

AXIS/CO/CS/110/2021-22

2<sup>nd</sup> June 2021

Chief Manager,  
Listing & Compliance Department  
National Stock Exchange of India Limited  
Exchange Plaza, 5th Floor  
Plot No. C/1, "G" Block  
Bandra-Kurla Complex  
Bandra (E), Mumbai – 400 051

The Deputy General Manager,  
Listing Department  
BSE Limited  
1<sup>st</sup> Floor, New Trading Ring,  
Rotunda Building  
P. J. Towers, 'Dalal Street Fort,  
Mumbai – 400 001

NSE Symbol: AXISBANK

BSE Scrip Code : 532215

Dear Sir(s),

**SUB.: DISCLOSURE UNDER REGULATION 30 READ WITH PARA A OF SCHEDULE III OF THE SECURITIES AND EXCHANGE BOARD OF INDIA (LISTING OBLIGATIONS AND DISCLOSURE REQUIREMENTS) REGULATIONS, 2015.**

Enclosed, please find the schedule of Analyst / Investor meeting / interactions held at Mumbai on 2<sup>nd</sup> June, 2021, in terms of the captioned subject. Further, we also enclose herewith the presentation made at the said meeting.

The same is being uploaded on the website of the Bank [www.axisbank.com](http://www.axisbank.com)

You are requested to take note of above and arrange to bring it to the notice of all concerned.

Thanking You.

Yours Sincerely,  
**For Axis Bank Limited**

**Girish V. Koliyote**  
**Company Secretary**

Encl: as above

<b>Place: Mumbai</b>	
<b>Interactions held on 2<sup>nd</sup> June 2021</b>	
<b>Sr. No.</b>	<b>Institution Name</b>
1	AIA Company Limited Hong Kong
2	Barings LLC
3	Davidson Kempner Capital Management
4	Dymon Asia Capital (Singapore)
5	Lexdale International Limited
6	Mackenzie Financial Corp
7	Makrana CM Pte Ltd
8	Max Life Insurance Co Ltd
9	Millennium Management LLC
10	Millennium Partners
11	Nippon India Asset Management Ltd
12	Optimas Capital Limited
13	Pureheart Asset Management
14	UBP Asset Mgmt Lux
15	Value Partners

AXIS BANK

Legal &CS: Axis House, Wadia International Centre, Pandurang Budhkar marg, Worli, Mumbai 400 025  
Registered Address: "Trishul" - 3rd Floor, Opp. Samartheswar Temple, Near Law Garden, Ellisbridge,  
Ahmedabad - 380006. Telephone No.: 079-26409322 Fax No.: 079-26409322  
CIN : L65110GJ1993PLC020769 Website: www.axisbank.com





# Investor Presentation

*Annual Results FY20-21*



# Axis Bank at a glance



## Axis Bank



**3<sup>rd</sup>** largest  
Private Bank in India

**4,594**  
Branches\*

**78,300+**  
Employees

**4<sup>th</sup>** straight year  
Constituent of FTSE 4Good EI ^

## Market Share



### Traditional Banking Segment

**5.1%**  
Assets

**4.6%**  
Deposits #

**5.6%**  
Advances #

### Digital Banking Segment

**17%**  
UPI\*\*

**16%**  
Mobile\*\*

**11%**  
CIF^^

## Profitability



**3.53%**  
Net Interest Margin<sup>1</sup>

**1.96%**  
Cost to Assets<sup>1</sup>

**2.74%**  
Operating Profit Margin<sup>1</sup>

## Balance Sheet



**19.12% | 15.40%**  
CAR\*\*\* CET 1

**₹ 120 Bn | 1.95%**  
Cumulative provisions  
(standard + additional non-NPA)

**72% | 1.05%**  
PCR Net NPA

## Key Subsidiaries



**1<sup>st</sup>**  
Axis Capital's position  
in ECM<sup>§</sup>

**10x**  
Growth in Axis Securities  
PAT (FY21)

**100%**  
Growth in Axis AMC's  
PAT (FY21)

**14.6%**  
Axis Finance's ROE  
with Nil Restructuring

\*domestic network including extension counters ^ EI – Emerging Index Series \*\* by volumes for FY21  
#Based on Mar'20 data § As per Prime Database rankings for Equity Capital Markets over the last decade  
^^CIF – Credit Cards in force as of Feb'21 <sup>1</sup> For FY21

\*\*\*CAR – Capital Adequacy ratio

## Executive Summary

Financial Highlights

Capital and Liquidity Position

Business Segment performance

Asset Quality

Future of Work and Sustainability

Subsidiaries' Performance

Other important information

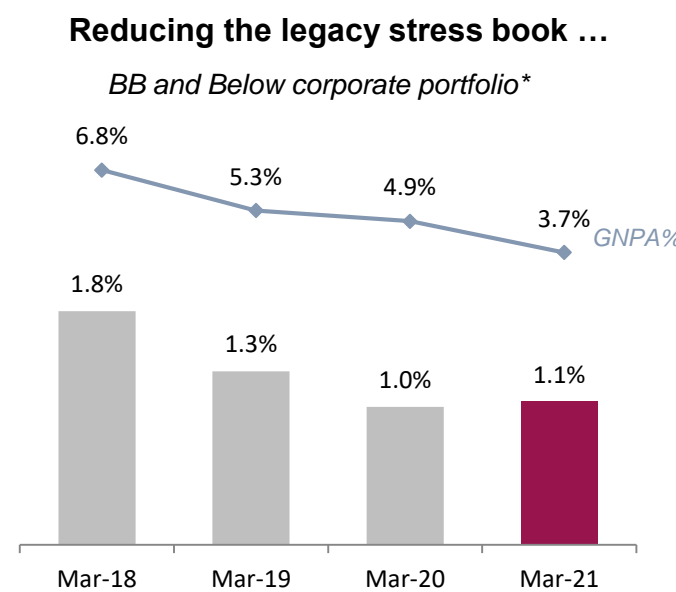
# Building a more sustainable organization



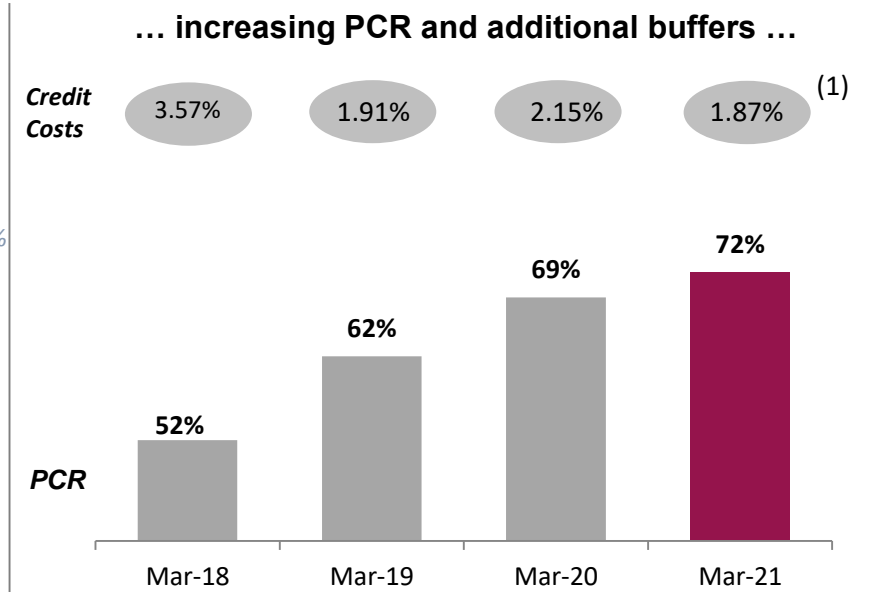
- 1 Strengthen the organizational core and quality of our balance sheet significantly**
- 2 Invest in technology capabilities to deliver on our Transformation plans**
- 3 Act with relentless focus on making Axis digital**
- 4 Build granularity across all our business segments to drive sustainable growth**
- 5 Deliver strong operating performance with improvement in return metrics**
- 6 Create significant value among our key subsidiaries**

# 1 Strengthen the organizational core and quality of our balance sheet significantly

- Augmented the leadership team, large scale transformational projects in flight across the organization, driving executional excellence by embedding rigour and rhythm in our organizational culture
- Embedded conservatism and prudence in the Bank's underwriting, accounting and provisioning policies, enhanced capital levels thereby significantly strengthening the Bank's balance sheet

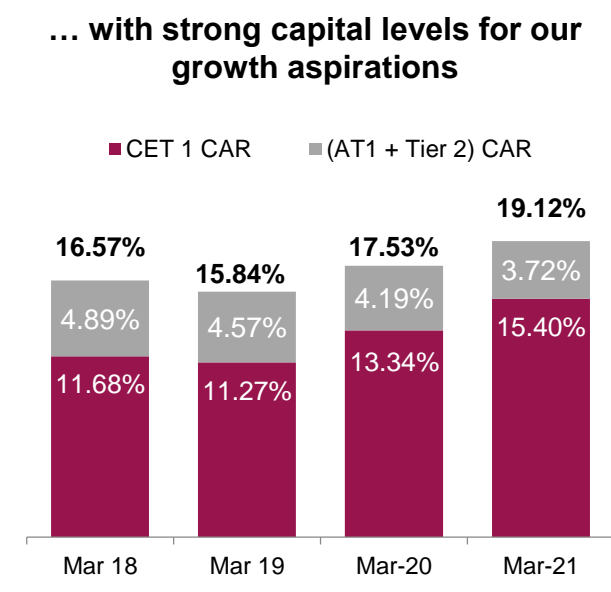


**94%**  
of sanctions in FY21 were to those rated A and above



**₹12,010 Cr** Cumulative non NPA provisions (standard + additional non-NPA)

**1.95%** Standard asset cover (all non NPA prov / std assets)



**5** Accounting Policies changed to be best in class

**Well positioned for future credit cycles and uncertainties.**

\* as percentage of gross customer assets

(1) Excluding additional provision on CBG loans - 1.75%



- Opex and capex spends ramped up to modernize the core systems, scale up Cloud portfolio, deliver engineering excellence and digital risk-proofing
- Transformation delivered by a resilient, predictable and continuously improving operations culture in the Bank, reflecting in external recognition

The Bank is investing in technological capabilities..



#### Technology spends

- **79%** increase in opex and capex spends in last 2 yrs



#### Modernizing the Core: Cloud first approach

- Increased standardization and virtualization of infra, moving to Cloud
- **~50** apps on Cloud environment



#### Talent, training & capability building

- Employees trained in Agile and next gen tech skills
- Business Solutions Group set up to act as an effective interface between business & IT, with rigorous governance on quality and schedule of delivery



#### Risk and Governance

- Mitigation of risks through continuous detection and prediction
- Focus on cyber security

..and is focused on building a culture in the Bank which is

#### Resilient

- One of the largest WFH enablement in BFSI with **75K** staff on productivity and collaboration apps
- Continuous monitoring of resilience metrics (e.g. Process Health, Effectiveness of critical controls)

#### Predictable

- Intelligent automation interventions to build predictability
- Leveraging data analytics to improve operational efficiency.
- Ensuring data quality with a framework on data architecture and governance

#### Continuously Improving

- Providing uniform & seamless journeys to customers, leveraging Big Data insights
- Building a quality culture and competency through assurance & control, and capability building
- Internal Cx scores have improved in line with our goals set at the beginning of the year

### External recognition on the Bank's initiatives

# 1 bank and the only domestic bank in the "Large Corporate (Institutional and Coverage Quality)



Best digital bank awards by Asia money and FE in India



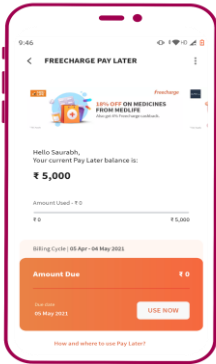
# 3 Act with relentless focus on making Axis digital



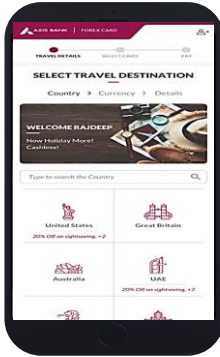
Significant progress under our silent revolution ...

 <b>D2C products</b> <b>74%</b> Digitally active customers <sup>^</sup> <b>74%</b> Credit cards issued (Q4FY21) <b>71%</b> Fixed deposits opened** <b>57%</b> PL disbursed**	 <b>Transformation</b> <b>250</b> Services on digital channels <b>17%</b> Market share in UPI (FY21) <b>16%</b> Market share in mobile (FY21 <sup>^</sup> ) <b>4.6</b> Mobile App ratings	 <b>Capabilities</b> <b>800</b> People dedicated to digital agenda <b>110</b> In-house development team <b>150+</b> AI use cases deployed at scale <b>Agile</b> Enabled teams with CI/CD, micro-services architecture
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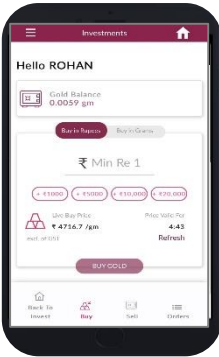
... reimagined customer journeys and delivered market leading products ...



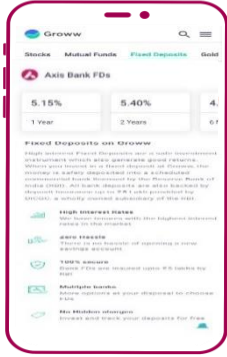
Buy now Pay Later (Freecharge)



Digital Forex card



Digital Gold#



NTB FD with partners #

... rich pipeline for continued new product introduction and scale up...

- 1 APIs: Ecosystem solutions
- 2 Merchant lifecycle solutions
- 3 Hyper-personalized channels
- 4 Digital corporate banking solutions
- 5 Small ticket lending and credit card lifecycle digital experience
- 6 Personal finance management

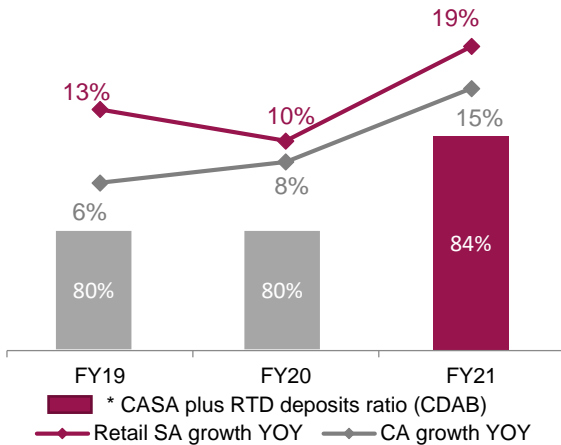
<sup>\*</sup>Digital tablet based account opening process for FY21 <sup>^</sup>RBI data for eight months of FY21  
<sup>^</sup>Based on all financial transactions by individual customers in Q4FY21 <sup>\*\*</sup> digitally in FY21

# In CUG

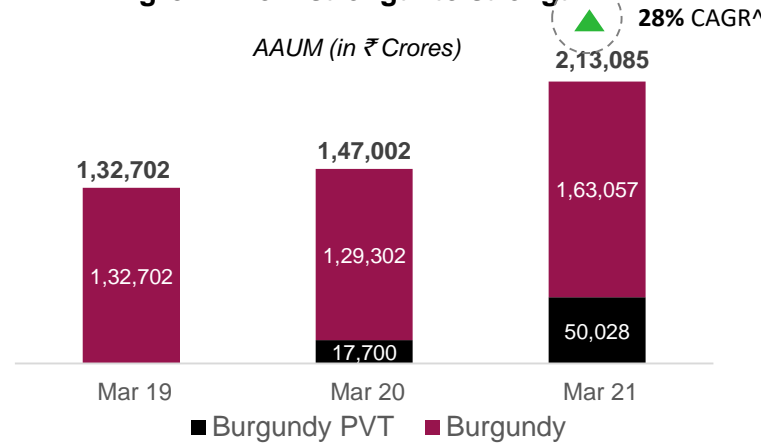
# 4 Build granularity across our business segments to drive sustainable growth



## Granular\* Deposit growth has improved



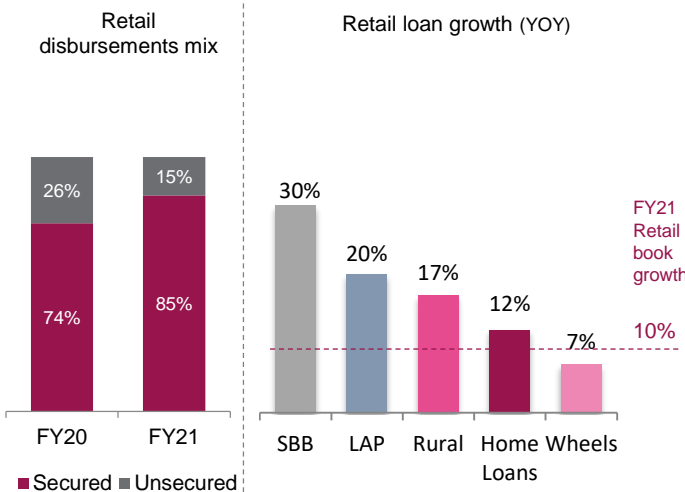
## Wealth management proposition *Burgundy* has grown from strength to strength



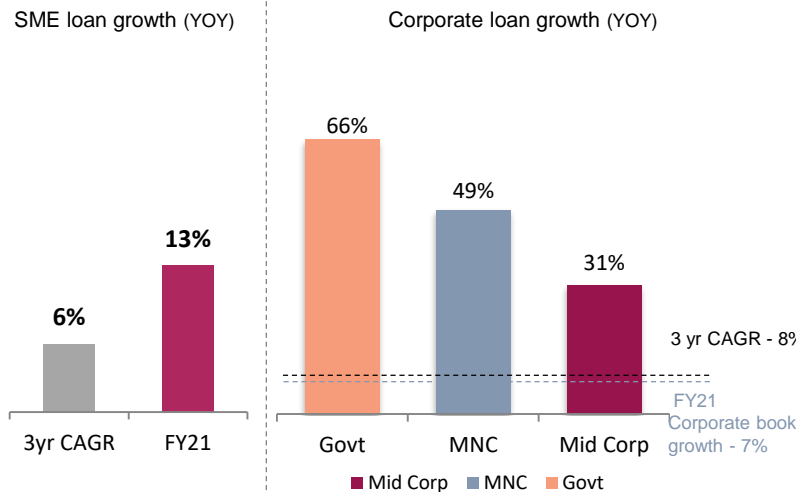
## Higher engagement levels across the Bank

- **6.7 mn** new liability relationships opened in a year
- **544** new branches opened in last 2 years
- **1500** VRMs across Axis Virtual Centre (AVC) channel
- **3 mn +** customer connects every month by AVC
- **2x** increase in number of new CBG relationships in FY21
- **789** new corporate relationships added in FY21

## Retail book growth driven by secured segments



## SME growth has recovered, Wholesale Banking growth driven by focus segments



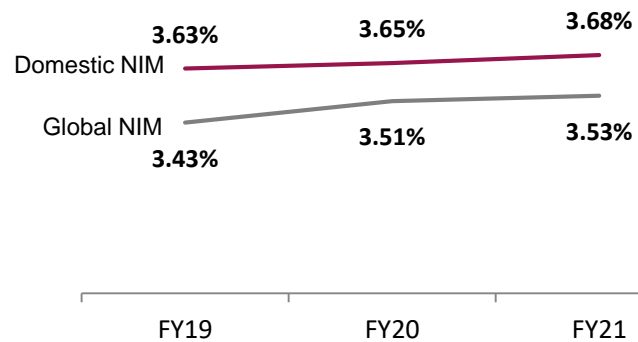
## Leadership position in Payments

- **4<sup>th</sup>** largest Credit Card issuer in the country
- **17%** market share\* in UPI transactions
- **16%** market share\* in Mobile Banking
- **1<sup>st</sup>** position in BBPS (new biller additions)
- **9%** market share<sup>^</sup> in GST payments
- **11%** market share<sup>^</sup> in foreign LC business

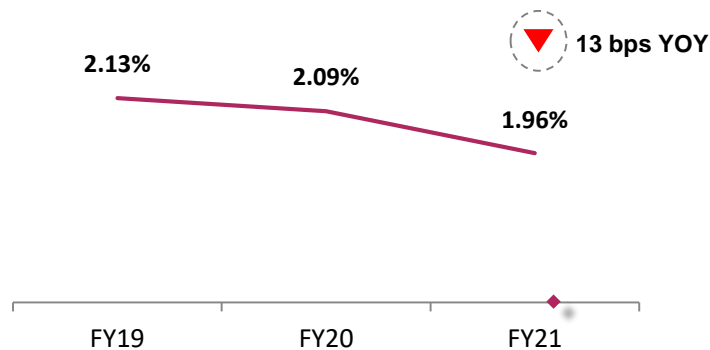
\* For FY21, <sup>^</sup>for Q4FY21

- NIM continues to remain steady despite large interest reversals during the year
- We have built granularity across various fee generating businesses with Retail and Transaction Banking fee together contributing 83%

### NIMs continue to remain steady...

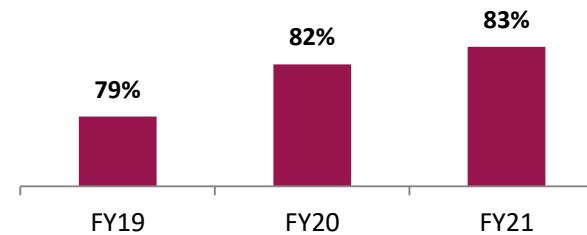


### Steady improvement in Cost to avg assets ratio...

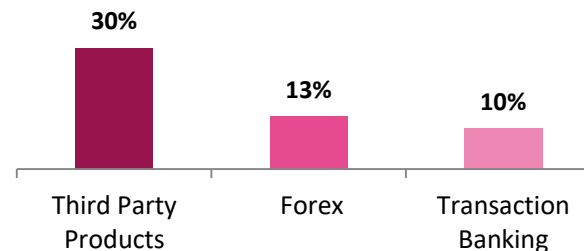


### ...share of granular operating fee increasing ...

Retail & Transaction Banking as % of Total Fee

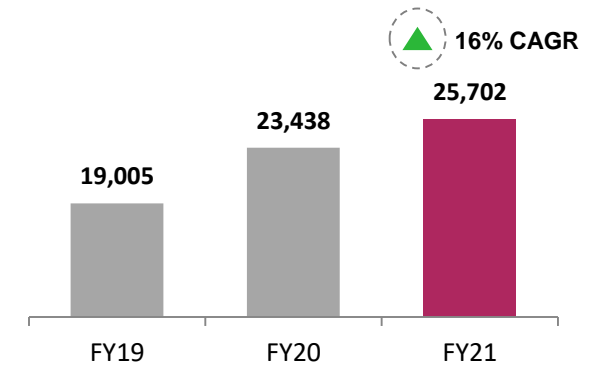


Major segments driving fee growth (YOY)

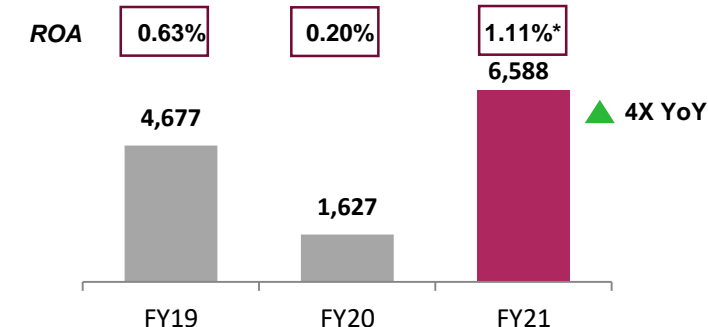


\* Q4 annualised

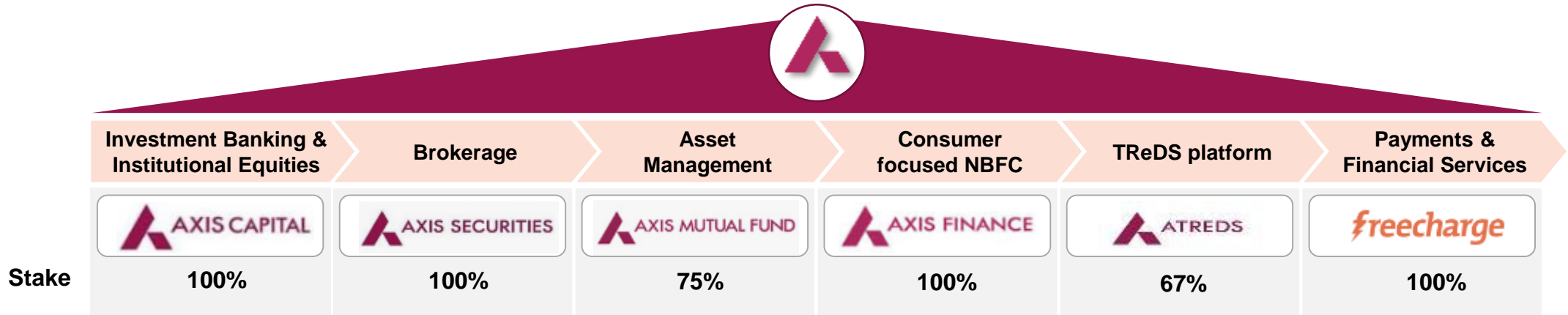
### ... aiding strong operating profit growth



### ... with improving profits and return ratio

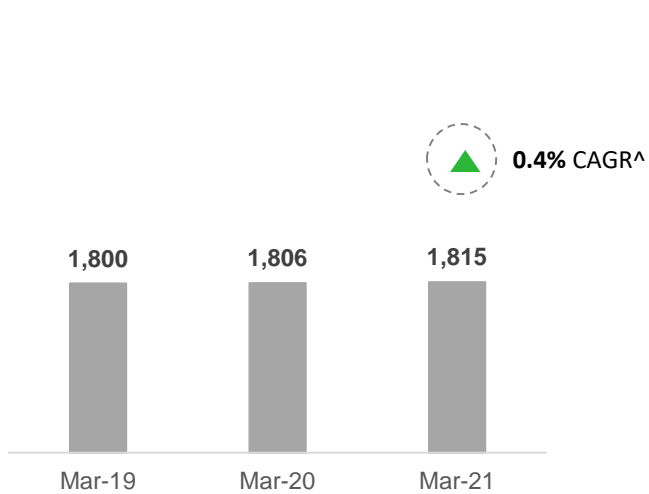


# Create significant value among our key subsidiaries

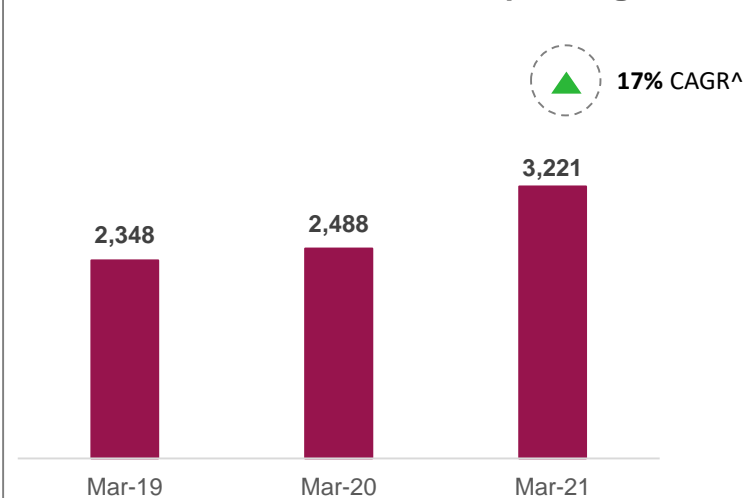


All figures in ₹ Crores

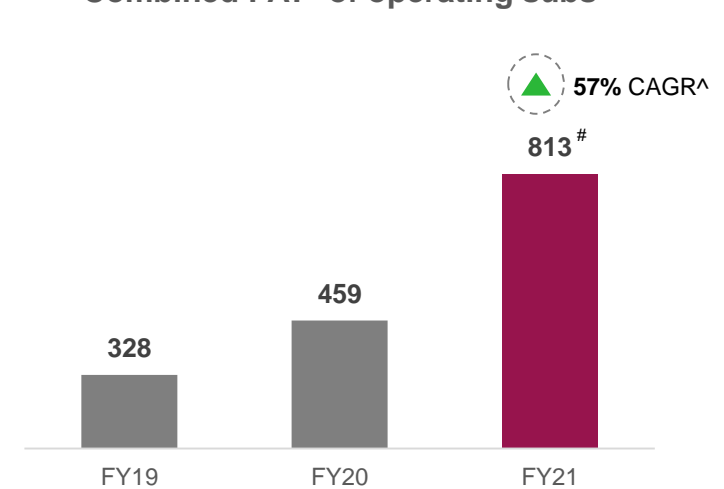
### Total investments\* made



### Combined network\* of operating subs



### Combined PAT\* of operating subs



\* The figures represented above are for the subsidiaries mentioned in the slide and are as per Indian GAAP, as used for consolidated financial statements of the Group

<sup>#</sup> Domestic subsidiaries (including Axis Trustee) reported a total PAT of ₹833 crores in FY21

<sup>^</sup> CAGR for Mar-19 to Mar-21 period

# Major highlights of Q4FY21



## Balanced growth, improving profitability, resilient balance sheet

### Steady growth in stable and granular retail deposits continues to aid loan growth

- Loan book (including TLTRO) grew by **12% YOY** and **8% QOQ\***
- On QAB basis, CASA grew **18% YOY** and **7% QOQ**, RTD deposits <sup>(1)</sup> grew **14% YOY** and **4% QOQ**.
- On QAB basis, CASA ratio stood at **42.4%**, up **320 bps YOY** and **39 bps QOQ**

### Steady operating performance

- NII up **11% YOY**, NIM stood at **3.56%** for Q4FY21, improving 1 bps YOY
- Fee income grew **15% YOY** and **16% QOQ**. Retail fee grew **17% QOQ** and contributed **64%** of overall fees
- Operating profit grew **17% YOY** and **13% QOQ** to **₹6,865** crores
- PAT stands at **₹ 2,677** crores for Q4FY21, up 140% QoQ.

### Well capitalized with adequate liquidity buffers

- Overall capital adequacy ratio (CAR) stood at **19.12%** with CET 1 ratio of **15.40%** as at the end of Mar'21
- Rs 5,012 crores of COVID provisions, not considered for CAR calculation provide cushion of 69 bps over the reported CAR
- Average Liquidity Coverage Ratio (LCR) during Q4FY21 was **115%**
- Excess SLR during Q4FY21 was **₹57,915** crores

### Loan growth driven by all three business segments

- Domestic Retail loans grew **11% YOY** and **7% QOQ\***, **81%** of the book is secured. Disbursements in Q4FY21 touched new record highs
- Disbursements in Consumer segment were up **45% YOY** & **44% QOQ**, Rural up **47% YOY** & **47% QOQ**; Secured up **70% YOY** & **48% QOQ**,
- SME loans grew **13% YOY** & **10% QOQ\*** led by tech driven transformation initiatives and better co-ordination with branch banking team
- Corporate loans (incl. TLTRO investments) grew **16% YOY** and **9% QOQ\***, **94%** of incremental sanctions in Corporate were A- & above

### Leadership position in Digital with increased sourcing & innovative launches

- The Bank maintained its leadership position in Digital with **17%** market share in UPI transactions & **16%** in Mobile Banking for FY21
- **71%** of SA accounts and **57%** of personal loans in FY21 were sourced digitally, up from **62%** and **44%** respectively
- Bank continues to launch innovative products like Pay Later, Digital Forex Card, Digital Gold and Whatsapp Banking

### Balance sheet buffers strengthened with high PCR and additional provisions

- GNPA at **3.7%** YoY declining 116 bps YoY and 85 bps QoQ
- PCR at **72.4%**, improved 340 bps YOY,
- SACR improved from 1.38% to **1.95%** YOY and Coverage ratio improved from 95% to **120%** YOY
- Limited Covid-19 restructured loans at **0.3%** of GCA, overall provision coverage of **26%**, unsecured retail provided at **100%**

### Key subsidiaries delivered strong performance , Max Life stake acquisition complete

- Domestic subsidiaries reported a total PAT of **Rs 833** crores in FY21, up **75%** YOY
- Return on investments in subsidiaries at **39%**
- Axis AMC's PAT for FY21 grew **2x**, Axis Securities PAT for FY21 grew **10x**
- Axis Finance ROE stood at 14.6%, asset quality metrics remain stable with net NPA of **2%**, nil restructuring
- Axis Capital completed **60** Investment banking deals in FY21, with FY21 PAT up **66%** YOY

QAB: Quarterly Average Balance

Coverage Ratio = Aggregate provisions (specific + standard + additional + Covid) / IRAC GNPA

Standard Assets Coverage Ratio (SACR) = Standard asset provisions plus additional provisions plus Covid provision / Standard loans

\* Adjusted for provisions on proforma NPA in previous quarter Q3FY21

(1) Sequential and YoY RTD growth lower by 3%, due to decision on FCNR (B) deposits

# Key metrics for Q4FY21

## Snapshot (As on 31<sup>st</sup> March 2021)



Profit & Loss

Balance Sheet

Key Ratios

	Absolute (Rs. Cr)		YOY Growth	
	Q4FY21	FY21	Q4FY21	FY21
Net Interest Income	7,555	29,239	11%	16%
Fee Income	3,376	10,686	15%	(3%)
Operating Expenses	5,359	18,375	8%	6%
Operating Profit	6,865	25,702	17%	10%
Net Profit	2,677	6,588	-	305%

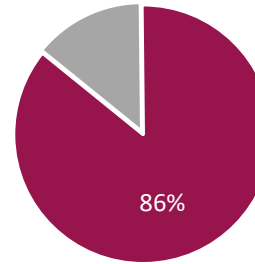
  

	FY21	YOY Growth
	Total Assets	9,96,118
Net Advances	6,23,720	9%
Total Deposits ^	7,07,306	10%
Shareholders' Funds	101,603	20%

	FY21	FY20
	Diluted EPS (Annualised in ₹) (Q4/FY)	35.37 / 22.09
Book Value per share (in ₹)	332	301
ROA (Annualised) (Q4/12M)	1.11 / 0.70	(0.62) / 0.20
ROE (Annualised) (Q4/12M)	11.72 / 7.55	(7.08) / 2.34
Gross NPA Ratio	3.70%	4.86%
Net NPA Ratio	1.05%	1.56%
Basel III Tier I CAR	16.47%	14.49%
Basel III Total CAR	19.12%	17.53%

Deposits # ↑ 9% YOY

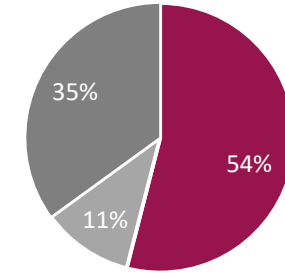


■ CASA + RTD #

↑ 16% YOY (QAB#)  
↑ 17% YOY (End Balance)

#QAB – Quarterly Average Balance

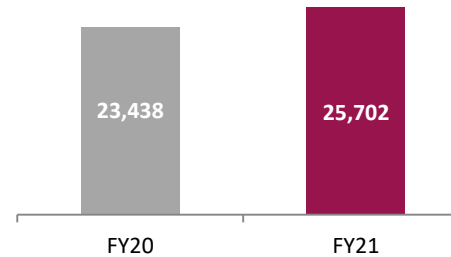
Advances ↑ 12% YOY \*



■ Retail ■ SME ■ Corporate  
 ↑ 10% YOY ↑ 13% YOY ↑ 16% YOY \*

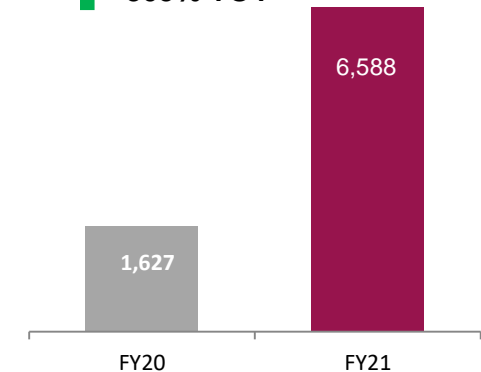
Operating Profit (in ₹ Crores)

↑ 10% YOY



Profit After Tax (in ₹ Crores)

↑ 305% YOY



^ period end balances  
\* Including TLTRO

Executive Summary

**Financial Highlights**

Capital and Liquidity Position

Business Segment performance

Asset Quality

Future of Work and Sustainability

Subsidiaries' Performance

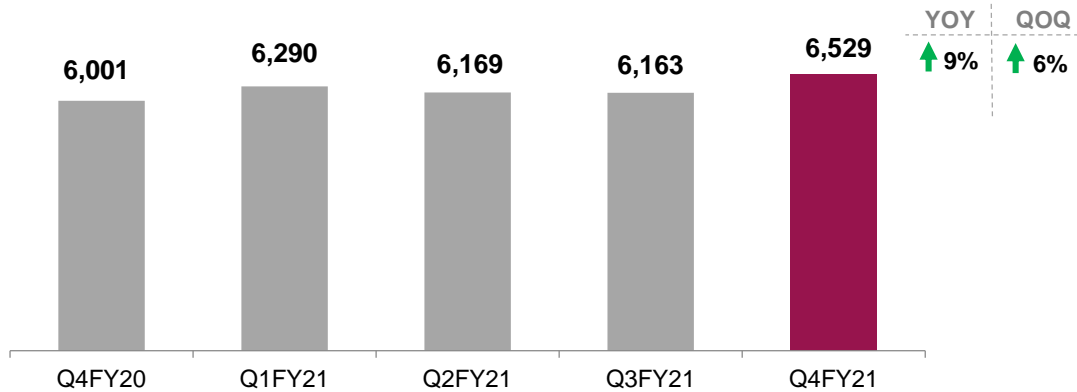
Other important information



# Steady growth in granular deposits continue to drive loan growth



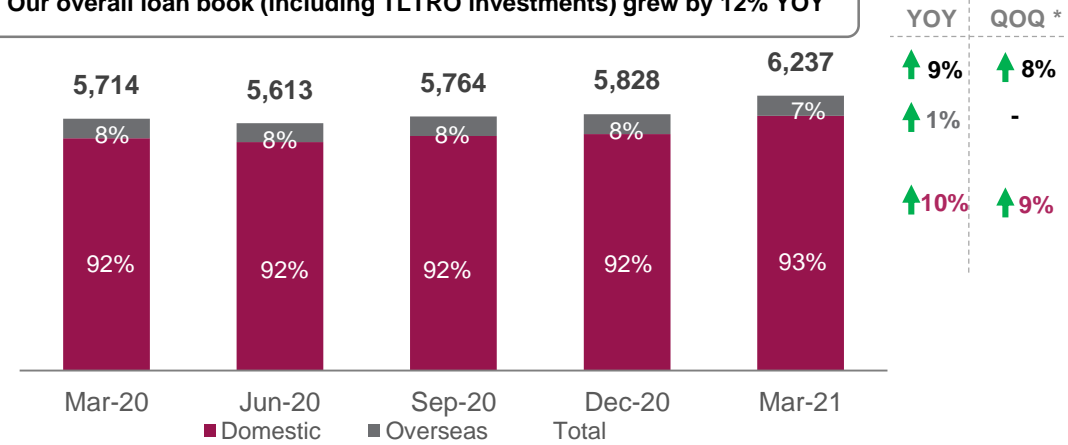
## Deposits (QAB)<sup>^</sup>



## Loans

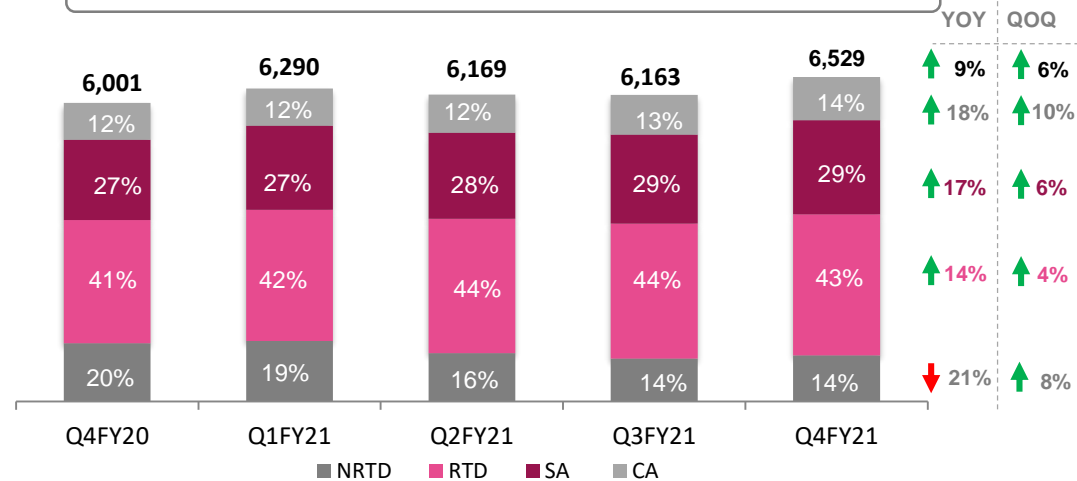
All figures in ₹ Billion

Our overall loan book (including TLTRO investments) grew by 12% YOY

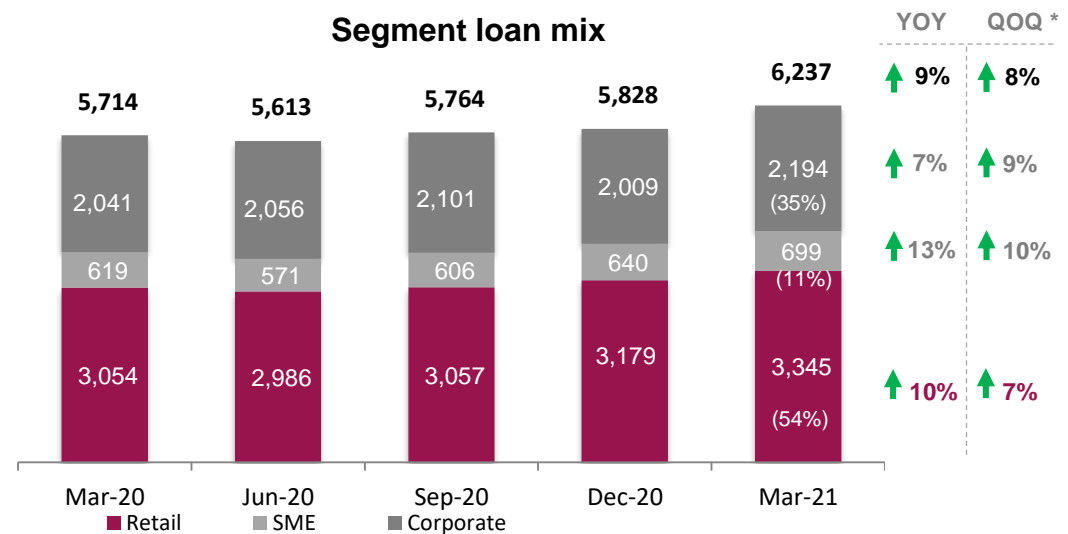


## Deposit mix (QAB)<sup>^</sup>

Granular deposits comprising of CA, SA and RTD grew by 16% YOY



## Segment loan mix



Figures in brackets refer to proportion in overall book

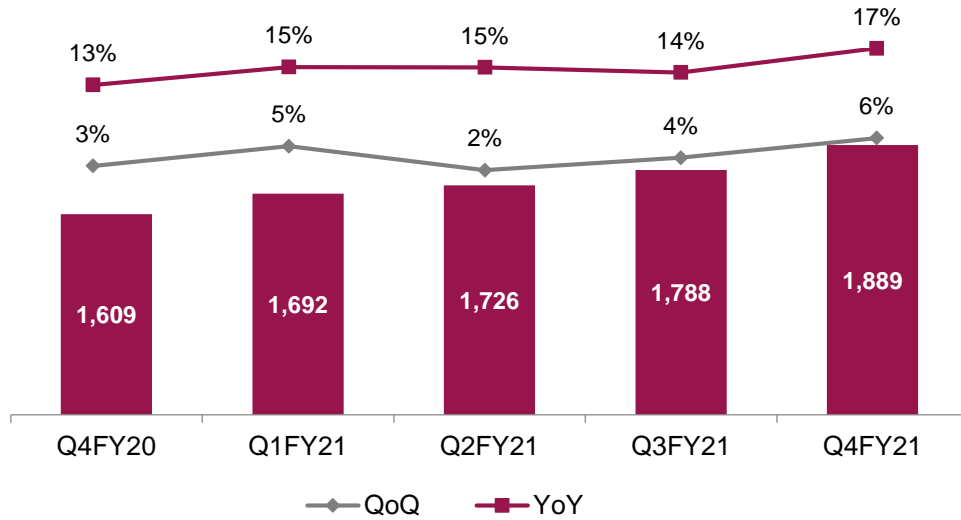
\* Adjusted for provisions on proforma NPA in previous quarter Q3FY21

<sup>^</sup> Quarterly Average Balance

# Progress on building a granular, stable low cost deposit franchise remains on track

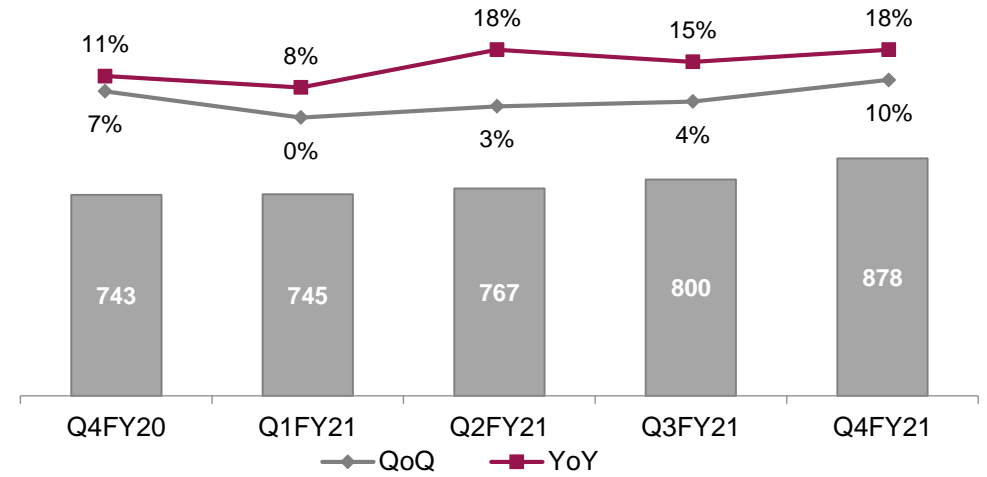


### Savings account balances<sup>^</sup>

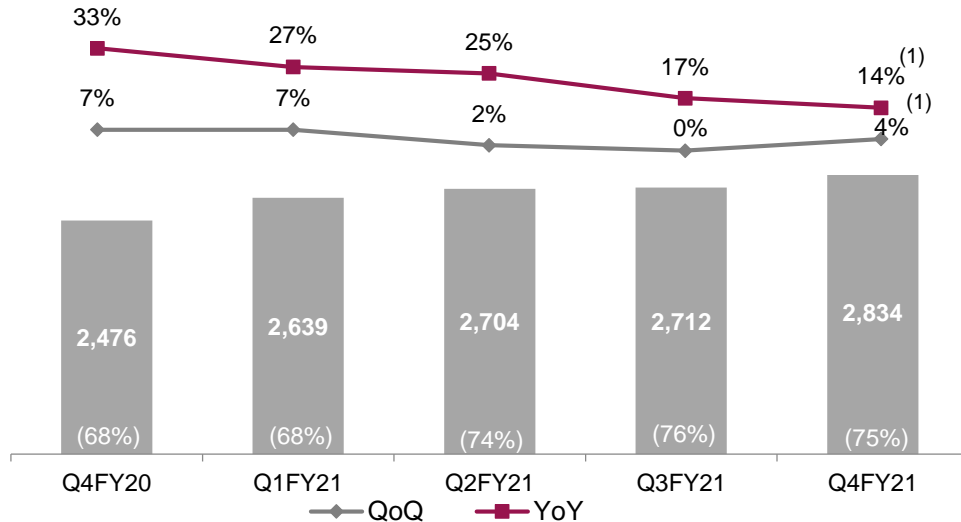


### Current account balances<sup>^</sup>

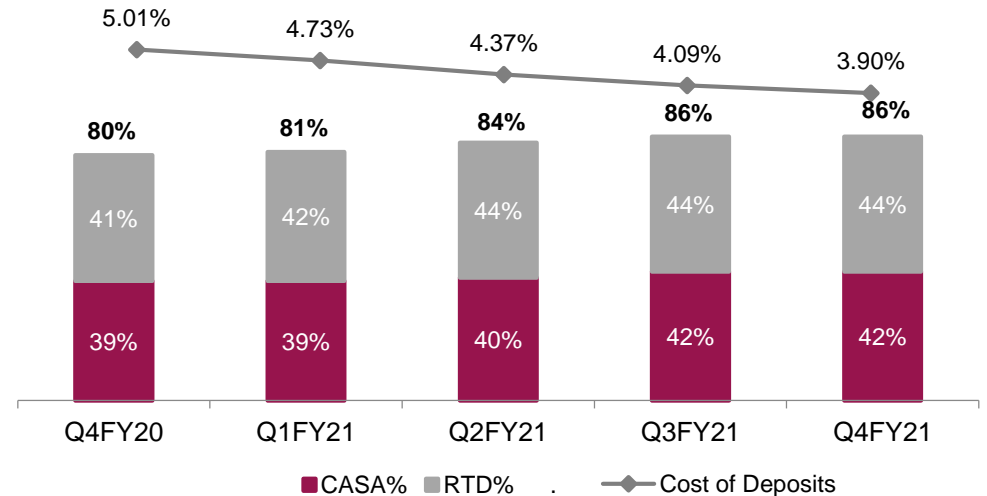
All figures in ₹ Billion



### Retail term deposits<sup>^</sup>



### (CASA + RTD<sup>\*</sup>) ratio<sup>§</sup> & cost of deposits



(1) Adversely impacted by 3% YoY and QoQ on ren renewal of FCNR (B) deposits

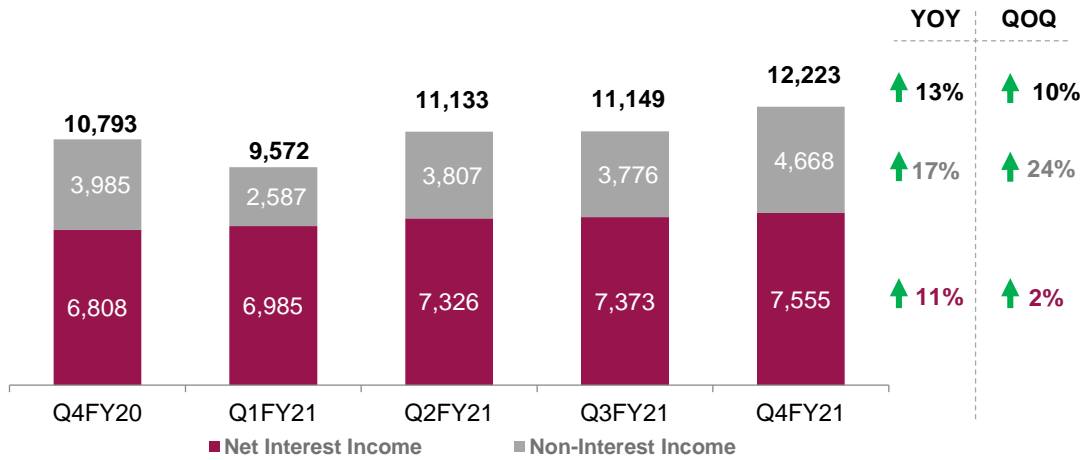
Figures in brackets refer to proportion of overall Term Deposits

\* Retail Term Deposits  
§ Computed on QAB

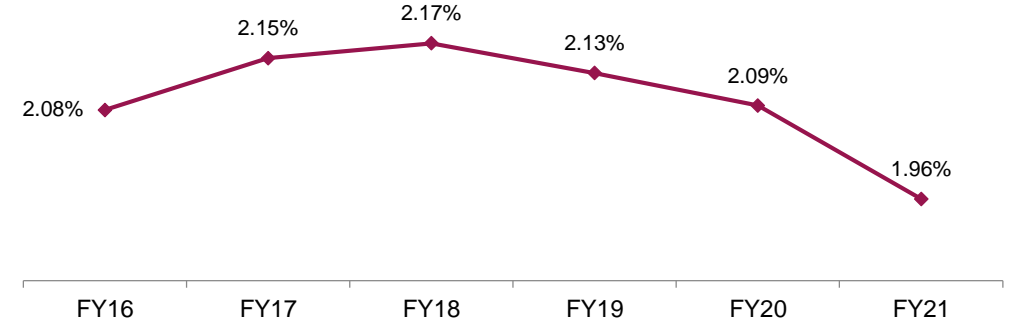
<sup>^</sup> Quarterly Average Balance

# Operating performance has been robust

## Operating revenue

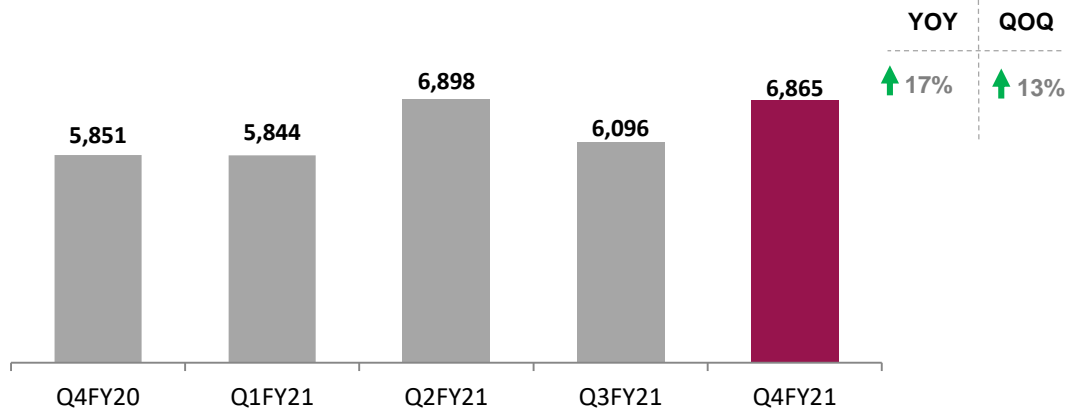


## Opex to average assets

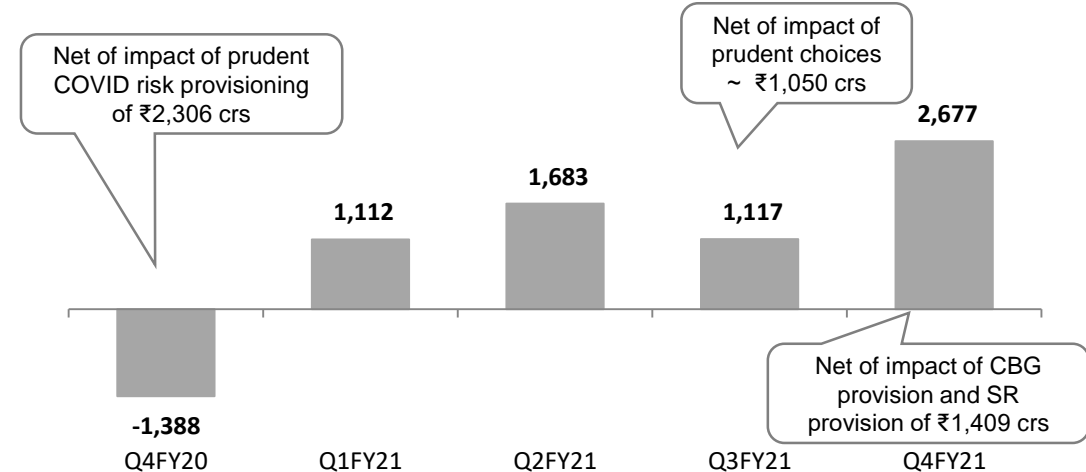


\* annualized

## Operating profit



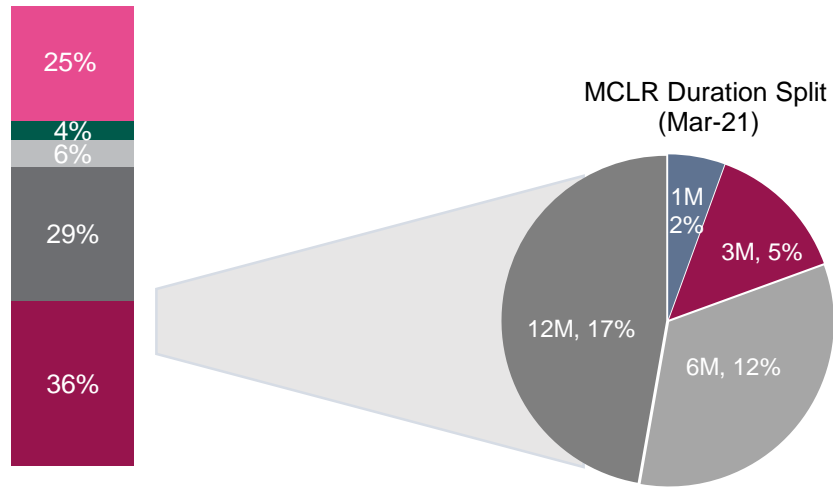
## Profit after tax



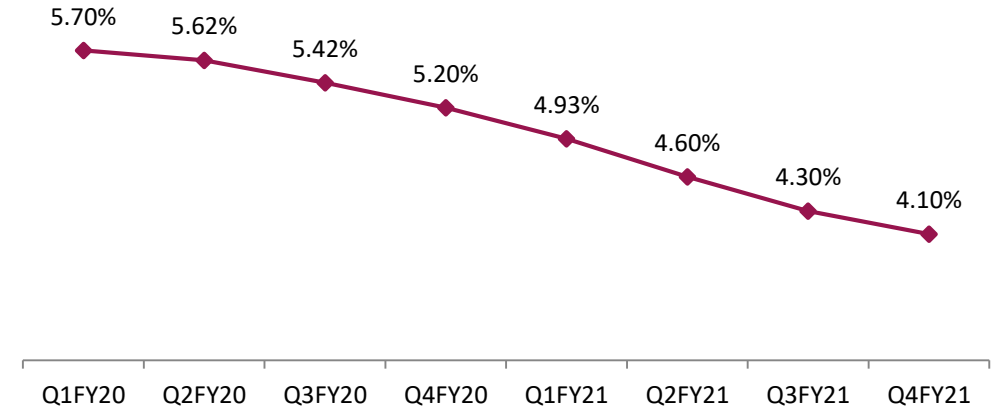
# Net interest margin



### Advances mix by rate type

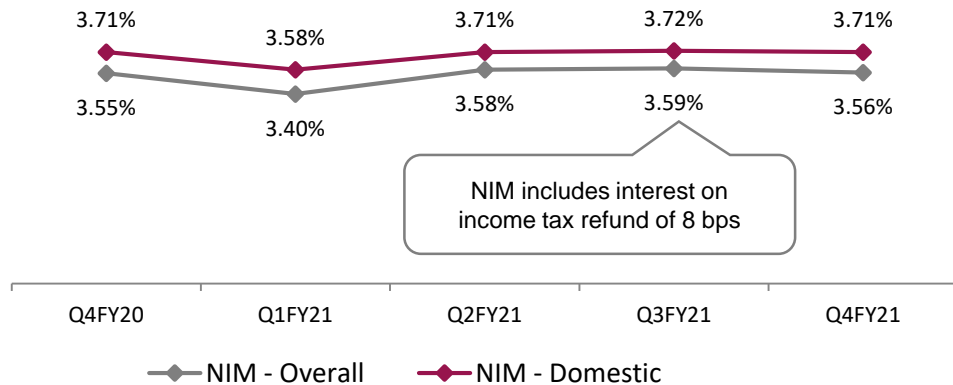


### Cost of Funds

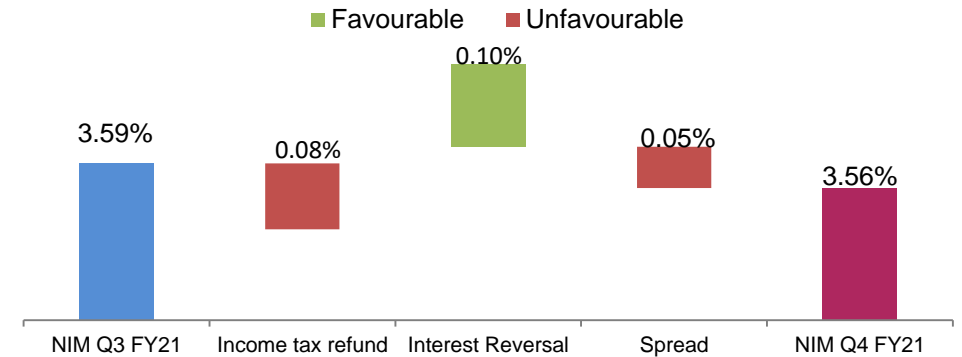


■ MCLR linked ■ Fixed ■ Foreign currency- floating ■ Base Rate linked ■ Repo linked

### Net interest Margin (NIM)



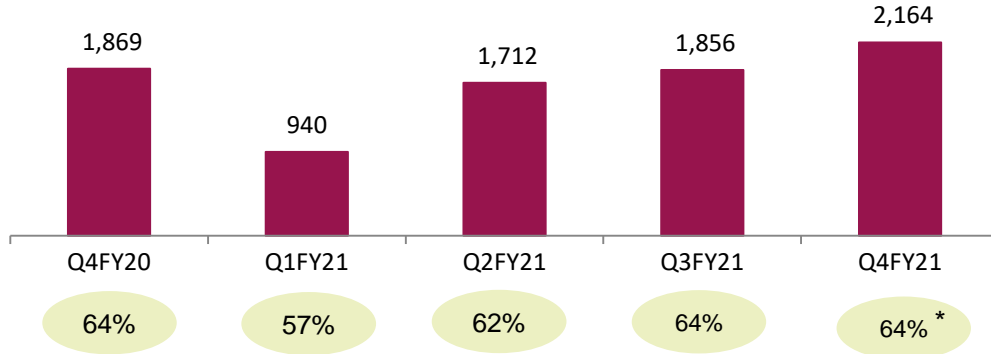
### NIM Movement - Q3 FY21 to Q4 FY21



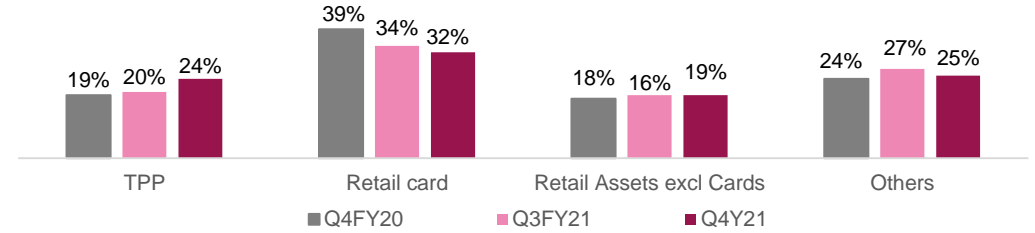
# We continue to focus on building granularity in fees

## Retail fee growth

▲ 17% QoQ  
▲ 16% YoY



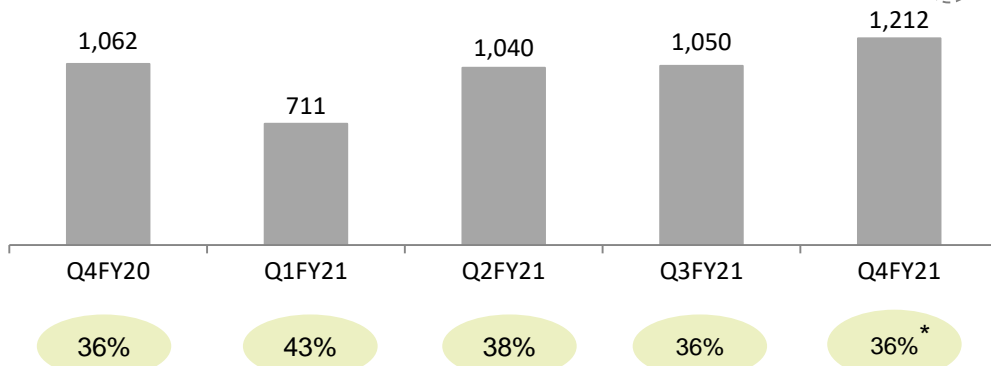
## Retail fee mix



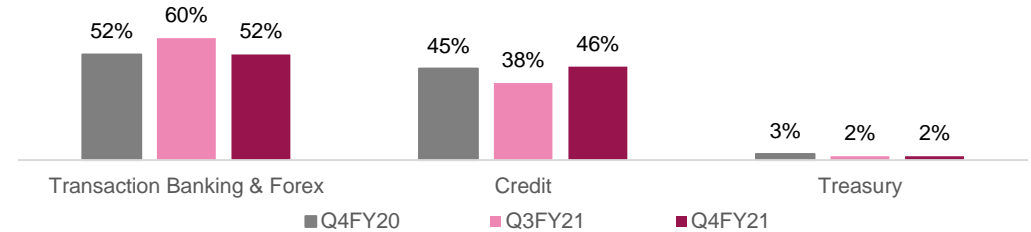
- Third Party products (TPP) distribution fees in Q4FY21 grew **43%YOY** and **41% QOQ**; of which insurance distribution fees grew **49% YOY** to clock new highs
- Retail Card fees grew **10% QOQ** reflecting sequential pick up in card spends

## Corporate & commercial banking fee growth

▲ 15% QoQ  
▲ 14% YoY



## Corporate & commercial banking fee mix



- Current Account and Cash management services fee within transaction banking grew **20% YOY**
- Credit linked fees rebounded **40% QOQ**

\* Figures in green ovals represent share of segment contribution to total fees

Executive Summary

Financial Highlights

**Capital and Liquidity Position**

Business Segment performance

Asset Quality

Future of Work and Sustainability

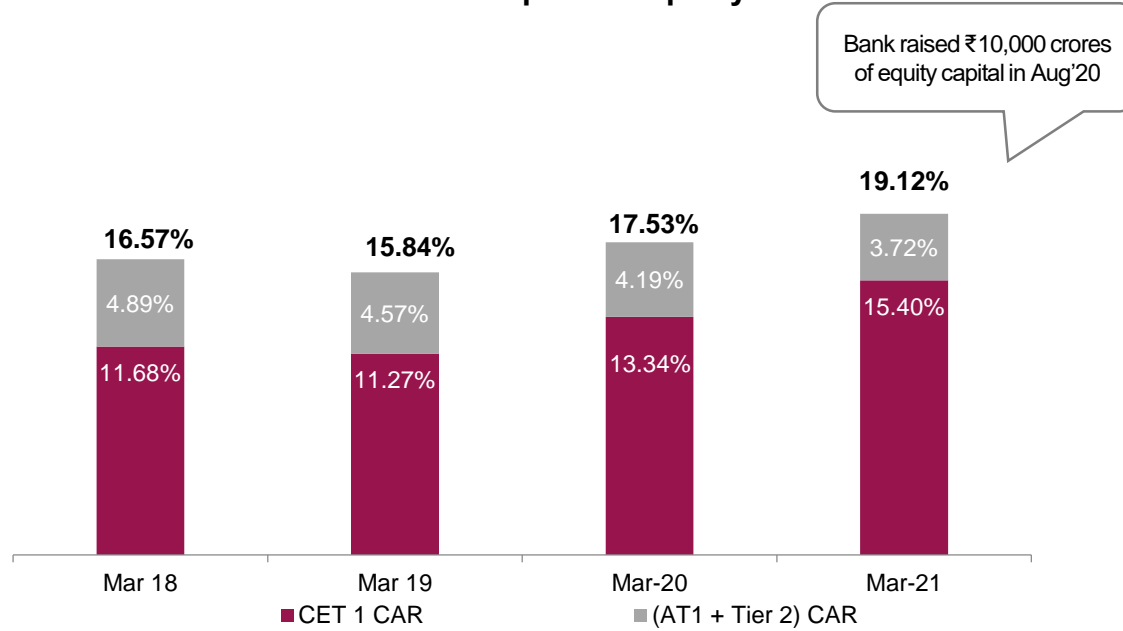
Subsidiaries' Performance

Other important information

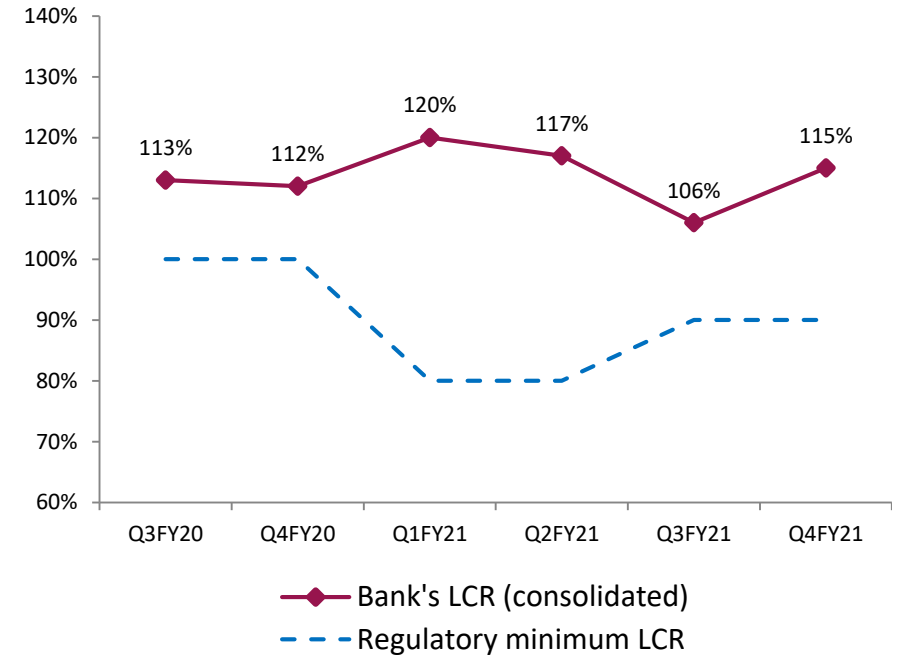
# Strong capital position with adequate liquidity



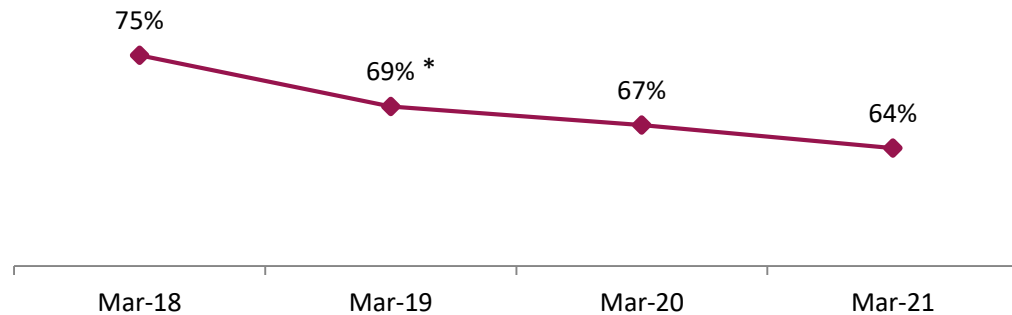
### Bank's Capital Adequacy Ratio



### Liquidity Coverage Ratio (consolidated)



### RWA to Total Assets



\* Includes effect of one-off item impacting around 1%

The Bank holds excess SLR of ₹57,915 crores



Executive Summary

Financial Highlights

Capital and Liquidity Position

**Business Segment performance**

Asset Quality

Future of Work and Sustainability

Subsidiaries' Performance

Other important information

# Retail Banking

**~25 Mn**  
SA customers

**4<sup>th</sup>**  
Largest issuer of  
Credit Cards

**₹2.13 Tn**  
AUM in wealth  
management

**86%**  
CASA + RTD ratio  
(QAB)

**73%**  
Sourcing\* from ETB  
customers

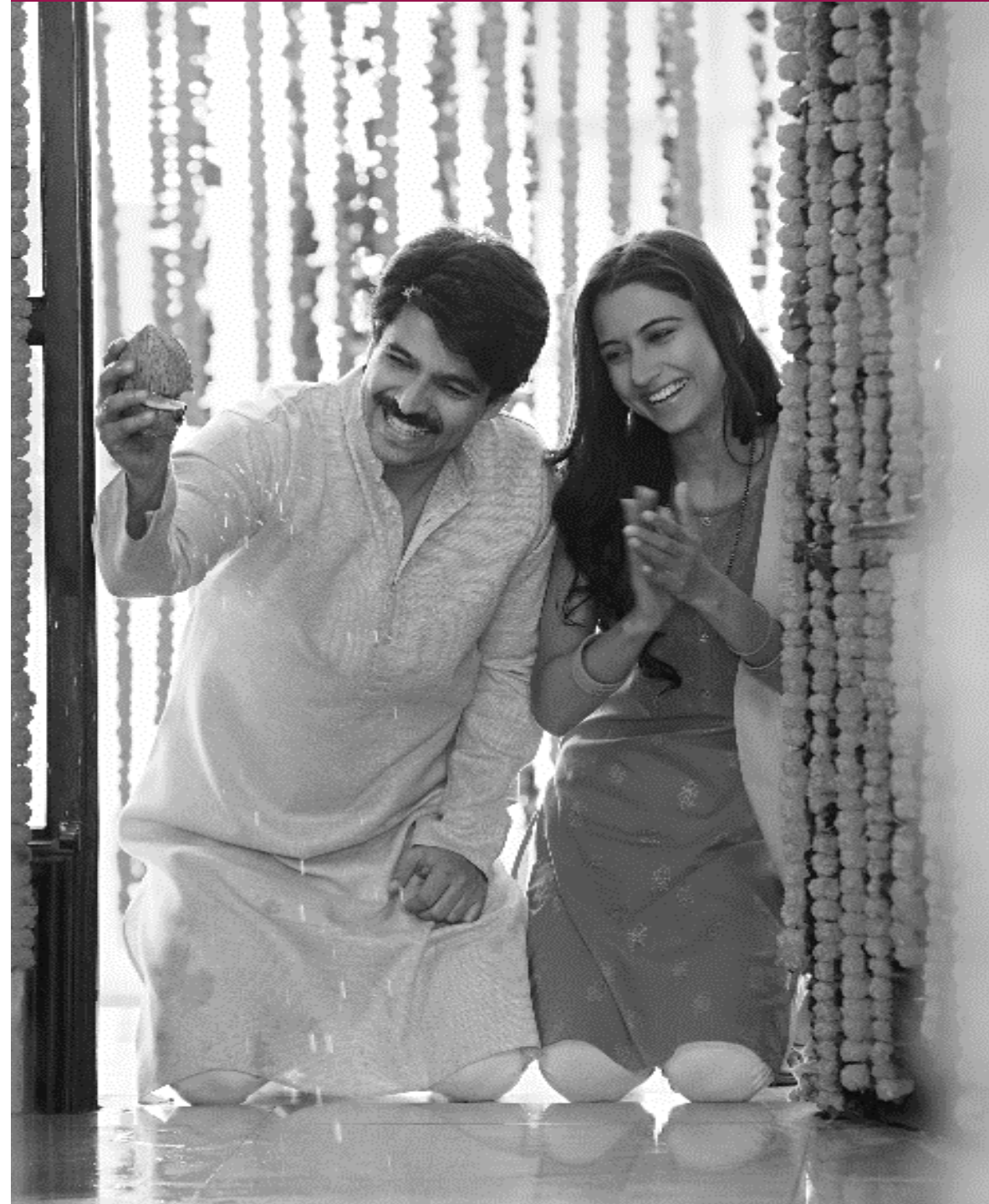
**54%**  
Share of  
Advances<sup>~</sup>

**17%**  
Growth in SA  
QAB deposits

**10%**  
Growth in  
advances

**64%**  
Share in total fee<sup>^</sup>

\*for Retail Assets in Q4FY21 from Existing to Bank (ETB) customers  
~ share in Bank's total advances, ^ share in Bank's total fee for Q4FY21

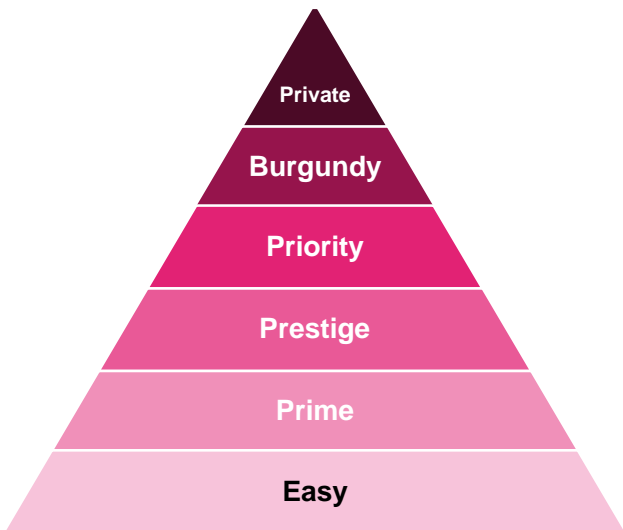


# Healthy growth in retail savings account led by deepening and premiumisation strategy



- Created liability sales vertical in FY20 to have greater outreach and sharper focus on quality of NTB\* acquisitions; Branch channel continued its focus on deepening ETB\* relationships
- Premiumisation strategy focuses on improving account quality of overall balances while increasing contribution from premium\* segments

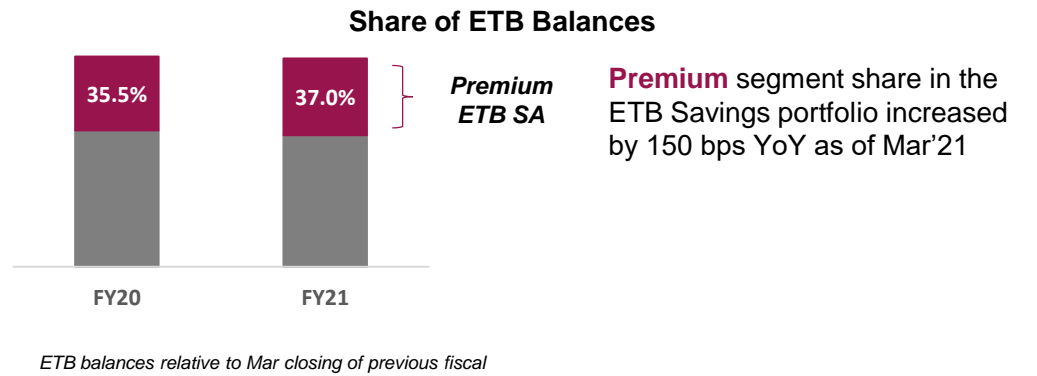
## Customer segmentation^



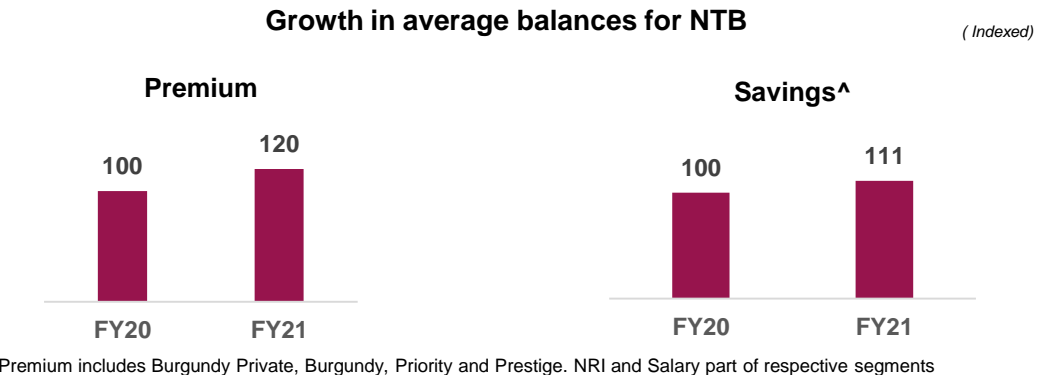
### We have launched several new and innovative products in last 18 months:

- Prestige** segment launched in Q2FY20, has filled the segmentation gap between Prime and Priority, and has been doing exceedingly well.
- Launched in Dec'19, **Burgundy Private** proposition offers customised solutions to ultra-high net worth individuals. Its QAB balances grew **79%** YOY
- Launched in Aug'20, **Liberty Savings Account**, a variant of Prime SA offers enhanced customer value proposition. Over 2 lakh new accounts opened till Mar'21

## Focus on Premium leading to higher share in ETB SA book



## We have started seeing improvement in the quality of NTB acquisitions



\* Premium includes Burgundy Private, Burgundy, Priority and Prestige. NRI and Salary part of respective segments

^Retail non institutional savings

^ Not to scale, Area doesn't represent the actual proportion of deposits

\* ETB – Existing to Bank; NTB – New to Bank

# Deep Geo strategy has been scaling up well

## Key objectives



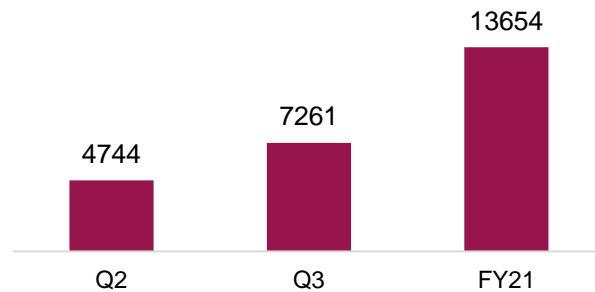
Drive higher business growth and increase market share in Rural and Semi Urban markets through asset led liability strategy



Lending opportunities in RuSu markets to complement the Bank's overall PSL strategy meaningfully

## Distribution network

### CSC VLEs\*



Significantly expanded Deep Geo coverage in last 1 year from 387 branches to 1577 branches

Bank has entered into an alliance with Common Service Centre (CSC).

Such outlets will be leveraged for asset and liability business of the Bank and **13,654** of such outlets have been identified till date.

\* Village level entrepreneurs

## Key products and growth



Focus has been on secured lending and deepening deposit base

### Key Assets

- Farmer Funding
- Gold Loans
- Small Business Banking
- Home loans
- Auto Loans

✓ **86%** are Secured loans



We have seen steady progress on growth metrics during Mar'20 to Mar'21 period

- FY21 Deposits : **19%** YOY
- Q4FY21 Disbursements : **111%** YOY & **61%** QOQ
- FY21 Disbursements : **₹17,122 Cr**

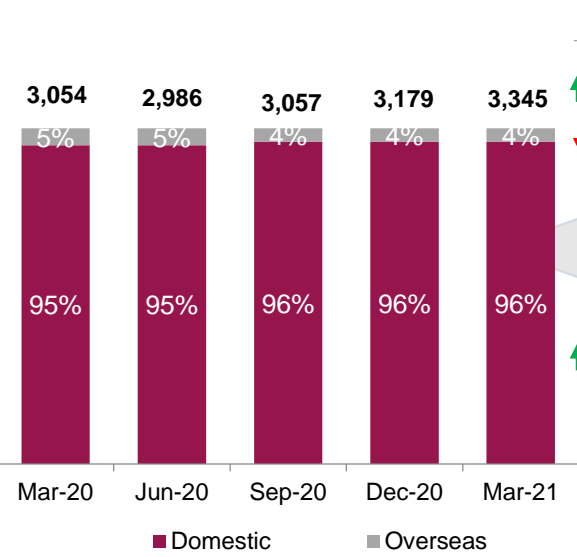
## Weekly focused drives

Weekly region specific and focused product drives like "Mortgage Carnival", "Wheels Dhamaka", "PL Festive Delights", "Power Gold Loans", "Farmer Funding Days" received strong response and contributed to strong growth in disbursements.

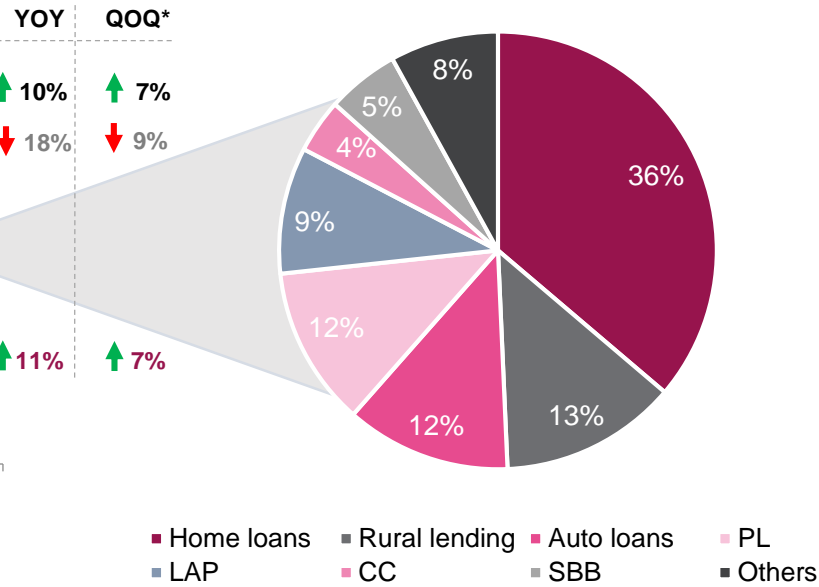


# Rs 3 trillion Retail loan book is well diversified and 81% secured with significantly high proportion of ETB and salaried customers

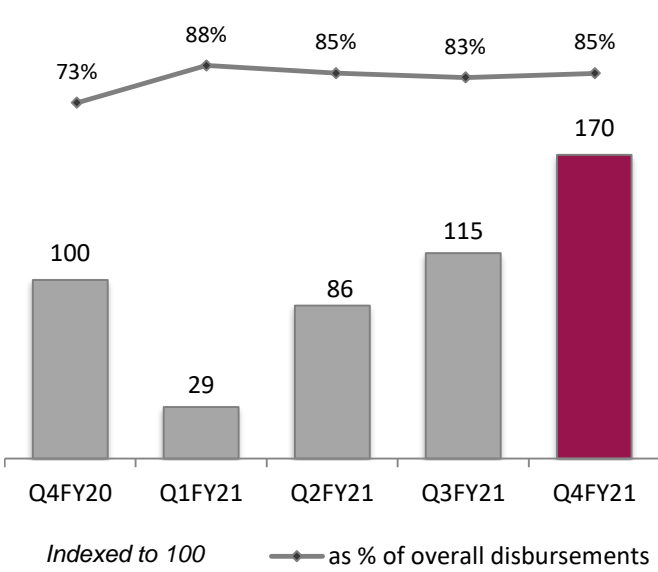
Retail book mix by geography



~ 81% of our retail book is secured



Disbursement trends in secured loans

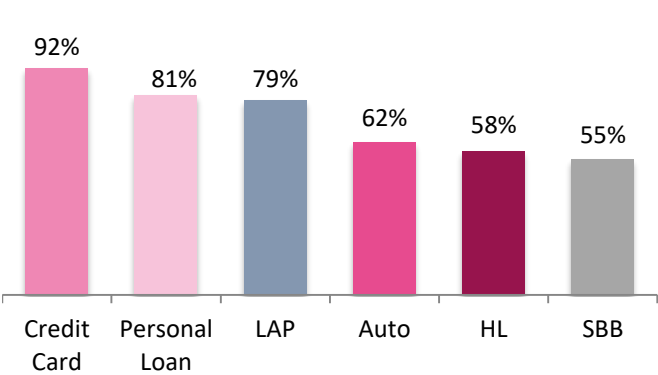


\* Provisions on proforma NPA in Q3FY21, netted from advances for comparability

### Secured loans disbursements growth

	YOY	QOQ
Home loans	73%	45%
LAP	53%	51%
SBB	71%	42%
Wheels	20%	7%
Rural	47%	47%

ETB mix in retail portfolio



- 100%** of PL and **63%** of Credit Cards portfolio is to salaried segment
- Average LTVs:**  
**52%** in overall home loan portfolio  
**35%** in LAP portfolio
- Sourcing:**  
Branches contributed **59%** to overall Retail book sourcing in Q4FY21



# We are the 4th largest issuer of Credit Cards in the country



## Featured Cards



## Co-branded Cards



## Premium Cards



## Credit Cards in force (mn)



## Key insights



Continued focus to increase sourcing and deepen spends from the affluent segment. The affluent portfolio penetration has improved from 11.51% in FY'20 to **11.85%** in FY'21



Migration to digital based sourcing through straight through applications – **74%** in Q4FY21 as compared to 78% in Q3FY21 and 50% in Q4FY20



During the year, the Bank's Partnership with Flipkart, Google Pay and Freecharge resulted in sourcing of over **2 lakh credit cards** that contributed to **21%** of overall credit card sourcing in FY21

## Axis Bank Aura Credit Card



- Launched 'AURA' credit card with focus on Health & Wellness need of the customers;
- Industry first affordable offering of various benefits which give cardholders access to 48 free video doctor consultations across 21 medical specialties powered by Practo, free access to 48 interactive video sessions and 192 recorded sessions across multiple fitness categories every year

## Flipkart Axis Bank Credit Card



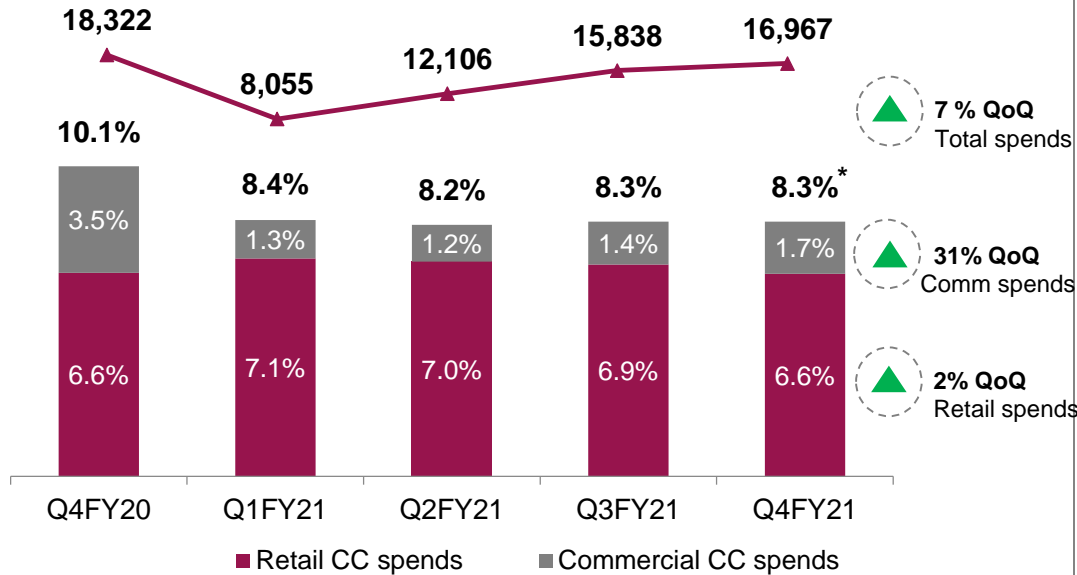
- Co-branded card partnership in collaboration with Flipkart and Mastercard; it has best in class spends and engagement metrics
- **One of the fastest growing co-brand portfolio with 1 million cards in force within 20 months of launch**

Source: RBI Data Reports

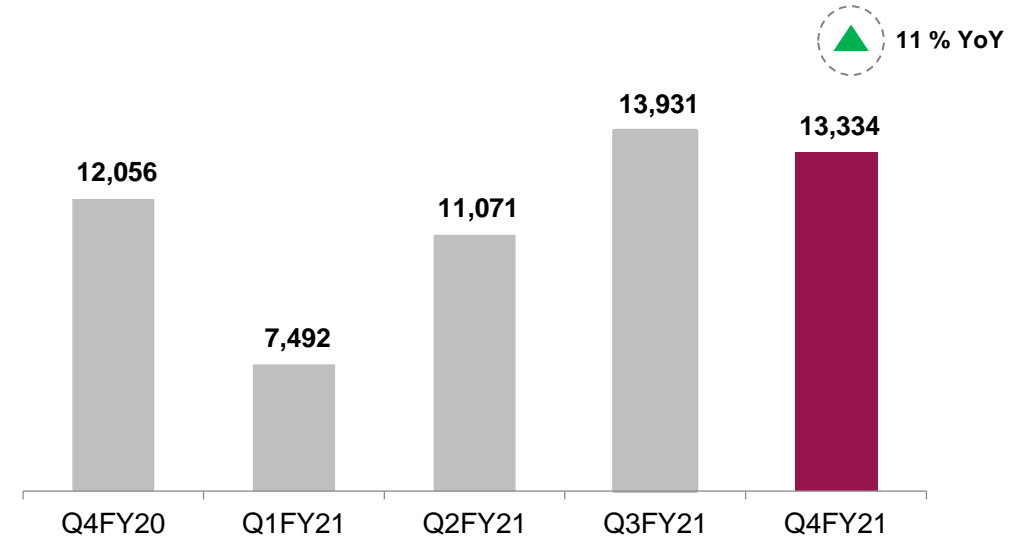
\* Note: Figures in boxes represent market share for the period, For Q4FY21, market share is for month of Jan'21 & Feb'21

# Trend in Card spends

## Credit Card market share and spends



## Debit Card spends



- Retail Credit Card spends picked up MoM with highest spends recorded in Mar'21 of ₹5231 cr
- Since Q2FY20, we have rationalised non profitable and high risk segment of Commercial card business impacting the overall market share; Contribution of high risk category in the overall Commercial Spends has reduced from 69% to 13% in last year

- Debit Card spends in Q4FY21 grew by 11% YOY
- Online spends share in Mar'21 has moderated to pre-covid levels at 39%



- '**GRAB DEALS**' an online shopping platform that provides customers with an aggregation of offers and cash back deals on usage of Axis Bank Debit and Credit Cards. The platform houses over 35 major brands including big names like Amazon, Flipkart, Samsung, AJIO and Forest Essentials to name a few.
- The platform has over **50,000** daily visitors (as of March 2021) and since its launch in mid Oct'20, more than **2.64 lac** unique users have visited Grab deals platform via our website and Mobile Banking app.

\*Market share based on RBI reported data for Jan'21 and Feb'21

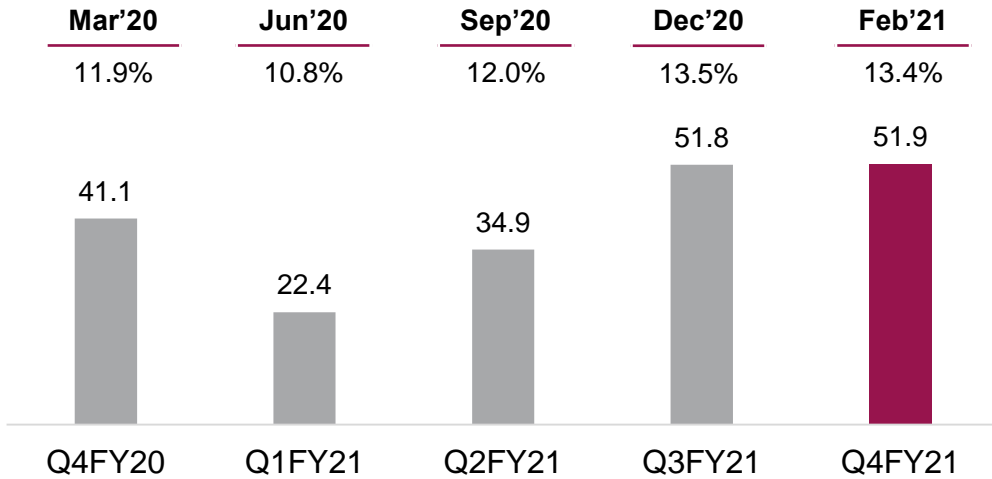


# We continue to grow Acquiring through innovations and integrated approach



## Throughput trend & market share

(In ₹ thousand crores)



Market share source for the month in %: RBI data  
Available till Feb'21

### Key insights

- Both Throughput and installations continue to grow QoQ.
- Focused approach on providing newer services to the merchants, understanding their experiences & improving on them, rebuilding on merchant relationships
- Acquiring strategy is aligned to CA growth with very good success observed in our CA balance growth

## Innovations in Acquiring



- **Android PoS:** State-of-the-Art terminal loaded with VAS such as Khaata & BQR contributing to 40% of the Sourcing. The early indicators are encouraging with 30% higher activity and Ticket Size of transactions than other terminals
- **Buy Now Pay Later:** Valued added service that offers cardless EMI facility allowing faster processing of high value transactions
- **CX Index:** Captures merchants' experience around On-boarding, Usage & Service. Helps provide direction for future course of actions to bring further stability to the business

## Expansion strategy

- **Accelerated Sourcing:** Strategized focus on installations to gain market share. **Sourced 1Lakh+ terminals in Q4FY21**
- Leveraging **“Partnership Ecosystems”** to get more merchants into the Digital Payments foray
- Investment in Digital Infrastructure to **“take the Bank to the Merchant”**. Offering a bouquet of Banking products along with a payment solution.

# The Bank is a leading player in India's Wealth Management space



**Overall Burgundy Performance\* (Mar'17 - Mar'21)**

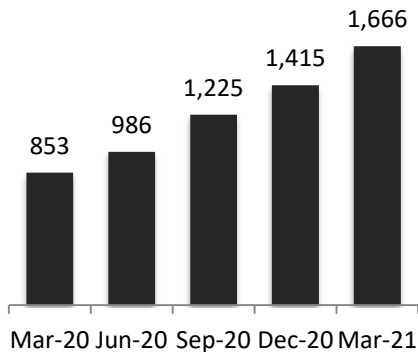
<b>AUM<sup>^</sup></b>	▲	<b>28%</b>
<b>Fees</b>	▲	<b>20%</b>
<b>Customer Base</b>	▲	<b>22%</b>
<b>Touchpoints<sup>~</sup></b>	▲	<b>8%</b>



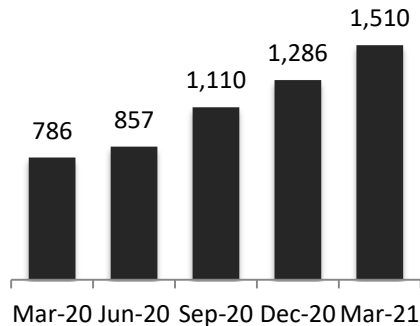
**Overall AUM** ₹ 2,13,085 Crores  
**Burgundy Private AUM** ₹ 50,028 Crores

\* CAGR growth for Mar-17 to Mar-21 period  
~ includes RMs, Wealth Specialist team, Managing partners and Investment Advisors

**Burgundy Private Client Base**

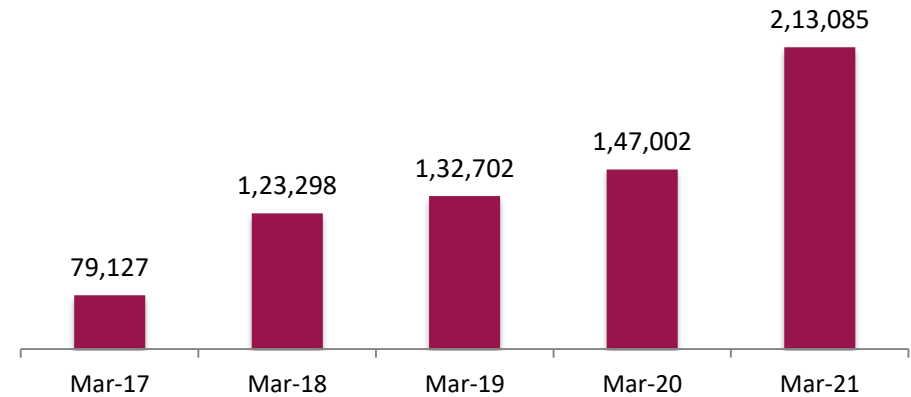


**Burgundy Private 3-in-1 Cards**



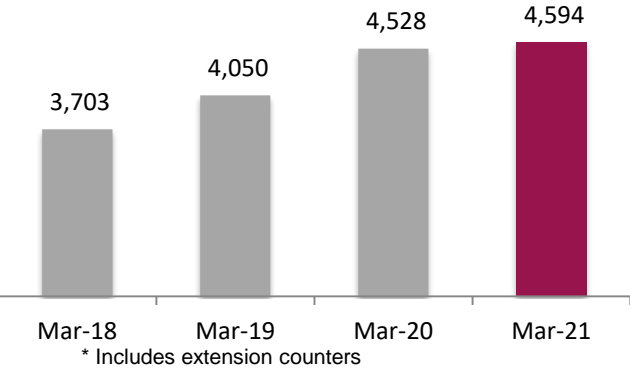
Burgundy Private was launched on 2<sup>nd</sup> December, 2019

**Burgundy AUM has grown steadily**

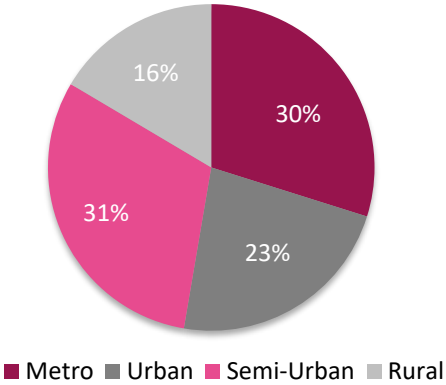


# We have grown our Virtual Center capacities faster than branches this year

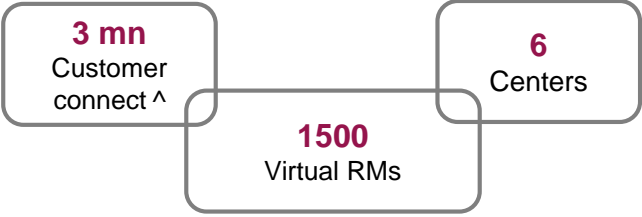
Domestic branch network\*



Branch presence across categories



Axis Virtual Centre



- **Calibrated approach towards new branch additions** across focused segments and regions
- Aligned to our **Deep Geo strategy**, specific RuSu branches follow an asset-led liability model
- **Dedicated Asset Desk Managers** for fulfilment of all loan leads at select branches
- Select **Platinum branches** to cater to SBB customer base

- Manages relationship with our existing customers under **affluent and other programs**
- **AVC expanded to three new centres** across Mumbai, Ahmedabad and Kolkata during this year and is now present across West, South, North and East with **six centres**
- We are connecting with more than **3 million** customers every month through this channel.

^ Customers contacted every month

# Corporate & Commercial Banking

**16%**

*YOY growth in  
corporate advances<sup>^</sup>*

**13%**

*YoY growth in  
CBG\* advances*

**31%**

*YoY growth in  
Mid Corporate book*

**38%**

*Share of short  
term loans to overall  
corporate loans*

**85%**

*Share of corporate  
advances to clients  
rated A-and above*

**94%**

*Incremental sanctions  
to A-and above\*\**

**18%**

*YOY growth in CA  
(QAB) deposits*

**1<sup>st</sup>**

*Rank in DCM-  
for rupee bonds*

**9.2%**

*Market share in GST  
payments (Q4FY21)*



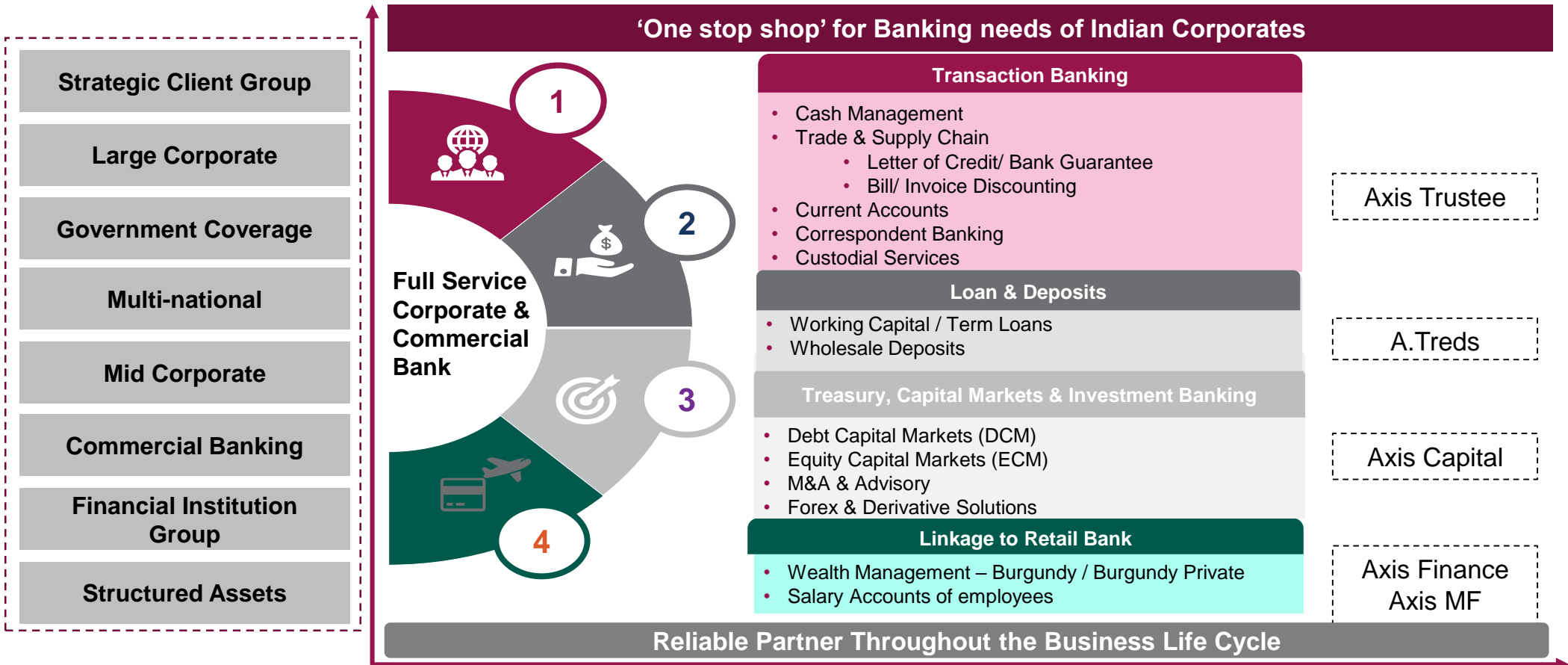
<sup>^</sup> including TLTRO; \* Commercial Banking Group - Debt Capital markets  
<sup>\*\*</sup> in corporate segment for FY21

# Strong relationship led franchise driving synergies across One Axis entities



We have re-oriented the organisation structure in Corporate & Commercial Banking for delivering execution excellence

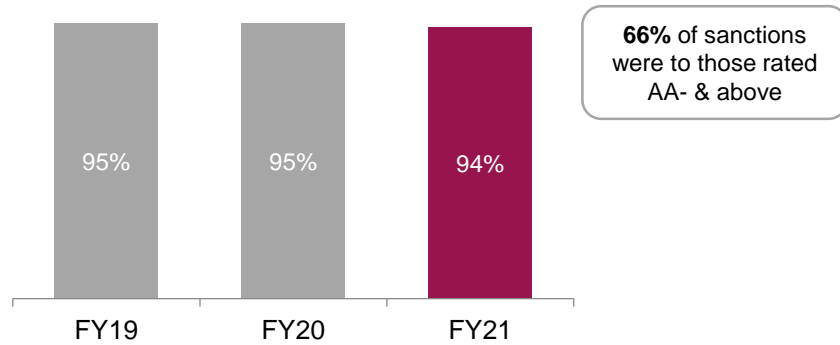
- Segregated the responsibilities of coverage and product groups to ensure sharper focus
- Corporate & Commercial Bank coverage reorganized into 8 coverage groups, each with a stated objective
- Strengthened the leadership team across Mid Corporate, MNC, Government Coverage, Transaction Banking and Forex Sales



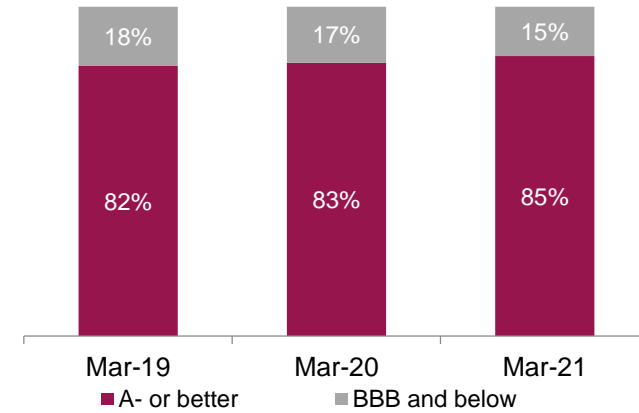
We continue to have penetration of 9 or more products and services across our top corporate relationships including at least two services offered by our subsidiaries

# ...with better rated originations and focussed on short term loans

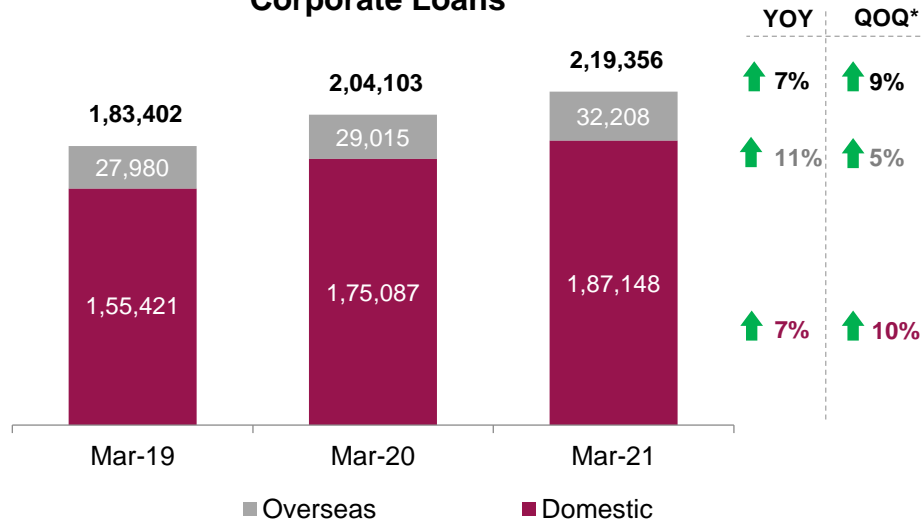
### Incremental sanctions to corporates rated A- & above



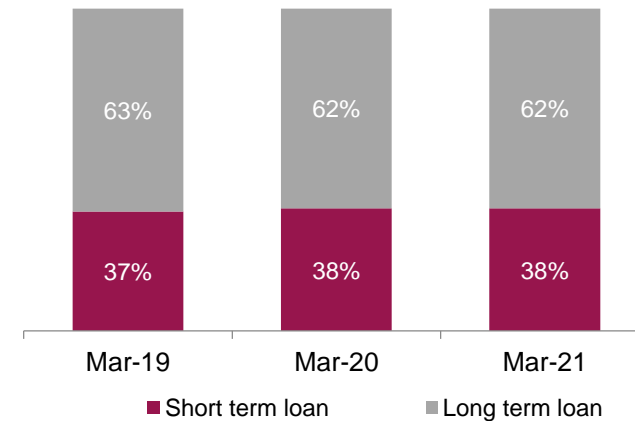
### 85% of the book is rated A- or better



### Corporate Loans



### Corporate loan book mix (tenure based)



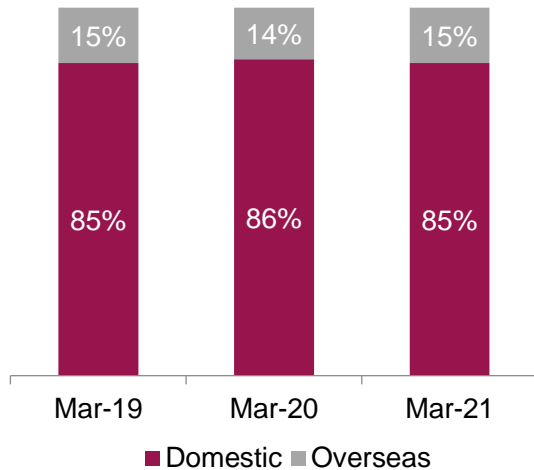
\* Provisions on proforma NPA in Q3FY21, netted from advances for comparability  
Short term refers to loans of less than 1 yr tenure; Long term refers to loans of greater than 1 yr tenure

# Overseas corporate loan book is 95% India linked

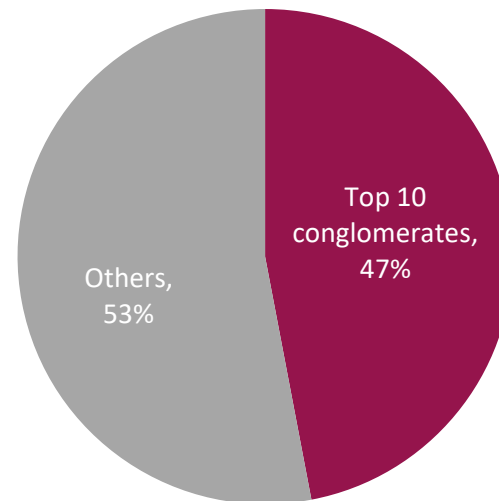


- The Bank's International strategy is to focus on Indian corporates that have global operations
- We have consolidated our overseas business through branches in Dubai, Singapore and GIFT City, India

## Overseas loan contribution remains stable...



## ... the funding is primarily for Indian conglomerates and PSU entities



Top 3 sectors – Petroleum, Chemicals and Metals

## The overseas book\* is ...

**95%** India linked

**92%** rated A and above

Well balanced in term and working capital loan mix

\* Based on standard book only



# ...and strengthened proposition as a Transaction Bank

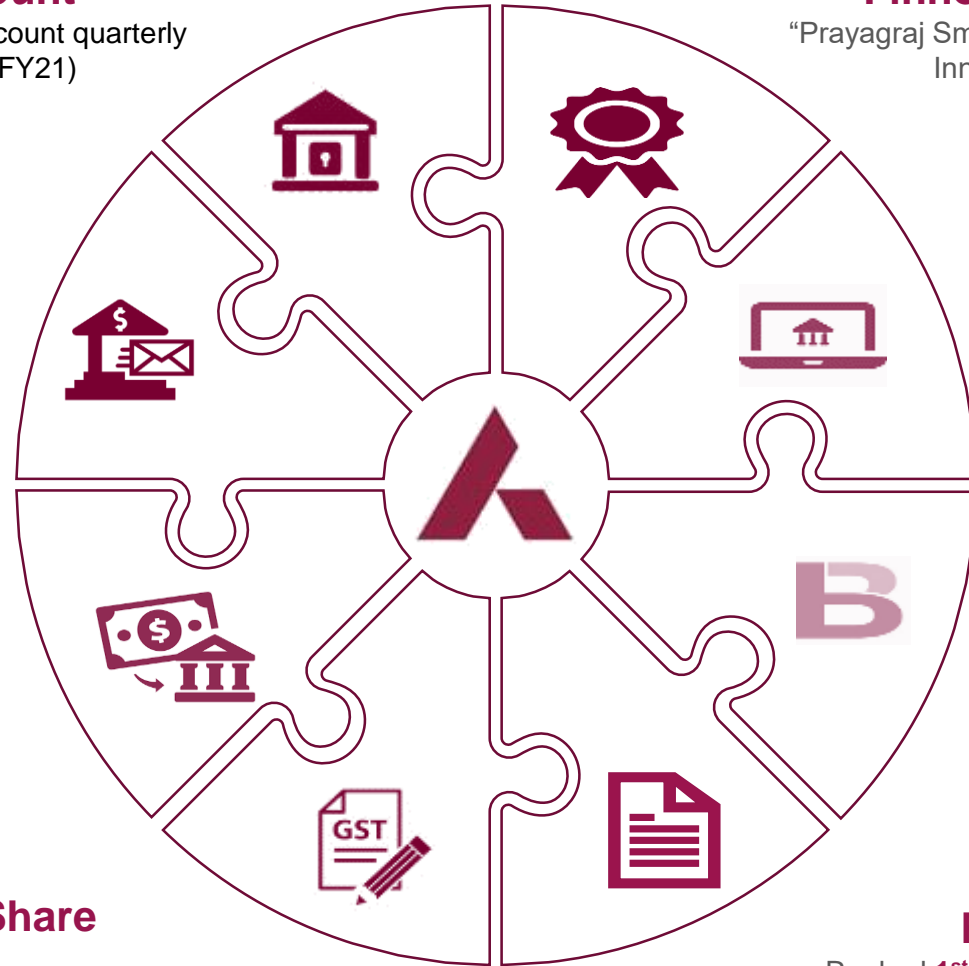


## Current Account

18% YoY growth in Current Account quarterly average Balances (Q4FY21)

## Finnoviti Awards 2021

“Prayagraj Smart City App” awarded the “Best Innovative App” in BFSI



## Foreign LC Market Share

Market share moved from 6.0% (Q4FY20) to 11.3% (Q4FY21)

## Digital Adoption

67% Current Account customers registered for internet banking

## Forex Turnover Market Share

Market Share moved from 2.7% (Mar'20) to 3.4% (Feb'21)

## Bharat Bill Payment System

Ranked 1<sup>st</sup> in Addition of number of Billers to BBPS Ecosystem.

## GST Payment Market Share

Market Share moved from 8.8% (Q4FY20) to 9.2% (Q4FY21)

## Rights Issue

Ranked 1<sup>st</sup> in “Rights Issue” business by capturing 55% of market deals



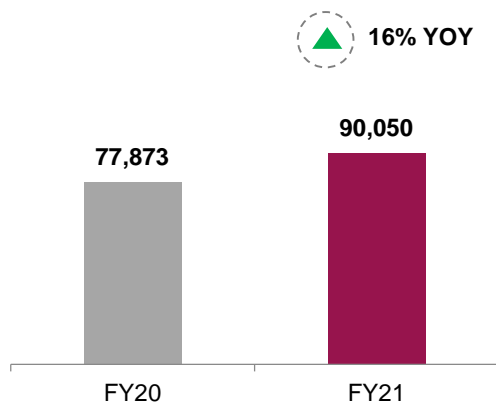
# We remain well placed to benefit from a vibrant Corporate Bond market



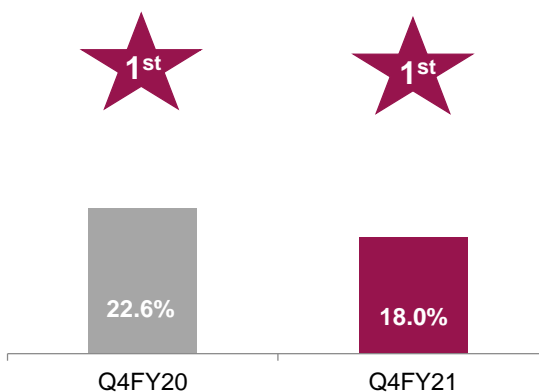
All figures in ₹ Crores

## Placement & Syndication of Debt Issues

Amount mobilized / arranged<sup>^</sup>



Market share and Rank\*



**Ranked No. 1 arranger** for rupee denominated bonds as per Bloomberg league table for CY20

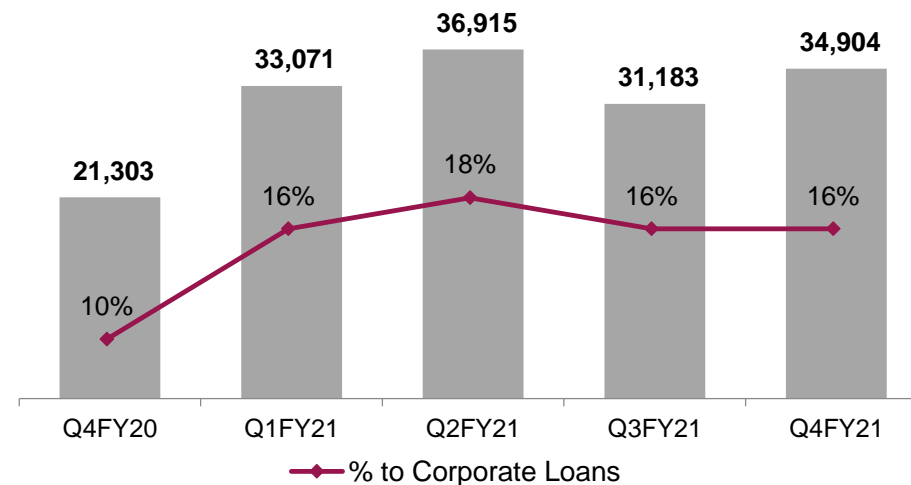


**Ranked No. 1 arranger** for rupee denominated bonds as per Bloomberg for 14 consecutive calendar years since 2007



Bank has been awarded as the **Best DCM House** at the **Finance Asia Country Awards, 2020**

## Movement in corporate bonds



- Leveraging our leadership position in Debt capital markets, we had mobilized ~ ₹18,074 crores through active participation in the TLTRO auctions
- We have invested funds in marquee names (non FI, non PSU) thereby helping to build some new client relationships in wholesale segment .
- We have limited our investments under this book to AAA/AA rated corporate issuers

<sup>^</sup> Only includes the proportion of amount arranged by Axis Bank

\*As per Bloomberg League Table for India Bonds

# Industry-wise Distribution (Top 10)



All figures in ₹ Crores

Rank	Outstanding <sup>1</sup> as on 31 <sup>st</sup> Mar'21 Sectors	Advances	Investments	Non-fund based	Total	
					Value	(in % terms)
1.	Financial Companies <sup>2</sup>	54,677	20,490	18,116	93,283	11.92%
2.	Engineering & Electronics	12,166	1,980	27,775	41,920	5.36%
3.	Petroleum & Petroleum Products	14,757	4,265	18,156	37,178	4.75%
4.	Infrastructure Construction <sup>3</sup>	18,104	2,187	10,286	30,577	3.91%
5.	Power Generation & Distribution	22,076	2,098	3,200	27,374	3.50%
6.	Trade	18,208	-	2,596	20,804	2.66%
7.	Telecommunication Services	12,530	1,104	6,078	19,711	2.52%
8.	Iron & Steel	12,520	1,001	4,869	18,390	2.35%
9.	Real Estate <sup>4</sup>	16,739	163	750	17,652	2.26%
10.	Food Processing	13,695	359	2,751	16,805	2.15%

<sup>1</sup> Figures stated represent only standard outstanding (advances, investments and non fund based) across all segments

<sup>2</sup> Includes Banks (25%), Non Banking Financial Companies (36%), Housing Finance Companies (20%), MFIs (5%) and others (14%)

<sup>3</sup> Financing of projects (roads, ports, airports, etc.)

<sup>4</sup> Lease Rental Discounting (LRD) outstanding stood at ₹10,187 crores

**Business Performance**

**Commercial Banking**

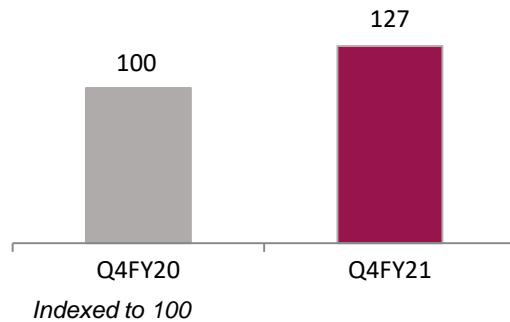


# Commercial Banking business benefitting from technology led transformation

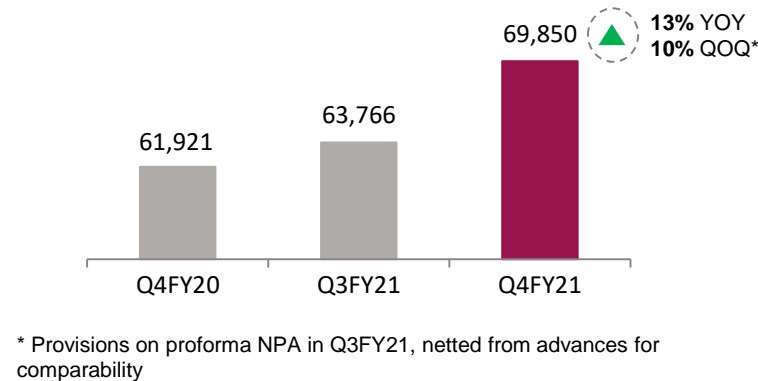


- Created integrated Commercial Banking Group (CBG) in FY20 to have greater focus on needs of the SME customers, one of the most profitable segments of the Bank with high PSL coverage
- Integrated strategy focuses on Tech-driven transformation (project *Sankalp*) delivering - data driven credit decisions, minimal documentation, simplified products, digitized operations and unlocking value using data for effective customer interactions

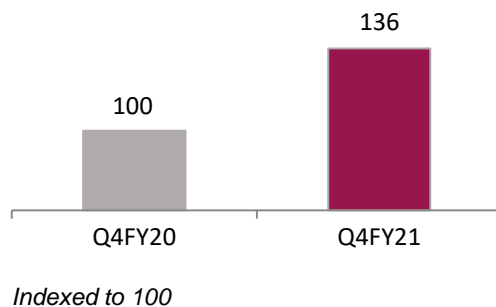
## CBG Current Account Balances (QAB)



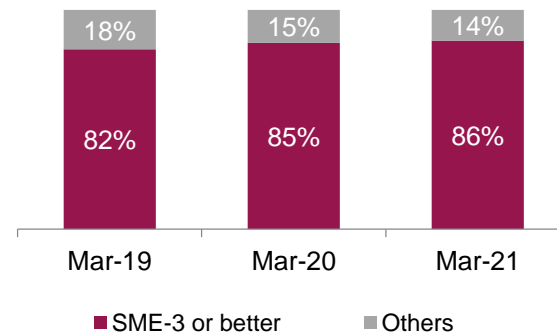
## CBG Advances



## Number of new CA accounts opened



## 86% of book is rated SME3 or better



## Project Sankalp - Delivering Customer First & One Axis

- Customer 360 view coupled with customer tiers and effective meeting rhythm based on analytics to fulfil needs vs. selling products
- Enhanced synergy with Branch Banking equipped with automated dashboards for better lead management

60%+

Reduction in docs required

30 mins

for pre-screening vs 1 day

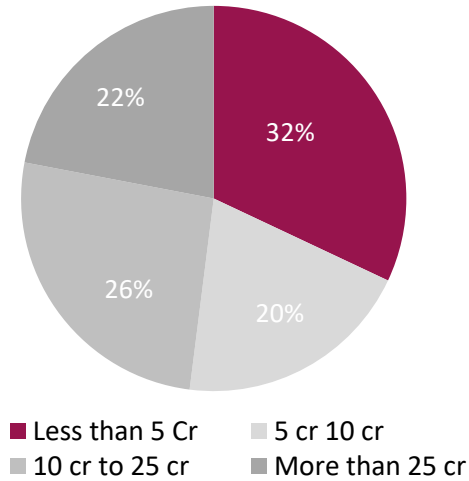
3x

Increase in number of client interactions by RMs

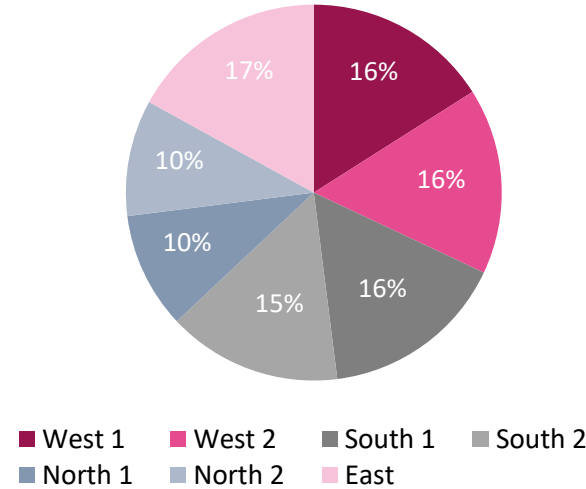
# SME lending book is well diversified, 89% of SME book is secured and predominantly working capital financing



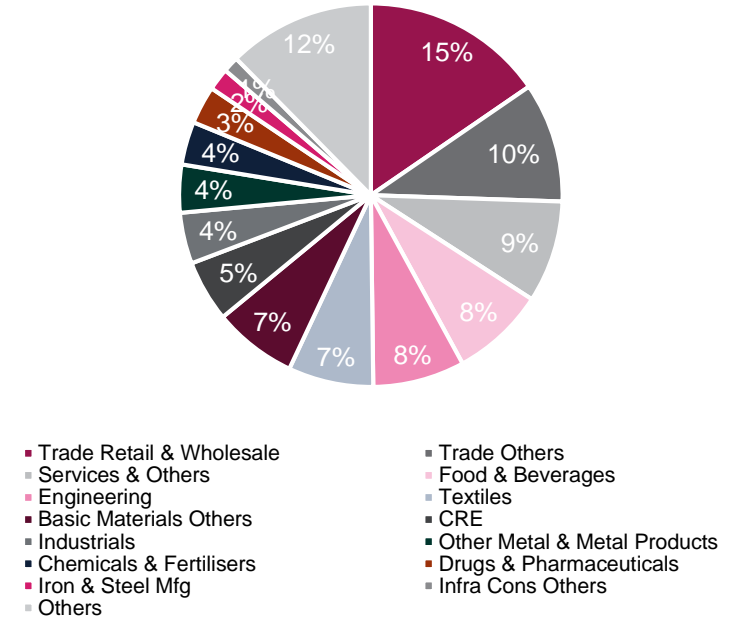
Book by Loan size



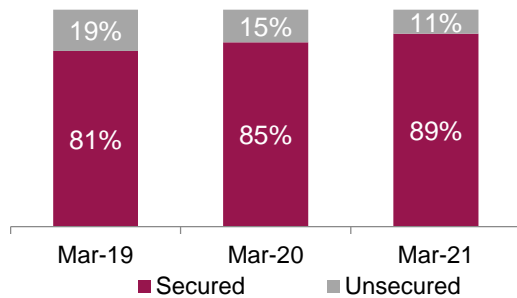
Well diversified Geographical mix



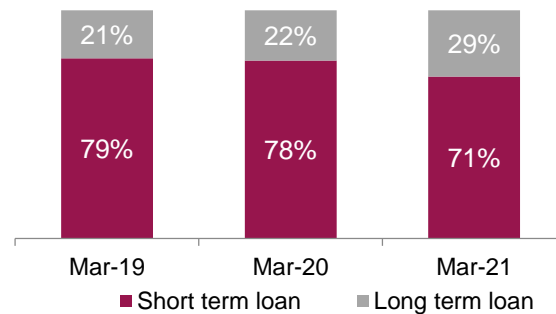
Well diversified Sectoral mix



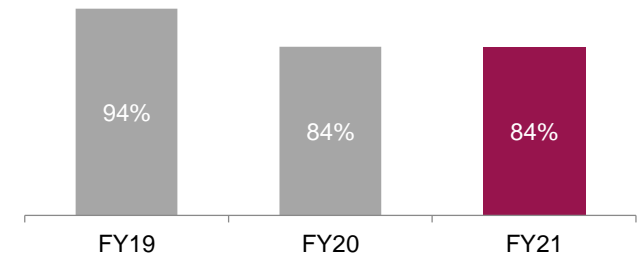
SME book mix (by type)






SME book mix (by tenure)

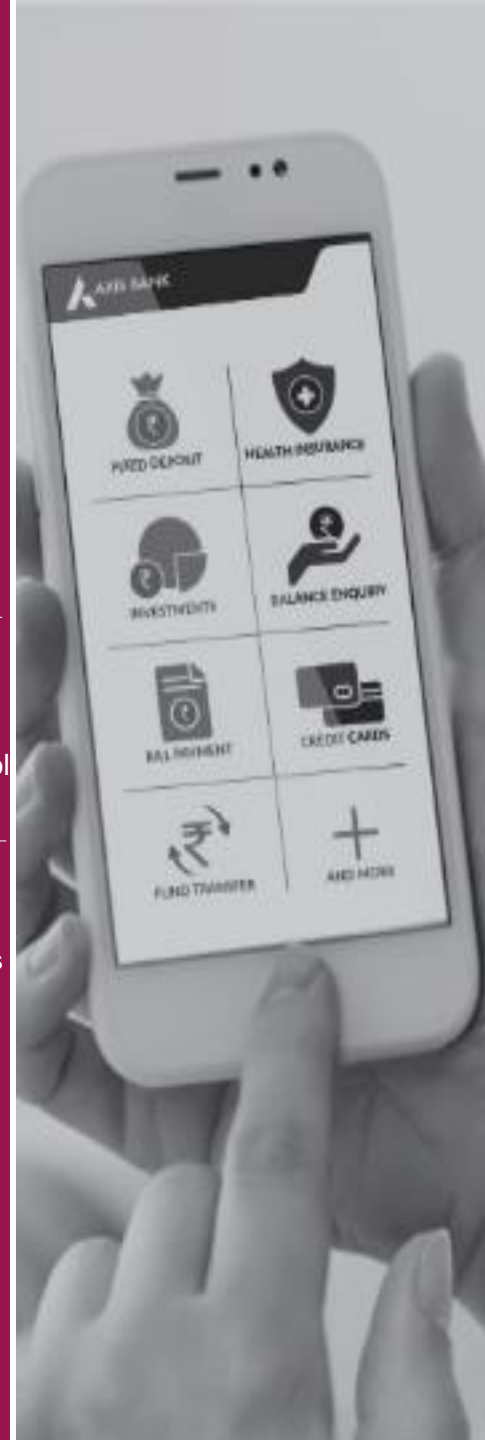


Incremental sanctions to SME rated SME3 & above



# Digital Banking – Axis Bank’s “silent revolution”

 <p><b>D2C products</b></p>	<p><b>74%</b> 🏆 Digitally active customers(Q4FY21)</p>	<p><b>74%</b> 🏆 Credit cards issued (Q4FY21)</p>	<p><b>71%</b> 🏆 New SA acquisition*</p>	<p><b>71%</b> 🏆 Fixed deposits opened**</p>	<p><b>57%</b> 🏆 PL disbursed**</p>	<p><b>57%</b> 🏆 New MF SIP sales (Q4FY21)</p>	<p><b>4.6</b> 🏆 Mobile App ratings</p>
 <p><b>Transformation</b></p>	<p><b>250</b> 🏆 Services on digital channels</p>	<p><b>17%</b> 🏆 Market share in UPI (FY21)</p>	<p><b>16%</b> 🏆 Market share in mobile (FY21^)</p>	<p><b>88%</b> Digital transactions^^</p>	<p><b>61,000</b> 🏆 Staff on BYOD~</p>	<p><b>~800</b> RPA bots in action</p>	<p><b>300+</b> Employee tool Journeys</p>
 <p><b>Capabilities</b></p>	<p><b>~800</b> People dedicated to digital agenda</p>	<p><b>110</b> 🏆 In-house development team</p>	<p><b>75%</b> 🏆 New hires from non-banking backgrounds</p>	<p><b>PB</b> Scale big data Hadoop clusters</p>	<p><b>120%</b> Lift of bank credit model GINI scores over bureau</p>	<p><b>150+</b> 🏆 AI use cases deployed at scale</p>	<p><b>Agile</b> Enabled teams with CI/CD, micro-services architecture</p>



 **Top 3**

\*Digital tablet based account opening process for FY21 ^RBI data for 11 of FY21

^^Based on all financial transactions by individual customers in Q4FY21 \*\* digitally in FY21



D2C products



Transformation



Capabilities



# OPEN approach across the Bank for our bouquet of digital products



O

**0-based redesign;** customer centric, design led and 0-operations

P

**Proprietary in-house capabilities**

E

**Ecosystems capable;** built for all Axis and partner channels

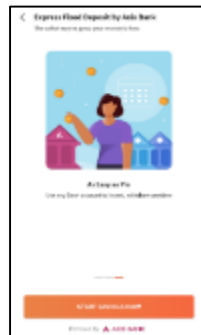
N

**Numbers, Numbers, Numbers:** Impact led and metrics driven

## Deposits



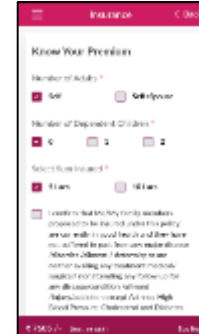
Saving Accounts Current Accounts



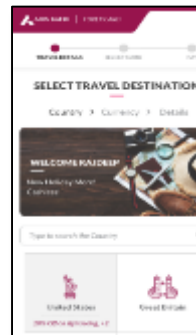
Fixed Deposit

PPF

## Investments & Insurance



Mutual Funds General Insurance



Forex card

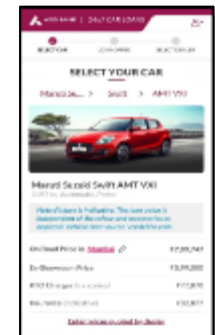
Life Insurance

## Loans & Cards



Personal loan

Credit cards



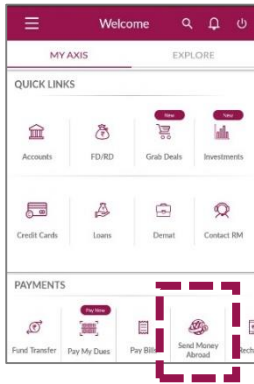
GST based business loans

Auto loans

# Building a Strong Digital Suite for Retail Forex Business

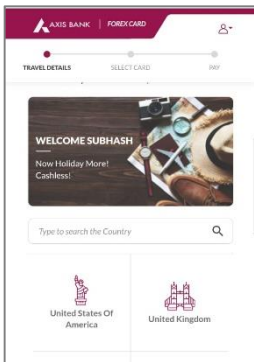
## Servicing the Forex needs of our retail customers, through ‘frictionless-digitized’ transactions

### 1 Launched Outward Remittance on Mobile App



- A simple 2 step intuitive customer journey
- 24/7 enablement for anytime anywhere payment processing
- An omni-channel experience with syncing of beneficiaries and transaction history seamlessly between Internet Banking & Mobile Banking
- Preferential pricing for customers on Digital

### 2 Launched Forex Card Digital Issuance Platform



- Omni-channel platform available across Web, Mobile & Branch
- Simple 3 step process to avail Forex Card
- Pre-filled information and minimized data ask, making it a quick and easy process
- Preferential pricing for customers on Digital



# We are investing heavily in building capabilities



## 1 Building the right talent

- Over 800 people dedicated to digital agenda
- 75% new hires from non-banking background
- Over 110 member full service inhouse team:
  - Design
  - Product managers
  - Developers: Front-end, back-end, full stack
  - Dev-ops
  - QA
  - Scrum masters
  - Digital marketers

## 2 Enabling the team through technology

- Fully cloud ready: new customer facing applications as cloud native
- CI-CD pipeline in place; using new age tools such as Jira, Confluence, Bitbucket, Jfrog etc
- Deployment in Kubernetes clusters for scale
- Modular micro-services based architecture

## 3 Establishing agile processes

- Agile operating model established
- Cross-functional teams as end-end owners
- Operating rhythms across daily huddles, development in sprints, in-sprint automated user testing setup
- Dev-ops infrastructure set up. Info-sec checks integrated into development lifecycle

## 4 Setting the right data infrastructure

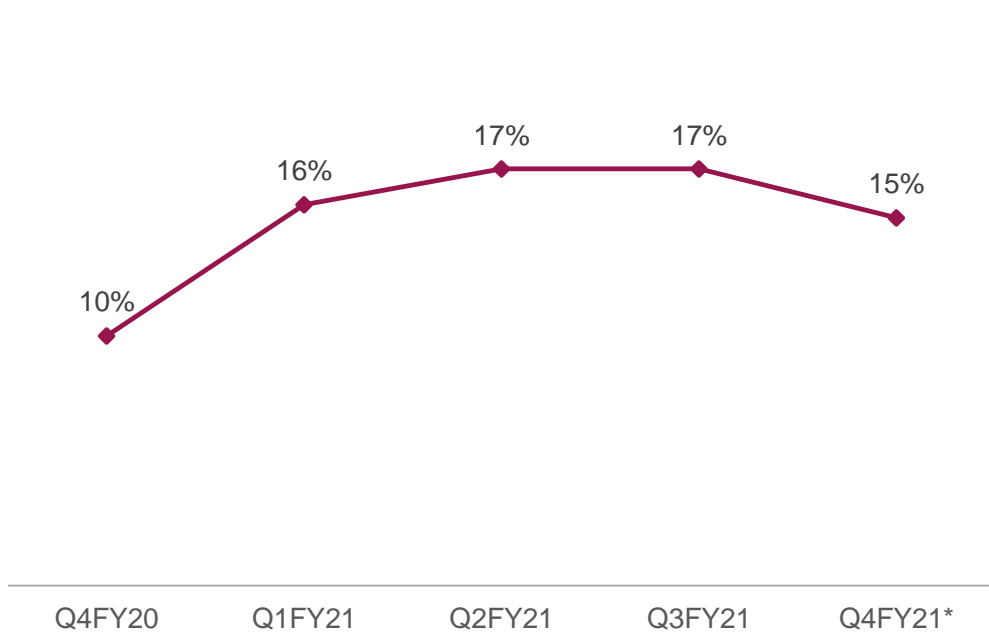
- Big data clusters developed on Hadoop with PetaByte scale data
- 150+ use cases deployed across credit, fraud, marketing analytics on cloud decisioning platform
- Multiple machine learning based credit models developed; 2000 attributes considered; up to 120% lift on GINI over generic bureau models

# We continue to have strong market share in Mobile Banking

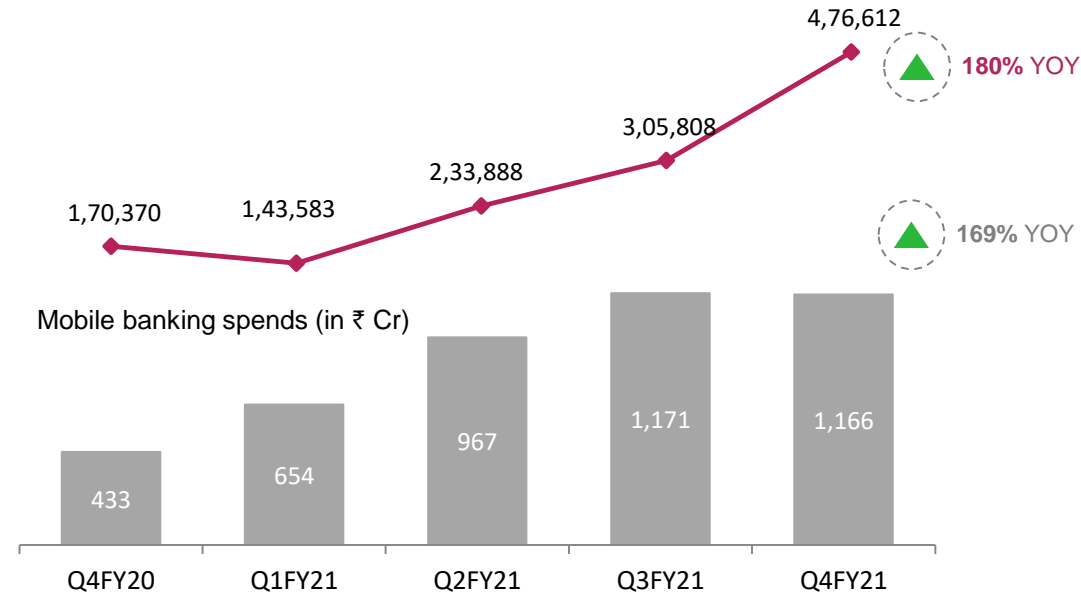


Axis Mobile is amongst the highest ranked Banking app on Apple Store & Google Play Store with rating of 4.6 and offers 250+ DIY services

### Mobile Transactions Market Share by Volumes



### Axis Bank Mobile Banking Spends (in Cr) and Volumes (in Mn)



**51%** of Mobile Banking customers bank only on Mobile App with Mobile Banking logins at **15x** of Internet banking logins



Axis Aha! answered **4.3 million** messages in Q4FY21

# Axis Bank – Pioneer in the UPI Ecosystem



 Powering **all major UPI TPAPs** – Google Pay, PhonePe, Amazon, Whatsapp

 Processing nearly **400 million monthly** transactions as Payer PSP

 Acquiring more than **5 million daily** transactions for our merchants

 More than **8.5 lakh merchants** transacting per day on our stack

 Among the lowest Technical Declines among peer banks

 Easy to plug SDK, Intent, Collect & Pay API's offered to partners

 Pioneer in launching new initiatives like AutoPay & ODR

 **Robust** bandwidth & connectivity with NPCI

 **Dedicated 24 x 7** tech support team

## A world of features offered on Axis UPI

**Money Transfers** to Friends & Family



**Shopping & Merchant Payments** Online



**Instant Cashbacks & Refunds** Online



**Recurring/AutoPay** Payments



**QR Based** Payments



**IPO Investments/PAN Validation** (via UPI)

# UPI has scaled up tremendously to become a key channel for customer transactions



We have developed best-in-class UPI stack that enables us to offer cutting edge customized solutions across SDK, Intent, Collect and Pay offerings apart from new use cases like UPI AutoPay



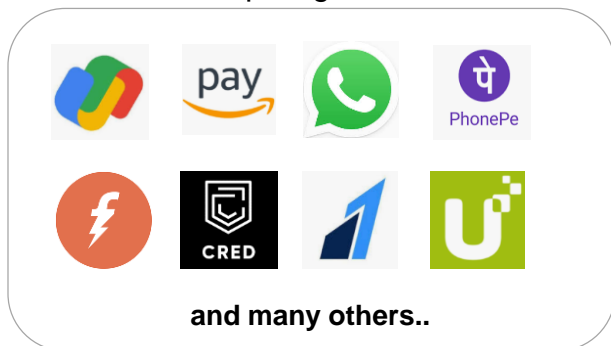
Dedicated IT cloud infrastructure to exclusively handle high volume UPI transactions has resulted in Axis Bank achieving the lowest decline rates as a remitter when compared to peer banks

## Strong customer base and partnerships

**186 mn**

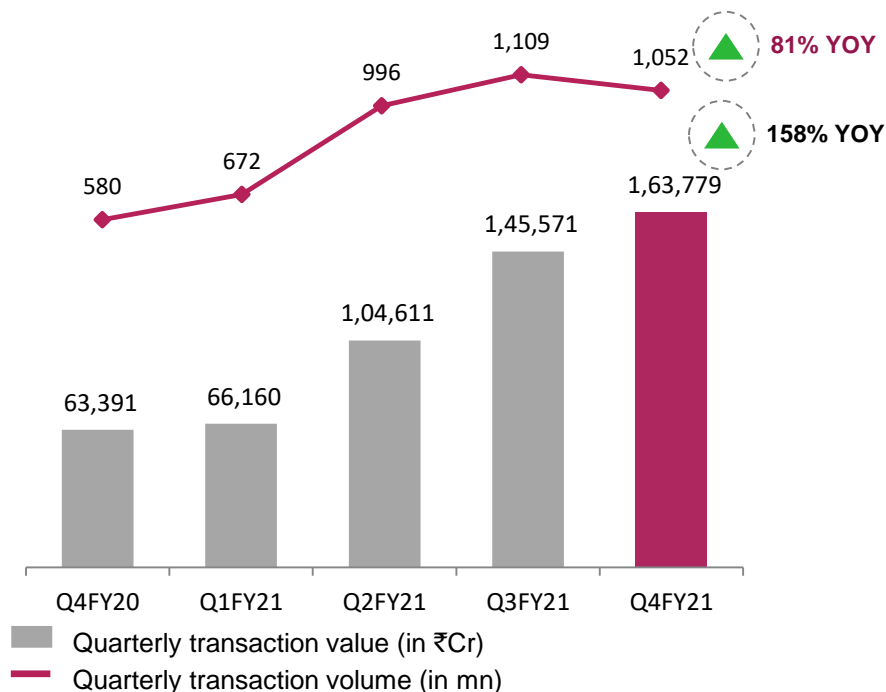
Cumulative VPA base\*\*

Marque partnerships across the PSP and acquiring side

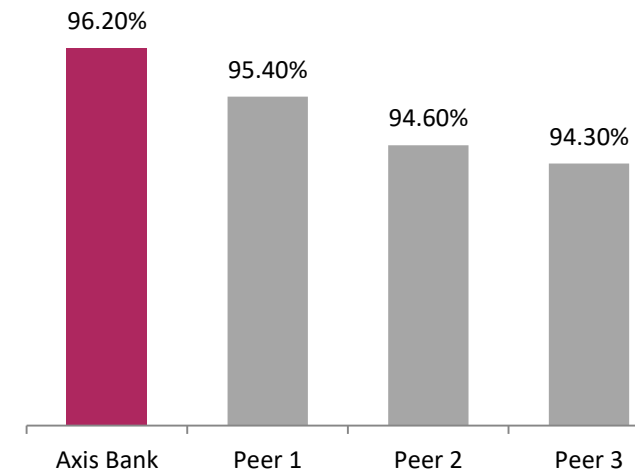


and many others..

## UPI transaction value and volumes (as Payer PSP)



## Transaction Approval rate\* (as Remitter Bank)



\* Based on NPCI data for FY21

\*\* A user registering VPA once in Axis Pay and once in Google Pay is counted as 2

The Bank maintained its strong positioning in the UPI space with a market share\* of 17% in FY21 as Payer PSP led by its robust IT capabilities and strong partnerships

Executive Summary

Financial Highlights

Capital and Liquidity Position

Business Segment performance

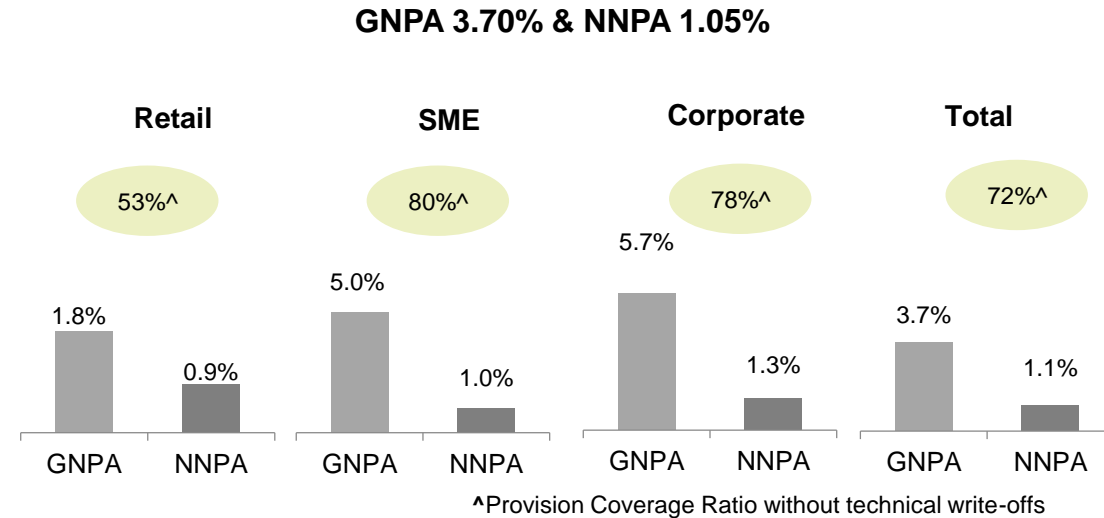
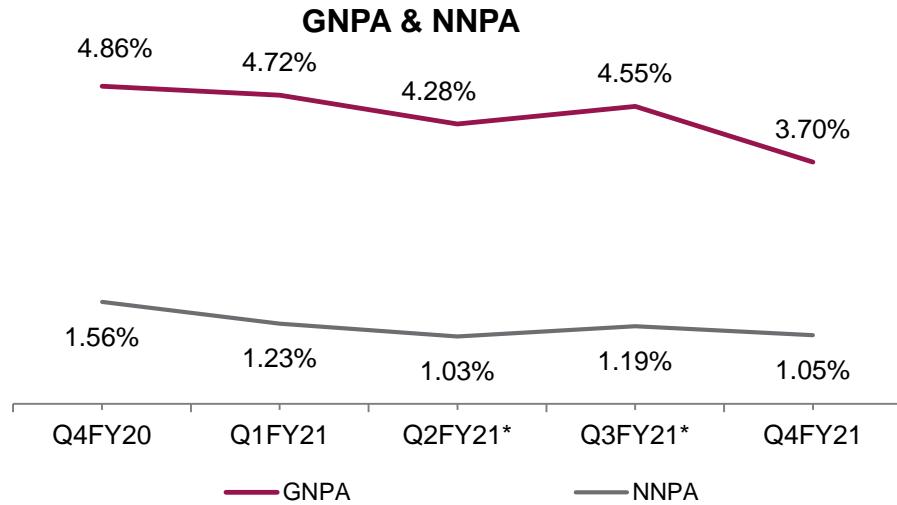
**Asset Quality**

Future of Work and Sustainability

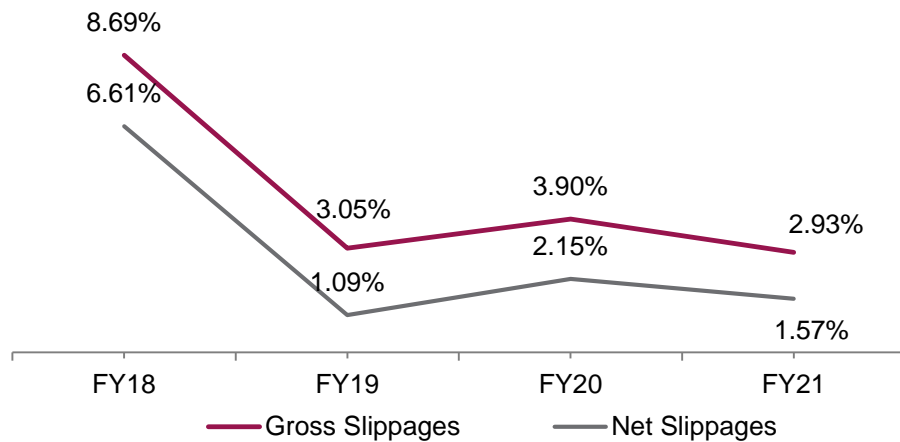
Subsidiaries' Performance

Other important information

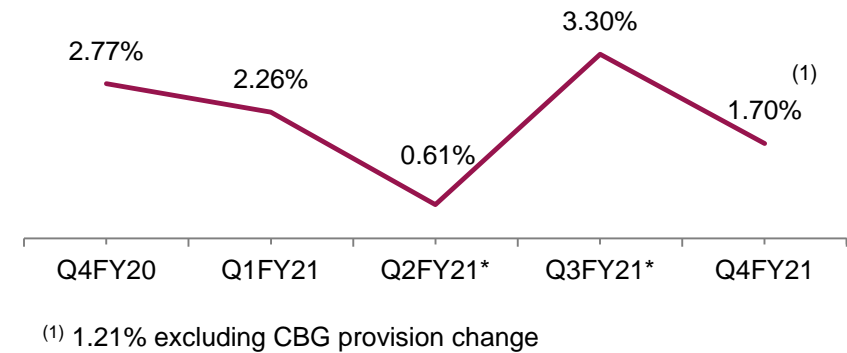
# Asset Quality metrics have remained stable



## Slippages (Annualised)



## Credit Cost (Annualised)

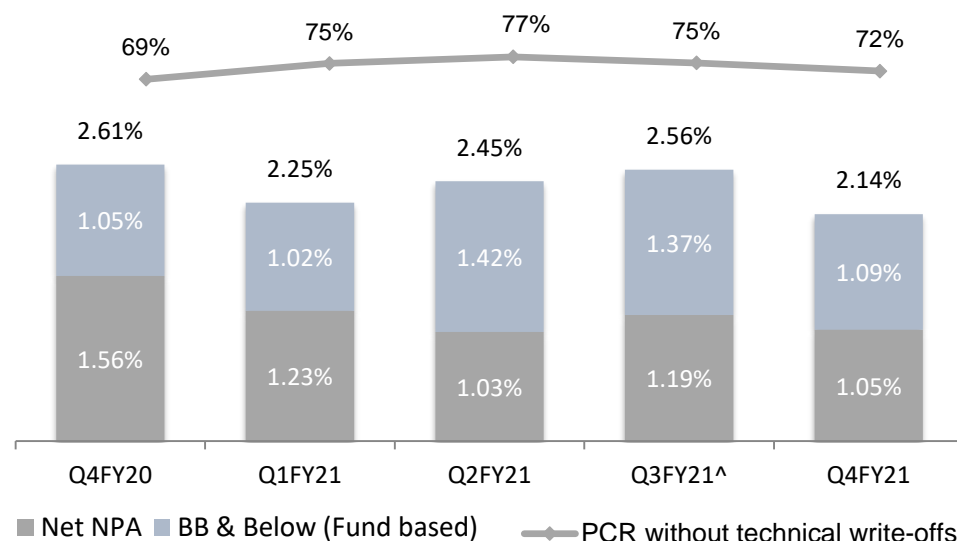


\* as per IRAC norms

# BB & Below Corporate Book, Restructuring and NPAs

## Bank's Net NPA\* and Fund based BB and Below\* portfolio

PCR (excluding technical write offs) has improved from 69% to 72% YoY; net NPA improved 51 bps YoY



## Decline in BB & below pool across all three categories i.e. fund based, non fund based and investments

BB & Below Outstanding	Q3FY21	Q4FY21
Fund based	8,722	7,443
Non fund based	4,796	4,574
Investments	620	666

The outstanding amount in 'BB and Below' portfolio incorporates cumulative impact of rating Upgrades / Downgrades and Slippages from the pool

\*As % of customer assets, as applicable    ^ as per IRAC norms

## Key comments on BB and Below book

- Not upgraded Rs. 419 crs (fund based) of accounts downgraded in Q2 based on probable restructuring, but not restructured
- 100% of restructured corporate book classified as BB & below
- Net NPA + BB & below (fund based), net of provisions held is 2.07% of net customer assets
- Top 4 sectors comprising Power Generation & Distribution, Infra Construction, Hotels & Trade account for 70% of fund based BB and Below book

## Judicious approach to restructuring under Covid-19 framework

Restructured Book	Estimated in Q2FY21	Invoked at end of Q4FY21 <sup>§</sup>	Implemented at end of Q4FY21 <sup>§</sup>
% of GCA	1.7%	0.3%	0.1%
Rs Cr	11,000	1,848	623

- 74% of 0.3% invoked restructured book as a % of GCA overlaps with BB and below, Linked but not restructured non fund based facilities Rs 923 crs
- Restructuring as a % to respective loan books - Corporate 0.6%, Retail 0.1%, SME 0.02%
- Provision coverage on overall restructured book 26%, 100% provision made on unsecured retail restructured book, though classified as standard

<sup>§</sup> accounts that are standard as at 31.3.2021

# Detailed walk of NPAs over recent quarters

		Q4FY20	Q1FY21	Q2FY21 <sup>^</sup>	Q3FY21 <sup>^</sup>	Q4FY21
<b>Gross NPAs - Opening balance</b>	<b>A</b>	30,073	30,234	29,560	27,472	29,046
Fresh slippages	B	3,920	2,218	1,751	7,993	5,285
Upgradations & Recoveries	C	2,489	608	2,026	2,162	3,462
Write offs	D	1,270	2,284	1,812	4,257	5,553
<b>Gross NPAs - closing balance</b>	<b>E = A+B-C-D</b>	<b>30,234</b>	<b>29,560</b>	<b>27,472</b>	<b>29,046</b>	<b>25,315</b>
Provisions incl. interest capitalisation	F	20,874	22,112	21,108	21,695	18,321
<b>Net NPA</b>	<b>G = E-F</b>	<b>9,360</b>	<b>7,448</b>	<b>6,364</b>	<b>7,351</b>	<b>6,994</b>
<b>Provision Coverage Ratio (PCR)</b>		<b>69%</b>	<b>75%</b>	<b>77%</b>	<b>75%</b>	<b>72%</b>
Accumulated Prudential write offs	H	23,844	25,707	25,850	28,599	31,856
<b>PCR (with technical write-off)</b>	<b>(F+H)/(E+H)</b>	<b>83%</b>	<b>87%</b>	<b>88%</b>	<b>87%</b>	<b>88%</b>

## Provisions & Contingencies charged to Profit & Loss Account

	Q4FY20	Q1FY21	Q2FY21 <sup>^</sup>	Q3FY21 <sup>^</sup>	Q4FY21
Loan Loss Provisions	4,204	3,512	973	4,952	2,754 <sup>(1)</sup>
Other Provisions	3,526	904	3,608	(348)	541
<i>For Standard assets*</i>	1,338 <sup>\$</sup>	737 <sup>\$</sup>	1,453 <sup>\$</sup>	490	(6)
<i>For Investment depreciation</i>	72	134	29	399	767
<i>Others</i>	2,116 <sup>#</sup>	33	2,126 <sup>**</sup>	(1,237) <sup>**</sup>	(220) <sup>**</sup>
<b>Total Provisions &amp; Contingencies (other than tax)</b>	<b>7,730</b>	<b>4,416</b>	<b>4,581</b>	<b>4,604</b>	<b>3,295</b>

\* including provision for unhedged foreign currency exposures

# includes additional provision for Covid-19

<sup>^</sup> as per IRAC norms

\$ includes 10% provision on loans under moratorium

\*\* includes provision for restructuring pool

(1) Including Rs. 803 crores for CBG provisioning policy change and Rs. 425 crores on reclassification due to write-off of investments



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Asset Quality

**Future of Work and Sustainability**

Subsidiaries' Performance

Other important information

# The Future of Work initiative has evolved into multiple flexible work formats



## *GIG-A-Opportunities*

Hiring program in alternate formats: skilled freelancers and virtual full time employment

### Access to new Talent Pools

- **83** candidates hired in the pilot against a target of 50
- **40%** Women, **73%** Outside Mumbai, **44%** Non-Metro
- Quicker on-boarding, Day 1 productive talent contributing to significant projects across the Bank



## *GIG-A-Anywhere*

Program for existing employees to move to a 100% virtual formats

### Transforming Operating Models

- **~1200** employees across 18 central departments moved to a **100%** virtual format in the first phase
- Talent value segmentation used to identify roles where virtual working would continue to be productive
- Employees now have ability to move across formats through internal career mobility



## *Hybrid Model*

Established for all roles that are not customer-facing / regulatory mandated to work from premises

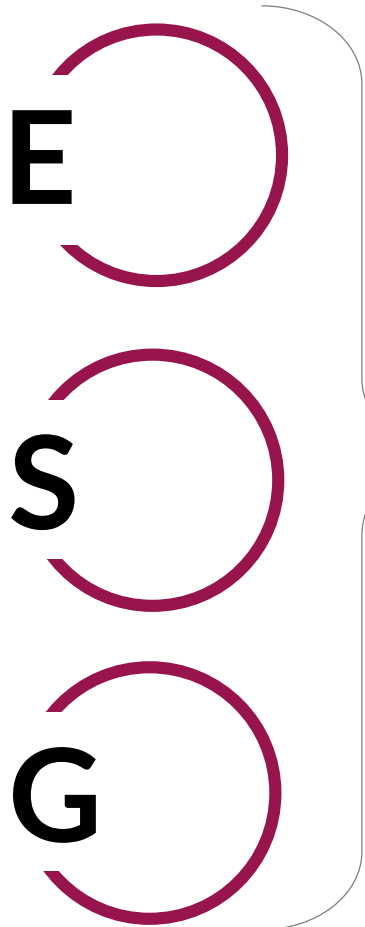
### Flexibility and Agility

- Allowed for a rapid scale up / scale down of in-office presence in Q4 in response to changing environment
- Coverage of **~15,000** employees across the Bank

# Axis Bank's Sustainability imperative



“Striving to create positive, financial as well as non-financial impact among our diverse stakeholder spectrum across rural and urban India”



- ESG strategy and pathway now part of Board level discussion
- ESG Steering Committee formed at the Management level, comprising key Department Heads to drive the ESG agenda
- Greening of business operations and physical infrastructure
- Launched Diversity, Equity and Inclusion framework
- Integrating ESG into risk frameworks and practices
- Improved performance across key external ESG assessment platforms in FY 2021

 FTSE4Good	<ul style="list-style-type: none"><li>• Constituent of FTSE4Good Index series for the fourth consecutive year in 2020</li></ul>
 MSCI	<ul style="list-style-type: none"><li>• Among top 10 constituents in MSCI India ESG Leaders Index*.</li><li>• MSCI ESG Rating upgraded from BBB to A in 2020</li></ul>
 CDP DISCLOSURE INSIGHT ACTION	<ul style="list-style-type: none"><li>• Axis Bank's CDP score improved two spots from C to B in 2020</li></ul>
 NSE	<ul style="list-style-type: none"><li>• Among top 10 constituents of Nifty 100 ESG Sector Leaders Index*</li></ul>
	<ul style="list-style-type: none"><li>• Winner of the CII ITC Sustainability Award for CSR in 2015, 2016, 2018</li></ul>

\*as on 31 Mar 2021

# Positive outcomes across stakeholders and sectors

## Green Banking



- **1<sup>st</sup>** certified Green Bond by an Asian Bank, launched in 2016 for US\$ 500 mn
- Close to **5 mn** sheets of paper saved under Project Saksham for Branch Banking in FY21
- Integrating environmental and social risk assessment into lending decisions through Sustainable Lending Policy & Procedures (SLPP)

## Banking for Emerging India



- **1.5 mn** women borrowers 24 states & UTs under Axis Microfinance as on Mar'21
- Over **0.8 mn** accounts under India's MUDRA Scheme as on Mar'21
- **0.3 mn** dairy farmers associated with Bank's integrated digital dairy platform as of Mar'21

## Digital Leadership



- **88%** of all financial transactions in FY21 were digital
- **186 million** VPAs registered with the Bank on UPI as of Mar'21
- **57%** of personal loans sourced digitally in FY21

## Operational Excellence



- **7.05 MW** of solar installations across 248 locations, over 1 MW in green power purchase agreements, as of Mar'21
- **~1,500** branches with Centralized Energy Management System, delivering annualized electricity savings of over 6.5 million units .
- **~1,100** branches covered under EESL LED program with nearly ~55,000 light fittings

## CSR Impact



- **0.92 mn** households supported till Mar-'21 under Axis Bank Foundation's (ABF), Mission to reach 2 million by 2025
- Active COVID-19 CSR support to frontline responders and communities pan-India
- **0.7 mn** rural women participants in financial literacy and health awareness programs in 14 states, as on Mar'21

## Human Capital



- **78,000+** full time employees as of Mar'21, with nearly one fourth of them being women
- **31.4** years - Average age of the workforce

Executive Summary

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**Subsidiaries' Performance**

Other important information

# Axis Capital : Go to Banker for India Inc



## FY21 Ranking\* (includes IPO, FPO, QIP, REIT, OFS & Rights)

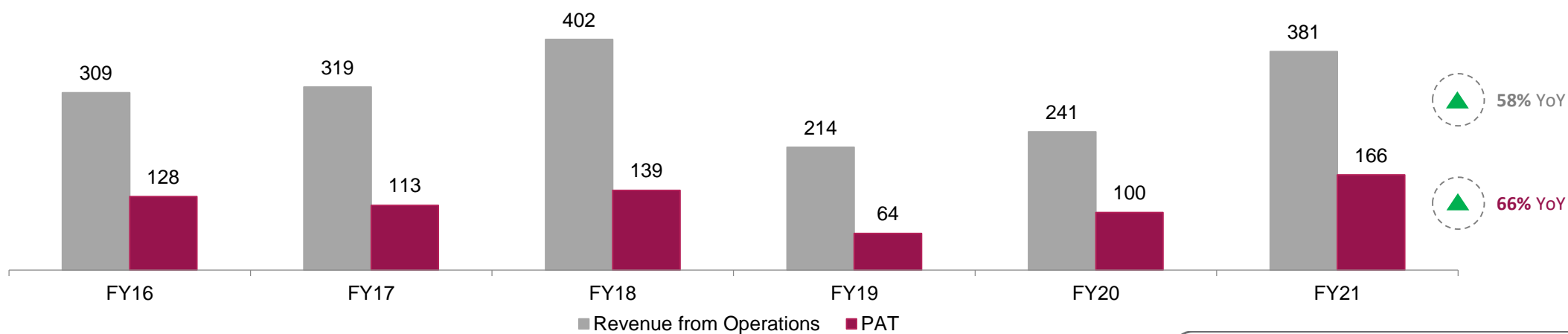
Rank	Banker	No of Deals*
1	Axis Capital	41
2	Peer 2	39
3	Peer 2	28
4	Peer 3	24
5	Peer 4	21

## Major Highlights

- Axis Capital completed **60** IB transactions in FY21 that include 14 IPOs, 15 QIPs, 8 Rights issue, 5 OFS, 6 Buybacks, among others
- Re-emphasized its ECM leadership as it participated as lead banker in 18 of 24 largest ECM deals in India that collectively over US\$ 20 Bn
- Established its leadership in REITs as it led **4<sup>th</sup>** consecutive REITs transaction in India
- Axis Capital's Institutional Equity business trading volumes in cash segment grew **20%** and that for F&O grew **5x** in Q4FY21
- FY21 PAT grew **66% YOY**, RoE improved from 16.4% to **36.3%** in last 2 years

## Trend in Income & PAT

All figures in ₹ Crores



\*Source: Primedatabase; Updated till 31<sup>st</sup> March, 2021;  
Includes all Equity IPOs, REIT, FPO, QIPs, OFS, Rights Transactions;

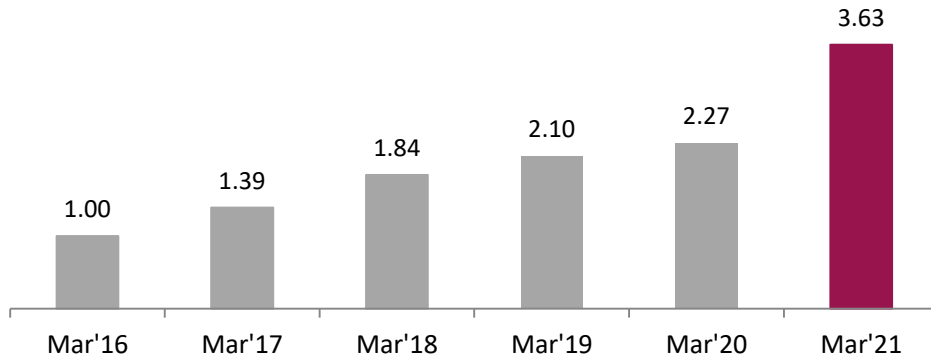
# Axis Securities : Strong performance in FY21 with 10x growth in PAT



## Total customer base (in mn)

With acquisition of Karvy's trading accounts, the cumulative customer base at the end of FY21 stood at 3.6 mn+, making Axis Securities as the 3<sup>rd</sup> largest brokerage in terms of customer base

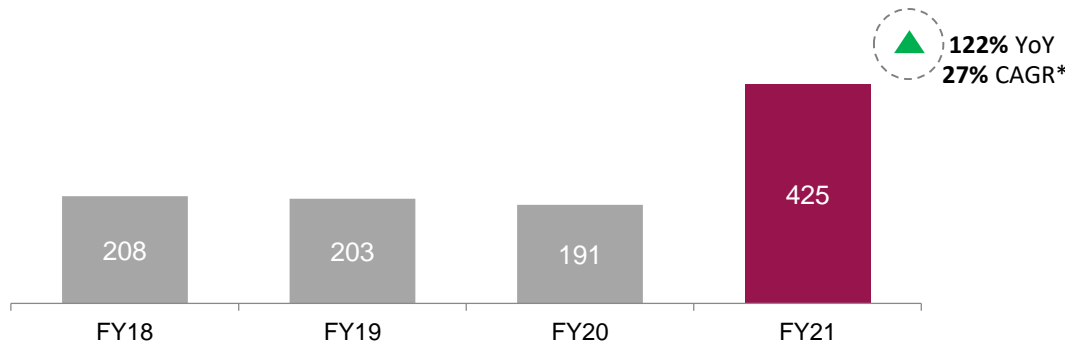
▲ 60% YOY  
29% CAGR\*



## Major Highlights

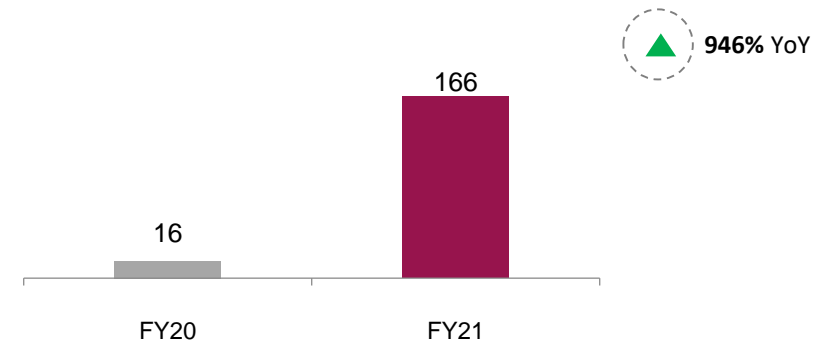
- A full service broker focusing on building an advisory model, with customer acquisitions for the FY21 period up **98%** YOY to 351,417 customers organically
- During the Q4FY21, Axis Securities acquired trading accounts of Karvy Stock Broking under competitive bidding.
- Has one of the highest mobile adoption rates in the industry with over 73% volumes coming from Mobile in FY21
- **36%** of clients traded through Axis Direct Mobile App in FY21
- Broking revenues in Q4 of **₹132 crores** clocked new highs for the quarter
- FY21 PAT was up **10** times YOY; RoE has improved from 15.5% to **41%** in last 2 years

## Broking Revenue



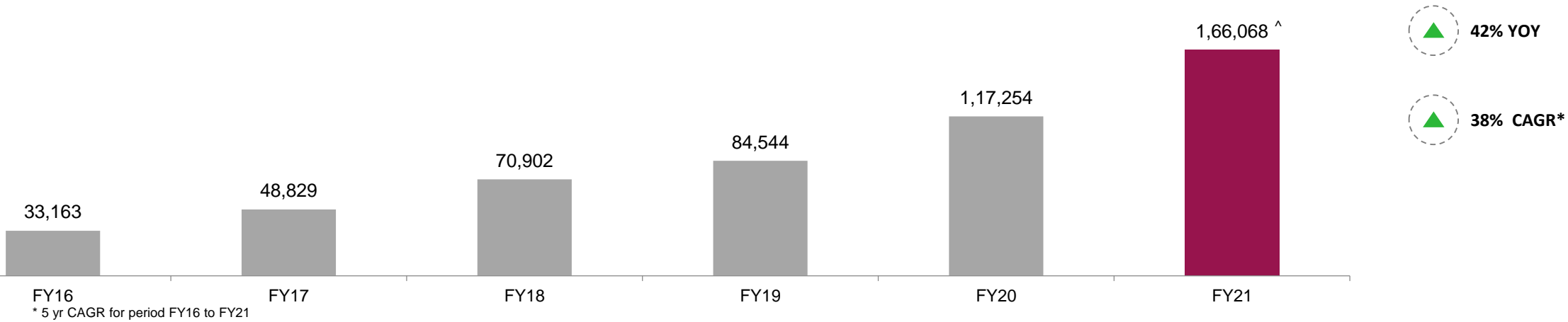
## Profit After Tax

All figures in ₹ Crores

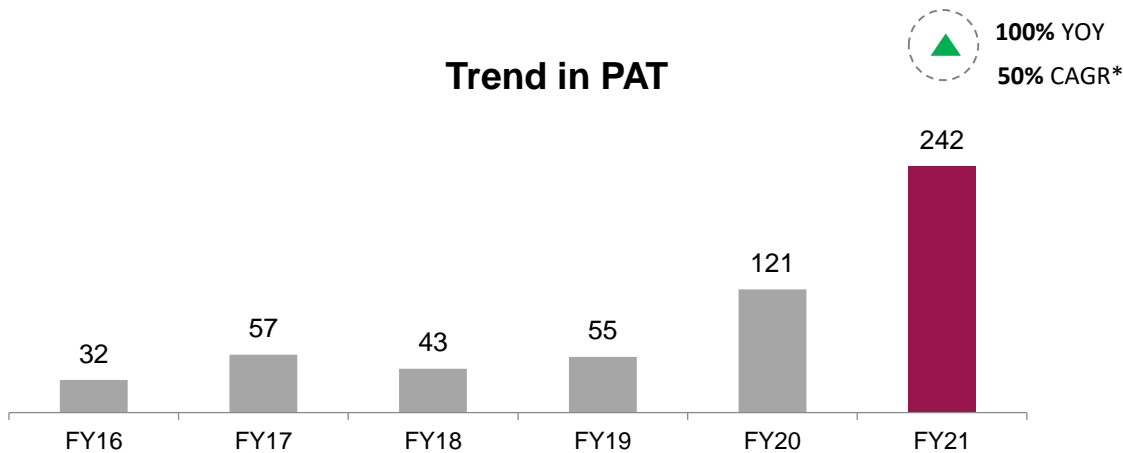


\* CAGR for period FY18 to FY21

Average AUM has shown strong growth



Trend in PAT



Major Highlights

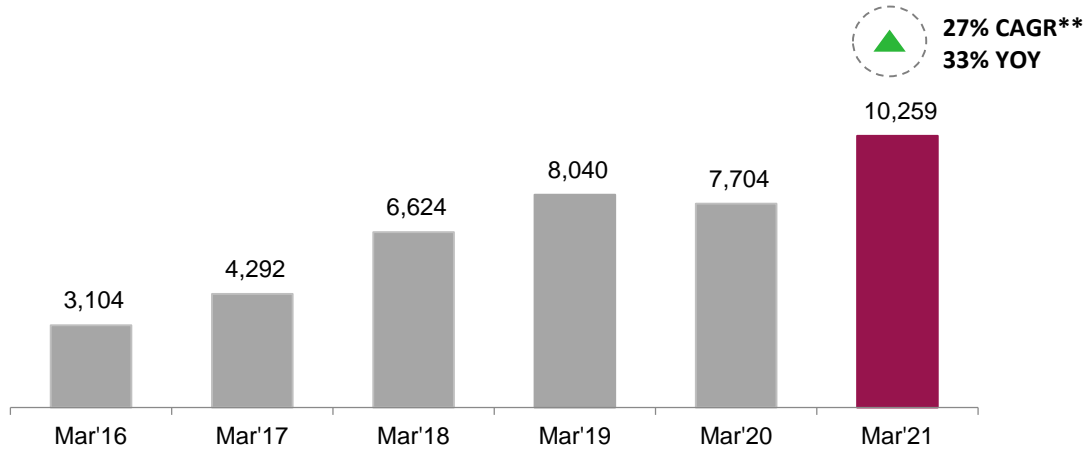
- Axis AMC remains one of the fastest growing AMC in the country with equity AUM growth of 85% in the last 12 months
- The growth was driven by fund performance and Axis AMC improved its market share to 6.1%, up from 5.1% at the end of Mar'20
- Client folios up by **34% YOY to 8 mn**;
- Equity & Hybrid funds constitutes **55%** of overall AUM

<sup>^</sup>Disclosure: Scheme AUM/AAUM (Amt in cr) Rs.191919.66 / Rs. 166068.96 Asset Classwise AUM / AAUM: Liquid/Money Market: 29244.91/33940.41, Gilt: 162.39/ 150.18 Income/Debt: 50769.68 / 44136.12 Equity including ELSS: 100105.80 /77901.00 Hybrid: 7784.74/7245.28 Solution: 1502.62/1320.17 Index: 399.91/352.07 ETF: 522.34/347.42 FOF: 1427.27/676.31 . AUM by geography (%) [Cities]: Top 5: 60.15% Next 10: 18.78% Next 20: 8.13% Next 75: 8.11% Others: 4.82% AUM by geography for Equities including ELSS (%) [Cities]: Top 5: 51.35% Next 10: 19.03% Next 20: 10.72% Next 75: 11.66% Others: 7.24%



# Axis Finance : Poised for growth, investing for growing the retail book

## Growth in loan book

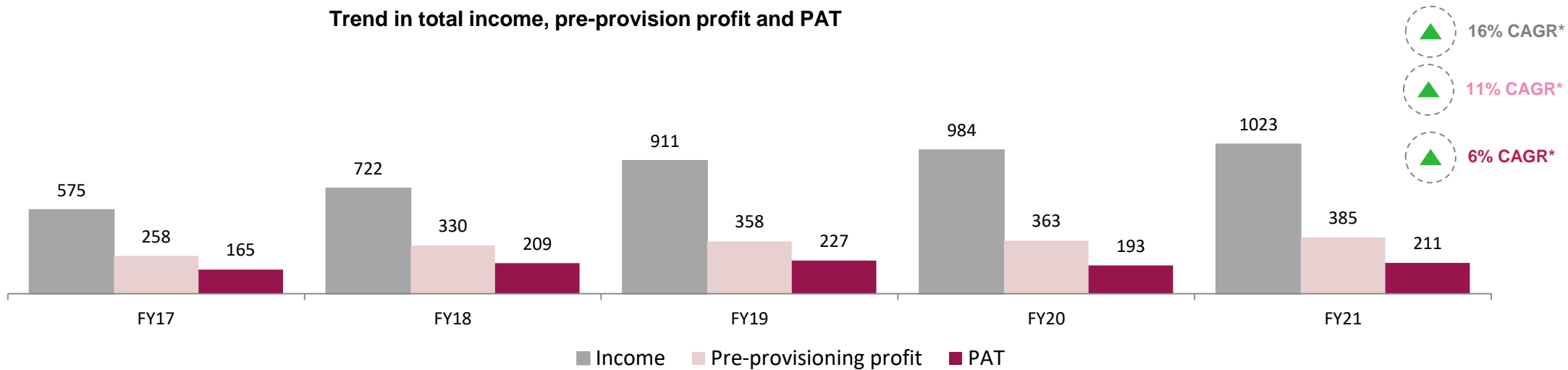


\*\* CAGR for period Mar'16 to Mar'21

## Major Highlights

- Capital adequacy ratio comfortable at **20.4%**
- Net NPA% at **2%**. No accounts were restructured
- Our investments in retail business has started to yield results, Retail disbursements now account for **25%+** of incremental disbursements
- In the Wholesale business, loan mix has undergone a major shift in the last 2 year with cash flow backed and higher rated companies contributing **85%+** of incremental disbursements
- Cost to Income at **28%** for FY21 – one of the lowest in the industry
- Overall ROE for FY21 stood at **14.6%** with wholesale ROE at ~19%

## Trend in total income, pre-provision profit and PAT



Started investment in retail franchise FY 19 onwards

\* 4 yr CAGR (FY17 to FY21)

## A.TReDS: *The Invoicemart product continues to be a market leader*



- A.TREDS is one of the three entities allowed by RBI to set up the Trade Receivables Discounting System (TReDS), an electronic platform for facilitating cash flows for MSMEs
- The TReDS platform connects MSME sellers and their corporate buyers to multiple financiers. It enables discounting of invoices of the MSME sellers raised on large buyers, through a transparent bidding mechanism that ensures financing of receivables at competitive market rates.
- Our digital invoice discounting platform '**Invoicemart**' became the 1<sup>st</sup> TReDS platform to reach **₹10,000 crore** worth of MSME Invoice discounting and has a market share of **36%**.
- Invoicemart has helped in price discovery for MSMEs across 486 cities and towns in India who are now able to get their bills discounted from **42** financiers (banks and NBFC factors)

### Progress so far (Jul'17 to Mar'21)



**Throughput**  
**₹ 12,465 Cr**



**Invoices Discounted (in No's)**  
**~ 6.6 Lakh**

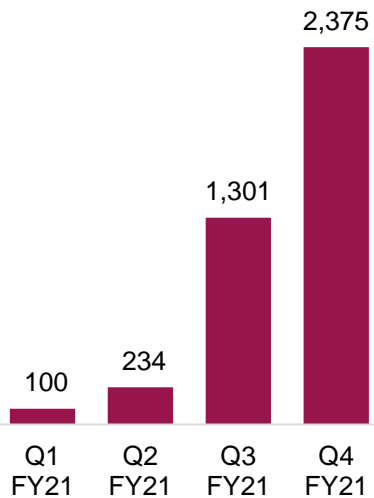


**Participants on-board**  
Buyers: **812** | Sellers: **8,393**  
Financiers: **42**

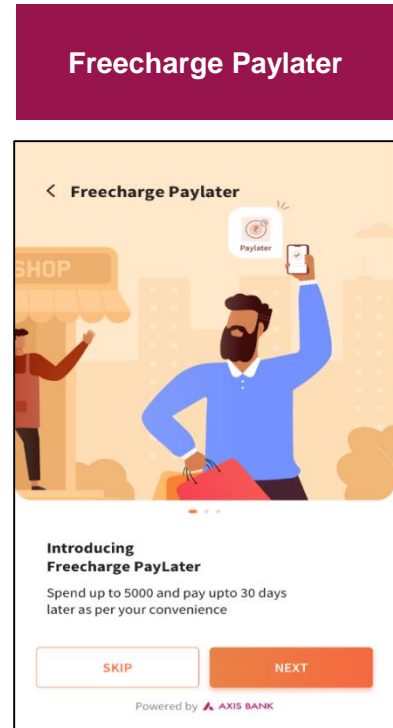
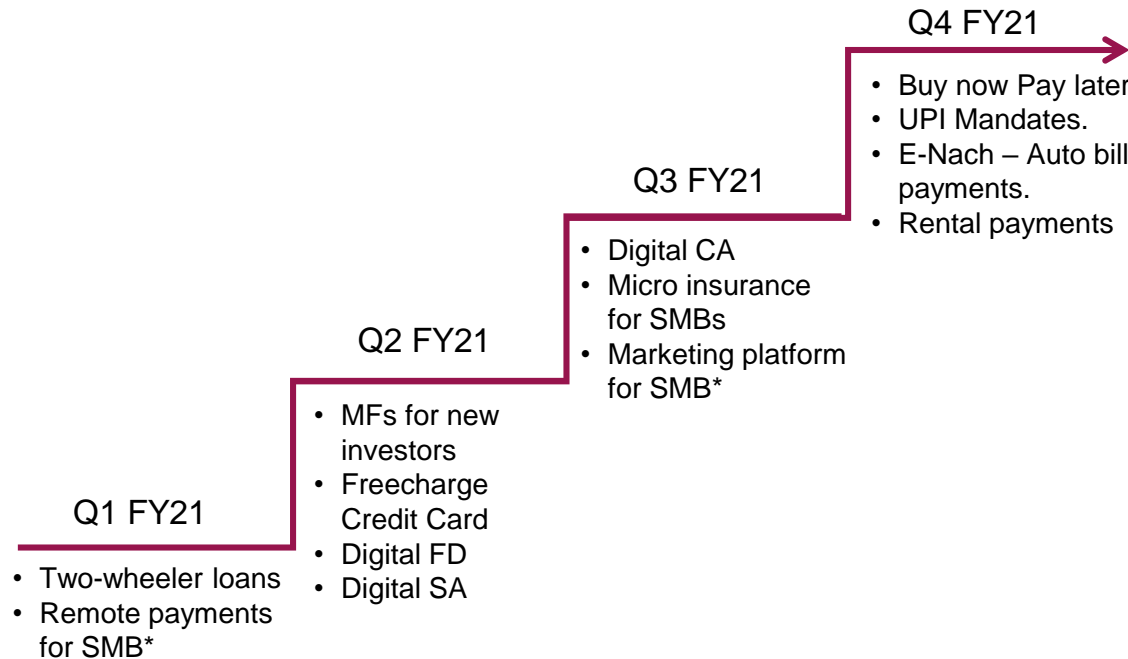
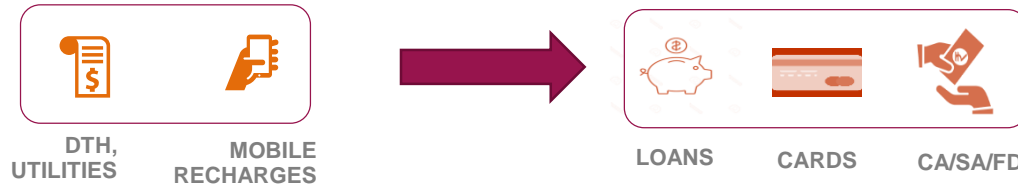
# Freecharge continues to make progress in its payments led financials services journey with the launch of a “Buy now Pay later” product



**Strong growth in the merchant payment solutions product**



Processed volume growth (Values are Indexed)



- Insta onboarding, decisioning & activation – Less than 3 minutes and in just 3 steps.
- 30 day credit period.
- Monthly limit of upto ₹5000/-
- Enabled on more than 10000 merchants.
- Targeted towards Millennials.

\*Small and medium businesses

Executive Summary

Financial Highlights

Capital and Liquidity Position

Business Segment performance

Asset Quality

Future of Work and Sustainability

Subsidiaries' Performance

Other important information

# We have created a differentiated identity and are amongst the most valuable Brands in India



Featured amongst Top 20 most valuable brands in India



Axis Bank Mobile App



People's Choice



Among 42 leading banks worldwide

# Major awards won by the Bank and its subsidiaries



**Ranked no 1 in Corporate Banking Quality in India**



**Best Digital Bank India 2021**



**Best Engagement and Loyalty Scheme of the Year**



**Best Cyber Security Project,  
Best Financial AI Project &  
Best Risk Management Project**



**Anti-Money Laundering  
Technology Implementation**



**Best Use of IT in Risk Management / Fraud Prevention**

# Financial Performance



Financial Performance (₹ crores)		Q4FY21	Q4FY20	% Growth	FY21	FY20	% Growth
Interest Income	A	15,545	16,234	(4%)	63,645	62,635	2%
Other Income	B = C+D+E	4,668	3,985	17%	14,838	15,537	(4%)
- Fee Income	C	3,376	2,931	15%	10,686	11,019	(3%)
- Trading Income	D	789	264	198%	2,547	2,420	5%
- Miscellaneous Income	E	503	790	(36%)	1,605	2,098	(23%)
- Recoveries in written-off a/c's		360	654	(45%)	1,246	1,553	(20%)
<b>Total Income</b>	<b>F = A+B</b>	<b>20,213</b>	<b>20,219</b>	<b>-</b>	<b>78,483</b>	<b>78,172</b>	<b>-</b>
Interest Expended	G	7,990	9,426	(15%)	34,406	37,429	(8%)
<b>Net Interest Income</b>	<b>H = A-G</b>	<b>7,555</b>	<b>6,808</b>	<b>11%</b>	<b>29,239</b>	<b>25,206</b>	<b>16%</b>
<b>Operating Revenue</b>	<b>I = B+H</b>	<b>12,223</b>	<b>10,793</b>	<b>13%</b>	<b>44,077</b>	<b>40,743</b>	<b>8%</b>
Core Operating Revenue*	J	11,439	10,529	9%	41,524	38,323	8%
Operating Expenses	K	5,359	4,942	8%	18,375	17,305	6%
-Staff Expense	L	1,668	1,374	21%	6,164	5,321	16%
-Non Staff Expense	M	3,691	3,568	3%	12,211	11,984	2%
<b>Operating Profit</b>	<b>N = I-K</b>	<b>6,865</b>	<b>5,851</b>	<b>17%</b>	<b>25,702</b>	<b>23,438</b>	<b>10%</b>
<b>Core Operating Profit*</b>	<b>O</b>	<b>6,080</b>	<b>5,587</b>	<b>9%</b>	<b>23,149</b>	<b>21,018</b>	<b>10%</b>
Provisions other than taxes	P	3,295	7,730	(57%)	16,896	18,534	(9%)
Profit Before Tax	Q = N-P	3,570	(1,879)	-	8,806	4,904	80%
Tax Expenses	R	893	(491)	-	2,217	3,277	(32%)
<b>Net Profit</b>	<b>S = Q-R</b>	<b>2,677</b>	<b>(1,388)</b>	<b>-</b>	<b>6,588</b>	<b>1,627</b>	<b>305%</b>
EPS Diluted (in ₹) (annualized)		35.37	(19.79)		22.09	5.97	
Return on Average Assets (annualized)		1.11%	(0.62%)		0.70%	0.20%	
Return on Equity (annualized)		11.72%	(7.08%)		7.55%	2.34%	
Capital Adequacy Ratio (Basel III)		19.12%	17.53%		19.12%	17.53%	

\* excluding trading profit and exchange gain/loss on capital repatriated from overseas branch



# Financial Performance



Financial Performance (\$ mn)		Q4FY21	Q4FY20	% Growth	FY21	FY20	% Growth
Interest Income	A	2,126	2,220	(4%)	8,705	8,567	2%
Other Income	B = C+D+E	639	545	17%	2,030	2,125	(4%)
- Fee Income	C	462	401	15%	1,462	1,507	(3%)
- Trading Income	D	108	36	198%	348	331	5%
- Miscellaneous Income	E	69	108	(36%)	220	287	(23%)
- Recoveries in written-off a/c's		49	89	(45%)	170	212	(20%)
<b>Total Income</b>	<b>F = A+B</b>	<b>2,765</b>	<b>2,766</b>	<b>-</b>	<b>10,735</b>	<b>10,692</b>	<b>-</b>
Interest Expended	G	1,093	1,289	(15%)	4,706	5,120	(8%)
<b>Net Interest Income</b>	<b>H = A-G</b>	<b>1,033</b>	<b>931</b>	<b>11%</b>	<b>3,999</b>	<b>3,448</b>	<b>16%</b>
<b>Operating Revenue</b>	<b>I = B+H</b>	<b>1,672</b>	<b>1,476</b>	<b>13%</b>	<b>6,029</b>	<b>5,573</b>	<b>8%</b>
Core Operating Revenue*	J	1,565	1,440	9%	5,680	5,242	8%
Operating Expenses	K	733	676	8%	2,513	2,367	6%
-Staff Expense	L	228	188	21%	843	728	16%
-Non Staff Expense	M	505	488	3%	1,670	1,639	2%
<b>Operating Profit</b>	<b>N = I-K</b>	<b>939</b>	<b>800</b>	<b>17%</b>	<b>3,516</b>	<b>3,206</b>	<b>10%</b>
<b>Core Operating Profit*</b>	<b>O</b>	<b>832</b>	<b>764</b>	<b>9%</b>	<b>3,167</b>	<b>2,875</b>	<b>10%</b>
Provisions other than taxes	P	451	1,057	(57%)	2,312	2,535	(9%)
Profit Before Tax	Q = N-P	488	(257)	-	1,204	671	80%
Tax Expenses	R	122	(67)	-	303	448	(32%)
<b>Net Profit</b>	<b>S = Q-R</b>	<b>366</b>	<b>(190)</b>	<b>-</b>	<b>901</b>	<b>223</b>	<b>305%</b>
EPS Diluted (in ₹) (annualized)		35.37	(19.79)		22.09	5.97	
Return on Average Assets (annualized)		1.11%	(0.62%)		0.70%	0.20%	
Return on Equity (annualized)		11.72%	(7.08%)		7.55%	2.34%	
Capital Adequacy Ratio (Basel III)		19.12%	17.53%		19.12%	17.53%	

\$ figures converted using exchange rate of 1\$ = ₹73.11

\* excluding trading profit and exchange gain/loss on capital repatriated from overseas branch



# Balance Sheet



Balance Sheet	As on 31 <sup>st</sup> Mar'21	As on 31 <sup>st</sup> Mar'20		As on 31 <sup>st</sup> Mar'21	As on 31 <sup>st</sup> Mar'20	% Growth
<b>CAPITAL AND LIABILITIES</b>	In ₹ Crores	In ₹ Crores		in \$ Mn	in \$ Mn	
Capital	613	564		84	77	9%
Reserves & Surplus	100,990	84,384		13,813	11,542	20%
Deposits	7,07,306	6,40,105		96,745	87,554	10%
Borrowings	1,42,873	1,47,954		19,542	20,237	-3%
Other Liabilities and Provisions	44,336	42,158		6,065	5,766	5%
<b>Total</b>	<b>9,96,118</b>	<b>9,15,165</b>		<b>1,36,249</b>	<b>1,25,176</b>	<b>9%</b>
<b>ASSETS</b>						
Cash and Balances with RBI / Banks and Call money	61,730	97,268		8,443	13,304	-37%
Investments	2,26,120	1,56,734		30,929	21,438	44%
Advances	6,23,720	5,71,424		85,313	78,159	9%
Fixed Assets	4,245	4,313		581	590	-2%
Other Assets	80,303	85,426		10,983	11,685	-6%
<b>Total</b>	<b>9,96,118</b>	<b>9,15,165</b>		<b>1,36,249</b>	<b>1,25,176</b>	<b>9%</b>

\$ figures converted using exchange rate of 1\$ = ₹73.11

Except for the historical information contained herein, statements in this release which contain words or phrases such as “will”, “aim”, “will likely result”, “would”, “believe”, “may”, “expect”, “will continue”, “anticipate”, “estimate”, “intend”, “plan”, “contemplate”, “seek to”, “future”, “objective”, “goal”, “strategy”, “philosophy”, “project”, “should”, “will pursue” and similar expressions or variations of such expressions may constitute "forward-looking statements". These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to our ability to successfully implement our strategy, future levels of non-performing loans, our growth and expansion, the adequacy of our allowance for credit losses, our provisioning policies, technological changes, investment income, cash flow projections, our exposure to market risks as well as other risks. Axis Bank Limited undertakes no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.

**Thank You**