



**Leadership in life insurance**

**August 2014**

# Agenda

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Industry overview and outlook

Performance update

Our strategy

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# India life insurance growth story

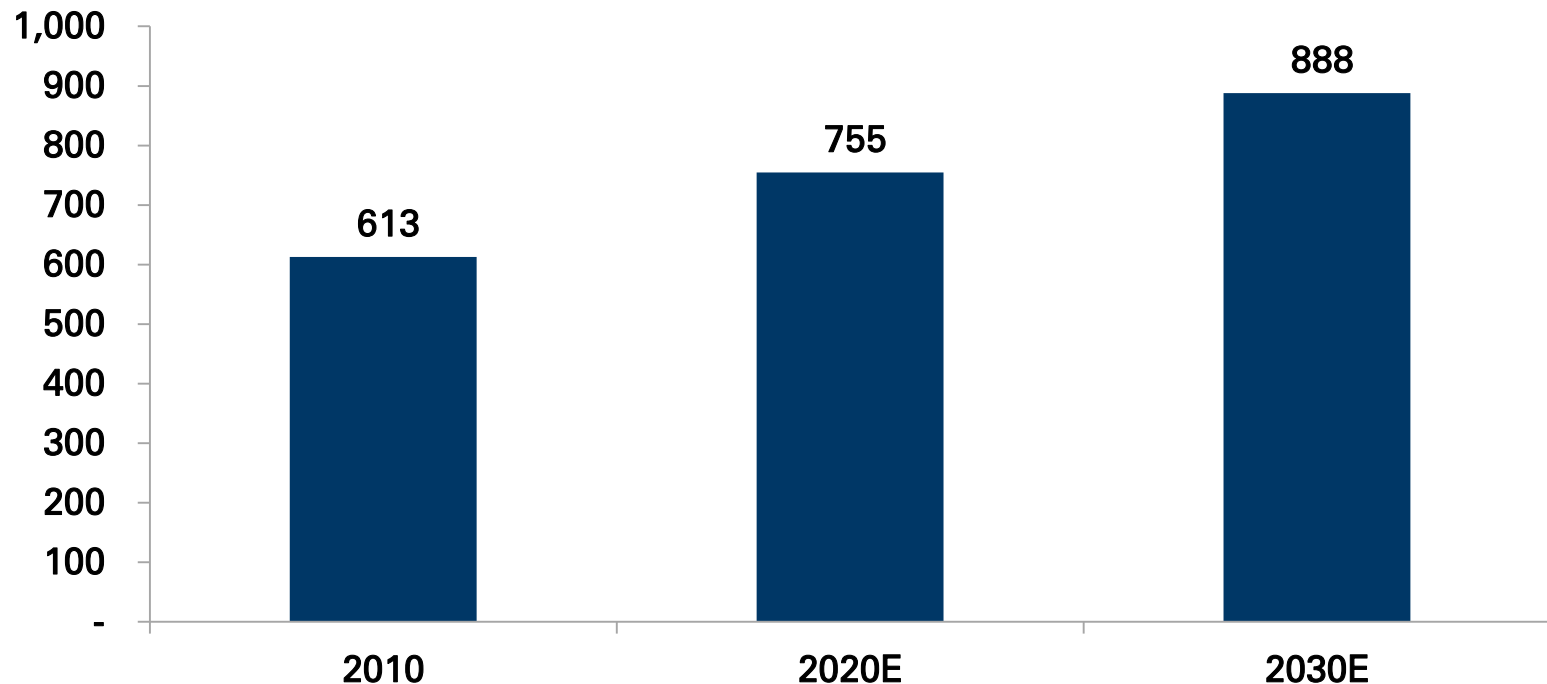
|                                             | FY2002 |       | FY2008 |       | FY2014 |
|---------------------------------------------|--------|-------|--------|-------|--------|
| Number of players                           | 12     |       | 18     |       | 24     |
| New business premium <sup>1</sup><br>(₹ bn) | 116    | 28.7% | 527    | -2.4% | 454    |
| Total premium (₹ bn)                        | 501    | 26.1% | 2,014  | 7.7%  | 3,141  |
| Penetration (as a % to GDP)                 | 2.1%   |       | 4.0%   |       | 2.8%   |
| Insurance density (₹)                       | 460    |       | 1,680  |       | 2,479  |
| Asset under management (₹ bn)               | 2,304  | 24.3% | 8,477  | 15.4% | 20,069 |

1. Retail weighted premium

Source: IRDA, Public disclosures, Life insurance council, Company estimates

# Fuelled by favourable demographics..

Population of age > 25 years (in mn)

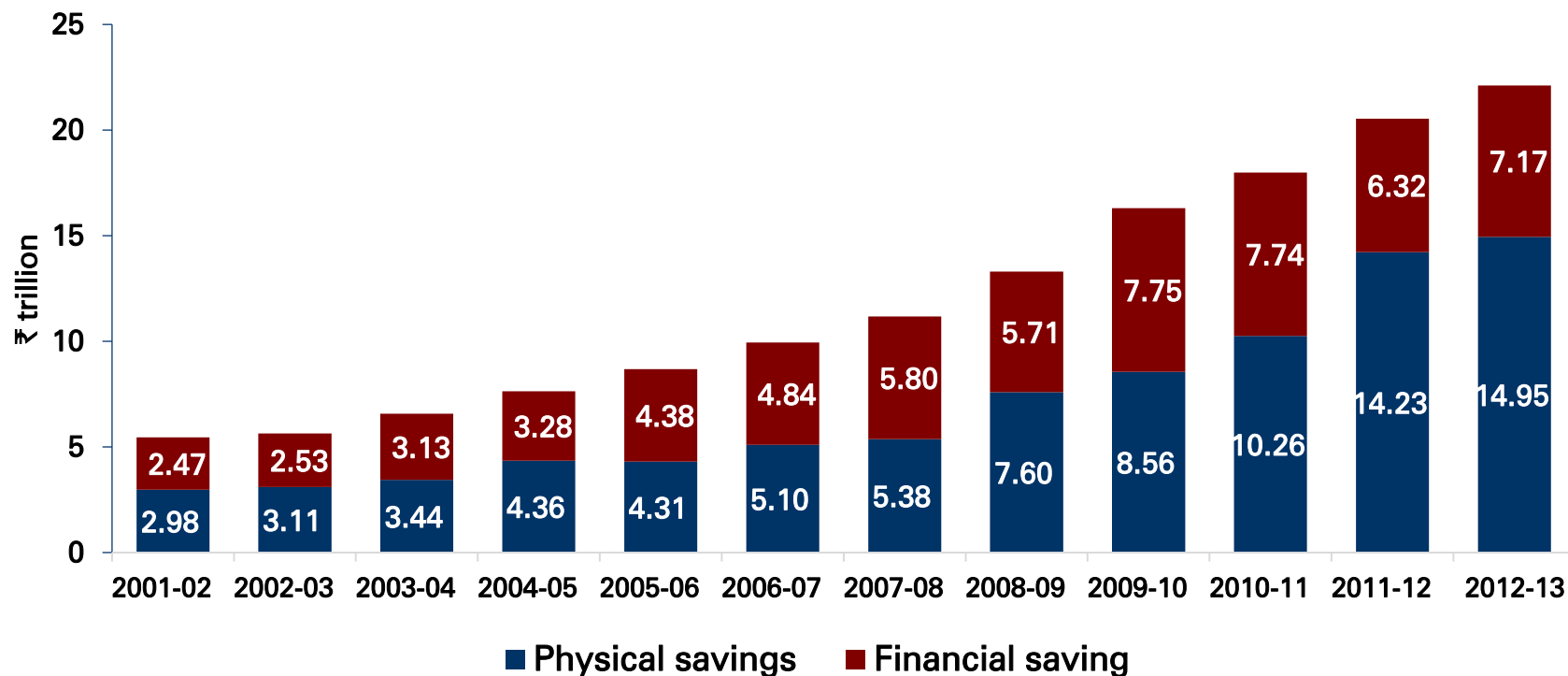


**Increase in target population with rising income levels**

Source: UN Population division's release: 'World Population Prospects- The 2012 Revision'

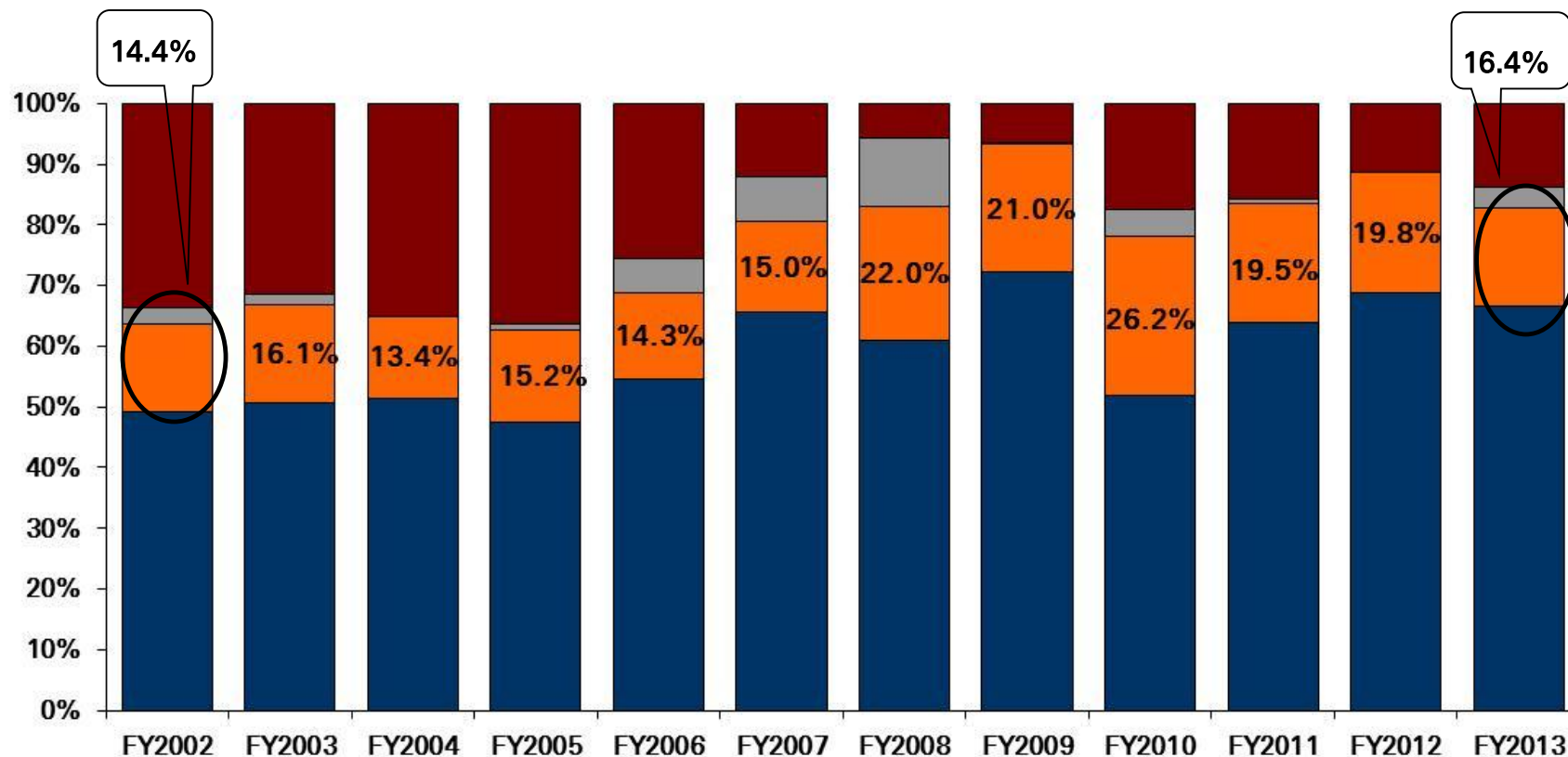
# ..High household savings

| Financial year          | 2002  | 2003  | 2004  | 2005  | 2006  | 2007  | 2008  | 2009  | 2010  | 2011  | 2012  | 2013  |
|-------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Financial savings / GDP | 10.5% | 10.0% | 11.0% | 10.1% | 11.9% | 11.3% | 11.6% | 10.1% | 12.0% | 9.9%  | 7.0%  | 7.1%  |
| Household savings / GDP | 23.2% | 22.3% | 23.2% | 23.6% | 23.5% | 23.2% | 22.4% | 23.6% | 25.2% | 23.1% | 22.8% | 21.9% |



Source: RBI, CSO

# Share of life insurance in financial savings



Distribution of financial assets

■ Currency & Deposits

■ Life Insurance Fund

■ Shares/ Debentures / MFS

■ Provident/ Pension Fund / Claims on Govt

Source: RBI

# Insurance market size

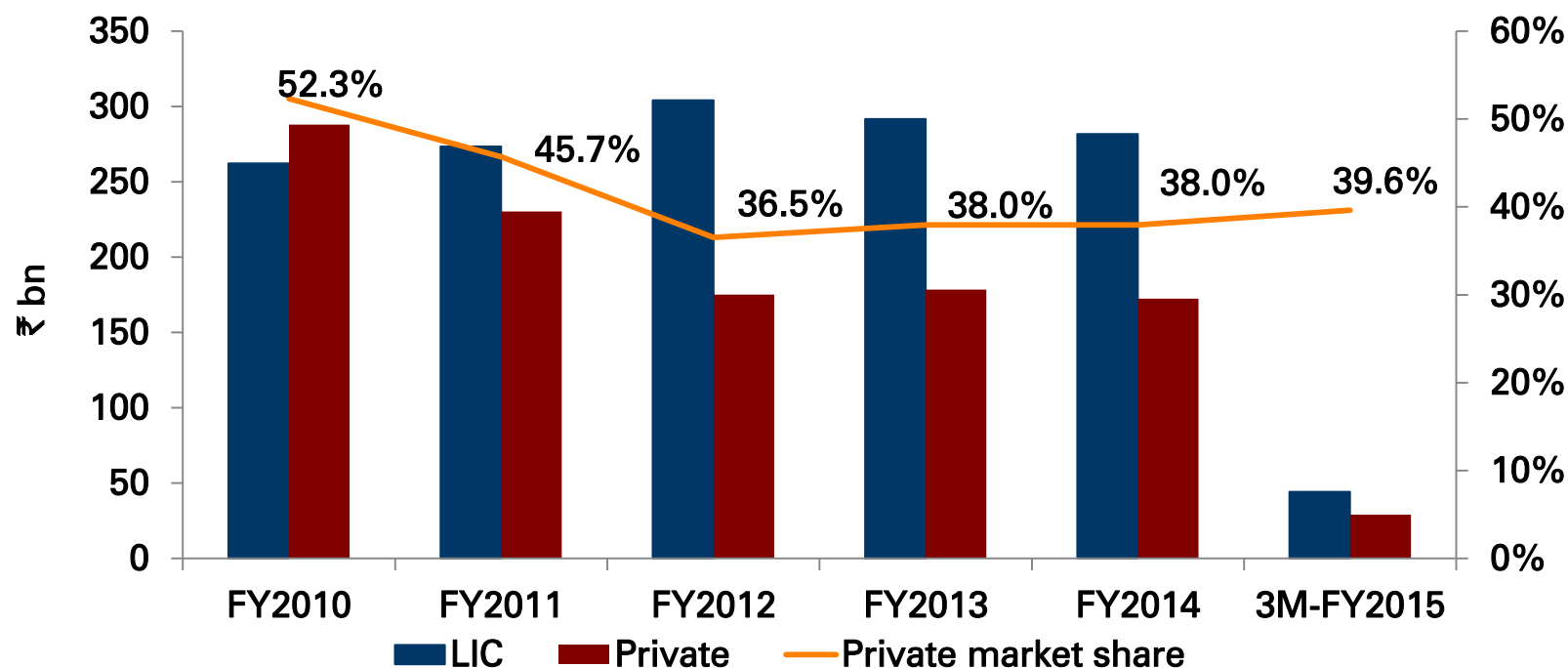
| Amounts in ₹ trillion   | FY 2002 |               | FY 2008 |               | FY 2013 |               | FY 2020E* |
|-------------------------|---------|---------------|---------|---------------|---------|---------------|-----------|
| Nominal GDP             | 23.48   | 13% CAGR<br>→ | 49.87   | 15% CAGR<br>→ | 101.13  | 15% CAGR<br>→ | 269.01    |
| Household savings       | 5.45    | 13% CAGR<br>→ | 11.18   | 15% CAGR<br>→ | 22.12   | 15% CAGR<br>→ | 58.84     |
| Gross financial savings | 2.86    | 18% CAGR<br>→ | 7.72    | 7% CAGR<br>→  | 10.97   | 15% CAGR<br>→ | 29.18     |
| Insurance               | 0.41    | 27% CAGR<br>→ | 1.70    | 1% CAGR<br>→  | 1.80    | 15% CAGR<br>→ | 4.78      |

**Significant opportunity at current savings rate**

Source: RBI, CSO  
\*Company estimates

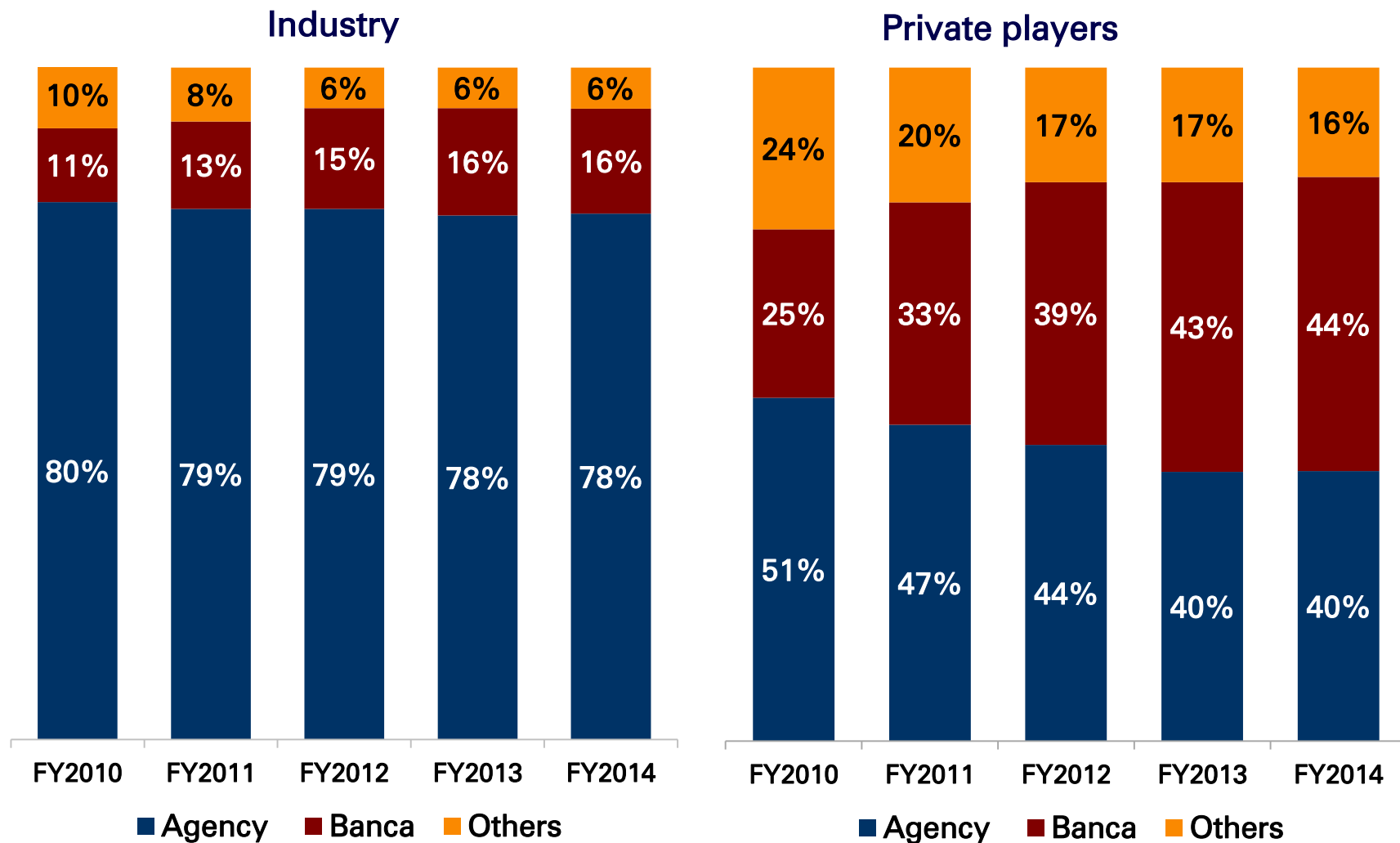
# Industry: New business premium<sup>1</sup>

| Growth   | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | 3M-FY2015 |
|----------|--------|--------|--------|--------|--------|-----------|
| Private  | 7.1%   | -20.0% | -23.9% | 1.9%   | -3.4%  | 14.4%     |
| LIC      | 29.3%  | 4.3%   | 11.2%  | -4.1%  | -3.4%  | 4.9%      |
| Industry | 16.7%  | -8.5%  | -4.8%  | -1.9%  | -3.4%  | 8.5%      |



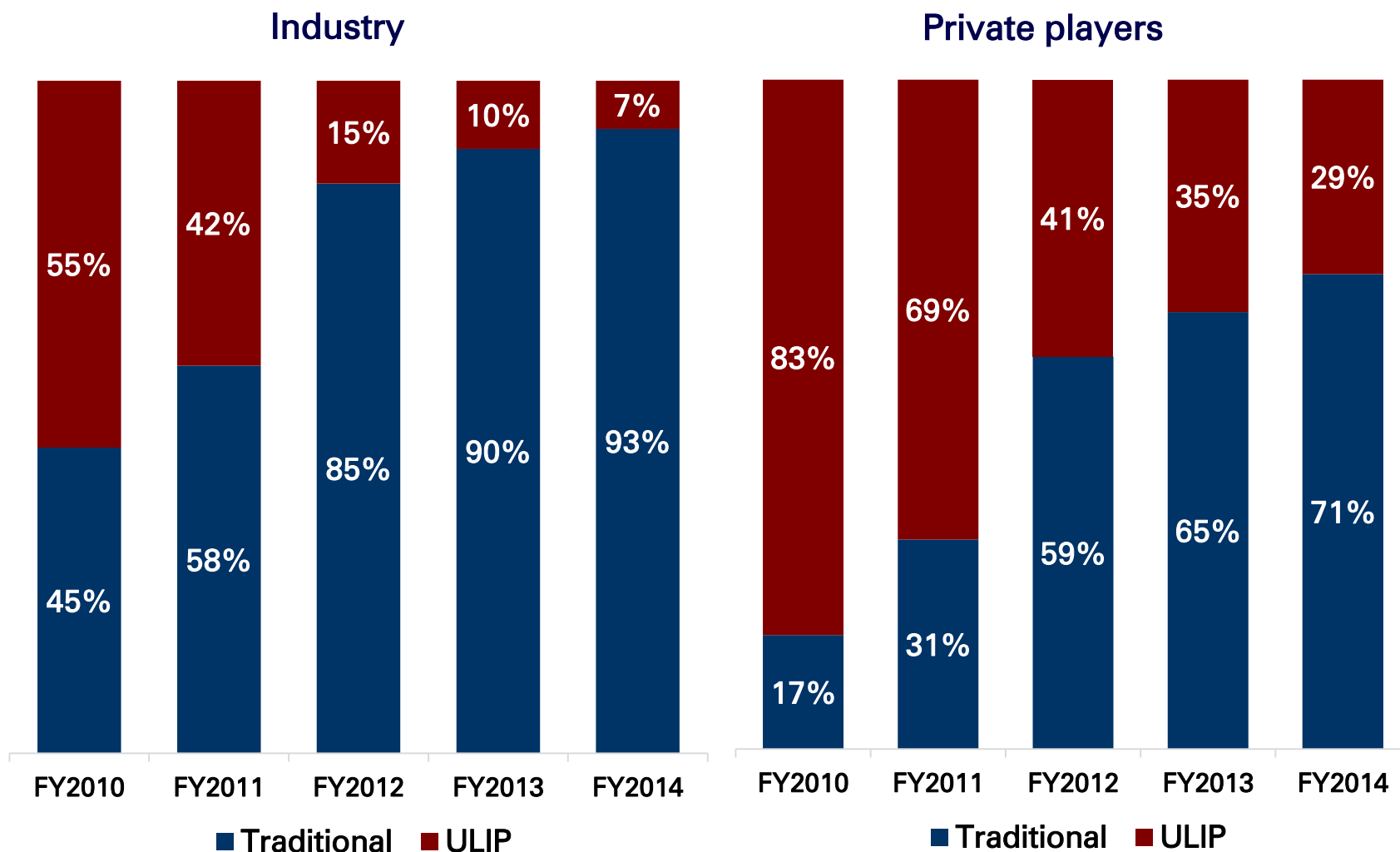
1. Retail weighted new business premium  
Source : IRDA, Life insurance council

# Channel mix<sup>1</sup>



1. Individual new business premium basis  
Source: IRDA, Public disclosures

# Product mix<sup>1</sup>



1. New business premium basis  
Source: IRDA, Life insurance council

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# Premium summary

| ₹ bn                        | FY2013 | 3M-FY2014 | FY2014 | 3M-FY2015 |
|-----------------------------|--------|-----------|--------|-----------|
| Retail new business premium | 34.20  | 4.80      | 34.32  | 6.49      |
| Retail renewal premium      | 80.55  | 13.47     | 81.00  | 14.86     |
| Group premium               | 20.63  | 2.67      | 8.97   | 2.09      |
| Total premium               | 135.38 | 20.94     | 124.29 | 23.44     |
| RWRP <sup>1</sup>           | 33.10  | 4.48      | 32.53  | 6.07      |

1. Retail weighted received premium

# Key parameters

| ₹ bn                                   | FY2013 | 3M-FY2014 | FY2014 | 3M-FY2015 |
|----------------------------------------|--------|-----------|--------|-----------|
| APE                                    | 35.32  | 5.41      | 34.44  | 6.59      |
| New Business Profit (NBP) <sup>1</sup> | 5.29   | 0.81      | 4.27   | 0.72      |
| Profit after tax                       | 14.96  | 3.64      | 15.67  | 3.82      |
| Solvency ratio (%)                     | 396    | 404       | 372    | 384       |
| Assets under management                | 741.64 | 748.40    | 805.97 | 861.10    |

1. Traditional Embedded Value basis, on medium term expense targets, post-tax basis

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# Key strategic objective

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- Enhance market leadership
- Provide superior value proposition to customers
- Strengthen multichannel distribution architecture
- Improve cost efficiency
- Improve persistency and control surrenders
- Target superior risk adjusted fund performance

**Robust risk management and control framework**

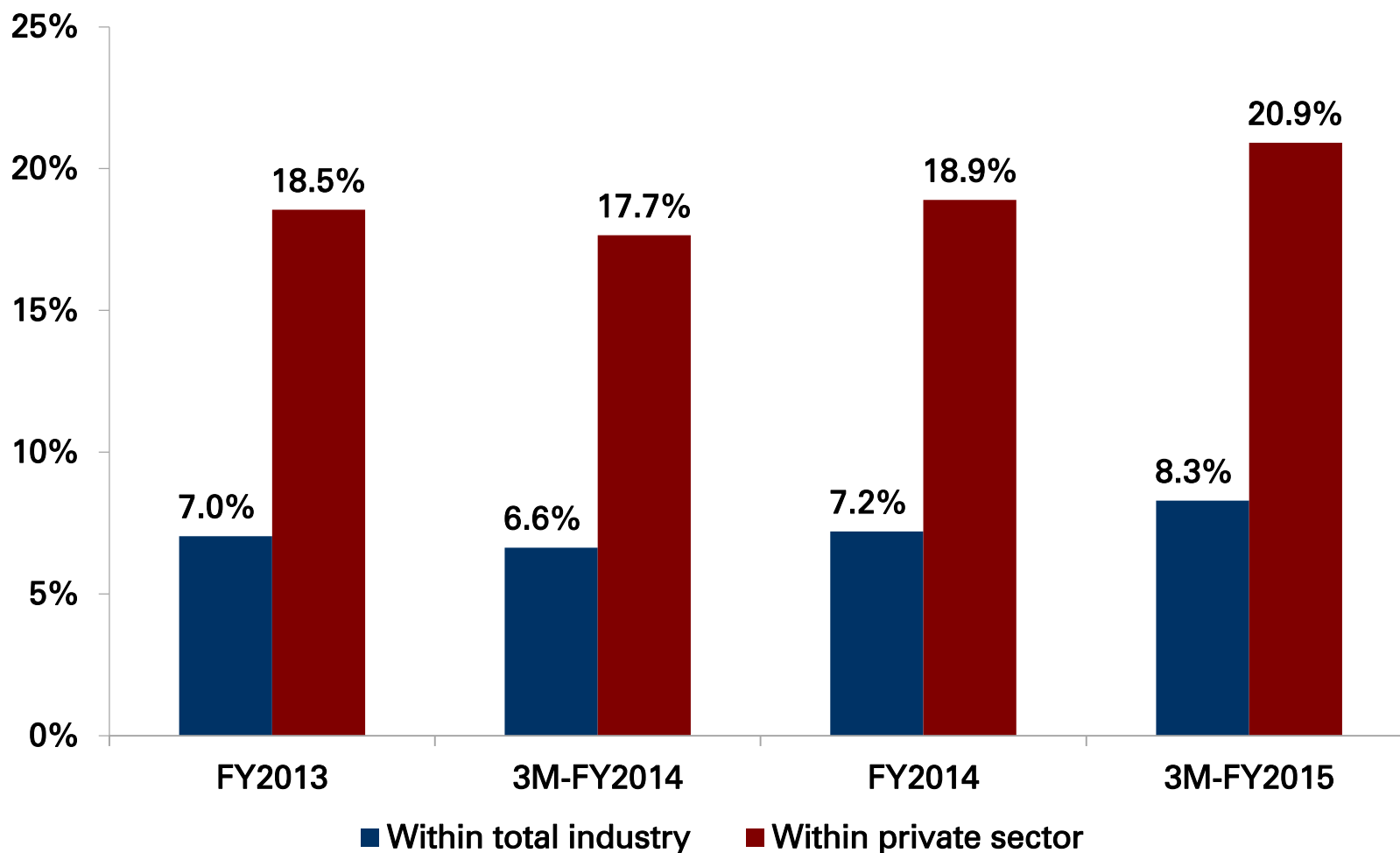
# Consistent leadership<sup>1</sup>

|   | FY2002                                                                              | FY2006                                                                              | FY2010                                                                              | FY2012                                                                               | FY2013                                                                                | FY2014                                                                                | 3M-FY2015                                                                             |
|---|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1 |    |    |    |    |    |    |    |
| 2 |    |    |    |    |    |    |    |
| 3 |    |    |    |    |    |    |    |
| 4 |    |    |    |    |    |    |    |
| 5 |   |   |   |   |   |   |   |
| 6 |  |  |  |  |  |  |  |

1. Retail weighted received premium (RWRP) basis

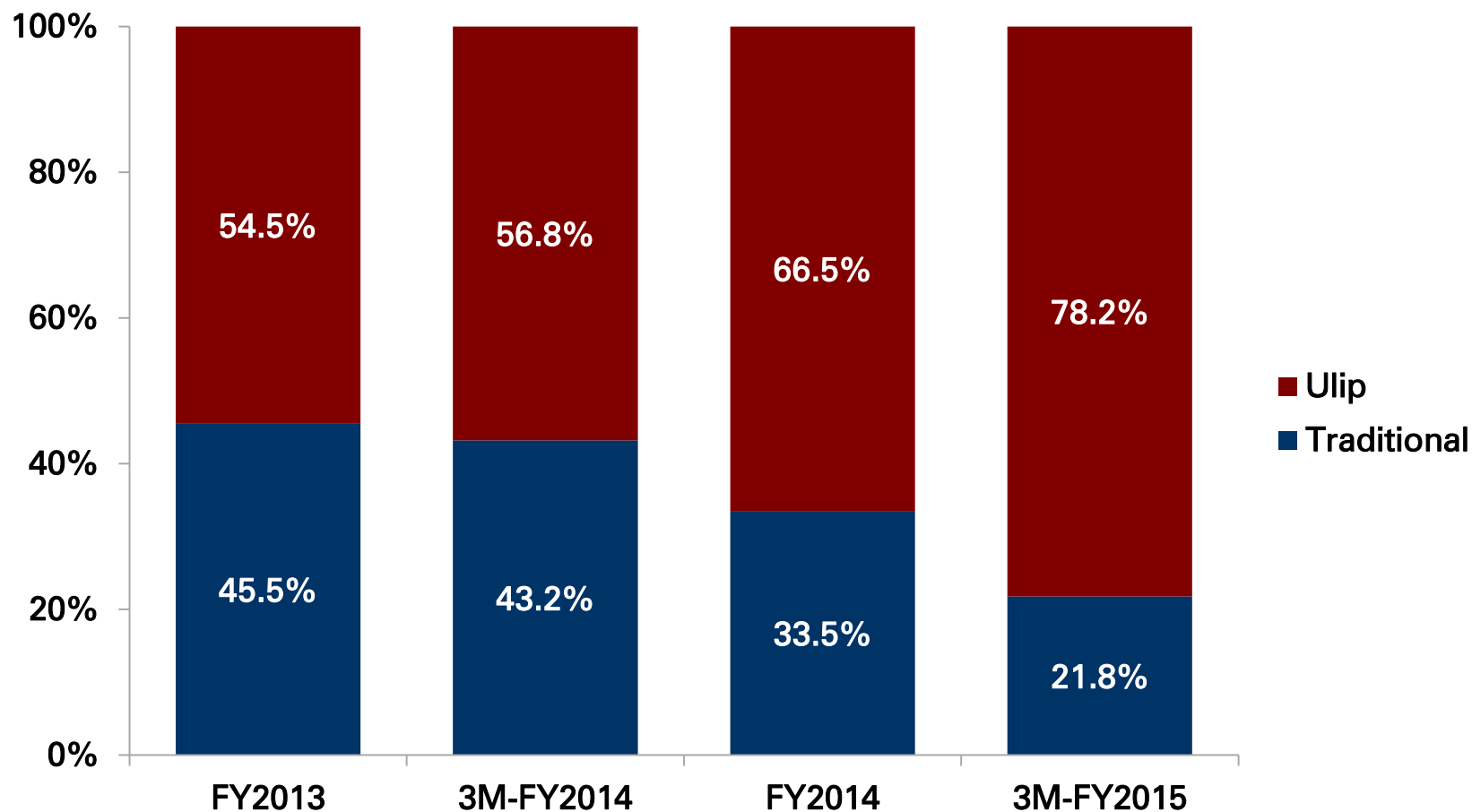


# Market share<sup>1</sup>



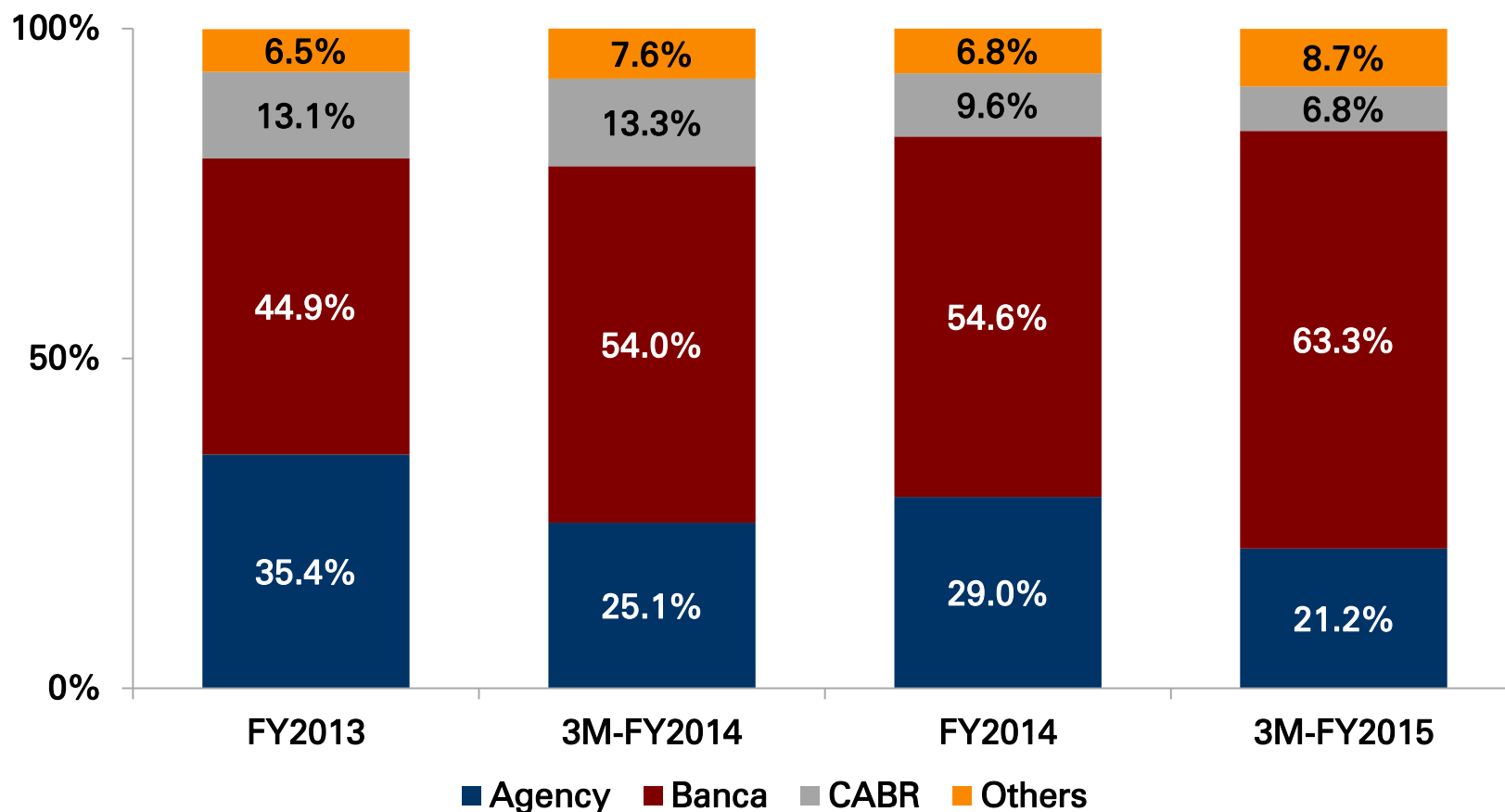
1. Retail weighted received premium (RWRP) basis  
Source: IRDA, Life insurance council

# Product mix<sup>1</sup>



1. Retail weighted received premium (RWRP) basis

# Distribution mix<sup>1</sup>

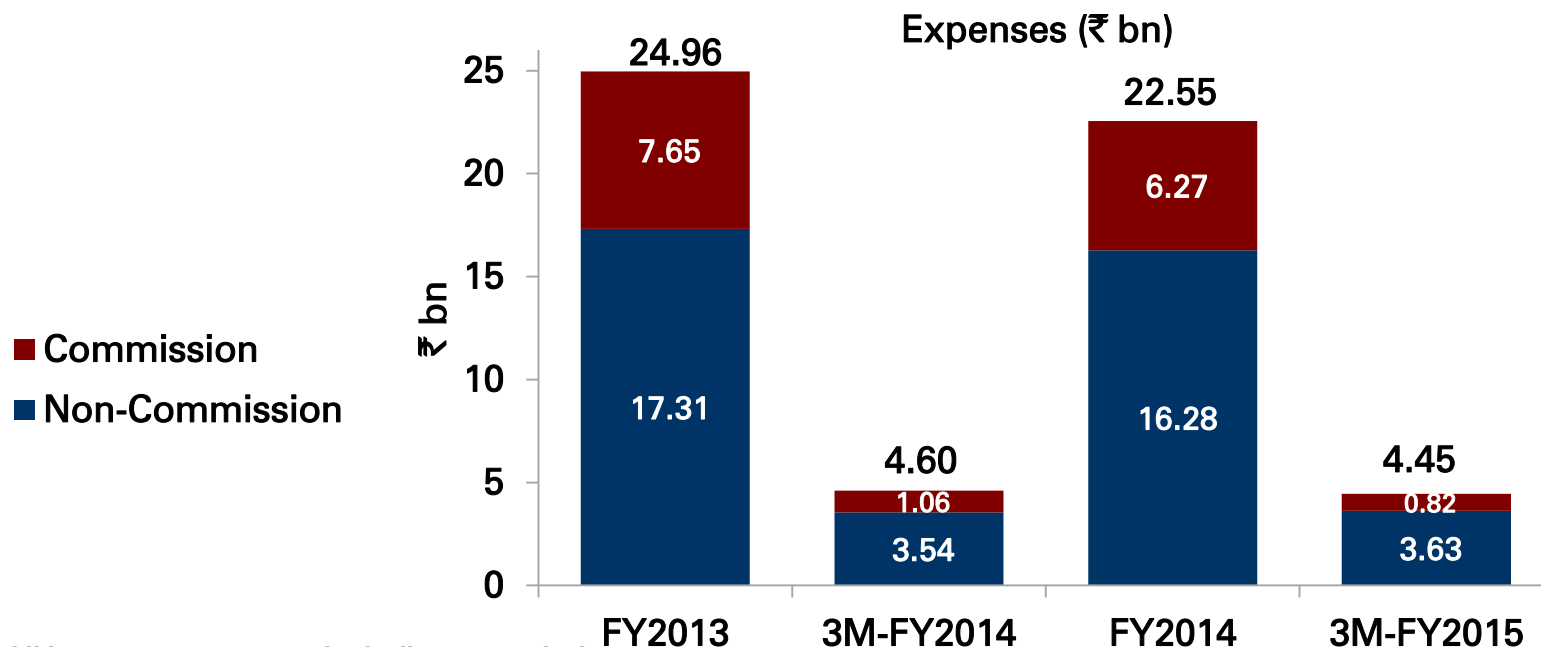


Multi channel distribution architecture

1. Retail weighted received premium (RWRP) basis

# Cost efficiency

| Ratios                           | FY2013 | 3M-FY2014 | FY2014 | 3M-FY2015 |
|----------------------------------|--------|-----------|--------|-----------|
| Cost to RWRP                     | 75.4%  | 102.8%    | 69.3%  | 73.3%     |
| Expense ratio (excl. commission) | 13.3%  | 17.8%     | 13.6%  | 16.6%     |
| Commission ratio                 | 5.9%   | 5.3%      | 5.2%   | 3.8%      |
| Total expense ratio              | 19.2%  | 23.1%     | 18.8%  | 20.4%     |



Cost: All insurance expenses including commission

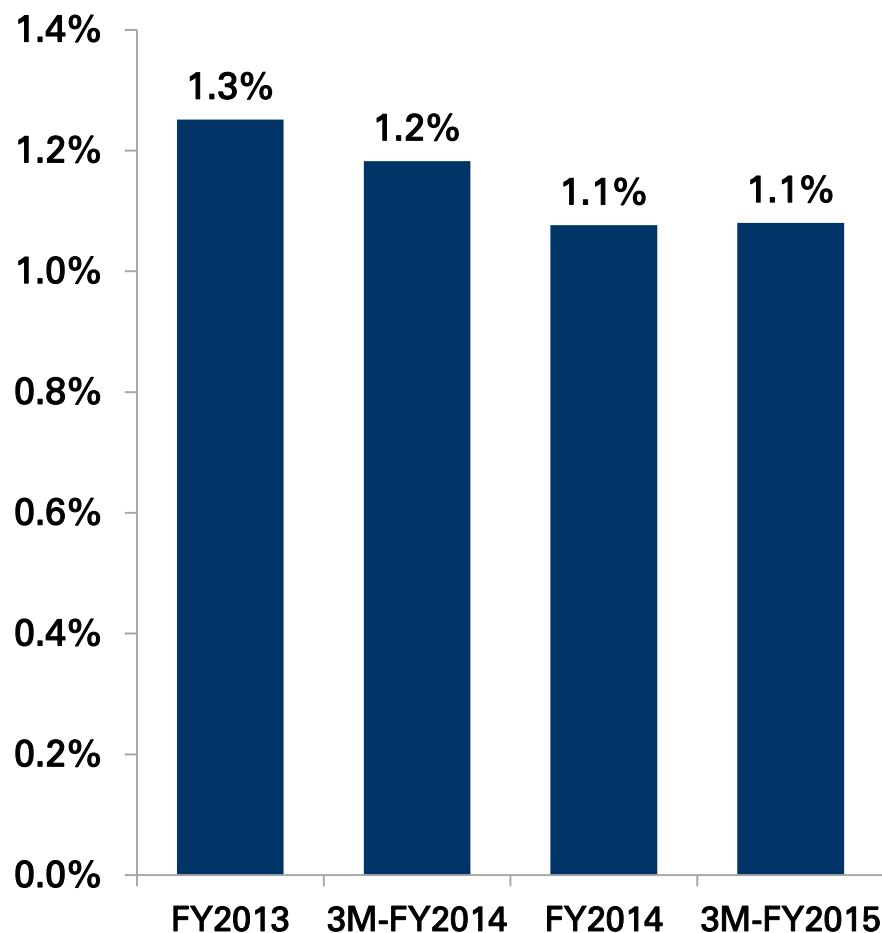
Expense ratio: All insurance expenses (excl. commission) / (Total premium – 90% of single premium)

Commission ratio: Commissions / (Total premium – 90% of single premium)

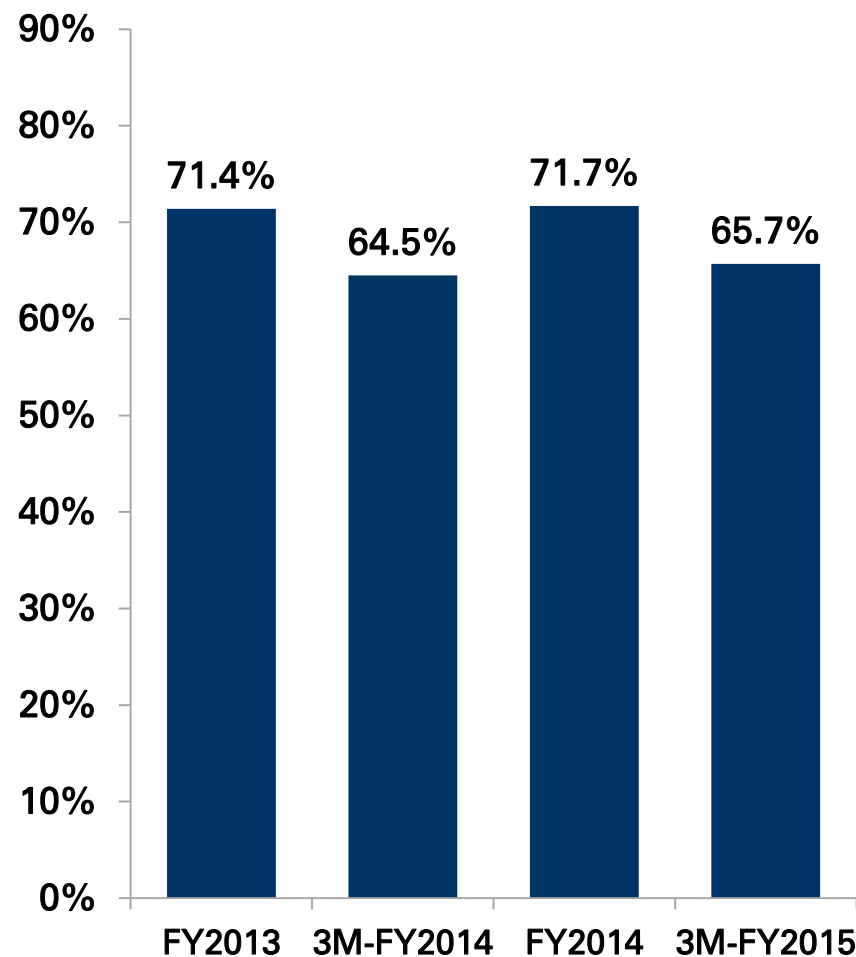
Total Expense ratio: All insurance expenses (incl. commission) / (Total premium – 90% of single premium)

# Customer retention

Surrenders<sup>1</sup> as % of average AUM



13<sup>th</sup> month persistency

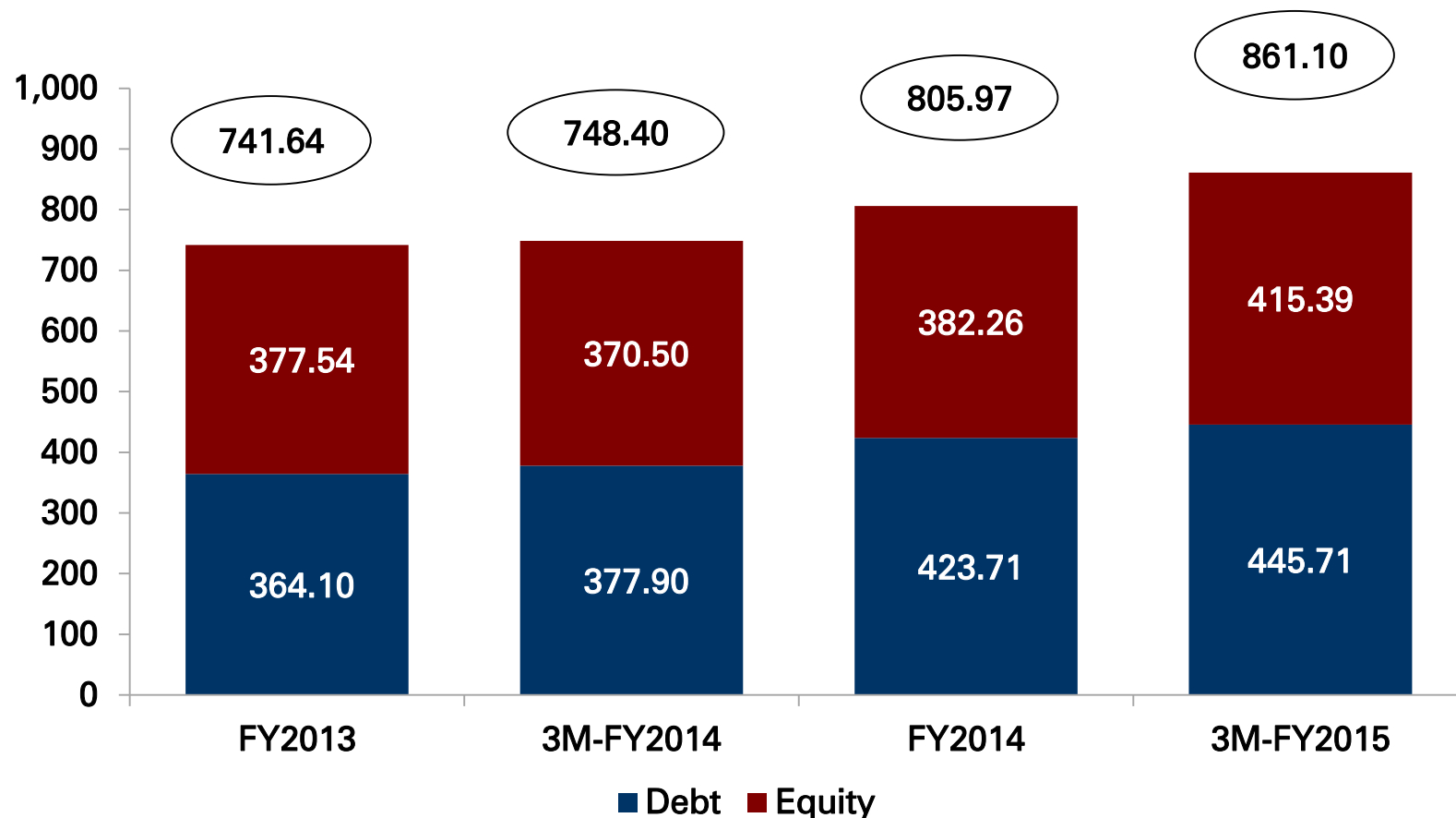


# Customer service: 3M-FY2015

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- 93% of the new business applications initiated using the digital platform
- 58% of renewal premium payment through electronic modes
- 66% of all service transactions processed through website and IVRS
- 92% of payouts through electronic mode
- Grievance ratio<sup>1</sup> stood at 228

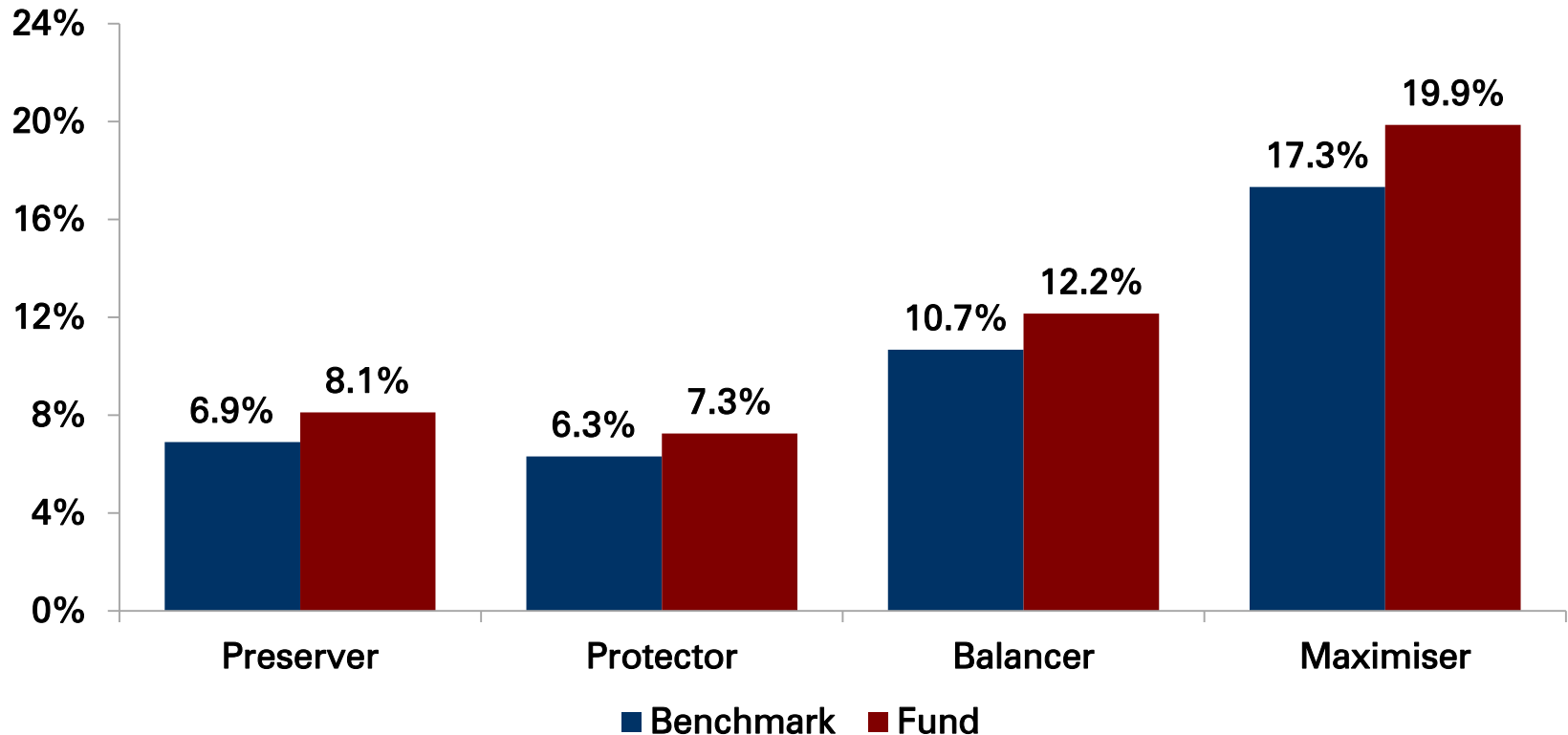
# Assets under management



Among the largest domestic fund managers

# Fund performance

## Fund performance since inception\*



**96% of the funds have outperformed benchmark since inception\***

### Inception Dates:

Preserver Fund: June 28, 2004; Protector Fund: April 2, 2002

Balancer Fund : April 2, 2002; Maximiser Fund: Nov 19, 2001

\* As on June 30, 2014

# Safe harbor

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Except for the historical information contained herein, statements in this release 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 risks detailed in the reports filed by ICICI Bank Limited, our holding company, with the United States Securities and Exchange Commission. ICICI Bank and we undertake no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.

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Thank you