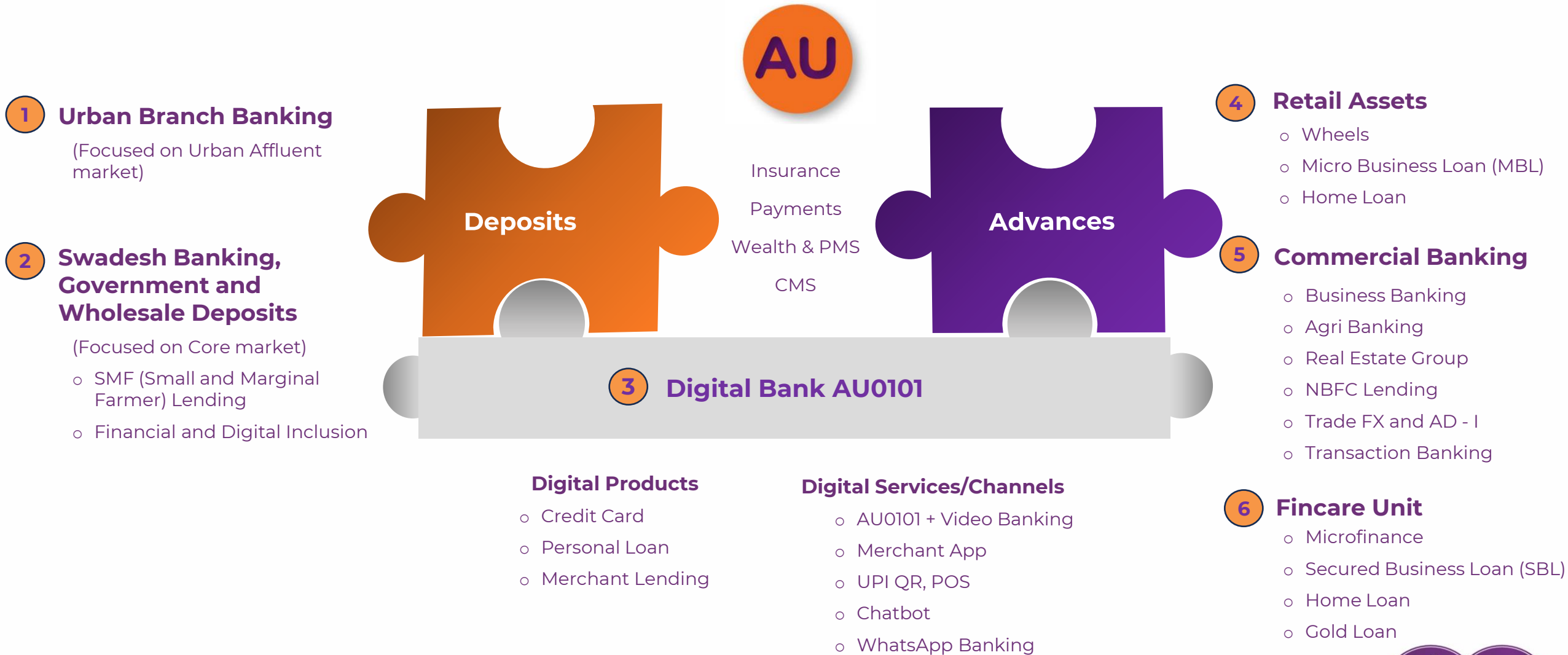
Particulars	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Gross Advances	13,413	22,994	27,233	35,356	46,789	59,158	73,999
Gross NPA	270	470	458	1,503	924	981	1,237
NPA Provision (incl. floating provision)	100	176	240	747	694	736	836
Net NPA	169	295	217	755	231	245	401
Gross NPA %	2.01%	2.04%	1.68%	4.25%	1.98%	1.66%	1.67%
Net NPA %	1.27%	1.29%	0.81%	2.18%	0.50%	0.42%	0.55%
Provision Coverage Ratio %	37%	37%	53%	50%	77%	78%	76%

Credit cost impact on P&L incl. standard provision (as a % of avg advances)



Range bound, best-in-class credit cost track record over last two decades





Bank with a pan-India geographic presence

Merged

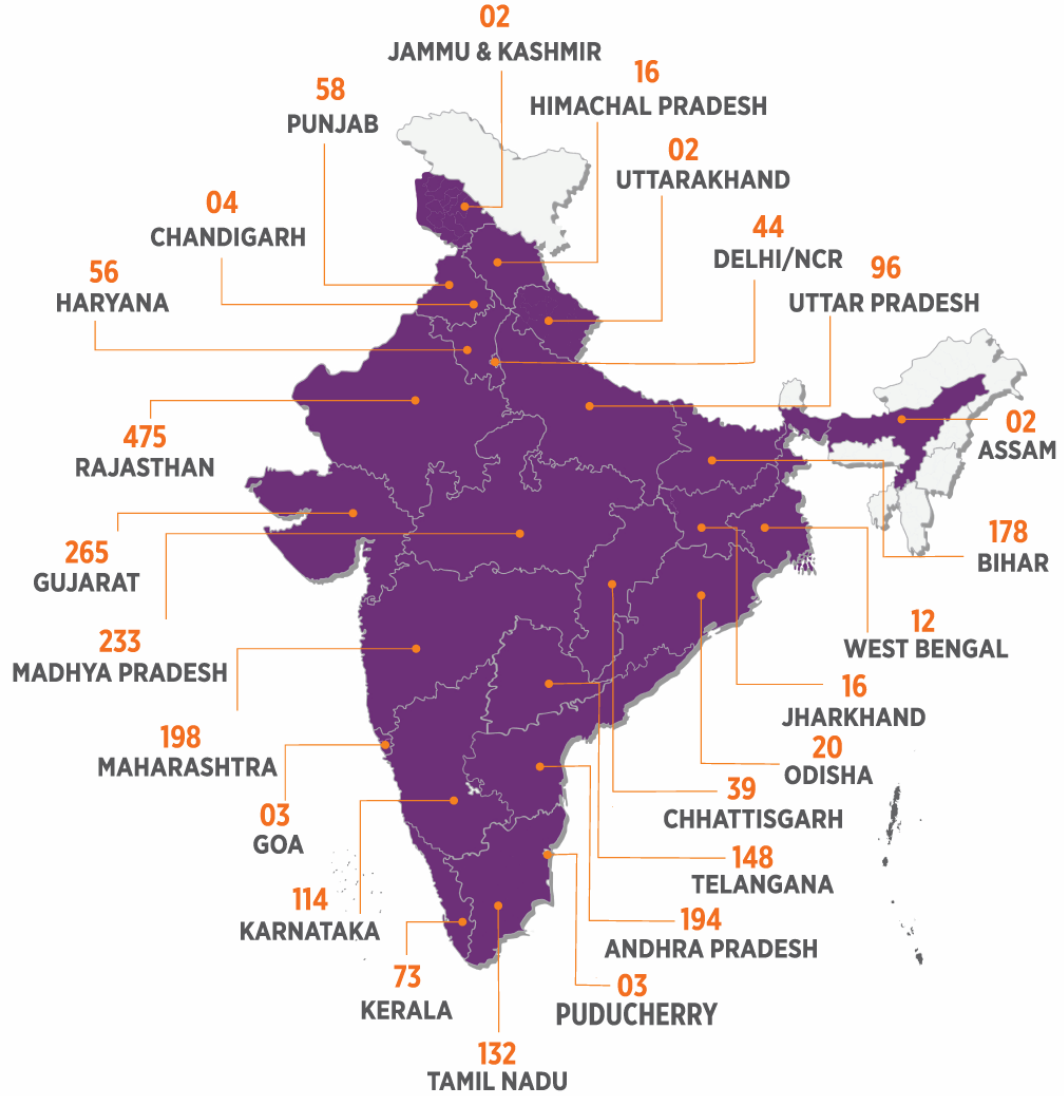


21 States and 4 UTs

2,383 Touchpoints

469 Districts

682 ATMs



2,383 Touchpoints

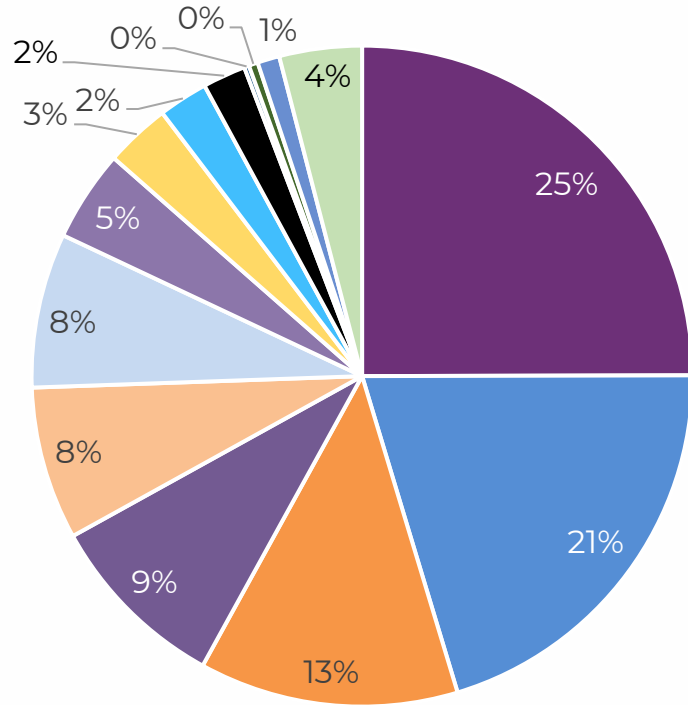


9 States with more than 100 touchpoints

Map is for representative purpose only

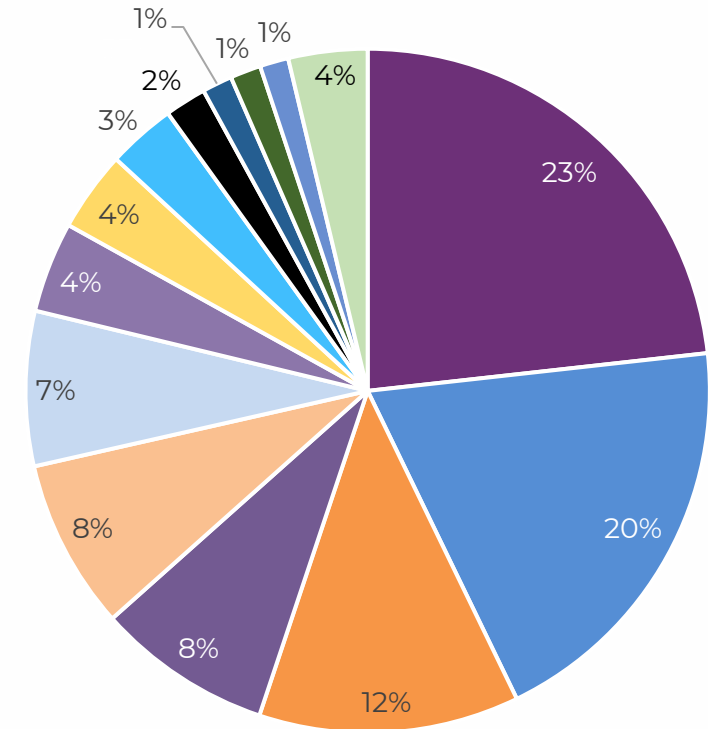


Standalone Deposits profile



0.4% Market Share

Proforma Deposits profile after considering Fincare merger

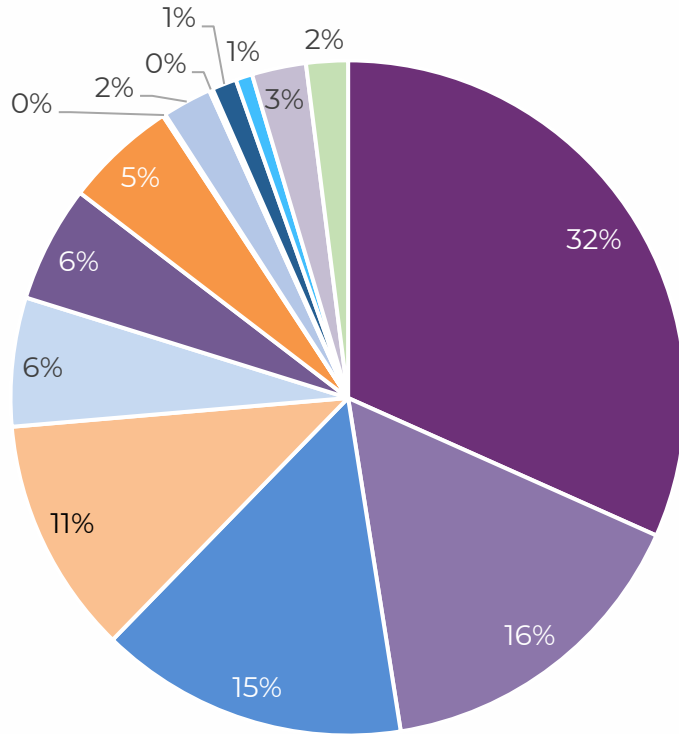


0.4% Market Share

- Rajasthan
- Maharashtra
- Delhi
- Punjab
- Gujarat
- Haryana
- Madhya Pradesh
- Uttar Pradesh
- Karnataka
- Himachal Pradesh
- Kerala
- Tamil Nadu
- Telangana
- Others

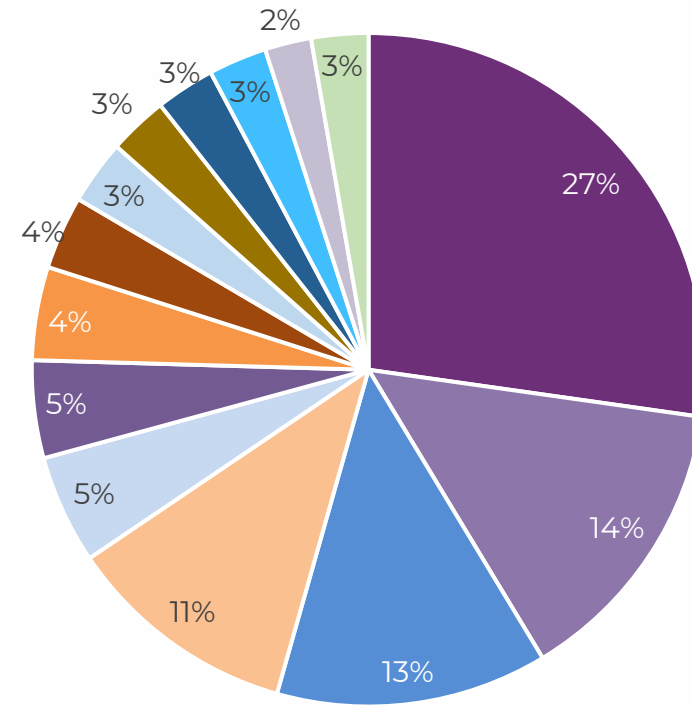


Standalone Advances profile



0.4% Market Share

Proforma Advances profile after considering Fincare merger



0.5% Market Share

- Rajasthan
- Madhya Pradesh
- Maharashtra
- Gujarat
- Haryana
- Punjab
- Delhi
- Andhra Pradesh
- Uttar Pradesh
- Tamil Nadu
- Telangana
- Karnataka
- Chhattisgarh
- Other



Mr. H R Khan

Part time Chairman & Independent Director

46+ years of experience

Masters in Arts & Philosophy, Diploma in Business Mgt., CAIIB

Ex-Deputy Governor of RBI
Served on Boards of Several Banks & regulatory Bodies including NHB & NABARD etc.

Executive Directors

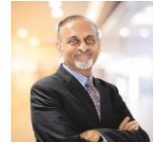


Mr. Sanjay Agarwal

MD & CEO

29+ years of experience
FCA (All India Rank holder)

EY Entrepreneur of the Year Award 2018; Business Leader of the Year, ICAI Awards, 2017



Mr. Kamlesh Vikamsey

Independent Director
42+ years of experience,
FCA, B. Com

Senior Partner - KKC & Associates LLP
Chairman - IMAC
Member (AoC)- World Metrological Organization (WMO)
Ex-Chairman - Audit Advisory Committee, UNICEF



Ms. Kavita Venugopal

Independent Director-(Additional)

45+ years of experience in Banking Industry
MBA, B.A.

Ex-CEO, Abu Dhabi Commercial Bank (ADCB), India
Held leadership position in various Private Banks

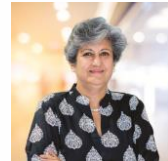


Mr. Uttam Tibrewal

Whole-Time Director

28+ years of experience
B. Com

Associated with the Bank for more than 20 years

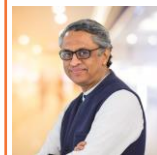


Ms. Malini Thadani

Independent Director

40+ years of experience
Masters in History, M.A., Certificate of Public Administration, Ohio University, USA

Ex - Head of Corporate Sustainability, Asia at HSBC
Held leadership positions at Indian Revenue Services



Prof. M S Sriram

Independent Director

33+ years of experience (including 22 years as an academic)
MBA, Fellow, IIMB (equivalent to PhD)

Professor-Centre for public policy-IIMB

Non-Executive Non-Independent Director



Mr. Divya Sehgal

Additional Director (Non-Executive Non-Independent)

27+ years of experience
Bachelors in Electrical engineering- IIT Delhi, PGDM, IIM Bangalore

Partner, TrueNorth
Founder & Ex-COO- Apollo Health Street

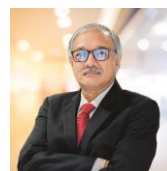


Mr. Pushpinder Singh

Independent Director

44+ years of experience in IT and Payment Systems
BSc, CAIIB

Ex-CIO, Bank of India
Ex Advisor, NPCI (FI & new business)



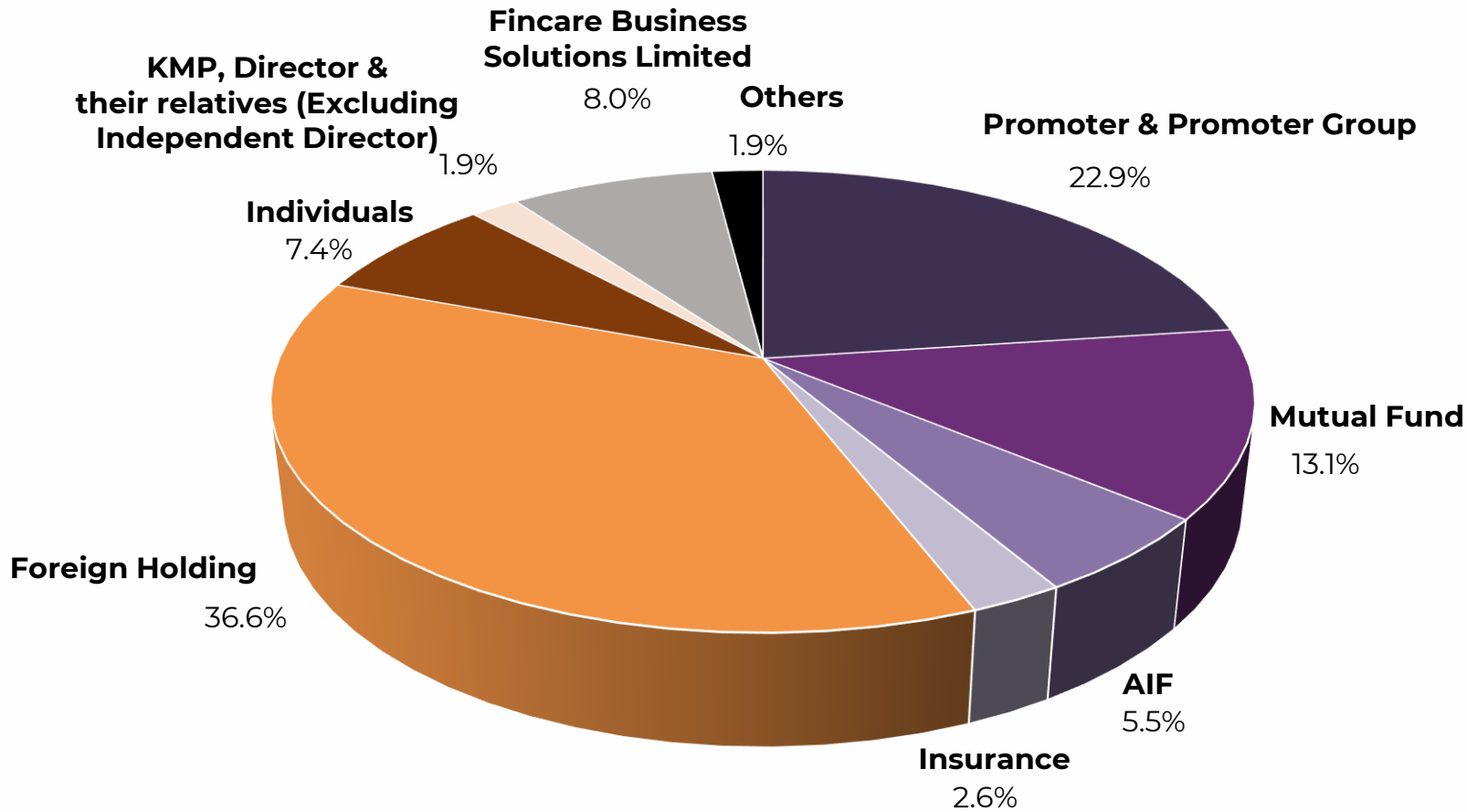
Mr. V G Kannan

Independent Director

46+ years of experience in Banking Industry
B.B.A., MBA

Ex MD - State Bank of India
Ex Chief Executive - Indian Bank Association
Ex Member of Governing Council - IIBF

Well diversified Shareholding pattern



Foreign holding	37%
Domestic holding	63%

Note: Shareholding pattern as on 1st April'24

Our Target

RoA of 1.8% by 2027

Our Strategy

Grow higher RoA assets

- Focus on higher RoA, high yielding asset classes like MBL, Wheels, Microfinance etc.
- Increase mix of higher RoA businesses from 70% to 72 - 75%

Make Branches profitable

- Leverage Branch as primary channel for origination and grow Current Account business
- To make 65% of our branches live as on Dec'23, profitable by Mar'27

Leverage synergy from merger

- Use deep distribution of Fincare to grow existing Wheels and MBL businesses
- Integrate liability branches of Fincare with AU seamlessly

Calibrate Investments

- No significant new platform building investments till 2027
- Moderate credit card issuances to control variable costs

Maintain best-in-class asset quality

- Maintain pristine asset quality for vintage businesses for high risk-adjusted returns
- Maintain Credit card asset quality in line with industry

Our Enablers

Vintaged higher RoA businesses

- Wheels ~25% CAGR
- MBL 20-22% CAGR
- Fincare 28-32% CAGR

Complete product suite for cross-sell

- CA already scaled to 5%+
- Cross sell of insurance, wealth, credit card, Transaction banking, business banking etc

Pan India network and Cost synergies

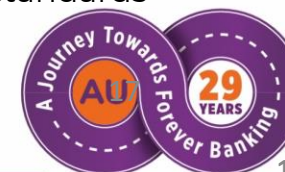
- 2,383 touchpoints
- Reduced incremental Cost of Funds for Fincare unit

Newer initiatives have scaled

- Control variable cost in new businesses
- Higher sourcing through Branches to reduce acquisition cost

Through the cycles track record

- Continued focus on maintaining underwriting standards





Analyst day presentation - Mar'24



Annual Report FY23



Sustainability report



AU Insights

- 1** Management Update
- 2** Operating & Financial Highlights
- 3** Liabilities Performance

- 4** Assets Performance
- 5** Digital Bank AU0101
- 6** Other Key Information

1. Management Update



Completed 7 years In the journey of building a “Forever Bank”



RoA at 1.6% and RoE at 13.5% for FY24 excluding exceptional items



Focus on branch profitability & growing higher RoA, higher yielding assets



Won “The Best Small Finance Bank” at Mint BFSI Awards 2023



FY24, a year of challenging operating environment...

Inflation + Tight Liquidity + Higher Interest rates
Disruptions due to Geopolitics



Sustained high competition for Deposits
Large and mid-sized banks equally aggressive impacting cost of funds



Enhanced focus of policy makers on customer protection
Increased focus on AML and cyber security

...Impact on our business...

- Higher proportion of fixed rate book led to limited transmission of increased interest rates on asset side
- Increased cost of funds by 84 bps and NIM compression by 65 bps
- Cost has increased with greater customer centricity and towards strengthening controls & processes to combat emerging risks

...However, our performance continued to be robust

Deposits ↑ 26%
Gross Loans ↑ 28%

Delivered RoA of 1.6%*

M&A with Fincare; gain distribution + high RoA Assets

- MD, ED term renewal for 3 yrs
- AD-I license
- Merger approval

CD Ratio – 84%
PCR – 76%
CASA+Retail - 64%

Continued growth momentum

Sustained returns

Amalgamated another Bank

Regulatory approvals

Compliance in letter & spirit



* Excluding exceptional items – Stamp duty for merger and other transaction expenses

What we delivered in FY24

- ❑ **Merged** with Fincare to deepen Financial Inclusion and expand distribution in South India; Fincare asset is book value accretive and to help expand margins and RoA
- ❑ Operationalized **AD-I license** with foray in Forex with '**AU Remit**' and Cross-border Trade with '**AU DigiTrade**'
- ❑ **Grew Deposits by 26% YoY** in a highly competitive market with CASA at 33% and CoF contained at 6.80% for FY24 vs 5.96% for FY23
- ❑ **RoA at 1.6%* and RoE at 13.5%*** in a challenging year; Reported RoA of 1.5% and 13.0% post one-off merger expenses
- ❑ Announced **dividend of ₹1/- per share** for FY24 subject to shareholder's approval
- ❑ Other income grown by 69% YoY supported by initiatives on credit cards, and third-party products
- ❑ GNPA at 1.67%; NNPA at 0.55%; PCR at 76%;
- ❑ Launched successful brand campaign targeting audiences across TV, Print, Radio & Digital. Our post-campaign awareness surged by 31% as compared to a 4% industry avg@

What we expect in FY25

Macro environment:

- ❑ Interest rates to remain elevated as timing of any potential rate cut remains uncertain due to global macro and geo-politics
- ❑ Heightened competitiveness for deposit mobilization is likely to continue with sustained credit demand

Our focus:

- ❑ RoA on merged basis to be maintained around AU's FY24 standalone RoA levels, as Cost of Funds for FY25 is expected to be higher by 40-45 bps over FY24
- ❑ Expand share of high RoA businesses in disbursements
- ❑ Smooth integration of Fincare business – leverage their deep rural/semi-urban distribution to scale Wheels, MBL
- ❑ Drive **fee income** by increased focus on cross-sell
- ❑ Maintaining **cost discipline and asset quality** whilst absorbing inflation
- ❑ Calibrate investments with focus on operational efficiency



Particulars	Expectation from Fincare Merger @ 29 th Oct 23 (₹ Cr)	Actual position on effective date @ 1 st April 24 (₹ Cr)
Fincare Net Worth – H1'FY24	1,539	1,539
Capital Infusion	700	700
Net Worth as on 31 st Mar'24	~2,400	2,421
Additional Transaction Expenses to the account of AU	~300	All transaction related expenses incurred/provided for except ~₹ 50-60 Cr <ul style="list-style-type: none"> • ~₹77 Cr incurred in FY24 by AU • ~₹50-60 Cr to be incurred as BAU expenses over next 2-3 years • All other expenses have been provided by Fincare in FY24

- Large part of merger expenses have already been incurred in FY24 between Fincare and AU – Stamp duty, M&A expenses, policy harmonization expenses and bulk of the promised cash/retention bonus
- ~₹50 -60 Cr additional expense may arise over the next 2 years towards IT integration, Tech Infra, employee ESOPs and branch infrastructure etc. These will be treated as **business-as-usual (BAU)** expenses
- **Actual upside of ~₹140 - 150 Cr over expected valuation at the time of merger**

Formation of Fincare Unit

- ❑ Fincare has become a separate SBU within AU SFB with all asset businesses of Fincare continuing within this unit – Microfinance, Secured Business Loans, Affordable Housing and Gold Loans
- ❑ Liability Branches of Fincare have been integrated with AU Liability team – Deposit interest rates have been aligned from Day 1
- ❑ All control functions like Credit, Audit, Risk Management, Finance and Compliance have been aligned with AU's central control functions

People

- ❑ Mr. Rajeev Yadav has been designated as Dy CEO, AU SFB (along with Mr. Uttam Tibrewal – ED and Dy CEO, AU SFB) and would be specifically responsible for
 - Fincare Unit and,
 - IT vertical of the Bank
- ❑ Fincare CFO has decided to move on for pursuing other interests; He will continue to be with the Bank for 10 months as an advisor to the Bank. Other Senior management of Fincare remains aligned. No change in reporting or location for majority of the Fincare employees

Credit Risk

- ❑ On a proforma basis, microfinance business accounts for 8.3% of merged loan portfolio as on 31st March'24
 - Over the next 3 years, our endeavor would be to keep it around 10% of loan portfolio
- ❑ In FY24, Fincare incurred a credit cost of ~1.6% on microfinance book (net of recoveries)
 - We will provide credit cost of 2.5% - 3% p.a. on the microfinance business every year
 - Any unutilized portion from this 2.5%-3% credit cost, in any year, shall be used to create countercyclical buffer for Microfinance business

Balance Sheet	₹1,09,426 Cr +21% YoY
Deposits	₹87,182 Cr +26% YoY
Gross Advance	₹73,999 Cr +25% YoY
Gross Loan Portfolio	₹82,175 Cr
CASA/CD Ratio	33%/84%
GNPA/NNPA	1.67%/0.55%
Net Profit	₹1,592 Cr* 12% YoY
RoA/RoE	1.6%*/13.5%*
Tier I/CRAR	18.8%/20.1%

- ❑ Deposits grew 9% QoQ with CASA growth of 10% QoQ; CASA ratio at 33%; CASA + Retail TD mix at 64%
- ❑ Deposits continue to reprice, and the cost of funds rose by 8bps QoQ to 6.98% for Q4'FY24; **average CoF for FY24 at 6.80% - up by 84 bps from last year CoF of 5.96%**
- ❑ Bank securitized ₹616 Cr of loans during the quarter and the total securitized book stands at ₹8,176 Cr; and gross loan portfolio (including the securitized/assigned book) grew by 28%
- ❑ GNPA decreased by 31 bps during the quarter to 1.67%; **Adjusting for securitised book, GNPA is at 1.57% vs 1.83% as on Q3'FY24**; Standard restructured assets have reduced to 0.6% of gross advances
- ❑ In FY24, **PPoP saw a strong growth of 25% YoY** backed by NII growth of 17% YoY and other Income growth of 69% YoY
- ❑ Cost/Income ratio for FY24 at 63.6% vs. 63.0% in FY23;
- ❑ PCR at 76%; Bank has additional ₹70 Cr of provision against standard restructured assets and ₹41 Cr of floating provisions.
- ❑ **Excluding exceptional items, Q4'FY24 PAT grew by 14% QoQ at ₹428 Cr; Full year FY24 PAT at ₹1,592 Cr** vs ₹1,428 Cr in FY23, RoA and RoE for Q4'FY24 stood at 1.6% and 13.9% respectively; Reported RoA of 1.54% and RoE of 13.04% for FY24 post exceptional items
- ❑ Average LCR for the quarter was at 117%

* Figures are excluding exceptional items – Stamp duty for merger and other transaction expenses; Figures throughout this presentation may be subject to rounding adjustments and therefore may not sum precisely to totals given in charts, tables or commentary





AU0101

29.5 Lacs+
Customers on AU0101

15.9 Lacs+
Monthly Active Users

12.9 Lacs
Customers with pre-
approved offers in Mar'24

5%
Customers active in Q4
availed their next product
on AU0101 *



Video Banking

5.8 Lacs#
Digital CASA Accounts

₹1,730 Cr+
Total relationship value

19%
Customers with two or
more products

1 Lac+
Service and Engagement
video calls in Q4'FY24



Credit Cards

9.6 Lacs
Live cards

₹1,900 Cr+
Monthly spends in
Mar'24

₹20,000+
monthly spends per
Card

54%
Monthly purchase
active Mar'24



UPI QRs

~11.5 lacs
QR Codes installed

₹378 Cr+
Business loan disbursed
basis QR transactions

71%
QRs activation rate

109%
Increase in CASA AMB
post QR Code install

All the figures are cumulative till Mar'24 except otherwise mentioned.

Includes CA, SA, Salary, ETB SA;

* SA, CC, TD, PL, and Xpress EMI

2. Operating & Financial Highlights



Deposits grew by 26% YoY and 9% QoQ



Gross loan portfolio crossed ₹82,000 Cr



FY24 PPOP growth of 25% YoY

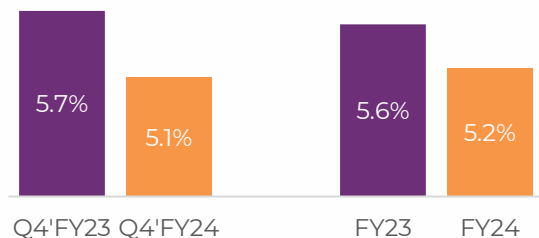


NIM for FY24 stands at 5.45% including securitised book

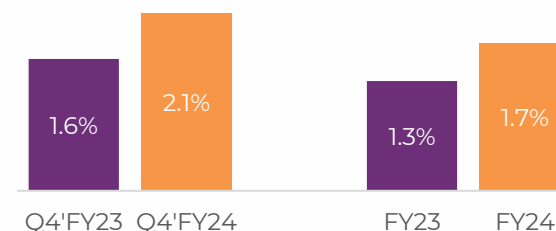


Profitability ratios – Q4'FY24 and FY24

NII (%)

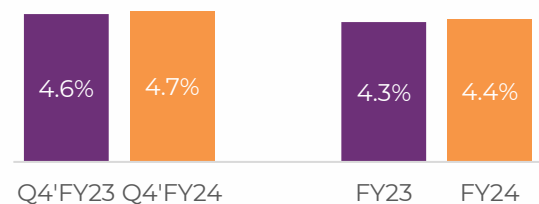


Other Income (%)

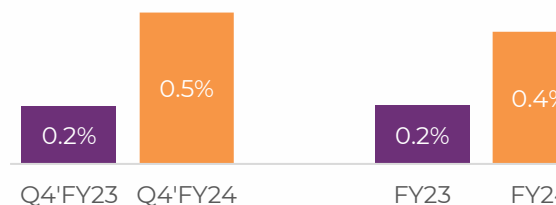


RoA Components

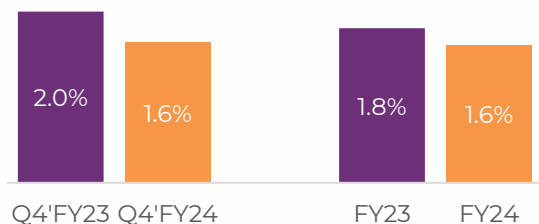
Opex (%)



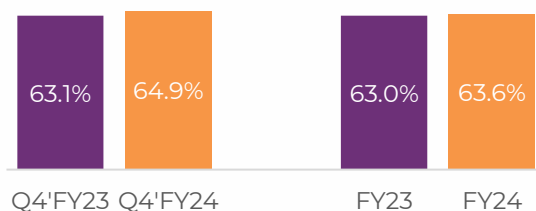
Provision & Contingencies (%)



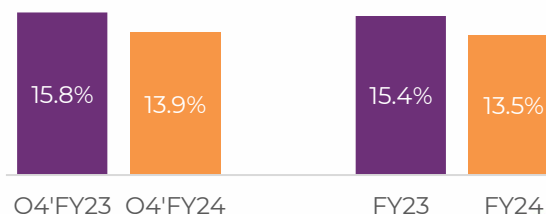
RoA* (%)



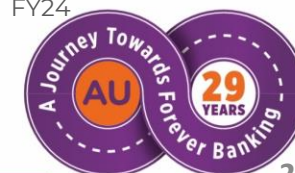
Cost to Income (%)



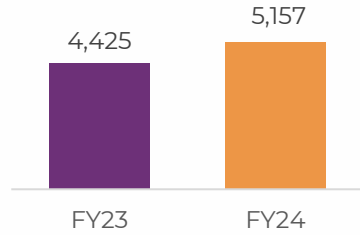
RoE* (%)



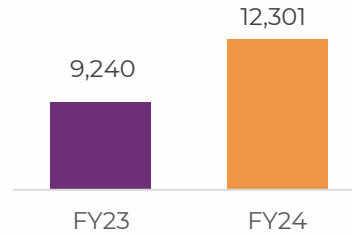
Note: RoA, NII, Other income, Opex, Provisions & Contingencies is represented as % of Avg. Total Asset
 * Figures for Q4FY24 and FY24 are excluding exceptional items – Stamp duty for merger and other transaction expenses



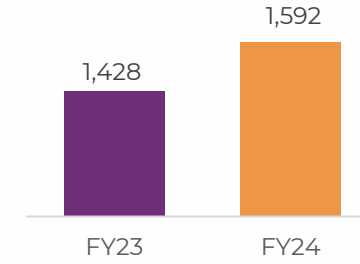
Net Interest Income



Total Income



PAT*



Yield on Advance

13.3%

Vs
13.4%
(FY23)

Cost of Fund

6.80%

Vs
5.96%
(FY23)

Net Interest Margin

5.45%

Vs
6.10%
(FY23)

RoA*

1.6%

Vs
1.8%
(FY23)

RoE*

13.5%

Vs
15.4%
(FY23)

GNPA

1.67%

Vs.
1.66%
(31st Mar'23)

NNPA

0.55%

Vs
0.42%
(31st Mar'23)

Provision Coverage Ratio

76%

Vs
78%
(31st Mar'23)

CRAR

18.8%

Vs
23.6%
(31st Mar'23)

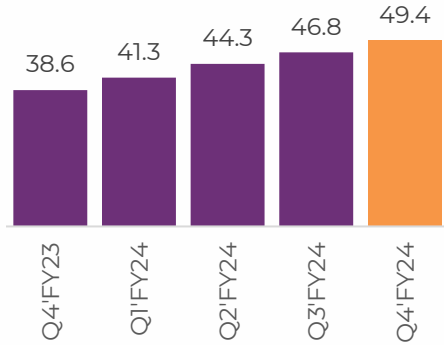
Tier-I CRAR

20.1%

Vs
21.8%
(31st Mar'23)

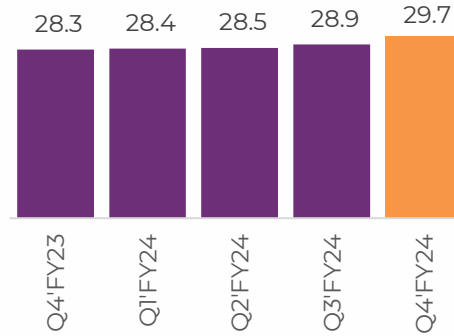
Customers

(in Lacs)

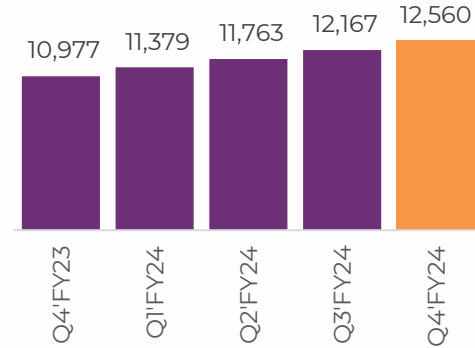


Employees

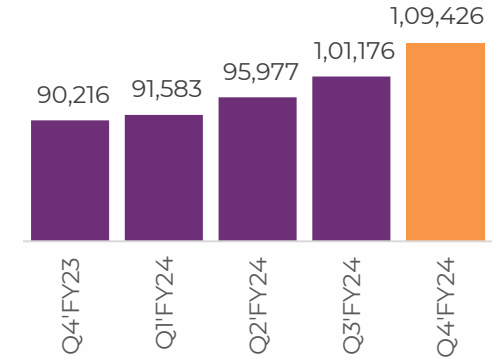
(in 000s)



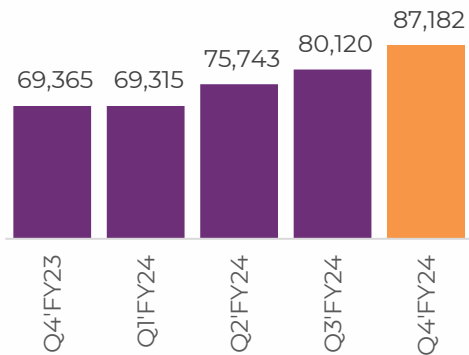
Shareholders' Funds



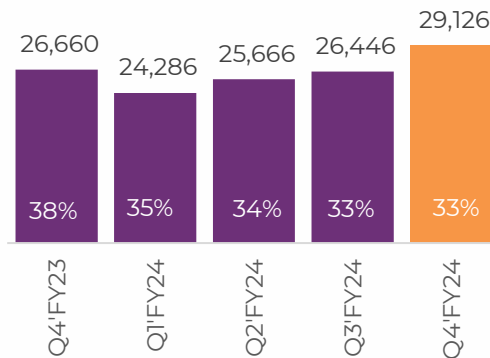
Total B/S Assets



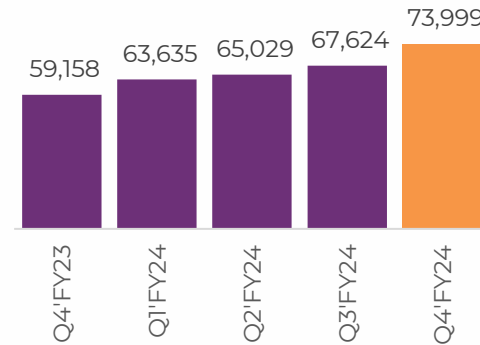
Deposits



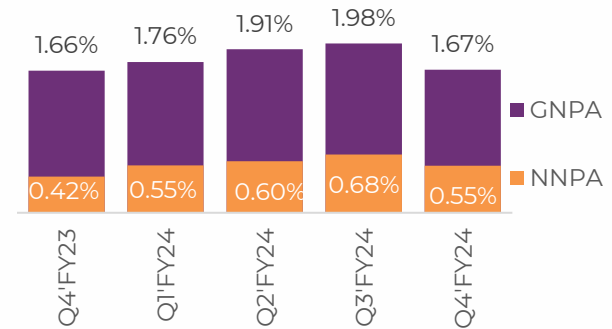
CASA Deposit



Gross Advances



GNPA and NNPA (%)



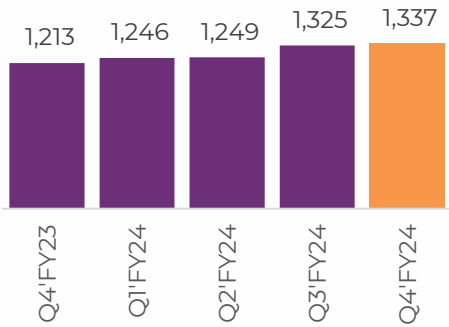
Quarterly trends of key parameters

Standalone

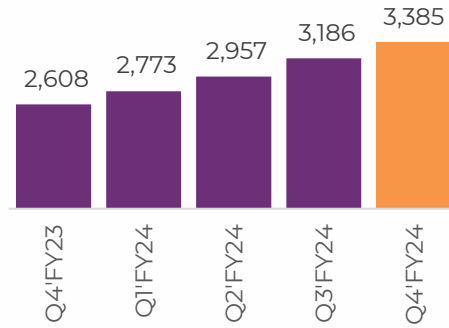


₹ in Crores

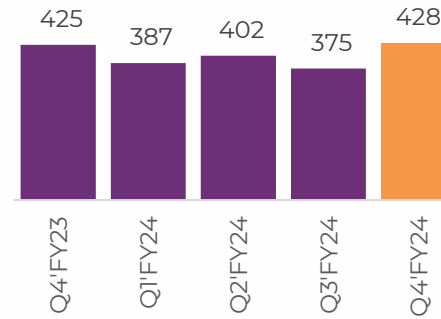
Net Interest Income



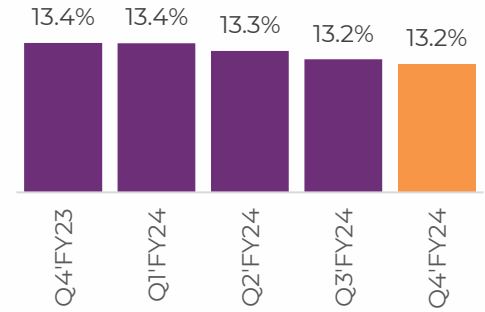
Total Income



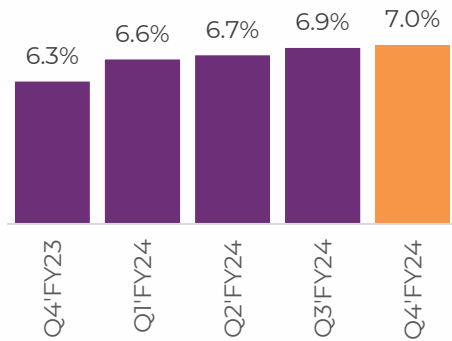
PAT*



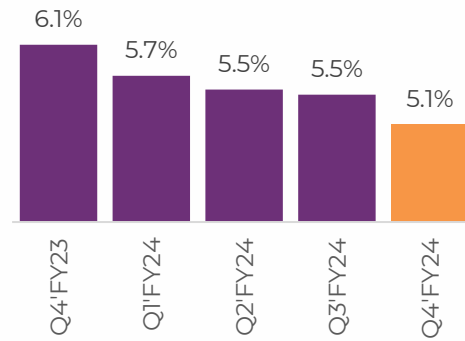
Gross Advance Yield



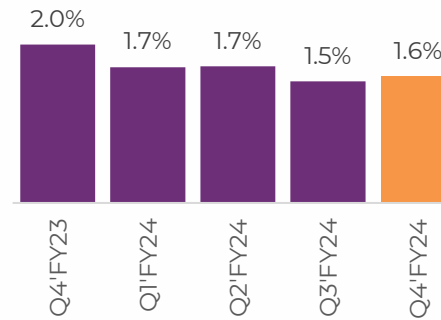
Cost of Fund



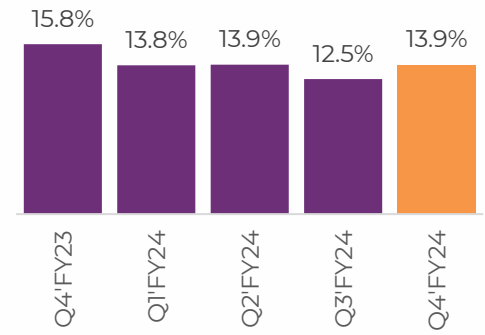
Net Interest Margin



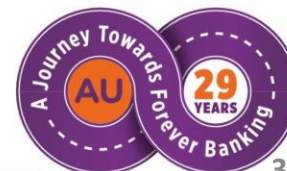
RoA*



RoE*



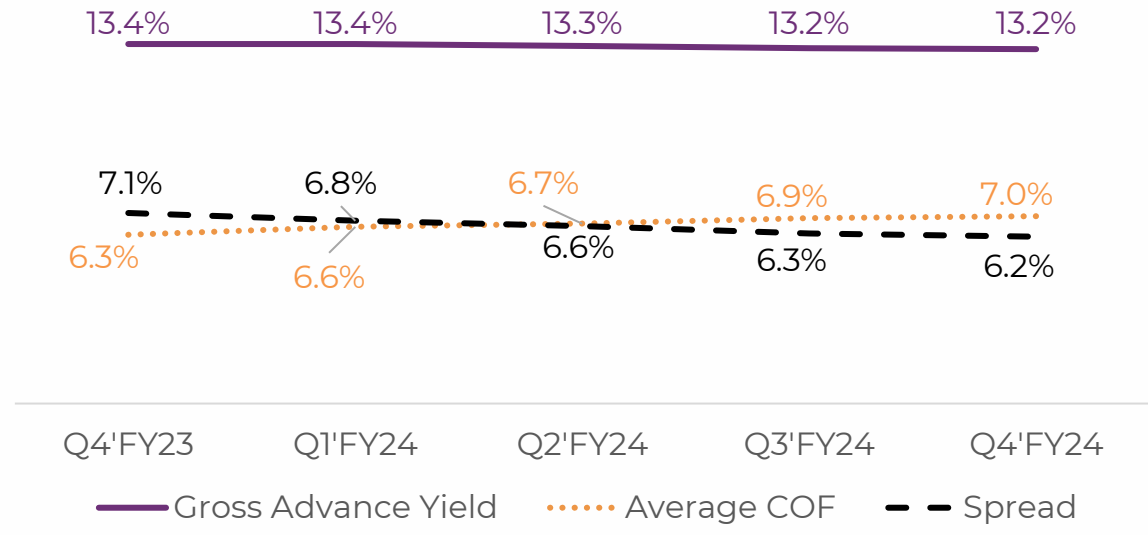
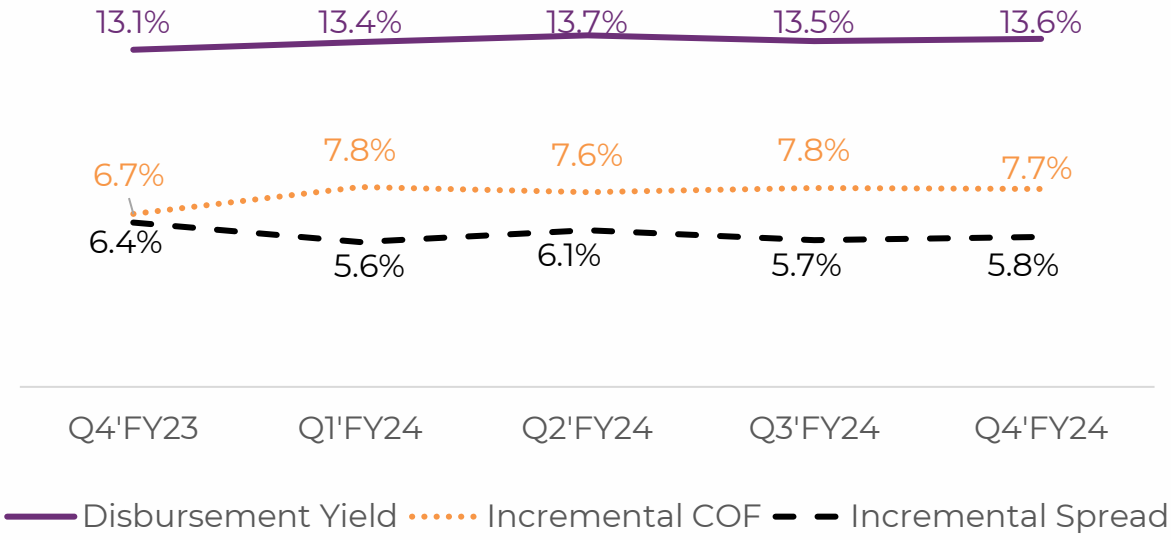
* Figures for Q4FY24 are excluding exceptional items – Stamp duty for merger and other transaction expenses



Incremental spreads have started to move up

Incremental Spreads

GA Spreads



- ❑ Incremental cost of funds for Q4'FY24 declining by 4bps to 7.71%, compared to Q3'FY24 whereas the incremental disbursement yields increased by 8bps to 13.56%, compared to Q3'FY24
- ❑ For FY24, the disbursement yields increased by 39 bps as compared to 84bps increased in CoF
- ❑ Bank's endeavour will be to grow high RoA, high Yield businesses and look to pass on the increased cost

(All Figures in ₹ Crore)	FY24	FY23	Y-o-Y	Q4'FY24	Q4'FY23	YoY	Q3'FY24	QoQ
Income								
Interest Earned	10,555	8,205	29%	2,829	2,275	24%	2,736	3%
Interest Expended	5,398	3,780	43%	1,492	1,062	41%	1,411	6%
Net Interest Income	5,157	4,425	17%	1,337	1,213	10%	1,325	1%
Treasury Income	52	-44	N.A	7	1	690%	17	-56%
Other Income (excl. Treasury)	1,694	1,079	57%	548	332	65%	433	27%
Total Other Income	1,746	1,034	69%	556	333	67%	450	24%
Net Income (NII + Other Income)	6,903	5,460	26%	1,893	1,546	22%	1,775	7%
Expenses								
Employee Cost	2,104	1,793	17%	556	483	15%	529	5%
Other Operating Expenses	2,284	1,647	39%	673	493	36%	589	14%
Operating Expenses	4,388	3,440	28%	1,228	975	26%	1,117	10%
PPoP	2,515	2,019	25%	664	571	16%	657	1%
Provisions	439	155	183%	133	41	224%	159	-17%
Profit Before Tax	2,076	1,865	11%	532	530	0%	498	7%
Tax expenses	484	437	11%	103	105	-2%	123	-16%
Profit After Tax before exceptional items	1,592	1,428	12%	428	425	1%	375	14%
Exceptional Items*	57	-	N.A	57	-	N.A	-	N.A
Reported Profit After Tax	1,535	1,428	7%	371	425	-13%	375	-1%

In FY24 :

- ❑ PPop grew at 25% YoY supported by Other Income
- ❑ Securitization of ₹616 Cr of loan portfolio during the last quarter
- ❑ NII saw support from income on securitised book as the overall securitised portfolio reached ₹8,176 Cr
- ❑ Inflationary pressures in the input cost remain a key monitorable for operating expenses in the current environment
- ❑ The tax rate for FY24 at 23.24% as against 23.4% in FY23

* Exceptional items include Stamp duty for merger and other transaction related expenses

(All Figures in ₹ Crore)	31 st Mar'24	31 st Mar'23	YoY	31 st Dec'23	QoQ
Liabilities					
Shareholders Fund	12,560	10,977	14%	12,167	3%
Deposits	87,182	69,365	26%	80,120	9%
Borrowings	5,479	6,299	-13%	5,414	1%
Other Liabilities and Provisions	4,205	3,575	18%	3,474	21%
Total Liabilities	1,09,426	90,216	21%	1,01,176	8%
Assets					
Cash and Balances	6,376	9,425	-32%	5,155	24%
Investments	27,133	20,072	35%	26,714	2%
Advances	73,163	58,422	25%	66,740	10%
Fixed Assets	852	740	15%	807	6%
Other Assets	1,902	1,557	22%	1,760	8%
Total Assets	1,09,426	90,216	21%	1,01,176	8%
Securitised Loan Assets	8,176	4,914	66%	8,553	-4%

A Stable and healthy balance sheet led by -

- Strong Capital adequacy ratio of 20.1%
- Deposit led asset growth – CD ratio at 84%; Borrowings at 5%, mostly refinance (77%) and Tier II borrowings (18%)
- Focus on optimising liquidity throughout the year

(All Figures in ₹ Crore)	FY24	FY23	Y-o-Y	Q4'FY24	Q4'FY23	YoY	Q3'FY24	QoQ
Loan Assets Processing & Other Fees	784	637	23%	235	183	29%	200	17%
General Banking, Cross Sell & Deposits related fees	499	210	136%	188	70	165%	125	51%
PSLC Fees	2	56	-96%	2	17	-85%	0	N.A
Credit Card	299	112	167%	88	41	113%	88	0%
Miscellaneous	110	64	74%	35	21	70%	19	79%
Core Other Income	1,694	1,079	57%	548	332	65%	433	27%
Income from Treasury Operations	52	-44	N.A	7	1	N.A	17	-56%
Other Income	1,746	1,034	69%	556	333	67%	450	24%

- ❑ Other Income growth for FY24 is at 69% YoY driven by fee income from Treasury income, third-party product distribution and credit cards
- ❑ Miscellaneous Income includes trade income and recovery from written off loans

(All Figures in ₹ Crore)	FY24	FY23	YoY	Q4'FY24	Q4'FY23	YoY	Q3'FY24	QoQ
Employee cost (other than new business Initiatives)	1,919	1,594	20%	519	458	13%	476	9%
Other Operating expenses towards Business as Usual (BAU)	1,674	1,340	25%	460	361	27%	433	6%
New Business Initiatives (cards, QR, VB, brand & distribution)	796	506	57%	249	156	60%	208	20%
<i>Credit card/QR/video banking</i>	653	314	108%	199	119	66%	170	17%
<i>Distribution expansion</i>	53	148	-64%	9	20	-52%	6	70%
<i>Branding expenses</i>	89	44	103%	41	17	144%	33	24%
Total Operating Expenses	4,388	3,440	28%	1,228	975	26%	1,117	10%
Expense Ratio								
Employee Cost (other than new business Initiatives)	1.9%	2.0%	-8 bps	2.0%	2.1%	-17 bps	1.9%	4 bps
Other Operating expenses towards Business as Usual (BAU)	1.7%	1.7%	-1 bps	1.7%	1.7%	6 bps	1.8%	-1 bps
New Business Initiatives (cards, QR, VB, brand & distribution)	0.8%	0.6%	16 bps	0.9%	0.7%	22 bps	0.8%	10 bps
Opex % (on Average Assets)	4.4%	4.3%	8 bps	4.7%	4.6%	10 bps	4.5%	13 bps

- ❑ Operating expenses does not include exceptional items incurred in Q4'FY24
- ❑ Continued investment in cards, digital, distribution expansion and brand builtout
- ❑ Focus on optimizing operating cost and building efficiency and productivity through digital and other initiatives. Stable manpower in last 27 month

Business Segments	Retail Banking Assets	Commercial Banking Assets	Total Loan Assets	Total B/S Assets	Liabilities	Credit Card & Other Digital Initiatives	Investments other than Regulatory	Regulatory Cost (CRR, SLR & LCR)	Total PAT
Gross Loan Portfolio Proportion	78%	22%	100%	-	-	-	-	-	-
Gross Loan Portfolio Growth (YoY)	25%	39%	28%	-	-	-	-	-	-
PAT (₹ Crore)	1,836	424	2,260	2,260	(149)	(268)	21	(272)	1,592
Return on Assets (RoA)	3.42%	2.76%	3.27%	2.26%	(0.15%)	(0.27%)	0.02%	(0.27%)	1.60%
ROA based on	Average Gross Loan Portfolio			Average Total B/S Assets					

- ❑ The above figures are approximations basis internal methodology & FTP and are only for providing a broad understanding of SBU profitability
- ❑ Gross Loan Portfolio includes securitised/ assigned loans
- ❑ Retail Assets includes Wheels, MBL, Home Loan, Gold Loan, Personal Loan, OD Against FD, Financial and Digital Inclusion
- ❑ Commercial Assets includes Business Banking, Agri Banking, NBFC Lending & Real Estate Group
- ❑ Liabilities comprises of Branch banking and other deposit segments

Summary snapshot of Fincare SFB's audited financials for FY24

P&L in ₹ Crore	FY24
Income	
Interest Earned	2,671
Interest Expended	1,023
Net Interest Income	1,647
Treasury Income	2
Other Income (excl. Treasury)	341
Total Other Income	343
Net Income (NII + Other Income)	1,990
Expenses	
Employee Cost	794
Other Operating Expenses	489
Operating Expenses	1,283
PPoP	707
Provisions	167
Profit Before Tax	539
Tax expenses	144
Profit After Tax	395

Balance Sheet in ₹ Crore	31 st Mar'24
Liabilities	
Shareholders Fund	2,421
Deposits	10,522
Borrowings	3,760
Other Liabilities and Provisions	565
Total Liabilities	17,267
Assets	
Cash and Balances	1,152
Investments	3,185
Advances	12,358
Fixed Assets	66
Other Assets	507
Total Assets	17,267

Segments	As of 31 st Mar 24		
	Gross Loan Portfolio	ROI (%)	Gross NPA (%)
Microfinance	8,007	25.4%	1.4%
MBL	2,542	18.5%	2.2%
Housing	2,198	1.3.9%	1.0%
Loan Against Gold	1,350	16.3%	1.6%
Others	218	n.a.	n.a.
Fincare Business	14,315	~21%	1.6%

Deposits	As of 31 st Mar 24
	Amount (₹ Cr)
Current Account	111
Savings Account	2,218
Term Deposit	8,192
Retail Term Deposit	6,331
Bulk Term Deposit	1,862
Total Deposit Book	10,522

3. Liabilities Performance



CASA deposit grew 10% QoQ, CASA ratio at 33%; CASA + Retail TD at 64%



Current Account grew by 45% YoY



CD Ratio at 84%



CoF for FY24 at 6.80%



Evolution of the Branch Banking charter

2017-18
↓
2019-20
↓
2020-23
↓
2023 onwards

Structure

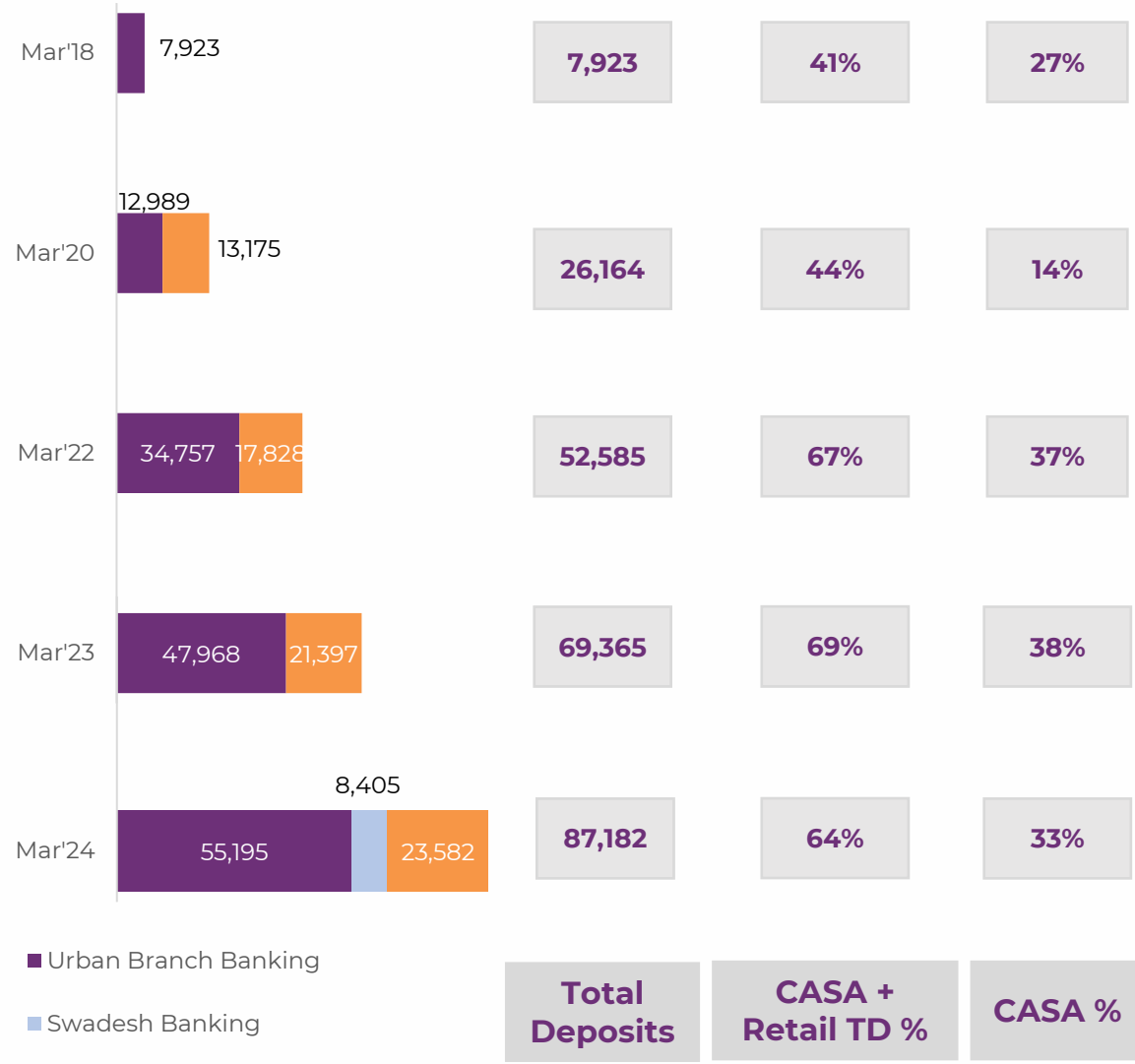
Consolidated Unit of Liabilities
Garner deposits with customer mix ranging from Government, Co-operative Banks, Retail Customers etc

Separate Verticals Established
Branch Banking, FIG, Government, Wholesale, Co-operative Bank, NBFC

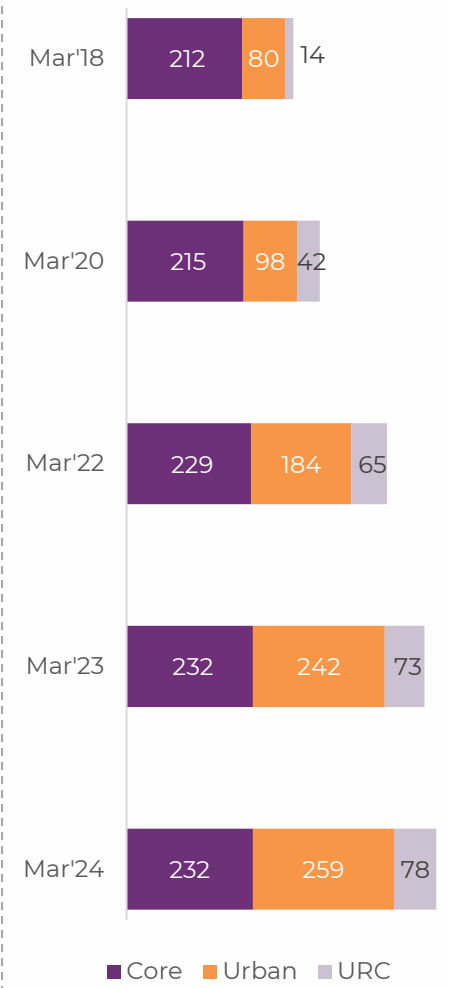
Branch Banking as a SBU
Build a portfolio of GIST (Granular, Individual, Small Business, Transacting) customers to raise Low-cost, Stable retail deposits

Swadesh Banking established
to focus on our rural markets

Deposits



Liability Branches*



■ Urban Branch Banking
■ Swadesh Banking
■ NBFC, FIG, Wholesales, Govt., Co-op Bank, Video Banking & CD

■ Core ■ Urban ■ URC

Total Deposits **CASA + Retail TD %** **CASA %**

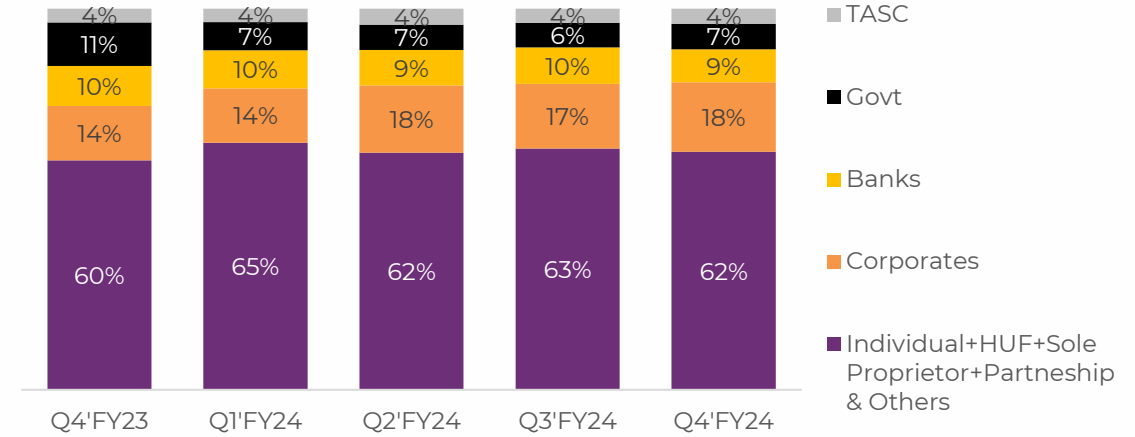
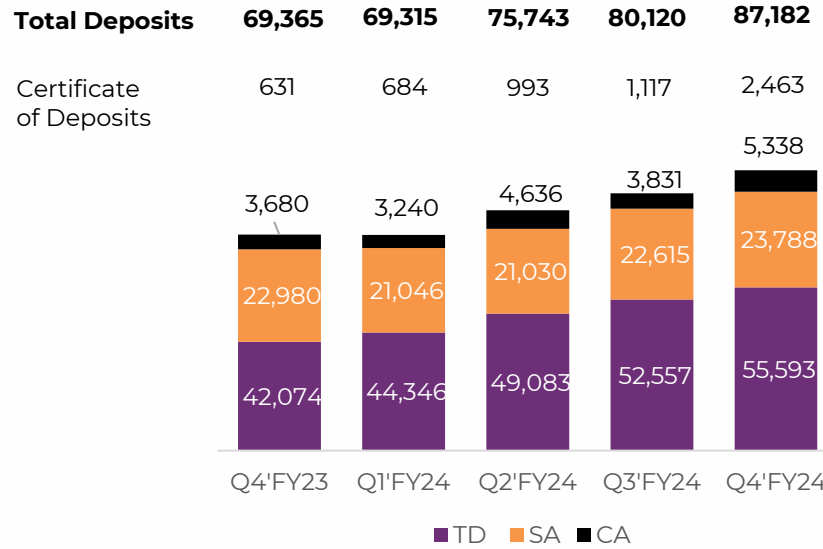
Note: Urban Branch Banking and Swadesh Banking are as per internal classification and will be subject to changes

*Excludes BO/BC

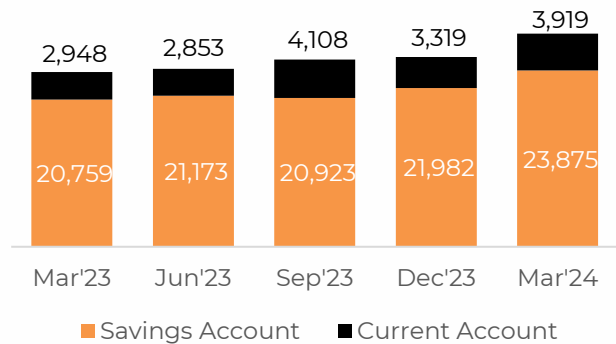


Focus on granular deposits and retail customer profile

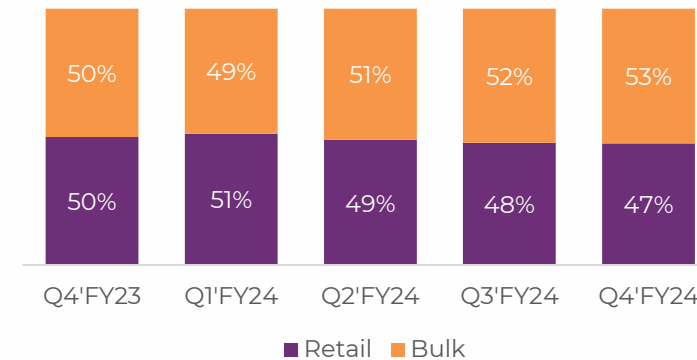
₹ in Crores



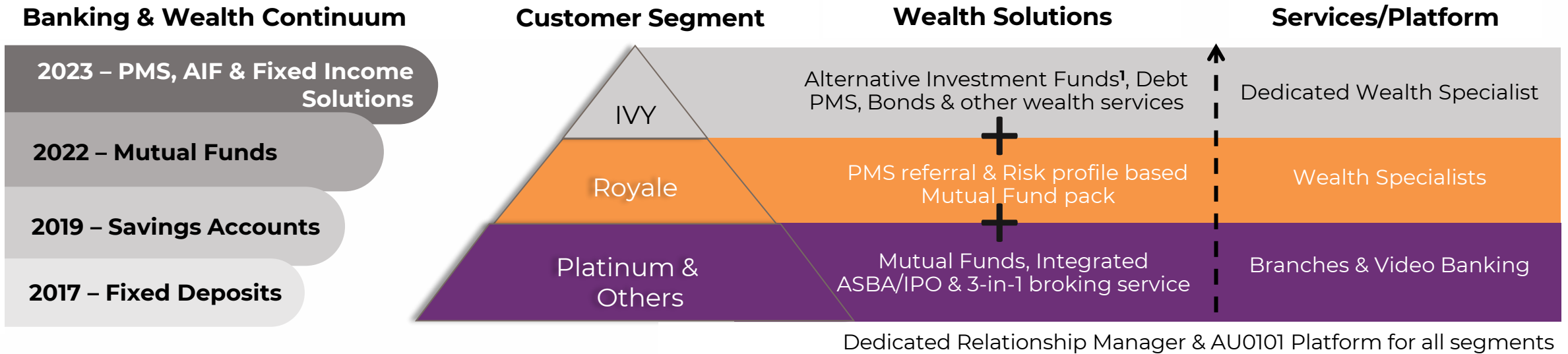
Daily Average balance



Retail and Bulk TD mix



Our Wealth proposition across customer segments



Early offshoots of success visible

- ❑ 29% QoQ growth in Investment AUM from Dec'23 to Mar'24
- ❑ Addition of ~8k wealth customers onboarded during the quarter
- ❑ Count of live SIPs crossed 1 Lac during the quarter
- ❑ Introduced IPO ASBA facility for “minor” accounts through our digital platform (IB/MB)

1.7L+
Customers

39k+
Customers with live SIPs²

674 Cr
Total AUM

Note: 1- PMS, AIFs & Bonds are offered only on referral basis 2 - Customers with at least 1 active SIP registered through the bank



Distribution becoming sharper with expanding scale

- ❑ Differentiated approach for Urban and Core markets
 - Established Swadesh banking to cater to Semi Urban/Rural Markets
- ❑ Now a Pan India Bank with Presence in 21 states & 3 UT's
 - From Jammu to Kochi & Mumbai to Assam
- ❑ Building up dedicated Channels (CA, NR, TASC, ES, KAM)

Raising Low-cost, stable retail deposits

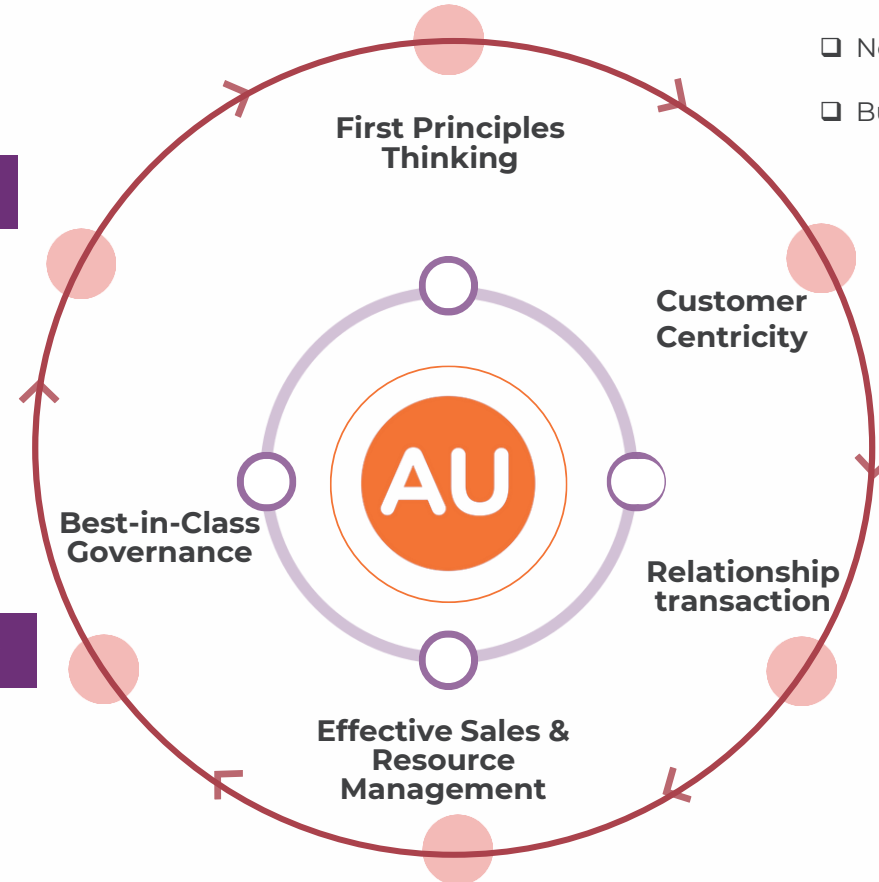
- ❑ Raising solution-driven deposits through the acquisition of GIST customers
- ❑ Customer segment specific approach (UYC)
 - USPs for various segments

Dedicated focus on building Current Account Book

- ❑ Increasing quantity and quality of CA acquisition
- ❑ Deepening engagement with CA customers by providing business solutions (QR/POS/CMS/CNB etc.)
- ❑ Focus on leveraging Commercial Banking ecosystem

Focus on catering to customer's entire banking ecosystem

- ❑ Source Current accounts from customers who have entrusted us with SA/Deposit relationship in last 6 years.
- ❑ Focus on Family Banking and providing comprehensive Banking Solutions (Wealth & Insurance, Credit Card, Retail Assets, AU0101)



Managed by rigorous sales management framework

- ❑ Ties everything together, makes the machine coherent and brings agility to the system
 - Balance scorecard for sales employees focused on customer engagement, customer service and ACID (Audit, Compliance, Integrity & Discipline)
 - Capsulized targets (with built-in Gamification)

Focused efforts on customer acquisition & engagement

- ❑ Increasing pace of retail CASA customers' acquisition
- ❑ Dedicated efforts on customer engagement to garner trust and gain mindshare.
- ❑ Putting efforts to provide more solutions (product per customer)

4. Assets Performance



Sustainable and Scalable business model



Disbursement yield increased by ~39 bps YoY



GNPA ratio at 1.67%; NNPA at 0.55%



PCR at 76%



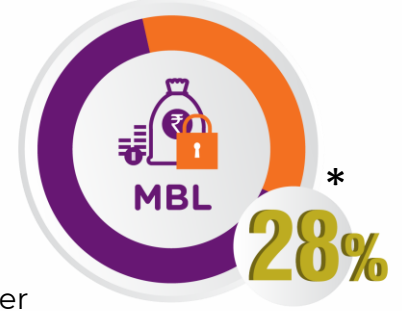


- ❑ Vintage book and tested business model; High RoA, high yielding business
- ❑ Growing opportunity in used and new vehicles especially in core markets
- ❑ Deep penetration in core markets; scalable in urban
- ❑ Significant headroom to grow market share given our size
- ❑ Banking platform gives significant competitive advantage

Core Asset Principles

- ✓ Small Ticket size
- ✓ Backed by security
- ✓ Risk-based pricing
- ✓ Mainly for income generation purpose with defined end-use
- ✓ Customer Service has been our forte
- ✓ Strong local and ground understanding and connect

- ❑ Unique product proposition with ~ 15 year's of experience
- ❑ High RoA, high yielding business
- ❑ Strong collateral understanding
 - ❑ Deep penetration in core markets
 - ❑ Strong and nuanced underwriting and legal/technical know-how built over a decade



- ❑ Significant growth potential in affordable housing
- ❑ Natural competitive advantage as a Bank vs HFC
- ❑ Strong cross-sell potential to bank's growing customer base
- ❑ Natural progression to cater to 1,074 Bank's touchpoints from ~236 currently
- ❑ Entire suite of products available to meet customer requirements

- ❑ Complete suite of Fund based & Non- Fund based products
- ❑ Presence across Business & Agri Banking aided with NBFC and REG helping us build the Banking franchise
- ❑ Opportunity to grow with the customer as their house bank
- ❑ AD-I will provide further impetus and cater wider customer base



*% of Gross Advances as on 31st Mar'24; Commercial Banking book is excluding SME

₹ in Crores

Segments	Vintage (Year)	Q4'FY24					Q4'FY23				Q3'FY24			
		Gross Advances	Assigned/ Securitised loans	Yield (%)	Gross NPA	Gross NPA (%)	Gross Advances	Assigned/ Securitised loans	Yield (%)	Gross NPA (%)	Gross Advances	Assigned/ Securitised loans	Yield (%)	Gross NPA (%)
Retail Assets		48,915	8,172	14.2%	1,046	2.1%	41,841	4,899	14.2%	2.1%	44,911	8,546	14.2%	2.6%
- Wheels	1996	22,461	6,441	14.4%	455	2.0%	19,023	3,859	14.0%	2.2%	20,375	6,693	14.3%	2.6%
- Micro Business Loans	2007	20,552	1,589	14.8%	561	2.7%	18,535	1,040	15.0%	2.5%	19,231	1,702	14.8%	3.1%
- Home Loan	2017	5,902	143	11.6%	30	0.3%	4,283		11.8%	0.3%	5,306	151	11.6%	0.6%
Commercial Assets		18,162		10.9%	60	0.3%	12,759	3	11.0%	0.2%	16,386		11.0%	0.4%
- Business Banking	2017	7,304		10.2%	34	0.5%	4,969		10.4%	0.2%	6,806		10.4%	0.5%
- Agri Banking	2018	5,953		10.4%	16	0.3%	3,998		10.6%	0.4%	5,337		10.5%	0.3%
- NBFC	2014	2,972		11.3%	9	0.3%	2,551		11.1%	0.1%	2,697		11.4%	0.3%
- REG	2013	1,934		14.9%	2	0.1%	1,240	3	14.7%	0.3%	1,546		14.9%	0.1%
Credit Card	2022	3,058		12.4%	62	2.0%	1,468		13.5%	1.3%	2,740		12.0%	1.9%
Personal Loan	2020	866		17.9%	39	4.5%	642		17.9%	2.4%	794		18.0%	4.0%
Others*		2,832			15	0.5%	2,200			0.2%	2,608			0.5%
SME (Run Down)	2010	165	3	12.7%	16	9.9%	248	11	12.5%	8.8%	185	7	12.7%	10.0%
Total		73,999	8,176	13.2%	1,237	1.67%	59,158	4,914	13.4%	1.66%	67,624	8,553	13.2%	1.98%

□ Standard Covid restructured book declined to 0.6% of gross advances; Restructured advances of ₹8 Cr upgraded during the quarter



*Others includes ODFD, Term lending and Gold loans etc.

NPA Movement	Q4'FY24	Q4'FY23	Q3'FY24
Opening NPA	1,340	1,019	1,245
Additions during the period*	296	191	403
Less: Recoveries & Write Offs during the period	399	229	308
Closing NPA	1,237	981	1,340

NPA Summary	Q4'FY24	Q4'FY23	Q3'FY24
Gross NPA	1,237	981	1,340
Less: Cumulative Provisions	836	736	884
Net NPA	401	245	456
Gross NPA Ratio	1.67%	1.66%	1.98%
Net NPA Ratio	0.55%	0.42%	0.68%
Provision Coverage Ratio	76%	78%	72%
GNPA % (Incl. Securitized Book)	1.57%	1.61%	1.83%

*Additions/Reductions to GNPA presented for the quarter exclude any intra-quarter additions and reductions i.e., Loans which slipped into NPA during the quarter, and which got subsequently upgraded/write off within the same quarter are excluded

Credit Cost	Q4'FY24	Q4'FY23	Q3'FY24	FY24	FY23
Provision on NPA and Write off	90	20	143	427	144
Repossession loss & POS loss	30	26	22	95	106
Standard & other provision	25	15	7	52	49
Covid restructuring provision	-7	-11	-11	-45	-76
Less: Bad Debt Recovery (Other Income)*	15	6	7	49	23
Net Credit Cost (A)	123	43	154	480	199
Net Credit Cost (% of Avg. Total Assets)	0.47%	0.20%	0.62%	0.48%	0.25%
Less : Contingency Provision (B)	5	8	2	90	67
Add: Bad Debt recovery* (C)	15	6	7	49	23
Total Provision Expense (charged to P&L = A+C-B)	133	41	159	439	155
Total Provision Expense (as % of Avg. Total Assets)	0.50%	0.19%	0.64%	0.44%	0.19%
Write off during the period	137	18	119	327	101

- Credit cost for Credit card for Q4'FY24 is similar to Q3'FY24 at ~₹45 Cr. We expect the credit costs for this business to be in-line with industry as our book attains size and gets seasoned

₹ in Crores

Particulars	Mar'24				Dec'23			
	Nos.	Loan Amount	Provisions	Coverage	Nos.	Loan Amount	Provisions	Coverage
GNPA	59,827	1,237	795	64%	60,535	1,340	843	63%
Covid related restructuring (Standard)	4,627	426	70	16%	5,157	468	77	16%
Contingency provisions			0				5	
Floating provisions			41				41	
Stressed and contingencies provisions		1,663	907			1,808	966	
Provisions towards Standard Assets			238				215	
Total Provisions			1,145				1,181	
Provisions as a % of gross advances			1.55%				1.75%	

❑ The Bank's provision coverage ratio stands at 76%

❑ GNPA ratio declined by 31bps to 1.67% compared to 1.98% in previous quarter; Standard Restructured loans declined to 0.6% vs 0.7% QoQ

5. Digital Bank AU0101



29.5 Lacs+ customers on AU0101



47% customers acquired via digital products in Q4'FY24



9.6 Lacs+ live credit cards



60%+ savings account and 45%+ credit card customers acquired digitally in Q4'FY24





01 Target Digitally Native Customers

Gen Z, Millennials, Urban, Salaried and Professionals

02

ACQUIRE

Expanding Product Suite across Savings Account, Current Account, Fixed Deposit, Corporate Salary, Credit Cards, Merchant Lending and Personal Loan*. **Building differentiated product** suite for digital native customers.

03

ENGAGE

Accelerators⁺ like Account Aggregator, Bureau View, Video Banking and PFM⁺ in addition to Banking, to enhance customers experience and enrich data. Giving more reasons to a customers to bank with us.

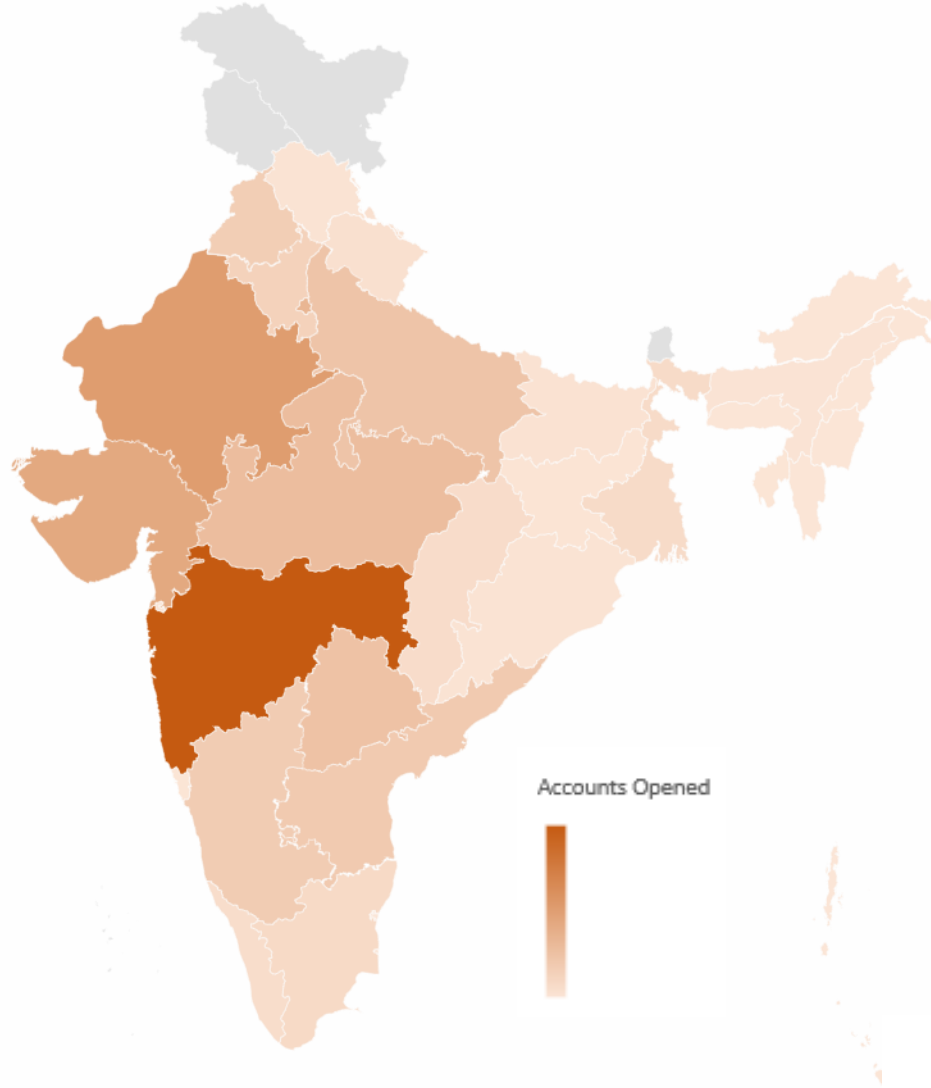
04

GROW

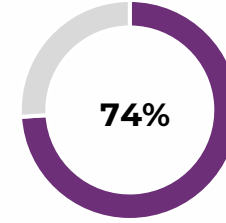
Personalized communication based on triggers and behavioral analysis; Product offerings to **increase Product holding per customer** across cards, loans, accounts, insurance and wealth products



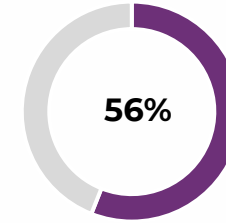
PAN India **digital Reach** and growing...



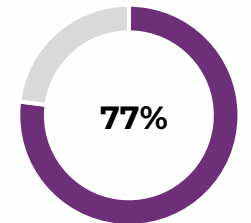
Customer **Persona**



Urban

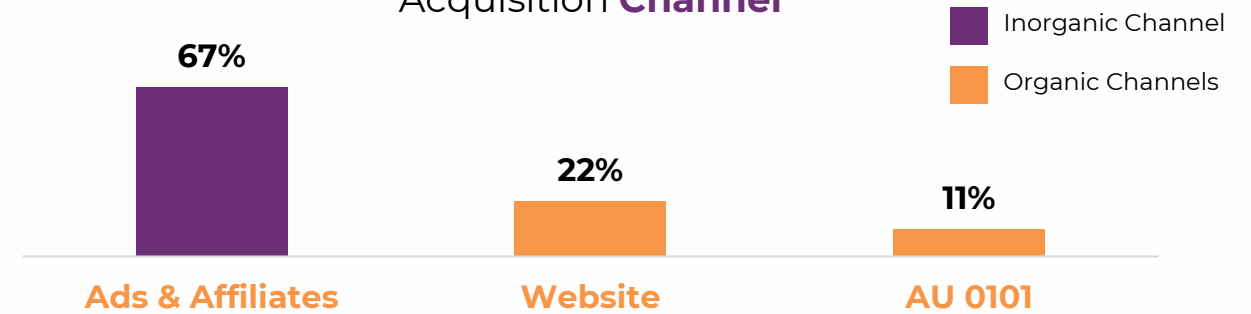


Salaried professionals



18-35 years age

Acquisition **Channel**



Device Profile



02 | Acquiring by continuously expanding digital product suite....



Digital Acquisition

40%

Uptick in **Savings Account** QoQ acquisition

11%

Uptick in **Credit Card** QoQ acquisition

4,900

Current Account acquired digitally in Q4 FY24

2,400

Corporate Salary acquired digitally in Q4 FY24

Bank-wide sourcing Contribution

60%

Contribution to total SA opened during Q4'FY24

46%

Contribution to total Credit cards during Q4'FY24

23%

Contribution to total CA opened during Q4'FY24

7%

Contribution to total Corporate salary account opened in Q4'FY24

Organic AU0101 and Website

19%

SA Accounts sourced via AU0101 and website

2%

Credit Cards sourced via AU0101 and website



Excluding BSBDA accounts. *Digital Acquisition; **recently launched products



Focus on Engagement and X Sell

Digital First Cross Sell

No Cost Cross Sell

Limited incremental cost

Analytics Driven Next Best Product

Personalised and Engagement based

AU0101 X-Sell and Engagement in Q4'FY24

13.6k

Savings Account acquired on existing base across Cards and Assets customers

2.2k

Credit Cards acquired on existing customers' base

12k

Personal Loans disbursed via pre-approved offers

63k

Credit card transactions converted to **Xpress EMI**

86k

FDs and RDs booked

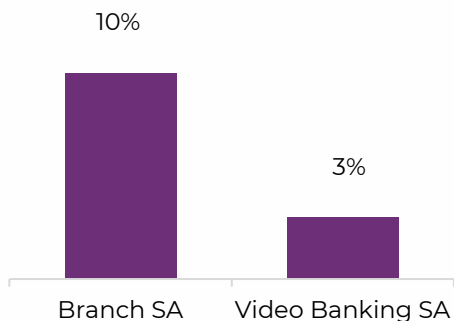
Additionally, **Engagement** is being driven across existing customers base via **Bill Payments, UPI Transactions** and **A/c upgrades**



Increasing Bank Wide **customer engagement***...

	CA		SA	
	Mar'23	Mar'24	Mar'23	Mar'24
Monthly transacting customers (Lacs)	1.4	1.7	10.9	14.6
Transacting customers as % of total customers ¹	70%	68%	58%	60%
Avg. monthly transactions per transacting customers	69	82	33	43
Product per customer (PPC)	2.0	1.9	1.6	1.5

...at **lower incremental cost to serve**

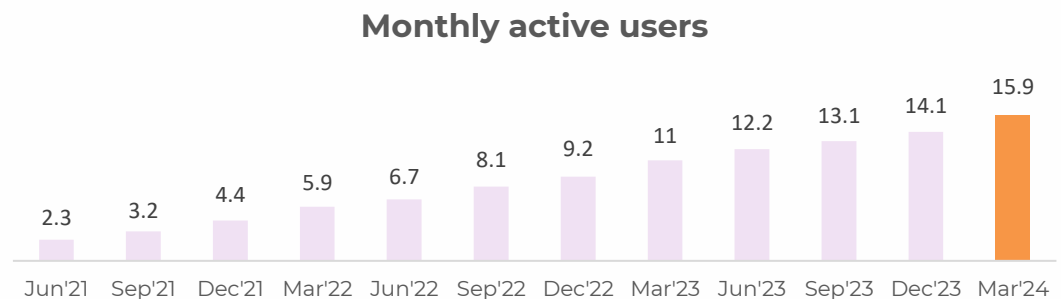
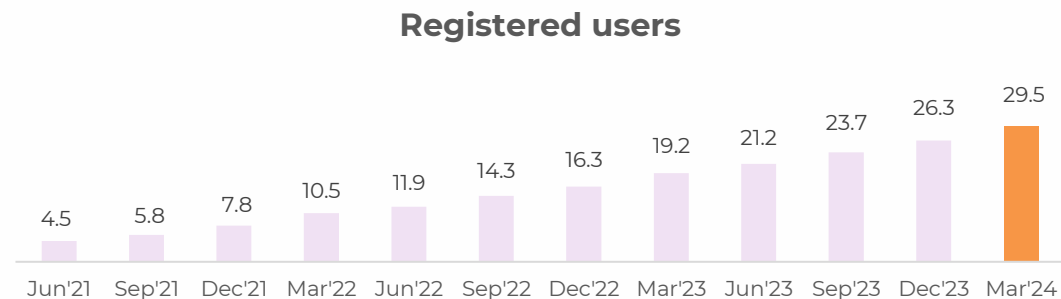


% SA customers visiting branches for any service³

98% Digital transactions²

94% Liability service requests fulfilled digitally

7X Growth on AU0101 since launch



34 Lacs

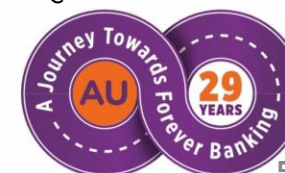
Service Requests served in Q4

1.2 Cr³

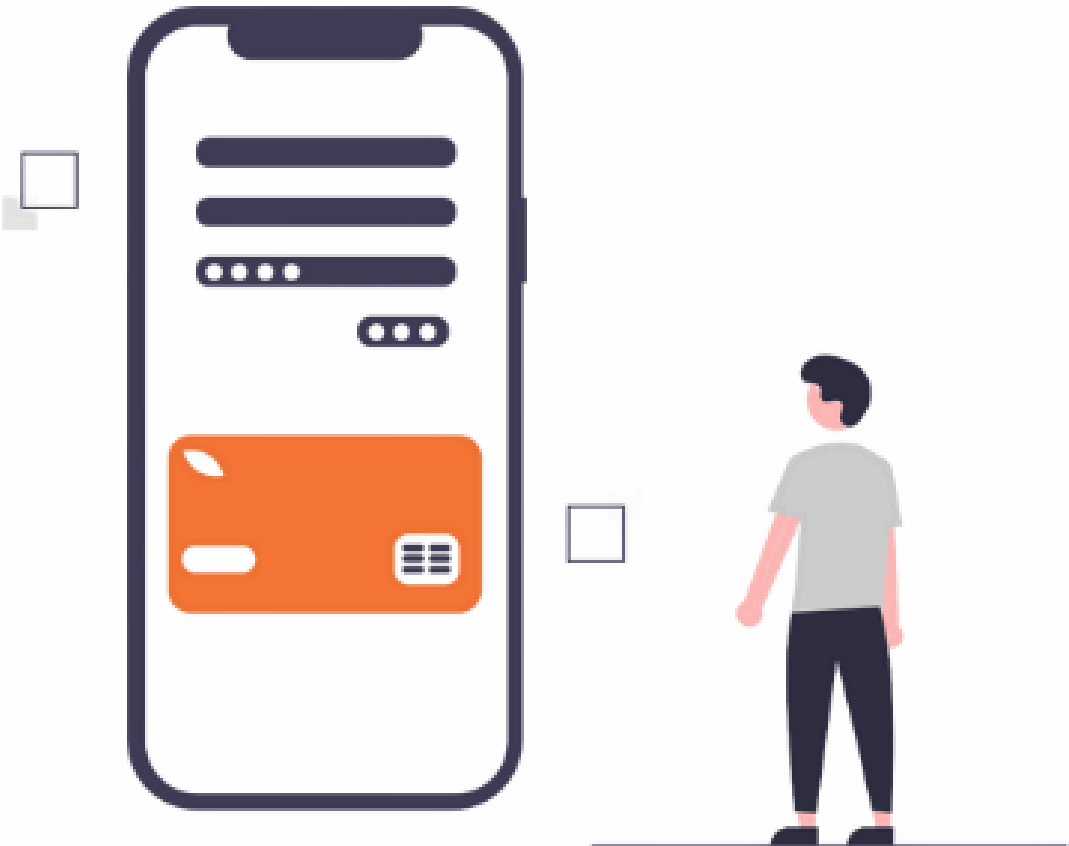
Financial Transactions done in Q4

2.8 lacs

Average Daily Users in Q4



¹: Excluding dormant and BSBDA ²: CASA customer-initiated transactions ³: Money transfer (Internal, IMPS, NEFT, RTGS), UPI, Bill Payment, Lifestyle
*numbers for corresponding month for accounts across bank



Savings Account

83%

Transaction active customers

80%

Active debit card customers

90%

Active on AU0101

Credit Card

57%

Purchase active customers (30 days)

₹20K

Spends per month

91%

Active on AU0101

Current Account

86%

Transactionally active customers

87%

Active on AU0101



Activate



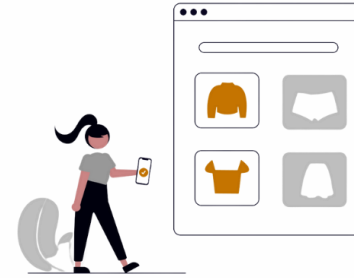
- ❑ Activating across banking suite on AU0101 and Video Banking
- ❑ Activate **Account Aggregator**, D2C **Bureau Reports** and **PFM**
- ❑ Activate Debit and Credit Cards, Transactions, Payments and UPI handle creation

Grow



- ❑ Grow relationship by understanding customers' **wallet size** and persona
- ❑ Leverage **Personalization**, trigger-based **nudges** and behaviour
- ❑ Build balances, drive card spends and unsecured loan book

Cross Sell



- ❑ Pitch the right product, to the right customers at the right moment
- ❑ In App full stack offerings across cards, loans, insurance, wealth and accounts
- ❑ Leveraging **differentiated product suite** tailored for digitally native customers

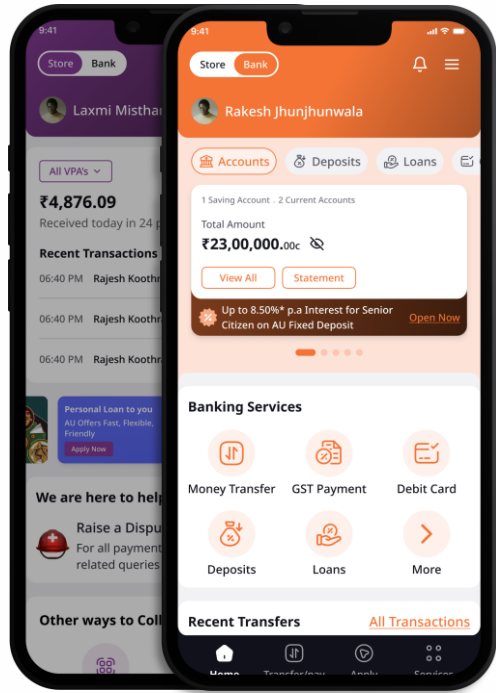
Upgrade



- ❑ **Upgrade customers' product suite** across their life cycle
- ❑ Upgrade accounts, cards and loans suitable for customers life cycle
- ❑ **In App nudges** to upgrade accounts, cards and loans

Creating tailored experiences...

...while focusing on creating engagement hooks



Introducing AU0101 Business

A dedicated app designed while keeping merchants in mind




UPI & BillPay 2.0

New features, better performance and superior user experience to drive habit-formation and engagement



OneTrack

Personal finance manager powered Account Aggregator, enabling customers to track their transactions & account balances across banks

Send money abroad

Introducing outward remittance experience for transferring funds from India to abroad



Refer-a-friend

A personalised referral program to drive organic customer acquisition among friends and families



Note: Staggered launch planned in April and May

Adoption

9.6 lacs+

Cards Live

16% 90%
Q-o-Q Y-o-Y

Acquisition

1.59 lacs

New users acquired in Q4'FY24

7% 19%
Q-o-Q Y-o-Y

Engagement

5,391 Cr+

Spends In Q4'FY24

9% 86%
Q-o-Q Y-o-Y

Growing Portfolio

3,148 Cr

Credit Card receivables

13% 114%
Q-o-Q Y-o-Y

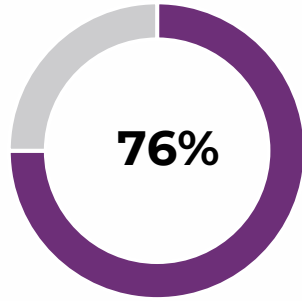
- ❑ Monthly acquisition ~ 53,000 driving CIF growth of 16% QoQ
- ❑ Building Corporate Cards Business: 510 corporates onboarded as of Mar'24
- ❑ We have done calibrations to our Underwriting Engine (BRE) in past 12 months basis our learnings which is showing encouraging signs of reduction in early delinquency trends

- ❑ Highest ever monthly spends ~ ₹ 1,918 Cr. in Mar'24
- ❑ Spends per card ~ ₹ 20,000 pm
- ❑ Driving Rupay engagement: ~2.4x transactions per card per user vis-a-vis other cards

- ❑ 114% YoY growth led by strong distribution, spend engagement and increase in term book
- ❑ 146% YoY increase in EMI book
- ❑ Increase in EMI book yield at 19%

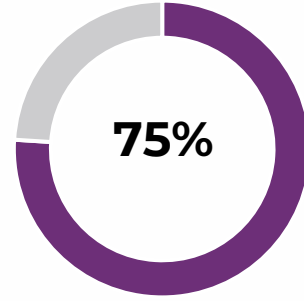
Business progress so far on portfolio level

New to Bank Customer



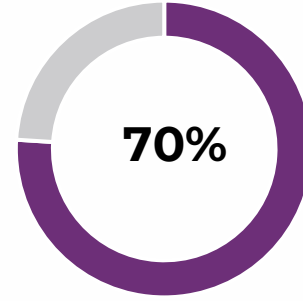
NTB customers constitute a larger share currently

Salaried Customers



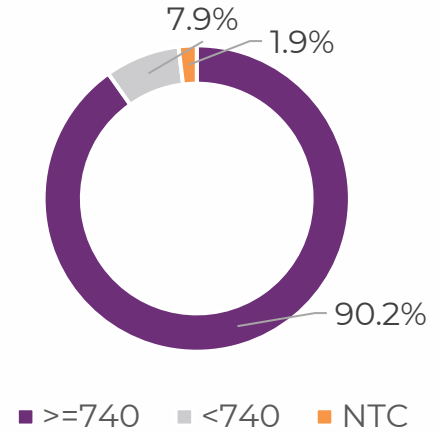
Distribution in salaried segment.

Salaried profile mix

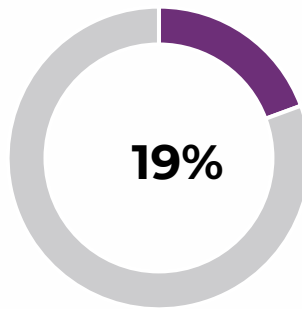


Share of Super CAT A/ CAT A/GOVT

Bureau Band

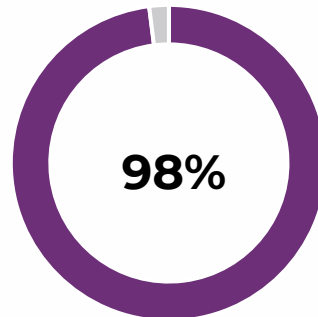


Limit Utilization



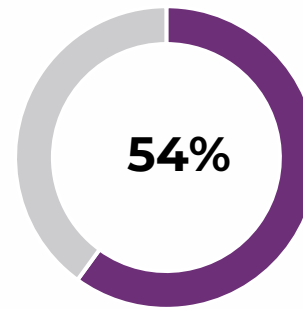
Healthy limit utilization 19%

Card Activation %



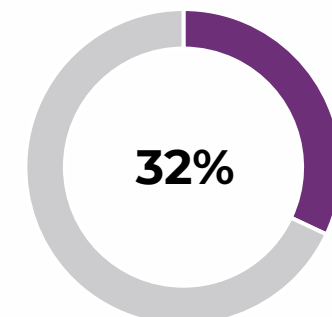
Customers who have activated their cards.

Purchase Active %



30 Days purchase active

Core Markets



Outstanding cards are in Core markets

Acquisition

~11.5 Lacs

UPI QRs installed till Q4'FY24

71%

Activation rate*

2.5 Lacs

NTB customers acquired through UPI QR till Q4'FY24

Engagement

~2.8 Cr

Transactions in Q4'FY24

~3.3 Lacs

Daily average transactions in Mar'24

₹3,461 Cr

Value of transactions in Q4'FY24

97%

Value of transactions credited to AU accounts in Q4'FY24

109%

Increase in CASA AMB (Average Monthly Balance) post QR install

Lending

~₹378 Cr+

Loans disbursed basis transactions data till Q4'FY24

₹1.8 Lacs

Average loan ticket size

*At least one transaction after QR setup

6. Other Key Information



Strengthening our brand – “Badlaav Humse Hai”



21,210+ Youth trained under skill development program and 16,504+ youths employed



2 youth, part of AU Bano champion programme, selected for National U-17 football team



Promoting Green Fixed Deposit product “Planet First”



BADLAAV HUMSE HAI AD CAMPAIGN 2024 IS A SMASHING SUCCESS

Our latest brand campaign **Badlaav Humse Hai** under the tactical theme 'Soch Badlo aur Bank Bhi' was a resounding success, creating ample visibility and brand awareness. Here are its highlights:

BRAND AWARENESS

PRE CAMPAIGN: 32% | POST CAMPAIGN: 42%

A significant rise in Spontaneous Awareness: From 4% to 9%, highlighting an increased brand recall (*Spontaneous Awareness - A measure of how many people can quote our brand name without any assistance*)

TOMA stands at 2%, higher than a lot of our competitors (*TOMA - Top-of-mind awareness, a measure of the first brand a consumer is able to recall*)

A remarkable increase in brand consideration: from 4% to 12%, showcasing our ads hitting the right note

Let us continue to work towards building a brand for a Forever Bank!



Launched “Green FD” program



Externally Assured GRI Reports



Board defined ESG Policy & Framework



Improved from “Medium” to “Low” Risk
One of A Few Indian banks in Low Risk Category



Dow Jones Sustainability Indexes

Continuous Improvement –
Current Score 39



Improved Rating from “F” to “D” on
Climate Disclosures



Featured in FTSE with 60+ Score



Environment

Environment is a recognized stakeholder for AU

Deposits till 31st Mar'24

8,700+ Green FD Accounts
₹600+ Crore Green FD raised

Lending

-₹120+ Crores deployed in Green Asset lending
- Solar Projects and Electric Vehicles getting funded with Greater Traction in retail segment

IGBC

AU Digital Bank (Turbhe) received Green Building – Gold Award



Social

Addressing the Occupational, Residential, and Social vulnerabilities

AU **IGNITE** - COE for Skills Development

Till Q4'FY24, 21,210 youth were trained and 16,504 (78%) linked to employment across 16 centers of Rajasthan. AU Ignite operates on a Hub & Spoke model. Hub offers upskilling and reskilling courses such as Full Stack Development, Salesforce & AI at our Future Skills Academy and the Spoke academies cater to initial level skill development.



AU's Sports Initiative

It is live across 64 locations with 8,100+ children benefitted. Bano Champion 2nd state level tournament concluded with over 1,500 athletes competing from 22 districts across 7 sport



- Women Entrepreneurship

Till date, 2,400+ women are engaged and 820 are nurtured under Individual Women Entrepreneurship initiative with 96 empowered in Q4'FY24

Governance

Compliant on all governance parameters

Independent and diversified Board –

- 8 of 11 directors are independent and non-executive
- 2 of 11 directors are women directors

Fostering Sustainability Framework – Sustainable Planet, Sustainable AU
Preserve Environment, Promote Social Inclusion & Practice strong Governance

Continued improvement on rating platforms like DJSI, Sustainalytics, CDP & Refinitiv

Universal Access to Financial Services

- 31% of our total touchpoints/branches – 334 are in unbanked rural centres (Tier-VI, population less than 5,000 & Tier-V, population less than 10,000)
- Present in 50 Special Focus Districts* with 94 touchpoints covering 23 Aspirational districts, 13 Left Wing Extremist Affected Districts, 13 Hill States Districts and 1 North Eastern Region District.

Providing Basic Bouquet of Financial Services



PM Jan Dhan Yojana



Particulars	BSBDA	MUDRA	PMJJBY	PMSBY	APY
Count	4,67,400+	2,33,400+	1,00,800+	1,41,000+	1,03,000+

Received Direct Benefit Transfer of ₹15.5+ Cr in FY24 in Aadhaar seeded accounts.



PM SVANidhi

- Supported 1,200+ street vendors



IGUCCY

- Supported 690+ micro entrepreneurs

Financial and Digital Literacy

- Organized 10,550+ Financial Literacy Camps at rural branches.

Data as on 31st Mar'24

*The list is prepared taking cognizance of special focus districts classified by NABARD, MYMSME, NFDB & NITI AAYOG.

Impact stories – click to listen

aubankindia · Original audio

MR. GOVARDHAN LAAL GURJAR
BUSINESSMAN

and I belong to

Liked by sakshee and 265 others

aubankindia Meet Mr. Govardhan, a determined individual from Barodiya Village, whose journey took him from being a coolie to a flourishing businessman. Through his stint as a coolie for two years, he persevered to build a thriving business of his own. In pursuit of this dream, he approached AU Small Finance Bank for a loan of Rs. 10 Lakhs. Today, it gives us immense pride to witness Mr. Govardhan and his family's success as flourishing entrepreneurs, having achieved financial stability and prosperity through multiple businesses. His inspiring story shows the impact we create by reaching the underserved in a timely way, and showing a little well-earned trust in their dreams.

#AUSmallFinanceBank #BankingWithPurpose #FinancialInclusion #Impact

View all 14 comments

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TULSIWALA
VIRAR EAST, MUMBAI

My name is Tulsiwala. I am from Virar East, and I own a small kirana shop.

167 likes

aubankindia Meet Mrs. Tulsiwala, who is the proprietor of a successful Kirana store. Two years ago, she decided to expand her business, and with the unwavering support of AU Small Finance Bank, her determination has led to remarkable progress for her store. Despite facing challenges in the process, she emphasizes the significance of hard work and perseverance in achieving prosperity and making a meaningful impact. We stand firmly behind such empowered entrepreneurs who share their vision of banking with purpose.

#AUSmallFinanceBank #BankingWithPurpose #financialinclusion #impact

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After four years,

Liked by sakshee and 207 others

aubankindia Meet Kunal Pramod Rathod, the proud owner of a thriving bike workshop in Virar East. His incredible journey began in 2014 when he rented a small space for his workshop. He dreamed of owning it, so he applied for a loan from various banks, but faced disappointments. That's when AU Small Finance Bank stepped in with unwavering support and belief in Kunal's potential. With our purpose-driven financial assistance, Kunal was able to buy the shop he once rented, marking a significant milestone in his entrepreneurial journey. We are immensely proud to be a part of Kunal's success story and celebrate the spirit of entrepreneurship and banking with purpose.

#AUSmallFinanceBank #financialinclusion #BankingWithPurpose #impact

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Name: Kuldeep Sharma
Business: Sales Manager
Category: AU Ignite
Location: Jaipur

“मेरे पिता सेवानिवृत्त हो गए हैं और जीवन के उस समय का आनंद ले रहे हैं। इस दौरान उनका भरण-पोषण करना मुझे गौरवान्वित महसूस कराता है। मेरे जीवन में आए सभी अच्छे बदलावों का श्रेय एयू बैंक को जाता है, जिसने मेरे जैसे लोगों को कौशल प्रदान करने और उन्हें आर्थिक रूप से स्वतंत्र बनने में मदद करने पर केंद्रित एक अकादमी की स्थापना की है।”



Name: Meenakshi Devi
Business: Sarpanch
Category: AU Udyogini
Location: Navrang Pura, Ahmedabad

“हमारे गांव की कई महिलाएं आजीविका कमाने में सक्षम नहीं थीं, लेकिन एयू उद्योगिनी ने उन्हें स्वतंत्र होने और अपने परिवार के लिए प्रदान करने में मदद की। मैं अपने गांव की महिलाओं की मदद करने के लिए बैंक का आभारी हूँ।”



Name: Vikas Mukhraiya
Business: Grocery Store Owner
Category: Current Account Holder
Location: Sagar, MadhyaPradesh

“I have been running a grocery supermarket and have been using AU Small Finance Bank's QR code for the past year. The overdraft benefit has really helped me with paying vendors on time, preventing me from incurring penalties. AU Small Finance Bank's current account has provided me with a lot of convenience in business banking.”

BSBDA	Basic Savings Bank Deposit A/C	OPEX	Operating Expenses
CASA	Current Account Deposits and Savings Account Deposit	P&L	Profit & Loss Statement
CoF	Cost of Fund	PAT	Profit After Tax
CRAR	Capital Adequacy Ratio	PMJJBY	Pradhan Mantri Jeevan Jyoti Bima Yojana
DII	Domestic Institutional Investors	PMSBY	Pradhan Mantri Suraksha Bima Yojana
DPD	Days Past Due	QoQ	Quarter on Quarter
LCR	Liquidity Coverage Ratio	REG	Real Estate Group
MUDRA	Micro Units Development & Refinance Agency Ltd.	RoA	Return on Average Assets
NBFC	Non-Banking Finance Company	RoE	Return on Average Shareholder's Fund
NII	Net Interest Income	TD	Term Deposit
NPA	Non-Performing Assets	YoY	Year on Year
NTC	New to Credit	YTD	Year to Date
EWS	Early Warning Signal	SMA	Special Mention Account
LDR/ CD	Loan to Deposit / Credit to Deposit ratio		

a.	Market Share	Market share calculated as per the data reported by RBI for Scheduled Commercial Banks
b.	Core Markets	Core Markets are smaller centres in rural/semi-urban which typically have a local economy built around agriculture and small businesses, and which have traditionally been our traditional markets for lending.
c.	Urban Markets	Larger centres which have more advanced infrastructure such as airports, malls etc. are defined as Urban Markets
d.	CASA Ratio	Calculation for CASA Ratio is (Current account + Savings account) / Total Deposits including CDs
e.	Yield on Advances	Calculated as the weighted average yield on Gross Advances at the end of months within the respective period; from Q3'FY23, it is changed on a daily basis
f.	NIM	Net Interest Margin is calculated on the Interest earning Assets including off book assets on a daily basis
g.	Net NPA	Net NPA Calculation does not include contingency provisions that the bank is carrying
h.	Retail TD	Retail TD refers to all TD having balance less than ₹2 Cr ; Bulk TD refers to all balances of ₹2 Cr & above
i.	Gross Advances	Gross Advances includes interest arrears on standard advances
j.	Tech savvy customers	Tech savvy customers are those who are digital in their lifestyle but may not necessarily be active on AU SFB's digital channels
k.	Digital Products	Video Banking SA & CA, Credit Cards, UPI QR, Personal Loans and AU0101
l.	Transacting Customers	Customer initiated transactions on total Savings Accounts base, excluding dormant accounts
m.	PCR	Provision Coverage Ratio (PCR) is including Technical Write off

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