

SBlePay: SBI is the only bank in India to have its own 'Payment Aggregator Services' (SBlePay), which was launched in March 2014. Unlike other banks, which rely on the services of private aggregators, SBI has an in-house aggregator, which, when coupled with SBI's own PG services, gives SBI the security and a distinct cost advantage over other aggregators and banks. Additionally, Government merchants prefer having their data handled by SBlepay over private aggregators.

Your Bank has on-boarded over 1391 merchants, including Central/State Govt. Departments, Universities, Charitable trusts, private Merchants/ institutions, among others. Your Bank is integrated with 40 significant Banks for INB transactions. It uses SBI PG for Debit and Credit Cards of VISA, Master and Rupay, and Prepaid Card, directly integrated with Amex and PayPal. It also has Cash & Cheque (Branch Payment), NEFT & UPI, and UPI QR Code as a payment mode. The link-based payment option has been rolled out for merchants to accept online payments without needing a Website.

Merchant on-boarding on SBlePay registered a YoY growth of 73.87% by on-boarding 346 merchants in FY2022 over 199 merchants in FY2021. YoY growth in Fee Income went up by 70.71% from ₹26.1 crore in FY2021, to ₹44.45 crore in FY2022. The turnover in transaction value registered a Y-o-Y increase of 55.30%, with transactions amounting to ₹84,934 crores in FY2022 over ₹54,690 crores in FY2021.

SBI e-pay plans: Increasing payment options by integrating with Payment Wallets, Channels.

- On-boarding large Corporates, Private merchants & Universities with large transaction volumes.
- Integrating with typical Portals/ Technology service providers for continuous business through a single integration.
- Digital on-boarding of a merchant with the online upload of merchant KYC and on-boarding agreement.
- Validation of GSTIN & PAN while on-boarding the merchants digitally

YONO Business

YONO Business is an integrated platform (available on both mobile App and desktop) designed to serve a whole range of banking needs –Trade Finance, Forex, Cash Management, Internet Banking and Supply-chain finance – for corporate customers across categories, from the biggest conglomerates to emerging start-ups.

Key Performance Highlights of YONO Business (as of 31st March 2022):

- YONO-B platform adoption: 17.53 lakhs Corporate Users have used YONO Business by the end of FY2022.
- Customer Onboarding: 1,39,413 New to Digital customers were onboarded till FY2022 through the YONO Business portal.
- Import LCs: Processed issuance of 23,883 Import LCs amounting to ₹1,67,279 crores with 66% being Digital LCs, a jump from 7% in FY2019.
- Forex Rate Booking: Facilitated forex booking of more than ₹23,602 crore with 23,618 transactions by the end of FY2022.
- PABL/PABL-POS: 13,372 of Pre-Approved Business Loans (PABLs) amounting to ₹551.92 crores were opened by the end of FY2022.
- YONOB Mobile App Adoption: The registered user base of the YONOB mobile App is 6.19 lakhs by the end of FY2022. Total downloads since 1st July 2020 (date of launch) are 20.01 lakh.
- Current Account Opening: Facilitated online requests for the opening of 1,01,248 current accounts by the end of FY2022.
- API Banking: API Sandbox environment has been created where customers can explore the sandbox and subscribe for UAT and production. Payment APIs enable posting from the customer's ERP to Bank's CBS via YONO Business. Two types of Payment APIs are available: STP (direct posting) and non-STP (request initiated from customer's ERP and approved by corporate checker in YONO Business).

6. Corporate Banking

A. Corporate Accounts Group (CAG)

Corporate Accounts Group (CAG) is a dedicated Business Unit (BU) of your Bank. It handles SBI's 'high-value credit' portfolio as a specialised and efficient delivery platform. The CAG BU has four specialised Branches headed by General Managers located in India's top three commercial centres, namely Mumbai (2), Delhi (1), and Chennai (1).

In SBI, CAG BU is a one-stop-shop that provides a wide range of financial products and services exclusively to top-rated corporates, including their foreign associates and subsidiaries. The business model of CAG BU is based on the relationship management concept, and each client/business group is mapped to a relationship manager who spearheads a cross-functional client service team consisting of highly skilled credit and operations functionaries.

The relationship strategy is anchored on delivering integrated and comprehensive solutions to the clients, including structured products within a specified time frame. The prime objective of the plan is to make SBI the first choice of top corporates. A regular review of each corporate relationship by senior management sets the benchmark for relationship management in CAG BU.

Apart from various core credit products, CAG BU offers an array of customer-specific products like Cash Management Product, Treasury and Forex products and Merchant Banking products in association with other SBUs and subsidiaries of SBI such as SBI Capital Markets Limited and SBI Gilts Limited, amongst others.

Client Service Teams at CAG Branches also aid customers in the selection and delivery of a wide variety of products and services offered by SBI's associates and subsidiaries listed below:

- For Capital Market Requirements – SBI Capital Markets Limited (SBICAPS)
- For Treasury and Investments – SBI Gilts Ltd and SBICAP Securities Limited
- For Investments – SBI Mutual Fund Limited

- For General and Life Insurance – SBI General Insurance Company Limited and SBI Life Insurance Company Limited
- For Receivables factoring – SBI Global Factors Limited
- For Custodial Services Banking to Foreign (FII, FPI, FVCI) & Domestic Institutional Clients – SBI Societe Generale Global Securities Services Pvt. Limited (SBI-SG)

To align with the changing banking landscape, your Bank has created two specialised units within CAG BU:

Corporate Solutions Group (CSG) - looking at 360° banking requirements of corporate customers in significant sectors, namely FMCG, Auto, Agri, Pharma, and IT, to cover their entire ecosystem and with a focused thrust on existing as well as new-to-bank customers.

Financial Institutions Group (FIG) - to address credit, transactional, general banking and non-banking requirements of Financial Institutions such as Insurance Companies, Brokerage Firms, Banks (Private and Foreign), Mutual Funds, FDI and FPI entities.

The total loan portfolio of CAG BU as of 31st March 2022 was ₹6.18 lakh crore (fund based – ₹4.02 lakh crore and non-fund based – ₹2.16 lakh crore) compared to a total loan portfolio of ₹5.42 lakh crore (fund based – ₹3.61 lakh crore and non-fund based – ₹1.81 lakh crore) as on 31st March 2021. Demand for credit has picked up in the second half of FY2022, resulting in ₹0.76 lakh crore net credit growth at the CAG BU. Major top corporates of the country and Navratna PSUs are esteemed customers of the CAG BU.

B. Treasury Operations

Global Markets performs domestic Treasury Operations of your Bank and is responsible for deploying surplus funds to achieve desired risk-adjusted returns. Global Markets' portfolio comprises investments in SLR (Statutory Liquidity Ratio) and Non-SLR Securities, Publicly Traded Equities, Venture Capital Funds, Private Equity, and Strategic Investments. Additionally, it offers multiple products and services that cater to its customers'

foreign exchange and risk management requirements.

Interest Rate Movements & SLR and Non-SLR portfolio

Global Markets manages your Bank's domestic Investment Portfolio and maintains regulatory requirements of CRR (Cash Reserve Ratio) and SLR (Statutory Liquidity Ratio). COVID-19 pandemic continued to significantly impact economies and financial markets worldwide, with geopolitical tensions further exacerbating market sentiment.

One of the primary features of FY 2021-22 has been rising global inflation, mainly due to higher commodity prices and supply chain and logistics disruptions. In India, CPI has remained above RBI's target of 4% throughout the year and has continued to rise steadily above 6% in the last few months, mainly due to upward pressure on crude, edible oil prices and other commodity prices.

During FY 2022, RBI continued to take various monetary measures to support economic growth. To facilitate Government's extensive borrowing programme during the first half of the year, RBI introduced G-Sec Acquisition Program (G-SAP). RBI also continued unconventional measures viz., Targeted Long-Term Repo Operations (TLTROs) for Small Finance Banks, Liquidity Facility for All India Financial Institutions (AIFIs), asymmetric Open Market Operations (OMOs), simultaneous Sale and Purchase of securities, etc. With ample liquidity in the banking system, the earlier relaxation in CRR requirements was gradually withdrawn, starting from March 2021. Relaxation to avail funds under Marginal Standing Facility (MSF) by dipping into the Statutory Liquidity Ratio (SLR) up to an additional one per cent of Net Demand and Time Liabilities (NDTL), i.e., cumulatively up to 3 per cent of NDTL, was also made available till 31st December 2021. RBI also undertook Variable Rate Reverse Repo operations of different tenors under the Revised Liquidity Management Framework to manage durable and transient liquidity.

The fiscal deficit for FY 2022-23 is estimated at 6.40% of GDP as against 6.90% (revised estimates) in FY 2021-22. The Centre has announced a record gross

borrowing of ₹14.31 lakh crore as against market expectations of about ₹12.50 lakh crore resulting in a sharp rise in bond yields. Following monetary and liquidity tightening by major Central Banks, along with high inflation numbers, the Indian 10-year benchmark bond yield closed at 6.84% on 31st March 2022.

Your Bank has prudently managed the excess liquidity position and is well placed to handle the expected moderation in liquidity. Your Bank has invested in a mix of high-quality corporate bonds and Government securities while maintaining low-interest-rate sensitivity in preparation for a rise in yields.

Equity Markets

Global and domestic Central Bank liquidity and swift economic recovery from the second wave of COVID-19 helped our equity market outperform global indices in the first half of the financial year. However, equities corrected in the second half of the year as market participants weighed inflationary pressures, commodity prices, a slowdown in growth, hawkish FED, and geopolitical tensions. Indian equities posted decent returns in the current financial year, with the Nifty 50 index recording 18.88% year-on-year gains and ending the year with the second-best returns in seven years. The domestic benchmark equity index Nifty 50 traded between a high of 18,604 and a low of 14,151 during the FY2022.

Your Bank actively participated in the rally in equity markets, calibrating the investment book as per market dynamics. The year also saw a flurry of IPOs, including new-age tech companies, with solid listing gains. Your Bank's active participation in the primary market, including InvITs and REITs, has proven fruitful, generating high returns. Your Bank manages the equity portfolio by realigning the book according to market movements while keeping a tab on domestic and global macros towards achieving substantial risk-adjusted returns.

Private Equity / Venture Capital Fund

Your Bank has been an active participant in the Alternative Investment space during FY 2021-22 and has supported start-ups through direct equity participation.