



## Financial Inclusion

As part of its commitment to equitable economic growth, Bank Mandiri actively promotes financial inclusion by expanding the reach and accessibility of its financial services. These efforts aim to reduce economic disparity and foster more inclusive national growth. Bank Mandiri's financial inclusion targets include:

1. Low-income or irregular-income individuals.
2. Communities having difficulties in accessing banking services.
3. Persons with disabilities.
4. Workers without legal identification documents.
5. Areas with limited access to formal financial networks due to geographical constraints, dispersed populations, or low financial literacy.
6. Marginalized and/or vulnerable groups, such as women and children.
7. Micro-entrepreneurs having difficulties in accessing capital or banking services.

To expand banking access and help reduce social inequality, Bank Mandiri actively participates in the Financial Inclusion program by providing banking services for micro entrepreneurs and MSME business owners.

## MSME Loan Access

MSMEs play a vital role in Indonesia's economy, contributing significantly to employment and overall economic activity. As a key driver of the national economy, the government continues to encourage MSMEs to innovate and move up the value chain to strengthen their contribution to economic growth.

Bank Mandiri supports MSME development by providing wider access to financing, recognizing that MSME portfolio growth generates positive social impacts such as improved livelihoods, job creation, and poverty reduction. By the end of 2025, Bank Mandiri recorded 1.27 million MSME borrowers with total loans amounting to Rp140.1 trillion, representing a 4.5% increase from the previous year. The MSME non-performing loan (NPL) ratio remained well-managed at 1.46%, with MSME financing accounting for 9.4% of the Bank's total loan portfolio.

To deepen its market reach, Bank Mandiri offers special financing schemes for MSMEs connected to its wholesale clients or within financing ecosystems. These ecosystems are centered around large corporations, multinationals, and state-owned enterprises (SOEs). Through this initiative, MSMEs gain access to more competitive interest rates compared to the regular Micro Business Loan (KUM) program. MSME financing is provided through Working Capital Loans and Investment Loans, along with KUM and participation in the government's People's Business Credit (KUR) program under the micro banking segment.

Bank Mandiri strengthened its commitment to expanding financial access for MSMEs through the development of integrated micro-financing ecosystems across the trade and agriculture sectors. Through this approach, Bank Mandiri extended financing more inclusively to micro-entrepreneurs and merchants that had previously been underserved by formal financial services, including through the placement of Point of Service (PoS) units at wholesale customers' Distribution Centers and the utilization of Digital Micro Loans (KUM Digital) to address accessibility challenges. This ecosystem-based approach also enables Bank Mandiri to enhance financing quality through stronger linkages among business actors in the value chain, while at the same time supporting higher MSME productivity and income generation.

Digital transformation presents both challenges and opportunities for MSMEs. Based on Bank Indonesia data, digital payment transactions in 2025 reached 14.26 billion transactions, growing by 39.21% year-on-year. Meanwhile, QRIS transactions continued to record very strong growth, increasing by 140%, with the number of users reaching 59.53 million and merchants totaling 42.75 million.

To support MSME digitalization, Bank Mandiri launched the Livin' Merchant by Mandiri app to expand financial access for micro-productive businesses. This point of sale (POS) application digitizes payment transactions, enabling merchants to receive QRIS payments from multiple banks and e-wallets. The app is free of charge and allows MSME users to withdraw funds up to three times per day.

### Micro Financing Access

To promote economic growth and job creation, Bank Mandiri actively enhances MSME competitiveness through Micro Credit financing. Loan distribution is carried out using an integrated close loop upstream-downstream approach based on regional strategies, optimizing the value chain ecosystem of the Bank's wholesale customers.

### People's Business Loan (KUR)

People's Business Credit (KUR) program targets productive and eligible businesses that lack sufficient collateral. The program aims to expand access to financing and enhance business capacity and competitiveness.

Leveraging its strength as a wholesale bank, Bank Mandiri applies an ecosystem-based KUR distribution strategy. Through this approach, the Bank partners with its wholesale clients, who recommend their business partners or managed entities as eligible KUR recipients.

There are 3 (three) types of KUR offered by Bank Mandiri:

- Retail KUR, for loan ceilings above Rp25 million up to a maximum of Rp200 million per borrower, with a maximum tenure of 3 years for working capital loans and 5 years for investment loans.

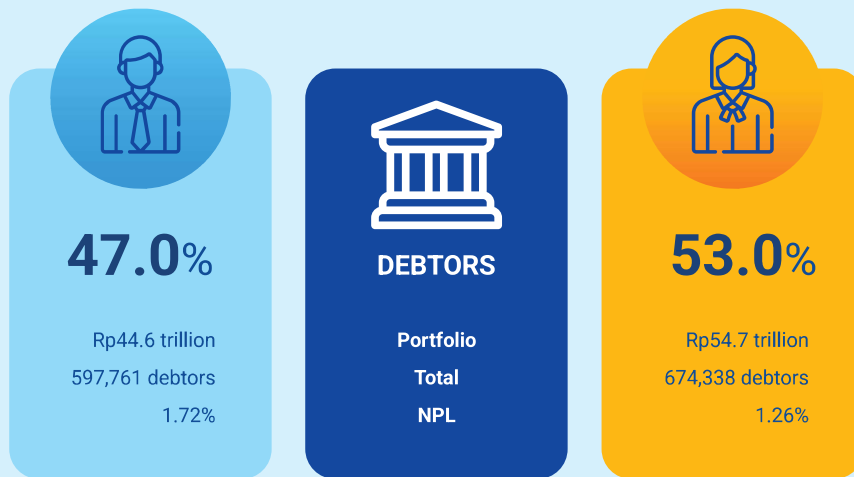
- Micro KUR, for loan ceilings up to Rp25 million per borrower, with a maximum tenure of 2 years.
- KUR for Migrant Workers (KUR TKI), for loan ceilings up to Rp25 million per borrower, with a tenure aligned to the employment contract or a maximum of 12 months.

From the start of the program in 2008 up to 2025, the Bank has disbursed KUR to 963,340 million borrowers, with a total financing value of Rp68.5 trillion.

### Micro Business Loan (KUM)

As part of its support for productive business growth, the Micro Business Loan (KUM) is designed for micro entrepreneurs to finance investment or working capital needs. The product offers competitive interest rates, fixed monthly installments, and a simple, fast approval process.

KUM distribution reflects Bank Mandiri's commitment to helping MSMEs expand operations, increase productivity, and enhance competitiveness. By 2025, Bank Mandiri had disbursed KUM totaling Rp30.8 billion to 308,759 active borrowers.





### Financing for Women through MSME Loan

Women play a vital role in strengthening Indonesia's MSME ecosystem. Bank Mandiri remains committed to empowering female entrepreneurs by enhancing their business competitiveness and capacity to drive economic growth and job creation.

Over the past five years, Bank Mandiri has recorded 674,338 active female micro-entrepreneurs with total financing of Rp55.2 trillion through KUR and KUM products, representing 53.01% of the Bank's 1.2 million active micro-loan customers.

Female borrowers also demonstrated stronger credit performance, with a Non-Performing Loan (NPL) ratio of 1.26% as of December 2025, compared to male borrowers with an NPL ratio of 1.72%.

### Mandiri Makmur Savings (SiMakmur)

To expand financial access, Bank Mandiri introduced SiMakmur, a rupiah savings account operated through Mandiri Agents, enabling customers to transact without visiting a branch. The account has no minimum balance, no monthly fees, and is guaranteed by the Deposit Insurance Corporation (LPS).

Bank Mandiri also strengthens financial inclusion for persons with disabilities through the Inclusive Economic Acceleration Program, which includes opening 10,000 new savings accounts across West Java, Central Java, and Yogyakarta. The Bank offers tailored savings products such as Tabungan Now, Tabungan Mitra Usaha, and Tabungan SimPel for customers with disabilities who do not yet possess a National Identity Number (NIK). Further information on financial inclusion programs is provided in Bank Mandiri's Sustainability Report.