

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.
Livin' 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.

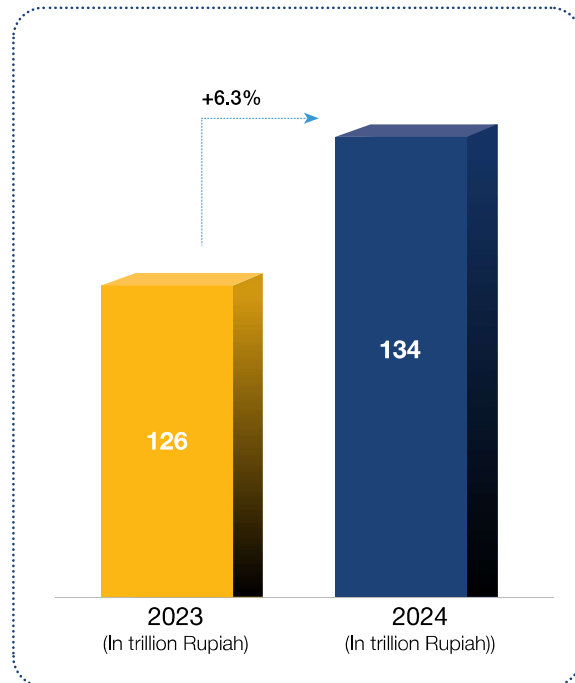
Tabungan Simpanan Pelajar (SimPel)



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.

Support for Micro, Small, and Medium Enterprises (MSMEs)

Bank Mandiri's MSME Financing



Bank Mandiri supporting the micro, small, and medium enterprises (MSMEs) sector, which plays a strategic role in strengthening the national economy, creating jobs, and fostering local community development. In 2024, Bank Mandiri has allocated 10.20% of its total loan portfolio to the MSME sector, covering the micro and SME segments. From a nominal perspective, total MSME financing in 2024 grew by 6.3% compared to 2023.

In terms of credit quality, Bank Mandiri successfully maintained the Non-Performing Loan (NPL) ratio for the SME segment at 0.92% in 2024, while the NPL ratio for the micro segment stood at 1.41%.

As part of its financial inclusion, Bank Mandiri places special emphasis on microfinancing, which not only supports small business owners but also extends financial access to low-income households and other vulnerable groups in need. In addition, the bank provides financial education programs targeted at disadvantaged and low-income individuals, aiming to improve their financial literacy and empower them to manage their resources effectively. Responsibility for microfinancing commitments at Bank Mandiri falls under the governance structure, specifically under the Director of Network & Retail Banking, who oversees micro and consumer financing, MSMEs, and other related areas.

To support the sustainability of this initiative, Bank Mandiri has established a quantitative microfinance target as part of the Board of Directors' Key Performance Indicators (KPIs), specifically the disbursement of Micro Business Loans (KUM) totaling Rp20.6 trillion in 2024. This target has a specific annual timeframe, as it is part of the Board of Directors' annual assessment, which is reported through the General Meeting of Shareholders (GMS). Additionally, the Board of Directors regularly reports the progress of target achievement through quarterly analyst meetings, which are transparently disclosed to the public. In 2024, Bank Mandiri successfully exceeded this target, achieving a total KUR disbursements of Rp26.9 trillion, demonstrating a strong commitment to the sustainable development of microfinance.

Through its extent of involvement in microfinance, Bank Mandiri is committed to building a sustainable financial inclusion ecosystem. This is achieved by providing direct microfinancing and fostering partnerships with other financial institutions, ensuring that its initiatives align with the broader goals of economic empowerment and inclusion. Bank Mandiri also collaborates with communities, NGOs, and governmental authorities to enhance the reach and impact of its initiatives, ensuring alignment with broader goals of economic empowerment and inclusion.

Direct Involvement in Microfinance

Bank Mandiri's direct microfinancing efforts are focused on the disbursement of People's Business Credit (KUR) and Micro Business Credit (KUM) programs.

People's Business Credit (KUR)

KUR is a financing program for working capital and/or investment provided to micro, small, and medium Enterprises (MSMEs) that are productive and feasible but have not yet met traditional banking requirements (non-bankable). This program aims to enhance financing access for MSMEs, strengthen capital, and drive economic growth and job creation. As a wholesale bank, Bank Mandiri implements an ecosystem-based KUR distribution strategy by collaborating with wholesale debtor companies to recommend their managed partners as KUR recipients. From 2008 to 2024, Bank Mandiri distributed KUR to 3.02 million debtors with a total value of Rp63.9 trillion.

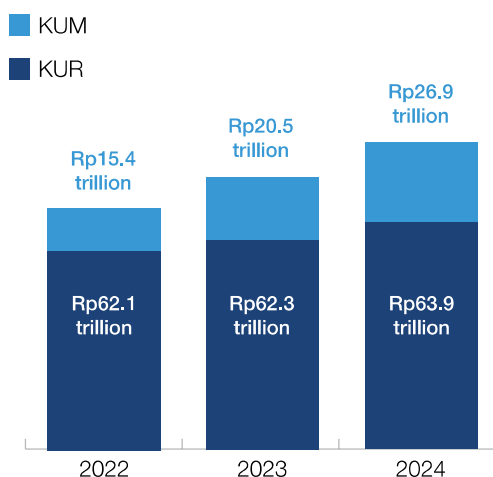
Micro Business Credit (KUM)

KUM is a credit facility designed for micro-entrepreneurs who require financing for productive business activities, whether for investment or working capital. KUM offers competitive interest rates, fixed installments, and a fast and easy application process. The distribution of KUM supports MSMEs in increasing production capacity, expanding market reach, and enhancing competitiveness, ultimately contributing to the local economy. In 2024, Bank Mandiri disbursed KUM totaling Rp26.9 trillion to 351,066 debtors.

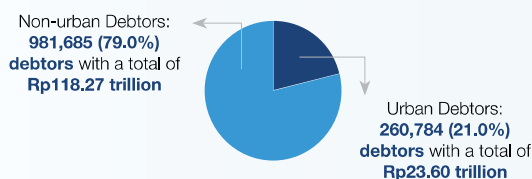
Microfinancing Performance

 **63%** of Bank Mandiri's social portfolio is allocated to the micro segment (KUR & KUM).

Microfinance Disbursement



Microfinance Disbursement by Geography



Total Micro Portfolio by Gender



44.77%

Number of Debtors



55.23%

Rp40,842 billion

Portfolio

Rp49,970 billion

555,814 debtors

Total Amount

685,145 debtors

94.50%

Current Collectibility

95.65%

1.64%

Non-Performing Loans (NPL)

1.22%

Bank Mandiri supports women's empowerment, with women currently representing the largest segment in the micro debtor portfolio. In addition to their dominance in numbers, the higher credit quality of female debtors reflects their significant role in driving microeconomic growth.

KUR Disbursement by Sector



Rp11.07 trillion

Agriculture Sector



Rp14.91 trillion

Trade Sector



Rp616 million

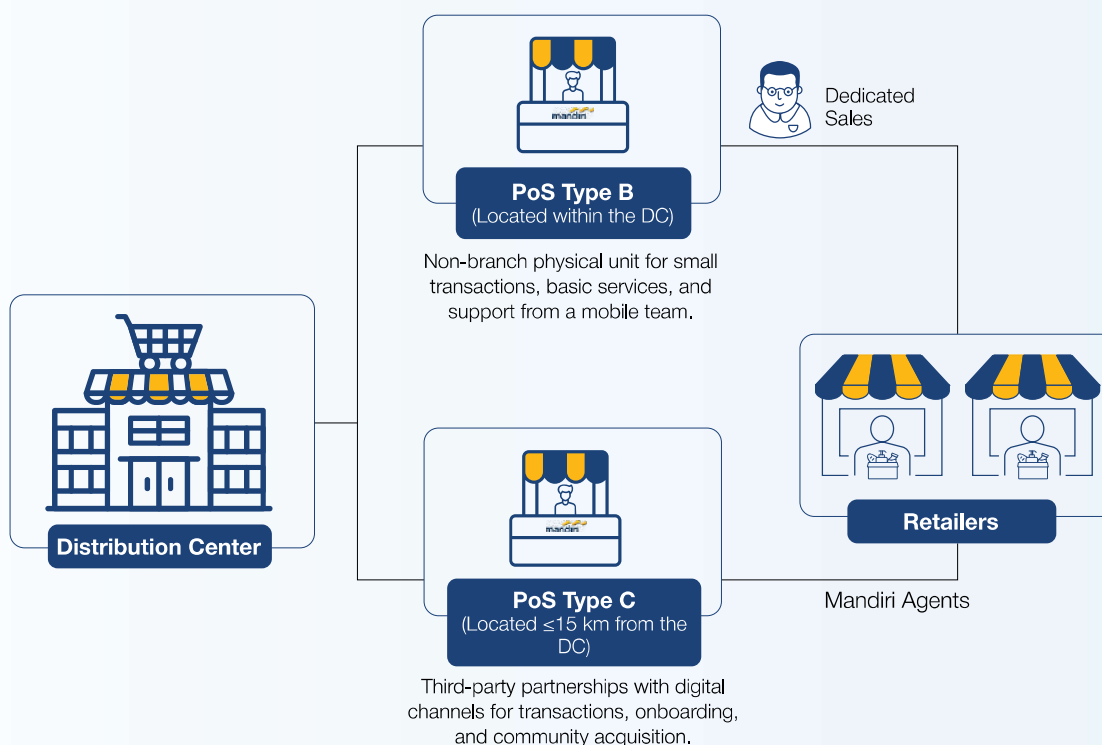
Fisheries Sector

Microfinancing Ecosystem

To support its commitment to expanding financial access for the community, Bank Mandiri has developed an integrated microfinancing ecosystem. Through strategic collaborations with communities and other entities, this ecosystem is designed to holistically connect microfinance services.

Trade Ecosystem

Bank Mandiri established strategic partnerships by deploying Points of Service (PoS) in 29 Distribution Centers (DC) since October 2023. This collaboration aims to extend financing to retailers and merchants who were previously underserved by formal financial services. Additionally, it leverages the Digital Micro Business Credit (KUM) facility to address accessibility challenges, particularly in hard-to-reach areas.



Total Disbursement through KUR and KUM

Number of Debtors: **219,004**
members

Total Disbursement: **Rp24.7**
trillion

Total Disbursement through KUM Purchase Financing (Digital KUM)

Number of Debtors: **966**
members

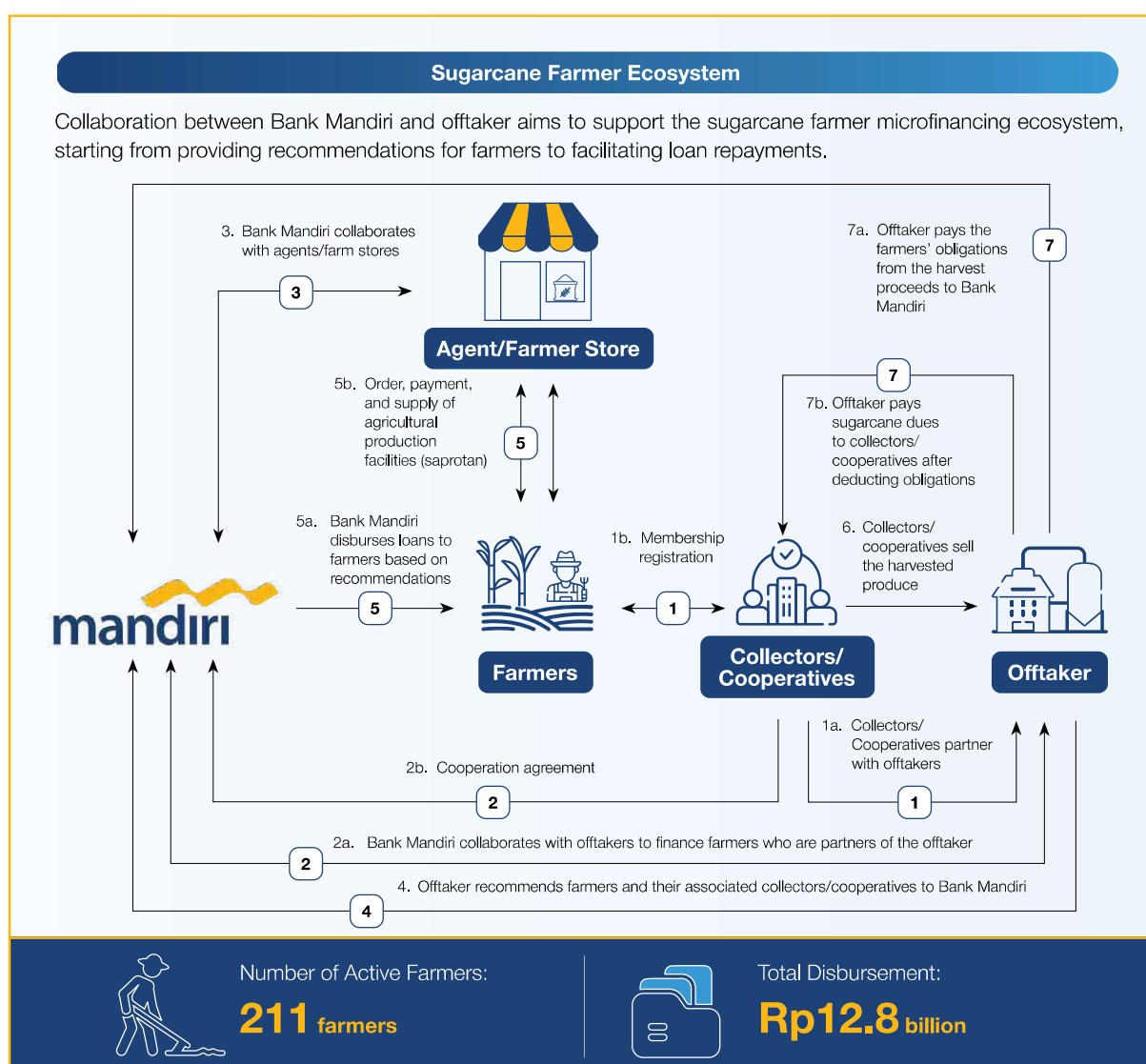
Utilization Limit: **Rp157.8**
billion

Trade Ecosystem Distribution

Region	Number of POS	Distribution Center (DC)
Region 1	3	Batam, Pekanbaru, Medan
Region 2	3	Jambi, Lampung, Palembang
Region 3	3	Cikokol, Tangerang, Kemayoran
Region 4	2	Bekasi, Cipinang
Region 5	2	Bogor, Depok
Region 6	3	Sukabumi, Bandung, Karawang
Region 7	4	Semarang, Solo, Yogyakarta, Purwokerto
Region 8	2	Malang, Surabaya
Region 9	3	Samarinda, Pontianak, Banjarmasin
Region 10	4	Makassar, Manado, Kendari, Ambon

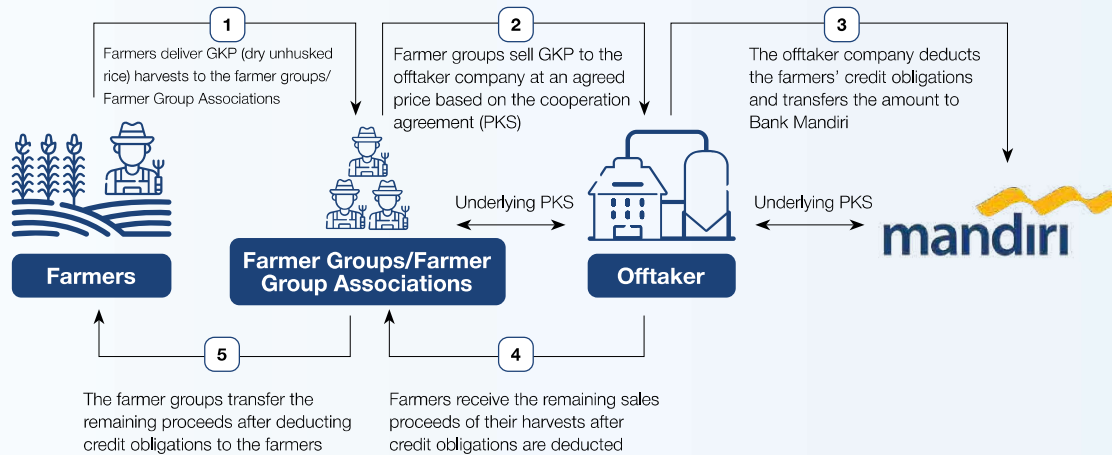
Bank Mandiri also provides microfinancing through the farmer ecosystem as a solution to reach farmers in rural areas with challenging geographical access. Farmers often face economic difficulties due to irregular income, as they

rely on seasonal harvests. This condition necessitates access to financing that supports the sustainability of their businesses while reducing financial vulnerability.



Rice Farmer Ecosystem

The financing distribution scheme for rice farmers is implemented through a partnership with offtaker.



Active Farmers:

10,312 farmers

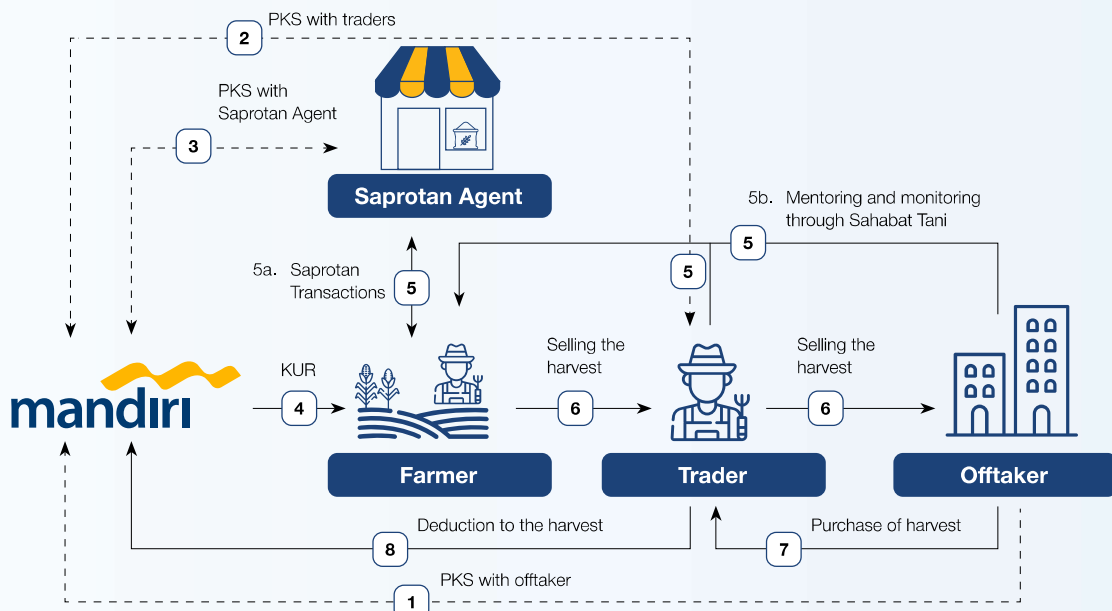


Total Disbursement:

Rp781.7 billion

Corn Farmer Ecosystem

The KUR (People's Business Credit) distribution scheme for corn farmers in Sumbawa involves collaboration between the Bank, offtakers, traders, and farming input agents. Payments are made gradually through an escrow mechanism until the farmers' KUR is fully repaid.



Active Farmers:

2,574 Farmers

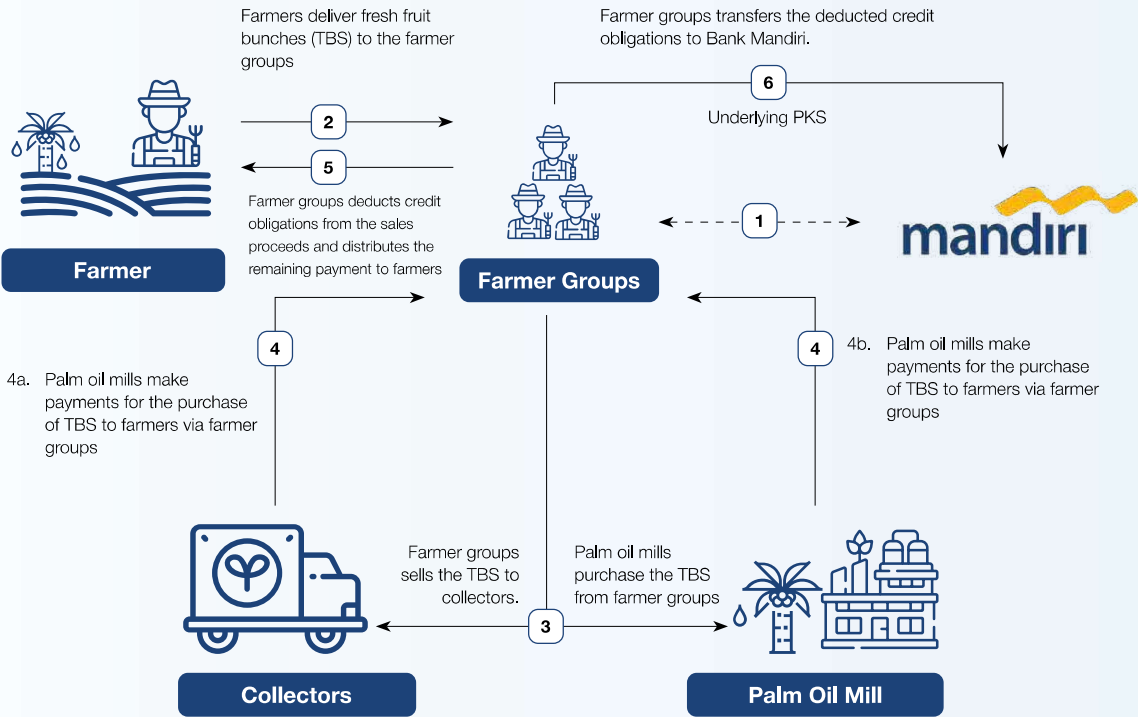


Total Distribution:

Rp133.8 billion

Existing Financing Scheme Ecosystem for Palm Oil Farmers

Bank Mandiri's financing scheme for palm oil farmers involves collaboration between farmers, farmer groups collectors, and palm oil mills, using an integrated payment mechanism to fulfill farmers' credit obligations.



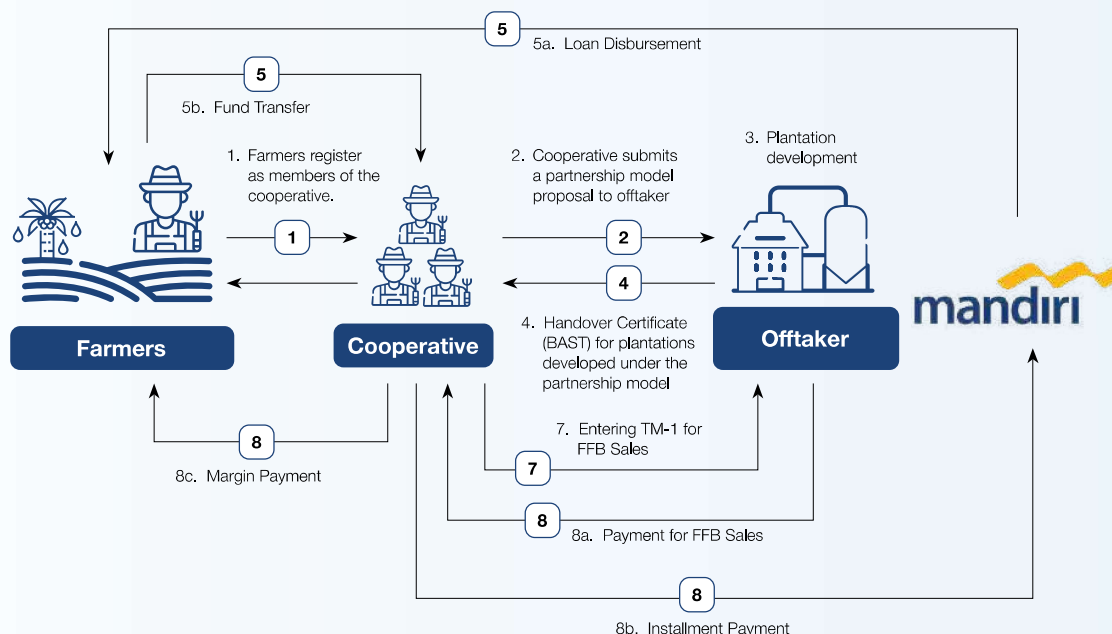
Active Farmers:
59,115 farmers



Total Distribution:
Rp7.8 trillion

Financing Ecosystem for Palm Oil Farmers - Replanting Scheme

Bank Mandiri's replanting financing scheme supports palm oil farmers through partnerships with cooperatives and offtaker company to renew plantations and ensure sustainable credit fulfillment.



Number of Active Farmers:

103 farmers



Total Disbursement:

Rp9.18 billion

Microfinancing through Institutional Partnerships

In addition to providing direct financing, Bank Mandiri strengthens its microfinancing solutions through partnerships with other institutions. This approach is designed to create an ecosystem that directly connects lenders with borrowers, bypassing traditional intermediaries such as banks.

Partnership with Financial Technology (Fintech)

Bank Mandiri established strategic partnerships with Fintech Peer-to-Peer (P2P) Lending platforms to expand microfinancing access through indirect schemes (loan channeling) and referral models, which are integrated into the business ecosystem of fintech partners.

One example of this collaboration is the partnership with the Batumbu platform, which focuses on providing financing for MSMEs in Indonesia. Through Batumbu, MSMEs gain easier access to financing, supporting business growth and expanding the digital ecosystem for small and medium enterprises.

Partnership for Women's Empowerment

Bank Mandiri continues to strengthen its commitment to supporting women's economic empowerment through a strategic partnership with PT Permodalan Nasional Madani (PNM). This collaboration supports PNM's flagship program, Membina Ekonomi Keluarga Sejahtera (Mekaar), which is designed to empower underprivileged women engaged in ultra-micro businesses.

Through a group responsibility approach, the program

encourages group members to support one another in loan repayment, fostering strong community solidarity while enhancing discipline and a sense of collective responsibility among participants. As of 2024, Bank Mandiri has disbursed financing amounting to Rp3 trillion to PNM Mekaar.

Digital Innovation for Financial Services

Digital Banking Roadmap

Throughout 2024, Bank Mandiri has been implementing a digital banking roadmap that continues to be refined to meet customer needs. This roadmap consists of five key components:

1. Levelling Up Digital Readiness, as the foundation for digital transformation, Bank Mandiri focuses on strengthening the reliability of its fundamental IT systems, including core banking improvements, business process re-engineering, high-performance infrastructure development, and more.
2. Developing Digital Native Products, Bank Mandiri develops digital-native banking services through various innovations, with customers at the center. The development of digital-native products ensures that the Bank can deliver fully end-to-end digital banking services.
3. Modernizing Distribution Channels, Bank Mandiri is modernizing its digital channels to enhance customer
4. Digital Ecosystem Expansion, Bank Mandiri is strengthening collaborations with third parties and strategic partners to enhance its digital ecosystem, expanding access for customers to seamlessly use Bank Mandiri's products and services across various channels.
5. Data-Driven Decision-Making Process, Bank Mandiri is optimizing data utilization to drive business growth. This includes leveraging artificial intelligence, visual analytics, robust data management governance, and data analytics. These efforts aim to support more accurate and sustainable business decision-making while generating long-term revenue sources.

Innovation in Mobile/Online Distribution Channels Targeting Underserved Demographics



Bank Mandiri introduces Livin' Merchant, an innovative cashier application designed to support MSMEs in managing their business operations efficiently. This app enables sales tracking, product stock checks, and sales proceeds disbursement, all within a single, user-friendly platform. With intuitive and integrated features, Livin' Merchant offers a comprehensive solution for MSMEs, even in remote areas.

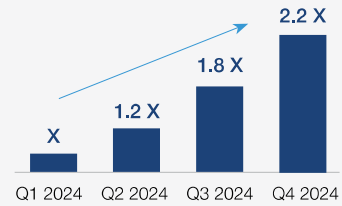
The Livin' Merchant network is widely distributed across Indonesia, covering diverse areas, ensuring inclusive and equitable access to services for communities with limited geographical access, as well as those previously underserved by financial and banking services. This innovation reflects Bank Mandiri's commitment to leveraging mobile/online distribution channels to reach underserved demographic segments, while promoting financial inclusion and empowering MSMEs across the country.

Approximately **1.47 million** Livin' Merchant users are located in non-urban areas, such as Rengel, Petarukan, Duri, Pamanukan, Tartutung, Ujung Batu, Pangkalan Balai, Muara Tembesi, Pulau Punjung, Karo, Muara Tewah, Pangkalan Bun, Rengat, and various other areas.

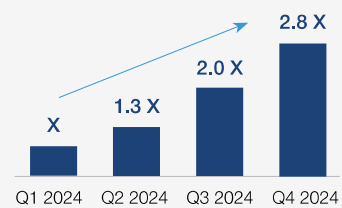
↑ This represents a **42.3% increase** compared to the previous year.



Transaction Value

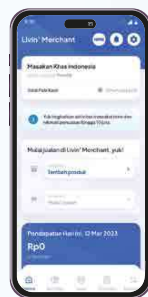


Transaction Volume



Livin' Merchant is equipped with various outstanding features to support MSMEs' needs while making it easier for micro-business owners to transition into the digital era.

Livin' Merchant Features



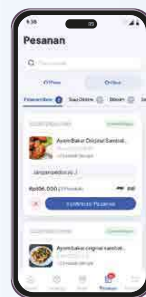
Home Page



Product Catalog



Cashier



Transactions



Orders

Primary Benefits Offered to MSME Merchants

⌚ 15-minute Onboarding

📅 Three daily settlements

📉 0% merchant discount rate (MDR)

🖨️ Modern and comprehensive point-of-sales system

Enhanced Benefits for MSME Merchants



🍴 Sector-specific solutions
Food & Beverages and Kiosk



💳 Card Payment Acceptance



📦 Distributor Ordering and Merchant Financing



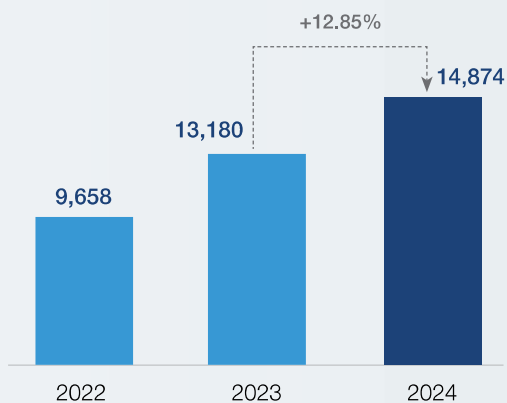
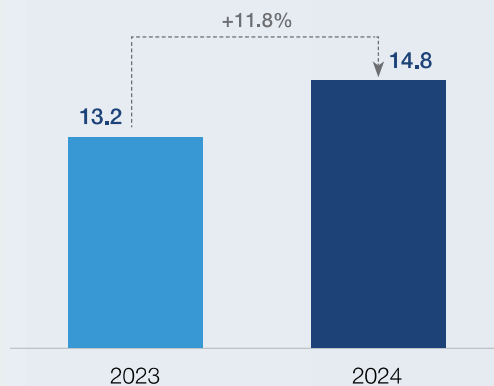
Livin' by Mandiri is a digital banking application that expands financial access, reaching a wide audience, including previously underserved segments. By leveraging digital technology, this app overcomes geographical barriers and limitations in banking infrastructure. Features such as QR transfers, e-money top-ups, integration with e-wallets, savings plans, and fixed deposits allow users to manage their finances easily, directly from their mobile phones without needing to visit a branch.

With an inclusive and user-friendly approach, Livin' by Mandiri offers a modern banking experience that prioritizes convenience and accessibility. This innovation reflects Bank Mandiri's commitment to achieving broader and more equitable financial inclusion.

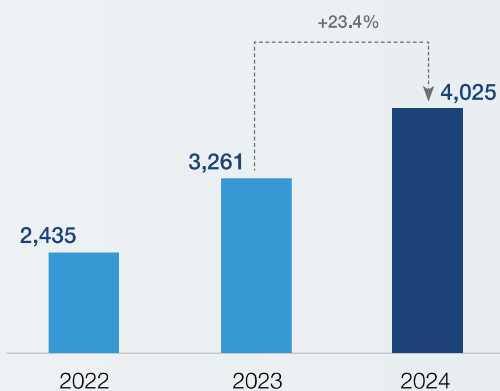
Livin' by Mandiri Flagship Features

Just Take a Selfie, Savings is Done	Ease of opening savings accounts without visiting a branch, everything can be done within minutes directly through the Livin' by Mandiri app.
One account for all (savings, loans, credit cards, & favorite e-wallets)	Check all Bank Mandiri products, including savings, loans, credit cards, and favorite e-wallets, right from the Livin' by Mandiri dashboard.
Quick Pick Favorite Deals	Users can customize the features they access most frequently to appear on the main screen.
Check Balance & Top Up Automatic E-Wallet	This feature allows customers to manage and link all their e-wallet accounts. Users can also set up automatic top-ups by frequency and amount as needed.
Cardless Cash Withdrawal and Deposit	Livin' by Mandiri provides the convenience of cardless cash withdrawals and deposits, ideal for customers without debit cards.
Goal Saving & Time Deposits	Plan and set the amount for Mandiri Tabungan Rencana and Mandiri Deposito to better prepare for the future.
Smart Reminder, E-Statement & E-Billing	Late fees can be avoided with smart reminders. Additionally, Livin' by Mandiri users can review transaction histories up to 15 months. For Mandiri Credit Cards, monthly transaction statements are also available in Livin' by Mandiri.
Open Ecosystem	Livin' by Mandiri is developed with an open ecosystem concept. Bank Mandiri offers digital services frequently used by customers in their daily lives.
Open an Overseas Account	Indonesian citizens abroad can enjoy the convenience of using Livin' by Mandiri with local numbers, including opening rupiah accounts. Livin' by Mandiri is currently available in 121 countries worldwide.
Branch reservation	Branch reservation services without the wait.
Personal Loan	Selected customers can apply for and top up personal loans directly from the app.
Credit card	Ease of opening savings accounts without visiting a branch—everything can be done within minutes directly through the Livin' by Mandiri app.

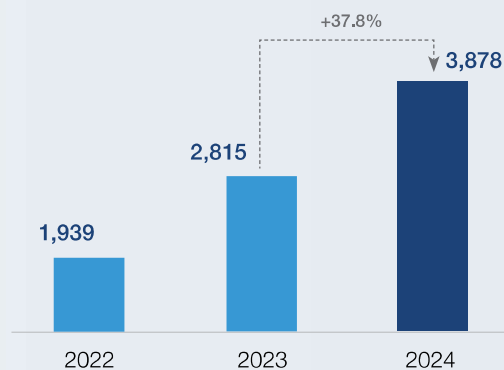
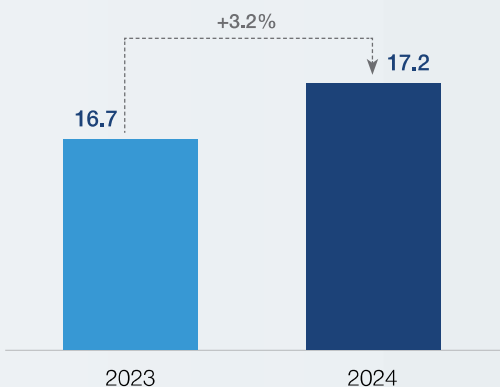
Active Users (Thousand)

Digital Loans via Livin'
(Rp Billion)

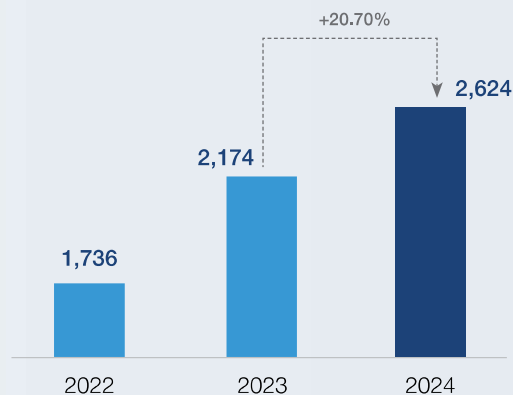
Transaction Value (Rp Trillion)



Transaction Volume (Million)

Average Daily New Account Openings via
Livin' (in '000 accounts per business day)

Total Livin' Fee Based Income (Rp Billion)



Quick Response
Code Indonesian
Standard (QRIS)
Pay/Receive
Transfer



Transaction Volume (Millions)

2024: **627**

2023: **210**

↑ **198%**

QR Multiple SoF: (Saving Account, CC, Paylater)

Expanding Bank Mandiri's
ecosystem through collaboration
with top digital players.



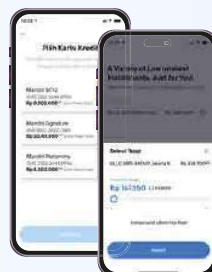
Top Up and Payment Volume
(Millions)

2024: **962**

2023: **760**

↑ **26.58%**

Facilitating Customers in
Converting Installments and
Applying for Power Cash via Livin'



Power Cash Value

2024: **Rp7.9 trillion** ↑ **69%**

2023: **Rp6.4 trillion**

Disbursement of Credit Card
Installment Conversion via Livin'
(Rp trillion)

2024: **7.9**

2023: **6.4**

↑ **24%**

credit card installment conversion
through Livin'

Livin' Paylater

Livin' Paylater, offered by Bank Mandiri, is a convenient loan facility designed to facilitate payments for QR transactions at all merchants. With the concept of "buy now and pay later," customers have the flexibility to settle their payments within 1, 3, 6, 9, or 12 months. The application for Mandiri Paylater can be conveniently completed online through the Livin' by Mandiri platform.



Paylater Disbursement
(Rp billion)

Q1 2024: **76**

Q2 2024: **105**

Q3 2024: **147**

Q4 2024: **219**

Q3 to Q4: ↑ **49%**

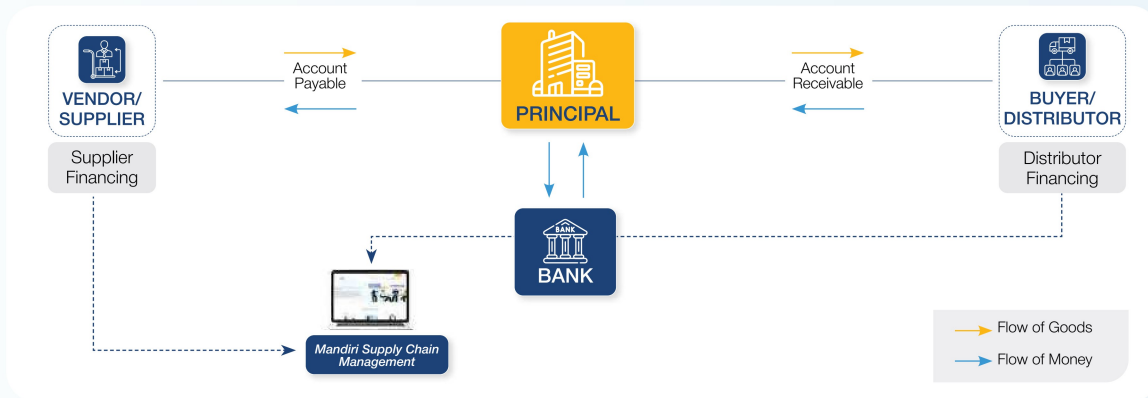
Mandiri Value Chain



A digital platform supporting the business financing ecosystem by connecting suppliers, distributors, and principals to improve financial service access.

In the SME segment, Bank Mandiri provides financing to the value chain of wholesale customers, allowing easy application based on Risk Acceptance Criteria (RAC). Payments are processed digitally through Mandiri Financial Supply Chain for trade receivables and payables. In 2024, Bank Mandiri is set to disburse Rp2.28 trillion for Account Receivable Financing and Rp1.77 trillion for Distributor Financing.

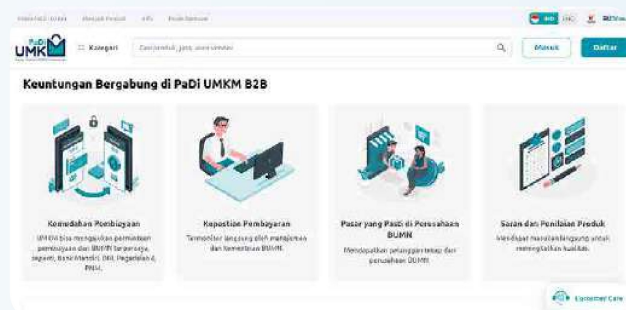
In the micro segment, Bank Mandiri offers the Mandiri Value Chain platform for Liquefied Petroleum Gas (LPG) 3 kg gas orders to streamline the LPG supply chain and purchasing administration. By 2024, 74,498 LPG distributors from 2,651 LPG agents will be using this platform. Additionally, it includes the KUM Talangan Micro Credit Facility with an easy application process. KUM Talangan has disbursed 448 LPG distributors with a total loan value of Rp36.54 billion.



Indonesia's Digital MSME Market (PaDi UMKM)

Through PaDi UMKM, a digital trading platform integrated with state-owned enterprises (SOEs), Bank Mandiri introduces invoice financing to support MSME vendors working with SOEs. Vendors can easily access this facility through the PaDi UMKM app or website, which is directly linked to Bank Mandiri's landing page.

The financing is offered for short-term periods of up to three months, with limits reaching Rp200 million. By 2024, the total loan disbursed through PaDi UMKM had reached Rp3.7 billion to 64 debtors.



Mandiri Pintar

Mandiri Pintar is a strategic initiative by Bank Mandiri to offer digital solutions that expand financing access for MSMEs across Indonesia. By simplifying the application process for productive micro-credit through the platform, Mandiri Pintar specifically targets segments of society that previously faced challenges accessing conventional financial services.

Through technology integrated with Directorate General of Population and Civil Registration (Dukcapil) and Program Credit Information System (SIKP), this platform allows micro-marketing agents to process credit applications in just 15 minutes, directly via mobile without the need to visit a branch. This approach not only speeds up the process but also reduces the geographic barriers that often hinder MSMEs in remote areas.

In 2024, the success of disbursing credit amounting to Rp20.3 trillion to 235,937 debtors highlights Mandiri Pintar's role in supporting MSME business growth. Monitoring the activities of marketing agents through Sahabat Pintar provides in-depth data to devise better financing strategies and credit risk management.



Digital Offering for MSMEs



Bank Mandiri introduces a special offering for selected MSME customers to expand access to financial services while promoting and familiarizing the community with the digital ecosystem. The bank will deliver a digital offer containing a Landing Page link to selected MSME customers via WhatsApp Business, Livin', and Kopra. Customers can access the link to apply for financing, select products, set facility limits and tenures, and complete the required data.

Applications, along with the submitted data and documents, are automatically entered into the Leads Monitoring system for distribution to Relationship Managers (RMs). RMs will contact customers within three working days, conduct credit analysis based on visits, and proceed with the underwriting process using the LOS IPS or New LOS SME system. Throughout 2024, Bank Mandiri successfully disbursed financing amounting to Rp783.1 billion to MSMEs through this digital offering initiative.

New Simple (Portfolio Monitoring System & Lead Action)



Bank Mandiri has a new underwriting system to streamline the MSME credit process, featuring the following capabilities:

- 1 Leads & Pipeline Monitoring** Monitoring and following up on loan applications processed by Relationship Managers (RMs) monthly, through both digital and conventional means.
- 2 Portfolio Monitoring** A dashboard used to monitor credit portfolios at the regional or area level, ensuring the maintenance of high credit quality.
- 3 Obligo Monitoring** Monitoring the utilization of credit facilities for debtors with transactional facilities, as well as overseeing the execution of bank-funded projects.
- 4 Early Warning System (EWS)** A feature that automatically provides alerts if there are signs of deteriorating debtor conditions, along with recommendations for actions to prevent a decline in credit quality.
- 5 Restructuring Monitoring** A dashboard that contains data on restructured debtors and facilitates follow-up monitoring by RMs.
- 6 Special Rate Automation** A feature for applying for special interest rates digitally, ensuring a paperless process.
- 7 Loan Installments Monitoring** Monitoring monthly debtor installment obligations to ensure timely payments.

New

Innovation in Branchless Distribution Channels

Mandiri Agents

Bank Mandiri extends its reach through Mandiri Agent to address the needs of underserved communities, particularly in areas with limited access to formal financial services. Mandiri Agent acts as an extension of Bank Mandiri, offering the opportunity for people to access services such as account opening, money transfers, and bill payments without needing to visit a branch to support broader financial inclusion. Mandiri Agent not only provides basic banking services but also actively participates in executing various government programs and other initiatives that offer direct benefits to the community.

Function

To implement the government program through OJK called



to expand access to financial services and provide financial education to the public.

Types of Services



Banking
(withdrawal,
cash deposit,
transfer)



Payments (mobile top-ups,
e-wallet top-ups, electricity
tokens, BPJS, installment
payments, and more)

Referral Mandiri Products



Account
Opening



Referral for
Productive
Micro Credit
(KUM/KUR)



Subsidiary
Services

Government Programs

Distribution of Government Assistance:



Program Keluarga Harapan
(Family Hope Program)



Program Bantuan
Sembako (Staple Food
Assistance Program)



Program Kartu
Tani (Farmers'
Card Program)

Mandiri Agent also provides direct benefits to agents through commission payments for each transaction conducted, thus becoming an additional source of income. Mandiri Agent not only strengthens financial inclusion but also empowers the local economy by supporting the agriculture, telecommunications, and MSME sectors. This initiative acts as a bridge connecting the community with financial services, creating a positive and sustainable impact across Indonesia.

Mandiri Agent Achievements



110,672
Mandiri Agents

89,409 (82.16%)
are MSMEs

88.01 million
transaction frequency

Rp20.65 trillion
volume of Mandiri Agent
customer funds

3.17 million
number of Bank Mandiri accounts
successfully opened through Mandiri Agen

Rp89.72 trillion
transaction frequency

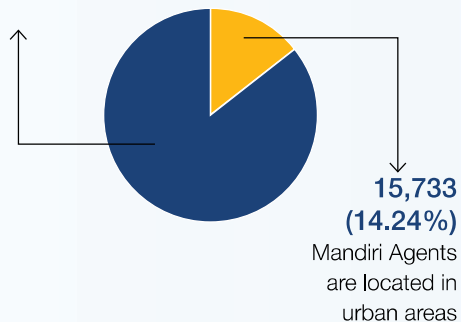
65.76 thousand
productive micro credit referral
accounts

Rp6.98 trillion
productive micro credit referral accounts

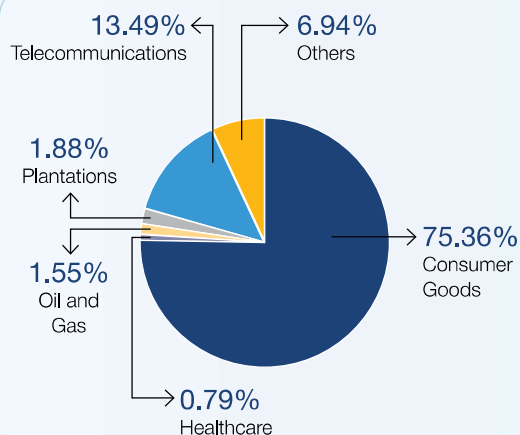
Mandiri Agent Demographics

94,748 (85.76%)

Mandiri Agents are located in non-urban areas



Mandiri Agent Ecosystem Distribution



Digitalization of Mandiri Agent through the Mandiri Agent application (Agent Banking System/ABS) is a strategic step in driving innovation in mobile and online-based distribution channels. This application allows Mandiri Agent to enhance efficiency in serving the public while expanding the reach of financial inclusion. As of 2024, there are 61,300 ABS users, representing 55.48% of the total Mandiri Agents. Compared to the previous system, which relied solely on EDC Mini ATMs, this application offers more advanced and comprehensive features, such as:



EDC Mini ATM

Key Features

✓	Deposit/Withdraw/Transfer to Mandiri & Other Banks	✓
✓	Bill Payments & Installments	✓
✗	Credit Referrals & Account Opening	✓
✗	Agent Transaction Advances	✓
✗	Real-time Commission Recording	✓



Aplikasi Agent Banking System (ABS)

Non-financial Support for Underserved Groups

We understand that supporting underserved groups requires a broader approach than only access to financial services. Therefore, Bank Mandiri introduces various non-financial initiatives focused on improving the capacity of individuals and communities. These efforts include skills training, educational support, and strengthening community-based small businesses. With this approach, we aim to create opportunities that enable them to achieve economic and social independence, while building stronger and more inclusive communities.

Community Empowerment through the CSR Program

[F.25]

Bank Mandiri recognizes the important role in supporting responsible economic growth and community empowerment through its corporate social responsibility and environmental responsibility (CSR) programs. Referring to ISO 26000, which focuses on running businesses in an ethical and transparent way, and providing a positive contribution to society and the environment, Mandiri's CSR program is managed by the Corporate Social Responsibility Department under the Corporate Secretary Group. The person in charge of this TJSL program is the SEVP Corporate Relations, who operates under the supervision of the President Director.



Before its implementation, Bank Mandiri conducted an evaluation to understand the potential and specific needs of the community, and adopted the concept of creating shared value (CSV) to deliver various benefits to stakeholders, in accordance with Ministry of SOE Regulation No. PER-1/MBU/03/2023.

Objectives

1. To build a harmonious relationship between the Bank and the community.
2. To support the growth of micro, small, and medium enterprises (MSMEs), making them resilient, sustainable, and competitive through professional management.
3. To promote MSME development while considering aspects of equality, independence, professionalism, and ethics.
4. To preserve the quality of life and improve the living standards of society, including in the fields of education, health, and welfare.

Implementation Basis

1. Law No. 7 of 1992 on Banking, as amended by Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
2. Law No. 19 of 2003 on State-Owned Enterprises, as last amended by Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
3. Law No. 40 of 2007 on Limited Liability Companies, as last amended by Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
4. Government Regulation No. 47 of 2012 on Corporate Social and Environmental Responsibility.
5. Regulation of the Minister of State-Owned Enterprises of the Republic of Indonesia No. PER-1/MBU/03/2023, dated March 24, 2023, on Special Assignments and the Corporate Social and Environmental Responsibility Program for State-Owned Enterprises.

Principles

Referring to PER-1/MBU/03/2023 regarding the Specific Guidelines for the CSR Program for State-Owned Enterprises, four principles are set out for the CSR program:

1. Integrated, based on risk analysis and business processes that are interconnected with stakeholders.
2. Strategic, having a clear direction to achieve the Bank's objectives.
3. Impact-Oriented and Measurable, contributing and providing benefits that drive change or create added value for both stakeholders and the Bank.
4. Accountability-Driven, ensuring responsibility and transparency to mitigate risks of misuse or irregularities.

Pillars [GRI 203-2]

The TJSL program of Bank Mandiri aims to create a significant positive impact on improving community welfare by providing opportunities for individuals to independently develop economic activities. To ensure optimal impact, Bank Mandiri conducts comprehensive assessments to understand the potential and needs of the local community. All implemented programs are evaluated periodically to ensure their effectiveness. These evaluations are carried

out in monthly internal meetings within the Corporate Social Responsibility Department. Through this approach, no community complaints regarding TJSL programs were recorded during the reporting year. [GRI 413-1, 413-2] [F.23, F.24]

The implementation of TJSL is guided by four key pillars: social, legal and governance, economic, and environmental.



Social

Fulfilling the basic human right to live in fairness and equality to improve the welfare of society overall.



Law and Governance

Ensuring legal certainty and governance that is effective, transparent, accountable, and participatory, creating stability and security based on the law.



Economic

Promoting sustainable economic growth through job and business opportunities, inclusive industries, infrastructure development, and clean energy that is supported by the community.



Environment

Managing natural resources and the environment sustainably as a way of ensuring the survival of life on Earth.

Type of Activities	Achievements (Number of Programs)	2024	
		Target	Realization
Social Pillar	492	Rp112 Billion	Rp112.02 Billion
Economic Pillar	343	Rp82.5 Billion	Rp82.50 Billion
Environmental Pillar	348	Rp52.5 Billion	Rp52.51 Billion
Legal and Governance Pillar	12	Rp3 Billion	Rp3 Billion
Total	1,195	Rp250 Billion	Rp250.03 Billion

In 2024, Bank Mandiri successfully disbursed Rp250.03 billion in Corporate Social and Environmental Responsibility (TJSL) funds, marking a 43% increase from the previous year's Rp174.6 billion. This growth reflects Bank Mandiri's commitment to achieving sustainability goals through impactful programs that benefit both society and the environment.

CSR Program Achievements

Bank Mandiri's commitment to implementing TJSL (Corporate Social and Environmental Responsibility) programs has been recognized by various institutions. The numerous awards received throughout 2024 reflect its dedication to initiatives that create a tangible impact on society.

No	Date	Award		Awarding Institution
		Award Name	Category	
1	March 2024	Indonesia CSR Excellence Awards 2024	1. The Best Leadership Focus Commitment on CSR 2. Excellence Community Program Award The Best CSR in MSME Program The Best Integrated CSR Awards	First Indonesia Magazine
2	April 2024	Kelana Wastra 2024	Largest B2B Transaction Volume Category	Ministry of State-Owned Enterprises (BUMN)
3	May 2024	Development of Underdeveloped and Transmigration Regions of Indonesia	Contribution in Promoting the South Sumatra Transmigration Area as a Competitive Transmigration Region	Ministry of Villages, Development of Underdeveloped Regions, and Transmigration
4	May 2024	TOP CSR Awards 2024	1. TOP CSR Awards 2024 on Stars 5 2. TOP Leader on CSR Commitment	Top Business
5	June 2024	Bisnis Indonesia (BISRA) 2024	Gold Champion Social Responsibility to Accelerate Stronger Recovery	Bisnis Indonesia 2024
6	July 2024	Jakarta Cooperation Movement Award	1. Community Empowerment Category 2. Environmental Category	Jakarta Provincial Government
7	July 2024	National Family Day	Implementation of the Stunting Mitigation Program in Gunung Kidul Region	National Family Planning Agency (BKKBN)
8	September 2024	7 Most Popular Brand of The Year 2024	Social Program/Community Development Category	Jawa Pos
9	October 2024	Trade Expo Indonesia	Best Booth Category more than 100 m ² at Trade Expo Indonesia 2024	Ministry of Trade
10	October 2024	CSR Awards 2024, Impact Symphony: Corporate Social Responsibility Appreciation Night 2024	Most Impactful Program on Health and Education	Investor Trust

CSR Program Implementation

Bank Mandiri's Corporate Social Responsibility (TJSL) program is designed to reach communities surrounding its operational areas, as well as strategically selected groups. In 2024, the program's implementation focuses on three main priorities: education, environment, and the development of Micro and Small Enterprises (UMK).

Some of Bank Mandiri's flagship TJSL programs in 2024 include:

 Education Priority	 Environmental Priority	 Micro and Small Enterprise (UMK) Development	 Others
<ul style="list-style-type: none"> • Urban Livin • Mandiri Air • Mandiri Scholarship 	<ul style="list-style-type: none"> • Mandiri Clean Action • Mandiri Health • Mandiri Green Circle • Disaster Response 	<ul style="list-style-type: none"> • Mandiri Young Entrepreneurs (WMM) • Bank Mandiri's Rumah BUMN (RB) • Urban Festival • Homecoming with Mandiri • Mandiri Sahabat Desa • Mandiri Sahabat Difabel • Rice Milling Unit (RMU) • Mandiri Sahabatku 	<ul style="list-style-type: none"> • Mandiri Sharing Kindness • Infrastructure and Public Facility Development

Mandiri Bersama Mandiri Program

This program serves as the core initiative of Bank Mandiri's TJSL, aiming to empower communities and support sustainable economic growth in Indonesia. Through a collaborative and innovative approach, it is designed to foster greater economic independence within society.

As part of Bank Mandiri's commitment to the Sustainable Development Goals (SDGs), this program specifically contributes to SDG 8: Decent Work and Economic Growth, with the following key objectives:

- Improving the economic well-being of communities across Indonesia.
- Strengthening community-based economic empowerment.
- Enhancing financial literacy for underprivileged groups.
- Promoting sustainable community development.
- Supporting the National Economic Recovery Program (PEN) initiated by the government.



Young Entrepreneurs Mandiri (WMM)

This program provides young entrepreneurs with opportunities to grow their businesses through various facilities, including business training, mentoring, and access to business networks and investors. Additionally, WMM plays a role in supporting the young entrepreneurial community, enabling them to expand their businesses and become role models in the business world.



- Reaching over 3,000 participants in the Business Existing category
- Providing education to 1,010 entrepreneurs



Rumah BUMN (RB) Bank Mandiri

As a center for MSME development, Rumah BUMN serves as a platform for entrepreneurs to enhance their business capabilities. Through various training sessions and mentoring programs, MSMEs are encouraged to develop high-quality products and expand their market reach, both nationally and internationally. This program also includes business capacity building, digital marketing enhancement, access to financing through the People's Business Credit (KUR) scheme, as well as certification and intensive training for MSME entrepreneurs.



23 Rumah BUMN
units across
Indonesia



15,101
fostered
MSMEs



100+ training sessions
provided to MSMEs and
Rumah BUMN facilitators



Urban Festival

A program designed to accelerate MSME growth through a rigorous selection process to identify the best MSMEs. Selected participants receive exclusive training and the opportunity to further develop their businesses. This program not only provides recognition and appreciation for outstanding MSMEs but also grants access to business networks and investment opportunities to accelerate their business growth.



In 2024, over 5,000
participants joined
the selection
process.



20 MSMEs
were
selected as
finalists.



5 MSMEs were awarded
as main winners, receiving
business capital and
mentorship access.



Mandiri Clean Action

Bank Mandiri encourages public awareness of environmental cleanliness through this collective initiative, involving employees and communities in maintaining clean public areas and large event spaces.

Facilities provided

- Recycling Vending Machines to raise recycling awareness.
- Garbage Boats to collect waste from water bodies near event locations.
- Garbage Trucks for efficient waste management.

2024 Event Locations

- Gelora Bung Karno (GBK) Stadium during Indonesia's National Team matches.
- Mandiri Jogja Marathon 2024.



Urban Livin

This program promotes sustainable and inclusive urban lifestyles by educating communities about environmental and social responsibility. It focuses on three pillars: environment, education, and economy, integrating sustainability into daily activities through local community collaborations.



Mandiri Waste Sorting

Community-based waste management education.

- Organic Waste Processing using biodigester machines.
- Eco-enzyme Production from household waste.
- Collaboration with communities and schools to increase environmental awareness.

Mandiri School Equivalency Program

Providing educational access to individuals who could not complete formal education. This program offers equivalent primary (Paket A), junior secondary (Paket B), and senior secondary education (Paket C).

In 2024, 242 participants completed their education and obtained an accredited diploma from BAN PNF.



Mudik Bersama Mandiri

To support communities in celebrating religious holidays with family, Bank Mandiri provides free transportation for thousands of homecoming travelers annually.



In 2024, a total of 6,256 travelers participated in this program, supported by a fleet of 145 buses.



Mandiri Sahabat Desa

Bank Mandiri is committed to fostering self-sufficient and empowered villages through infrastructure development and economic empowerment. This program focuses on rural economic development by providing support for small businesses, education, and social infrastructure.



Support Provided

- Education includes financial literacy training.
- Infrastructure encompasses the provision of solar-powered clean water systems, the construction of communal sanitation facilities, and street lighting.
- Distribution of production equipment for fisherwomen and the repair of fishing boats.
- Healthcare focuses on stunting prevention aid packages and free healthcare services.



The primary location in 2024: Morowali, Central Sulawesi.



Mandiri Sehat

Mandiri Sehat focuses on improving healthcare services for communities, particularly in areas with limited access to medical facilities. Through this program, Bank Mandiri aims to enhance healthcare access for vulnerable communities, support the availability of healthcare facilities in remote areas, and help people receive better and more affordable medical services.

Services provided:

- Health Services for Abdi Dalem in Ngayogyakarta.
- Medical equipment donations, including 24 ambulances and 688 community health posts (posyandu).
- Blood donation programs, conducted four times a year.
- Emergency response vehicles for disaster situations.



Mandiri Sahabat Difabel

This program aims to empower individuals with disabilities by improving their quality of life through access to education, skills training, and economic support. Bank Mandiri is committed to promoting equality and inclusion, ensuring that every individual has the same opportunity to grow and contribute.

Support Provided

- Providing financial literacy training for the disabled community.
- Skills training and education programs to enhance employment opportunities.
- Development support for MSMEs managed by individuals with disabilities.



In 2024, 100 individuals with disabilities received MSME development support.



Rice Milling Unit (RMU)

The RMU program is designed to help farmers improve their harvest yields by providing modern and efficient rice processing infrastructure. This initiative not only enhances productivity but also strengthens farmers' well-being through a more optimized production system, minimizes disadvantageous supply chains, and increases their bargaining power in the market.

Support provided includes:

- Construction of rice processing buildings and facilities.
- Provision of rice production machinery and equipment.
- Institutional assistance for farmers to enhance productivity.



Bank Mandiri established RMU in three locations: Pamarican, Kebumen, and Jembrana, benefiting 27,520 farmers.



Mandiri Sahabatku

Since 2011, Bank Mandiri has been conducting a series of entrepreneurship training programs for Indonesian Migrant Workers (PMI) and their families, aiming to equip them with entrepreneurial skills so they can become independent business owners upon returning to their home country. These training sessions are delivered both offline and online, reaching PMI in various countries, including Hong Kong, Malaysia, South Korea, Japan, Indonesia, and Arab nations. Additionally, the mentorship program collaborates with alumni of Mandiri Young Entrepreneurs (WMM) and Rumah BUMN to provide continuous mentoring and training for selected PMI and their families.



A total of 20,482 Indonesian Migrant Workers (PMI) have received financial management education through the Mandiri Sahabatku program.



Mandiri Lingkar Hijau

Focusing on waste management and circular economy to create positive environmental and social impacts. This program includes waste collection from the food and beverage industry, research and processing of waste into economically valuable products, and training for communities on sustainable waste management.



In 2024, the Mandiri Lingkar Hijau program was launched for the first time in Bandung, in collaboration with farmer groups, coffee shops, vocational high school (SMK) students, and Mandiri Young Entrepreneurs Alumni.



Mandiri Air

Bank Mandiri provides access to clean water for communities in need. The Mandiri Air program aims to improve access to clean water and proper sanitation in areas facing water infrastructure challenges. This program includes the development of clean water and sanitation systems, as well as education on water management and environmental hygiene to support a better quality of life.

Main focus:

- Development of clean water and sanitation systems.
- Education on water management and environmental hygiene.



The program's primary locations are in 17 villages across Nabire, Pandeglang, Temanggung, and Banyumas.



Beasiswa Mandiri

Beasiswa Mandiri is a program focused on expanding educational access for outstanding students in Indonesia, particularly those facing financial constraints. This program aims to develop a generation of highly competent, competitive young individuals who can contribute to the nation's progress.



Main targets:

- Outstanding students from various universities in Indonesia.
- Children from underprivileged families with excellent academic potential.
- Sons and daughters of TNI/Polri members as a tribute to their families' service.
- National Flag Hoisting Troop (Paskibraka) members as a recognition of their dedication.

Types of scholarships provided:

- Full tuition assistance for selected students.
- Financial support for academic needs such as books, stationery, and research activities.
- Skills training and personal development programs, including mentoring and leadership training.
- Internship opportunities at Bank Mandiri to gain professional work experience.

Bangkit Bersama Mandiri Program

As part of Bank Mandiri's commitment to supporting community well-being, the Bangkit Bersama Mandiri program is designed to address various social, health, education, and environmental challenges. This initiative goes beyond short-term assistance by fostering long-term community resilience in a sustainable manner.

This program aligns with the priorities of the Sustainable Development Goals (SDGs), particularly SDG 10: Reduced Inequalities, with key objectives including:

- Supporting disaster-affected communities through emergency response and post-disaster recovery.
- Assisting underprivileged groups in meeting their basic needs.
- Improving access to essential infrastructure such as places of worship, sanitation facilities, and other public amenities.
- Building a sustainable ecosystem that promotes social and economic well-being for communities.



Mandiri Disaster Response

As a disaster-prone country, Indonesia requires a swift and well-coordinated response to support affected communities. Bank Mandiri's Disaster Response Program reflects its commitment to providing emergency assistance and supporting post-disaster recovery. In its implementation, Bank Mandiri collaborates with the National Disaster Management Agency (BNPB), the Ministry of State-Owned Enterprises (BUMN), and local governments to ensure aid is delivered quickly and effectively.

Aid Recipient Locations:

Volcanic Eruption Disaster Response

- Mount Merapi, West Sumatra
- Mount Ruang, North Sulawesi
- Mount Lewotobi, East Flores, East Nusa Tenggara (NTT)

Flood Disaster Response

- Kerinci Regency, Jambi
- Humbang Hasundutan Regency, North Sumatra
- Karanganyar Regency, Central Java
- Demak Regency, Central Java
- Grobogan Regency, Central Java
- Ciledugkulon Village, Cirebon Regency, West Java
- North Sulawesi Region
- Ogan Komering Ulu Regency, South Sumatra
- Kudus Regency, Central Java
- Sepaku District, Penajam Paser Utara Regency, East Kalimantan
- Pesisir Selatan Regency, West Sumatra
- Belopa, Luwu Regency, South Sulawesi
- Gorontalo Regency, Gorontalo

Landslide Disaster Response

- Lebong Regency, Bengkulu
- Tanah Datar Regency, West Sumatra
- Agam Regency, West Sumatra

Earthquake Disaster Response in Sumedang Regency, West Java.

Fire Disaster Response in Manggarai, South Jakarta.



A total of more than 16,000 aid packages containing food, medicine, and other essential supplies were distributed.



Mandiri Sharing Kindness

The Mandiri Berbagi Kebaikan program reflects Bank Mandiri's social commitment to supporting underprivileged communities, particularly during major religious holidays and other significant moments. The assistance provided is designed to deliver direct benefits and help alleviate the burdens of those in need.



Aid Recipient Locations:

Ramadan

57,000 care packages for orphans and underprivileged communities.

Eid al-Adha

- A total of 5,000 canned qurban meat was distributed to outer islands and disaster-affected areas, including Mount Ruang (North Sulawesi), Agam Regency (West Sumatra), Bontang (East Kalimantan), Morowali (Southeast Sulawesi), and Mentawai (West Sumatra).
- Additionally, 278,100 qurban meat packages were distributed simultaneously across all Bank Mandiri operational areas.

Mandiri Jogja Marathon

The CSR Dropbox Shoe Donation Program collected 300 pairs of gently used shoes from marathon participants to be distributed to informal workers, including rickshaw drivers, horse cart drivers, and sanitation workers.

Bank Mandiri Commemorative Anniversary

- A total of 2,600 orphans received educational assistance.
- Additionally, 70,200 social aid packages were provided through the Pasar Murah Mandiri program, offering essential goods at affordable prices for underprivileged families.

Christmas Day

A total of 2,000 gift packages were distributed to orphanages and nursing homes.



Public Infrastructure Development [GRI 213-1]

Access to basic infrastructure is a key factor in improving community well-being. Bank Mandiri's Public Facilities Development Program focuses on providing facilities that support social and economic life, particularly in areas with limited infrastructure.



Program Impact:

- Enhancing access to basic services, especially for communities in remote areas.
- Improving quality of life through better facilities.
- Driving local economic growth by improving connectivity and supporting infrastructure.

Facilities Built in 2024:

- Places of worship, including mosques, churches, and temples.
- Rural roads and bridges to improve community accessibility.
- Sanitation and clean water facilities in various regions.
- Other public facilities, such as renovations for uninhabitable homes.

Evaluation of the CSR Program

Bank Mandiri regularly conducts monitoring and evaluations to ensure the effectiveness and improve the implementation of CSR programs in the future. In an effort to monitor local conditions and issue developments, Bank Mandiri maintains regular communication through routine meetings and other communication channels with the government, relevant institutions, and community leaders. Additionally, Bank Mandiri applies the Social Return on Investment (SROI) method as part of the evaluation to assess the impact generated by the CSR programs. The SROI score reflects the economic value of the social impact generated by the CSR program. [GRI 2-25, 3-3, 413-1, 413-2] [F.23]

Program Name	SROI Value
Gelora Bung Karno (GBK) Eco Food Court	2.76
Rumah BUMN South Jakarta	3.9
Papua Medical Community Without Borders	1.7
BUMNU Jember	2.89
Rice Milling Unit (RMU) Kebumen	3.2
Rice Milling Unit (RMU) Pamarican	3.7

Note: The SROI value reflects the ratio between the social value generated and the costs incurred for each program. A score greater than 1 indicates that the program provides greater social benefits compared to its investment, meaning it has a positive impact on the community and surrounding environment.



Financial Literacy Program to Support Financial Inclusion

Bank Mandiri continues to push for financial inclusion by enhancing financial literacy through implementation of the CSR program focusing on educational activities and the development of supporting facilities and infrastructure. This initiative is designed to reach people from various backgrounds, providing practical insights to help them manage their finances wisely while maximizing economic opportunities.

As part of its financial inclusion and literacy strategy, Bank Mandiri adopts a phased approach involving three levels of literacy: Beginner, Skilled, and Independent. Each level is designed to address the unique needs of participants, providing relevant financial education supported by infrastructure that encourages financial independence.

Independent Level

Description:

Focuses on business owners or individuals who are ready to manage their finances or businesses independently by utilizing digital technology and complex financial strategies.

Literacy Programs:

- Mandiri Young Entrepreneur (WMM)
- Livin' Up Your Financial

Skilled Level

Description:

Focuses on individuals on business owners who are developing their businesses by enhancing their skills in financial and business management in a more structured way.

Literacy Programs:

- Rumah BUMN
- Mandiri SME Center
- Rice Milling Unit (RMU)

Beginner Level

Description:

Focus on individuals or business actors who are new to financial literacy, aiming to help them understand the basic concepts of personal and business finance.

Literacy Programs:

- Mandiri Sahabatku
- Digital Financial Education through Social Media



Bank Mandiri Financial Literacy

Program Type	Program Name	Target Participants	Social Impact (Quantitative) 2024
Financial Education	Livin' Up Your Financial	Youth Generation	1,799 participants from two universities.
	Mandiri Sahabatku	Indonesian Migrant Workers (PMI)	Participated by PMI from six countries: Hong Kong, Malaysia, South Korea, Japan, Indonesia, and Saudi Arabia. As of 2024, a total of 20,482 PMI have joined the program.
	Digital Financial Education through Social Media	Communities in remote areas and Youth Generation	Promoted digital financial education through 190 posts across three of Bank Mandiri's social media platforms: Facebook, X (Twitter), and Instagram, with a total of 97.22 million views.
Training or Business Management Tools	Rumah BUMN	Micro Entrepreneurs	A total of 23 Rumah BUMN have been established across various regions in Indonesia, focusing on enhancing the capacity of MSMEs.
	Mandiri SME Center	Micro Entrepreneurs	There are 101 Mandiri SME Center locations with a total of 1,494 debtors.
	Mandiri Young Entrepreneur (WMM)	Micro Entrepreneurs	Reaching more than 3,000 participants in the existing business category and providing education to 1,010 entrepreneurs.
	Rice Milling Unit (RMU)	Farmers	Establishment of RMU at three locations, namely Pamarican, Kebumen, and Jembrana, benefiting 27,520 farmers.

In addition to the CSR program, Bank Mandiri also conducts financial literacy initiatives through various other programs as follows.

Mandiri Education Livin' Up Your Financial

Through the "Livin' Up Your Financial" Mandiri Education program, Bank Mandiri continues to develop financial literacy activities in collaboration with educational institutions as hosts and Financial Services Authority (OJK) representatives as one of the speakers. This program is attended by academics aged around 17-25 years and the general public aged around 25-50 years. In 2024, two sessions of Mandiri Education Livin' Up Your Financial have been held, with the main focus on digital-era investment.



Mandiri Edukasi Goes To Universitas Papua

Date of Execution:
May 14, 2024
Participants:
664 Participants



Mandiri Edukasi Goes To Universitas Pattimura

Date of Execution:
November 26, 2024
Participants:
515 Participants