



# Maybank Indonesia

9M 2016 Results

Maybank Indonesia in Brief

Summary of 9M 2016 Results

Financial Performance

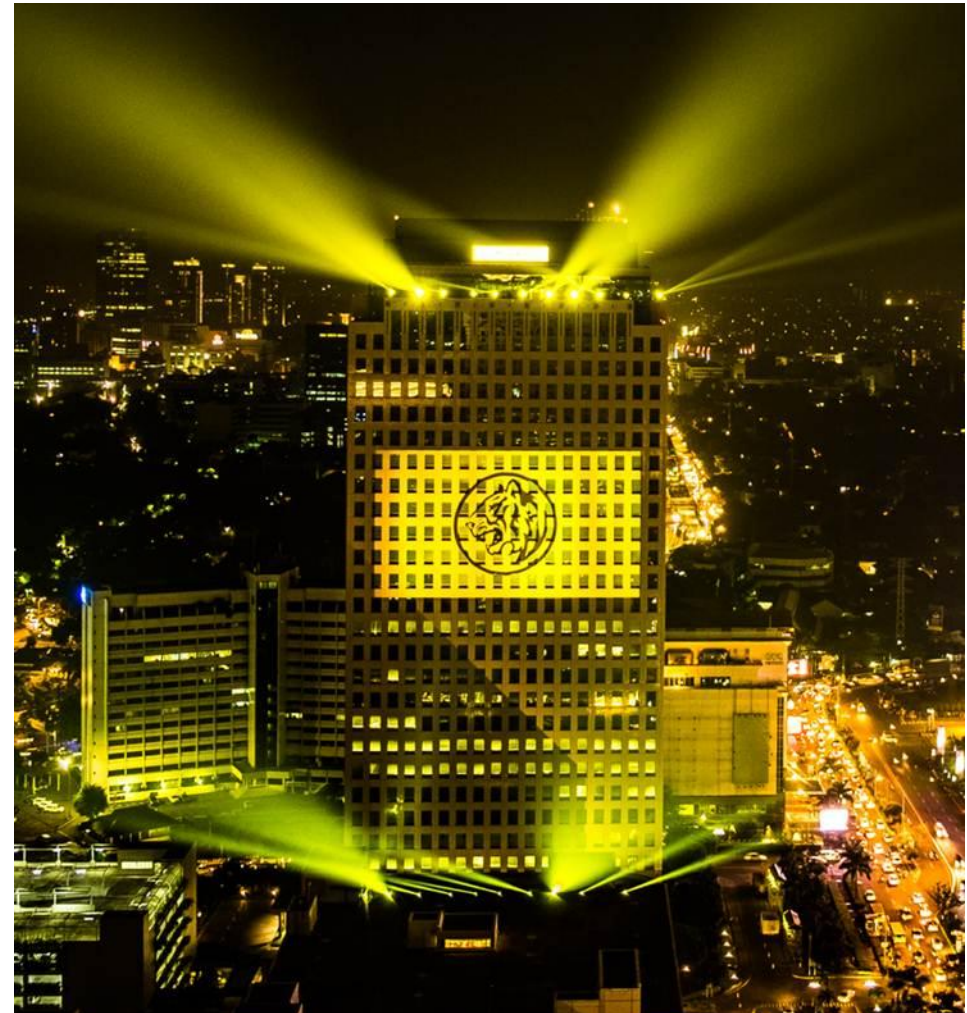
Awards, Corporate Social Responsibility (CSR) & Event Highlights

# **Maybank Indonesia in Brief**



## Profile\*

Established	:	15 May 1959
Total Assets	:	Rp163.1 Trillion
Total Equity	:	Rp18.6 Trillion
Market Capitalisation	:	Rp23.0 Trillion
Position in Indonesia (as of Jun 2016)	:	Rank #10 in terms of Assets Rank #10 in terms of Loans Rank # 9 in terms of Deposits
# of Branches	:	646 — { 430** (Maybank Indonesia) 171*** (WOM) 45*** (Maybank Finance)
# of ATM & CDM	:	1,618, including 97 CDMs that connected to more than 20,000 ATM via ALTO, ATM Bersama, PRIMA, MEPS, Cirrus and Plus
# of Employees	:	10,664 — { 7,057 (Maybank Indonesia) 3,212 (WOM) 395 (Maybank Finance)
# of Customers	:	6.0 million



Maybank Indonesia Head Office, Sentral Senayan 3  
Jakarta, Indonesia

\*) as of Sep 2016

\*\*\*) Including 23 Micro Functional Offices

\*\*\*\*) Including Sales Point Unit

## Company Rating

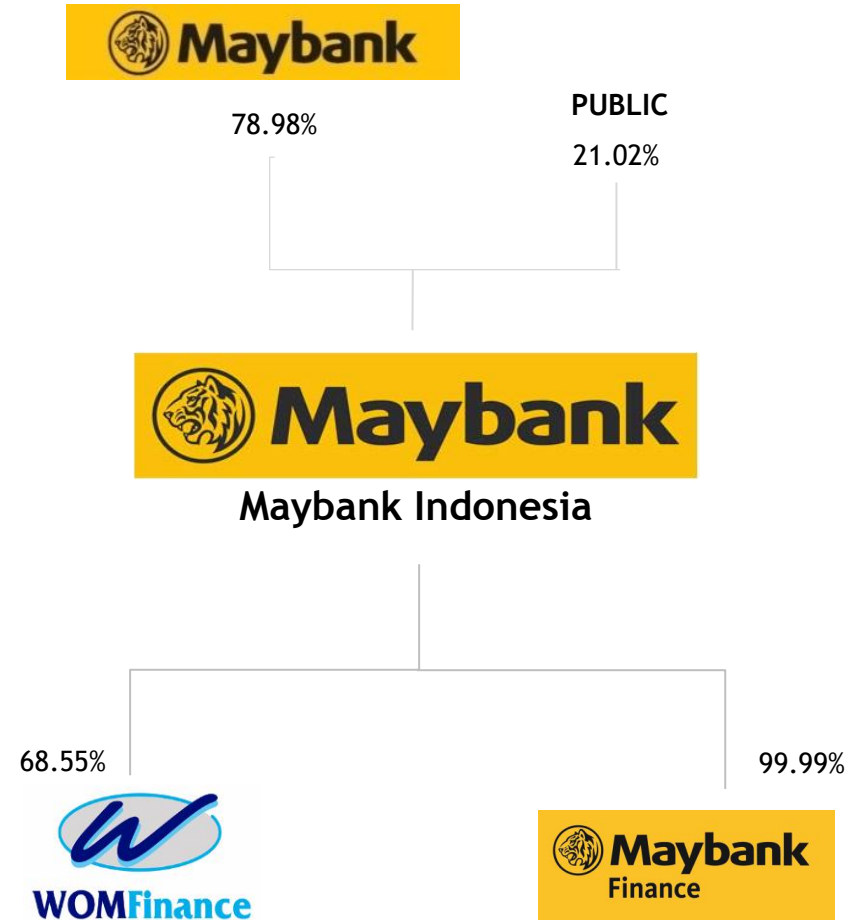


National Long-Term Rating	AAA(idn), Outlook Stable
National Short-Term Rating	F1+(idn)
Long Term Issuer Default Rating	BBB, Outlook Stable
Short Term Issuer Default Rating	F3
Viability Rating	bb
Support Rating	2
Senior Bonds	AAA (idn)
Subordinated Debt	AA (idn)
Sukuk Mudharabah	AAA (idn)



Corporate rating / Outlook	idAAA, Outlook Stable
Bonds	idAAA
Subordinated Bonds I/2011 & I/2012	idAA+
Subordinated Bonds II/2014	idAA
Sukuk Mudharabah	idAAA(sy)

## Shareholders





**Tan Sri Megat Zaharuddin**  
President Commissioner  
and Chairman of Maybank



**Datuk Abdul Farid bin Alias**  
Commissioner and PCEO of  
Maybank



**Spencer Lee Tien Chye**  
Commissioner



**Umar Juoro**  
Independent Commissioner



**Budhi Dyah Sitawati**  
Independent Commissioner



**Achjar Iljas**  
Independent Commissioner



**Taswin Zakaria**  
President Director



**Jenny Wiriyanto**  
Director



**Eri Budiono**  
Director



**Henky Sulistyo**  
Director



**Ghazali M. Rasad**  
Director



**Thilagavathy Nadason**  
Director



**Dhien Tjahajani**  
Director

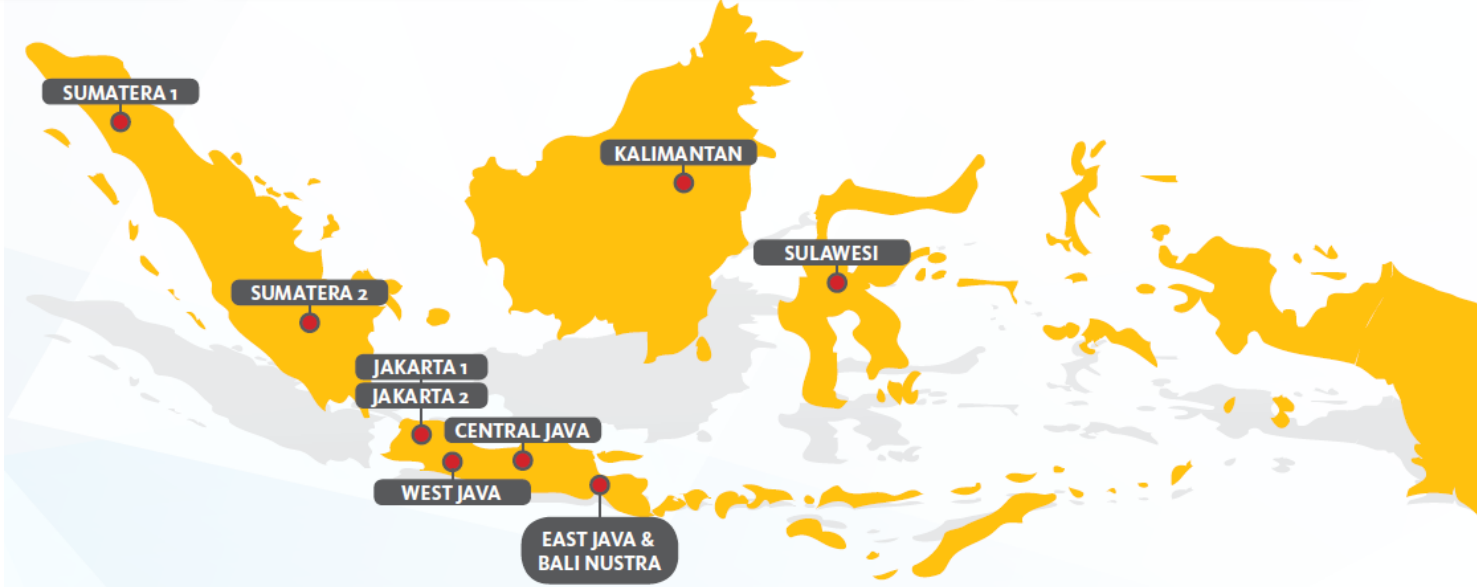


**Irvandi Ferizal**  
Director

# Building A Strong Network Footprint and Presence to Serve the Communities across Indonesia



- 9 Regional Offices
- 395 Conventional Branches
- 9 Shariah Branches
- 2 Overseas Branches
- 1 Micro Branch & 45 Micro Banking Services



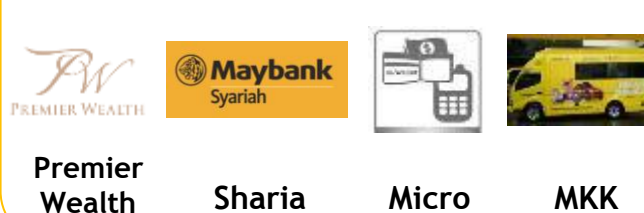
- 26 Premier Wealth Center and Lounge
- 1,618 ATM & CDM ; Access > 20.000 ATM Bersama\* & MEPS Malaysia network
- 19 Mobil Kas Keliling (MKK)
- > 6 Million Customers

## Integrating Multi Customer Touch Points to Serve All Segments

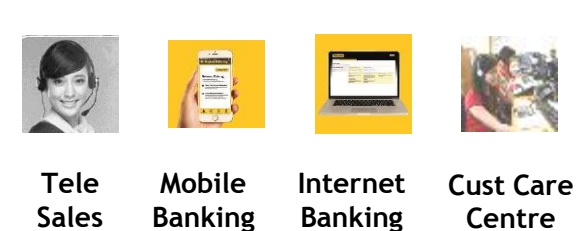
### Presence at the Heart of Community



### Key Alternate Channel



### Virtual Channel



\* ATM that connected to network of ATM PRIMA, ATM BERSAMA, ALTO, MEPS, CIRRUS and Plus



## Global Banking

## Community Financial Services (CFS)

### Objective

Providing banking and payment solution to large local corporates and State-Owned Enterprises (SOEs)

Providing banking and payment solution to mid corporates, communities and micro business

Providing banking and payment solution to the retail customers

### Product & Services

Account Planning

Large Corporates Financing

Transaction Banking

Global Market

Community and micro- middle corporates Financing

Financial Supply Chain Management

Shariah First

Customer Financial Services

E-banking

Wealth Management

Consumer Financing

Personal Loan

Auto-loan

Credit Card

Mortgage

### Customer Profile

- Large Local Corporates
- State-Owned Enterprises
- Financial Institution

- Commercial segment
- SME business
- Micro business

- High Net-Worth
- Mass Affluent Customer
- Employees

### Highlight



# Summary of 9M 2016 Results

*(All numbers are consolidated and according to Bank Indonesia classification unless otherwise stated)*

## Profit

- PATAMI increased 118% (YoY) to Rp1.3 trillion in 9M 2016 from Rp592.2 billion in 9M 2015. The improved performance was achieved on the back of higher income coupled with well-manage overhead cost.
- Net interest income increased by 14.8% (YoY) to Rp5.5 trillion from Rp4.8 trillion due to higher interest income mainly from the Bank's discipline in loan pricing and active funding management. Net interest Margin (NIM) improved to 5.09% from 4.82%.
- Fee based income increased by 21.4% (YoY) to Rp1.9 trillion from Rp1.6 trillion achieved from the Bank's bancassurance fees and treasury related fees.
- Better profitability ratio driven by stronger performance. Return on Asset (ROA) is at 1.44% and Return on Equity (ROE) is at 10.66%. Better continuous cost management efforts with Cost to Income Ratio (CIR) is at 55.87% and positive JAWS of 15.3%.

## Loans

- The Bank recorded a modest loans growth of 4.4% in September 2016 to Rp116.4 trillion from Rp111.5 trillion in September 2015. CFS continued to be the growth drivers with increased by 7%.
- The contribution of Micro, Small and Medium Enterprises (MSME) / UMKM maintained at healthy level at 23.60% of the Bank's total loans, surpassing minimum target set by the government of 20% by 2018
- Gross NPL stood at 3.97% and Net NPL at 2.40%. The Bank remains cautious over loan quality as businesses are still impacted by the current economic slow down.

## Deposits

- Total customer deposits grew by 4.5% from Rp110.6 trillion in September 2015 to Rp115.6 trillion in September 2016 with CASA ratio reaching 38.22%
- The Bank's Loan-to-Deposit Ratio (LDR - bank only) stood at a healthy 88.02%, Loan-to-Funding Ratio (bank only) was manageable at 86.63%, and the Bank's consolidated modified Loan to Deposits Ratio (Modified LDR - consolidated) was at 82.53%.

## Shariah

- In line with the Bank's strategy with the "Shariah First" strategy that started since 2014,
  - Loans Shariah increased by 39.3% (YoY) to Rp11.3 trillion, contributed 9.7% to Bank's total loan
  - Deposits Shariah increased by 80.3% (YoY) to Rp10.1 trillion, contributed 8.7% to the Bank's total deposit
  - Assets Shariah grew 33.5% (YoY) to Rp17.8 trillion, contributed 10.9% to Bank's total asset

## Assets & Capital

- Total Assets increased 6.0% (YoY) to Rp163.1 trillion from Rp153.9 trillion.
- Our Subordinate bonds issued in June 2016 amounted by Rp800 billion has got approval from regulator to booked it as Tier 2 Capital thus increasing our Total Capital Adequacy Ratio (CAR) to 17.65% from 14.86% in the previous corresponding period. Total capital remains strong amount of Rp21.9 trillion.



# Financial Performance

# Income Statement - Consolidated

Continue to book strong profit growth mainly due to higher income coupled with overhead controlled cost



Rp Billion	Sep-16	Sep-15	YoY
	a	b	(a/b)-1
Interest Income	11,121	10,310	7.9%
Interest Expense	(5,629)	(5,526)	1.9%
<b>Net Interest Income</b>	<b>5,492</b>	<b>4,784</b>	<b>14.8%</b>
Non Interest Income	1,945	1,602	21.4%
<b>Gross Operating Income</b>	<b>7,437</b>	<b>6,386</b>	<b>16.4%</b>
Personnel	(1,808)	(1,847)	-2.1%
General & Administrative	(2,345)	(2,214)	5.9%
Other Operating Expenses	(2)	(47)	-95.3%
<b>Operating Expenses (excl. Provisions)</b>	<b>(4,155)</b>	<b>(4,108)</b>	<b>1.2%</b>
<b>Operating Income before Provisions</b>	<b>3,282</b>	<b>2,279</b>	<b>44.0%</b>
Provisions	(1,587)	(1,559)	1.8%
<b>Operating Income After Provision</b>	<b>1,695</b>	<b>720</b>	<b>135.5%</b>
Non Operating Income / (Expenses)	58	64	-8.7%
<b>Profit Before Tax &amp; Minority Interest</b>	<b>1,753</b>	<b>784</b>	<b>123.7%</b>
Tax & Minority Interest	(460)	(191)	140.2%
<b>Profit After Tax &amp; Minority Interest (PATAMI)</b>	<b>1,293</b>	<b>592</b>	<b>118.4%</b>

# Balance Sheet - Consolidated

Modest loan growth while liquidity position remains strong



Rp Billion	Sep-16	Sep-15	YoY
	a	b	(a/b)-1
Loans	116,403	111,533	4.4%
Other Earning Assets	29,043	24,161	20.2%
Other Assets	17,670	18,221	-3.0%
<b>Total Assets</b>	<b>163,115</b>	<b>153,915</b>	<b>6.0%</b>
<b>Deposits from Customer</b>	<b>115,603</b>	<b>110,585</b>	<b>4.5%</b>
- Current Account	18,848	18,256	3.2%
- Saving Account	25,339	25,237	0.4%
- Time Deposit	71,417	67,092	6.4%
Deposits from Other Banks	2,514	4,736	-46.9%
Borrowing	4,773	3,871	23.3%
Securities Issued	8,619	7,316	17.8%
Subordinated Debt	5,286	4,486	17.8%
Other Liabilities	7,748	7,755	-0.1%
<b>Total Liabilities</b>	<b>144,544</b>	<b>138,749</b>	<b>4.2%</b>
Equity (excl. Non-Controlling Interest)	254	227	12.0%
Non-Controlling Interest	18,317	14,939	22.6%
<b>Total Equity</b>	<b>18,571</b>	<b>15,166</b>	<b>22.5%</b>

Key Operating Ratio	Sep-16	Sep-15	△
Consolidated	a	b	(a-b)
<b>Profitability</b>			
Return On Assets	1.44%	0.69%	0.75%
Return On Equities (Tier 1)	10.66%	5.91%	4.75%
Net Interest Margin	5.09%	4.82%	0.27%
<b>Efficiency &amp; Productivity Ratio</b>			
Cost to Income Ratio	55.87%	64.32%	-8.45%
BOPO	87.12%	94.02%	-6.90%
<b>Earning Asset Quality</b>			
Impaired Loans - Gross	3.90%	4.65%	-0.75%
Impaired Loans - Net	2.32%	3.12%	-0.80%
NPL - Gross	3.97%	4.21%	-0.24%
NPL - Net	2.40%	2.70%	-0.30%
<b>Balance Sheets Structure</b>			
LDR	97.66%	97.94%	-0.28%
Modified LDR *)	82.53%	82.68%	-0.15%
LFR **)	92.87%	94.24%	-1.37%
CASA to Total Funding	38.22%	39.33%	-1.11%
CAR	17.65%	14.86%	2.79%

Key Operating Ratio	Sep-16	Sep-15	△
Bank Only	a	b	(a-b)
<b>Profitability</b>			
Return On Assets	1.28%	0.51%	0.76%
Return On Equities (Tier 1)	10.62%	4.55%	6.07%
Net Interest Margin	4.55%	4.45%	0.10%
<b>Efficiency &amp; Productivity Ratio</b>			
Cost to Income Ratio	56.20%	65.47%	-9.27%
BOPO	87.52%	95.37%	-7.84%
<b>Earning Asset Quality</b>			
Impaired Loans - Gross	4.09%	4.80%	-0.71%
Impaired Loans - Net	2.46%	3.23%	-0.77%
NPL - Gross	4.17%	4.34%	-0.17%
NPL - Net	2.56%	2.79%	-0.24%
<b>Balance Sheets Structure</b>			
LDR	88.02%	90.04%	-2.02%
Modified LDR *)	79.49%	79.72%	-0.23%
LFR **)	86.63%	88.69%	-2.06%
CASA to Total Funding	38.32%	39.49%	-1.16%
CAR	17.66%	14.60%	3.06%

\*) Modified LDR is based on internal calculation and defined as (Loans excl. BPR) / (Third Party Deposits + Borrowing + Securities Issued + Sub Debt)

\*\*\*) LFR calculation as per BI regulation No. 17/11/PBI/2015

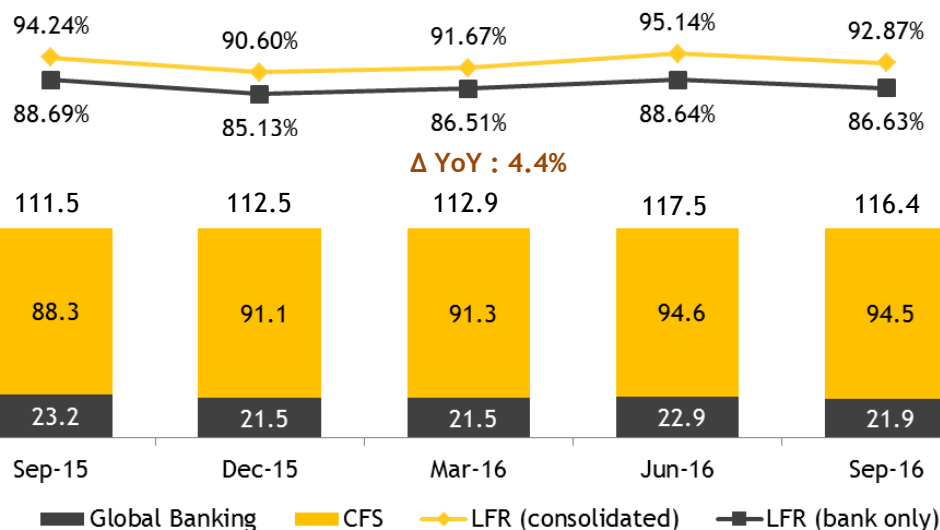
# Loans

Continued Loan Growth in Key Segments (CFS) while Global Banking continued its efforts in re-profiling corporate portfolio and realigning business



## LFR & Total Loans

Rp Trillion

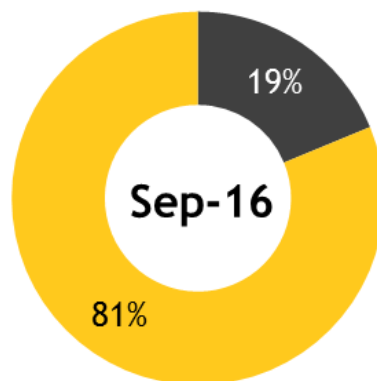
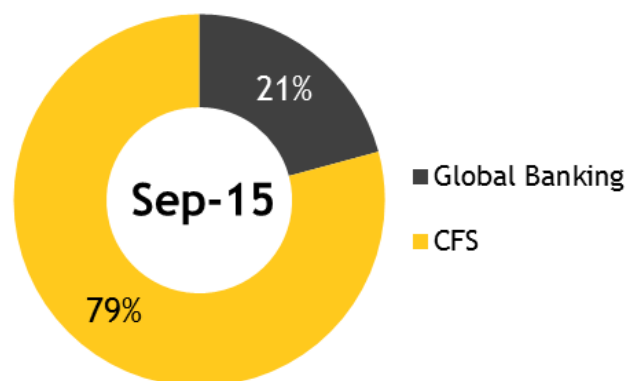


## Loan Portfolio Breakdown

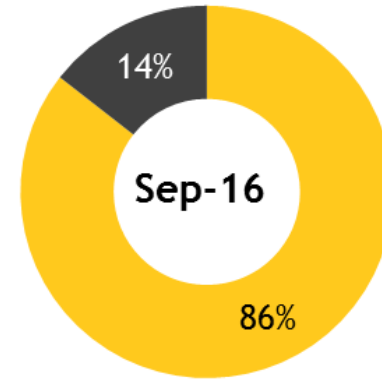
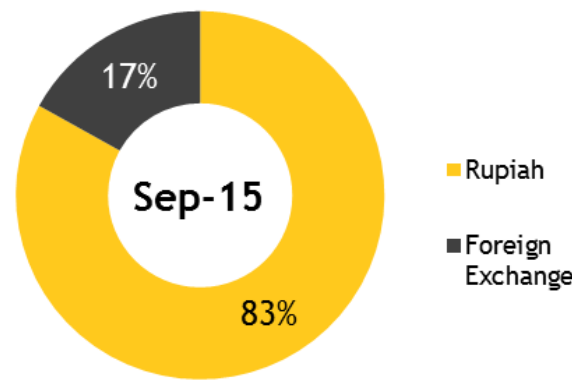
Rp Trillion

Rp Trillion	Sep-16	Jun-16	Sep-15	YoY	QoQ
Global Banking	21.9	22.9	23.2	-5.8%	-4.7%
RSME & BB	49.7	49.2	43.6	13.9%	1.1%
Consumer Finance	44.8	45.4	44.7	0.3%	-1.3%
Auto Loan	22.8	23.1	23.0	-0.9%	-1.2%
Mortgage	18.3	18.5	17.8	2.8%	-1.0%
CC + PITA	3.3	3.4	3.4	-3.0%	-3.1%
Other loan	0.5	0.5	0.5	-9.1%	-2.7%

## Loans Composition by Business Segment



## Loans Composition Based on Currency



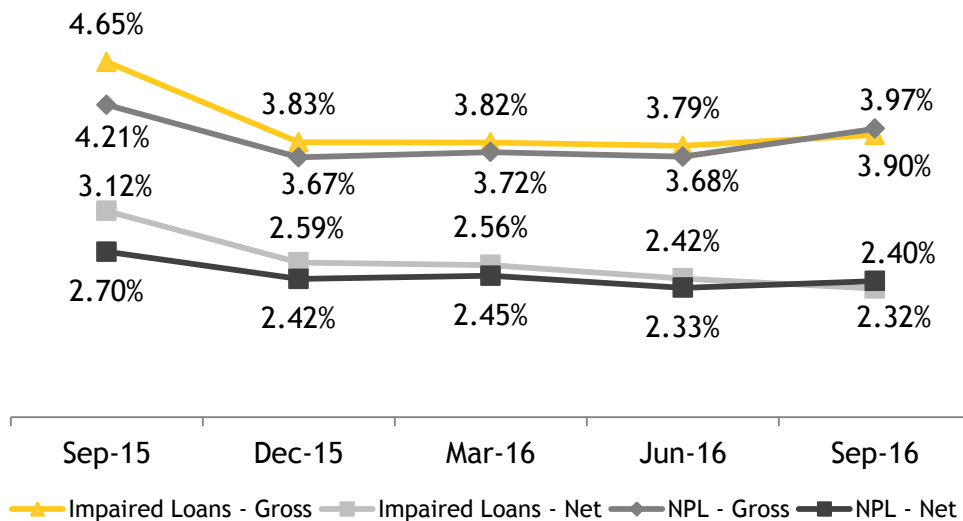


# Asset Quality

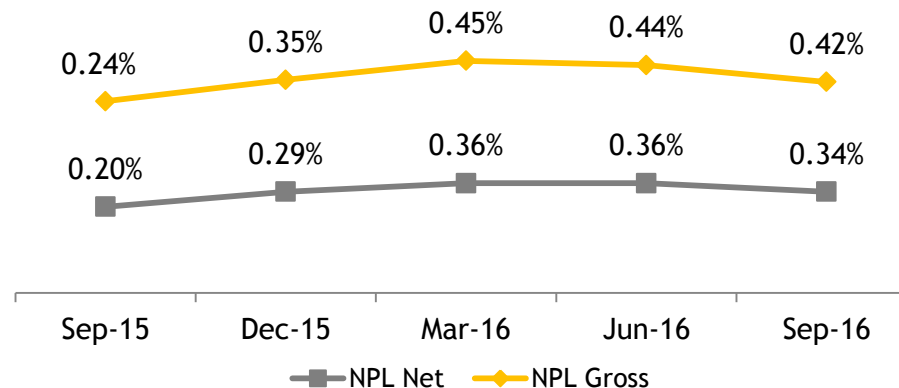
The Bank remains cautious over loan quality as businesses are still impacted by the current economic slow down



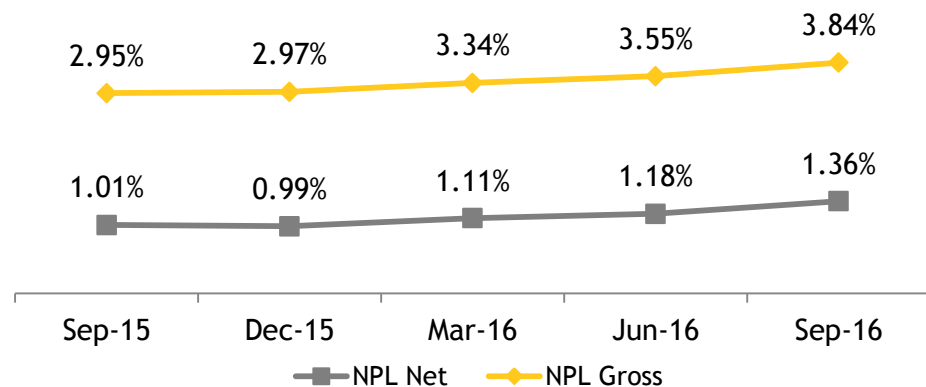
## Asset Quality - Maybank Indonesia (consolidated)



## Asset Quality - Maybank Finance



## Asset Quality - WOM Finance



- The Bank's consolidated NPL level was lower at 3.97% (gross) and 2.40% (net) as of 30 September 2016 compared to 4.21% (NPL gross) and 2.70% (NPL net) in the previous year.
- The Bank continued to manage exposures from corporate accounts that had led to the increase in Non-Performing Loans (NPL) level and has actively carried out the restructuring of those accounts.
- Amidst challenging business conditions in the automotive industry:
  - Maybank Finance's gross NPL & net NPL remained stable
  - WOM's gross NPL was at 3.84% and net NPL at 1.36%

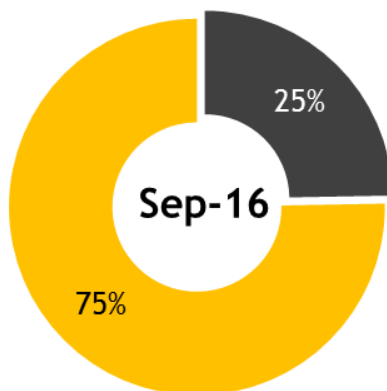
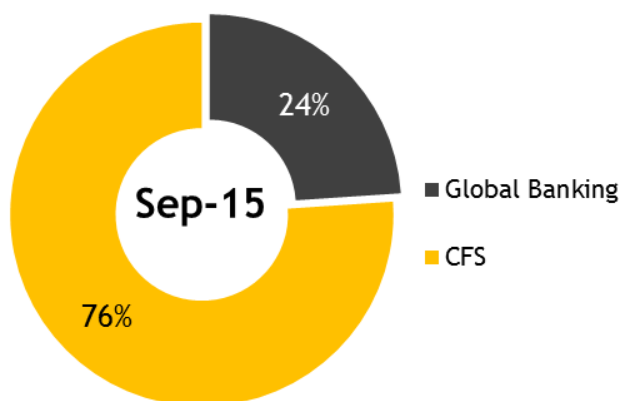
# Customer Deposits

Robust funding position through increased customer deposits

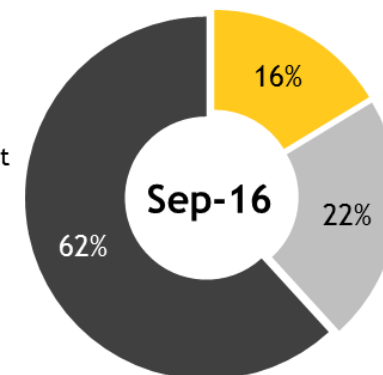
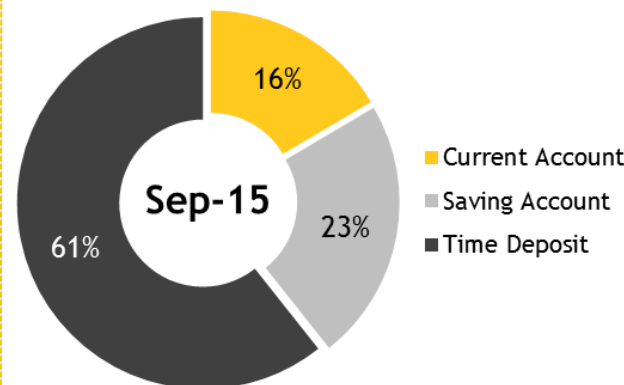


The Bank's continuous upgrade on its cash management system, strong financial supply chain solutions, and its electronic channels which include (internet based) mobile banking facility Maybank M2U have also greatly contributed to the improved liquidity position

## Deposits from Customers by Business Segment



## Deposits from Customers by Type

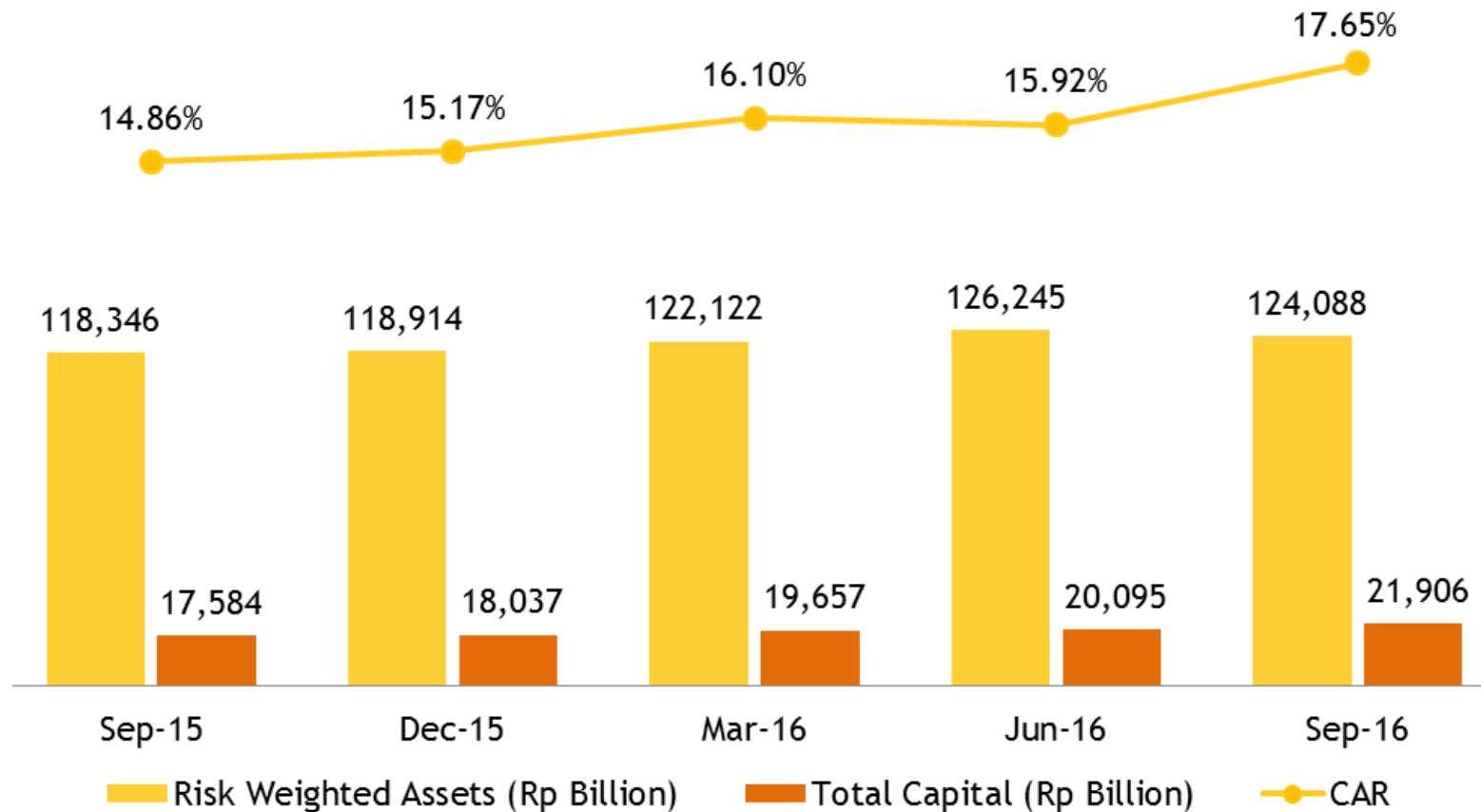


Rp Trillion	Sep-16	Jun-16	Sep-15	YoY	QoQ
Global Banking	28.6	27.3	26.5	7.9%	4.6%
CFS	87.0	86.8	84.1	3.5%	0.3%
<b>Total</b>	<b>115.6</b>	<b>114.1</b>	<b>110.6</b>	<b>4.5%</b>	<b>1.3%</b>

Rp Trillion	Sep-16	Jun-16	Sep-15	YoY	QoQ
Current Account	18.8	18.7	18.3	3.2%	0.9%
Saving Account	25.3	26.2	25.2	0.4%	-3.4%
Time Deposit	71.4	69.1	67.1	6.4%	3.3%
<b>Total</b>	<b>115.6</b>	<b>114.1</b>	<b>110.6</b>	<b>4.5%</b>	<b>1.3%</b>

# Capital

Stronger capital position with total capital of Rp21.9 trillion



- Our Subordinate bonds issued in Jun16 amounted by Rp800 billion has got approval from regulator to booked it as Tier 2 Capital thus increasing our Total Capital Adequacy Ratio (CAR) to 17.65% from 14.86% in the previous corresponding period.

## Shariah First strategy deliver promising results:

- Financing increased by 39% (YoY) to Rp11.3 trillion
- Customer Deposits increased by 80% (YoY) to Rp10.1 trillion
- Assets increased by 33% (YoY) to Rp17.8 trillion
- Net Profit increased by 44% (YoY) to Rp343.9 Billion



**Layanan Syariah kini hadir di seluruh Kantor Cabang Maybank**

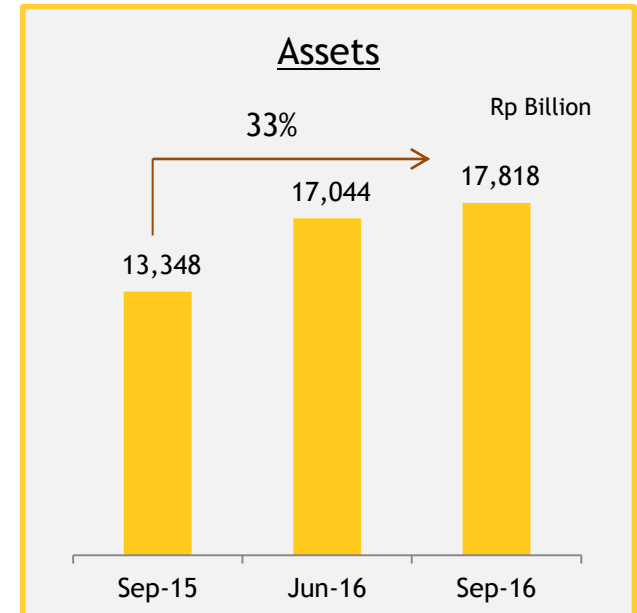
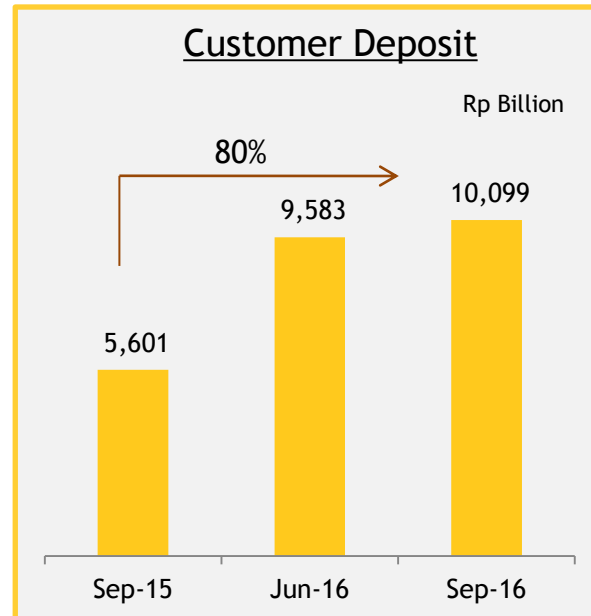
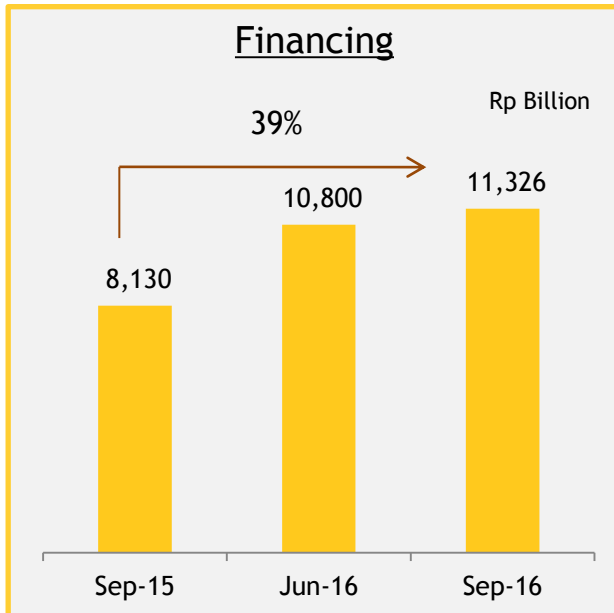
Segera buka Maybank Tabungan iB, Gratis Asuransi senilai 20x saldo akhir bulan sebelumnya!

[www.maybank.co.id/TabunganSyariah](http://www.maybank.co.id/TabunganSyariah)

Spesial & istimewa beribadah.

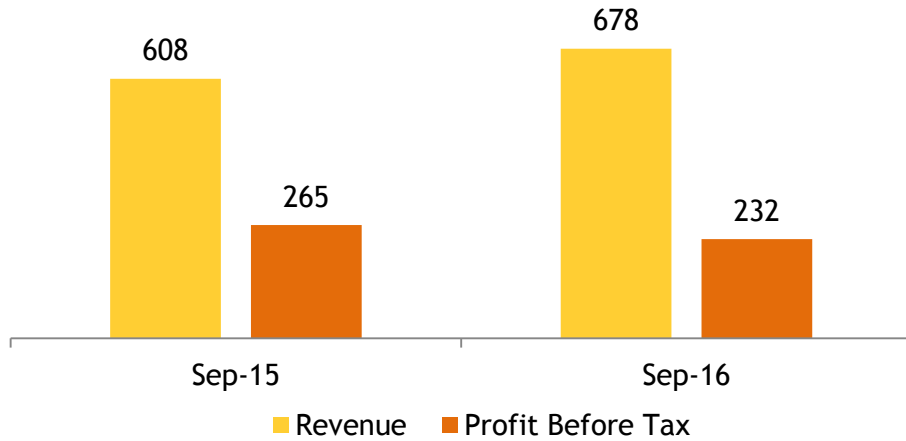
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Humanizing Financial Services.



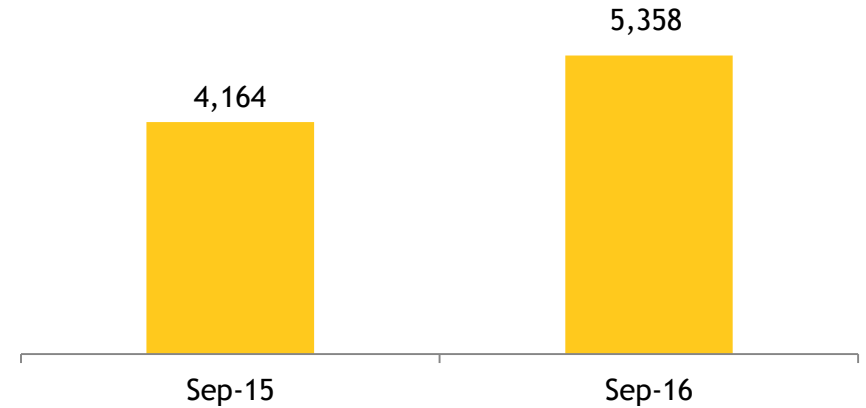
## Revenue and Profit Before Tax

IDR billion

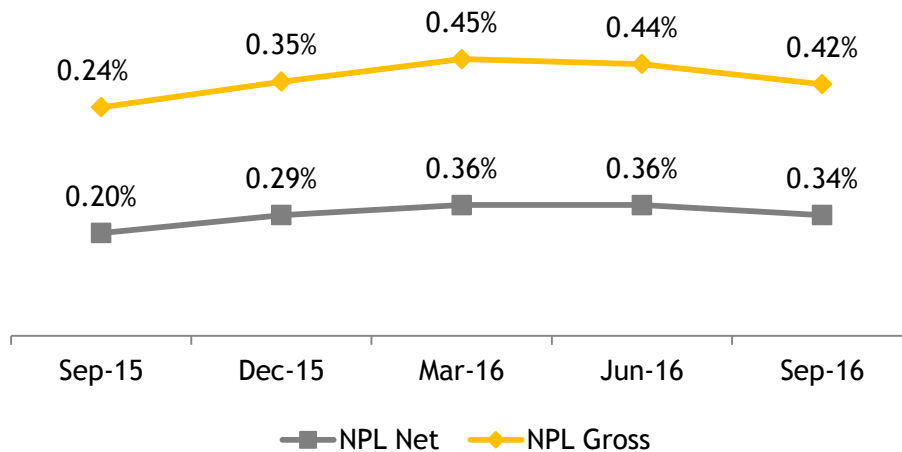


## Financing

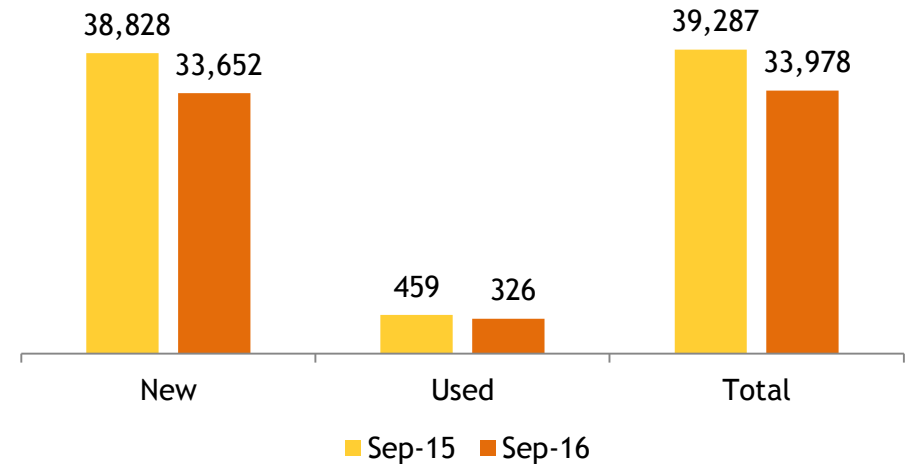
IDR billion



## Asset Quality

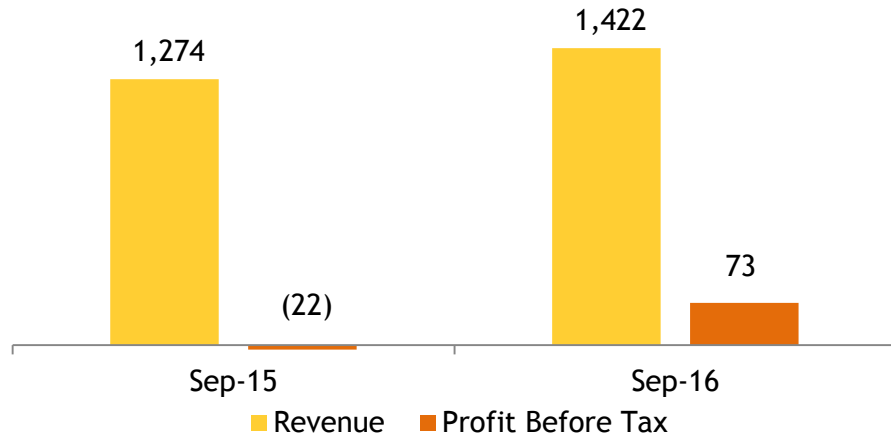


## Unit Financing (unit)



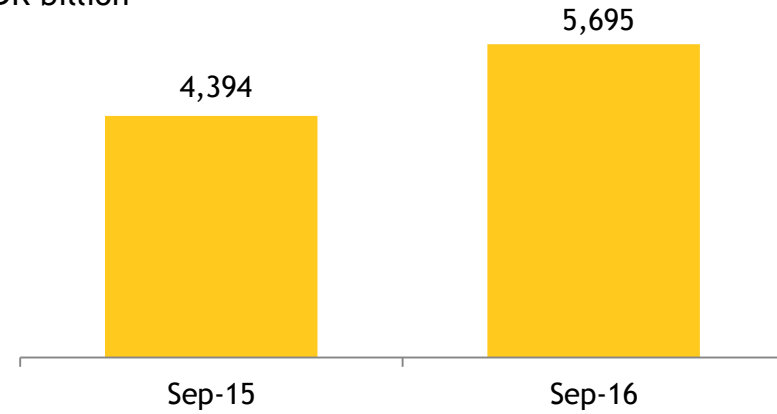
## Revenue and Profit Before Tax

IDR billion

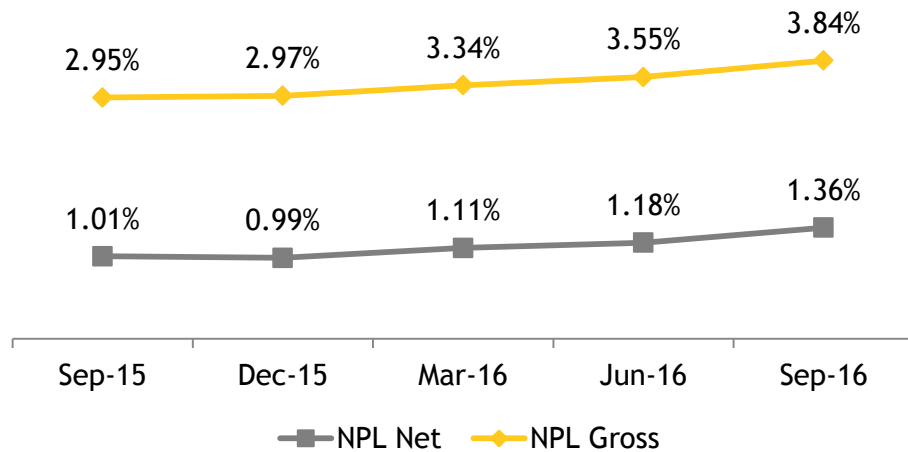


## Financing

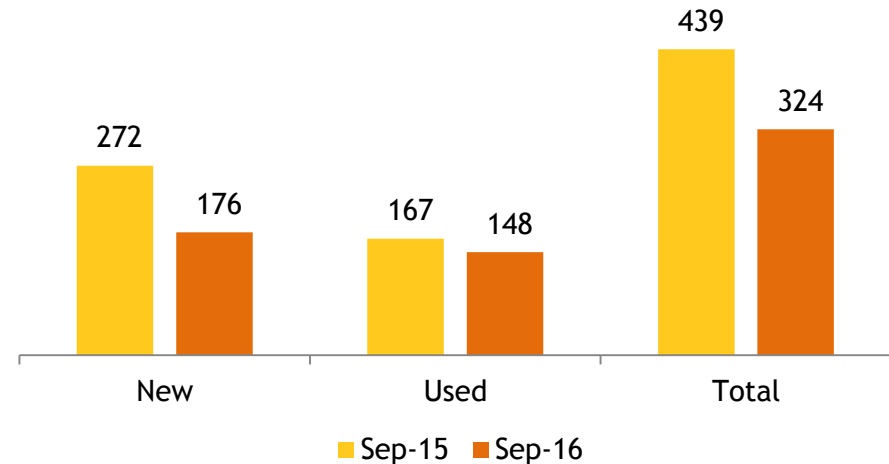
IDR billion



## Asset Quality



## Unit Financing ('000 unit)





# **Awards, Corporate Social Responsibility (CSR) & Event Highlights**

# Service Quality Award

“Legend Achievement” for Seven Consecutive Years Top Performers in Service



Survey held by ISMS Trisakti & Infobank Magazine

One of proof in our high quality services to maintain customer satisfaction



# Our Awards in 2016



## Service Awards

- **Excellent Service Experience Award (ESE Award) 2016** - in “Regular Banking” category by Carre - Center for Customer Satisfaction and Loyalty (Carre - CCSL) and Service Excellence Magazine, 25 February 2016.
- **Carre Contact Center Service Excellence Awards (CCSEA) 2016** - “Exceptional” in Call Center category for Regular Banking industry, “Excellent” in Call Center category for Platinum Credit Card industry, “Exceptional” in Call Center category for Regular Credit Card industry, “Exceptional” in Email Centers category for Banking industry, by Carre Center for Customer and Loyalty (Carre CSL) and Service Excellence Magazine, 6 April 2016.
- **Markplus WOW Service Excellence Award 2016 (WOW SEA)** - Bronze Champion in Conventional Bank Buku III by Markplus Inc., 13 May 2016.
- **Infobank Service Excellence Award 2016** - Runner up in Best Performance ATM in commercial bank and Unit Usaha Sharia achieves the 5th rank in over all performance, 2 June 2016.

## Other Awards

- **HR Excellence Award 2015** - BEST Performance Management and BEST Rewards Management category, and also two employees of Human Capital Maybank Indonesia are selected to be the Top 10 Finalist of Indonesia Future HR Leader by LM FEUI with SWA Magazine, January 2016.
- **The 12th Islamic Finance Award** - 1st Rank The Most Expansive Financing, 1st Rank The Most Expansive Funding, 1st Rank The Most Efficient, 1st Rank The Biggest Contributor Financing, and Runner Up The Best Sharia Unit: Asset > 1,5 Triliun by KARIM Business Consulting Indonesia, 25 May 2016.
- **Indonesia Digital Innovation Award for Banking 2016** - Banking of Commercial Bank (Buku III) category by Warta Ekonomi Magazine, 23 June 2016.
- **Indonesia Banking Awards 2016** - The Best Sharia Business Unit held by Tempo Media Group and Indonesia Banking School, 7 Sept 2016.
- **Investor Best Sharia Awards** - The Best Sharia award for Sharia Business Units (UUS) with assets above Rp5 trillion, 13 Sept 2016.



1



2



3



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## 1. Tax Amnesty Forum

Maybank Indonesia hosted Tax Amnesty Forum organized by the National Private Bank & Foreign Bank (Gateway) in cooperation with FSA, INTRAC and Directorate General of Taxation. Keynote speaker was Muliaman D. Hadad, Chief Commissioner of the FSA, followed by explanation about tax amnesty by Sigit Priadi Pramudito and Agus Santoso. (27 July 2016)

## 2. MAYBANK GO AHEAD. CHALLENGE 2016

60 finalists attended the opening program of Maybank Go Ahead Challenge 2016 at Menara Maybank, Malaysia. (August 15, 2016)

## 3. Strategic Partnership Maybank-Allianz

Maybank Indonesia signed a 10-year partnership with Allianz Life Indonesia as the life insurance provider to the bank's customers. The three unit-linked products developed were MyProtection Bijak, MyProtection Prima and MyProtection Investa. (23 August 2016)

## 4. Japanese-Indonesian SME Exchange Workshop

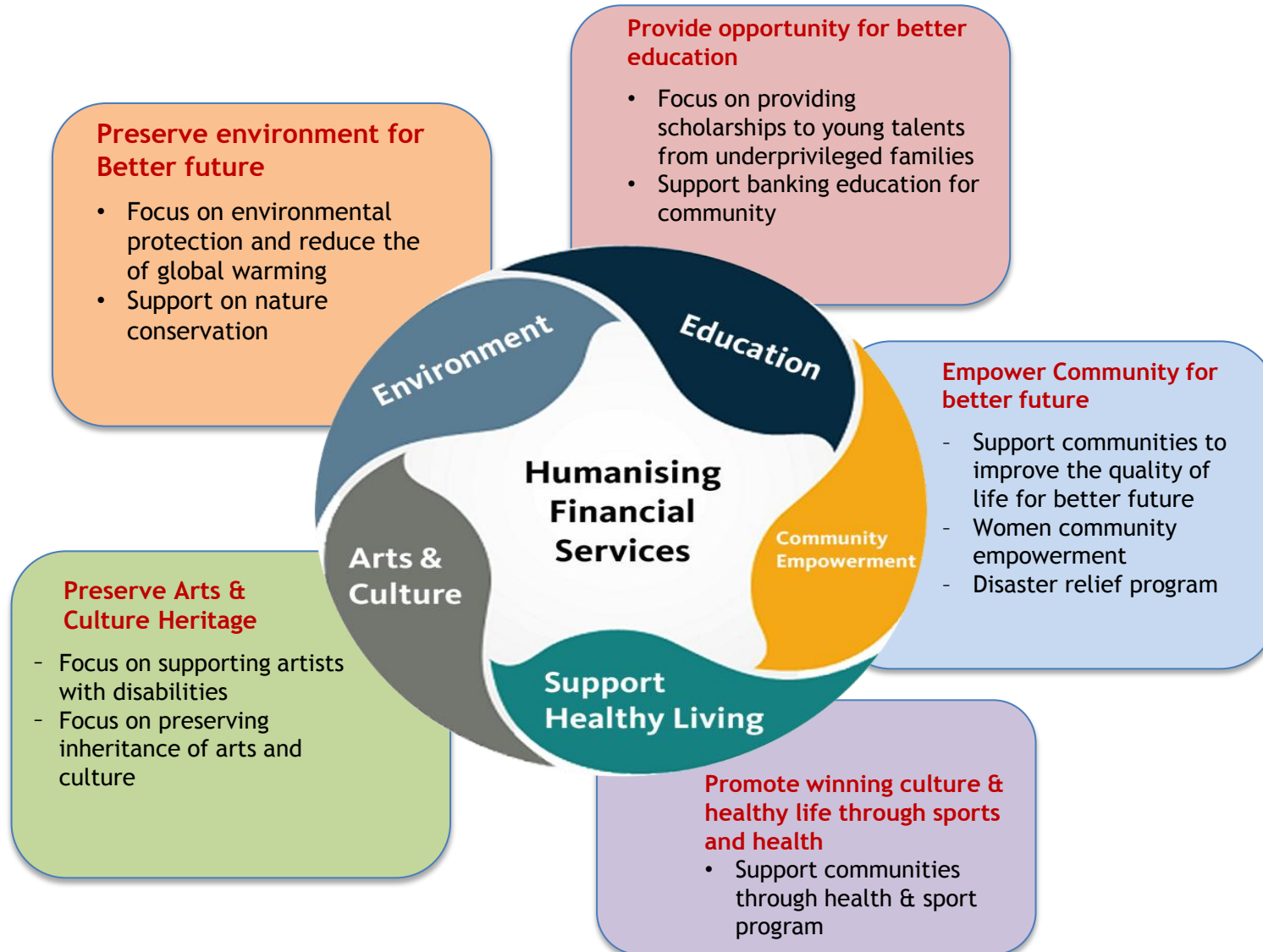
Maybank Indonesia and the Japan External Trade Organization (JETRO), Small and Medium Enterprises of Japan (SMEJ), and the Indonesian Chamber of Commerce and Industry (Kadin) conducted SME Exchange Workshop between Japanese companies and the bank's customers in Indonesia. The workshop was expected to create new businesses. Per date, Maybank Indonesia served 485 Japanese companies. The bank had also recently signed partnership with 11 Japanese regional banks. (5 Sept 2016)

## 5. Support Maybank Invest ASEAN 2015

The 7th and final installment of the Invest ASEAN 2016 conference series was successfully held in Grand Hyatt Hotel, Jakarta. Themed "ASEAN's Next Wave: Building the Infrastructure of Opportunity", Maybank predicted that Indonesia would need US\$264 billion in capital expenditure (capex) for infrastructure development between 2016 and 2020. (14 Sept 2016)

# Pillars of Corporate Responsibility Programs

Focus Area of Maybank Indonesia CSR Program, in line with the Group



# Maybank Bali Marathon (MBM) 2016



**Maybank Bali Marathon (MBM) 2016** was held for the fifth time. With total number of participants more than 7,000, MBM is the only marathon race in Indonesia that offers Balinese unique cultural experience while maintaining its international standard. Aside from being included as the official race directory of Boston Marathon, MBM 2016 has been selected by Indonesia Athletic Association (PASI) as the qualifying race for National Sport event (PON).

As a series of Maybank Bali Marathon 2016, Maybank invited 50 wheelchair athletes from PUSPADI Bali join the 10K category. The objective of this activity was to provide opportunity for the disabled athletes to be part of Maybank Bali Marathon. (28 August 2016)

## CSR for Gianyar Communities a Series of Maybank Bali Marathon 2016

As part of international running competition Maybank Bali Marathon (MBM) 2016, Maybank was also holding corporate social responsibility (CSR) program in Gianyar, Bali. Maybank Indonesia provided work capital support grants to 10 best cooperatives. The bank also donated funds from the Maybank Foundation to the Center for Empowerment of the Disabled (Puspadi) in Bali. (27 August 2016)



**Reach Independent and Sustainable Entrepreneurship (RISE) program**  
Maybank Indonesia together with Maybank Foundation provide economic empowerment program for disabled people through RISE program at Disabled People Rehabilitation Center (BPRTD) in Bantul, Yogyakarta. (11 - 13 August 2016)



**Pastoral Care Maybank Foundation Scholarship**  
As part of Maybank Foundation Scholarship Program, Maybank Indonesia initiated to conduct Pastoral Care workshop for 62 recipients of Maybank Scholarship Foundation from Batch 1 and 2. This workshop intended to encourage the recipients personality to be talented in every aspect including sosial and psychological aspects. (19 - 24 Sept 2016)



**Research of Maybank Indonesia CSR Program**  
Maybank Indonesia team monitoring CSR program in slope of Merapi mountain to supports the establishment of green cooperative as part of micro-finance initiative incooperation with Sedyo Samahita Memetri Indonesia (SESAMI) and Wahana Lestari cooperative. (10 September 2016)



### Global CR Day 2016

The seventh Maybank Global CR Day was attended by more than 18,000 bank's employees worldwide. In Indonesia, 2,000 employees provided financial education for several state-elementary schools (SDN) namely SDN Tebet Barat 08 Pagi, SDN Tebet Barat 03 Pagi and SDN Tebet Timur 11 Pagi, Jakarta. (20 August 2016)



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MAYBANK!**

*Maybank wins hearts and  
inspires confidence through  
its commitment to treating  
customers and staff with  
respect.*

*We make humanising  
financial services more than  
just a promise but the way  
we do business.*

**Thank You**



**Maybank**

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