



Investor Presentation

4th Quarter / FY 17

May 2, 2017



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

Glossary and Key Notes

9M	9 months period ended December 31	IBA	Indian Banks Association
A/Cs	Accounts	IFSC	International Financial Services Center
Agri	Agribusiness Banking	JLG	Joint Liability Group
ARC	Asset Reconstruction Company	KYC	Know Your Customer
ATM	Automated Teller Machine	LAP	Loan Against Property
BBB	Branch & Business Banking	MF	Mutual Funds
BC	Business Correspondent	MFI	Microfinance Institution
BCSBI	Banking Codes and Standard Board of India	MSME	Micro, Small and Medium Enterprises
BFL	Bajaj Finance Limited	NABARD	National Bank for Agriculture and Rural Development
BIL	Business Installment	NBFC	Non Banking Financial Company
bps	Basis Points	NFB	Non Fund Based
C&IB	Corporate & Institutional Banking	NIM	Net Interest Margin
CAGR	Compounded Annual Growth Rate	NNPA	Net Non Performing Assets
CASA	Current Account and Savings Account	NPA	Non Performing Assets
CB	Commercial Banking	NRI	Non Resident Indian
CBDT	Central Board for Direct Taxes	PCR	Provision Coverage Ratio
CEO	Chief Executive Officer	PIL	Personal Installment Loan
CRAR	Capital to Risk Weighted Assets Ratio	Q2	3 month period ended September 30 (July 1- September 30)
CSP	Customer Service Point	Q3	3 month period ended December 31 (October 1- December 31)
CSR	Corporate Social Responsibility	Q4	3 month period ended (January 1 - March 31)
DB & FI	Development Banking & Financial Inclusion	QoQ	Quarter on Quarter
EMI	Equated Monthly Installment	RBI	Reserve Bank of India
EY	Ernst & Young	RoA	Return on Assets
FI	Financial Inclusion	RoE	Return on Equity
FICC	Fixed Income, Currency and Commodity	RWA	Risk Weighted Assets
FII	Foreign Institutional Investors	S4A	Scheme for Sustainable Structuring of Stressed Assets
FPI	Foreign Portfolio Investor	SDR	Strategic Debt Restructuring
FY	12 month period ended March 31	SLR	Statutory Liquidity Ratio
GDP	Gross Domestic Product	STP	Straight Through Processing
GIFT City	Gujarat International Finance Tec-City	TAT	Turnaround Time
GNPA	Gross Non Performing Assets	TD	Term Deposits
G-Sec	Government Securities	UPI	Unified Payments Interface
GST	Goods & Services Tax	VCF	Venture Capital Funds
HUF	Hindu Undivided Family	YoY	Year on Year

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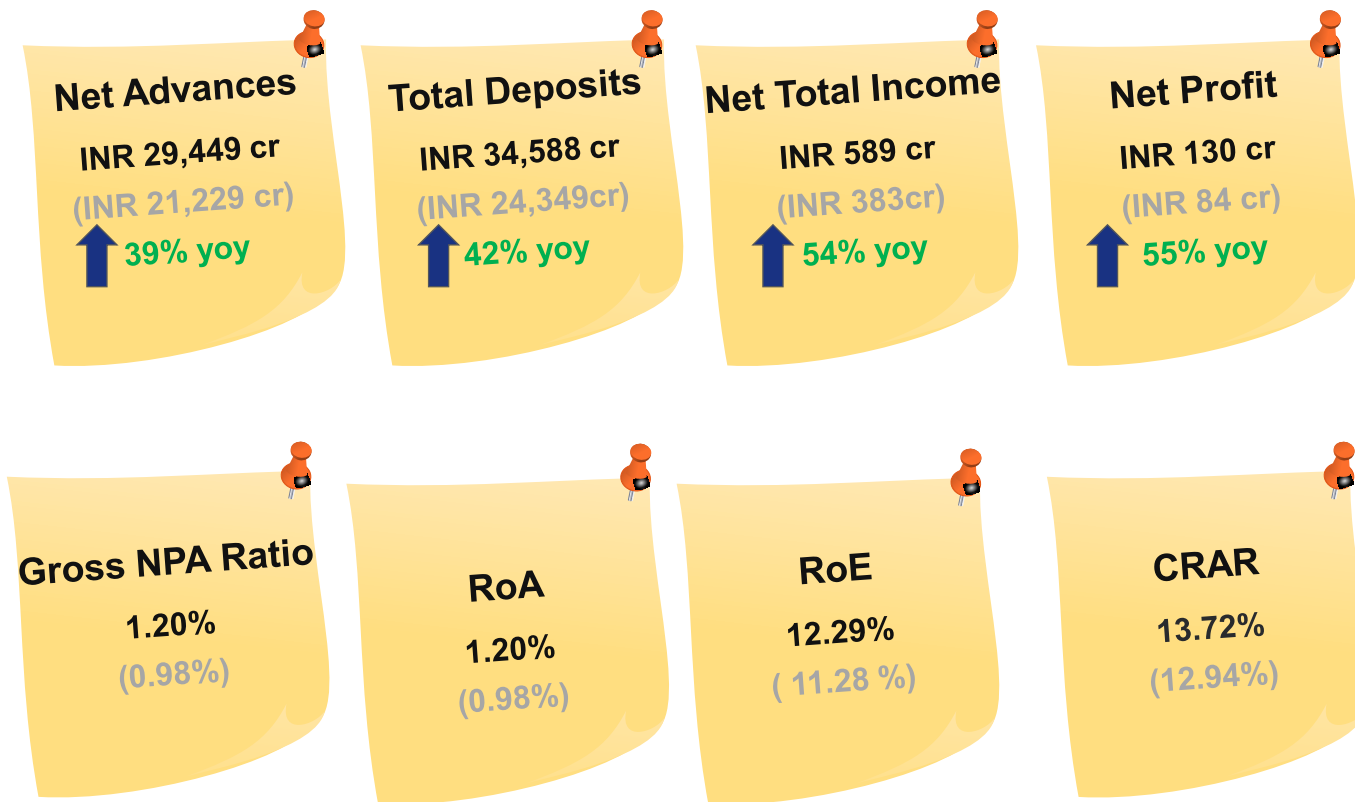


Key Performance Highlights



Strong Growth on All Parameters Continues

Q4 FY 17 Financial Highlights



Notes:
Figures in brackets are Q4 FY 16 figures

Strong performance in a challenging environment

Performance tracking to Vision 2020

Significant increase in CASA

Continuous focus on retail & mass banking; Increased usage of digital channels

Significant investment in people, technology, branding & distribution

On track to achieving scale and heft



RBL Vision 2020

We Are on Track to Meet / Exceed Vision 2020 Goals

	RBL Vision 2020	Actual FY 17
Advances	30-35% CAGR	39%
CASA Ratio	0.75 - 1% increase every year	FY 16: 18.6% FY 17: 22.0%
Other Income %	~ 1/3 rd of Net Total Income	38.2%
Operational Efficiency	Cost/Income ratio of 51% - 52% by 2020	FY 16: 58.6% FY 17: 53.4%
Return Ratios	~ 1.50% RoA by 2020	FY 16: 0.98% FY 17: 1.08%*

Note: * RoA is after factoring a charge in FY17 on the Bank's investment in Utkarsh Microfinance Limited. After excluding the same, RoA for FY17 would be 1.12% .

Key Initiatives of Vision 2020



Technology

Leveraging technology to acquire, engage and service clients
New Internet banking portal launched



Distribution

Enhancing distribution through a combination of owned branches, BCs, Customer Service Points ('CSPs')
42 branches, 262 BC branches and over 29,000 CSPs opened during FY 17



Platforms

Creation of Transaction and Payment platforms that leverage changes in ecosystem driven by Aadhaar, UPI, IndiaStack, GST etc.



Cross-sell

Enhancing cross-sell across all businesses



Mass Banking

Increase presence in 'Mass Banking' - internal efforts, partnerships and acquisitions
Over 6 Lakh customers acquired in FY17

Our Fundamentals Have Resulted in Strong Performance Each Quarter



1. One of India's Fastest Growing Private Sector Banks

2. Robust Corporate Governance Framework as well as Experienced Management Team

3. Focus on Effective Risk Management and Asset Quality

4. Focus on Operational Quality and Scalability

5. Leveraging Partnerships and Technology for Creating Customer Centric / Multi-channel Solutions

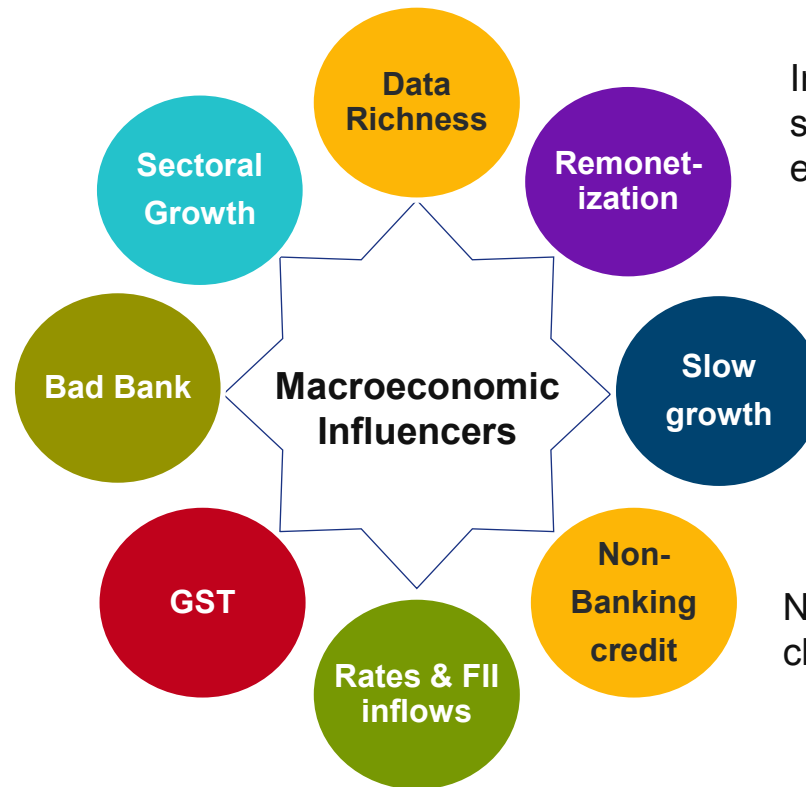
Numerous Macroeconomic Changes are Taking Place

India on a huge cusp in terms of credit information and data richness

Pickup in roads, telecom, logistics, renewables, auto, financial services, food processing, consumer goods and ecommerce

Decibel around bad bank has become louder

GST, a seminal event, is likely to impact GDP growth positively



Inflow of cash back into the ecosystem is resulting in a pickup of economic growth

No capex led recovery likely and growth in banking sector has been slow

Non-banking credit rising rapidly and challenging bank credit

Decreasing interest rates, stronger FII inflows and stronger rupee seen since Feb 2017



Financial Performance



Significant Increase in Profitability

Parameter	Q4 17	Q4 16	YoY	Q3 17	QoQ	FY 17	FY 16
Net Interest Income	352	240	47%	322	10%	1,221	819
Other Income	237	143	66%	182	30%	755	491
Net Total Income	589	383	54%	504	17%	1,977	1,310
Operating Profit	282	161	75%	235	20%	920	542
Net Profit	130	84	55%	129	1%	446 [#]	292

Parameter	Q4 17	Q4 16	Q3 17	FY 17	FY 16
Other Income/Total Income	40.2%	37.3%	36.2%	38.2%	37.5%
Cost/Income	52.1%	58.0%	53.3%	53.4%	58.6%
CRAR	13.7%	12.9%	14.6%*	13.7%	12.9%
Net Interest Margin	3.5%	3.2%	3.4%	3.3%	3.1%
Credit Cost/Advances (bps)	31**	19**	14**	87	62

[#] Net Profit is after factoring a charge in FY17 on the Bank's investment in Utkarsh Microfinance Limited. After excluding the same, the net profit for FY 17 would have been Rs.463 crore. * including interim profits; ** Not Annualized

Strong Growth in Advances with Comfortable Asset Quality

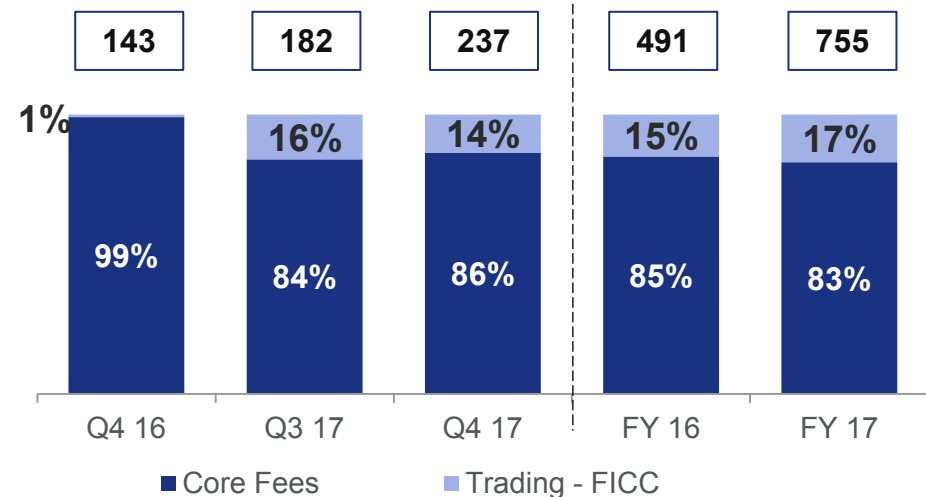
Parameter	FY 17	FY 16	YoY	9M 17	QoQ
Advances	29,449	21,229	39%	26,773	10%
Deposits	34,588	24,349	42%	30,005	15%
Investment	13,482	14,436	-7%	12,838	5%

Parameter	FY 17	FY 16	9M 17
CASA	21.98%	18.64%	23.15%
GNPA	1.20%	0.98%	1.06%
NNPA	0.64%	0.59%	0.52%
PCR	59.58%	55.86%	60.96%
RoA	1.08%*	0.98%	1.04%*
RoE	11.67%*	11.32%	11.44%*

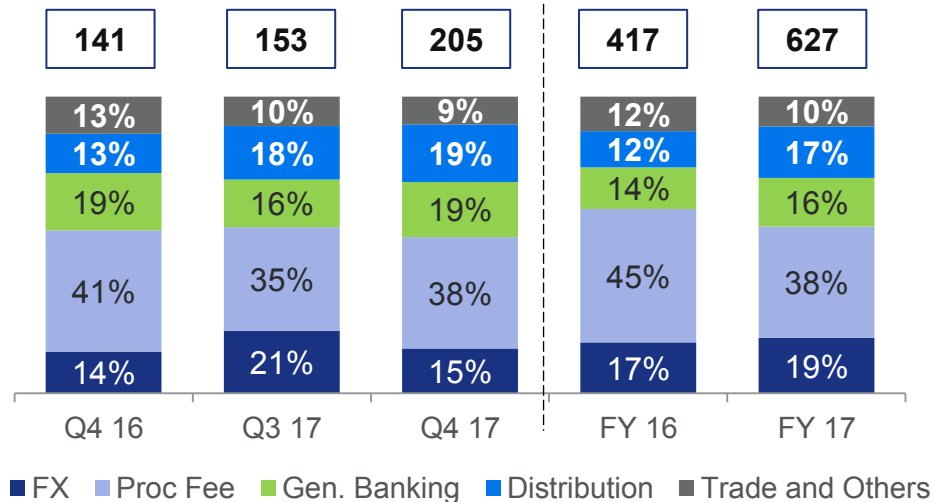
* RoA and RoE are annualized and after factoring a charge in FY17 on the Bank's investment in Utkarsh Microfinance Limited. After excluding the same, RoA and RoE for FY17 would have been 1.12% and 12.13% respectively ; RoA and RoE for 9M FY17 would have been 1.08% and 11.95% respectively

Well Diversified Other Income Profile and Improving Cost Metrics

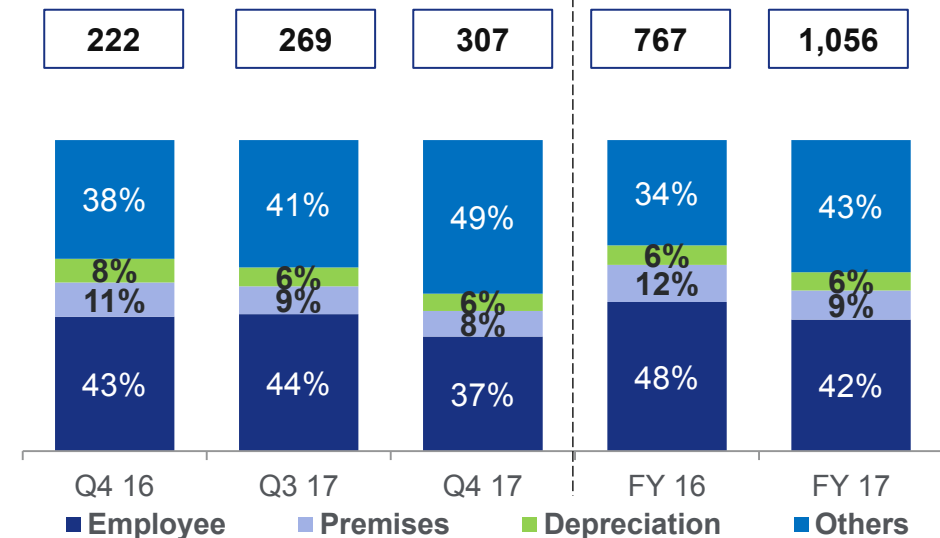
Other Income breakup



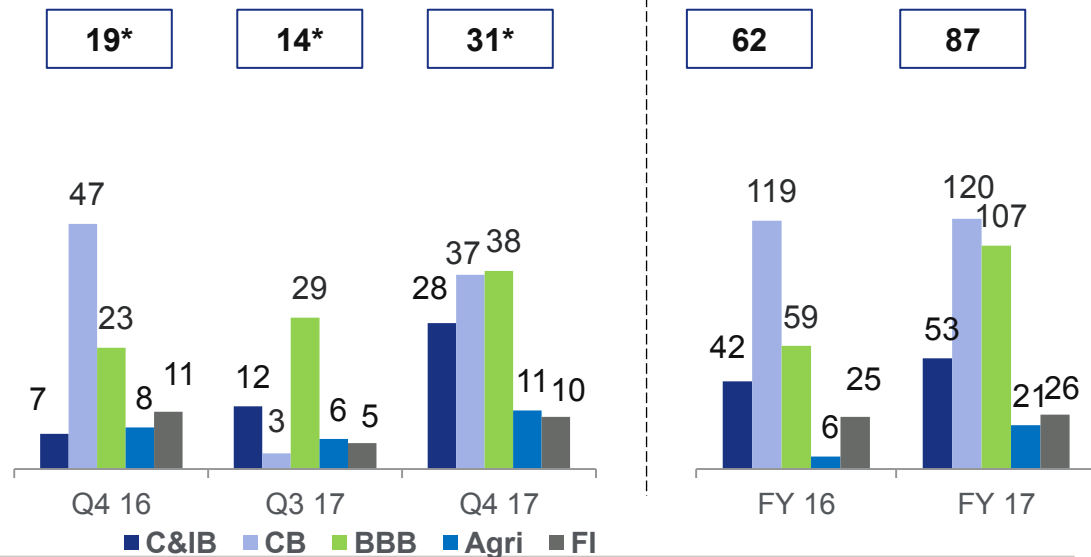
Core Fee Income breakup



Operating Expenses



Credit Cost by Business (bps)



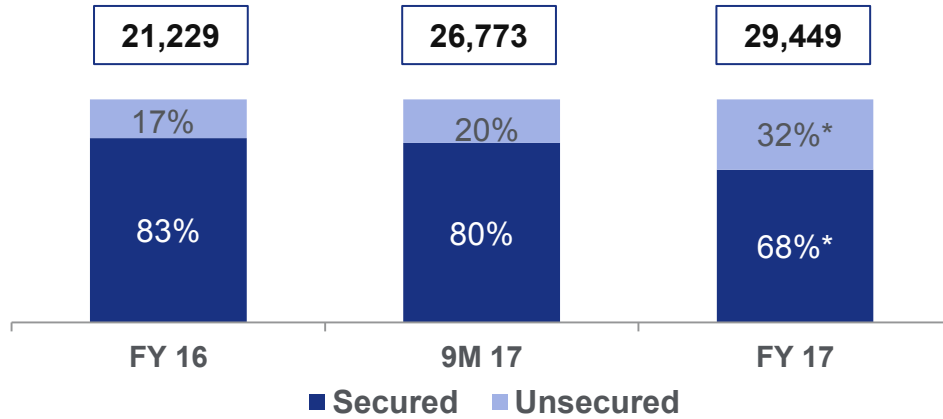
Increasing Non-Wholesale Advances Helping NIMs

	FY 17	FY 16	YoY	9M 17	QoQ	Yield FY 17	Proportion
C&IB	12,339	8,186	51%	11,544	7%	Wholesale 9.89% (10.86%)	61%
CB	5,510	4,689	18%	5,034	9%		
Wholesale	17,849	12,875	39%	16,578	8%		
BBB	5,369	3,465	55%	4,789	12%	Retail 13.38% (13.43%)	39%
Agri	2,109	1,756	20%	1,747	21%		
DB & FI	4,122	3,133	32%	3,659	13%		
Non-Wholesale	11,600	8,354	39%	10,195	14%		
Total	29,449	21,229	39%	26,773	10%		

FY 16 yields in brackets

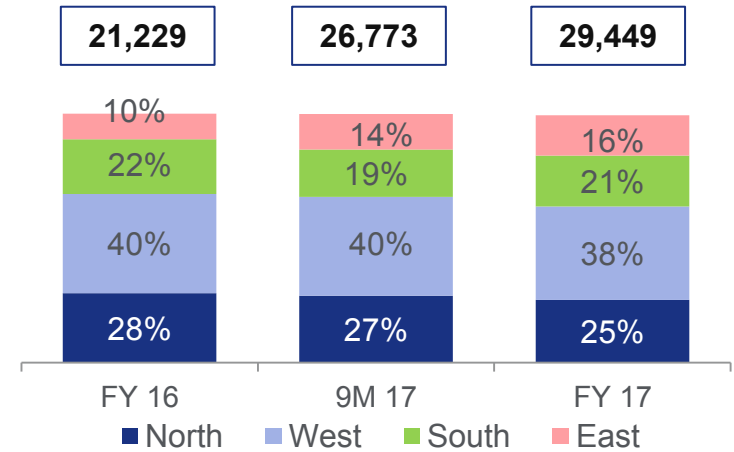
Improving Diversification and Borrowers' Rating Profile

Break up of advances - Secured-Unsecured

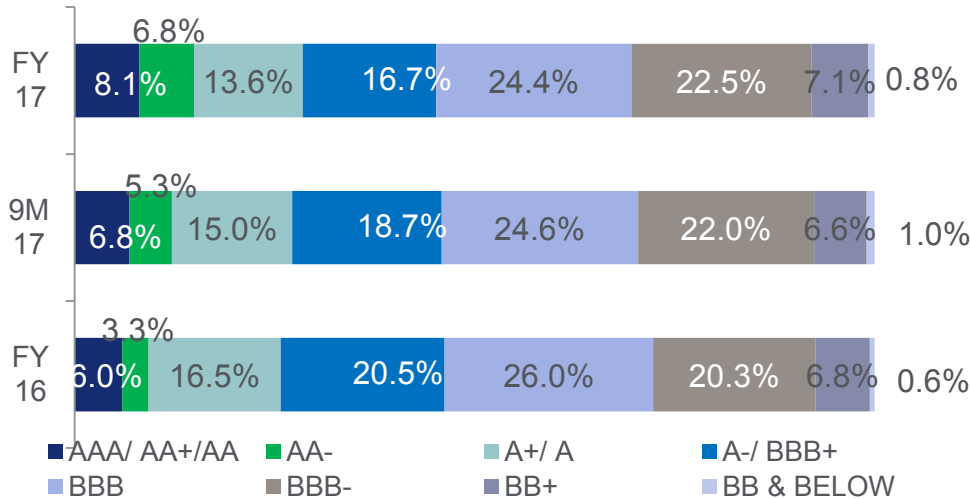


* Not comparable with prior periods due to change of method in March 2017

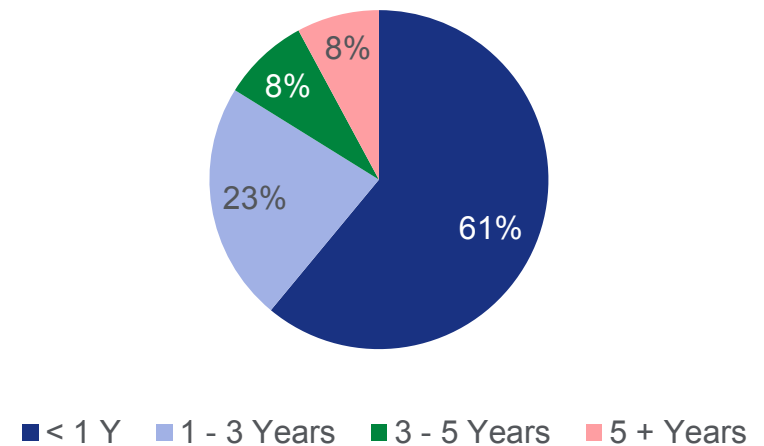
Geography



Breakup of rated exposures



Tenor of Advances (FY 17)



Well Diversified Industry Exposure & Growing NFB Exposure

Top 10 industry exposures*

Industry	Exposure	FB-NFB Split	% of Exposure
Construction	2,833	43 : 57	5.4%
Retail/Distribution	2,770	75 : 25	5.3%
Power	2,705	59 : 41	5.1%
Real estate	2,322	95 : 5	4.4%
Pharma	2,271	78 : 22	4.3%
NBFC	2,271	86 : 14	4.3%
Engineering	2,082	54 : 46	4.0%
Professional services	2,034	86 : 14	3.9%
Metals	1,395	39 : 61	2.6%
NBFC-MFI	1,276	95 : 5	2.4%

* As of March 31, 2017

Non Fund Based Book

Particulars	FY 17	FY 16	9M 17
Guarantees	7,548	4,966	6,960
Letter of Credit	910	616	1,279
Acceptances, Endorsements and other Obligations	840	679	647

Strong Asset Quality in Turbulent Times

	FY 17	FY 16	9M 17
Movement of Gross NPAs			
Opening Balance	208	111	208
(+) Additions during the period	533	200	128
(-) Upgrade	13	11	13
(-) Recoveries	303	19	18
(-) Write Offs	69	73	20
Closing Balance	357	208	285
Gross NPA (%)	1.20%	0.98%	1.06%
Net NPA	190	124	140
Net NPA (%)	0.64%	0.59%	0.52%
Provisioning Coverage Ratio (PCR) (%)	59.58%	55.86%	60.96%
Slippage Ratio	2.51% [#]	1.38%	0.80%
Restructured %	0.25%	0.09%	0.28%
Total Stressed Assets%	1.45%	1.07%	1.34%

- **# Net slippage ratio of 1.25% for FY17**
- **Net Security Receipts as a percentage of total assets at 0.02% down from 0.04% in March 2016**
- **No ARC sale or instance of SDR during the quarter**
- **No 5:25 Refinancing or S4A case done by the bank**

— Gross NPA by business segment —

Business segment	FY 17	FY 16	9M 17
C&IB	103.8	17.1	37.8
%	0.84%	0.21%	0.33%
CB	139.4	138.4	160.4
%	2.53%	2.95%	3.19%
BBB	76.3	37.7	61.7
%	1.42%	1.09%	1.29%
LAP	19.9	4.4	12.8
BIL	15.9	3.8	10.8
PIL	4.3	0.8	2.8
Cards	9.8	4.6	8.4
Others	26.4	24.1	27.0
Agri	18.1	6.6	11.8
%	0.86%	0.38%	0.68%
DB&FI	19.7	8.2	13.1
%	0.48%	0.26%	0.36%
Total	357.3	208.1	284.7
Total (%)	1.20%	0.98%	1.06%

Capital Adequacy - Well Capitalized to Support Growth

Particulars	FY 17	FY 16	9M 17
Tier 1 Capital Funds	4,231	2,972	4,120
Tier 2 Capital Funds	867	491	846
Total Capital Funds	5,097	3,463	4,967
Total RWA	37,155	26,761	34,073
Tier 1 CRAR	11.4%	11.1%	12.1%
Total CRAR*	13.7%	12.9%	14.6%
RWA/Total Assets	76.3%	68.3%	77.4%

* CRAR for interim financial periods has been computed after adding interim profit for better comparison

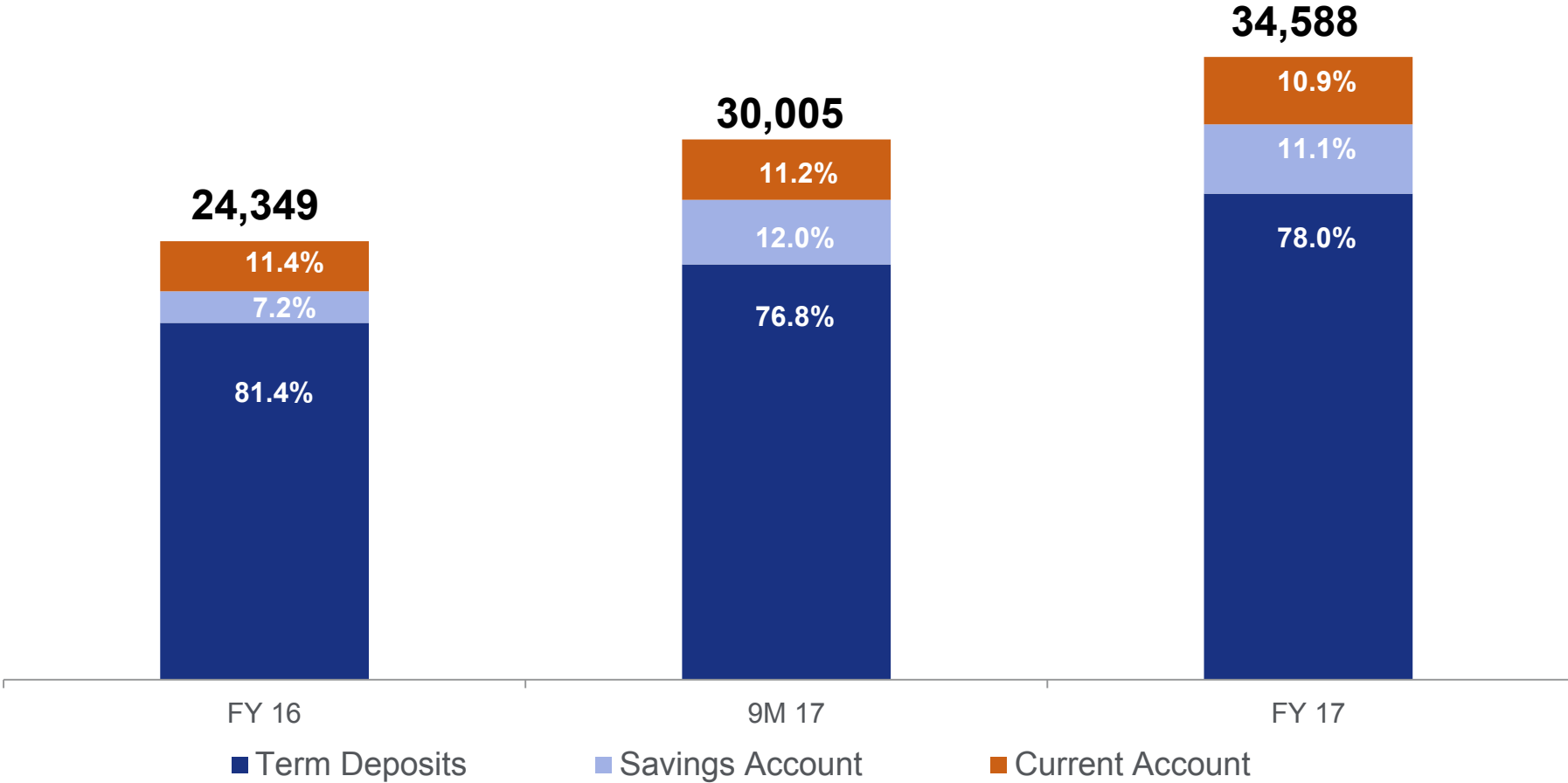
Sustained Growth in Deposits, Led by CASA

68% yoy growth in CASA between FY 16 and FY 17, while total deposits grew by 42%

CASA: 18.6%
CASA: 4,538

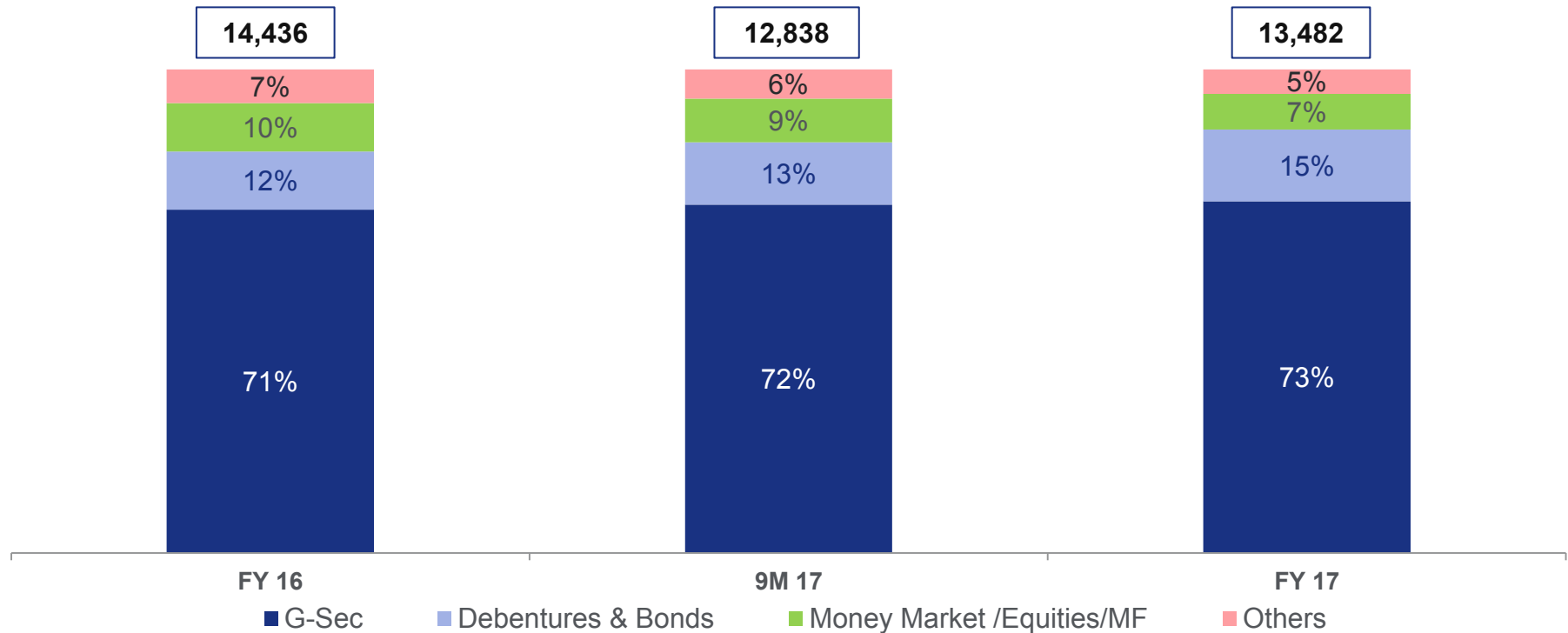
CASA : 23.2%
CASA: 6,947

CASA : 22.0%
CASA: 7,603



Rebalanced Investment Book with Improving Liquidity Profile

Investment Breakup

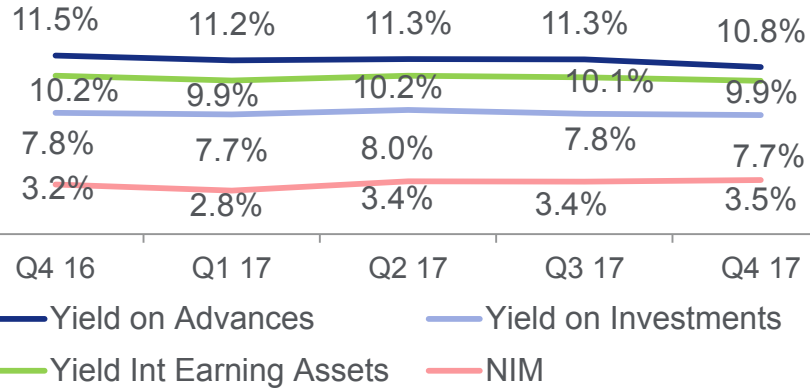


Yield

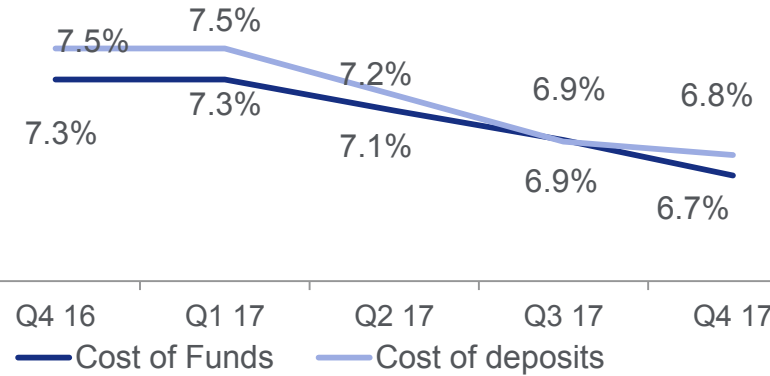
Yield	Q4 17	Q3 17	Q4 16	FY 17	FY 16
Total Investments	7.66%	7.75%	7.84%	7.77%	7.93%
SLR	7.44%	7.51%	7.62%	7.47%	7.78%
Non SLR	8.23%	8.29%	8.39%	8.47%	8.36%

Improving NIM, Cost and Return Ratios

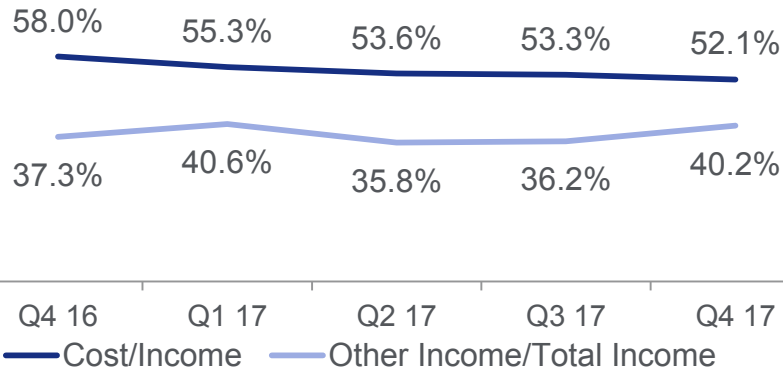
Quarterly Yields



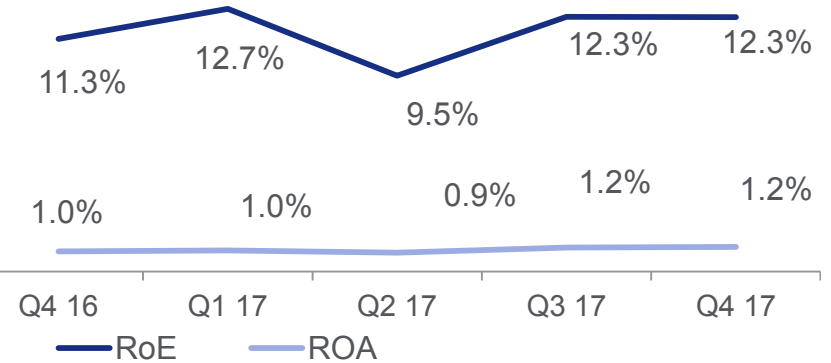
Cost of Funds, Deposits



Cost/Income & Other Income/Total Income



Return Ratios*



*RoA and RoE are after factoring a charge in FY17 on the Bank's investment in Utkarsh Microfinance Limited. After excluding the same, RoA and RoE for Q2FY17 would have been 1.0% and 10.00% respectively



Awards & Recognition



The Bank Received Recognition on Numerous Platforms



Mr. Vishwavir Ahuja wins EY Entrepreneur of the Year Award



CNBC ASIA's India Talent Management Award!



“Best IT Risk & Cyber Security Initiative” & “Best Payment initiative” at IBA Banking Technology 2017 Awards

The Bank Received Recognition on Numerous Platforms (contd.)



Fastest Growing Small Bank' for 5th consecutive year at Business Today Financial Awards



Best Financial Services Company at VCCircle Awards 2017



Opened IFSC Banking Unit (IBU) at GIFT City

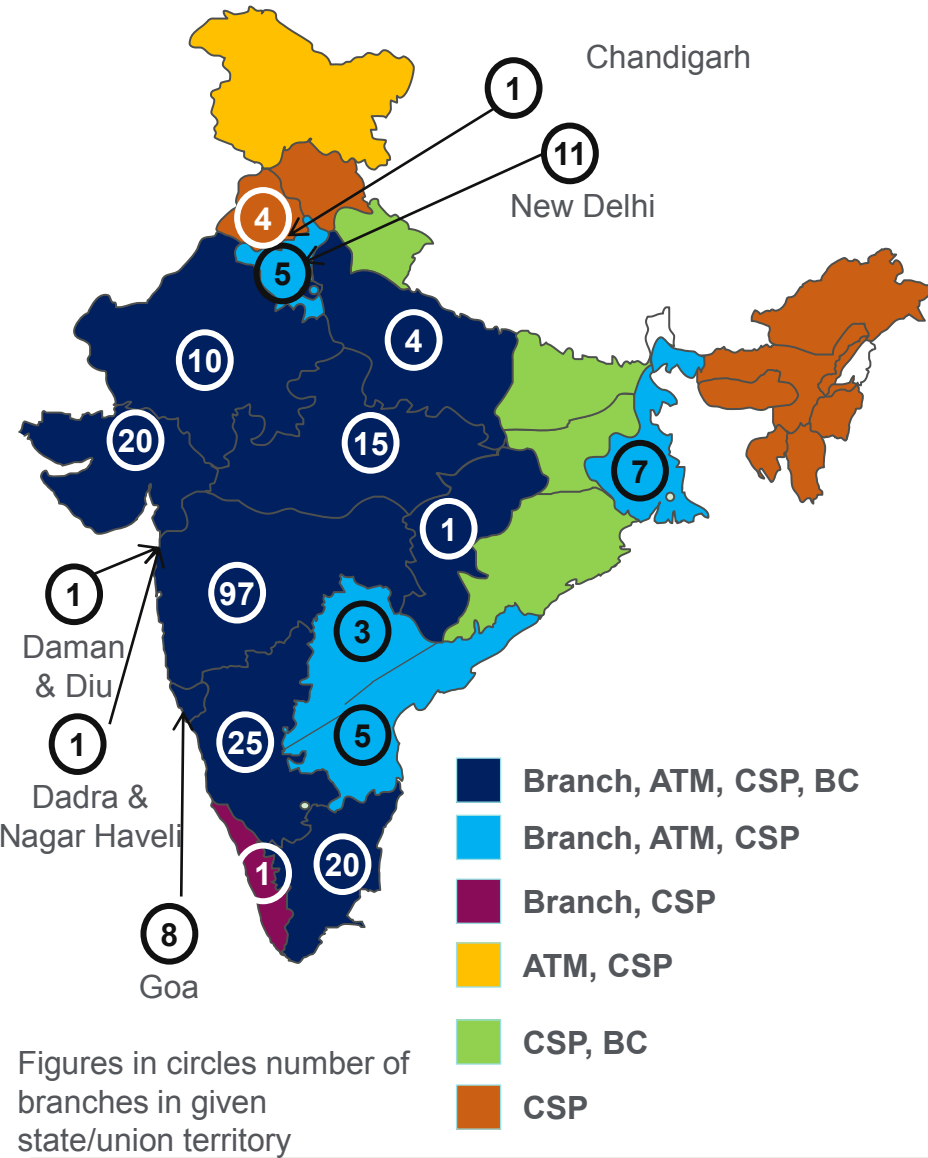


Distribution Network

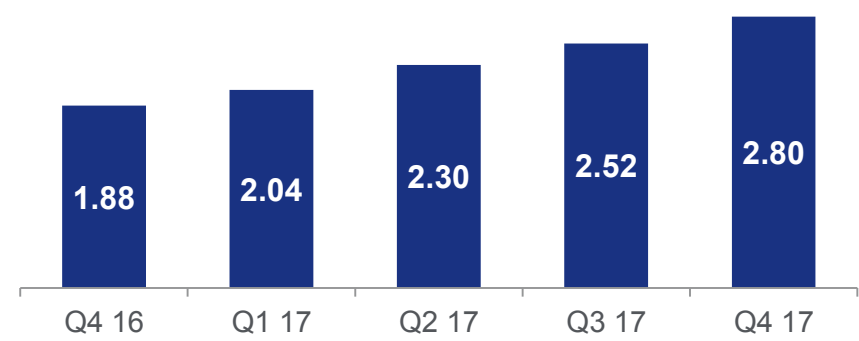


Our Growing & Multi-Layered Distribution Network

Locations



Customers (Mn.)



Channel Breakup

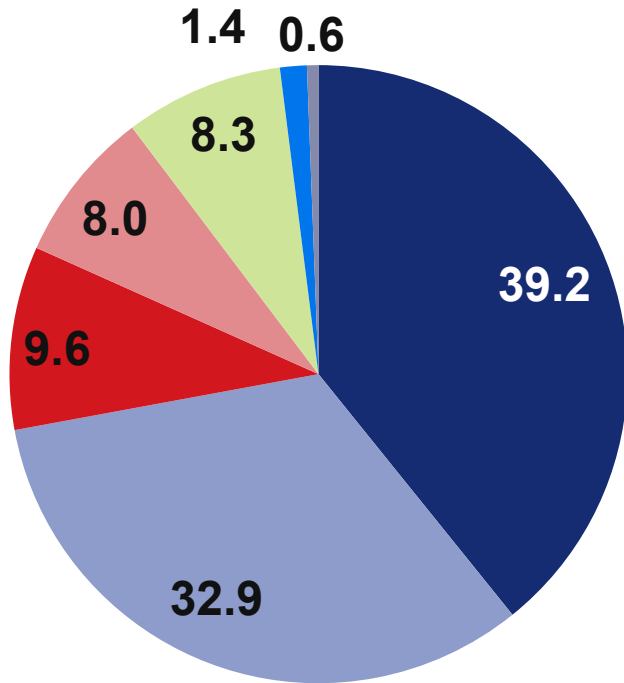
Channels	Number of transaction points		
	FY 17	9M 17	FY 16
Branch	239	215	197
Metro	78	73	57
Urban	40	39	31
Semi-urban	68	59	64
Rural	53	44	45
BC Branches	572	487	310
Microbanking	501	428	295
MSME	71	59	15
CSPs	57,614	48,507	28,649
ATMs	375	374	362



Shareholding Pattern & Ratings

Diversified Shareholding & Strong/Improving Rating Profile

Shareholding by category (%)



- Individual/HUFs
- VCF/MFs
- Body Corporates
- Others
- Foreign Corporates
- FPI
- NRIs

Total Foreign holding – 42.3%.
Approved limit – 74%

Ratings

Instrument	Rating by ICRA	Limits (Rs. Cr.)	Implication
Basel III compliant Tier II bonds	A+ hyb with a positive outlook (upgraded from stable)	800	Instruments rated in this category are considered to have high degree of safety regarding timely servicing of financial obligations
Certificate of Deposits	A1+	3,000	The lowest short term credit Risk
Fixed (Term) Deposits	MAA- with a positive outlook (upgraded from stable)		Low Credit Risk



Annexures



Professional and Experienced Leadership Team

Board of Directors



Mr. Vishwavir Ahuja

Managing Director and CEO

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



Mr. Palepu Sudhir Rao

Independent Director

Currently, Associated with a Number of Corporates including Aditya Birla Money Ltd and Radhakrishna Foodland Pvt Ltd



Mr. Narayan Ramchandran

Chairman

Previously, CEO and Country Head of Morgan Stanley, India



Ms. Rama Bijapurkar

Independent Director

Wide Experience in Market Research, Market Strategy and Management Consulting



Mr. Girish Godbole

Independent Director

Involved in Micro Finance and rural sectors



Mr. Sivanandhan Dhanushkodi

Independent Director

Currently, Part-Time Security Advisor to RBI

Previously, Director General of Police, Maharashtra



Mr. Jairaj Purandare

Independent Director

Previously, Regional Managing Partner of PWC



Mr. Vimal Bhandari

Independent Director

Director, Indostar Capital Finance Limited



Mr. Prakash Chandra

Independent Director

Previously, Chairman of Central Board of Direct Taxes (CBDT)



Mr. Ishan Raina

Independent Director

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



Mr. Rajeev Ahuja

Executive Director

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

Professional and Experienced Leadership Team (Contd.)

Experienced and Professional Management Team



Mr. Vishwavir Ahuja

Managing Director and CEO

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

(35)



Mr. Rajeev Ahuja

Executive Director

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

(31)



Mr. R. Gurumurthy

Head - Governance, Risk & Control

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

(32)



Mr. Andrew Gracias

Head - Financial Markets

Previously, associated with Bank of America and UBS

(22)



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

(31)



Mr. Naresh Karia

Chief Financial Officer

Previously, associated with Citibank N.A., India and International Bestfoods

(20)



Mr. Harjeet Toor

Business Head – Microbanking, Credit Cards, Retail & MSME Lending

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

(23)



Mr. Vincent Valladares

Head - Commercial Banking

Previously, Middle East Head – Commercial Banking, Citibank

(20)



Mr. Surinder Chawla

Head – Geography, Branch and Business Banking

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

(25)



Mr. Manoj Rawat

Head - Agri Business

Previously, associated with NABARD and Fullerton India

(21)

Figures in brackets are years of work experience in financial services

Professional and Experienced Leadership Team (Contd.)

Experienced and Professional Management Team (Cont'd)



Ms. Shanta Vallury
Head - HR, CSR & Internal Branding
Previously, Vice President of Acquisitions and Partnerships Division in American Express Bank Ltd (Gurgaon) (25)



Mr. Rana Vikram Anand
Head – Segments and Products, Branch & Business Banking
Previously, associated with Royal Bank of Scotland (25)



Mr. Sanjay Sharma
Head – Technology, Innovation and Customer Fulfilment
Previously, associated with IDBI Intech (26)



Mr. Bhavtaran Singh (Sunny) Uberai
Chief of Staff and Head - Change Management and Service Delivery
Previously, associated with ABN Amro Bank and Arete Financial Partners, Singapore (32)



Mr. Bhaskar Niyogi
Head – Enterprise Risk & Policy
Previously, Chief General Manager at State Bank of India (40)



Ms. Neeta Mukherji
Chief Credit Officer
Previously, associated with ICICI Bank, Asset Reconstruction Company (India) and GE Capital (28)

Figures in brackets are years of work experience in financial services

Profit & Loss Statement

Particulars	Q4 17	Q4 16	Q3 17	FY 17	FY 16
Income					
Interest Earned	986	762	961	3,713	2,744
Interest Expended	634	522	640	2,492	1,925
Net Interest Income	352	240	322	1,221	819
Other Income	237	143	182	755	491
Total Income	589	383	504	1,977	1,310
Expenditure					
Operating Expenses	307	222	269	1,056	767
Employee Cost	113	96	118	446	370
Premises Cost	25	25	25	99	89
Depreciation	17	17	17	62	48
Other Operating Expenses	152	84	109	449	260
Operating Profit	282	161	235	920	542
Provisions	82	38	36	239	114
On advances	83	35	34	197	104
On others	-1	3	2	42	10
Profit Before Tax (before charge on investment *)	200	123	199	708	428
Profit Before Tax				681	
Tax	70	39	70	235	136
Profit After Tax (before charge on investment *)	130	84	129	463	292
Profit After Tax				446	

* Includes a pre-tax charge of Rs.26.57 crore (post tax Rs. 17.37 crore) in FY17 towards marking a strategic investment to book value, being the acquisition of 9.9% equity stake in Utkarsh Micro Finance Limited in September 2016, which is held in 'Available for Sale' category.

Balance Sheet Statement

Particulars	FY 17	FY 16	9M 17
<u>Liabilities</u>			
Capital	375	325	373
Reserves and Surplus	3,960	2,665	3,815
Deposits	34,588	24,349	30,005
Borrowings	7,980	10,536	8,426
Other Liabilities	1,771	1,287	1,400
Total	48,674	39,161	44,019
<u>Assets</u>			
Cash & Balances with RBI	2,948	1,340	1,847
Balances with other banks	1,246	1,110	1,327
Investments (Net)	13,482	14,436	12,838
Advances (Net)	29,449	21,229	26,773
Fixed and Other Assets	1,550	1,046	1,234
Total	48,674	39,161	44,019

Our Recent History

Particulars	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17
Net Worth	349	1,075	1,131	1,594	2,012	2,224	2,960	4,336
Deposits	1,585	2,042	4,739	8,341	11,599	17,099	24,349	34,588
Advances (Net)	1,170	1,905	4,132	6,376	9,835	14,450	21,229	29,449
Investments (Net)	507	893	2,334	5,571	6,518	9,792	14,436	13,482
Net Profit*	19	12	66	93	93	207	293	446
CRAR (%)	34.1	56.4	23.2	17.1	14.6	13.1	12.9	13.7
Gross NPA (%)	2.33	1.12	0.80	0.40	0.79	0.77	0.98	1.20
Net NPA (%)	0.97	0.36	0.20	0.11	0.31	0.27	0.59	0.64
Business per employee	3.9	4.4	6.7	7.9	7.7	9.1	11.8	13.1
No. of employees	704	907	1,328	1,859	2,798	3,465	3,872	4,902
Return on Assets (%)*	1.05	0.53	1.38	1.09	0.68	1.05	1.01	1.08
Return on Equity (%)*	5.4	1.7	5.9	6.7	5.1	8.4	10.8	11.67

*Net Profit, RoA and RoE are after factoring a charge in FY17 on the Bank's investment in Utkarsh Microfinance Limited. After excluding the same, Net Profit, RoA and RoE for FY17 would have been Rs.463 crore, 1.12% and 12.13% respectively



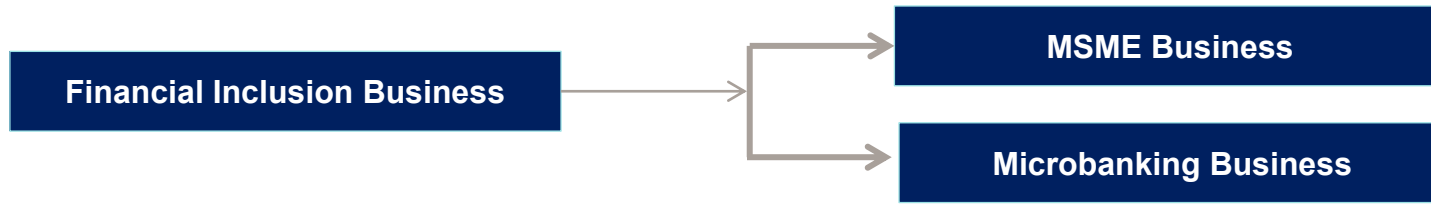
RBL Bank: Financial Inclusion

Fueling Inclusive Growth

Financial Inclusion Business

Objective is to provide mass banking services to small and micro businesses segment and lower income individuals in semi-urban and rural markets. This is a strategic business for the bank creating differentiation and profitable scale.

The business while aligned to the government's developmental agenda, provides 100% priority sector lending (PSL) and is commercially viable delivering a good risk adjusted return for the Bank.



Who is our customer

- Small and micro businesses
- Individuals with income < Rs. 30,000 per month
- Located in rural, semi-urban or on outskirts of Tier 1 and 2 towns

Segment Characteristics

- Don't have much choice amongst organized finance
- Access to banking services difficult – distance, intimidating feeling, low financial literacy.
- Have aspirations similar to their urban counterparts but don't have access to the means to fulfill these dreams

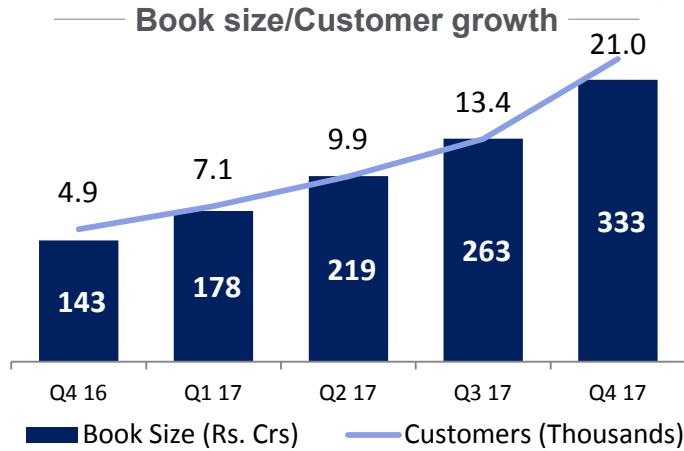
Our product offering

- Lending products – Individual & business loans, 2-wheeler, consumer durable & home improvement loans
- Savings accounts, fixed / recurring deposits
- Insurance plans – credit life, medical, hospital cash etc.
- Remittance & payment products

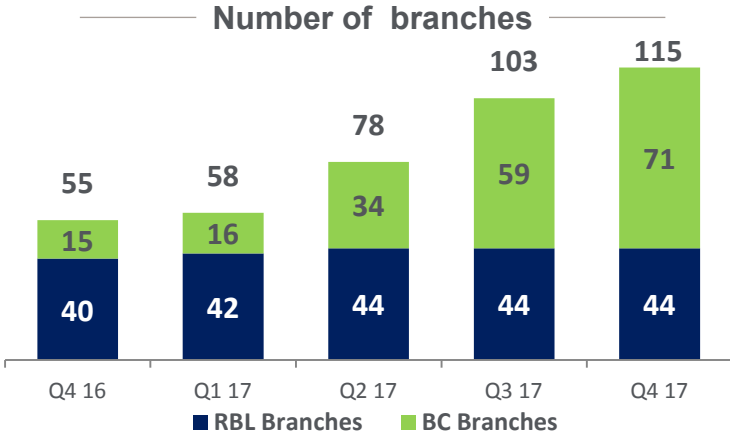
Coverage Model

- Dedicated service points closer to home – provided through BC's and CSP's (customer service points)
- Need assisted model of servicing
- Risk assessment through risk analytics coupled with on ground verification and collection.

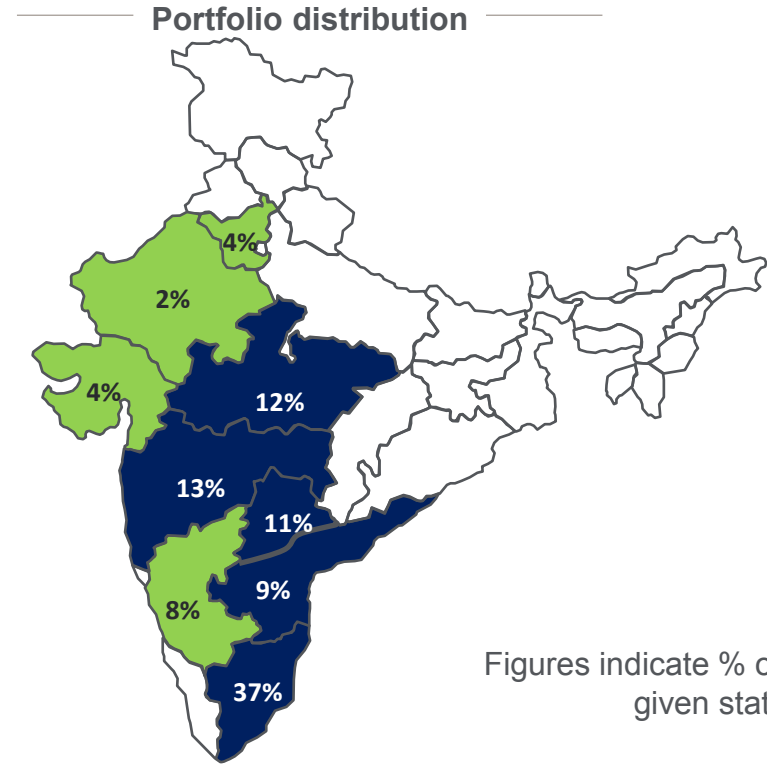
MSME Overview



- Book Size has grown by **132%** YOY FY17 vs. FY 16
- In Q4 FY17, Book grew by **26%** compared to Q3 FY17



- Added **56 MSME BC branches** in FY17
- 36% of the portfolio is through business correspondents. The risk mitigate is Cash security against operating loss / collection efficiency



Figures indicate % of portfolio in given state

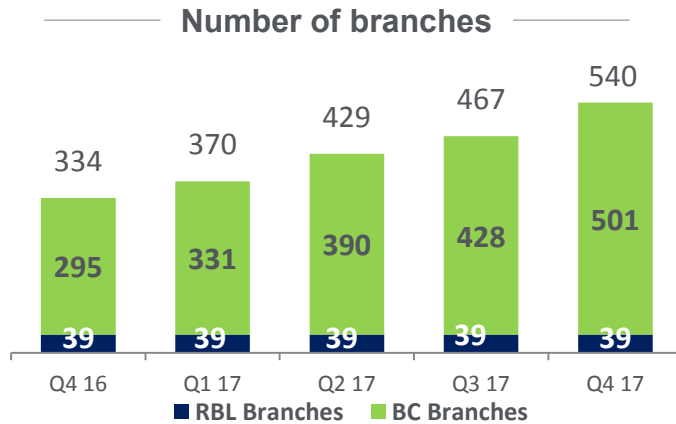
Portfolio Overview

- **Products:** Secured / Unsecured business loans and 2-wheeler loans. Loan ranges from Rs. 75 thousand to Rs. 20 lakh
- **Customer Segment:** Primarily catering to Micro and Small businesses with turnover between Rs. 5 lakh to Rs. 25 lakh in Semi Urban and Urban locations.
- **Credit Assessment** based on Personal Discussion, Cash Flow Assessment, Income tax return (ITR), Trade Reference checks and bureau models.
- **Technology driven:** Loan Origination System (LOS) and Loan Management System (LOS) platform for sales management, customer acquisition & credit assessment.

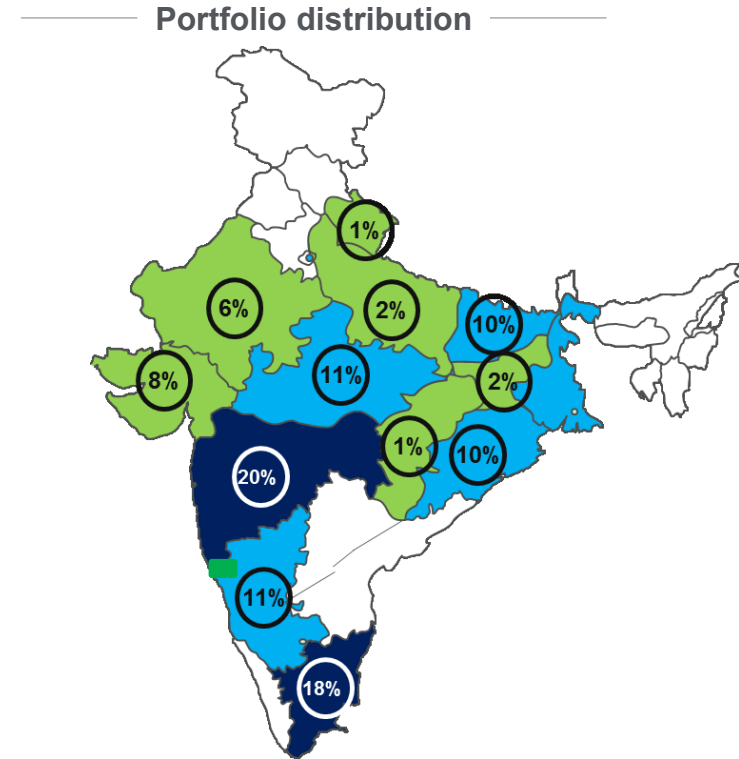
Microbanking Overview



- Book Size has grown by **46%** YOY FY17 vs. FY 16
- Demonetization impacted Book growth in Q3 FY17
- In Q4 FY17, Book grew by **17%** compared to Q3 FY17
- Disbursement back to pre-demonetization run rates



- Added 206 **microbanking BC branches** in FY17
- Presence in **13 states** (3 New States added in FY17)



- Well Diversified Portfolio across 13 states : West: 34%, East: 22%, North: 15%, South: 29%
- No state has more than 20% of the Portfolio. Plan to bring it down to 15% as more states open.
- 90% of portfolio managed by BC's through exclusive branches for RBL Bank. Risk mitigant is through cash security arrangement
- Bank's own staff deployed to manage BC branches to ensure process adherence, risk management, collections and business growth.

Our Business Correspondent Model

Risk management framework

Procedures

Monitoring

- All cases are approved by RBL Bank staff
- Independent Risk team to do audits and monitoring
- Stringent checks and verifications
- Cash security (3% to 5%) to bring accountability
- Continuous monitoring of portfolio through analytical tools and dashboards

Wide network

- 8 Corporate Business Correspondents In Microfinance - significant business for both bank and partners.
- Model extended to MSME
- Close to 572 BC Branches (Microbanking and MSME) Pan India

Exclusive relationship

- Business Correspondent Branches are co-branded
- Branches are exclusive to RBL Bank
- Business Correspondents involved in origination, service and collections.
- Risk managed by the Bank

Robust governance model

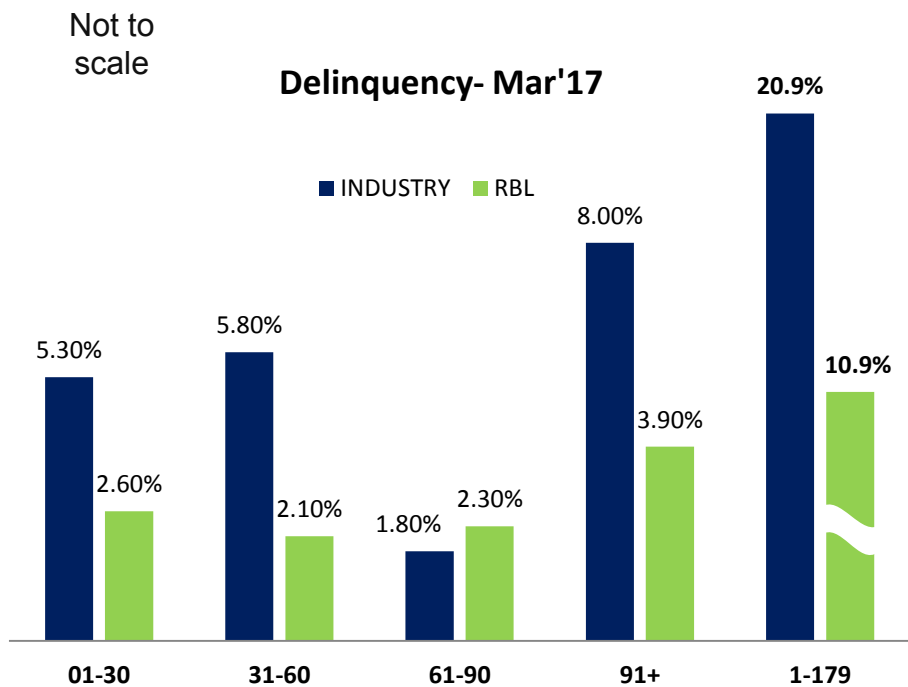
- Independent bank Audit Team for monitoring and auditing BC Branches
- Cash security arrangement
- BC branches managed by RBL Bank employees – 1 RBL Bank employee to 2 Business Correspondent branches

Leveraging the relationship

- Relationships are leveraged for distributing other bank products including opening and servicing bank accounts
- MSME Loans, Individual Loans and two wheeler loans are also being distributed through Business Correspondents

Microbanking - Demonetization Impact

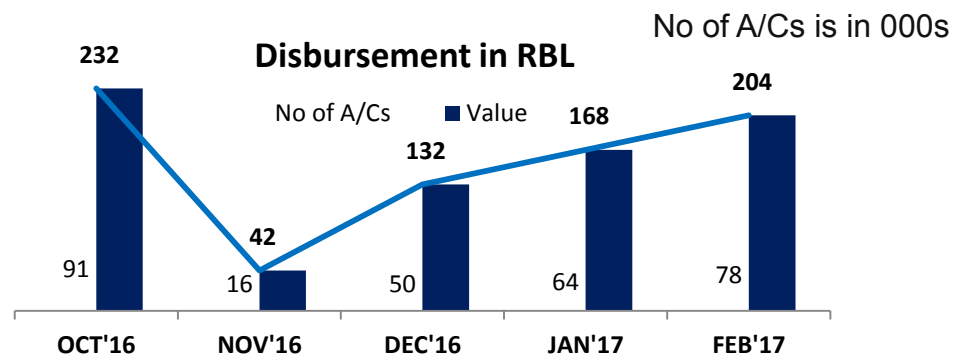
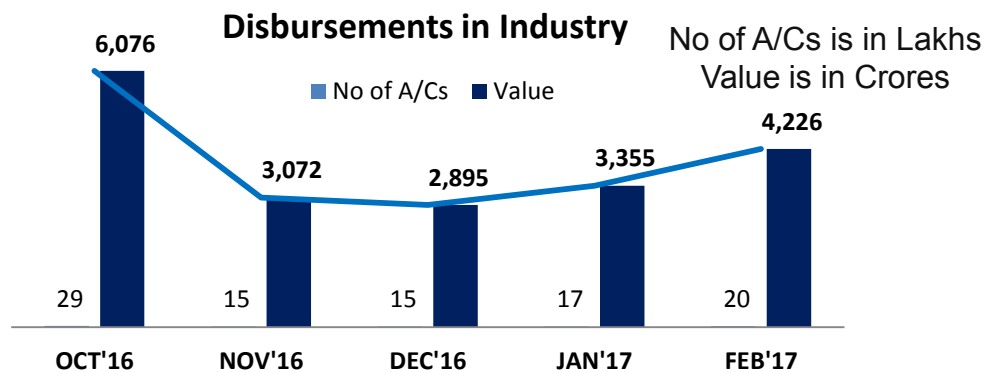
Impact on delinquencies



PAR (1-90): For Industry it has reduced from 19.4% to 12.9% & for RBL Bank it has reduced from 12.5% to 7%

PAR (1-179): for Industry has been 20.9% as of Mar'17 and for RBL Bank it stands at 10.9%

Impact on disbursements



- Industry Disbursement at 70% of Oct'16 levels. For RBL Bank, disbursement are back to normal level despite the controlled growth in delinquent states

- Growth expected to continue as new branches opened in FY16 start reaching full productivity levels.

Geographical Impact of Demonetization on Microbanking

Uttar Pradesh, Karnataka, Maharashtra, Madhya Pradesh, and Gujarat were adversely affected geographies on account of demonetization

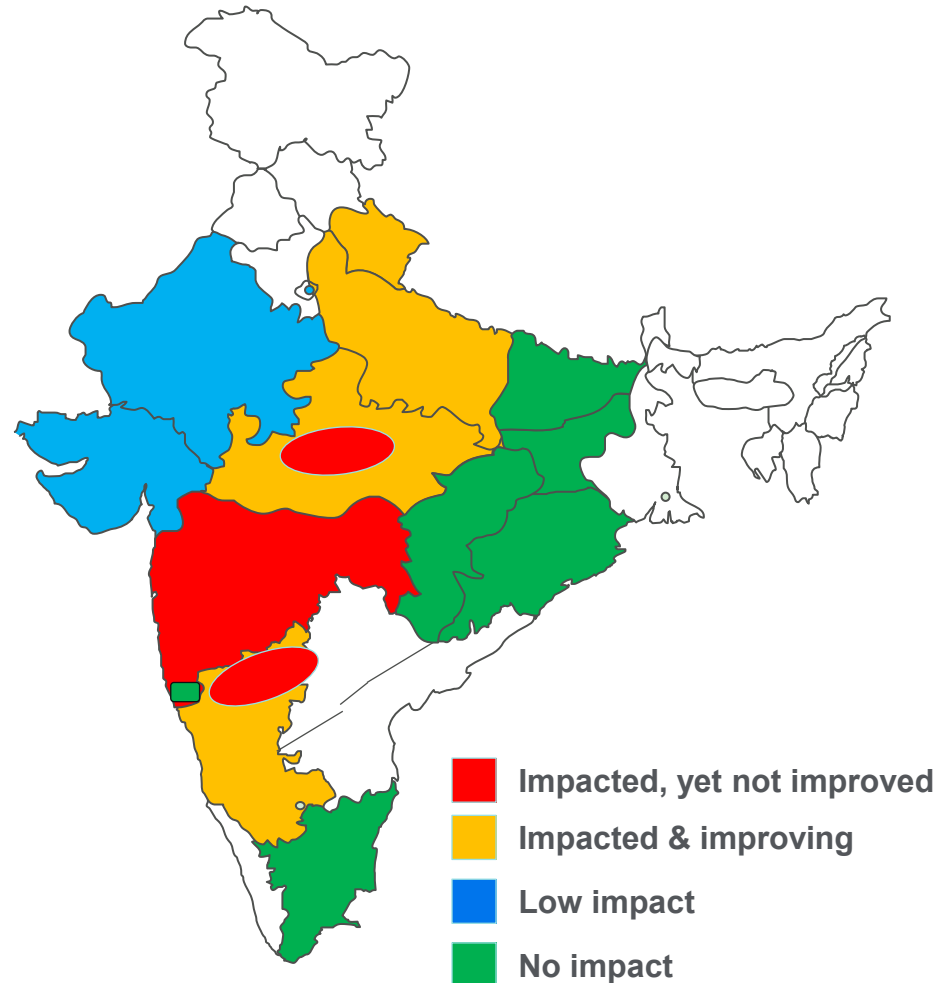
Significant improvements seen in Uttar Pradesh, Gujarat, Rajasthan and parts of MP.

Maharashtra and North Karnataka continue to be in stress

Markets like Bihar, Tamil Nadu, Orissa, Jharkhand and Chattisgarh were not impacted by demonetization.

Cash flow issues seen in Gujarat, Rajasthan and parts of MP now getting better.

Political issues in Maharashtra and North Karnataka continue to impair collections. Uttar Pradesh has not shown any signs of adverse impact of loan waiver so far.



Way Forward



Enhancing Product Suite to bank the household and cater to all banking needs

Leveraging technology for Scale & Efficiency (m-ATM, IRIS Enabled TABs, AADHAR infrastructure etc...)

Cross Sell of Other banking products such as Savings Accounts , Fixed Deposits

Scorecard based assessment for instant approvals across loan products

Extensive use of Analytics in Underwriting and Monitoring portfolio quality

Technology Driven Operating Model in Microfinance Space

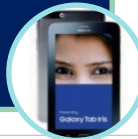
- E-KYC based authentication using Tabs

Digital Authentication



- Origination, Disbursement and Collection through IRIS enabled Tag
- Paperless processing

Tab Based Banking



- Rule Engine based assessment for Quick TAT and efficiency

Scorecard based assessment



- Transactions and cash withdrawal using m-ATM
- Enabler of door-step banking in Rural hinterlands

Use of m-ATM

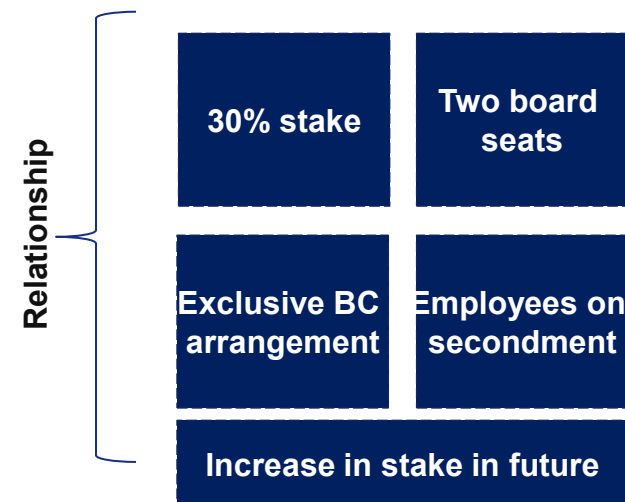
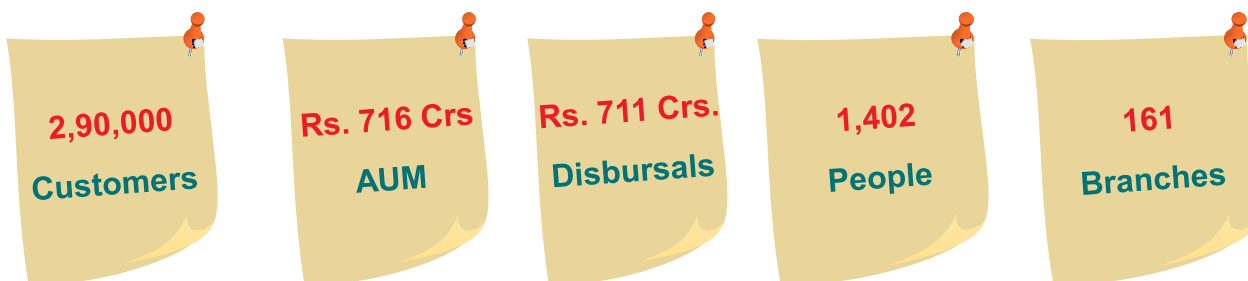




Swadhaar



Swadhaar: Our Associate Company



Customers

Bankable Population in Rural and Semi-Urban areas engaged in small businesses . Segment targeted by government schemes as well.

Microfinance segment

Economically active women running small businesses or taking loans for productive purposes.

Micro-enterprises

MSME entrepreneurs running small businesses across retail, manufacturing, trading and service in small towns and semi urban areas

Products

RBL Micro Finance Loan

Customers	Women between 18-58 years
Format	JLG loans with 3-5 groups per center and 5-10 members per group
Amount	Rs. 18-50 thousand

Loans for Micro and Small Enterprises

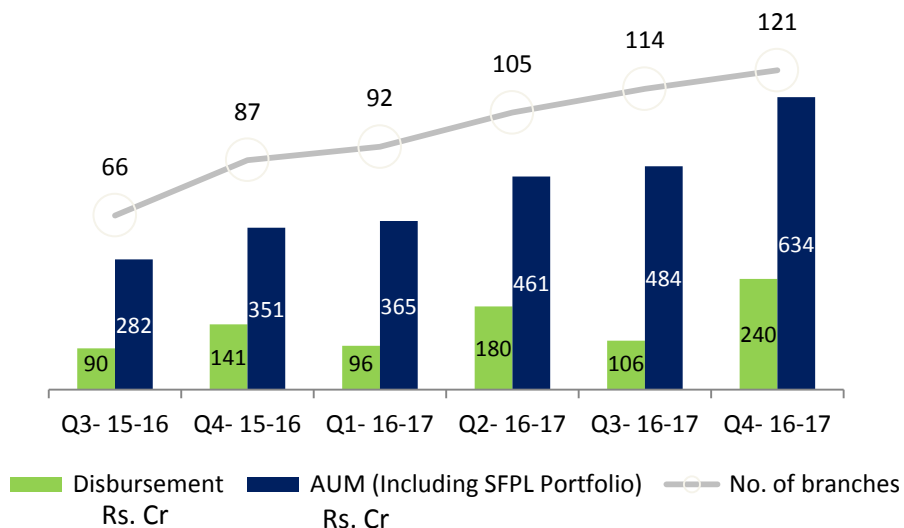
Unsecured or secured loans between Rs. 0.75-20 lakhs provided to enterprises in partnership with RBL Bank

Geographies

- 161branches (121 JLG & 40 MSME)
- Maharashtra, Gujarat, Madhya Pradesh, Rajasthan, Bihar and Tamil Nadu.
- Coverage of small towns, semi-urban and rural areas.

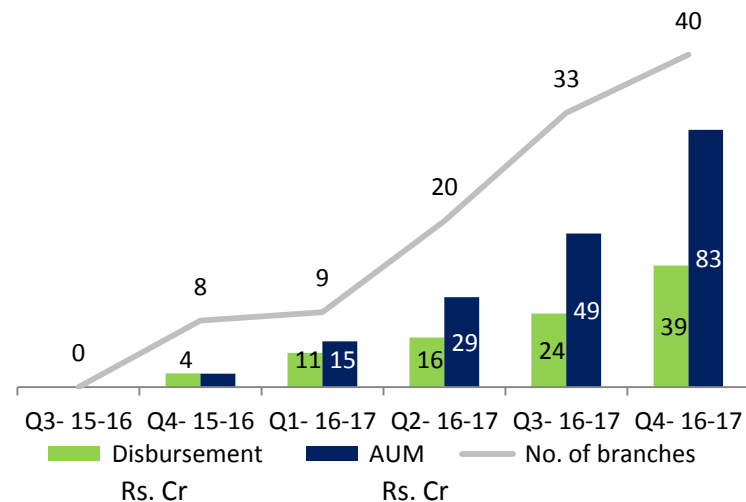
Swadhaar's Growth Story

Swadhaar: JLG growth



- Vehicle designed to address segments in the “Financial Inclusion” space
- Extending Micro Credit to Joint Liability Groups and MSME’s
- Scalable distribution with cost efficiency
- Technology and management support provided by the bank
- Full service branches addressing both lending and deposits including client servicing.

Swadhaar: MSME growth



- Micro credit grew by 70%
- MSME lending grew from 8 branches in FY15-16 to 40 branches in FY16-17 with a disbursal growth of 750% +
- Additional branches and geographies being added in FY18



RBL-BFL Relationship



RBL & BFL Relationship

Relationship Tenets

LEVERAGING COMBINED STRENGTHS



- Distribution scale
- Customer Insight
- Business & Risk Analytics
 - Technology

SHARED GOAL & VISION



- Become a card of choice at scale
- 2 Mn+ cards over next 5 years
- Significant investments over next 2 years.

MUTUAL EXCLUSIVITY



- Relationship is mutually exclusive

Roles & Responsibilities



Acquisition/ Sales

Customer Insights

Access to Network



Risk Management

Technology

Customer Service



Micro Segmentation

Strategy & Marketing

Portfolio Management

Key Objectives of the Relationship



Dominant Player

- Leverage BFL customer base of over **12Mn** and strong branch network of **800 branches & 34,000+** distribution network.
- Multiple acquisition channels with least friction :
 1. Digital – real time, online
 2. Touch point integration – website, portal, mobile app
 3. Upfront bundling – with loans
 4. Tele-assist – call center
- **Pre-approved** with upfront card limit and pre-filled forms – higher conversion



Card of Choice

- Segmentation – expanding the market both geographic and customer profile
- Deep customer insight leading to micro-segmentation – giving customers relevant benefits
 - Strong product proposition – “SuperCard – power of 4 cards into 1”
 - Credit Card + Loan Card + EMI Card + Cash Card



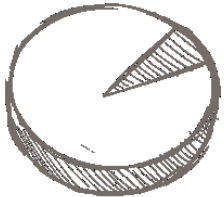

#GoCashless
NO Cost EMIs



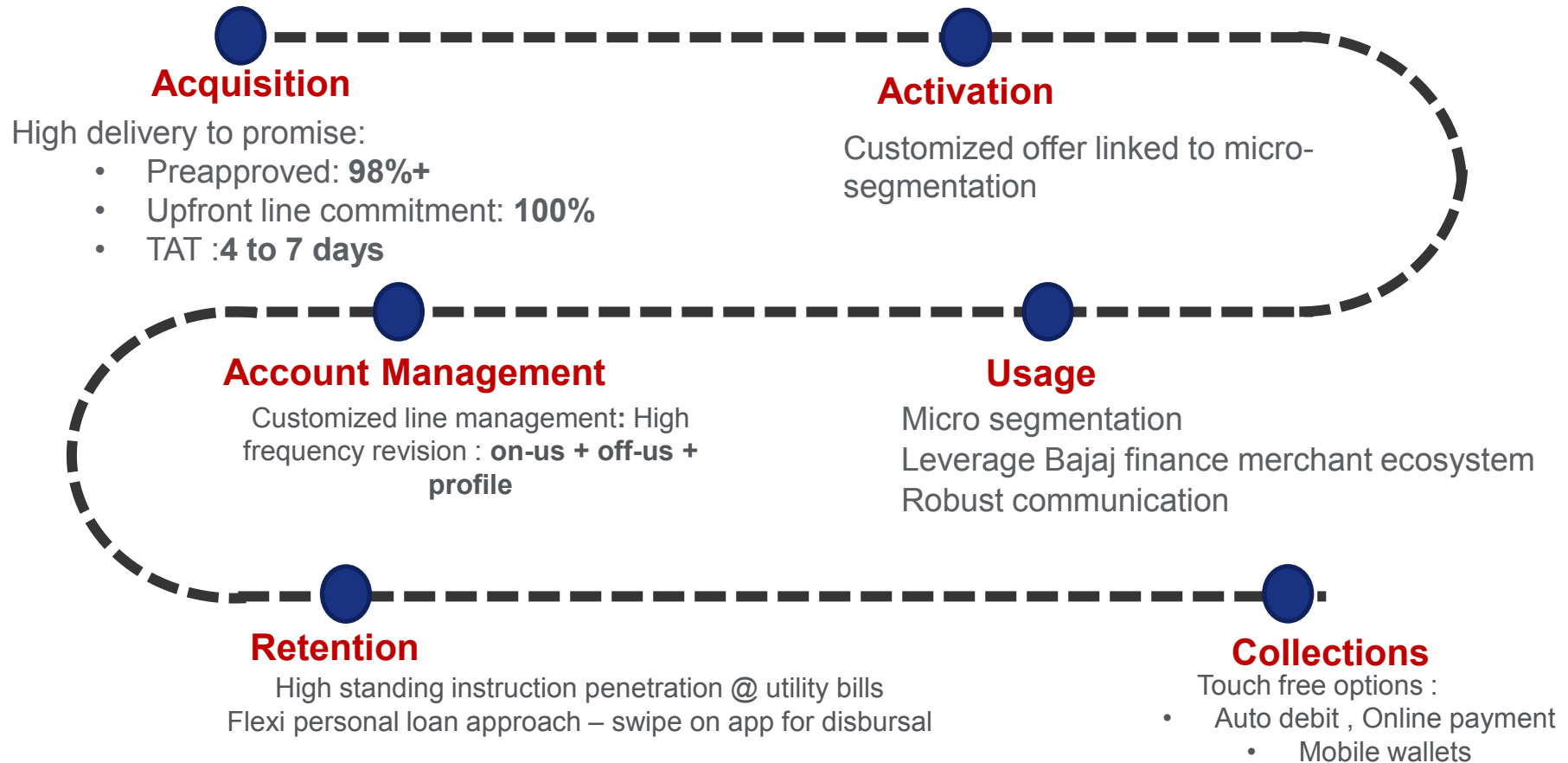
Profitability

- Substantially lower Cost of Acquisition
- Higher fee incomes – more than 80% paid cards with a high premium mix
 - Higher engagement with “SuperCard” – higher spends and balances
- Low operating costs – using BFL’s existing infrastructure on operations and collections
- Lower credit costs – select credit tested base, calibrated risk - low and grow approach.

“Card of Choice” – Our Approach

			Industry	RBL-BFL
 Customer Segment	Franchise	Customer mix	Existing: 50-70%	Existing: 100%
	Profile	New to card	15-20%	30-35%
		Self employed	20-25%	30-35%
Geography	Tier 2 & below	10-15%	25-30%	
 Product Proposition	100% Promise to Deliver		<ul style="list-style-type: none"> • Pre Qualified • No visibility of Limit 	<ul style="list-style-type: none"> • 100% pre-approved • 100% visibility of limit
	Micro segmentation based personalized proposition		One size fits all proposition	Personalized offering & micro-segmentation based lifecycle management
	One Stop Funding Solution		<ul style="list-style-type: none"> • Standard product suite • Standard fulfillment process 	<ul style="list-style-type: none"> • Industry first Supercard – 4 cards in one • Easy fulfillment process
Leverage superior understanding of existing customer franchise				

Our Differentiators (Industry vs. RBL-BFL)



Value Proposition

Power of four cards in one - Credit Cash, Loan & EMI Card – all in One

Customer Service

Self service model : Digital – STP workflow (Mobile App)

Rewards Management

Touchfree app/web based platform
Encourages redemption

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