

## LEGAL ISSUES FACED BY THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

During the period of 2019, there were no members of the Board of Directors and Board of Commissioners of Bank Mandiri who had legal issues, both civil and criminal.

## DISCLOSURE OF ADMINISTRATIVE SANCTIONS FROM OJK

During the 2019 period, there were no material administrative sanctions that affected the business continuity of Bank Mandiri and there were no administrative sanctions imposed on the Board of Commissioners and Directors.

## COMPANY INFORMATION AND DATA ACCESS

The public can access all financial and non-financial reports that have been submitted by Bank Mandiri transparently through various means including Mass Media, Company Website, Public Expose, Electronic Reporting Facilities IDX issuers, the OJK Electronic Reporting System, and the BUMN (Indonesian State Owned Enterprises) Ministry Portal that are available on time, complete and accurate.

### COMPANY SECRETARY

#### Rohan Hafas

Plaza Mandiri Lt. 3  
 Jl. Jenderal Gatot Subroto Kav. 36-38  
 Jakarta 12190 INDONESIA  
 Tel: 021 524 5299  
 Fax: 021 526 3460  
 Website: [www.bankmandiri.co.id](http://www.bankmandiri.co.id)  
 Email: [corporate.secretary@bankmandiri.co.id](mailto:corporate.secretary@bankmandiri.co.id)

### SITUS WEBSITE

[www.bankmandiri.co.id](http://www.bankmandiri.co.id)

### CALL CENTER

14000 ; (021) 52997777

### CONTACT ADDRESS

Corporate Secretary  
[corporate.secretary@bankmandiri.co.id](mailto:corporate.secretary@bankmandiri.co.id)

### CUSTOMER CARE

Email: [customerhandling@bankmandiri.co.id](mailto:customerhandling@bankmandiri.co.id)

### HEADQUARTER ADDRESS

Plaza Mandiri  
 Jl. Jenderal Gatot Subroto Kav. 36-38  
 Jakarta 12190 INDONESIA  
 Tel. 62-21 5265045  
 Fax.62-21 5274477, 527557

### MEDIA SOSIAL

Facebook: <https://id.facebook.com/officialbankmandiri/>  
 Twitter: @bankmandiri  
 Instagram: @bankmandiri

