

Ref संदर्भ Ref.: नि.से.वि. ISD/36/2024-25

दिनांक Date : May 10, 2024

बीएसई लिमिटेड BSE Ltd. बीएसई लिस्टिंग सेंटर BSE Listing Centre स्क्रिप कोड Scrip Code - 532 477	नेशनल स्टॉक एक्स्चेंज ऑफ इंडिया लिमिटेड National Stock Exchange of India Ltd. निप्स NEAPS स्क्रिप कोड Scrip Symbol-UNIONBANK-EQ सिक्योरिटी Security - UBI-AT/BB
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महोदया Madam / महोदय Sir,

**Subject: Presentation on Financial Results for the Quarter / Year ended on March 31, 2024**

Pursuant to Regulation 30 read with Clause 15 of Para A of Part A of Schedule III and Regulation 46(2)(o) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby submit the Presentation on Audited Financial Results (Standalone and Consolidated) of the Bank for the Quarter/Year ended on March 31, 2024.

The same is also being made available on our Bank's website - <https://www.unionbankofindia.co.in>

The above is for your information and record.

Thanking you.

भवदीय Yours faithfully,

(सीएस एस. के. दाश CS S. K. Dash)  
कंपनी सचिव Company Secretary  
एफ़सीएस FCS - 4085

Encl: As above.



350+ Services



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Vyom App



यूनियन बैंक ऑफ इंडिया  
भारत सरकार का उपक्रम



Union Bank of India  
A Government of India Undertaking

# Investor Presentation

# Financial Results Q4FY24



e-Rupee



Women Empowerment  
(only PSB to have Women's Hockey Team)



Scan to know more



Digital KCC



ESG Initiatives



Union SWAR  
(Employee Wellness Program)



Uni Pay Plus



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## Global Business mix - ₹ 21.26 Trillion

- Advances: ₹ 9.05 Trillion
- Deposits : ₹ 12.21 Trillion



## 8,466 Branches & 8,982 ATMs

### Branches Share

- Rural (30%)
- Semi-urban (29%)
- Urban (20%)
- Metro (21%)



- Overseas Branches in Dubai & Sydney
- Banking subsidiary in London, United Kingdom
- JV in India International Bank (Malaysia)



19,600+ Business Correspondents



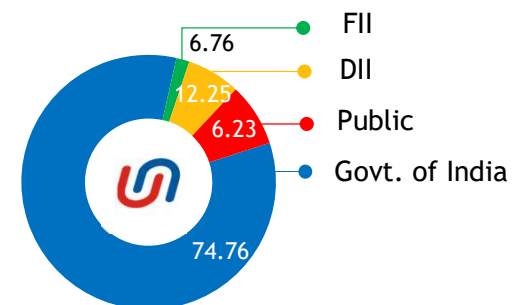
75,800 + Employees



5<sup>th</sup> Largest PSB in Business Mix\*

9.5% Share among PSBs in Business\*

### Shareholding (%)



### Centralized Processing Centres



135 MSME Loan Points



105 Union MSME First Branches



159 Retail Loan Points & 42 Agriculture Loan Points



1,685 Gold Loan Points



8 SAMBs & 30 ARBs



19 LCBs & 40 MCBs

Guidance vs Actuals

Key Parameters	Mar-24 (Guidance)	Mar-24(12M) (Actual Y-o-Y)
 Advances Growth (YoY)	10 - 12 %	11.7 %
 Deposits Growth (YoY)	8 - 10 %	9.3 %
 NIM %	~3.00 %	3.10 %
 GNPA %	< 6.00 %	4.76 %
 Slippages	~ ₹ 12,000 Cr	₹ 11,877 Cr
 Recovery	~ ₹ 16,000 Cr	₹ 18,554 Cr

**Strong Operating Performance (12MFY24)**

**Deposits**



9.29% YoY

Deposit growth

**Advances**



11.73% YoY

Consistent & Sustained Credit Growth

**RAM**



13.82% YoY

Robust growth in RAM advances

**Capital**



CRAR 16.97%  
CET-1 13.65%

Improved by 93 bps YoY  
Improved by 129 bps YoY

**Asset Quality**



GNPA 4.76%  
NNPA 1.03%  
PCR 92.69%

Improved by 277 bps YoY  
Improved by 67 bps YoY  
Improved by 235 bps YoY

**Operating Profit**



₹ 28,211 Cr

Increased by 10.77% YoY

**Net Profit**



₹ 13,648 Cr

Increased by 61.84% YoY

**Margin**



NII ₹ 36,570 Cr  
NIM 3.10%

Increased by 11.61% YoY  
Improved by 3 bps YoY

**Efficiency**



Credit Cost 0.74%

Improved by 90 bps YoY

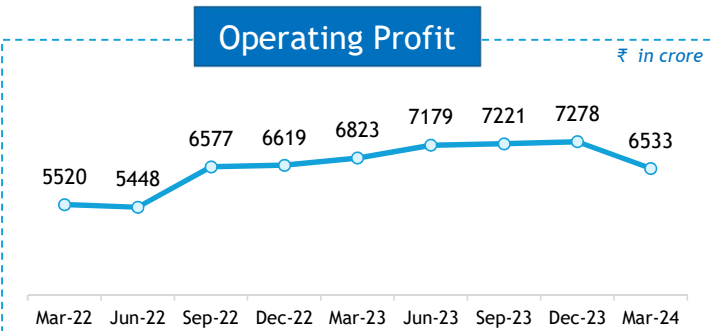
**Profitability**



RoA 1.03%  
RoE 15.58%

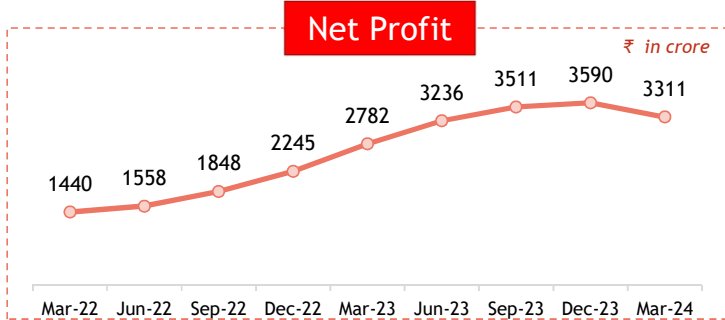
Improved by 34 bps YoY  
Improved by 232 bps YoY

## Profitability



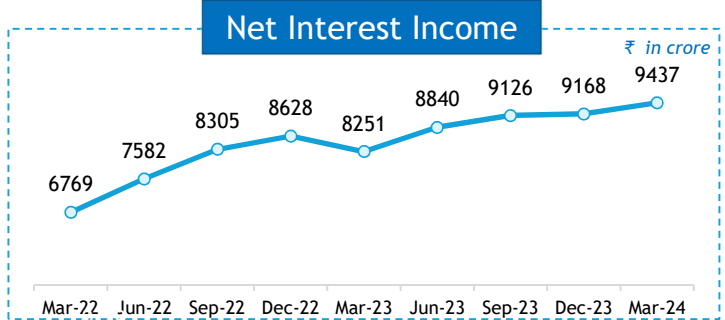
FY-23  
25,467

FY-24  
28,211



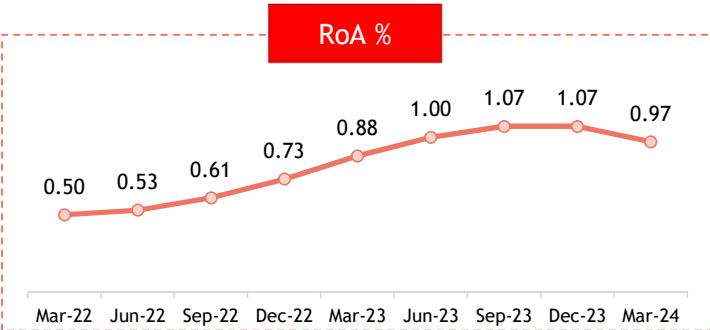
FY-23  
8,433

FY-24  
13,648



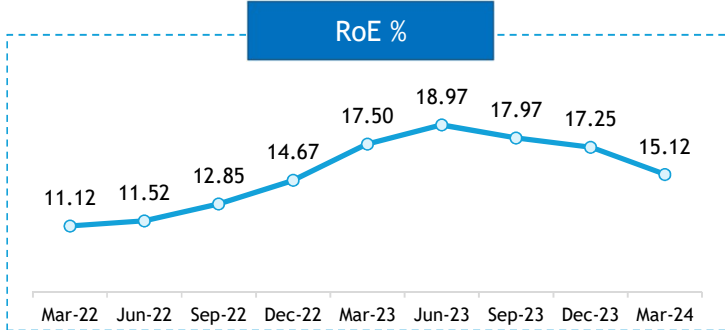
FY-23  
32,765

FY-24  
36,570



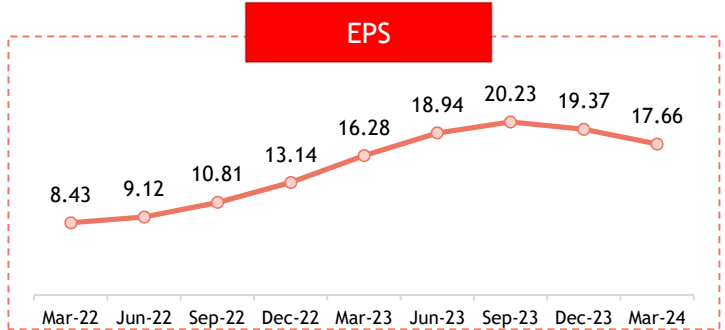
FY-23  
0.69%

FY-24  
1.03%



FY-23  
13.26%

FY-24  
15.58%



FY-23  
12.34%

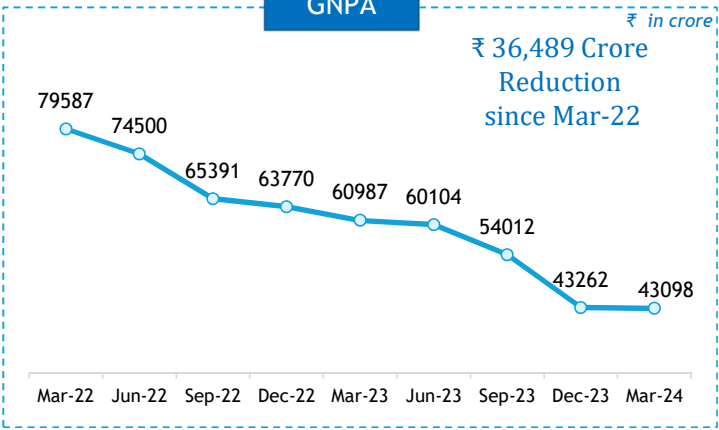
FY-24  
18.95%

Operating Profit & Net Profit lower in Mar-24 due to one-time impact of bipartite settlement retirement benefits.

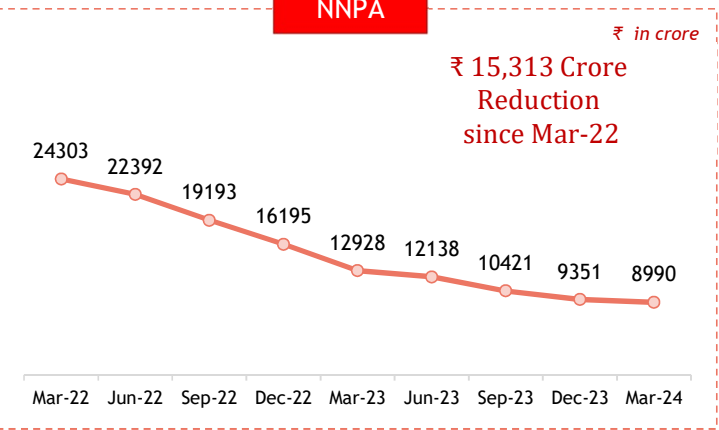
₹ in crore

**Asset Quality**

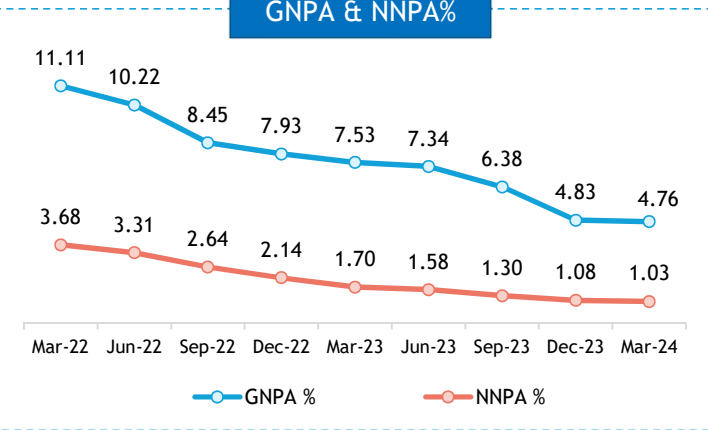
**GNPA**



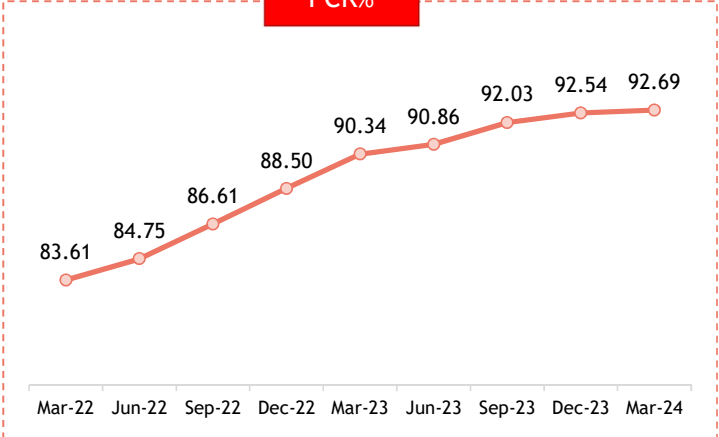
**NNPA**



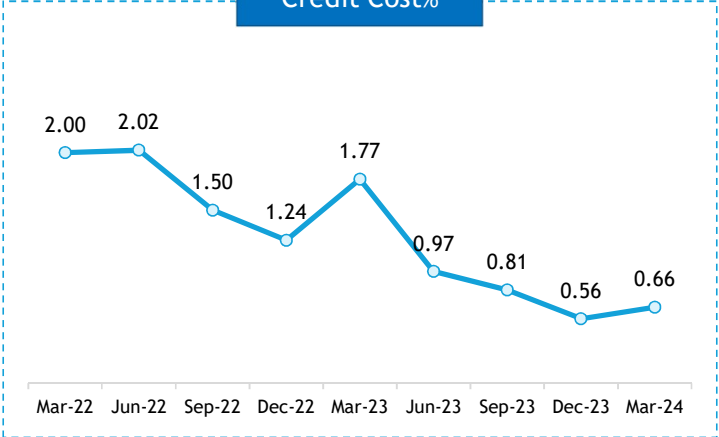
**GNPA & NNPA%**



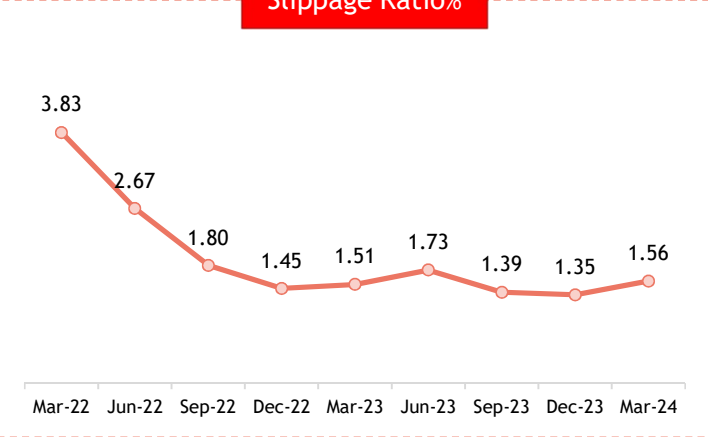
**PCR%**



**Credit Cost%**



**Slippage Ratio%**



₹ in crore

**Robust & diversified Credit Growth**

Particulars	Mar-23	Sep-23	Dec-23	Mar-24	YoY(%)
Gross Advances	8,09,905	8,47,214	8,95,974	9,04,884	11.73
- Domestic	7,85,302	8,21,437	8,66,689	8,73,632	11.25
- Overseas	24,603	25,777	29,285	31,252	27.03

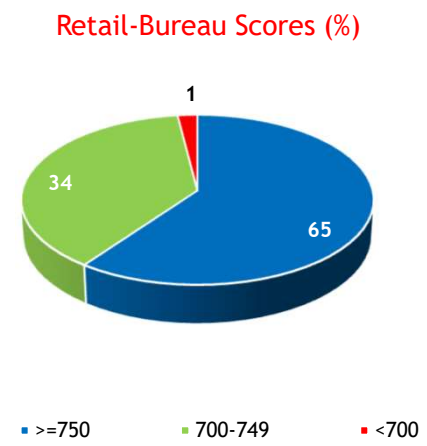
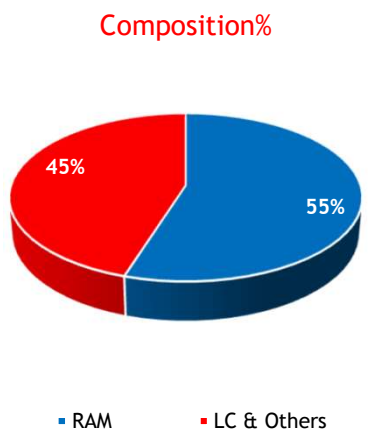
Particulars	Mar-23	Sep-23	Dec-23	Mar-24	YoY(%)
Retail	1,59,702	1,68,256	1,73,445	1,77,488	11.14
Agriculture	1,51,993	1,65,506	1,77,583	1,83,833	20.95
MSME	1,25,022	1,33,822	1,36,746	1,35,748	8.58
LC & Others	3,73,188	3,79,630	4,08,200	4,07,815	9.28

**Consistent & sustained growth**

Credit / Deposit Ratio	
Global	75.65%
Domestic	73.06%

2Y - CAGR	
Advances	12.4%
RAM	14.4%
Corporate	10.1%





## Credit Growth- RAM

### Retail Portfolio of

~₹ 1.77 lakh crores

2 - year CAGR at

~14%

Mar 24:

20.3%

of Dom. Adv.

₹ in crore

Particulars	Mar-23	Mar-24	% Share Mar-24
Home Loans	79,374	86,079	48.5
Vehicle Loans	16,509	20,340	11.5
Education Loans	9,210	14,068	7.9
Mortgage Loans	14,190	15,043	8.5
Others	40,419	41,958	23.6
<b>Total Retail</b>	<b>1,59,702</b>	<b>1,77,488</b>	<b>100.0</b>

### Agri Portfolio of

~₹ 1.84 lakh crores

2 - year CAGR at

~18%

Mar 24:

21.0%

of Dom. Adv.

₹ in crore

Particulars	Mar-23	Mar-24	% Share Mar-24
Farm Credit (Crop, Investment & Allied)	1,17,085	1,39,658	76.0
Agri Ancillary Activities	31,105	40,278	21.9
Agri Infrastructure	3,803	3,897	2.1
<b>Total Agri</b>	<b>1,51,993</b>	<b>1,83,833</b>	<b>100.0</b>

### MSME Portfolio of

~₹ 1.36 lakh crores

2 - year CAGR at

~11%

Mar 24:

15.5%

of Dom. Adv.

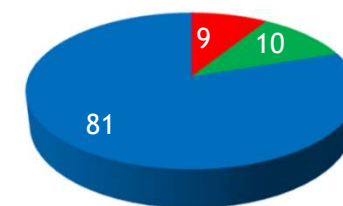
₹ in crore

Particulars	Mar-23	Mar-24	% Share Mar-24
Micro	63,899	72,135	53.1
Small	38,527	39,723	29.3
Medium	22,596	23,890	17.6
<b>Total MSME</b>	<b>1,25,022</b>	<b>1,35,748</b>	<b>100.0</b>

## Credit to Industries

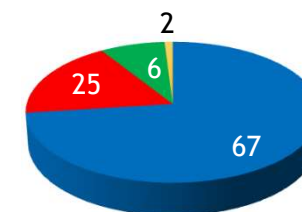
S. No.	Sectors	(% Share in Domestic Advances)			
		Mar-23		Mar-24	
		₹ In Crore	% Share	₹ In Crore	% Share
1	Infrastructure	1,00,135	12.75	86,659	9.92
2	NBFCs and HFCs	1,07,235	13.66	1,17,577	13.46
	- HFCs	35,575	-	34,809	-
	- PSU & PSU Backed NBFCs	30,679	-	32,062	-
	- Pvt. NBFCs	40,981	-	50,706	-
3	Basic Metals	24,807	3.16	23,876	2.73
4	Petroleum/Coal/Nuclear	20,593	2.62	9,305	1.07
5	Food Processing	21,184	2.70	28,746	3.29
6	Chemical & Chemical Products	15,840	2.02	13,867	1.59
7	Textiles	16,998	2.16	16,836	1.93
	<b>Total (1 to 7)</b>	<b>3,06,792</b>	<b>39.07</b>	<b>2,96,866</b>	<b>33.98</b>

## Rating-Corporate Loans (>25 Cr)



■ BB & Below ■ BBB ■ A & Above

## NBFC - Rating Profile of Standard Exposure (%)



■ AAA ■ AA ■ A ■ BBB & Lower

Some sectors within "Infrastructure" for last year & current year are provided below:

i)	-Power	36,341	-	36,025	-
	-Renewable Energy	3,533	-	10,946	-
	w/w Wind	438	-	64	-
	Solar	2,196	-	7,046	-
	-Thermal	20,767	-	14,660	-
	-Govt. PSU (Power)	22,907	-	25,499	-
	-Non-PSU (Power)	13,434	-	10,526	-
ii)	-Road	20,380	-	22,902	-
	- HAM	3,009	-	6,161	-

Amounts have been reclassified wherever required to match with current year's classification

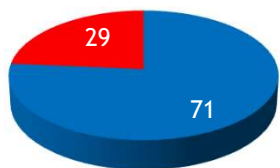
₹ in crore

### Deposit Growth

Particulars	Mar-23	Sep-23	Dec-23	Mar-24	Y-o-Y(%)
Total Deposits	11,17,716	11,37,628	11,72,455	12,21,528	9.29
- Domestic Deposits	11,06,089	11,20,185	11,54,325	11,99,197	8.42
- CASA(%) Domestic	35.62	34.66	34.40	34.20	-142 bps

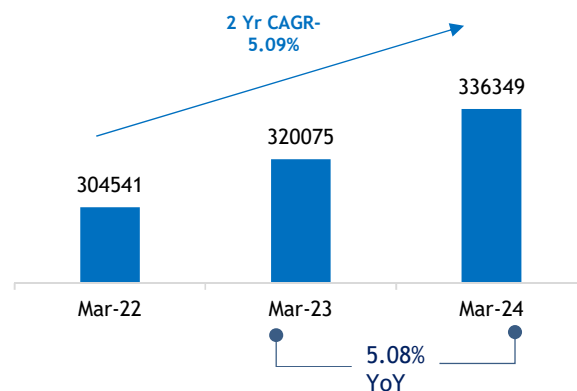
2Y - CAGR		Liquidity Position	
Global Deposits	8.8%	Particulars	As on 31.03.24
Domestic Deposits	7.8%	Avg. LCR	131.90 %
		NSFR	129.40 %

### Composition of Deposits (%)

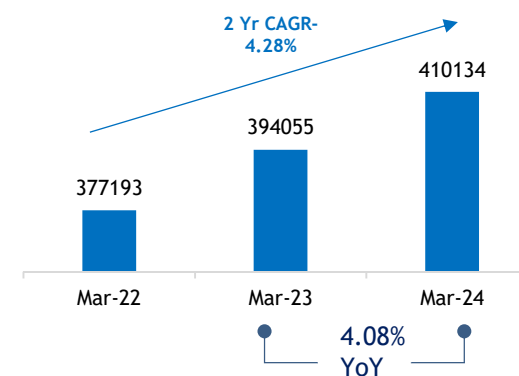


■ CASA+ Retail TD ■ Bulk Term Dep

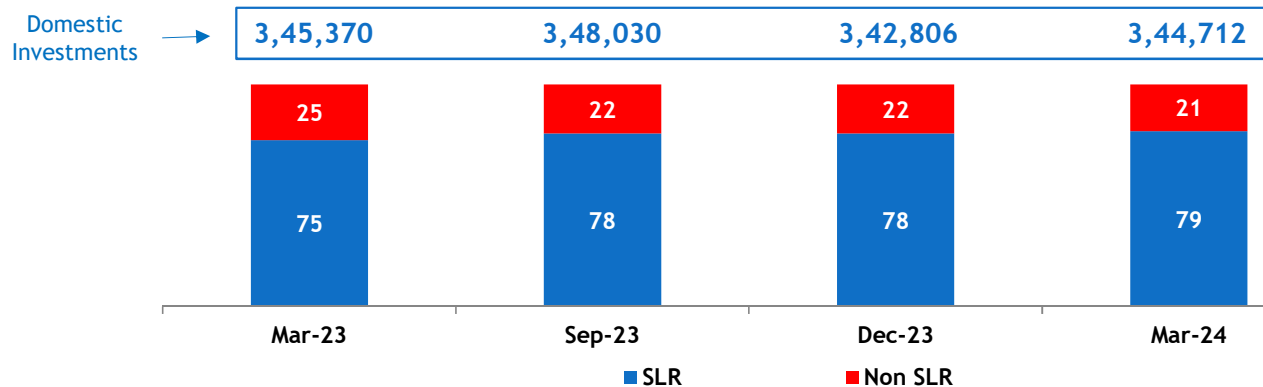
### Savings Deposits



### CASA Deposits



### Investment Portfolio



Particulars (Domestic)	Mar-23	Sep-23	Dec-23	Mar-24	Mar-23	Sep-23	Dec-23	Mar-24
	₹ in crore				M-Duration (%)			
Available for Sale	65,189	78,862	67,483	68,668	1.32	1.19	1.79	2.27
-SLR	37,798	50,770	38,798	43,685	0.68	0.69	1.45	2.00
-NON SLR	27,391	28,092	28,685	24,983	2.78	2.62	2.57	3.13

Composition of Domestic Investments		
Category	Mar-23	Mar-24
SLR Investments	2,60,252	2,73,372
Non-SLR Investments	85,118	71,340
Commercial Paper	7,047	1,682
Certificate of Deposits	2,358	196
Mutual Funds	653	418
Shares	5,008	4,997
Bonds & Debentures	65,575	59,620
Others	4,478	4,427
<b>Total Investments</b>	<b>3,45,370</b>	<b>3,44,712</b>

## Profit & Loss Statement

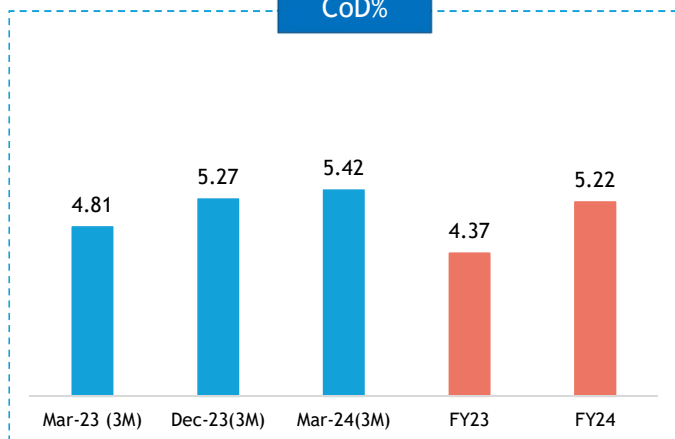
Parameter	Mar-23 (3M)	Jun-23 (3M)	Sep-23 (3M)	Dec-23 (3M)	Mar-24 (3M)	Y-o-Y%	Mar-23 (12M)	Mar-24 (12M)	Y-o-Y%
Interest Income	22,005	23,478	24,587	25,363	26,350	19.75	80,743	99,778	23.57
Interest Expense	13,754	14,638	15,461	16,195	16,913	22.97	47,978	63,208	31.74
<b>Net. Interest Income</b>	<b>8,251</b>	<b>8,840</b>	<b>9,126</b>	<b>9,168</b>	<b>9,437</b>	<b>14.38</b>	<b>32,765</b>	<b>36,570</b>	<b>11.61</b>
Non-Interest Income	5,269	3,903	3,695	3,774	4,707	-10.66	14,633	16,080	9.89
- Fee based Income	1,699	2,133	1,903	2,132	2,013	18.50	6,690	8,182	22.29
w/w Processing charges	309	278	417	361	447	44.61	1,180	1,502	27.33
Comm. On Insurance Business	92	56	90	97	110	19.57	325	353	8.62
Comm. On Govt Business	30	14	21	27	29	-3.99	119	91	-23.41
Comm. On CMS	108	106	118	233	172	58.47	404	628	55.34
- Treasury Income	608	775	681	611	783	28.77	1,896	2,849	50.25
w/w Profit on Sale of Investments	202	545	251	359	483	139.67	798	1,638	105.24
Exchange Profit	217	261	234	285	138	-36.26	813	919	13.00
- Recovery in W/O	2,954	692	856	1,026	1,414	-52.14	5,549	3,987	-28.15
- Income Tax Refund	8	303	255	6	497	5899.82	498	1,062	113.83
Operating Income	13,520	12,743	12,821	12,942	14,144	4.62	47,398	52,650	11.08
Operating Expenses	6,696	5,564	5,600	5,665	7,611	13.66	21,931	24,440	11.44
<b>Operating Profit</b>	<b>6,823</b>	<b>7,179</b>	<b>7,221</b>	<b>7,278</b>	<b>6,533</b>	<b>-4.26</b>	<b>25,467</b>	<b>28,211</b>	<b>10.77</b>
Provisions	4,041	3,943	3,709	3,688	3,222	-20.26	17,034	14,562	-14.51
<b>Net Profit</b>	<b>2,782</b>	<b>3,236</b>	<b>3,511</b>	<b>3,590</b>	<b>3,311</b>	<b>19.00</b>	<b>8,433</b>	<b>13,648</b>	<b>61.84</b>

**Provisions**

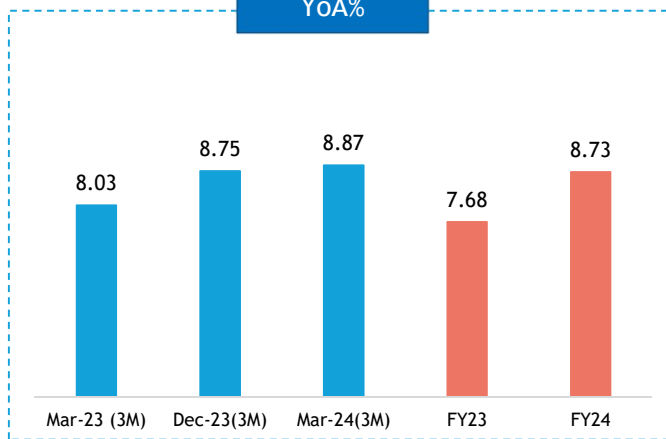
Parameter	Mar-23 (3M)	Jun-23 (3M)	Sep-23 (3M)	Dec-23 (3M)	Mar-24 (3M)	Mar-23 (12M)	Mar-24 (12M)
NPAs	3,567	1,984	1,691	1,226	1,485	12,479	6,387
Provision on Non Performing Investments	496	-107	-124	94	-219	1,915	-355
Standard Assets	-1,094	56	196	414	30	-1,051	700
Taxation (including Deferred Tax Assets)	1,105	1,938	1,942	1,940	1,963	3,704	7,782
Others	-33	72	4	14	-37	-13	48
<b>Total</b>	<b>4,041</b>	<b>3,943</b>	<b>3,709</b>	<b>3,688</b>	<b>3,222</b>	<b>17,034</b>	<b>14,562</b>
Credit Cost(%)	1.77	0.97	0.81	0.56	0.66	1.64	0.74

## Key Ratios

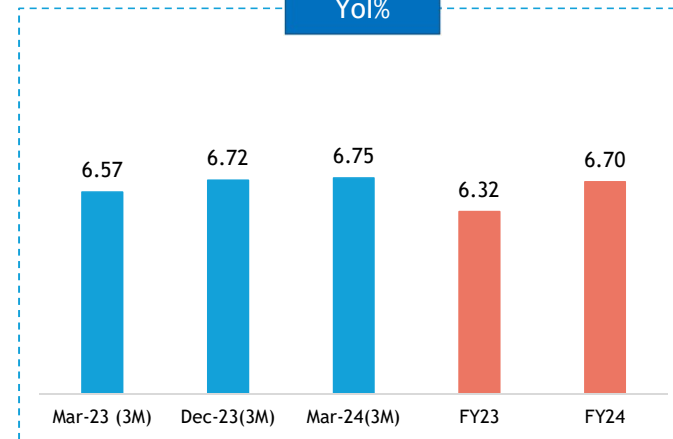
### CoD%



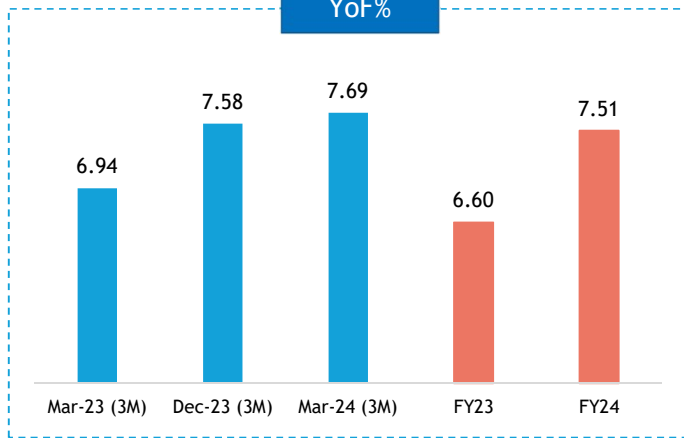
### YoA%



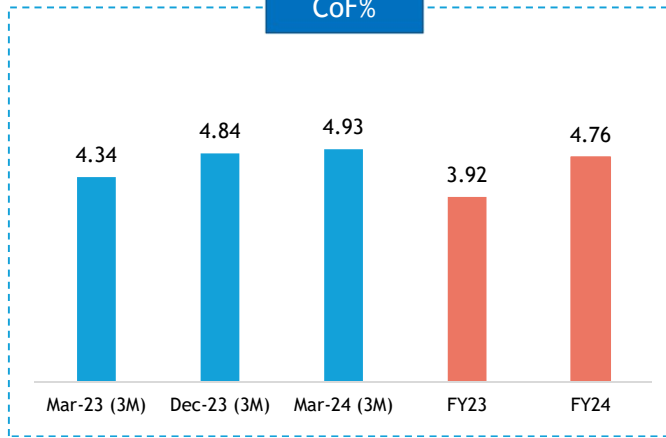
### YoI%



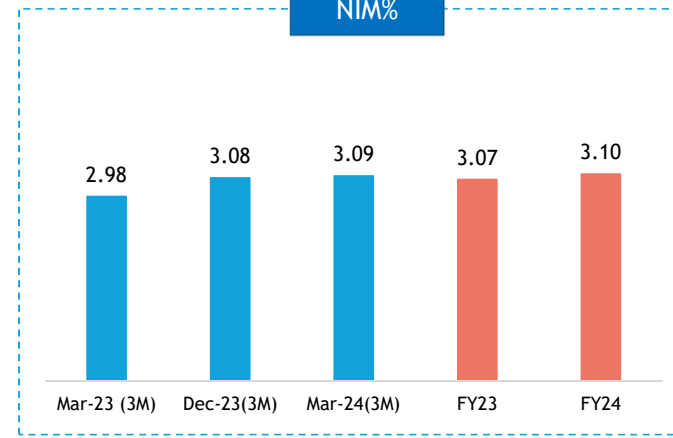
### YoF%



### CoF%

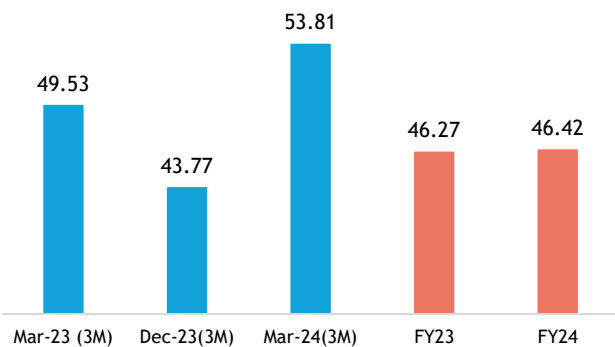


### NIM%

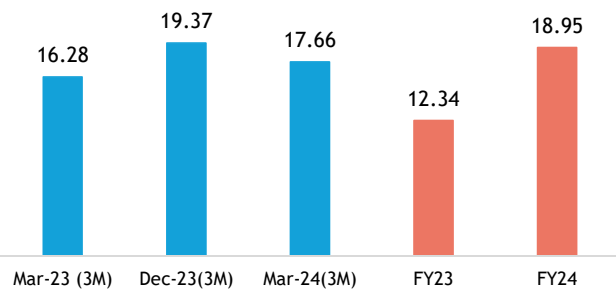


## Key Ratios

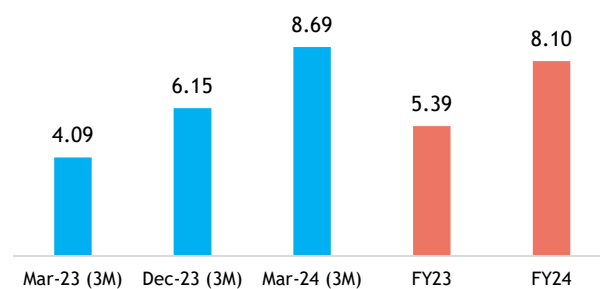
### Cost to Income%



### Earning per Share (₹)

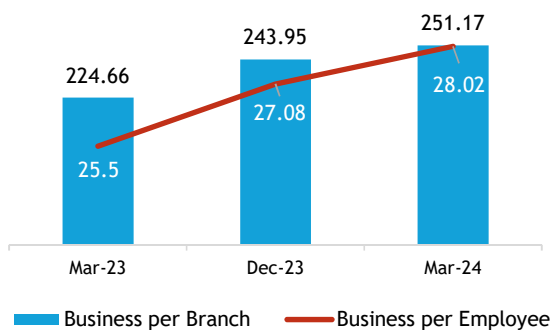


### Price to Earning (P/E)



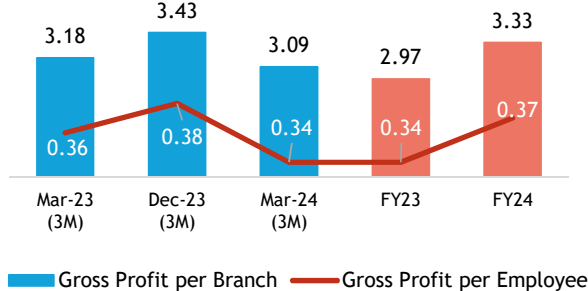
### Business per Branch & Business per Employee

₹ in crore

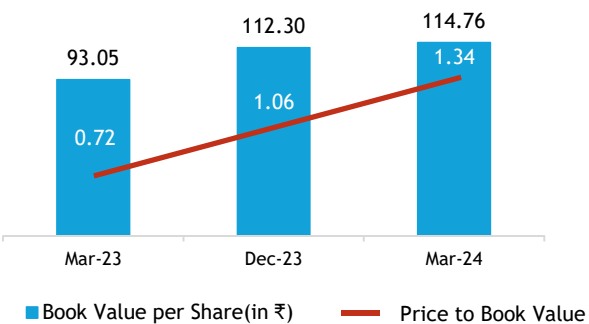


### Gross Profit per Branch & Gross Profit per Employee

₹ in crore



### Book Value per Share & Price to Book Value





₹ in crore

Movement of NPAs

Parameter	Mar-23 (3M)	Jun-23 (3M)	Sep-23 (3M)	Dec-23 (3M)	Mar-24 (3M)	Mar-23 (12M)	Mar-24 (12M)
Gross NPA - Opening	63,770	60,987	60,104	54,012	43,262	79,587	60,987
Add : Additions	2,794	3,241	2,632	2,681	3,323	12,518	11,877
-Balance increase in existing NPA	107	209	105	280	121	1,059	710
-Fresh slippages	2,687	3,032	2,527	2,401	3,202	11,459	11,167
Less : Reductions	5,577	4,124	8,724	13,431	3,487	31,118	29,766
-Cash Recovery	1,934	1,166	1,722	2,725	1,676	7,277	7,289
-Up-gradation	964	1,001	984	1,388	840	4,666	4,213
-Write Off	2,679	1,957	6,018	9,318	971	19,175	18,264
Gross NPAs- Closing	60,987	60,104	54,012	43,262	43,098	60,987	43,098
Gross NPA (%)	7.53	7.34	6.38	4.83	4.76	7.53	4.76
Net NPA	12,928	12,138	10,421	9,351	8,990	12,928	8,990
Net NPA (%)	1.70	1.58	1.30	1.08	1.03	1.70	1.03
Total Recovery(incl. TWO)	6,534	3,564	4,257	5,962	4,772	20,142	18,554
Delinquency Ratio(%)	1.51	1.73	1.39	1.35	1.56	1.97	1.59
PCR%	90.34	90.86	92.03	92.54	92.69	90.34	92.69

₹ in crore

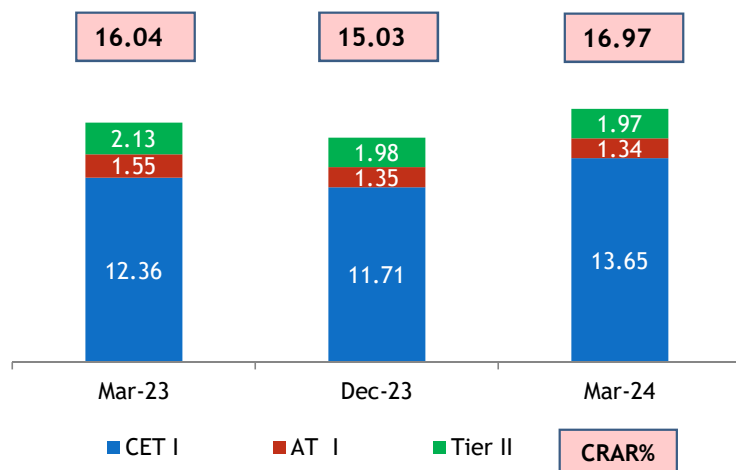
### Sectoral Asset Quality

Segment	Slippages During					Outstanding NPA as on					Sectoral NPA (%)	
	Mar-23 (3M)	Jun-23 (3M)	Sep-23 (3M)	Dec-23 (3M)	Mar-24 (3M)	Mar 2023	Jun 2023	Sep 2023	Dec 2023	Mar 2024	Mar-23	Mar-24
Retail Loans	406	502	506	512	714	4,693	4,880	4,688	3,930	4,164	2.94	2.35
Agriculture	1,171	748	1,004	961	1,310	15,607	15,245	14,793	15,125	15,645	10.27	8.51
MSME	1,077	766	827	605	1,113	15,652	15,489	14,095	11,199	11,502	12.52	8.47
LC & Others	140	1,225	295	603	186	25,035	24,490	20,436	13,008	11,787	7.25	2.90
<b>Total</b>	<b>2,794</b>	<b>3,241</b>	<b>2,632</b>	<b>2,681</b>	<b>3,323</b>	<b>60,987</b>	<b>60,104</b>	<b>54,012</b>	<b>43,262</b>	<b>43,098</b>	<b>7.53</b>	<b>4.76</b>

Segment	Restructuring							
	RF 1.0 as on				RF 2.0 as on			
	Mar-23	Sep-23	Dec-23	Mar-24	Mar-23	Sep-23	Dec-23	Mar-24
MSME	1,062	957	894	819	2,478	2,010	1,900	1,707
Personal Loans	2,985	1,974	1,923	1,812	5,914	4,444	4,345	4,128
Agriculture Allied	--	--	--	--	270	216	212	199
Corporate Loans	5,117	4,920	4,797	4,704	--	--	--	--
<b>Total</b>	<b>9,164</b>	<b>7,851</b>	<b>7,614</b>	<b>7,335</b>	<b>8,662</b>	<b>6,670</b>	<b>6,457</b>	<b>6,034</b>

Category	SMA Position (Rs. >5 crs)			
	O/s Amount			
	Mar-23	Sep-23	Dec-23	Mar-24
SMA-0	1,429	1,384	2,733	1,004
SMA-1	3,058	665	807	1,213
SMA-2	553	2,366	1,537	1,024
<b>Total</b>	<b>5,040</b>	<b>4,415</b>	<b>5,077</b>	<b>3,241</b>

### Capital Adequacy



₹ in crore

S.No.	Parameter	Mar-23	Dec-23	Mar-24
1.	Tier I	80,478	85,999	1,08,550
2.	Tier II	12,301	13,032	13,067
3.	Total Capital (Tier I+II)	92,778	99,030	1,12,617
4.	RWA	5,78,455	6,58,950	6,64,188

### Rating / Outlook by Domestic Rating Agencies

Rating Agency	AT-1	Tier-II
CRISIL	AA+/Stable	AAA/Stable
ICRA	--	AAA/Stable
India Ratings	AA/positive	AA+/positive
CARE	AA+/Stable	AAA/Stable

### Capital Raised

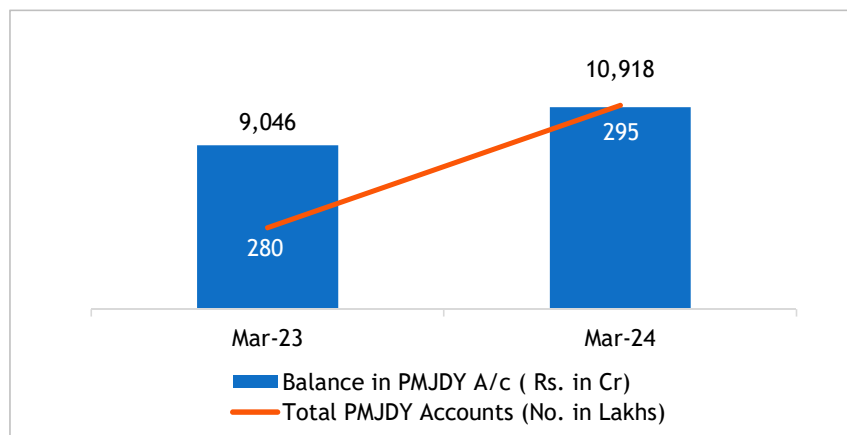
Capital raised through QIP ₹ 8,000 Cr

Govt. of India Shareholding reduced to 74.76% from 83.49%

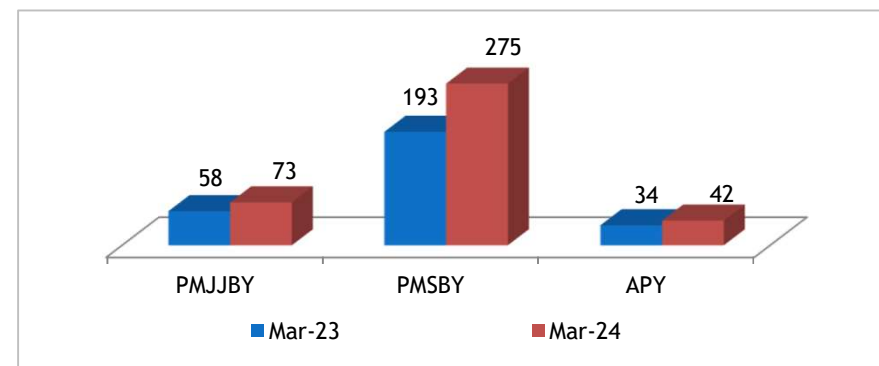
**Inclusive Growth**

Priority Sector Lending		
Particulars	RBI Benchmark (as % of ANBC)	Achieved (as % of ANBC)
Agriculture	18.00	19.83
Small and Marginal Farmers	10.00	13.24
Micro Enterprises	7.50	9.10
Weaker Section	12.00	14.25
Women Beneficiaries	5.00	16.30
<b>Total Priority</b>	<b>40.00</b>	<b>41.32</b>

Government Schemes		
Scheme	No. of Accounts	Amount Sanctioned (₹ in crore)
PMSVANidhi	8,87,399	1,242
Union Guaranteed Emergency Credit Line	3,92,281	16,810
Union Personal Loan for COVID Treatment (UPLCT)	1,193	48
Pradhan Mantri Mudra Yojana (during 12MFY24)	12,51,545	22,710



**Performance under Social Security Schemes (# Lakhs)**



*ESG: Banking for Sustainable Development*



**Environmental**

- 👉 Board Approved ESG Risk Framework & Climate Risk Policy
- 👉 Founding member of Indian Green Building Council (IGBC)
- 👉 Sustainable Development And Business Responsibility Policy
- 👉 Credit facility to **Renewable Energy** Sector till 31.03.2024- ₹ **23,059 Cr**
- 👉 ₹ **462 Crore** Sanctioned under Union **Green Miles** – Electric Vehicles

**E**



**Social**

- 👉 30 RSETI Centres, trained 3.48 lakh people with Settlement Ratio of 73%
- 👉 Financed **over 2.98 Lakh** Street vendors ~ ₹481 Cr in 12MFY24 through **PMSvanidhi**
- 👉 Financed over 16,600 **new SHGs** ~₹404 Crore in 12MFY24
- 👉 **Union Nari Shakti:** Sanctioned over 22,600 applications of ₹2,555 Cr in 12MFY24
- 👉 Donation through Union Bank Social Foundation ₹ 19.02 Cr under CSR

**S**



**Governance**

- 👉 Board Composition – Diverse & Independent Directors
- 👉 Related Party Transaction Policy
- 👉 Whistle Blower Policy
- 👉 Corporate Communications Policy
- 👉 Policy on Sexual Harassment of Male/Transgender at Workplace (Prevention, Prohibition and Redressal)

**G**



## Key Initiatives



### Digital Savings Account

- Online PAN & Aadhaar validation
- End to end online account opening through V-KYC
- Flexibility to select nearby Branch
- Immediate account opening and option for funding
- Branch Assisted Online Account Opening Journey available for walking customers.
- D2C journey live in 3 Zones (Hyderabad, Pune & Mumbai) in 1489 branches.



### Digital PM SVANidhi

- Easy on-boarding through bulk data pull from UDYAMI Mitra portal
- Working capital demand loan upto Rs 50,000.
- Online CIC verifications
- Fully automated processing and Digitized sanction
- Digital Documentation



### Digital KCC – Assisted Mode

- Digital KCC STP journey through Aadhaar Biometric Authentication under assisted mode.
- 5 Steps journey. Max amount Rs. 1.60 Lakhs
- Online Farmland Verification through RBI PTPFC Platform
- Instant Charge creation on Farmland.



### Internet Banking (Feature Enhancement)

- Integration with BBPS Hexagon Platform.
- Online opening of Senior Citizen Saving Scheme (SCSS) Account.
- U Token Simplification.



### CRM (Feature Enhancement)

- Lead Happiness Rating Started
- Customer Relationship (CRO) Module - Union Phoenix implemented
- Vyom and Credit Card in Customer 360° view.
- Insurance, MF in Customer 360°
- Login of leads from 17000+ BCs



### VYOM (Feature Enhancement)

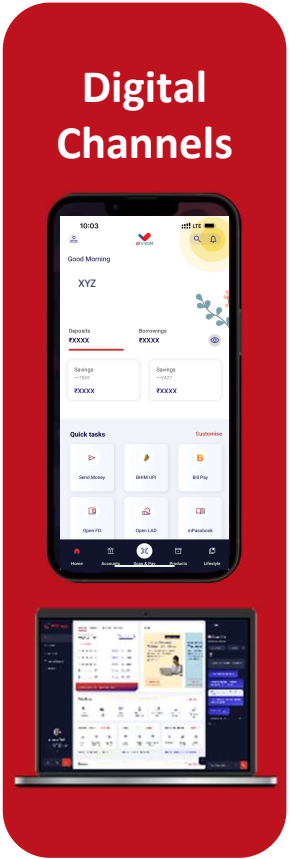
- Virtual Debit Card
- Credit Score
- ASBA: Apply for IPO
- RuPay Credit Card on UPI
- Apply for Credit Card against Term Deposit



### CBDC -Digital eRupee (Feature Enhancement)

- Auto load Functionality
- Velocity Limits

**Key highlights till date**



**Digital Channels**



**35.3+ Mn\***

VYOM (26.8 Mn) + Internet Banking (84 lakhs) registered users till 31 March 2024



**2.4+ Mn**

Daily Logins on VYOM (2.1 Mn) + Internet Banking (3.21 lakhs)



**₹ 8,300+ Cr\***

Business generated through 13+ lending journeys



**19 Lakh+\***

RAM Accounts renewed/reviewed digitally



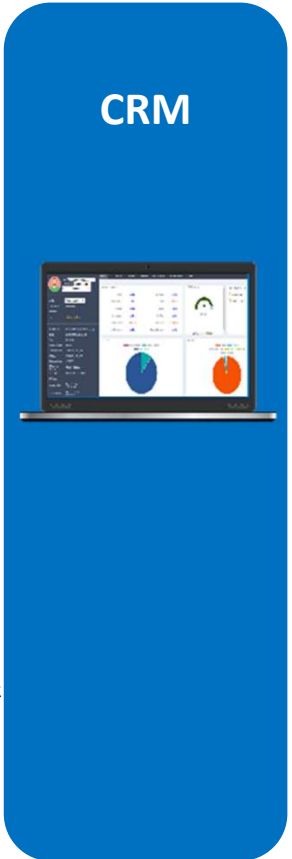
**₹ 60,000+ Cr\***

Fixed & Recurring Deposits amount sourced digitally



**860+ Mn**

Monthly UPI transactions



**CRM**



**2.7+ Mn**

Leads captures



**28.52%**

Leads Converted



**4.10**

Avg Happiness Rating



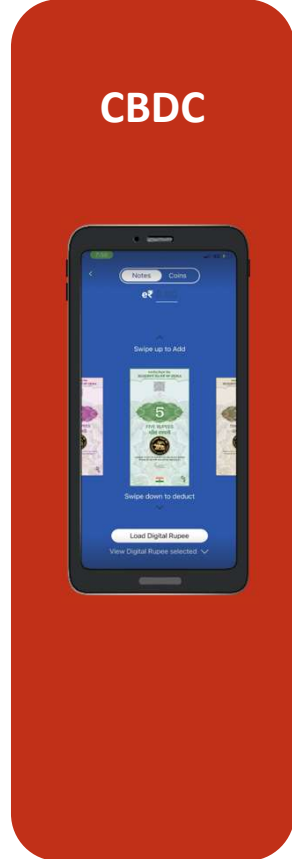
**80 Lakh+**

Queries resolved



**2.4 Lakh+**

Complaints resolved



**CBDC**



**6 Lakh+**

Users registered on CBDC platform



**16000+**

Merchants on-boarded on CBDC platform



**8.5 Lakh+**

Total number of transactions done through CBDC



**₹ 37.23 Cr**

Total amount of transactions done through CBDC



Live with UPI QR inter-operability

\*Cumulative till 31.03.2024

**Outcome of Various Digital Initiatives**



**34%**

YoY growth in Fixed Deposits amount sourced digitally



**2.5 lac+**

Gold Loan Accounts sanctioned digitally during FY24



**~5x**

YoY growth in Fresh KCC accounts sanctioned digitally

Cumulative



**99%**

MSME Renewal for Rs. <10 lacs through STP



**91%**

Retail accounts reviewed digitally



**~2.5x**

YoY growth in loan accounts renewed digitally

Cumulative



**~2.4x**

YoY growth in LAD Accounts opened digitally



**~2.6x**

YoY growth in amount sanctioned under Shishu Mudra STP



**~2.2x**

YoY growth in Union Education Accounts opened digitally

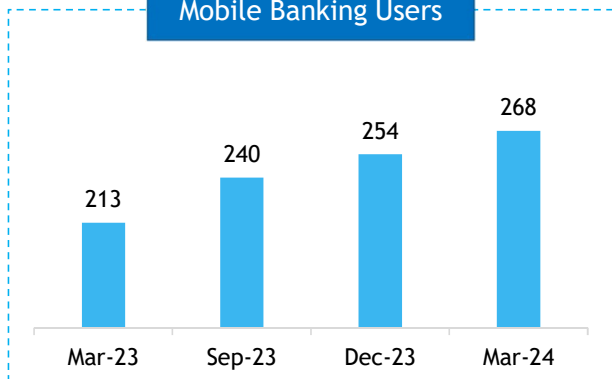
Cumulative



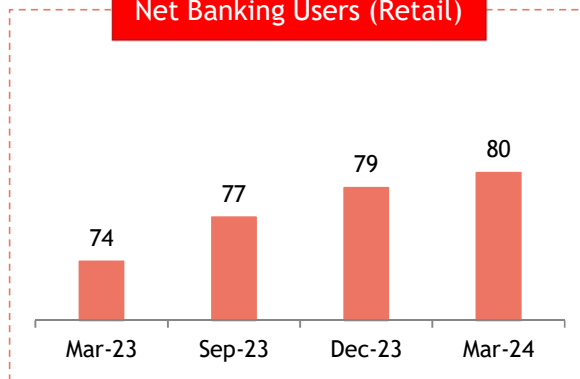
### Digital Footprints

(No. in Lakhs)

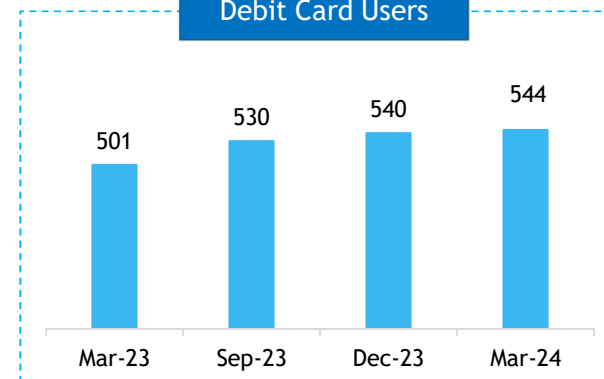
#### Mobile Banking Users



#### Net Banking Users (Retail)



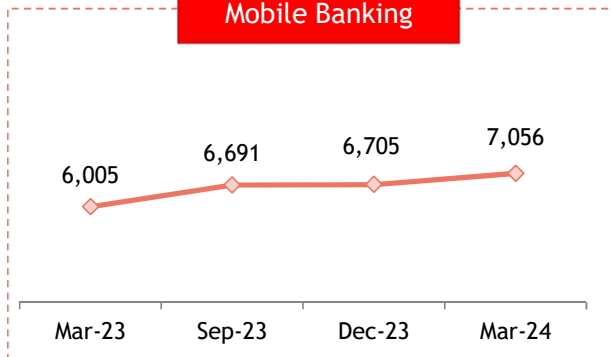
#### Debit Card Users



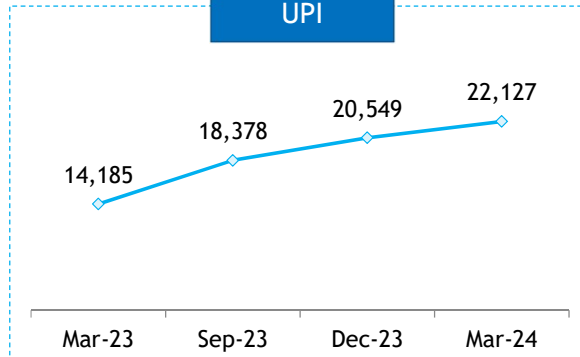
### Volume of Transactions (Q-o-Q)

(No. in Lakhs)

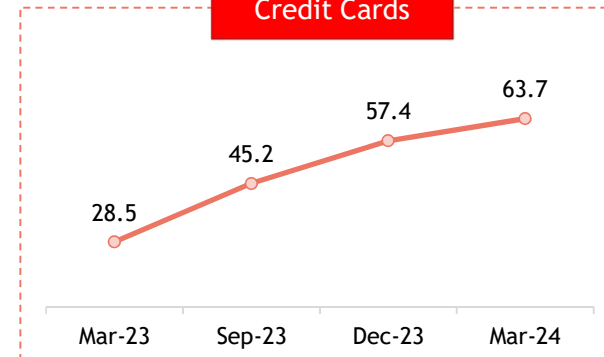
#### Mobile Banking



#### UPI



#### Credit Cards



## Corporate 360 Degree Solution

Corporate Relationship Cell (CRC)

15 centres PAN India

Objectives



Acquisition of New Corporate Groups



Building Strong Relationships & Fulfilling Client Needs



Enhancing Customer Experience



Maximizing Revenue (Interest Income & Non Interest Income both)

## Major Achievements

- ✓ Contributed NII of ₹ 316.57 Crores & interest income of ₹ 825.63 Crores upto March 31, 2024.
- ✓ Uni Pay Plus is designed to integrate with Corporate's System for Automatic Payment Processing.
- ✓ 1<sup>st</sup> Bank to implement collections through Virtual Account numbers facility.
- ✓ 149 corporates have been onboarded.
- ✓ Strengthening CASA. Contributed ₹ 4,248 crores as on 31.03.2024.
- ✓ 47,728 USSA Accounts opened in current financial year from various corporates and institutions/Government.

**Cyber Security Governance, Achievements & Recent Developments**



**Cyber Security Governance**

Comprehensive Cyber Risk Insurance

Cyber Security Policies & SOPs



Centralised Cyber Threat Intelligence

Comprehensive Digital Risk Assessment

Advanced category BitSight Score among peer Banks

24\*7 Security Operation Centre (SOC) Monitoring,



**Cyber Security Achievements & Recent Developments**

NCIIPC recognition - Critical Information Infrastructure (CII)

Indian Banking Association (IBA) - Best IT Risk Management Award : Runner Up

Data Security Council of India (DSCI) - Annual Information Security Summit 2023 : Runner Up

Comprehensive Cyber Security Awareness Program for Customers - Emails, Webinars, SMS, Whatsapp, Social Media, Internet and Mobile Banking , Bank Website

Established Cyber Security Center of Excellence (CCoE )

## Subsidiaries & Joint Ventures

Name of the Entity	Holding (%)	Description
<b>Subsidiaries</b>		
Union Bank of India (UK) Ltd.	100.00%	❖ Geographical benefits in booking business in UK and Europe.
Union Asset Management Co. Pvt. Ltd.	100.00%	❖ Wholly owned subsidiary of Bank ❖ Crossed AUM of Rs. 14,500 Crores.
UBI Services Ltd.	100.00%	❖ Pan India presence : Footprints in 25 states ,117 Regional Offices, Covering 127 locations ❖ Sourcing Retail loans like Housing, Mortgage, Education & Vehicle loans, MSME loans, Gold loans and Credit cards for parent Bank
Andhra Bank Financial Services Ltd.	100.00%	❖ Carry on activities/business of Leasing, Hire purchasing and Merchant Banking
Union Trustee Co. Pvt. Ltd.	100.00%	❖ Act as a trustee company for Union Mutual Fund
<b>Joint Ventures</b>		
Star Union Dai-ichi Life Insurance Co. Ltd.	25.10%	❖ One of the fastest growing private life insurance company in India. ❖ Pan-India presence through 170 Branch Office ❖ Undertaking social responsibility covering 1.27 crores+ lives under PMJJBY.
India International Bank (Malaysia) BHD	25.00%	❖ Undertaking banking business offering deposit & loan products to cater to needs and requirements of customers of Malaysia.
ASREC India Ltd.	26.02%	❖ Ensures greater efficiency in resolving the NPAs through approval of cases at DRT. ❖ Made recovery in 334 accounts during Q4FY24.
<b>Associate</b>		
Chaitanya Godavari Gramin Bank	35.00%	❖ Regional Rural Bank with 265 branches. ❖ Committed to usher in prosperity & plenty by care concern to the financial needs of cross section of rural populace in Guntur, East Godavari & West Godavari Districts.

**Awards and Accolades**

**STAR PERFORMER-RANK 1 Award**  
in NPS The Game Changer Campaign organized by Pension Fund Regulatory and Development Authority (PFRDA)



**Golden Peacock National Training Award 2024**



**3rd Rank amongst all PSBs in EASE 6.0 for Q3FY24**



**MSME Banking Excellence Awards-2023**  
by Chamber of Indian Micro Small & Medium Enterprises

- Best MSME Bank- Winner
- Best MSME Friendly Bank- Runner-Up

**Received Payment Card Industry PIN Transaction Security (PCI PIN) Certification**



**Global Banking and Finance Awards 2023 for Excellence in Innovation under the following categories :**

- Voice Banking Implementation 2023: for Union Voice Assistant (UVA)
- WhatsApp Banking feature India 2023: for UVConn
- Virtual Banking India 2023

Key Parameters	Mar-25 (Guidance)
Advances Growth (YoY)	11 - 13 %
Deposits Growth (YoY)	9 - 11 %
NIM %	2.8 - 3.0 %
GNPA %	< 4.0 %
Slippages	~ ₹ 11,500 Cr
Gross Recovery	~ ₹ 16,000 Cr

#### Disclaimer

Except for the historical information contained herein, statements in this presentation which contain words or phrases such as “is”, “aims”, ‘will’, ‘would’, ‘indicating’, ‘expected to’ etc., and similar expressions or variations of such expressions may constitute ‘forward-looking statements’. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward looking statements. These risks and uncertainties include, but are not limited to our ability to successfully implement our strategy, future levels of non-performing loans, our growth and expansion in business, the impact of any acquisitions, the adequacy of our allowance for credit losses, technological implementation and changes, the actual growth in demand for banking products and services, investment income, cash flow projections, our exposure to market risks as well as other risks. Union Bank undertakes no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.

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