

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 98.04% of total human resource of the Bank. The Group comprises of eight strategic business units, which drive the largest branch network across the country. Your Bank is committed to customer delight at all its branches. The ever-evolving customer preferences, especially of the younger population, coupled with increased focus on enhanced customer convenience, are transforming the retail banking landscape.

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 as well as extending customised credit. Your Bank continues to be the largest Home Loan provider in the country and the largest dispenser of Education Loans, which demonstrates its unflinching commitment to serve the society at large.

Your Bank continues to be at the forefront in digital banking domain with a steady stream of technology-driven innovations. It has a multi-channel delivery model, which offers its customers a wide choice to carry out these transactions, at any time and at any place. Your Bank has increased its offerings across various channels – digital, mobile, ATM, internet, social media and branches.

YONO is our flagship mobile banking and lifestyle app, a one-stop shop offering not just financial services but also a gamut of investment, insurance and shopping solutions. In addition, it also offers YONO Krishi which is a comprehensive multi – lingual platform for agriculture segment customers offering simplified finance (KCC Review/Agri Gold Loans), advisory / market intelligence related services (Mitra) as well as market linkage through Online Market Place (Mandij). YONO has crossed many milestones with 79.60+ million downloads and approximately 37.10+ million registrations as of 31st March, 2021.

Your Bank is committed to creating an environment of increased risk awareness at all levels. It also aims at constantly upgrading the appropriate security measures, including cyber security processes to ensure mitigation of various risks.

A. Personal Banking

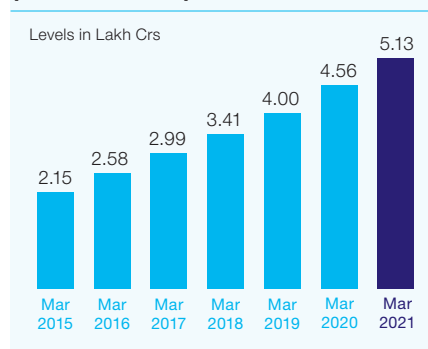
1. Home Loans

FY2021 saw a massive disruption in the real estate market, affecting the Home Loan business due to the COVID -19 pandemic and stringent lockdown measures. The pandemic had slowed down the pace for almost first half of the year and later due to various reviving economic measures announced by the Central and State Governments, the real estate market started regaining ground in the second half of FY2021.

Your Bank has crossed a historic landmark of ₹5 trillion (₹5 lakh crore) of home loan business, the first vertical in the Bank to touch the magic figure. The share of the home loan portfolio as a percentage of Domestic advances, now stands at 23.10% and 37% of whole Retail advances of your Bank.

We have sanctioned and disbursed over ₹1 trillion under home loans during FY2021 in midst of the COVID-19 pandemic.

Journey over the years (Home Loans):



Market Share: State Bank of India continues to be the market leader. Your Bank's market share in individual mortgages is at 34.53% (Mar'21) amongst all ASCB and at 21.79% (Sept'20) among all the players including HFCs (improved by

70 bps over Mar'20). Your bank has nearly 41 lakh home loan customer accounts and is determined to add more in the coming times.

Affordable and PSL: Your bank's Affordable Housing contributes 59.27% of its total home loan portfolio, while PSL stands at 33.19%.

CNA for PMAY subsidy: As the Central Nodal Agency (CNA) for PMAY-CLSS scheme, your bank has processed 2.20 lakh claims up to 31st March, 2021 aggregating to ₹4,816 crore of subsidy amount, leading to an income of ₹51 crore for your Bank. Additionally, your Bank has been nominated as CNA by MoHUA, the only commercial bank in the country (other CNAs are HUDCO and NHB).

Asset Quality: Maintaining a healthy asset quality was a challenge amid COVID-19 pandemic that has led to unprecedented economic fall-out in the country. Almost every sector was impacted due to the pandemic. Incessant follow up, soft reach out calls to customers and proactive measures initiated by your Bank resulted in Home Loan NPAs falling below March, 2021 level to 0.58%.

Based on RBI's COVID-19 relief measures of moratorium and restructuring of retail loans including home loans, your Bank has issued various guidelines to provide relief to its home loan customers. In the first phase, 28.26 lakh home loan borrowers were granted moratorium. In the second phase, the moratorium was extended to 34.04 lakh accounts. An online portal was launched for borrowers to apply for restructuring.

Initiatives: Your Bank has always been instrumental in customising and developing sustainable, creative solutions and continuously striving towards making SBI the 'No. 1 Choice of Millennial' for home loans. In this direction, a customised 'Special Top Up' scheme was launched for existing home loan customers to help them tide over financial crisis during COVID-19 pandemic.

End-to-end digitisation of entire home loan journey is under advanced stage of development and is likely to be rolled out shortly, which is aimed to ensure seamless pre- sanction and post-sanction services. It will not only ensure growth, but also bring

in more efficiencies in product delivery process of home loans and customer delight.

Your Bank has developed in-house contactless digital platforms such as CRM, YONO, OCAS which are being promoted extensively as resource tools to maximise home loan business and boost up our market share further.

Tie-ups with Builders: Amid burgeoning competition in the home loan market, onboarding maximum projects under Builder Tie-Up (BTU) provides much-needed leg-up to your Bank not only for accelerating home loan business but also for sourcing quality and less-risky proposals besides considerably improving the Turn Around Time (TAT). Your Bank has so far approved 7,329 projects (RERA approved) with aim to grow 20% YoY in the next two years in Builder Tie Up projects.

2. Auto Loans

In FY2021, your Bank's car loan market-share in total new car sales has jumped to 16.5% as against 14.4% in FY2020. While due to COVID-19 Pandemic, industry sales were affected; your Bank took various initiatives to maintain volumes and grew its portfolio YOY by 5% in the current fiscal. A vast product range covering all types of vehicles was made available to both existing and New to Bank (NTB) customers, through multiple channels, such as Branches, YONO, Dealers and CLPs. Your Bank's YONO car loan comes with benefits of 0.25% concession in rate of interest and NIL Processing Fee to customers, which is an additional feature provided by your Bank. Your Bank continued helping in upgrading the living standards of its customers by providing Auto Loans at competitive rates, thereby making "owning a car" an affordable proposition. These measures have helped your Bank to grow its loan portfolio to reach a level of 76,322 crores as of 31st March, 2021.

3. Education Loans

Education is the key prerequisite for creating human capital, as it helps in developing skills and productive human resources. Prior to 4th September 2020, education loans of up to ₹10 lakh outstanding was considered as Priority Sector Advance. With RBI's revised guidelines, w.e.f 4th September 2020, loans with limit up to

₹20 lakhs are now considered as Priority Sector Advances. Your Bank takes pride in being the largest education Loan provider in the country, with market share improving to 29.52%. Your bank has helped 47,959 meritorious students to realise their dreams by providing financial assistance to the tune of ₹5,980 crore during the year. Out of this, 39% of the loans were extended to girl students (increased from 35% in Mar'20). To broaden the scope of education loans, book quality business and enhance customer satisfaction, your Bank has taken following steps:

- Shortlisted a greater number of top-rated premier and reputed institutions taking total numbers to 217 for extending Education Loans under the Scholar Loan scheme with relaxed norms and concessional interest rates.
- Penetration through our Flagship product "Global Ed-vantage Education Loans" for studies abroad improved through extension of Door-step services through Education Loan Counsellors (ELCs) at select cities (We could sanction 1,397 cases amounting to ₹522 crore through this service).
- To ensure better tracking of the loan applications and faster sanctioning of loans, your Bank's Loan Origination System (LOS) was integrated with Vidya Lakshmi Portal (VLP) of the Government of India.

4. Personal Loans

Personal Loans, both secured and unsecured, 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 salaried class (both government and private), pensioners and self-employed/ other customers. Your Bank is now extending loans to customers with salary accounts at other Banks also through SBI Quick Personal Loans (CLP Platform). As on 31st March 2021, Personal loan portfolio (Xpress credit and Pension loan) reached a level of ₹2,23,329 crore with a YTD growth of 33.89% (₹56,532 crore). The growth is contributed primarily by the flagship product Xpress credit to the tune of ₹51,367 crore (YTD growth 36.32%). During this financial year, your Bank has provided personal loans (Xpress credit and pension loan) amounting to ₹1,26,104 crore to more than 31.13 lakh customers,

which includes digital loans of ₹16,569 crore (PAXC – ₹9,402 crore, Insta Credit – ₹5,663 crore, PAPNL – ₹824 crore And Insta Pension – ₹680 crore).

Bank Launched a new product "SPL PAPL scheme" in May'20 for customers who were in urgent need of money wherein amount equal to 3 months' salary was offered as an advance and was available to the customers till Aug'20. We have extended 2,47,559 loans amounting to ₹2,953 crore under the product.

5. Consumer Durable Loans for e-Commerce Purchase

Your Bank has launched two end-to-end digitised loan products for purchase of consumer durables:

- Online EMI loans for e-Commerce.
- POS EMI Loans for e-Commerce. At present, the products are being offered to around 1 crore eligible customers.

EMI for Online e-commerce product facilitates your Bank's pre-selected customers to purchase consumer durable goods on EMI from online shopping portals like Flipkart and Amazon. Your Bank's efforts are on to rope in other major online aggregators for the benefit of its customers. Additionally, your Bank has developed POS enabled EMI facility for the benefit of pre-selected customers holding the SBI Debit cards for purchasing consumer durable goods from the approved shops/ mall/stores/show rooms. Checking of EMI loan eligibility by sending SMS "DCEMI" to 567676 is available for Customer convenience.

6. Liability and Investments Products

The overall CASA Deposits of your Bank has grown from ₹14,10,981 crore as of March, 2020 to ₹16,46,974 crore as of March, 2021, registering a growth of ₹2,35,993 crore (16.73%) YoY. The CASA Ratio improved from 45.16% as of March, 2020 to 46.13% as of March, 2021. P-Domestic Deposit has grown from ₹21,03,164 crore as of March, 2020 to ₹23,67,641 crore as of March, 2021 registering a growth of ₹2,64,477 crore (12.57%). Your Bank has launched Floating Rate Bulk Term Deposit with interest rate linked to external benchmark, viz., Repo Rate.

(a) Doorstep Banking Services

In a move towards customer convenience and ease of access to banking services, your Bank is extending Doorstep Banking Services for Cash Deposit, Cash Withdrawal, Pick up of Cheque Book Requisition Slip, Pick up of Cheques for Collection / Clearing, Life Certificate through Jeevan Pramaan, Pick up of IT/ Govt/ GST Challan with Cheque, Delivery of Statement of Account, Term Deposit Advice and TDS & Form 16 Certificate through Agents to all customers at top 100 banking centres. Senior Citizens of more than 70 years of age and differently abled persons are also extended Doorstep Banking Services at all centres PAN-India.

7. Salary Package Accounts

Your bank continued to focus opening Salary Package Accounts and providing personalised services to employees of Corporates, Defence, Police, Railway, Central and State Governments through Corporate Salary Relationship Managers. The total Salary Accounts customer base as on March 2021 reached a level of 165.78 lakh with addition of 3.74 lakh new Salary Package customers during FY2021.

8. Digital Personal Loan Offerings

While offering products on multiple platforms for portfolio growth with higher profit margins, your Bank has kept in mind the customer's convenience with Ease of Banking and offered following variants through YONO,

- i) PAPL (Pre-Approved Personal Loan)
- ii) PAXC (Pre-Approved Xpress Credit)
- iii) PAPNL (Pre-Approved Pension Loan)
- iv) INSTA Top-up for Xpress Credit
- v) Insta Top-up for Pension Loan

Customers can avail the offerings on 24x7 basis, without any physical documentation and branch visit.

- The Bank has sanctioned 12.20 lac digital loans involving ₹19607 crores during the current FY as on Mar'21, out of which two most popular products

Xpress Credit and Xpress Credit Top up loans contributed ₹15065 crores.

- Checking of PAPL loan eligibility by sending SMS "PAPL" to 567676 introduced.
- Bank is using YONO as well as CLP (GOI) platforms for sourcing of proposals along with in-principle sanctions.

9. NRI Businesses

As on 31st March 2021, your Bank has around 36 lakh NRI Customers, who are being served through 366 dedicated Specialised NRI Branches / NRI Intensive Branches in India, Foreign Offices in 32 countries, 233 Global Banks as Correspondent Banks and tie-ups with 50 exchange houses and 6 Banks (in the Middle East) to facilitate remittances. In order to provide a one stop service to NRI Customers 'Global NRI Centre (GNC)' has been set up at Ernakulam for all non-financial services of your Bank.

State Bank of India is the leader in NRI Banking space in India with a market share of 22.18% (as of March 2021). The NRI deposit base stands at US\$ 31.47 Billion (as on March 2021). The Indian diaspora, spread across the globe, has always reposed immense trust in us.

Your Bank has launched the following products / services in FY2021 for the benefit of its NRI clientele:

- Delivery of automated advice on registered email address on T+1 basis for all new / rolled over STDR/TDR/FCNR(B) deposits.
- Missed Call Banking Services through SBI Quick App. Customers can get Account balance as well as mini statement by just giving a missed call from their registered mobile numbers.
- Financial Transactions (NEFT/RTGS) have been extended to NRI Customers in YONO Interface.

10. Precious Metals

(i) Sovereign Gold Bonds:

Sovereign Gold Bond Scheme (SGB) was introduced by the GOI during FY2016 with the intention of promoting Digital Gold

instead of Physical Gold for the investors. Your Bank, during the FY2021, mobilised 3,319 kg gold (₹1,630.17 crore) under the scheme, which is the highest ever in a fiscal since inception of the scheme.

(ii) Gold Monetisation Scheme:

With the objective of mobilising gold, which is lying idle with households and institutions, the GOI introduced Gold Monetisation Scheme (GMS) during the year 2015-16. During FY2021, your Bank has mobilised 2,341 kg gold, bringing the cumulative mobilisation to 15,553 kg.

(iii) Other Gold Business:

In addition to mobilising gold under GMS and selling SGB, your Bank is also a primary player in the field of Bullion Banking. It makes available Metal Gold Loan to jewellers engaged in manufacturing of gold ornaments for the domestic and export purposes.

Your Bank, during FY2021, has extended Metal Gold Loans of 16,332 Kg.

Your Bank is also engaged in selling Wholesale Gold to jewellers/Traders. During the year, the Bank has sold 2,931 kg gold under the "Sale of Gold" Scheme.

11. Gold Loan

Your Bank offers general purpose personal loan against pledge of Gold Ornaments. During FY2021, the portfolio witnessed a YTD growth of 465% thereby reaching a level of ₹20,987 crore as on 31st March 2021 with Gold loan customer base at 1 million.

Your Bank has also made available personal Gold Loans for SBI's Home Loan customers by way of a product named "Realty Gold Loan" for meeting margin requirements, project cost escalation and registration charges.

12. Wealth Management Business

SBI Wealth provides comprehensive Investment & Insurance Solutions and Banking Services to both Affluent and High Networth Individuals. Our open architecture product platform leveraging our tie-ups for Mutual Funds, Portfolio Management Services and Bonds, helps clients with meeting their financial requirements.

Bank's Wealth Management Services are offered at 69 Centres through 161 Wealth Hubs, 4 e-Wealth Centres and a dedicated Global e-Wealth Centre for NRIs at Kochi.

SBI Wealth has shown exponential growth in terms of Client Acquisition and Assets Under Management during the year under review. The Number of Clients increased by 93% from 132,354 in March 2020 to 2,55,196 in March, 2021. Additionally, the AUM increased by 90% from ₹1,09,061 crore in March, 2020 to ₹2,07,167 crore in March, 2021. The investment AUM registered 89% growth during the FY2021, which stood at ₹8,592 crore. We have processed 36,000 SIPs with a value of ₹40 crore and the number of Investment Active Clients increased to 24,812 in March, 2021 over 14,056 clients in March, 2020.

Despite the pandemic, SBI Wealth focused on continuous and constant Client Contacts by our Wealth Sales Team to keep up the Confidence and Trust of Clients. We have achieved a Client Contact Ratio of 97% as of March, 2021. SBI Wealth introduced an e-Business Card, "Happy to Serve You", which enabled Wealth Sales Team to connect and render efficient Service Delivery for Wealth Clients. Our teams remain connected through Voice/ Video Calls to assure Clients all assistance in banking and Investment Services during the fiscal.

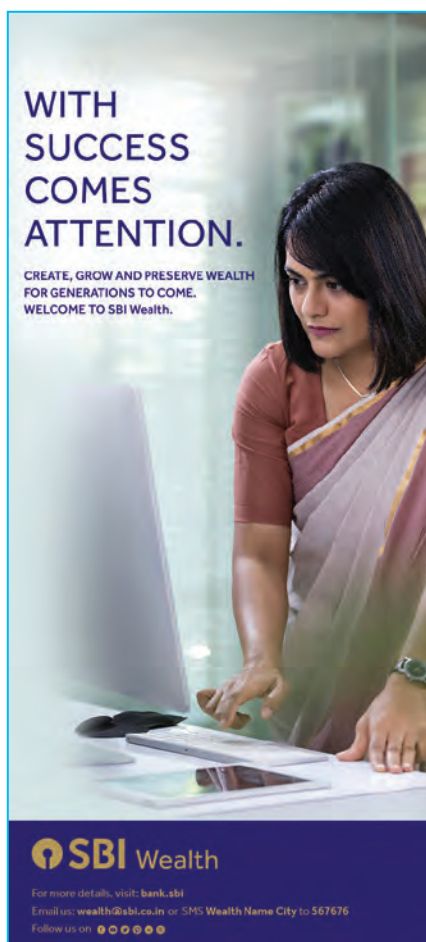
B. ANYTIME CHANNELS

As on	ATMs	Kiosks	ADWMs	Total
31 st March 2021	49,380	#	13,237	62,617
31 st March 2020	45,279	#	13,276	58,555
31 st March 2019	50,757	#	7,658	58,415
31 st March 2018*	51,616	#	7,925	59,541
31 st March 2017	42,222	986	6,980	50,188

* Kiosks are scrapped and not in use * Merged

1. ATMs/ADWMs

Your Bank has one of the largest ATM Networks in the world, with 62,617 ATMs, including Automated Deposit and Withdrawal Machines (ADWMs) as on 31st March 2021. In order to provide 24x7



With the objective to make the ATMs more secure, your Bank has installed Multi-Vendor Software (MVS) and End Point Security (EPS) covering implementation of BIOS Password, disabling USB Ports, upgraded Operating System, EMV Card Readers, anti-skimming devices and other software making all ATMs/ADWMs compliant of various control measures mandated by RBI.

To ensure safety of ATMs as well as the customers, coverage under e-Surveillance is being enhanced. Your Bank has covered around 43,200 ATMs under e-Surveillance as on 31st March, 2021 and eventually all ATMs are expected to be covered under e-Surveillance by 30th September, 2021.



cash deposit and withdrawal facility, your Bank has installed 13,237 ADWMs.

Nearly, 19% of the financial transactions of your Bank are routed through ATMs/ADWMs. With a market share of 29.32% (as per RBI Data as on March 2021) in ATM Network in India, it transacts 34.02% of the Country's total ATM transactions. On an average, over 1.12 crore transactions per day are routed through your Bank's ATM Network.

In order to strengthen the security of ATM cash withdrawals against skimming, cloning, theft of cards etc. by fraudsters, your Bank introduced OTP based cash withdrawal facility for transactions above ₹10,000 between 8 PM to 8 AM w.e.f. 1st January 2020. This OTP based cash withdrawal facility now stands extended to 24x7 for cash transactions of ₹10,000 and above from 18th September, 2020.