



Investor Presentation

3rd Quarter/ Q3 FY 21

January 28, 2021



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

Glossary and Key Notes

AEPS	Aadhaar Enabled Payment System	INR	Indian Rupee
Agri	Agribusiness Banking	IPO	Initial Public Offering
API	Application Programming Interface	LAP	Loan Against Property
ARC	Asset Reconstruction Company	MF	Mutual Funds
ATM	Automated Teller Machine	Mn	Million
BC	Business Correspondent	MSME	Micro, Small and Medium Enterprises
BIL	Business Installment Loan	NABARD	National Bank for Agriculture and Rural Development
Bps	Basis Points	NFB	Non Fund Based
BVPS	Book Value Per Share	NIM	Net Interest Margin
C&IB	Corporate & Institutional Banking	NNPA	Net Non Performing Assets
CAGR	Compounded Annual Growth Rate	NPA	Non Performing Assets
CASA	Current Account and Savings Account	PCR	Provision Coverage Ratio
CB	Commercial Banking	PIL	Personal Installment Loan
CBDT	Central Board for Direct Taxes	Q1	3 month period ended June 30(April 1 - June 30)
CC	Credit Card	Q2	3 month period ended September 30(July 1 - September 30)
CEO	Chief Executive Officer	Q3	3 month period ended December 31(October 1 - December 31)
CET1	Core Equity Tier 1	Q4	3 month period ended March 31(January 1 - March 31)
Cr	Crore	QoQ	Quarter on Quarter
CRAR	Capital to Risk Weighted Assets Ratio	H1	6 month period ended September 30(April 1 - September 30)
CSR	Corporate Social Responsibility	9M	9 month period ended December 31(April 1 - December 31)
DB & FI	Development Banking & Financial Inclusion	RBI	Reserve Bank of India
DBT	Direct Benefit Transfer	RoA	Return on Assets
FICC	Fixed Income, Currency and Commodity	RoE	Return on Equity
FPI	Foreign Portfolio Investor	RWA	Risk Weighted Assets
FY	12 month period ended March 31	SDR	Strategic Debt Restructuring
GNPA	Gross Non Performing Assets	SLR	Statutory Liquidity Ratio
G-Sec	Government Securities	UPI	Unified Payments Interface
GST	Goods and Services Tax	US	United States
HUF	Hindu Undivided Family	VCF	Venture Capital Funds
IFI	Institutional Financial Inclusion	YoY	Year on Year
RBL Finserve	RBL Finserve Ltd.		

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Key Performance Highlights

Q3 FY21 Financial Highlights

- ▶ In a difficult year, YoY Total Revenue growth of 6% powered by Other Income growth of 19%
- ▶ PPOP growth of 12% YoY (12% growth sequentially) to Rs. 805 crore; Net Profit at Rs. 147 crore up 110% YoY
- ▶ NIM at 4.19% , subdued due to reversal of interest income on proforma slippages
- ▶ Retail advances grew 16% YoY and 2% QoQ; Wholesale : Retail mix at 42:58
- ▶ Satisfactory deposit growth 7% YOY (4% sequentially) to Rs. 67,184 crore; LCR at 164% for the quarter
- ▶ Strong CASA growth at 24% YOY (4% sequentially) to Rs 20,867 crore; CASA Ratio at 31.1% vs. 26.8% in Q3FY20
- ▶ GNPA at 1.84% vs. 3.34% in Q2FY21, NNPA at 0.71% vs. 1.38% in Q2FY21
- ▶ PCR at 86.4% vs. 74.8 % in Q2 FY21 (58.1% in Q3FY20)
- ▶ Total customer base of 9.08 million; addition of 0.32 million in the quarter

Q3 FY21 Highlights Contd....

Strong Revenue and Operating Profit Growth

- Core Fee Income above pre-COVID levels, grew 37% QoQ
- Highest quarterly operating profit at Rs. 805 crore up 12% YoY, 12% QoQ

Handsome Deposit Growth

- Total Deposits grew 7% YoY and 4% QoQ
- CASA grew 24% YoY and 4% QoQ
- CASA ratio stable QoQ at 31.1%
- SA Deposits grew 18% YoY
- Retail Deposits (as per LCR definition) grew 10% QoQ

Healthy Capitalisation and Liquidity Levels and continued

- CRAR at 17.9% and CET 1 to 17.1%
- RWA/Total assets stable at 74.5%
- LCR at 164% for the quarter

Asset Quality

- GNPA at 1.84%; NNPA at 0.71%
- Proforma GNPA at 4.57%; NNPA at 2.37%
- PCR further improved to 86.4%
- PCR including provisioning on proforma slippages strong at 70.7%
- Rating Profile improving with 75.2% in the A and better category

Continued Increase in customer base and distribution network

- Customer base increased by 0.32 million, to 9.08 million
- Distribution network of 403 branches, 412 ATMs and 1,344 BC branches (5 branches, 10 ATMs and 125 BC branches added in the quarter)

Digital Business Update

- **Ranked #1** in POS coverage- ~27% market share, 14.44 lakhs POS terminals
- **Ranked #7** in AEPS transactions processed
- **40% market share** in the MFI segment for payment APIs

Q3 FY21 Highlights Contd....

		— YoY Growth —	— QoQ Growth —
Net interest Income	Rs. 908cr	(2%)	(3%)
Core Fee Income	Rs. 497cr	5%	37%
Net Total Income	Rs. 1,488cr	6%	7%
Operating Profit	Rs. 805cr	12%	12%
Net Profit	Rs. 147cr	110%	2%

Q3 FY21 Highlights Contd....

— YoY Growth —

— QoQ Growth —

Advances

Rs. 56,444cr

(5%)

1%

**Wholesale
Advances**

Rs. 23,506cr

(25%)

(2%)

**Retail
Advances**

Rs. 32,938cr

16%

2%

Deposits

Rs. 67,184cr

7%

4%

CASA

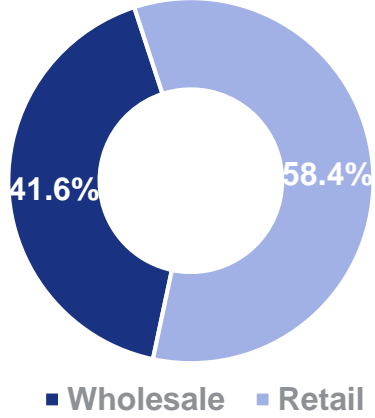
Rs. 20,867cr

24%

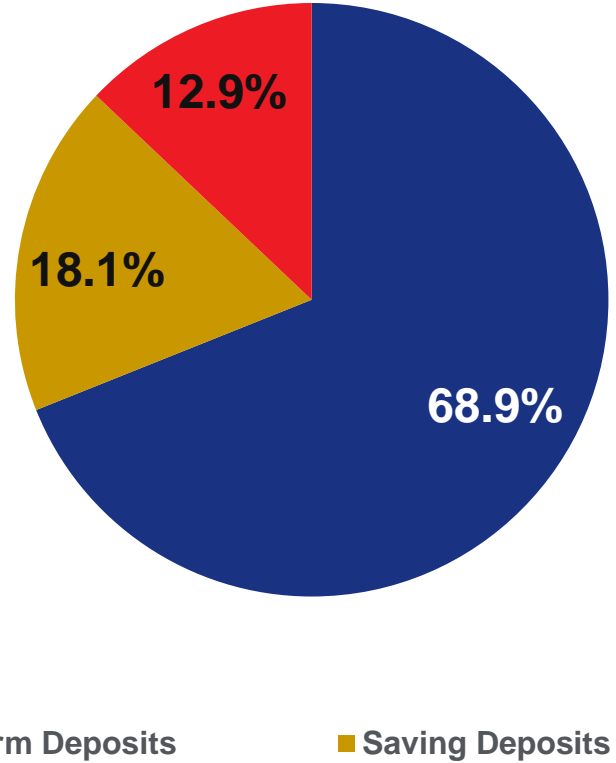
4%

Key Indicators – Business Breakup

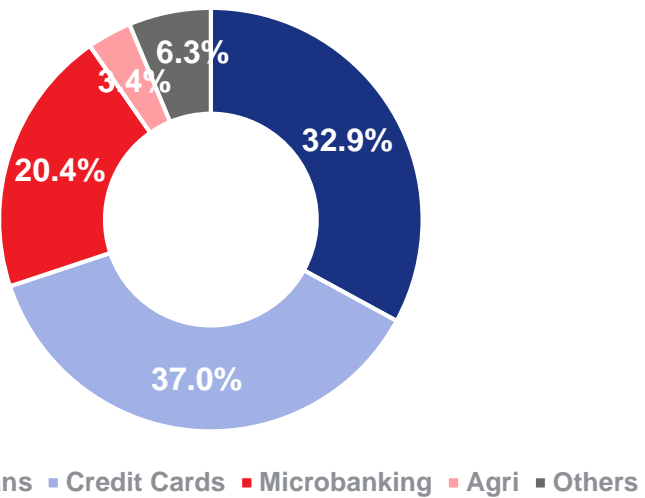
Advances by Segment (%)



Deposit Breakup (%)



Retail Advances Breakup (%)





Financial Performance

Strong PPOP Momentum Despite COVID Impact

Parameter	Q3 FY21	Q2 FY21	QoQ	Q3 FY20	YoY	9M FY21	9M FY20
Net Interest Income	908	932	(3%)	923	(2%)	2,882	2,609
Other Income	580	456	27%	487	19%	1,369	1,410
Net Total Income	1,488	1,388	7%	1,410	6%	4,251	4,018
Operating Profit	805	720	12%	717	12%	2,214	1,962
Net Profit	147	144	2%	70	110%	432	391

Parameter	Q3 FY21	Q2 FY21	Q3 FY20	9M FY21	9M FY20
Other Income/Total Income	39.0%	32.9%	34.5%	32.2%	35.1%
Cost/Income	45.9%	48.2%	49.2%	47.9%	51.2%
Net Interest Margin	4.2%	4.3%	4.6%	4.5%	4.4%
Credit Cost/Advances (bps)*	112**	94**	109	297**	239
RoA	0.62%	0.62%	0.32%	0.62%	0.61%
RoE	4.79%	5.23%	3.13%	5.07%	6.36%

• Not Annualized

** Includes covid related provisions

Balance Sheet Parameters

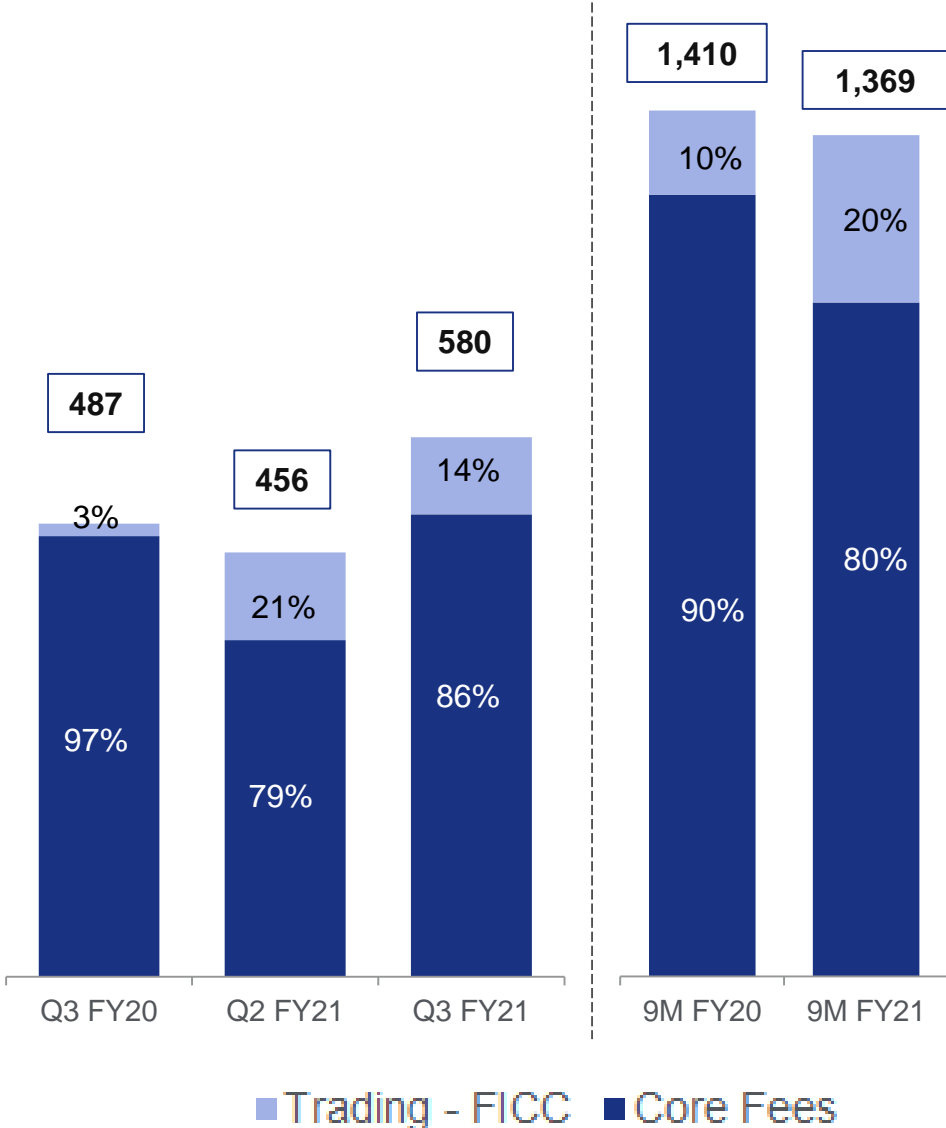
Parameter	Dec 31,2020	Dec 31,2019	YoY
Advances	56,444	59,635	(5%)
Deposits	67,184	62,907	7%
Investments	24,939	19,100	31%

Parameter	Dec 31,2020	Sep 30,2020	Dec 31,2019
CASA	31.1%	31.1%	26.8%
GNPA	1.84%	3.34%	3.33%
NNPA	0.71%	1.38%	2.07%
PCR (incl. Technical Write-offs)	86.4%	74.8%	58.1%
CRAR*	17.9%	16.5%	16.1%

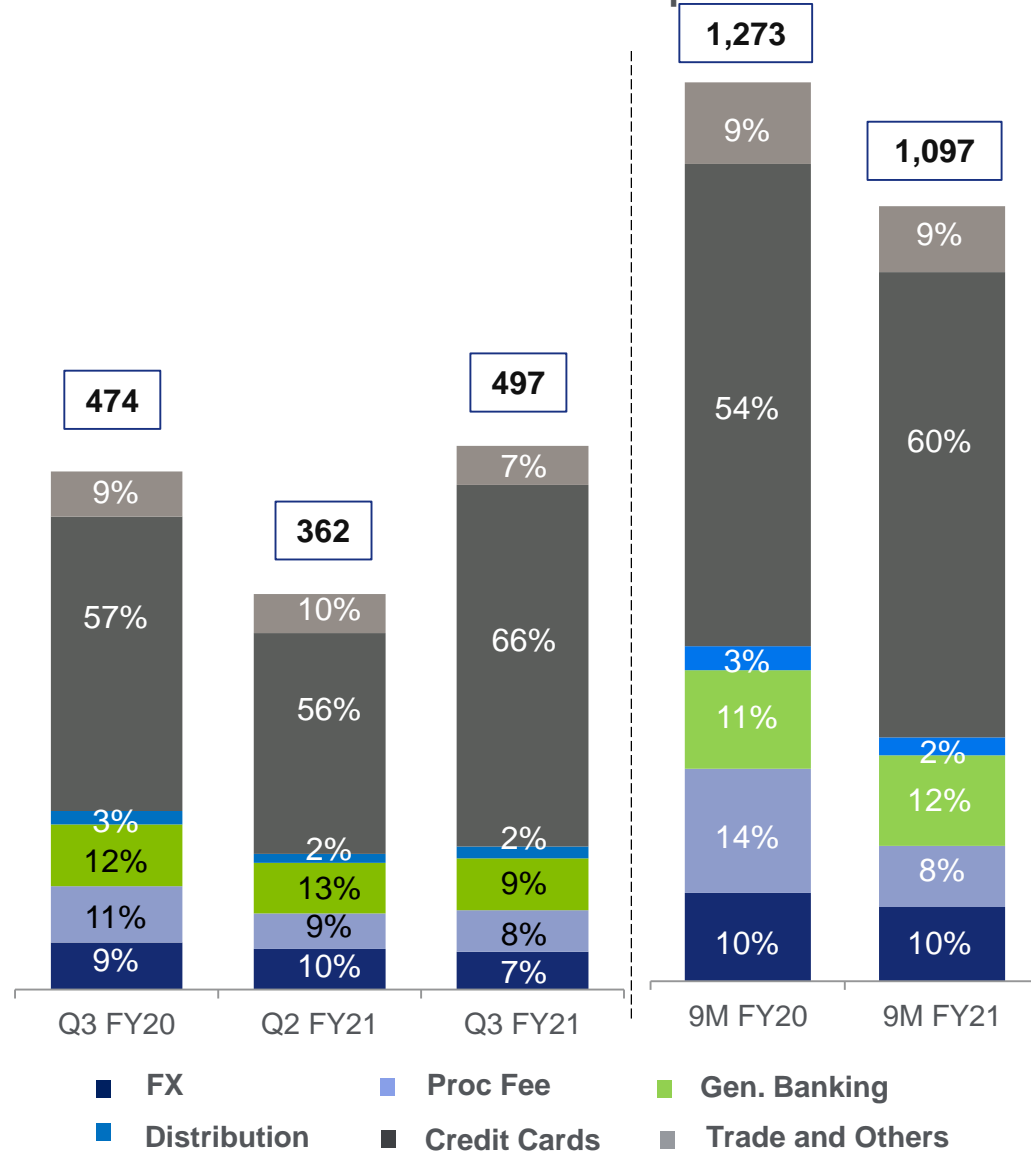
* including interim profits

Other Income and Core Fee Income above Pre-COVID Levels

Other Income

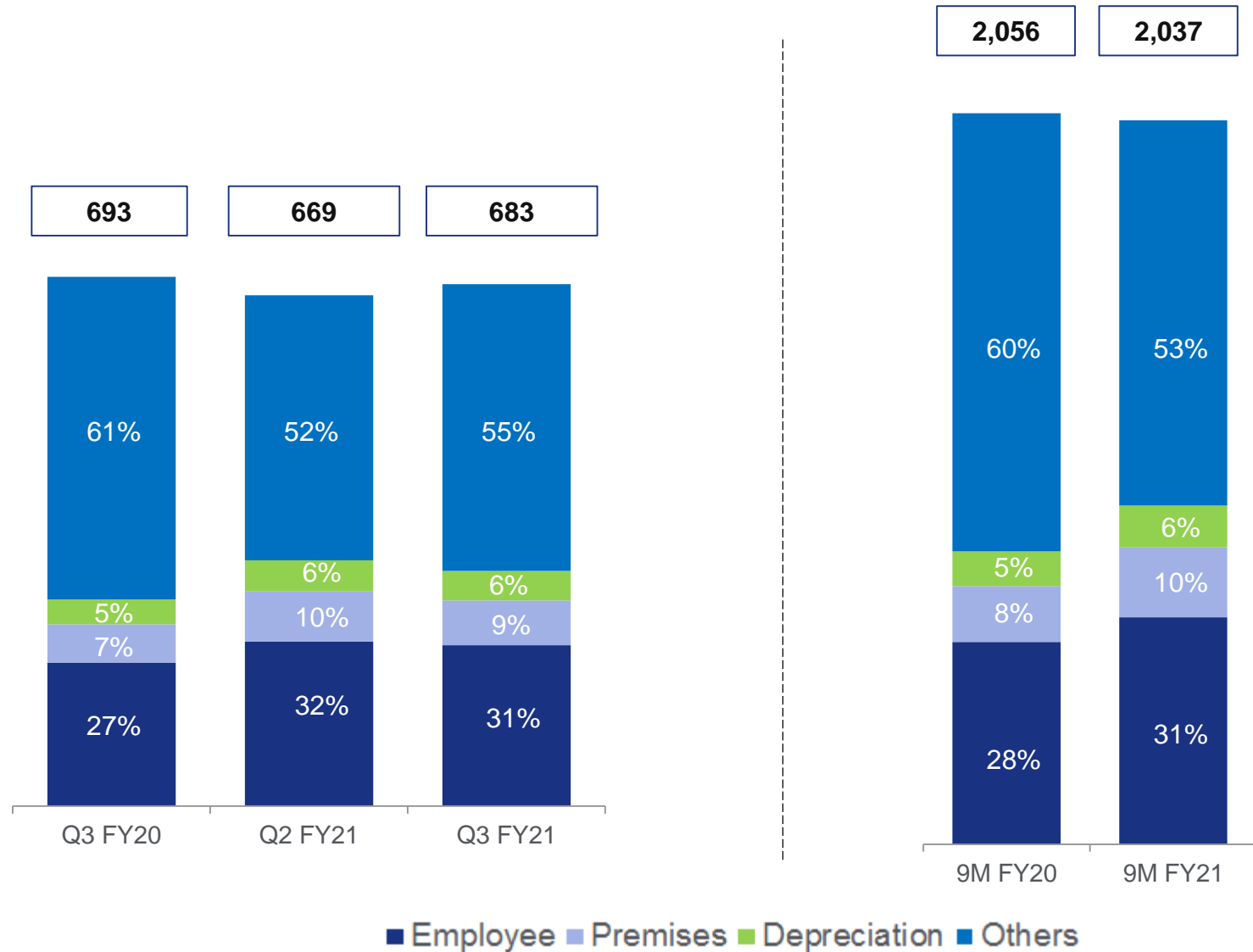


Core Fee Income Breakup



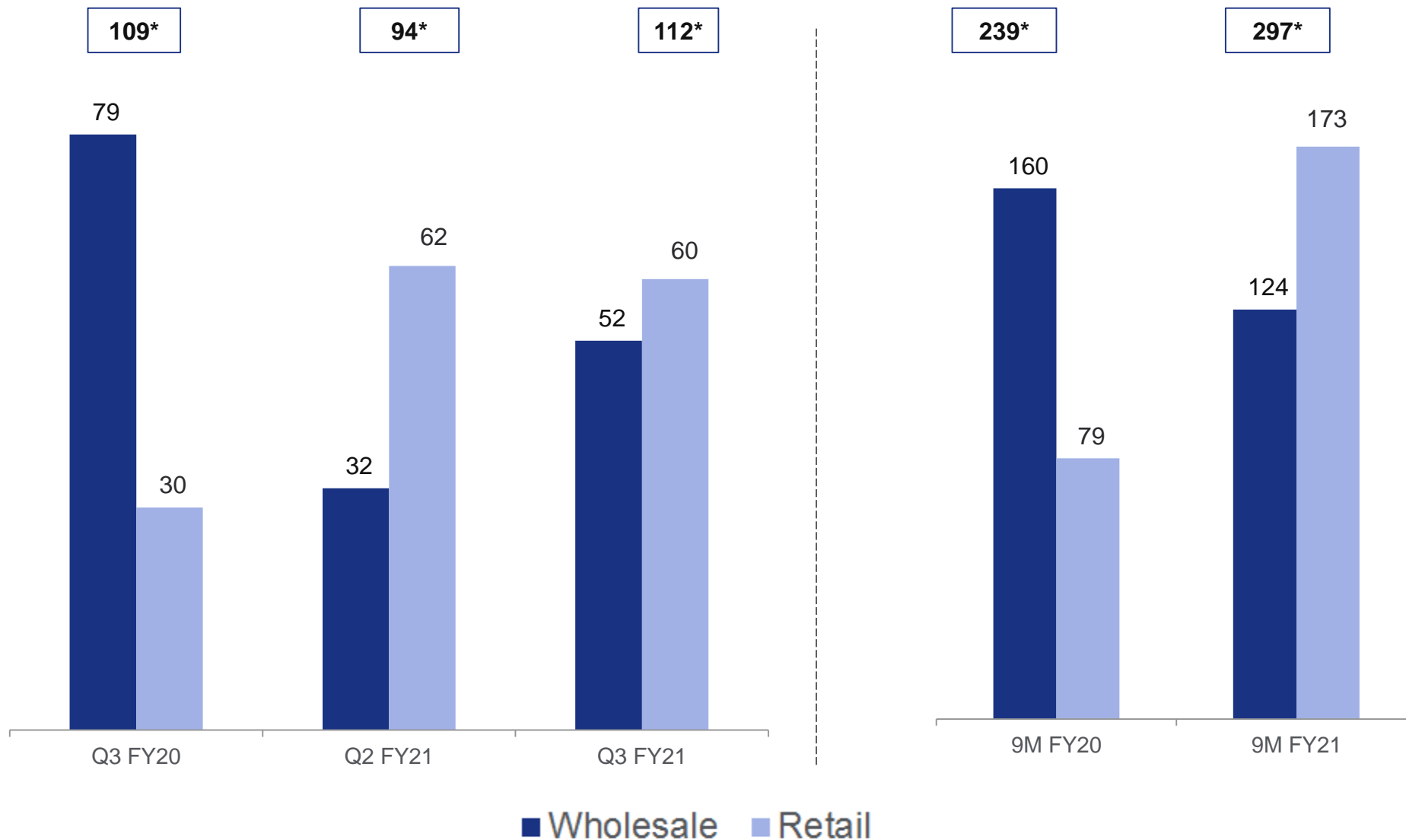
Operating Costs Lower; Driven by Lower Business Volumes and Cost Efficiency

Operating Expenses



Credit Costs including Provisioning on Proforma Slippages

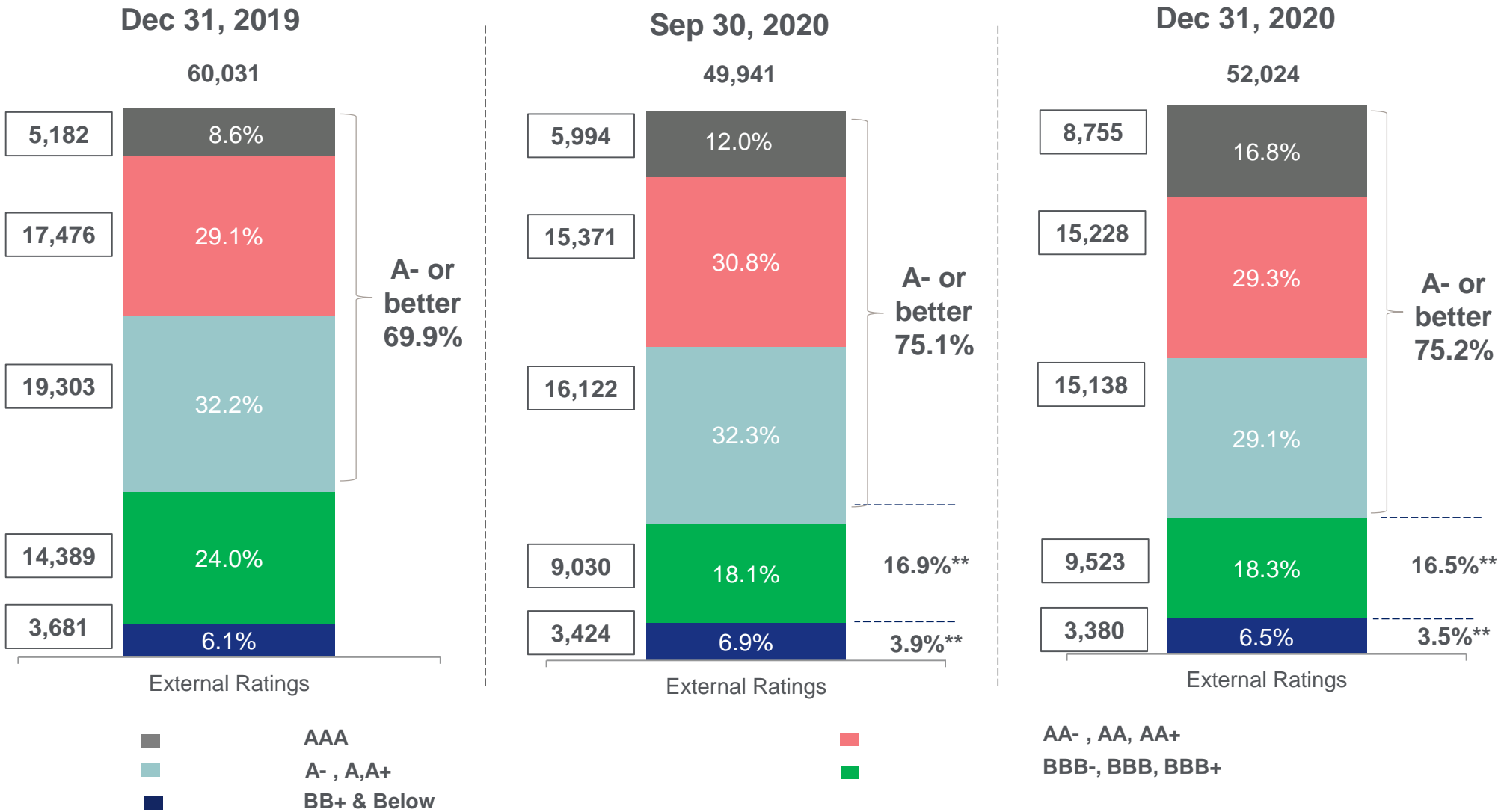
Net Credit Cost by Business (bps)



Advances Mix and Growth Driven By Retail

	Dec 31,2020	Dec 31,2019	YoY	Yield 9M FY 21	Proportion
C&IB	17,812	23,327	(24%)	7.9% (9.0%)	42%
<i>IFI</i>	<i>1,026</i>	<i>1,734</i>	<i>(41%)</i>		
CB	5,694	8,030	(29%)		
Wholesale	23,506	31,357	(25%)		
<i>Business Loans</i>	<i>10,852</i>	<i>10,244</i>	<i>6%</i>	15.6% (16.0%)	58%
<i>Credit Cards</i>	<i>12,172</i>	<i>9,386</i>	<i>30%</i>		
<i>Micro-banking</i>	<i>6,725</i>	<i>5,520</i>	<i>22%</i>		
<i>Retail Agri</i>	<i>1,121</i>	<i>1,177</i>	<i>(5%)</i>		
<i>Others</i>	<i>2,069</i>	<i>1,951</i>	<i>6%</i>		
Retail	32,938	28,278	16%		
Total	56,444	59,635	(5%)	9M FY20 yields in brackets	

Borrowers' External Rating Profile* – Consistently Moving Up the Risk Curve



*Based on standard exposures; Unrated external ratings are mapped basis internal ratings

** Based on facility ratings

Exposure in Rs. crore

Additional Colour on BBB and BB Rated Exposure

BBB Rated Exposure

- **Fully Secured, granular portfolio both in terms of size and sectoral exposure**
 - **Highest sectoral exposure of 1.7%**
 - **320 customers with average exposure of Rs. 30 crore**
 - **Highest single exposure is Rs. 256 crore, fully secured**

BB and below Rated Exposure

- **Portfolio almost fully secured and granular both in terms of size and sectoral exposure**
 - **250 total customers with an average of Rs. 13 crore**
 - **Approx.47% of the exposure has a facility rating better than investment grade**
 - **Largest exposure of Rs. 225 crore, fully secured, consistently being pared down ; down Rs. 125 crore in the last nine months**
 - **One additional large exposure approx. Rs. 106 crore , fully secured, reduced from Rs. 140 crore in last quarter**
 - **3 accounts between Rs. 100 crore - Rs. 150 crore, of which one account is non-fund exposure**

Diversified Industry Mix – Low Industry Concentration

Top 10 Industry*

Industry	Outstanding FB+NFB Exposure	FB-NFB Split	% of Outstanding FB+NFB Exposure
NBFC (ex. HFC & DFI)	4,108	99:1	5.6%
Construction	2,972	28:72	4.1%
Engineering	2,514	32:68	3.4%
Power	1,998	41:59	2.7%
Real Estate	1,752	89:11	2.4%
Retail/ Distribution	1,669	70:30	2.3%
HFC	1,529	100:0	2.1%
Professional Services	1,467	79:21	2.0%
Metals	1,262	63:37	1.7%
Pharma	1,165	70:30	1.6%

* As of Dec 31, 2020 based on actual outstanding

Non Fund Based Book

Particulars	Dec 31, 2020	Dec 31, 2019	Sep 30, 2020
Guarantees	10,859	11,725	10,975
Letter of Credit, Acceptances, Endorsements and other Obligations	4,185	4,801	4,065

Asset Quality – Strengthened PCR In the Quarter

— Gross NPA by business segment —

	Quarter Ended			Gross NPA by business segment			
	Dec 31, 2020	Sep 30, 2020	Dec 31, 2019	Business segment	Dec 31, 2020	Sep 30, 2020	Dec 31, 2019
Movement of Gross NPAs				Wholesale	800.2	1,500.6	1,437.8
Opening Balance	1,912	1,992	1,539	% of total advances	1.40%	2.62%	2.38%
(+) Additions during the period	0	145	1,048				
(-) Upgrade	5	3	46	Retail	250.0	411.1	572.7
(-) Recoveries	78	103	88	% of total advances	0.44%	0.72%	0.95%
(-) Write Offs	779	119	443				
Closing Balance	1,050	1,912	2,010	Total	1,050.2	1,911.7	2,010.5
Gross NPA (%)	1.84%	3.34%	3.33%				
Net NPA	402	776	1,236	Total (%)	1.84%	3.34%	3.33%
Net NPA (%)	0.71%	1.38%	2.07%				
Provisioning Coverage Ratio (PCR) (%)	86.35%	74.75%	58.07%				
Slippage Ratio	0.00%	0.26%	1.79%				
Net Restructured %	0.90%	0.09%	0.06%				

• There are Nil Security Receipts

Asset Quality including Proforma Slippages

— Gross NPA by business segment —

	Quarter Ended			Gross NPA by business segment			
	Dec 31, 2020	Sep 30, 2020	Dec 31, 2019	Business segment	Dec 31, 2020	Sep 30, 2020	Dec 31, 2019
Movement of Gross NPAs				Wholesale	1,001.9	1,500.6	1,437.8
Opening Balance	2,001	1,992	1,539	% of total advances	1.75%	2.62%	2.38%
(+) Additions during the period	1,470	234	1,048	Retail	1,607.7	500.4	572.7
(-) Upgrade	5	3	46	% of total advances	2.82%	0.87%	0.95%
(-) Recoveries	78	103	88	Total	2,609.6	2,001.0	2,010.5
(-) Write Offs	779	119	443	Total (%)	4.57%	3.49%	3.33%
Closing Balance	2,610	2,001	2,010				
Gross NPA (%)	4.57%	3.49%	3.33%				
Net NPA	1,322	836	1,236				
Net NPA (%)	2.37%	1.49%	2.07%				
Provisioning Coverage Ratio (PCR) (%)	70.67%	73.54%	58.07%				
Slippage Ratio	2.62%	0.41%	1.79%				
Net Restructured %	0.91%	0.09%	0.06%				

• There are Nil Security Receipts

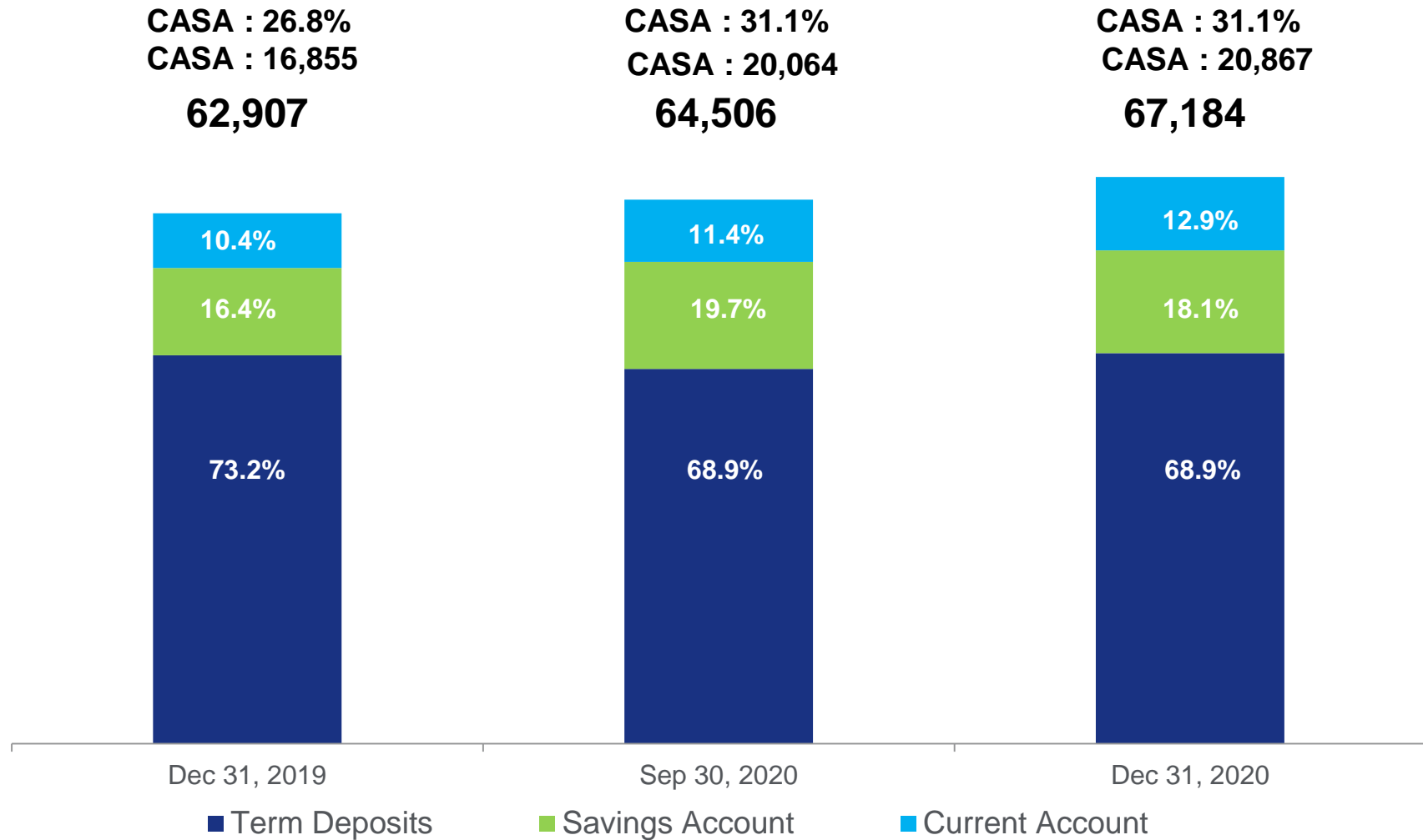
Capital Adequacy - Well Capitalized

Particulars	Dec 31, 2020	Dec 31, 2019	Sep 30, 2020
Tier 1 Capital Funds*	12,266	10,236	10,554
Tier 2 Capital Funds	611	721	962
Total Capital Funds	12,877	10,957	11,516
Total RWA	71,818	68,158	69,799
Tier 1 CRAR*	17.1%	15.0%	15.1%
Total CRAR*	17.9%	16.1%	16.5%
RWA/Total Assets	74.5%	74.5%	74.8%

* CRAR and Tier 1 Capital Funds for interim financial periods has been computed after adding interim profit for better comparison

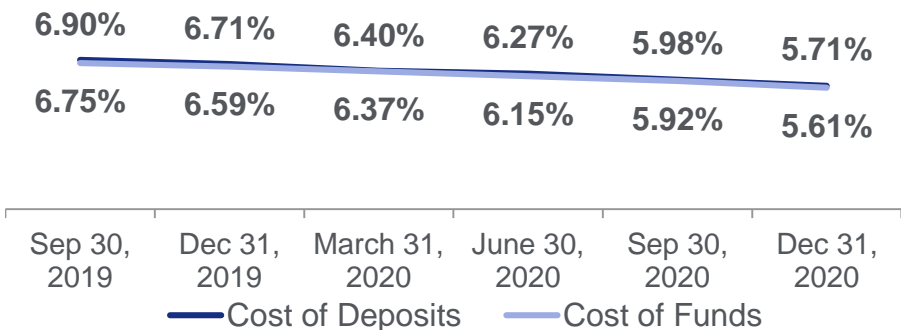
CASA Continues Strong Growth; Total Deposits Grew 4% Sequentially

24% YoY growth in CASA, 4% QoQ ; Total deposits grew by 7% YoY, 4% QoQ

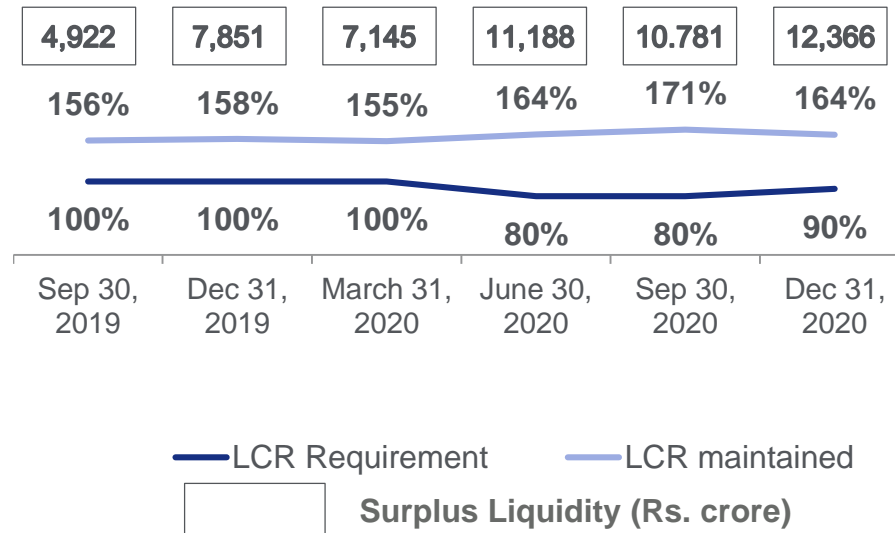


Deposits and Liquidity – Improving Granularity Driving Lower Costs

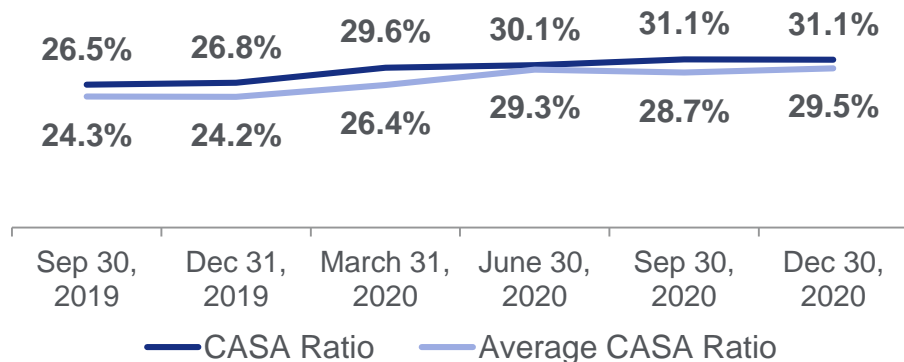
Declining Cost of Deposits and Cost of Funds



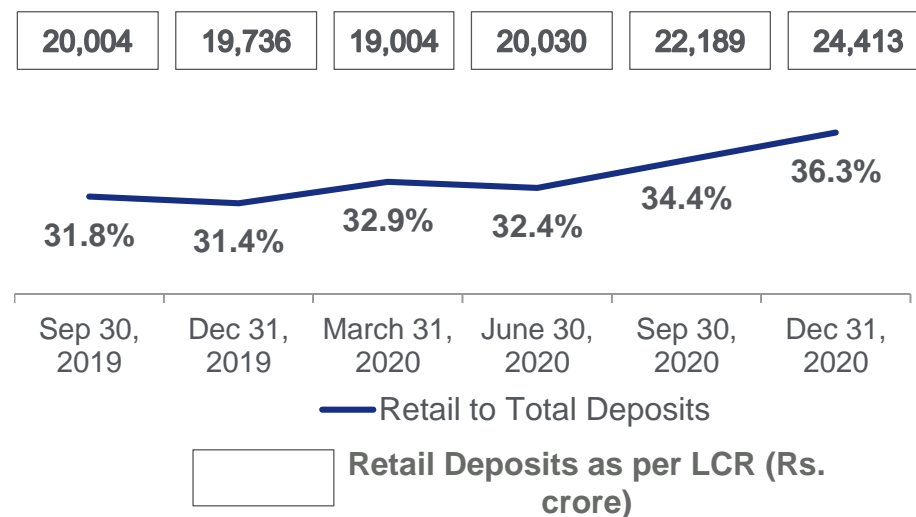
Surplus Liquidity Position



Improving CASA Ratios

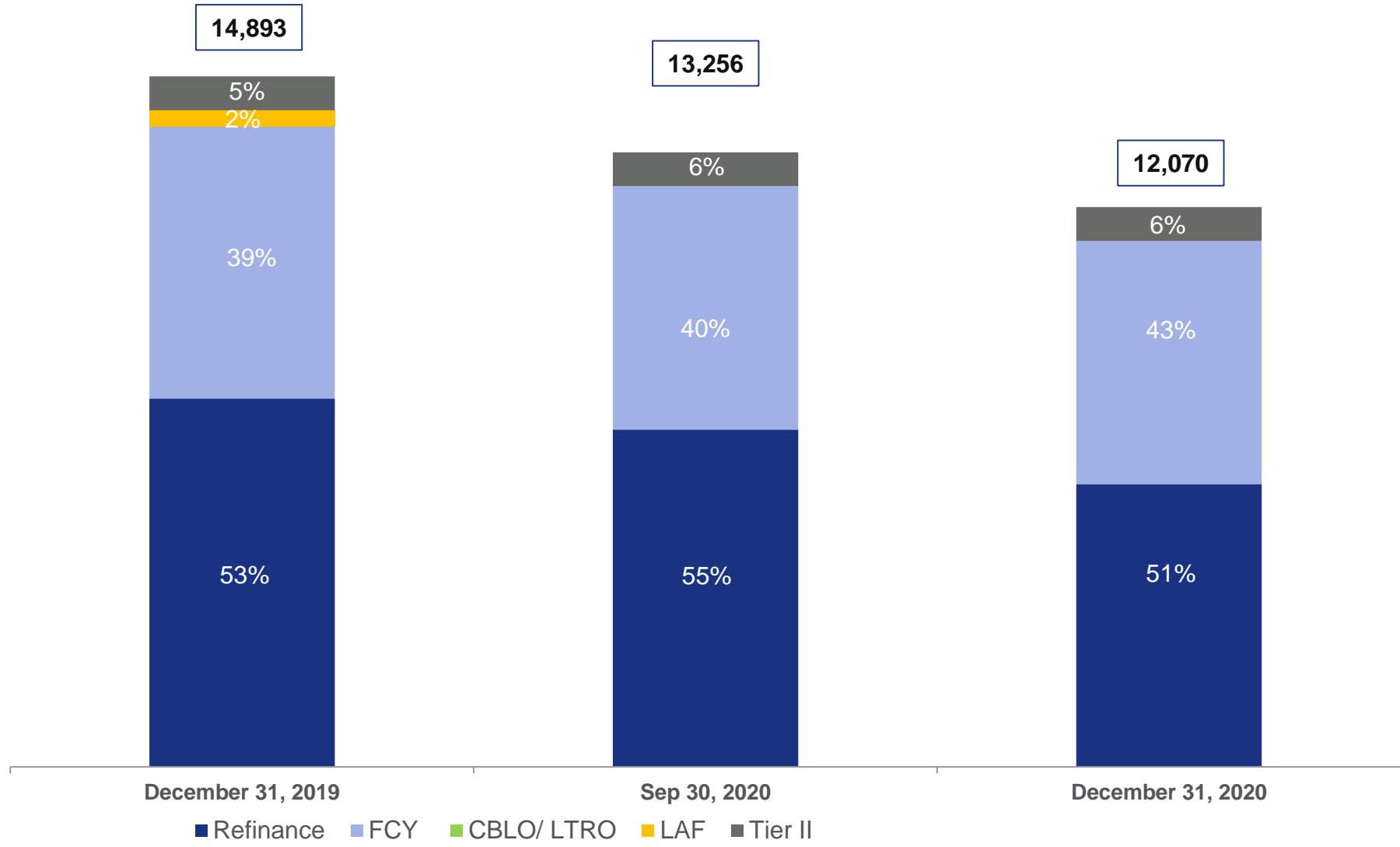


Increasing Share of Retail Deposits



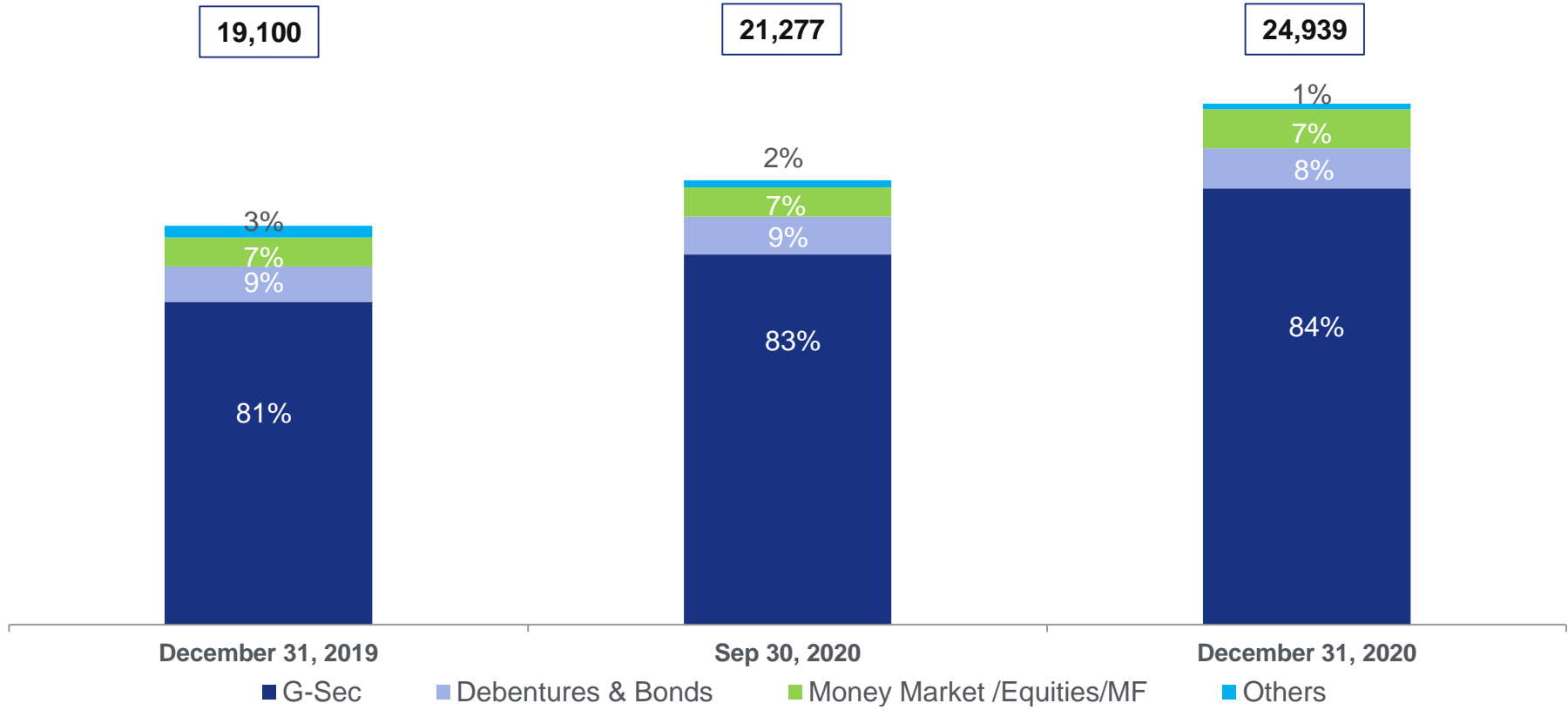
Consistently Reducing Borrowings

Borrowing Breakup



Investment Book Increase Driven By Surplus Liquidity

Investment Breakup



Yield

Yield	Q3 FY21	Q2 FY21	Q3 FY20	9M FY21	9M FY20
Total Investments	6.0%	6.6%	7.2%	6.5%	7.5%
SLR	6.3%	6.9%	7.2%	6.7%	7.4%
Non SLR	6.5%	7.9%	8.7%	7.5%	8.8%

Cost of Deposits/ Cost of Funds Trending Lower QoQ

Pre-IPO

	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16
Yield on Advances	10.9%	12.6%	13.1%	12.9%	12.3%	11.7%
Cost of Funds	5.8%	8.3%	9.6%	9.4%	8.4%	7.6%
Cost of Deposits	5.8%	8.1%	8.9%	8.8%	8.3%	7.7%

Post Listing Performance

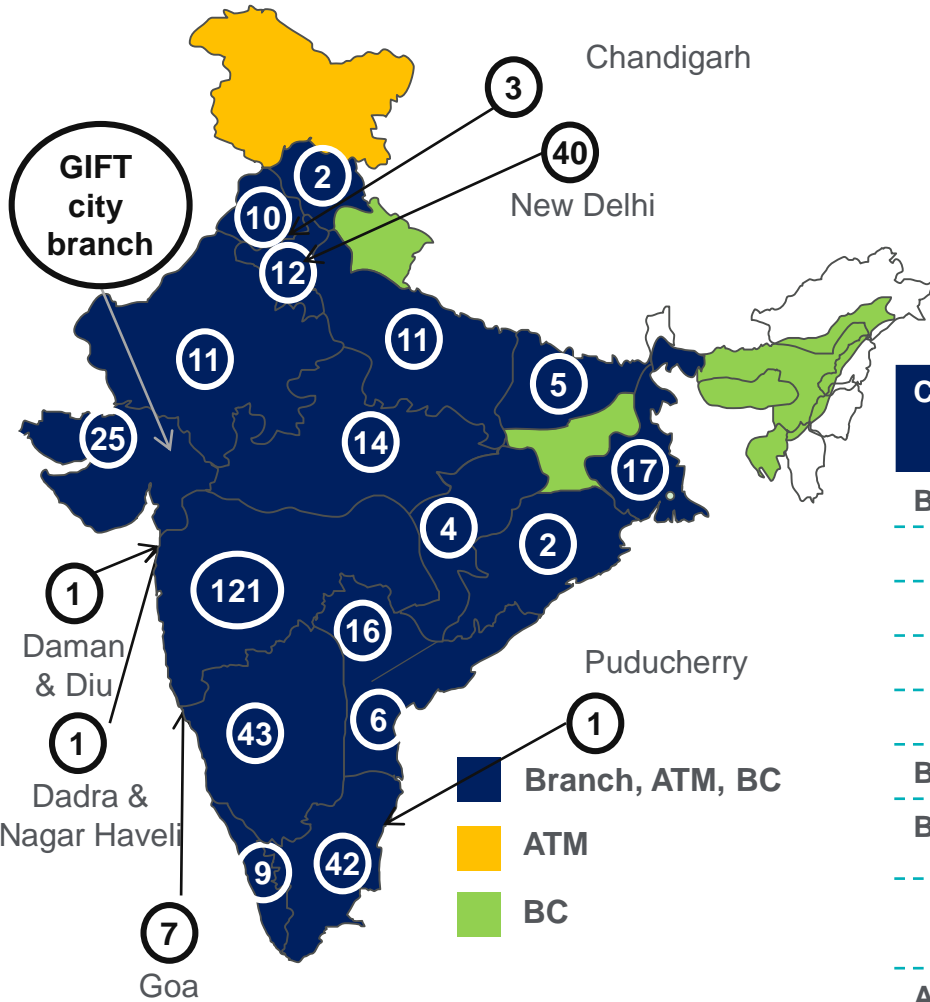
	FY17	FY18	FY19	Q1FY20	Q2FY20	Q3FY20	Q4FY20	Q1FY21	Q2FY21	Q3FY21
Yield on Advances	11.1%	10.5%	11.2%	12.0%	12.1%	12.3%	12.5%	13.0%	12.3%	11.5%
Cost of Funds	7.0%	6.3%	6.6%	6.8%	6.8%	6.6%	6.4%	6.1%	5.9%	5.6%
Cost of Deposits	7.1%	6.5%	6.8%	7.0%	6.9%	6.7%	6.4%	6.3%	6.0%	5.7%



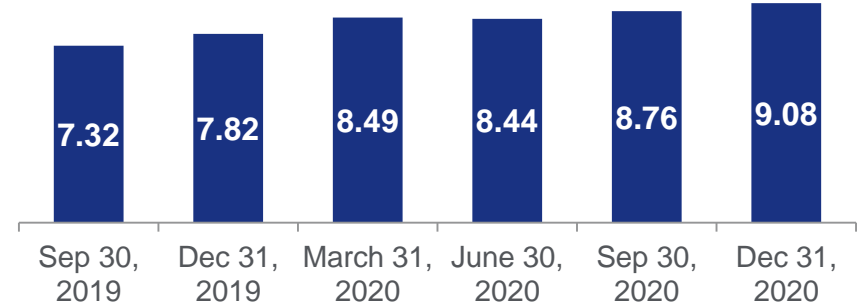
Distribution Network

Our Growing, Multi-Layered Distribution Network

Locations



Customers (Mn.)



Channel Breakup

Channels	Number of transaction points		
	Dec 31, 2020	Sep 30, 2020	Dec 31, 2019
Branches	403	398	371
<i>Metro</i>	209	207	182
<i>Urban</i>	60	60	57
<i>Semi-urban</i>	73	73	76
<i>Rural</i>	61	58	56
Banking Outlets (BOs)	259	254	255
BC Branches (incl. BOs)	1,344	1,219	1,245
<i>Of which RBL Finserve</i>	747	674	610
ATMs	412	402	383

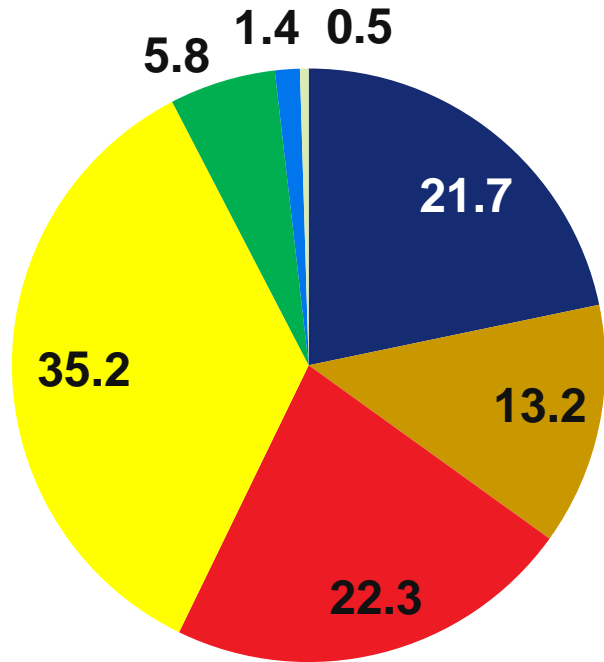
Figures in circles refer to number of branches in given state/union territory



Shareholding Pattern & Ratings

Diversified Shareholding & Strong Rating Profile

— Shareholding by category (%) —



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

Total Foreign holding – 49.7%.
Approved limit – 74%

Ratings

Instrument	Rating
Basel III compliant Tier II bonds	ICRA AA- hyb (Stable) (Re-affirmed dated Jan 10, 2020)
	CARE AA- (Stable) (Re-affirmed dated Oct 8, 2020)
Certificate of Deposits	ICRA A1+ (Re-affirmed dated Jan 10, 2020)
Medium term fixed deposit programme	ICRA MAA (Stable) (Re-affirmed dated Jan 10, 2020)
Short term fixed deposit programme	ICRA A1+ (Re-affirmed dated Jan 10, 2020)



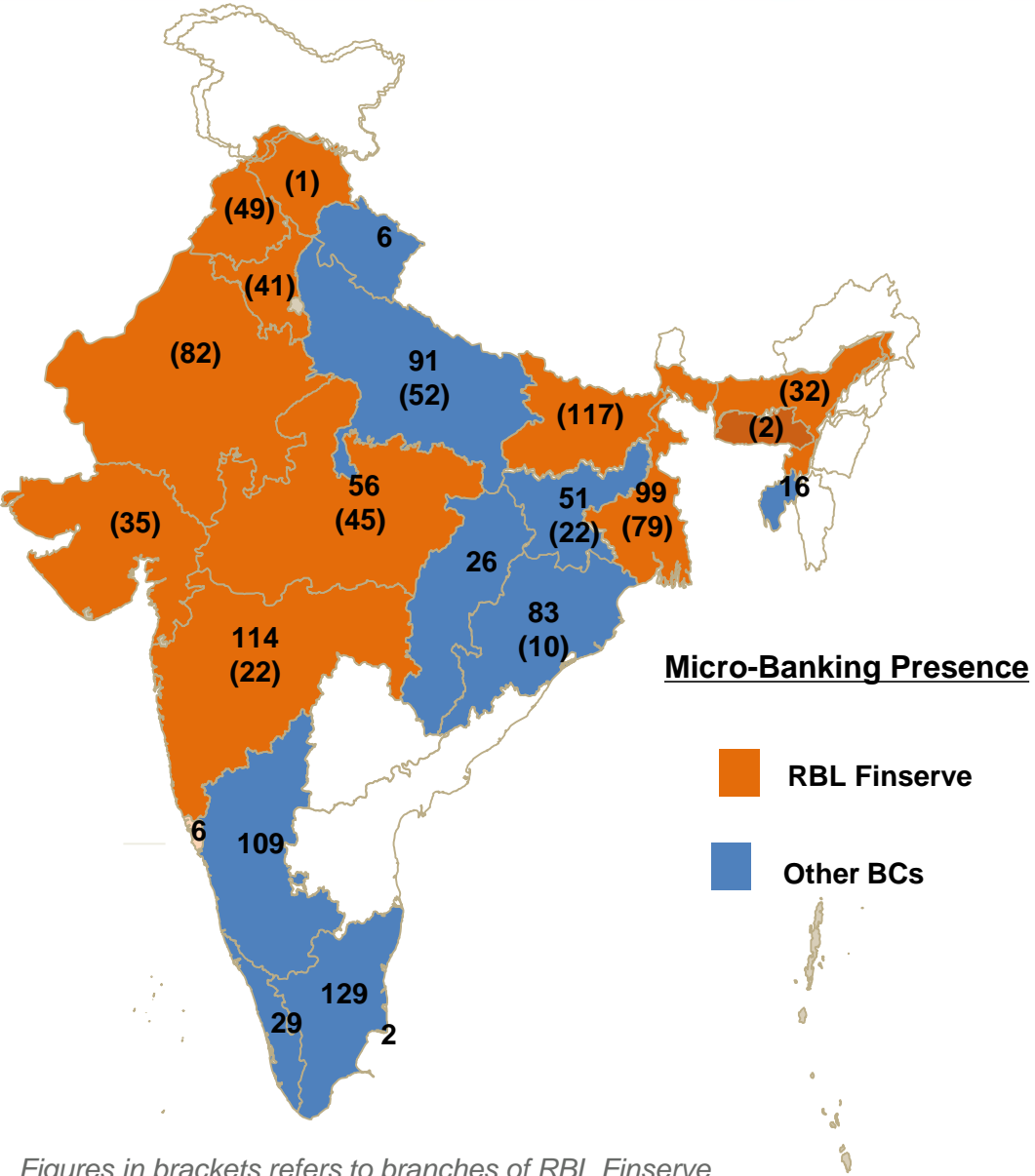
Micro-Banking Update

Micro-Banking Distribution Network

BC Branches Opened in Q3 FY-21 : 113

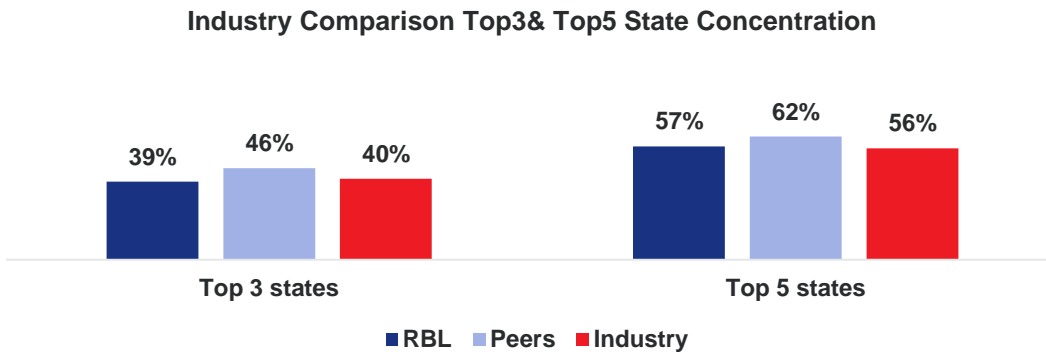
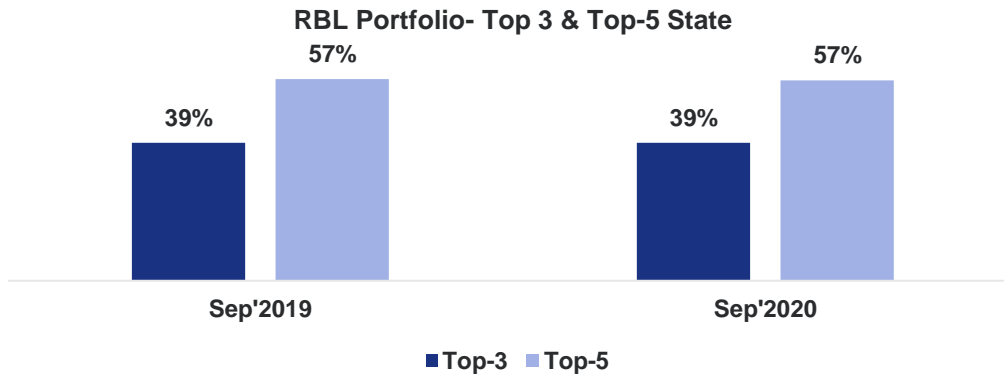
Status of Branches :

- Micro-Banking Branches : 1,176
 - RBL Finserve Branches: 589
- Banking Outlets: 259



Figures in brackets refers to branches of RBL Finserve

Micro-Banking - Portfolio Concentration reducing in top 3 / 5 states



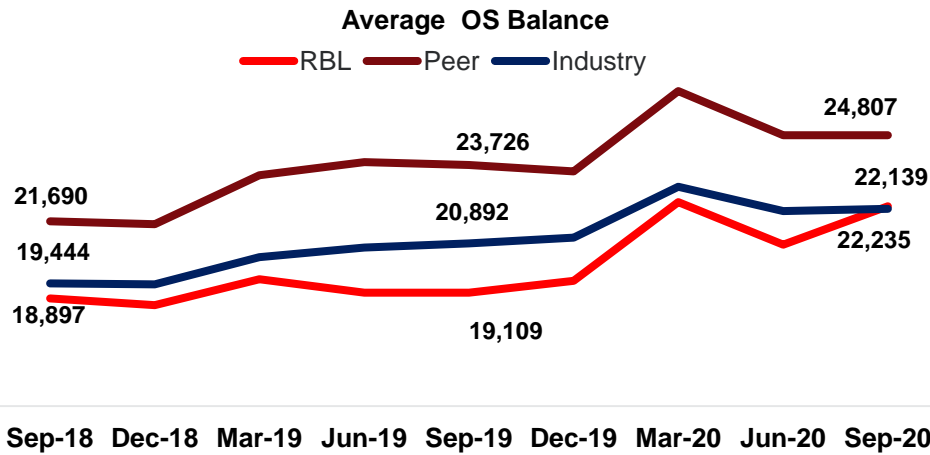
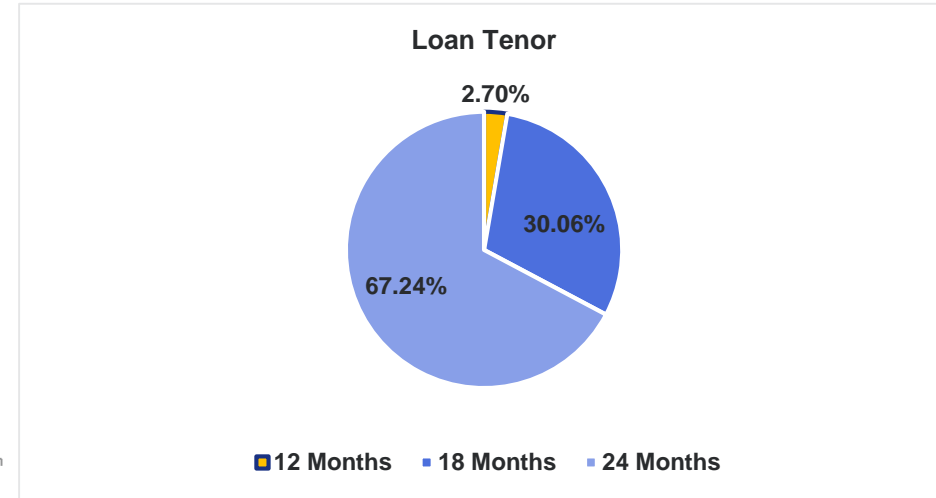
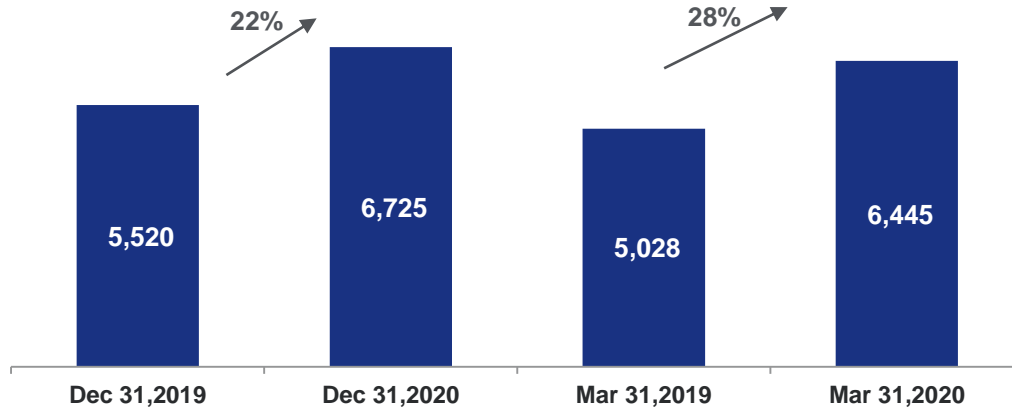
State Name	% of Portfolio Dec'20	% of Portfolio Mar'20
Bihar	12.6%	14.7%
Tamil Nadu	13.6%	13.4%
Maharashtra	9.6%	10.7%
Karnataka	8.6%	8.8%
West Bengal	8.4%	8.5%
Rajasthan	8.5%	7.3%
Uttar Pradesh	6.2%	3.4%
Odisha	5.8%	6.2%
Madhya Pradesh	5.1%	4.9%
Punjab	4.3%	4.6%
Haryana	3.7%	3.9%
Gujarat	3.1%	3.1%
Jharkhand	2.9%	2.1%
Assam	2.4%	2.8%
Kerala	1.5%	1.5%
Chhattisgarh	1.4%	1.7%
Uttarakhand	0.7%	0.8%
Goa	0.5%	0.6%
Tripura	0.5%	0.5%
Puducherry	0.5%	0.4%
Meghalaya	0.1%	0.1%
Himachal Pradesh	0.02%	0.0%
Grand Total	100.0%	100.0%

- Geographical diversification and state / district caps ensure lower geographical concentration than Peers
- State concentration cap of 15%
- District cap – 2%
 - 98% districts (402districts) have < 1% contribution
 - Nine districts have between 1 to 1.5% contribution

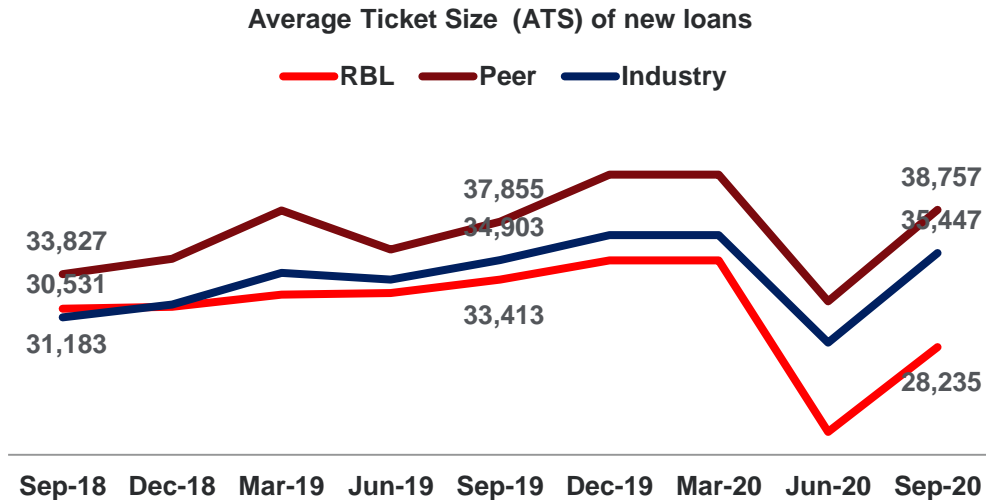
Portfolio growth driven by new customers, ticket size growth moderate

3.18 Mn active loan accounts

In Rs. crores

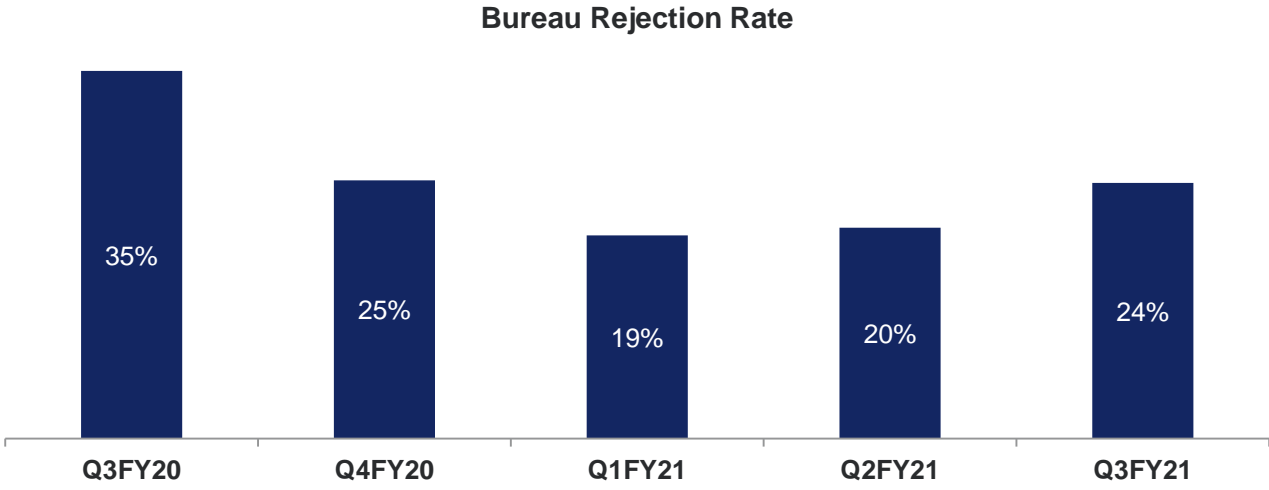
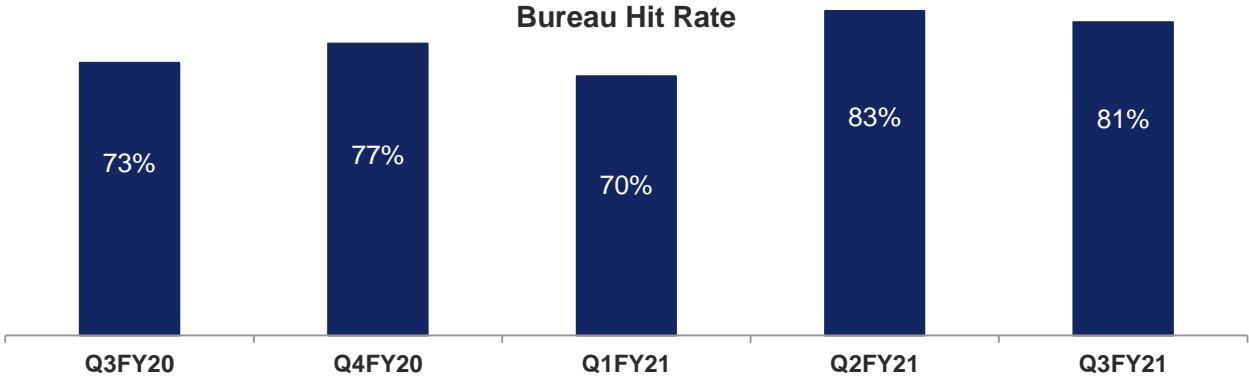


Average outstanding per customer lower than industry

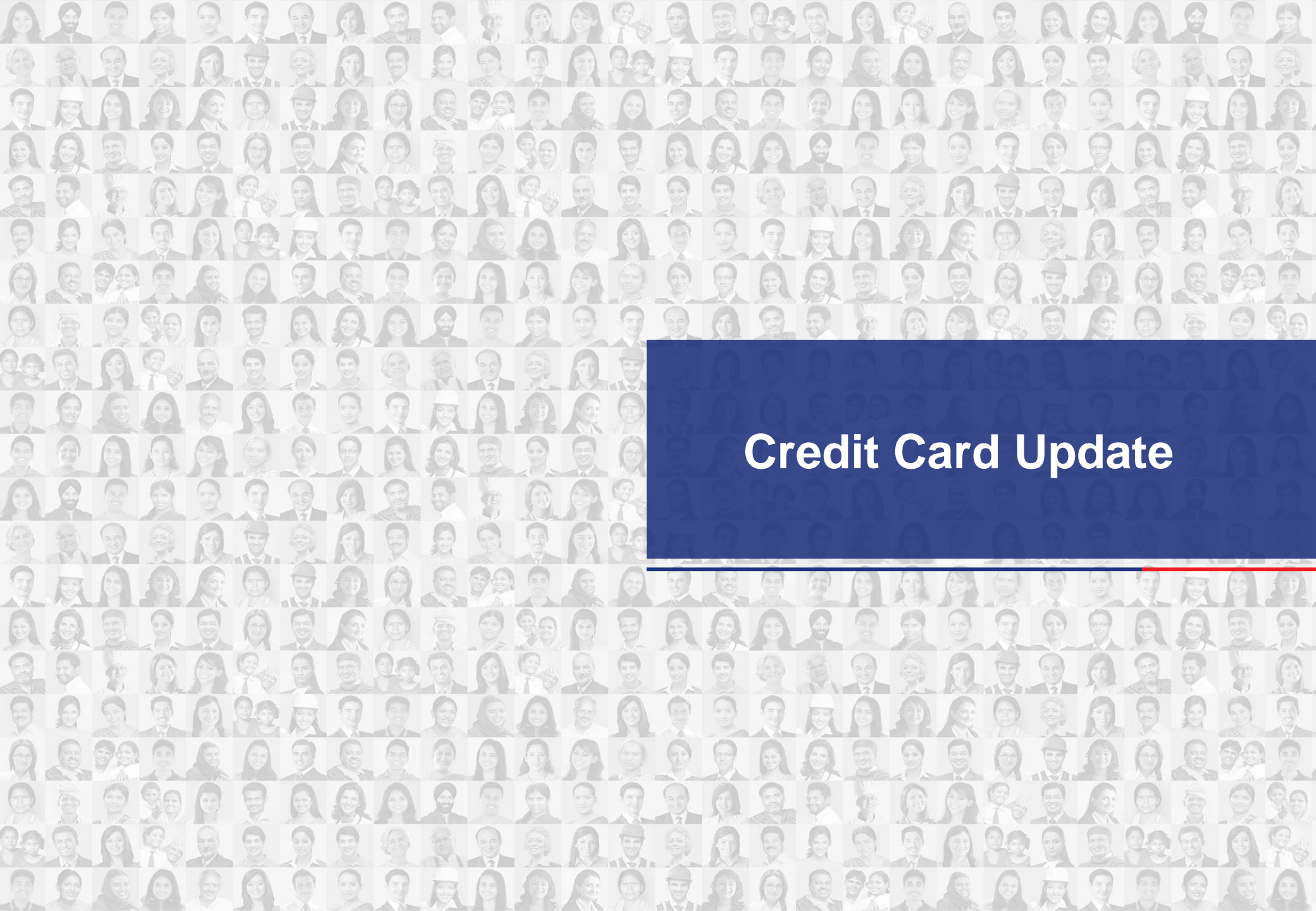


Ticket size showed a decline during Covid

Bureau Hit Rate and Rejection Rate



Bureau rejection rates have picked up on account of higher delinquencies in the market

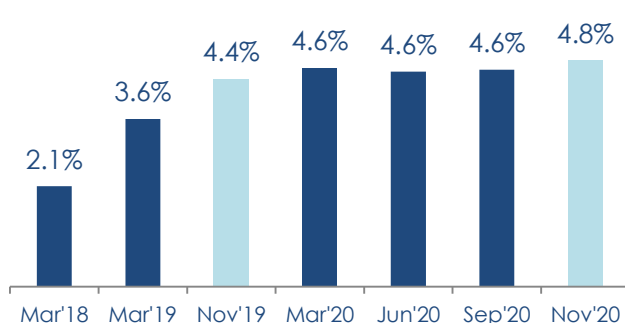


Credit Card Update

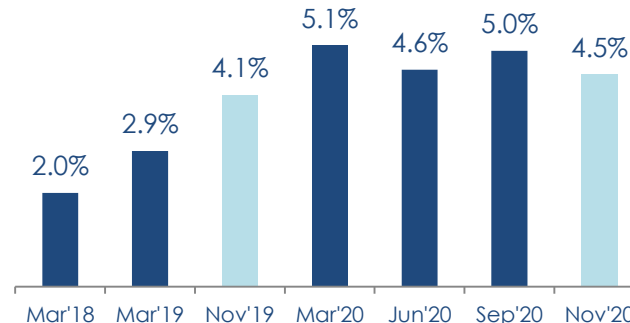
Growth & Market Share

	Nov'19		Nov'20	
	RBL	Industry	RBL	Industry
CIF	2.4 M	54.4 M	3.0 M ▲ 22%	60.1 M ▲ 10%
Spends	2,543 Cr	60,511 Cr	2,820 Cr ▲ 11%	62,581 Cr ▲ 3%
Advances	9,066 Cr	1,05,860 Cr	12,360 Cr ▲ 36%	1,14,307 Cr ▲ 8%

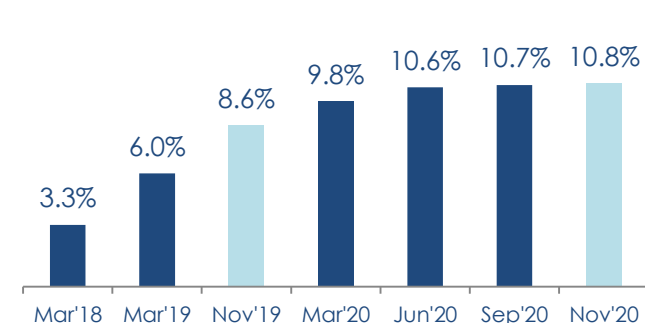
Market Share – Cards (#)



Market Share - Spends

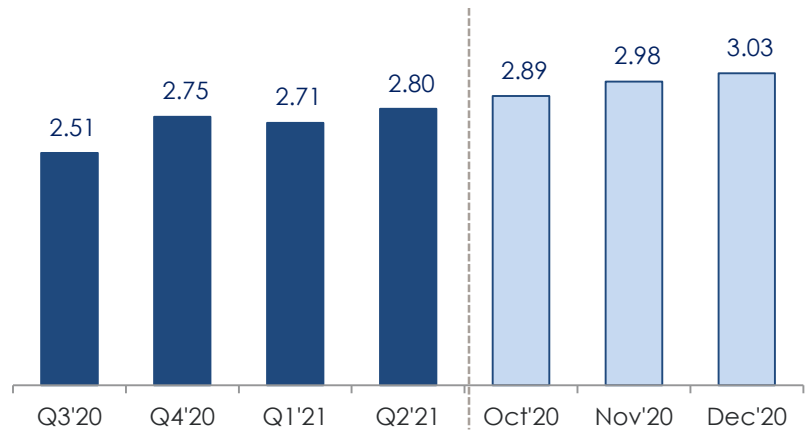


Market Share - Advances

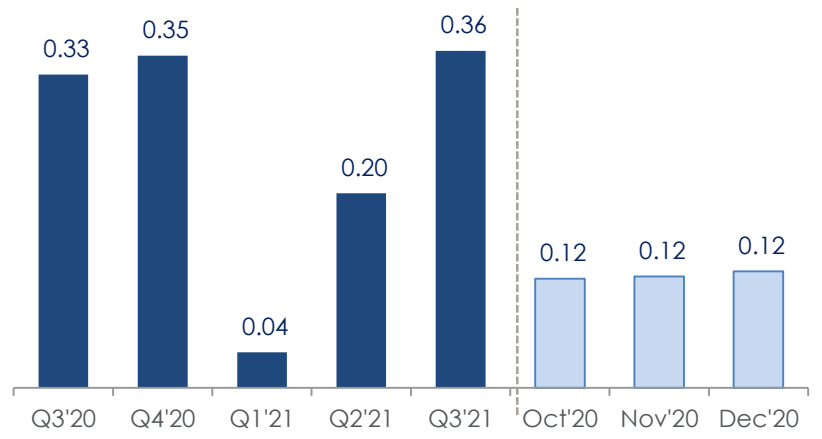


Credit Cards - Portfolio Trends

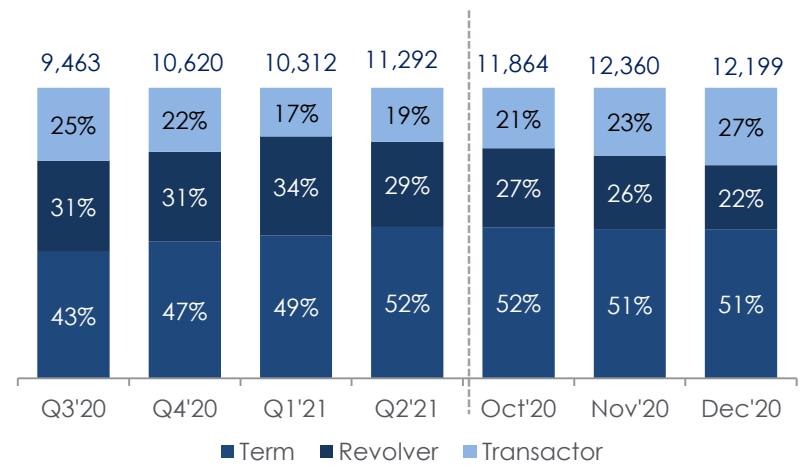
Cards in Force (Million)



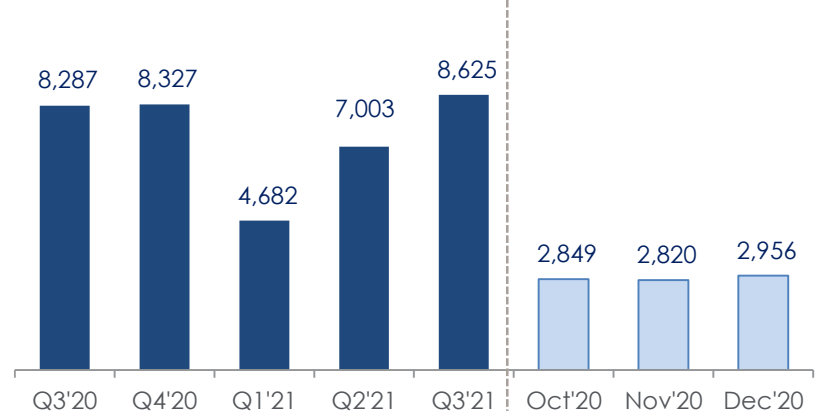
Acquisition (Million)



Advances Breakup (Cr.)

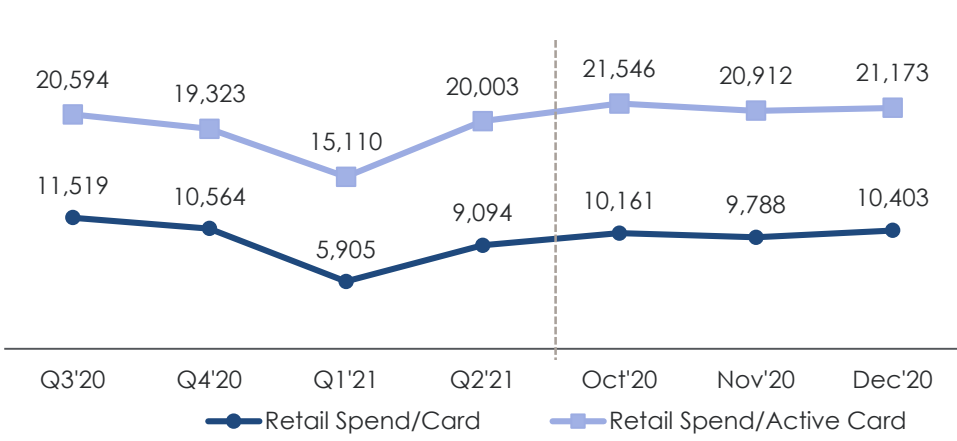


Total Spends (Cr.)

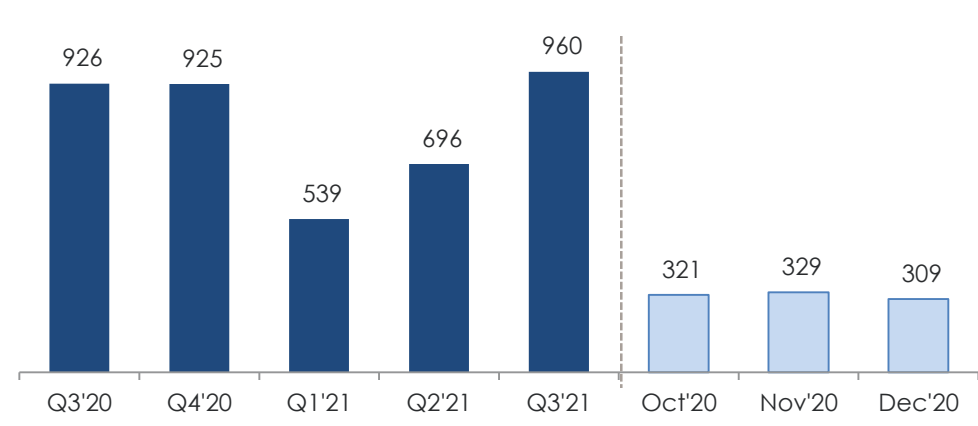


Credit Cards - Portfolio Trends

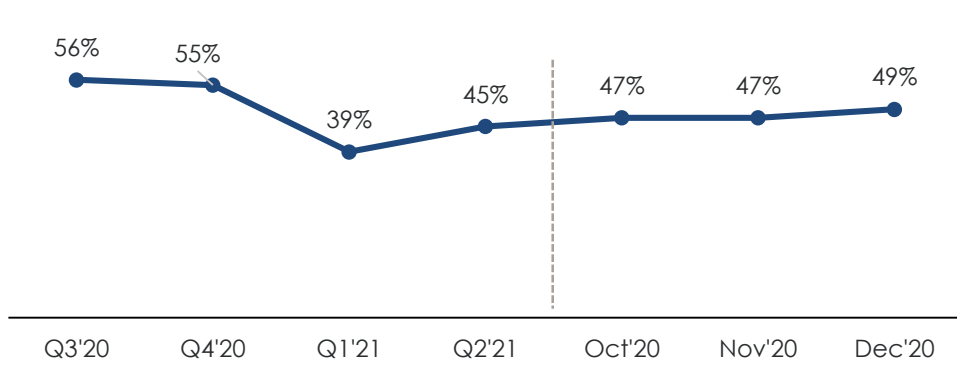
Retail Spend



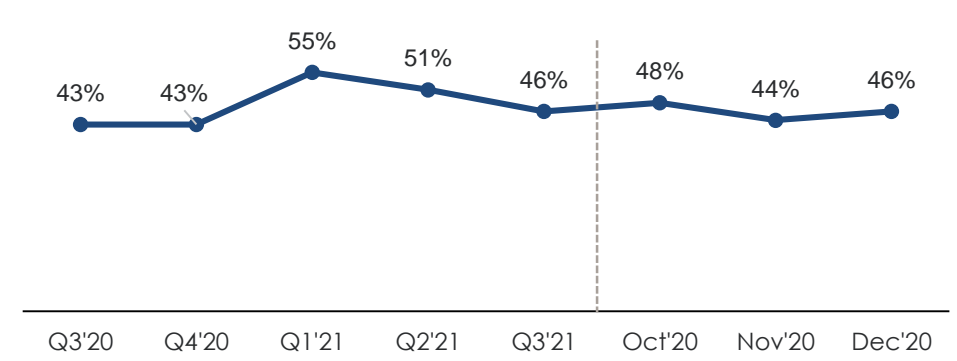
Consumer Loans ('000)



30 Day Retail Active



E-com Spend Share

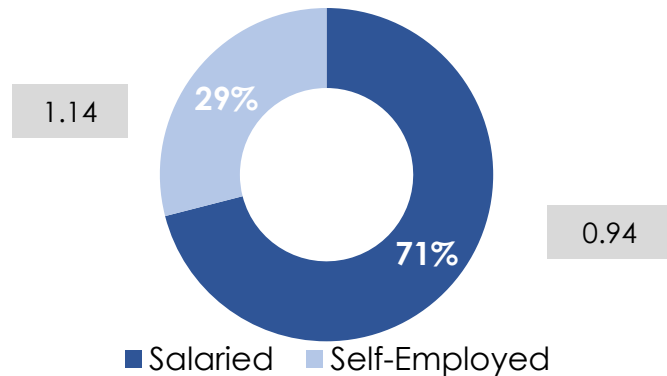


Spends at Pre-Covid levels. E-com share dropped as POS spends picking up

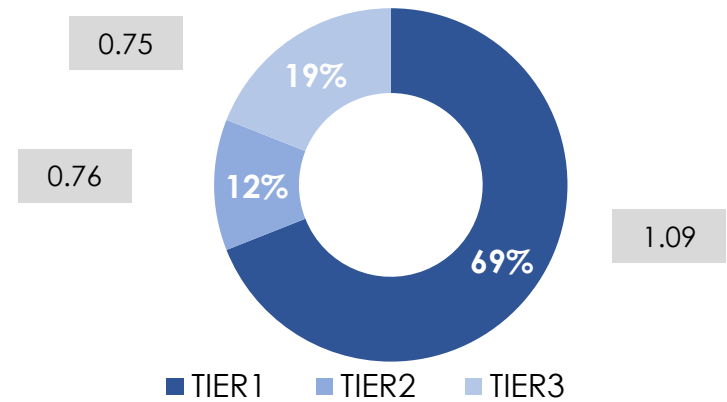
Retail Spend parameter are measured as of qtr end

Credit Cards – Customer Segment insights

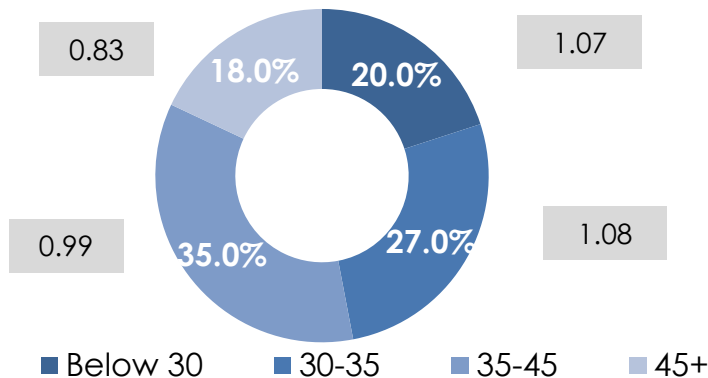
Salaried : Self Employed (SE) mix



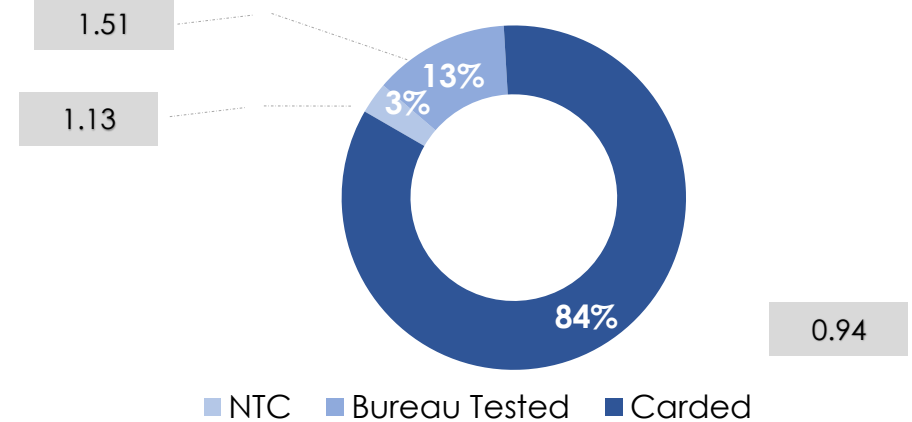
City Tier Mix



Age Group Mix



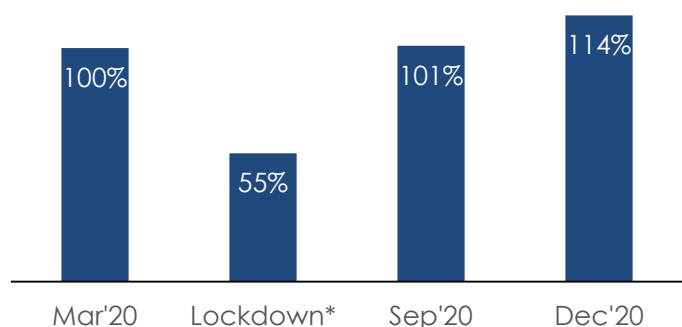
Carded Mix



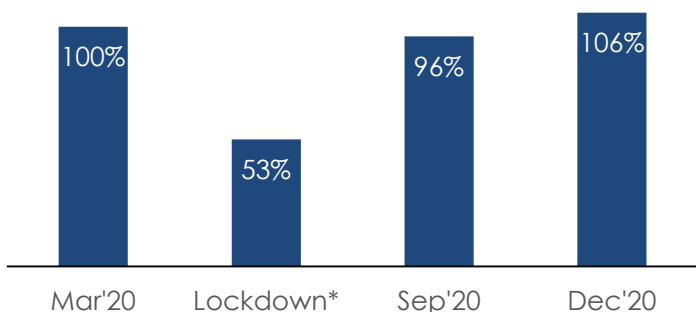
Bias towards safer segments – lower delinquencies

COVID -19 | Spend Impact & Recovery

Spends



Spend/Card



Indexed to March'20

Per Card Spends which dropped to 55% levels in lockdown have recovered to 106% in Dec'20

Spends by category

Spend Type	Mar'20 Spend Mix (Online Share)	Lockdown* Spend vs Mar'20 (Online Share)	Dec'20 Spend vs Mar'20 (Online Share)
Daily	78% (51%)	58% ▼ (61%)	104% ▲ (52%)
Discretionary	17% (16%)	42% ▼ (33%)	125% ▲ (21%)
Travel & Cash	5% (54%)	15% ▼ (93%)	87% ▼ (62%)
Total	100% (45%)	53% ▼ (58%)	106% ▲ (46%)

* Apr & May'20 ; online spend share in ()

Daily: Grocery/Stores, Telecom, Utility, Education, Health & Insurance, Wallet Load, Fuel & Cab

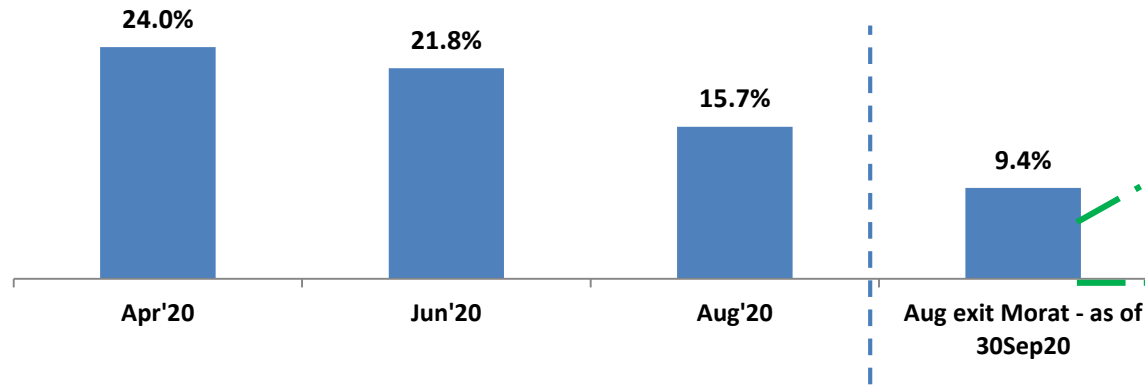
Discretionary: Lifestyle & Apparel, Dining & Food Delivery, Entertainment, Durables

Travel & Cash: Hotel, Travel Agency, Airlines, Railway, Cash

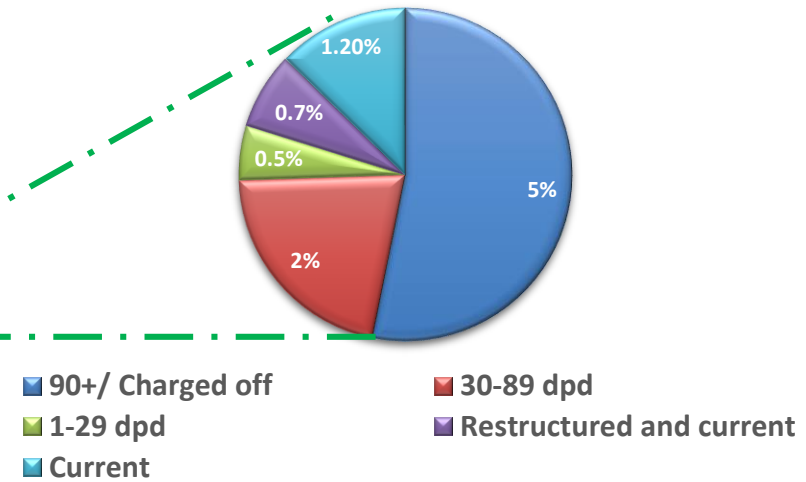
Barring Travel & Cash, other spend categories have fully recovered; POS spend share is also at the same level of Mar'20

Credit Cards – moratorium flow and improving collections

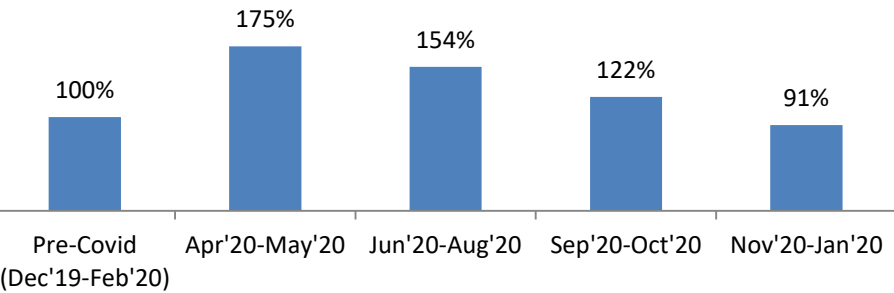
Value under Moratorium %



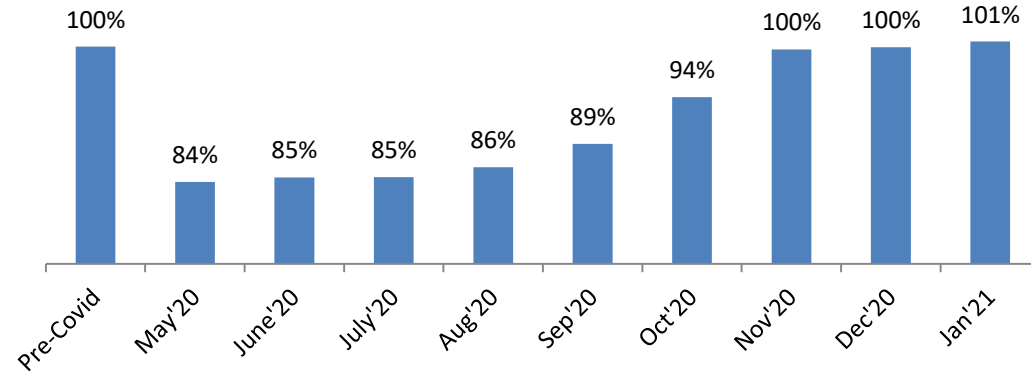
Status as on 31st Dec 2020



Entry into delinquency



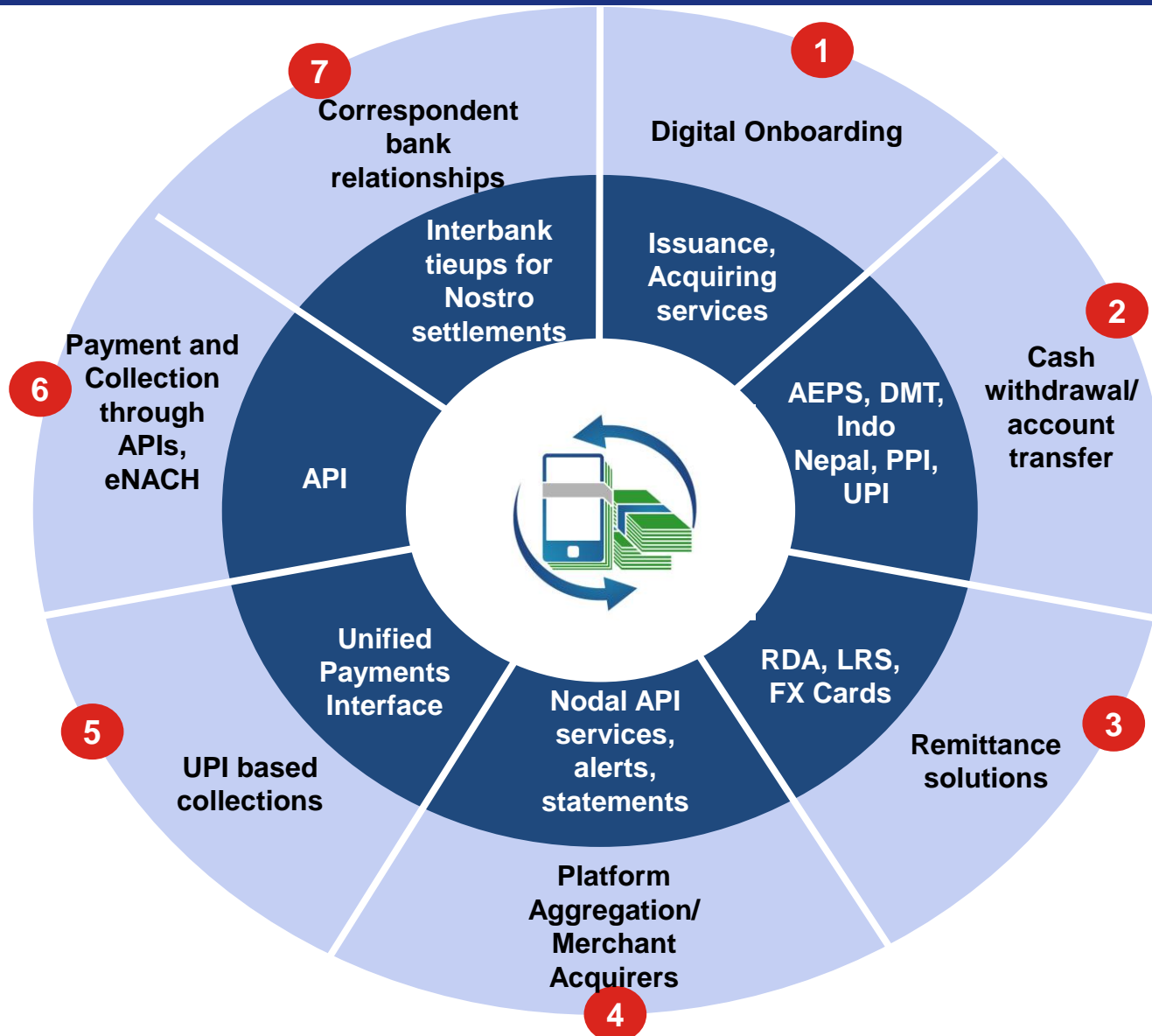
Collection efficiency (SOC wise)





Digital Banking Update

Deeper Connect by enhancing the value proposition in the payments landscape...



Our Continual market standing in the digital space...



MEITY Digital Performance:
Among top 20 players



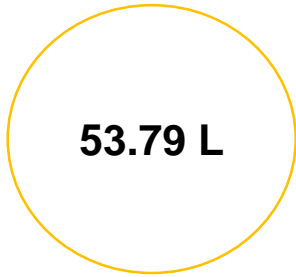
Acquiring Terminals: RBL # 1 player with ~27% market share



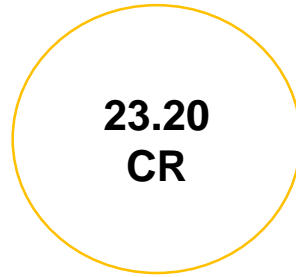
AEPS: RBL # 7 in terms of transaction processed



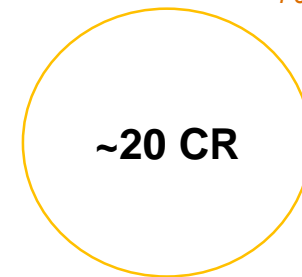
MFI: RBL 40% market share disbursements through API



Total Number of Customers



Total Transaction Volume



Total no of API calls

For period Apr' 20 to Sep' 20

14.93 L No of Merchants

22.50 L PPI Customers

16.56 L Customer Service Points

Deepening our digital footprint...

Issuance Products



Launched two new Platforms in the PPI business

14 clients in pipeline over the next quarter

Ability to leverage retail lending on Prepaid Cards for better value proposition to customer.

State of Art Customer onboarding through Biometric and XML piloted

INR Remittances



1L (Aadhaar Enabled Payment Services (AEPS)+ Domestic Money Transfers (DMT)) **CSPs verified using eKYC service** of in the **quarter**

DMT: **~10% growth** in transactions value QOQ

IndoNepal Remittances : **~10% growth** in transactions value QOQ

Strengthened control framework in IndoNepal remittances.

FX Products



Launched RDA services for a leading Exchange House

CUG testing for a large exchange house offering **Outward Remittance** under Liberalised Remittance scheme

Two mandates closed for **Nostro settlement services** for Small Finance Banks (SFBs)

~21% growth in **volume** QOQ and **~32 % growth** in **value** QOQ

Acquiring & Aggregation



RBL # 1 player with **~27%** market share, 12.57 L Pos Terminals

QOQ transaction **volume** growth of **57%** and **value** growth of **74%**. Significant ramp up post covid lockdown easing.

“Tap on Phone” Contactless payments acceptance through all networks live through multiple partners. Scalable solution of converting mobile to a POS device for accepting payments through NFC enabled cards.

API, UPI & Others



RBL contributes to **40% market share** in the MFI segment for payment APIs

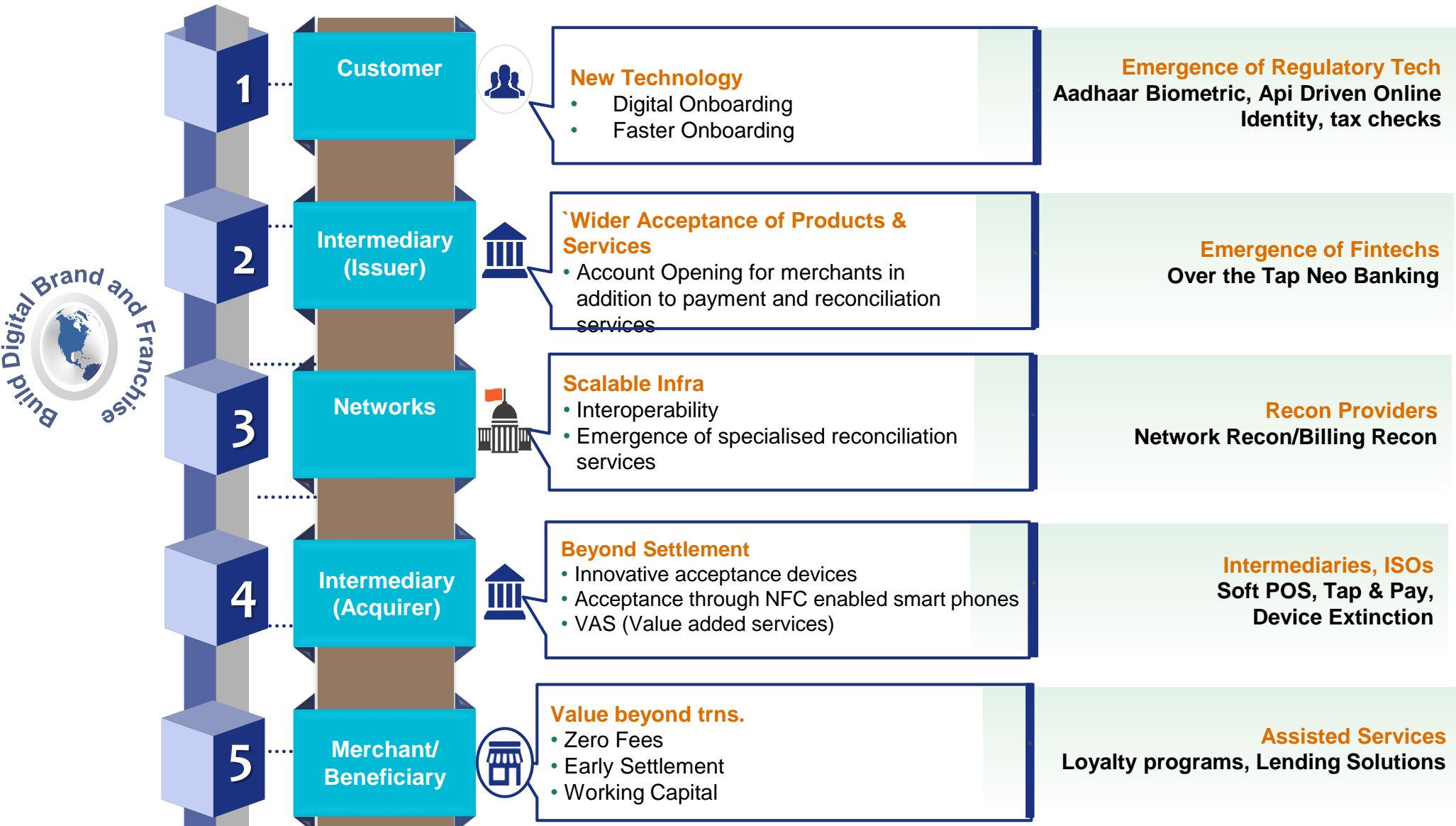
Bouquet of API solutions across payment & collection services

150+ APIs live with **over 2.5L API hits** every day **25%** growth QOQ

Completed **UPI Auto Pay** Certification

Launched API version for **eMandate** services. Commenced processing 0.5 Mn transactions through eMandate platform for a large NBFC.

Engaging across the ecosystem for new solutions





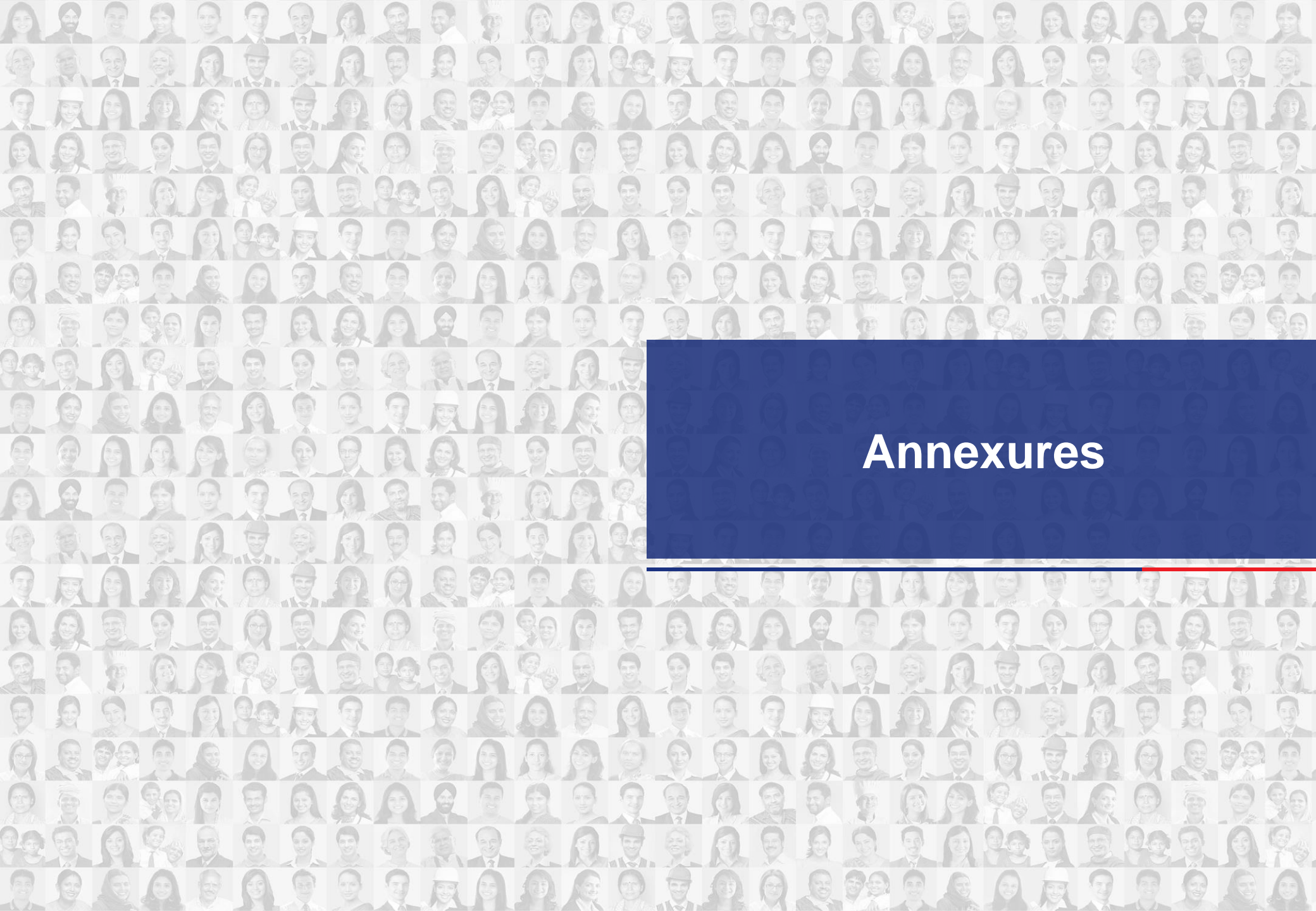
Marketing & CSR Update

Key Highlights for Q3 FY21

- Launched **Visa Direct**, an instant payout facility for Fintechs in partnership with Visa facilitating instant, real-time and secure fund settlement on debit and credit cards.
- Announced a Bancassurance Partnership with ICICI Prudential Life Insurance
- Launched an innovative payment solution for Indian merchants – RuPay PoS in association with NPCI and PayNearby
- Bank has selected Amazon Web Services as the cloud service provider to drive digital transformation



Successfully raised **Rs. 5.12 Cr.** for **girl child education** through the Bank's flagship CSR initiative, 'UMEED1000 Cyclothon'.



Annexures

Board of Directors



Mr. Prakash Chandra

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



Mr. Vishwvir Ahuja

*Managing Director and CEO
Previously, Managing Director & Country Executive Officer of Bank of America for Indian Sub-continent*



Mr. Rajeev Ahuja

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



Mr. Vijay Mahajan

*Non-Executive Director
Previously, Founder of Basix Social Enterprise Group*



Ms. Veena Mankar

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



Ms. Ranjana Agarwal

*Independent Director
Founder and managing partner of Vaish & Associates, Chartered Accountants and has over 30 years of experience*



Mr. Ishan Raina

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



Mr. Vimal Bhandari

*Non-Executive Additional Director
Executive Vice Chairman and CEO with Arka Fincap Limited (AFL)*



Mr. Somnath Ghosh

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

Professional and Experienced Leadership Team



Mr. Vishwavir Ahuja

Managing Director and CEO

Managing Director & Country Executive Officer of Bank of America for Indian Sub-continent from 2007-2009

(38)



Mr. Rajeev Ahuja

Executive Director

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

(34)



Mr. R. Gurumurthy

Head – Risk & Governance

Previously, associated with Standard Chartered Bank, Bank of America, Credit Lyonnais and State Bank of India with leadership roles in India and Asia-Pacific region

(35)



Mr. Brijesh Mehra

Head – Corporate, Institutional & Transaction Banking

Previously, Country Manager, Royal Bank of Scotland N.V. and prior to that associated with Grindlays Bank Public Limited Company

(34)



Mr. Jaideep Iyer

Head - Strategy

Previously, Group President and Deputy CFO – Yes Bank

(22)



Ms. Shanta Vallury Gandhi

Head - HR, CSR & Internal Branding

Previously, Vice President of Acquisitions and Partnerships Division in American Express Bank Ltd (Gurgaon)

(28)



Mr. Harjeet Toor

Head - Retail, Inclusion and Rural Business

Previously, associated with Bank of America, ABN AMRO Bank and Fullerton India Credit Company

(26)



Mr. Surinder Chawla

Head – Geography, Branch and Business Banking

Previously, associated with Standard Chartered Bank, ABN Amro Bank and HDFC Bank

(28)



Mr. Sankarson Banerjee

Chief Information Officer

Previously, Chief Technology Officer, National Stock Exchange

(23)



Mr. Deepak Kumar

Chief Risk Officer

Previously, associated with State Bank of India and member of RBI committees

(37)

Figures in brackets are years of work experience in financial services

Professional and Experienced Leadership Team (Contd.)



Mr. Bhavtaran Singh (Sunny) Uberai

Head – Client Services

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

(35)



Mr. Pankaj Sharma

Chief Operations Officer

Previously, Head Retail Operations, Axis Bank

(20)



Mr. Sanker Parameswaran

Head - Legal

Previously, associated with ICICI Bank, Indian Hotels, Amway India

(35)

Figures in brackets are years of work experience in financial services

Profit & Loss Statement

Particulars	Q3 FY21	Q3 FY20	Q2 FY21	9M FY21	9M FY20
<u>Income</u>					
Interest Earned	1,980	2,157	2,077	6,292	6,306
Interest Expended	1,072	1,235	1,145	3,411	3,697
Net Interest Income	908	923	932	2,882	2,609
Other Income	580	487	456	1,369	1,410
Total Income	1,488	1,410	1,388	4,251	4,018
<u>Expenditure</u>					
Operating Expenses	683	693	669	2,037	2,056
Employee Cost	211	188	215	638	569
Premises Cost	58	50	66	197	158
Depreciation	39	33	41	117	98
Other Operating Expenses	375	422	347	1,084	1,232
Operating Profit	805	717	720	2,214	1,962
Provisions	610	623	526	1,635	1,360
On advances	620	637	514	1,649	1,378
On others	(10)	(14)	11	(13)	(17)
Profit Before Tax	195	94	194	579	602
Tax	48	24	50	146	211
Profit After Tax	147	70	144	432	391

Balance Sheet Statement

Particulars	Dec 31, 2020	Sep 30, 2020	Dec 31, 2019
<u>Liabilities</u>			
Capital	598	509	508
Reserves and Surplus	11,986	10,363	10,039
Deposits	67,184	64,506	62,907
Borrowings	12,070	13,256	14,893
Other Liabilities	4,600	4,712	3,110
Total	96,437	93,347	91,458
<u>Assets</u>			
Cash & Balances with RBI	6,295	7,958	7,147
Balances with other banks	3,751	3,672	2,441
Investments (Net)	24,939	21,277	19,100
Advances (Net)	56,444	56,162	59,635
Fixed and Other Assets	5,009	4,278	3,135
Total	96,437	93,347	91,458

Consolidated Profit & Loss Statement

Particulars	Q3 FY21	Q3 FY20	Q2 FY21	9M FY21	9M FY20
<u>Income</u>					
Interest Earned	2,062	2,224	2,163	6,547	6,497
Interest Expended	1,071	1,234	1,144	3,409	3,697
Net Interest Income	991	990	1,019	3,138	2,800
Other Income	574	489	451	1,358	1,416
Total Income	1,565	1,479	1,470	4,496	4,216
<u>Expenditure</u>					
Operating Expenses	760	766	742	2,260	2,260
Employee Cost	282	240	279	830	711
Premises Cost	64	54	70	211	168
Depreciation	41	36	44	125	103
Other Operating Expenses	373	436	349	1,094	1,278
Operating Profit	805	713	728	2,236	1,956
Provisions	610	623	525	1,636	1,360
On advances	620	637	514	1,649	1,377
On others	(10)	(14)	11	(13)	(17)
Profit Before Tax	195	90	203	600	596
Tax	48	24	50	146	211
Profit After Tax	147	66	153	454	385

Consolidated Balance Sheet Statement

Particulars	Dec 31, 2020	Sep 30, 2020	Dec 31, 2019
<u>Liabilities</u>			
Capital	598	509	508
Reserves and Surplus	11,990	10,367	10,021
Deposits	67,105	64,450	62,907
Borrowings	12,070	13,256	14,893
Other Liabilities	4,642	4,721	3,122
Total	96,405	93,303	91,451
<u>Assets</u>			
Goodwill on Consolidation	41	41	41
Cash & Balances with RBI	6,298	7,959	7,147
Balances with other banks	3,758	3,673	2,443
Investments (Net)	24,793	21,132	19,004
Advances (Net)	56,444	56,162	59,618
Fixed and Other Assets	5,071	4,337	3,198
Total	96,405	93,303	91,451

Our Recent History

Particulars	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY19	FY20	9M FY21
Net Worth	1,075	1,131	1,594	2,012	2,224	2,960	4,242	6,544	7,336	10,290	12,163
Deposits	2,042	4,739	8,341	11,599	17,099	24,349	34,588	43,902	58,394	57,812	67,184
Advances (Net)	1,905	4,132	6,376	9,835	14,450	21,229	29,449	40,268	54,308	58,019	56,444
Investments (Net)	892	2,334	5,571	6,518	9,792	14,436	13,482	15,448	16,840	18,150	24,939
Net Profit	12	66	92	93	207	292	446	635	867	506	432
CRAR (%)	56.4	23.2	17.1	14.6	13.1	12.9	13.7	15.3	13.5	16.4	17.9
Gross NPA (%)	1.12	0.80	0.40	0.79	0.77	0.98	1.20	1.4	1.38	3.62	1.84
Net NPA (%)	0.36	0.20	0.11	0.31	0.27	0.59	0.64	0.78	0.69	2.05	0.71
Business per employee	4.4	6.7	7.9	7.7	9.1	11.8	13.1	15.9	19.3	16.0	16.5
No. of employees	907	1,328	1,859	2,798	3,465	3,872	4,902	5,300	5,843	7,221	7,494
Return on Assets (%)	0.53	1.33	1.05	0.66	1.02	0.98	1.08	1.21	1.27	0.59	0.62
Return on Equity (%)	1.7	5.9	6.73	5.44	9.58	11.32	11.67	10.95	12.15	5.74	5.07

Thank you

Contact us at:

ir@rblbank.com

+91-22-4302 0600

Please email us your contact details at the above id to get added to our investor relations mailing list

Please visit our Investor Relations website – <https://ir.rblbank.com/>