

**Analysis of Financial Results September 2020** 

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- 05 Experienced management team & Professional Board.
- **06** Highest Standards of Corporate Governance.
- O7 Consistent track record of profit since inception.
- 08 Powered by KBL VIKAAS for Total Transformation.

# History

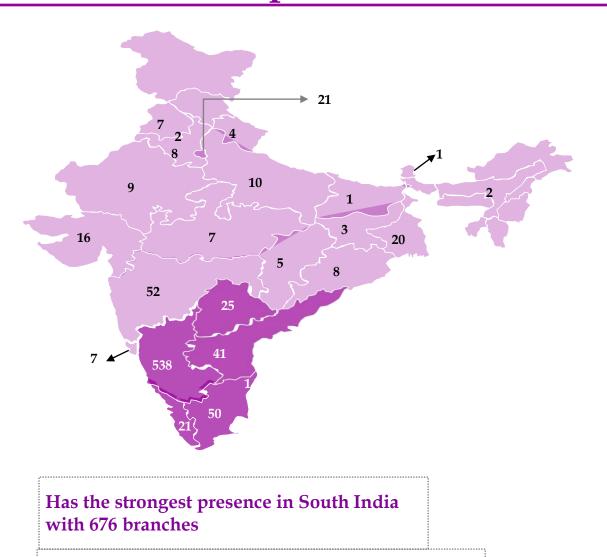
2017-20	<ul> <li>□ Digital journey for retail products</li> <li>□ Bonus issue in the ratio of 1:10</li> <li>□ Successful migration to Fin10</li> <li>□ Customer base crossed the milestone of 1 crore.</li> <li>□ Business turnover crossed the historic milestone of ₹ 1,00,000 crore.</li> <li>□ Formed Investor Relation Cell.</li> </ul>
2012-16	<ul> <li>Completed 1:2 rights issue to raise ₹ 658.96 crs.</li> <li>Unveiled KBL - VISION 2020 &amp; adopted Vision Statement.</li> <li>No. of branches crossed 500 &amp; No. of ATMs crossed 1,000.</li> <li>Secured ISO 27001 : 2005 Certificate from NQA</li> <li>Launched ASBA facility</li> </ul>
2007-11	<ul> <li>Right issue of ₹ 457.03 crore in the ratio of 2:5.</li> <li>Launched Online Trading facility.</li> <li>Maiden QIP aggregating ₹ 160.83 crs.</li> <li>Completion of 100% core banking</li> </ul>
2002-06	<ul> <li>□ Floated general insurance JV along with Allahabad Bank, Indian Overseas Bank, Dabur Investments and Sompo Japan Insurance.</li> <li>□ Launched CDSL-DP services at select branches .</li> <li>□ Rights issue in the ratio of 2:1 to raise ₹ 160 crs.</li> <li>□ Right issue in the ratio of 1:2.</li> <li>□ Bancassurance tie-up with MetLife.</li> <li>□ Maiden bonus issue in the ratio of 1:1</li> </ul>
1997-2002	☐ Implementation of "Finacle" CBS in 2000
1977-96	□ Public issue of 45 lakh equity shares in October 1995 □ Became an authorised dealer of foreign exchange in 1977
1960-66	☐ Took over Sringeri Sharada Bank Ltd, Chitaldurg Bank & Bank of Karnataka, Hubli.
1924	☐ Incorporated on 18 <sup>th</sup> February 1924 at Mangalore by Late B R Vyasarayachar & other leading members of the South Kanara Region

### **Evolution**



- Business Turnover of ₹ **1,27,028 crore** as on 30.09.2020.
- Networth of ₹ 6,476 **crore** as on 30.09.2020.
- **2,347** service outlets with 859 branches, 1 Extension Counter, 1,016 ATMs and 471 recyclers in 554 centres across India as on 30.09.2020. And, 37 e-Lobbies & 421 mini e-Lobbies, all are having Recyclers.
- Offers wide variety of corporate and retail banking products and services to over 11 million customers.
- Incorporated in **1924**, one of the oldest time tested private sector Banks.

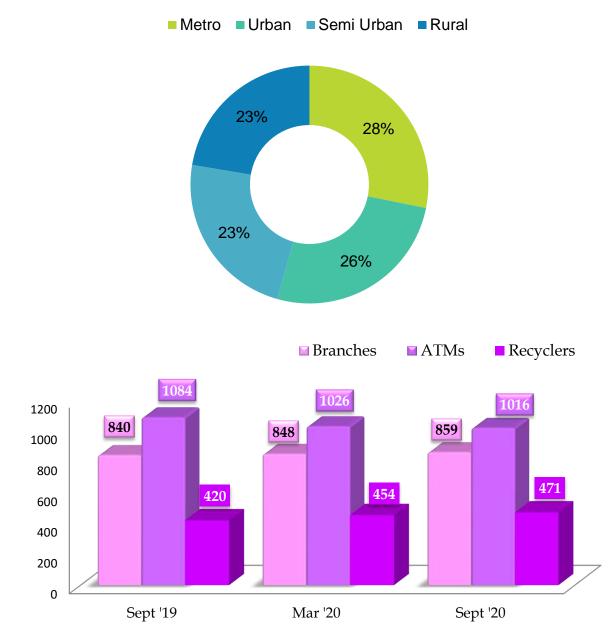
## Pan-India footprint



#### **Top 5 States:**

Karnataka (538), Maharashtra (52), Tamilnadu (50), Andhra Pradesh (41), Telangana (25)

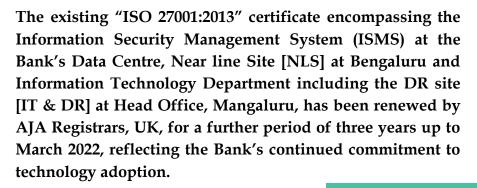




### Robust technology and digital platforms



#### Strong technology platform





Implemented Lending Automation Processing System (LAPS) software for efficient life cycle management of loan accounts and improved monitoring.

Established Centralized Account Opening Cell for opening of CASA.

Implemented an Enterprise Level Fraud Risk Management System (ELFRMS) for effective, cyber fraud prevention across delivery channels.

Established DCOE for better TAT & risk management of loan process.

Digital sanction of Home loans, Personal loans, Car loans, 2-wheeler loans & MSME loans.

Opening of Savings
accounts with pre-activated
debit card, through Tab
provided to branches.

Digital sales of insurance policies through Mobile Banking and Internet Banking platform.

Sales of Mutual Fund products of all the AMCs in a single platform 'FISDOM'.

olementing

Pioneer in implementing
"Finacle" (CBS) amongst
the first generation
private sector banks

State-of-art IT set up which has enabled Anytime Anywhere Banking through alternate delivery channels such as ATMs, VISA International Debit Card, RUPAY Debit Card, Internet Banking, Mobile Banking, IMPS, e-lobby etc. Implemented 'KBLMobile Plus' (Mobile
Banking) app, 'BHIM
KBL UPI' app on Unified
Payment Interface,
Cardless cash withdrawal,
switch on/off debit card
usage, enable/disable
international transactions,
etc. as additional facilities
for the convenience of
customers

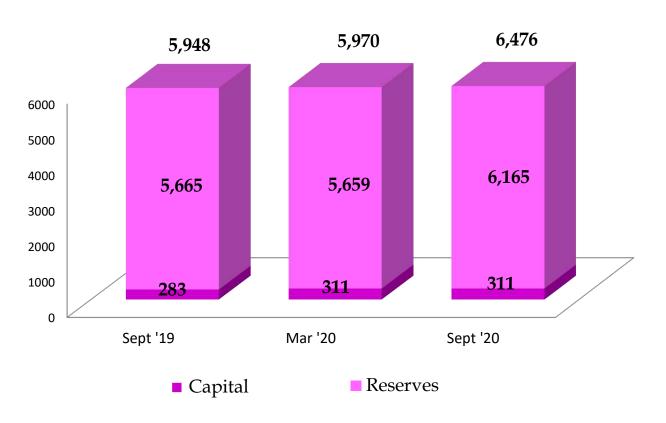
### **Effective Risk management systems**



- Periodical monitoring & reviewing of risk profile of the bank.
- Internal Credit Rating of all the borrowers: Credit exposure above INR 25 lakh are rated borrower-wise and credit facilities below INR 25 lakh & all schematic advances including agri-credit proposals are rated under 'Pool based approach'.
- 3 Continuous offsite surveillance of borrower accounts.
- 4 Effective ALM/mid office set up to monitor Liquidity risk/ Market risk on a continuous basis.
- Enterprise level fraud risk management system to effectively control / prevent online suspicious transactions done by customers & other digital channel transactions.
- 6 Effective Operational risk management by:
  - building up a database of internal Loss data, near- miss cases and other Operational risk events, since Sept 2007.
  - o AML monitoring system to scrutinize the customer transactions to ensure compliance to the extant guidelines.
- Moving towards migration to 'Basel II advanced approaches' under Credit, Market and Operational Risk and also complied with the extant 'Basel III' guidelines of RBI.
- Implemented a scientific Fund Transfer Pricing (FTP) & Customer Profitability Management System (CPMS) to assess the performance of branches / products / portfolios / customers.
- Centralized Payments and Reconciliation Cell (CPRC) to handle Reconciliation, Settlement and Disputes of all Digital Channels transactions.

## Financial strength of the Bank





Hig	hli	ghts	<b>- C</b>	2	<b>FY21</b>
			_	_	

3 Months

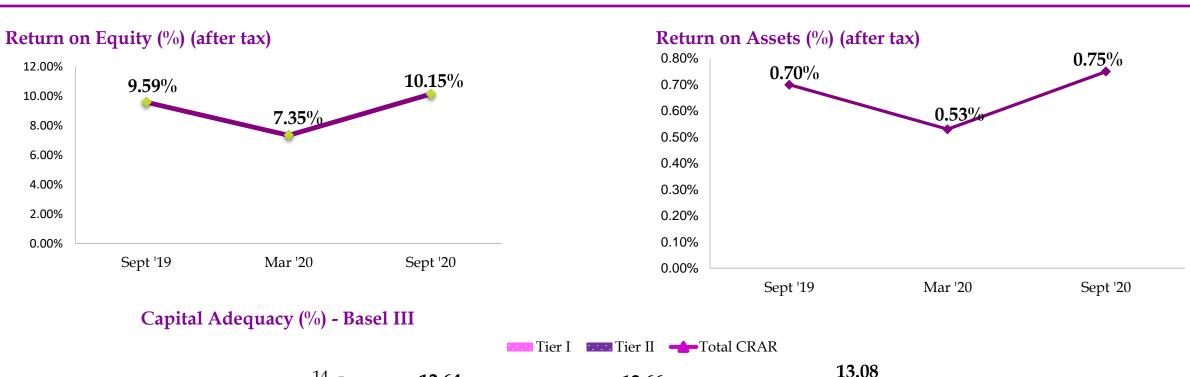
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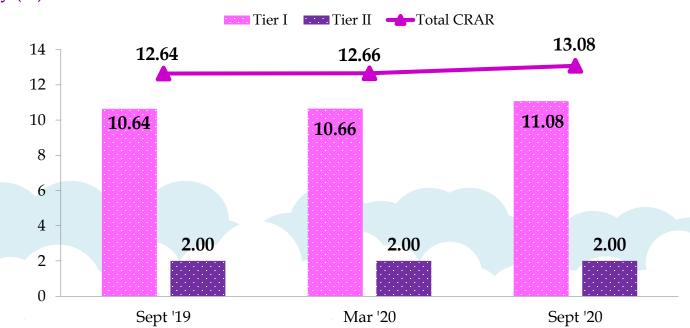
(₹ crs)

KPAs	Q2 FY 21 *	Q2 FY 20	H1 FY 21 *	H1 FY 20
Turnover	1,27,028	1,23,658	1,27,028	1,23,658
Asset size	<b>1</b> 83,389	80,166	83,389	80,166
Operating profit	<b>1</b> 500.34	413.43	1,177.38	763.44
Net profit	<b>119.35</b>	105.91	315.73	281.33
Return on Asset	<b>1</b> 0.56%	0.53%	0.75%	0.70%
Earning per Share (not annualized)	3.84	3.41	10.16	9.05
Return on Equity	<b>1.45</b> %	7.12%	10.15%	9.59%
Net Interest Income	<b>†</b> 574.87	498.72	1,109.99	993.31
Net Interest Margin	3.08%	2.82%	2.99%	2.80%
Gross NPA	3.97%	4.78%	3.97%	4.78%
Net NPA	2.21%	3.48%	2.21%	3.48%
Cost to Income	44.68%	46.41%	39.89%	48.28%
CRAR (Basel III)	13.08%	12.64%	13.08%	12.64%

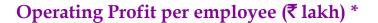
<sup>\*</sup> Data pertain to Consolidated balance sheet, as full fledged business of newly formed subsidiary is yet to be fully operationalized.

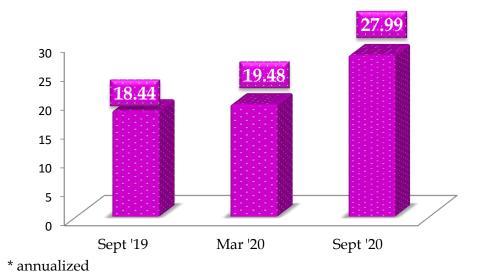
## **Return and Capital Adequacy Ratios**



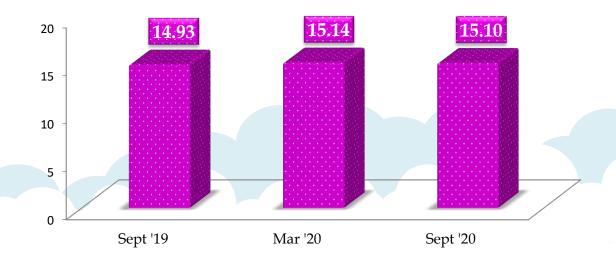


## **Productivity ratios**





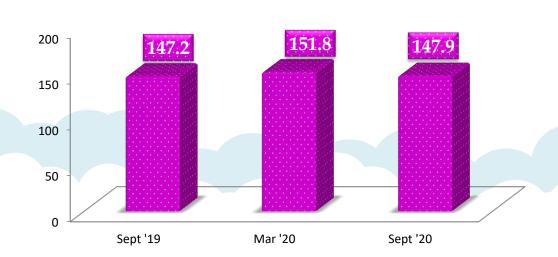
Business per employee (₹ crs)

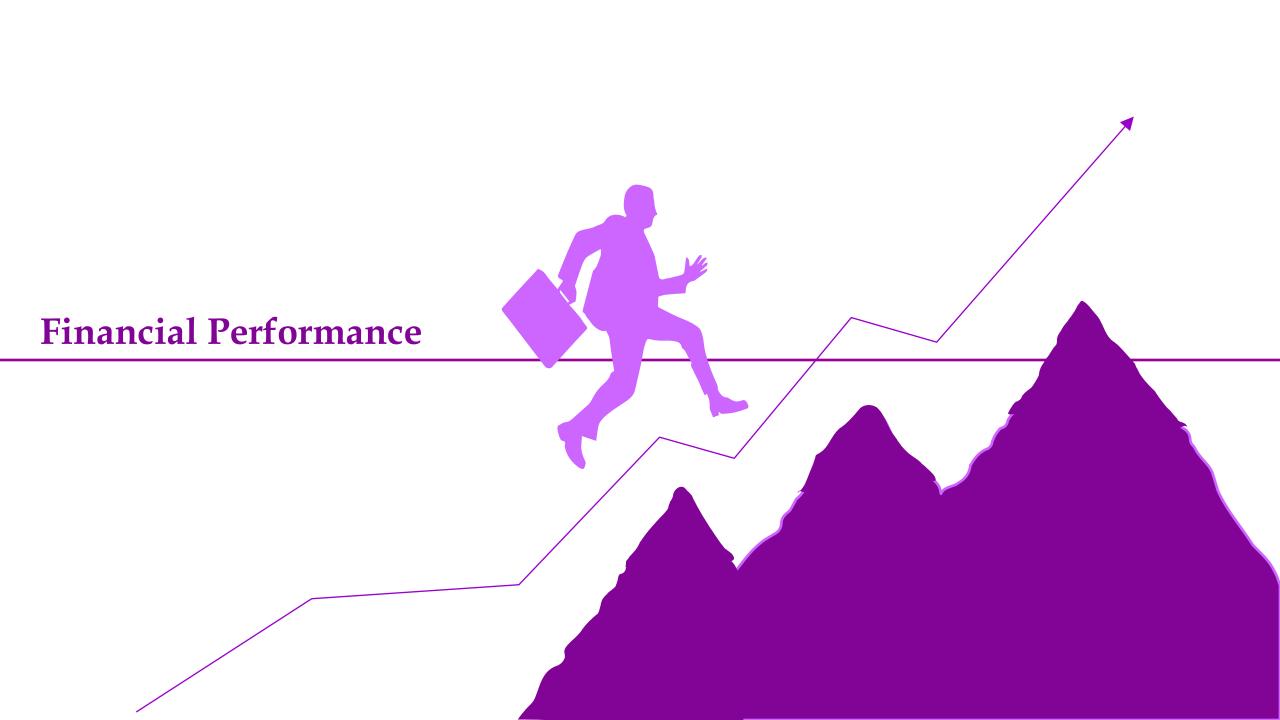


Operating Profit per branch (₹ lakh) \*

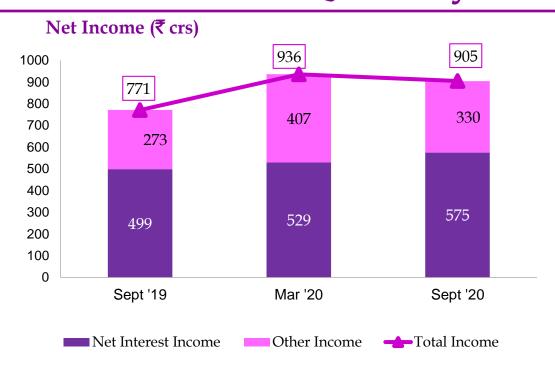


Business per branch (₹ crs)

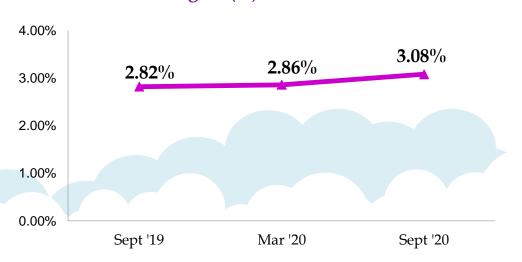




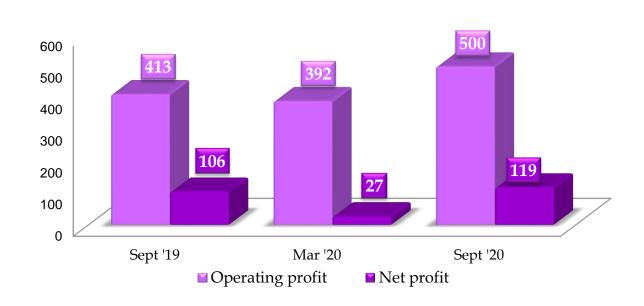
## **Income & Profit - Quarterly**



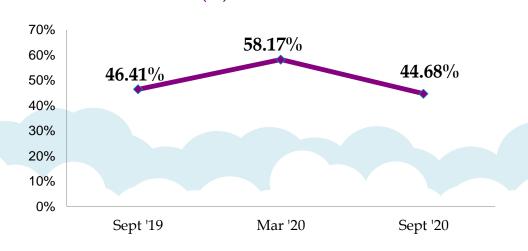
#### **Net Interest Margins (%)**



#### **Operating and Net Profit (₹ crs)**

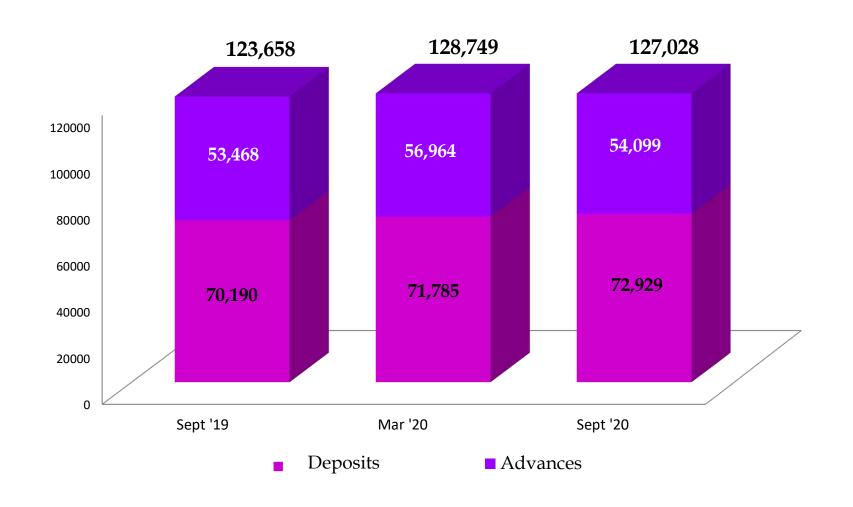


#### **Cost to Income Ratio (%)**

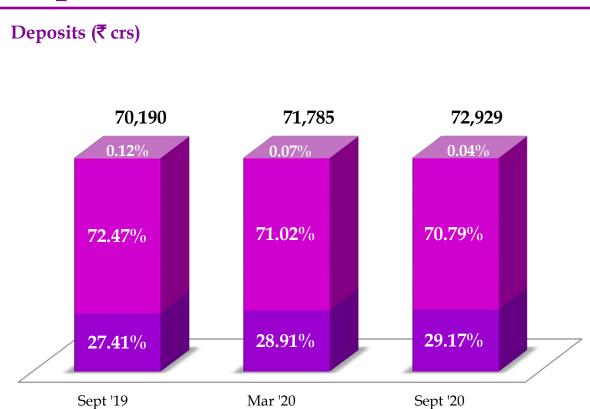


## **Business size**

### Business Turnover (₹ crs)



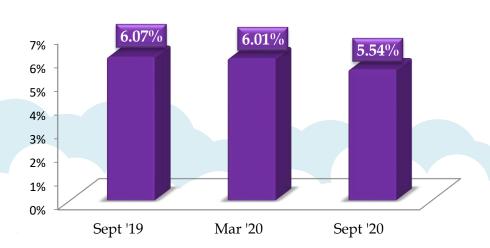
## **Deposits**



■ CASA ■ Retail ■ Wholesale deposits \*

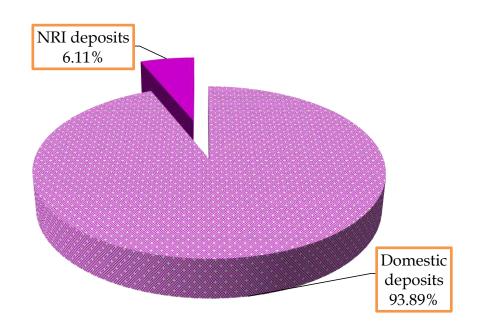




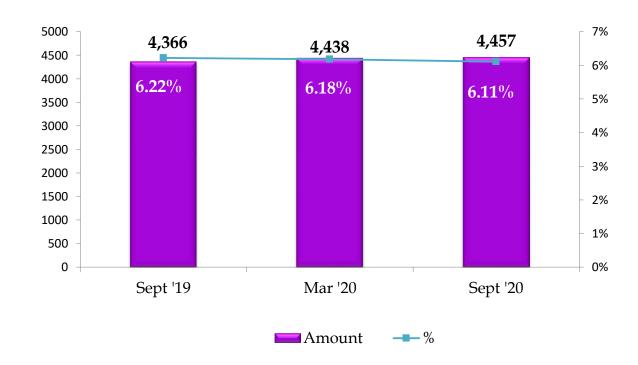


<sup>\*</sup> Wholesale deposits = Purchase liability + Certificates of deposit + Interbank deposits

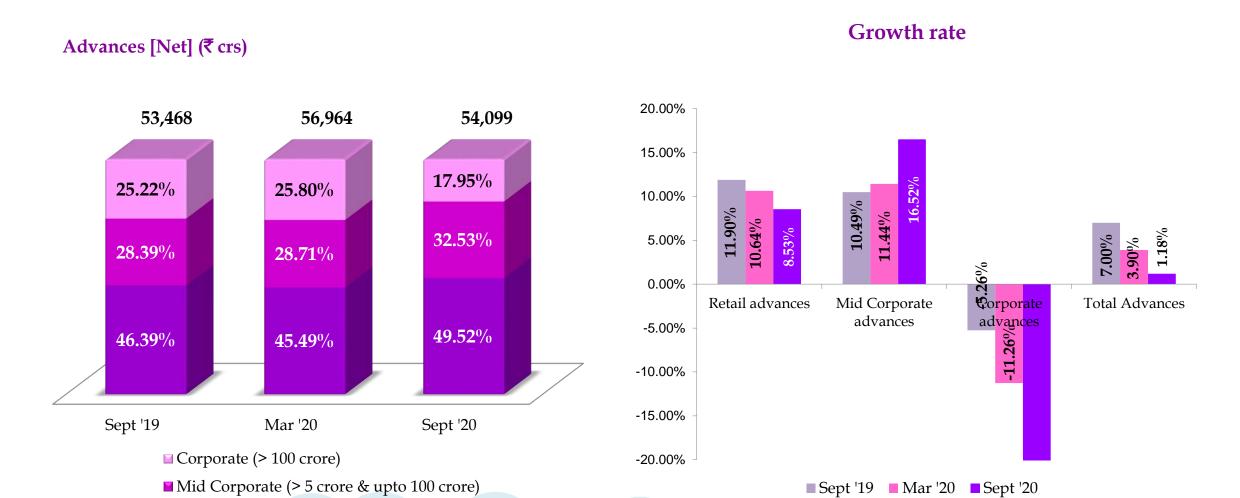
## **Deposits**



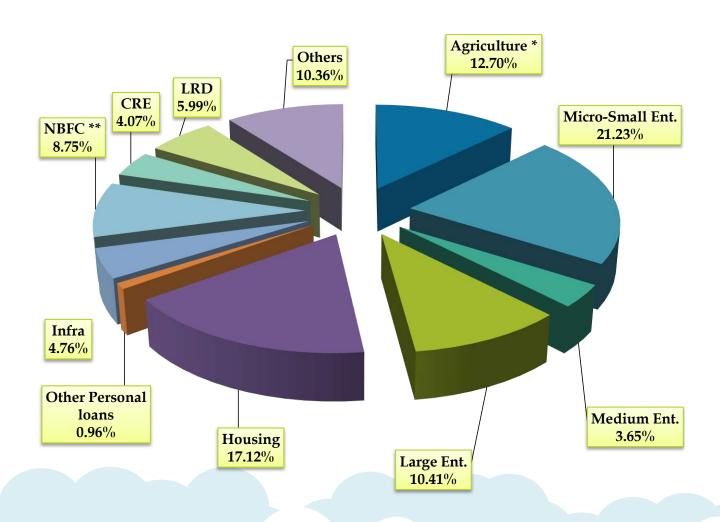
#### NRI Deposits (₹ crs)



■ Retail (upto 5 crore)



#### Segmentation of Gross Advances (Sept '20)



<sup>\*</sup> However, this works out to 15.85% of the ANBC.

<sup>\*</sup> NBFCs excluding Agri & MSMEs.

### Trend on moratorium portfolio...

Quarter-on-quarter progress (both in terms of % of value and number of accounts) segment-wise:

	Ma	r'20	Jur	ie'20	Sept'20		
Category	Number- wise (%)	O/s. Amount- wise (%)	Number- wise (%)	O/s. Amount- wise (%)	Number- wise (%)	O/s. Amount- wise (%)	
Agri	4.77%	30.86%	22.35%	46.85%	5.61%	5.48%	
Micro Small	66.52%	77.50%	70.11%	69.76%	17.63%	8.75%	
Medium	70.27%	76.39%	76.09%	62.40%	10.72%	11.99%	
Retail	31.31%	25.93%	47.04%	54.89%	4.34%	14.28%	
Corporate	54.37%	38.53%	65.78%	38.82%	13.74%	11.79%	
<b>Grand Total</b>	21.83%	42.81%	37.22%	51.15%	5.93%	11.40%	

### External rating wise Credit Portfolio as of Sept '20

	No of	Balance	% <b>to</b>	Of which	, NPA	SM	SMA2		borrowers availed Moratorium		
Rating	Borrowers	()/c		no. of borrowers	Bal o/s (cr)	no. of borrowers	Bal o/s (cr)	no. of borrowers	Bal o/s (cr)	% share to Std. Adv. *	
AAA	19 (16)	<b>4,467</b> (5,365)	<b>8.10</b> (9.89)	,	-	-	-	-	-	-	
AA	<b>29</b> (36)	<b>2,859</b> (5,171)	<b>5.19</b> (9.53)	-	-	-	-	1	73	2.55	
A	<b>42</b> (39)	<b>1,572</b> (1,641)	<b>2.85</b> (3.03)	-	-	-	-	4	283	17.99	
ВВВ	<b>78</b> (79)	<b>2,198</b> (2,120)	<b>3.99</b> (3.91)	-	-	-	-	9	196	8.92	
ВВ	<b>50</b> (90)	<b>1,005</b> (1,555)	<b>1.82</b> (2.87)	- (4)	- (110)	-	-	4	97	9.66	
В	13 (42)	<b>428</b> (793)	<b>0.78</b> (1.46)	(2)	- (85)	-	-	-	-	-	
С	<b>1</b> (1)	<b>6</b> (27)	<b>0.01</b> (0.05)	(1)	(27)	-	-	-	-	-	
D	9 (28)	<b>586</b> (1,125)	<b>1.06</b> (2.07)	4 (13)	371 (606)	-		3	130	60.59	
Total	241 (331)	13,121 (17,798)	23.79 (32.82)	4 (20)	371 (828)	-	-	21	779	6.11	

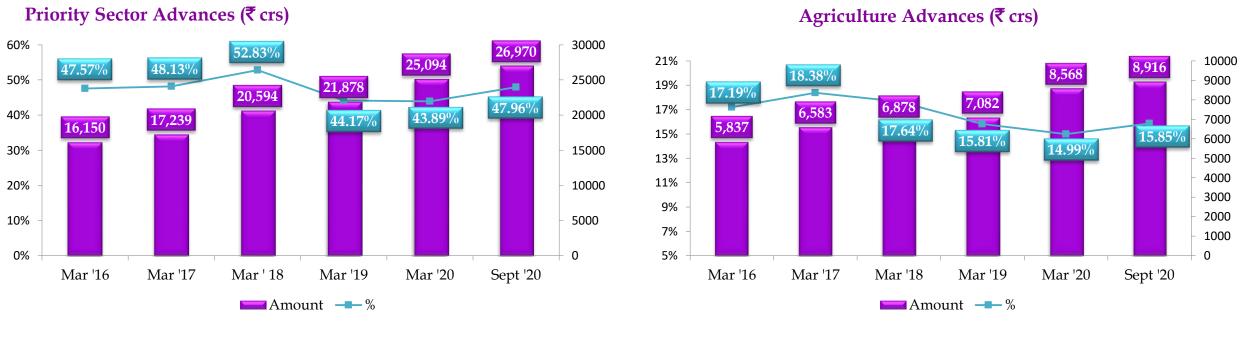
Gross Bank Credit: ₹ 55,142 crore (prev.yr: ₹ 54,234 crore).

### External rating wise NBFC Portfolio as of Sept '20

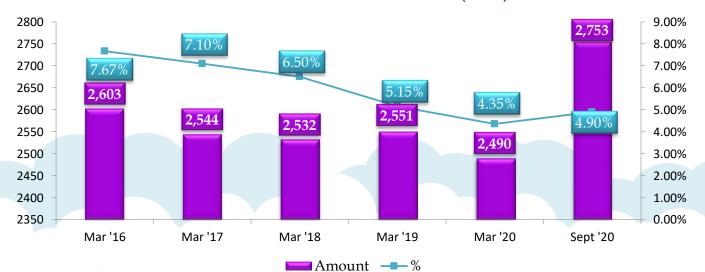
	No of	Balance	% to	Of whicl	ı, NPA	SMA	<b>A</b> 2	borrowers	s availed M	<b>Ioratorium</b>
Rating	Borrowers	<b>O/s</b> (in cr)	GBC	no. of borrowers	Bal o/s (cr)	no. of borrowers	Bal o/s (cr)	no. of borrowers	Bal o/s (cr)	% share to Std. Adv. *
AAA	14	2,881	5.22	-	-	1	-	1	-	-
AA	17	2,113	3.83	-	-	1	ı	1	ı	-
A	14	343	0.62	-	-	-	-	-	-	-
ВВВ	3	30	0.05	-	-	-	-	-	-	-
ВВ	1	14	0.02	-	-	-	-	-	-	-
В	-	1	-	-	-	-	-	-	-	-
С	-	ı	ı	1	-	1	1	1	ı	-
D	2	149	0.27	2	149	-	1	-	1	-
Unrated	3	27	0.05	1	23	1	-			
Total	54	5,557	10.08	3	172	-	-	-	-	-

### External rating wise Top 50 borrowers as of Sept '20

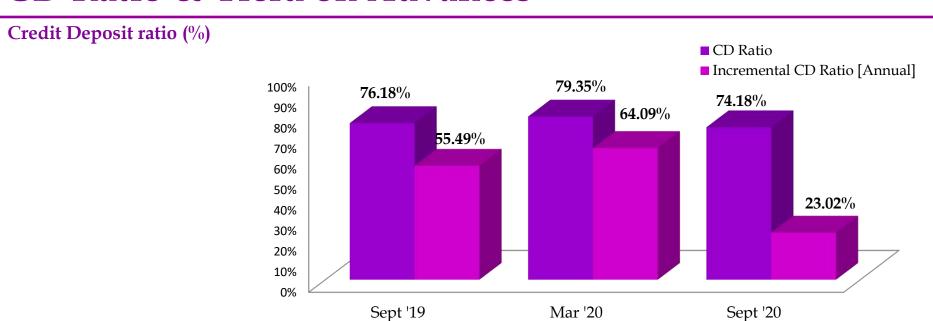
	No of	Balance	% <b>to</b>	Of whicl	n, NPA	SMA	<b>A</b> 2	borrowers	s availed M	<b>Ioratorium</b>
Rating	Borrowers	<b>O/s</b> (in cr)	GBC	no. of borrowers	Bal o/s (cr)	no. of borrowers	Bal o/s (cr)	no. of borrowers	Bal o/s (cr)	% share to Std. Adv. *
AAA	13	4,188	7.60	-	-	-	-	-	-	-
AA	9	2,030	3.68	-	-	-	-	-	-	-
A	6	583	1.06	-	-	-	-	1	85	14.67
ВВВ	8	832	1.51	-	-	-	-	1	36	4.51
ВВ	2	116	0.21	-	-	-	-	-	-	-
В	1	303	0.55	-	-	-	-	-	-	-
С	-	-	-	-	-	-	-	-	-	-
D	2	250	0.45	2	250	-	-	-	-	-
Unrated	9	1,117	2.03	-	-	-	-	-	-	7
Total	50	9,418	17.08	2	250	-	-	2	123	1.31



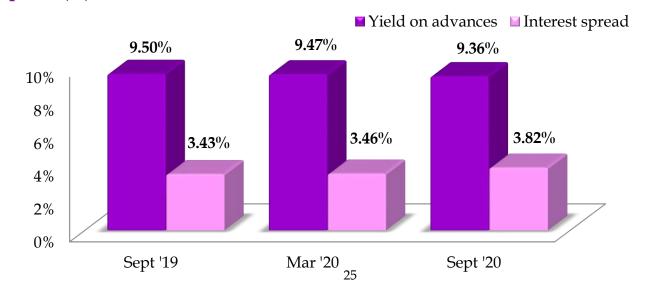




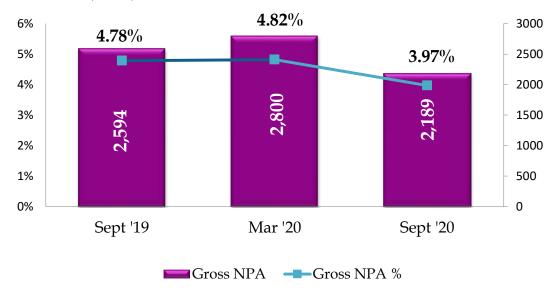
### CD Ratio & Yield on Advances



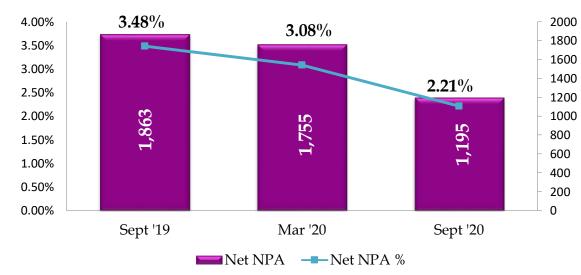
#### Yield on Advances & Interest Spread (%)



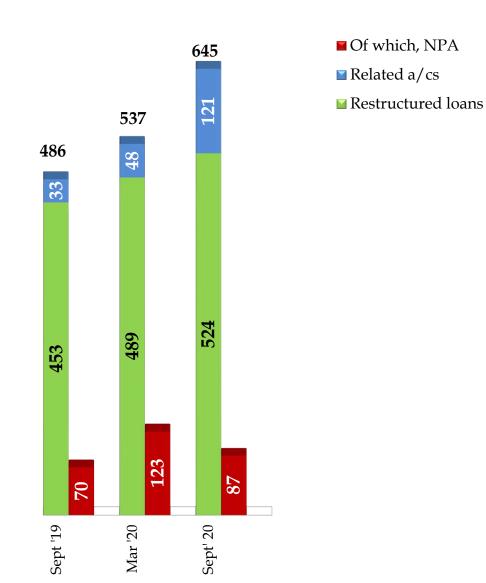
#### Gross NPAs (₹ crs)



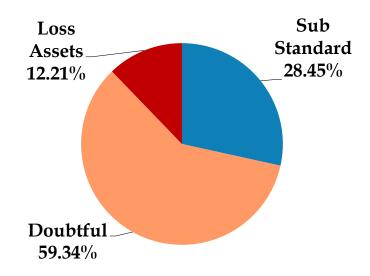
#### Net NPAs (₹ crs)



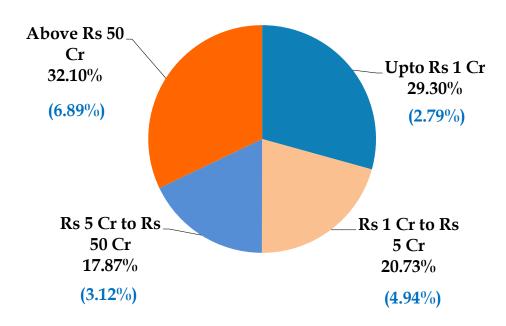
#### Restructured loans & related accounts



#### **Composition of NPA**

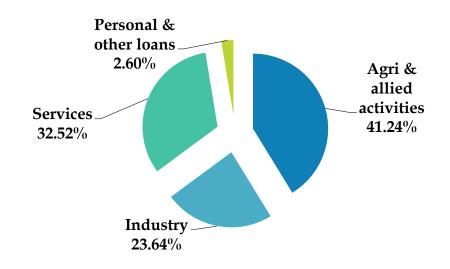


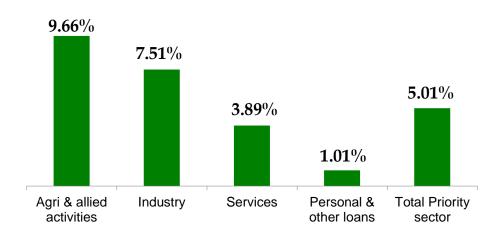
#### Size wise NPA



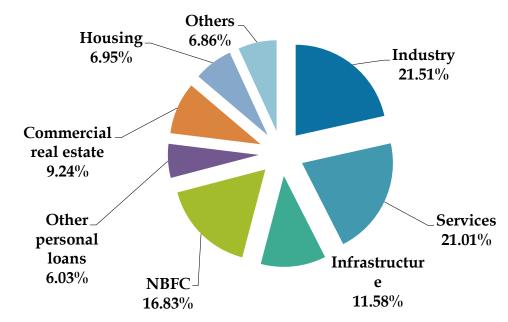
Figures in brackets represents % share of NPA in respective category

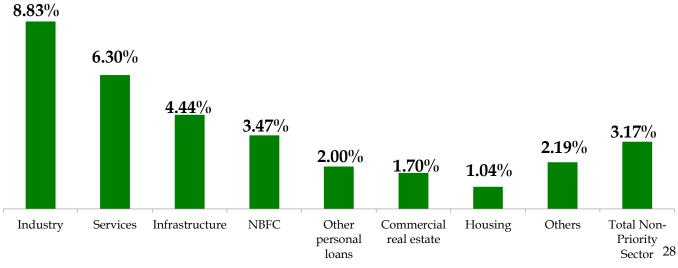
#### **Sectoral Exposures in NPA - Priority Sector**





#### **Sectoral Exposures in NPA - Non-Priority Sector**



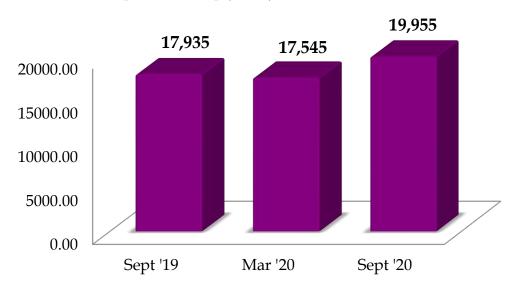


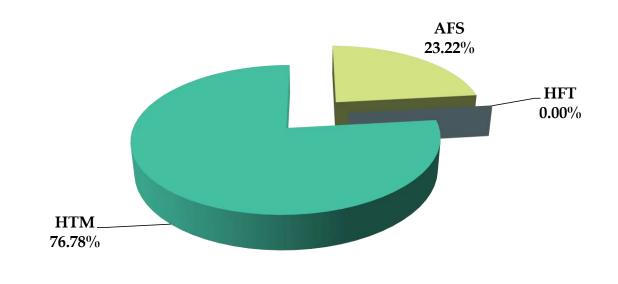
	FY18	FY19	Q1FY20	Q2FY20	Q3FY20	Q4FY20	FY20	Q1FY21	Q2FY21
Opening GNPA	1581.59	2376.07	2456.38	2437.53	2594.27	2777.46	2456.38	2799.93	2557.64
Addition	2119.87	1447.86	526.02	530.95	637.54	304.07	1998.58	166.84	2.21
Fresh slippages	2088.19	1415.43	525.98	494.80	606.55	304.07	1931.40	155.65	1.49
Slippages from existing NPA accounts	31.68	32.43	0.04	36.15	30.99	0.00	67.18	11.19	0.72
Reduction	1325.39	1367.55	544.87	374.21	454.35	281.60	1655.03	409.13	371.05
Recoveries	431.50	264.80	102.39	74.99	70.74	74.77	322.87	33.89	137.46
Upgradation	178.14	203.48	51.97	70.69	56.29	62.37	241.32	12.40	18.57
Write off	715.75	899.27	390.51	228.53	327.32	144.46	1090.84	362.84	215.02
Closing GNPA	2376.07	2456.38	2437.53	2594.27	2777.46	2799.93	2799.93	2557.64	2188.80
Technical write off Account (cumm)	706.16	1434.27	1760.68	1971.10	2284.07	2172.34	2172.34	2526.83	2674.46
Total GNPA (incl Technical write off)	3082.23	3890.65	4198.21	4565.37	5061.53	4972.27	4972.27	5084.47	4863.26
NPA Provision (cumm)	946.26	810.55	648.36	711.28	687.62	1017.31	1017.31	896.39	960.51
Total Provisions (incl Technical write off)	1652.42	2244.82	2409.04	2682.38	2971.69	3189.65	3189.65	3423.22	3634.97
Closing NNPA	1400.51	1616.71	1759.77	1863.11	2058.04	1755.01	1755.01	1630.65	1194.60
PCR (%)	41.06%	34.18%	27.80%	28.18%	25.90%	37.32%	37.32%	36.24%	45.42%
PCR (%) incl Technical write off	54.56%	58.45%	58.08%	59.19%	59.34%	64.70%	64.70%	67.93%	75.44%
GNPA %	4.92%	4.41%	4.55%	4.78%	4.99%	4.82%	4.82%	4.64%	3.97%
NNPA %	2.96%	2.95%	3.33%	3.48%	3.75%	3.08%	3.08%	3.01%	2.21%

(₹ crs)

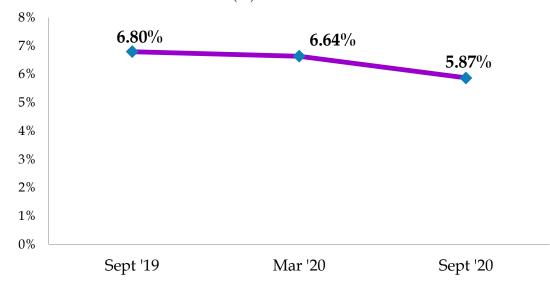
### **Investments**

#### **Investments** [excl. RIDF] (₹ crs)





#### **Yield on Investments** (%)



#### **Duration**

AFS	HFT	HTM	TOTAL
3.90	0.00	5.92	5.55

## **Deposits & Advances**

₹crs			<u>Sept-20</u>	<u>Mar-20</u>	<u>Sept-19</u>
Total	Total Deposits		72,929	71,785	70,190
	CASA Deposits		21,275	20,752	19,243
	Retail Deposits	1	51,629	50,980	50,864
	Wholesale Deposits	1	26	54	83
Total	Advances	1	54,099	56,964	53,468
	Priority Sector Advances	1	26,970	25,094	22,748
	Agri Advance	1	8,916	8,568	7,304
	MSME Advances	1	13,716	12,345	10,380
	Advances to Weaker Section	1	2,753	2,490	2,551

Growth based on y-o-y.

## **Income & Expenditure**

₹crs	Sept-20 [6 months]	Sept-19 [6 months]	Mar-20 [12 months]
Interest Income	3,219	3,214	6,475
Interest Expense	2,109	2,221	4,444
Net Interest Income	1,110	993	2,030
Fee Income	338	419	861
Treasury Income	511	63	400
Non-Interest Income	849	483	1,262
Total Income (Net of Interest Expense)	1,959	1,476	3,292
Operating Expenses	781	713	1,635
Operating Profit	1,177	763	1,657
Provision for loan losses in Adv. / losses in Invts. / Taxes / other	<b>1</b> 861	482	1,225
Net Profit	<b>1</b> 316	281	432

Growth based on y-o-y.

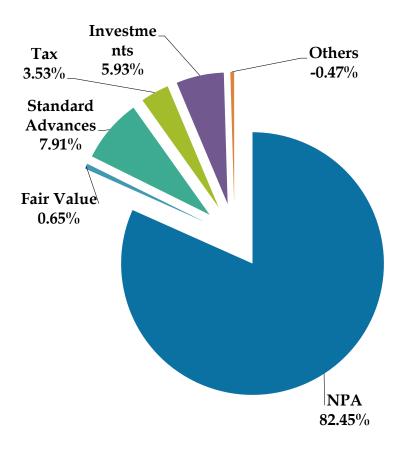
## **Interest Income & Interest Expenditure**

₹crs	Sept-20 [6 months]	Sept-19 [6 months]	Mar-20 [12 months]	
<u>Interest Income</u>				
Interest Income	3,219	3,214	6,475	
Interest on Advances	2,593	2,568	5,156	
Interest on Investments	551	576	1,160	
Other interest	75	70	159	
Yield on Advances	9.36%	9.50%	9.47%	
Adjusted yield on Invts.	11.04%	7.80%	8.94%	
<u>Interest Expense</u>				
Interest Expense	2,109	2,221	4,444	
Interest on Deposits	1,993	2,091	4,204	
Other interest	116	130	240	
Cost of Deposits	5.54%	6.07%	6.01%	
Net Interest Income				
Net Interest Income	1,110	993	2,030	
Interest Spread in Lending	3.82%	3.43%	3.46%	
Net Interest Margin on average earning assets	2.99%	2.80%	2.84%	

Growth based on y-o-y.

## **Provisions**

### **Provisions & Contingencies**



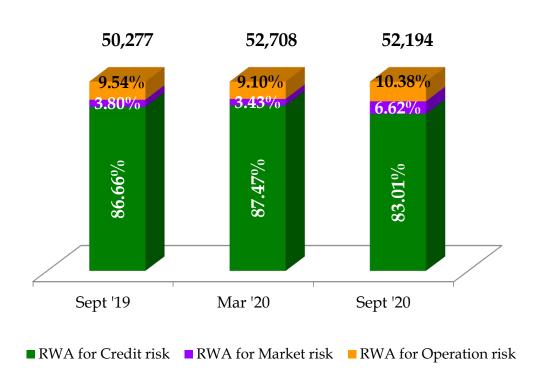
#### **Provision Coverage Ratio**



## **Capital Adequacy**

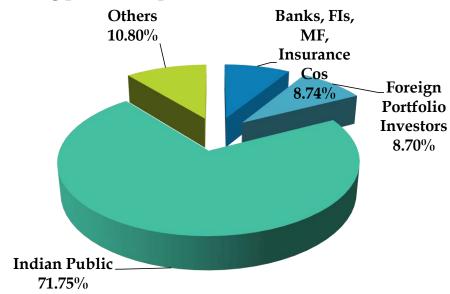
Rs in Crs	30.09.2020	31.03.2020	30.09.2019
Risk Weighted Assets	52194.16	52708.33	50276.98
Total Capital Fund (Basel III)	6824.82	6673.60	6356.38
Total Tier I Capital	5780.92	5619.43	5350.83
Paid up Equity Capital	310.88	310.88	282.62
Reserves under Tier I Cap.	5470.04	5308.55	5068.21
Eligible Tier II Capital	1043.89	1054.17	1005.54
General Provisions & Reserves	273.89	284.17	210.54
Subordinated Debt Fund	770.00	770.00	795.00
CRAR under Basel III	13.08%	12.66%	12.64%
CRAR Tier I Capital	11.08%	10.66%	10.64%
CRAR Tier II Capital	2.00%	2.00%	2.00%

#### **Risk Weighted Assets**

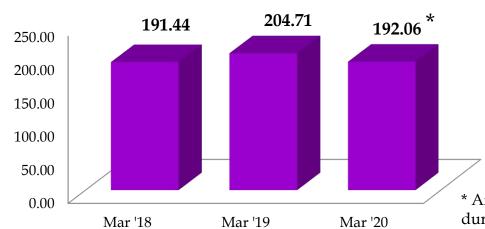


### Share holders' value

#### Share holding pattern (Sept '20)



#### Book value (₹)



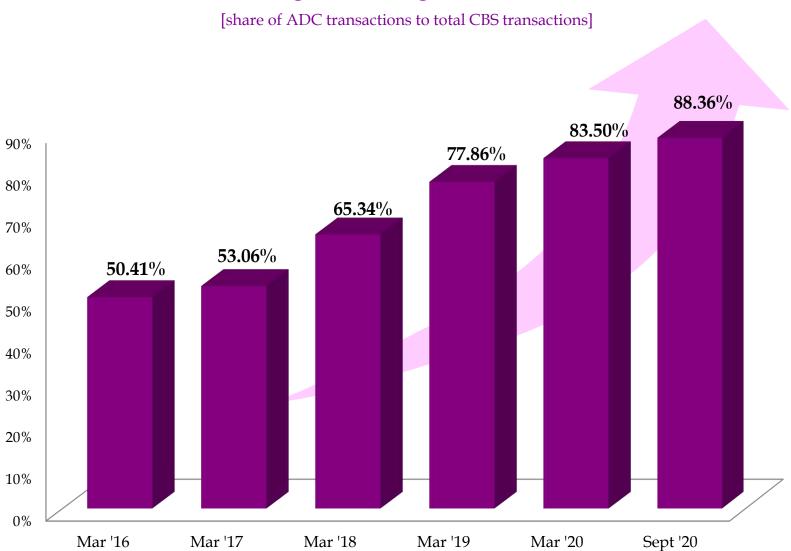
#### **Earning Per Share (₹)**



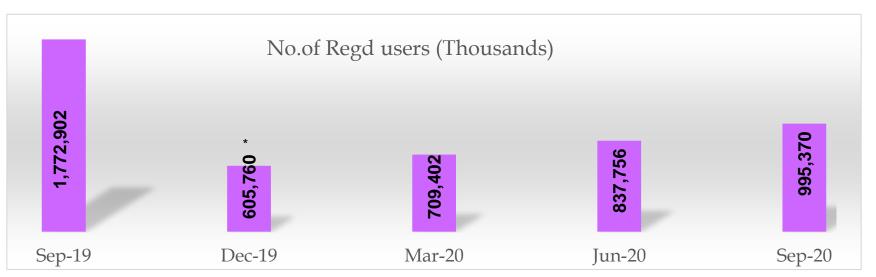
\* After considering the bonus shares issued during the FY ended 31.03.2020

# **Leveraging on Technology**

### **Migration to Digital Channel**

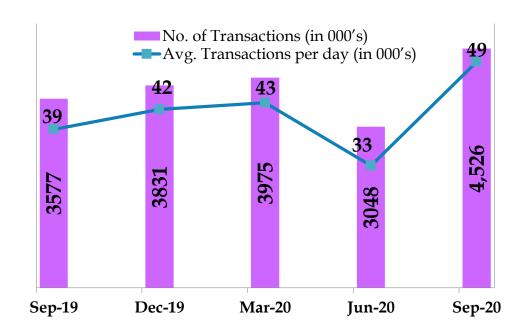


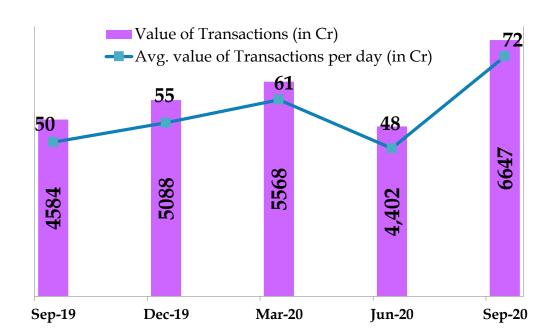
# **Mobile Banking**



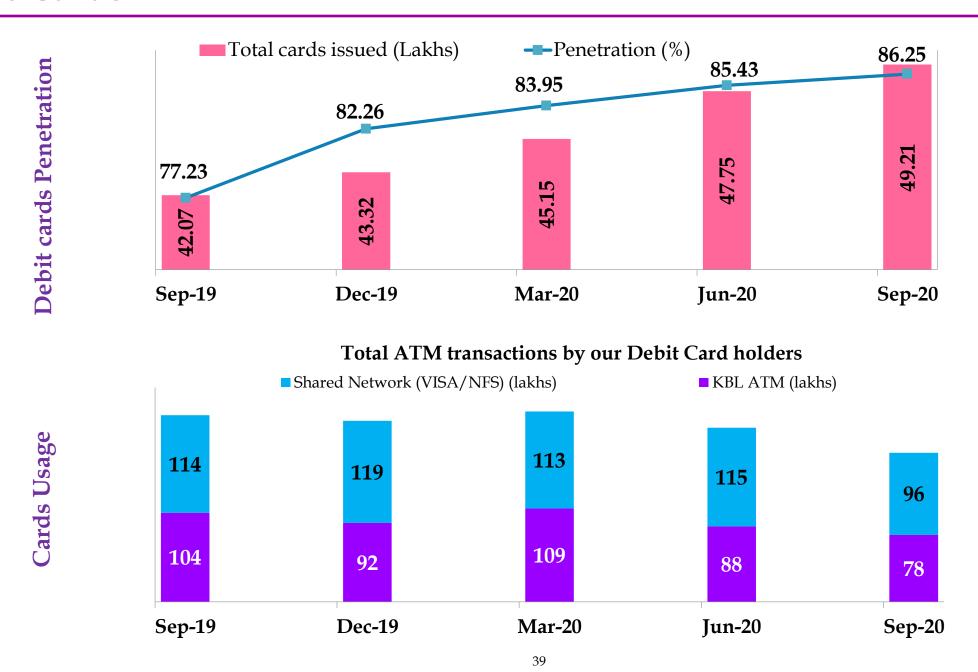
<sup>\*</sup> The decrease in Mobile banking registered users count is on account of blockages of registered user ids in old mobile app as the said service is now stopped.

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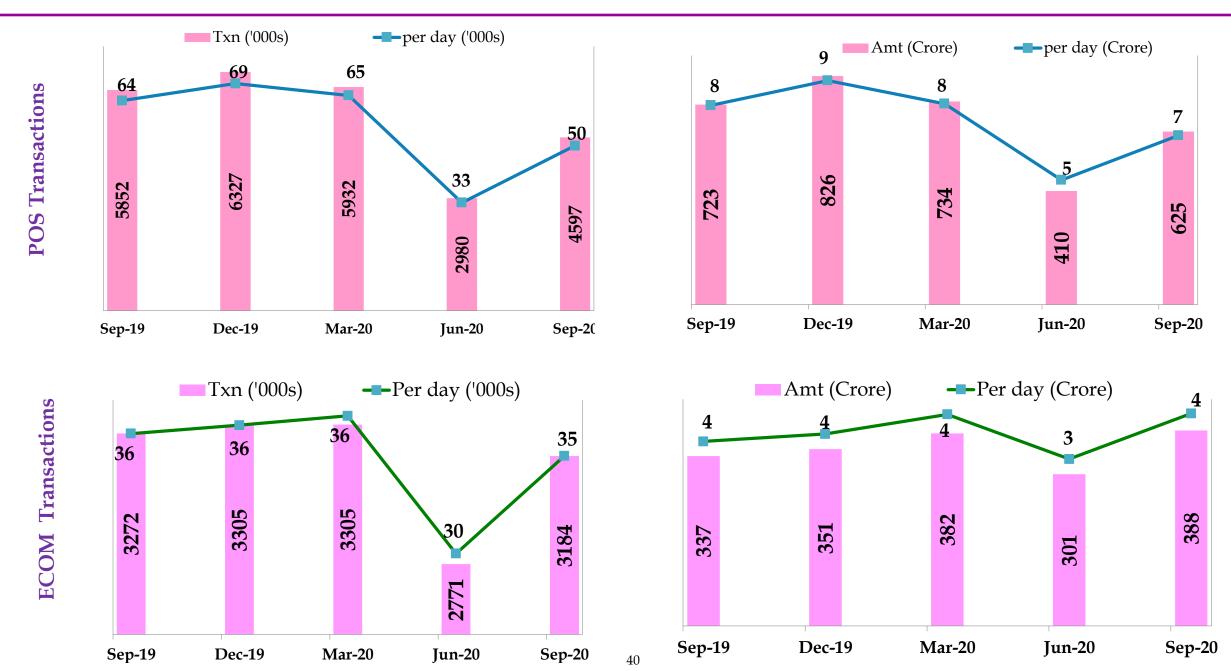




## **Debit Cards**



### **POS & ECOM transactions**



## **Corporate Social Responsibility**







Handing over 1000 numbers of Digital oximeters sponsored by the Bank to Dakshina Kannada District Administration in the fight against COVID -19 pandemic.





Handing over PPE Kits sponsored by the Bank to Dakshina Kannada, Kodagu, Chickmagaluru & Udupi District Administrations in the fight against COVID-19 pandemic.



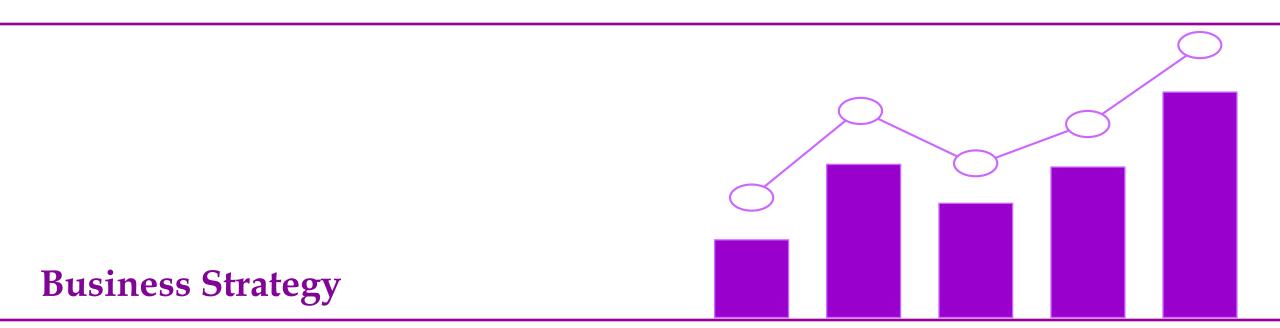
Handing over 100 numbers of Traffic Rain Coats sponsored by the Bank to East (Kadri) Police Station, Mangaluru City.

## **KBL-Vikaas – Bank's Transformation Journey**

### As a part of Transformation journey,

- Launched digital journeys, viz., 'KBL Xpress Home Loan', 'KBL Xpress Cash Loan', 'KBL Xpress Car Loan', 'KBL Xpress Easy Ride', 'KBL Xpress MSME' & 'KBL Home Connect'.
- ➤ Launched Tab banking 'KBL Xpress Account' & & 'KBL Xpress SB' for opening of SB accounts in select branches.
- ➤ Initiated Doorstep banking for senior citizens of above 70 years & differently abled persons.
- Launched "KBL FORCE" an integrated Lead Management System (LMS) and KBL-FORCE (LMS) Mobile App.
- ➤ Verticalized Credit Dept. as "Sales vertical" and "Sanctions vertical".
- Introduced Collection Management System.
- ➤ Launched "KBL KOLLECT+" a Collection tool, at Regional Collection Hubs in all Regions.
- ➤ Launched NPA Management tool VASOOL SO-F<sup>t</sup>.
- ➤ Launched Monitoring Excellence Initiatives.
- Implemented Employee Satisfaction and Career Development System [ESCDS] and Key Result Area [KRA].

- ➤ Launched 'KBL RISE' a Performance Management System for employees.
- Opened Bank's first 'Digi Branch' at Bengaluru.
- ➤ Established Digital Centre of Excellence (DCoE).
- Established Contact Center.
- ➤ Launched an institutional SB product KBL SB-TASC and salary account schemes with 3 variants viz. KBL Salary Executive, KBL Salary Prime & KBL Salary Classic.
- Introduced Dealer tie up for Auto Loans in all Regions.
- ➤ Launched a Mutual Fund platform 'FISDOM' to offer the products of all the AMCs to our customers.
- ➤ Introduced Risk based pricing for Retail Loans and discount based on the security coverage for selected Retail products.
- Introduced Digital sales of insurance policies through Mobile Banking and Internet Banking platform.
- Participating in TReDS platform.
- Launched OD facility against gold ornaments.









Business Turnover of ₹1,40,000 crore.



To introduce following products & services:

- Digitization journey for many more retail loan products,
- Further strengthening of sales verticals,
- **❖** Digital opening of CASA accounts in Web Portal.

C

#### Other initiatives:

- ❖ Fully operationalizing the wholly owned nonfinancial subsidiary – KBL Services Ltd.,
- **❖** On-boarding 2<sup>nd</sup> vendor for Contact Centre activities.
- Enhancement of existing Mobile Banking & Internet Banking features

## **Business Strategy**

#### **CASA deposits**

- ☐ Focusing on customer onboarding to increase CASA as well as cross selling
- ☐ RSE approach to CASA marketing.
- ☐ SB account opening through TAB banking, Web portal.

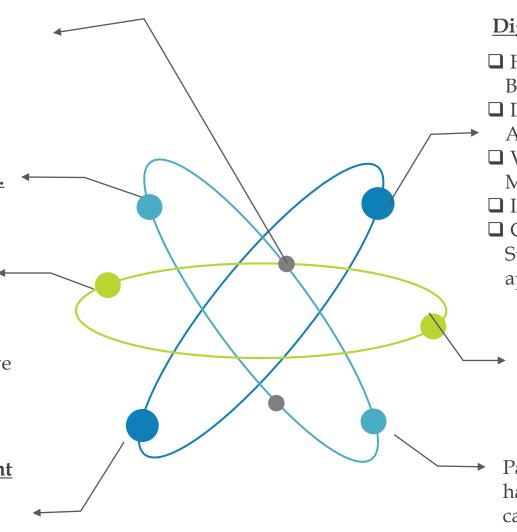
### Minimum space maximum business.

#### **Credit augmentation**

- ☐ Focusing on MSME sector
- ☐ Focusing on mid-corporate & retail sectors
- ☐ Flow based lending and an exclusive personal loan product.

### NPA & Stressed Assets management

- ☐ Minimizing slippages and improving recovery management.
- ☐ A comprehensive collection mechanism.



### **Digital Banking initiatives**

- ☐ Focusing on digital marketing of Bank's products & services
- ☐ Digital loan sanctions for HL, PL, Auto loans & other retail loans
- ☐ Value addition to Bank's existing Mobile Banking channel
- ☐ Installation of self service kiosks
- ☐ Comprehensive IT and Digital Strategy – Requirement of critical applications and IT infrastructure

#### Para banking activities

encompassing Insurance & Mutual Funds.

Partnering with an efficient call center handling companies for handling service calls for better customer service and handling sales and collection calls for marketing and credit monitoring.



WE EXPRESS OUR **HEARTFELT GRATITUDE** TO ALL OUR STAKE HOLDERS FOR THEIR TRUST & SUPPORT AND **SOLICIT THEIR** CONTINUED PATRONAGE, AS WE **CONTINUE OUR JOURNEY** WITH RENEWED **DEDICATION & COMMITMENT TO** MAKE OUR BELOVED KARNATAKA BANK A FINANCIAL POWER HOUSE.

### **Board of Directors**



P Jayarama Bhat Non Executive Chairman



Mahabaleshwara M S

Managing Director & CEO



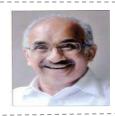
Rammohan Rao Belle Bengaluru Former MD & CEO, SBI Gen. Insu. Co. Ltd



U R Bhat Mumbai Investment Adviser & Columnist



Keshav Krishnarao Desai Hubballi Businessman



D. Surendra Kumar,
Shri Kshethra Dharmastala,
Dakshina Kannada
Educationist



Mrs Mythily Ramesh,
Bengaluru
IT Professional and Co-Founder &
CEO of NextWealth



B R Ashok
Chartered Accountant
Partner in M/s. MSKC & Associates,
Chartered Accountant, Chennai



Justice A V Chandrashekar
Bengaluru
Former Judge, High Court of Karnataka
and former Judicial Member, Karnataka
State Administrative Tribunal



Pradeep Kumar Panja Bengaluru Former MD (Corporate Banking), SBI

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