SBI
The banker to every indian

Yono SBI
Power to every indian

DIGITAL FIRST
CUSTOMER FIRST
NATION ALWAYS

Investor Day

15th September, 2026

India is entering a once-in-a-generation growth phase

	India Today Strong Foundations		India Going Forward Scale, depth and digitisation	
Economic momentum	6.4%[1]	*GDP growth (Fastest growing economy in the world)*	#3	*Rank by GDP by FY29*
Income and affluence	64 Mn+[2]	*Elite and affluent HHs (~20% penetration)*	120 Mn+[3]	*Elite and affluent HHs (~30% penetration)*
Financial Inclusion and formalisation	95 Mn+[4]	*Udyam registrations (5x in 3 years)*	40%[5]	*SME contribution in GDP*
Digitization	555 Mn+[6]	*UPI Users (~40% penetration)*	1 Bn+[7]	*UPI Users (~60% penetration)*

1. GDP growth in 2026 - IMF (2026), last 3 years average growth is 7.4% as per CSO, India's transition to 3rd largest economy will depend on the rupee versus dollar exchange rate; 2. Elite and affluent HHs in 2024; 3. Elite and affluent HHs projection for 2034; 4. Udyam portal SME registrations as on Sep 9, 26; 5. SME contribution in GDP in 2030 - B2K Analytics Report (2026) 6. UPI Users as on Aug 2026 - NPCI; 7. UPI Users projection for 2030: RBI – National Strategy for Financial Inclusion (2025-30); Note: Annual gross HH income – Elite (>INR 20L p.a.) & Affluent (INR 10-20L p.a.)

SBI
The banker to every Indian

SBI – Unmatched scale at the centre of India's Growth Story

Largest customer and distribution franchise in the country

Unmatched customer franchise

Segment	Scale
Retail	550 Mn+ Customers
SME	3 Mn+ Customers
Corporate	2.3 k+ Relationships

India's largest physical and digital distribution ecosystem

23 k+ Branches	139 Mn+ INB users
240 k+ Employees	100 Mn+ YONO users
29+ Countries	43 Mn+[1] WhatsApp users

Note 1. Users as of Aug 26

We are a robust ecosystem that mirrors the Indian economy, operating at unprecedented scale

Our Business

Subsidiaries

Fueling growth of corporate India

- Mid-to-large corporates
- Large corporates
- International corporates
- Global markets
- Transaction Banking
- SBI CAPS — Complete Investment Banking Solutions

Supporting Indian entrepreneurial spirit

- SME
- Rural Financing
- Government schemes
- SBIGFL — SBI Global Factors Ltd.

Fulfilling aspirations of households

- Housing Loans
- Deposits
- Wealth
- Retail assets
- SBI card
- SBI Life — Apne liye. Apno ke liye.
- SBI Pension Funds — Invest Wisely, Retire Happily
- SBI Operations Support — Partner for Optimal Operations

Subsidiaries

- SBI general Insurance — SURAKSHA AUR BHAROSA DONO
- SBI Funds Management Limited
- SBI Securities — Investment aur Trust, Dono
- +7 other subsidiaries

SBI The banker to every Indian

SBI Group - Market leader across key segments…

SBI — The banker to every Indian
- **market share**
- **22%+** in Deposits and **20%+ in** Advances
- **Total Business ~$1.1 Tn**

SBI FUNDS MANAGEMENT LIMITED
- **~15% market share**
- India's largest AMC
- **~$132 Bn**

SBI PENSION FUNDS — Invest Wisely, Retire Happily
- **~34% share**
- Largest NPS manager
- **~$59 Bn**

SBI Life — Apne liye. Apno ke liye.
- **~17% share**
- India's largest Private life insurer
- **~$51 Bn**

SBI card
- **18%+ market share[1]**
- Largest "pure-play" card company with 22M+ cards
- **~$ 45 Bn[1]**

SBI sponsored RRBs
- 9 RRBs supported
- **~$28 Bn**

SBI general INSURANCE — SURAKSHA AUR BHAROSA DONO
- Fastest growing in major General Insurer
- **~$2.6 Bn**

+

SBI CAPS — Complete Investment Banking Solutions

SBI Ventures

SBI Securities — Investment aur Trust, Dono

SBI Trustee

SBI Payments

Managing over $1.4 Tn through the group

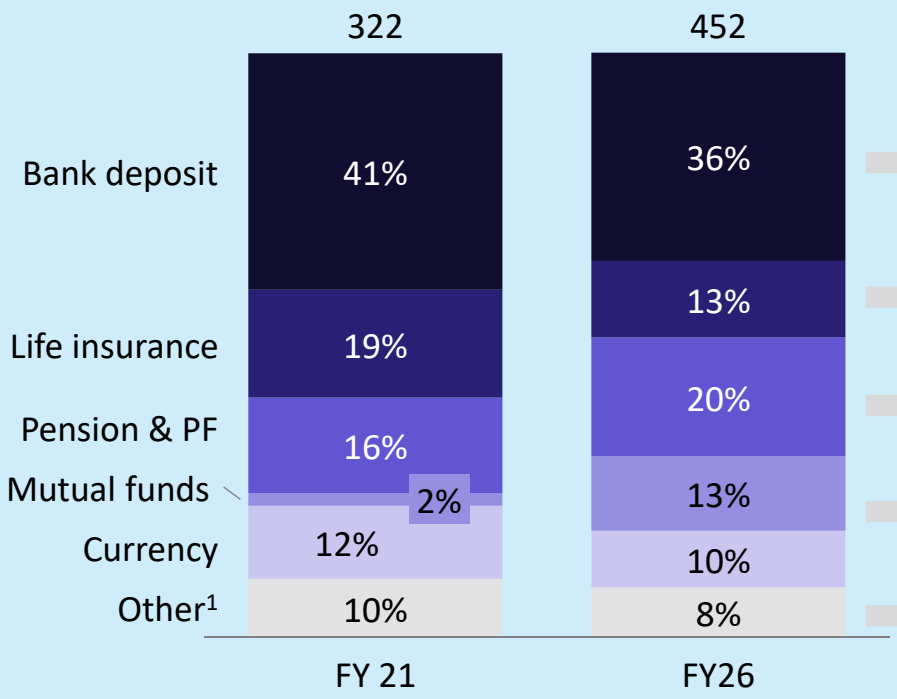
1. $45 Bn represents annual card spends and 18.6% market share is based on cards in circulation

Note: Nominal GDP as of FY26-end; All figures as of FY26-end; Note: 1 USD = INR 95

Amount – Advances & deposits/AUM/card spends

…and serves Indian households even as their financial choices shift

Gross Financial Assets of Household sector - Flows ($ Bn/ %)	SBI group company serving the segment	SBI market share



SBI group company serving the segment	SBI market share FY26
SBI – The banker to every Indian	~22%
SBI Life – Apne liye. Apno ke liye.	~17%
SBI Pension Funds – Invest Wisely, Retire Happily	~34%
SBI Mutual Fund – A Partner for Life; SBI Securities – Investment aur Trust, Dono	~15%
SBI General Insurance – Suraksha aur Bharosa Dono; SBI CAPS – Complete Investment Banking Solutions; SBI Ventures	

1. Others includes other insurance (general insurance), private shares and debentures (excluding mutual funds), claims on government, postal and state insurance

Source: RBI; Note: Note: 1 USD = INR 95

Last 5 years | We have grown with speed, efficiency, quality

Growth

Balance Sheet

FY21-26

$325 Bn	10.9%
Growth	CAGR

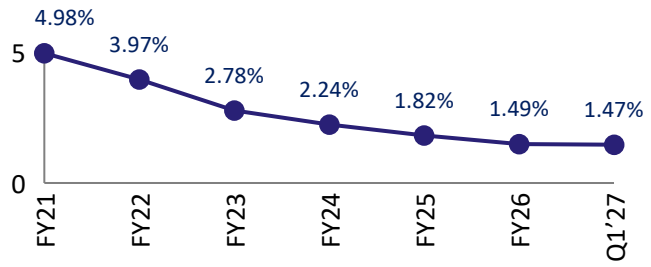
*We have been **adding a new SBI every 6 years***

FY21-26

Top 2 private sector Indian banks	$314 Bn[1]
Top 3 Public sector banks	$243 Bn[1]

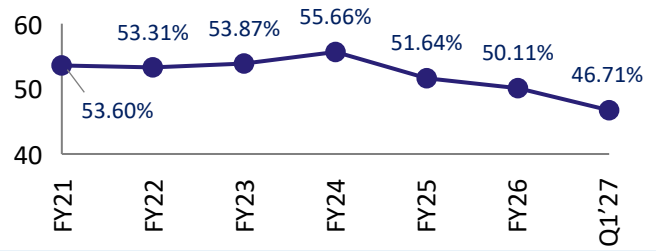
Asset quality

Gross NPA



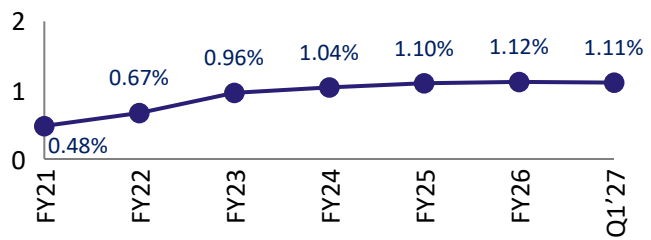
Efficiency

Cost-Income ratio

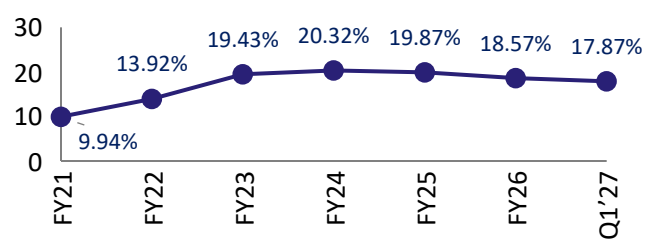


Profitability

Return on Asset (ROA)



Return on equity (ROE)



Note: 1 USD = INR 95

1. Peer Bank Annual Reports (FY21-26)

We have continued to create a sustainable, competitive moat

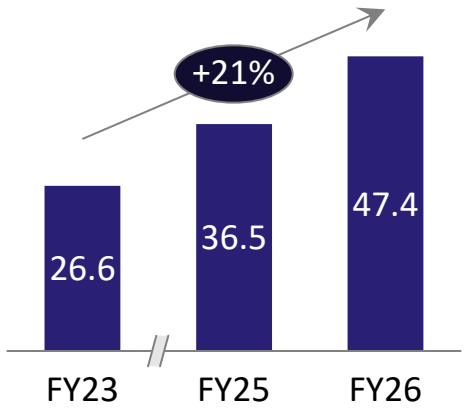
	Ability to take sharp and precise underwriting calls based on data……			… and best positioned to benefit from AI because of the rich data we possess	
Personal loans	**28.9%** Market share (Mar 26)	**15 Mn+** PLs issued till date	Data-led underwriting using rich ETB customer data	**252 Mn+**	# of UPI transactions / daily
				13 Mn+	YONO logins/ daily
				39 Mn+	Website visits/ year
MSME	**21.3%** CAGR (3 yrs)	**$19 Bn+** Portfolio added (L3 years)	Lending based on rich BRE – CA txn. and borrower history	**43 Mn+**	Total loan A/Cs
				406 Mn+	# Contact centre calls/ year

Internal data; Note: 1 USD = INR 95

Deep-dive | Industry-leading MSME growth at low opex

Market-beating growth

MSME Portfolio ($ Bn)



Lower GNPA than industry

SBI	Industry[1]
1.18%	2.8%

Industry leading and first capabilities

STP journeys

90%+	30+	45 min
STP for loans up to INR 5 Cr	Journeys for all loan types	TAT for sanctioning

→ Extension of journey to higher ticket sizes in pipeline

BRE: Delivering E2E underwriting excellence

Wide usage of internal & external data

- Bureau
- Alternate data
- Tax filings (GST, ITR)

→ Customer 360⁰ →

- Txn Data (A/c stmt.)
- Behavioral
- Financial Statement

E2E design of U/W policies

- Gating + Go/ No-go
- Limit assessment
- Collateral norms
- Pricing bands

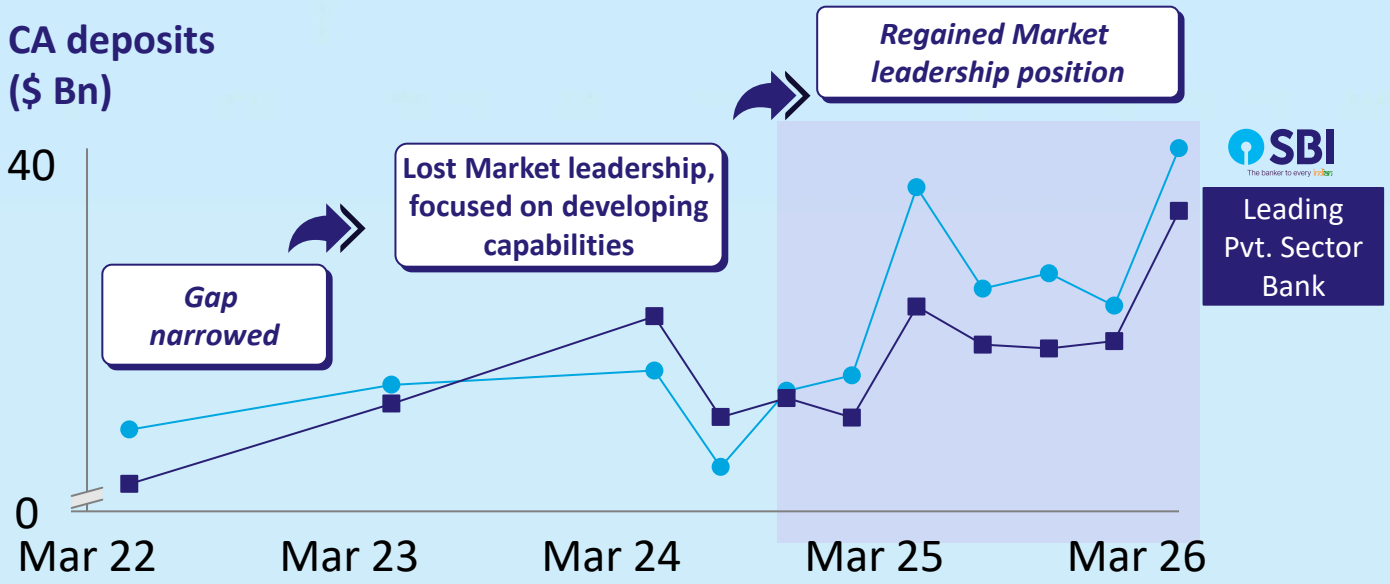
AI Driven portfolio monitoring (PRISM)

Post sanction risk grading – Early warning signals → Automated monthly alerts → Escalation matrix (in case of high risk cases)

1. RBI report (Sep 25); All SBI figures are from FY26

Deep-dive | Industry-leading CA growth

Reaffirmed Market Leadership with industry leading growth



CAGR (FY24-26)	SBI	Industry
Overall balance	15.2%	10.4 %
Non-government	16.2%	

Operating capabilities powering the CA engine

- Liability and Transaction Banking Hubs
- Multi-product onboarding - CA, Next Gen CMP offering, Business Debit Card, POS, etc.
- Digital and DIY Journeys – Assisted journey via TAB, E2E digital DIY CA journey
- Analytics for ETB Deepening

RBI data, Note: 1 USD = INR 95

Current focus – Sustained growth with higher efficiency

Technology, People and resilience as backbones

Customer lifetime value(CLTV)

- Corporate
- Retail
- Wealth

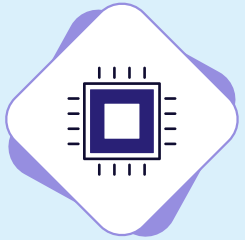
Sustained Growth with Higher Efficiency

Efficiency engine

- Digitization
- Servicing
- Operations

Our backbones

Technology



Build the future on a strong tech foundation

- Systems that scale
- Data that drives
- AI that empowers

People

Empowered people, extraordinary impact

- Succession planning
- Skills for the future
- Specialist expertise

Resilience

Built to withstand.
Built to grow.

- Credit resilience
- Financial strength
- Operational resilience

CLTV as a key engine to expand shareholder value - *Corporate*

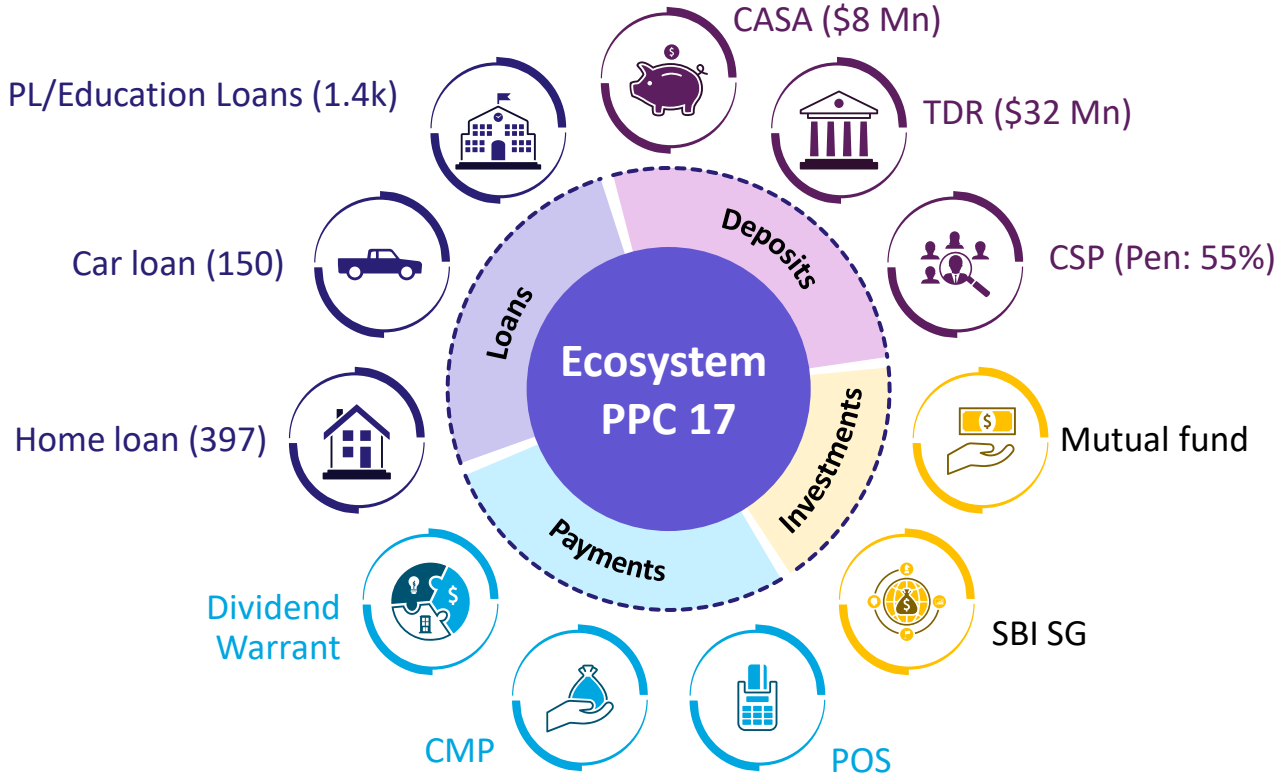
Corporate: Power of One to boost fee income and overall relationship value

Overall PPC (CAG & CCG)		6.8
Corporates with PPC >10 (CAG & CCG)		~15%
PPC	10-15	15-20
# Corp	300	60

Enablers

- **Rich data** (e.g., D&B leads– CCG, Customer One view- CAG)
- **Global RM**
- **Strong product offering** (e.g., CMP, CSP)
- **Op Model** Strong internal collaboration & coordination

Illustration of a Corporate in Tier 1 city



CLTV as a key engine to expand shareholder value - *Retail*

Retail: Leveraging analytics and digital leads to drive stickiness and improve value (PPC)

PPC

SB Customer	3.2
Bank product (incl. JV products)	1.8
Service (incl. ATM, INB, YONO, UPI, Lockers etc.)	1.4

Fees growth

19% CAGR: FY21-26

Leveraging analytics to create sharp leads	• **Propensity model** based on rich data and scorecards • **BRE for credit eligibility** analyzing key ETB customer data – txns, credit score etc.
MarTech for outreach	• **Personalized outreach:** Curated offers, lifecycle triggered nudges • **Omni-channel:** WhatsApp, YONO 2.0, Contact center
Seamless D2C Journeys	• **Seamless journey - Fully digital** • **STP: No manual interventions, paperless**

Value at scale

Select Examples

Digital PAPL

200k + **Loans Sanctioned (FY26)**

Digitial PABL

111k + **Loans Sanctioned (FY26)**

CLTV as a key engine to expand shareholder value - *Wealth*

Overview: SBI Wealth – Integral part of SBI growth

	FY23	FY26
Customers	360k+	464 k+
Total AUM	$31 Bn	$39 Bn
Investment AUM	$2 Bn	$8 Bn

Robust operating model and offerings

Strong network presence

- 345 Wealth hubs across 173 cities
- 2.1 k+ Wealth RMs Premier RMs Relationship Associates (VRM)

Complete Offering

Bouquet of products offered based on customer TRV leveraging power of OneSBI

- Deposits, MF, PMS/AIF/SIF, Bonds, Securities

Enablers

- Digital Platforms: YONO 2.0, Dedicated Portal
- NRI focused capabilities for investments

Untapped potential

- 1.7 Mn+ ETB customers eligible for Wealth
- $106 Bn Total AUM
- $25 Bn Investment

Efficiency – Front-end digitization helping separate business growth from operating effort

YONO 2.0

Yono SBI
Power to every Indian

100 Mn+
Registered Users

12 Mn+
Monthly active users

What has been launched

- ✓ Omnichannel access across mobile, web and branch
- ✓ 120+ journeys live on YONO (26 new journeys introduced)
- ✓ Hyper-personalized experience

What's coming ahead

- **AI-driven personalization** (Gamifications and reward points)
- **Launch of new journeys** – Sustainability journey

WhatsApp Banking

45 Mn+[1]
Registered users

5x
Regd. users in last 12 months

10 Mn+
Monthly active users

- ✓ 90+ new journeys
- ✓ Conversational banking support
- ✓ Multi-lingual – 8 languages supported

- **Hyper-personalized nudges** leveraging MarTech

1. Users as of Aug 26

SBI
The banker to every Indian

Efficiency – Comprehensive channel strategy to drive benefits from digital model

Channel	Branch	Customer Service Points, Business Correspondent	Digital channels – YONO 2.0, WhatsApp, INB
Cost per Txn.	100 x	15 x	x
Share of Txn. (Trend)			
Reimagined role	**Advisory Hub – For customer retention** • Driving relationship and business generation • One stop shop for advisory	**Last mile servicing outpost** • Low operating cost, outsourced - to service broader set of customers	**Self-Servicing Channel** • 24x7 digital servicing- Driving higher customer stickiness and value • Avenue for better cross sell

Efficiency – Project SARAL to comprehensively reimagine all retail operations & services

	F2B process reimagination	National processing centres	Servicing transformation
What has been launched	• **Re-KYC – DIY & paperless** journey across channels - 15 journeys integrated into one **2-minute unified experience** • **AI/ML Cheque Clearing** Automation	• Consolidation from **local to national –** *Cheque, liabilities* • **AI/GenAI based automation** • **Rigorous** performance monitoring	• **Assisted migration** to digital channels • **Seva Sarathi (SS):** 9.3 k deployed for branch customers • **Shift-left –** Proactive servicing Digital nudges to customers *E.g., Cheque- book issuance*
Impact	**Re-KYC** **56%** Reduction in Branch share **20min** Reduction in Employee time *(From 20 mins to 0)* **Cheque** **4.7 Mn+** Cheques cleared	**1.5 k+**[1] Manpower freed up	**20%+** Reduction in branch channel share for high volume services

1. In progress and planned over Q3 FY 27

Data & technology investment – Compounding scale advantage

Building key capabilities

YONO 2.0 – *Omnichannel, enterprise stack*

Enterprise-wide MarTech stack – *Powering personalisation*

CRM 2.0: Customer 360 – *Holistic view of SBI relationship*

CMP 2.0 – *Industry leading product with state-of-the-art features*

Scaling GenAI and intelligent automation across the enterprise

Meghdoot 4.0	• AI powered cloud with advanced self service capabilities
AI Ready Infrastructure	• AI Toolkit: E2E toolset for AI set up
Data lakehouse	• Rich data • Enhanced analytical capabilities

AI investment – AI is central to all key aspects of the bank

	Customer engagement	Credit operations	Credit decisioning	Analytics-driven origination	Operations	Risk management
Description	Personalised offers and journeys	Creating rich proposals	Data driven decisioning	Lead generation across deposits and advance	GEN AI powered ops	Early Warning Signals
Use cases live (select examples)	Hyper personalization on YONO 2.0	Corporate Lending - CAM	SME BREs enabling E2E STP	PAPL and PABL	Cheque clearing and processing	PRISM

Bedrocks

- **Governance**
- **Responsible AI**
- **Change management**

People investment – Seamless Management Transition and healthy mix of generalists and specialists

Seamless succession planning

Skill-based talent management

- Career progression linked with skills and succession planning

Abhivriddhi

- Building a strong mid-management leadership pipeline

Leadership Summit

- Clear forums to transmit strategy to ensure clear communication

Upskilling employees

SuPer SBI 2.0: Employee training program

Embed new ways of working to deliver improved customer service

Scale ~200 k+ employees trained

S.P.A.R.K (SBI platform for adaptive reskilling and knowledge)

Unified digital learning platform offering personalized learning pathways

Scale ~245 k+ employees onboarded

Investment in specialist skills

Key specialist domains

Skills Hired

- **Data analytics:** Building/running 140+ AI/ML models
- **Tech governance:** Multi-channel digital/ tech platform oversight
- **Cyber Fraud:** 24×7 hub combating cyber fraud
- **Digital Marketing**
- **Risk:** Capability build for specific frameworks (MoRM) and specific gaps (fraud investigation expertise etc.)
- **New lending sectors:** Sector specialists housed in a Centre of Excellence – Chakra

Growth is underpinned by resilience – *Credit resilience*

Credit organization

Set up of CRD

Objective

Reduce Credit Cost and strengthen credit underwriting through independent sector specialization

Size

74 professionals
(46 qualified specialists + 28 leadership)

71 Risk raters across all circles

Governance

3-tier structure - CRD's sign-off mandatory before any large credit sanction with formal sanctioning committees (CCSC)

Data driven underwriting and monitoring

Risk scorecards leveraged across loan lifecycle

Underwriting

43 Scorecard created (Credit risk Assessments, scoring models)

Leveraging rich bank data across BUs

PRISM – Early Warning Signals

12 Scorecards created

23.5% Reduction in fraud cases

Tiered financial-model approach (Txn model <50 cr. , financial model for >50 cr.)

Risk framework with escalation matrix

Collections of the future

Central Brain set up powered by 30-40 analytics models predicting bounce

Personalised outreach via key channels (e.g., WhatsApp) outreach leveraging Gen AI

Dedicated department set up with 6k+ FOS powered by data and technology

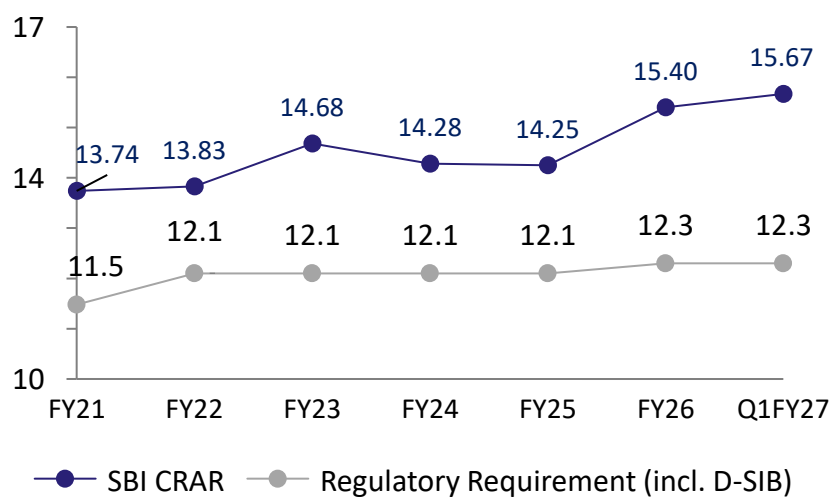
Growth is underpinned by resilience – *Financial resilience*

Capital Ratio: All-time high of 15.7% - well above the requirement of 12.3%

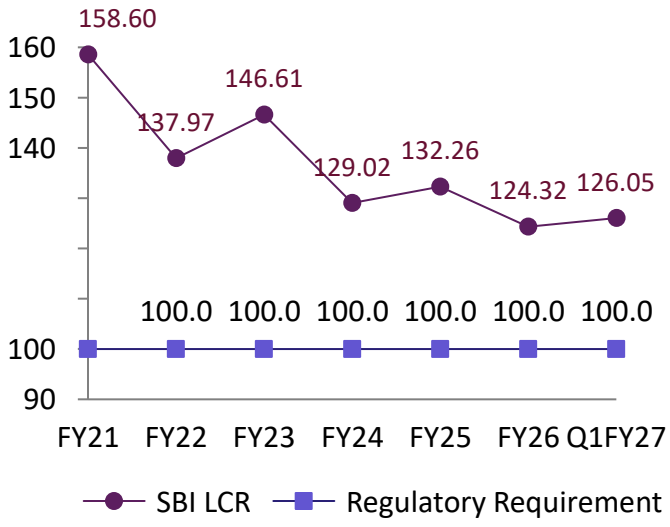
Liquidity Ratio: Above regulatory requirement of 100%

Slippage Ratio: Sustained improvement reflecting strong credit and U/W trajectory

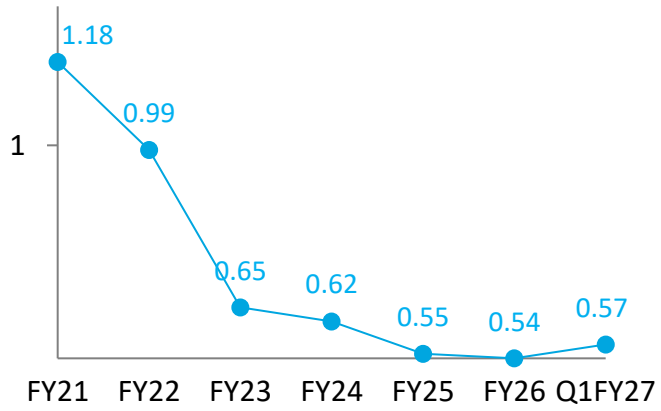
Capital to Risk Weighted Assets (%)



Liquidity Coverage Ratio (%)



Slippage ratio



Resilience beyond the balance sheet: With RBI's ECL transition bringing credit risk recognition earlier into the P&L, the Bank continues to strengthen AI-driven fraud detection, cybersecurity and tech resiliency alongside these capital and asset-quality buffers.

Growth is underpinned by resilience – *Operational resilience*

Enterprise risk management

Proactive risk management department – Jaipur

AI-driven Intelligence Platforms and Risk Profiling for proactive fraud/risk identification

Outbound fraud prevention calls

Behavioral Biometrics

Organization Governance

Centralized oversight and capabilities, disaggregated execution

Digital (Cyber) risk management

Centralized Cyber Cell (CCC) – Patna

Purpose: Established in 2025, 24×7 hub for combating cyber fraud

Single point of coordination for cybercrime complaints & LEA response

Supporting Tech: AI/ML-powered tool automating indent handling,

100+ trained officials

Tech Resilience: ROC, SOC & NOC

Resilience Operations Centre

Role: Centralized monitoring, elimination of single points of failure, automated DR

Impact: 74% reduction in unplanned downtime across critical applications

Security Operations Centre

Role: Cyber threat detection, forensics, and penetration testing;

Impact: Deep fake fraud gaps closed in YONO 2.0; **4 hrs./day** of manual effort reduced via automated threat intelligence

Network Operations Centre

Role: 24×7 monitoring of 50k+ network links; incident detection, escalation & DR

Impact: 99.98% branch uptime; **86.85% field incident resolution SLA (Jun'26)**

Beyond the Bank, our Group companies provide an additional engine of value creation

We have subsidiaries across all areas in financial ecosystem

Area	Retail	Corporate
Investment	SBI FUNDS MANAGEMENT LIMITED SBI Securities SBI PENSION FUNDS SBI Trustee	SBI FUNDS MANAGEMENT LIMITED SBI Ventures SBI DFHI Limited
Payments	SBI card SBI Payments	SBI Payments
Capital Market		SBI Trustee SBI CAPS SBI-SG
Protection	SBI Life SBI general INSURANCE	
Lending	SBI Factors	
Other functions	SBI Operations Support	SBI FOUNDATION C-EDGE

1 Leaders in industry (Top 2 in Market)

SBI card | SBI Life Apne liye. Apno ke liye. | SBI FUNDS MANAGEMENT LIMITED

2 Breakout growth

Improved performance in FY 26 in terms of GWP, with **1.5X growth vs. peers**

SBI general INSURANCE

3 Unique governance model

CEO from Bank but market-hired management team
Balance of governance & talent

4 Power of ONE SBI

Leverage broader customer proposition and cross-ecosystem value creation.

Vision| Multiple vectors for *growth and profitability*

Strengthening core and building new adjacencies

1. Continuing **momentum in core advances (E.g. – SME, HL)**
2. Building **new adjacencies**

Illustrative

- **Products** — SBI × MUFG: **Acquisition financing**
- **Segments** — **Global education loans**
- **Sectors** — Renewables, E-mobility: **Chakra**

Premiumization - Wealth

Unlock high potential for SBI via Wealth

Target

4x

Customer growth **via tapping existing eligible customers**

Profitable growth

Driving Higher PPC per relationship/ customers

Target

Type	PPC
Corporate	>10
Retail	4-5

Revamped Operating Model

- **National Processing Centers** *(e.g. Complaints, pension centers etc.)*
- **Digital-first journeys** *(e.g. GenAI powered CA onboarding)*
- **Paperless transactions**

Vision| Future ready capabilities

Four pillars

Technology & AI

- **YONO, WhatsApp**
- **AI across the banking lifecycle**
- **Modern data, tech** foundations

Core skills augmented with specialists

- **Leadership pipeline**
- **Future ready skills** – E.g. AI fluency
- **Specialists – Risk, Digital Marketing, etc.**

Simplified processes

- **Simplified customer journeys** – STP, Digital-First
- **Paperless** transactions
- **National processing centres**

Resilience

- Finance, credit, Risk, cyber, operational , compliance **risk management**
- **Centralized oversight** and **disaggregated execution** at local level

Our ambition is to continue to be India's highest-quality financial institution, delivering sustainable value to customers, employees, shareholders and the nation.

27

Thank You

SBI
The banker to every Indian

Acronyms (1/2)

ABU Agricultural Business Unit

AI / ML Artificial Intelligence / Machine Learning

ASCB All Scheduled Commercial Banks

ATM Automated Teller Machine

BRE Business Rule Engine

BU Business Unit

CA / SB Current Account / Savings Bank

CAG Corporate Accounts Group

CAGR Compound Annual Growth Rate

CASA Current Account Savings Account

CBG Commercial Banking Group

CCC Centralised Cyber Cell

CCG Commercial Clients Group

CCSC Central Credit Sanctioning Committee

CES Customer Effort Score

CIBIL Credit Information Bureau (India) Limited

CLTV Customer Lifetime Value

CMP Cash Management Product

CRAR Capital to Risk (Weighted) Assets Ratio

CRD Credit Review Department

CRM Customer Relationship Management

CSAT Customer Satisfaction (Score)

CSP Customer Service Point

CVE Customer Value Enhancement

D&B Dun & Bradstreet

DIY Do It Yourself

DR Disaster Recovery

D-SIB Domestic Systemically Important Bank

E2E End to End

EU European Union

F2B Front to Back

FOS Feet on Street

FY Financial Year, e.g. FY26 = year ended 31 March 2026

GDP Gross Domestic Product

GSS Government Sponsored Schemes

GST Goods and Services Tax

GWP Gross Written Premium

Acronyms (2/2)

HH Household

IBG International Banking Group

IMF International Monetary Fund

INB Internet Banking

INR Indian Rupee

ITR Income Tax Return

IWMS Integrated Wealth Mgmt Solution

JV Joint Venture

KYC Know Your Customer

LEA Law Enforcement Agency

NOC Network Operations Centre

NPA / GNPA Non-Performing Asset / Gross NPA

NPCI National Payments Corporation of India

NPS Net Promoter Score

NRI Non-Resident Indian

PABL Pre-Approved Business Loan

PAPL Pre-Approved Personal Loan

PL / HL Personal Loan / Home Loan

PPC Products Per Customer

PRISM SBI post-sanction risk-grading system

RBI Reserve Bank of India

REHBU Real Estate and Housing Business Unit

RM Relationship Manager

ROA / ROE Return on Assets / Return on Equity

ROC Resilience Operation Centre

RRB Regional Rural Bank

S.P.A.R.K. SBI Platform for Adaptive Reskilling & Knowledge

SARAL Operations Process Reengineering (project name)

SLA Service Level Agreement

SME / MSME Small & Medium Enterprises / Micro-SME

SOC Security Operations Centre

SS Seva Sarathi(s)

STP Straight Through Processing

TAT Turnaround Time

TBNI Transaction Banking and New Initiatives

TDR Term Deposit Receipt

TRV Total Relationship Value

TXN Transactions

UPI Unified Payments Interface

USD US Dollar

VRM Virtual Relationship Manager

YONO You Only Need One