

Ref. No.: LIC/SE/2023-24/74 Date: August 17<sup>th</sup>, 2023

To,

The Manager, Listing Department, BSE Limited, Phiroze Jeejeebhoy Tower, Dalal Street, Mumbai-400001

**Scrip Code: 543526** 

The Manager,
Listing Department,
The National Stock Exchange of India Ltd.,
Exchange Plaza, 5<sup>th</sup> Floor, Plot C/1,
G Block, Bandra Kurla Complex,
Mumbai-400051

Scrip Code: LICI

Dear Sir/Madam,

Sub: Schedule of Investors Meet - Intimation under Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we wish to inform that the Corporation will be attending '19th Annual Global Investor Conference (AGIC)' of Motilal Oswal Financial Services Ltd scheduled on 23<sup>rd</sup> August, 2023 at Grand Hyatt, Kalina.

A copy of the presentation is enclosed and the same is also available on the Corporation's website at <a href="https://licindia.in/web/guest/2023-24">https://licindia.in/web/guest/2023-24</a>.

This is for your information and dissemination.

Yours faithfully,

For Life Insurance Corporation of India

(Pawan Agrawal)
Company Secretary & Compliance Officer

केंद्रीय कार्यालय, ''योगक्षेम'', जीवन बीमा मार्ग, मुंबई - 400 021.



# **Corporate Presentation**

August 14th, 2023

### **Agenda**

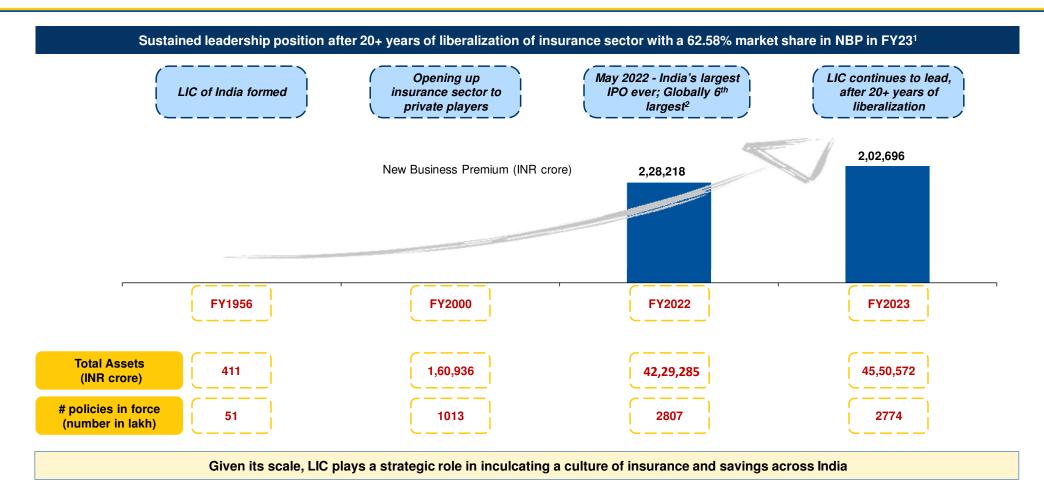


- I INTRODUCTION
- **II FINANCIAL AND BUSINESS HIGHLIGHTS**
- III PRODUCT, CUSTOMER FRANCHISE AND DISTRIBUTION REACH
- **IV ACTUARIAL METRICS**
- **V TECHNOLOGICAL AND DIGITAL INITIATIVES**
- **VI ESG INITIATIVES**
- **VII WAY FORWARD**
- **APPENDIX**
- (a) INDIAN INDUSTRY LANDSCAPE
- (b) FINANCIALS



### **An Illustrious Journey of 67 Years**

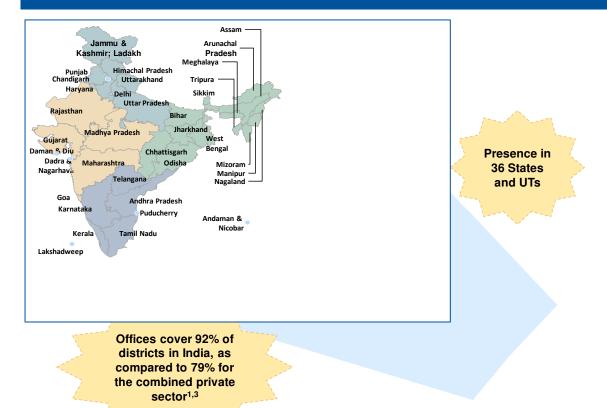




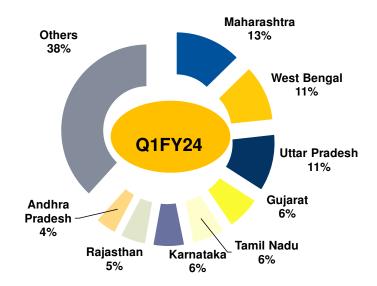
### **Deeply entrenched into Bharat**



#### Extensive domestic distribution network...



Breakup of our Business State wise<sup>2</sup>

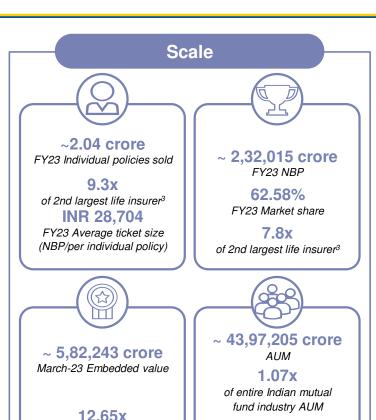


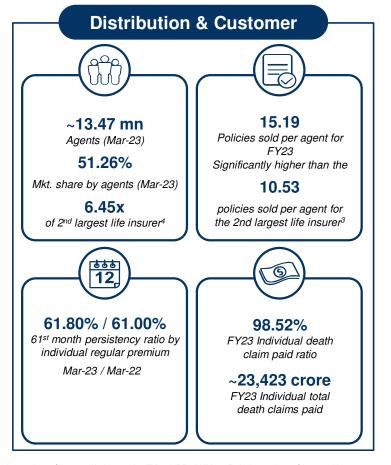
### **Unmatched Scale - Largest Life Insurer in India**

of 2nd largest life insurer3









Source: Corporation data; Standalone data for FY23 unless otherwise mentioned; Note 1. As of 12 Jun, 2023; 2 Swiss Re Sigma Apr 2022 Report; 3. Relative to the 2<sup>nd</sup> largest life insurer by FY23 NBP, AUM; 4. Relative to the 2<sup>nd</sup> largest life insurer by number of individual agents as of 31 Mar, 2023

14.31x

of 2nd largest life insurer3

### LIC - A Leader with Deep Competitive Moats



#### **Trusted brand**



Trusted brand and a customer centric business model

#### **Unmatched scale**



India's largest life insurer by GWP in the fast growing & underpenetrated life insurance sector

#### Customer Lifecycle product suite



Product mix that caters to diverse consumer needs, with increasing focus on nonparticipating policies

### Unrivalled distribution



Presence across India through an omni-channel distribution network with an unparalleled agency force

### Focus on technology



Deploying tech for smoother customer experience and to drive operating efficiencies

## Strong financial & investment track record



Largest asset
manager in India
with an
established track
record of
financial
performance &
profitable growth

### Strong risk controls



Robust risk
management
framework, and
recognized as a
Domestic
Systemically
Important Insurer

Brand LIC is the 14<sup>th</sup> strongest global insurance brand<sup>1</sup>, with ~277.4 mn Individual policies being serviced<sup>2</sup>, 88 mn lives covered under Group insurance

### Highly Experienced Management, Distinguished Board and **Strong Corporate Governance framework**







Shri Siddhartha Mohanty Whole-time Chairperson



Dr. M. P. Tangirala Government Nominee



Smt. Ipe Mini Managing Director



Shri M Jagannath Managing Director





**Shri Tablesh Pandey** Managing Director



Shri Sat Pal Bhanoo Managing Director



Dr. Ranjan Sharma Independent Director



Shri Vinod Kumar Verma Independent Director





Shri Anil Kumar Independent Director



Smt. Anjuly Chib Duggal Independent Director



Shri Gurumoorthy Mahalingam Independent Director



Shri Raj Kamal Independent Director





Shri Vankipuram Srinivasa Parthasarathy Independent Director



Shri Vijay Kumar Muthu Raju Paravasa Raju Independent Director



Shri Sanjeev Nautiyal Independent Director

Eminent board of directors and management team, with extensive experience in the life insurance industry, leading to a strong governance framework. 5 full time Directors and 9 Independent Directors ensuring a strong governance framework.

### **LIC – Group Structure**

**X%** - Shareholding purchased using shareholders' funds

**Y%** - Shareholding purchased using policyholders' funds



#### Foreign branches<sup>1</sup> **Subsidiaries Associates** Stake held (%) Stake held (%) Country **Entity Country Entity Country Entity** 7 Fiji Branch (1) 100.00% LIC Pension Fund Ltd. 45.24%<sup>3</sup> **Mauritius Branch** (1) 100.00% **5.38%**<sup>3</sup> **United Kingdom Branch** *99.66%*<sup>2</sup> **IDBI** BANK 49.24%4 **Equity Participation** 100.00% Stake held (%) Country **Entity** (1) **29.84%**<sup>4</sup> **IDBI Trusteeship Services Ltd** 10.21% 90.91% KENINDIA (1) 45.00% LIC MUTUAL FUND وفا للتأمير 4.98% *55.00%*

Source: Corporation data; Note: All data as of 30 June, 2023; 1 Foreign branches were set up by the Corporation and are not separate legal entities; 2 The Corporation's 99.66% shareholding in Life Insurance Corporation (International) B.S.C. Bahrain was purchased using a combination of shareholders' (94.40%) and policyholders' funds (5.60%); 3 LIC Housing Finance holds a 94.62% stake in LIC HFL Asset Management Company; 4 IDBI Bank holds a 54.70% stake in IDBI Bank Trusteeship Services

83.33%

49.00%

**LIC Mutual Fund** 

**Trustee Company Ltd** 

### **Awards & Accolades**





Source: Corporation data



### **Financial Performance FY 2022-23**



#### **Total Premium Income**

FY23 INR 4,74,005 cr

FY22 INR 4,27,419 cr



#### **Individual New Business Premium**

FY23 INR 58,757 cr

FY22 INR 54,960 cr



#### **Renewal Premium (Individual)**

FY23 INR 2,34,006 cr

FY22 INR 2,21,661 cr



#### **Total APE**

FY23 INR 56,682 cr

FY22 INR 50,390 cr



#### **Weighted Received Premium**

FY23 INR 35,605 cr

FY22 INR 32,518 cr



#### **Total Group Business Premium**

FY23 INR 1,81,242 cr

FY22 INR 1,50,798 cr



#### **Total Death Claim Paid**

FY23 INR 23,423 cr

FY22 INR 35,720 cr



#### **Claim Settlement Ratio Death**

FY23 98.52%

FY22 98.74%

#### **Maturity Claims Paid**

FY23 INR 1,85,044 cr

FY22 INR 2,05,527cr

Source Corporation data; % arrows represent change over FY22 to FY23 unless stated otherwise

### **Financial Performance FY 2022-23**



#### **Commission Ratio**

FY23 5.39%

FY22 5.54%



#### **Overall Expense Ratio**

FY23 15.53%

FY22 14.50%

#### **Profit After Tax**

FY23 INR 36,397 cr <sup>1</sup>

FY22 INR 4,043 cr



#### **Assets Under Management**

FY23 INR 43,97,205 cr

FY22 INR 40,84,833 cr



#### **Total Gross / Net NPA Ratio**

FY23 2.56% / NIL

FY22 6.03 % / 0.04%



#### **VNB** (Gross)

FY23 INR 11,553 cr

FY22 INR 9,920 cr



#### **Total VNB Margin (Net)**

FY23 16.2%

FY22 15.1%



#### **Embedded Value**

FY23 INR 5,82,243 cr

FY22 INR 5,41,492 cr



#### **Solvency Ratio**

FY23 1.87<sup>2</sup>



FY22 1.85

Source: Corporation data; % arrows represent change over FY22 to FY23 unless stated otherwise; Note 1. The Corporation has changed its accounting policy during the current year and accordingly has transferred an amount of Rs.27,24,075.30 lakhs (Net of Tax) pertaining to the accretion on the Available Solvency Margin from Non Par to Shareholder's Account due to which the Profit for the financial year ended as on 31/03/2023 has increased to that extent. The said amount comprises of Rs. 7,29,915.46 lakhs (Net of Tax) of quarter ended 31/03/2023, Rs. 15,39,928.96 lakhs (Net of Tax) up to 9 months ended 31/12/2022, and Rs. 4,54,230.88 lakhs (Net of Tax) of quarter ended 31/03/2022... 2. Before considering the proposed final dividend for FY23

### **Business performance parameters Q1FY24**



**Amount INR Crore** 

**Total Premium Income** 

Q1 FY24 INR 98,363Cr

Q1 FY23 INR 98,352 Cr

+ .01%

Market Share in Premium<sup>1</sup>

Q1 FY24 61.42 %

Q1 FY23 65.42%

-4.0 % (Absolute)

Individual New Business
Premium

Q1 FY24 INR 10,462 Cr

Q1 FY23 INR 10,938 Cr

-4.35%

Total Group Business Premium Q1 FY24 INR 35,590 Cr

Q1 FY23 INR 38,345 Cr

-7.19%

Renewal Premium (Individual)

Q1 FY24 INR 52,311 Cr

Q1 FY23 INR 49,069 Cr

+ 6.61%

Market Share in Policies<sup>1</sup>

Q1 FY24 67.17%

Q1 FY23 70.86%

-3.69% (Absolute)

### **Business performance parameters Q1FY24**



**Amount INR Crore** 

Weighted Received Premium

Q1 FY24 INR 6,321 Cr Q1 FY23 INR 6,595 Cr

-4.15 %

Total New Business Sum Assured Q1 FY24 INR 1,00,400 Cr

Q1 FY23 INR 1,19,933 Cr

-16.29%

Total Number of Death Claims (Individual)

Q1 FY24 1,88,080

Q1 FY23 2,11,342

- 11.01%

**Total APE** 

Q1 FY24 INR 9,532 Cr

Q1 FY23 INR 10,270 Cr

-7.19%

Total Number of Maturity Claims (Individual)

Q1 FY24 36,77,149

Q1 FY23 36,82,739

- 0.15%

Policies sold by BANCA & Alternate Channel

Q1 FY24 62,970

Q1 FY23 48,555

+29.69%

### Financial performance parameters Q1FY24



**Amount INR Crore** 

**Profit After Tax<sup>1</sup>** 

Q1 FY24 INR 9,543.71 Cr

Q1 FY23 INR 682.88 Cr

Claim Settlement Ratio
Death

Q1 FY24 93.77%

Q1 FY23 91.51%

+2.26% (Absolute)

Solvency

Q1 FY24 1.89

Q1 FY23 1.88

+0.01 (absolute) Yield on Investment (Policyholders Fund)

Q1 FY24 8.78%

Q1 FY23 7.74%

+1.04% (absolute)

Assets Under Management Q1 FY24 INR 46,11,066 Cr

Q1 FY23 INR 41,02,042 Cr

+12.41%

Yield on Investment (Shareholders Fund)<sup>1</sup>

Q1 FY24 6.64 %

Q1 FY23 7.05%

-0.41% (absolute)

Source Corporation Data. Without unrealized gains. Figures may not add up to total due to rounding off. 1 The Corporation had changed its accounting policy in September 2022 regarding transfer of amount (Net of Tax) pertaining to the accretion on the Available Solvency Margin from Non-Participating Policyholder's Account to Shareholder's Account and accordingly transferred total amount of Rs.27,24,075.30 lakhs (Net of Tax) during Financial Year 2022-23, which included Rs.4,14,877.76 lakhs (Net of Tax) pertaining to quarter ended 30/06/2022. An amount of Rs.27,49,153.63 lakhs (Net of Tax) has been transferred for the quarter ended 30/06/2023, due to which the Profit for the quarter ended 30/06/2023 is not comparable with the corresponding figures for the quarter ended 30/06/2022.

### **Performance ratios Q1FY24**



**Total VNB Margin Net** 

Q1 FY24 13.7%

Q1 FY23 13.6%

+0.1% (Absolute)

**Conservation Ratio** 

Q1 FY24 92.98%

Q1 FY23 97.99%

-5.01% (Absolute)

Total Gross NPA Ratio<sup>1</sup>

Q1 FY24 2.48%

Q1 FY23 5.84%

-3.36% (absolute)

Total Net NPA Ratio<sup>1</sup>

Q1 FY24 0.00%

Q1 FY23 0.00%

0.00% (absolute)

**Overall Expense Ratio** 

Q1 FY24 12.85%

Q1 FY23 14.59%

-1.74% (absolute)

**Commission Ratio** 

Q1 FY24 5.19%

Q1 FY23 5.14%

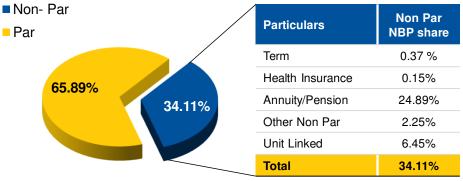
+0.05% (absolute)

### **Focus on Increasing Share of Non-Par Products**

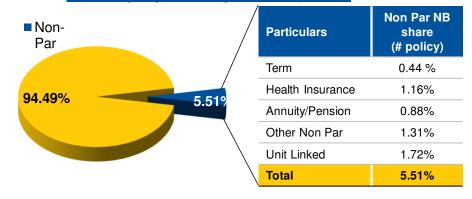


#### **Breakup of Individual New Business**

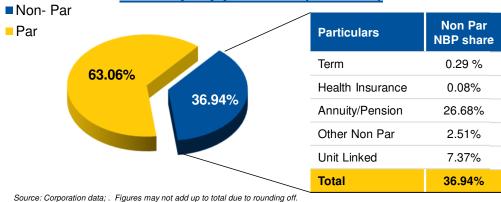
## **Breakup by premium (FY23)**



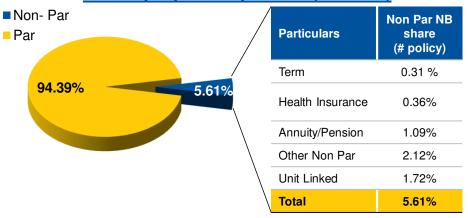
#### Breakup by no. of policies (FY23)



#### **Breakup by premium (Q1FY24)**



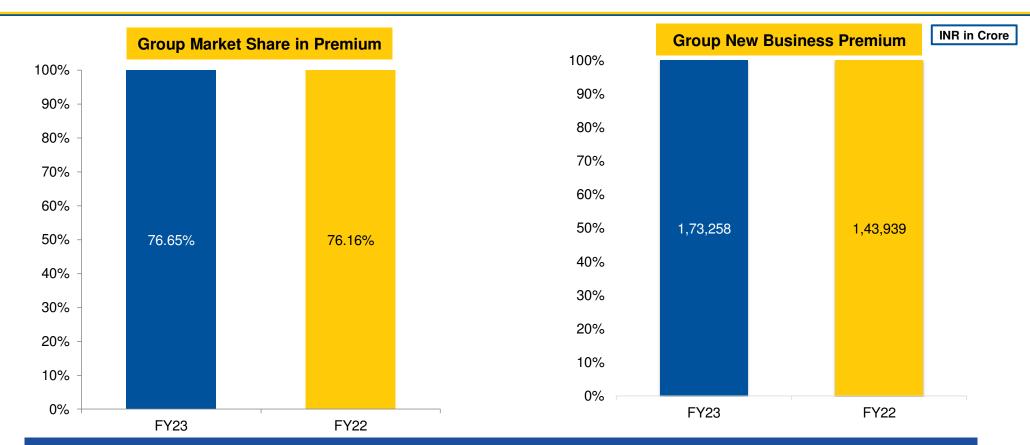
#### Breakup by no. of policies (Q1FY24)



### **Group business segment**



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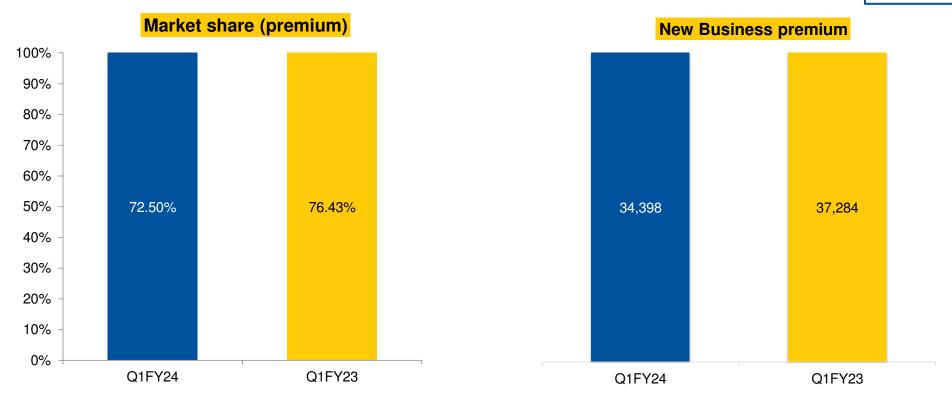
**Growth – 20.37% YoY basis in Group new business premium.** 

Source: Corporation data

### **Group business segment**



INR in Crore



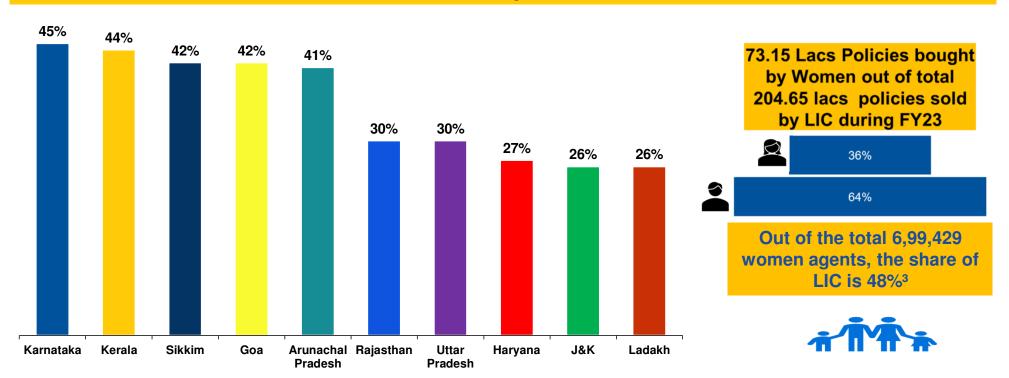
Growth (-) 7.74% YoY basis in Group new business premium

### Share of women in policies issued



#### Rising Share of women in policies sold<sup>1</sup>

In 16 States/UTs, the share in number of policies bought by women to the total policies sold was higher than the all-India average of 34.7%<sup>2</sup>



### **Progress on various initiatives – FY23**

LIC's







Modification of Products for increasing persistency

SPECIALLY FOR WOMEN



Increase in Non Par Business on APE basis



Focus on Banca and Alternate Channel



**Digital Initiatives** 

Individual business share of Non Par moved to 8.89% for FY23 as against 7.12% for FY22.

It signifies our gradual and consistent move to diversifying our product mix aimed at increasing Non Par business share.

Consistent improvement in Banca and Alternate channels share in business from 2.92% for FY22 to 3.44% for FY23 in terms of premium.



More than 8 lakhs policies completed through Atma Nirbhar Agent New Business Digital APP

Number of e-Policies issued during FY23 1,96,77,839

Real time 24/7 online proposal deposit creation through payment gateway aggregator has been facilitated



Source: Corporation Data as on 31.03.2023



### Cross cyclical and comprehensive life insurance solutions



#### **Comprehensive Product Portfolio**

- **16** Participating products
- 20 Non Participating Products (Including three Annuity Products)
- 11 Group products (incl. one credit life and one annuity product)<sup>1</sup>
- 8 Riders

LIC's Group Post-Retirement Medical Benefit and LIC's Dhan Vriddhi introduced in Q1FY24

Source: Corporation data as on 30 June, 2023, 'excluding government run schemes such as 1. Pradhan Mantri Jan Dhan Yojana, 2. Aam Admi Bima Yojana, 3. Pradhan Mantri Shram Yogi Maan-dhan Yojana 4. Pradhan Mantri Kisan Maan-dhan Yojana, 5. Pradhan Mantri Laghu Vyapari Maan-dhan Yojana. 6. PMVVY.

### **Our Products Designed to Suit Customer Life Cycle**



### **Participating Products**



LIC's

NEW ENDOWMENT PLAN



LIC's

Money Back Policy for Children

eevan













**Non-participating Products** 





















Product list is indicative and not exhaustive.



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### **Enhancing focus on building Omni-channel distribution network**

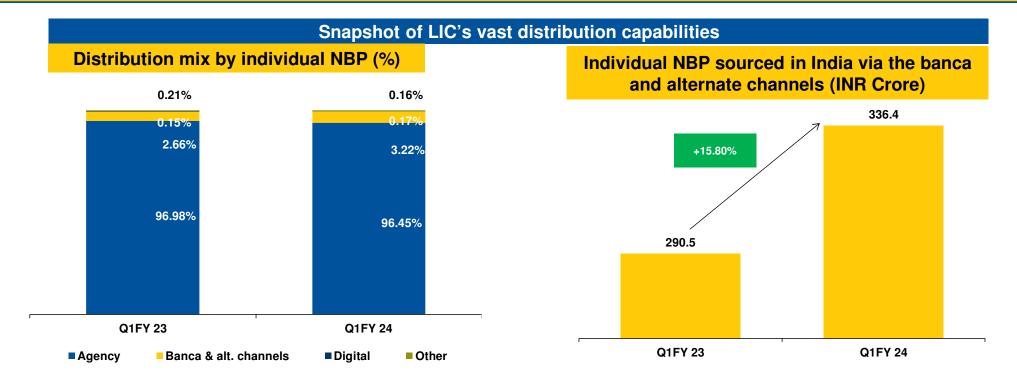


Snapshot of LIC's vast distribution capabilities			
13.43¹ lacs	Agents exclusive to LIC	40,5933	Premium points +2,713 MICRO Insurance Premium Points
149 <sup>2</sup>	Corporate Agents	293	Brokers
125	Insurance Marketing Firms	36 States & UTs	Covering 92% districts vs 79% combined for sector (ex-LIC) <sup>4</sup>
19,230	Total Micro-insurance agents	3,632	Branch and satellite offices
80	Bancassurance partnerships	13%	Single state concentration  → geographically diversified

Massive Distribution Network spread across India capable of delivering multi-fold growth

### **Enhancing focus on building Omni-channel distribution network**





The agency channel is considered the bedrock of distribution for most life insurers globally

Source: Corporation Data. 27

### Feet on Street – LIC's Core Distribution Strength





### 1.85% Employees CO 8 Zonal 3.06% Employees Office 113 Divisional Office 14.38% Employees 2,048 Branch Office 80.71% Employees Satellite Offices 1,584 Mini Offices 1,169 **Total Agents** 13.43 lacs

95.09% of Total employees are deployed at Divisional and Branch Office to look after operational activities

#### **Agents Training Infrastructure**



74k agents trained in Q1FY24: 3,191 Agents fulfilling MDRT criteria<sup>1</sup>

### Agents' training







20,527 Agents fulfilling the MDRT criteria<sup>1</sup>



76.81% Agents recruited within the 18-40 years age group



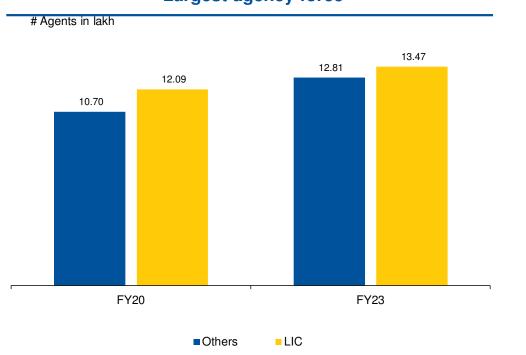
51.26% Market share by number of agents

Producing highest number of MDRTs through recruitment of millennial generation & massive training

### **Robust agency force**







Agent Age
~73% agents >35 years

Higher Vintage:
58% > 5 Years

LIC has dominant agency force – 50% plus of life insurance Industry.

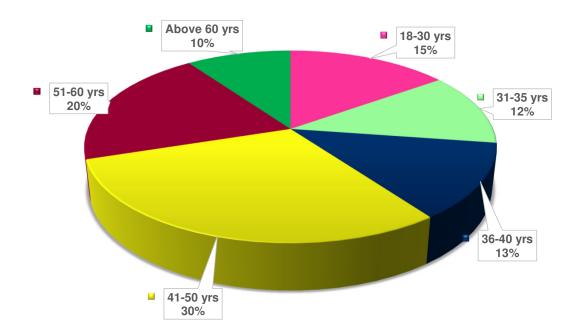
Source: Corporation data and life council data as on 30.06.2023;

# Exclusive agency network well trained leading to highest productivity

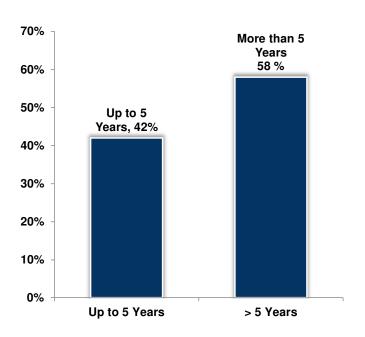


### Loyal agency network with a mix of youth and experienced professionals

#### Mix of agents by age group



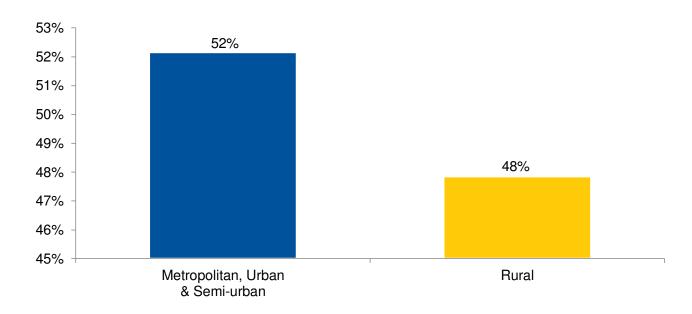
#### Mix of agents by tenure



### Differentiated business model with deep competitive moats



#### Geographic distribution of individual agents (%)



PAN India presence of Agents which shows our feet on street

### Customer care – at our core philosophy



- Settled total death claims of Rs. 23,423 crore in FY23 as against Rs. 35,720 crore in FY22.
- Claim settlement ratio (Death) in FY23 is 98.52% by number as against 98.74% in FY22.
- ❖ The number of policyholders complaints per 10,000 policies sold in FY23 is 39.83.
- Repudiated claim ratio for FY23 is 0.87%1.
- 55 Lacs plus queries resolved through call center/IVRS in FY23.

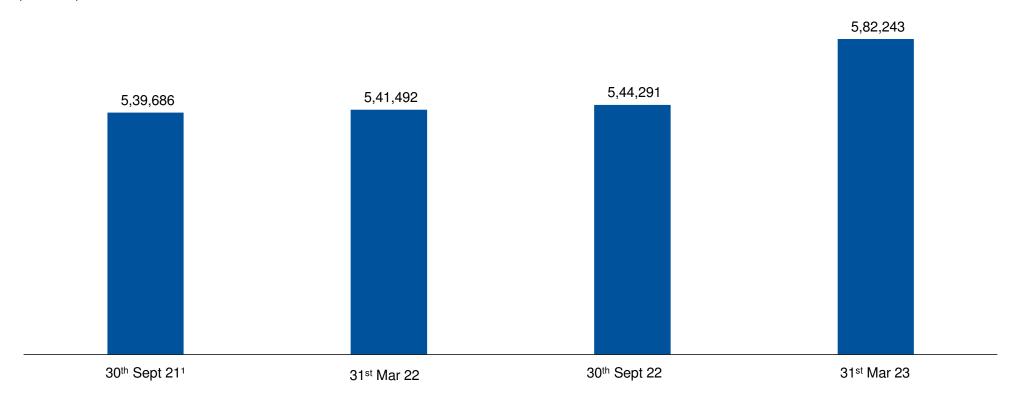
Trust of customers gained by consistently high delivery standard.



### **Indian Embedded Value (IEV)**



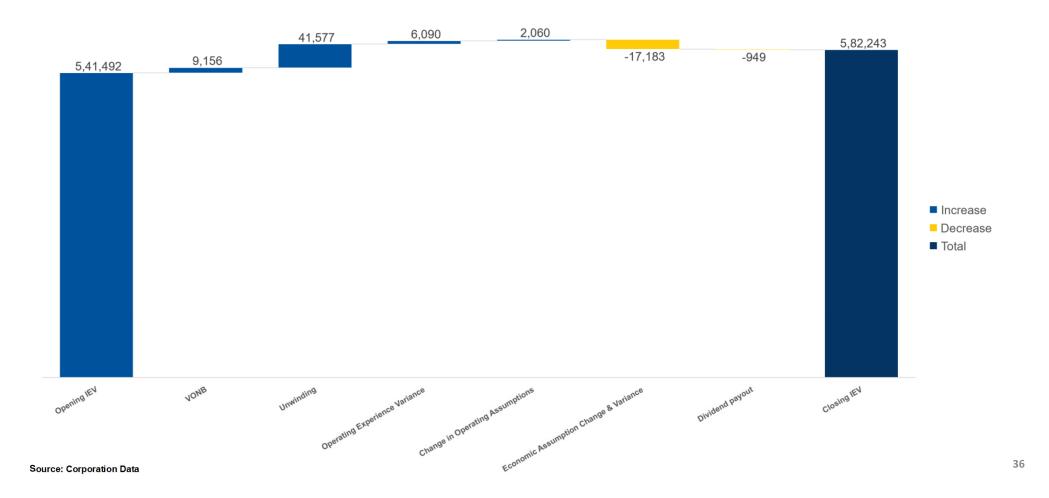
Embedded Value (INR Crore)



Source: Corporation data,; Note 1. Milliman Report, IEV as on 30 Sep 2021 includes bifurcation impact of INR 3,74,172 crore.

## Indian Embedded Value (IEV) walk - March 2022 to March 2023





## **Build up of Embedded Value**



		INR in Crore
Components	March 2022	March 2023
A. Free surplus (FS)	10,527	36,403
B. Required Capital (RC)	-	9,712
C. Adjusted Net Worth (ANW) (C=A+B)	10,527	46,115
D. Present value of future profits (PVFP)	5,47,724	5,53,480
E. Time Value of financial options and guarantees (TVFOG)	(2,076)	(2,629)
F. Frictional Cost of required capital (FC)	-	-
G. Cost of residual non-hedgeable risks (CRNHR)	(14,682)	(14,703)
H. Value of in-force (VIF) Business ( H=D+E+F+G)	5,30,966	5,36,128
I. Indian embedded value (IEV) (I=C+H)	5,41,492	5,82,243

Source: Corporation data. Figures may not add up due to rounding.

## **Analysis of movement in IEV**



Components	FY 2023 (INR in Crore)
Opening IEV	5,41,492
Expected return on Existing Business	
At Reference Rate	23,150
At Expected 'real – world' return in excess of Reference rate	18,427
Operating assumptions change	2,060
VoNB added during the period	9,156
Operating Experience Variance- Persistency	4,578
Operating Experience Variance- Expenses	(1,009)
Operating Experience Variance- Mortality and Morbidity	383
Operating Experience Variance- Others	2,138
IEV Operating Earnings (EVOP)	58,882
Economic Assumptions Changes and economic variances	(17,183)
IEV Total Earnings	41,699
Capital Contributions/dividends paid out	(949)
Closing IEV	5,82,243

Source: Corporation data. Figures may not add up to total due to rounding.

## **Sensitivity analysis**



Sensitivity – S	cenarios	Change in Indian Embedded Value	Change in New Business Margin (Percent)
For the Year E	nd	3/2023	3/2023
Base results (I	NR in Crore)	5,82,243	16.2%
Reference	An increase of 100 bps in the reference rates	(0.2%)	2.6%
rates	A decrease of 100 bps in the reference rates	(0.0%)	(3.8%)
Acquisition	10% increase in acquisition expenses	Not applicable	(0.3%)
expenses	10% decrease in acquisition expenses	Not applicable	0.3%
Maintenance	10% increase in maintenance expenses	(0.4%)	(0.5%)
expenses	10% decrease in maintenance expenses	0.4%	0.5%
Develotore	10% increase in discontinuance rates	(0.3%)	(0.5%)
Persistency	10% decrease in discontinuance rates	0.3%	0.5%
Mortality/	5% increase (multiplicative) in the mortality/ morbidity rates	(0.1%)	(0.0%)
Morbidity	5% decrease (multiplicative) in the mortality/ morbidity rates	0.1%	0.0%
Taxation	Assumed tax rate increased to 25%	(11.7%)	(2.6%)
Equity	Equity values decrease by 10%	(7.0%)	(0.1%)
Source: Corpora	tion data		19

## **Annualized Premium Equivalent (APE)**



**INR Crore** 

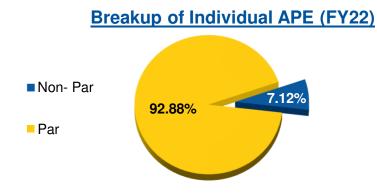
	Line of Business	FY22	FY23	Year on Year Growth	Q1FY23	Q1FY24	Year on Year Growth
Α	Individual Par	33,040	35,231	6.63%	5,950	5,342	(-) 10.22%
В	Individual Non Par	2,532	3,436	35.70%	500	608	21.6%
С	Total Individual (A+B)	35,572	38,667	8.70%	6,450	5,950	(-) 7.75%
D	Group	14,818	18,015	21.57%	3,819	3,582	(-) 6.21%
E	Total APE (C+D)	50,390	56,682	12.49%	10,270	9,532	(-) 7.19%

Source Corporation data; Figures may not add up to total due to rounding off

## **Focus on Increasing Share of Non-Par Products**

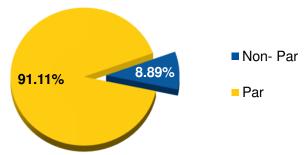


#### Rising share of Non-Par in Individual APE<sup>1</sup>

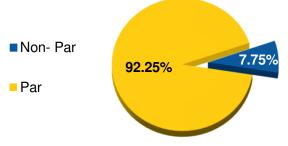




### **Breakup of Individual APE (FY23)**

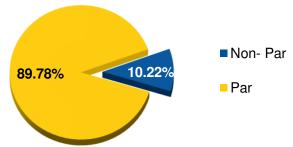








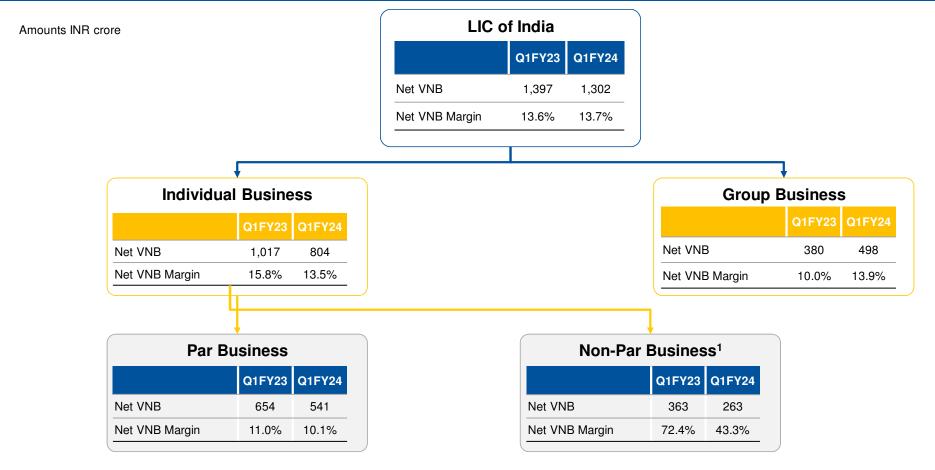
#### **Breakup of Individual APE (Q1FY24)**



Source: Corporation data; 1. Within India Business

## **Value of New Business (VNB)**

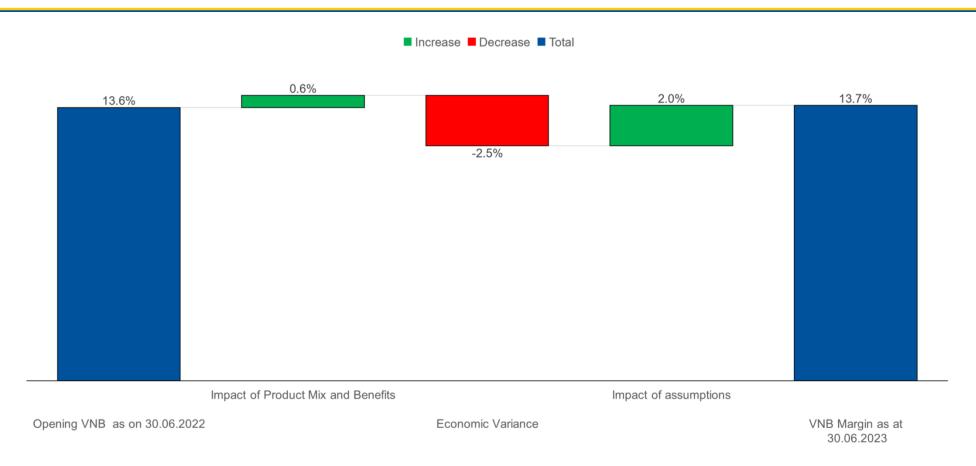




Source: Corporation data; Note 1. Including Unit Linked

### VNB Walk Q1FY23 to Q1FY24



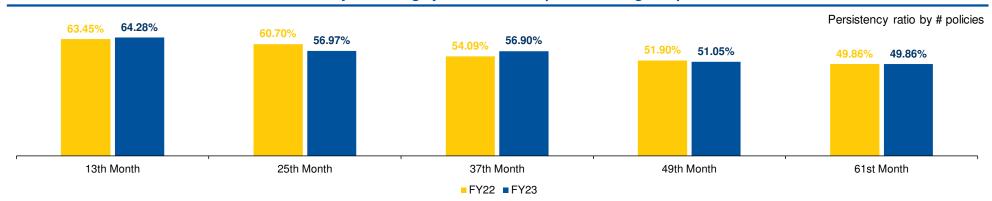


Source: Corporation Data

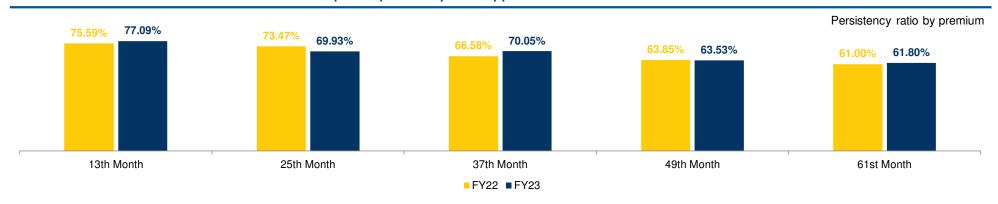
## **Improvement in Persistency Ratios**



#### Persistency ratios largely maintained despite increasing competition



#### Uptick in persistency ratios by premium seen on overall basis

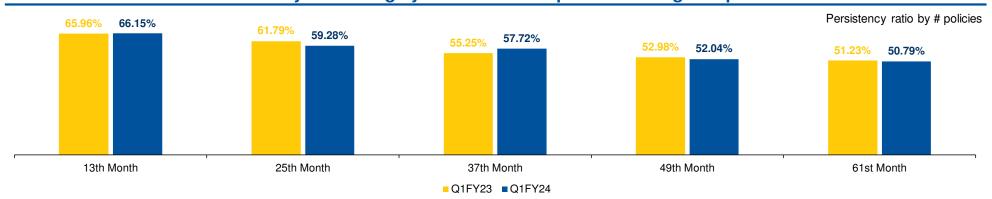


Source Corporation data as per IRDAI guidelines

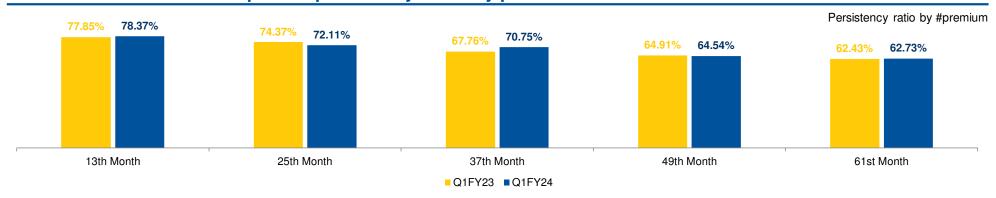
## **Improvement in Persistency Ratios**



#### Persistency ratios largely maintained despite increasing competition



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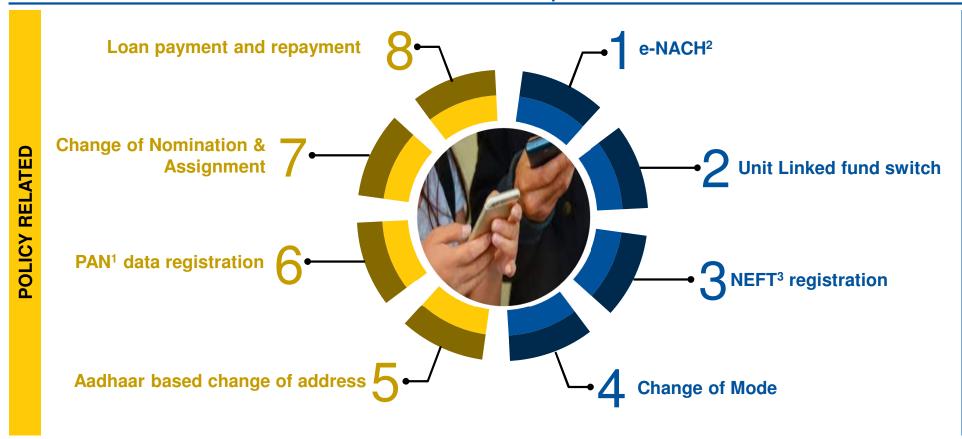
Source Corporation data as per IRDAI guidelines



## **Strengthening Digital Process – Customer Service**



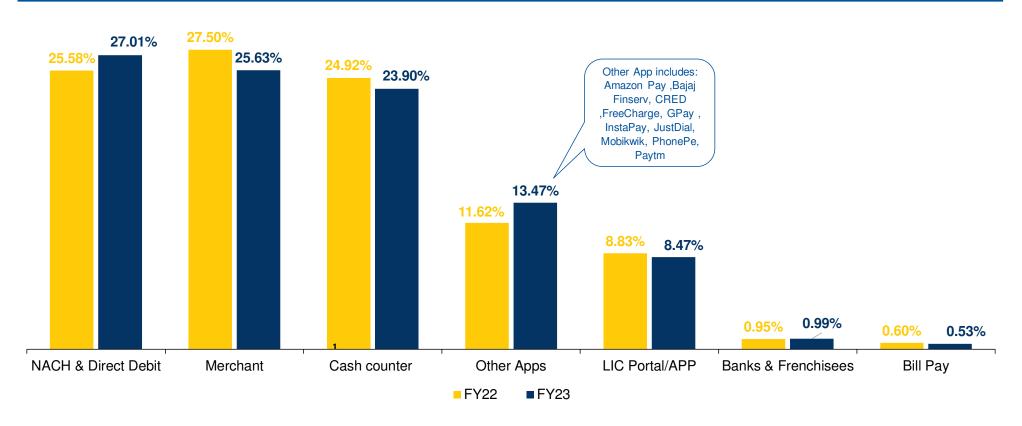
#### Online service requests



## **Strengthening Digital Process – Driving Operational Efficiency**



#### Increasing digital collection across channels (percentage to total policies)

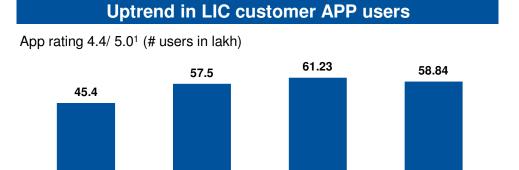


Source Corporation data as at 31 March, 2023

## **Strengthening Digital Process – Customer Service**

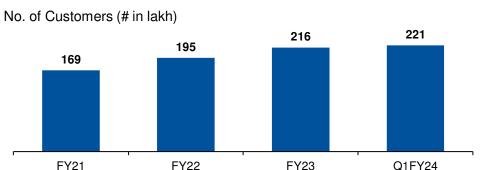


#### **Services offered** Verified **Automated** conversation messages WhatsApp services started in Dec-22 and 1.80 crore customers WhatsApp opted/enabled until **Streamlined** June-23 Ease of customer interaction services



FY23

Q1FY24



Rising website registered customers

Source Corporation data; Note 1. App Rating as on 30 June, 2023

FY22

FY21



## #4 Strengthening Digital Process – Empowering Policyholders







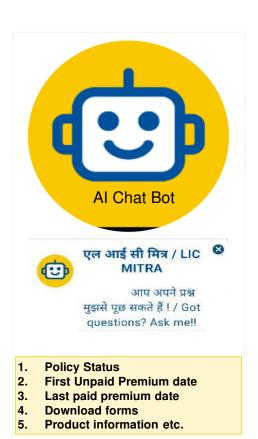




Generate Certificate

+ Add New Policy

Application facilitate submission of Digital existence certificate for individual pension plan and staff pensioners of LIC







## Empowering policyholders and agents in a digital world





## **Technological innovations at LIC**



#### Solutions designed to enhanced operational efficiency and respond with speed to specific situations

 ${\bf An and a\ APP-launched\ during\ COVID\ to\ enable\ Agents\ to\ do\ business\ without\ meeting\ customers}$ 







Digital App for Agents to process New Business digitally

Key stats (in '000)	FY21	FY22	FY23
Total policies completed under ANANDA	41.2	274.4	811.3
Number of agents activated in ANANDA	15.6	78.6	156.1

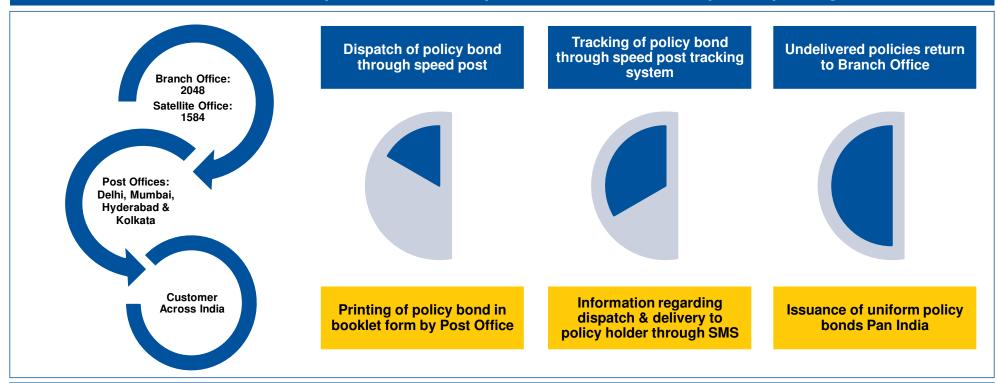
Time to Policy conclusion is less than 8 Minutes. Now ANANDA APP integrated to WhatsApp. Total 2,22,167 new policies issued by ANANDA APP during Q1FY24.

Source Corporation data as on 30.06.2023.

## **Strengthening Digital Process – Driving Operational Efficiency**



#### Print to Post Solution – Developed with Postal Department of India for Policy bond printing & deliveries



The print to post solutions available pan India from Mar-22. In Q1FY24 48.72 lacs policies printed and dispatched



## Embedding ESG in our business - building a sustainable future for the communities



LIC has integrated the SDGs with key areas of their business operations. LIC initiatives have ensured a positive contribution to at least 12 of the 17 SDGs



- ✓ Rural areas contributing 22.3% of individual policies sold and 16.7% of total new business sum assured
- √48.4% agents in India reside in rural areas
- √ "Bima Gram" initiative to drive insurance awareness in rural India
- ✓ LIC GJF supports projects for the economically weaker sections of the society, aligned with its objectives relief of poverty or distress, education, medical relief any other object of general public utility, across the country.



GOOD HEALTH AND WELL-BEING

- √ The LIC GJ,F has partnered with the Akshaya Patra Foundation (NGO) for funding for Food distribution vehicle for providing food for children
- √4,400 medical camps & 5,542 cleaning activities organized in FY23 under the "Swastha Bharat" initiative



- √ Impact investing strategy focused on improving access to healthcare and financing healthcare infrastructure
- ✓ LIC GJF has funded for projects providing medical equipments, ambulance, medical vans, construction of hospitals, providing for treatment for cancer patients, heart surgery and cochlear implant surgery.



- ✓ Scholarships offered to 25,111 deserving students worth Rs. 60.45 crore by LIC GJF to students from EW for higher education.
- √ "Bima School" initiative to drive insurance awareness among schoolchildren
- √ Support to educational and research institutes
- ✓ Contributions by the LIC GJF for education infrastructure such as hostels, school buildings, computer labs, libraries, School Bus, vocational training centre, occupational therapy tools & audio visual equipments for specially abled children. Contribution by LIC GJF for literacy campaign in Govindpur village for 100 % literacy etc.



- ✓ 23.6% female agents, 23.5% women in workforce, and 35% female policyholders
- ✓ Committees at the central, zonal, & divisional levels for prevention of sexual harassment
- ✓ Active contribution towards women welfare projects for women empowerment., special scholarships for girl child by LIC GJF, constructions of class rooms, hostel building, vocational training center, library, setting of infertility clinic, female patient ward, construction of mother and child center, solar power plant in schools, residential school for under privileged girls.

## Embedding ESG in our business - building a sustainable future for the communities



LIC has integrated the SDGs with key areas of their business operations. LIC initiatives have ensured a positive contribution to at least 12 of the 17 SDGs





- ✓ Contributions by LIC GJF for renovation of water bodies at Hari Thirtham, Kanyakumari and enabling availability of fresh water for communities. Providing water vending machines for clean drinking water to visitors of Badrinath, Kedarnath, Rishikesh and Haridwar.
- ✓ Contribution towards construction of toilets under 'One Home One Toilet Scheme' in slums of Kolhapur. Funded for 169 toilets in 113 schools across the country, toilet blocks in school.
- ✓ Contribution by LIC GJF towards construction of two community toilets at LIC's adopted village of Govindpur in Sonbhadra district of Uttar Pradesh to make the village free from open defecation.
- ✓ Contribution towards construction of E-Toilets at Badri Dham.
- ✓ Contribution towards Clean Ganga fund to rejuvenate river Ganga and its ecosystem.



- √ Comprehensive in-house infrastructure
- ✓ LIC GJF has funded for skill development training to the underprivileged youth and for the specially abled for providing technical skills for their livelihood generation.



- √ Equal opportunities policy in place
- ✓ Reservations for PWDs, EWS, under-privileged sections of society
- ✓ Contribution by LIC GJF towards medical and education facilities to tribal communities, relief to communities affected by natural calamities etc.
- ✓ Contribution by LIC GJF for COVID relief.
- ✓ Contribution by LIC GJF towards Armed Forces Flag Day Fund for welfare of veterans, widows and rehabilitation of ex-servicemen.







## Embedding ESG in our business - building a sustainable future for the communities



LIC has integrated the SDGs with key areas of their business operations. LIC initiatives have ensured a positive contribution to at least 12 of the 17 SDGs



✓ Investments in renewable energy worth INR 6980 croe in India in FY22

VINR 11119 crore invested in the housing sector in India in FY22

✓ Multi-faceted initiatives for upliftment of poor communities



✓ 4.57 MW rooftop solar capacity installed, resulting in reduction of ~3,914 tons of carbon emissions per annum

√Three Green rated buildings constructed.

✓ Contribution by LIC GJF for installation of solar power plant at school hostel building, Vrudhashram, electric crematorium, Eeco vehicles and Eeco Ambulance etc



✓ Proactive identification of relevant environment and ecosystem issues

✓ Other initiatives including tree plantation drives, adoption of public gardens for their upkeep etc.

✓ Contribution towards purchase of Ambulance for transportation and rescue of wild animals in Kanpur Zoo.

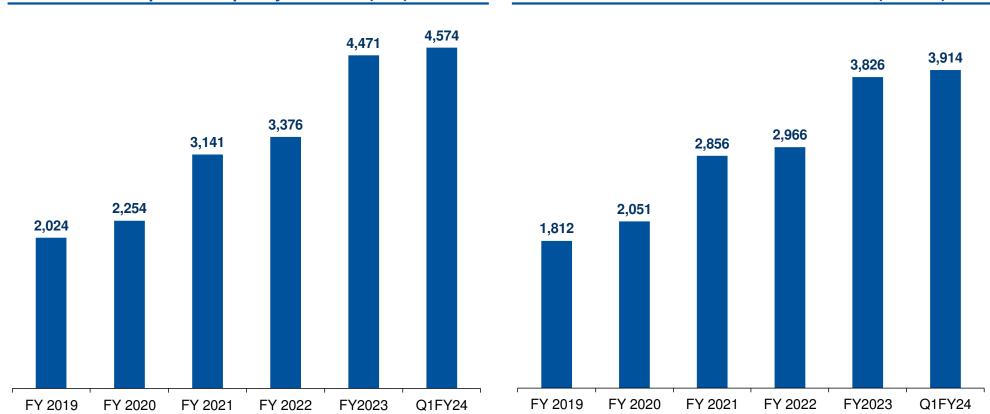
√installation of solar power plant for Elephant Conservation and Care Centre at Mathura, Uttar Pradesh and at Life Time Animal Sanctuary in Village Gopal Khera, Gurgaon which is shelter home for animal rescue and rehabilitation.

Source: Corporation data Note: Data as on 30.06.2023 unless otherwise mentioned; LIC GJF - LIC Golden Jubilee Foundation; SDG - Sustainable Development Goals; PWD - Persons with benchmark disabilities; EW - Economically weaker sections of society 'as on Dec. 2021

## Committed to ESG initiatives across the organization







Source: Corporation data



## **Strategy – Key Focus Areas**

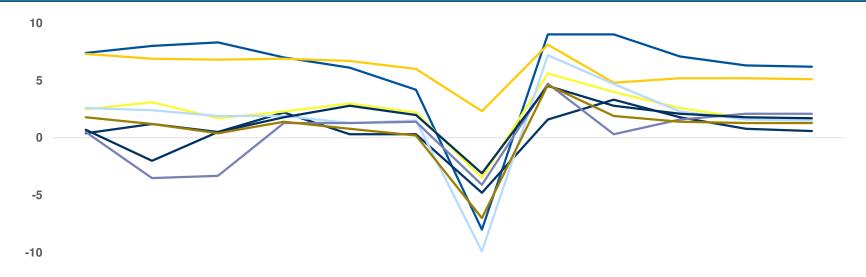


- #1 Diversify Product Mix Focus on enhancing Non Par Share.
- #2 Launch New Products based not only on customer needs but also channel needs.
- #3 Increase digital processes all across to drive higher efficiency.
- #4 Create optimum mix of distribution channels while retaining focus on Agency Channel.
- #5 Enhance yields on Investment Portfolio without compromising on risk and quality.
- #6 Prepare organization for potential regulatory changes to respond with speed to a new environment.



# India is one of the fastest – growing major economy (GDP growth, percentage year-on-year)





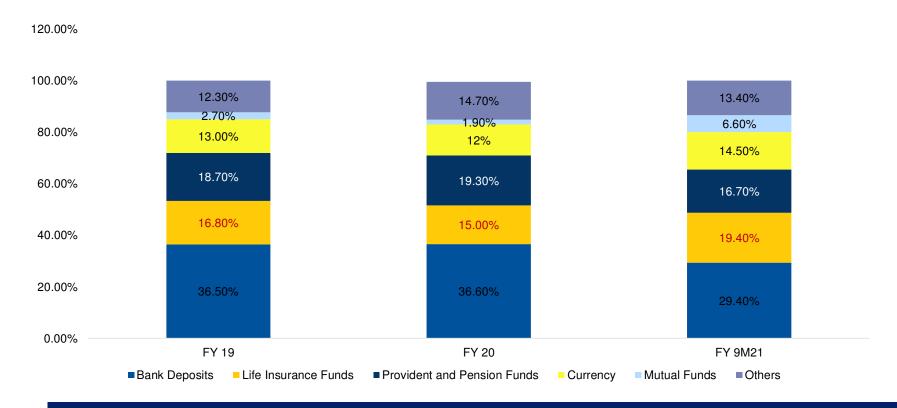
-15	2014	2015	2016	2017	2018	2019	2020	2021	2022P	2023P	2024P	2025P
—India	7.4	8	8.3	7	6.1	4.2	-8	9	9	7.1	6.3	6.2
—China	7.3	6.9	6.8	6.9	6.7	6	2.3	8.1	4.8	5.2	5.2	5.1
—Japan	0.4	1.2	0.5	2.2	0.3	0.3	-4.8	1.6	3.3	1.8	0.8	0.6
-United States	2.5	3.1	1.7	2.3	3	2.2	-3.5	5.6	4	2.6	1.7	1.7
-United Kingdom	2.6	2.4	1.9	1.9	1.3	1.5	-9.9	7.2	4.7	2.3	1.6	1.5
—Brazil	0.5	-3.5	-3.3	1.3	1.3	1.4	-4.1	4.7	0.3	1.6	2.1	2.1
-Russia	0.7	-2	0.5	1.8	2.8	2	-3.1	4.5	2.8	2.1	1.8	1.7
-South Africa	1.8	1.2	0.4	1.4	0.8	0.2	-7	4.6	1.9	1.4	1.3	1.3

—India —China —Japan —United States —United Kingdom —Brazil —Russia —South Africa

62

# Share of Life Insurance in incremental household financial saving

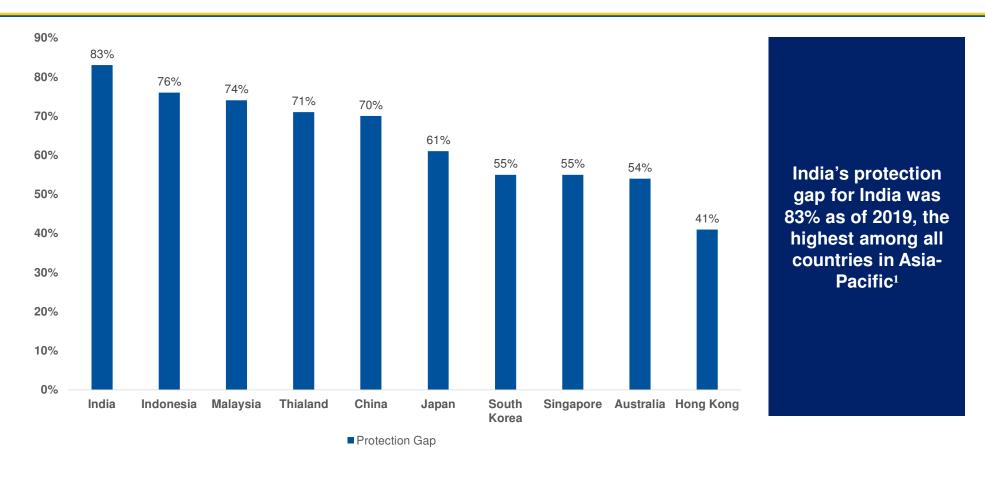




COVID 19 has inclined towards saving and purchasing all- encompassing life covers, which will likely to increase demand for life insurance in India.

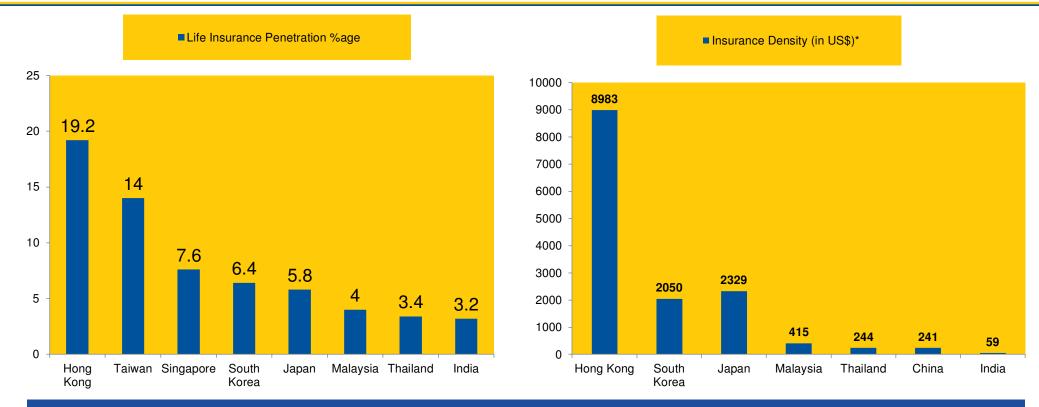
## Protection gap for different countries





## Low Life Insurance penetration and insurance density<sup>2</sup> in India

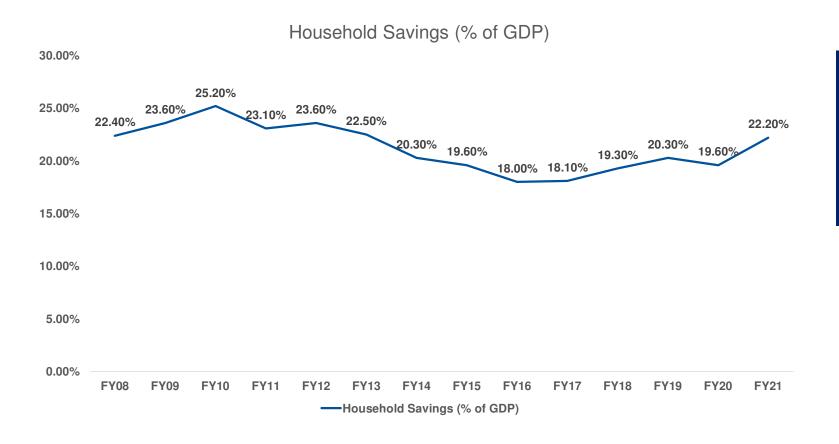




Well Positioned to Ride the Growth in a Highly Underinsured Market Both in Term of Penetration and Density

## Household saving to increase



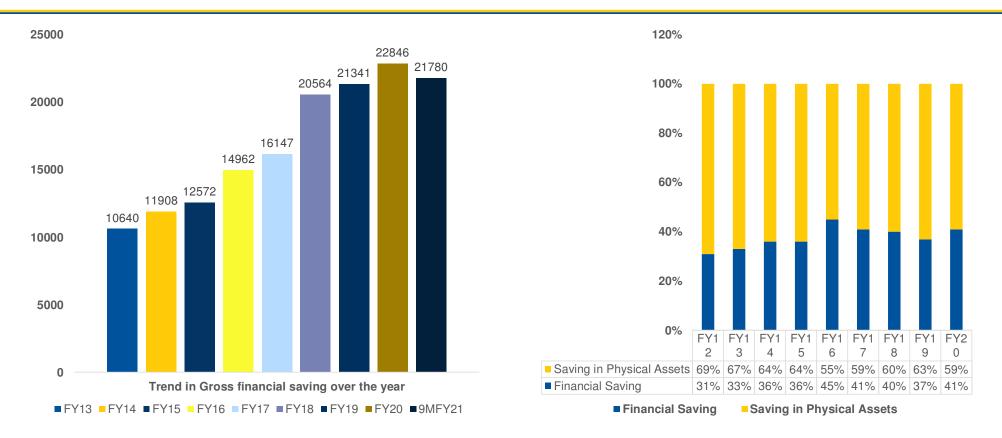


Household saving as percentage of GDP rose to 22.2% in fiscal 2021

Source: CRISIL Research Report for LIC of India

## Share of financial assets in overall savings to increase



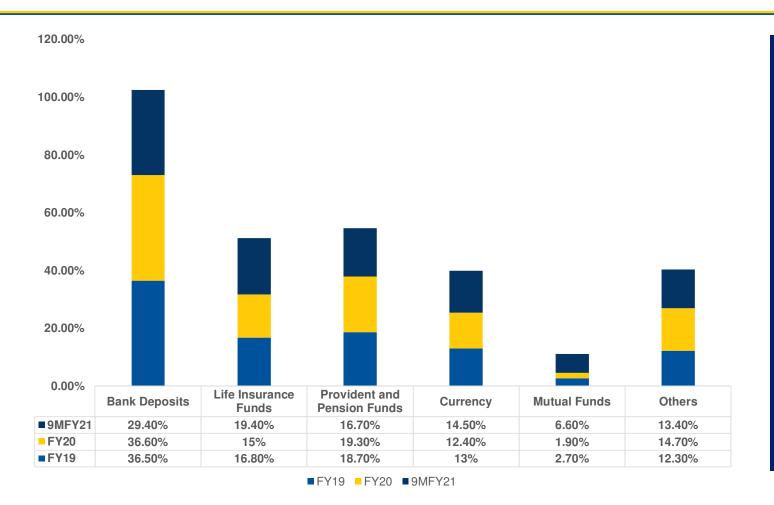


While Households' saving in physical assets has declined to 59% in fiscal 2020 from 69% in fiscal 2012, financial savings has witnessed an uptrend to 41% in fiscal 2020 from 31% in fiscal 2012.

Source: CRISIL Research Report for LIC of India

## Share of Life Insurance in incremental household financial savings





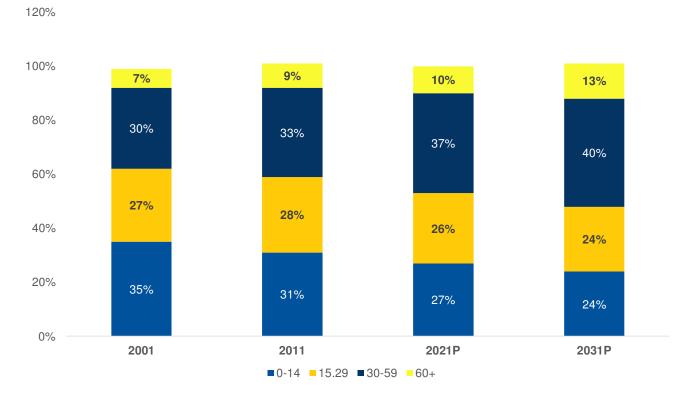
COVID-19 HAS
Prompted people
to become more
inclined towards
saving and
purchasing all –
encompassing
life covers,
which will likely
to increase
demand for life
insurance in
India.

Source: CRISIL Research Report for LIC of India (Ministry of Statistics and Programme Implementation(MOSPI), RBI, CRISIL Research)

## Increasing insurable population to fuel industry growth



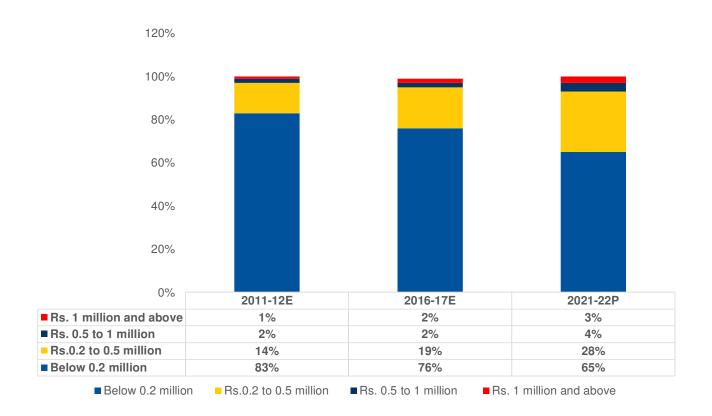




For 2021, India has largest share of young population in the world, with a medium age of 28 Years. About 90% of Indians will still be below the age of 60 years.<sup>1</sup>

## **Income demographics**

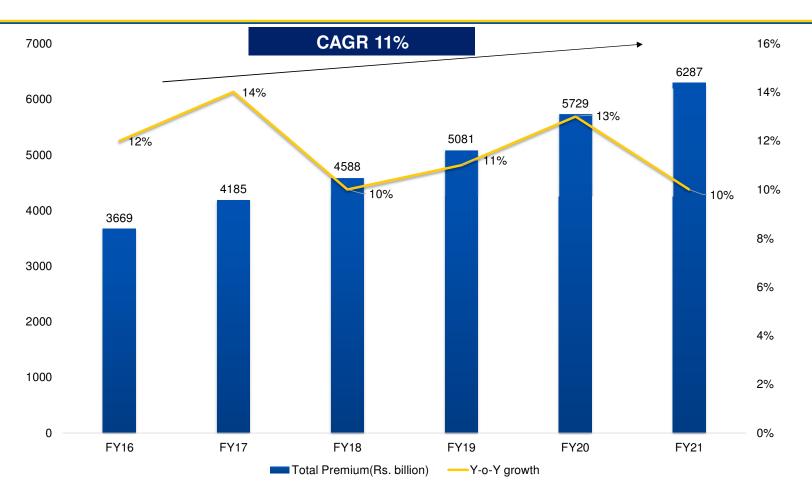




Rising Income level to make insurance products more affordable.

## Strong growth in total premium for life insurance industry

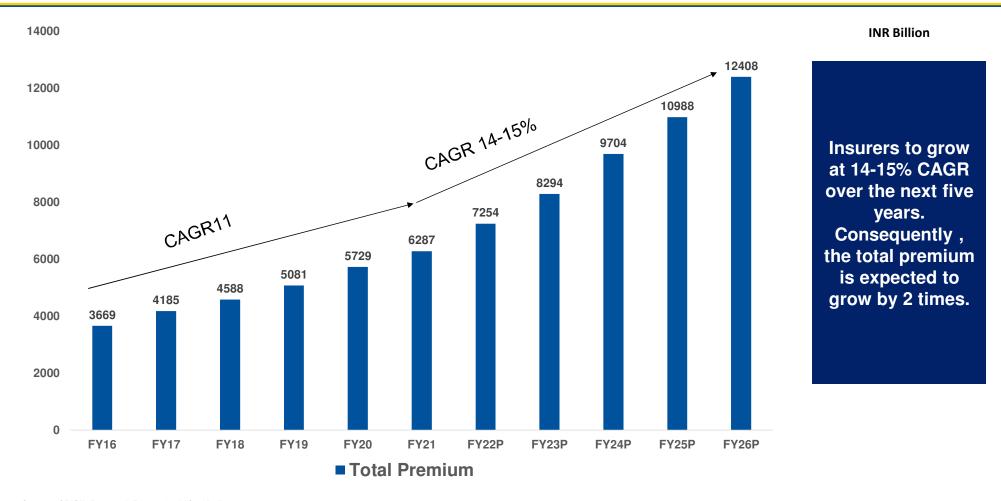




Total premium
has grown at 11%
CAGR in last five
years ending
FY21. Amongst
the different
player groups,
LIC, which holds
the maximum
64% share in total
life insurance
premium.

## Projected growth in total premium over next five years









## **Financials - Standalone Balance Sheet**

(INR lakhs)	For the	e Year ended	For the three Mo	onths ended
Particulars	March 31, 2022(Standalone)	March 31, 2023(Standalone)	June 30, 2022(Standalone)	June 30, 2023(Standalone)
Sources of funds				
Shareholders' funds:				
Share capital	6,32,499.77	6,32,499.77	6,32,499.77	6,32,499.77
Reserves and surplus	4,04,304.56	39,49,204.86	4,72,598.64	49,03,548.57
Credit/(debit) fair value change	4,109.56	(14,765.13)	2,573.64	(11,180.58)
account	7,100.00	(17,700.10)	2,070.04	(11,100.00)
Minority interest (shareholders)	0	0	0	0
Sub-total	10,40,913.89	45,66,939.15	11,07,672.05	55,24,867.76
Borrowings	0	0	0	0
Policyholders' funds	41,10,27,879.13	43,99,52,883.42	41,01,33,006.17	45,90,05,466.59
Funds for discontinued policies	8,234.55	17,722.26	9,795.90	22,940.07
Insurance reserves	12,85,462.99	15,67,807.24	12,91,595.29	15,66,234.64
Provision for linked liabilities	23,88,583.06	26,15,924.28	22,55,219.17	28,47,108.66
Sub-total	41,47,10,159.73	44,41,54,337.20	41,36,89,616.53	46,34,41,749.96
Funds for future appropriations	1,83,443.31	3,91,867.41	4,10,267.94	1,09,362.28
Total	41,59,34,516.93	44,91,13,144.11	41,52,07,556.52	46,90,75,980.00
Investments				
Shareholders'	6,41,213.63	29,36,352.68	10,43,687.34	45,05,546.93
Policyholders'	38,95,69,349.57	41,89,17,775.51	39,08,68,863.47	43,90,74,300.76
Assets held to cover linked	00 00 000 00	00.00.054.05	00 00 050 44	00 07 070 00
liabilities	23,93,863.99	26,30,954.25	22,62,056.11	28,67,376.82
Loans	1,09,87,563.57	1,15,56,242.76	1,11,83,722.71	1,17,67,556.75
Fixed assets	3,55,202.31	3,81,962.24	3,57,326.11	3,81,524.78
Current assets	1,91,11,783.85	1,86,27,932.77	1,66,14,921.95	1,65,38,945.90
Current liabilities	71,24,459.99	59,38,076.10	71,23,021.17	60,59,271.94
Net current assets	1,19,87,323.86	1,26,89,856.67	94,91,900.78	1,04,79,673.96
Total	41,59,34,516.93	44,91,13,144.11	41,52,07,556.52	46,90,75,980.00 <sub>74</sub>
Source Corporation data				

Source Corporation data

### Financials - Standalone Statement of Revenue (Policyholders' Account)

(INR lakhs)	For the	year ended	For the three M	onths ended
Particulars	March 31, 2022(Standalone)	March 31, 2023(Standalone)	June 30, 2022(Standalone)	June 30, 2023(Standalone)
Premiums earned - net				
(a) Premium	4,28,02,497.15	4,74,66,813.63	98,48,585.12	98,50,944.65
(b) Reinsurance ceded	(60,575.94)	(66,352.58)	(13,408.65)	(14,669.30)
Sub-total	4,27,41,921.21	4,74,00,461.05	98,35,176.47	98,36,275.35
Income from investments				
(a) Interest, dividends & rent - gross	2,52,60,799.36	2,73,68,495.52	66,82,364.76	74,32,312.63
(b) Profit on sale/redemption of investments	49,77,679.23	49,46,320.74	5,72,180.94	15,14,529.17
(c) (Loss) on sale/redemption of investments	(9,37,690.65)	(14,82,386.55)	(64,549.05)	(66,166.31)
(d) Transfer/gain on revaluation/change in fair value	(11,342.60)	(1,93,416.38)	(2,32,915.43)	1,50,262.49
(e) Other income				7554.16
(f) Contribution from Shareholders' A/Cs towards	77,947.91	7,64,853.59	16,009.20	
others	8,32,746.46	936.50	16,009.20	
Total (A)	7,29,42,061.92	7,88,05,264.47	1,68,08,266.89	1,88,74,167.49
Commission	23,17,145.53	25,58,038.98	5,02,538.61	5,11,619.82
Operating expenses related to insurance business	38,89,067.80	48,14,560.02	9,34,343.43	7,54,707.67
Other expenses	0	0		
Goods on fund management & other charges	9,076.44	10,948.56	1,472.08	1,826.61
Provisions for doubtful debts	(1,29,895.22)	(1,94,200.62)	(15,003.18)	(20,083.55)
Provision for taxation	7,87,862.94	5,24,285.04	1,40,387.34	1,30,793.42
Provisions (other than taxation)	(8,07,903.02)	(12,90,460.72)	3,02,800.31	(2,36,742.59)
Total (B)	60,65,354.47	64,23,171.26	18,66,538.59	11,42,121.38
Benefits paid (net)	3,53,43,758.47	3,39,31,267.28	68,05,150.86	74,17,630.26
Interim bonuses paid	4,02,730.55	3,26,407.84	60,520.05	68,824.68
Change in valuation of liability in respect of life policies	3,06,28,848.39	3,41,00,204.21	77,92,024.83	93,93,697.99
Transfer to provision for linked liabilities	(9,04,613.08)	2,27,341.23	0	2,31,184.37
Transfer to funds for future appropriation	0	981.47	0	
Transfer to funds for discontinued policies	3,526.95	9,749.03	1,556.01	5,238.20
Total (C)	6,54,74,251.28	6,85,95,951.06	1,46,59,251.75	1,71,14,575.50
Surplus/(deficit) (D) = (A - B - C)	14,02,455.17	37,86,142.15	2,82,476.55	6,18,070.61

Source: Corporation data; Note: The Corporation was in the business of selling Capital Redemption and Annuity Certain (CRAC) policies. The Scheme was considered as non-life business and not included in the standalone financial results but was disclosed as a separate segment in the consolidated financials of the Corporation. Based on the opinion received from the Expert Advisory Committee (EAC) of The Institute of Chartered Accountants of India (ICAI), this scheme has been included in the standalone financial results from 31/03/2023 onwards.



### Financials – Standalone Statement of Profit & Loss (Shareholders' Account)

(INR lakhs)	For the year ended		For the three Me	onths ended
Particulars	March 31, 2022(Standalone)	March 31, 2023(Standalone)	June 30, 2022(Standalone)	June 30, 2023(Standalone)
Amounts transferred from/to the Policyholders account (Technical Account)	12,19,345.85	36,04,887.21	1,38,592.59	9,01,013.65
Income from Investments				
(a) Interest, Dividends & Rent - Gross	16,095.80	1,06,866.69	13,537.99	58,268.03
(b) Profit on sale/redemption of investments	4,166.57	8,271.11	1,290.80	3,690.08
(c) (Loss) on sale/redemption of investments	(139.51)	(355.93)	(28.04)	(165.17)
(d) Other Income Total (A)	12,39,468.71	293.42 <b>37,19,962.50</b>	1,53,393.34	9,63,806.59
Expense other than those directly related to the Insurance business	50.33	39.61	10.28	10.69
Contribution to Policyholders' Account towards others	8,32,746.46	27,124.20	0	437.93
Amount transferred to policyholders A/C	0	0	82,940.67	
Provisions (Other than taxation)	0	47,120.54	0	(106.07)
Total (B)	8,32,796.79	74,284.35	82,950.95	342.55
Profit/(Loss) before tax Provision for Taxation	4,06,671.92 2,359.81	36,45,678.15 5,939.16	70,442.39 2,153.49	9,63,464.04 9,092.78
Profit/Loss after tax	4,04,312.11	36,39,738.99	68,288.90	9,54,371.26

Source: Corporation data Note: Figures of the previous period/year have been regrouped reclassified wherever necessary and may not be comparable. 1. The Corporation had changed its accounting policy in September 2022 regarding transfer of amount (Net of Tax) pertaining to the accretion on the Available Solvency Margin from Non-Participating Policyholder's Account and accordingly transferred total amount of Rs.27,24,075.30 lakhs (Net of Tax) during Financial Year 2022-23, which included Rs.4,14,877.76 lakhs (Net of Tax) pertaining to quarter ended 30/06/2022. An amount of Rs.7,49,153.63 lakhs (Net of Tax) has been transferred for the quarter ended 30/06/2023, due to which the Profit for the quarter ended 30/06/2023 is not comparable with the corresponding figures for the quarter ended 30/06/2022.

## **Glossary**



- New Business APE: The sum 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.
- \*Embedded Value EV: Embedded Value is the measure of the consolidated value of shareholders' interest in the covered life insurance business, which is all life insurance business written by the Company since inception and in-force as on the valuation date (including lapsed business which have the potential of getting revived). The Embedded Value of the Company has been determined on the basis of the Indian Embedded Value (IEV) Methodology calculated as per APS 10 set forth by the Institute of Actuaries of India (IAI).
- ❖Gross Written Premium GWP: The total premium written by the Company before deductions for reinsurance ceded.

  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.
- ❖CoNB 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.

## **Abbreviation**



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

#### **Disclaimer**



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 risks detailed in the reports filed L.I.C. of India, out holding company. We undertake no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.

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 Corporation'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.

