

Dividend

Your Bank has declared a dividend of ₹7.10 per share @ 710% for the year ended March 31, 2022.

Progress of Implementation of IND AS

Steering Committee headed by Managing Director (Stressed Assets, Risk & Compliance) has been monitoring implementation of Ind AS in the Bank. Your Bank is already geared up for implementation of Ind AS. However, implementation of Ind AS in Banks has been deferred by RBI until further notice.



III. Core Operations

1. Retail & Digital Banking Group

Retail and Digital Banking is the largest business vertical of the Bank, with 99.45% of total branches and 98.15% of the entire human resource of your Bank and comprising eight strategic business units. Your Bank is committed to customer delight at all its branches. The ever-evolving customer preferences, especially amongst the younger population is transforming the retail banking landscape.



Inauguration of President's Estate Branch, New Delhi

Your Bank's customer base is steadily increasing across the country, making Retail Banking the most prolific segment of your Bank, both in terms of deposit mobilisation and extending customised credit. Your Bank continues to be the most prominent Home Loan provider in the country and the largest dispenser of Education Loans, demonstrating its steadfast commitment to serving society.

resumption of activities with relaxations in lockdowns pan India has helped in gathering momentum.

The HL/HL related portfolios of your Bank has grown from about ₹1 lakh

crores in 2011 to ₹5.62 lakh crores as on 31.03.2022. The Home loan portfolio accounted for 23.87% of whole Bank advances. Your Bank has disbursed close to ₹1.46 lakh crore of Home loans and Home related loans during FY 2022.

Your Bank continues to be at the forefront of the digital banking domain with a steady stream of technology-driven innovations across various channels - digital, mobile ATM, internet, social media and branches. It has a multi-channel delivery model offering its customers a wide choice.

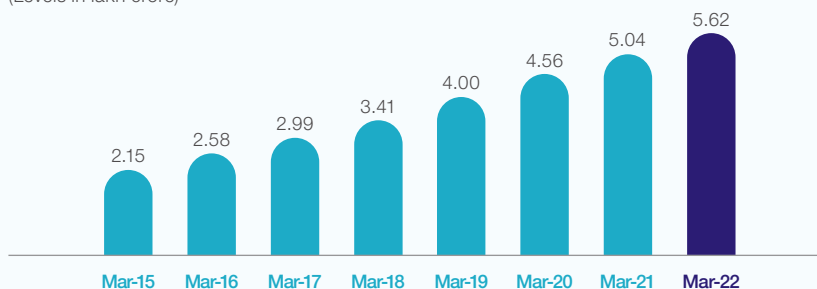
A. Personal Banking

1. Home Loan

Your Bank continues to be the Largest Home Loan provider in the country. Even though outbreak of the 2nd wave of pandemic affected real estate badly,

Journey over the Years (Home Loan Levels):

(Levels in lakh crore)



Market Share: Your Bank have been continuously outpacing the growth curve and garnered market share of 35.3% in home loans among ASCBs.

Affordable and PSL: Your Bank's affordable housing portfolio stands at 58.19% of its total home loan portfolio, while PSL stood at 34.15%.

Central Nodal Agency (CNA) for PMAY subsidy: Your Bank has been nominated as CNA by Ministry of Housing and Urban Authority (MOHUA), the only commercial bank in the country (other CNAs are HUDCO & NHB). As CNA for PMAY-CLSS scheme, your Bank has processed over 64,272 subsidy claims aggregating to ₹1,500 crore, earning income of ₹17.10 crore during FY 2022.

Asset Quality: Maintaining healthy Asset Quality was a challenge amid Covid-19 pandemic of the economy. Your Bank's constant proactive monitoring and follow up, soft reach out calls to customers resulted in NPA in HL falling below Mar'21 level to 0.50% by end of March 2022.

Based on RBI's Covid Relief forbearance/dispensation of moratorium & restructuring of retail loans, your Bank provided relief by way of restructuring 74,003 home loan accounts in the 2nd Phase.

Initiatives: Your Bank has always been instrumental in customizing and developing sustainable, creative solutions and continuously striving towards making SBI the 'No. 1 Choice of Customers' for home loans. Towards sustainable development goals, financing of cost of rooftop Solar Photo Voltaic System as part of project cost is now included in Home Loans.

Digitisation of Loan Journey: Retail Loan Management Solution (RLMS) and Vendor Verification Module (VVM) were introduced in loan processing to ensure uniform underwriting standards, seamless delivery & end to end digitisation of the product to ensure customer delight.

In-house developed contactless digital platforms like YONO & Online Customer Acquisition Solution (OCAS) / Retail Assets

Acquisition Solution (RAAS) are being promoted extensively as resource tools to maximise Home Loan business and boost Bank's market share further.

Document Management Solution (DMS) is an initiative to digitise and centralise the maintenance of Home Loan documents, to increase customer convenience which is rolled out in all CPCs.

Tie-Ups with Builders: Onboarding maximum projects under Builder Tie Up (BTU) provides much-needed leg-up fillip to Home Loan portfolio and improves sourcing quality besides considerably improving TAT. Your Bank has so far approved 8,578 residential projects (RERA approved) with penetration of 22.47% in these Tied Up projects.

2. Auto Loans

Your Bank took various initiatives to maintain volumes and market share, focusing on customer delight and convenience. Your Bank has entered into tie-up with India's two largest OEMs, MSIL & HML, by which an eligible customer can generate an instant in-principle sanction letter while booking the Car on the OEM platform. Your Bank was No. 1 on both platforms among all financiers. A new Car Loan journey on YONO was started for customers not maintaining an account with SBI. 13% of total disbursements are from a pre-approved suite. With a focus on sustainability and supporting the environment, your Bank has been offering loans for Electric PVs at a concessionary interest rate and with an extended loan tenor. In two-wheeler financing, your Bank has developed an e2e digital product, "SBI-Easyride" where the customer does not need to visit branch for the sanction of loan and disbursement.

3. Education Loans

Your Bank takes pride in being the largest Education Loan provider in the country. Your Bank has helped 76,301 deserving students realize their dreams by providing financial assistance of ₹10,291 crore during the year. 40% of the loans were extended to girl students (up from 37% in March 2021). To broaden the scope of Education Loans, book quality business and enhance customer satisfaction, your Bank has taken the following steps:

- Shortlisted 235 top-rated premier and reputed institutions for extending Education Loans under the Scholar Loan scheme at relaxed norms and concessional interest rates.
- Penetration through Flagship product "Global Ed-vantage Education Loans" for studies abroad was improved by extending Doorstep services in select cities.
- To ensure better tracking of loan applications and faster loan sanctioning, your Bank's Loan Origination System (LOS) was integrated with GOIs Vidya Lakshmi Portal (VLP).

4. Personal Loans

Personal Loans are amongst the most popular products in your Bank, and your Bank is a leader in this market segment. Your Bank is aggressively catering to the needs of the salaried class (both government and private), pensioners and self-employed/other customers. Your Bank is also extending loans to Salaried customers of other Banks through SBI Quick Personal Loans. As of 31.03.2022, the Personal Loan portfolio (Xpress credit and Pension loan) reached ₹2,85,448 crores with a YTD growth of 28.06% (₹62,119 crores). The growth is contributed primarily by the flagship product Xpress credit (₹54,934 crores), which had YTD 28.49% growth.

Your Bank launched a new unsecured Personal Loan product, "SBI KAVACH LOAN", in June 2021 for customers requiring funds for Covid treatment wherein we offered loans up to ₹5 lakhs at concessional rate of interest. We extended 1,80,056 loans amounting to ₹3,686 crores under these product.

5. Consumer Durable Loans for e-Commerce Purchases:

Your Bank offers two e2e products, namely POS EMI Loan and Online EMI Loan. While POS EMI loan is being provided through Pine Labs POS machines at various shops, malls, stores, and showrooms, your Bank has entered into a tie-up with Bill Desk and PayU to offer Online EMI Loan at select online shopping portals. These products are available to 1.11 crores pre-approved customers based on

their account behaviour and other AI/ML technology parameters.

6. Liability and Investment Products

The total deposits at your Bank grew by 10.06% during FY2022.

The total Term Deposits grew by ₹2,21,926 Crores (11.53%) during FY2022.

The total Savings Bank Deposit grew by ₹1,43,123 Crores (10.45%) during FY2022.

CASA Deposits of your Bank grew by 7.78% during FY2022. Your Bank opened 98.75 lakhs new regular Savings Bank accounts during the Financial Year.

7. Doorstep Banking Services

In a move towards customer convenience and ease of banking, your Bank is extending Doorstep Banking Services through agents to all customers at the top 100 banking centers for 5 key services including cash deposits & withdrawal, pick up cheques, Statement of Account, TD Advice. Additional two new services for pick up of Nomination Form and Fund Transfer request were added during the current FY.

However, Senior Citizens more than 70 years of age and Differently Abled Persons are being extended Doorstep Banking Services at all banking centres. Registration for Doorstep Banking Services is also made available through the YONO Lite app.

8. Video Customer Identification Process (V-CIP)

To bring the banking facility closer to customers, your Bank offers the opening of Savings Bank accounts digitally through the V-CIP process from the comfort of the home, office & convenience and more than 6 lakhs customers have joined us through V-CIP up to March 2022.

9. Corporate and Institutional Tie-ups for Salary Package

This year, your Bank focused on opening Salary Package Accounts for Corporate, Defence, Railways and State Govt employees through Corporate Salary Relationship Managers. The total Salary Account customer base as of Mar'22 reached more than 179 lakhs with

the opening of 4.77 lakhs new Salary Package Accounts during FY2022. 1,291 new Corporate tie-ups were established during the current FY. 292 dedicated and customized Salary Package Microsites have been created for employees of various entities to create awareness about benefits available to them under CSP.

10. Digital Personal Loan Offerings

While offering products on multiple platforms for portfolio growth with higher profit margins, your Bank has kept in mind customer convenience with Ease of Banking and delivered the following variants through YONO. Customers can avail of the offerings on a 24X7 basis, without any physical documentation and branch visit.

- PAPL (Pre-Approved Personal Loan)
- PAXC (Pre-Approved Xpress Credit)
- PAPNL (Pre-Approved Pension Loan)
- INSTA Top-up for Xpress Credit
- Insta Pension Loan

The Bank has sanctioned 11.40 lakh digital loans involving ₹21,118 crores during FY2022 compared to 11.60 lakh digital loans involving ₹15,997 crores during FY2021.

11. NRI Business

As of 31 March 2022, your Bank has around 36 lakh NRI Customers, who are being catered through 450 dedicated Specialized NRI Branches / NRI Intensive Branches in India, our foreign offices in 30 countries, 227 Global Banks as Correspondent Banks and tie-ups with 45 Exchange Houses and five Banks (in the Middle East) to facilitate remittances. To provide a one-stop service to NRI Customers' a Global NRI Centre (GNC)' has been set up at Ernakulam for all non-financial services of the Bank.

Your Bank is leading in the NRI Banking space in India with a market share of 22.38% (as of Jan 2022).

Your Bank has launched the following services in FY 2021-22 for the benefit of NRI clientele:

- The Daily limit for Forex Outward remittances through FX-Out (INB Channel) from NRE Account is enhanced from ₹10 lacs to ₹18 lacs per day.

- IMPS facility extended for NRI Customers for instant financial transactions in Internet Banking and Mobile Banking.
- Interest Certificate available to NRI Customers over INB for the previous two years (both financial and calendar years).

12. Precious Metals

Sovereign Gold Bonds (SGB): The Government of India introduced a sovereign Gold Bond Scheme during FY 2015-16 to promote Digital Gold. Your Bank, during FY 2021-22, mobilized 3,052 Kg Gold (₹1452 Crores) under the scheme.

Gold Monetization Scheme (GMS): To mobilize gold lying idle in households and institutions, the Government of India introduced Gold Monetization Scheme during FY 2015-16. During FY 2021-22, your Bank mobilized 2,901 Kg Gold.

Other Gold Business

Metal Gold Loan (MGL): In addition to mobilizing Gold under GMS, Bank offers Metal Gold Loan to jewellers engaged in manufacturing gold ornaments for domestic and export purposes. During FY 2021-22, your Bank extended Metal Gold Loans of 15.94 MT amounting ₹7,461 crore.

Sale of Gold (SOG): The Bank also offers the Sale of Gold (SOG) Scheme to Jewellers/Traders. During FY 2021-22, your Bank sold 2.7 MT Gold under the Scheme.

13. Wealth Management Business

The Bank's Wealth Management Services are offered at 74 major centres across the country through a network of 172 Wealth Hubs and five e-Wealth Centres.

SBI Wealth has shown exponential growth in terms of Investment AUM and clients during FY2022. The Investment AUM has increased from ₹8,592 Crore to ₹14,317 crore, and the number of Clients increased from 2,55,196 to 2,97,246. The AUM of Clients also increased from ₹2,07,167 Crore to ₹2,52,061 Crore for the same period.

SBI Wealth has been chosen as one of the Best Brands of 2021 by The Economic Times.