## PT Bank Mandiri (Persero) Tbk.

## **Results Presentation, Full Year 2003**

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# **Bank Mandiri Overview**

**Operating Highlights & Financial Performance** 

**FY 2003** 

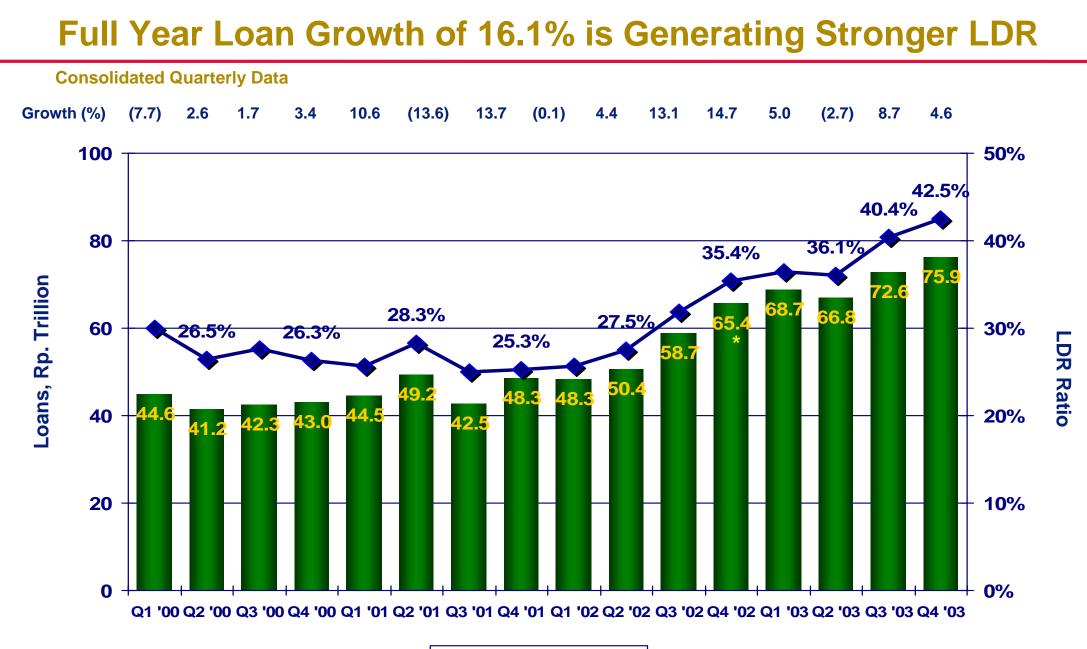
#### **Key Balance Sheet Items and Financial Ratios**

IDR tn / %	Dec 2002	Dec 2003	% Change
Gross Loans	65,417	75,943	16.1
Government Bonds	148,846	122,907	(17.4)
Total Assets	250,395	249,436	(0.4)
Customer Deposits	184,114	178,811	(2.9)
Profit After Tax	3,586	4,586	27.9
RoA - before tax (p.a.)	2.3%	2.8%	
RoE – after tax (p.a.)	26.2%	23.6%	
Cost to Income <sup>(1)</sup>	42.8%	40.4%	
IIM (p.a.)	2.9%	3.4%	
.DR	35.4%	42.5%	
iross NPL / Total Loans	7.3%	8.6%	
IPL Provisions / NPLs	<b>190.4%</b>	139.1%	
Tier 1 CAR	15.2%	19.4%	
Fotal CAR	23.4%	27.7%	
EPS (Rp) <sup>(3)</sup>	179	229	27.9
Book Value/Share (Rp) <sup>(3)</sup>	722	1,020	41.3

(1) (G&A and employee expenses) / (Net Interest Income + Other Operating Income)

(2) Bank only

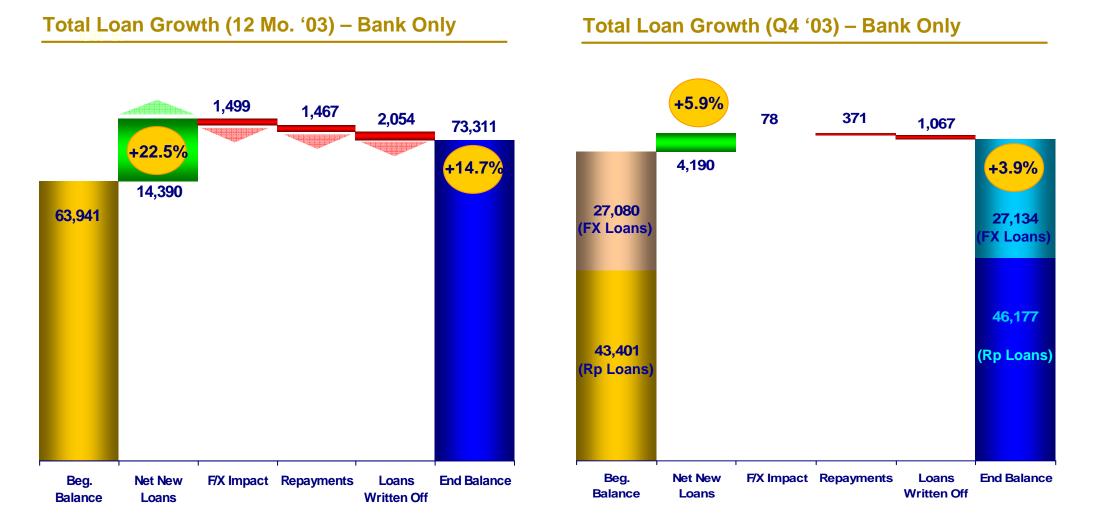
(3) Based upon 20,000,000,000 shares outstanding



Loans -- LDR

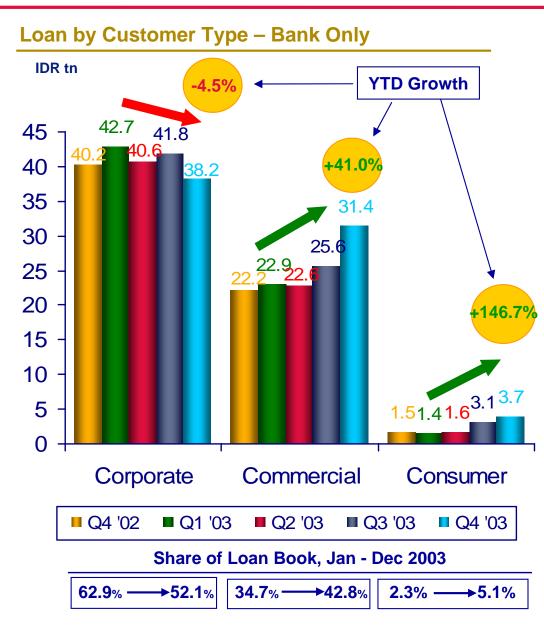
\* Note: Includes IBRA loan purchases of Rp 5 tr

#### **Q4 Loan Origination Remains Sound**



Additional loans totaling Rp. 16.99 trillion have been approved through 31 December 2003 but have not yet been drawn down, compared to Rp. 10.39 trillion as of 31 December 2002

#### Loan Portfolio Growth is Well Diversified



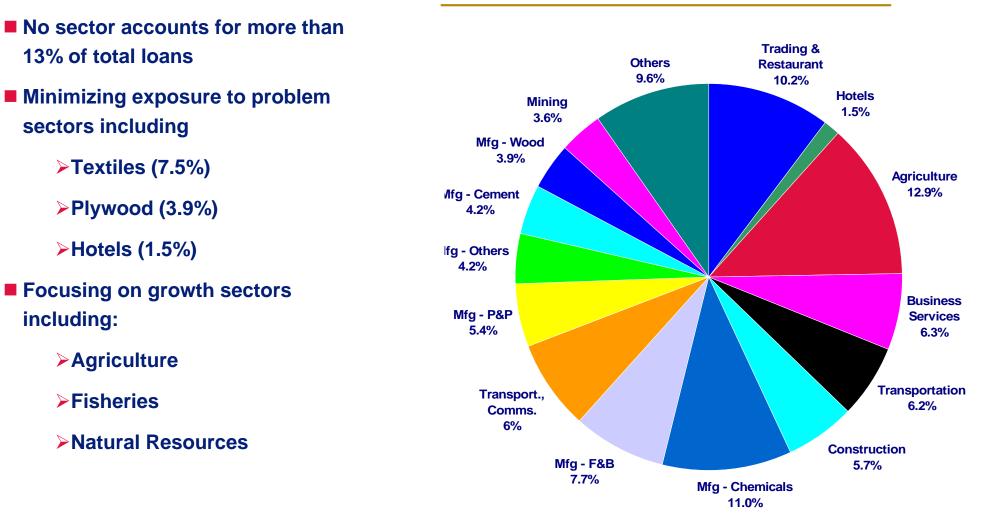
- Rp 2.9 trillion of the loan book (or 4.0%) reallocated from Corporate to Commercial in Q4 based upon customer GAS
- Target loan mix by 2004 (originally 2007)
   Corporate: 50%
   Non-Corporate: 50%
- Strong Consumer Loan Growth across a range of products

	Dec 2002	Dec 2003	Growth %
Mortgages	135,074	282,705	109.3%
Unsecured Employee Loans	744,360	1,801,984	142.1%
Collateralized Personal Loans	54,326	328,020	503.8%
Cash Collateral Loans	543,363	493,548	(9.2%)
Car Loans*	3,269	2,509	(23.2%)
Credit Cards	-	814,906	NA
Unsecured Loans	-	18,316	NA

As of Dec. 2003; Non-consolidated numbers

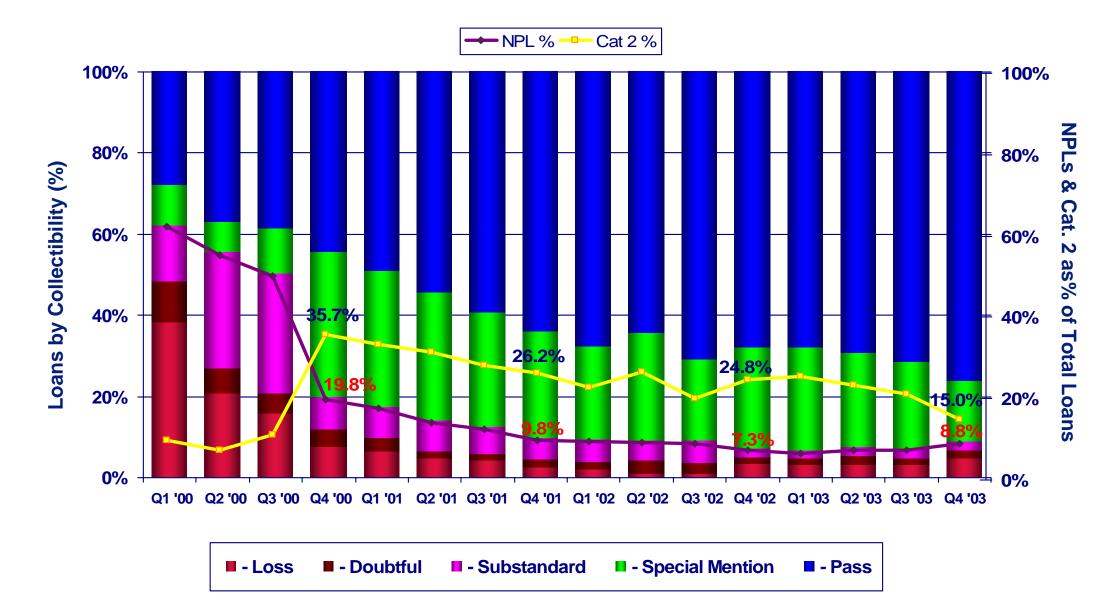
#### **Loan Portfolio Analysis**

including:



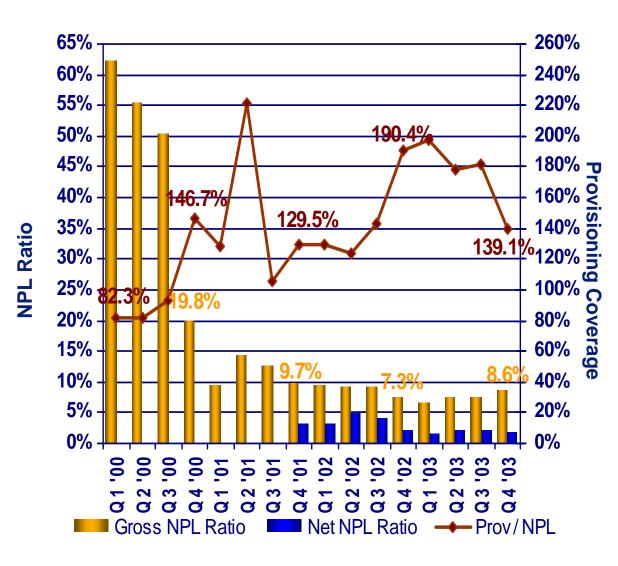
#### Breakdown By Sector, December 2003<sup>(1)</sup>

#### Loan Collectibility (Bank Only) shows Decline in Category 2



## **Asset Quality**

#### **NPL Movement - Consolidated**



#### Conservative provisioning

- 139% coverage of NPLs as of Dec 31 2003
- Mandiri provisioning policy results in Rp. 3.4 tr. in excess of BI requirement

By Collectibilit	iy 1	2	3	4	5
BI Requireme	nt 1%	5%	15%	50%	100%
Mandiri Policy	2%	15%	50%	10	0%

#### Rigorous restructuring and recovery

- Through Q4 2003, IDR 1.24 tn of written-off loans and IDR 1.47 tn of NPLs have been recovered
- NPL Breakdown by Customer Segment

(Bank Only)	NPLs (Rp Tr)	NPL Ratio (%)
Corporate	2.85*	7.46%*
Commercial	3.45	10.99%
Consumer	0.18	4.90%
Total	6.48	8.84%

\*Includes Kiani Kertas Ioan of Rp. 1.7 tr, comprising 2.32% of NPLs.

#### Q4 2003 Loan Detail\*: Loans downgraded to NPL

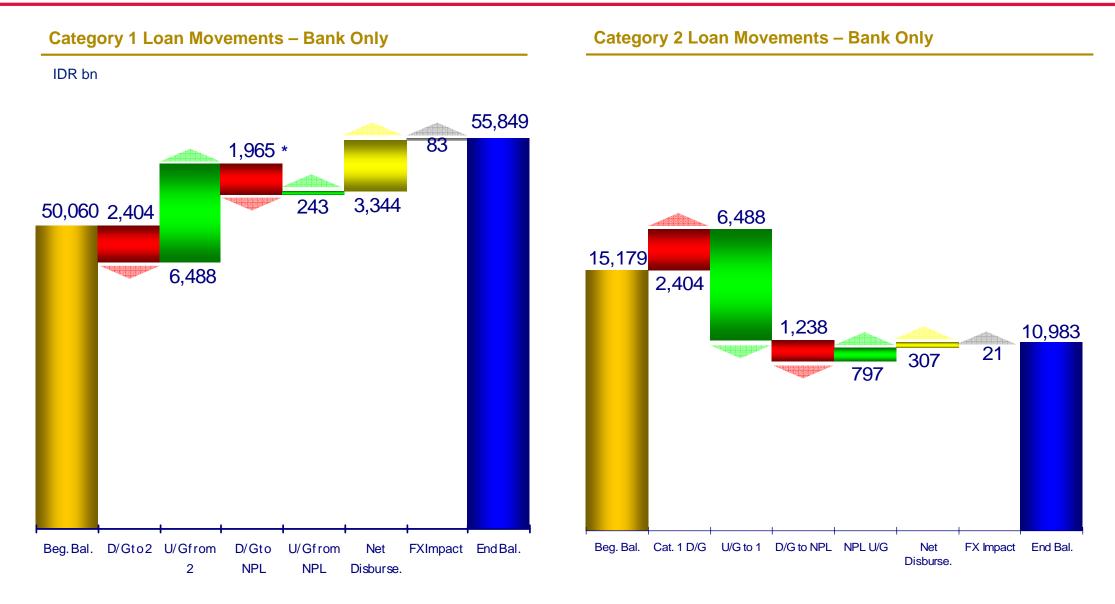


Rp 3.2 trillion in Ioans (4.4% of total Ioans) were downgraded to NPL in Q4, including Rp 1.7 trillion for Kiani Kertas . At the same time Rp 1.0 trillion were upgraded from NPL to performing. Of the Corporate and Commercial Loans downgraded in Q4:

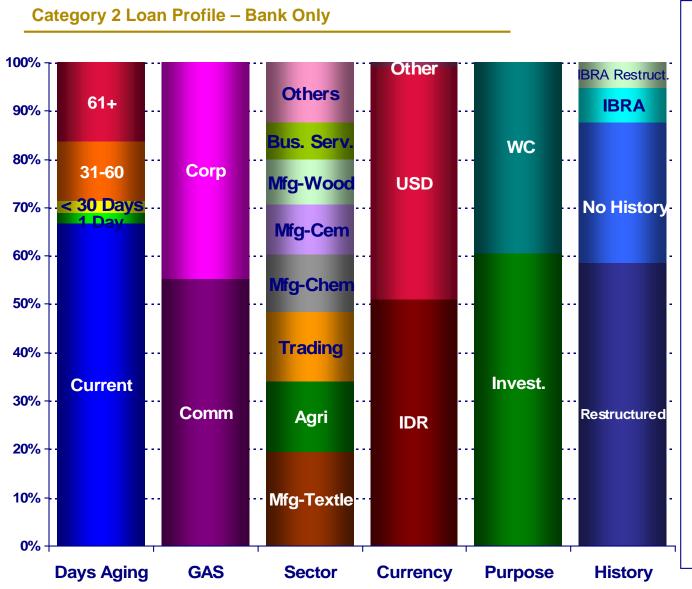
- 61% from Corporate borrowers
- Largest downgrades by sector:
  - Manufacturing of Pulp & Paper
  - Manufacturing of Cement, Bricks & Ceramics
  - Trading, Hotels & Restaurants
- **59% were US Dollar loans**
- 86% were for Investment loans
- 59% were loans purchased from IBRA, while 30% were previously restructured
- 1<sup>st</sup> time downgrades from Hotels, Other Mfg, Transportation & Business Services sectors

<sup>\*</sup> Corporate & Commercial Loans Only

#### Q4 2003 Movement in Category 1 and 2 Loans



#### Q4 2003 Loan Detail\*: Category 2 Loans



Rp 10.98 trillion in loans were in Category 2 in Q4, or 15.0% of total loans. Of the Corporate & Commercial Loans in Special Mention in Q4:

- 69% are current or 1 day overdue
- 55% are to Commercial customers
- Primary sectors in Category 2 are:
  - Textile Manufacturing
  - Agriculture
  - Trading
- 51% are Rupiah loans
- 61% are Investment loans
- 64% are Restructured loans

#### \* Corporate & Commercial Loans Only

#### **2003 Movement in Restructured Loans**

Q4 2003 Restructured Loan Movements

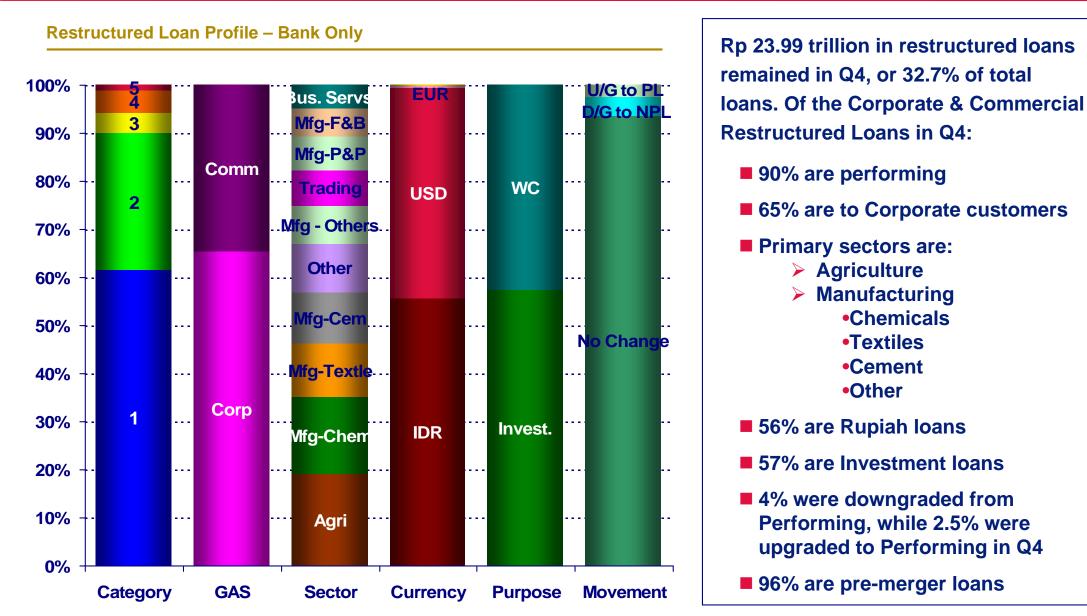
IDR bn

#### 2,424 29,542 508 1,761 1,878 25,598 910 370 487 23,987 23,987 156 Write-Offs Repayment Write-Offs Beg. Bal. New Repayment Others\* End Bal. Beg. Bal. End Bal. New Others\* Restructuring Restructuring

FY 2003 Restructured Loan Movements

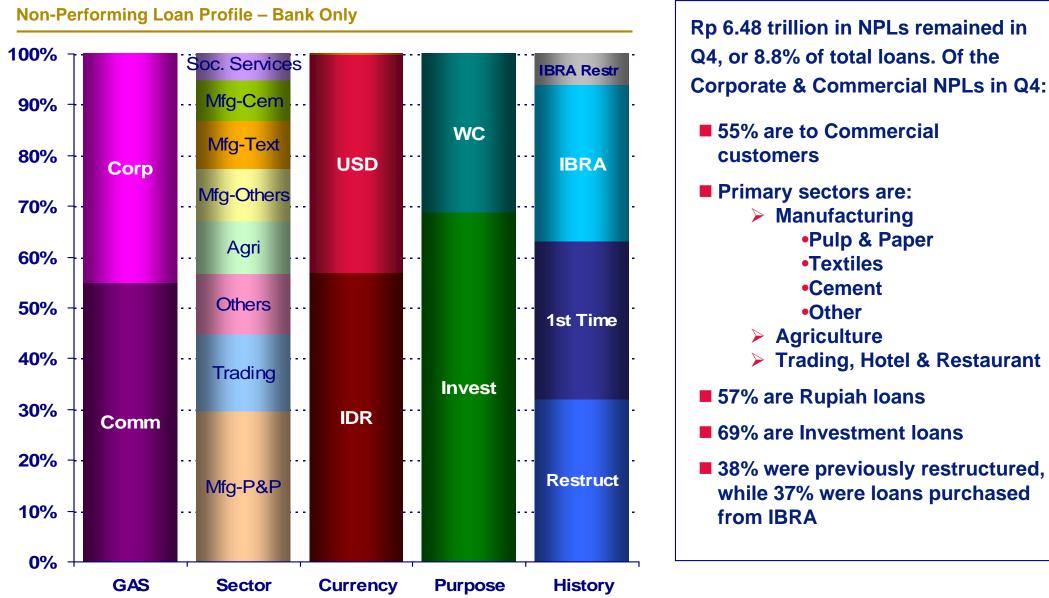
\*Others includes partial payments, FX impacts, and fluctuation in Working Capital facilities

## Q4 2003 Loan Detail\*: Restructured Loans



\* Corporate & Commercial Loans Only

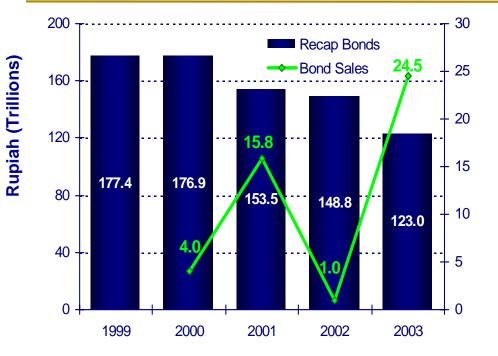
## Q4 2003 Loan Detail\*: Non-Performing Loans



## **Recap Bond Portfolio**

At Fair Value, Dec 2003 (IDR tn)	Trading	Available for Sale	НТМ	Total	% of Total
Fixed Rate	0.1	27.3	1.4	28.8	23.4%
Variable Rate	1.3	24.1	59.7	85.1	69.3%
Hedge Bonds	-	-	9.0	9.0	7.3%
Total	1.4	51.4	70.1	122.9	100.0%
% of Total	1.1%	41.9%	57.0%	100.0%	

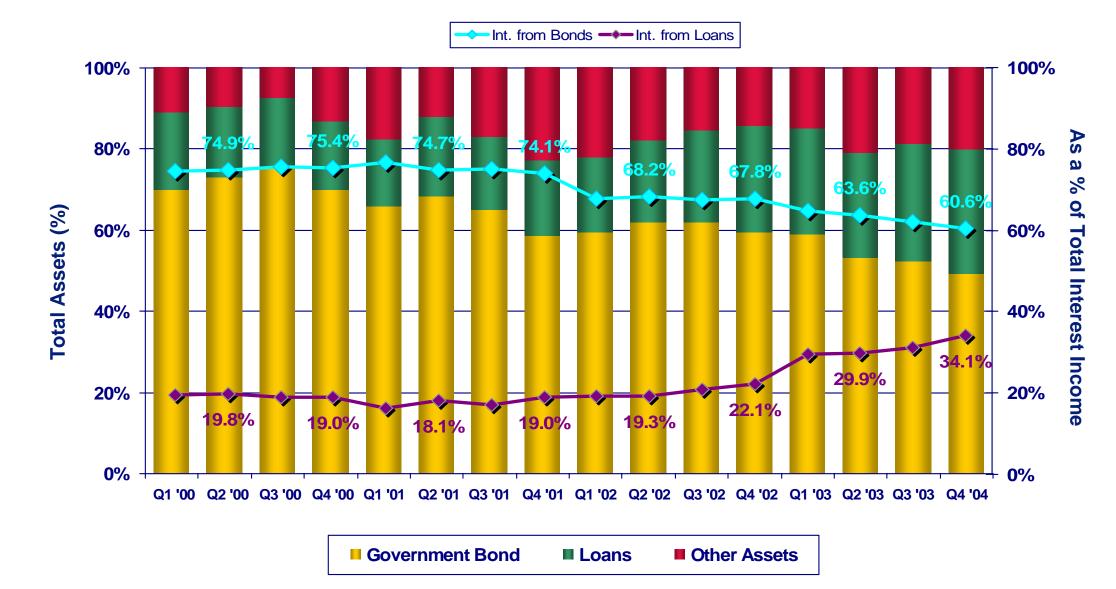
#### Bond Portfolio Movement (Fair Value), 1999 - 2003



#### Portfolio Sales as of Dec 2003 (IDR bn)

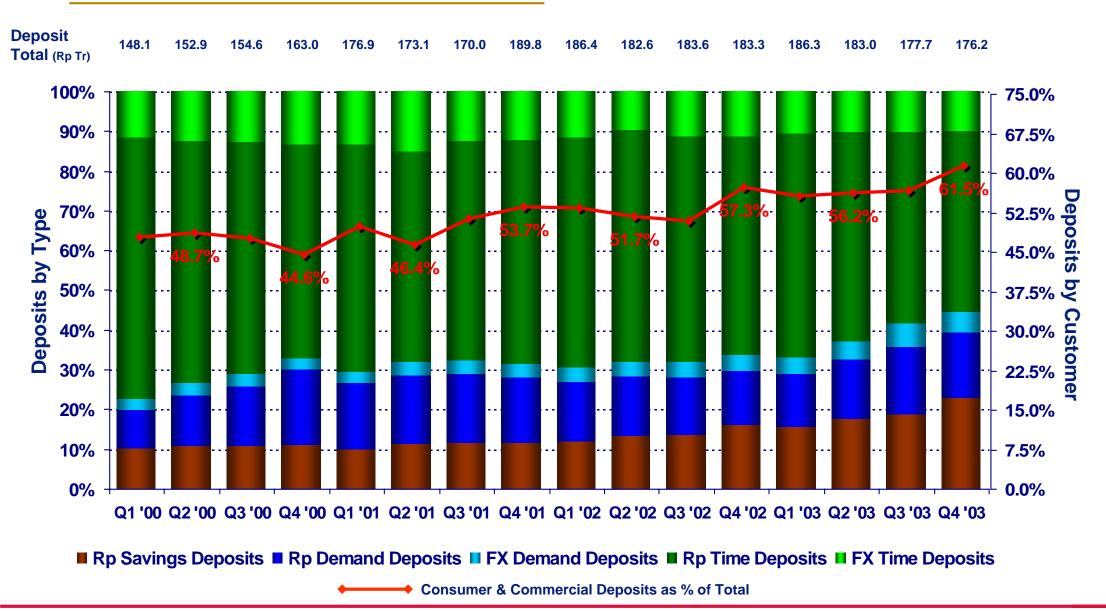
IDR bn	2002	2003	Q4 '03
Bonds Sold	1,025	24,505	4,707
<b>Realized Profit</b>	149	1,868	425
Unrealized Profit	1,513	(52)	(285)

#### **Growing Contribution from Loans vs. Bonds – Bank Only**



## **Funding Mix Improves**

**Deposit Analysis – Bank Only** 



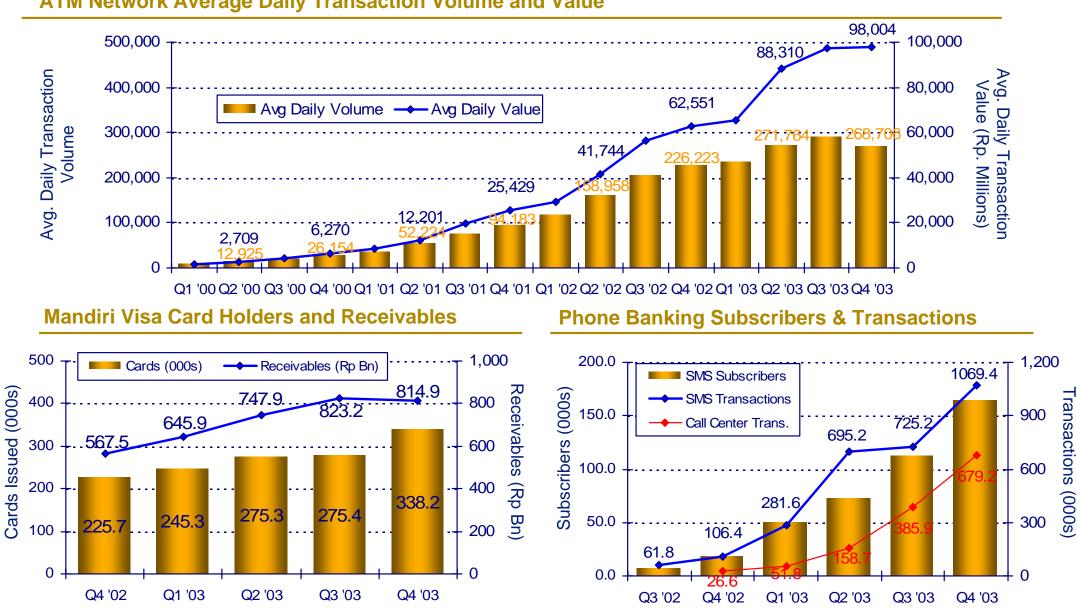
#### **Savings Deposit Growth Generating a Better Funding Mix**

**Savings Deposit Growth** 

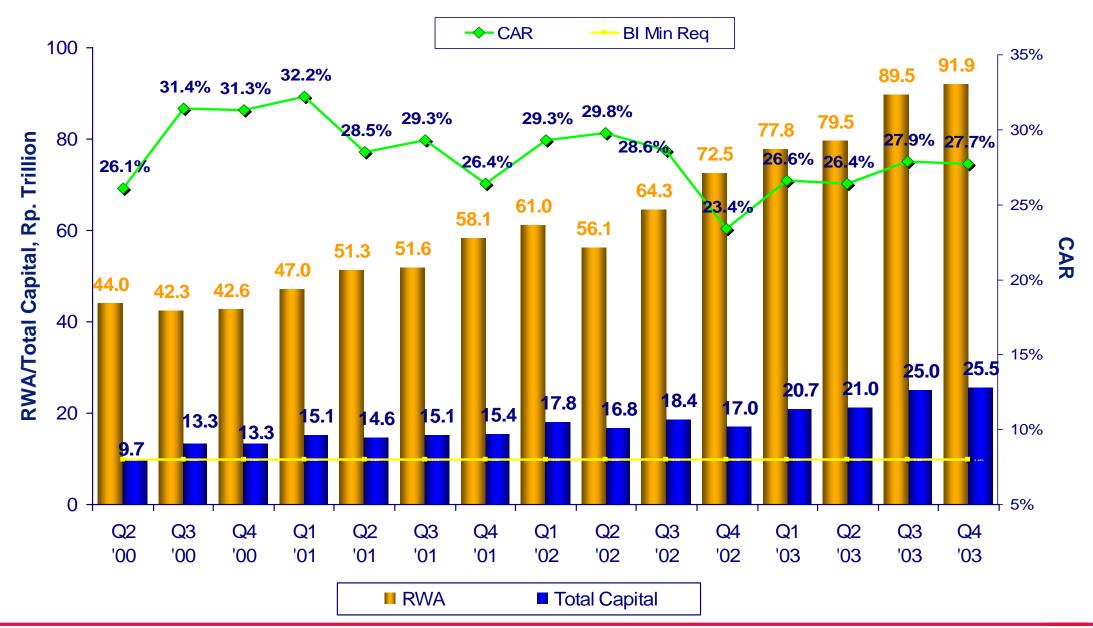
Average Monthly Rupiah Deposit Costs



#### **ATM, Credit Card and Phone Banking Growth**

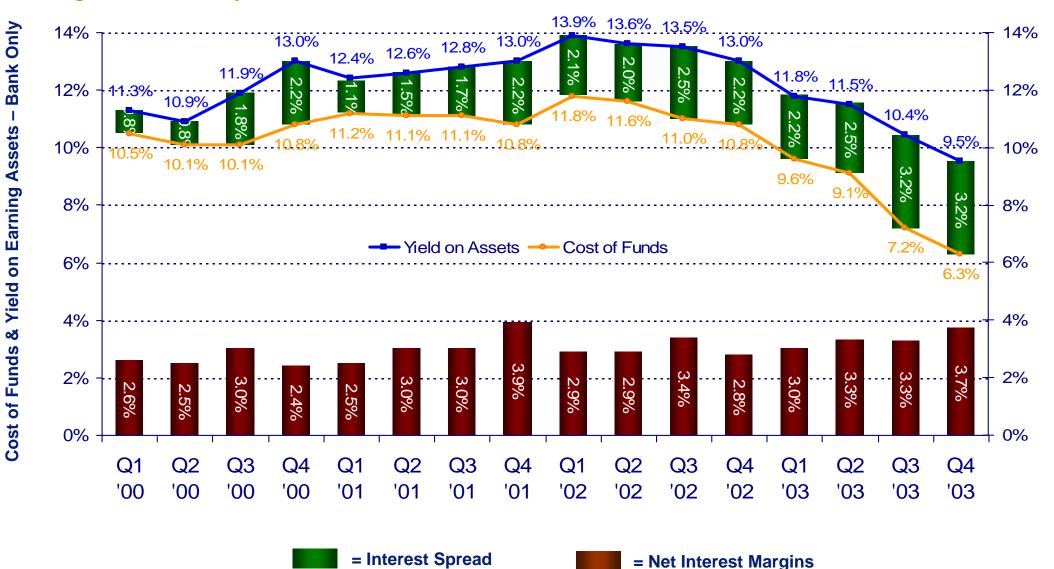


#### **A Strong Capital Base to Support Growth**

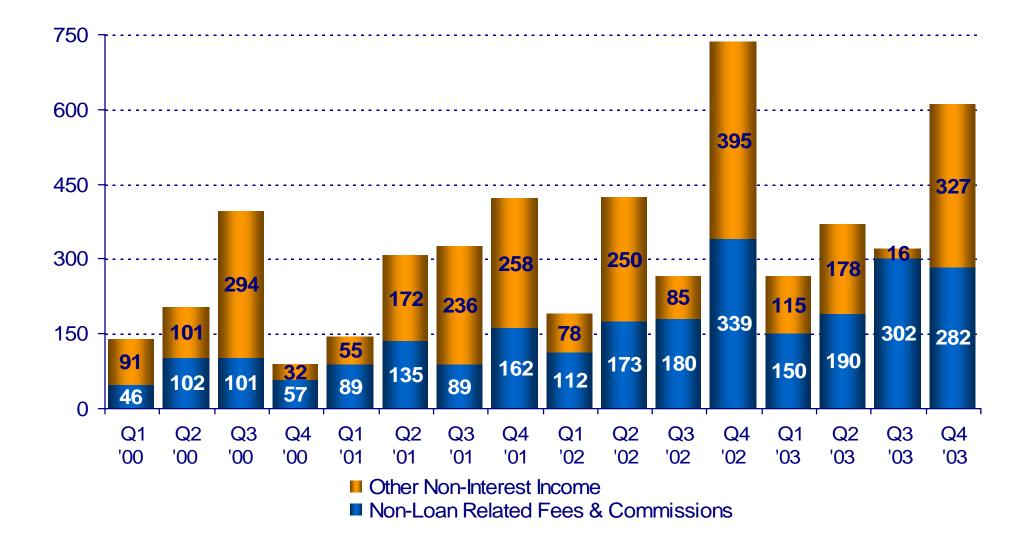


## Maintaining Margins Despite a Fluctuating Interest Rate

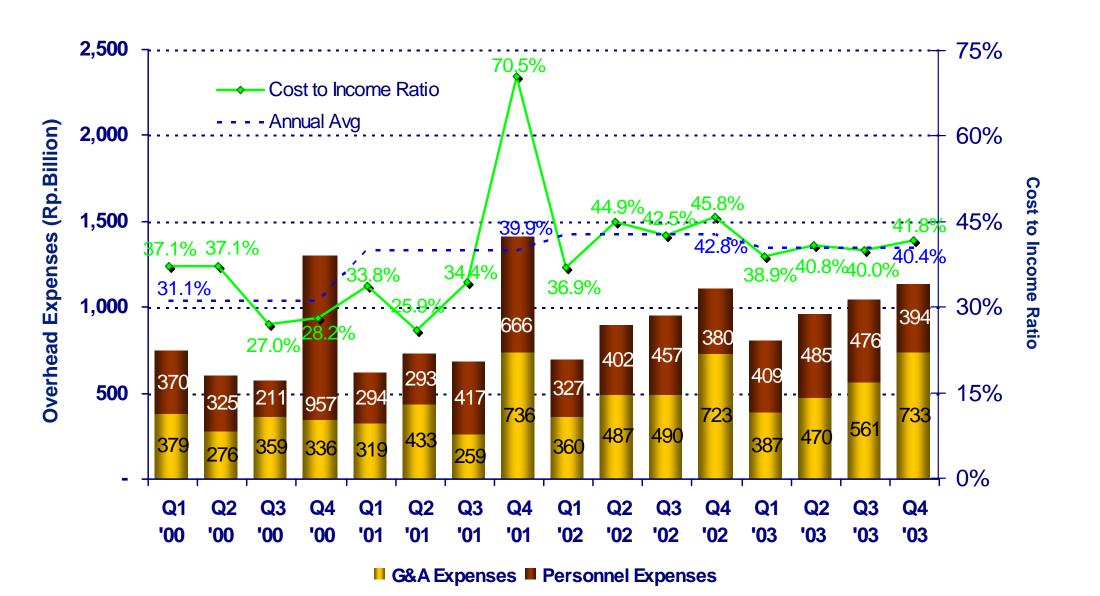
#### All figures - Bank Only



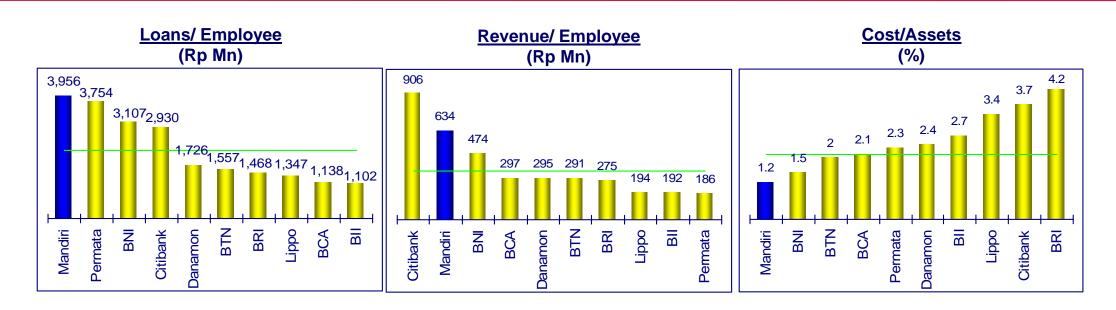
## **Rising Non-Interest Operating Contribution**

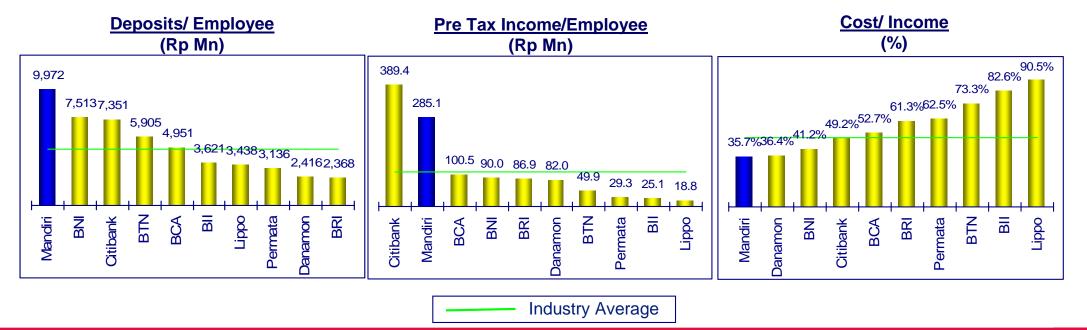


#### **Overhead Spending Remains Under Control Despite Heavy Investment in Brand & IT Platform**

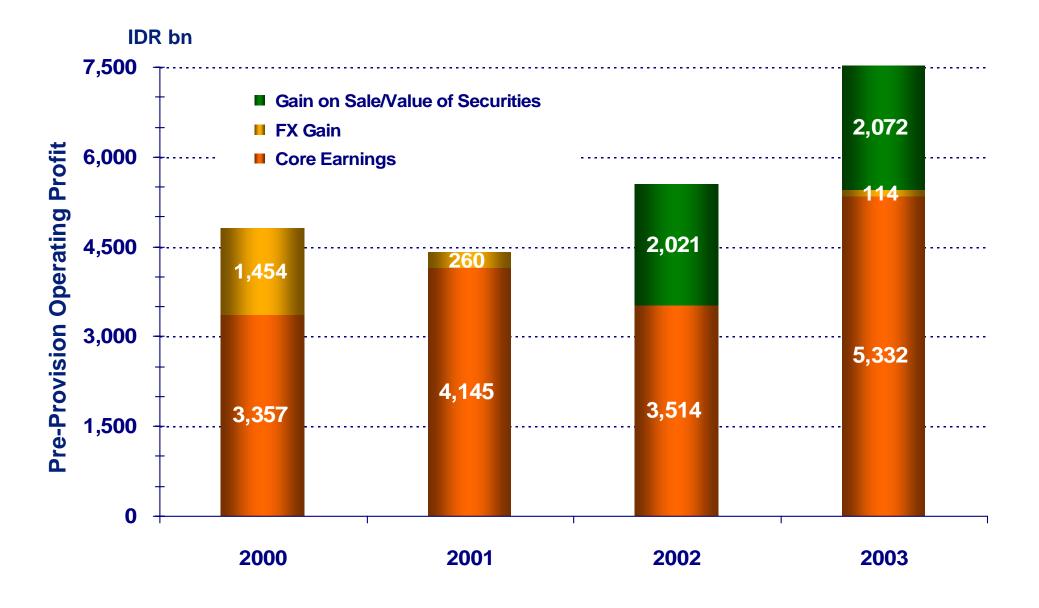


#### Scale Brings Efficiency Advantage Over Our Competitors Bank Only, As of September 2003

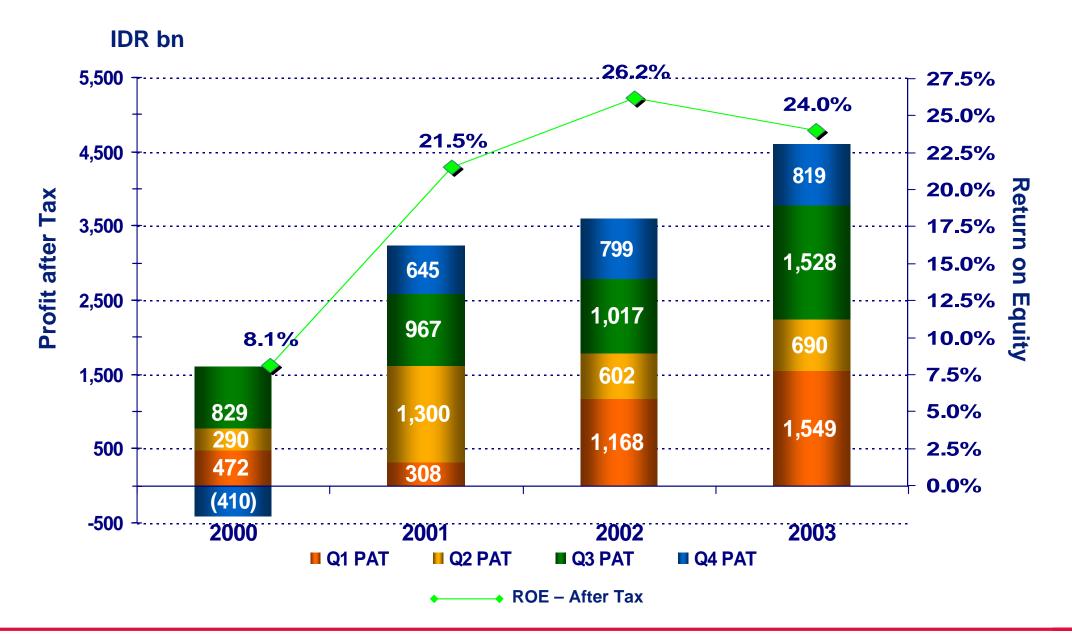




#### **Growth in Core Earnings Shows Brand Franchise Strength**



#### **Consistent Improvement in Profitability: FY PAT of Rp 4.586 tr**



## **Potential Upsides**

Written-off Loans	<ul> <li>Aggregate of IDR 20.4 tn (US\$ 2.42 bn) in written-off loans as of end-December 2003, with significant recoveries on-going:</li> <li>2001: IDR 2.0 tn (US\$ 224 mn)</li> <li>2002: IDR 1.1 tn (US\$ 123 mn)</li> <li>2003: IDR 1.2 tn (US\$ 147 mn)</li> </ul>
Property Revaluation	<ul> <li>Property revalued by Rp. 3.0 trillion in our June accounts</li> <li>Based upon a valuation by Vigers as of June 2003, an additional Rp. 2.8 trillion remains un-booked</li> </ul>
Conservative Provisioning	<ul> <li>Conservative provisioning policy resulted in allowances on loans exceeding BI's minimum requirements</li> <li>As of 31 December 2003, excess provisions totaled IDR 3.4 tn (US\$ 404 mn)</li> </ul>
Loan Collateral Undervalued	<ul> <li>Collateral values on NPLs are generally not included for provisioning purposes due to outdated valuations</li> </ul>

## **Corporate Actions**

	<ul> <li>50% Dividend payment policy maintained</li> <li>Based upon Full Year EPS of Rp 229:</li> </ul>		
Dividend Policy	Total Dividend Payout expected	:	Rp 115
	Less Interim Dividend paid in Dec 2003	:	Rp 50
	Final Dividend expected after approval from AGM scheduled for May 2004	:	Rp 65

## **Additional Prudential Supervision Requirements**

Ratios/Benchmarks	<b>Requirement</b>	Dec 2003	Jan 2004 (Unaudited)
Secondary Reserve	<b>≥ 12%</b>	8.2%	10.8%
CETA (Annualized)	<b>≥ 1.5%</b>	2.17%	2.49%
Interest Expenses to Total Assets (Annualized)	<b>≤ 7.5%</b>	6.90%	4.69%
Corporate : Non.Corporate	50 : 50 End of 2004	52 : 48	52 : 48

#### 1. Secondary Reserve

(SBI+Placement in Other Banks+Current Account with Other Banks+Marketable Securities (AFS+Trading) excluding Government Bonds) / Total Assets

#### 2. Core Earning to Total Assets Ratio (CETA)

(NII + Other Operating Income (excluding Forex Gain/Loss and Gain from Incline in Value and Sale of Other Operating Expenses (excluding Provision)) / Total Assets

#### 3. Corporate : Non Corporate

Corporate = Gross Annual Sales (GAS) > Rp.300 billion. Non Corporate = Commercial (GAS <=Rp.300 billion) + Consumer Loan

Notes : BI Audit examination on the bank and its assets quality is in progress and result will not be announced until April 2004

## **In Conclusion**

- Better Asset Mix
- Better Liability Mix
- Retail Banking Growing
- Margins Improving
- Scale Provides Cost Efficiency Advantage
- Transformation in Corporate Governance, Risk Management and Corporate Culture Continues

# **Bank Mandiri Financial Summary**

Full Year 2003

#### **Summary P&L Information – Full Year 2003**

	FY 2	FY 2002		2003	
	Rp (Billions)	% of Av.Assets*	Rp (Billions)	% of Av.Assets	% Change
Interest Income	31,879	12.6	25,557	10.0	(19.8)
Interest Expense	(25,017)	(9.9)	(17,550)	(6.9)	(29.8)
Net Interest Income	6,862	2.7	8,007	3.1	16.7
Other Operating Income	804	0.3	1,674	0.7	108.2
Provisions, Net	(937)	(0.4)	(704)	(0.3)	(24.9)
Gain from Increase in Value & Sale of Bonds	2,021	0.8	2,072	0.8	2.5
Personnel Expenses	(1,566)	(0.6)	(1,764)	(0.7)	12.6
G & A Expenses	(2,060)	(0.8)	(2,151)	(0.8)	4.4
Other Operating Expenses	(1,359)	(0.5)	(320)	(0.1)	(76.5)
Profit from Operations	4,573	1.8	6,814	2.7	49.0
Non Operating Income	1,238	0.5	218	0.1	(82.4)
Net Income Before Tax	5,811	2.3	7,032	2.8	21.0
Net Income After Tax	3,586	1.0	4,586	1.8	27.9%

#### **Summary P&L Information – Fourth Quarter 2003**

	Q4 2002		Q4 2	2003	
	Rp (Billions)	% of Av.Assets*	Rp (Billions)	% of Av.Assets	% Change
Interest Income	7,241	11.4	5,479	8.6	(24.3)
Interest Expense	(5,568)	(8.8)	(3,306)	(5.2)	(40.6)
Net Interest Income	1,673	2.6	2,173	3.4	29.9
Other Operating Income	733	1.1	525	0.8	(28.4)
Provisions, Net	319	0.5	161	0.2	(49.5)
Gain from Increase in Value & Sale of Bonds	(64)	(0.1)	152	0.2	NA
Personnel Expenses	(380)	(0.6)	(394)	(0.6)	3.7
G & A Expenses	(723)	(1.1)	(733)	(1.2)	1.4
Other Operating Expenses	(728)	(1.1)	137	0.2	NA
Profit from Operations	830	1.3	2,021	3.2	143.5
Non Operating Income	965	1.5	(75)	(0.1)	NA
Net Income Before Tax	1,795	2.8	1,946	3.1	8.4
Net Income After Tax	799	1.3	819	1.3	2.5

	S&P	Moody's	Fitch
Sovereign Ratings			
Outlook	Stable	Stable	Stable
Long Term Bank Deposits		B3	
Long Term Foreign Currency Debt	В	B2	В
Long Term Local Currency Debt	B+		В
Bank Mandiri Ratings			
Long Term Foreign Currency Outlook	Positive	Stable	
Long Term Bank Deposits		<b>B</b> 3	
Long Term Foreign Currency Debt	В	B2	В
Short Term Foreign Currency Debt	В		В
Long Term Local Currency Outlook	Stable		
Long Term Local Currency Debt	B+		B+

# Bank Mandiri Additional Information...

## **Ongoing Commitment To Strengthen Risk Management ...**

#### **Development To Date**

- Implementation of "Four-Eyes Principle"
- Improvement of credit policies (credit process, authority level, etc.)
- Customer Rating System (Corporate segment)
- Consumer Scorecard
- Portfolio Management
- Operational Risk Management Policy
- Acquisition of new Middle Office Solution (Mysis) for Market Risk
- End-phase implementation of ALM engine (Sendero)
- Development of Executive Information System for Market Risk (EIS-Sendero)

= CR M

#### **Future Action Plan**

- Active Credit Portfolio Management
- Active Capital Allocation Management
- Credit Scoring (SME)
- Credit Card Scorecard
- Risk Based Pricing
- Risk Adjusted Performance Measurement (RAPM)
- Operational Risk Management Tools
- ORM Information System
- Implement Middle Office Solution as an integrated VaR engine
- Use Sendero as an ALM analysis tool
- Implement EIS to update management of risk profile thus enable better strategic decision
- Implement LPS to provide a more transparent risk profile using stochastic analysis

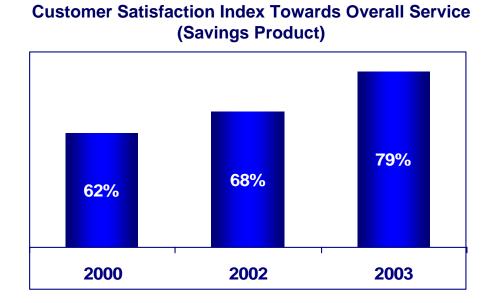
= ORM

## ... And Human Resources Capabilities & Corporate Culture

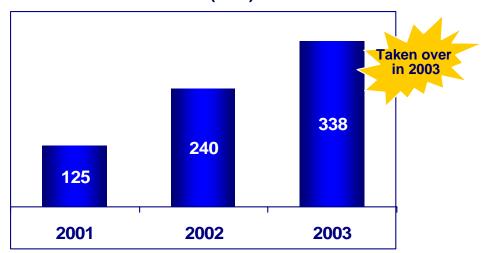
Description	2001	2002	2003				
Number of Employees	17,204	17,735	18,397				
Violations & Sanctions:							
a. Warning 1st degree	191	191	226				
b. Warning 2nd degree	91	92	95				
c. Dismissal	73	67	53				

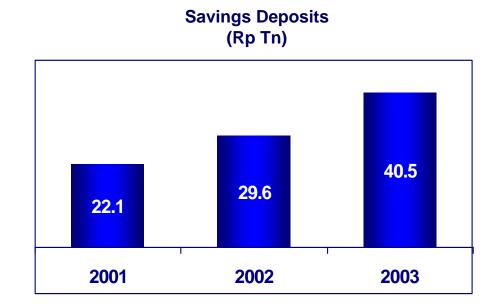
- Optimize human & intellectual capital by treating, leading, developing and managing people as strategic assets / strategic partners and impose strict sanctions on violations of company policies and frauds
- HRD initiatives, ie.: Job Grading, Competency Based Performance Management System etc.
- Training initiatives, ie.: Officer/Staff Development Program, E-Learning etc.
- Corporate culture initiatives ie.: 3 NO's

#### Significant Progress in Creating a Dominant Retail Bank

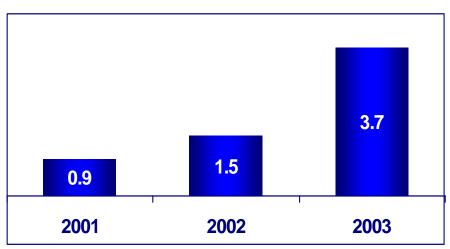












## **White-paper Milestones Progressing as Expected**

1.	Appointment of independent Board of Commissioners with capital market expertise	Appointed by Shareholders meeting	Sep '03	$\checkmark$
2.	Completion of quasi re-organisation	Decision by Shareholders meeting	Dec'03	
3.	Completion of new IT infrastructure roll-out	IT rolled-out at every branches	Dec '03	$\checkmark$
4.	Development of divestment master plan for subsidiaries, affiliated companies and fixed assets	Master-plan	Dec'03	
5.	Refinement of quality control and internal audit	New manual Decline in fraud	Dec'03 On-going	Continuous
6.	Refinement of credit policies	New manual Improved credit quality	Dec '04 On-going	Update In-progress
7.	Refinement of credit risk, operational risk and market risk management	New Manual Improved NPL	Dec '04 On-going	In-progress
8.	Improvement in funding mix	Improved cost of funds	On-going	In-progress
9.	Enhancement in written-off loan collection	Improved collection	On-going	In-progress

## **Detailed Status on Ongoing Initiatives (1)**

5. Refinement of quality control and internal audit

6. Refinement of credit policies

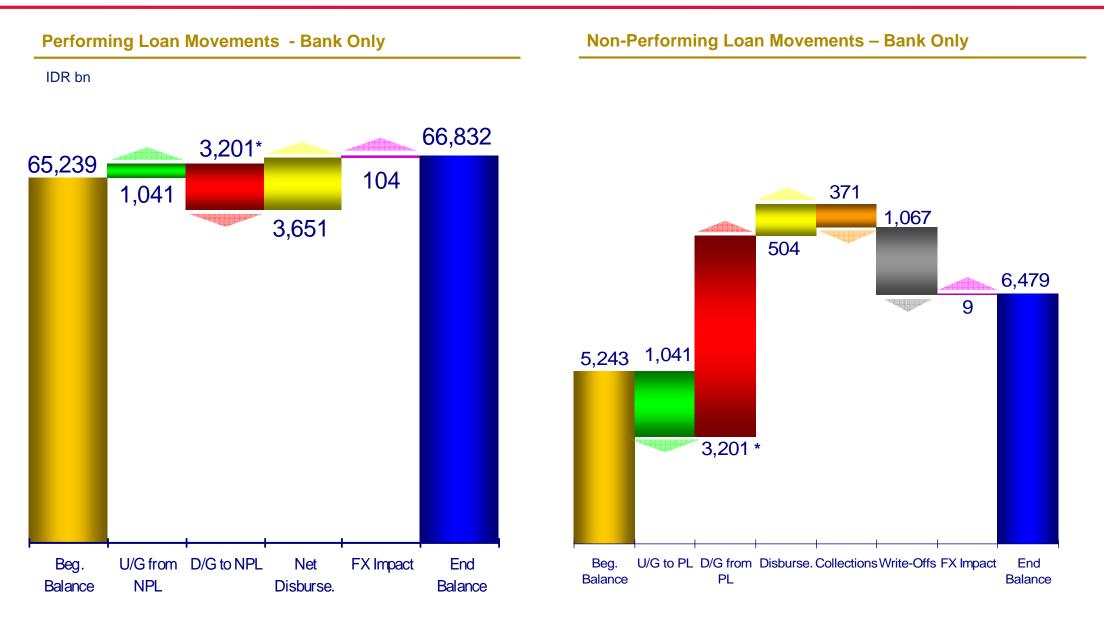
 Refinement of credit risk, operational risk and market risk management

- 8. Improvement in funding mix
- 9. Enhancement in written-off loan collection

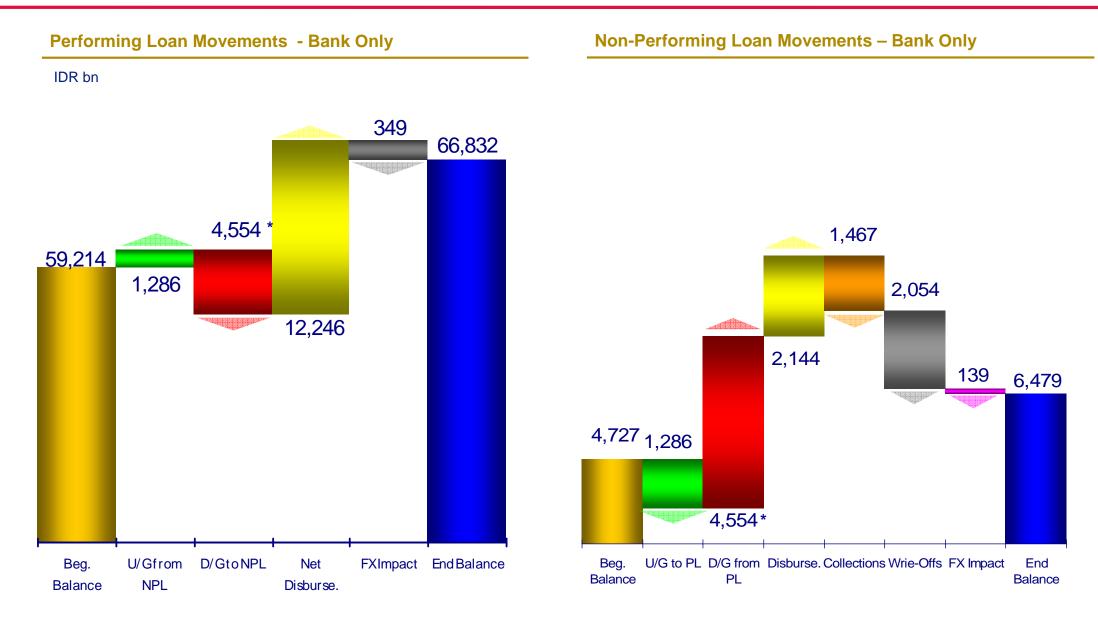
- Continuous update on audit manual (every half year) to maintain ISO 9001:2000 certification
- Continuous socialization of GCG principles and fraud method to mitigate future event
- Risk-Based Audit has been implemented
- Policy on customer rating and consumer scorecard has been developed
- Policy on new credit process and authority level has been developed (for every segments)
- Continuous development on various policies, ie. portfolio mgmt., pricing, restructuring
- Diagnosed risk management practices and developed Action Plan to omit the gaps between existing practices and Central Bank requirements
- Acquired risk management engines (Mysis, EIS-Sendero) to improve and to get more accurate analysis
- Improve risk management manual as Central Bank required.
- Develop credit scoring for SME & credit card
- Implemented credit rating & consumer scorecard
- Implemented operational risk tools
- Composition of expensive funds (time deposit) to total funds has declined from 66% in 2002 to 56% by the end of 2003
- Policy to allow bank to cease collection (partially) on written-off loan is being developed
- In 2003, collection on written-off loan achieved Rp. 1.2 trillion (exceeding target)

# Bank Mandiri Additional Loan Movement Detail

#### Q4 2003 Loan Movement, Performing & Non-Performing Loans



#### FY 2003 Loan Movement, Performing & Non-Performing Loans



#### FY 2003 Movement in Category 1 and 2 Loans

