

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.