

350+ Services



Vyom App



यूनियन बैंक ऑफ इंडिया  
भारत सरकार का उपक्रम



Union Bank of India  
A Government of India Undertaking



# Investor Presentation



e-Rupee

## Financial Results Q1FY24



Union Nari Shakti STP



Union Education Premier Abroad Loan



Union Green Miles



Digital KCC



Union Shishu Mudra STP

**Overview**

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EASE

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Global Business mix - ₹ 19.46 Trillion

- Advances: ₹ 8.18 Trillion
- Deposits : ₹ 11.28 Trillion



8,561 Branches & 10,195 ATMs

Branches Share

- Rural (30%)
- Urban (20%)
- Semi-urban (29%)
- Metro (21%)



- Overseas Branches in Dubai, Sydney & Hong Kong
- Banking subsidiary in London, United Kingdom
- JV in India International Bank (Malaysia)



17,000+ Business Correspondents



218+ Million Customers



75,300 + Employees

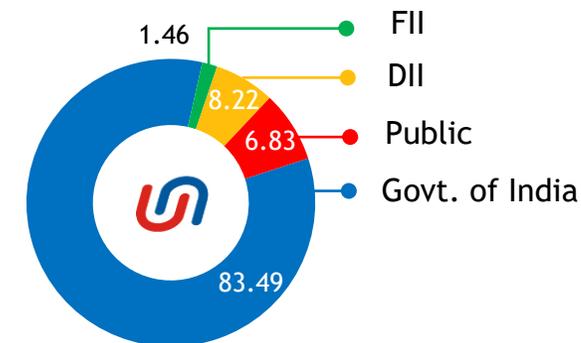


2.24 Product per Customer

5<sup>th</sup> Largest PSB in Business Mix\*

9.5% Share among PSBs in Business\*

Shareholding (%)



Centralized Processing Centres



135 MSME Loan Points



105 Union MSME First Branches



160 Retail Loan Points & 48 Agriculture Loan Points



1,570 Gold Loan Points



9 SAMBs & 30 ARBs



18 LCBs & 56 MCBs

\*As of Mar-23

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**Guidance vs Actuals**

Key Parameters		Mar-24 (Guidance)	Jun-23 (Actual)
	Advances Growth (YoY)	10 - 12%	12.33%
	Deposits Growth (YoY)	8-10%	13.63%
	NIM %	~3.00%	3.13%
	GNPA %	< 6.00%	7.34%
	Slippages	~ Rs. 12,000 Cr	Rs. 3,241 Cr
	Recovery	~ Rs. 16,000 Cr	Rs. 3,564 Cr

Strong Operating Performance

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Deposits



13.63% YoY

Deposit growth

RAM



14.92% YoY

Robust growth in RAM advances

Advances



12.33% YoY

Consistent & Sustained Credit Growth

Operating Profit



₹ 7,179 Cr

Increased by 31.79% YoY

Net Profit



₹ 3,236 Cr

Increased by 107.67% YoY

Margins



NIM 3.13%

NII Rs. 8,840 Cr

Increased by 13 bps YoY  
Increased by 16.59% YoY

Efficiency



Credit Cost 0.97%

Cost to Income 43.66%

Improved by 105 bps YoY  
Improved by 395 bps YoY

Profitability



RoA 1.00%

RoE 18.97%

Improved by 47 bps YoY  
Improved by 745 bps YoY

Resilience



CRAR 15.95%

CET-1 12.34%

PCR 90.86%

Improved by 153 bps YoY  
Improved by 166 bps YoY  
Improved by 611 bps YoY

Asset Quality



GNPA 7.34%

NNPA 1.58%

Improved by 288 bps YoY  
Improved by 173 bps YoY

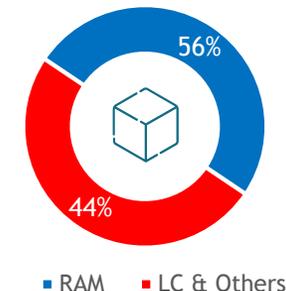
₹ in crore

**Robust & diversified Credit Growth**

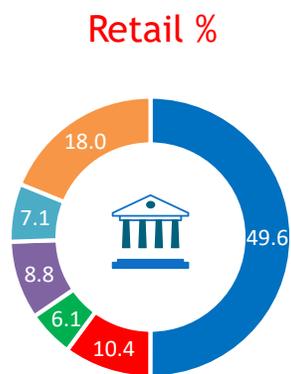
Particulars	Jun-22	Mar-23	Jun-23	YoY(%)
Gross Advances	7,28,635	8,09,905	8,18,457	12.33
- Domestic	7,09,904	7,85,302	7,93,448	11.77
- Overseas	18,731	24,603	25,009	33.52

Particulars	Jun-22	Mar-23	Jun-23	YoY(%)
Retail	1,39,410	1,59,702	1,62,373	16.47
Agriculture	1,35,503	1,51,993	1,53,615	13.37
MSME	1,11,195	1,25,022	1,27,745	14.88
LC & Others	3,42,527	3,73,188	3,74,724	9.40

**Composition%**

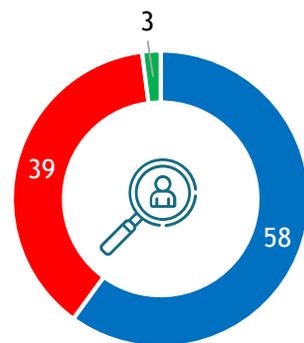


**Consistent & sustained growth in RAM Advances**



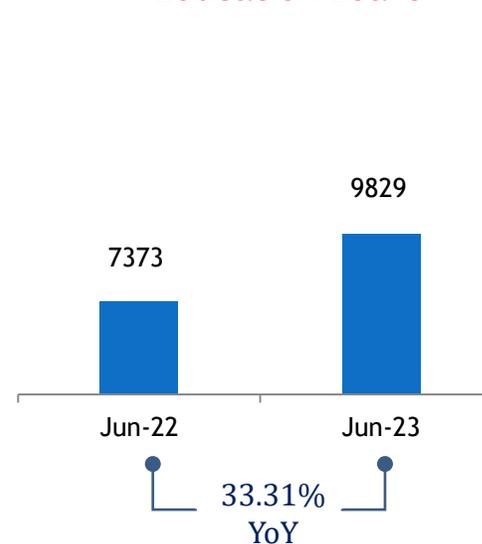
- Home Loans
- Education Loans
- Personal Loans
- Vehicle Loans
- Mortgage Loans
- Others

**Retail-Bureau Scores (%)**

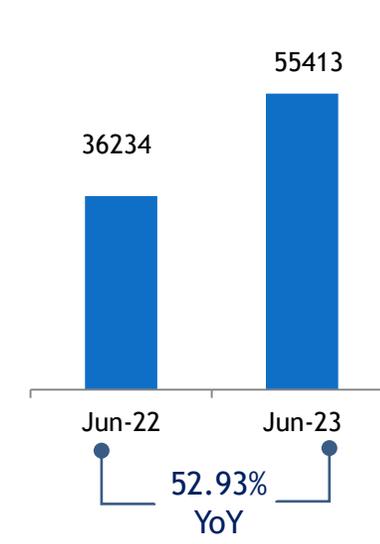


- >=750
- 700-749
- <700

**Education Loans**



**Gold Loans**



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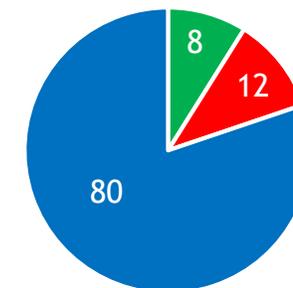
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Credit to Industries

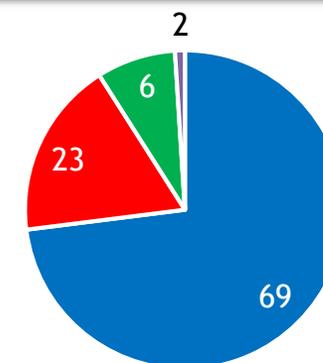
S No	Sectors	(% Share in Domestic Advances)			
		Jun-22		Jun-23	
		₹ In Crore	% Share	₹ In Crore	% Share
1	Infrastructure	1,11,414	15.69	1,02,812	12.96
	-Power	48,438	-	44,340	-
	-Govt. PSU	23,991	-	25,810	-
	-Non-PSU	24,447	-	18,530	-
	-Road	19,994	-	22,654	-
	-HAM	2,866	-	4,074	-
2	NBFCs and HFCs	92,540	13.04	1,07,795	13.59
	-HFCs	31,925	-	34,982	-
	-PSU & PSU Backed NBFCs	27,605	-	34,176	-
	-Pvt. NBFCs	33,010	-	38,637	-
3	Basic Metals	23,300	3.28	24,039	3.03
4	Petroleum/Coal/Nuclear	12,172	1.71	8,044	1.01
5	Food Processing	20,362	2.87	22,585	2.85
6	Chemical & Chemical Products	15,757	2.22	17,971	2.26
7	Textiles	16,312	2.30	16,884	2.13
	<b>Total</b>	<b>2,91,857</b>	<b>41.11</b>	<b>3,00,130</b>	<b>37.83</b>

Rating-Corporate Loans (>25 Cr)



■ BB & Below ■ BBB ■ A & Above

NBFC - Rating Profile of Standard Exposure



■ AAA ■ AA ■ A ■ BBB & Lower

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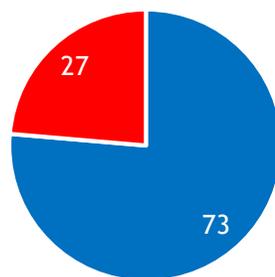
**Deposit growth**

Particulars	Jun-22	Mar-23	Jun-23	Y-o-Y(%)
Total Deposits	9,92,774	11,17,716	11,28,052	13.63
- Domestic Deposits	9,92,517	11,06,089	11,12,887	12.13
- CASA(%)	36.20	35.62	34.60	-160 bps

**Liquidity Position**

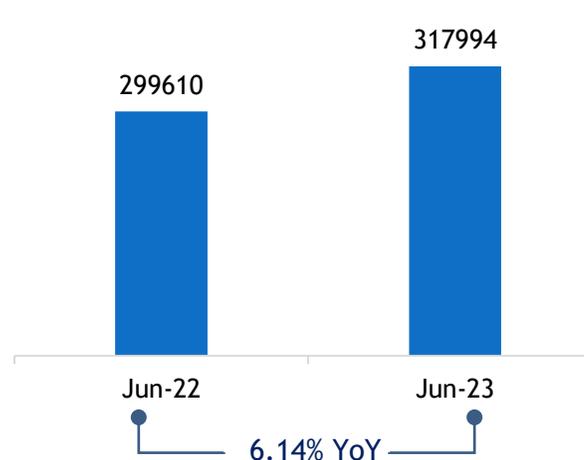
Particulars	As on 30.06.23
Avg. LCR	160.83%
NSFR	141.61 %

**Composition of Deposits (%)**

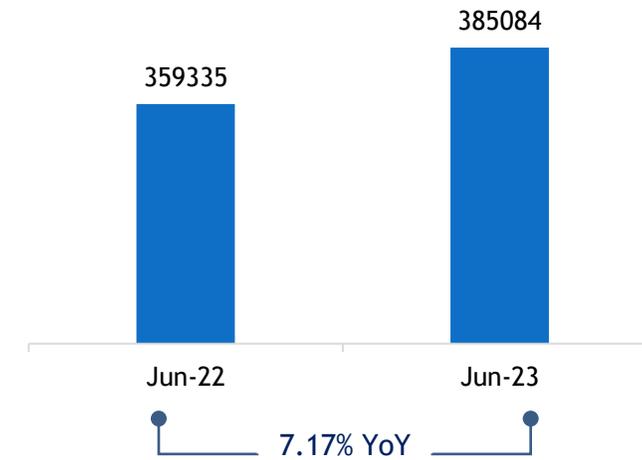


■ CASA+ Retail TD ■ Bulk Term Dep

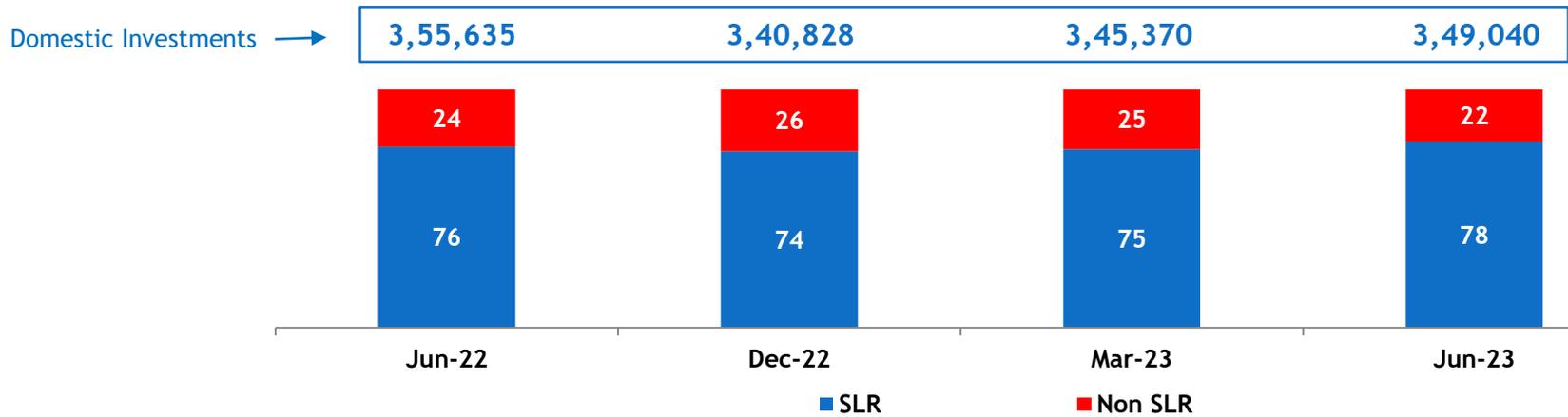
**Saving Deposits**



**CASA Deposits**



**Investment Portfolio**



Particulars (Domestic)	₹ in crore				M-Duration (%)			
	Jun-22	Dec-22	Mar-23	Jun-23	Jun-22	Dec-22	Mar-23	Jun-23
Available for Sale	89,533	65,086	65,189	80,934	0.89	1.34	1.32	1.19
-SLR	60,679	34,963	37,798	53,402	0.52	0.67	0.68	0.71
-NON SLR	28,854	30,123	27,391	27,532	2.07	2.53	2.78	2.69

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Profit & Loss Statement

Parameter	Q1FY23	Q2FY23	Q3FY23	Q4FY23	Q1FY24	Y-o-Y
Interest Income	18,174	19,682	20,883	22,005	23,478	29.18
Interest Expense	10,593	11,377	12,255	13,754	14,638	38.19
<b>Net. Interest Income</b>	<b>7,582</b>	<b>8,305</b>	<b>8,628</b>	<b>8,251</b>	<b>8,840</b>	<b>16.59</b>
Non-Interest Income	2,817	3,276	3,271	5,269	3,903	38.57
- Fee based Income	1,679	1,602	1,710	1,699	1,947	15.98
- Treasury Income	385	433	471	608	775	101.24
- Recovery in W/O	503	1,003	1,090	2,954	692	37.65
Operating Income	10,399	11,581	11,899	13,520	12,743	22.54
Operating Expenses	4,951	5,004	5,280	6,696	5,564	12.38
<b>Operating Profit</b>	<b>5,448</b>	<b>6,577</b>	<b>6,619</b>	<b>6,823</b>	<b>7,179</b>	<b>31.79</b>
Provisions	3,890	4,729	4,374	4,041	3,943	1.36
<b>Net Profit</b>	<b>1,558</b>	<b>1,848</b>	<b>2,245</b>	<b>2,782</b>	<b>3,236</b>	<b>107.67</b>

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## Provisions

₹ in crore

Parameter	Q1FY23	Q2FY23	Q3FY23	Q4FY23	FY23	Q1FY24
NPAs	3,653	2,816	2,443	3,567	12,479	1,984
Provision on Non Performing Investments	671	-113	861	496	1,915	-107
Standard Assets	-1,052	1,287	-290	-1094	-1,148	56
Taxation (including Deferred Tax Assets)	608	653	1,338	1,105	3,704	1,938
Others	9	86	22	-33	84	72
<b>Total</b>	<b>3,890</b>	<b>4,729</b>	<b>4,374</b>	<b>4,041</b>	<b>17,034</b>	<b>3,943</b>
Credit Cost(%)	2.02	1.50	1.24	1.77	1.64	0.97

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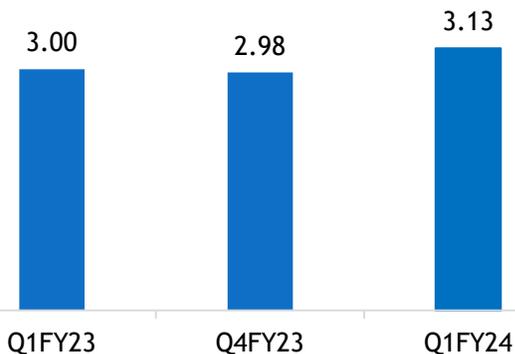
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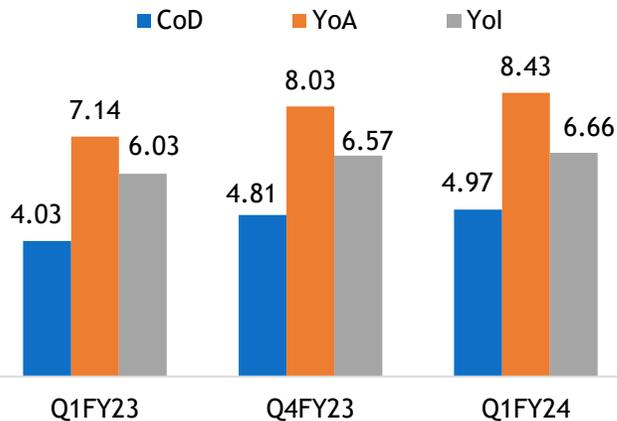
Awards

**Key Ratios**

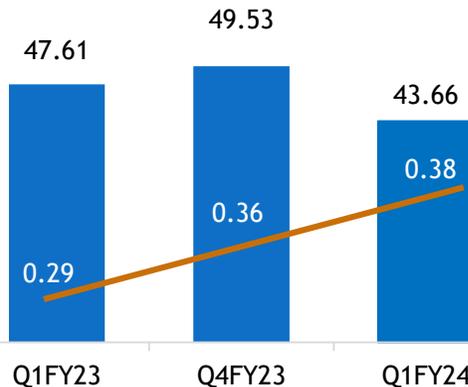
**Net Interest Margin (NIM) %**



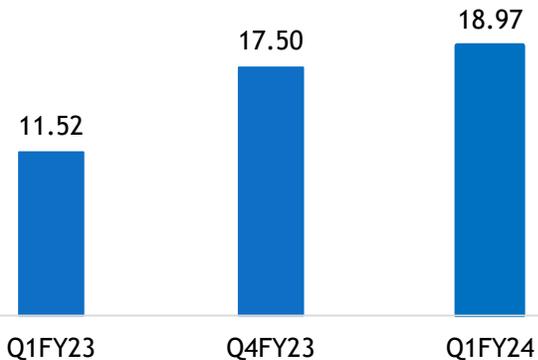
**Cost & Yield Ratio (%)**



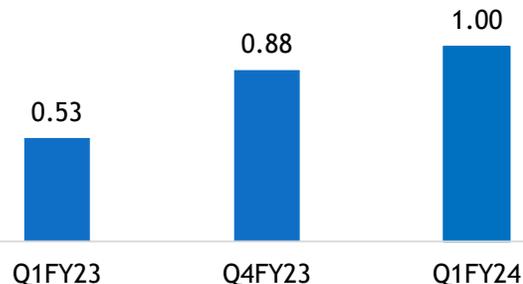
**Cost to Income Ratio (%)**  
**Gross Profit per Employee (₹ in Cr)**



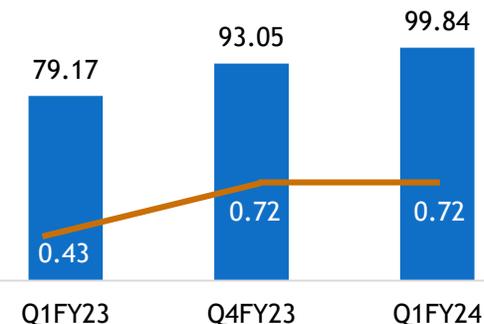
**Return on Equity (RoE) %**



**Return on Avg. Assets %**



**Book Value Per Share (in ₹)**  
**Price to Book Value**



**Movement of NPA**

Parameter	Q1FY23	Q2FY23	Q3FY23	Q4FY23	Q1FY24
Gross NPA - Opening	79,587	74,500	65,391	63,770	60,987
Add : Additions	4,244	2,913	2,567	2,794	3,241
-Balance increase in existing NPA	685	211	262	107	209
-Fresh slippages	3,559	2,702	2,305	2,687	3,032
Less : Reductions	9,331	12,022	4,188	5,577	4,124
-Cash Recovery	1,481	2,160	1,702	1,934	1,166
-Up-gradation	1,202	1,263	1,237	964	1,001
-Write Off	6,648	8,599	1,249	2,679	1,957
Gross NPAs- Closing	74,500	65,391	63,770	60,987	60,104
Gross NPA (%)	10.22	8.45	7.93	7.53	7.34
Net NPA	22,392	19,193	16,195	12,928	12,138
Net NPA (%)	3.31	2.64	2.14	1.70	1.58
Total Recovery(incl. TWO)	3,803	5,142	4,664	6,534	3,564
Delinquency Ratio(%)	2.67	1.80	1.45	1.51	1.73
PCR%	84.75	86.61	88.50	90.34	90.86

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₹ in crore

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Sectoral Asset Quality								
Segment	Slippages During Q1 FY 24	Outstanding NPA as on					Sectoral NPA (%)	
		Jun 2022	Sep 2022	Dec 2022	Mar 2023	Jun 2023	Jun-22	Jun-23
Retail Loans	502	4,821	4,694	4,848	4,693	4,880	3.46	3.01
Agriculture	748	16,059	16,099	16,192	15,607	15,245	11.85	9.92
MSME	766	20,211	19,131	16,604	15,652	15,489	17.62	12.12
LC & Others	1,225	33,409	25,467	26,126	25,035	24,490	9.85	6.54
<b>Total</b>	<b>3,241</b>	<b>74,500</b>	<b>65,391</b>	<b>63,770</b>	<b>60,987</b>	<b>60,104</b>	<b>10.22</b>	<b>7.34</b>

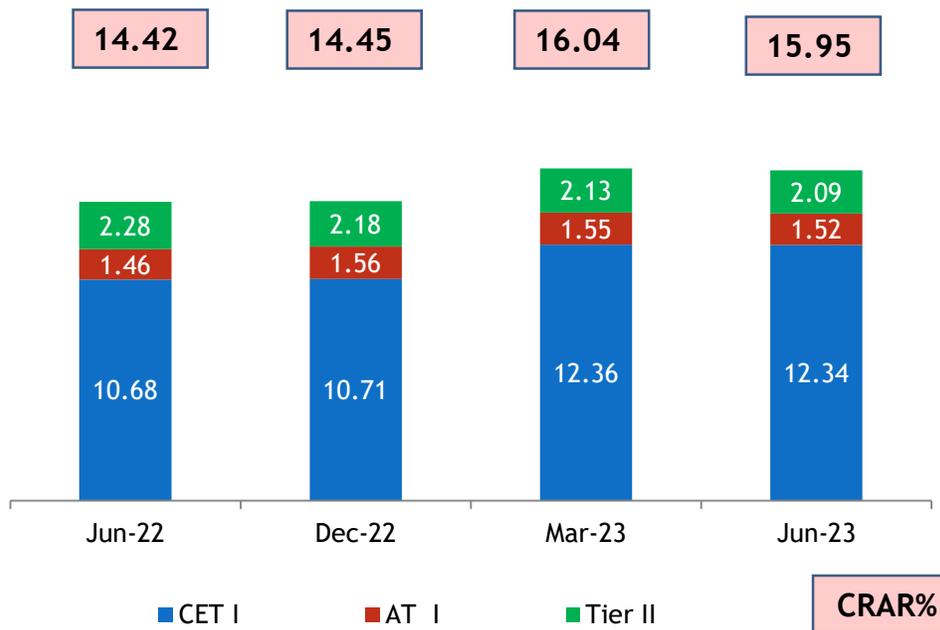
Restructuring				
Segment	RF 1.0 as on		RF 2.0 as on	
	Jun-22	Jun-23	Jun-22	Jun-23
MSME	1,797	1,000	3,408	2,107
Personal Loans	3,297	2,543	6,469	5,482
Agriculture Allied	--	--	331	225
Corporate Loans	5,938	5,014	--	--
<b>Total</b>	<b>11,032</b>	<b>8,557</b>	<b>10,208</b>	<b>7,814</b>

SMA Position (Rs. >5 crs)				
Category	Jun-22		Jun-23	
	O/s Amount	% to Gross advances	O/s Amount	% to Gross advances
SMA-0	2,393	0.33	1,390	0.17
SMA-1	416	0.06	362	0.04
SMA-2	1,044	0.14	2,427	0.30
<b>Total</b>	<b>3,853</b>	<b>0.53</b>	<b>4,179</b>	<b>0.51</b>

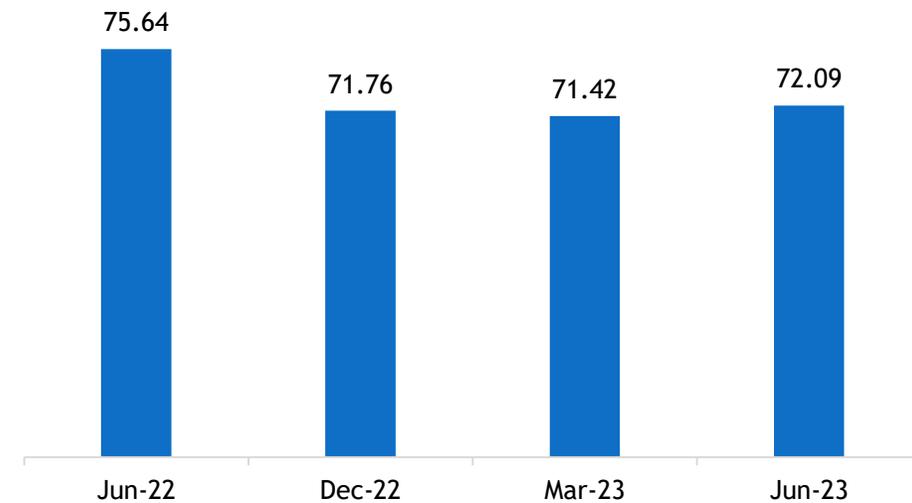


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### Capital Adequacy Ratio(%)



### RWA to Gross Advances(%)



### Capital Raising Plan

₹ in crore

	Equity	AT-1	Tier-2	Total
Board Approved Plan	8,000	1,000	1,100	10,100

**Inclusive Growth**

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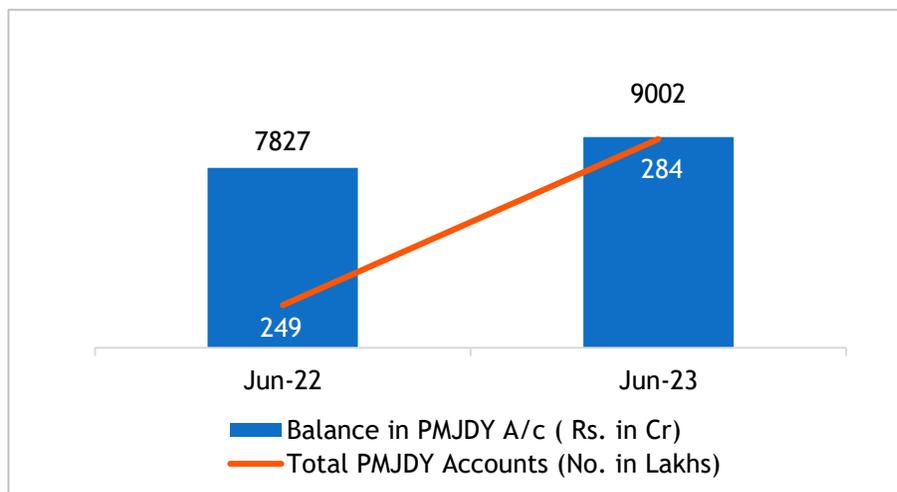
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**Priority Sector Lending**

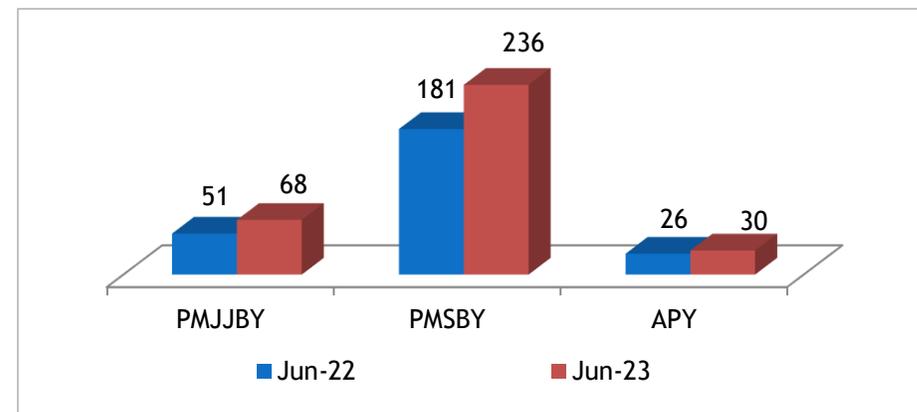
Particulars	RBI Benchmark (as % of ANBC)	Achieved (as % of ANBC)
Agriculture	18.00	18.50
Small and Marginal Farmers	10.00	11.53
Micro Enterprises	7.50	9.13
Weaker Section	12.00	12.45
Women Beneficiaries	5.00	14.71
<b>Total Priority</b>	<b>40.00</b>	<b>41.83</b>

**Government Schemes**

Scheme	No. of Accounts	Amount Sanctioned (₹ in crore)
PMSVANidhi	5,38,869	693
Union Guaranteed Emergency Credit Line	3,92,118	16,704
Union Personal Loan for COVID Treatment (UPLCT)	1,310	52
Pradhan Mantri Mudra Yojana (during Q1FY24)	2,57,420	5,007



**Performance under Social Security Schemes (# Lakhs)**



**ESG: Banking for Sustainable Development**

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**Environmental**

- ✓ Credit facility to **Renewable Energy Sector** - ₹ 10,939 Crore
- ✓ ₹ 260 Crore Sanctioned under **Union Green Miles**
- ✓ Finance to MSME under TReDS # Bills discounted 68,947 of ₹8969 Cr
- ✓ Founding member of Indian Green Building Council (IGBC)
- ✓ Sustainable Development And Business Responsibility Policy

**E**



**Social**

- ✓ 30 RSETI Centres, trained 3.14 lakh people with Settlement Ratio of 67%
- ✓ Financed 41,076 Street vendors ~ ₹68 Cr in Q1FY24 through **PMSvanidhi**
- ✓ Financed 2458 **new SHGs** -₹43 Cr & adopted 61 Mandis in Q1 FY24
- ✓ **Union Nari Shakti**: Sanctioned 6,538 applications of ₹617 Cr in Q1FY24
- ✓ Donation through Union Bank Social Foundation ₹ 2.07 Cr under CSR

**S**



**Governance**

- ✓ Policy on Compensation, Grievance Redressal and Customer Rights Policy 2023-24
- ✓ Related Party Transaction Policy
- ✓ Whistle Blower Policy
- ✓ Corporate Communication Policy
- ✓ Policy on Sexual Harassment of Male/ Transgender at Workplace (Prevention, Prohibition and Redressal)

**G**

Initiatives Across Domains

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**HR**

- ❖ Empower Her/Power Him: Committee with a focus on gender centric issues
- ❖ 9 Union Learning Academies (ULA) to build specialized workforce
- ❖ Assignment of roles & KRAs through Role Clarity Tool



**Digital**

- ❖ 40 Digital Journeys including KCC & Gold Loan STP
- ❖ Initiated establishing Next Generation State-of-Art Digital Contact Center
- ❖ CBDC made live for android and iOS users
- ❖ Triple ISO Certification on IT Security (ISMS, BCMS & ERMS) and PCI-DSS Certification



**Verticalization**

- ❖ Transaction Monitoring Vertical to monitor EWS & Frauds
- ❖ Dedicated Transaction Vertical, Reconciliation Centre & National Processing Centre
- ❖ Revamped Wealth Management Vertical
- ❖ Corporate Relationship Cell
- ❖ Analytics Centre of Excellence
- ❖ Centralized Vendor Payment Cell
- ❖ Retail Asset Vertical
- ❖ Customer Relationship Module



**Asset Quality**

- ❖ Feet on Street, Leveraging BC network for collections
- ❖ End-to-end digital solution for Recovery Management
- ❖ Regional Collection Centres, Call Centres

## Transforming the Bank Across 5 Key Themes

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### Customer Engagement & Experience

- 40 digital journeys
- 10+ new digital assets
- Human Banking & Conversational AI
- Omni-channel experience
- Hyper personalization

3

### Future Ready Technology

- Modern microservices based tech stack
- Next-gen digital contact center
- Best-in-class customer relationship management platform

5

### New Agile Way of Working

- Revamped digital operating model
- Agile, cross-functional teams
- Capability building

2

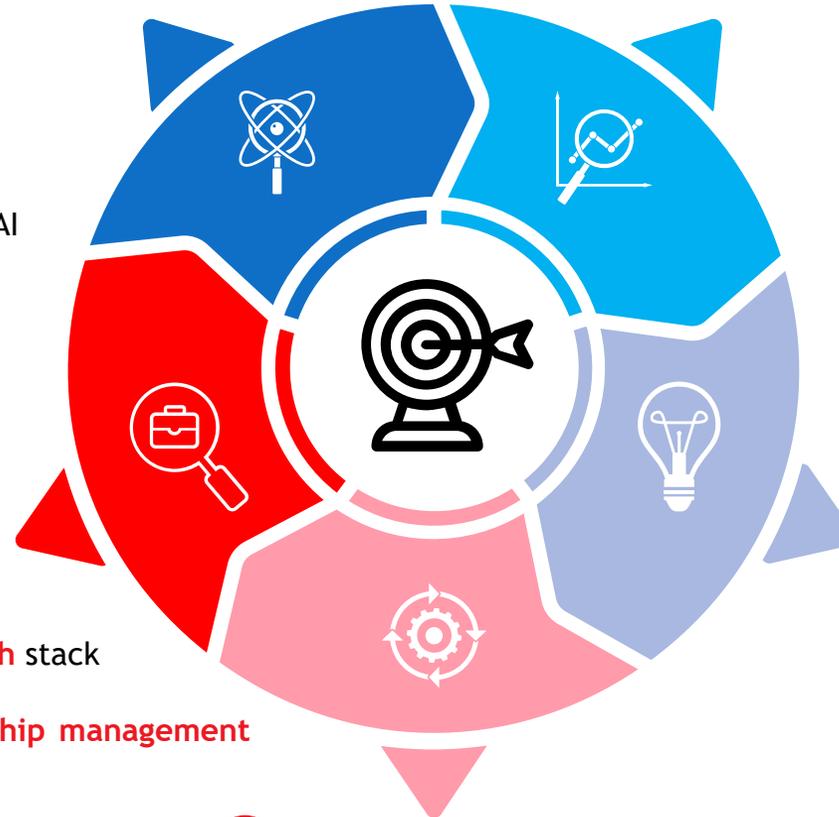
### Advanced Analytics

- Bank-wide data-lake to enable 100+ advanced analytics use cases
- Structured analytical development life cycle for long term sustainable implementation

4

### Ecosystem & Partnerships

- FinTech innovation hub with 90+ FinTechs
- Open API Banking
- Sandbox for quick testing & deployment
- RBI Innovation HUB
- Account Aggregators



**Building the Most Advanced Digital Banking Platform**

350+ journeys to capture the end-to-end customer lifecycle

Conversational AI

Seamless Journey

Hyper Personalization

Omni-channel Experience

Segment-specific approach

Consumer assets

Retail & Agri customers



Mobile



Web

Business consumer assets

MSME



Mobile

Corporate



Mobile

Corporate + MSME



Web

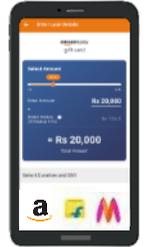
CRM & digital-assisted asset for branch, MOs & DSAs



Digital Contact Center



Embedded Finance



Digital Platform with shared Omni-Channel Microservices Layer

Advanced Analytics Use Cases powered in collaboration with ACoE



Integrated public utilities/ capabilities



Fintech and Ecosystem partners



Agile, Digital Operating Model

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Q1 Highlights

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Financials

Asset Quality

Capital Adequacy

Fin. Inclusion & ESG

Strategic Initiatives/Outcome

Group Entities

Awards

Outcome of Various Digital Initiatives

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EASE

Group Entities

Awards



65%

YoY growth in Fixed Deposits amount sourced digitally



1 lac+

CBDC Retail User Registrations



3rd

Highest volume of UPI remittances processed among PSBs

Cumulative



94%

MSME Renewal for <10 lacs through STP



81%

Retail accounts reviewed digitally



22mn+

Vyom registrations

Cumulative



53%

Growth in LAD Accounts opened digitally



38%

Growth in amount sanctioned under Shishu Mudra STP



31%

Personal loan accounts Sanctioned digitally

Quarterly



(No. in Lakhs)

Overview

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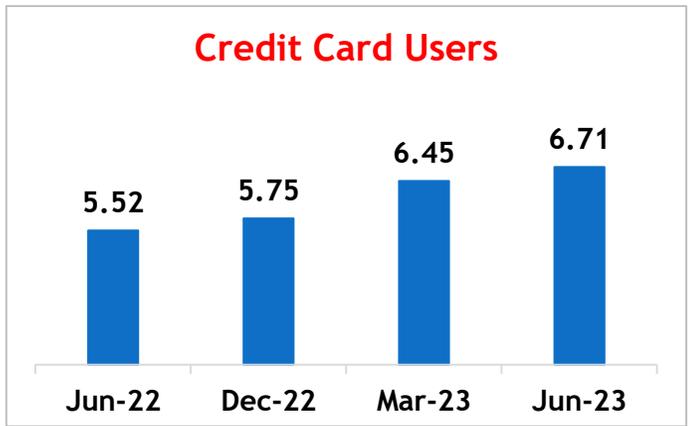
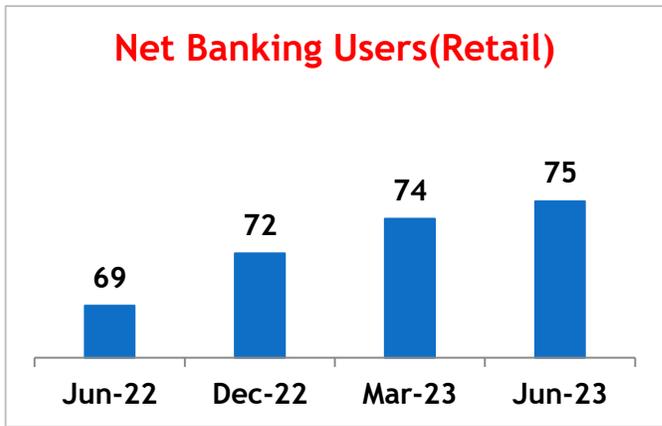
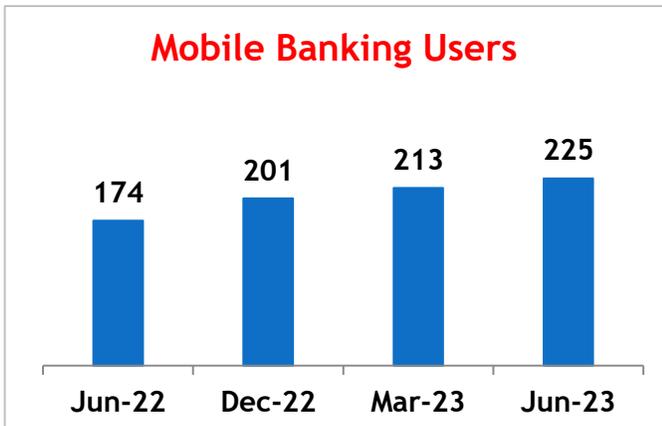
Fin. Inclusion & ESG

**Strategic Initiatives/Outcome**

Group Entities

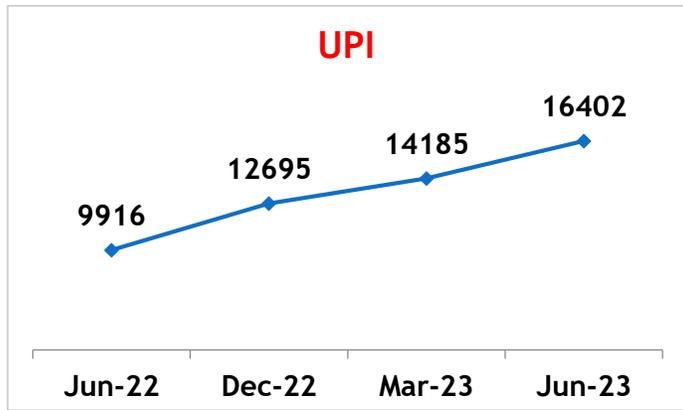
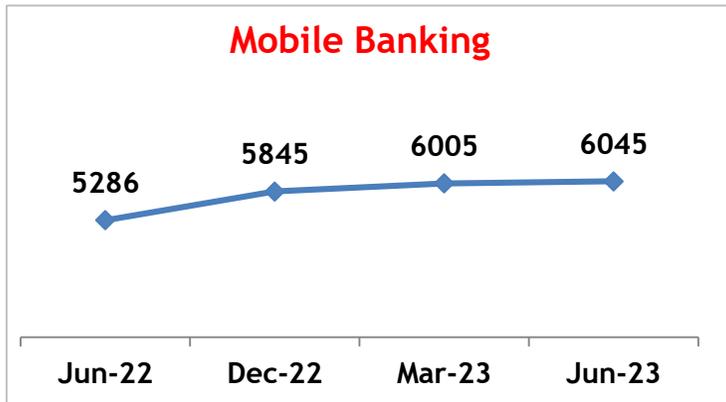
Awards

**Digital Footprints**



**Volume of Transactions (Q-o-Q)**

(No. in Lakhs)



**UBISL**

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**Strategic Initiatives/Outcome**

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Awards

**PAN India Presence:**

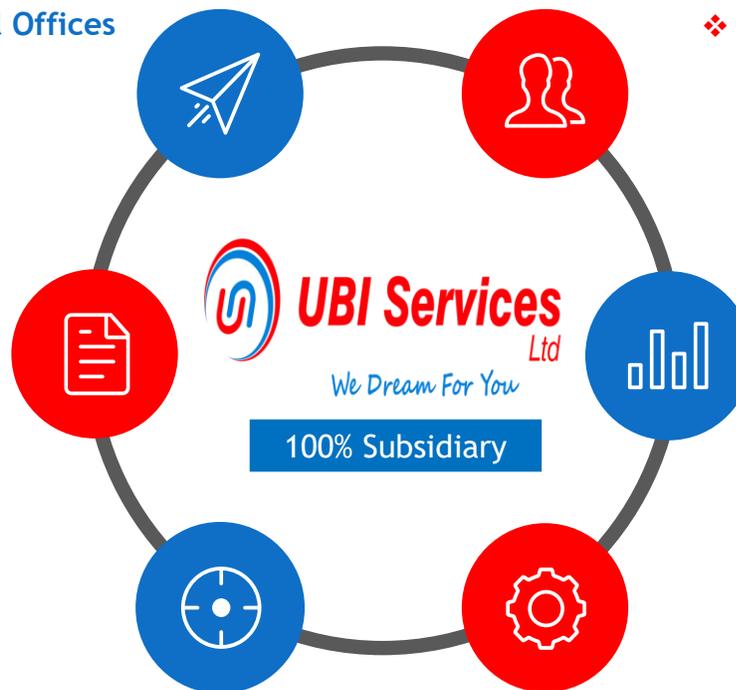
- ❖ Footprints in 25 states , 117 Regional Offices
- ❖ Covering 127 locations

**Products Sourced:**

- ❖ Housing Loan, Vehicle Loan, MSME Loan, Gold Loan & Credit Card

**Services:**

- ❖ Account Opening Back Office, Recovery & Collection, Feet on Street, Call Centres, CBS Helpdesk, Centralized Vendor Payment



**Workforce:**

- ❖ 2700+ Employees

**Business & Cost Effectiveness:**

- ❖ Added 43000+ new loan accounts during Q1FY24.
- ❖ Contributed new business of Rs. 1200+ Crores during Q1FY24.
- ❖ Variable and performance linked pay/incentives

**Value Added Services:**

- ❖ Wealth Management Service, Builder tie-ups, Vehicle dealer tie-ups, Institutional Broking & Online Will writing

## Subsidiaries & Joint Ventures

₹ in crore

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Name of the Entity	Holding (%)	Profit After Tax		Description
		Q1FY23	Q1FY24	
<b>Subsidiaries</b>				
Union Bank of India (UK) Ltd.	100.00%	5.64	12.49	❖ Geographical benefits in booking business in UK and Europe.
Union Asset Management Co. Pvt. Ltd.	100.00%	0.77	4.33	❖ Sponsored by Union Bank of India & Dai-ichi Life Holdings, Inc. ❖ Crossed AUM of Rs. 10,000 Crores.
UBI Services Ltd.	100.00%	0.40	(7.20)	❖ Sourcing Retail loans like Housing, Mortgage, Education & Vehicle loans, MSME loans, Gold loans and Credit cards for parent Bank.
Andhra Bank Financial Services Ltd.	100.00%	0.24	0.26	❖ Carry on activities/business of Leasing, Hire purchasing and Merchant Banking
Union Trustee Co. Pvt. Ltd.	100.00%	0.05	0.03	❖ Act as a trustee company for Union Mutual Fund
<b>Joint Ventures</b>				
Star Union Dai-ichi Life Insurance Co. Ltd.	25.10%	7.37	16.24	❖ One of the fastest growing private life insurance company in India. ❖ Pan-India presence through 161 Branch Office ❖ Undertaking social responsibility covering 85 lakhs+ lives under PMJJBY.
India International Bank (Malaysia) BHD	25.00%	(1.89)	0.25	❖ Undertaking banking business offering deposit & loan products to cater to needs and requirements of customers of Malaysia.
ASREC India Ltd.	26.02%	8.54	6.99	❖ Ensures greater efficiency in resolving the NPAs through approval of cases at DRT. ❖ Made recovery in 130 accounts during Q1FY24.
<b>Associate</b>				
Chaitanya Godavari Gramin Bank	35.00%	76.19	89.18	❖ Regional Rural Bank with 249 branches. ❖ Committed to usher in prosperity & plenty by care concern to the financial needs of cross section of rural populace in Guntur, East Godavari & West Godavari Districts.

Awards and Accolades Q1FY24

Gold Category in BFSI for Union Prerna Project by SKOCH Awards

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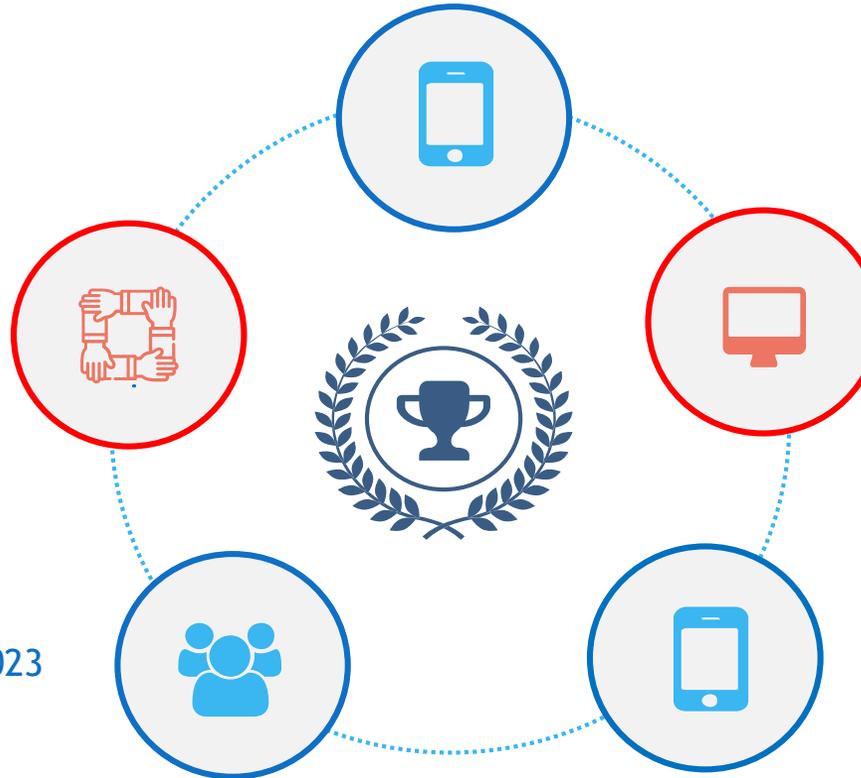
Awards

Economic Times - Future Ready Organization 2023-24 Award

Disability Positive Award 2023 by BW People

1<sup>st</sup> Rank in the category of “ Best Guarantee Coverage (Number)” for FY 2022-23 by CGTMSE

Won 7 Infosys Finacle Innovation Awards



### Disclaimer

Except for the historical information contained herein, statements in this presentation which contain words or phrases such as “is”, “aims”, ‘will’, ‘would’, ‘indicating’, ‘expected to’ etc., 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 in business, the impact of any acquisitions, the adequacy of our allowance for credit losses, technological implementation and changes, the actual growth in demand for banking products and services, investment income, cash flow projections, our exposure to market risks as well as other risks. Union Bank undertakes no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.

THANK YOU

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