



Always by your side

PT Bank Central Asia Tbk 1Q24 Results

22 April 2024

Agenda



- Economic Highlights
- Banking Industry Updates
- 1Q24 Performance Overview
- Sustainable Finance and ESG
- Share Data, Ratings & Awards



Economic Highlights

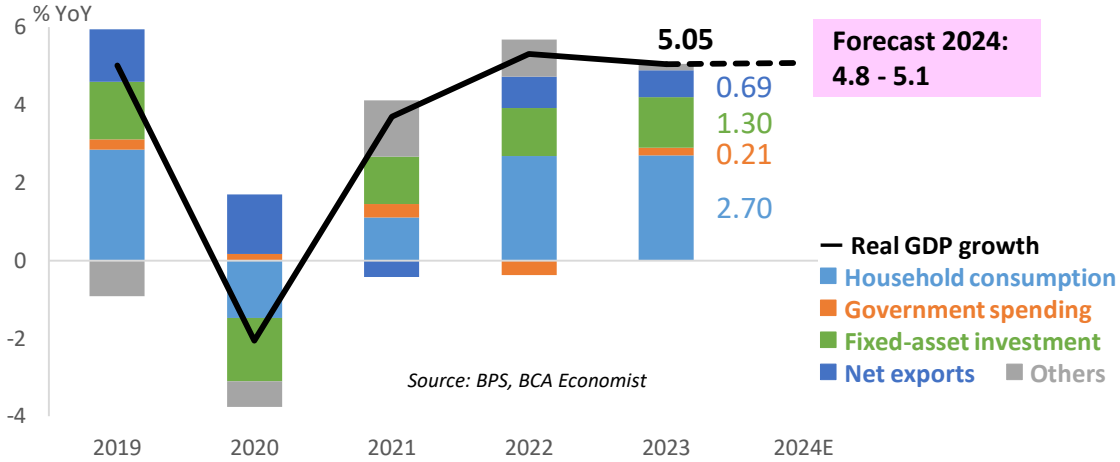


Economic highlights (1/2)



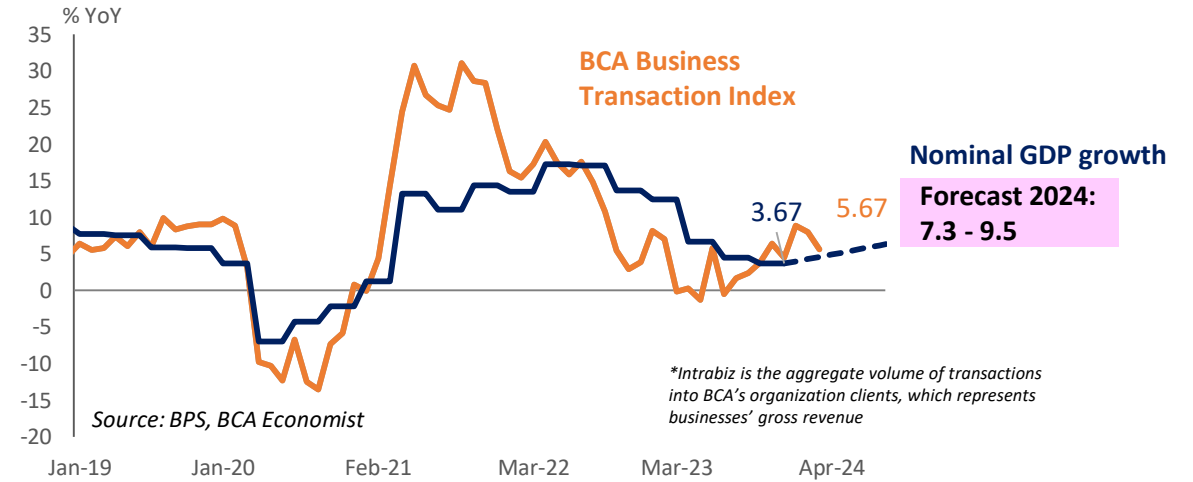
1 Real GDP growth, by drivers

- Despite slowing exports, resilient consumption and especially investment sustains stable GDP growth



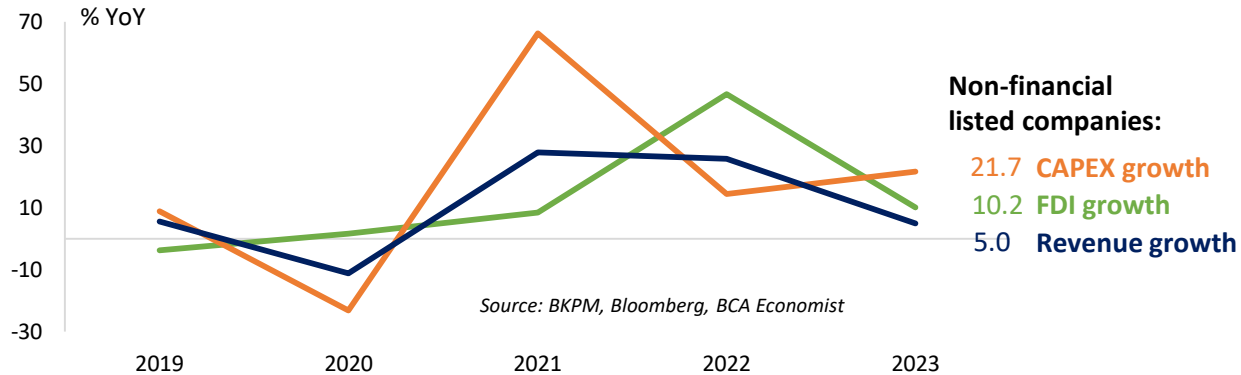
2 BCA transaction data & Nominal GDP

- Business transaction starts to show increasing trend, which bodes well for nominal GDP growth



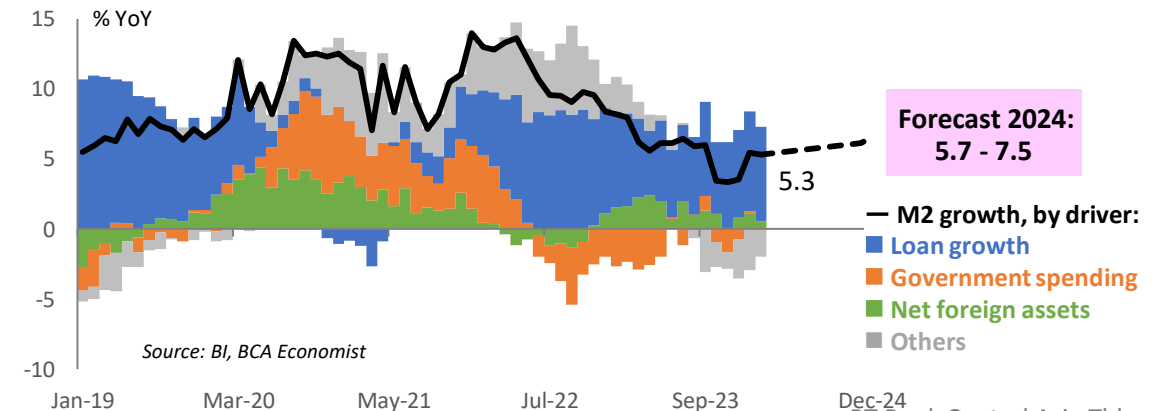
3 Listed companies CAPEX & revenue growth

- While revenue growth is slowing, foreign investment and domestic CAPEX appetite remains quite resilient



4 Broad money (M2) & drivers of liquidity

- M2 are starting to pick up on gov't spending and strong loan growth, which could be further spurred by fiscal expansion in 2024

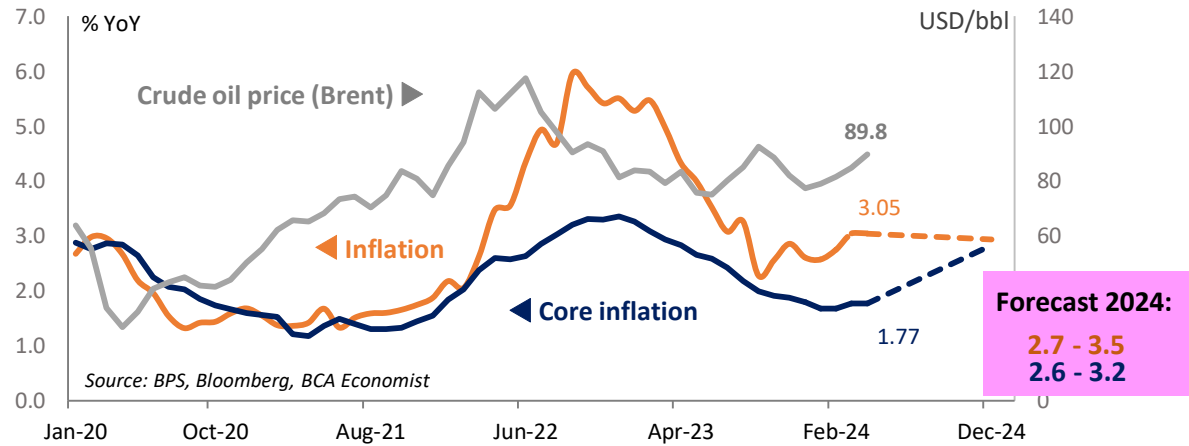


Economic highlights (2/2)



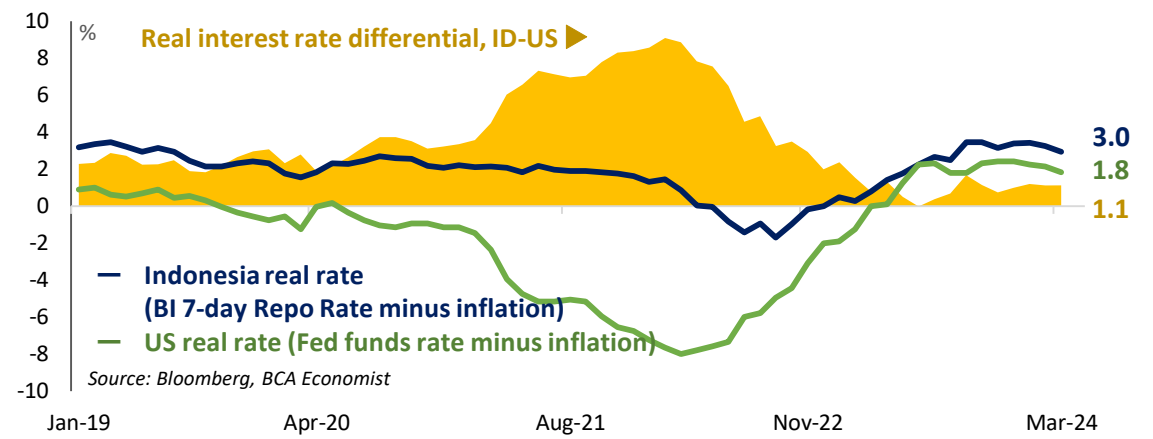
5 Headline & core inflation

- Indonesian inflation has eased considerably after the fuel price hike in late 2022, but geopolitical outcomes remain unpredictable



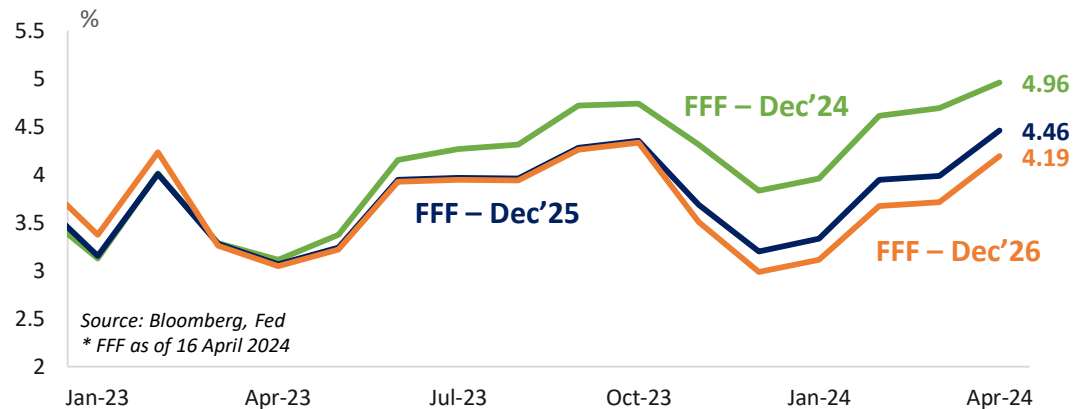
6 Real rate differentials

- Real rate differentials between Indonesia and the US is relatively narrow, compared to pre global inflation spike



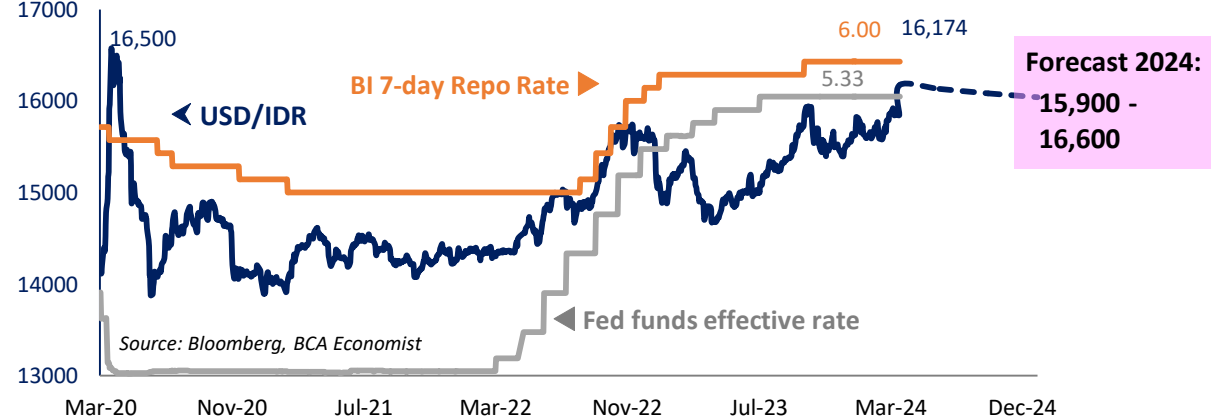
7 Fed Funds Futures (FFF)

- Market expectations on Fed rate cuts have softened due to robust US economic data and persistent inflation, as reflected in FFF market



8 BI policy rate & USD/IDR exchange rate

- IDR weakens as hopes of Fed rate cuts fade. Bank Indonesia is expected to maintain prudent policy while keeping support for growth

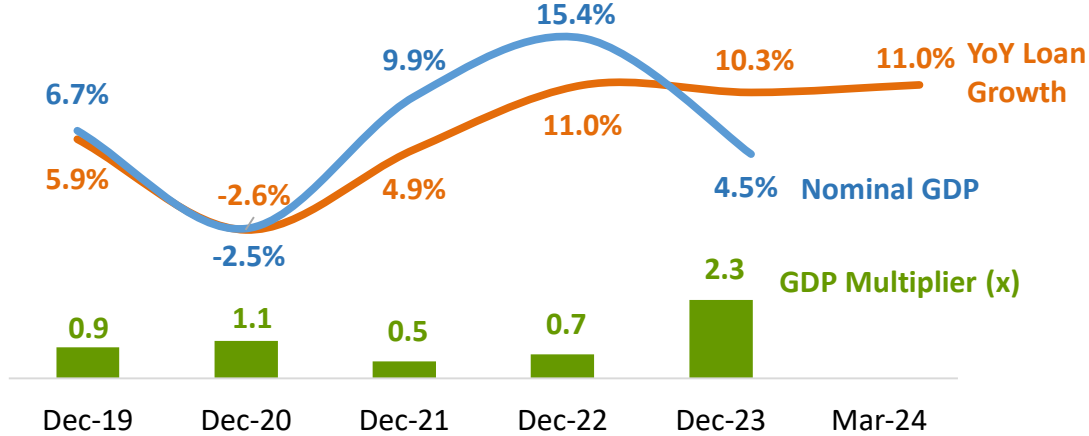


▶ Banking Industry Updates ◀

Banking industry (1/2)

1 Loan, GDP Growth (YoY) and GDP Multiplier

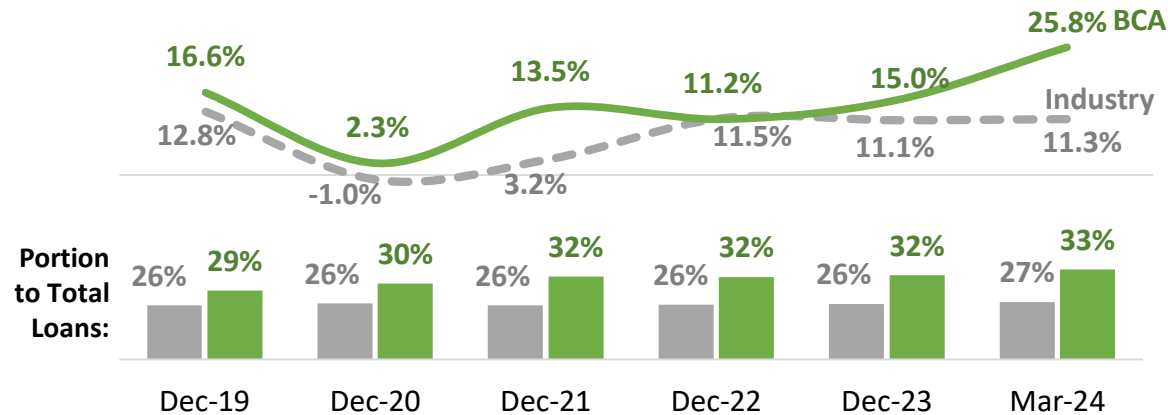
- Nominal GDP growth softened, affected by global disinflation, while loan growth remains strong



Notes: *) Industry as of Feb-24. Source: BI (SEKI), National Bureau of Statistics

3 Investment Loan Growth (YoY)

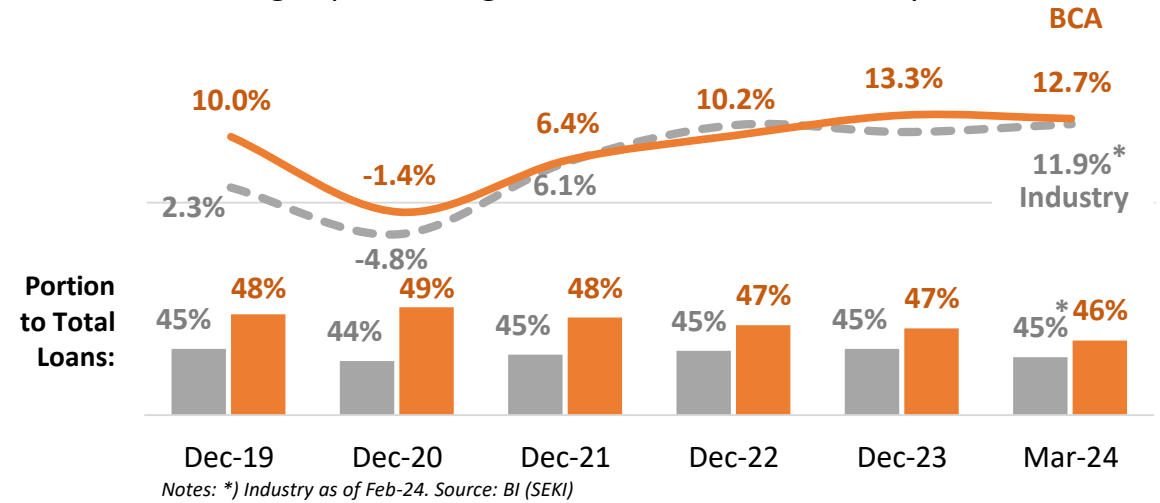
- Resilient demand was seen in investment loans. BCA outperformed industry growth.



Notes: *) Industry as of Feb-24. Source: BI (SEKI)

2 Working Capital Loan Growth (YoY)

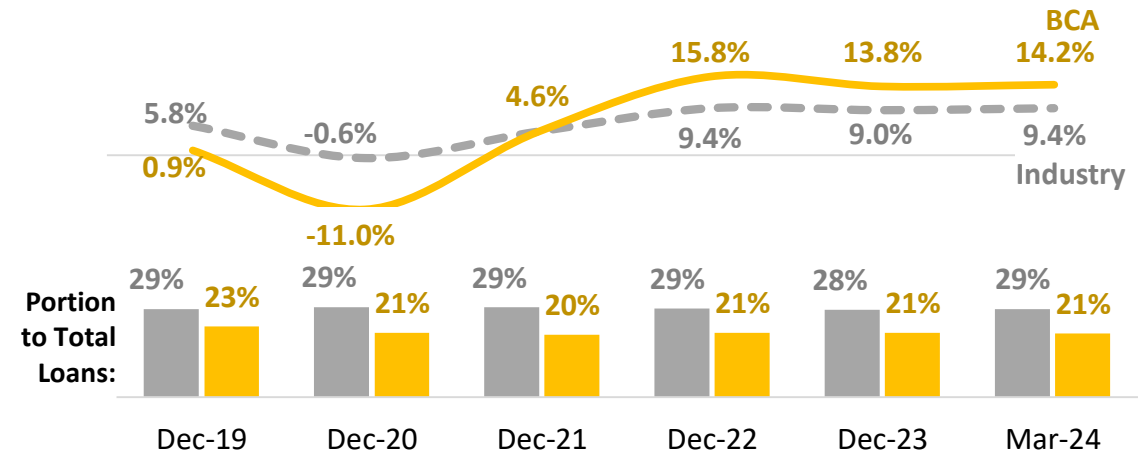
- BCA's working capital loan grew in-line with the industry



Notes: *) Industry as of Feb-24. Source: BI (SEKI)

4 Consumer Loan Growth (YoY)

- BCA's steadfast growth in consumer loans outpaced industry

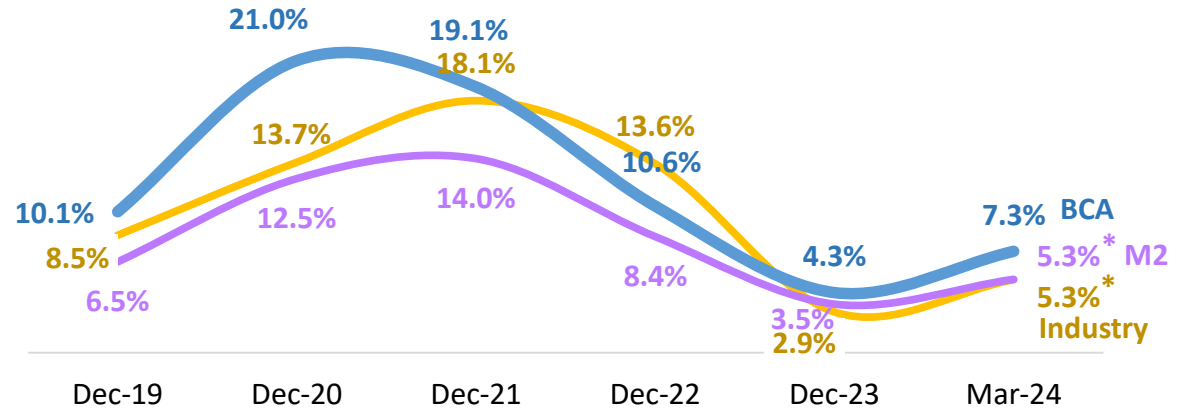


Notes: *) Industry as of Feb-24. Source: BI (SEKI)

Banking industry (2/2)

5 Industry CASA Growth (YoY)

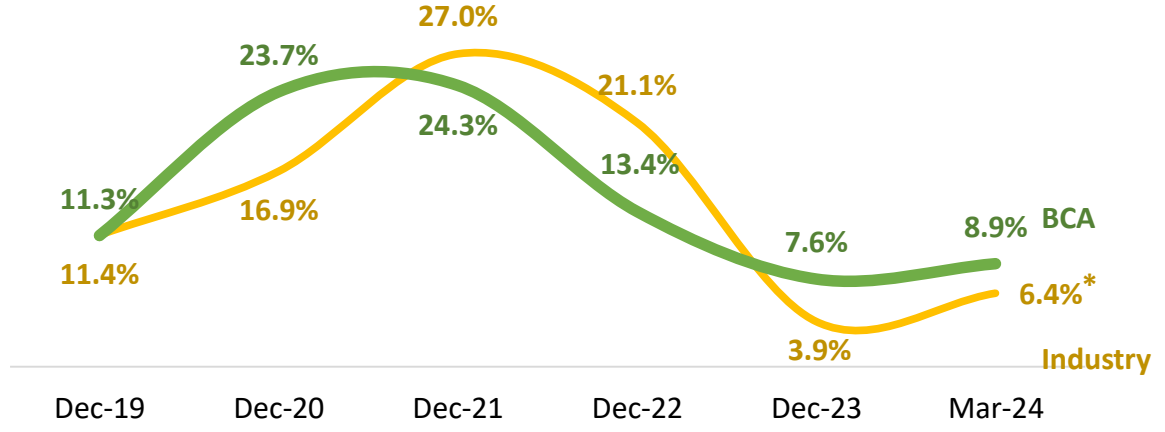
- CASA growth started to rebound in 1Q-24. BCA outperformed.



Notes: *) M2 and Industry as of Feb-24. Source: BI

6 Industry CA Growth (YoY)

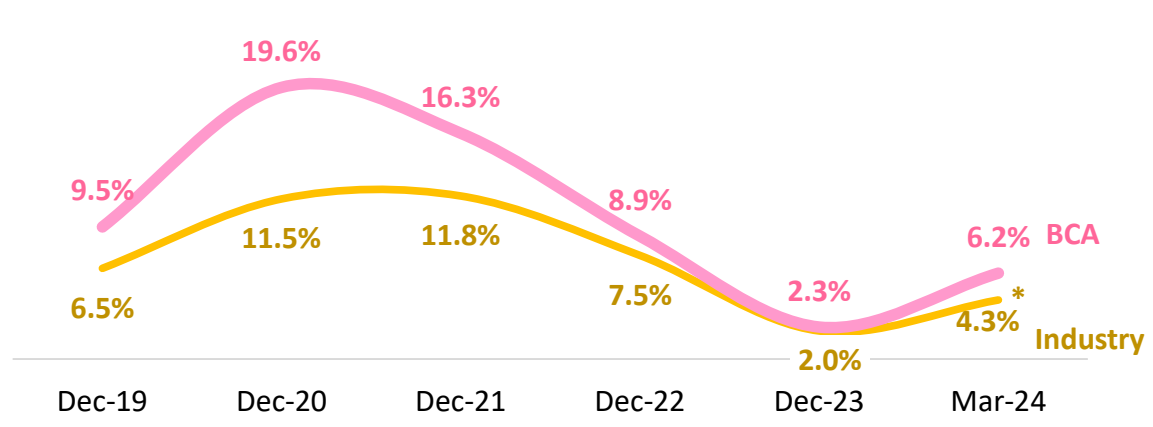
- BCA's CA grew in line with the sector, above industry in Mar24



Notes: *) Industry as of Feb-24. Source: BI (SEKI)

7 Industry SA Growth (YoY)

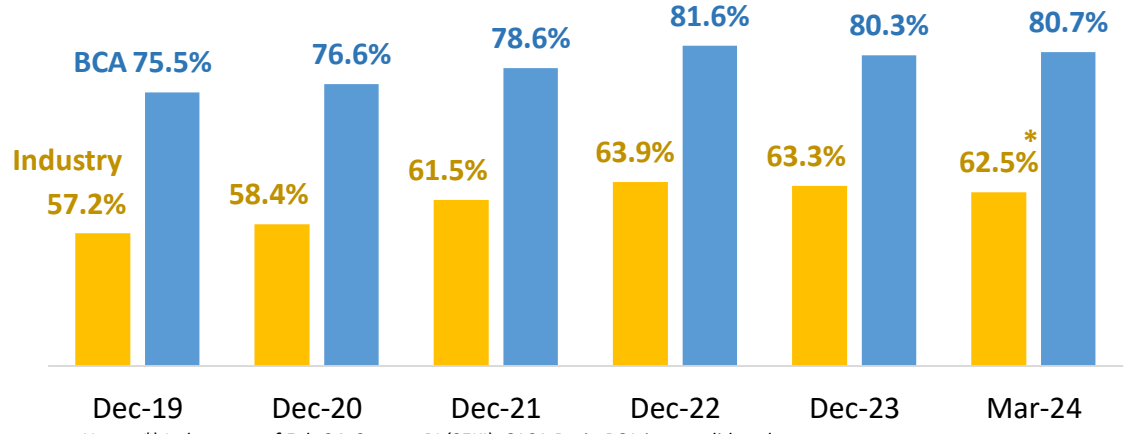
- BCA's SA consistently outgrew industry



Notes: *) Industry as of Feb-24. Source: BI (SEKI)

8 CASA Ratio Industry vs BCA

- BCA's CASA ratio remains higher than industry's



Notes: *) Industry as of Feb-24. Source: BI (SEKI). CASA Ratio BCA is consolidated.

▶ 1Q24 Performance Overview ◀

Strong loan growth at 17.1% YoY



Rp trillion	Mar-23	Mar-24	▲ YoY	Sep-23	Dec-23	▲ QoQ
Total Assets	1,321.7	1,444.0	9.3%	1,381.4	1,408.1	2.5%
Secondary Reserves & Marketable Securities	456.0	451.2	-1.1%	461.2	440.9	2.3%
Loans	713.8	835.7	17.1%	766.1	810.4	3.1%
Third Party Funds	1,038.8	1,120.6	7.9%	1,088.8	1,101.7	1.7%
CASA	843.3	904.5	7.3%	869.8	884.6	2.2%
Current Accounts	320.7	349.3	8.9%	337.6	348.5	0.3%
Savings Accounts	522.7	555.2	6.2%	532.1	536.2	3.5%
Time Deposits	195.4	216.1	10.6%	219.0	217.0	-0.4%
Equity	211.3	227.2	7.5%	235.8	242.4	-6.3%

PPOP growth and improved asset quality supported profitability



Rp trillion	1Q-23	1Q-24	▲ YoY	3Q-23	4Q-23	▲ QoQ
Operating Income	24.5	26.2	7.0%	24.6	25.9	1.3%
Net Interest Income	18.5	19.8	7.1%	18.8	19.5	2.0%
Non Interest Income	6.0	6.4	6.8%	5.8	6.4	-0.5%
Fees & Commissions	4.1	4.5	8.6%	4.5	4.5	-0.4%
Trading Income	0.5	0.6	23.4%	0.3	0.5	28.4%
Others	1.4	1.3	-4.7%	1.0	1.5	-10.3%
Operating Expenses	9.0	9.3	4.4%	9.1	10.5	-10.6%
Manpower	4.7	5.0	6.3%	4.0	4.0	25.0%
General & Administrative	4.3	4.4	2.3%	5.1	6.5	-32.5%
PPOP (Pre-Provision Operating Profit)	15.6	16.9	8.5%	15.5	15.4	9.4%
Provision	1.5	1.0	-29.8%	0.4	(0.0)	n.a
Net Profit	11.5	12.9	11.7%	12.2	12.2	5.4%

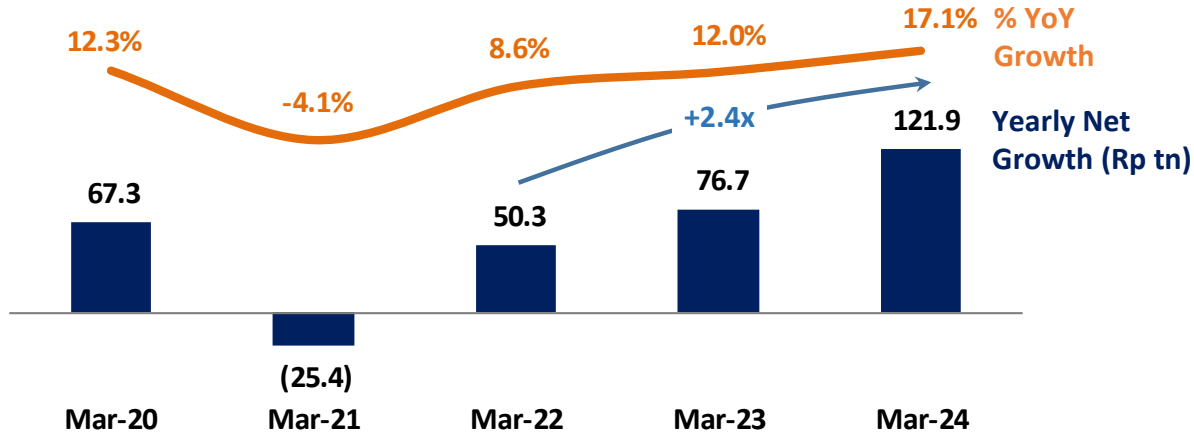
Key Ratios



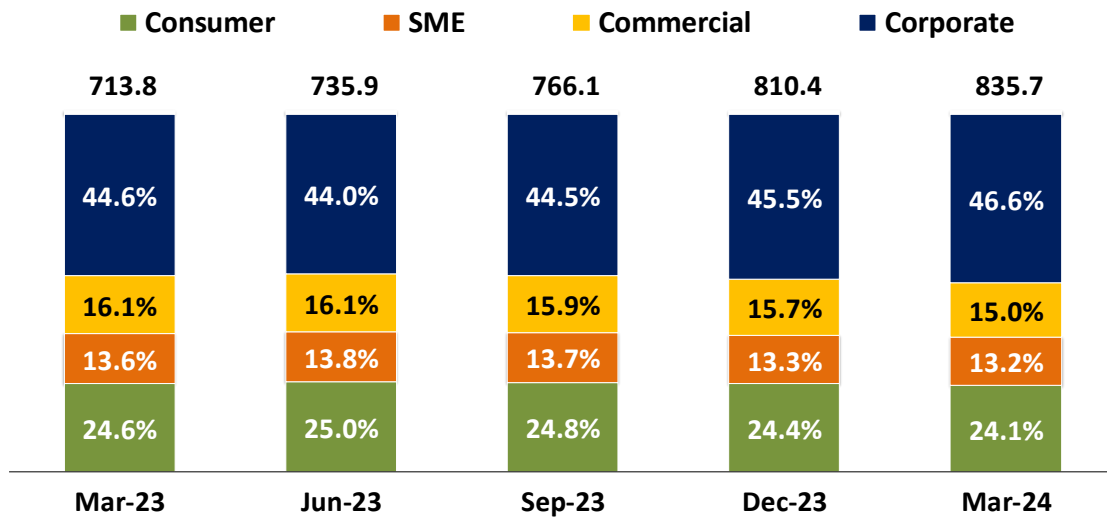
Bank Only	1Q-23	1Q-24	▲ YoY	3Q-23	4Q-23	▲ QoQ
NIM	5.6%	5.6%	0.0%	5.5%	5.6%	0.0%
COC	0.8%	0.4%	-0.4%	0.3%	-0.1%	0.5%
Risk Adjusted NIM	4.8%	5.2%	0.4%	5.2%	5.7%	-0.5%
Cost to Income	34.4%	32.4%	-2.0%	36.1%	36.5%	-4.1%
ROA (after tax)	3.4%	3.6%	0.2%	3.5%	3.7%	-0.1%
ROE	22.3%	22.7%	0.4%	22.3%	23.4%	-0.7%
CAR	28.9%	26.3%	-2.6%	29.5%	29.4%	-3.1%
CASA to Total Funding	81.9%	81.5%	-0.4%	80.7%	81.1%	0.4%
LDR	65.6%	71.2%	5.6%	67.4%	70.2%	1.0%
NSFR	168.6%	162.1%	-6.5%	173.6%	166.6%	-4.5%
LCR	386.1%	297.0%	-89.1%	379.2%	357.8%	-60.8%
ECL to Total Loans	5.0%	4.1%	-0.9%	4.6%	4.2%	-0.1%
NPL - gross	1.8%	1.9%	0.1%	2.1%	1.9%	-0.0%
NPL Coverage	284.9%	220.3%	-64.6%	226.5%	234.1%	-13.8%
LAR	9.8%	6.6%	-3.2%	7.9%	6.9%	-0.3%
LAR Coverage (incl. off B/S)	57.8%	71.9%	14.1%	66.4%	69.7%	2.2%

A record high net loan growth in 1Q

1 Loan Net Growth (Rp tn) - Consolidated



3 Loan Composition (Rp tn) - Consolidated



Note: The remaining contribution came from Sharia financing

2 Loan Breakdown - Consolidated

Rp trillion	Mar-23	Dec-23	Mar-24	▲ YoY	▲ QoQ
Corporate	318.7	368.7	389.2	22.1%	5.6%
Commercial	114.6	126.8	125.2	9.3%	-1.3%
SME	97.3	107.9	110.4	13.5%	2.3%
Consumer	175.5	198.0	201.6	14.9%	1.8%
- Mortgages	109.6	121.0	121.7	11.0%	0.5%
- Vehicles	48.9	56.9	59.8	22.2%	5.0%
- Personal Loans*	14.0	16.9	17.1	22.6%	1.3%
- Employee	3.1	3.2	3.1	0.7%	-2.8%
Sharia Financing	7.7	9.0	9.3	20.7%	3.4%
Total O/S Loans	713.8	810.4	835.7	17.1%	3.1%
Total Facilities	1,047.2	1,191.2	1,230.0	17.5%	3.3%

*) Include credit card, payroll, paylater, unsecured loans

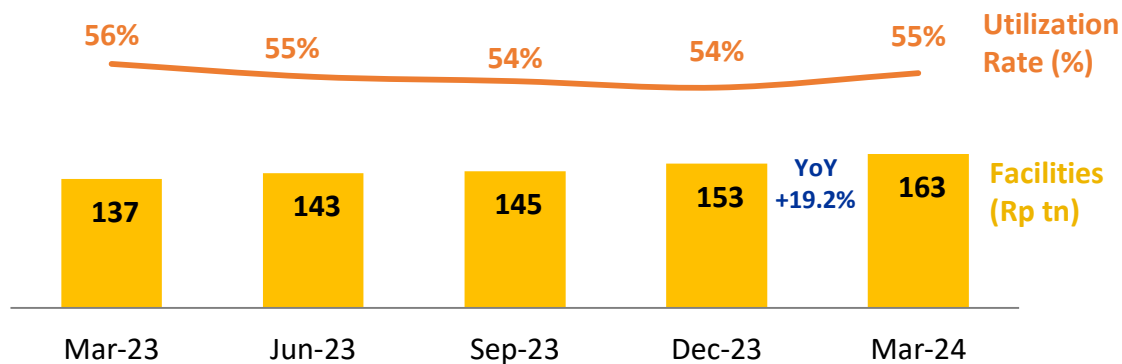
Corporate loans: sound loan expansion

Bank Only



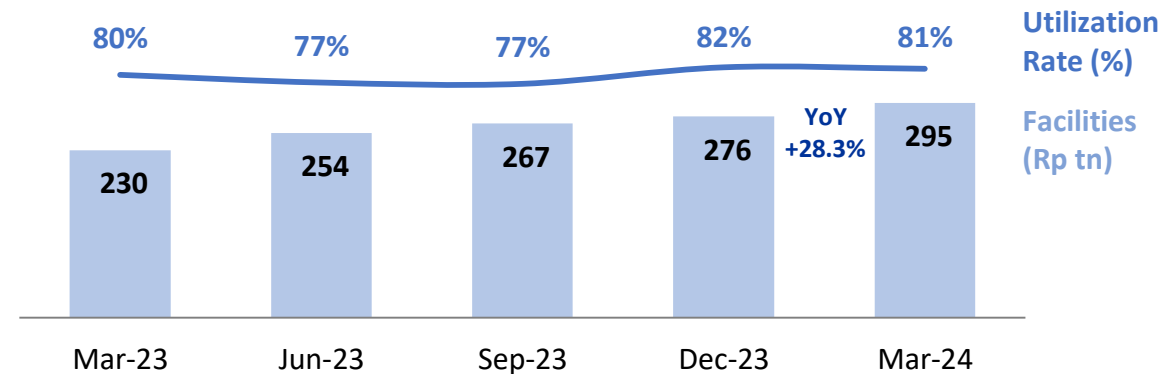
1 Corpo. - Working Cap. Loans Facility & Utilization Rate

- Improving utilization, towards last's year rate



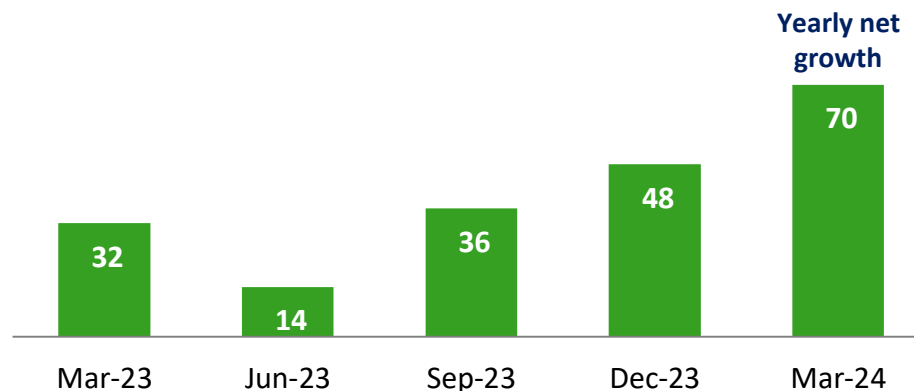
2 Corpo. - Investment Loans Facility & Utilization Rate

- Stronger demand in investment loans



3 Corporate Loan - Yearly Net Growth (Rp tn)

- Yearly net growth reached more than 2x vs last year



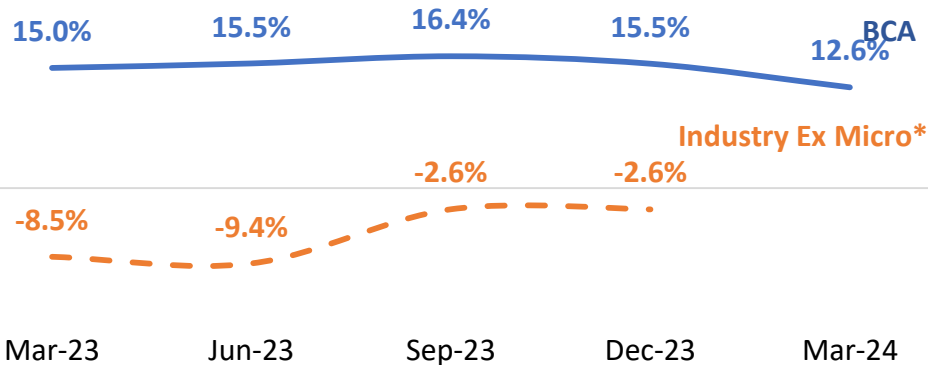
SME loans outperformed industry

Bank Only



1 BCA vs Industry SME Loan Growth (YoY)

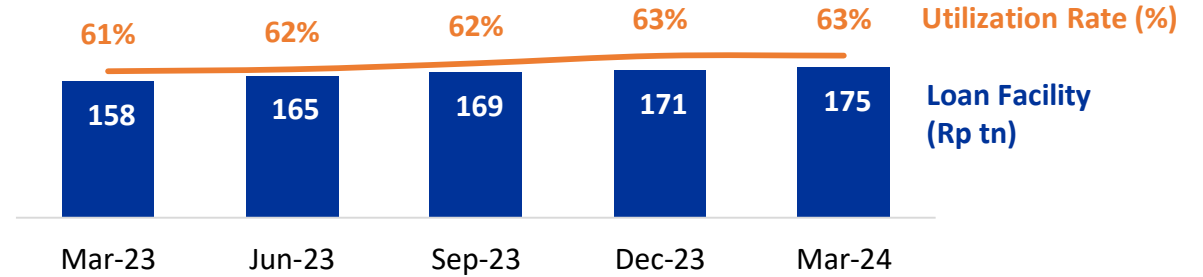
- BCA SME outperformed industry



*) Industry Dec-23 (Exclude Micro) source OJK (SPI)

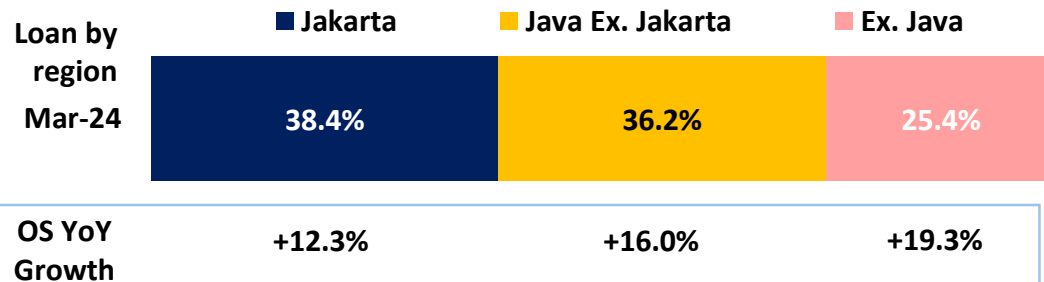
2 BCA SME Loan Facility & Utilization Rate

- Improving utilization rate



3 BCA SME Loan by Region and YoY O/S Growth

- Maintain double-digit growth across regions



No of Debtors
+28%
in 2 Yrs

Sustainable business loans

Dukung dan kembangkan Usaha yang Ramah Lingkungan, dengan bunga spesial

Ajukan sekarang

Hingga 31 Maret 2024

Kredit Multiguna Usaha #KaMUKartini

Suku Bunga Mulai Dari **3,21%**

Gender Equality Program (Kartini Day) for Women Entrepreneurs

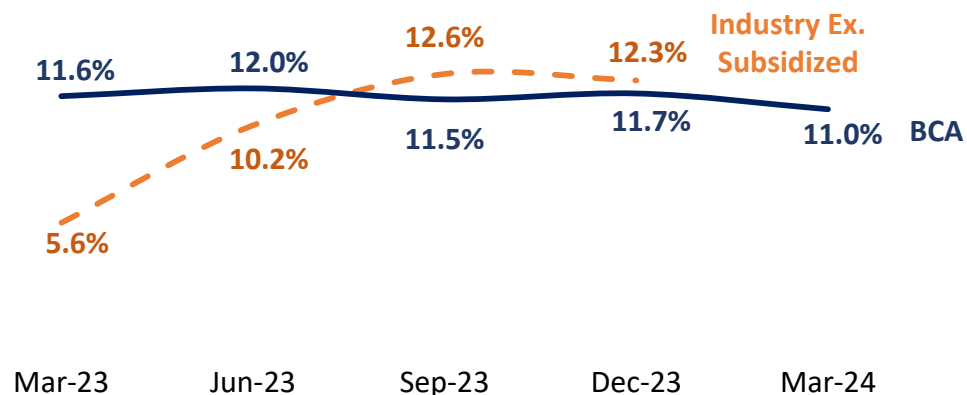
Mortgages rose 11% YoY supported by hybrid exhibition

Bank Only



1 BCA vs Industry Mortgages Growth (YoY)

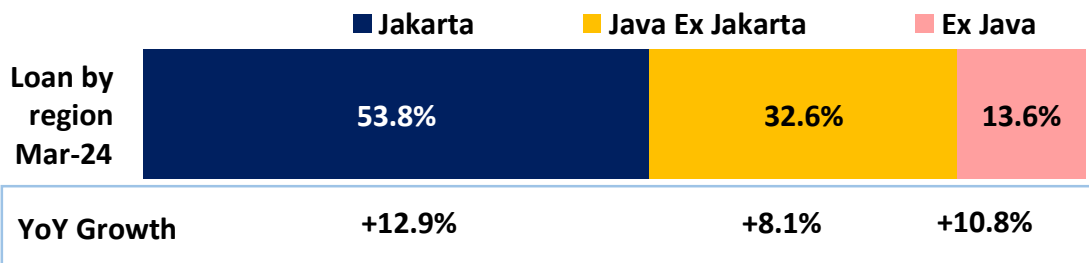
- BCA mortgages steady growth



Source industry: OJK (SPI), peer banks financial reports

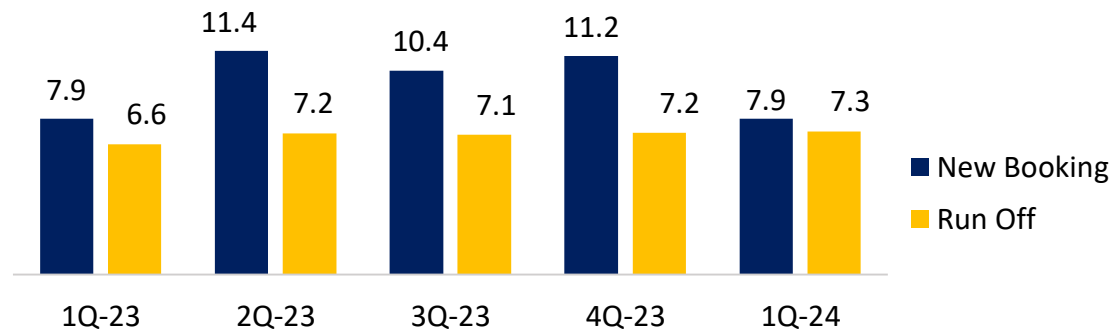
3 BCA Mortgages by Region and YoY O/S Growth

- BCA mortgage growth is still dominated in Jakarta area



2 BCA Mortgages New Booking and Runoffs (Rp tn)

- 39% of new booking was driven by hybrid exhibition



Application from Expo reached Rp 20 tn, 55% in 2 Yrs

~140 developers participated in the Expo

EXPOVERSARY 2024

ICE BSD City
Kab. Tangerang
29 Feb - 3 Mar

expo.bca.co.id
29 Feb - 31 Mar

Hybrid Exhibition for Mortgages until Jun 2024

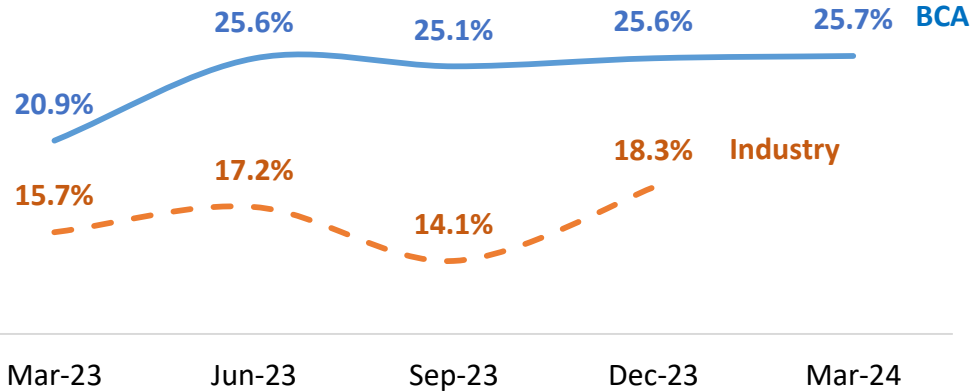
Auto loans new booking rose 24% YoY

Bank Only



1 BCA vs Industry Auto Loan Growth (YoY)

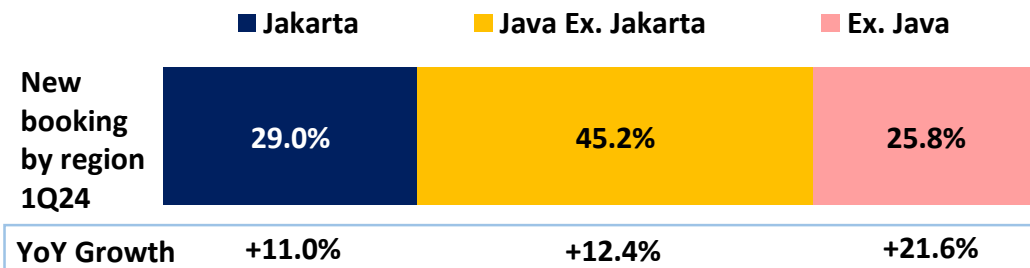
- BCA auto loans consistently outgrew industry



Source: OJK, Multifinance Statistics

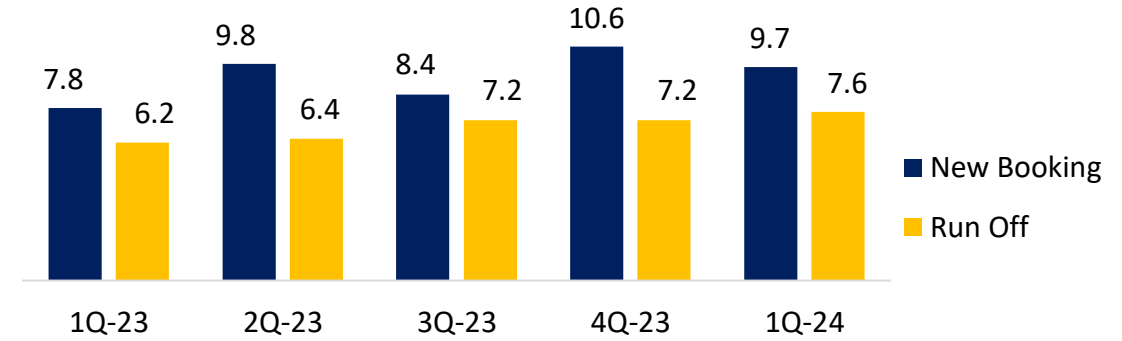
3 BCA Auto Loan – New Booking by Region & YoY Growth

- All regions posted strong growth



2 BCA Auto Loan New Booking and Runoffs (Rp tn)

- 24% of new booking came from hybrid expo, expect more in 2Q.



Application from Expo reached Rp 11 tn, +26% in 2 Yrs
 >75 dealers participated in the Expo

BUNGA SPESIAL KKB BCA
 2.67% flat p.a.
 BCA 76th ANNIVERSARY EXPO 2024

BUNGA SPESIAL KREDIT MOTOR
 7.67% flat rate
 BCA 76th ANNIVERSARY EXPO 2024

Hybrid Exhibition for Auto Loans until Jul 2024

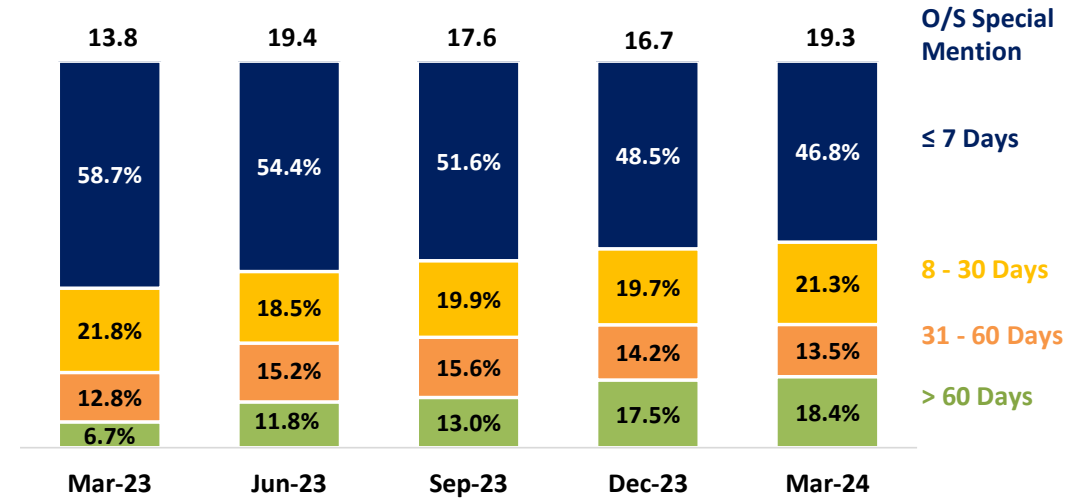
LAR improved to 6.6%



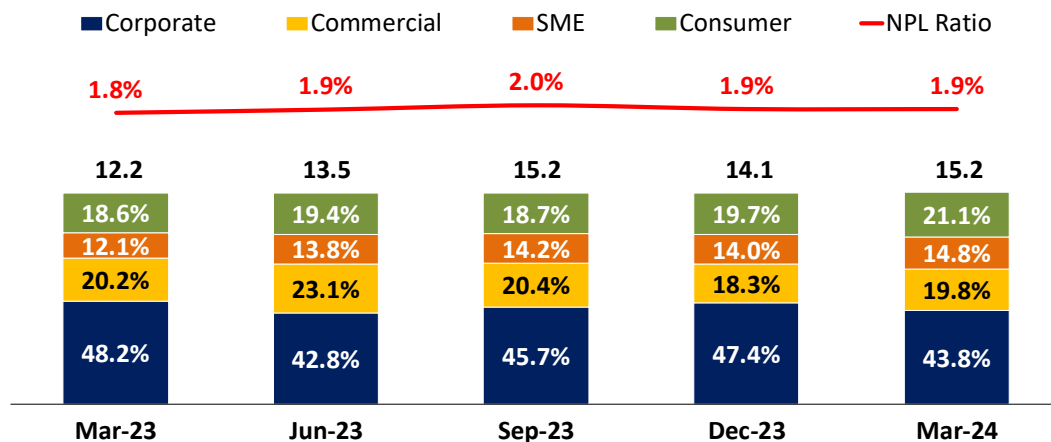
1 Loan at Risk (LAR) - Bank Only

Rp trillion	Mar-23	Dec-23	Mar-24	ΔYoY	ΔQoQ
Loan at Risk:					
Current Restruct.	40.1	21.4	16.8	-58.1%	-21.5%
Special Mention	13.8	16.7	19.3	40.3%	15.6%
NPL	12.2	14.1	15.2	25.1%	7.8%
Total Loan at Risk	66.0	52.2	51.4	-22.2%	-1.7%
LAR Ratio	9.8%	6.9%	6.6%	-3.2%	-0.3 %

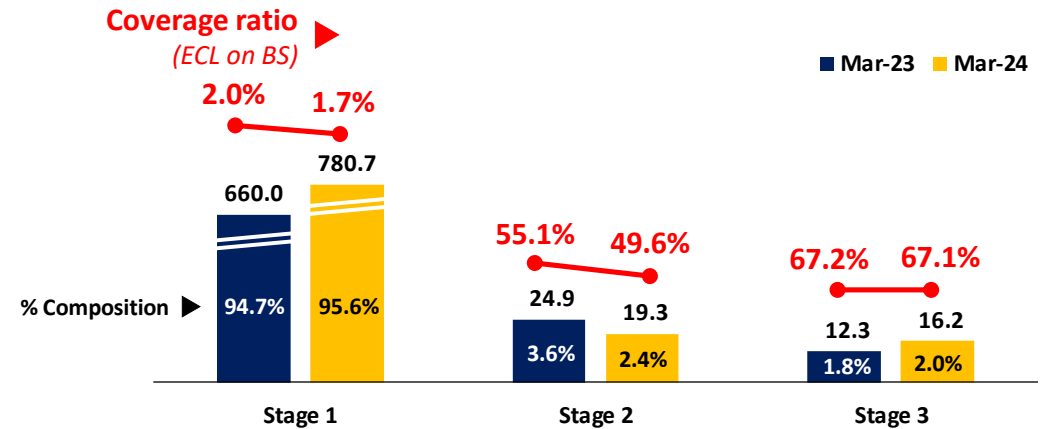
2 Special Mention (Bank Only, Rp tn)



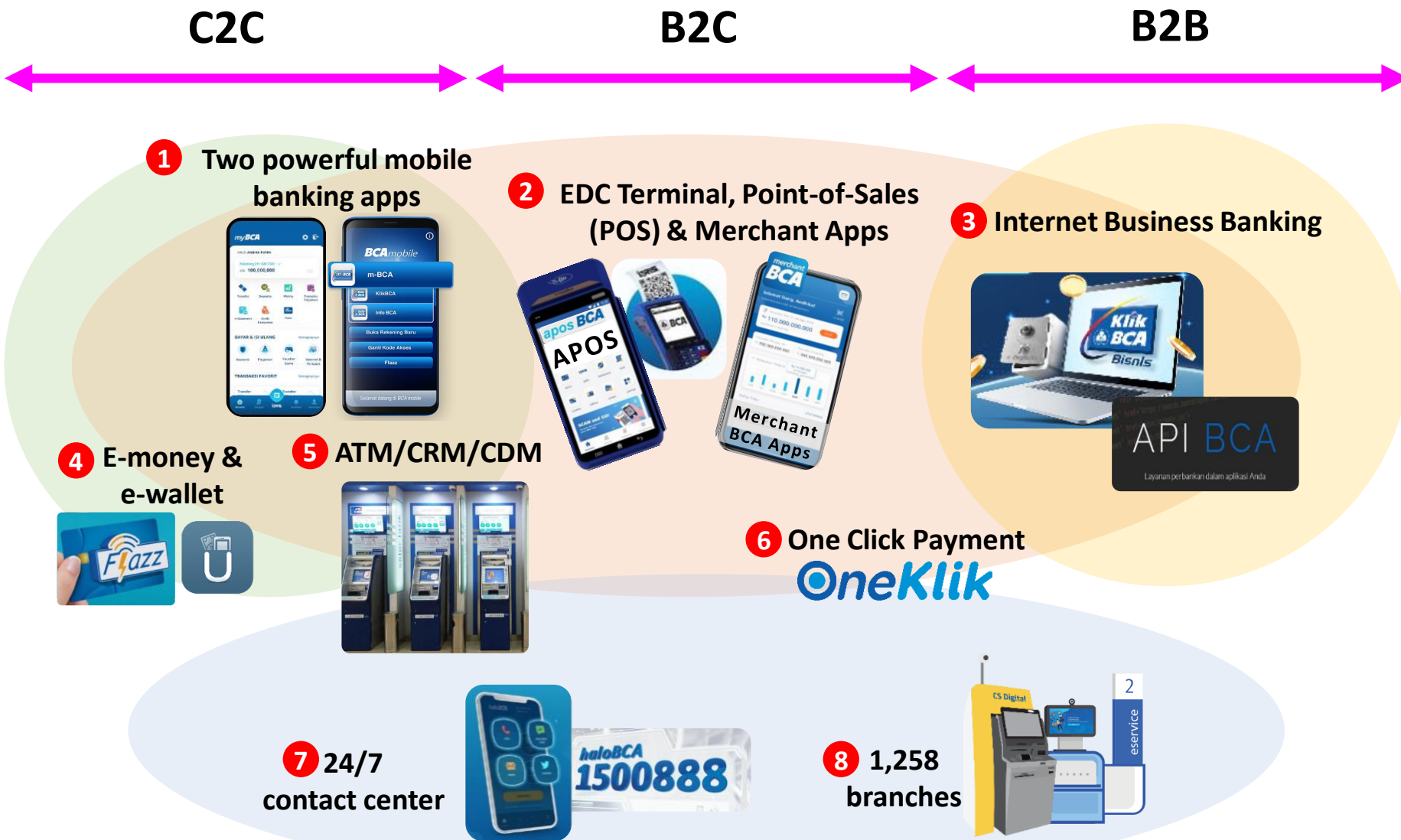
3 NPL (Bank Only, Rp tn)



4 Loan by Staging (Rp tn) - Consol Excl. Sharia & Cons. Receivables



Transaction volume reached 8.3 bn, rose 21% YoY



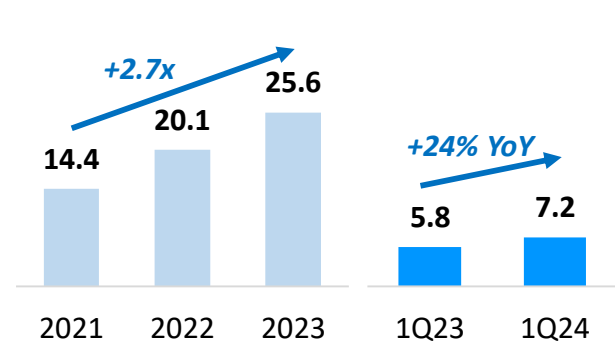
No of Customers
31.3 million
(+7% YoY or 2x in 5 yr)

Robust transaction volume growth
8.3 billion (in 1Q24)
(+21% YoY or 4x in 5 yr)

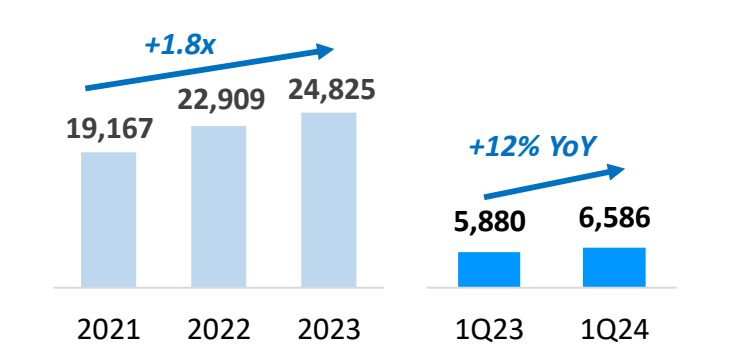
Two powerful mobile apps for customer choice



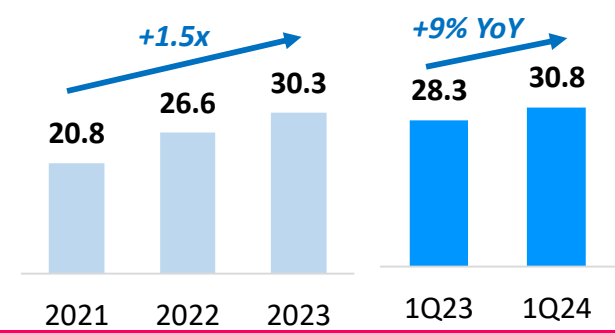
Mobile & Internet Banking Trx Vol (bn)



Mobile & Internet Banking Trx Value (Rp tn)



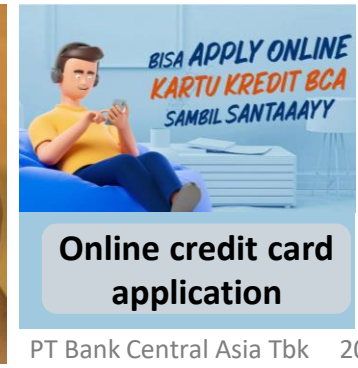
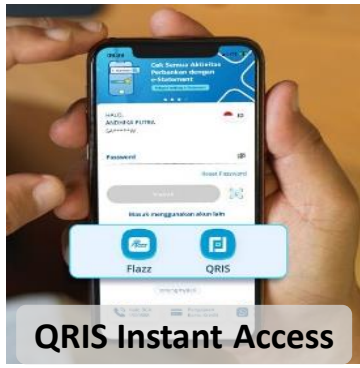
Mobile Banking Users (mn)



Increasingly Popular Features

- **QR capabilities** are expanded to QR transfer, cross-border QR payment.
- **Retail wealth management** services - **80%** done through Welma.

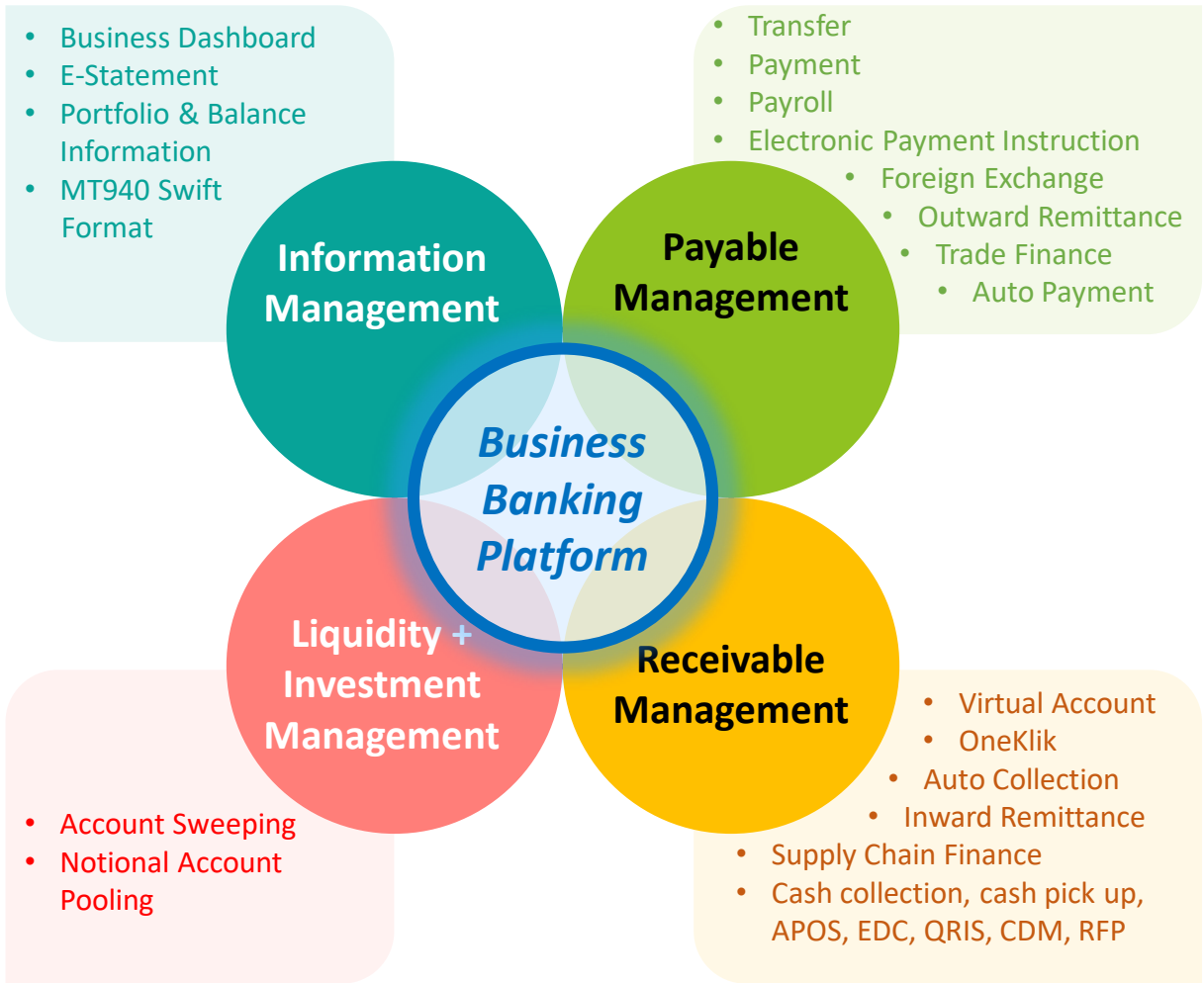
New Features



Offering business solutions from Corporate to SMEs



Business banking platform for various scales and needs



Extensive network of POS equipped with merchant apps

merchantBCA app

Launched in Mar-24

Assisting merchants in doing business through various key features

New merchant onboarding through merchant apps:

36% vs 23% in 2023

QRIS Transaction Freq. +2.5x YoY

AJUKAN QRIS ATAU EDC-NYA DI merchantBCA

Online Merchant Onboarding

Transaction Monitoring

Merchant Care

Branch and contact center

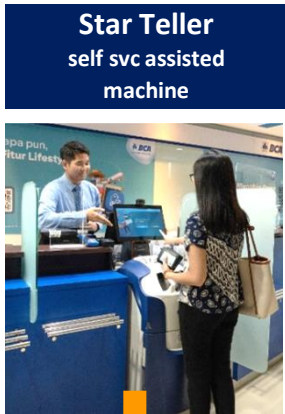


1,258 Branches
Delivering 'Trusted Relationship'

1Q24 HIGHLIGHTS:

- Expanding and upgrading the 'hybrid model'
- Empowering human capital to focus on customer engagement and business relationships

~47% of total transactions at branch are done via machines (1Q23: 44%)



- A digital version of conventional teller
- Mostly used for deposits and withdrawal



Apps for transaction forms and service reservation



Self-service machines conveniently used for card issuance and replacement



Fast self-servicing machine for account opening, e-channel registration, book printing / replacement

Contact Center

An integrated channel with digital services

Hybrid On-boarding and Touchpoints for All Segments

< 5 Mins Online Account Opening Process with KYC Video Call

~4,500 staff 110k contacts / day +18% YoY 6 Sites

Services at Contact Center



Call Center 1500888	Halo BCA apps	Online Open account	X account @haloBCA
Instagram @goodlifeBCA	Whatsapp 08111500998	Tiktok @goodlifeBCA	Video banking
Email halobca@bca.co.id	Webchat www.bca.co.id	Express branch	Solution Assistant

HaloBCA Apps
~9.5 mn downloads
+85% YoY

Features: toll-free internet call, WA chat, connected to X account and email

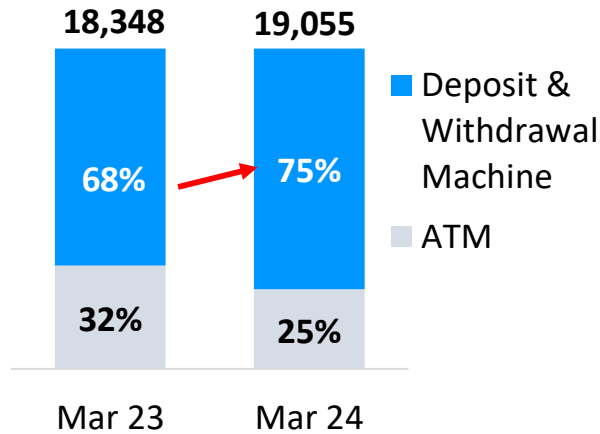


ATM/ CRM / CDM compliment branches for 24-hour cash society

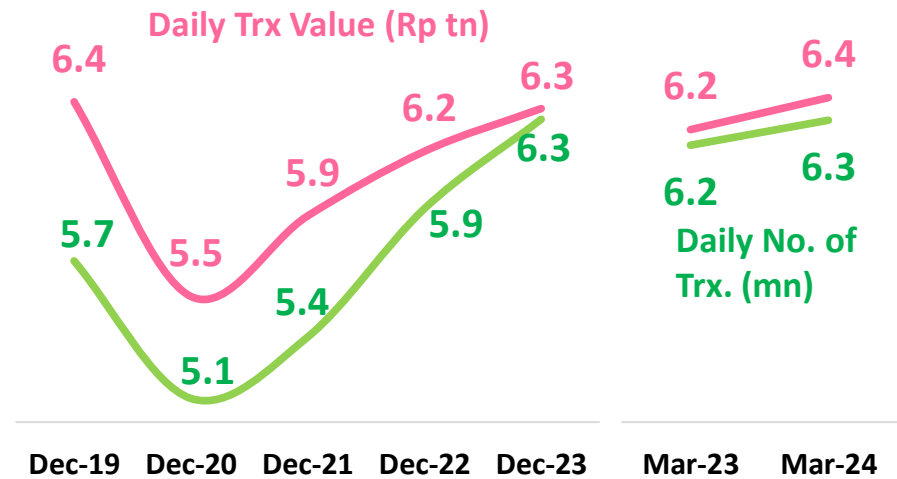


- ✔ Cardless cash withdrawal
- ✔ Cash deposits
- ✔ Account transfer
- ✔ Balance Inquiry
- ✔ PIN change
- ✔ Bill payments
- ✔ BCAmobile registration
- ✔ KlikBCA internet banking registration

No of ATM /CRM



Daily Trx Value and No. of Transaction



1Q24 HIGHLIGHTS:

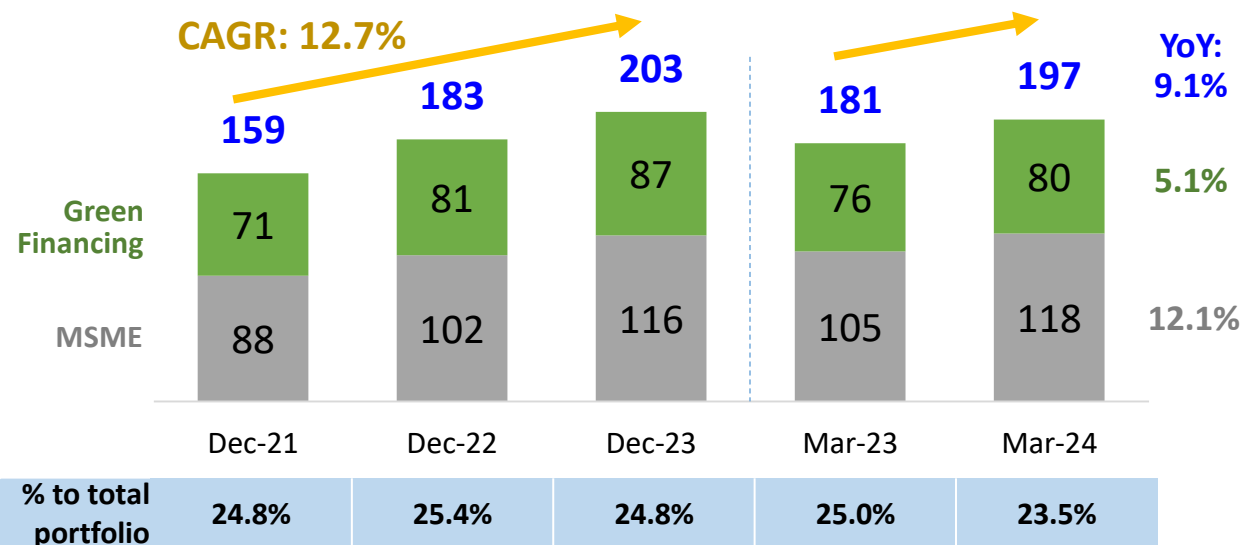
- ~572 million no of transactions
- ~Rp 581 trillion transaction value
- Increase cash deposit & withdrawal machines portion for operational efficiency

Sustainable Finance and ESG

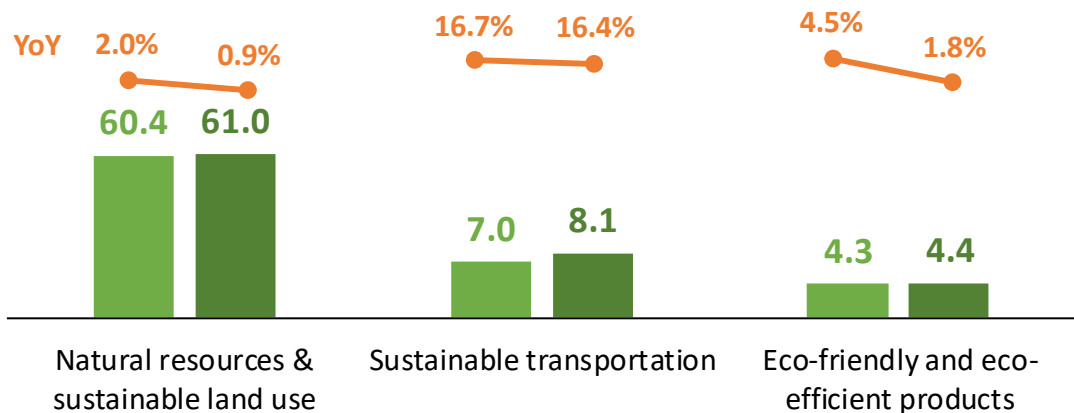
- Economic Aspect
- Environment
- Social
- Governance

Sustainable financing grew 9.1% YoY

1 Sustainable financing (in Rp trillion)



2 Top 3 green financing (in Rp trillion)



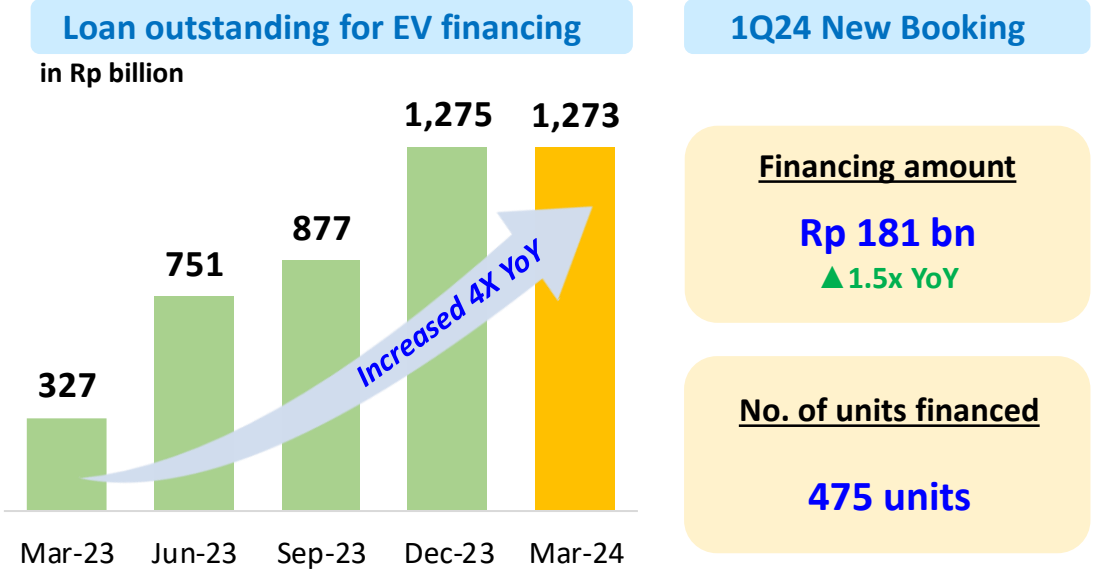
■ Mar-23 ■ Mar-24

3 Key Highlights up to Mar-24

- ▶ Signed a joint commitment on ESG initiatives to support Indonesia's Net Zero Emission (NZE) target with OJK
- ▶ Carbon accounting :
 - Joined **Partnership for Carbon Accounting Financials (PCAF) signatory** and started calculating **Scope 3 GHG emission from debtors' carbon footprint**.
 - Completed 100% operational GHG emission calculation.
- ▶ Continue to expand **sustainable financing**:
 - develop financing portfolio for **Electric Vehicles (EV)**.
 - develop special rate program for **Green Financing**.
- ▶ Actively engaged in ongoing OJK pilot project:
 - Preparation for **Sustainable Finance Taxonomy** (mapping out all debtors in energy sector)
 - Preparation for **Phase 1 Climate-Related Risk Stress Test** (covering 50% of loan portfolio)

Offering various sustainability programs to capture opportunities

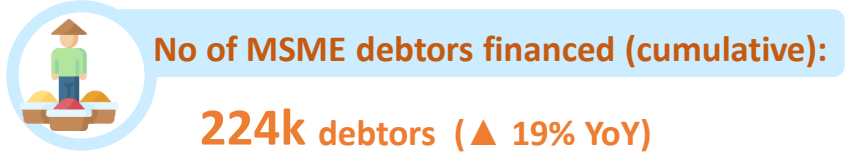
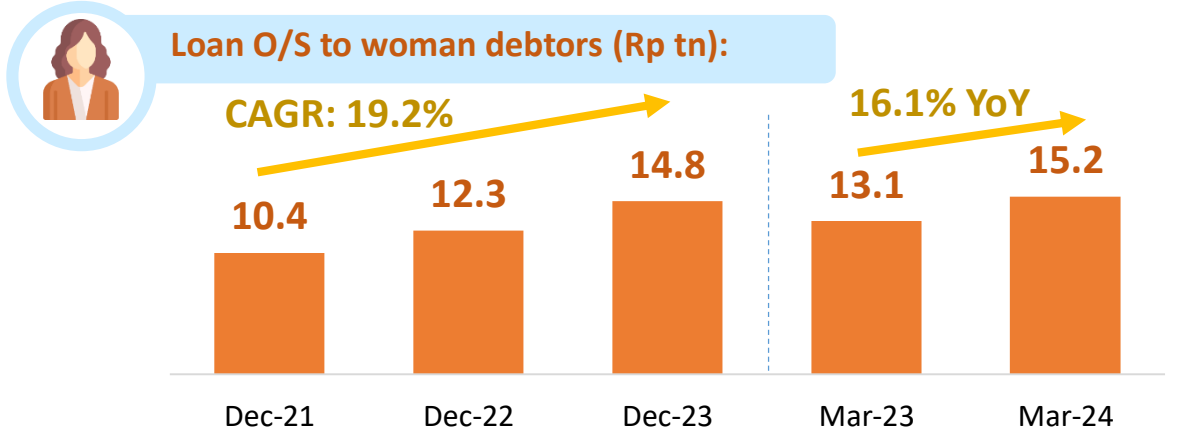
1 Rising Electronic Vehicle (EV) financing portfolio



2 Moving towards more sustainable palm oil sector

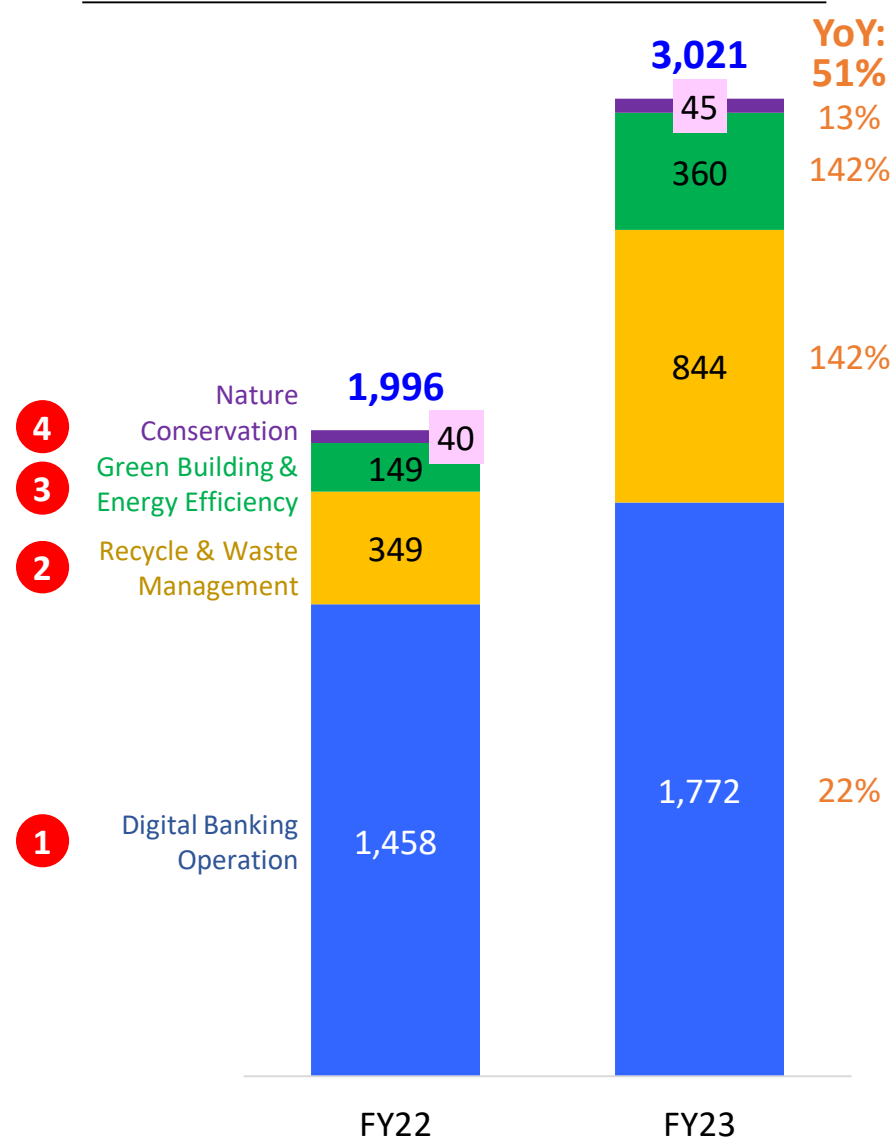
- ▶ Financing to certified palm oil (ISPO/RSPO).
- ▶ Adopt no-deforestation, no-peat, no-exploitation (NDPE) principles.
- ▶ Local community empowerment through financing to plasma farmers, in collaboration with corporate customers.
- ▶ 72% of palm oil debtors were ISPO/RSPO certified in Mar-24, compared to 50% in Dec-20.

3 Promoting financial inclusion to women and small businesses



Preserving the environment through responsible banking

Total Carbon Savings Potential (tCO₂ eq.)



1Q24 Key Achievements

1 99.7% of transactions in 1Q24 done through **digital channels**

Digital workplace
(internal administration, work from hub, approval mechanism)

2 208 ton waste recycled

Types of waste:

- ▶ EDC machines
- ▶ Expired archives & documents
- ▶ Organic & Non-organic waste

3 Wisma BCA BSB Semarang Obtained Green Building Certification (Platinum Level)

BCA's participation in Earth Hour 2024:

946 premises (▲ 9% YoY) **304 kWh** electricity savings

4 Donating proceeds from recycled plastic bottle to support hatchlings released. **(500 eggs released in 1Q24)**

Revitalization of 4 habitat islands for orangutans

Benefiting wider communities through value-added initiatives

1 Inspired to be a workplace of choice to employees

4 Pillars of Wellbeing

Career	Social & Community	Mental & Physical	Financial
<ul style="list-style-type: none"> Onboarding Coaching & Mentoring Employee scholarship 	<ul style="list-style-type: none"> Retirement program Knowledge sharing Employee communities 	<ul style="list-style-type: none"> Counseling program Sport activities Medical check-up 	<ul style="list-style-type: none"> Employee reward program Loan for employees Competitive remuneration

2 Engaging Customer: Excellent Service & Cyber Security Campaign

GALLUP[®]

Customer excellence recognition
Surpassed Global benchmark
90th percentile
in Customer Engagement

Anti Fraud & Product Awareness Video Campaign

3 Bringing positive impacts to external communities

» Intermediating tourism villages with BCA's customers



- ▶ Hosting tourism villages exhibition at BCA Expoersary to promote **new tourist destinations** through potential **partnership with third parties**.
- ▶ Promote **handicrafts** and **local products** from MSMEs across villages.
- ▶ Integrating **tourism package offers** into BCA mobile apps.

» CSR Outreach

- Education & Financial Literacy**
- 5,414 participants of financial literacy socializations & activities
 - 700 recipients of Bakti BCA scholarships
 - 250 digital talent embarking through Synergy program
- Public Health**
- 504 patients received medical treatment assistance
 - 368 blood bags collected for donation
 - 62 cataract surgeries performed

Strengthening corporate governance

1 Good governance for sustainable business practices



Fair dealing applied to both internal & vendors (e.g. human rights, occupational health & safety, employment, etc.)



Anti-corruption, anti graft and anti-fraud prevention initiatives



Preventing financial crimes by raising awareness on anti-money laundering & terrorism financing



Whistleblowing system



Data Privacy Summit 2024 “Guarding Data, Safeguarding The Future” for all employees



Established **cybersecurity culture & knowledge assessment** for all employees

2 Rising importance of IT Governance



Established **Cyber Security Risk Management** to implement risk policies & procedures



Dedicated **IT Security Group** to carry out cyber resilience process in all areas of business



Data protection technologies to ensure data privacy



24/7 Security Monitoring Center to monitor data traffics, cyber risk, and threats



Enforcing data security policy across all work units.



Conduct **cybersecurity maturity model** assessment by independent third party
2023 Result: Strong maturity

Obtained IT & Data Security Certifications

- 1 **ISO 27001:2013** for Enterprise Security
- 2 **PCI DSS 3.2.1 certification** for BCA data center (global data security)
- 3 **ISO 20000-1:2018** for IT service management & data center
- 4 **ISO 9001:2015** for data center operations & quality management system
- 5 **ISO 27001:2013** for data center network & operation

ESG Rating & Awards



MSCI Indonesia Index Top 10 Constituents

MSCI
ESG RATINGS



CCC B BB BBB **A** AA AAA

Last update: Apr 2024

FTSE4Good ASEAN 5 Index Top 10 Constituents



FTSE4Good

Last update: Dec 2023



BCA constituents of:

- IDX ESG Leaders Index
- SRI – KEHATI Index
- ESG Quality 45 IDX – KEHATI
- ESG Sector Leaders IDX – KEHATI

Last update: Dec 2023

Brand Finance®

World's Strongest Banking Brand 2024

2024 Annual Brand Value Ranking

GALLUP

Customer Engagement Gallup Global

Gallup Customer Engagement Award 2024

Newsweek

No. 1 World's Most Trustworthy Companies
in Banking Sector

**2023 Newsweek World's Most Trustworthy
Companies**

FIHRRST Best Sustainability Report

Rating **A+**



Last update: Feb 2023 - Annually

Thomson Reuters - Refinitiv ESG Scores

Rating **A**



Last update: Nov 2023 - Annually

Dow Jones Sustainability Index S&P Global CSA

Score **50**

Rank percentile **83th**



Last update: Oct 2023 - Annually

▶ Share Data, Ratings & Awards ◀

BCA share performance & rating



BCA Shareholding Structure (31 March 2024)

	Number of Shares	Ownership Percentage
PT Dwimuria Investama Andalan *	67,729,950,000	54.94%
Public**	55,545,100,000	45.06%
Total	123,275,050,000	100.00%

Note:
 * Shareholders of PT Dwimuria Investama Andalan are Mr. Robert Budi Hartono and Mr. Bambang Hartono, therefore the ultimate shareholders of BCA are Mr. Robert Budi Hartono and Mr. Bambang Hartono.
 ** Under this composition, 2.49% of shares belong to parties affiliated with PT Dwimuria Investama Andalan.

Fitch Ratings

As of November 2023

Description	Rating
Outlook	Positive
Long-Term IDR	BBB-
Short-Term IDR	F3
National Long-Term	AA+ (idn)
National Short-Term	F1+ (idn)
Viability	bbb-
Government Support	bbb-

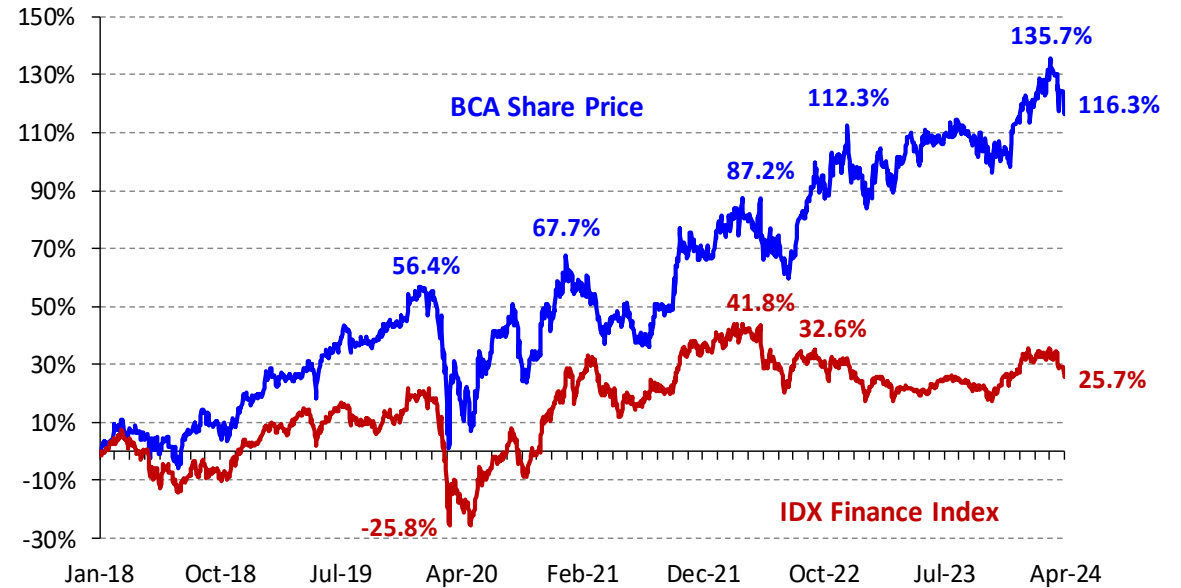
Pefindo Ratings

As of March 2024

Description	Rating
Corporate Rating	idAAA/Stable
Shelf Registration Sub Bond I	idAA/Stable

Performance BCCA vs IDX Finance Index

(Relative price up to 17 Apr 2024 against 1 Jan 2018)



Selected awards and recognitions - 2024



Best Bank



Euromoney *Private Banking Awards 2024*

- Best for Next Gen in Indonesia
- Best for HNW in Indonesia



Brand Finance *World's Strongest Banking Brand 2024*

AAA+ (93.8/100)



TAB Global *Excellence in Retail Finance Awards 2024*

- Best Retail Bank in Indonesia
- Most Recommended Retail Bank in Asia Pacific
- Most Recommended Retail Bank in Indonesia



Gallup *Global Customer Engagement 2023*

Customer Engagement Recognition - Customer Engagement above global benchmark (90th percentile)

ESG, CSR, GCG



Fortune Indonesia Change the World Sustainability BCA: Waste Management

Publications in BCA website (www.bca.co.id)

Scan QR or Click Image to access the file

Corporate Presentations

Audited / Long Form Reports

Short Form Reports

Economic Reports

Annual Reports (incl. GCG)

Sustainability Reports

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Always by your side

Thank You