

## Products and/or Services Innovation and Development

When developing its products and services, BCA considers any creative and innovative ideas from its employees. Every year, BCA holds the BCA Innovation Awards (BIA). All employees can participate in the event, giving them the opportunity to share creative ideas to develop and improve banking solutions and operational processes. This is part of BCA's commitment to make innovations part of the work culture.

As well as the BIA, BCA also holds a BCA Innovation Convention (BIC). Through these two events, employees are encouraged to channel their ideas and innovative solutions for the financial sector, as well as their support for ease of access, efficiency, comfort, and environmentally friendly behavior.

634

Number of proposals submitted in the BCA Innovation Awards

27

The number of innovation proposals implemented up to 2020

## RESPONSIBILITY FOR BANKING PRODUCTS AND/OR SERVICES

### Product Evaluation Procedure

All new products and/or services designs, including Sustainable Finance products and/or services, launched by BCA pass through an evaluation and approval process by authorized parties. The evaluation process cycle starts with the initial idea, planning, compliance with related provisions and policies, risk review, support for ESG aspects, up to security for customers, as stipulated in the Board of Directors' Decree No. 080/SK/DIR/2015 dated June 18, 2015 concerning the Product/Activity Policy and the Supporting Information Technology Systems.

Compliance with regard to risk assessments for planned new products and activities refers to the Financial Services Authority Regulation (POJK) No. 18/POJK.03/2016 concerning the Implementation of Risk Management for Commercial Banks and the Implementation of regulations. This evaluation process including the development of Sustainable Finance products, and involves Bank Indonesia and the Financial Services Authority. All financial products and services launched to the public must obtain approval from Bank Indonesia and/or the Financial Services Authority. During the reporting period, no banking solutions were suspended or withdrawn from the public after being launch. [\[417-2, FS15\]](#)

### Marketing Communications Compliance [\[417-3\]](#) [\[FN-CB-510a.1\]](#)

BCA financial products and/or services are marketed through several channels, including digital media, print, direct sales, or cross selling. When using digital media as a means of communication, we always comply with the code of business ethics legal regulations. In an effort to mitigate communication risks, development of marketing communication materials refers to the advertising code of ethics. During 2020, BCA did not encounter any incidents of non-compliance related to marketing communications, and no sanctions/fines were imposed on the Bank.