

Press Release

Embargoed for 19th March 2015

Bank Mandiri wins Best Retail Bank in Indonesia award for 2015

- **Bank Mandiri achieved 23% market share in retail deposits, 25% growth in e-payment transactions**
- **Its focus on micro banking has led to a growth in its micro loan business by 31% in 2014**
- **Bank Mandiri processed 143 million e-money transactions in 2014**

Singapore, March 19th 2015—Bank Mandiri won Best Retail Bank in Indonesia award for 2015. The bank received the award at The Asian Banker's International Excellence in Retail Financial Services 2015 Awards ceremony, held in conjunction with the region's most prestigious retail banking event, the Excellence in Retail Financial Services Convention. The ceremony was held at the Capella, Singapore on March 19th 2015.

As the largest bank in the country, Bank Mandiri has become a leader in the retail banking business. It achieved 23% market share in retail deposits, 25% growth in e-payment transactions and is the leading player in credit cards, mortgages and auto loans.

Bank Mandiri is focusing on micro banking to promote financial inclusion in Indonesia and reach out to the unbanked. It has one million micro banking customers and its micro loan business grew by 31% in 2014. Its market share in this segment in 2014 was 10% up from 6% in 2012.

The bank dominates the lucrative e-money market in Indonesia with no less than four prepaid cards in circulation. Each one can be used to pay for road tolls, gas, transportation as well as payments at over 870 offline merchants. As at end 2014, the bank had issued a total of five million prepaid cards. In 2014, the bank processed 143 million transactions. In October 2014, the bank launched Mandiri E-Cash which allows users to register for an E-Cash account on their phones via USSD service. They can then use the same USSD number for top-ups, payments, and money withdrawals from ATMs.

About 200 senior bankers from award-winning banks in 29 countries across the Asia Pacific, the Middle East, Central Asia and Africa attended the glittering event that recognises their efforts in bringing superior products and services to their customers. The awards programme, administered by The Asian Banker and refereed by prominent global bankers, consultants and academics, is the most prestigious of its kind.

A stringent three-month evaluation process based on a balanced and transparent scorecard used to determine the winners and the positions of various retail banks in the region is attached.

About The Asian Banker

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The Singapore-based company has offices in Singapore, Malaysia, Hong Kong, Beijing and Dubai as well as representatives in London, New York and San Francisco. It has a business model that revolves around three core business lines: publications, research services and forums. The company's website is www.theasianbanker.com

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