



MESSAGE FROM THE BOARD OF DIRECTORS [102-14, 102-15]



Facing the challenges of the COVID-19 pandemic in 2020, BCA has strengthened its cooperation with all stakeholders and has continued to innovate by improving its digital technology-based financial services. BCA supports the Government in its efforts to provide a stimulus to the real sector for the national economic recovery (PEN) due to the impact of the COVID-19 pandemic through policy adjustments and strategies to stay with our customers in all situations. In addition, BCA also supports the Government's call to start shifting to a low-carbon economy. In response to this call, we are making adjustments to our credit policy with an environmental, social and governance (ESG) insight, as well as mapping our banking activities to start mitigating and adapting to climate change.

Dear Respected Stakeholders,

The message from the World Economic Forum on January 21-24, 2020, made us all aware that environmental risks are the main risks and will have an impact on world economic conditions. The call for a low-carbon economy and support for the achievement of the Sustainable Development Goals (SDGs) continues to resonate, especially during the COVID-19 pandemic. In line with the dynamics of Government policies and conditions during 2020, BCA has undertaken a number of initiatives to quickly adapt to the latest market needs.

The COVID-19 Pandemic Empathy Program and the #BankingFromHome Movement that prioritize digital features were two of the initiatives we put in place during 2020. These activities have had huge positive impacts amid the challenges, including breaking chain of the pandemic and reducing customer mobilization to the branch offices. All of our efforts enabled us to provide services that were safer, easier, more comfortable, and met customer needs. Anywhere and at anytime.

Policies to Respond to Sustainability Challenges

The health of our customers and employees was a sustainability challenge during the COVID-19 pandemic. We responded to this by adjusting our work activities and implementing strict health protocols, in line with the Government and WHO health protocols related to COVID-19. We encouraged our customers to make their transactions through the BCA mobile application and internet banking KlikBCA. In all branch offices, body temperatures were checked, hand sanitizers were provided and we implemented social distancing. Other preventive measures included implementing COVID-19 risk self-assessments, and disinfecting the facilities and

infrastructure in the banking hall, and the counter desks and waiting chairs on a regular basis.

Overall, the pandemic also had an impact on the challenges of managing the interrelated economic and social aspects. From an economic perspective, the spread of the COVID-19 outbreak directly and indirectly impacted debtor performance. To improve the weakening economic stimulus and to support the Government's policy, BCA issued a regulation for restructuring BCA debtors' loan facilities, for those affected by the spread of COVID-19. The provision was guided by the Financial Services Authority Regulation No. 11/POJK.03/2020 concerning the National Economic Stimulus as a Countercyclical Policy on the Impact of the Spread of Coronavirus Disease 2019. BCA also made adjustments to its BCA Credit Card provisions and implemented a BCA Credit Card Easing Program based on Bank Indonesia Letter No. 22/263/DKSP/Srt/B dated April 15, 2020 concerning the Policy for Implementing Credit Cards in Emergency Times for COVID-19. The provision for interest subsidies for MSME and BCA KPR loans was also instigated in the framework of the national economic recovery program (PEN).

BCA continued to provide banking services that could be accessed safely and comfortably by our customers. Education on technology-based banking services became more relevant with the increased variety of digital banking services provided by BCA. Online opening accounts via BCA mobile, and adjusting the limits for fund transfers, were some of the adjustments made to our banking services. Our customers no longer have to come to the branch offices to make these transactions, and debtors' businesses can continue to adapt to the new normal period.