

April 27, 2024

BSE Limited,  
1<sup>st</sup> Floor, Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai – 400001  
Script Code: 540065

National Stock Exchange of India Limited,  
Exchange Plaza, C-1, Block G,  
Bandra Kurla Complex, Bandra (E)  
Mumbai -400051  
Script Name: RBLBANK

**Reg: Disclosure under relevant provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended (“SEBI Listing Regulations”)**

Further to our submission i.e. Outcome of Board Meeting dated April 27, 2024, please find enclosed the following:

1. Press Release on the audited financial results of the Bank for the quarter and financial year ended March 31, 2024.
2. Investor Presentation for the quarter and financial year ended March 31, 2024.

In compliance with Regulation 46(2) of SEBI Listing Regulations, the information is being hosted on the Bank's Website at [www.rblbank.com](http://www.rblbank.com).

Further, pursuant to Regulation 30 and 46(2) of the SEBI Listing Regulations, the audio recording and transcript of the earnings call with analysts and investors held on April 27, 2024 on the audited financial results of the Bank for the quarter and financial year ended March 31, 2024, shall also be made available on the website of the Bank at <https://ir.rblbank.com/>.

Kindly take the same on record.

Thanking you,

Yours faithfully,

For **RBL Bank Limited**

**Niti Arya**  
**Company Secretary**

Encl: As above

[www.rblbank.com](http://www.rblbank.com)



# Investor Presentation

## Q4 FY 24

April 27, 2024



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ALL FIGURES IN THIS DOCUMENT ARE IN INR CRORE UNLESS MENTIONED OTHERWISE ; 1 CRORE = 10 MILLION

# Glossary and Key Notes

AEPS	Aadhaar Enabled Payment System	INR	Indian Rupee
Agri	Agribusiness Banking	IPO	Initial Public Offering
API	Application Programming Interface	MF	Mutual Funds
ATM	Automated Teller Machine	Mn	Million
BC	Business Correspondent	NFB	Non Fund Based
Bps	Basis Points	NIM	Net Interest Margin
BVPS	Book Value Per Share	NNPA	Net Non Performing Assets
C&IB	Corporate & Institutional Banking	NPA	Non Performing Assets
CAGR	Compounded Annual Growth Rate	PCR	Provision Coverage Ratio
CASA	Current Account and Savings Account	Q1	3 month period ended June 30( April 1 - June 30)
CB	Commercial Banking	Q2	3 month period ended September 30( July 1 - September 30)
CBDT	Central Board for Direct Taxes	Q3	3 month period ended December 31( October 1 - December 31)
CC	Credit Card	Q4	3 month period ended March 31(January 1 - March 31)
CEO	Chief Executive Officer	QoQ	Quarter on Quarter
CET1	Core Equity Tier 1	H1	6 month period ended September 30( April 1 - September 30)
Cr	Crore	9M	9 month period ended December 31( April 1 - December 31)
CRAR	Capital to Risk Weighted Assets Ratio	RBI	Reserve Bank of India
CSR	Corporate Social Responsibility	RoA	Return on Assets
FICC	Fixed Income, Currency and Commodity	RoE	Return on Equity
FPI	Foreign Portfolio Investor	RWA	Risk Weighted Assets
FY	12 month period ended March 31	SLR	Statutory Liquidity Ratio
GNPA	Gross Non Performing Assets	UPI	Unified Payments Interface
G-Sec	Government Securities	US	United States
GST	Goods and Services Tax	VCF	Venture Capital Funds
HUF	Hindu Undivided Family	YoY	Year on Year
RBL Finserve	RBL Finserve Ltd.	WCF	Working Capital Finance
RVF	Rural Vehicles Finance		
NM	Not Meaningful		



# Executive Summary

# Major Highlights for the Q4 FY24

## Improving operating performance..

- Net Interest Income (NII) grew 18% YoY to Rs. 1,600 crore; NIM at 5.45%
- Other Income grew 30% YoY to Rs. 875 crore
- Operating Profit grew 49% YoY & 16% QoQ to Rs. 887 crore
- Net Profit grew 30% YoY to Rs. 353 crore; RoA at 1.08% and RoE at 9.73%

## Retail led loan growth

- Advances grew by 20% YoY to Rs. 83,987 crore
- Retail advances grew by 30% YoY to Rs 49,147 crore; Secured Retail products grew 43%
- Wholesale advances grew 7% YoY to Rs. 34,840 crore; Commercial Banking (Mid-corporates & SME) grew 17% YoY to Rs. 9,115 crore

## Retail Deposit Growth...

- Overall deposits grew by 22% YoY to Rs. 1,03,494 crore; CASA ratio at 35.2%
- Granular Deposits (deposits less than Rs. 2 crore) grew by 24% YoY; at 42.3% of total deposits
- Retail deposits as per LCR grew by 17% YoY to Rs. 43,140 crore

## Healthy Capital Levels...

- Capital adequacy ratio stood at 16.18%; CET-1 at 14.38%; RWA to Total Assets at 71.2% vs 73.5% for March 23
- Well capitalized for medium term growth

## Stable Asset quality..

- GNPA down 72bps YoY to 2.65%, NNPA down 36bps YoY to 0.74%,
- PCR improved 465bps YoY to 72.7%; PCR incl. Technical Writeoff was 89.8%
- Credit cost at 53bps

# Key Parameters

## Scale



Deposits up 22% YoY to  
Rs. 103,494 crore

Advances up 20% YoY to  
Rs. 83,987 crore

15mn+ customers across  
segments

## Growth Drivers



Retail Assets up 30% YoY;  
Comm. Banking up 17% YoY

Granular Deposits up 24%  
YoY

~6+ lakh customers added  
in the quarter

## Balance Sheet



16.18% CRAR  
14.38% CET 1

Avg. LCR for Q4 FY24 at  
140 %

PCR at 72.7 %

## Presence



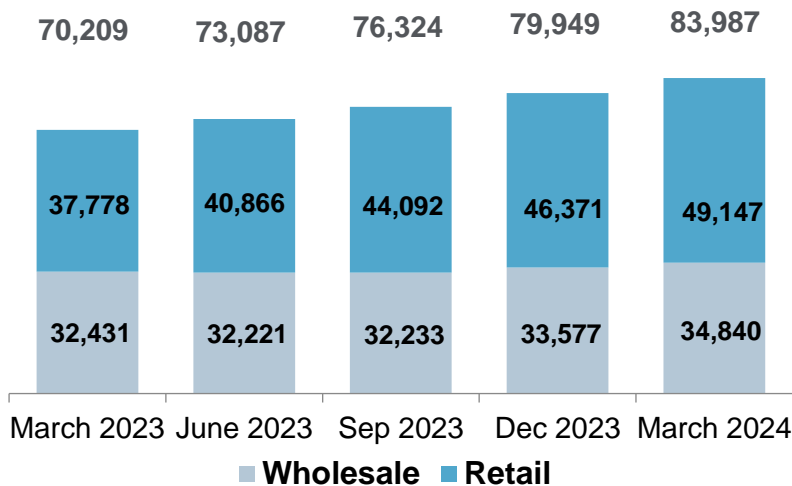
545 branches; 395 ATMs

~1200+ BC Branches

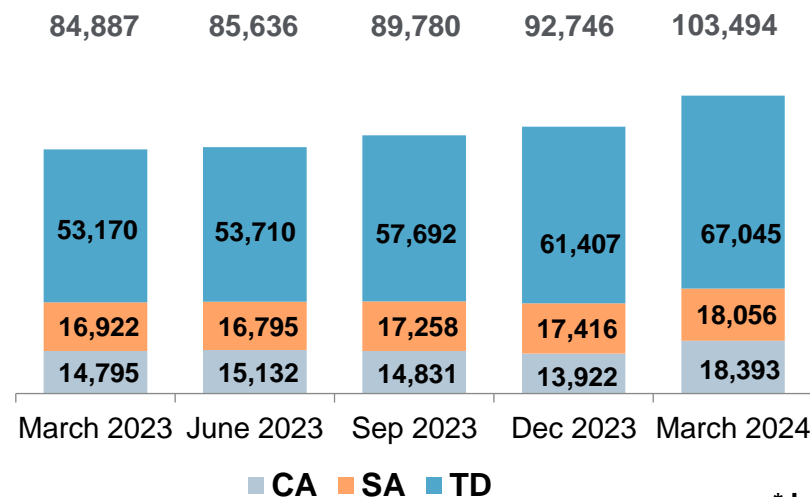
598 districts, servicing  
18,000 pincodes

# Consistently delivering robust growth and sustained profitability...

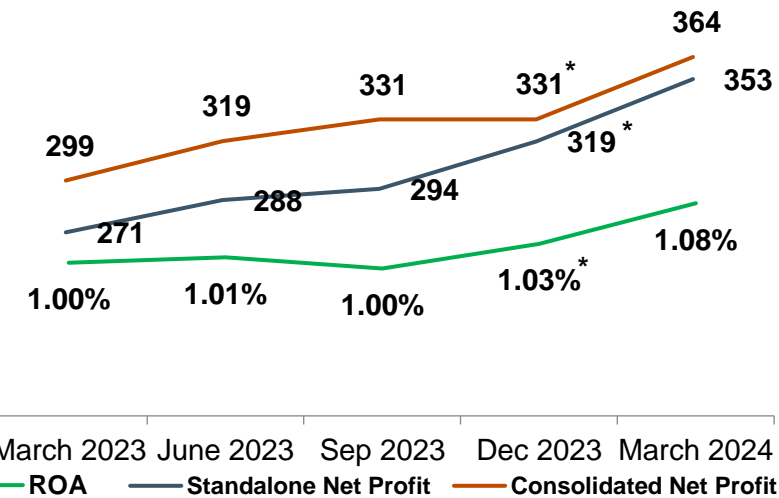
## Advances



## Deposits



## Profitability



\* Incl. AIF provision, ROA of 0.75%, standalone net profit of Rs. 233 crore & consolidated net profit of Rs. 245 crore for Q3 FY24

- Retail Secured Assets grew 43% YoY
- HL + LAP up by 27% YoY
- RVF up by 116% YoY
- Commercial Banking up by 17% YoY

Sustaining retail advances growth momentum; moderating wholesale growth with focus on comm. banking

- CASA + TD < Rs. 2 crore at 61% of Total Deposits
- 60% of SA and TD acquisition happening digitally

Deposits Less than 2 crore growth was 24% YoY

- Total Income up 22% YoY
- NII up 18% YoY; NIM at 5.45%
- Core Fee Income up 26% YoY
- Operating Expenses up 10% YoY

PPOP growth of 49% YoY



# Key Ratios

Parameter	Q1 23	Q2 23	Q3 23	Q4 23	Q1 24	Q2 24	Q3 24	Q4 24
Yield on Advances	12.35%	12.21%	12.78%	13.54%	13.87%	14.03%	14.00%	14.12%
Cost of Deposits	4.84%	5.14%	5.47%	5.73%	6.07%	6.21%	6.31%	6.39%
Cost of Funds	4.87%	5.19%	5.55%	5.85%	6.15%	6.33%	6.45%	6.51%
Net Interest Margin	5.04%	5.02%	5.27%	5.62%	5.53%	5.54%	5.52%	5.45%
Cost/Income	70.7%	70.8%	70.1%	70.8%	69.3%	66.5%	67.1%	64.2%
Credit Cost (bps)#	43	39	39	29	39	90**	48	53
RoA	0.75%	0.77%	0.78%	1.00%	1.01%	1.00%	1.03%*	1.08%
RoE	6.28%	6.12%	6.25%	8.11%	8.39%	8.38%	8.89%*	9.73%

\* After netting off contingent provision on AIF investments, ROA was 0.75% & ROE was 6.48%

\*\* Credit Cost includes Contingency Buffer on Credit Cards + Microfinance + Personal Loans of 37bps for Q2

# Credit Cost not annualized

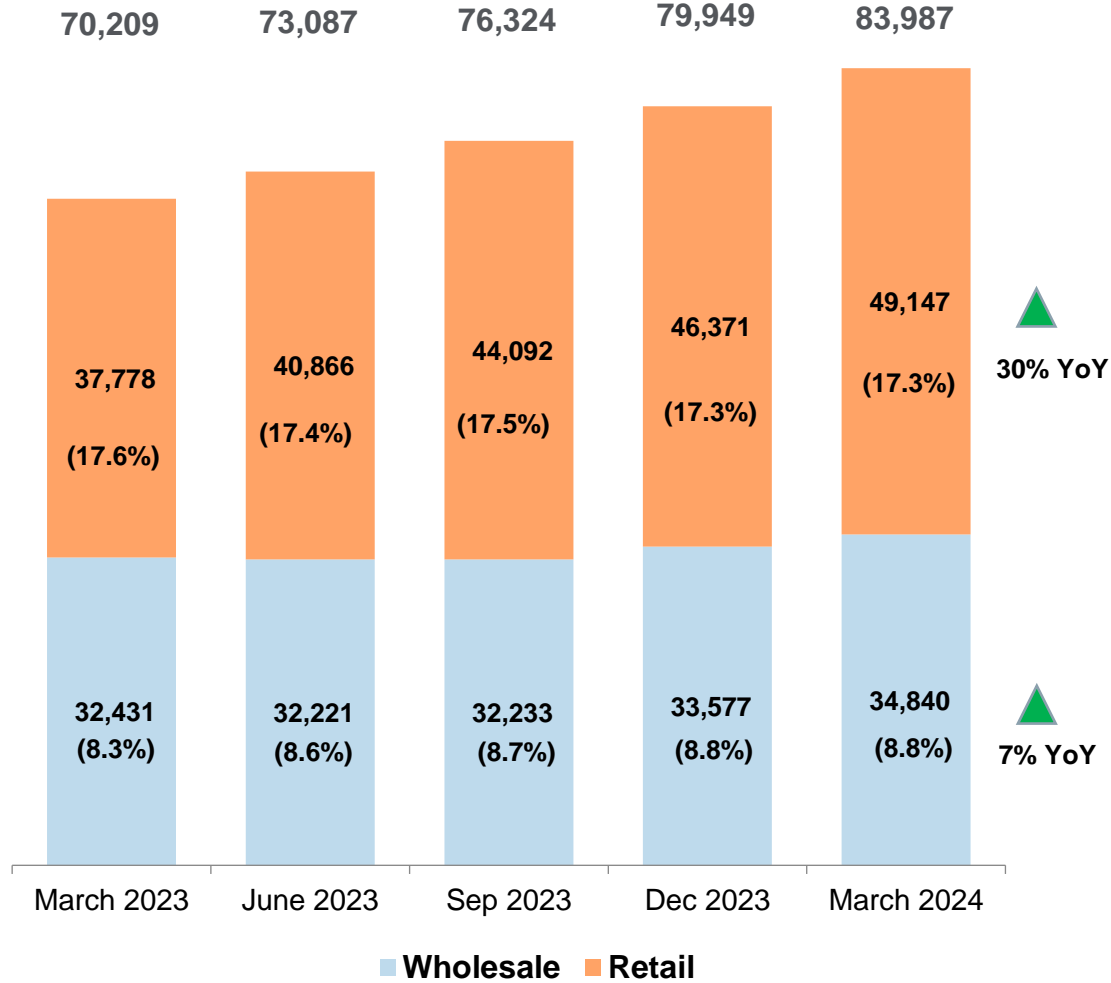


# Advances and Deposits

# Well Diversified Advances; Growth led by Retail & Commercial Banking

Strong growth in Retail Advances;  
Retail : Wholesale mix of 59:41

Net Funded Advances



(Yields for the Quarter)

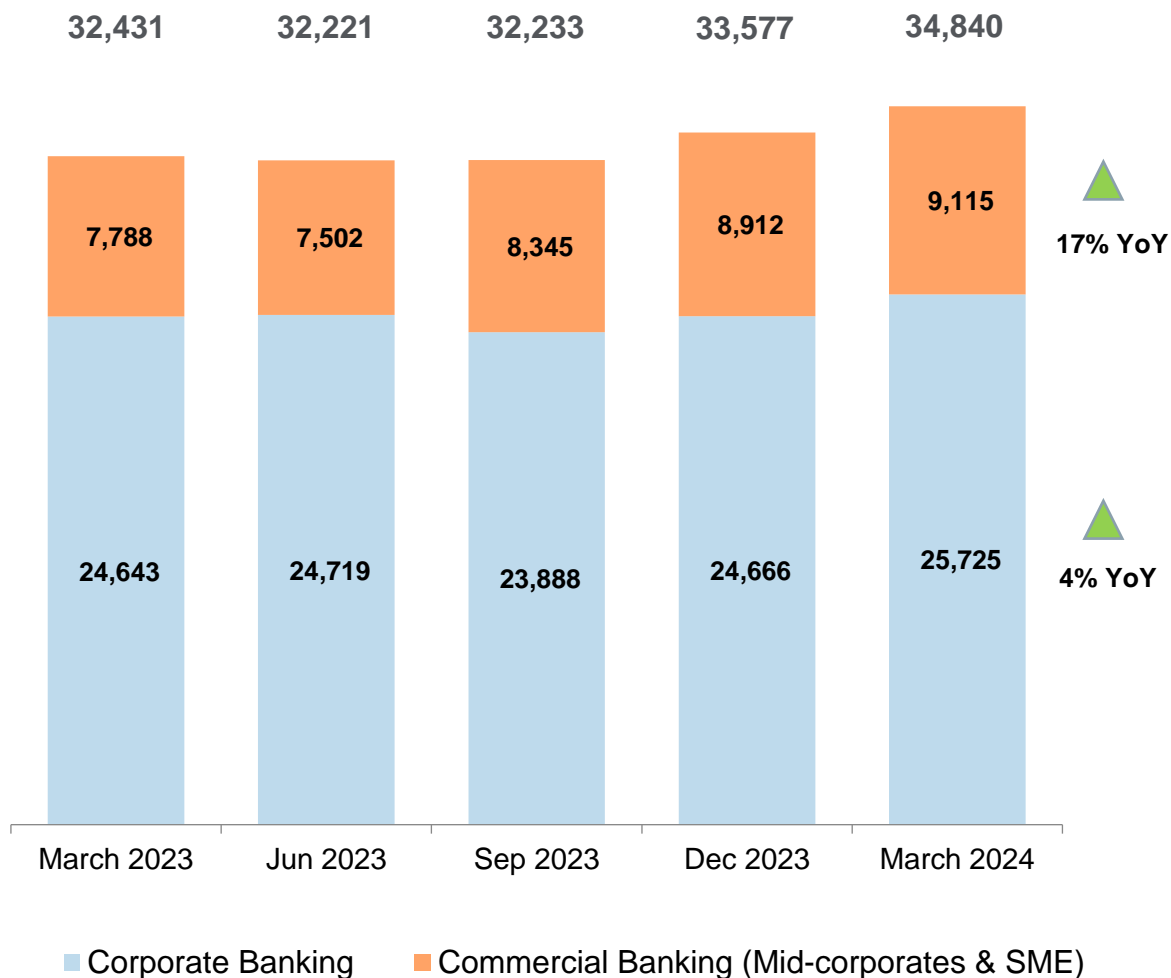
With focus on growing secured retail assets and commercial banking

	March 2024	March 2023	YoY	Dec 2023	QoQ
Corporate Banking	25,725	24,643	4%	24,666	4%
Commercial Banking (Mid-corporates & SME)	9,115	7,788	17%	8,912	2%
Wholesale	34,840	32,431	7%	33,577	4%
Credit Cards*	17,038	13,311	28%	15,964	7%
Personal Loans*	3,888	3,419	14%	3,547	10%
Microfinance	7,511	5,962	26%	6,827	10%
Business Loans	8,161	7,225	13%	7,570	8%
Housing Loans	6,260	4,501	39%	5,915	6%
Rural Vehicle Finance	2,221	1,029	116%	1,997	11%
Others incl. Gold Loans, OD etc	2,347	974	141%	2,920	(20%)
Retail Agri	1,721	1,357	27%	1,631	5%
<b>Retail</b>	<b>49,147</b>	<b>37,778</b>	<b>30%</b>	<b>46,371</b>	<b>6%</b>
<b>Total</b>	<b>83,987</b>	<b>70,209</b>	<b>20%</b>	<b>79,949</b>	<b>5%</b>

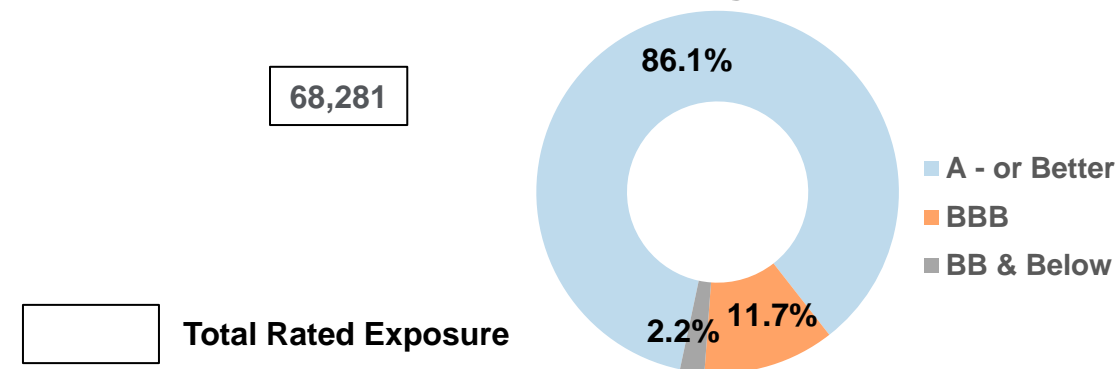
\* Personal Loans is primarily Personal Loan to Credit Card Customers; shown as credit card advances in earlier presentations

# Wholesale Advances; growth led by Commercial Banking

## Wholesale Advances

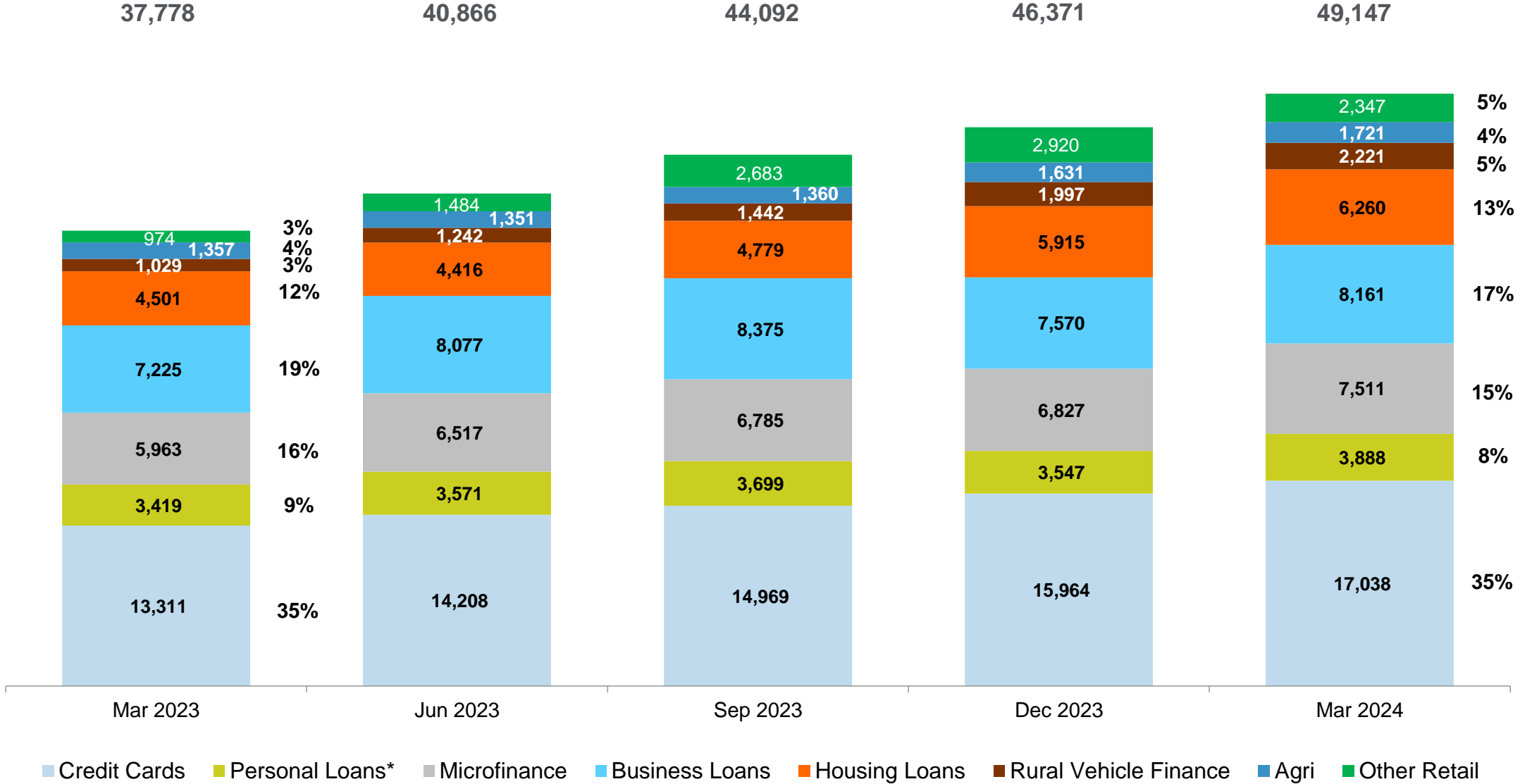


## Wholesale Exposure - Rating Breakup (%)



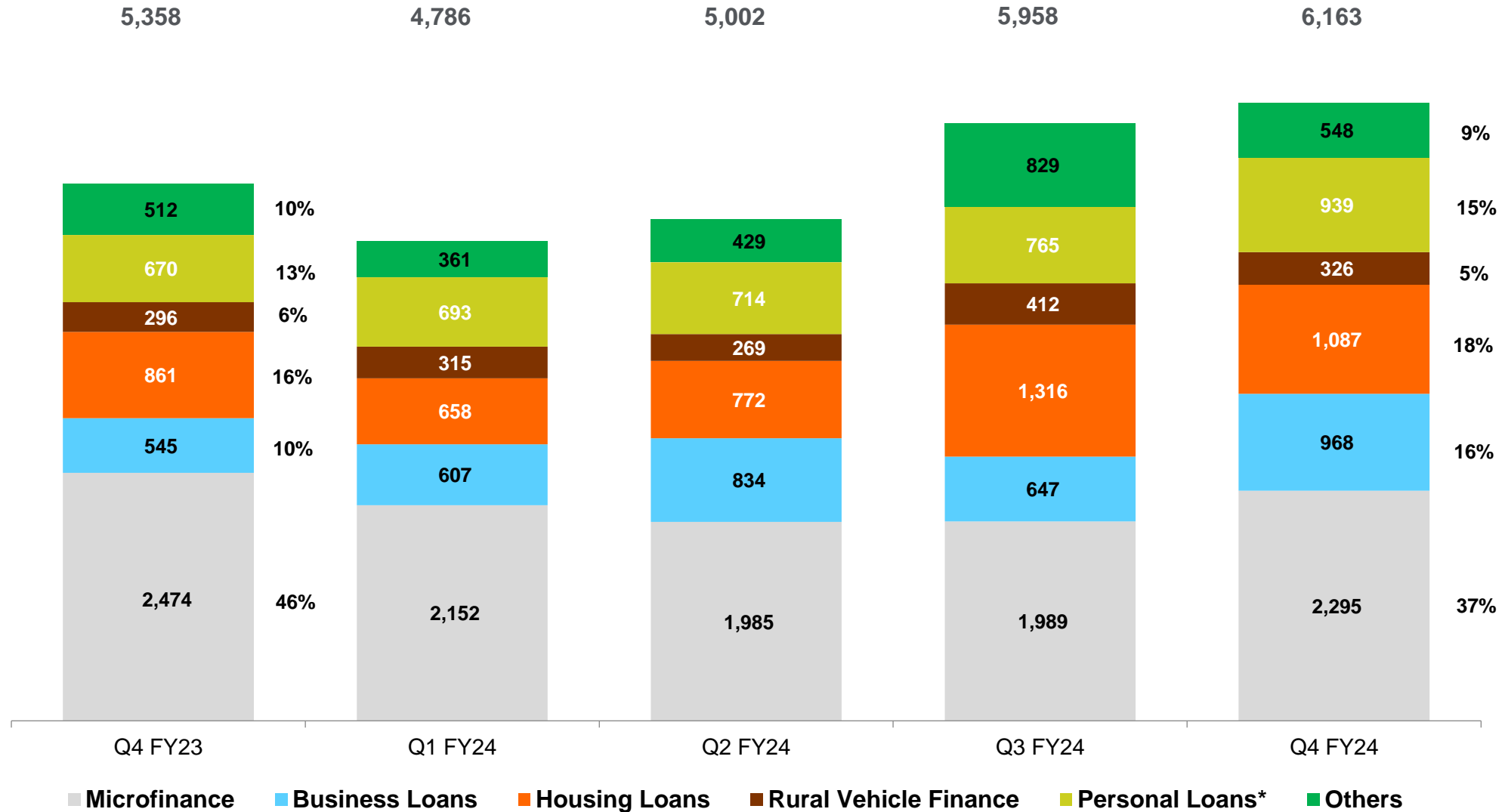
Top 10 Industries	FB+NFB Outstanding	FB-NFB Split	% of Outstanding
NBFC (excl. HFC & DFI)	5,578	98:2	5.4%
POWER	4,230	54:46	4.1%
CONSTRUCTION	3,209	25:75	3.1%
RETAIL/ DISTRIBUTION	2,985	72:28	2.9%
ENGINEERING	2,318	48:52	2.2%
PHARMA	2,258	84:16	2.2%
AUTO	1,880	75:25	1.8%
NBFC-MFI	1,668	100:0	1.6%
PROFESSIONAL SERVICES	1,598	73:27	1.5%
REAL ESTATE	1,575	82:18	1.5%

# Retail Advances growth of 30% YoY



\* Personal Loans is primarily Personal Loan to Credit Card Customers; shown as credit card advances in earlier presentations

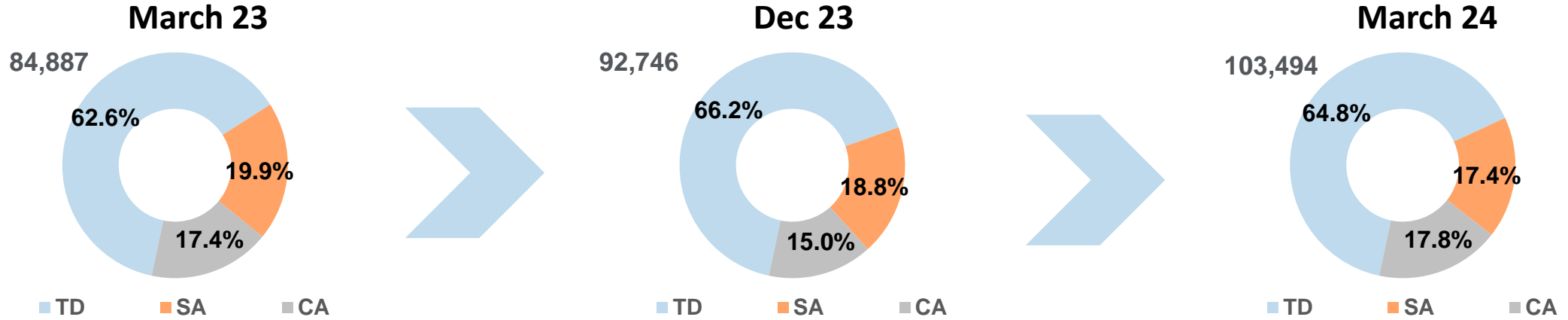
# Retail Disbursement (Excl. Cards); Increased focus to grow secured retail assets



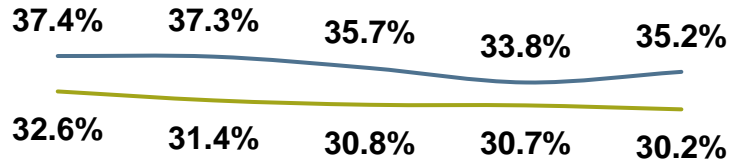
Percentage on the right is ratio to total retail disbursements

# Deposits Breakup, growth led by granular deposits

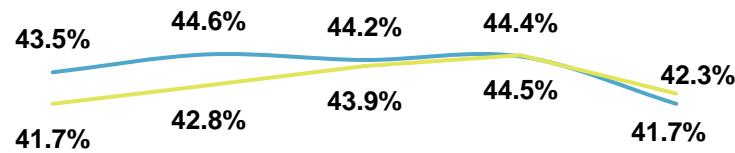
Total deposits grew by 22% YoY; CASA Ratio at 35.2%



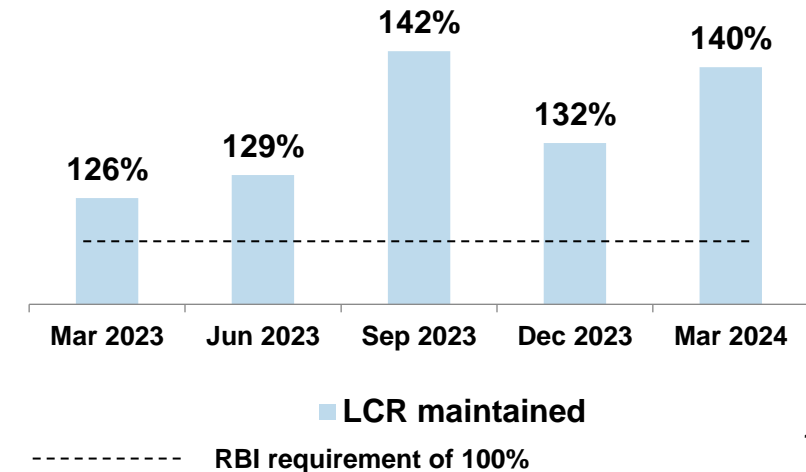
## CASA Ratios



## Share of Retail LCR Deposits & Deposits < Rs. 2 crore



## LCR Position



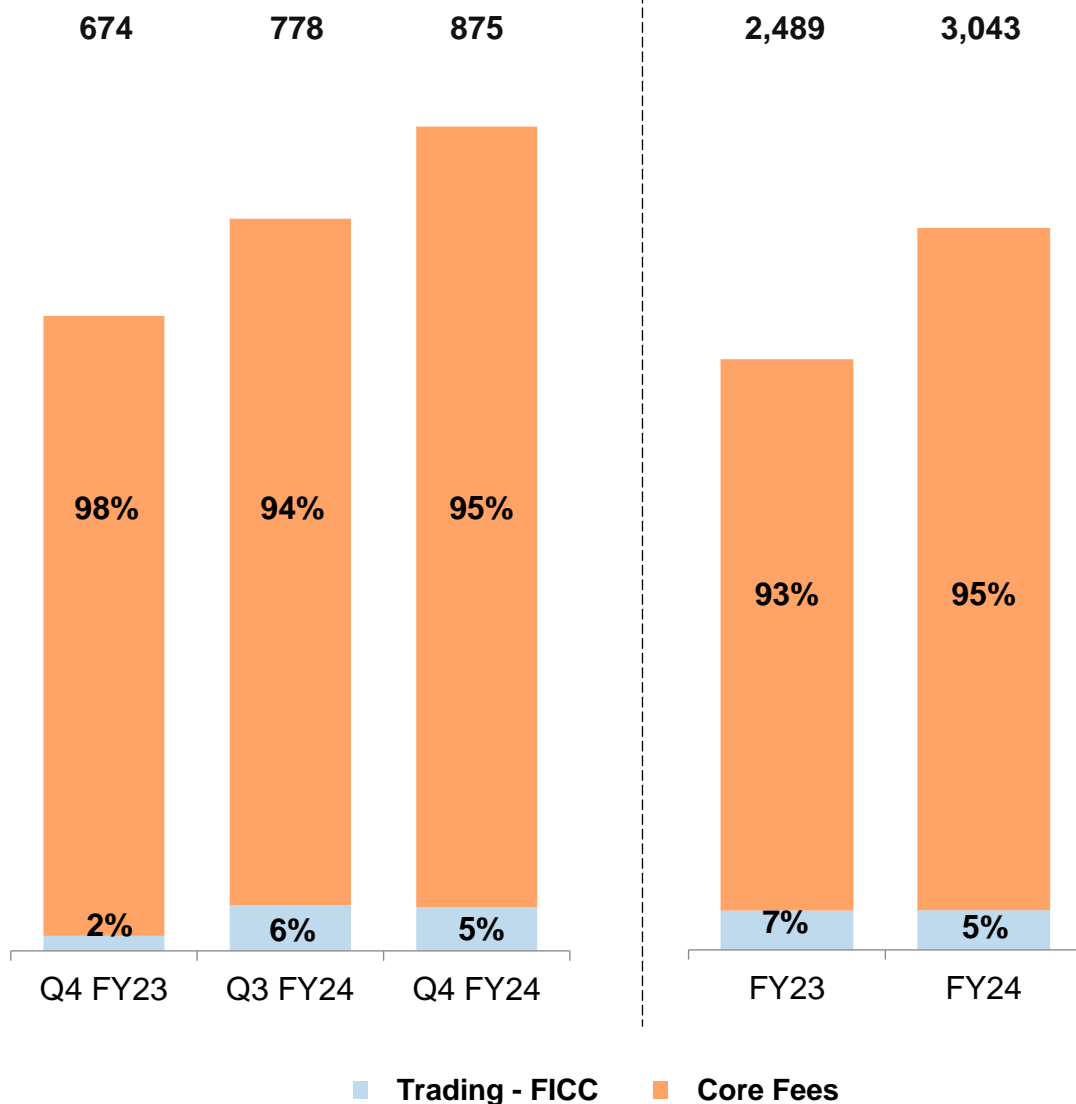


# Improving Financial Metrics

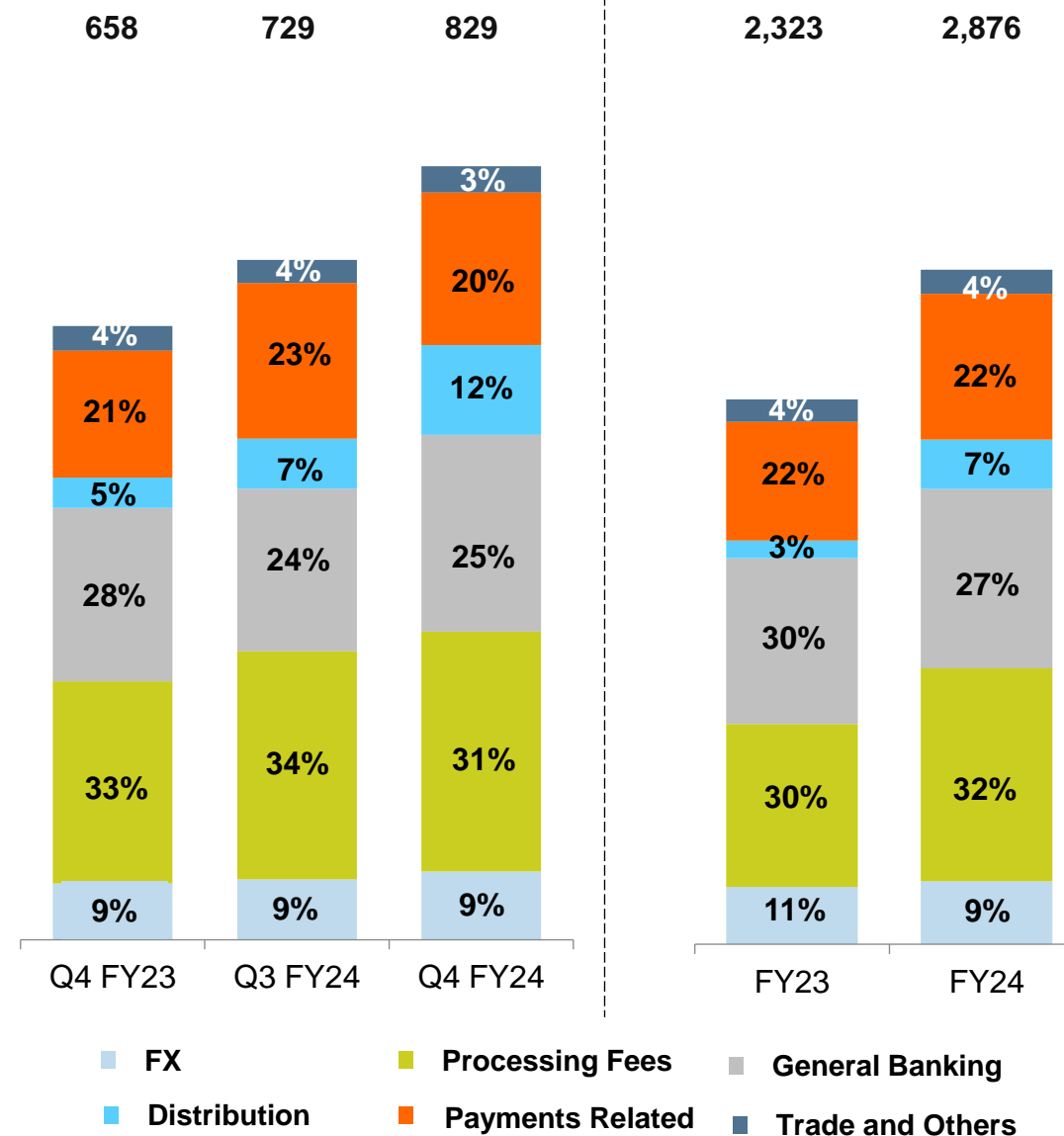


# Strong Core Fee Income Growth

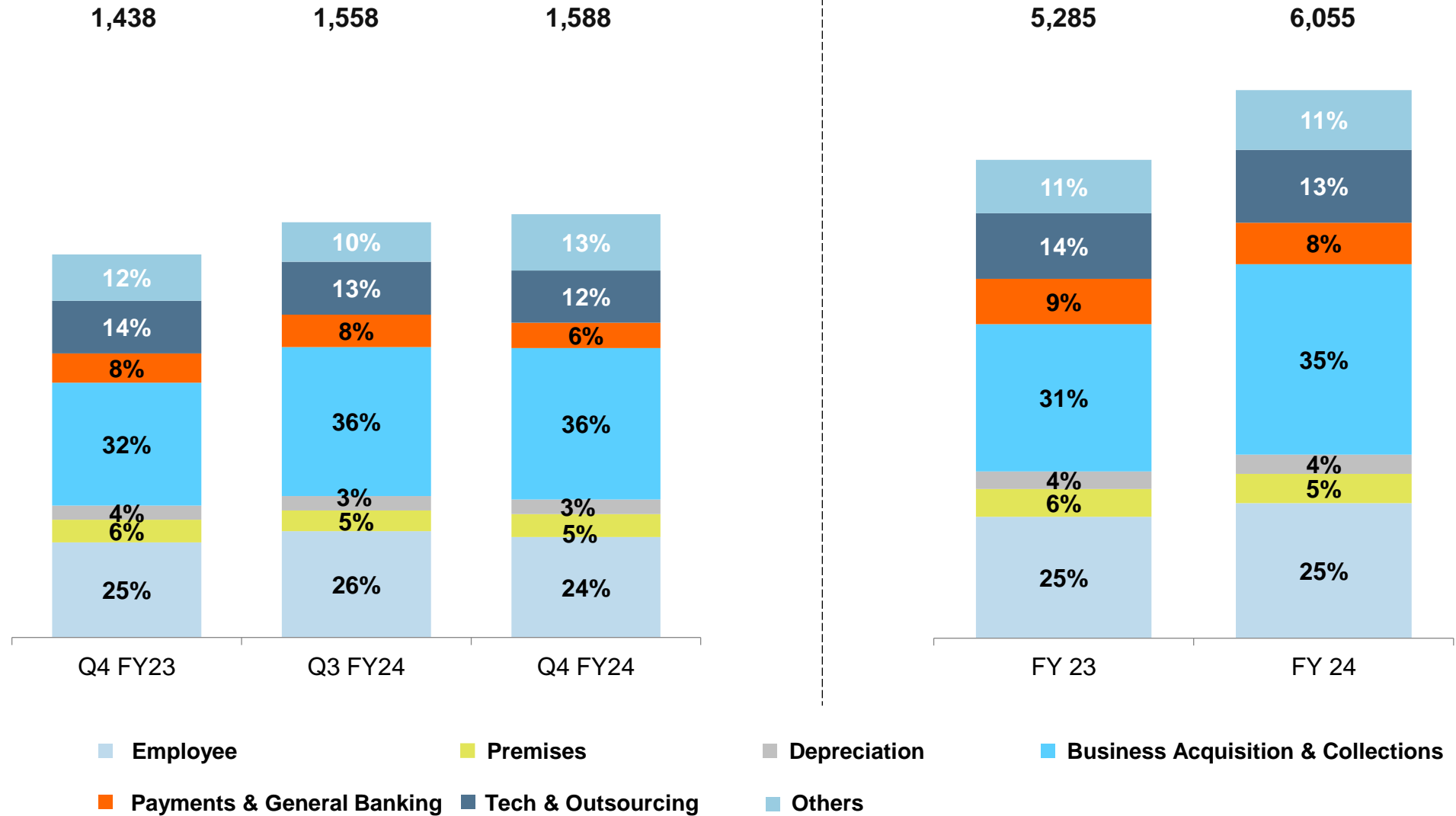
## Other Income



## Core Fee Income Breakup



# Stable Operating Costs





# Stable Asset Quality

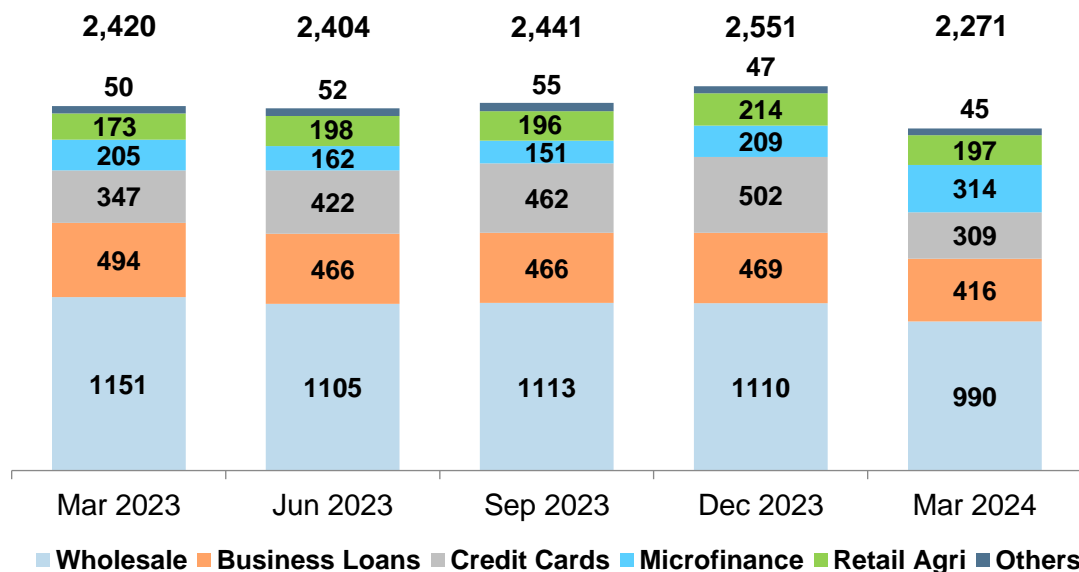
# Asset Quality Snapshot

	Quarter Ended				
	Mar 2023	Jun 2023	Sep 2023	Dec 2023	Mar 2024

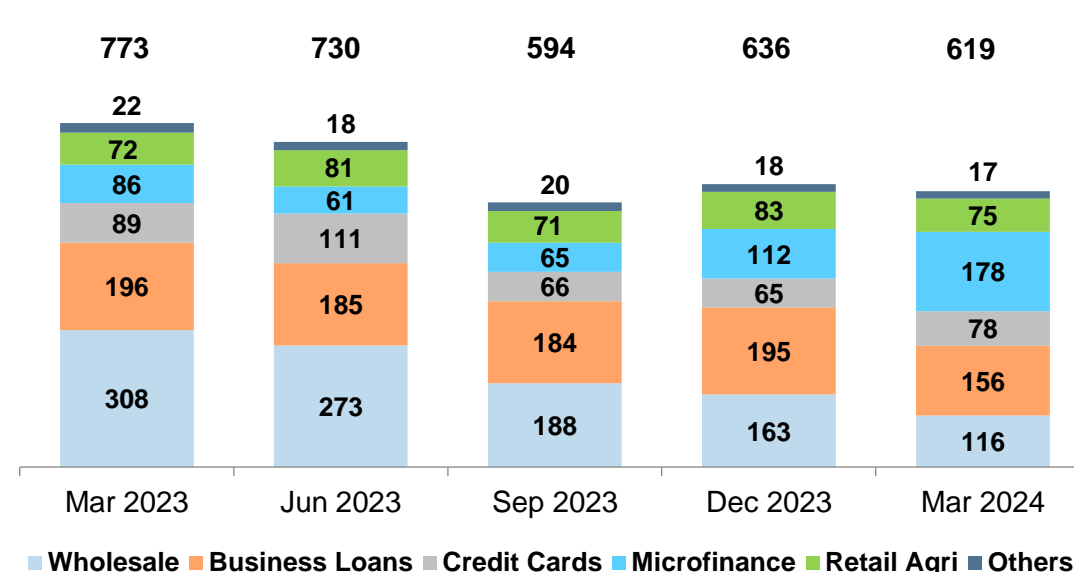
## Movement of Gross NPAs

Opening Balance	2,469	2,420	2,404	2,441	2,551
(+) Additions during the period	681	555	541	666	680
(-) Upgrade	138	97	53	100	91
(-) Recoveries	248	169	113	100	148
(-) Write Offs	344	304	339	356	721
Closing Balance	2,420	2,404	2,441	2,551	2,271

## GNPA Position



## NNPA Position

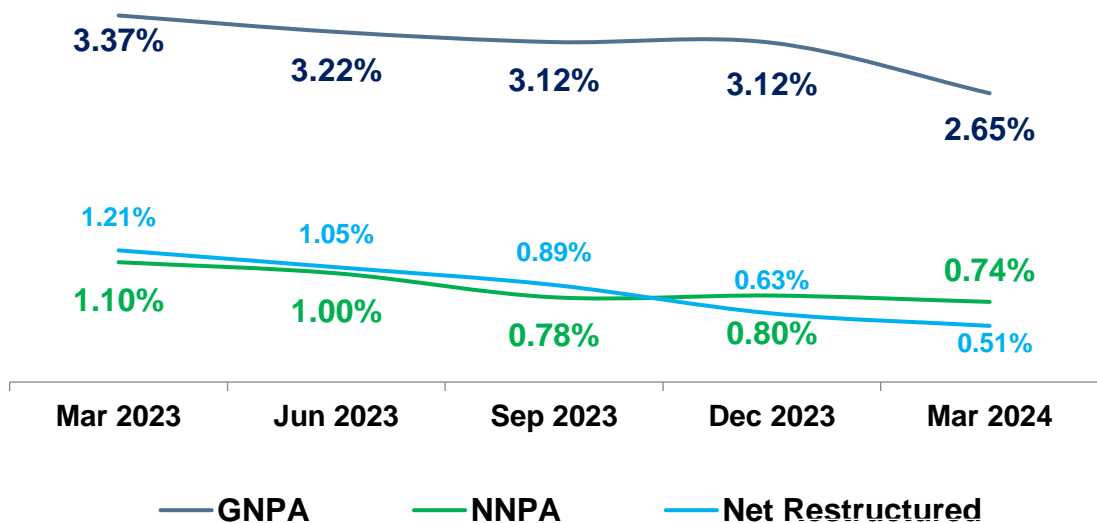


# Loan Provisions Breakup

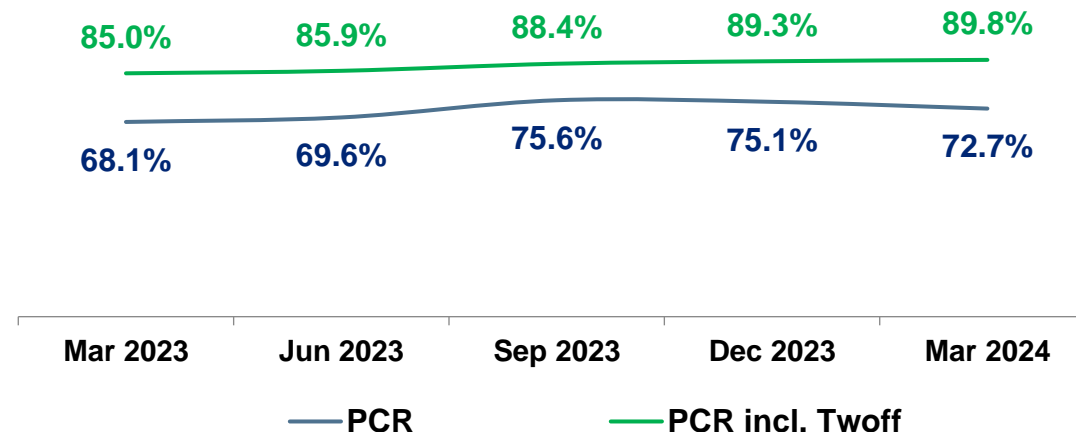
Particulars	As of 31 <sup>st</sup> March 2024	For Q4 FY24
NPA Specific Provision (towards PCR)	1,652	459
Contingency Buffer on Credit Cards, Personal Loans and Microfinance Advances (outside PCR)	282	20
Restructured Provision (outside PCR)	67	(14)
Standard Provision (outside PCR)	394	22
Recovery on written off accounts	-	(80)
<b>Total Provision</b>	<b>2,394</b>	<b>408</b>

# Improving Asset Quality

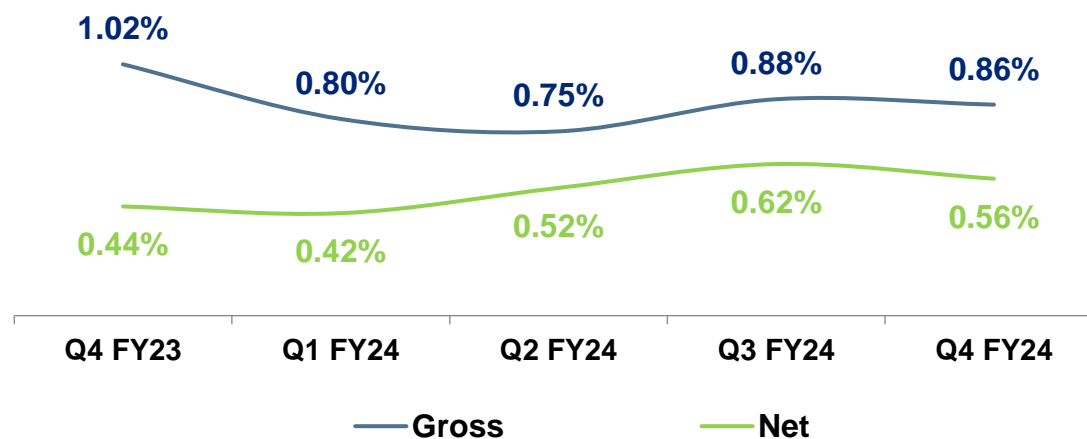
## NPA Position



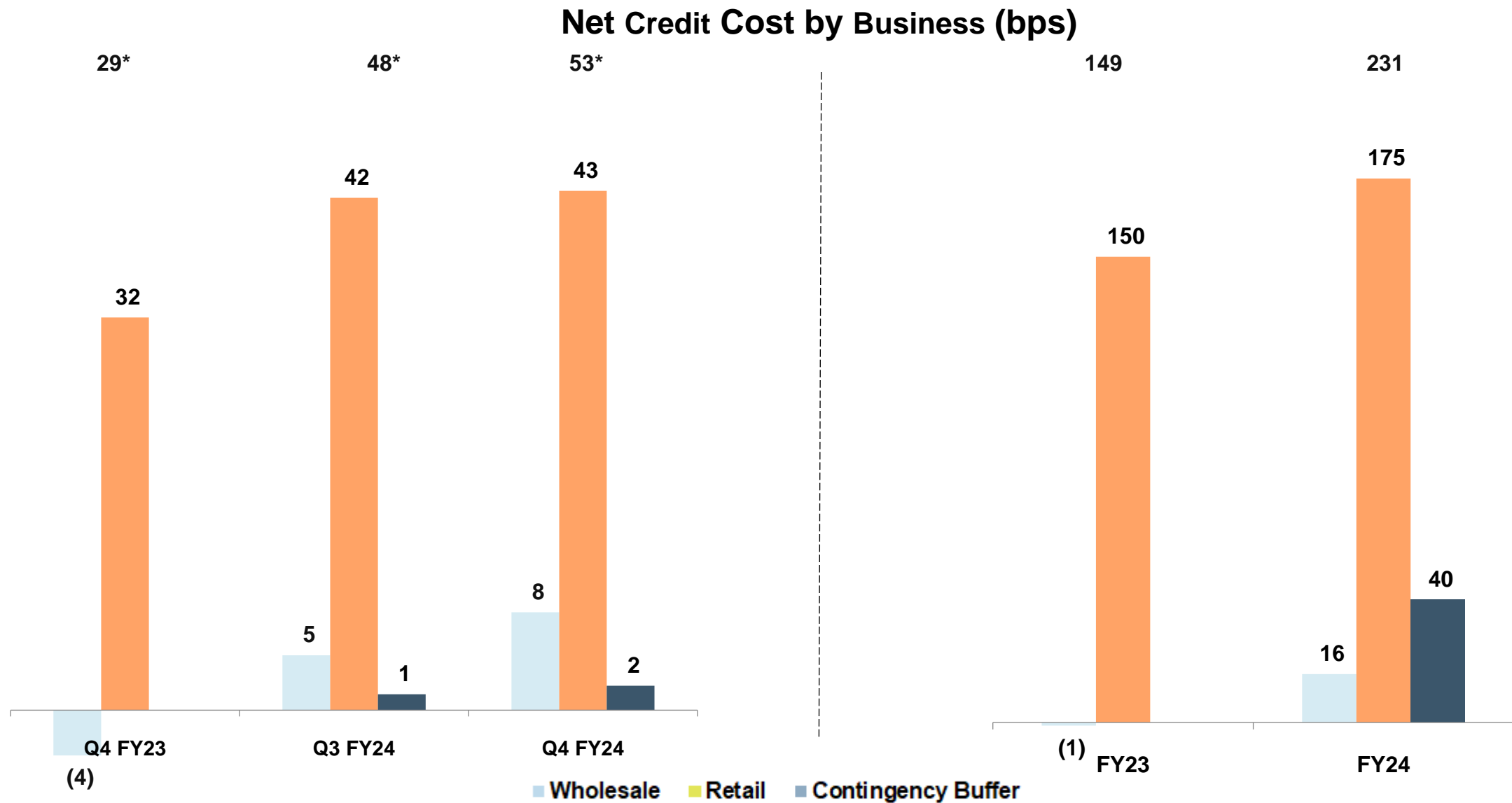
## PCR



## Slippages\*



# Credit Costs Trend Stable and Within Guidance



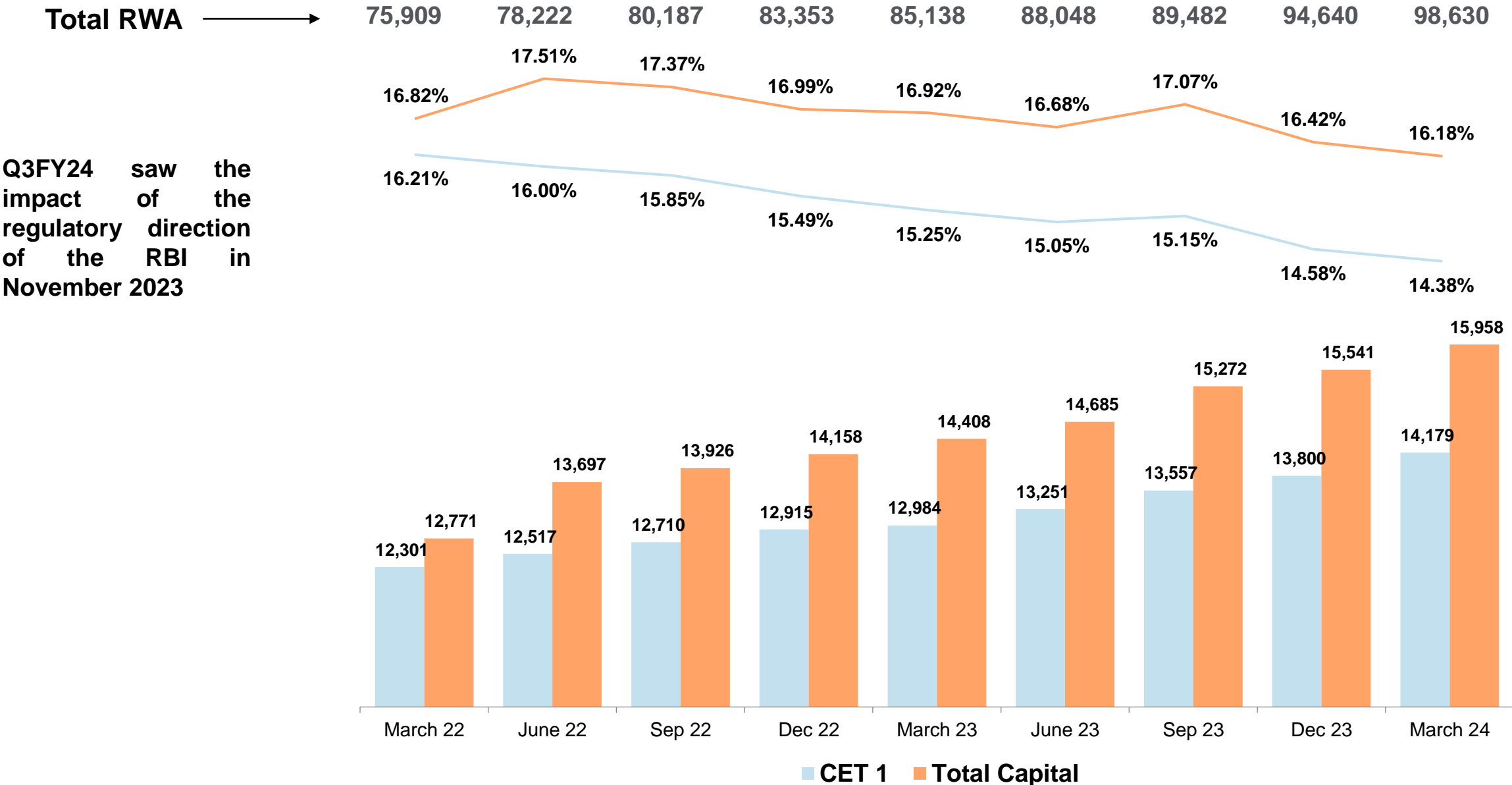
• Not Annualized for the bank or at individual segment level for the quarter



# Healthy Capital Adequacy

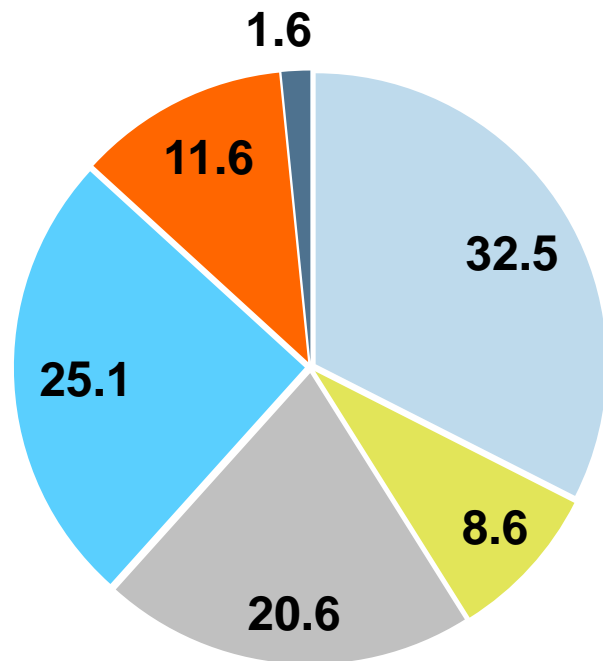


# Adequately Capitalised for Growth



# Diversified Shareholding & Strong Rating Profile

— Shareholding by category (%) —



- Individual/HUFs
- Foreign Corporates
- VCF/MF/Pension Funds/Insurance
- FPI
- Body Corporates
- NRIs

Total Foreign holding – 35.3%.  
Approved limit – 74%

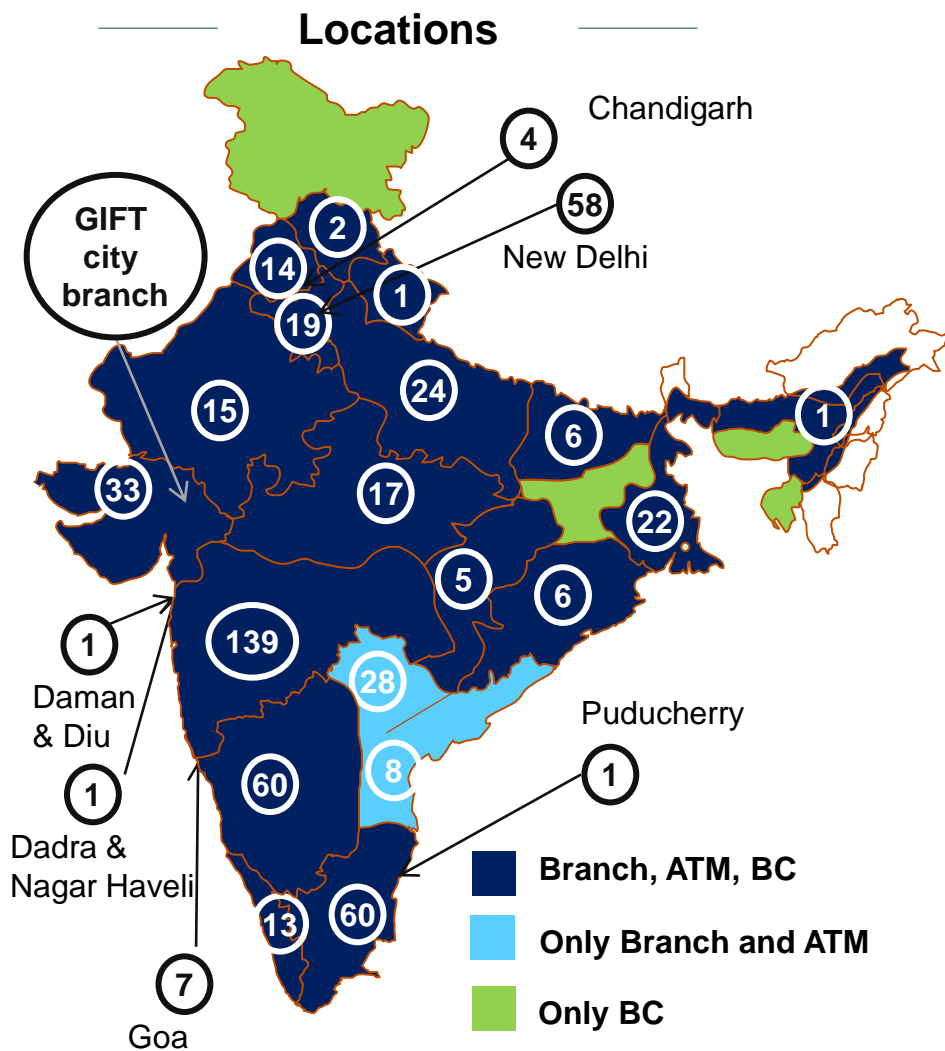
— Ratings —

Instrument	Rating
Basel III compliant Tier II bonds	ICRA AA- (Stable) (Re-affirmed dated Aug 11, 2023)
Certificate of Deposits	CARE AA- (Stable) (Re-affirmed dated March 15, 2024)
Fixed deposit programme	ICRA A1+ (Re-affirmed dated Aug 11, 2023) CARE A1+ (Assigned dated March 21, 2024)
Short term fixed deposit programme	ICRA AA- (Stable) (Re-affirmed dated Aug 11, 2023)
	ICRA A1+ (Re-affirmed dated Aug 11, 2023)



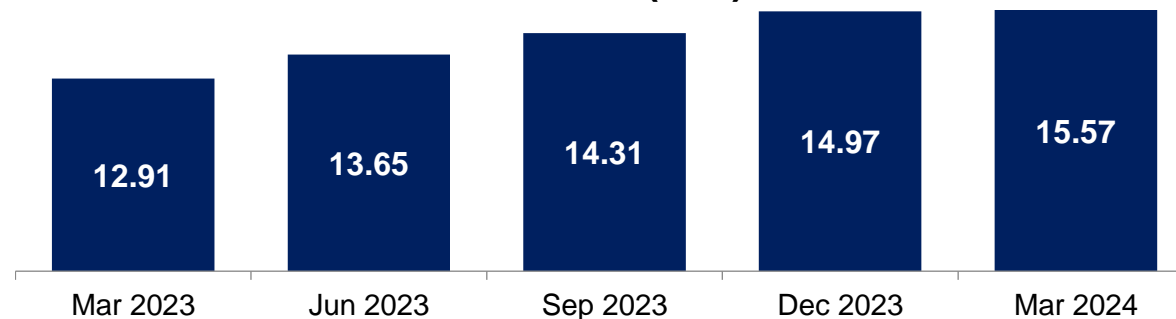
# Growing Distribution Network

# Our Growing, Multi-Layered Distribution Network



Figures in circles refer to number of branches in given state/union territory

## Customers (Mn.)



## Channel Breakup

Channels	Number of transaction points		
	March 2023	Dec 2023	March 2024
<b>Total Touchpoints</b>	1,683	1,755	1,817
<b>Branches</b>	517	538	545
<i>Metro (incl. GIFT branch)</i>	301	310	311
<i>Urban</i>	75	90	94
<i>Semi-urban</i>	73	72	74
<i>Rural</i>	68	66	66
<b>Banking Outlets (BOs)</b>	298	290	297
<b>BC Branches (incl. BOs)</b>	1,166	1,217	1,272
<i>Of which RBL Finserve</i>	821	897	952
<b>ATMs</b>	414	388	395



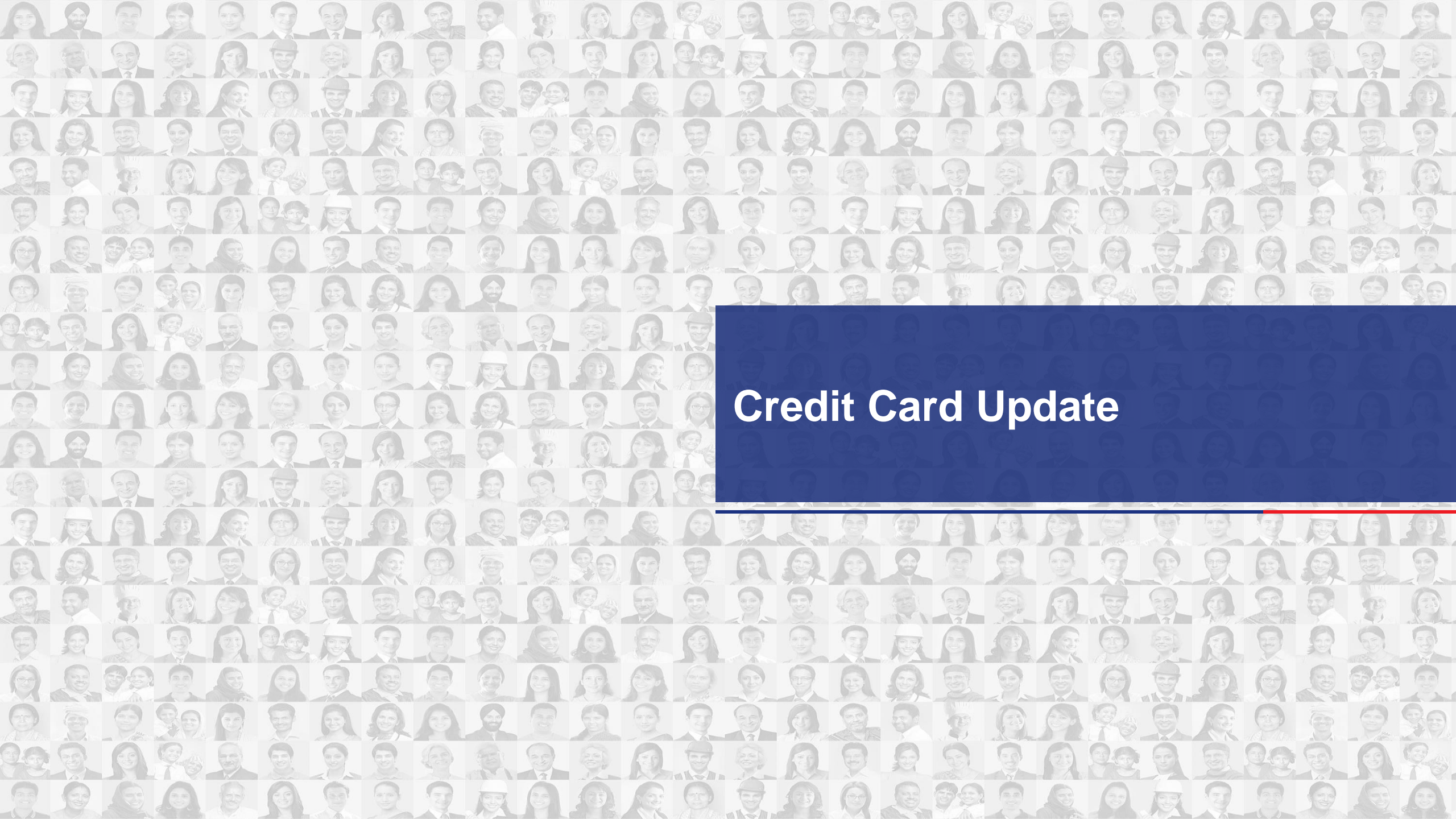
# Our Aspirations For FY26

# Our Progress towards Aspirations For FY 26

Key Financial Targets (FY 24 – FY 26)	
<b>Advances</b>	<b>Deposits</b>
20%+ CAGR	20%+ CAGR
<b>Granular Deposits</b>	<b>Average CASA Growth</b>
50%+	1-2% p.a.
<b>Share of New Businesses</b>	<b>Retail Mix</b>
30%	60-65%
<b>PPOP Growth</b>	<b>RoA/RoE</b>
Higher than advances growth	1.4-1.5% / 14-15% by FY26
<b>Customer Count</b>	<b>Touchpoints</b>
Double to 26 mn	2,600

Actuals (Q4 FY 24 & FY24)	
<b>Advances</b>	<b>Deposits</b>
20% YoY	22% YoY
<b>Granular Deposits</b>	<b>Average CASA Growth</b>
42.3%	(2%) YoY
<b>Share of New Businesses</b>	<b>Retail Mix</b>
13%	59%
<b>PPOP Growth</b>	<b>RoA/RoE</b>
49% YoY FY24 – 38% YoY	1.08% / 9.73% FY24* - 1.03%/8.85%
<b>Customer Count</b>	<b>Touchpoints</b>
15.6 mn	1,817

\* After netting off contingent provision on AIF investments; reported ROA was 0.96% and ROE was 8.25%



# Credit Card Update

# Growth & Market Share

Source RBI Data

	Mar'23		Mar'24	
	RBL	Industry	RBL	Industry
<b>CIF</b>	4.52 M	86.51 M	5.19 M ▲ 15%	101.80 M ▲ 18%
<b>Spends*</b>	5,721 Cr	1,33,125 Cr	7,919 Cr ▲ 38%	1,64,904 Cr ▲ 24%
<b>Advances</b>	13,463Cr	2,04,708 Cr	17,184Cr# ▲ 28%	2,58,115 Cr** ▲ 31%

Business  
Volumes  
Q4 FY24

New A/cs

4.8 lacs

▼ 13 % YoY  
▼ 17 % QoQ

CIF

51.9 lacs

▲ 18 % YoY  
▲ 3% QoQ

Spends

₹ 21,976 Cr

▲ 33 % YoY  
▲ 4 % QoQ

Receivables

₹ 17,184 Cr

▲ 28 % YoY  
▲ 6 % QoQ

\* Spends includes gross only as per RBI definition

\*\* Industry advances number and growth are updated till Feb'24 instead of Mar'24.

# RBL Advances excluded PL on cards



# Diversified Distribution

As on 31<sup>st</sup> Mar'24

#Cities

473



#DST

2,449



# Branches\*

410



# Cobrand Partners

7



# Applications

29.1 Lacs



# New Customers

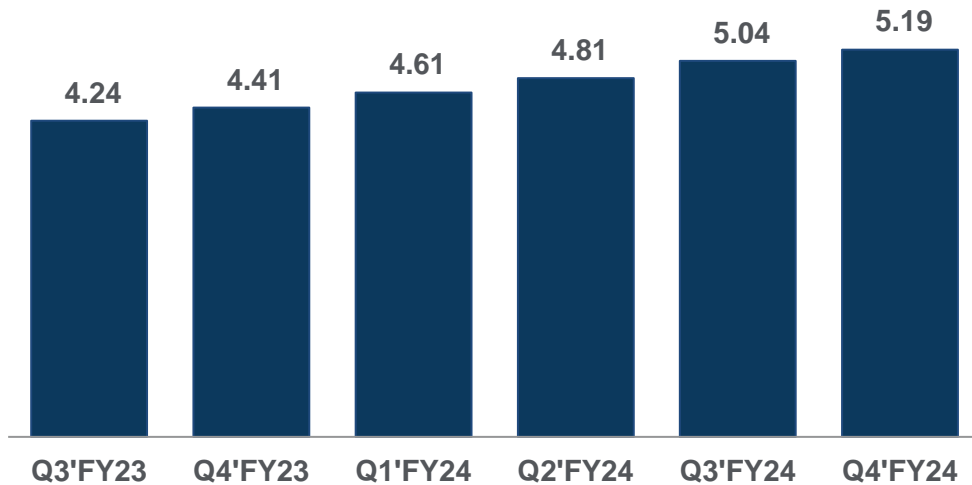
4.8 Lacs



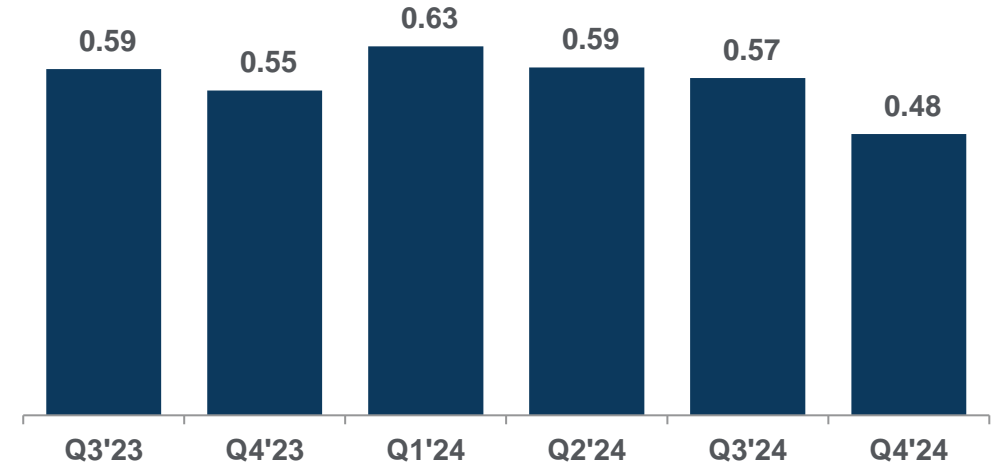
Q4 Figures

# Credit Cards - Portfolio Trends

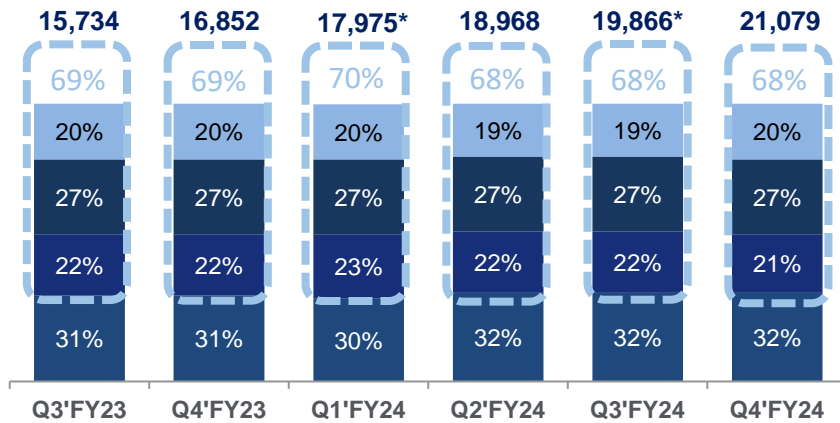
Cards in Force (Million)



Acquisition (Million)

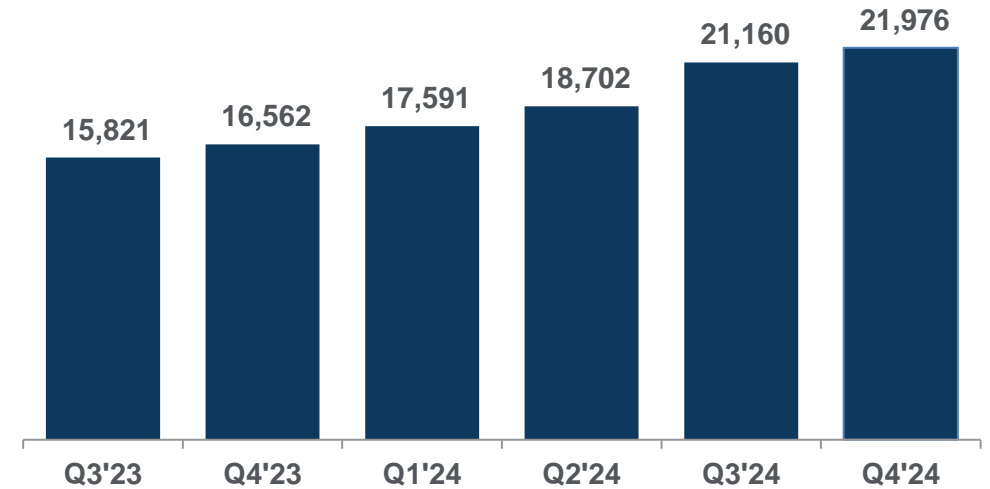


Gross Advances Breakup (Cr.)



■ Transactor ■ Revolver ■ EMI ■ PL on Cards

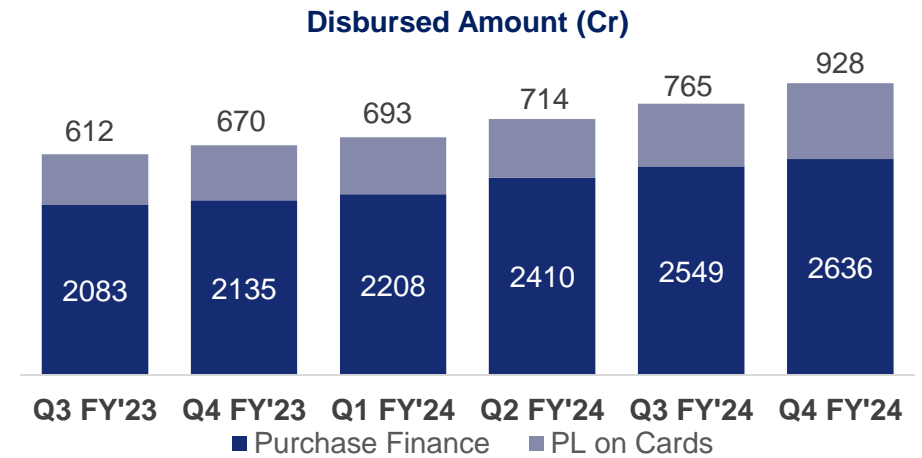
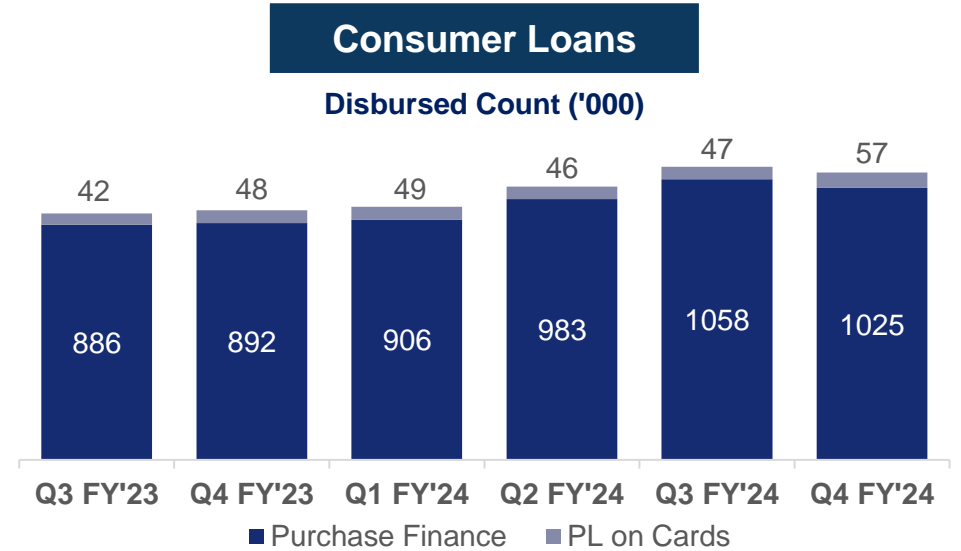
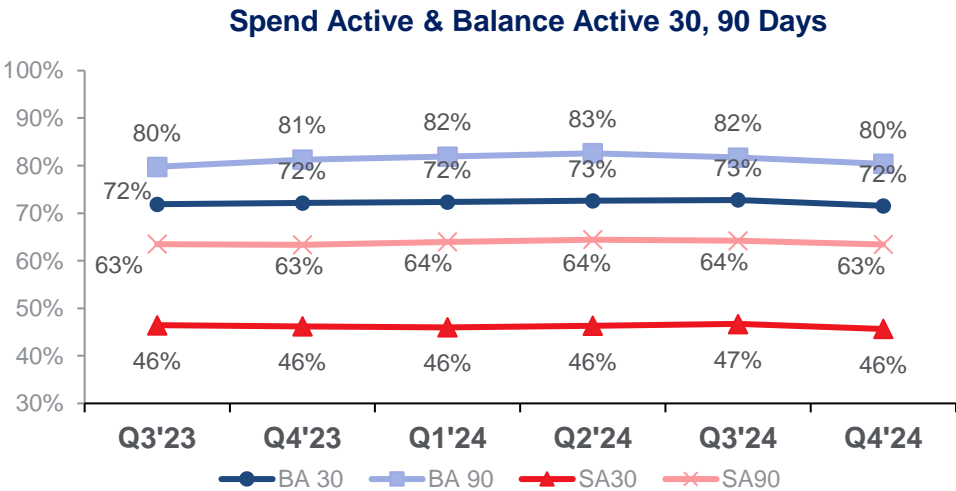
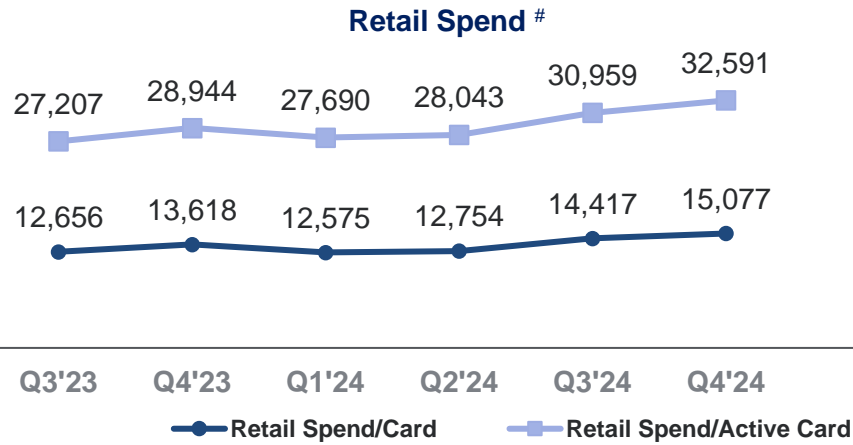
Total Spends (Cr.)



Interest Earning Receivables

Term Advances further broken into PL on cards & EMI

# Credit Cards - Portfolio Trends contd.

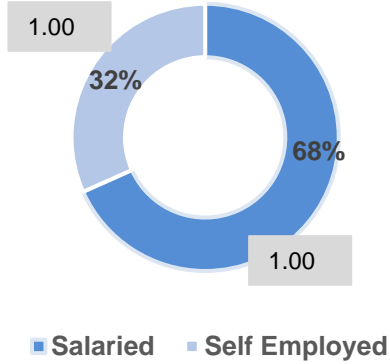


Retail spends Increased YoY and QoQ

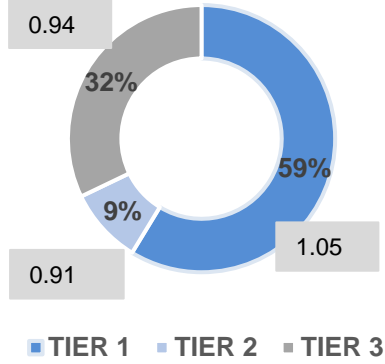
# Credit Cards – Customer Segment insights

Cards-in-Force As on 31st Mar 2024

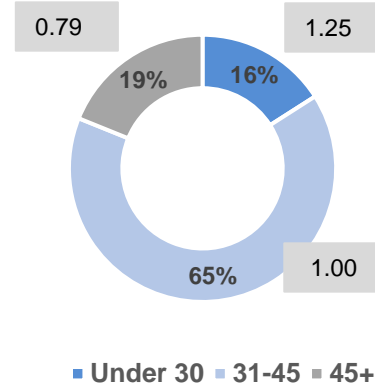
Salaried : Self Employed (SE) mix



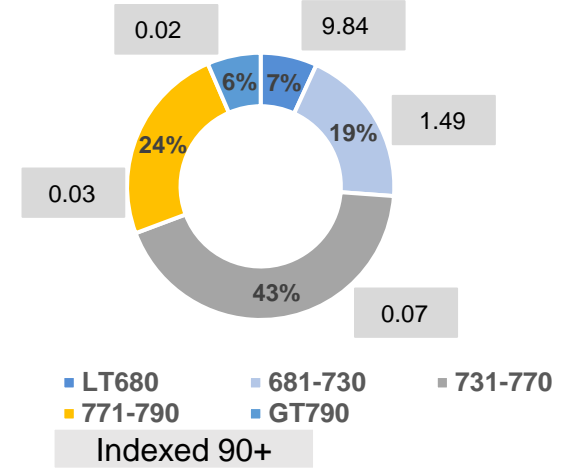
City Tier Mix



Age Group Mix

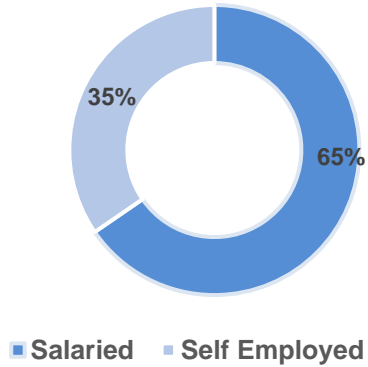


CIBIL

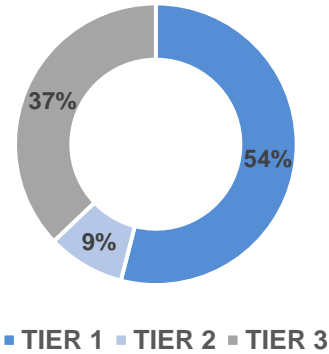


New Sourcing For Q4 FY24

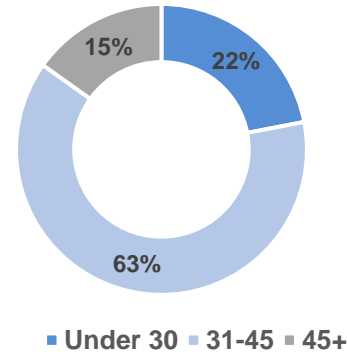
Salaried : Self Employed (SE) mix



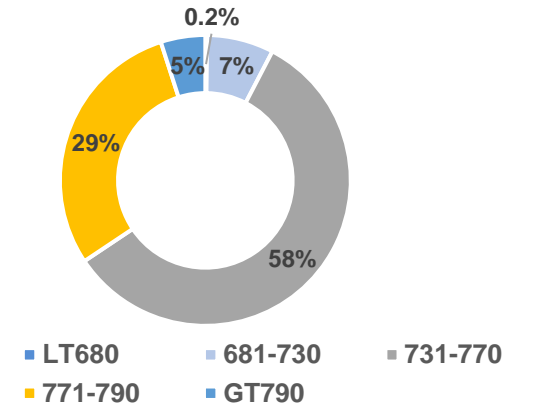
City Tier Mix



Age Group Mix

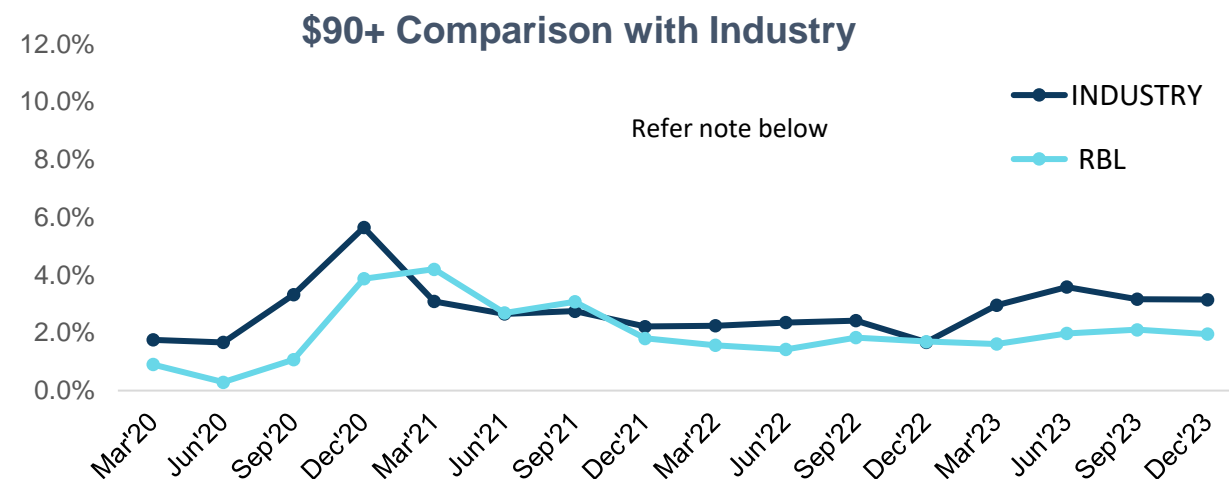
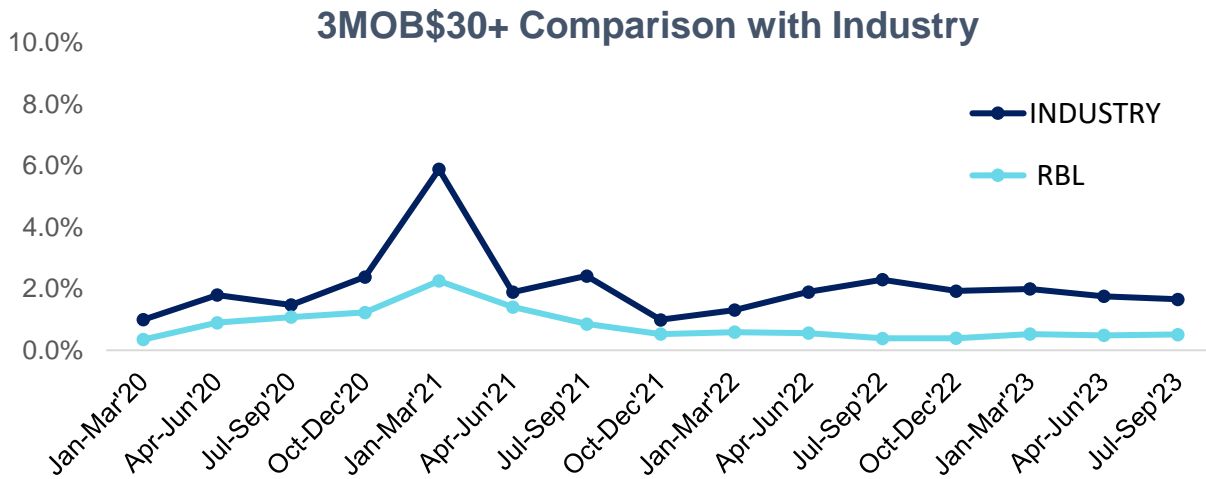
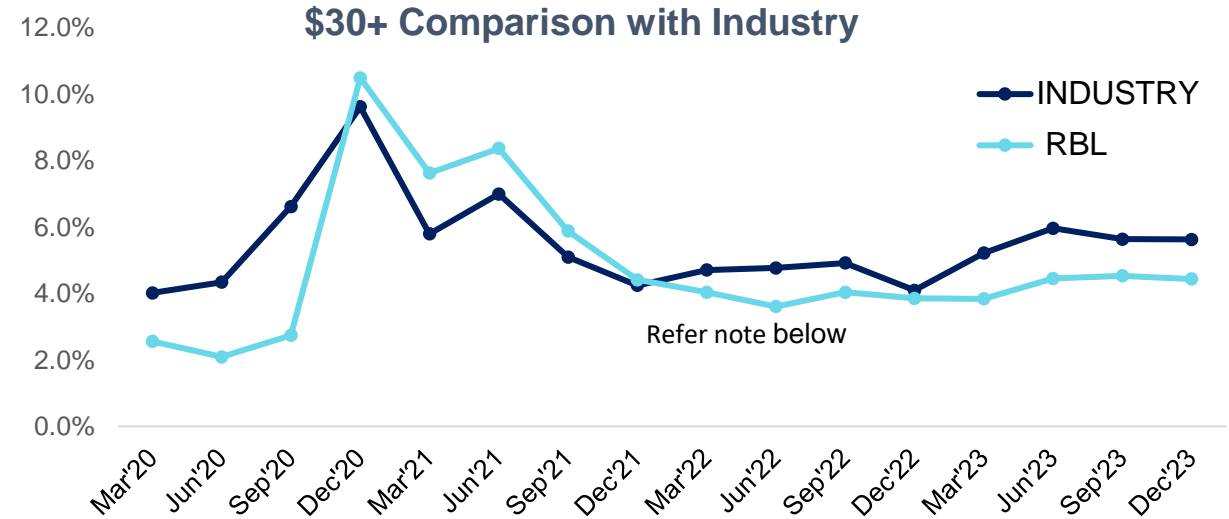
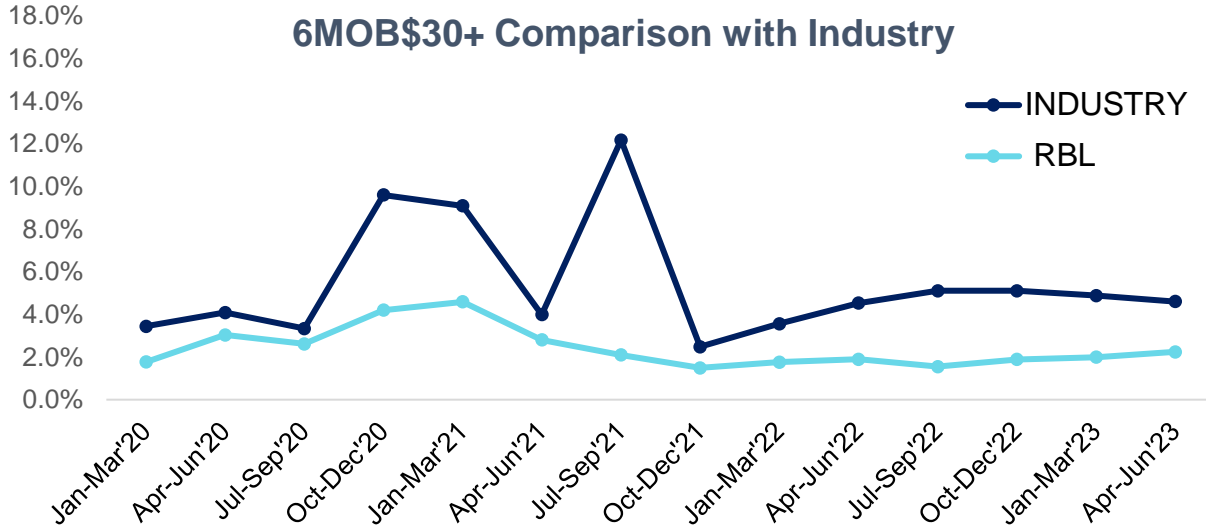


CIBIL



Diversified exposure, expansion outside Tier-1 cities.

# Credit Cards – tighter control on new bookings resulting in delinquencies in line with industry



**Note** In the bureau, higher uptick seen in industry delinquency rates in Dec'20-Feb'21 period on account of a likely data submission issue by a large card issuer. If we remove that, the industry and RBL numbers are in line with each other.

- Second instance of uptick seen in industry delinquency rates in Jul'21-Aug'21 period on account of delayed booking of Moratorium-driven delinquencies by a large card issuer

# RBL Bank Business Segments and Credit Cards

## Millennial Products



Cookies  
Monthly Fee: INR 100

## Mass Products



Shoprite  
Annual Fee: INR 500



Platinum Delight  
Annual Fee: INR 1,000

## Mass Affluent Products



Platinum Maxima Plus  
Annual Fee: INR 2,500

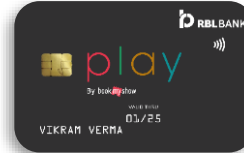


World Safari  
Annual Fee: INR 3,000



Icon  
Annual Fee: INR 5,000

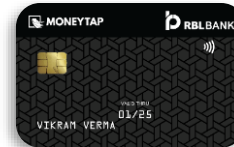
## Co-Branded Products



BookMyShow Play  
Annual Fee: INR 500



Lazy Pay  
Annual Fee: LTF



MoneyTap  
Annual Fee: INR 500



PaisaBazaar Duet+  
Annual Fee: INR 1,499



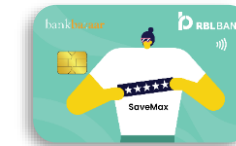
PaisaBazaar Duet  
Annual Fee: LTF



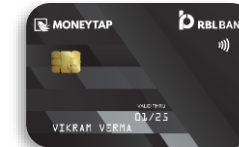
vCard  
Annual Fee: INR 500 (FYF)



BankBazaar Save Max Pro  
Annual Fee: 1,500



BankBazaar Save Max  
Annual Fee: LTF

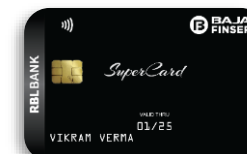


MoneyTap Black  
Annual Fee: INR 3,000

## Affluent Products























Insignia  
Annual Fee: LTF



Super Card Multiple Variants  
Annual Fee: INR 499-4999

# Co-Brand Partnership Update

Partner	Vertical	Partner	Vertical
 	NBFC	 	Fintech
 	Fintech	 	Fintech
 	Fintech	 	Entertainment
 	Fintech	 	Fuel
 	NBFC	 	Parking

# Launch of Commercial Card Program

**RBL Bank has introduced Commercial Cards Program in Q4FY24**, designed to address the growing demand for digital solutions and efficient expense management within corporate landscapes.

This initiative is tailored to cater to the diverse needs of mid to large corporates, startups, and SMEs alike. Under the commercial card offering, bank has launched two distinct product variants:

- **Corporate T&E Cards:** Crafted to streamline business travel and entertainment expenses, this variant aims to enhance efficiency and control in corporate expenditure management.
- **Corporate Purchase Cards:** Engineered to simplify the digital procurement process, facilitate online subscriptions, and streamline utility payment, this variant aims to capture digital spends of various business units within a corporate.

RBL Bank's Commercial Cards program is all about innovation and adaptability, empowering businesses of all sizes.

**Growing TAM**

**Under penetrated Market**  
 USD 30-40 bn Indian Commercial Card market against commercial payments of USD 5-10 tn

**Large Mid-Market Opportunity**  
 Over 100,000 corporates, startups and SMEs largely untapped, card penetration in large corporates also low

**Digitization of Recurring payments**  
 Digital ad spends crossed USD 4 bn  
 GSTN payment acceptance via cards  
 B2B Utility Payments ~ USD 80 bn

**Corporate Travel Market**  
 ~USD 32 billion  
 (growing at 15% p.a.)

Source: RBL estimates, Yatra, Redseer estimates, ET report on 'The state of Digital Marketing in India 2023-24'

**Go To Market Strategy**

RBL Bank has created a phase-wise channel expansion strategy to expand business –

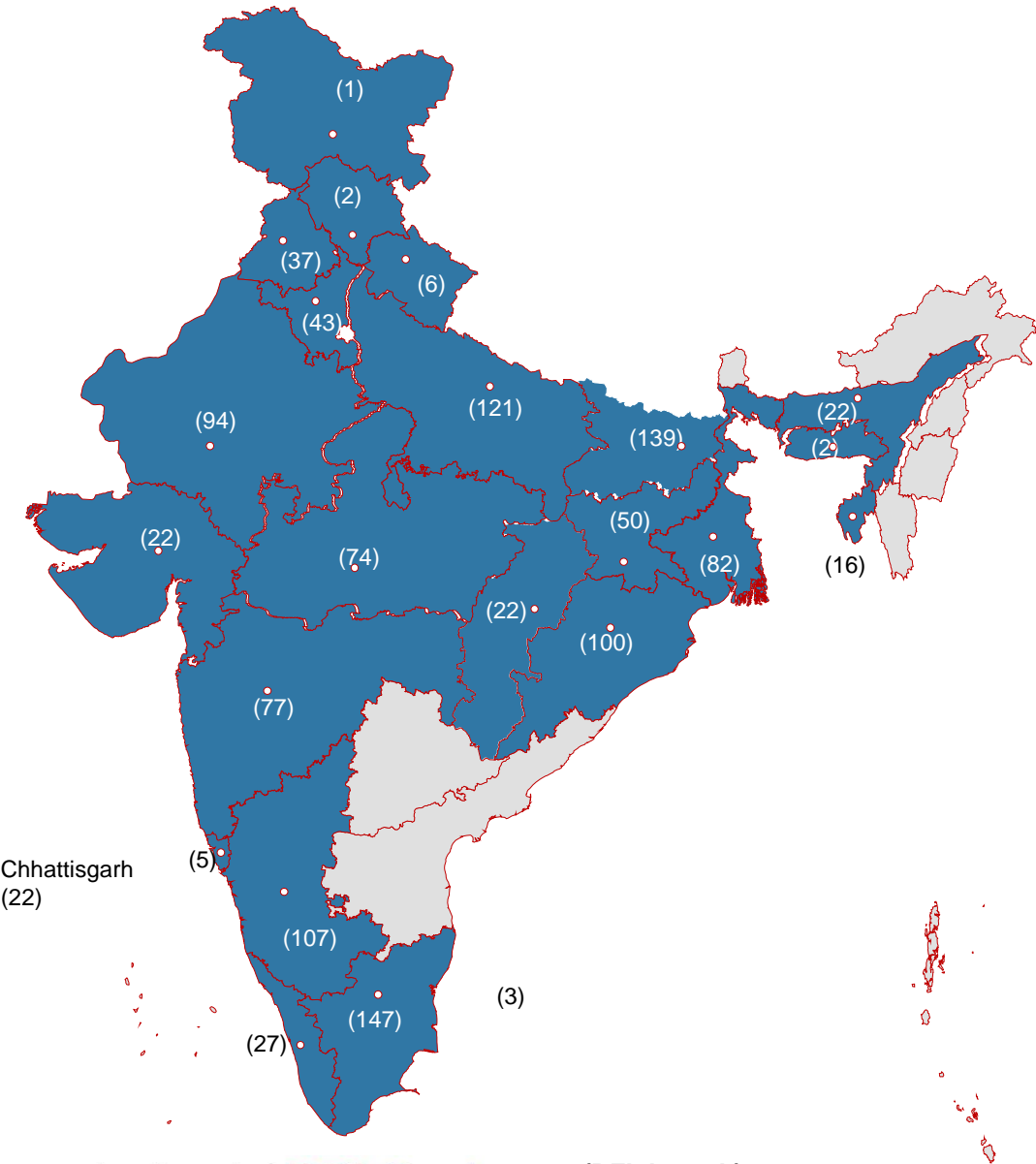
- 1) Phase – 1: existing mid-large corporates
- 2) Phase – 2: tapping branch and other sales channels to source secured-card business
- 3) Phase – 3: unsecured business to NTB corporates via different channels (including co-brand / partnership opportunities)





# Microfinance Update

# Microfinance Distribution Network



**21**  
State and **2** UTs



**405**  
Districts



**1,10,000 +**  
Villages



## Microfinance Branches Network

1272

RBL Finserve



952

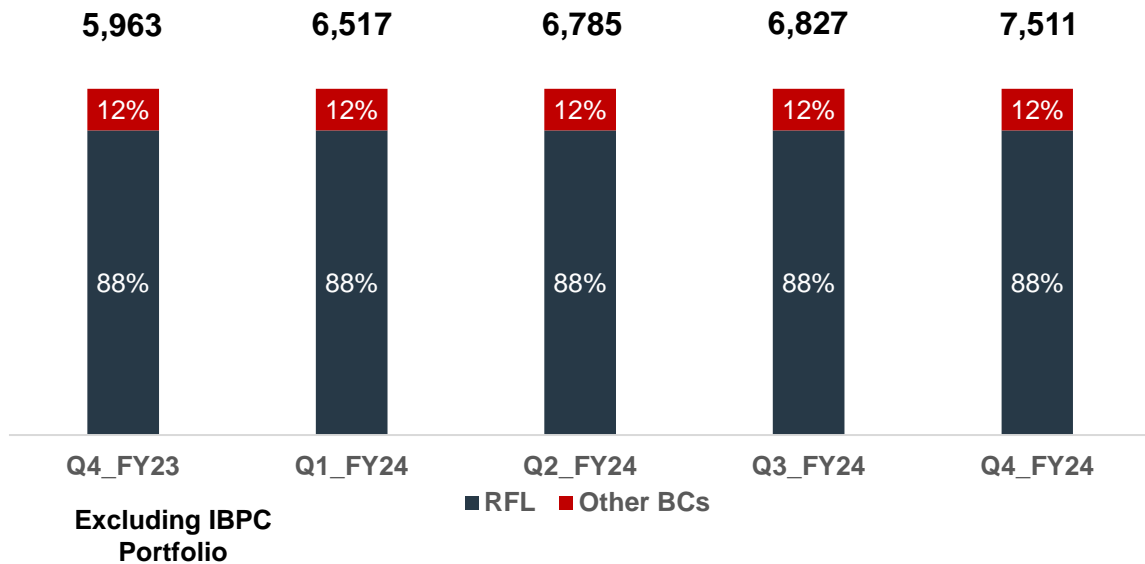
Other BCs



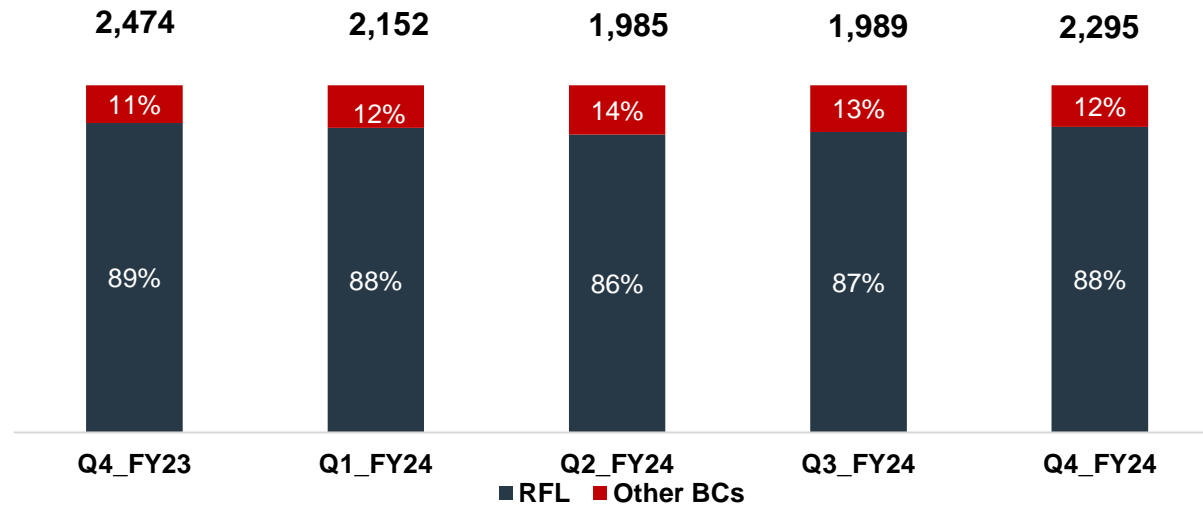
■ Branches ■ Banking Outlet

# Portfolio Update

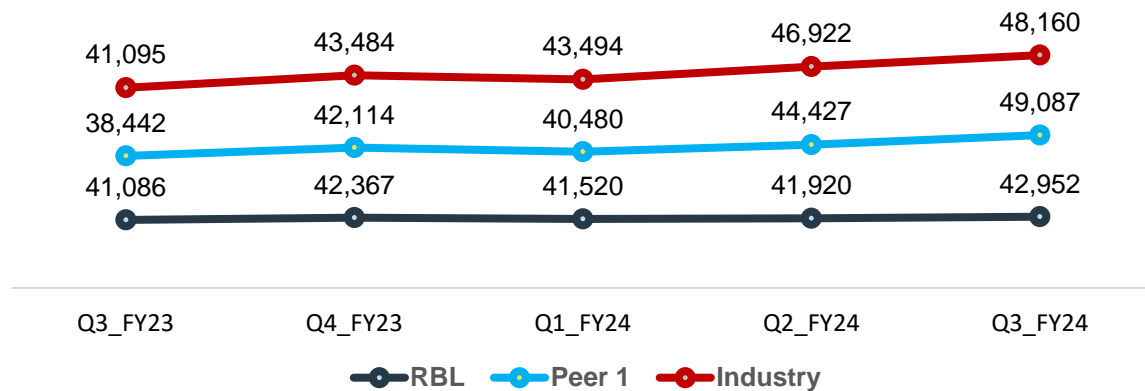
## Net Advances



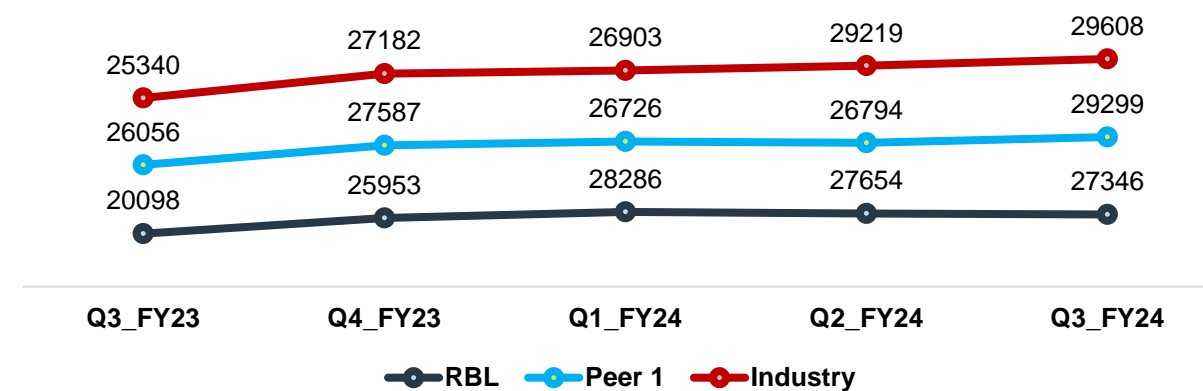
## Disbursements



## Average Ticket Size\*



## Average Portfolio Outstanding\*

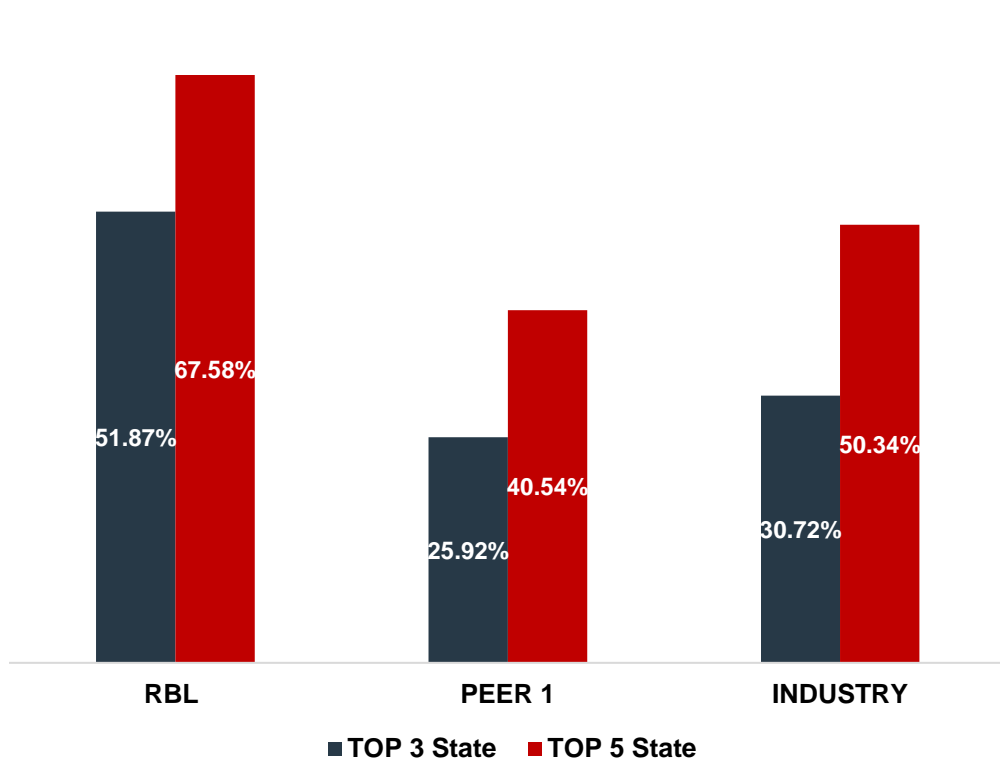


\*Source : Equifax Data as of Dec'23

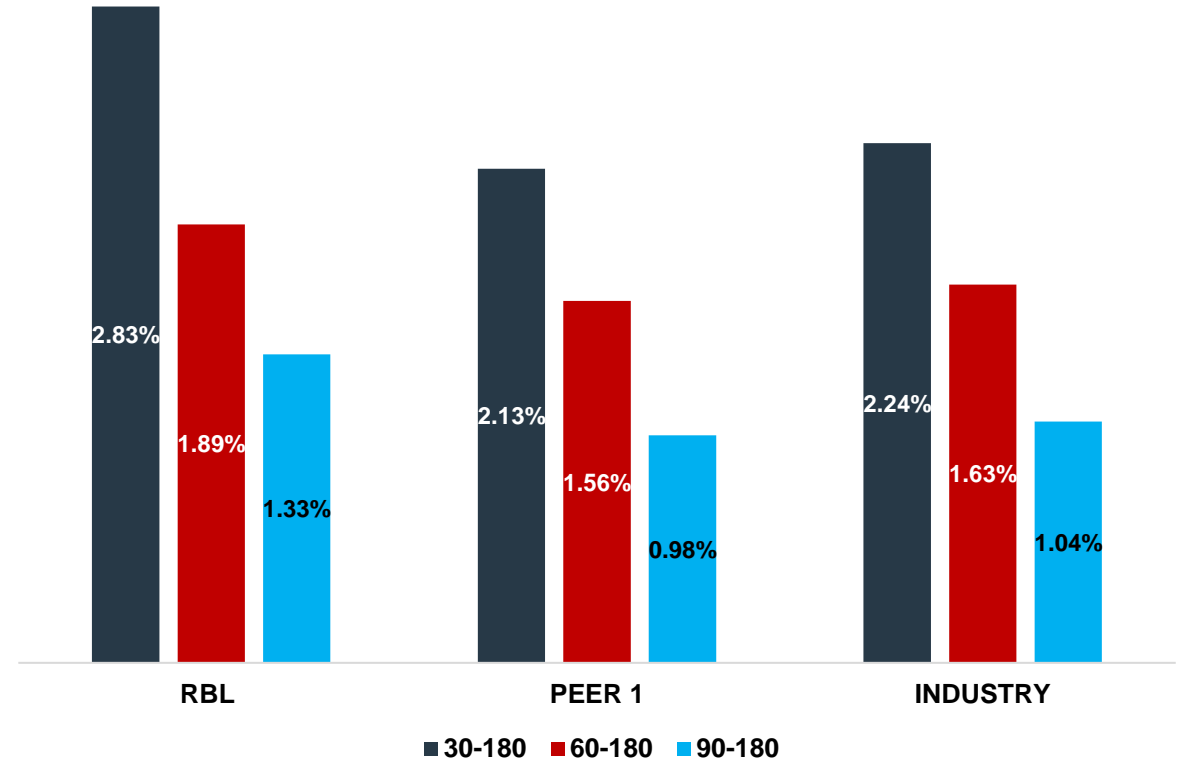
Peers Group 1: two largest banks, two SFB's and two prominent MFI's

# Portfolio Update

### Portfolio Contribution %



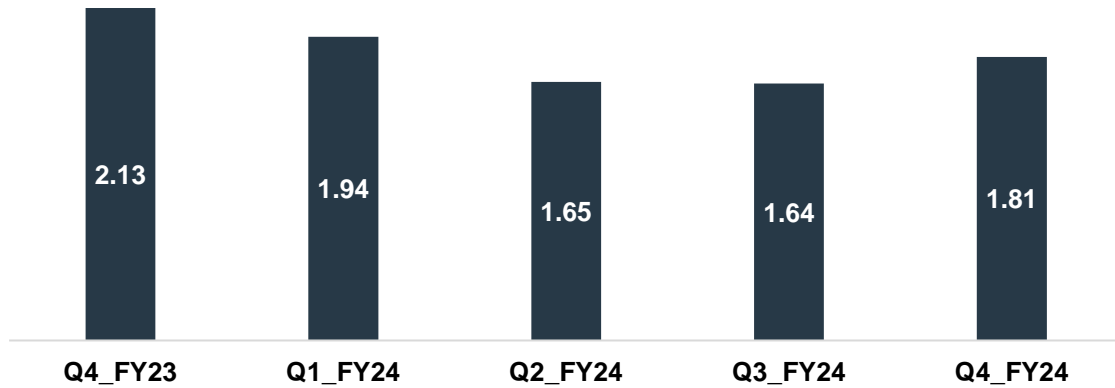
### Delinquency %



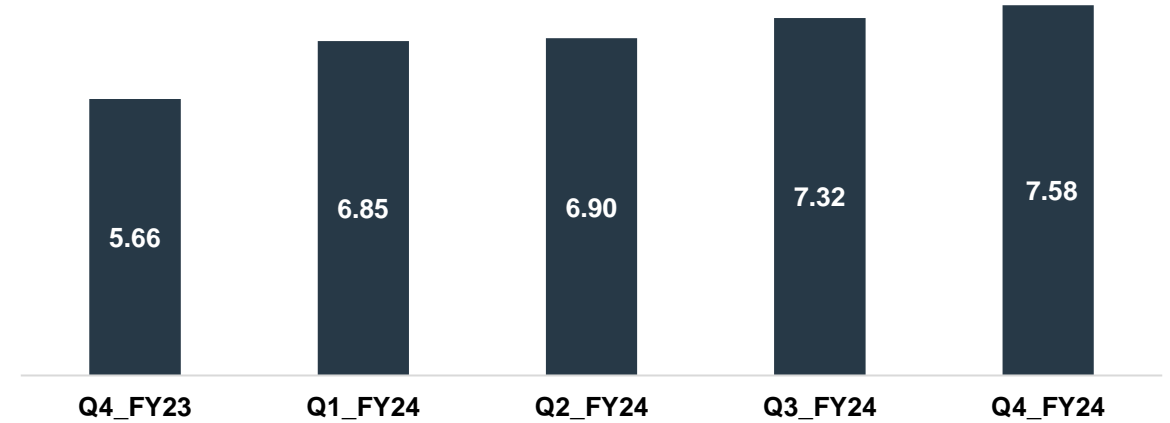
Source : Equifax Data as of Dec'23

# Branch Productivity

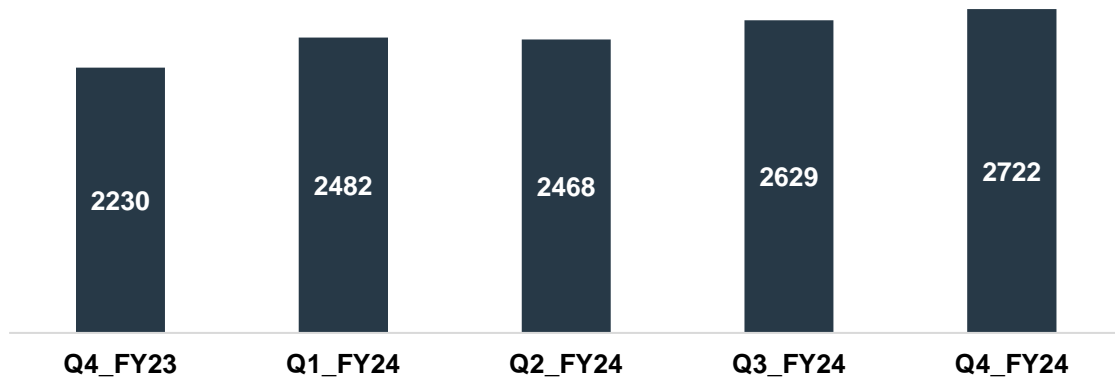
Disbursement/Branch (crore)



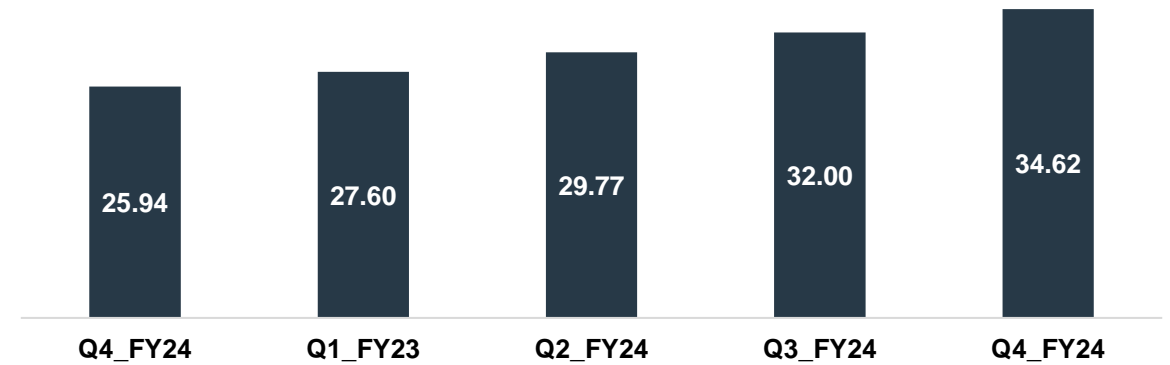
AUM/Branch (crore)



Borrower/Branch



Active Borrower count in lakhs

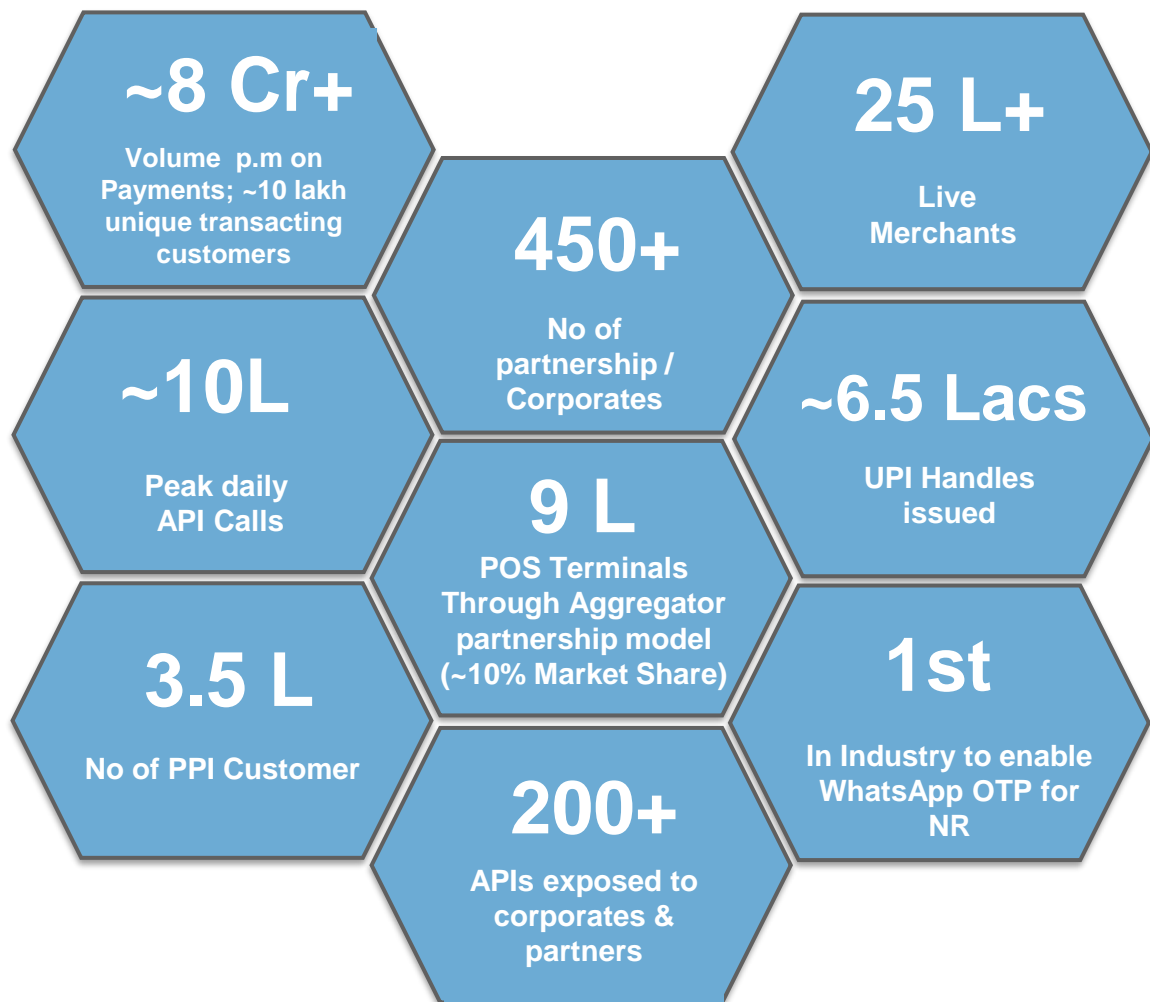




# Digital Banking Update

# Our digital capabilities.. built to scale...

A unified digital platform offering - B2C, B2B, B2BC platform catering to customers across segments..



## B2B

### Leverage our strong API capabilities

- Payments platform for INR, Fx, RDA
- Escrow services (PA, PPI, Managed)
- UPI – P2M, P2P, TPAP, Plugin Model, In-house Switch capabilities

Intermediary relationships across (Payment Aggregation, PPI, Forex inwards (RDA) and Outwards (LRS))

## B2B 2C

### Multi-pronged delivery leveraging our partnership base

- Transit/PPI – BMRCL
- Cobranding Debit/Credit Card/Prepaid
- Base for cross-sell engine

Open & Connected Banking solutions, Co-branding, Third party service providers

## B2C

### Augmenting Digital services across channels

- Digital onboarding, servicing and implementation
- Engagement platform across lifecycle

Digital/DIY Journeys across liability and asset portfolios, Whatsapp banking

# Strong suite of platforms and applications catering to all customer segments..

Digital user base growth by 15% in FY 24; 80% channel penetration

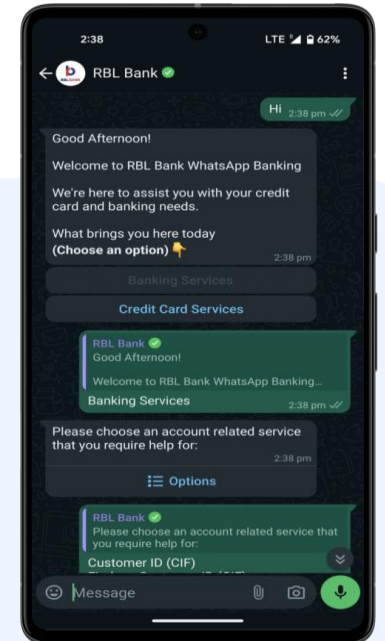
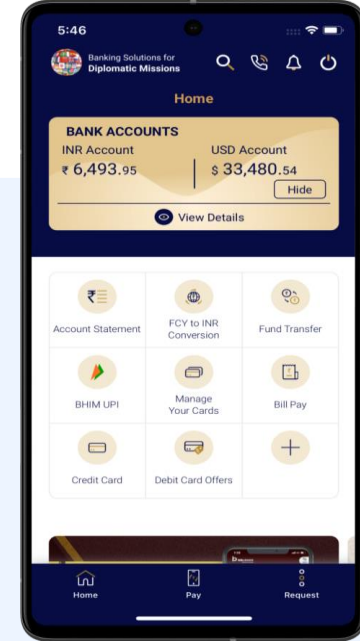
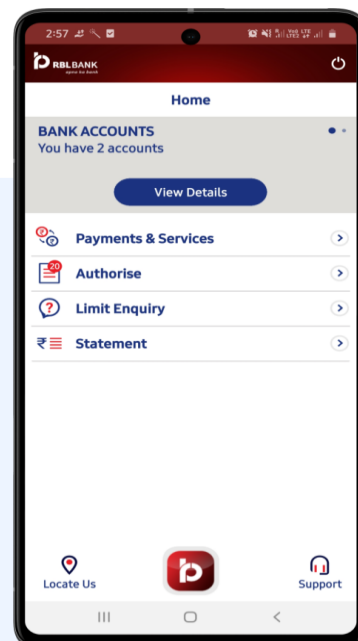
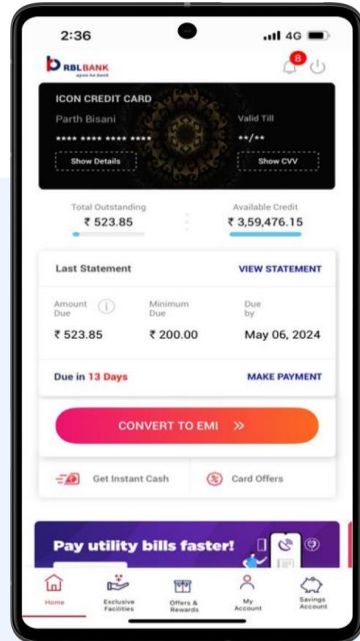
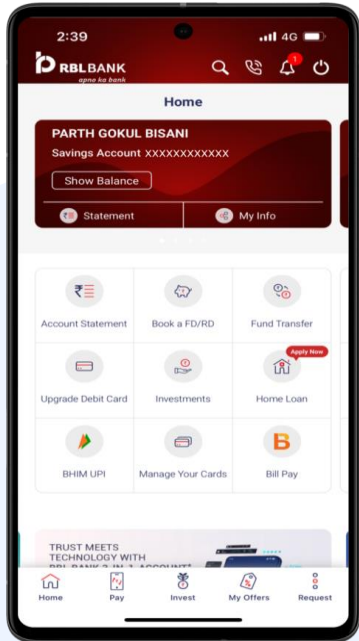
>60% FDs being booked digitally

200 + services across channels

Dedicated App for Diplomatic segment

Dual User Corporate Banking App

Industry First Feature: OTP on WhatsApp





# Curated & Expansive Digital Interface



Retail Internet Banking  
Revamped, Simplified and Futuristic  
Net Banking Service

**Corporate & MSME Banking**  
Revamped, Simplified and Futuristic  
Online & Mobility Service

**Smart Trade & Digital Supply Chain**  
Digital Onboarding, Fintech Partnership, X-  
Border Remittances & Open Banking

**Whatsapp Banking –**  
Convenient, secure inquiry &  
transacting Banking Channel

**RBL MoBank, MyCard, Diplomat**  
Mobile Banking Apps

**SMS Banking**  
Convenient, mass banking

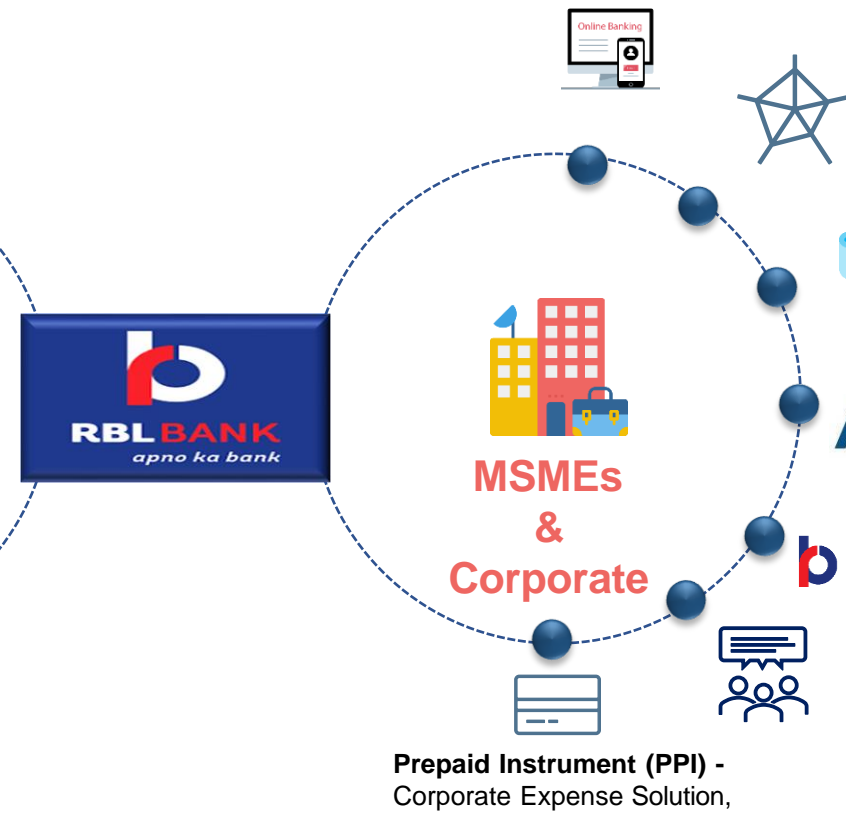
**IVR Banking -**  
Customer Service, Voice bot

**Embedded Banking (BaaS)**  
SDKs to provide seamless Digital  
experience for SuperApps /  
NeoBanks and Fintechs

**API Banking (BaaS)**  
Expansive and growing API Banking  
Services for New Age Businesses

**RBL BizBank App & Corporate  
Internet Banking**  
Digital Banking Applications

**Merchant Collection**  
PG, POS, QR Code (UPI / CBDC), Cash  
& Cheque Solutions for Merchants and  
Retailers for Digital Collections



Wallet Services, Travel, Gift and Fleet Mgmt.



# CSR & Marketing Update

# Direct Implementation of CSR under UMEED 1000

- Direct implementation of CSR implemented under our flagship program for empowering girl child education, Umeed1000!
- Partnered with 4 state government as well as local government bodies to identify over 2000 underprivileged girls who needed assistance for reaching their schools
- High quality Bicycle distributed along with school kit
- Event attended by Deputy Chief Minister of Jaipur & Maharashtra, Cabinet ministers of various states, IAS officers
- Well recognised by governments / local bodies



# Dhanvantri – A CSR Initiative on Healthcare for those who serve

- Free mobile healthcare vans for support and domestic services staff
- Fully-equipped mobile healthcare vans providing complimentary health and eye checkup to house helps, security guards, drivers, housekeeping staff, blue-collar workers and others working in similar roles.
- Implemented in Mumbai, Delhi, Bengaluru and Kolkata
- Health check-up done for over 6,500+ individuals across locations and over 5000 glasses distributed.



# Awards & Recognition



**India's Best Bank for CSR  
2023**



**Asset Triple A Digital Awards 2024**  
Best Digital Upgrade Project  
(Saartak Application)

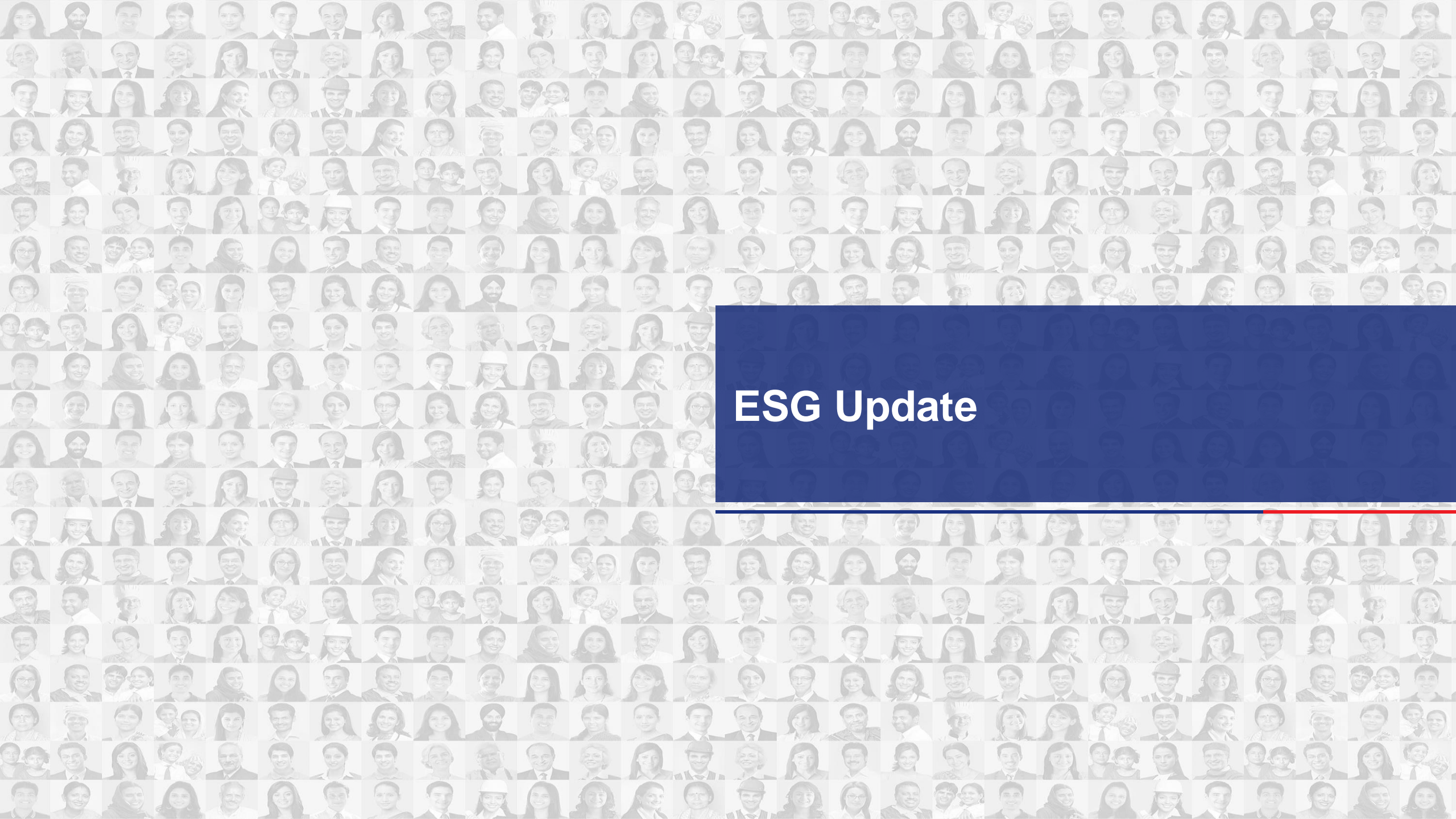


**Indian Banks' Association**  
**19<sup>th</sup> IBA Technology Awards**

- Best Technology Bank
- Best Fintech & DPI Adoption
- Best AI&ML Bank
- Best Technology Talent



**Best Innovation at Banking Frontiers**  
**Finnoviti Awards 2023**



# ESG Update

# ESG @ RBL - grow sustainably..

Sustainability continues to be at the core of what we do and make it an integral part of our business practices, including Risk Management practices.

Policy stipulation for managing Bank's own E&S footprint, E&S footprint and impact of lending, investments and adopting financial Inclusion and literacy



Bank is rated 60+ score (out of 100) by CRISIL and REFINITIV in ESG performance, disclosures and quantitative progress;



CDP Climate Change 2023, Bank has received a 'B-', higher than the Global regional average of C



Climate risk management: Thresholds are defined to contain exposure to "high carbon emitting" industries (wef July 2023)



Recently adopted a Coal Policy to cap financing in coal based thermal power generation to reduce to zero by FY 2034

The overall women representation in the bank is at 25%+



1

## Financial literacy:

- Bank runs flagship 'Saksham' program with NGO partners
- The program creates awareness on savings, budgeting, safety, responsible borrowings etc.
- 100% of the beneficiaries under this program are women in residing in rural locations

2

## Sustainable Finance & financial inclusion products

- Climate smart loans
- Strong micro banking portfolio aimed at hitherto unbanked women
- Financial literacy activities to empower women with financial knowledge
- Funding Sustainable Agricultural Practices and Business

3

## Corporate Social Responsibility

- Asia Money recognized RBL as India's best bank for CSR 2023
- Bank has funded projects across 3 thematic areas, namely 3 projects in Health, 6 projects in Education and 5 projects in Livelihoods Opportunities (**H.E.L.O.** acronym)



# Annexures



# Experienced Board of Directors



**Mr. Prakash Chandra**

*Non – Executive Independent Director (Part Time Chairman)  
Previously, Chairman of Central Board of Direct Taxes (CBDT)*



**Mr. R Subramaniakumar**

*Managing Director and CEO  
A veteran banker with 40 years of experience; Previously, associated with PNB, Indian Bank and Indian Overseas Bank*



**Mr. Rajeev Ahuja**

*Executive Director  
Previously, associated with Citibank India, Bank of America, India and Bankers Trust Company*



**Ms. Ranjana Agarwal**

*Non-Executive Independent Director  
Founder and managing partner of Vaish & Associates, Chartered Accountants*



**Ms. Veena Mankar**

*Non-Executive Non-Independent Director  
Currently, Chairman of RBL Finserve Ltd. Previously, Founder of Swadhaar Finserve Pvt. Ltd. And Swadhaar FinAccess*



**Mr. Chandan Sinha**

*Non-Executive Independent Director  
Previously, Executive Director, RBI. Career – Central Banker for 35 years*



**Mr. Ishan Raina**

*Non-Executive Independent Director  
Previously, Founder of Out of Home (OOH) India, Associated with J. Walter Thompson (JWT) and Lintas Advertising*



**Mr. Manjeev Singh Puri**

*Non-Executive Independent Director  
Former Indian Diplomat, former Ambassador to the European Union, Belgium, Luxembourg, Nepal and United Nations*



**Dr. Somnath Ghosh**

*Non-Executive Independent Director  
Retired Professor and Founding Dean (Academics) from Indian Institute of Management Kashipur*



**Mr. Gopal Jain**

*Non-Executive Non-Independent Director  
Managing Partner and Founder of Gaja Capital, Founded Gaja Capital in 2004*



**Dr. Sivakumar Gopalan**

*Non-Executive Independent Director  
Faculty of the Department of Computer Science and Engineering, IIT Bombay, since 1991*



**Mr. Murali Ramakrishnan**

*(Additional) Non-Executive Independent Director w.e.f April 11, 2024  
Previously, Managing Director & CEO of South Indian Bank, Associated with ICICI Bank Limited for more than two decades*

# Professional and Experienced Leadership Team



**Mr. R Subramaniakumar**  
*Managing Director and CEO*  
*A veteran banker with 40 years of experience; Previously, associated with PNB, Indian Bank and Indian Overseas Bank* **(40)**



**Mr. Rajeev Ahuja**  
*Executive Director*  
*Previously, associated with Citibank India, Bank of America, India and Bankers Trust Company* **(35)**



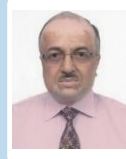
**Mr. Brijesh Mehra**  
*Head - Wholesale Bank*  
*Previously, Country Manager, Royal Bank of Scotland N.V. and prior to that associated with Grindlays Bank Public Limited Company* **(35)**



**Mr. Jaideep Iyer**  
*Head - Strategy*  
*Previously, Group President and Deputy CFO – Yes Bank* **(25)**



**Mr. Deepak Gaddhyan**  
*Head – Branch & Business Banking*  
*Previously, associated with ICICI Bank, Yes Bank* **(27)**



**Mr. Deepak Kumar**  
*Chief Risk Officer*  
*Previously, associated with State Bank of India and member of RBI committees* **(37)**



**Mr. Bikram Yadav**  
*Head – Credit Cards*  
*Previously, associated with GE Capital, India* **(21)**



**Mr. Kingshuk Guha**  
*Managing Director & CEO, RBL Finserve*  
*Previously, associated with ABN Amro, RBS, Tata Tele Services, Fullerton India* **(28)**



**Mr. Kamal Sabhlok**  
*Head – Secured Retail & Microfinance Business, Credit Cards Collection*  
*Previously, associated with Standard Chartered Bank, Barclays Finance, Diageo, United Breweries* **(24)**



**Mr. Buvanesh Tharashankar**  
*Chief Financial Officer*  
*Previously, associated with Jana Small Finance Bank and Citi Bank* **(28)**

Figures in brackets are years of work experience in financial services

# Professional and Experienced Leadership Team (Contd.)



**Mr. R. Rajagopalan**

*Head – Internal Audit*

*Previously, associated with HDFC Bank, Kotak Mahindra Bank*

**(30)**



**Mr. Prakash Gupta**

*Chief Compliance Officer*

*Previously, associated with Barclays, Credit-Suisse and Rabobank*

**(26)**



**Mr. N Hari Prakash**

*Head - Risk Control*

*Previously, associated with RBS Plc. India, ABN Amro Bank N.V., ICICI Bank and HDFC Bank*

**(30)**



**Mr. Alok Rastogi**

*Head - Corporate Centre*

*Previously, associated with Yes Bank, CRISIL and CITI Bank*

**(27)**



**Mr. Ravi Pichan**

*Chief Information Officer*

*Previously, associated with HDFC Life, Larsen & Toubro Infotech, Capgemini,*

**(28)**



**Mr. Bhavtaran Singh (Sunny) Uberai**

*Chief of Staff*

*Previously, associated with ABN Amro Bank and Arete Financial Partners, Singapore*

**(35)**

**Figures in brackets are years of work experience in financial services**

# Profit & Loss Statement

Particulars	Q4 FY24	Q4 FY23	Q3 FY24	FY 24	FY 23
<b><u>Income</u></b>					
Interest Earned	3,339	2,642	3,191	12,394	9,677
Interest Expended	1,739	1,285	1,646	6,351	4,678
Net Interest Income	<b>1,600</b>	<b>1,357</b>	<b>1,546</b>	<b>6,043</b>	<b>4,998</b>
Other Income	<b>875</b>	<b>674</b>	<b>778</b>	<b>3,043</b>	<b>2,489</b>
<b>Total Income</b>	<b>2,475</b>	<b>2,031</b>	<b>2,323</b>	<b>9,086</b>	<b>7,488</b>
<b><u>Expenditure</u></b>					
Operating Expenses	<b>1,588</b>	<b>1,438</b>	<b>1,558</b>	<b>6,055</b>	<b>5,285</b>
Employee Cost	377	357	399	1,492	1,340
Other Operating Expenses	1,211	1,080	1,159	4,563	3,945
<b>Operating Profit</b>	<b>887</b>	<b>594</b>	<b>765</b>	<b>3,031</b>	<b>2,202</b>
<b>Provisions</b>	<b>414</b>	<b>235</b>	<b>458</b>	<b>1,778</b>	<b>1,022</b>
On advances	408	182	355	1,644	900
Contingent Provision on AIF	(1)	-	115	114	-
On others	7	53	(11)	21	122
<b>Profit Before Tax</b>	<b>473</b>	<b>359</b>	<b>307</b>	<b>1,252</b>	<b>1,181</b>
<b>Tax</b>	<b>121</b>	<b>88</b>	<b>74</b>	<b>84</b>	<b>298</b>
<b>Profit After Tax</b>	<b>353</b>	<b>271</b>	<b>233*</b>	<b>1,168*</b>	<b>883</b>

# Balance Sheet

Particulars	March 2023	Dec 2023	March 2024
<b><u>Liabilities</u></b>			
Capital	600	603	605
Reserves and Surplus	12,977	13,789	14,191
Deposits	84,887	92,746	1,03,494
Borrowings	13,331	14,800	14,184
Other Liabilities	4,082	5,209	5,958
<b>Total</b>	<b>115,876</b>	<b>1,27,146</b>	<b>1,38,432</b>
<b><u>Assets</u></b>			
Cash & Balances with RBI	6,238	7,537	12,071
Balances with other banks	2,282	1,681	2,346
Investments (Net)	28,875	27,852	29,576
Advances (Net)	70,209	79,949	83,987
Fixed and Other Assets	8,271	10,127	10,453
<b>Total</b>	<b>115,876</b>	<b>1,27,146</b>	<b>1,38,432</b>

# Consolidated Profit & Loss Statement

Particulars	Q4 FY24	Q4 FY23	Q3 FY24	FY 24	FY 23
<b><u>Income</u></b>					
Interest Earned	3,339	2,643	3,191	12,394	9,677
Interest Expended	1,739	1,285	1,645	6,350	4,679
Net Interest Income	<b>1,600</b>	<b>1,358</b>	<b>1,547</b>	<b>6,044</b>	<b>4,998</b>
Other Income	876	684	777	3,060	<b>2,507</b>
<b>Total Income</b>	<b>2,476</b>	<b>2,042</b>	<b>2,324</b>	<b>9,104</b>	<b>7,505</b>
<b><u>Expenditure</u></b>					
Operating Expenses	<b>1,576</b>	<b>1,417</b>	<b>1,546</b>	<b>5,977</b>	<b>5,262</b>
Employee Cost	477	437	489	1,856	1,653
Other Operating Expenses	1,099	980	1,057	4,121	3,608
<b>Operating Profit</b>	<b>900</b>	<b>625</b>	<b>778</b>	<b>3,127</b>	<b>2,243</b>
<b>Provisions</b>	<b>414</b>	<b>235</b>	<b>458</b>	<b>1,778</b>	<b>1,022</b>
On advances	408	182	470	1,644	900
Contingent Provision on AIF	(1)	-	115	114	-
On others	7	53	(11)	21	122
<b>Profit Before Tax</b>	<b>486</b>	<b>390</b>	<b>320</b>	<b>1,349</b>	<b>1,221</b>
<b>Tax</b>	<b>121</b>	<b>92</b>	<b>75</b>	<b>89</b>	<b>302</b>
<b>Profit After Tax</b>	<b>364</b>	<b>299</b>	<b>245*</b>	<b>1,260</b>	<b>920</b>

# Consolidated Balance Sheet

Particulars	March 2023	Dec 2023	March 2024
<b><u>Liabilities</u></b>			
Capital	600	603	605
Reserves and Surplus	12,926	13,818	14,232
Deposits	84,875	92,683	1,03,470
Borrowings	13,332	14,801	14,185
Other Liabilities	4,074	5,211	5,961
<b>Total</b>	<b>1,15,806</b>	<b>1,27,116</b>	<b>1,38,454</b>
<b><u>Assets</u></b>			
Goodwill on Consolidation	41	41	41
Cash & Balances with RBI	6,238	7,537	12,071
Balances with other banks	2,289	1,689	2,353
Investments (Net)	28,730	27,707	29,478
Advances (Net)	70,186	79,949	83,987
Fixed and Other Assets	8,321	10,914	10,525
<b>Total</b>	<b>1,15,806</b>	<b>1,27,116</b>	<b>1,38,454</b>

# Historical Performance

Particulars	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY19	FY20	FY21	FY22	FY23	FY24
Net Worth	1,131	1,594	2,012	2,224	2,960	4,242	6,544	7,336	10,290	12,254	12,006	12,996	14,206
Deposits	4,739	8,341	11,599	17,099	24,349	34,588	43,902	58,394	57,812	73,121	79,007	84,887	103,494
Advances (Net)	4,132	6,376	9,835	14,450	21,229	29,449	40,268	54,308	58,019	58,623	60,022	70,209	83,987
Investments (Net)	2,334	5,571	6,518	9,792	14,436	13,482	15,448	16,840	18,150	23,230	22,274	28,875	29,576
Net Profit	66	92	93	207	292	446	635	867	506	508	(75)	883	1,168*
CRAR (%)	23.2	17.1	14.6	13.1	12.9	13.7	15.3	13.5	16.4	17.5	16.8	16.9	16.2
Gross NPA (%)	0.80	0.40	0.79	0.77	0.98	1.20	1.4	1.38	3.62	4.34	4.40	3.37	2.65
Net NPA (%)	0.20	0.11	0.31	0.27	0.59	0.64	0.78	0.69	2.05	2.12	1.34	1.10	0.74
Business per employee	6.7	7.9	7.7	9.1	11.8	13.1	15.9	19.3	16.0	16.9	15.0	14.1	15.0
No. of employees	1,328	1,859	2,798	3,465	3,872	4,902	5,300	5,843	7,221	7,816	9,257	11,032	12,473
Return on Assets (%)	1.33	1.05	0.66	1.02	0.98	1.08	1.21	1.27	0.59	0.54	(0.07)	0.83	0.96*
Return on Equity (%)	5.9	6.73	5.44	9.58	11.32	11.67	10.95	12.15	5.74	4.35	(0.60)	6.69	8.25*
BVPS	52.62	63.03	71.3	75.77	91.17	113.07	193.82	200.56	214.28	159.72	200.27	216.76	234.77



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# Thank you