



4Q 2020 Results Update

BTPN at Glance

Banking Industry Overview

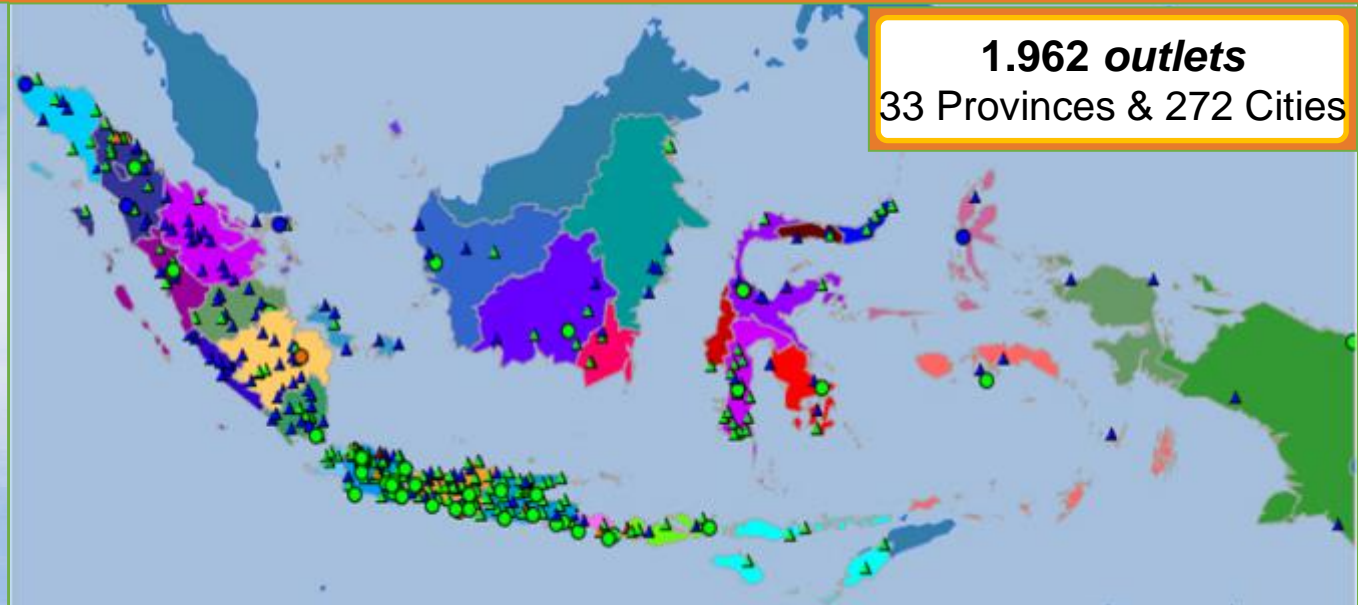
Handling COVID-19 at BTPN

4Q 2020 Financial Performance



Bank BTPN Profile (Consolidated)

as of December 2020



1.962 outlets
33 Provinces & 272 Cities

In the midst of the challenging situation caused by the COVID-19 pandemic, BTPN can maintain bank's fundamentals well. Capital, funding and liquidity remain strong

Total Assets	IDR 183.2 trillion	Total Employees	19,370 (74% Female)
Corporate Rating	<ul style="list-style-type: none">Fitch Ratings: 'AAA(idn)'; Stable OutlookPefindo: 'idAAA'; Stable Outlook	Total Customers	~12.6 million retail customers ~ 2.8 thousands corporate customers

Shareholders as of 31 December 2020

Shareholders

Bank BTPN Shareholders	Percentages
Sumitomo Mitsui Banking Corporation	92.43%
PT Bank Central Asia Tbk	1.02%
PT Bank Negara Indonesia (Persero) Tbk	0.15%
Public	5.23%
Treasury Stocks	1.17%

Shareholders Profile

NATIONAL SHAREHOLDERS	Total Shareholders	Number of Shares	Ownership Percentage
Indonesian individuals	2,188	18,358,385	0.23
Pension fund	2	117,500	0.00
Insurance	1	132,100	0.00
Bank	4	190,835,945	2.34
Limited Company	11	1,316,234	0.02
Mutual Funds	2	604,700	0.00
Total	2,208	211,364,864	2.59

FOREIGN SHAREHOLDERS	Total Shareholders	Number of Shares	Ownership Percentage
Foreign individuals	16	161,200	0.00
Foreign corporation	22	7,937,405,805	97.40
Total	38	7,937,567,005	97.40

Board of Commissioners



Chow Ying Hoong
President Commissioner



Ninik Herlani Masli Ridhwan
Independent Commissioner



Takeshi Kimoto
Commissioner



Irwan M. Habsjah
Independent Commissioner



Edmund Tondobala
Independent Commissioner

Board of Directors



Ongki Wanadjati Dana
President Director



Kaoru Furuya*
Deputy President Director



Darmadi Sutanto
Deputy President Director



Dini Herdini
Compliance Director



Henoch Munandar
Director



Adrianus Dani Prabawa
Director



Yasuhiro Daikoku
Director



Merisa Darwis
Director



Hiromichi Kubo
Director



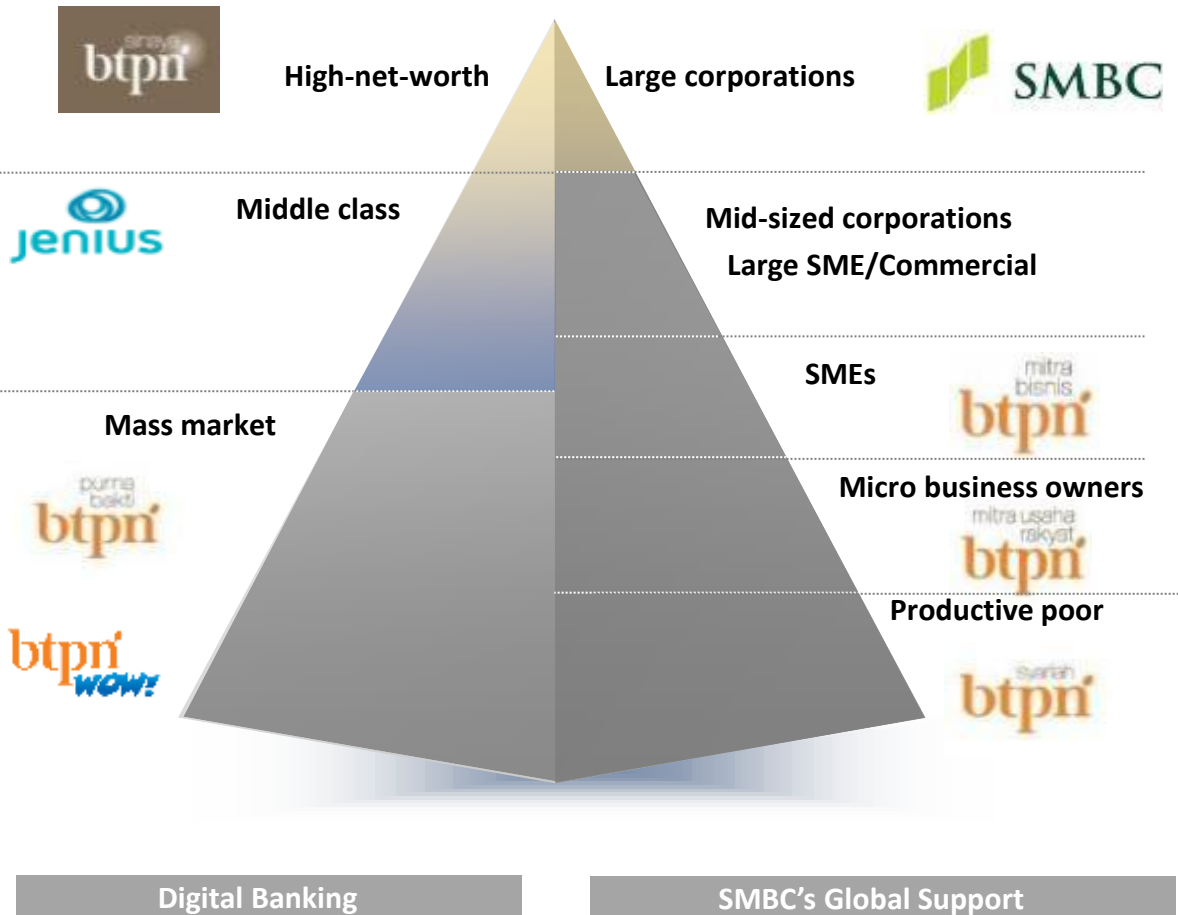
Hanna Tantani
Director

* Kaoru Furuya was appointed by the EGMS dated 18 November 2020 and effectively served as Deputy President Director on 4 January 2021 after obtaining a complete Work Permit from the Ministry of Manpower of the Republic of Indonesia.

Universal Bank That Serves The Full Spectrum of Indonesian Customer Segments

Target Market

Enhance, synergize and expand the bank's business to provide complete banking services and use digital banking capabilities and global support from SMBC



Vision

“To become the first choice bank in Indonesia, which give significant change in the life of millions of people, mainly with the support of digital technology”.

Mission

- To offer complete financial solution and service to various segments of retail, micro, SME and corporate business in Indonesia, and for Indonesian Nation and Country as a whole;
- To provide valuable opportunity for the professional growth of the Bank BTPN employees;
- To create significant and sustainable values for the stakeholders, including for Indonesian society;
- To use technology innovation as the main differentiator to provide the best quality and experience in its class to the Bank BTPN clients and partners.

Bank BTPN's Values



Customer-centric

Focus on stakeholder interests



Proactive & Innovative

Step up and continue to innovate



Agile

Embrace change and move fast



Achieving The Best

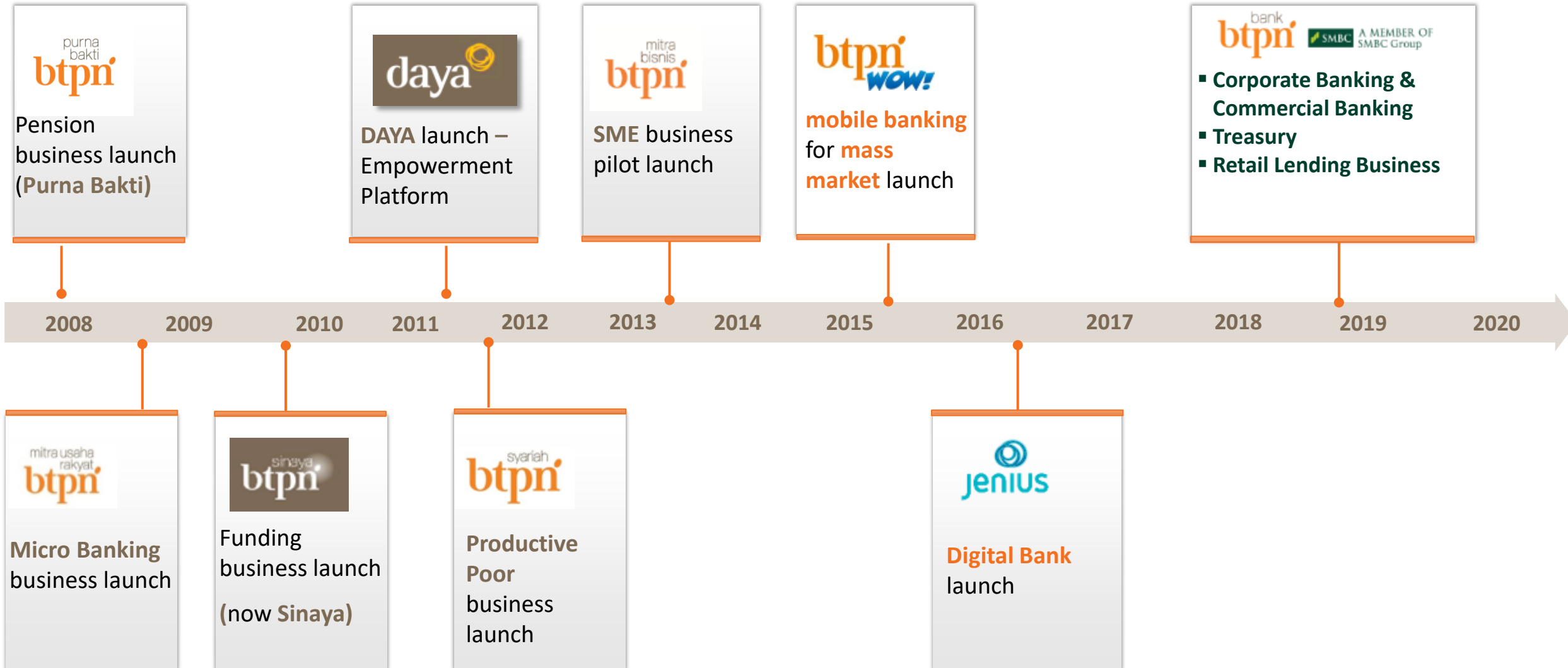
Maintain and provide the best service quality



Synergy

Collaborate as one team

Strong track record of building a new business



Our excellence: Digital banking Capabilities & Global support from SMBC Group

1 Superior and reusable digital Platform

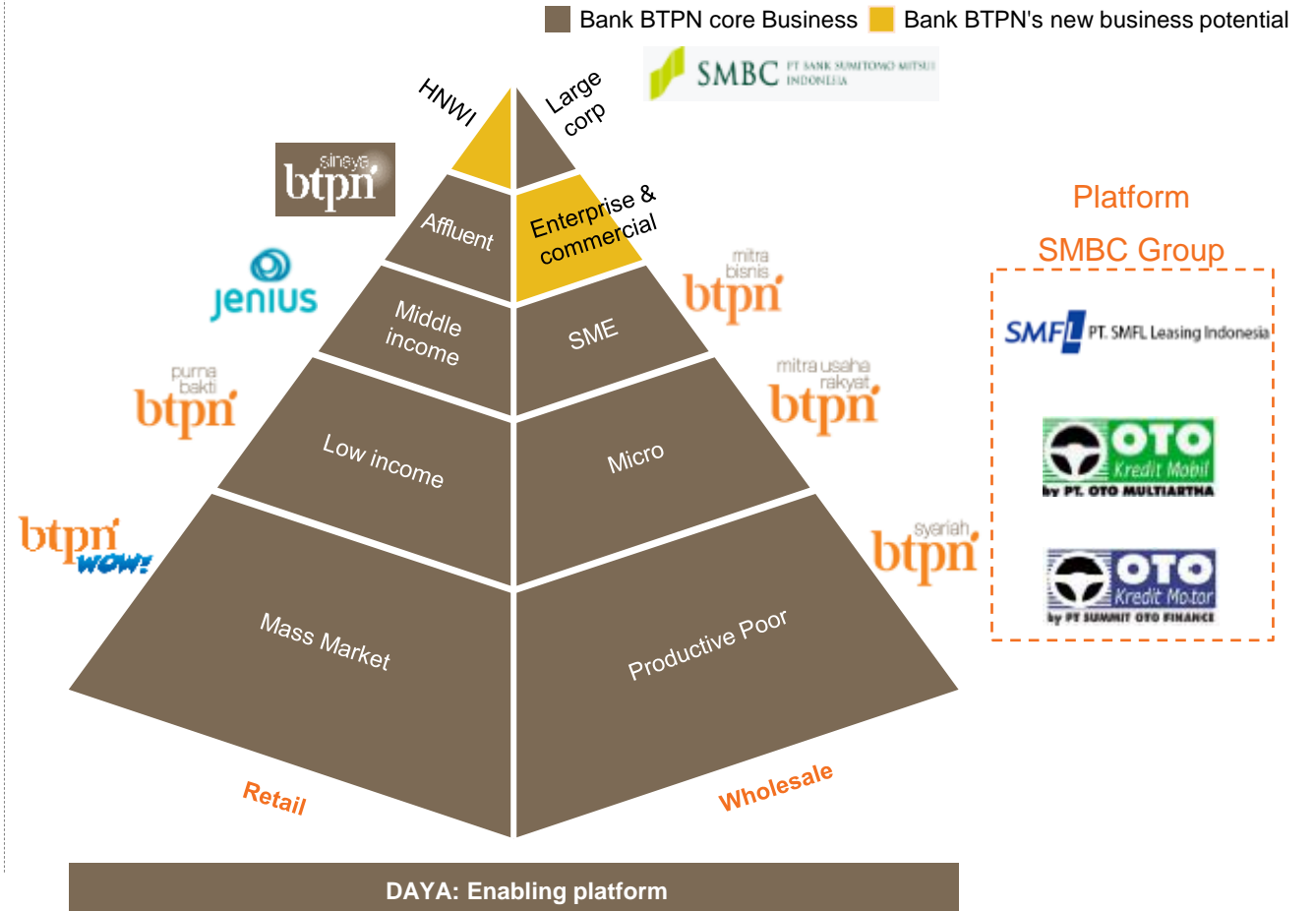
- Have a reliable banking architecture (example: Product & Microbusiness Services)
- Agile Implementation Methodology
- Modern Platform & way of working

2 Extensive distribution network

1,962

Outlets

3 Serving a wider customer segment

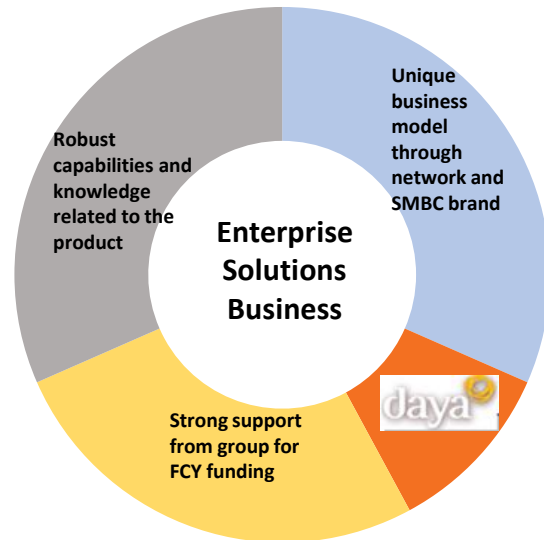


4 Global Support from SMBC Group

Corporate/Wholesale Banking Group

Corporate/Wholesale Banking Group includes Corporate/Wholesale Banking, Commercial Banking, Transactional Banking, Supply Chain Financing and Wholesale Funding

UVP



Target Segments

Target Company under Wholesale Banking Group:

1. Local Companies
2. MNC
3. State-owned Enterprises
4. Japanese Corporations
5. Bank and Non-Bank FI
6. Commercial Companies

Products and Services

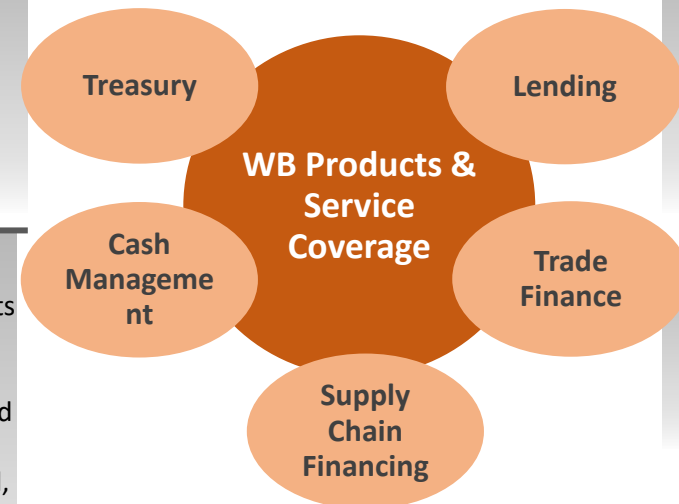
Hedging Products (*):

- IRS/CCS
- Forex Transactions

(*) But not limited to the above products

Cash Management Products:

- Current Account, Term Deposits
- Payment (ACH, RTGS, Payroll, Wires)
- E-Tax Payment (non-import and import tax)
- Collections (ACH, RTGS, Payroll, Wires, Cheque/Cash Deposit, GIRO Collection)
- GIRO Depository Service
- Virtual Account
- Internet Banking/ Host-to Host
- Liquidity Management (domestic cash polling)



Supply Chain Financing

Products:

- Distributor Financing
- Supplier Financing

Loan Products:

- Bilateral and Syndication Loans (IDR, USD, and JPY)
- Project/ Structured Finance
- ECA
- Green Loan /Sustainability Linked Loan (SLL)

Domestic, Export and Import Trade Products:

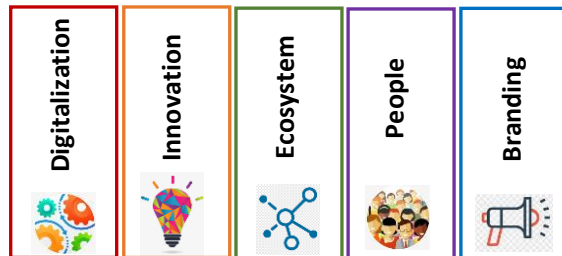
- Import LC Issuance / Import Bill Negotiation
- Export LC Advising / Confirmation / Export Bill Collection
- Documentary Collection (DP, DA)
- Trust Receipt / Trade Loan
- Structured Trade Finance
- Receivable Purchase
- Bank Guarantees / SBLC
- Trade Avalization

Retail Banking Group

Value Proposition



Key Business Drivers



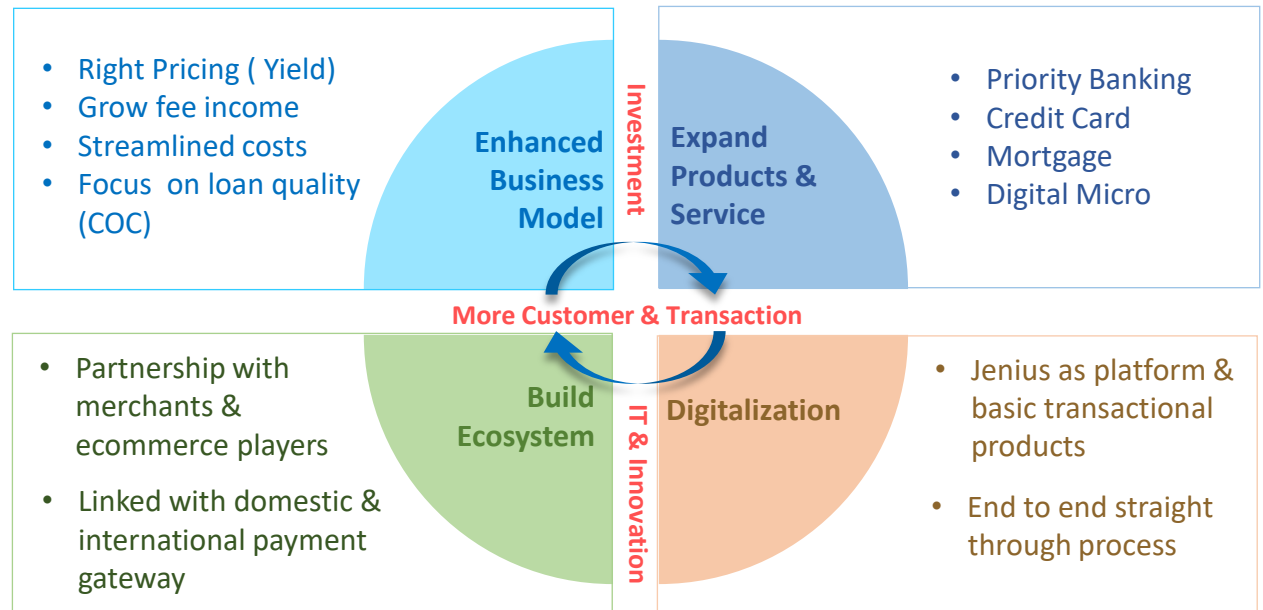
Management Discipline



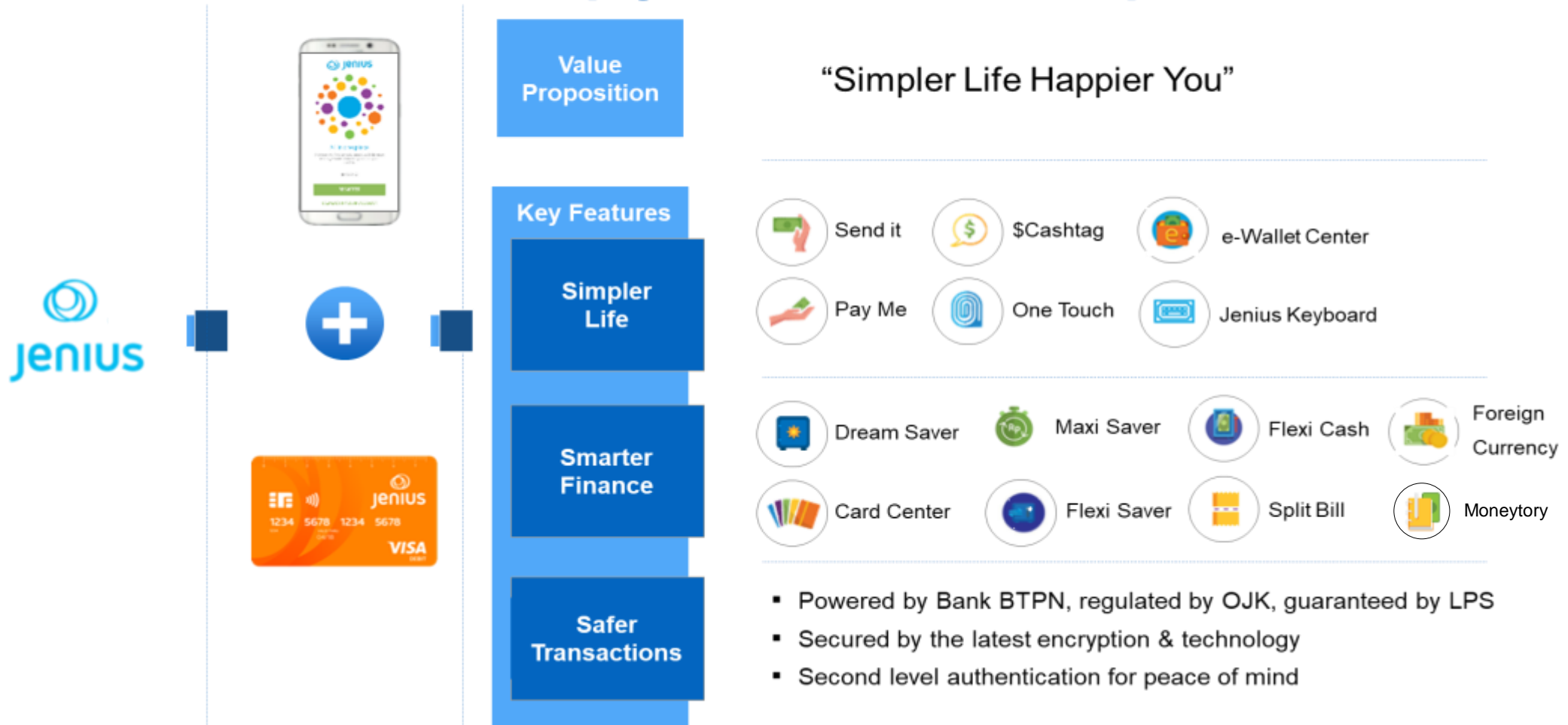
Retail Banking Group

Include Retail Lending Business, Wealth Management Banking, Digital Banking, Branchless Banking & Micro Business

Execution Strategy



A Simpler, Smarter & Safer Way to Manage Your Life and Finance, Simply from Your Smartphone



Digital Banking -

More than **3 million Jenius registered user** spread in **34 provinces** across Indonesia



Simple

- Your Life Finance access in one touch
- Manage your Life Finance in 3 easy steps
- Saving, payment, transaction connected all in one place

Smart

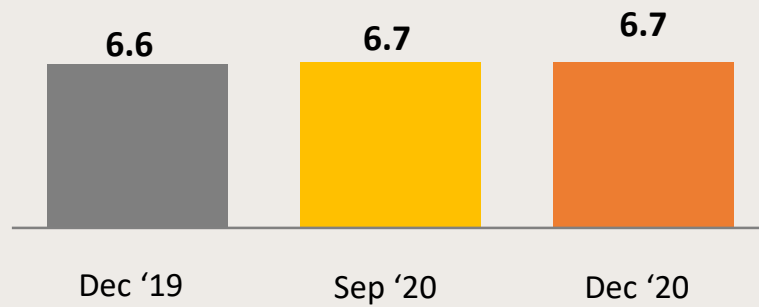
- Can be customize based on your needs and preferences
- Smartly connected with Indonesia's Banking Ecosystem
- Evolving along with your life growth

Safe

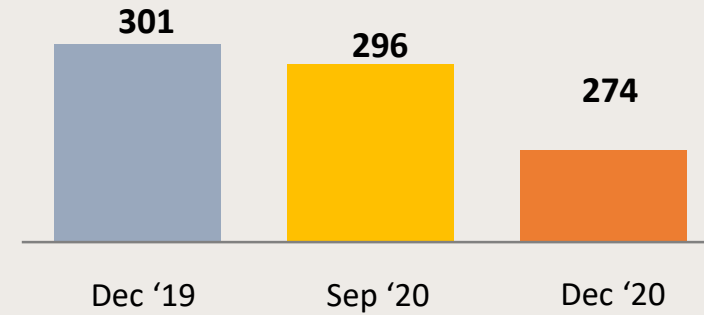
- Powered by Bank BTPN, regulated by OJK and guaranteed by LPS
- Secured by the latest encryption & technology
- Second level authentication for peace of mind

Digital Banking – BTPN Wow!

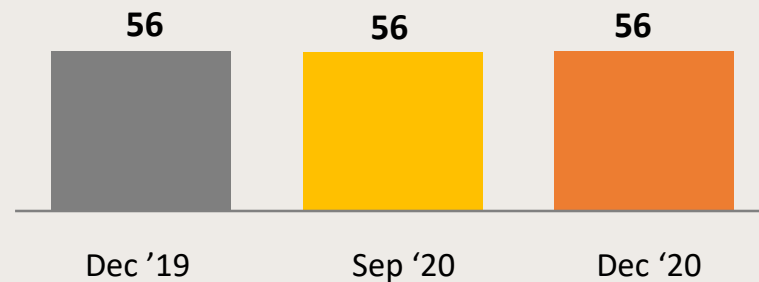
Customers *million*



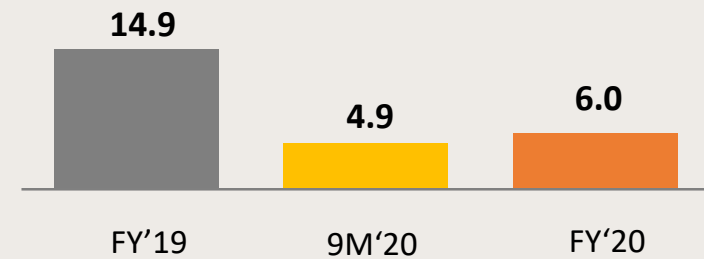
Agents *thousand*



Active Customers *%*



Transactions *million*



Manifestation of Bank BTPN's commitment to sustainably increase the capacity of the customers by giving them opportunity to grow and significant change in their lives.

Customer Segments



Program Pillars



Digital access:
www.daya.id

Health
Check
Service

Digital
Marketing
Training

Collaboration
with Djarum
Foundation



Participant: 1,187,599 Participant: 1,527,134 Participant: 1,770,299 Participant: 1,410,368 Participant: 1,322,997 Participant: 1,148,097 Participant: 1,698,555 Participant: 1,413,527 Participant: 839,367
 Activities: 52,639 Activities: 90,183 Activities: 143,277 Activities: 101,976 Activities: 225,589 Activities: 134,383 Activities: 237,255 Aktivitas: 312,236 Activities: 813,968

2020 Awards

Forbes - The World's Best Bank Rank #4 in Indonesia



Rank #4 for all banks and #2 for local banks based on customer satisfaction, trust, financial advisory, customer service and digital service.

Infobank Awards 2020 – The Best Buku III Bank



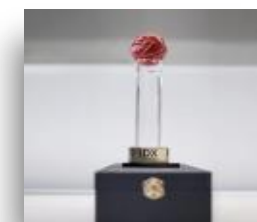
Diamond Trophy for "Excellence" for 20 years in a row to achieve "The Best Performance Bank 2020".

Investor Magazine – Best Buku III Bank in 2020



Special award for Buku III Category for the Bank's contribution to the economy and the industry's advancement.

IDX Channel – Indonesia Innovation Award 2020 Sustainability Category



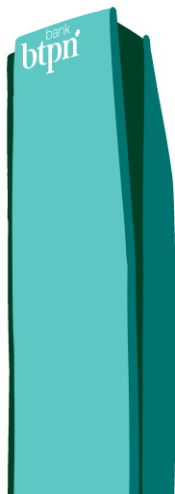
daya.id receives the award for the category of Sustainability in IDX Channel Indonesian Innovation Award 2020.

No	AWARDS	CATEGORY
1	The World's Best Bank - Forbes	Rank 4 – All banks in Indonesia. Rank 2 – local banks.
2	Bank Terbaik 2020 – Majalah Investor	Bank Terbaik kelompok BUKU III (Modal Inti Rp5 – 30 Triliun)
3	IDX. Channel. - Anugerah Inovasi Indonesia 2020 untuk daya.id	Sustainability
4	Public relations Indonesia Award 2020 (Jenius)	<ul style="list-style-type: none"> • Gold Winner Kategori Swasta Sub Kategori Media Sosial • Gold Winner Kategori Swasta Sub Kategori Digital PR
5	Indonesia Content Marketing Awards 2020 (Jenius)	<ul style="list-style-type: none"> • The Content Marketing Implementation of The Year • The Best Content Marketing Implementation owned Media Category • The Best Use of Brand Website
6	Infobank Awards 2020	Bank Terbaik kelompok BUKU III (Modal Inti Rp5 – 30 Triliun)
7	The Schwab Foundation Awards 2020	Corporate Social Intrapreneur, Hadi Wibowo, For BTPN Wow!
8	HR Asia 2020	Best Companies to Work For in Asia 2020
9	Asia Sustainability Reporting Rating	Gold Rating – Laporan Keberlanjutan 2019

BTPN Syariah Overview

as of December 2020

Our Journey



- **Established** in 2010 as BTPN Sharia Unit; massive roll-out in 2011
- **Spin-off** as PT BTPN Syariah on 14 July 2014
- **Listed** as PT BTPN Syariah Tbk on 8 May 2018
- **Changed** name into PT Bank BTPN Syariah Tbk on 4 June 2020
- Officially became **Bank BUKU 3** Category according to the approval of The Financial Services Authority on 7 July 2020
- **Today:** Spread across 23 provinces, with 11,899 employees (~95% female and ~44% high school graduates)
- **Rating :** Upgraded on November 2020 to AAA (idn) Fitch with stable outlook

Serving Sumatera, Java, NTT, Kalimantan and Sulawesi



FY 2020 Performance

Customer & Coverage

Serving ~ 6 mn customers,
~ 3.9 mn active



Coverage ~226k communities,
in ~ 2,600 sub-districts

Assets

16.4 trillion

NPF

1.9%

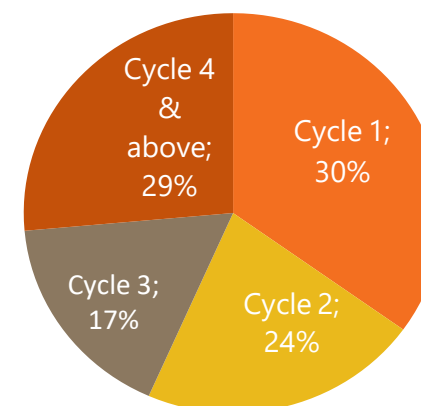
ROE

16.1%

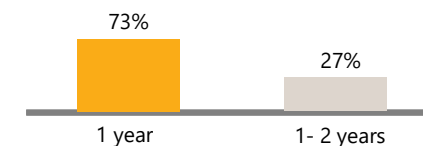
ROA

7.2%

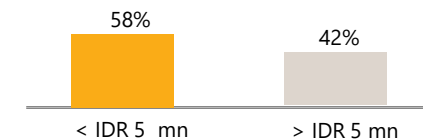
Customers by Cycle



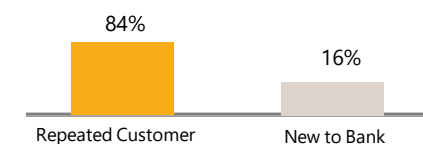
Maturity Composition*



Ticket Size*



Financing Composition*



*based on outstanding



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Banking Industry Overview

Handling COVID-19 at BTPN

4Q 2020 Financial Performance

Banking Industry

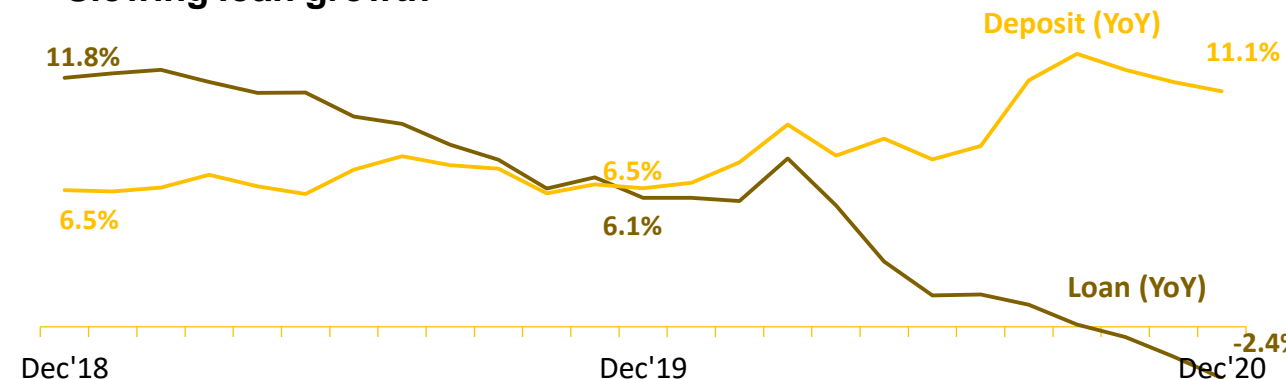
COVID-19 affects loan growth, net profit and financial ratios

Indonesia Banking Industry Financial Summary

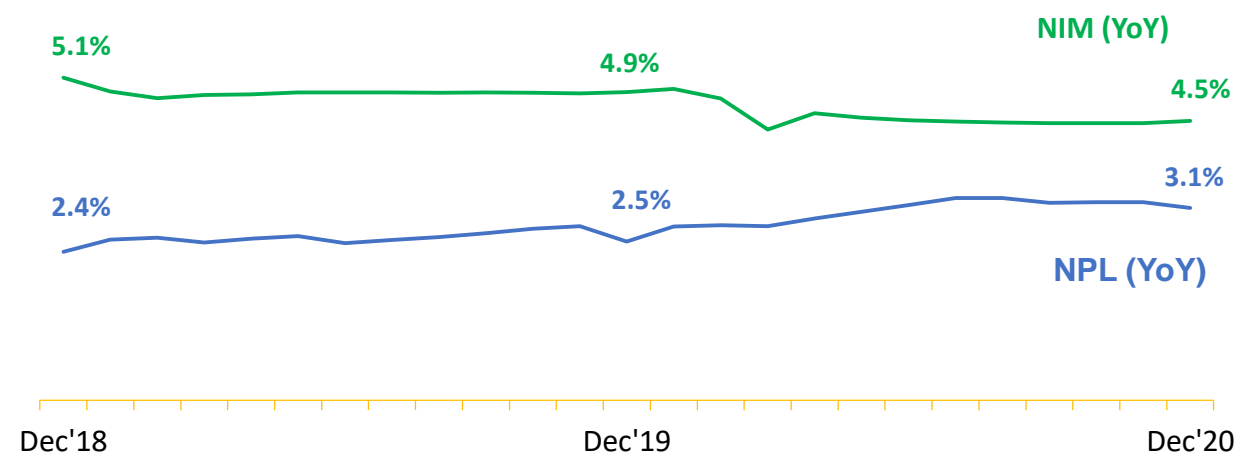
IDR trillion	Dec'19	Sep'20	Dec'20	ΔYoY
Total Assets	8,563	9,062	9,178	7.2%
Total Loans	5,617	5,531	5,482	-2.4%
Customer Deposits	5,999	6,651	6,665	11.1%
CASA	3,411	3,826	3,861	13.2%
Current Accounts	1,466	1,775	1,687	15.1%
Savings	1,945	2,051	2,174	11.7%
Time Deposits	2,588	2,825	2,805	8.4%
Net Profit	156	85	105	-33.1%
LDR	94.4%	83.5%	82.5%	-11.9%
NIM	4.9%	4.4%	4.4%	-0.5%
NPL	2.5%	3.1%	3.1%	0.5%
CAR	23.4%	23.5%	23.9%	0.5%

Source: Indonesian Banking Statistics – Dec 2020, Indonesia Financial Services Authority (OJK)

Slowing loan growth



NIM & NPL



A group of three young people (two women and one man) are looking at a smartphone together in a modern, industrial-style setting. The man is holding the phone, and all three are smiling. The background features large windows and a staircase.

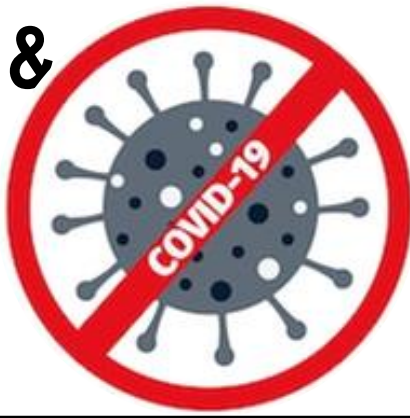
BTPN at Glance

Banking Industry Overview

Handling COVID-19 at BTPN

4Q 2020 Financial Performance

ANTICIPATION & HANDLING OF COVID-19



HANDLING AND ANTICIPATION ACTION

1. PROVIDE HAND SANITIZER AND MASK
2. VISITOR LIMITATION (including HEALTH DECLARATION FORM)
3. TEMPERATURE CHECKING
4. TRAVEL WARNING
5. REGULAR DISINFECTANT SPRAY AT ALL BTPN OFFICES / BRANCHES



1

FORM A DEDICATED **TASK FORCE** LED BY PRESIDENT DIRECTOR



Risk Management, Operations, Businesses, IT, Human Capital, Communications & Daya, Compliance and Legal

2

CARE FOR **STAFF**



 SPLIT OPERATIONS	 WORK FROM HOME	 FLEXIBLE WORKING HOUR
 MASKER & VITAMIN FOR WFO EMPLOYEE	 TRAVEL WARNING	 ASURANSI KESEHATAN
 COMMUNICATION TO STAFF	 HEALTH PROTOCOL	 AVOID/ MINIMIZATION OF MEETING

3

CARE FOR **CUSTOMER**



 LOAN RESTRUCTURE	BRANCH
 CONTACT CENTER	 SHORTENED SERVICE HOURS
 SPLIT OPS IN THE BCP LOCATION	 WASH STAND, HAND SANITIZER & THERMO GUN AT BRANCH
 CONTACT CENTER ACTIVATION IN OTHER CITY	 PHYSICAL DISTANCING SEATING
	 ENCOURAGE USAGE OF DIGITAL CHANNEL
	 LIAISE WITH LOCAL POLICE

4

CARE FOR **COMMUNITY**



Organize donation from staff, management, BTPN including the SMBC Group with a total fund around IDR 14.4 billion

BTPN at Glance

Banking Industry Overview

Handling COVID-19 at BTPN

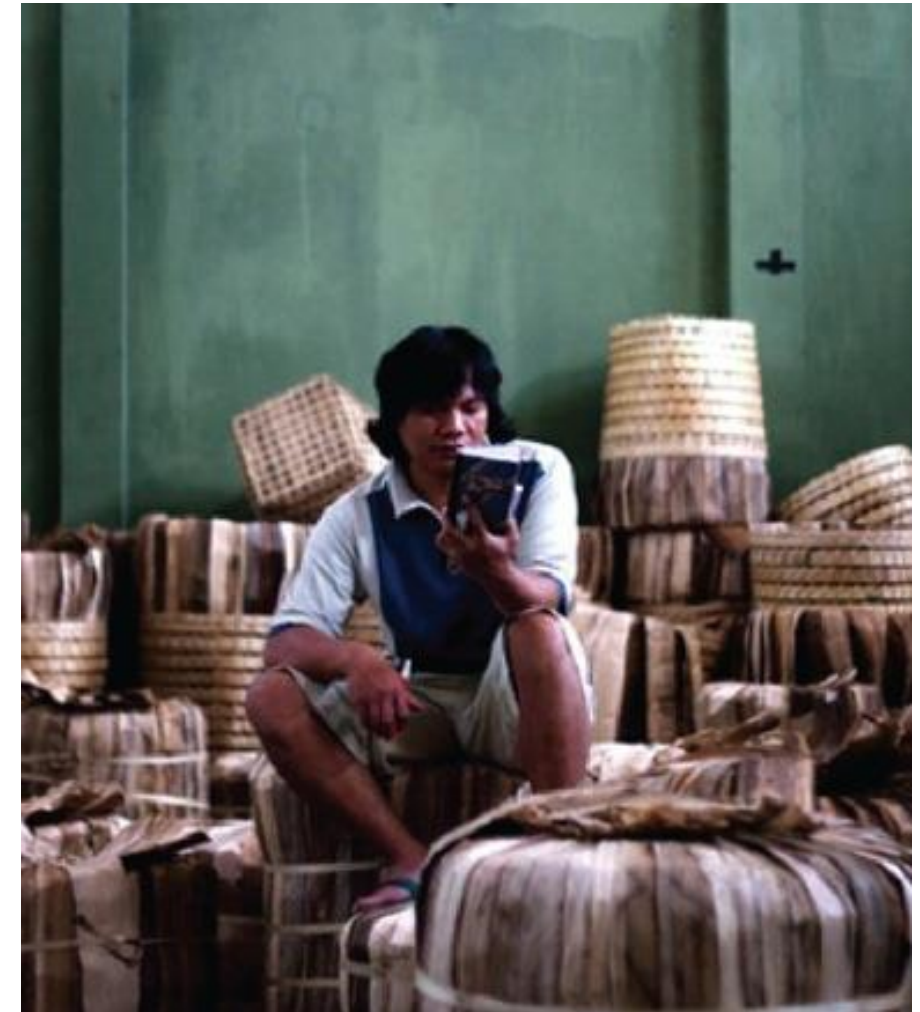
4Q 2020 Financial Performance



Financial Performance - Consolidated

4Q20 Key Highlights

- Total assets reached IDR 183.2T. Total Loans decreased by 4% YoY, from mature businesses and businesses impacted by COVID-19, however corporate loans grew by 4% YoY.
- The average balance of CASA increased by 16% YoY (with the equal contribution from the Retail & Corporate segment) accompanied by lower TD cost resulting in reduced cost of fund.
- Apart from Customer Deposits, Bank BTPN has long-term loan facilities from SMBC, bonds and other bilateral loans.
- Healthy liquidity and funding. As end of December 2020, LCR was recorded at 282% and NSFR 115%.
- COVID-19 affected the Bank's performance in 4Q 2020. Profit before tax decreased by 34% YoY, mainly due to higher Cost of Credit to anticipate the decline in loan quality impacted by pandemic.
- Gross NPL was at 1.2%, better than industry's average.
- Solid capital structure. CAR at a healthy level of 25.6%.



Financial Performance - Consolidated

Balance Sheet (IDR billion)	Dec'19 (Audited)	Mar'20 (Unaudited)	Jun'20 (Unaudited)	Sep'20 (Unaudited)	Dec'20 (Audited)	ΔQoQ	ΔYoY
Liquid Assets	30,646	31,771	26,410	29,763	39,426	32%	29%
Loans (gross)	141,760	157,011	150,475	148,812	136,213	-8%	-4%
Total Assets	181,631	199,670	185,191	186,900	183,166	-2%	1%
CASA	24,435	28,026	27,234	25,946	27,690	7%	13%
TD	62,505	69,092	74,164	74,857	73,099	-2%	17%
Total Customer Deposits	86,939	97,117	101,399	100,803	100,789	0%	16%
Borrowings & Subordinated Loan	58,910	64,069	47,632	49,077	44,718	-9%	-24%
Total Liabilities	150,159	167,965	153,486	154,295	150,201	-3%	0%
Equity	31,472	31,705	31,705	32,605	32,965	1%	5%

- Total assets reached IDR 183.2 trillion. Total Loan reached IDR 136.2 trillion (decreased by 4% YoY)
- Customer Deposits reached IDR 100.8 trillion up by 16% YoY
- Besides the Customer Deposits, BTPN has a long-term borrowing facility from SMBC amounting to USD 3.6 billion, usage as of 31 December 2020 was USD 1.6 billion

Financial Performance - Consolidated

Income Statement (IDR billion)	FY'19	1Q'20	2Q'20	3Q'20	4Q'20	FY'20	ΔQoQ	ΔYoY
Net Interest Income	10,992	2,923	2,466	2,542	2,693	10,624	6%	-3%
Other Operating Income	1,617	432	463	418	376	1,689	-10%	4%
Operating Income	12,608	3,356	2,929	2,960	3,069	12,313	4%	-2%
Operating Expense	(7,130)	(1,777)	(1,666)	(1,628)	(1,812)	(6,883)	-11%	3%
Cost of Credit	(1,446)	(411)	(810)	(732)	(847)	(2,800)	-16%	-94%
Profit Before Tax	4,019	1,169	451	602	411	2,633	-32%	-34%
Net Profit After Tax	2,992	873	366	458	309	2,006	-32%	-33%
Net Profit After Tax attributable to the Shareholders	2,573	752	365	428	205	1,749	-52%	-32%
Net Profit After Tax - BTPN Syariah	1,400	402	4	100	348	855	249%	-39%

- COVID-19 has impacted the bottom line. FY20 NPAT down by 33% YoY mainly due to higher Cost of Credit and lower net interest income as the impact of both credit restructuring and lower yield following reductions in benchmark rate
- Operating Expense were lower by 3% YoY, among others due to less travel and marketing activities amid pandemic. Strong cost management is an ongoing effort to support financial performance

Key Financial Ratios - Consolidated

Ratios (%)	Dec'19 (Audited)	Mar'20 (Unaudited)	Jun'20 (Unaudited)	Sep'20 (Unaudited)	Dec'20 (Audited)	ΔQoQ	ΔYoY
NIM	6.89	6.89	6.21	6.08	6.11	▲	▼
NSFR	113.04	115.86	116.56	113.13	115.34	▲	▲
LCR	229.14	212.45	221.96	246.45	281.70	▲	▲
Loan to Funding	97.20	97.41	100.97	99.29	93.60	▼	▼
NPL (gross)	0.81	0.97	1.12	1.10	1.21	▲	▲
ROA	2.25	2.51	1.72	1.58	1.41	▼	▼
ROE	9.94	10.76	7.97	7.27	6.12	▼	▼
CAR	24.24	22.48	23.09	24.91	25.55	▲	▲

- NIM experienced compression from 6.89% in the same period last year to 6.11%
- Solid funding and liquidity position, LCR 281.70%, NSFR 115.34%. SMBC facility USD 3.6 billion (usage as of 31 December 2020 was USD 1.6 billion)
- NPL (gross) increased to 1.21% from 0.81% last year (Industry 3.06% as of Dec'20 vs. 2.5% as of Dec' 19)
- CAR was recorded at 25.55%, with core capital constituting 81% of total capital

Loan Growth by Segment

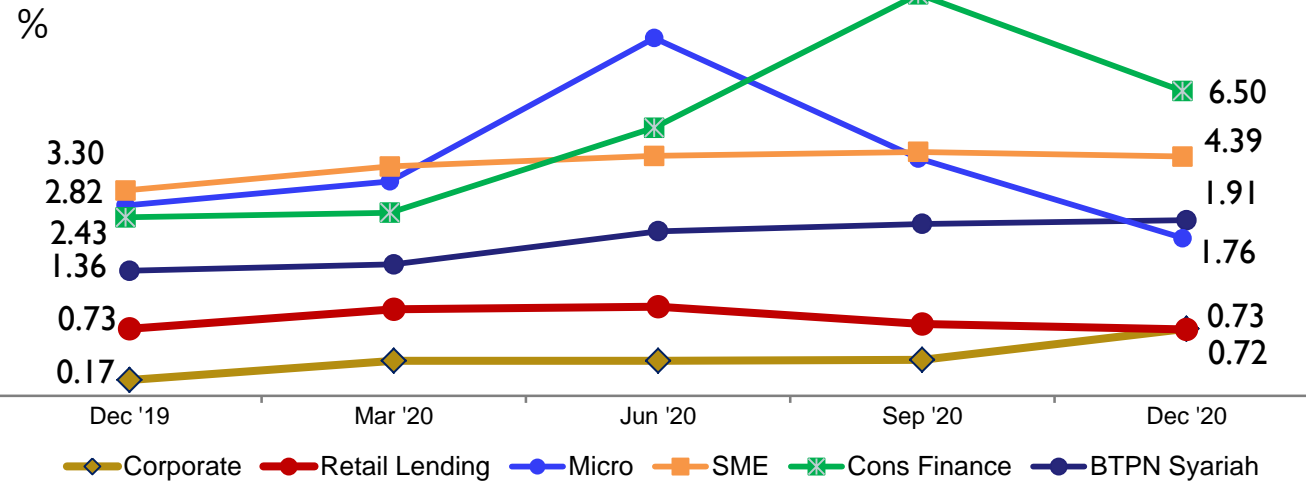
Loan Growth (IDR billion)	Dec'19 (Audited)	Mar'20 (Unaudited)	Jun'20 (Unaudited)	Sep'20 (Unaudited)	Dec'20 (Audited)	ΔQoQ	ΔYoY
Total Loan	141,760	157,011	150,475	148,812	136,213	-8%	-4%
<i>Mature Businesses :</i>	37,222	36,284	35,237	34,171	33,013	-3%	-11%
- Retail Lending	35,611	34,907	34,036	33,126	32,108	-3%	-10%
- Micro	1,611	1,377	1,201	1,045	905	-13%	-44%
<i>Growth Businesses :</i>	104,538	120,727	115,237	114,642	103,199	-10%	-1%
- Corporate	75,697	91,958	88,630	89,341	78,705	-12%	4%
- SME	12,827	12,794	12,330	11,952	11,451	-4%	-11%
- Commercial	1,074	1,214	1,243	1,197	1,186	-1%	10%
- BTPN Syariah	9,000	9,166	8,741	9,104	9,523	5%	6%
- Consumer Finance	5,561	5,172	3,943	2,737	2,026	-26%	-64%
- Others	379	423	350	310	308	-1%	-19%

Asset Quality

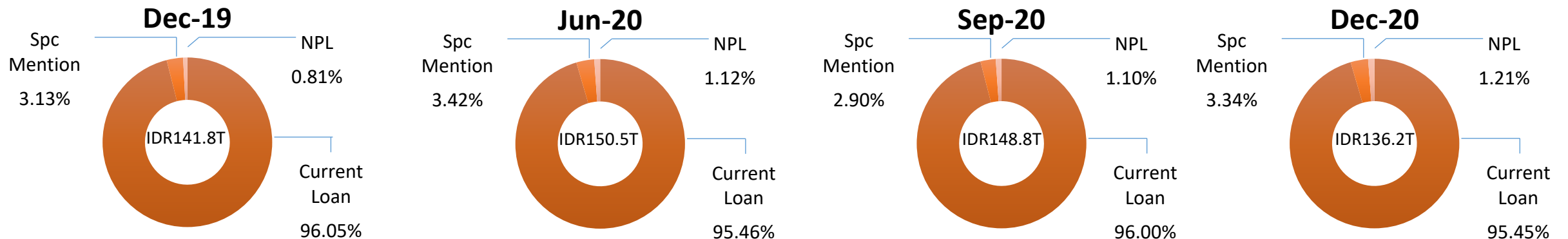
Asset Quality

%	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20
Gross NPL	0.81	0.97	1.12	1.10	1.21
Net NPL	0.43	0.46	0.52	0.48	0.50
Gross Cost of Credit	1.04	1.14	1.64	1.74	1.89
Loan Loss Provision/NPL	127.30	134.32	150.66	177.90	208.79

Gross NPL by Segment



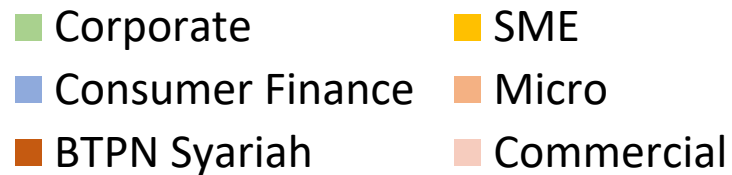
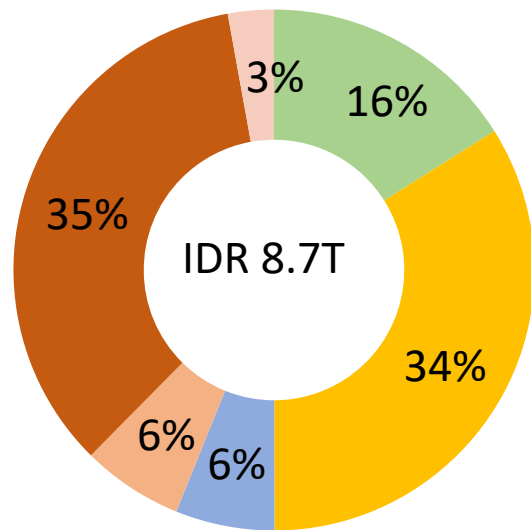
Loan by Collectability (% of Total Loan)



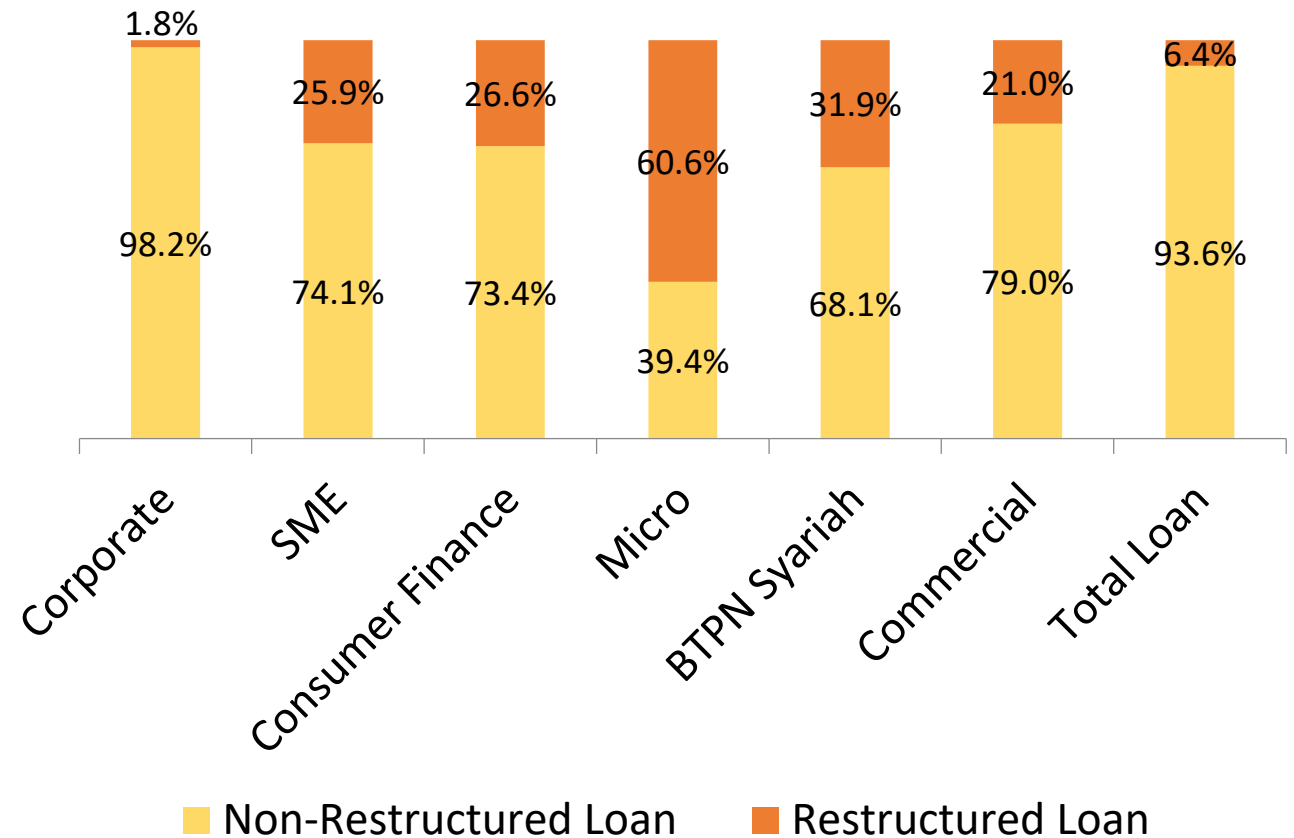
Loan Restructuring as of 4Q 2020

Restructured Loan

end of December 2020



Proportion to Total Loan



THANK YOU

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