Kebijakan Tentang Pemenuhan Hak-Hak Kreditur PT Bank Mandiri (Persero) Tbk.	Creditor's Rights Policy PT Bank Mandiri (Persero) Tbk.
Secara umum, pemenuhan hak-hak Kreditur yaitu kepastian pembayaran bunga dan pokok pinjaman dilakukan tepat waktu, informasi laporan keuangan dapat diakses oleh kreditur, dan kepastian bahwa seluruh persyaratan dalam perjanjian pinjaman terpenuhi. Selain hal tersebut, kebijakan tentang pemenuhan hak-hak kreditur secara ringkas mengatur : 1. Hak untuk memperoleh penjelasan yang cukup tentang karateristik produk 2. Hak untuk mendapat mengakses syarat dan ketentuan produk dana melalui website Bank Mandiri 3. Kemudahan untuk bertransaksi melalui cabang, layanan *e-banking* atau sarana lainnya yang ditetapkan Bank 4. Memperoleh bunga yang besarnya sesuai ketentuan yang berlaku di Bank 5. Tata cara penanganan dan penyelesaian pengaduan nasabah	In general, fulfillment of creditor’s rights which is the payment of interest and total loan conducted in timely manner, information regarding financial report easily access by creditors, and to assure that all term and condition of credit agreement has been settled. Other than that, policies on creditor rights stipulate on fulfilment of creditor rights which in summary regulate : 1. Rights to receive enough explanation on product characteristic 2. Rights to receive access on rules and regulations product through Bank Mandiri website 3. Access to transaction from branches, e-banking services and other facilities provided by the Bank 4. Receive interest which number determine by the Bank regulation 5. Procedures on handling and solving customer’s complain