

Corporate Social Responsibility Related to Responsibility to Consumers

Policy

In carrying out corporate responsibility to consumers, Bank Mandiri refers to policies and regulations that apply in Indonesia, namely:

1. Financial Services Authority Regulation No. 1/ POJK.07/2013 concerning Consumer Protection in the Sector of Financial Services
2. Bank Indonesia Regulation No. 7/7/PBI/2005 concerning Customer Complaint Settlement, which has been amended by PBI Number. 10/10/PBI/2008 concerning customer protection.

To complete the regulation and in order to support the spirit remarkable customer experience (CX) specifically the settlement of complaints/customer complaints, Bank Mandiri also has compiled and implemented comprehensive guidelines related to customers complaints management in the form of Operational Guidelines Standards (SPO) for Customer Complaints Management.

Activity Target

In accordance with the Company's spirit to provide positive customer experience (CX) to all customers, responsibility of Bank Mandiri to customers, such as:

1. Providing service guarantees in the form of Standard Level Agreement (SLA) complaints that is continually reviewed and updated refer to customer expectations. Besides, Determination of complaint SLA amount according to the policies and regulations that apply in Indonesia, in this case the written complaint is completed within 20 (twenty) working days, and under certain conditions can be extended for the next 20 (twenty) working days.
2. Conducting banking education to all elements of society, as a form of responsibility of the Company in the Spirit of Propering the Nation.
3. Conducting customer satisfaction surveys as part of improving the quality of products and services provided by the Company to customers.

Activity

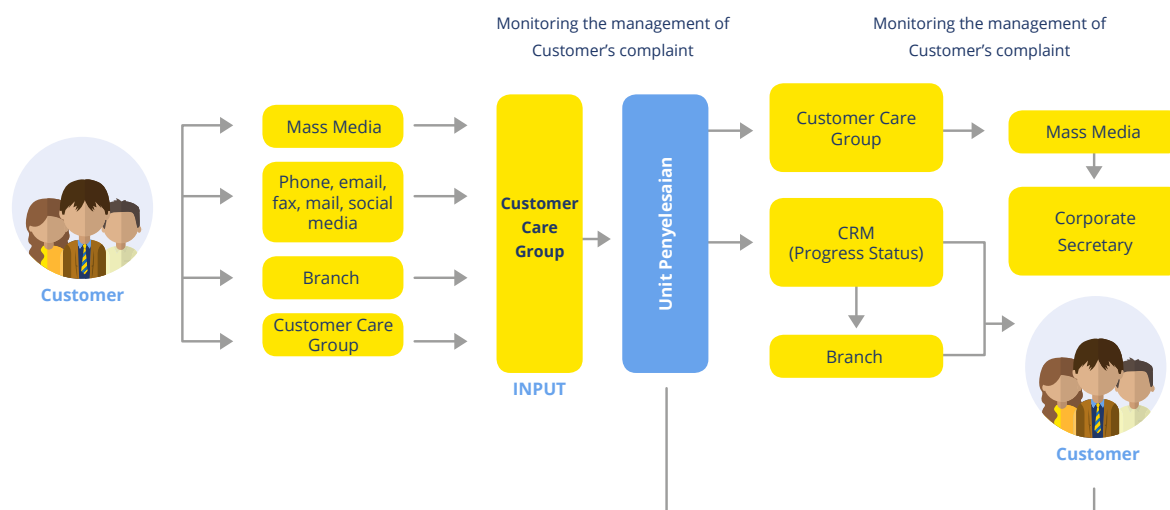
Customer Complaint Activities

As a form of the openness of Bank Mandiri for every customer complaint, Bank Mandiri facilitates customer complaints through various media such as:

1. Mandiri Call 24-hour service at 14000.
2. Website www.bankmandiri.co.id by choosing menu "contact us".
3. E-mail: mandiricare@bankmandiri.co.id.
4. Twitter Account @mandiricare.
5. Facebook Account "Bank Mandiri".
6. Telegram, at 0811-84-14000 (Telkomsel).
7. Official letter that is addressed to Bank Mandiri either delivered directly, sent by post or facsimile.
8. Bank Mandiri Branch Offices throughout Indonesia.

Handling Customer Complaints

In order for all customer complaints to be dealt with in a fast and effective process, Bank Mandiri conducts coordination with the picture of customer complaint flow stages, as follows:



All complaints that have been received from various types of media complaints are then forwarded directly to the settlement unit related and monitored directly by the Customer Care Group (CCG) to ensure that the settlement of complaints will be carried out in accordance with the established Service Level Agreement (SLA). Whereas, specifically for complaints made through mass media, CCG coordinates with the Corporate Secretary Group in monitoring complaints responses in related media. Additionally, CCG also provides policies for special complaints according to criteria and reporting customer complaints to regulators.

As a form of excellent service provided by Bank Mandiri to customers, data related to the resolution of customer complaints and complaints that have been carried out by Bank Mandiri within the past 5 (five) years can be seen in the following table :

Type of Customer Complaint	2018	2017	2016
Interest/Profit Sharing/Profit Margin	8	4	8
Fine/Penalty	14	7	31
Administration/Commission/Transaction Fee	85	107	81
Transaction Failure/Delay	482,297	312,740	209,879
Amount of Charges/Account Balance	18,733	17,058	11,625
Others	175	239	5,173
Total	501,312	330,155	226,797
In the process of completion	7,536	6,163	5,037
Complaints Resolved in numbers	493,776	323,992	221,760
Complaints Resolved in percentage	98.50%	98.13%	97.78%

Based on the above data, it can be seen that there is a trend of an increase in the number of complaints that have been resolved from 2016 to 2018. This indicates that Bank Mandiri always strives to answer all complaints/customer complaints as a form of Bank Mandiri's accountability to the Customer.

Confidentiality of Customer Data

The confidentiality of Customer Data is regulated in internal provisions of Bank Mandiri, including the Technical Operational Guidelines (PTO) Transparency in the Use of Customer Personal Data (TPDPN) effective from November 10, 2015. This PTO regulates operational procedures related to TPDPN to new and existing individual Customers. Provisions regarding the use of Customer's personal data (which is in the Bank) for commercial purposes must be carried out transparently and carried out based on the written agreement of the Customer. In the PTO, among others, it regulates the functions and duties of the management work unit and the mechanism for managing TPDPN.

Product Information Activity

In order to realize a high commitment to protect customer rights, then throughout 2018, Bank Mandiri has carried out various programs and social responsibility activities in the product and customer fields. The implementation of the policy that have been made include:

Customer Education

To expand the reach of education programs for customers, Bank Mandiri utilizes website www.bankmandiri.co.id and branch offices, ATMs, flyers, brochures, television, radio, websites, social media, indoor media and other advertising media to deliver educational materials about products and services available at Bank Mandiri. In addition, in 2018, Bank Mandiri has also conducted educational programs for customers of Bank Mandiri and the general public that aim to improve public financial literacy. The implementation of customer education events titled "Mandiri Edukasi 2018" in 5 (five) cities with the following information.

No.	City	Schedule Implementation	Topic Education
1.	Institut Teknologi Bandung - Bandung	March 8, 2017	Entrepreneurship "How to Build a Startup and Get Strategic Investment" Digital Transaction Security
2.	Universitas Andalas - Padang	March 27, 2018	Entrepreneurship "How to Build a Startup" Smart Ways to Make an Investment
3.	Universitas Terbuka - Tangerang	April 13, 2018	Smart Ways to Make an Investment Digital Transaction Security
4.	Universitas Bengkulu - Bengkulu	September 5, 2018	Entrepreneurship "How to Build a Startup" Smart Ways to Make an Investment
5.	Universitas Gadjah Mada - Yogyakarta	October 26, 2018	Entrepreneurship "How to Build a Startup" Digital Transaction Security

To ensure that the education program is effective in improving public financial literacy, Bank Mandiri conducted an Effectiveness Survey on a total of 784 respondents who were participants in the "Mandiri Edukasi 2018" event from the city: Bandung, Padang, Tangerang, Bengkulu, and Yogyakarta. From the survey results, information was obtained that the education program had been effective in improving public financial literacy.

Mandiri Intelligent Assistant (MITA)

It's time to ask
MITA



"The presence of MITA answers the challenges of Bank Mandiri in providing comprehensive services to various customer groups, especially millennial customers who are more familiar with social media"

Early 2018, in order to improve the quality of services to customers, Bank Mandiri added features website Company with Mandiri Intelligence Assistant (MITA). MITA is an information service to customers based on chat applications that can be accessed directly by users via cell phones to find out information about products, services, promotions, ATM locations and branches.

Bank Mandiri presents MITA to address the growing challenges of digital transformation in Indonesia, which is a form of the Company's adaptation to trends and service needs of modern contact center. MITA services are believed to be able to accelerate and facilitate customer interactions with banks so that in the future it is expected to help the Company win competition in the financial industry. In addition, this digital-based service is expected to meet the needs of customers from the millennial generation, which amounts to 43%.



The scope of MITA services is the delivery of information regarding Bank Mandiri products and services. MITA does not serve the delivery of information related to bank secrets as stipulated in the legislation and related to the customer's financial data.

Complaints Channels

As a form of responsibility and openness of Bank Mandiri to its customers, any complaints or complaints from customers can be submitted to the Company through several facilities as mentioned previously, namely, among others, Mandiri Call, website, email or social media owned by Bank Mandiri (Twitter, Facebook and Telegram). Customers can also go directly to Bank Mandiri Branch Offices throughout Indonesia or submit complaints through official letters delivered directly, sent by post or facsimile.

Activity Impacts

Customer Complaint Activities

The effectiveness of handling customer complaints has an impact on the level of customer satisfaction. To find out the extent of customer satisfaction of Bank Mandiri in 2018, Bank Mandiri in collaboration with PT Business Development and Research Consultancy (BDRC) conducted a Customer Satisfaction and Experience Survey in the retail segment. Through the survey, 2 (two) values were obtained, namely the Customer Satisfaction Score (CSAT) and Net Promoter Score (NPS). The survey method used is Face to Face Interview. The results of the survey show that overall the assessment of Customer Satisfaction and Experience The survey of Bank Mandiri throughout 2018 is above the banking industry figures as can be seen in the following table:

Table of Bank Mandiri Customer Satisfaction and Experience Survey Results

Business Segment	CSAT		NPS	
	Bank Mandiri	Industry	Bank Mandiri	Industry
Retail	81.89	80.92	30	25
Wholesale	85.43	N/A [*]	46	N/A [*]
Overall	83.66	80.92	36	25

^{*}in 2018, Wholesale Industry (CSAT and NPS) is not measured

Confidentiality of Customer Data

In 2018, there were no complaints from customers regarding data leaks or the confidentiality of customer data. In addition, there are no missing customer data and other complaints from outside parties and regulators.

Product Information Activity

Submission of information and education to the public regarding products and services owned by the Company is intended to facilitate the provision of services and access to customers. The ease of service and access to customers further has made an impact on the Company's revenue and market share. In 2018, the Company's interest and sharia income increased by 4.80%. Additionally, market share has also increased, both in relation to Third Party Funds and Distributed Credit.

Market Share Table

Market Share	2018	2017
Third Party Fund	15.54%	15.41%
Distributed Credit	15.26%	15.10%