





#### **PERFORMANCE ANALYSIS**

Q1 2018-19







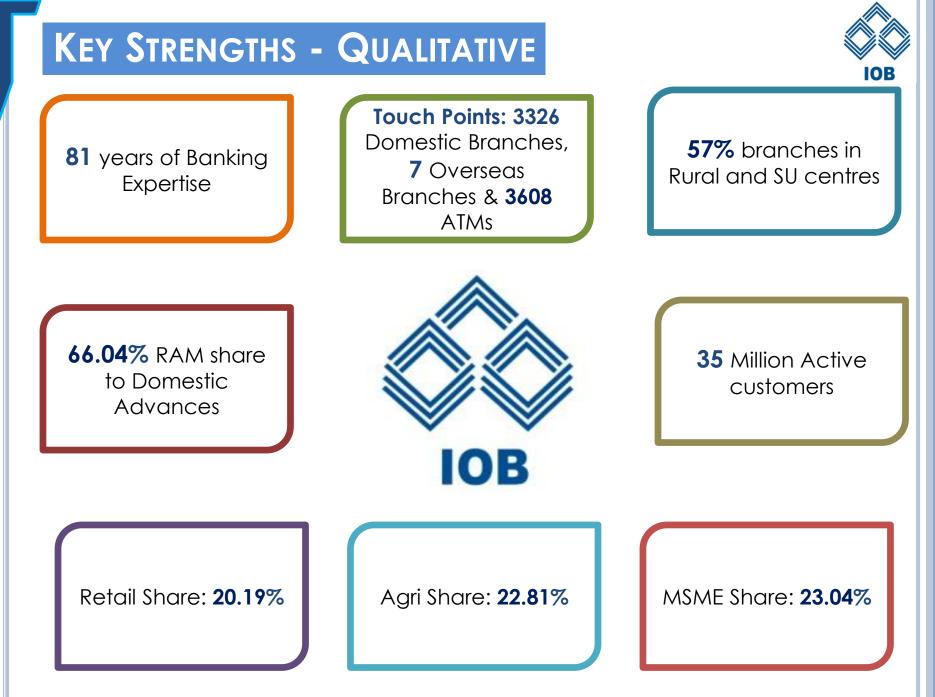




## OUR HERITAGE



- Indian Overseas Bank (IOB) was founded on 10th February 1937 by Shri.M.Ct.M. Chidambaram Chettyar.
- Objective was to specialize in foreign exchange business and take Bank across the globe.
- IOB started business simultaneously at Karaikudi, Chennai and Rangoon in Burma (presently Myanmar) followed by a branch in Penang, Malaysia.
- At the dawn of Independence IOB had 38 branches in India and 7 branches abroad –and Deposits stood at Rs.6.64 crores and Advances at Rs.3.23 crores at that time.
- IOB was one of the 14 major banks that were nationalized in 1969. On the eve of Nationalization in 1969, IOB had 195 branches in India with aggregate deposits of Rs.67.70 crores and Advances of Rs.44.90 crores.
- IOB sponsored two Regional Rural Banks. Pandiyan Grama Bank in Tamil Nadu and Odisha Gramya Bank in Odisha.
- Bank's overseas presence in 5 countries namely Singapore, Hongkong, Thailand, Sri Lanka and South Korea.

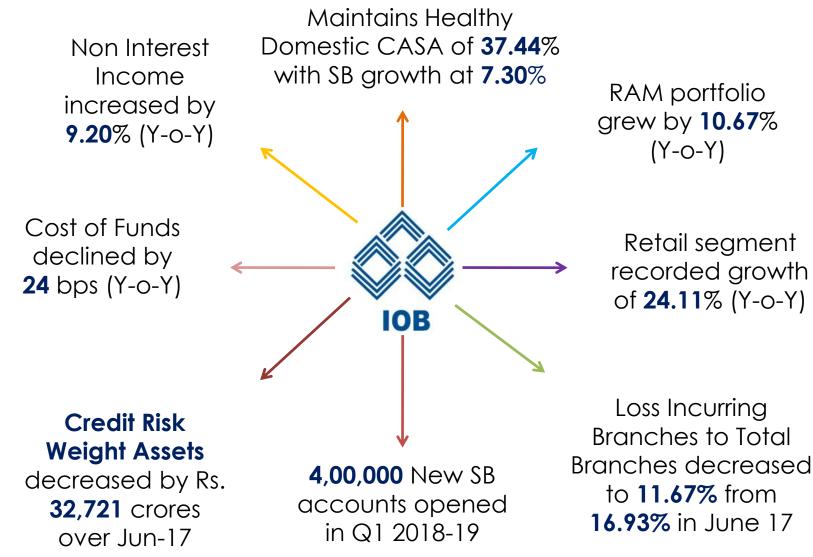




- 81 years in the service of Banking.
- Strong Domestic presence of **3326** Branches & **3608** ATM/Cash Recyclers.
- **57%** of Branches catering to the needs of Rural and Semi Urban centres enhancing deeper Financial Inclusion.
- 2640 Business Correspondents provide extended reach.
- A strong Brand name in South India especially in the State of Tamil Nadu.
- Trust of **35 million** active customers.
- Overseas Presence with 7 branches and 1 Representative Office.
- Sustained Growth in Low cost **CASA** deposits.
- Improved performance in Retail, Agri and MSME Segments contributing to 66.04 % of Domestic Advances up from 59.96% an year ago.
- Digital initiatives and strong technology penetration.

#### **HIGHLIGHTS - QUANTITATIVE**





#### HIGHLIGHTS



- Maintains healthy Global CASA Ratio of **36.85%** as at June 2018.
- Global Deposits recorded a growth of 1.15% on Y-o-Y basis and ended at Rs.
   2,13,168 crores.
- Global Advances ended at Rs. **1,48,760** crores with improved RAM concentration of **61.42%** at Rs. **91,372** crores.
- Retail Credit recorded a growth of 24.11% & Agri grew by 7.16% on Y-o-Y basis.
- Core Retail grew by 23.68% on Y-o-Y basis & 6.02% on Sequential quarter basis.
- Better NPA Management, Slippages lesser than Recovery in Q1.
- Provision Coverage Ratio improved from 53.09% in Jun 17 to 61.10% in Jun 2018.
- Cost to Income Ratio stood favourably lower at 50.48% for Q1 2018-19

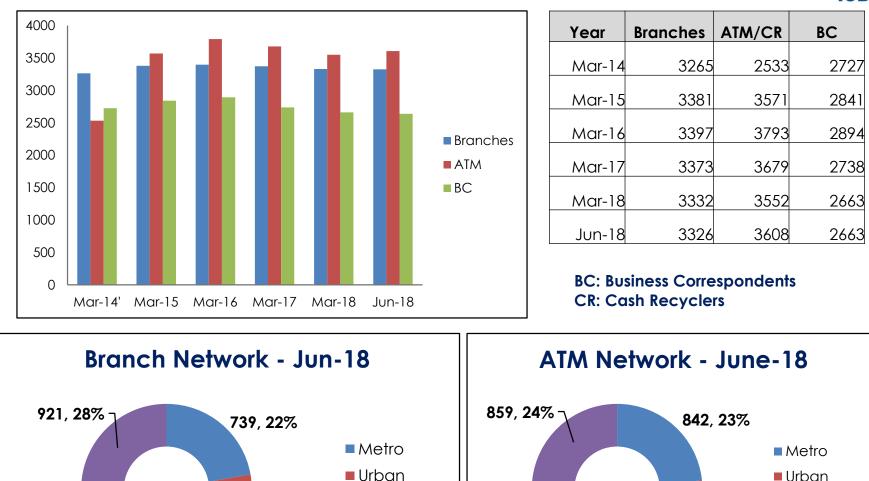
#### HIGHLIGHTS



- Other Income grew by 9.20% for Q1 2018-19 over Q1 2017-18 and recorded a growth of 9.25% for Q1 18-19 over Q4 17-18.
- Interest Expenditure declined by **3.86%** for Q1 2018-19 over Q1 2017-18 and recorded a decline of **1.75%** over Q4 17-18
- Staff Expenses declined by **2.84%** for Q1 2018-19 over Q1 2017-18.
- Operating Profit stood at **Rs. 1,132** crores for Q1 2018-19 as against Rs. 777 crores in Q1 2017-18 registering a growth of **45.77%**.
- Net Loss stood at Rs. **919** crores for Q1 2018-19 as against Rs.3,607 crores for Q4 2017-18.
- Cost of Deposits and Cost of Funds dipped by **25** & **24** basis points respectively on Y-o-Y & Q-o-Q basis.
- Business per employee consistently improved to **Rs. 13.20** crores as of June 18 as against Rs. **12.32** crores as of Jun -17.

## **CUSTOMER TOUCH POINTS**





Semi Urban

1102,31%

Rural

Note: Merged 6 branches during Q1 2018-19

988, 30%

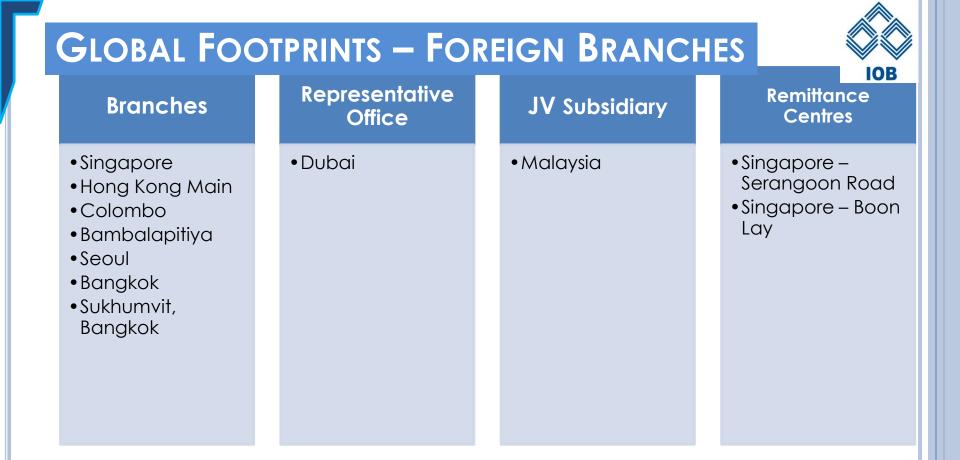
678, 20%

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Semi Urban

Rural

805, 22%



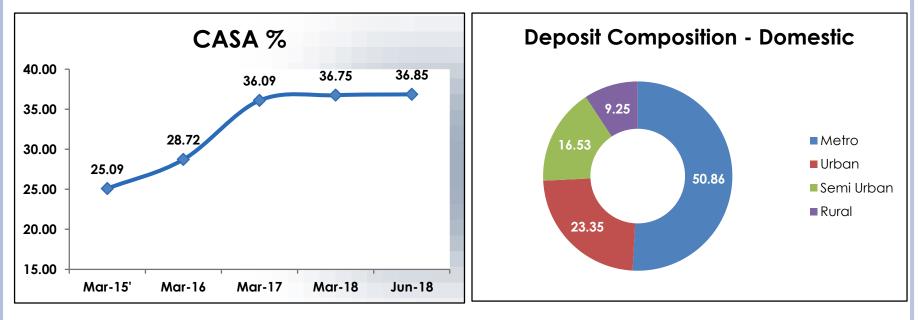
Joint Venture in Malaysia: Joint Venture with Bank of Baroda (40%) and Andhra Bank (25%) with IOB share of 35%

## BUSINESS PERFORMANCE



Rs in Crores

Particulars	Mar-16	Mar-17	Jun-17	Mar-18	Jun-18	YoY(%)	QoQ(%)
CASA Deposits	64485	76269	75561	79678	78560	3.97	-1.40
Total Deposits	224514	211343	210748	216832	213168	1.15	-1.69
Advances	172727	156776	150238	150999	148760	-0.98	-1.48
Business Mix	397241	368118	360986	367831	361928	0.26	-1.60
CASA%	28.72	36.09	35.85	36.75	36.85	1.00	0.11
CD Ratio%	76.93	74.18	71.29	69.64	69.79	-1.50	0.15



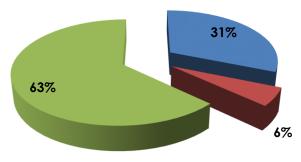


Rs in Crores

Particulars	Mar-16	Mar-17	Jun-17	Mar-18	Jun-18	YoY(%)	QoQ(%)
Savings	52404	63232	62073	66742	66634	7.35	-0.16
Current	12082	13037	13488	12936	11926	-11.58	-7.80
CASA Deposits	64485	76269	75561	79678	78560	3.97	-1.40
Term Deposits	160029	135074	135188	137154	134608	-0.43	-1.86
Total Deposits	224514	211343	210748	216832	213168	1.15	-1.69
CASA%	28.72	36.09	35.85	36.75	36.85	1.00	0.11

#### **Deposit Composition**





#### इण्डियन ओवरसीज़ बैंक Indian Overseas Bank

Good people to grow with

#### CORPORATE SALARY ACCOUNT Much beyond a Bank Account



#### Welcome Kit Free - ATM cum Debit card **Cheque Book**

Perronalized Banking

**Overdraft Facility/Credit Card Retail Loans/ Flexi Deposit** 

2	1	4		
-	1	-	4	



#### E- Banking Mobile Banking / Internet Banking NEFT/RTGS/m-passbook/BHIM

#### Invertment Options

**Demat Account/Insurance Mutual Funds** 



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#### LOAN PRODUCTS

✓ Housing Loan

✓ Vehicle Loan

✓ Jewel Loan

✓ Personal Loan

✓ Loan against Property

✓ Loan against Rent

receivables

✓ MSME Loans

✓ Agri Loans

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#### **DIGITAL PRODUCTS**

#### **OTHER SERVICES**

- ✓ Internet Banking
- ✓ Mobile Banking
- ✓ mPassbook
- ✓ IOB Connect App
- ✓ Mobile POS
- ✓ IOB Internet **Payment Gateway** And many more...

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- Demat Accounts
- ✓ ASBA Services
- ✓ Tax Payments
- Insurance Coverage
- Health Insurance
- ✓ Mutual Fund Investments
- ✓ IOB Fine Gold
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- And many more...
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- International Debit / Credit Cards
- **Customized Savings Accounts**
- Various Deposit Plans

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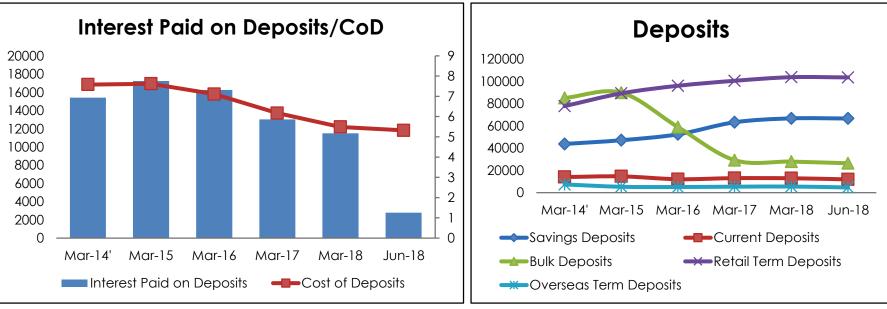
And many more...

**1800 425 4445** 

Rs in Crores

Mar-15 Mar-14' Mar-16 Mar-17 Parameters Mar-18 Jun-18 Savings Deposits Current Deposits **Bulk Deposits Retail Term Deposits Overseas Term Deposits** Total Deposits CASA% 25.3425.09 28.72 36.09 36.75 36.85

Parameters	Mar-14'	Mar-15	Mar-16	Mar-17	Mar-18	Jun-18
Interest Paid on Deposits	15409	17246	16250	13026	11494	2797
Cost of Deposits	7.58	7.62	7.11	6.17	5.49	5.32



## SECTOR WISE GLOBAL ADVANCES





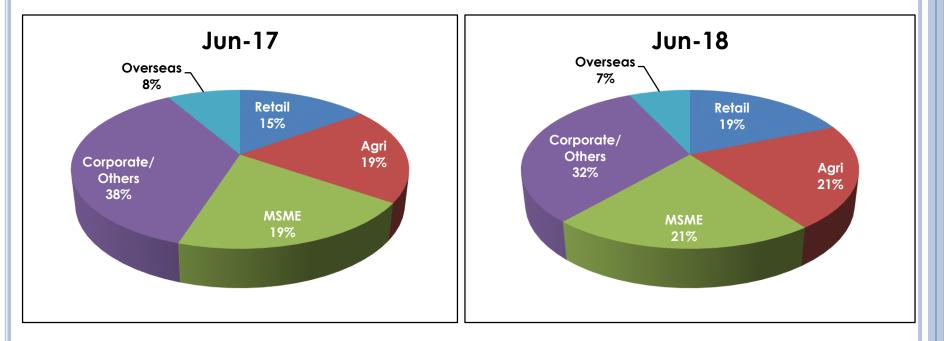
9% 10% 9% 8% 8% 7% 47% 41% 31% 32% 38% 37% 22% 21% 18% 19% 20% 18% 20% 21% 18% 19% 20% 16% **15%** 19% 19% 10% 13% 15% Mar'15 Mar-16 Mar-17 Jun-17 Mar-18 Jun-18 Retail Agri MSME Corporate/Others Overseas Domestic Global

# **DIVERSIFICATION FOR RISK MITIGATION**

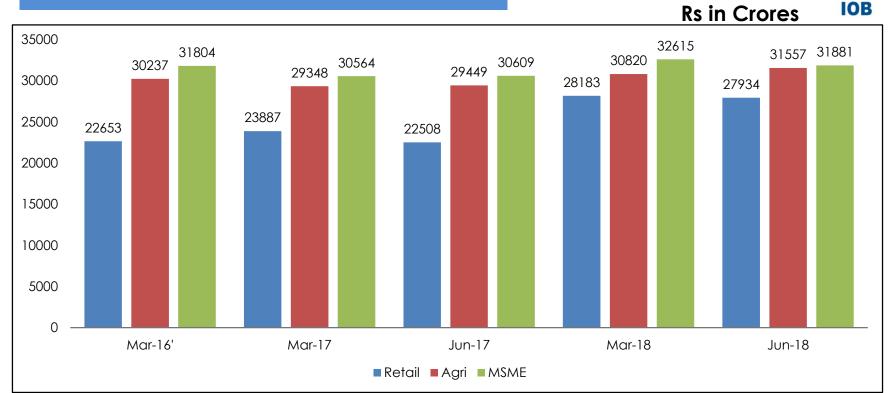


**Rs in Crores** 

Details	Mar-16	Mar-17	Jun-17	Mar-18	Jun-18
Retail	22653	23887	22508	28183	27934
Agri	30237	29348	29449	30820	31557
MSME	31804	30564	30609	32615	31881
Corporate/Others	70734	58852	55127	46898	46985
Overseas	17299	14125	12545	12483	10403
Global	172727	156776	150238	150999	148760



# RAM – THE GROWTH DRIVER

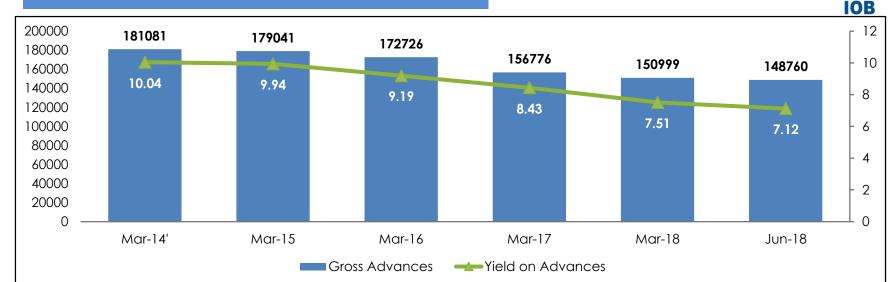


Particulars	Mar-16	Mar-17	Jun-17	Mar-18	Jun-18
Retail	22653	23887	22508	28183	27934
Agri	30237	29348	29449	30820	31557
MSME	31804	30564	30609	32615	31881
Total RAM	84694	83799	82566	91618	91372
Domestic					
Advances	155428	142651	137693	138516	138357
% Share of RAM	54.49	58.74	59.96	66.14	66.04

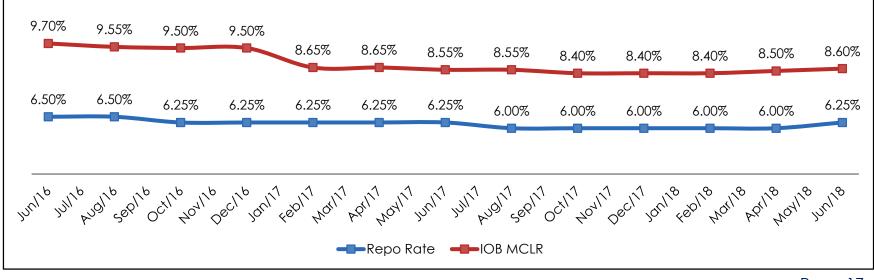
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# GROSS ADVANCES & YOA

Rs in Crores



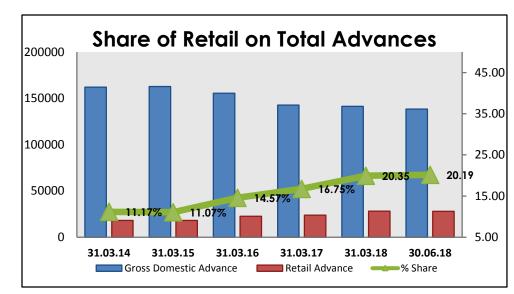
## **REPO RATE & IOB MCLR**



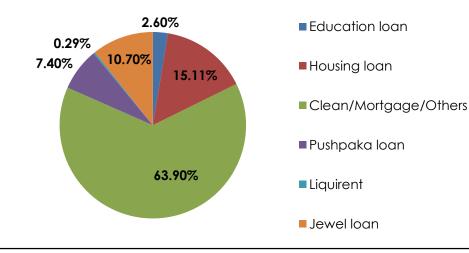
### **RETAIL PERFORMANCE**

**Rs in Crores** 





#### **Retail Scheme Disbursement %**



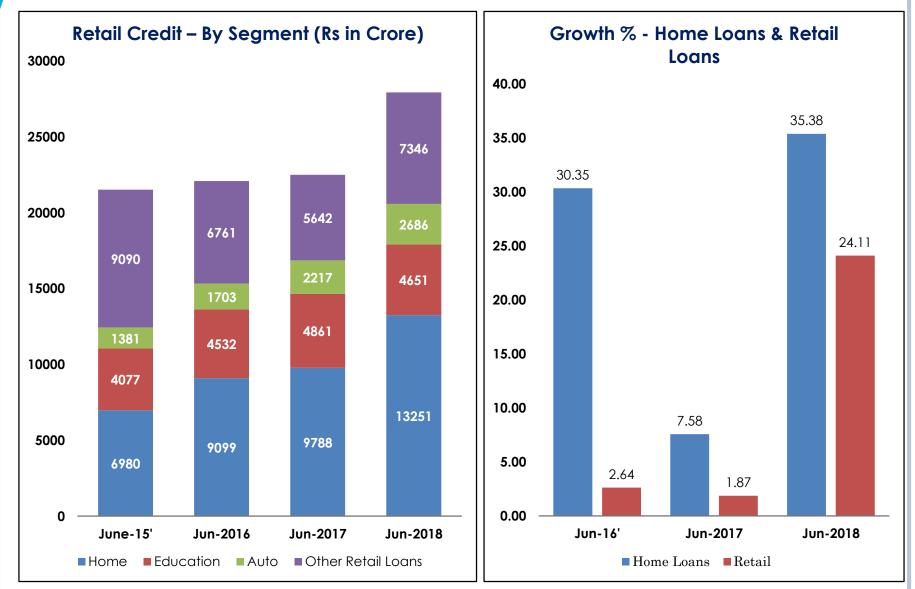
Year	Gross Domestic	Retail Advance	% Share
Mar'14	161998	18101	11.17%
Mar'15	162837	18033	11.07%
Mar'16	155428	22653	14.57%
Mar'17	142651	23887	16.75%
Mar '18	138516	28183	20.35%
Jun 18	138357	27934	20.19%

#### **RETAIL SCHEME WISE DISBURSEMENT**

Schemes	30.06.2018	Share %
Education loan	80.58	2.60%
Housing loan	468.01	15.11%
Clean/Mortgage/Others	1979.06	63.90%
Pushpaka loan	229.17	7.40%
Liquirent	9.13	0.29%
Jewel loan	331.37	10.70%
Total	3097.32	100.00%

### **RETAIL GROWTH FOR SUSTAINABILITY**

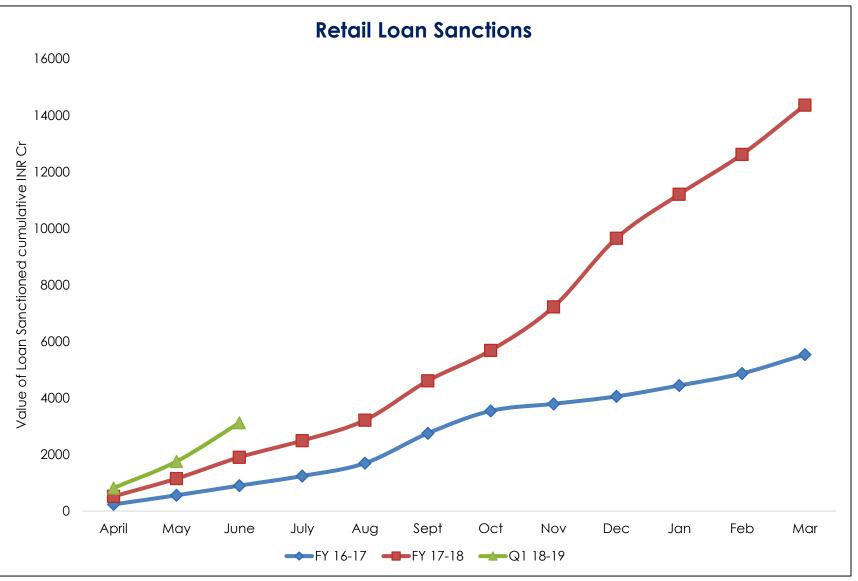




# **RETAIL SANCTIONS DEPICTS IMPROVED EFFICIENCY**



**Rs in Crores** 



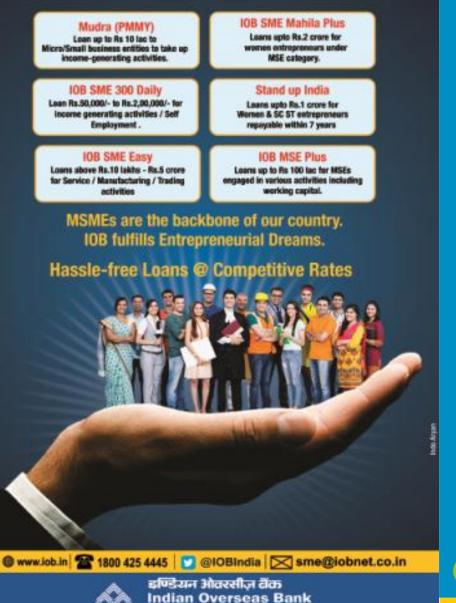
\*Branch level sanctions

### INGREDIENTS TO STEAM RETAIL GROWTH



- Retail Asset Vertical formed for focused attention.
- End to End Digitalization & Online Retail Credit Processing to reduce TAT.
- **Retail Credit Scoring Model** Introduced for improving the quality of proposals and reduce the risk.
- 57 Retail Marts introduced at 32 centers, Exclusive Retail shop.
- 156 Exclusive Retail Business Managers functioning.
- Implementation of exclusive Call centre / Help Desk.
- Tie up with Vehicle Dealers & Reputed Educational Institutions.
- Tie up with Fintech companies & Leading Property Portals.

#### **IOB** MSME Loan Schemes



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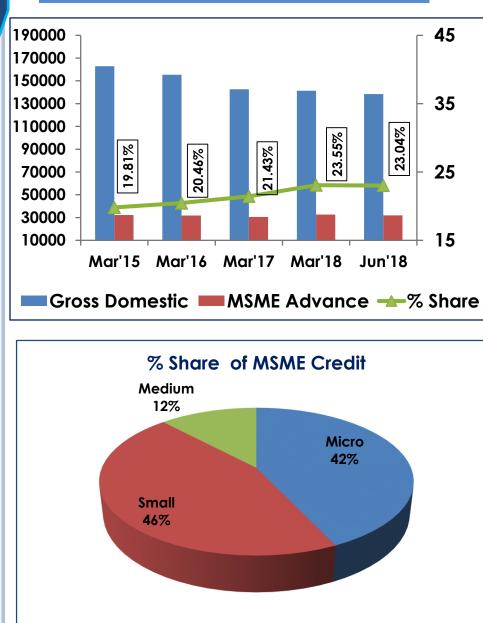


#### इण्डियन ओवरसीज़ बैंक Indian Overseas Bank Good People to Grow with



# **MSME PERFORMANCE**





		ks in Crores	ICD
Year	Gross Domestic	MSME Advance	% Share
Mar'14	161998	28978	17.89%
Mar'15	162837	32252	19.81%
Mar'16	155428	31804*	20.46%
Mar'17	142651	30564*	21.43%
Mar'18	138516	32615*	23.55%
Jun'18	138357	31881	23.04%

De in Crarae

\* Netting of Rs. 7500 crores related to Food & Agro processing units migrated and classified under Agriculture

#### % Share of MSME Credit (O/S as on Jun-18) Rs. In Crores

Category	No of Accounts	Amount in Crores	% Share
Micro	431876	13489	42%
Small	25880	14690	46%
Medium	1306	3702	12%
Total	459062	31881	100%

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### INGREDIENTS TO STIMULATE MSME SECTOR

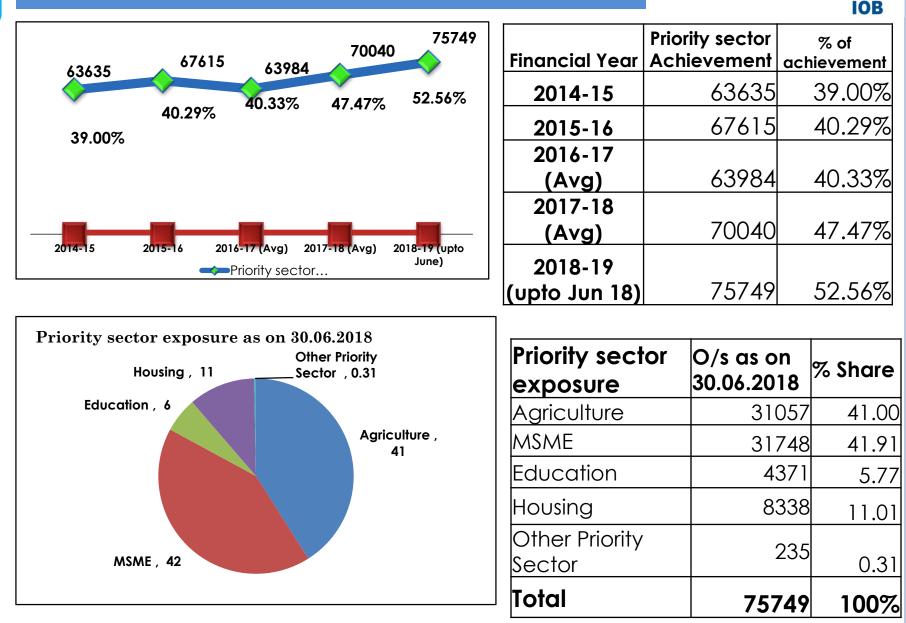


- Focused lending through 28 Specialised & 273 SME focused branches.
- Introduced 9 Cluster Specific Schemes
- Online Registration of MSME Applications with E-Tracking.
- End to end **digitalization & Online MSME Credit Processing upto I**oan amount of Rs. 10 lacs.
- Introduced New Scoring Model for MSMEs
- IOB SME 300 Daily product aimed at Small Traders/Vendors.
- SME Advance **training** to Branch Managers & Credit Officers through specialized institutes like NIBM.
- Lead Generation from Standup India, KVIC, Udayamimitra portals.
- Tie up arrangement made with RXIL to participate in **TReDS** online platform for extending finance to MSME units against their receivables.

#### PRIORITY SECTOR ADVANCES - OVERVIEW

Rs in Crores



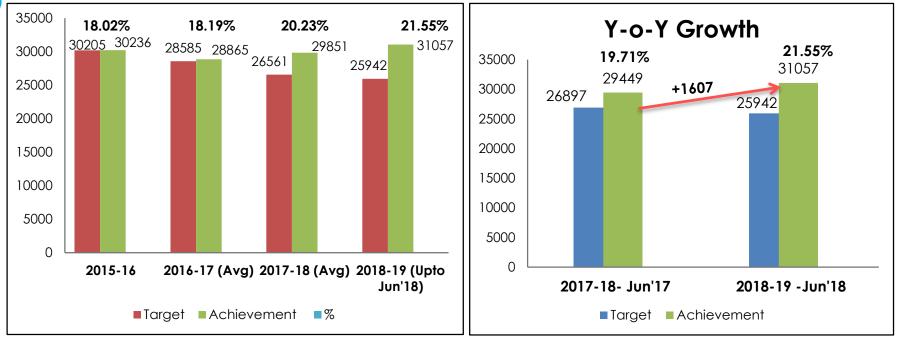


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### AGRI ADVANCES

**Rs in Crores** 





#### Amt in Crs

Financial Year	ANBC	Target	Achiev	Y-o-Y Growth	
		(18% of ANBC)	Amount	%	
2015-16	167805	30205	30236	18.02%	+3.42%
<b>2016-17</b> (4 Quarters' Avg)	158808	28585	28865	18.19%	-4.53%
<b>2017-18</b> (4 Quarters' Avg)	147561	26561	29851	20.24%	+3.42%
<b>2018-19</b> (Upto June18)	144121	25942	31057	21.55%	+5.46% Page 26

# **RSETIS & FLCs**



#### **RSETIs**

- **13 RSETIs** (12 in TN and 1 in Kerala).
- Conducted **2,270 Trainings** since inception.
- 56,713 Trainees .
- Our settlement Percentage is 70 % on par with National average of 66%.
- Credit settlement is 50% on par with National average of 42%

#### **Role of RSETIs**

- Creating job opportunities for unemployed rural youths.
- Corporate Social Responsibility.
- Branding our Image.

#### **FLCs**

- 23 FLCs (13 in TN and 10 in Kerala).
- 79,566 candidates were trained through 715 special camps.
- 1,08,920 candidates were trained through 779 target specific camps
- Credit Counseling to 72,088
   candidates.
- FL sessions in 115 ITIs covered 10,800 students.

FY 2018-19	No. of RSETI Training Program	No of Candidates Trained by RSETI
Target	340	9,470
Achievement	62	1,644



#### RSETI - Year to Year Growth (cumulative) Trainings Candidates Trained Candidates settled 56,713 51,182 44,140 39,691 34,200 33,780 30,112 23,932 2,270 2,055 1,746 1,346 2018-19 (as on 2015-16 2016-17 2017-18 30.06.2018)

**Rs in Crores** 



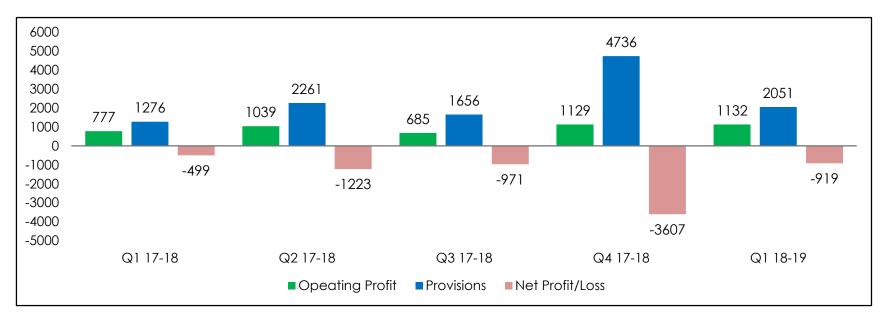
Particulars	Q1 2017-18	Q4 2017-18	Q1 2018-19	YoY(%)	QoQ(%)
Interest Income	4187	4828	4249	1.47	-11.99
	410/	4020	4247	1.4/	-11.77
Non Interest Income	987	987	1078	9.20	9.25
Total Income	5174	5814	5327	2.94	-8.39
Interest Expended	3163	3095	3041	-3.86	-1.75
Staff Expenses	791	745	769	-2.84	3.22
Other Expenses*	444	846	386	-13.20	-54.43
Total Expenses	4398	4685	4195	-4.62	-10.47
Operating Profit	777	1129	1132	45.77	0.25

\* Note: Other expenses for Q1/Q4 2017-18 includes amount on interest waiver on OTS.

**Rs in Crores** 



	Q1	Q4	Q1		
Particulars	2017-18	<u> 2017-18</u>	2018-19	YoY(%)	QoQ(%)
Operating Profit	777	1129	1132	45.77	0.25
Provisions of which	1276	4736	2051	60.81	-56.68
NPA Provisions	1800	6738	2294	27.46	-65.95
Other Provisions	-524	-2002	-242	-53.72	-87.89
Net Profit/Loss	-499	-3607	-919	84.22	-74.51



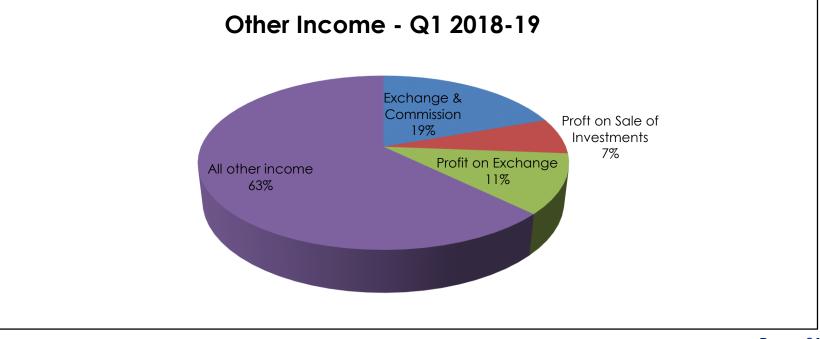
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# OTHER INCOME

**Rs in Crores** 

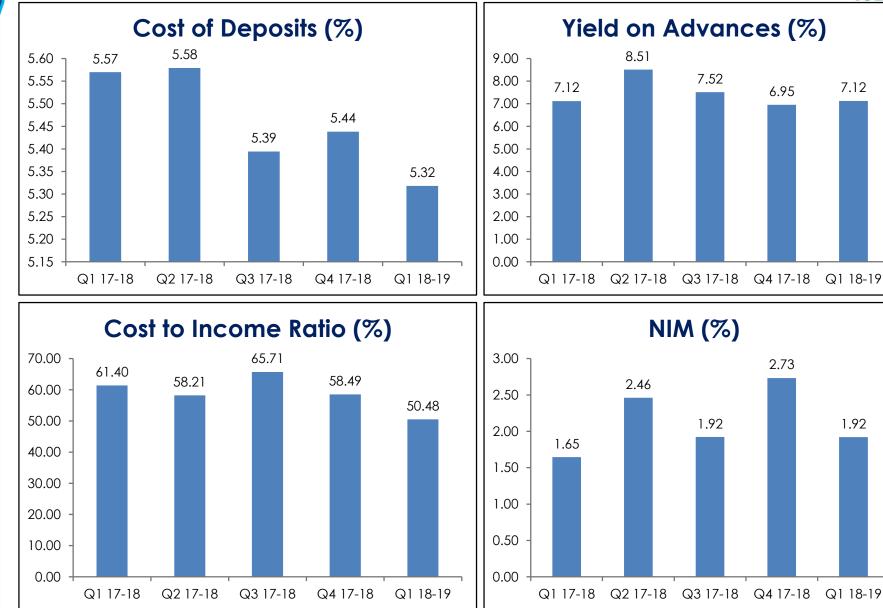


Particulars	Q1 17-18	Q4 17-18	Q1 18-19	YoY(%)	QoQ(%)
Exchange & Commission	205	324	211	3.13	-34.78
Profit on Sale of Investments	240	40	72	-70.11	79.00
Profit on Exchange	141	151	119	-15.41	-21.30
All other income	402	472	676	68.27	43.31
Total Other Income	987	987	1078	9.20	9.25



#### **PERFORMANCE RATIOS**





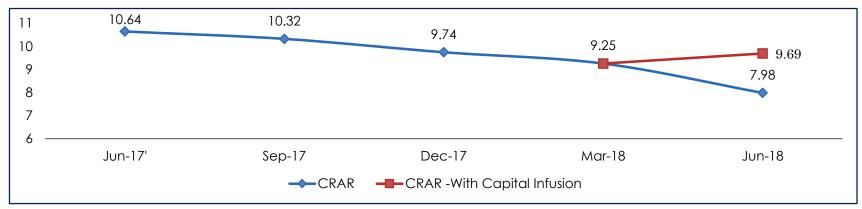
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# MOVEMENT OF RWA & CRAR

Rs in Crores



				IOR	
Particulars	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18
Market Risk RWA	13207.93	14643.44	16565.23	15189.38	14278.97
Operational Risk RWA	14758.84	14758.84	14758.84	14758.84	15778.67
Credit Risk RWA	129043.12	119483.55	115325.24	104960.48	96321.93
Total RWA <b>(A)</b>	157009.88	148885.82	146649.31	134908.69	126379.57
CET 1	11890.63	10539.91	9588.47	8626.32	7246.39
Tier 1	12960.63	11609.91	10658.47	9666.32	7286.39
Tier 2	3746.54	3751.72	3620.79	2816.58	2799.10
Total Capital (B)	16707.16	15361.63	14279.26	12482.90	10085.49
CRAR (B/A)	10.64%	10.32%	9.74%	9.25%	7.98%
Total RWA to Advance Ratio	1 <b>04</b> .51%	97.53%	96.78%	89.34%	84.96%
Credit RWA to Advance Ratio	85.89%	78.27%	76.10%	69.51%	64.75%

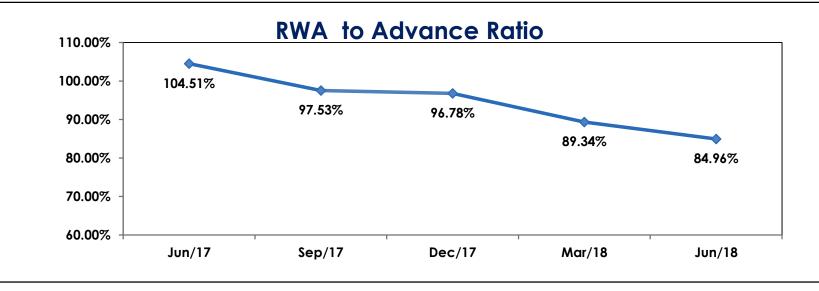


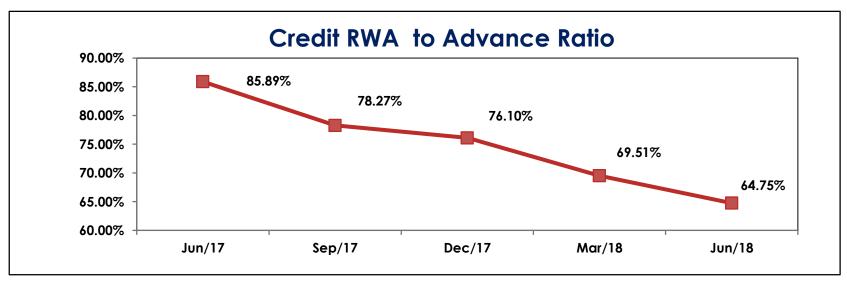
Govt of India infused Capital to the tune of Rs. 2,157 crores on 23rd July 2018.

#### CAPITAL OPTIMISATION

**Rs in Crores** 



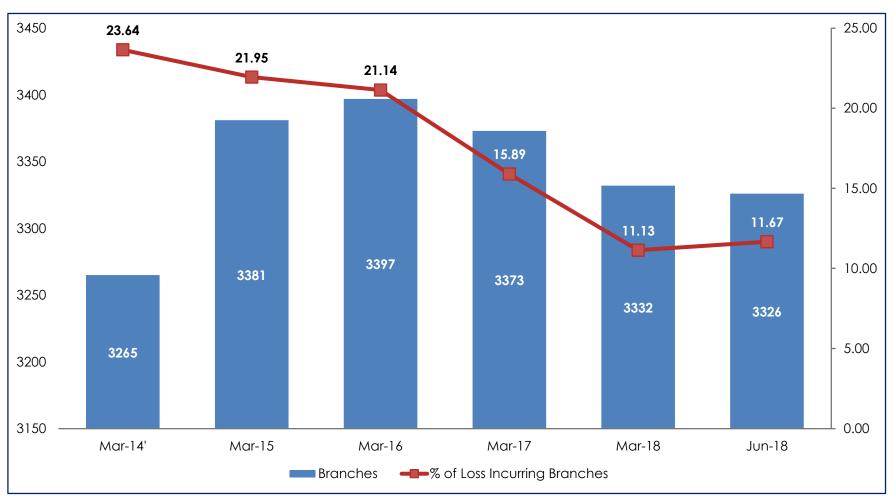




### BRANCH PROFITABILITY



Details	Mar-14	Mar-15	Mar-16	Mar-17	Mar-18	Jun-18
Branches	3265	3381	3397	3373	3332	3326
% of Loss Incurring Branches	23.64	21.95	21.14	15.89	11.13	11.67



\*Branch level profitability is assessed based on Internal Transfer Price Mechanism followed by the Bank

**Rs in Crores** 



						ICD
FY	Q1	02	03_	Q4 2017-	FY 2017-	Q1 2018-
	_	—			18	19
30049	35098	35453	34709	33267	35098	38180
1675	262	405	181	257	1105	565
3325	758	235	801	536	2330	467
2294	1343	1061	945	3669	7018	1262
572	2	1736	769	783	3290	268
7866	2365	3437	2696	5245	13743	2563
12915	2720	2693	1254	10158	16825	2529
35098	35453	34709	33267	38180	38180	38146
22.39	23.6	22.73	21.95	25.28	25.28	25.64
19749	20166	18950	17761	20400	20400	19642
13.99	14.97	13.86	13.08	15.33	15.33	15.10
	30049 1675 3325 2294 572 7866 12915 35098 22.39 19749	2016-172017-1830049350981675262332575822941343572278662365129152720350983545322.3923.61974920166	2016-172017-182017-183004935098354533004935098354531675262405332575823522941343106157221736786623653437129152720269335098354533470922.3923.622.73197492016618950	2016-172017-182017-182017-183004935098354533470916752624051813325758235801229413431061945572217367697866236534372696129152720269312543509835453347093326722.3923.622.7321.9519749201661895017761	FY 2016-17Q1 2017-18Q2 2017-18Q3 2017-182017- 183004935098354533470933267300493509835453347093326716752624051812573325758235801536229413431061945366957221736769783786623653437269652451291527202693125410158350983545334709332673818022.3923.622.7321.9525.281974920166189501776120400	FY 2016-17Q1 2017-18Q2 2017-18Q3 2017-182017- 182017- 18300493509835453347093326735098300493509835453347093326735098167526240518125711053325758235801536233022941343106194536697018572217367697833290786623653437269652451374312915272026931254101581682535098354533470933267381803818022.3923.622.7321.9525.2825.28197492016618950177612040020400

\*Excludes recovery towards P&L amounting to Rs. 246 crores & Tech write off recovery of Rs.273 crores \*\* Excludes Technical write off sale of Rs. 307 crores

### STANDARD RESTRUCTURED ACCOUNTS



**Rs in Crores** 

	Domestic				
Particulars	> 1 Crore	< 1 Crore	Total	Foreign	Global
As on 31.03.2018	1908.55	0.04	1908.59	0.00	1908.58
Additions During FY 2018-19	0	0	0	0	0
Less : Recovery/Slippage During FY2018-19	599.83	0	599.83	0	0
As on 30.06.2018	1308.72	0.04	1308.76	0	1308.76

### **ASSET CLASSIFICATION**

Asset Classification	31.03.18 A/cs	31.03.18 Amount	31.03.18 %	30.06.18 A/cs	30.06.18 Amount	30.06.18 %
Standard Assets	33	1908.59	12%	22	1308.76	9%
Sub-Standard Assets	21	4479.70	29%	23	3274.84	22%
Doubtful Assets	190	9213.54	59%	188	11126.32	69%
Loss Assets	1	0.46	0%	1	0.46	0%
Total	245	15602.29	100%	234	15710.38	100%

### SLIPPAGES

Details	Jun 17	Sep-17	Dec-17	Mar 18	June-18
No of A/cs slipped during the Quarter	4	3	1	30	12
Amount in INR in crores	868.34	248.26	44.30		632.34

### SECTOR WISE OUTSTANDING – STANDARD RESTRUCTURED

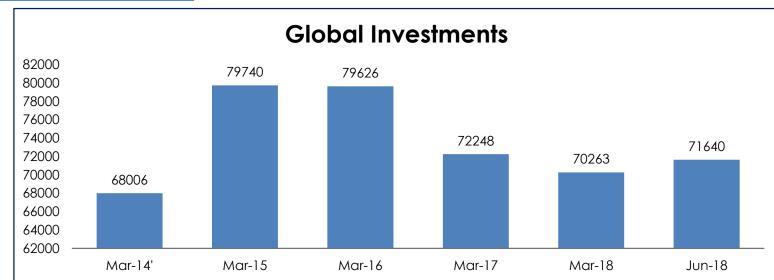


					Rs in C	rores 10
	31.03.18	31.03.18	31.03.18	30.06.18	30.06.18	30.06.18
Sector	A/cs	Amount	%	A/cs	Amount	%
Chemical & Pharma	1	22.08		1	21.84	
Sugar	2	17.16	0.90%	1	14.22	1.08
Textile	1	30.12	1.58%			
Iron & Steel	6	382.05	20.02%	6	370.17	28.28
Auto & Ancillary	0	0	0			
Paper	0	0	0			
Food Processing	1	75.95	3.98%	1	72.90	5.57
Engineering	1	174.07	9.12%	1	170.55	13.03
Telecom	0	0	0			
Metal Processing	1	65.80	3.45%			
Power	5	516.60	27.07%	2	343.48	26.24
Airways	0	0	0			
Electronic & Software	0	0	0			
Cement	0	0	0	1	11.55	0.88
Logistics	0	0	0			
Other Industries	0	0	0			
SME	2	29.27	1.53%	2	17.96	1.37
Micro Finance	0	0	0			
Infrastructure	6	514.72	26.97%	4	259.40	19.82
Comm. Real Estate (CRE)	0	0	0			
Trade	0	0	0			
Agriculture	5	55.48	2.91%			
HL / EDU / Others	1	0.04	0.00%	1	0.04	0
Real Estate (Other than CRE)	1	25.24	1.32%	2	26.64	2.03
Ceramic, Granite, Marble	0	0	0			
Rubber & Plastic	0	0	0			
Gem & Jewels	0	0	0			
Grand Total	33	1908.58	100.00%	22	1308.76	100%

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**Rs in Crores** 





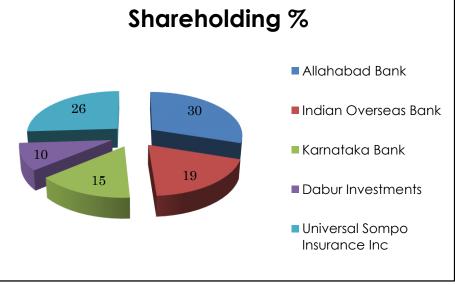
Parameters	Mar-16	Mar-17	Mar-18	Jun-18
Domestic Investments	76155	68627	66619	66854
SLR	64028	58009	53019	53606
Non SLR	12127	10618	13600	13248
Held to Maturity	50862	45709	46543	46659
Available for Sale	25273	22816	20076	19993
Held for Trading	20	102	0	202
Investment by Overseas Branches	3471	3621	3644	4786
Global Investments	79626	72248	70263	<b>71640</b>

### **STRATEGIC INVESTMENTS – JOINT VENTURE**



**IOB** entered into Non Life Insurance Business with Universal Sompo General Insurance (USGI) Company Limited with equity participation of **19%** along with the other Banks and Institutions

		Investme nt
Allahabad Bank	30	105
Indian Overseas Bank	19	66.5
Karnataka Bank	15	52.5
Dabur Investments	10	35
Universal Sompo Insurance Inc	26	91
Total	100	350



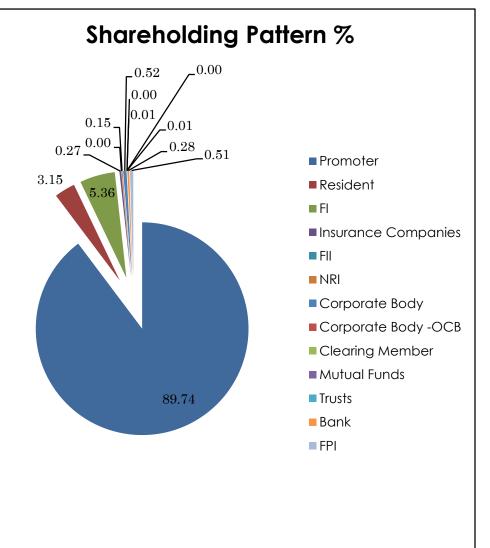
- USGIC has entered into Bancassurance tie up with Allahabad Bank, IOB & Karnataka Bank.
- IOB entered into Corporate Agency arrangements with effect from 20<sup>th</sup> December 2008 for distribution of USGI products.

## Share Holding Pattern – Jun 2018

#### **DIVIDEND DECLARED** AND PAID

(in %)

YEAR	Interim Dividend	Final Dividend
2000-01		10%
2001-02		12%
2002-03		16%
2003-04	12%	8%
2004-05	14%	10%
2005-06		26%
2006-07		30%
2007-08		35%
2008-09		45%
2009-10		35%
2010-11		50%
2011-12		45%
2012-13		20%
2013-14	7%	5%
2014-15	-	-
2015-16	-	-
2016-17	-	-
2017-18	-	-





# VALUATIONS



Particulars (Rs. Crs)	Q1 18-19	Q1 17-18	FY 17-18
Earning per Share (`) (Annualised for Quarters)	- ve	- ve	- ve
Book Value per Share (`)	8.43	30.70	11.13
Adjusted Book Value per Share (`) [(Net Worth - Net NPA)/No of Shares]	- ve	- ve	- ve
Price/Book Value (`)	1.67	0.80	1.57
Price/Adjusted Book Value (`)	- ve	- ve	- ve
PE Ratio	- ve	- ve	- ve

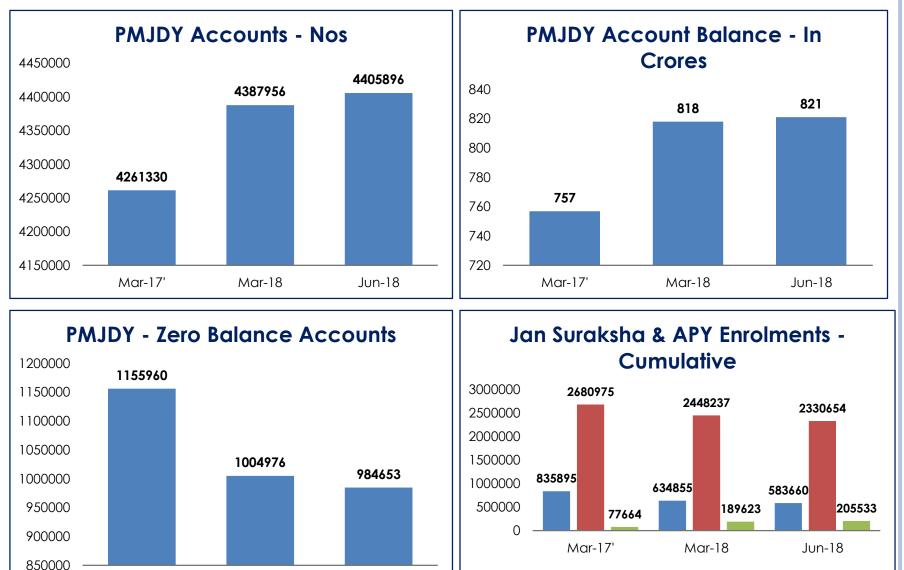
\* Price as on 30.06.2018 Rs. 14.05 (NSE)

Mar-17'

Mar-18

Jun-18

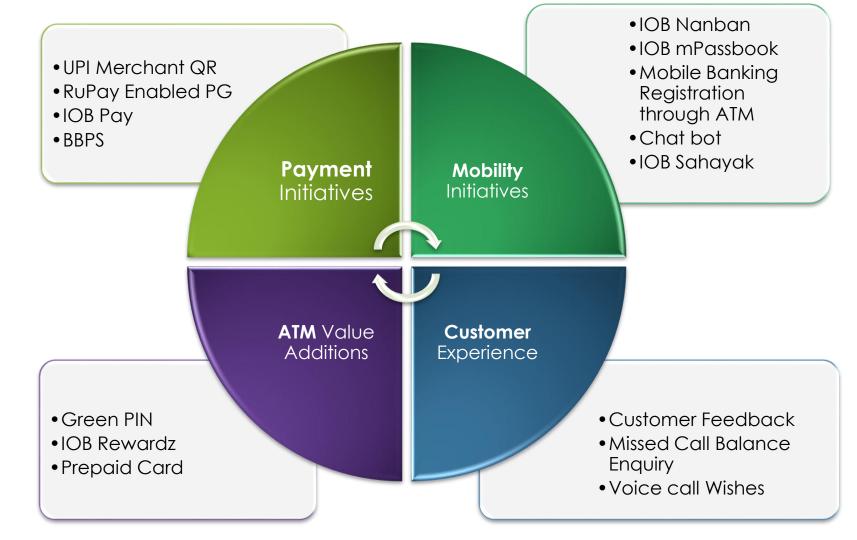




■ PMJJBY ■ PMSBY ■ APY

### **DIGITAL INITIATIVES**

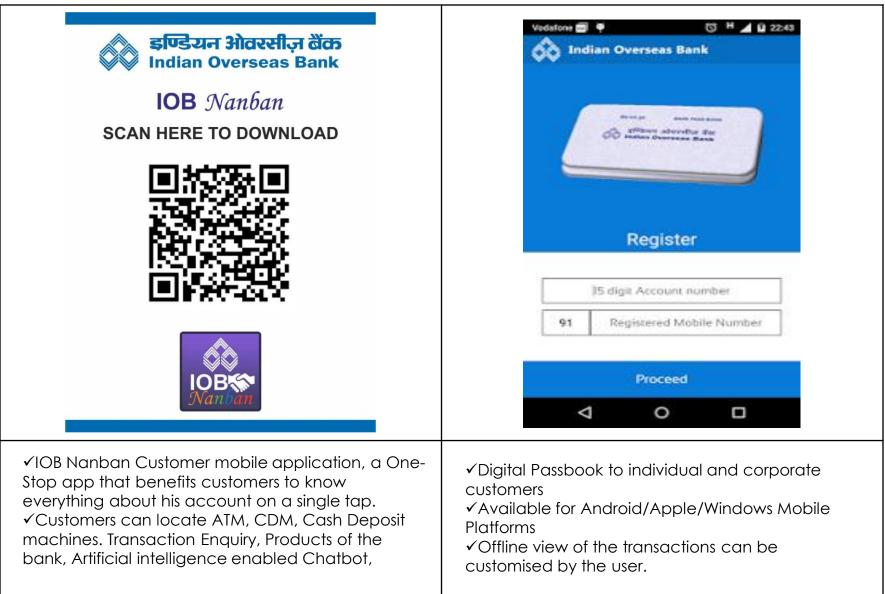






	<ul> <li>✓QR will be linked to the beneficiary account number through VPA.</li> <li>✓ Customer can scan the QR code by any bank UPI application.</li> <li>✓ Once the customer scans the QR code and accepted for payment the customer a/c will get debited and the amount will be credited to the beneficiary.</li> </ul>
RuPay	<ul> <li>✓Bank's Payment gateway was accepting Master/VISA</li> <li>✓RuPay acceptance enabled across all merchants of bank's Payment Gateway</li> </ul>
<image/>	<ul> <li>✓ Product is targeted towards enabling online fees collection of schools &amp; colleges</li> <li>✓ Can be provided to schools &amp; colleges with / without websites also</li> <li>✓ No technical changes needed at the Institution end as all the data and transaction is captured at IOB end itself</li> </ul>



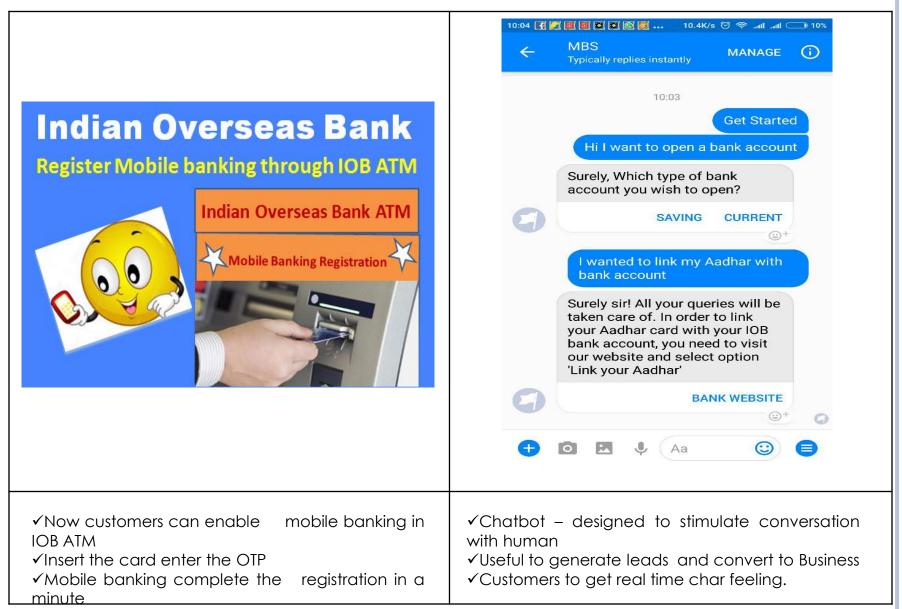


# MOBILITY INITIATIVES



	IVD
Image: Arrow of the section   Security   Velcome   Velcome   CowtHAMI M   Image: Arrow of the section   reular   Image: Arrow of the section   Image: Arrow of the section	<ul> <li>Bharat Bill Payment System (BBPS) is an integrated bill payment system introduced by National Payments Corporation of India (NPCI), offering interoperable online bill payment service to customers.</li> </ul>
<ul> <li>✓IOB Sahayak staff mobile application, a One-Stop app that benefits our staff</li> <li>✓Staff can access to the details of NPA war portal , stock inspection, circulars, leave management, Products and services, Reminder services etc</li> </ul>	<ul> <li>IOB Customers can now pay</li> <li>Electricity</li> <li>Telecom</li> <li>DTH</li> <li>Water and</li> <li>Gas payments</li> </ul>





# CUSTOMER EXPERIENCE INITIATIVES



<ul> <li>✓Customer can call to the specified number for to provide a feedback about our service</li> <li>✓If you are unhappy with our service please call</li> <li>8828846220</li> <li>✓ If you are happy with our service please call</li> <li>8828846225</li> </ul>
<ul> <li>✓ Customer can give missed call to</li> <li>9210622122 to know your account balance</li> <li>✓ All account balance linked to the mobile number will be sent as SMS</li> </ul>
✓ Automated voice call wishes for HNI customers On their Birthdays





- ✓ Reward Points for Spends through IOB ATM Debit Card
   ✓ Reward Points for Usage at
   ✓ POS
   ✓ Ecommerce
- ✓ Points can be redeemed from
- www.iobrewardz.com website
- ✓IOB Rewardz Android mobile app



 $\checkmark$  Daily limit for cash withdrawals in ATM will be restricted to Rs. 20,000/-

 $\checkmark$  POS and Ecommerce transactions will be allowed within overall Rs.50,000/-

✓ Customer portal to enable the customers to fix the limit, Pin change, top-up, card blocking and unblocking, statement generation, complaint lodgement etc

### DISCLAIMER



- 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.

