



The scope of MITA services is the delivery of information regarding Bank Mandiri products and services

Impact of Social Responsibility Activities to Consumers

Customer Satisfaction Results

To find out the extent of Bank Mandiri's customer satisfaction levels in 2019, Bank Mandiri collaborated with PT Kadence International to conduct a Customer Satisfaction Survey on branch contact points and electronic banking (e-banking). Through the survey, 2 (two) values were obtained, namely Customer Satisfaction Score (CSAT) and Net Promoter Score (NPS). The survey method used was Computer-Assisted Telephone Interviewing (CATI). The results of the survey show that overall Bank Mandiri CSAT and NPS assessments in 2020 are higher than the banking industry figures as can be seen in the following table:

Table of Results of Customer Satisfaction Survey, Branch Contact Point and e-Banking

Contact Point	CSAT		NPS	
	Bank Mandiri	Industry	Bank Mandiri	Industry
Service Branch	86.13	85.02	52	35
e-Banking	85.54	84.99	36	31
Overall	85.55	84.78	50	35

Confidentiality of Customer Data

In 2020, there was 1 (one) complaint from a customer regarding the confidentiality of customer data. The complaint had been resolved properly in accordance with the SLA for complaints that had been determined, and the customer received the resolution of the complaint well.