



**Maybank**

Humanising Financial Services

# Maybank Indonesia

Financial Results

9M 2017 ended 30 September 2017

# Table of Contents

Summary of 9M 2017 Results	3
Financial Performance	5
Maybank Indonesia in Brief	19
Awards and Events Highlights	25



# Summary of 9M 2017 Results



# Summary of 9M 2017 Results

Recorded 12.0% increase in PATAMI



1

## Improved earnings

- PATAMI growth of 12.0% (YoY) to Rp1.4 trillion mainly contributed by the loan growth in particular Global banking, Effective cost management control and outstanding achievement in Sharia Banking.
- Net Interest Income (NII) rose 4.3% (YoY) to Rp5.7 trillion in Sep-17 from Rp5.5 trillion in Sep-16. The Bank was able to defend its Net Interest Margin (NIM) at 5.2% in Sep-17 as it continued with its discipline in loan and deposit pricing. However, 3Q17 NIM compressed compared to 2Q17 NIM of 5.3%

2

## Loans growth and Proactive asset quality management

- The Bank recorded a modest loans growth of 4.6% (YoY). Global Banking loans saw a robust loans growth of 29.0% (YoY) to Rp28.2 trillion in Sep-17. CFS Non-Retail loans, which comprises of Micro, SME and Business Banking, grew by 3.4% (YoY) to Rp51.4 trillion in Sep-17, while CFS Retail loans contracted by 6.0% (YoY) % to Rp42.2 trillion in Sep-17 due to the slower growth in consumer sector
- Gross NPL improved to 3.9% in Sep-17 from 4.0% in Sep-16, while Gross Impaired Loan ratio (local version) increased to 4.1% in Sep-17 from 3.9% in Sep-16

3

## Maintained Sound Liquidity Positions

- Total customer deposits grew by 3.0% (YoY) to Rp119.1 trillion, while CASA ratio stood at 38.0% due to the Bank's continued focus on cash management
- Loan-to-Deposit Ratio (LDR - bank only) maintained at a healthy level 87.6% with robust Liquidity Coverage Ratio (LCR - bank only) at 157.7%
- The Bank recently launched MOVE (Maybank Online Savings Account platform) which provides convenience and greater flexibility for customers in opening accounts.

4

## Consistent growth in Shariah Banking

- Sharia Banking continued to record outstanding performance in the nine months of 2017 with Shariah Financing increased 50.5% (YoY) to Rp17.1 trillion, contributed 14.0% to the Bank's loans
- NPF improved to 4.0% as at Sep-17 from 5.4% as at Sep-16

5

## Sustained Capital Positions

- Total Assets increased by 3.9% (YoY) to Rp169.5 trillion
- Stronger capital position with CAR as per 30 Sep 2017 at 17.6% with total capital of Rp22.5 trillion and CAR Tier 1 at 14.5%

# Financial Performance



# Balance Sheet



Financial Position - Consolidated	Sep-17	Jun-17	Dec-16	Sep-16	QoQ	YoY
Rp Billion	a	b	c	d	(a/b)-1	(a/d)-1
Loans	121,754	119,924	121,787	116,403	1.5%	4.6%
Other Earning Assets	29,629	29,440	26,601	29,043	0.6%	2.0%
Other Assets	18,097	21,959	18,291	17,670	-17.6%	2.4%
<b>Total Assets</b>	<b>169,480</b>	<b>171,322</b>	<b>166,679</b>	<b>163,115</b>	<b>-1.1%</b>	<b>3.9%</b>
Deposits from Customer	119,050	119,790	118,932	115,603	-0.6%	3.0%
- Current Account	20,762	20,237	20,438	18,848	2.6%	10.2%
- Saving Account	24,421	24,499	25,604	25,339	-0.3%	-3.6%
- Time Deposit	73,867	75,054	72,889	71,417	-1.6%	3.4%
Deposits from Other Banks	2,881	4,307	2,791	2,514	-33.1%	14.6%
Borrowing	5,935	5,507	4,907	4,773	7.8%	24.3%
Securities Issued	9,002	7,843	7,976	8,619	14.8%	4.4%
Subordinated Debt	5,290	5,289	5,287	5,286	0.0%	0.1%
Other Liabilities	6,967	8,681	7,513	7,748	-19.7%	-10.1%
<b>Total Liabilities</b>	<b>149,125</b>	<b>151,418</b>	<b>147,406</b>	<b>144,544</b>	<b>-1.5%</b>	<b>3.2%</b>
Equity (excl. Non-Controlling Interest)	20,068	19,631	19,016	18,317	2.2%	9.6%
Non-Controlling Interest	287	273	256	254	5.0%	13.2%
<b>Total Equity</b>	<b>20,356</b>	<b>19,905</b>	<b>19,273</b>	<b>18,571</b>	<b>2.3%</b>	<b>9.6%</b>

# Income Statement



Income Statement - Consolidated	9M 2017	9M 2016	YoY	3Q 2017	2Q 2017	QoQ
Rp Billion	a	b	(a/b)-1	c	d	(c/d)-1
Interest Income	11,083	11,121	-0.3%	3,701	3,695	0.2%
Interest Expense	(5,356)	(5,629)	-4.8%	(1,810)	(1,759)	2.9%
<b>Net Interest Income</b>	<b>5,727</b>	<b>5,492</b>	<b>4.3%</b>	<b>1,891</b>	<b>1,936</b>	<b>-2.3%</b>
Non Interest Income	2,142	1,986	7.9%	685	890	-23.0%
<b>Gross Operating Income</b>	<b>7,868</b>	<b>7,477</b>	<b>5.2%</b>	<b>2,576</b>	<b>2,826</b>	<b>-8.8%</b>
Personnel	(1,871)	(1,808)	3.5%	(637)	(622)	2.4%
General & Administrative	(2,623)	(2,337)	12.2%	(792)	(999)	-20.7%
<b>Operating Expenses</b>	<b>(4,494)</b>	<b>(4,145)</b>	<b>8.4%</b>	<b>(1,429)</b>	<b>(1,621)</b>	<b>-11.8%</b>
<b>Operating Income before Provisions</b>	<b>3,375</b>	<b>3,332</b>	<b>1.3%</b>	<b>1,147</b>	<b>1,205</b>	<b>-4.8%</b>
Provisions	(1,347)	(1,587)	-15.1%	(511)	(478)	7.0%
<b>Operating Income After Provision</b>	<b>2,028</b>	<b>1,745</b>	<b>16.2%</b>	<b>636</b>	<b>727</b>	<b>-12.6%</b>
Non Operating Income / (Expenses)	(29)	8	-457.4%	(18)	(3)	441.1%
<b>Profit Before Tax &amp; Minority Interest</b>	<b>1,999</b>	<b>1,753</b>	<b>14.0%</b>	<b>618</b>	<b>724</b>	<b>-14.6%</b>
Tax & Minority Interest	(550)	(460)	19.7%	(168)	(216)	-22.2%
<b>Profit After Tax &amp; Minority Interest (PATAMI)</b>	<b>1,449</b>	<b>1,293</b>	<b>12.0%</b>	<b>450</b>	<b>508</b>	<b>-11.4%</b>

# Financial Ratios



Key Operating Ratio	Sep-17	Jun-17	Sep-16	▲
Consolidated	a	b	c	(a-c)
<b>Profitability</b>				
Return On Assets	1.58%	1.64%	1.44%	0.14%
Return On Equities (Tier 1)	10.74%	11.32%	10.66%	0.08%
Net Interest Margin	5.18%	5.28%	5.09%	0.09%
<b>Efficiency &amp; Productivity Ratio</b>				
Cost to Income Ratio	57.11%	57.90%	55.44%	1.67%
BOPO	85.01%	84.70%	87.12%	-2.11%
<b>Earning Asset Quality</b>				
Impaired Loans - Gross	4.06%	4.03%	3.90%	0.16%
Impaired Loans - Net	2.52%	2.77%	2.32%	0.20%
NPL - Gross	3.87%	3.56%	3.97%	-0.10%
NPL - Net	2.39%	2.40%	2.40%	-0.01%
<b>Balance Sheets Structure</b>				
LDR	99.09%	97.08%	97.66%	1.43%
LCR	154.71%	138.31%	194.88%	-40.17%
CASA to Total Funding	37.95%	37.35%	38.22%	-0.27%
CAR	17.59%	16.89%	17.65%	-0.06%

Key Operating Ratio	Sep-17	Jun-17	Sep-16	▲
Bank Only	a	b	c	(a-c)
<b>Profitability</b>				
Return On Assets	1.37%	1.46%	1.28%	0.09%
Return On Equities (Tier 1)	9.98%	10.64%	10.62%	-0.64%
Net Interest Margin	4.50%	4.58%	4.55%	-0.05%
<b>Efficiency &amp; Productivity Ratio</b>				
Cost to Income Ratio	55.15%	56.19%	53.78%	1.37%
BOPO	85.43%	84.93%	87.52%	-2.09%
<b>Earning Asset Quality</b>				
Impaired Loans - Gross	4.35%	4.29%	4.09%	0.26%
Impaired Loans - Net	2.71%	2.98%	2.46%	0.25%
NPL - Gross	4.15%	3.78%	4.17%	-0.02%
NPL - Net	2.57%	2.58%	2.56%	0.01%
<b>Balance Sheets Structure</b>				
LDR	87.63%	86.66%	88.02%	-0.39%
LCR	157.68%	144.49%	215.06%	-57.38%
CASA to Total Funding	38.20%	37.58%	38.32%	-0.12%
CAR	17.71%	16.91%	17.66%	0.05%



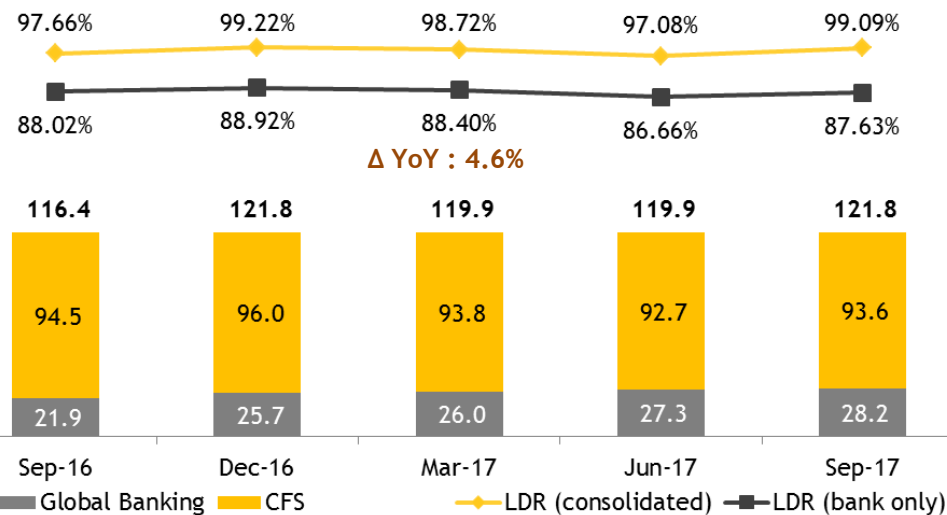
# Loans

- The Bank recorded a modest loans growth of 4.6% (YoY)
- Global Banking loans saw a robust loans growth of 29.0% (YoY) on the back of infrastructure financing, in line with the Indonesian Government's initiatives



## LDR & Total Loans

Rp Trillion

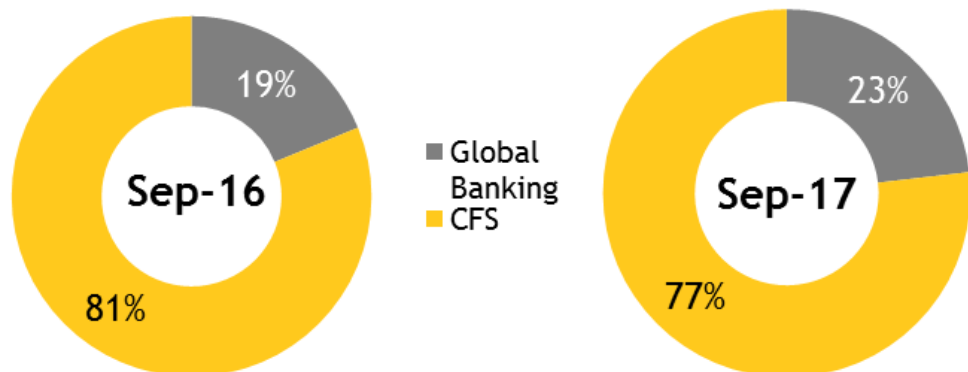


## Loans Portfolio Breakdown

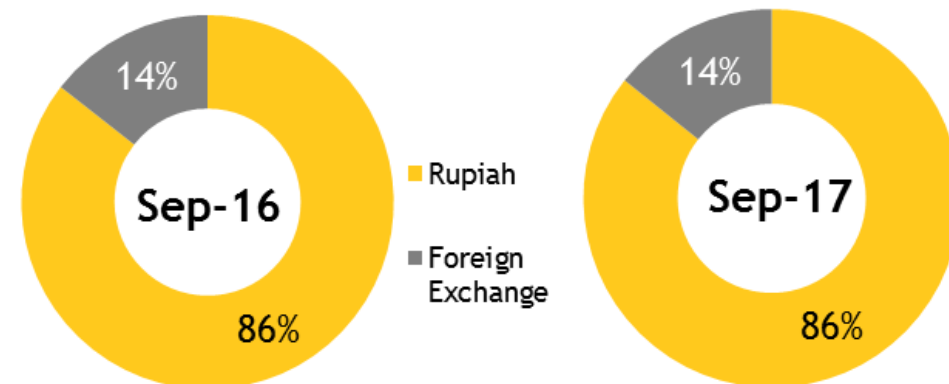
Rp Trillion

	Sep-17	Jun-17	Dec-16	Sep-16	YoY	QoQ
Global Banking	28.2	27.3	25.7	21.9	29.0%	3.4%
CFS	93.6	92.7	96.0	94.5	-1.0%	1.0%
<i>CFS Non-Retail</i>	<i>51.4</i>	<i>50.1</i>	<i>51.5</i>	<i>49.7</i>	<i>3.4%</i>	<i>2.6%</i>
Business Banking	29.9	28.9	30.3	28.9	3.4%	3.3%
SME	20.8	20.5	20.3	19.8	5.1%	1.9%
Micro	0.7	0.8	0.9	1.0	-27.8%	-7.4%
<i>CFS Retail</i>	<i>42.2</i>	<i>42.5</i>	<i>44.5</i>	<i>44.8</i>	<i>-6.0%</i>	<i>-0.9%</i>
Auto Loan	22.6	22.6	23.2	22.8	-0.8%	0.0%
Mortgage	16.3	16.7	17.8	18.3	-10.8%	-2.3%
CC + Personal Loan	2.8	2.8	3.1	3.3	-15.1%	0.5%
Other loan	0.4	0.4	0.5	0.5	-8.5%	-1.8%
<b>Total</b>	<b>121.8</b>	<b>119.9</b>	<b>121.8</b>	<b>116.4</b>	<b>4.6%</b>	<b>1.5%</b>

## Loans Composition by Business Segment



## Loans Composition by Currency

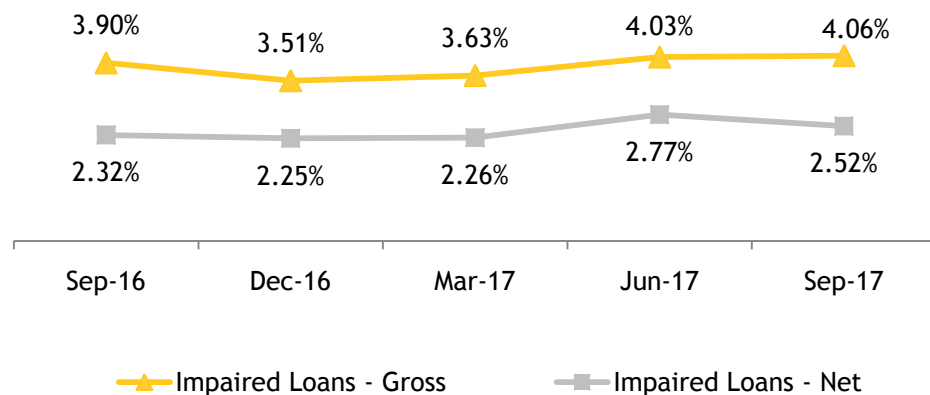


# Asset Quality

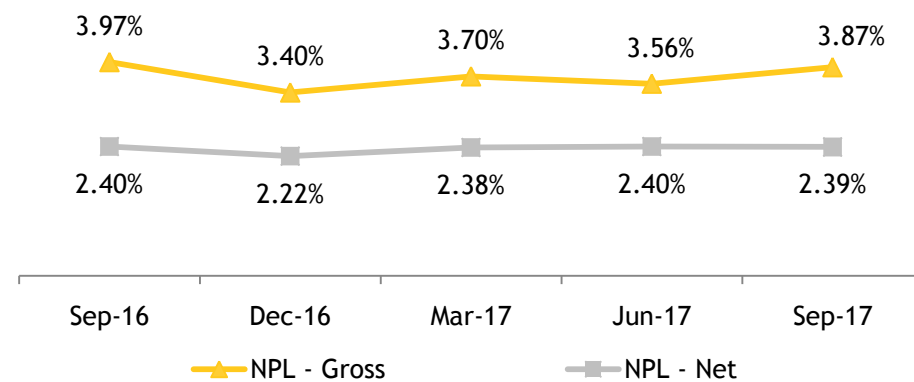
Proactive asset quality management remains a key focus area



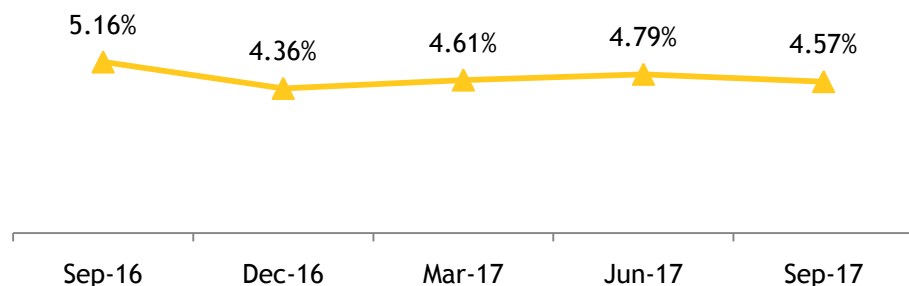
## Asset Quality - Maybank Indonesia Impaired Loans (consolidated)



## Asset Quality - Maybank Indonesia NPL (consolidated)



## Asset Quality - Maybank Indonesia Special Mention Loans (consolidated)

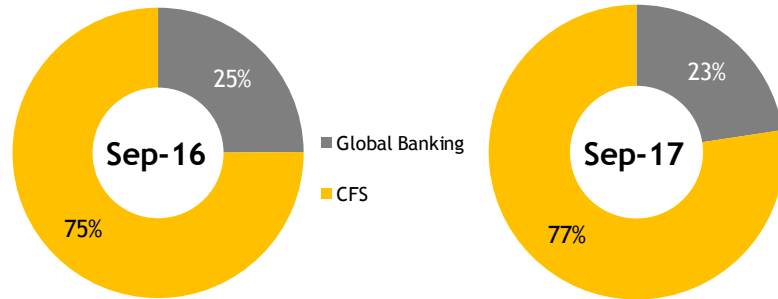


- The Bank already has in place rigorous credit approval procedures, tight approval limits and matrix and stringent early alert mechanism and watch list criteria
- The major loans in the above impaired list have not changed significantly over the past few years
- Restructuring and loan work outs is taking long time due to the continued soft economy and the weak commodity prices.
- Bank continues to intensify loan recovery and loan restructuring programs using legal courts where possible

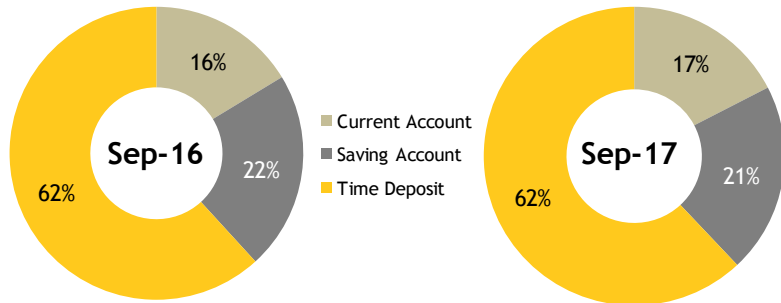
# Customer Deposits

## Focus on CASA accumulation

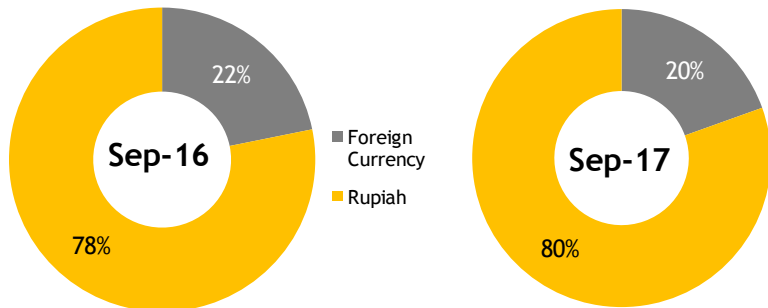
### Deposits from Customers by Business Segment



### Deposits from Customers by Type



### Deposits from Customers by Currency



The Bank recently launched **MOVE** (Maybank Online saVings opEning), the platform which provides convenience and greater flexibility for customers in opening accounts.

**Tabungan MyPlan, wujudkan rencana masa depan**  
www.maybank.co.id/myplan

**Tabungan MAKSI IB Maybank Aktif Bebas Transaksi**

**Buka deposito online dapat penawaran spesial**  
www.maybank.co.id/deposito

**MOVE**  
Maybank Online Savings Opening  
GENERASI KITA berlari bukan berjalan  
GENERASI KITA bergerak mendahului waktu  
Bebaskan dirimu untuk melakukan apa yang Kamu mau  
move.maybank.co.id

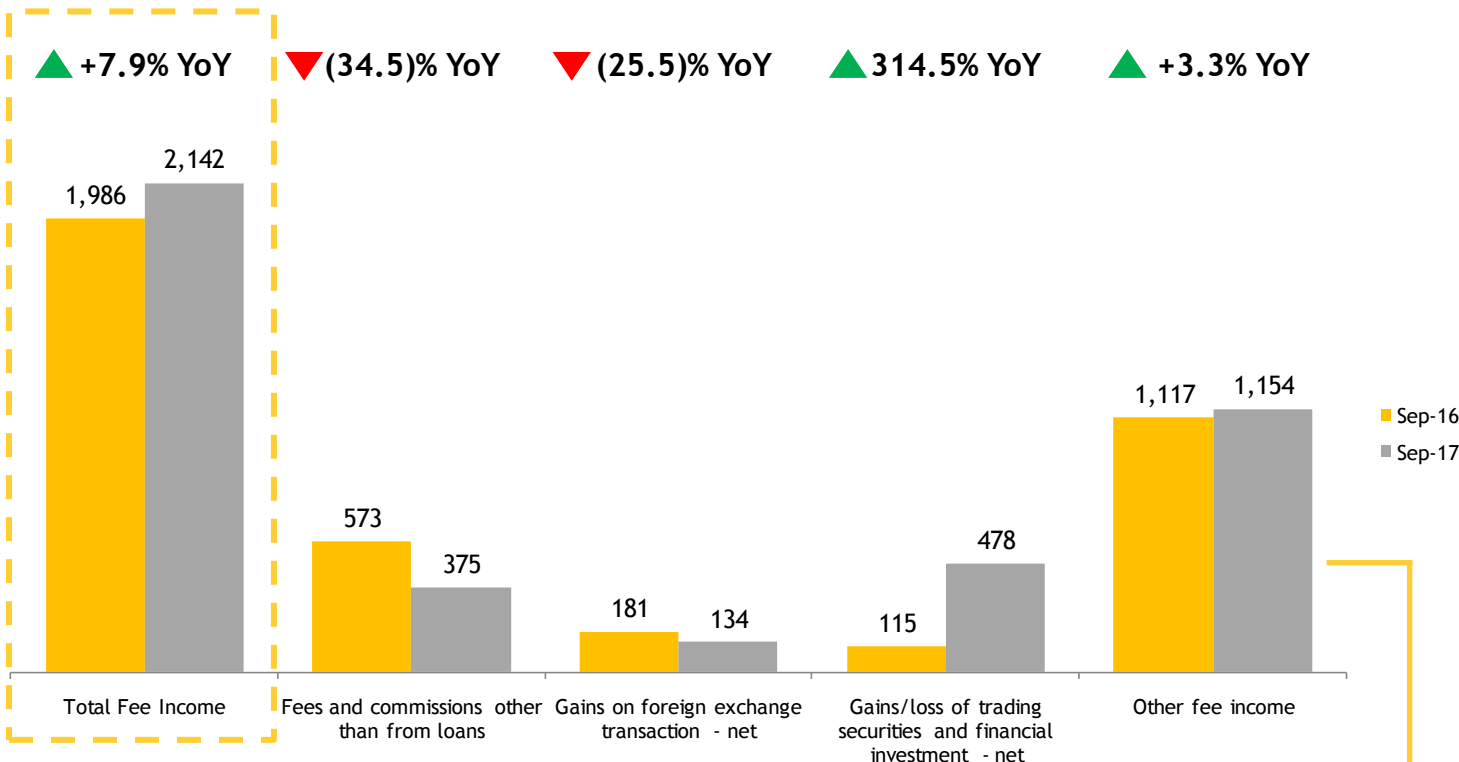
**BANKING BEYOND FREEDOM**

Rp Trillion	Sep-17	Jun-17	Dec-16	Sep-16	YoY	QoQ
Current Account	20.8	20.2	20.4	18.8	10.2%	2.6%
Saving Account	24.4	24.5	25.6	25.3	-3.6%	-0.3%
Time Deposit	73.9	75.1	72.9	71.4	3.4%	-1.6%
<b>Total</b>	<b>119.1</b>	<b>119.8</b>	<b>118.9</b>	<b>115.6</b>	<b>3.0%</b>	<b>-0.6%</b>
CASA Ratio	38.0%	37.3%	38.7%	38.2%	-0.3%	0.6%

# Fee Income

Fee Income increased by 7.9% to Rp2.1 trillion

Rp billion



Breakdown of Other Fee Income	Sep-17	Sep-16	YoY
Retail administration	172	168	2.0%
Loan administration	108	97	11.6%
Advisory fees	92	97	-5.4%
Collection of receivables previously written-off	81	63	29.5%
Credit card administration	75	79	-5.2%
Consumer financing receivables administration	430	421	2.2%
Others	196	193	1.9%
<b>Total Other Fee Income</b>	<b>1,154</b>	<b>1,117</b>	<b>3.3%</b>

Fee income rose 7.9% from Rp2.0 trillion in Sep-16 to Rp2.1 trillion in Sep-17. This increase was mainly driven by fees from bancassurance, treasury related fees, retail administration, loan administration, loan recovery, and other services provided by the Bank.

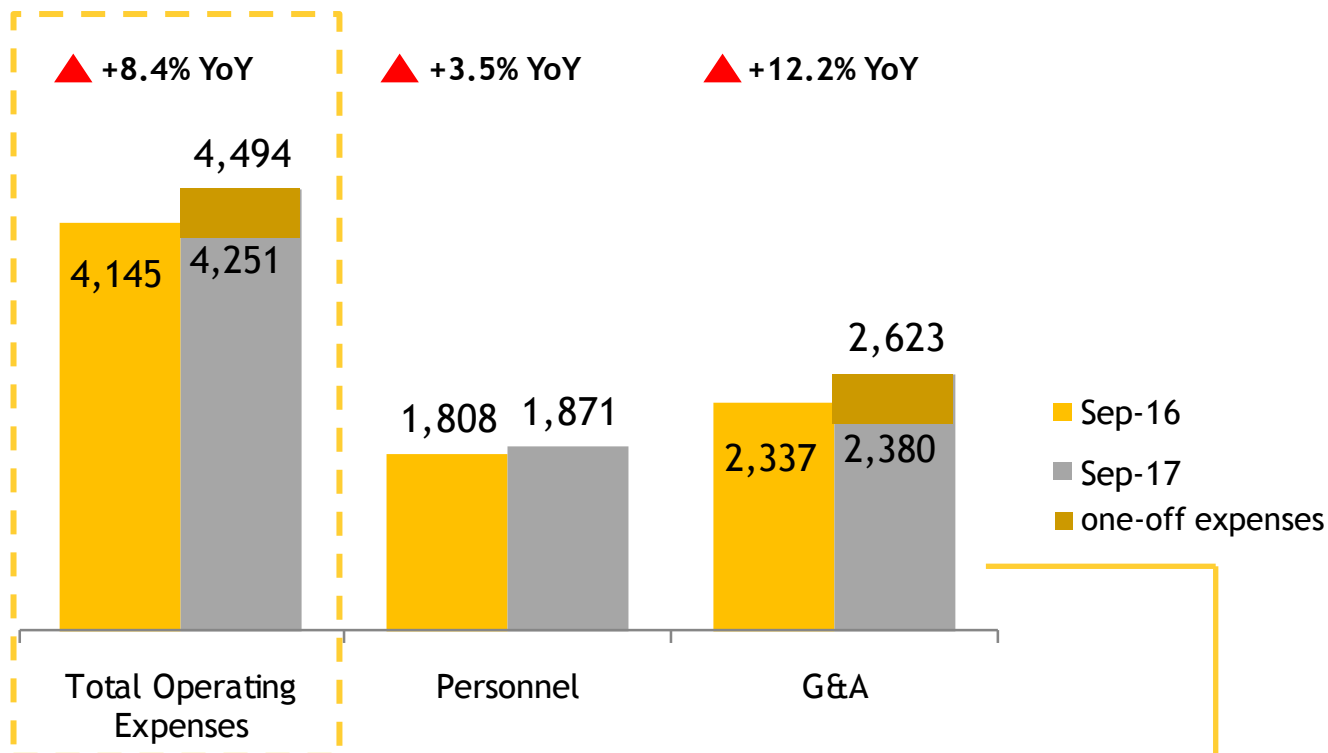


# Operating Expenses

On BAU level Operating Expenses remained under control, growing 2.6% YoY to Rp4.3 trillion



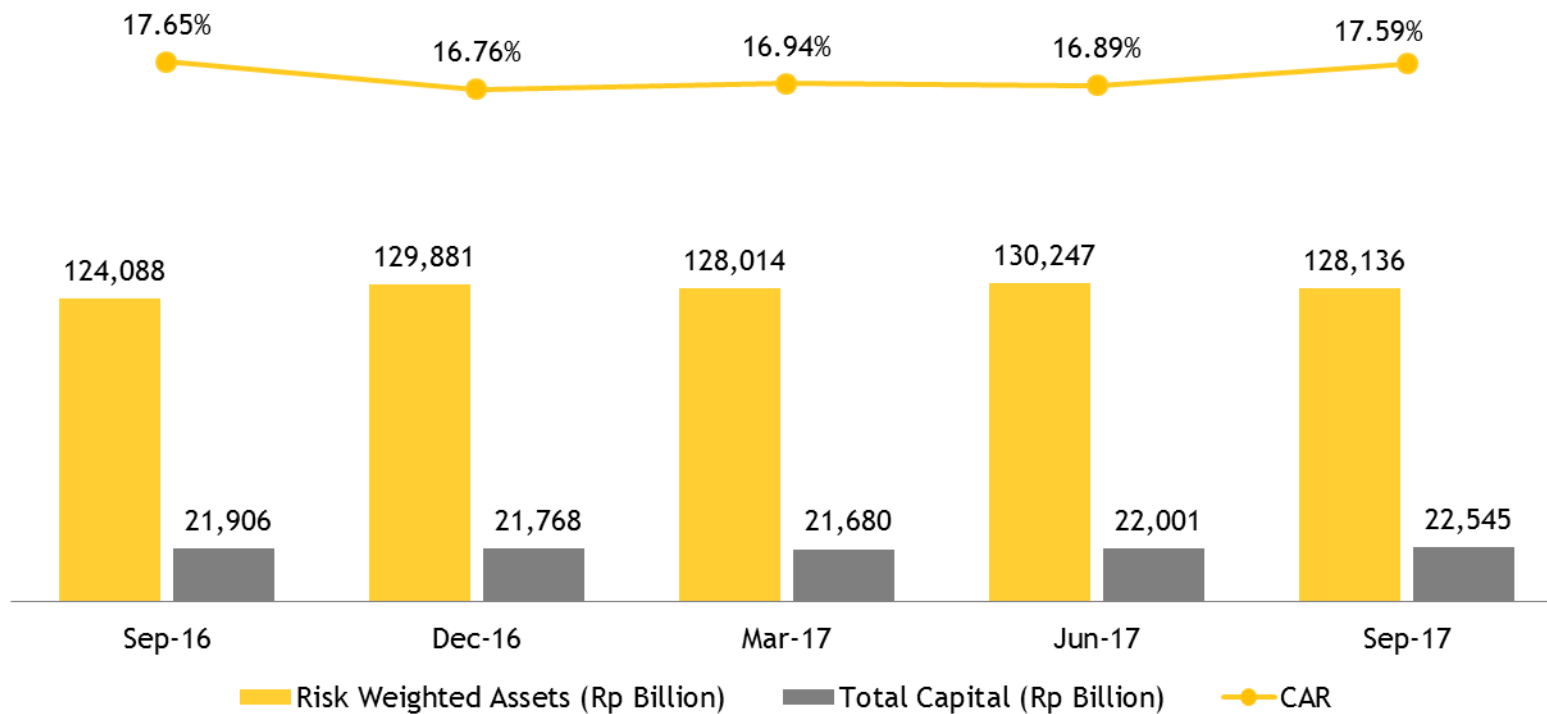
Rp billion



(in Rp billion)

Breakdown of G&A	Sep-17	Sep-16	YoY
General	1,362	1,069	27.4%
Rental	376	370	1.8%
Depreciation and amortization	225	223	0.9%
Repairs and maintenance fixed assets	198	185	7.1%
Others (include Promotions Expenses)	461	490	-6.0%
<b>Total G&amp;A</b>	<b>2,623</b>	<b>2,337</b>	<b>12.2%</b>

General expenses includes a one-off cost arising from a loss in a legal dispute following a domestic arbitration award for the period ended September 30, 2017 amounting to Rp 242 billion



Capital Ratios	Sep-17	Jun-17	Mar-17	Dec-16	Sep-16	YoY	QoQ
Tier I	14.55%	13.72%	13.55%	13.22%	13.84%	0.71%	0.83%
Tier II	3.04%	3.17%	3.39%	3.54%	3.81%	-0.77%	-0.13%
<b>Total CAR</b>	<b>17.59%</b>	<b>16.89%</b>	<b>16.94%</b>	<b>16.76%</b>	<b>17.65%</b>	<b>-0.06%</b>	<b>0.70%</b>

# Shariah Banking

- Consistently delivered strong year-on-year performance
- Shariah Business Unit (UUS) was awarded The Best Shariah Bank in Investor Best Syariah Awards 2017

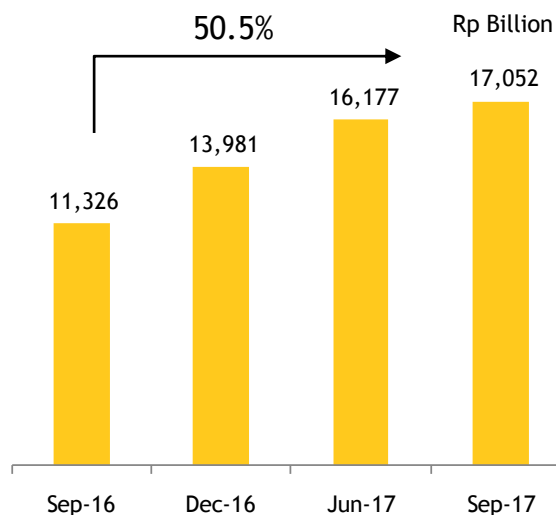


## Shariah First strategy continue to demonstrate strong results

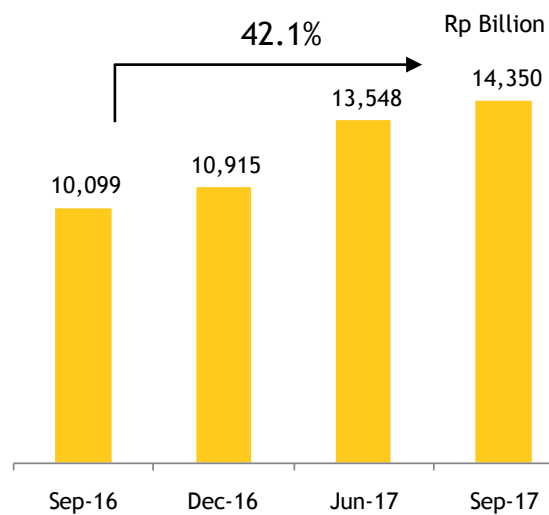
- Assets increased by 35.0% (YoY) to Rp24.0 trillion, contributing 14.2% of the Bank's consolidated total assets
- Financing increased by 50.5% (YoY) to Rp17.1 trillion
- Deposits increased by 42.1% (YoY) to Rp14.4 trillion
- Net Profit increased by 63.3% (YoY) to Rp561.6 billion
- NPF improved to 3.99% as at Sep-17 from 5.38% as at Sep-16



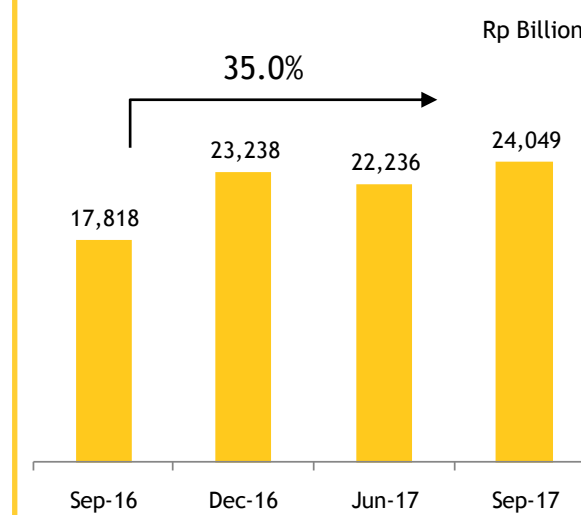
### Shariah Financing



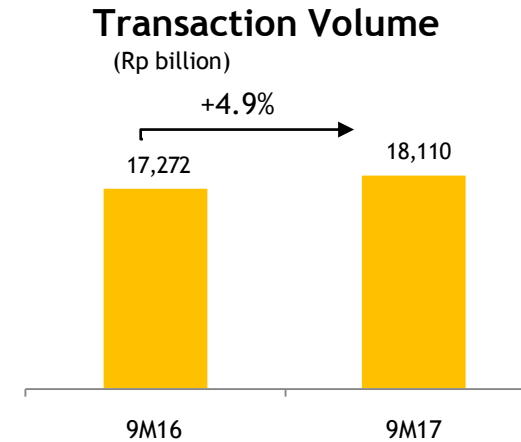
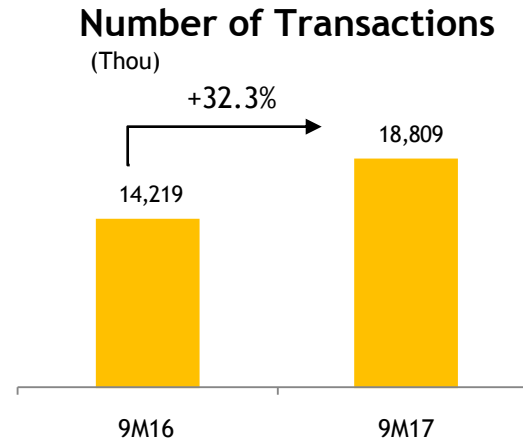
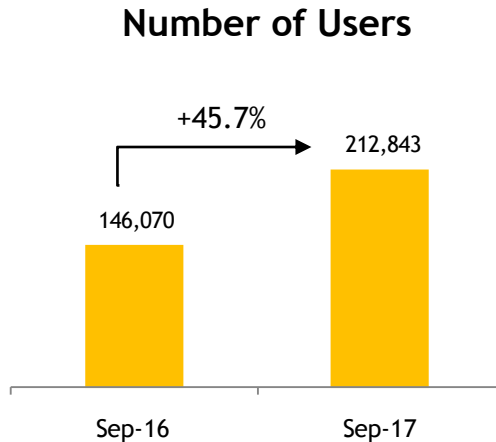
### Shariah Deposits



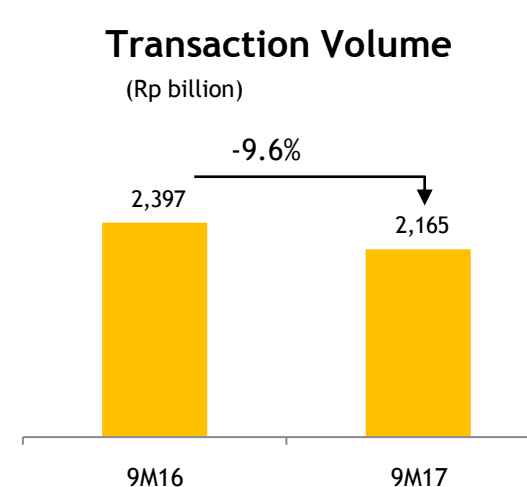
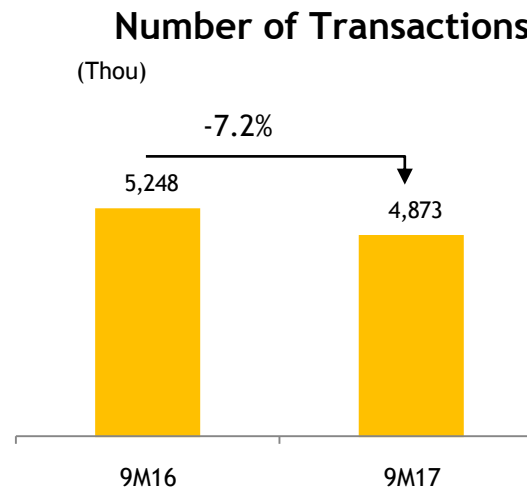
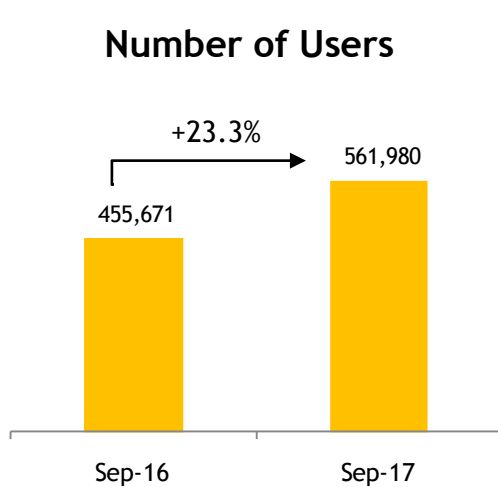
### Shariah Assets



## Maybank M2U Internet Banking



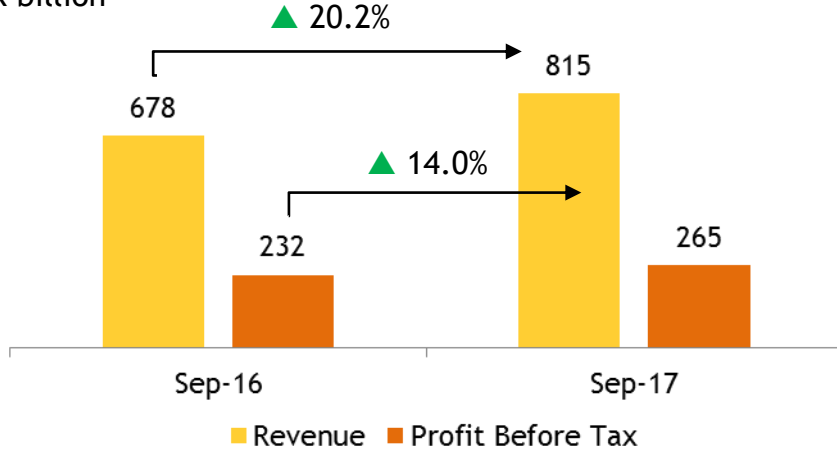
## Maybank SMS+ Banking





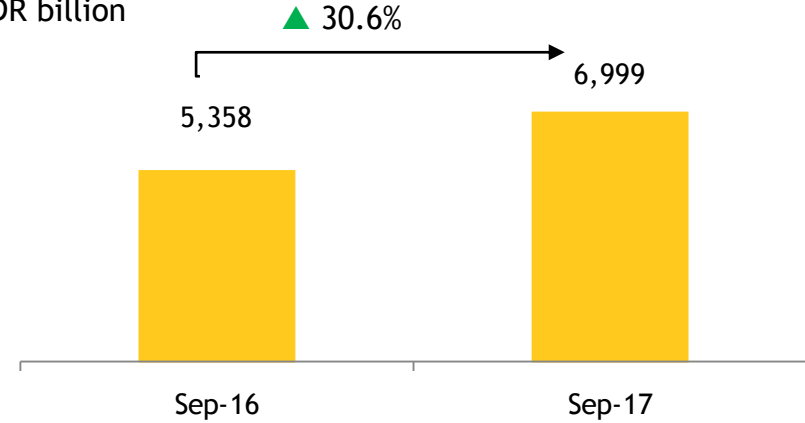
## Revenue and Profit Before Tax

IDR billion

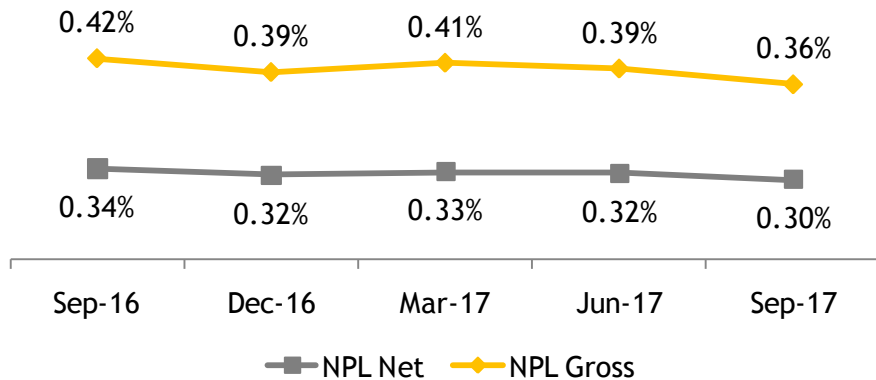


## Financing

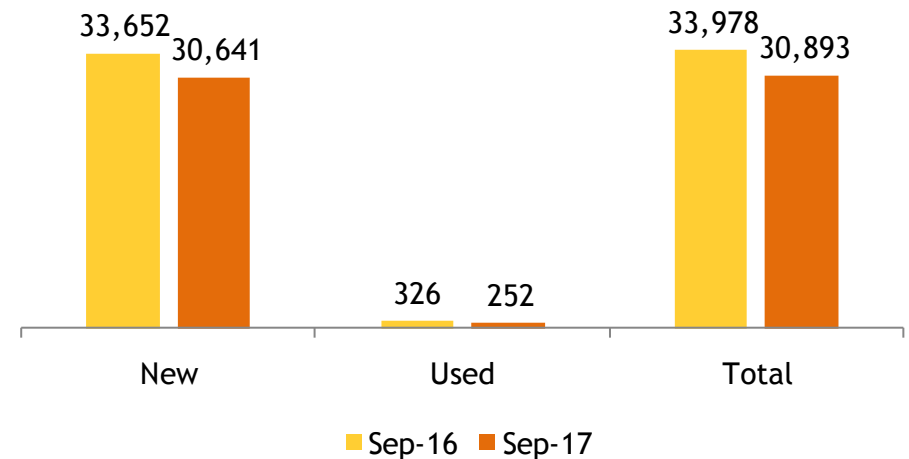
IDR billion



## Asset Quality

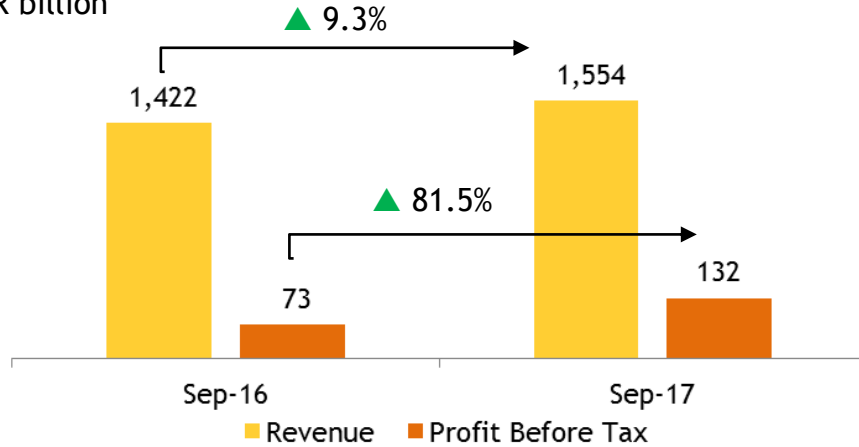


## Unit Financing (unit)



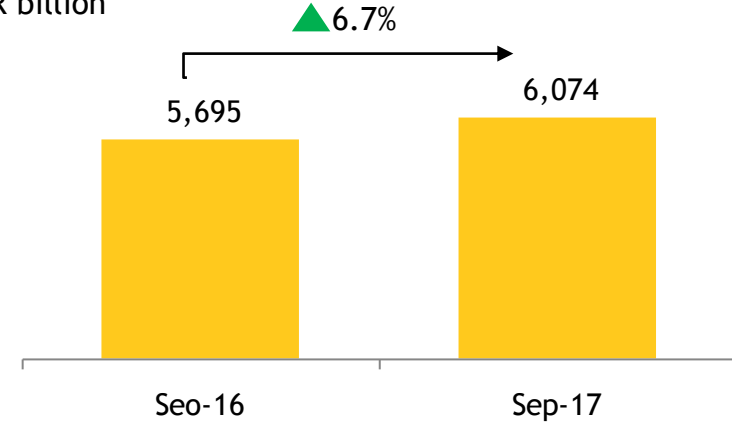
## Revenue and Profit Before Tax

IDR billion

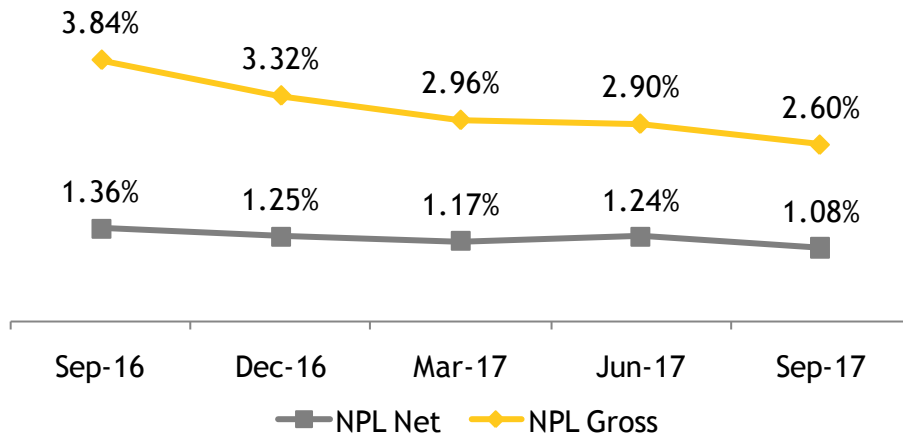


## Financing

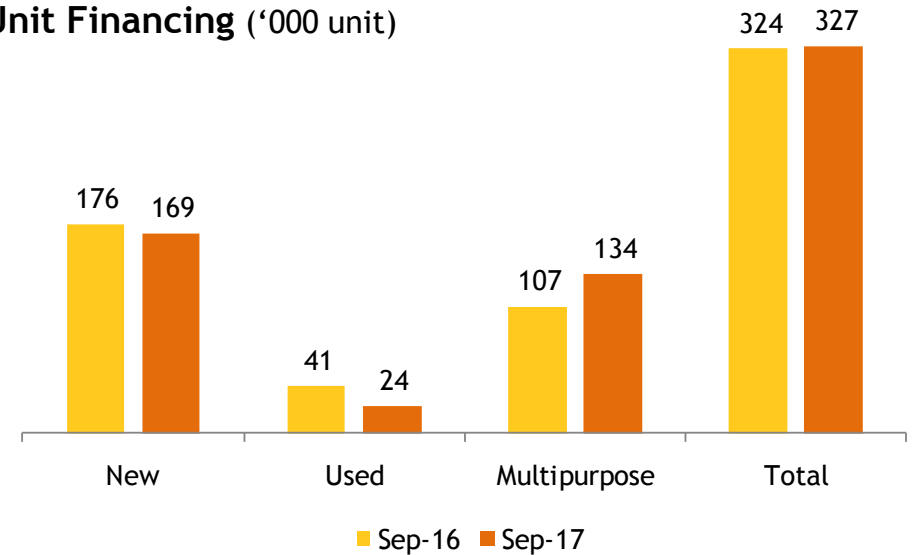
IDR billion



## Asset Quality



## Unit Financing ('000 unit)



# **Maybank Indonesia in Brief**



## Profile\*

Established	:	15 May 1959
Total Assets	:	Rp169.5 Trillion
Total Equity	:	Rp20.4 Trillion
Market Capitalisation	:	Rp20.1 Trillion
Position in Indonesia	:	Rank #9 in terms of Assets Rank #9 in terms of Loans Rank #8 in terms of Deposits
# of Branches	:	621 $\left\{ \begin{array}{l} 413^{**} \text{ (Maybank Indonesia)} \\ 176^{***} \text{ (WOM Finance)} \\ 32^{***} \text{ (Maybank Finance)} \end{array} \right.$
# of ATM & CDM	:	1,617, including 95 CDMs that are connected to more than 20,000 ATM via ALTO, ATM Bersama, PRIMA, MEPS, Cirrus and Plus
# of Employees	:	10,179 $\left\{ \begin{array}{l} 6,786 \text{ (Maybank Indonesia)} \\ 2,972 \text{ (WOM Finance)} \\ 421 \text{ (Maybank Finance)} \end{array} \right.$
# of Customers Lending	:	1.4 million
# of Customers Funding	:	1.5 million



Maybank Indonesia Head Office, Sentral Senayan 3  
Jakarta, Indonesia

\* as of Sep 2017

\*\* Including 14 Micro Functional Offices

\*\*\* Including Sales Point Unit

## Company Rating

### FitchRatings

National Long-Term Rating	AAA(idn); Outlook Stable
National Short-Term Rating	F1+(idn)
Long-Term Foreign-Currency IDR	BBB; Outlook Stable
Short-Term Foreign-Currency IDR	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
Shelf Reg. Bonds I/2011	idAAA
Subordinated Debt I/2011	idAA+
Shelf Reg. Sub Debt I/2011	idAA+
Shelf Reg. Sub Debt II/2014	idAA
Shelf Reg. Sukuk Mudharabah I/2014	idAAA(sy)
Shelf Reg. Bonds II/2017	idAAA
Shelf Reg. Sukuk Mudharabah II/2017	idAAA(sy)

## Shareholders





**Datuk Abdul Farid bin Alias\***  
President Commissioner



**Spencer Lee Tien Chye**  
Commissioner



**Edwin Gerungan\*\***  
Commissioner



**Budhi Dyah Sitawati**  
Independent Commissioner



**Achjar Iljas**  
Independent Commissioner



**Hendar \*\*\***  
Independent Commissioner

\* Served as Commissioner since November 11, 2013. Appointed as President Commissioner at the AGMS on March 31, 2017 and will be effective as President Commissioner after obtaining OJK approval

\*\* Appointed as Commissioner at the AGMS on March 31, 2017 and will be effective after obtaining OJK approval

\*\*\* Appointed as Independent Commissioner at the EGMS on Oct 16, 2017 and will be effective after obtaining OJK approval



**Taswin Zakaria**  
President Director



**Thilagavathy Nadason**  
Director



**Jenny Wiriyanto**  
Director



**Dhien Tjahajani**  
Director



**Eri Budiono**  
Director



**Irvandi Ferizal**  
Director



**Effendi**  
Director





# Awards and Events Highlights





## Mobile Cash Service Launching

Maybank Indonesia kicked off the operations of a mobile cash vehicle at Maybank Samarinda branch office, which was aimed at making banking transactions easier and more convenient for the bank's customers



## Economic Empowerment Program For Disabled People in Bali

Maybank Foundation together with Maybank Indonesia conducted Reach Independence & Sustainable Entrepreneurship RISE program in Denpasar, Bali, which is expected to empower 2,000 disabled people through a training and mentoring program



## Investor Best Syariah Awards 2017

Maybank Indonesia's Sharia Business Unit (UUS) was awarded Investor Best Syariah Award 2017 for the category of bank with assets above Rp5 trillion held by Investor Magazine



## Bisnis Indonesia Financial Award 2017

Maybank Indonesia was awarded The Most Efficient Banks in Bisnis Indonesia Financial Award 2017 held by Bisnis Indonesia as appreciation to banking, insurance and multifinance companies that demonstrated positive performance



## Maybank Bali Marathon 2017

Maybank Bali Marathon (MBM) was successfully held for the sixth time in 2017, in which more than 9,000 runners participated. The race also introduced new route through Gianyar and Klungkung regions which showcased the beauty of Bali villages



## Maybank Indonesia Holds CSR Program at MBM 2017

Maybank Indonesia held the corporate social responsibility (CSR) program to the communities in Bali, in which school and sports equipment were provided to 35 schools along the Maybank Bali Marathon 2017 course through Global CR Day Program



## "Maybank Women Eco Weavers" Empowers Textile Weavers in 3 Countries

Maybank Women Eco Weavers featured at the ASEAN 50th Anniversary Celebration held at the ASEAN Secretariat in Jakarta, which aims to further promote traditional textiles globally in a sustainable manner, and at the same time create business opportunities for underprivileged women



## Indonesia Banking Expo (IBEX) 2017

Aligned with IBEX theme "Banking Industry Transformation, Answers to the Digital Technology Revolution", Maybank Indonesia participated in the IBEX exhibition and introduced MOVE, which is an online savings opening platform



**MY BANK IS  
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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