

# Maybank Indonesia

Financial Results
FY 2017 ended 31 December 2017

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# Summary of FY 2017 Results

All numbers are based on Consolidated Financial Statements which are in accordance with accounting classification unless otherwise stated. The classifications differ from published results which are in accordance with Bank Indonesia's classification.

# Summary of FY2017 Results

Top line grows despite moderate loan growth



1

Loans growth and Proactive asset quality management

- Moderate loans growth of 3.0% (YoY) to Rp125.4 trillion. Global Banking maintained its loan growth momentum throughout the year and grew 17.1% (YoY). CFS Non-Retail loans grew by 2.0% (YoY) while CFS Retail loans decreased by 4.1% (YoY) owing to the slow down in the consumer sector
- Significantly improved asset quality with lower Gross NPL level at 2.81% in Dec-17 from 3.42% in Dec-16 and Gross Impaired Loan ratio at 3.32% in Dec-17 from 3.54% in Dec-16

2

Impressive Performance in Shariah

- Shariah Banking continued to record an impressive performance in 2017; Shariah Financing increased 48.0% (YoY) to Rp20.7 trillion and contributed 16.5% to the Bank's loans
- Significantly improved asset quality with lower Non Performing Financing (NPF) level to 3.00% as at Dec-17 from 4.38% as at Dec-16
- Awarded as the Best Shariah Bank in Shariah Awards 2017 awarded by Investor Magazine

3

Liquidity was Well Managed and Ample

- Total customer deposits grew by 2.0% (YoY) while CASA ratio reached 40.01%
- Loan-to-Deposit Ratio (LDR bank only) maintained at a healthy level 88.12% with Liquidity Coverage Ratio (LCR bank only) at 144.1% in the last guarter of 2017

4

**Earnings** 

- PATAMI decreased 7.4% (YoY) to Rp1.8 trillion mainly due to one-off expense
- Net Interest Income grew 3.7% (YoY) with NIM stood at 5.17% as at Dec-17 despite pressure in loan yields, as the Bank continued to implement discipline in loan pricing and active funding management
- The continuous effort of Strategic Cost Management has resulted in an improved recurring Cost to Income Ratio (CIR) at 53.21% in Dec-17
- The Bank continued to set aside conservative provisioning amidst current soft economic environment

2

Sustained Capital Positions

- Total Assets increased by 3.9% (YoY) to Rp173.3 trillion
- Improved capital position with CAR as per 31 Dec 2017 at 17.53%; total capital of Rp22.6 trillion and CAR Tier 1 at 14.64%

# **Financial Performance**

# **Balance Sheet**



Effective Use of Balance Sheet and Significantly Improved Asset Quality

Financial Position - Consolidated	Dec-17 (Published)	Sep-17 (Published)	Dec-16 (Proforma) *	Dec-16 (Published) **	QoQ	YoY
Rp Billion	a	b	С	d	(a/b)-1	(a/c)-1
Loans	125,436	121,754	121,787	115,736	3.0%	3.0%
Other Earning Assets	29,091	29,629	26,601	26,333	-1.8%	9.4%
Other Assets	18,727	18,097	18,291	18,188	3.5%	2.4%
Assets Classified as Held-for-Sale	-	-	-	6,423	N/A	N/A
Total Assets	173,253	169,480	166,679	166,679	2.2%	3.9%
Deposits from Customer	121,292	119,050	118,932	118,932	1.9%	2.0%
- Current Account	23,715	20,762	20,438	20,438	14.2%	16.0%
- Saving Account	24,820	24,421	25,604	25,604	1.6%	-3.1%
- Time Deposit	72,757	73,867	72,889	72,889	-1.5%	-0.2%
Deposits from Other Banks	3,861	2,881	2,791	2,791	34.0%	38.4%
Borrowing	5,054	5,935	4,907	2,350	-14.8%	3.0%
Securities Issued	9,426	9,002	7,976	5,357	4.7%	18.2%
Subordinated Debt	5,291	5,290	5,287	5,287	0.0%	0.1%
Other Liabilities	7,554	6,967	7,513	6,954	8.4%	0.5%
Liabilities Classified as Held-for-Sale	-	-	-	5,735	N/A	N/A
Total Liabilities	152,478	149,125	147,406	147,406	2.2%	3.4%
Reserve Classified as Held-for-Sale	-	-	-	(5)	N/A	N/A
Equity (excl. Non-Controlling Interest)	20,464	20,068	19,016	19,021	2.0%	7.6%
Non-Controlling Interest	311	287	256	256	8.4%	21.4%
Total Equity	20,775	20,356	19,273	19,273	2.1%	7.8%

<sup>\*)</sup> For comparison only, each WOM's assets and liabilities was consolidated into each respective accounts

<sup>\*\*)</sup> As stated in Consolidated F/S, all WOM's assets and liabilities were classified to one line (assets/liabilities of disposal group classified as held-for-sale)

# **Income Statement**



The Bank's top line grew supported by continued improvement in operational efficiency

Income Statement - Consolidated	FY 2017	9M 2017	FY 2016	YoY	4Q 2017	3Q 2017	QoQ
Rp Billion	a	b	С	(a/b)-1	d	e	(d/e)-1
Interest Income	14,803	11,083	14,864	-0.4%	3,720	3,701	0.5%
Interest Expense	(7,101)	(5,356)	(7,433)	-4.5%	(1,745)	(1,810)	-3.6%
Net Interest Income	7,702	5,727	7,430	3.7%	1,975	1,891	4.4%
Non Interest Income	2,729	2,142	2,656	2.8%	588	685	-14.2%
Gross Operating Income	10,431	7,868	10,086	3.4%	2,563	2,576	-0.5%
Personnel	(2,387)	(1,871)	(2,381)	0.3%	(516)	(637)	-19.0%
General & Administrative	(3,406)*	(2,623)	(3,137)	8.6%	(784)	(792)	-1.1%
Operating Expenses	(5,793)	(4,494)	(5,517)	5.0%	(1,300)	(1,429)	-9.1%
Operating Income before Provisions	4,638	3,375	4,569	1.5%	1,264	1,147	10.2%
Provisions	(2,134)	(1,347)	(1,980)	7.8%	(787)	(511)	54.0%
Operating Income After Provision	2,504	2,028	2,589	-3.3%	476	636	-25.0%
Non Operating Income / (Expenses)	15	(29)	25	-36.9%	44	(18)	-352.2%
Profit Before Tax & Minority Interest	2,520	1,999	2,614	-3.6%	521	618	-15.8%
Tax & Minority Interest	(716)	(550)	(665)	7.5%	(165)	(168)	-1.5%
Profit After Tax & Minority Interest (PATAMI)	1,804	1,449	1,948	-7.4%**	355	450	-21.1%

<sup>\*)</sup> Includes one-off expense of Rp242 billion

<sup>\*\*)</sup> Core business grew by 5%

# **Financial Ratios**

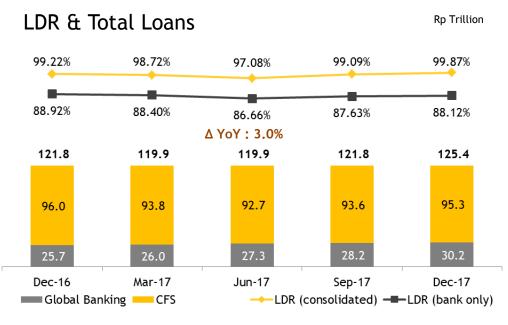


Key Operating Ratio	Dec-17	Sep-17	Dec-16	$\triangle$	Key Operating Ratio	Dec-17	Sep-17	Dec-16	
Consolidated	a	b	С	(a-c)	Bank Only	a	b	С	(a-c)
Profitability					Profitability				
Return On Assets	1.48%	1.58%	1.60%	-0.12%	Return On Assets	1.23%	1.37%	1.48%	-0.25%
Return On Equities (Tier 1)	9.91%	10.74%	11.85%	-1.94%	Return On Equities (Tier 1)	8.86%	9.98%	11.84%	-2.98%
Net Interest Margin	5.17%	5.18%	5.18%	-0.01%	Net Interest Margin	4.49%	4.50%	4.59%	-0.10%
Efficiency & Productivity Ra	tio				Efficiency & Productivity Ra	tio			
Cost to Income Ratio	55.53%	57.11%	54.70%	0.83%	Cost to Income Ratio	55.15%	55.15%	53.78%	1.37%
ВОРО	85.97%	85.01%	86.02%	-0.05%	ВОРО	86.97%	85.43%	85.81%	1.16%
Earning Asset Quality					Earning Asset Quality				
Impaired Loans - Gross	3.32%	4.06%	3.54%	-0.23%	Impaired Loans - Gross	3.56%	4.35%	3.70%	-0.14%
Impaired Loans - Net	2.10%	2.52%	2.31%	-0.21%	Impaired Loans - Net	2.25%	2.71%	2.40%	-0.15%
NPL - Gross	2.81%	3.87%	3.42%	-0.61%	NPL - Gross	3.00%	4.15%	3.58%	-0.58%
NPL - Net	1.72%	2.39%	2.28%	-0.56%	NPL - Net	1.83%	2.57%	2.37%	-0.54%
Balance Sheets Structure					Balance Sheets Structure				
LDR	99.87%	99.09%	94.14%	5.73%	LDR	88.12%	87.63%	88.92%	-0.80%
LCR	143.96%	154.95%	168.00%	-24.04%	LCR	144.11%	164.01%	158.00%	-13.89%
CASA to Total Funding	40.01%	37.95%	38.71%	1.30%	CASA to Total Funding	40.33%	38.20%	38.92%	1.41%
CAR	17.53%	17.59%	16.77%	0.76%	CAR	17.63%	17.71%	16.98%	0.64%

## Loans

## Strong Loans Growth in Global Banking



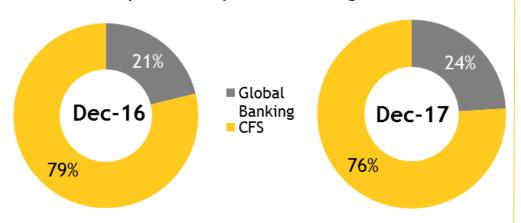


## Loans Portfolio Breakdown

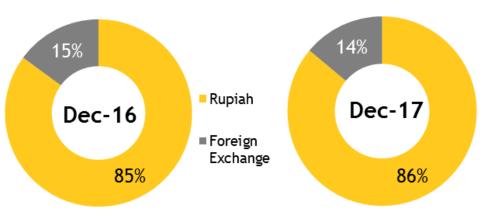
Rp Trillion

	Dec-17	Sep-17	Dec-16	YoY	QoQ
Global Banking	30.2	28.2	25.7	17.1%	7.0%
CFS	95.3	93.6	96.0	-0.8%	1.8%
CFS Non-Retail	52.6	51.4	51.5	2.0%	2.3%
Business Banking	30.9	29.9	30.3	2.0%	3.6%
SME	21.0	20.8	20.3	3.3%	0.8%
Micro	0.7	0.7	0.9	-26.3%	-7.6%
CFS Retail	42.7	42.2	44.5	-4.1%	1.3%
Auto Loan	23.4	22.6	23.2	1.1%	3.4%
Mortgage	16.0	16.3	17.8	-10.0%	-1.6%
CC + Personal Loan	2.8	2.8	3.1	-7.6%	1.6%
Other loan	0.4	0.4	0.5	-7.4%	-0.9%
Total	125.4	121.8	121.8	3.0%	3.0%

## Loans Composition by Business Segment



## Loans Composition by Currency

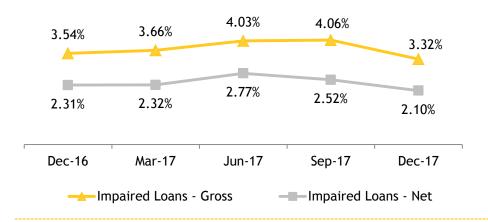


# **Asset Quality**

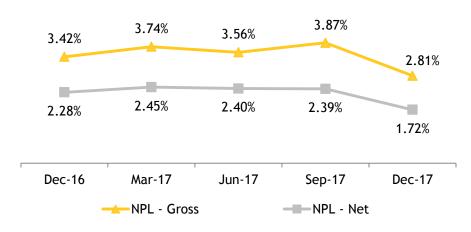
The Bank was able to significantly improve its asset quality



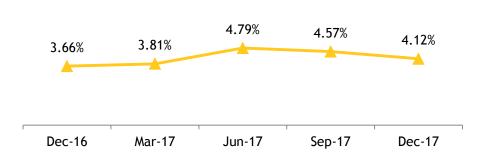
# Asset Quality - Maybank Indonesia Impaired Loans (consolidated)



# Asset Quality - Maybank Indonesia NPL (consolidated)



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



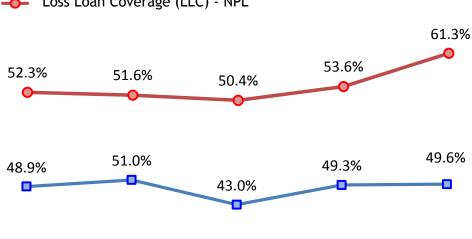
- The Bank already has in place rigorous credit approval procedures, tight approval limits and matrix and stringent early alert mechanism and watch list criteria
- The Bank took the opportunity to sell several legacy NPLs as well as to write off legacy NPLs as part of ongoing efforts to clean up its credit portfolio
- The Bank also continues to remain conservative in managing asset quality and takes a proactive stance on the credit facilities of customers impacted by the challenging economic environment

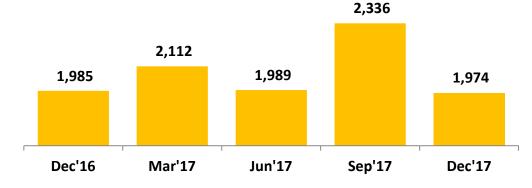
# Asset Quality - Loan Loss Coverage

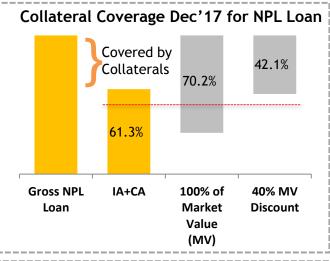


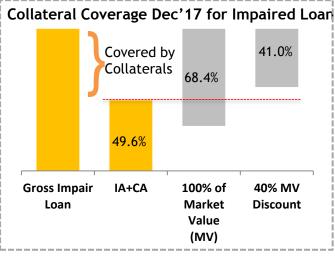
## Allowance for losses on loans

- Allowance for losses on loans
- Loss Loan Coverage (LLC) GIL
- Loss Loan Coverage (LLC) NPL









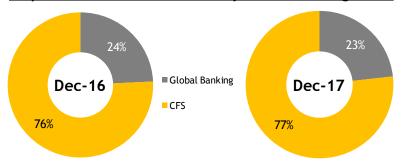
- Collateral includes Cash, Land **Building** (L&B), equipment, vehicle and vessel.
- · Market value of L&B, equipment, and vehicle are capped at the outstanding amount.
- Typically, the L&B values are far in of excess the outstanding amounts but these are not taken into consideration these charts.
- Based on experience, the realizable value of collateral (except cash) is 60 - 70% from the market value.

# **Customer Deposits**

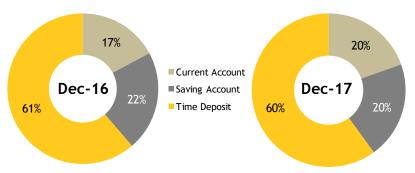
Focus on CASA accumulation



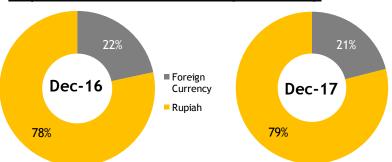
## Deposits from Customers by Business Segment



## Deposits from Customers by Type



## **Deposits from Customers by Currency**



The Bank's recently launched MOVE (Maybank Online Savings Opening platform) which is a fully digital account opening facility provides convenience and greater flexibility for customers. MOVE will be focusing on future programs to promote lifestyles of the millenials and is expected to further improve the CASA ratio in the coming year.







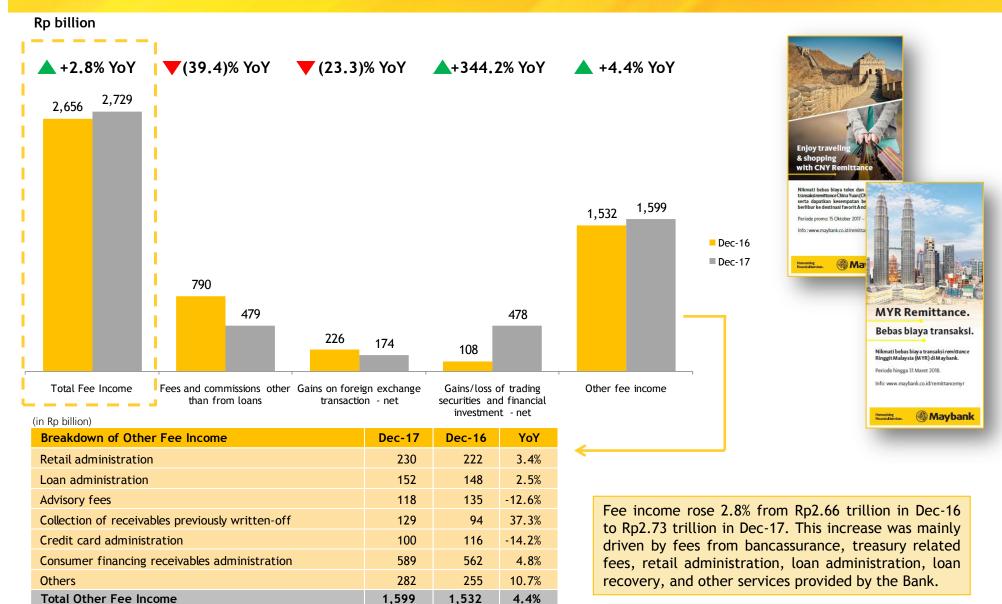


Rp Trillion	Dec-17	Sep-17	Dec-16	YoY	QoQ
Current Account	23.7	20.8	20.4	16.0%	14.2%
Saving Account	24.8	24.4	25.6	-3.1%	1.6%
Time Deposit	72.8	73.9	72.9	-0.2%	-1.5%
Total	121.3	119.1	118.9	2.0%	1.9%
CASA Ratio	40.0%	38.0%	38.7%	1.3%	2.1%

## Fee Income

Fee Income increased by 2.8% to Rp2.7 trillion



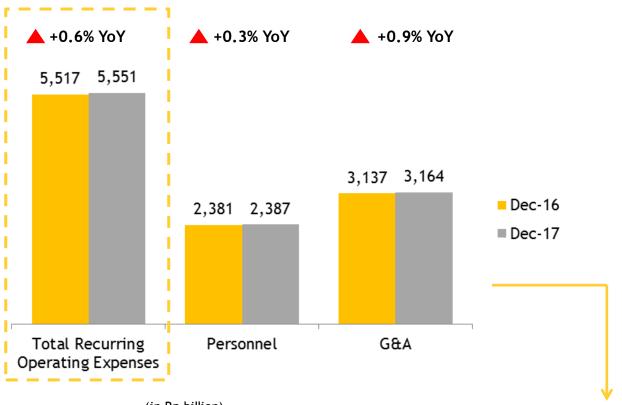


# **Operating Expenses**

Recurring Operating Expenses remained under control, growing 0.6% YoY to Rp5.6 trillion



## Rp billion





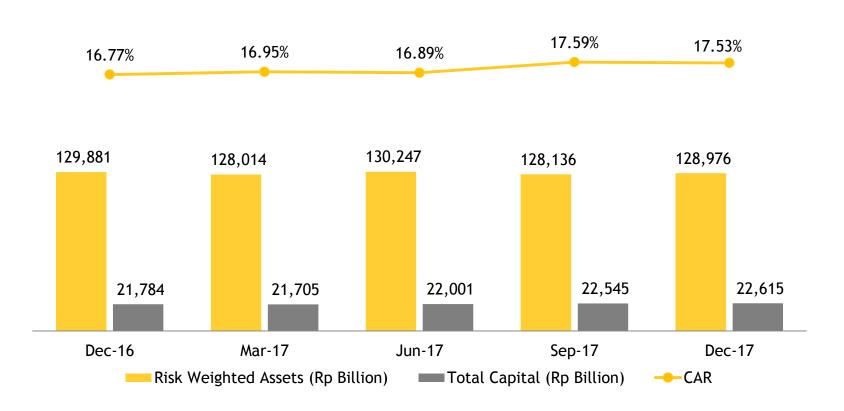
(in Rp billion)

Breakdown of G&A	Dec-17	Dec-16	YoY
General	1,547 *	1,534	16.6%
Rental	497	494	0.5%
Depreciation and amortization	306	303	1.1%
Repairs and maintenance fixed assets	262	249	4.9%
Others (include Promotions Expenses)	553	556	-0.6%
Total G&A	3,164	3,137	0.9%

\*General expenses include a one-off legal cost following a domestic arbitration award in 2017 amounting to Rp 242 billion

# **Sound Capital Position**





Capital Ratios	Dec-17	Sep-17	Jun-17	Mar-17	Dec-16	YoY	QoQ
Tier I	14.64%	14.55%	13.72%	13.60%	13.27%	1.37%	0.09%
Tier II	2.89%	3.04%	3.17%	3.35%	3.50%	-0.60%	-0.15%
Total CAR	17.53%	17.59%	16.89%	16.95%	16.77%	0.76%	-0.06%

# **Shariah Banking**

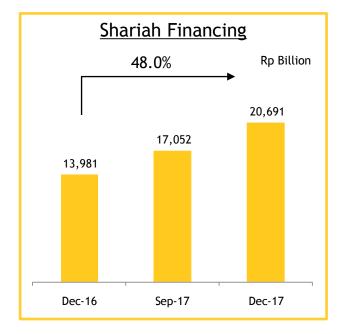
- Continued to record an impressive performance in 2017
- Awarded as the Best Shariah Bank in Shariah Awards 2017 awarded by Investor Magazine

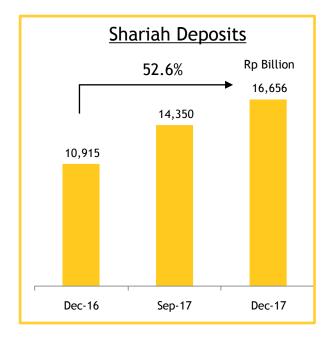


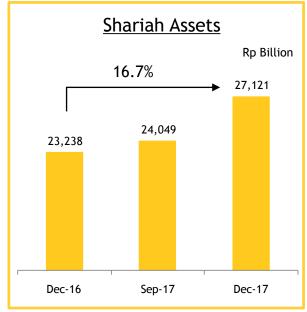
## Shariah First strategy continues to deliver strong results

- Assets increased by 16.7% (YoY) to Rp27.1 trillion, contributing 15.7% of the Bank's consolidated total assets
- Financing increased by 48.0% (YoY) to Rp20.7 trillion
- Deposits increased by 52.6% (YoY) to Rp16.7 trilion
- Net Profit increased by 35.3% (YoY) to Rp630.9 billion
- NPF significantly improved to 3.00% as at Dec-17 from 4.38 % as at Dec-16



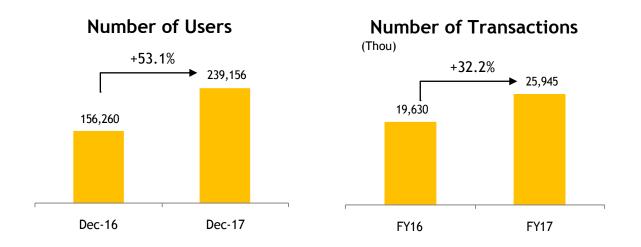




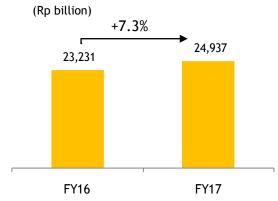




# Maybank M2U Internet Banking



## **Transaction Volume**



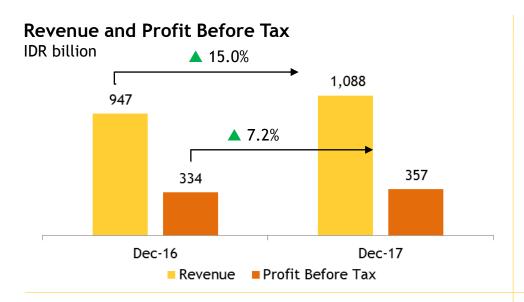


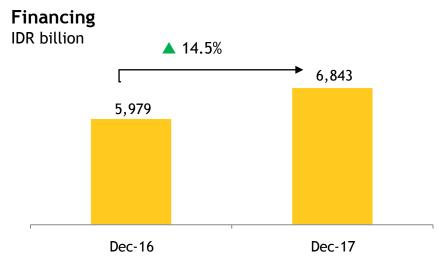


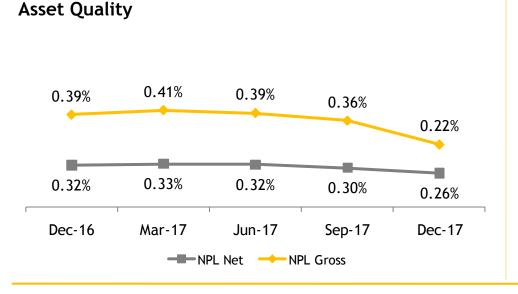
# Maybank Finance Operations

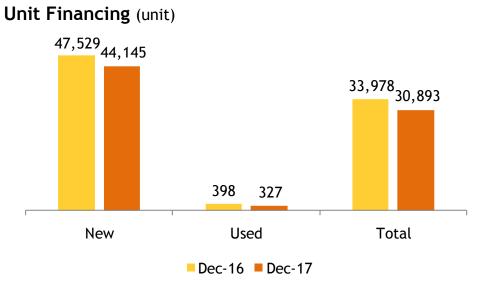


Sustaining positive momentum







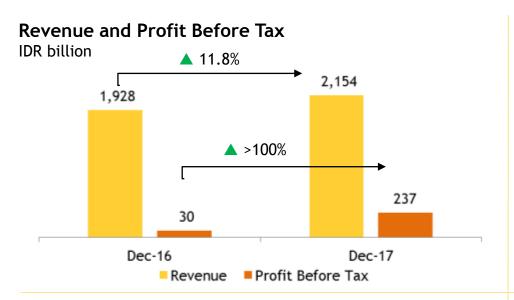


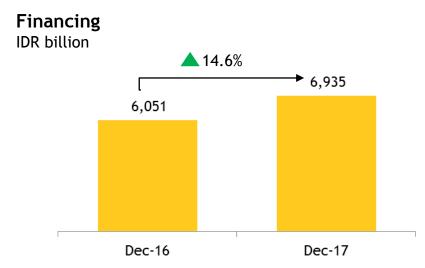


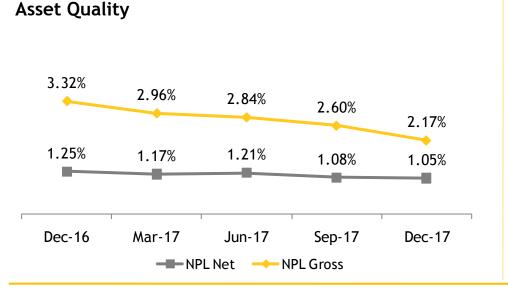
# **WOM Finance Operations**

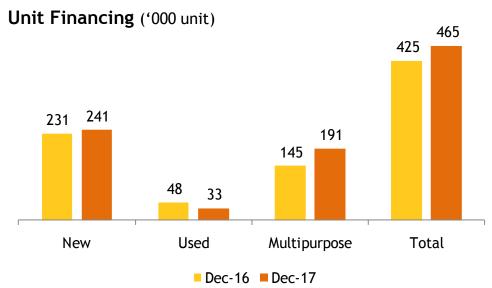


Recorded an outstanding FY2017 performance and asset quality improvement









Maybank Indonesia in Brief

## Profile



## Profile\*

Established 15 May 1959

**Total Assets** Rp173.3 Trillion

Rp20.8 Trillion **Total Equity** 

Market Capitalisation Rp17.9 Trillion

Position in Indonesia Rank #9 in terms of Assets

> Rank #8 in terms of Loans Rank #8 in terms of Deposits

407\*\* (Maybank Indonesia) 188\*\*\* (WOM Finance) # of Branches

32\*\*\* (Maybank Finance)

# of ATM & CDM 1,606, including 96 CDMs that are

> connected to more than 20,000 ATM via ALTO, ATM Bersama, PRIMA, MEPS, Cirrus

and Plus

6,727 (Maybank Indonesia) # of Employees

2,917 (WOM Finance)

413 (Maybank Finance)

# of Customers Lending 1.3 million 1.5 million # of Customers Funding :

Maybank Indonesia Head Office, Sentral Senayan 3 Jakarta, Indonesia

<sup>\*</sup> as of Dec 2017

<sup>\*\*</sup> Including 13 Micro Functional Offices

<sup>\*\*\*</sup> Including Sales Point Unit

# Company Ratings and Shareholdings



## **Company Rating**

# **Fitch**Ratings

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 1/2011	idAAA
Subordinated Debt 1/2011	idAA+
Shelf Reg. Sub Debt 1/2011	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**



# **Board of Commissioners**





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

<sup>\*</sup> Obtained approval from OJK, but will be effective in March 2018 after his resignation from his former company is effective in the end of February 2018

<sup>\*\*</sup> Obtained approval from OJK on 22 January 2018

# **Board of Directors**



Taswin Zakaria
President Director



Thilagavathy Nadason Director



Jenny Wiriyanto Director



**Dhien Tjahajani** Director



**Eri Budiono**Director



**Irvandi Ferizal**Director



**Effendi** Director



## Vision:

To be a Leading Financial Services Provider in Indonesia, Driven by Passionately Committed and Innovative People, Creating Value and Serving Communities

**Mission:** Humanising Financial Services





MAM = Maybank Asset Management





Global Banking	CFS No	CFS Non Retail		CFS Retail	Shar	Shariah Banking	
МКЕ		MSI MAM		WOMF		MIF	
Community Distribution	Compliance	Huma	an Capital	IT and Operation	nal Risk	Finance	

Awards, Events and CSR Highlights

## Notable Awards in 2017





# Indonesian Corporate Responsibility Awards 2017

Maybank Indonesia was awarded The Best CSR in Indonesian Corporate Responsibility Awards (ICSRA) 2017 by Indonesia-Asia Institute and Economic Review 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



#### KARIM Award 2017

Sharia Banking Maybank Indonesia has received 2 (two) awards in KARIM Award 2017 held by KARIM Business Consulting Indonesia: The Best Islamic Bank - UUS >1,5 T and The Most Expanding Funding - UUS > 1,5 T



#### Stellar Workplace Award 2017

Maybank Indonesia achieved three awards in Stellar Workplace Award 2017: 2017 Best Stellar Workplace for Larger-Size Employer, Stellar Workplace Recognition in Employee Commitment, and Stellar Workplace Recognition in Employee Satisfaction.



## **INFOBANK Banking Service Excellence 2017**

Maybank Indonesia were awarded the Best Overall Service for Sharia Banking, the Best ATM for Sharia Banking and Ranked 10th for Branch Service Performance in "INFOBANK Banking Service Excellence 2017" held by Infobank



#### TOP IT & TELCO Award 2017

Maybank Indonesia achieved the title of The Best TOP IT Implementation 2017 on Banking Sector. TOP IT & TELCO Award 2017 was organized by Itech Magazine, supported by Ministry of Communication and Information (Kominfo)



## **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



Best Disclosure & Transparency on Big Cap Category on the 9th IICD Awards 2017

Maybank Indonesia received the 9th Indonesia Institute for Corporate Directorship (IICD)

Corporate Governance Award for category

Best Disclosure & Transparency on Big Cap.

This award is held by IICD in partnership with Kontan magazine in appreciation to companies who excel in GCG implementation.

# **Event Highlights in 2017**





# Press Conference and Analyst Briefing Maybank Indonesia

Maybank Indonesia announced its Full Year 2016 financial results through Press Conference and Analyst Briefing, which was held in Sentral Senayan 3 Head Office



#### 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



## **Syndicated Credit Facility Signing Ceremony**

Maybank Indonesia along with other seven foreign banks signed a syndicated facility agreement to finance toll road construction by Wijaya Karya worth Rp5 trillion



## **Extraordinary General Meeting of Shareholders**

Maybank Indonesia on 16 October 2017 held an extraordinary general meeting of shareholders (EGMS) to approve the Board of Director & Commissioner structure and approve the resignation of Mr. Umar Juoro from his post as the Independent Commissioner.



## **Annual General Meeting of Shareholders**

The AGM of Maybank Indonesia approved the distribution dividends of Rp389.66 billion or Rp5.75 per share unit for financial year of 2016. The AGM also approved the changes in the Board of Commissioners and Directors composition



## Relaunch of Maybank White Card

Maybank Indonesia introduced the new face of the Maybank White Card, a special credit card for young people with platinum membership status. This card is aimed at providing a seamless travel experience for young people with several benefits



## MOU Signing with PT Railink

Maybank Indonesia along with other banks signed an MOU with Airport train operator PT Railink to support the payment system of a Soekarno-Hatta airport train, which is part of the Airport Railway Ticketing System (ARTS)



# Participation in the syndicated loan to PLN worth Rp1.5 trillion

MBI was appointed as the Joint Lead Mandated Arranger together with four other financial institutions in providing syndicated Sharia Financing of Rp4.3 trillion for PT PLN (Persero). This syndicated financing is so far the largest Sharia Financing in Indonesia.

# CSR Highlights in 2017





# Maybank Women Eco Weavers participated in Maybank Championship 2017

Maybank Women Eco Weavers program in Indonesia was invited to participate in Maybank Championship 2017 exhibition. This event represent Maybank's commitment in community empowerment, especially in raising underprivileged women's livelihood



#### 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 Indonesia supported 'AKSI PANGAN' program

Maybank Indonesia participated in 'AKSI PANGAN' program launched by Financial Services Authority (OJK) in Lembah Harau, Kabupaten Lima Puluh Kota, West Sumatera



# "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



# Pastoral Care Maybank Foundation Scholarship - Campus Visit Series 2017

Maybank Indonesia conducted Pastoral Care 2017 to visit 39 Maybank Foundation Scholarship's beneficiaries at a number of universities to encourage and to motivate the spirit of the beneficiaries to reach their goals



## The launch of the "HeForShe" Campaign

President Director Maybank Indonesia was invited to be one of the panelists in the ASEAN HeForShe discussion. The HeForShe program was created by UN Women, the United Nations (UN) organization that supports gender equality and women's empowerment.



# Ramadhan Relief Program Enters Three ASEAN Countries

Maybank Islamic's Ramadhan Relief program in Indonesia granted food supplies for 4,000 disaster affected households or 20,000 beneficiaries in Pidie Aceh and Bima, Nusa Tenggara Barat



## Maybank Beasiswa Prestasi 2017

Maybank Indonesia has granted scholarship for employees' children from elementary school to university. This year, there was an increase in the application of scholarship application which reached 753 applicants from 715 applicants last year and total recipients was 520 students.



Thank You



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