

July 25, 2023

SBIL/CS/NSE-BSE/2324/80

Assistant Vice President  
Listing Department,  
National Stock Exchange of India Limited,  
Exchange Plaza,  
Plot No. C/1, G Block, BKC,  
Bandra (East), Mumbai 400051  
NSE Symbol: SBILIFE

General Manager  
Listing Department,  
BSE Limited,  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai 400001  
BSE Scrip Code: 540719

Dear Sir / Madam,

**Subject: Press Release & Investor Presentation – Performance for the Quarter ended June 30, 2023**

A copy of the press release and investor presentation being issued in connection with performance for the quarter ended June 30, 2023, is enclosed. The above information is also made available on the Company's website at [www.sbilife.co.in](http://www.sbilife.co.in)

We request you to kindly take the above information on record.

Thanking You,

Yours faithfully,

**Vinod Koyande**  
Company Secretary  
ACS No. 33696

Encl: A/a

## Performance for the quarter ended June 30, 2023

- Private Market leadership in Ind. NBP of ₹ 40.6 billion with 18% growth and 26.8% market share
- APE stands at ₹ 30.3 billion
- 17% growth in Protection APE to ₹ 3.7 billion
- Value of New Business (VoNB) stands at ₹ 8.7 billion
- VoNB Margin stands at 28.8%
- 45% growth in PAT to ₹ 3.8 billion
- Robust solvency ratio of 2.15
- 57% growth in Annuity and Pension New Business to ₹ 18.3 billion.
- Assets under Management stands at ₹ 3.3 trillion with 25% growth

### Key measures of performance

Particulars	(₹ in billion)		
	Q1 FY 2024	Q1 FY 2023	YoY
<b>Revenue Parameters</b>			
New Business Premium (NBP)	62.1	55.9	11%
Renewal Premium (RP)	73.5	57.6	28%
<b>Gross Written Premium (GWP)</b>	<b>135.6</b>	<b>113.5</b>	<b>19%</b>
Individual New Business Premium	40.6	34.3	18%
Individual Rated Premium (IRP)	26.7	25.8	3%
Annualized Premium Equivalent (APE)	30.3	29.0	4%
Total Protection NBP (Individual + Group)	7.8	7.0	12%
Total Protection NBP Share	12.6%	12.4%	-
Private Market Share based on IRP <sup>1</sup>	23.0%	24.0%	-
APE Product mix (%) (Par/Non Par/ULIP)	7/40/53	6/47/47	-
APE Channel mix (%) (Banca/Agency/others)	65/25/10	63/26/11	-
<b>Financial Parameters</b>			
Profit after Tax (PAT)	3.8	2.6	45%
Net Worth	135.3	117.6	15%
Assets under Management (AuM)	3,282.8	2,623.5	25%
<b>VoNB and VoNB Margin<sup>2</sup></b>			
Value of New Business (VoNB)	8.7	8.8	(1%)
VoNB per Share (in ₹) (VoNB / Number of Shares)	8.72	8.81	-
New Business Margin (VoNB Margin)	28.8%	30.4%	-
<b>Key Financial Ratios</b>			
Operating expense ratio <sup>3</sup>	6.8%	6.6%	-

Particulars	Q1 FY 2024	Q1 FY 2023	YoY
Commission ratio <sup>4</sup>	4.0%	4.6%	-
Total cost ratio <sup>5</sup>	10.8%	11.2%	-
Persistency Ratios - Premium Basis (Regular Premium/ Limited Premium payment under individual category) <sup>6</sup>			
13 <sup>th</sup> month persistency	85.0%	85.6%	-
25 <sup>th</sup> month persistency	76.1%	78.7%	-
37 <sup>th</sup> month persistency	74.8%	72.2%	-
49 <sup>th</sup> month persistency	70.4%	70.3%	-
61 <sup>st</sup> month persistency	56.7%	50.3%	-
Solvency Ratio	2.15	2.21	-
Return on Equity (RoE)	11.5%	9.0%	-

1. Source: Life insurance council

2. VoNB and VoNB Margin for Q1 FY24 and Q1 FY23 have been reviewed by Independent Actuary.

3. Operating expense ratio = Operating expenses / Gross Written Premium (GWP)

4. Commission ratio = Commission (including rewards) / Gross Written Premium (GWP)

5. Total cost ratio = (Operating expenses + Commission + Provision for doubtful debt and bad debt written off) /GWP

6. The persistency ratios are calculated as per IRDA/ACT/CIR/GEN/21/02/2010 circular dated February 11, 2010 and IRDAI circular no. IRDAI/F&A/CIR/MISC/256/09/2021 dated September 30, 2021.

Persistency Ratios for the period ended June 30, 2023 and June 30, 2022 are 'Upto the Quarter' Persistency calculated using policies issued in June to May period of the relevant years.

N.B: Refer the section on definitions, abbreviations and explanatory notes

**The Board of Directors of SBI Life Insurance Company Limited approved and adopted its unaudited financial results for the quarter ended June 30, 2023, following its meeting on Tuesday, July 25, 2023 in Mumbai. The disclosure of financial results submitted to exchanges is annexed to this release.**

### **Business growth and market share**

- The Company has maintained its leadership position in Individual Rated Premium of ₹ 26.7 billion with 23.0% private market share in Q1 FY 24.
- Strong growth in Individual New Business Premium by 18% to ₹ 40.6 billion in Q1 FY 24.
- New Business Premium (NBP) has grew by 11% to ₹ 62.1 billion in Q1 FY 24 aided by growth in Single premium business by 18%.
- Protection New Business Premium has increased by 12% from ₹ 7.0 billion in Q1 FY 23 to ₹ 7.8 billion in Q1 FY 24 due to growth in individual protection business by 5% to ₹ 2.1 billion and growth in group protection business by 15% to ₹ 5.7 billion in Q1 FY 24.
- Gross Written Premium (GWP) has grew by 19% to ₹ 135.6 billion in Q1 FY 24 mainly due to 18% growth in Single Premium (SP) and 28% growth in Renewal Premium (RP) in Q1 FY 24.

### **Distribution network**

- The Company has strong distribution network of 289,162 trained insurance professionals consisting of agents, CIFs and SPs along with widespread operations with 996 offices across country.
- The Company has diversified distribution network comprising of strong bancassurance channel, agency channel and others comprising of corporate agents, brokers, micro agents, common service centers, insurance marketing firms, web aggregators and direct business.
- APE channel mix for Q1 FY 24 is bancassurance channel 65%, agency channel 25% & other channels 10%.
- NBP of Agency channel has increased by 23% to ₹ 11.6 billion in Q1 FY 24 and NBP of Banca channel has increased by 32% to ₹ 38.4 billion in Q1 FY 24 as compared to same period last year.

### **Cost Efficiency**

- Total Cost ratio for Q1 FY 24 is 10.8% vis-à-vis 11.2% for Q1 FY 23
  - Commission ratio for Q1 FY 24 is 4.0% vis-à-vis 4.6% for Q1 FY 23
  - Operating Expense ratio for Q1 FY 24 is 6.8% vis-à-vis 6.6% in Q1 FY 23

### **Profitability**

- Profit after Tax (PAT) grew by 45% to ₹ 3.8 billion for Q1 FY 24.
- VoNB stands at ₹ 8.7 billion for Q1 FY 24.
- VoNB margin stands at 28.8% in Q1 FY 24.

### **Persistency**

- Strong growth in 37<sup>th</sup> month and 61<sup>st</sup> month persistency (based on premium considering Regular Premium/ Limited Premium payment under individual category) in Q1 FY 24 by 262 bps and 645 bps respectively due to our focus on improving the quality of business and customer retention.
- 13<sup>th</sup> month persistency (based on premium considering Single Premium and Fully Paid-up policies & group business where persistency is measurable) is 88.6% in Q1 FY 24 vs 88.7% in Q1 FY 23.

### **Assets under Management**

- AuM grew by 25% from ₹ 2,623.5 billion as on June 30, 2022 to ₹ 3,282.8 billion as on June 30, 2023 with debt-equity mix of 69:31. Over 94% of the debt investments are in AAA and Sovereign instruments.

### **Financial position**

- The Company's net worth increased by 15% from ₹ 117.6 billion as on June 30, 2022 to ₹ 135.3 billion as on June 30, 2023.
- Robust solvency ratio of 2.15 as on June 30, 2023 as against the regulatory requirement of 1.50 indicating strong financial position of the Company.

### **Definitions, abbreviations and explanatory notes**

- **New Business Premium (NBP):** Insurance premium that is due in the first policy year of a life insurance contract or a single lump sum payment from the policyholder.
- **Annualized Premium Equivalent (APE):** The sum of annualized first year premiums on regular premium policies, and 10% of single premiums, written by the Company during the fiscal year from both retail and group customers.
- **Individual New Business Premium:** Insurance premium that is due in the first policy year of an individual life insurance contract.
- **Individual Rated Premium (IRP):** New business premiums written by the Company under individual products and weighted at the rate of 10% for single premiums.
- **Renewal Premium:** Life insurance premiums falling due in the years subsequent to the first year of the policy.
- **Value of New Business (VoNB):** VoNB is the present value of expected future earnings from new policies written during a specified period and it reflects the additional value to shareholders expected to be generated through the activity of writing new policies during a specified period.
- **Value of New Business Margin / VoNB Margin:** VoNB Margin is the ratio of VoNB to New Business Annualized Premium Equivalent for a specified period and is a measure of the expected profitability of new business.

- **Solvency Ratio:** Solvency ratio means ratio of the amount of Available Solvency Margin to the amount of Required Solvency Margin as specified in form-KT-3 of IRDAI Actuarial Report and Abstracts for Life Insurance Business Regulations.
- **Net worth:** Net worth represents the shareholders' funds and is computed as sum of share capital and reserves including share premium, share application money and fair value change account net of debit balance in profit and loss account.

### **About SBI Life Insurance**

SBI Life Insurance ('SBI Life' / 'The Company'), one of the most trusted life insurance companies in India, was incorporated in October 2000 and is registered with the Insurance Regulatory and Development Authority of India (IRDAI) in March 2001.

Serving millions of families across India, SBI Life's diverse range of products caters to individuals as well as group customers through Protection, Pension, Savings and Health solutions.

Driven by 'Customer-First' approach, SBI Life places great emphasis on maintaining world class operating efficiency and providing hassle-free claim settlement experience to its customers by following high ethical standards of service. Additionally, SBI Life is committed to enhance digital experiences for its customers, distributors and employees alike.

SBI Life strives to make insurance accessible to all, with its extensive presence across the country through its 996 offices, 22,015 employees, a large and productive network of about 222,822 agents, 68 corporate agents and 14 bancassurance partners with more than 39,000 partner branches, 133 brokers and other insurance marketing firms.

In addition to doing what's right for the customers, the company is also committed to provide a healthy and flexible work environment for its employees to excel personally and professionally.

SBI Life strongly encourages a culture of giving back to the society and has made substantial contribution in the areas of child education, healthcare, disaster relief and environmental upgrade. In 2022-23, the Company touched over 1.1 lakh direct beneficiaries through various CSR interventions.

Listed on the Bombay Stock Exchange ('BSE') and the National Stock Exchange ('NSE'), the company has an authorized capital of ₹ 20.0 billion and a paid up capital of ₹ 10.0 billion. The AuM is ₹ 3,282.8 billion.

For more information, please visit our website-[www.sbilife.co.in](http://www.sbilife.co.in) and connect with us on Facebook, Twitter, YouTube, Instagram, and LinkedIn.

(Numbers & data mentioned above are for the period ended June 30, 2023)

## Disclaimer

Except for the historical information contained herein, statements in this release which contain words or phrases such as 'will', 'expected to', etc., and similar expressions or variations of such expressions may constitute 'forward-looking statements'. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results, opportunities and growth potential to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to, the actual growth in demand for insurance and other financial products and services in the countries that we operate or where a material number of our customers reside, our ability to successfully implement our strategy, including our use of the Internet and other technology our exploration of merger and acquisition opportunities, our ability to integrate mergers or acquisitions into our operations and manage the risks associated with such acquisitions to achieve our strategic and financial objectives, our growth and expansion in domestic and overseas markets, technological changes, our ability to market new products, the outcome of any legal, tax or regulatory proceedings in India and in other jurisdictions we are or become a party to, the future impact of new accounting standards, our ability to implement our dividend policy, the impact of changes in insurance regulations and other regulatory changes in India and other jurisdictions on us. SBI Life Insurance Company Limited undertakes no obligation to update forward looking statements to reflect events or circumstances after the date thereof.

This release does not constitute an offer of securities.

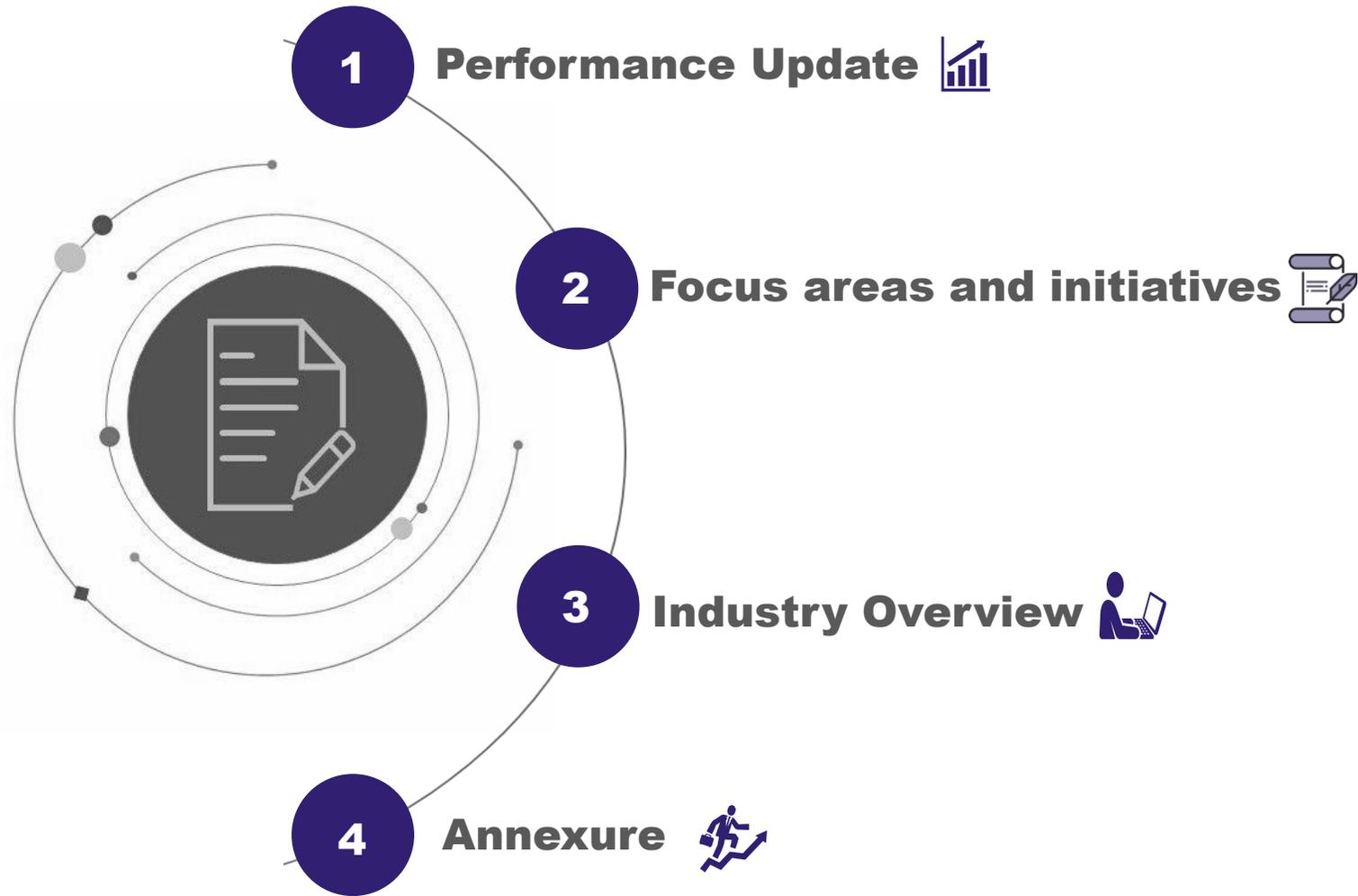
For investor queries please call Sangramjit Sarangi at + 91 22 6191 0281 or email [investorrelations@sbilife.co.in](mailto:investorrelations@sbilife.co.in)

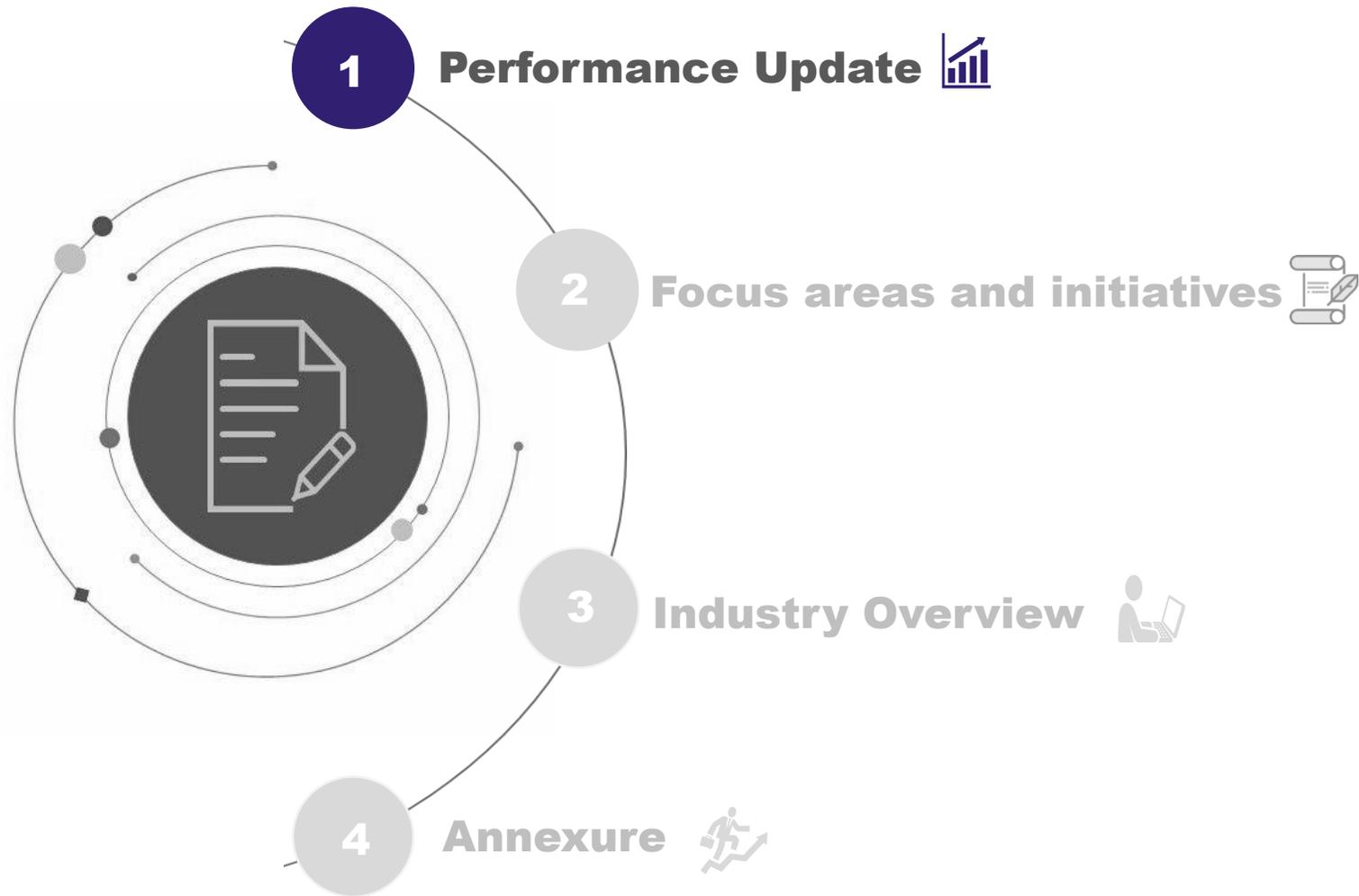
For further press queries please call Santosh Setty at +91-22-6191 0034 / Minakshi Mishra at +91-22-6191 0140 or email [santosh.setty@sbilife.co.in](mailto:santosh.setty@sbilife.co.in) / [minakshi.mishra@sbilife.co.in](mailto:minakshi.mishra@sbilife.co.in)

(₹1 billion (bn) = ₹ 100 crore; ₹1 trillion = ₹ 1 lakh crore)



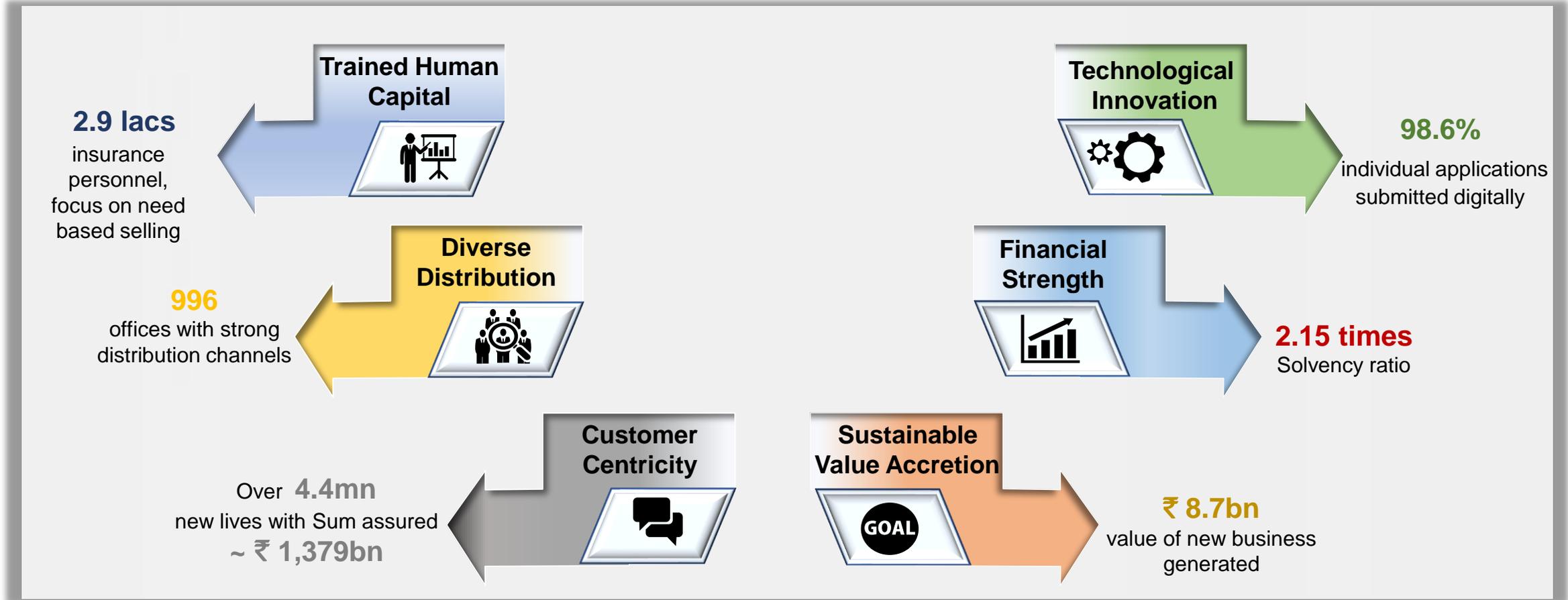
## Performance Update – June 2023





# Resilient business model creating long term value

Well positioned to maintain steady growth and long term consistent returns



Driven by strong brand, solid governance and committed employees

# Business highlights for 1QFY24

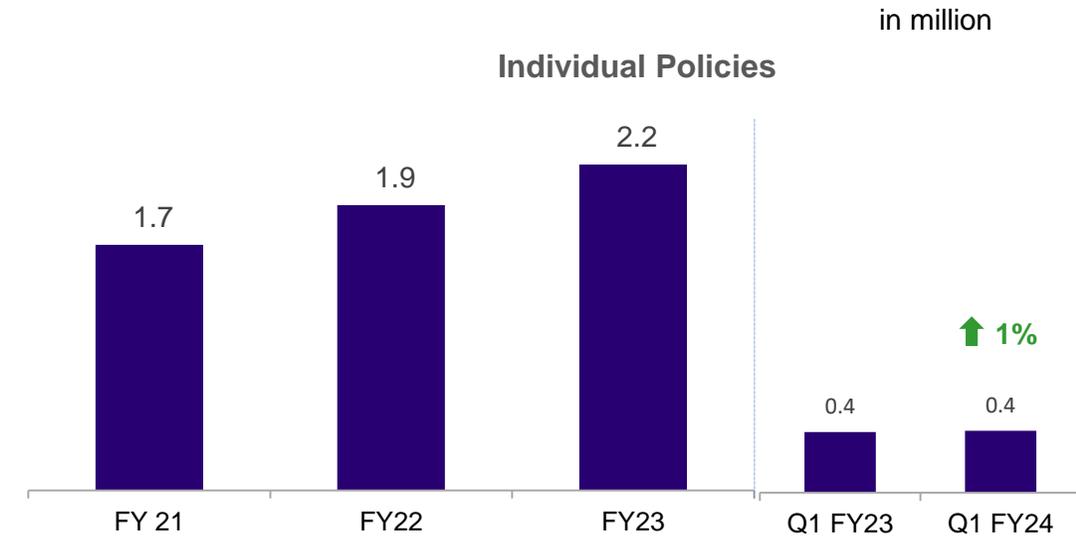
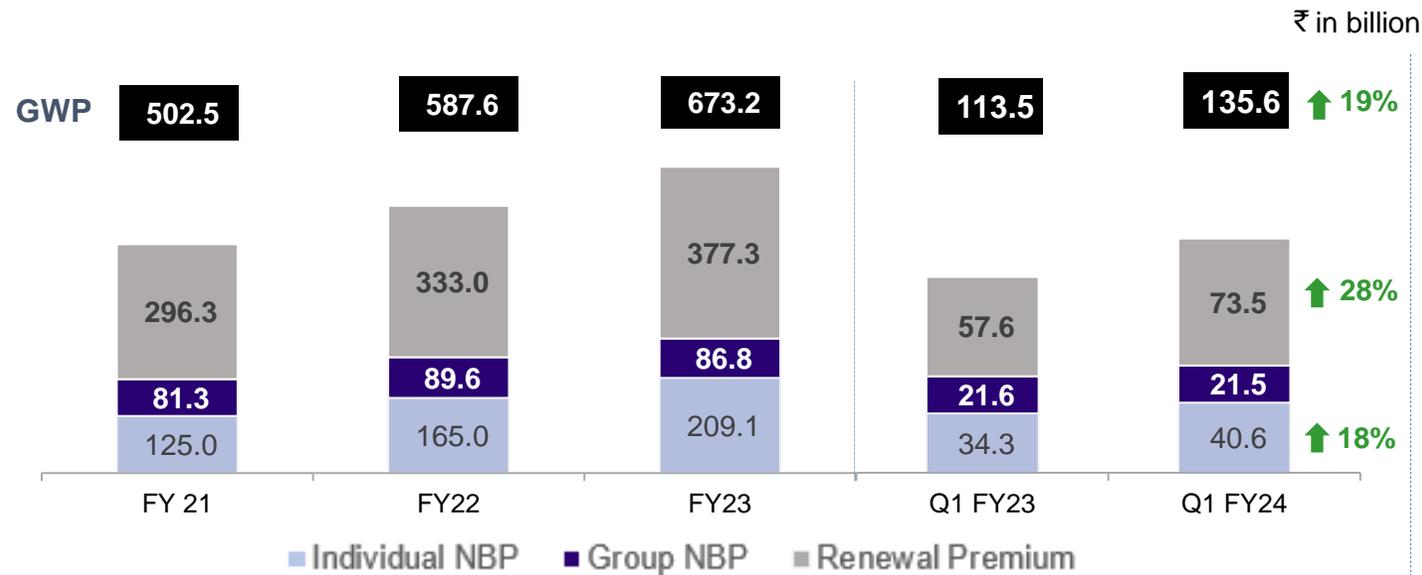
Sustainable growth in key parameters even on high base

₹ in billion



# Continues to deliver on long term growth vision

## Registered growth in new business, policies and renewal collection



### Individual New Business Premium<sup>1</sup>

Period	Growth			Period	SBIL Market Share	
	Industry	Private	SBIL		Industry	Private
Q1 FY21	(15%)	(18%)	(29%)	Q1 FY21	8.5%	17.6%
Q1 FY24	3%	8%	18%	Q1 FY24	15.9%	26.8%
3Yr CAGR	18%	26%	45%	Gain (in bps)	735	924

### Individual Policies<sup>1</sup>

Period	Growth			Period	SBIL Market Share	
	Industry	Private	SBIL		Industry	Private
Q1 FY21	(35%)	(14%)	(36%)	Q1 FY21	6.1%	16.0%
Q1 FY24	(8%)	4%	1%	Q1 FY24	8.7%	26.6%
3Yr CAGR	16%	10%	30%	Gain (in bps)	262	1,065

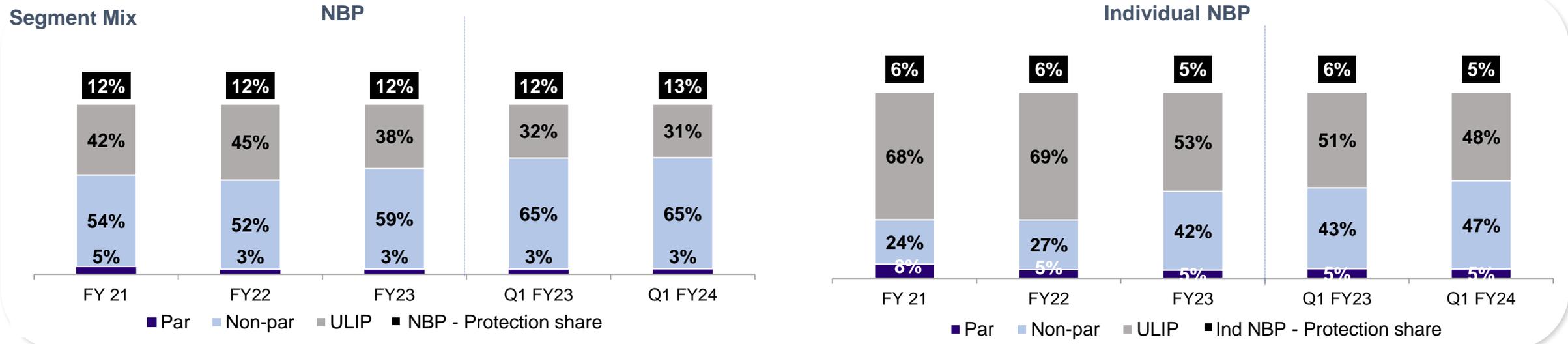
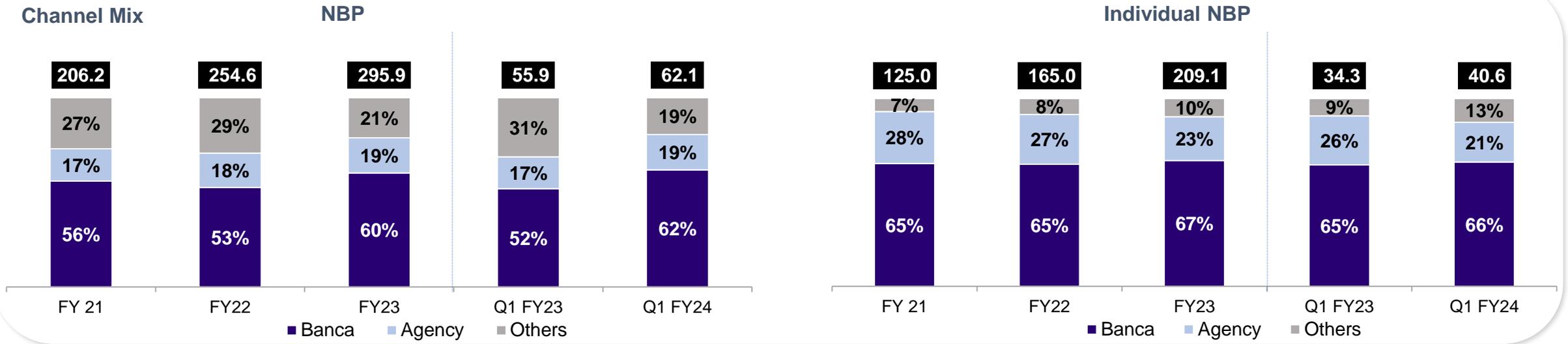
**Strong growth in Individual New Business aids to gain in Market share**

<sup>1</sup> Based on Life Insurance Council data; Components may not add up to total due to rounding-off.

# Stable distribution mix and driving balanced product mix

## Prominent value creation capability

₹ in billion



### Pillars of distribution network

#### Bancassurance

- **27,000+** SBI & RRB Bank Branches
- **27% NBP** share in Total Industry<sup>2</sup>
- **₹47 Lacs** SBI Productivity per branch<sup>1</sup> with **58k+** CIFs
- **61%** share in NOPs with **15%** growth & **1%** growth in Protection business
- **99.0%** business sourced digitally



#### Agency

- **2,22,000+** Agents – 38% growth over last year
- **26% NBP** share in Private market<sup>2</sup>
- **₹1.6 lacs** Agent Productivity<sup>1</sup>
- **32%** share in NOPs
- **99.7%** business sourced digitally with **1.5mn** uploads on Smart advisor



#### Institutional Alliance

- **13,300+** Partner Branches
- **133** Brokers
- **7,900+** Specialized Persons
- **101%** growth NPS augmentation
- **1%** growth in policies
- **68** Corporate Agents



#### Direct & Corporates

- **Top 3** in Industry in fund business
- **Call Centers** - Dedicated call center for website sales & servicing
- **Multi linguistic** website in 9 languages to make buying easy
- **Lead Management** ecosystem – Assignment, Nurturing & Monitoring



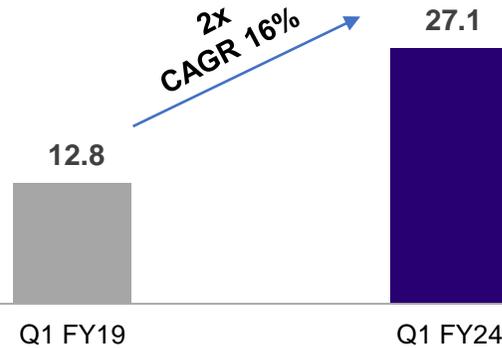
1. Productivity per branch/agent is based on Individual NBP 2. Based on public disclosures for FY23  
All growth/drop numbers are with respect to June FY24 over June FY23. Components may not add up to total due to rounding-off.

## Basket of products posing strong growth across segments

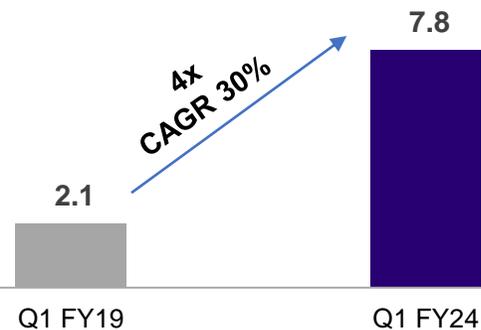
₹ in billion

Product Mix <sup>1</sup>	FY 21	FY22	FY23	Q1 FY23	Q1 FY24	Y-o-Y Growth	Mix Q1 FY24
<b>Savings</b>	105.7	137.8	157.5	27.3	27.1	(1%)	44%
- Par	9.7	7.7	9.5	1.8	2.0	13%	3%
- Non Par	10.5	17.0	36.7	7.9	5.7	(27%)	9%
- ULIP	85.5	113.2	111.4	17.6	19.3	10%	31%
<b>Protection</b>	24.6	30.5	36.4	7.0	7.8	12%	13%
- Individual	7.4	9.4	10.0	2.0	2.1	5%	3%
- Group	17.2	21.1	26.4	4.9	5.7	15%	9%
<b>Annuity</b>	30.2	34.7	49.7	6.5	13.1	103%	21%
<b>Group Savings</b>	45.7	51.5	52.3	15.2	14.0	(8%)	23%
<b>Total NBP</b>	206.2	254.6	295.9	55.9	62.1	11%	

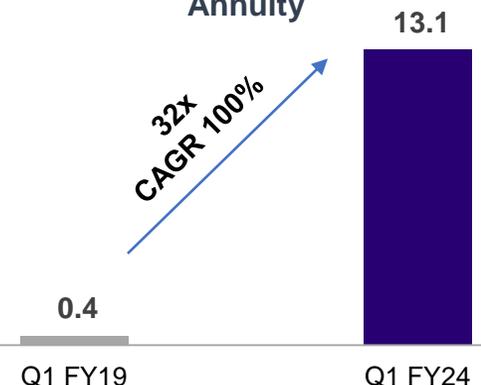
Individual Savings



Protection



Annuity



Focus on balance product mix - long term value generation

1. New business premium basis; Components may not add up to total due to rounding-off

# Wide product offerings

Basket of products catering different age brackets & life stages need



## Protection



- SBI Life - Smart Swadhan Plus**
- SBI Life - Saral Jeevan Bima**
- SBI Life - eShield Next**
- SBI Life - Sampoon Cancer Suraksha**

**Arogya Shield**

## Financial Security



- SBI Life - Smart Platina Plus**
- SBI Life - Smart Humsafar**
- SBI Life - Shubh Nivesh**
- SBI Life - Smart Platina Assure**
- SBI Life - Smart Future Choices**
- SBI Life - Smart Lifetime Saver**

## Child Education



- SBI Life - Smart Champ Insurance**
- SBI Life - Smart Scholar**

## Wealth Creation



- SBI Life - Smart Privilege**
- SBI Life - Smart Wealth Builder**
- SBI Life - Saral InsureWealth Plus**
- SBI Life - e Wealth Insurance**
- SBI Life - Smart Elite**

## Care free Retirement



- SBI Life - Saral Retirement Saver**
- SBI Life - Retire Smart**
- SBI Life - Saral Pension**
- SBI Life - Annuity Plus**
- SBI Life - Retire Smart Plus**

Average Age

Share in policies

37

30%

36

27%

36

7%

38

26%

56

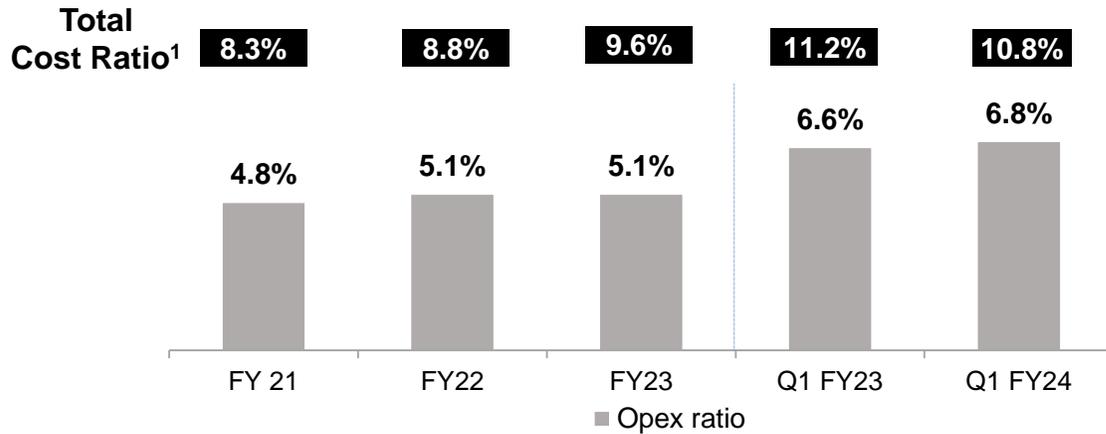
10%

# Cost efficiency, Profitability & Value

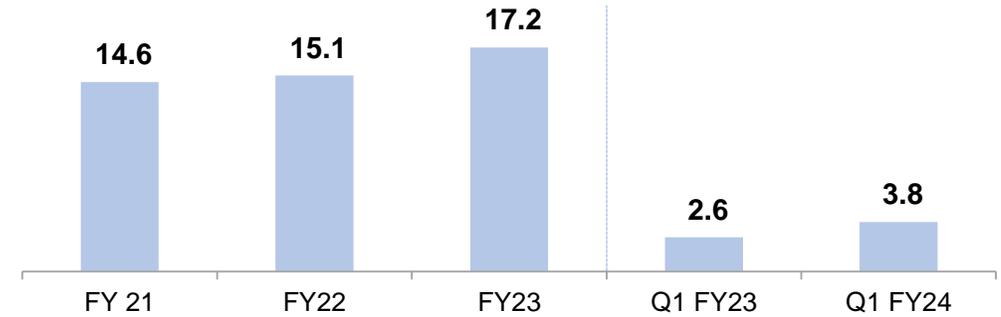
Maintaining high levels of efficiencies to maintain profitability & creating value

₹ in billion

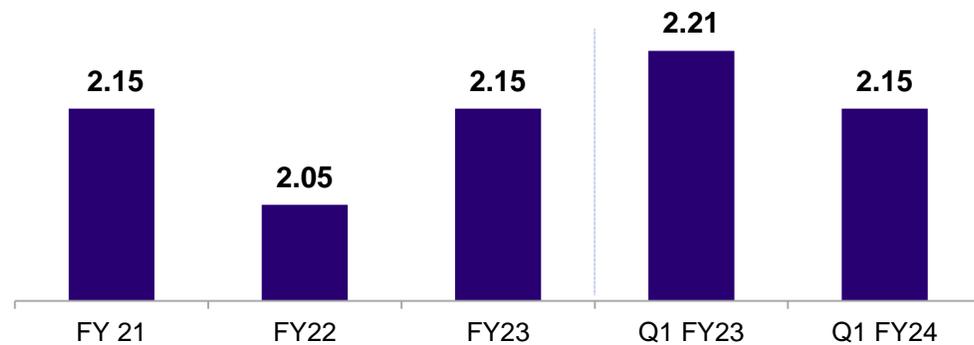
### Opex Ratio : Maintaining Cost efficiency



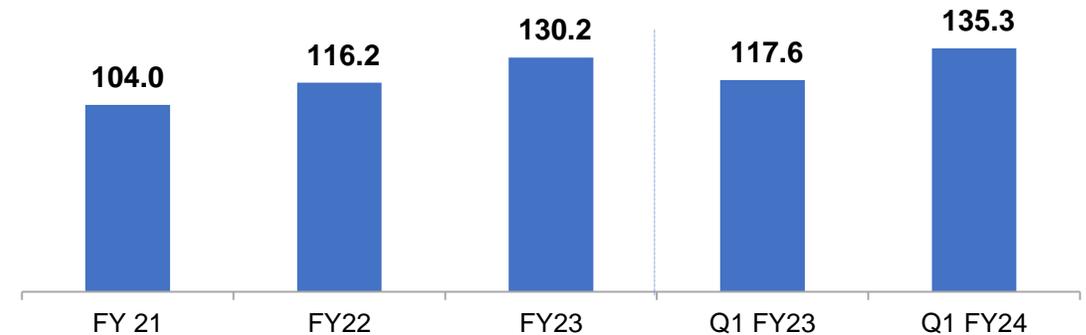
### Profit after Tax : Consistent growth in profit



### Solvency : Cushioned to support future growth prospects



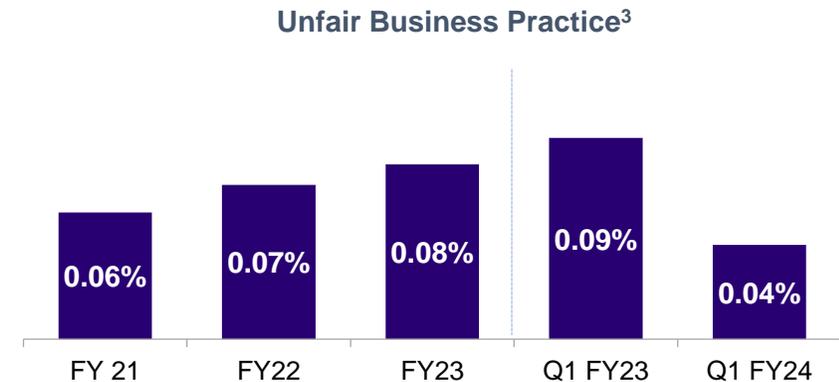
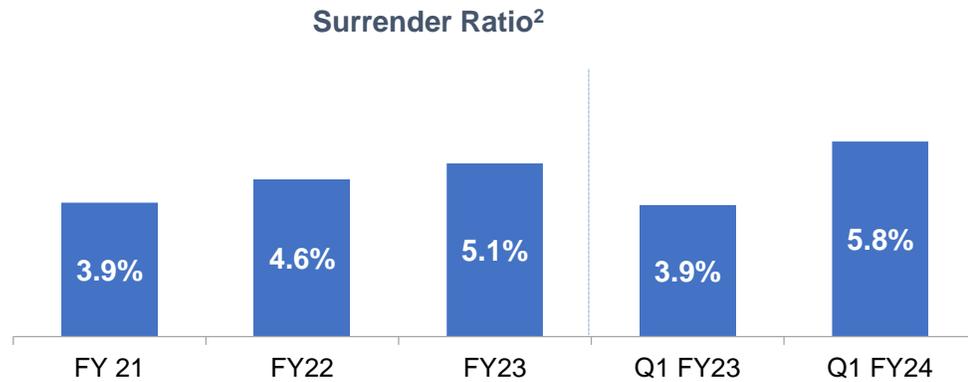
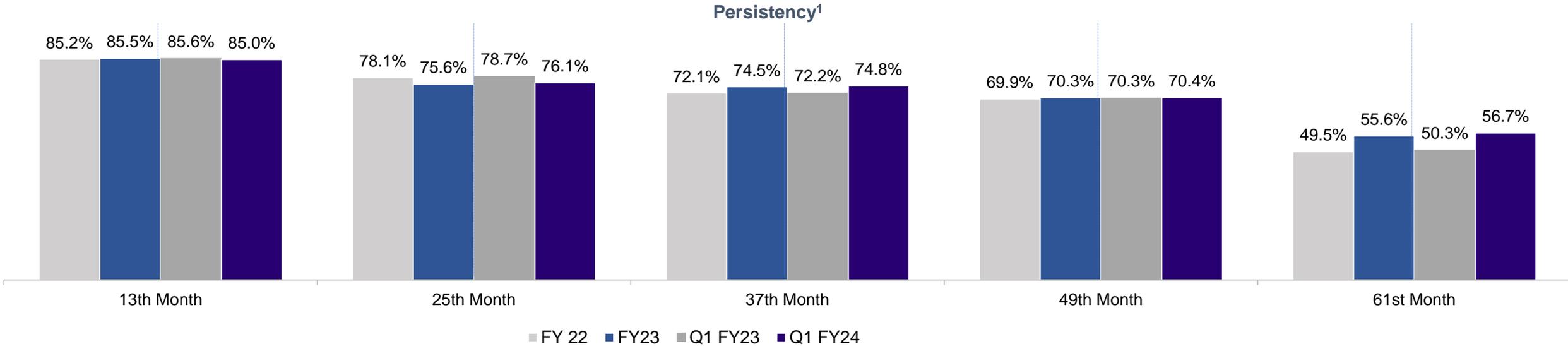
### Networth : Zero debt company with healthy reserves



1. Total cost ratio is operating expenses including commission, provision for doubtful debts and bad debts written off divided by Gross Written Premium; Components may not add up to total due to rounding-off

# Strong focus on customer service

Deeper relationship with customers through quality underwriting and strong sales ethos



1. The persistency ratios are calculated as per IRDAI circular no. IRDAI/F&A/CIR/MISC/256/09/2021 dated September 30, 2021. Regular Premium & Limited Premium Paying Term policies of only Individual Segment.

Ratios for 12M are calculated using policies issued 1st June to 31st May period of the relevant years.

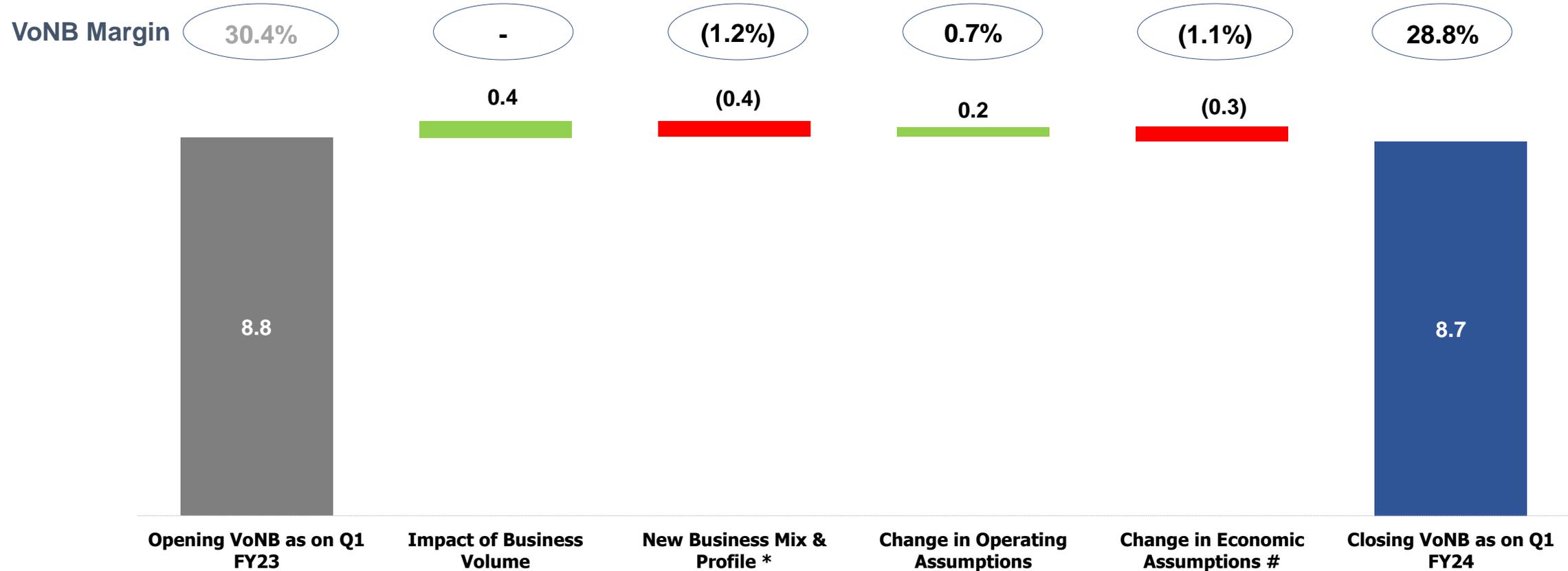
2. Surrender ratio-individual linked products (Surrender/Average AuM).

3. Number of grievances with respect to unfair business practice as compared to policies issued in the same period.

# Value of New Business Movement

Committed to deliver on long term sustainable value creation

VoNB margin stands at 28.8%



The methodology, assumptions and the results have been reviewed by Willis Towers Watson Actuarial Advisory LLP

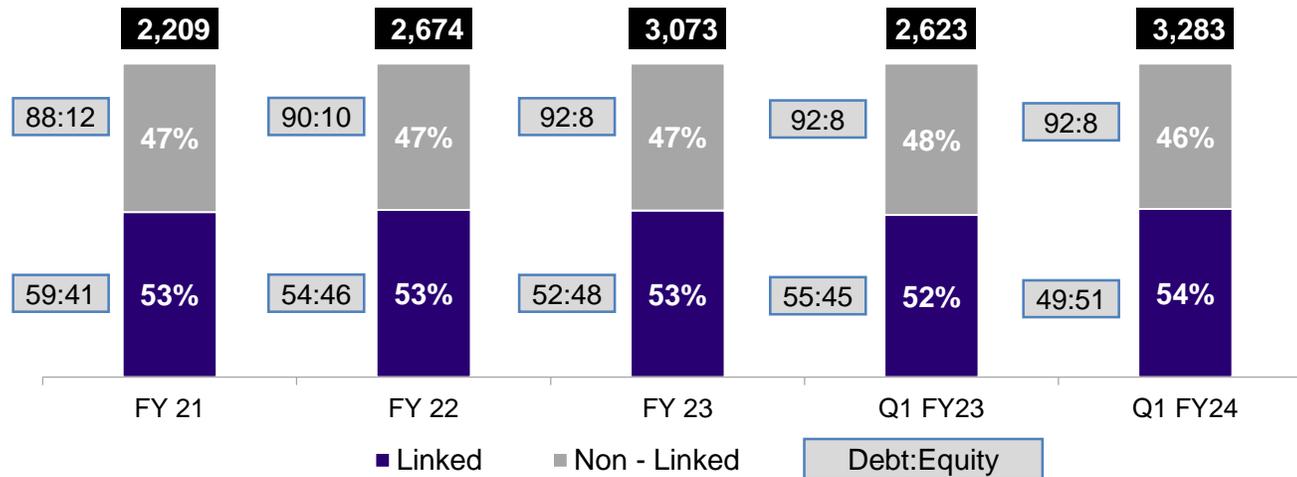
\*Impact of change mainly in Business mix and profile (Age, Term, Channel etc.); # Risk free rate change

# Asset under Management

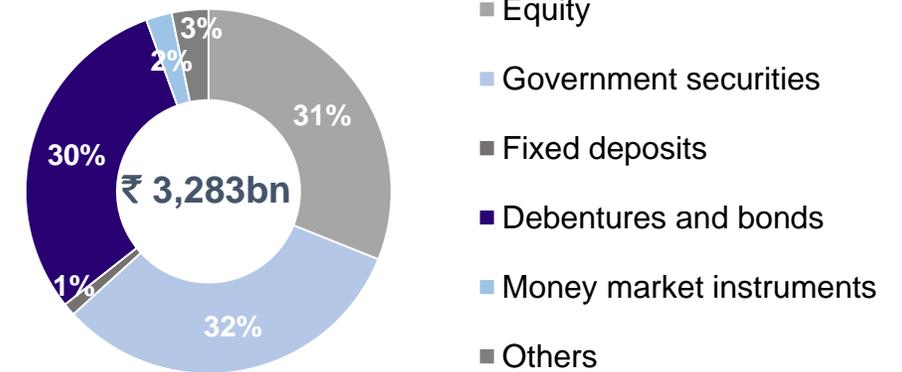
Continue to be one of the top private player in terms of AUM

₹ in billion

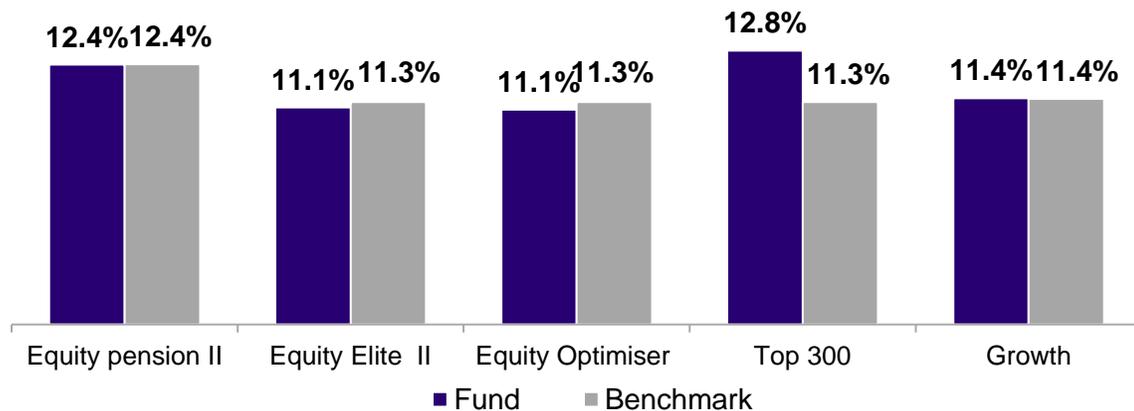
AuM – Linked | Non Linked



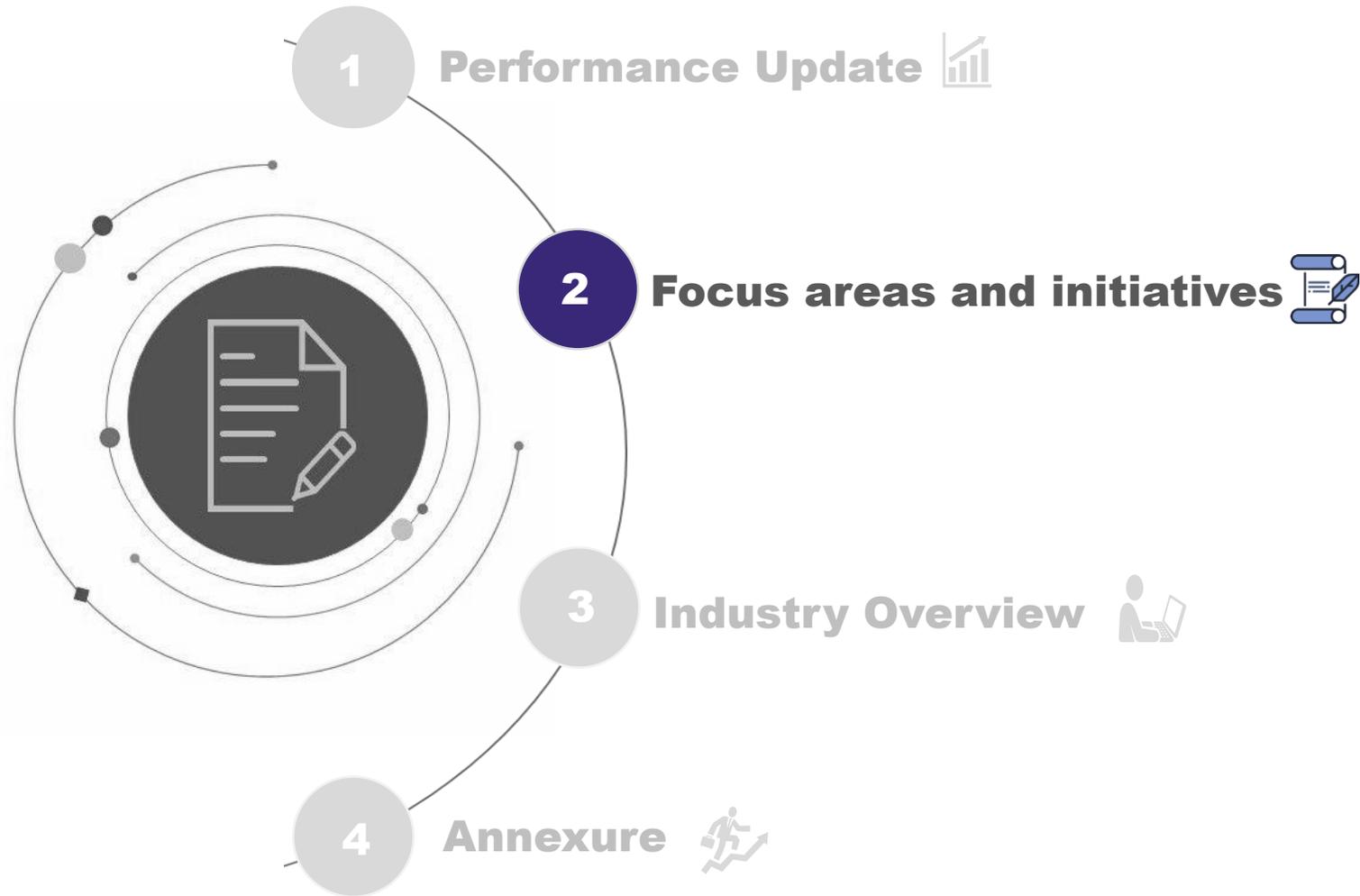
Composition of Asset under Management



## Investment performance<sup>1</sup>



1. 5 year CAGR as on June; Components may not add up to total due to rounding-off.



# Key Focus Areas

## Consistent long term growth and value generation for all stakeholders

- ❖ **996 offices** (39% in rural & semi urban areas) & **40k+** branches of distributors
- ❖ **34 individual & 9 group products** to cater different needs of the customer
- ❖ **4.2 lacs** policies issued, growth of **1%**
- ❖ **1.1 lacs** individual protection policies sold digitally

Leveraging Best in class operating ratios

- ❖ **96%** Renewal Premium - collected through Digital Mode
- ❖ **Video MER** – for enhanced convenience
- ❖ **Real Time Integration** - - with TPA for faster transmission of medical reports
- ❖ One of the **lowest** cost ratios in the industry
- ❖ **18k+** Death Claims settled – ease to customers for document submissions



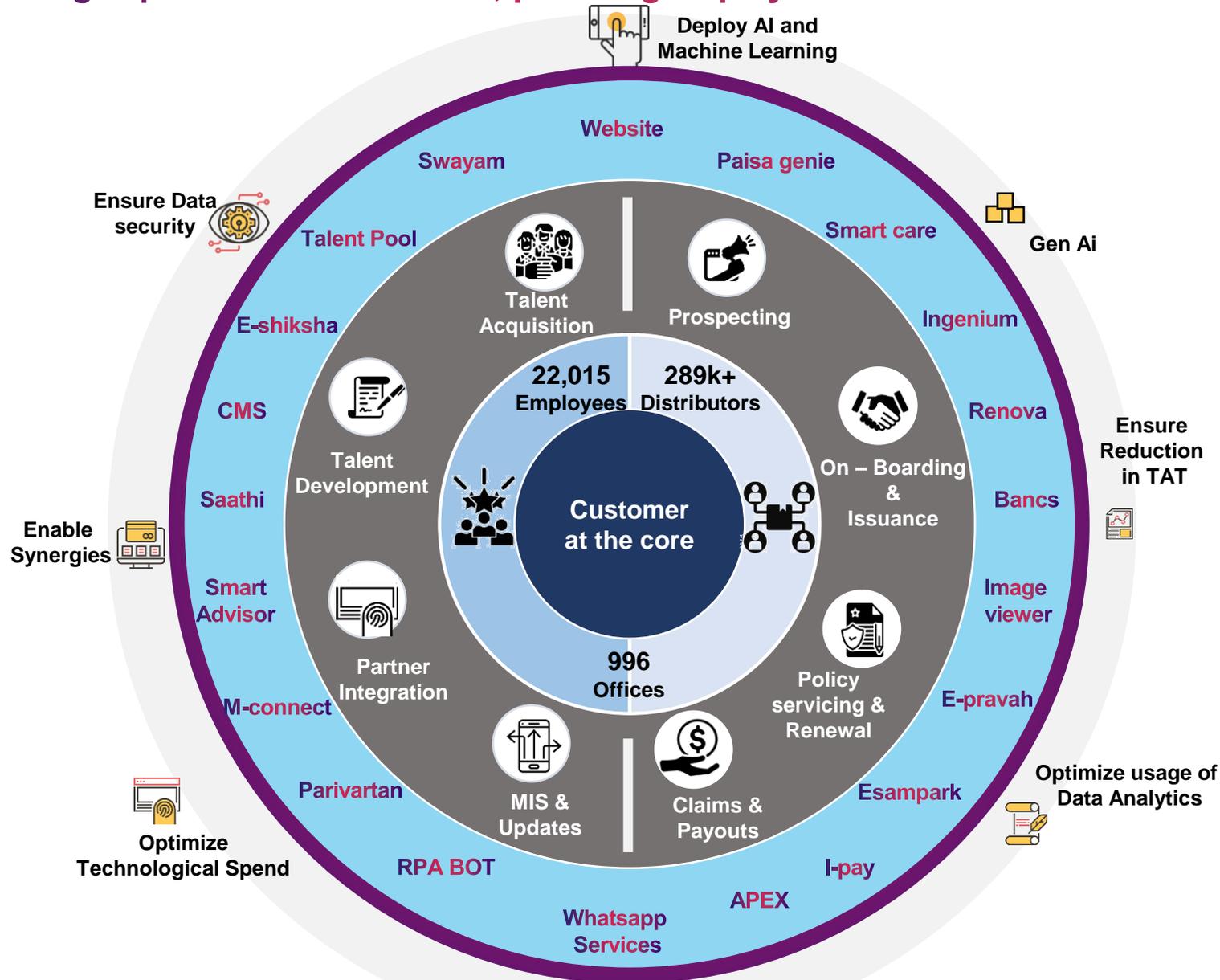
- ❖ **2.2 mn** customers served using WhatsApp services
- ❖ **TMT at home** through Paddle TMT
- ❖ **268k+** Insta PIWC & **165k+** Audio PIWC
- ❖ **0.3mn+** Queries resolved through call centre
- ❖ Customer Grievances – **8** per 10,000 policies.

Use of analytics -enabling better customer engagement

- ❖ **Focus on cutting edge technology** for enabling business
- ❖ **RPA : 120 BOTs** live with **450+** tasks having processed 63.4 million transactions.
- ❖ **Surrender Prevention tools** for personalized outputs
- ❖ **Digital submission** of Claims documents, e-MHR.
- ❖ **Account Aggregator - FIU & FIP**

# Digital Ecosystem

Enhancing experience of customers, powering employees and distributors



Customer On-Boarding process **<10 mins**

Reduction in Non-medial Issuance TAT **29%**

Reduction in medial Issuance TAT **7%**

Automated underwriting **52%**

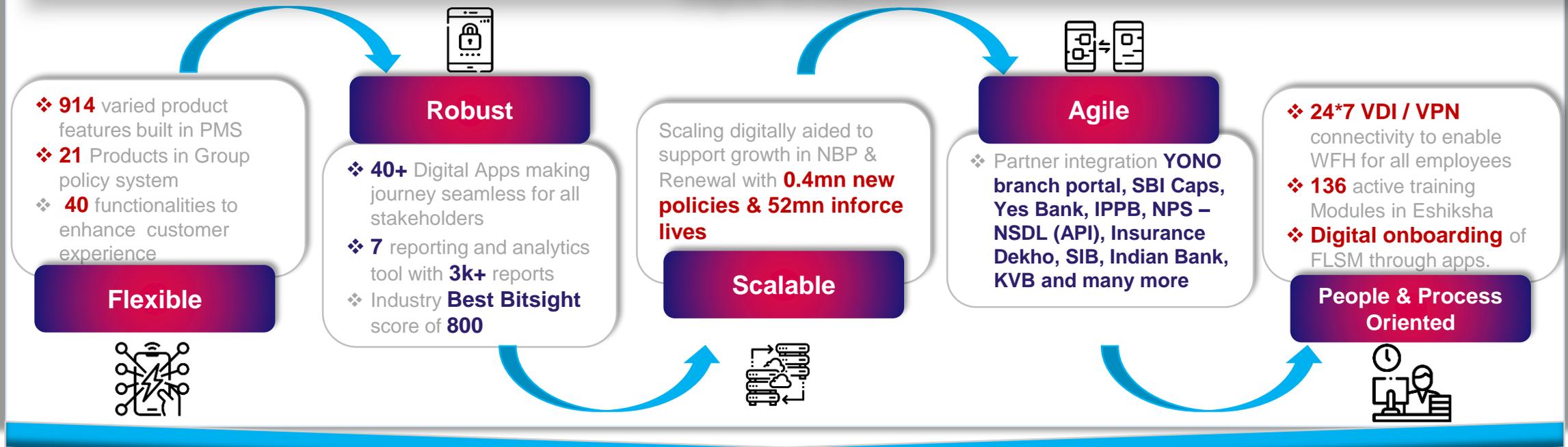
0-2 Days Individual Issuance **78%**

Digital KYC **67%**

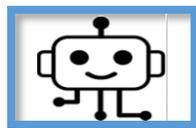
Insta PIWC **61%**

E- IA **72%**

### Digital Ecosystem



**Guinness Record**  
GPT tech based Passion Pledge on website



**380 tasks**  
Robotic Process Automation



**25+**  
Self-servicing facilities for customers



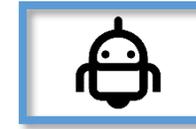
**70%+**  
Customer email enquiries handled by email iBot



**506k+**  
Short URL(bitly) business service generated



**63k+**  
Cross-sell leads generated



**1.1mn**  
Queries handled through bots



**50k+**  
Queries handled by Call center/IVR

**Resulting in increased efficiency, increased productivity, lower cost and improved customer experience**

# Accelerating Digital Transformation

Providing end to end solution and seamless journey

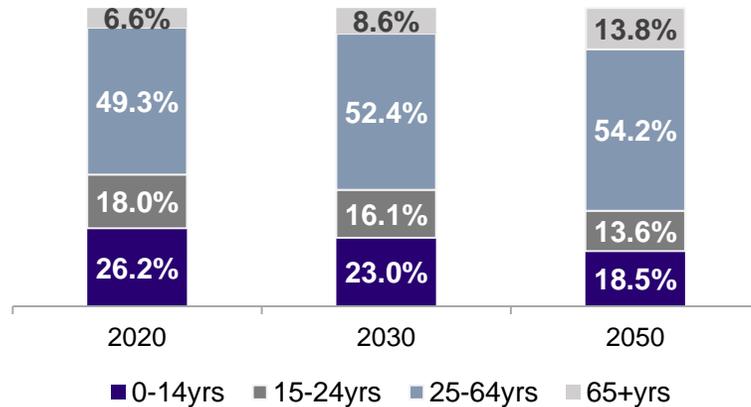


-  1 Performance Update
-  2 Focus areas and initiatives
-  **3 Industry Overview**
-  4 Annexure

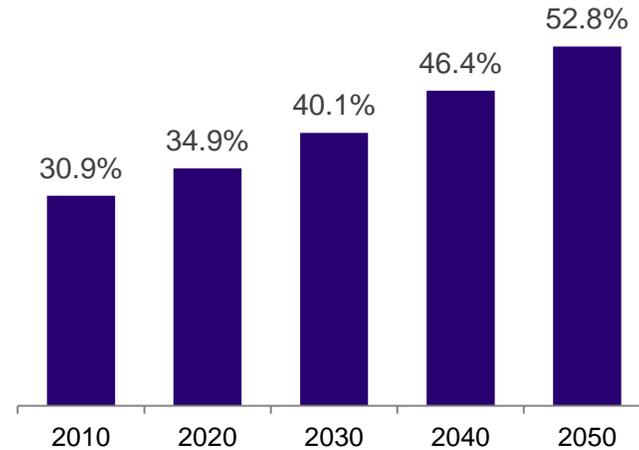
# India Life Insurance - Structural Growth Drivers in Place

## Strong Demographic Tailwinds Supporting India Growth Story

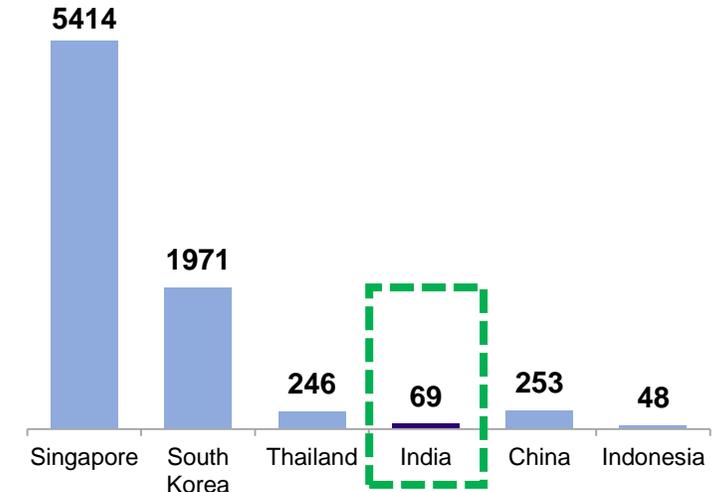
Composition of Population<sup>1</sup>



India's share of urban population<sup>2</sup>



Life Insurance Density US\$<sup>3</sup>



### Advantage India

- Over the next decade, Swiss re forecast that premiums will grow by an annual average of 9% in real terms.
- India is one of the fastest growing insurance markets in the world. It is the 9<sup>th</sup> largest country globally in terms of life premium volume and is expected to be 5<sup>th</sup> largest by 2032.
- One of the highest young population nations with median age of 28 years
- Rising share of urbanisation – Growth in urban population at 2.4% CAGR between FY 15 and FY 20

Combination of a high share of working population, rapid urbanization, rising affluence and focus on financial inclusion to propel the growth of Indian life insurance sector

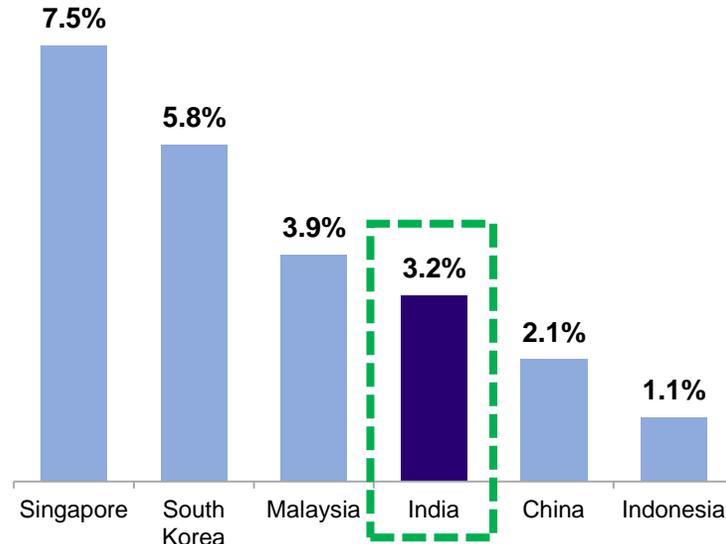
1. United Nations, Department of Economic and Social Affairs, World Population Prospects 2019  
 2. World Urban Prospects 2018  
 3. Swiss re sigma No.4/2022

# Life Insurance – Significant Under Penetration versus other Markets

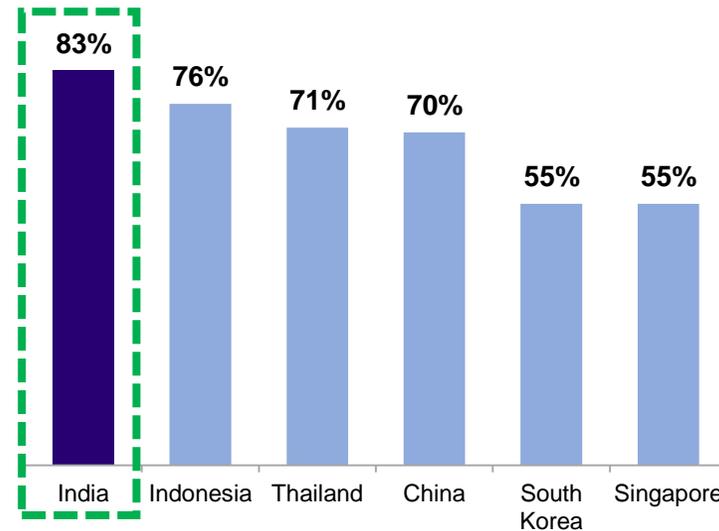
## Share of Life Insurance in Savings expected to Rise

### Underpenetrated Insurance Market

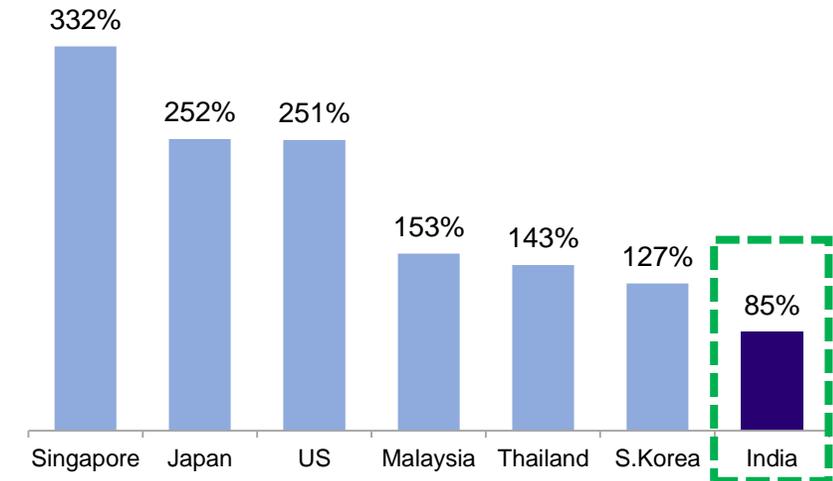
Premium as % of GDP – 2021<sup>1</sup>



Protection gap highest amongst peers<sup>2</sup>



Sum Assured as % of GDP<sup>3,4</sup>



- 10th largest in insurance market worldwide and 2nd largest in Emerging markets with \$126,974mn in total premium business as on 2021.
- Total premium grew at annual average of 7.5% between FY15– FY21 & is expected to grow at an average of 9% per annum.
- India continues to be under penetrated as compared to countries like China, Thailand and Korea.

1. Swiss Re, sigma No 4/2022

2. Swiss Re, "Closing Asia's Mortality Protection Gap 2020"

3. As of FY2020 (for USA & Japan as of FY2018)

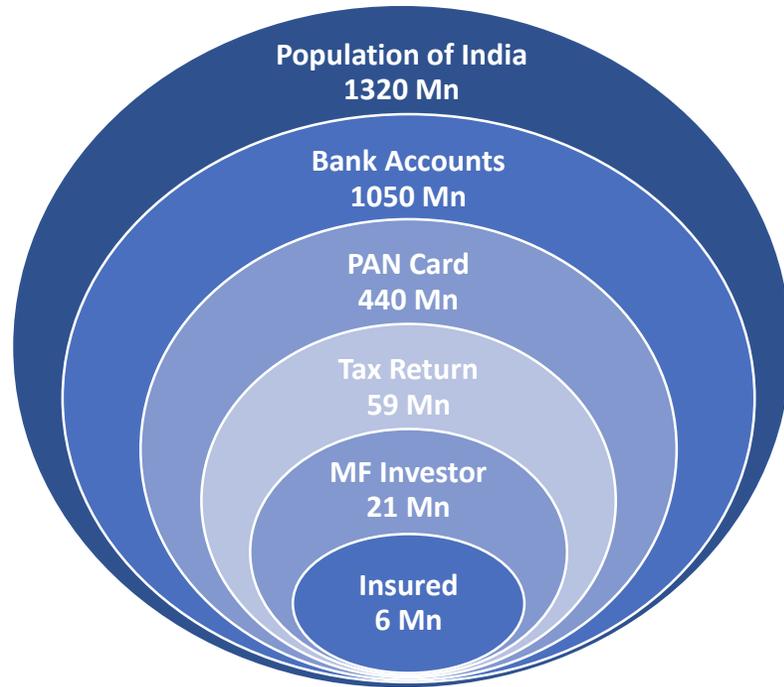
4. McKinsey estimates

# Protection – the next growth driver

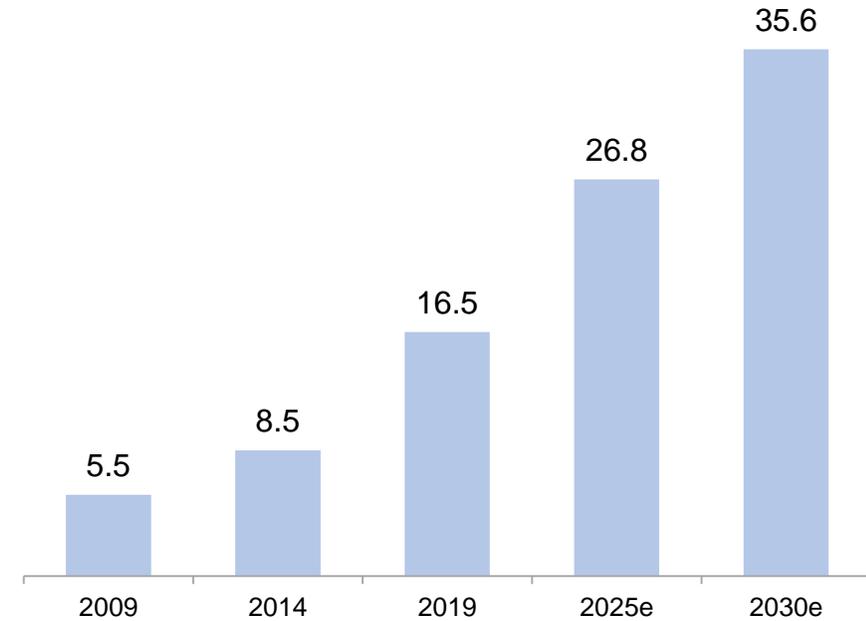
## Share of Protection in Life Insurance business is expected to Rise

### Scope of Protection business

Addressable Population<sup>1</sup>



Mortality Protection Gap (in US\$ trillion)<sup>1</sup>

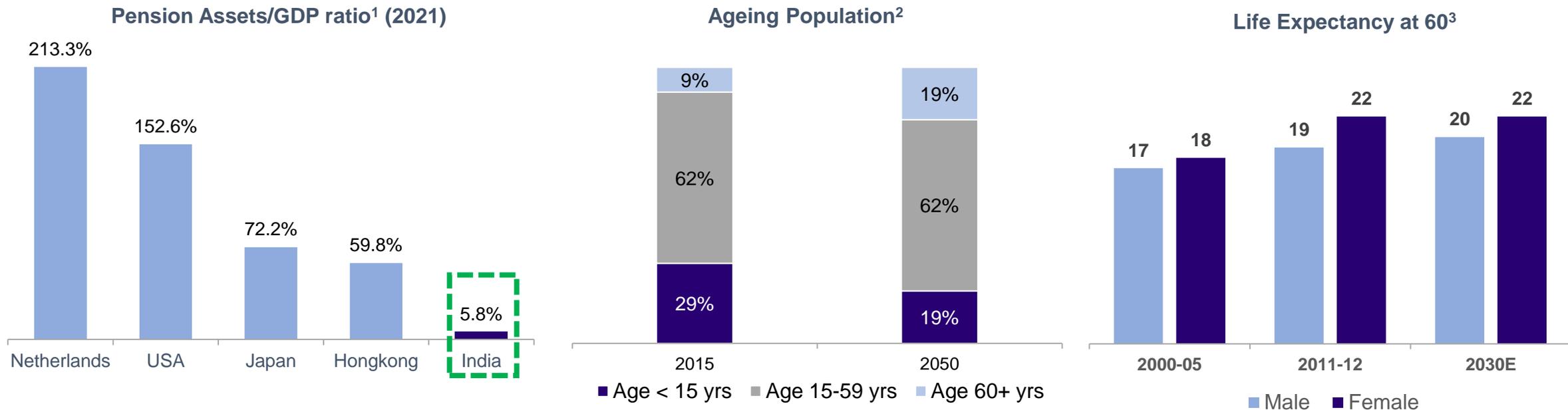


- Low penetration levels as compared to the addressable population.
- Increase in disposable income coupled with pandemic-induced awareness of protection products will increase penetration level.
- Swiss Re estimates protection gap to rise from US\$ 16.5 trillion in 2019 to US\$ 35.6 trillion in 2030.

# Retirement solutions - Annuities

Share of 60+ population to increase significantly by 2050

## Scope of Annuities business



- With the advancement of medical science, life expectancy has improved rapidly over the last few decades and demand for pension based products will increase with the rise in life expectancy.
- Regulatory tailwinds like increase in commutation of pension corpus from 33.3% earlier to 60% will only benefit insurance sector.
- NPS contributes a significant portion of the retirement corpus in India and they are on track for a period of consistent high growth over the next decade.

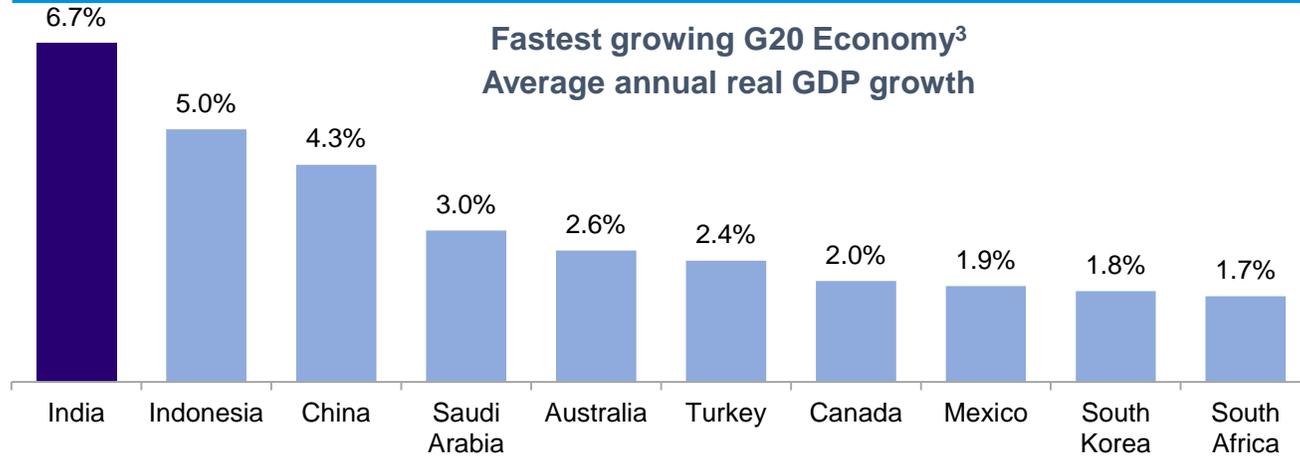
1. Global Pension Assets Study, 2022  
 2. UN World Population Report  
 3. Ministry of Statistics and Programme implementation, Crisil, PFRDA, Census of India

# India's Growth Prospects & Financialization of Savings

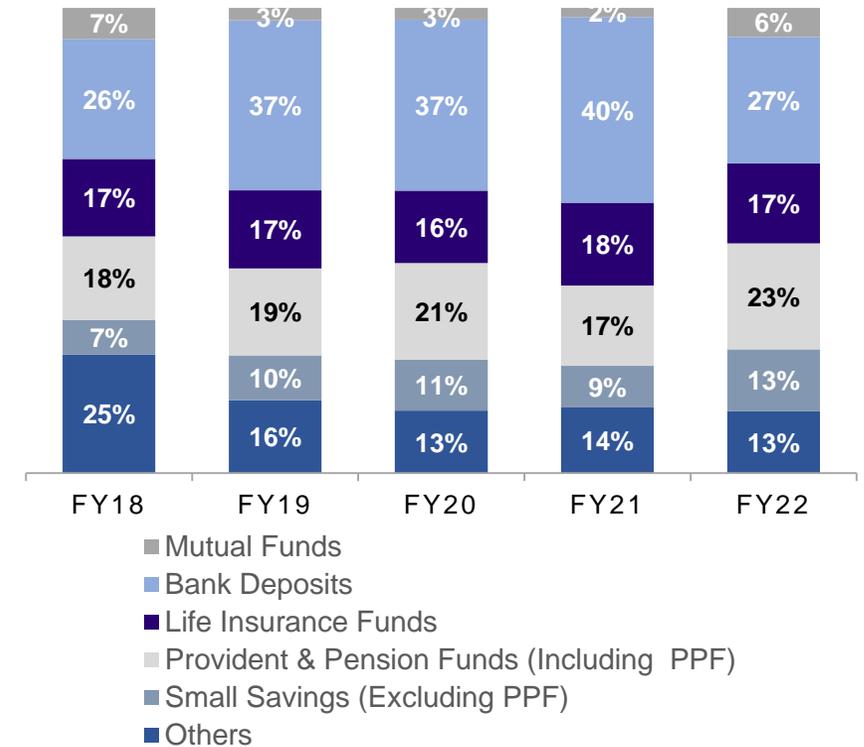
## Share of Life Insurance in Household Savings expected to Rise

### Increasing in Financial Savings

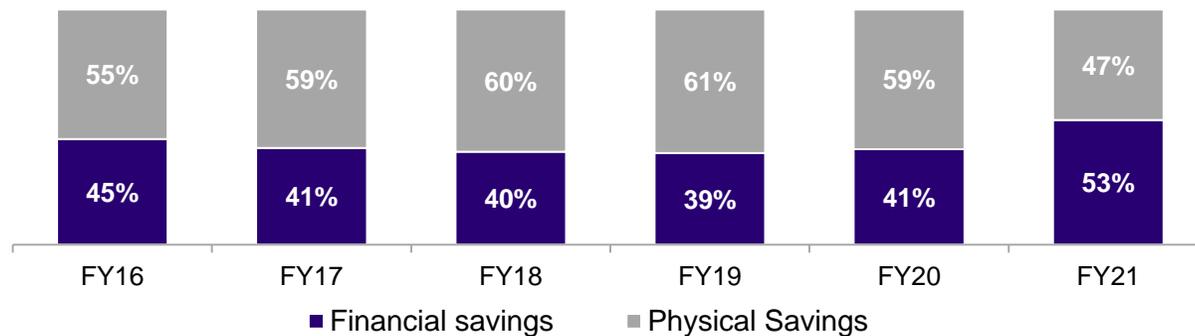
Fastest growing G20 Economy<sup>3</sup>  
Average annual real GDP growth



Share of Life Insurance in Financial Savings<sup>1</sup>



Household Savings Composition<sup>1</sup>



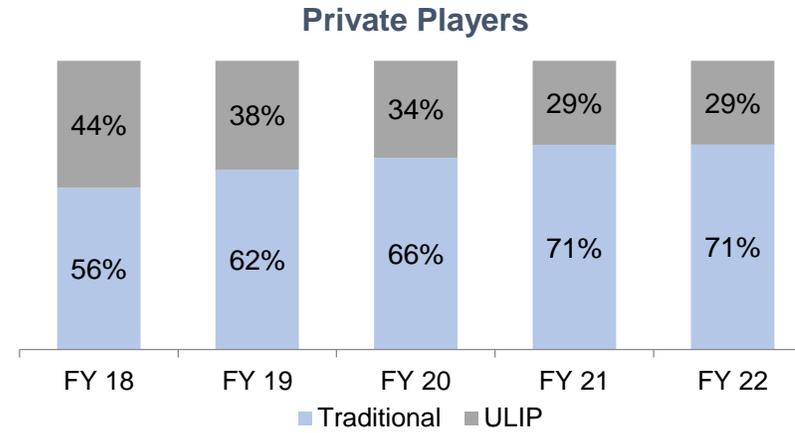
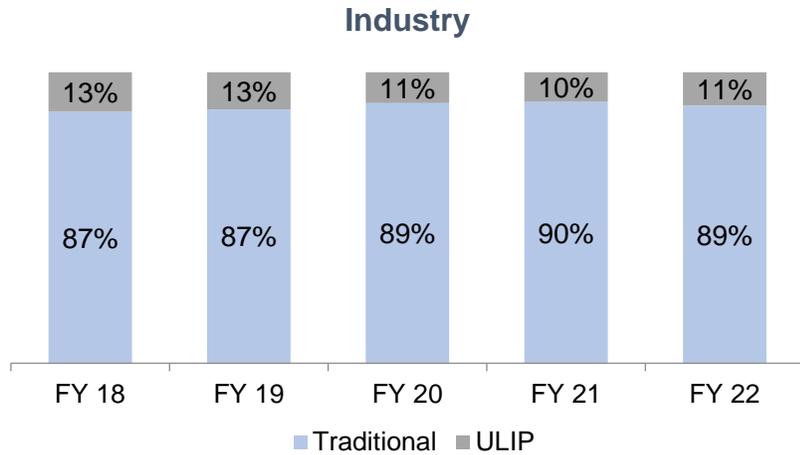
- Average annual real GDP growth of 6.7% in the 10 years to 2032.
- Household financial saving has improved to 7.6% of GNDI<sup>2</sup> in 2019-20, after touching the low of 6.4% in 2018-19.
- Financial savings of Indian households may more than double in next 5 years

1. Reserve Bank of India, Handbook of Statistics  
2. GNDI – Gross National Disposable Income  
3. Swiss Re Report

# Industry Composition

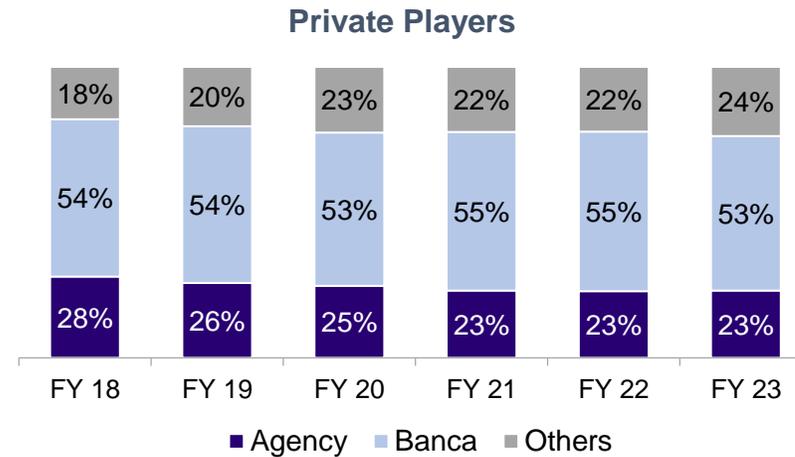
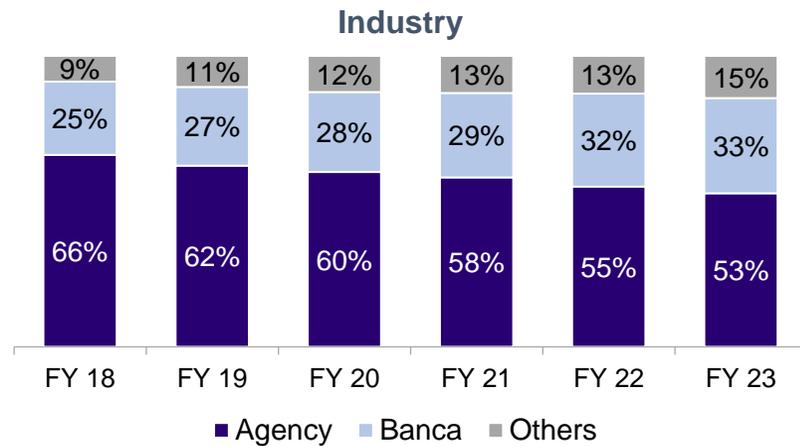
## Product mix and Channel mix

### Product portfolio<sup>1</sup>



Higher ULIP contribution among private players, though traditional products forms the major share of new business

### Channel mix<sup>2</sup>



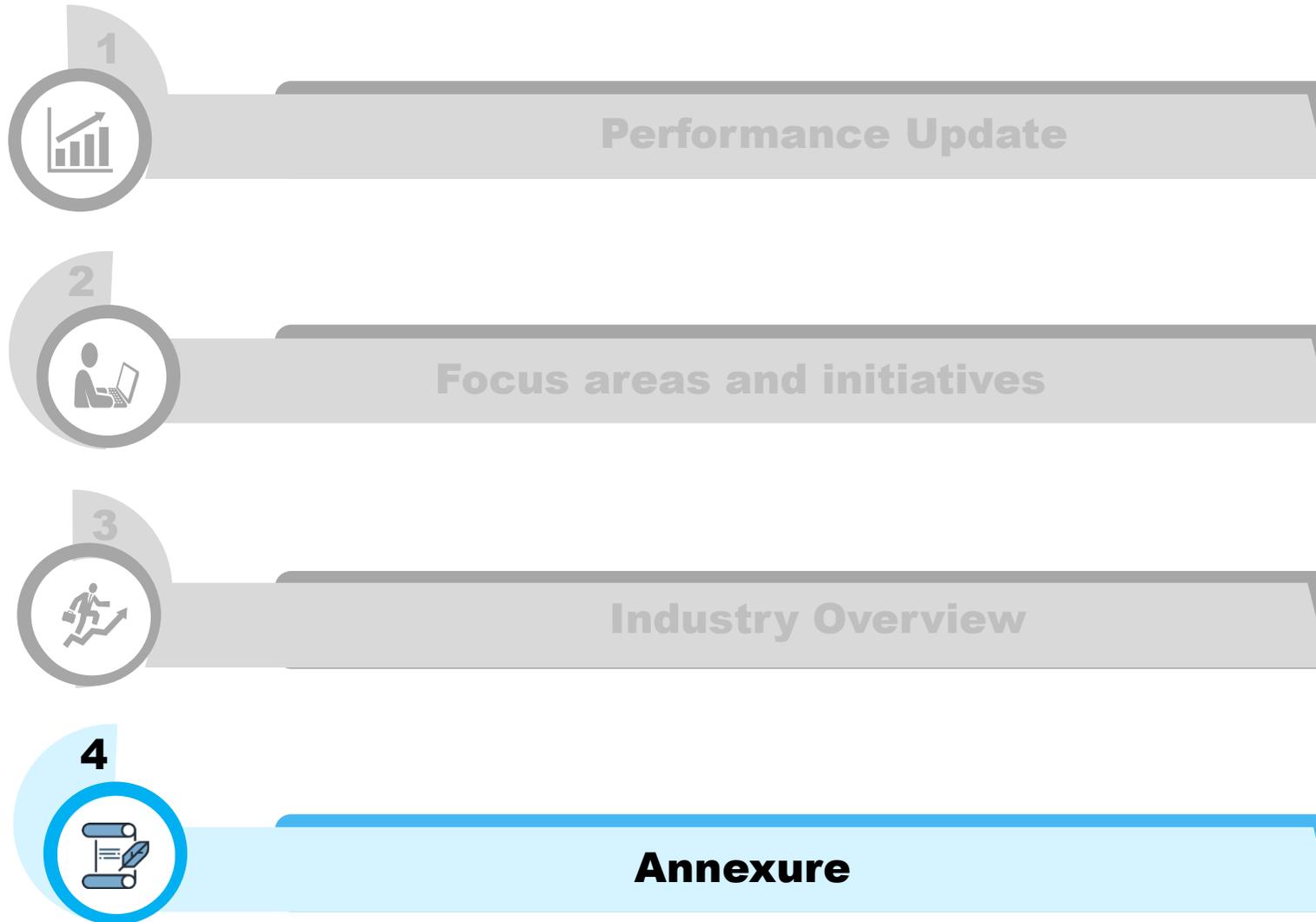
Banca channel continues to be the largest contributor for private players although Direct channel has gained momentum in the past years

1. New business premium basis

2. Individual new business premium basis

Source: Life Insurance Council, Public disclosures

Components may not add up to total due to rounding-off.



# Annualised Premium Equivalent (APE)

## APE Product mix and Channel mix

Segment	FY 21	FY 22	FY 23	Q1 FY 23	Q1 FY 24	Y-o-Y Growth	Mix (Q1 FY24)
<b>Individual Savings</b>	94.6	118.7	<b>139.8</b>	<b>23.6</b>	<b>23.8</b>	1%	78%
- Par	9.7	7.5	9.5	1.7	2.0	14%	7%
- Non Par	10.7	17.1	37.5	8.2	5.8	(29%)	19%
- ULIP	74.2	94.1	92.9	13.6	15.9	17%	53%
<b>Protection</b>	12.0	15.3	17.8	3.2	3.7	17%	12%
- Individual	7.3	9.2	9.8	2.0	2.1	6%	7%
- Group	4.7	6.2	8.0	1.2	1.6	35%	5%
<b>Annuity</b>	3.0	3.5	5.0	0.7	1.3	103%	4%
<b>Group Savings</b>	4.9	5.5	<b>5.6</b>	<b>1.6</b>	<b>1.5</b>	(7%)	5%
<b>APE</b>	<b>114.5</b>	<b>143.0</b>	<b>168.1</b>	<b>29.0</b>	<b>30.3</b>	4%	

Channel	FY 21	FY 22	FY 23	Q1 FY 23	Q1 FY 24	Y-o-Y Growth	Mix (Q1 FY24)
<b>Bancassurance</b>	72.3	90.2	108.3	18.2	19.8	9%	65%
Agency	30.3	37.1	43.2	7.7	7.5	(2%)	25%
Others	11.9	15.7	16.7	3.2	3.0	(5%)	10%
<b>APE</b>	<b>114.5</b>	<b>143.0</b>	168.1	29.0	<b>30.3</b>	4%	100%

# Individual Annualised Premium Equivalent (APE)

## Channel Mix Segment wise

Channel	Segment	FY 21	FY 22	FY 23	Q1 FY 23	Q1 FY 24	Y-o-Y Growth	Mix (Q1 FY24)
<b>Bancassurance</b>	Participating	2.8	1.9	3.4	0.6	0.9	35%	3%
	Non Participating	13.7	19.7	31.1	6.6	5.7	(14%)	21%
	Unit Linked	52.6	65.8	69.7	10.2	12.0	18%	44%
	<b>Total</b>	<b>69.1</b>	<b>87.4</b>	<b>104.2</b>	<b>17.4</b>	<b>18.5</b>	<b>6%</b>	<b>68%</b>
<b>Agency</b>	Participating	5.9	4.4	4.8	0.9	1.0	4%	4%
	Non Participating	3.7	5.5	15.4	3.4	2.5	(25%)	9%
	Unit Linked	20.6	26.8	22.0	3.3	3.7	14%	14%
	<b>Total</b>	<b>30.2</b>	<b>36.8</b>	<b>42.3</b>	<b>7.6</b>	<b>7.2</b>	<b>(5%)</b>	<b>27%</b>
<b>Others</b>	Participating	1.0	1.2	1.2	0.2	0.2	(4%)	1%
	Non Participating	1.8	2.9	4.8	0.7	0.9	19%	3%
	Unit Linked	1.0	1.4	1.2	0.2	0.2	40%	1%
	<b>Total</b>	<b>3.8</b>	<b>5.5</b>	<b>7.2</b>	<b>1.1</b>	<b>1.3</b>	<b>18%</b>	<b>5%</b>

# Sensitivity Analysis

Scenario	Change in VoNB %
Reference Rate +100 bps	(1.1%)
Reference Rate -100 bps	1.0%
Decrease in Equity Value 10%	(0.2%)
Proportionate change in lapse rate +10%	(2.7%)
Proportionate change in lapse rate -10%	3.4%
Mortality / Morbidity +10%	(5.3%)
Mortality / Morbidity -10%	5.4%
Maintenance Expense +10%	(1.9%)
Maintenance Expense -10%	1.9%
Mass Lapse for ULIPs in the year after the surrender penalty period of 25% <sup>(1)</sup>	(5.7%)
Mass Lapse for ULIPs in the year after the surrender penalty period of 50% <sup>(1)</sup>	(12.9%)
Tax Rate Change to 25% on Normal Tax basis	(8.9%)

1. Mass lapse sensitivity (of 25% or 50%) for ULIP business is applied at the end of surrender penalty period as defined by APS 10, which is taken to be the beginning of 5th policy year for current generation of our ULIP products



### Energy Management

- Corporate office building is a Green Building; certified by Indian Green Building Council (IGBC) to comply with efficient use of natural resources and minimal waste generation
- Over 1250 Virtual servers created on 80 Host Servers resulting in power saving



### Water Management

- Drinking Water of previous office day collected from Staff Water Bottles - re-used to water the garden plants. 500 litres of water per month re-used
- Incorporated Rainwater Harvesting system - usage for cooling towers of air conditioning



### Recycle & Reuse

- 240 kgs per month paper waste generated (old newspapers) - used for making envelopes
- 1850 kgs of E-waste recycled
- 250 kgs of Wet Food Waste per month - converted into compost by Eco Composter Machine installed in HO



### Other Initiatives

- 99% new business proposals logged digitally
- 94% renewal premium collected digitally. Renewal premium intimations & receipts sent digitally
- Creation of dense forest of 19,000 native plants with Miyawaki Technic

## Empowering communities around us, enabling an Inclusive World



### Employee wellness & people practices

- Work from Home policy
- Health check-up programmes & wellness sessions at pan-India level
- Employee engagement survey & Townhalls
- Performance appraisals & feedbacks. AIM (All ideas matter) for idea generation from employees
- Diversity and Inclusion ~ 19.04% women employees; increased by 41%
- Project Shakti to improve gender mix – 35% women advisors
- POSH Policy - Zero tolerance for sexual harassment



### Skill Development

- 136 modules created to enhance knowledge and skills
- 94% CIFs & 92% Agents imparted training
- TISS LEAPVAULT CLO Awards 2022 - Best Induction Training Program
- 46 new e-learning courses launched. 49.3hr of learning in classrooms and 11.3hr of learning digitally.
- Training for smooth onboarding of sales and non sales employees – SAARTHI, UDAAN , SRIJAN.
- Friday Pathshala – training on every Friday for all employees.



### Customer Centricity

- Customer Surveys (Net Promoter Score - 59) & awareness programs
- Grievances of customers reduced (15 per 10,000 policies)
- Website & customer communication in vernacular languages
- ISO 10002-2018 Certification (On customer satisfaction management system)
- Next-generation digital technologies like Artificial Intelligence (AI), Machine Learning, Data Analytics



### Social Inclusion

- CSR policy & Corporate Social Responsibility Committee with clear roles and responsibilities
- CSR activities covering healthcare, education & environment
- 110k+ CSR beneficiaries; 36+CSR partners. CSR spend in FY23 ₹226 Mn +
- 700k+ policies issued in rural areas & 1.1mn lives covered in social sector
- Insurance Awareness Campaigns
- Micro Insurance products & PMJJBY for financial inclusion

## Integrity, Excellence and Ethics – Three pillars of our Corporate Governance philosophy



### Board Governance & Diversity

- >60% Independent Directors on Board ensuring independence in governance
- Women Director on Board
- 8 committees chaired by Independent Director
- Diverse Board structure
- Well defined roles, responsibilities & accountability
- Board Evaluation process & results – driven action plan



### Risk Management & Business Continuity framework

- Risk management practices aligned to ISO 31000:2018 standard covering all departments & functions at Corporate Office, Central Processing Centre, Regional & Branch Offices.
- Formulated risk appetite statements & carry out ICAAP (Internal Capital Adequacy Assessment)
- Business continuity practices are ISO 22301:2019 certified
- Internal & External Audit certified by ISO 22301:2012



### Information Security framework

- Aligned to ISO 27001 – ISMS Sustenance
- Acceptable Usage practices, technical aspects of IS, Secure coding practices, secure configuration practices
- IS requirements for SBIL for outsourced vendors
- Robust Information & Cyber Security Policy to ensure data security & protects from cyber threats
- Firewall, anti-malware solutions, E-mail security & filtering in place

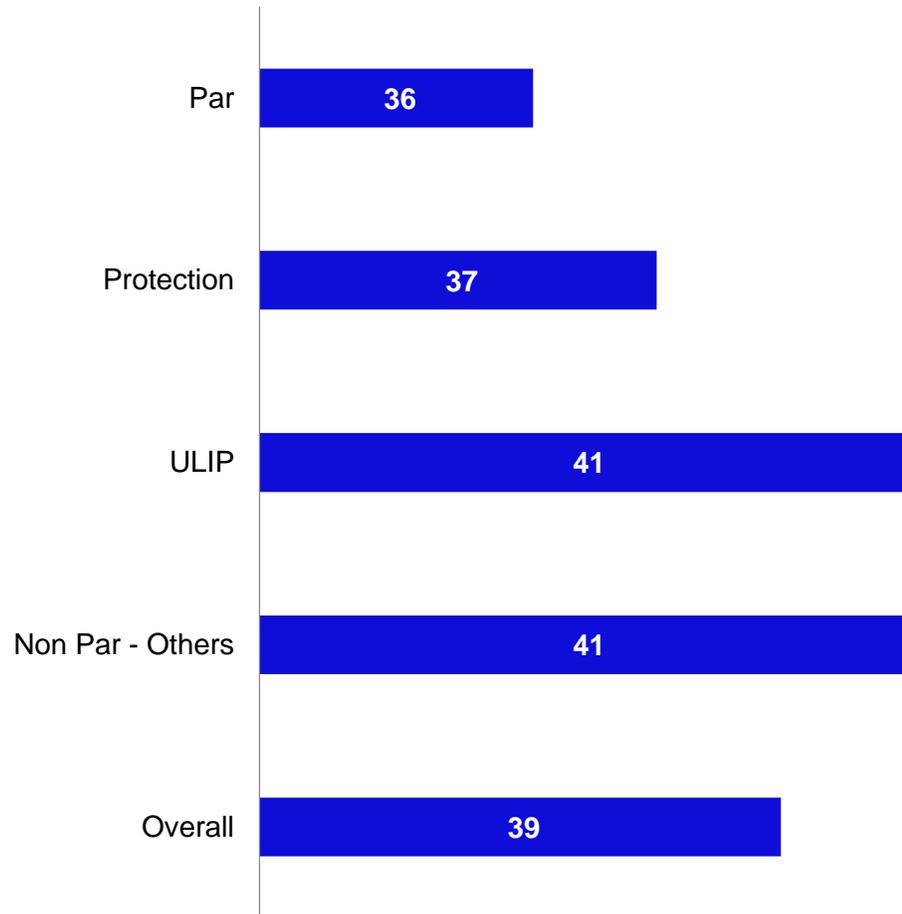


### Code of Conduct & Regulatory framework

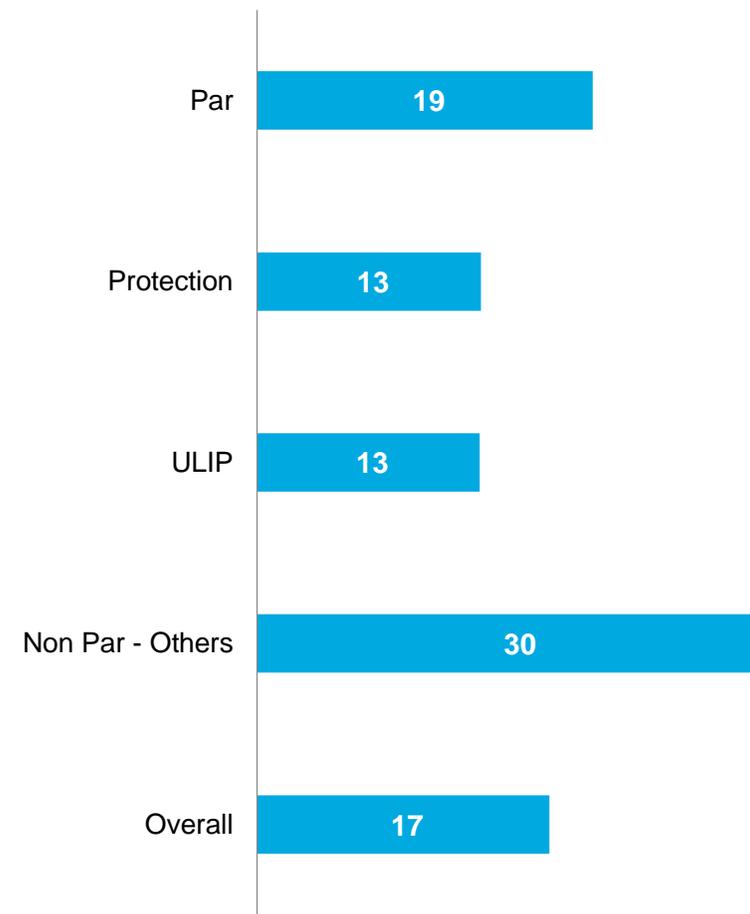
- Well defined Code of Conduct & Ethics for employees
- Governed by various policies like Anti money laundering & CFT, POSH, Insider Trading Policy, Whistle Blower, Sales quality, Fraud Prevention, protection of policyholders interest, to ensure best practices
- Operational processes certified by ISO 9001-2015
- Stewardship Policy – Engagement with investee companies; voting policy & Disclosures.
- 15% of AUM invested in infrastructure & housing

# Customer Age and Policy Term<sup>1</sup>

Average customer age in years



Average policy term in years



1. Age and term for individual products for Jun 23.

# Revenue and Profit & Loss A/c

₹ in billion

Particulars	FY22	FY23	Q1 FY23	Q1 FY24
Premium earned	587.6	673.2	113.5	135.6
Premium on reinsurance ceded	(3.3)	(7.3)	(3.1)	(4.5)
<b>Net premium earned</b>	<b>584.3</b>	<b>665.8</b>	<b>110.4</b>	<b>131.0</b>
Investment income <sup>1</sup>	245.2	140.4	(62.3)	147.9
Other income	0.5	0.5	0.1	0.1
<b>Total income (A)</b>	<b>830.0</b>	<b>806.8</b>	<b>48.2</b>	<b>279.0</b>
Commission paid	21.6	30.6	5.3	5.4
Operating and other expenses <sup>2</sup>	39.0	42.7	9.2	11.1
Provision for tax – policyholders'	1.3	1.5	0.3	0.4
Claims/benefits paid (net) <sup>3</sup>	313.4	302.9	51.7	71.0
Change in actuarial liability <sup>4</sup>	439.1	411.5	(21.0)	187.1
<b>Total expenses (B)</b>	<b>814.4</b>	<b>789.2</b>	<b>45.5</b>	<b>275.1</b>
<b>Profit before tax (A-B)</b>	<b>15.6</b>	<b>17.6</b>	<b>2.7</b>	<b>3.9</b>
Provision for tax – shareholders'	0.5	0.4	0.0	0.1
<b>Profit after tax</b>	<b>15.1</b>	<b>17.2</b>	<b>2.6</b>	<b>3.8</b>

1. Net of Provision for diminution in the value of investment and provision for standard and non-standard assets.

2. Includes provision for doubtful debts (including write off) and service tax/GST on charges.

3. Inclusive of interim bonus and terminal bonus.

4. Includes movement in fund for future appropriation.

Components may not add up to total due to rounding-off.

# Balance Sheet

₹ in billion

Particulars	FY22	FY23	Q1 FY24
<b>SOURCES OF FUNDS</b>			
Share Capital	10.0	10.0	10.0
Reserves and Surplus	104.2	119.2	123.1
Credit/(Debit) Fair Value Change Account	2.0	0.9	2.3
<b>Sub-Total</b>	<b>116.2</b>	<b>130.2</b>	<b>135.4</b>
Credit/(Debit) Fair Value Change Account	32.1	20.4	30.2
Policy Liabilities	1,097.6	1,301.3	1,358.3
Provision for Linked Liabilities (includes change in fair value)	1,344.5	1,535.9	1,656.3
Funds for Discontinued Policies	81.7	96.6	104.6
Funds for Future Appropriation	9.9	11.4	13.3
<b>Total Liabilities</b>	<b>2,682.1</b>	<b>3,095.9</b>	<b>3,297.9</b>
<b>APPLICATION OF FUNDS</b>			
Investments			
-Shareholders	100.8	112.1	126.8
-Policyholders	1,121.3	1,298.7	1,365.0
-Assets held to cover Linked Liabilities	1,426.3	1,632.6	1,760.8
Loans	3.6	3.9	4.1
Fixed assets	5.3	5.2	5.3
Net Current Assets	24.9	43.4	36.0
<b>Total Assets</b>	<b>2,682.1</b>	<b>3,095.9</b>	<b>3,297.9</b>

Term	Description	Term	Description
<b>GWP</b>	Gross Written Premium	<b>Opex</b>	Operating Expenses (excluding commission)
<b>NBP</b>	New Business Premium	<b>CAGR</b>	Compounded Annual Growth Rate
<b>NOP</b>	Number of Policies	<b>GDP</b>	Gross Domestic Product
<b>APE</b>	Annualized Premium Equivalent	<b>INR (₹)</b>	Indian Rupees
<b>IRP</b>	Individual Rated Premium	<b>USD (\$)</b>	United States' Currency
<b>AuM</b>	Assets Under Management	<b>TAT</b>	Turn Around Time
<b>Banca</b>	Bancassurance	<b>Traditional Segment</b>	Other than Unit Linked Insurance Plan
<b>ULIP</b>	Unit Linked Insurance Plan	<b>Traditional Channel</b>	Bancassurance + Agency
<b>PAR</b>	Participating	<b>VoNB</b>	Value of New Business
<b>NON PAR</b>	Non-Participating	<b>VoNB Margin</b>	Value of New Business Margin

- **New Business APE:** The sum of annualized first year premiums on regular premium policies, and 10.00% of single premiums, written by the Company during the fiscal year from both retail and group customers.
- **New Business Premium (NBP):** Insurance premium that is due in the first policy year of a life insurance contract or a single lump sum payment from the policyholder.
- **Individual Rated Premium (IRP):** New business premiums written by the Company under individual products and weighted at the rate of 10.00% for single premiums.
- **Renewal Premium:** Life insurance premiums falling due in the years subsequent to the first year of the policy.
- **Gross Written Premium (GWP):** The total premium written by the Company before deductions for reinsurance ceded.
- **Institutional Alliance:** Business partners comprising of Corporate Agents, Brokers, IMF, CSC & POSP
- **Value of New Business (VoNB):** Value of New Business is the present value of expected future earnings from new policies written during a specified period and it reflects the additional value to shareholders expected to be generated through the activity of writing new policies during a specified period.
- **VoNB Margin:** VoNB Margin is the ratio of VoNB to New Business Annualized Premium Equivalent for a specified period and is a measure of the expected profitability of new business.
- **Solvency Ratio:** Solvency ratio means ratio of the amount of Available Solvency Margin to the amount of Required Solvency Margin as specified in form-KT-3 of IRDAI Actuarial Report and Abstracts for Life Insurance Business Regulations.

*The information contained in this presentation is for information purposes only and does not constitute an offer or invitation to sell or purchase any securities of SBI Life Insurance Company Limited in India or in any other jurisdiction. This presentation is not intended to be a prospectus or an offer document under any applicable law.*

*Except for the historical information contained herein, statements in this presentation which contain words or phrases such as 'will', 'would', 'indicating', 'expected to' etc., and similar expressions or variations of such expressions may constitute 'forward-looking statements'. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to our ability to successfully implement our strategy, our growth and expansion in business, the impact of any acquisitions, technological implementation and changes, the actual growth in demand for insurance products and services, investment income, cash flow projections, our exposure to market risks, policies and actions of regulatory authorities; impact of competition; experience with regard to mortality and morbidity trends, lapse rates and policy renewal rates; the impact of changes in capital, solvency or accounting standards, tax and other legislations and regulations in the jurisdictions as well as other. We undertake no obligation to update forward-looking statements to reflect events or circumstances after the date thereof. Past performance is not a reliable indication of future performance.*

*The assumptions, estimates and judgments used in the calculations are evaluated internally where applicable and have been externally reviewed. They represent the best estimate based on the company's experience and knowledge of relevant facts and circumstances. While the management believes that such assumptions, estimates and judgments to be reasonable; the actual experience could differ from those assumed whereby the results may be materially different from those shown herein. The recipients of this presentation should carry their own due diligence in respect of the information contained in the presentation.*

**Thank you**

**Investor Relations Contact:**

SBI Life Insurance Co Ltd  
Fifth Floor, Natraj, M V Road & Western Expressway Highway , Andheri (E), Mumbai  
Dial - +91 22 6191 0281/ 0399  
Email – [investorrelations@sbilife.co.in](mailto:investorrelations@sbilife.co.in)  
Website – [www.sbilife.co.in](http://www.sbilife.co.in)