



A member of  MUFU, a global financial group



ENABLING CUSTOMERS THROUGH CONTINUOUS INNOVATIONS AND COLLABORATIONS



2021

Annual Report



Enabling Customers through Continuous Innovations and Collaborations

PT Bank Danamon Indonesia Tbk. (“Danamon”) with its vision to care and enable millions to prosper for its customers, employees, and society at large, consistently focuses on customer needs and provides an increasingly diverse selection of banking products and services with unique value proposition to meet customers’ financial objectives. It is an embodiment of the Bank’s promise to enable customers through financial solutions as well as a valuable and caring corporate citizen to the public. Even in the midst of pandemic challenges, we continuously innovate through digital acceleration. In 2021 Danamon launched D-Bank PRO, our new mobile banking application with various features and an omnichannel platform as well as digital Waqf, to increase customer convenience. The Bank also enhanced its D-Connect cash management platform, while Adira Finance, our multi-finance subsidiary, released its Adiraku 2.0 mobile application.

Collaboration is another key pillar for Danamon to provide customers with unique value propositions. Since 2019, we continue to expand and deepen collaboration among Danamon, Adira Finance and MUFG, our controlling shareholder, including in financial supply chain, payroll services, automotive ecosystem, real estate ecosystem and sustainable initiatives. Strategic partnerships with digital players, insurance and asset management partners help to complement our service offerings to customers. Closing the year of 2021, as part of our collaborative spirit, we launched our first co-brand credit card, Danamon Grab Card, the card for generation Z and millennial that enables them to be themselves and live their lifestyle.

As Danamon entered its 65th anniversary and beyond, we will continue to find new and better ways to serve customers and benefit the wider society.

CONTINUITY OF THEMES



2018 DELIVERING EXCELLENCE

Danamon continues to transform into a more customer-centric bank, where every process begins with the customer's needs and ends with the customer's satisfaction.

With the latest technologies, Danamon provides digital solutions as a key pillar of our business strategy. Danamon is fully capable in serving customers from a variety of segments through its lines of businesses and subsidiaries, providing them with integrated solutions.

MUFG's investment in Danamon would potentially strengthened the Bank's network and product offerings, enabling a partnership with customers in achieving their financial goals.



2019 REACHING NEW HEIGHTS WITH LOCAL AND GLOBAL CAPABILITIES

PT Bank Danamon Indonesia Tbk. ("Danamon" or "The Bank") reached an important milestone in 2019 as Mitsubishi UFJ Financial Group ("MUFG") became the sole controlling shareholder of Danamon. Now Danamon has transformed into a unique hybrid bank with strong local network and knowledge, supported by MUFG's global network and international and diverse capabilities.

Through these new set of capabilities, Danamon is well equipped to serve holistically the financial needs of customers and their business ecosystems. Our aim is to understand customer needs and provide integrated one-stop solution services and quality banking products across business segments.

Our achievements in 2019 are just the beginning. Danamon's unique combination of local and global capabilities will help the Bank to achieve sustainable growth and continue reaching new heights in future years.



2020 ADAPTING TO NEW NORMAL WITH CONSISTENT CUSTOMER FOCUS

The COVID-19 pandemic affected every aspect of the economy and life. Companies across all sectors and of all sizes were impacted. Throughout this period, Danamon has shown the resilience to withstand these challenges. Our people have demonstrated that they are flexible and responsive and have continued to serve our customers and maintain their trust. We want to highlight this in the annual report.

The pandemic has also driven migration of products and services to digital and Danamon has been nimble enough to respond. We realize that investments in digital and human capital are the foundations for sustainable long-term growth. These aspects are also reflected in this annual report.

Finally, we want to emphasize that rising up to these challenges is a community effort. We do not operate in isolation. Therefore, an important part of the journey towards the new normal is to strengthen our engagement with stakeholders and with the communities we serve. When we help the community to prosper, we will also benefit from it.

2021

Enabling Customers through Continuous Innovations and Collaborations

Danamon's success in navigating the pandemic throughout 2021 is the implementation of appropriate business strategy supported by collaborative and innovative culture as well as strong and sustainable support from MUFG as our controlling shareholder. The pandemic period that we faced in the previous year encouraged Danamon to innovate and accelerate digital banking and financial services for conventional, sharia banking and its subsidiaries. D-Bank Pro, Waqaf and Adiraku digital banking and financial services developed with features based on the customer needs are able to leverage business opportunities while creating more interactions with customers and prospective customers in all business segments. As a result, we were able to achieve a solid performance in the time of pandemic by always prioritizing excellent customer service, implementing best practices of corporate governance while maintaining a harmony between economic, social and environmental aspects.



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