



NSE: AXISBANK



Investor Presentation

Quarterly Results Q3FY24

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BSE: 532215






AXIS BANK



LSE (GDR): AXB

Axis Bank at a glance



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

¹ Based on Dec'23 data ² Credit Cards in force as of Nov'23 ³ for Q3FY24 ⁴ 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

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Capital and Liquidity Position

Business Segment Performance

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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, SBB¹ 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 ²
- **1.26** million credit cards acquired in Q3FY24, CIF market share of **14%** ²
- Axis Mobile app is the **world's highest** ³ 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 ⁴ 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; ¹ SBB : Small Business Banking;

² Based on RBI data as of Nov'23; ³ across 64 global banks, 82 fintechs and 9 neo banks with 2.4 mn+ reviews; ⁴ 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

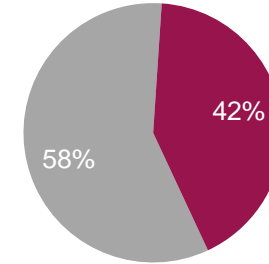
Snapshot (As on 31st December 2023)



		Absolute (₹ Cr)			QOQ	YOY Growth	
		Q3FY24	Q2FY24	9MFY24	Q3FY24	Q3FY24	9MFY24
Profit & Loss	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%
Balance Sheet		Q3FY24				YOY Growth	
	Total Assets	13,98,541				14%	
	Net Advances	9,32,286				22%	
	Total Deposits	10,04,900				18%	
	Shareholders' Funds	1,42,984				9%	
Key Ratios		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 ^(e)	14.18%				16.15%	
Basel III Total CAR ^(e)	16.63%				19.51%		

Deposits

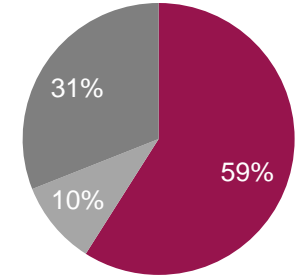
↑ 18% YOY ^(a)
↑ 18% YOY ^(b)



■ CASA
↑ 12% YOY ^(a)
↑ 13% YOY ^(b)

Advances

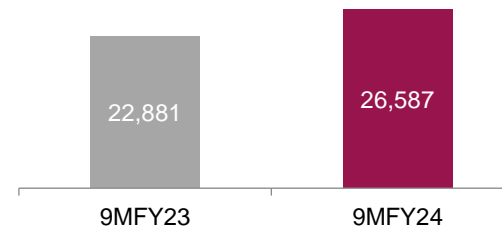
↑ 22% YOY ^(c)
↑ 23% YOY ^(d)



■ Retail ■ SME ■ Corporate
↑ 27% YOY ↑ 26% YOY ↑ 13% YOY ^(c)
↑ 15% YOY ^(d)

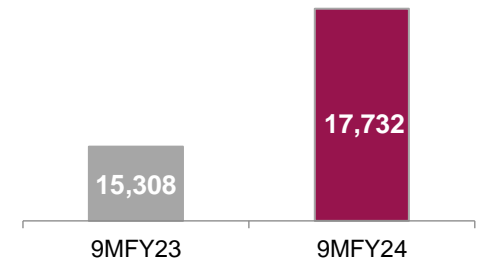
Operating Profit (in ₹ Crores)

↑ 16% YOY



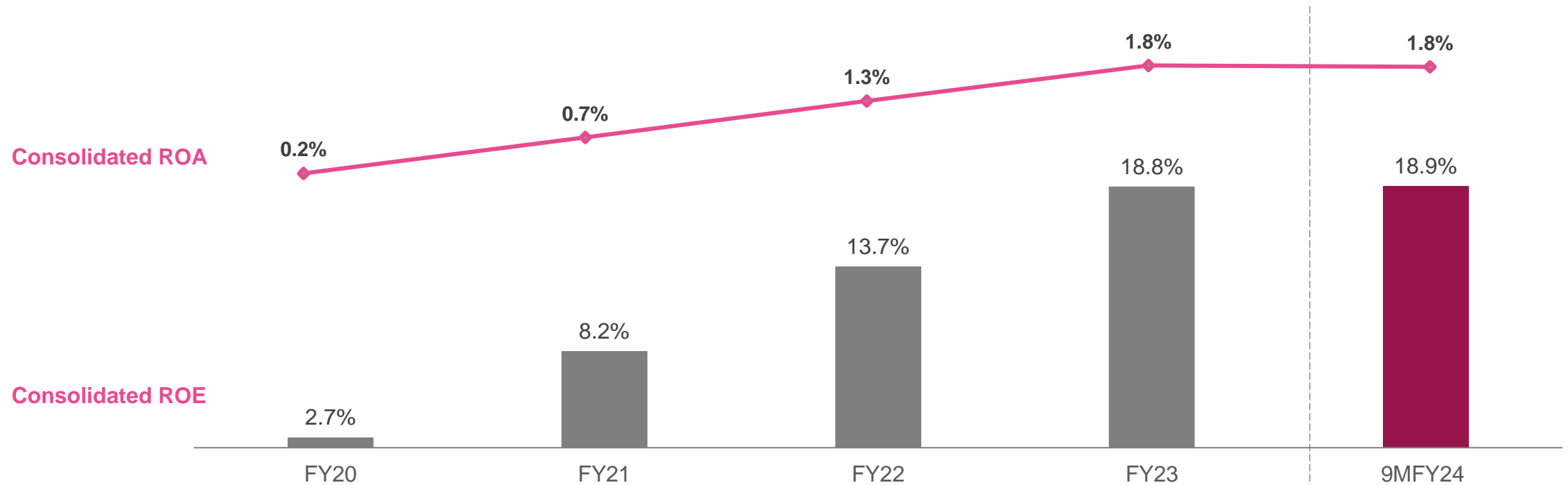
Profit After Tax (in ₹ Crores)

↑ 16% YOY



We have delivered consistent and robust improvement in shareholder return metrics

Trend in Consolidated ROA and ROE



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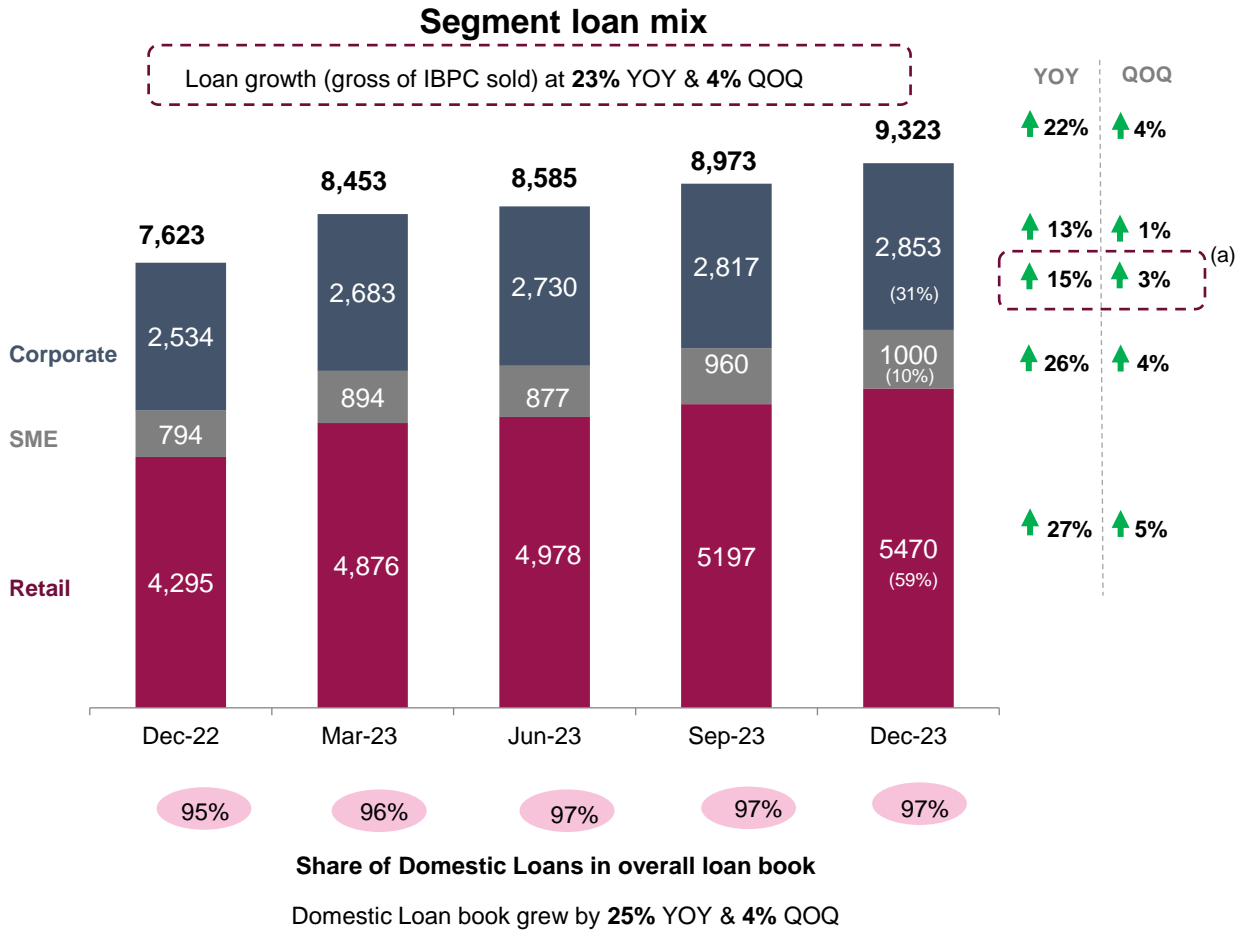
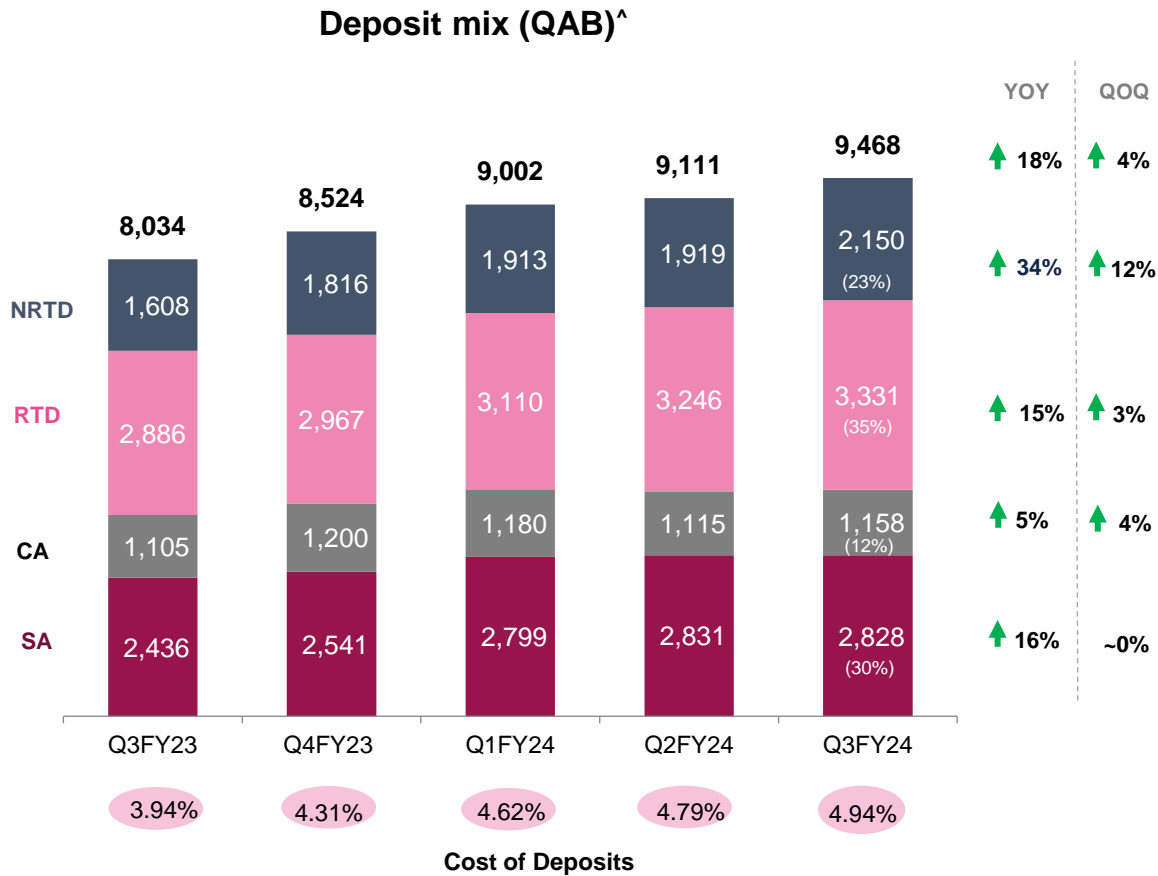
Subsidiaries' Performance

Other Important Information

Deposit and Loan growth performance



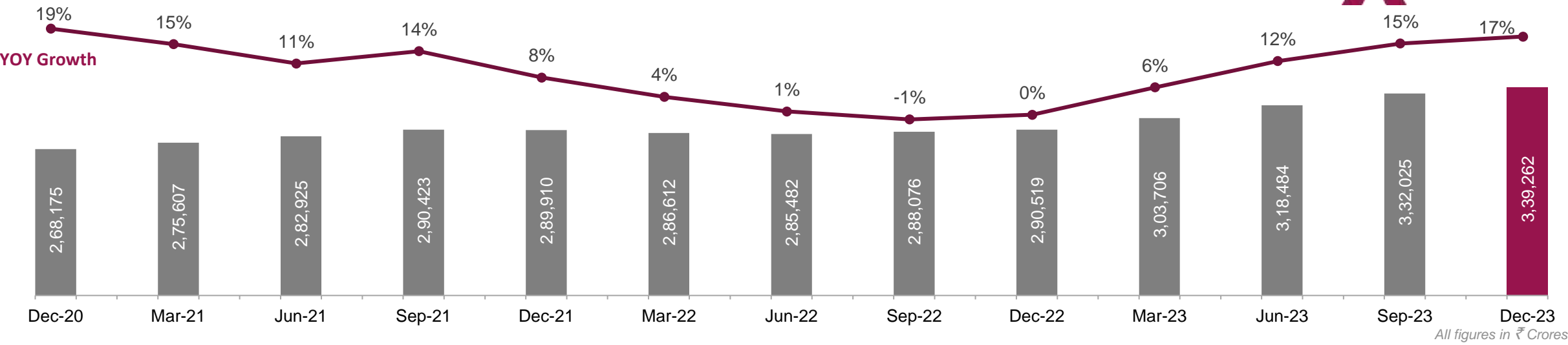
All figures in ₹ Billion



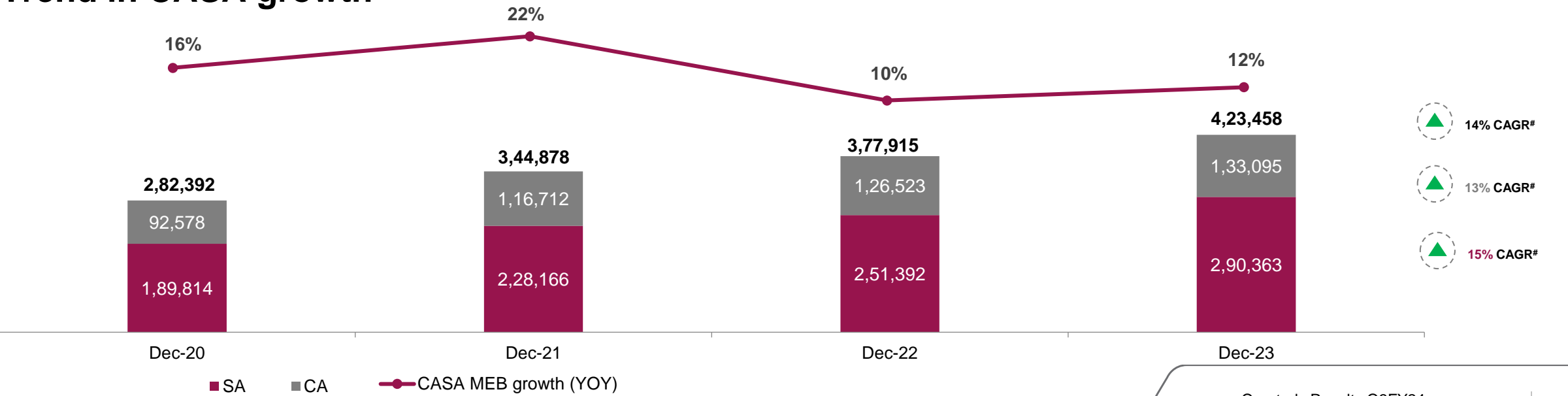
(a) Corporate loan book growth (gross of IBPC sold)

^ Quarterly Average Balance

Retail Term deposit growth continues to gain traction



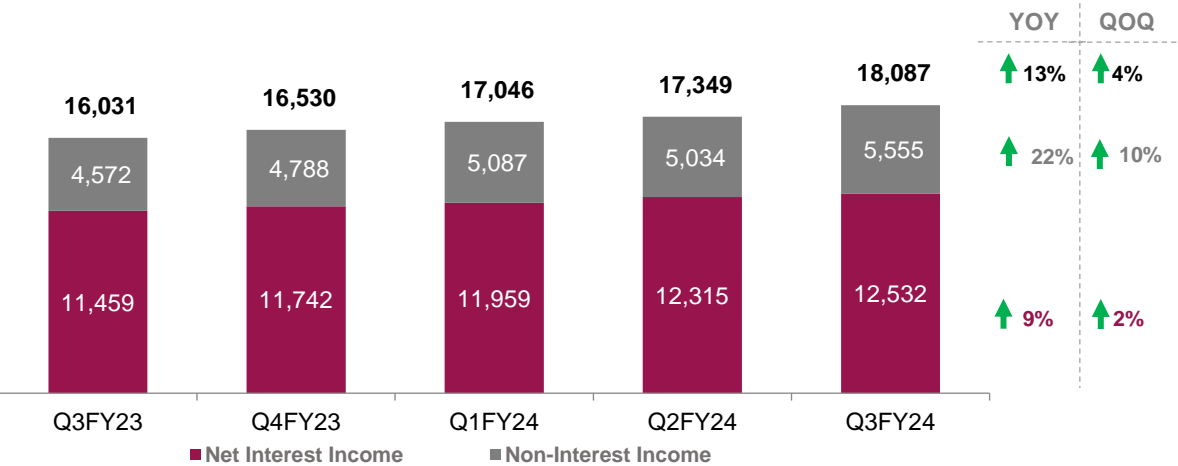
Trend in CASA growth



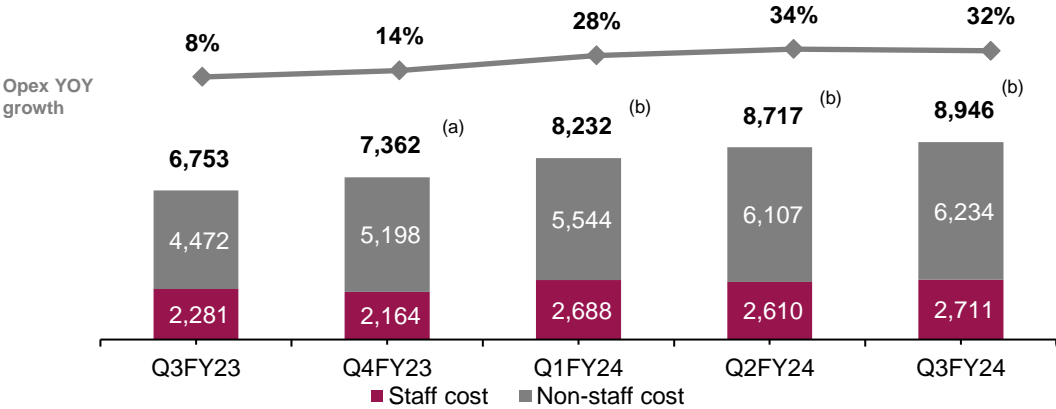
#Dec-20 to Dec-23

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

Operating revenue

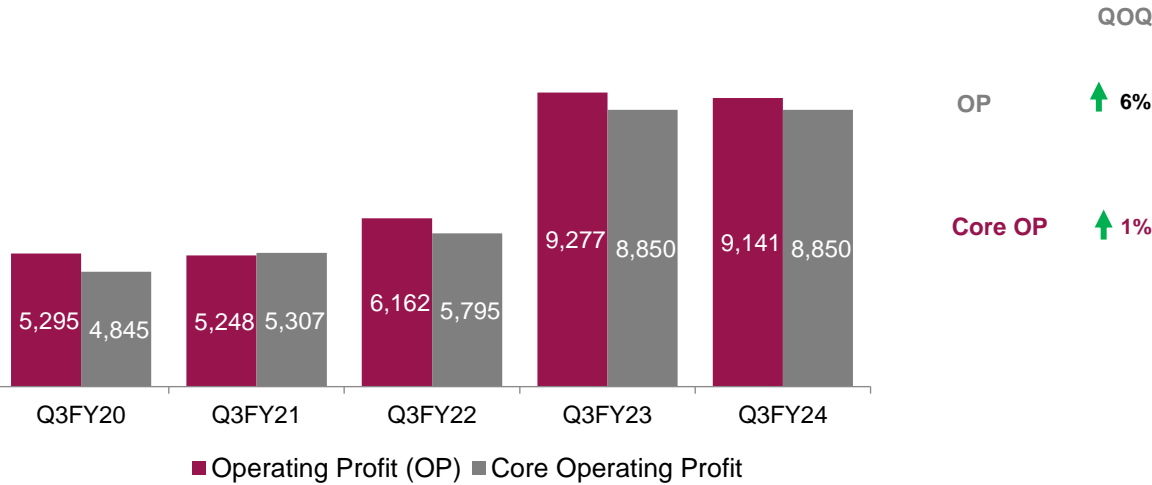


Operating expense

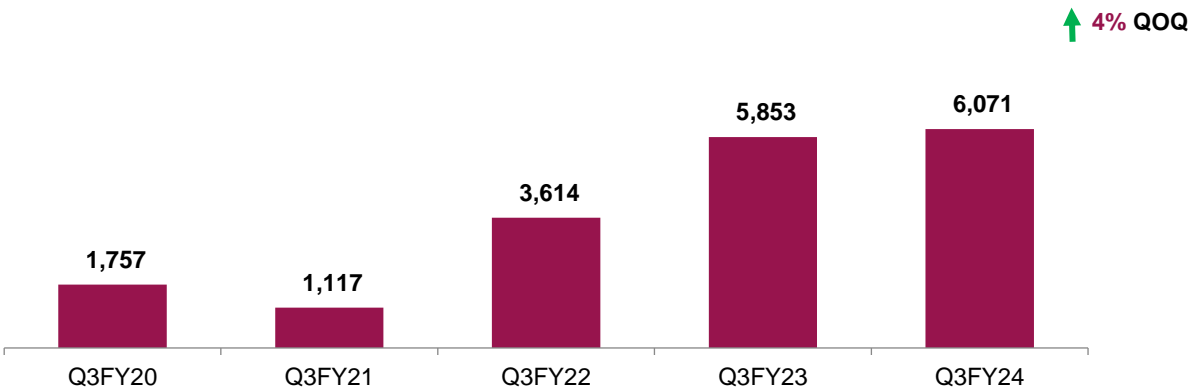


(a) Including one month integration expenses plus Citi business operating expenses
(b) Including three month's integration expenses plus Citi business operating expenses

Operating profit & Core Operating profit



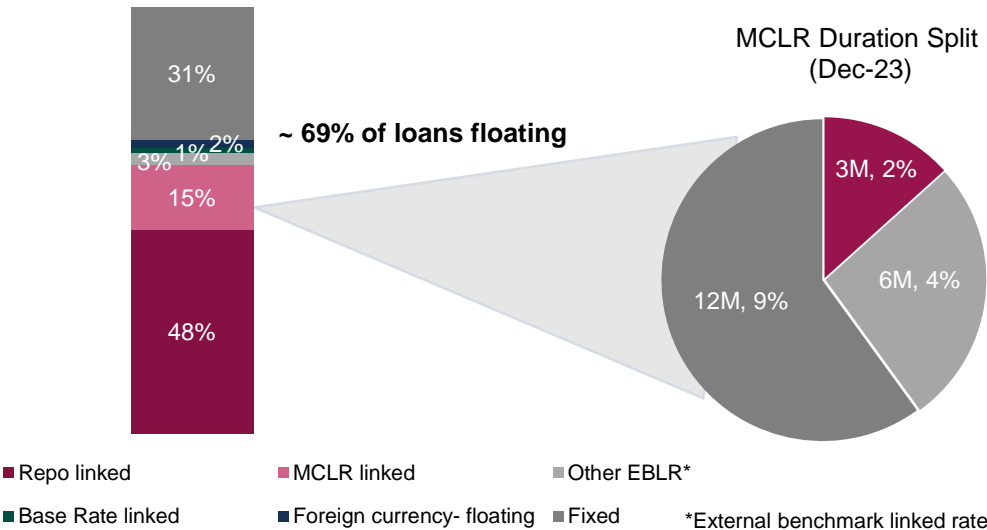
Profit after tax



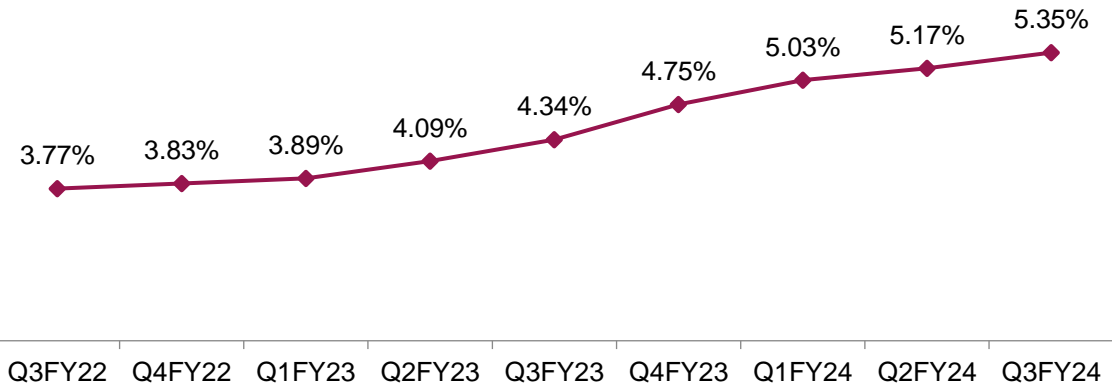
Net interest margin



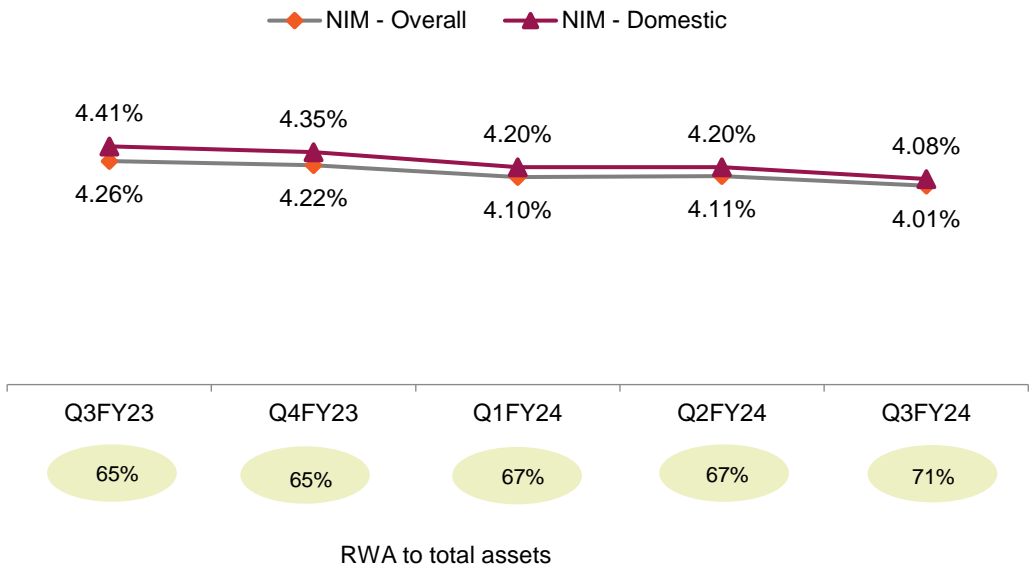
Advances mix by rate type



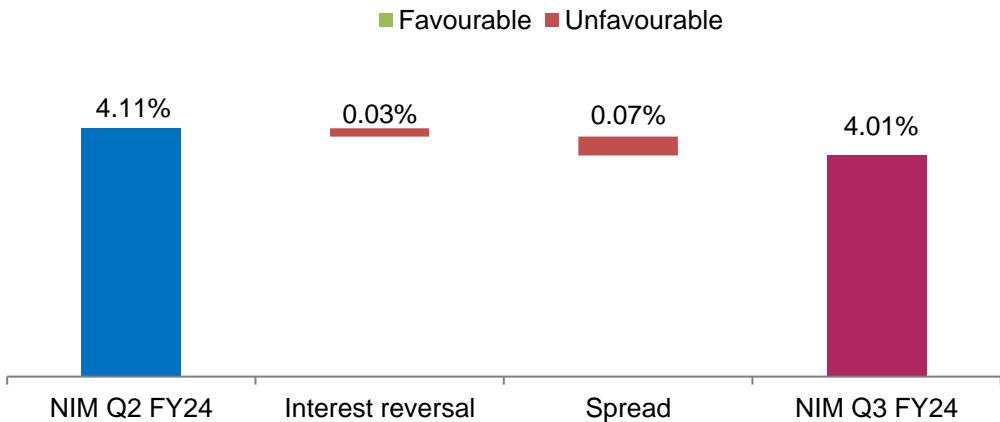
Cost of Funds



Net interest Margin (NIM)

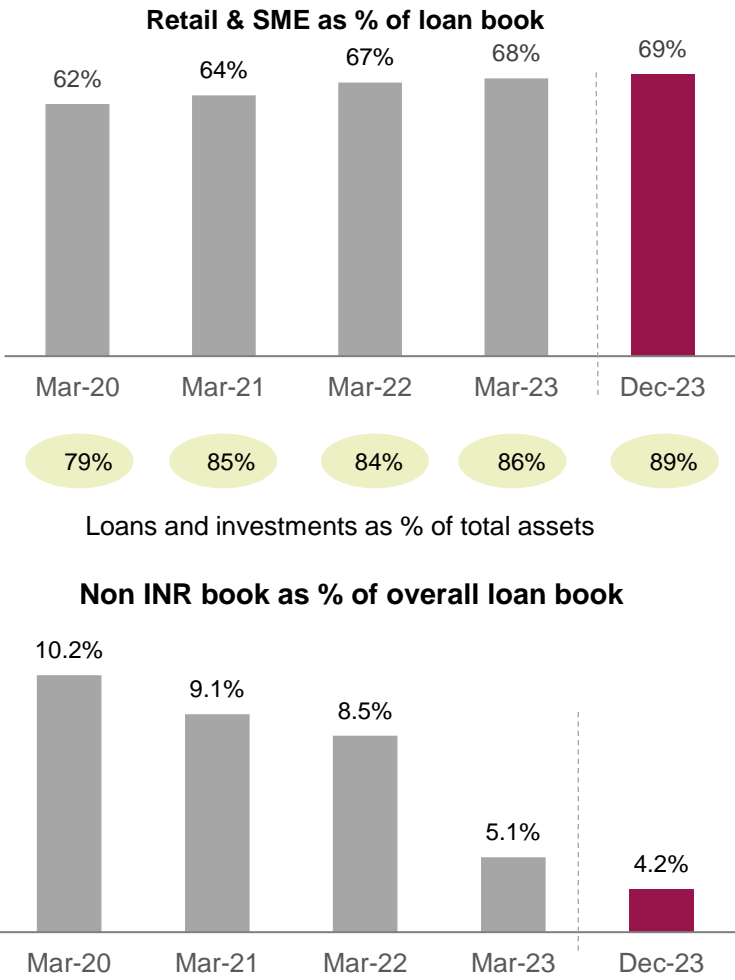


NIM Movement - Q2 FY24 to Q3 FY24

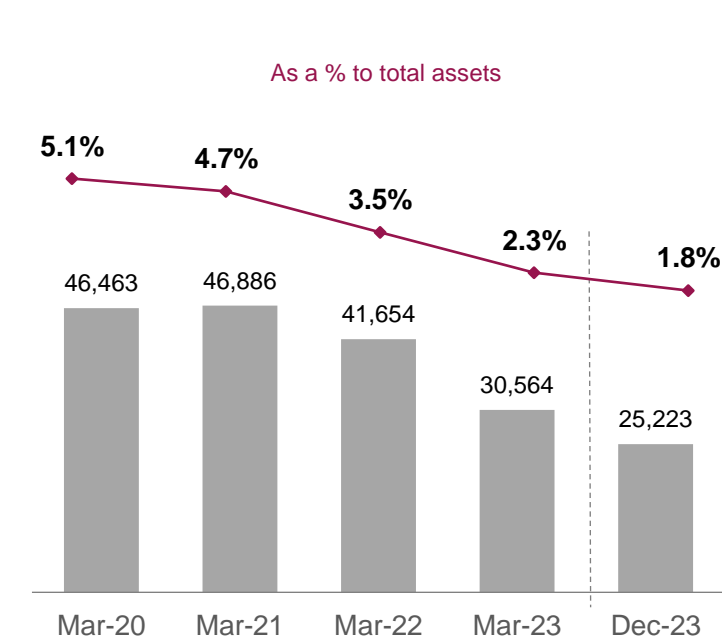


Trend in structural NIM drivers

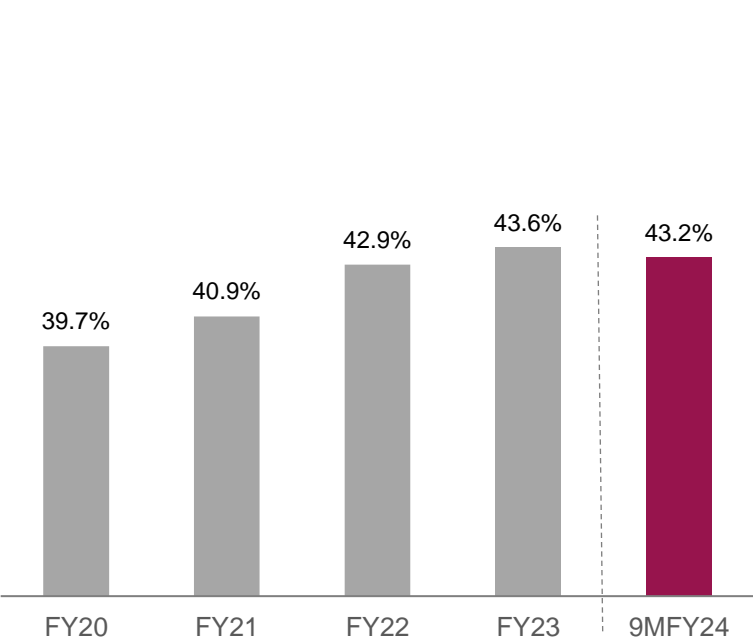
1 Improvement in balance sheet mix



2 Reducing share of low yielding RIDF bonds

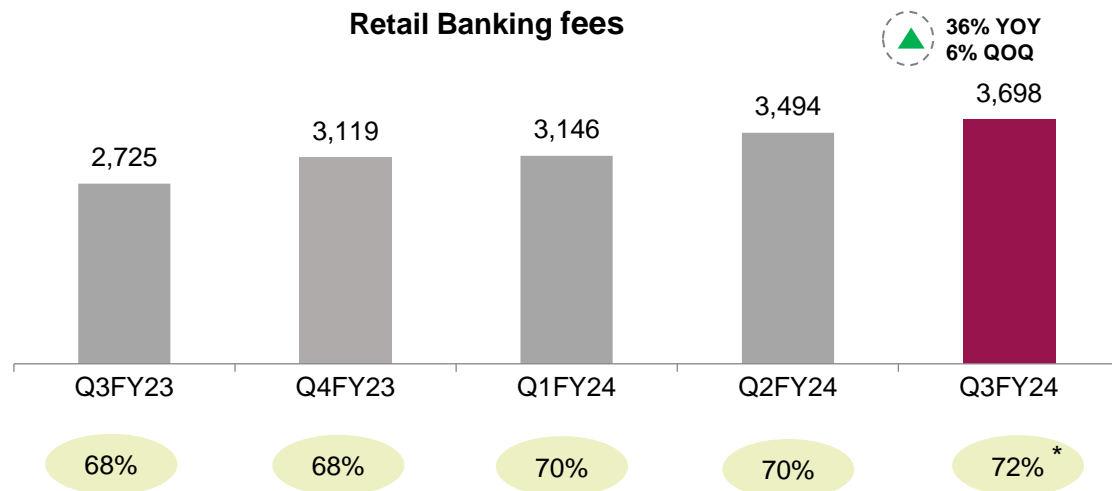


3 Improvement in composition reflected through improvement in average CASA%

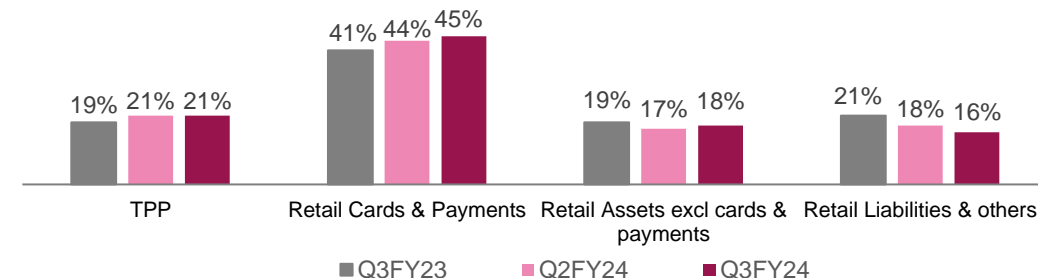


Strong growth in fees; granularity built across our business segments

Retail Banking fees

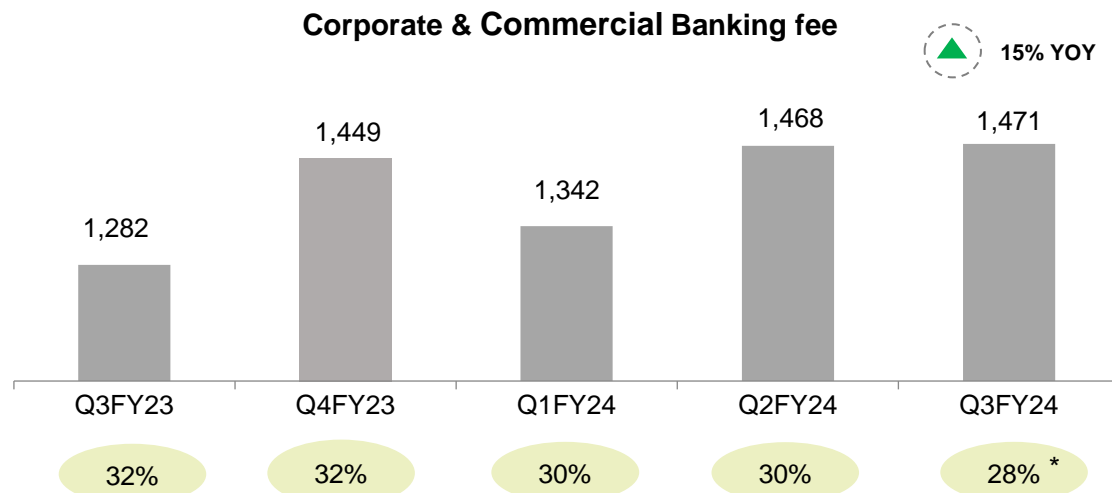


Retail fee mix



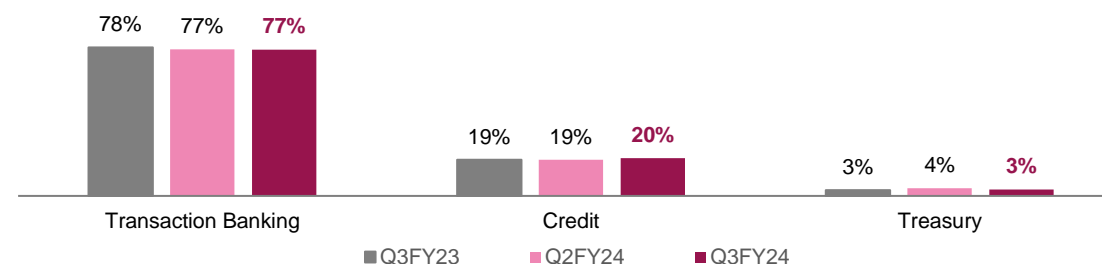
- **52% YOY & 10% QOQ** growth in Retail Cards & payments fees;
- **26% YOY & 7% QOQ** growth in Retail Assets fees (excl cards & payments)
- **42% YOY & 4% QOQ** growth in Third Party products (TPP) related fees

Corporate & Commercial Banking fee



Corporate & Commercial Banking fee mix

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



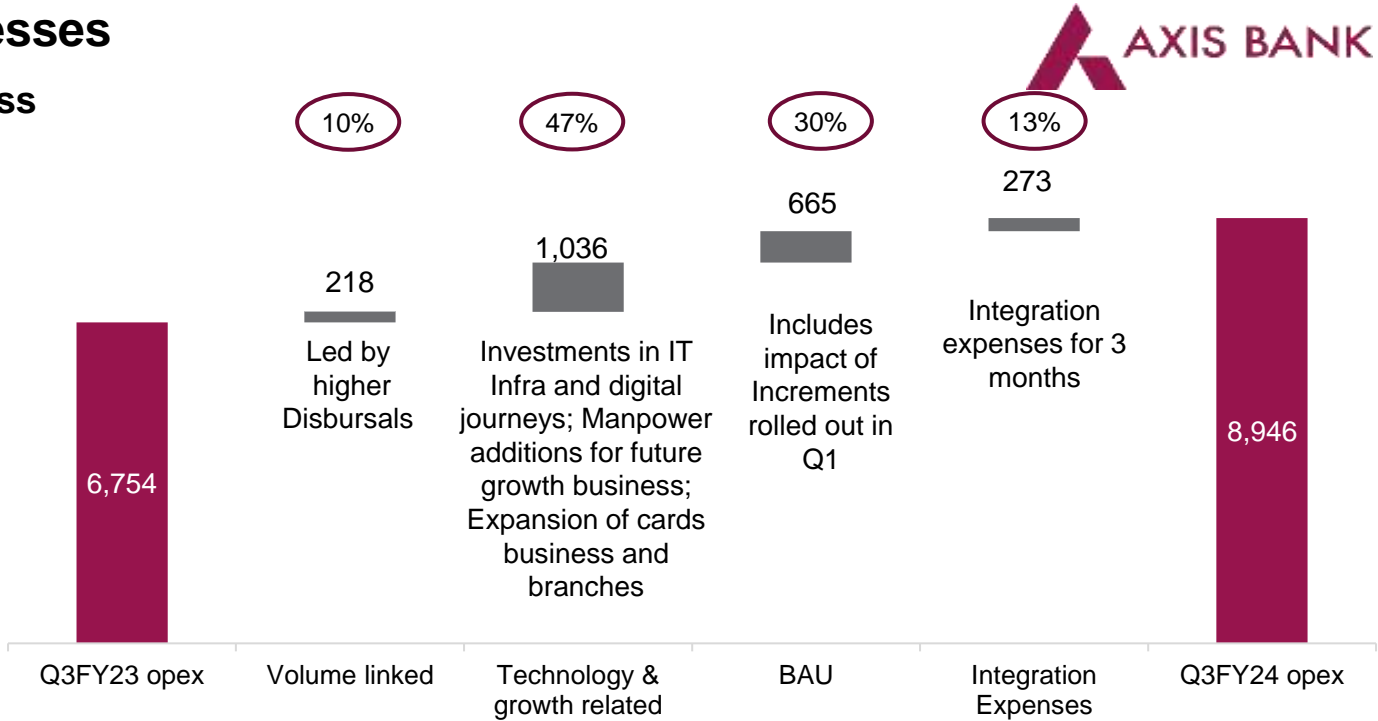
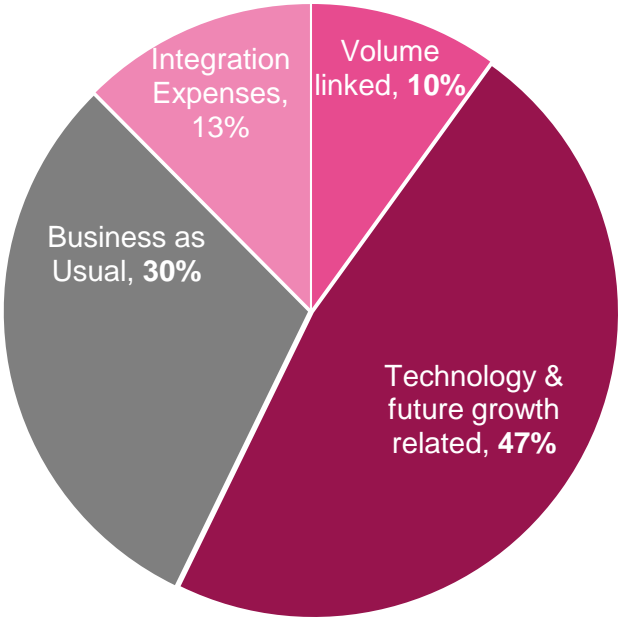
- **13% YOY** growth in traditional Transactional Banking fees excluding forex & trade
- **19% YOY** growth in forex income, **20% YOY & 3% QOQ** growth in credit related fees

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

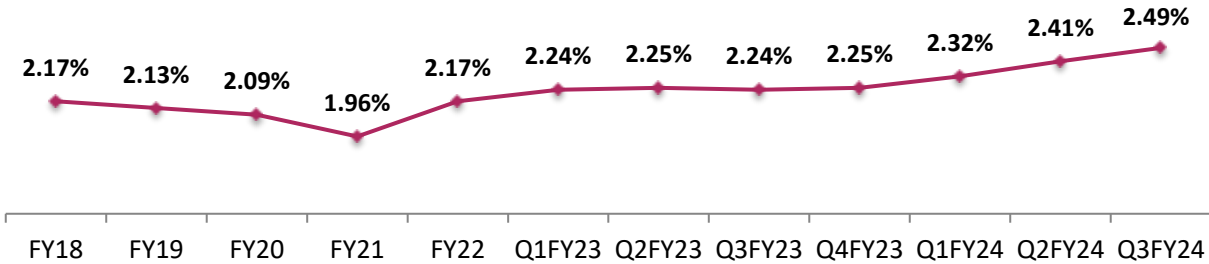
Cost growth at 32% YoY; integration expenses contribute 4% to YoY growth; continue to invest in technology and growth related businesses

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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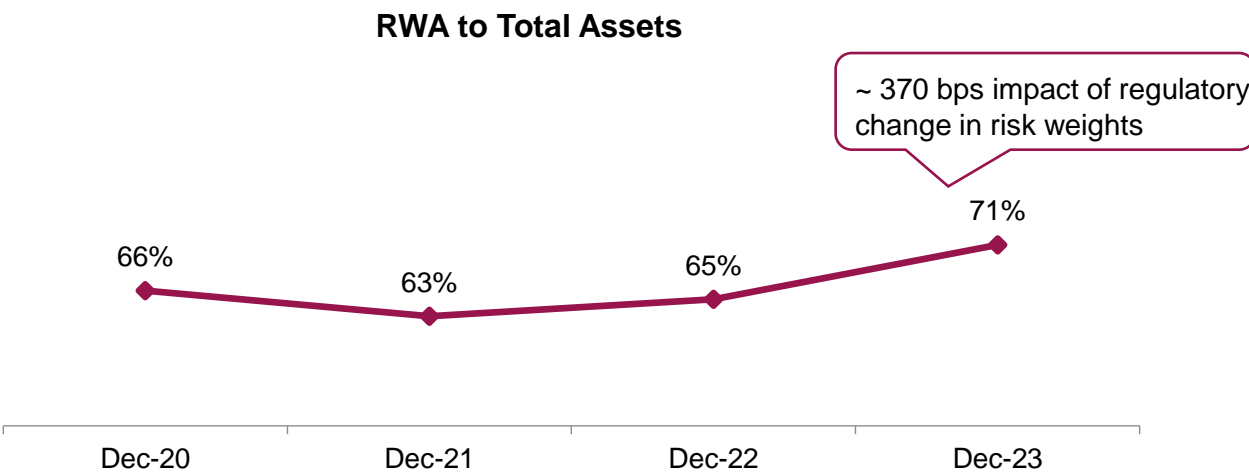
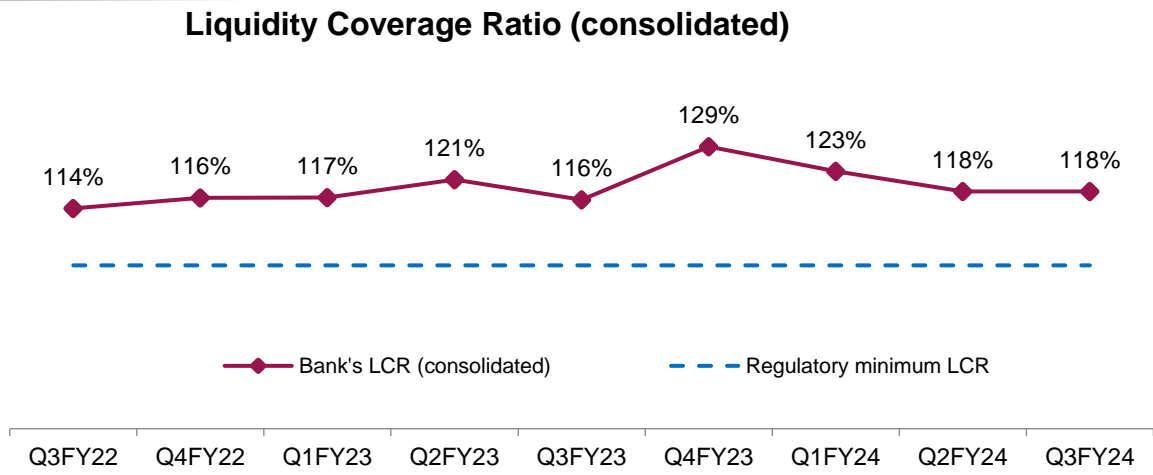
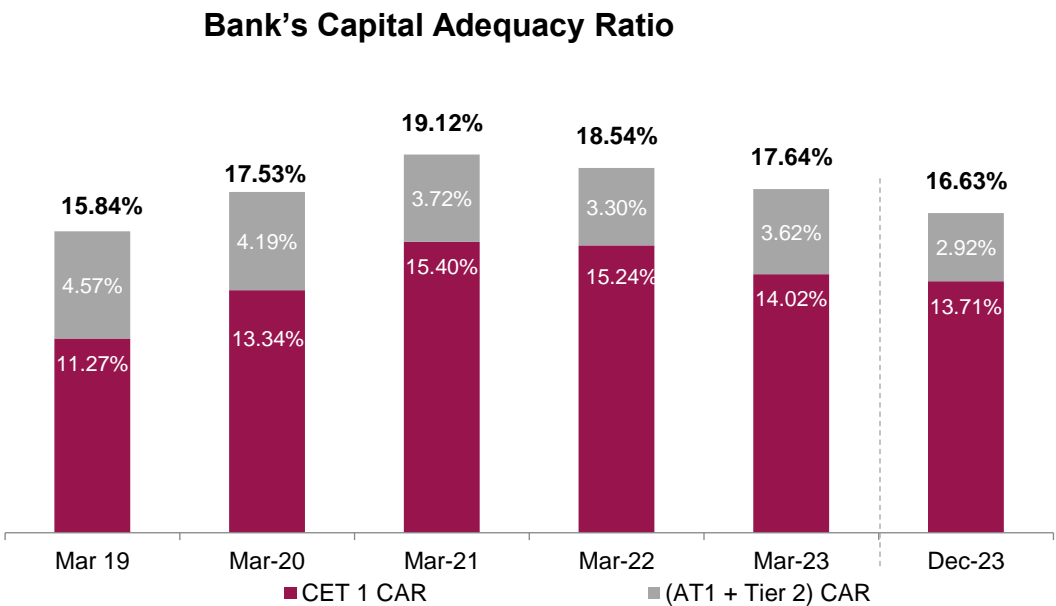
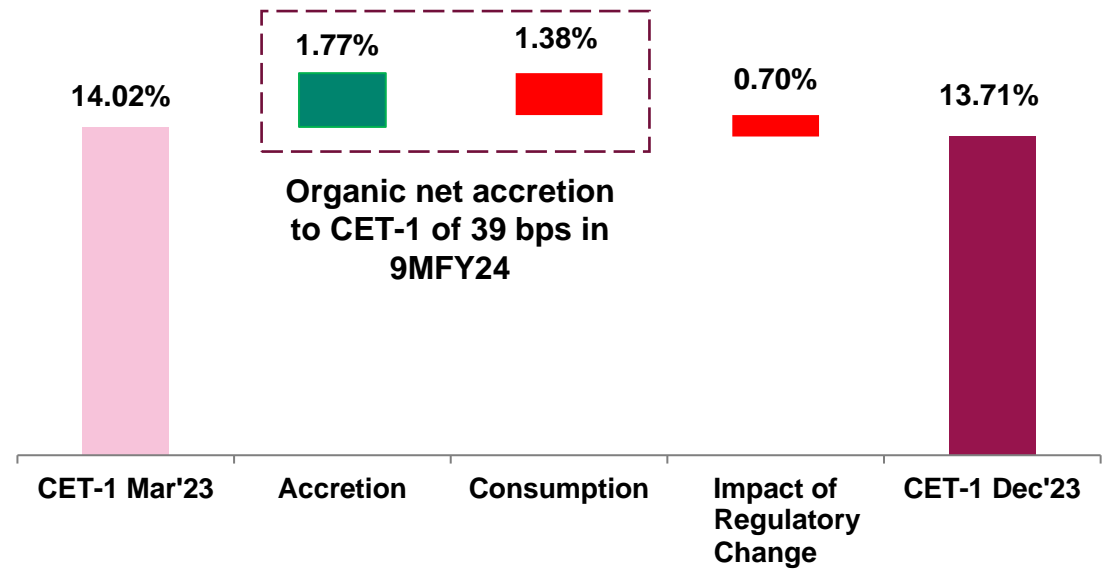
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Strong capital position with adequate liquidity



• The Bank holds excess SLR of ₹72,674 crores

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Retail Banking

~45 Mn

*Individual
customers*

4th

*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~*

16%

*YOY Growth in SA
QAB* deposits*

42%

*CASA ratio
(MEB**)*

72%

*Share in
total fee^*

~ share in Bank's total advances, ^ share in Bank's total fee for Q3FY24

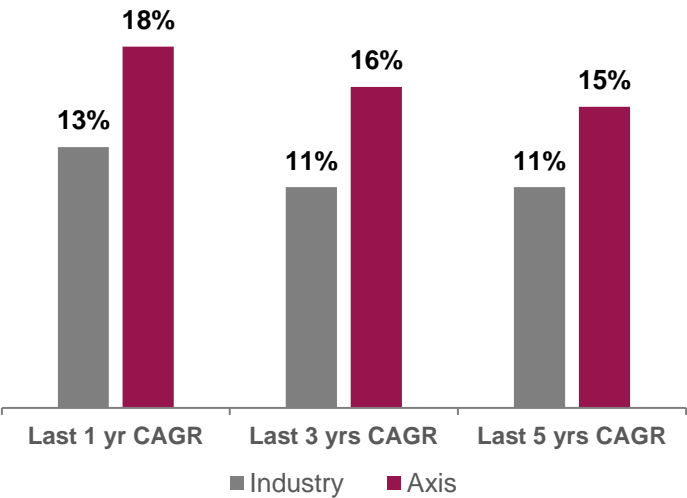
*QAB – Quarterly Average Balance, **MEB: Month End Balance



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



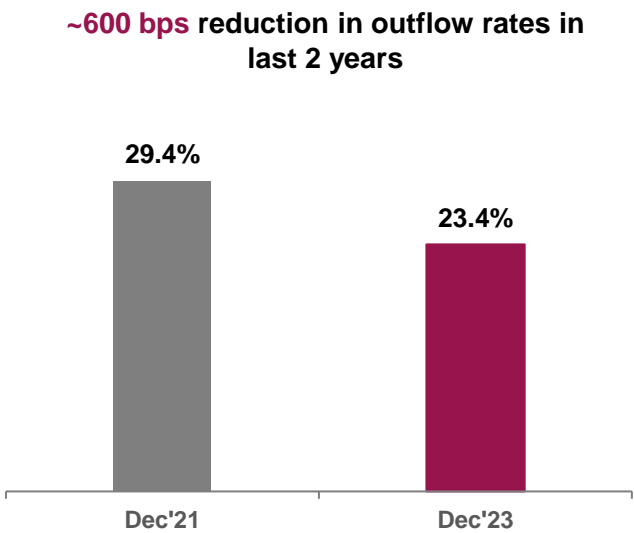
We have grown faster than industry consistently...



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

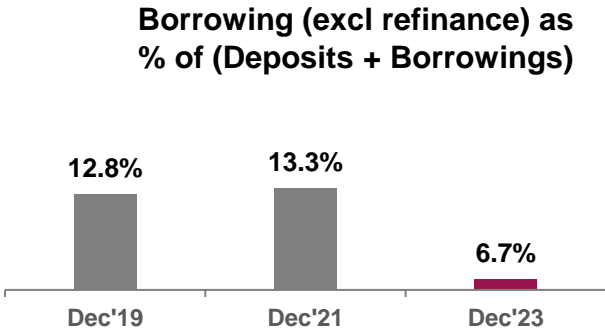
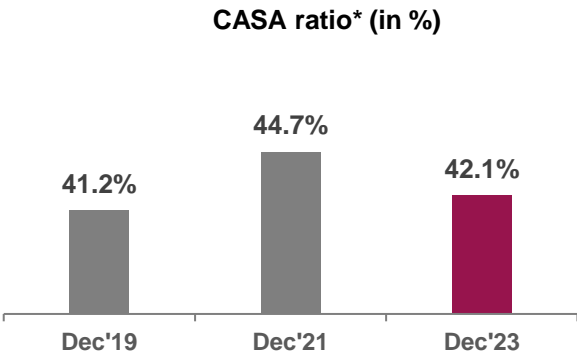
Source: RBI, Axis Bank reported data

...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>52% increase in # of districts with total deposits market share of over 5% in last 3 years ¹</p> <p>67% of customer requests serviced digitally as part of Branch of the Future</p> <p>Calibrated branch expansion strategy; added 350 new branches in the 9MFY24 period</p>	<p>32% CAGR in Burgundy wealth management AUM since Mar'17</p> <p>Project Triumph and "Right fit" strategy to accelerate Premiumization</p> <p>'Burgundy Promise' & 'Burgundy Circle of Trust' launched industry first servicing proposition</p>	<p>10% YOY growth in new salary acquisition in Q3FY24</p> <p>SUVIDHA Salary remains amongst the best offerings available in the market today</p> <p>New 'Family Banking Program' and benefits including super premium Magnus Card for Burgundy customers</p>	<p>63K+ extensive distribution network of Common Service Centers (CSC) VLEs ²</p> <p>New SA proposition "Sampann" launched for RUSU locations</p> <p>Enabled CASA opening at a third-party network on the eKYC platform, building a TD proposition on the eKYC platform</p>	<p>Project NEO aiding higher contribution from transaction-oriented flow businesses</p> <p>44% YOY growth in individual RTD by value sourced digitally for 9MFY24</p> <p>Siddhi empowering Axis bank colleagues to engage with customers seamlessly</p>
<p>1.37 mn new SA accounts acquired in Q3FY24</p>		<p>11% growth in deposits from Bharat banking</p>		<p>1.47 mn Retail Term Deposits acquired in Q3FY24</p>

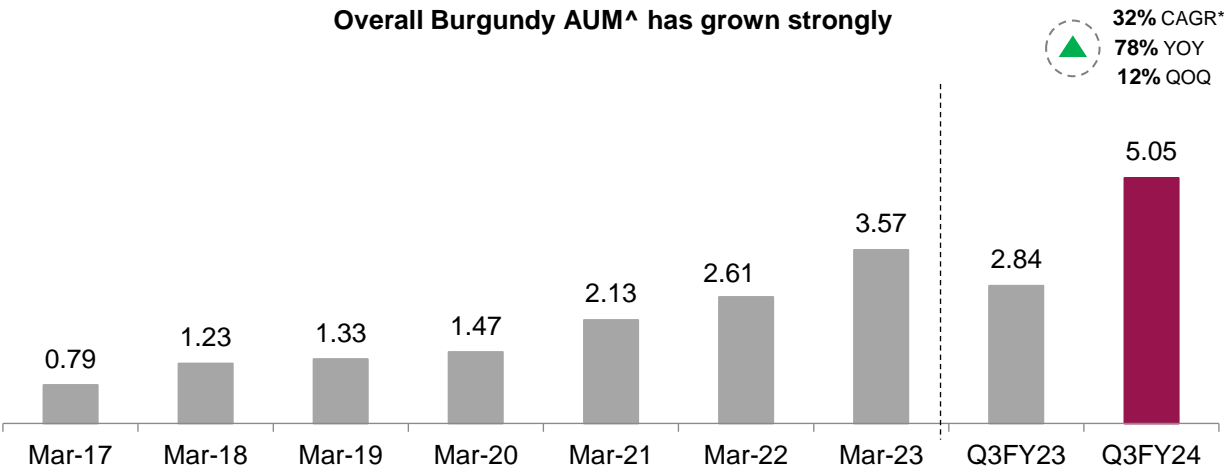
¹ RBI market share district wise (including RRBs) for Mar'23

² Village Level Entrepreneurs

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



Overall Burgundy AUM^ has grown strongly



* CAGR for period Mar-17 to Dec-23

All figures In ₹ Tn

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

Private Banking by Axis Bank

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

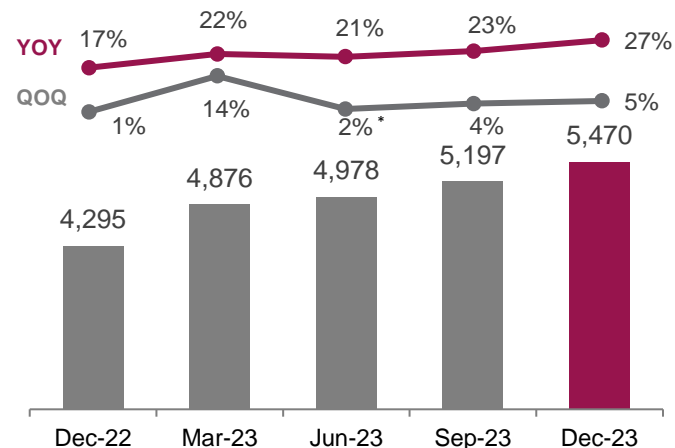
68% YOY

₹5.5 trillion Retail loan book remains well diversified



Retail book

(in ₹ Billion)

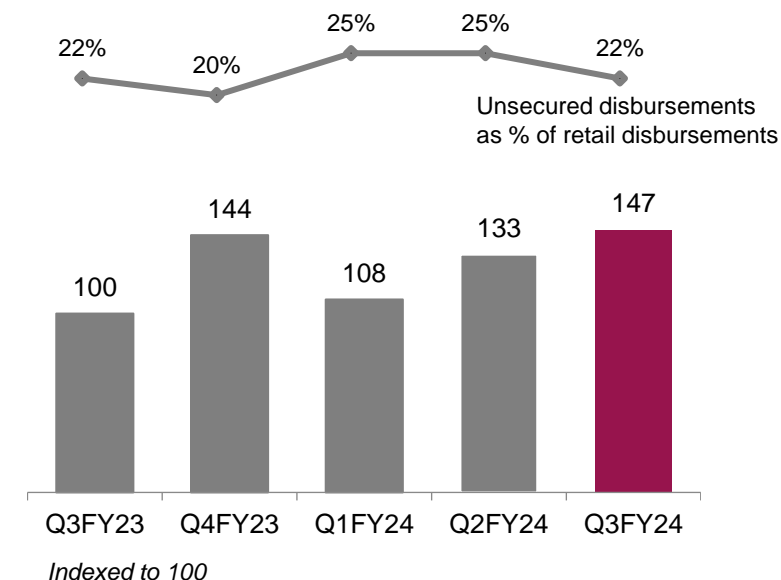


~ 75% of our retail book is secured ⁽¹⁾

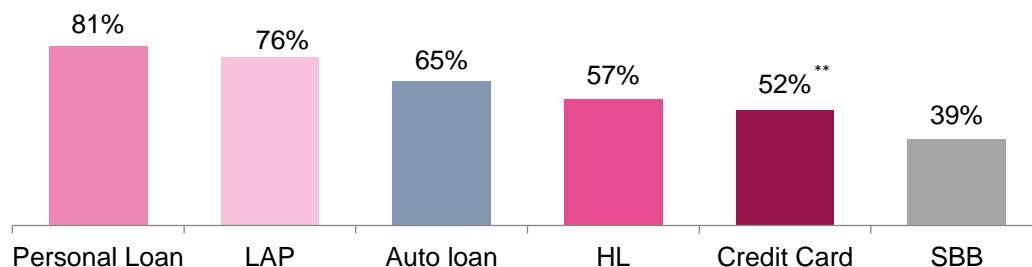
in Rs Crores	Dec-23	QOQ	YOY	% Prop
Home Loans	1,62,813	2%	10%	30%
Rural loans	79,765	7%	34%	15%
Personal loans	65,083	6%	28%	12%
Auto loans	57,874	4%	24%	11%
LAP	58,604	9%	32%	11%
SBB	53,535	6%	40%	10%
Credit Cards	39,963	11%	92%	7%
Comm Equipment	11,825	6%	55%	2%
Others ²	17,537	(3%)	26%	3%
Total Retail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

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

Retail disbursement trends and mix



ETB[^] 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

[^] Existing to Bank

^{*} Aided by Citi Bank India consumer business portfolio

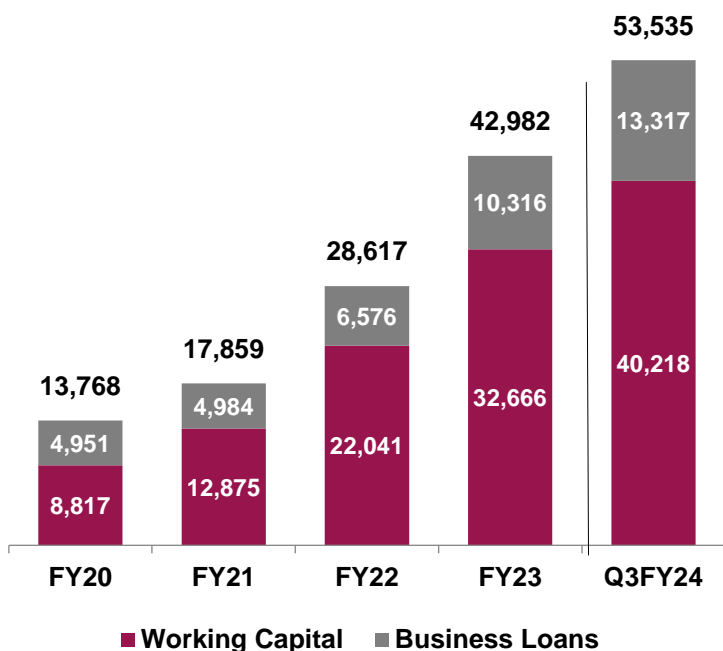
^{**} 33% of CC acquired in 9MFY24 were through Known to Bank (KTB) channel

(1) basis Bank's classification of secured

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

SBB portfolio (in ₹Cr.)

40% YOY
6% QoQ



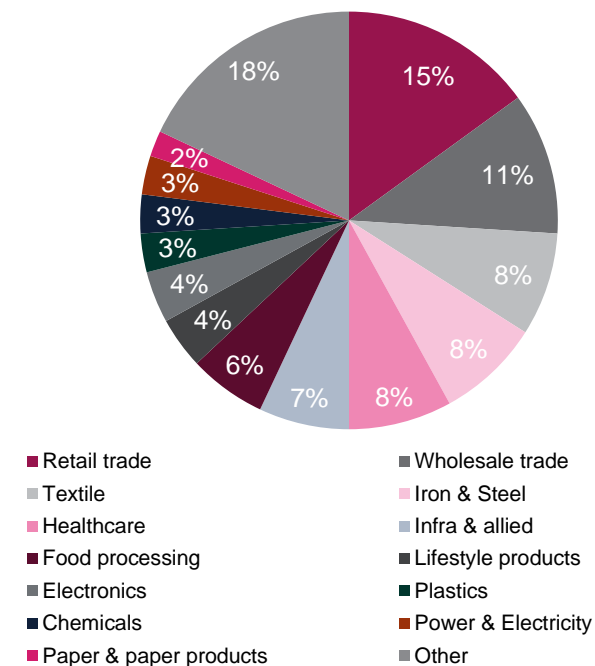
- **₹53,535** crores overall book with Business Loan book of ₹13,317 crores
- **~75%** value contribution from Secured products (working capital, overdraft, term loans, etc.)
- **114 lakh+** average ticket size of working capital secured loans
- **90%+** of SBB working capital portfolio is PSL compliant
- **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 disbursements

‘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

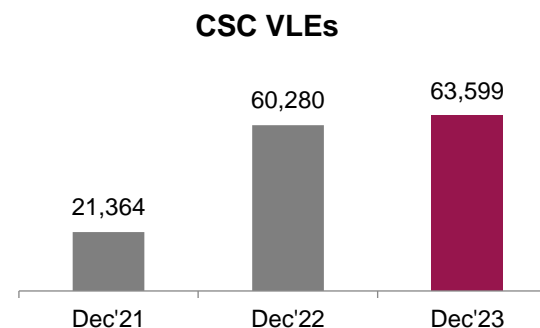


Enhancing Brand in the RuSu markets



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

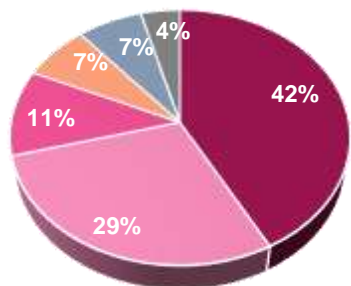
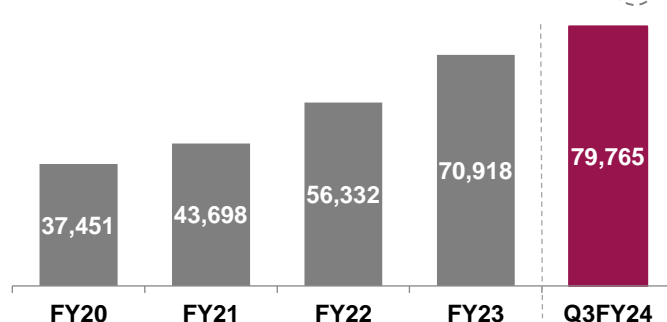
Rural portfolio is well diversified, offering holistic and integrated financial solutions by leveraging technology and partnerships

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



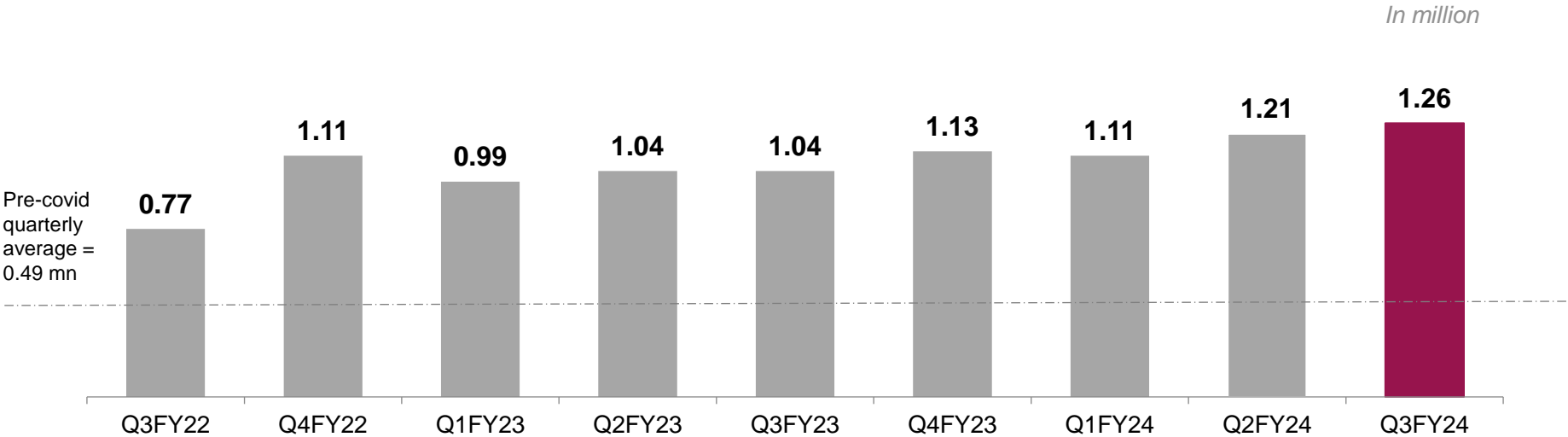
Airtel Axis Bank Credit Card



Indian Oil Axis Bank Credit Card



~1mn+ cards issued for 8th 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^{\$} 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

^{\$} CIF as of 31st 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

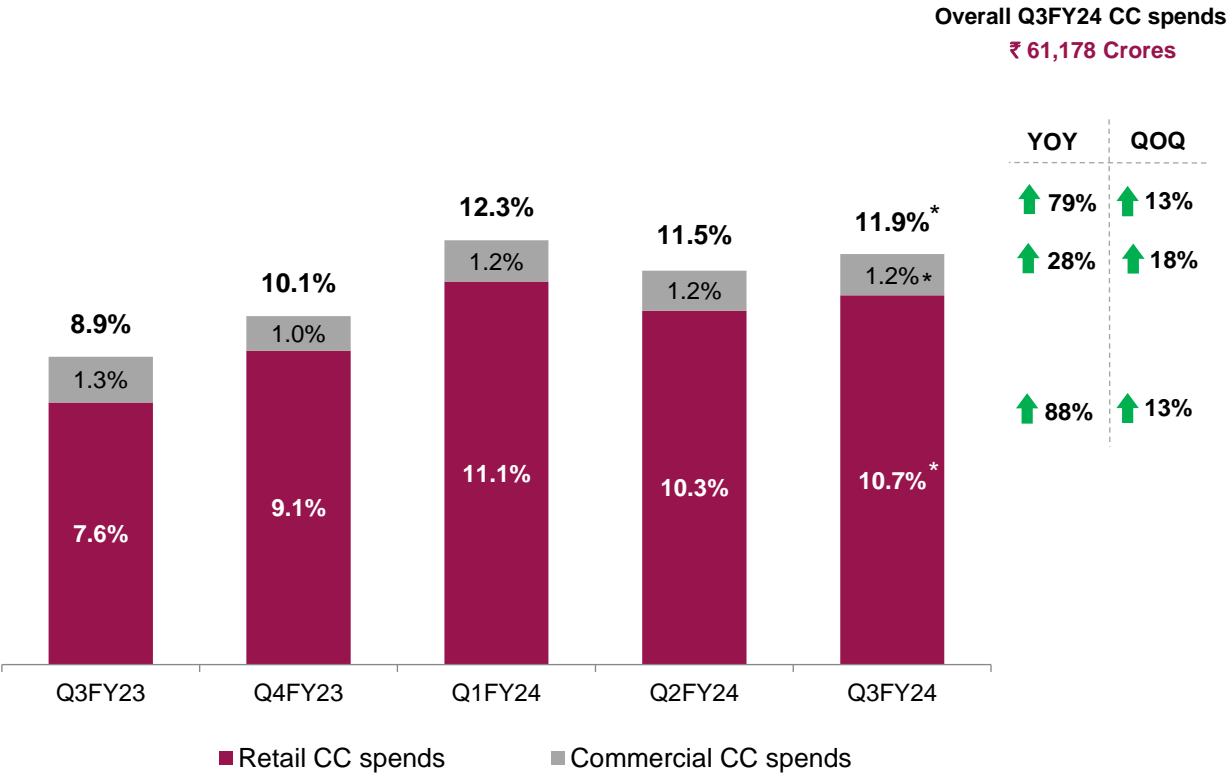


‘GRAB DEALS’, Axis Bank’s exclusive shopping platform has scaled up significantly

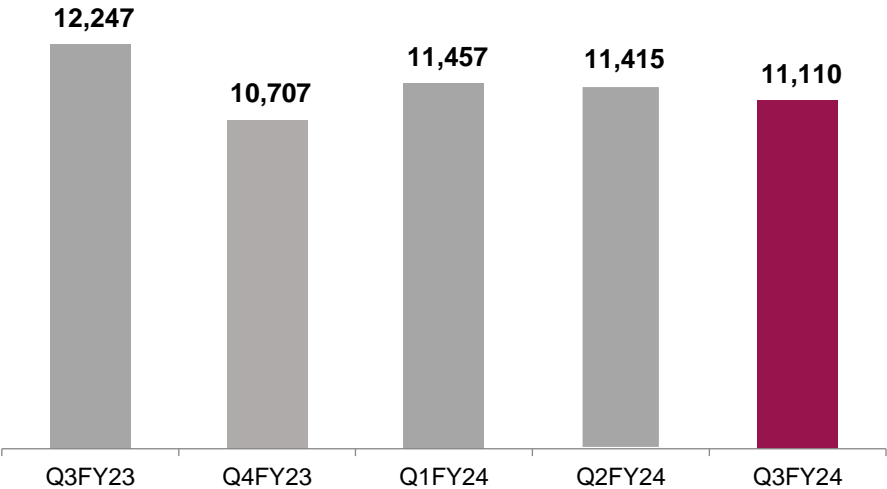
107% YOY increase in GMV (Q3FY24)

58% YOY growth in Q3FY24 transactions

Trend in Credit Card spends market share



Trend in Debit Card spends

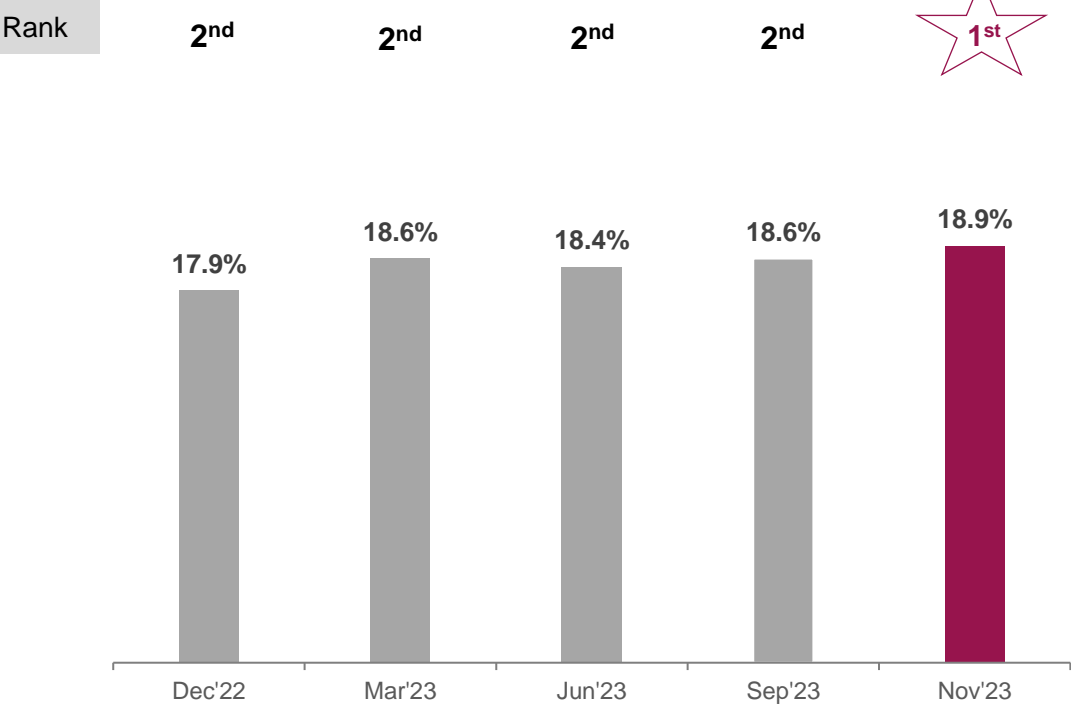


*Market share based on RBI reported data for the month of Oct'23 and Nov'23

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.

Empowering merchants through Integrated Ecosystem solutions



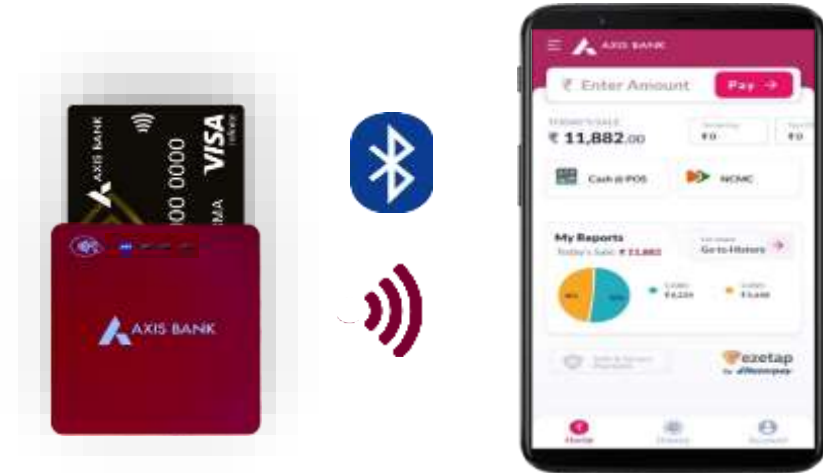
Soundbox



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



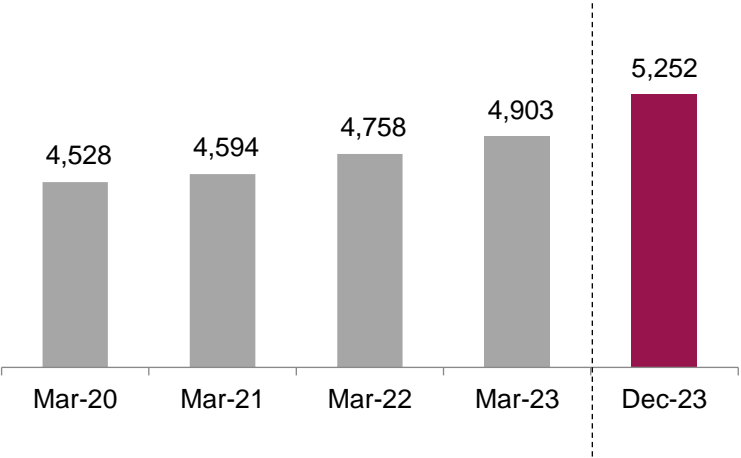
Features

- 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**

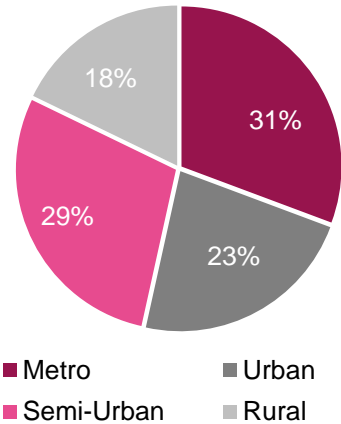
We have a very well distributed branch network; added 350 branches in 9MFY24 of which 100 in Q3FY24

Domestic branch network*



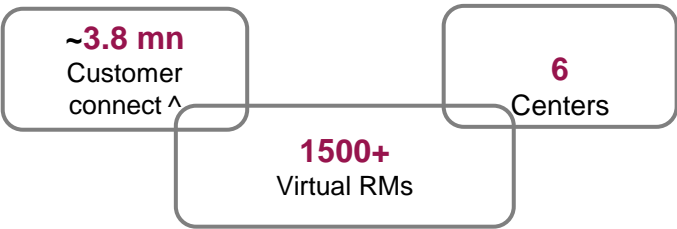
* Includes extension counters

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% <i>YOY growth in Domestic corporate loans</i>	26% <i>YOY growth in SME loan book</i>	30% <i>YOY growth in Mid Corporate book</i>
15% <i>YOY growth in Corporate & CBG fees</i>	89% <i>Share of corporate advances to clients rated A-and above</i>	88% <i>Incremental sanctions to A-and above**</i>
4% <i>QOQ growth in CA deposits on QAB basis #</i>	9% <i>RTGS Market Share Q3FY24 (by value)</i>	28% <i>NEFT Market Share Q3FY24 (by volume)</i>



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

Recognized at the Coalition Greenwich Awards for 3rd 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

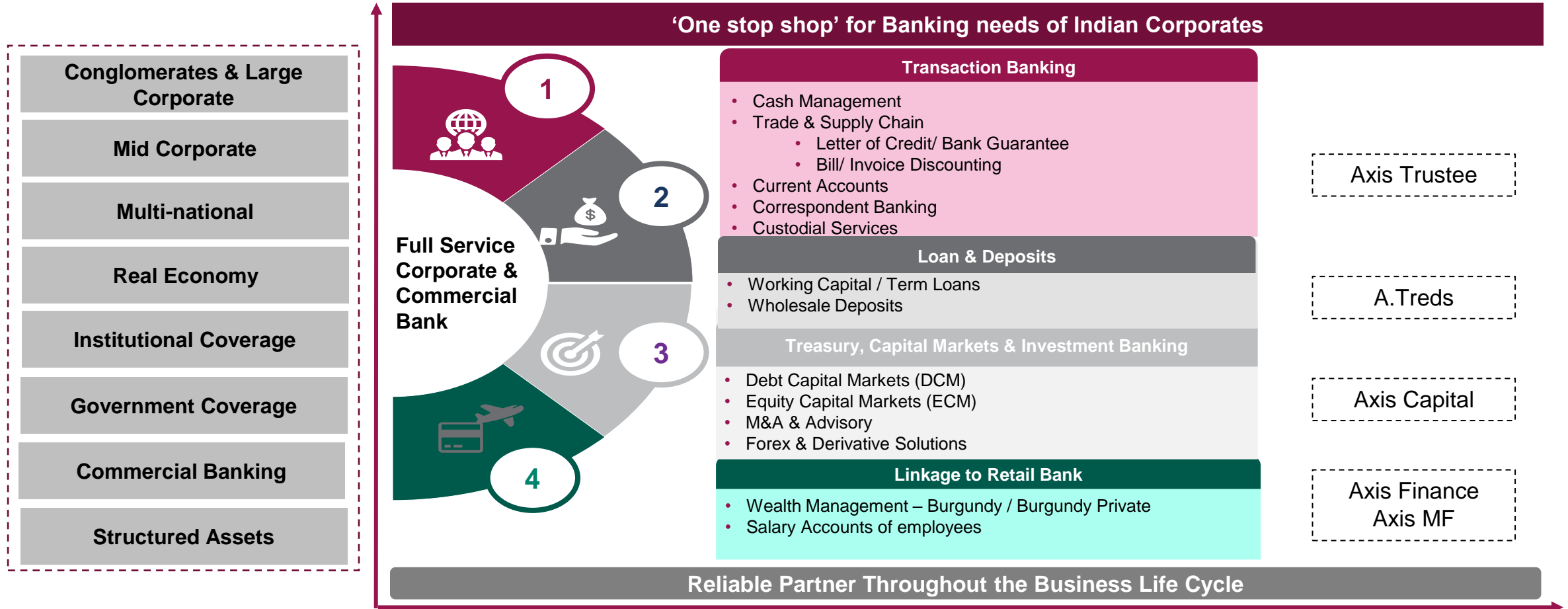
Among more than 70 banks evaluated, Axis Bank was voted for its distinctive quality w.r.t. 3 out of 11 metrics where the respondents expressed their preference

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

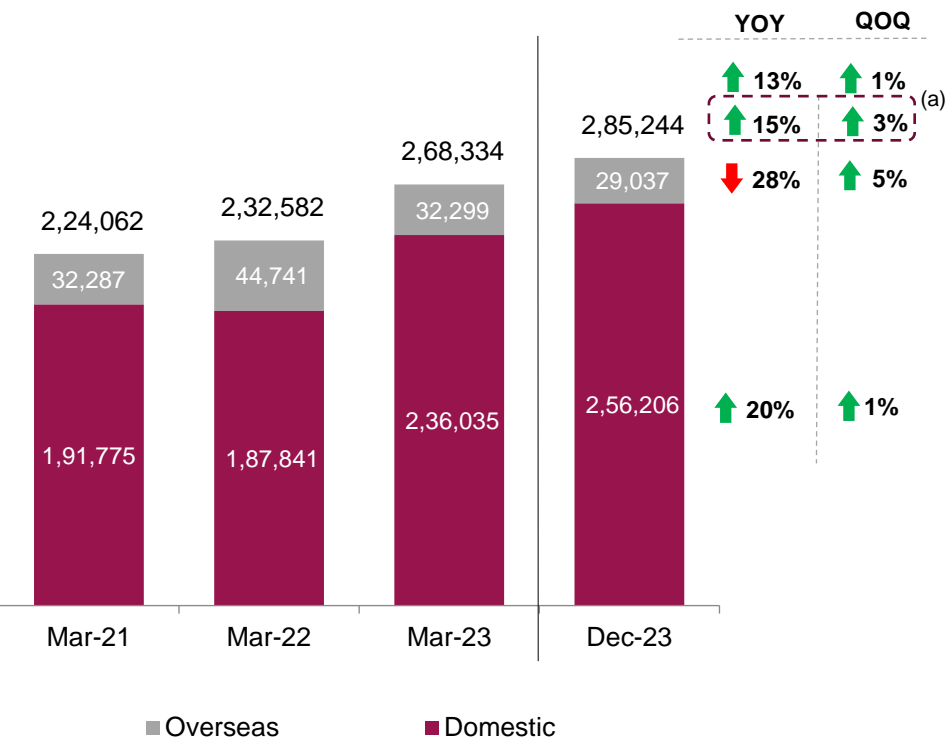
- Segregated the responsibilities of coverage and product groups to ensure sharper focus
- Corporate & Commercial Bank coverage reorganized into 8 coverage groups, each with a stated objective



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

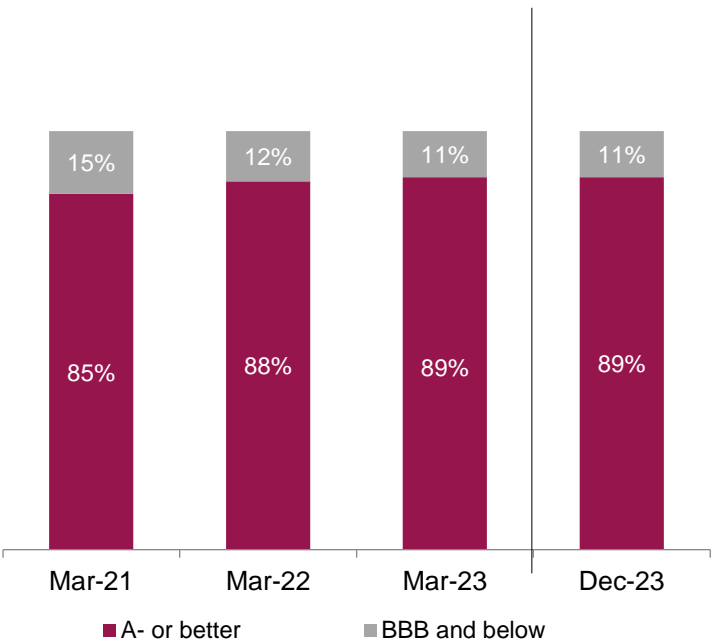


Corporate Loans



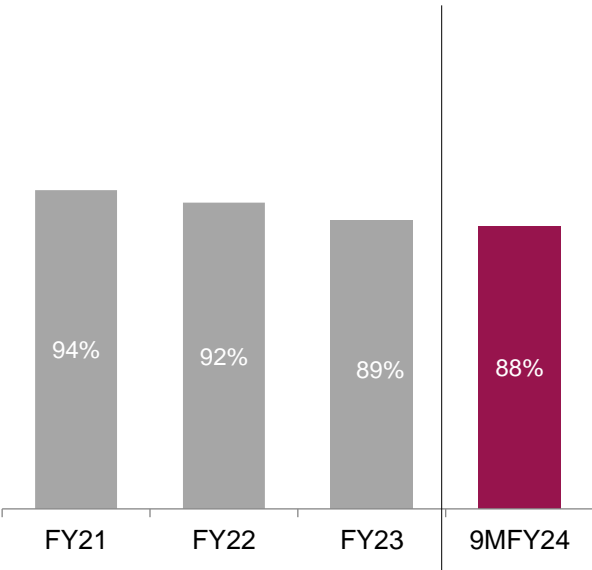
(a) Corporate loan book growth (gross of IBPC sold)

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



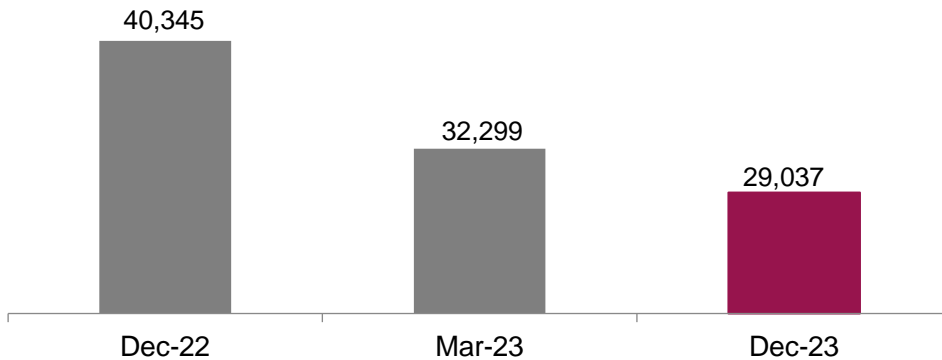
62% of sanctions were to those rated AA- & above

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

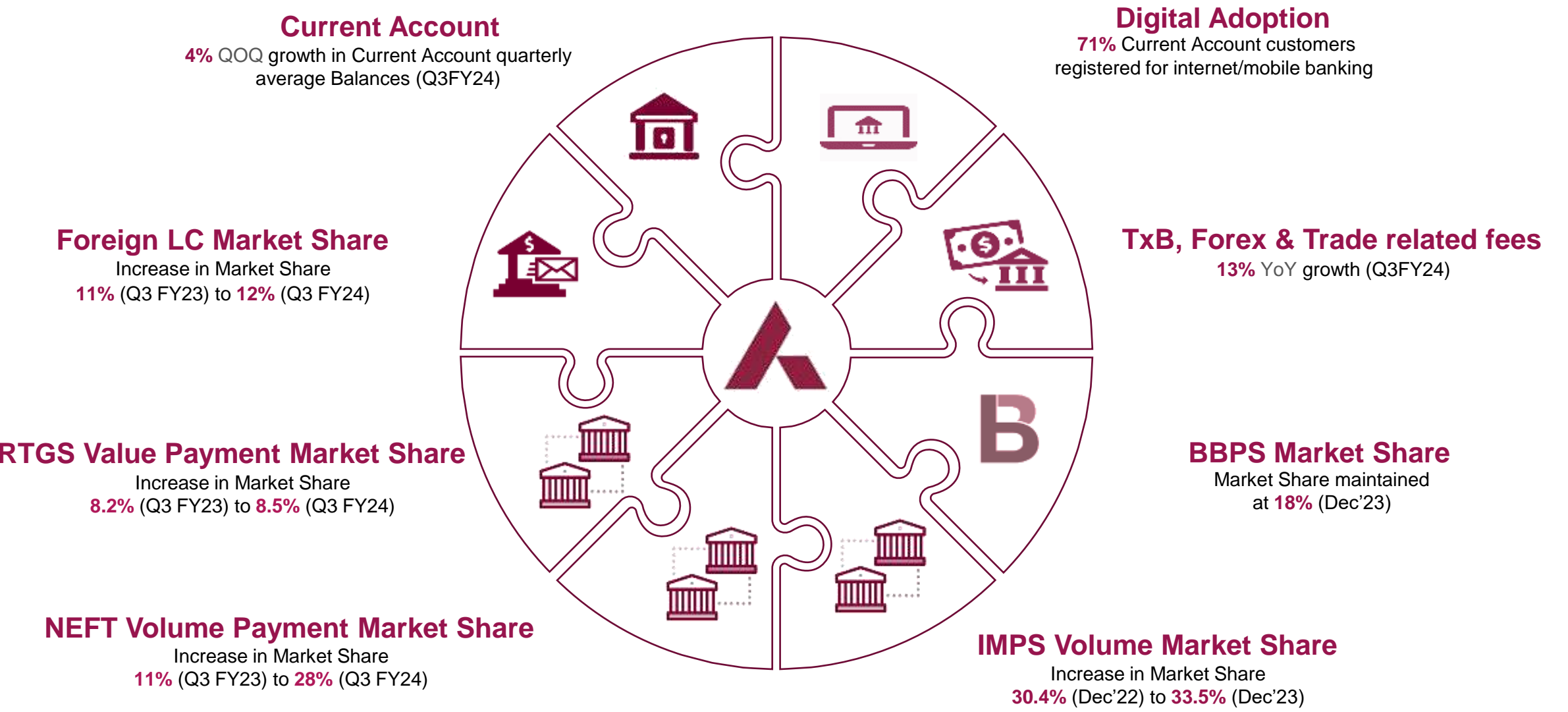
All figures In ₹ Cr



Funding is primarily for Indian conglomerates and PSU entities

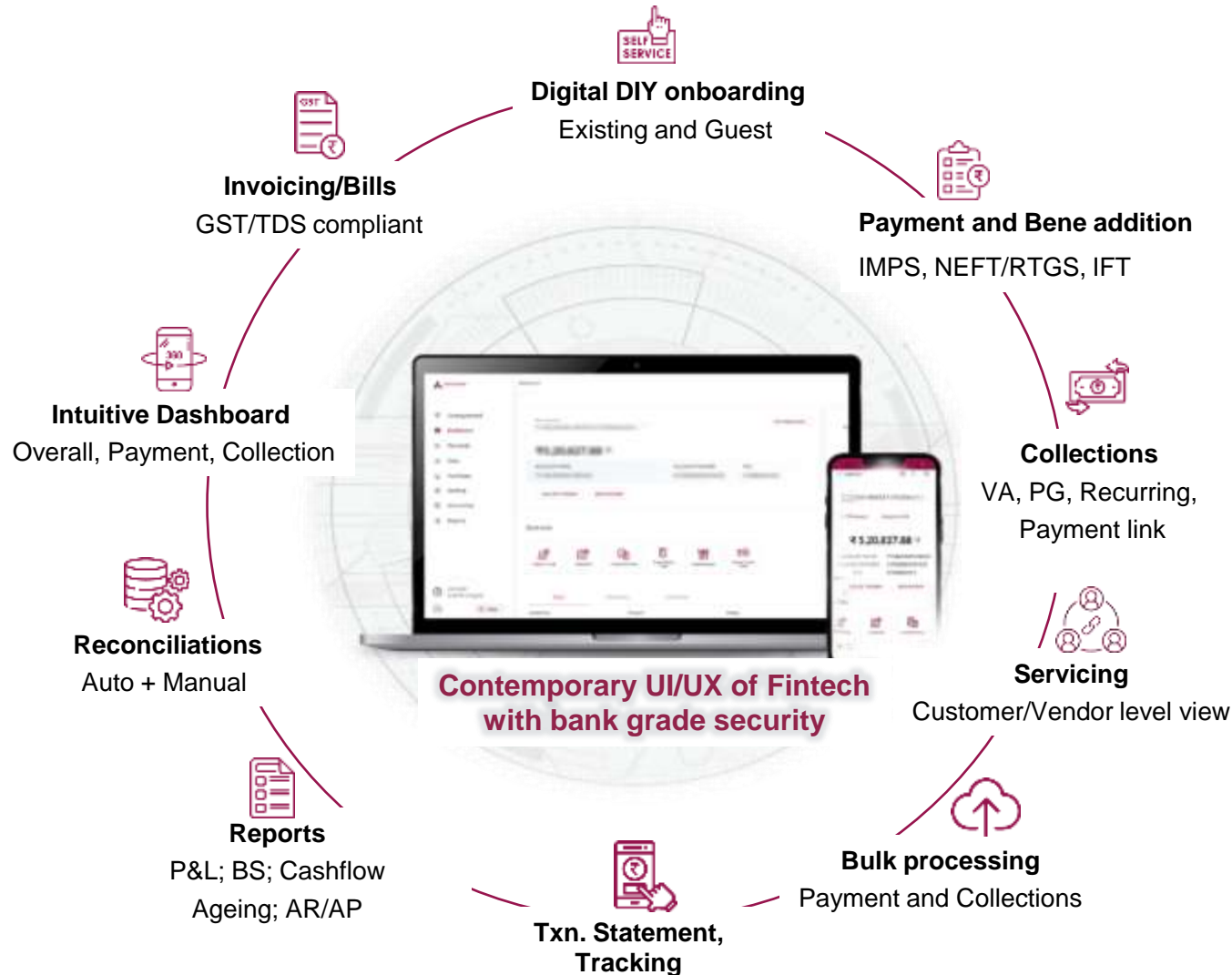
- **95%** is India linked based on standard book
- **91%** is rated A- and above based on standard book
- **75%** of standard outstanding constituted by top 10 conglomerates

We have strengthened our proposition as a Transaction Bank



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 ¹



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

¹ 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)

Rank	Outstanding ¹ as on 31 st Dec'23 Sectors	Advances	Investments	Non-fund based	Total	
					Value	(in % terms)
1.	Financial Companies ²	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 ³	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 ⁴	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%

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

² 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)

³ Financing of projects (roads, ports, airports, etc.)

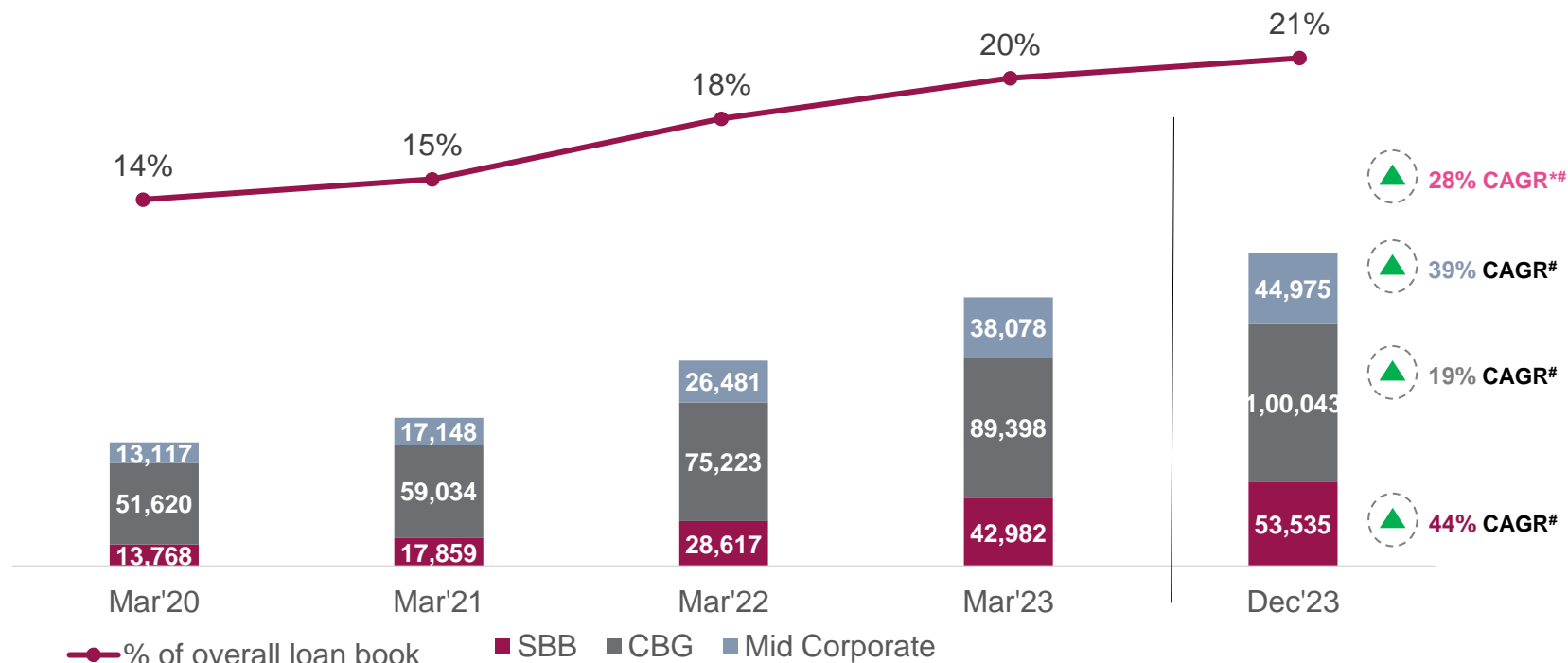
⁴ Lease Rental Discounting (LRD) outstanding stood at ₹21,570 crores

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

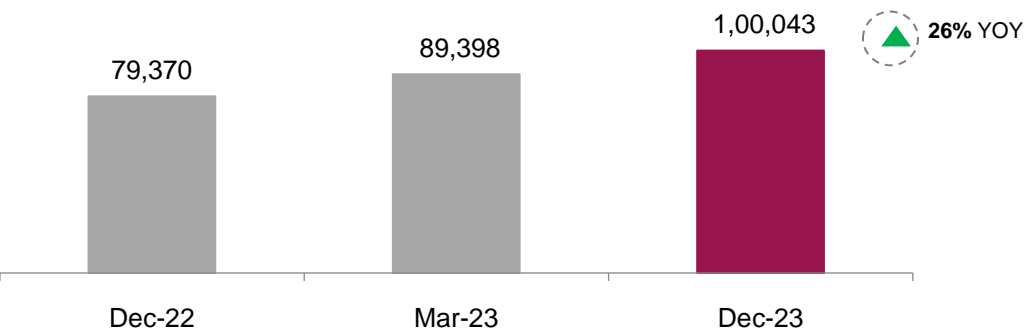


One of the most profitable segments of the Bank with high PSL coverage



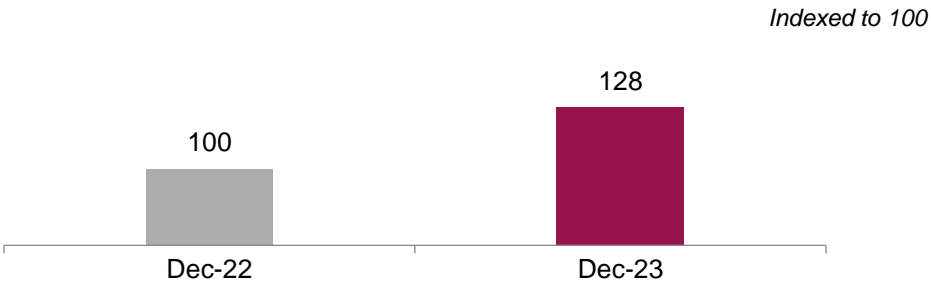
Data driven credit decisions, minimal documentation, simplified products and digitized operations aiding higher business growth

CBG Advances

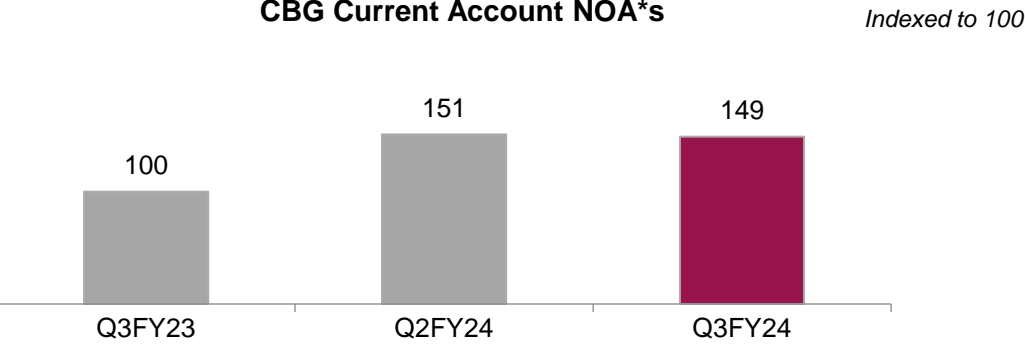


84% of loans were PSL compliant

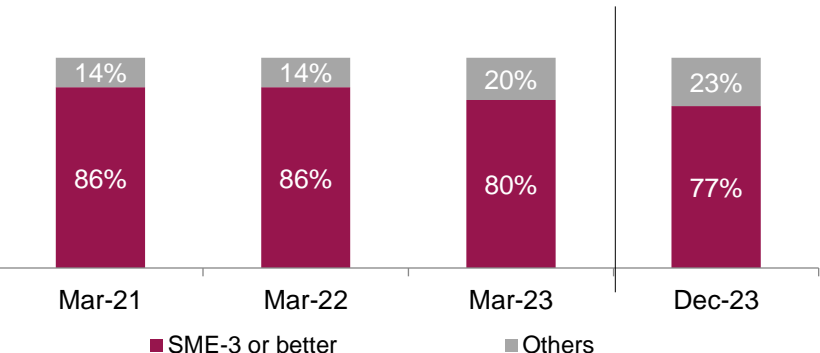
New to Bank (NTB) book YTD



CBG Current Account NOA*s



77% of book is rated SME3 or better

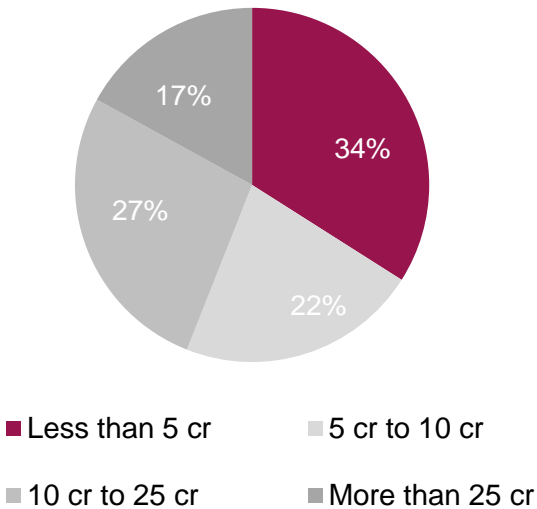


* Number of accounts acquired

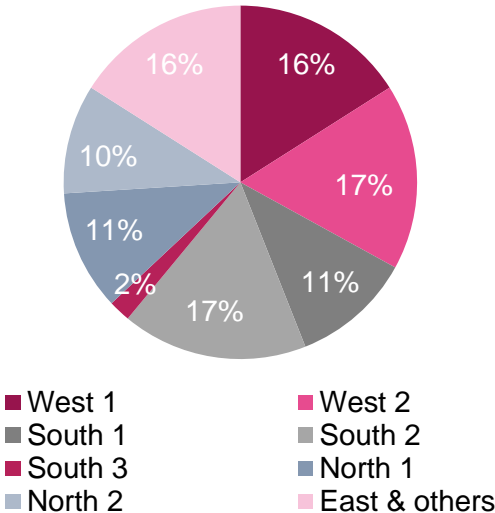
SME lending book is well diversified



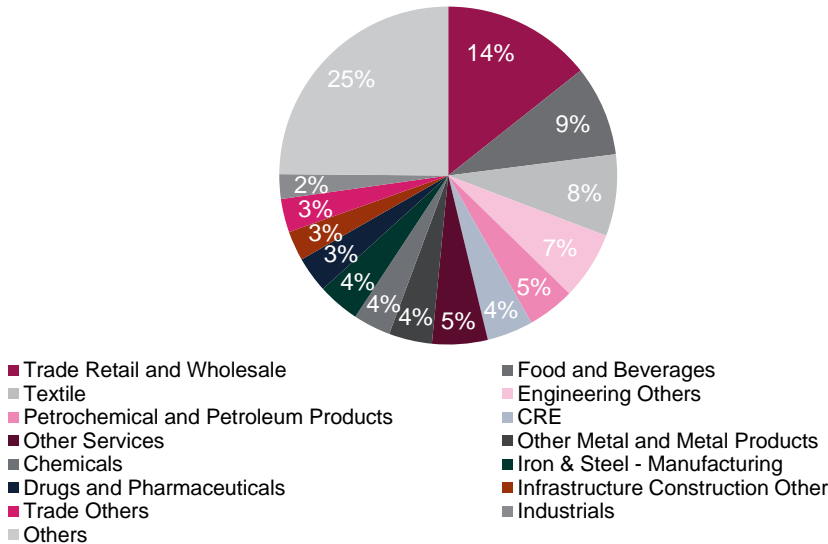
Book by Loan size



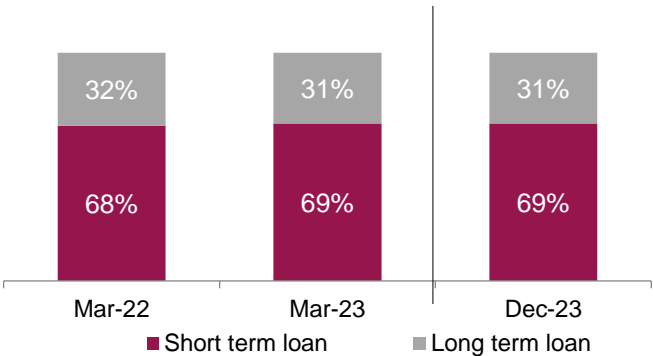
Well diversified Geographical mix



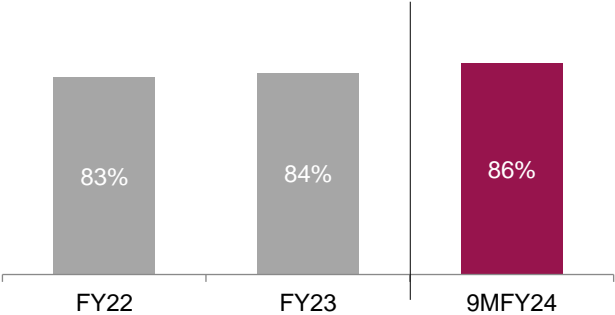
Well diversified Sectoral mix






SME book mix (by tenure)

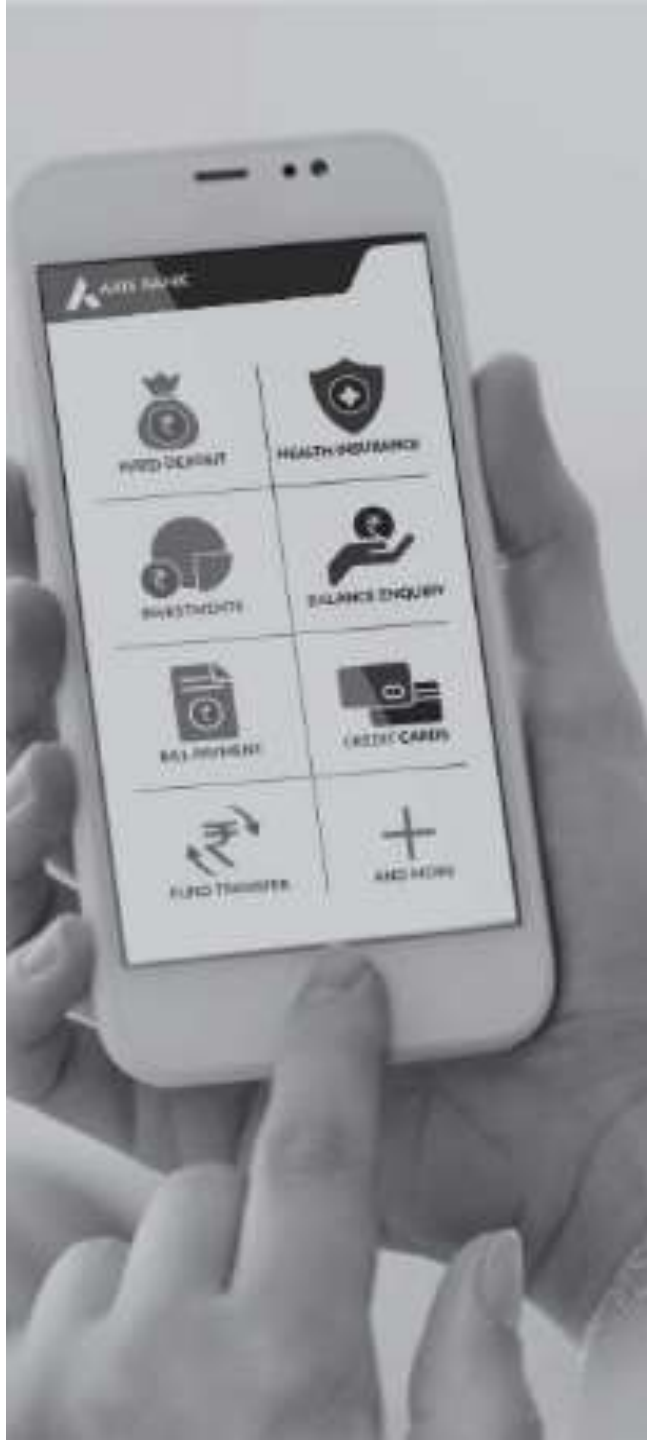


Incremental sanctions to SME rated SME3 & above



Digital Banking

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



¹Based on all financial transactions by individual customers in Q3FY24 ² through digital and phygital mode ³ 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...

1st

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

1st

Indian Bank to roll-out MS
GenAI Co-pilot

1st

Indian Bank to launch
BBPS for B2B

7000+

WAN Links Upgraded

75M

Daily API Hits

800

Best-in-class
BitSight ^(a) rating in BFSI



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**

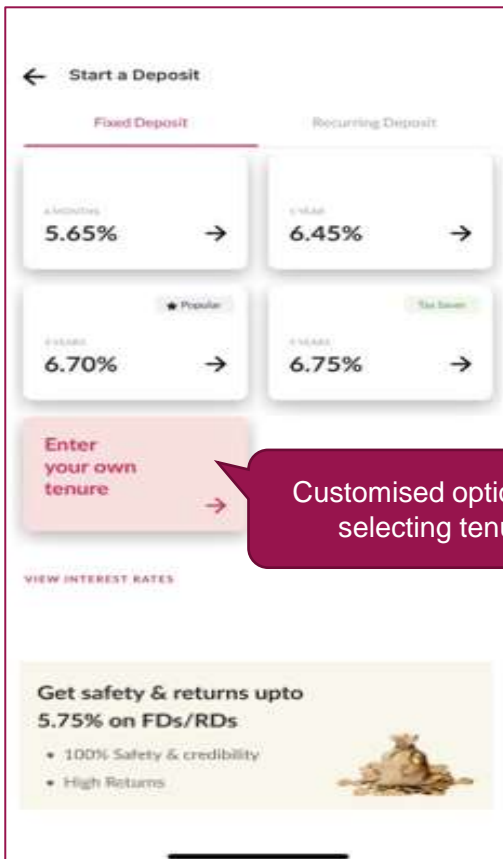
66%

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



← Start a Deposit

Fixed Deposit Recurring Deposit

4 MONTHS	→	6 MONTH	→
5.65%		6.45%	
6 MONTH	→	1 YEAR	→
6.70%		6.75%	

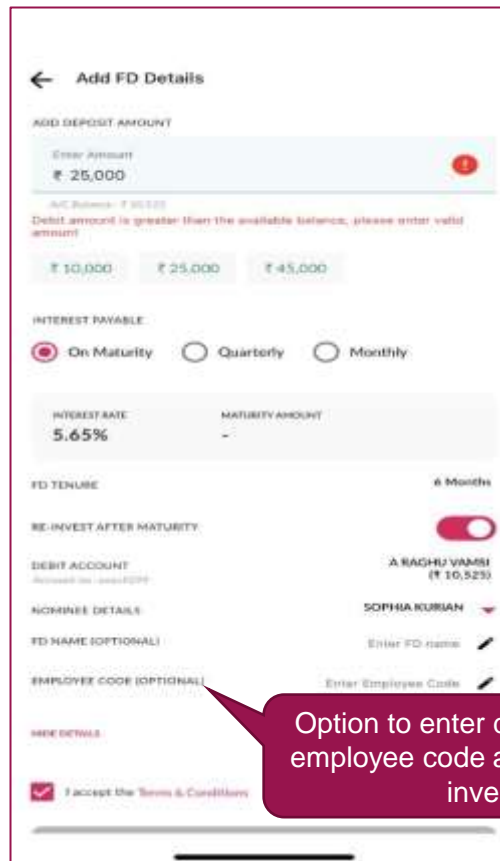
Enter your own tenure →

VIEW INTEREST RATES

Get safety & returns upto 5.75% on FDs/RDs

- 100% Safety & credibility
- High Returns

Customised options for selecting tenure



← Add FD Details

ADD DEPOSIT AMOUNT

Enter Amount
₹ 25,000

AVC Balance: ₹ 10,523
Debit amount is greater than the available balance, please enter valid amount

₹ 10,000 ₹ 25,000 ₹ 45,000

INTEREST PAYABLE:
☒ On Maturity ☐ Quarterly ☐ Monthly

INTEREST RATE: 5.65% MATURITY AMOUNT: -

FD TENURE: 6 Months

RE-INVEST AFTER MATURITY: ☒

DEBIT ACCOUNT: A RAGHU VAMSI (₹ 10,523)

NOMINEE DETAILS: SOPHIA KURIAN

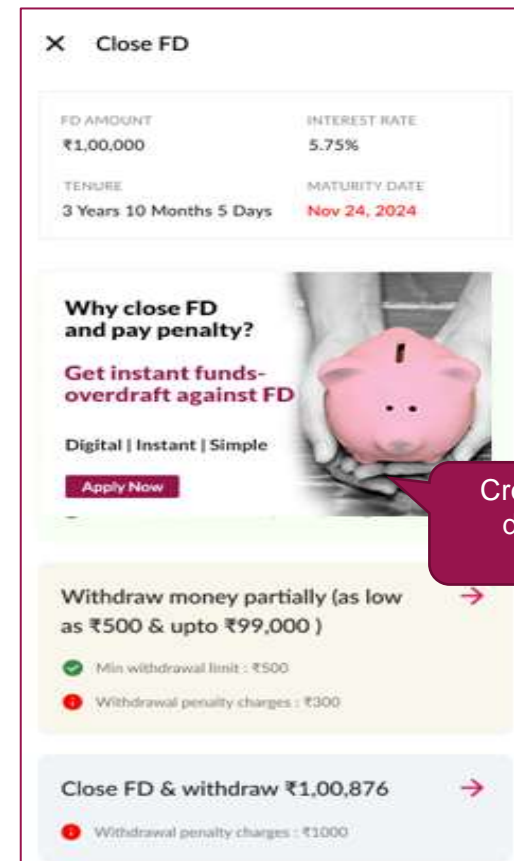
FD NAME (OPTIONAL): Enter FD name

EMPLOYEE CODE (OPTIONAL): Enter Employee Code

HERE DETAILS

☒ I accept the Terms & Conditions

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



× Close FD

FD AMOUNT	INTEREST RATE
₹1,00,000	5.75%
TENURE	MATURITY DATE
3 Years 10 Months 5 Days	Nov 24, 2024

Why close FD and pay penalty?

Get instant funds-overdraft against FD

Digital | Instant | Simple

Apply Now

Withdraw money partially (as low as ₹500 & upto ₹99,000)

✓ Min withdrawal limit : ₹500

✗ Withdrawal penalty charges : ₹300

Close FD & withdraw ₹1,00,876

✗ Withdrawal penalty charges : ₹1000

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 Mubahi Mui. It's digital, instant and simple.

APPLY 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 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

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

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

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

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

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.

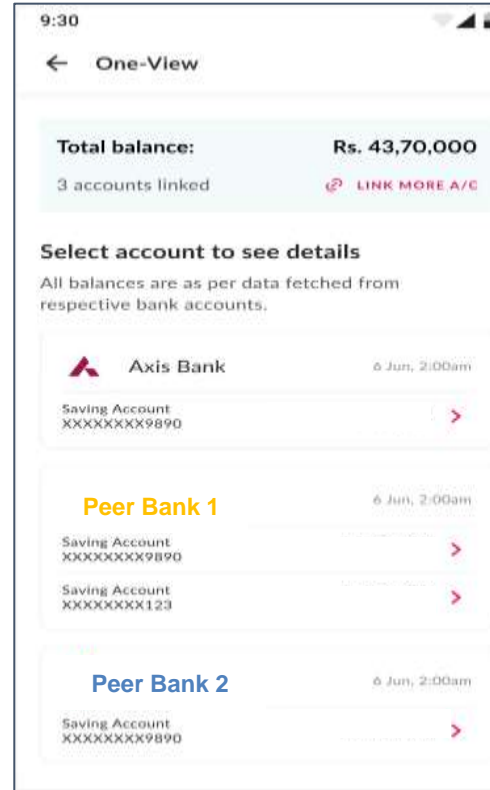
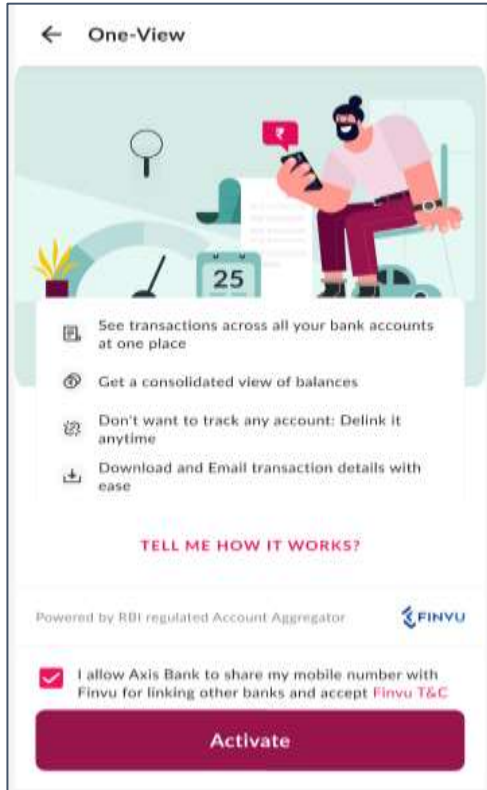
INVEST NOW



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

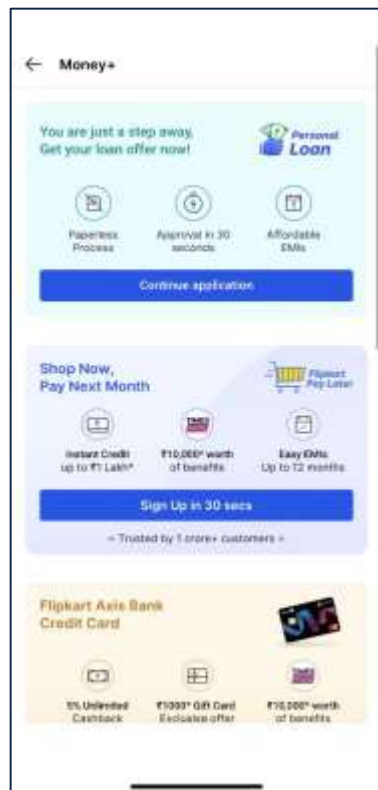
* Accounts Aggregator

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



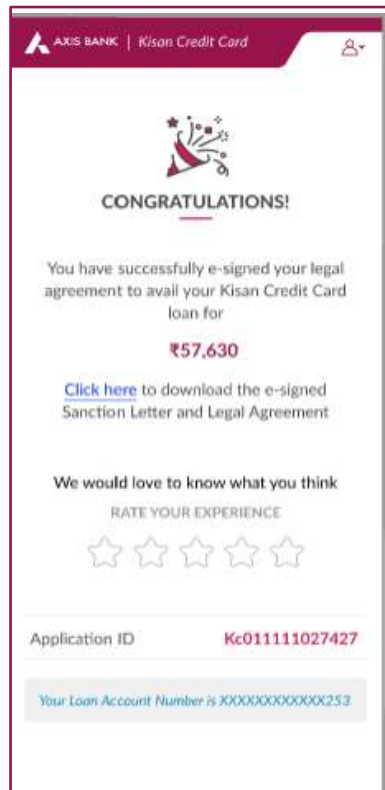
Personal loans on Flipkart

NEW



Digital KCC

NEW



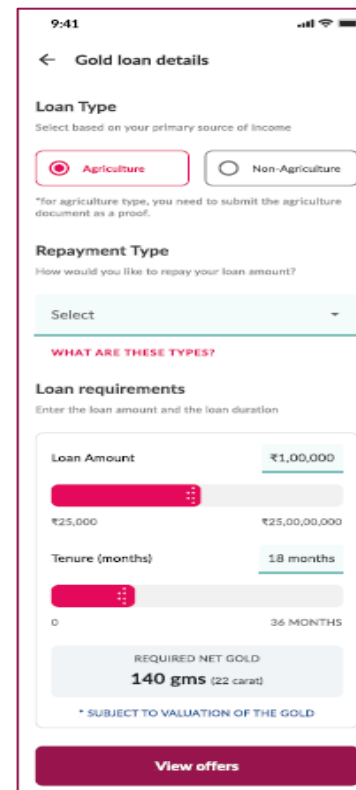
Central Bank Digital Currency

NEW



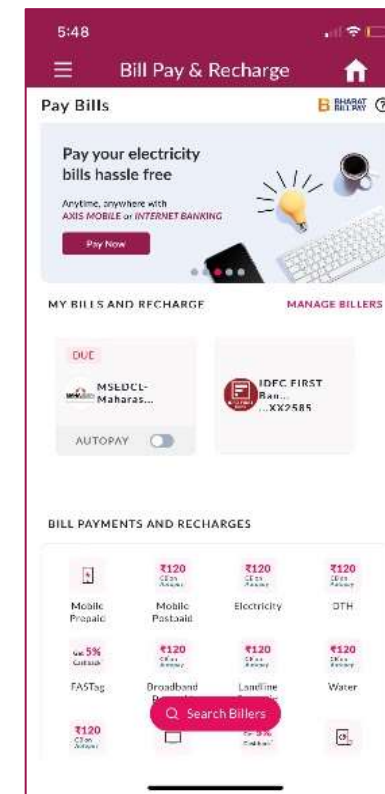
Digital Gold loans

NEW



Bill Pay

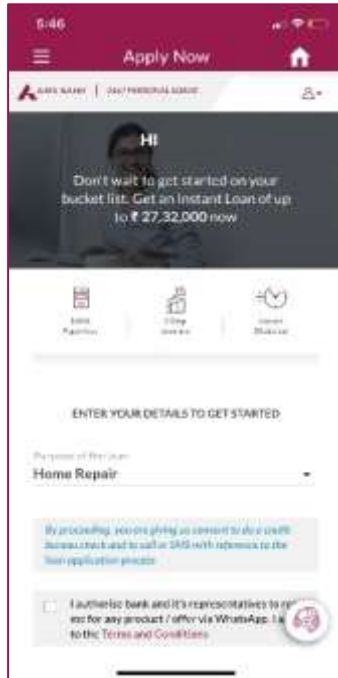
REDESIGNED



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)

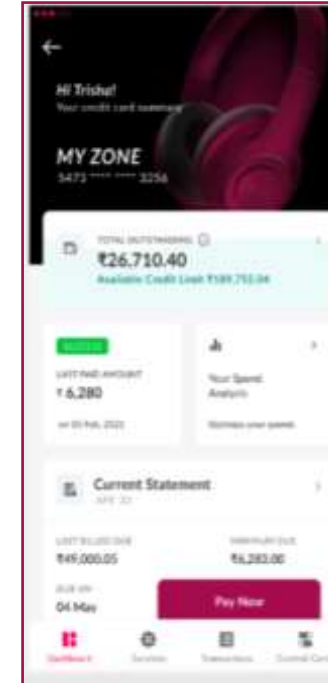
Digital FD



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

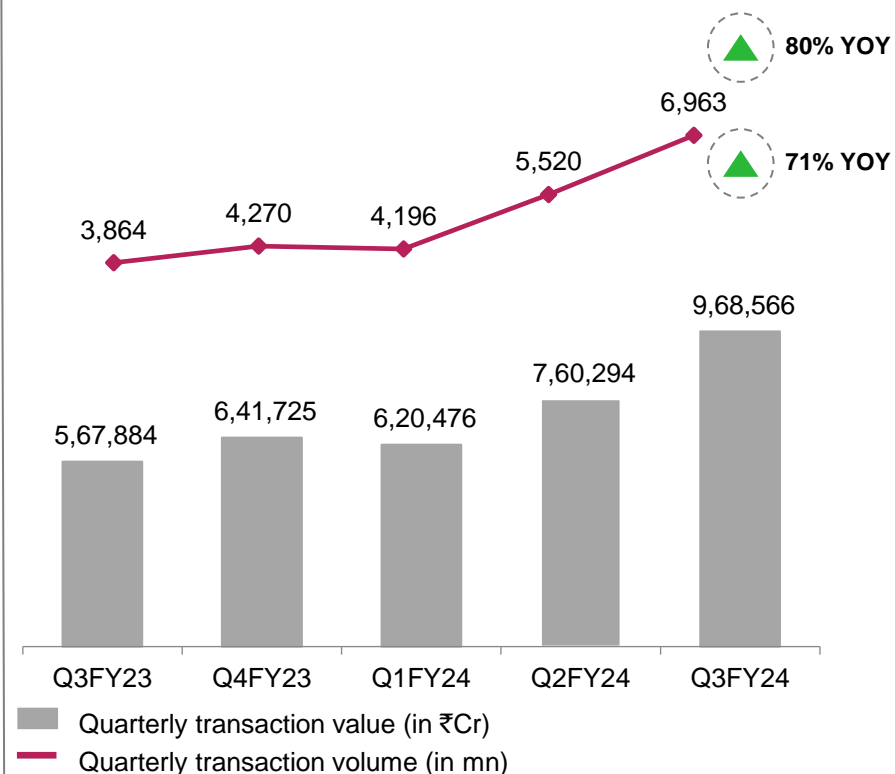
Marque partnerships across the PSP and acquiring side



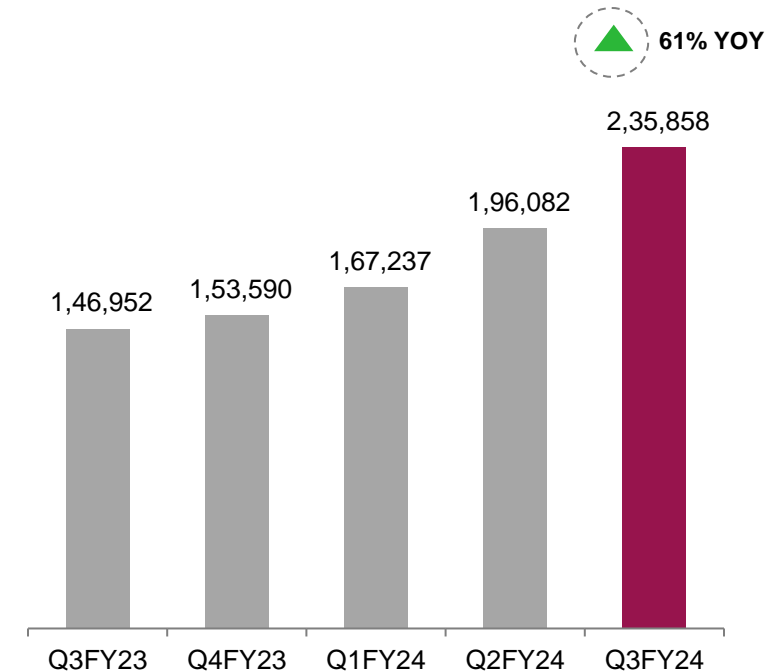
and many others..

** 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

Aggregators	            			
Mobility	      		E-commerce	Telecom
 				
Enablers	    		Neo-Banks	Remittance Platforms
		 		

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

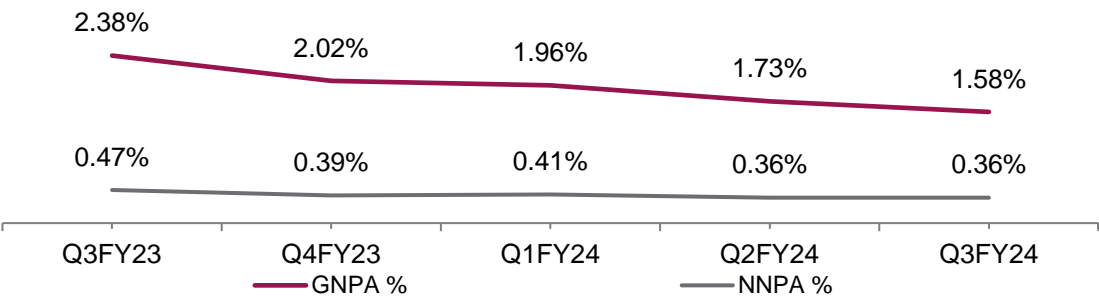
Subsidiaries' Performance

Other Important Information

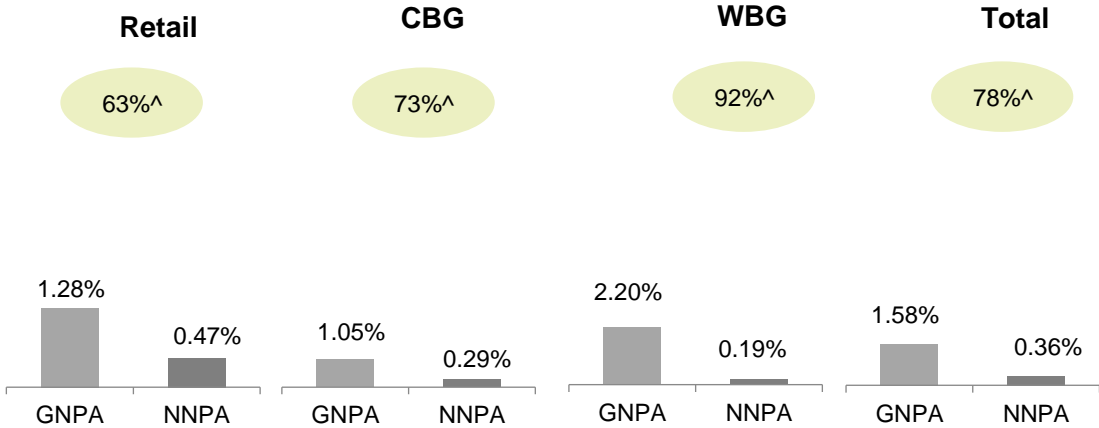
Declining gross NPA, slippages and credit costs; stable asset quality visible across all segments



GNPA at 1.58% & NNPA at 0.36%

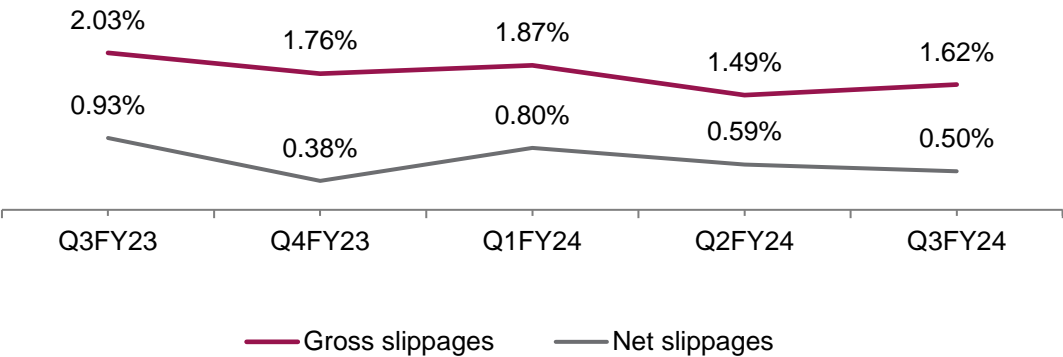


Segmental composition

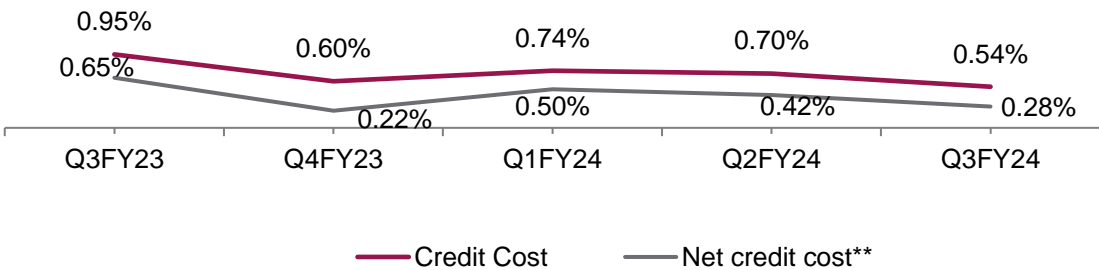


^ Provision coverage ratio without technical write offs

Slippages (Annualised)



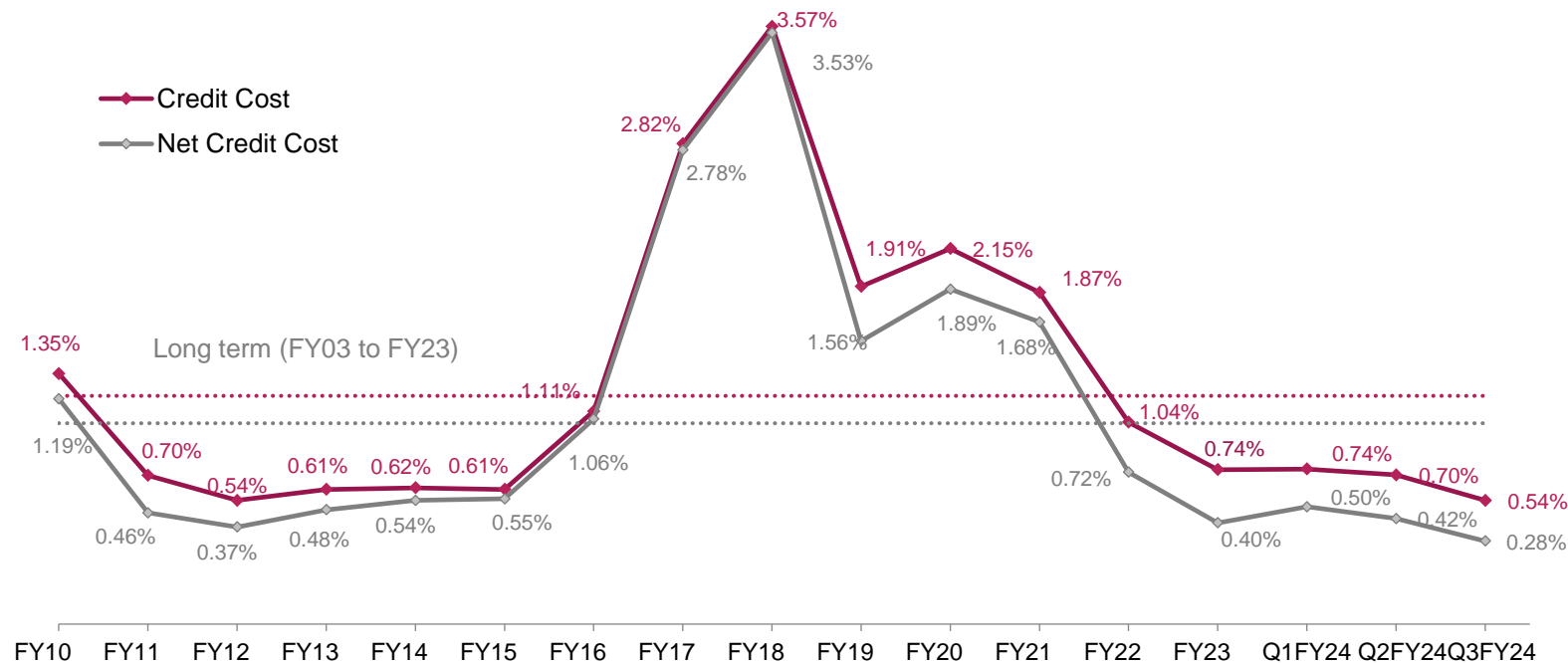
Credit Cost (Annualised)



** credit cost net of recoveries in written off accounts

Legacy asset quality issues adequately addressed

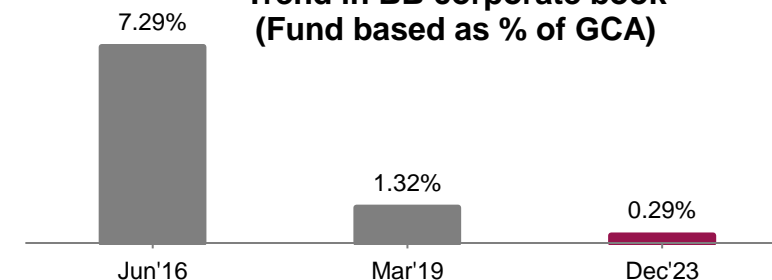
Overall Credit Costs: FY10 to Q3FY24



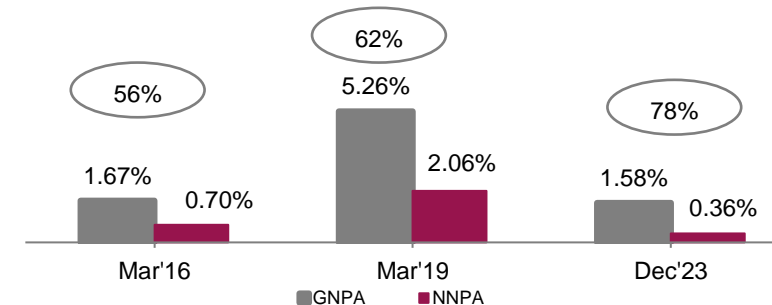
Drivers of Credit Costs

- **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
Gross NPAs - Opening balance	A	19,894	19,961	18,604	18,158	16,757
Gross NPAs acquired from Citi	B	-	396	-	-	-
Fresh slippages	C	3,807	3,375 ^{\$}	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
Gross NPAs - closing balance	F = A+B+C-D-E	19,961	18,604	18,158	16,757	15,893
Provisions incl. interest capitalisation	G	16,131	15,045	14,455	13,315	12,366
Net NPA	H = F-G	3,830	3,559	3,704	3,441	3,527
Provision Coverage Ratio (PCR)		81%	81%	80%	79%	78%
Accumulated Prudential write offs	I	37,366	38,015	38,332	39,404	40,211
PCR (with technical write-off)	(G+I)/(F+I)	93%	94%	93%	94%	94%

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
Total Provisions & Contingencies (other than tax)	1,438	306	1,035	815	1,028

^{\$} 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

Financial Highlights

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Sustainability

Subsidiaries' Performance

Other Important Information

Ranked 1st in Corporate Governance among the financial sector peers



1st

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

77

Governance Score

5th Rank

4% of companies in the S&P BSE 100* have a higher score

74%

Responsibilities of the board

83%

Rights of investors

75%

Role of stakeholders

76%

Disclosures and transparency

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 tCO₂e*

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

1st

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

Steady Performance on Global ESG Benchmarks



Dow Jones Sustainability Indexes

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



FTSE4Good

7th Consecutive year on FTSE4Good Index in 2023

MSCI ESG RATINGS



CCC B BB BBB A AA AAA

MSCI ESG Ratings at **A** in 2023



DRIVING SUSTAINABLE ECONOMIES

CDP Score at **C** in 2022

CRISIL

An S&P Global Company

5th amongst 601 companies on CRISIL ESG Ratings 2022



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

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



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

S&P Dow Jones Indices

A Division of S&P Global

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



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 tCO₂e** annually

Centralized Energy Management System (CEMS) at 600 branches, saving **~3,242 tonnes** of CO₂ 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



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



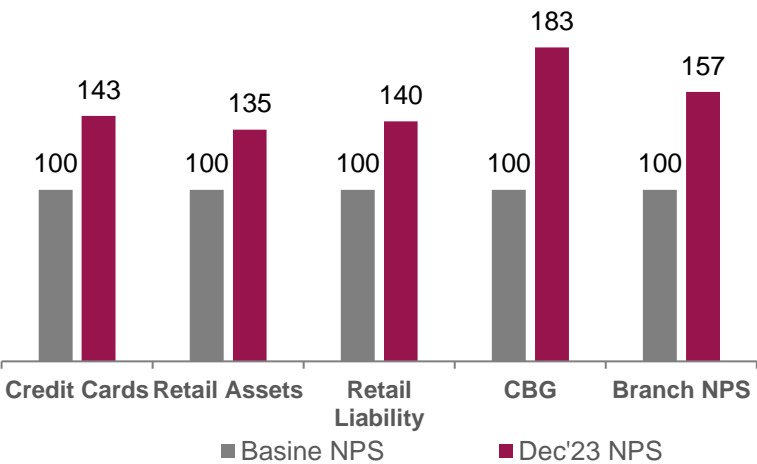
Sparsh embedded across all customer touchpoints, processes & metrics

Getting *more customers as promoters*

NPS (Net Promotor Score) movement over indexed baseline

	Baseline ¹	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.

- 1st 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*

¹.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

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Significant value creation happening in our key group entities

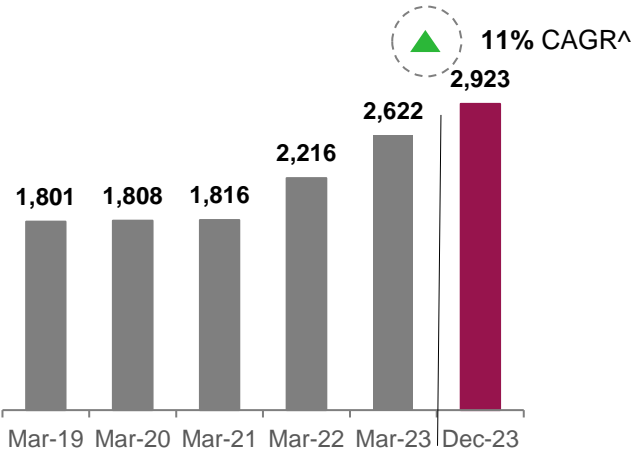


Detailed One Axis presentation [Link](#)

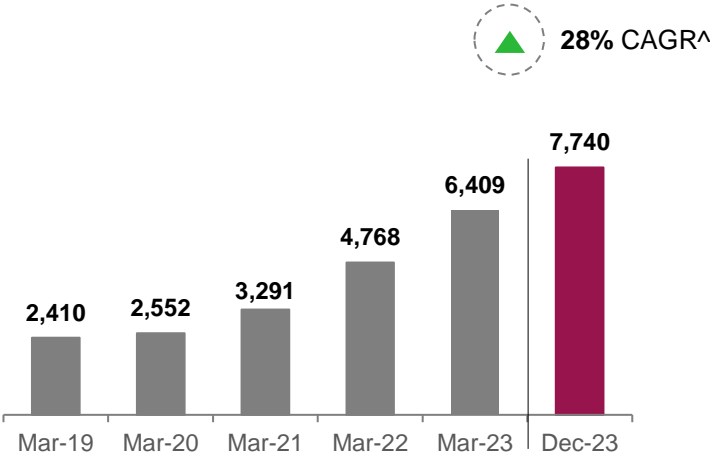


All figures in ₹ Crores, other than %

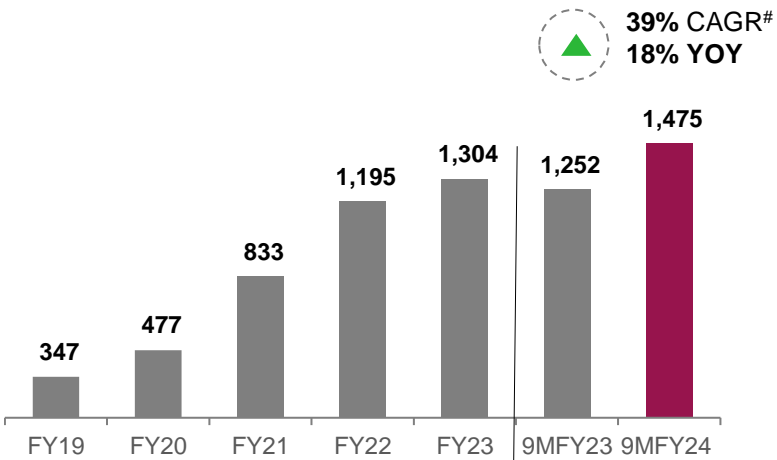
Total investments* made



Combined network* of operating subs



Combined PAT* of operating subs



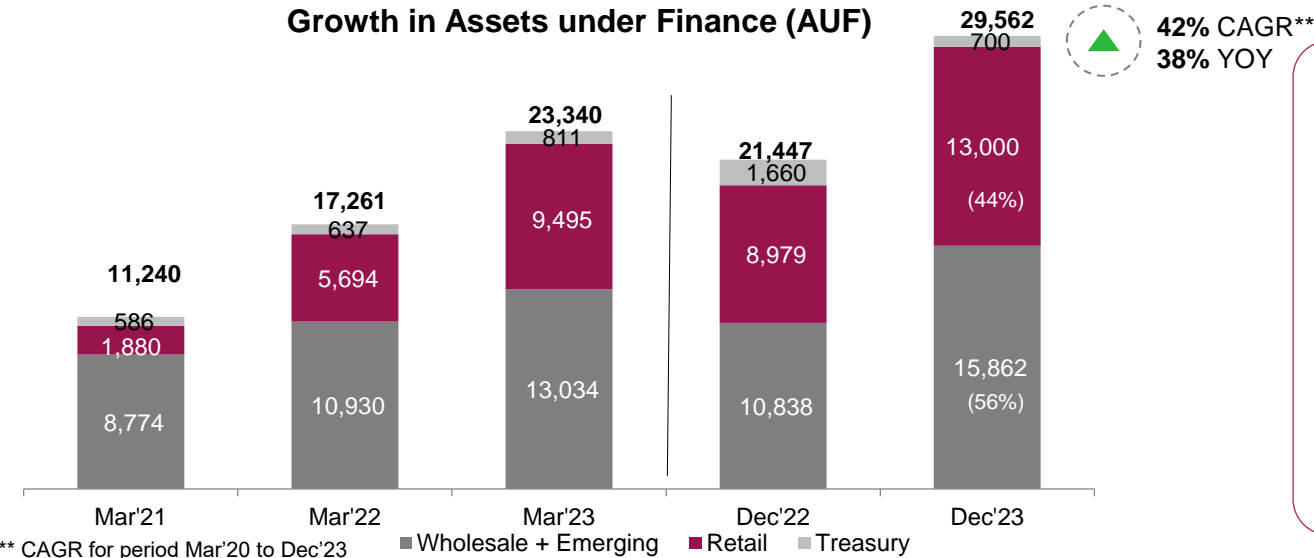
CAGR for period FY19 to FY23

(Annualized)

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)
^ 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

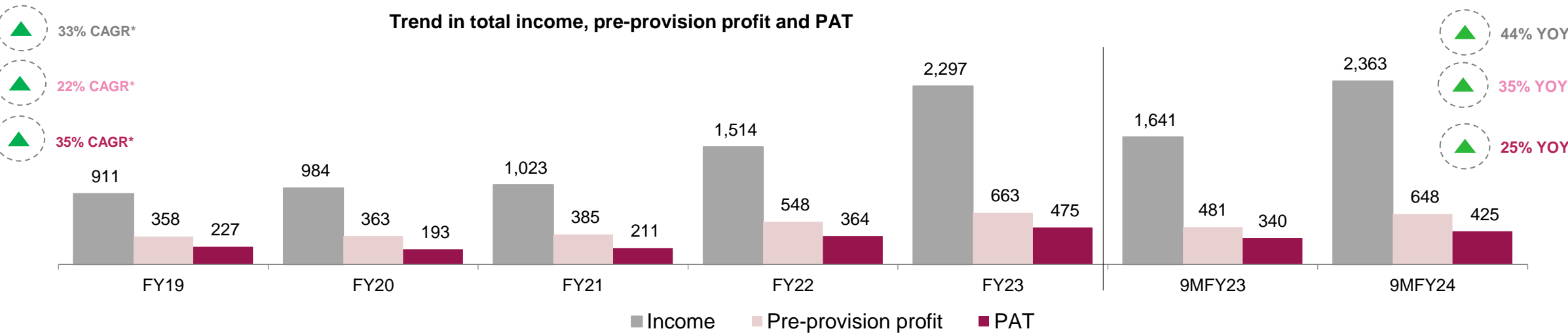
Growth in Assets under Finance (AUF)



Major Highlights

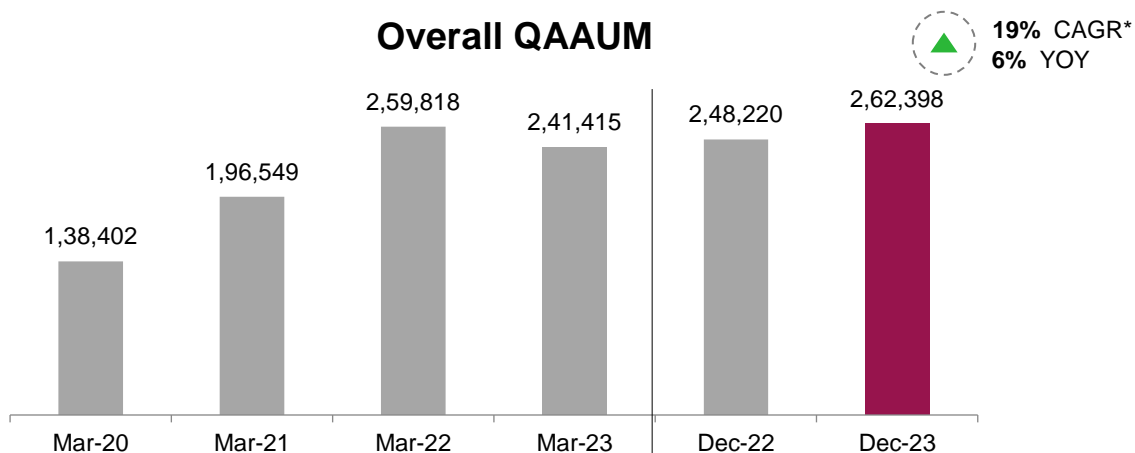
- **45%** YOY growth in Retail book, retail mix up **~210 bps** YOY to **44%**
- **46%** YOY growth in Wholesale loan book
- **16.4%** ROE for 9MFY24 and **17.2%** for Q3FY24
- **18.8%** Capital adequacy ratio
- **0.32%** Net NPA with near zero restructuring

Trend in total income, pre-provision profit and PAT

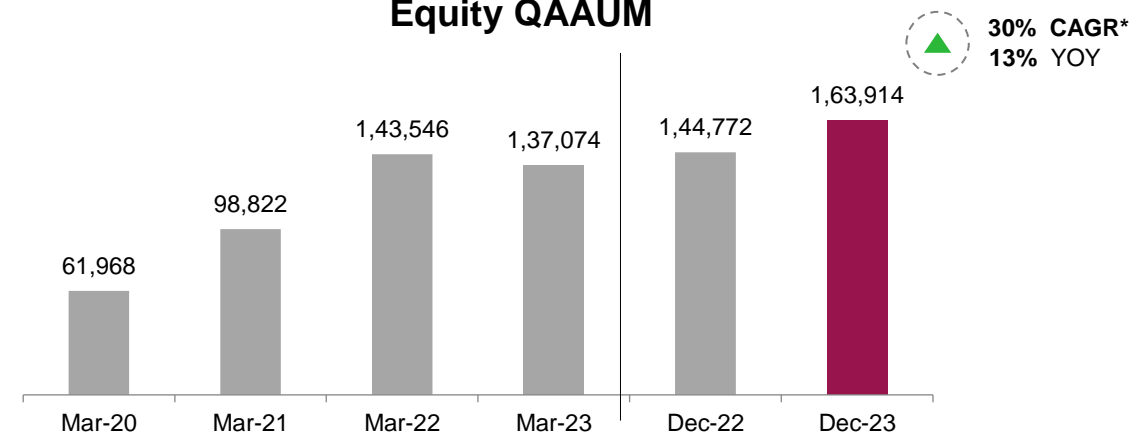


Axis AMC : Revenue up 9% YOY

Overall QAAUM

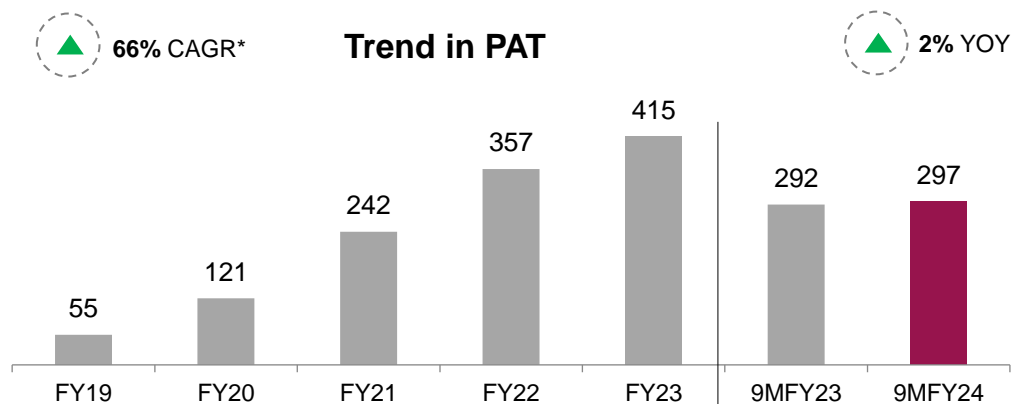


Equity QAAUM



* 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 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



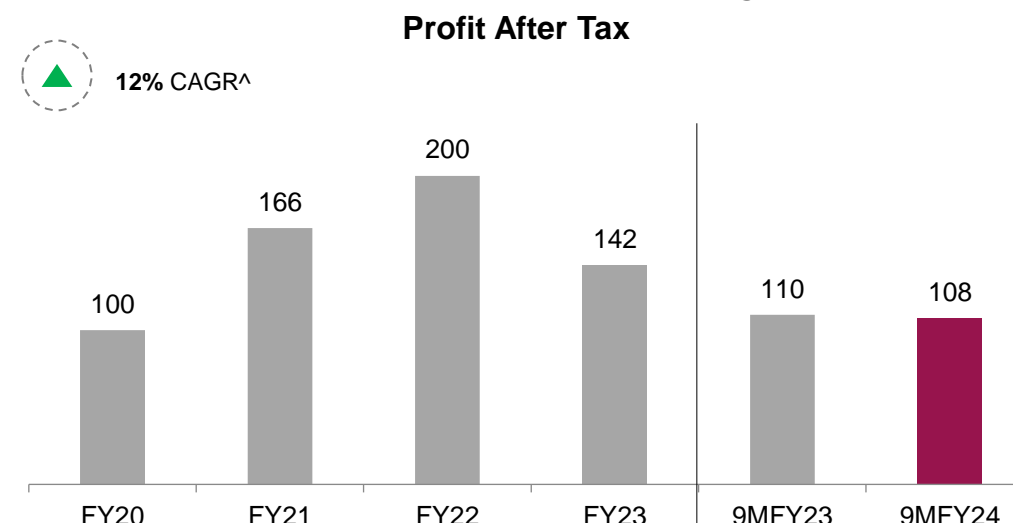
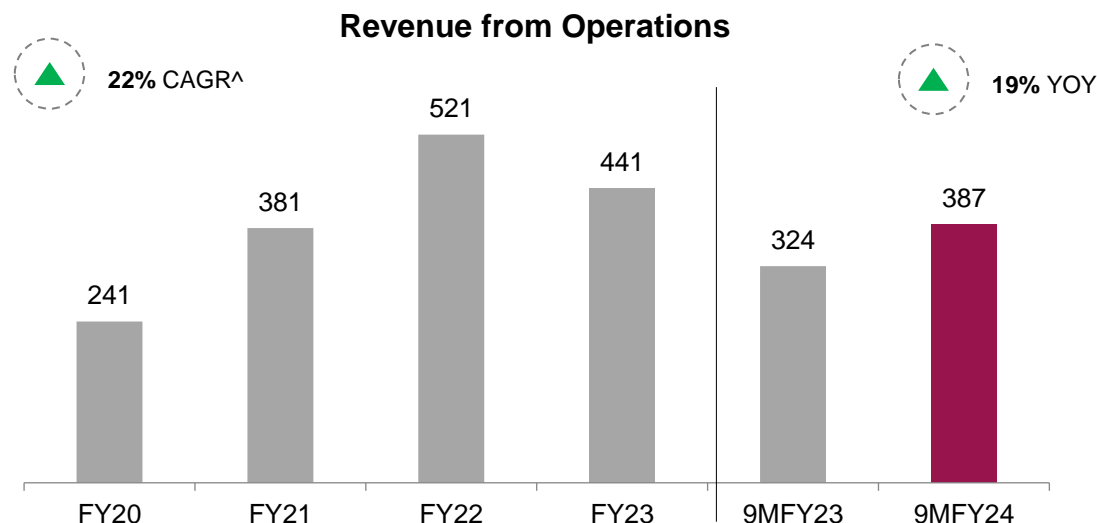
9MFY24 Ranking* (includes IPO, FPO, QIP, REIT, OFS & Rights)

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
- **3rd 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 %

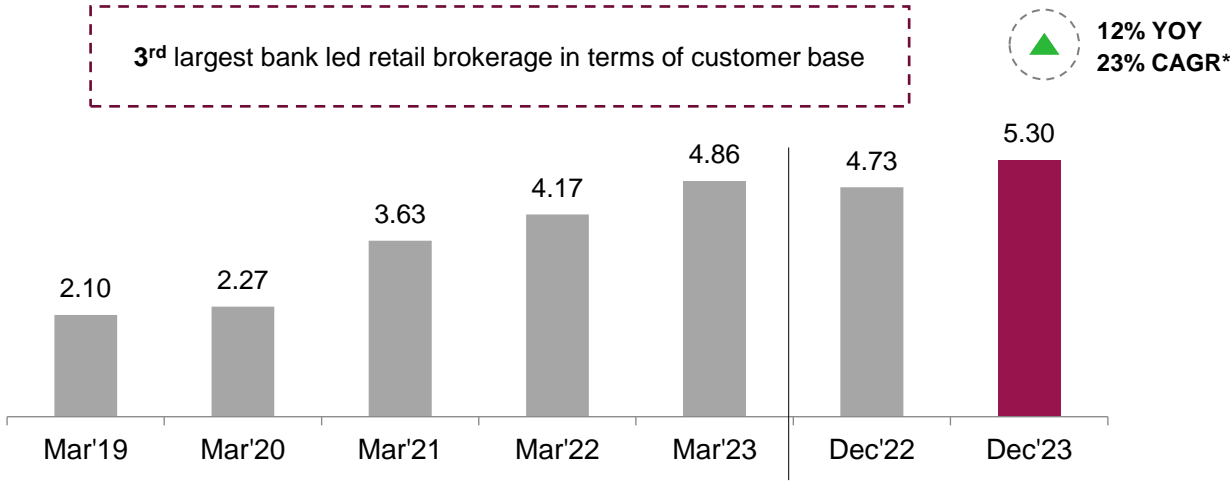


Quarterly Results Q3FY24

Axis Securities : PAT up 31% YOY



Total customer base (in mn)



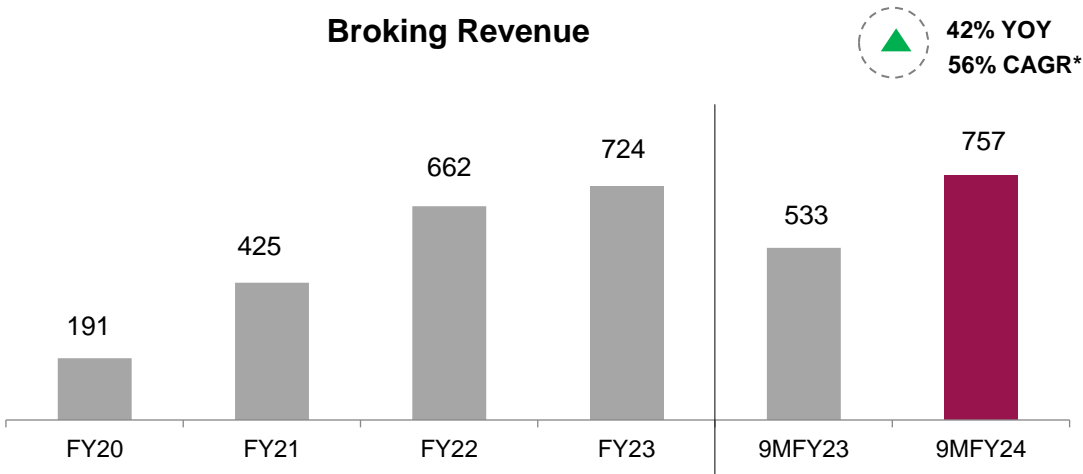
* CAGR for period Mar-19 to Mar-23

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

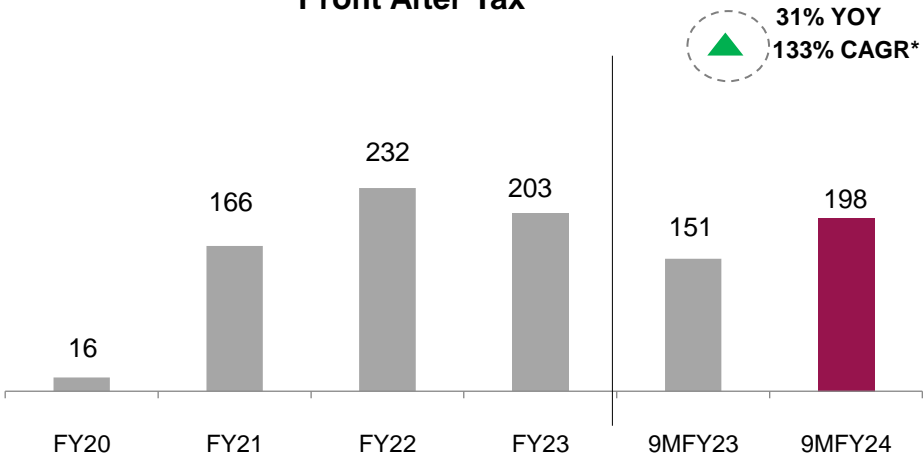
All figures in ₹ Crores

Broking Revenue



* CAGR for period FY20 to FY23

Profit After Tax

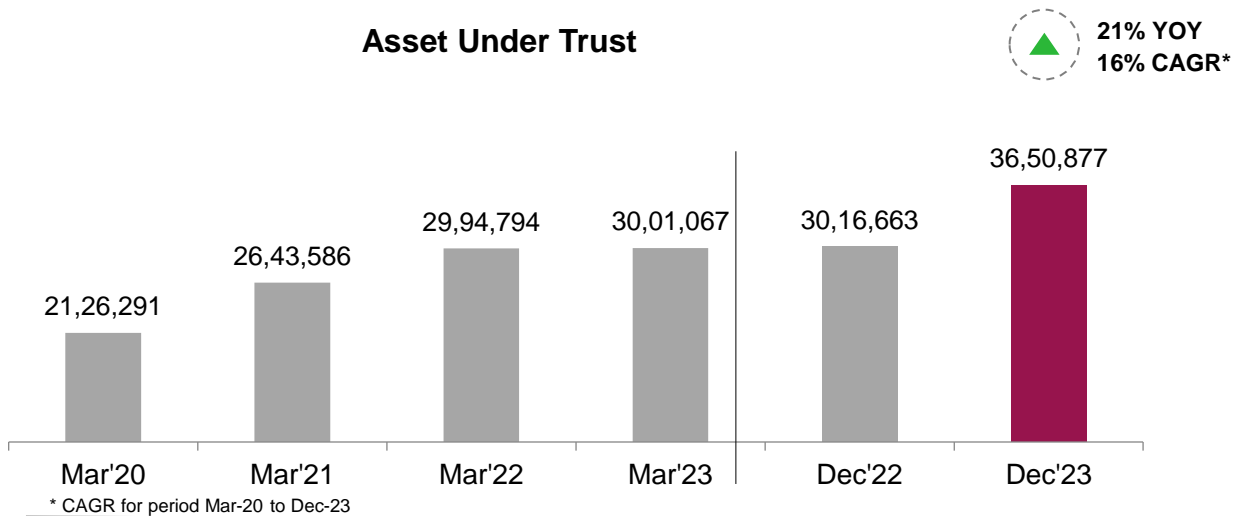


Axis Trustee: Revenue up 22%YOY



All figures in ₹ Crores

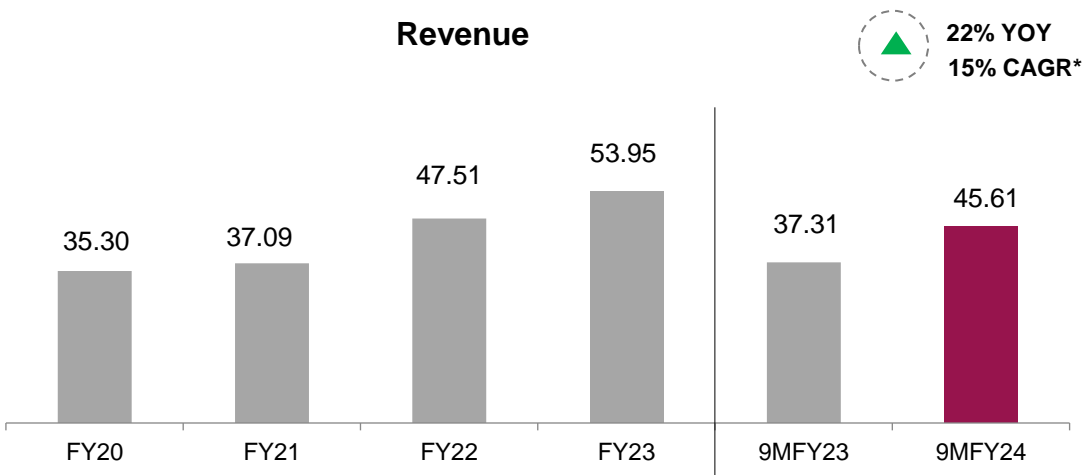
Asset Under Trust



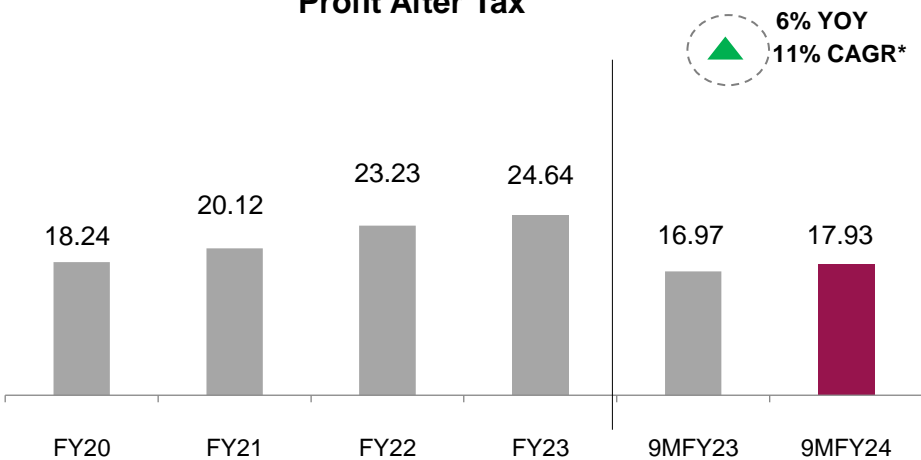
Major Highlights

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

Revenue



Profit After Tax



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

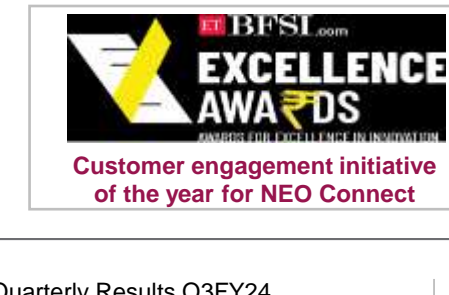
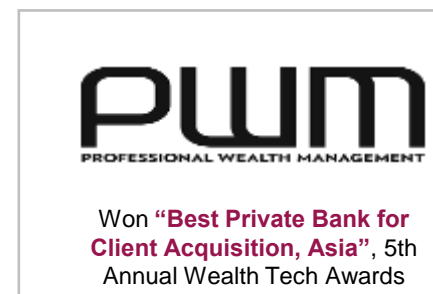
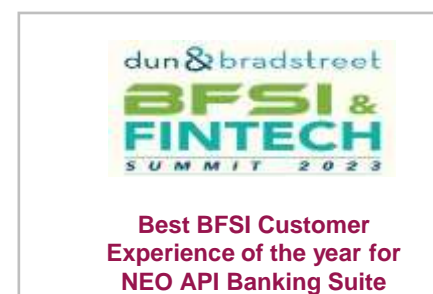
Asset Quality

Sustainability

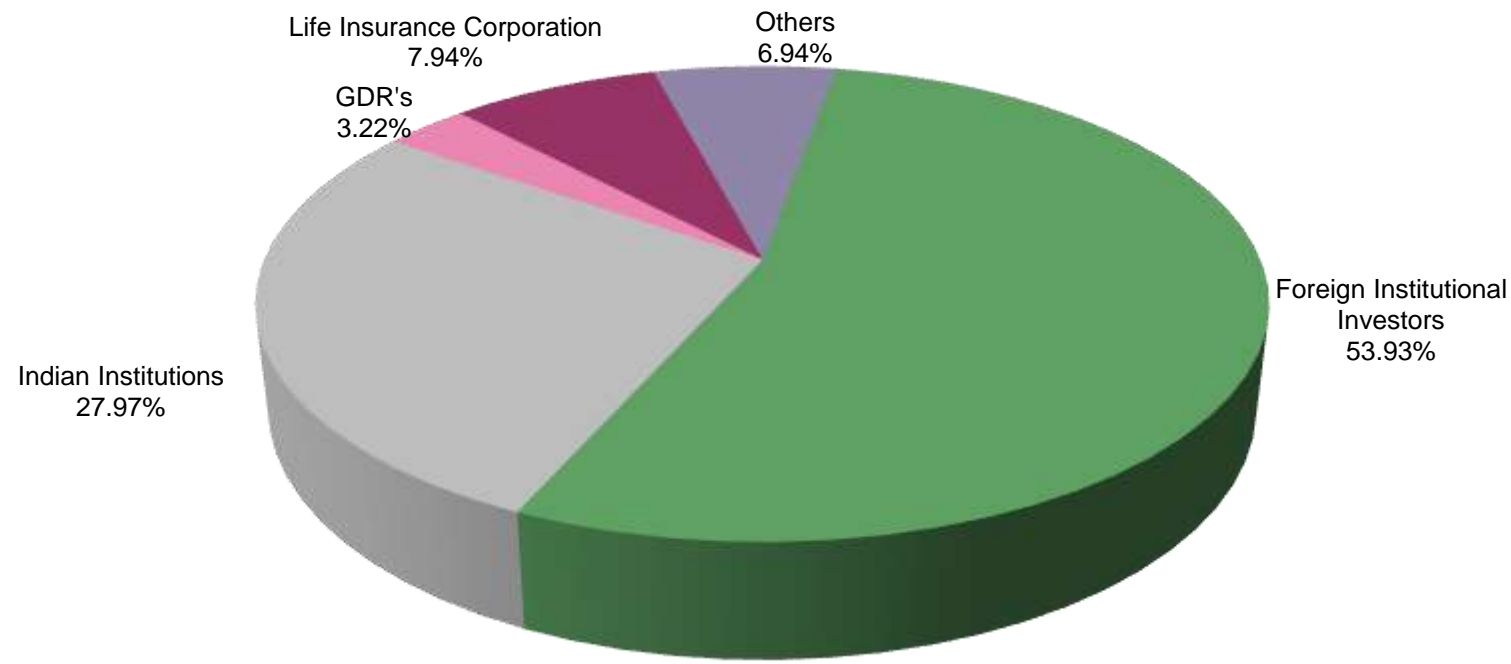
Subsidiaries' Performance

Other Important Information

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



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 th , 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%)
Total Income	F = A+B	33,516	26,798	25%	95,820	72,550	32%
Interest Expended	G	15,429	10,767	43%	43,339	29,990	45%
Net Interest Income	H = A-G	12,532	11,459	9%	36,805	31,204	18%
Operating Revenue	I = B+H	18,087	16,031	13%	52,482	42,559	23%
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%
Operating Profit	N = I-K	9,141	9,277	(1%)	26,587	22,881	16%
Core Operating Profit*	O	8,850	8,850	-	25,878	23,206	12%
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%
Net Profit	S = Q-R	6,071	5,853	4%	17,732	15,308	16%
EPS Diluted (in ₹) (annualized)		77.86	74.60		76.10	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%)
Total Income	F = A+B	4,028	3,220	25%	11,515	8,719	32%
Interest Expended	G	1,854	1,294	43%	5,208	3,604	45%
Net Interest Income	H = A-G	1,506	1,377	9%	4,423	3,750	18%
Operating Revenue	I = B+H	2,174	1,927	13%	6,307	5,115	23%
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%
Operating Profit	N = I-K	1,099	1,115	(1%)	3,195	2,750	16%
Core Operating Profit*	O	1,064	1,063	-	3,110	2,789	12%
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%
Net Profit	S = Q-R	730	703	4%	2,131	1,840	16%
EPS Diluted (in ₹) (annualized)		77.86	74.60		76.10	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

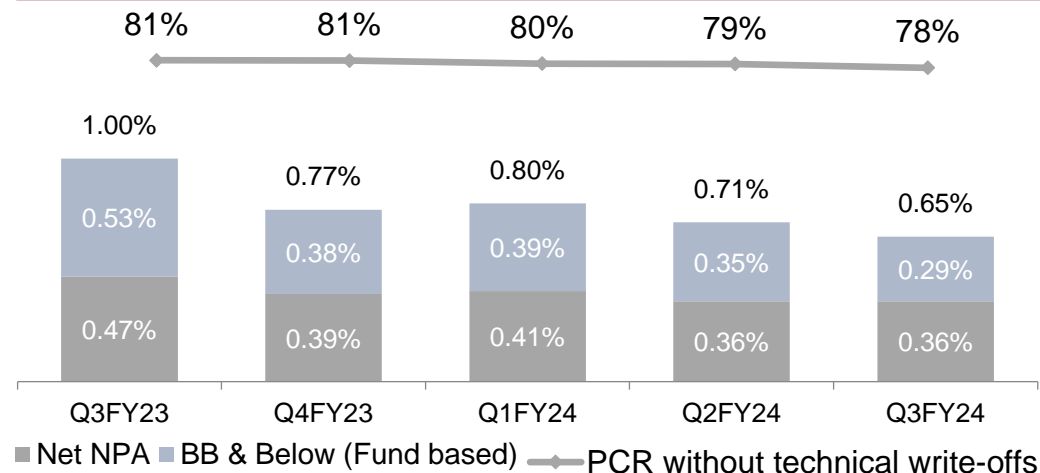
Balance Sheet	As on 31 st Dec'23	As on 31 st Dec'22		As on 31 st Dec'23	As on 31 st Dec'22	% Growth
CAPITAL AND LIABILITIES	In ` Crores	In ` Crores		in \$ Mn	in \$ Mn	
Capital	617	615		74	74	0.3%
Reserves & Surplus	1,42,367	1,30,030		17,109	15,626	9%
ESOP Outstanding	745	364		90	44	105%
Deposits	10,04,900	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%)
Total	13,98,541	12,23,710		1,68,069	1,47,058	14%
ASSETS						
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%)
Total	13,98,541	12,23,710		1,68,069	1,47,058	14%

\$ 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
Bank	1,641
Retail	1,425
Wholesale	216
CBG	-
Bank as a % of GCA	0.16%
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

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