

Awards and Certifications



Award

Business Field

Award Name:

Home Loan Bank

Event:

Property Product Satisfaction Award 2018

Organizer:

Majalah Property In

Date:

February 19, 2018

Award Name:

Prepaid Card: E Money

Event:

Top Brand Award 2018

Organizer:

Majalah Marketing

Date:

February 21, 2018

Award Name:

The Best Bank in Indonesia in Cash Management

Event:

The Corporate Treasurer Awards 2018

Organizer:

The Corporate Treasurer

Date:

March 7, 2018

Award Name:

Bank Mandiri as Bronze Champion Category Savings Account

Event:

Indonesia WOW Brand 2018

Organizer:

MarkPlus, Inc

Date:

March 8, 2018

Award Name:

Bank Mandiri as Silver Champion Category Mortgage

Event:

Indonesia WOW Brand 2018

Organizer:

MarkPlus, Inc

Date:

March 8, 2018

Award Name:

Bank Mandiri as Silver Champion Category Credit Card

Event:

Indonesia WOW Brand 2018

Organizer:

MarkPlus, Inc

Date:

March 8, 2018

Award Name:

The Most Preferred Bank for Mortgage Product

Event:

Real Estate Award 2018

Organizer:

Rumah123.com

Date:

April 18, 2018

Award Name:

Kartu Kredit Bank Umum Konvensional

Event:

7th Digital Brand of the Year

Organizer:

Infobank

Date:

April 25, 2018

Award Name:

Champion Security Award – South East Asia (for excellence in payment system risk management and supporting Visa's efforts to maintain trust and security in the payment industry in Asia Pacific).

Event:

2018 Visa Security Summit - Asia Pacific

Organizer:

Visa International

Date:

May 17, 2018

Award Name:

Kartu Debit Bank Umum Konvensional

Event:

7th Digital Brand of the Year

Organizer:

Infobank

Date:

April 25, 2018

Award Name:

Wealth Management Bank Umum Konvensional

Event:

7th Digital Brand of the Year

Organizer:

Infobank

Date:

April 25, 2018

Award Name:

Best Transaction Bank in Indonesia 2018

Event:

The Asian Banker Transaction Awards

Organizer:

The Asian Banker

Date:

May 24, 2018

Award Name:

Best Payment Bank in Indonesia 2018

Event:

The Asian Banker Transaction Awards

Organizer:

The Asian Banker

Date:

May 24, 2018

Award Name:

Best Cash Management Bank in Indonesia 2018

Event:

The Asian Banker Transaction Awards

Organizer:

The Asian Banker

Date:

May 24, 2018

Award Name:

Home Loan Conventional Bank

Event:

Top Property Award 2018

Organizer:

Majalah Property In

Date:

May 30, 2018

Award Name:
Best Private Bank in Indonesia

Event:
Global Wealth and Society Award 2018

Organizer:
The Asian Banker

Date:
July 1, 2018

Award Name:
Best Public Companies by WAI

Event:
Best 100 Public Companies by Wealth Added Index

Organizer:
Majalah Swa/ Swa Magazine

Date:
July 26, 2018

Award Name:
The Best Business Contributions

Event:
The Best Contact Center Indonesia 2018

Organizer:
Indonesia Contact Center Association

Date:
August 3, 2018

Award Name:
Platinum Trophy untuk bank yang berhasil meraih predikat "Sangat Bagus" selama 10 tahun berturut-turut

Event:
Infobank Awards 2018

Organizer:
Infobank

Award Name:
Best Private Wealth Management in Indonesia

Event:
12th Annual Best Financial Institution Award

Organizer:
Alpha Southeast Asia

Date:
September 18, 2018

Award Name:
Best Cash Management Bank In Indonesia

Event:
12th Annual Best Financial Institution Award

Organizer:
Alpha Southeast Asia

Date:
September 18, 2018

Award Name:
Most Efficient Bank untuk Bank BUKU IV

Event:
Bisnis Indonesia Financial Awards 2018

Organizer:
Bisnis Indonesia

Date:
August 27, 2018

Award Name:
Best CEO for Banking Industry

Event:
Bisnis Indonesia Financial Awards 2018

Organizer:
Bisnis Indonesia

Date:
August 27, 2018

Award Name:
Bank Pendukung Pendalaman Pasar Terbaik

Event:
Bank Indonesia Award 2018

Organizer:
Bank Indonesia

Date:
November 27, 2018

Tresury Field

Award Names:
The Best Bank in Indonesia in Trade Finance

Event:
The Corporate Treasurer Awards 2018

Organizer:
The Corporate Treasurer

Date:
March 7, 2018

Award Names:
The Best Bank in Indonesia in Treasury

Event:
The Corporate Treasurer Awards 2018

Organizer:
The Corporate Treasurer

Date:
March 7, 2018

Award Names:
Best In Treasury and Working Capital – SME's 2018

Event:
The Asset Triple A Country Awards 2018

Organizer:
The Asset

Date:
April 30, 2018

Award Names:
Dealer Utama Terbaik Tahun 2017/

Event:
Ministry of Finance

Organizer:
SHIFT Indonesia

Date:
November 13, 2018

Award Names:
Best FX Bank for Corporate and FI 2018

Event:
12th Annual Best Financial Institution Award

Organizer:
Alpha Southeast Asia

Date:
September 18, 2018

Award Names:
BUMN Berkinerja Sangat Bagus berdasarkan rating Biro Riset Infobank/

Event:
9th Infobank BUMN Awards 2018

Organizer:
Infobank

Date:
September 26, 2018

Award Names:
Bank Pendukung Pengendalian Moneter Rupiah dan Valas Terbaik/

Event:
Bank Indonesia Award 2018

Organizer:
Bank Indonesia

Date:
November 27, 2018

Governance Field

Award Names:

Peringkat 2 kategori Appreciation for Diversity of The Board Kategori Bank Konvensional

Event:

Indonesia Banking Award 2018

Organizer:

Tempo

Date:

September 27, 2018

Award Names:

PUJK Ter – Responsif Dalam Melakukan Perlindungan Konsumen Kategori Sektor Perbankan

Event:

Perlindungan Konsumen di Sektor Jasa Keuangan Award 2018/

Organizer:

Otoritas Jasa Keuangan (OJK)/

Date:

October 27, 2018

Award Names:

50 Perusahaan Terbuka Terbaik ASEAN (Top 50 ASEAN PLCs)

Event:

2nd ASEAN Corporate Governance

Organizer:

ASEAN Capital Market Forum (ACMF)

Date:

November 21, 2018

Award Names:

3 Perusahaan Terbuka Terbaik Indonesia (Top 3 Indonesian PLCs)

Event:

2nd ASEAN Corporate Governance

Organizer:

ASEAN Capital Market Forum (ACMF)

Date:

November 21, 2018

Award Names:

BUMN dengan Sistem Pengendalian Gratifikasi Terbaik Tahun 2018

Event:

Penghargaan Gratifikasi KPK

Organizer:

Komisi Pemberantasan Korupsi (KPK)

Date:

December 5, 2018

Award Names:

The Most Trusted Company 2018

Event:

Indonesia Most Trusted Company Award 2018

Organizer:

Majalah SWA & Indonesia Institute for Corporate Governance (IICG)

Date:

December 19, 2018

Service Field

Award Names:

Service Person of The Year Denpasar 2018

Event:

Service Person Of The Year

Organizer:

Markplus Inc

Date:

April 26, 2018

Award Names:

Best Indonesian Bank for Asian Clients

Event:

Asiamoney Cash Management Customer Satisfaction Awards

Organizer:

Asiamoney

Date:

March 26, 2018

Award Names:

The Best Operations

Event:

The Best Contact Center Indonesia 2018

Organizer:

Indonesia Contact Center Association

Date:

August 3, 2018

Award Names:

Runner Up #1 The Best Contact Center Indonesia

Event:

The Best Contact Center Indonesia 2018

Organizer:

Indonesia Contact Center Association

Date:

August 3, 2018

Award Names:

Service Quality Diamond Award Kategori Priority Banking

Event:

Service Quality Award 2017

Organizer:

Majalah Service Excellence & CCSL

Date:

August 3, 2018

Award Names:

Peringkat 3 kategori The Best Bank in Retail Banking Services untuk Bank Konvensional Kategori Aset ≥Rp 100 triliun/

Event:

Indonesia Banking Award 2018

Organizer:

Tempo

Date:

September 27, 2018

Award Names:

Gold Achievement - Inovasi Terbaik Untuk Kategori Service

Event:

Indonesia Operational Excellence Conference and Award (OpexCon) 2018

Organizer:

SHIFT Indonesia

Date:

November 7, 2018

Information Technology, e-Banking, Social Media Field

Award Names:
Top Brand Kategori Internet Banking/

Event:
Top Brand Award 2018

Organizer:
Majalah Marketing

Date:
February 21, 2018

Award Names:
Perusahaan BUMN Tbk. Terpopuler di media pada 2017

Event:
PR Indonesia Awards 2018

Organizer:
Majalah PR Indonesia

Date:
March 29, 2018

Award Names:
The Best Chatbot Performance

Event:
Infobank 15th Banking Service Excellence Awards 2018

Organizer:
Majalah Infobank

Date:
June 5, 2018

Award Names:
Visa Champion Security

Event:
14th Visa Asia Pacific Security Summit

Organizer:
Visa Worldwide

Date:
June 16-17, 2018

Award Names:
Kategori Teknologi dan Pelayanan untuk Produk Mandiri Intelligent Assistant (MITA)/

Event:
Sindo Inovasi Awards 2018

Organizer:
Koran Sindo

Date:
July 31, 2018

Award Names:
The Best Technology Innovation

Event:
The Best Contact Center Indonesia 2018

Organizer:
Indonesia Contact Center Association

Date:
August 3, 2018

Award Names:
The Best Social Media

Event:
The Best Contact Center Indonesia 2018

Organizer:
Indonesia Contact Center Association

Date:
August 3, 2018

Award Names:
IT Governance Award – sektor informasi dan komunikasi/

Event:
IT Governance Award 2018

Organizer:
Kongres FORTI BUMN 2018/

Date:
December 19, 2018

Award Names:
IT Governance Outstanding Award – sektor informasi dan komunikasi/

Event:
IT Governance Award 2018

Organizer:
Kongres FORTI BUMN 2018/
FORTI BUMN Congress 2018

Date:
December 19, 2018

Human Capital Field

Award Names:
Rank 11 - World's Best Employers

Event:
World's Best Employers 2018

Organizer:
Majalah Forbes

Date:
October 2018

Award Names:
The Best People Development

Event:
The Best Contact Center Indonesia 2018

Organizer:
Indonesia Contact Center Association

Date:
August 3, 2018

Award Names:
The Best Employee Engagement

Event:
The Best Contact Center Indonesia 2018

Organizer:
Indonesia Contact Center Association

Date:
August 3, 2018

CERTIFICATION

Types of Certification:

ISO 9001: 2015 Internal Audit Services

Validation:

October 9, 2018 - June 13, 2021

Recipient of Certification:

Direktorat Internal Audit

Issued By:

SGS Indonesia

Types of Certification:

ISO 9001:2015 Quality Management System Certification

Validation:

February 2020

Recipient of Certification:

Mandiri Contact Center Jogjakarta

Issued By:

SGS Indonesia

Types of Certification:

ISO 9001:2015 Operation Improvement Services, Treasury & Cash Operations Services, Trade Operation Export Services, Trade Operation Import Services, Trade Operations Surabaya Services, International Payment Services; Bank Guarantee Operations Services, Payment Reconciliation Services; Bulk Payment & Account Opening Services, Domestic Payment Services; Performance, Parameter & BRC Management Services.

Validation:

August 6, 2017 - July 30, 2019

Recipient of Certification:

Cash & Trade Operations Group

Issued By:

SGS Indonesia

Types of Certification:

BS EN ISO 9001 : 2015 General Construction and Maintenance Services of Civil Engineering Works, Buildings, Roads, Bridges, and Irrigation

Validation:

August 8, 2018 - August 8, 2019

Recipient of Certification:

PT Gedung Bank Exim

Issued By:

NQA

Types of Certification:

BS OHSAS 18001 - 2007 General Construction and Maintenance Services of Civil Engineering Works, Buildings, Roads, Bridges, and Irrigation

Validation:

August 7, 2018 - July 23, 2019

Recipient of Certification:

PT Gedung Bank Exim

Issued By:

NQA

Names and Addresses of Subsidiaries, Associates, Overseas Branch Offices, and Regional Offices

Subsidiaries

Subsidiary Office	Address	Phone/Fax/Website
PT Bank Syariah Mandiri	Wisma Mandiri Building 1 MH. Thamrin Street No. 5 Jakarta, 10340	Telp : (62-21) 2300 509, 3983 9000 (Hunting) Fax : (62-21) 3983 2989 Call Center : 14040 Website : www.syariahmandiri.co.id
PT Mandiri Sekuritas	Plaza Mandiri, 28-29th Floors Jend. Gatot Subroto Street, Kav. 36-38 Jakarta, 12190	Telp : (62-21) 526 3445 Fax : (62-21) 526 3521 Website : www.mandirisekuritas.co.id
PT Mandiri Tunas Finance	Graha Mandiri, 3Ath Floor Imam Bonjol Street No. 61 Jakarta, 10310	Telp : (62-21) 230 5608 Fax : (62-21) 230 5618 Care Center : 1500059 Email : corporate.secretary@mtf.co.id Website : www.mtf.co.id
PT Mandiri AXA General Insurance	AXA Tower, 16th Floor Prof. Dr. Satrio Street, Kav. 18 Kuningan City Jakarta, 12940	Telp : (62-21) 3005 7777 Fax : (62-21) 3005 7600 Call Center : 1500733 Website : www.axa-insurance.co.id
PT AXA Mandiri Financial Services	AXA Tower, 8th Floor Prof. Dr. Satrio Street, Kav. 18 Kuningan City Jakarta, 12940	Telp : (62-21) 3005 8888 Fax : (62-21) 3005 8500 Customer Care Center : (62-21) 3005 8788 Website : www.axa-mandiri.co.id