



Investor Presentation

Q2 FY 22

Oct 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
FICC	Fixed Income, Currency and Commodity	RoA	Return on Assets
FPI	Foreign Portfolio Investor	RoE	Return on Equity
FY	12 month period ended March 31	RWA	Risk Weighted Assets
GNPA	Gross Non Performing Assets	SDR	Strategic Debt Restructuring
G-Sec	Government Securities	SLR	Statutory Liquidity Ratio
GST	Goods and Services Tax	UPI	Unified Payments Interface
HUF	Hindu Undivided Family	US	United States
IFI	Institutional Financial Inclusion	VCF	Venture Capital Funds
RBL Finserve	RBL Finserve Ltd.	YoY	Year on Year

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Key Performance Highlights

Q2 FY22 Financial Highlights

- ▶ **YoY Revenue growth of 12% aided by Other Income growth of 42%**
- ▶ **PPOP growth of 2% YoY to Rs. 691 crore; Net Profit at Rs. 31 crore for Q2 FY22**
- ▶ **NIM at 4.1%, impacted by interest reversals**
- ▶ **Wholesale Advances Grew 5% YoY; Retail : Wholesale mix at 55:45**
- ▶ **Strong Deposit growth of 17% YoY (1% sequentially) to Rs. 75,588 crore; Average LCR at 155% for the quarter**
- ▶ **Strong CASA growth of 33% YoY (7% sequentially) to Rs 26,734 crore; CASA Ratio at 35.4% vs. 33.7% in Q1FY22; Retail and Small business deposits ratio at 41.6%**
- ▶ **GNPA at 5.40% vs. 4.99% in Q1FY22, NNPA at 2.14% vs. 2.01% in Q1FY22**
- ▶ **PCR (incl tech w/off) sequentially increased by 28bps to 76.6% in Q2FY22 vs 76.3% in Q1FY22 ; PCR (excl. tech w/off) increased 72bps sequentially to 61.7%**
- ▶ **Total customer base of 9.97 million; addition of 0.14 million in the quarter**

Q2 FY22 Highlights Contd....

Strong Revenue and Operating Profit Growth

- Total Revenue grew 12% YoY to 1508 crore
- Core Fee Income grew 46% YoY to Rs. 506 crore
- Operating profit grew 2% YoY to Rs. 691 crore

Handsome Deposit Growth Continues..

- Total Deposits grew 17% YoY and 1% QoQ
- CASA grew 33% YoY and 7% QoQ
- Highest ever CASA ratio at 35.4%, up 170bps sequentially
- SA Deposits grew 35% YoY
- Retail Deposits (as per LCR definition) grew 6% QoQ to 41.6%

Healthy Capitalisation and Liquidity Levels

- CRAR at 16.33% and CET 1 to 15.54%
- RWA/Total assets stable at 73.3%
- LCR at 155% for the quarter

Asset Quality

- GNPA at 5.40%; NNPA at 2.14%
- PCR (incl tech w/off) sequentially increased by 28bps to 76.59%
- PCR (ex-tech write off) increased 72bps sequentially to 61.66%
- Rating Profile improving with 78.3% in the A- and better category from 75.1% in Q2 FY21

Continued Increase in customer base and distribution network

- Customer base increased by 0.14 million QoQ, to 9.97 million
- Distribution network of 445 branches, 386 ATMs and 1435 BC branches

Digital Business Update

- **Ranked #8** in AEPS transactions processed, increase in AEPS volumes by 31% QoQ
- Coverage of 22.69 lakhs Merchants

Q2 FY22 Highlights

— YoY Growth —

Net interest Income

Rs. 915cr

(2%)

Core Fee Income

Rs. 506cr

46%

Net Total Income

Rs. 1,508cr

12%

Operating Profit

Rs. 691cr

2%

Net Profit / (Loss)

Rs. 31cr

-

Q2 FY22 Highlights Contd....

— YoY Growth —

— QoQ Growth —

Advances

Rs. 56,009cr

0%

(1%)

**Wholesale
Advances**

Rs. 25,224cr

5%

3%

**Retail
Advances**

Rs. 30,784cr

(4%)

(4%)

Deposits

Rs. 75,588cr

17%

1%

CASA

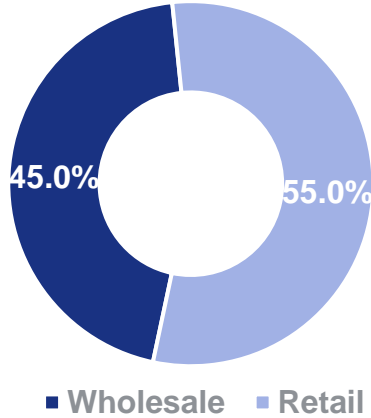
Rs. 26,734cr

33%

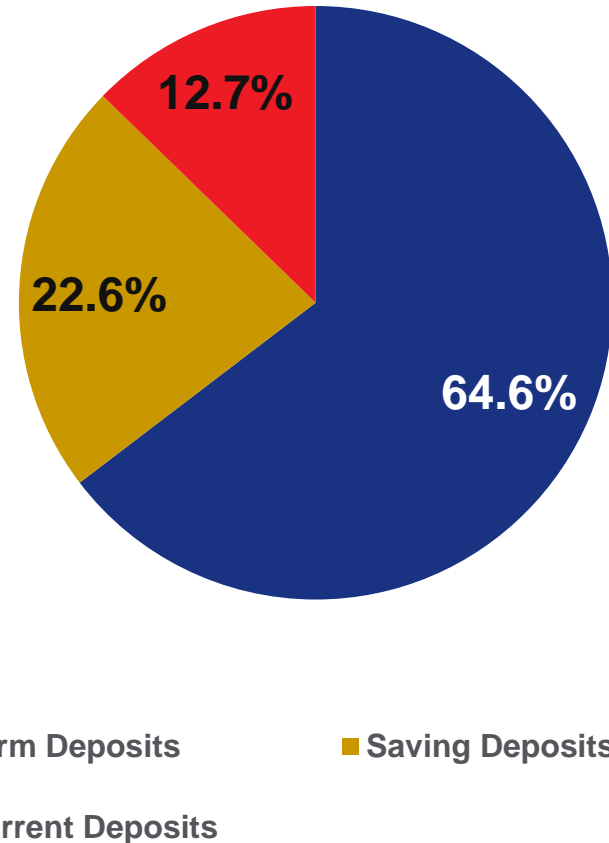
7%

Key Indicators – Business Breakup

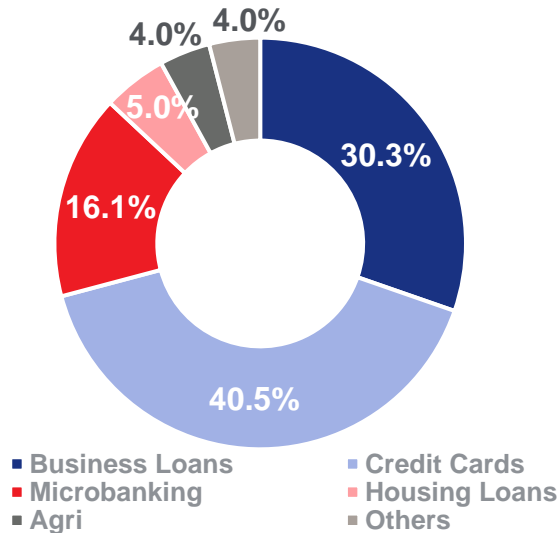
Advances by Segment (%)



Deposit Breakup (%)



Retail Advances Breakup (%)





Financial Performance

Net Total Income / PPOP Impacted By Interest Reversals

Parameter	Q2 FY22	Q1 FY22	QoQ	Q2 FY21	YoY	H1 FY22	H1 FY21
Net Interest Income	915	970	(6%)	932	(2%)	1,885	1,973
Other Income	593	653	(9%)	418	42%	1,246	759
Net Total Income	1,508	1,623	(7%)	1,350	12%	3,131	2,733
Operating Profit	691	766	(10%)	682	2%	1,457	1,379
Net Profit / (Loss)	31	(459)	-	144	-	(429)	285

Parameter	Q2 FY22	Q1 FY22	Q2 FY21	H1 FY22	H1 FY21
Other Income/Total Income	39.4%	40.2%	31.0%	39.8%	27.8%
Cost/Income	54.1%	52.8%	49.5%	53.5%	49.5%
Net Interest Margin	4.1%	4.4%	4.3%	4.2%	4.6%
Credit Cost/Advances (bps)*	118	255	94	374	185
RoA	0.12%	(1.88%)	0.62%	(0.86%)	0.61%
RoE	0.98%	(14.51%)	5.23%	(6.81%)	5.23%

• Not Annualized

Balance Sheet Parameters

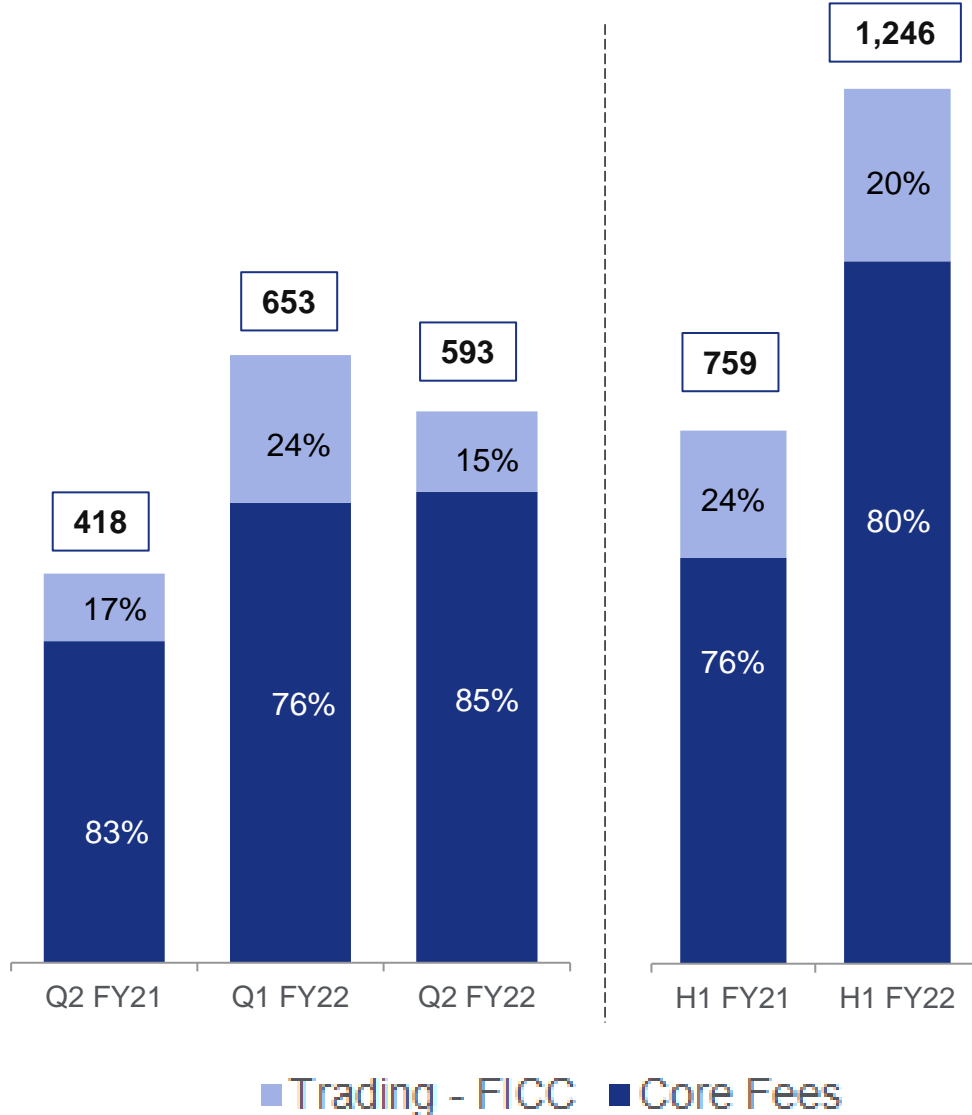
Parameter	Sep 30,2021	Sep 30,2020	YoY
Advances	56,009	56,162	0%
Deposits	75,588	64,506	17%
Investments	21,773	21,277	2%

Parameter	Sep 30,2021	June 30,2021	Sep 30,2020
CASA	35.4%	33.7%	31.1%
GNPA	5.40%	4.99%	3.34%
NNPA	2.14%	2.01%	1.38%
PCR (incl. Technical Write-offs)	76.6%	76.3%	74.8%
PCR (excl. Technical Write-offs)	61.7%	60.9%	59.4%
CRAR*	16.3%	17.2%	16.5%

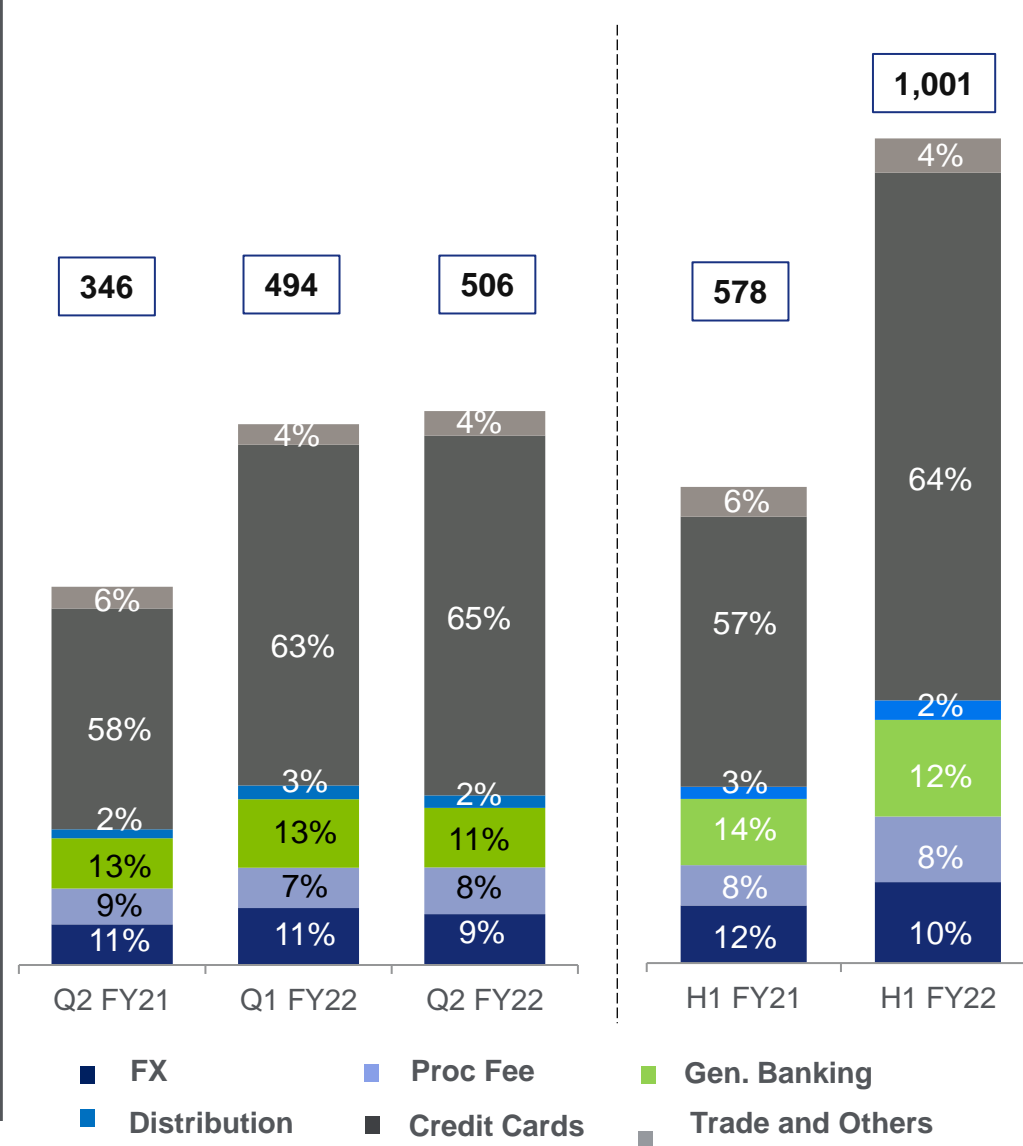
- CRAR for interim financial periods has been computed after including interim results for better comparison

Core Fee Income Trending Up QoQ

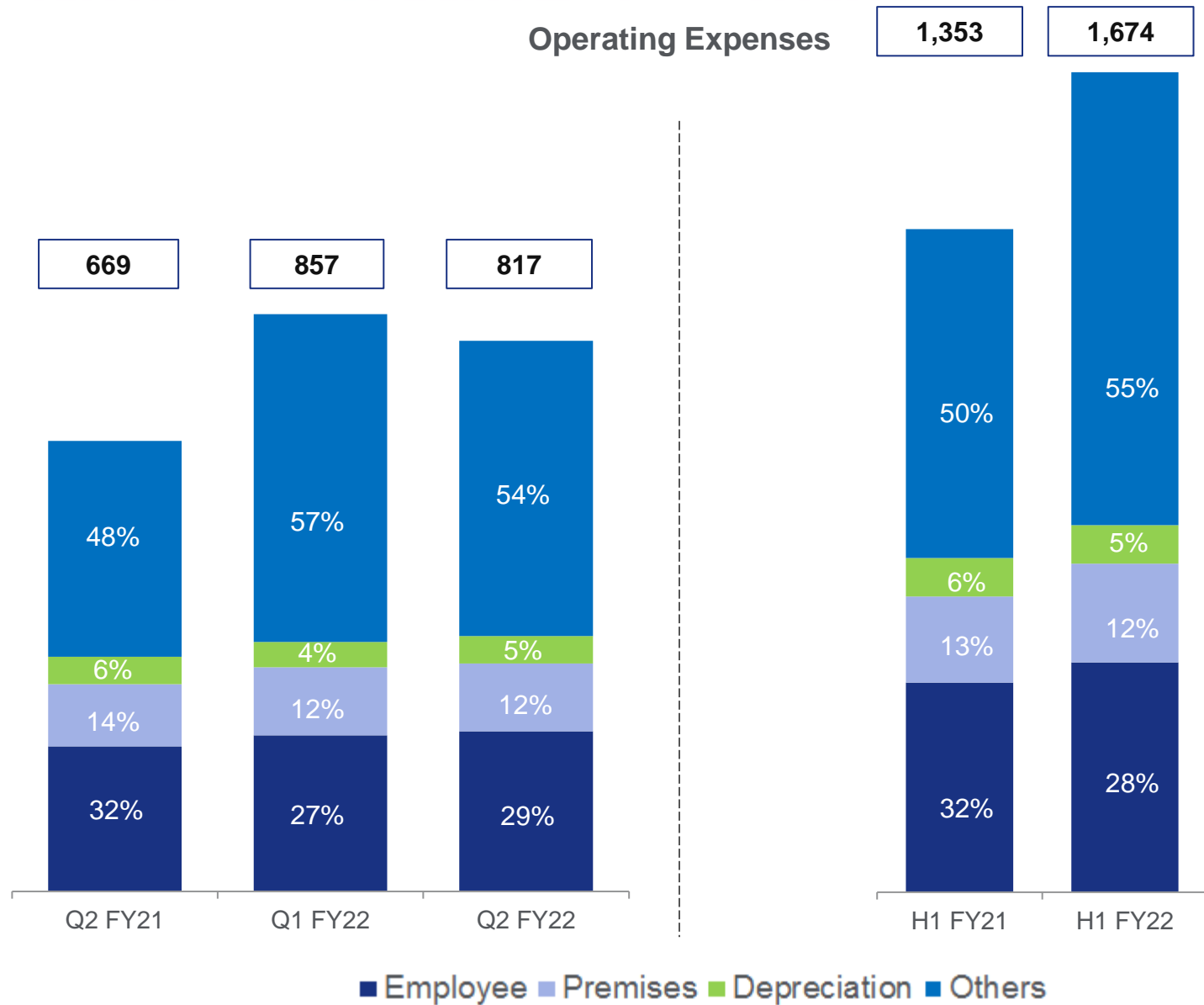
Other Income



Core Fee Income Breakup

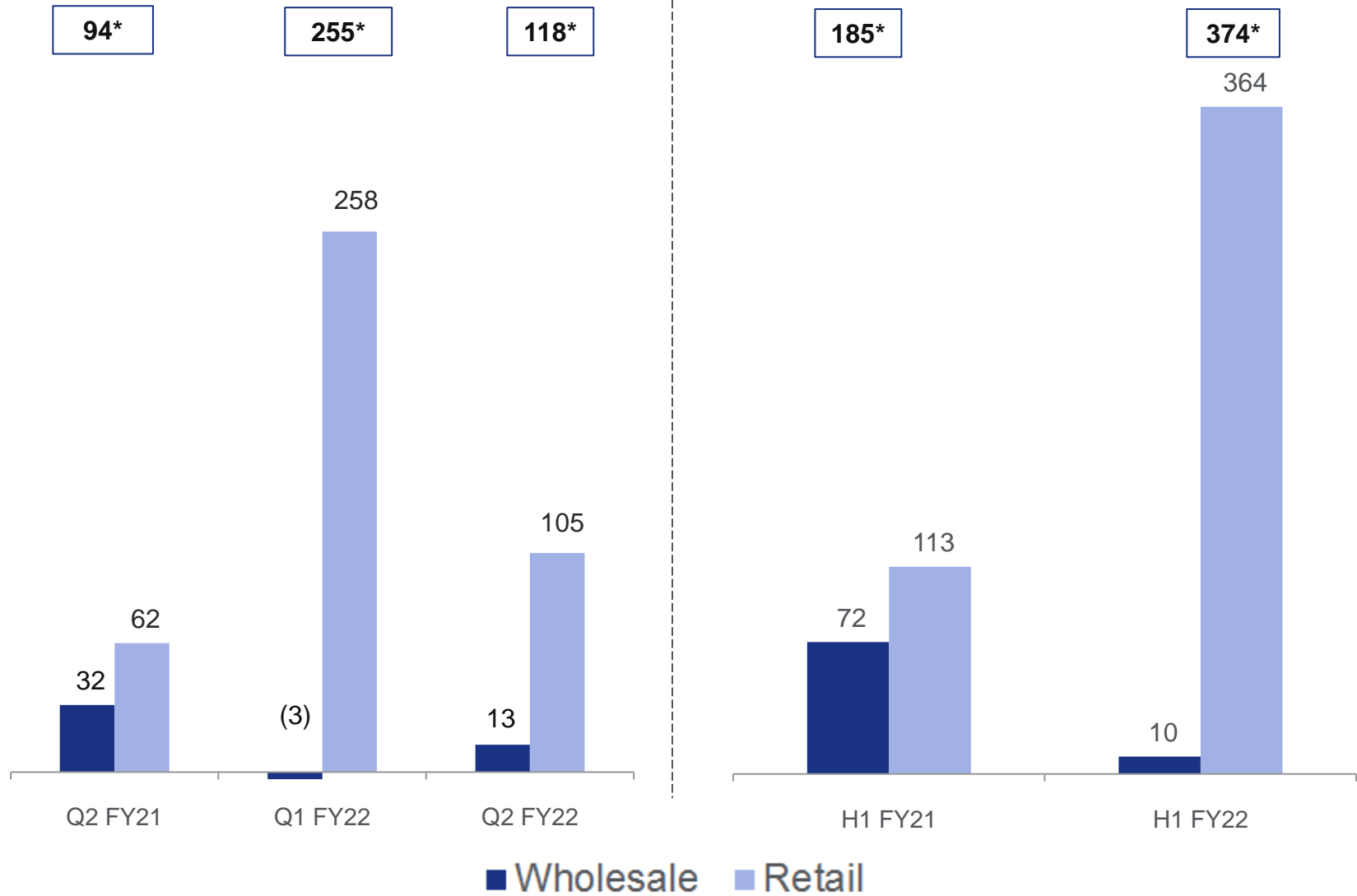


Operating Costs Stable QoQ



Credit Costs Lower QoQ ; Bulk Of the Credit Costs Absorbed in H1

Net Credit Cost by Business (bps)

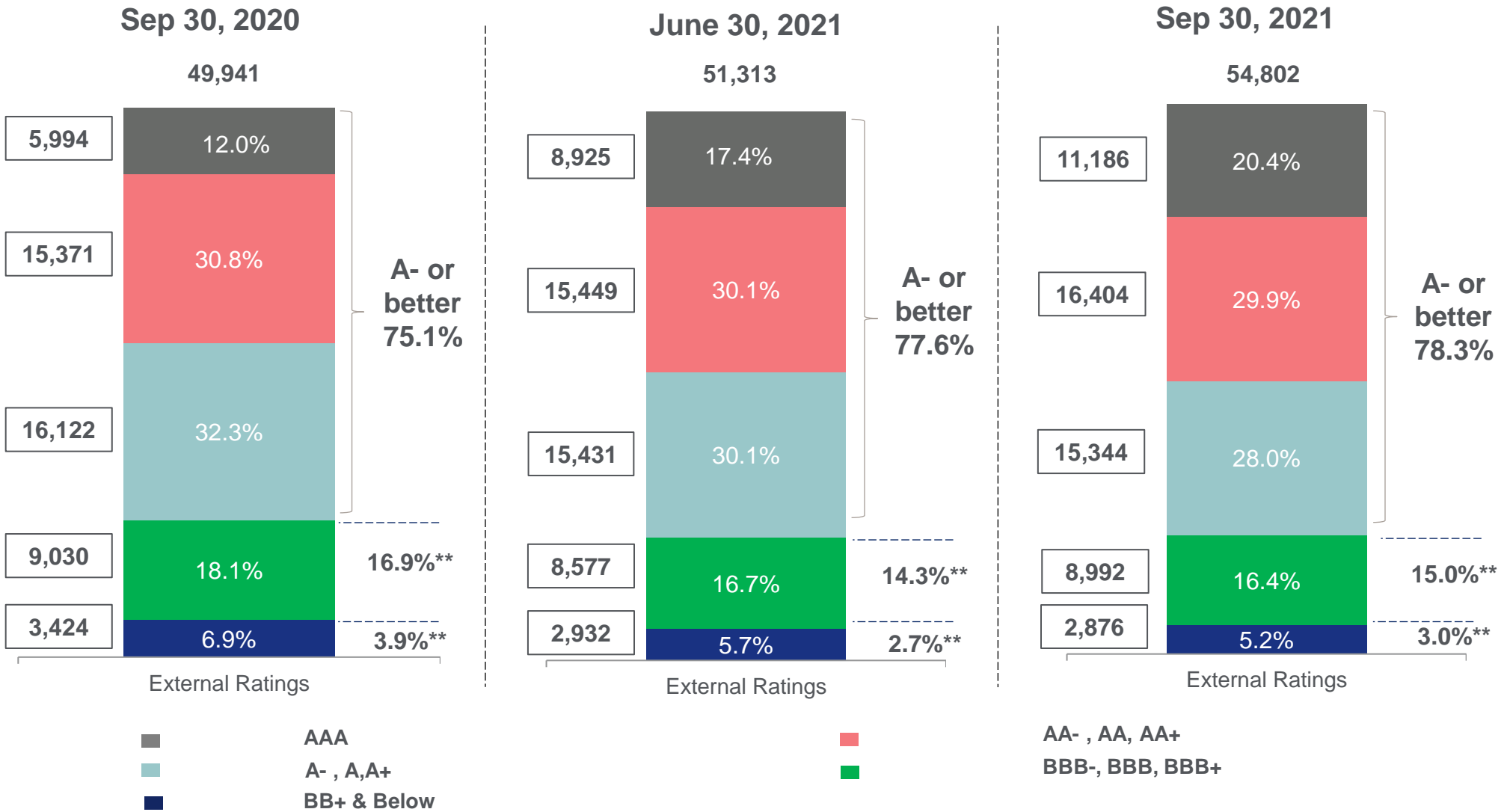


* Not Annualized for the bank or at individual segment level for the quarter

Advances Mix; Cautious on Retail Growth

	Sep 30,2021	Sep 30,2020	YoY	Yield H1 FY22	Proportion
C&IB	19,397	17,815	9%	6.6% (8.1%)	45%
CB	5,828	6,204	(6%)		
Wholesale	25,224	24,020	5%		
<i>Business Loans</i>	<i>9,333</i>	<i>10,901</i>	<i>(14%)</i>	14.7% (16.3%)	55%
<i>Credit Cards</i>	<i>12,482</i>	<i>11,286</i>	<i>11%</i>		
<i>Micro-banking</i>	<i>4,959</i>	<i>6,686</i>	<i>(26%)</i>		
<i>Housing Loans</i>	<i>1,548</i>	<i>576</i>	<i>-</i>		
<i>Retail Agri</i>	<i>1,231</i>	<i>1,114</i>	<i>10%</i>		
<i>Others</i>	<i>1,231</i>	<i>1,580</i>	<i>(22%)</i>		
Retail	30,784	32,142	(4%)		
Total	56,009	56,162	0%	H1 FY21 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

Diversified Industry Mix – Continue Low Industry Concentration

Top 10 Industry*

Industry	Outstanding FB+NFB Exposure	FB-NFB Split	% of Outstanding FB+NFB Exposure
NBFC (ex. HFC & DFI)	3,485	100:0	4.7%
Construction	2,733	32:68	3.7%
Power	2,733	41:59	3.7%
HFC	2,304	100:0	3.1%
Retail/ Distribution	2,234	70:30	3.0%
Oil and Gas	1,743	10:90	2.4%
Real Estate	1,590	86:14	2.2%
Professional Services	1,485	62:38	2.0%
Engineering	1,433	42:58	1.9%
Pharma	1,394	68:32	1.9%

* As of Sep 30, 2021 based on actual outstanding

Non Fund Based Book

Particulars	Sep 30, 2021	Sep 30, 2020	June 30, 2021
Guarantees	10,222	10,975	9,743
Letter of Credit, Acceptances, Endorsements and other Obligations	5,308	4,065	5,070

Asset Quality Snapshot

	Quarter Ended				
	Sep 30, 2021	June 30, 2021	March 31, 2021	Dec 31, 2020 (Proforma)	Sep 30, 2020 (Proforma)
Movement of Gross NPAs					
Opening Balance	2,911	2,602	2,610	2,001	1,992
(+) Additions during the period	1,217	1,342	1,439	1,470	234
(-) Upgrade	180	157	322	5	3
(-) Recoveries	290	116	454	78	103
(-) Write Offs	527	759	671	779	119
Closing Balance	3,131	2,911	2,602	2,610	2,001
Gross NPA (%)	5.40%	4.99%	4.34%	4.57%	3.49%
Net NPA	1,200	1,137	1,241	1,408	836
Net NPA (%)	2.14%	2.01%	2.12%	2.52%	1.49%
PCR incl. Technical Write Offs (%)	76.6%	76.3%	72.2%	68.8%	73.5%
PCR excl. Technical Write Offs (%)	61.7%	60.9%	52.3%	46.1%	58.2%
Slippage Ratio	2.15%	2.29%	2.57%	2.62%	0.41%
Net Restructured %	3.35%	1.80%	1.41%	0.91%	0.09%

• Security Receipts as a percentage of total advances at 0.33%

Loan Related Provisions held as on 30th Sep 2021

- **Specific (incl. additional/ accelerated) provision of Rs. 1,931 crore (towards PCR)**
- **Restructured provision of Rs. 258 crore (outside PCR)**
- **Additional Covid Provision of Rs. 134 crore (outside PCR)**
- **Standard provision of Rs. 266 crore (outside PCR)**
- **Provision Coverage Ratio excl. Technical write offs of 61.7%**

Asset Quality – Net NPA stable despite COVID challenges

Gross NPA by business segment

Business segment	Sep 30, 2021	June 30, 2021	Mar 31, 2021	Dec 31, 2020 (Proforma)	Sep 30, 2020 (Proforma)
Wholesale	1.87%	1.84%	1.85%	1.75%	2.62%
Retail	3.53%	3.15%	2.49%	2.82%	0.87%
Business Loans	0.63%	0.81%	0.47%	0.90%	0.38%
Credit Cards	0.99%	0.89%	1.17%	1.21%	0.07%
Micro-Banking	1.45%	1.00%	0.44%	0.32%	0.16%
Retail Agri	0.27%	0.24%	0.21%	0.23%	0.19%
Others	0.20%	0.21%	0.19%	0.15%	0.08%
Total	5.40%	4.99%	4.34%	4.57%	3.49%

Net NPA by business segment

Business segment	Sep 30, 2021	June 30, 2021	Mar 31, 2021	Dec 31, 2020 (Proforma)	Sep 30, 2020 (Proforma)
Wholesale	0.81%	0.90%	0.93%	0.77%	1.03%
Retail	1.34%	1.11%	1.19%	1.75%	0.46%
Business Loans	0.37%	0.46%	0.28%	0.75%	0.21%
Credit Cards	0.43%	0.23%	0.43%	0.50%	0.03%
Micro-Banking	0.29%	0.17%	0.23%	0.22%	0.08%
Retail Agri	0.17%	0.17%	0.15%	0.17%	0.12%
Others	0.08%	0.09%	0.10%	0.11%	0.03%
Total	2.14%	2.01%	2.12%	2.52%	1.49%

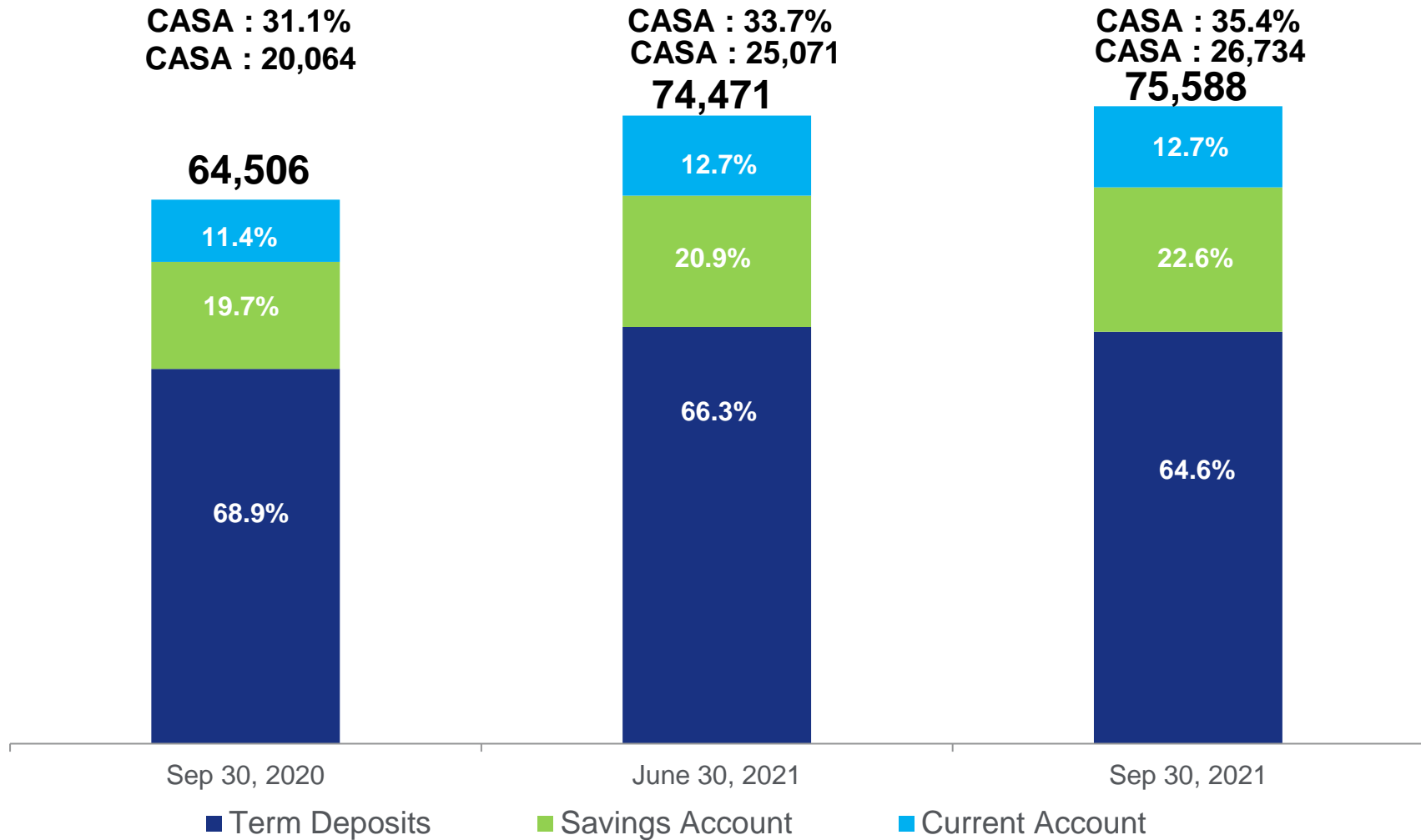
Capital Adequacy – Continue To Remain Well Capitalized

Particulars	Sep 30, 2021	Sep 30, 2020	June 30, 2021
Tier 1 Capital Funds*	11,895	10,554	11,850
Tier 2 Capital Funds	610	962	780
Total Capital Funds*	12,504	11,516	12,630
Total RWA	76,564	69,799	73,635
Tier 1 CRAR*	15.5%	15.1%	16.1%
Total CRAR*	16.3%	16.5%	17.2%
RWA/Total Assets	73.3%	74.8%	73.4%

* Tier 1 and Total Capital Funds for interim financial periods has been computed after including interim results for better comparison

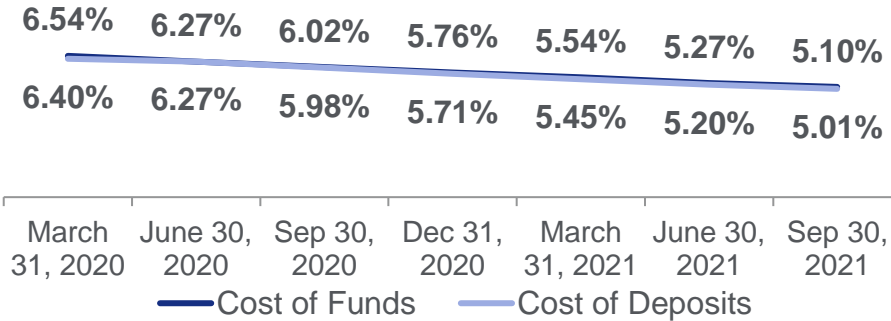
CASA Grew 7% Sequentially; Total Deposits Grew 1% Sequentially

33% YoY growth in CASA, 7% QoQ ; Total deposits grew by 17% YoY, 1% QoQ

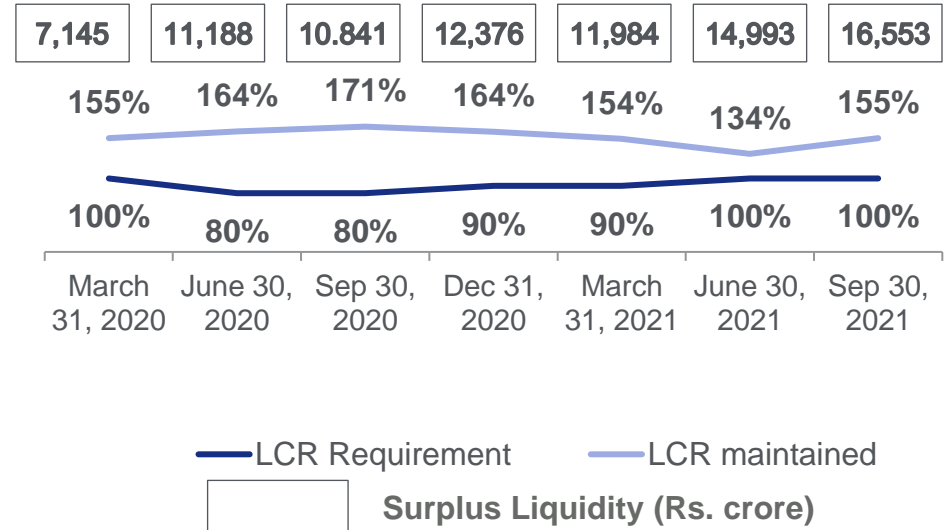


Deposits and Liquidity – Improving Granularity Driving Lower Costs

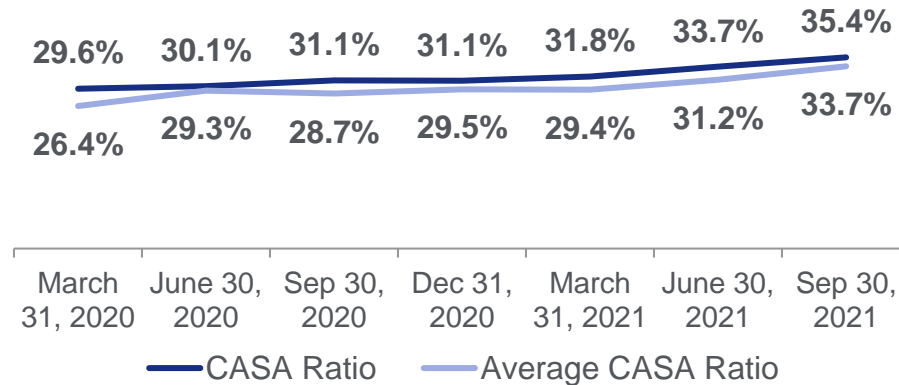
Declining Cost of Funds and Cost of Deposits



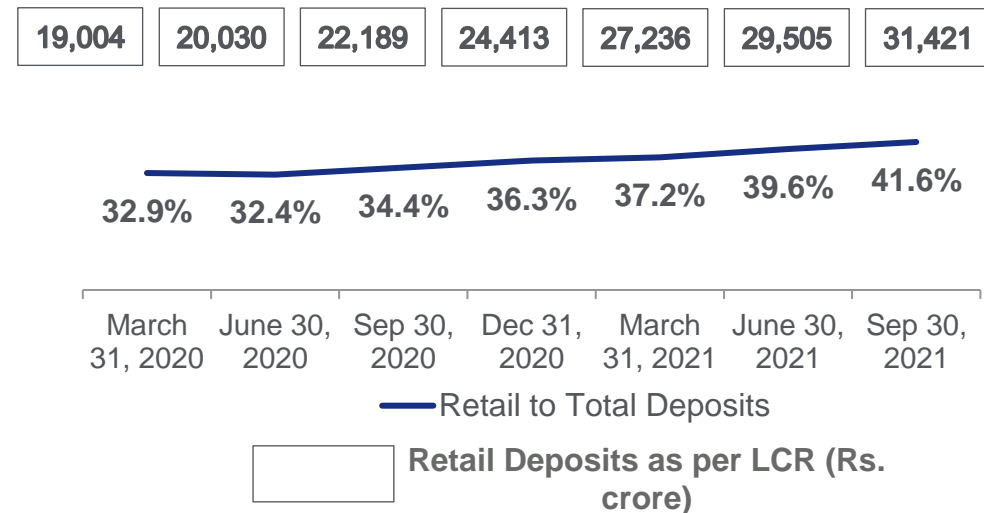
Surplus Liquidity Position



Improving CASA Ratios

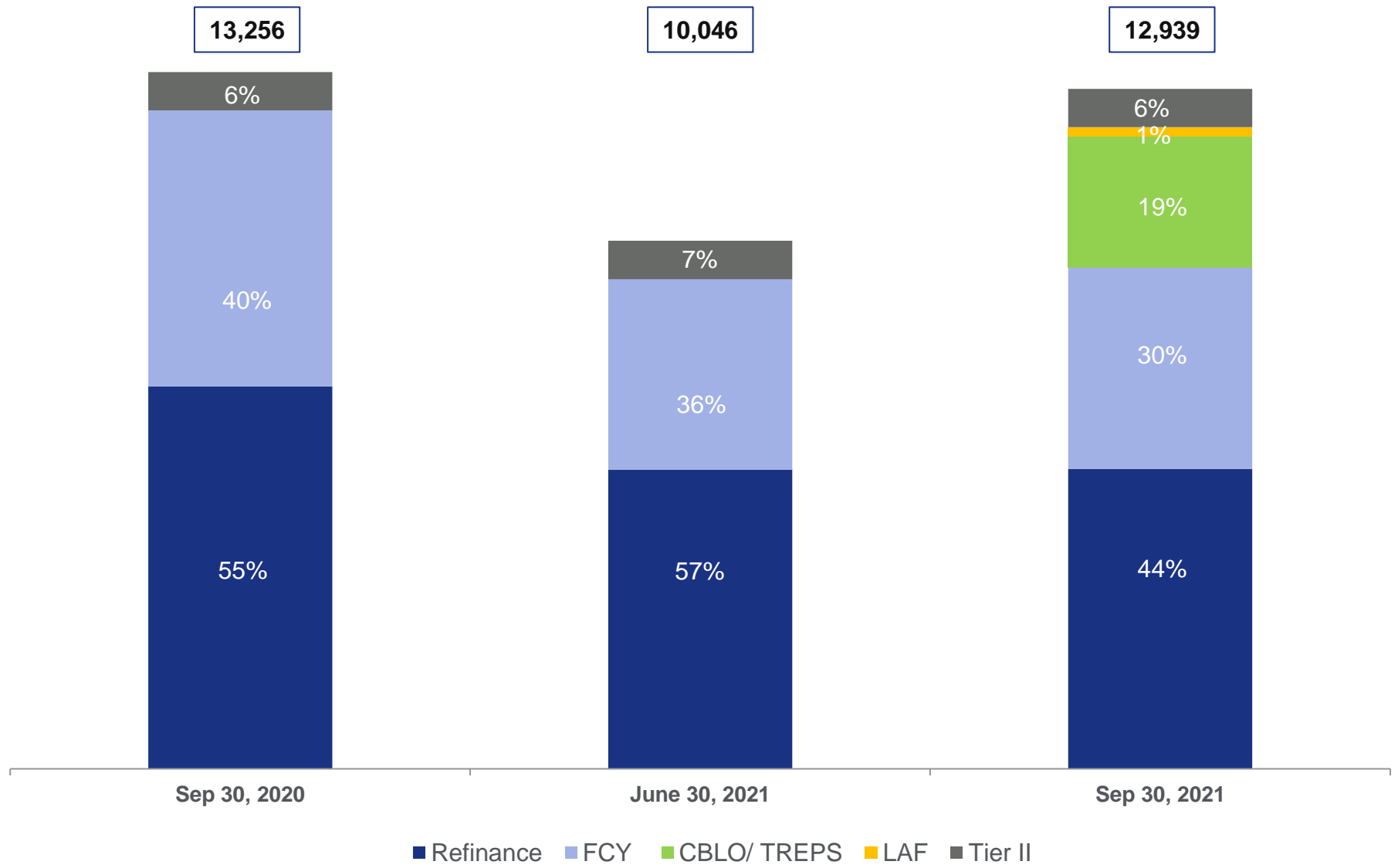


Increasing Share of Retail Deposits



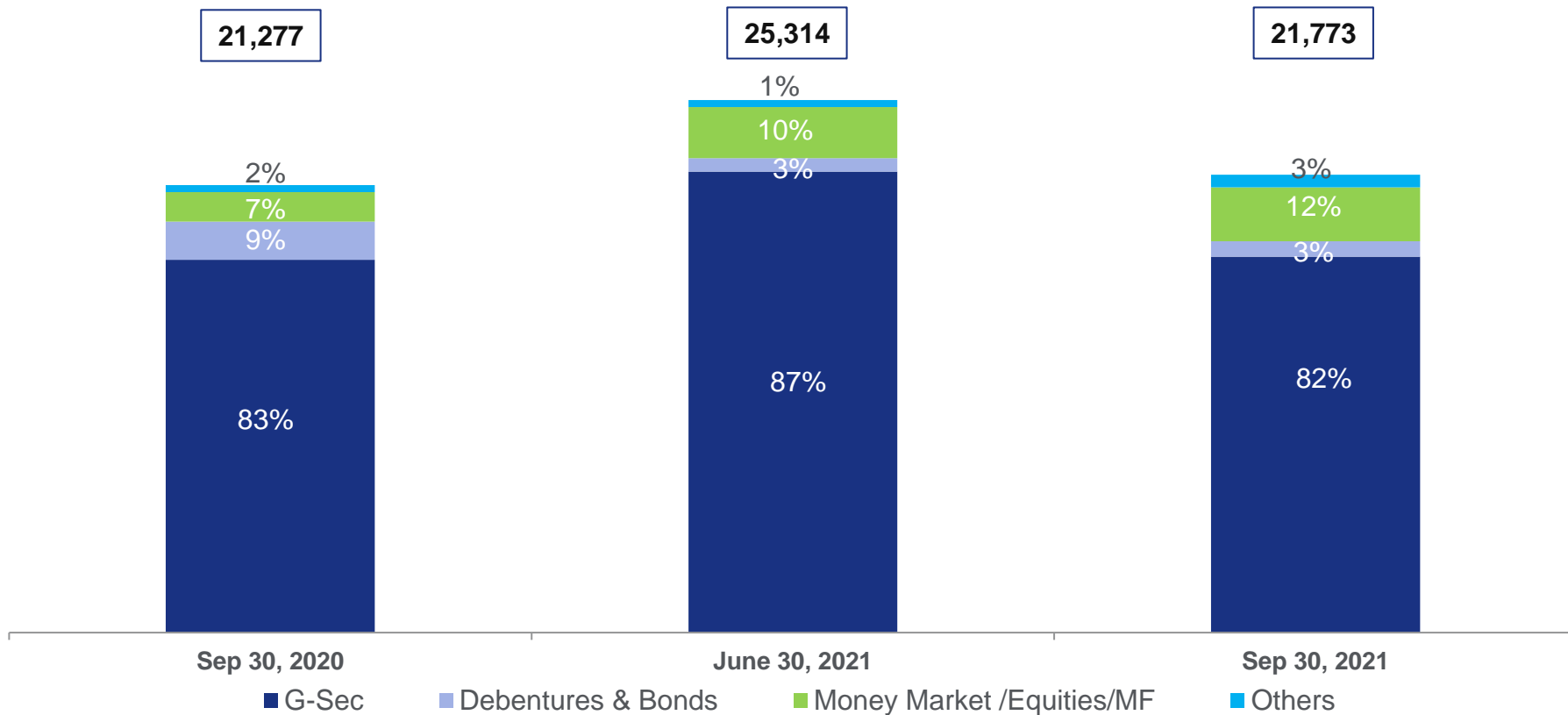
Borrowing Higher QoQ driven by Money Market Borrowings

Borrowing Breakup



Investment Book Lower QoQ

Investment Breakup



Yield

Yield	Q2 FY22	Q1 FY22	Q2 FY21	H1 FY22	H1 FY21
Total Investments	5.3%	5.4%	6.6%	5.4%	6.8%
SLR	6.0%	6.1%	6.9%	6.1%	6.9%
Non SLR	4.2%	4.3%	7.9%	4.2%	8.1%

Cost of Deposits/ Cost of Funds Trending Lower QoQ

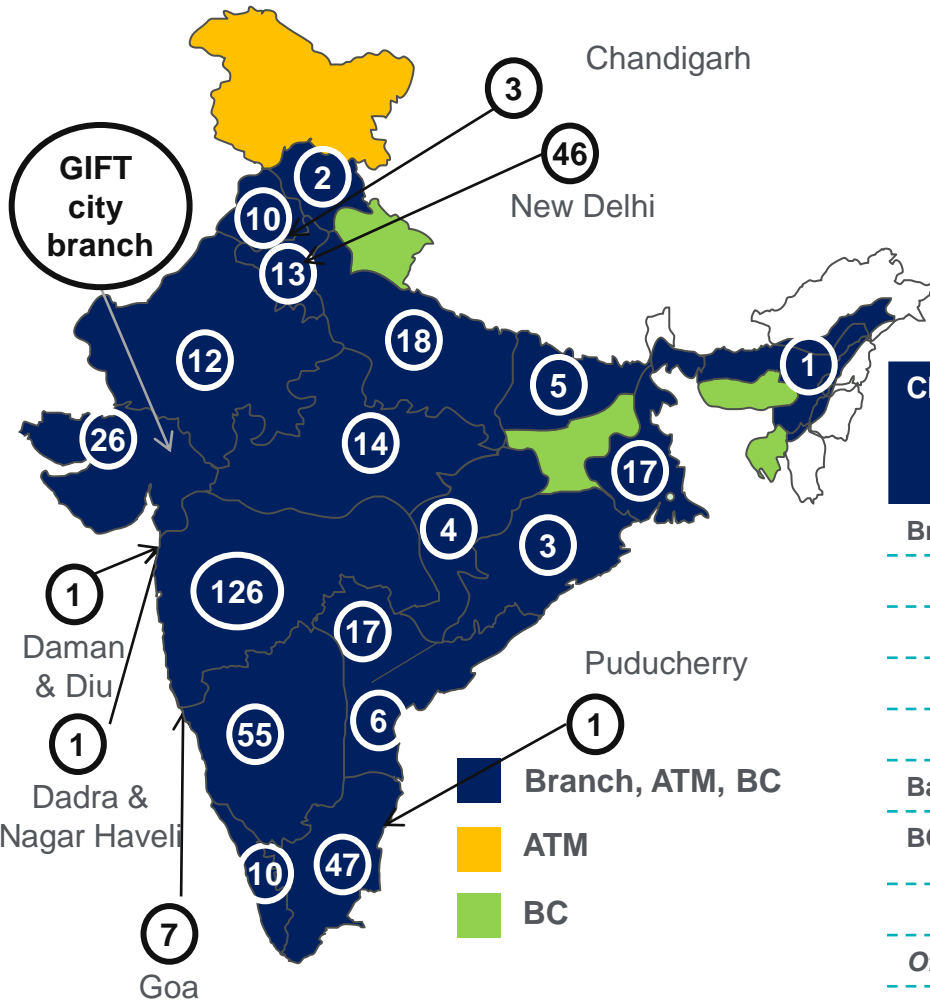
	FY19	Q1 20	Q2 20	Q3 20	Q4 20	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Yield on Advances	11.2%	12.0%	12.1%	12.3%	12.5%	13.0%	12.3%	11.5%	11.2%	11.6%	11.3%
Cost of Funds	6.8%	7.0%	6.9%	6.8%	6.5%	6.3%	6.0%	5.8%	5.5%	5.3%	5.1%
Cost of Deposits	6.8%	7.0%	6.9%	6.7%	6.4%	6.3%	6.0%	5.7%	5.5%	5.2%	5.0%



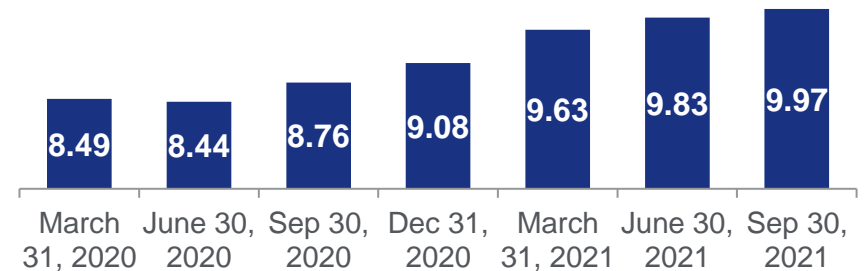
Distribution Network

Our Growing, Multi-Layered Distribution Network

Locations



Customers (Mn.)



Channel Breakup

Channels	Number of transaction points		
	Sep 30, 2021	June 30, 2021	Sep 30, 2020
Branches	445	436	399
<i>Metro (incl. GIFT branch)</i>	244	238	208
<i>Urban</i>	63	61	60
<i>Semi-urban</i>	75	74	73
<i>Rural</i>	63	63	58
Banking Outlets (BOs)	271	271	254
BC Branches (incl. BOs)	1,435	1,422	1,219
<i>Of which RBL Finserve</i>	769	759	674
<i>Of which for Microbanking</i>	1,228	1,209	1,022
<i>Of which for MSME & Housing</i>	207	213	197
ATMs	386	380	402

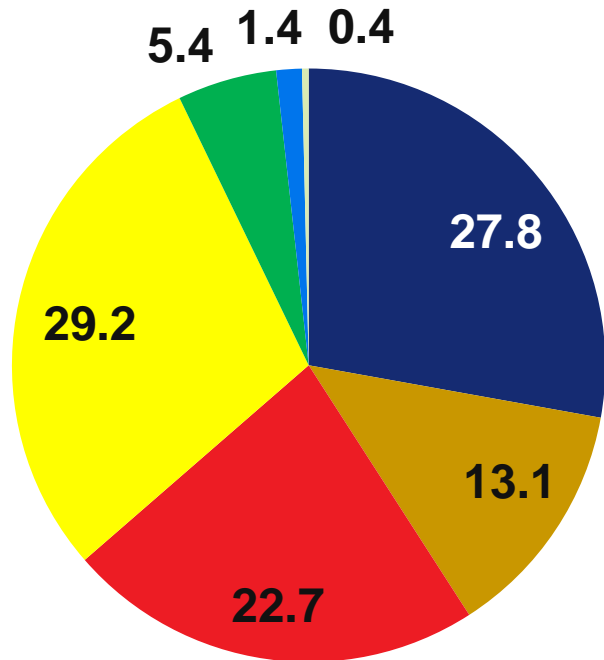
Figures in circles refer to number of branches in given state/union territory



Shareholding Pattern & Ratings

Diversified Shareholding & Strong Rating Profile

— Shareholding by category (%) —



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

Total Foreign holding – 43.7%.
Approved limit – 74%

Ratings

Instrument	Rating
Basel III compliant Tier II bonds	ICRA AA- hyb (Stable) (Re-affirmed dated Feb 22, 2021)
	CARE AA- (Stable) (Re-affirmed dated Oct 6, 2021)
Certificate of Deposits	ICRA A1+ (Re-affirmed dated Feb 22, 2021)
Medium term fixed deposit programme	ICRA MAA (Stable) (Re-affirmed dated Feb 22, 2021)
Short term fixed deposit programme	ICRA A1+ (Re-affirmed dated Feb 22, 2021)



Micro-Banking and Retail Update

Micro-Banking Distribution Network

BC Branches Opened in Q2-FY-22 : 19

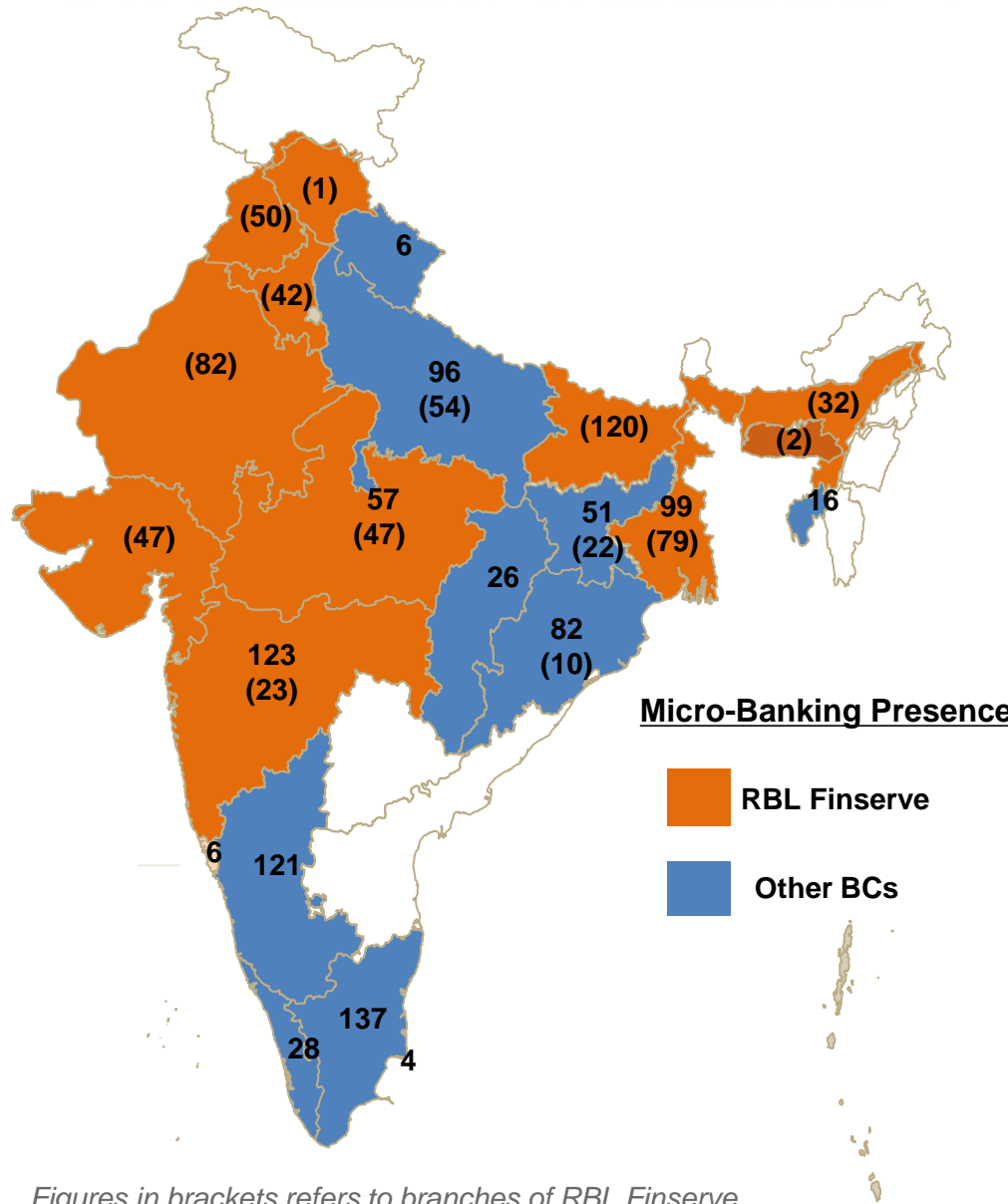
State & District Presence:

- 21 States and 1 Union Territory
- 414 Districts

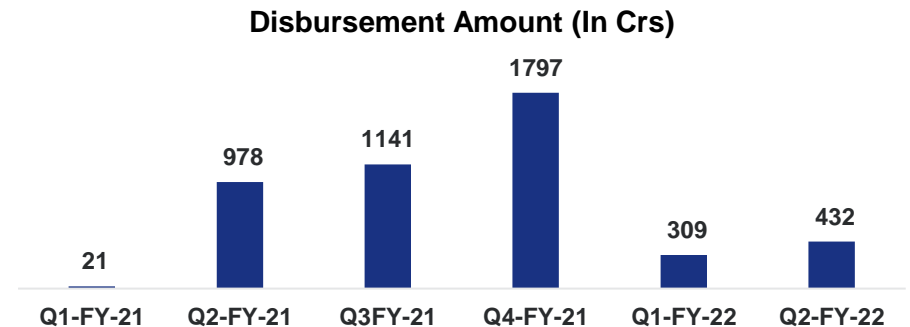
Branches :

- Micro-Banking Branches : 1,228
 - RBL Finserve Branches: 611
- Banking Outlets: 271

Disbursal contained. Pick up from Sep'21

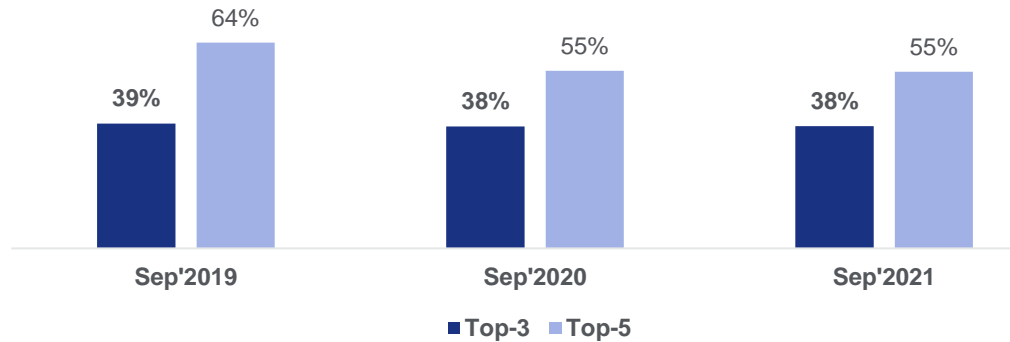


Figures in brackets refers to branches of RBL Finserve

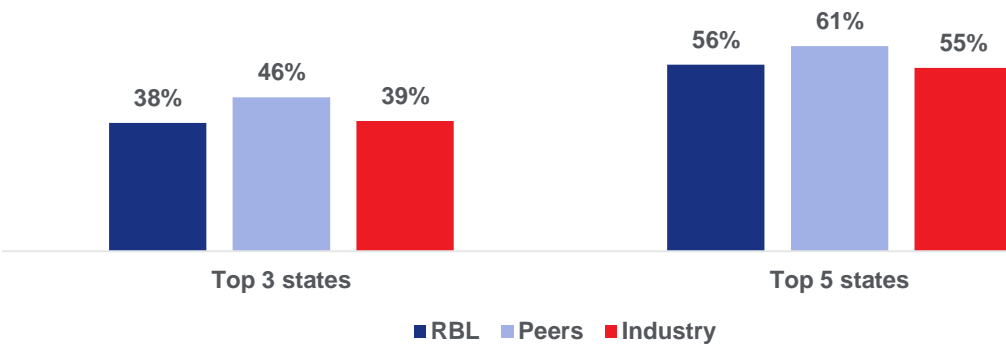


Micro-Banking - Portfolio Concentration

RBL Portfolio- Top-3 and Top-5 States



Industry Comparison- Top3 & Top5 States Concentration



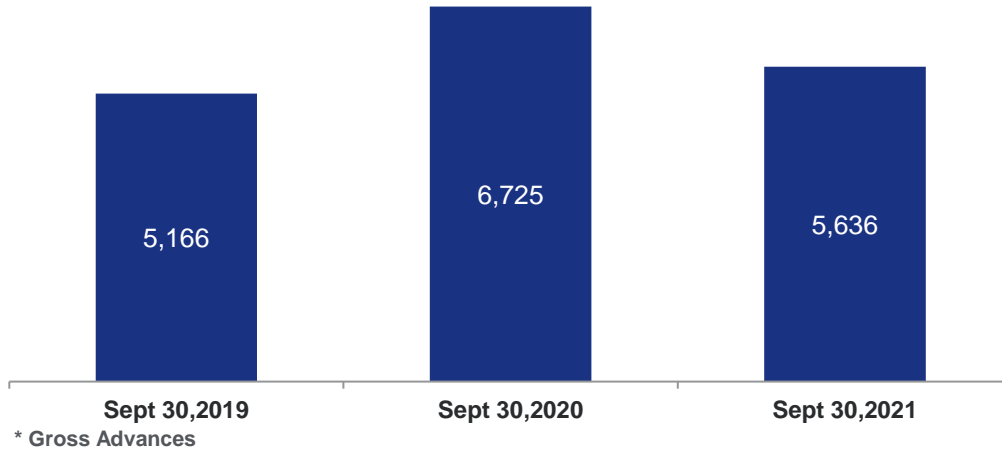
State Name	% of Portfolio Sep'21	% of Portfolio Mar'21	% of Portfolio Sep'20	% of Portfolio Mar'20
Bihar	13.6%	12.8%	13.7%	14.7%
Tamil Nadu	13.2%	13.0%	13.7%	13.4%
Rajasthan	11.4%	10.9%	7.5%	7.3%
Uttar Pradesh	8.6%	7.8%	4.8%	3.4%
Karnataka	8.4%	9.0%	8.7%	8.8%
Maharashtra	7.8%	8.4%	10.3%	10.7%
West Bengal	7.1%	7.2%	8.6%	8.5%
Madhya Pradesh	5.1%	5.1%	4.8%	4.9%
Odissa	5.0%	5.3%	6.0%	6.2%
Haryana	4.1%	3.8%	3.7%	3.9%
Gujarat	3.6%	3.2%	3.1%	3.1%
Punjab	3.4%	3.6%	4.5%	4.6%
Jharkhand	3.0%	3.0%	2.5%	2.1%
Kerala	1.7%	1.6%	1.5%	1.5%
Assam	1.3%	1.9%	2.6%	2.8%
Chhattisgarh	1.0%	1.3%	1.5%	1.7%
Uttarakhand	0.7%	0.7%	0.7%	0.8%
Tripura	0.5%	0.5%	0.5%	0.5%
Goa	0.4%	0.4%	0.5%	0.6%
Puducherry	0.1%	0.4%	0.5%	0.4%
Meghalaya	0.0%	0.1%	0.1%	0.1%
Himachal Pradesh	0.0%	0.0%	0.0%	0.0%
Grand Total	100.0%	100.00%	100.0%	100.00%

- Geographical diversification and state / district caps ensure lower geographical concentration than Peers
- State concentration cap of 15%
- District Cap – 2%
 - 97% districts have < 1% contribution
 - 11 districts have between 1 to 1.5% contribution

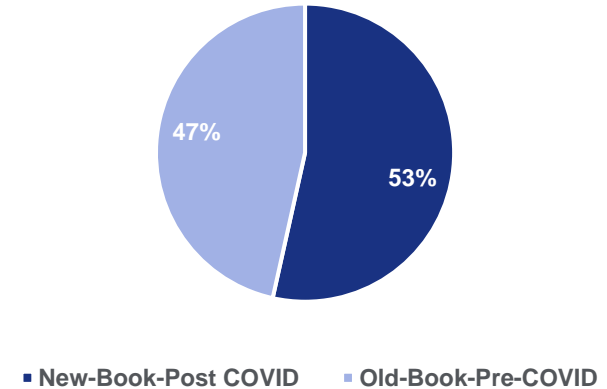
Portfolio growth driven by new customers, ticket size growth moderate

3.04 Mn active loan accounts

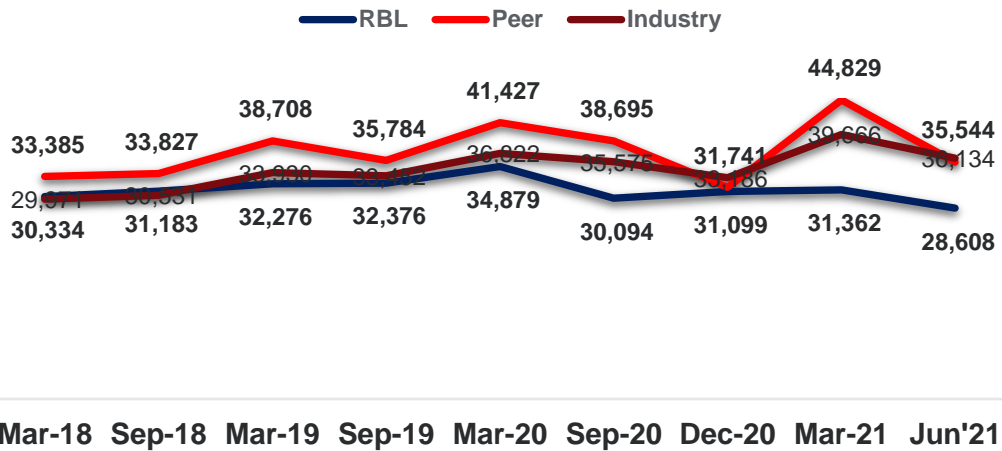
Gross Advances* (Rs. Crores)



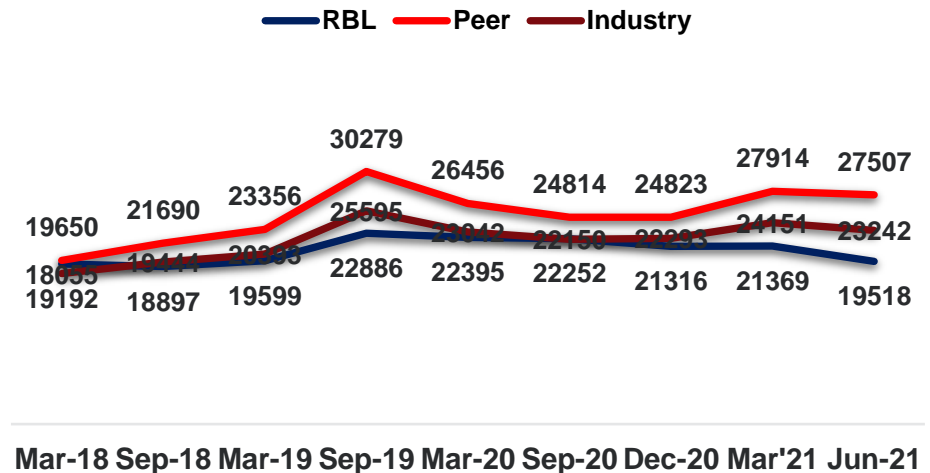
Portfolio Composition



Average Ticket Size (ATS) of New Loans



Average Outstanding Balance



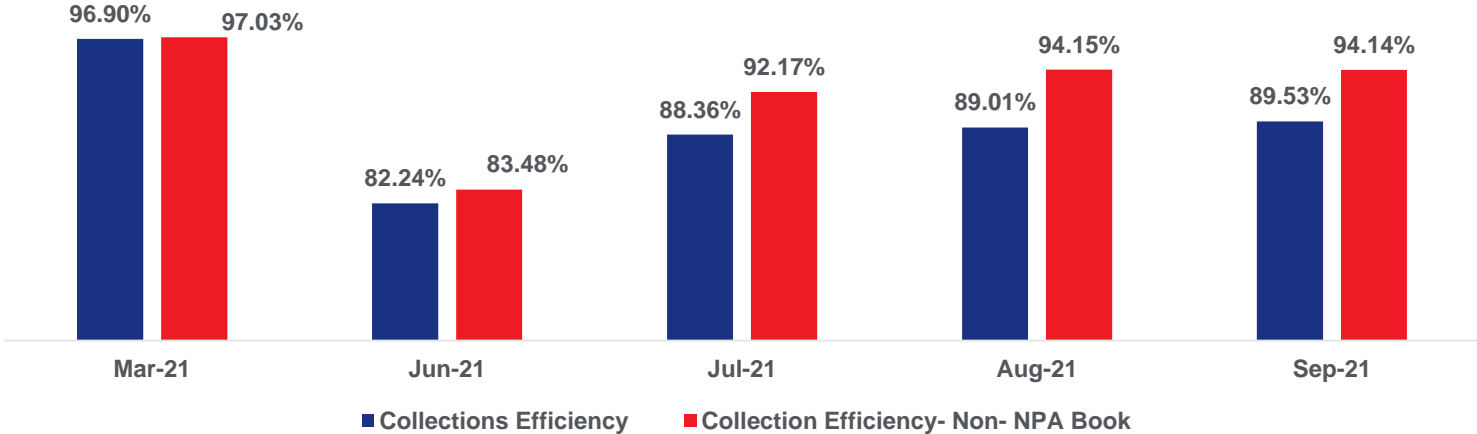
Source : Equifax

Peers : two largest banks, two SFB's and two prominent MFI's

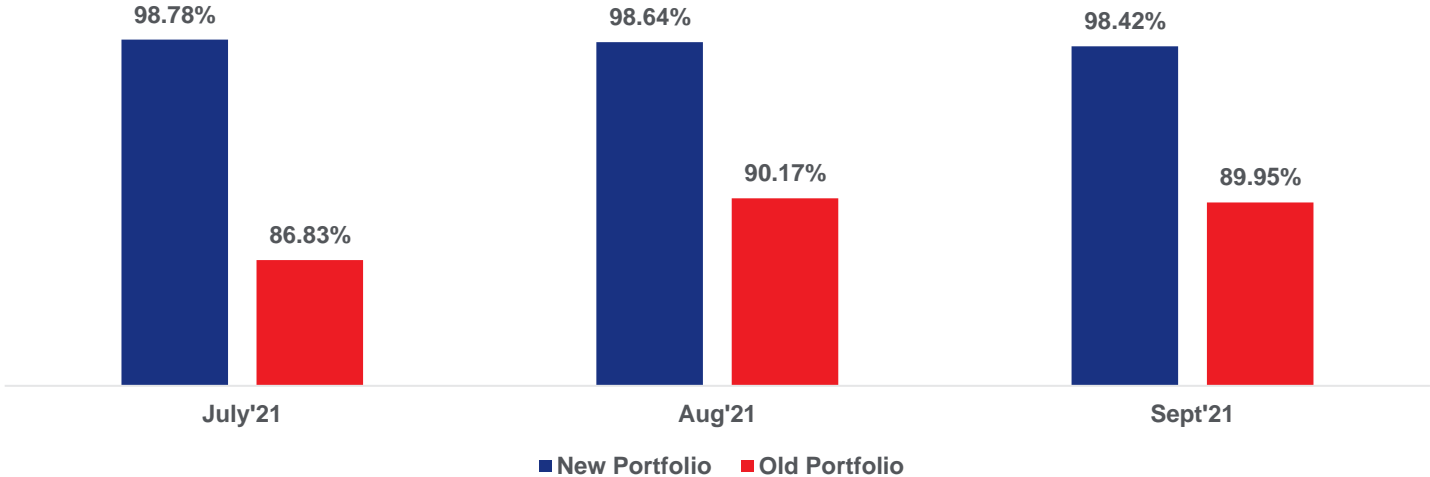
New-Portfolio: Portfolio Originated April-2020 onwards, Old Portfolio: Portfolio Originated till March-2020

Collections Efficiency – Micro-Banking

Collection-Efficiency



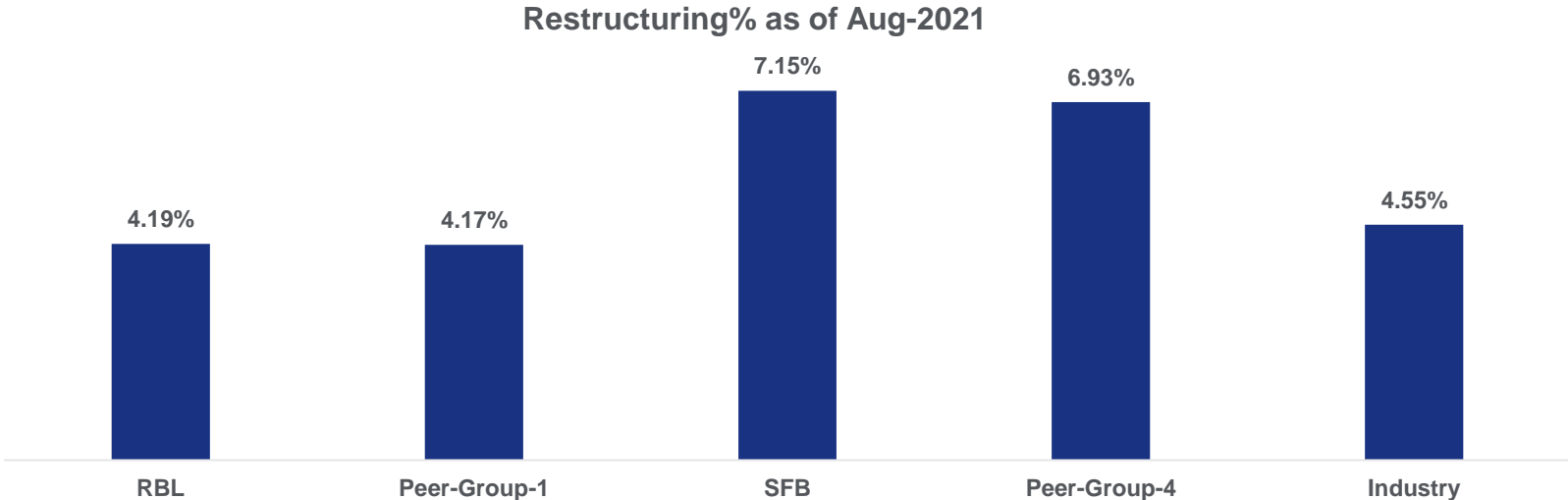
Collection Efficiency- Non-NPA Book



Collection Efficiency for the month = (Amount collected in the month) / (Amount demanded for the month)

New-Portfolio: Portfolio Originated April-2020 onwards, Old Portfolio: Portfolio Originated till March-2020

Restructuring – In Line With Peers

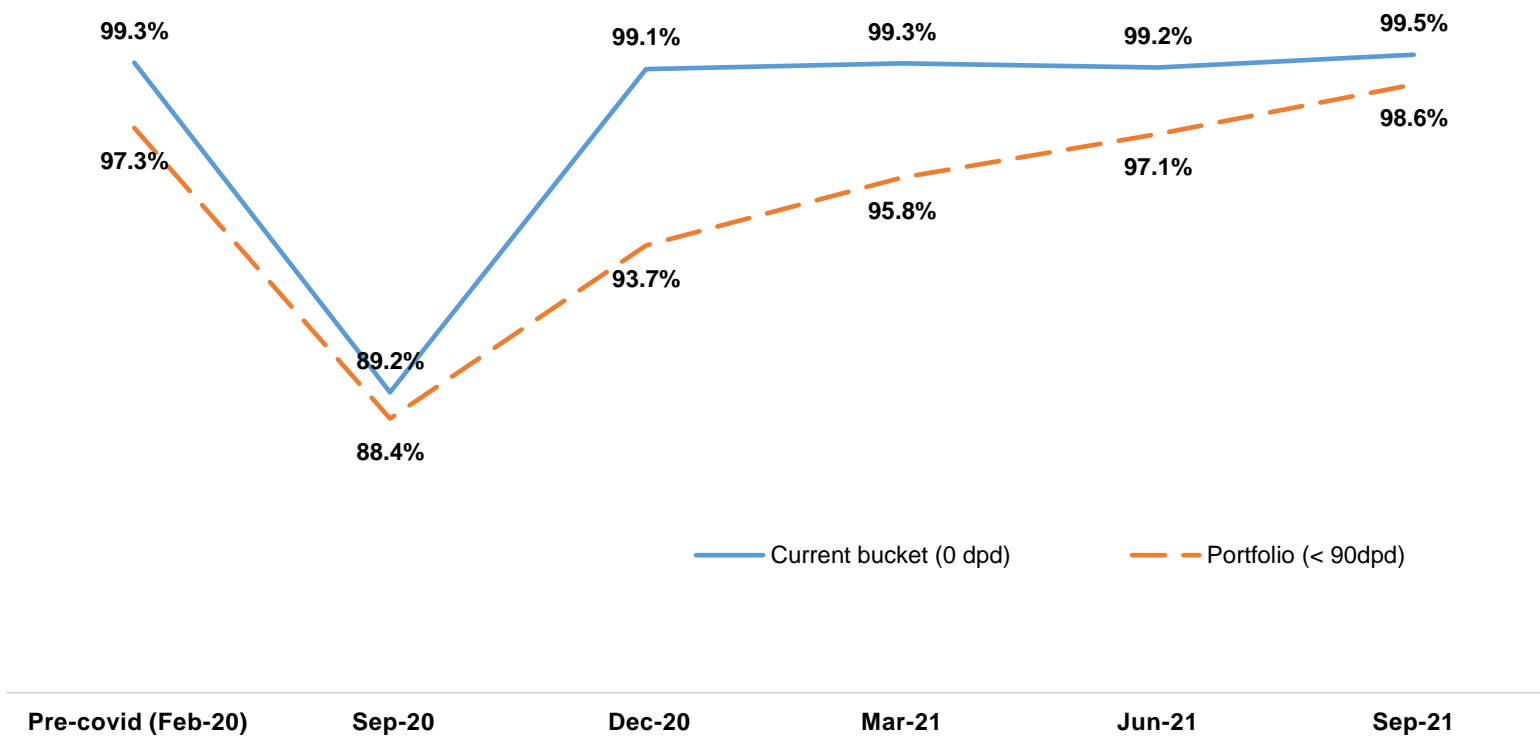


Peer Group-1 : two largest banks, two SFB's and two prominent MFI's

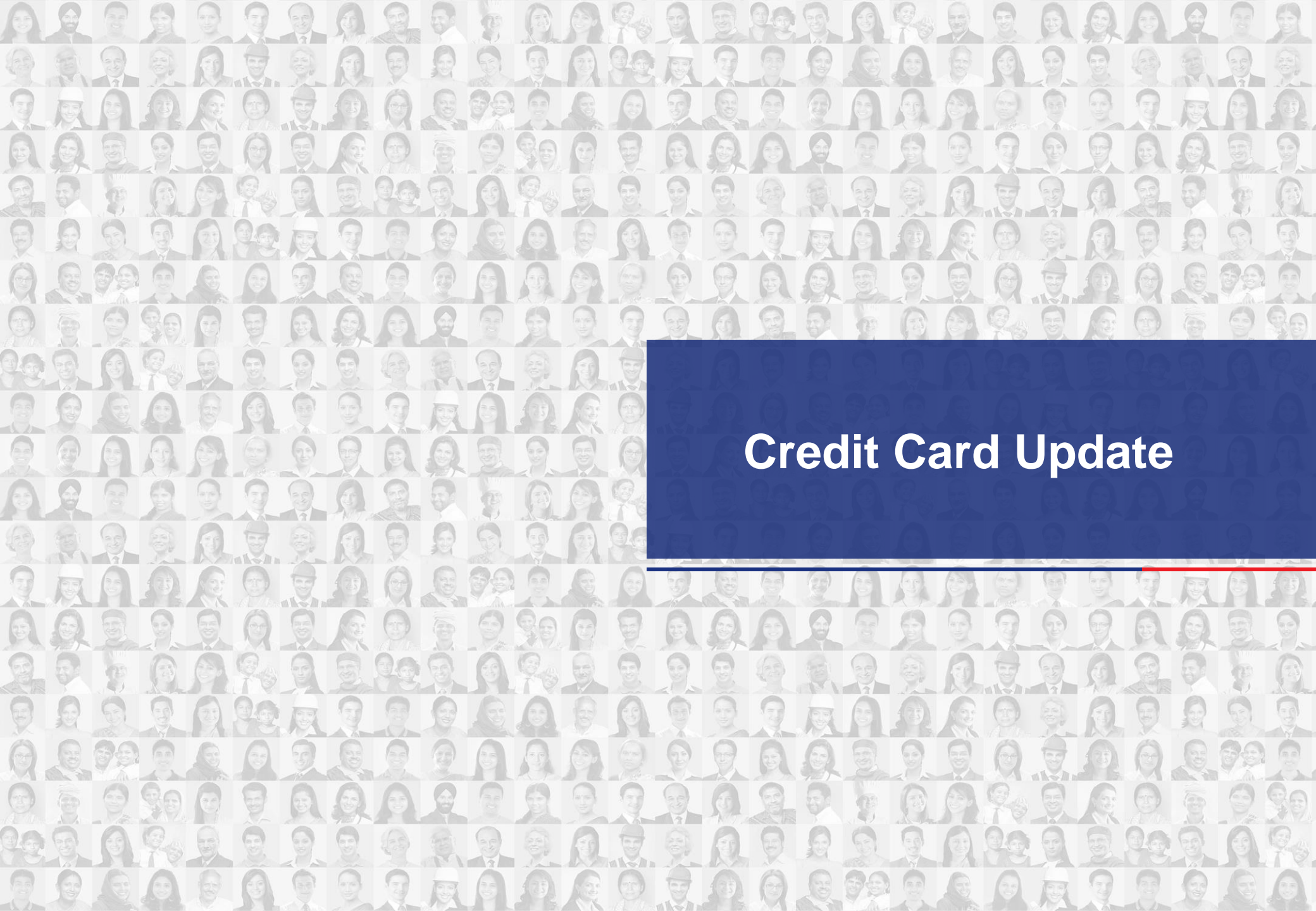
Peer Group-4: NBFC-MFI, SFB : Small Finance Banks

Source - Bureau

Collection Efficiency – Retail Loans



Collection efficiency in Retail Loans on the current bucket (0dpd) continues to be stable @99.5%. Portfolio collection efficiency also above Pre-covid levels.

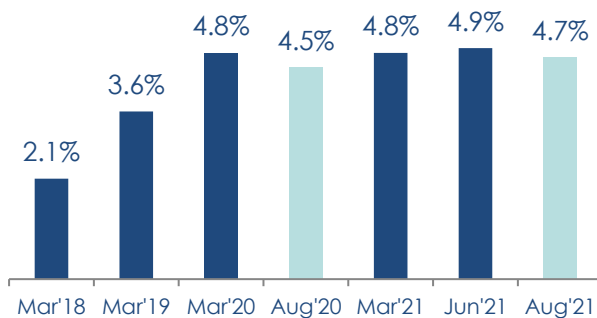


Credit Card Update

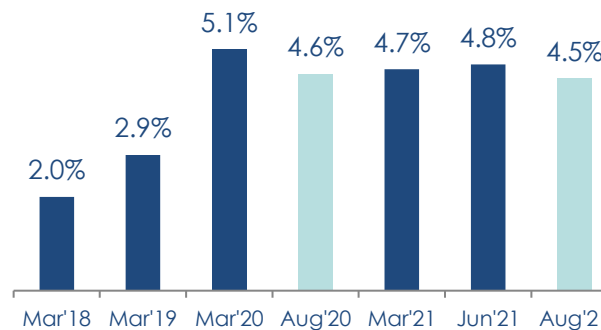
Growth & Market Share

	Aug'20		Aug'21	
	RBL	Industry	RBL	Industry
CIF	2.6 M	57.8 M	3.0 M ▲ 15%	63.9 M ▲ 11%
Spends	2,316 Cr	50,503 Cr	3,482 Cr ▲ 50%	77,981 Cr ▲ 54%
Advances	10,862 Cr	1,04,833 Cr	12,879 Cr ▲ 19%	1,15,612 Cr ▲ 10%

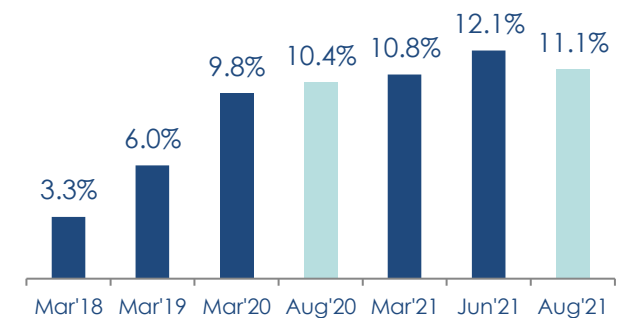
Market Share – Cards (#)



Market Share - Spends

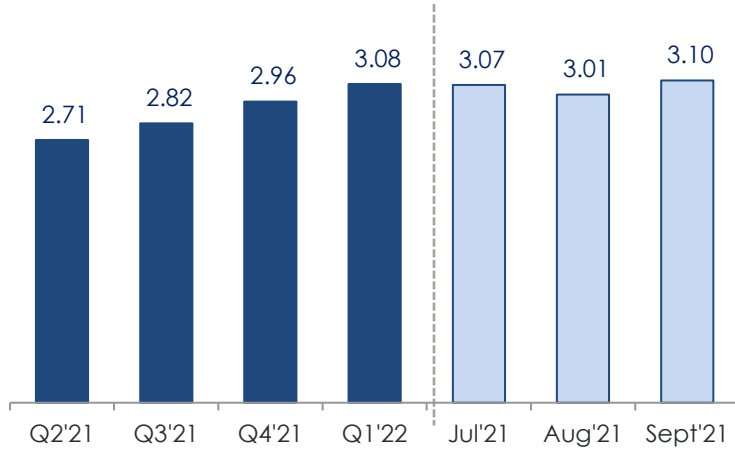


Market Share - Advances

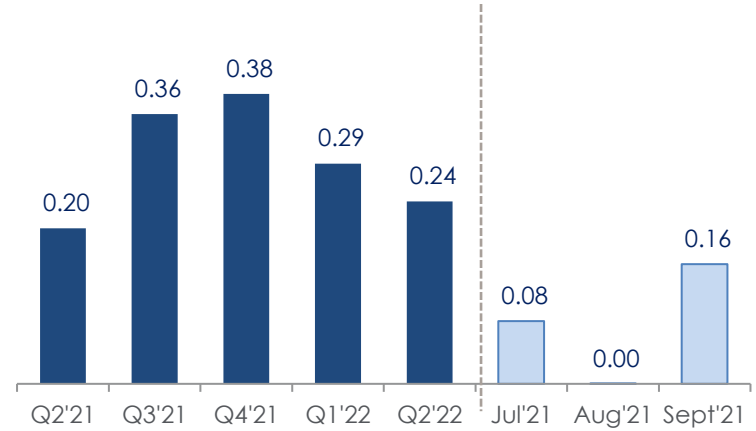


Credit Cards - Portfolio Trends

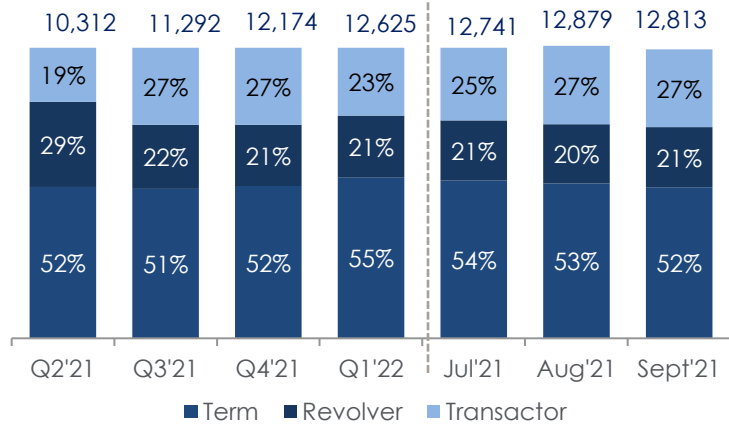
Cards in Force (Million)



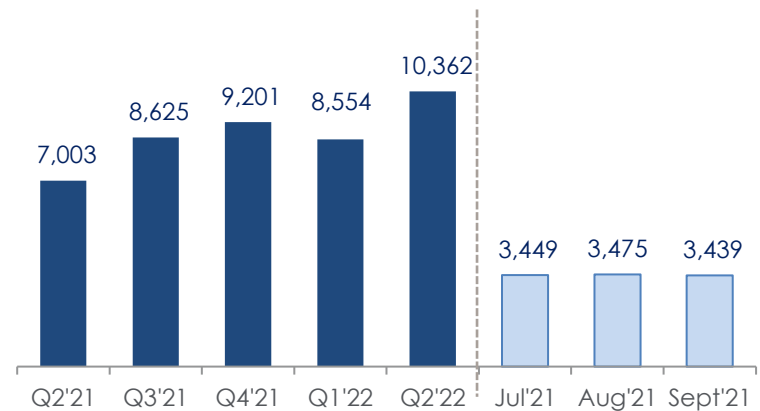
Acquisition (Million)



Advances Breakup* (Cr.)

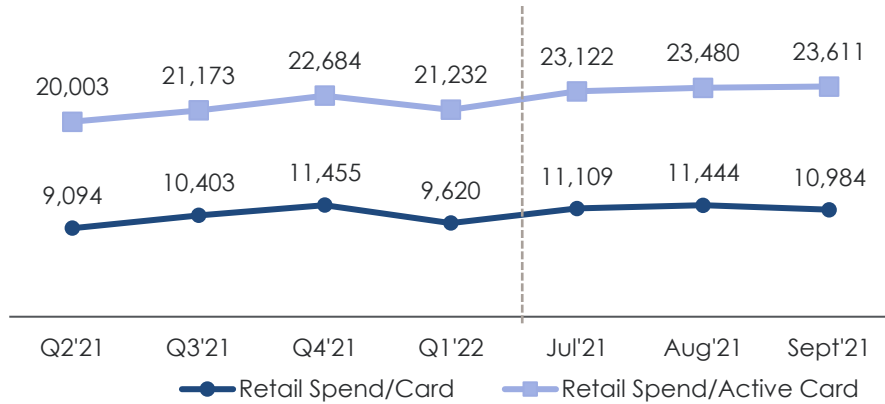


Total Spends (Cr.)

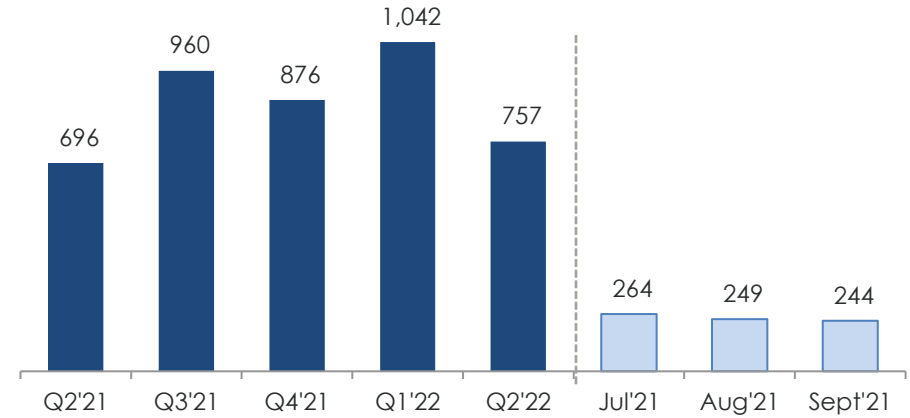


Credit Cards - Portfolio Trends

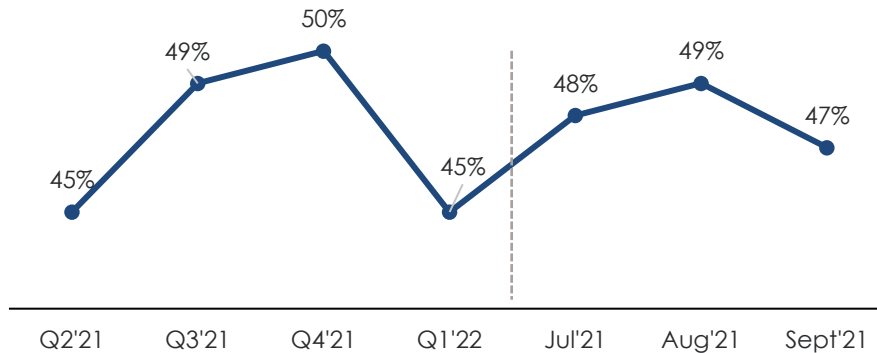
Retail Spend



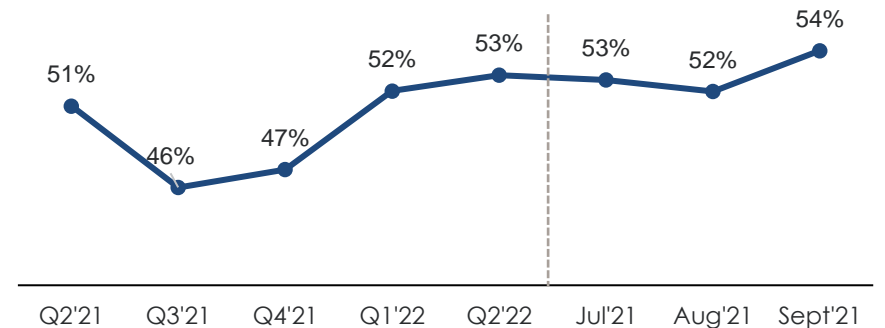
Consumer Loans ('000)



30 Day Retail Active



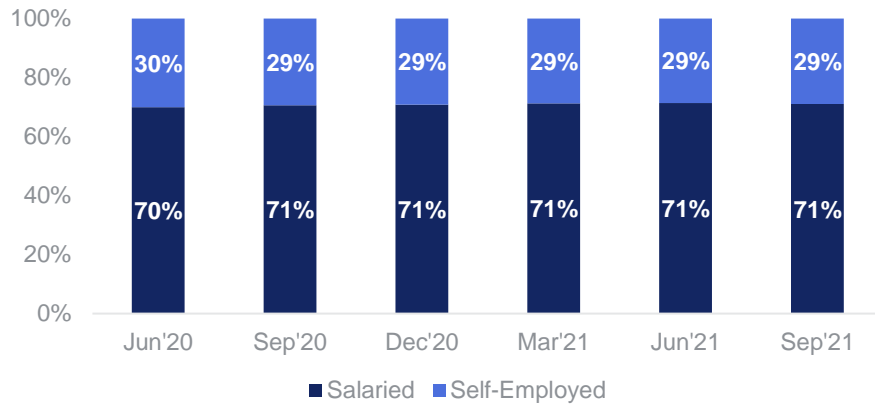
E-com Spend Share



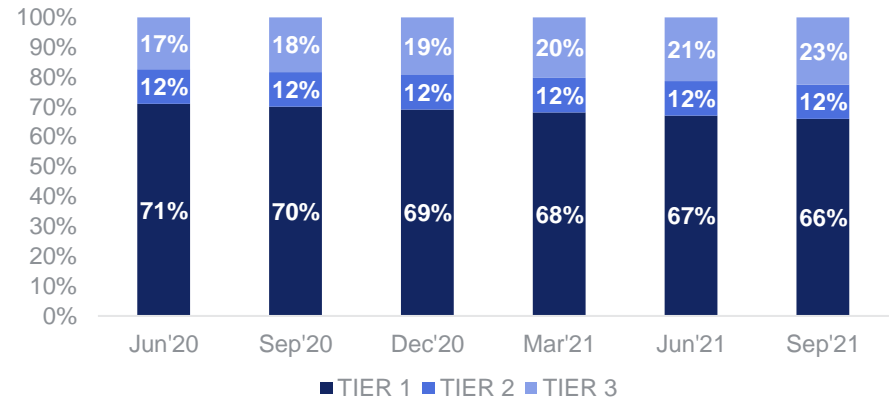
Retail spend per card increased YoY and QoQ. Active rate slightly dipped in Sep due to new issuance towards end of month.

Credit Cards – Customer Segment insights

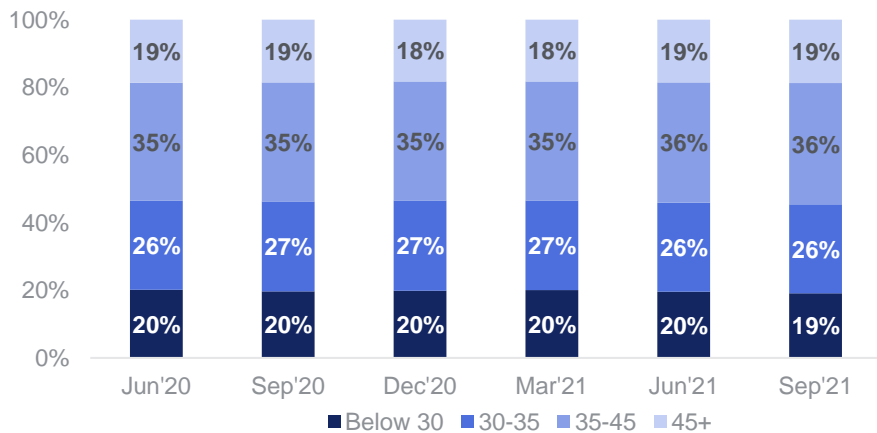
Salaried : Self Employed (SE) mix



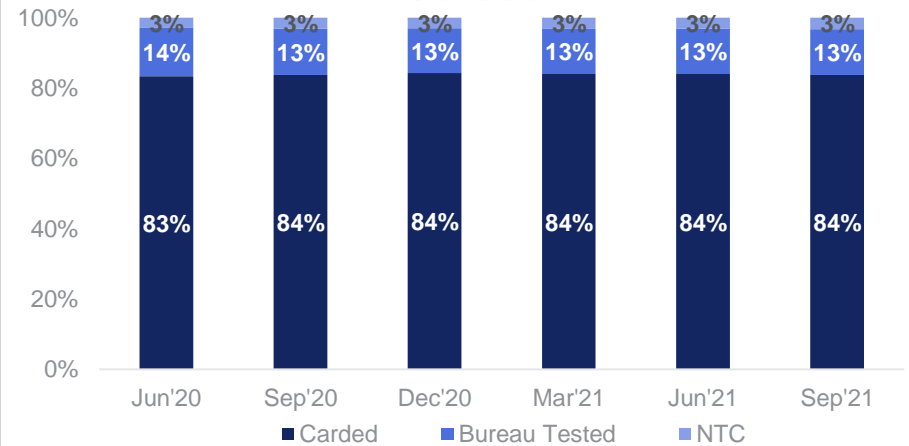
City Tier Mix



Age Group Mix



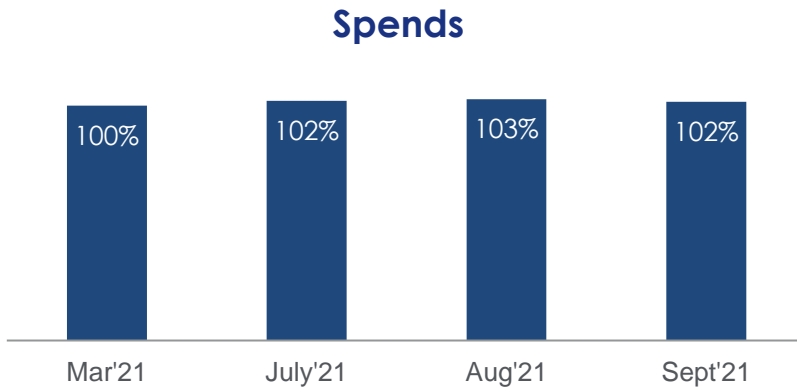
Carded Mix



Bias towards safer segments. Contribution of Tier 3 higher in new acquisition

Spend Recovery

Spend Impact and Recovery



- Aug'21 Spends has been all time high
- Avg. per day spends highest in Sep'21 since launch of business

#Spend Type

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

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

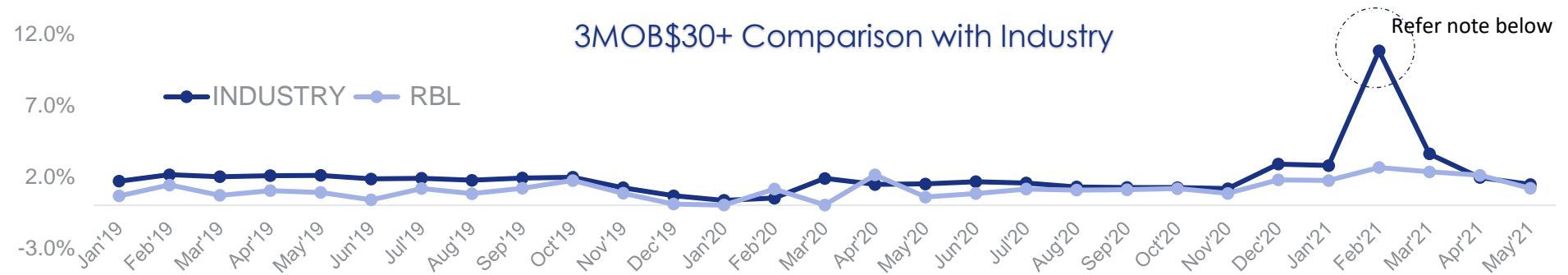
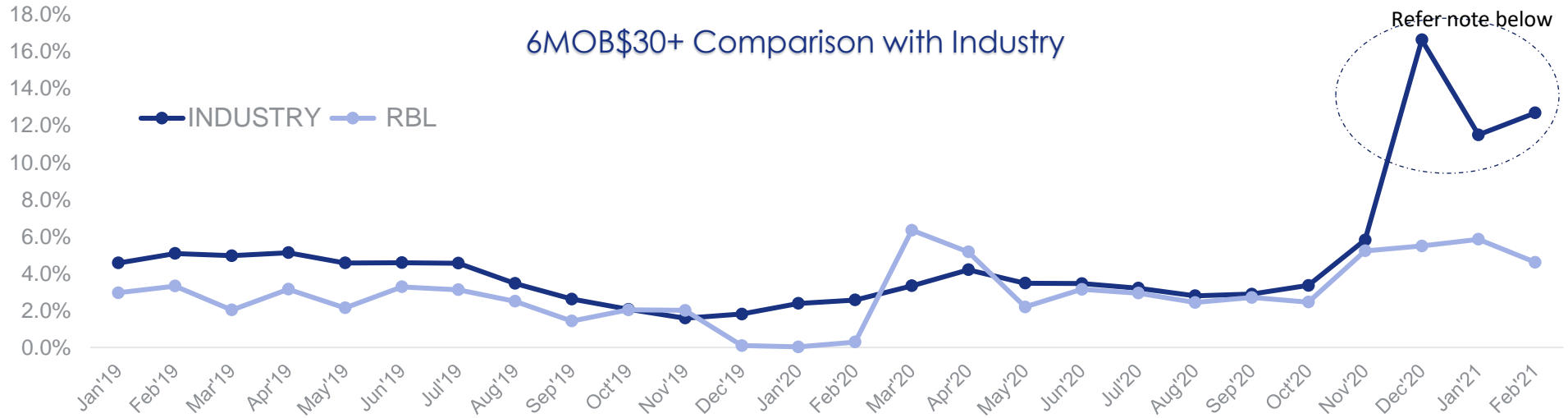
Travel: Hotel, Travel Agency, Airlines, Railway etc

Spends by category

Spend Type#	Mar'21	Jun'21	Sept'21	Spend per Card Indexed (Sept'21 vs Mar'21)
Daily	76%	80%	79%	1.08
Ecom	53%	57%	60%	1.23
POS	47%	43%	40%	0.92
Discretionary	20%	16%	16%	0.85
Ecom	21%	31%	23%	0.92
POS	79%	69%	77%	0.83
Travel	4%	4%	5%	1.05
Ecom	61%	52%	63%	1.10
POS	39%	48%	37%	0.98
Total	100%	100%	100%	1.03
Ecom	47%	53%	54%	1.19
POS	53%	47%	46%	0.89

- Ecom spend share increased across category

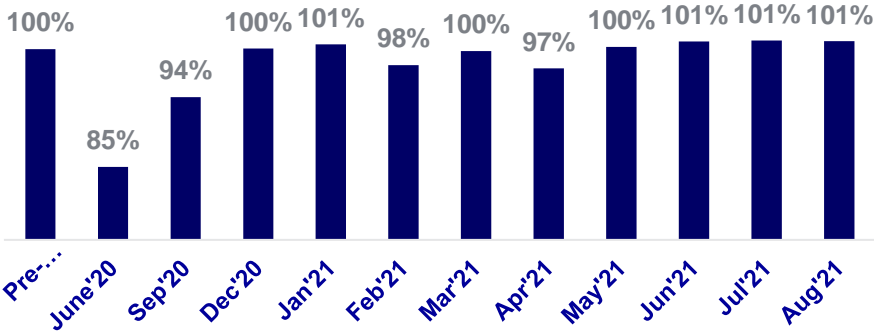
Credit Cards – tighter control on new bookings resulting in



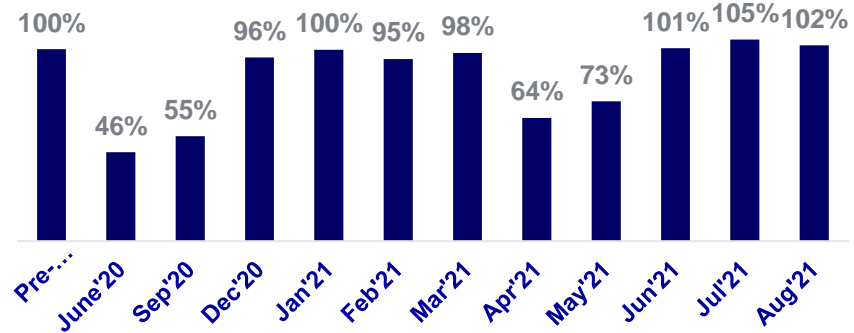
Note : In the bureau, higher uptick seen in industry delinquency rates on account of a likely data submission issue by a large card issuer. If we remove that, the industry and RBL numbers are in line with each other.

Collection Efficiency

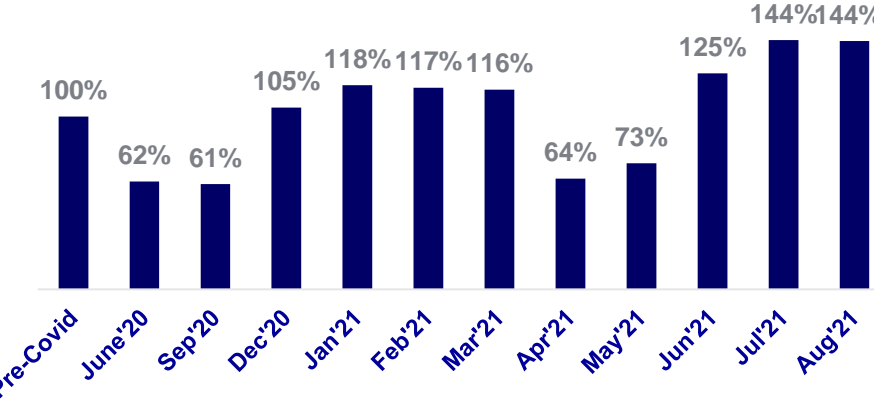
Resolution Rate Bucket-0



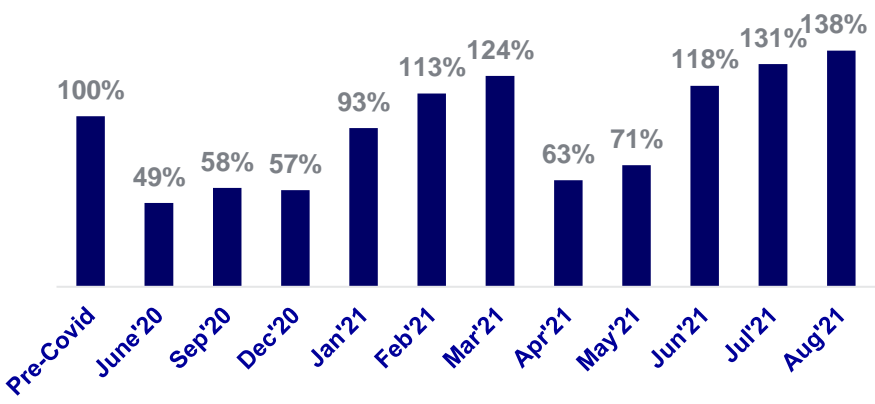
Resolution Rate Bucket-1



Resolution Rate Bucket-2



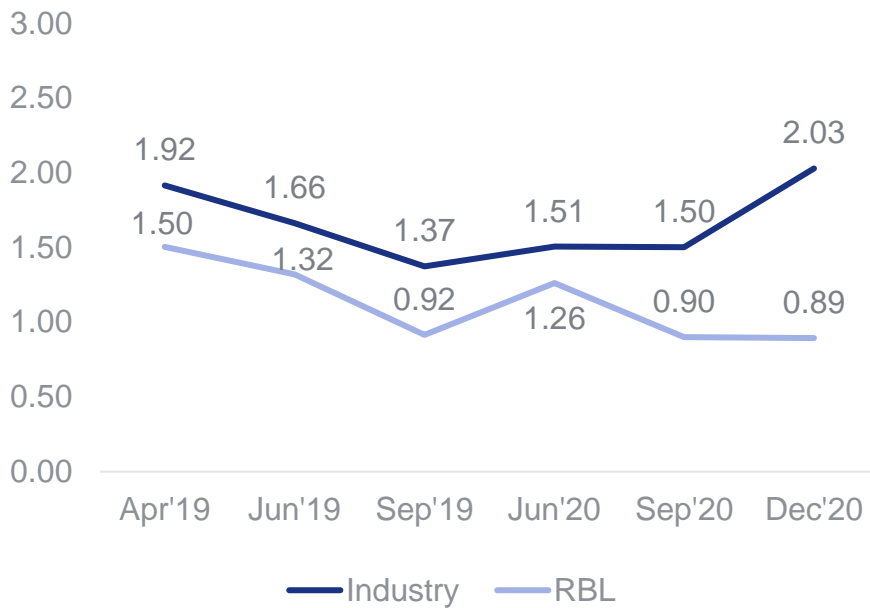
Resolution Rate Bucket-3



Collection Efficiency for Delinquent buckets significantly above Pre-covid levels

Tighter risk measures on new acquisition – lowering risk in the

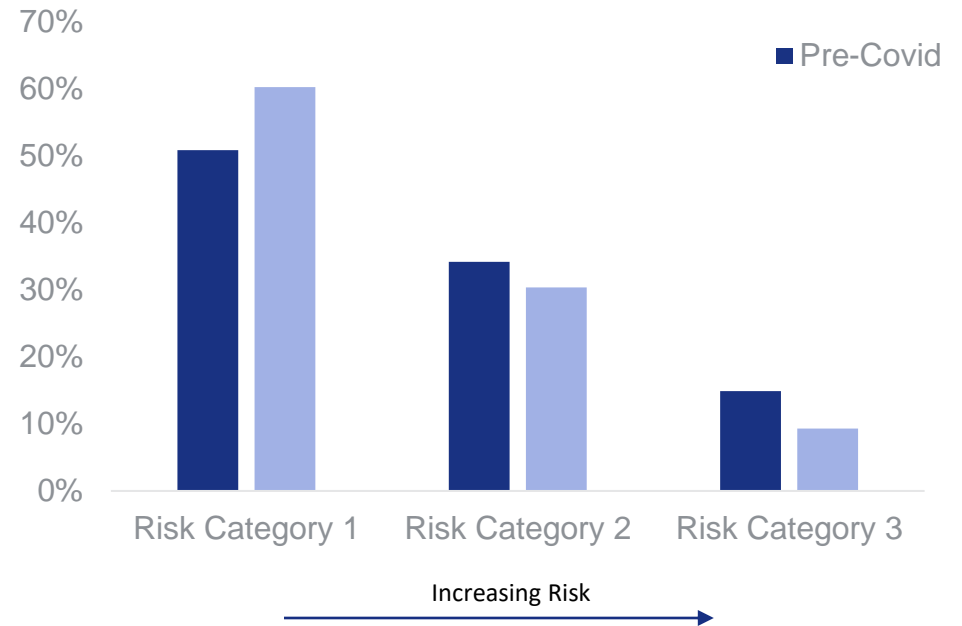
Lower value @ risk for same number delinquency vs industry*



Sharper exposure management across risk bands leading to lower value at risk for same number delinquency.

Measured as Ratio of 6 MOB 30+ (\$) / 6 MOB 30+ (#)

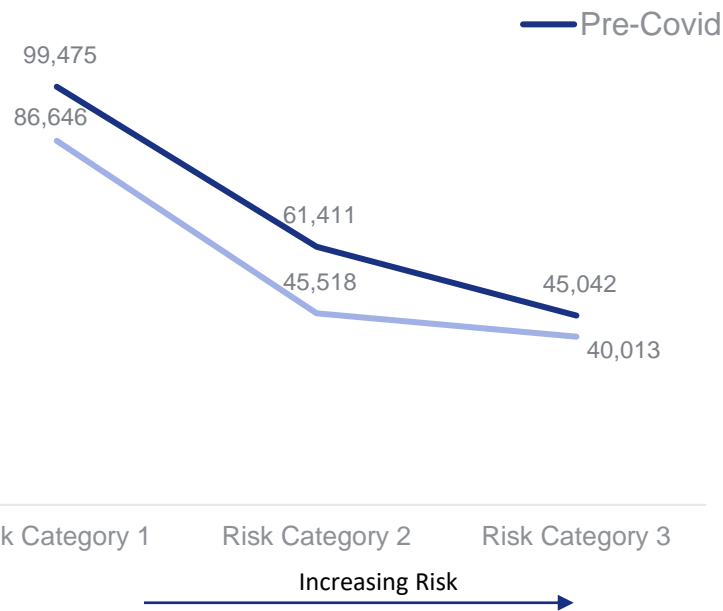
Higher proportion of low risk clients



Significantly tighter risk filters – higher proportion of lower risk.

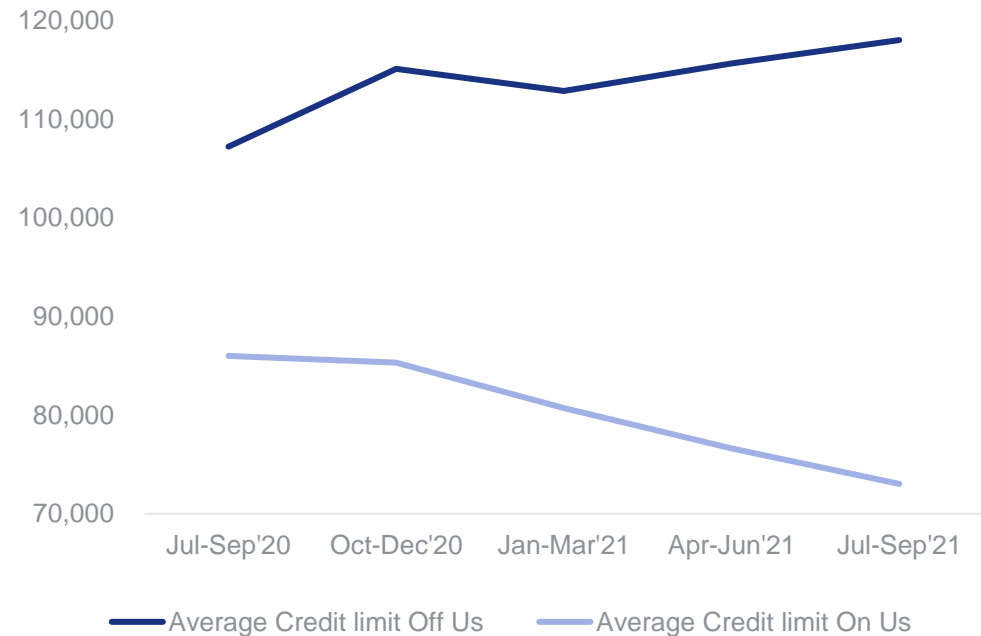
Conservative exposure strategy post Covid on new acquisition -

Prudent Credit limit assignment



Reduction in exposure through conservative limit assignment on new cards – reducing value at risk

Average Credit Limit for new customers



Limit assignment much lower than other cards held by the customer – build up exposure basis risk profile post six months



Branch and Business Banking Update

Granularity in Deposits



93%

**TDs >1 year
tenure as of 30th
Sep 2021**

**TDs <3Cr as of 30th
Sep 2021**

80%



80%

**Savings Accounts
<5Cr balance as of
30th Sep 2021**

YOY CASA growth

60%



Increasing Shift to Digital Transactions – YoY Trends



41%

Digital channels penetration
(Value growth)

Mobile Banking
Internet Banking

Digital channels penetration
(Products sold)

Term deposits,
Sovereign Gold Bonds

232%



209%

Usage of Digital channels
(Behavioural shift)

UPI transaction value

Usage of Digital channels
(Behavioural shift)

Bill pay & Recharge

103%



30%

Debit card transactions
(Volume growth)

POS and Ecom (Value)

Debit card transactions
(Behavioural shift)

Growth in International
transactions

143%



New Launches for growth



Two new Visa Debit cards

- Signature Premium Debit card
 - Enterprise Debit Card
- Fee growth 61%
 - 51% - 90 days activation
 - 88% higher ATS in Savings account



Education & Family maintenance for loved ones



Deposits in your overseas account



Indian Portfolio Investment abroad in equity shares



Gifts & Medical treatment for your family abroad

Online International Money transfer #onthego

- Available on retail internet banking
 - Credit & Debit card control
 - Onboard through passport
- 6x increase in transaction volumes



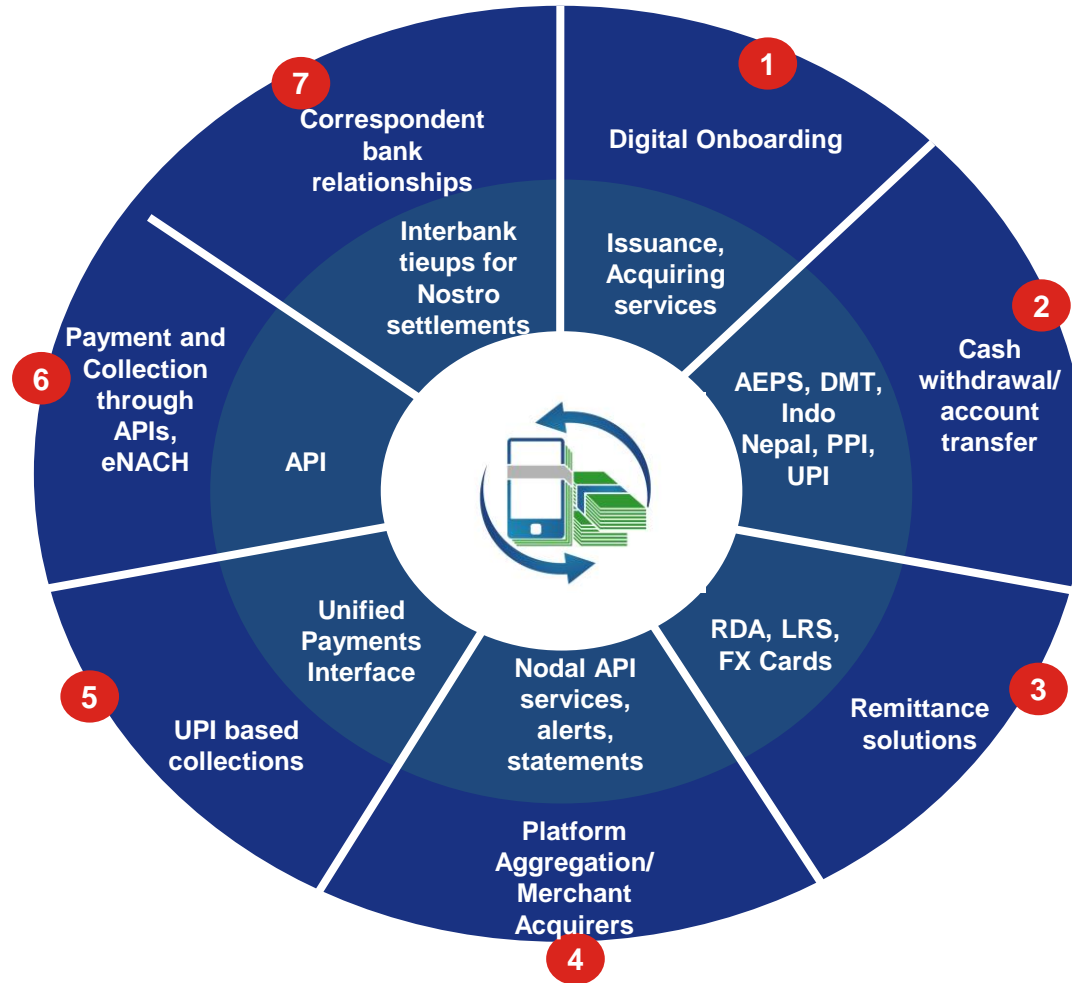
Customised Mobile app for Diplomatic segment

- Convert FCY to INR (Balances & transfers)
- Credit & Debit card control
- Onboard through passport



Payments Business Update

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



Our Continual market standing in the digital space...



API :
Increase in API calls by
over 300%

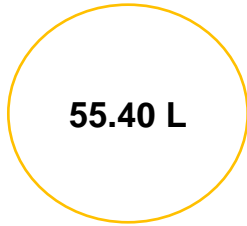


AEPS: RBL # 8 in
terms of transaction
processed

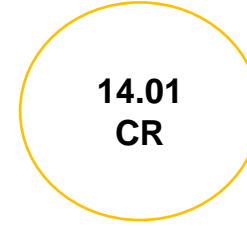


MFI: 25% market share
disbursements through
API

For period Jul 21 to Sep 21



Total Number of
Customers



Total Transaction
Volume

22.69 L No of
Merchants

29.49 L PPI Customers

7.35 L Unique
Customer
Service Points

Deepening our digital footprint...

Issuance Products



- Commenced development and testing a state of art Video KYC facility for PPI customers
- Significant impetus in certain use cases like Loan & Salary disbursement on Prepaid driven by regulatory change by extension of limit from 1L to 2L
- Work in progress towards development of a Metro Prepaid Card

INR Remittances



- Increase in AEPS Volumes by ~31% and Indo Nepal Volumes by ~25%.
- 5.50 Lac+ Unique Customer Service Points registered with Bank for AEPS and DMT Services as on Sept'21.
- New Product 'Cash at BC' expected to go live in Q3.
- Full KYC based DMT expected to go live in Q3.

FX Products



- 3.3% growth in value QOQ
- Launched outward remittance product for a large MTO.
- Onboarded two major Exchange Houses for inward remittance (integration in progress) & 1 deal is in pipeline

Acquiring & Aggregation

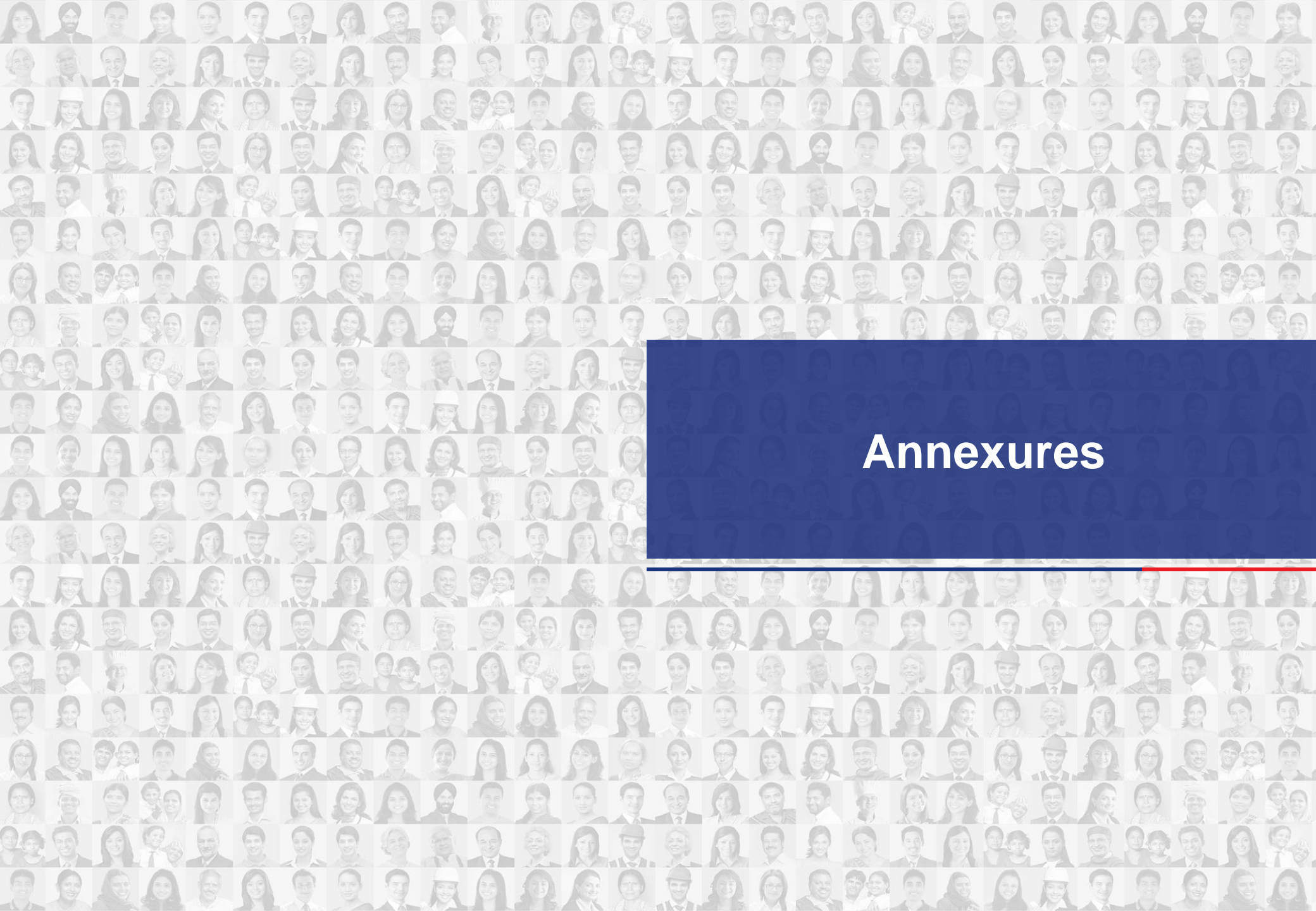


- Simplified Merchant Onboarding Process
- Implemented centralized reporting framework to regulatory authorities
- Commencement of Cost reduction program
- Robust pipeline

API, UPI & Others



- ~25% market share of disbursements & 40% AUM in the MFI market
- UPI integration initiated for one of the large PSP App (Amazon Pay) as third bank.
- UPI integration completed for CRED as one of their banking partner for credit card payment.



Annexures

Board of Directors



Mr. Prakash Chandra

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



Mr. Vishwavir 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 Non Independent Director
Previously, Founder of Basix Social Enterprise Group*



Ms. Veena Mankar

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



Ms. Ranjana Agarwal

*Non-Executive Independent Director
Founder and managing partner of Vaish & Associates, Chartered Accountants*



Mr. Ishan Raina

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



Mr. Vimal Bhandari

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



Mr. Somnath Ghosh

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



Mr. Chandan Sinha

*Non-Executive Independent Director
Previously, Executive Director, RBI. Career – Central Banker for 35 years*



Mr. Manjeev Singh Puri

*Non-Executive Independent Director
Former Indian Diplomat, former Ambassador to the European Union, Belgium, Luxembourg, Nepal and United Nations*

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 – 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 –Branch 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)



Mr. Deepak Gaddhyan

Chief Credit Officer (Wholesale)

Previously, associated with ICICI Bank, Yes Bank

(25)



Mr. Prakash Gupta

Chief Compliance Officer

Previously, associated with Barclays, Credit-Suisse and Rabobank

(26)



Mr. R. Rajagopalan

Head – Internal Audit

Previously, associated with HDFC Bank, Kotak Mahindra Bank

(30)

Figures in brackets are years of work experience in financial services

Profit & Loss Statement

Particulars	Q2 FY22	Q2 FY21	Q1 FY22	H1 FY22	H1 FY21
Income					
Interest Earned	1,975	2,097	2,026	4,001	4,356
Interest Expended	1,059	1,165	1,056	2,116	2,383
Net Interest Income	915	932	970	1,885	1,973
Other Income	593	418	653	1,246	759
Total Income	1,508	1,350	1,623	3,131	2,733
Expenditure					
Operating Expenses	817	669	857	1,674	1,353
Employee Cost	238	215	232	469	428
Premises Cost	101	92	101	202	176
Depreciation	41	41	38	78	79
Other Operating Expenses	438	320	487	925	671
Operating Profit	691	682	766	1,457	1,379
Provisions	651	488	1,384	2,036	996
On advances	627	498	1,382	2,008	1,007
On others	25	(11)	2	27	(11)
Profit Before Tax	39	194	(618)	(579)	384
Tax	9	50	(159)	(150)	98
Profit After Tax	31	144	(459)	(429)	285

Balance Sheet Statement

Particulars	Sep 30, 2021	June 30, 2021	Sep 30, 2020
<u>Liabilities</u>			
Capital	599	598	509
Reserves and Surplus	11,653	11,610	10,363
Deposits	75,588	74,471	64,506
Borrowings	12,939	10,046	13,256
Other Liabilities	3,695	3,616	4,712
Total	104,474	100,342	93,347
<u>Assets</u>			
Cash & Balances with RBI	18,538	9,575	7,958
Balances with other banks	2,295	3,377	3,672
Investments (Net)	21,773	25,314	21,277
Advances (Net)	56,009	56,527	56,162
Fixed and Other Assets	5,859	5,548	4,278
Total	104,474	100,342	93,347

Consolidated Profit & Loss Statement

Particulars	Q2 FY22	Q2 FY21	Q1 FY22	H1 FY22	H1 FY21
Income					
Interest Earned	2,034	2,183	2,103	4,138	4,529
Interest Expended	1,059	1,164	1,056	2,115	2,382
Net Interest Income	975	1,019	1,048	2,023	2,147
Other Income	595	412	660	1,255	753
Total Income	1,570	1,431	1,708	3,278	2,900
Expenditure					
Operating Expenses	900	741	944	1,844	1,500
Employee Cost	310	279	309	618	548
Premises Cost	107	97	107	214	185
Depreciation	45	43	41	86	84
Other Operating Expenses	439	322	488	927	683
Operating Profit	670	690	763	1,433	1,401
Provisions	651	488	1,384	2,036	996
On advances	627	498	1,382	2,008	1,007
On others	25	(11)	2	27	(11)
Profit Before Tax	18	202	(621)	(603)	405
Tax	9	50	(159)	(150)	98
Profit After Tax	10	152	(462)	(453)	307

Consolidated Balance Sheet Statement

Particulars	Sep 30, 2021	June 30, 2021	Sep 30, 2020
Liabilities			
Capital	599	598	509
Reserves and Surplus	11,633	11,611	10,367
Deposits	75,560	74,422	64,450
Borrowings	12,940	10,046	13,256
Other Liabilities	3,713	3,642	4,721
Total	104,444	100,320	93,303
Assets			
Goodwill on Consolidation	41	41	41
Cash & Balances with RBI	18,538	9,575	7,959
Balances with other banks	2,309	3,400	3,673
Investments (Net)	21,627	25,169	21,132
Advances (Net)	56,009	56,527	56,162
Fixed and Other Assets	5,920	5,608	4,337
Total	104,444	100,320	93,303

Our Recent History

Particulars	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY19	FY20	FY21	Q2 FY22
Net Worth	1,075	1,131	1,594	2,012	2,224	2,960	4,242	6,544	7,336	10,290	12,254	11,616
Deposits	2,042	4,739	8,341	11,599	17,099	24,349	34,588	43,902	58,394	57,812	73,121	75,588
Advances (Net)	1,905	4,132	6,376	9,835	14,450	21,229	29,449	40,268	54,308	58,019	58,623	56,009
Investments (Net)	892	2,334	5,571	6,518	9,792	14,436	13,482	15,448	16,840	18,150	23,230	21,773
Net Profit	12	66	92	93	207	292	446	635	867	506	508	31
CRAR (%)	56.4	23.2	17.1	14.6	13.1	12.9	13.7	15.3	13.5	16.4	17.5	16.3
Gross NPA (%)	1.12	0.80	0.40	0.79	0.77	0.98	1.20	1.4	1.38	3.62	4.34	5.40
Net NPA (%)	0.36	0.20	0.11	0.31	0.27	0.59	0.64	0.78	0.69	2.05	2.12	2.14
Business per employee	4.4	6.7	7.9	7.7	9.1	11.8	13.1	15.9	19.3	16.0	16.9	15.6
No. of employees	907	1,328	1,859	2,798	3,465	3,872	4,902	5,300	5,843	7,221	7,816	8,419
Return on Assets (%)	0.53	1.33	1.05	0.66	1.02	0.98	1.08	1.21	1.27	0.59	0.54	0.12
Return on Equity (%)	1.7	5.9	6.73	5.44	9.58	11.32	11.67	10.95	12.15	5.74	4.35	0.98

Thank you

Contact us at:

ir@rblbank.com

+91-22-4302 0600

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