

IDFCFIRSTBANK/SD/298/2024-25

January 25, 2025

**National Stock Exchange of India Limited**

Exchange Plaza, Plot No. C - 1, G - Block  
Bandra-Kurla Complex, Bandra (East)  
Mumbai 400 051

**NSE - Symbol: IDFCFIRSTB****BSE Limited**

Phiroze Jeejeebhoy Towers  
Dalal Street, Fort  
Mumbai 400 001

**BSE - Scrip Code: 539437**

**Sub.: Investor Presentation – Unaudited Standalone and Consolidated Financial Results (“Financial Results”) of IDFC FIRST Bank Limited (“Bank”) for the quarter ended December 31, 2024.**

Dear Sir / Madam,

Please find enclosed herewith the Investor Presentation in connection with the Financial Results of the Bank for the quarter ended December 31, 2024 (Q3-FY25).

The above information is also being hosted on the Bank’s website at [www.idfcfirstbank.com](http://www.idfcfirstbank.com), in terms of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended.

Please take the above on record.

Thanking you,

Yours faithfully,

For **IDFC FIRST Bank Limited**

**Satish Gaikwad**  
**General Counsel and Company Secretary**

*Encl.: As above*



**IDFC FIRST Bank** | आई डी एफ सी फर्स्ट बैंक

BKC BRANCH

**Investor Presentation – Q3 FY25**

# IDFC FIRST Bank

## Our Vision

TO BUILD A WORLD  
CLASS BANK IN INDIA,

GUIDED BY  **ETHICS,**

POWERED BY  **TECHNOLOGY,**

AND

BE A FORCE FOR  **SOCIAL GOOD**



## Key Highlights of Q3 FY25 - Commentary

### Deposits

- Strong growth of **28.8%** YoY in Customer Deposits to reach **Rs. 227,316 crores**
- **29.6%** YoY growth in Retail Deposits to reach **Rs. 1,80,752 crore**
- Strong growth of **32.3%** YoY in CASA deposits
- Savings accounts grow at **32.9%** and Current Accounts at **28.9%**
- Cost of deposits was stable on QoQ basis at **6.38%**

### Loans & Advances

- Total Loan Book grew **22.0% YoY**, reaches **Rs. 2,31,074 crore**
- Retail, Rural and MSME Loan Book grew **21.3% YoY** to reach **Rs. 1,89,139 crore**
- Loan growth driven by steady growth Home Loans, Vehicle Loans, Gold Loans, Commercial vehicle Loans and Corporate loans.
- Bank continues to de-grow its Microfinance portfolio, which as % of overall loan book reduced from **5.6%** in Sep-2024 to **4.8%** in Dec-2024

### Asset Quality

- Overall, excluding MFI business, the rest of the loan book of the Bank, including corporate, retail, MSME and rural are stable
- Gross NPA of the Bank marginally increased by 2 bps QoQ to **1.94%**, Net NPA of the Bank marginally increased by 4 bps QoQ to **0.52%**
- Excluding Microfinance Book, **GNPA** and **NNPA** stood at **1.81%** and **0.49%** in Q3 FY25 as compared to **1.88%** and **0.48%** in Q2FY25
- SMA 1+2 of Retail, Rural and MSME Book (excluding micro-finance) improved by 3 bps QoQ from **0.85%** to **0.82%**
- GNPA and NNPA of Retail, Rural and MSME Book (excluding micro-finance) stable at **1.46%** and **0.56%**
- The gross slippage for Q3-FY25 was stable at **Rs. 2,192 crore** as compared to **Rs. 2,031** crores in Q2 FY 2025, an increase of Rs. 162 crores.
- Majority of the increase in slippage during Q3FY 25 was from the MFI business which constituted Rs. 143 crores out of the said Rs. 162 crores.
- Gross slippage on the Retail, MSME, Agri and Corporate Loans, i.e the non-MFI business was stable.
- Provision Coverage ratio was stable at **73.6%**
- All the key product segments including mortgages, vehicle loans, personal loans, credit cards have stable SMA 1+2 portfolio



## Key Highlights of Q3 FY25

### Provisions

- Provisions for Q3 FY25 stood at **Rs. 1,338 crore**, driven by the higher slippages in in the Micro-Finance book. Excluding MFI, the provisions were stable for the Non-MFI book.
- **The Bank has not utilized any provision buffers in Q3-FY25 during the quarter on a prudent basis.**
- Excluding the MFI portfolio, the quarterly annualized credit cost for the loan book for Q3-FY25 was stable at **1.8%**.
- The annualized provision for Q3-FY25 including MFI stood at **2.31%** of the total funded assets.

### Profitability

- Net Interest Income (NII) grew **14% YOY** from **Rs. 4,287 crore** in Q3 FY24 to **Rs. 4,902 crore** in Q3 FY25
- The Net Interest Margin (NIM) of the Bank was at **6.04%** for Q3-FY25 as compared to **6.18%** in Q2-FY25. NIM declined during the quarter largely due to decline in the MFI business and increase in composition of Wholesale Banking business.
- Fee and Other Income grew by **20% YOY** from **Rs. 1,469 crore** in Q3 FY24 to **Rs. 1,757 crore** in Q3 FY25
- Operating income grew **15%** from **Rs. 5,803 crore** in Q3 FY24 to **Rs. 6,682 crore** in Q3 FY25.
- Operating Expense grew by **16% YOY** from **Rs. 4,241 crore** in Q3 FY24 to **Rs. 4,923 crore** in Q3 FY25.
- Core Operating Profit grew by **15% YOY** from **Rs. 1,515 crore** in Q3 FY24 to **Rs. 1,736 crore** for Q3 FY25, impacted by MFI business.
- For context, **Core Operating Profit, excluding Microfinance** business grew **32% YOY** for 9M FY 25
- Net Profit de-grew by **53%** from **Rs.716 crore** in Q3 FY24 to **Rs. 339 Crore** in Q3 FY25, sequentially it grew by **69% QoQ** from **Rs. 201 crore** in Q2 FY25

### Capital

- Including the profits for 9M FY25, the Capital adequacy ratio was strong at **16.11%** with CET-I ratio of **13.68%**
- Including the merger benefit, the book value of share (BVPS) was **Rs. 51.64**

### Rating

- CARE & CRISIL ratings have re-affirmed the Long Term Credit Rating of **AA+ (Stable)**
- Fixed Deposit Program has highest rating of **"AAA"** by CRISIL Ratings



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## IDFC FIRST Bank was created by merger of IDFC Bank and Capital First in December 2018

- **IDFC FIRST Bank** was created by the merger of Erstwhile IDFC Bank and Erstwhile Capital First on December 18, 2018.
- **Erstwhile IDFC Bank** started its operation as a Bank after demerger from IDFC Ltd, an infrastructure Financing Domestic Financial Institution. The loan assets and borrowings of IDFC limited were transferred to IDFC Bank at inception of IDFC Bank in 2015.
- **Erstwhile Capital First** was a successful consumer and MSME financing entity since 2012 with strong track record of growth, profits and asset quality.
- On merger, the Bank was renamed **IDFC FIRST Bank**.



## IDFC FIRST Bank was created by merger of IDFC Bank and Capital First in December 2018

	Parameters	Erst. CAPITAL FIRST (30-Sep-2018)	Erst. IDFC Bank (30-Sep-2018)	IDFC FIRST Bank, (on merger) (31-Dec-2018)	IDFC FIRST Bank (now) (31-Dec-2024)	Change Since Merger
BALANCE SHEET	Loan Book	26,994*	75,332	1,04,660	2,31,074	▲ 2.2X
	Customer Deposit	0	36,369	38,455	2,27,316	▲ 5.9X
	Retail Deposit	0	9,008	10,400	1,80,752	▲ 17.4X
	CASA Deposit	0	6,253	5,274	1,13,078	▲ 21.4X
	CASA Ratio	0	13.0%	8.7%	47.7%	▲ 5.5X
	Net Worth	2,928	14,776	18,376	37,801	▲ 2.1X
PROFITABILITY	NIM %	8.2%	1.6%	3.1%	6.1%	▲ 304bps
	Core PPOP to Average Asset	5.0%	0.10%	0.78%	2.29%	▲ 151bps
	Cost to Income	47.5%	92.4%	82.2%	71.3%	▼ -1090bps
	Branches	0	203	206	971	▲ 3.8X

Profitability numbers for Sep-18 are for H1 FY19, Dec-18 are of Q3 FY19; Dec-24 are of 9M FY25.

\*AUM of Capital First as on 30 September 2018 stood at Rs. 32,623 crore. Funded book was Rs. 26,994 cr. As an NBFC Capital First did not have any deposits.



# Post merger, the Bank undertook key initiatives to address the challenges and create necessary building blocks for future growth over the last 6 years..

We are happy to share that IDFC FIRST Bank has made significant progress on all counts during the last 6 years including **Deposits, Loan, Capital, Assets** and **Leadership Team Building**. Some of the key building blocks are summarized below -

01. Concluded Smooth Integration of IDFC Bank and Capital First

02. Defined the Vision of the Bank

03. Instilled Customer First Philosophy in the Bank

04. Built a strong Leadership Team

05. Created Robust Risk Management framework

06. Built Culture of Governance and independence of Control Functions

07. Built as Universal Bank with complete products and services

08. Built a Strong Brand Image

09. Launched New Products & Services and scaled them up

10. Implemented Contemporary Technology, Digital innovation & analytics

11. Upgraded Long Term Credit Rating by top credit rating agencies

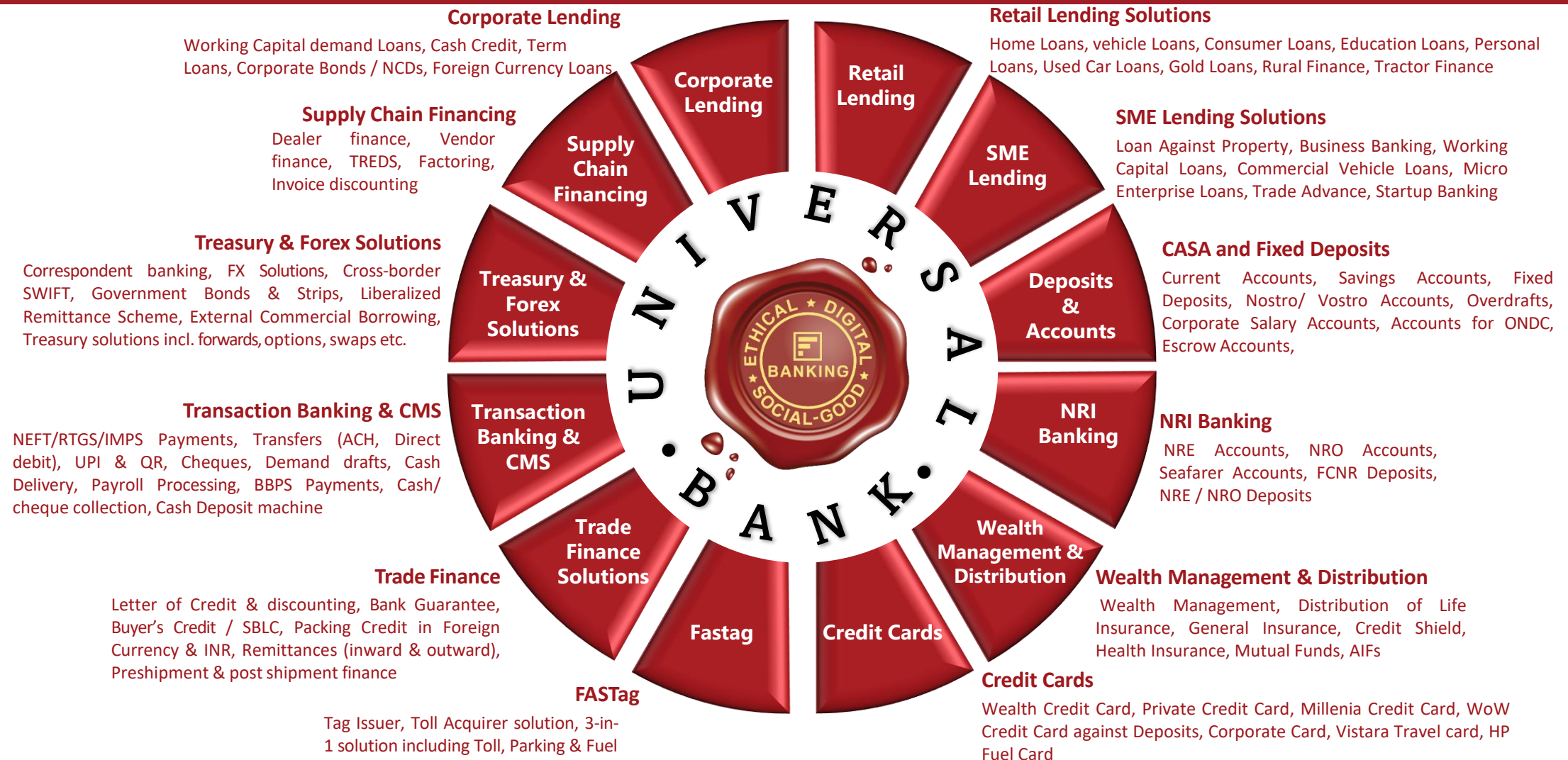
12. Strengthened ESG practices, improved ESG rating

## Bank has launched and scaled up many new products

From FY19 onwards, the Bank launched a number of products in the areas of loans, deposits, fee-based products and payment solutions to become a full service Universal Bank with diversified streams of income.

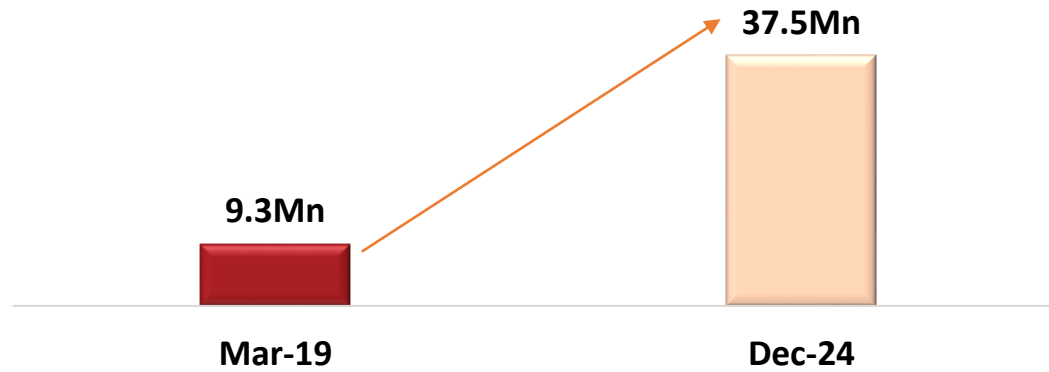


# The Bank now has built a full Suite of Universal Banking Products..

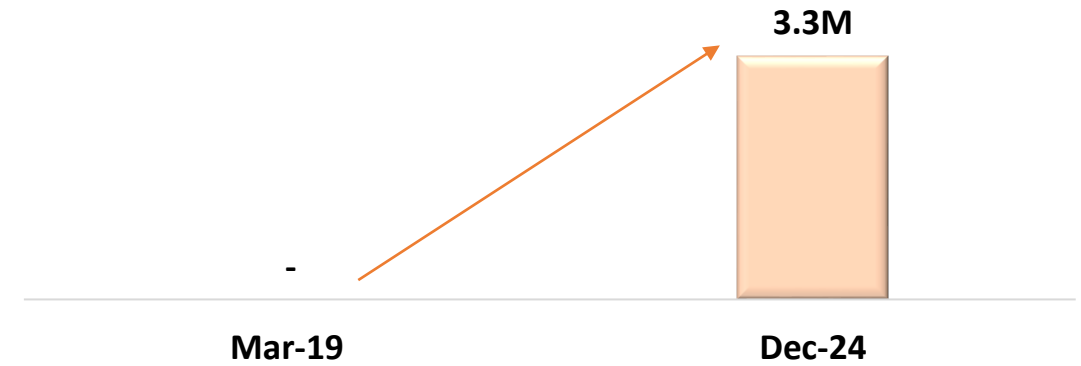


# Bank has built a strong franchise of 38 M customers

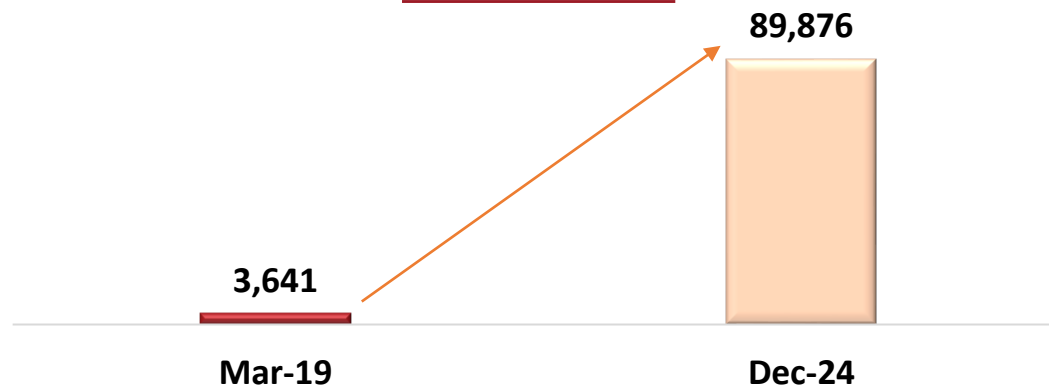
## Total Unique Customers



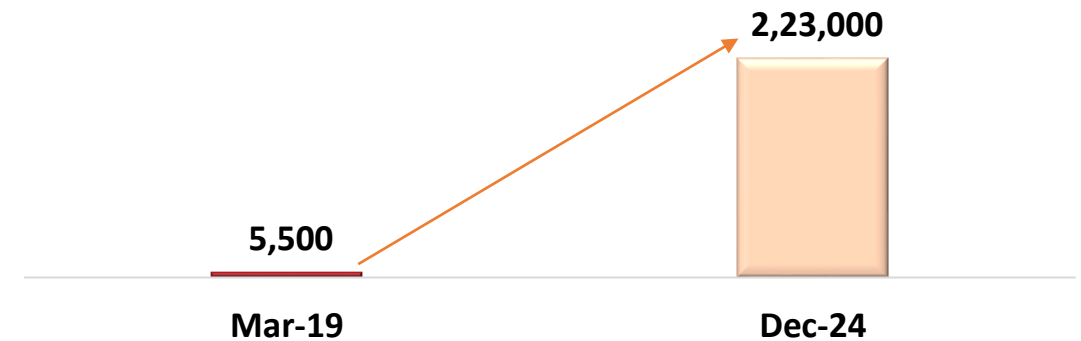
## Credit Cards in Force



## NRI Customers

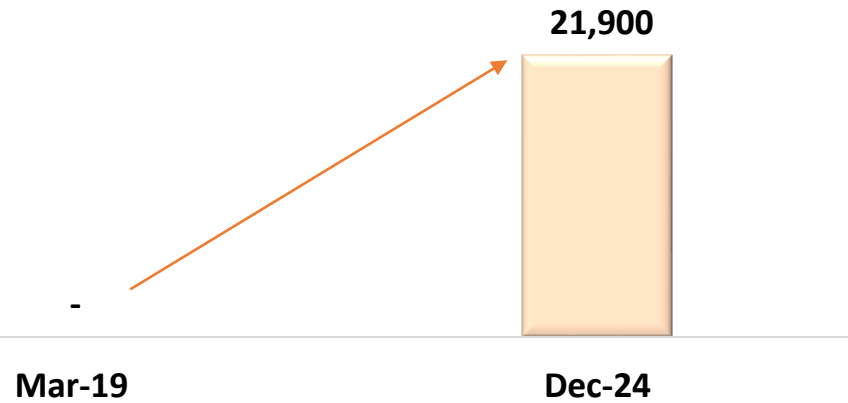


## Wealth Management Customers

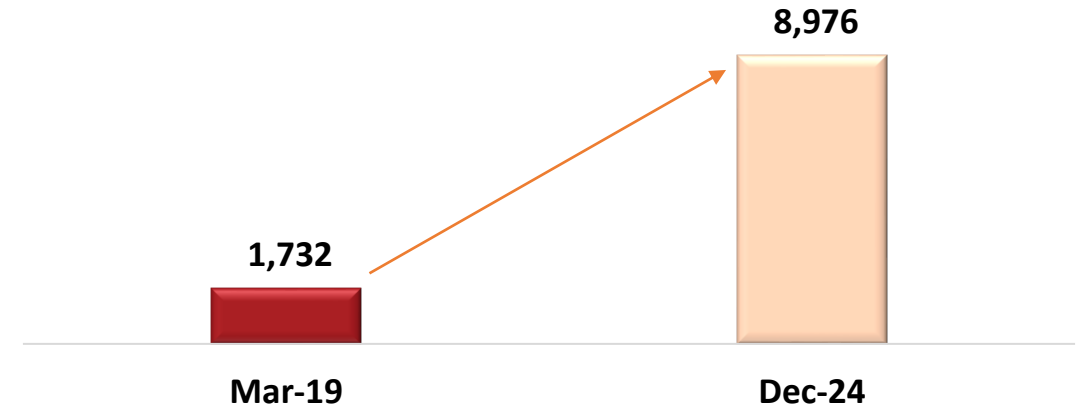


## Expanding customer franchise in SME & Corporate Banking

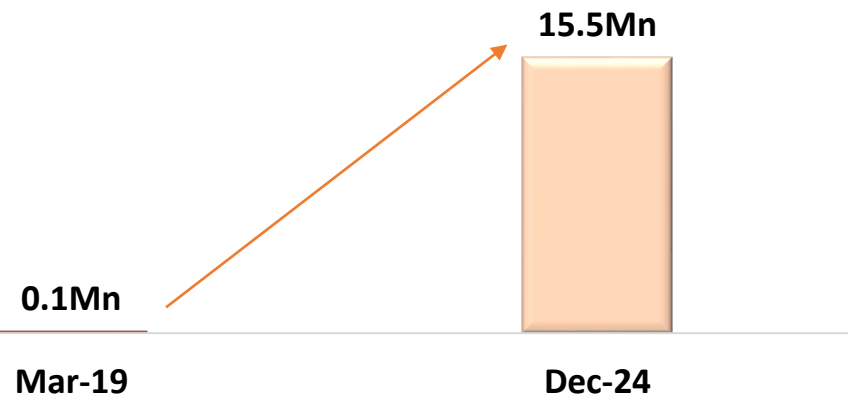
### Start-up Banking Customers



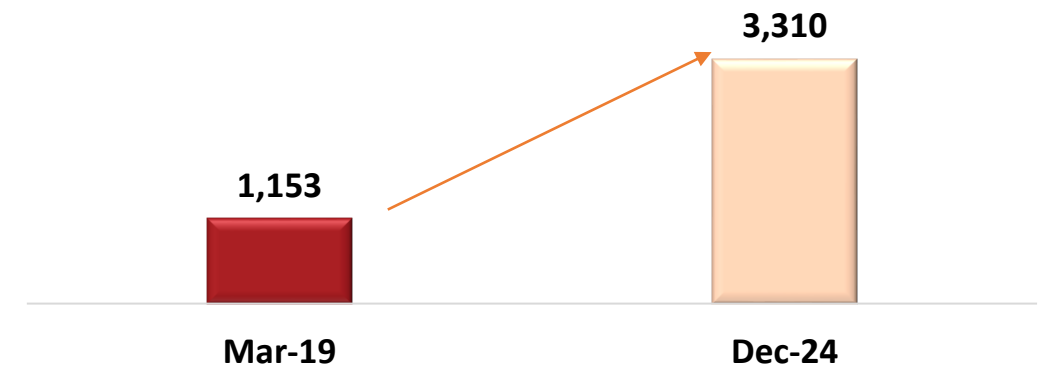
### Business Banking Customers



### FASTag Customers



### CMS Relationships



## Bank has set-up 971 branches across India

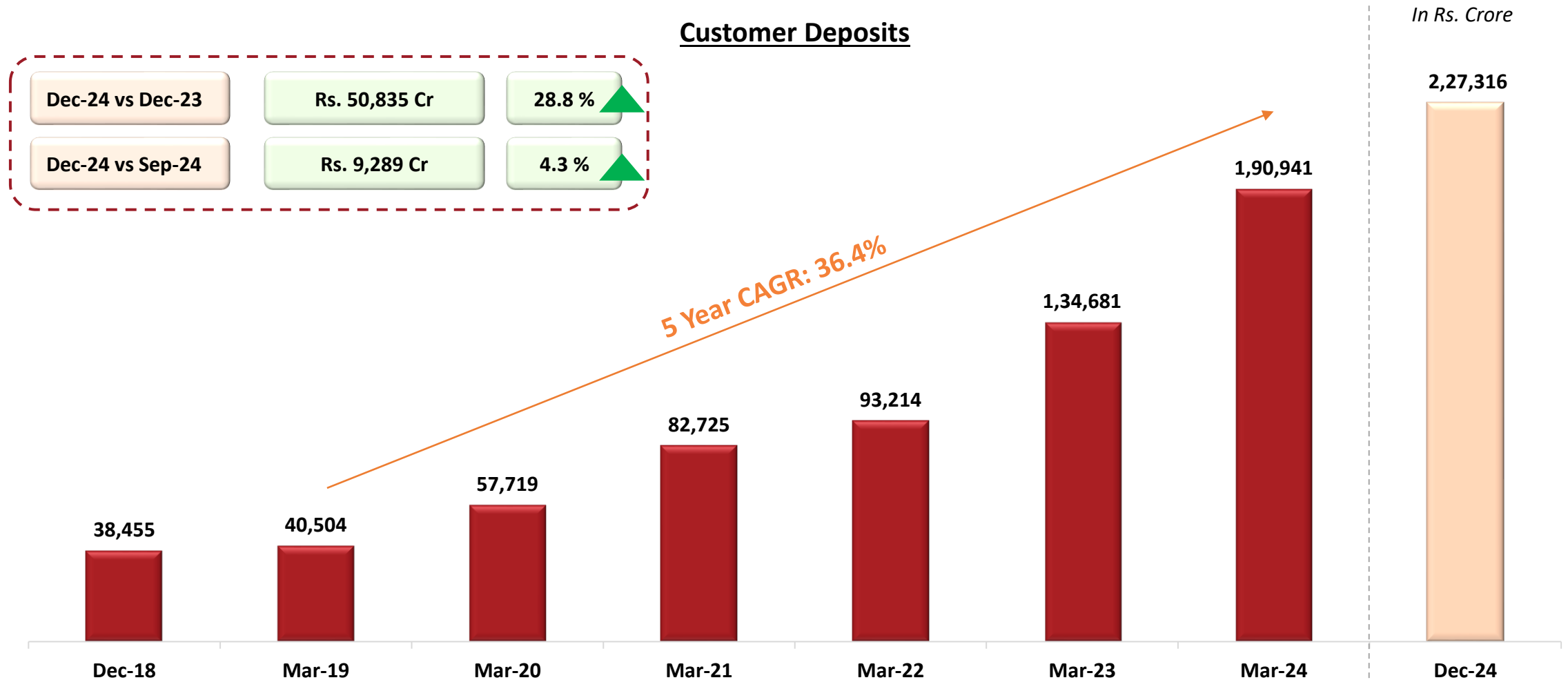
- IDFC FIRST Bank Branches and ATMs are spacious, digitally equipped, and customer friendly staff.
- The Bank intends to grow the branch network by 10% each year in near term.
- Bank grew its branch network from 206 branches as on the date of merger to 971 branches as on December 31, 2024, addition of 765 new branches since merger.



## Section 2: Deposits and Borrowings



## Strong growth in Customer Deposits, YoY growth of 28.8%

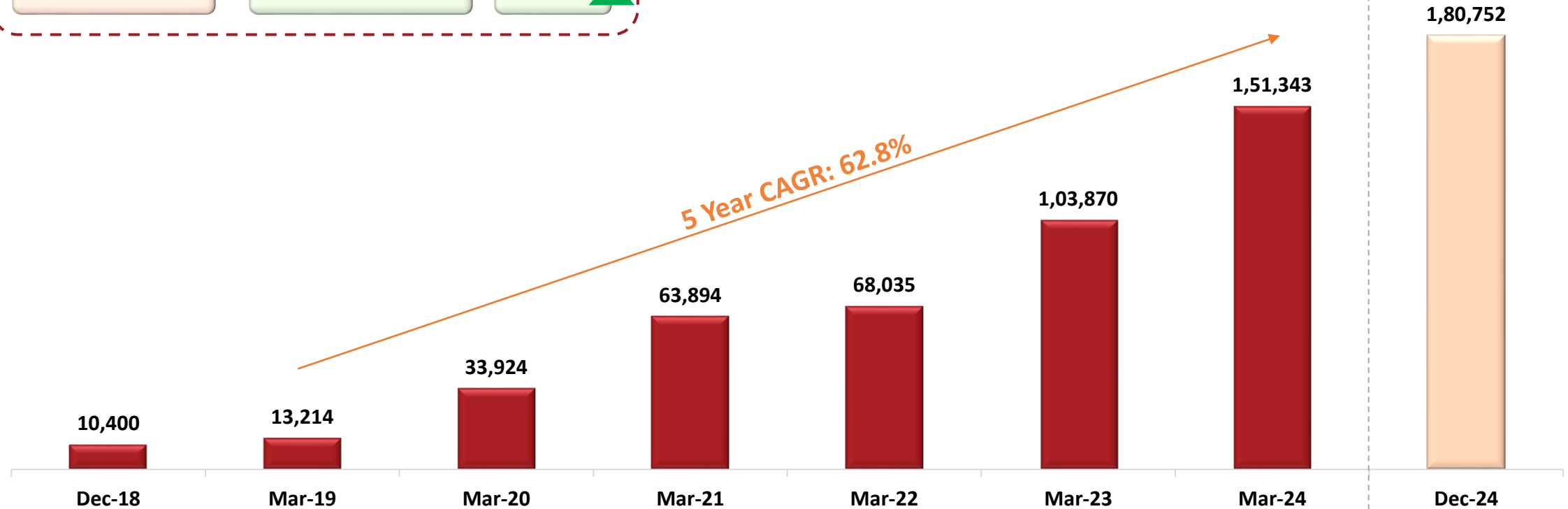
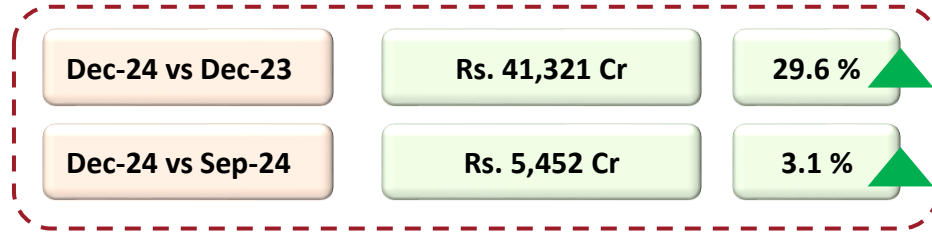




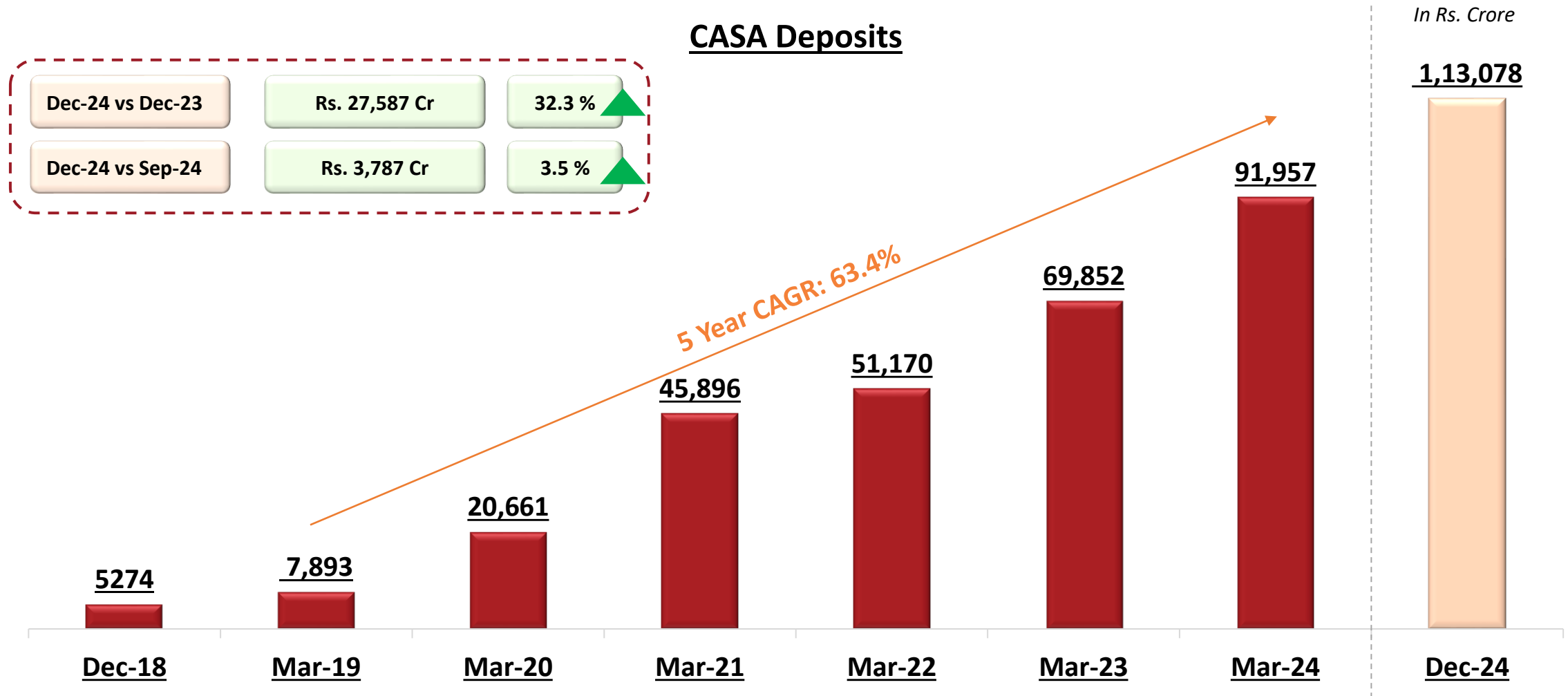
## Strong growth in Retail Deposits, YoY growth of 29.6%

### Retail Deposits

In Rs. Crore

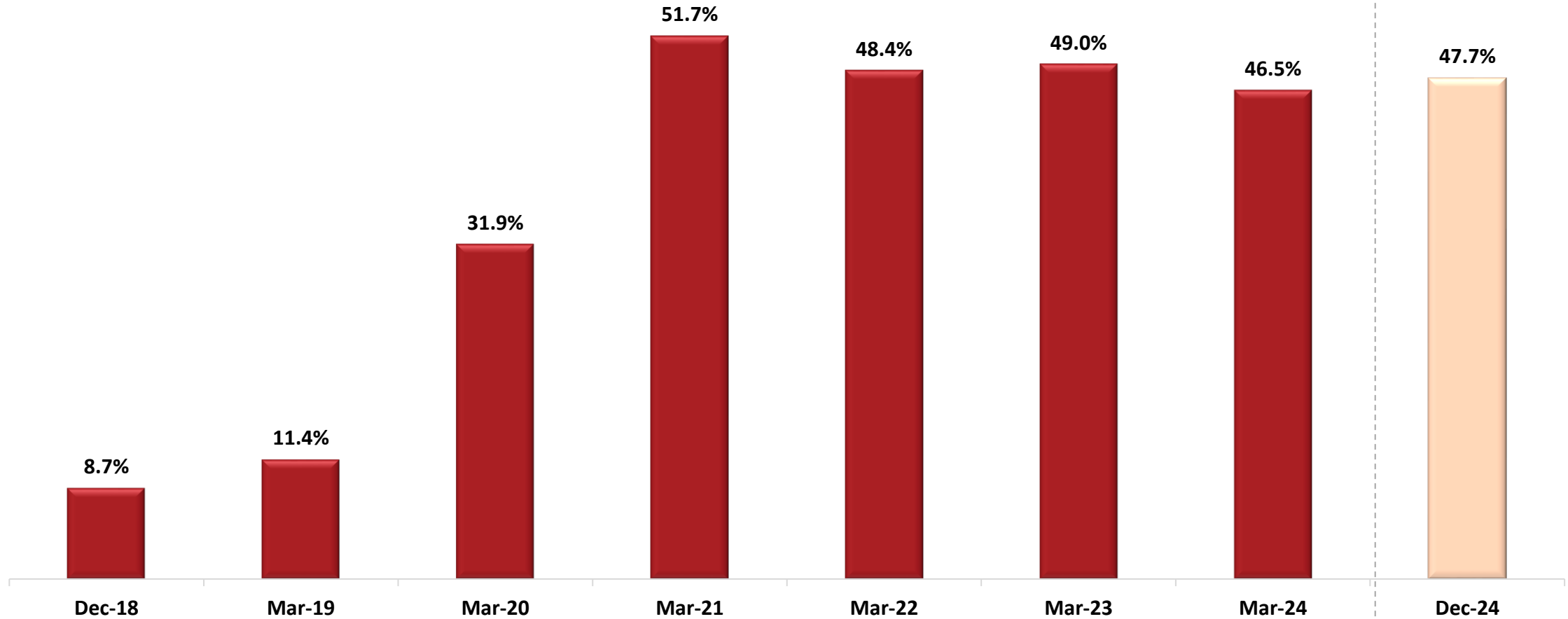


## Strong growth in CASA Deposits, YoY Growth of 32.3%



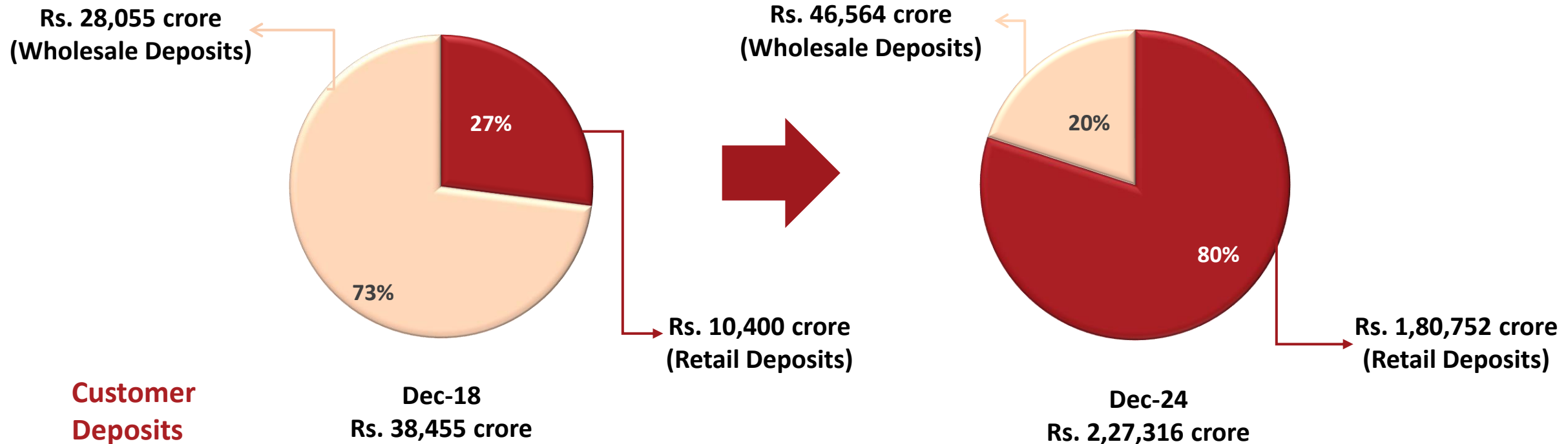
## CASA Ratio Stable at 47.7%

CASA Ratio as of 30<sup>th</sup> September 2024 was 48.9%



## Bank has a highly diversified liabilities base with 80% Retail Customer Deposits

- It is a strategic priority of the Bank to diversify the deposits by raising retail deposits.
- Retail Deposit customers get used to transactions, id, passwords, RMs, branch services, auto debits, SI debit, EMI debits, MF investing and hence is more stable than bulk deposits.
- Retail deposits have increased from 27% of deposits at merger to 80% currently which has significantly stabilized the deposits side.
- Certificate of Deposits (short term money) has come down from Rs. 22,312 crore as of Dec-18 to Rs. 9,562 crore as of Dec-24.



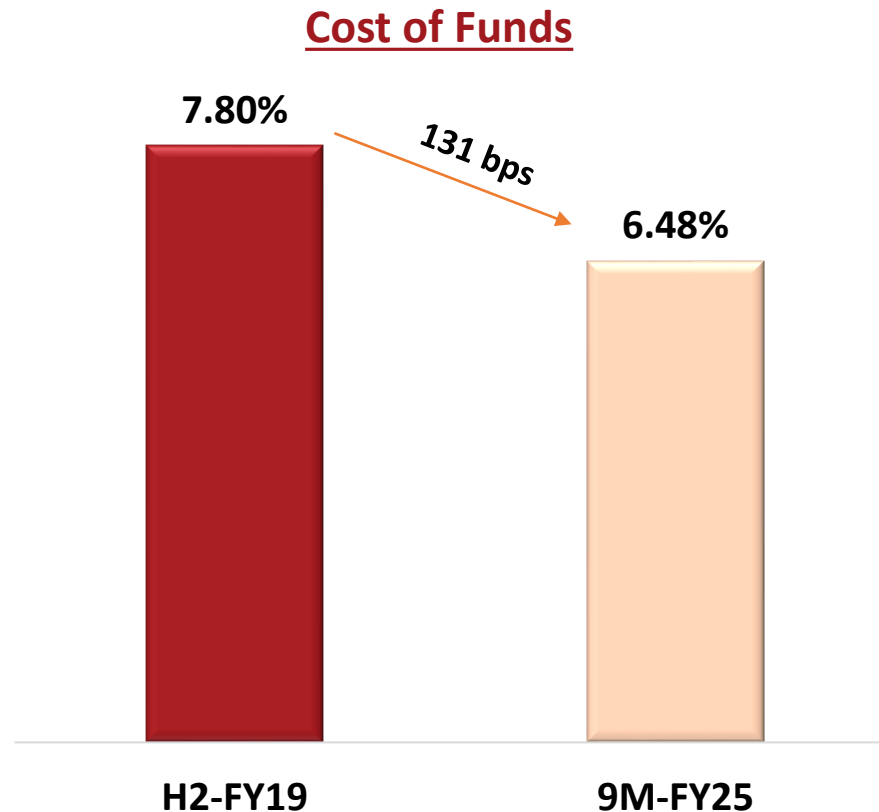
## Deposits & Borrowings Details

The Bank has grown its customer deposits by **29% YOY** which was utilized for repayment of the legacy borrowings and for growth of assets.

Particulars (in Rs Cr)	Dec-23	Sep-24	Dec-24	YoY Growth
Legacy Long Term & Infrastructure Bonds	11,928	7,082	6,068	-49%
Refinance & Other Borrowings	19,613	19,940	26,326	34%
Tier II Bonds	4,500	4,500	4,500	-
<b>Total Borrowings (A)</b>	<b>36,042</b>	<b>31,522</b>	<b>36,894</b>	<b>2%</b>
CASA Deposits	85,492	1,09,292	1,13,078	32%
Term Deposits	90,990	1,08,735	1,14,237	26%
<b>Total Customer Deposits (B)</b>	<b>1,76,481</b>	<b>2,18,026</b>	<b>2,27,316</b>	<b>29%</b>
Certificate of Deposits (C)	6,068	5,580	9,562	58%
Money Market Borrowings (D)	9,067	14,823	9,496	5%
<b>Borrowings &amp; Deposits (A) + (B) + (C) + (D)</b>	<b>2,27,658</b>	<b>2,69,951</b>	<b>2,83,268</b>	<b>24%</b>
<b>CASA Ratio (%)</b>	<b>46.8%</b>	<b>48.9%</b>	<b>47.7%</b>	<b>90 bps</b>
<b>Average CASA Ratio % (On Daily Average Balance for the Quarter)</b>	<b>45.7%</b>	<b>46.3%</b>	<b>46.9%</b>	<b>127 bps</b>

## Bank has reduced Cost of Funds by 131 bps since merger

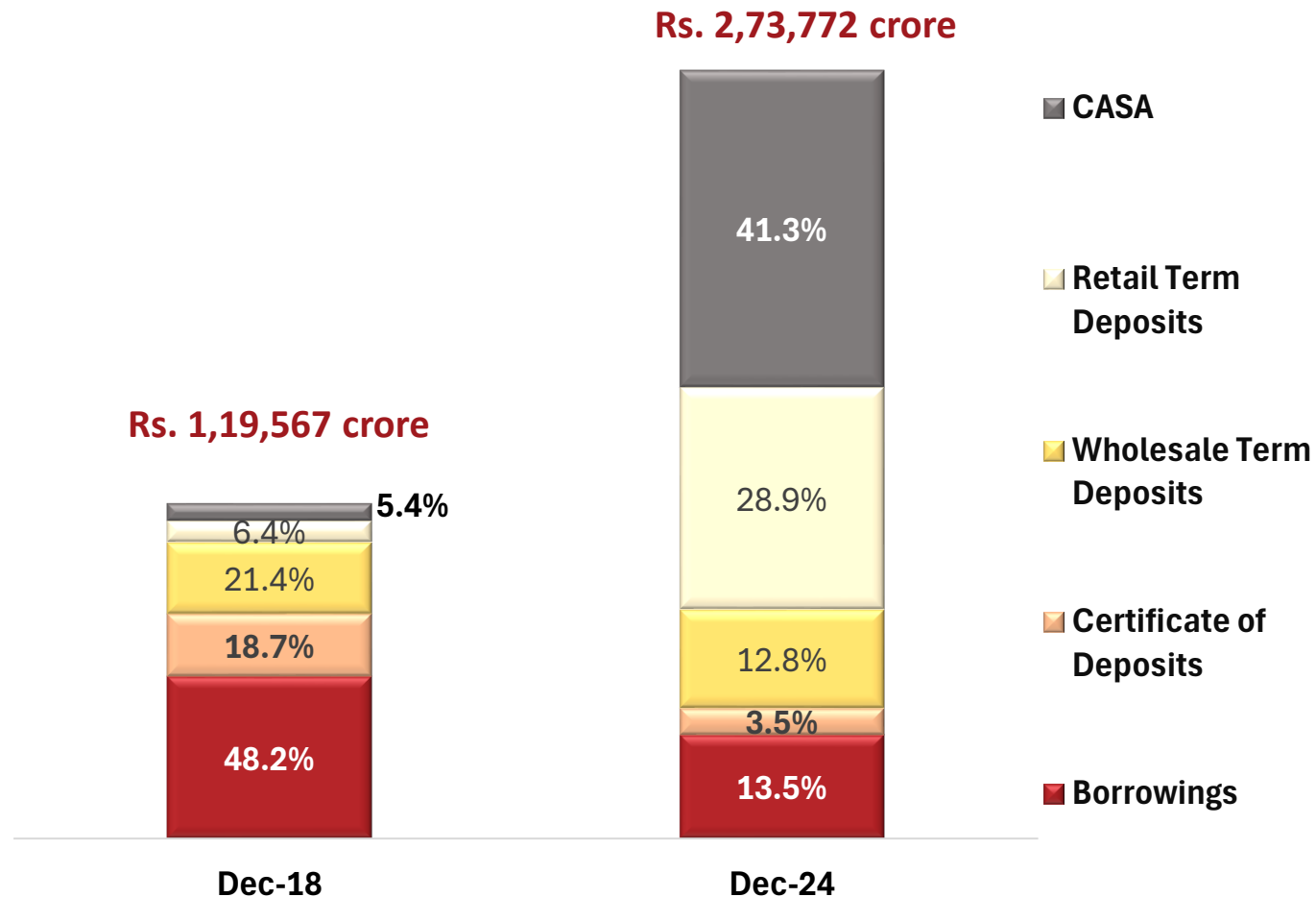
*Even In environment of increasing interest rates*



- The Repo Rate increased by 25 bps between FY19 and 9M-FY25, but the Cost of Funds of the Bank reduced from 7.8% at merger to 6.48%, a reduction of 131 bps which demonstrates the Bank's ability to raise low-cost deposit at scale.
- Cost of Funds for Q3 FY 25 was 6.49% against 6.46% in Q2 FY 25.
- Cost of Deposits of the Bank was at 6.38% for Q3 FY25 (6.38% in Q2 FY25)

## The Bank has raised Retail Deposits and CASA to wind down Borrowings and Certificate of Deposits

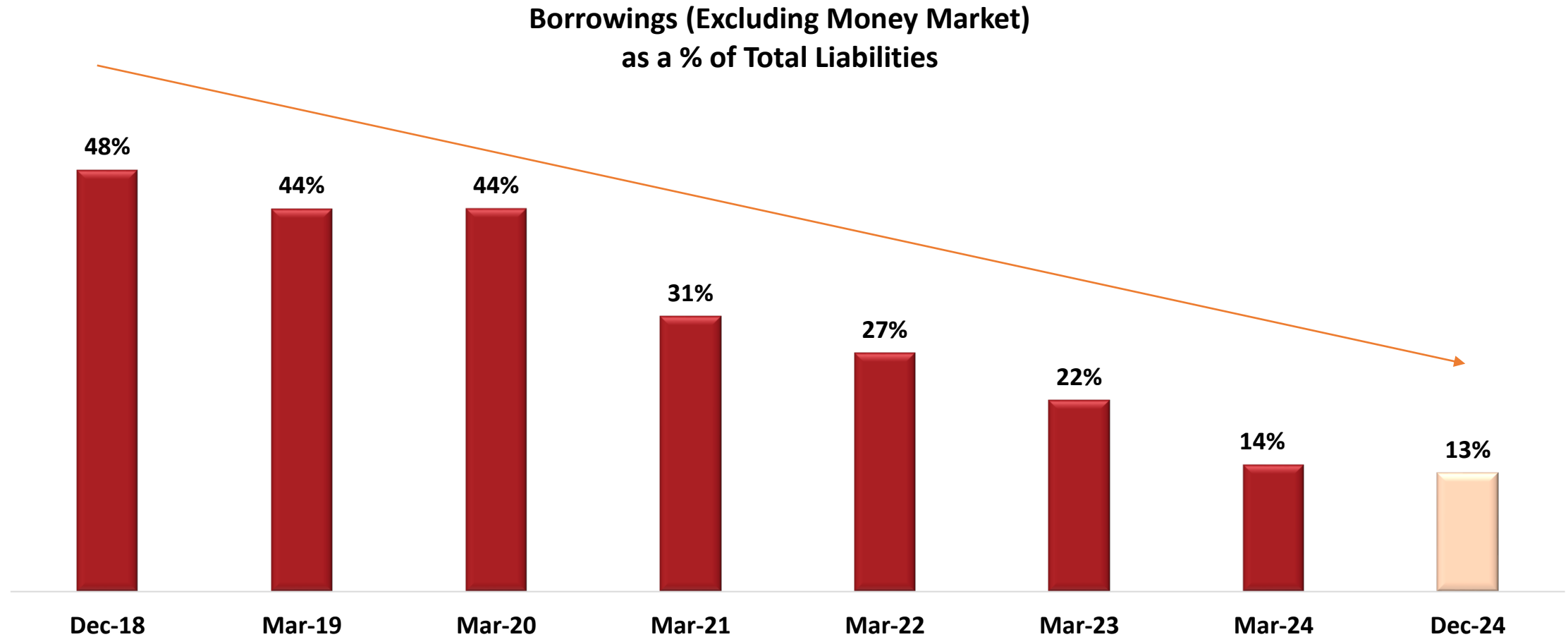
### Composition of Total Deposits & Borrowings\*



- Borrowing and Certificate of Deposits together as % of total deposits & Borrowings has reduced from 67% during merger to 16% currently
- At the same time, the contribution of granular retail term deposits and CASA has gone up from merely 11% during merger to 70% currently.

\*Borrowings excludes Money market borrowings

## Reliance on borrowings has declined meaningfully, completing the liability side transformation

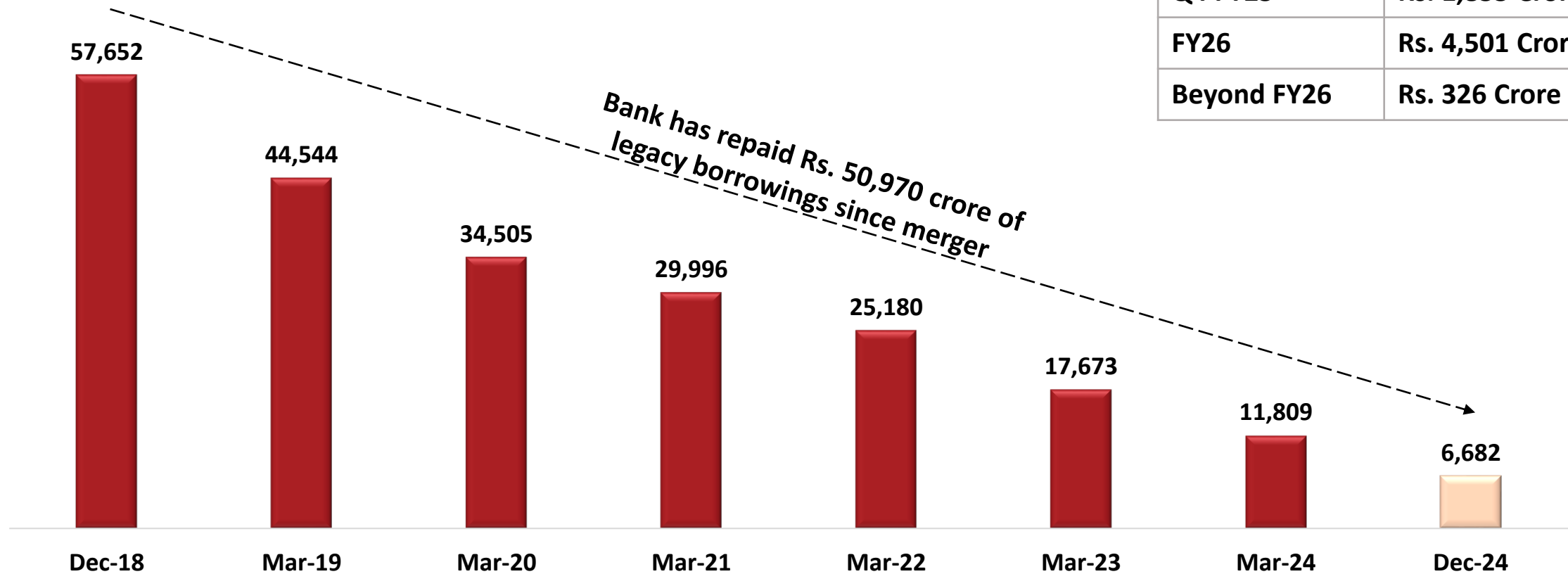




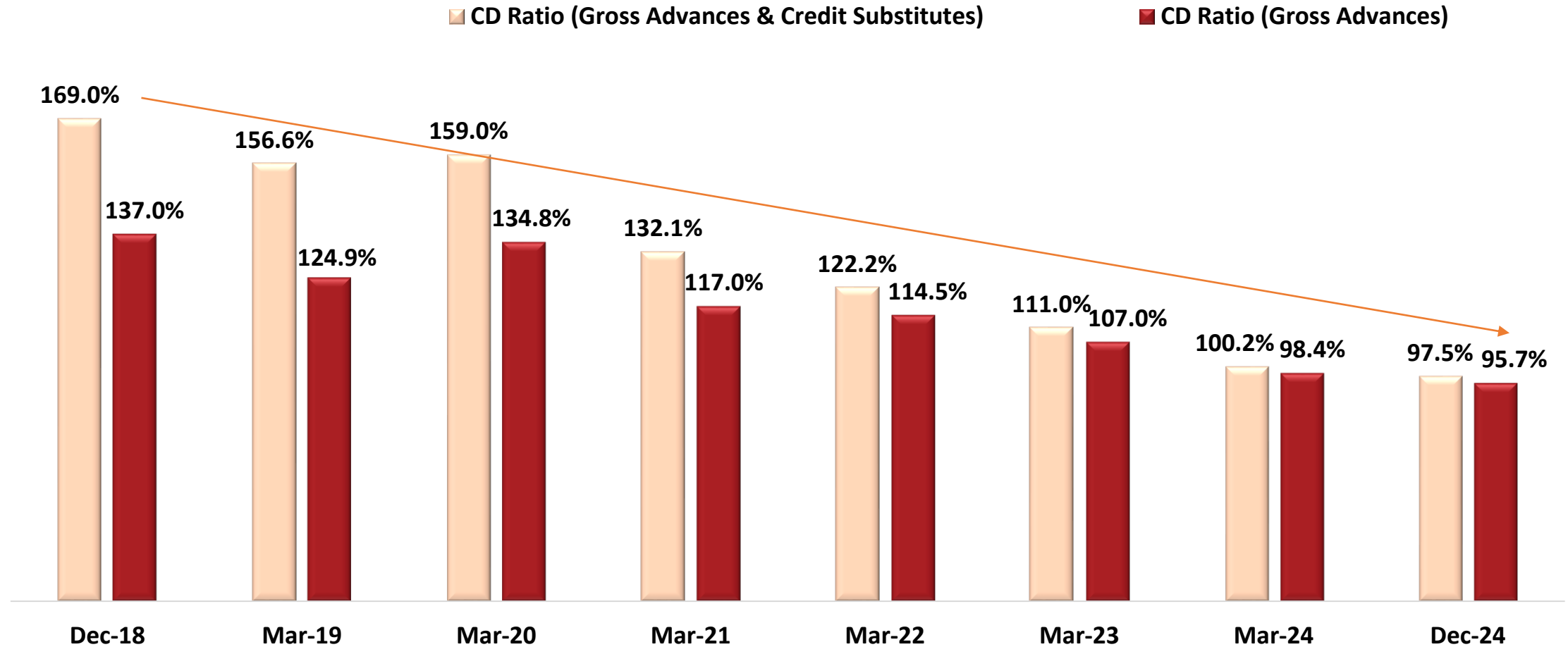
## Bank continues to run down the Legacy high-cost long-term borrowings

- Because we have a DFI background, the legacy borrowings are costing the bank **8.81%**. The Bank plans to replace this with low-cost deposits.

Maturity of Legacy Borrowings	
Q4 FY25	Rs. 1,855 Crore
FY26	Rs. 4,501 Crore
Beyond FY26	Rs. 326 Crore



## Credit Deposit Ratio has reduced from 137% to 95.7%



Incremental CD ratio (Gross Advances) on yearly basis (i.e. since December 2023) stood at 76.4%

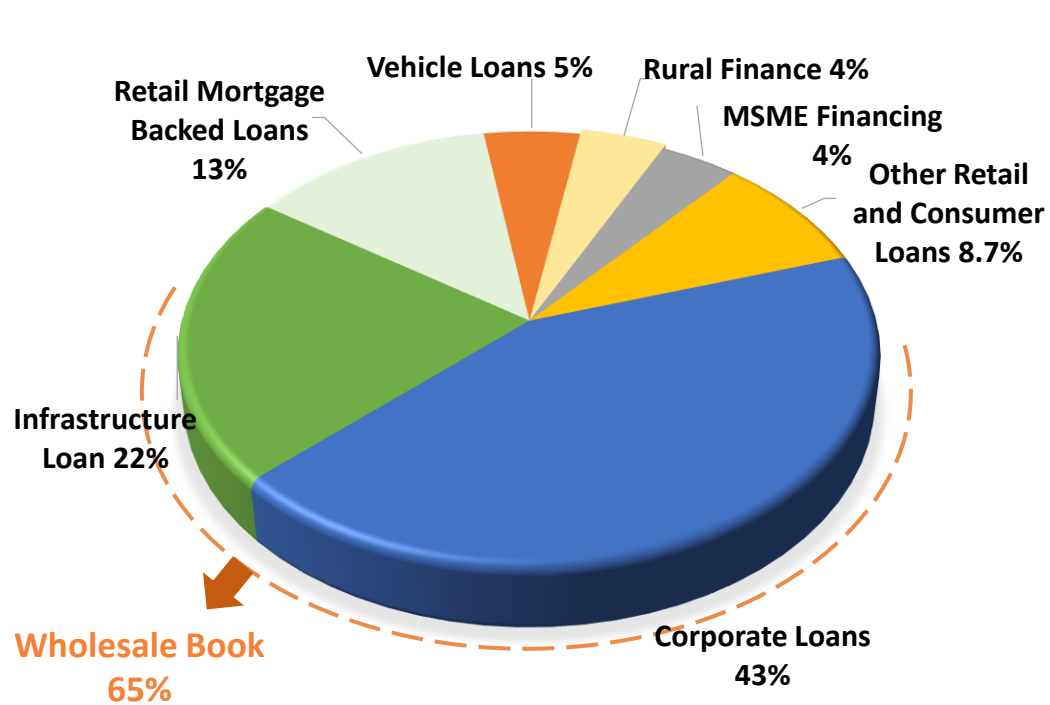
## Section 3: Diversified Loan Portfolio



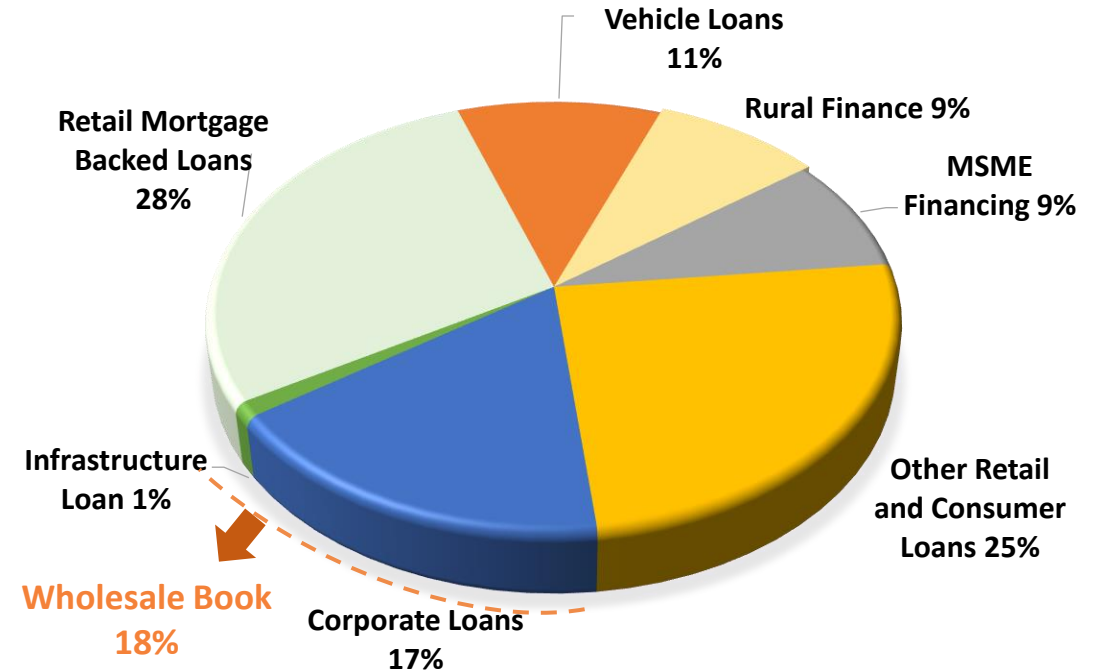
# Diversified Loan Book

The Bank has transformed the loan book from a primarily wholesale credit book to a well diversified portfolio including retail, rural, MSME and corporate Banking

Loan Book: Rs. 1,04,660 crore, December 31, 2018

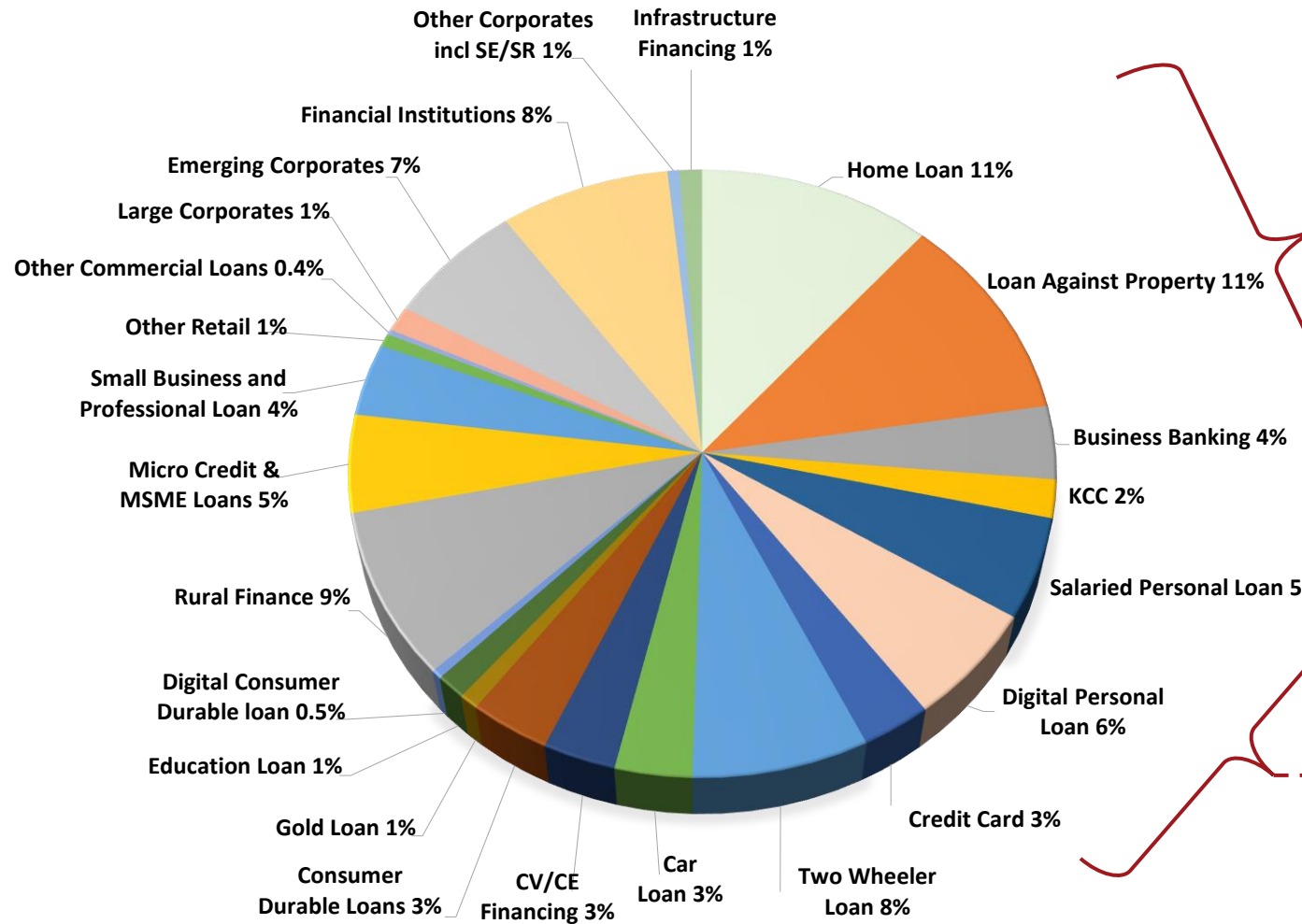


Loan Book: Rs. 2,31,074 crore, December 31, 2024



- The Bank has reduced infrastructure loan as a % of total loan assets from 22% at merger to only 1.1% currently.
- The Bank has improved the mortgage-backed loans % of the total loan assets from 13% at merger to 28% currently.
- Other retail and consumer loans as % of the total loan assets from 9% at merger to 25% currently.

# The Bank has **diversified** its loan book across more than **25** business lines



**Loan Book: December 31, 2024**  
**Rs. 2,31,074 crore**

**28% of total loan book Backed by Mortgage**

**14% of total loan book is Unsecured Retail Credit**  
**GNPA = 1.95%**  
**NNPA = 0.63%**

*NPA Includes Consumer durable loans, education loans*

## Loan Growth driven by HL, LAP, Vehicle and MSME & Corporate Loans

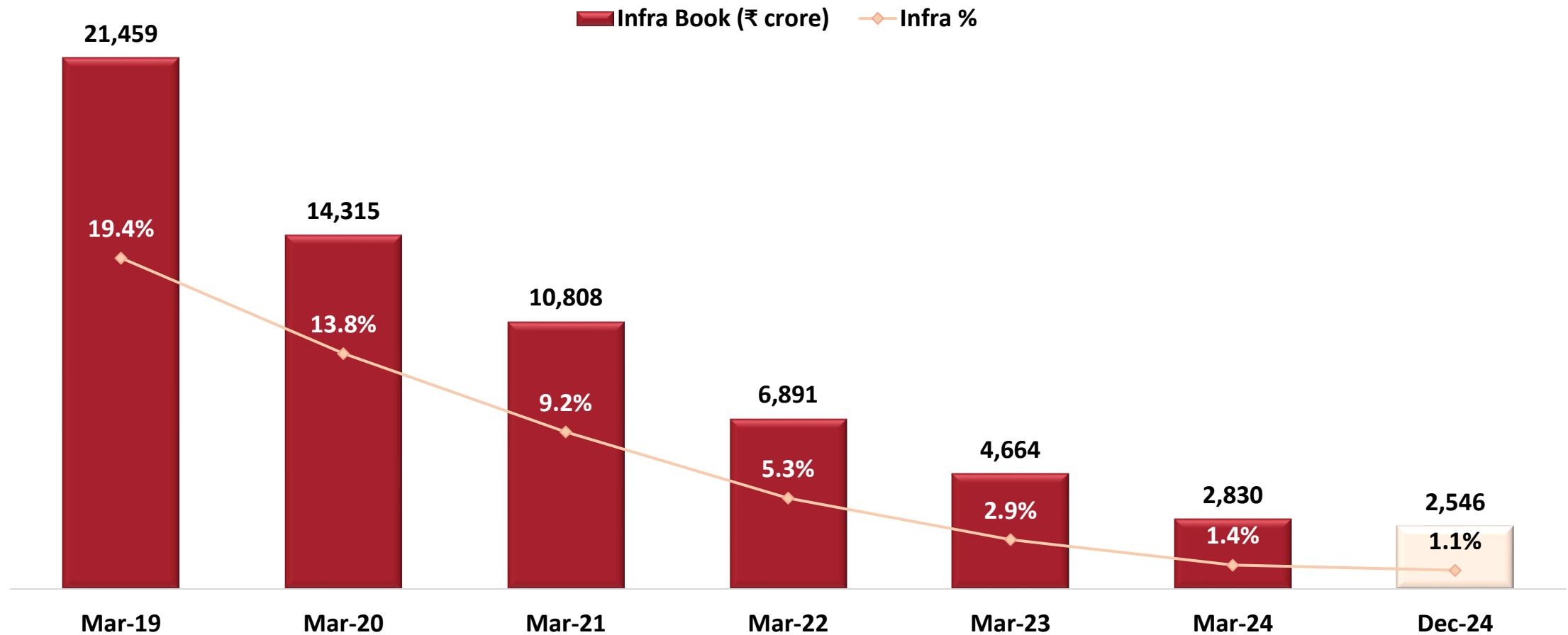
Gross Loans & Advances (In Rs. Crore)	Dec-23	Sep-24	Dec-24	YoY (%)	QoQ (%)
<b>Retail Finance</b>	<b>1,11,397</b>	<b>1,30,704</b>	<b>1,34,949</b>	<b>21.1%</b>	<b>3.2%</b>
- Home Loan	21,126	25,494	26,295	24.5%	3.1%
- Loan Against Property	21,834	26,022	25,782	18.1%	-0.9%
- Vehicle Loans	18,206	23,655	25,209	38.5%	6.6%
- Consumer Loans	26,624	28,293	29,345	10.2%	3.7%
- Education Loans	1,989	2,812	2,994	50.5%	6.5%
- Credit Card	4,946	6,332	6,918	39.9%	9.2%
- Gold Loan*	775	1,604	1,896	144.7%	18.2%
- Others	15,897	16,492	16,511	3.9%	0.1%
<b>Rural Finance*</b>	<b>23,955</b>	<b>25,934</b>	<b>25,234</b>	<b>5.3%</b>	<b>-2.7%</b>
- Micro-Finance Loans	13,634	12,520	10,997	-19.3%	-12.2%
<b>Business Finance (MSME &amp; Corporate)</b>	<b>51,129</b>	<b>63,321</b>	<b>68,345</b>	<b>33.7%</b>	<b>7.9%</b>
- of which CV/CE Financing*	5,115	6,897	7,266	42.1%	5.3%
- of which Business Banking*	6,699	8,358	9,049	35.1%	8.3%
- of which Corporate Loans ^	30,561	36,281	39,389	28.9%	8.6%
<b>Infrastructure</b>	<b>2,994</b>	<b>2,654</b>	<b>2,546</b>	<b>-15.0%</b>	<b>-4.1%</b>
<b>Total Gross Loans &amp; Advances</b>	<b>1,89,475</b>	<b>2,22,613</b>	<b>2,31,074</b>	<b>22.0%</b>	<b>3.8%</b>

\* Rural Finance, CV/CE Financing, Business Banking, Gold Loans, Home Loans (< Rs. 30 Lacs) largely contribute to the PSL requirements of the Bank and hence are focus areas.

^ Corporate Loans include PTC, Equity investments & Security receipts amounting to Rs. 917 Cr. as on 31<sup>st</sup> December, 2024.

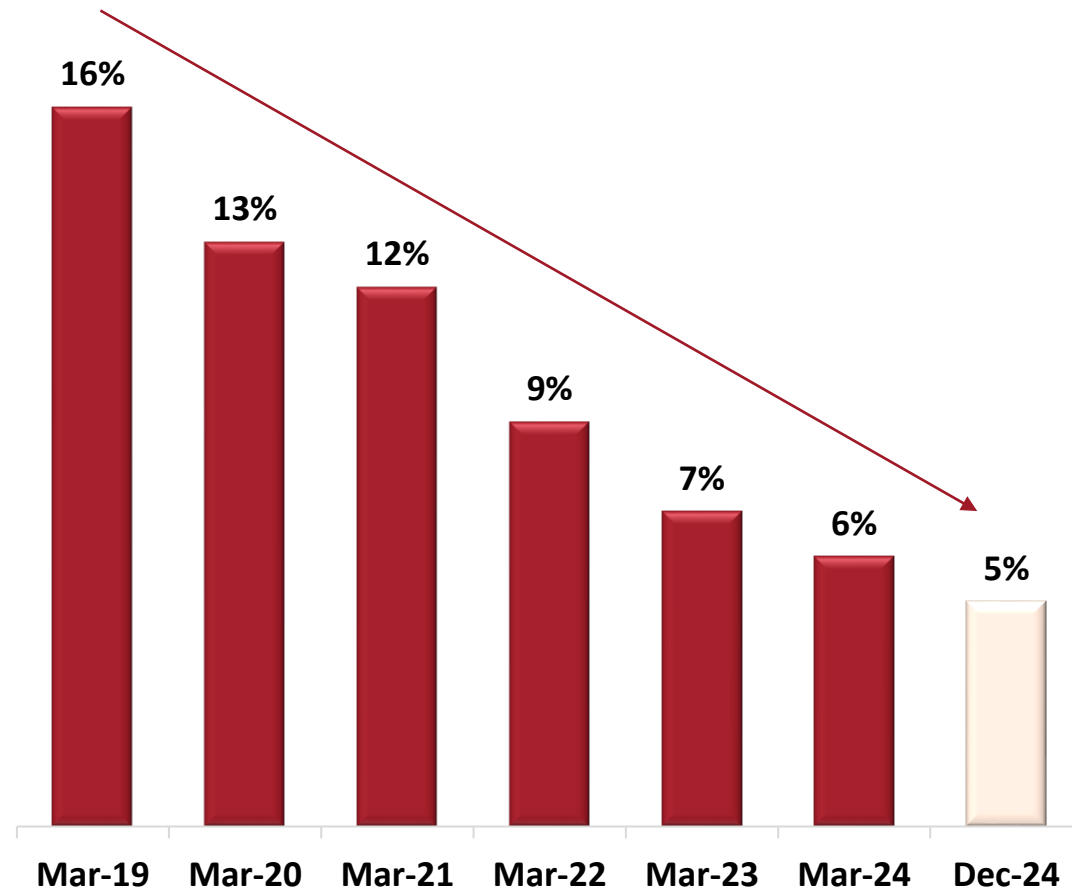
1. The figures above are net of Inter-Bank Participant Certificate (IBPC) transactions & includes credit substitutes
2. Lending to commercial banking businesses and MSMEs through working capital loans, business banking, commercial vehicle, trade advances, term loans, security receipts, loan converted to equity etc. have been combined with corporate banking as these are all pertaining to financing businesses.
3. Home Loans, vehicle finance, education loans, gold loans, credit cards, etc have been combined under Retail banking as this represents financing to individuals. Loan against property has been retained as part of retail banking as is the convention in the banking system reporting.
4. Consumer loans include Salaried Personal Loans, Small Business & Professional Loans and Consumer Durable Loans
5. Others include digital personal loans, digital consumer durables loans, retail portfolio buyout etc.

The Bank has reduced its infrastructure financing portfolio from 19% in Mar-19 to 1.1% of the total funded assets in Dec-24.

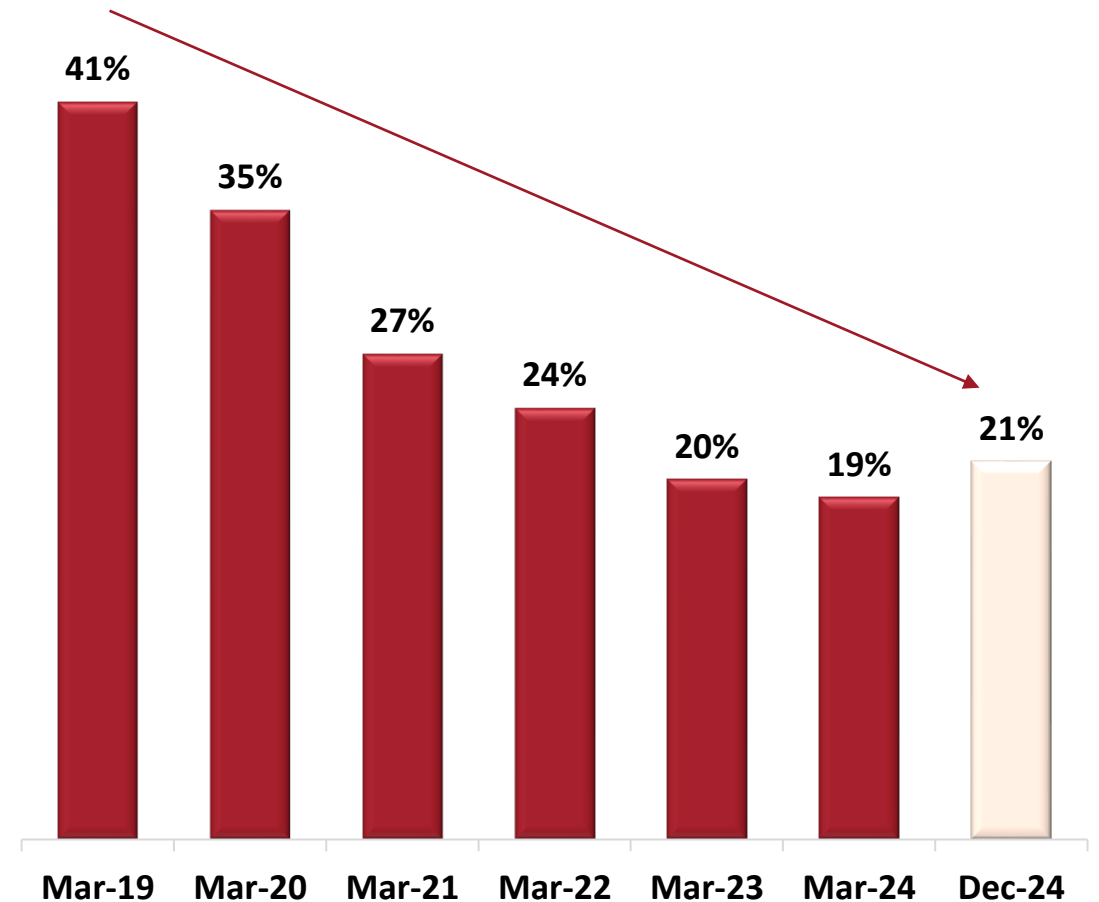


## As a key risk measure, the Bank has reduced concentration risk in Wholesale lending

Also, the exposure to top 20 single borrowers reduced from 16% in Mar-19 to 5% in Dec-24



Further, the exposure to top 5 industries also reduced from 41% Mar-19 to 21% in Dec-24 which has further strengthened the balance sheet.





## 4. Robust Risk Management Framework

1. Cash-flow based lending – fundamental basis of Bank's lending
2. EMI / Cheque Bounce (early bucket) return Trend
3. Collection Efficiency Trend
4. SMA – 1+2 Trend
5. Product wise SMA -1+2 trend in Retail, Rural, MSME
7. Asset Quality Summary Separating MFI asset quality and rest of Book
8. NPA Trend in Retail, Rural, MSME Book for 15 years
9. NPA Movement
10. Vintage Analysis
11. Industry Comparison 30+ Performance for key products
12. Trend of Provision Coverage Ratio



## The fundamental underwriting principle of the Bank explained



- The Bank lends on the basis of cash flow assessment –
  - A. Bank assesses the cash flow of the borrower through bank statement, GST, bureau EMI etc.
  - B. Bank takes debit instruction mandate for EMI.
- Combination of **A+B** put together practically works as an escrow.
- This is a key reason for the bank portfolio continues to do well through the credit cycles.
- Microfinance portfolio does not have debit instructions and the repayments are done through cash collections



## 10 Step Stringent Underwriting Process

### No Go Criteria

The Bank evaluates certain quick no-go criteria such as deduplication against existing records, bank validation and minimum credit parameter rules.

### Fraud Check

Certain file screening techniques, banking transaction checks, industry fraud databases, fraud scorecards and real-time video-based checks are used to identify fraudulent applications

### Field Verification

The Bank conducts field level verifications, including residence checks, office address checks, reference verification, lifestyle checks and business activity checks.

### Industry Check

CRILC checks and checks by external entities are conducted to study financials, access to group companies whether legal cases have been filed against the company, disqualification of directors, etc.

### Ratio Analysis

Detailed financial analysis is performed covering, Ratio analysis, debt to net-worth, turnover, working capital cycle, leverage, etc.

### Title Deed Verification

Evaluation of title deeds of the property and collateral, legality validity, enforceability etc.,

### Cash Flow Analysis

The bank statement of account is analyzed for business credits, transaction velocity, average balances at different periods of the month, EMI debits, account churning, interest servicing, etc.

### Personal Discussion

Personal discussion includes establishment of business credentials, clarifications on financials, queries on banking habits and bureau report, & understanding the requirement & end use of funds.

### Credit Scorecard

The application is then put through scorecards that includes criteria such as leverage, volatility of avg. balances, cheque bounces, profitability and liquidity ratios and study of working capital, etc.

### Credit Bureau Check

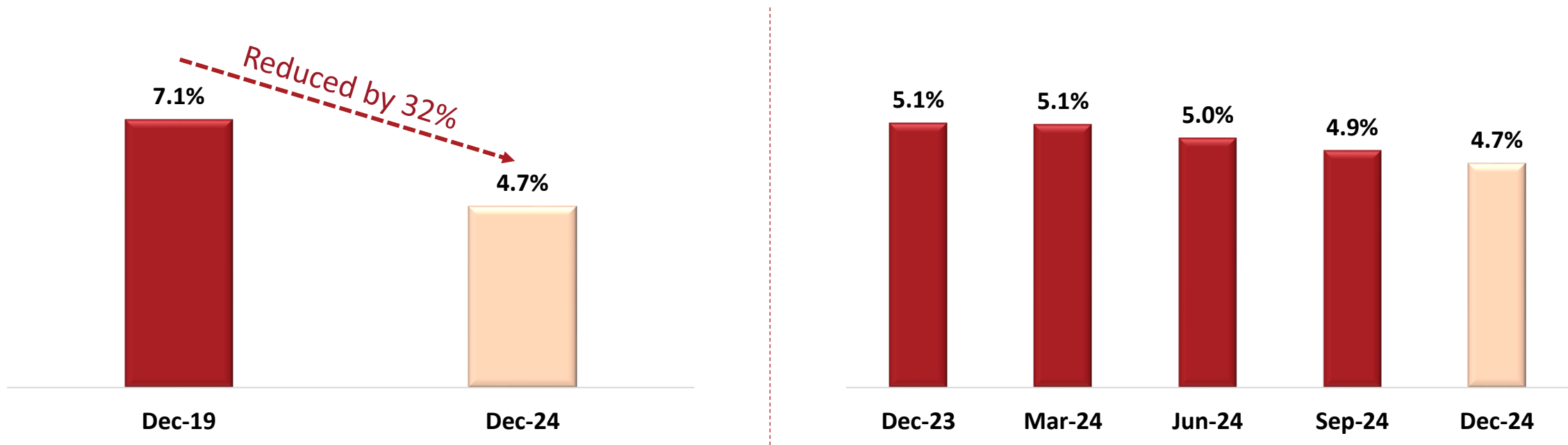
Checking the customer's credit behavior history, no. of credit inquiries, age in bureau, limit utilization, recency of inquiries, level of unsecured debt, etc.

*Note: The underwriting process mentioned above, changes depending on product to product.*



First EMI returns for insufficient funds has reduced by **32%** which indicates quality of underwriting has improved over the years

### First EMI Returns for insufficient funds



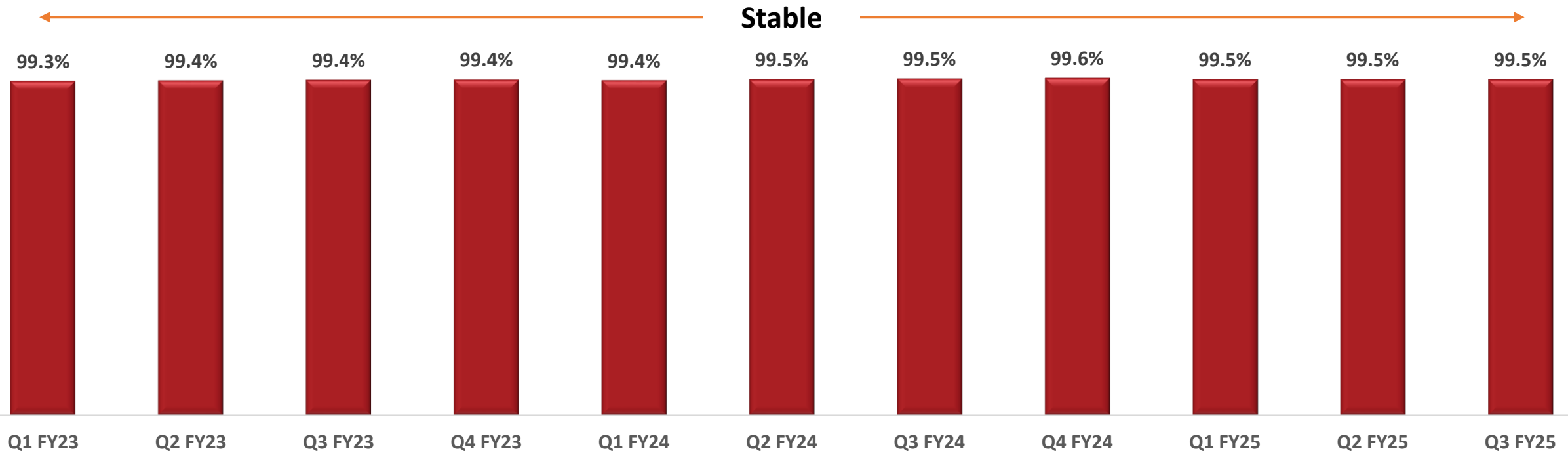
- First EMI (FEMI) represents Cheque returns in the FIRST month after Booking. It is thus a direct indicator of the Quality of Booking.
- First EMI Bounce Rate for insufficient funds has improved from 4.9% as of Sep-24 by 10 bps sequentially to 4.7% as of Dec-24.
- First EMI Bounce Rate, including insufficient funds and technical bounce, has improved from 5.7% as of Sep-24 by 20 bps to 5.5% as of Dec-24.
- Percentage are on a 12 month trailing basis, as a sustainable performance indicator.

*(EMI returns pertain to Month 1 EMI presentation for Month 0 Booking); the above figures are for Urban Retail Portfolio*

## The Bank collection efficiency stable at 99.5% (Excluding micro-finance)

Collection Efficiency % = (Pos of EMI Collected for the Month)/(Pos of EMI Due for the month) %

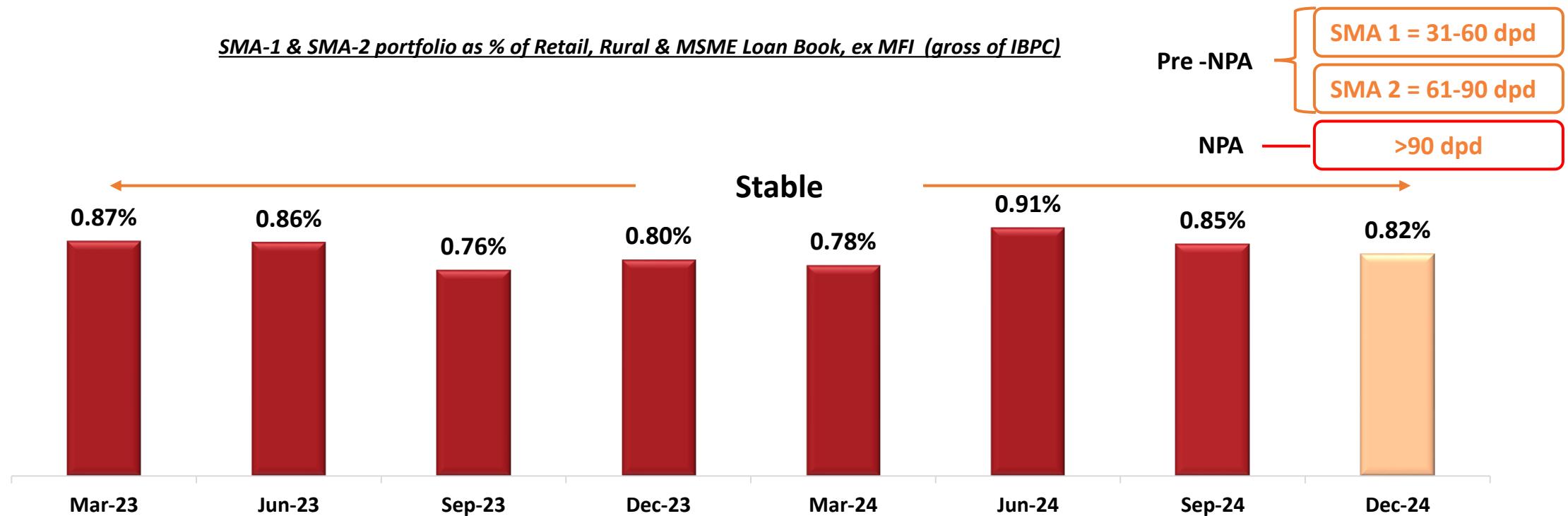
Collections % represented here do not include any arrear collections, or prepayment collections, and hence represents the true picture of collections efficiency.



- Numbers pertain to collection efficiency in current bucket in Retail portfolio (excluding rural financing) which is the majority of the Book.
- Except the microfinance portfolio, the collection efficiency is stable for the other rural products

Note: The above figures are quarterly average of monthly collection efficiency.

## SMA-1 & SMA-2 portfolio as % of Retail, Rural & MSME Loan Book (Excluding Microfinance business) is stable



- SMA-1 & 2 for microfinance business increased from **2.54%** in Sep-24 to **4.56%** as on Dec-24
- SMA-1 & 2 for overall Retail, Rural & MSME portfolio (including microfinance business) increased from **0.97%** in Sep-24 to **1.03%** as on Dec-24

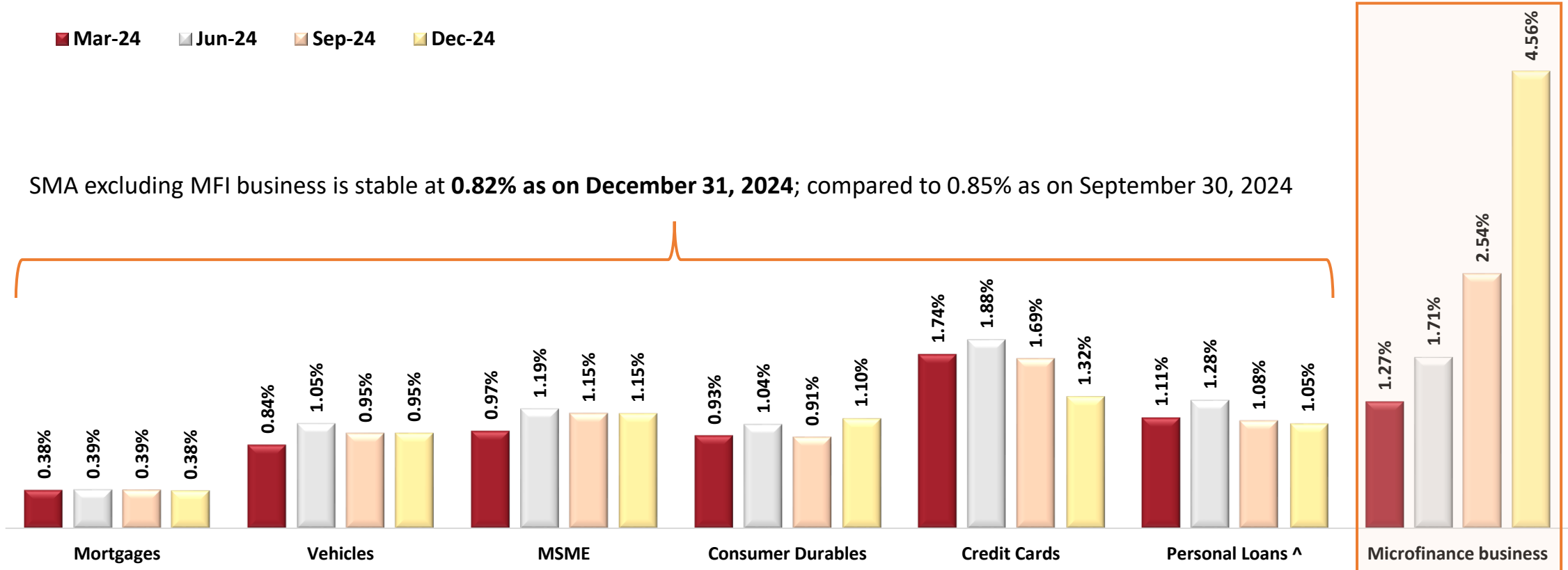
# Product wise SMA Analysis – All product stable except Microfinance

## Product-wise SMA-1 & SMA-2 portfolio

We expect credit cost of MFI business to peak in Q4-FY25 and taper off from there

■ Mar-24   ■ Jun-24   ■ Sep-24   ■ Dec-24

SMA excluding MFI business is stable at **0.82%** as on **December 31, 2024**; compared to 0.85% as on September 30, 2024



SMA-1 & 2 would have been 0.39%, 1.07%, 1.19% for mortgages, vehicles and MSME loan book as on December 2024, computed basis funded book net of IBPC.

Above numbers are Gross of IBPC

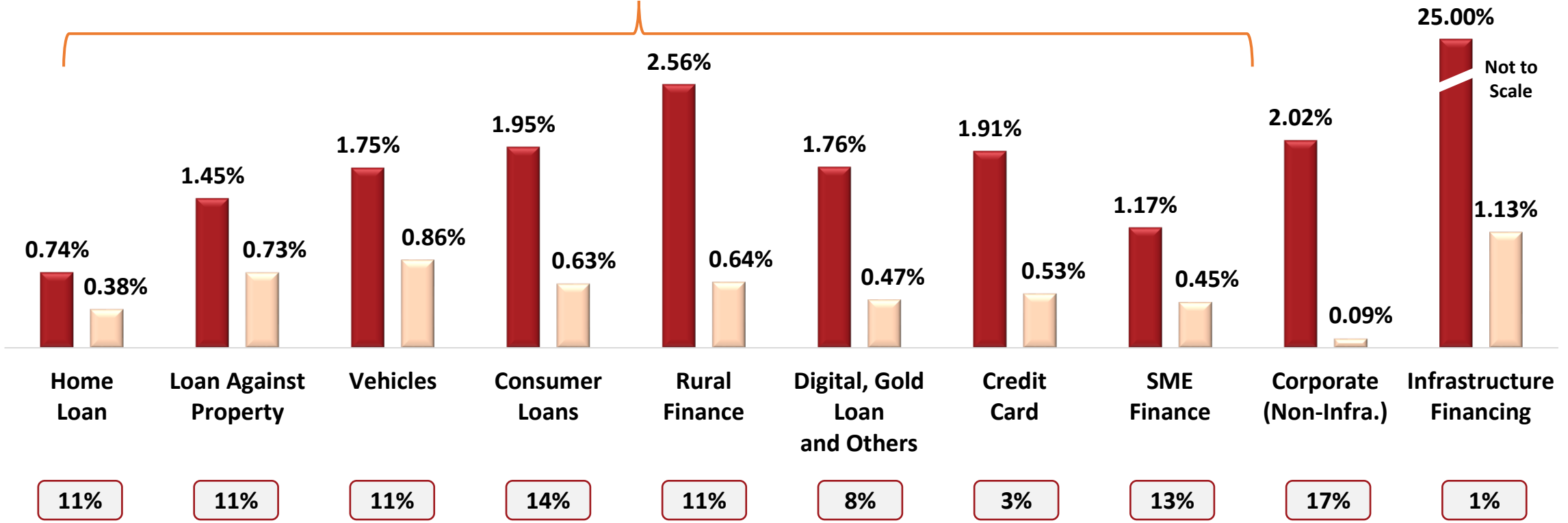
^ Personal Loans including Digital loans

# Retail, rural and MSME product segments continue to have low NPA ratios

- Bank's GNPA was at **1.94%** and NNPA at **0.52%**
- Provision coverage at bank level stood at **73.59%**

■ GNPA% ■ NNPA% □ % of Funded Assets

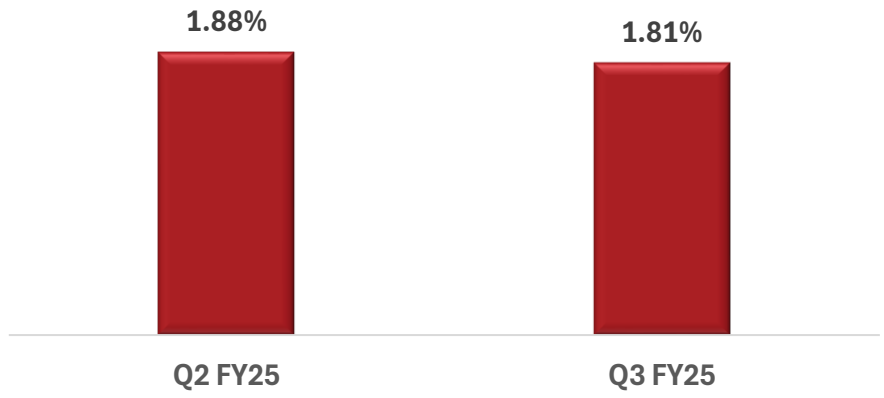
Retail, Rural & MSME - GNPA: 1.63% | NNPA: 0.59%





# Asset Quality of the Bank excluding Microfinance business is stable

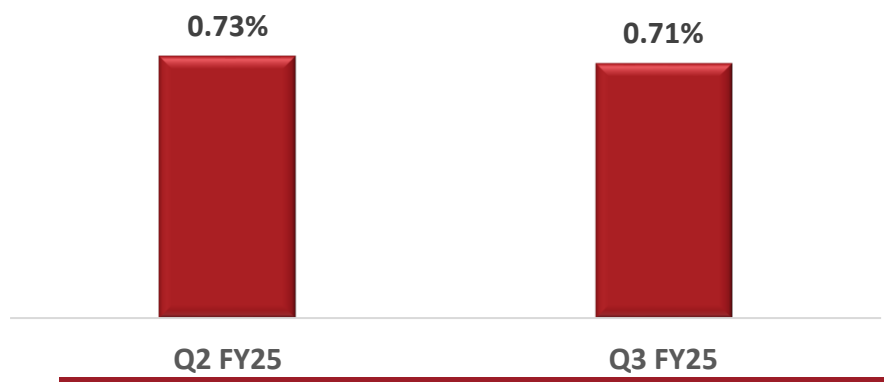
Gross NPA %



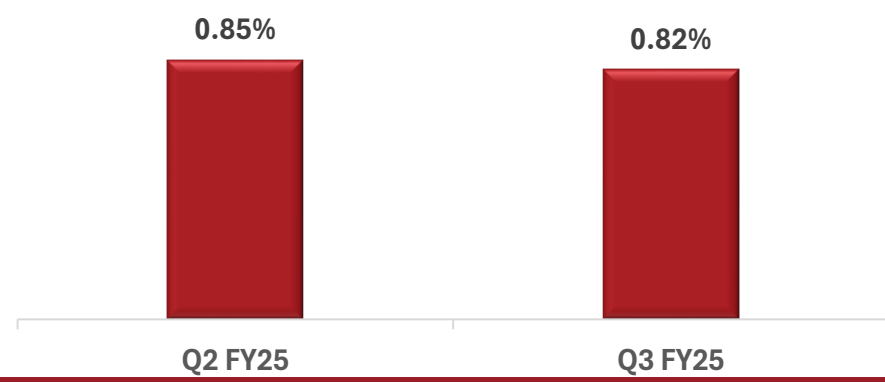
Net NPA %



SMA 1+2 (Bank Level)

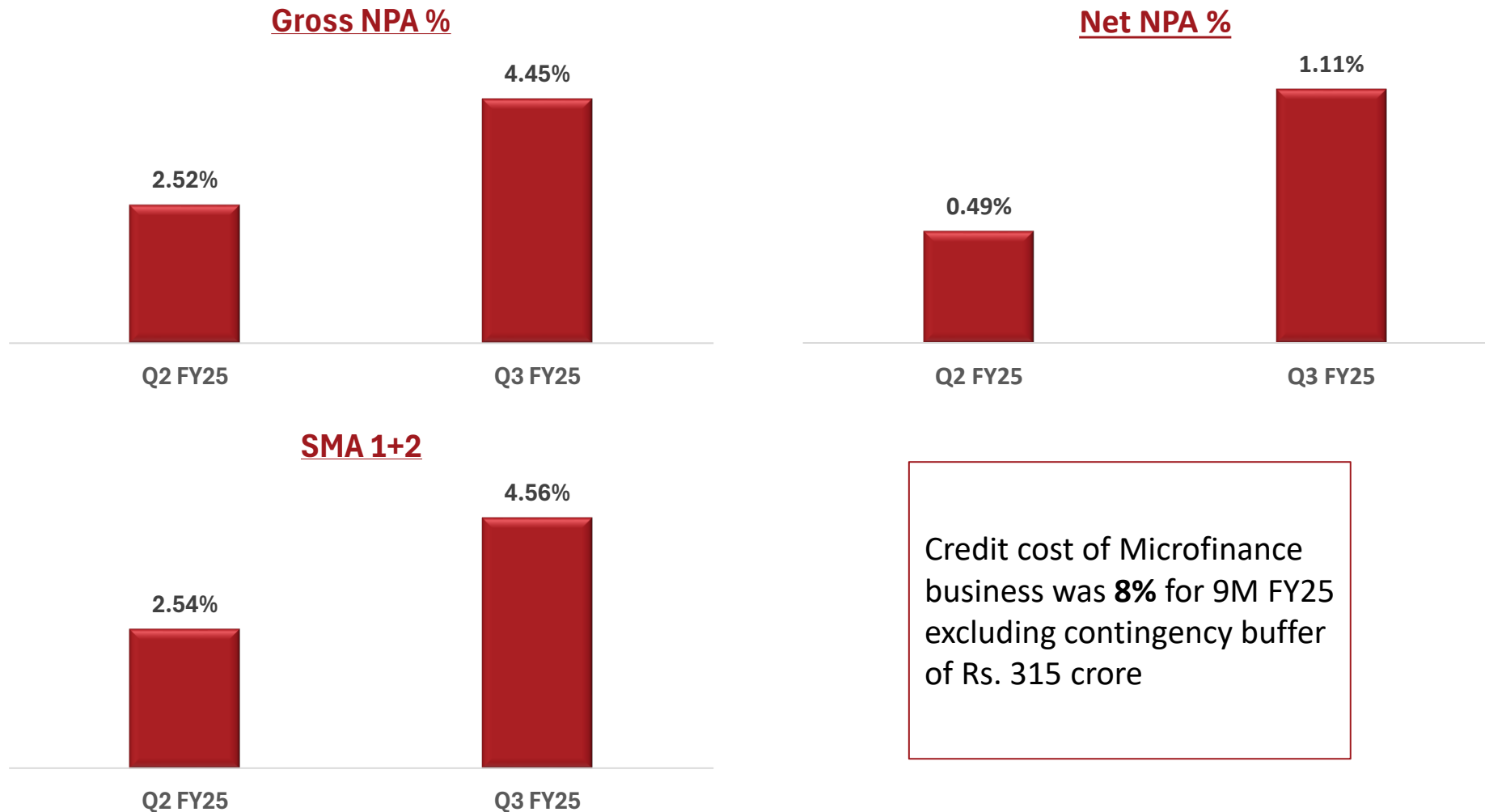


SMA 1+2 (Retail, Rural, MSME)



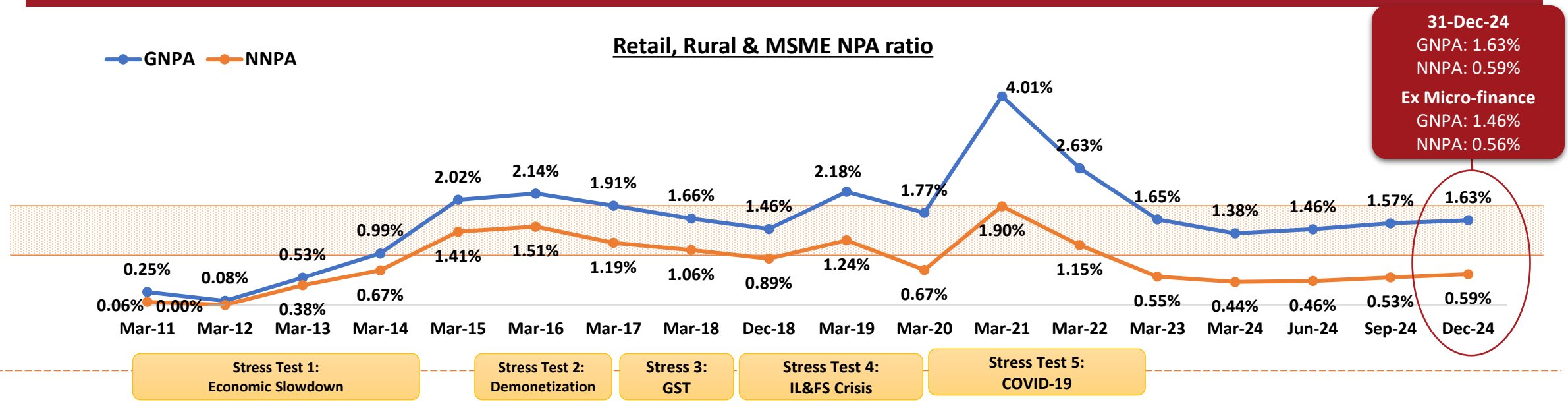
Credit cost of the Bank ex MFI and excluding one Mumbai entry point toll road account was **1.76%** for 9M FY25

## Asset Quality of Microfinance book deteriorated during the quarter

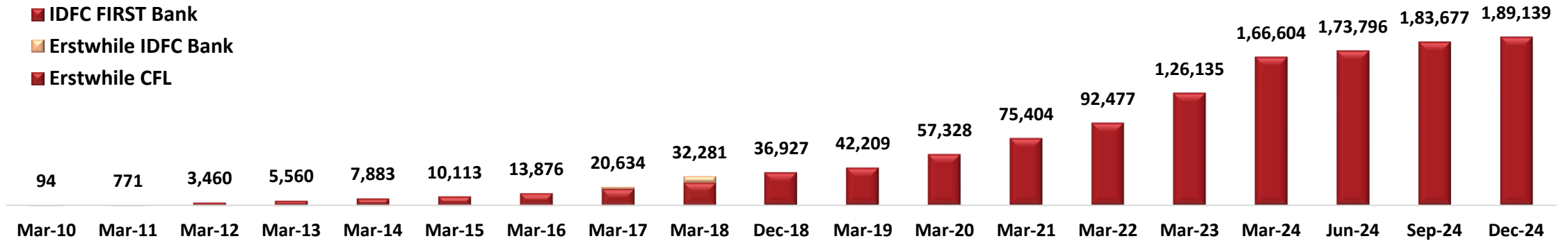


# Bank has maintained High Retail asset quality, GNPA of ~2% and NNPA ~1% for 14 years across cycles

**Retail, Rural & MSME NPA ratio**



**Retail, Rural & MSME AUM (Rs. Crore)**



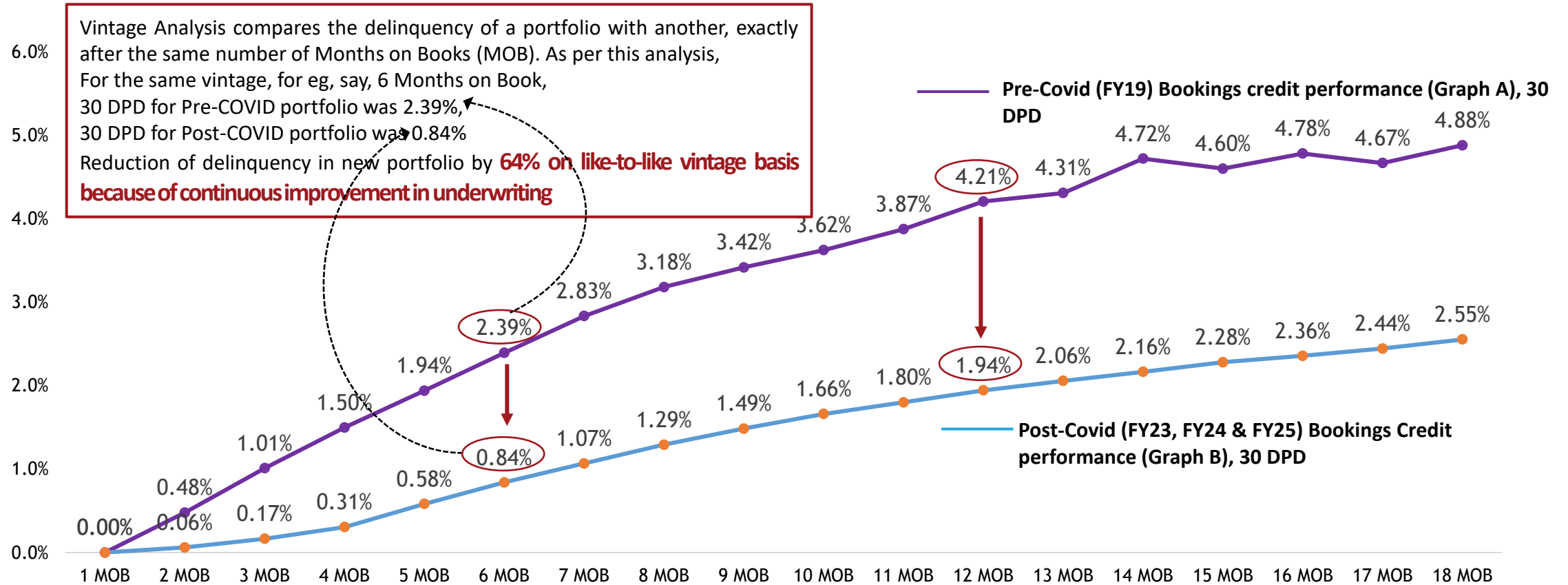
## NPA Movement

Description (Rs. Crore)	Q2 FY25	Q3 FY25
Opening NPAs	3,904	4,195
<b>ADD: Gross additions (Fresh Slippages)</b>	<b>2,031</b>	<b>2,192</b>
- Other than MFI	1,737	1,755
- MFI	294	437
LESS: Recoveries, Upgrades and others	(638)	(651)
<b>Net Addition</b>	<b>1,392</b>	<b>1,541</b>
LESS: Write-offs	(1,101)	(1,337)
<b>Closing NPA</b>	<b>4,195</b>	<b>4,399</b>

- Incremental Slippage for Q3 FY25 is Rs. 162 crore as compared to Q2 FY25, out of which Rs. 143 crore is contributed by MFI business. Hence, except MFI, the slippages remained stable on QoQ basis.

# Vintage Analysis – showing quality of portfolio improvement over the year

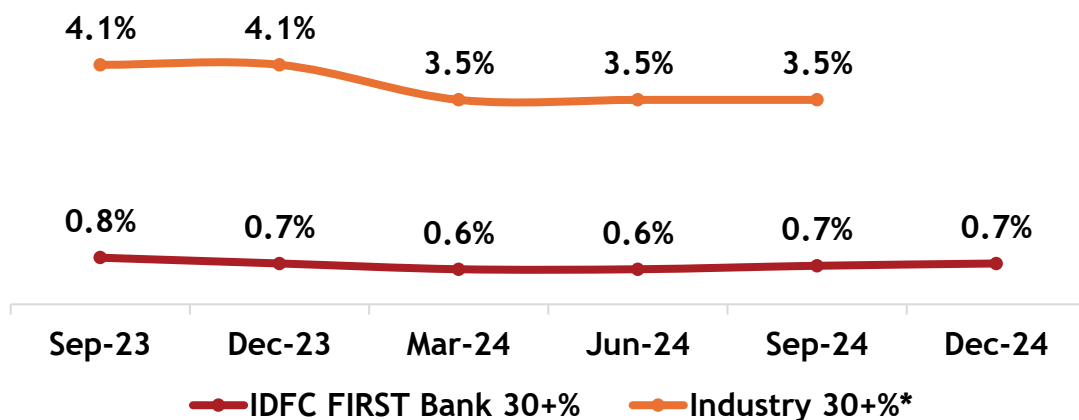
(excluding microfinance business).



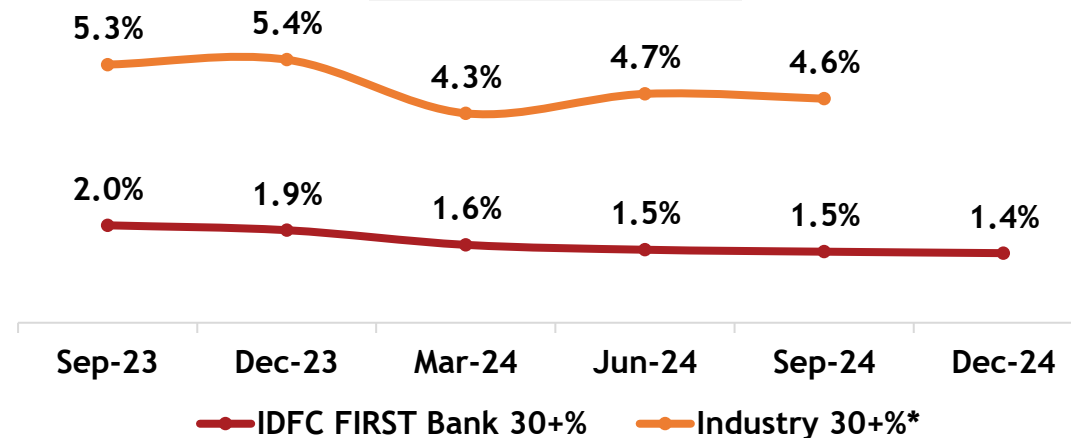
- The Vintage analysis on this graph indicates the expected NPA over the next 3-5 years. The delinquency for the new bookings of Post-COVID for like-to-like vintage is lesser than that booking of Pre-COVID. The past Pre-Covid bookings (Graph A) led to NPA of around 2% and Net NPA of around 1%. Under the new bookings (Graph B), the NPA is expected to remain range bound around 1.5% and 0.5% based on the above vintage analysis.

# Coincidental (30+%) delinquency better than industry as per CIBIL records

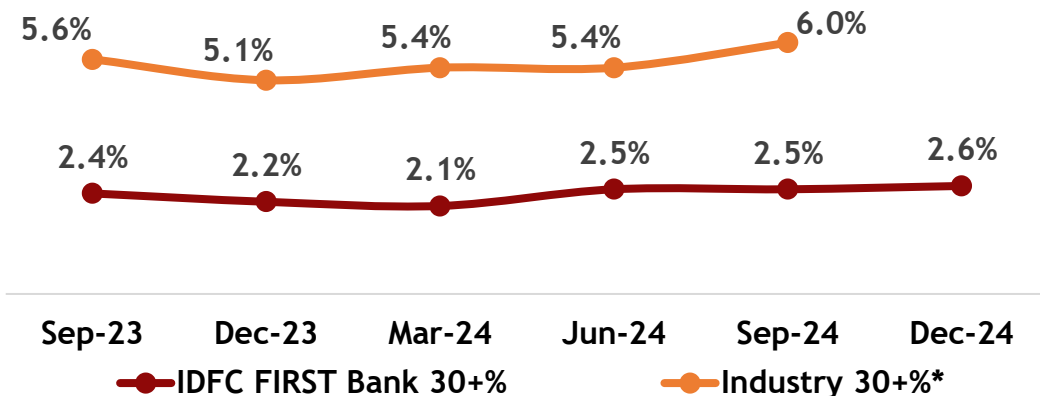
Home Loan



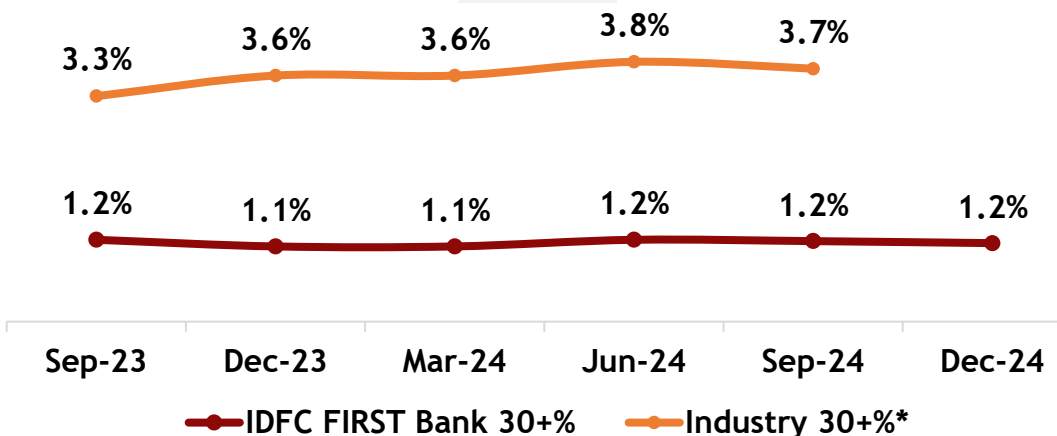
Loan Against Property



Two Wheeler Loans



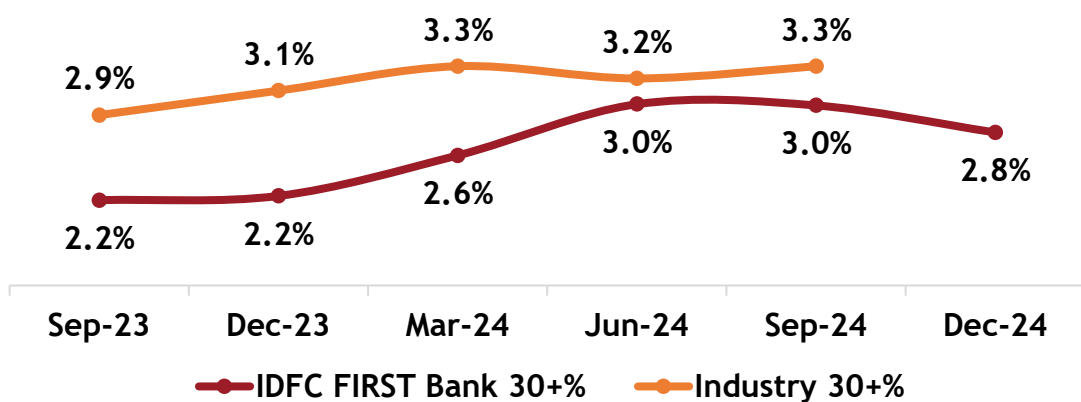
Car Loan



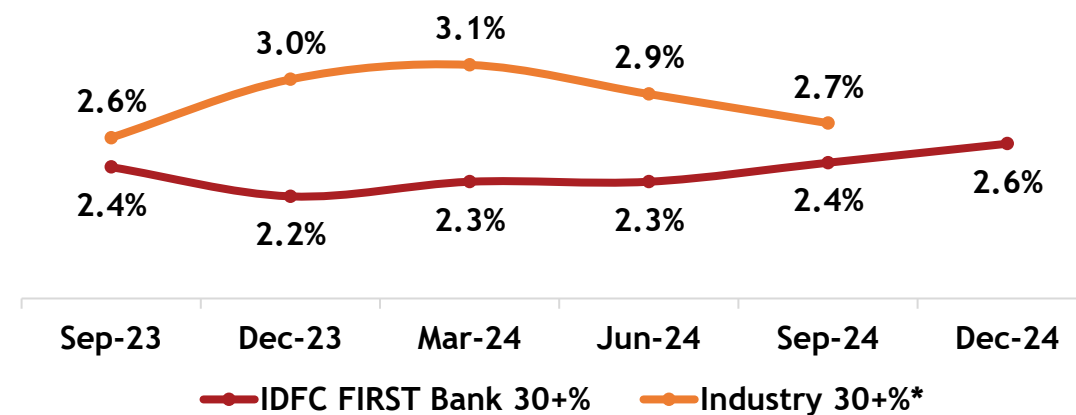
\*Industry delinquency number is excluding ARC. Live portfolio is defined as 000-719 for HL and LAP products, 000-179 for all other products. Bank delinquency number is Excluding write off and Gross of IBPC, Nos arrived based on account wise DPD status.

# Coincidental (30+%) delinquency better than industry as per CIBIL records

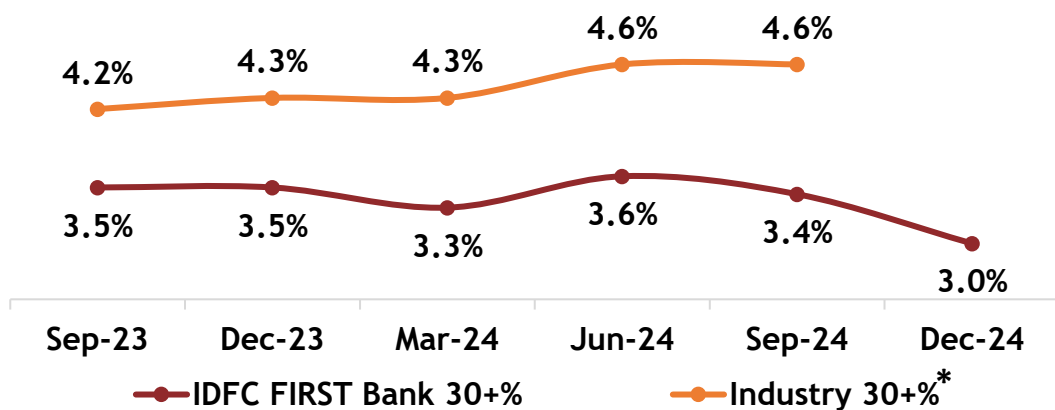
30+ DPD Trend (PL including Digital)



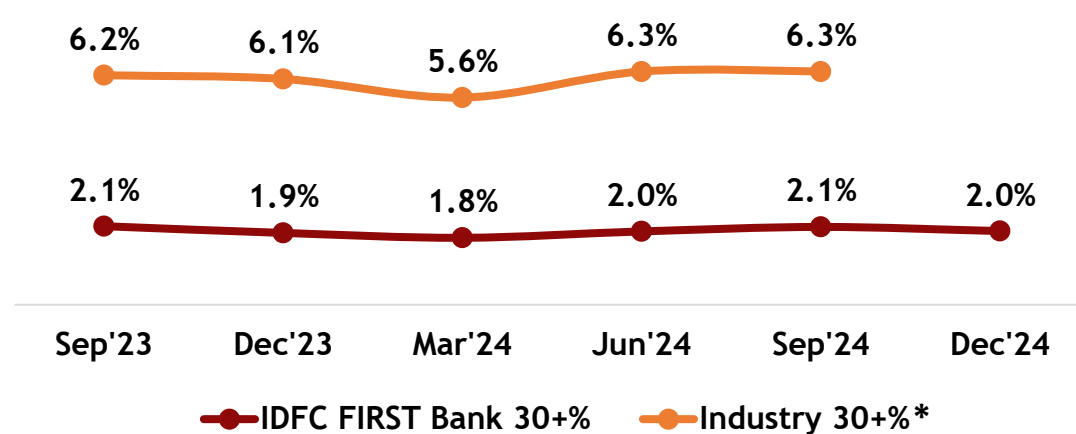
Consumer Durable



Credit Cards



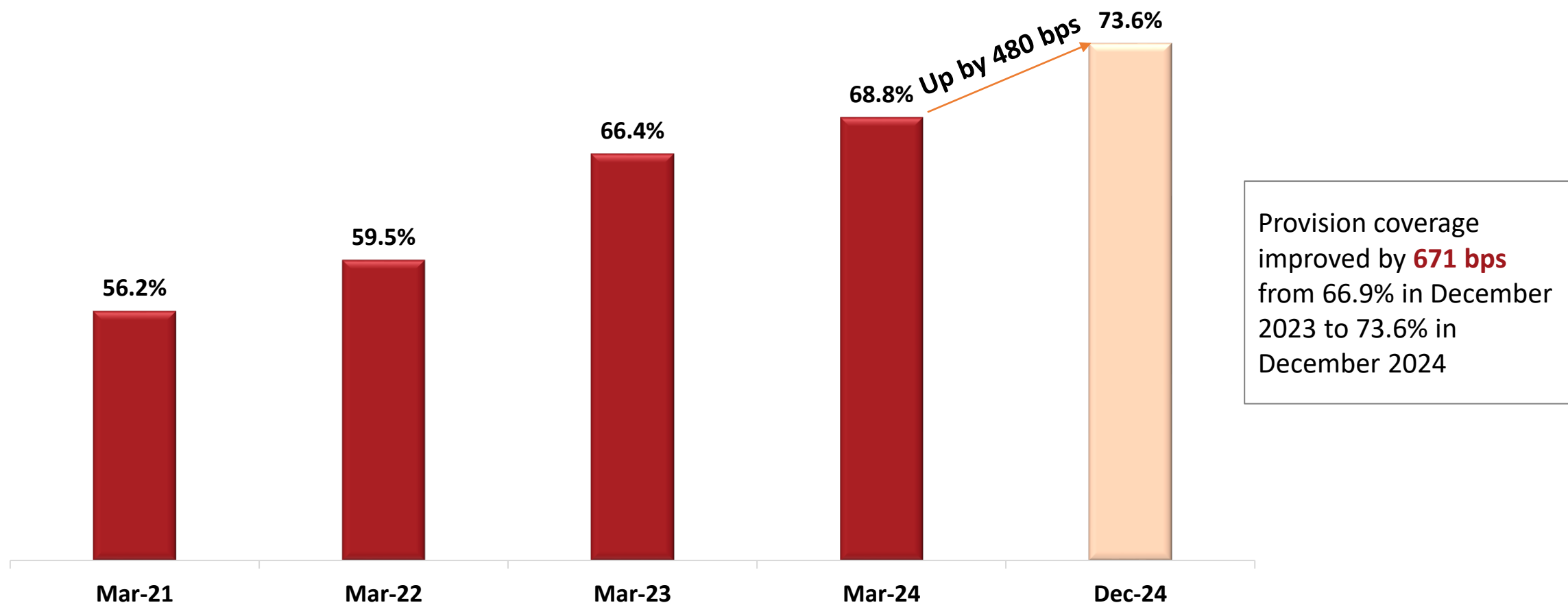
Business Loans



\*Source Transunion CIBIL Bureau. #IDFC FIRST Bank 30+ includes total outstanding for Non-NPAs & principal outstanding for NPAs. Industry Includes all banks and NBFCs

\*Industry delinquency number is excluding ARC. Live portfolio is defined as 000-719 for HL and LAP products. 000-179 for all other products. Bank delinquency number is Excluding write off and Gross of IBPC, Nos arrived based on account wise DPD status..

# Provision Coverage Ratio increased to 73.6% for the Bank



Provision coverage improved by **671 bps** from 66.9% in December 2023 to 73.6% in December 2024



## **Section 5: Microfinance Business**

**a. Purpose & Objective**

**b. Trend of Disbursement & Outstanding Book**

**c. Microfinance Trend in Collection Efficiency**

**d. Insured by CGFMU Cover**



## Micro-finance Loans – Meets Agri and PSL Requirements

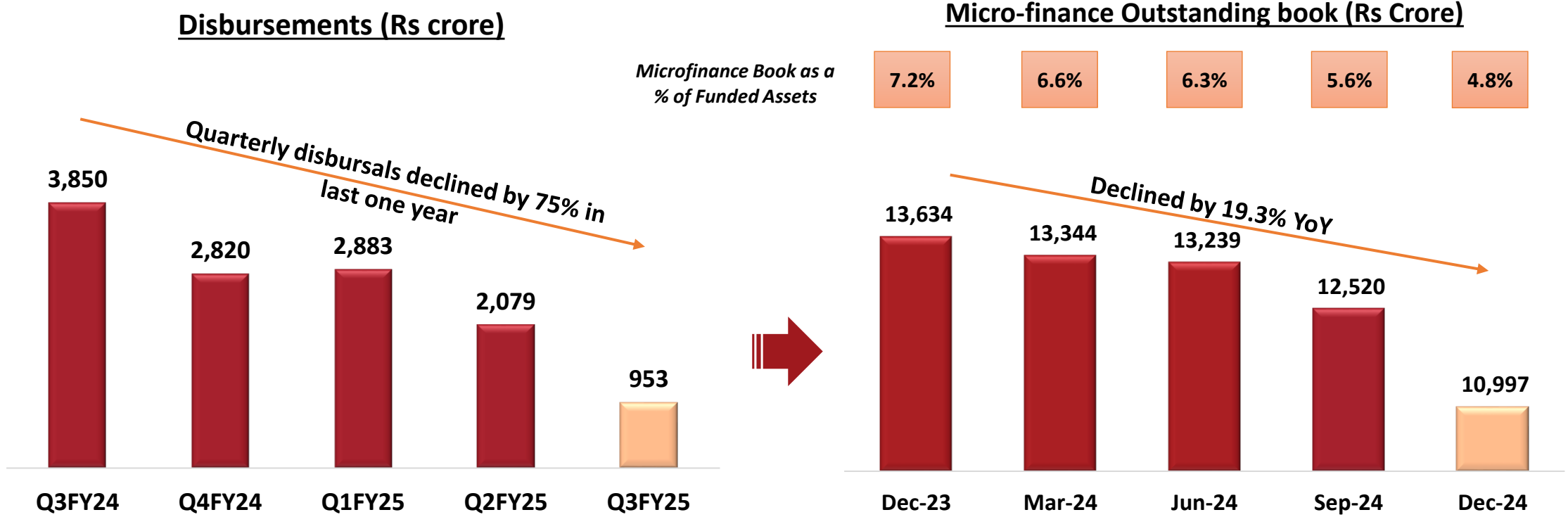


- Small ticket size loans offered to only women borrowers primarily in rural areas for their livelihood generation
- Usually, 10-20 members come together to form a group, who are provided collateral free loans with mutual guarantee among the members.
- **Most of the portfolio is eligible for PSL under multiple categories of Agri, Small and Marginal Farmers, Weaker Sections.**
- Loans are of ticket size of Rs. 30,000 to Rs. 1 lakh with tenure of 2-3 years.

# The Bank’s Micro-Finance book has reduced to 4.8% of total funded assets as the conservative stance of Micro-Finance disbursals continues

- Bank put restriction on new to bank customer in selected geographies and have been reducing geographic concentration
- The Bank implemented micro-finance scorecards for ETB and NTB segments in Q2FY25 to identify riskier customers

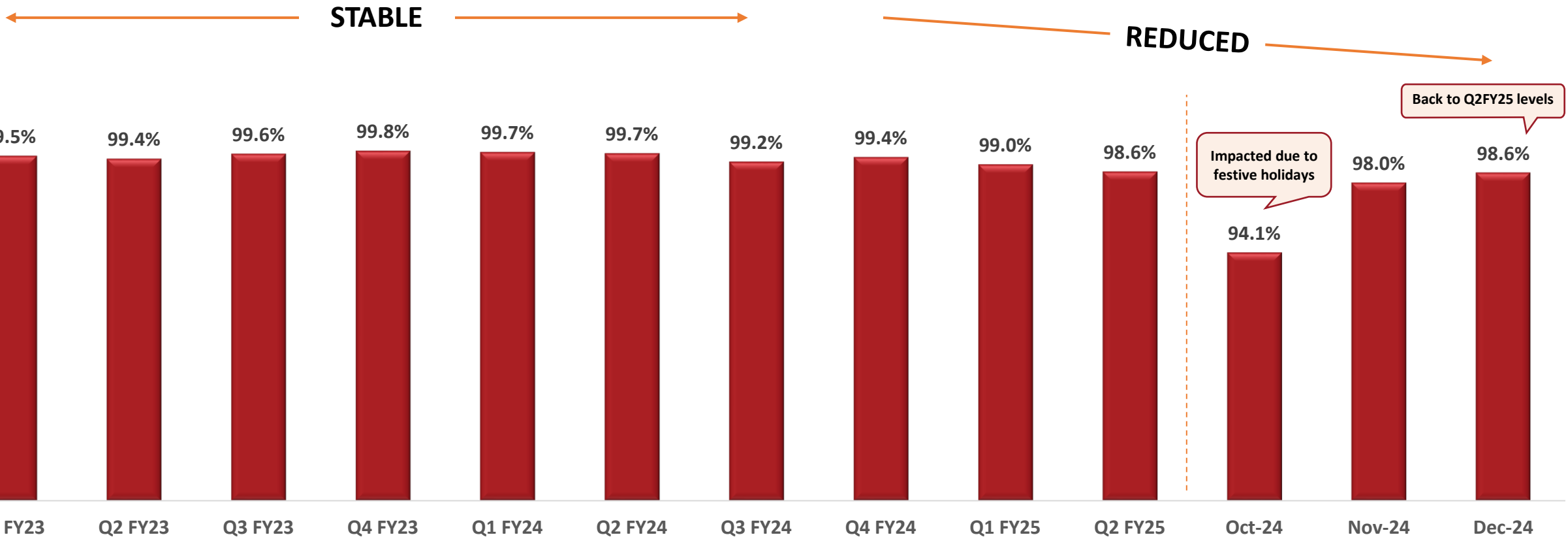
The tightening of the underwriting norms has resulted in slowing down disbursal.



# Collection Efficiency reduced in October 2024, bounced back to 98.6% in Dec-24

Collection Efficiency % = (Pos of EMI Collected for the Month)/(Pos of EMI Due for the month)%

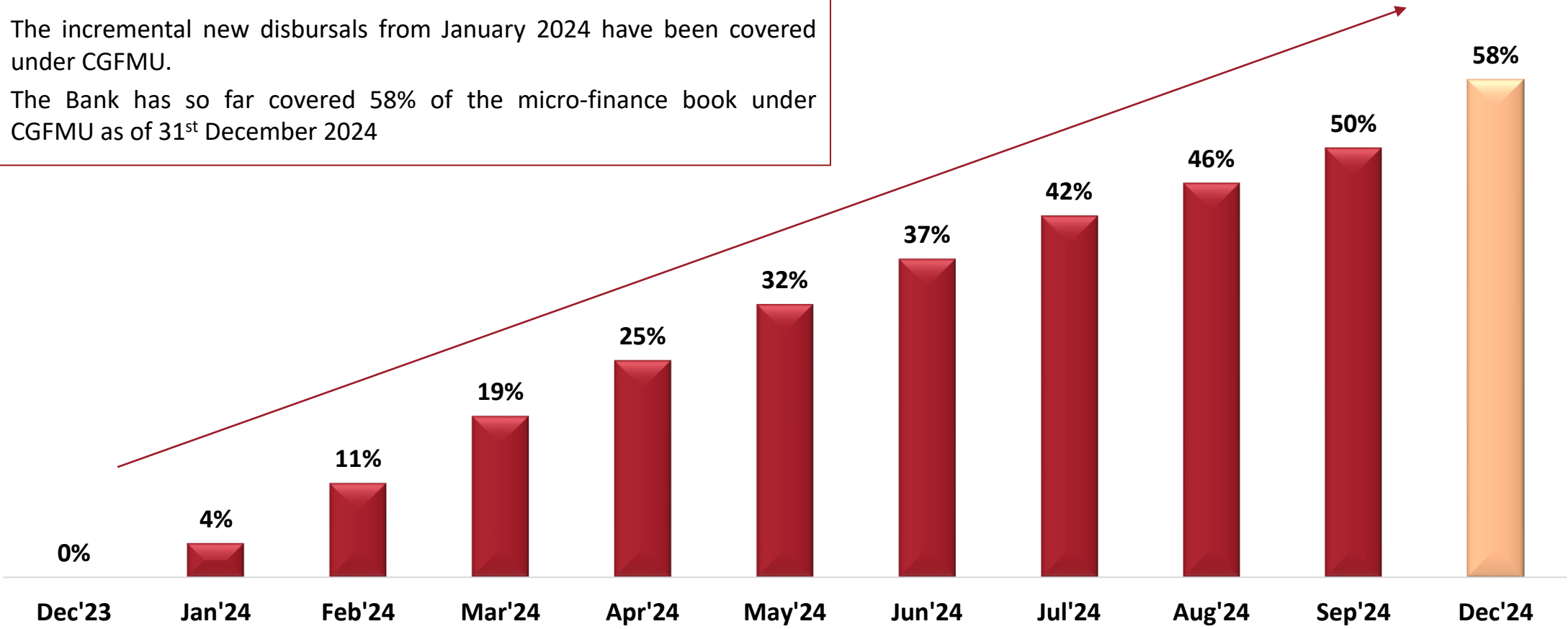
Note: Collections does not include any arrear collections, or prepayment collections in these calculations, and hence represents the true picture of collections efficiency.



Note: The above figures are quarterly average of monthly collection efficiency.

# Micro-finance business: CGFMU cover increased gradually since January 2024

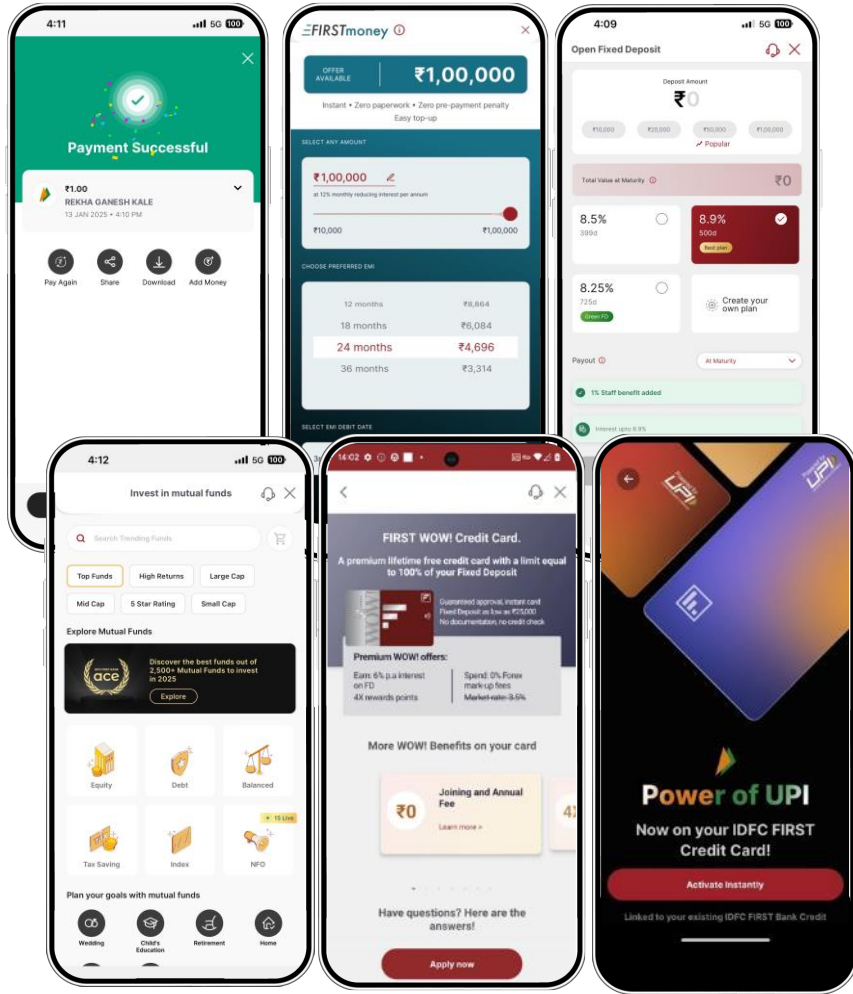
- The disbursements in micro-finance segment continued to remain tepid in Q3-FY25.
- The incremental new disbursements from January 2024 have been covered under CGFMU.
- The Bank has so far covered 58% of the micro-finance book under CGFMU as of 31<sup>st</sup> December 2024



## Section 6: Digital Capabilities



# Bank successfully rolled out an advanced Mobile Banking App with top rating of 4.8 on Google Play and 4.8 on App Store

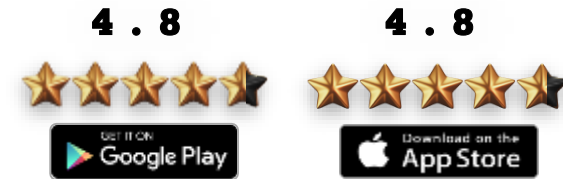


- CREATE FD in 2 CLICKS
- FIRSTMONEY PL – ETB/NTB
- ACE FUNDS/ IPO
- SMART STATEMENT
- REVAMPED CREDIT CARD DASHBOARD
- PAY ABROAD
- RECHARGE & BILL PAY
- AA x EQUITY INTEGRATION
- 1 CLICK SAVINGS ACCOUNT
- TRAVEL & SHOP



Only Indian bank to feature in Global Top-15 Mobile Banking Apps

The Forrester Digital Experience Review: Indian Mobile Banking Apps, Q3 2024 →



**18 M +**  
USERS ON APP

**6.5 M +**  
MONTHLY ACTIVE

**1.3 M +**  
MONTHLY TRANSACTING

**1.3 M +**  
REVIEWS



## Wealth Management: AUM growing at 89% CAGR and crossed Rs. 42,000 crore

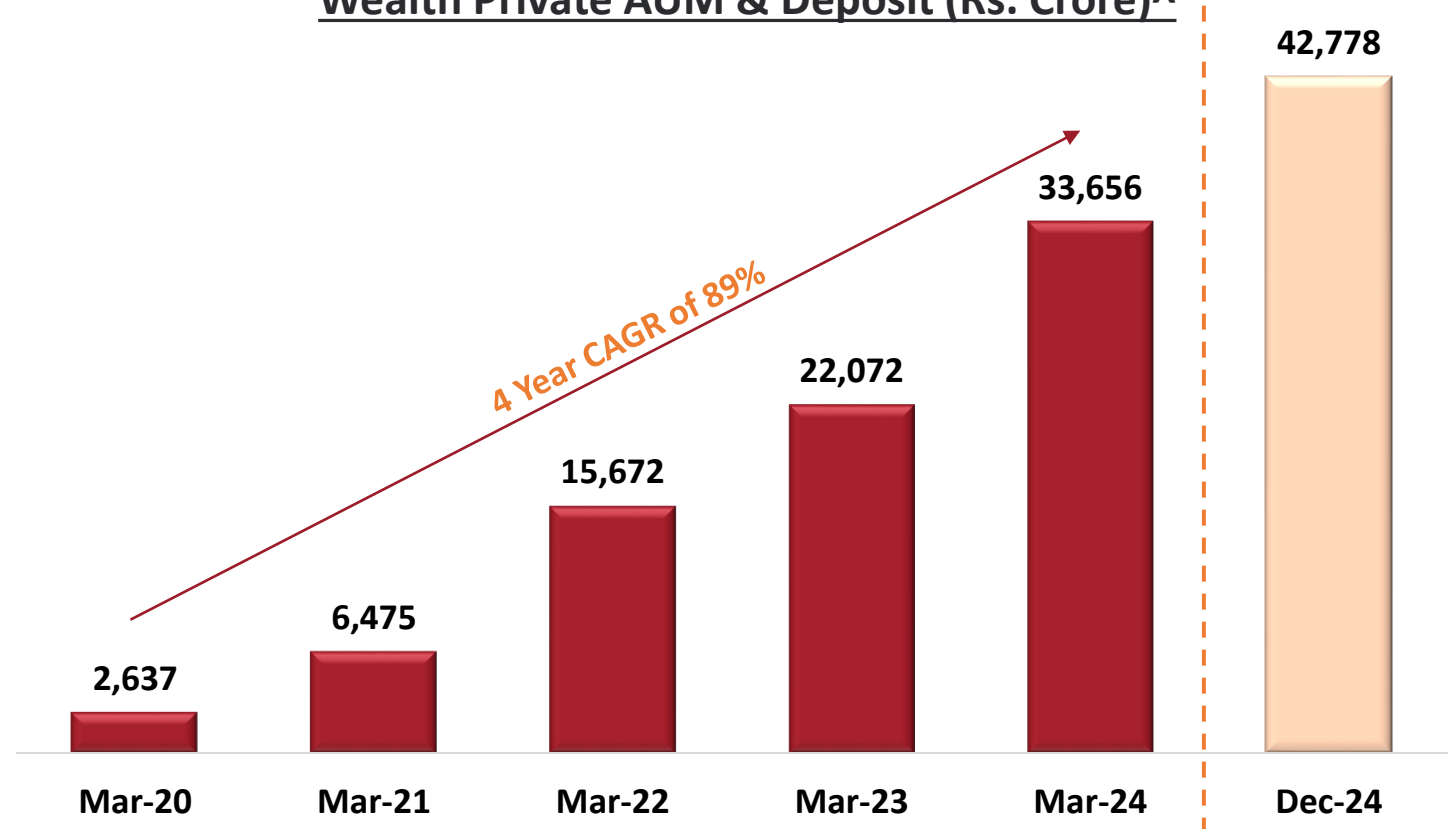
- The Bank is successfully creating a strong wealth franchise.
- Private Banking Book comprising of Wealth AUM & Deposits grew by 53% on a YoY basis to Rs. 42,778 crore.

**Wealth Private AUM & Deposit (Rs. Crore)^**



### Our Offerings:

- PMS & Alternate Investment Funds
- Bonds & Structured Products
- Pre-listed and Pre-IPO Equity Funds
- Estate & Trust Planning Services
- Loan against Securities & IPO
- Offshore & Immigration Linked Investments



^Includes Deposits of Private Banking customers and Demat. Demat is Rs. 3697 crores as of December 2024.



# Over 21.5 million FASTags issued

**Largest Issuer bank**

IDFC FIRST is the largest issuer among 38 Issuer banks in NETC with respect to FASTAG monthly activation numbers and value processed.

**Largest Acquirer Bank**

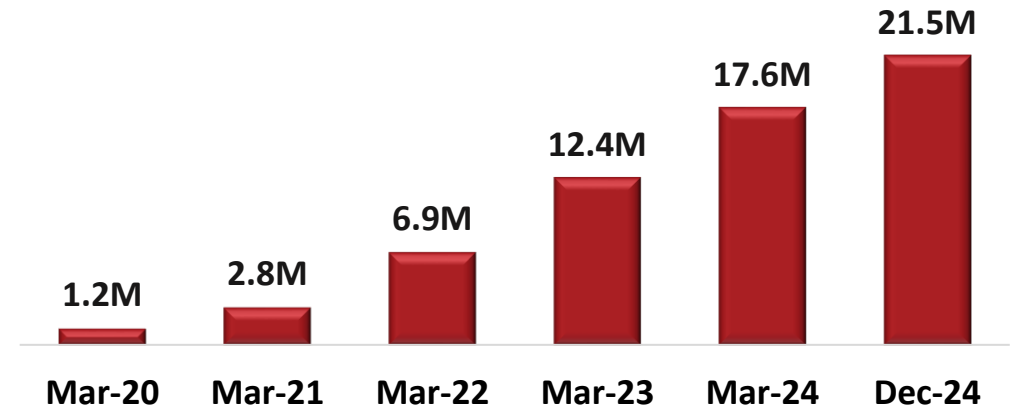
Largest Acquirer Bank with 761+ Toll plaza and parking merchants, with 45% market share.

**Issuance Value**

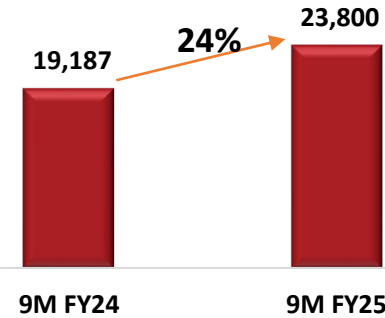
Issuance value has reached **Rs. 19,484 crore** in 9M-FY25, with 37% market share.



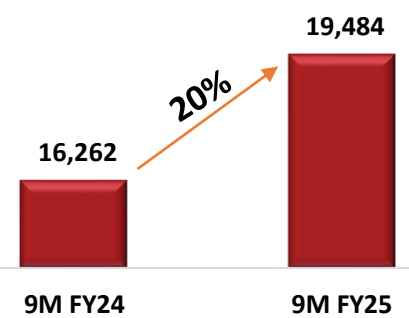
**FASTags issued**



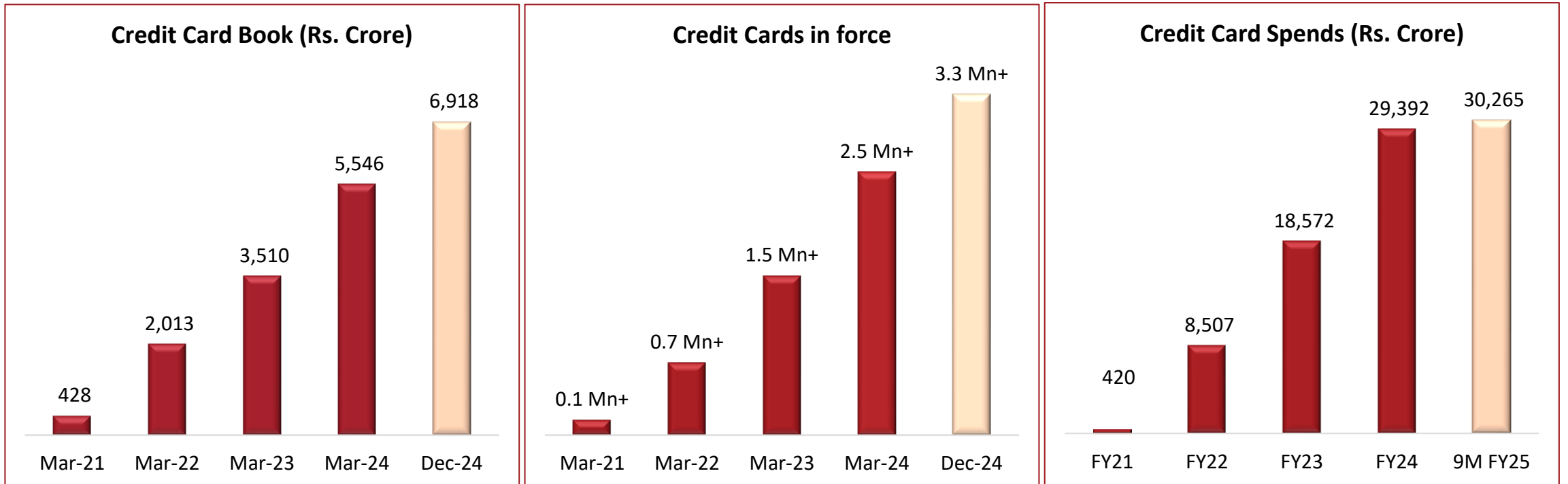
**Acquirer Thruput (In Crore)**



**Issuer Thruput (In Crore)**



## Credit Cards in force crosses 3 million mark

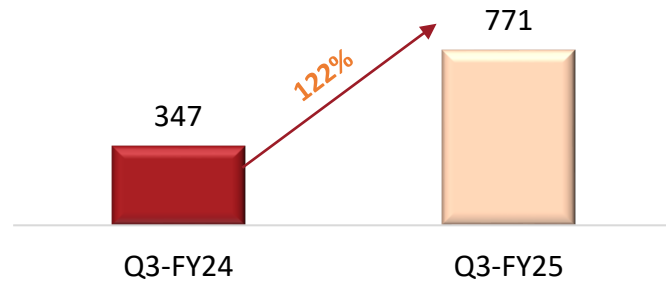


***During FY25, the Bank has launched Metal Variants Ashva & Mayura***

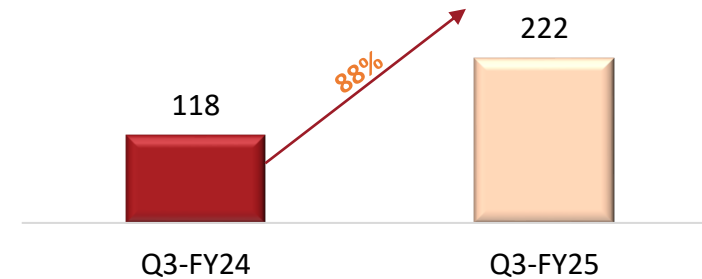


## Strong growth in Business from recently launched Mobile App

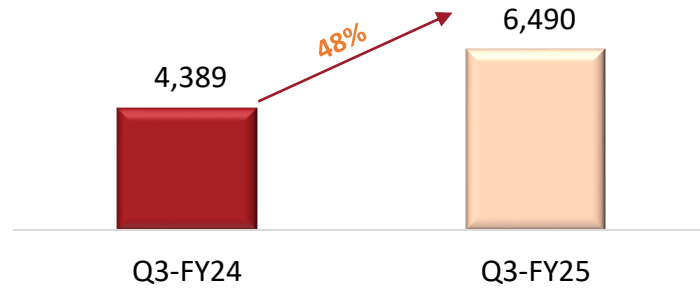
**Mutual Funds (Investments)**  
(Rs. Crore)



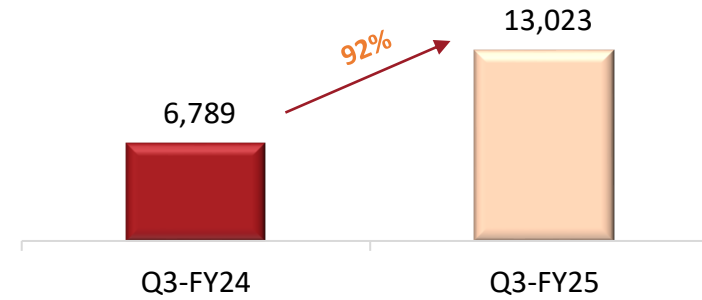
**Foreign Payments**  
(Rs. Crore)



**Payment through UPI**  
(Rs. Crore)

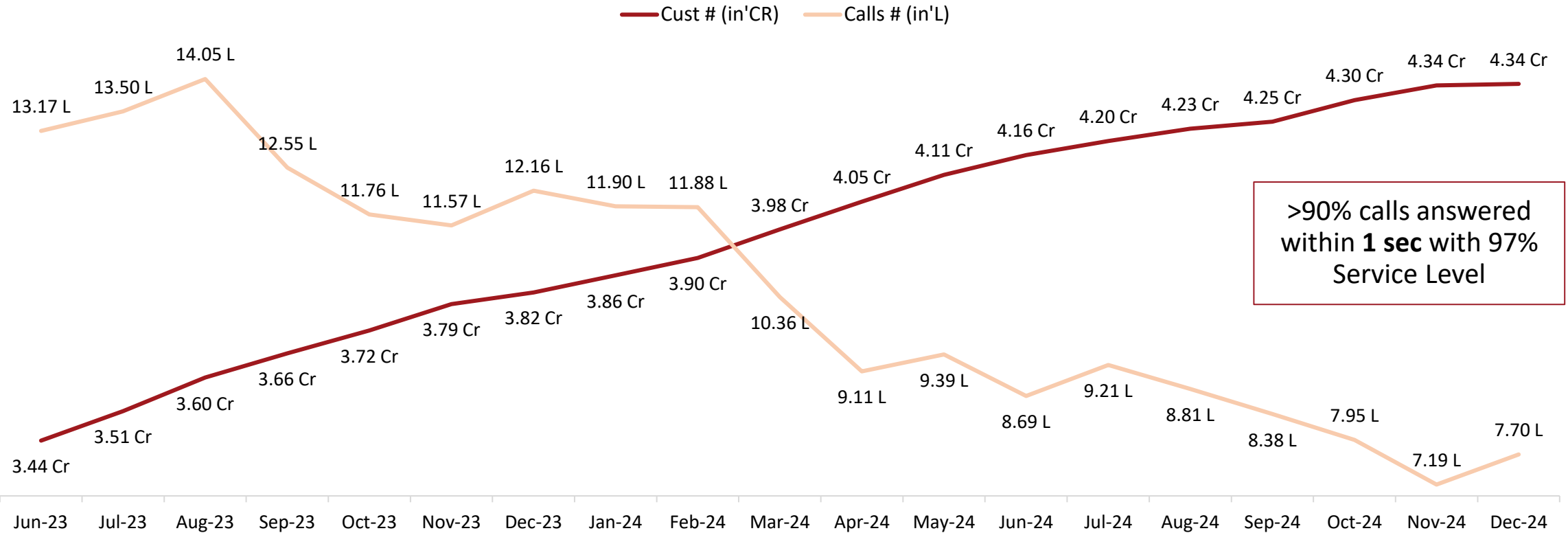


**Fixed Deposits**  
(Rs. crore)



## Strong improvement in Customer Service due to Digital Capabilities

- Digitisation initiatives are improving efficiency and customer experience in customer service, disbursement, processing, collection, liabilities, and all divisions.
- For instance, in the last one year, the number of customers increased by 21% while the monthly customer calls at contact center reduced by 34%.



>90% calls answered within **1 sec** with 97% Service Level

These are not unique customers. This is number of relationships with the bank. For eg, if a customer has a credit card and a savings account, it is treated as 2. Excludes BNPL.

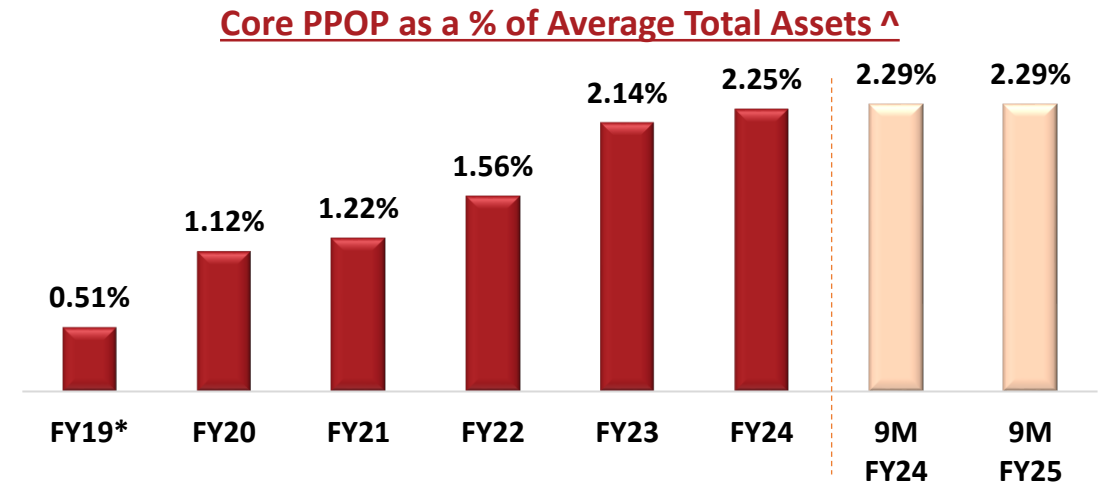
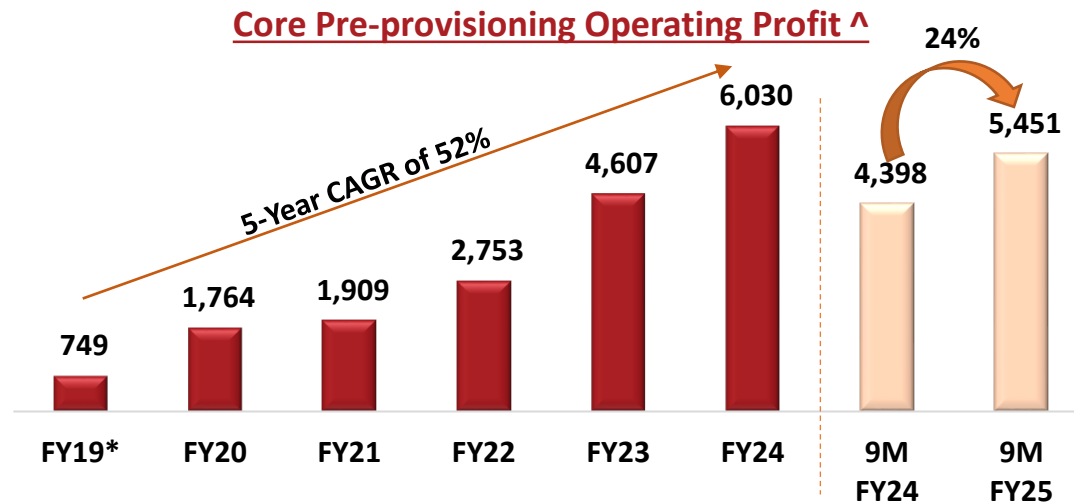
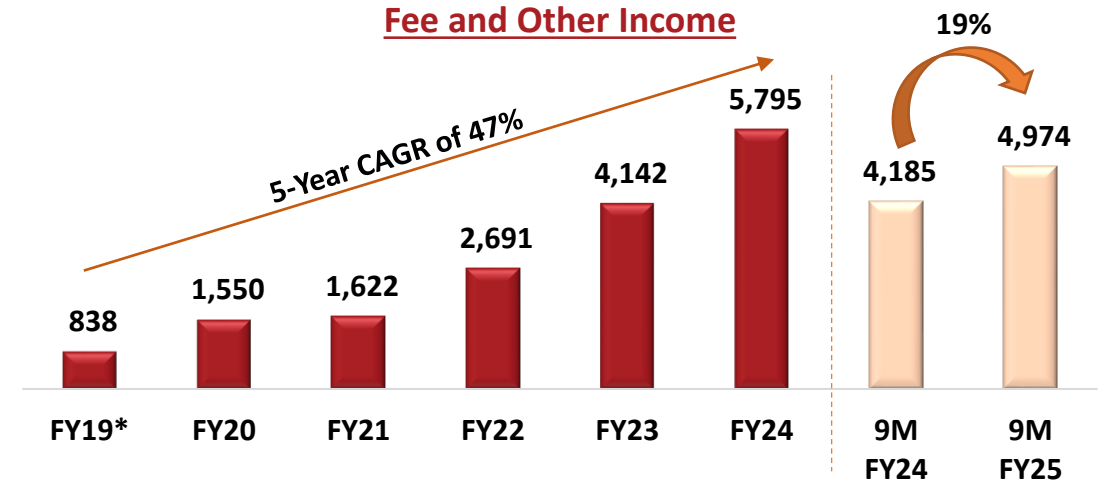
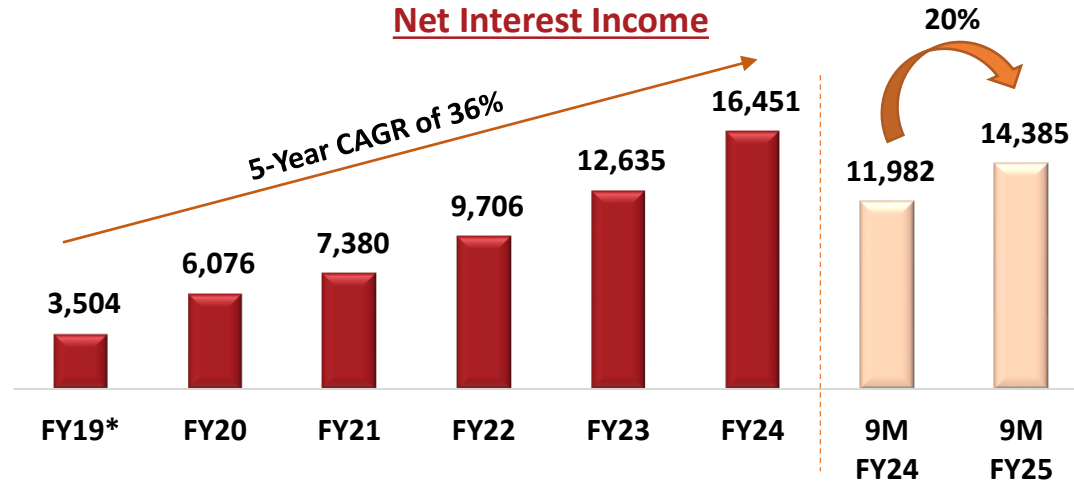


## Section 7: Profitability & Capital



# Strong rise in Profitability, Core PPOP grew 24% YoY in 9M FY25

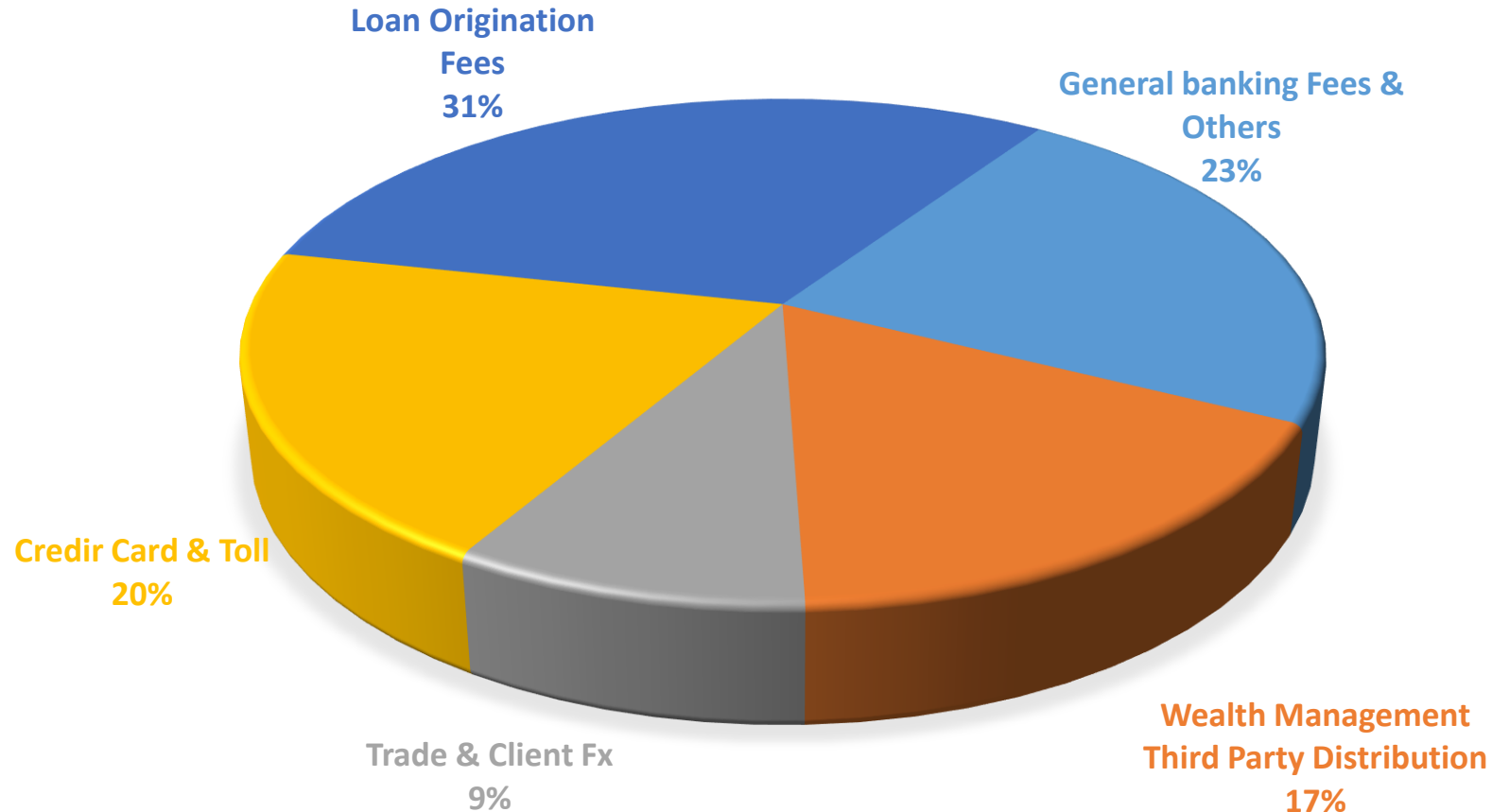
In Rs. Crore unless specified otherwise



^ Excluding trading gains

\* Reported Numbers are as per the reported results of respective Financial Years

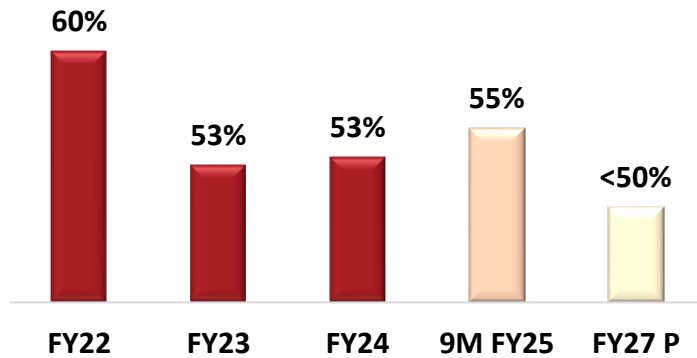
## Breakup of Fee & Other Income – 9M FY25



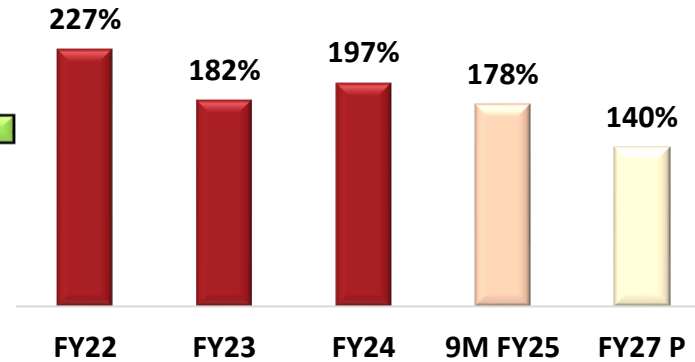
- The Bank has launched and scaled up many fee-based products in the last 5 years.
- Many of these products are in the early stage of their lifecycle and have the potential to grow significantly going forward.
- **92%** of the fee income & other income is from retail banking operations which is granular and sustainable.
- Fee to Average total assets stood at **2.09%** for 9M-FY25

## Targeting to bring down the Cost to Income Ratio over next 3 years

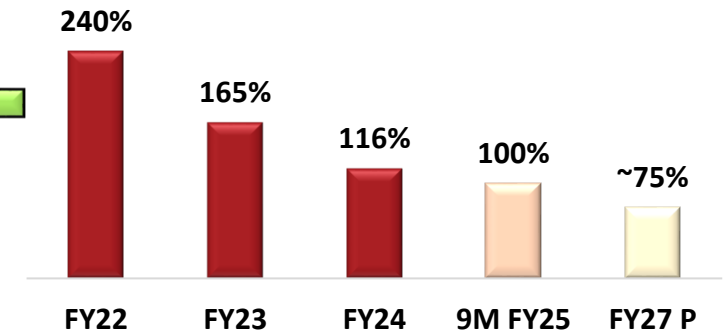
Assets C:I ratio Trend:



Retail Liabilities C:I ratio Trend:

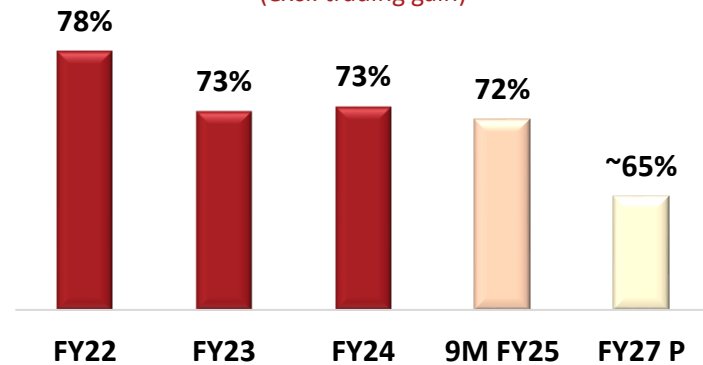


Credit Cards C:I ratio Trend:



Overall Bank C:I ratio Trend:

(excl. trading gain)



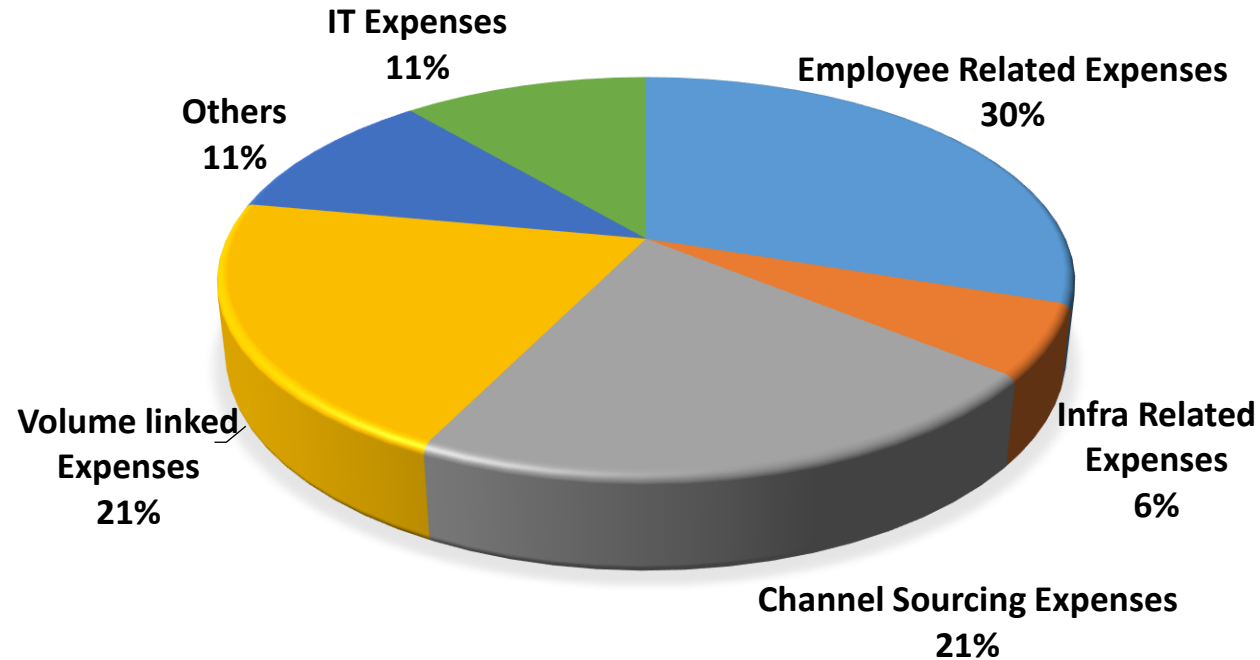
- Economies of scale will lead to reduction in the cost to income ratio of Assets.
- Bank intends to grow branches only about 10% annually against estimated deposit growth of ~25%.
- Credit Cards C:I has come down from 240% to 100% in 4 years and expected to reduce further to ~75% with scale by FY27.
- At an overall Bank level , the C:I planned to improve to ~65% by FY27 because of scale.

**Disclaimer:** Kindly note that the aspirations mentioned above have been presented in good faith based on our internal estimates and current business environment. The Bank may or may not be able to achieve the same based on multiple factors such as interest rate movements, regulatory changes, macro-economic changes, geo-political factors, change in business model and any other factors unknown to us at this stage

Notes. 1. Assets include Retail, Rural, MSME, Business Banking and Wholesale Banking. Since, Business Banking Business (working capital financing to small businesses) is a lending business, numbers of this division have been grouped with Assets. The above numbers are based on internal transfer pricing and allocations.



## Composition of Operating Expenditure (9M-FY25)

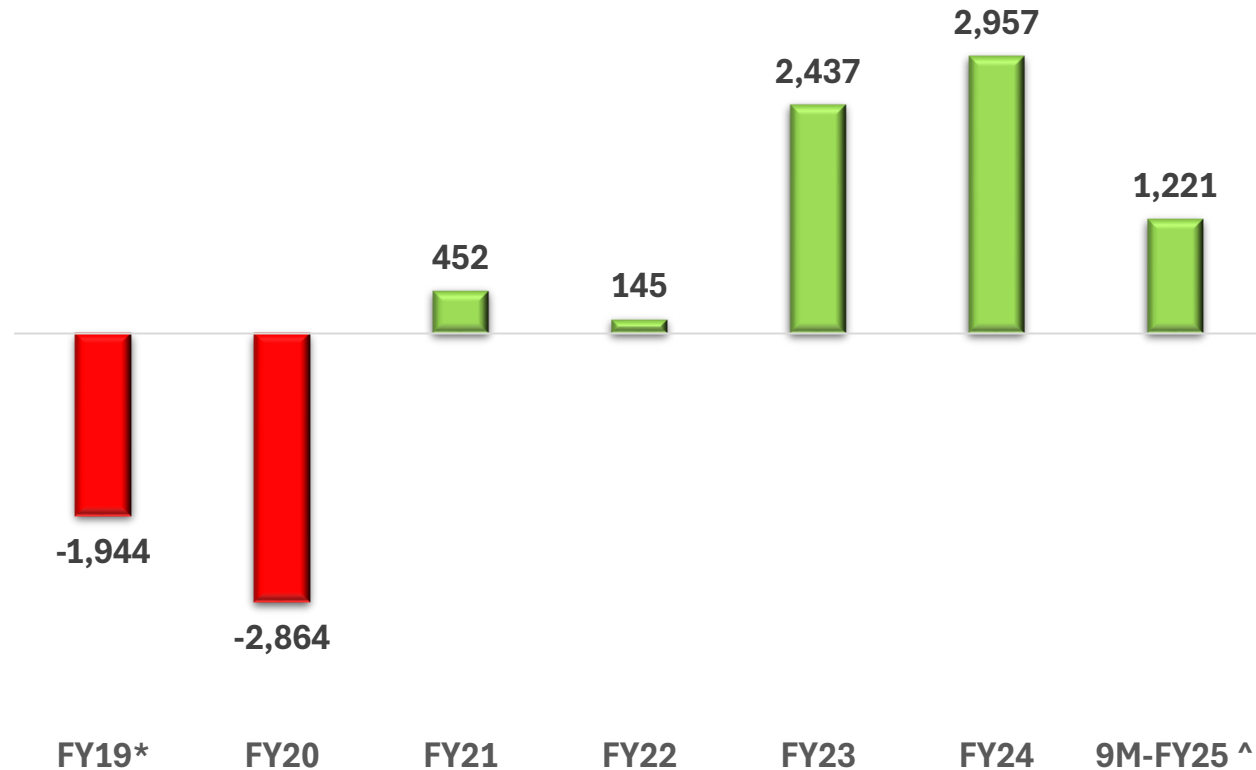


YoY Growth %	Q3-FY24	Q4-FY24	Q1-FY25	Q2-FY25	Q3-FY25	9M-FY25
Customer Deposits	42.8%	41.6%	37.8%	32.4%	28.8%	28.8%
Funded Assets	24.5%	25.1%	22.0%	21.5%	22.0%	22.0%
Employee Cost	28.2%	27.6%	16.0%	19.7%	16.2%	17.3%
Non-Employee Cost	35.7%	30.2%	23.5%	16.8%	16.0%	18.6%
<b>Total Cost</b>	<b>33.5%</b>	<b>29.4%</b>	<b>21.1%</b>	<b>17.7%</b>	<b>16.1%</b>	<b>18.2%</b>

- Bank beginning to see benefits of operating leverage. In 9MFY 25, Total Business grew by **25%** but the Opex increased by only **18.2%**.
- Customer Deposits grew by **28.8%** and Loans and advances grew **22%**
- Volume linked expenses include collection cost, RCU cost, credit administration cost, DICGC premium, credit card reward cost, UPI & RTGS charges etc.
- Channel Sourcing expenses included commissions & charges paid to the channels
- The Bank has incurred set up costs during the last 5 years and plans to reap benefits of the same in the coming years.

## Bank has turned profitable on sustained basis based on strong Operating Profits

Net Profit (Rs. Crore)



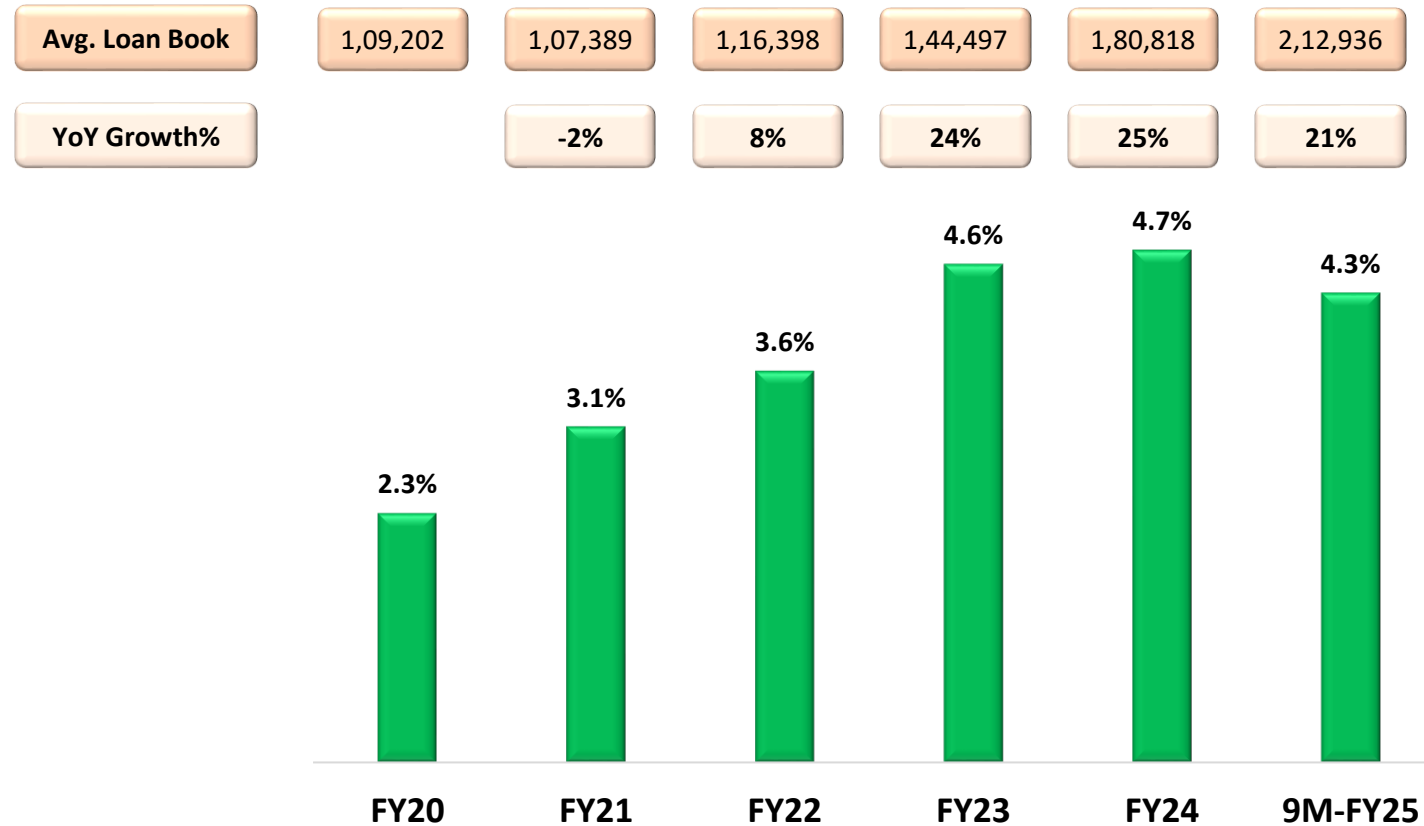
- The core business of the Bank continued to remain profitable despite expenses incurred in launching many new business lines.
- The Asset Businesses (Retail, Rural, MSME & Wholesale Banking) have been contributing to the profitability of the Bank.
- The overall profitability, however, is dragged by the losses made in the retail liabilities (branch banking) business and credit card business, which are yet to break-even due to their respective high cost to income ratio as they needed significant investments at their nascent stage for building capabilities and differentiation
- In the subsequent slides, such profitability bifurcation is provided for these three key business segments

*^ PAT is lower by ~Rs. 425 crore, on account of additional provisions in 9M FY25 on a toll account and micro-finance book*

# Assets (Retail Loans & Wholesale Banking) : Profitability

Rs. Crore

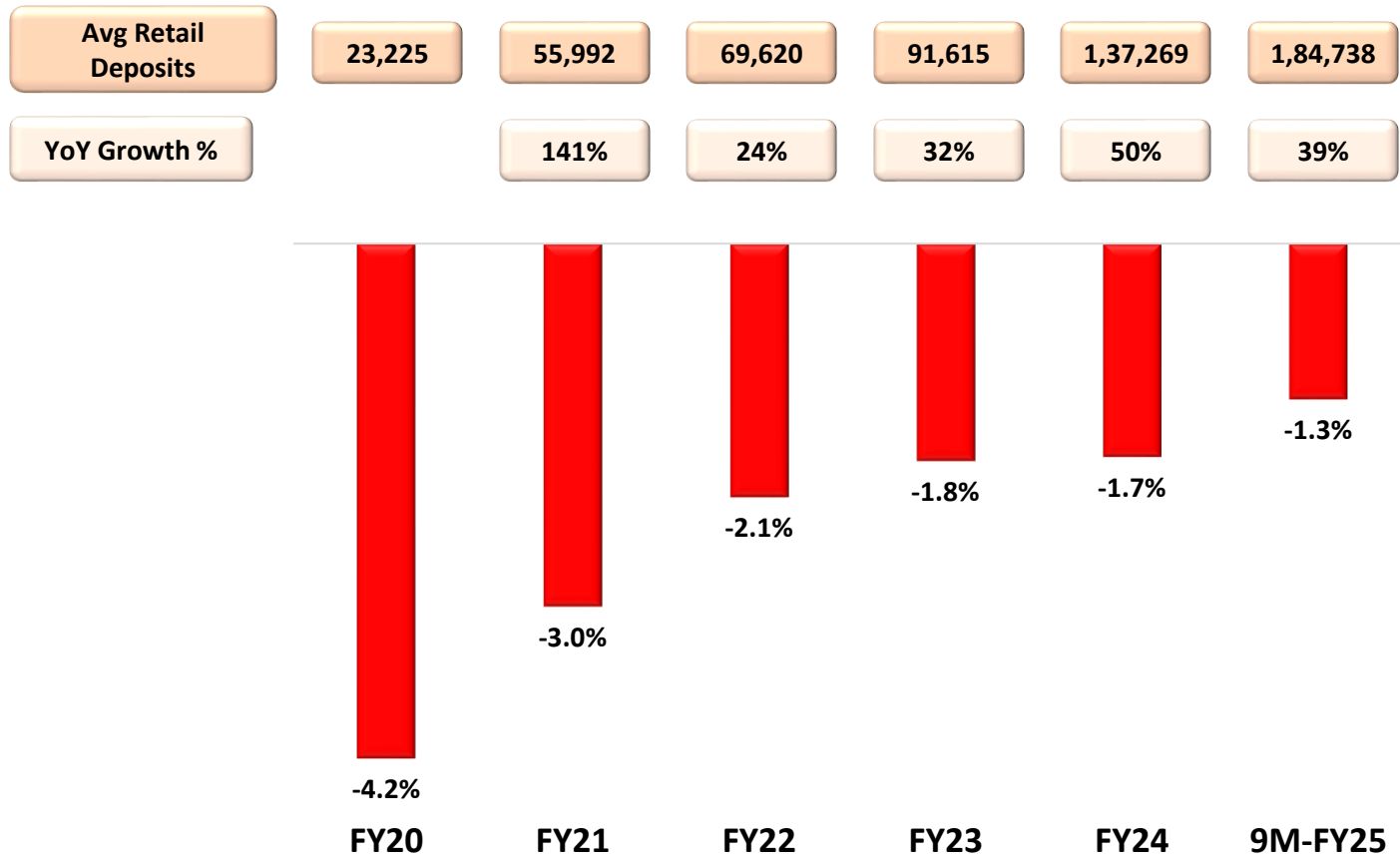
## Operating Profit as a % of Average Loan Book (Retail + Wholesale)



- Loan Asset Book including the loan book in retail, rural, MSME and corporate loans is the key profitability driver of the Bank.
- On an overall basis, the Profit from this business is masked because of the loss in the liability business (branches, ATM, Technology etc) but these are essential setup cost for setting up a new bank. there are also loss in the set up stage of credit cards business.
- Once the Credit card and Liability business scales up and reaches break even, the profitability of the asset business will translate to PAT at the overall Bank level

## Retail Liabilities Business : Moving towards break even with scale and productivity

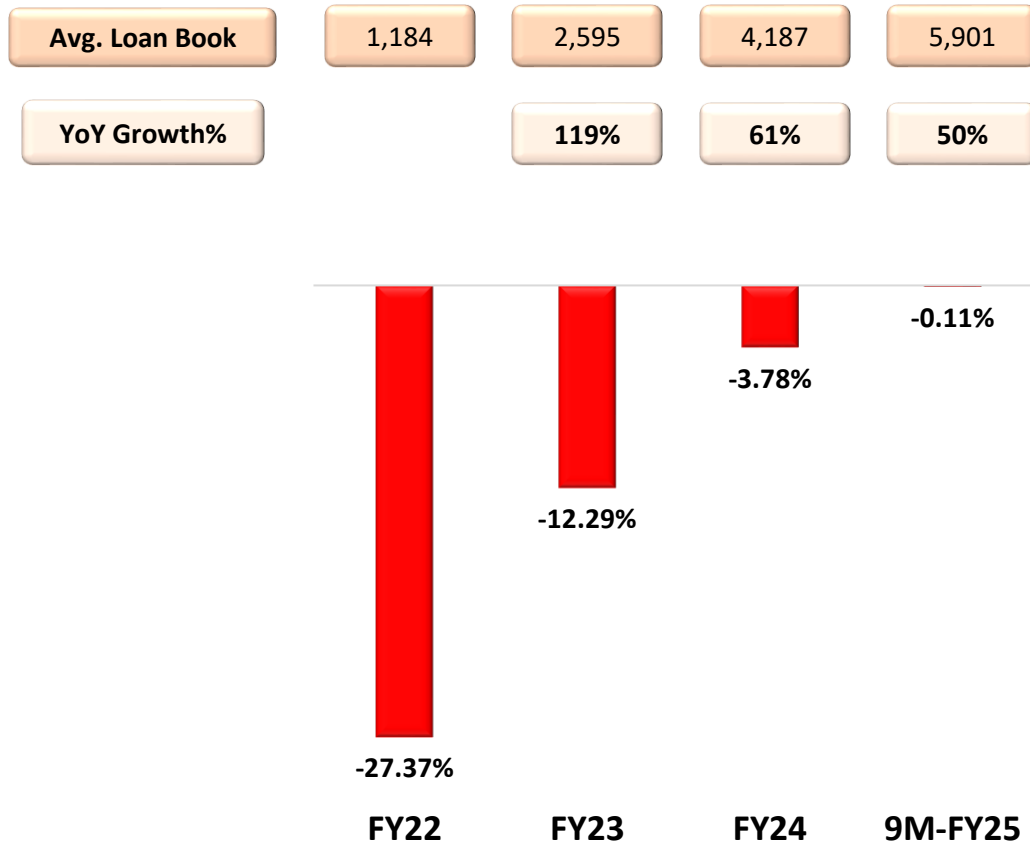
### Operating Profit as % of Average Retail Deposits



- Retail Liabilities generates necessary granular and sticky retail deposits through its branch network
- The Bank has built this segment almost from scratch since merger in December 2018 and invested in building necessary branch infrastructure, people, digital platforms and other capabilities.
- With the help of such infrastructure and capabilities, the Bank has been able to grow its retail deposits by more than 17x, from Rs. 10,400 crore as of Dec 31, 2018 to Rs. 1,80,752 crore as of Dec 31, 2024.
- With increasing scale, the Pre-provisioning Operating losses as % of average retail deposits have improved from (4.2%) in FY20 to (1.3%) in 9M-FY25 (annualized)

## Credit Cards Business: Moving towards break even with scale and productivity

### Operating Profit as % of Average Loan Book



- Credit Card business was launched during the end of FY21 and has grown significantly since then, issuing more than 3.3 million cards as of Dec 31, 2024.
- Credit Card business has helped the Bank to complete the product suite of the Bank.
- Credit Card business needs significant investment in the initial phase in terms of people, product structuring and innovation, digital capabilities, monitoring and collection framework, promotions, tie-ups and distribution.
- The Bank has been building the credit card business in a completely organic way and has not relied on any third-party for origination.
- In this segment, the Pre-provisioning Operating losses as of average loan book has been reducing with scale as shown in the graph.
- Asset quality of the credit card book continues to be stable with Gross NPA of 1.91% and Net NPA of 0.53%

# Balance Sheet

In Rs. Crore	Dec-23	Sep-24	Dec-24	Growth (%) (YoY)
Shareholders' Funds	31,451	36,891	37,801	20.2%
<b>Deposits</b>	<b>1,82,549</b>	<b>2,23,607</b>	<b>2,36,878</b>	<b>29.8%</b>
- CASA Deposits	85,492	1,09,292	1,13,078	32.3%
- Term Deposits	97,057	1,14,315	1,23,799	27.6%
Borrowings	45,109	46,344	46,390	2.8%
Other liabilities and provisions	11,629	13,600	14,782	27.1%
<b>Total Liabilities</b>	<b>2,70,738</b>	<b>3,20,442</b>	<b>3,35,851</b>	<b>24.1%</b>
Cash and Balances with Banks and RBI	11,433	14,574	15,848	38.6%
<b>Net Retail and Wholesale Loans &amp; Advances*</b>	<b>1,85,503</b>	<b>2,18,854</b>	<b>2,27,240</b>	<b>22.5%</b>
Investments	60,396	72,536	76,897	27.3%
Fixed Assets	2,502	2,757	2,699	7.9%
Other Assets	10,904	11,721	13,167	20.8%
<b>Total Assets</b>	<b>2,70,738</b>	<b>3,20,442</b>	<b>3,35,851</b>	<b>24.1%</b>

\*includes credit investments (Non-Convertible Debentures, PTC, SRs and Loan Converted into Equity)

## Nine months Income Statement

In Rs. Crore	9M FY24	9M FY25	Growth (%) YoY
Interest Income	22,103	27,089	22.6%
Interest Expense	10,121	12,704	25.5%
<b>Net Interest Income</b>	<b>11,982</b>	<b>14,385</b>	<b>20.1%</b>
<b>Fee &amp; Other Income</b>	<b>4,185</b>	<b>4,974</b>	<b>18.9%</b>
Trading Gain	175	152	-13.1%
<b>Operating Income</b>	<b>16,342</b>	<b>19,511</b>	<b>19.4%</b>
Operating Expense	11,769	13,908	18.2%
<b>Pre-Provisioning Operating Profit (PPOP)</b>	<b>4,573</b>	<b>5,603</b>	<b>22.5%</b>
<b>Operating Profit (Ex. Trading gain)</b>	<b>4,398</b>	<b>5,451</b>	<b>23.9%</b>
Provisions	1,659	4,064	144.9%
<b>Profit Before Tax</b>	<b>2,914</b>	<b>1,539</b>	<b>-47.2%</b>
Tax	682	318	-53.3%
<b>Profit After Tax</b>	<b>2,232</b>	<b>1,221</b>	<b>-45.3%</b>

## Profitability Trend of Bank excluding MFI business (Analysis)

Core Operating Profit of the Bank increased 32% excluding the impact of the MFI business. Thus, the core franchise continues to be very strong.

Bank Level Profitability (Excluding – Microfinance Business) - Rs. Crore	9M-FY24	9M-FY25	Growth%
Net Interest Income	10,296	12,831	24.6%
Fee & Other Income	4,227	4,974	17.7%
<b>Operating Income</b>	<b>14,523</b>	<b>17,805</b>	<b>22.6%</b>
Operating Expenses	11,068	13,244	19.7%
<b>Pre-Provisioning Operating Profit (PPOP)</b>	<b>3,454</b>	<b>4,561</b>	<b>32.0%</b>



## Quarterly Income Statement

In Rs. Crore	Q3 FY24	Q2 FY25	Q3 FY25	Growth (%) YoY
Interest Income	7,879	8,957	9,343	18.6%
Interest Expense	3,593	4,169	4,441	23.6%
<b>Net Interest Income</b>	<b>4,287</b>	<b>4,788</b>	<b>4,902</b>	<b>14.4%</b>
<b>Fee &amp; Other Income</b>	<b>1,469</b>	<b>1,622</b>	<b>1,757</b>	<b>19.6%</b>
Trading Gain	48	105	23	-51.7%
<b>Operating Income</b>	<b>5,803</b>	<b>6,515</b>	<b>6,682</b>	<b>15.1%</b>
Operating Expense	4,241	4,553	4,923	16.1%
<b>Pre-Provisioning Operating Profit (PPOP)</b>	<b>1,562</b>	<b>1,962</b>	<b>1,759</b>	<b>12.6%</b>
<b>Operating Profit (Ex. Trading gain)</b>	<b>1,515</b>	<b>1,857</b>	<b>1,736</b>	<b>14.6%</b>
Provisions	655	1,732	1,338	104.3%
<b>Profit Before Tax</b>	<b>908</b>	<b>230</b>	<b>421</b>	<b>-53.6%</b>
Tax	192	29	82	-57.5%
<b>Profit After Tax</b>	<b>716</b>	<b>201</b>	<b>339</b>	<b>-52.6%</b>

## Capital Adequacy Ratio

In Rs. Crore	Dec-23	Sep-24	Dec-24
Common Equity^	30,496	35,424	36,308
Tier 2 Capital Funds	6,075	6,449	6,456
<b>Total Capital Funds</b>	<b>36,571</b>	<b>41,873</b>	<b>42,764</b>
<b>Total Risk Weighted Assets</b>	<b>2,18,608</b>	<b>2,56,007</b>	<b>2,65,452</b>
CET-1 Ratio (%)	13.95%	13.84%	13.68%
<b>Total CRAR (%)</b>	<b>16.73%</b>	<b>16.36%</b>	<b>16.11%</b>

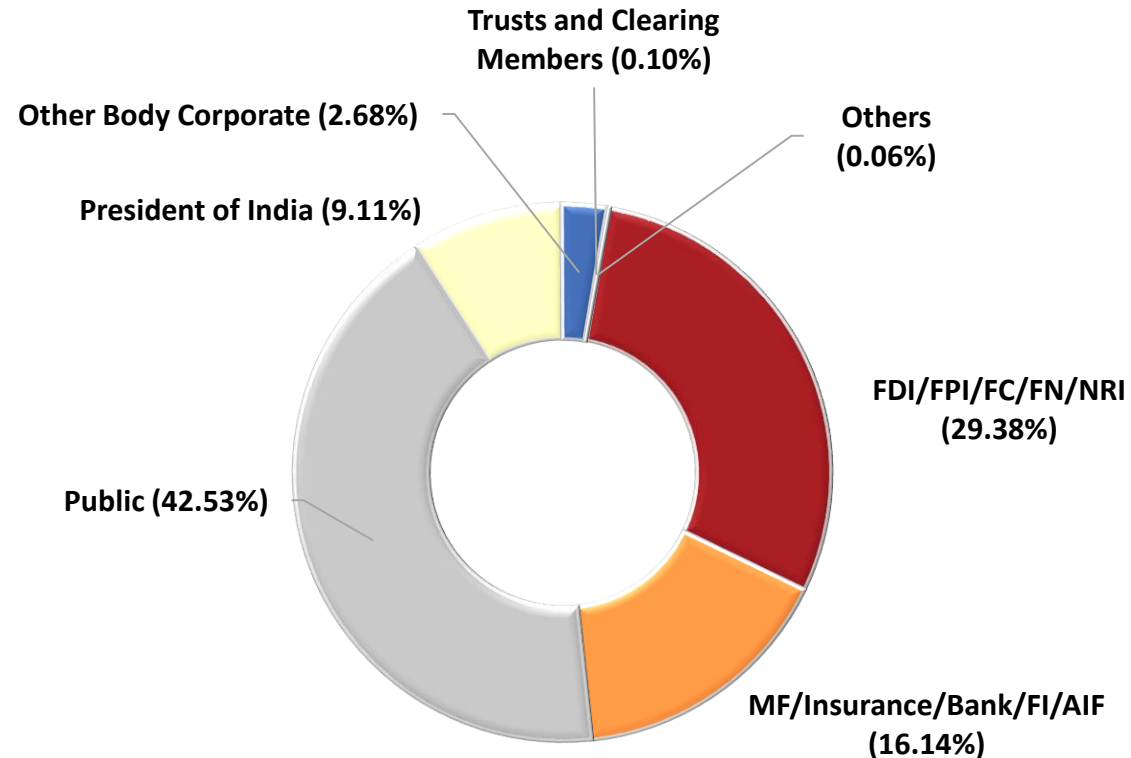
^Including the effect of merger with IDFC Limited in Q3 FY25 amounting to Rs. 618 crore.



# Shareholding Pattern

Scrip Name: IDFC FIRST Bank (BSE: 539437, NSE:IDFCFIRSTB)

## Shareholding (December,31 2024)



**Total No. of shares after merger**

**732.00 Cr**

**Book Value per Share (Dec 31, 2024)**

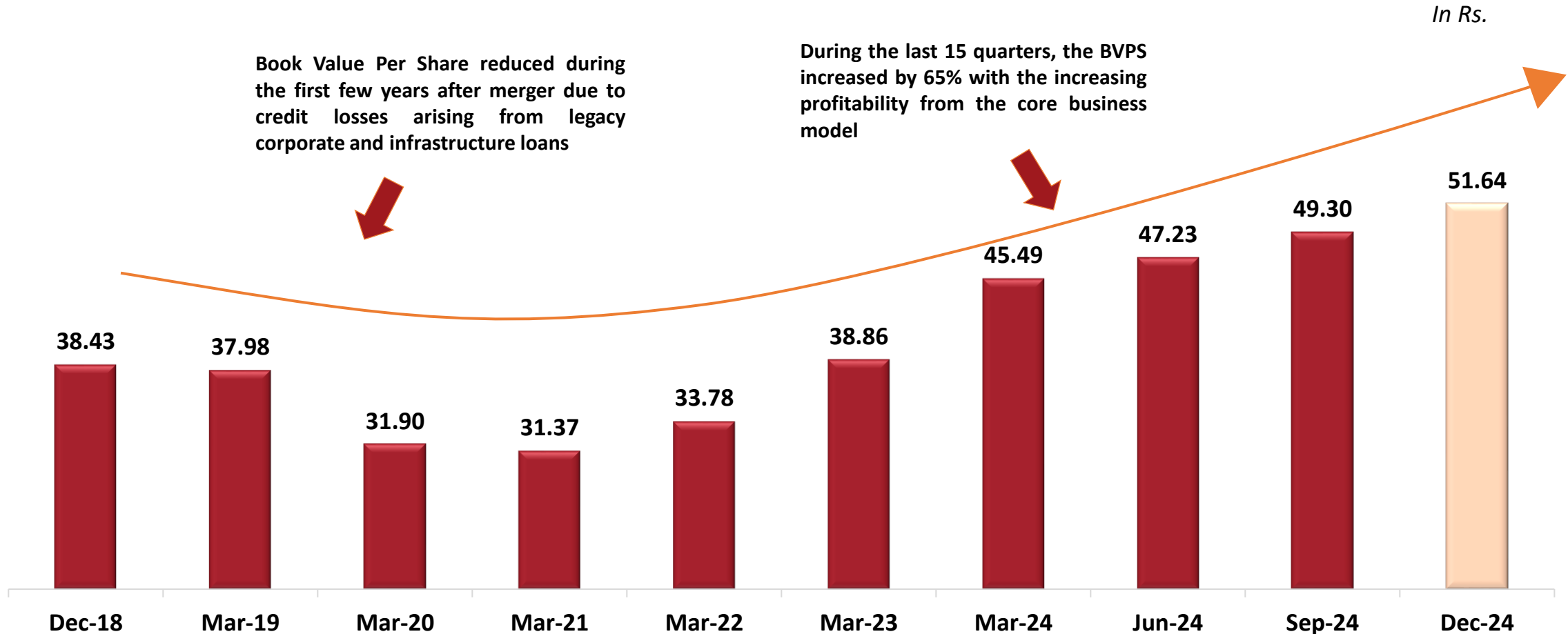
**Rs. 51.64**

**Basic EPS  
(9M-FY25 Annualized)**

**Rs. 2.21**

Note: Net Worth of the bank is increased by Rs. 618 crore in Q3 FY25 post merger with IDFC Limited along with cancellation of 16.6 Crore equity shares

## BVPS has grown from Rs. 31.4 to Rs. 51.6 since March 2021



## Section 8: Credit Rating



## Bank's Long Term Credit Rating

Rating Agency	Fixed Deposit
CRISIL	AAA
	Long Term Credit Rating
ICRA	AA+ (stable)
India Ratings	AA+ (stable)
CRISIL	AA+ (stable)
CARE Ratings	AA+ (stable)

- The Bank has received **AAA** rating by **CRISIL** for its **Fixed Deposit Program**
- Bank's **Long Term Credit rating** got **upgraded** from **AA (Stable)** to **AA+ (Stable)** from all major rating agencies in FY24

## Section 9: Board of Directors



## Board of Directors: MD & CEO Profile



Vaidyanathan aspires to create “a world-class Indian Bank, guided by ethics, powered by technology, and to be a force social good”. He became the Managing Director and CEO of IDFC FIRST Bank in December 2018 following the merger of Capital First and IDFC Bank.

Previously, he worked with Citibank (1990-2000) and ICICI Bank (2000-2010), where he built a large retail banking division, expanding branches to 1,411, growing CASA and retail deposits to ₹ 1 trillion, and growing retail lending, including mortgages, auto loans, MSME and Rural banking to ₹1.35 trillion (\$15.7bn). He was appointed to the Board of Directors of ICICI Bank in 2006 at age 38. He later served as MD and CEO of ICICI Prudential Life.

Chasing an entrepreneurial opportunity, he left ICICI in 2010 to acquire a stake in a small real-estate financing NBFC with a market cap of ₹780 crore (\$140m), with an idea to convert it to a commercial Bank.

He pledged his stock and home to raise funds, renamed the NBFC as Capital First, and transformed it by exiting real-estate financing and focusing on retail & MSME lending using tech-driven algorithms. He demonstrated the Proof-of-Concept to PE firms, raised ₹810 crore (\$94m) in equity by 2012, recapitalized the company, and became Chairman and CEO."

Capital First grew its retail loan book from ₹94 crore (\$11m) in 2010 to ₹29,600 crore (\$3.4b) by 2018, serving 7 million customers with high asset quality. The company turned around from losses of ₹30 crore (\$3m) to profits of ₹358 crore (\$42m) during this period. Its share price increased from ₹122 in 2010 to ₹845 in 2018, with market cap rising tenfold to ₹8,200 crore (\$953m).

In 2017, Vaidyanathan sold 1.5% of his personal stake in Capital First to repay a loan used to acquire his ownership. To secure a commercial banking license for Capital First, he merged it with IDFC Bank in 2018 and became the MD and CEO of the renamed IDFC FIRST Bank.

Post-merger, the loan book expanded to ₹2,37,074 crore (\$27.6b) with significant growth in retail, rural, and MSME finance. Customer deposits increased from ₹38,455 crore (\$4.5b) to ₹2,27,316 crore (\$26.4b) between 2018 and 2024, while the CASA ratio rose from 8.7% to 47.7%, and NIM increased to 6.1%. The bank turned profitable with a FY24 PAT of ₹2,957 crore (\$344m).

He has been recognized by numerous awards including “Banker of the Year 2023” by leading Indian publication Financial Express, Ernst and Young "Entrepreneur of the Year" 2022 for Financial Services, "Entrepreneur of the Year" 2020 by CNBC Awaaz, "Most Inspirational Leveraged Management Buyout, India 2018" by CFI Awards, London, "Most Innovative Company of the Year" 2017 by CNBC Asia, "Entrepreneur of the Year 2016 and 2017" from Asia Pacific Entrepreneurship Award, "Most Promising Business Leaders of Asia" by Economic Times in 2016, Business Today - India's Most Valuable Companies 2016 & 2015, Economic Times 500 India's Future Ready Companies 2016, Fortune India's Next 500 Companies 2016.



# Board of Directors



**MR. SANJEEB CHAUDHURI**  
Chairman & Independent Director

- Advisor to global organizations across Europe, the US and Asia.
- Worked as Regional Business Head for India and South Asia for Retail, Commercial and Private Banking and **Global Head of Brand and Chief Marketing Officer at Standard Chartered Bank.**
- **Ex-CEO for Retail and Commercial Banking for Citigroup, Europe, Middle East and Africa.**



**MR. AASHISH KAMAT**  
Independent Director

- Has over **32 years of experience** in corporate world, with 24 years being in banking & financial services.
- Was **Country Head for UBS India, 2012-2018**
- Previously, he was the **Regional COO/CFO for Asia Pacific at JP Morgan** in Hong Kong
- Worked with **Bank of America** as the Global CFO for IB, Consumer and Mortgage Products



**MR. PRAVIR VOHRA**  
Independent Director

- Was President and **Group CTO at ICICI Bank** from 2005 to 2012.
- In ICICI Bank, he headed a number of functions including the Retail Technology Group & Technology Management Group
- **23 years of working experience with SBI** in business as well as technology.
- Ex-VP (Corporate Service Group) at Times Bank



**MR. S GANESH KUMAR**  
Independent Director

- Worked as **Executive Director in RBI**
- Worked in **RBI for more than 30 years**
- His key areas of operations included Payment and Settlement Systems, External Investments, managing foreign exchange reserve etc.
- He had a key role in the establishment of NPCI, IFTAS, etc.



**MR. UDAY BHANSALI**  
Independent Director

- Was **President - Financial Advisory for Deloitte Touche Tohmatsu India LLP** and a member of other entities in Deloitte from 2015 to 2024.
- Was **Executive Director in Kotak Mahindra Capital Company**
- Executive VP in General Electric Company.
- Over 20 years of experience in Arthur Andersen & Co (now Accenture Plc) at multiple positions.



**MR. SUDHIR KAPADIA**  
Independent Director

- Has **over three decades of vast experience** in advising Indian and Global Multi-National Companies on their tax strategies and efficiencies
- Was the **Tax & Regulatory services Leader** and a Board member at **EY, India** and **KPMG, India**
- former President and a permanent invitee of the Board of Bombay Chamber of Commerce and Industry, is a member of the CII National Committee on MNCs



**MS. MATANGI GOWRISHANKAR**  
Independent Director

- **Experience business & human resources professional with over four decades of experience** in senior leadership roles in business and HR, both in India and overseas.
- Worked with large multinational corporations, in diverse sectors like Banking, IT, Financial services, Manufacturing etc.
- actively involved in coaching and mentoring senior leaders



**MRS. PANKAJAM SRIDEVI**  
Independent Director

- **35 years of experience** in domains such as banking, manufacturing and technology.
- **MD of Commonwealth Bank of Australia (India)** from 2019 to 2024.
- Held various global positions for the ANZ Banking Services group.
- active leader in representing industry forums like CII, NASSCOM, BCIC, Anita Borg Institute and India Inclusion Forum in India



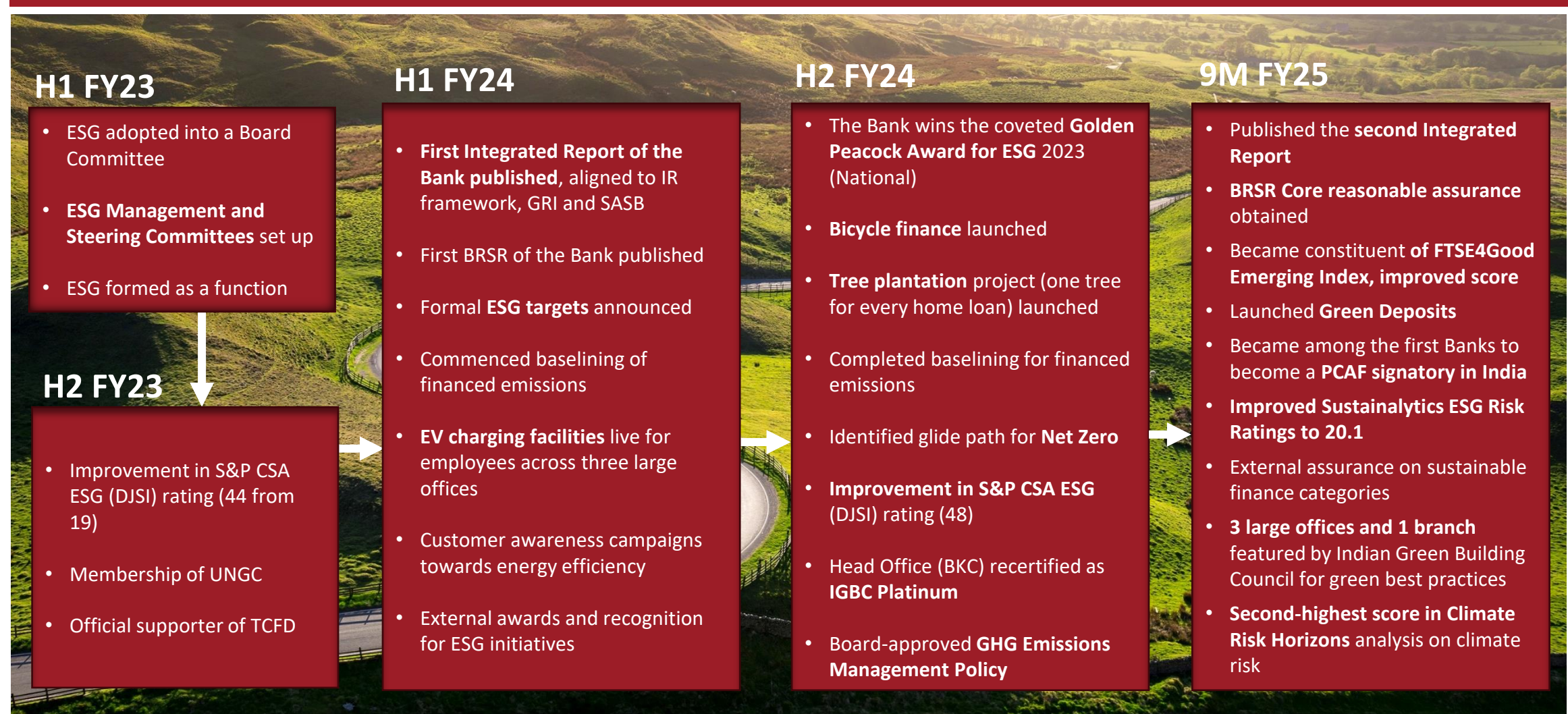
**MR. PRADEEP NATARAJAN**  
Executive Director

- Has been in the leadership position since merger with Capital First in December 2018
- **Has over 25 years of work experience across Capital First, Standard Chartered Bank, Religare Mcquarie and Dell.**
- helped to set up retail business in Capital First since inception.
- Expertise in Business Development, Technology, Risk Analytics, Debt Management, Project Management, Customer Service, Marketing

## Section 10: Progress on ESG



# Our ESG journey



## Key ESG highlights

### ENVIRONMENT



- **21%** overall infrastructure green certified
- **Corporate HO and Vibgyor Towers** in Mumbai **fully powered by green energy**
- **3 large offices and 1 branch** featured by **Indian Green Building Council** for green best practices

### SOCIAL



- **1,07,519 community members** positively impacted till Q3 FY 25
- **Over 20lakh learning hours** for employees till Q3 FY25
- Employee engagement on **Mental Health, Sustainable Mobility, Governance Ethics Integrity (GEI)**

### GOVERNANCE



- **80% Independent Directors** on Board
- **Second-highest score in Climate Risk Horizons** analysis on climate risk
- **ISO 27001** Certified Information Security Management

### SUSTAINABLE FINANCE



- **~2.3 lakh EV two wheelers financed** (live portfolio)
- **3.7 lakh+** Water Sanitation and Hygiene (WASH) loans disbursed (till Q3 FY25)
- **One tree being planted** for every **Home Loan** and **Green Deposits** above INR 1 lakh

# Recognitions for ESG Efforts



ABF Retail Banking Awards

Financial Inclusion Initiative of the Year – India Jun 2024



Dun & Bradstreet India

Leading Listed ESG Entity  
Mar 2024



The European

Most ESG Responsible Banking Service – India Dec 2023



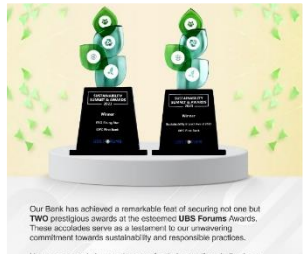
Institute of Directors India

Golden Peacock Award in ESG  
Sep 2023 (National)



Capital Finance International

Outstanding Commitment to ESG Performance India Sep 2023



UBS Forums

ESG Rising Star & Sustainability Impact Award May 2023



Transformance Forums

Best Bank Leading the Way in ESG Apr 2023



ET BFSI Excellence Awards

Best CSR Sustainability Award  
Feb 2023



Navabharat BFSI Award

Best Sustainable Bank Strategy  
Oct 2022



The European

Social Impact Bank of the Year  
Sep 2022



## Section 11: Awards and Recognition



# Awards and Recognition

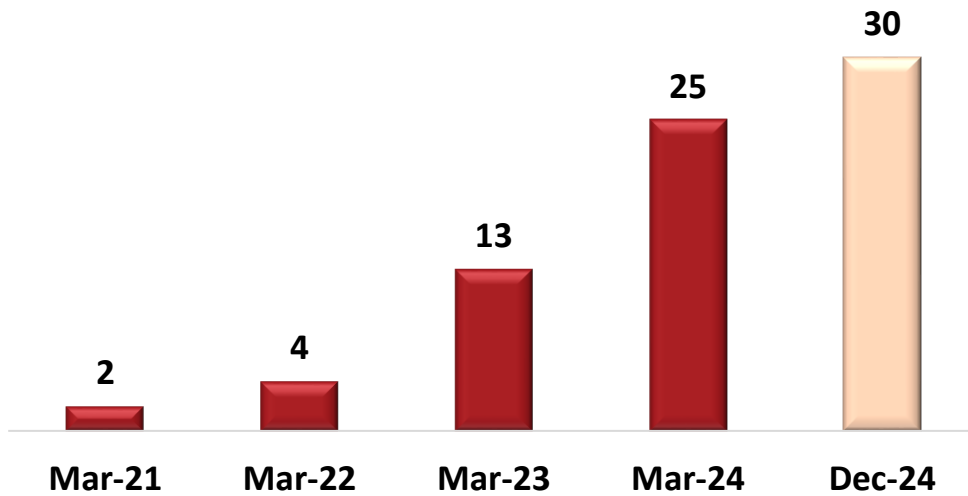


- FE Best Banks Award for Best Savings Product 2024 – Financial Express
- FE Best Banks Award for Banker Of The Year - 2024 - Financial Express
- Global Transaction Banking Innovation Award for Outstanding Innovation in Corporate Payments - 2024– The Digital Banker
- Global Transaction Banking Innovation Award for Best API Initiative of the Year - 2024 - The Digital Banker
- Best Corporate Governance 2023 - World Finance
- India's Leading Private Bank (Mid) – Dun & Bradstreet (BFSI & FinTech 2024)
- Innovation In Banking - Aegis Graham Bell (14<sup>th</sup> edition – 2024)
- Best Digital Bank 2023 - Financial Express India's Best Banks Awards 2023
- Innovative Payment Solution of the Year for FIRSTAP 2023 - Gadgets Now
- Excellence in BFSI 2023 - National Awards for Excellence
- Dream company to work for HR 2023 - National Awards for Excellence
- Best Corporate Governance, India 2022 - World Finance Corporation
- Most Innovative Digital Transformation Bank 2022 - The European
- Most Promising Brand Awards 2022 - ET BFSI
- Social Impact Bank of the Year 2022 - The European
- Best Payments & Collections Solution Award 2021 - Asset Asian Awards
- Best Innovative Payment Solution - Phi Commerce
- Best Consumer Digital Bank in India – 2021 - Global Finance Magazine
- Best Wealth management provider for Digital CX - Digital CX
- Excellence in User Experience – Website - Digital CX
- Best BFSI Brands in Private Bank Category - ET BFSI
- Most Trusted Brands of India 2021 - CNBC TV18
- Most Harmonious Merger Award - The European
- Most Trusted Companies Awards 2021 - IBC
- Outstanding Digital CX - Internet Banking (WM) - Digital CX
- ET Most Inspiring CEO Award - by Economic Times



# IDFC FIRST Bank has established its strong presence improving its TOMA score

Top Of Mind Awareness (TOMA) ^



- Over the years, the Bank has launched many campaigns and improved its brand recognition
- TOMA score represents the brand recall from the customers' perspective and it has improved from 2 in March-2021 to 30 as of December-2024.
- The Bank aspires to improve the TOMA score further going forward

^ Source: Kantar syndicated brand track study





# IDFC FIRST Bank

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**We are building a world class bank with:**

- Highest levels of corporate governance
- Stable balance sheet growth of ~20%,
- Robust asset quality of GNPA less than 2% and net NPA of < 1%
- High teens ROE
- Contemporary technology and
- High levels of Customer Centricity.



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**Thank You**

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## **Annexure 1**

- **Performance of the Bank against the stated goals**
- **Guidance 2.0**



## The Bank is performing well on the guidance given for FY 25 at the time of the merger

	Particulars	Dec-18 (At Merger)	Guidance for FY24-FY25	9M-FY25	Status
Capital	CET – 1 Ratio	16.14%	>12.5 %	13.68% <sup>1</sup>	On Track
	Capital Adequacy (%)	16.51%	>13.0 %	16.11% <sup>1</sup>	On Track
Liability	CASA as a % of Deposits (%)	8.7%	30% (FY24), 50% thereafter	47.7%	Achieved
	Branches (#)	206	800-900	971	Achieved
	CASA + Term Deposits<5 crore (% of Customer Deposits)	39%	85%	82%	On Track
	Certificate of Deposits of % of total deposits & borrowings	17%	<10% of liabilities	3%	Achieved
	Quarterly Avg. LCR (%)	123%	>110%	114%	Achieved
Assets	Retail, Rural and MSME Finance (Net of IBPC)	Rs. 36,927 Cr	Rs. 100,000 Cr	Rs. 1,89,139 Cr	Achieved
	Retail, Rural and MSME Finance as a % of Total Loans & Advances	35%	70%	82%	Achieved
	Wholesale Loans & Advances <sup>2</sup>	Rs. 56,770 Cr	< Rs. 40,000 Cr	Rs. 41,018 Cr	Achieved
	- of which Infrastructure loans	Rs. 22,710 Cr	Nil in 5 years	Rs. 2,546 Cr	On Track

1. Including profits for 9M FY25.

2. Excluding Security Receipts, Loan converted into Equity, RIDF and PTC.

Some new guidance has been included for greater clarity. No guidance given at the time of the merger has been amended



## The Bank is performing well on the guidance given for FY 25 at the time of the merger

	Particulars	Dec-18 (At Merger)	Guidance for FY24-FY25	9M-FY25	Status
Asset Quality	Top 10 borrowers as % of Total Loans & Advances (%)	12.8%	< 5%	1.87%	Achieved
	GNPA (%)	1.97%	2.0% - 2.5%	1.94%	Achieved
	NNPA (%)	0.95%	1.0% - 1.2%	0.52%	Achieved
	Provision Coverage Ratio (%)	53%	~70%	73.6%	Achieved
Profitability	Net Interest Margin (%)	3.10%	5.0% - 5.5%	6.14% <sup>1</sup>	Achieved
	Cost to Income Ratio <sup>2</sup> (%)	81.56%	65% ^	71.8%	Delayed
	Return on Asset (%)	-3.70%	1.4-1.6%	0.51%	Delayed
	Return on Equity (%)	-36.81%	13-15%	4.62%	Delayed

1. Gross of IBPC & Sell-down

2. Excluding Trading Gains

Note: Earnings for Dec-18 are for the quarter, NIM, ROA, ROE are annualized for the corresponding quarter.

^ guidance for Q4-FY25,

**Disclaimer:** Kindly note that the aspirations mentioned above have been presented in good faith based on our internal estimates and current business environment. The Bank may or may not be able to achieve the same based on multiple factors such as interest rate movements, regulatory changes, macro-economic changes, geo-political factors, change in business model and any other factors unknown to us at this stage



## Target 2.0 (FY24 - FY29) [Provided in January 2024]

Particulars	31-Dec-2018	31-Dec-2023	5 Year CAGR (%)	31-Mar-2029
<b>Deposits</b>	First 5 years since after merger			
Branches (#)	206	897	34%	1700-1800
Customer Deposits (Rs Cr)	38,455	176,481	36%	585,000
- CASA Deposits (Rs Cr)	5,274	85,492	75%	2,85,000
- Term Deposits (Rs Cr)	33,181	90,990	22%	3,00,000
<b>Assets</b>				
Loans & Advances** (Rs Cr)	104,660	1,89,475	13%	5,00,000
Total Assets (Rs Cr)	156,916	270,738	12%	7,00,000
<b>Asset quality</b>				
GNPA %	1.97%	2.04%	-	1.5%
NNPA %	0.95%	0.68%	-	0.4%
<b>Profitability</b>				
Profit (Rs Cr)	-1,568	2,232*	-	12,000 – 13,000
ROA %	-	1.2%	-	1.9-2.0%
ROE %	-	10.7%	-	17-18%

- The Bank has exceeded or met or most likely to meet most targets as provided under Guidance 1.0.
- We have a strong proven business model that is incrementally very profitable.
- We are building a world class bank with highest levels of corporate governance, a consistent balance sheet growth of ~20%, with strong asset quality of GNPA < 1.5% and net NPA of < 0.4%, with ROE of 17-18%, with contemporary technology, unique business model, and high levels of Customer Centricity.

\* For 9MFY24

\*\* (including Credit Substitutes)



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## Annexure 2

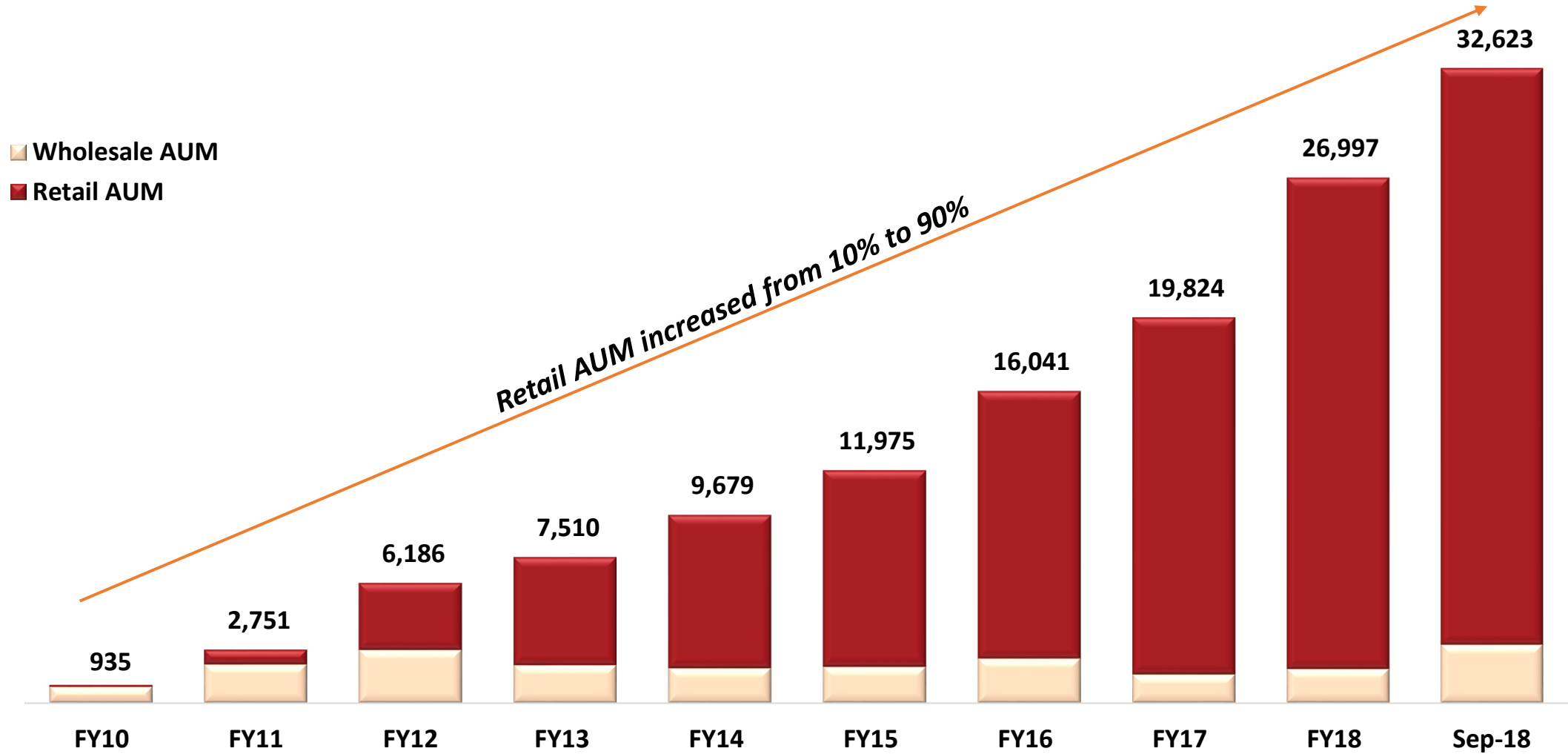
Since the business model of Capital First is an important part of the business being built in the merged bank, the brief history and the progress of Capital First is being provided for ready reference to investors.





# Successful Trajectory of Growth and Profits at Capital First

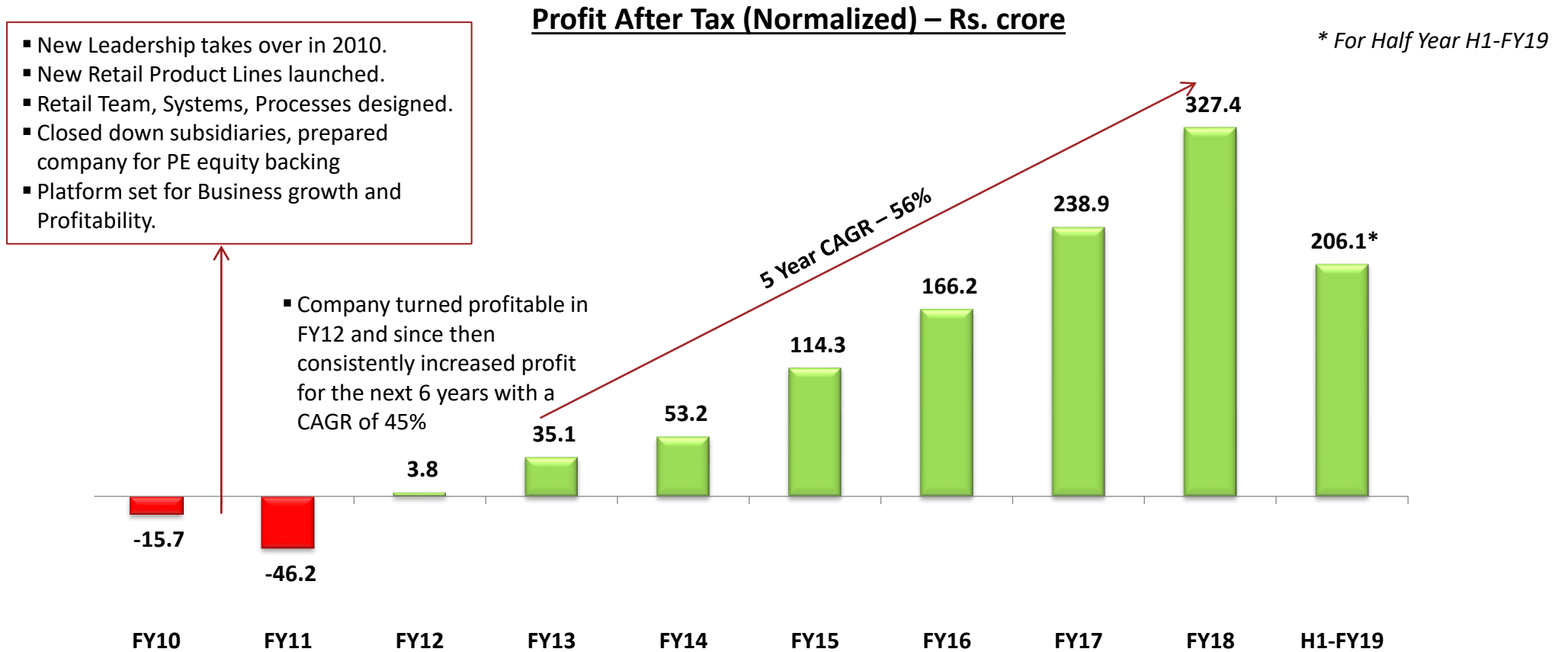
Financial Performance: The Asset Under Management has consistently grown at 5-Year CAGR of 29%



# Successful Trajectory of Growth and Profits at Capital First

## Financial Performance: Yearly Trend of Profit After Tax

In FY 08 and 09, the Company had made losses. Even after the new leadership took over, for two years the company continued to post losses as the building blocks for new age retail lending were prepared. Once the company got scale, Capital First posted a CAGR growth in profits of 56% for last 5 years.

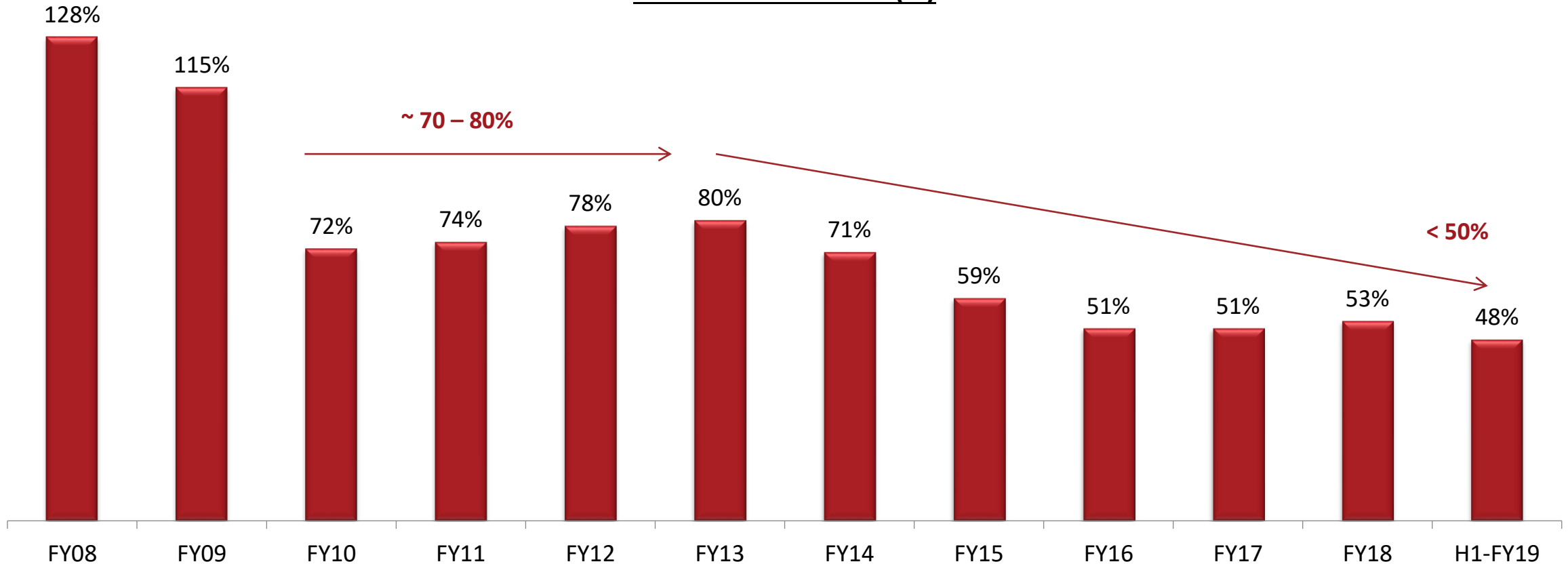


# Successful Trajectory of Growth and Profits at Capital First

This page is an extract from Capital First investor Presentation of September 2018, which is the last quarter prior to merger. Presented here to demonstrate the capability of the core loan book and the track record of growth and profitability.

The Cost to Income ratio, which was high at ~130% in the early stages of the company, reduced to <50% once the business model stabilized over the years.

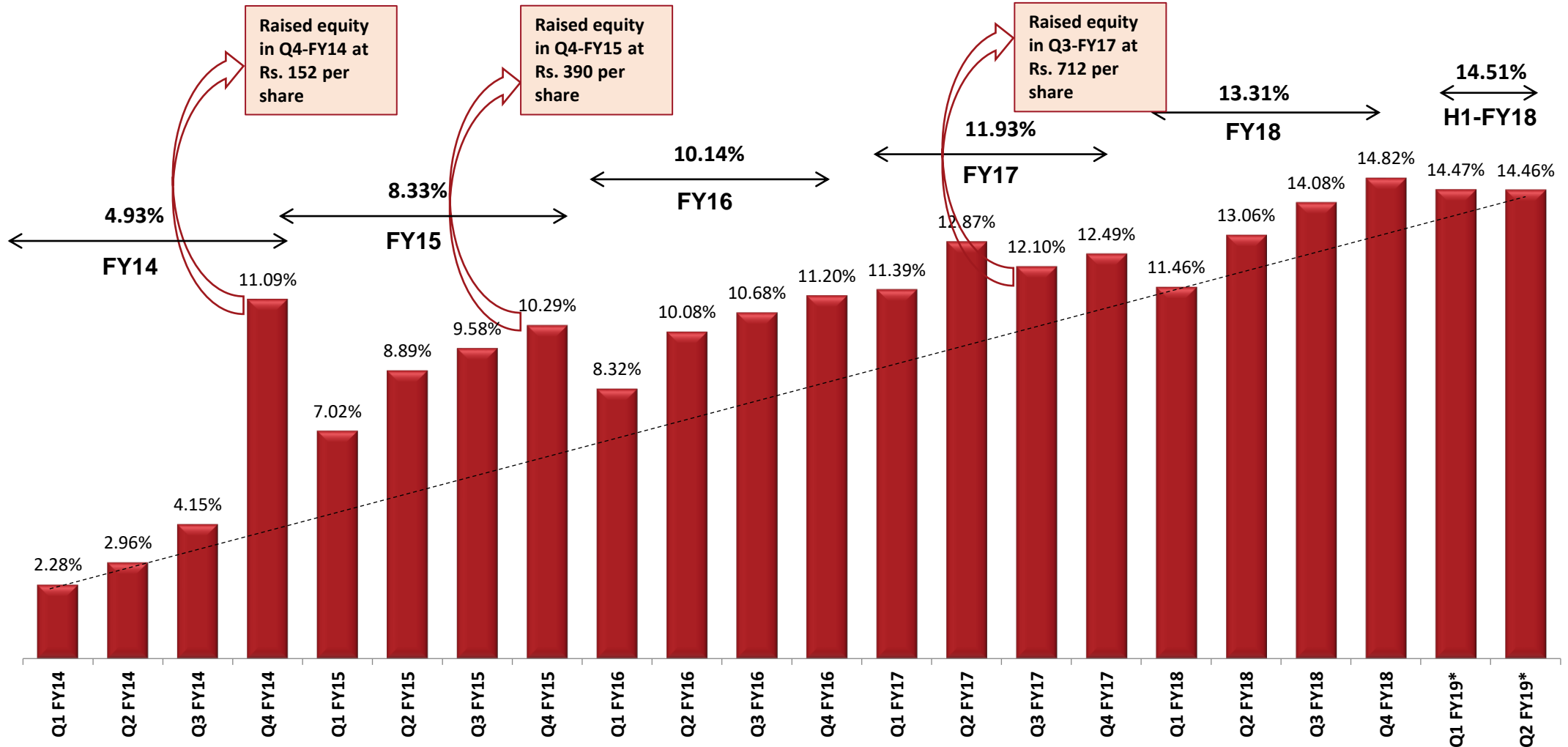
Cost to Income ratio (%)



# Capital First: the Return on Equity continuously improved over the quarters...

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All figures are annualised

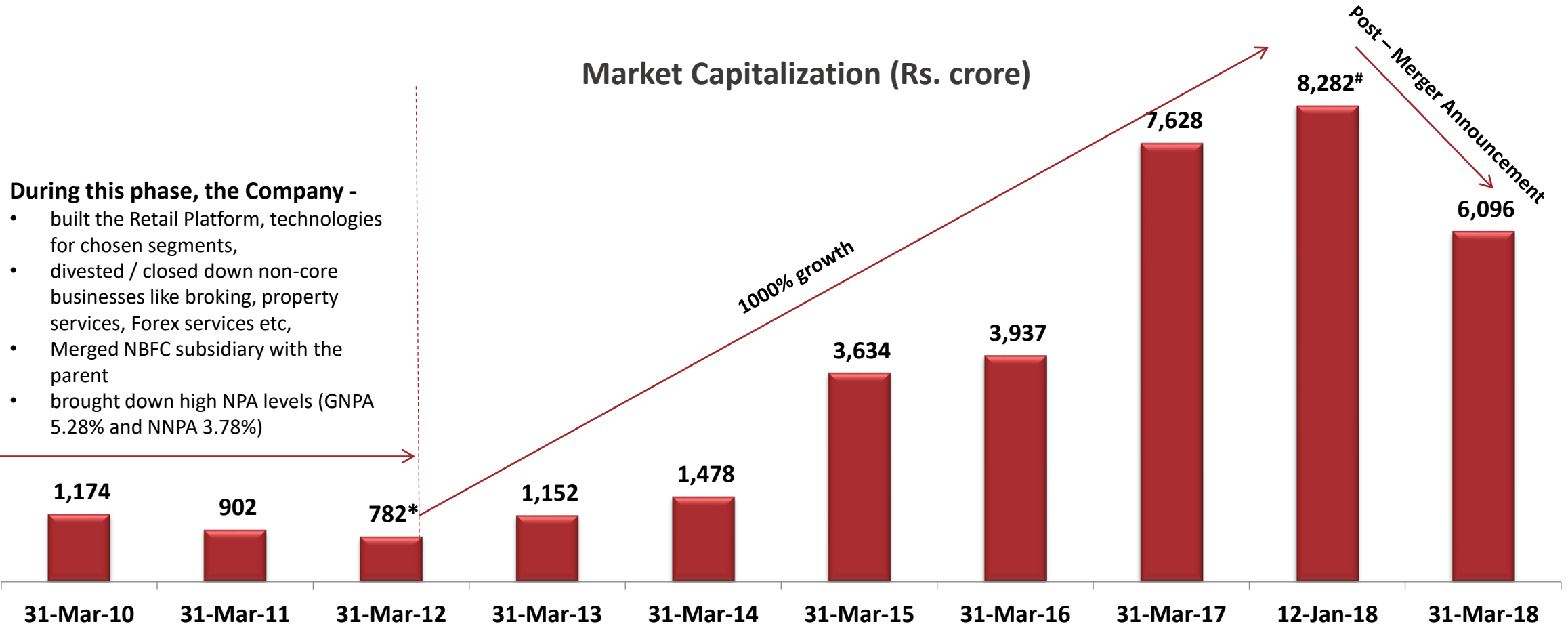


\*Highlighted figures are based on Indian AS in comparison to quarterly figures for earlier periods based on Indian GAAP.

# Successful Trajectory of Growth and Profits at Capital First

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## Market Capitalization (Rs. crore)



### During this phase, the Company -

- built the Retail Platform, technologies for chosen segments,
- divested / closed down non-core businesses like broking, property services, Forex services etc,
- Merged NBFC subsidiary with the parent
- brought down high NPA levels (GNPA 5.28% and NNPA 3.78%)

\* Market Cap as on 31-March-2012, the year of Management Buyout

# Market Cap on the day before the announcement of merger with IDFC Bank (Jan 13, 2018).



# Successful Trajectory of Growth and Profits at Capital First

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**Stock Price increased 7x from Rs. 120.55 to Rs. 845.60 in 6 years**

