

Management: Good evening, ladies and gentlemen. I am Pawan Kumar, General Manager, Performance Planning and Review Department of the bank. On behalf of State Bank Of India, I am delighted to welcome the analysts, investors, colleagues, and everyone present here today on the occasion of the declaration of the financial year 2026 results of the bank. I also extend a very warm welcome to all the people who are accessing the event through our live webcast.

We have with us on the stage our Chairman, Shri C.S. Setty; our Managing Director Corporate Banking and Subsidiaries, Shri Ashwini Kumar Tewari; our Managing Director International Banking, Global Markets and Technology, Shri Rana Ashutosh Kumar Singh; our Managing Director Retail Business and Operations, Shri Ram Mohan Rao Amara; our Managing Director Risk, Compliance and SARG, Shri Ravi Ranjan; and our Deputy Managing Director Finance, Shri Anindya Sundar Paul.

Our Deputy Managing Directors heading various verticals and Managing Directors of our subsidiaries are seated in the front rows of this hall. We are also joined by Chief General Managers of different verticals and business groups. Chief General Managers and other senior officials of the circles and various offices are connected through our live webcast.

To carry forward the proceedings, I request our Chairman to give a summary of the bank's financial year 2026 performance and the strategic initiatives undertaken. We shall thereafter go straight to the question and answer session. However, before I request the Chairman, I would like to read out the safe harbor statement. Certain statements in today's presentation may be forward-looking statements. These statements are based on management's current expectations and are subject to uncertainty and changes in circumstances. Actual outcomes may differ materially from those included in these statements due to a variety of factors. Thank you. Now I would request the Chairman for his opening remarks. Chairman, please.

Management: Good evening ladies and gentlemen. Thank you for joining us for today's analyst meet following our Q4 and FY26 results. At the outset, I would like to state that our FY26 performance reflects a consistency born out of a calibrated multi-year shift in how we run the bank. We have focused on strengthening our core fundamentals of asset quality, capital, operating efficiency, and franchise depth. The result is a balance sheet that is performing robustly and remains resilient.

Let me briefly touch upon the environment we are operating in. The global economy remains in a phase of elevated uncertainty with growth projected by the IMF at 3.1% in 2026 and 3.2% in 2027. India, however, continues to outperform with FY27 growth projected at 6.9% by the RBI, supported by domestic demand and macro stability. That said, geopolitical developments and climate-related disruptions remain key risks. Inflation is expected at 3.8% in the near term with a full-year estimate of 4.6%, with some upward bias on account of energy price movements and weather-related uncertainties.

From a banking system perspective, credit growth for scheduled commercial banks accelerated to 16% in FY26 while deposits grew at 13.6%. The momentum is continuing in the current financial year and we expect credit growth at 13-14% and deposits at 11-12% for FY27 for the system. Asset quality continues to remain strong and capital buffers comfortable.

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However, beyond these metrics, the operating landscape is being reshaped by deeper structural shifts. Technology risk is now becoming a systemic risk. The emergence of advanced AI models capable of identifying and exploiting vulnerabilities at scale has fundamentally changed the cybersecurity paradigm. The industry is therefore moving towards coordinated system-wide resilience frameworks in partnership with the regulators, the government, and other key stakeholders. At the same time, the regulatory approach to risk is becoming more forward-looking. The transition to expected credit loss-based provisioning from April 2027 is a significant step in that direction and we are confident of a smooth transition.

In this environment, our approach is focused not merely on growth, but on improving the quality of our growth by making it more durable, capital-efficient, and more resilient across cycles. This is being executed through a set of aligned actions. First, we are simplifying the bank at scale through Project Saral, our operations process re-engineering initiative. The larger objective is to simplify the customer journey and release capacity within the system to focus more on relationship building and business growth.

Second, we are building a more digital-native, intelligence-led organization. Through Analytics 2.0, data and AI are becoming central to decision-making across credit, risk, and customer engagement. Third, we are strengthening our liability franchise. As savings increasingly shift towards market-linked instruments, we are deepening customer engagement through YONO, expanding ecosystem partnerships, and creating relevant offerings for diverse segments.

Our balance sheet strategy is moving from volume-led expansion to value-accretive growth with a sharper focus on granularity, product competitiveness, and risk-adjusted returns. We are also expanding into new growth areas including startups, alternate investment ecosystems, and global trade to keep our portfolio diversified and future-ready.

Against this backdrop, let me now highlight the bank's Q4 FY26 performance. Driven by strong operating profitability and improved asset quality, I am glad to share that the bank has surpassed key milestones this financial year. Net profit reached a record high at 80,032 crores, up 12.88% year-on-year, supported by 11.25% year-on-year growth in operating profit. Domestic NIM stood at 3.03%, supporting our guidance to maintain NIM above 3%. As total business crosses the 109 trillion mark, this performance showcases our strengthening market position and sustained customer trust. Our domestic business has grown by more than 11 trillion rupees on any year-on-year basis.

Our balance sheet size has crossed 76 trillion rupees. We achieved resilient deposit growth of 11.03% year-on-year, totaling about 6 trillion rupees, driven by strong inflows in retail term deposits which grew by 14.77%, and a double-digit savings account growth at 10.6%. Despite a competitive environment, our 39.46% CASA ratio, which is an improvement of 33 basis points quarter-on-quarter, sustains our low-cost funding advantage, reinforced by 12.7% growth in foreign deposits.

Credit growth has been robust, up 16.87% year-on-year as of March 26, driven by all segments registering double-digit growth. The domestic credit-deposit ratio was 73.08% at the end of FY26, an improvement of 337 basis points year-on-year. All components of RAM (Retail, Agriculture, and MSME) have witnessed sound growth. Corporate credit growth momentum continues, growing by 14.83%. Our foreign offices have continued to perform well with growth in advances at 20%

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year-on-year; in dollar terms, this is 8%.

Asset quality continues to be industry-leading with gross NPAs at 1.49%, improving by 33 basis points, and net NPA at 0.39%, further improving by 8 basis points on a year-on-year basis. The PCR was at 74.36%. The sustained two-decadal low in NPAs validates our rigorous underwriting capability, disciplined credit practices, and effective credit risk management.

Strengthening our capital position, our CRAR has improved by 115 basis points year-on-year and stands at 15.4%, which is well above regulatory requirements. The bank has enough headroom to address future credit growth requirements. Further, our subsidiaries are demonstrating consistent performance and are driving stakeholder value through digital expansion, product innovation, and improved customer experience. We will continue to nurture these subsidiaries and see them creating value for their own shareholders as well as the shareholders of SBI.

At State Bank Of India, digital transformation remains a continuous journey, where YONO is central to our strategy. The strong adoption of our new YONO, crossing 4 crore registrations within 3 months of launch and bringing total users to about 10 crores, confirms that digital-first banking is now deeply embedded in customer behavior. 66% of new savings accounts originating on the YONO platform in FY26 demonstrates our successful transition to a digital-first institution.

Our FY26 performance reflects both a strong foundation and strategic repositioning. In an environment of intensifying liability competition, evolving customer expectations, and rapid technological change, we are reshaping our balance sheet, strengthening liabilities, embedding AI and analytics into our operating model, and diversifying funding sources and growth ecosystems. Our focus remains firmly on delivering consistent, risk-adjusted returns supported by disciplined underwriting, strong asset quality, and robust internal capital generation.

Our emphasis has always been on efficiency and return metrics, with our ROA consistently greater than 1% and ROE at 18.5% at the end of Q4 FY26. Our ability to maintain an ROA greater than 1% at scale puts us in a top league of global financial institutions, with an advances book of more than 49 trillion rupees, investments of about 18 trillion rupees, deposits of more than 59 trillion rupees, and a balance sheet size of nearly 76 trillion rupees.

Most importantly, we are empowering our people with continuous training and an inclusive culture to build a motivated, future-ready workforce in this dynamic environment. To conclude, we see SBI's journey as closely aligned with India's long-term economic transformation. As the country progresses towards the vision of Viksit Bharat 2047, we believe SBI has a unique role to play as a key enabler. Thank you once again for your continued engagement and support.

Management: My team and I will now be happy to take your questions.

Operator: Thank you Chairman. We now invite questions from the audience. For the benefit of all, we request you to kindly mention your name and company before asking your questions. To accommodate everyone, we request you to restrict your questions to a maximum of two at a time. Also, kindly restrict your questions to the financial results only; no questions should be asked about specific accounts. In case you have additional questions, these can be asked at the end. We now proceed with the question and answer session. Thank you.

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Ajmera – Analyst: Definitely compliments to you for such a robust business growth and very good asset quality. Looking at the year-on-year figures, you have the highest operating profit and net profit, with net profit going beyond 80,000 crores. There are only a few concerns looking at the results on the face of it this quarter. Our operating profit and net profit have gone down compared to the last quarter.

The profitability was mainly dragged by treasury operations and the loss in trading—perhaps a trading loss or a loss on the valuations of the treasury book—which I think is about 3,500 crores. There was also a slight increase in overhead expenses this quarter, perhaps because it is the last quarter of the financial year. Overheads went up by about 1,500 to 1,700 crores. Having said that, our slippages also went up a little bit this quarter, maybe 1,000 to 1,200 crores.

In this scenario, with the treasury outlook looking a little better in the coming quarters and the overhead potentially being a one-time occurrence, can we have some idea of where we stand on the profitability front going forward? While the loan book is growing well, you mentioned we can still look at about 14–16% growth in the credit book. Moving forward, can we have the comfort of having at least no losses in treasury income, even if it is not high, so that overall profitability increases?

Coupled with that, now that the ECL guidelines are getting finalized, how are we prepared? Will the impact be taken up in the coming quarters, and have the numbers been drawn? What are our plans to take care of those provisions? Regarding business growth, you mentioned in interviews that there are prospects for 70,000 to 80,000 crores through the emergency line of credit guarantee scheme (ECLGS) 5, which has 2,50,000 crores, and another 5,000 crores separately for airlines. Can you give your views on these points?

Management: Mr. Ajmera, you mentioned a few points, but that was a very comprehensive assessment. First of all, let me answer a few questions regarding communication. Perhaps we did not communicate enough in our Q3 call. I have gone through my transcript again for the Q3 analyst call, and we made it very clear that our exit NIM was going to be 3%. We also mentioned that the repo rate cut from December 15 would have its full impact in Q4. These things were stated upfront. What was not known to all of us was the yield movement, which definitely impacted the treasury income.

Even then, despite the sharp movement in bond yields, because of our very low exposure to the fair value portfolio, our hit has not been very significant. If you are comparing it with the Q4 of the previous year, we had 3,800 crores as a one-time gain on security receipts. Apart from that, we had positive treasury gains in that quarter. Overall, we believe we have given a good set of numbers for Q4 and the full year. We stuck to our guidance of 1% ROA and 3% exit NIM. This was not a surprise to us, but I think there is some assessment to be done on the NII part.

There are two reasons why the net interest income was impacted. One is the impact of the 25 basis point rate cut reflected in the EBLR portfolio. The five basis point cut we made in the MCLR was also fully factored into Q4. The EBLR book has gone up; in fact, the composition of floating rate loans has slightly increased. This is a combination of factors we had known, which is why we always guided on the full-year exit NIM rather than quarterly numbers. We broadly fulfilled that.

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Regarding the treasury outlook going forward, let me answer your questions in order. First, on slippages: Q4 slippages are not a matter of concern. From these slippages, we have already pulled back almost 850 crores. There is no structural issue in terms of asset quality; I can assure you of that. There is no impact from the West Asia situation so far. These slippages are seasonal and mostly came from agriculture and some from SME. We are sticking to our credit cost guidance of 50 basis points. Unless something dramatic happens to the macro environment, we are confident asset quality is holding up. We are also sticking to our credit growth guidance of 13–15%.

Regarding treasury income, we believe yields will not create much pain going forward. Even if there is yield movement, our internal view is that bond yields will be in the range of 6.75% to 6.9%, not beyond that, unless fiscal imbalances or geopolitical conflicts create a problem.

Regarding ECLGS, this is a proactive and preemptive measure. People ask if customers are asking for ECLGS yet, and the answer is not yet. It will take 8–10 days to operationalize these guidelines. We are reaching out to customers in case they have a need. My assessment of 70,000 to 80,000 crores is the full limit available to MSMEs and other customers. However, our assessment indicates that, in the worst case, only 30–40% of people will utilize it. It is an excellent proactive step by the Government of India.

For the ECL guidelines, we have made models ready based on draft guidelines and are now tweaking them based on final guidelines. It would not be appropriate to give a number at this juncture. After the June quarter, we will have more clarity on the stocks required.

Ajmera – Analyst: But approximately you have about 29,000 to 30,000 crores buffer already.

Management: Mr. Ajmera, I do not want to hazard a guess at this juncture. We are not going to give any number at this time. But I want to make it very clear that this transition is going to be smooth. It is not going to impact our ability to fund credit growth or impact our capital ratios significantly. We will smoothly transition over the next 4 years.

Marukh – Analyst: Hello. I had a couple of questions. Firstly, regarding NII, do we have any impact whatsoever from forex translation or forex loss? I remember years ago in a COVID quarter, we had some NII issues relating to forex.

Management: No, it is core NII, except for the interest on tax refunds which was around 1,000 crores. This was partially offset because some penal interest, which used to be booked under interest, has moved to penal charges. That is just about 600 crores. It is purely the impact of EBLR and some of the floating rate loans on the corporate side.

Marukh – Analyst: So basically, the interest on tax refund is 10 billion versus around 7 billion last quarter?

Management: I think it was 800 crores.

Management: It was 760 crores, or 7.7.

Marukh – Analyst: Correct, 760 crores. What is your outlook on margins in the near term and longer term? This quarter, we saw the global NIM decline by around 18 bps. What is the outlook for the first

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half and longer term?

Management: I would like to give guidance for the full year. We do not want to create confusion with quarterly guidances. In a large book like ours, there is seasonality and credit growth momentum. It is very difficult to give a guidance on a quarterly basis. We are sticking to our NIM of more than 3% for the full year of FY27.

Marukh – Analyst: Could you give the breakup of gross slippage for Q4 FY26 and Q3 FY26? Also, what is your total Middle East portfolio, and what is the India-linked Middle East portfolio, such as home loans for Indians working abroad?

Management: I will answer the second question first. In the Middle East, we have two large offices in Bahrain and DIFC Dubai. Other operations are very small. Bahrain has retail operations, but Dubai has no retail operations at all. Primarily, it is a wholesale book. Predominantly, it is either a bank exposure or a sovereign exposure.

In both cases, we do not see any concern. We do not have much direct exposure to medium enterprises or corporates there. On the retail side, where people working in the GCC take housing loans, it is predominantly concentrated in Kerala. We have not seen any impact on asset quality there. Many people have stayed in the GCC rather than returning to Kerala. GCC countries are returning to normalcy, and we do not think it will lead to asset quality concerns. Regarding gross slippages, we do not typically give those; we give gross slippages for the first quarter and thereafter use net slippages. There is no predominant movement of concern.

Marukh – Analyst: And what is the India-linked proportion of that portfolio, like the Kerala home loans?

Management: It is very small.

Management: To add to what the Chairman said, we have no concern as of now. The branches in Dubai and Bahrain are mostly wholesale. In Tel Aviv, it is mostly non-fund based business, such as guarantees we issue for defense. The corporate book is 98% plus sovereign or bank-related. Globally, our India-linked exposure is about 10-12 billion dollars, including trade finance, but we see no concern.

Jai Mundra – ICICI Securities: Hi. Regarding your FY27 guidance of 3% plus NIM, is that domestic or global?

Management: Our guidance is generally domestic. We are not giving full bank NIM because the overseas book is a different creature altogether.

Jai Mundra – ICICI Securities: Within this, if I calculate for this quarter, the yield on interest on advances has been flat with 0.4% increase, while advances grew by 5% quarter-on-quarter. What explains the decline? If I calculate this way, the yield on advances declined by about 30 basis points. Apart from the repo rate movement, is there anything else? What is your thought process on the yield on advances going ahead?

Management: The yield on advances would likely have some uptick. In Q4, apart from the EBLR movement, the EBLR plus floating rate loans in the corporate book moved from 43% to 49%. Our house view is that another repo rate cut is unlikely this year and that the repo rate will be stable. This means spreads will remain. On the corporate side, we are looking at changing the asset mix to reduce floating loans linked to the T-bill and bring yields back to normalcy.

Many of these loans have already started moving to MCLR on the corporate side. All loans getting repriced, refinanced, or renewed today are predominantly moving to MCLR, reducing the floating T-bill linked loans. This gives us confidence since the repo rate is stable and the corporate book will be brought back to MCLR.

Management: Even without those factors, we are confident of achieving the 3% NIM because of the stability currently achieved.

Jai Mundra – ICICI Securities: And MCLR will not reprice downward, right?

Management: It will not be repriced because we are not adjusting interest rates on deposits. Repricing higher or lower is unlikely.

Jai Mundra – ICICI Securities: Assuming there is no change in the card rate of deposits, cost of deposits should still decline in the near term?

Management: Yes, for two reasons. One, we are focusing more on CASA, which will contribute to a reduction. Even in Q4, we contained the cost of resources. Two, we have cut down significantly on expensive wholesale deposits and will continue to do so.

Jai Mundra – ICICI Securities: On LCR, what was the ratio during Q4, and how does it change after the guidelines that came in from April 1?

Management: For the quarter, it was approximately 124%. That was the average for the quarter.

Jai Mundra – ICICI Securities: It was around 130% last quarter.

Management: Yes, that is because liquidity is being consumed by 17% growth. However, the current guidelines will give us around a 3–4% improvement in the LCR.

Jai Mundra – ICICI Securities: Where do you expect the LCR to operate?

Management: For a bank of our size, we would like to have at least 10–15% over the regulatory minimum of 100%. So, 115% is a good ratio. We entered the year around 125%. If credit growth continues, there will be some moderation, but we are comfortable around 115% to 120%.

Jai Mundra – ICICI Securities: Do you have the number for AFS reserves at March end?

Management: We will provide that number separately.

Pritesh – Daam Capital: My first question is on the loan processing fee, which has been quite strong this quarter and almost doubled. What was the reason for that given that loan growth has been strong throughout the year?

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Management: Pritesh, thank you for that question. This processing fee is not only coming from retail operations, though retail did give a significant uptick. Large corporate, small corporate, and MSMEs have all seen their processing fees readjusted. We are not necessarily increasing fees but reducing concessions. We have promised good quality service and started charging for process efficiency. In retail, we had 50% growth in processing fees, and the corporate book grew 30–35%. We are encouraging field staff to be more proactive in negotiating those.

Pritesh – Daam Capital: G–Sec yields have moved up, but our investment yields are slightly lower. One would have expected yields to move up in tandem. Have we moved some securities to book gains?

Management: Yes, some trading has been done. Trading profits have been good this quarter. Some of the switches we participated in resulted in portfolio yield moderation. We sold some amount in OMOs and switches. We made around 6,321 crores in the entire year.

Pritesh – Daam Capital: There were articles that the RBI asked oil companies to move their dollar transactions through our bank. How will that benefit us?

Management: I am not aware of this.

Jallim Chandani – Analyst: Excellent annual and record numbers. You paid over 25,000 crores in income tax, doing great service to the nation. Regarding value unlocking, we have over 10% in the National Stock Exchange. The SEBI chairman said it should get listed soon. What is our thought process on value unlocking? Total reserves and surplus are about 5,95,000 crores. Also, what is our thought process on market share? Today we are at about 22–22.5%. Can we increase that to 25%?

Management: Thank you for the compliment, Mr. Chandani. Within the group, we have around 7.3% holding in the NSE. The bank would be keen on participating in an OFS; we have given our in–principle consent. Once the NSE gets listed, our shareholding will be available as a reserve that we can mark–to–market.

We are also seriously looking at listing SBI AMC, hopefully in this financial year, which will result in capital augmentation. This gives us confidence that we can fund almost 12 trillion in credit growth in our current position. With deposits growing at 11–12% and adding 11 lakh crores in business every year, we want to use this capital efficiently and ensure a 15% return on equity for our investors.

Regarding market share, we want to increase market share in every district. Data is now available at the district level. Even if we have a 60% share in a district, our guidance is a 1% increase in market share. Our goal is to move 1% every year and reach a 25% market share in terms of the country's GDP within 4–5 years.

Jallim Chandani – Analyst: Gold loans grew 100% and have a base of over 1 lakh crore. Express credit also has a good base. Auto sector growth was muted at 8.5%. Can we use the gold loan opportunity to increase NIMs, and what are your thoughts on increasing growth through these verticals?

Management: The AFS reserve as of March 31 was 5,136 crores, down from 8,151 crores in December.

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Regarding gold loans, the market is highly diversified. Our average ticket size is about 2.5 lakhs. This is a price-sensitive segment. Gold loans are an efficient ROE product because there is zero risk weight. We want qualitative growth. Our overall LTV is 52%, which is very safe lending. Yields are around 9%, which is good for a product requiring zero capital allocation and showing almost zero NPA.

Piran Engineer – CLSA: You mentioned exiting with a 3% domestic NIM for the full year, but the last quarter, according to the PPT, was 2.93%. To improve this, will it be yield-driven or cost-of-deposit-driven?

Management: 60% of our deposits are fixed deposits. We want to use both levers. We want to reduce the cost of resources by augmenting CASA and reducing expensive wholesale deposits. However, the movement will mostly be in terms of yield management, asset mix, and increasing spreads where feasible in both corporate and retail.

Piran Engineer – CLSA: What percentage of our MCLR book is yet to reprice?

Management: The five basis point reduction from December will take 3–4 months to reprice, but that is not a great impact. Predominantly, it is the one-year and six-month MCLR. About 40% is one-year MCLR, and some part of that is likely left to reprice.

Piran Engineer – CLSA: Current account deposit growth has come down to single digits from 20–25%. Is that a period-end number?

Management: Yes, the previous year's period-end number impacted it. In March 2025, we had a significant current account movement of almost 50,000 crores from government fund releases. This was not there this year. In fact, we had a 21% decline in government current account deposits last year. However, we pivoted to non-governmental current accounts, which grew at 23%. Considering the lack of government flows, the March 2026 number is one of the best we could achieve.

Management: Retail and business current account customers also give us the opportunity to cross-sell transaction banking products and potentially become SME borrowers.

Anand – MK: Other Opex seems to be on the higher side quarter-on-quarter, which often happens in the fourth quarter. Is there a way to spread this out? Also, how do you see the cost-income ratio shaping up in FY27?

Management: Our effort is to keep the cost-to-income ratio below 50. We would have ended the year at 47–48% if treasury income had been supportive. Much of the overhead is booked during the last quarter by design. We will look into whether any expenses can be spread over four quarters to avoid bunching.

Anand – MK: On the forex open positions that we were asked to unwind, did we take that impact in Q4?

Management: The Q4 MTM impact was about 100 crores. Complete unwinding happened on April 10, resulting in a net loss of 57 crores.

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Anand – MK: You guided for credit growth of 13–15% for FY27. What is the outlook for the MSME space given the West Asia conflict? Are you identifying a stress pool or making incremental provisions, which is why you guide for a 50 basis point credit cost?

Management: 50 basis points has been our guidance for 3 years. It is not related to the conflict. Broad-based stress is not visible yet, though some clusters like Morbi are impacted because high gas prices make production unaffordable. Our overall exposure to that cluster is minimal. Oil companies might have P&L issues but not credit issues.

Management: We have mitigated risk in the MSME portfolio using our Behavioral Risk Engine (BRE). Delinquencies are lower in the BRE portfolio. Additionally, 58% of eligible loans are covered under CGTMSE, giving us better handle on quality.

Param – Investec: Is the term deposit repricing mostly done?

Management: Mostly done, with some residual tail end.

Param – Investec: Salary costs usually see an uptick in Q4 due to PLI payouts, but it is not there this time.

Management: There was a classification change. Because the PLI is still being debated, it is in "other provisions" rather than staff expenses. It is accounted for.

Param – Investec: You will be saving on DICGC premium next year?

Management: We will get benefited, but as per regulation, we are not supposed to disclose the number.

Ashok – Analyst: There is a big capex boom in India led by energy, renewable, nuclear, and data centers. Transmission line expansion needs big growth. Are you sensing this trend, as these ticket sizes will require participation with a bank of SBI's size?

Management: Transmission is going to be one of the most important infrastructure segments. We have been in discussions with projects. Whether they use SPVs or their own companies is not yet clear, but it is a good opportunity.

We also have the Chakra initiative to support sunrise sectors like green hydrogen, data centers, and semiconductors. These require composite structures, not just vanilla loans. Ashwini, do you want to add?

Management: We have a large number of proposals for battery energy storage systems (BESS), pump storage hydro, and data centers. Round-the-clock power tenders require combinations of solar/wind with BESS or hydro. We are seeing a lot of activity there. We have also done quite a bit in smart metering.

Ashok – Analyst: For data centers, are we funding GPUs or just infrastructure?

Management: Both. We focus on the hyper-scaler model where demand and client quality are assured. Mumbai has a lot of potential in this area. Greenfield projects allow us better pricing.

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Ashok – Analyst: Regarding wallet share for retail salary accounts, what is the product per customer (PPC) number and the target?

Management: The current PPC is around 3. Our idea is to take it to 5. Some customers take 8-10 products, so there is potential. Auto loans act as a hook product that brings other engagements. We are redeploying branch workforce into sales to help with upselling to reach that PPC of 5.

Mahesh – Kotak: Regarding margins, what was so different about this quarter that margins changed direction so sharply compared to previous rate cuts?

Management: I am not attributing it only to the rate cut. The corporate book has moved toward floating rates. Growth in the last quarter predominantly came from T-bill linked loans. We want to move those toward MCLR. Well-rated corporates that were accessing the market moved to banks, and those were T-bill linked. We focus on the total relationship value, which is evident in our fee income and other income, even if it softens NIM. These are short-term impacts; we expect to move a large chunk into MCLR during this financial year.

Mahesh – Kotak: Does the yield dip first in Q1 and Q2 before moving higher?

Management: I do not want to hazard a guess, but I do not think there will be any further dip.

Nitin Agarwal – Motilal: Regarding corporate loan growth, do you think the 15% momentum will continue?

Management: Our corporate guidance is 12-13% because some movement from market to bank might reverse if market conditions improve. Our 13-15% total growth will be driven by RAM.

Nitin Agarwal – Motilal: As we start providing for ECL, will the 1% ROA guidance stay unchanged?

Management: We are saying 1% through the cycles.

Management: I have a few questions from the online webcast. One is why Q4 profit was lower than Q3. This was mainly because of the MTM loss of 4,522 crores in Q4 against 143 crores in Q3.

Regarding NIM guidance, domestic NIM will remain above 3%.

Regarding the AAAA mix, well-rated companies moving from the market to the bank did alter the composition and had an impact on yields.

Regarding ECL provisioning for off-balance sheet exposure like financial guarantees, provisioning will be computed as per RBI guidelines effective April 1, 2027. They will likely attract provision. I think we have broadly answered the questions.

Operator: I trust all the questions have been addressed. We will be happy to respond to other questions in offline mode. Let me end the evening by thanking the Chairman, Managing Directors, Deputy Managing Directors, top management team, senior officials, analysts, and investors. Thank you for joining us. We request those present here to join us for high tea outside the hall. Thank you.