

| Our Customers



Consumer Financial Protection

Bank Mandiri is committed to protecting the financial rights of our customers and supporting the creation of a sustainable and stable financial ecosystem. This is done by safeguarding consumer interests, in line with POJK Regulation No. 22 of 2023 on Consumer and Public Protection, through the provision of equitable and responsible financial products and services. Each product and service is designed with customer welfare in mind, emphasizing transparency and accessibility at every stage. [QJK F.17]

The areas of customer protection included in Bank Mandiri's Consumer Protection Policy are regulated under the Customer Protection Standard Procedure No. K4.SP27 of 2024, which includes:

- **Good Faith** in every interaction and transaction with customers.
- **Customer Data Protection** to maintain the confidentiality and security of personal information.
- **Product and Service Design** ensuring suitability and feasibility for customers.
- **Provision of Product and/or Service Information** to help customers make informed decisions.

- **Transparent Communication of Product and/or Service Information** in product and service offerings.
- **Marketing of Products and/or Services** that protects customers from misleading information.
- **Preparation of Agreements for Products** with clear and fair terms and conditions.
- **Provision of Services for Product Usage** that supports responsible credit recovery.
- **Complaint Handling and Dispute Resolution** as a commitment to customer satisfaction.
- **Enhancing Financial Literacy and Inclusion** to support customer understanding of financial products and services.

Consumer protection begins with an analysis of the potential customer's profile to ensure product understanding and prevent loans beyond financial capability. This policy includes limiting Paylater services for customers with payroll accounts, setting maximum limits, and applying risk criteria. Bank Mandiri also utilizes Enterprise Data Analytics to assess the financial capacity of customers, ensuring installments align with their financial capabilities.

For customers facing financial challenges, Bank Mandiri provides flexible loan restructuring options, including installment adjustments or loan modifications to help them meet their financial obligations. Bank Mandiri also upholds fair advertising through transparent and accurate advertising policies, ensuring that all product information is communicated honestly. In terms of credit collection, Bank Mandiri upholds customer rights by implementing ethical collection procedures that respect the privacy and dignity of every individual. Customer data security is also a top

priority. Bank Mandiri ensures that all personal and financial information is protected with advanced security systems and high encryption standards, maintaining customer trust and confidentiality.

To increase awareness and understanding regarding customer protection, Bank Mandiri conducts internal socialization using various media, including wallpapers, email blasts, and the Mandiri magazine, followed by surveys to assess their effectiveness.

Employee Training on Consumer Financial Protection [GRI 404-2]

During the reporting period, 10 (ten) socialization materials were delivered, followed by surveys to measure their success. Bank Mandiri also ensures understanding of consumer financial protection among employees in relevant departments, including front-line staff and all relevant

customer-facing employees through annual training and comprehension testing. In the reporting year, a total of 52,138 employees participated in consumer protection training through e-Learning.

Employee Training on Consumer Financial Protection in 2024 [GRI 404-2]

Bank Mandiri Consumer Protection E-Learning

Training Scope:

- Understanding the concept of consumer protection
- Comprehending the implementation of consumer protection at Bank Mandiri
- Identifying risks related to consumer protection in Bank Mandiri's business activities

Number of Training Participants

52,138
Employees

To increase awareness and knowledge among all employees regarding consumer protection, Bank Mandiri implements various socialization and capacity-building initiatives through the following actions:

1. Socialization through Various Internal Platforms

Carried out for all employees using a variety of bank's internal platforms, such as:

- Displaying information on PC wallpapers;
- Email blasts through corporate email;
- WhatsApp blasts through the Culture Squad across all Groups;
- Through Business Continuity Management Awareness Guidance (BCMAG) surveys, podcasts, and *Majalah Mandiri* (Bank Mandiri's magazine).

2. Implementation of E-Learning on Consumer Protection

E-Learning training is provided to all employees in compliance with regulations requiring employee capacity development in understanding consumer protection regulations.

3. Awareness Survey for All Employees

Surveys are conducted to measure the level of understanding and effectiveness of the socialization activities, ensuring that the messages and information related to consumer protection are effectively communicated.

Debt Collection Policy

Bank Mandiri adheres to all applicable laws and regulations related to debt collection management to ensure that each process is carried out in accordance with the prevailing legal provisions. Bank Mandiri implements a responsible, respectful, and fair debt collection policy for all customers. Every employee or authorized representative of Bank Mandiri involved in the debt collection process is required to adhere to high ethical principles and respect the rights of debtors, ensuring that the collection process is conducted professionally and in compliance with applicable regulations.

Bank Mandiri has developed a debt collection policy applicable to all Bank Mandiri employees and subsidiaries, covering retail and wholesale segment products and services, as outlined in the Overview of Debt Collection Policy¹. The debt collection policy includes procedures and management practices, and defines the working mechanisms for debt collection, including collection methods, frequency, and other requirements. The policy also mandates that employees specifically involved in debt collection undergo periodic training based on the Credit Collection & Recovery Policy, which encompasses the management of problematic loans and collection procedures. Debt collection execution is supervised by The supervision of debt collection activities is carried out by the Wholesale Credit Recovery Unit for the wholesale segment and the Retail Credit Recovery Unit for the retail segment.

At every stage of collection, Bank Mandiri applies financial protection policies that respect the fundamental rights of customers in accordance with the valid credit agreement.

Whether direct or indirect, Bank Mandiri ensures that each collection process complies with internal and external regulations to maintain transparency and integrity in customer relations. The collection process is not solely focused on protecting the interests of Bank Mandiri, but also ensures that the rights and privacy of customers are respected in accordance with applicable rules.

Bank Mandiri ensures that debt collections performed by third-party agencies can only be carried out once the debtor's debt has become delinquent. Bank Mandiri guarantees that collections are conducted without physical or verbal pressure and are not directed toward anyone other than the debtor in question. Additionally, the collection process must adhere to communication guidelines that avoid disruption, such as being conducted only at the debtor's address between 08:00 and 20:00 local time and only on occasion. Collections that need to take place outside the designated time and location can only be done with the debtor's consent.

Bank Mandiri requires employees handling credit and collection officers to undergo training and certification through internal and external programs. For debtors still under the management of the Business Unit (BU), Bank Mandiri provides guidance through joint efforts between the BU and relevant divisions. Collection officers are required attend training related to debt collection activities such as basic collection, collection negotiation, anti-fraud strategies, and operational collection risks, organized in collaboration with Mandiri University Group.

Training on Debt Collection Policy in 2024 [GRI 2-24, 404-2]

Scope of Training:

Basic Collection for Operational/Outsourced Employees, Operational Risk Management for Collectors, Retail Collection Product Knowledge, Negotiation Collection, Collection for Business, Marketing Skills for Collection, and others.

Number of Training Titles

30 Titles

Total Training Hours

22,743 Hours

Number of Training Participants

3,399 Employees

¹ Overview of Debt Collection Policy:

https://www.bankmandiri.co.id/documents/20143/385754317/EN_Draft_Overview+Debt+Collection+Policy_FINAL.pdf