



# इण्डियन ओवरसीज़ बैंक **Indian Overseas Bank**

## PERFORMANCE ANALYSIS

Q1 2020-21

20.08.2020



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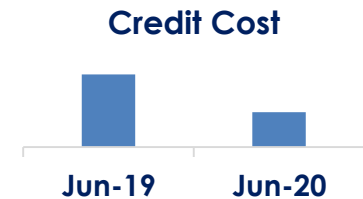
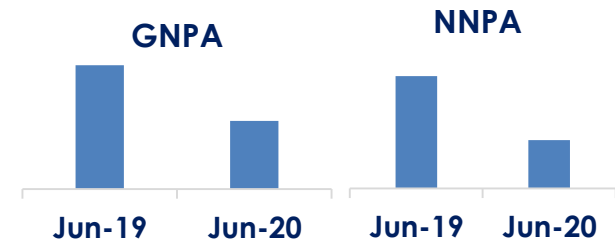
# PERFORMANCE HIGHLIGHTS

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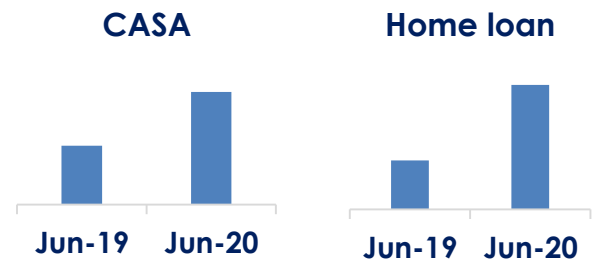


Rs in Crore

Asset Quality		Jun-19	Mar-20	Jun-20	Y-o-Y(%)
	Gross NPA	33262	19913	18291	-45.01
	Net NPA	14174	6603	6081	-57.10
	GNPA%	22.53	14.78	13.90	(863 bps)
	NNPA%	11.04	5.44	5.10	(594 bps)
	Credit Cost	3.31	2.40	2.11	(120 bps)
Slippage Ratio	6.91	4.36	0.90	(601 bps)	



Business		Jun-19	Mar-20	Jun-20	Y-o-Y(%)
	CASA	84145	89751	92514	9.95%
	CASA %	38.05	40.26	41.02	297 bps
	Bulk Deposits	28958	17092	12665	-56.26%
	Home loan	11463	13632	13733	19.80%
	RAM% <i>Domestic</i>	68.07	75.83	75.40	733 bps



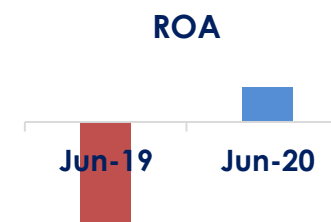
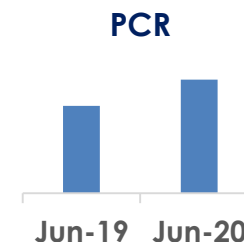
\*excl. pool buyout

# PERFORMANCE HIGHLIGHTS



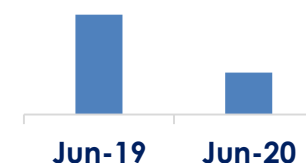
Rs in Crore

Key Ratios	Jun-19	Mar-20	Jun-20	Y-o-Y(%)	
	PCR	72.24	86.94	87.97	1573 bps
	Capital Adequacy (%)	10.02	10.72	10.93	91 bps
	Cost to Income (%)	57.72	54.43	53.23	(449 bps)
	ROA	-0.48	0.20	0.16	-



Profitability	Jun-19	Mar-20	Jun-20	Y-o-Y	
	NII	1288	1532	1412	124
	NIM (%)	2.01	2.30	2.08	7 bps
	Other Income	670	1095	932	262
	Operating Profit	828	1197	1094	266
	Net Profit/Loss	-342	144	121	-

Cost to Income



# FINANCIAL PERFORMANCE

# FINANCIALS- AT A GLANCE



Rs. in Crore

Particulars	Quarter Ended			Growth %	
	Jun-19	Mar-20	Jun-20	Q-o-Q	Y-o-Y
Interest Income	4336	4442	4302	-3.16	-0.80
Interest Expenses	3048	2910	2890	-0.72	-5.20
<b>Net Interest Income</b>	<b>1288</b>	<b>1532</b>	<b>1412</b>	<b>-7.80</b>	<b>9.61</b>
Non Interest Income	670	1095	932	-14.92	39.06
<b>Operating Income</b>	<b>1959</b>	<b>2627</b>	<b>2344</b>	<b>-10.77</b>	<b>19.69</b>
Operating Expenses	1130	1430	1250	-12.58	10.58
<b>Operating Profit</b>	<b>828</b>	<b>1197</b>	<b>1094</b>	<b>-8.61</b>	<b>32.12</b>
Total Provisions	1170	1053	973	-7.59	-16.82
<b>Net Profit/Loss</b>	<b>-342</b>	<b>144</b>	<b>121</b>	<b>-16.07</b>	<b>-</b>

# TOTAL INCOME

Rs. in Crore



Particulars	Quarter Ended			Growth %	
	Jun-19	Mar-20	Jun-20	Q-o-Q	Y-o-Y
Interest on Loans	2958	2848	2782	-2.32	-5.95
Interest on Investment	1199	1398	1422	1.71	18.63
Other Interest Income	180	196	98	-50.05	-45.54
<b>Total Interest Income</b>	<b>4336</b>	<b>4442</b>	<b>4302</b>	<b>-3.16</b>	<b>-0.80</b>
Exchange & Commission	201	228	166	-27.12	-17.52
Profit on Sale of Investment	181	233	518	122.45	186.66
Profit on Exchange	167	135	151	11.60	-9.51
All other Income	122	500	97	-80.52	-19.90
<b>Total Non Interest Income</b>	<b>670</b>	<b>1095</b>	<b>932</b>	<b>-14.92</b>	<b>39.06</b>
<b>Total Income</b>	<b>5006</b>	<b>5537</b>	<b>5234</b>	<b>-5.49</b>	<b>4.54</b>



# TOTAL EXPENSES

Rs. in Crore



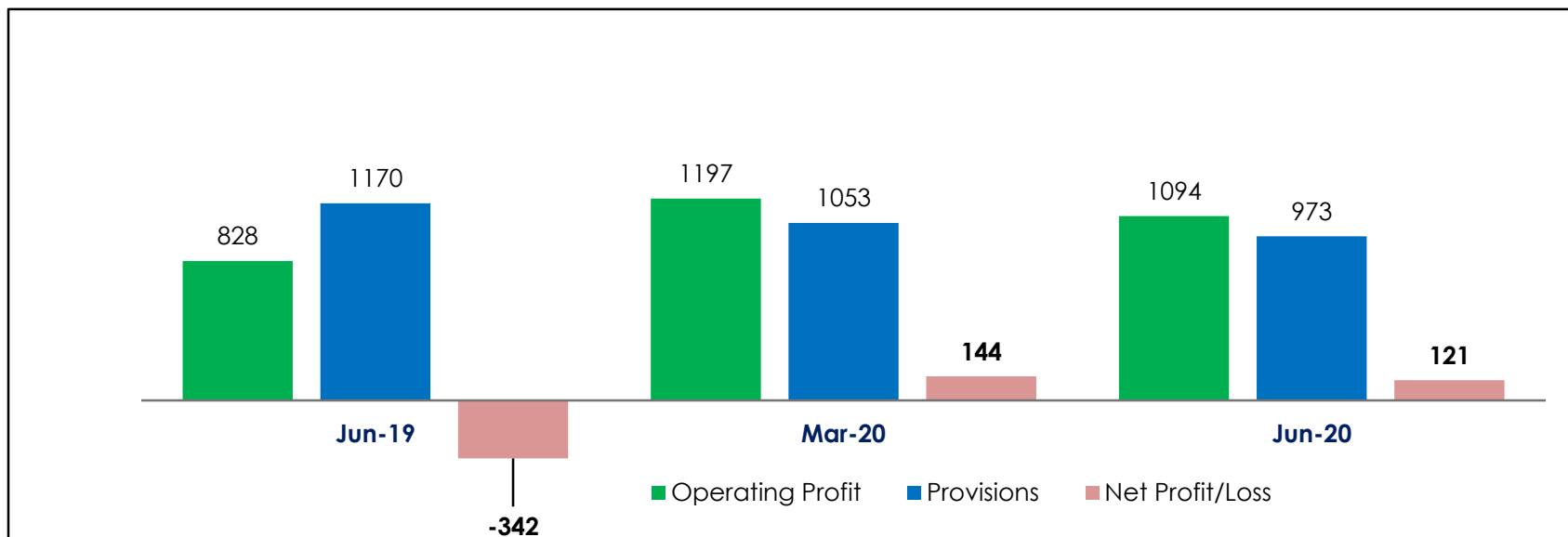
Particulars	Quarter Ended			Growth %	
	Jun-19	Mar-20	Jun-20	Q-o-Q	Y-o-Y
Interest on Deposits	2904	2795	2776	-0.68	-4.41
Interest on Borrowings	144	116	114	-1.67	-21.03
Other Interest paid	0	0	0	-2.79	0.95
<b>Total Interest Expenses</b>	<b>3048</b>	<b>2910</b>	<b>2890</b>	<b>-0.72</b>	<b>-5.20</b>
Staff Expenses	736	874	884	1.09	20.11
Other Expenses	394	555	366	-34.10	-7.22
<b>Operating Expenses</b>	<b>1130</b>	<b>1430</b>	<b>1250</b>	<b>-12.58</b>	<b>10.58</b>
<b>Total Expenses</b>	<b>4178</b>	<b>4340</b>	<b>4139</b>	<b>-4.62</b>	<b>-0.93</b>

# PROVISIONS & PROFIT

Rs. in Crore

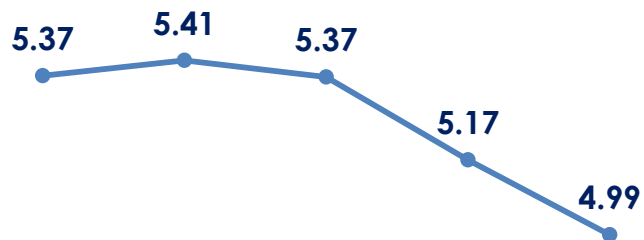


Particulars	Quarter Ended			Growth %	
	Jun-19	Mar-20	Jun-20	Q-o-Q	Y-o-Y
Operating Profit	828	1197	1094	-8.61	32.12
<b>Provisions</b>	<b>1170</b>	<b>1053</b>	<b>973</b>	<b>-7.59</b>	<b>-16.82</b>
of which NPA Provisions	1259	831	711	-14.42	-43.53
Other Provisions	-89	222	262	17.93	-
<b>Net Profit/Loss</b>	<b>-342</b>	<b>144</b>	<b>121</b>	<b>-16.07</b>	<b>-</b>



# PERFORMANCE RATIOS- QUARTERLY

### Cost of Deposits



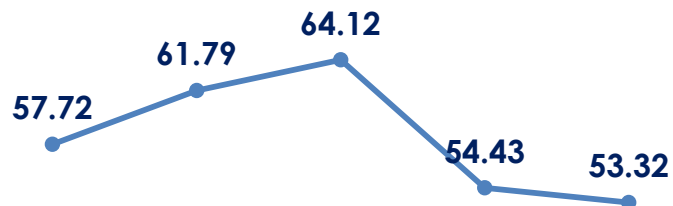
June 19    Sept 19    Dec 19    Mar-20    June 20

### Yield on Advances



June 19    Sept 19    Dec 19    Mar-20    June 20

### Cost to Income Ratio



June 19    Sept 19    Dec 19    Mar-20    June 20

### Net Interest Margin



June 19    Sept 19    Dec 19    Mar-20    June 20

## BUSINESS PERFORMANCE & INITIATIVES

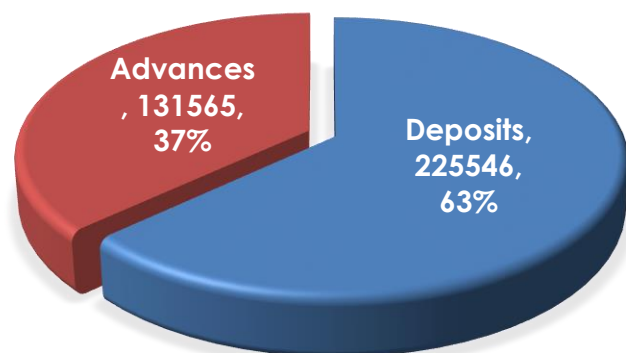
# BUSINESS PERFORMANCE- GLOBAL



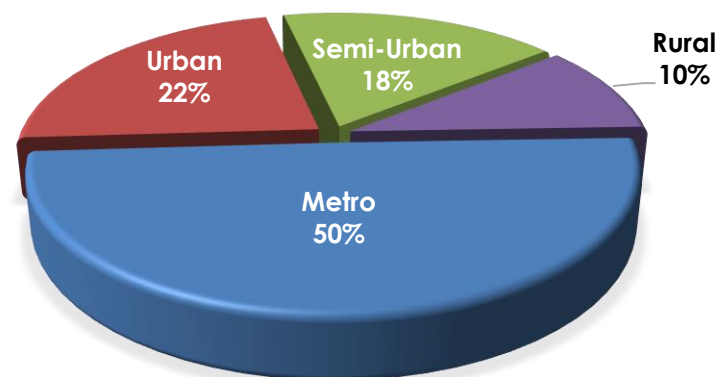
Rs. in Crore

Particulars	Jun-19	Mar-20	Jun-20	Y-o-Y(%)	Q-oQ(%)
<b>CASA</b>	84145	89751	92514	9.95	3.08
a)Retail Term Deposits	104833	112265	117011	11.62	4.23
b)Bulk Deposits	28958	17092	12665	-56.26	-25.90
c)Overseas Term Deposits	3234	3844	3356	3.75	-12.71
<b>Term Deposits (a+b+c)</b>	137026	133201	133032	-2.91	-0.13
<b>Total Deposits</b>	<b>221171</b>	<b>222952</b>	<b>225546</b>	<b>1.98</b>	<b>1.16</b>
<b>Advances</b>	<b>147606</b>	<b>134771</b>	<b>131565</b>	<b>-10.87</b>	<b>-2.38</b>
<b>Business Mix</b>	<b>368777</b>	<b>357723</b>	<b>357110</b>	<b>-3.16</b>	<b>-0.17</b>
CASA%	38.05	40.26	41.02	297bps	76bps
CD Ratio%	66.74	60.45	58.33	(841bps)	(212bps)

DEPOSITS - ADVANCES SHARE- JUN 20



DEPOSITS SHARE



# DEPOSITS COMPOSITION



Rs. in Crore

IOB

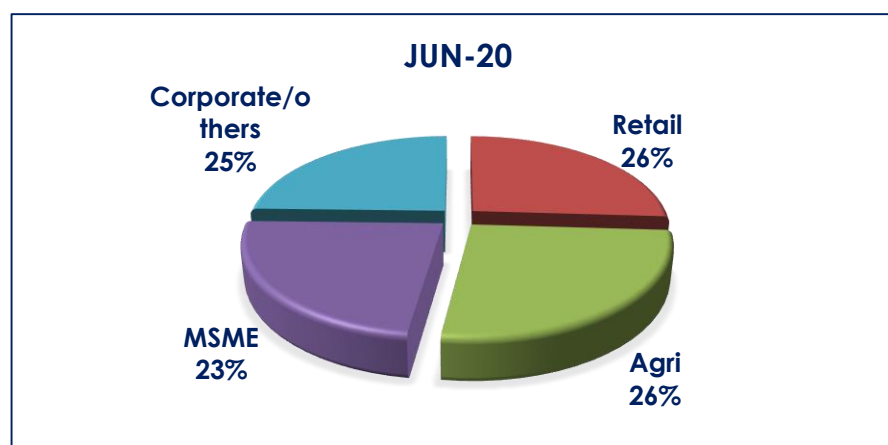
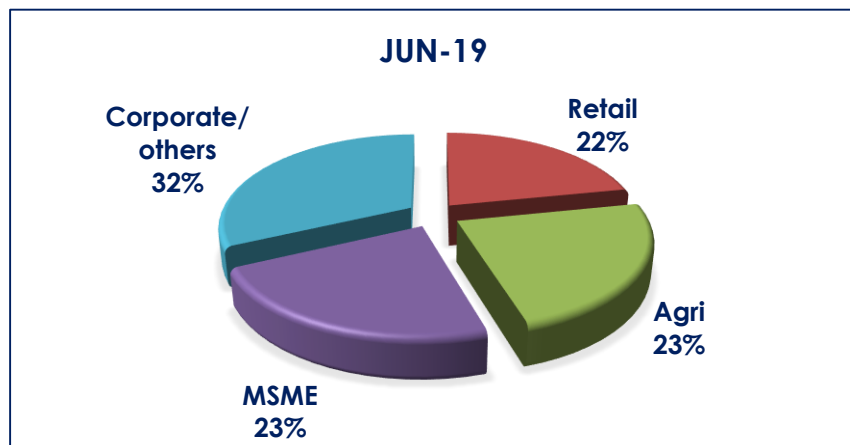
Parameters	Jun-19	Mar-20	Jun-20	Y-o-Y variation		Q-o-Q variation	
				Amount	%	Amount	%
<b>Domestic-Deposits</b>							
Savings Bank	70334	75374	78105	7771	11.05	2731	3.62
Current Account	13005	13297	13420	415	3.19	123	0.92
<b>CASA</b>	<b>83339</b>	<b>88671</b>	<b>91525</b>	<b>8186</b>	<b>9.82</b>	<b>2854</b>	<b>3.22</b>
Term Deposits (TD)	133791	129357	129676	-4115	-3.08	319	0.25
<b>Deposits</b>	<b>217130</b>	<b>218028</b>	<b>221201</b>	<b>4071</b>	<b>1.87</b>	<b>3173</b>	<b>1.46</b>
<b>CASA%</b>	<b>38.38%</b>	<b>40.67%</b>	<b>41.38%</b>	<b>299bps</b>		<b>71bps</b>	
<b>Overseas- Deposits</b>							
SB	168	197	238	69	41.31	41	20.56
CD	638	882	751	113	17.80	-131	-14.85
CASA	806	1079	989	183	22.70	-91	-8.39
Term Deposits	3234	3844	3356	121	3.75	-489	-12.71
<b>Global Deposits</b>							
CASA	84145	89751	92514	8369	9.95	2763	3.08
Term Deposits	137026	133201	133032	-3994	-2.91	-169	-0.13
<b>Deposits</b>	<b>221171</b>	<b>222952</b>	<b>225546</b>	<b>4375</b>	<b>1.98</b>	<b>2594</b>	<b>1.16</b>
<b>CASA%</b>	<b>38.05%</b>	<b>40.26%</b>	<b>41.02%</b>	<b>297bps</b>		<b>76bps</b>	

# RISK SPREAD- ASSETS



Rs. in Crore

## Domestic Share of Advances



Parameters	Jun-19	Mar-20	Jun-20	Y-o-Y Growth		Q-o-Q Growth	
				Amount	%	Amount	%
Retail	31053	32876	32052	998	3.22	-824	-2.51
Agri	33337	33136	32454	-883	-2.65	-682	-2.06
MSME	32345	30548	28643	-3702	-11.45	-1905	-6.24
Corporate/others	45375	30775	30394	-14981	-33.02	-382	-1.24
<b>Domestic Advances</b>	<b>142110</b>	<b>127336</b>	<b>123542</b>	<b>-18568</b>	<b>-13.07</b>	<b>-3794</b>	<b>-2.98</b>
Overseas	5496	7436	8023	2527	45.98	587	7.89
<b>Global Advances</b>	<b>147606</b>	<b>134771</b>	<b>131565</b>	<b>-16041</b>	<b>-10.87</b>	<b>-3207</b>	<b>-2.38</b>
<b>RAM to Domestic Adv (%)</b>	<b>68.07</b>	<b>75.83</b>	<b>75.40</b>	<b>733 bps</b>		<b>(43bps)</b>	
<b>RAM to Global Adv (%)</b>	<b>65.54</b>	<b>71.65</b>	<b>70.80</b>	<b>526 bps</b>		<b>(85bps)</b>	

# RETAIL PERFORMANCE

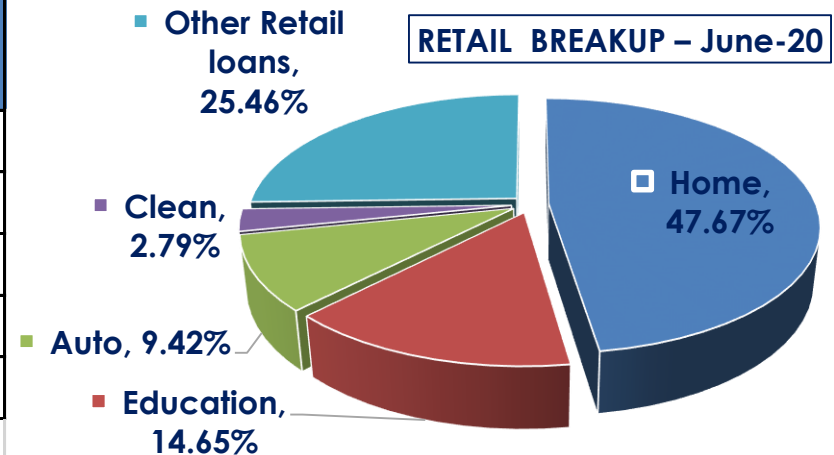


Rs. in Crore

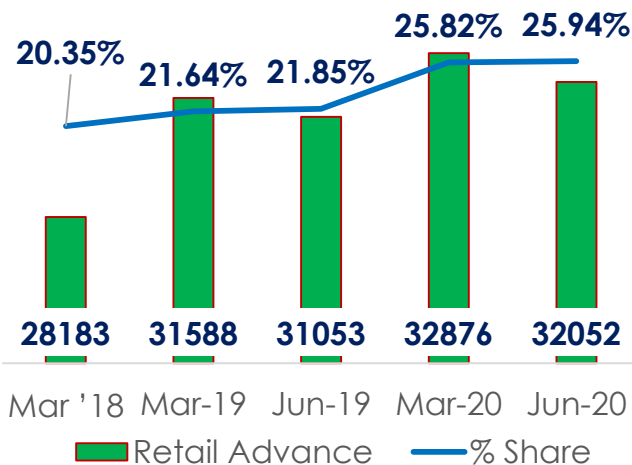
IOB

Period	Domestic Advance	Retail Advance	% Share
Mar '18	138516	28183	20.35%
Mar-19	146000	31588	21.64%
Jun-19	142110	30153*	21.22%
Mar-20	127336	32876	25.82%
Jun-20	123542	32052	25.94%

\*Excludes IBPC



## Share of Retail on Domestic Advances



Retail scheme	Jun-19	Mar-20	Jun-20
Home*	11463	13632	13733
Education	4895	4760	4695
Auto	3006	3080	3020
Other Retail Loan	8813	9801	9056

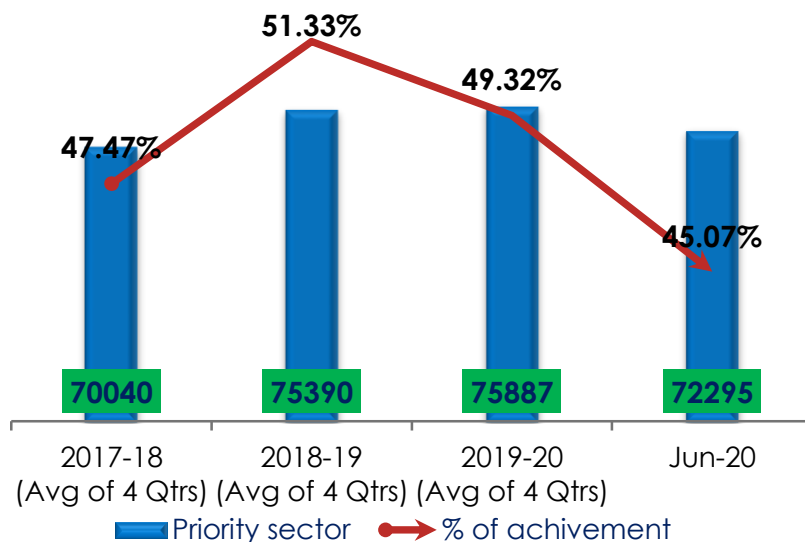
\*Excludes poolbuyout



# PRIORITY SECTOR ADVANCES – OVERVIEW AS ON 30.06.2020

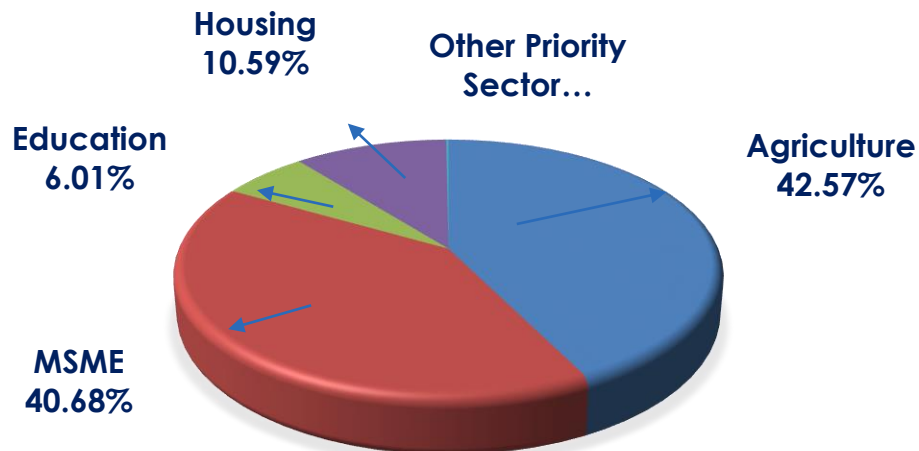


Rs. in Crore **IOB**



Financial Year	Priority sector Achievement	% of achievement
2017-18 (Avg of 4 Qtrs)	70040	<b>47.47%</b>
2018-19 (Avg of 4 Qtrs)	75390	<b>51.33%</b>
2019-20 (Avg of 4 Qtrs)	75885	<b>49.32%</b>
As on Jun-20	72295	<b>45.07%</b>

## PRIORITY SECTOR EXPOSURE AS ON 30.06.2020



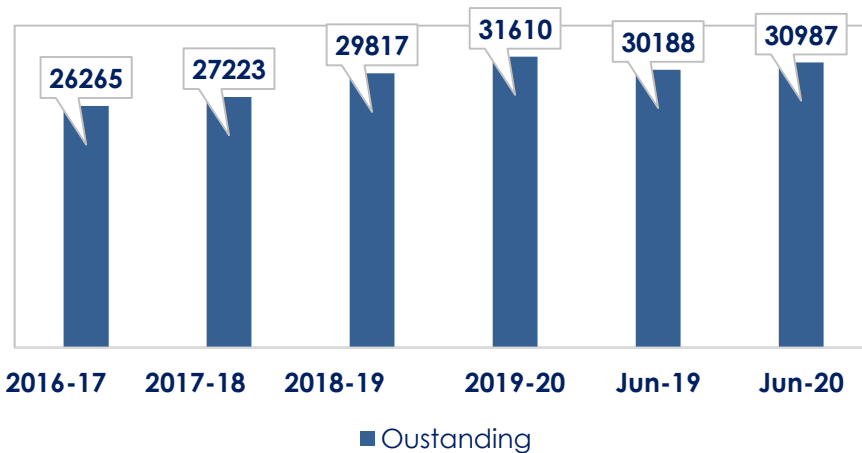
Priority sector exposure	O/s as on 30.06.2020	% Share
Agriculture	30777	42.57%
MSME	29406	40.68%
Education	4346	6.01%
Housing	7653	10.59%
Other Priority Sector	114	0.16%
<b>Total</b>	<b>72295</b>	<b>100.00%</b>

# AGRICULTURE ADVANCE PERFORMANCE

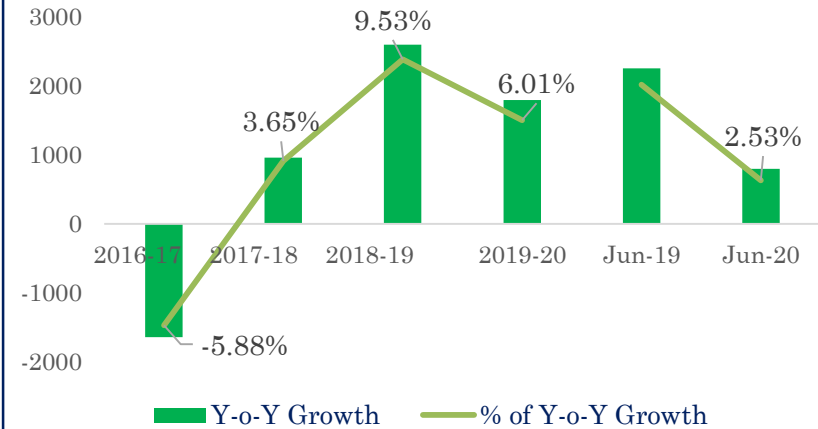


Rs. in Crore

**Agricultural Advances  
Outstanding Excluding RIDF& IBPC**



**Agricultural Advances - Y-o-Y  
Growth**

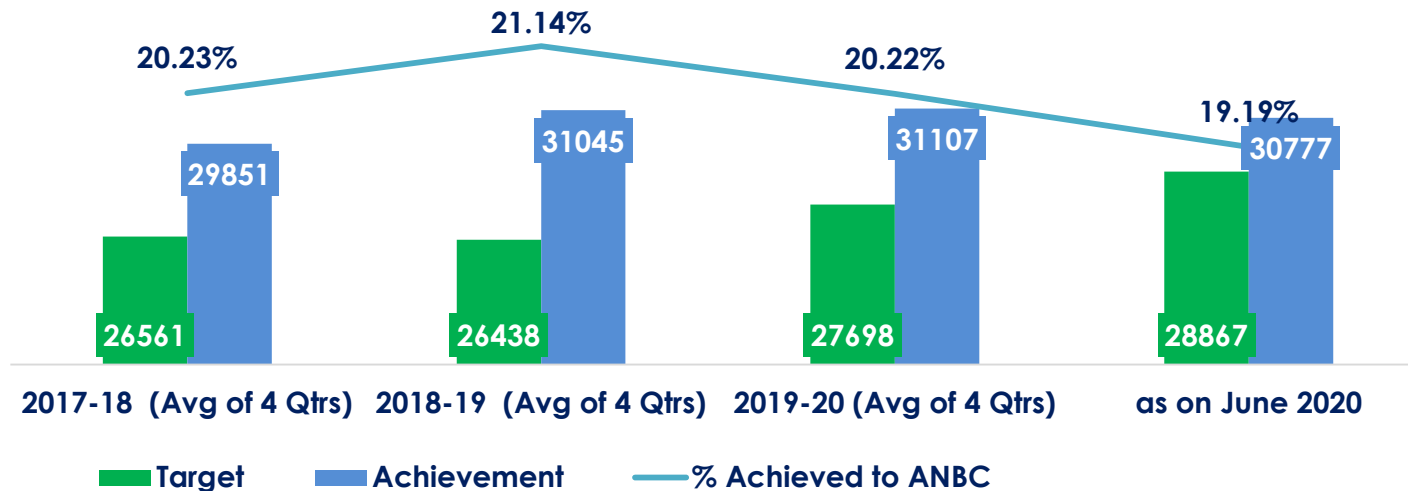


Agriculture Advances - Total				Agriculture Advances - Excluding RIDF & IBPC		
FY	Outstanding	Y-o-Y Growth	% of Y-o-Y Growth	Outstanding	Y-o-Y Growth	% of Y-o-Y Growth
2016-17	29438	-798	-2.64%	26265	-1642	-5.88%
2017-18	30820	1382	4.69%	27223	958	3.65%
2018-19	33340	2520	8.18%	29817	2594	9.53%
2019-20	33136	-204	-0.61%	31610	1793	6.01%
Jun-20 (over Mar'20)	32454	-682	-2.06%	30987	-623	-1.97%
Jun-19	33337	+1784	+5.64%	30188	2253	+8.07%
June 20	32454	-883	-2.67%	30987	799	+2.53%

IBPC as on 30.06.2020 is NIL.

# AGRI ADVANCES – PRIORITY SECTOR

Rs. in Crore



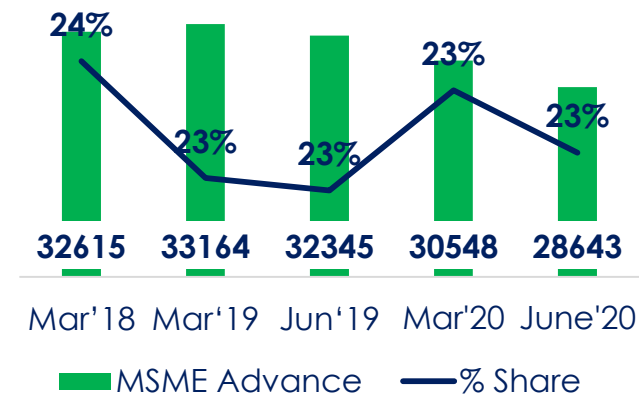
Financial Year	ANBC	Target (18% of ANBC)	Achievement	
			Amount	%
2016-17 (Avg of 4 Qtrs)	158808	28585	28865	18.18%
2017-18 (Avg of 4 Qtrs)	147560	26561	29851	20.23%
2018-19 (Avg of 4 Qtrs)	146878	26438	31045*	21.14%
2019-20 (Avg of 4 Qtrs)	153880	27698	31107#	20.22%
June 2020	160373	28867	30777	19.19%

\* After netting off PSLC SF/MF Sale of Rs.1500 Crs during Sep-2018

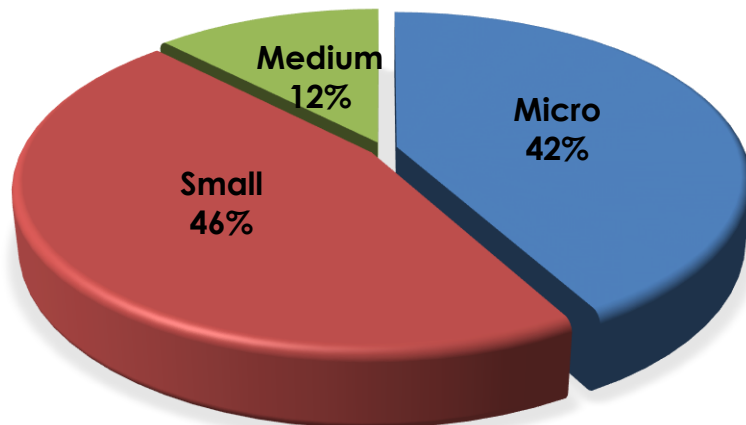
# After netting off PSLC SF/MF Sale of Rs.1600 Crs during Sep-2019.

Year	Gross Domestic	MSME Advance	% Share
Mar'18	138516	32615	24%
Mar'19	146001	33164	23%
Jun'19	142987	32345	23%
Mar'20	127336	30548	23%
<b>June'20</b>	<b>125118</b>	<b>28643</b>	<b>23%</b>

Share of MSME on Domestic Advances



% SHARE OF MSME CREDIT

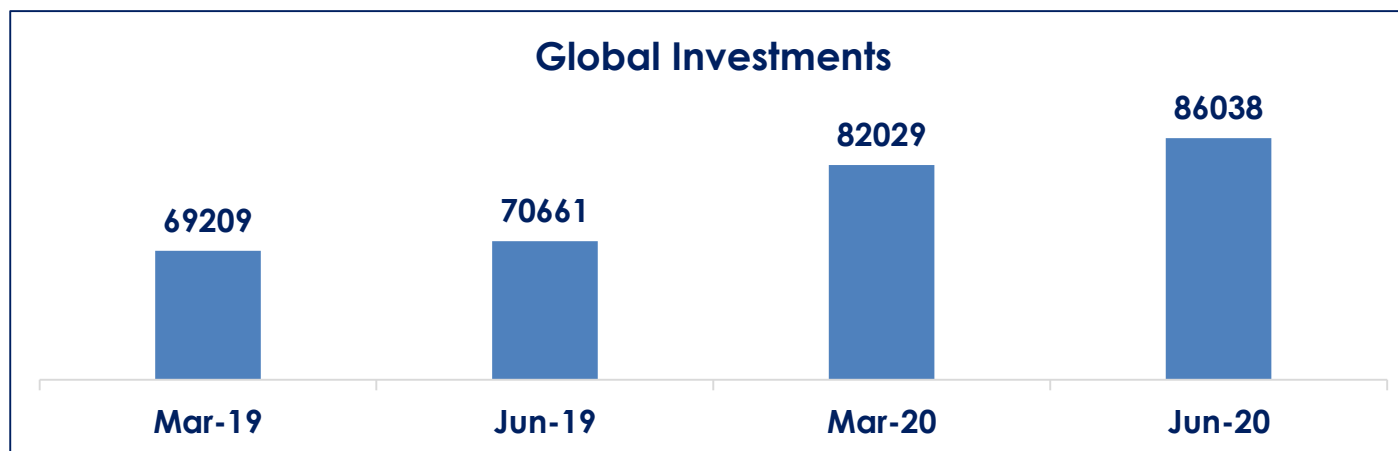


% Share of MSME Credit  
(O/S as on June 2020) Rs. In Crores

Category	No of Accounts	Amount o/s	% Share
Micro	517370	12017	42%
Small	27863	13098	46%
Medium	1310	3528	12%
<b>Total</b>	<b>546543</b>	<b>28643</b>	<b>100%</b>

# INVESTMENTS

Rs. in Crore



Parameters	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20	Jun-20
Domestic Investments	65380	67031	76159	76221	78358	82528
SLR	47858	49073	54642	53792	51162	54485
Non SLR	17522	17958	21518	22429	27196	28043
Held to Maturity	45975	44958	53460	54506	59097	60470
Available for Sale	19345	21883	22569	21633	19261	21950
Held for Trading	60	190	131	82	0	108
Investment by Overseas Branches	3829	3630	3538	3666	3671	3510
<b>Global Investments</b>	<b>69209</b>	<b>70661</b>	<b>79697</b>	<b>79887</b>	<b>82029</b>	<b>86038</b>

# NPA MANAGEMENT

# NPA MANAGEMENT

Rs. in Crore



Details	Jun-19	Sep-19	Dec-19	Mar-20	Jun-20
<b>i) Opening Gross NPAs</b>	<b>33398</b>	<b>33262</b>	<b>28674</b>	<b>23734</b>	<b>19913</b>
a. Cash Recoveries	483	552	872	756	150
b. Upgradation	431	291	298	227	45
c. Write-Offs	1171	5689	5554	3994	1784
d. Sale to ARCs	0	13	183	194	0
e. Other Reductions	0	0	3	0	0
<b>ii) Total Reductions (a+b+c+d+e)</b>	<b>2084</b>	<b>6545</b>	<b>6911</b>	<b>5171</b>	<b>1979</b>
iii) a.Fresh Slippages to NPA category	2050	1796	1648	1293	257
iii) b.Other Debits	-102	161	323	57	101
<b>Closing Gross NPAs (i-ii+iii)</b>	<b>33262</b>	<b>28673</b>	<b>23411</b>	<b>19913</b>	<b>18291</b>
<b>Gross NPA (%)</b>	<b>22.53</b>	<b>20.00</b>	<b>16.89</b>	<b>14.78</b>	<b>13.90</b>
Net NPAs (Absolute)	14174	12508	7087	6603	6081
<b>Net NPA (%)</b>	<b>11.04</b>	<b>9.84</b>	<b>5.81</b>	<b>5.44</b>	<b>5.10</b>
<b>Provision Coverage Ratio</b>	<b>72.24</b>	<b>75.85</b>	<b>86.2</b>	<b>86.94</b>	<b>87.97</b>

# SEGMENTAL NPAs

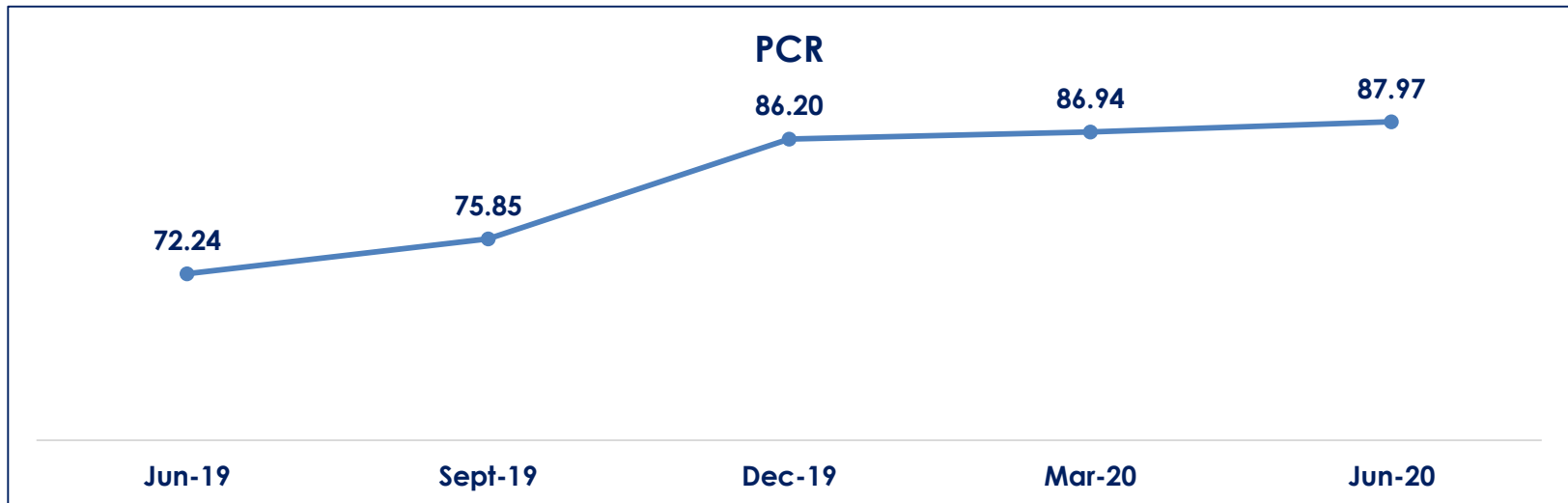
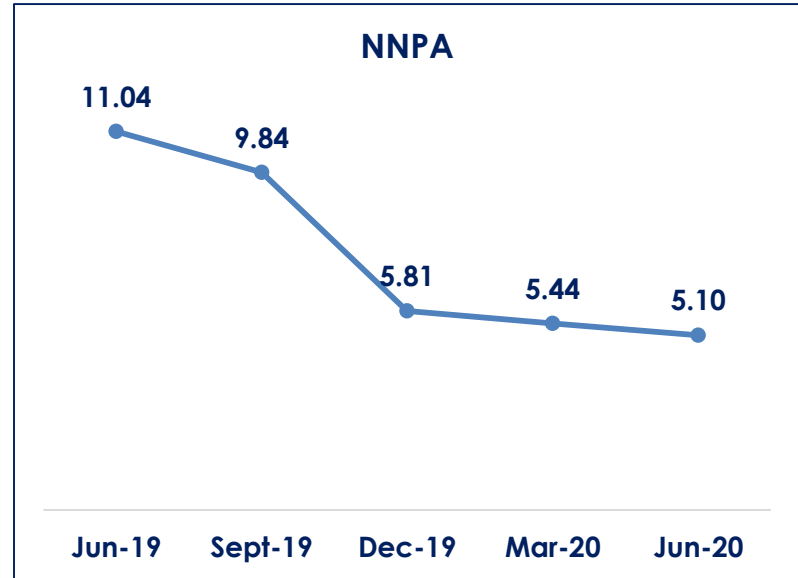
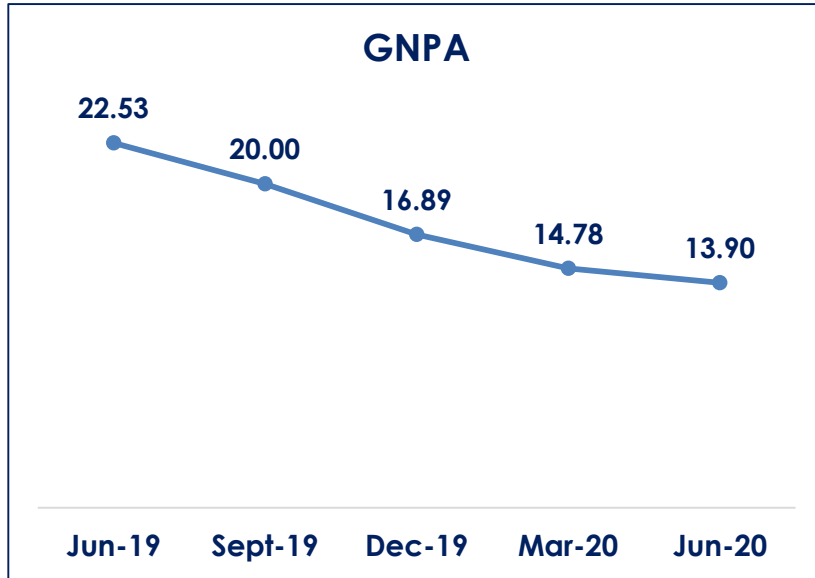


Rs. in Crore

Segmental NPAs	Jun-19		Mar-20		Jun-20	
	NPA	Ratio %	NPA	Ratio %	NPA	Ratio %
<b>Retail</b>	983	3.17	793	2.41	773	2.41
<b>Agri</b>	3714	11.14	2428	7.33	2270	7.00
<b>MSME</b>	5472	16.92	3257	10.66	2603	9.09
<b>Corporate</b>	22060	48.62	12206	39.66	11295	37.16
<b>Overseas</b>	1032	18.79	1228	16.51	1350	16.83
<b>Total</b>	<b>33262</b>	<b>22.53</b>	<b>19913</b>	<b>14.78</b>	<b>18291</b>	<b>13.90</b>



# MOVEMENT OF NPA



# CAPITAL ADEQUACY

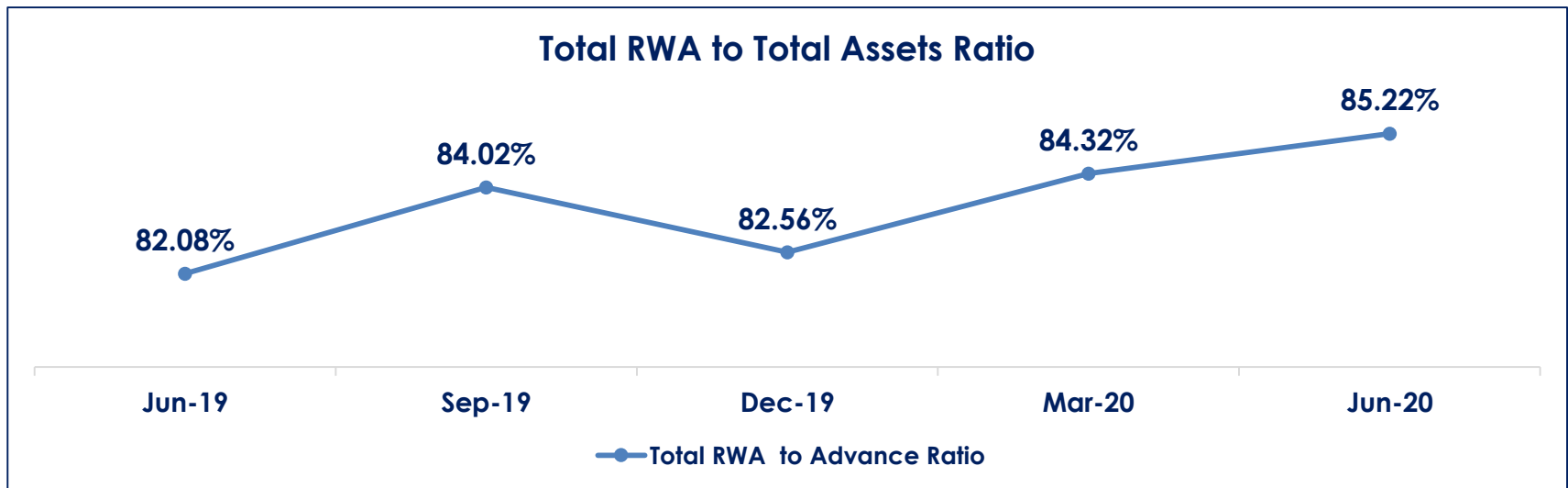
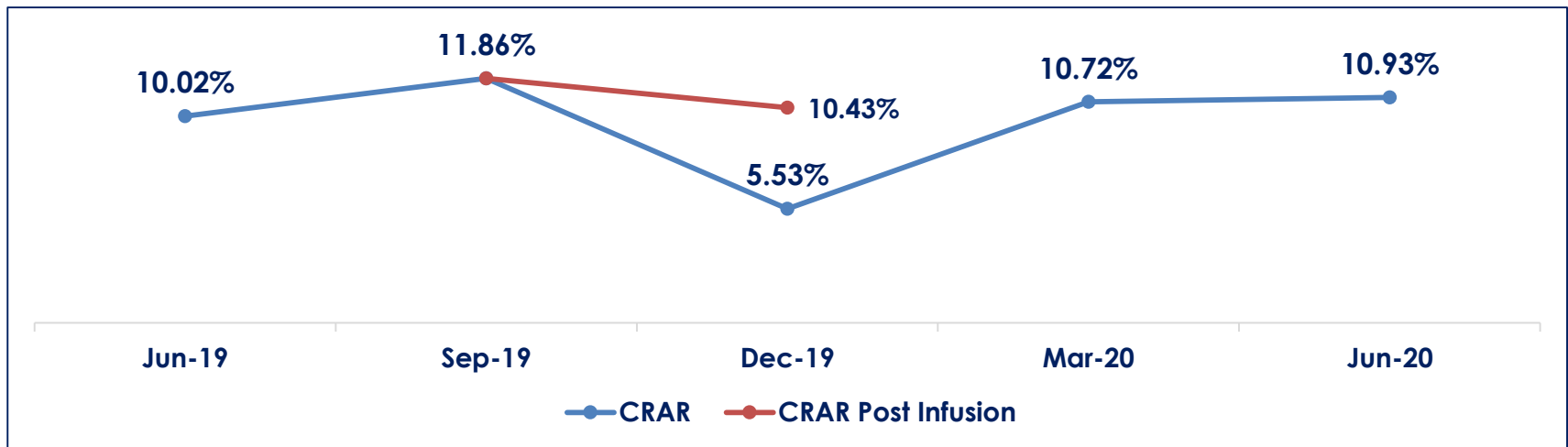
# CAPITAL CONSERVATION

Rs. in Crore



Particulars	Jun-19	Sep-19	Dec-19		Mar-20	Jun-20
			Pre Capital Infusion	Post Capital Infusion		
Market Risk RWA	11320	11950	12938	12938	12316	14010
Operational Risk RWA	16642	16642	16642	16642	16642	13217
Credit Risk RWA	93196	91846	84890	86814	84680	84889
<b>Total RWA (A)</b>	<b>121158</b>	<b>120438</b>	<b>114470</b>	<b>116394</b>	<b>113638</b>	<b>112115</b>
CET 1	9194	11077	4039	9169	9329	9397
<b>CET 1%</b>	<b>7.59%</b>	<b>9.20%</b>	<b>3.53%</b>	<b>7.88%</b>	<b>8.21%</b>	<b>8.38%</b>
Tier 1	9234	11077	4039	9169	9329	9397
<b>Tier 1%</b>	<b>7.62%</b>	<b>9.20%</b>	<b>3.53%</b>	<b>7.88%</b>	<b>8.21%</b>	<b>8.38%</b>
Tier 2	2909	3203	2951	2975	2852	2855
<b>Tier 2%</b>	<b>2.40%</b>	<b>2.66%</b>	<b>2.00%</b>	<b>2.56%</b>	<b>2.51%</b>	<b>2.55%</b>
Total Capital (B)	12142	14280	6990	12144	12181	12252
<b>CRAR (B/A)</b>	<b>10.02%</b>	<b>11.86%</b>	<b>5.53%</b>	<b>10.43%</b>	<b>10.72%</b>	<b>10.93%</b>
Total RWA to Advance Ratio	<b>82.08%</b>	<b>84.02%</b>	<b>82.56%</b>	<b>83.95%</b>	<b>84.32%</b>	<b>85.22%</b>
Credit RWA to Advance Ratio	<b>63.14%</b>	<b>64.07%</b>	<b>61.23%</b>	<b>62.62%</b>	<b>62.83%</b>	<b>64.52%</b>

# MOVEMENT OF RWA & CRAR



# COVID-19 RESPONSE

# COVID-19 RESPONSE



Rs in Crore **IOB**

## Covid-19 emergency relief scheme for existing borrowers- Performance as on 30.06.2020

Category of borrowers	Number of accounts eligible for loans as on 31.3.2020	No. of applications/request received		Sanctioned		Disbursement	
		No. of accounts	Amount	No. of accounts	Amount	No. of accounts	Amount
<b>MSME out of which</b>	<b>52741</b>	15307	608.23	15307	608.23	899	75.78
<b>Micro</b>	<b>42099</b>	9952	195.60	9952	195.60	613	18.03
<b>Small</b>	<b>10322</b>	5035	279.07	5035	279.07	259	35.61
<b>Medium</b>	<b>320</b>	320	133.56	320	133.56	27	22.14
<b>Corporate</b>	<b>108</b>	30	52.10	28	40.10	28	37.42
<b>Agriculture</b>	<b>3551</b>	706	199.12	762	200.81	720	88.89
<b>SHG</b>	<b>45992</b>	10721	80.69	11584	91.65	10434	87.33
<b>Retail</b>	<b>75580</b>	20988	595.12	20988	595.12	5682	159.37

## Emergency Credit Line Guarantee Scheme (ECLGS) funding as on 30.06.2020

No. of Eligible borrowers - No. of Ac/s	Total Loan Amount Outstanding as on 29.02.2020	Eligible Amount 20% of Outstanding Loan	Sanction		Disbursement	
			No of Accounts	Amount	No of Accounts	Amount
210593	22512	4502	101281	1377	32218	619

## COVID -19 Regulatory package on working capital reassessment as on 30.06.2020 (20.4.2020 onwards)

(1) Category of borrowers	(2) No. of a/c eligible for reassessment	(3) Aggregate sanctioned WC limit of borrowers	(4) No. of a/c in which borrowers requested for reassessment/enhancement	(5) Aggregate sanctions WC limit of borrowers Out of (3)	(6) Out of which no. of a/c in which WC limits were increased after reassessment	(7) Aggregate enhancement in sanctioned WC limit under reassessment, of accounts reported at (5)
MSME	55423	15659.93	711	104.87	711	96.15
Corporate	99	8599.55	25	1952.57	4	27.02
Agriculture	3551	2955.94	1329	28.97	1329	10.47
SHG	45992	1774.75	448	11.85	448	8.45

FINANCIAL INCLUSION & CUSTOMER SERVICE



**Atal  
Pension  
Yojana**

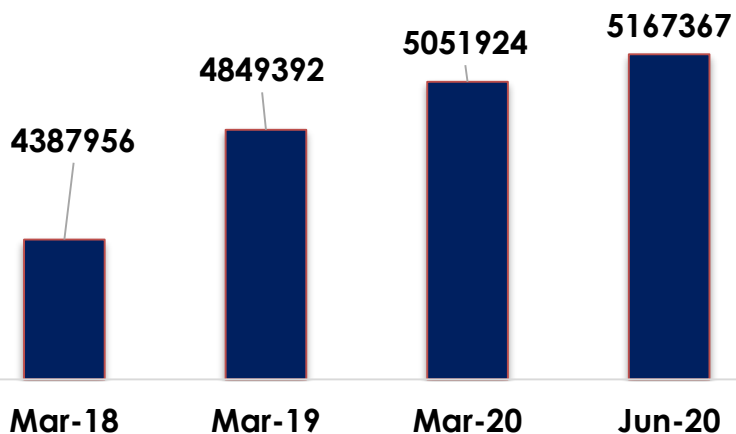
**Pradhan Mantri  
Jeevan Jyoti Bima Yojana**



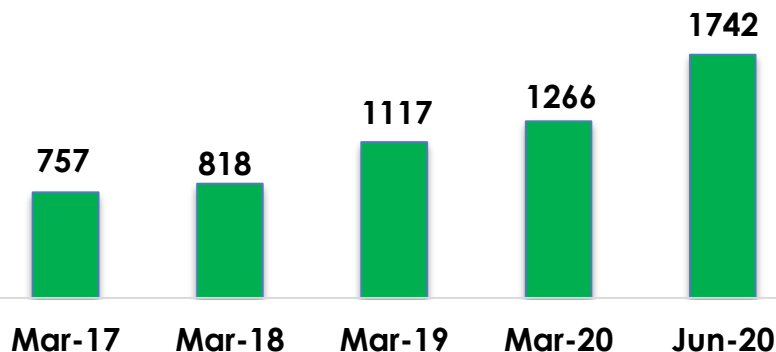
# FINANCIAL INCLUSION



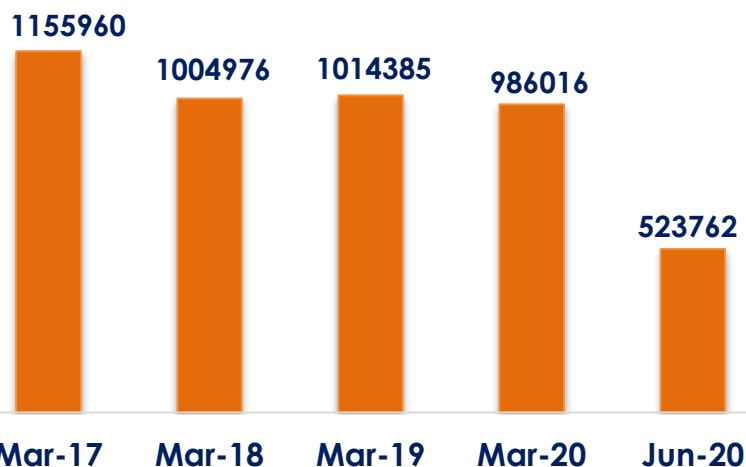
### No. of PMJDY A/Cs



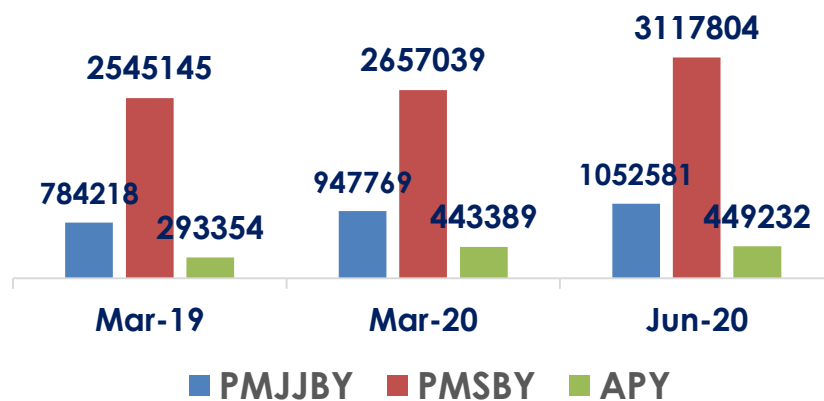
### Outstanding in PMJDY A/Cs in Rs. Cr



### No. of Zero Balance PMJDY A/Cs



### Jansuraksha & APY Enrolments



# CUSTOMER SERVICE

Lodge complaint in our website – [www.iob.in](http://www.iob.in) and track the complaints. You can lodge complaint by calling our Toll Free Number 1800 425 4445



## Door-Step Banking

Door step banking for Senior citizen and differently abled person is being done through Branches where BCs are available.



## Phone Banking

We have implemented Phone Banking through IVRS. The facility is made available through Toll free number 18004254445.

 इण्डियन ओवरसीज़ बैंक  
Indian Overseas Bank

### CUSTOMER SERVICE FEEDBACK

*Dear Customer,*

**We want to hear from you**

 **Happy** 88288 46225  
Give Missed Call







 **Unhappy** 88288 46220  
Give Missed Call






**YOUR OPINION COUNTS**

# DIGITAL INITIATIVES



**DIGITAL INDIA**  
Welcome to IOB Digital World

- 
**IOB - Internet Banking**  
Anytime - Any where Banking
- 
**IOB - Mobile Banking**  
Mobile app which offers major banking functions at ease
- 
**IOB- IMPS**  
24 \* 7 instant funds transfer
- 
**IOB- Prepaid Card**  
Open system re-loadable card.
- 
**IOB - Pay**  
Payment Gateway to Institution towards payment of fee / Donations
- 
**IOB - USSD \*99#**  
Bank without Internet with IOB \*99# app

Milestone Mobile APPS of IOB available on Play Store / App Store

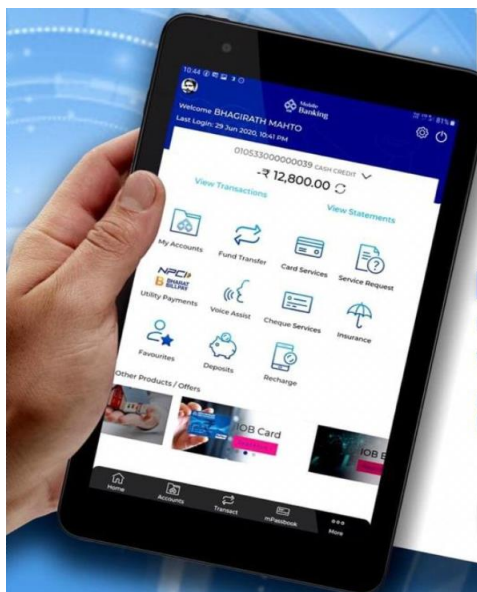
# DIGITAL OUTREACH



Customer touch Points	No of Users		As on 30.06.2020
	Mobile Banking Registered users		28,07,131
	Internet Banking Registered users		20,95,127
	UPI Registered users		28,69,886
	ATMs/CDMs (No of outlet)		3,067

ADC CHANNELS		
Particulars	Transactions-01.04.2020 to 30.06.2020	
	No.	Amt
ATM ( On & Off)	25053585	9816.05
CDM	4656528	3009.54
Ecom	4290616	382.02
POS	2702926	384.64

# NEW MOBILE BANKING APP



**इण्डियन ओवरसीज़ बैंक**  
**Indian Overseas Bank**

आपकी प्रगति का सच्चा साथी  
Good people to grow with



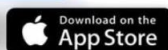
## IOB Mobile App

One app for all banking needs.

With digital passbook and statement.

It is also available for viewing only.  
(No transaction right)

**Download now**



## FEATURES

### NEW FEATURES

- Self user registration
- Easy to operate user interface
- Digital Passbook and Statement
- Pre-mature closure of Fixed Deposit

### SECURITY

- Sim binding to ensure safety and security
- Secured with Dual Authentication
- Log in with Fingerprint
- Log in with Internet Banking Password (coming soon)
- Also available for viewing purpose

### FUND TRANSFER

- Quick Payment
- NEFT/IMPS Recurring Payments

### OTHER SERVICES

- Show Lien and Under CLG Balance
- Fixed Deposit calculator, open, renewal and closure
- ChequeBook request, and stop payment of Cheque.
- Mobile recharge
- Utility payment (Electricity, Landline, DTH, Gas bill etc.)
- TDS and Interest Certificate
- Tax Payment

### CARD SERVICES

- Credit Card payment
- Block Debit Card/ generate and reset ATM pin



For further details : please contact your nearest IOB branch  
CONTACT US | email: mbshelp@iob.in | toll free : 18004254445 | website : www.iobnet.co.in | www.iob.in

## IOB Mobile Banking

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Good people to grow with



बैंकिंग अब आपके मोबाइल में ...

## Services

Internet Banking

Fund Transfer

mPassbook

Deposits

Card Services

Recharge & Utility Payments

Other Services

- Self user registration and set fund transfer mpin with Debit Card.

- Now access your Bank Account on IOB MOBILE with Internet Banking credentials.

- Quick Payment/ Pay Later.
- NEFT / IMPS Recurring Payments. (Standing Instruction)
- Add and Manage Beneficiary.

- Check Mini Statement.
- View / Download Statement for a period.

- Fixed Deposit Calculator.
- Open/ Renew and closure of Fixed Deposit.

- IOB Credit Card payment.
- Block/ Unblock and Manage debit card.

- Mobile Recharge.
- Utility payment (Electricity, Landline, Water, DTH, Gas, etc.

- Set transaction limits.
- Fund transfer Enable/ Disable.
- and many more services available on IOB Mobile App.

### CONTACT US

mbshelp@iob.in  
18004254445 (toll free)  
www.iob.in  
www.iobnet.co.in

For further details :  
Please contact your nearest IOB branch  
\*Terms and Conditions apply



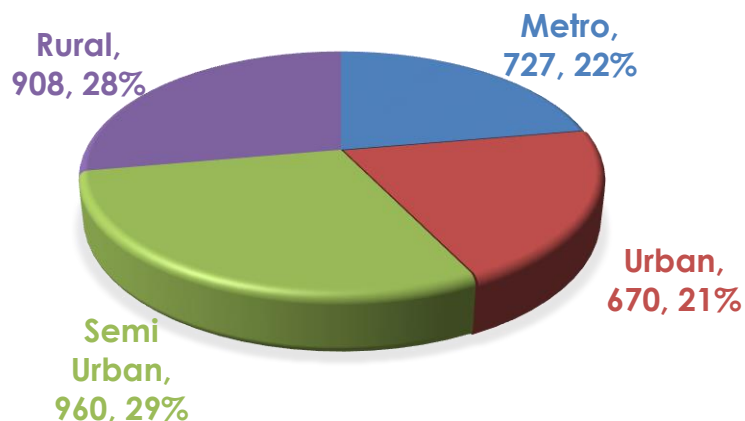
Download on the  
**App Store**



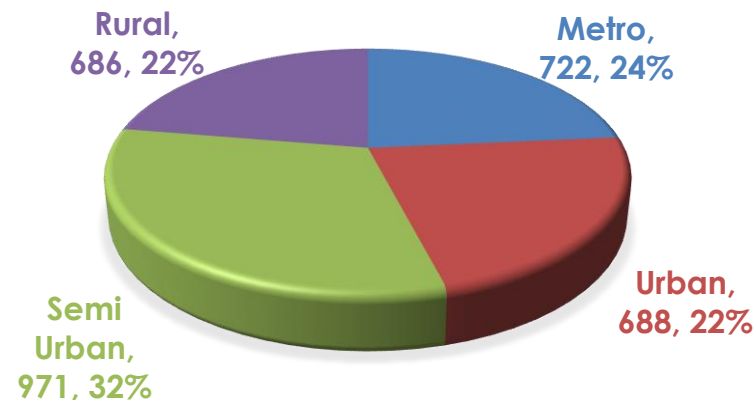
GET IT ON  
**Google Play**




# CUSTOMER TOUCH POINT

## BRANCH NETWORK- JUN 2020



## ATM NETWORK- JUN 2020



Details		Mar-18	Mar-19	Mar-20	Jun-20
	<b>Branches</b>	3332	3280	3270	3265
	<b>ATM</b>	3552	3450	3032	3067
	<b>BC</b>	2663	2705	2795	2760

# GLOBAL FOOT PRINTS- FOREIGN BRANCHES



<b>Overseas Branches</b>	Singapore	HongKong	Colombo	Bangkok
<b>JV Subsidiary</b>	Malaysia			
<b>Remittance Centre</b>	Singapore-Serangoon Road			

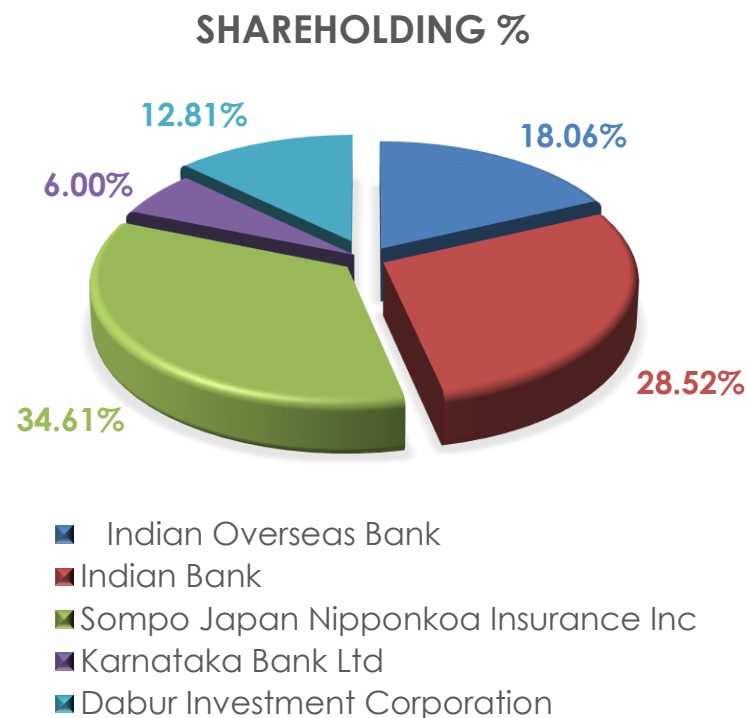
**Joint Venture in Malaysia:** Joint Venture with Bank of Baroda (40%) and Andhra Bank (25%) with IOB share of 35%

# 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.



- 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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