

Access to Corporate Data and Information

Maybank Indonesia periodically updates its corporate information and provides easy access to it on the Bank's activities and performance to stakeholders in order to for them to have clear and transparent insight of the Bank's condition. Maybank Indonesia provides a range of facilities as information disclosure channels, through various media such as website (bilingual), mass media, mailing lists, bulletins, analyst meetings, IDX official site etc. In this regard, the Bank has an Investor Relations function that continues to build the Bank's reputation through by building interactive relations with investors/analysts and through periodic information disclosures, especially related to the Bank's performance.

The Bank constantly provides information access to all stakeholders on the Company's financial and non-financial performance, through communications channels such as press releases, public expose, and information displayed on the website or the social media of the Bank. The Bank also actively distributes the information to the print and electronic media. To receive further information, customers or prospective customers may access the following:

- Call Center services by mobile: 69811 and by phone at: 021- 1500 611
- e-mail services at customercare@maybank.co.id.
- Contact the Bank's services at its nearest branch.

Investors may also directly contact the Company's Investor Relations services by e-mail: InvestorRelations@maybank.co.id

INTERNAL COMMUNICATIONS

Internal Communications to all employees is conducted through internal media communication channels as follows:

- Internal Magazine (Kabar Maybank) which is published monthly (12 editions).
- Email blast, the information distribution to all employees via the Bank's President Director and Corporate Communications e-mail.
- Townhall Meeting, a communication forum which is attended by management, senior management, regional and branch heads to inform the Company's performance for a specific period as well as ongoing and completed initiatives.
- Maybank Corporate University, communicates to all employees regarding the management's message, corporate activity, and others through the Maybank Corporate University portal.
- MyNet, an application which explains the information on Human Capital and other information which is necessary to be conveyed to employees

Mass Media Relations		
No	Activity	2019
1	Press Conference	11
2	Press Release	31
3	Media Coverage	3
4	Training for Media	-
5	Media Convention	2
6	Media Visits	2
7	Media Contest	-



Publicity

No	Publicity	Jumlah	Persentase
1	Neutral and Good Publicity	2.305	99%
2	Bad Publicity	17	1%

Media Coverage

No	Month	Jumlah
1	January	120
2	February	234
3	March	284
4	April	108
5	May	173
6	June	63
7	July	194
8	August	261
9	September	374
10	October	125
11	November	167
12	December	219
TOTAL		2322

PRESS RELEASE IN 2019

No	Date	Press Release
1	30 January 2019	Maybank Indonesia & Maybank Foundation Continue the Sustainable Economic Empowerment Program for Communities with Disabilities in Garut and Surabaya
2	14 February 2019	Maybank Indonesia's 2018 Profit Before Tax Increased 20.5% to a Record Rp3 Trillion
3	14 March 2019	Maybank Indonesia Announces and Opens Registration for Bali Marathon 2019
4	29 March 2019	Maybank Indonesia AGMS Approved Dividend Distribution
5	29 March 2019	Maybank Indonesia Extends Cooperation with Dukcapil
6	29 April 2019	Maybank Indonesia Operating Profit for Q1 2019 Increased 6.2% in line with an Increase in Net Interest Income as credit grew 11%
7	2 May 2019	Maybank Indonesia Supports "SimPel Day 2019" Financial Inclusion Program – Maybank Indonesia Mobile Cash Tour Initiative Performs Pick Up Ball to School
8	3 May 2019	Road to Maybank Bali Marathon 2019 Invites participating Runners for Prior Health Preparation to the Marathon
9	17 May 2019	Maybank Indonesia Expands Sharia Banking to Depok City and Tangerang
10	28 May 2019	"Tiger Cubs Daycare" Maybank Indonesia's Solution for Employees' Children during Lebaran
11	10 July 2019	Maybank Indonesia expands Sharia Banking to Padang
12	26 July 2019	Maybank Indonesia Gives the "Maybank Finance Co-Branding Savings" Grand Prize
13	29 July 2019	Maybank Indonesia Operating Revenues for Semester 1 2019 Increased 2.1%, Supported by an Increase in Interest and Fee Based Incomes.
14	20 August 2019	Maybank Indonesia Ready to Hold the Maybank Marathon 2019
15	25 August 2019	Maybank Group's 10 th Global CR Day Touches Various Aspects Life - Employees in Indonesia Organize "Maybank Cares for the World"
16	8 August 2019	Maybank & ASEAN Foundation Reach Agree on Three-Year Sustainability Under the ASEAN Youth Empowerment Program
17	6 September 2019	Maybank Indonesia Introduced M2U Mobile Banking Application during Maybank Marathon

No	Date	Press Release
18	7 September 2019	Maybank Marathon Bali Sustainable CSR
19	8 September 2019	Announcement of 2019 Maybank Marathon Bali Winners
20	13 October 2019	Maybank Organized Weaving Product Development Training Programs in Four Indonesian Regions
21	18 October 2019	Maybank Indonesia Distributes Philanthropic Funds to Six Islamic Foundations
22	29 October 2019	Maybank Indonesia's Operating Income for the Nine-Month Period 2019 Increased 2.0% Supported by an Increase in Non-Interest Income
23	6 November 2019	Maybank Hosted Cashville Kidz Financial Literacy Program
24	12 November 2019	Maybank Organized Weaving Product Development Training Programs in Four Indonesian Regions
25	17 November 2019	Maybank Indonesia Supports Creative Entrepreneurs during the 6 th 2019 Sharia Economic Festival in Indonesia
26	20 November 2019	Maybank Indonesia Supports the 2020 Jakarta Fashion Trend
27	25 November 2019	Maybank Indonesia Supports The Market Club Bazaar
28	27 November 2019	Sustainable Financial Industry Platform in Indonesia Supported by 13 Large Banks to Encourage Environmental and Social Financing
29	9 December 2019	Maybank Indonesia Offers Cash Collection Solution for Corporate Customers
30	13 December 2019	Maybank Foundation and Maybank Indonesia Hosted Cashville Kidz Financial Literacy Program
31	18 December 2019	Maybank Indonesia Public Expose