Contents

YES BANK Journey

Financial Highlights Q4FY21 & FY21

Annexure
Our journey at a glance (1/2)

FY 21 was the year of rebuilding the foundation of YES BANK. Bank demonstrated significant improvement in performance across key indicators despite severe headwinds of Covid-19 & moratorium imposed on the bank in Mar'20

- **Granular growth of deposit franchise** over FY20 by 55% to ~INR 1.63 lakh Cr
- **Successfully raised 15,000 Cr capital** via FPO in July '20 to recapitalize the bank
- **Healthy operating profit growth of 42% YoY** on back of increase in NII & reduction in operating expenses
- **Strong track record of** recovering INR 4,933 Cr in FY21 from stressed assets pool
- **Significantly stronger & robust governance model** with changes across organization, processes & business strategy
Our journey at a glance (2/2)

YES BANK’s franchise can be looked at in 2 parts:

- **Well provided legacy stressed book**: Houses legacy non-performing exposures; managed by a highly experienced & dedicated stressed assets resolution team

- **Core universal bank**: Fast growing franchise and delivering healthy risk adjusted returns enabled by analytics, technology, strong risk and governance framework

To deliver 1-1.5% RoA over the next 2 - 4 years; Additionally, given our operating profit trajectory, expected recoveries from legacy stressed book will sustain our growth aspirations for FY 22, while maintaining comfortable capital buffers
Performance in line with our stated objectives (1/2)

All figures in INR Cr

### Profit & Loss

<table>
<thead>
<tr>
<th></th>
<th>Q4FY21</th>
<th>FY21</th>
<th>YoY Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Interest Income</td>
<td>987</td>
<td>7,429</td>
<td>-22% 9%</td>
</tr>
<tr>
<td>Fee Income</td>
<td>816</td>
<td>3,341</td>
<td>37% -3%</td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>1,618</td>
<td>5,792</td>
<td>-8% -14%</td>
</tr>
<tr>
<td>Operating Profit</td>
<td>185</td>
<td>4,977</td>
<td>74% 42%</td>
</tr>
<tr>
<td>Profit After Tax</td>
<td>(3,788)</td>
<td>(3,462)</td>
<td>NM NM</td>
</tr>
</tbody>
</table>

### Balance Sheet

<table>
<thead>
<tr>
<th></th>
<th>FY21</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Assets</td>
<td>2,73,543</td>
<td>6%</td>
</tr>
<tr>
<td>Net Advances</td>
<td>1,66,893</td>
<td>-3%</td>
</tr>
<tr>
<td>Total Deposits</td>
<td>1,62,947</td>
<td>55%</td>
</tr>
<tr>
<td>Shareholders’ Funds</td>
<td>33,196</td>
<td>53%</td>
</tr>
</tbody>
</table>

### Key Ratios

<table>
<thead>
<tr>
<th></th>
<th>FY21</th>
<th>FY20</th>
</tr>
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<tbody>
<tr>
<td>C/I</td>
<td>54%</td>
<td>66%</td>
</tr>
<tr>
<td>JAWS1</td>
<td>19%</td>
<td>-36%</td>
</tr>
<tr>
<td>CET 1</td>
<td>11.2%</td>
<td>6.3%</td>
</tr>
<tr>
<td>LCR</td>
<td>122%</td>
<td>37%</td>
</tr>
<tr>
<td>Book Value per share</td>
<td>INR 13.2</td>
<td>INR 12.3</td>
</tr>
<tr>
<td>C/D ratio</td>
<td>102%</td>
<td>163%</td>
</tr>
</tbody>
</table>

### Improvement in liquidity, capital and core operating performance, despite impact of Covid19

- **NII growth of 9% YoY** (interest reversals in Q4 FY 21 after Hon’ Supreme Court verdict on standstill NPAs & interest on interest)
- **FY21 operating profit** growth of 42% YoY
- **Operating expenses** lower by 14% YoY
- **Deposits at INR 162,947 Cr; ~55% YoY growth**
- CASA YoY growth at **51.8%**; ~6.6 Lac CASA Accounts opened v/s ~6 Lac in previous year
- Net advances lower on account of accelerated NPA provisioning; **Gross advances up by ~2% sequentially** on back of retail growth
- **Retail + MSME advances mix at 51%**, up ~300 bps QoQ, ~700 bps YoY
- **C/D ratio further improved to ~102%** from ~116% in previous quarter & 163% in Mar 2020
  - Q4FY21 average LCR at **114%**

1. Growth Rate of Total Income - Growth Rate of Operating Cost
2. Including technical writeoff
Performance in line with our stated objectives (2/2)

All figures in INR Cr

<table>
<thead>
<tr>
<th></th>
<th>Mar ’20</th>
<th>Dec ’20</th>
<th>Mar ’21</th>
</tr>
</thead>
<tbody>
<tr>
<td>GNPA</td>
<td>32,878</td>
<td>29,547</td>
<td>28,610</td>
</tr>
<tr>
<td>Standstill</td>
<td>2,713</td>
<td>8,322</td>
<td>-</td>
</tr>
<tr>
<td>Other labelled exposures(^1)</td>
<td>14,277</td>
<td>12,755</td>
<td>12,852</td>
</tr>
<tr>
<td>Total gross labelled exposures</td>
<td>49,868</td>
<td>50,623</td>
<td>41,461</td>
</tr>
<tr>
<td>Total provisions held (incl. Covid)</td>
<td>32,151</td>
<td>32,010</td>
<td>26,558</td>
</tr>
<tr>
<td>Net exposures</td>
<td>17,717</td>
<td>18,613</td>
<td>14,903</td>
</tr>
<tr>
<td>Technical write-off</td>
<td>6,358</td>
<td>7,481</td>
<td>17,208</td>
</tr>
<tr>
<td>Overall coverage(^3)</td>
<td>68.5%</td>
<td>68.0%</td>
<td>74.6%</td>
</tr>
</tbody>
</table>

1. GNPI, ARC, restructured assets etc.
2. Percentage points
3. Including technical w/o

Asset quality had peaked in Dec ’20, now beginning to improve

- GNPA: 15.41%
- NNPA: 5.88%

FY22 recoveries expected to outpace slippages – Recoveries of INR 4,933 Cr delivered in FY21

CET-1 comfortable at 11.2%, despite accelerated provisioning

- ~20% reduction QoQ
- ~7 pp\(^2\) increase QoQ

Of the 61-90 days overdue loans INR ~2,200 Cr is in advanced stages of Covid related restructuring implementation (Q1FY22) Proactively 10% provisioning made
Governance and operating model: Clear shifts made in line with strategic objectives and learnings from the past

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<th>To</th>
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| **Concentrated asset book** across multiple dimensions  
- Corporate heavy franchise  
- Concentration at group level  
- Sectoral concentration | Strategy and business targets aligned towards **achieving granularity of the lending book**  
Additionally within corporate – **clear focus on working capital** and transactional flow business |
| **Limited control points** and monitoring of decision work flows | **System based workflows** created to capture decisions, recorded digitally  
**Clear separation of duties, accountability and diversification** of decisioning rights (e.g. CEO does not participate in credit decisioning at management committees) |
| Acceptance for **Asset backed lending** | **Cash flow based lending** as focal point for credit decisioning |
| **Consolidated single** Risk and Credit team | **Separation of credit & risk verticals** with KPIs linked to governance |
| **Consolidation of reporting** into management | **New & independent leadership roles** i.e. Chief Compliance Officer, Head Internal Audit & Chief Risk Officer reporting into board / board committees  
Strengthened the compliance function with **30% higher head count** |
| Fragmentation of wholesale banking structure across multiple segments | **Consolidated structure to strengthen quality of client relationships** across credit and non-credit (e.g. creation of strategic clients group) |
1. Legacy stressed book: Well provisioned book with recent additions from Covid impacted sectors

### Legacy stressed Book

<table>
<thead>
<tr>
<th>Legacy stressed Book</th>
<th>Gross INR Cr</th>
<th>Provisions INR Cr</th>
<th>Net INR Cr</th>
</tr>
</thead>
<tbody>
<tr>
<td>GNPA</td>
<td>28,610</td>
<td>18,796</td>
<td>9,813</td>
</tr>
<tr>
<td>Other labelled exposures¹</td>
<td>12,852</td>
<td>7,762</td>
<td>5,090</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>41,461</strong></td>
<td><strong>26,558</strong></td>
<td><strong>14,903</strong></td>
</tr>
<tr>
<td>Technical Write-off</td>
<td>17,208</td>
<td>17,208</td>
<td>-</td>
</tr>
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Well provided pool of assets available to the bank for driving resolutions/recovery (aggregate amount INR 58,669 cr)

### Sector wise distribution of new additions to GNPA in FY21

<table>
<thead>
<tr>
<th>Sector</th>
<th>Provisions</th>
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<tbody>
<tr>
<td>Commercial Real Estate</td>
<td>23%</td>
</tr>
<tr>
<td>Granular &amp; Retail</td>
<td>19%</td>
</tr>
<tr>
<td>Travel, Tourism &amp; Hospitality</td>
<td>14%</td>
</tr>
<tr>
<td>Other Industries</td>
<td>14%</td>
</tr>
<tr>
<td>Social &amp; Commercial Infrastructure</td>
<td>14%</td>
</tr>
<tr>
<td>Others</td>
<td>5%</td>
</tr>
<tr>
<td>Food Processing</td>
<td>7%</td>
</tr>
<tr>
<td>Media &amp; Entertainment</td>
<td>9%</td>
</tr>
<tr>
<td>Others</td>
<td>8%</td>
</tr>
</tbody>
</table>

New additions predominantly from corporate & from sectors severely impacted by Covid; expected to bounce back with economic recovery

(100% = INR 12,035 Cr)

¹ Includes GNPI, ARC, restructured assets etc.
A2 Legacy stressed book: Managed by an experienced team; to deliver steady recovery income

**1 Strong track record of recoveries / upgrades in FY21**

<table>
<thead>
<tr>
<th>INR Cr</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Recovery</td>
<td>367</td>
<td>1,094</td>
<td>1,512</td>
<td>1,960</td>
<td>4,933</td>
</tr>
<tr>
<td>Upgrades</td>
<td>9</td>
<td>18</td>
<td>96</td>
<td>654</td>
<td>777</td>
</tr>
<tr>
<td>P&amp;L benefit</td>
<td>298</td>
<td>875</td>
<td>1,283</td>
<td>341</td>
<td>2,797</td>
</tr>
<tr>
<td><strong>Interest Recovery</strong></td>
<td>190</td>
<td>198</td>
<td>542</td>
<td>128</td>
<td>1,058</td>
</tr>
<tr>
<td><strong>Provision writeback</strong></td>
<td>108</td>
<td>677</td>
<td>741</td>
<td>214</td>
<td>1,739</td>
</tr>
</tbody>
</table>

**2 Recovery has been granular & well diversified**

- Total recovery distributed across combination of 100+ accounts
- Major sectors include Infrastructure, financial services & real estate

**3 Multiple efforts underway to drive cash recoveries of at least INR 5,000 Cr in FY22**

**Team capabilities to drive steady recovery income**

- Focused vertical set up to surgically work towards stressed asset resolution; Strengthened the team to ~100
- Additional capabilities (e.g. Asset monetization, asset intelligence) added to team; Specialist legal team to help improve speed & efficacy of settlements
- Tailored approach to each account: Proactive resolution steps (e.g. repossession of collateral, legal proceedings & bilateral negotiations)
Core universal bank: Key pillars of value creation

A. Retailization & Granularization of Balance Sheet
B. Liability focused, Transaction heavy Corporate book
C. Innovation & Leadership across Payments
D. Continuous optimization of Cost & Efficiency
E. Digital & Analytics led business growth
F. Strong Governance and Risk framework
G. Responsible franchise focused on People and Sustainability
Retail Bank: Full spectrum retail bank growing with strong momentum

Pan-India presence via 1,070 branches, 72 BC banking outlets and 1,340 ATMs

53% of branches in Top 200 deposit centers

Cater to all customer segments (HNI, affluent, NRIs, mass, rural and inclusive banking) with full product suite

~90% of transactions via digital channels

Leadership / significant share in payment and digital businesses (UPI, AEPS, DMT)

Advanced score-cards and analytics being leveraged across underwriting and engagement

All figures in INR Cr

Strong growth in retail advances

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>40,755</td>
<td>38,547</td>
<td>39,550</td>
<td>47,115</td>
<td>49,973</td>
</tr>
<tr>
<td>As % of total advances</td>
<td>24%</td>
<td>23%</td>
<td>24%</td>
<td>28%</td>
<td>30%</td>
</tr>
</tbody>
</table>

...along with growth in CASA and retail term deposits

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>67,023</td>
<td>69,403</td>
<td>76,040</td>
<td>83,815</td>
<td>94,091</td>
</tr>
<tr>
<td>As % of total deposits</td>
<td>64%</td>
<td>59%</td>
<td>56%</td>
<td>57%</td>
<td>58%</td>
</tr>
</tbody>
</table>

In addition, highest-ever retail fee income recorded in Q4FY21

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4FY19</th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>406</td>
<td>347</td>
<td>121</td>
<td>297</td>
<td>409</td>
<td>421</td>
</tr>
</tbody>
</table>
Retail Assets: Fast growing diversified book

1. Retail asset disbursements trending upward driven by secured lending in current backdrop

<table>
<thead>
<tr>
<th>All figures in INR Cr</th>
<th>Secured</th>
<th>Unsecured</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1FY20</td>
<td>6,749</td>
<td>12%</td>
</tr>
<tr>
<td>Q2FY20</td>
<td>4,852</td>
<td>15%</td>
</tr>
<tr>
<td>Q3FY20</td>
<td>4,483</td>
<td>15%</td>
</tr>
<tr>
<td>Q4FY20</td>
<td>3,078</td>
<td>14%</td>
</tr>
<tr>
<td>Q1FY21</td>
<td>424</td>
<td>86%</td>
</tr>
<tr>
<td>Q2FY21</td>
<td>3,764</td>
<td>11%</td>
</tr>
<tr>
<td>Q3FY21</td>
<td>7,470</td>
<td>14%</td>
</tr>
<tr>
<td>Q4FY21</td>
<td>7,530</td>
<td>16%</td>
</tr>
</tbody>
</table>

- 40% of the book qualified as PSL

2. ... On the back of purposeful digital investments

Loan in seconds (LIS) platform and front-end automation initiatives (Yes Robot) have resulted in lower TAT along with higher productivity

3. Diversified retail book across several products¹...

- Secured Business Loans
- Auto Loans
- Commercial Vehicles
- Personal Loans
- Affordable Home Loans
- Equipment Financing
- Micro-finance
- Credit Cards
- Rural Banking
- Others

Preferred financier status with leading Auto OEMs

Dedicated, verticalized structures to focus on individual products & improved governance (e.g. Product head, NSM, Credit Head)

4. …with a strong focus on book quality & collections

Retail collections efficiency is back to Pre-Covid levels

<table>
<thead>
<tr>
<th></th>
<th>Q4FY20²</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covid Moratorium</td>
<td>97%</td>
<td>89%</td>
<td>95%</td>
<td>96%</td>
<td></td>
</tr>
</tbody>
</table>

- High share of secured book - 87% with healthy LTV ratios:
  - Avg. LTV for Affordable Home Loan ~ 53%
  - Avg. LTV for LAP ~ 56%

¹ Split basis gross retail advances
² Data till Feb '20

... On the back of purposeful digital investments

Diversified retail book across several products

Preferred financier status with leading Auto OEMs

Dedicated, verticalized structures to focus on individual products & improved governance (e.g. Product head, NSM, Credit Head)

...with a strong focus on book quality & collections

Retail collections efficiency is back to Pre-Covid levels

- High share of secured book - 87% with healthy LTV ratios:
  - Avg. LTV for Affordable Home Loan ~ 53%
  - Avg. LTV for LAP ~ 56%
Retail Assets: To grow on the back of digital innovations & strong risk management

Growth led by a combination of internal sourcing, increase in locations, and digital innovations

- **Internal sourcing**: To continue improving the branch mix via digital & pre-approved sourcing (already 10%+ improvement achieved this year with 5x increase in base)
- **Increase in number of locations serviced**: Incremental presence in more than 100 non-metro locations over current network
- **Digital Innovations**: Deployment of Salesforce to enable concurrent processing, real time credit decisioning and industry best TAT

Robust data-backed underwriting & collection processes

- >87% incremental applications (PL & AL)¹ sourced are score-card driven; risk thresholds and criteria in line with top private sector banks
- **Collections score-cards (e.g., self-cure, allocation) being built** to augment field force performance

Continuously optimize yield on book by managing sourcing mix and location strategy

- **Currently concentrated in Tier 1 (>60%), expected to reduce** as planned penetration increases in high potential Tier-2/3 areas
- **Unsecured loans have strong upside potential** (currently < 15% of base & lower than peers) on the back of strong underwriting & collections
- **Introduction of new higher yield products**: Used Car Finance, Micro Loan Against Property etc. to increase yield on book

Business Trajectory

FY 21 → FY 24

Retail Assets Book

Advances expected to double to 1 Lakh Cr

Sourcing from bank customers

To grow 2x faster than other channels

Credit Costs

Credit quality among top decile of industry peers

¹ Personal Loan & Auto Loan
Retail Deposits: Strong growth, improving deposit mix and productivity along with deepening customer relationship

1. Strong run-rate in numbers of accounts acquired...

<table>
<thead>
<tr>
<th></th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASA Accounts (000s)</td>
<td>124</td>
<td>31</td>
<td>151</td>
<td>221</td>
<td>256</td>
</tr>
</tbody>
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2. ... along with healthy deposits book growth¹

<table>
<thead>
<tr>
<th></th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
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<tbody>
<tr>
<td>Retail Deposits: Strong growth, improving deposit mix and productivity along with deepening customer relationship</td>
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<td>69,403</td>
<td>76,040</td>
<td>83,815</td>
<td>94,091</td>
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3. Book granularity is increasing (i.e. reducing ATS²), while stability of deposits and loyalty has increased

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<thead>
<tr>
<th></th>
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<th>FY21</th>
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<tbody>
<tr>
<td>Total book has grown, even with Avg. Bal², (INR Cr / customer) reduction for new SA customers</td>
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4. Growth has come via productivity gains, despite reduction in SA rates

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<thead>
<tr>
<th></th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Productivity (INR Cr deposits / employee)³</td>
<td>6.0%</td>
<td>70 bps</td>
<td>5.3%</td>
<td>1.45X</td>
<td></td>
</tr>
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</table>

¹ End of period balances
² Average Ticket Size basis average monthly balances
³ Value of deposits comprises of CASA and Retail TD. Employee count is the total number of YES BANK employees.
Retail Deposits: Granular franchise relentlessly focused on customer experience and service levels

Customer acquisition through multiple physical and digital channels

- RMs and branch salesforce equipped with digital workbenches (Yes Aim - over 75%+ accounts opened digitally in Q4FY21)
- 10%+ sourcing to come from a combination of digital leads (via Payment platforms), and partnerships with large aggregators, intermediaries (e.g. BCs) & Neo Banks
- Scaling up virtual RM channel for both acquisitions and relationship management
- Driving digital acquisitions from non-liability businesses (Asset, Payments, Cards)
- Virtual relationship management channel (700+ RMs) to drive relationship building across digitally savvy customers

Strong affluent & mass-affluent relationship banking capabilities

- Affluent Banking – Yes First & Yes First Business
  - Team based solution approach to customer management (RM, service manager, investment counsellor) inline with best-in-class industry practices
- Mass Affluent – Yes Premia
  - Customized banking solutions complimenting lifestyles & expectations of key customer segments – small business owners, salaries professionals, senior citizens

Suite of digital platforms to drive engagement and cross-sell

- Yes Online, Yes Mobile & Yes Robot: 50+ retail service journeys available digitally
- Yes Genie¹: Single view of customer to understand & personalize needs
- Cross-sell: Digital journeys integrated with insurance partners to provide seamless onboarding and renewals; Industry first digital journey for insurance for NRI segment

Sharp focus on Customer Centricity

- Unique Loyalty program for customers that reward digital behavior and transactions
- NPS being instituted as a core driver of performance management
- Launch and scale up of new programs for niche customer segments e.g. Yes Premia for the emerging affluent segment, Spectrum Banking for digitally savvy mass affluent, Yes Private for business entrepreneurs and owners

Business Trajectory FY 21 → FY 24

- Book growth and granularity
  - Double the deposit book and triple the granularity
- CASA ratio
  - 26% → 40%+
- Cross-sell & relationship
  - Double the cross sell ratio

¹ RM Digital Assistant
Rural Assets: Deepen the penetration in emerging rural markets & generate Agri PSL

1. 2X QoQ growth in business originations (disbursements) since Q2FY21

<table>
<thead>
<tr>
<th></th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book</td>
<td>INR 595</td>
<td>INR 18</td>
<td>INR 287</td>
<td>INR 602</td>
<td>INR 1,286</td>
</tr>
</tbody>
</table>

- 100% book qualifies under granular PSL lending
- Product suite to cater to all segments of semi urban/ rural ecosystem
- Parameterized lending in the granular book for faster disbursements

2. Capturing Rural value chain with geographic diversification

- Book size: INR 3,580 Cr
- JLG financing: 24%
- MFI lending: 53%
- Farmer financing (KCC + Farm Mechanization): 19%
- MSME financing: 4%

- Diversified portfolio across ~230 districts in 15 states
- Rich pedigree of working with credible BC partners
- Grid based framework for MFI lending (Parameters include AUM size, capital adequacy, external rating, delinquency, diversification etc)

3. Robust Farmer financing book & improved collections in JLG book

- High quality farmer financing book with NPA < 0.35%
- PAR30 & NPA under JLG financing stands at ~9.5% & 6% of total book respectively (inline with the microfinance industry standards). Minimal delinquencies in the book generated post COVID - PAR30 < 0.2%
- Collection efficiency in JLG book restored to pre-pandemic levels in March 2021
- On ground portfolio monitoring/ trigger based monitoring by an independent risk monitoring team
- Comprehensive frameworks with exposure caps at state/ district/ partner levels. No portfolio exposure in Assam.

4. Analytics for expansion towards paperless processing

- Digital & Analytics to enhance customer experience / reduce TAT
  - Digital on-boarding, dedicated LMS for rule based sanctions & disbursements and geo-tagged based monitoring
  - Usage of Bureau data up to PIN code level for geographical expansions & periodic portfolio scrub to monitor portfolio health
  - Leveraging Fintech/ digitechs for underwriting and risk management

All figures in INR Cr
**Small & Micro Enterprises: Granular book creation with a solution led approach**

1. **Steady growth in disbursements**
   - All figures in INR Cr
   - 137% growth in H2 v/s H1
   - 940 584 3,023 4,465 4,092
   - Q4FY20 Q1FY21 Q2FY21 Q3FY21 Q4FY21
   - Dedicated teams for shaper focus in business originations & portfolio management
   - 100% business originations from internal channels
   - Parameterized lending enabling faster credit decisioning

2. **High quality & well diversified granular book**
   - Book Split (value) by ticket size
   - Reduced concentration risk
   - Portfolio secured by collateral in addition to primary security of stock & book debts
   - Customer churning and portfolio utilization at pre-covid level - reflecting portfolio strength.

3. **Pivotal shift from “Lender” to “Solutions provider”**
   - Cross Sell (Units)
   - FY20 FY21 +80%
   - 42,512 76,343
   - FY20 FY21 +50%
   - 6,089 9,135
   - Revamped MSME customer value proposition - Power of “5”
   - Dedicated Service RMs for relationship deepening across trade, retail cross-sell
   - Virtual RMs assigned to enable customers to auto-renew / enhance and provide basic services
   - Comprehensive borrower assessment: Retail asset offering at the time of business banking loan disbursement (Industry first initiative)

4. **Digital and Analytics at fulcrum of the franchise**
   - Digital & Analytics to enhance customer experience / reduce friction
     - Analytics driven prospective client identification
     - Digital Lending Platform - Seamless customer approval experience
     - Self-assist digital tools - MSME App, Trade-On-Net, FX Online, etc.
     - Robust EWS framework - early identification of incipient sickness & support frontline in remedial management
Credit Cards: Strong growth in cards base coupled with improvement in spends and book growth

1. Strong growth in total cards base

<table>
<thead>
<tr>
<th>FY19</th>
<th>FY20</th>
<th>FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>500k</td>
<td>873k</td>
<td>947k</td>
</tr>
</tbody>
</table>

- 58% of new card issuance in FY21 were basis spend-commitment
- Average spend per active card has increased by 18% YoY

2. Book & Card spends have grown consistently

<table>
<thead>
<tr>
<th>Q4FY19</th>
<th>Q4FY20</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>753</td>
<td>1,022</td>
<td>1,451</td>
</tr>
<tr>
<td>1,228</td>
<td>1,658</td>
<td>2,288</td>
</tr>
</tbody>
</table>

- +38% p.a.
- +39% p.a.
- +36% p.a.

3. On the back of a differentiated offering & superior value proposition

- New Product Launches
  - Wellness & Wellness Plus card launched (Jan' 2021) in association with Aditya Birla Wellness offering comprehensive benefits worth up to INR 60,000
  - Most rewarding Rewards Platform, allowing customers to share & adjust reward points against statement credit with no expiry
  - Best Foreign Currency Markup on select card variants
  - Hosted on most stable technology platform Vision+ (Fiserv) and Falcon (risk monitoring platform)

4. Transformation of cards issuance process to reduce cost of acquisition

- Focus on digitization of the process for seamless service to customers
  - End to end digitization (including video-KYC) of the new cards issuance process to enhance customer experience
  - 11.3% of the cards were issued through end-to-end digital process in Q4’21 as compared to 2.5% in Q4’20

All figures in INR Cr
Wholesale Banking: Strong growth in transaction banking and granularization of incremental lending book

1. Book has seen strong growth in non-credit throughput

<table>
<thead>
<tr>
<th></th>
<th>Q3FY20</th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factor</td>
<td>3.7x</td>
<td>2.5x</td>
<td>1.0x</td>
<td>1.8x</td>
<td>2.7x</td>
<td>3.8x</td>
</tr>
</tbody>
</table>

... on the back of an industry leading API banking and tech stack & focus on both anchor corporates, fin-techs and partners

- 93% of transacting clients are back & 100% of non-credit trade throughput is back
- 90% of peak-level cash management throughput achieved Volumes in flagship API Banking are 110% of peak volumes
- > 50% YoY growth on Digital Trade onboarding and transacting volume throughput

Strong growth in total API integrations...

2. 93% of transacting clients are back & 100% of non-credit trade throughput is back

3. Advances book has been consciously de-bulked & de-risked while increasing the granularity of disbursements for corporate & medium enterprises

<table>
<thead>
<tr>
<th></th>
<th>Q4FY20</th>
<th>Q1FY21</th>
<th>Q2FY21</th>
<th>Q3FY21</th>
<th>Q4FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book size</td>
<td>109,166</td>
<td>106,933</td>
<td>107,835</td>
<td>102,082</td>
<td>96,426</td>
</tr>
<tr>
<td>Disbursements</td>
<td>1,416</td>
<td>650</td>
<td>518</td>
<td>1,729</td>
<td>3,543</td>
</tr>
</tbody>
</table>

4. Systematic degrowth of Covid exposed sectors

Top 5 sectors driving significant alteration in the Wholesale Banking advances book

- Commercial Real Estate
- Electricity
- EPC
- Financial services
- Agri & Allied
- Metal & Metal Products
- Gems & Jewellery
- Roadways
- Media & Entertainment

All figures in INR Cr

- > 50% YoY growth on Digital Trade onboarding and transacting volume throughput
- 90% of peak-level cash management throughput achieved Volumes in flagship API Banking are 110% of peak volumes

B ▪ 93% of transacting clients are back & 100% of non-credit trade throughput is back ▪ 90% of peak-level cash management throughput achieved Volumes in flagship API Banking are 110% of peak volumes ▪ > 50% YoY growth on Digital Trade onboarding and transacting volume throughput

Strong growth in total API integrations...

- ▪ 93% of transacting clients are back & 100% of non-credit trade throughput is back
- ▪ 90% of peak-level cash management throughput achieved Volumes in flagship API Banking are 110% of peak volumes
- ▪ > 50% YoY growth on Digital Trade onboarding and transacting volume throughput

All figures in INR Cr

1,525, 1,752, 3,298

+116% p.a.

106, 142, 154

+46% p.a.
Wholesale Banking: Continue with strong liability and transaction led growth, supporting clients while maintaining high credit quality

### Business Trajectory

**FY 21 → FY 24**

- **CASA / RWA**
  - Double the CASA / RWA ratio

- **Transaction banking fee income**
  - Transaction banking fee income to grow faster than corporate loan book

---

### Strong growth in cash management & transaction banking franchise

- Continue to drive penetration in non-lending high quality segments (e.g., governments, capital market custody) to grow liabilities franchise
- Augment position as **preferred banking partner for technology startups** catering to overall requirements
- **Widen leadership on CMS with democratized API banking** approach via 350+ APIs and ~3300 successful integrations
- Capitalize & grow on back of current fintech partnerships (e.g., Tally, Payroll partners) to develop an integrated & connecting banking ecosystem
- **Strengthen the digital trade (Smart trade) platform** to drive increased customer migration; Develop seamless customer migration strategy along with extensive digitization of journeys

---

### Service as a differentiator

- Enhanced **omni-channel customer experience** delivered through a dedicated team, focused on providing a differentiated & measurable service proposition

---

### Continue to granulize lending book in high quality/opportunity segments

- **Strong product proposition** coupled with acquisition capabilities to help drive **high quality growth in the Medium enterprises** (100-1000 Cr turnover) portfolio
- **Leverage subject matter expertise in specific sectors** to identify pockets of excellent opportunities - e.g., agri infra, logistics & warehousing, healthcare
Continuous leadership and innovation in payments

1. Strong market position across key digital payment products

- **45% market share in UPI payments**
  - Q4FY20: 126
  - Q1FY21: 131
  - Q2FY21: 185
  - Q3FY21: 261
  - Q4FY21: 329

- **#1^2 remitter bank for IMPS txns**
  - Q4FY20: 6.5
  - Q1FY21: 2.5
  - Q2FY21: 4.8
  - Q3FY21: 10.7
  - Q4FY21: 10.6

- **Sustained performance in AEPS^1**
  - Q4FY20: 6.0
  - Q1FY21: 10.7
  - Q2FY21: 9.1
  - Q3FY21: 8.6
  - Q4FY21: 8.7

2. Significant traction on digital product innovations

- **Registered Users:** 21+ Lacs
  - Txn Val: INR 94,957 Cr
- **Registered Users:** 18.5+ Lacs
  - Txn Val: INR 26,672 Cr
- **Interactions:** 1.1+ Cr
  - #Txn processed: ~2.2 Lacs
- **#Txn processed:** ~1.2 Cr
  - Txn Val: INR 4,300 Cr

3. Business Trajectory

- **Value in Payments**
  - Leverage data for sourcing and deepening of YBL customers
- **Digital Payments**
  - Continue to be a leader within new age payments space

4. API Banking Leadership

- **3,300+ set ups done for customers so far**
  - 95%+ of CMS throughput from Digital only channels

---

1. Based on ‘off-us’ transactions
2. As Per NPCI among peer banks
Continuous cost control measures in place resulted in absolute cost reduction of 14%

1. ~12% improvement C/I contributed by reduction in non-sourcing linked costs

   All figures in INR Cr

<table>
<thead>
<tr>
<th></th>
<th>FY 20</th>
<th>FY 21</th>
<th>YoY Reduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee expenses</td>
<td>6,729</td>
<td>5,792</td>
<td>-14% p.a.</td>
</tr>
<tr>
<td>Rents, taxes &amp; lighting</td>
<td>39%</td>
<td>42%</td>
<td>7%</td>
</tr>
<tr>
<td>Professional Fees</td>
<td>49%</td>
<td>46%</td>
<td>4%</td>
</tr>
<tr>
<td>Others</td>
<td>5%</td>
<td>7%</td>
<td>3%</td>
</tr>
</tbody>
</table>

   C/I FY 20: 66%
   C/I FY 21: 54%

2. Structural changes in productivity via process re-engineering and digitization

   FY 20 FY 21
   CASA\(^2\) deposits (sourcing/employee) 1.0X 1.4X
   Retail\(^3\) assets (disbursement/employee) 1.0X 1.4X

   - Digitization of account opening via Yes Aim has led to 10-15% increasing in sourcing productivity
   - Branch process digitization (non-financial services, retail assets) to improve experience and productivity

3. Initiatives worth ~350 Cr on direct non people spend optimization; Governance put in place to ensure sustainability

   - Rental reduction initiated across ~680 branches; **Over 12% reduction in ~190 branches (~28% of network)**
   - **30+ high value 3rd party contracts** (~400+ Cr) across technology, admin services re-negotiated (IT AMCs, house-keeping, security, ATMs & postage / courier)
   - **Demand management policies setup** across technology and operations for scientific budgeting and resource allocation

---

1. Growth Rate of Total Income - Growth Rate of Operating Cost
2. Productivity: CASA deposits acquired / Total employees
3. Includes SME. Productivity: Disbursements / Total Employees

**Business Trajectory**

FY 21 → FY 24

Overall C/I

C/I to maintain downward momentum towards 40%

Maintain positive JAWS

\(\text{JAWS}\)
Modern and resilient digital & analytics stack already creating significant value across the bank

### Scalable & Resilient Infrastructure
- 99.7% success rate on UPI transactions\(^1\)
- 99.99999% stability of CBS (core banking platform)
- Upgraded data centers with industry first, fully automated disaster recovery platform

### Continued focus on building industry leading solutions
- Industry leader and pioneer of cloud-native API Banking platform - scaled up to 400+ APIs, integrated with 3,000+ ecosystem partners
- Launched Yes Connect – a bouquet of standalone and integrated B2B finance solutions with 10+ partners
- Loan in Seconds platform for end-to-end digital loans to bank’s retail customers for 4 products (PL, BL, AL, LAS)
- Chatbot with scorecard integration for real time approval of retail loans at solicitation stage

### New age analytics platforms and monetization trajectory
- 15+ high priority analytics use-cases have delivered an incremental value of INR 2,200 Cr in FY 21
- Scalable Hadoop clusters setup for running industrialized use-cases
- Personalization infrastructures enabled with AI/NLP processing over 120 Mn monthly transactions
- Centralized Data, Analytics and Governance (CDAG) team setup; Bank has recruited 300 profiles with technology, product, digital or analytics background to strengthen our digital leadership

### Innovations to drive step change in productivity
- AI/ML driven CRM platform used by 100% of frontline - Yes Genie
- 200+ bots delivering automated workflows, reconciliation and robotization of ~66 processes
- 12+ cross-functional garages instituted to reimagine key journeys at the bank
- Digital platforms for Paperless sourcing and processing of retail loans from channel partners

---

\(^1\) Monthly average basis remitter bank NPCI data for entire FY21
Portfolio of digital initiatives and investments will drive significant franchise gains over the next 12-24 months

<table>
<thead>
<tr>
<th>Acquisition</th>
<th>Experience</th>
<th>Engagement</th>
<th>Risk &amp; Governance</th>
</tr>
</thead>
</table>
| ▪ Reduce cost of sourcing  
▪ Improve sales force productivity | ▪ Reduce touchpoints per txn  
▪ Reduce variability in TAT | ▪ Right product, right time  
▪ Maximize share of wallet | ▪ Pre-emptive versus reactive  
▪ Zero tolerance to near misses |
| ▪ **Salesforce platform** for concurrent processing, real time decisioning and industry best TAT for retail assets  
 ▪ **Digital lending platform** to automate MSME sanctions | ▪ **Enhance suite of self-serve channels** (e.g. Whatsapp Banking, Voice banking, Smart Branches)  
 ▪ **Double the adoption of Trade-on-Net & corporate net banking platform** in 12 months | ▪ **Expand partnerships & investments with fintech eco-system** (micro-deposits, customer service, business identity establishments, digital solutions for SMBs) | |
| **Investment in modern (cloud native, microservices based) digital platforms** | **Deploy advanced AI / ML use-cases** | **Reimagine journeys to drive to paperless and zero-touch** | |
| ▪ **Leverage UPI base (1Bn transactions)** to build a strong digital acquisition channel for CASA and retail assets  
 ▪ **Continue to expand use-cases for Yes AIM** (75%+ accounts already digitally opened in Q4FY21, expand to cross-sell) | ▪ **45+ service journeys** to be digitized via bots | ▪ **End-end personalization** by leveraging AI / ML models and integrating with martech stack | |
| ▪ **Expand partnerships & investments with fintech eco-system** (micro-deposits, customer service, business identity establishments, digital solutions for SMBs) | | ▪ **Suites of advanced analytics led collection scorecards** across all retail products | |
| | | ▪ **Leverage ML models to sharpen underwriting scorecards** | |
Strong people focus: Stable leadership with focus on creating a diverse talent mix and objective performance management

- Stable leadership team with average vintage of 9 years within the bank combined with new talent from the industry

- Dedicated capability building function – Yes School of Banking focusing on role and skill-specific training and certifications – 14% increase in average training hours over FY20

- During FY 2020-21, the Bank has recruited 300 profiles with technology, product, digital or analytics background to strengthen our digital leadership

- Completed the appraisal cycle, including issuing increment letters for around 20,000 employees in 1st week of April 2021

- Significant proportion of top and senior management compensation made variable and linked to long term performance of the bank

- Revamped performance evaluation process - Transitioned to committee based approach for Annual Performance Review decisions

Data as on March 31, 2021

<table>
<thead>
<tr>
<th>Band</th>
<th>Q4 FY 2020-21</th>
<th>Average Vintage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Management</td>
<td>65</td>
<td>9.0</td>
</tr>
<tr>
<td>Senior Management</td>
<td>211</td>
<td>8.0</td>
</tr>
<tr>
<td>Middle Management</td>
<td>2,849</td>
<td>5.2</td>
</tr>
<tr>
<td>Junior Management</td>
<td>19,145</td>
<td>2.4</td>
</tr>
<tr>
<td>Total</td>
<td>22,270</td>
<td></td>
</tr>
</tbody>
</table>

1. The General & Junior Management bands have been amalgamated into one band – Junior Management
2. Data as on March 31, 2021
Enabling employee flexibility and supporting stakeholders

Deploying a permanent work from anywhere policy for our employees and digital interfaces for customers

Hybrid model for employees
- Work from Anywhere (WFA) option has been enabled for a majority of employees
- Phase wise WFA transition will be enabled for more employees during this FY

Enabling infrastructure and security
- Hardware & data infrastructure in place to support
- HR policy to enable smooth transition
- Information security protocols and collaboration software in place to ensure seamless workflows

Scale up of our digital interfaces with customers
- Launched Spectrum Banking – enabling virtual RM connectivity with our customers
- Full suite of digital authentication (e.g. Video-KYC) & interaction modes live in market

Supporting our employees and stakeholders during the pandemic
- Arrangement for RT-PCR for employees
- Multiple webinars and sessions with medical experts for customers and employees
- Free vaccination pledge for all employees and family members
- Central monitoring and support teams enabled to act rapidly across the network
Responsible franchise committed to a purposeful ESG agenda

Key Highlights

1. Addressing Climate & ESG Risk
   Adopted an Environment and Social Policy (ESP), integrating E&S risks into overall credit risk assessment framework

2. Reducing carbon footprint
   Eliminated single-use plastic and switched to procuring 100% recycled paper (A4) for internal operations, across India

3. Enhancing governance & disclosures
   Sustainability report aligned with the best global disclosure practices.

4. Engaging stakeholders
   Only Indian Bank to be a member of Informal Working Group (IWG) for the Task Force on Nature-related Financial Disclosures (TNFD)
   First and only Indian Bank to be a Founding Signatory to the UNEP FI Principles for Responsible Banking (PRB)

5. Promoting sustainable finance
   First Bank globally to have 732 facilities under its ISO certified 14001:2015 Environmental Management System
   Only Indian Bank to commit to developing a science-based emission reduction target by 2021 and sign the Commitment to Climate Action

6. Presence on ESG-Indices
   Disbursed over INR 10,700 cr to women Self Help Groups (SHGs) and Joint Liability Groups (JLGs) reaching over 10.5 lakh women through YES LEAP
   Rated A- (Leadership Band) by CDP for 2019 & 2020 Climate Change disclosures
   Awarded ‘Prime’ Status by ISS ESG (previously OEKOM Research Ag) (2018- 2020)

Balance: Sustainability & Profitability

Capitalizing on Sustainable Finance opportunities

Building Resilience against ESG risk
# Summary of our medium term objectives & FY22 guidance

## Key Strategic medium term objectives

<table>
<thead>
<tr>
<th>Objective</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail MSME mix</td>
<td>60%</td>
</tr>
<tr>
<td>CASA Ratio</td>
<td>40%</td>
</tr>
<tr>
<td>RoA</td>
<td>1 - 1.5%</td>
</tr>
</tbody>
</table>

## FY22 guidance

- **Focus on advances growth (>15% growth) while continuing to improve on granularity**
  - Continue momentum in retail & SME (~20% growth)
  - Resumption in wholesale banking (~10% growth)
- **Deposits to grow faster than loans - C/D ratio < 100%**
  - CASA ratio > 30%
- **Improving RoA**
  - Positive JAWS at core franchise level
  - Recoveries to offset slippages
  - NIM improvement on lower cost of funds (improving mix + rates)
- **Sustain growth while maintaining comfortable capital buffers**
Capital Sufficiency: Operating profits, recoveries and healthy capital mix to sustain growth, while maintaining comfortable capital buffers in FY 22

Bank’s Capital Adequacy Ratio

<table>
<thead>
<tr>
<th></th>
<th>(AT1 + Tier 2) CAR</th>
<th>CET 1 CAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2020</td>
<td>6.4</td>
<td>6.3%</td>
</tr>
<tr>
<td>Dec 2020</td>
<td>13.1</td>
<td>11.2%</td>
</tr>
<tr>
<td>Mar 2021</td>
<td>19.6</td>
<td>17.5%</td>
</tr>
</tbody>
</table>

Bank raised 15,000 crores of equity capital in Jul’20

RWA to Total Assets

<table>
<thead>
<tr>
<th></th>
<th>93%</th>
<th>90%</th>
<th>94%</th>
<th>92%</th>
<th>84%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun 2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sep 2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec 2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar 2021</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CET 1 Ratio comfortable at 11.2% despite accelerated provisioning

Bank expects to grow while maintaining comfortable capital buffers

- Recoveries expected to outpace potential slippages
- Operating Profits to sufficiently cover for growth capital

Deferred tax asset of ~INR 6,500 Cr deducted from net-worth for computing CET 1, representing ~280 bps, to further aid Bank’s CET 1 over time
Customer Corner

I am very much impressed in your banking service towards Savings account opening, FD and Aadhaar service. I have booked my FDs through call and received the bonds through post. I would prefer to have other investments as well in your bank only because of humble and sweet service offered by your staff. I am glad to have a relationship with your bank.

Retail Customer, Vizag

I also have NRE accounts with most of the private banks and have to say that my RM is the best RM that I have come across till date. Even during the tough times when we were all panicking on our funds lying in Yes Bank, he kept sharing the communication and kept the dialogue on trying to reassure us… I am extremely happy & grateful for his efforts & his patience due to which I am planning to increase my portfolio with Yes Bank.

NRI Client, Dubai

…I really appreciate all of your help in getting our requirements catered quickly and efficiently. Yes Bank Team have been right there, helping out wherever and whenever needed for these from past few months… We sincerely appreciate your efficient, gracious customer service, the level of detail and accountability the Bank have demonstrated on addressing our requirements and faster turnaround operationally.

Large pipe manufacturer, India

We have an association with Yes Bank Ltd. for last 15 to 16 years and ever since we have been enjoying our relationship with you in terms of ease of doing transactions and other services with your bank. The services provided by the professionally qualified and trained staff by Yes Bank have been proactive and satisfying… We would like to continue our relationship with Yes Bank Ltd in future too.

Large steel producer, India

I am a businessman and I have a fair share of dealing with banks throughout my whole life, but none of them provided services like yours. My experience here wouldn’t have been so delightful without your staff’s co-operation and help.

SMB Customer, Manali

Our journey till now with Yes Bank has been truly amazing. There is a sense of mutual understanding which we have developed with Yes Bank. A big thumbs up to you all for continuously delivering the best of your services and timely execution of our assignments. Sab bole ‘YES’.

Large urea manufacturer, India
Contents

YES BANK Journey

Financial Highlights Q4FY21 & FY21

Annexure
### Profit and Loss Statement

All figures in INR Cr

- **FY21 Operating Profits** grew 42% Y-o-Y despite lockdown related headwinds in Q1FY21 and lower balance sheet size
  - Q4FY21 delivers the best quarterly Core Operating performance in FY21
- Net Interest Income lower in Q4 vis-a-vis Q3 due to
  - INR 755 crore of interest reversals / non accruals due to NPA recognition
  - INR 144 crore of reversals estimated, basis the Supreme Court directive on 'interest on interest' refunds
  - Q3FY21 higher due to INR 334 Cr of one offs and ~INR 420 Cr of higher interest recoveries
- **Accelerated Provisioning in Q4FY21**, to absorb slippages due to Covid-19 Pandemic, post Hon' Supreme Court order

### Profit and Loss Statement

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended</th>
<th>Growth</th>
<th>Year Ended</th>
<th>Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q4FY21</td>
<td>Q3FY21</td>
<td>Q4FY20</td>
<td>Q-o-Q</td>
</tr>
<tr>
<td>Net Interest Income</td>
<td>987</td>
<td>2,560</td>
<td>1,274</td>
<td>-61%</td>
</tr>
<tr>
<td>Non Interest Income</td>
<td>816</td>
<td>1,197</td>
<td>597</td>
<td>-32%</td>
</tr>
<tr>
<td>Total Income</td>
<td>1,803</td>
<td>3,758</td>
<td>1,871</td>
<td>-52%</td>
</tr>
<tr>
<td>Operating Expense</td>
<td>1,618</td>
<td>1,472</td>
<td>1,765</td>
<td>10%</td>
</tr>
<tr>
<td>Human Resource Cost</td>
<td>574</td>
<td>601</td>
<td>639</td>
<td>-4%</td>
</tr>
<tr>
<td>Other Operating Expenses</td>
<td>1,044</td>
<td>871</td>
<td>1,126</td>
<td>20%</td>
</tr>
<tr>
<td>Operating Profit/(Loss)</td>
<td>185</td>
<td>2,286</td>
<td>106</td>
<td>-92%</td>
</tr>
<tr>
<td>Provisions</td>
<td>5,240</td>
<td>2,199</td>
<td>4,872</td>
<td>138%</td>
</tr>
<tr>
<td>Profit Before Tax</td>
<td>(5,055)</td>
<td>87</td>
<td>(4,766)</td>
<td>NM</td>
</tr>
<tr>
<td>Tax Expense</td>
<td>(1,267)</td>
<td>(64)</td>
<td>(1,098)</td>
<td>NM</td>
</tr>
<tr>
<td>Net Profit/(Loss)</td>
<td>(3,788)</td>
<td>151</td>
<td>(3,668)</td>
<td>NM</td>
</tr>
<tr>
<td>Yield on Advances</td>
<td>6.9%</td>
<td>9.3%</td>
<td>8.9%</td>
<td>NM</td>
</tr>
<tr>
<td>Cost of Funds</td>
<td>6.0%</td>
<td>6.1%</td>
<td>6.5%</td>
<td>NM</td>
</tr>
<tr>
<td>Cost of Deposits</td>
<td>5.7%</td>
<td>5.9%</td>
<td>6.2%</td>
<td>NM</td>
</tr>
<tr>
<td>NIM</td>
<td>1.6%</td>
<td>3.4%</td>
<td>1.9%</td>
<td>NM</td>
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<tr>
<td>Cost to income</td>
<td>89.7%</td>
<td>39.2%</td>
<td>94.3%</td>
<td>NM</td>
</tr>
</tbody>
</table>

1. Excluding one-offs and gain on sale of investments
2. Not measurable
### Break Up of Non Interest Income

**All figures in INR Cr**

- Robust core fee income performance (excluding P&L on Sale of Investments): up 22% Q-o-Q
  - Strong growth in transaction banking - Corporate Trade & Cash Management fees, up 20% Q-o-Q
  - Continued traction in granular Retail Banking Fees, up 21% Y-o-Y - highest ever quarterly performance

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended</th>
<th>Growth</th>
<th>Year Ended</th>
<th>Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q4FY21</td>
<td>Q3FY21</td>
<td>Q4FY20</td>
<td>Q-o-Q</td>
</tr>
<tr>
<td>Non Interest Income¹</td>
<td>816</td>
<td>1,197</td>
<td>597</td>
<td>-32%</td>
</tr>
<tr>
<td>Corporate Trade &amp; Cash Management</td>
<td>154</td>
<td>128</td>
<td>106</td>
<td>20%</td>
</tr>
<tr>
<td>Forex, Debt Capital Markets &amp; Securities</td>
<td>218</td>
<td>629</td>
<td>180</td>
<td>-65%</td>
</tr>
<tr>
<td>Of Which P&amp;L on Sale of Investments</td>
<td>16</td>
<td>540</td>
<td>164</td>
<td>-97%</td>
</tr>
<tr>
<td>Corporate Banking Fees</td>
<td>(1)</td>
<td>1</td>
<td>(42)</td>
<td>NM</td>
</tr>
<tr>
<td>Retail Banking Fees</td>
<td>421</td>
<td>409</td>
<td>347</td>
<td>3%</td>
</tr>
<tr>
<td>Trade &amp; Remittance</td>
<td>36</td>
<td>43</td>
<td>70</td>
<td>-16%</td>
</tr>
<tr>
<td>Facility/Processing Fee</td>
<td>86</td>
<td>75</td>
<td>53</td>
<td>14%</td>
</tr>
<tr>
<td>Third Party Sales</td>
<td>62</td>
<td>34</td>
<td>36</td>
<td>81%</td>
</tr>
<tr>
<td>Interchange Income</td>
<td>132</td>
<td>154</td>
<td>129</td>
<td>-14%</td>
</tr>
<tr>
<td>General Banking Fees</td>
<td>104</td>
<td>102</td>
<td>60</td>
<td>2%</td>
</tr>
</tbody>
</table>

¹ Income from NPA write back included in Non Interest Income, however, not a part of the break up above.
Break up of Operating Expenses

All figures in INR Cr

- Operating Expenses for FY21 lower by 14% for FY21
- Several initiatives underway as a part of the dedicated cost transformation program aimed at building a long term frugal and efficient cost structure
  - Institutionalizing an objective and value centric Technology Demand Management process
  - Targeting best-in-class operational efficiency through digitization and productivity release across sales and support processes
  - 360 degree assessment of infrastructure and facilities for continuous monitoring and review of underlying costs

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended</th>
<th>Growth</th>
<th>Year Ended</th>
<th>Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q4FY21</td>
<td>Q3FY21</td>
<td>Q4FY20</td>
<td>Q-o-Q</td>
</tr>
<tr>
<td>Payments to and provisions for employees</td>
<td>574</td>
<td>601</td>
<td>639</td>
<td>-4%</td>
</tr>
<tr>
<td>Rent, Taxes and Lighting</td>
<td>117</td>
<td>118</td>
<td>112</td>
<td>0%</td>
</tr>
<tr>
<td>Loan Sourcing Fees and DSA</td>
<td>159</td>
<td>121</td>
<td>118</td>
<td>32%</td>
</tr>
<tr>
<td>Depreciation on Bank’s property</td>
<td>98</td>
<td>90</td>
<td>84</td>
<td>9%</td>
</tr>
<tr>
<td>IT related expenses</td>
<td>85</td>
<td>85</td>
<td>95</td>
<td>-1%</td>
</tr>
<tr>
<td>Professional Fees &amp; Commission</td>
<td>92</td>
<td>75</td>
<td>113</td>
<td>24%</td>
</tr>
<tr>
<td>PSLC Purchases</td>
<td>-</td>
<td>-</td>
<td>60</td>
<td>NM</td>
</tr>
<tr>
<td>Insurance</td>
<td>41</td>
<td>40</td>
<td>58</td>
<td>1%</td>
</tr>
<tr>
<td>Others</td>
<td>453</td>
<td>343</td>
<td>485</td>
<td>32%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,618</strong></td>
<td><strong>1,472</strong></td>
<td><strong>1,765</strong></td>
<td><strong>10%</strong></td>
</tr>
</tbody>
</table>
Provisions and P&L

All figures in INR Cr

- **Accelerated NPA provisioning:** maintained healthy PCR of ~79%, despite elevated slippages post lifting of Hon Supreme Court stay on NPA recognition

- **INR 929 Cr of additional provisioning** towards NPI exposures in investments of conglomerate; increases PCR for Total NPIs to 92% from 81% previous quarter

- **Provisions for standard advances** include proactive provisioning of ~INR 250 Cr towards Covid related restructuring (~INR 2,500 Cr) expected to be implemented in Q1FY22

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended</th>
<th>Growth</th>
<th>Year Ended</th>
<th>Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q4FY21</td>
<td>Q3FY21</td>
<td>Q4FY20</td>
<td>Q-o-Q</td>
</tr>
<tr>
<td>Operating Profit</td>
<td>185</td>
<td>2,286</td>
<td>106</td>
<td>-92%</td>
</tr>
<tr>
<td>Provision for Taxation</td>
<td>(1,267)</td>
<td>(64)</td>
<td>(1,098)</td>
<td>1879%</td>
</tr>
<tr>
<td>Provision for Investments</td>
<td>1,046</td>
<td>525</td>
<td>3,336</td>
<td>99%</td>
</tr>
<tr>
<td>Provision for Standard Advances</td>
<td>(2,482)</td>
<td>1,482</td>
<td>436</td>
<td>NM</td>
</tr>
<tr>
<td>Provision for Non Performing Advances</td>
<td>6,510</td>
<td>195</td>
<td>1,100</td>
<td>3232%</td>
</tr>
<tr>
<td>Other Provisions</td>
<td>166</td>
<td>(3)</td>
<td>1</td>
<td>NM</td>
</tr>
<tr>
<td>Total Provisions</td>
<td>3,973</td>
<td>2,135</td>
<td>3,775</td>
<td>86%</td>
</tr>
<tr>
<td>Net Profit / (Loss)</td>
<td>(3,788)</td>
<td>151</td>
<td>(3,668)</td>
<td>NM</td>
</tr>
<tr>
<td>Return on Assets (annualized)</td>
<td>-5.7%</td>
<td>0.2%</td>
<td>-5.3%</td>
<td>NM</td>
</tr>
<tr>
<td>Return on Equity (annualized)</td>
<td>-43.2%</td>
<td>1.6%</td>
<td>-117.7%</td>
<td>NM</td>
</tr>
<tr>
<td>Earnings per share-basic (non-annualized)</td>
<td>(1.51)</td>
<td>0.06</td>
<td>(8.30)</td>
<td>NM</td>
</tr>
</tbody>
</table>

1 Including technical write-offs
NM = Not Measurable
Balance Sheet

All figures in INR Cr

- Balance sheet grew 6% Y-o-Y on the back of strong deposit growth of 55% Y-o-Y in the first full year of operations post imposition of moratorium in Mar, 2020

- Advances lower on account of accelerated NPA provisioning; Gross advances up by ~2% sequentially on the back of robust growth of 5.6% Q-o-Q in retail

- C/D ratio at 102.4% vis a vis 162.7% last year

<table>
<thead>
<tr>
<th></th>
<th>31-Mar-20</th>
<th>31-Dec-20</th>
<th>31-Mar-21</th>
<th>Growth % (Q-o-Q)</th>
<th>Growth % (Y-o-Y)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td>257,827</td>
<td>260,062</td>
<td>273,543</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td><strong>Advances</strong></td>
<td>171,443</td>
<td>169,721</td>
<td>166,893</td>
<td>-2%</td>
<td>-3%</td>
</tr>
<tr>
<td><strong>Investments</strong></td>
<td>43,915</td>
<td>38,798</td>
<td>43,319</td>
<td>12%</td>
<td>-1%</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td>257,827</td>
<td>260,062</td>
<td>273,543</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Shareholders’ Funds</td>
<td>21,726</td>
<td>36,956</td>
<td>33,196</td>
<td>-10%</td>
<td>53%</td>
</tr>
<tr>
<td><strong>Total Capital Funds</strong></td>
<td>30,809</td>
<td>46,606</td>
<td>40,321</td>
<td>-13%</td>
<td>31%</td>
</tr>
<tr>
<td><strong>Deposits</strong></td>
<td>105,364</td>
<td>146,233</td>
<td>162,947</td>
<td>11%</td>
<td>55%</td>
</tr>
<tr>
<td><strong>Borrowings</strong></td>
<td>113,791</td>
<td>61,318</td>
<td>63,949</td>
<td>4%</td>
<td>-44%</td>
</tr>
</tbody>
</table>

1 Includes technical writeoff
Break up of Advances & Deposits

All figures in INR Cr

- **Granularisation of balance sheet:**
  - CASA grew ~52% YoY; Ratio at 26.1%
  - Retail TDs grew 32% YoY
  - Retail advances grew 23% YoY with mix at 30%

- **Best quarterly performance in customer acquisition:**
  - ~660K CASA Accounts opened in FY21
  - Gross Retail Disbursements of INR 7,530 Cr
  - Small and Micro Enterprises disbursements INR 4,612 Cr; higher than pre-covid levels

<table>
<thead>
<tr>
<th></th>
<th>31-Mar-20</th>
<th>31-Dec-20</th>
<th>31-Mar-21</th>
<th>QoQ Growth (%)</th>
<th>YoY Growth (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Account Deposits</td>
<td>9,499</td>
<td>15,856</td>
<td>18,997</td>
<td>20%</td>
<td>100%</td>
</tr>
<tr>
<td>Savings Bank Deposits</td>
<td>18,564</td>
<td>22,118</td>
<td>23,590</td>
<td>7%</td>
<td>27%</td>
</tr>
<tr>
<td>CASA</td>
<td>28,063</td>
<td>37,973</td>
<td>42,587</td>
<td>12%</td>
<td>52%</td>
</tr>
<tr>
<td>CASA Ratio</td>
<td>26.6%</td>
<td>26.0%</td>
<td>26.1%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Term Deposits (TD)</td>
<td>77,301</td>
<td>108,260</td>
<td>120,359</td>
<td>11%</td>
<td>56%</td>
</tr>
<tr>
<td>of which CDs</td>
<td>6,935</td>
<td>7,395</td>
<td>6,896</td>
<td>-7%</td>
<td>-1%</td>
</tr>
<tr>
<td>Total Deposits</td>
<td>105,364</td>
<td>146,233</td>
<td>162,947</td>
<td>11%</td>
<td>55%</td>
</tr>
</tbody>
</table>

**Advances Book Split**

- 52% Corporate
- 49% 31-Dec-20
- 49% 31-Mar-21
- 8% Medium Enterprises
- 9% 31-Dec-20
- 9% 31-Mar-21
- 12% SME
- 12% 31-Dec-20
- 12% 31-Mar-21
- 28% Retail
- 30% 31-Dec-20
- 30% 31-Mar-21

**Retail Assets Split**

- Secured Business Loans: 21%
- Auto Loans: 16%
- Commercial Vehicles: 15%
- Personal Loans: 12%
- Affordable Home Loans: 11%
- Equipment Financing: 9%
- Micro-finance: 8%
- Credit Cards: 8%
- Other: 4%
- SME: 3%
- Retail: 2%
- Secure Busines Loans: 4%
- Auto Loans: 3%

1 Split basis gross retail advances
NPA Highlights

All figures in INR Cr

- In line with Hon Supreme Court Judgement & RBI Circular dated April 7, 2021 bank has classified borrowers as per the extant IRAC norms
- Pursuant to the above, gross slippages of INR 11,873 Cr in Q4FY21
- Recoveries & Upgrades of INR 2,487 Cr in Q4FY21. Write-offs of INR 10,323 Cr in Q4FY21
- Provision coverage ratio¹ at 78.6%
- NNPA for Retail, SME & Medium Enterprises are at < 1%

### Asset Quality Parameters

<table>
<thead>
<tr>
<th></th>
<th>31-Mar-20</th>
<th>31-Dec-20</th>
<th>31-Mar-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross NPA (%)</td>
<td>16.80%</td>
<td>15.36%</td>
<td>15.41%</td>
</tr>
<tr>
<td>Net NPA (%)</td>
<td>5.03%</td>
<td>4.04%</td>
<td>5.88%</td>
</tr>
<tr>
<td>Provision Coverage Ratio¹ (%)</td>
<td>78.0%</td>
<td>81.5%</td>
<td>78.6%</td>
</tr>
</tbody>
</table>

### Segmental GNPA

<table>
<thead>
<tr>
<th>Segment</th>
<th>31-Mar-20</th>
<th>31-Dec-20</th>
<th>31-Mar-21</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>GNPA</td>
<td>%</td>
<td>GNPA</td>
</tr>
<tr>
<td>Retail</td>
<td>503</td>
<td>1.23%</td>
<td>219</td>
</tr>
<tr>
<td>SME</td>
<td>363</td>
<td>1.66%</td>
<td>397</td>
</tr>
<tr>
<td>Medium Enterprises</td>
<td>280</td>
<td>2.06%</td>
<td>436</td>
</tr>
<tr>
<td>Corporate</td>
<td>31,731</td>
<td>26.83%</td>
<td>28,495</td>
</tr>
<tr>
<td>Total</td>
<td>32,878</td>
<td>16.80%</td>
<td>29,547</td>
</tr>
</tbody>
</table>

¹ including technical write-offs
### Summary of Labelled & Overdue Exposures

All figures in INR Cr

- Total labelled net exposures have sequentially reduced by ~20%; provisioning coverage increased by ~7pp
- Bank has proactively made a provision of 10% against ~INR 2,500 Cr of loans which are in advanced stages for implementation of restructuring under Covid regulations (Q1FY22)
  - Of the above ~INR 2,200 Cr is part of the 61-90 days overdue book
  - Of the above ~INR 150 Cr is part of the 31-60 days overdue book

<table>
<thead>
<tr>
<th>In INR Cr</th>
<th>31-Mar-20</th>
<th>31-Dec-20</th>
<th>31-Mar-21</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gross</td>
<td>Provision</td>
<td>Gross</td>
</tr>
<tr>
<td>GNPA</td>
<td>32,878</td>
<td>24,254</td>
<td>29,547</td>
</tr>
<tr>
<td>Standstill</td>
<td>2,713</td>
<td>238</td>
<td>8,322</td>
</tr>
<tr>
<td>Other Labelled Exposures</td>
<td>14,277</td>
<td>7,659</td>
<td>12,755</td>
</tr>
<tr>
<td>NFB of NPA accounts</td>
<td>1,686</td>
<td></td>
<td>1,255</td>
</tr>
<tr>
<td>NPI</td>
<td>9,222</td>
<td>6,825</td>
<td>6,576</td>
</tr>
<tr>
<td>ARC</td>
<td>2,175</td>
<td>622</td>
<td>2,170</td>
</tr>
<tr>
<td>Std. Restructured Advances1</td>
<td>172</td>
<td>8</td>
<td>1,523</td>
</tr>
<tr>
<td>Erstwhile</td>
<td>-</td>
<td>2</td>
<td>43</td>
</tr>
<tr>
<td>DCCO related</td>
<td>-</td>
<td>6</td>
<td>1,453</td>
</tr>
<tr>
<td>Covid</td>
<td>-</td>
<td>-</td>
<td>27</td>
</tr>
<tr>
<td>Other Std. exposures2</td>
<td>1,022</td>
<td>204</td>
<td>1,231</td>
</tr>
<tr>
<td><strong>Total Labelled Exposures</strong></td>
<td><strong>49,868</strong></td>
<td><strong>32,151</strong></td>
<td><strong>50,623</strong></td>
</tr>
<tr>
<td>Technical Write-Off</td>
<td>6,358</td>
<td>6,358</td>
<td>7,481</td>
</tr>
<tr>
<td><strong>Provision Coverage incl. Technical W/O</strong></td>
<td><strong>68.5%</strong></td>
<td><strong>68.0%</strong></td>
<td><strong>74.6%</strong></td>
</tr>
<tr>
<td>61-90 days overdue loans</td>
<td>321</td>
<td></td>
<td>6,537</td>
</tr>
<tr>
<td>31-60 days overdue loans</td>
<td>10,781</td>
<td></td>
<td>12,316</td>
</tr>
</tbody>
</table>

1 Already Implemented as of respective date; Erstwhile category represents Standard Restructured accounts and does not include withdrawn categories such as SDR, S4A etc.
2 Where provisioning has been made as per requirement of RBI circular on Prudential Framework for Resolution of Stressed Assets dated June 7, 2019
Corporate Debt Investments

All figures in INR Cr

- Additional provisioning of INR 929 Cr towards diversified conglomerate; of which INR 754 Cr towards financial services arms
  - Provision Coverage on the total NPI Exposure of INR 5,127 Cr of the conglomerate increased to 90% from 72% last quarter
  - Of which, Provision Coverage on exposures to Financial Services entities at 94% (76% last quarter)
- Overall NPI provisioning coverage at ~92% v/s. ~78% last quarter
- ~INR 630 Cr of capital allotted towards valuation adjustment on the standard AFS corporate bonds

Total Investments (Gross Exposures - Corporate AFS & CP’s) – 12,758 Crores of which:

- NPI of 6,641 Crores that is ~92% provided
- Other Standard performing investments is 6,297 Crores – Rating wise break up below

1 Standard exposures based on External Ratings
Credit Rating

All figures in INR Cr

| Ratings across all agencies at all time lows: | INDIA Ratings | Outlook-keeps Ratings Watch Evolving (RWE) |
| March 2020 | March 18, 2020 |

ICRA Downgrades
Basel II Upper Tier II to D from BB

CARE Downgrades
Basel II Upper Tier II to D from C
Outlook-Credit Watch with Developing Implications

INDIA Ratings Upgrades
BASEL III Tier II to BBB- from B-
Infrastructure Bonds to BBB from BB – Long Term Issuer Rating to BBB from BB-
August 27, 2020

Moody’s Investors Service
B3
Stable
Not Prime

ICRA Ratings
BBB
BBB
Stable

India Ratings
BBB
BBB
Stable

CARE Ratings
BBB
BBB
Stable

ICRA Upgrades:
BASEL III Tier II to BB
BASEL II Upper Tier II to BB+ from D
BASEL II Lower Tier II to BB+ from D
Infrastructure Bonds to BB+ from D
Short Term FD/CD Programme to A4+ from D

INDIA Ratings Upgrades
BASEL III Tier II to BBB- from B-
Infrastructure Bonds to BBB from BB – Long Term Issuer Rating to BBB from BB-

Moody’s Upgrades
issuer rating to B3 from Caa1 with a stable outlook

ICRA Upgrades:
BASEL III AT 1 to C from D
BASEL III Tier II to BBB- from BB
BASEL II Tier I to BB+ from D
BASEL II Upper Tier II BB+ from D
BASEL II Lower Tier II BBB from BB+ Infrastructure Bonds to BBB from BB+

September 11, 2020

ICRA Upgrades:
BASEL III Tier II to BBB from C
BASEL II Tier I to BB+ from D
BASEL II Upper Tier II to BB+ from D
BASEL II Lower Tier II to BBB from B
Outlook-Stable

Rating & Outlook Upgrade:
ICRA: BBB-; Stable
India Ratings: BBB-; Stable
CRISIL: A2+ short term; Stable
Moody’s: B3; Stable
FY21

International Rating
Long-term
Outlook
Short-term
Moody’s Investors Service
B3
Stable
Not Prime

Domestic Rating^
Long-term
Outlook
Short-term
Basel III
Baseline
Infra Bonds
CRISIL
AT I
Tier II
T I
UT II
LT II
BBB
BBB
Stable
A2+
ICRA
C
BBB-
BB+
BB+
BBB
BBB
BBB
Stable
Stable
Stable
Stable
India Ratings
BBB-
BBB-
BBB
BBB
BBB
BBB
B
CARE
BBB
BBB-
BBB
BBB
BBB
BBB
BBB

Ratings across all agencies at all time lows:
March 2020 | March 18, 2020

Last update is dated June 23, 2020-before the FPO
^ Brickworks Rating has been withdrawn due to redemption of instruments
Contents

YES BANK Journey

Financial Highlights Q4FY21 & FY21

Annexure
## Strong Investor base

### Well diversified Investor base:

<table>
<thead>
<tr>
<th>Category</th>
<th>% O/S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Institutions</td>
<td>39.30%</td>
</tr>
<tr>
<td>Individuals</td>
<td>29.10%</td>
</tr>
<tr>
<td>FII’s</td>
<td>13.80%</td>
</tr>
<tr>
<td>Body Corporates</td>
<td>7.10%</td>
</tr>
<tr>
<td>Insurance Companies</td>
<td>7.00%</td>
</tr>
<tr>
<td>Others</td>
<td>3.70%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### Shareholding Pattern as on March 31, 2021

- **Financial Institutions**: 39.30%
- **Individuals**: 29.10%
- **FII’s**: 13.80%
- **Body Corporates**: 7.10%
- **Insurance Companies**: 7.00%
- **Others**: 3.70%
- **TOTAL**: 100.00%
Robust Governance Structure

Simplified Organization Structure

Prashant Kumar
MD & CEO

Ashish Agarwal
Global Head, Wholesale Banking

Rajan Pental
Global Head, Branch and Retail Banking

Amit Sureka
Head, Financial Markets

Rajanish Prabhu
Country Head, Credit Cards & Merchant Acquiring

Akash Suri
Head, Asset Reconstruction Management

Jyoti Prasad Ratho
Head, Internal Audit

Shivanand R. Shettigar
Group Company Secretary

Niranjan Banodkar
Chief Financial Officer

Anurag Adlakha
Chief Human Resources Officer

Anita Pai
Chief Operating Officer

Parag Gorakshakar
Chief Credit Officer

Ashish Joshi
Chief Vigilance Officer

Sumit Gupta
Chief Risk Officer

Ashish Chandak
Chief Compliance Officer

Eminent and Experienced Board

Sunil Mehta
Non-Executive Chairman

Prashant Kumar
Managing Director & CEO

Mahesh Krishnamurti
Non-Executive Director

Atul Bheda
Non-Executive Director

V. S. Radhakrishnan
Non-Executive Director-Nominee Director-State Bank of India

Ravindra Pandey
Non-Executive Director-Nominee Director-State Bank of India

Ananth Narayan Gopalakrishnan
Additional Director (appointed by RBI)

1. Reports directly to the Risk Monitoring Committee of the Board
2. Reports directly to the Audit Committee of the Board
3. Reports directly to the Chairman of Board
Thank You

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