



Board of Commissioners and Board of Directors Performance Assessment

BOARD OF COMMISSIONERS

Performance Assessment Procedure of Board of Commissioners

The performance of the Board of Commissioners is assessed regularly every year through the Nomination and Remuneration Committee. Assessment of the performance of the Board of Commissioners is carried out through self-assessment and peer assessment. The assessment process is carried out by conducting evaluations in terms of competency and expertise/experience, the performance of the committees of the Board of Commissioners, the effectiveness of the implementation of the Board of Commissioners' responsibilities and independent assessment and peer assessment of the implementation of the supervisory functions of each member of the Board of Commissioners. Furthermore, the results of the assessment will be submitted to the Board of Commissioners through the Nomination and Remuneration Committee.

Performance Assessment Criteria of the Board of Commissioners

Assessment of the performance of the Board of Commissioners includes the following:

PART A

1. Board of Commissioners Responsibilities
2. Board of Commissioners Composition
3. Board of Commissioners Remuneration
4. Board of Commissioners Committees
5. Board of Commissioners Committees Evaluation
6. Board of Commissioners Peer Committees Self-Evaluation
7. Boc Conduct
8. Board of Commissioners Interaction And Communication
9. President Commissioner
10. Board of Commissioners Administration And Process
11. Board of Commissioners Training - Current Year
12. Board of Commissioners Training - Forthcoming Year
13. Board of Commissioners retreat session

PART B

1. Peer Assessment
2. Peer Evaluation
3. Peer Independent Commissioner Evaluation

Performance Assessors

Assessment of the performance of the Board of Commissioners is carried out through individual assessment (self-assessment) and peer assessment (self and peer assessment).

Recommendation of the Assessment Results

The results of the assessment will be used as a reference in determining corrective actions that the Board of Commissioners must make take.

BOARD OF DIRECTORS

Performance Assessment Procedure of Board of Directors

The Bank's strategic objectives are converted into Key Performance Indicators (KPIs) that are agreed upon by the Board of Directors and handed down to all levels to create and implement work plans that are aligned with the strategy and support each other to achieve the Bank's performance targets.

The Board of Directors KPI that has been agreed upon is then arranged in the form of a Balanced Scorecard. The Nomination and Remuneration Committee evaluates and recommends the Board of Directors' Balanced Scorecard to the Board of Commissioners, and reviews the Board of Directors' performance based on the approved Balanced Scorecard.

The Board of Directors KPI in 2019 were approved in a Board of Commissioners meeting and the development of the Bank's performance was monitored regularly through financial and business performance reports presented by the President Commissioner, Director of Finance and Business Directors at the Board of Commissioners meetings.

Performance Assessment Criteria of the Board of Directors

The KPI used to assess the performance of Board of Directors in 2019 were:

Aspect	Indicator
Financial Performance	Measurement of the Bank's financial performance and business portfolio growth, including profit and income growth, credit, CASA growth, productivity ratio and cost management to improve the Bank's efficiency.
Customers Satisfaction	Measurement of customer satisfaction, including promoter score for Bank's product, customer engagement Index, customer acquisition and transaction growth, and fulfillment of Service Level Agreement (SLA).
Governance and Compliance	Bank's commitment to good governance and compliance with regulators is measured through rating and number of audit findings, reducing number of incidents and fraud, Corporate governance scores, Liquidity Coverage Ratio (LCR), and asset quality.
Process Improvement	Continuous process improvement to boost financial performance, Bank productivity, growth in the number of customers and transactions, including the Bank's transformation project.

Performance Assessors

The parties involved in evaluating the performance of Directors are the President Director, the Nomination and Remuneration Committee and the Board of Commissioners.

Recommendation of the Assessment Results

The results of the assessment will be used as a reference in determining corrective steps that need to be taken by the Directors.