



Communications Policy with Shareholders PT Bank Mandiri (Persero) Tbk.

In an attempt to improve communication between Bank Mandiri and Shareholders or Investors, Bank Mandiri has established communication policy with shareholders or investors as outlined in the Corporate Secretary Standard Guidelines (SPCS) Chapter III.A.I. Information Transparency. Transparency of Information with stakeholders has been set out based on provisions on Capital Market and any relevant rules and regulations, which can be categorized as follows :

- a. Reporting, both periodic and incidental one, to relevant institutions (Financial Services Authority, Bank Indonesia, Indonesia Deposit Insurance Corporation, Ministry of Law and Human Rights, Indonesia Stock Exchange) and reporting through Electronic Reporting System.
- b. A General Meeting of Shareholders (GMS) is held in accordance with the regulations and Articles of Association of Bank Mandiri. GMS consists of Annual GMS and other GMS (Extraordinary GMS).
- c. Conducting other activities related to Corporate actions and/or transparency of information, including: Public Expose (on a quarterly basis) and Analyst Meeting (on a quarterly basis)

Public Expose and Analyst Meeting held on a quarterly basis are intended to provide information to the public and investors with regard to the condition, business prospect, performance, and implementation of Corporate governance. Moreover, Bank Mandiri also has established a special work unit in charge of maintaining and managing good relations with investors and serving as an information center for Bank Mandiri's performance to investors.

Bank Mandiri always discloses Limited Liability Company communication policy to shareholders or investors on its website. Bank Mandiri always manages information on its website, thus shareholders or investors of the Company can get the latest information about Bank Mandiri, including its Products/Services, Performance, Management, and Activities.

