

bank
btpn

 SMBC A MEMBER OF
SMBC Group

3Q 2020 Results Update

BTPN at Glance

Banking Industry Overview

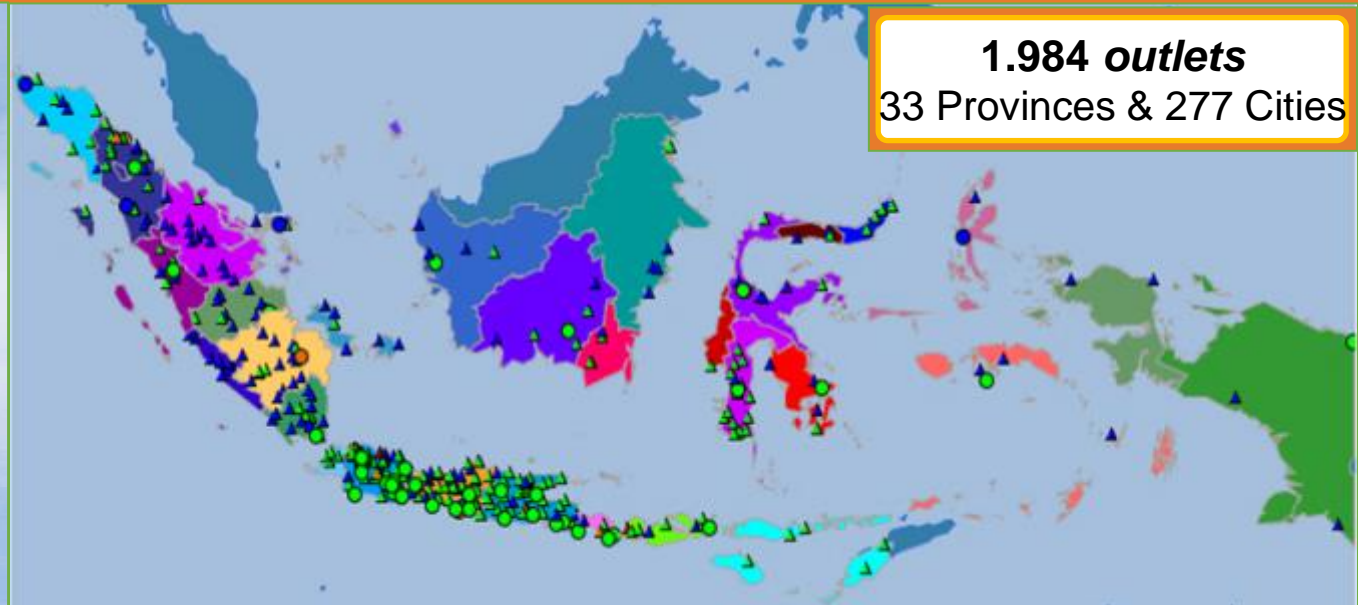
Handling COVID-19 at BTPN

3Q 2020 Financial Performance



Bank BTPN Profile (Consolidated)

as of September 2020



1.984 outlets
33 Provinces & 277 Cities

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

Total Assets	IDR 186.9 trillion	Total Employees	19,236 (73% Female)
Corporate Rating	<ul style="list-style-type: none">Fitch Ratings: 'AAA(idn)'; Stable OutlookPefindo: 'idAAA'; Stable Outlook	Total Customers	~12.5 million customers ~ 1.7 thousands corporate customers

Shareholders as of 30 September 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	2,316	18,746,785	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	3	237,000	0.00
Total	2,337	211,385,564	2.59

FOREIGN SHAREHOLDERS	Total Shareholders	Number of Shares	Ownership Percentage
Perorangan Asing	15	127,200	0.00
Badan Usaha Asing	20	7,937,419,105	97.40
Total	35	7,937,546,305	97.40

Board of Commissioners



Chow Ying Hoong
Deputy President Commissioner



Ninik Herlani Masli Ridhwan
Independent Commissioner



Takeshi Kimoto
Commissioner



Irwan M. Habsjah
Independent Commissioner

Position of President Commissioner: Mr. Chow Ying Hoong who has been in the Board of Commissioners since 2015 and currently our Vice President Commissioner, will soon fill the position of President Commissioner.

Mari Elka Pangestu has submitted her resignation through an official letter dated January 30, 2020, effective as of March 1, 2020. Her resignation and discharge of responsibility (acquitted de charge) as President Commissioner (Independent) have been decided at the Annual General Meeting of Shareholders on April 23, 2020.

Board of Directors



Ongki Wanadjati Dana
President Director



Kazuhisa Miyagawa
Deputy President Director



Darmadi Sutanto
Deputy President Director



Dini Herdini
Compliance Director



Henoeh Munandar
Director



Adrianus Dani Prabawa
Director



Yasuhiro Daikoku
Director



Merisa Darwis
Director



Hiromichi Kubo
Director

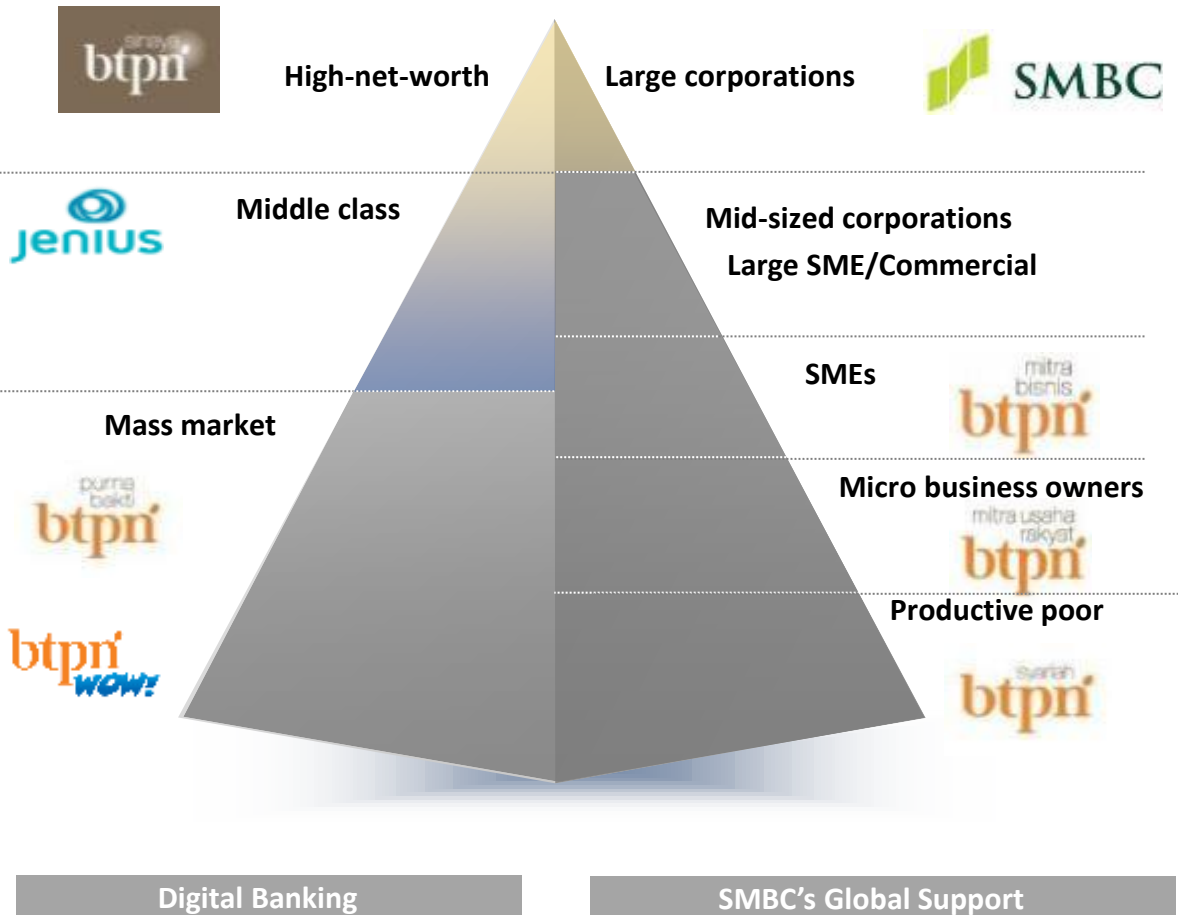


Hanna Tantani
Director

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



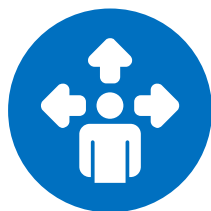
Vision

“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

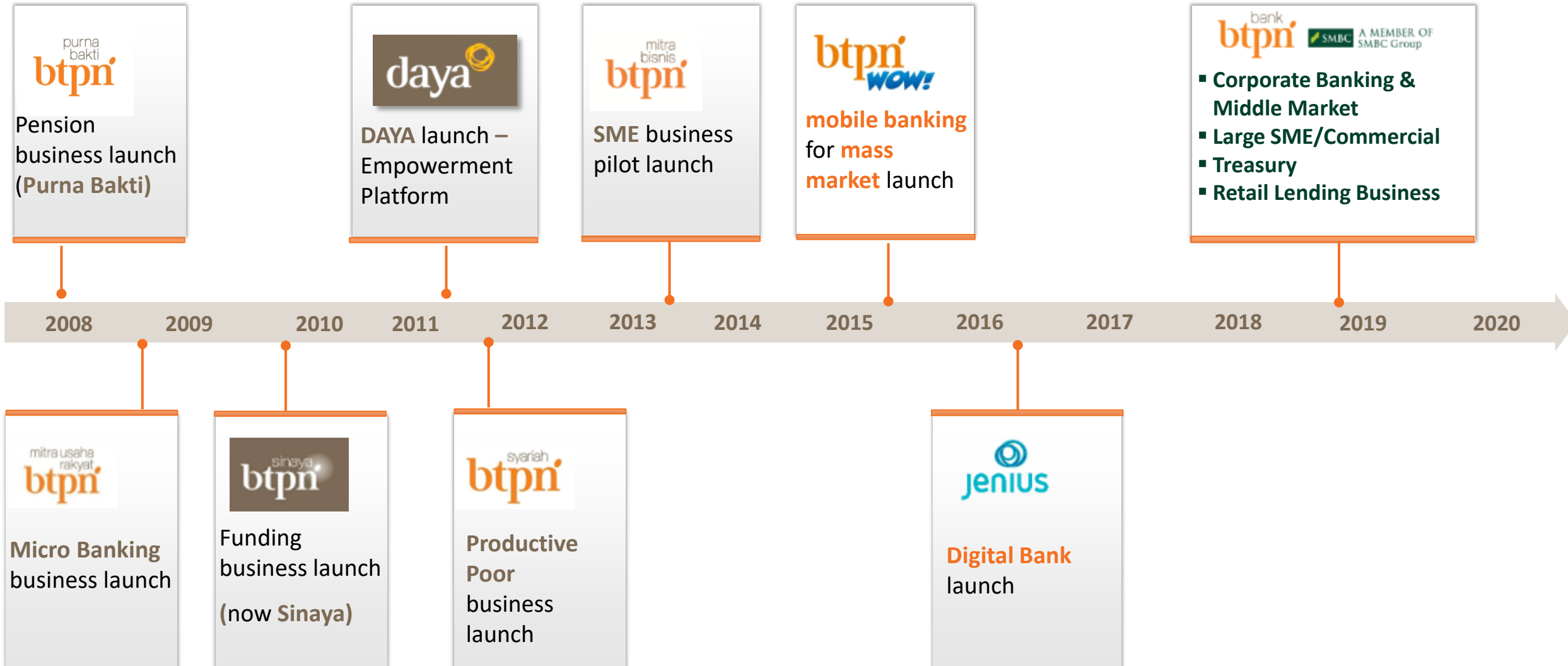
Maintain and provide the best service quality



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

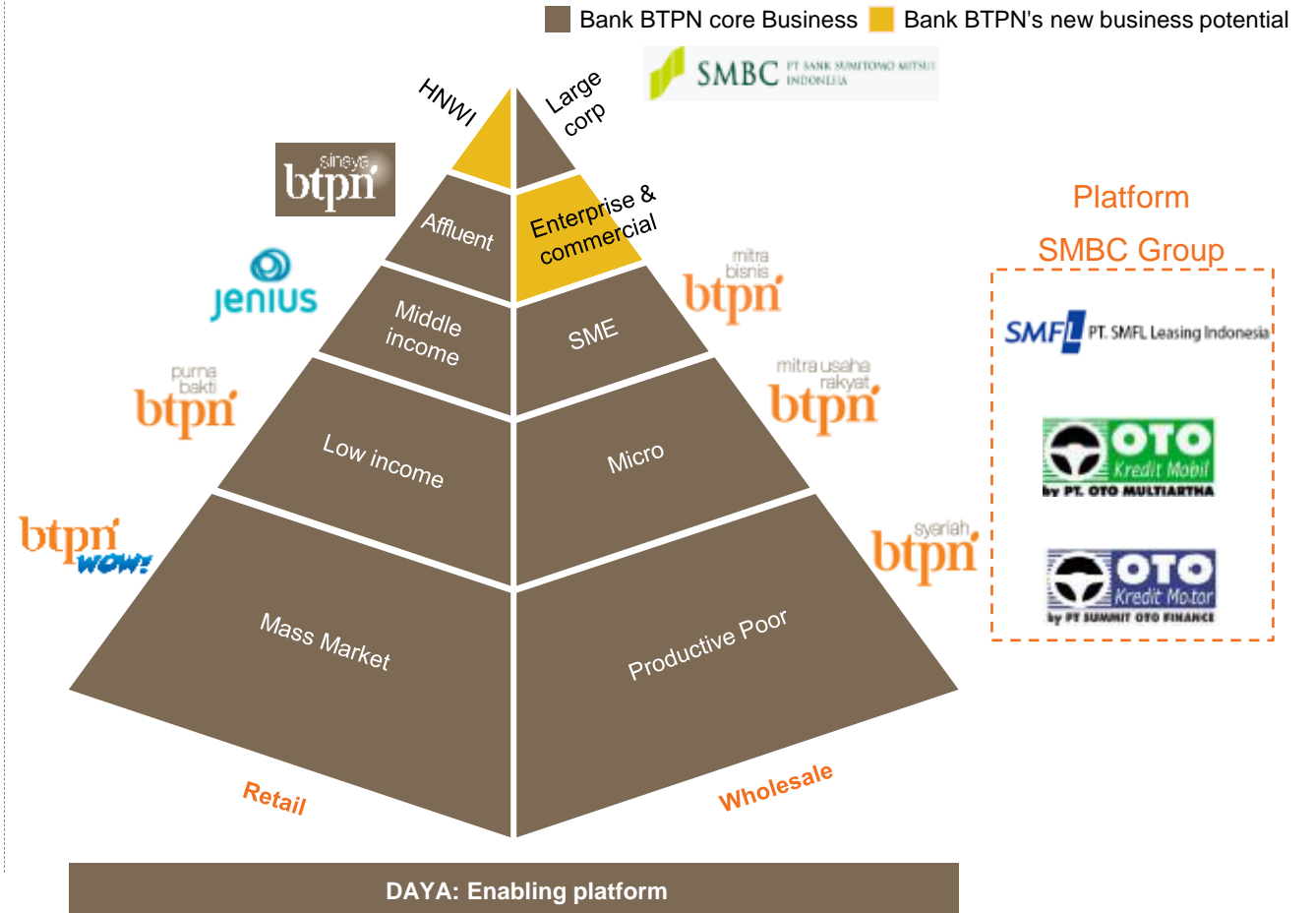
- Have a reliable banking architecture (example: Product & Microbusiness Services)
- Agile Implementation Methodology
- Modern Platform & way of working

2 Extensive distribution network

1,984

Outlets

3 Serving a wider customer segment

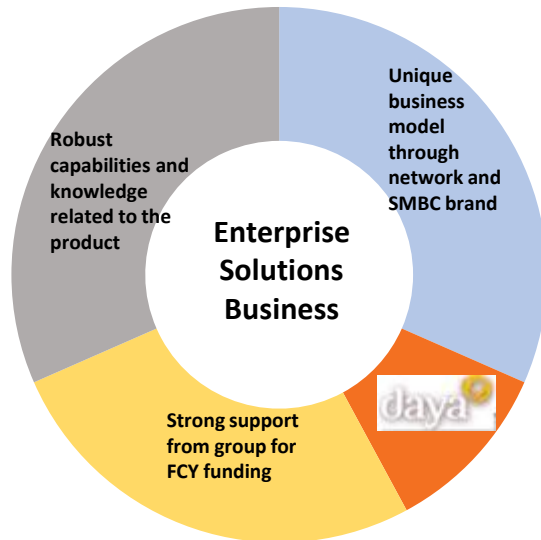


4 Global Support from SMBC Group

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

Products and Services

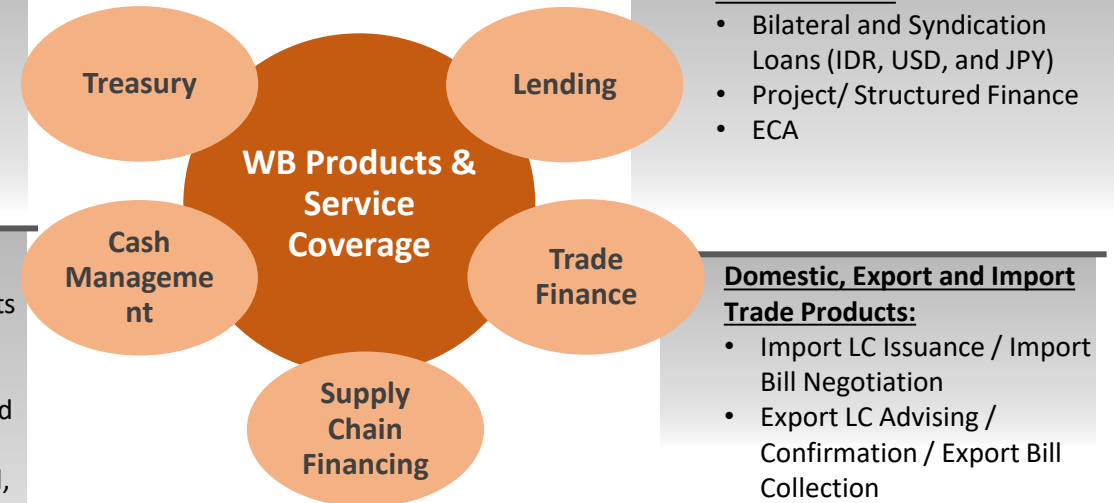
Hedging Products (*):

- 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)



Loan Products:

- Bilateral and Syndication Loans (IDR, USD, and JPY)
- Project/ Structured Finance
- ECA

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

Supply Chain Financing Products:

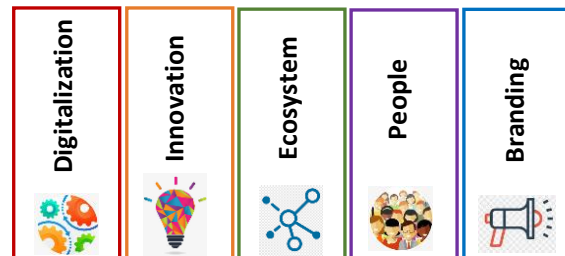
- Distributor Financing
- Supplier Financing

Retail Banking Group

Value Proposition



Key Business Drivers



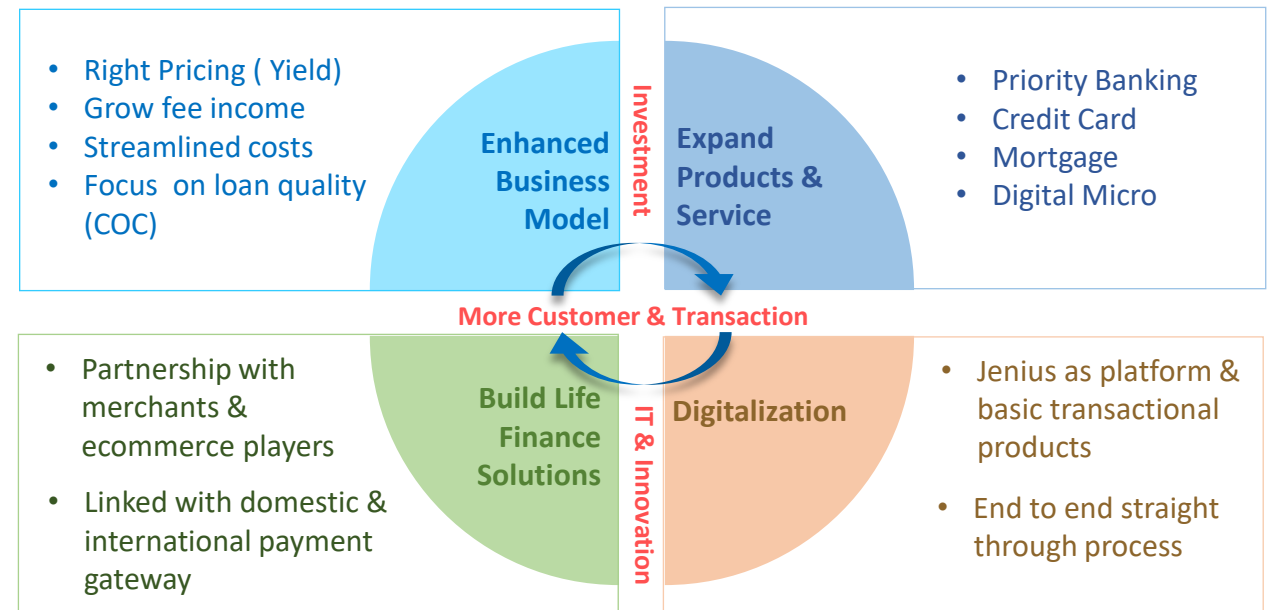
Management Discipline



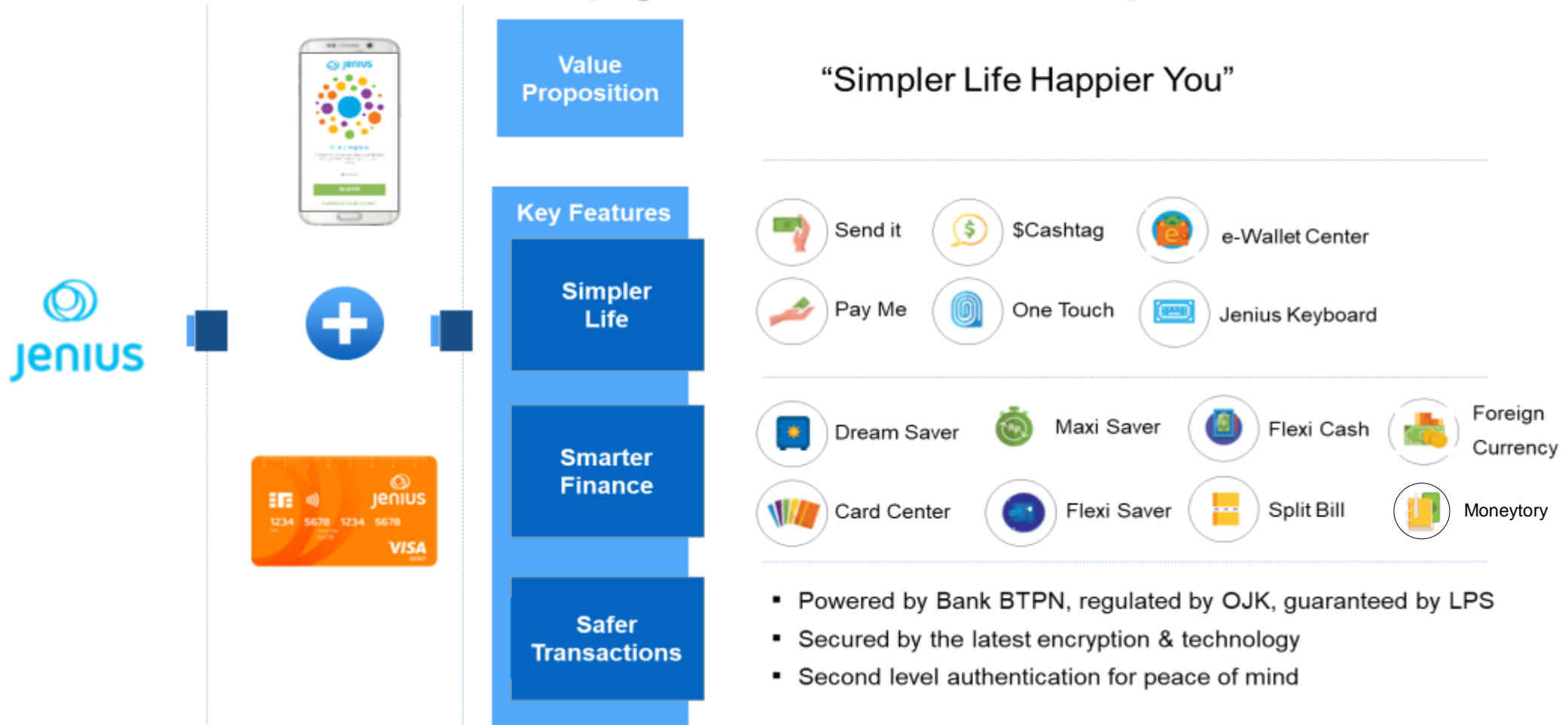
Retail Banking Group

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 **2.8 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

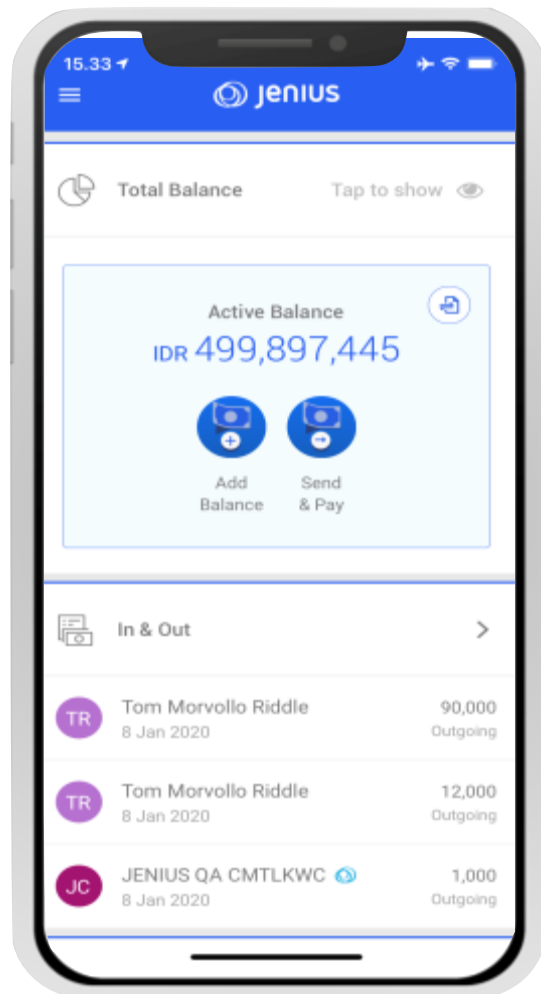
Smart

- 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

About Jenius Business Account



Value Proposition:

"Less Busy, More Business"

Main Features

Simpler



Easy Registration



Business Contact



Easy Login



Linked with Bisniskit



Manage personal and business account from one application

Smarter Finance



Send It



\$CashtagBisnis



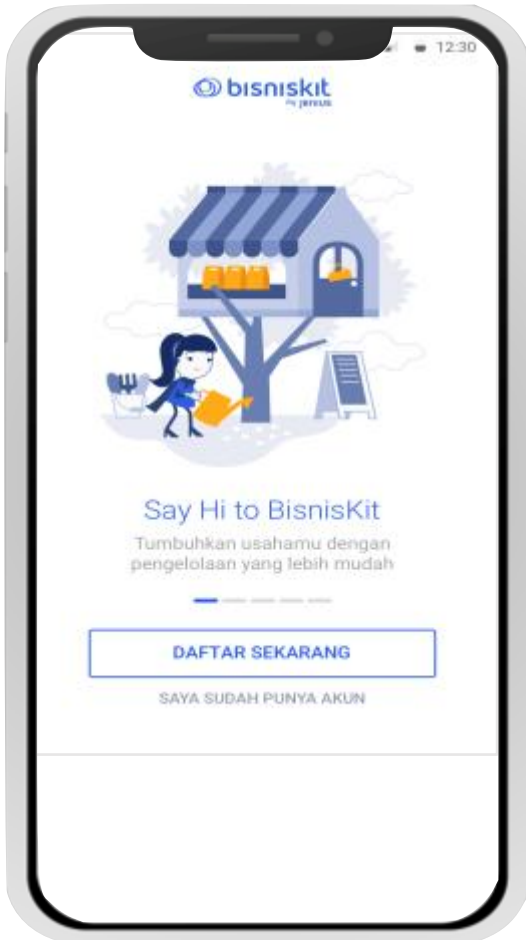
Card Center



Transfer

Security

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



Value Proposition:

"Less Busy, More Business"

Main Features

Simplicity

- Simple POS/Cashier
- Store Management
- Linked to Jenius Business Account

Clarity

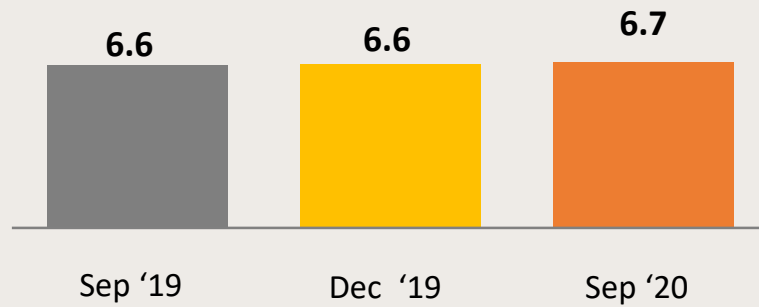
- Business Dashboard
- Product/Inventory Management
- Business Expenses Tracker
- Customer Relationship Management

Growth

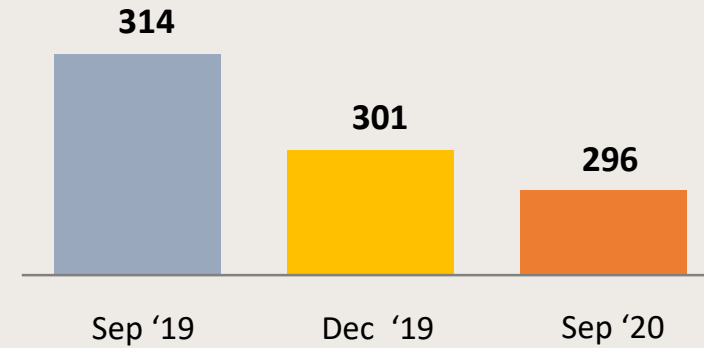
- Entrepreneurial Capacity Building

Digital Banking – BTPN Wow!

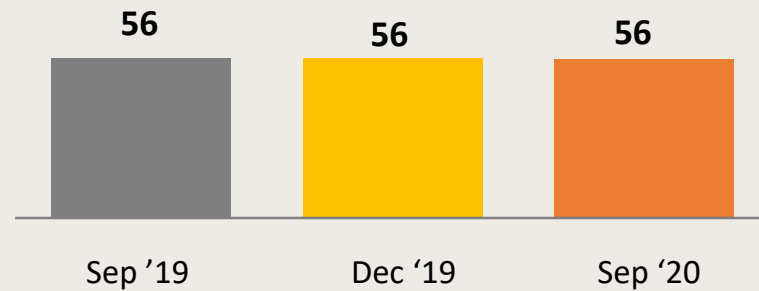
Customers *million*



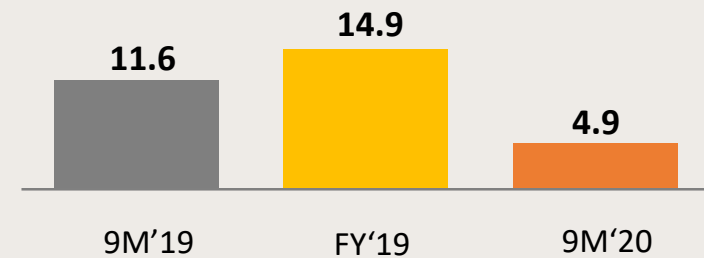
Agents *thousand*



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



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.

Public Relations Indonesia Awards 2020



Jenius receives 2 Gold Winner awards in the Public Relations Indonesia Awards (PRIA) 2020 for the Social Media Digital Public Relations Category.

IDX Channel – Indonesian Innovation Award 2020 Sustainability Category



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

The Schwab Foundation Awards 2020 World Economic Forum



Hadi Wibowo receives the award of 'Corporate Social Intrapreneur of the Year 2020' mainly on his immense contribution for BTPN Wow!

Best Companies to Work For in Asia 2020 – HR Asia



Having an inspiring leadership, high commitment towards the education and the well being of the employees.

Indonesia Content Marketing Awards 2020



Jenius receives 2 awards in Indonesia Content Marketing Awards (ICMA). For Strategy, implementation, and the result of marketing content initiation.

BTPN Syariah Overview

as of September 2020

- **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 effective 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 11,640 employees (~95% female and ~45% high school graduates)
- **Rating :** AA+ (idn) Fitch (stable outlook)

Serving Sumatera, Java, NTT, Kalimantan and Sulawesi



Customers

Serving ~ 5 mn customers,
~ 3.8 mn active

Coverage ~218k communities,
in ~ 2,600 sub-districts

Assets

15.5 trillion

ROE

12.8%

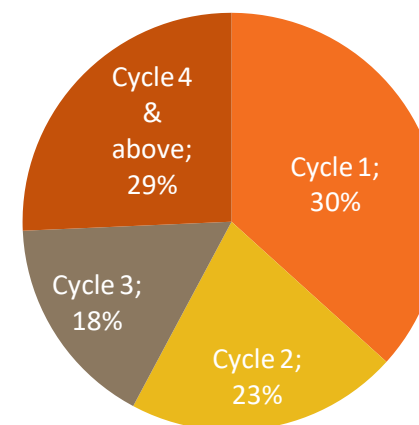
NPF

1.9%

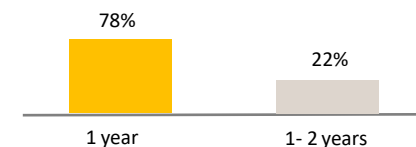
ROA

5.8%

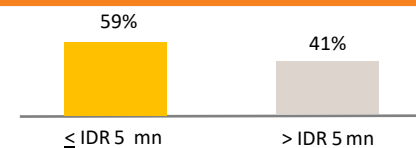
Customers by Cycle



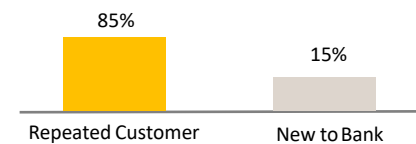
Maturity Composition*



Ticket Size*



Financing Composition*



*based on outstanding



BTPN at Glance

Banking Industry Overview

Handling COVID-19 at BTPN

3Q 2020 Financial Performance

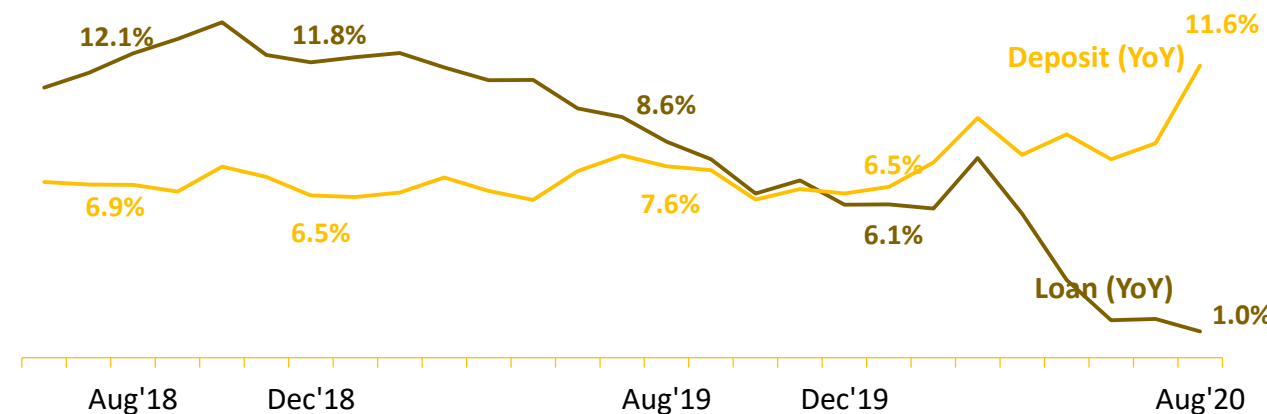
Banking Industry

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

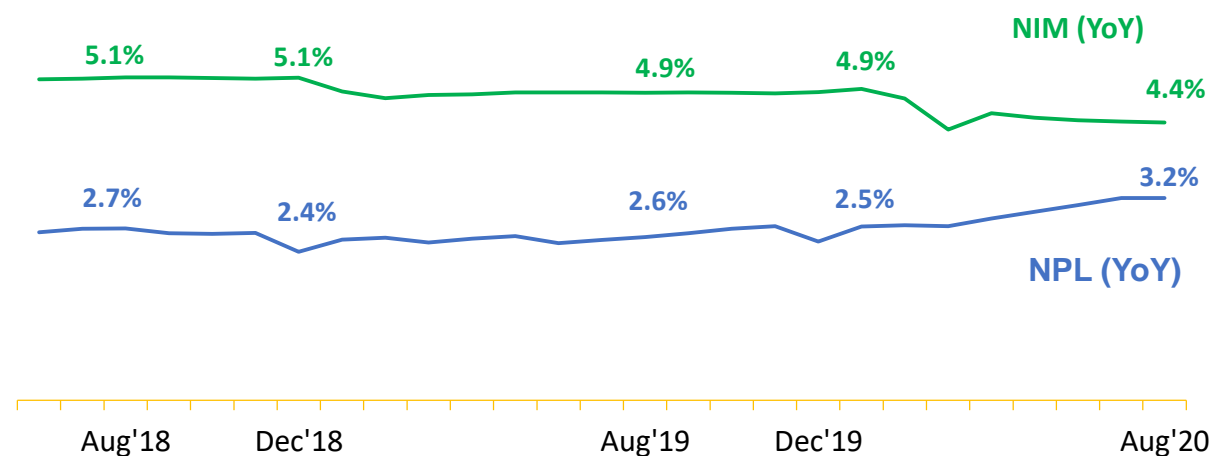
Indonesia Banking Industry Financial Summary

IDR trillion	Aug'19	Dec'19	Aug'20	ΔYTD	ΔYoY
Total Assets	8,245	8,563	8,907	4.0%	8.0%
Total Loans	5,465	5,617	5,522	-1.7%	1.0%
Customer Deposits	5,812	5,999	6,488	8.2%	11.6%
CASA	3,183	3,411	3,690	8.2%	15.9%
Current Accounts	1,358	1,466	1,677	14.4%	23.5%
Savings	1,825	1,945	2,013	3.5%	10.3%
Time Deposits	2,628	2,588	2,798	8.1%	6.5%
Net Profit	104	156	81	n.a.	-21.8%
LDR	94.7%	94.4%	85.4%	-9.1%	-9.3%
NIM	4.9%	4.9%	4.4%	-0.5%	-0.5%
NPL	2.6%	2.5%	3.2%	0.7%	0.6%
CAR	23.9%	23.4%	23.5%	0.1%	-0.4%

Slowing loan growth



NIM & NPL



A photograph of three people in a modern, brightly lit indoor space, possibly a cafe or office. A man in the center is holding a smartphone and looking at it with a smile. A woman on the left is also smiling and looking at the phone. A woman on the right, wearing a hijab, is also smiling and looking at the phone. The background shows large windows and a modern interior design.

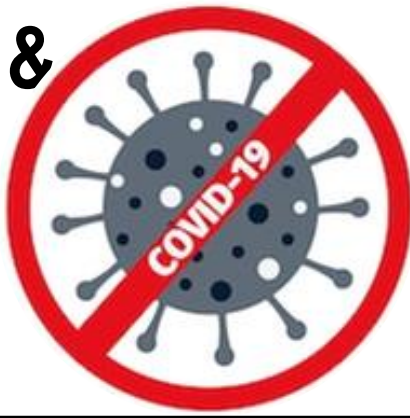
BTPN at Glance

Banking Industry Overview

Handling COVID-19 at BTPN

3Q 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

3Q 2020 Financial Performance



Financial Performance - Consolidated

3Q20 Key Highlights

- Total assets reached IDR 186.9T. Total Loans increased by 6% YoY.
- The average balance of CASA increased by 16% YoY (with the equal contribution from the Retail & Corporate segment).
- 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 September 2020, LCR was recorded at 246.45% and NSFR 113.13%.
- COVID-19 affected the Bank's performance in 3Q 2020. Profit before tax decreased by 26% YoY, mainly due to higher Cost of Credit to anticipate the decline in loan quality impacted by pandemic
- Gross NPL was at 1.10%.
- Solid capital structure. CAR at a healthy level of 24.91%.



Financial Performance - Consolidated

Balance Sheet (IDR billion)	Sep'19 (Unaudited)	Dec'19 (Audited)	Mar'20 (Unaudited)	Jun'20 (Unaudited)	Sep'20 (Unaudited)	ΔQoQ	ΔYoY
Liquid Assets	30,277	30,646	31,771	26,410	29,763	13%	-2%
Loans (gross)	140,593	141,760	157,011	150,475	148,812	-1%	6%
Total Assets	182,241	181,631	199,670	185,191	186,900	1%	3%
CASA	23,848	24,330	28,026	27,234	25,946	-5%	9%
TD	74,483	62,610	69,092	74,164	74,857	1%	1%
Total Customer Deposits	98,331	86,939	97,117	101,399	100,803	-1%	3%
Borrowings & Subordinated Loan	47,344	58,910	64,069	47,632	49,077	3%	4%
Total Liabilities	150,966	150,159	167,965	153,486	154,295	1%	2%
Equity	31,274	31,472	31,705	31,705	32,605	3%	4%

- Total assets reached IDR 186.9 trillion. Total Loan reached IDR 148.8 trillion (YoY growth of 6%)
- Customer Deposits reached IDR 100.8 trillion up by 3% YoY. Time Deposits cost decreased from 7.1% in Sep'19 to 5.3% in Sep'20.
- Besides the Customer Deposits, BTPN has a long-term borrowing facility from SMBC amounting to USD 2.8 billion (Usage as end of Sep'20 was USD 1.8 billion).

Financial Performance - Consolidated

Income Statement (IDR billion)	9M'19	FY'19	1Q'20	2Q'20	3Q'20	9M'20	ΔQoQ	ΔYoY
Net Interest Income	8,076	11,048	2,923	2,466	2,542	7,931	3%	-2%
Other Operating Income	1,173	1,561	432	463	418	1,313	-10%	12%
Operating Income	9,249	12,608	3,356	2,929	2,960	9,244	1%	0%
Operating Expense	(5,175)	(7,130)	(1,777)	(1,666)	(1,628)	(5,071)	-2%	-2%
Cost of Credit	(1,062)	(1,446)	(411)	(810)	(732)	(1,953)	-10%	84%
Profit Before Tax	3,006	4,019	1,169	451	602	2,222	33%	-26%
Net Profit After Tax attributable to the Shareholders	1,947	2,573	752	365	428	1,544	17%	-21%
Net Profit After Tax - BTPN Syariah	976	1,400	402	4	100	507	NA	-48%

- BTPN's 3Q NPAT IDR 428bio. YTD Sep20 NPAT down by 21% YoY, mainly due to higher Cost of Credit and lower net interest
- The impact of both credit restructuring and lower yield following decreased benchmark rate.
- Credit restructuring efforts continue. The COVID-19 situation and credit quality post restructuring is a challenge to 2H results.
- Strong cost management is an ongoing effort to support financial performance

Key Financial Ratios - Consolidated

Ratios (%)	Sep'19 (Unaudited)	Dec'19 (Audited)	Mar'20 (Unaudited)	Jun'20 (Unaudited)	Sep'20 (Unaudited)	ΔQoQ	ΔYoY
NIM	6.81	6.92	6.89	6.21	6.08	▼	▼
NSFR	111.25	113.04	115.86	116.56	113.13	▼	▲
LCR	218.95	229.14	212.45	221.96	246.45	▲	▲
Loan to Funding	96.51	97.20	97.41	100.97	99.29	▼	▲
NPL (gross)	0.84	0.81	0.97	1.12	1.10	▼	▲
ROA	2.25	2.25	2.51	1.72	1.58	▼	▼
ROE	10.25	9.94	10.76	7.97	7.27	▼	▼
CAR	24.41	24.24	22.48	23.09	24.91	▲	▲

- NIM experienced compression from 6.81% in the same period last year to 6.08%.
- LCR and NSFR were at healthy levels, LCR was recorded at 246.45% and NSFR 113.13% as end of Sep'20.
- Gross NPL increased from 0.84% as of September last year to 1.10%.
- CAR was recorded at 24.91%, with core capital constituting 79% of total capital.

Loan Growth by Segment

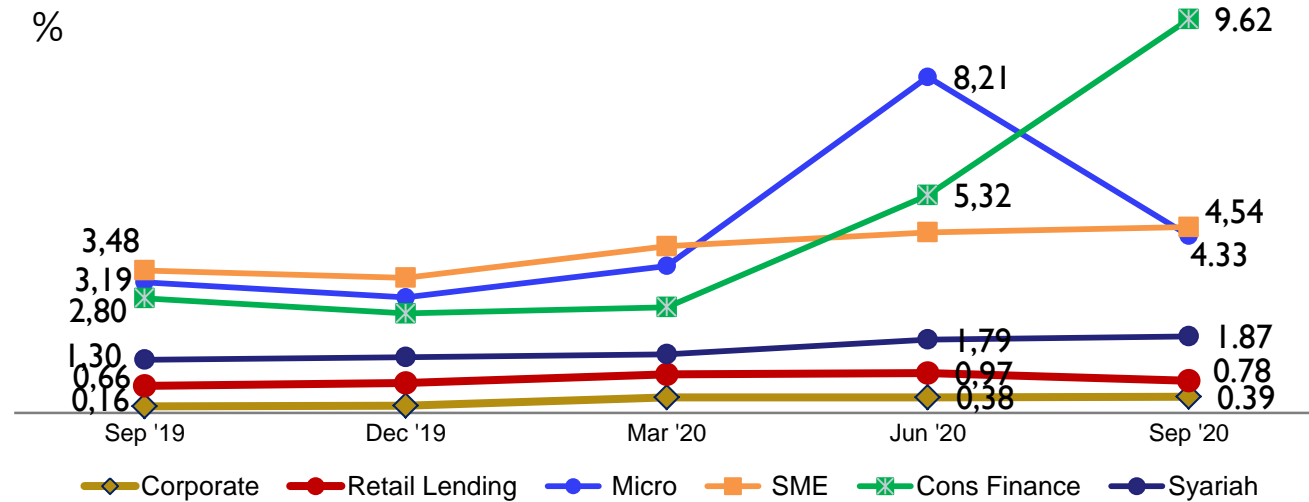
Loan Growth (IDR billion)	Sep'19 (Unaudited)	Dec'19 (Audited)	Mar'20 (Unaudited)	Jun'20 (Unaudited)	Sep'20 (Unaudited)	ΔQoQ	ΔYoY
Total Loan	140,593	141,760	157,011	150,475	148,812	-1%	6%
<i>Mature Businesses :</i>	38,198	37,222	36,284	35,237	34,171	-3%	-11%
- Retail Lending	36,281	35,611	34,907	34,036	33,126	-3%	-9%
- Micro	1,917	1,611	1,377	1,201	1,045	-13%	-46%
<i>Growth Businesses :</i>	102,395	104,538	120,727	115,237	114,642	-1%	12%
- Corporate	73,595	75,697	91,958	88,630	89,341	1%	21%
- SME	13,014	12,827	12,794	12,330	11,952	-3%	-8%
- Commercial	1,111	1,074	1,214	1,243	1,197	-4%	8%
- Syariah	8,906	9,000	9,166	8,741	9,104	4%	2%
- Consumer Finance	5,449	5,561	5,172	3,943	2,737	-31%	-50%
- Others	320	379	423	350	310	-11%	-3%

Asset Quality

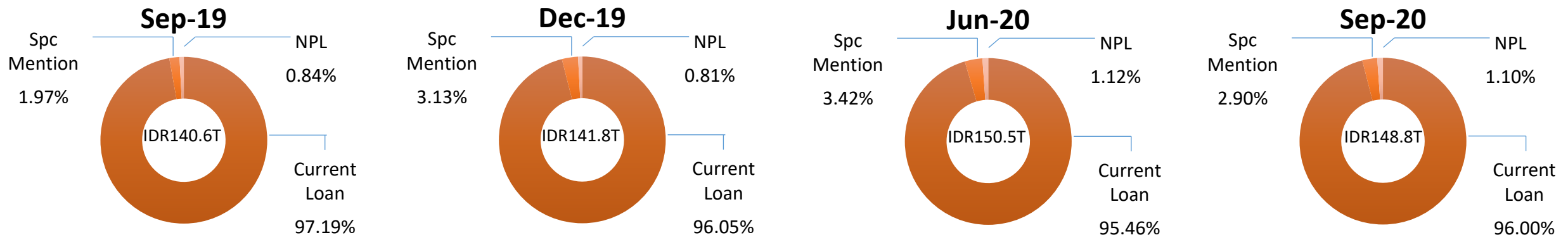
Asset Quality

%	Sep-19	Dec-19	Mar-20	Jun-20	Sep-20
Gross NPL	0.84	0.81	0.97	1.12	1.10
Net NPL	0.41	0.43	0.46	0.52	0.48
Gross Cost of Credit	1.01	1.04	1.14	1.64	1.74
Loan Loss Provision/NPL	122.79	127.30	134.32	150.66	177.90

Gross NPL by Segment



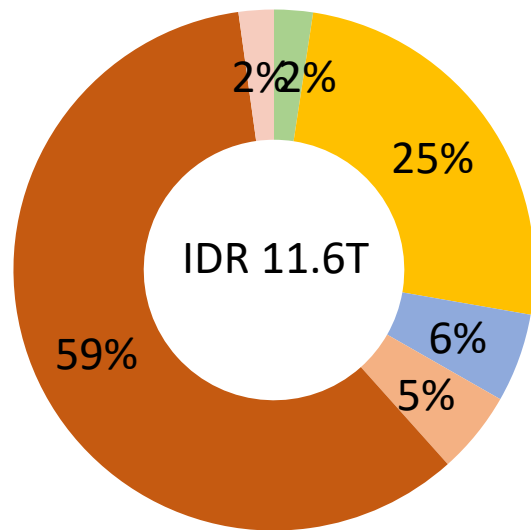
Loan by Collectability (% of Total Loan)



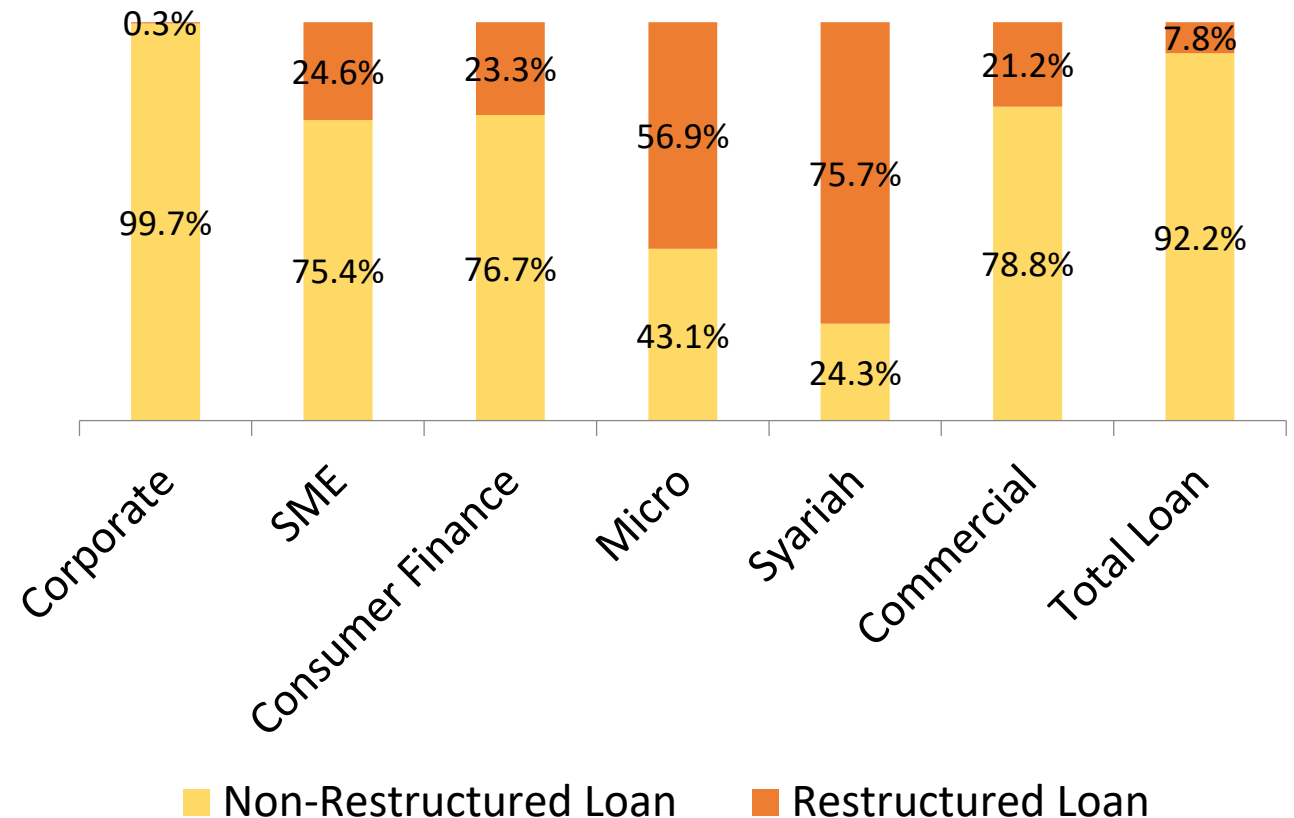
Loan Restructuring as of 3Q 2020

Restructured Loan

end of September 2020



Proportion to Total Loan



THANK YOU

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