

VISION, MISSION & CORPORATE CULTURE



Mission

To Provide Reliable and Simple Digital Banking Solutions that Became a Part of Customer Life

To support the vision, Bank Mandiri's mission had also been established, which was to Provide Reliable and Simple Digital Banking Solutions that Became a Part of Customer Life - "Seamlessly integrate our financial products and services into our costumers' lives by delivering simple, fast digital banking solutions" with the description as follows:

- a. Oriented to meeting market needs
 1. Prioritizing the interests of customers by providing the best service by building a professional and friendly attitude
 2. Providing one stop financial solution services to customers through synergies with Subsidiaries.
 3. Offering competitive and guaranteed products and focus on product development and digital banking networks to accommodate customer needs.
- b. Develop professional resources
 1. Recruiting, training and developing human resources based on their talents and abilities.
 2. Providing growth opportunities for all employees fairly and providing awards and promotions based on merit and dedication.
- c. Provide maximum benefits to stakeholders
 1. Providing maximum benefits to shareholders while still paying attention to the interests of other stakeholders.
 2. Ensuring sustainable growth and increase in profit.
- d. Implement open management
 1. Having a high work commitment and responsibility.
 2. Implementing open management and effective cooperation.
- e. Care for the interests of society and the environment Considering the interests of society and the environment in every decision making.

Review of Vision and Mission by the Board of Commissioners and Board of Directors

To ensure the conformity of the existing Vision and Mission of Bank Mandiri, the Bank periodically reviews its Vision and Mission. The Bank's vision and mission have been discussed and approved by the Board of Commissioners and Directors. The Bank's new vision and mission have been prepared in line with the preparation of Corporate Plan 2020-2024, which continues to prioritize the Bank Mandiri's purpose, namely "Spirit of Prosperity of the Country". The new vision and mission have been outlined in the Bank's Business Plan (RBB) 2020-2023.