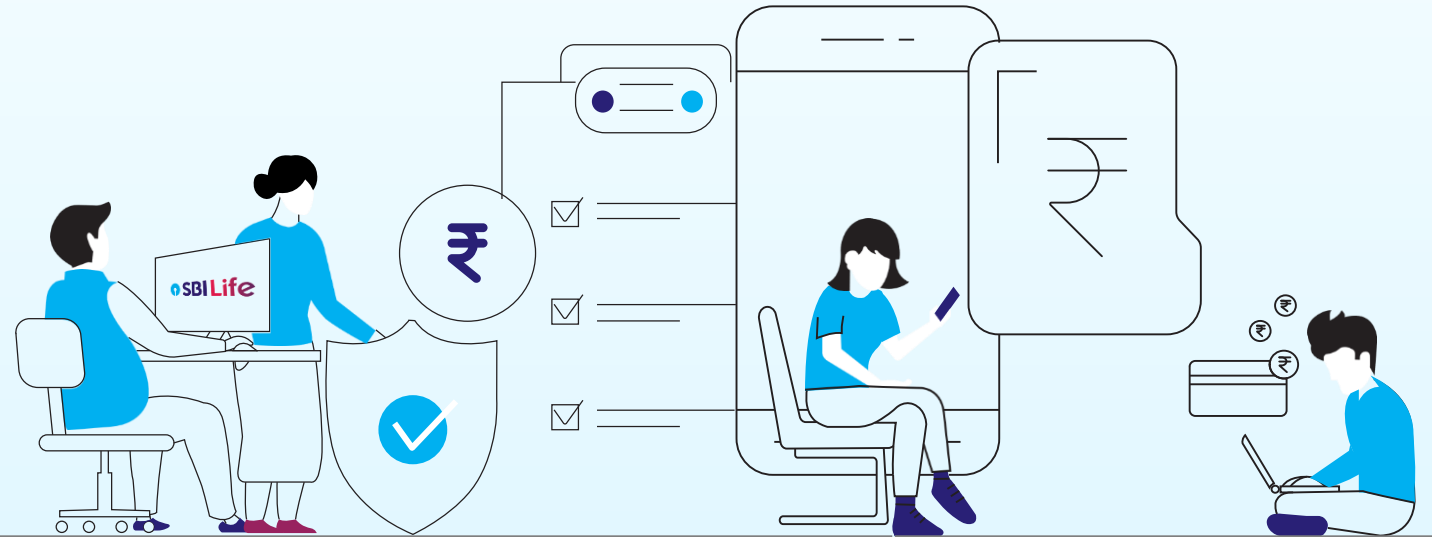


INVESTOR PRESENTATION

Performance Update | June 2024



CONTENT

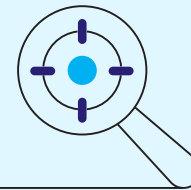
01

Key Indicators
& Highlights



03

Focus Areas
and Initiatives



05

Annexure



02

Company
Overview



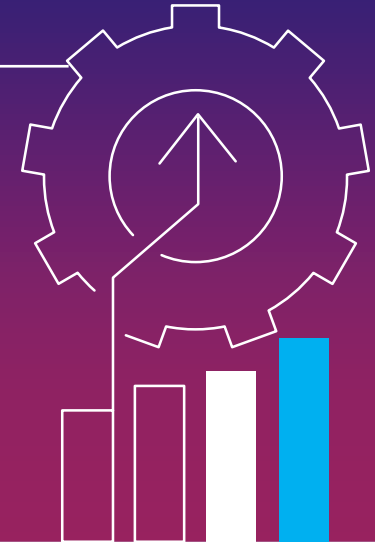
04

Macro Economic
Indicators &
Industry Overview



01 .

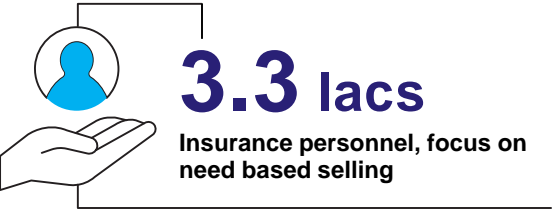
KEY INDICATORS & HIGHLIGHTS



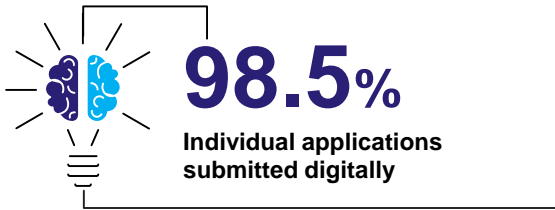
Thriving in dynamic environment building resilient business model

Well positioned to maintain steady growth and long term consistent returns

Trained Human Capital



Technological Innovation



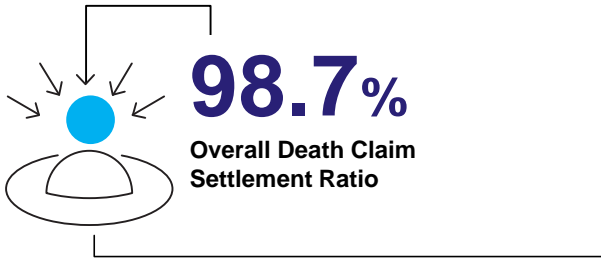
Diverse Distribution



Financial Strength



Customer Centricity



Sustainable Value Accretion

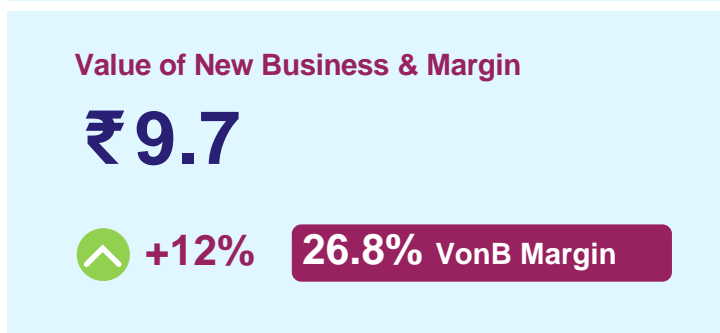
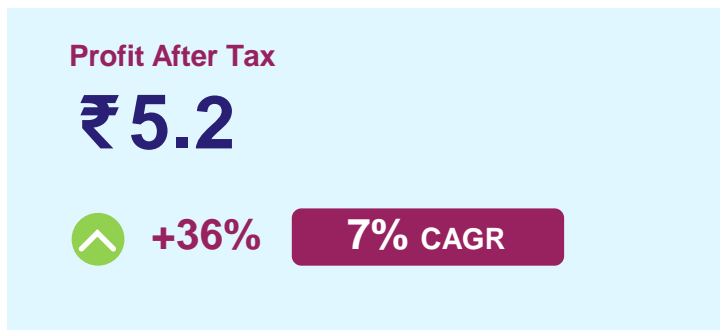
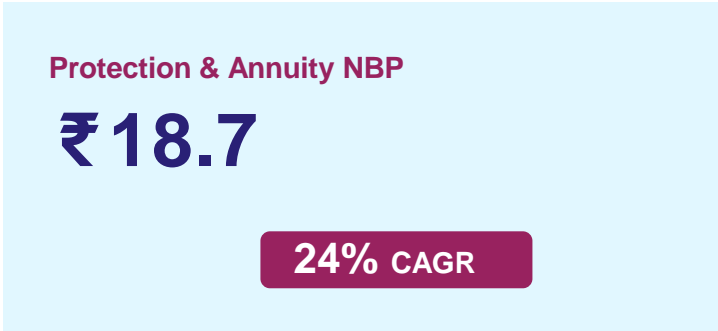
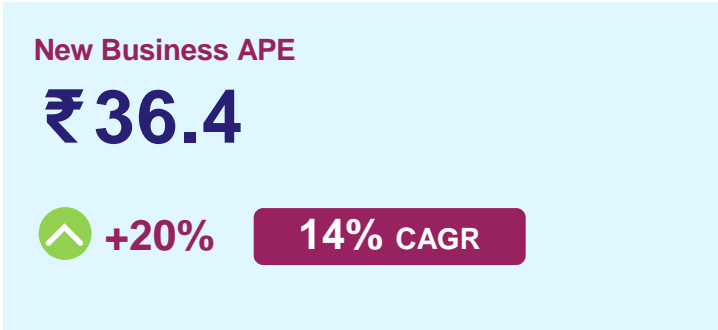
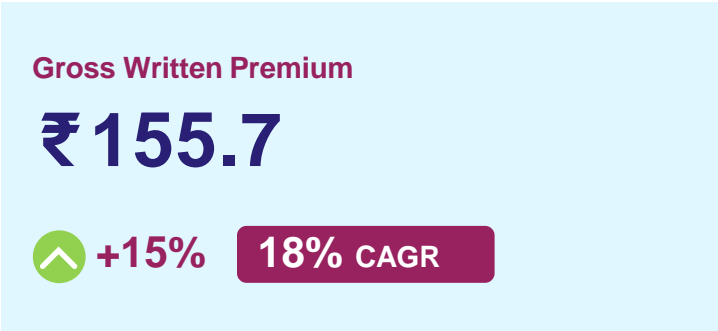
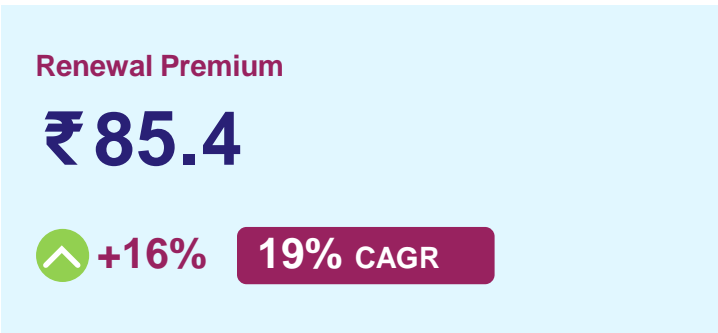
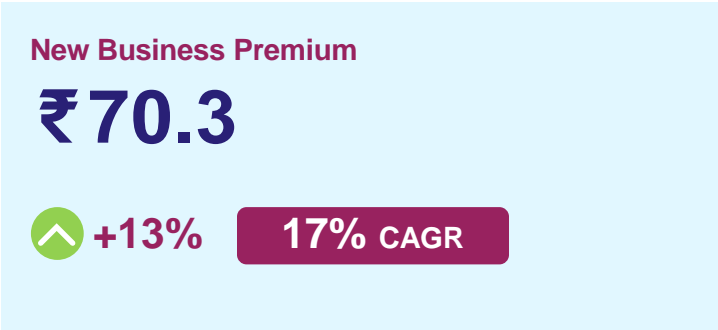


Driven by strong brand, solid governance and committed employees

Driving growth through excellence and exuberance

Well positioned to maintain steady growth and long term consistent returns in key indicators

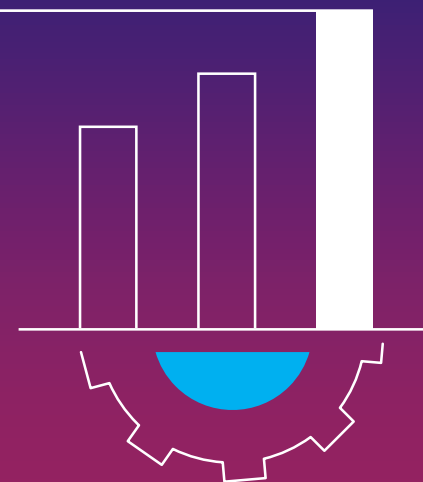
₹ in billion



 Growth %

02 •

COMPANY OVERVIEW

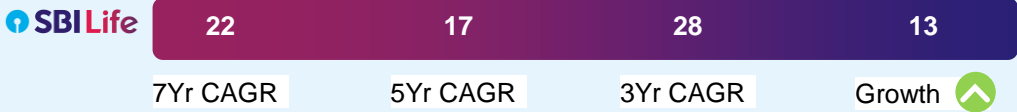


Continuing superlative performance with excellence

Delivered consistent and sustainable growth over the years

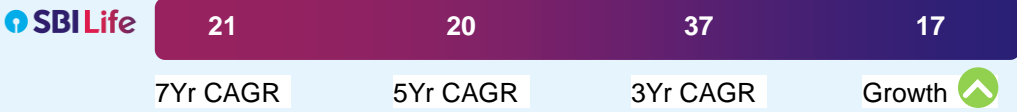
New Business Premium (%)

Industry	15	8	19	23
Private	18	15	24	15



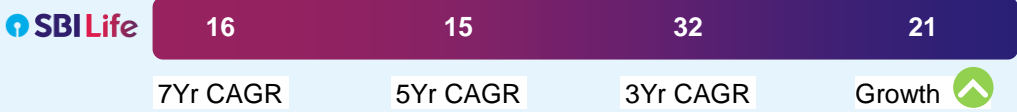
Individual New Business Premium (%)

Industry	11	10	19	18
Private	16	15	24	21



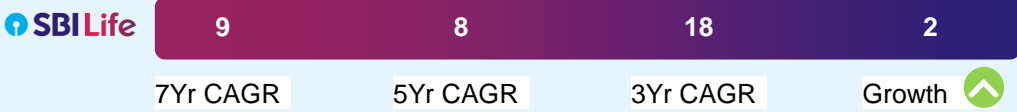
Individual Rated Premium (%)

Industry	10	11	20	20
Private	14	14	25	24



Individual Policies (%)

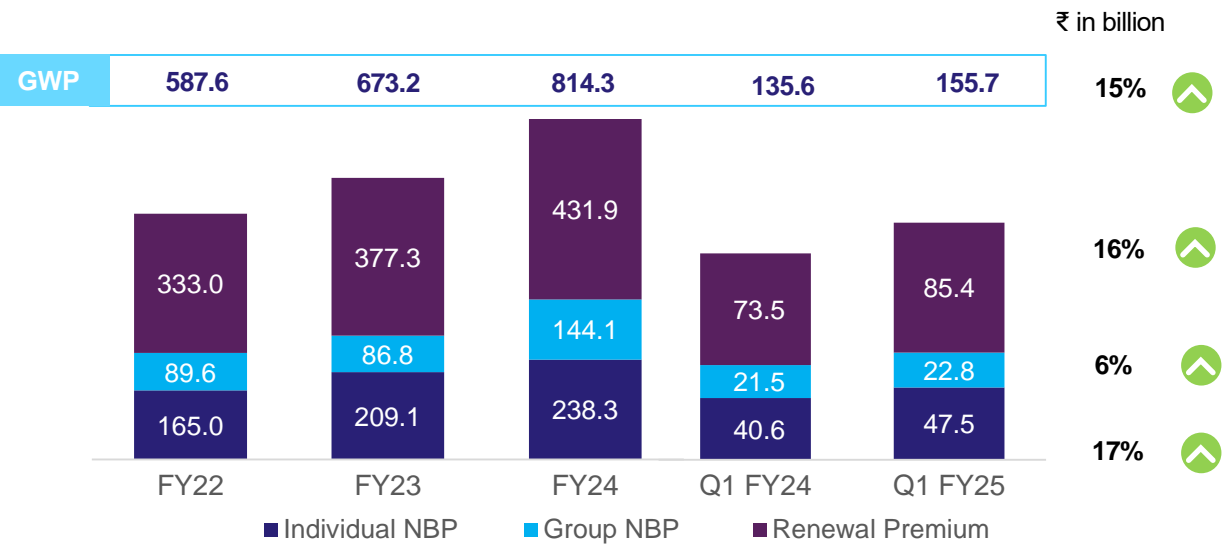
Industry	1	2	16	12
Private	6	5	16	14



Well responded to all business cycle and pushed high quality development

Persistently delivering growth and acquiring market share

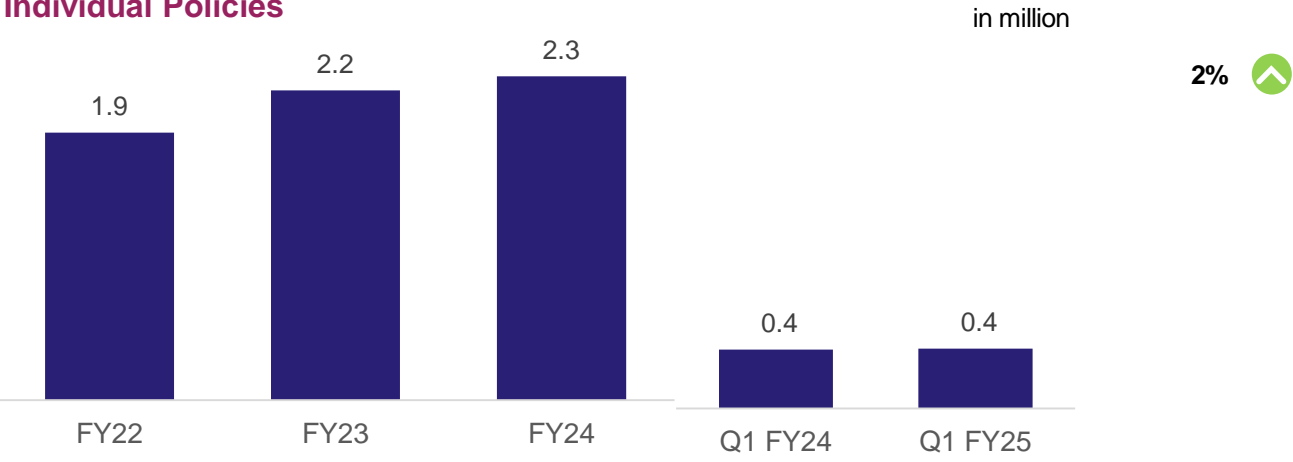
Registered consistent growth in new business, policies and renewal collection



SBIL Market Share Individual Rated New Business Premium¹

Period	Private	Industry
Q1 FY25 (%)	22.4	15.0
3Yr Gain (bps)	353	377
5Yr Gain (bps)	96	250

Individual Policies



SBIL Market Share Individual Policies¹

Period	Private	Industry
Q1 FY25 (%)	23.7	7.9
3Yr Gain (bps)	141	52
5Yr Gain (bps)	246	180

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

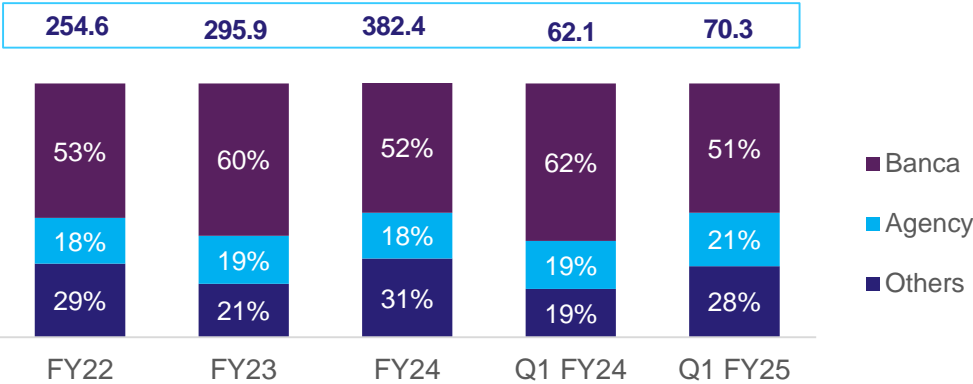
¹ Based on Life Insurance Council data; Components may not add up to total due to rounding-off

Robust distribution and diversified product mix

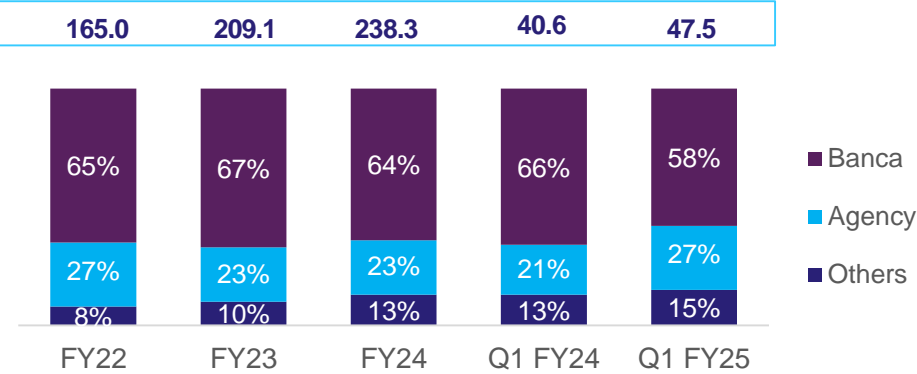
Expanding its base and penetrating in varied categories of society

Channel Mix

NBP

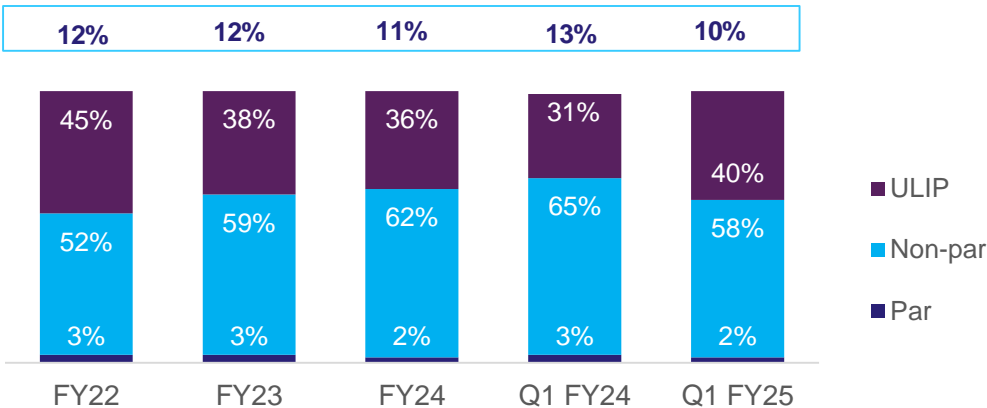


Individual NBP

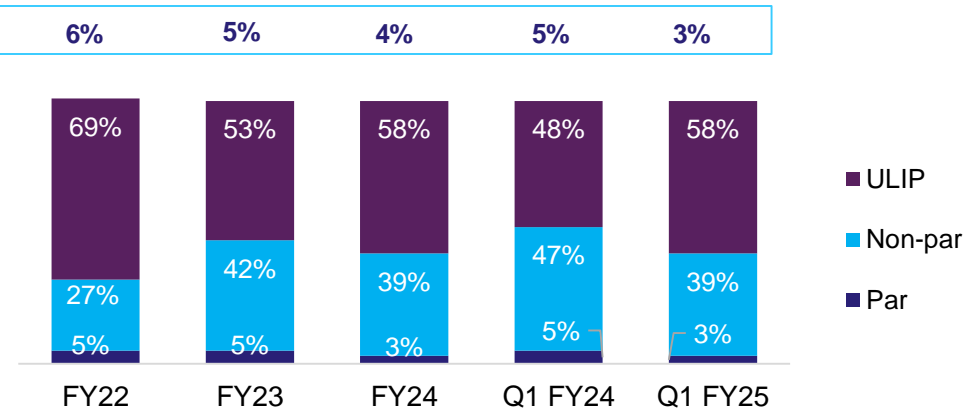


Segment Mix

NBP | NBP-Protection Share (%)



Individual NBP | Ind NBP- Protection Share (%)



Unparallel multi-channel distribution reach

Quality and scale of multichannel distribution platforms making penetration seamless

Pillars of distribution network

Bancassurance

27,000+
SBI & RRB Bank Branches

30%
NBP share in Total Industry¹

₹48 Lacs
SBI Productivity per branch²
with **59k+** CIFs (Ind. APE basis -
₹35 Lacs (+14%))

55%
share in NOPs

99.6%
business sourced digitally

Agency

2,57,000+
Agents (15% growth over Jun 23)

30%
NBP share in Private market¹

₹2.0 Lacs
Agent **Productivity**² (Ind. APE
basis - **₹1.7 Lacs** (+27%))

38%
share in **NOPs**

99.7%
business sourced digitally with
1.8 mn uploads on Smart advisor

Institutional Alliance

14,000+
Partner Branches

132
Brokers

10,600+
Specified Persons

79
Corporate Agents

18%
share of **NPS** in Annuity
business

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

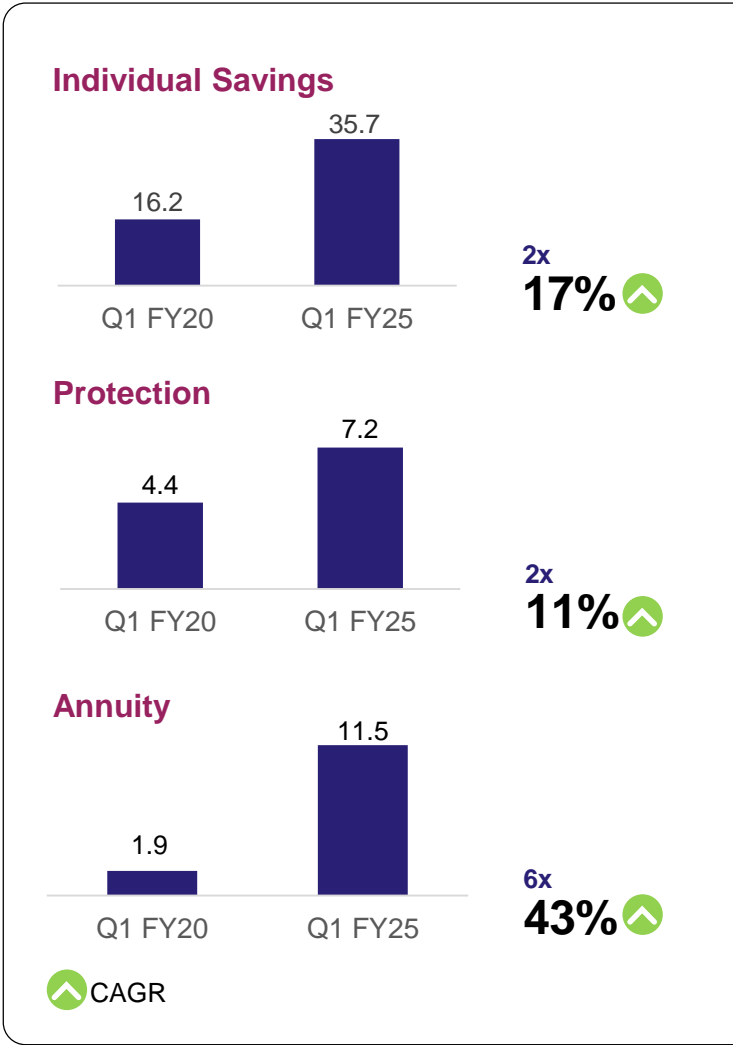
1. Based on public disclosures for FY24 2. Productivity per branch/agent is based on Individual NBP.
All growth/drop numbers are with respect to Q1 FY25 over Q1 FY24. Components may not add up to total due to rounding-off.

Product portfolio mix

Basket of products posing strong growth across segments

Product Mix¹	FY22	FY23	FY24	Q1 FY24	Q1 FY25	Y-o-Y Growth (%)	Mix Q1 FY25 (%)
	▼	▼	▼	▼	▼	▼	▼
Savings	137.8	157.5	178.1	27.1	35.7	32	51
Par	7.7	9.5	8.0	2.0	1.4	(29)	2
Non Par	17.0	36.7	32.3	5.7	6.8	18	10
ULIP	113.2	111.4	137.8	19.3	27.5	42	39
Protection	30.5	36.4	41.7	7.8	7.2	(8)	10
Individual	9.4	10.0	9.5	2.1	1.5	(29)	2
Group	21.1	26.4	32.1	5.7	5.7	0.3	8
Annuity	34.7	49.7	60.2	13.1	11.5	(13)	16
Group Savings	51.5	52.3	102.4	14.0	16.0	14	23
Total NBP	254.6	295.9	382.4	62.1	70.3	13	

₹ in billion



Focus on need based selling to maintain sustainable growth

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

Wide range of offerings

Product portfolio suitable for a wide demographic range and income levels

● Average Age
● % share in policies

Child Education
36 | 8%

SBI Life
Smart Scholar

SBI Life
Smart Champ Insurance

Care free Retirement
55 | 7%

SBI Life
Saral Retirement Saver

SBI Life
Retire Smart

SBI Life
Retire Smart Plus

SBI Life
Annuity Plus

SBI Life
Saral Pension

Wealth Creation
38 | 33%

SBI Life
Smart Elite

SBI Life
Smart Privilege

SBI Life
eWealth Insurance

SBI Life
Saral InsureWealth Plus

SBI Life
Smart Wealth Builder

Protection
37 | 22%

New **SBI Life**
Smart Swadhan Supreme

New **SBI Life**
Saral Swadhan Supreme

SBI Life
Smart Swadhan Plus

SBI Life
Sampoorn Cancer Suraksha

SBI Life
eShield Next

Arogya Shield

Financial Security
37 | 29%

SBI Life
Smart Platina Plus

SBI Life
Shubh Nivesh

SBI Life
Smart Future Choices

SBI Life
Smart Humsafar

SBI Life
Smart Platina Assure

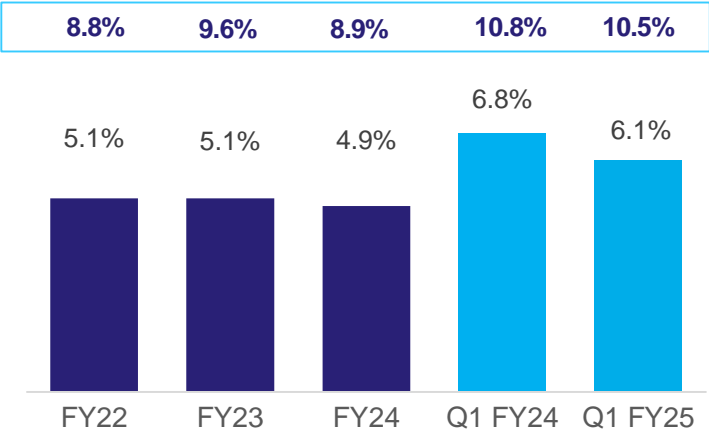
SBI Life
Smart Lifetime Saver

Basket of products catering different age brackets & life stages need

Maintaining cost efficiency, profitability and value

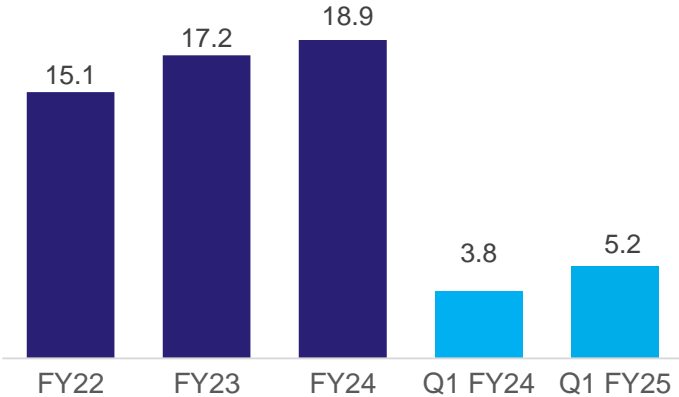
Driving sustainable growth with high levels of efficiencies to maintain profitability & creating value

Opex Ratio: Maintaining Cost efficiency (%) | Total Cost Ratio¹ %

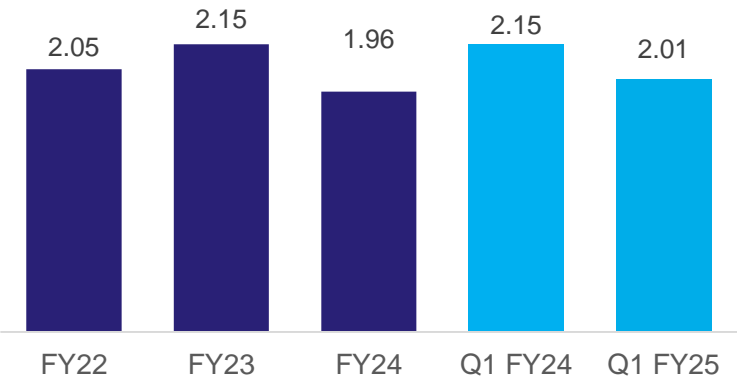


Profit after Tax: Consistent growth in profit

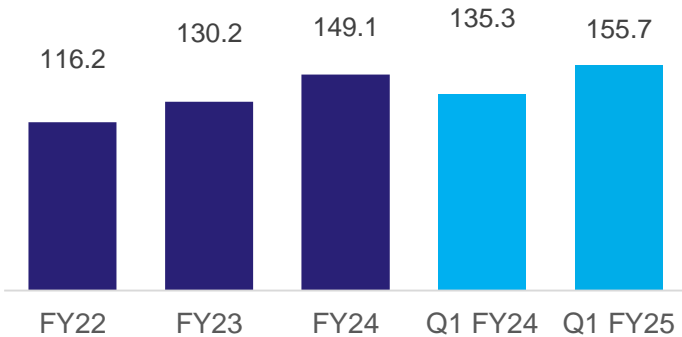
₹ in billion



Solvency: Cushioned to support future growth prospects



Networth: Zero debt company with healthy reserves



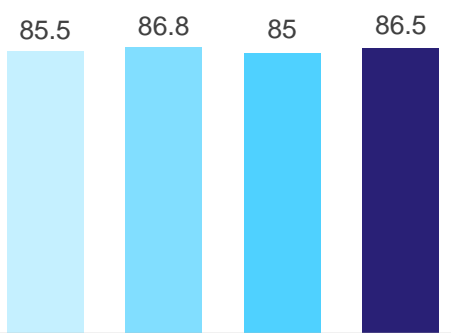
1. Total cost ratio is operating expenses including commission, provision for doubtful debts and bad debts written off divided by Gross Written Premium; Components may not add up to total due to rounding off.

Customer-centricity at our core

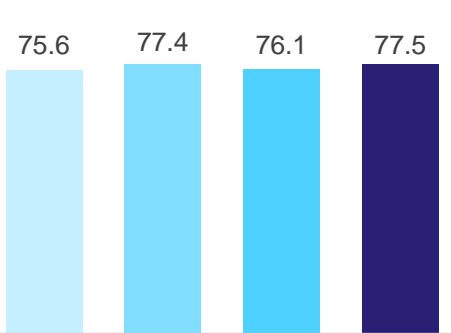
Deeper relationship with customers through quality underwriting and strong sales ethos

Persistency ¹(%)

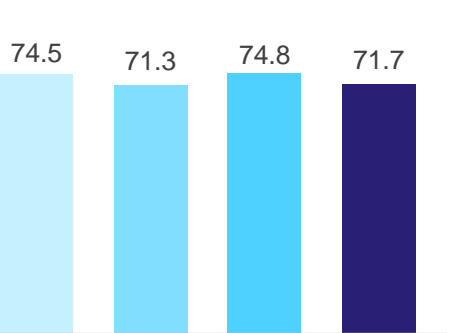
13th Month



25th Month

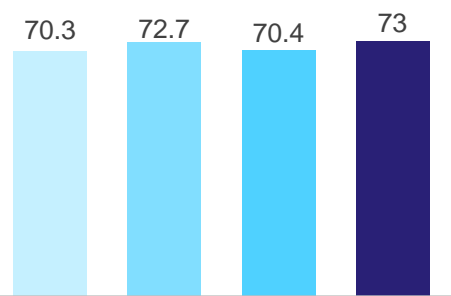


37th Month

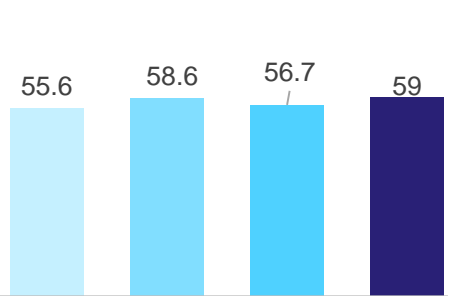


FY23 FY24 Q1 FY24 Q1 FY25

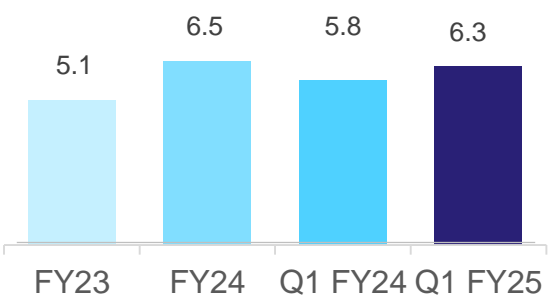
49th Month



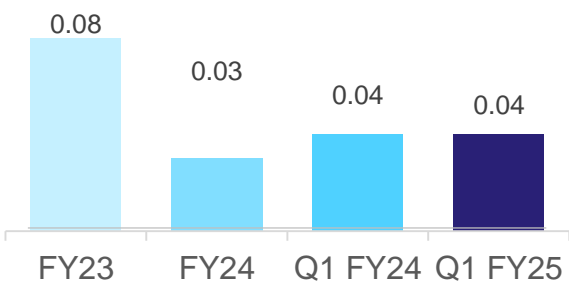
61st Month



Surrender Ratio ² (%)



Unfair Business Practice ³(%)



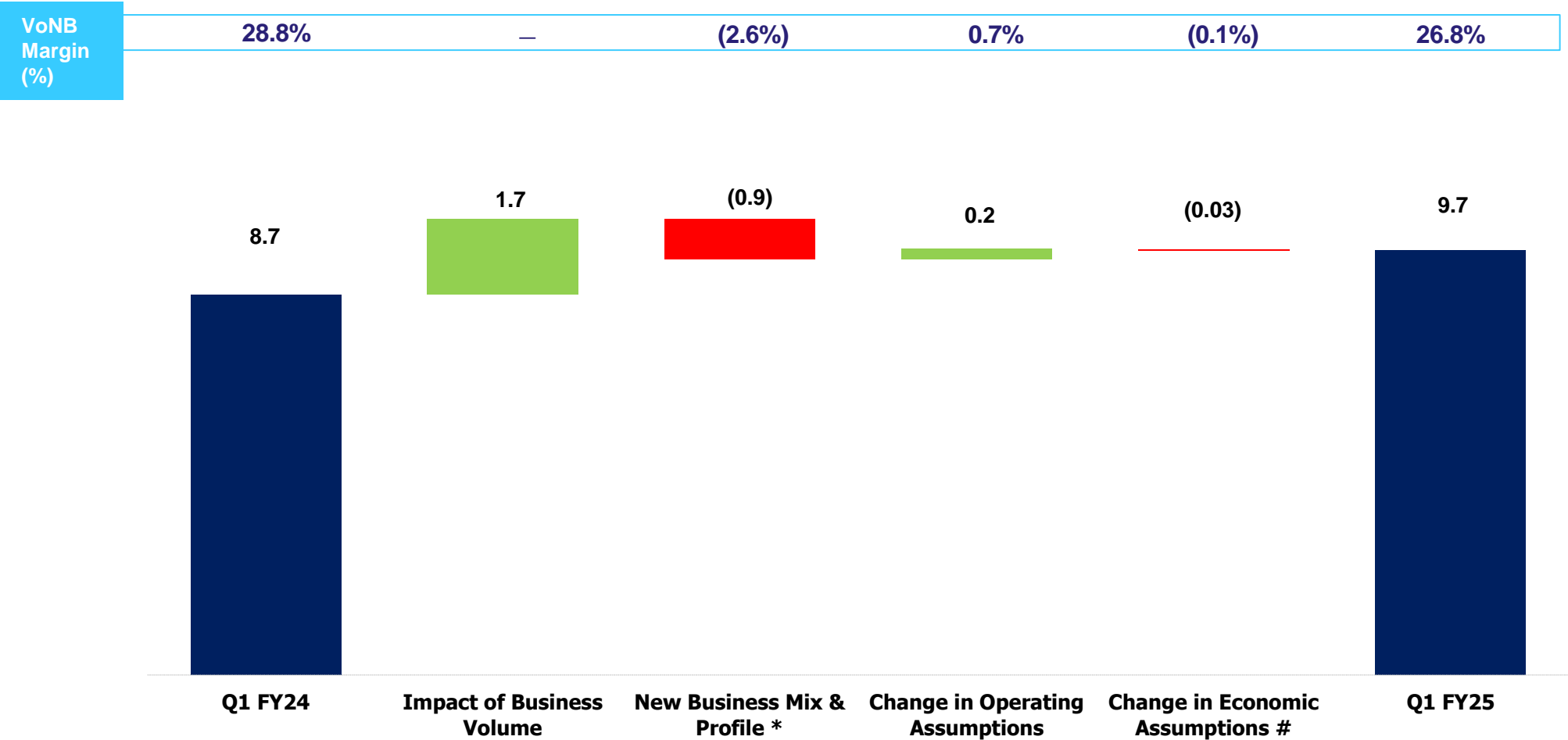
1. The persistency ratios are calculated as per IRDAI circular no. IRDAI/F&A/CIR/MISC/256/09/2021 dated September 30, 2021. Regular Premium & Limited Premium Paying Term policies of only Individual Segment. Persistency is calculated for rolling 12 months. Ratios for June are calculated using policies issued 1st June to 31st May period & for March from 1st March to February 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.

VoNB margin stands at 26.8%

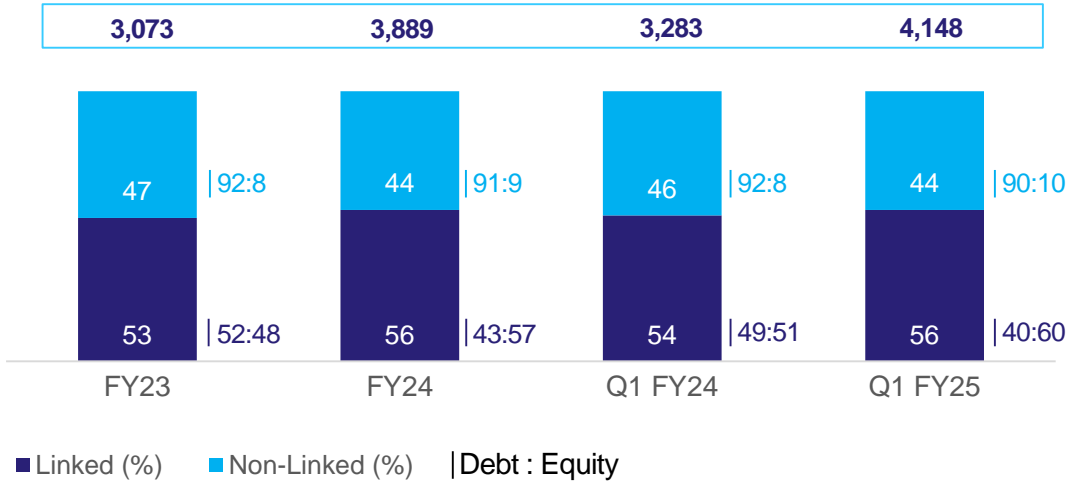
₹ in billion



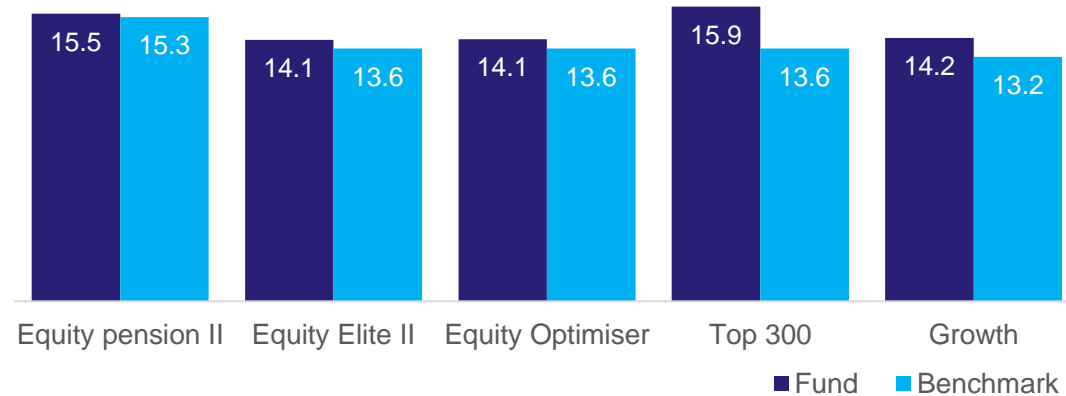
Nurturing financial well being with healthy growth in AUM

Relentless pursuit for excellence leading to robust financial position

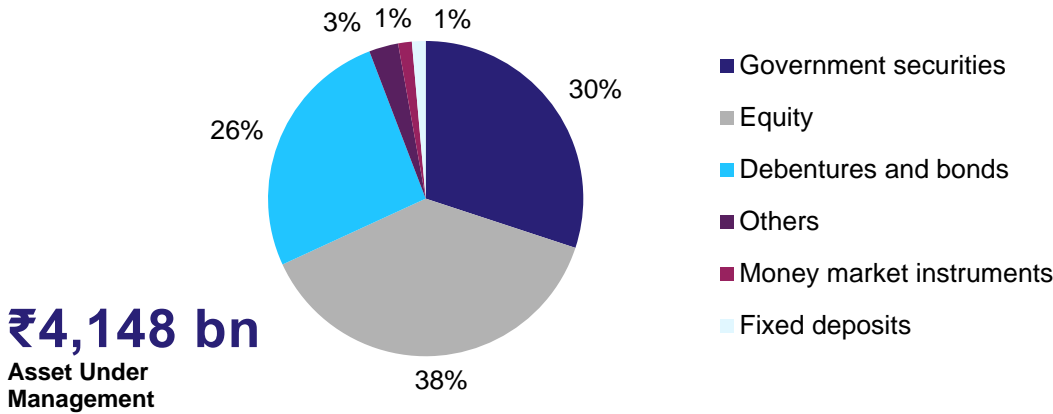
AuM - Linked | Non Linked (%)



Investment performance¹ (%)



Composition of Asset under Management



95%
(debt investments)
AAA & Sovereign

0.02%
(debt investments)
Below AA

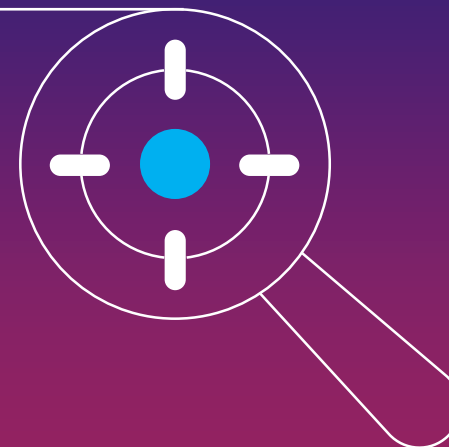
26%
AUM Growth

62:38%
Debt Equity Ratio

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

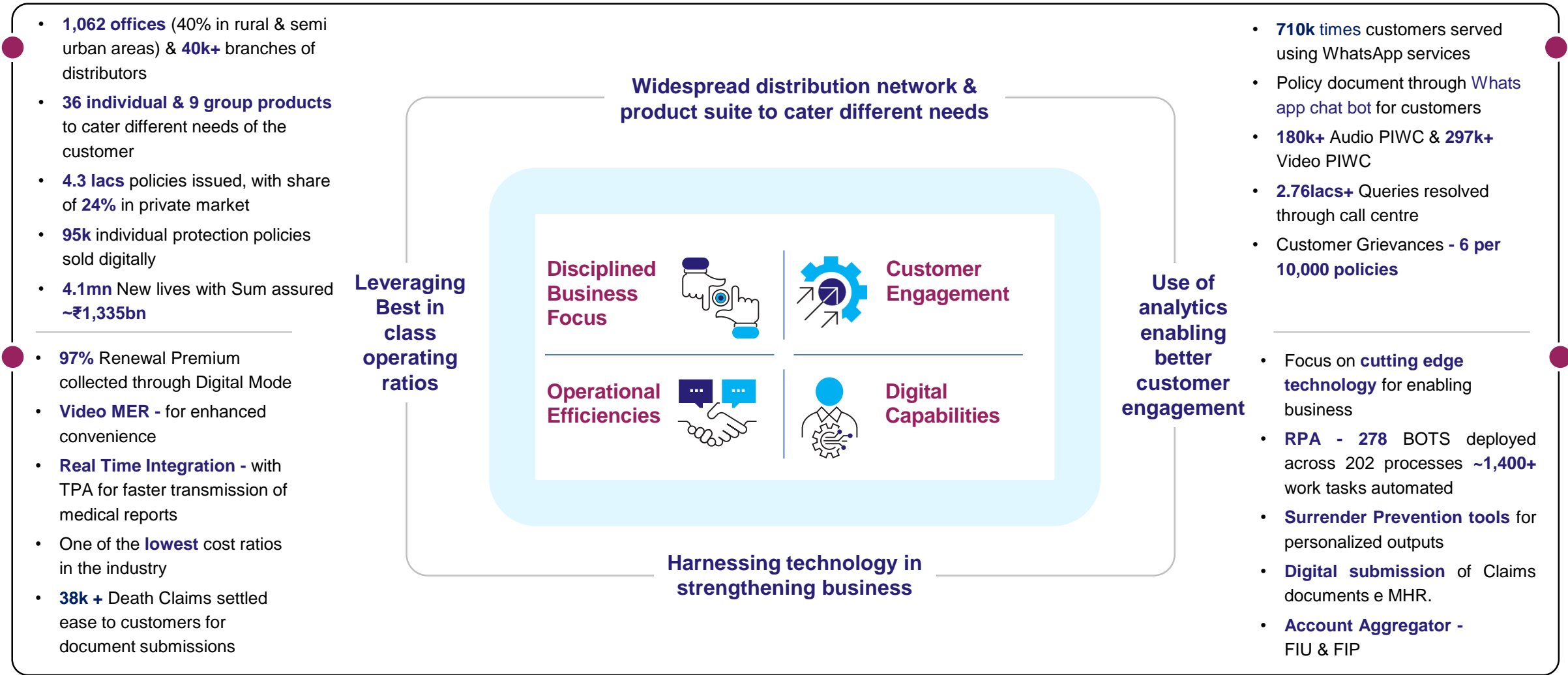
03.

FOCUS AREAS AND INITIATIVES



Focus on key areas keeping customer at core

Elevating the customer experience by implementing a range of initiatives at every touchpoint



Accelerating digitalisation at SBI Life

Streamlining processes and embracing technology to embrace opportunities



Becoming a digital-first organisation



Performance

- Providing insurance cover to remotest areas, resulting in increased penetration (presence in 28 states & 7 union territories with 30% policies sold in rural areas for Q1 FY25)
- Best in class digital tools for better risk assessment and risk management



Processes

- Elasticity to handle high volumes and peak demand
- Providing MIS to help in decision-making and enable regulatory reporting requirements
- Data Analytics enabling cross sell, upsell and customer retention
- AI & Machine learning aiding to provide efficient customer solutions



Product Improvements

- Faster product rollouts
- Expanded product offerings
- Lower TAT
- Better servicing

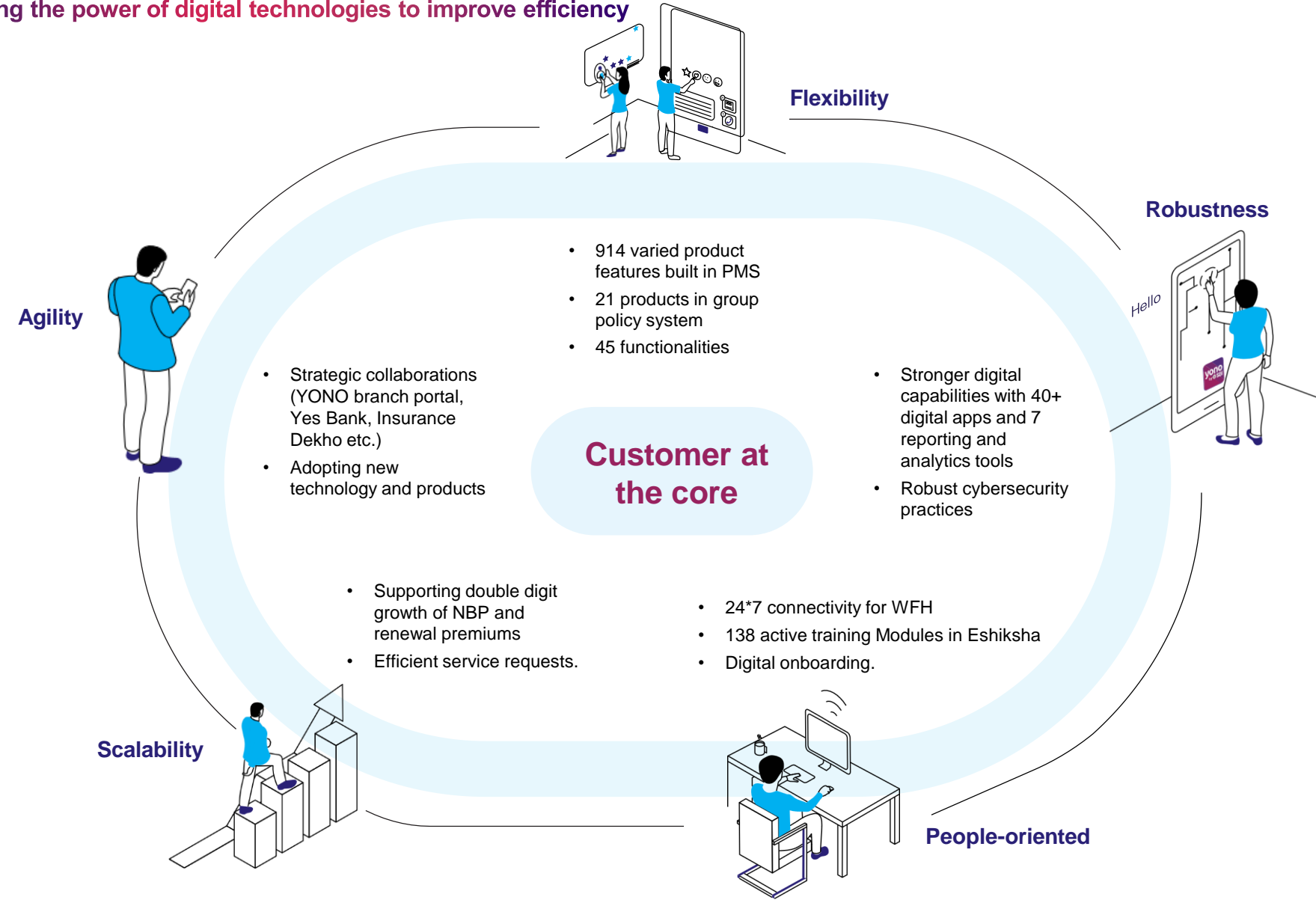


Stakeholder-Centric

- Providing appropriate insurance solutions with enriched experience
- Enabling hybrid work environment
- Supporting 24k employees and 327K+ distributors
- Faster integration with partners

Future-led digital ecosystem

Leveraging the power of digital technologies to improve efficiency



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

800

Bitsight Score

73.9mn

Servicing Inforce Lives

1,200

concurrent sessions and more than 1.5 lac report views/ downloads

~3hr

Average training hours on Eshiksha per employee

2

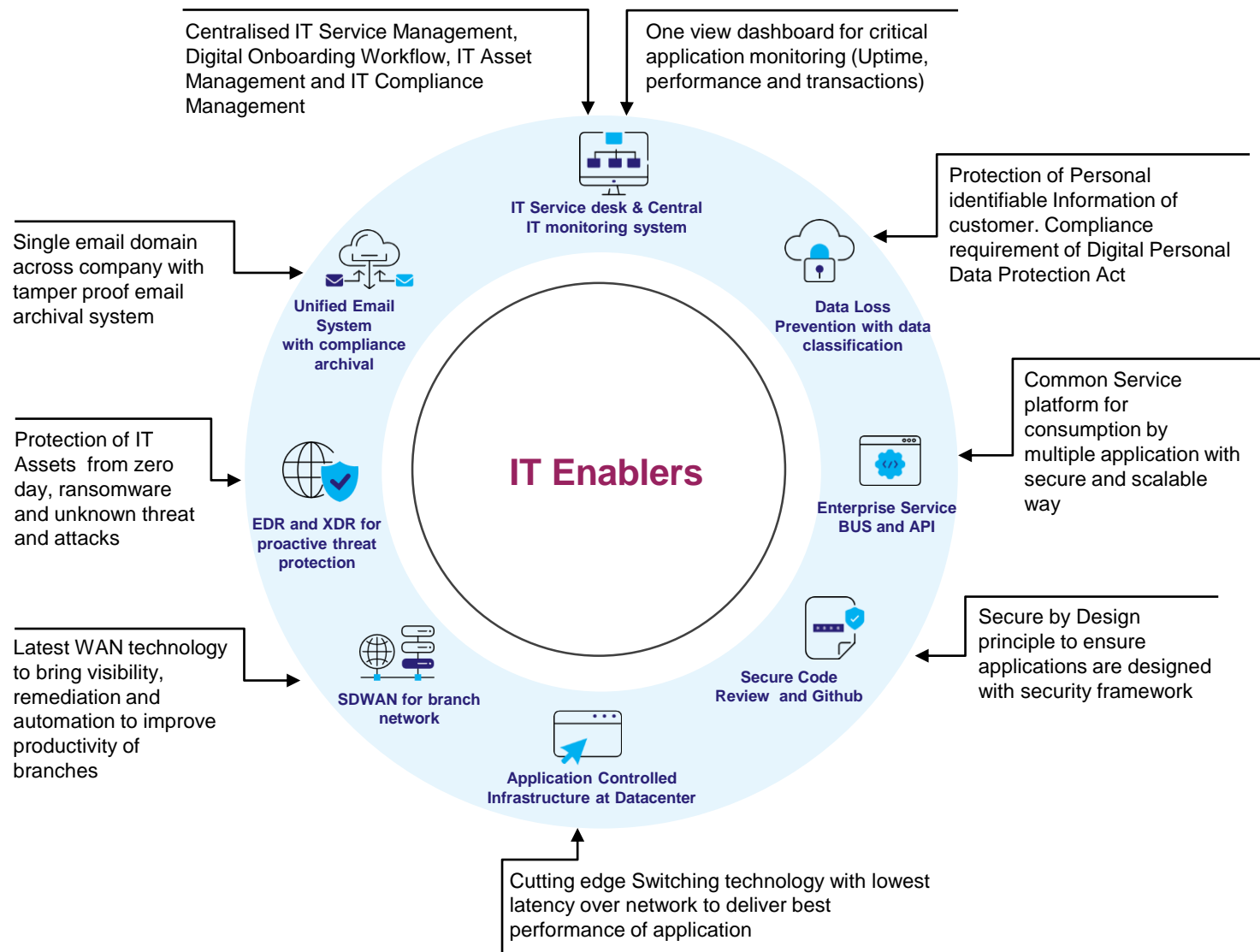
Refilled products rolled out from April to June'24

98.5%

Digital adoption for sourcing new business

Integrating digitalisation with our enablers

Digital first to deliver convenient, faster and hassle-free experience



Key metrics

100%
customer emails enquiries
handled by email bot

~1400+
Tasks (RPA)

30+
self servicing facilities
for customers

202+
Process automated

10+
Live automated modules
across operational
processes for risk
mitigation

563k
Queries handled through
Chatbot

**Data Center
& Disaster
Recovery
center**

Empowering distributors with cutting-edge technologies

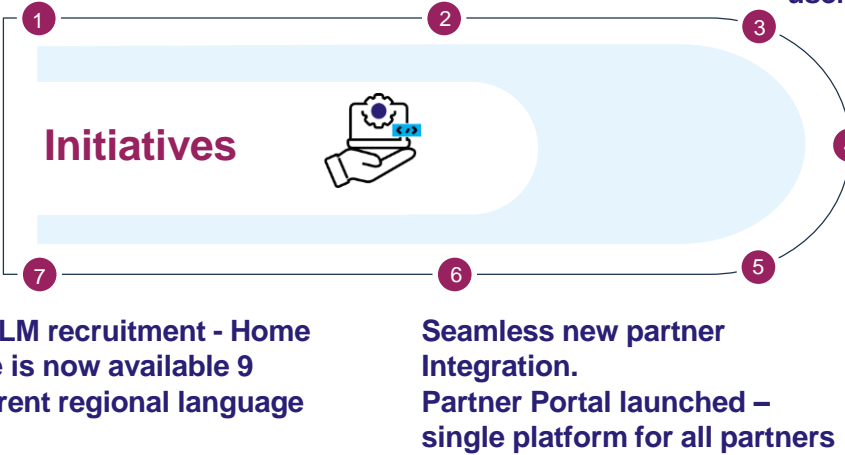
Supporting with avenues and platforms to foster growth and simplify processes

Establishing a robust distributor ecosystem

101 reports on Aaram Nxt and 36 on Aasaan

Launched Mconnect PWA and Revamp. Integrated Mconnect with campaign products and NASA

Banca Online 3.0 launched with intuitive interface, making navigation smoother and more user friendly



Key metrics

95% KPI reports delivered by start of business hours

Campaign self updates at finger tips

Grievance Redressal for IA through Smart advisor

More than 9 new features integrated making need based selling seamless

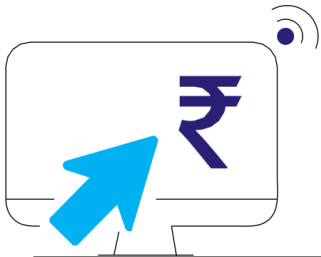
Launched Personalized Website for more than 1,50,000 LMs Pan India

Predictive Analytics - 30 live data models across policy life cycle aiding support to distributors



End-to-end digital journey for customers

Ensuring seamless and hassle free experience through out the customer life cycle



Prospecting

Executing a focused strategy to evolve it into a need-based customer-centric process

11.08mn

Clicks on SBI Life Website

623k+

customers PaisaGenie

470k+

Bitly (Upsell/ Cross leads generated)

121k+

Yono lives

6

Partner Apps

65k+

Customers in Smart Care



Onboarding

Enhancing the process for greater efficiency, accessibility, and a seamless experience

93k+

Active user & 515k proposals in Mconnect

3k

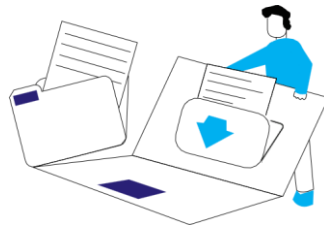
Login count in NPS Parivartan

105k+

Downloads with 1.8mn uploads in Smart Advisor

72%

Growth in Online Selling



Underwriting & Issuance

Improving accuracy and efficiency of underwriting and policy issuance through the usage of data-driven decision-making and risk assessment

2039k

Cases issued in NB Workflow

583k

Transaction in Ingenium

34mn

Individual Transactions in RENOVA

3.5mn

Lives in BaNCS

753k

Portal/CMI



Outcome

67%

Digital KYC

<10 mins

Customer On-Boarding process

64%

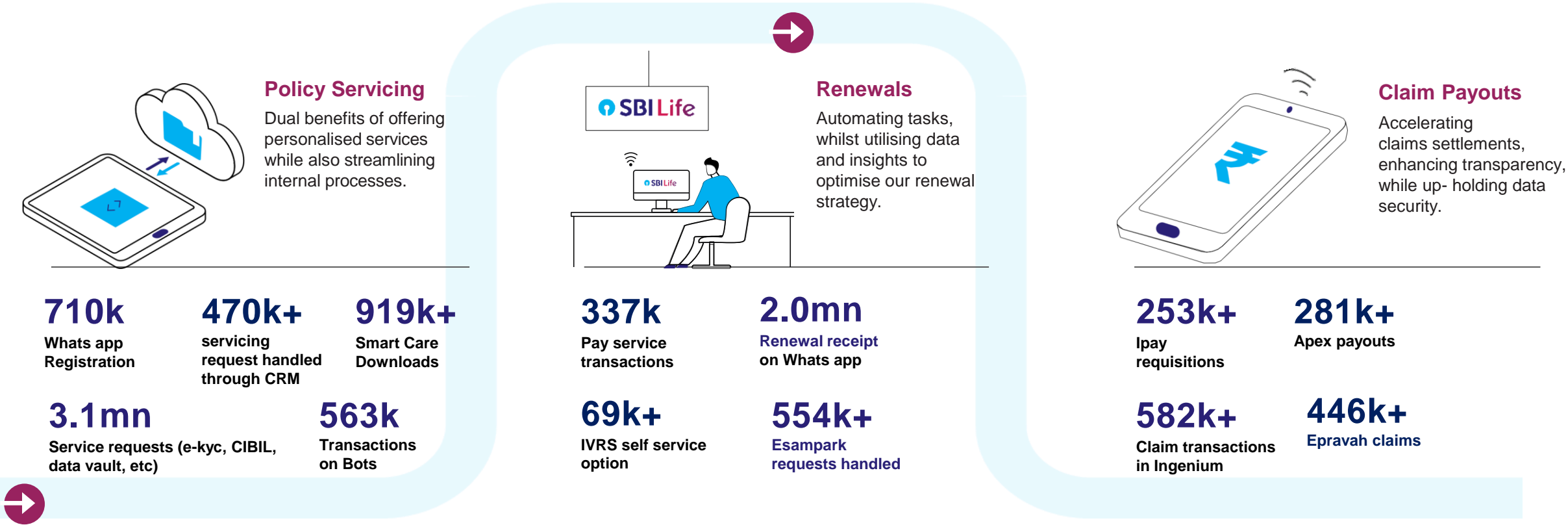
Insta PIWC

76%

E - IA

End-to-end digital journey for customers

Ensuring seamless and hassle free experience through out the customer life cycle



Outcome

17%
Reduction in medial Issuance TAT

6%
Reduction in Non medial Issuance TAT

78%
0-2 Days Individual Issuance

42%
Automated Underwriting

04 .

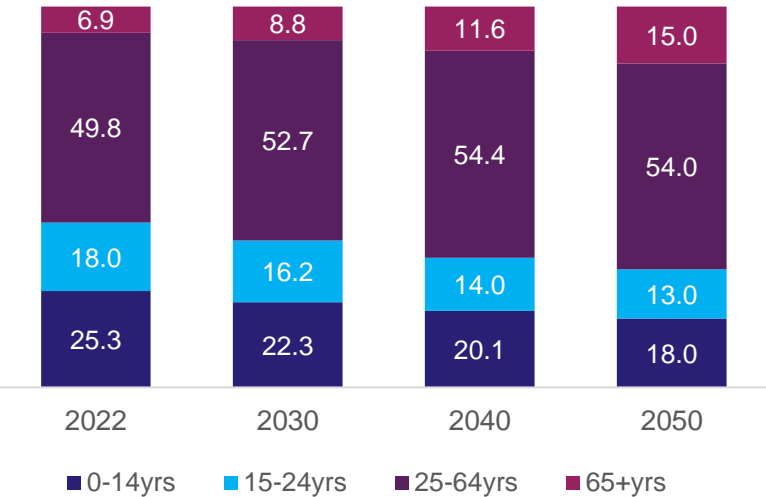
MACRO ECONOMIC INDICATORS & INDUSTRY OVERVIEW



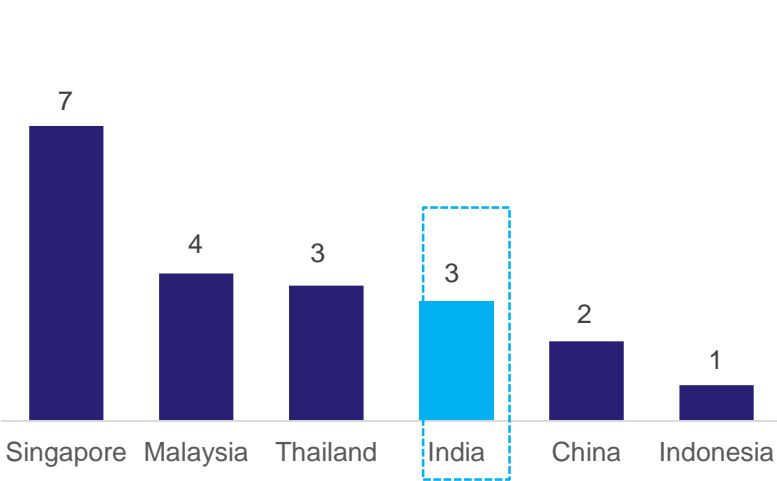
Life insurance catalysing growth decades ahead

Strong demographic **tailwinds** supporting India growth story

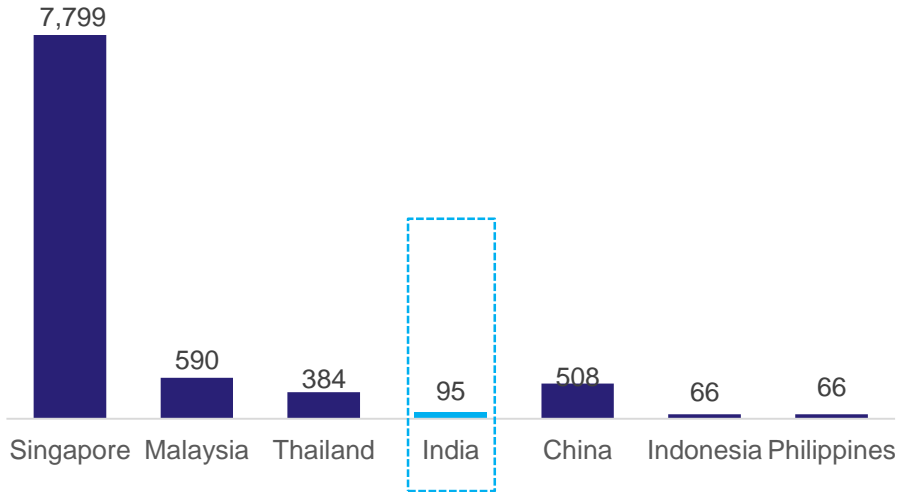
Composition of Population¹ (%)



Life Insurance Penetration ² (Premium as % of GDP)



Life Insurance Density ² US\$



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 9th largest country globally in terms of life premium volume and is expected to be 5th largest by 2032.

One of the highest young population nations with median age of 28 years

India continues to be under penetrated as compared to countries like Malaysia and Thailand.

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

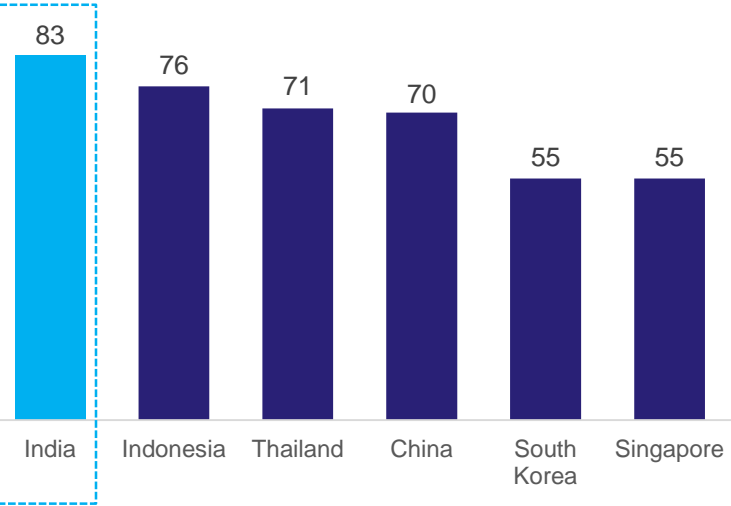
1. United Nations, Department of Economic and Social Affairs, World Population Prospects 2022
 2. Swiss re sigma No.3/2024

India’s underpenetrated Insurance market

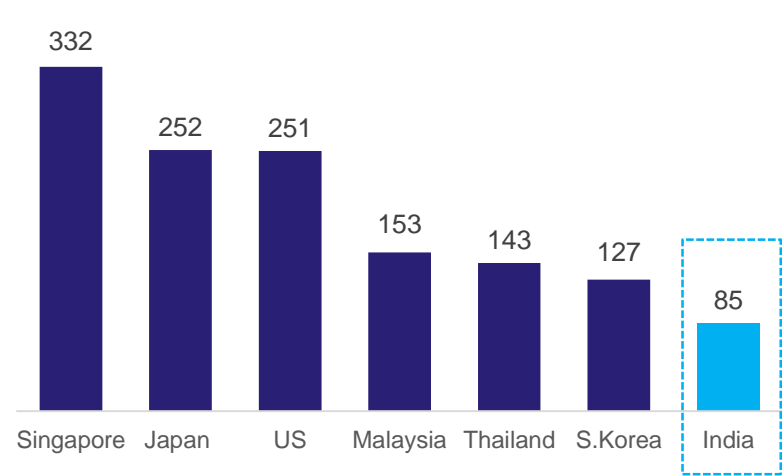
Unexplored Indian markets paving way for high insurance growth

Share of life insurance in savings expected to rise
Underpenetrated Insurance Market

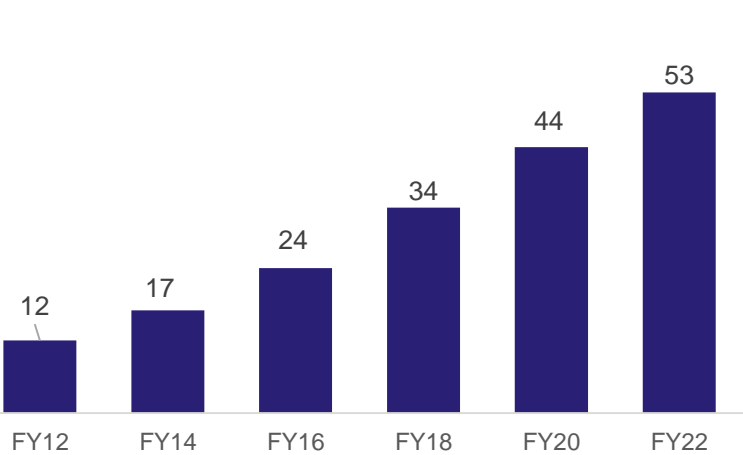
Protection gap highest amongst peers¹ (%)



Sum Assured as % of GDP^{2,3} (%)



Retail Loans ₹tn



10th largest in insurance market worldwide and 2nd largest in Emerging markets with \$131,041 mn in total premium business as on 2022

Total premium grew at annual average of 7.5% between FY15-FY21 & is expected to grow at an average of 9% per annum

Increase in credit loans indicates opportunity for attaching group protection products .

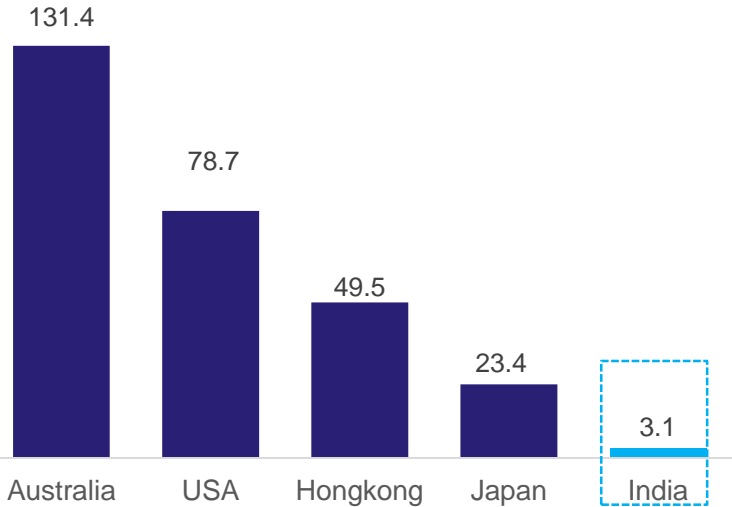
1. Swiss Re, "Closing Asia's Mortality Protection Gap 2020"
2. As of FY20 (for USA & Japan as of FY18)
3. McKinsey estimates

Annuity solutions for retirement bliss

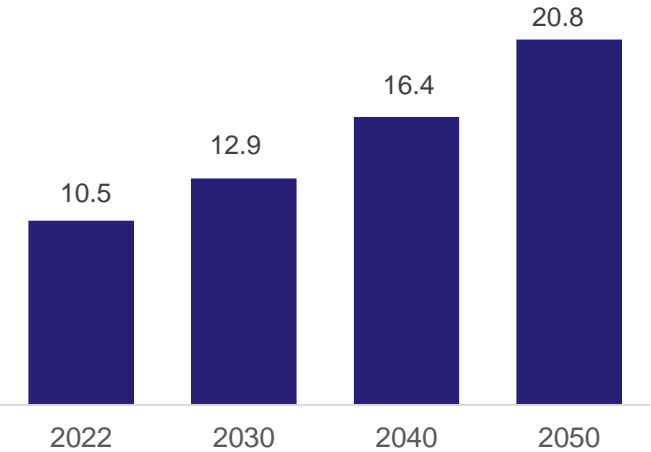
Annuity demands to soar with increasing life expectancy and higher income levels

Scope of Annuities business

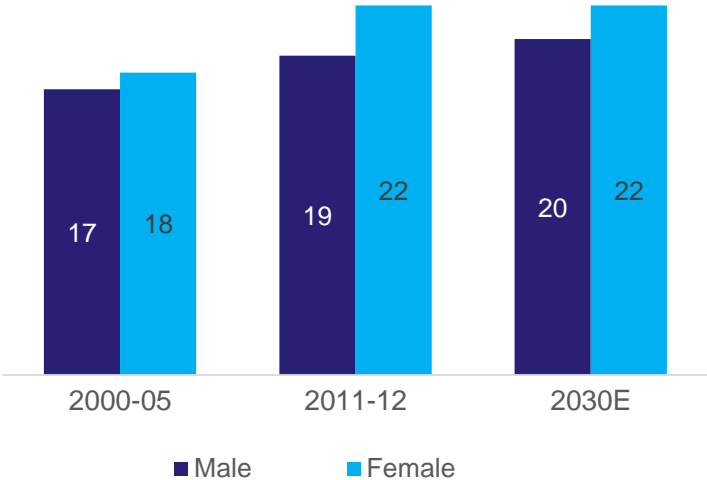
Pension Assets/GDP ratio¹ (2022) (%)



Ageing Population (60+)² (%)



Life Expectancy at 60³



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

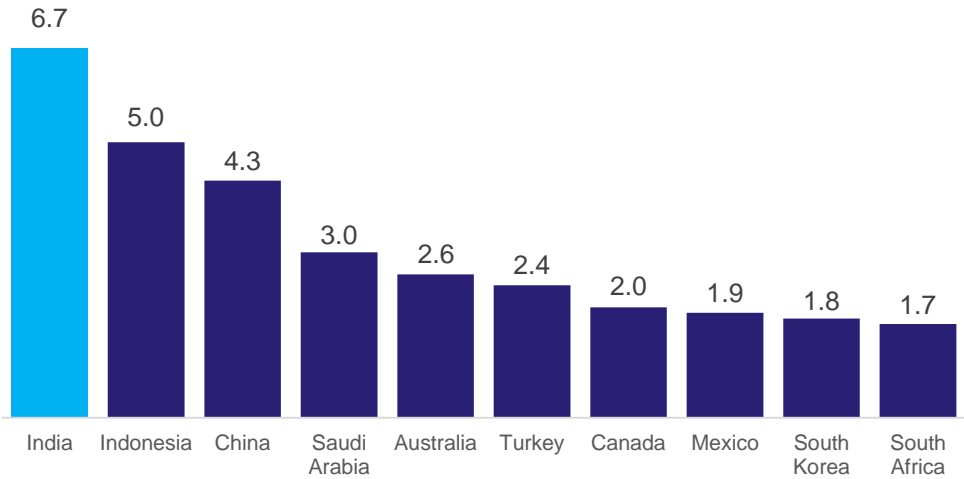
1. OECD Data 2022
2. UN World Population Report
3. Ministry of Statistics and Programme Implementation, Crisil, PFRDA, Census of India

India's financial evolution

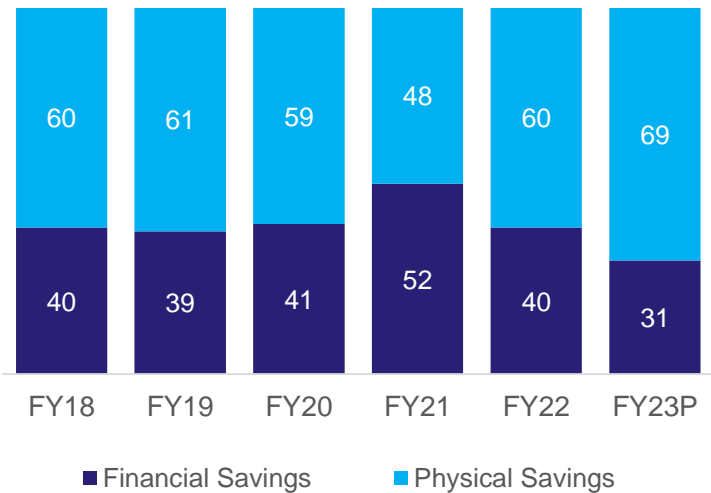
India expected to be the fastest growing economy with higher need for financial planning

Share of Life Insurance in Household Savings expected to Rise

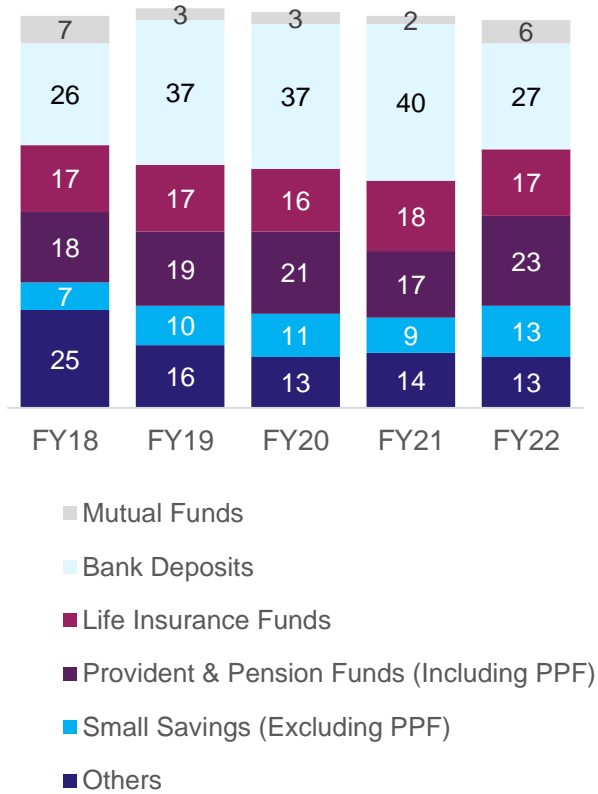
Fastest growing G20 Economy ³
Average annual real GDP growth (%)



Household Savings Composition (%)



Share of Life Insurance in Financial Savings¹ (%)



Average annual real GDP growth of 6.7% in the 10 years to 2032

Household financial saving has improved to 7.6% of GNDI² 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

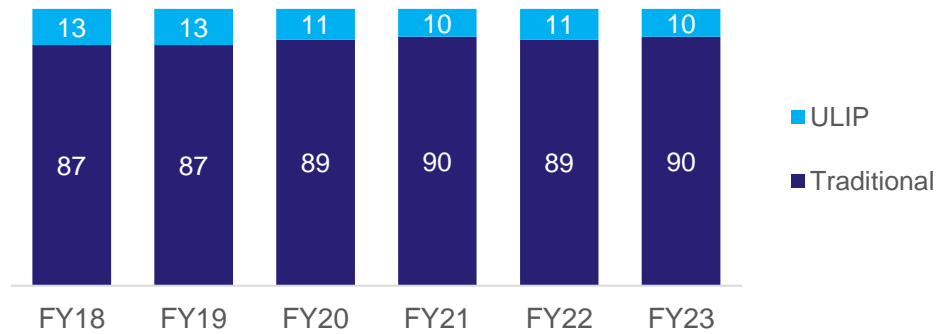
1. Reserve Bank of India, Handbook of Statistics
2. GNDI – Gross National Disposable Income
3. Swiss Re Report

Industry composition

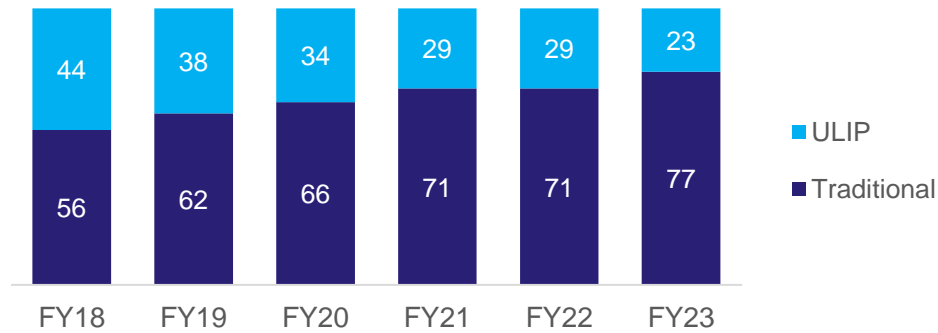
Industry channel and segment mix

Product portfolio¹

Industry (%)



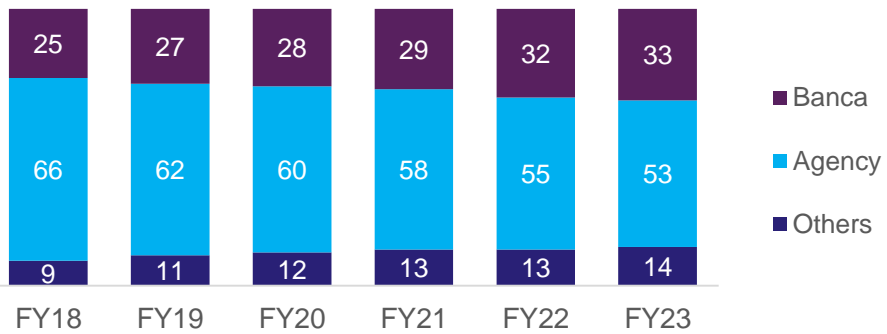
Private Players (%)



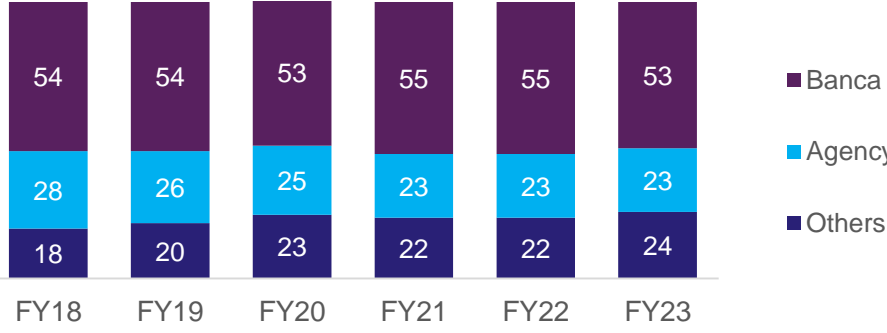
Higher ULIP contribution among private players, though traditional products forms the major share of new business

Channel mix²

Industry (%)



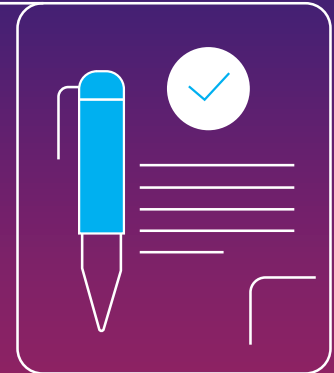
Private Players (%)



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; 3. Source - Life Insurance Council, Public disclosures; 4. Components may not add up to total due to rounding-off.

05 . Annexure



Annualised premium equivalent (APE)

₹ in billion

APE Product mix and Channel mix

Segment	FY23	FY24	Q1 FY24	Q1 FY25	Y-o-Y Growth	Mix Q1 FY25
Individual Savings	139.8	159.6	23.8	30.6	28%	84%
Par	9.5	7.8	2.0	1.4	(29%)	4%
Non Par	37.5	32.4	5.9	7.0	19%	19%
ULIP	92.9	119.3	16.0	22.2	39%	61%
Protection	17.8	21.0	3.7	3.0	(19%)	8%
Individual	9.8	9.4	2.1	1.5	(30%)	4%
Group	8.0	11.6	1.6	1.5	(5%)	4%
Annuity	5.0	6.1	1.3	1.2	(13%)	3%
Group Savings	5.6	10.6	1.5	1.6	10%	4%
APE	168.1	197.2	30.3	36.4	20%	

Channel	FY23	FY24	Q1 FY24	Q1 FY25	Y-o-Y Growth	Mix Q1 FY25
Bancassurance	108.3	121.9	19.8	21.6	9%	59%
Agency	43.2	49.6	7.5	10.9	45%	30%
Others	16.7	25.7	3.0	3.9	28%	11%
APE	168.1	197.2	30.3	36.4	20%	

Individual Annualised premium equivalent (APE)

Channel Mix Segment wise

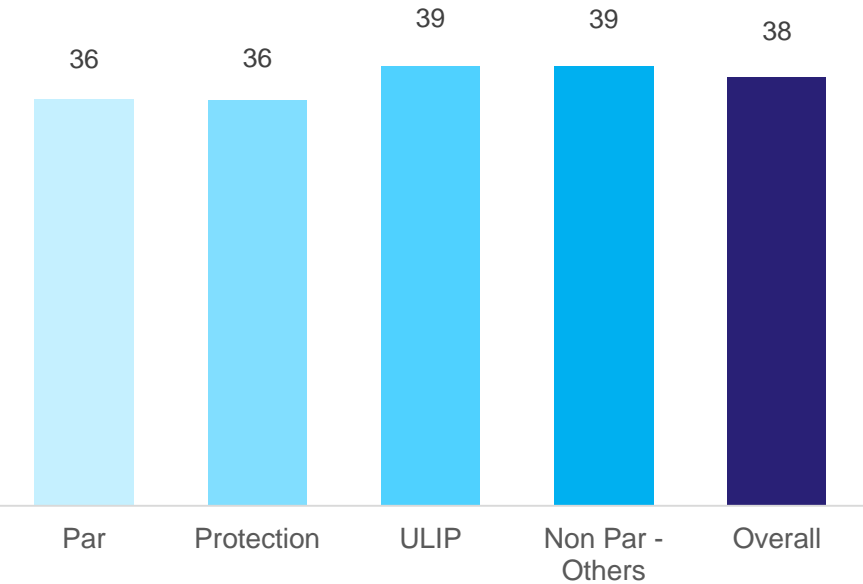
₹ in billion

Channel	Segment	FY23	FY24	Q1 FY24	Q1 FY25	Y-o-Y Growth	Mix Q1 FY25
Bancassurance	Participating	3.4	2.8	0.9	0.5	(36%)	2%
	Non Participating	31.1	28.7	5.7	5.7	1%	17%
	Unit Linked	69.7	85.6	12.0	14.4	21%	44%
	Total	104.2	117.2	18.5	20.7	12%	63%
Agency	Participating	4.8	3.9	1.0	0.7	(27%)	2%
	Non Participating	15.4	12.6	2.5	2.7	7%	8%
	Unit Linked	22.0	31.9	3.7	7.3	95%	22%
	Total	42.3	48.4	7.2	10.7	48%	32%
Others	Participating	1.2	1.1	0.2	0.2	(6%)	1%
	Non Participating	4.8	5.6	0.9	1.1	19%	3%
	Unit Linked	1.2	1.7	0.2	0.4	89%	1%
	Total	7.2	8.4	1.3	1.7	28%	5%

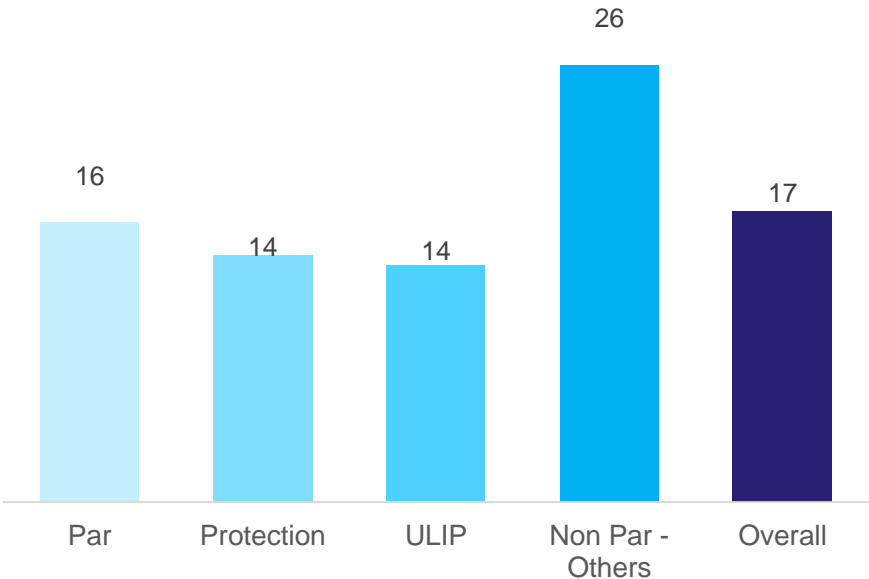
Scenario	Change in VoNB
Reference Rate +100 bps	(0.6%)
Reference Rate –100 bps	0.7%
Decrease in Equity Value 10%	(0.3%)
Proportionate change in lapse rate +10%	(3.8%)
Proportionate change in lapse rate -10%	4.0%
Mortality / Morbidity +10%	(5.8%)
Mortality / Morbidity -10%	5.8%
Maintenance Expense +10%	(2.1%)
Maintenance Expense -10%	2.1%
Mass Lapse for ULIPs in the year after the surrender penalty period of 25% ⁽¹⁾	(6.6%)
Mass Lapse for ULIPs in the year after the surrender penalty period of 50% ⁽¹⁾	(14.5%)
Tax Rate Change to 25% on Normal Tax basis	(8.8%)

Mass lapse sensitivity (of 25% or 50%) for ULIP business is applied at the end of surrender penalty period as defined by APS 10.

Average customer age in years



Average policy term in years



Particulars	FY23	FY24	Q1 FY24	Q1 FY25
Premium earned	673.2	814.3	135.6	155.7
Premium on reinsurance ceded	(7.3)	(8.4)	(4.5)	(4.7)
Net premium earned	665.8	805.9	131.0	151.1
Investment income ¹	140.4	514.1	147.9	195.7
Other income	0.5	0.5	0.1	0.0
Total income (A)	806.8	1320.5	279.0	346.8
Commission paid	30.6	32.6	5.4	6.9
Operating and other expenses ²	42.7	49.8	11.1	11.9
Provision for tax – policyholders ³	1.5	1.4	0.4	0.6
Claims/benefits paid (net) ³	302.9	431.1	71.0	98.3
Change in actuarial liability ⁴	411.5	786.3	187.1	223.8
Total expenses (B)	789.2	1301.1	275.1	341.4
Profit before tax (A-B)	17.6	19.4	3.9	5.4
Provision for tax – shareholders ³	0.4	0.5	0.1	0.2
Profit after tax	17.2	18.9	3.8	5.2

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), GST on charges & Shareholder expenses
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	FY23	FY24	Q1 FY25
Sources of funds			
Share Capital	10.0	10.0	10.0
Reserves and Surplus	119.2	135.9	141.2
Credit/(Debit) Fair Value Change Account	0.9	3.2	4.5
Sub Total	130.2	149.1	155.7
Credit/(Debit) Fair Value Change Account	20.4	47.2	57.2
Policy Liabilities	1,301.3	1,558.1	1,619.4
Provision for Linked Liabilities (includes change in fair value)	1,535.9	2,045.7	2,198.6
Funds for Discontinued Policies	96.6	114.4	120.5
Funds for Future Appropriation	11.4	13.4	16.8
Total Liabilities	3,095.9	3,927.8	4,168.2
Application of funds			
Investments			
-Shareholders	112.1	130.4	144.0
-Policyholders	1,298.7	1,565.4	1,654.5
-Assets held to cover Linked Liabilities	1,632.6	2,160.1	2,319.1
Loans	3.9	3.9	4.2
Fixed assets	5.2	5.6	5.6
Net Current Assets	43.4	62.5	40.9
Total Assets	3,095.9	3,927.8	4,168.2

Components may not add up to total due to rounding off



Energy Management

- Measures in place to track Scope 1, Scope 2 and Scope 3 emissions for the offices.
- Company is assessing various options like solar energy and renewal sources of energy for reducing emission levels.
- CFL lights have been replaced by LED technology lighting & moving towards energy efficient appliance with 5 star rating



Recycle & Reuse

- 2,671 kgs of E-waste recycled
- 228 kgs of Wet Food Waste per month - converted into compost by Eco Composter Machine installed in HO



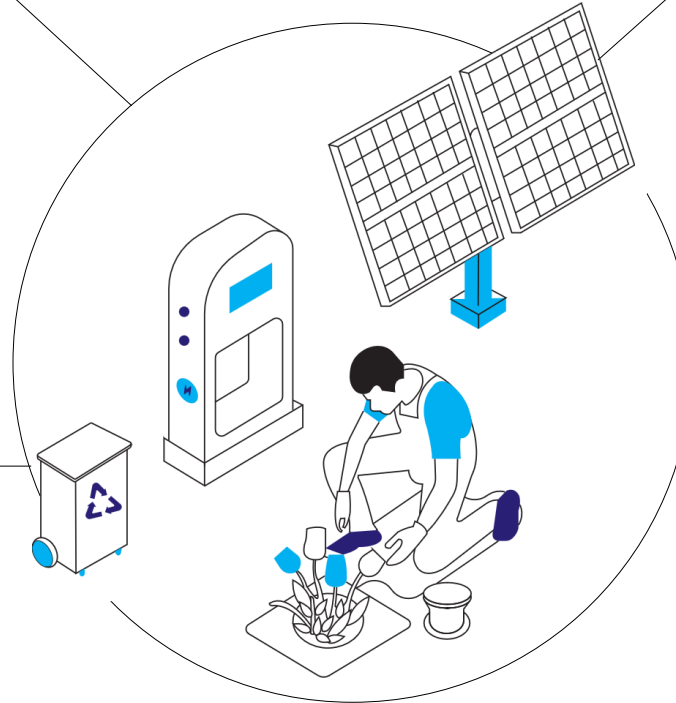
Water Management

- Unused water from the water cans procured by the company re-used to water the garden plants.
- 4,200 liters of water re-used during the year
- Corporate office building has provision for Rainwater Harvesting system.
- An average of 158 KL of water per month was treated by Sewerage Treatment Plan at SBI Life, Natraj premises. Water treated was used for cooling towers of air conditioning



Other Initiatives

- 99% new business proposals logged digitally
- 96% renewal premium collected digitally. Renewal premium intimations & receipts sent digitally



Committed to sustainability & minimising carbon footprint

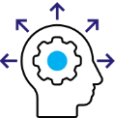
Our sustainability commitments: Social

Empowering communities around us, enabling an Inclusive World



Employee wellness & people practices

- Work from Home policy
- Health check-up programs & 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 ~ 21% women employees; increased by 27%
- Project Shakti to improve gender mix – 37% women advisors
- POSH Policy - Zero tolerance for sexual harassment
- Medical Practitioner available at corporate office



Skill Development

- Collaboration with Premier Institutions for Leadership Development.
- 129 modules created to enhance the knowledge and skills of employees and intermediaries
- Imparted Training to 99% of Employees, 98% of CIFs, and 94% of Life Mitras
- Employees received, on average, ~35 hours of Learning in the classroom and ~10 hours of e-learning
- TISS LEAPVAULT CLO Awards 2023- Best Digital Learning Transformation Program
- Established 'VIDYA,' a learning centre for employees in Hyderabad
- Video-based interactive modules are a component of monthly SAP for employees
- Mission III Certification- a professional development initiative for employees
- Ongoing efforts such as Knowledge Premier League, Friday Pathshala and training programs like SAARATHI, UDAAN, SRIJAN, and I to WE persist.



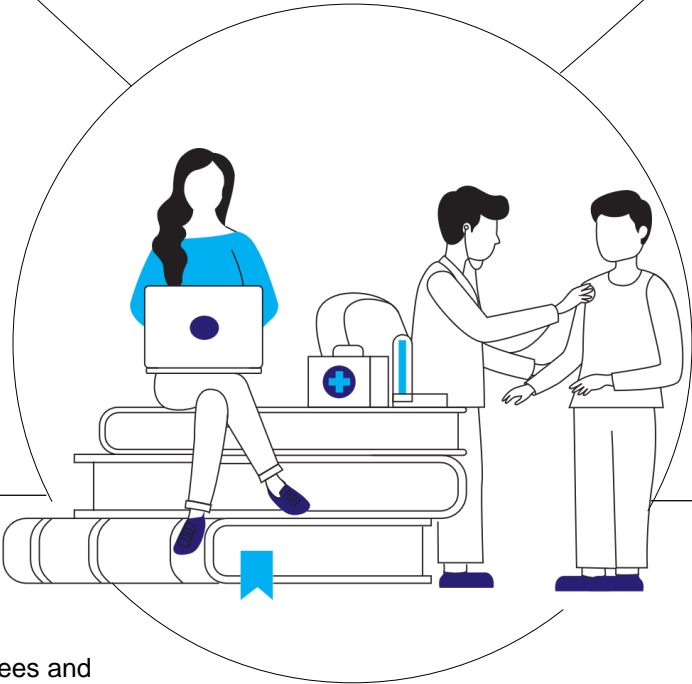
Customer Centricity

- Customer Surveys (Net Promoter Score - 72) & awareness programs
- Grievances of customers reduced (6 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
- 105k+ CSR beneficiaries; 34 CSR partners. CSR spend in FY23 ₹ 205mn +
- 696k+ policies issued in rural areas & 15.0mn lives covered in social sector
- Insurance Awareness Campaigns
- Micro Insurance products & PMJJBY for financial inclusion



Our sustainability commitments: Governance



Board Governance & Diversity

- 57% 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
- Stakeholders Relationship and Sustainability committee responsible for sustainability matters of the company



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



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



Information Security framework

- Information security practices are ISO 27001:2013 certified.
- Acceptable Usage practices, technical aspects of IS, Secure coding practices, secure configuration practices
- IS requirements for SBIL for outsourced vendors
- Board approved information and Cyber Security Policy to ensure data security & protects from cyber threats
- Firewall, anti-malware solutions, E-mail security & filtering in place
- Zero complaints received for Data privacy & cyber security breaches



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
- 13% of AUM invested in infrastructure & housing

Term	Description
GWP	Gross Written Premium
NBP	New Business Premium
NOP	Number of Policies
APE	Annualized Premium Equivalent
IRP	Individual Rated Premium
AuM	Assets Under Management
Banca	Bancassurance
ULIP	Unit Linked Insurance Plan
PAR	Participating
NON PAR	Non-Participating

Term	Description
Opex	Operating Expenses (excluding commission)
CAGR	Compounded Annual Growth Rate
GDP	Gross Domestic Product
INR (₹)	Indian Rupees
USD (\$)	United States' Currency
TAT	Turn Around Time
Traditional Segment	Other than Unit Linked Insurance Plan
Traditional Channel	Bancassurance + Agency
VoNB	Value of New Business
VoNB Margin	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.

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.

Embedded Value Operating Profit (EVOP)

EVOP is a measure of the increase in the EV during any given period due to matters that can be influenced by management

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.

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.

Return on Embedded Value (RoEV)

RoEV is the ratio of EVOP for any given period to the EV at the beginning of that period

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

Embedded Value (EV)

Embedded Value is the sum of the net asset value and present value of future profits of a life insurance company.

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.

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Thank You