



# ANNUAL RESULTS

FY20

Analyst Presentation

05.06.2020



## Safe Harbor

*Certain statements in these slides are forward-looking statements. These statements are based on Management's current expectations and are subject to uncertainty and changes in circumstances. Actual outcomes may differ materially from those included in these statements due to a variety of factors.*



## Performance Highlights



## Financial Performance & Business



## Key strengths and strategy

*COVID-19: Fully equipped to meet the challenge*

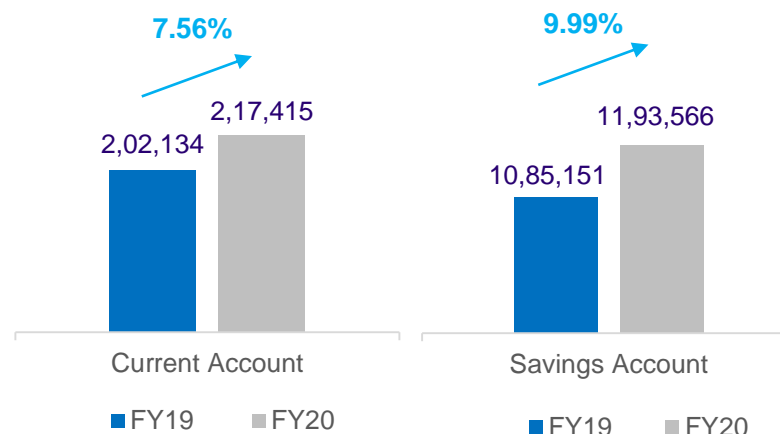
# Key Indicators



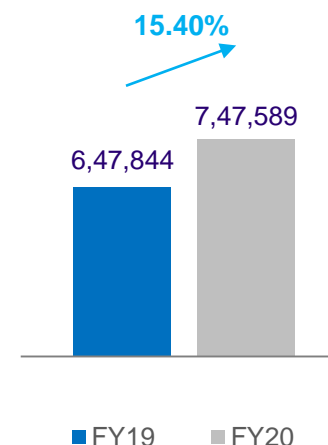
		FY19	FY20	YoY Growth
<b>Profit &amp; Loss</b> (in Rs. Crore)	Net Interest Income	88,349	98,085	↑ 11.02%
	Net Interest Margin – Domestic (%)	2.95	3.19	↑ 24 bps
	Operating Profit	55,436	68,133	↑ 22.90%
	Profit Before Tax	1,607	25,063	↑ 1459%
	Net Profit	862	14,488	↑ 1580%
<b>Key Ratios</b> (in %)	Credit Cost	2.66	1.87	↓ 79 bps
	Net NPA	3.01	2.23	↓ 78 bps
	PCR	78.73	83.62	↑ 489 bps
	Capital Adequacy	12.72	13.06	↑ 34 bps
<b>Balance Sheet</b> (in Rs. Crore)	Total Advances	22,93,454	24,22,845	↑ 5.64%
	Total Deposits	29,11,386	32,41,621	↑ 11.34%
	Retail Personal Advances	6,47,844	7,47,589	↑ 15.40%

Rs. in Crores

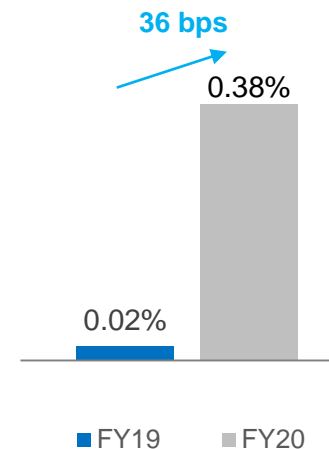
## CASA



## Retail Per Advances



## Return on Assets





Performance Highlights



Financial Performance & Business



Key strengths and strategy

*COVID-19: Fully equipped to meet the challenge*

# Financials – At a Glance



Rs. in Crores

	Quarter Ended			Year Ended		Growth (%)		
	Q4FY19	Q3FY20	Q4FY20	FY19	FY20	Q4FY20 over Q3FY20	Q4FY20 over Q4FY19	FY20 over FY19
Interest Income	62,985	67,692	62,681	2,42,869	2,57,324	-7.40	-0.48	5.95
Interest Expenses	40,032	39,913	39,914	1,54,520	1,59,239	0.00	-0.29	3.05
<b>Net Interest Income</b>	<b>22,954</b>	<b>27,779</b>	<b>22,767</b>	<b>88,349</b>	<b>98,085</b>	<b>-18.04</b>	<b>-0.81</b>	<b>11.02</b>
Non Interest Income	12,685	9,106	16,077	36,775	45,221	76.56	26.74	22.97
<b>Operating Income</b>	<b>35,639</b>	<b>36,885</b>	<b>38,844</b>	<b>1,25,124</b>	<b>1,43,306</b>	<b>5.31</b>	<b>8.99</b>	<b>14.53</b>
Operating Expenses	18,706	18,662	20,379	69,688	75,174	9.20	8.95	7.87
<b>Operating Profit</b>	<b>16,933</b>	<b>18,223</b>	<b>18,465</b>	<b>55,436</b>	<b>68,133</b>	<b>1.33</b>	<b>9.05</b>	<b>22.90</b>
Total Provisions	16,095	12,639	14,884	54,574	53,645	17.76	-7.52	-1.70
<b>Net Profit</b>	<b>838</b>	<b>5,583</b>	<b>3,581</b>	<b>862</b>	<b>14,488</b>	<b>-35.87</b>	<b>327.10</b>	<b>1,580.31</b>
NIM (Domestic-Cumulative) (%)	2.95	3.27	3.19	2.95	3.19	-8 bps	24 bps	24 bps
NIM (Domestic-Quarterly) (%)	3.02	3.59	2.94			-65 bps	-8 bps	
Cost to Income Ratio (Cumulative) (%)	55.70	52.45	52.46	55.70	52.46	1 bps	-324 bps	-324 bps

# Total Income



Rs. in Crores

	Quarter Ended			Year Ended		Growth (%)		
	Q4FY19	Q3FY20	Q4FY20	FY19	FY20	Q4FY20 over Q3FY20	Q4FY20 over Q4FY19	FY20 over FY19
Interest on Loans	42,628	48,063	42,580	1,61,640	1,79,749	-11.41	-0.11	11.20
Interest on Resources	18,313	17,968	18,265	75,585	71,125	1.65	-0.26	-5.90
Other Interest income	2,045	1,660	1,836	5,643	6,450	10.61	-10.20	14.29
<b>Total Interest Income</b>	<b>62,985</b>	<b>67,692</b>	<b>62,681</b>	<b>2,42,869</b>	<b>2,57,324</b>	<b>-7.40</b>	<b>-0.48</b>	<b>5.95</b>
Fee Income	8,589	5,635	7,873	23,304	23,725	39.71	-8.34	1.81
Profit/Loss on Sale of Investments	534	696	3,237	1,023	8,576	364.83	506.28	738.43
Forex Income	671	635	691	2,156	2,516	8.82	2.96	16.73
Misc. Income	2,892	2,140	4,277	10,292	10,404	99.88	47.91	1.09
<i>of which: Recovery in w/o accounts</i>	2,485	2,087	3,941	8,345	9,250	88.88	58.61	10.85
<b>Total Non Interest Income</b>	<b>12,685</b>	<b>9,106</b>	<b>16,077</b>	<b>36,775</b>	<b>45,221</b>	<b>76.56</b>	<b>26.74</b>	<b>22.97</b>
<b>Total Income</b>	<b>75,670</b>	<b>76,798</b>	<b>78,759</b>	<b>2,79,644</b>	<b>3,02,545</b>	<b>2.55</b>	<b>4.08</b>	<b>8.19</b>

# Fee Income Break Up



Rs. in Crores

	Quarter Ended			Year Ended		Growth (%)		
	Q4FY19	Q3FY20	Q4FY20	FY19	FY20	Q4FY20 over Q3FY20	Q4FY20 over Q4FY19	FY20 over FY19
<i>Loan Processing Charges</i>	1,502	1,120	1,924	3,710	4,426	71.81	28.09	19.31
<i>Commission on Govt. Business</i>	1,118	972	914	3,974	3,742	-5.96	-18.23	-5.84
<i>Commission on LC/BG</i>	1,289	771	862	3,118	3,055	11.86	-33.12	-2.03
<i>Cross Selling</i>	583	558	615	1,927	2,030	10.15	5.46	5.37
<i>Account Maintenance Charges</i>	484	356	490	1,334	1,343	37.67	1.27	0.74
<i>Remittance, Collection, etc.</i>	2,660	1,399	2,080	6,513	6,349	48.62	-21.80	-2.52
<i>Misc. Fee Income</i>	953	459	988	2,728	2,779	115.33	3.66	1.88
<b>Fee Income</b>	<b>8,589</b>	<b>5,635</b>	<b>7,873</b>	<b>23,304</b>	<b>23,725</b>	<b>39.71</b>	<b>-8.34</b>	<b>1.81</b>



# Total Expenses



Rs. in Crores

	Quarter Ended			Year Ended		Growth (%)		
	Q4FY19	Q3FY20	Q4FY20	FY19	FY20	Q4FY20 over Q3FY20	Q4FY20 over Q4FY19	FY20 over FY19
Interest on Deposits	35,607	37,182	37,168	1,40,272	1,47,399	-0.04	4.38	5.08
Interest on Borrowings	3,223	1,521	1,424	9,839	6,891	-6.37	-55.81	-29.96
Other Interest paid	1,201	1,210	1,322	4,408	4,949	9.25	10.04	12.25
<b>Total Interest Expenses</b>	<b>40,032</b>	<b>39,913</b>	<b>39,914</b>	<b>1,54,520</b>	<b>1,59,239</b>	<b>0.00</b>	<b>-0.29</b>	<b>3.05</b>
Salary	6,612	6,855	6,984	26,349	27,364	1.88	5.62	3.85
Provisions for Employees	3,866	4,601	5,055	14,706	18,351	9.88	30.76	24.79
<b>Staff Expenses</b>	<b>10,478</b>	<b>11,456</b>	<b>12,039</b>	<b>41,055</b>	<b>45,715</b>	<b>5.09</b>	<b>14.89</b>	<b>11.35</b>
Depreciation	831	815	901	3,212	3,304	10.57	8.48	2.85
Others	7,397	6,392	7,440	25,421	26,155	16.40	0.57	2.89
<b>Overheads</b>	<b>8,228</b>	<b>7,207</b>	<b>8,341</b>	<b>28,633</b>	<b>29,459</b>	<b>15.74</b>	<b>1.37</b>	<b>2.88</b>
<b>Operating Expenses</b>	<b>18,706</b>	<b>18,662</b>	<b>20,379</b>	<b>69,688</b>	<b>75,174</b>	<b>9.20</b>	<b>8.95</b>	<b>7.87</b>
<b>Total Expenses</b>	<b>58,737</b>	<b>58,575</b>	<b>60,294</b>	<b>2,24,208</b>	<b>2,34,412</b>	<b>2.93</b>	<b>2.65</b>	<b>4.55</b>

# Overhead Expenses



Rs. in Crores

	Quarter Ended			Year Ended		Growth (%)		
	Q4FY19	Q3FY20	Q4FY20	FY19	FY20	Q4FY20 over Q3FY20	Q4FY20 over Q4FY19	FY20 over FY19
Rent, Taxes and Lighting	1,480	1,322	1,475	5,266	5,339	11.56	-0.34	1.40
Depreciation	831	815	901	3,212	3,304	10.57	8.48	2.85
Printing and Stationery	189	119	186	499	526	55.93	-1.69	5.46
Postage & Telecommunications	116	83	101	387	349	21.75	-12.83	-9.79
Repairs and Maintenance to Bank's Property	277	224	272	904	924	21.29	-1.77	2.24
Travelling & Halting	298	279	291	1,113	1,087	4.36	-2.30	-2.31
Insurance	726	798	846	2,845	3,213	6.12	16.52	12.91
Business Acquisitions & Development Expenses	699	527	708	2,071	2,548	34.30	1.16	23.02
ATM /CDM/Debit Card /Other Tech Expenses	2,151	1,824	1,995	7,611	7,228	9.41	-7.22	-5.04
Misc. Expenses	1,461	1,216	1,565	4,725	4,941	28.74	7.13	4.57
<b>Overheads</b>	<b>8,228</b>	<b>7,207</b>	<b>8,341</b>	<b>28,633</b>	<b>29,459</b>	<b>15.74</b>	<b>1.37</b>	<b>2.88</b>

# Provisions & Profit



Rs. in Crores

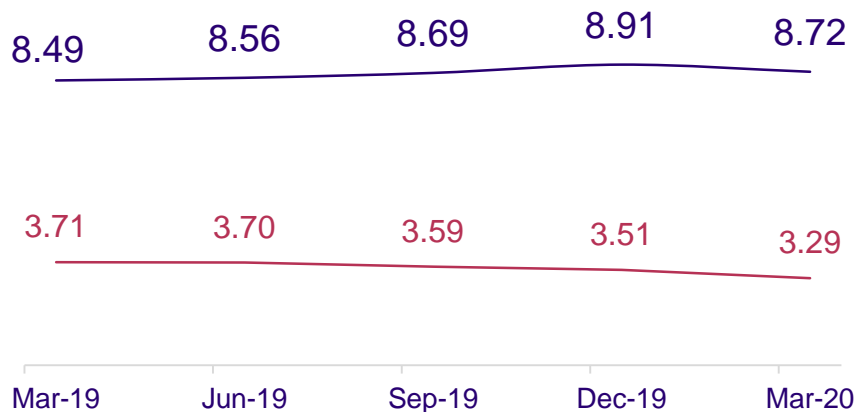
	Quarter Ended			Year Ended		Growth (%)		
	Q4FY19	Q3FY20	Q4FY20	FY19	FY20	Q4FY20 over Q3FY20	Q4FY20 over Q4FY19	FY20 over FY19
<b>Operating Profit</b>	<b>16,933</b>	<b>18,223</b>	<b>18,465</b>	<b>55,436</b>	<b>68,133</b>	<b>1.33</b>	<b>9.05</b>	<b>22.90</b>
Loan Loss	17,336	8,193	11,894	54,529	42,776	45.17	-31.39	-21.55
Standard Assets	810	-1,752	1,866	-75	-877			
Investment Depreciation	-1,615	3,287	-604	-762	539			
Other Provisions	-29	-2,475	339	136	633			
Income Tax	-407	5,386	1,389	745	10,575			
<b>Total Provisions</b>	<b>16,095</b>	<b>12,639</b>	<b>14,884</b>	<b>54,574</b>	<b>53,645</b>	<b>17.76</b>	<b>-7.52</b>	<b>-1.70</b>
<b>Net Profit</b>	<b>838</b>	<b>5,583</b>	<b>3,581</b>	<b>862</b>	<b>14,488</b>	<b>-35.87</b>	<b>327.10</b>	<b>1,580.31</b>

ROA (%)	0.09	0.60	0.37	0.02	0.38
ROE (%)				0.48	7.74
Earning Per Share (Rs.)	3.81	24.89	16.32	0.97	16.23

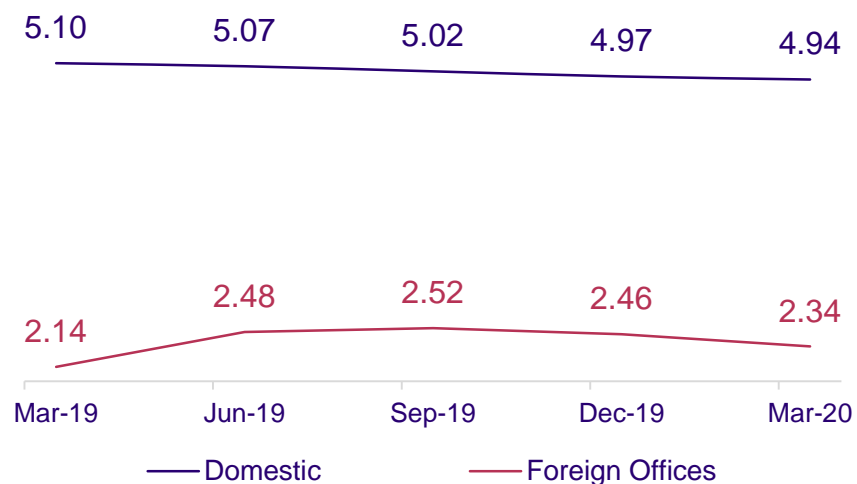
# Costs, Yields and Margins (Cumulative)



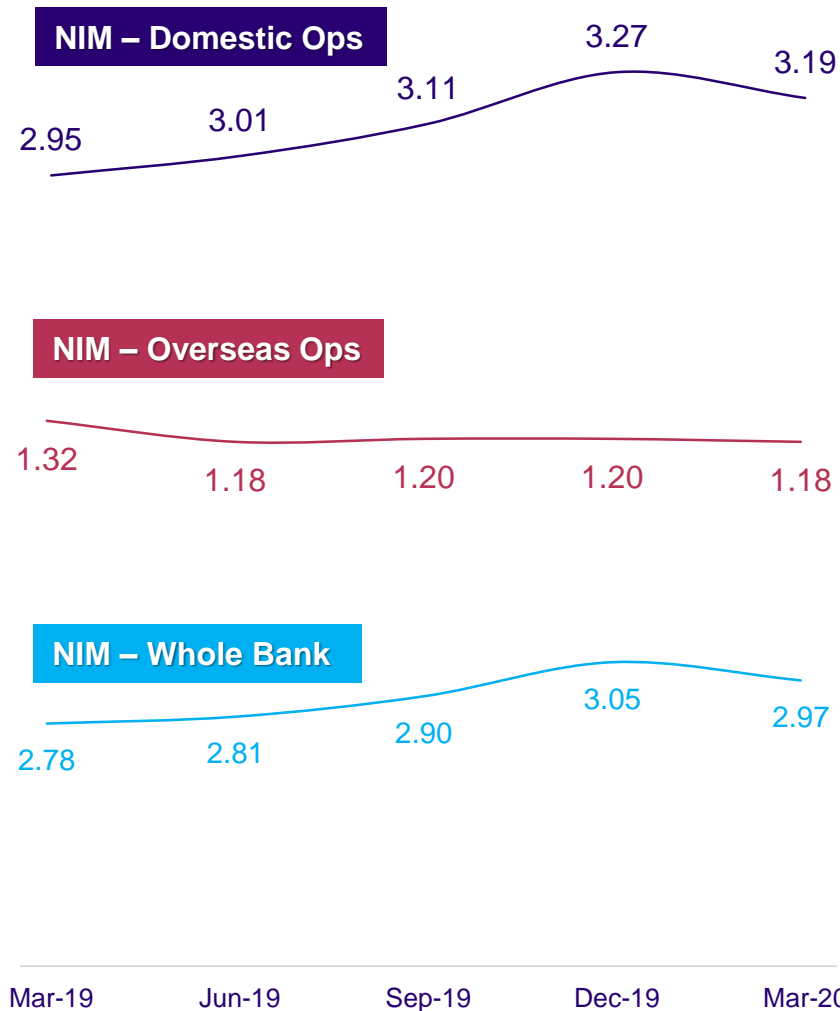
## Yield on Advances (%)



## Cost of Deposits (%)

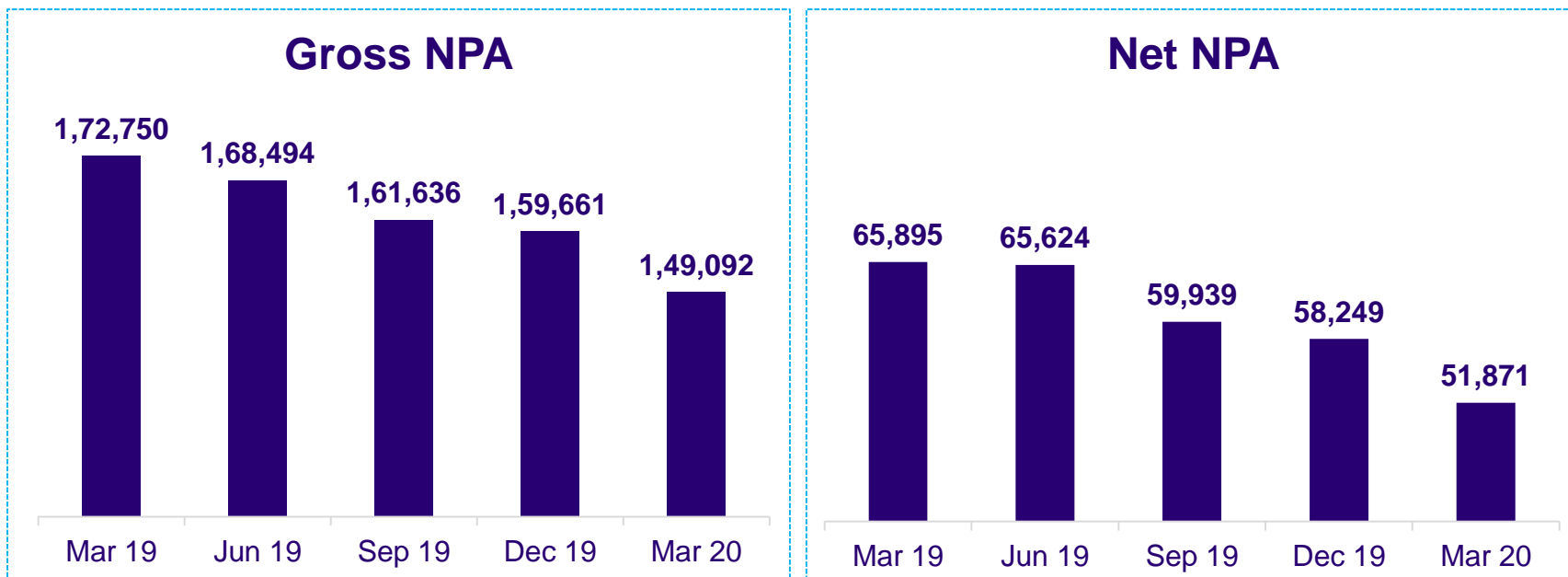


## Net Interest Margin (%)



# Asset Quality (1/3)

Rs. in Crores



	Mar 19	Jun 19	Sep 19	Dec 19	Mar 20
Gross NPA Ratio (%)	7.53	7.53	7.19	6.94	6.15
Net NPA Ratio (%)	3.01	3.07	2.79	2.65	2.23
Provision Coverage Ratio (%)	78.73	79.34	81.23	81.73	83.62
Provision Coverage Ratio (Excl. AUCA) (%)	61.86	61.05	62.92	63.52	65.21
Corporate PCR (Excl. AUCA) (%)	70.89	71.25	73.84	74.58	78.37
Slippage Ratio (%)	1.60	2.83	2.18	2.42	2.16
Credit cost (%)	2.66	2.03	1.98	1.80	1.87

# Asset Quality (2/3)



Rs. in Crores

Movement of NPAs:	Q4FY19	FY19	Q1FY20	Q2FY20	Q3FY20	Q4FY20	FY20
Opening Level of Gross NPAs	1,87,765	2,23,427	1,72,750	1,68,494	1,61,636	1,59,661	1,72,750
Total Reductions	22,976	90,417	21,251	15,984	22,073	18,860	78,168
<i>of which : Recovery + Upgradation</i>	5,712	31,512	5,769	3,931	13,553	2,528	25,781
Gross Addition	7,961	39,740	16,995	9,126	20,098	8,291	54,510
<i>of which : Increase in O/s</i>	456	7,002	783	321	3,573	186	4,863
<i>: Fresh Slippages</i>	7,505	32,738	16,212	8,805	16,525	8,105	49,647
Net Increase	-15,015	-50,677	-4,256	-6,858	-1,975	-10,569	-23,658
Closing Level of Gross NPAs	1,72,750	1,72,750	1,68,494	1,61,636	1,59,661	1,49,092	1,49,092

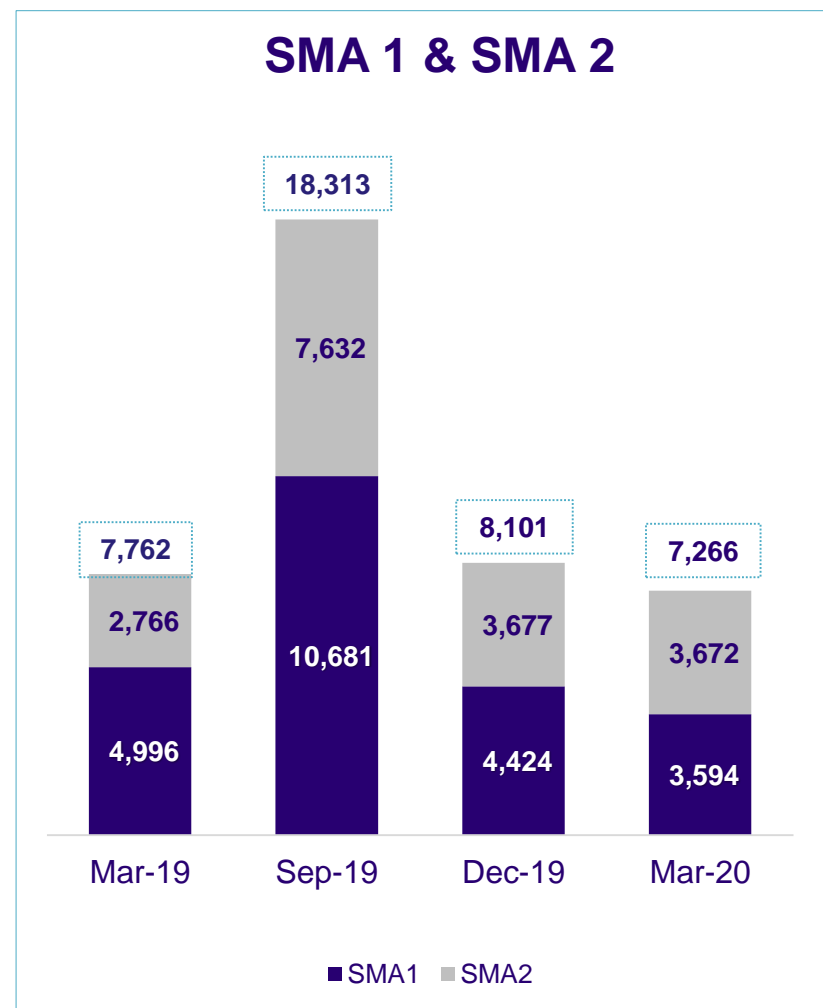
Segmental NPAs:	Mar 19		Dec 19		Mar 20	
	NPA	Ratio %	NPA	Ratio %	NPA	Ratio %
Retail:	54,804	4.81	62,507	5.18	65,814	5.39
<i>Agri.</i>	23,431	11.56	28,932	13.78	32,670	15.85
<i>Per Segment</i>	6,685	1.03	7,521	1.04	7,914	1.06
<i>SME</i>	24,688	8.55	26,054	9.37	25,230	9.43
Corporate	1,16,009	13.62	93,743	12.16	81,628	9.67
International	1,937	0.64	3,411	1.06	1,650	0.46
<b>Total</b>	<b>1,72,750</b>	<b>7.53</b>	<b>1,59,661</b>	<b>6.94</b>	<b>1,49,092</b>	<b>6.15</b>

# Asset Quality (3/3)

As on Mar 2020 Rs. in Crores

Fresh Slippages	FY19	Q1FY20	Q2FY20	Q3FY20	Q4FY20	FY20
Corporate	10,056	5,354	3,239	9,467 <sup>#</sup>	1,561	19,621 <sup>#</sup>
SME	9,478	3,964	1,522	1,578	227	7,291
AGRI	8,978	4,239	3,078	2,965	5,238	15,520
PER	3,976	2,438	648	821	600	4,507
IBG	250	217	318	1,694 <sup>#</sup>	479	2,708 <sup>#</sup>
<b>Total</b>	<b>32,738</b>	<b>16,212</b>	<b>8,805</b>	<b>16,525<sup>#</sup></b>	<b>8,105</b>	<b>49,647<sup>#</sup></b>

# - Includes exposure to a large Housing Finance Company



Accounts with exposure above Rs. 5 cr; from data submitted to CRILC



Performance Highlights



Financial Performance & Business



Key strengths and strategy

*COVID-19: Fully equipped to meet the challenge*



# COVID-19 – Response so far



Protecting health & safety of Employees, Clients & Community



Employees availed **Work from Home**

Robust protective measures (sanitisation, fumigation, protective gears etc.) taken up at branches, offices & ATMs

1

SBI employees donated **Rs. 108 crore** to PM Cares Fund

2

Pledged **Rs. 30 cr** for COVID related CSR activities through SBI Foundation

3

~21,000 PPE Kits distributed to Govt. hospitals

Continue to provide **essential service** to our customers

Operational Resilience

Re-orienting our clients to **digital channels**

Branches remained Operational

~98%

ATMs remained operational

~90%

Alternate Channels

~91%

Offer financial support to our customers

**INR 17,116 Cr**

COVID-19 related loan sanctions

**Moratorium** availed by ~21.8% customers, ~23.0% of term loans

1

Covid-19 specific credit lines for **quick assessment** & loan sanction

2

**Reduction in margins**, reassessment of working capital cycle for customers



## Key strengths and strategy

COVID-19: Fully equipped to meet the challenge

1

**Strong liability franchise with a customer base of ~49 cr – more than the population of United States**

**Supported by unmatched distribution network and digital capabilities – Our greatest strength**

2

Consistent growth in operating income and core PPOP - CAGR of 9.5% and 9.6% respectively over FY18 – FY20

**Our shock absorber against any elevation in future credit cost**

3

Diversified loan portfolio with strong capabilities to originate, early identification of stress and resolution thereof

**Legacy stress fully identified and suitably provided**

4

**Well capitalized**; healthy provision coverage for corporate NPAs and huge potential to unlock value in subsidiaries

5

**Industry leading digital capabilities** – YONO Retail, YONO Krishi, YONO Business, YONO Global, Internet Banking

6

**Protect Core PPOP** - Focus on cost rationalization and adopt new ways of working – Flexi SBI; Rationalize and reskill workforce, improve staff productivity, redeploy workforce from admin to sales roles

**Financial Inclusion & Micro Market** vertical to create value in micro markets



# COVID-19: Challenges

*Possible impact  
and emerging  
challenges*

**(1/2)**

## Asset Quality

<b>Retail</b>	Likely job cuts and salary reductions, however relatively low level of stress on account of higher proportion of govt/ quasi govt. sector customers
<b>SME</b>	Low level of economic activity and reduction in repayment capacity; likely decline in value of collateral
<b>Agri</b>	Have cleaned a significant part of Agri book in FY20; relatively less impacted by COVID 19 disruption
<b>Corporate</b>	Sectors impacted by COVID 19 – like hospitality, CRE, aviation, NBFCs form < 10% of corporate loan book – as such several risk mitigants in place to prevent significant deterioration in asset quality

## Pressure on Other Income

<b>Other income</b>	Core other income has been driven by growth in recoveries and fee income- however pressure on the same is visible
<b>Recoveries</b>	Negative impact on fresh resolutions, NPV of ongoing resolutions also under risk, while delays are inevitable; further fresh litigations cannot be filed under IBC for one year
<b>Forex</b>	Decline in trade and remittances to have some impact on forex income
<b>Loan Processing</b>	~65% linked to NBG loan growth; focus on lowering concessions – however weak credit growth likely to negatively impact
<b>Business Continuity</b>	Elaborate BCP in place to manage disruptions; business continuity hub branches identified to cater to customers in case of emergency, BCP sites identified to support essential backend services



# COVID-19:

## Opportunities

*Possible impact and emerging challenges*

**(2/2)**

### Retail

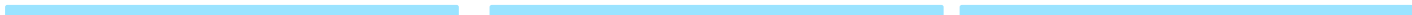
- Robust growth in deposits - **flight to safety**
- Robustness of our retail portfolio is established as **only about ~21% of borrowers availed moratorium**

### Agri

- One time settlement policy to be revamped and liberalized
- **Leverage BC channel** for collections and recovery
- Opportunities in Agri infrastructure funding and emergence of contract farming

### MSME

- Intensive monitoring; **early warning signals** being closely tracked
- Industry specific action plans to address **unintended delinquencies**



### Corporate

- Exploring new opportunities from **high quality credit-lite** accounts where bank has a low market share
- Opportunities for refinancing of high quality loans

### HR

- Covid transmission in work force, quarantine, closure of workspaces and disruption in internal and field work
- Planned availability of workspaces and workforce for completion of shared organisational goals remained uncertain



**Strong Liability Franchise**

1

We serve more clients than the population of US; capability to serve entire Indian subcontinent – peak **transactions per second (TPS)** of **9831**, **capacity to handle 23,000 TPS**

2

We open **~70,000 savings accounts per day**

3

Can raise liabilities with a differential of **25–100 bps** as compared to peers; Savings Deposits touching **Rs. 12 lakh crore**; market share gains in CASA and Term Deposits

4

**Dominant across channels:** Branches – 22,141; Bank Mitras – 61,102; ATMs – 58,555; **Branch** share in **transactions less than 10%**

5

Strong digital capabilities created to further **strengthen liability franchise** – Market leader across digital channels – **Internet banking** (*7.3 cr registered users*), **YONO** (*2.1 cr registered users*)

# Robust Operating Performance

1

**Core PPOP** of **Rs. 61,918 cr** in FY20, up from Rs. 51,505 cr in FY18 – **CAGR** of **9.6%** over FY18-20; **Core PPOP/ Credit cost** ratio doubled over FY18-20 to **1.45x**

2

Strong growth in **Net Interest Income (Rs. 98,085 cr in FY20)**, through improved loan pricing, increase in share of performing loans and control over interest expense; **NIM** improved **52 bps** to **3.19%** from FY18-20

3

**Core Non-Interest Income drivers resilient**; recoveries driven by strong stressed asset team; **Cross Sell Income** CAGR of **11.6%** over FY18-FY20

4

Transitioned to **new tax regime** – DTA on account of loan losses fully absorbed and stands NIL; effective tax rate to trend lower at 28-30% going ahead

## Diversified Loan Portfolio

1

**Diversified loan portfolio** – 38.9% of corporate loans to PSUs/ Govt. depts, 60.8% of personal retail to low risk mortgages; > 95% of unsecured personal lending to government/PSU employees

2

**Low cost in-house loan origination in retail**; and **co-origination in small value SME loans** for faster delivery and superior monitoring; focus to increase market share in credit light corporates

3

**77% of corporate loans to A and above** rated corporates, leading banker to all the top five highly rated industrial houses in India

4

Exposure to severely stressed sectors by COIVD 19 is **less than 4.0% of the book**- (Other pvt sector NBFC/CRE/Aviation/Hotel and Retail/ IPPs rated below A-) ; **strong risk mitigation available**; Eg- Lease Rent Discounting - mainly office space to top class IT majors

5

**Cash flow-based lending models** being used for SME segment; leading to lower early delinquency; **Advanced Analytics** based models for underwriting in the P-segments and low value SME loans **Sectoral credit underwriting teams** and **leveraging multiple data sources** for corporate credit

## Loan Portfolio - Collections

1

**Strengthening Collections** in rural areas through BC/BF network; leveraging branches and call centers in metro/urban areas

2

**Partnership with FinTechs** to source alternate data for monitoring

3

**EWS Automation** for SME and Corporate to enable prompt corrective actions

4

**Sectoral teams within SARG** to assist in resolution  
**Digitization of key SARG processes** to accelerate resolution

5

**Empanelment of specialized agencies** for monitoring of large exposure accounts



1

**CET 1 ratio of 9.77%** well above regulatory minimum, demonstrated ability to comfortably raise capital through various avenues in the past

2

**Provision Coverage Ratio of 83.7%** up **1745 bps YoY** over FY18-20

3

**Corporate PCR of 78.37%** is significantly higher than the LGDs; **Net Corporate NPA at Rs 17,656 cr**; close to **98.7% provision** for **accounts in NCLT list 1 & 2**

4

**Subsidiaries** – leading across the financial intermediation value chain, **valued in excess of Rs 1 lakh cr**; significant potential to unlock value

Comfortable  
Capital  
Position

## Leading Digital Platform

1

**Digital Leadership** across channels – **Mobile Banking** market share of **23.2%**; **Internet Banking** transactions value in excess of Rs 35,000 cr/ per day

2

**YONO Retail** – **40%** of **incremental deposits** through YONO; **4,000+** **daily disburseals** of personal loans; 1200+ / 600+ SBI General/ SBI Life policies sold per day

**YONO Business** – all corporate banking applications under a common platform, reduce manual touchpoints, ease of process and faster TAT to significantly scale transaction banking revenue streams

**YONO Krishi** – **4.5lacs + gold loans** sanctioned, 24X7 gold loan application; **First in market, pre-approved Agri loans for farmers** with corporate tie-ups

**YONO Global** – launched in UK and Mauritius; **9 more countries** to be covered by end of 2020; strong focus on customer experience; integrate **“Online Market Places”** and launch asset journeys; scale up business through **digital transformation** and new digital offerings

3

**Building out the Ecosystem Bank** – YONO Retail (Online Market Place integration with over 80 partners); YONO Krishi (Farmer marketplace and Advisory); YONO Business (B2B marketplace capabilities)

1

Successfully controlled **overheads** – **CAGR of 4.9%** over FY18-20; **staff cost** (ex- pension and gratuity provisions) controlled – **CAGR of 5.8%** over FY18-20

2

**Cost to assets** at **1.9%**, significantly lower than peers, rationalized branches with focus on increasing business/ branch, employee headcount reduction of ~15k to 249,448 over FY18-20

3

Further focus to contain costs and increase productivity through digitization – Account Opening in 10 minutes; 3 click personal loan disbursement; AI enabled inward and outward cheque processing; centralization of trade finance processing

4

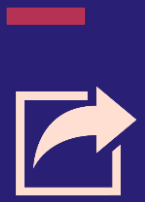
New way of working – **bank at your doorstep**; Comprehensive work from home policy- e-tools developed for **contactless completion of tasks**; **remote advisory** capability to be expanded

5

**FIMM network** – 38% of branches, contribute to 12% of business;

- Defined strategy to take business contribution to 20%, with differentiated cost structure, HR and IT strategies – improve cost to income for 38% of network
- More effective use of BC channel – which has emerged an important channel partner
- Extensive use of BC channel in collections
- 35 Regional business offices & 20 admin offices to be closed ( done w.e.f -01 June 2020 )

## Cost Optimization



# Way Forward (1/2)

## Way forward – Asset Quality

*Constant vigil on the emerging stress and proactive action, including rephasing of term loan installments and deep restructuring wherever required*

<b>Retail, Agri, MSME (RAM)</b>	<p>Strong monitoring &amp; collection mechanism; use digital and analytical capabilities to originate, sanction and monitor</p> <p>New organisation structure (FIMM vertical) for retail banking likely to give competitive edge and sharper focus on various business lines</p> <p>Opportunities in Agri infra funding and contract farming as a result of agri reforms</p>
<b>Corporate &amp; International Banking</b>	<p>Maintain quality, look for refinancing opportunities for high quality credit; timely and proactive steps to identify and resolve stress; step up recovery/ resolution of cases in NCLT</p>

## Way forward – PPOP

- 1** Protect **PPoP** by continuing to recalibrate loans and deposits pricing; reducing concessions and pricing in accordance with risk return matrix using 'DIPAK' (Pricing tool)
- 2** **Corporate** – Provide end to end solution for supply chain with special focus on **credit light customers** to address transaction, trade finance and investment needs of large corporates and **enhance non-interest income revenue streams to compensate for decline in other income**
- 3** Further **strengthen retail segment** with **feet on street for sales and collections; strengthen collection machinery** with use of **BC channel**
- 4** Advance **digital footprints**, identify **creditworthy clients** through analytics and **strengthen monitoring and collection** through SME intensive branches and touchpoints
- 5** Control overheads and staff costs; improve productivity



## Way Forward

*Other strategic value drivers*

**(2/2)**

1

**Further scale up YONO** – target of **doubling user registrations** in the next **six months** and further strengthen platform – new product offerings like end to end home loans, pre-approved car loan etc; Special PAPL and personal gold loans have received excellent response

---

2

### HR way forward

- **Redeploying employees** to **outward sales** or processing teams
  - **Recalibrating productivity benchmarks** for **Work From Anywhere roles**, expected to **save Rs. 1,000 cr** through HR cost optimization
  - Reskilling employees in **virtual communication, decision making** and **personal leadership for learning**
- 

3

### Change the Bank, Run the Bank – Fix to Flexi

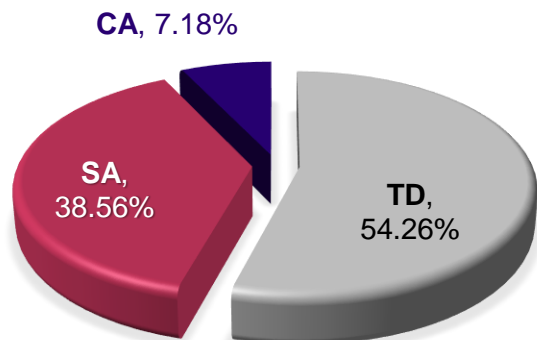
- Productivity tools & technology in place to perform administrative work remotely
- **Work from Anywhere (WFA)** infrastructure to facilitate work from any location
- WFA reduce commute time that can be utilized for providing **better services to customers** as well as ensure better work life balance
- **Drive down the operational cost** for the Bank
- **WFA** facility also rolled out across **19 foreign offices**

# Additional Information

# Strong Liability Franchise

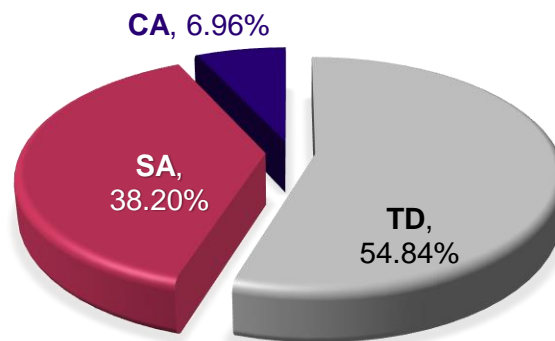
## Domestic Deposits

Mar 19



**CASA: 45.74%**

Mar 20



**CASA: 45.16%**

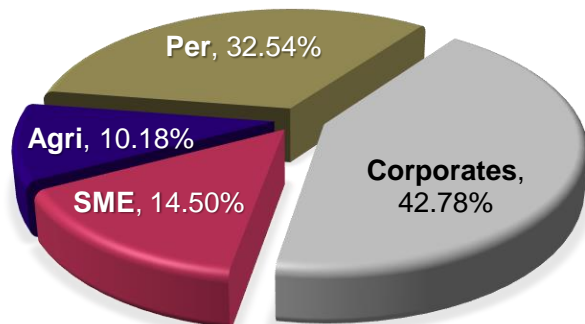
<i>Rs. in Crores</i>	Mar 19	Mar 20	YoY Growth (%)
Current Account	2,02,134	2,17,415	7.56
Saving Bank	10,85,151	11,93,566	9.99
<b>CASA</b>	<b>12,87,285</b>	<b>14,10,981</b>	<b>9.61</b>
Term Deposits (TD)	15,26,958	17,13,635	12.23
<b>Domestic Deposits</b>	<b>28,14,243</b>	<b>31,24,616</b>	<b>11.03</b>
Foreign Offices	97,143	1,17,005	20.45
<b>Total Deposits</b>	<b>29,11,386</b>	<b>32,41,621</b>	<b>11.34</b>

# Diversified Loan Portfolio



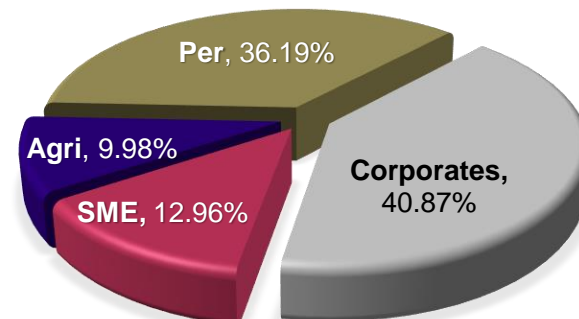
## Domestic Advances

Mar 19



Retail: 57.22%

Mar 20



Retail: 59.13%

<i>Rs. in Crores</i>	Mar 19	Mar 20	YoY Growth (%)
Retail Per	6,47,844	7,47,589	15.40
Agri	2,02,681	2,06,067	1.67
SME	2,88,583	2,67,614	-7.27
Corporates	8,51,638	8,44,215	-0.87
<b>Domestic Advances</b>	<b>19,90,746</b>	<b>20,65,484</b>	<b>3.75</b>
Foreign Offices Advances	3,02,708	3,57,360	18.05
<b>Total Whole Bank Advances</b>	<b>22,93,454</b>	<b>24,22,845</b>	<b>5.64</b>



# Retail Per Banking

Leadership across all segments



As on Mar 2020

**Personal Retail Portfolio of Rs 7.5 lakh crore**  
NPA ratio at 1.06%

% of Dom. Adv. **FY19: 32.54** **FY20: 36.19**

**Home Loans**

**Auto Loans**

**Xpress Credit**

**Other P Seg Loans**

**O/S,  
In Rs cr**

4,55,865

72,662

1,41,243

77,819

**YoY  
Growth, %**

13.86

1.08

34.64

10.11

**#Market share, %**

34.05

32.93

N.A.

N.A.

**GNPA, %**

0.95

1.08

0.53

2.63

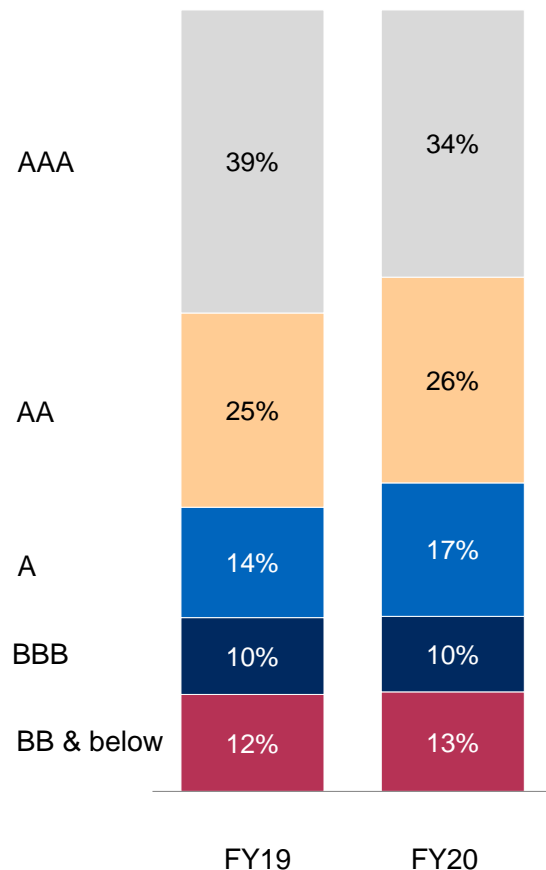
#As per latest available data;

# Diversified Loan Portfolio

High quality asset book with lower exposure to high risk sectors



## Corporate Rating mix



38.9% share of PSUs/ Govt. Dept.

## Industry mix

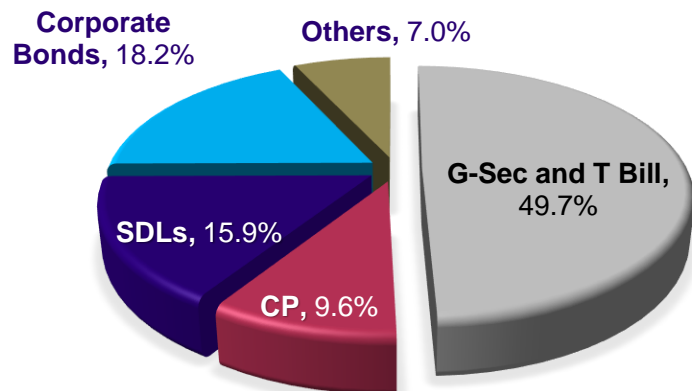
Sectors	Outstanding as on 31 <sup>st</sup> Mar 20		
	Amount	% Share	YOY Gr %
Infrastructure	3,43,523	16.63	-2.52
of which: Power	2,03,532	9.85	1.98
Telecommunication	37,804	1.83	21.81
Roads & Ports	56,060	2.71	12.22
Other Infrastructure	46,126	2.23	-35.78
Services	2,50,456	12.13	1.82
Iron & Steel	55,089	2.67	-28.24
Textiles	33,804	1.64	-16.81
Petroleum & Petrochemicals	47,060	2.28	-15.81
Engineering	23,322	1.13	-18.91
Comm. Real Estate	41,251	2.00	23.10
Other Industries	3,17,324	15.36	3.61
Home Loans	4,55,865	22.07	13.86
Auto Loans	72,662	3.52	1.08
Other Retail Loans	2,19,062	10.61	24.76
Agriculture	2,06,067	9.98	1.67
<b>Total Domestic Advances</b>	<b>20,65,484</b>	<b>100</b>	<b>3.75</b>

## Sectors impacted by COVID-19

	Mar-20 Fund Based O/S
CRE excl. Lease Rent Discounting	26,665
Other Pvt. Sector NBFC	29,530
Power IPPs (rated below A-)	27,554
Aviation	466
Tourism, Hotel & Resorts	9,268
<b>Total</b>	<b>93,483</b>

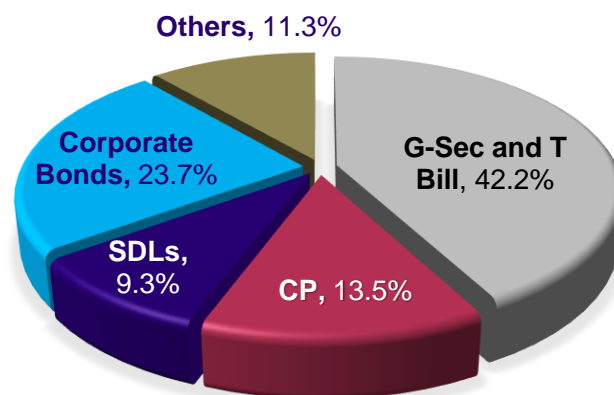
## AFS Book

MAR 19



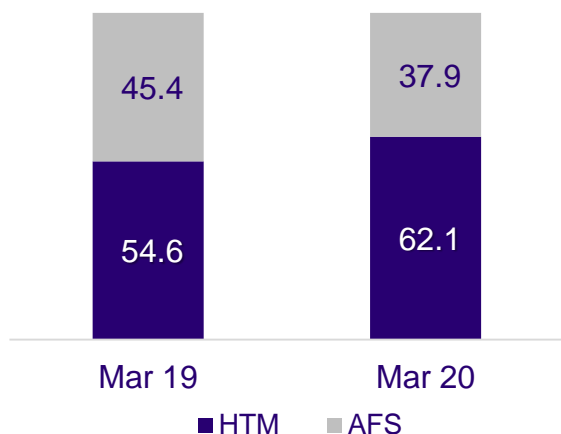
Modified Duration: 2.62

MAR 20



Modified Duration: 2.06

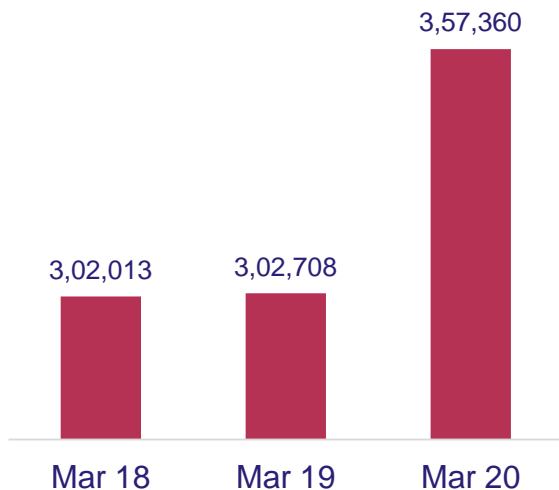
### Break up of Domestic Investments (%)



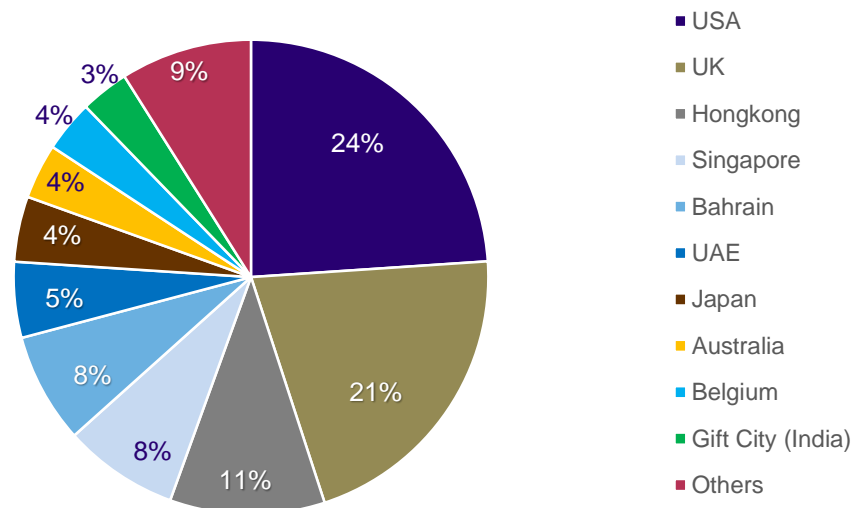
Total Investments Book (Rs. in Crores)	Mar 19	Mar 20
Domestic Investments	9,26,651	10,10,599
- of which- SLR	7,65,910	8,03,270
Foreign Offices Investments	51,473	47,449
Whole Bank Investments	9,78,124	10,58,048

(Amt in INR Cr.)

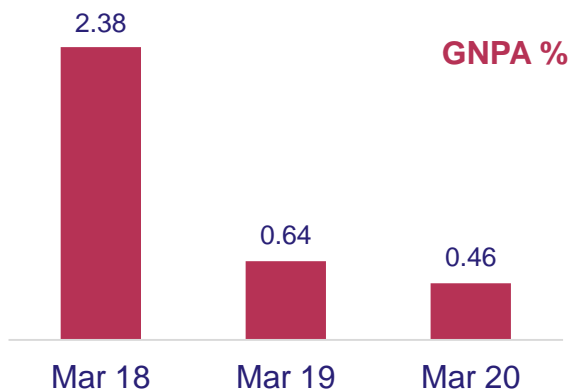
## Gross Advances: Healthy Credit Growth



## Diversified Loan Portfolio



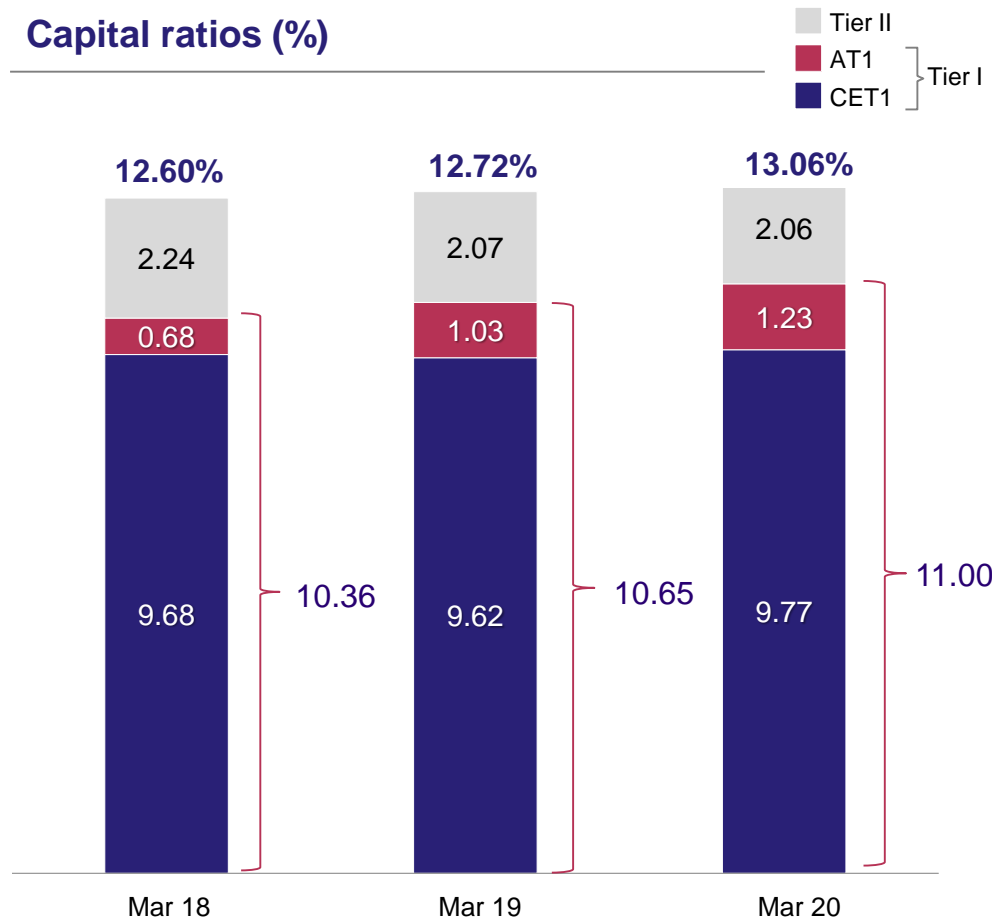
## Asset Quality: NPAs Contained



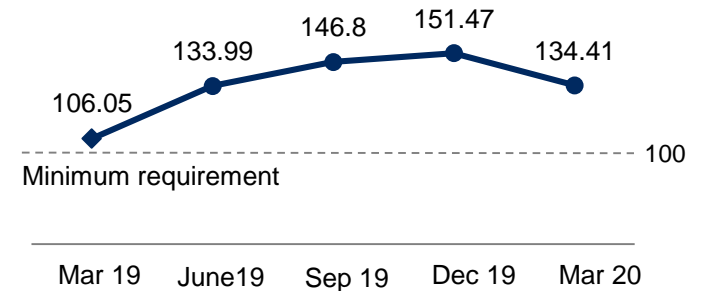
## Digital Preparedness

- ❖ To fortify digital banking at our FOs, "YONO Global", an international variant of our YONO APP launched in UK in Sep-19.
- ❖ Cross Border integrated accounts position viewing enabled through "Customer One View" Journey.
- ❖ Roll out in 10 more Countries is in various stages of implementation-Canada, Singapore, Male, Mauritius, Bahrain, South Africa, Sri Lanka, Bangladesh, Nepal, USA.
- ❖ YONO Global shall enable seamless and paperless onboarding of new customers and features inter-alia include remittances, bill payments, online Market place etc.

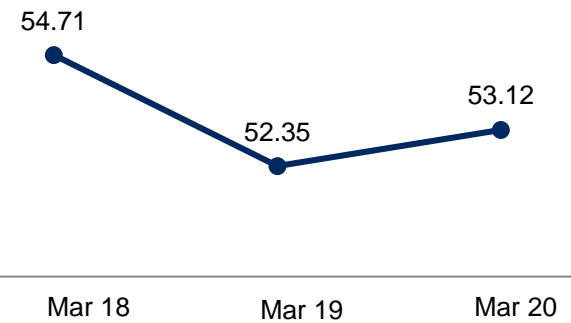
## Capital ratios (%)



## LCR (%)



## RWA to Total Assets (%)



**“Credit Risk Weighted Assets on Advances to Gross Advances” - Mar 19: 56.60%, Mar 20: 56.72%**

Bank is well capitalized

# Well provided on legacy NPAs

Particulars	Mar 2020	
	As % of total GNPA	PCR without AUCA (%)
<b>Total Corporate</b>	<b>54.75</b>	<b>78.37</b>
IBG	1.11	75.85
<b>Total Retail</b>	<b>44.14</b>	<b>44.32</b>
Retail - Per	5.31	37.75
Agri	21.91	36.86
SME	16.92	56.04
<b>Total existing NPA</b>	<b>100</b>	<b>65.21</b>

Credit costs below 2.0% in FY20

- 35% of provisions for fresh slippages
- 65% of provisions due to ageing requirements
- Large accounts have been resolved through NCLT, change in promoter & OTS
- Key power accounts resolved under Samadhan scheme
- Haircut for resolution of Corporate NPAs expected to be contained within current PCR; LGD for the whole book of the Bank is ~55%

*Note: At end of FY20, Specific Standard Asset Provision was Rs.2,095 Cr, while Counter Cyclical Provision was Rs 1,250 cr*

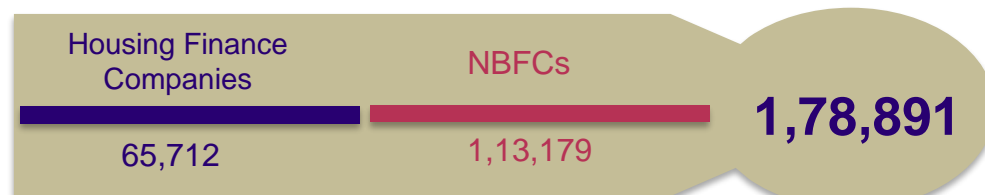
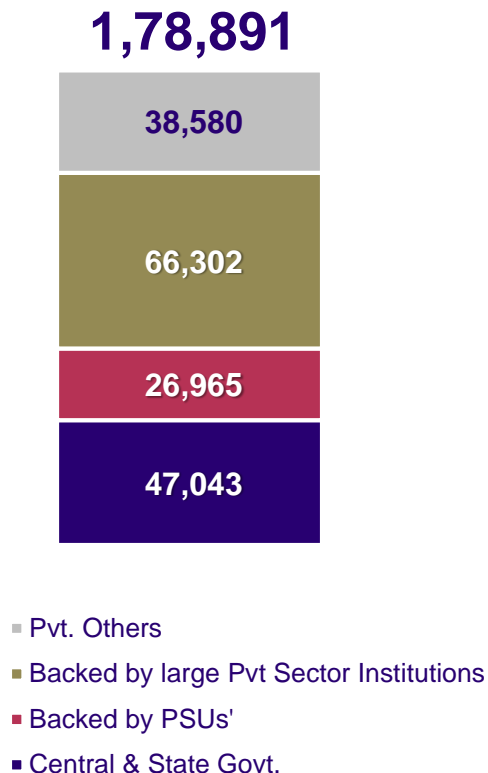
# NBFC & FI Sector

Loans to PSUs and High Quality Private Sector



As on Mar 2020  
Rs. in Crores

## NBFC & FI Portfolio Classification



- Backed by PSUs
- Backed by large Pvt Sector Institutions
- Pvt. Others



- Central & State Govt.
- Backed by PSUs
- Backed by large Pvt Sector Institutions
- Pvt. Others

- Strong presence in Govt. and PSU backed NBFCs; and exposure to large reputed private sector institutions
- 'Pvt. Others' includes NPA of Rs 8,302 crs

# Accelerating digital agenda (1/3)



YONO – Our flagship digital offering

2.1 Cr+	66%+	30 L+	4K+	14,000 Cr
Registered customers	Monthly active users	Daily Active Users	# of disbursals per day	Digital loans disbursed

**YONO: The digital bank with a customer base almost equal to the population of Australia**

## 1 Customer facing digital bank catering to banking and lifestyle needs on self serve basis on mobile/ portal



- Digital bank**  
"Seamless Omni-channel customer experience"
- Financial Super Store**  
"Enable higher cross-sell"
- Online Market Place**  
"Deepen relationships with existing customers"

- Fund Transfer
- YONO Cash ("Cardless withdrawal")
- Fixed deposit
- One view of all SBI account
- Cards
- Mutual fund
- Insurance
- Investment
- Shop
- Book and order

## 2 Branch employee facing portal enabling e2e digitization and omni-channel experience



- E2E digitization**  
"Improve productivity and reduce cost"

- Account opening
- Service requests
- Home loans
- Car loans
- Personal loans






4.5L+	100 L+	80+	10K+	40%
Agri Gold loans	YONO Cash (Cardless withdrawal)	Merchant partners on OMP	Avg. bal.	Incremental dep. through YONO



# Accelerating digital agenda (2/3)



Higher branch productivity via YONO

Product	Redesigned journey	Impact	
 <b>Account opening</b>	<i>"Account opening and activation in &lt;10 minutes"</i>	<b>21K</b> New accounts per day	<b>80%</b> Productivity improvement
 <b>Personal Loans</b>	<i>"3 click instant disbursal"</i>	<b>~1,000 Cr</b> Monthly disbursal run rate	<b>4,000+</b> Daily disbursements
 <b>Credit Cards</b>	<i>"4 minute card approval"</i>	<b>~1.6L</b> Cards sourced	<b>80%</b> Productivity improvement
 <b>Non Financial Services</b>	<i>"&lt;2 minutes with pre-filled form"</i>	<b>10K+</b> Transactions per day	<b>40%</b> Productivity improvement
 <b>Agri gold loan</b>	<i>"24X7 gold loan application"</i>	<b>4.5L+</b> Gold loans sanctioned	<b>40%</b> Productivity improvement

# Accelerating digital agenda (3/3)

Digital Leadership across channels



## Market share (As per latest available data)

Debit card spends	POS terminals	ATMs	Mobile Banking No. of Transactions	Mobile Banking Transaction value
29.42%	13.43%	27.82%	23.23%	19.38%

## Presence across multiple channels and payment acceptance touch points

### Customer touch points

Numbers (As on March 2020)

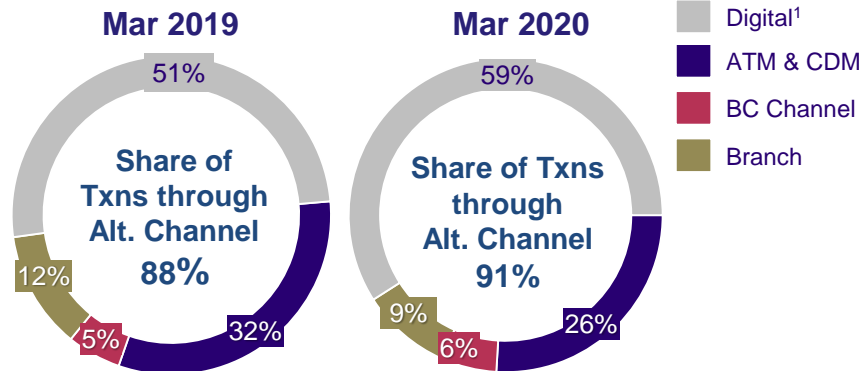
INB users	73.5 Mn
Mobile banking users	16.8 Mn
ATMs/CDMs/ADWMs	58,555
BC outlets	61,102
Branches	22,141

### Payment acceptance touch points

Numbers (As on March 2020)

BHIM merchants	146,000
Bharat QR	333,652
BHIM-Aadhar-SBI	952,622
SBI POS	672,862
BHIM SBI Pay	329,967

### Technology and Innovation



### Key highlights

- Remit transactions handled (in FY20): **3326.60 Mn**
- Transactions processed in a day crossed: **20 Mn** during FY20
- Number of UPI users: **95.26 Mn**
- Market share in remittances: **24.61% (Mar' 2020)** (#1 Remittance bank)
- No. of cards: **278.10 Mn**
- Debit Card spends: **> 1.43 bn transactions and Rs. 2.05 Trillion spend during FY 19-20.**
- Average no. of ATM transactions: **~35 Cr per month**

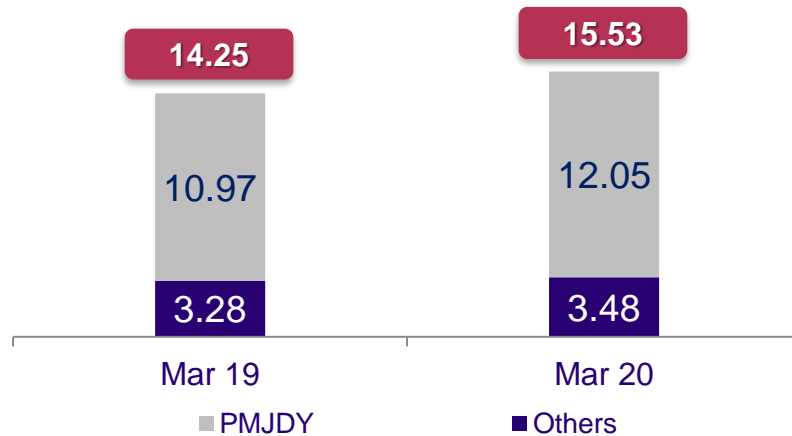
<sup>1</sup> Digital comprises of Internet, Mobile, UPI & YONO and Green Channel

# Financial Inclusion & Micro Markets

As on Mar 2020

## Accounts & Amount in FI Channel (No. in Crores)

### No. of Accounts



Deposits (Rs. In Crs)

Mar 19

31,235

Mar 20

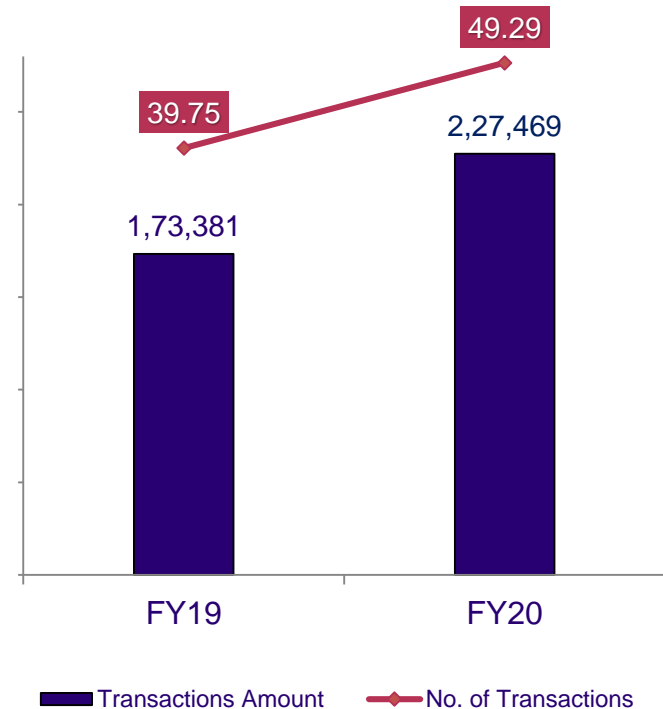
38,033

Average Balance (Rs.)

2,192

2,449

## Transactions in BC Channel (No. & Amt. in Crores)



OD facility for PMJDY accounts - Eligible accounts 21.05 lakh; Sanctioned 10.85 lakh accounts (51.5%)

RSETI: Total Number: 152; No. of Training Programs held: 29,944, Youth Trained: 93,009, Financial Literacy Centers (FLC): 341

PM Suraksha Bima Yojana: 364.30 Lakh; PM Jeevan Jyoti Bima Yojana: 112.67 Lakh; Atal Pension Yojana: 38.56 Lakh (In Nos.)

No. of BC Outlets: 61,102

# SBI and its Subsidiaries

## Leveraging Synergies



As on Mar 2020



- Increase in share of Protection NBP from 11.9% to 12.5% with 27% growth
- Private market leadership Rank 1 in Individual Rated Premium (IRP) with 9% growth
- New Business Premium increased by 20%
- Strong financial performance: VoNB Margin: 18.7%



- Rank 1<sup>st</sup> in QAAUM with Market Share of 13.82%.
- AUM at Rs.374K Crores, up by 31.62% YoY
- QAAUM grew by 5.93% vis-à-vis Industry growth rate of 0.95% during Q4FY20.



- Market Share Total Spends : 17.9%
- Market Share Card base : 18.2%
- Ex COVID PAT ₹ 1,662 Cr YoY 92%
- Positive operating leverage; Income Growth 34%, Opex growth 26%



- SBI General has written GWP of Rs.6,840 Crs with YoY growth of 45% as compared to the Industry growth at 11.5%
- Ranked at 8<sup>th</sup> position amongst private insurers and 13<sup>th</sup> (Up from 13<sup>th</sup> in FY19) in the Industry overall.
- Overall market share improved from 2.77% last year to 3.59% in FY20
- 1<sup>st</sup> in Personal Accident with 16.1% share and 3<sup>rd</sup> in Fire with 7.5% share amongst Private insurers as on March 2020.

<b>SBI Life</b> INSURANCE With us - You're sure <small>(A State Bank Group Company)</small>	FY19	FY20
PAT (in Rs. cr)	1,327	1,422
ROE (in %)	18.81	17.43

<b>SBI MUTUAL FUND</b> A PARTNER FOR LIFE	FY19*	FY20*
PAT (in Rs. cr)	428	603
ROE (in %)	31.12	30.40

<b>SBI Card</b> Make life simple	FY19*	FY20*
PAT (in Rs. cr)	865	1,245
ROE (in %)	28.40	27.40

<b>SBI General</b> INSURANCE	FY19	FY20
PAT (in Rs. cr)	334	412
ROE (in %)	20.10	20.40

\*(As per IND AS)

# SBI Group Financials – FY20



Rs. In crores

	Year Ended		Growth (%)
	FY19	FY20	YoY
Interest Earned	2,53,322	2,69,852	6.53
Non-Interest Income	77,365*	98,159*	26.88
<b>Total Income</b>	<b>3,30,687</b>	<b>3,68,011</b>	<b>11.29</b>
Interest Expended	1,55,867	1,61,124	3.37
<b>Operating Expenses (i+ii)</b>	<b>1,14,800</b>	<b>1,31,782</b>	<b>14.79</b>
<i>(i) Employee Cost</i>	<i>43,795</i>	<i>48,851</i>	<i>11.54</i>
<i>(ii) Other Operating Expenses</i>	<i>71,005</i>	<i>82,931</i>	<i>16.79</i>
<b>Total Expenditure</b>	<b>2,70,668</b>	<b>2,92,905</b>	<b>8.22</b>
<b>Operating Profit</b>	<b>60,020</b>	<b>75,105</b>	<b>25.13</b>
Provisions (other than Tax)	54,799	44,789	-18.27
<i>Add: Share in profit of associates</i>	<i>281</i>	<i>2,963</i>	<i>952.70</i>
<i>Less: Minority Interest</i>	<i>1,051</i>	<i>1,372</i>	<i>30.57</i>
Tax Expenses	2,151	12,140	464.27
<b>Net Profit</b>	<b>2,300</b>	<b>19,768</b>	<b>759.60</b>

\* Includes exceptional items

	Year Ended	
	FY19	FY20
ROA (%)	0.06	0.49
ROE (%)	1.23	9.86
Earning Per Share (Rs.)	2.58	22.15
Expenses Ratio (%)	55.60	52.46
NIM (%)	2.85	3.03
Gross NPA Ratio (%)	7.43	6.07
Net NPA Ratio (%)	2.97	2.20

# Balance Sheet



<b>Liabilities</b>							<i>Rs. in Crores</i>
	<b>SBI SOLO</b>			<b>SBI GROUP</b>			
	<b>Mar 19</b>	<b>Mar 20</b>	<b>YOY Growth (%)</b>	<b>Mar 19</b>	<b>Mar 20</b>	<b>YOY Growth (%)</b>	
Capital	892	892	0.00	892	892	0.00	
Reserves and Surplus	2,20,021	2,31,115	5.04	2,33,603	2,50,168	7.09	
Minority Interest				6,037	7,944	31.59	
Deposits	29,11,386	32,41,621	11.34	29,40,541	32,74,161	11.35	
Borrowings	4,03,017	3,14,656	-21.92	4,13,748	3,32,901	-19.54	
Other Liabilities & Provisions	1,45,597	1,63,110	12.03	2,93,643	3,31,427	12.87	
<b>Total Liabilities</b>	<b>36,80,914</b>	<b>39,51,394</b>	<b>7.35</b>	<b>38,88,464</b>	<b>41,97,492</b>	<b>7.95</b>	
<b>Assets</b>							
	<b>SBI SOLO</b>			<b>SBI GROUP</b>			
	<b>Mar 19</b>	<b>Mar 20</b>	<b>YOY Growth (%)</b>	<b>Mar 19</b>	<b>Mar 20</b>	<b>YOY Growth (%)</b>	
Cash & balances with RBI	1,76,932	1,66,736	-5.76	1,77,363	1,66,968	-5.86	
Bal with Banks & Money at Call and Short Notice	45,558	84,361	85.17	48,150	87,347	81.41	
Investments	9,67,022	10,46,955	8.27	11,19,270	12,28,284	9.74	
Net Advances	21,85,877	23,25,290	6.38	22,26,854	23,74,311	6.62	
Fixed Assets	39,198	38,439	-1.93	40,703	40,078	-1.54	
Other Assets	2,66,328	2,89,614	8.74	2,76,125	3,00,503	8.83	
<b>Total Assets</b>	<b>36,80,914</b>	<b>39,51,394</b>	<b>7.35</b>	<b>38,88,464</b>	<b>41,97,492</b>	<b>7.95</b>	

## Environmental Practices

- Big push to digitalization. As on March 2020, almost 90.12 % Bank's total transactions took place through Alternate channels as compared to 88% in March,2019.
- Bank's E-rickshaw loan product and Green Car loan product directed at Climate Action had an aggregate outstanding portfolio of Rs.14.31 Crore as on March 2020.
- Pan-India specialized energy saving initiative viz. desktop software(IPM+) resulting in a cumulative saving of **44.04GWh of Energy**.
- Branch Server consolidation project for migration of physical servers at branches/offices to a centralized secure virtualized cloud environment done for 22,963 locations as on March 2020.
- **'Beat Plastic Pollution'** drive for eliminating the usage of **Single Use Plastic(SUP)** with standard guidelines adopted
- Bank's Seven(7) premises have been certified as **Green Buildings** under different categories
- Under the World Bank line of credit of USD 625 million, Bank has financed 241 projects with an aggregate sanctioned limit of INR 1,744 crores as on 31<sup>st</sup> March 2020
- Bank came up with a fresh 100 USD million Green Bond issue during FY2019-20 resulting in Bank's aggregate Green Bond issue size to USD 800million so far with a projected emission reduction of 16,77,581 tCO2 in a year.
- Pan India roll out of **"Swachhata hi Sewa campaign"** in the Bank in line with the national mission. More than 4 lakh trees planted during the FY 2019-20.
- Bank has so far commissioned **248 rain Water harvesting sites and 68 Waste management installations** respectively.

- Average training hours per Full time employee stood at 56.23 hrs for the FY 2019-20 compared to 54 hrs last year.
- 95% of the officers & 93% of Associate staff completed role relevant certification in F.Y 2019-20. Basket of Role Based Certification programs increased to 59 in-house and 42 external certifications.
- Supplementary accreditations on niche areas viz Digital transformation & Leadership development rolled out for employees due for promotion in certain grades. Certification completed by 75% of the eligible employees.
- Phase II of the mass communication program **Nayi Disha** focusing on customer centricity introduced during the year for equipping employees with the requisite skill sets. Around 2.34 lakhs employees covered under the program,
- SBI is continuously working towards improving the diversity of its workforce; Women represent more than **25.28%** of the total work force as on 31<sup>st</sup> March,2020.
- More than 3,500 **branches**, headed by women officers as on March,2020.
- An in-house employee grievance redressal mechanism "SANJEEVANI " helpline having services of counsellors to address employees issues and concerns.
- Raising Environment concerns amongst staff and general public through the **3<sup>rd</sup> season of "SBI Green Marathon"** was conducted at 12 centers.
- Bank spent Rs.27.47 crores on various CSR initiatives during F.Y 2019-20.
- Bank conducted 29,995 financial literacy camps during the F.Y 2019-20 through 341 Financial literacy centers.

## Social Practices

## Governance Practices

- 'Sustainability' incorporated as a core value in the Bank and an online tutorial on Sustainability matters – **"ASTITVA"** introduced for employees.
- An independent ETHICS business conduct function in place that looks after the ethical morale of the entire organization. Ethics Tutorial on monthly basis introduced for benefit of employees.
- A Policy on Prevention of Sexual harassment at Workplace- **"GARIMA"**. More than 2 lakh employees completed online certification on GARIMA.
- An entry level sector agnostic assessment barrier for environmental and social issues, primarily compliance driven and applied to loans ranging from ₹ 5-50 crore to facilitate a **'Go' or a 'No-Go'** decision
- Collation of wide range of ESG Evaluation Statements from the borrowers for loans exceeding ₹ 50 crore and an **'ESG Score'** given to the borrower.
- The Bank has a Corporate Centre Sustainability Committee (CCSC) comprising of key business heads and responsible for execution of SBI's sustainability Strategy.
- Bank has started mapping its products & services to SDGs to make them more inclusive. Eight products mapped during the year.
- A sound internal audit framework, Whistle blower and vigilance mechanism, employee grievance and feed back system with ongoing enhancements.
- With growing digitization, Bank is committed to cyber security. Bank's Security Operations Centre complies with the ISO 27001:2013 requirements.

**Thank You**