

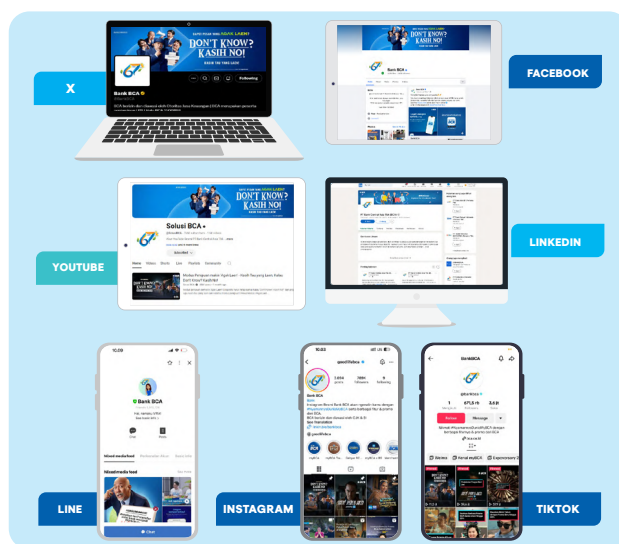
Complete information regarding BCA’s official accounts and social media activities can be accessed via <https://www.bca.co.id/socialmedia>

BCA also continues to innovate by presenting the chat-bot VIRA or Virtual Assistant Chat Banking BCA. VIRA can be accessed on the BankBCA Facebook Messenger account, the Bank BCA LINE chat application account, and Bank BCA WhatsApp. Through the VIRA Channel, customers can obtain information related to promos, check balances and transactions, exchange rates, ATM information, credit card information, and other banking access. Furthermore, BCA has also launched a chatting service through the WhatsApp application with a Halo BCA agent, accessible by customers 24/7.

Throughout 2025, BCA continued to actively utilize its social media accounts to campaign various communication materials, including:

1. Campaigns related to updating BCA banking products, including communicating the benefits of BCA banking products to the potential market;
2. Campaigns related to educating the public on safe banking transactions;
3. Campaigns related to BCA promos;
4. Campaigns related to job vacancies available at BCA;
5. Campaigns related to offering BCA loan products;

6. Campaigns related to business literacy, especially for MSME entrepreneurs;
7. Campaigns related to security education and customer data protection;
8. Campaigns related to financial literacy;
9. BCA “Bangga Lokal” Campaign; and
10. Campaigns related to BCA’s corporate shared value activities under the umbrella of “Bakti BCA,” along with their impact on society and the environment.



**d. List of 2025 Press Releases**

Press releases issued by BCA are part of the implementation of Good Corporate Governance principles, particularly the principle of transparency. During 2025, BCA issued 179 press releases. Details of the titles and the complete content of all press releases can be accessed at <https://www.bca.co.id/en/tentang-bca/media-riset/pressroom/siaran-pers>.

No.	Press Release Themes	Total Press Releases
1	Product & Business Activity	88
2	Financial Performance	7
3	Sustainability	84

**e. Correspondence to the Financial Services Authority and the Indonesia Stock Exchange**

BCA’s correspondence with OJK and IDX is part of the implementation of the Good Corporate Governance principles, especially the principles of transparency and accountability. During 2025, the correspondence conducted by BCA with OJK and IDX was as follows:

**Financial Services Authority (OJK)**

No	Date	Document No.	To	Subject
1	January 23, 2025	0002/ESG/2025	OJK Capital Market	Submission of Press Release regarding the Summary of Financial Performance for the Fourth Quarter of 2024 (Audited) of PT Bank Central Asia Tbk (the "Company")
2	January 24, 2025	0003/ESG/2025	OJK Capital Market	Submission of Proof of the Annual General Meeting of Shareholders’ Announcement of PT Bank Central Asia Tbk
3	January 24, 2025	0004/ESG/2025	OJK DPBS2	Submission of Proof of the Annual General Meeting of Shareholders’ Announcement of PT Bank Central Asia Tbk
4	January 24, 2025	0005/ESG/2025	OJK Capital Market	Announcement of the Annual General Meeting of Shareholders
5	January 24, 2025	0006/ESG/2025	OJK DPBS2	Submission of BCA’s Quarter IV Year 2024 Financial Statements (Audited)
6	January 24, 2025	0007/ESG/2025	OJK DPBS2	Submission of Proof on Announcement of BCA’s Quarter IV Year 2025 Financial Statements (Audited)