



Creditor's Rights Policy PT Bank Mandiri (Persero) Tbk.

In general, fulfillment of creditor's rights which is the payment of interest and total loan conducted in timely manner, information regarding financial report easily access by creditors, and to assure that all term and condition of credit agreement has been settled.

Other than that, policies on creditor rights stipulate on fulfilment of creditor rights which in summary regulate :

1. Rights to receive enough explanation on product characteristic
2. Rights to receive access on rules and regulations product through Bank Mandiri website
3. Access to transaction from branches, e-banking services and other facilities provided by the Bank
4. Receive interest which number determine by the Bank regulation
5. Procedures on handling and solving customer's complain

