

FY 2021 Results Update

February 2022

The 2021 Journey – Resilience Steps That Benefits All



1



Health & Safety Environment for Our Employees and Customers

The Bank continue to put health & safety environment as the first and foremost priority during the covid-19 surge – which includes providing medical equipment, health supplement, adjusting the business process (trusted person, head of center, half of the group during the 2nd wave) and supporting the government through promoting the vaccination program (99% vaccinated employees; 2k vaccinated customers).

2



Delivered Respectable FY 2021 Performance

We consistently achieve respectable results in our resilient journey with total asset at IDR 18.6tn, financing at IDR 10.4tn, reached out new equity milestone at IDR 7tn followed by respectable net income growth. The growth in 2021 even surpassed the year before the pandemic.

3



Social & Empowerment Program to Continuously Support Customer Business

Carried out a series of sustainable social program and activities including Daya program, Berbagi Emas program, Bersemi program, Tepat Peduli Pendidikan program, Accompaniment program for Inspirational & Successful customers and Tepat Peduli Vaksin with total budget at ~IDR 120bn.

4



Sharia Digital Ecosystem for Financial Inclusion

Provide benefits from a series of technological innovations continue to be carried out to create a digital ecosystem for financial inclusion with sharia principles.

Corporate Updates

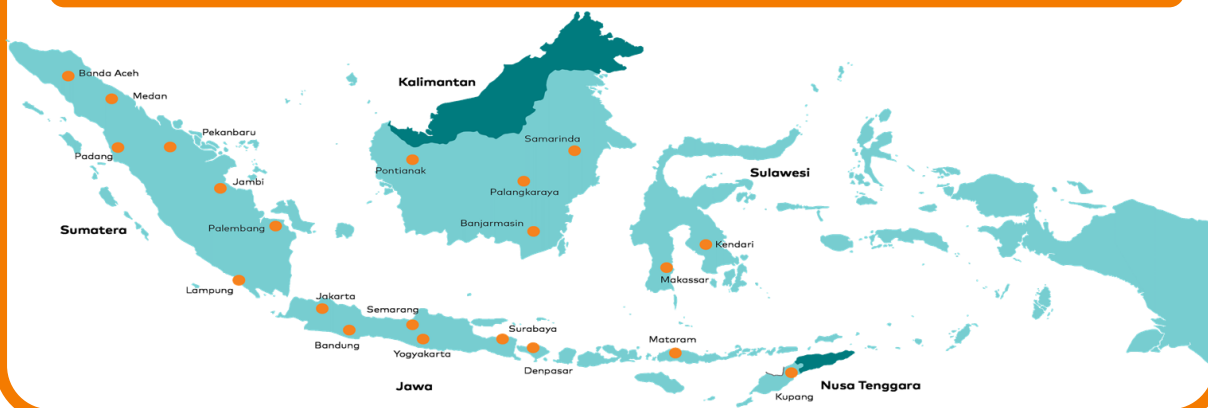


Our Journey



- **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.
- Classified as **KBMI 2** (Bank With Core Capital Above IDR 6tn) in Oct-21.
- **Today:** Spread across 23 provinces, with 12k employees (~ 95% female and ~ 45% high school graduates).
- **Rating:** AAA (idn) Fitch with stable outlook as of November 2021
- **Vaccinated employee:** 1st shot: 12.460 (99%); 2nd shot: 10.976 - (8.286 using VGR). Assisting more than 2k customer to get vaccinated.

Serving Sumatera, Java, NTT, Kalimantan and Sulawesi



FY 2021 Performance

Customer & Coverage

Serving ~ 6 mn customers,
~ 4.0 mn active



Coverage ~ 241k communities,
in ~ 2,600 sub-districts

Assets

18.6 trillion

NPF

2.4%

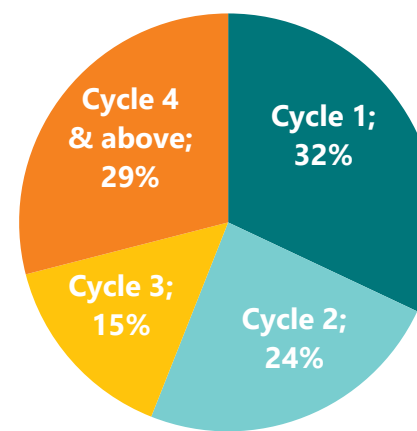
ROE

23.7%

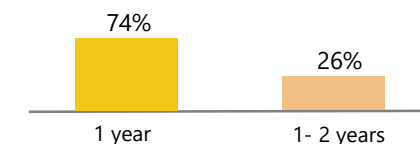
ROA

10.7%

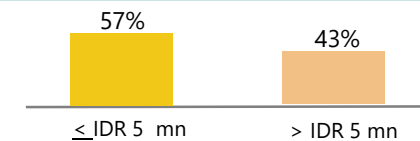
Customers by Cycle



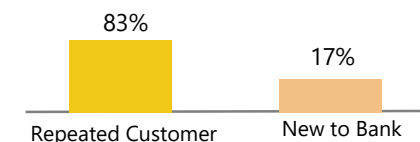
Maturity Composition*



Ticket Size*



Financing Composition*



Agenda



Financial Scorecard

Social Impact

Others

Management Highlights

FY 2021 Balance Sheet – Bank Only

Resilient Balance Sheet, reached new equity milestone at IDR 7tn



Unit: IDR billion	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	ΔYoY
Cash	1,110	1,033	892	776	862	-22%
Reserve Requirement	378	391	401	405	415	10%
Net Liquid Investment	5,432	6,092	5,927	6,263	6,632	22%
Financing (gross)	9,523	9,697	10,048	10,212	10,443	10%
Investment	0	0	0	0	20	N.A
Allowance for losses	(849)	(755)	(651)	(682)	(699)	-18%
Total Asset	16,435	17,297	17,407	17,798	18,564	13%
CASA	2,024	2,091	2,267	2,633	2,805	39%
TD	7,756	8,432	8,346	8,000	8,188	6%
Total Third-Party Funds	9,780	10,523	10,613	10,634	10,994	12%
Securities Issued	200	0	0	0	0	-100%
Total Liabilities	10,556	11,042	11,012	11,076	11,469	9%
Equity	5,879	6,255	6,395	6,722	7,095	21%

Note: Total Asset at IDR 18,544bn; Total Third-Party Funds at IDR 10,973bn (Consolidated)

FY 2021 Income Statement – Bank Only

Positive NPAT growth 71% (YoY) while remain cautious ahead



Unit: IDR billion	<u>FY'20</u>	<u>1Q'21</u>	<u>2Q'21</u>	<u>3Q'21</u>	<u>4Q'21</u>	<u>FY'21</u>	<u>ΔYoY</u>
Margin Income	4,037	1,114	1,172	1,143	1,244	4,674	16%
Margin Expense	498	110	105	94	85	395	-21%
Net Margin Income	3,540	1,004	1,068	1,049	1,159	4,279	21%
Operating Income	3,562	1,009	1,073	1,054	1,165	4,301	21%
Operating Expense and Bonus Wadiah	1,592	421	420	402	451	1,693	6%
Pre-Provision Profit	1,970	589	653	653	714	2,608	32%
Loan Loss Provision	850	108	141	236	243	728	-14%
Profit After Tax	855	375	395	326	369	1,465	71%

FY 2021 Ratios – Bank Only

Strong Key Ratios



Unit: %	FY'20	1Q'21	2Q'21	3Q '21	4Q'21	FY '21
Cost to Income	45%	42%	39%	38%	39%	39%
BOPO	72.4%	57.2%	56.4%	63.7%	62.3%	60.0%
RoA	7.2%	11.4%	11.8%	9.5%	10.3%	10.7%
RoE	16.1%	25.8%	26.4%	20.6%	22.2%	23.7%
NPF Gross	1.9%	2.1%	2.4%	2.4%	2.4%	2.4%
Cost of Financing	9.4%	4.4%	5.7%	9.3%	9.3%	7.3%
Loan provision coverage	467%	372%	272%	281%	283%	283%
CAR	49.4%	50.7%	52.0%	55.0%	58.1%	58.1%

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Social Impact

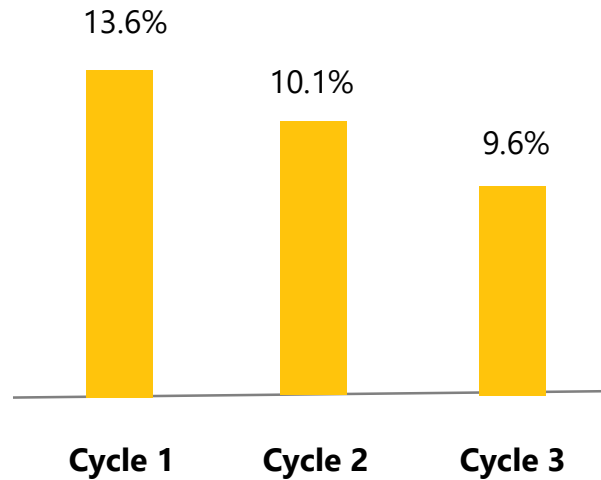
Others

Management Highlights

Social Impact Scorecard: Positive Changes, Better for Community

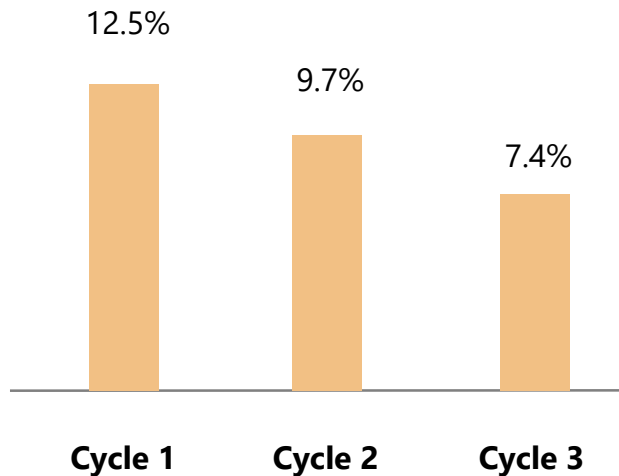


Improved children education



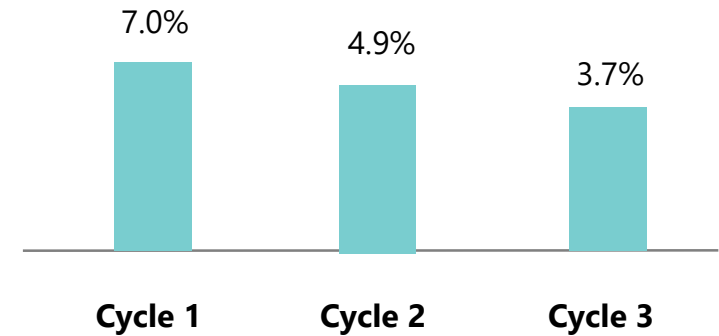
Number of children who do not go to school were decreasing

Improved toilet condition



Number of household who do not have toilet/latrine were decreasing

Improved household carbon emission



Usage of firewood as cooking fuel were decreasing

**BTPN Syariah is not the sole determining factor of the customers' welfare improvement*

Sustainability Performance Overview as of December 2021



BTPN Syariah has identified 6 out of the 17 SDGs



Economic Performance

IDR 10.4 tn
Financing grew by **9.7%**

7%
Provisions for total financing

IDR 1.47 tn
Net Profit

IDR 18.6 tn
Total Asset

Social and Community Performance

100%
Productive underprivileged customers

100%
Female financing customers

95%
Female employees

45%
High school graduate/equivalent employees

>210k
Sentra received trainings

Environmental Performance

4.0 mn
Active customers served on location

90%
Online trainings conducted

100%
Front office staff using front end device

100%
Reduction in the purchase of bottled water In head office

Sustainable Social Programs 2021



● Berbagi Emas Program



A gift of gold appreciation for more than 200+ inspiring customers who became role model for other customers.

Total Budget
IDR **2bn**

● Bersemi Program



On-time incentive payment for customer who consistently build disciplined characters.

Total Budget
IDR **104bn**

● Tepat Peduli Pendidikan Program



Educational assistance ~10,000 children of the productive underprivileged customers (including webinar & apprentice opportunity).

Total Budget
IDR **12.5bn**

● Pendampingan Program for Inspirational and Successful Customers



Accompaniment program for inspiring and successful customers.

Reached Out
10k+ Customers

● Tepat Peduli Vaksin Program



A free vaccination program held in 4 Cities; Sukabumi, Palembang, Sukoharjo, Mataram with over than 2,000 participants from customers and communities.

Total Budget
IDR **0.2bn**

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Management Highlights

Government Economic Recovery Program

Impact on BTPN Syariah



Direct Impact

➤ Financing Restructuring Relaxation (POJK 17/2021 & POJK 48/2020)

- Accumulative as of Dec 2021: Rp 8.6 trillion
- As of Dec 2021: Rp 1.7 trillion

➤ Interest Subsidy (50/PMK.05/2021 & Permenko 8/2020)

No participation from customer

➤ Financing Guarantee for MSMEs (PMK 71/2020)

- Ongoing – We have registered more than 75% of new account from August 2020 to Nov 2021.
- Pilot claimed 121 customers ~IDR 0.4bn as of Dec 2021.

Indirect Impact

Social Protection
Budget: IDR186.64 trillion
Realization: IDR144.82 trillion
(92.6%) of budget

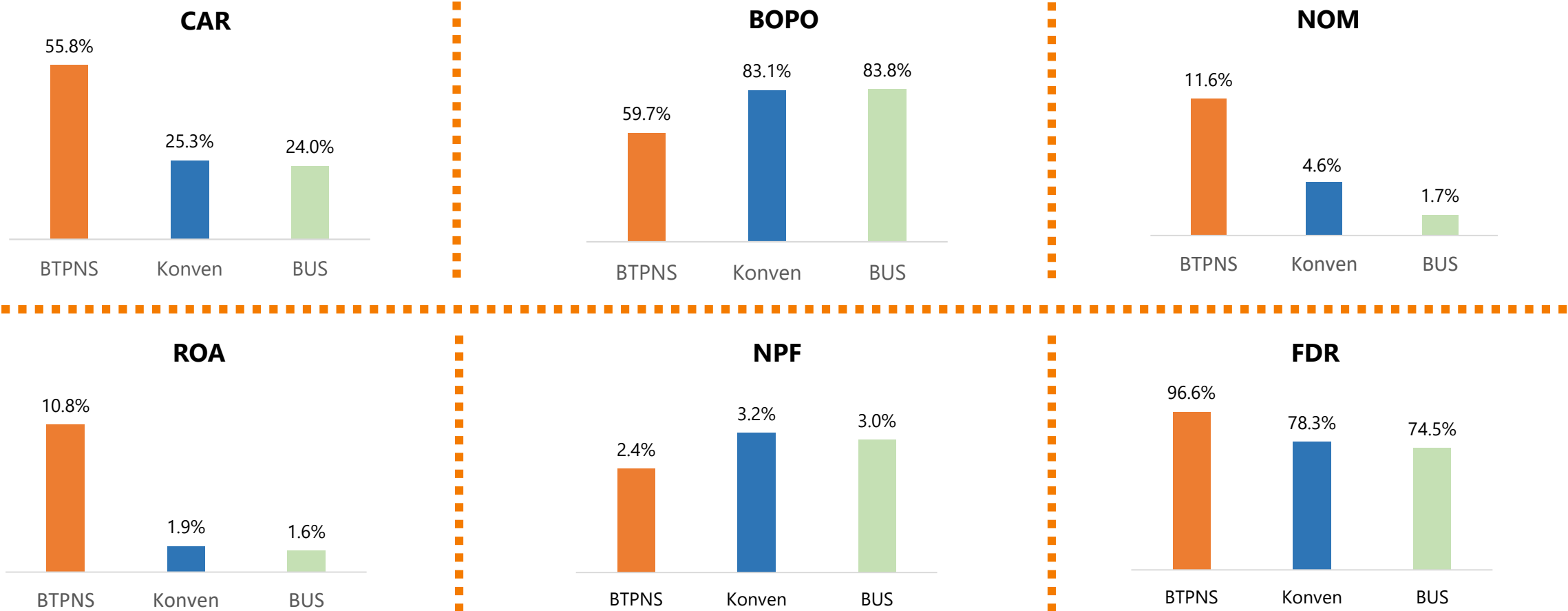
- PKH (10mn families)
- Basic Food/SEMBako Card (18.1mn families)
- Pre-Employment Card (5.96mn people)
- Cash Social Assistance (10mn families) & Cash transfer – Village Fund (5.62mn families)
- Electricity Discount (32.6mn beneficiary)
- Job Loss Guarantee Contribution (7.19mn workers)

MSME Support
Budget: IDR162.40 trillion
Realization: IDR82.29 trillion
(50.7%) of budget

- Micro business assistance (BPUM – 12.8mn business)
- Guarantee Service Fee (IJP) for MSMEs (2.31mn MSMEs)
- Fund Placement (IDR45tn for 5.47mn debtors)
- Interest Subsidy for KUR (6.88mn debtors) and non-KUR (13.8479mn business)
- Assistance for street vendors (1mn business)

source: Ministry of Finance – Fiscal & Economic Updates as of Dec 2021

Financial Ratios Benchmark – Oct 2021



Source : Indonesia Banking Statistic Report

Awards



Tempo Financial Awards 2021
The Best Financial Performance Sharia Bank
(19 Oct 2021)



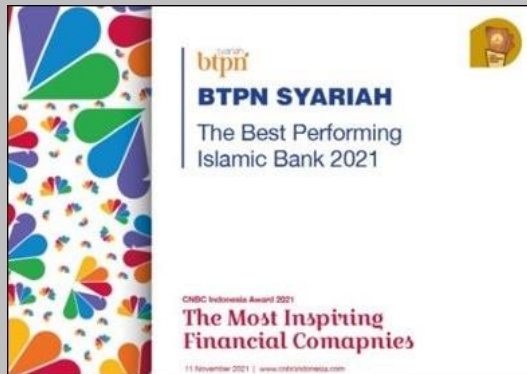
Investor Best Syariah Awards 2021
Best Bank Asset Category under Rp20T
(21 Oct 2021)



The 2021 WEPA Awards
1st Runner Up Gender Responsive Marketplace
(22 Oct 2021)



Forbes Indonesia Best of The Best Awards 2021
The Best 50 Public Listed Companies
(4 Nov 2021)



CNBC Indonesia The Most Inspiring Financial Companies Award 2021
The Best Performing Islamic Bank 2021
(11 Nov 2021)



Bank Indonesia Award 2021
Best Supporting Bank for SMEs - Category
Bank BUKU 3 & 4
(24 Nov 2021)



The Finance Top 20 Financial Institution
Special Award Category - The most Committed
Bank to Underprivileged Segment Financing
(29 Nov 2021)



Anugerah Syariah Republika 2021
Best Women Empowerment Sharia Bank
for Bank BUKU 3
(8 Dec 2021)

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Technology for Good That Benefits All

Sharia Digital Ecosystem for Financial Inclusion



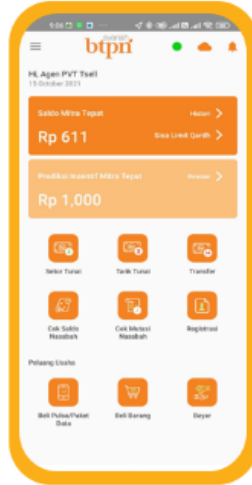
Terra



Simple n Secured Field
Officers Daily Activity Apps

100% used by
all field staff

Agent Apps



New Channel to Support
Agent Banking Business

Pilot
~500 Mitra Tepat

Warung Tepat



New Channel to Provide
Access to Supply/Goods

Pilot
200 Mitra Tepat
average purchase order
1mn

Mobile Banking



e-Channel Services Provided for
Customers to do Banking
Transactions using Mobile Device

Internal Use

**waiting regulator approval*

Strategic Direction 2022: Develop Pathway towards Sharia Digital Ecosystem



1

Strengthened Customer Service Quality and Business Process

- ☐ Scaling up Mitra Tepat
- ☐ Launching and Improving Internet Banking and Tepat Mobile (including eKYC & QRIS)
- ☐ Increasing Control through biometric
- ☐ Initiating New Customer Empowerment Program Journey to Tepat Daya Platform

2

Exploring New Business Opportunities

- ☐ Launching Syariah Venture Capital
- ☐ Revamping Individual Financing for up cycle customer
- ☐ Introducing Paylater, joint financing/channeling

3

Strengthen Organization Capability

- ☐ Increasing Employee Engagement
- ☐ Continuing Robust Operation Process
- ☐ Strengthening our IT Infrastructure, data warehouse platform and data analytics
- ☐ Strengthening our Risk Management and Information Security





Thank you