

ACCESS TO FINANCIAL SERVICES [OJK F.28]

As a growth agent, Bank Mandiri actively engages in financial inclusion initiatives by expanding and facilitating access to financial services for the community. Ease of access to financial services can reduce economic disparities and drive the economic recovery process post-pandemic.

Bank Mandiri ensures the availability of access, products, and financial services tailored to the community's needs and capabilities, particularly those included in the priority criteria set by the government, such as:

1. Low-income communities
2. Lower-middle-class communities (unbanked and underbanked)
3. Groups with irregular and low incomes
4. Communities living in remote areas
5. People with disabilities
6. Laborers without legal identification documents
7. Rural and suburban communities
8. Areas with limited access to formal financial networks due to geographical constraints, dispersed populations, and low financial literacy

The financial products and services are provided in a simple, easy-to-understand format and are accessible through Bank Mandiri's branch offices, digital services, and via other partners collaborating with the bank to provide financial services.

In addition, Bank Mandiri consistently promotes sustainable SME & Micro Growth through:

- Strengthening the SME network by enhancing the capabilities of the Sales Team and supporting tools;
- Improving the effectiveness of data analytics through the Early Warning System (EWS);
- Streamlining business processes and improving the value chain process, as well as utilizing technology to expedite customer acquisition and credit analysis processes;
- Enhancing branch capabilities through one-stop solutions for customers;
- Mentoring micro customers for advancement;
- Improving the micro-credit process;
- Expanding partnerships with Fintech and utilizing branchless banking agents.

INVOLVEMENT IN MICROFINANCE

Bank Mandiri consistently promotes the improvement of MSMEs' business competitiveness to foster economic growth and job creation through Micro Credit financing. When disbursing micro credit to MSMEs, Bank Mandiri employs a downstream-upstream scheme in accordance with its regional strategy, optimizing the value chain ecosystem of Bank Mandiri's wholesale customers.

People's Business Credit

The People's Business Credit (KUR) is a form of working capital and/or investment credit extended to individual debtors, businesses, and/or productive business groups that lack additional collateral or have insufficient collateral. The KUR program is designed to enhance access to financing for MSMEs, thereby enhancing their business capacity and competitiveness.

Bank Mandiri, with its core competence as a wholesale bank, is developing a People's Business Credit (KUR) distribution strategy based on an ecosystem. In this strategy, Bank Mandiri collaborates with wholesale debtor companies to recommend their affiliated companies for financing through KUR.

Through the implementation of this ecosystem-based KUR distribution strategy, micro, small, and medium enterprises (MSMEs) can benefit from improved access to financial services, including expedited KUR disbursement processes. Since the inception of KUR distribution in 2008 until 2023, Bank Mandiri has disbursed KUR to 2.8 million debtors, with a disbursement limit of Rp224.91 trillion.

