



## Investor Presentation

Quarterly Results Q3FY24






**We are dil se open**

**x 5000**



# Axis Bank at a glance



<b>Axis Bank</b> 	<b>3<sup>rd</sup></b> <i>largest Private Bank in India</i>	<b>~ 48 mn</b> <i>Customers</i>	<b>99,600+</b> <i>Employees</i>	<b>5,252</b> <i>Branches*</i>
<b>Market Share</b> 	<b>5.4%</b> <i>Assets <sup>1</sup></i>	<b>5.0%</b> <i>Deposits <sup>1</sup></i>	<b>5.9%</b> <i>Advances <sup>1</sup></i>	<b>14.0%</b> <i>Credit Cards <sup>2</sup></i>
<b>Profitability</b> 	<b>18.86%</b> <i>Consolidated ROE (9MFY24)</i>	<b>4.01%</b> <i>Net Interest Margin <sup>3</sup></i>	<b>2.64%</b> <i>Operating Profit Margin <sup>3</sup></i>	<b>2.49%</b> <i>Cost to Assets <sup>3</sup></i>
<b>Balance Sheet</b> 	<b>16.63%   13.71%</b> <i>*** CAR      CET 1 ***</i>	<b>₹120 Bn   1.29%</b> <i>Cumulative provisions (standard + additional non-NPA)</i>	<b>78%   0.36%</b> <i>PCR      Net NPA</i>	
<b>Key Subsidiaries</b> 	<b>25%</b> <i>Growth in Axis Finance PAT (9MFY24)</i>	<b>9%</b> <i>Growth in Axis AMC Revenue (9MFY24)</i>	<b>3<sup>rd</sup></b> <i>Axis Capital's position in ECM <sup>4</sup></i>	<b>31%</b> <i>Growth in Axis Securities PAT (9MFY24)</i>

<sup>1</sup> Based on Dec'23 data <sup>2</sup> Credit Cards in force as of Nov'23 <sup>3</sup> for Q3FY24 <sup>4</sup> As per Prime Database rankings for Equity Capital Markets for 9MFY24

\*domestic network including extension counters

\*\*\*CAR – Capital Adequacy ratio; CET 1 – Common Equity Tier 1 ratio; including profits for 9MFY24

## Executive Summary

Financial Highlights

Capital and Liquidity Position

Business Segment Performance

Asset Quality

Sustainability

Subsidiaries' Performance

Other Important Information

# Major highlights

**Q3FY24 operating profit ₹9,141 crores, up 6% QOQ, PAT at ₹6,071 crores up 4% QOQ; Consolidated ROE at 18.61%, aided by a balanced sequential deposit and loan growth of 5% and 4% respectively**



## Healthy operating performance

- Net Interest Income grew **9%** YOY and **2%** QOQ, Net Interest Margin at **4.01%**
- Fee income grew **29%** YOY and **4%** QOQ, granular fee constituted **93%** of overall fees, Retail fee grew **36%** YOY and **6%** QOQ
- Core operating revenue up **14%** YOY and **2%** QOQ, operating profit grew **6%** QOQ
- Consolidated ROA (annualized) at **1.84%**, with subsidiaries contributing **9** bps

## Strong loan growth delivered across all business segments

- Advances grew **22%** YOY and **4%** QOQ; Advances (gross of loans sold under IBPC) grew by **23%** YOY and **4%** QOQ
- Retail loans grew **27%** YOY and **5%** QOQ of which Rural loans grew **34%** YOY and **7%** QOQ, SBB<sup>1</sup> book grew **40%** YOY and **6%** QOQ
- Corporate loans (gross of IBPC sold) up **15%** YOY & **3%** QOQ, Mid-Corporate (MC) up **30%** YOY & **6%** QOQ, SME loans up **26%** YOY & **4%** QOQ
- SBB+SME+MC mix at **₹1,986** bn | **21%** of total loans, up **~620** bps in last 3 years

## Retail term deposits gaining traction, CASA ratio among the best in the industry

- On MEB basis, total deposits up **18%** YOY & **5%** QOQ; On QAB basis, total deposits grew **18%** YOY & **4%** QOQ
- On MEB basis, retail term deposits (RTD) grew **17%** YOY & **2%** QOQ, SA grew **16%** YOY, CA grew **5%** YOY
- On QAB basis, RTD grew **15%** YOY & **3%** QOQ, SA grew by **16%** YOY, CA grew **5%** YOY & **4%** QOQ
- CASA ratio on both QAB and MEB basis stood at **~42%**, among the best in the industry
- Average LCR during Q3FY24 was **~118%**, Average LCR Outflow rates improved by **~600** bps in last 2 years

## Well capitalized with self-sustaining capital structure; adequate liquidity buffers

- Self sustaining capital structure with net organic accretion to CET-1\* of **39** bps in 9MFY24, negative impact of regulatory changes on CET-1 of **70** bps
- Overall capital adequacy ratio (CAR\*) stood at **16.63%** with CET 1\* ratio of **13.71%**
- **₹5,012** crores of COVID provisions not considered for CAR calculation, provides cushion of **43** bps over the reported CAR
- Excess SLR of **₹72,674** crores

## Continue to maintain strong position in Payments and Digital space

- **Largest** player in Merchant Acquiring business in India with terminal market share of **~19%**, incremental share of **~26%** in last one year <sup>2</sup>
- **1.26** million credit cards acquired in Q3FY24, CIF market share of **14%** <sup>2</sup>
- Axis Mobile app is the **world's highest** <sup>3</sup> rated mobile banking app on Google Play store with ratings of **4.8** and **~13** million MAU
- **400+** APIs hosted on Bank's API Developer Portal with **285+** Retail APIs

## Declining slippages, gross NPA and credit cost

- GNPA at **1.58%** declined by **80** bps YOY and **15** bps QOQ, NNPA at **0.36%** declined **11** bps YOY, PCR healthy at **78%**
- Coverage <sup>4</sup> ratio at **153%**, Standard Covid-19 restructuring implemented loans at **0.16%** of GCA and declined **14** bps YOY
- Net slippage ratio (annualized) at **0.50%** declined **43** bps YOY and **9** bps QOQ, Gross slippage ratio (annualized) at **1.62%** declined **40** bps YOY
- Annualized credit cost at **0.28%**, declined **37** bps YOY and **14** bps QOQ

## Key subsidiaries continue to deliver steady performance

- Total 9MFY24 PAT of domestic subsidiaries at **₹1108** crs, up **17%** YOY; Return on investments in domestic subsidiaries at **50%**
- Axis Finance 9MFY24 PAT up **25%** YOY, ROE at **16.4%**, total CAR healthy at **18.8%**, asset quality metrics improve with GNPA declining **31** bps YOY to **0.50%**
- Axis AMC's 9MFY24 PAT at **₹297** crores, Axis Securities 9MFY24 PAT up **31%** YOY
- Axis Capital 9MFY24PAT stood at **₹108** crores and executed **71** investment banking deals in 9MFY24

**9MFY24 PAT at ₹17,732 crores up 16% YOY, consolidated ROE at 18.86% up 82 bps YOY**

IBPC: Inter Bank Participation Certificates; QAB: Quarterly Average Balance; MAU: Monthly Active Users engaging in financial & non-financial transactions; <sup>1</sup> SBB : Small Business Banking;

<sup>2</sup> Based on RBI data as of Nov'23; <sup>3</sup> across 64 global banks, 82 fintechs and 9 neo banks with 2.4 mn+ reviews; <sup>4</sup> Coverage Ratio = Aggregate provisions (specific + standard + additional + Covid) / IRAC GNPA;

\* including profits for 9MFY24, net organic accretion = capital accreted – capital consumed (excluding consumption for regulatory changes in risk weights)

# Key metrics for Q3FY24

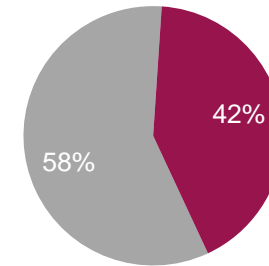
Snapshot (As on 31<sup>st</sup> December 2023)



	Absolute (₹ Cr)			QOQ	YOY Growth	
	Q3FY24	Q2FY24	9MFY24	Q3FY24	Q3FY24	9MFY24
<b>Profit &amp; Loss</b>						
Net Interest Income	12,532	12,315	36,805	2%	9%	18%
Fee Income	5,169	4,963	14,620	4%	29%	29%
Operating Expenses	8,946	8,717	25,894	3%	32%	32%
Operating Profit	9,141	8,632	26,587	6%	(1%)	16%
Core Operating Profit	8,850	8,733	25,878	1%	-	12%
Profit after Tax	6,071	5,864	17,732	4%	4%	16%
<b>Balance Sheet</b>						
Total Assets	Q3FY24			YOY Growth		
	13,98,541			14%		
Net Advances	9,32,286			22%		
Total Deposits	10,04,900			18%		
Shareholders' Funds	1,42,984			9%		
<b>Key Ratios</b>						
	Q3FY24 / 9MFY24		Q3FY23 / 9MFY23			
Diluted EPS (Annualised in ₹)	77.86 / 76.10		74.60 / 65.90			
Book Value per share (in ₹)	464		425			
Standalone ROA (Annualised)	1.75% / 1.77%		1.92% / 1.73%			
Standalone ROE (Annualised)	18.07% / 18.46%		19.34% / 17.58%			
Cons ROA (Annualised)	1.84% / 1.80%		2.00% / 1.76%			
Cons ROE (Annualised)	18.61% / 18.86%		19.81% / 18.04%			
Gross NPA Ratio	1.58%		2.38%			
Net NPA Ratio	0.36%		0.47%			
Basel III Tier I CAR <sup>(e)</sup>	14.18%		16.15%			
Basel III Total CAR <sup>(e)</sup>	16.63%		19.51%			

## Deposits

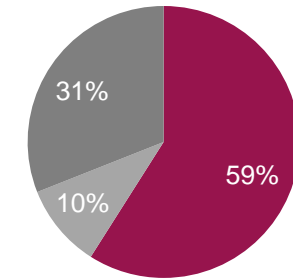
↑ 18% YOY <sup>(a)</sup>  
↑ 18% YOY <sup>(b)</sup>



■ CASA  
↑ 12% YOY <sup>(a)</sup>  
↑ 13% YOY <sup>(b)</sup>

## Advances

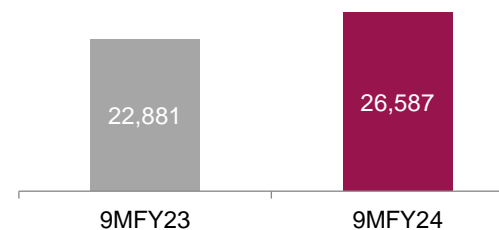
↑ 22% YOY <sup>(c)</sup>  
↑ 23% YOY <sup>(d)</sup>



■ Retail ■ SME ■ Corporate  
↑ 27% YOY ↑ 26% YOY ↑ 13% YOY <sup>(c)</sup>  
↑ 15% YOY <sup>(d)</sup>

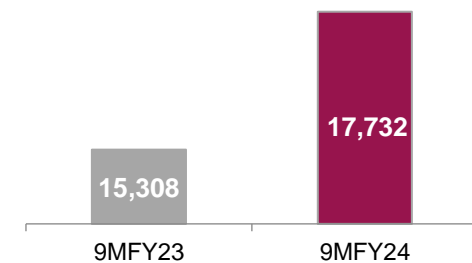
## Operating Profit (in ₹ Crores)

↑ 16% YOY



## Profit After Tax (in ₹ Crores)

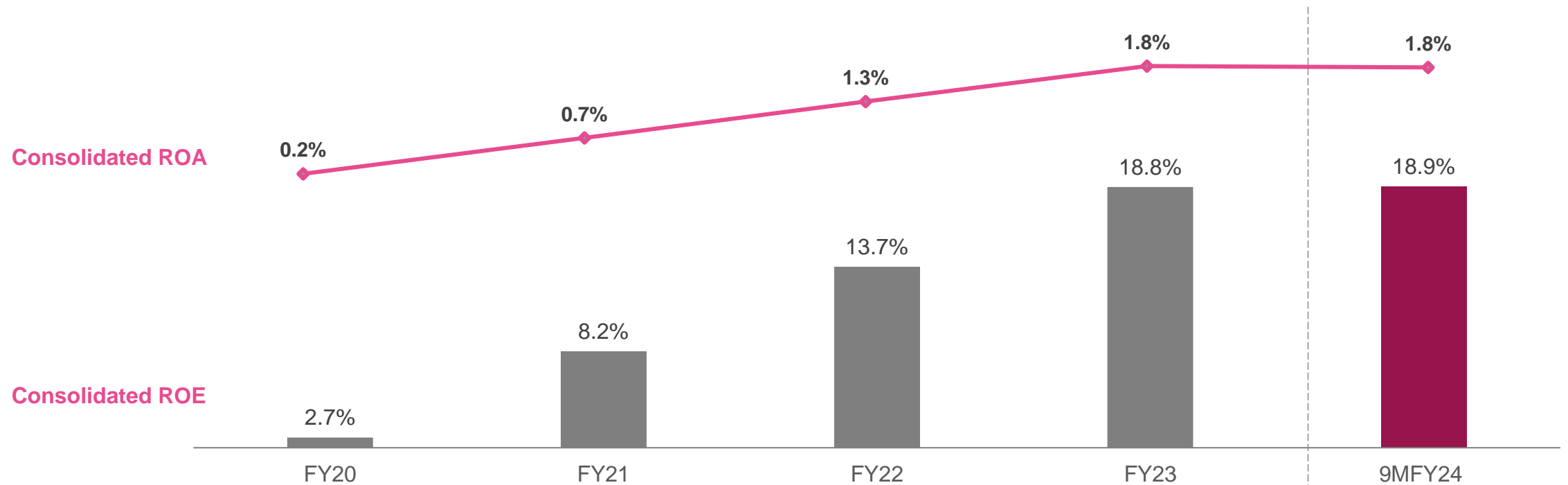
↑ 16% YOY



# We have delivered consistent and robust improvement in shareholder return metrics



Trend in Consolidated ROA and ROE



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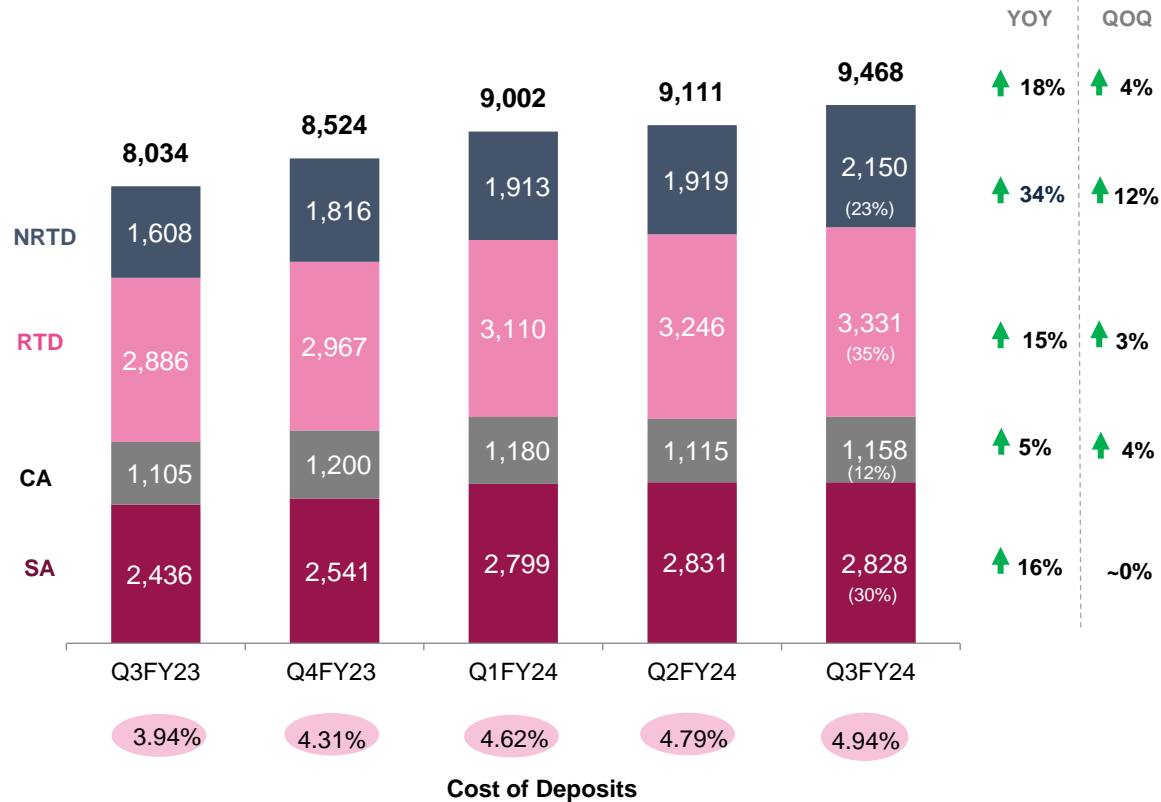
Other Important Information

# Deposit and Loan growth performance

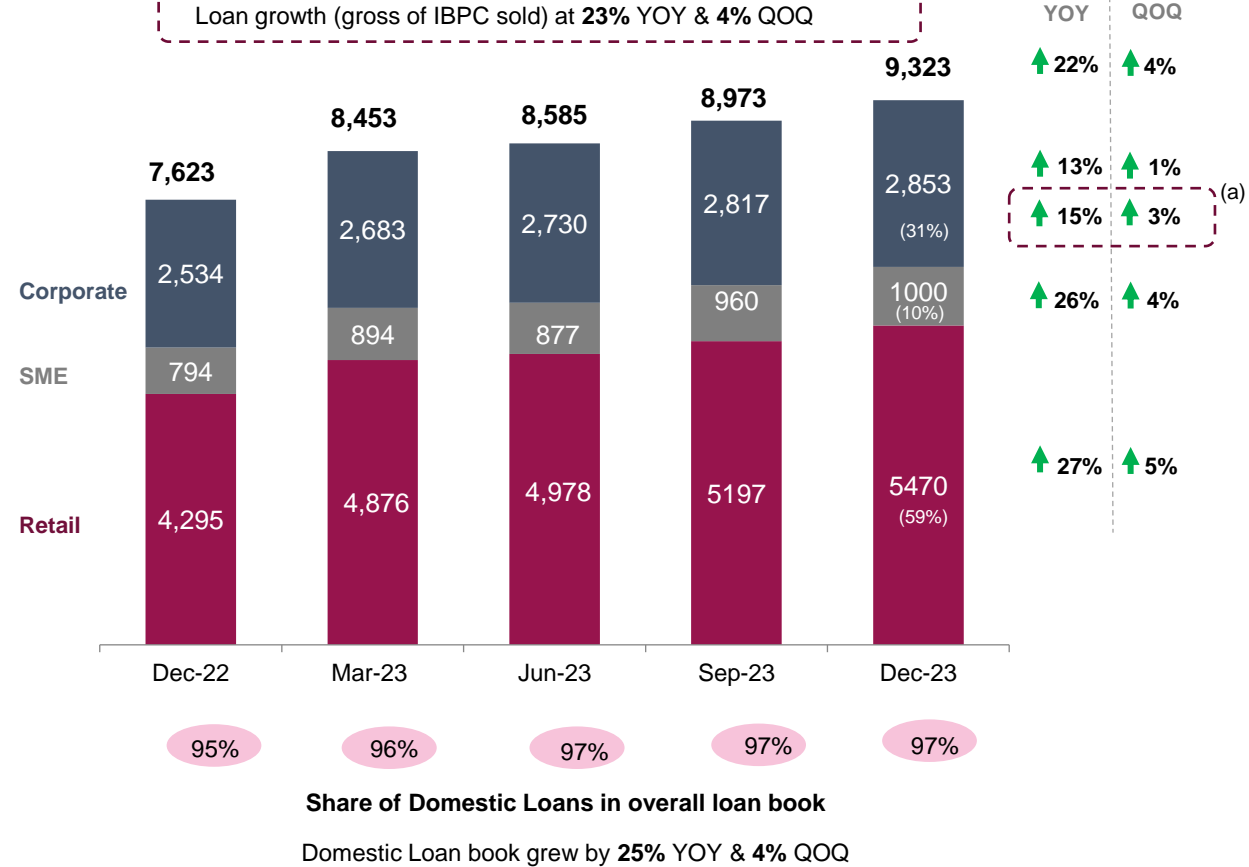


All figures in ₹ Billion

## Deposit mix (QAB)^



## Segment loan mix

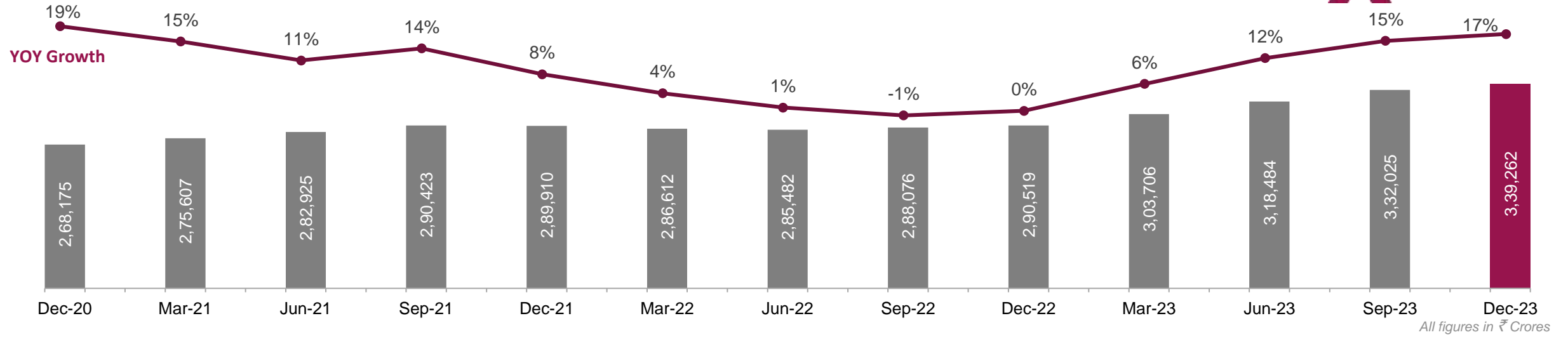


(a) Corporate loan book growth (gross of IBPC sold)

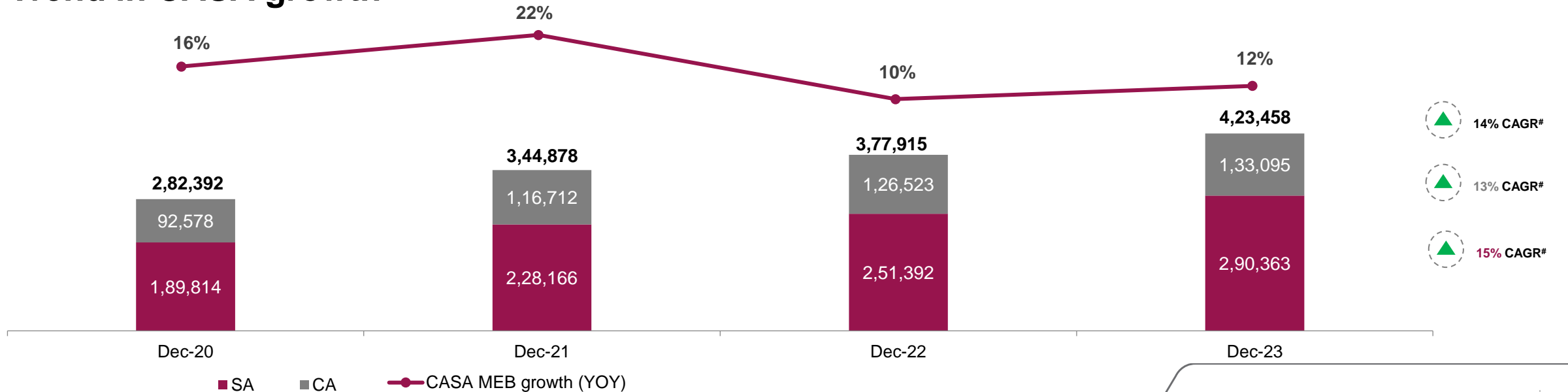
^ Quarterly Average Balance



# Retail Term deposit growth continues to gain traction



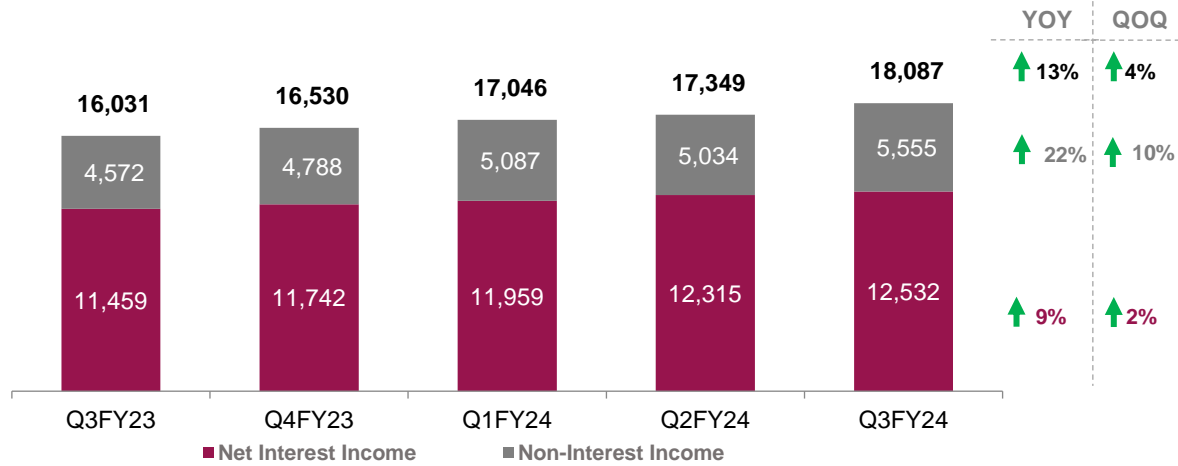
# Trend in CASA growth



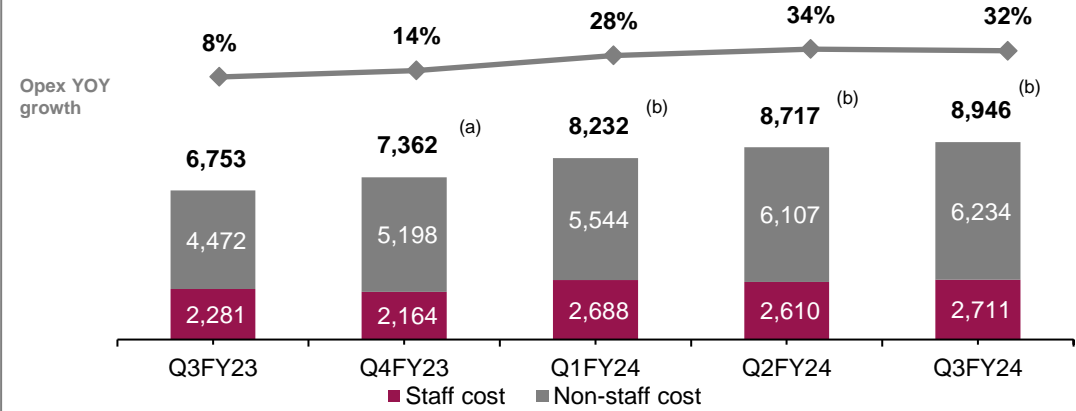
#Dec-20 to Dec-23

# Operating profit up 6% QOQ, PAT up 4% QOQ

## Operating revenue



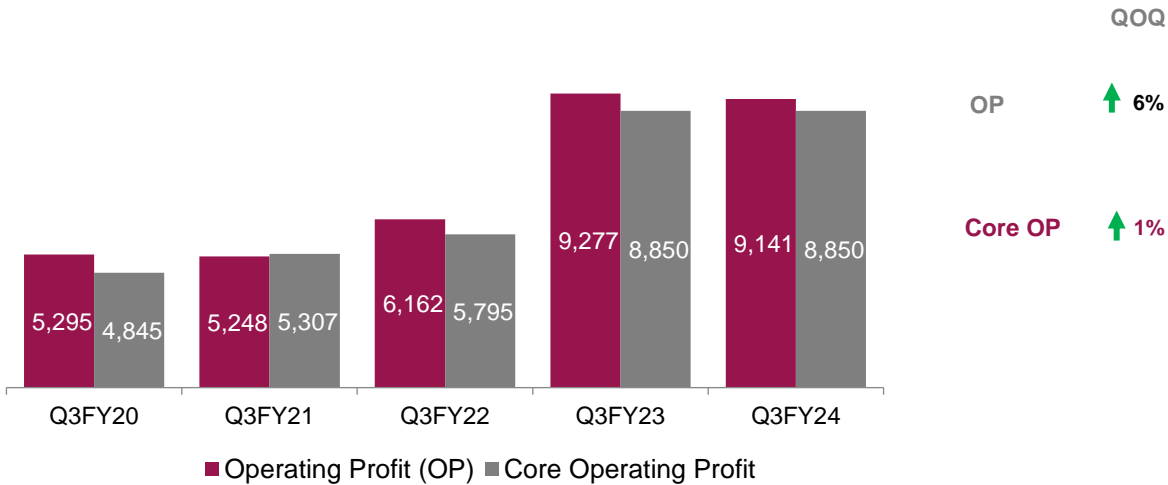
## Operating expense



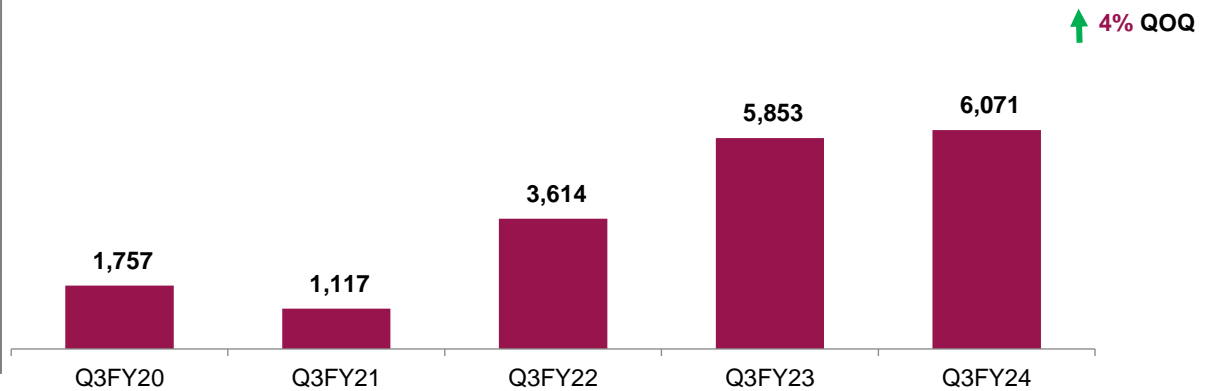
<sup>(a)</sup> Including one month integration expenses plus Citi business operating expenses

<sup>(b)</sup> Including three month's integration expenses plus Citi business operating expenses

## Operating profit & Core Operating profit



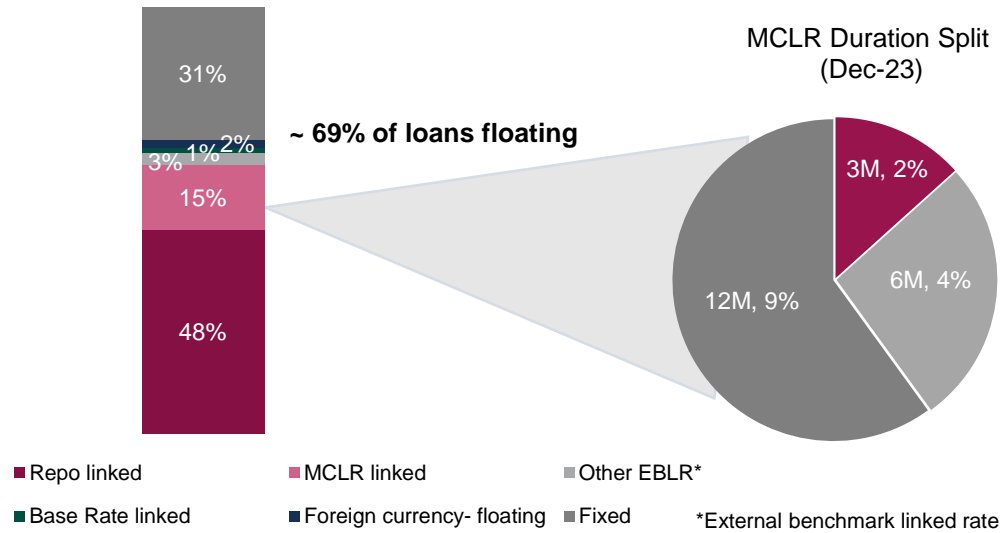
## Profit after tax



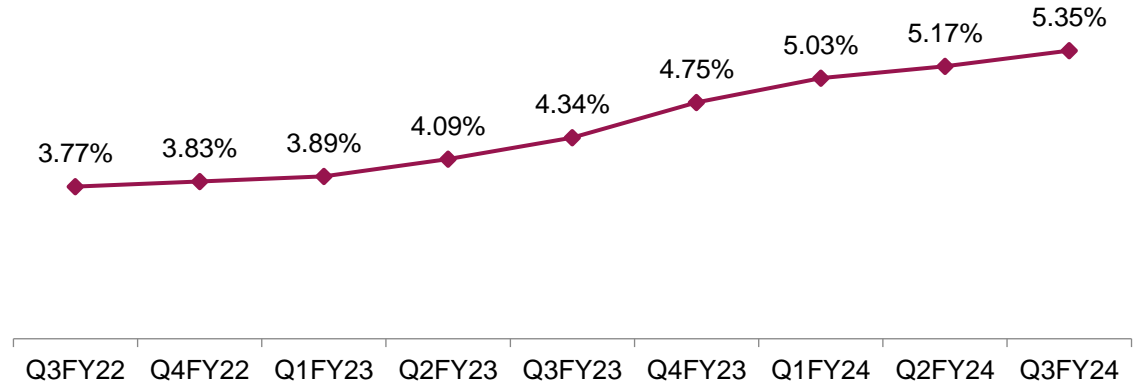
# Net interest margin



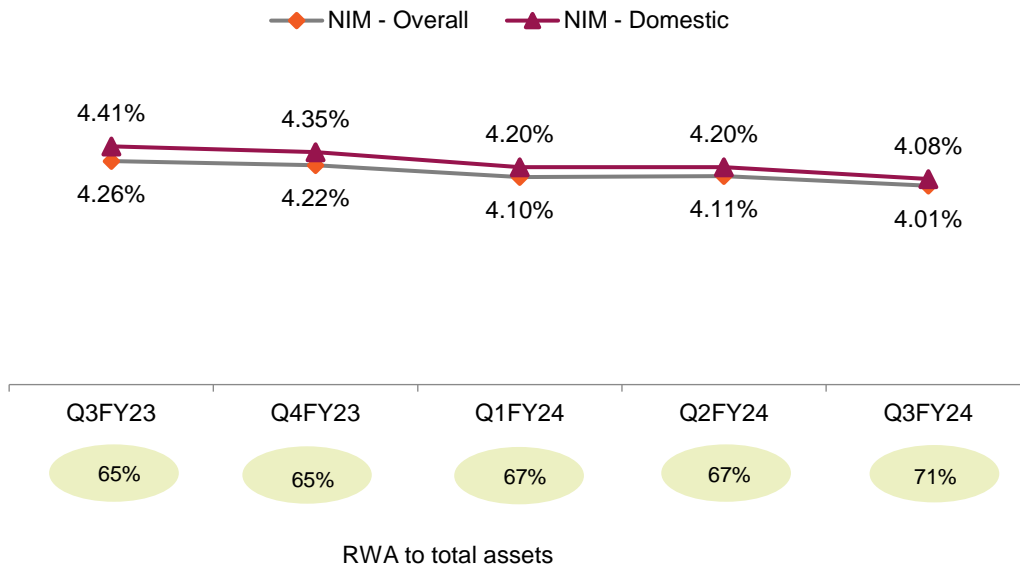
### Advances mix by rate type



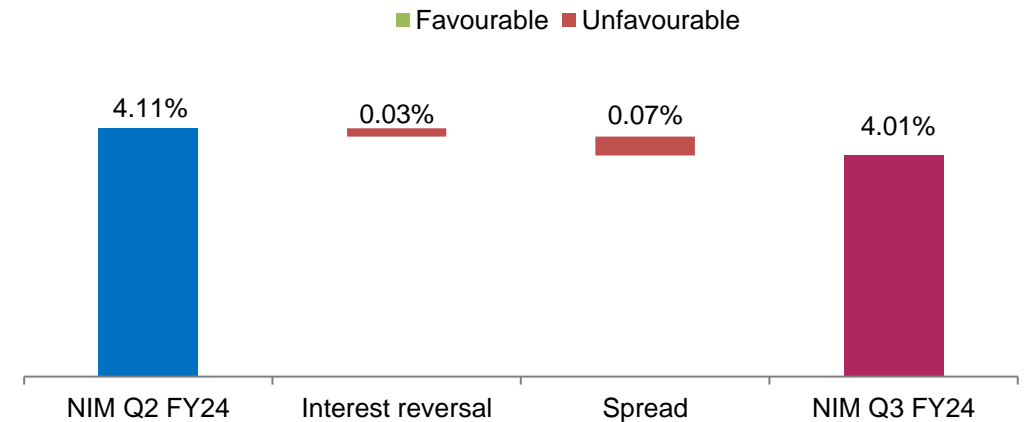
### Cost of Funds



### Net interest Margin (NIM)

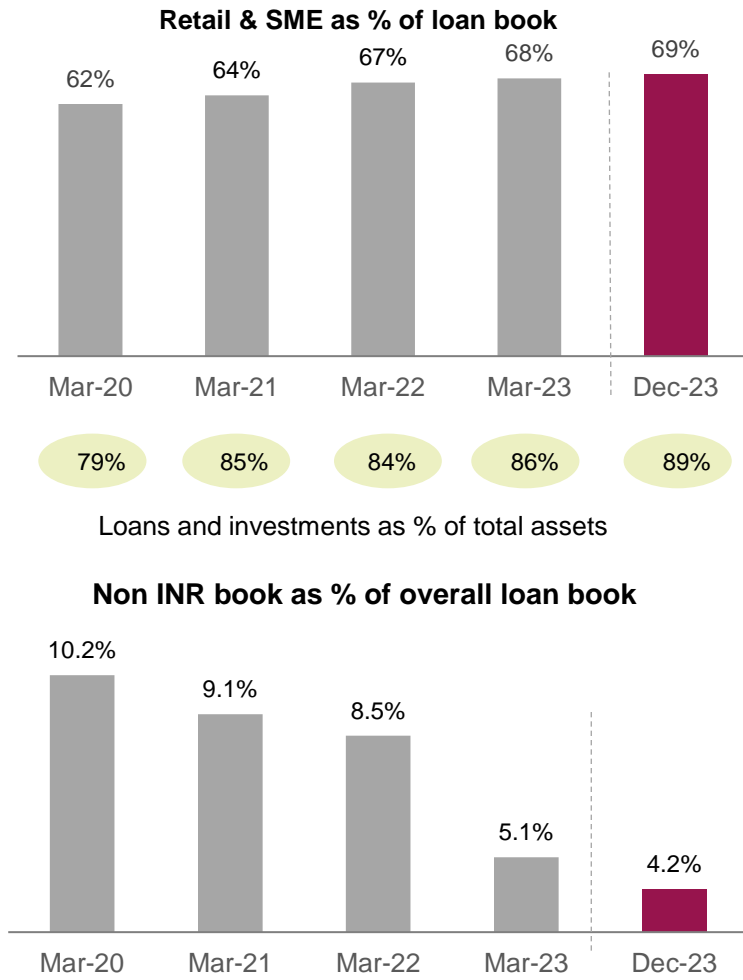


### NIM Movement - Q2 FY24 to Q3 FY24

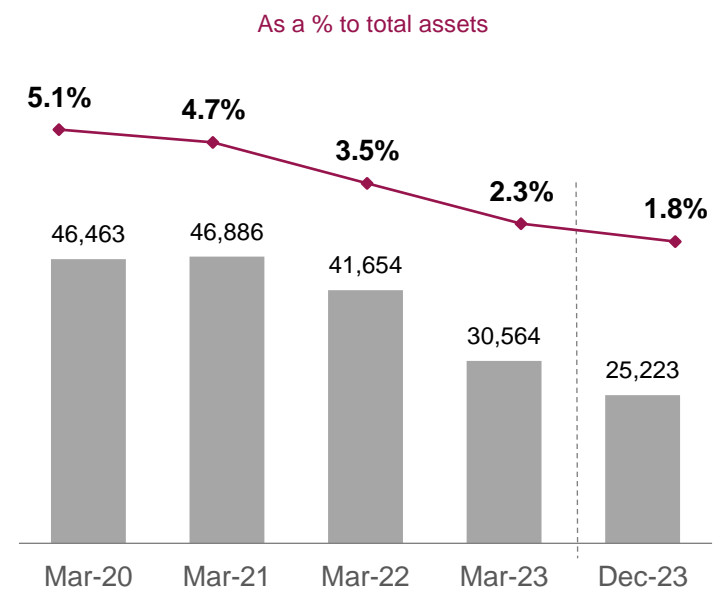


# Trend in structural NIM drivers

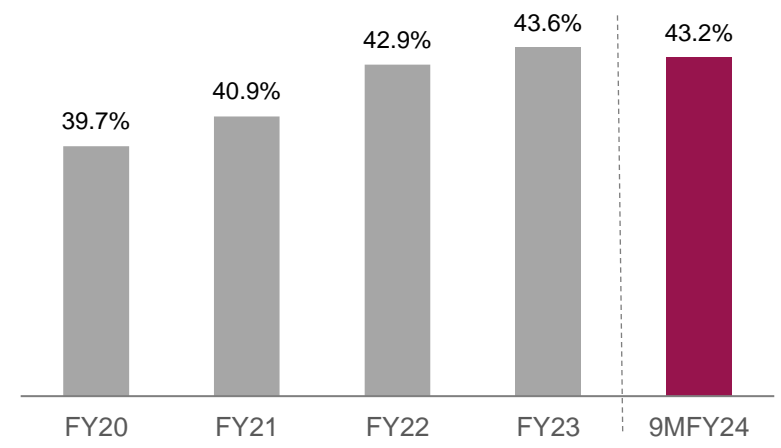
## 1 Improvement in balance sheet mix



## 2 Reducing share of low yielding RIDF bonds

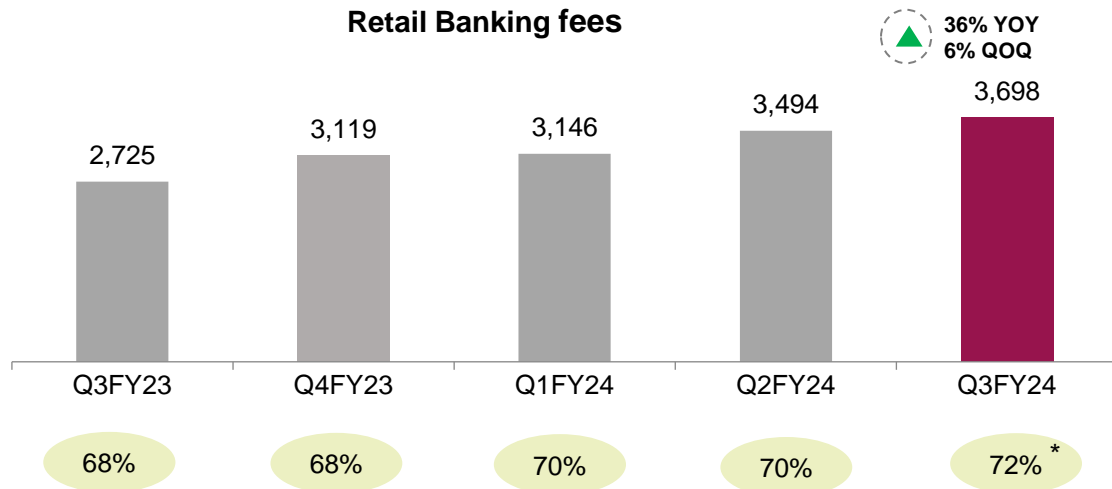


## 3 Improvement in composition reflected through improvement in average CASA%

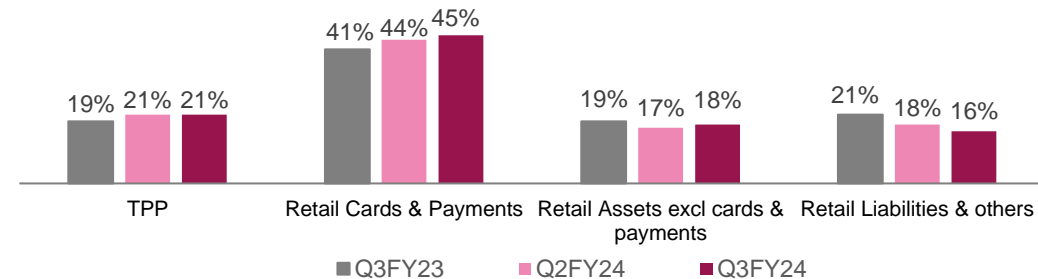


# Strong growth in fees; granularity built across our business segments

## Retail Banking fees

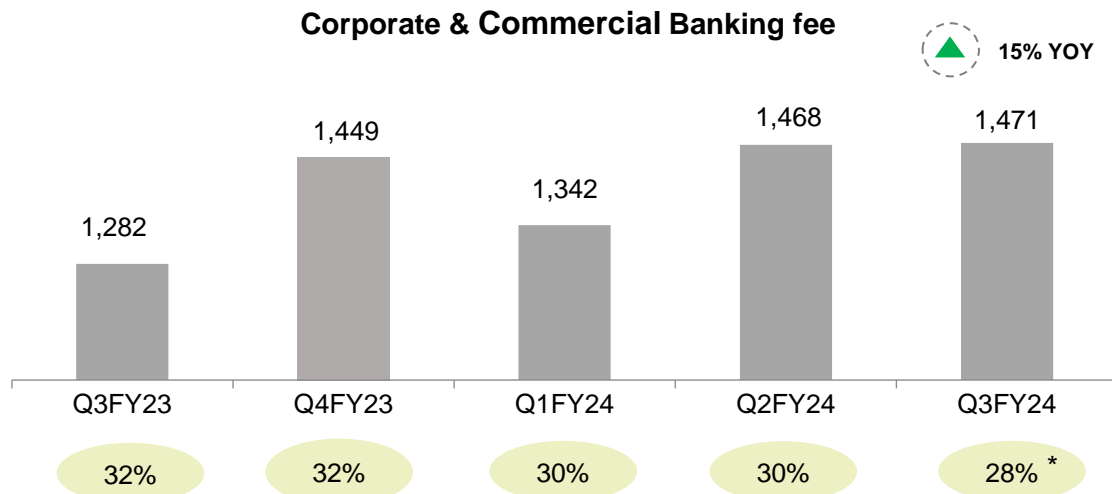


## Retail fee mix



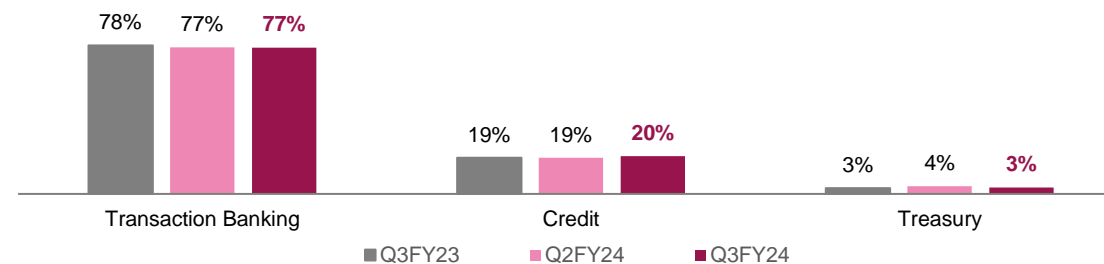
- **52% YOY & 10% QOQ** growth in Retail Cards & payments fees;
- **26% YOY & 7% QOQ** growth in Retail Assets fees (excl cards & payments)
- **42% YOY & 4% QOQ** growth in Third Party products (TPP) related fees

## Corporate & Commercial Banking fee



## Corporate & Commercial Banking fee mix

Trade, Forex and Financial Institutional payments related fee form part of Transaction Banking



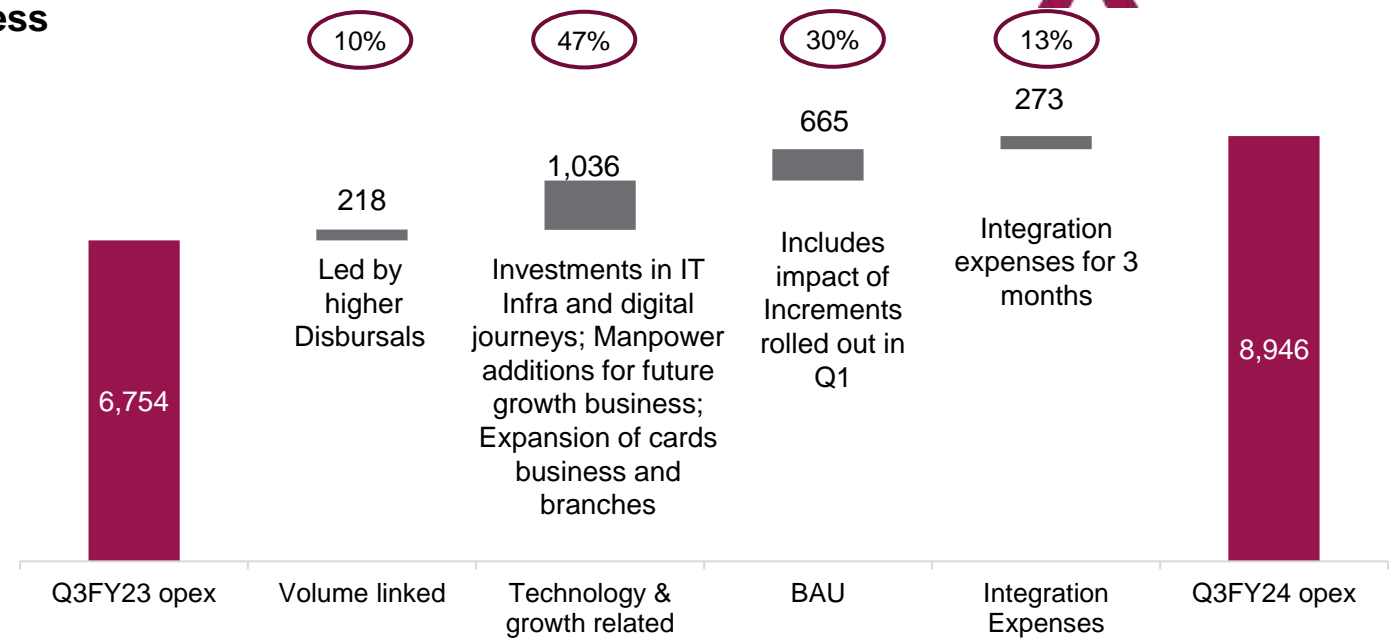
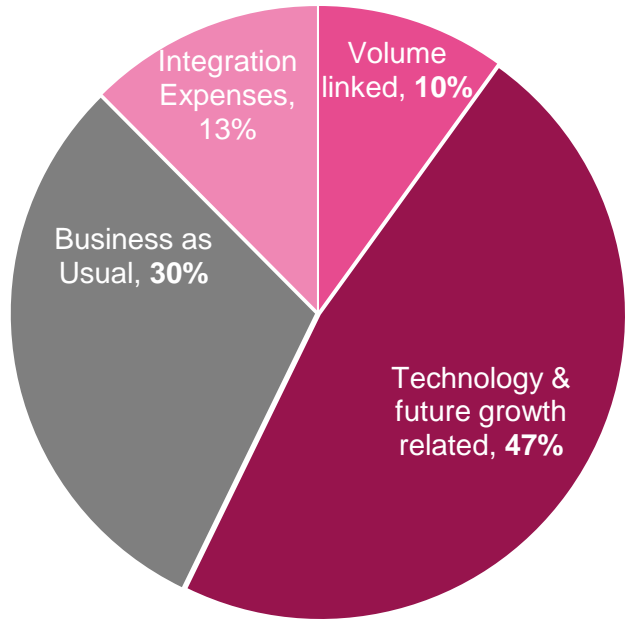
- **13% YOY** growth in traditional Transactional Banking fees excluding forex & trade
- **19% YOY** growth in forex income, **20% YOY & 3% QOQ** growth in credit related fees

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

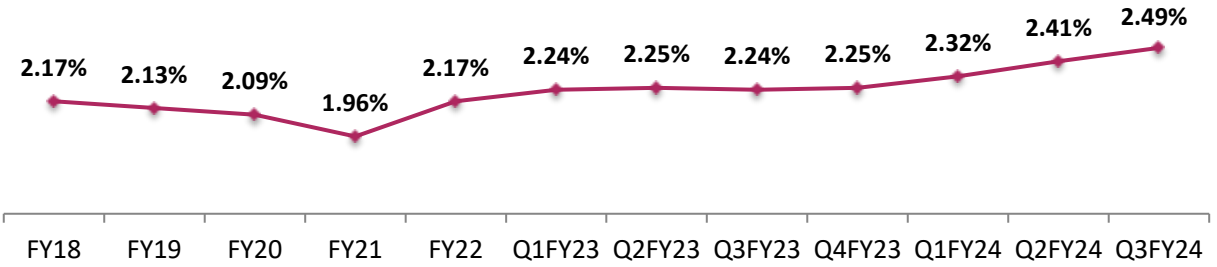
# Cost growth at 32% YoY; integration expenses contribute 4% to YoY growth; continue to invest in technology and growth related businesses

YoY Incremental Opex in Q3FY24 was led by Growth Business and Integration related expenses

Incremental YOY cost break up (Rs 2,192 Crore) (YoY ↑ 32%)



Cost to Assets \*



• Technology expenses are ~9% of Total Opex for Q3 FY24

\*Opex to average assets = Last four quarter trailing Opex / Avg. of last four quarter end total assets.

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Business Segment Performance

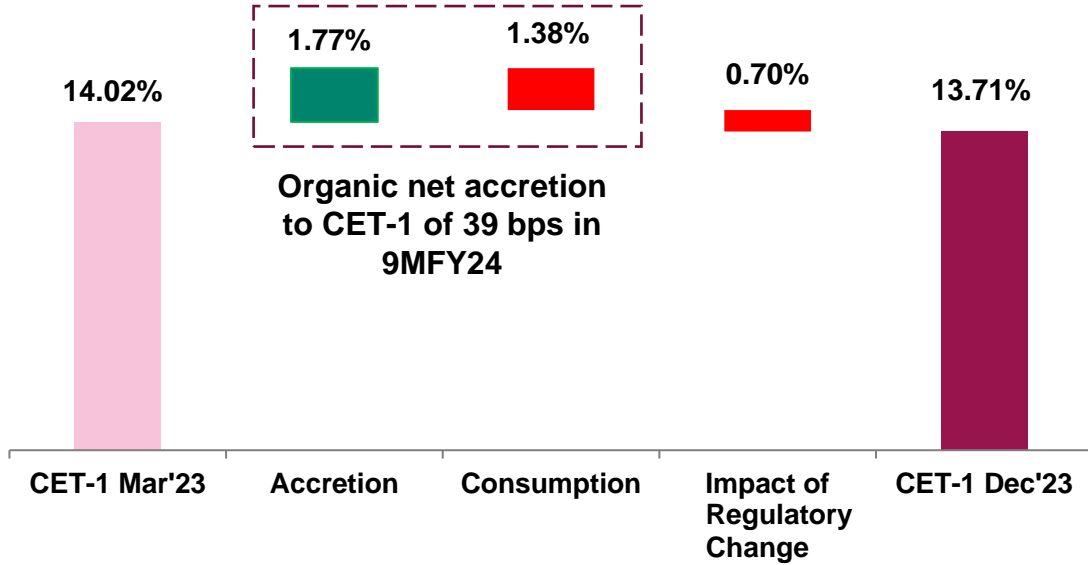
Asset Quality

Sustainability

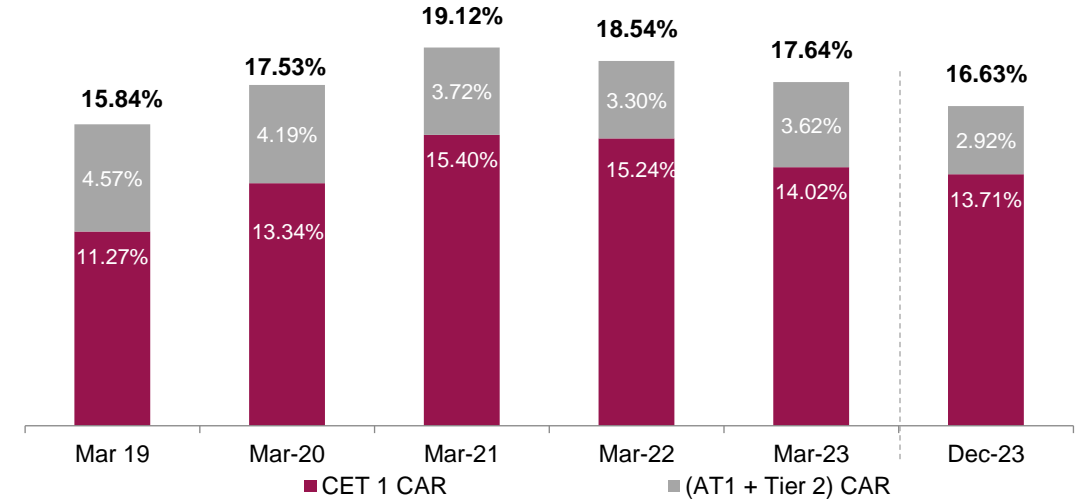
Subsidiaries' Performance

Other Important Information

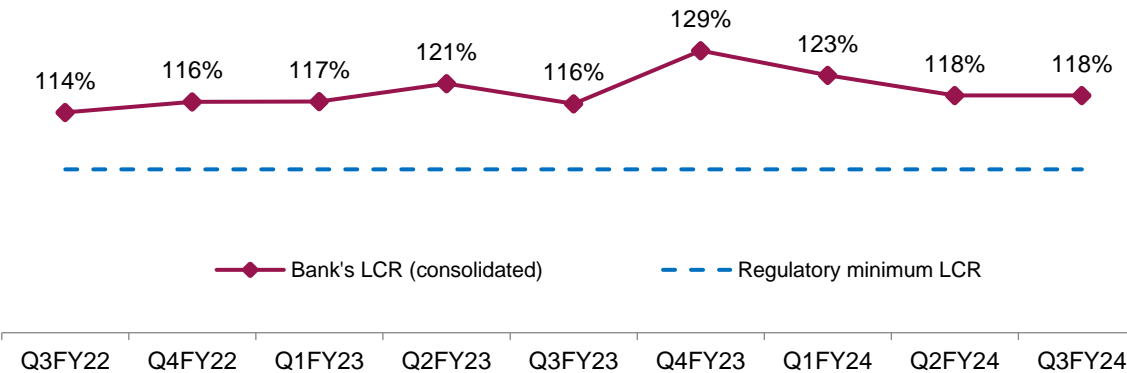
# Strong capital position with adequate liquidity



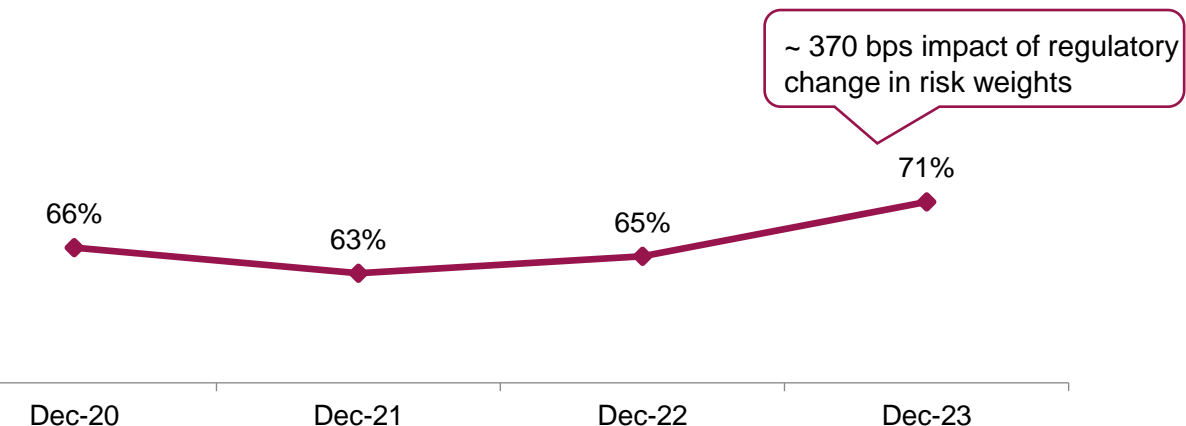
## Bank's Capital Adequacy Ratio



## Liquidity Coverage Ratio (consolidated)



## RWA to Total Assets



The Bank holds excess SLR of ₹72,674 crores



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# Retail Banking

**~45 Mn**

*Individual customers*

**4<sup>th</sup>**

*Largest issuer of Credit Cards*

**₹5.05 Tn**

*AUM in wealth management*

**27%**

*YOY growth in Retail advances*

**34%**

*YOY growth in Rural advances*

**59%**

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

**16%**

*YOY Growth in SA QAB\* deposits*

**42%**

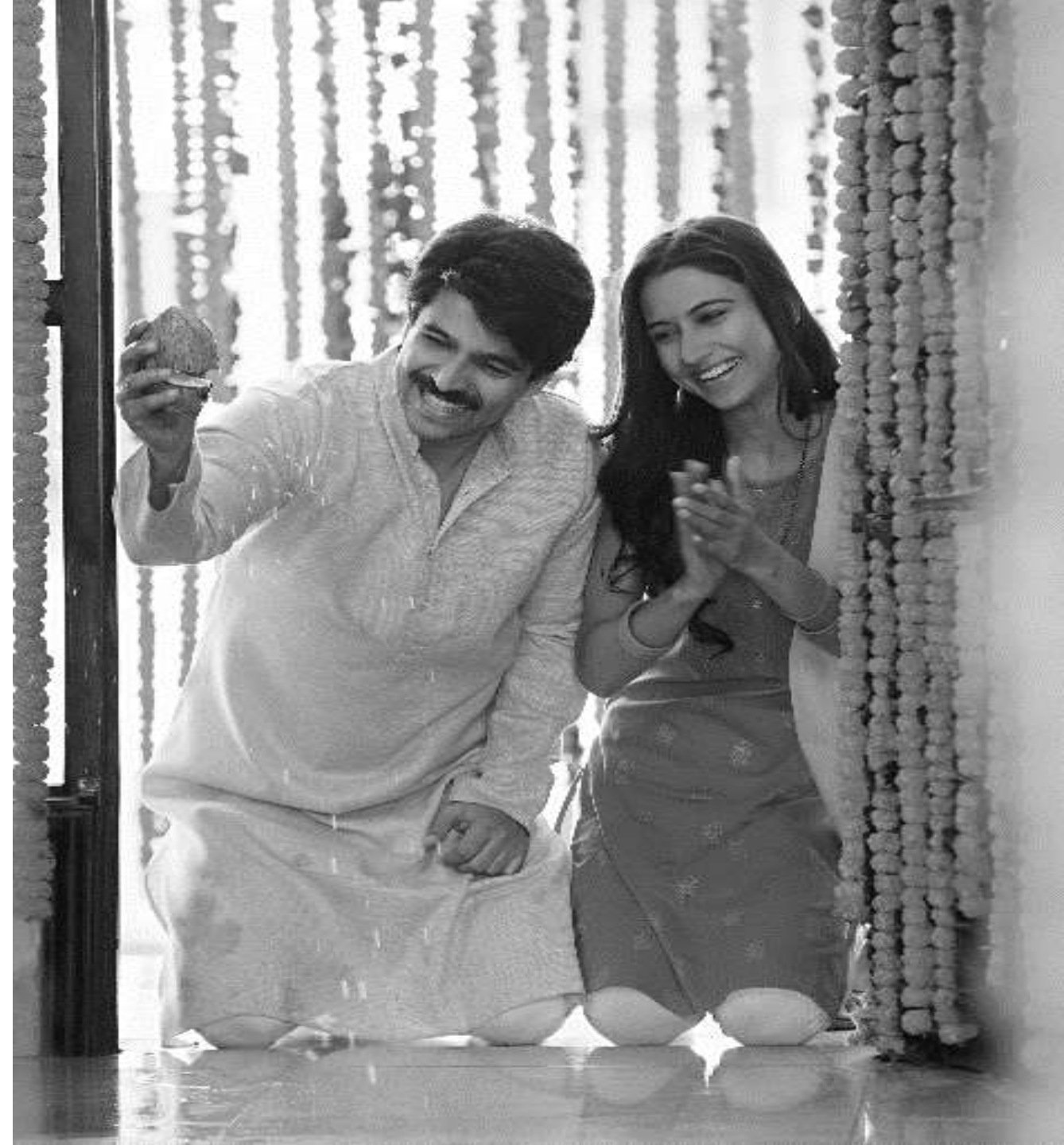
*CASA ratio (MEB\*\*)*

**72%**

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

<sup>~</sup> share in Bank's total advances, <sup>^</sup> share in Bank's total fee for Q3FY24

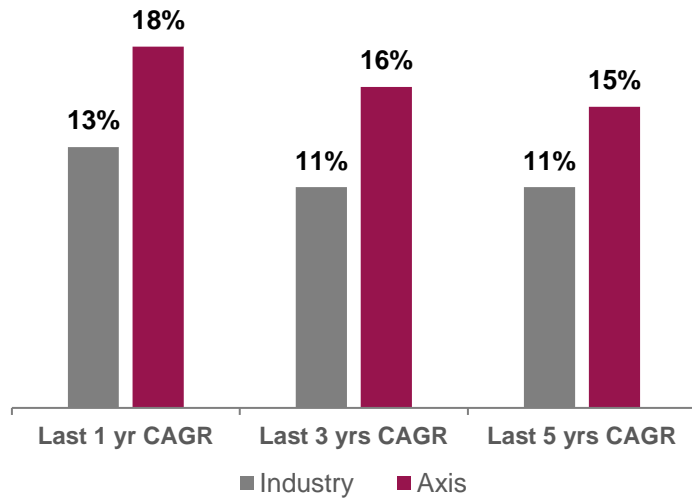
\*QAB – Quarterly Average Balance, \*\*MEB: Month End Balance



# Deposit franchise continues to grow faster than the industry with improvement in quality and composition...



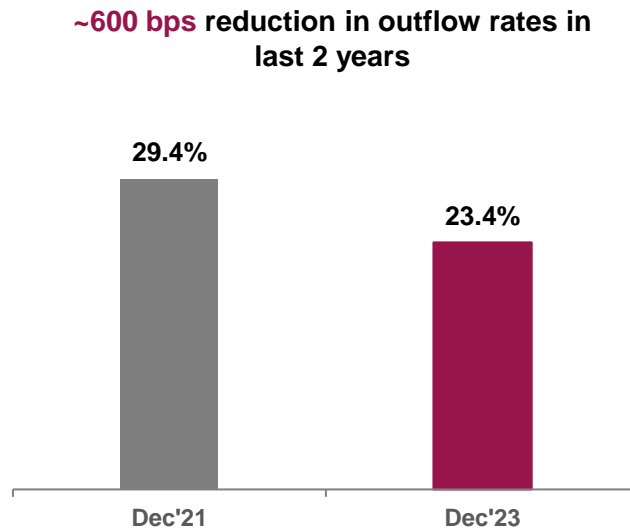
We have grown faster than industry consistently...



Gained incremental market share of **6.7%** in last 3 years as against closing market share of 5.0% as of Dec'23

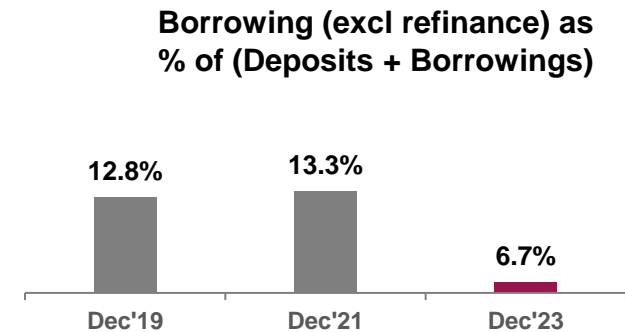
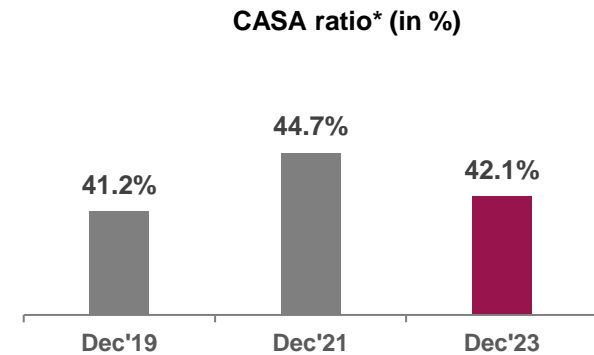
Source: RBI, Axis Bank reported data

...with improvement in the quality of deposits...



Outflow rates are now **among the best** in the industry

...while delivering healthy CASA levels and reducing borrowings



\* On MEB

## ...led by multiple initiatives across the Bank

Focus on Productivity & Micro market strategy	Premiumization	Exclusively curated product propositions	Bharat Banking	Digital, transformation Partnerships
<p><b>52%</b> increase in # of districts with total deposits market share of over 5% in last 3 years <sup>1</sup></p> <p><b>67%</b> of customer requests serviced digitally as part of <b>Branch of the Future</b></p> <p><b>Calibrated</b> branch expansion strategy; added <b>350</b> new branches in the 9MFY24 period</p>	<p><b>32%</b> CAGR in <b>Burgundy</b> wealth management AUM since Mar'17</p> <p><b>Project Triumph</b> and <b>"Right fit" strategy</b> to accelerate Premiumization</p> <p><b>'Burgundy Promise' &amp; 'Burgundy Circle of Trust'</b> launched industry first servicing proposition</p>	<p><b>10%</b> YOY growth in new salary acquisition in Q3FY24</p> <p><b>SUVIDHA Salary</b> remains amongst the best offerings available in the market today</p> <p>New <b>'Family Banking Program'</b> and benefits including super premium <b>Magnus Card</b> for Burgundy customers</p>	<p><b>63K+</b> extensive distribution network of Common Service Centers (CSC) VLEs <sup>2</sup></p> <p>New SA proposition <b>"Sampann"</b> launched for RUSU locations</p> <p>Enabled <b>CASA</b> opening at a third-party network on the eKYC platform, building a <b>TD</b> proposition on the eKYC platform</p>	<p><b>Project NEO</b> aiding higher contribution from transaction-oriented flow businesses</p> <p><b>44%</b> YOY growth in individual RTD by value sourced digitally for 9MFY24</p> <p><b>Siddhi</b> empowering Axis bank colleagues to engage with customers seamlessly</p>

<p><b>1.37 mn</b> new SA accounts acquired in Q3FY24</p>	<p><b>11%</b> growth in deposits from Bharat banking</p>	<p><b>1.47 mn</b> Retail Term Deposits acquired in Q3FY24</p>
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<sup>1</sup> RBI market share district wise (including RRBs) for Mar'23

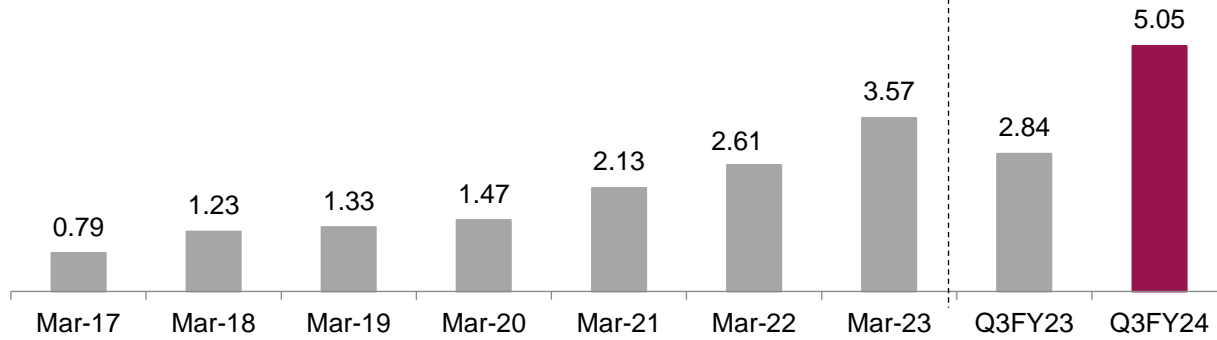
<sup>2</sup> Village Level Entrepreneurs

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



Overall Burgundy AUM^ has grown strongly

32% CAGR\*  
78% YOY  
12% QOQ



\* CAGR for period Mar-17 to Dec-23

All figures In ₹ Tn

**Burgundy**  
Wealth Management | Axis Bank

### Family Banking Program

Our services don't stop at you. Extend your Burgundy privileges to 3 additional family members.

- Upto 60%\* off on locker fees, additional 10%\* off and a complimentary Burgundy Debit Card for each member on opening a Burgundy account.

Wealth Management | Personal Banking | Business and Lending Solutions  
axisbank.com/burgundy • SMS: 'BURGUNDY' to 56161600 \*T&C apply

## Celebrating four years of Private Banking Excellence!

Highly Commended-  
Best Private Bank for  
Client Acquisition

Asia Annual Wealth Tech Awards  
Financial Times, UK, 2023

Best Private Bank for  
Digital Marketing  
& Communication

Asia Annual Wealth Tech Awards  
Financial Times, UK, 2023

Burgundy Private AUM^

₹1.77 Tn

79% YOY

Burgundy Private Client Base^

10,389

135% YOY

Burgundy Private 3-in-1 Cards^

8,699

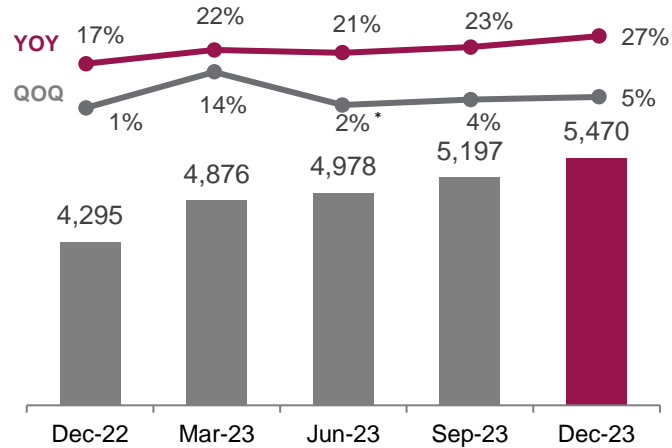
68% YOY

# ₹5.5 trillion Retail loan book remains well diversified



## Retail book

(in ₹ Billion)

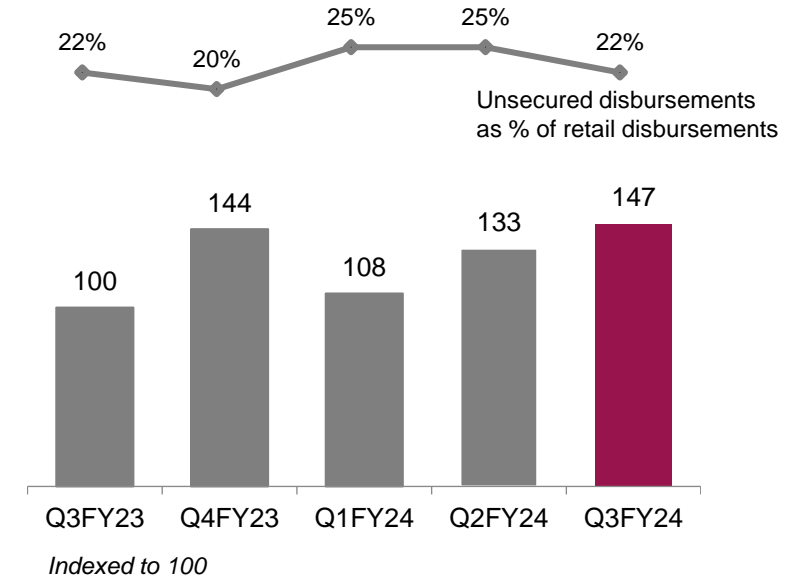


~ 75% of our retail book is secured <sup>(1)</sup>

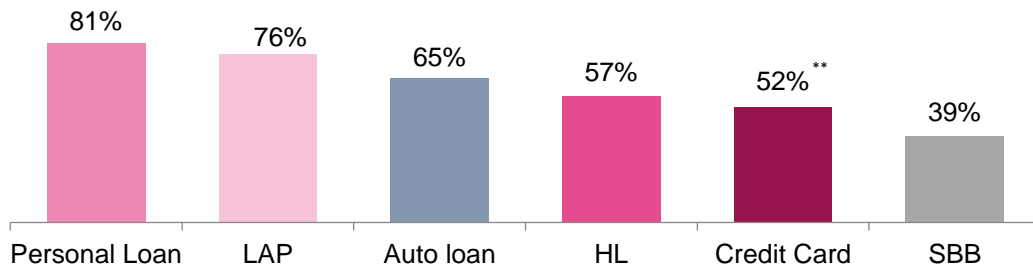
in Rs Crores	Dec-23	QOQ	YOY	% Prop
<b>Home Loans</b>	1,62,813	2%	10%	30%
<b>Rural loans</b>	79,765	7%	34%	15%
<b>Personal loans</b>	65,083	6%	28%	12%
<b>Auto loans</b>	57,874	4%	24%	11%
<b>LAP</b>	58,604	9%	32%	11%
<b>SBB</b>	53,535	6%	40%	10%
<b>Credit Cards</b>	39,963	11%	92%	7%
<b>Comm Equipment</b>	11,825	6%	55%	2%
<b>Others<sup>2</sup></b>	17,537	(3%)	26%	3%
<b>Total Retail</b>	<b>5,46,999</b>	<b>5%</b>	<b>27%</b>	<b>100%</b>

(2) Others comprise of supply chain finance loans, education loans, gold loans etc.

## Retail disbursement trends and mix



## ETB<sup>^</sup> mix in retail portfolio



100% of PL and 78% of Credit Cards portfolio is to salaried segment



**Average LTVs:**  
**52%** in overall home loan portfolio  
**40%** in LAP portfolio

<sup>^</sup> Existing to Bank

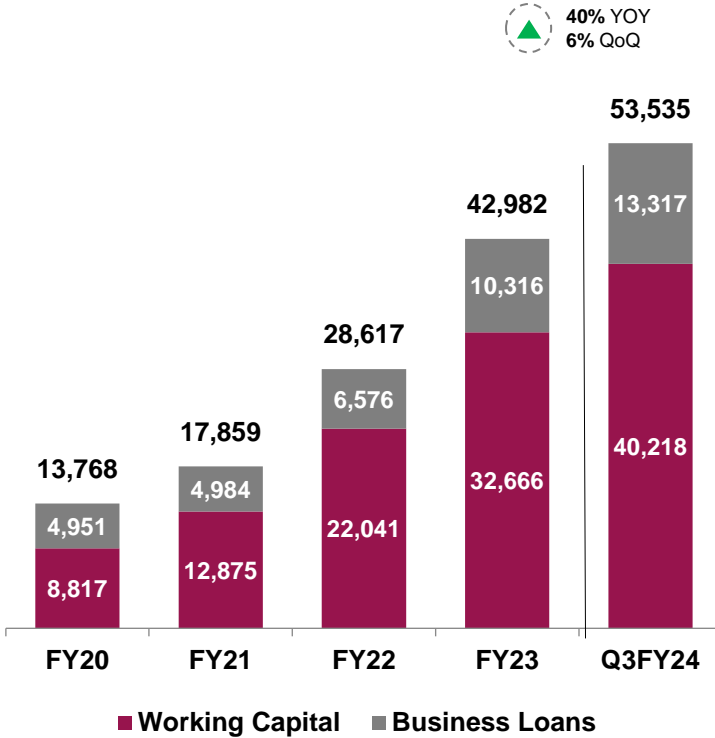
<sup>\*</sup> Aided by Citi Bank India consumer business portfolio

<sup>\*\*</sup> 33% of CC acquired in 9MFY24 were through Known to Bank (KTB) channel

(1) basis Bank's classification of secured

# Small Business Banking segment is well diversified and continues to grow strongly...

SBB portfolio (in ₹Cr.)

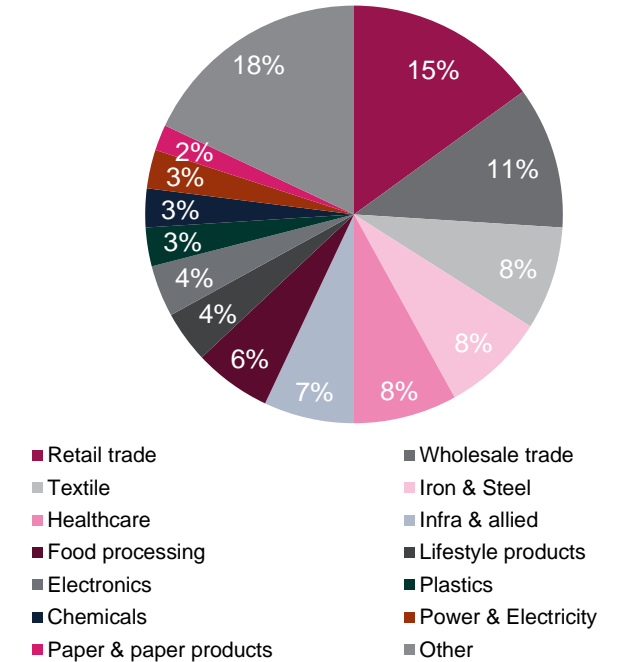


- **₹53,535** crores overall book with Business Loan book of ₹13,317 crores
- **~75%** value contribution from Secured products (working capital, overdraft, term loans, etc.)
- **114 lakh+** average ticket size of working capital secured loans
- **90%+** of SBB working capital portfolio is PSL compliant
- **EWS** portfolio monitoring indicates risks well under control
- **85%** Branch contribution to total business



**24x7 Business loans :**  
End to End digital lending contributes **61%+** to overall unsecured BL disbursements

Well diversified customer base



# ...led by our innovative product offerings and transformation initiatives

**SBB Working Capital Loan**

**24x7 Quick OD**  
Digital | Instant | Simple



**Features**

- Loan up to Rs. 15 lacs
- Paperless & Convenient
- Instant decision in 3 steps
- Collateral Free
- Interest only on utilization

**Requirements:**

- Minimum business vintage of 2 Years.
- Sole banking relationship with Axis bank

**SBB Business Loans**

- 24 X 7 Business Loan – Paperless Journey
- Phygital Processing with Integrated Work Flow



**SBB Equipment Finance**

- Loans up to 10Cr for Industrial & Health Care Equipment



**Industrial**

- Machine Tools
- Plastic Injection
- Packaging
- Printing

**Healthcare**

- Diagnostic
- Therapeutic
- Imaging
- Pathology
- Life support

## One Axis approach

- Platinum & Bharat Bank franchise driving branch growth
- Synergies with Merchant Acquiring
- Leveraging AVC Channel for better lead conversion

**'SBB Sankalp'** project to further improve efficiencies and deliver superior TATs by re-imagining and digitizing underwriting systems and loan disbursals



# 'Bharat Banking' strategy delivering early results

- Drive higher business growth and increase market share in Rural and Semi Urban (RuSu) markets through asset led liability strategy
- Lending opportunities in RuSu markets to complement the Bank's overall PSL strategy meaningfully

## Focus on building a distinctive model for Bharat



**One Axis** solutioning approach



**Distinctive Bharat** specific capability stack



**Embed banking** in the digital ecosystem of the clients

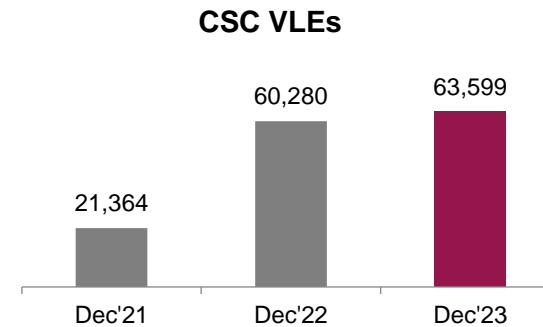


**Enhancing Brand** in the RuSu markets



**Use of alternate ecosystems** to leverage data & UW customers better

## Significantly Increase in coverage in RuSu markets



**2x+**  
growth in CSC VLEs in last 2 years

**2,420+**  
Bharat Banking branches  
as of Dec'23

## ... has delivered strong growth across key metrics

**34%**  
YOY growth in  
Rural advances

**46%**  
YOY growth in  
disbursements

**11%**  
YOY growth  
in deposits

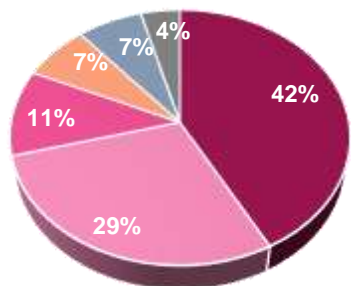
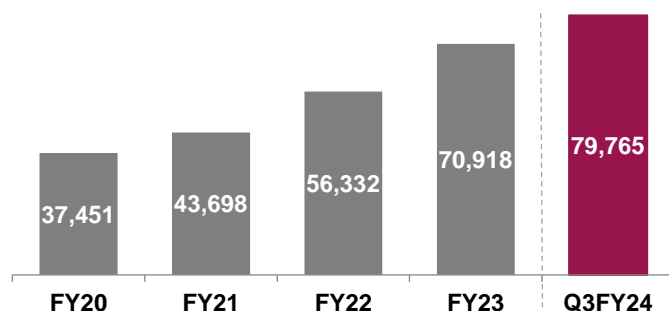
# Rural portfolio is well diversified, offering holistic and integrated financial solutions by leveraging technology and partnerships

Well diversified rural lending portfolio with presence across 674+ districts across India

## Rural loans portfolio & composition

(in ₹Cr.)

27% CAGR #  
34% YOY



- Farmer Finance
- Bharat Enterprises
- Gold
- MFI-Retail
- MFI-Wholesale
- Farm Equipment

... and leveraging technology and partnerships

### Farmer Funding

- Scaling up business by enhancing crop coverage, adding partnerships & improving customer retention
- Enhancing distribution around agri clusters such as Mandis and targeting niche value chains such as pisciculture etc.

### Bharat Enterprises

- Widen the product suite to cover multiple financing needs in the agri value chain such as FPO, AIF etc. and a new line of business for lower ticket micro enterprises
- Boosting fee income through trade & forex and mobilizing deposits

### Farm Mechanization Loans

- Enhanced proposition for existing customers through standalone farm equipment, and used tractors
- A revamped customer journey will go live in Q4

### Gold loans

- Enhancing distribution by increasing branch coverage and scaling up volumes from partnerships
- Phase-2 of the digital gold loan journey went live in Q3

### Microfinance - Retail

- Accelerating growth through new propositions for graduating JLG customers, and cross-sell retail products

### One Axis Platform

- Deepen the partnership with various parts of the bank to build Bharat specific propositions for liabilities, assets and other fee-based products

... focused on capitalizing opportunities in each segment...

- Launched a new savings product “**Sampann**” for the mass affluent segment in RuSu markets
- Digital end to end **co-lending journey** is scaling up well and live with 10+ partners
- Live with **eKYC based CASA** opening at a partner location, and extending the same journey for FD and other liability products
- Launched a **Mandi Mitra model** to enhance distribution & increase wallet share from the Mandi network
- Launched an initiative to mobilise deposits from the **value chain of the SME clients** located in RuSu markets
- Targeting deeper credit & deposit penetration in **three ecosystem in RuSu markets** through partnerships- trader, large farmers, and small farmers
- Redesigning **end to end customer journeys** to reduce TAT and improve customer experience in all high growth products
- **Multi product distribution architecture** scaling up well, driving cross-sell across asset & liabilities to increase product coverage
- Better **data farming** for underwriting and cross sell opportunities esp. using alternate data
- Launching more **sales enablement tools** to enable sales team to self source multiple products

The book is well diversified across regions

# Strong growth in Credit Card issuances

Increase in Cards in force (CIF) market share with increasing card issuances aided by KTB^ partnerships

## Axis Bank Magnus Credit Card



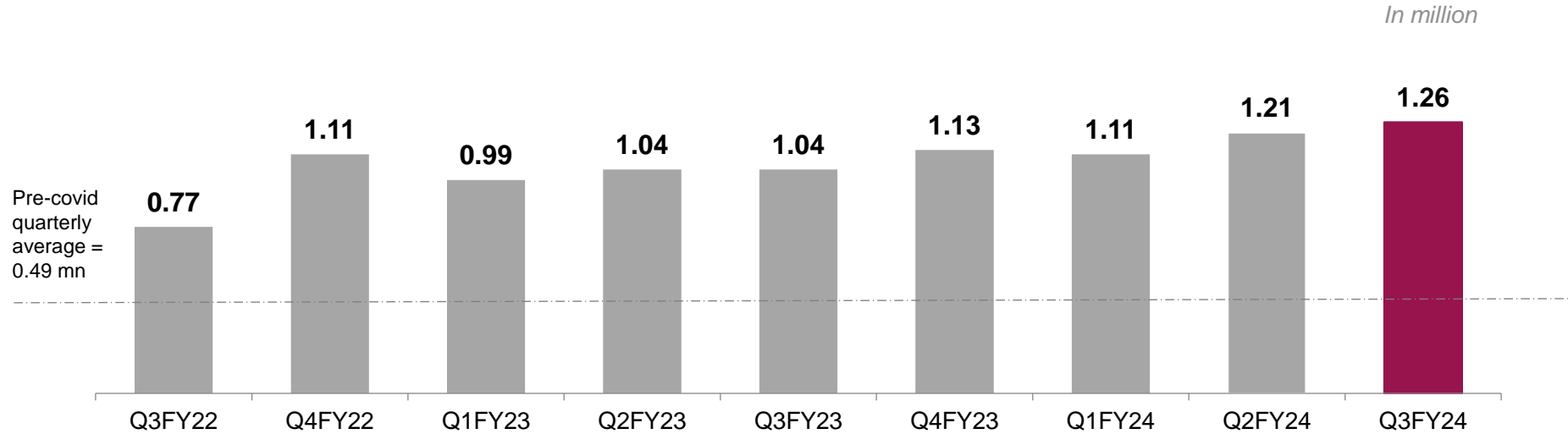
## Airtel Axis Bank Credit Card



## Indian Oil Axis Bank Credit Card



~1mn+ cards issued for 8<sup>th</sup> consecutive quarter



**33%**

share of KTB^ sourcing to total card issuances in 9MFY24

**14%**

period end market share for credit cards in force as of Nov'23

**11.9%**

spends market share in 2M Q3FY24 \*

^ Known to Bank  
\* RBI data as on Nov'23

# End to End Digital KTB acquisition journey with best in class early activation and spend metrics for Flipkart Axis Bank Credit Card



Customer clicks on Flipkart Axis Bank Credit card banner and can view details



Customer fills up the form and submits the application



Approved customers complete KYC and income verification via digital or physical channels



**4.07 mn<sup>§</sup>** CIF for *Flipkart Axis Bank Credit Card*, making it one of the fastest growing co-brand partnership since its launch in July 2019

**69%** monthly activity rate\* - Best in class engagement in Retail segment

<sup>§</sup> CIF as of 31<sup>st</sup> Dec'2023  
\*Based on the average data for Apr'23 to Dec'23 for cards acquired via Flipkart Platform

# Retail spends up 88% YOY, and related market share up ~310 bps YOY

All figures In ₹ Cr

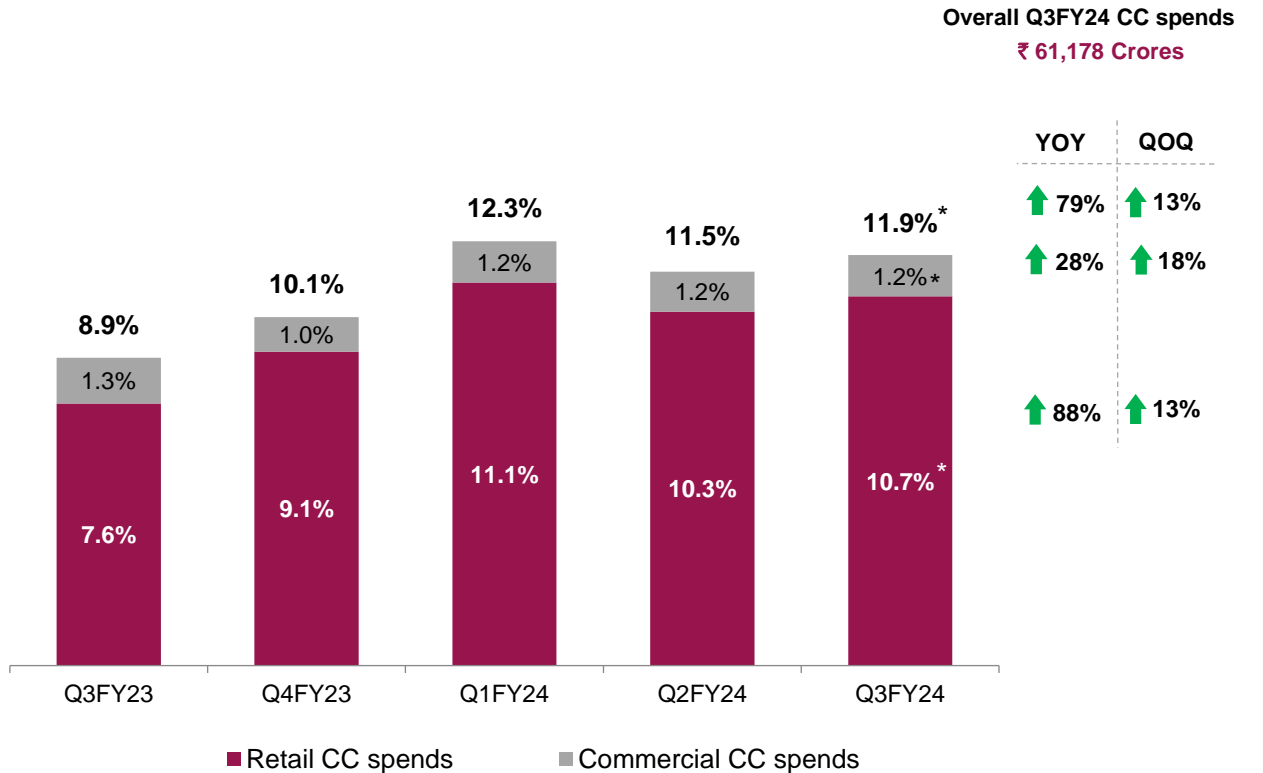


**'GRAB DEALS', Axis Bank's exclusive shopping platform has scaled up significantly**

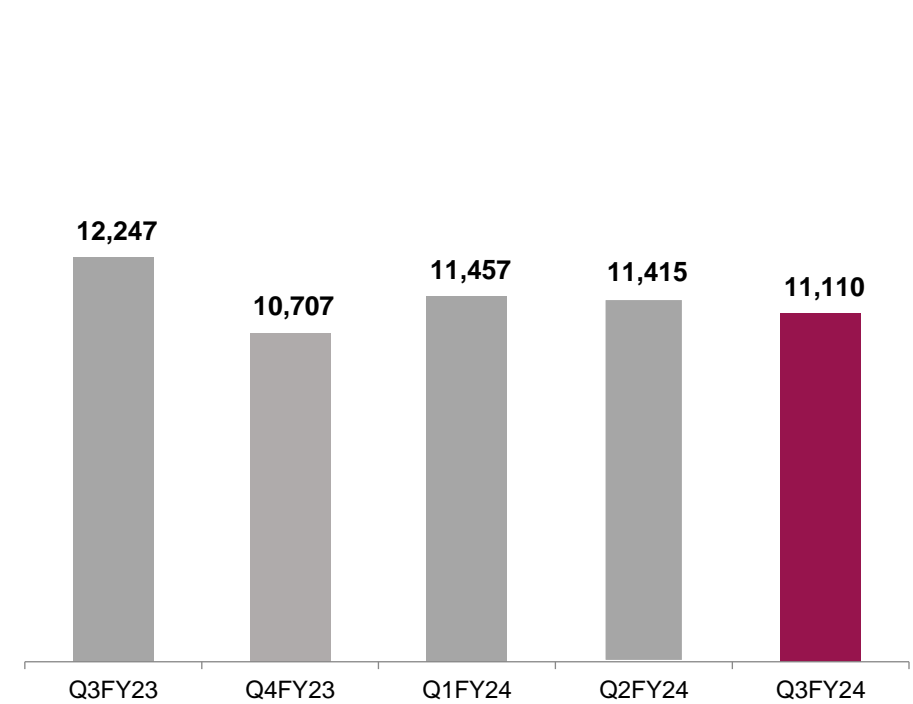
**107%** YOY increase in GMV (Q3FY24)

**58%** YOY growth in Q3FY24 transactions

### Trend in Credit Card spends market share



### Trend in Debit Card spends

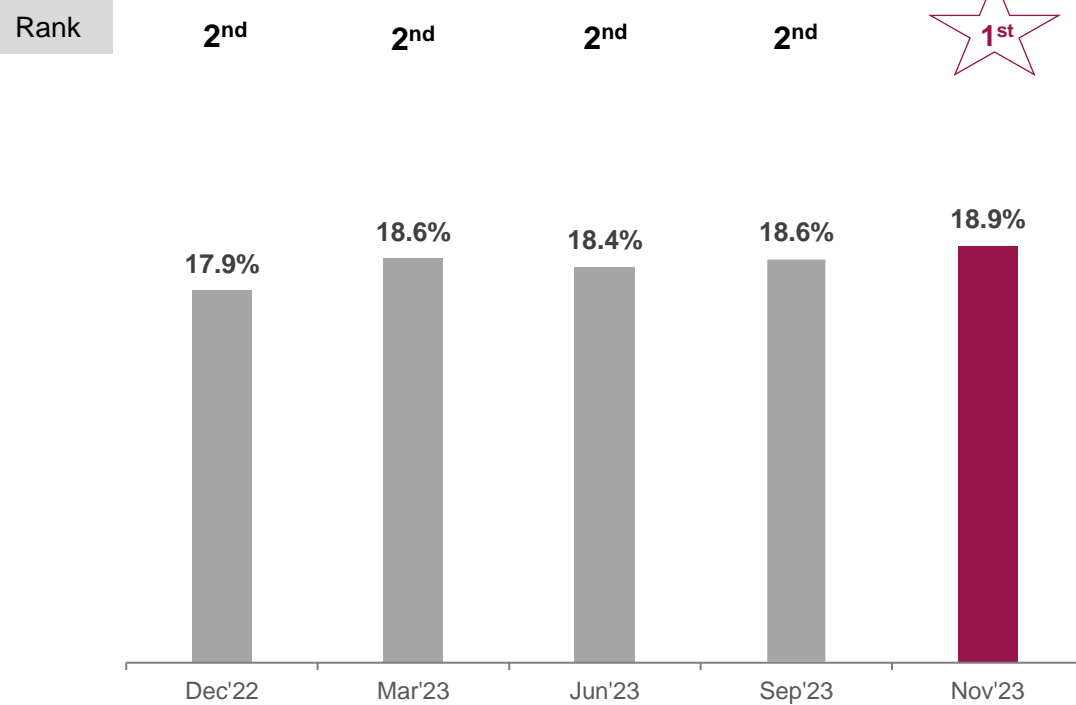


\*Market share based on RBI reported data for the month of Oct'23 and Nov'23

# We are the largest Merchant Acquiring Bank led by 'One Axis' focus, improved product capabilities and partnerships



Market share in POS terminals



Source: RBI data, available till Nov'23

**26%**  
Axis incremental market share in last 1 year  
(POS Terminals)



## One Axis approach – Taking Bank to Merchant

**Curated solution offerings** : Payment solutions, Deposits, Business loans, Credit Cards and Insurance

Co-origination & conversion drives reflecting in healthy CASA balance growth



## Capabilities and products

**Powerful terminals**: State-of-the-art, feature rich terminals; Android Smart POS, Pocket Android POS, Micro Pay launched- 50-60% new installations

**All in One offering** : Features like Tap & PIN, Bharat QR, Digital Khata with VAS offerings like Card less EMI, Pay Later, Merchant Rewards

**In-house Payment Gateway** : Customized Axis Payment Gateway with differentiated features; success rate of 87%; 99.9% uptime

**Co-origination** : Launch of CA+POS digital onboarding journey, single application lead to better conversion, experience and reduced TAT



## Market partnerships

**Marquee partnerships**: Extension of digital payments ecosystem to fintech aggregators

**Unique sector specific VAS**: supported by deep integrations with merchant value chain players to provide holistic business oriented solutions

**Digital Dukaan**: An Ecosystem Solution to digitize the store, Integrated with payments at an affordable price. Serving to segments like grocery, Clothing, Bakeries, Services, Pharmacy etc.

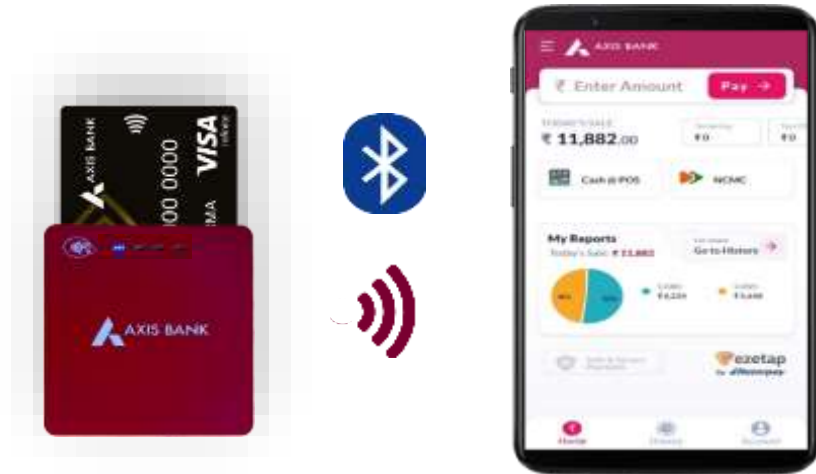
## Soundbox



### Features

- Instant audio confirmation of payments done via BQR
- Multilingual support for 10 languages
- Equipped with digital display to show the txn amount
- Supports WiFi & 4G connectivity

## MicroPay POS Solution



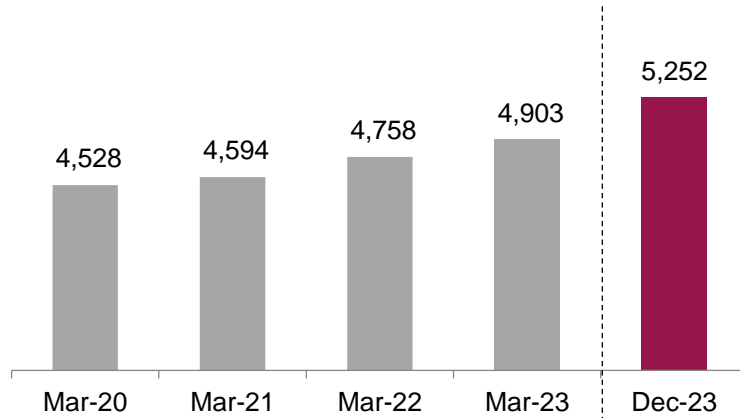
### Features

- Accepts Visa, MasterCard, RuPay Cards and Bharat QR(including UPI)
- Accepts Contactless without Pin (below Rs 5,000) & Contact (Dip) mode of payment
- Compliant with latest Card transaction security features
- Enabled with VAS – Khaata Book, BQR, merchant portal & My Rewards
- Audio confirmation for transaction completion

**Strong and deep-rooted alliance** with multiple partners across India with over **4.3 lakh** MIDs and a yearly throughput of **27k+ crores**

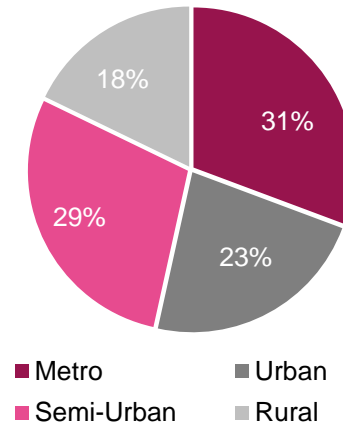
# We have a very well distributed branch network; added 350 branches in 9MFY24 of which 100 in Q3FY24

Domestic branch network\*



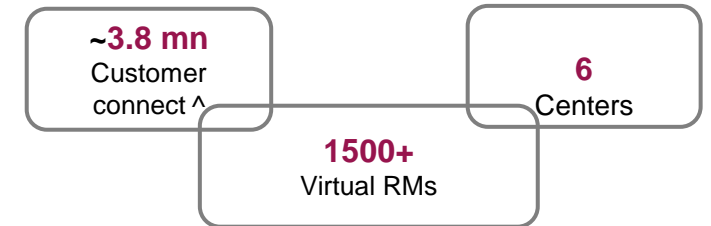
\* Includes extension counters

Branch presence across categories



- Calibrated approach towards new branch additions across focused regions
- Aligned to our **Bharat Banking 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

Axis Virtual Centre



- Connected with **~3.8 mn** customers through this channel on an average per month in Q3FY24
- AVC manages relationship with our existing customers under **affluent and other programs**
- AVC is present across West, South, North and East with **six centres**

^ monthly average for Q3FY24



# Corporate & Commercial Banking

**20%**

YOY growth in Domestic corporate loans

**26%**

YOY growth in SME loan book

**30%**

YOY growth in Mid Corporate book

**15%**

YOY growth in Corporate & CBG fees

**89%**

Share of corporate advances to clients rated A-and above

**88%**

Incremental sanctions to A-and above\*\*

**4%**

QOQ growth in CA deposits on QAB basis #

**9%**

RTGS Market Share Q3FY24 (by value)

**28%**

NEFT Market Share Q3FY24 (by volume)



\*\* in corporate segment for 9MFY24 # Quarterly Average Balance

# Recognized at the Coalition Greenwich Awards for 3<sup>rd</sup> consecutive year



**Market Penetration - Local Banks  
Indian Large Corporate Banking**

**55%**

Market penetration \*

*\*Market Penetration is the proportion of companies interviewed that consider each bank an important provider of corporate banking services*



**Market Penetration - Local Banks  
Indian Middle Market Banking**




**47%**

Market penetration \*

*\*Market Penetration is the proportion of companies interviewed that consider each bank an important provider of corporate banking services*



**2023 Greenwich Excellence Awards for  
Indian Middle Market Banking**

-  Effective Senior Management Support
-  Frequency of Contact
-  Timely Follow-up

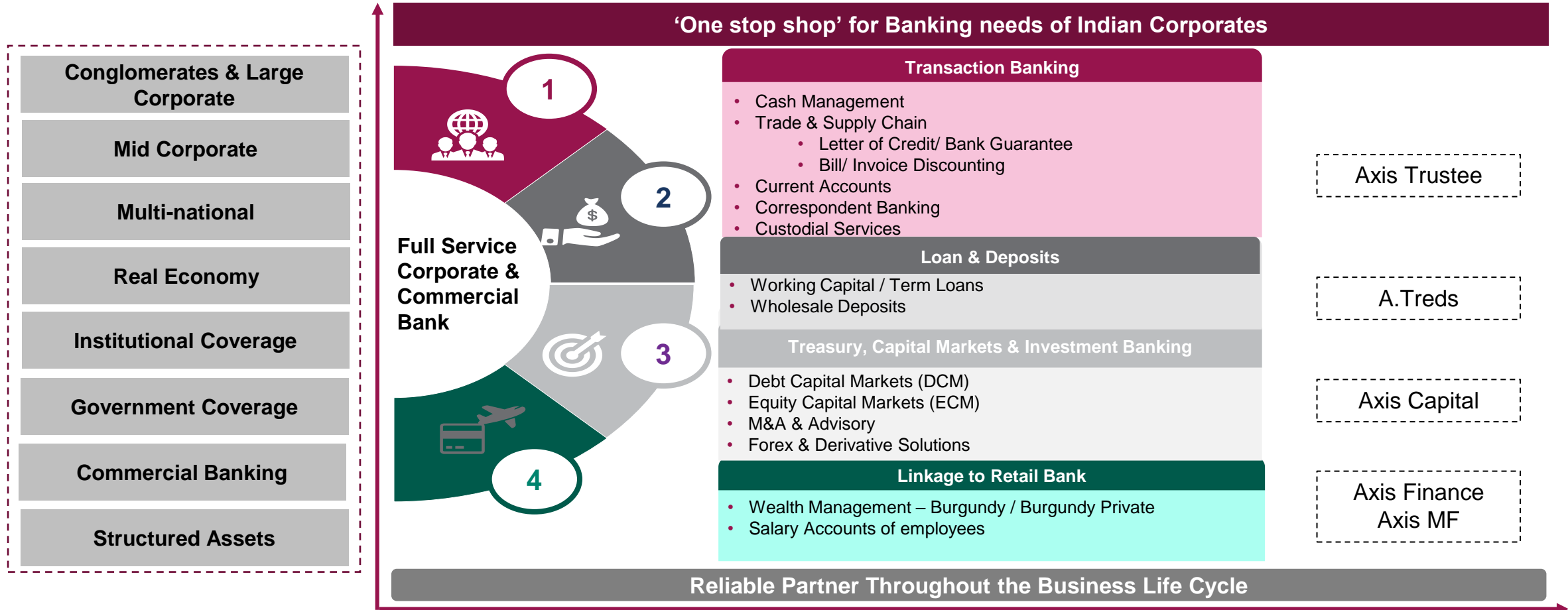
*Among more than 70 banks evaluated, Axis Bank was voted for its distinctive quality w.r.t. 3 out of 11 metrics where the respondents expressed their preference*

# 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

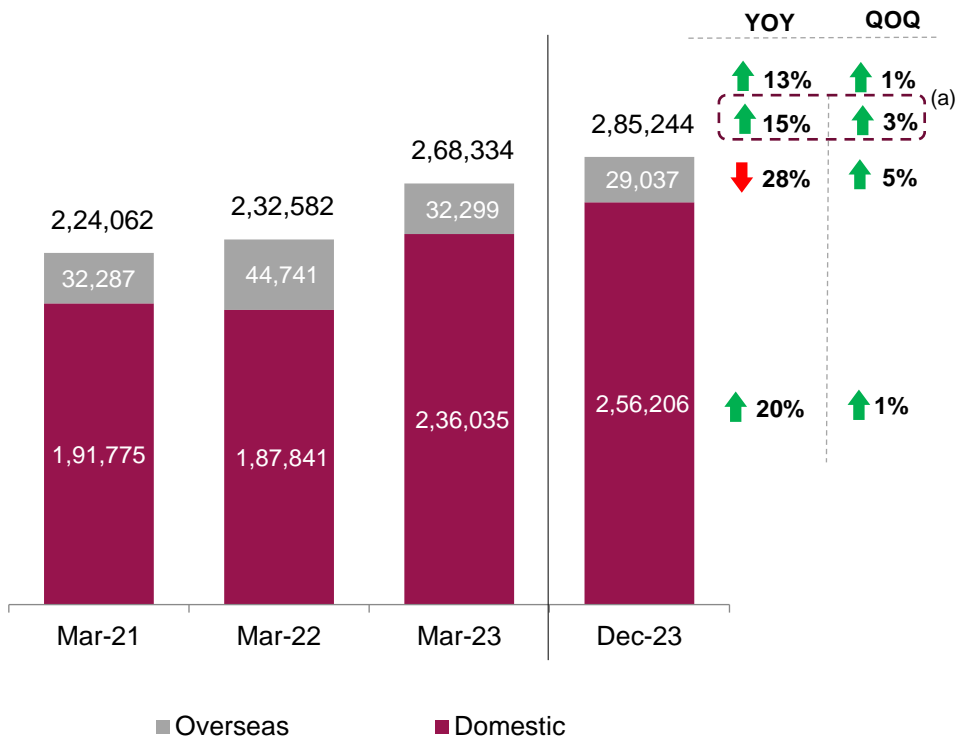
- Segregated the responsibilities of coverage and product groups to ensure sharper focus
- Corporate & Commercial Bank coverage reorganized into 8 coverage groups, each with a stated objective



# ...with 89% of the book rated A- and above

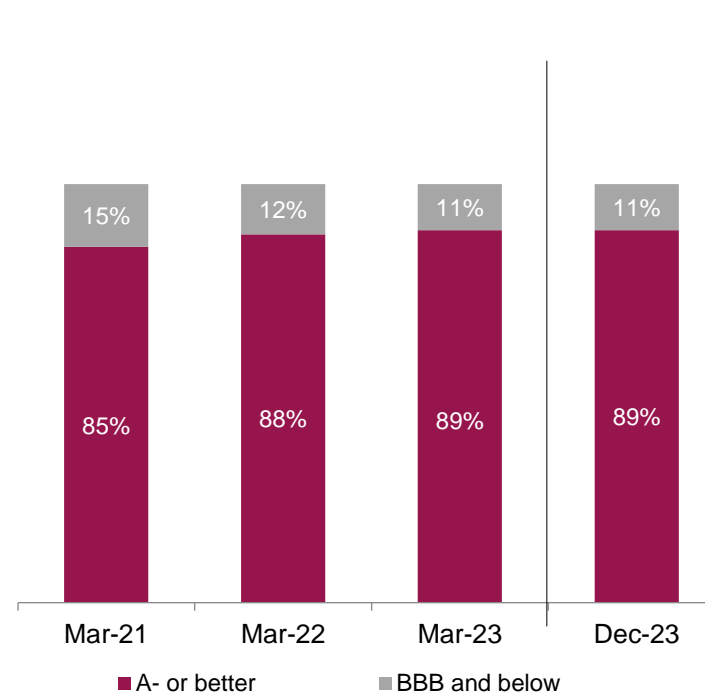


## Corporate Loans



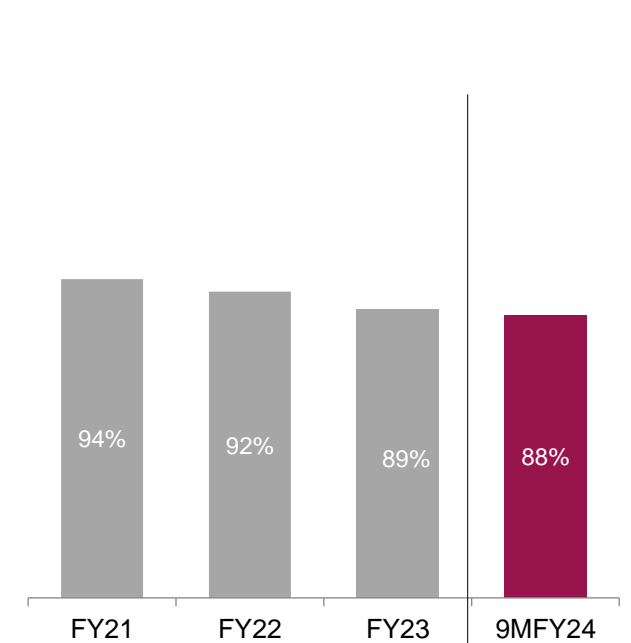
(a) Corporate loan book growth (gross of IBPC sold)

## 89% of the corporate loan book is rated A- or better



67% of book as on 31.12.2023 is rated AA- & above

## Incremental sanctions to corporates rated A- & above



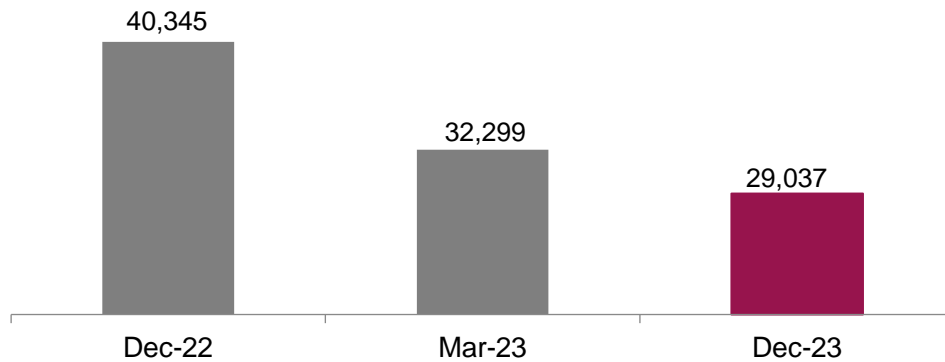
62% of sanctions were to those rated AA- & above

# 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 corporate loan book

All figures In ₹ Cr



## Funding is primarily for Indian conglomerates and PSU entities

- **95%** is India linked based on standard book
- **91%** is rated A- and above based on standard book
- **75%** of standard outstanding constituted by top 10 conglomerates

# We have strengthened our proposition as a Transaction Bank



## Current Account

4% QOQ growth in Current Account quarterly average Balances (Q3FY24)

## Digital Adoption

71% Current Account customers registered for internet/mobile banking

## Foreign LC Market Share

Increase in Market Share  
11% (Q3 FY23) to 12% (Q3 FY24)

## TxB, Forex & Trade related fees

13% YoY growth (Q3FY24)

## RTGS Value Payment Market Share

Increase in Market Share  
8.2% (Q3 FY23) to 8.5% (Q3 FY24)

## BBPS Market Share

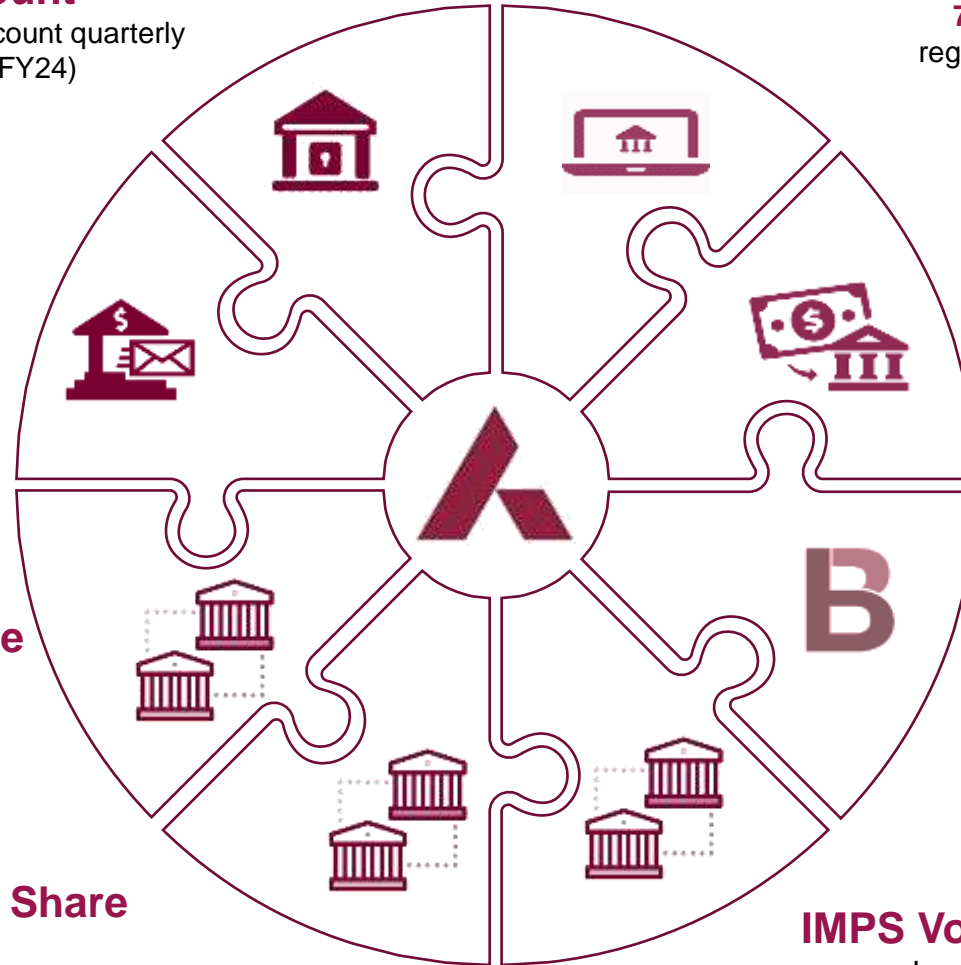
Market Share maintained at 18% (Dec'23)

## NEFT Volume Payment Market Share

Increase in Market Share  
11% (Q3 FY23) to 28% (Q3 FY24)

## IMPS Volume Market Share

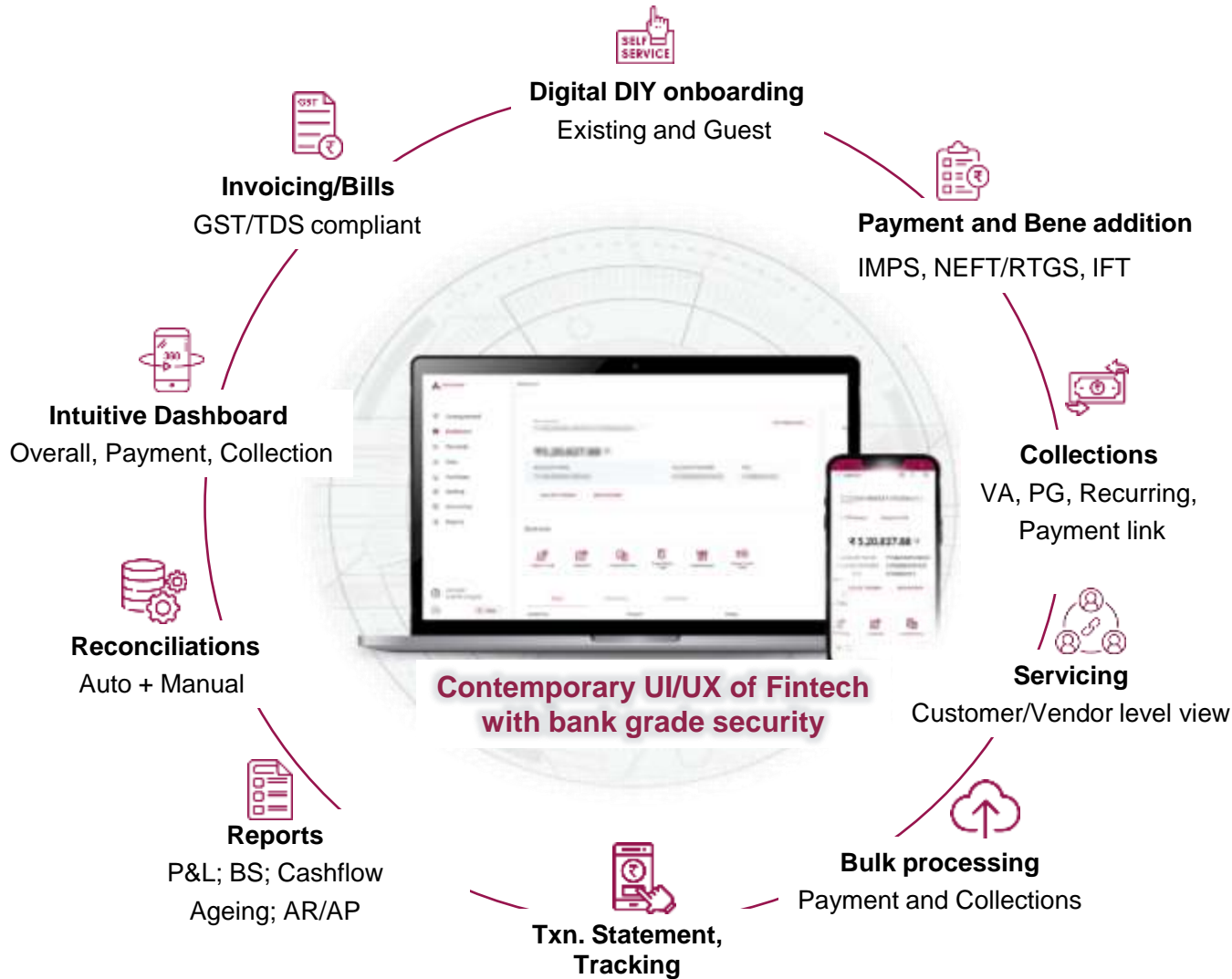
Increase in Market Share  
30.4% (Dec'22) to 33.5% (Dec'23)



Source:  
Foreign LC – SWIFT Watch  
RTGS/NEFT/IMPS Payment – RBI Report

Forex Turnover – RBI Report  
BBPS – NPCI Report  
TxB – Transaction Banking

# neo for Business, Axis' MSME proposition launched in Sep'23, is getting scaled up with c.25000 customers onboard



## Newly introduced beyond banking features <sup>1</sup>



**Tally** account integration to sync invoices, bills and contacts, thus simplifying accounting



**Payroll** to streamline employee management & HR processes



**Amazon integration** to manage amazon seller account in the most simple way



**GST e-filing** to effortlessly interact with GST reports and pay GST online



**Open Hub and Open store** to connect with B2B merchants and build online store



neo.axisbank.com

<sup>1</sup> launched in January 2024 in partnership with Open Financial Technologies

# Transaction Banking APIs, under *neo* by Axis Bank, continue to deliver quality outcomes



## Business Impact



... and there is more to come

### Best-in-class API proposition

- Industry leading Transaction Banking API product suite – depth & breadth of APIs across Trade & Cash
- Industry leading Corporate Developer Portal – end-to-end digital for savvy corporates
- Market leadership in segments of focus
- Speedy integration using *Axis neo Connect*



# Industry-wise Distribution (Top 10)



All figures in ₹ Crores

Rank	Outstanding <sup>1</sup> as on 31 <sup>st</sup> Dec'23 Sectors	Advances	Investments	Non-fund based	Total	
					Value	(in % terms)
1.	Financial Companies <sup>2</sup>	73,019	28,566	30,864	1,32,449	11.42%
2.	Engineering & Electronics	18,454	3,384	36,743	58,581	5.05%
3.	Infrastructure Construction <sup>3</sup>	22,868	5,034	16,524	44,426	3.83%
4.	Trade	33,771	1,200	6,039	41,010	3.53%
5.	Real Estate <sup>4</sup>	31,858	2,806	774	35,438	3.05%
6.	Iron & Steel	19,471	86	12,766	32,323	2.79%
7.	Power Generation & Distribution	20,724	2,194	9,042	31,960	2.75%
8.	Petroleum & Petroleum Products	12,303	3,954	14,551	30,808	2.66%
9.	Food Processing	26,219	27	3,529	29,775	2.57%
10.	Agri	27,243	-	1	27,244	2.35%

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

<sup>2</sup> Includes Banks (37% in Q3FY24 vs 34% in Q2FY24), Non Banking Financial Companies (40% in Q3FY24 vs 41% in Q2FY24), Housing Finance Companies (8% in Q3FY24 vs 9% in Q2FY24), MFIs (3% in Q3FY24 vs 4% in Q2FY24) and others (12% in Q3FY24 vs 12% in Q2FY24)

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

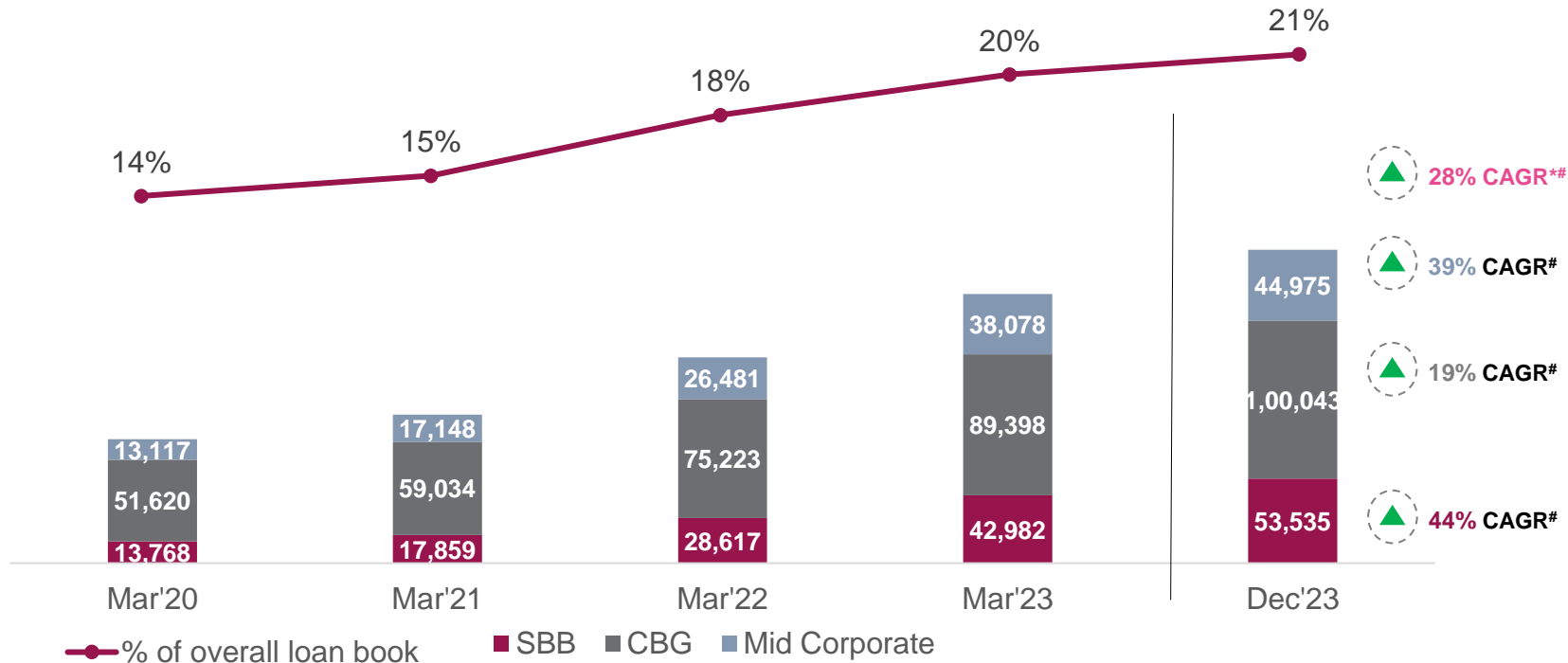
<sup>4</sup> Lease Rental Discounting (LRD) outstanding stood at ₹21,570 crores

**Business Performance**

**Commercial Banking**



# Strong growth in SBB+SME+MC book despite tightening our risk standards



**SBB+SME+MC book has grown at ~2x the overall book growth, with ~ 620 bps improvement in contribution mix from 15.1% to 21.3% over last 3 years**

**28%**  
CAGR# in combined MSME, MC and SBB segment since Mar'20

**13.0%**  
Axis Bank's Incremental MSME market share in last 3 years

**8.6%**  
Axis Bank's market share as % of overall Industry MSME credit

\* Considering our SME+SBB+MC book as numerator  
# period for CAGR Mar'20 – Dec'23

# Commercial Banking business benefitting from technology led transformation

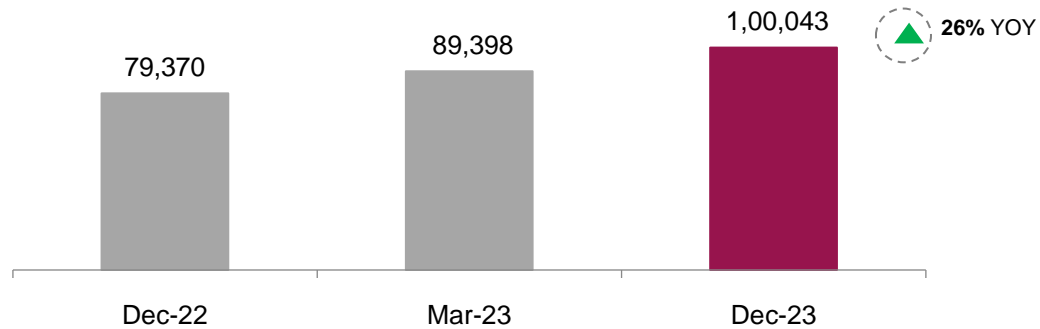


One of the most profitable segments of the Bank with high PSL coverage



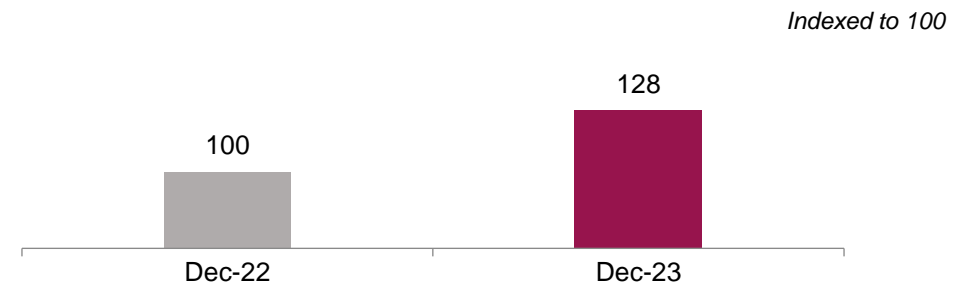
Data driven credit decisions, minimal documentation, simplified products and digitized operations aiding higher business growth

### CBG Advances

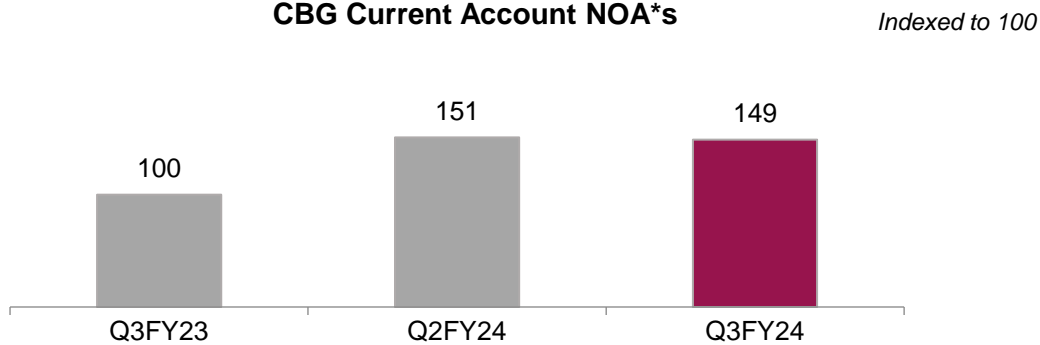


**84%** of loans were PSL compliant

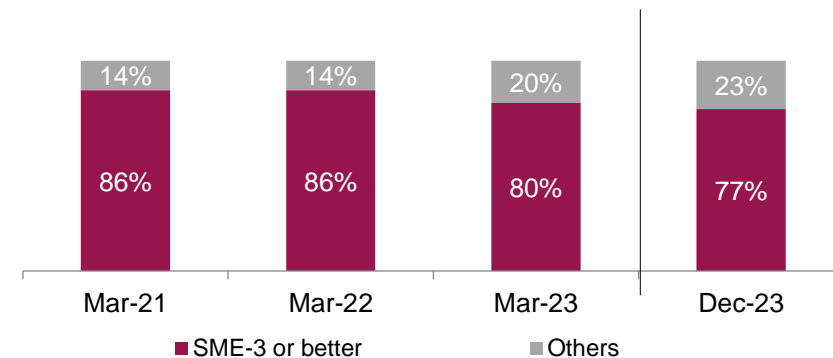
### New to Bank (NTB) book YTD



### CBG Current Account NOA\*s



### 77% of book is rated SME3 or better

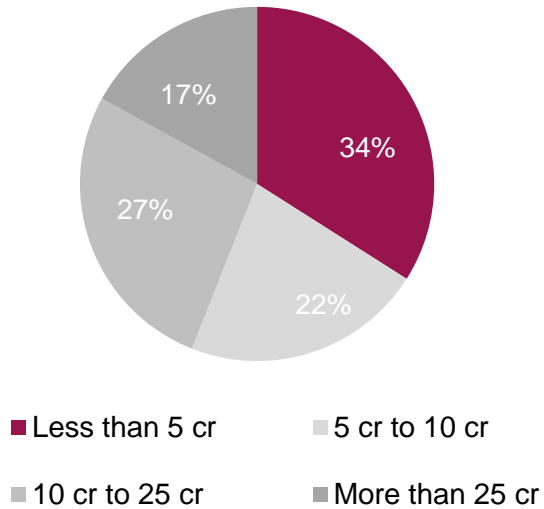


\* Number of accounts acquired

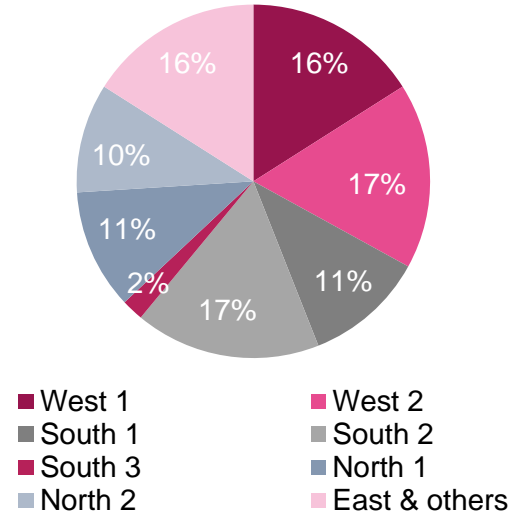
# SME lending book is well diversified



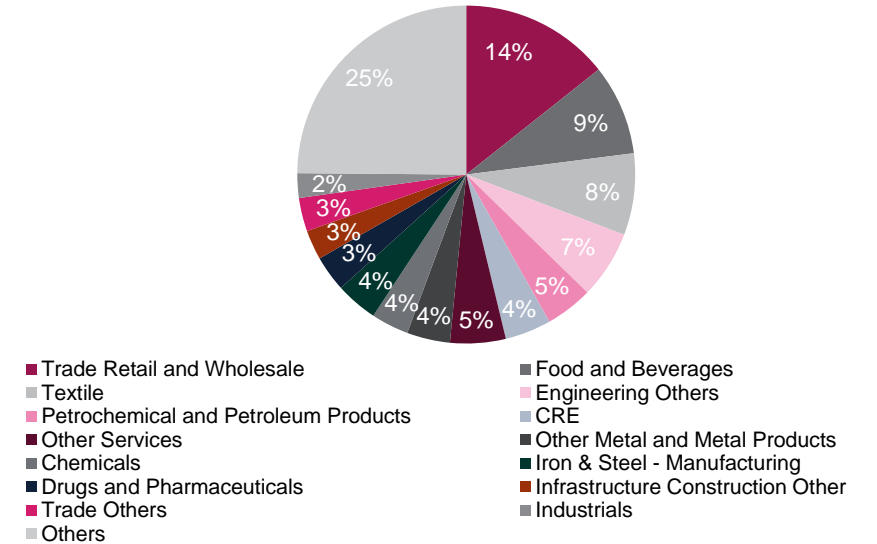
Book by Loan size



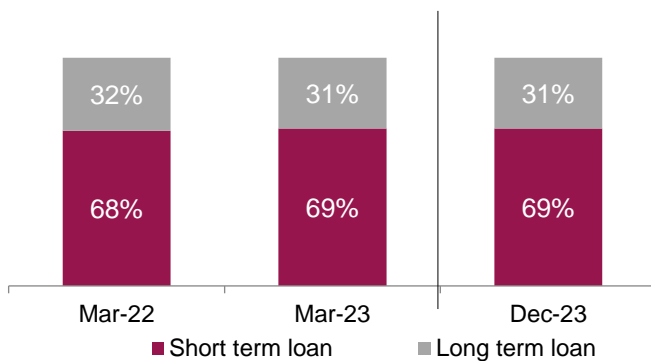
Well diversified Geographical mix



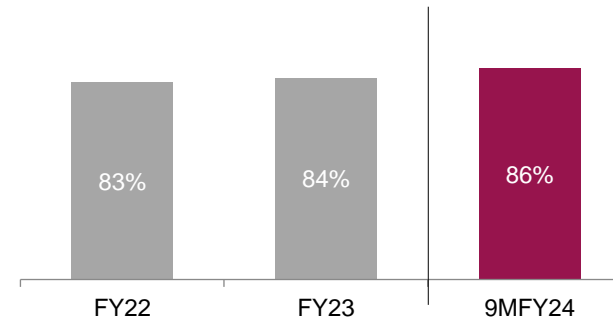
Well diversified Sectoral mix






SME book mix (by tenure)



Incremental sanctions to SME rated SME3 & above



# Digital Banking

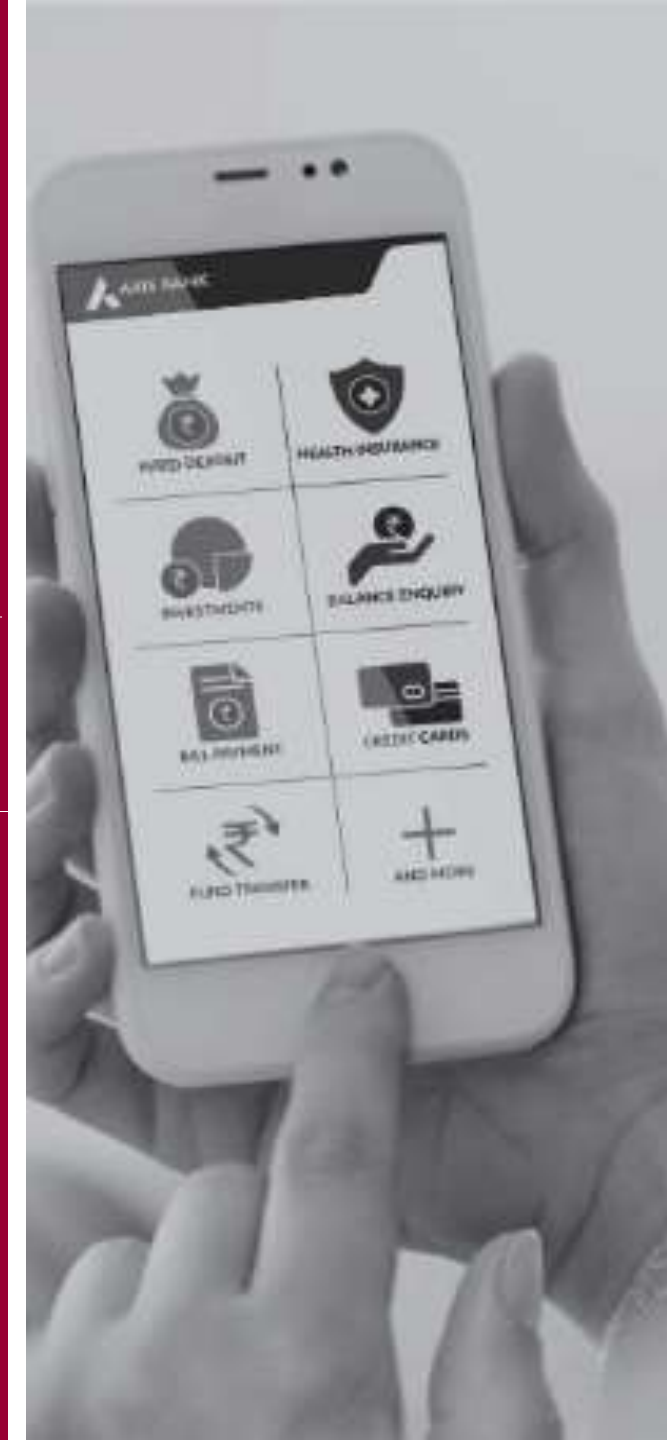
 <p><b>D2C products</b></p>	<p><b>96%</b> Digital transactions<sup>1</sup></p>	<p><b>86%</b> Credit cards issued<sup>2</sup> (9MFY24)</p>	<p><b>76%</b> Individual RTDs volume (9MFY24)</p>	<p><b>71%</b> New SA acquisition<sup>3</sup></p>	<p><b>68%</b> New MF SIP volume (9MFY24)</p>	<p><b>52%</b> PL disbursed (end-to-end digital) (in 9MFY24)</p>
 <p><b>Transformation</b></p>	<p><b>250+</b> Services on digital channels</p>	<p><b>300+</b> Employee tool Journeys</p>	<p><b>4.8@</b> Mobile App ratings</p>	<p><b>~13 Mn</b> Mobile Banking MAU<sup>#</sup>(Dec-23)</p>	<p><b>155k+</b> Devices on Bring your own device<sup>~</sup></p>	<p><b>~3450</b> Robotic automated processes</p>
 <p><b>Capabilities</b></p>	<p><b>2,400+</b> People dedicated to technology agenda</p>	<p><b>800+</b> In-house digital banking team*</p>	<p><b>85%+</b> New hires* from non-banking backgrounds</p>	<p><b>Agile</b> Enabled teams with CI/CD, micro-services architecture</p>	<p><b>40%+</b> Lift of bank credit model GINI scores over bureau</p>	<p><b>75+</b> Apps on cloud</p>

**~10 Mn**

Non Axis Bank customers using Axis Mobile & Axis Pay apps (as of Dec'23)

**~33%**

Contribution of KTB channels to overall sourcing of Cards (in 9MFY24)



<sup>1</sup>Based on all financial transactions by individual customers in Q3FY24 <sup>2</sup>through digital and phygital mode <sup>3</sup>Digital tablet based account opening process for Q3FY24

@ on Google Play store

~Bring your own device enabled for staff and outsourced team

\* Including in-house Digital Banking team from Freecharge

# Monthly active users

# Our digital strategy: *open* by Axis Bank



## Setup *open* by Axis Bank – A Fully Digital Bank within the Bank

- *Distinctive In-house* Digital Capability across People, Tech & Processes

## Acquire New Customers *at Scale*

- **76%** of retail individual TDs acquired digitally\*

## Become a Digital Consumer Lending Powerhouse

- **52%** of PL disbursed digitally\*

## Become a Benchmark Digital Bank Globally

- 'Axis Mobile' is **top rated** Mobile Banking App

## Become the Leader in New Platform Businesses

- **Early leadership** in Account Aggregator, ONDC, CBDC, OCEN

A

Proprietary, distinctive digital native capabilities



B

Re-imagined & delightful customer experience



C

Full suite of products and services



# A Proprietary, distinctive, digital native capabilities

## 1 Team



2400+

People dedicated to digital agenda

~350

Engineering team

~400

Product team

~55

Design team

85%+

new hires from non-banking background

Fintech | E-commerce | IT | Consulting | others

.. across roles forming full-service teams

Product | Engineering | Design | Partnership  
Governance | Channels | Digital Marketing

## 2 Design capabilities



SUBZERO

Axis Bank's DESIGN SYSTEM



Axis Bank's ILLUSTRATION SYSTEM

Impact Metrics



One Design Language



Reduced Development Effort



Design effort down by 30%

## 3 Engineering and technology

Agile product development lifecycle

Continuous deployment

Modular micro-services based architecture



All new customer facing applications are cloud native



# A Leadership in technology with several industry firsts...

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

Indian Bank to be ISO certified for its AWS and Azure Cloud security

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

Indian Bank to roll-out MS GenAI Co-pilot

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

Indian Bank to launch BBPS for B2B

**7000+**

WAN Links Upgraded

**75M**

Daily API Hits

**800**

Best-in-class BitSight <sup>(a)</sup> rating in BFSI



(a) BitSight Security Ratings as of Dec'2023 – higher the rating, the more effective the company is in implementing good security practices

# A Built best-in-class personalization capability and are leveraging alternate data to scale up our customer centric franchise

## Personalization



Combination of Data Science + Behavioral Science + Technology

Build best in-class personalization engine which caters to all customers with personalized offers at a segment of 1

**15k+**  
nudge variants live

**16%**  
contribution to TD business via data backed personalization framework

## Partnership and digital public infra led lending growth



Lending decisions backed by alternate data and curated database programs

Leverage alternate data and be spoke credit risk scorecards to assess one's creditworthiness

**100+ Alternate Data** features powering  
**50+** distinctive models

**2x**  
Fraud prevention in FY24 TD Vs FY22 via robust alerts framework

## Modern data and tech infrastructure



Strong data and tech foundation for engineering excellence

Deliver and keep up with the growing data demands via modern tool stack and "data as a product" principles

**Data Stack 3.0** is the modern and scalable architecture that helps deploy **1000+** use cases

**B Distinctive customer experience : World's highest rated Mobile Banking App, doubling up as our largest branch**



**Bank on-the-go with 'open'**

**Hyper personalized | Intuitive | Seamless**

Highest rating of **4.8** on Google Play Store with **2.4 mn+ reviews** across 64 global banks, 82 fintechs and 9 neo banks

**67%**

of Branch service request volumes covered

**250+**

DIY Services on mobile channel

**~ 27 mn**

Registered customers on Axis Mobile Banking

**~ 13 mn**

Monthly active users on Axis Mobile Banking \*

**~ 10 mn**

Non-Axis Bank customers using Axis Mobile & Axis Pay apps as of Dec-23

**~₹5.6 tn**

MB spends in Q3FY24, up **41% YOY**

**~ 1.7 bn**

MB volumes in Q3FY24, up **48% YOY**

**66%**

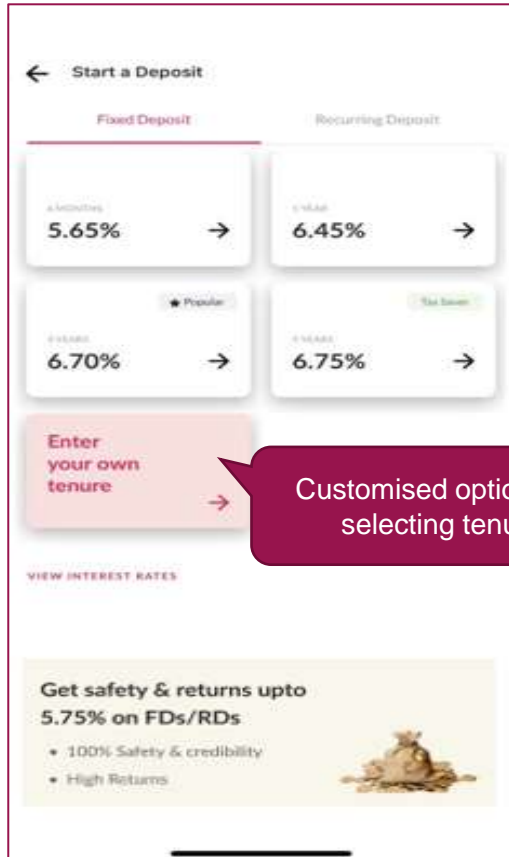
MB customers banking only on mobile app

\* Monthly Active Users engaging in financial and non-financial transactions

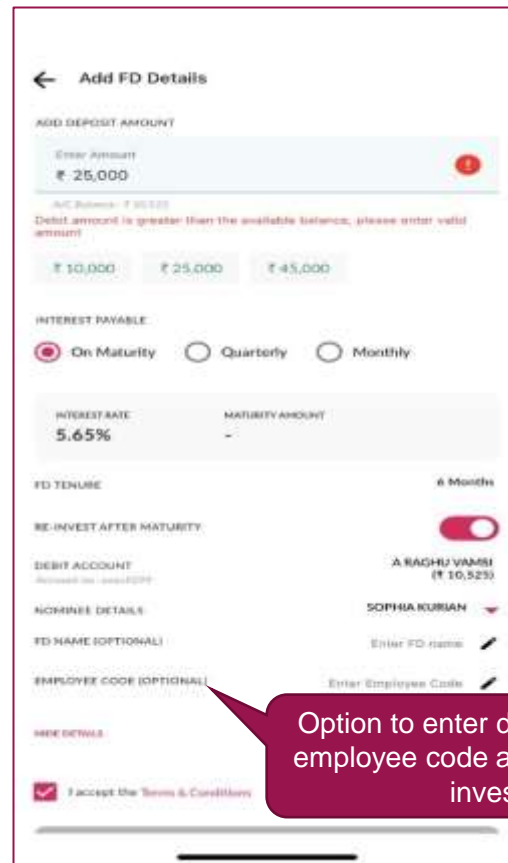
# B Distinctive customer experience: redesigned FD journey



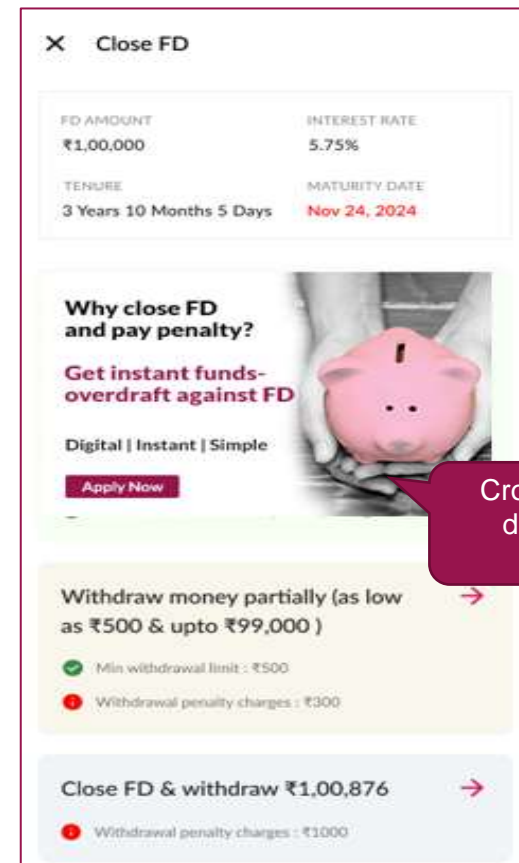
## Best in class 3 click FD journey



Customised options for selecting tenure



Option to enter deposit name, employee code and default re-invest



Cross-selling OD against FD during premature closure journey

# B Distinctive customer experience: Hyper personalised nudges




## Regulatory and Servicing

 **Your KYC Is Due for Confirmation**  
Update your KYC details  
Your KYC is not up to date as per our records. Please update at the earliest for uninterrupted service.

[UPDATE NOW](#)

 **Order a Cheque Book**  
You are running out of cheque leaves  
Order a cheque book now and get it delivered at your doorstep.

[ORDER NOW](#)


 **Explore benefits with eEDGE REWARDS**  
Get e-vouchers, products and exclusive deals  
You have 8000 eEDGE REWARDS points in your A/c. Redeem now to enjoy a range of benefits.

[REDEEM NOW](#)


 **Check Your Risk Profile**  
Be a smart investor  
Assess your risk profile and explore funds suited to you. 5 lakh customers have checked their risk profile and have begun their wealth creation journey.

[INVEST NOW](#)


## Cross sell and upsell

 **Falling Short of Funds ?**  
Apply for instant 24x7 Personal Loans  
Avail your pre-qualified offer of INR 10,00,000. Kaha M'kahi M'. It's digital, instant and simple.


[APPLY NOW](#)

 **Get Axis Bank Credit Card**  
Enjoy a host of benefits on your pre-approved Axis Bank Credit Card  
Earn attractive rewards while you treat yourself to the next shopping spree.


[APPLY NOW](#)

 **Is Your Heart Set on a New Car?**  
Don't miss this great 24x7 Car Loans deal  
Avail your offer of INR 8,00,000 and get up to 100% on-road funding.


[APPLY NOW](#)

 **Upgrade Your Credit Card Now**  
Your Flipkart Axis Bank Credit Card is eligible for an upgrade  
Avail now to get exciting deals and offers on your upgraded card.


[UPGRADE NOW](#)

 **Put Your Money to Better Use**  
A/c no. xxxxx1234  
Your account is credited with a large amount. Invest the money in a FD and get higher interest on your savings.


[INVEST NOW](#)

 **Get Instant Access to Money**  
Without breaking your FD  
Apply 24x7 Overdraft Against Fixed Deposit and keep growing your investment. T&C apply.

[APPLY NOW](#)

 **Increase Your Buying Power**  
With credit limit increase  
You can now increase the limit on your Axis Bank Neo Credit Card from INR 2,50,000 to INR 3,50,000.

[APPLY NOW](#)

 **Fulfil Your Dream of a New Home**  
Enjoy host of benefits on your offer  
We are glad to offer you a pre-qualified Home Loan up to INR 40,00,000.

[APPLY NOW](#)


## Payment and investment

 **Your Mobile Bill is Due**  
Airtel Postpaid  
Your bill of INR 900 is due on 16 Aug 2021.

[PAY NOW](#)

 **Pay your Credit Card Bill**  
Card Number xxxx-xxxx-xxxx-1234  
Your bill of INR 10,000.00 has been generated. Pay before 31 Aug 2021 to avoid any charges. Ignore if already paid or scheduled.

[PAY NOW](#)

 **You have an upcoming SIP**  
Axis Bluechip Fund- Regular Growth  
SIP of INR15,000 is scheduled on 16 Aug 2021. Please maintain sufficient balance in your A/c for the same.

[VIEW MORE](#)

 **SIP Is Ending Soon**  
Axis Bluechip Fund- Regular Growth  
Your last SIP of INR 10,000 is on 16 Aug 2021. Start a new SIP now and continue to create wealth.

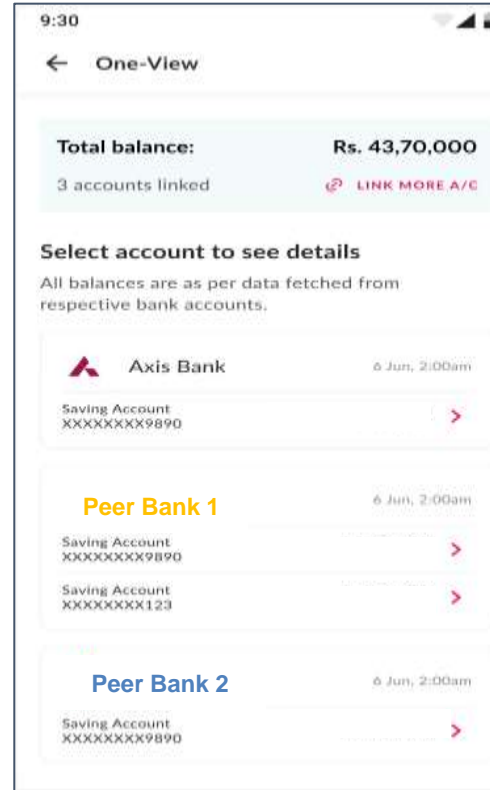
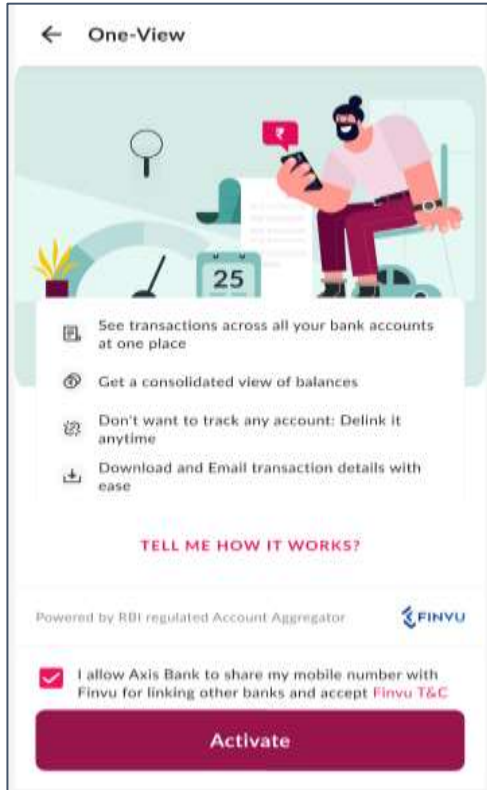
[INVEST NOW](#)



# We continue to scale up Account Aggregator based use cases



## Recently launched 'One View' on Axis Mobile



- Consolidated balances from different banks
- Track all transactions at one place
- Download and Email statement

### ~ 0.61 mn

Registrations in last 8 months since launch

Multiple use cases live in asset onboarding journeys

Personal Loan	Small Business Loan	Auto Loan
Two-Wheeler Loan	Credit Cards	Home Loan

### 28%

YOY growth in AA\* based **Personal loans** disbursed

### 228%

YOY growth in AA based **Auto loans** disbursed

\* Accounts Aggregator

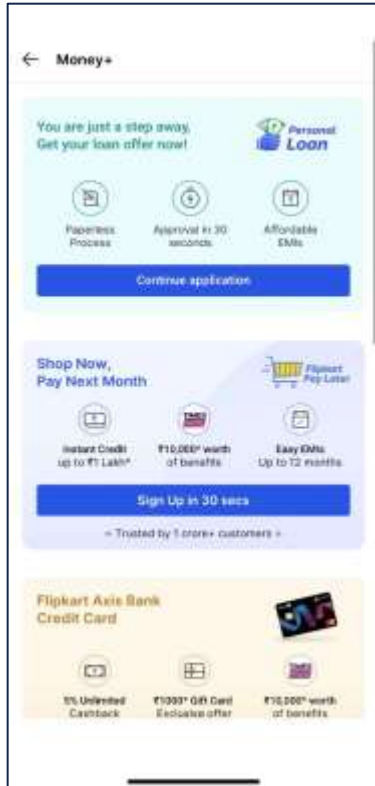


We continue to introduce new products driven by our *OPEN philosophy...*



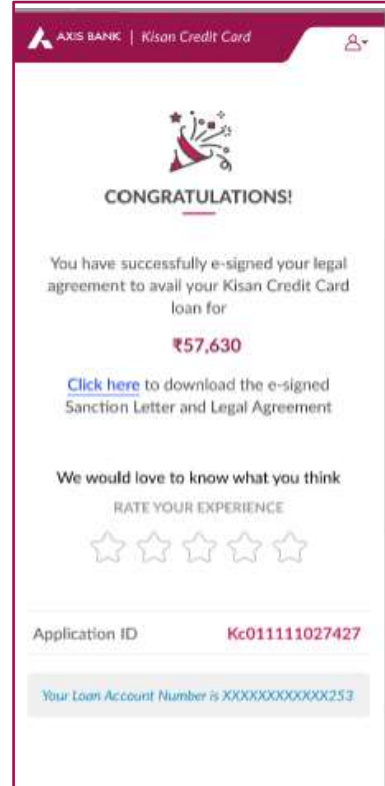
**Personal loans on Flipkart**

NEW



**Digital KCC**

NEW



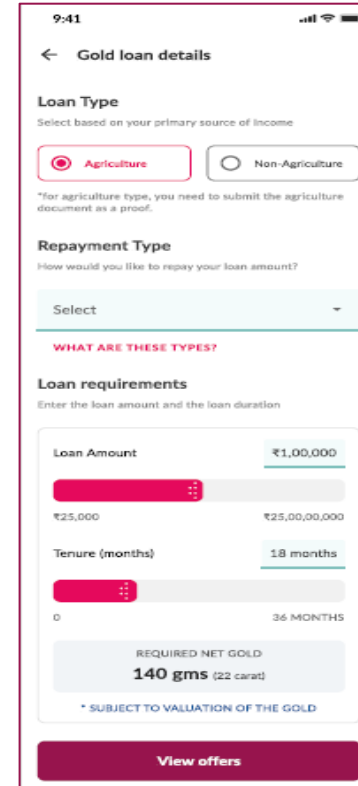
**Central Bank Digital Currency**

NEW



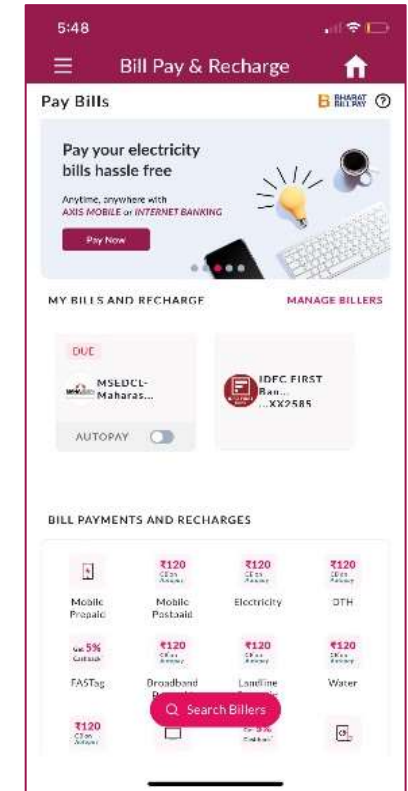
**Digital Gold loans**

NEW



**Bill Pay**

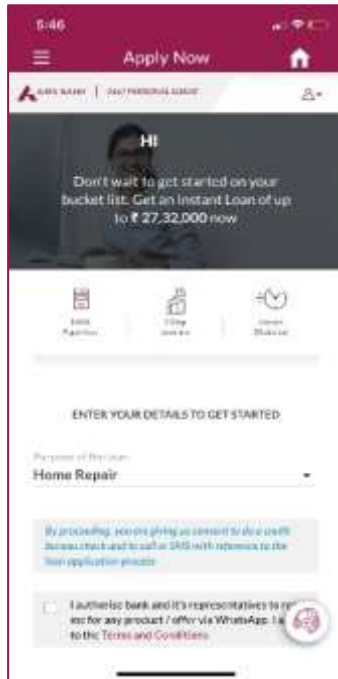
REDESIGNED



**C ...while significantly scaling up existing products**



**24x7 Personal loan**



**52%**

Share of PL disbursed digitally\* (end to end) by value

**24x7 Auto loan**



**61%**

YOY increase in Auto loans disbursed digitally\* (by value)

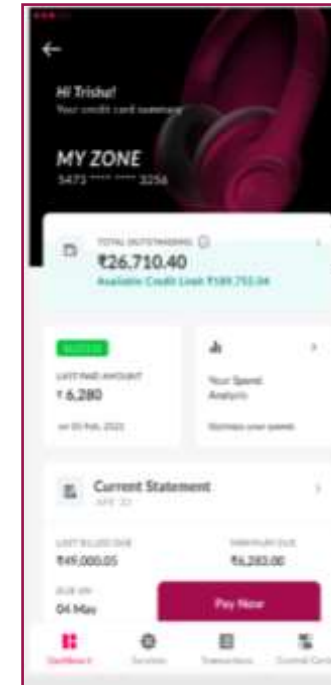
**Digital FD**



**44%**

YOY increase in retail individual FDs sourced digitally\* (by value)

**Cards portfolio**



**74%**

Cross sell / Up sell digitally

**Forex Card**



**83%**

Share of Forex Cards issued digitally



# C 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 one of the lowest decline rates as a remitter when compared to peer banks

## Strong customer base and partnerships

**815 mn**

Cumulative VPA base\*\*

**~ 7.4 mn**

Merchants transacting per day on our stack

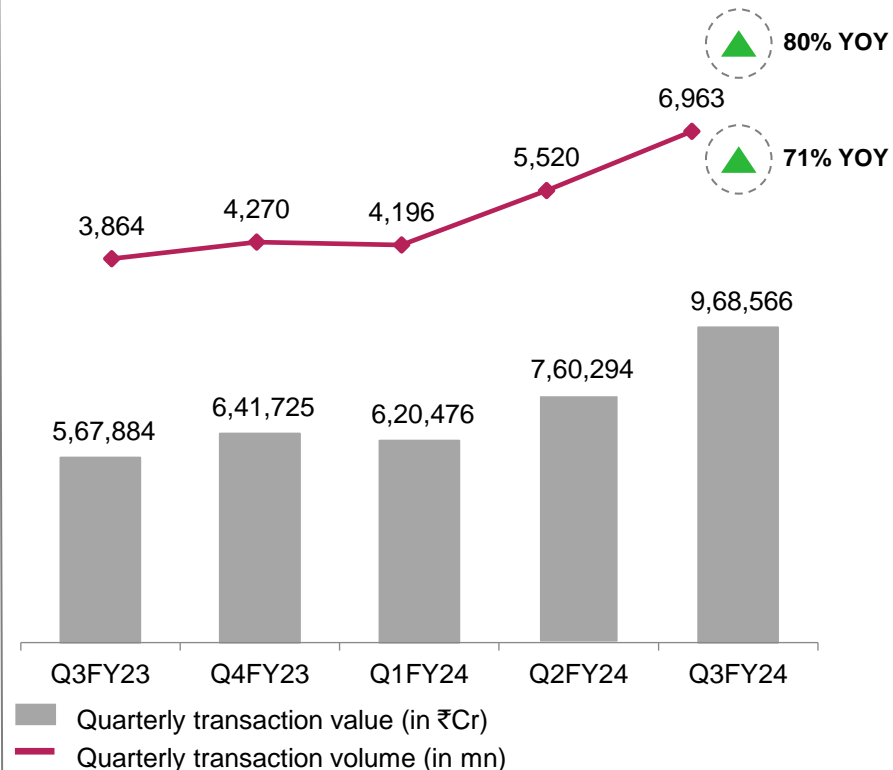
Marque partnerships across the PSP and acquiring side



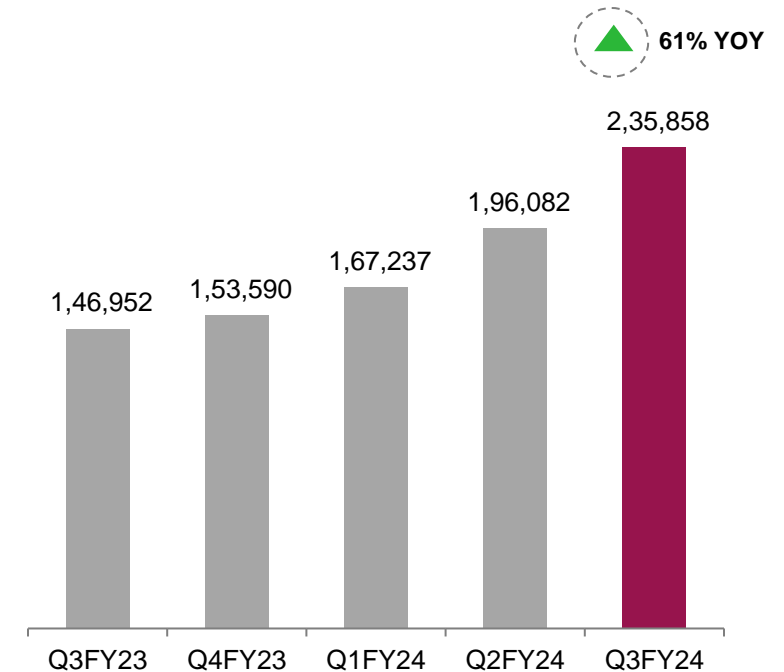
and many others..

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

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



## UPI P2M Throughput (in ₹ crores)



# Partnerships as a channel has significant potential to expand our customer base

## We have 100+ Partnerships across Platforms and Ecosystems

### Product Specific (API banking)

- Channel to acquire & service customers, complete customer ownership with Bank
- Co- branded products; revenue sharing (Offering FDs, PL and Credit Cards)

### Transaction banking (White-labelled banking)

- Banking as a Service
- Deep integration with the partner

<b>Aggregators</b>             					
<b>Mobility</b>       				<b>E-commerce</b>  	<b>Telecom</b> 
<b>Enablers</b>     			<b>Neo-Banks</b> 		<b>Remittance Platforms</b>  

APIs hosted on Bank's API Developer Portal

400+  
Total APIs

~285+  
Retail APIs

~25+  
Connected APIs

Executive Summary

Financial Highlights

Capital and Liquidity Position

Business Segment Performance

**Asset Quality**

Sustainability

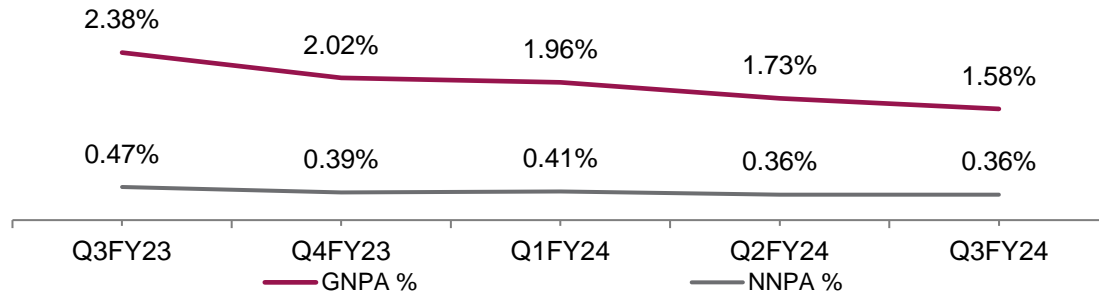
Subsidiaries' Performance

Other Important Information

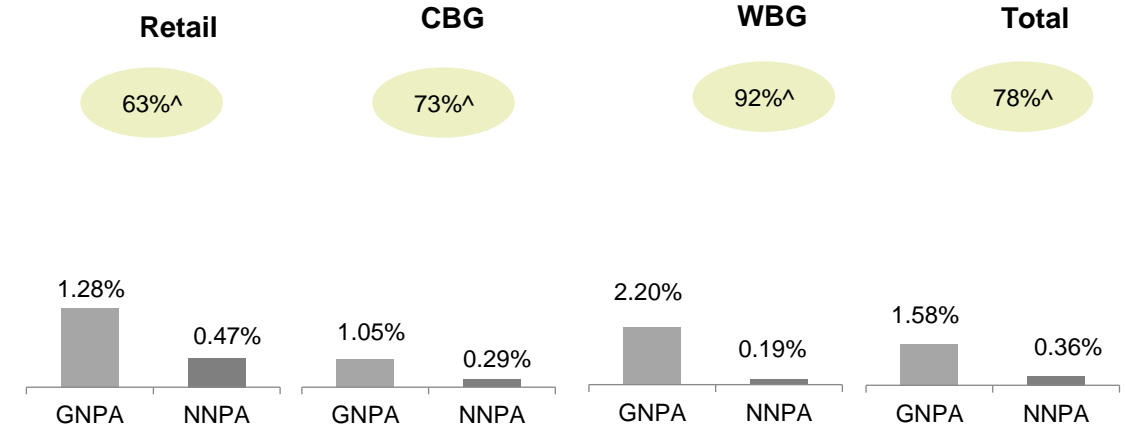
# Declining gross NPA, slippages and credit costs; stable asset quality visible across all segments



**GNPA at 1.58% & NNPA at 0.36%**

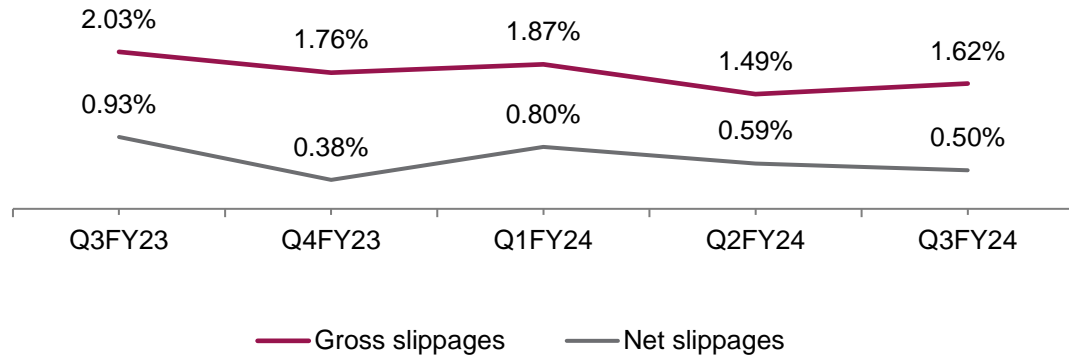


**Segmental composition**

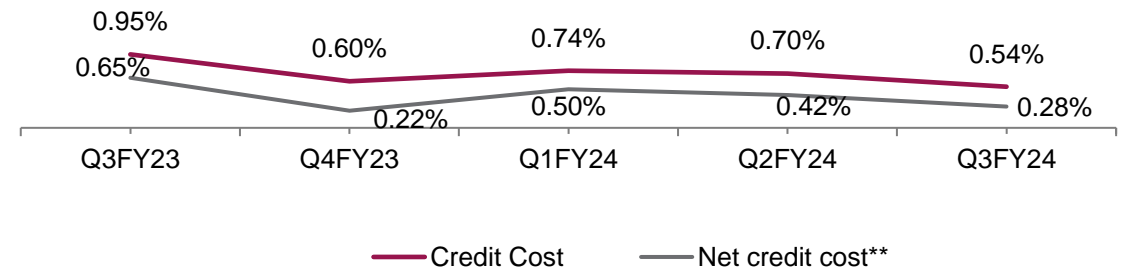


^ Provision coverage ratio without technical write offs

**Slippages (Annualised)**



**Credit Cost (Annualised)**

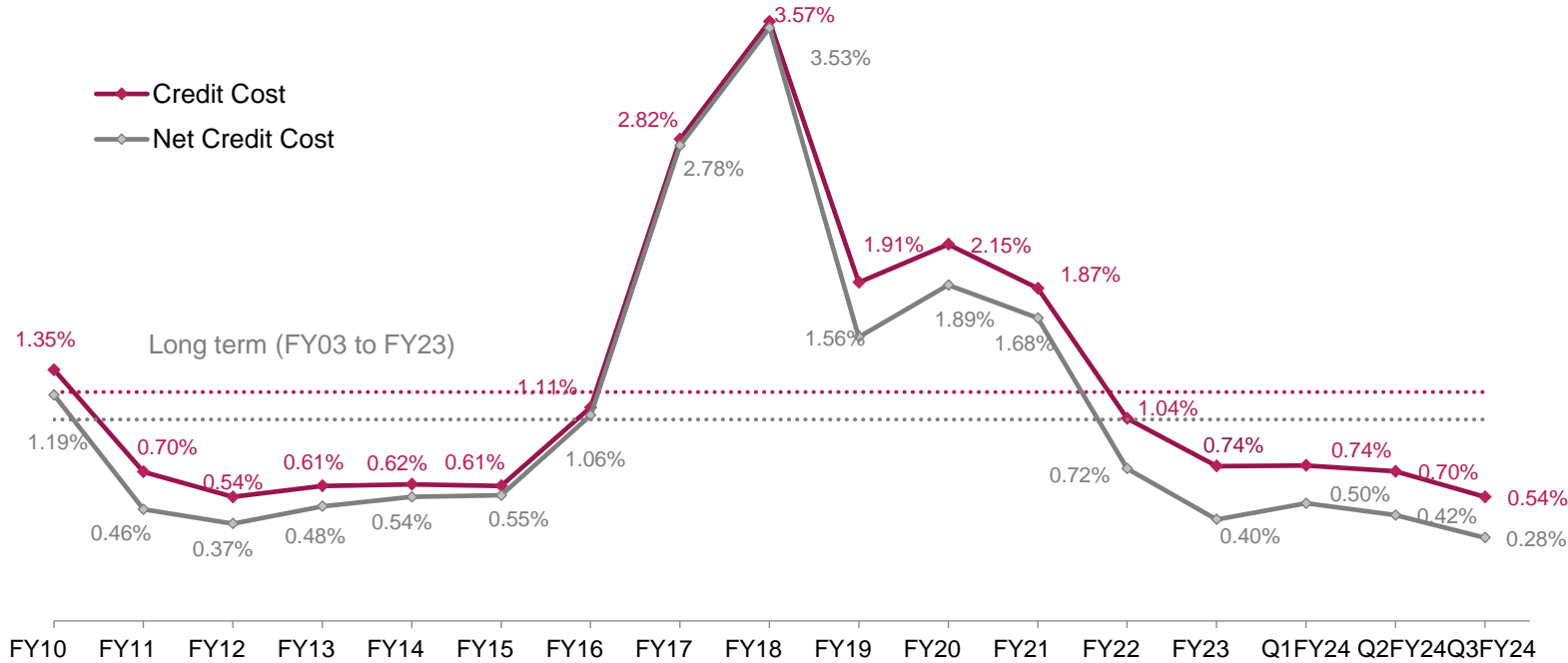


\*\* credit cost net of recoveries in written off accounts

# Legacy asset quality issues adequately addressed

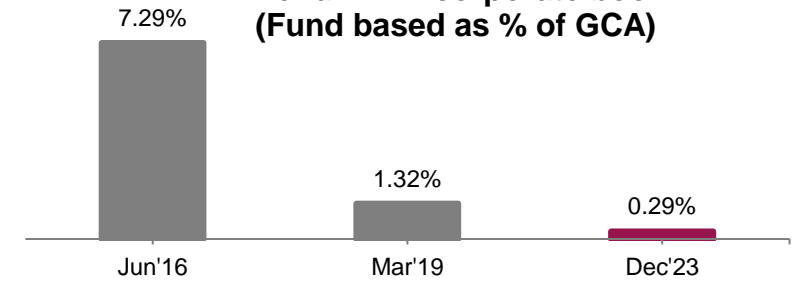


### Overall Credit Costs: FY10 to Q3FY24

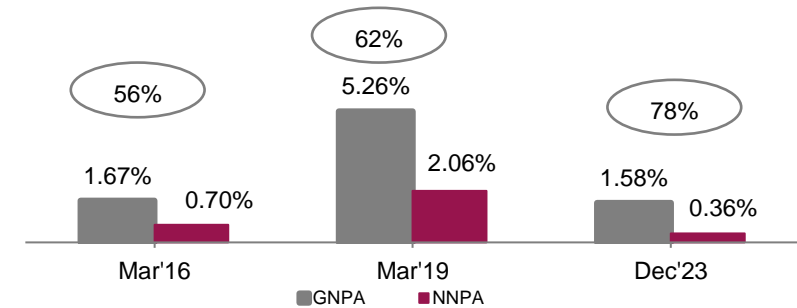


- Drivers of Credit Costs**
- **Reduced lumpiness of the wholesale business:** Given quality and granularity of the wholesale book, the new credit costs should be lower for this cycle as compared to previous cycle
  - **Provisioning rules tightened and rule based, PCR an outcome:** We now operate at 15% to 20% higher than where we used to previously operate. This needs to be factored in the incremental provisioning in the short term
  - **We feel comfortable growing our retail unsecured book now:** It will give us better risk adjusted NIMs, credit costs standalone will be higher

### Trend in BB corporate book (Fund based as % of GCA)



### Asset quality metrics



PCR Without technical writeoffs

# Detailed walk of NPAs over recent quarters

All figures in ₹ Crores



		Q3FY23	Q4FY23	Q1FY24	Q2FY24	Q3FY24
<b>Gross NPAs - Opening balance</b>	<b>A</b>	19,894	19,961	18,604	18,158	16,757
Gross NPAs acquired from Citi	B	-	396	-	-	-
Fresh slippages	C	3,807	3,375 <sup>\$</sup>	3,990	3,254	3,715
Upgradations & Recoveries	D	2,088	2,699	2,305	1,985	2,598
Write offs	E	1,652	2,429	2,131	2,671	1,981
<b>Gross NPAs - closing balance</b>	<b>F = A+B+C-D-E</b>	<b>19,961</b>	<b>18,604</b>	<b>18,158</b>	<b>16,757</b>	<b>15,893</b>
Provisions incl. interest capitalisation	G	16,131	15,045	14,455	13,315	12,366
<b>Net NPA</b>	<b>H = F-G</b>	<b>3,830</b>	<b>3,559</b>	<b>3,704</b>	<b>3,441</b>	<b>3,527</b>
<b>Provision Coverage Ratio (PCR)</b>		<b>81%</b>	<b>81%</b>	<b>80%</b>	<b>79%</b>	<b>78%</b>
Accumulated Prudential write offs	I	37,366	38,015	38,332	39,404	40,211
<b>PCR (with technical write-off)</b>	<b>(G+I)/(F+I)</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>

## Provisions & Contingencies charged to Profit & Loss Account

	Q3FY23	Q4FY23	Q1FY24	Q2FY24	Q3FY24
Loan Loss Provisions	1,341	270	1,146	1,010	691
Other Provisions	97	36	(111)	(195)	337
<i>For Standard assets*</i>	106	204	77	111	70
<i>Others**</i>	(9)	(168)	(188)	(306)	267
<b>Total Provisions &amp; Contingencies (other than tax)</b>	<b>1,438</b>	<b>306</b>	<b>1,035</b>	<b>815</b>	<b>1,028</b>

<sup>\$</sup> includes non-recurring impact of day 1 cross NPA slippages from acquisition of Citi India Consumer Business

\*including provision for unhedged foreign currency exposures

\*\* includes provision for restructuring pool and other non-NPA provisions including provision of ₹182 crores made for AIF investments in Q3 FY24

Executive Summary

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Asset Quality

**Sustainability**

Subsidiaries' Performance

Other Important Information

# Ranked 1<sup>st</sup> in Corporate Governance among the financial sector peers



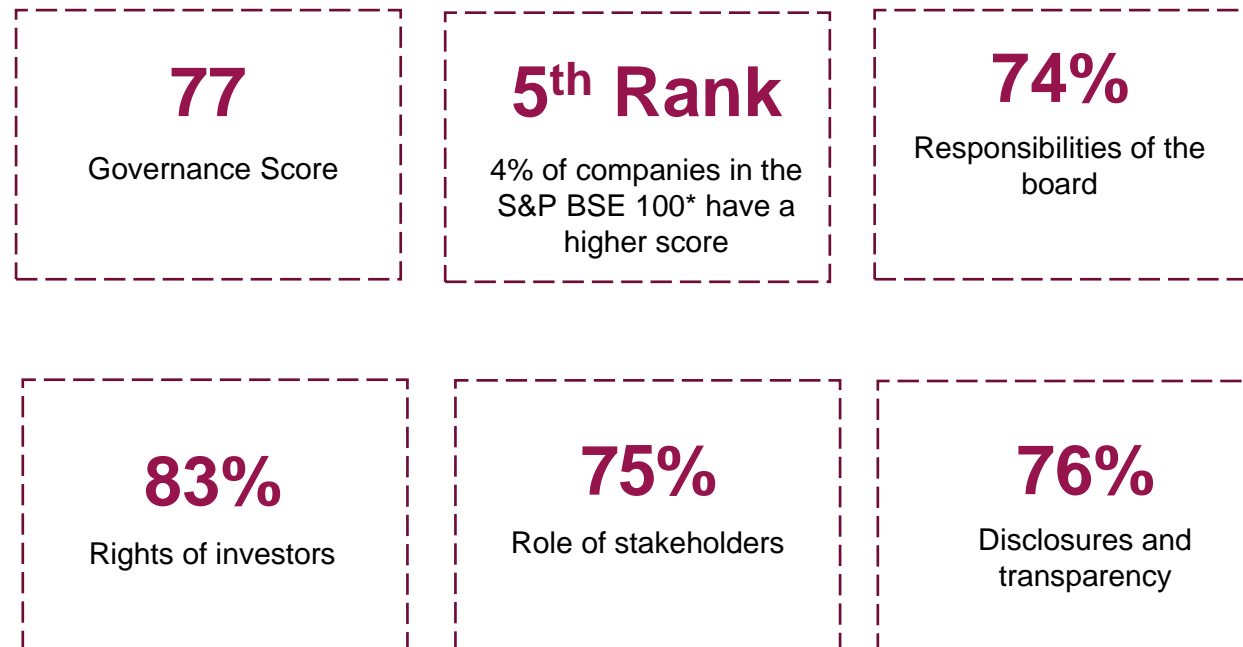
**1<sup>st</sup>**

Ranked No. 1 in corporate governance scorecard in the financial sector

## Corporate Governance Scorecard

Banker*	Score
Axis Bank	77
Peer 1	75
Peer 2	71
Peer 3	69
Peer 4	68

## Indian Corporate Governance rating across various metrics





# Our ESG Progress



**Our Purpose Statement: Banking that leads to a more inclusive and equitable economy, thriving community and a healthier planet**



Environmental

**~12,152 tCO<sub>2</sub>e\***  
GHG emissions avoided annually

**~ ₹18,140 Cr**  
Green lending portfolio as of March 2023

**7.05 MW**  
In-house solar power capacity



Social

**1.3 Mn**  
Households reached under Sustainable Livelihoods

**2.2 Mn**  
Women borrowers under Retail Microfinance

**25.7%**  
Female representation in workforce



Governance

**1<sup>st</sup>**  
Indian Bank to constitute an ESG Committee of the Board

**67%**  
Proportion of Independent, Non-Executive directors

**25%**  
Proportion of women directors on the Board

*\* Estimated savings from key internal initiatives annually based on Assured data for FY 2023*

## Steady Performance on Global ESG Benchmarks



Above **80th** percentile among global banks on DJSI in 2023



FTSE4Good

**7th** Consecutive year on FTSE4Good Index in 2023



MSCI ESG Ratings at **A** in 2023



CDP Score at **C** in 2022



**5th amongst 601 companies** on CRISIL ESG Ratings 2022



Rated **23.5 – Medium Risk** on Sustainalytics 2023 (Dec)



Among the top 10 Constituents of Nifty100 ESG Sector Leaders Index



Among top 10 constituents of S&P BSE 100 ESG Index



Among Top 10 Constituents of MSCI India ESG Leaders Index



Among Top 10 Constituents of S&P BSE CARBONEX Index

# Committed to Positive Climate Action and Achieving the SDGs



In September 2021, the Bank announced commitments aimed at supporting India's low-carbon and equitable economic transition towards achieving the SDGs and India's commitments under the Paris Agreement

Our Commitment	Unit	Progress As of March 2022	Progress as of March 2023
Incremental financing of <b>Rs. 30,000 Crores</b> under Wholesale Banking to sectors with positive social and environmental outcomes, <b>by FY 2026</b>	Cumulative Exposure	<b>₹10,414 Cr</b> (from Aug 2021)	<b>~₹20,400 Cr</b>
Making <b>5% of its retail Two-Wheeler loan</b> portfolio as electric by <b>FY 2024</b>	EV % as share of TW loan portfolio	<b>0.82%</b>	<b>2.52%</b>
Incremental disbursement of <b>Rs. 10,000 crores</b> by <b>FY 2024</b> under <b>Asha Home Loans</b> for affordable housing; increasing share of women borrowers from <b>13.9% to 16.9%</b>	<ul style="list-style-type: none"> <li>Incremental disbursement</li> <li>Share of women borrowers</li> </ul>	<b>₹3,359 Cr</b> <b>5.86%</b>	<b>₹6,602 Cr</b> <b>15.69%</b>
<b>Scaling down exposure to carbon-intensive sectors, including Coal and Thermal Power</b>	Progress on Glide Path	Glide path till 2030 created	Exposure below FY 2023 Target
Reaching <b>30% female representation</b> in its workforce by <b>FY 2027</b>	Overall diversity	<b>24.6%</b>	<b>25.7%</b>
<b>Planting 2 million trees</b> by <b>FY 2027</b> across India towards contributing to creating a carbon sink	Saplings planted	Site preparation completed at 5 locations	<b>~0.83 million saplings planted</b>



# Striving for Operational Excellence

## Committed to reducing our operational carbon footprint

The Bank's 3 largest offices, in Mumbai and Bangalore are running on **100%** renewable power

**7.05 MW** functional captive solar power capacity at close to 250 locations\*, helping avoid approximately **3,066 tCO<sub>2</sub>e** annually

Centralized Energy Management System (CEMS) at 600 branches, saving **~3,242 tonnes** of CO<sub>2</sub> emissions

The bank incorporated various energy efficiency programs in a data center in Bangalore which leading to an estimated power saving of **1,401,600 units** per year.

Providing **EV Charging** infrastructure at Head offices in Mumbai and at Noida

**~ 12,152 Metric tons** of GHG emissions avoided from diverse energy saving initiatives

'Branch of the Future' initiative by Digital Banking helping each branch save estimated **~ 2 million** sheets of paper annually



\* All data for FY 2023

# Sparsh, our Customer Obsession program, is committed to delivering Smart Banking by improving institutional capabilities across the Bank



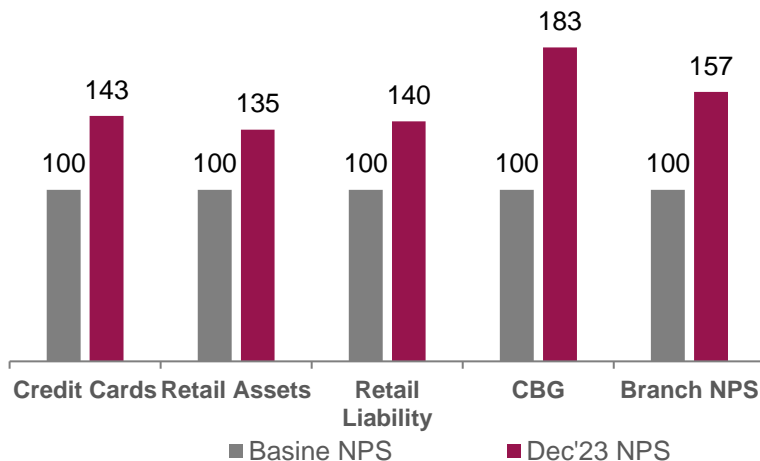
Sparsh embedded across all customer touchpoints, processes & metrics

## Getting *more customers as promoters*

NPS (Net Promotor Score) movement over indexed baseline

	Baseline <sup>1</sup>	Dec '23	Movement
Retail Bank	100	141	+41
Wholesale Bank	100	*133	+33

## NPS Improvement across the Bank



Sparsh is committed to deliver Smart Banking: Industry-first **LIVE Initiatives**

## Adi – Deep Intelligence by Axis Bank: *A Generative AI conversational chatbot* for frontline employees.

1<sup>st</sup> Gen AI use case by Axis Bank.

- Phase 1 launched to 2100+ Branch employees
- Assists with queries related to product features, charges/fees, Annexure/forms, servicing and onboarding processes

## Delivering *an omnichannel experience*:

**Kaleidoscope, 360 view:**

A single chronological view of customer footprints, across various channels covering onboarding and servicing journeys including failure events and communication. Improves **first contact resolution**.

## Delivering *Axis Promise* to customers:

Unified request tracking page enabled on Open App and Axis Net Banking to transparently communicate turnaround time and status

- Tracking of **Burgundy 6-hour promise**.\*
- Now covers requests for **all products** across account, assets and credit card **raised from any channel**

<sup>1</sup>.Baseline as Q1 of FY 23  
\*Wholesale FY23 exit numbers, as NPS assessment done annually

\* Enabled for top 10 account maintenance requests for Burgundy customers

Executive Summary

Financial Highlights

Capital and Liquidity Position

Business Segment Performance

Asset Quality

Sustainability

**Subsidiaries' Performance**

Other Important Information

# Significant value creation happening in our key group entities

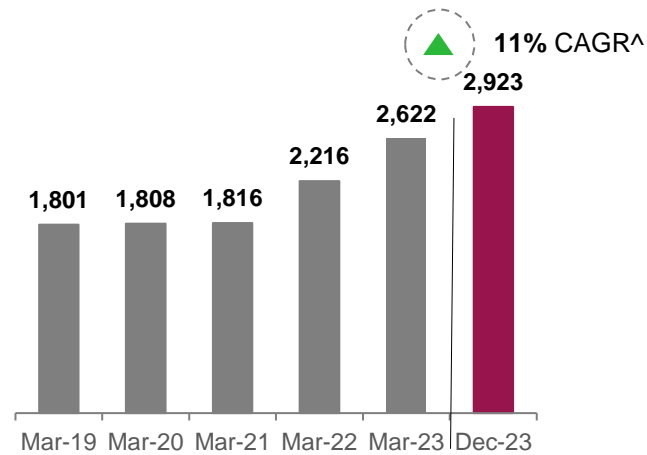


Detailed One Axis presentation [Link](#)

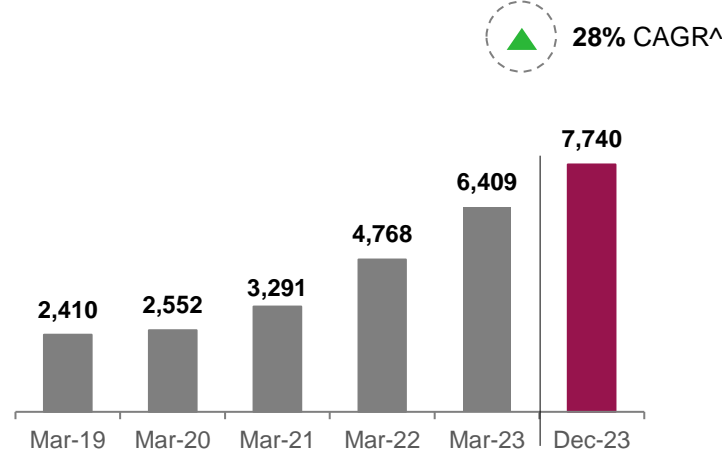


All figures in ₹ Crores, other than %

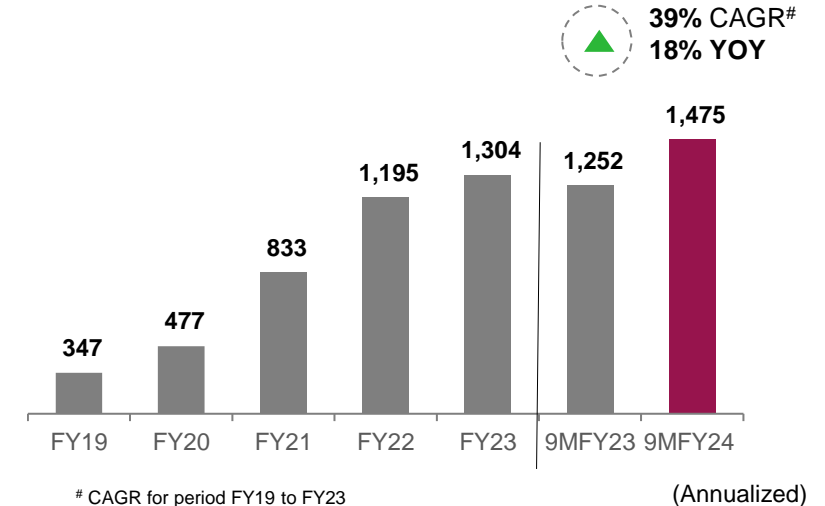
Total investments\* made



Combined network\* of operating subs



Combined PAT\* of operating subs

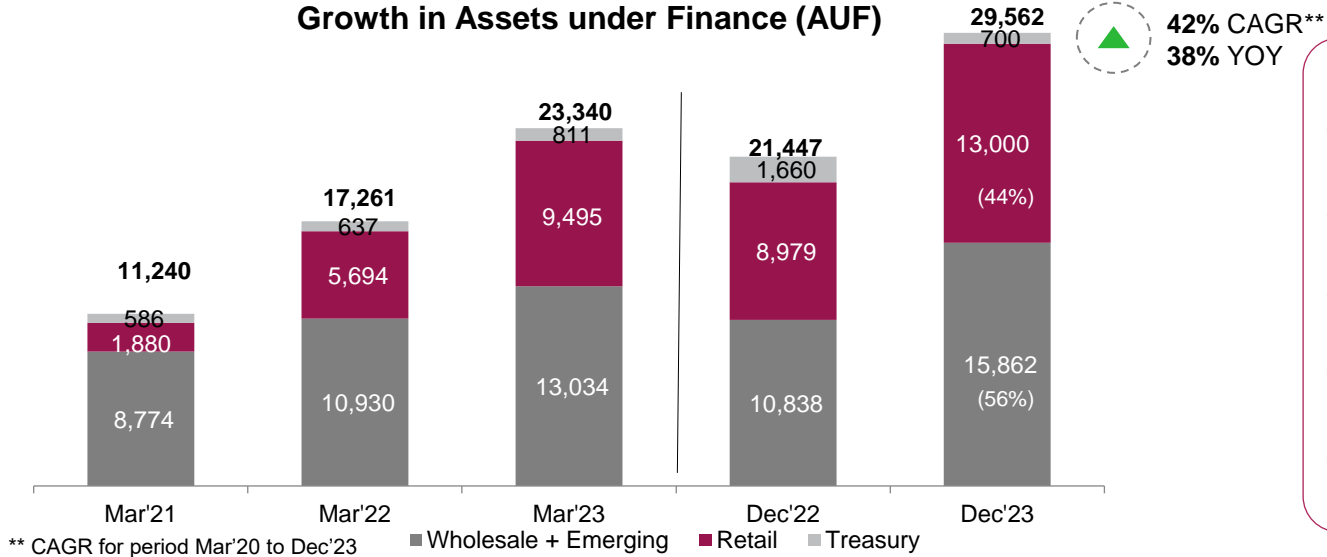


1) 25% is held by Schroders Plc 2) Including stakes owned by Axis Capital and Axis Securities; Also, there is further Option to take overall stake to 19.99%  
 3) 47% effective stake held by Axis Group in step down subsidiary (51% stake held by Axis Mutual Fund & 9% stake held by Axis Bank)  
<sup>^</sup> CAGR for Mar-19 to Dec-23 period @ Based on New Business Premium

\* The figures represented above are for the Bank's domestic group entities as per Indian GAAP, as used for consolidated financial statements of the Group

# Axis Finance : PAT up 25% YOY, Retail book up 45% YOY

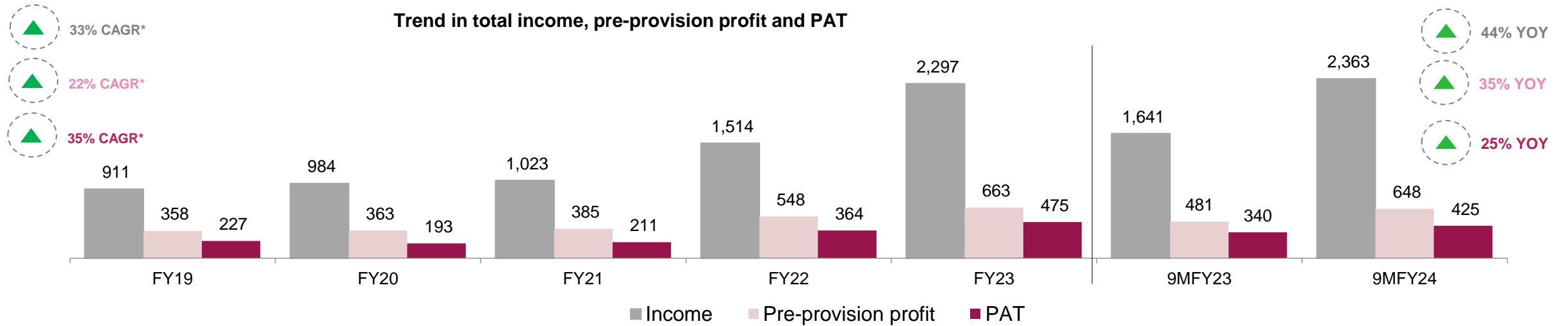
### Growth in Assets under Finance (AUF)



### Major Highlights

- **45%** YOY growth in Retail book, retail mix up **-210 bps** YOY to **44%**
- **46%** YOY growth in Wholesale loan book
- **16.4%** ROE for 9MFY24 and **17.2%** for Q3FY24
- **18.8%** Capital adequacy ratio
- **0.32%** Net NPA with near zero restructuring

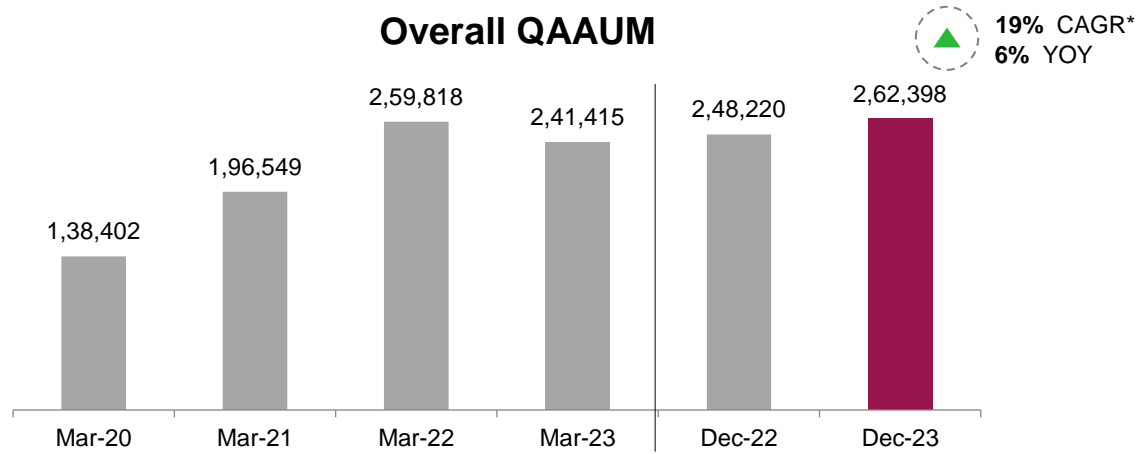
### Trend in total income, pre-provision profit and PAT



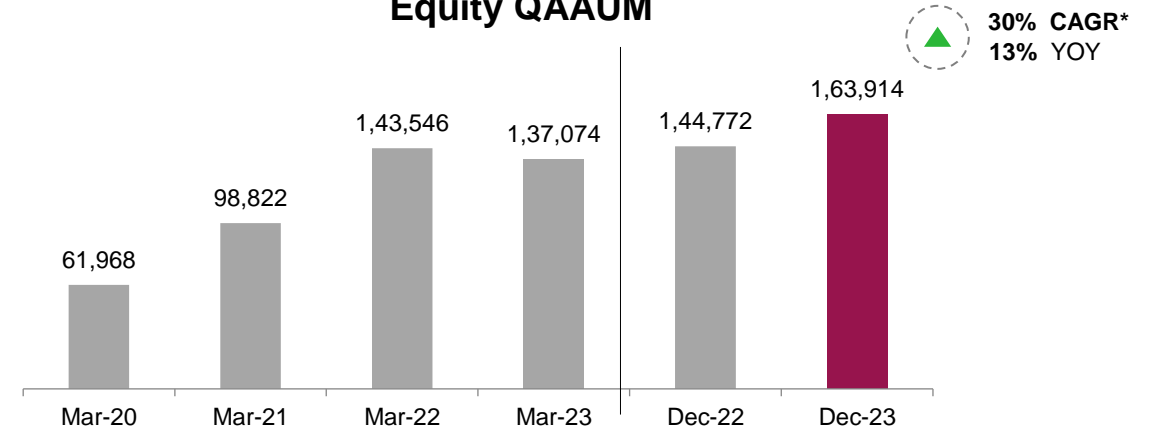
\* 3 yr CAGR (FY20 to FY23)

# Axis AMC : Revenue up 9% YOY

## Overall QAAUM

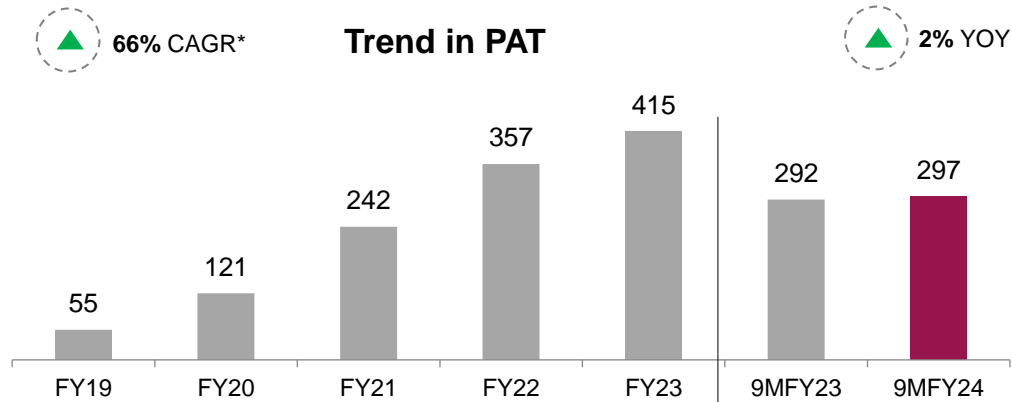


## Equity QAAUM



\* CAGR for period Mar-20 to Dec-23

## Trend in PAT



\* CAGR for period FY19 to FY23

## Major Highlights

- **5%** AUM market share as of Dec'23
- 9MFY24 revenue stood at **794 crores** up by **9%**
- **65%** of overall AUM consists of Equity & Hybrid funds
- **Highest rated** customer app (AppStore **4.6** & PlayStore **4.5**) in AMCs
- **~12.5 mn** client folios as at of Dec'23

Scheme AUM/AAUM (Amt in cr) Rs.260431.87 / Rs.262397.66 Asset Classwise AUM / AAUM: Liquid/Money Market: 28628.98/36444.28, Gilt: 241.97/215.89, Income/Debt: 48148.01/52733.12 Equity including ELSS: 161955.30/151708.36, Hybrid: 9265.61/9580.90, Solution: 1958.90/1871.58, Index: 4954.80/4659.03, ETF: 3429.70/3328.46, FOF: 1848.62/1856.03. AUM by geography (%) [Cities]: Top 5: 53.82% Next 10: 14.44% Next 20: 6.39% Next 75: 7.74% Others: 17.62%



# Axis Capital : Among the leading players in Equity Capital Markets

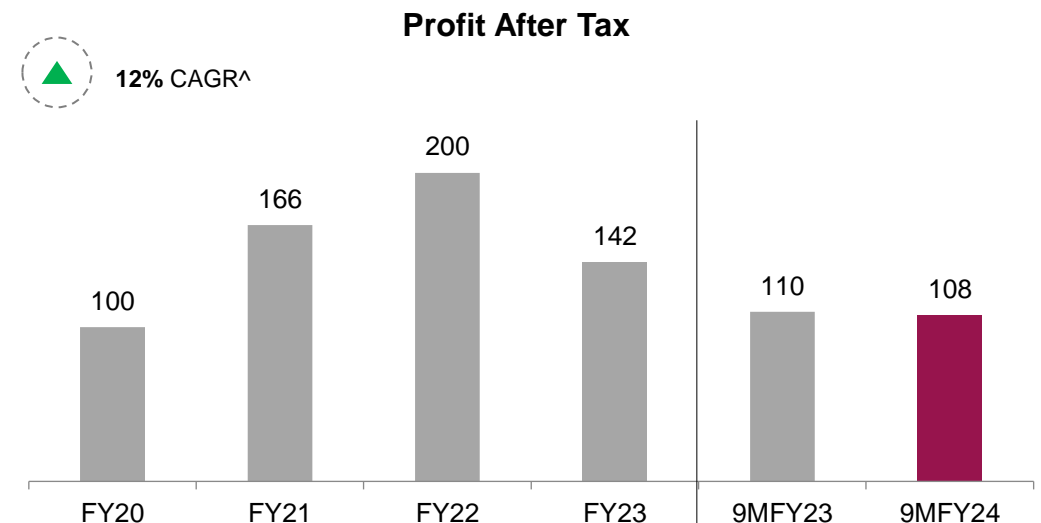
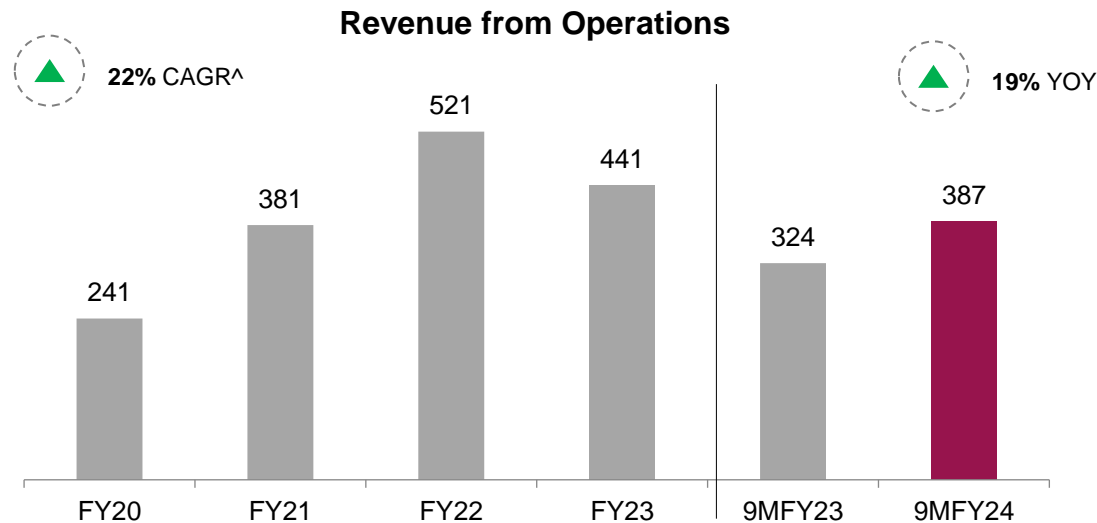


9MFY24 Ranking\* (includes IPO, FPO, QIP, REIT, OFS & Rights)

Rank	Banker	No of Deals*
1	Peer 1	38
2	Peer 2	32
3	Axis Capital`	30
4	Peer 4	27
5	Peer 5	18

## Major Highlights

- **71** IB deals closed in 9MFY24 that include **52** ECM and **6** M&A deals
- **3<sup>rd</sup> rank** in ECM deals
- **60%** of India's market cap under coverage
- **₹387 crores** – Revenue from operations in 9MFY24



All figures in ₹ Crores, other than %

\*Source: Primedatabase; Updated till 31<sup>st</sup> December, 2023;  
Includes all Equity IPOs, FPOs, QIPs, OFS, REIT, InvIT, Rights Transactions

<sup>^</sup> CAGR for period FY20 to FY23

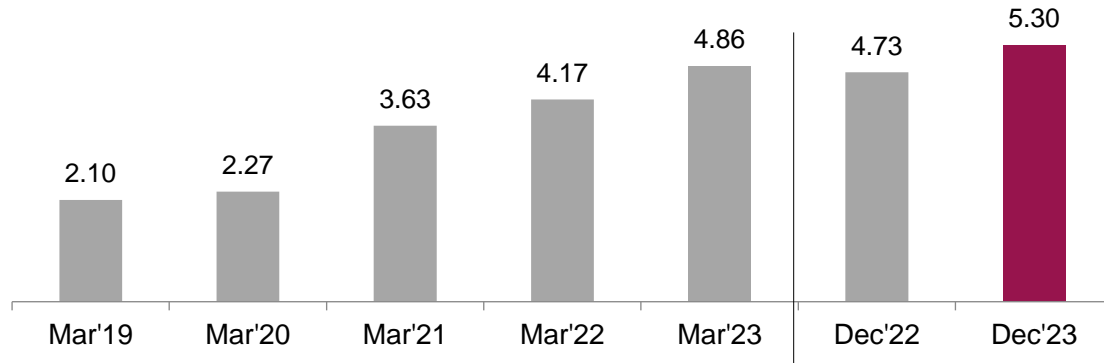
# Axis Securities : PAT up 31% YOY



Total customer base (in mn)

3<sup>rd</sup> largest bank led retail brokerage in terms of customer base

12% YOY  
23% CAGR\*



\* CAGR for period Mar-19 to Mar-23

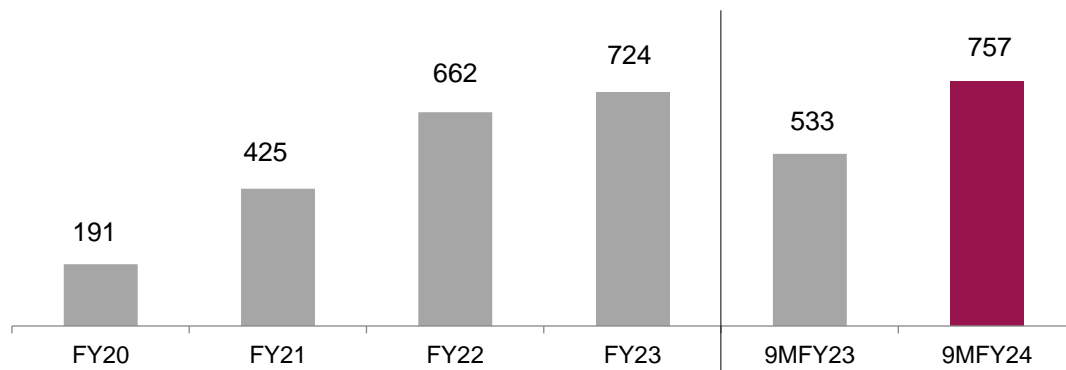
## Major Highlights

- **12%** YOY growth in customer base in Q3FY24
- **52%** of the volumes in Q3FY24 was from Mobile trading
- **57%** of clients traded through Axis Direct Mobile App in Q3FY24
- **₹ 757 crores** - broking revenues in 9MFY24, up 42% YOY

All figures in ₹ Crores

## Broking Revenue

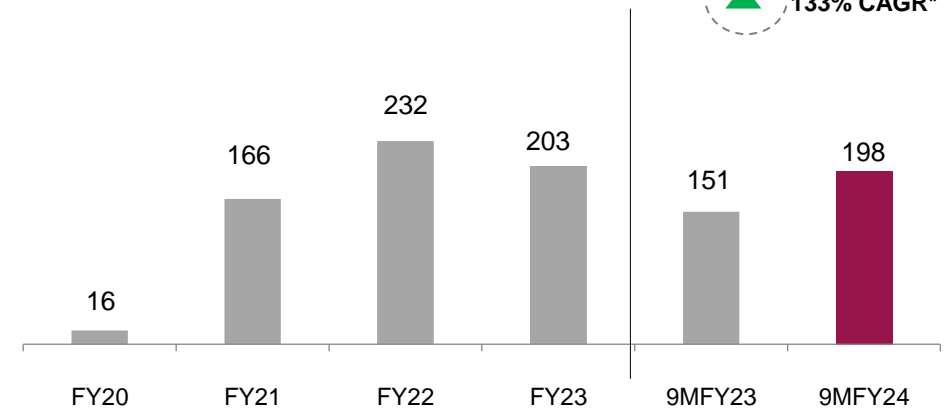
42% YOY  
56% CAGR\*



\* CAGR for period FY20 to FY23

## Profit After Tax

31% YOY  
133% CAGR\*



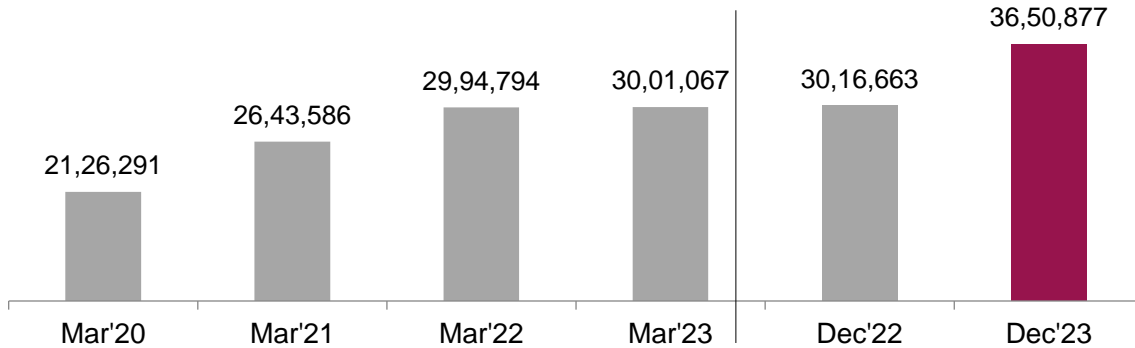
# Axis Trustee: Revenue up 22%YOY



All figures in ₹ Crores

## Asset Under Trust

21% YOY  
16% CAGR\*



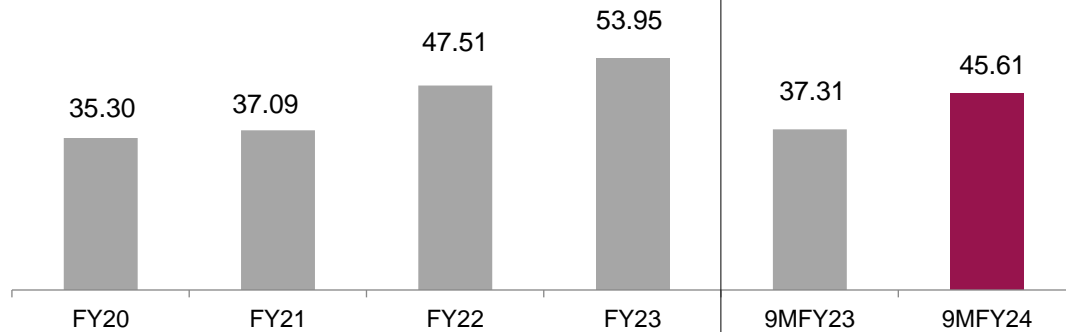
\* CAGR for period Mar-20 to Dec-23

## Major Highlights

- No of Mandates up by **25%**
- **Awarded** By Assocham in “Debenture Trustee” segment
- Digital Escrow (**P2P**) & Revamped **Website** launched

## Revenue

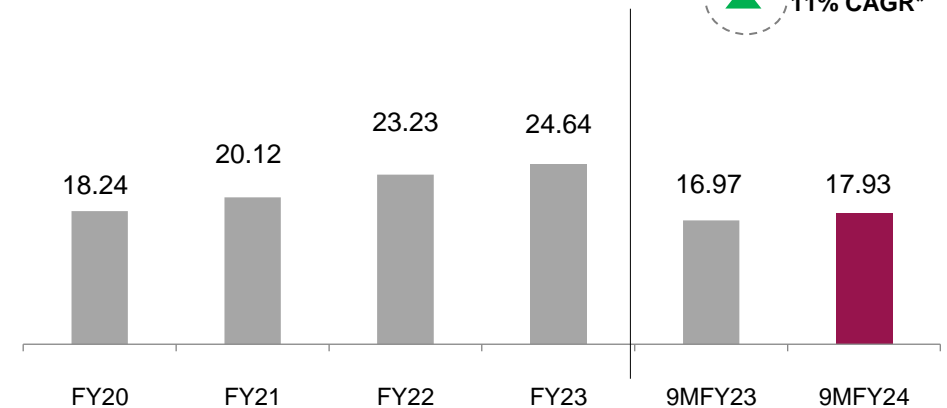
22% YOY  
15% CAGR\*



\* CAGR for period FY20 to FY23

## Profit After Tax

6% YOY  
11% CAGR\*



# A.TREDS: *Invoicemart* setting a new benchmark in TReDS



- » A.TREDS is the largest TReDS entity which operates on a perpetual license, 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**' has set a new benchmark by facilitating financing of MSME invoices of more than **₹ 88,000 crs+**. Crossed a monthly figure of **₹ 4,700+ crs** in December 2023.
- » Invoicemart has helped in price discovery for MSMEs across **890+** locations in India who are now able to get their bills discounted from **61** financiers (banks, NBFC factors and NBFCs)



## Progress so far (Jul'17 to Dec'23)



**Throughput**  
~ ₹ 88,000 Cr



**Invoices Discounted (in No's)**  
~ 23 Lakh



**Participants on-board**  
~ 27,800

# Freecharge: *Building capabilities in three key areas – Merchant Business, Payment Aggregation, and Consumer Payments & Lending*

## Merchant Business

- **2.1% growth in number of merchant acquisitions** in Q3 FY24 from Q2 FY24
- **6% growth in merchant GMV** and **15% increase in the number of active users** from Q2 FY24 to Q3 FY24
- Gold Loan scale up on track, launched in Aug'23 – **total disbursal grew 162% in Nov'23 vs Oct'23 and grew 169% in Dec'23 vs Nov'23**
- Enhancements rolled out in FOS (Mitra) App to ensure tighter risk controls, more cross sell opportunities for sourcing financial services products



## Payment Aggregation

- Increased deepening and engagement with existing merchants
- **8% increase in the net revenue** in Q3 FY24 from Q2 FY24
- **New features rolled out –**
  - Instant settlement
  - EMI Support
  - Transaction monitoring
- Upgrade to the latest version of 3DS for enhanced security on card transactions



## Consumer Payments & Lending

- **Average order value per user increased by ~27%** in Q3 FY24 vs Q2 FY24
- Credit card issuance and UPI linking journey for existing as well as new to bank customers made live
- **GMV per marketing rupee spent** increased **2.7x** from Q2 FY24 to Q3 FY24
- **4% growth in UPI TPV** in Q3 vs Q2 FY24
- **Credit card linking on UPI: 15% M-o-M growth in Q3** in the number of credit cards linked to UPI



Executive Summary

Financial Highlights

Capital and Liquidity Position

Business Segment Performance

Asset Quality

Sustainability

Subsidiaries' Performance

Other Important Information

# Our winning mindset is reflected in multiple awards and recognitions...



**Best BFSI Brand Award**

Won 'Domestic Retail Bank of the year' and 'Digital Transformation of the year' Award

Won "Infosys Finacle Award", for AI implementation

**Best BFSI Customer Experience of the year for NEO API Banking Suite**

Won BFSI Tech "Best Product Innovation in BFSI (Sarathi)" Award

Ranked 3<sup>rd</sup> for India Large Corporate banking and Middle Market banking

**Asia's Best in Infrastructure Modernization**

**Merchant Banker of the year**

Won "Best Private Bank for Client Acquisition, Asia", 5th Annual Wealth Tech Awards

**Best BFSI MSME Support for NEO Connect, a Project NEO initiative for Wholesale Banking**

Won "Highest Improvement in Data Quality of Commercial Bureau" Award

Won 'Analytics India Magazine's Cypher' award for Data Engineering excellence

Secured 3<sup>rd</sup> position in NPS Recognition Programme

'Most Recommended Retail Bank in India' and 'Most Helpful Bank during Covid-19 in India'

Won "Retail Banker's International Asia Trailblazer", for use of AI & ML in financial services

Won 'Leadership in Social Impact' award at the ESG India Leadership Awards 2021

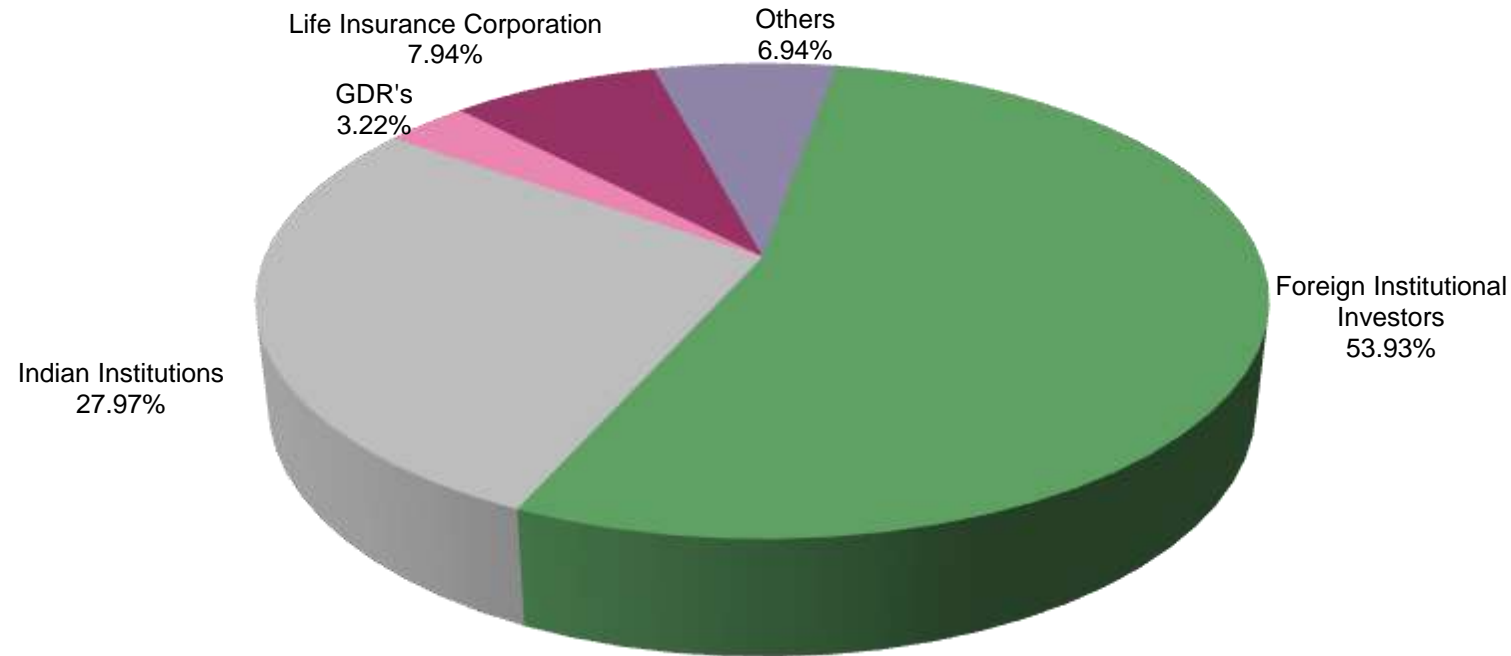
"Great Place to Work-Certified" among India's Best Workplaces™ in BFSI 2022.

'Best Sustainability-linked Bond – Financial Institution' for its US\$600m Sustainable AT1 Bond

Won "Finnoviti Award for Project Maximus"

**Customer engagement initiative of the year for NEO Connect**

# Shareholding Pattern (as on December 31, 2023)



- Share Capital ₹617 crores
- Shareholders' Funds ₹142,984 crores
- Book Value Per Share ₹464
- Diluted EPS (Q3 FY24) (Annualised) ₹77.86
- Market Capitalization ₹345,757 crores (as on January 20<sup>th</sup>, 2024)



# Financial Performance



Financial Performance (₹ crores)		Q3FY24	Q3FY23	% Growth	9MFY24	9MFY23	% Growth
Interest Income	A	27,961	22,226	26%	80,144	61,194	31%
Other Income	B = C+D+E	5,555	4,572	22%	15,676	11,356	38%
- Fee Income	C	5,169	4,008	29%	14,620	11,290	29%
- Trading Income	D	291	428	(32%)	709	(326)	-
- Miscellaneous Income	E	94	136	(31%)	347	391	(11%)
<b>Total Income</b>	<b>F = A+B</b>	<b>33,516</b>	<b>26,798</b>	<b>25%</b>	<b>95,820</b>	<b>72,550</b>	<b>32%</b>
Interest Expended	G	15,429	10,767	43%	43,339	29,990	45%
<b>Net Interest Income</b>	<b>H = A-G</b>	<b>12,532</b>	<b>11,459</b>	<b>9%</b>	<b>36,805</b>	<b>31,204</b>	<b>18%</b>
<b>Operating Revenue</b>	<b>I = B+H</b>	<b>18,087</b>	<b>16,031</b>	<b>13%</b>	<b>52,482</b>	<b>42,559</b>	<b>23%</b>
Core Operating Revenue*	J	17,796	15,603	14%	51,772	42,885	21%
Operating Expenses	K	8,946	6,754	32%	25,894	19,679	32%
-Staff Expense	L	2,711	2,281	19%	8,010	6,634	21%
-Non Staff Expense	M	6,234	4,473	39%	17,884	13,045	37%
<b>Operating Profit</b>	<b>N = I-K</b>	<b>9,141</b>	<b>9,277</b>	<b>(1%)</b>	<b>26,587</b>	<b>22,881</b>	<b>16%</b>
<b>Core Operating Profit*</b>	<b>O</b>	<b>8,850</b>	<b>8,850</b>	<b>-</b>	<b>25,878</b>	<b>23,206</b>	<b>12%</b>
Provisions other than taxes	P	1,028	1,438	(28%)	2,878	2,347	23%
Profit Before Tax	Q = N-P	8,113	7,840	3%	23,710	20,534	15%
Tax Expenses	R	2,042	1,987	3%	5,978	5,226	14%
<b>Net Profit</b>	<b>S = Q-R</b>	<b>6,071</b>	<b>5,853</b>	<b>4%</b>	<b>17,732</b>	<b>15,308</b>	<b>16%</b>
EPS Diluted (in ₹) (annualized)		<b>77.86</b>	74.60		<b>76.10</b>	65.90	
Return on Average Assets (annualized)		1.75%	1.92%		1.77%	1.73%	
Return on Equity (annualized)		18.07%	19.34%		18.46%	17.58%	
Capital Adequacy Ratio (Basel III) (incl. profit)		16.63%	19.51%		16.63%	19.51%	

\* excluding trading profit  
Prior period numbers have been regrouped as applicable for comparison

# Financial Performance



Financial Performance (\$ mn)		Q3FY24	Q3FY23	% Growth	9MFY24	9MFY23	% Growth
Interest Income	A	3,360	2,671	26%	9,631	7,354	31%
Other Income	B = C+D+E	668	549	22%	1,884	1,365	38%
- Fee Income	C	621	482	29%	1,757	1,357	29%
- Trading Income	D	35	51	(32%)	85	(39)	-
- Miscellaneous Income	E	11	16	(31%)	42	47	(11%)
<b>Total Income</b>	<b>F = A+B</b>	<b>4,028</b>	<b>3,220</b>	<b>25%</b>	<b>11,515</b>	<b>8,719</b>	<b>32%</b>
Interest Expended	G	1,854	1,294	43%	5,208	3,604	45%
<b>Net Interest Income</b>	<b>H = A-G</b>	<b>1,506</b>	<b>1,377</b>	<b>9%</b>	<b>4,423</b>	<b>3,750</b>	<b>18%</b>
<b>Operating Revenue</b>	<b>I = B+H</b>	<b>2,174</b>	<b>1,927</b>	<b>13%</b>	<b>6,307</b>	<b>5,115</b>	<b>23%</b>
Core Operating Revenue*	J	2,139	1,875	14%	6,222	5,154	21%
Operating Expenses	K	1,075	812	32%	3,112	2,365	32%
-Staff Expense	L	326	274	19%	963	797	21%
-Non Staff Expense	M	749	538	39%	2,149	1,568	37%
<b>Operating Profit</b>	<b>N = I-K</b>	<b>1,099</b>	<b>1,115</b>	<b>(1%)</b>	<b>3,195</b>	<b>2,750</b>	<b>16%</b>
<b>Core Operating Profit*</b>	<b>O</b>	<b>1,064</b>	<b>1,063</b>	<b>-</b>	<b>3,110</b>	<b>2,789</b>	<b>12%</b>
Provisions other than taxes	P	124	173	(28%)	346	282	23%
Profit Before Tax	Q = N-P	975	942	3%	2,849	2,468	15%
Tax Expenses	R	245	239	3%	718	628	14%
<b>Net Profit</b>	<b>S = Q-R</b>	<b>730</b>	<b>703</b>	<b>4%</b>	<b>2,131</b>	<b>1,840</b>	<b>16%</b>
EPS Diluted (in ₹) (annualized)		<b>77.86</b>	74.60		<b>76.10</b>	65.90	
Return on Average Assets (annualized)		1.75%	1.92%		1.77%	1.73%	
Return on Equity (annualized)		18.07%	19.34%		18.46%	17.58%	
Capital Adequacy Ratio (Basel III) (incl. profit)		16.63%	19.51%		16.63%	19.51%	

\$ figures converted using exchange rate of 1\$ = ₹83.2125

\* excluding trading profit

Prior period numbers have been regrouped as applicable for comparison

# Balance Sheet



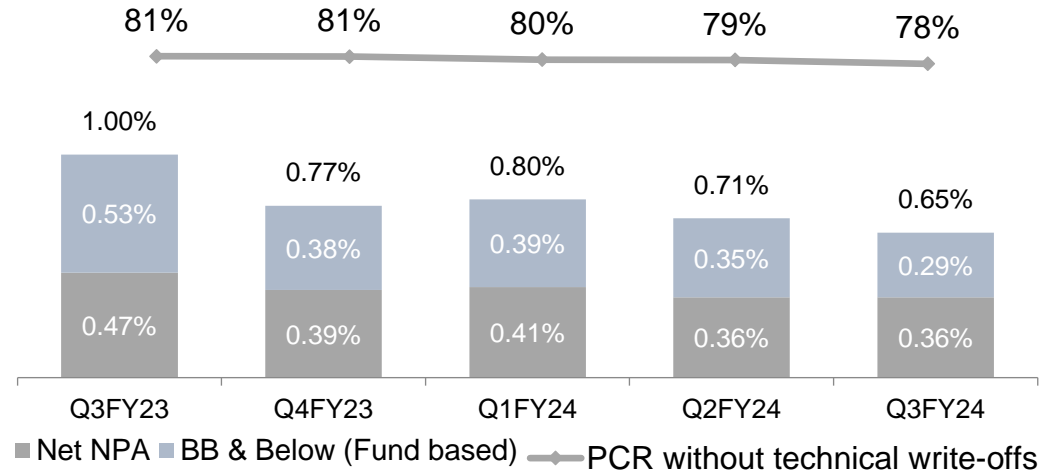
Balance Sheet	As on 31 <sup>st</sup> Dec'23	As on 31 <sup>st</sup> Dec'22		As on 31 <sup>st</sup> Dec'23	As on 31 <sup>st</sup> Dec'22	% Growth
<b>CAPITAL AND LIABILITIES</b>	In ` Crores	In ` Crores		in \$ Mn	in \$ Mn	
Capital	617	615		74	74	0.3%
Reserves & Surplus	1,42,367	1,30,030		17,109	15,626	9%
ESOP Outstanding	745	364		90	44	105%
Deposits	10,04,900	8,48,375		1,20,763	1,01,953	18%
Borrowings	1,95,159	1,82,744		23,453	21,961	7%
Other Liabilities and Provisions	54,753	61,582		6,580	7,400	(11%)
<b>Total</b>	<b>13,98,541</b>	<b>12,23,710</b>		<b>1,68,069</b>	<b>1,47,058</b>	<b>14%</b>
<b>ASSETS</b>						
Cash and Balances with RBI / Banks and Call money	88,361	70,463		10,619	8,468	25%
Investments	3,09,070	3,05,103		37,142	36,665	1%
Advances	9,32,286	7,62,277		1,12,037	91,606	22%
Fixed Assets	5,494	4,744		660	570	16%
Other Assets	63,330	81,123		7,611	9,749	(22%)
<b>Total</b>	<b>13,98,541</b>	<b>12,23,710</b>		<b>1,68,069</b>	<b>1,47,058</b>	<b>14%</b>

\$ figures converted using exchange rate of 1\$ = ₹83.2125  
 Prior period numbers have been regrouped as applicable for comparison

# Limited restructuring, largely secured and well provided; Declining BB & Below Book

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

PCR (excluding technical write offs) at 78%; net NPA improved 11 bps YoY



## BB & below book

BB & Below Outstanding	Q2 FY24	Q3 FY24
Fund based (FB)	3,434	2,884
Non fund based	1,326	1,482
Investments	656	668

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

## Update on restructured book

Outstanding Covid (1+2) restructuring as on 31.12.2023	Implemented
<b>Bank</b>	<b>1,641</b>
Retail	1,425
Wholesale	216
CBG	-
<b>Bank as a % of GCA</b>	<b>0.16%</b>
Retail as a % of segment GCA	0.26%
Wholesale as a % of segment GCA	0.07%
CBG as a % of segment GCA	-

- Overall provision on restructured book Rs. 552 crs, coverage ~ 20%
- ~97% of Retail Covid (1+2) is secured, unsecured 100% provided
- Linked but not restructured NFB Rs.801 crores
- MSME (1+2) restructured book Rs. 323 crs, 0.03% of GCA, provision held Rs. 87 crs
- Linked non-restructured book Rs. 102 crores, provision held Rs. 35 crs

## Key comments on BB and Below book

- Rs. 575 crs downgraded to BB & below during the quarter
- Rs. 93 crs slippages (FB + Investments) to NPA
- Rs. 867 crs reduction in balances/exits from the BB & Below book during the quarter
- Average ticket size ~ Rs. 36 crs
- ~ 33% of BB & Below book rated better by at least one rating agency
- Top 5 sectors comprising Power Generation & Distribution, Infra Construction. Real Estate, Hotels, and Food Processing account for 66% of FB book

## Safe Harbor



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**