





Bp Erlan Cahyana, a customer of our DSP Franchise Catering specifically to the needs of those who work in factory complexes and industrial estates, we opened 57 designated units for this large market in 2004.



Mr. Kim Joo Hyung, President Director PT LG Electronics Indonesia, a Corporate Banking Customer "Bank Danamon was the first Indonesian bank approved by our head office to handle LG business-a decision based on service and reliability."



Bp Junaedi, warung soto chain owner & customer of Adira Finance Thanks to his Adira-financed motorcycle, Bp Junaedi can manage to visit his busy street side restaurants across Jakarta.



Ibu Djuminten, market trader and customer of the DSP Self Employed network During 2004 we recruited and trained 3,000 staff and opened 207 DSP units to reach into this under served segment.



Bp Vidjongtius, Director PT Kalbe Farma, a Treasury customer "We are pleased with the service, the speed and timely use of relevant information that helps us manage our business effectively."



Bp H. Nasan Hasanuddin, Syariah Banking Customer Already in its fourth year of operation, four dedicated new Syariah branches were opened.



Ibu Tamara Geraldine, a TV performer and personality "Bank Danamon treats everyone as a celebrity - so I never feel lonely!" Bank Danamon has been voted Best Bank in Service Excellence by the MRI survey results in both 2004 and 2005.



Bp Sudjono Barak Rimba, a PrimaGold customer PrimaGold is being re-launched in 2005 with a broader offering of investment products, financial planning and wealth management advice.



Bp Hendra B. Sjarifudin, a Danamon Sahabat customer In the past year we have rolled out a new business model and new products for the commercial customer using 5 new centres in Jakarta, Medan, Surabaya, Semarang and Bandung.

Relationship Banking
Clearly defined
segments, each with its
own dedicated team.

We care and enable millions to prosper

Care

Honesty


Passion to excel

Teamwork

Disciplined professionalism

Our mission is single-minded; to be a bank that cares for its customers, to help them prosper. The stories that feature throughout this report illustrate how we think and work with customers, through good times and challenges. They are as much a statement about integrity, commitment and understanding, as they are a description of a branch network delivery system and service skills. We'd like to thank all our 2.4 million customers for their support in 2004. Serving you, is our business.

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An aerial photograph of Jakarta, Indonesia, showing a dense urban landscape with numerous skyscrapers and buildings. In the background, a range of mountains is visible under a clear blue sky. The image has a blue color cast. A vertical orange and red bar is on the left side.

Jakarta: Site of Bank Danamon's head office and the centre of one of seven regions which constitute one of the widest spread financial services franchises in Indonesia.

Jakarta skyline in the morning



This region is home to approximately 11 million people and includes 136 branches from Bogor, lying south east of the capital, to Lampung across the Sunda straits in South Sumatra.

A Selection of Significant Events 2004

January

Syariah Banking expands its network with the opening of new branches and sub branches

March

US\$ 300 million Subordinated Debt Issuance

First Danamon Simpan Pinjam (DSP) unit launched of the 207 to be opened in 2004. Community based banking linked with community driven development

Bank Danamon Corporate Banking signed one of the leading private financings in the coal sector during 2004 with PT Gunungbayan Pratamacoal



May

Awarded as the Best National Bank 2004 by Investor Magazine



July

Business Gathering Roadshow SME

Adira Card launched

Signing a cooperation agreement with United Tractors



September

Platinum Card launched

November

Danamon Sahabat - a strong growth story: SME/Commercial lending increased 36%

February

First Employee Award

April

Adira Finance acquisition completed

Awarded 1st place in the coveted MRI Service Excellence Award

Islamic Banking Award in 2004 for Syariah Service Quality

June

FMC Card (Frontliners Mentari, Matrix, M3 Club) launched

August

New values - a roadshow around Indonesia collected the views of Bank Danamon staff throughout the country

October

A total of 82 financing agreements were signed with BPRs (rural credit banks)

DSP opened its 100th unit

January - December

Aceh/Nabire/North Sumatra: Sadly Indonesia suffered a number of natural disasters during the year. We take strength from the fortitude of the victims. Danamon

Peduli was quickly able to offer early support in every case. We will continue to offer assistance in all affected communities