

FOR OUR CUSTOMERS



Consumer Protection

As part of its commitment to maintaining customer trust, Bank Mandiri enforces an Operational Bank Policy governing customer protection functions, further detailed in internal guidelines across business units. This policy underpins the establishment of a reliable customer protection system while supporting a sustainable and stable financial system that safeguards consumer and public interests. Since October 2022, Bank Mandiri has established a Customer Protection Unit in accordance with OJK Regulation No. 22 of 2023 and Bank Indonesia Regulation No. 3 of 2023, which is responsible for:

1. Disseminating consumer protection principles to all bank employees.
2. Coordinating the planning and implementation of Bank compliance with consumer protection regulations.
3. Coordinating the monitoring and evaluation of Bank compliance with consumer protection regulations.
4. Reporting on the implementation and providing recommendations for improvement and development to the Board of Directors regarding Consumer Protection.
5. Coordinating the preparation and submission of reports related to Consumer Protection.
6. Receiving, handling, and resolving complaints submitted by consumers.
7. Preparing complaint handling materials to be included in the annual report, on the official website, and/or other media officially managed by Bank.
8. Serving as the liaison for complaints submitted by consumers to the Financial Services Authority and/or other relevant authorities.
9. Implementing initiatives to enhance Financial Literacy and Financial Inclusion.

In addition, Bank Mandiri has established a debt collection policy that ensures the fulfillment of debtor rights as stipulated in:

1. Bank Mandiri Credit Policy, with the latest amendments signed by the Board of Directors and effective since March 7, 2022.
2. Standard Operating Procedure for Credit Collection & Recovery, last updated in 2022.
3. Other relevant internal regulations.

The regulation emphasizes that debt collection must be conducted in a manner that safeguards the comfort and protection of debtors as consumers. When using a Debt Collection Service Company, Bank Mandiri is required to ensure the following:

1. Collection is permissible only if the debtor's account is classified as non-performing.
2. The debtor must be informed if their debt collection has been handed over to a Debt Collection Service Provider.
3. Physical or verbal coercion is strictly prohibited in debt collection activities.
4. Collection efforts must not target individuals other than the debtor.
5. Communication for collection must not be conducted in a repetitive or disruptive manner.
6. Collection must only be carried out at the debtor's billing address or place of residence.
7. Collection can only be conducted between 08:00 and 20:00 in the debtor's local time zone.

To complement the above, Bank Mandiri also regulates the rights of the Creditor to:

1. Receive adequate explanations about the characteristics of the products.
2. Access the terms and conditions of deposit products through Bank Mandiri's website.
3. Enjoy ease of transactions via branches, e-banking services, or other facilities designated by the Bank.
4. Obtain interest rates in accordance with the prevailing regulations at the Bank.
5. Receive information on the procedures for handling and resolving customer complaints.

In lending, Bank Mandiri consistently applies the principle of prudence and conducts regular portfolio monitoring. The due diligence process is reflected through escalation mechanisms in credit approval and supervision, particularly for large-scale or high-risk borrowers. During the Loan Monitoring stage, the quality of existing loans is reviewed through various methods, including the Watchlist mechanism, which serves as an Early Warning Signal. The assessment focuses on three key aspects: business prospects, financial performance, and repayment history.