



SOCIAL PILLAR

Customers are given easy access to complaint services with various media choices both oral and written, such as the following:

Mandiri Call Service

24 hours via Line



Akun Twitter



@mandiricare
and @bankmandiri

MITA WhatsApp



0811-8414-000



Website

www.bankmandiri.co.id

by selecting the "Contact us" menu.



Facebook Account

"Mandiri Care" and
"Bank Mandiri"



Email:

mandiricare@bankmandiri.co.id.



Instagram Account

@bankmandiri

Bank Mandiri
Branch Offices
throughout Indonesia



An official letter addressed to Bank Mandiri, either delivered directly, or sent by post.

Bank Mandiri also provides a reporting media called Whistleblowing System-Letter to CEO (WBS-LTC) in addition to the mechanism mentioned above. WBS-LTC is managed by an independent third party with the following objectives:

1. Be independent and professional.
2. Minimize the risk of conflict of interest.
3. Provide a sense of security for the whistleblower.
4. Increase stakeholder confidence in WBS-LTC management.
5. The whistleblower can monitor the follow-up status of the WBS-LTC report submitted.

Complete information on whistleblowing systems and mechanisms is detailed in this Annual Report - Governance Chapter, and Sustainability Report - Customer Service and Satisfaction Chapter.