

Access to Financial Services and Financial Inclusion

The diversity of Indonesia's society, encompassing a wide range of social, economic, and cultural backgrounds, serves as a source of inspiration for Bank Mandiri to provide financial inclusion services. Recognizing the unique needs of each segment of society, Bank Mandiri is committed to contributing to efforts aimed at addressing gaps in financial access, particularly for underserved and vulnerable communities. As part of its responsibilities, Bank Mandiri actively supports the Financial Services Authority's (OJK) target of achieving 90% financial inclusion by 2024.

Commitment to Financial Inclusion

Bank Mandiri places financial inclusion as one of its top strategic priorities. This commitment is realized through a variety of tailored products and services aimed at the financial inclusion of underserved groups, designed to facilitate access to financial services and reach all segments of society. Bank Mandiri has identified key target groups as priorities, focusing on individuals and communities that are underserved by financial institutions (unbanked dan underbanked), including:

1. Individuals with low income or irregular-income;
2. Individuals facing difficulties in accessing banking services;

3. Persons with disabilities;
4. Workers without legal identification documents;
5. Regions with limited access to formal financial networks due to geographical barriers, dispersed populations, or low financial literacy;
6. Marginalized and/or vulnerable groups, such as women and children;
7. Micro-business entrepreneurs facing difficulties in accessing capital or banking services.

To address the needs of these target groups, Bank Mandiri provides inclusive financial solutions, which include:

Product/Service Name	Targeted Group	Product/Service Description	Impact and Reach
Micro Financing through People's Business Credit (KUR) and Micro Business Credit (KUM)	<ul style="list-style-type: none"> • Individuals with low income or irregular-income • Individuals facing difficulties in accessing banking services • Regions with limited access to formal financial networks due to geographical barriers, dispersed populations, or low financial literacy • Marginalized and/or vulnerable groups, such as women and children • Micro-business entrepreneurs facing difficulties in accessing capital or banking services 	Productive micro credit with low-interest rates to support micro businesses and enhance financial inclusion.	<ul style="list-style-type: none"> • Distribution of KUR: Rp63.9 trillion. • Distribution KUM: Rp26.9 trillion.
Living Merchant	Micro-business entrepreneurs facing difficulties in accessing capital or banking services	An entrepreneurship application that helps MSMEs manage their finances and business operations, from recording sales and checking product inventory to processing sales revenue withdrawals.	The total number of active users reached 2.39 million, with 1.47 million (61.51%) located in non-urban areas, marking a 42.3% increase compared to the previous year.
Mandiri Agent (Branchless Banking)	<ul style="list-style-type: none"> • Regions with limited access to formal financial networks due to geographical barriers, dispersed populations, or low financial literacy • Individuals facing difficulties in accessing banking services 	Banking services provided through Mandiri Agents, supported by mobile technology Agent Banking System, enabling access to financial services in remote areas.	The total number of Mandiri Agents reached 110,672 agents, with 94,748 (85.76%) operating in non-urban areas. Additionally, 61,300 (55.48%) agents have adopted the Agent Banking System.

Product/Service Name	Targeted Group	Product/Service Description	Impact and Reach
PNM Mekaar	Marginalized and/or vulnerable groups, such as women and children	Group-based financing without collateral for underprivileged women aiming to develop small businesses.	Disbursed financing totaling Rp3 trillion.

Bank Mandiri continues to innovate by providing financial solutions that cater to underserved groups. Two flagship innovations that embody this commitment are Livin' Merchant and the Agent Banking System (ABS), developed through in-depth market analysis and direct feedback from customers.

Livin' Merchant supports MSME entrepreneurs in expanding their reach and enhancing business competitiveness through the digitalization of business and financial processes. Meanwhile, the Agent Banking System (ABS) addresses the needs of communities in remote areas with limited access to formal financial services.

Responsible Approach

In addition to offering products and services that reach a broad segment of society, Bank Mandiri emphasizes responsibility in ensuring the financial well-being of its customers. This responsible approach applies not only to all customers but is also specifically tailored to support financial inclusion target groups, aiming to prevent the risk of over-indebtedness.

This effort begins with a comprehensive analysis of potential customers' profiles to ensure they understand the products and avoid loans that exceed their financial capacity. This process includes establishing Risk Acceptance Criteria (RAC) as a pre-screening measure, covering factors such as age limits, checks through the Financial Information Service System (SLIK), loan collectability status, and evaluation of the Debt Burden Ratio (DBR) to ensure loan installments do not exceed 35% of a prospective borrower's income. Additionally, Bank Mandiri leverages Enterprise

Data Analytics technology to evaluate customers' financial capacity accurately, ensuring that offered installments remain within their means.

Internally, Bank Mandiri consistently enhances its human resources capacity through regular training programs. In 2024, Bank Mandiri conducted specialized training programs designed to equip employees with the skills to prevent aggressive sales techniques and inappropriate treatment of target groups.

The training includes the Consumer Financial Protection Training, attended by 52,000 participants, and the Responsible Marketing and Product Offering Training, attended by 1,013 participants. These programs aim to equip employees with an empathy-driven approach to service, ensuring they respect customers' needs and rights while promoting inclusive financial services.

Oversight and Complaint Mechanism

Bank Mandiri's commitment to financial inclusion is implemented through structured oversight and inclusive complaint mechanisms. To support this, Bank Mandiri has appointed the Director of Network & Retail Banking to directly oversee and ensure the achievement of financial inclusion objectives. This strategic role not only sets policy directions but also ensures that the implementation of financial inclusion programs is effective and delivers tangible impacts.

As part of its customer-oriented services, Bank Mandiri recognizes the importance of accessible channels for submitting complaints, especially for customers in financial inclusion target groups. To address this, Bank Mandiri offers three easily accessible complaint mechanisms designed to reach all segments of society, including those in remote areas:

1. Sales Generalist Productive (SGP): This team serves as the frontline in assisting customers, providing immediate solutions for any complaints raised.
2. Micro Units: Spread across 12 regions throughout Indonesia, these units ensure that complaint processes are handled quickly and effectively, bringing services closer to local communities.
3. Mandiri Mitra Agent (MMA): Acting as an extension of the complaint handling service, MMAs play a vital role in reaching customers in hard-to-access areas, ensuring that financial inclusion transcends geographical boundaries.

Through focused oversight and these inclusive complaint mechanisms, Bank Mandiri strengthens its commitment to delivering fair and equitable financial services to all Indonesians.

Points of Reach of Financial Services

Bank Mandiri continues to expand its service network through branches, ATMs, self-service facilities, and digital channels to enhance accessibility and customer experience. The following data illustrates the availability of the company's service points.

Points of Reach of Financial Services [OJK F.23] [OJK F.28]



Low or No-Administration Fee Savings Products [FN-CB-240a.3]

Bank Mandiri offers a range of savings products designed to expand access to financial services for all segments of society, especially those previously underserved. Customers can open accounts through branch offices, Mandiri Agents, or digitally via the Livin' app and the join.bankmandiri.co.id website. These products not only facilitate transactions but also enhance financial literacy, empower customers to manage their finances more effectively, and promote a savings culture as an essential step toward healthy financial planning.

Tabungan Mitra Usaha (TabunganMU)



A savings account in Indonesian Rupiah for individuals, designed to facilitate banking transactions at an affordable cost.

Tabungan TKI



A savings account in Indonesian Rupiah for Indonesian Migrant Workers (TKI) or Prospective Migrant Workers (PMI) and their families, subject to the terms and conditions set by the Bank.

Tabungan NOW



A savings product in Indonesian Rupiah for individuals, offering ease and convenience, from account opening anytime and anywhere via the Livin' by Mandiri app or join.bankmandiri.co.id to conducting online and offline transactions using various features and channels provided by Bank Mandiri.

Tabungan Branchless Banking



An individual savings account in Indonesian Rupiah that leverages technology and information through branchless banking agents (Mandiri Agents) in collaboration with Bank Mandiri, enabling broader access to banking services for all communities and promoting financial inclusion.

Tabunganku



Tabunganku is a savings account designed for individuals with easy and flexible requirements, jointly issued by banks across Indonesia to promote a saving culture and enhance community welfare.

Tabungan Simpanan Pelajar (SimPel)



Mandiri Tabungan Simpanan Pelajar (SimPel) is a type of Mandiri Savings product designed for students in Early Childhood Education (PAUD/TK/RA), Elementary School (SD/MI), Junior High School (SMP/MTs), Senior High School (SMA/MA), or equivalent, to teach children in Indonesia the importance of saving from an early age.