



Investor Relation

Maybank Indonesia established the Investor Relations unit to increase investor confidence in the Bank and increase the attractiveness of the Bank as an investment target. Investor Relations has strategic responsibilities to provide investors with actual, accurate and timely information about the performance and business prospects of the Bank. Investor Relations also fosters harmonious relations with financial / capital market observers and other financial institutions, including managing, analyzing, and reporting on all the Bank's strategic information, especially in the economic and financial areas related to the business environment.

Investor Relations function at the Bank is managed by

PROFILE OF HEAD OF INVESTOR RELATIONS DIVISION/UNIT

Nurmala Damanik

Head, Financial Planning, Performance Management & Investor Relations

Indonesian citizen, 53 years old.

Joined Maybank Indonesia in August 1991, with 28 years experience in banking. She has extensive experience as the focal point in the formulation of Annual Operating Plan, Performance Management, Management Reporting, Expense Controller, Sustainable Finance and Investor Relations. She also has prior experience serving as Branch Manager, Maybank Indonesia Mumbai, and as Head Auditor for Overseas Branch, Capital Markets, Credit Card and Branch Offices.

LEGAL BASIS OF APPOINTMENT

Maybank Indonesia appoints Nurmala Damanik with responsibilities of Investor Relations function at the Bank based on Decision Letter No. SK.PERS.2019.4000/DIR HC.

TERM OF OFFICE

2019 - current

TRAINING AND EDUCATION

During 2019, Investor Relations participated in a number of training and education programs in order to improve the competencies needed for the development of the Bank's business, including:

- TIGER CAMP, July 2019
- The Guru Series: User Experience Design, August 2019
- Sustainable Finance Workshop, August 2019

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of Investor Relations are:

- As Project Manager in the preparation of the Bank's Annual Report
- As Maybank Indonesia's key point of contact in the rating process conducted by domestic and international rating agencies (such as Fitch, Pefindo, RAM Rating) and to prepare the response to questions related to the rating process, as well as to coordinate meeting sessions between senior management of the Bank and the rating agencies.
- To prepare the Bank's performance presentation for publication in the Bank's website and for Maybank Analyst Briefing
- To organize the annual Public Expose (PE) required by regulations for publicly listed companies at least once a year
- Organize meetings with analysts/fund managers/securities house/investors, and to respond to questions from analysts by presenting accurate and comprehensive information on the Bank's performance.
- Prepare the presentation materials for senior management to be used in meetings with external parties (regulators, investors, analysts, brokers, fund managers)
- Routinely perform a detailed update of the Bank's performance, and to follow-up on questions or request for information from external parties regarding the Bank's performance.

BRIEF REPORT OF THE IMPLEMENTATION OF DUTIES OF INVESTOR RELATIONS IN 2019

During 2019, Investor Relations have discharged the following duties and responsibilities, including:

- Produced the Bank's 2018 Annual Report, and received the 2018 Annual Report Award in the Private Financial Listed Company category.
- Prepared the Bank's quarterly performance presentation to be uploaded to the Bank's website
- Performed the Annual Review with Fitch Ratings Indonesia and Pefindo rating agencies. The two rating agencies maintained the Bank's rating at AAA (Triple A).
- Organized the Public Expose on December 18, 2019, attended by shareholders, the mass media and interested public.
- Responded to any request for information from external parties regarding the latest updates on the Bank's performance.
- Reviewed the Bank's website and provided input on information that must be disclosed to the public.