



इण्डियन ओवरसीज़ बैंक  
**Indian Overseas Bank**

# **PERFORMANCE ANALYSIS**

## **Q3/9M 2020-21**

आपकी प्रगति का सच्चा साथी  
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# PERFORMANCE HIGHLIGHTS

# PERFORMANCE HIGHLIGHTS Q3 2020-21

Rs in Crore



ROBUST RETAIL BUSINESS GROWTH		Dec-20	Y-o-Y(%)	Q-o-Q (%)
	CASA	95830	10.75	3.67
	CASA %	40.93	183 bps	67 bps
	Retail Term Deposits	124862	15.18	1.24
	Home Loan	16920	16.29	4.80
	Jewel Loan	25135	38.80	14.94
	RAM Adv to Domestic Adv %	82.52%	983 bps	441 bps

SUSTAINABILITY IN PROFIT		Dec-20	Y-o-Y(%)	Q-o-Q (%)
	Operating Profit	1731	127.10	28.61
	Net Profit	213	-	43.69
	Net Interest Income	1522	19.00	-2.54
	NIM (Including Tech-W/off)	2.17%	23 bps	(10 bps)
	NIM (Excluding Tech-W/off)	2.45%	28 bps	(12 bps)
Cost to Income Ratio	43.50%	(2062 bps)	(530 bps)	

# PERFORMANCE HIGHLIGHTS Q3 2020-21

Rs in Crore



IMPROVING ASSET QUALITY		Dec-20	Y-o-Y(%)	Q-o-Q (%)
	Gross NPA	16753	-29.41	-5.13
	Net NPA	3905	-44.90	-26.18
	GNPA%	12.19%	(470 bps)	(85 bps)
	NNPA%	3.13%	(554 bps)	(80 bps)

STRENGTHENING FINANCIAL INDICATORS		Dec-20	Y-o-Y(%)	Q-o-Q (%)
	PCR	91.91%	571 bps	255 bps
	Capital Adequacy	11.49%	106 bps	59 bps
	ROA (Including Tech-W/off)	0.28%	-	8 bps
	ROA(Excluding Tech-W/off)	0.31%	-	9 bps
	ROE	13.62%	-	162 bps

# FINANCIAL PERFORMANCE

# FINANCIALS- AT A GLANCE



Rs. in Crore

Particulars	Quarter Ended			9 Months		Growth %		
	Dec-19	Sept-20	Dec-20	9M FY 20	9M FY 21	Dec-20 Over Sept-20 (Q-o-Q)	Dec-20 Over Dec-19 (Y-o-Y)	9M FY 21 Over 9M FY 20
Interest Income	4352	4363	4244	12964	12908	-2.72	-2.49	-0.43
Interest Expenses	3073	2801	2722	9193	8413	-2.83	-11.43	-8.49
<b>Net Interest Income</b>	<b>1279</b>	<b>1561</b>	<b>1522</b>	<b>3771</b>	<b>4495</b>	<b>-2.54</b>	<b>19.00</b>	<b>19.21</b>
Non Interest Income	846	1068	1543	2264	3543	44.45	82.36	56.44
<b>Operating Income</b>	<b>2125</b>	<b>2629</b>	<b>3064</b>	<b>6036</b>	<b>8038</b>	<b>16.55</b>	<b>44.23</b>	<b>33.18</b>
Operating Expenses	1362	1283	1333	3699	3866	3.90	-2.15	4.52
<b>Operating Profit</b>	<b>762</b>	<b>1346</b>	<b>1731</b>	<b>2337</b>	<b>4172</b>	<b>28.61</b>	<b>127.10</b>	<b>78.54</b>
Total Provisions	6838	1198	1518	11008	3690	26.74	-77.79	-66.48
<b>Net Profit/Loss</b>	<b>-6075</b>	<b>148</b>	<b>213</b>	<b>-8671</b>	<b>482</b>	<b>43.69</b>	<b>-</b>	<b>-</b>

# TOTAL INCOME

Rs. in Crore



Particulars	Quarter Ended			9 Months		Growth %		
	Dec-19	Sept-20	Dec-20	9M FY 20	9M FY 21	Dec-20 Over Sept-20 (Q-o-Q)	Dec-20 Over Dec-19 (Y-o-Y)	9M FY 21 Over 9M FY 20
Interest on Loans	2868	2847	2759	8665	8388	-3.09	-3.78	-3.19
Interest on Investment	1346	1437	1413	3809	4273	-1.66	4.99	12.16
Other Interest Income	138	78	71	489	247	-9.10	-48.57	-49.51
<b>Total Interest Income</b>	<b>4352</b>	<b>4363</b>	<b>4244</b>	<b>12964</b>	<b>12908</b>	<b>-2.72</b>	<b>-2.49</b>	<b>-0.43</b>
Exchange & Commission	217	261	236	659	663	-9.38	9.14	0.64
Profit on Sale of Investment	100	426	671	369	1614	57.42	570.71	338.02
Profit on Exchange	108	137	135	409	422	-1.64	24.96	3.40
All other Income	422	244	501	829	843	105.13	18.84	1.74
<b>Total Non Interest Income</b>	<b>846</b>	<b>1068</b>	<b>1543</b>	<b>2264</b>	<b>3543</b>	<b>44.45</b>	<b>82.36</b>	<b>56.44</b>
<b>Total Income</b>	<b>5198</b>	<b>5431</b>	<b>5787</b>	<b>15228</b>	<b>16451</b>	<b>6.55</b>	<b>11.32</b>	<b>8.03</b>



# TOTAL EXPENSES



Rs. in Crore

IOB

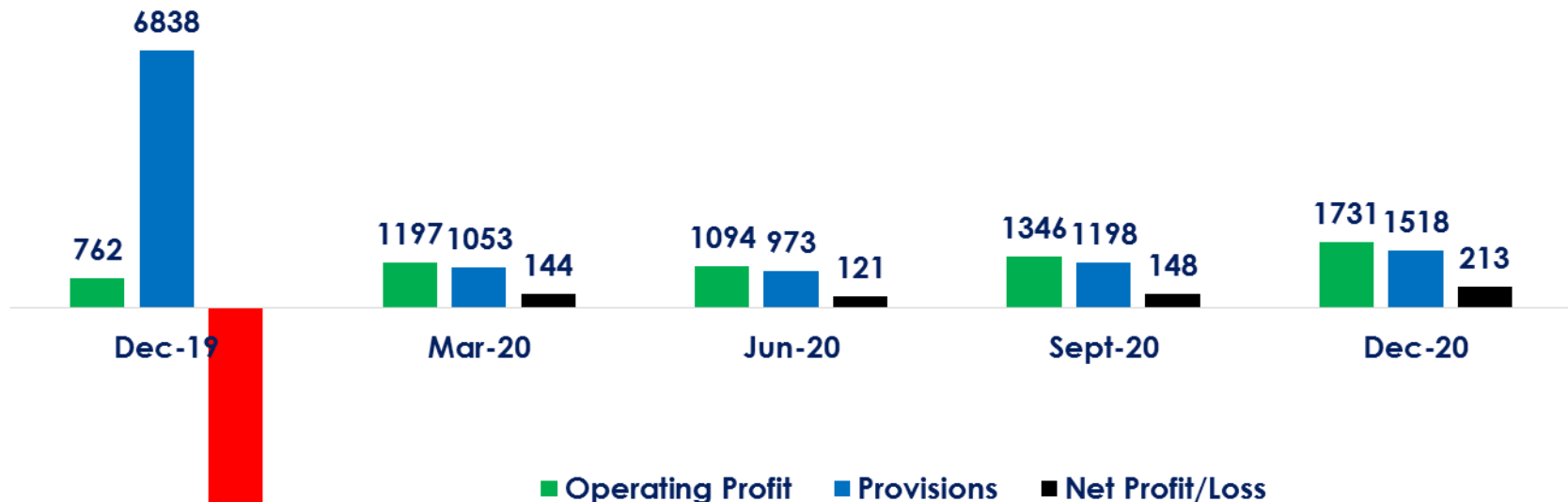
Particulars	Quarter Ended			9 Months		Growth %		
	Dec-19	Sept-20	Dec-20	9M FY 20	9M FY 21	Dec-20 Over Sept-20 (Q-o-Q)	Dec-20 Over Dec-19 (Y-o-Y)	9M FY 21 Over 9M FY 20
Interest on Deposits	2932	2696	2627	8776	8098	-2.56	-10.42	-7.73
Interest on Borrowings	141	106	95	417	315	-9.70	-32.28	-24.43
Other Interest paid	0	0	0	0	0	-	-	-
<b>Total Interest Expenses</b>	<b>3073</b>	<b>2801</b>	<b>2722</b>	<b>9193</b>	<b>8413</b>	<b>-2.8</b>	<b>-11.4</b>	<b>-8.5</b>
Staff Expenses	889	803	850	2366	2537	5.78	-4.38	7.21
Other Expenses	474	480	484	1333	1329	0.75	2.04	-0.25
<b>Operating Expenses</b>	<b>1362</b>	<b>1283</b>	<b>1333</b>	<b>3699</b>	<b>3866</b>	<b>3.9</b>	<b>-2.1</b>	<b>4.5</b>
<b>Total Expenses</b>	<b>4436</b>	<b>4084</b>	<b>4055</b>	<b>12892</b>	<b>12279</b>	<b>-0.7</b>	<b>-8.6</b>	<b>-4.8</b>

# PROVISIONS & PROFIT



Rs. in Crore IOB

Particulars	Quarter Ended			9 Months		Growth %		
	Dec-19	Sept-20	Dec-20	9M FY 20	9M FY 21	Dec-20 Over Sept-20 (Q-o-Q)	Dec-20 Over Dec-19 (Y-o-Y)	9M FY 21 Over 9M FY 20
Operating Profit	762	1346	1731	2337	4172	28.61	127.10	78.54
<b>Provisions</b>	<b>6838</b>	<b>1198</b>	<b>1518</b>	<b>11008</b>	<b>3690</b>	<b>26.7</b>	<b>-77.8</b>	<b>-66.5</b>
of which NPA Provisions	6347	736	898	10341	2346	22.00	-85.84	-77.31
Other Provisions	491	462	620	667	1344	34.31	26.32	101.57
<b>Net Profit/Loss</b>	<b>-6075</b>	<b>148</b>	<b>213</b>	<b>-8671</b>	<b>482</b>	<b>43.7</b>	<b>-</b>	<b>-</b>

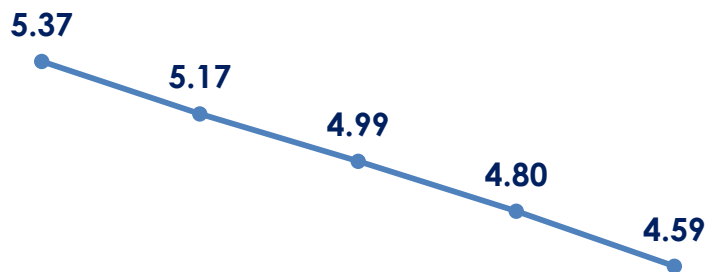


-6075

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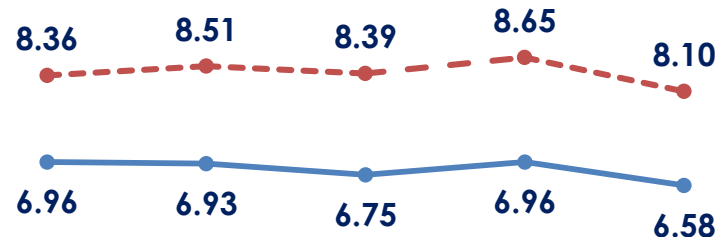
# PERFORMANCE RATIOS- QUARTERLY

### Cost of Deposits



Dec 19    Mar-20    June 20    Sep-20    Dec-20

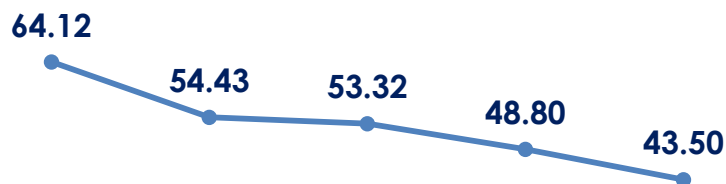
### Yield on Advances



Dec 19    Mar-20    June 20    Sep-20    Dec-20

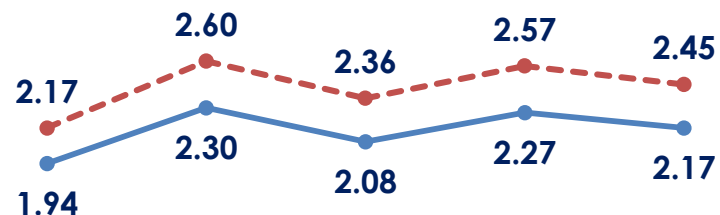
—●— YOA (Including Tech-W/off)  
 - -●- YOA (Excluding Tech-W/off)

### Cost to Income Ratio



Dec 19    Mar-20    June 20    Sep-20    Dec-20

### Net Interest Margin



Dec 19    Mar-20    June 20    Sep-20    Dec-20

—●— NIM (Including Tech-W/off)  
 - -●- NIM (Excluding Tech-W/off)

# VALUATIONS



Particulars (Quarterly)	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20
Earning per Share (') (Not annualised )	-5.83	0.1	0.07	0.09	0.13
Book Value per Share	1.05	4.97	3.63	3.73	3.87
Adjusted Book Value per Share (') ([Networth- Net NPA]/No of Shares)	-4.58	-2.25	-0.07	0.52	1.5
Price/Book Value (')	10.78	1.42	3.37	2.46	2.76
Price/ Adj. Book Value (')	-2.47	-3.13	-164.51	17.85	7.15
PE Ratio	-1.25	68.76	166.15	102.08	82.62

# BUSINESS PERFORMANCE

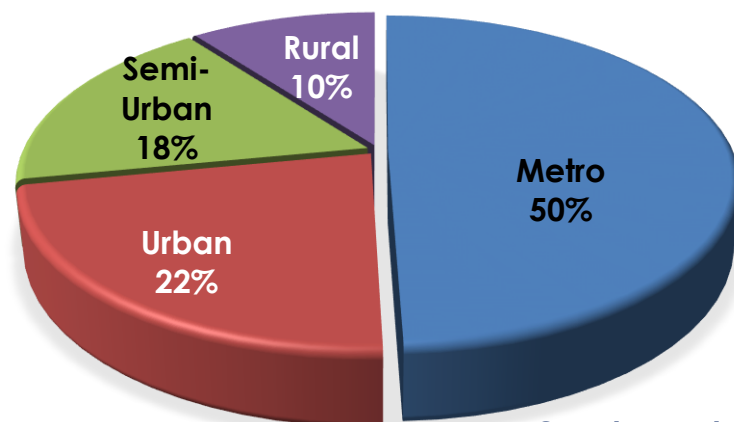
# BUSINESS PERFORMANCE- GLOBAL



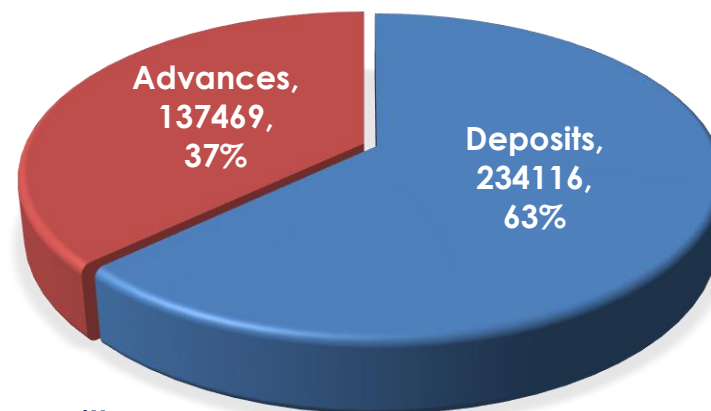
Rs. in Crore

Particulars	Dec-19	Sept-20	Dec-20	Y-o-Y(%)	Q-oQ(%)
<b>CASA</b>	86530	92436	95830	10.75	3.67
a)Retail Term Deposits	108405	123338	124862	15.18	1.24
b)Bulk Deposits	22540	10523	10096	-55.21	-4.06
c)Overseas Term Deposits	3815	3310	3328	-12.76	0.54
<b>Term Deposits (a+b+c)</b>	134760	137171	138286	2.62	0.81
<b>Total Deposits</b>	<b>221290</b>	<b>229607</b>	<b>234116</b>	<b>5.80</b>	<b>1.96</b>
<b>Advances</b>	<b>138643</b>	<b>135469</b>	<b>137469</b>	<b>-0.85</b>	<b>1.48</b>
<b>Business Mix</b>	<b>359934</b>	<b>365077</b>	<b>371585</b>	<b>3.24</b>	<b>1.78</b>
CASA%	39.10%	40.26%	40.93%	183 bps	67 bps
CD Ratio%	62.65%	59.00%	58.72%	(393 bps)	(28 bps)

DEPOSITS SHARE - DEC 20



DEPOSITS ADVANCES SHARE DEC 20



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# DEPOSITS COMPOSITION



Rs. in Crore

IOB

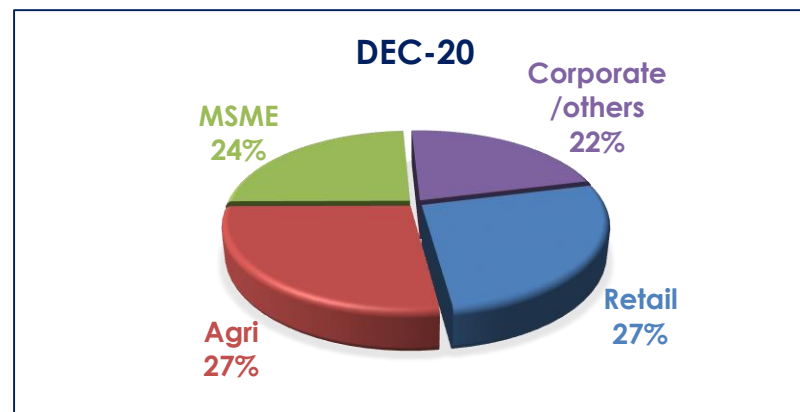
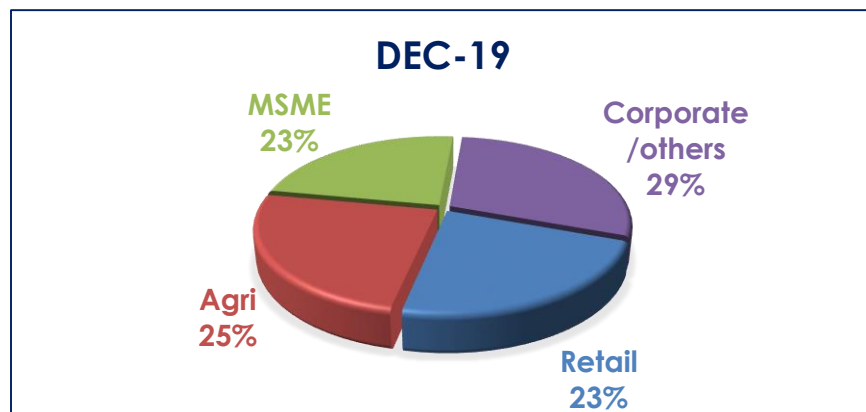
Parameters	Dec-19	Sept-20	Dec-20	Y-o-Y variation		Q-o-Q variation	
				Amount	%	Amount	%
<b>Domestic-Deposits</b>							
Savings Bank	71962	78758	80024	8062	11.20	1266	1.61
Current Account	13609	12628	14808	1200	8.81	2180	17.26
<b>CASA</b>	<b>85570</b>	<b>91386</b>	<b>94832</b>	<b>9262</b>	<b>10.82</b>	<b>3446</b>	<b>3.77</b>
Term Deposits (TD)	130945	133861	134958	4013	3.06	1097	0.82
<b>Deposits</b>	<b>216515</b>	<b>225247</b>	<b>229790</b>	<b>13275</b>	<b>6.13</b>	<b>4543</b>	<b>2.02</b>
<b>CASA%</b>	<b>39.52%</b>	<b>40.57%</b>	<b>41.27%</b>	<b>175 bps</b>		<b>70 bps</b>	
<b>Overseas- Deposits</b>							
Savings Bank	192	263	202	10	5.07	-61	-23.34
Current Account	769	788	797	28	3.69	9	1.19
CASA	960	1051	998	38	3.97	-52	-4.95
Term Deposits	3815	3310	3328	-487	-12.76	18	0.54
<b>Global Deposits</b>							
CASA	86530	92436	95830	9300	10.75	3394	3.67
Term Deposits	134760	137171	138286	3526	2.62	1115	0.81
<b>Deposits</b>	<b>221290</b>	<b>229607</b>	<b>234116</b>	<b>12826</b>	<b>5.80</b>	<b>4509</b>	<b>1.96</b>
<b>CASA%</b>	<b>39.10%</b>	<b>40.26%</b>	<b>40.93%</b>	<b>183 bps</b>		<b>67 bps</b>	

# RISK SPREAD- ASSETS



Rs. in Crore

## Domestic Share of Advances



Parameters	Dec-19	Sept-20	Dec-20	Y-o-Y Growth		Q-o-Q Growth	
				Amount	%	Amount	%
Retail	31336	34101	34986	3650	11.65	884	2.59
Agri	33296	34511	35386	2089	6.28	874	2.53
MSME	31716	31014	35993	4277	13.49	4979	16.05
Corporate/others	36203	27924	22524	-13679	-37.78	-5400	-19.34
<b>Domestic Advances</b>	<b>132551</b>	<b>127551</b>	<b>128889</b>	<b>-3662</b>	<b>-2.76</b>	<b>1338</b>	<b>1.05</b>
Overseas	6093	7918	8580	2487	40.83	662	8.36
<b>Global Advances</b>	<b>138643</b>	<b>135469</b>	<b>137469</b>	<b>-1175</b>	<b>-0.85</b>	<b>1999</b>	<b>1.48</b>
<b>RAM to Domestic Adv (%)</b>	<b>72.69%</b>	<b>78.11%</b>	<b>82.52%</b>	<b>984 bps</b>		<b>442 bps</b>	
<b>RAM to Global Adv (%)</b>	<b>69.49%</b>	<b>73.54%</b>	<b>77.37%</b>	<b>788 bps</b>		<b>383 bps</b>	

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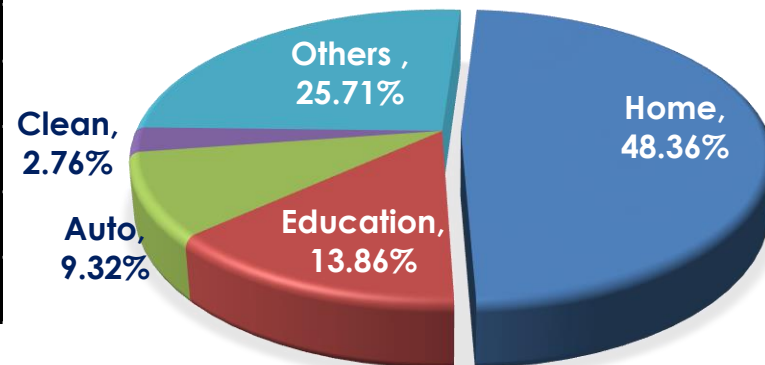


# RETAIL PERFORMANCE



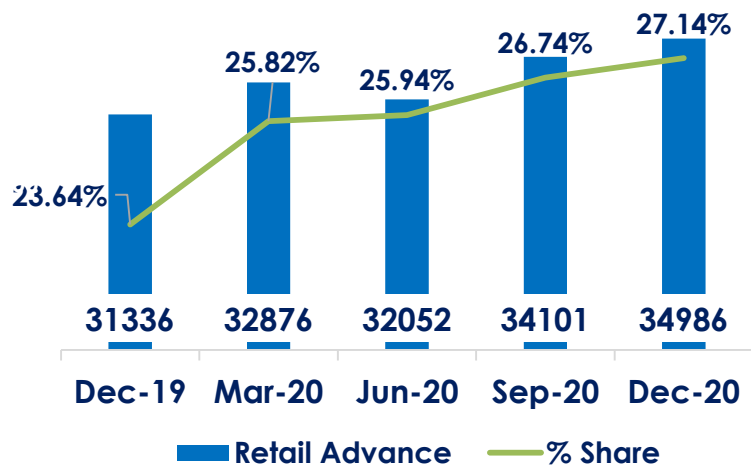
Rs. in Crore

Period	Domestic	Retail	% Share
Dec-19	132551	31336	23.64%
Mar-20	127336	32876	25.82%
Jun-20	123542	32052	25.94%
Sep-20	127551	34101	26.74%
Dec-20	<b>128889</b>	<b>34986</b>	<b>27.14%</b>



RETAIL BREAK UP-DEC 20

## Share of Retail on Domestic Advances



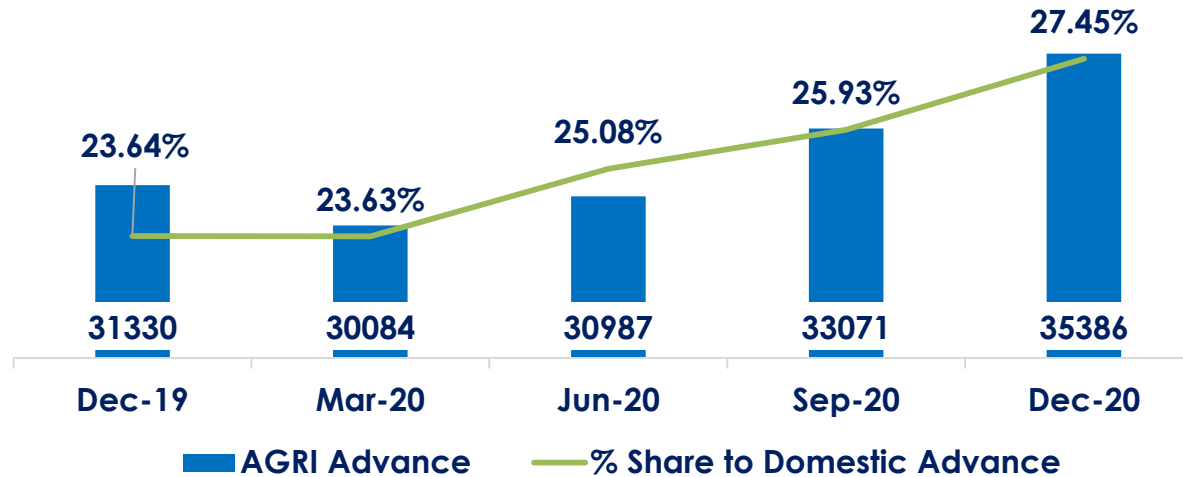
Retail Scheme	Dec-19	Sep-20	Dec-20
Home	14550	16145	16920
Education	4768	4860	4847
Vehicle	3096	3146	3259
Clean	898	965	964
Others	8024	8986	8995
<b>Total Retail</b>	<b>31336</b>	<b>34101</b>	<b>34986</b>

# AGRICULTURE ADVANCE PERFORMANCE

Rs. in Crore

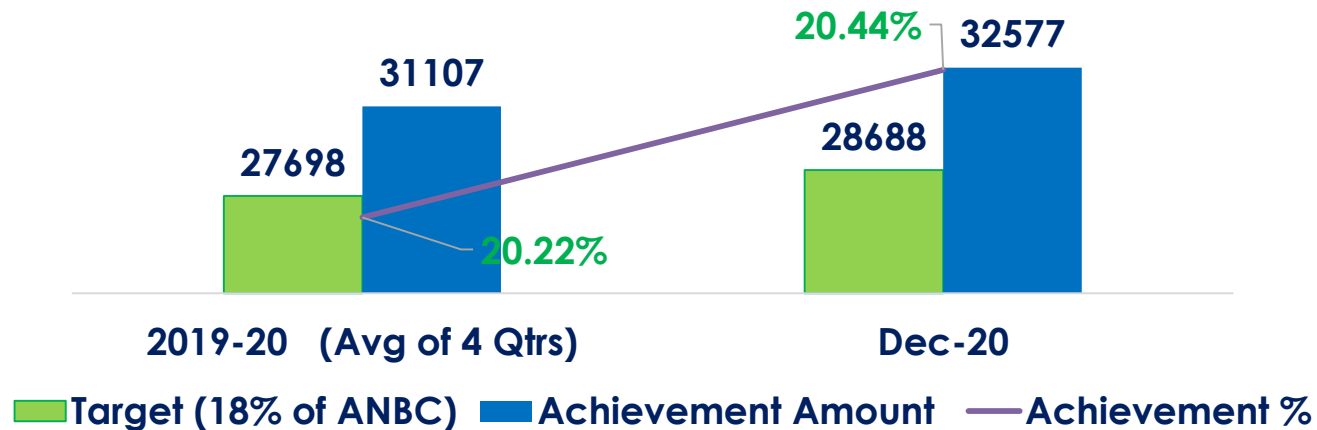


## Share of Agriculture on Domestic Advances



Period	Domestic Advance	AGRI Advance	% Share to Domestic Advance	Agri Advance (Including RIDF & IBPC)
Dec-19	132551	31330	23.64%	33297
Mar-20	127336	30084	23.63%	31610
Jun-20	123542	30987	25.08%	32454
Sep-20	127551	33071	25.93%	34511
Dec-20	<b>128889</b>	<b>35386</b>	<b>27.45%</b>	<b>36718</b>

## Priority Sector Achievements

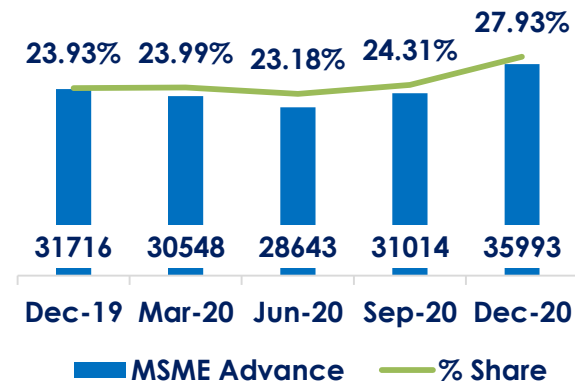


Financial Year	ANBC	Target	Achievement	
		(18% of ANBC)	Amount	%
2019-20 (Avg of 4 Qtrs)	153880	27698	31107	20.22%
Jun-20	160373	28867	30776	19.19%
Sep-20	159966	28794	32859	20.54%
Dec-20	159380	28688	32577	20.44%

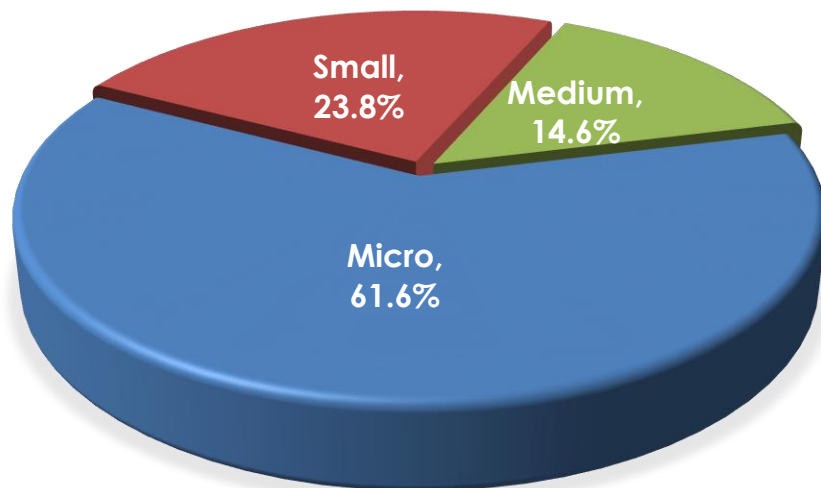
# After netting off PSLC SF/MF Sale of Rs.2000 Crs during Sep-2020.

Period	Domestic Advance	MSME Advance	% Share
Dec-19	132551	31716	23.93%
Mar-20	127336	30548	23.99%
Jun-20	123542	28643	23.18%
Sep-20	127551	31014	24.31%
Dec-20	<b>128889</b>	<b>35993</b>	<b>27.93%</b>

Share of MSME on Domestic Advances

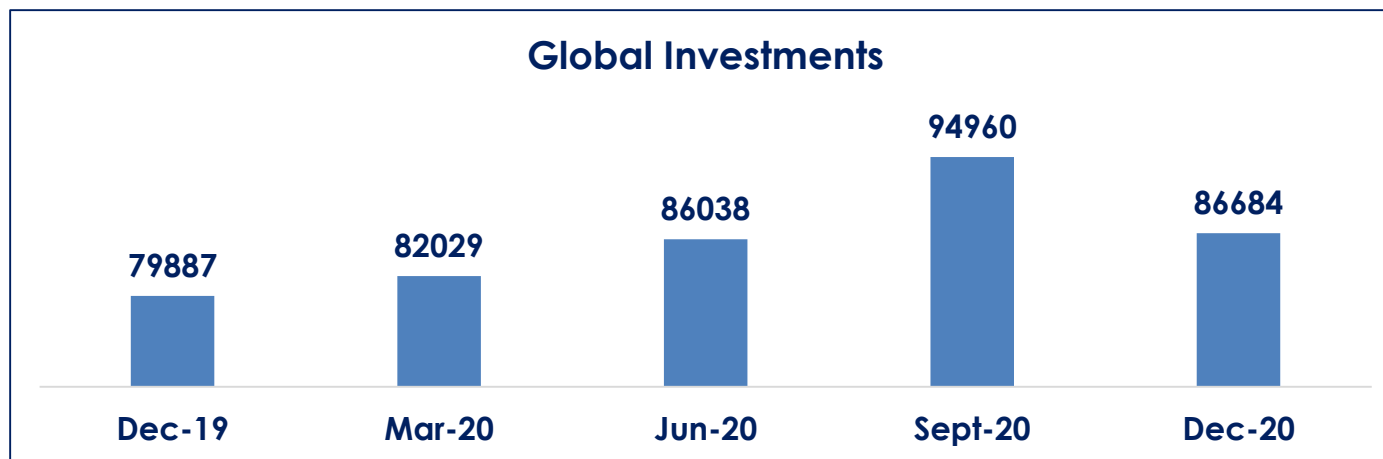


% SHARE OF MSME CREDIT



% Share of MSME Credit  
(O/S as on Dec 2020) Rs. In Crores

Category	No of Accounts	Amount o/s	% Share
Micro	717794	22176	61.6%
Small	12568	8557	23.8%
Medium	3018	5261	14.6%
<b>Total</b>	<b>733380</b>	<b>35993</b>	<b>100%</b>



Parameters	Dec-19	Mar-20	Jun-20	Sept-20	Dec-20
Domestic Investments	76221	78358	82528	91497	83001
SLR	53792	51162	54485	63932	55562
Non SLR	22429	27196	28043	27565	27439
Held to Maturity	54506	59097	60470	64038	64408
Available for Sale	21633	19261	21950	26284	18593
Held for Trading	82	0	108	1175	0
Investment by Overseas Branches	3666	3671	3510	3463	3683
<b>Global Investments</b>	<b>79887</b>	<b>82029</b>	<b>86038</b>	<b>94960</b>	<b>86684</b>

# NPA MANAGEMENT

# NPA MANAGEMENT

Rs. in Crore



Details	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20	9M 19-20	9M 20-21
<b>i) Opening Gross NPAs</b>	<b>28674</b>	<b>23734</b>	<b>19913</b>	<b>18291</b>	<b>17660</b>	<b>33398</b>	<b>19913</b>
a. Cash Recoveries	872	756	150	325	248	1908	723
b. Upgradation	298	227	45	87	157	1020	289
c. Write-Offs	5554	3994	1784	58	252	12413	2094
d. Sale to ARCs	183	194	0	0	255	183	255
e. Other Reductions	3	0	0	34	21	16	55
<b>ii) Total Reductions (a+b+c+d+e)</b>	<b>6911</b>	<b>5171</b>	<b>1979</b>	<b>504</b>	<b>933</b>	<b>15539</b>	<b>3416</b>
iii) a.Fresh Slippages to NPA category	1648	1293	257	292	295	5494	843
iii) b.Other Debits	323	57	101	-419	-267	381	-586
<b>Closing Gross NPAs (i-ii+iii)</b>	<b>23734</b>	<b>19913</b>	<b>18291</b>	<b>17660</b>	<b>16753</b>	<b>23734</b>	<b>16753</b>
<b>Gross NPA (%)</b>	<b>16.89</b>	<b>14.78</b>	<b>13.90</b>	<b>13.04</b>	<b>12.19</b>	<b>16.89</b>	<b>12.19</b>
<b>Net NPAs (Absolute)</b>	<b>7087</b>	<b>6603</b>	<b>6081</b>	<b>5290</b>	<b>3905</b>	<b>7087</b>	<b>3905</b>
<b>Net NPA (%)</b>	<b>5.81</b>	<b>5.44</b>	<b>5.10</b>	<b>4.30</b>	<b>3.13</b>	<b>5.81</b>	<b>3.13</b>
<b>Provision Coverage Ratio</b>	<b>86.20</b>	<b>86.94</b>	<b>87.97</b>	<b>89.36</b>	<b>91.91</b>	<b>86.20</b>	<b>91.91</b>

# SEGMENTAL NPAs

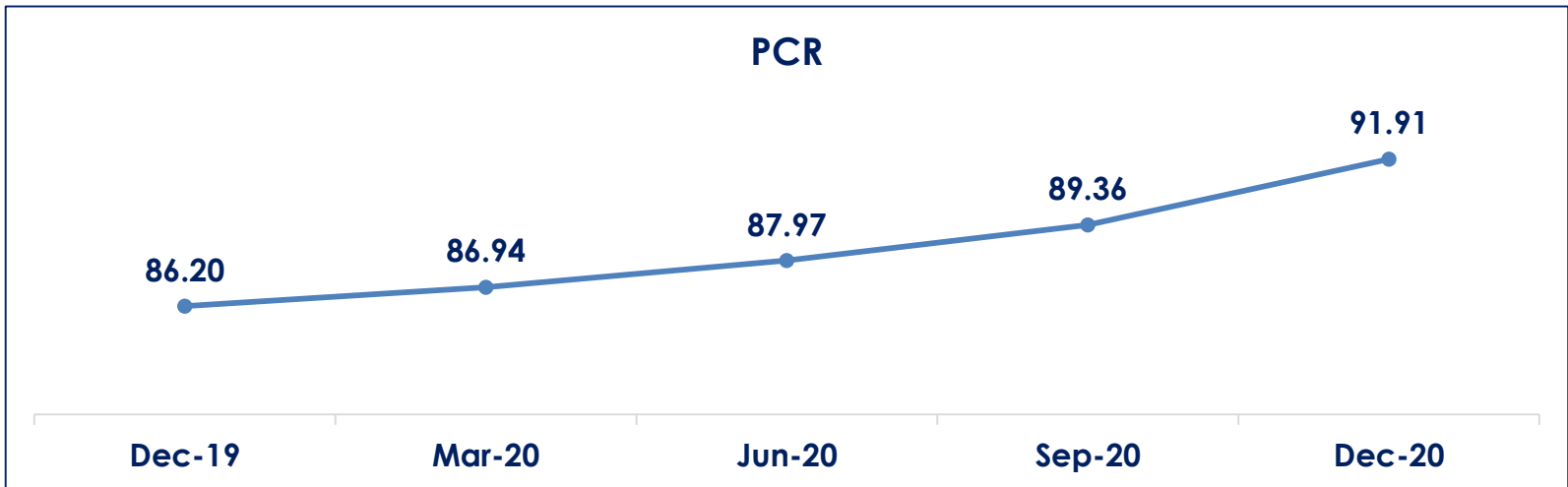
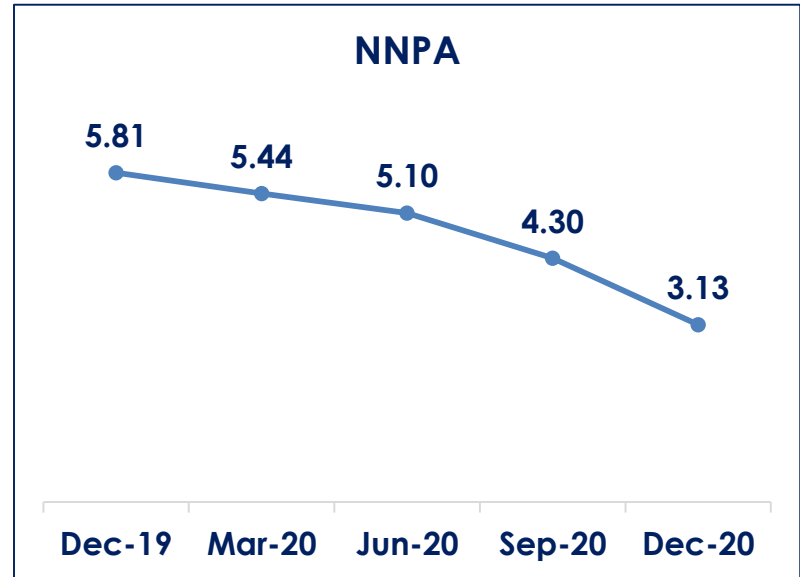
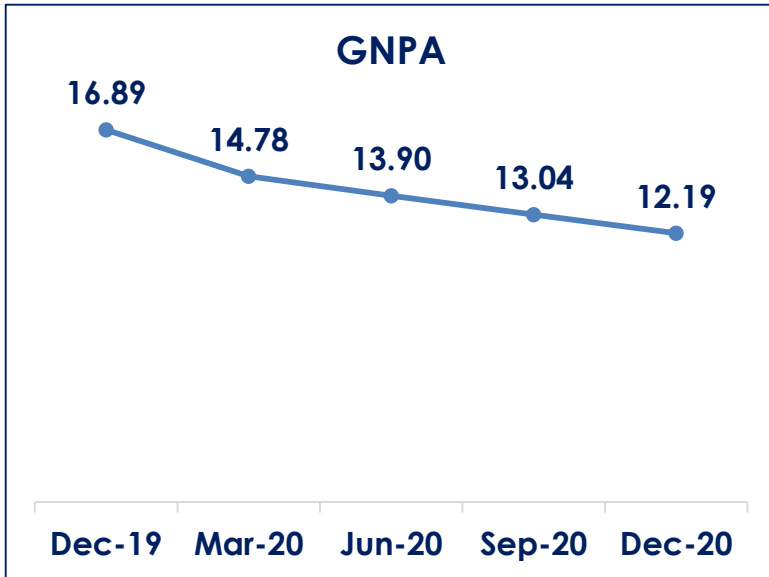


Rs. in Crore

Segmental NPAs	Dec-19		Sept-20		Dec-20	
	NPA	Ratio %	NPA	Ratio %	NPA	Ratio %
<b>Retail</b>	819	2.61%	748	2.19	707	2.02
<b>Agri</b>	2577	7.74%	2368	6.86	2029	5.74
<b>MSME</b>	3565	11.24%	2556	8.24	3477	9.66
<b>Corporate</b>	15738	43.47%	10637	38.09	8907	39.54
<b>Overseas</b>	1034	16.98%	1351	17.06	1633	19.03
<b>Total</b>	<b>23734</b>	<b>17.12%</b>	<b>17660</b>	<b>13.04</b>	<b>16753</b>	<b>12.19</b>



# MOVEMENT OF NPA



# CAPITAL ADEQUACY

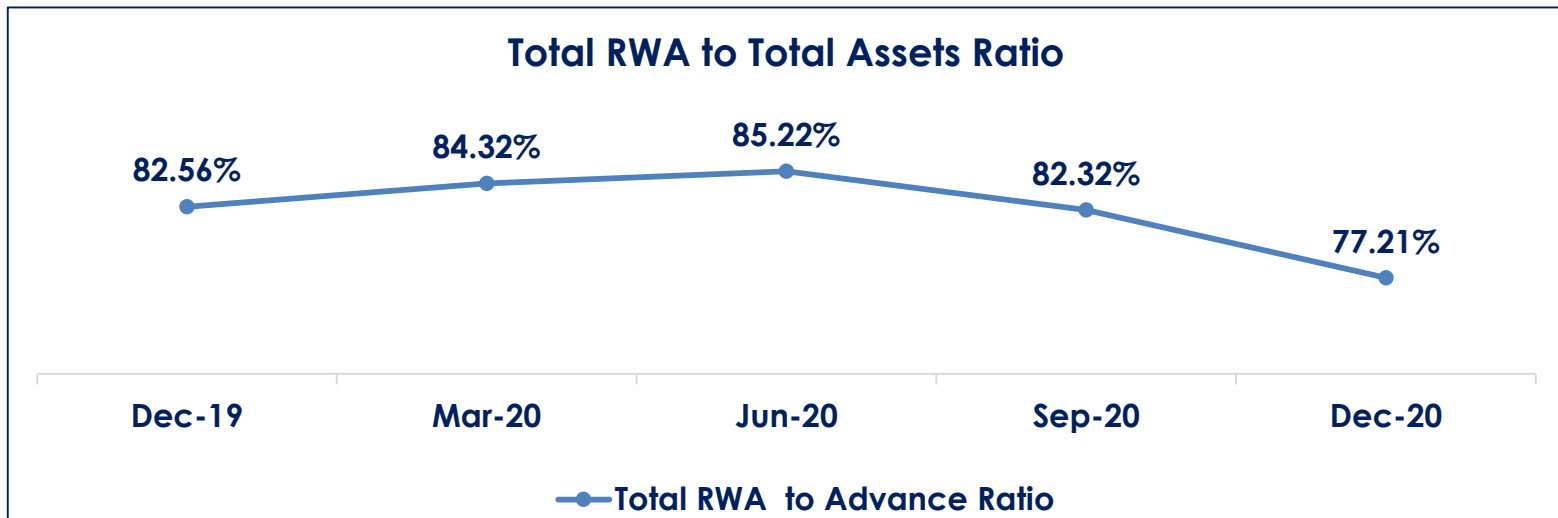
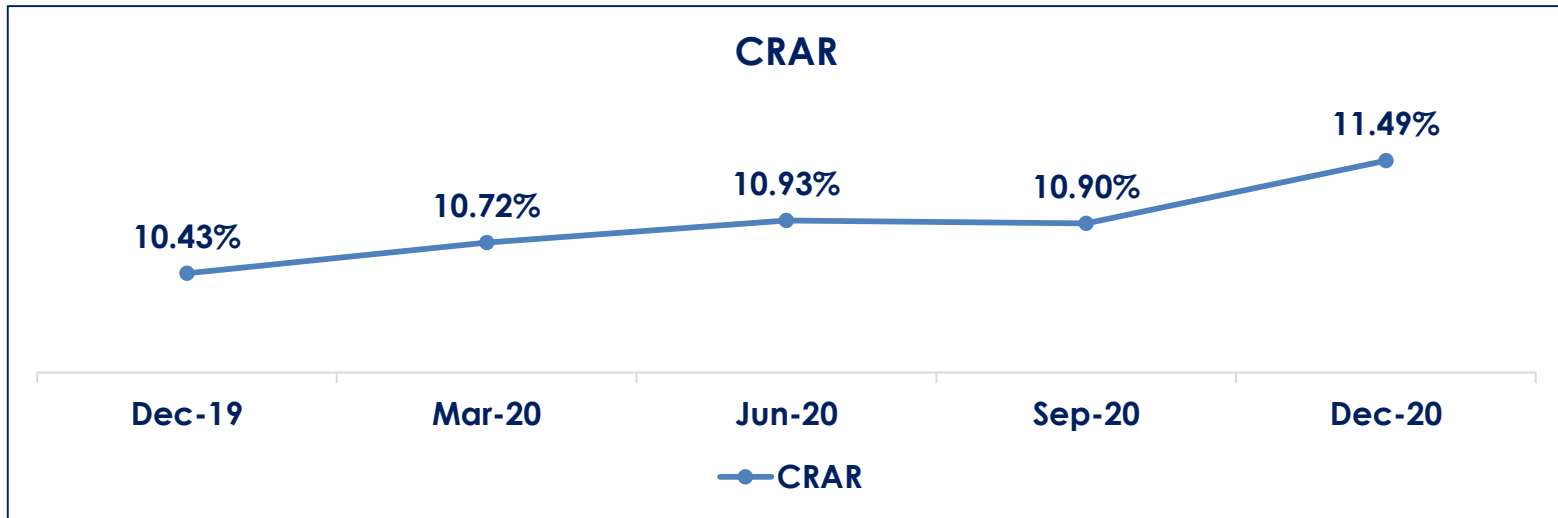
# CAPITAL CONSERVATION

Rs. in Crore



Particulars	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20
Market Risk RWA	12938	12316	14010	15467	12072
Operational Risk RWA	16642	16642	13217	13217	10477
Credit Risk RWA	86814	84680	84889	82831	83594
<b>Total RWA (A)</b>	<b>116394</b>	<b>113638</b>	<b>112115</b>	<b>111515</b>	<b>106143</b>
CET 1	9169	9329	9397	9325	9361
<b>CET 1%</b>	<b>7.88%</b>	<b>8.21%</b>	<b>8.38%</b>	<b>8.36%</b>	<b>8.82%</b>
Tier 1	9169	9329	9397	9325	9361
<b>Tier 1%</b>	<b>7.88%</b>	<b>8.21%</b>	<b>8.38%</b>	<b>8.36%</b>	<b>8.82%</b>
Tier 2	2975	2852	2855	2828	2838
<b>Tier 2%</b>	<b>2.56%</b>	<b>2.51%</b>	<b>2.55%</b>	<b>2.54%</b>	<b>2.67%</b>
<b>Total Capital (B)</b>	<b>12144</b>	<b>12181</b>	<b>12252</b>	<b>12153</b>	<b>12199</b>
<b>CRAR (B/A)</b>	<b>10.43%</b>	<b>10.72%</b>	<b>10.93%</b>	<b>10.90%</b>	<b>11.49%</b>
Total RWA to Advance Ratio	<b>83.95%</b>	<b>84.32%</b>	<b>85.22%</b>	<b>82.32%</b>	<b>77.21%</b>
<b>Credit RWA to Advance Ratio</b>	<b>62.62%</b>	<b>62.83%</b>	<b>64.52%</b>	<b>61.14%</b>	<b>60.81%</b>

# MOVEMENT OF RWA & CRAR



# EXTERNAL RATED CORPORATE BORROWER ACCOUNTS



Rs. in Crore

Investment Grade	Dec-19		Mar-20		Dec-20	
	Exposure	% Share	Exposure	% Share	Exposure	% Share
<b>AAA</b>	5610	17.50%	2771	9.63%	1419	5.16%
<b>AA</b>	4255	13.27%	6871	23.87%	5795	21.05%
<b>A</b>	6079	18.96%	5421	18.83%	4911	17.84%
<b>Subtotal</b>	<b>15944</b>	<b>49.74%</b>	<b>15062</b>	<b>52.32%</b>	<b>12125</b>	<b>44.04%</b>
<b>BBB</b>	9534	29.74%	7953	27.63%	8652	31.43%
<b>BB &amp; Below</b>	6579	20.52%	5771	20.05%	6754	24.53%
<b>Total Rated</b>	<b>32056</b>		<b>28786</b>		<b>27531</b>	

# COVID-19 RESPONSE

# COVID-19 RESPONSE- CREDIT OFF TAKE



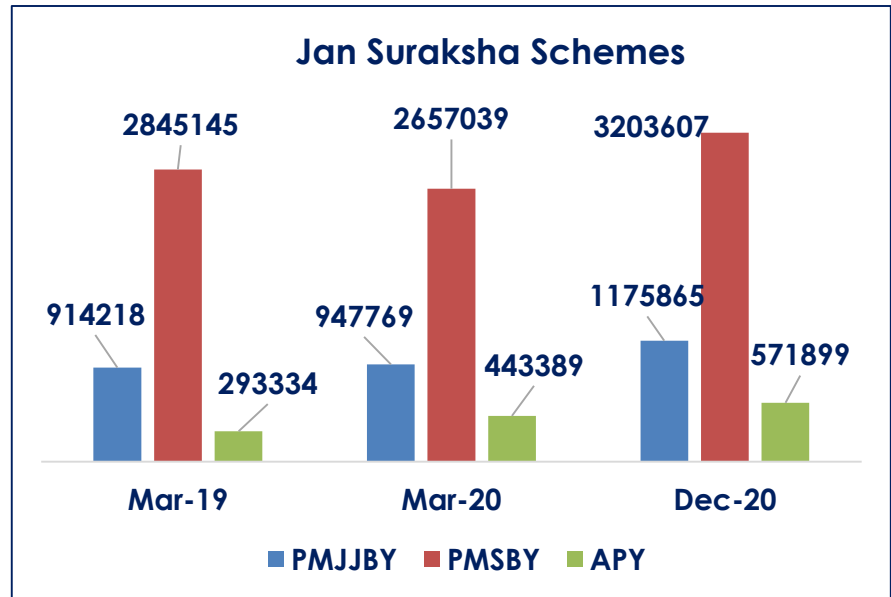
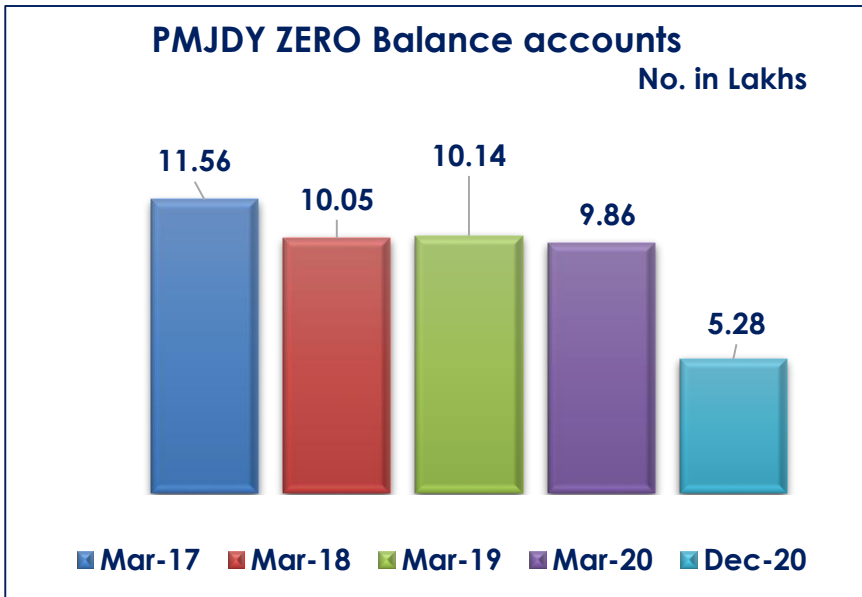
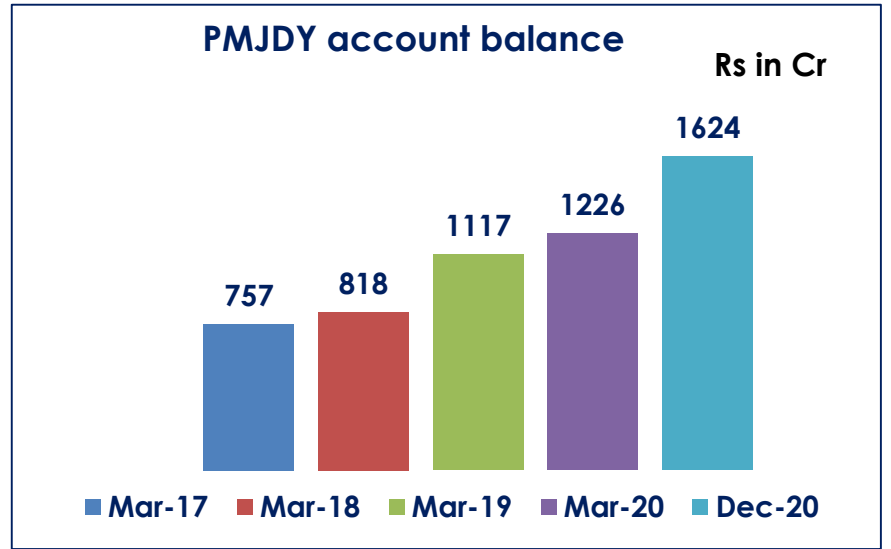
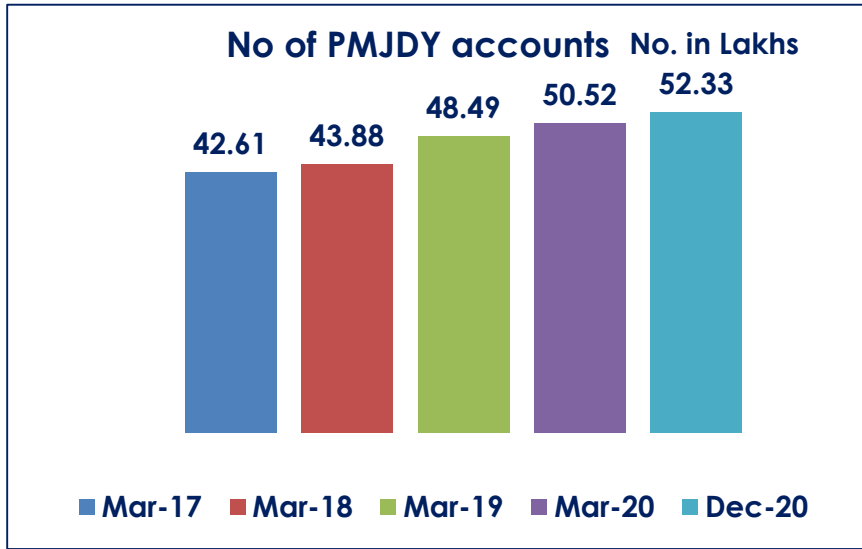
Segment wise Credit Sanction and disbursement since 01.03.2020 to 31.12.2020				
Segment	Sanction		Disbursed	
	Account	Amount (in Cr)	Account	Amount (in Cr)
MSME	413833	9891	406477	6015
Retail	261998	9375	257439	6757
Agriculture	1980249	30105	1976025	22081
Corporate	143	8602	135	6890
<i>of which NBFCs / HFCs</i>	10	3654	10	3648
<b>Total</b>	<b>2656223</b>	<b>57972</b>	<b>2640076</b>	<b>41743</b>

FINANCIAL INCLUSION & CUSTOMER SERVICE





# FINANCIAL INCLUSION





## **PSB alliance DSB**

- Door Step Banking enabled in select 100 centres.
- Non Financial Transactions started from 09.09.2020
- Financial transactions i.e. Cash withdrawal started from 15.10.2020. Cash Deposit facility is under process.
- Submission of Digital Life certificate through DSB started from 21.11.2020



## **Phone Banking (IVRS facility through Toll free number 18008904445 & 18004254445)**

- IVRS Phase 1 launched in September 2020
- IVRS Phase 2 launched in December 2020
- As per EASE 3.0 agenda, IVRS Phase 3 is under process.

## **Resolution of Complaint within TAT:**

Bank has maintained the Resolution percentage of complaints at an all time high of 90% and above.

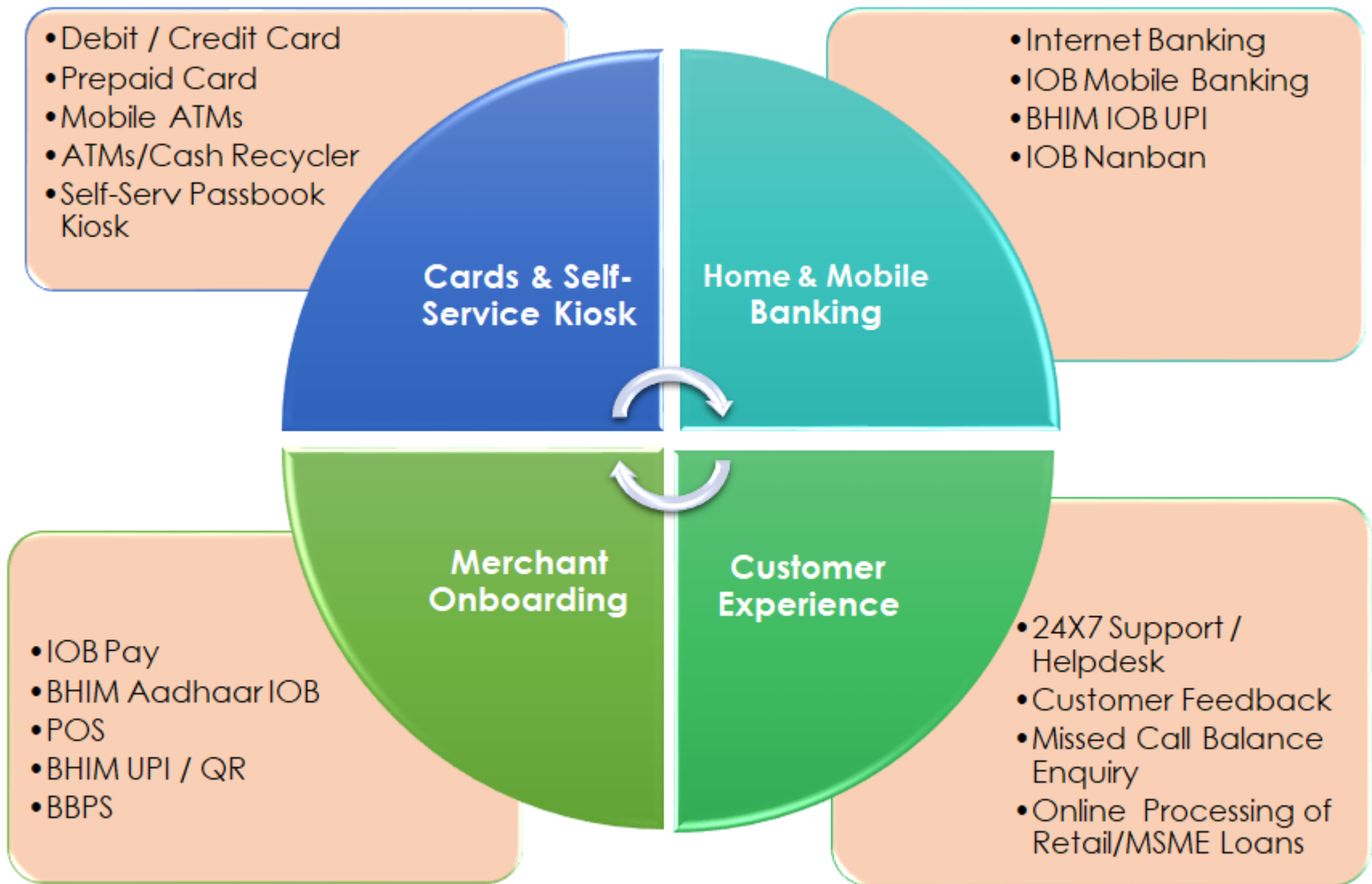
## **Quarterly Issuance of Educative series:**

To educate the front line staff, Bank has been issuing Educative series circular based on complaints received and tips for early redressal, besides guiding branches for taking proactive steps to avoid such complaints.

## **System introduced based on Root Cause Analysis:**

- SOP for ECS Mandate
- SOP for Benchmark Interest rate Change
- Delivery of Personalised Cheque to the Customer's Residential Address

# DIGITAL INITIATIVES



# HOME AND MOBILE BANKING



## New Mobile banking application with improved user experience

Self-Registration of Mobile banking without visiting Branch

Login in using Bio metric option for enhanced security and access

mPassbook facility to view and download statements

Term Deposit Opening , Renewal , Closure, etc.

PMJJBY&PMSBY insurance enrollment

Mobile banking in 10 Regional Languages

Debit card limit maintenance and channel (ATM/Ecom/POS) enable/disable.

# HOME AND MOBILE BANKING



## Internet Banking with improved user experience

Fund Transfer (Intra Bank, Inter Bank (IMPS/NEFT) with scheduled transactions.

Customers can do IP Restrictions , use digital signature for secure access.

Term Deposit Opening , Renewal , Closure, etc. With 15G/15H submission option.

Bharat Bill Payment System

PMJJBY&PMSBY insurance enrollment and APY Govt. Pension Scheme

Internet Banking in 10 Regional Languages

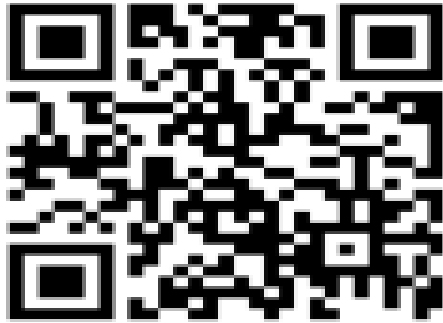
Debit card limit maintenance and channel (ATM/Ecom/POS) enable/disable

# ADC CHANNELS



Customer Touch Points	No of Users	As on 31.12.2020 (In Rs Lakhs)
	Mobile Banking Registered users	34.46
	Internet Banking Registered users	21.87
	UPI Registered Users	37.29
	ATMs/CDMs (No of outlet)	3129
	Pass Book Kiosk (No of outlet)	2108

ADC CHANNELS		
Particulars	Transcation 01.10.2020 to 31.12.2020	
	No.	Amt (in Rs Crore)
ATM (On & Off)	26709627	11436
CDM	10034154	5608
E-Com	6582903	771
POS	9771564	1717



## **BHIM IOB UPI/QR**



✓ QR is linked to the beneficiary account number.

✓ Customer can scan the QR code of account of any bank using UPI.

✓ After scanning for payment the customer a/c will be debited and the merchant account will be credited.

✓ IOB Pay is an integrated payment system through Payment Gateway and other mode of payment channels using IOB/Aggregators which offers merchants to collect payments from their customers like fee payments, payments of sales, donations for charitable institutions etc.

✓ No technical changes required at the Institution side.

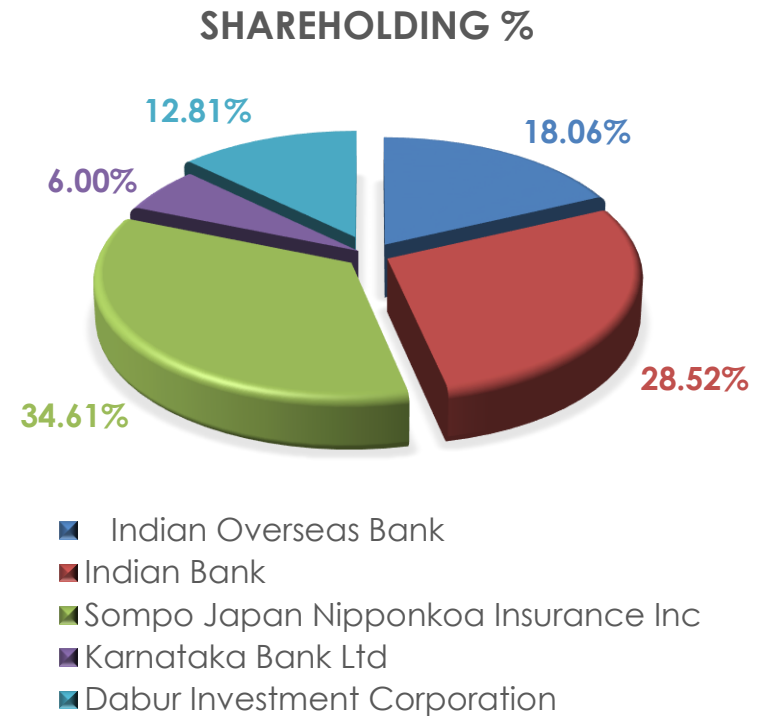


# STRATEGIC INVESTMENTS – JOINT VENTURE



**IOB** entered into Non Life Insurance Business with Universal Sompo General Insurance (USGI) Company Limited with equity participation of **18%** along with the other Banks and Institutions









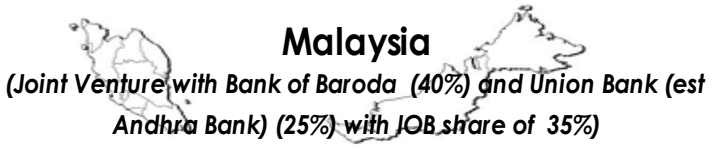



Name of Entity	Shareholding %	Investment
Indian Overseas Bank	18.06%	66
Indian Bank	28.52%	105
Sompo Japan Nipponkoa Insurance Inc	34.61%	127
Karnataka Bank Ltd	6.00%	22
Dabur Investment Corporation	12.81%	47
<b>Total</b>	<b>100.00%</b>	<b>368</b>



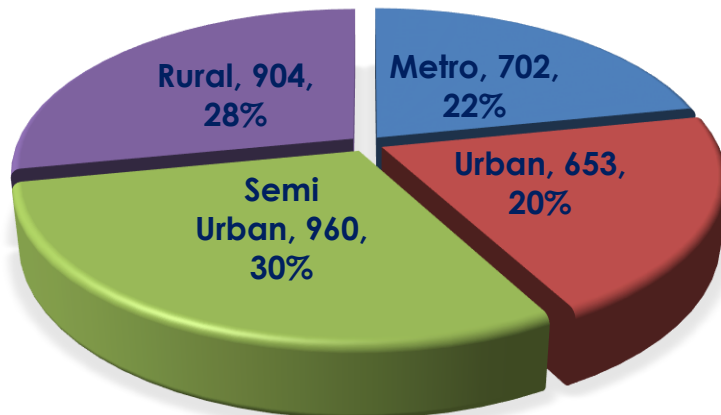
- USGIC has entered into Bancassurance tie up with Indian Bank, IOB & Karnataka Bank.
- IOB entered into Corporate Agency arrangements with effect from 20<sup>th</sup> December 2008 for distribution of USGI products.

# CUSTOMER TOUCH POINTS

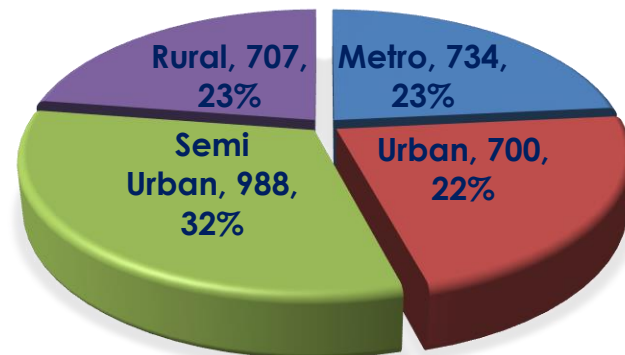


Domestic Presence		Mar-20	Dec-20	Global Foot Prints				
 <b>Branches</b>		3270	3219	<b>Overseas Branches</b>	 Singapore	 Hong Kong	 Colombo	 Bangkok
 <b>ATM</b>		3032	3129	<b>JV Subsidiary</b>	 <b>Malaysia</b> (Joint Venture with Bank of Baroda (40%) and Union Bank (est Andhra Bank) (25%) with IOB share of 35%)			
 <b>BC</b>		2795	2669	<b>Remittance Centre</b>	 Singapore- Serengoon Road			

**DEC-20 BRANCHES**



**DEC-20 ATM**



- 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. Indian Overseas Bank undertakes no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.

# Thank You

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