

Customer Complaint Mechanisms

The Bank uses the basic principle known as “Welcome Complaint” to handle customer complaints. Accordingly, Bank Mandiri provides many channels that are easily accessible by customers for submitting complaints without mass media, either printed or online, which may have effects on the Bank’s reputation.

Such channels include:

1. Mandiri Call, 24-hour service at 14000
2. Bank Mandiri website on www.bankmandiri.co.id, under the menu “Contact Us”
3. E-mail: mandiricare@bankmandiri.co.id
4. Twitter: @mandiricare
5. Facebook: Mandiri Care
6. WhatsApp at numbers: 0811-84-14000 (Telkomsel), 0815-88-14000 (Indosat), 0877-012-14000 (XL)
7. Letter addressed to Bank Mandiri
8. Bank Mandiri Branch Offices throughout Indonesia

In line with the Mandiri Personnel’s Spirit for Service (Fast, Reliable, Comfortable), settlement of customer claims is conducted in accordance with Service Level Agreement (SLA) as stipulated by Bank Indonesia.

In order to meet the Bank’s objectives to meet every customer’s need and create a positive customer experience according to the Spirit for Service, Mandiri personnel continues to make improvements on the management and resolution of customer complaints which, among other things, include:

1. Improvements on resolution and monitoring processes of customer complaints.
2. Acceleration of SLA on resolution of customer complaint on an end-to-end basis.

3. Improvements on the 4P (people, product, process, place) to reduce the number of similar complaints.

In addition, in order to establish the responsive and effective complaint mechanisms, the Electronic Channel Operations Group and Customer Care Group have taken and will take a series of anticipative measures as follows:

1. Preparing the system for customer complaints in social media are integrated so that all the social media channels of Bank Mandiri centralized in one system and must be equipped with adequate policies and rules.
2. Increasing the number of agents in the Call Center that handles Twitter account @mandiricare, including improving their skills and improve the supporting infrastructure, so that customer complaints can be resolved more quickly so that the level of customer satisfaction and loyalty increased.
3. Continuing consumer education program through various media, such as social media (Twitter), email blast, corporate websites, radio, radio advertisement ad libs, fan education, SMS notification, etc.

In addition to WhatsApp communication channel, a means for customer complaints via SMS will be provided.

Improved Service Excellence across the contact point and end to end and the good management of customer complaints is expected to support the level of customer satisfaction and loyalty, thereby enhancing business growth of the Bank.