



## FORMULATION OF SOCIAL RESPONSIBILITY RELATED TO CONSUMERS

Perumusan kebijakan maupun inisiatif strategis dalam hal pemberian layanan pada semua touch point maupun produk yang ditawarkan kepada nasabah, selalu mempertimbangkan 3 (tiga) *critical point*, yaitu:

1. Compliance critical, i.e. every policy, product offered, as well as new / existing strategic initiatives that are made not in conflict with regulations (internal or external), and continues to conduct ongoing reviews in the form of control testing activities and follow-up on internal audit findings.
2. Customer critical, namely every policy, product offered, and strategic initiatives made to provide comfort for customers, which are represented in the slogan "Soul Service" namely "Fast, Reliable, and Comfortable" which has been implemented by Bank Mandiri since 2015. This is reflected in the Service Level Agreement (SLA) review activity and the workflow for complaint resolution and customer satisfaction measurements that are carried out regularly every year.
3. Business Critical, which is every policy, product offered, and strategic initiatives made to benefit the Bank's business or work processes that are more optimal / increase efficiency as a form of contribution to improving the Bank's performance.

In the 2019 satisfaction survey information was also extracted related to customer expectations of banking services. The results were obtained that the customer's expectations of the bank were fast-responding services and Bank Mandiri was able to meet these expectations. This is evidenced by the higher Bank Mandiri satisfaction rate compared to the banking industry.

## SOCIAL RESPONSIBILITY ACTIVITY PLAN TO CONSUMERS

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](http://www.bankmandiri.co.id) by choosing menu "contact us".
3. E-mail: [mandiricare@bankmandiri.co.id](mailto: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.