



good corporate governance

The Regulator's role in providing relaxation policies to the banking industry creates a leeway for banks to manage and increase the quality of their corporate governance implementation during the pandemic.



good corporate governance implementation report

The Covid-19 pandemic has not automatically omitted the responsibilities of a company in implementing good corporate governance (GCG) principles. The endeavor to be **#resilienttogether** in facing the challenges of 2020 has led to a more robust, more integrated, and more synergized GCG implementation in BTPN Syariah.

Upholding the GCG and sharia principles, BTPN Syariah supports the Government's National Economic Recovery Program for the Bank's underprivileged customers. The Bank prioritizes the alignment of economic, social, and environmental factors while maintaining economic stability, and continues to operate the inclusion principle in undertaking its operation and GCG in a proper, integrated, and sustainable manner.

BTPN Syariah consistently assumes its mandate in its every effort to develop an environmentally friendly financial institution system, and strives to continually narrow the gaps in all its activities that are prone to environmental risks, as mandated by Law Number 32/2009 on Environmental Protection and Management.

Guided by the Financial Services Authority (OJK) Regulation Number 51/POJK.03/2017 on the Implementation of Sustainable Finance for Financial Services Institution, Stock Issuer, and Public Company, BTPN Syariah is committed to achieving sustainable development that can maintain economic stability and is inclusive of supporting solid national economic system. The implementation of this commitment is expounded in BTPN Syariah's Sustainability Report 2020.

In its effort to develop sharia banking, which adheres to POJK Number 28/POJK.03/2019 on Banking Synergy under single ownership, with PT Bank BTPN Tbk as the parent company under single ownership of a financial conglomerate, BTPN Syariah optimized a healthy banking synergy by continuing the partnership through the optimization of human capital, information technology and office network that will create added values to both the sharia and conventional public banks.

The supervisory function of BTPN Syariah's Board of Commissioner and Sharia Supervisory Board has been highly effective. It ensures control over various financial services sectors with the increasing transaction complexity and interaction between financial services organizations within one business group. It also supports sharia banking development in financial conglomerate. The Boards accomplish it by overseeing the implementation of integrated GCG that adheres to the sharia principles.

In line with its GCG implementation goals, BTPN Syariah is committed to maintaining a solid foundation, upholding its stakeholders' rights, and promoting accountability and transparency. Such commitment translates into sound GCG implementation, careful tending to the sector and the industry, as well as its scale and complexity as a sharia bank.

Amid the ongoing Covid-19 pandemic, BTPN Syariah has consistently fulfilled all of its obligations on schedule, thanks to the comprehensive support of its #bankirpemberdaya (empowering bankers) and stakeholders. The Bank extends its highest appreciation to the Financial Services Authority (OJK) for its understanding, comprehension, and provision of relaxation policies during the pandemic, particularly for the financial services institutions.

By being **#resilienttogether**, insha Allah, BTPN Syariah will make every effort to implement sound GCG principles and relentlessly improve and perfect its quality.

objectives of GCG implementation

The GCG implementation at BTPN Syariah aims to build a healthy and resilient sharia banking industry to tend to all stakeholders' interests while increasing compliance to the prevailing regulations and the generally accepted code of ethics in the sharia banking industry.

BTPN Syariah upholds the rights of the shareholders and strives to maintain its accountability and transparency by continuing to earn the trust of the shareholders and investors through the implementation of the GCG guidelines for public company, taking into consideration the developments in the financial sectors and industries at the scale and complexity as a sharia bank.

Internally, BTPN Syariah ensures a sustained commitment to good practices in GCG principle implementation, that is, by managing its business activities and operations professionally, improving the refinement quality of the Bank's internal control system and risk management, abiding by the existing regulations, and aligning with the sharia principles.

Externally, BTPN Syariah engages in a healthy and fair business competition with integrity while considering the various risks and upholding the Bank's vision and mission in preserving its reputation through the sound implementation of the GCG guidelines for public companies.

results of GCG implementation

BTPN Syariah's **#resilienttogether** spirit has led to solid performance growth in 2020. The Bank implemented various GCG initiatives consistently, thanks to the full support of all stakeholders despite the ongoing Covid-19 pandemic.

Amid the pandemic challenges, BTPN Syariah has managed to maintain a superior performance:

- ROE 16.1%
- CAR 49.4%
- Total Assets Growth 7%
- Financing Disbursement of Rp9.5 Trillion
- Third-Party Funds of Rp9.8 Trillion
- Increase in Impairment Loss Reserves by 174.8%

Alhamdulillah, Praise be to Allah, BTPN Syariah has been privileged to earn the trust of various institutions and receive numerous awards in 2020, including:

international

1. GIFA Awards 2020 – Best Islamic bank for SME 2020;
2. 34th Annual International ARC Award 2020 – Gold Winner for the Traditional Annual Report: Banks: National;
3. 3G Awards 2020 (Cambridge IFA)
 - 3G Socially Responsible Banking Award 2020
 - 3G Excellence in Socio-Economic Development 2020.

national

1. Asia Sustainability Report Rating (ASRRAT) 2020 from the National Center for Sustainability Reporting (NCSR) – Sustainability Report – with “Gold” predicate;
2. Infobank Top SME Lender 2020 – The Best for SME Business Performance Year 2019;
3. 9th Infobank Digital Brand Award 2020 – 1st Rank for sharia bank of BUKU 3 category Bank;
4. Investor’s Awards Best Listed Company 2020 (Investor Magazine) – Best Stock Issuer 2020 in Banking Sector;
5. Warta Ekonomi Indonesia Best Brand Award 2020 – Bank with “HEALTHY” rating for BUKU 2 & 3;
6. Investor Best Syariah Award 2020 (Investor magazine) – Best Sharia Bank 2020 for Sharia Banks with Total Assets of Less Than Rp20 Trillion;
7. 25th Infobank Awards 2020 – The Most Profitable Bank in Indonesia 2019 with “Very Good” rating;
8. Infobank 9th Sharia Awards 2020;
 - “Very Good” rating for the performance in 2019 in the category of Rp5 trillion - Rp30 trillion core capital;
 - The Most Efficient Sharia Bank 2020;
9. Iconomics Top Bank Awards 2020 - Platinum rating for the category of BOOK 3 Banks;
10. Bank Indonesia Awards 2020 – The Best Supporting Bank for SMEs in the category of BOOK 1 and 2;
11. The Finance Top 20 Financial Institutions 2020 (Infobank) - Top 20 Financial Institutions in the category of Core Capital of Rp5 trillion - >Rp30 trillion.

commitment to GCG foundational principles and guidelines

BTPN Syariah pledges to implement GCG well to build a healthy and resilient sharia banking industry, protect the interest of various stakeholders, and improve compliance to the prevailing regulations and generally accepted code of ethics in the sharia banking industry.

BTPN Syariah upholds the rights of stakeholders by consistently operating in an accountable and transparent manner to maintain and strengthen the trust of its shareholders and investors by implementing the GCG Guidelines for public company, taking into consideration the development in the financial sectors and industries and the scale and complexity of the Bank.

basic principles and guidelines of GCG in BTPN Syariah

BTPN Syariah consistently bases its GCG implementation on six foundational principles—Transparency, Accountability, Responsibility, Professionalism, Fairness, and Sharia Compliance—and abides by the GCG Implementation Guidelines for Public Company that includes 5 (five) aspects, 8 (eight) GCG principles, and 25 (twenty-five) aspects and principles of GCG implementation.

GCG Aspects for Public Company Implemented in BTPN Syariah include:

1. Aspect of Relationship of Public Company and the Shareholders in Guaranteeing the Shareholders’ Rights;
2. Aspect of Function and Role of the Board of Commissioner and the Sharia Supervisory Board;

3. Aspect of Function and Role of the Board of Directors;
4. Aspect of Stakeholder Engagement;
5. Aspect of Disclosure of information.
4. Public Company has a communication policy in place with stakeholders or investor;
5. Public Company exposes its communication policy with stakeholders or investors on its website;

The principles of good GCG Implementation Guidelines for Public Company in BTPN Syariah include:

1. Improving the Values of General Meeting of Shareholders;
2. Improving the Quality of Communications as Public Company with the Shareholders or Investors;
3. Strengthening the Membership and Composition of the Board of Commissioners;
4. Improving the Quality of the Implementation of Tasks and Responsibilities of the Board of Commissioners;
5. Strengthening the Membership and Composition of the Board of Directors;
6. Increasing the Quality of the Implementation of the Tasks and Responsibilities of the Board of Directors;
7. Improving the Corporate Governance Aspect Through Stakeholders Engagement;
8. Improving the Implementation of Disclosure of information.
6. The membership of the Board of Commissioners take into account the condition of Public Company;
7. The composition of the Board of Commissioners take into account the diversity of expertise, knowledge, and required experience;
8. The Board of Commissioners has its self-assessment policy to assess the performance of the Board of Commissioners;
9. The self-assessment policy to assess the performance of the Board of Commissioners is revealed through Public Company's Annual Report;
10. The Board of Commissioners has a policy in place on the resignation of the Board's members should they be involved in financial crime;
11. The Board of Commissioners or the Committee in charge of the Nomination and Remuneration creates succession policy in the process of nominating the Board's members;
12. The membership of the Board of Directors taking into account the condition of Public Company and the effectiveness in making a resolutions;

GCG Aspects and Principles Implemented in BTPN Syariah include:

1. Public Company has technical procedures in place for open or close voting that emphasizes independence and stakeholder interest;
2. All members of the Board of Directors and the Board of Commissioners of Public Company must attend Annual General Meeting of Shareholder (AGMS);
3. The Deed of Statement of Resolution of the AGMS must be available on the Public Company's website for at least one year;
13. The composition of the members of the Board of Directors taking into account the diversity of expertise, knowledge, and required experience;
14. The members of the Board of Directors overseeing accounting or finance have the expertise and/or knowledge in accounting;

15. The Board of Directors has a self-assessment policy to assess the performance of the Board;
16. The self-assessment policy to assess the performance of the Board of Directors is revealed through Public Company's Annual Report;
17. The Board of Directors has a policy in place on the resignation of the Board's members should they be involved in financial crime;
18. Public Company has the policy to prevent insider trading;
19. Public Company has anti-corruption and anti-fraud policy;
20. Public Company has the policy on selecting and improving the skill of supplier or vendor;
21. Public Company has the policy to fulfill the rights of creditors;
22. Public Company has the whistle-blowing policy;
23. Public Company has the policy on long-term incentive for Directors and employees;
24. Public Company utilizes information technology widely beyond having a website as disclosure of information media;
25. Public Company's Annual Report reveals the final benefit holder in the share ownership of Public Company of at least 5% (five percent), aside from revealing the final benefit owner of Public Company's share ownership through major shareholders and controller;

In 2020, BTPN Syariah continued to prioritize the sound implementation of GCG at all levels of the organization.

the standard quality of GCG implementation in BTPN Syariah

BTPN Syariah sets the standard quality first and foremost through employee character building. Each employee is provided with adequate knowledge on GCG principles and their implementation at every level of the organization, business activity, and operation, from day one and regularly through refreshment sessions.

quality standard of GCG implementation through fraud awareness

BTPN Syariah is committed to continuously lower the number of internal violation incidents through a routine "fraud awareness" program for all employees through the JAGA portal.

JAGA

JAGA is a facility for employees or other parties who would like to report or provide information on suspected fraud incidents.

J = *Jalankan proses sesuai ketentuan yang berlaku* (Conduct processes according to existing regulations);

A = *Awasi dan amati lingkungan kerja sekitar apabila ada hal yang tidak sesuai dengan ketentuan* (Monitor and observe the environment should there be any irregularity);

G = *Gali informasi jika mengetahui ada informasi or dugaan fraud* (Investigate further should there be any fraud-related information or allegation); and

A = *Ajukan laporan jika menemukan indikasi fraud* (File a report should there be any fraud indication)

There were a total of 547 reports in 2020. All of which have been followed up.

the scope of JAGA

"JAGA" Whistle-blowing Management Mechanism's scope covers comprehensive activities ranging from reports or complaints on fraud-related violations to the (final) follow-up on the reports or complaints.

the division in charge of managing JAGA

Anti-Fraud Management (AFM) is the division in charge of supporting and maintaining the overall quality of JAGA.

access method on JAGA media



hotline

(+6221) 300 26 200 Ext. 83553 and 86470

This hotline enables verbal reports, where people can speak directly to the Anti-Fraud Management Officer.



mail

Anti-Fraud Management Division for reports through mail.

Menara BTPN, 12th Floor
CBD Mega Kuningan
Jl. Dr. Ide Anak Agung Gde Agung Kav. 5.5-5.6, Kelurahan Kuningan Timur
Jakarta 12950.



email

Jaga@btpnsyariah.com
The platform for filing reports through email.



QR code

Can be used to submit reports through the QR Code link.

GCG implementation quality standard through the initiation of collective identity

As a company grows, so would the scale and complexity of its challenges. To solidify employees' determination in carrying out the company's vision and mission and build their characters, BTPN Syariah has initiated the collective identity #bankirpemberdaya (empowering banker).

The term #bankirpemberdaya refers to people who work as professional bankers. But they are a different kind of bankers. They are bankers who raise funds from the affluent and utilize it to empower underprivileged families in their drive to be of benefit to others.

Each #bankirpemberdaya has specific characters that are vital for productive underprivileged family:

- **#bankirpemberdaya with direct contact with customers**

Is responsible for every service provided to the customers (Responsible Customer Engagement), meaning that #bankirpemberdaya stand upright at the forefront with full awareness to consistently be responsible for services to the customers.

- **#bankirpemberdaya without direct contact with customers**

Simple and secure in developing every product and process, which implies being fully aware of the task to develop simple but secure products and processes with predetermined risk tolerance. The task takes into account how underprivileged families tend to have shortcomings in education, financial record, and formal documentation.

The unique characters of #bankirpemberdaya enable BTPN Syariah to serve underprivileged families. The Bank does not wait until customers become bankable. Instead, it is able to provide services for customers deemed unbankable.

BTPN Syariah is committed to creating a positive work environment, growth opportunities, and more meaningful lives. It is resolute to march forward in unison, carve achievements, and be **#resilienttogether** in facing the pandemic.

GCG implementation quality standard through internal audit monitoring

The Internal Audit is an independent unit that reports directly to the President Director and functionally to the Audit Committee. BTPN Syariah's Internal Audit Division carried out its entire plan and work programs in 2020 successfully. Its assessments and monitoring results have been taken into consideration in evaluating and improving the Bank's management policies, business processes, and operational activities, according to internal and external procedures, infrastructure, supporting procedures, and human capital management.

To ensure proper GCG implementation that is assessed based on an independent report, the Board of Directors and Internal Audit Committee conduct periodic discussions on audit results. The summaries from the discussions are submitted regularly to the President Director and the Board of Commissioners through the Audit Committee or related corporation meetings. The Internal Audit Division has recommended a series of improvement steps for the entire Divisions and Units, through monitoring and consultation, based on the Bank's Internal Audit Function Standard, Internal Audit Program, and Annual Audit Plan 2020.

GCG implementation quality standard based on the principle of prudence through risk management

BTPN Syariah has ensured GCG implementation quality standard based on the principle of prudence through risk management by sustainably increasing its internal risk management implementation and coordinating an integrated risk management implementation with PT Bank BTPN Tbk as the parent company, as a follow-up to the implementation of integrated risk management within a financial conglomerate.

GCG implementation quality standard based on compliance culture

As a public company, BTPN Syariah must increase its compliance level from time to time, not only with the Banking Financial Services Authority (OJK) regulation but also with the regulations of Capital Market Supervisor Financial Services Authority (OJK) and other relevant regulators.

The priorities in BTPN Syariah's compliance culture are Governance, Awareness, and Assessment. BTPN Syariah has implemented a Risk-Based Approach (RBA) using the Risk Sector Assessment (RSA) method on implementing the Anti-Money Laundering-Terrorism Financing Prevention (APU-PPT) program following the Financial Services Authority (OJK) and the Financial Transaction Reports and Analysis Center (PPATK)'s regulations.

BTPN Syariah attunes its compliance function to its key strategic initiatives to ensure the compliance culture is set in place. Apart from the Sharia and Advisory, Anti-Money Laundering (AML), and Combating the Financing of Terrorism (CFT) Compliance functions, the Bank has developed a Compliance Development system to further improve relevant tools and concepts and ease employees in accessing external and internal regulations.

The system and procedure continue to be perfected to ensure that the entire process at BTPN Syariah can run securely and straightforwardly.

GCG implementation quality standard through the roles of bank organs

BTPN Syariah's bank organs, namely the Board of Directors, the Board of Commissioners, and the Sharia Supervisory Board, have been deemed successful in implementing the GCG.

The Board of Commissioners and the Sharia Supervisory Board actively monitor the operation to ensure that BTPN Syariah has adopted the GCG principles. The Board of Commissioners is assisted by a Committee with the same level to ensure that every policy, strategic decision, product and service, human capital management, logistic, and documentation are appropriately met.

The Sharia Supervisory Board, supported by the Compliance Team, ensures a monitoring function over BTPN Syariah's GCG and sharia principles implementation in every activity, product and service, and operations.

Both Board of Commissioners and the Sharia Supervisory Board monitor the GCG principle implementation at the branch and functional offices across Indonesia through periodic visits. During the pandemic, the monitoring continued to be conducted through online mediums. Every recommendation has been well-governed and extended to the Board of Directors.

The Board of Directors has performed its management function, with assistance from a Committee at the same level. The Board has ensured all operational activities suitability, products and services, and the availability of supporting tools and infrastructure in the form of regulations and procedures are sufficient and abide by the existing regulations. In terms of identification adequacy, measurement, monitoring and risk control, and risk management information system, BTPN Syariah has fulfilled the process adequacy, including good capital adequacy. The Bank also applies an Operational Risk Management System (ORMS) to support its monitoring and operational risk control. It records, manages, and analyzes all occurring risks to anticipate the recurrence of similar incidents in the future.

internal control system

BTPN Syariah implemented 3 (three) defense lines for internal control.

Internal control is conducted through the following functions:

1. first line

The Quality Assurance (QA) team helps work/business units and the Risk-Taking Unit enforce a risk management practice. QA works to assist the operation of the majority of the work units in each Directorate. The team's assessment results are monitored through Risk Management Committee Meeting mechanism, which then provides recommendations for improvements;

2. second line

The Risk Management Work Unit (SKMR) and Compliance Work Unit (SKK) define, improve, and maintain the methodology of risk management; ensure that risk mitigation, policies, and procedures are adequate; and coordinate/facilitate the overall operational risk management activities. SKMR and SKK provide feedback for the Risk-Taking Unit (RTU) on risk management. Proactive mitigation is done by disseminating information on new regulations/policies, refreshment training, and active assistance for business activities by both work units.

3. third line

The Internal Audit Work Unit (SKAI), as the third line, works independently to make sure that all residual risks have been managed according to an approved risk tolerance standard. The monitoring results have been submitted to the Boards of Directors and Board of Commissioners and have been followed up to improve the Bank's performance.

benefits of GCG principles implementation

BTPN Syariah believes successful and transparent implementation of GCG principles will boost the Bank's efficiency, effectiveness, and sustainability, while also contributing to the creation of welfare and trust of shareholders, employees, and all stakeholders by ensuring adherence to the sound and transparent GCG principles.

The GCG principle implementation will benefit the Bank by serving as the parameter and benchmark in assessing the achievement of the Bank's vision and mission, based on the principles of prudence and the participation of all stakeholders in adhering to the existing regulations.

fulfillment of commitment of the GCG implementation

The GCG implementation at BTPN Syariah alludes to the Bank's continued commitment to implementing GCG for public companies in its operation. It maintains a high standard while adjusting to the fluctuating condition and situations due to the pandemic.

BTPN Syariah bases its compliance implementation process on 3 (three) strategies:

GOVERNANCE

Is all supervisory activities performed by the Board of Commissioners, the Sharia Supervisory Board, the Board of Directors, and other supporting Company Organs: applying a measured and structured mechanism, updating all internal control procedures and regulations, and ensuring the alignment between the undertaking of operational processes and fulfillment of the commitment for the bank's improvement to the regulators and stakeholders; and ensuring that all compliance in the Bank has been implemented well.

AWARENESS

Is every initiative at all levels of the organization to improve the culture of regulatory compliance in employees' daily tasks and jobs, provide regulatory information for employees through engaging and informative platforms, and involve the Sharia Supervisory Board to ensure the adherence of the business and operational processes to the sharia principles with due accountability.

ASSESSMENT

Includes all actions to monitor, inspect, and formulate improvements and developments to increase the Bank's regulatory compliance, e.g., through inspection in the head office, branch offices, and the field, identification of customers to guard and protect the Bank against money laundering and terrorism financing, and other such practices.

Financial Services Institutions play a crucial function in the national economy. They continue to provide the best services to their stakeholders through financial transactions and investment and support the financial system's stability without neglecting the prudence principles. BTPN Syariah strived to be more vigilant of the fluctuating situation and prioritize Covid-19 infection prevention in its GCG implementation in 2020.

Amid the ongoing Covid-19 pandemic, BTPN Syariah consistently practiced good corporate governance by increasing the implementation quality of a sound, integrated, and sustainable GCG, according to the Articles of Association and the existing regulations. This includes implementation of regulations such as GCG Implementation for Sharia Bank, Public Company Governance Guidelines, Sustainable Financial Implementation for Financial Services Institution and Public Company, and Integrated Governance within financial conglomeration, as well as ensuring that there are Banking Synergy geared towards the growth of sharia banking.

The realization of GCG implementation commitment of BTPN Syariah as a public company and sharia bank included:

1. BTPN Syariah participated in supporting the Government's National Economic Recovery Program during the Covid-19 pandemic by providing more ease for BTPN Syariah's financing customers in 2020. BTPN Syariah's programs and policies for customers are expounded in the Financial Performance and Business Review chapter of this 2020 Annual Report;
2. BTPN Syariah has fulfilled the Disclosure of Information obligation by the delivery of the Annual Report, Quarterly Financial Report, and Annual Financial Report, the consolidation through online reporting system with the Regulator and the public announcement on national newspapers and the Bank's website, as required for public companies;
3. BTPN Syariah made sure that it has fulfilled the obligation of Disclosure of Information in terms of Shareholder Registration or Shareholder Composition Change Monthly Reports submission through the online reporting system to the Regulator and public announcement on the Bank's website as a form of Disclosure of Information;
4. To meet the regulation of Indonesia Stock Exchange through the Board of Directors Decree Number Kep-306/BEJ/07-2004 Regulation Number I-E on the Obligation to Submit Information Point V, BTPN Syariah conducted a Public Expose on 25 August 2020 and submitted the Public Expose Implementation Report 2020 to the Financial Services Authority (OJK) and the Board of Directors of the Indonesia Stock Exchange on 28 August 2020, fulfilling the disclosure of information obligation on the matter;
5. To meet the Bank of Indonesia Regulation (PBI) Number 11/33/PBI/33/PBI/2009 on Good Corporate Governance Implementation in Sharia Bank and Sharia Business Unit, Bank of Indonesia Circular Number 12/13/DPBS on Good Corporate Governance Implementation at Sharia Bank and Sharia Business Unit, PBI Number 15/13/PBI/2013 on the Amendment of PBI Number 11/3/Pbi/2009 on sharia bank, and Regulation of Financial Services Authority (POJK) Number 33/POJK.04/2014 on Public Company's Board of Directors and Board of Commissioners, BTPN Syariah has ensured the entire processes of nomination, proposal, and appointment of the new members for

the Board of Directors have adhered to the regulations. All effective members of the Board of Directors, Board of Commissioners, and Sharia Supervisory Board have passed the fit and proper tests by the Financial Services Authority (OJK);

6. To meet POJK Number 32/POJK.04/2014 on Plan and Arrangement of Public Company Shareholder General Meeting, BTPN Syariah has conducted one Shareholder General Meeting, namely the Annual General Meeting accordingly;
7. To meet POJK Number 34/POJK.04/2014 dated 8 December 2014 on Stock Issuer or Public Company Nomination and Remuneration Committee, the Board of Directors determined the members of the Nomination and Remuneration Committee at BTPN Syariah in 2020;
8. To meet POJK Number 17/POJK.03/2014 dated 18 November 2014 on Integrated Risk Management Implementation in Financial Conglomerate and POJK Number 18/POJK.03/2014 dated 18 November 2014 on Integrated Good Corporate Governance Implementation in Financial Conglomerate, and in observing POJK Number 45/POJK.03/2020 dated 16 October 2020 on Financial Conglomerate, BTPN Syariah coordinated with PT Bank BTPN Tbk as its parent company to establish an Integrated Good Corporate Governance Committee and obtained the first Corporation Charter in 2020;
9. To meet POJK Number 8/POJK.03/2014 on Health Rate Assessment of Sharia Bank and Sharia Business Unit and POJK Number 65/POJK.03/2016 on Risk Management Implementation for Sharia Bank and Sharia Business Unit, and in observing OJK Circular Number 10/SEOJK.03/2014 on Health Rate Assessment of Sharia Bank and Sharia Business Unit, BTPN Syariah has issued risk management and internal control standards according to the three-line defense principles;
10. To meet POJK Number 55/POJK.04/2015 on Audit Committee Establishment and Work Guidelines, the Board of Commissioners has determined an amendment to the Audit Committee's member composition at BTPN Syariah in 2020;
11. To meet POJK Number 8/POJK.04/2015 on Public Company Website, BTPN Syariah's Corporate Secretary has ensured regular updates and improvements of the Bank's website according to the Bank's condition;
12. To meet POJK Number 31/POJK.04/2015 on Disclosure of information and Material Fact of Public Company, BTPN Syariah has publicly announced the changes within the Board of Directors, the reappointment of the members of the Board of Commissioner and the Sharia Supervisory Board, the amendment to the Articles of Association, the change in the Bank's name, and the Bank's upgraded BUKU category from BUKU 2 to BUKU 3 category bank;
13. To meet POJK Number 29/POJK.04/2016 on Public Company Annual report, BTPN Syariah has submitted the Annual Report for the financial year that ended on 31 December 2019. The Annual Report has been approved by the shareholders during the Annual General Meeting of Shareholders (AGMS) in 2020 and reported accordingly. The report has been published on the Bank's website;

14. To meet POJK Number 13/POJK.03/2017 on the Use of Public Accountant and Public Accountant Firm's Service and OJK Circular Number 36/SEOJK.03/2017 on the Mechanism to Use Public Accountant and Public Accountant Firm Services in Financial Services Activity, and observe the limitation of audit services for annual historical financial information from the same public accountant of a maximum three consecutive financial years, BTPN Syariah has made sure that the appointment of Public Accountant and/or Public Accountant Firm to audit the Bank's books for the financial years that ended on 31 December 2020, was in line with the existing regulations. The Report on the Appointment of Public Accountant and/or Public Accountant Firm has been submitted to the Authority;
15. To meet POJK Number 51/POJK.03/2017 on Sustainable Finance Implementation of Financial Services Institution and Public Company, BTPN Syariah has created the Sustainability Report 2019 and the Sustainable Finance Action Plan (RAKB) 2021-2024. The latter has been submitted to the Financial Services Authority (OJK);
16. To meet POJK Number 7/POJK.04/2018 on Report Submission through Public Company Electronic Reporting System, BTPN Syariah has submitted the report regularly accordingly;
17. To meet POJK Number 1/POJK.03/2019 on Internal Audit Implementation in Public Bank, BTPN Syariah has ensured that the Work Guidelines and Charter's adjustments were according to the regulations on the task and responsibilities in internal audit function implementation. The Charter's adjustment was conducted by the Board of Commissioners, the Board of Directors, the Audit Committee, and in particular the Internal Audit Work Unit over the Audit Charter;
18. To meet POJK Number 28/POJK.03/2019 on Banking Synergy, BTPN Syariah has synergized with PT Bank BTPN Tbk, as its parent company within single ownership, to develop sharia banking through multiple-sector collaborations;
19. BTPN Syariah has made sure that every line of the organization has conducted reviews and updates on the Bank's internal regulations and procedures to ensure their adherence to existing regulations and conditions, including the updates on the Bank's Main Policies, namely the Corporate Governance Policy and other operational policies;
20. BTPN Syariah has made sure that the induction program and refreshment program for relevant Company Executives and Employees on GCG Principles, including the information dissemination on GCG Policies, Code of Ethics, Corporate Policies, and the Bank's Mission, Vision, and Values, are held continually;
21. BTPN Syariah has made sure that the Risk Management supervision processes, such as on human capital quality improvement, obtaining of Risk Management Certification, and their refreshment programs, including programs intended for the members of the Board of Directors, the Board of Commissioners, and Sharia Supervisory Board, were met according to banking regulations;
22. BTPN Syariah continues its commitment to conduct self-assessment to form a culture that strives to improve capability and compliance in a measured and sustainable manner.

realization of integrated GCG implementation

In a bid to create a sustainable and stable financial services sector with a competitive edge, BTPN Syariah has put good corporate governance in the financial services sector as a main priority.

Integrated and sustainable GCG implementation is the realization of the Bank's sustainable commitment to comply with POJK Number 17/POJK.03/2014 dated 19 November 2014 on Integrated Risk Management Implementation for Financial Conglomeration and POJK Number 18/POJK.03/2014 dated 18 November 2014 on Integrated Governance Implementation for Financial Conglomeration, and observe POJK Number 45/POJK.03/2020 dated 14 October 2020 on Financial Conglomeration, to ensure oversight over the various sectors of the financial services, with the increasing complexity of transaction and interaction among the financial services institutions within one business group, and to support the development of sharia banking.

As part of a financial conglomerate, BTPN Syariah and PT Bank BTN Tbk as the parent company have established an Integrated Governance Committee whose task is to evaluate through Assessment the internal control adequacy and the integrated compliance implementation.

Sustainable Integrated Governance Implementation was conducted through regular reviews on Sustainable Governance Committee's Policies, Guidelines, and Code of

Conduct that are in line with the regulations and supervision by the two Financial Services Institution's (LJK) Main Entity and Member, through Committee meetings and joint drafting of the Corporation Charter in 2020.

Reflections on the fulfillment of the tasks and responsibilities of the Integrated Governance Committee can be found in the Self-Assessment Report and the Committee Report that are submitted to the Authority periodically.

Further elaboration of the report is detailed in the Committee Report section of this Annual Report.

corporate charter 2020

BTPN Syariah has carried out the concrete steps in sustainable management within the scope of financial conglomerate through synergy with PT Bank BTPN Tbk as the parent company to reinforce the formation of a healthy financial services industry with a competitive edge.

The criteria and scope of the financial conglomerate at BTPN Syariah and BTPN are defined in a Corporate Charter 2020. It specifies the purpose, basis of formation, scope, and structure of the financial conglomerate, as well as the tasks and responsibilities of LJK's Main Entity Directors and Member Directors of the financial conglomerate. The scope of the tasks and responsibilities of the financial conglomerate management of the two LJKs is based on the characteristics and complexity of each business. The Corporate Charter 2020 was the first of such Charter jointly produced by BTPN Syariah and BTPN.

realization of sustainable GCG implementation

In a bid to fully implement sustainable financial governance for financial services institution and public company, in reference to POJK Number 51/POJK.03/2017, BTPN Syariah has entered its second year of actively pledging its commitment by developing a Sustainable Financial Action Plan in BTPN Syariah for 2021 and submitting it to the Authority.

BTPN Syariah strives to increase resilience and competitiveness by managing social risks and a better environment, reducing social inequality, reducing and preventing environmental damages, preserving biodiversity, and encouraging efficiency in using energy and natural resources by adopting the sustainable finance principles. Its presence contributes positively to the country's financial system stability by implementing the inclusion principles that had existed for the past ten years—ever since BTPN Syariah was operating as a Sharia Business Unit in 2010—including the 6 (six) Sustainable Development Goals implemented in BTPN Syariah.

The implementation of sustainable finance in BTPN Syariah involves different functions and divisions at various levels. The Board of Commissioners, Sharia Supervisory Board, and the Board of Directors support the implementation. They are committed to supporting the provision of adequate infrastructure that is in accordance with the Bank's condition.

The steps in implementing sustainable GCG principles insinuates continued encouragement for efforts that champion environmental preservation and the use of environmentally-friendly products.

Further elaboration on sustainable GCG is presented on the BTPN Syariah Sustainability Report 2020.

implementation of banking synergy

PJOK Number 28/POJK.03/2019 dated 14 November 2019 on Banking Synergy under One Ownership for Sharia Banking Development stipulates that increased efficiency in the national banking industry and sharia banking development require banking synergy. The synergy takes the form of cooperation between sharia banks and public banks under the same ownership. The cooperation includes optimizing the public bank resources to support the sharia bank's activity implementation to provide added values for both banks.

The banking synergy requires the availability of sharia banking service access for the public that has yet to learn about, use and/or receive sharia banking services. Therefore, BTPN Syariah is committed to providing such access to the public while consistently observing the prudence principles over the risks entailed for both banks in the implementation.

In synergy with PT Bank BTPN Tbk, as the parent company and a public bank, BTPN Syariah has conducted cross-division strategic coordination to orchestrate the fulfillment of requirements stipulated in the updated Cooperation Agreement and to provide supporting documents to produce the Banking Synergy Report. Internally, BTPN Syariah has conducted a review on the suitability of supporting infrastructure, namely the alignment between BTPN Syariah's regulations and internal procedures and the parent company.

In terms of supervision, the Integrated Governance Committee, which consists of representatives of both the parent company and BTPN Syariah, holds the responsibility to oversee the implementation of the banking synergy in both entities. The Committee has reviewed and approved the GCG Committee's Guidelines and Code of Conduct related to the banking synergy supervision tasks and responsibilities.

BTPN Syariah Compliance Division will submit the Banking Synergy Report 2020 to the Financial Services Authority's Sharia Banking Supervisory Board in early 2021, with the copies to Public Bank Supervisory Board and the parent company as regulated.

GCG policy

The Good Corporate Governance (GCG Policy) is the Main Policy of BTPN Syariah as part of its commitment to implement the GCG principles at every organization level. In 2020, BTPN Syariah reviewed and updated its GCG Policy per existing rules and regulations.

In line with the GCG Policy, the Board of Commissioners, the Sharia Supervisory Board, the Board of Directors, the Executive Officers, and all the employees have implemented the GCG principles. There were no material violations against the existing regulations throughout 2020.

The GCG Policy in BTPN Syariah includes:

introduction

1. Background
2. Objectives
3. Scope
4. Information Dissemination and Distribution

GCG principles of the bank

1. General Principles
2. Corporate Governance Guidelines
3. GCG Implementation Guidelines for Public Company
4. Legal Basis and References
5. Mission, Vision, Core Values (PRISMA), and Collective Identity
6. Internal Policies and Regulations
7. Code of Ethics
8. Corporate Governance Structure

strategy

1. Business Plan
2. Key Strategic Initiatives
3. Risk Appetite

internal control and assurance

1. Internal Control System
2. Risk Management
3. Compliance Framework
4. Internal Audit
5. External Audit
6. Consumer Protection
7. Legal Financing Limit (BMPD)
8. Sharia Principles' Implementation in Fundraising, Financing, and Services
9. Internal Reporting
10. Affiliation Transaction and Transaction with Conflict of Interest
11. Conflict of Interest Management
12. GCG Implementation Report and Assessment
13. GCG Implementation Self-Assessment
14. Environmental Responsibility and Occupational Health and Safety (HSE) Practices

human capital management

1. Organizational Structure and Management
2. Recruitment
3. Rewards & Performance Management
4. Learning Development
5. Talent Management
6. Employee Engagement
7. Industrial Relation
8. Escalation Process (Whistle-blowing System)

transparency and disclosure of information

1. Corporate Actions
2. Corporate Secretary

information management and security

1. General Policy on Information Management and Security
2. Intellectual Property Right
3. Stakeholders Relation
4. Communication with Stakeholders and/or Investors

other policies and regulations

As a limited corporation, BTPN Syariah has adopted **Company Policy and Regulation**. **Company Policy** is the manual that governs every activity or process in the Bank and reflects the overall management of the Bank's risk appetite for such activities, along with their processes and supervision. **Company Regulation** establishes legal certainty and clarity of employees' and businesses' rights and obligations in conducting a working relationship in the Bank.

To ensure a smooth process from beginning to end, BTPN Syariah has developed a **Product Program and Procedure**, which elaborates the stages of required activities in a structured and systematic manner. They entail the who, how, where, when, and the monitoring mechanism and adopt strict four-eye principles and adequate internal control function based on the existing regulations.

As a sharia bank, BTPN Syariah has a **Product Program** that administers a product in a structured and systematic way, detailing the product's type and name, product characteristics, benefits and costs for the Bank, product risks, analysis, and targets.

Technical Guidelines can be developed when deemed necessary to detail the steps to perform specific processes stipulated in BTPN Syariah's standard operating procedures.

To systematize the structure of internal regulations within the Bank and ensure consistency of their implementation, BTPN Syariah has set up a **Hierarchy of Regulations** for every organization level. The hierarchy is based on relevant GCG regulations for sharia bank.

The entire regulations in BTPN Syariah have undergone periodic reviews, based on a predetermined schedule or even earlier should there be any changes to the underlying processes or regulations.

implementation of good corporate governance guidelines of public company in 2020

According to the Financial Services Authority Regulation (POJK) Number 21/POJK.04/2015 and Financial Services Authority Circular (SEOJK) Number 32/SEOJK.04/2015 on Public Company Governance Guidelines, BTPN Syariah is committed to making the Guidelines its foundation in implementing good corporate governance activities and making important resolutions.

The Public Company Governance Guidelines is the reference for BTPN Syariah in providing the best services for its stakeholders for which the Bank has continuously strived to improve.

The implementation of the Public Company Governance Guidelines at BTPN Syariah in 2020, referring to the fulfillment of "comply" and "explain", is as detailed in the table below:

Principle	Recommendation	Fulfillment	Implementation	
A. Aspect of Relationship of Public Company and the Shareholders in Guaranteeing the Shareholders' Rights				
Principle 1 Improving the Values of General Meeting Shareholders (GMS)	1.1	The Public Company defines the technical mechanism or procedures for voting, both in an open or close mechanism, that upholds independence and the interests of shareholders.	Comply	
			<ol style="list-style-type: none"> 1. With regard to GMS, including the Quorum, Voting Right and resolutions in GMS are stipulated in BTPN Syariah's Articles of Association; 2. The voting procedure in GMS is stipulated in BTPN Syariah's Articles of Association and the 2020 Annual GMS' Rules of Conduct that had been distributed to shareholders and proxy shareholders, and had been published in BTPN Syariah's website prior to the GMS; 3. For the shareholders' interest amid the Covid-19 pandemic, Additional Information and Procedures of the Annual GMS 2020 had been published on BTPN Syariah's website prior to the GMS; 4. The Annual GMS 2020 was held in compliance with the prudence principles and the health and safety protocols to prevent further spread of the Covid-19 virus. 	
	1.2	The entire members of the Board of Directors, the Board of Commissioners, and the Sharia Supervisory Board of the Public Company are present in the Annual General Meeting of Shareholders	Comply	<ol style="list-style-type: none"> 1. The entire members of the Board of Directors, the Board of Commissioners and the Sharia Supervisory Board of BTPN Syariah Company were present in the Annual GMS on 16 April 2020, either in person or online through a video conference facility amid the Covid-10 pandemic, while still adhering to the Articles of Association and Regulations; 2. Every aspect of the Annual GMS 2020 has been reported to all members of the Board of Directors, the Board of Commissioners, and Sharia Supervisory Board.
	1.3	The Summary of the Annual GMS is available on the Public Company's website for at least 1 (one) year	Comply	<ol style="list-style-type: none"> 1. To provide disclosure of information, the Summary of the Annual GMS 2020 has been made available in BTPN Syariah's website; 2. Summary of previous GMS are also available in the website.

Principle	Recommendation	Fulfillment	Implementation
<p>Principle 2 Improving the Communication Quality between Public Company and the Shareholders or Investors</p>	<p>2.1 Public Company has a communication policy with the shareholders or investors</p>	<p>Comply</p>	<ol style="list-style-type: none"> 1. BTPN Syariah has had a policy about communication between the Company and the shareholders and/or investors that is contained in the Corporate Governance Policy. The policy includes the following: <ol style="list-style-type: none"> a. General Principle b. Strategy c. Program and implementation timeline 2. BTPN Syariah has a regulation on transparency and disclosure of information that is included in its Corporate Governance Policy; 3. BTPN Syariah has appointed the Corporate Secretary to represent the Bank on corporate governance and matters relating to regulators, governments, media, and the general public; 4. BTPN Syariah has regulated that disclosure of information on shareholders' interests must refer to existing regulations and are briefly categorized as follows: <ol style="list-style-type: none"> a. Through Report Submission BTPN Syariah submits periodic and incidental reports to the Sharia Banking Financial Services Authority (OJK), the Capital Market Financial Services Authority (OJK) and other related institutions; b. Through BTPN Syariah's Website BTPN Syariah shares information periodically on the BTPN Syariah website, The Indonesia Stock Exchange website, and the Capital Market Financial Services Authority (OJK) website; c. Through Other Communication Programs and Media BTPN Syariah has had programs and activities whose structure and timing have been carefully determined to align with the existing regulations. Among which are: <ul style="list-style-type: none"> • The Annual General Meeting of Shareholders (GMS), held six months after the financial year ends at the latest; • Extraordinary Shareholders Meeting, which can be held as needed; • Public Expose to meet the annual obligation and as the medium to share ongoing corporation acts with the public, in this case Shareholders and/or Investors; d. Other activities related to communication with shareholders and/or investors, including analysts briefings, investor meetings, and press releases.

Principle	Recommendation	Fulfillment	Implementation
2.2	Public Company discloses its communication policy to Shareholders and Investors on its website	Comply	<ol style="list-style-type: none"> 1. BTPN Syariah has had a Policy about the communication between the Public Company with Shareholders and/or Investors, which is included in the Corporate Governance Policy; 2. The Corporate Governance Policy is available on BTPN Syariah's website.

B. Aspect of Function and Role of the Board of Commissioners and Sharia Supervisory Board

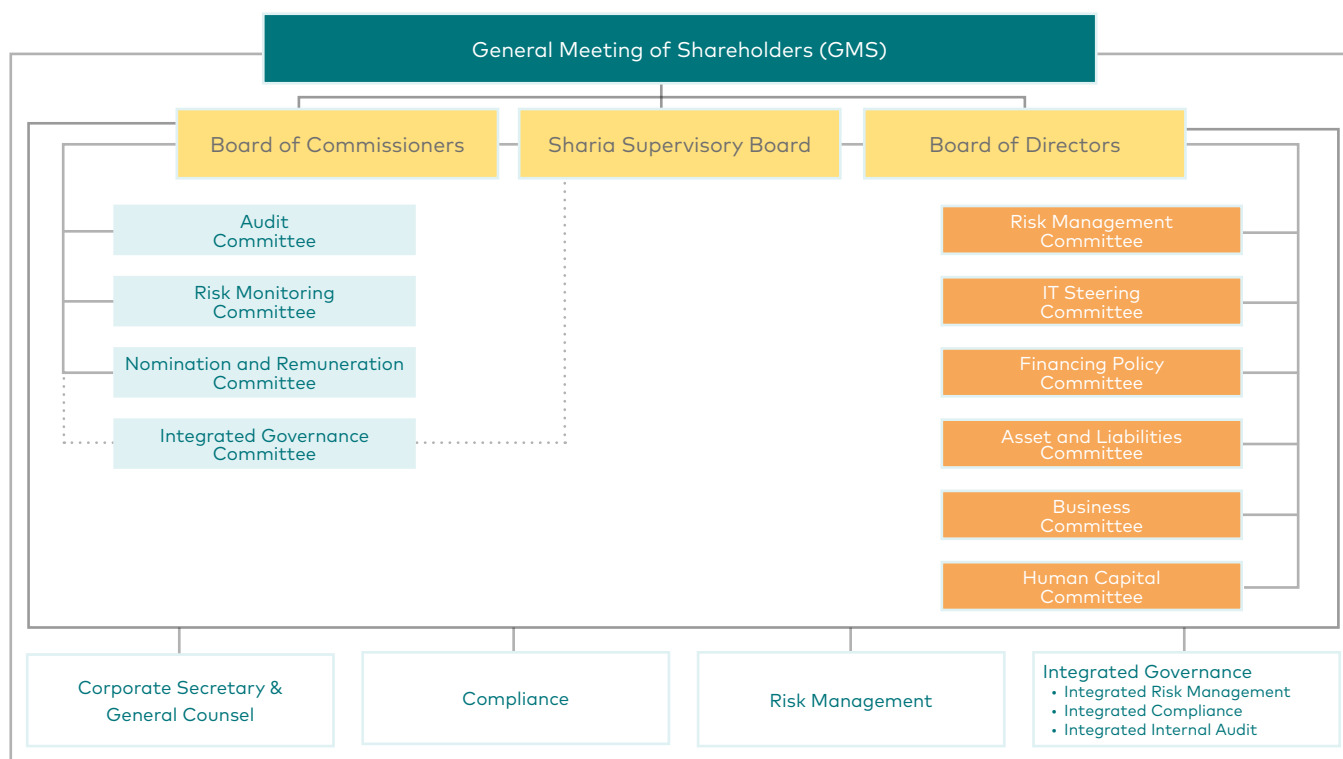
Principle 3 Strengthening the Membership and Composition of the Board of Commissioners	3.1	The determination of the number of members of the Board of Commissioners considers the Public Company's condition	Comply	<ol style="list-style-type: none"> 1. BTPN Syariah has complied with POJK Number 33/POJK.04/2014 about the Board of Directors and the Board of Commissioners of Issuer or Public Company, stipulating that the number of members of the Board of the Commissioners must exceed 2 (two) persons; 2. The number of members of BTPN Syariah's Board of Commissioners is currently 4 (four) persons, consisting of 2 (two) Independent Commissioners and 2 (two) non-Independent Commissioners.
	3.2	The determination of the composition of the members of the Board of Commissioners considers the diversity of expertise, knowledge, and experience required.	Comply	The composition of BTPN Syariah's Board of Commissioner has taken into consideration the needs and complexity of the business and the diversity of expertise based on the knowledge in the areas of banking and sharia banking, expertise, professional experience, and educational background to ensure the effectiveness of the execution of tasks and responsibilities of the Board of Commissioners.
Principle 4 Improving the Quality of the Execution of Tasks and Responsibilities of the Board of Commissioners	4.1	The Board of Commissioners has a self-assessment policy to evaluate the performance of the Board of Commissioners	Comply	<ol style="list-style-type: none"> 1. BTPN Syariah has had a self-assessment policy to evaluate the performance of the Board of Commissioners; 2. The policy is stipulated in the Charter of Nomination and Remuneration Committee.
	4.2	The self-assessment policy to evaluate the performance of the Board of Commissioners is disclosed in the Public Company's Annual Report	Comply	The self-assessment policy is stipulated in the Charter of Nomination and Remuneration Committee and was disclosed in this 2020 Annual Report, in the section "Performance Appraisal of the Board of Commissioners."
	4.3	The Board of the Commissioners has a policy about the resignation of the member of the Board of Commissioners who is involved in financial crime	Comply	The policy on the resignation of a member of BTPN Syariah's Board of Commissioners is stipulated in the Charter of Board of Commissioners.
	4.4	The Board of Commissioners or the Committee in charge of Nomination and Remuneration develops a succession policy for the Board of Directors nomination process	Comply	The succession policy for the Board of Directors nomination process in BTPN Syariah is stipulated in the Charter of the Nomination and Remuneration Committee.

Principle	Recommendation	Fulfillment	Implementation
C. Aspect of Function and Role of the Board of Directors			
Principle 5 Strengthening the Membership and Composition of the Board of Directors	5.1	The determination of the number of members of the Board of Directors considers the Public Company's condition and decision-making effectiveness	Comply <ol style="list-style-type: none"> The determination of the number of members of the Board of Directors according to the prevailing regulation, POJK Number 33/POJK.04/2014 on Public Company's Board of Directors and Board of Commissioners stipulates that the Board of Directors of Issuer or Public Company shall at least consist of 2 (two) members of the Board of Directors; The total number of members of the Board of Directors of BTPN Syariah is currently 4 (four) directors and the appointment is based on the needs to achieve the intent and the objectives of the Bank and taking into account BTPN Syariah's condition and complexity.
	5.2	The determination of the composition of the members of the Board of Directors considers the diversity of expertise, knowledge, and experience required	Comply <p>The composition of the Board of Directors of BTPN Syariah has taken into consideration the needs and complexity of the business and the diversity of expertise based on knowledge in banking and sharia banking, expertise, professional experience, and educational background to ensure the effectiveness of the execution of tasks and responsibilities of the Board of Directors.</p>
	5.3	The member of the Board of Directors in charge of accounting or finance shall has the expertise and/or knowledge in the area of accounting	Comply <ol style="list-style-type: none"> The Director in charge of Accounting and Finance and Operation in BTPN Syariah has sound knowledge on Accounting and Sharia Accounting, Finance, Risk Management, Operation, Treasury, and Good Corporate Governance; He is a Certified Public Accountant; He is a member of the Indonesia Board of Accounting Standards for the period of 2020-2024; Prior to his appointment as BTPN Syariah's Director of Accounting, Finance, and Operation, he was the Bank's Head of Finance and had had an experience working in public accounting firm, providing Service Audit, Due Diligence, Merger and Integration, Implementation System, Capital Rising, and other accounting services to various types of companies and banks. He has built a strong relationship with corporate clients with good reputation in the area of mass market.
Principle 6 Improving the Quality of the Execution of Tasks and Responsibilities of the Board of Directors	6.1	The Board of Directors has a self-assessment policy to evaluate the performance of the Board of Directors	Comply <ol style="list-style-type: none"> BTPN Syariah has a self-assessment policy to evaluate the performance of the Board of Directors; The policy is stipulated in the Charter of Nomination and Remuneration Committee.
	6.2	The self-assessment policy to evaluate the performance of the Board of Directors is disclosed in the Public Company's Annual Report	Comply <p>The self-assessment policy is stipulated in the Work Charter of Nomination and Remuneration Committee and is disclosed in the 2020 Annual Report in the section "Performance Appraisal of the Board of Directors."</p>
	6.3	The Board of the Directors has a policy on the resignation of the member of the Board of Directors if the member is involved in financial crime	Comply <p>The policy on the resignation of the member of BTPN Syariah's Board of Directors is stipulated in the Charter of the Board of Directors.</p>

Principle	Recommendation	Fulfillment	Implementation
D. Aspect of Stakeholder Engagement			
Principle 7 Improving the Corporate Governance Aspect through Stakeholders Participation	7.1	The Public Company has a policy to prevent insider trading	Comply The rules to prevent insider trading is stipulated in the Corporate Governance Policy and the Policy on Ownership, Information Confidentiality, and Investment for Employees, that has been disclosed on BTPN Syariah's website.
	7.2	The Public Company has an anti-corruption and anti-fraud policy	Comply BTPN Syariah has anti-corruption policy in the Code of Ethic and Anti-Fraud Policy, and have been disclosed on BTPN Syariah's website.
	7.3	Public Company has a policy on the selection and development of supplier or vendor capability	Comply BTPN Syariah has a policy on selection and development of supplier or vendor capability, which is stipulated in the Procurement and Vendor Management Policy and has been disclosed on BTPN Syariah's website.
	7.4	The Public Company has the policy about fulfillment of the creditors' rights	Explain 1. BTPN Syariah does not have any loans from other parties (creditors); 2. The policy that includes the consideration for entering into an agreement and the follow-up of the fulfillment of the obligations will be available should there be any change in the future.
	7.5	Public Company has whistle-blowing policy	Comply BTPN Syariah has a regulation regarding whistle-blowing system and has been disclosed on BTPN Syariah's website.
	7.6	Public Company has a policy on long-term incentive for Directors and Employees	Comply BTPN Syariah have consistently ensured the implementation of fair compensation system by exploring long-term compensation for the Board of Directors and Employees that are considered to be able to align the interest of the company and the employees.

Principle	Recommendation	Fulfillment	Implementation
E. Aspect of Disclosure of information			
Principle 8 Improving the Implementation of Disclosure of information	8.1	The Public Company makes an intensive use of information technology beyond website as the media for disclosure of information.	Comply Disclosure of information in BTPN Syariah by making an intensive use of information technology. In addition to the website, the company has official social media accounts: 1. Instagram: @btpnsyariah https://www.instagram.com/btpnsyariah/ 2. Facebook: BTPN Syariah/@btpnsyariah.id https://facebook.com/btpnsyariah.id 3. YouTube: BTPN Syariah https://www.youtube.com/c/BTPNSyariah 4. LinkedIn: BTPN Syariah https://www.linkedin.com/company/btpnsyariah
	8.2	The Public Company's Annual Report discloses the ultimate beneficial ownership in the shares ownership of the Public Company, at least 5%, in addition to the disclosure of the ultimate beneficial owner in the shares ownership of the Public Company through the major and controlling shareholders	Comply BTPN Syariah's Annual Report has disclosed the ultimate beneficial owner in the shares ownership of the Public Company, at least 5%. The Information has also been disclosed on BTPN Syariah's website.

corporate governance structure of BTPN Syariah



As part of the banking industry, and in line with Law Number 40/2007 on Limited Incorporation, the structure of BTPN governance consists of main organs and supporting organs.

main organs

- General Meeting of Shareholders
- The Board of Commissioners
- The Sharia Supervisory Board
- The Board of Directors

supporting organs

1. The Board of Commissioners Committee

- Audit Committee
- Risk Monitoring Committee
- Nomination and Remuneration Committee
- Integrated Governance Committee (coordinating with the parent company within the financial conglomeration)

2. The Board of Directors Committee

- Asset and Liability Committee (ALCO)
- Business Committee
- Human Capital Committee
- Risk Management Committee
- Information Technology Steering Committee
- Financing Policy Committee

3. Work Units for business development, operation, risk management implementation and internal control in BTPN Syariah.

The internal Work Unites of BTPN Syariah are Internal Audit Work Unit, Risk Management Work Unit, and Compliance Work Unit.

Other divisions of BTPN Syariah are Corporate Secretary and Legal Counsel, Anti-Fraud Management, Analytics and Market Intelligence, Corporate Information System, Financing Business (overseeing Business Planning and Assurance, Distribution Region 1-4), Funding and Fee Based Business Team (overseeing Business Development; Retail and

Wholesale Funding; Banking Agent; Business Planning, Assurance and Support; Power and Communication), Operational Team (overseeing Operational, Corporate Planning and MIS, Finance and Accounting, Treasury and Financial Institution), Information Technology Team, Human Capital.

The structure of the GCG at BTPN Syariah is perfected from time to time according to the Bank's condition and needs.

sustainable task force

BTPN Syariah takes part in giving real contribution to improve the environment quality and is committed to continuing its role in increasing the wealth of underprivileged customers that are served in harmony with sustainability goals.

To achieve sustainable financial actions, BTPN Syariah has established a task force to ensure the comprehensive coordination and internal monitoring of the implementation of the Bank's plans according to the Sustainable Financial Action Plan.

shareholders

The parties that can act as BTPN Syariah's owners must be of good integrity as stipulated in existing regulations.

Candidates for controlling shareholders must have integrity and financial feasibility, and are obliged to meet the requirements and commitment regarding the Bank's healthy operational development. They must also come up with a plan containing at least the direction and strategy of the Bank's development, as well as a plan to strengthen the capital for at least (3) three years.

Other requirements and information refer to existing regulations.

protection of minority shareholders

BTPN Syariah guarantees the protection of minority shareholders as stipulated in Law Number 40/2007 on Limited Incorporation, Articles of Association and Corporate Governance Policy of BTPN Syariah in 2020.

share listing (list of shareholders)

BTPN Syariah guarantees the protection of the rights of shareholders according to existing regulations and Articles of Association.

BTPN Syariah Directors guarantee the availability of a shareholders list that contains the following:

1. List of Monthly Shareholders;
2. List of Shareholders related to corporate action implementation and according to the decided recording date;
3. Special List on shares of members of the Board of Directors and the Board of Commissioners.

This information is available on BTPN Syariah's website and is updated from time to time accordingly.

dividend policy

The policy on the distribution and determination of dividend at BTPN Syariah lays within the authority of shareholders and is stipulated in the Annual General Meeting of Shareholders (AGMS).

The dividend policy is based on retained earning adequacy, existing regulations like long-term and short-term capital requirement, and expectation of Bank's growth, as well as market conditions. Dividend distribution is proposed by Directors and is approved by the Board of Commissioners. The proposal will be submitted to the AGMS to be approved by shareholders.

The dividend policy is contained in BTPN Syariah's Corporate Governance Policy.

general meeting of shareholders

In reference to the Law on Limited Incorporation, the General Meeting of Shareholders (GMS) is the highest organ of a limited incorporation. This organ has the authority that is not given to Directors or Commissioners, and its limit is set by Law and the Bank's Articles of Association.

Every resolution in the GMS of BTPN Syariah is based on good intention, considers the Bank's interests and does not violate any regulation, including that on capital market and the Articles of Association. GMS cannot interfere in the tasks, function and authority of the Board of Commissioners and Board of Directors, while maintaining its authority and rights according to the Articles and Association and existing regulations.

By the time the GMS of BTPN Syariah was held in 2020, POJK Number 15/POJK.04/2020 dated 20 April 2020 on Public Company General Meeting of Shareholders Plan and Implementation and POJK Number 16/POJK.04/2020 dated 20 April 2020 on the Electronic Implementation of Public Company General Meeting of Shareholders were not yet effective. Therefore, BTPN Syariah still referred to POJK Number 32/POJK.04/2014 on Public Company General Meeting of Shareholders, POJK Number 10/POJK.04/2017 on the amendment of Number 32/POJK.04/2014 on Public Company General Meeting of Shareholders, Law on Limited Incorporation, Articles of Association, and other regulations related to the follow-up of AGMS 2020 resolutions.

rights and responsibility of shareholders

Shareholders are capital owners who have the rights and responsibilities over the Bank according to existing regulations, sharia principles and Articles of Association.

In exercising their rights and responsibilities, shareholders must adhere to the principles that the rights and responsibilities are related to the sustainability of the Bank.

BTPN Syariah guarantees the protection of the rights and responsibilities of shareholders based on the principles of fairness according to existing regulations and Articles of Association.

Rights of Shareholders of BTPN Syariah, include:

4. Shareholders have the right to attend the GMS, or be represented at the GMS with a Power of Attorney letter, to respond to the GMS' agenda, and to participate in the decision-making process according to the number of shares owned;
5. Shareholders have the right to receive accurate, sufficient and timely information about the Bank, as long as they are related to the GMS' agenda and do not conflict with the Bank's interests, so as to be able to make correct resolution in the GMS;
6. Shareholders have the right to receive part of the net profit in the form of dividends and other forms according to the number of shares owned;

7. One or more shareholders who collectively own at least 1/20 or five percent of the total shares and have the rights of vote issued by the Bank, can propose the GMS agenda that should be received by the GMS organizer at least seven days before a notice for the meeting is issued. The proposal is based on good intention and the reasons why the meeting should be held, that the agenda requires GMS resolutions, considers the Bank's interests and does not violate existing regulations;
8. Shareholders have the right to receive explanation if the proposed agenda is rejected by the Directors, and the reasons of the rejection must be disclosed during the GMS;
9. Every shareholder has the right to ask the Bank to buy his or her shares at a fair price if the shareholder disagrees with the Bank's actions that were inflicting losses to the shareholders. The actions include a change in the Articles of Association, the switch or underwriting of the Bank's assets with over 50 percent of the net wealth values, or merger, consolidation, takeover or separation.
2. Every controlling shareholder must pay attention to the interest of minority shareholders and other stakeholders according to existing regulations;
3. Minority shareholders have the responsibility to use their rights according to existing regulations and Articles of Association;
4. Shareholders must set apart the Bank's assets and their own assets and separate their function as shareholders and that as Commissioner or Director if they are members of the Boards;
5. When shareholders become controlling shareholders in several banks, there should be clear accountability and connection between the banks, and compliance over existing regulations, particularly those about transactions with related parties or parties with special relations;
6. Disclosing the list of related parties if shareholders are controlling shareholders at the bank;
7. Every party or shareholder who owns five percent or more of shares is obliged to report to OJK on their ownership and change of share ownership according to existing regulations, and include them on the Bank's Annual Report;

Responsibilities of BTPN Syariah's Shareholders, including:

Shareholders must be aware of their responsibilities as capital owners by heeding the regulations and Articles of Association:

1. Every shareholder must obey and adhere to the Articles of Association and existing regulations;

8. Bank share's ownership by controlling shareholders cannot be mortgaged or encumbered to other parties.

implementation of general meeting of shareholders in 2020

BTPN Syariah has conducted its Annual General Meeting of Shareholders (AGMS) in 2020. The event was different from previous ones because it was held amid the Covid-19 pandemic.

Considering the important function of financial services institutions in supporting national economic activities through financial transactions and investments, the effort of the banking sector to provide the best service to the stakeholders, and the Bank's role in supporting the stability of the financial system, without neglecting the prudence system while maintaining vigilance amid the pandemic, BTPN Syariah put Covid-19 prevention efforts in the forefront during the AGMS in 2020.

BTPN Syariah is fully aware that the Financial Service Authority (OJK) has provided a relaxation through OJK Letter Number S-92/D.04/2020 dated 18 March 2020 on the Relaxation of the Obligation to Submit Reports and the Implementation of a General Meeting of Shareholders up to two months after the deadline for the GMS. However, considering how crucial is to the bank the agenda to be decided in the AGMS, the AGMS in 2020 was held in time as planned.

The AGMS in 2020 also considered the fact that BTPN Syariah could not join the E-Proxy KSEI that required public companies to hand out invitations after April 20, 2020, and the Invitation for the AGMS in 2020 by BTPN Syariah was sent on 24 March 2020.

The AGMS in 2020 at BTPN Syariah adhered to the following regulations:

1. The Indonesian Government's stipulation on the emergency status of the coronavirus outbreak (Covid-19), followed by the restriction on working hour and public activities, including public transportation, that affected banking operation;
2. Government Regulation Number 21/2020 on Large Scale Social Restriction to Accelerate the Handling of Covid-19);
3. Mandate of the Indonesian Police Commander Number Mak/2/III/2020 dated 19 March 2020 on Compliance to Government Policy on Handling Covid-19 Infections;
4. Letter of the Financial Services Authority (OJK) Number S-37/D.01/2020 dated 2 April 2020 on the Request for the Operation of Financial Service Institutions during the Large Scale Social Restriction.

Various initiatives that put the principles of prudence at the forefront were taken before the AGMS in 2020 and were aimed at providing the best services to shareholders during the Covid-19 pandemic.

The AGMS in 2020's Invitation and Rules of Conduct stated that the implementation must adhere to the regulations on physical distancing and WHO standards on health protocol and building safety:

1. BTPN Syariah imposed procedures and protocols that emphasized physical distancing and logistics provision to support the health sterilization process.

Prioritizing the prevention against the spread of Covid-19, BTPN Syariah has created the procedures and protocols for the Annual Report 2020, starting from when entering the meeting room, the obligation to wear a mask and gloves provided by BTPN Syariah, the washing of hands with hand sanitizer and other sterilization procedures, and including the provision of a declaration form that must be filled out by shareholders ascertaining that they were indeed healthy and did not have any symptom of Covid-19 infection during the meeting.

The protocols and procedures were available on BTPN Syariah website prior to the AGMS in 2020.

2. BTPN Syariah urged shareholders to give authority to an independent party facilitated by the Bank.

The appointment of the independent party would be beneficial for shareholders:

- Shareholders do not have to be present at the venue to maintain good health and a physical distancing;

- Shareholders would not lose their right to vote and they could submit questions through the independent party;
- Shareholders were given the opportunity to monitor the AGMS in 2020 through video conference;
- Shareholders do not have to pay the fee for an independent party, except for the stamp for the Power of Attorney and the delivery cost of the original copy of the Power of Attorney to the Exchange Administration Bureau Office, and the cost to send emails or video conference facility.

3. BTPN Syariah imposes a capacity limit for the attendance of Shareholders.

BTPN Syariah tried its best to arrange meeting rooms and assure physical distancing, with seats being two meters apart, as well as by applying distancing during the registration process and queuing for other activities.

BTPN Syariah also limited the physical presence of members of the Board of Directors, members of the Board of Commissioners and members of the Sharia Supervisory Board in a way that met the physical distancing regulation.

Through video conference, members of the Board of Directors, the Board of Commissioners and the Sharia Supervisory Board who were not physically present at the meeting could continue to monitor and follow the course of the AGMS.

4. BTPN Syariah provides an opportunity for Shareholders to use the Video Conference facility to monitor the AGMS in 2020

BTPN Syariah provided the opportunity for Shareholders who have delegated their authority to the Independent Party, to continue to monitor the proceedings of the Meeting through the provision of a video conference channel, by providing a video link once the Shareholder sends an access code request to the Bank through the Independent Party.

This opportunity was also given to Shareholders who provided an on site proxy so that they could monitor the progress of the 2020 AGMS.

5. BTPN Syariah formulates mechanisms and protocols for meetings that are brief and concise but remain in compliance with the AGMS in 2020

BTPN Syariah strived to make complete materials for the Annual GMS, including Additional Information, Rules of Procedure, Protocol as well as Explanation of Agenda related to the Annual GMS available on the Bank's Website before the Meeting began.

procedures for voting and counting votes at the GMS in 2020

shareholders who are entitled to attend in AGMS in 2020

Shareholders who are entitled to attend or be represented at the 2020 Annual GMS of BTPN Syariah are Shareholders whose names are registered in the Shareholders Register of BTPN Syariah.

- Shareholders who are entitled to attend the 2020 Annual GMS are the Shareholders according to the Shareholders Register as of March 23, 2020 at 16.15 WIB or the holders of securities accounts in the collective custody of PT Kustodian Sentral Efek Indonesia at the close of stock trading on March 23, 2020 or the proxies of the Shareholders as evidenced by a valid Power of Attorney and verified by Written Confirmation for the Meeting (KTUR) and other proof of identity submitted before entering the Meeting room.

question and answer session at the AGMS in 2020

In accordance with the Rules of Procedure, prior to making a resolution on the Meeting Agenda, the Chairman of the Meeting gave the opportunity to Shareholders and Representatives/Proxy of Shareholders to ask questions on each agenda item of the Meeting. Shareholders and Representatives/Proxy of Shareholders who wished to ask questions should raise their hands and state their names, the companies they represented, and the number of shares they owned. The Chairman of the Meeting or the person appointed by the Chair of the Meeting answered questions that were directly related to the Meeting Agenda.

vote count at the AGMS in 2020

The vote count at the 2020 Annual GMS is 1 (one) share gives the holder the right to cast 1 (one) vote and the vote represents the total number of shares he owns.

voting and vote counting mechanisms at the AGMS in 2020

The voting and counting mechanism at the 2020 AGMS at BTPN Syariah have been regulated as stated in the GMS Rules of Procedure which have been distributed to Shareholders and Representative/Proxy of Shareholders. Meeting Participants have the right to issue opinions or raise questions and vote at the Meeting and the Chairman of the Meeting shall have the right to request that those present prove their authority to attend the Meeting, in accordance with the stipulated requirements as announced in the Meeting Invitation. Shareholders or their proxies who are present after the Meeting was declared open by the Chairman of the Meeting, are considered absent and therefore cannot submit proposals and/or questions and cannot cast their votes at the Meeting.

voting in the AGMS in 2020

Referring to the Rules for the 2020 AGMS, voting on each meeting agenda shall be conducted verbally unless the chairman of the Meeting determined otherwise without objection from the shareholders present at the Meeting who own shares in the Bank in the amount of at least 5% (five percent) of the total number of shares with voting rights issued by the Bank, and voting is conducted after all questions had been answered and/or the Q&A session ends.

This verbal voting is conducted by the Chairman of the Meeting by asking the Shareholders and Representative/Proxy of Shareholders who disagree with or abstain from the proposed proposal to raise their hands. To facilitate the calculation, Shareholders and Proxy of Shareholders who disagree with or abstain from the proposed ideas shall raise their hands, state their names and the number of votes cast on the ballot cards provided by the Bank. The Securities Administration Bureau and the Notary Public Officer will collect the completed "ballot cards", and also examine the votes listed in the Power of Attorney for further counting. The notary will report the calculation results to the Chairman of the Meeting.

With reference to POJK 32/POJK.04/2014 article 30 on the Plan to Organize a General Meeting of Shareholders of Public Companies, shareholders who cast a vote of abstention (do not vote) are deemed to cast the same vote as the majority vote of shareholders who cast a vote, shareholders and the proxies of the shareholders who do not raise their hands are deemed to agree with the proposed proposal, and if the number of votes that do not approve is not significant, the Chairman of the Meeting has the right to declare that the proposed proposal is approved by the Meeting. The decision of the Chairman of the Meeting regarding this matter is binding.

Resolution on proposals submitted in an Agenda are made based on deliberation to reach consensus. If a consensus through deliberation is not reached, the decision becomes valid if it was approved by more than ½ (one half) of the total shares with voting rights who are present or represented in the Meeting. This is in accordance with Article 25 paragraph (1) POJK 32 in conjunction with Article 26 paragraph (1) c POJK 32, in conjunction with Article 87 of the 2007 PT Law in conjunction with Article 11 paragraph 7 of the Articles of Association.

attendance of the board of commissioners, sharia supervisory board and board of directors of BTPN Syariah at the AGMS in 2020

No	Name	Position	Attend	Not Attend	Remarks
1	Kemal Azis Stamboel	President Commissioner/Independent	V	-	-
2	Dewie Pelitawati	Independent Commissioner	V	-	-
3	Mahdi Syahbuddin	Commissioner	V	-	Via video teleconferencing
4	Yenny Lim	Commissioner	V	-	Via video teleconferencing
5	H. Ikhwan Abidin, MA	Chairman of the Sharia Supervisory Board	V	-	Via video teleconferencing
6	H. Muhamad Faiz, MA	Members of Sharia Supervisory Board	V	-	Via video teleconferencing
7	Ratih Rachmawaty	President Director/Independent *	V	-	Via video teleconferencing
8	Hadi Wibowo	President Director **	V	-	-
9	Mulia Salim	Deputy President Director *	V	-	-
10	Gatot Adhi Prasetyo	Director	V	-	-
11	Taras Wibawa Siregar	Director *	V	-	Via video teleconferencing
12	Fachmy Achmad	Director ***	V	-	-
13	Arief Ismail	Compliance Director	V	-	-

Remarks :

*) Effective resigned since the closing of the AGMS held on 16 April 2020

**) Effective served since the closing of the AGMS held on 16 April 2020

***) Appointed at the closing of the 2020 AGMS held on 16 April 2020 and became effective after obtaining approval from the Financial Services Authority (OJK) on 27 May 2020

quorum and attendance of shareholders in the annual general meeting of shareholders in 2020

The AGMS in 2020 was attended by shareholders and/or shareholders's representatives representing 7,064,930,838 shares or 91.7380517% of the total shares with voting rights issued by the Company, totaling 7,701,200,000 shares - excluding 2,500,000 shares in the treasury.



In each agenda item of the meeting, shareholders and/or shareholder representatives who were present were given the opportunity to ask questions and/or give an opinion regarding the matters under discussion. There were a number of questions asked by shareholders, and these questions had been properly answered.

time and place of the AGMS in 2020

The AGMS of BTPN Syariah for the financial year ending 31 December 2019 was held on 16 April 2020, on the 27th Floor of BTPN Tower, CBD Mega Kuningan, Jalan Dr. Ide Anak Agung Gde Agung Kav 5.5-5.6, South Jakarta 12950.

The materials and agenda for the 2020 AGMS have been submitted to Shareholders and Representative/Representatives of Shareholders at the time of summons for the AGMS in accordance with applicable regulations.

Notaries and the Securities Administration Bureau as independent parties attended the 2020 AGMS to calculate the quorum and vote.

The AGMS was opened and chaired by Kemal Azis Stamboel, President Commissioner/Independent Commissioner.

Whereas at the time of the 2020 AGMS, the change in the name of the bank was not yet effective so that it still included the name of the previous bank. At the time of the convening of the AGMS 2020, a change in the name of the bank had not been effective so that they include the previous name of the Bank.

Deed:

Deed Number 24 dated 16 April 2020
made by Notary & PPAT Ashoya Ratam, SH., Mkn,
South Jakarta

Subject

Minutes of the Annual General Meeting of Shareholders of PT Bank Tabungan Pensiunan Nasional Syariah Tbk

First Agenda of the Meeting:

Approval of the Annual Report which has been reviewed by the Board of Commissioners including approval of the Supervisory Report of the Board of Commissioners and the Sharia Supervisory Board and Ratification of the Company's Financial Statements for the financial year ending on 31 December 2019 (Thirty-one December Two Thousand Nineteen) and the payment of and full release of responsibility (volledig acquit et decharge) to members of the Board of Directors and Board of Commissioners and Sharia Supervisory Board of the Company for management and supervisory actions carried out in and during the financial year ending 31 December 2019 (Thirty-one December Two Thousand Nineteen).

Meeting Resolutions

1. Approved the Company's Annual Report including reports on supervisory duties by the Board of Commissioners and the Sharia Supervisory Board for the financial year ending on 31 December 2019 (Thirty-one December Two Thousand Nineteen) which are contained in the 2019 Annual Report which has been submitted by the Board of Directors of the Company to the Meeting.
2. Ratified the Company's Financial Statements for the financial year ended 31 December 2019 (Thirty-one December Two Thousand Nineteen) which have been audited or audited by the Public Accountant Office (KAP) Sidharta Widjaja & Rekan (an Indonesian partnership and member of KPMG Network of independent members affiliated with KPMG) which is contained in the 2019 Annual Report submitted by the Company's Board of Directors to the Meeting.
3. Granted full release and discharge (volledig acquit et decharge) to the incumbent members of the Company's Board of Directors who served in the financial year ending on 31 December 2019 (Thirty-one December Two Thousand Nineteen), regarding management actions, and to members The Board of Commissioners and members of the Sharia Supervisory Board regarding supervisory actions, which they each undertook during the financial year ended 31 December 2019 (Thirty-One December Two Thousand Nineteen), as long as these actions are reflected in the Company's Annual Report and Financial Statements. for the financial year ended 31 December 2019 (Thirty-One December Two Thousand Nineteen), except for fraud, embezzlement and other criminal acts.

Voting	Based on the BAE report at the meeting:
	<p>Agreed : 6,981,654,038 (99.9107056 %) Disagreed : 0 or 0.000 % Abstained : 6,239,800 or 0.0892944 % Total Agreed : 6,987,893,838 (100 %)</p>
	Based on the BAE correction calculation:
	<p>Agreed : 7,058,691,038 (99.9116792 %) Disagreed : 0 or 0.000 % Abstained : 6,239,800 or 0.0883208 % Total Agreed : 7,064,930,838 (100 %)</p>
Resolution	Unanimous deliberation for mutual consensus (provided that there were shareholders who voted to abstain a total of 6,239,800) provisions
Realization/ Follow-up	The Annual Report and Financial Report of BTPN Syariah have been approved by the Shareholders and are available on the BTPN Syariah Website as par of Information Disclosure and reported to the Authority in accordance with the prevailing regulations

Second Agenda of the Meeting:

The Appropriation of the part of net profit of the company for the financial year ending 31 December 2019 (Thirty-One December Two Thousand Nineteen)

Meeting Resolutions

1. Approved the use of the Company's 2019 net profit of Rp1,399,633,812,166 (one trillion three hundred ninety nine billion six hundred thirty three million eight hundred twelve thousand one hundred and sixty six Rupiah) in accordance with the Law Number 40 of 2007 on Limited Liability Companies, with the breakdown as follows:
 - a) Rp20,000,000,000 (twenty billion Rupiah) for the Company's reserves;
 - b) Rp45 (forty-five Rupiah) per share or Rp 346,554,000,000 (three hundred forty six billion five hundred fifty four million Rupiah) for Cash Dividends to Shareholders, with the conditions:
 - i. The Board of Directors will subject the Cash Dividends to Dividend Tax in accordance with the tax regulation applicable to the shareholders, and
 - ii. The Board of Directors is given the authority and power to determine matters related to the implementation of Dividend payments for the 2019 financial year.
2. Booked the remaining net profit for the financial year ended on 31 December 2019 or in the amount of Rp1,033,079,812,166, - (one trillion thirty-three billion seventy-nine million eight hundred twelve thousand one hundred and sixty six Rupiah) as retained earning to fund the Company's business activities.

Voting	Agreed : 7,064,930,838 (100 %) Disagreed : 0 or 0.000 % Abstained : 0 or 0.000 % Total Agreed : 7,064,930,838 (100 %)
Resolution	Unanimous deliberation for mutual consensus
Realization/ Follow-up	<ol style="list-style-type: none">1. Regarding the fulfillment of the mandatory reserve amount The provision for a portion of BTPN Syariah's net balance to increase the amount of reserves has been followed up and has been recorded in accordance with the resolutions of the AGMS in 2020.2. Regarding follow-up distribution of dividends<ul style="list-style-type: none">• Summary of the Minutes of the 2020 Annual General Meeting of Shareholders as well as the schedule and procedures for the distribution of cash dividends have been submitted to the Financial Services Authority (OJK) and PT Indonesian Stock Exchange (BEI) and PT Kustodian Sentral Efek Indonesia (KSEI) through letter Number S.131/DIR/CLS/IV/2020 dated 20 April 2020 and information disclosure has been carried out in Media Indonesia, the IDX and OJK websites and the BTPN Syariah website.• Payment of cash dividends (scriptless notes)<ol style="list-style-type: none">1. Cash Dividend Payment has been made through PT Kustodian Sentral Efek Indonesia (KSEI) through letter number KSEI-9574/JKU/0520 dated May 20, 2020 regarding Cash Dividend Implementation Report on Sharia BTPN shares.2. In this letter, KSEI reports that KSEI has paid the Cash Dividend to the Account Holder at KSEI on May 20, 2020 (Payment Date) in accordance with the ownership on the Recording Date, April 28, 2020 (Recording Date) and Notification to Account Holders regarding Cash Dividend distribution. mentioned above has been submitted to the Account Holder concerned on May 20, 2020. Regarding the payment of Tax on Dividend Distribution, it has also been made in accordance with applicable regulations.3. Cash Dividend Payment BTPN Syariah has distributed 1% cash dividend, which was not recorded on the Indonesia Stock Exchange, to PT Bank BTPN Tbk as controlling shareholder on 20 May 2020.

Third Agenda of the Meeting:

Appropriation of the amount of remuneration for members of the Board of Commissioners, Sharia Supervisory Board and Board of Directors of the Company in 2020

Meeting Resolutions

- Granted full power and authority to the Board of Commissioners of the Company to determine Remuneration for members of the Board of Directors and members of the Sharia Supervisory Board in 2020 through the Nomination and Remuneration Committee Meeting, and set up the distribution between members of the Board of Directors and members of the Sharia Supervisory Board provided that in determining the total amount and distribution of Remuneration for members of the Board of Directors and members of the Sharia Supervisory Board, the Board of Commissioners must take into account the recommendations of the Company's Nomination and Remuneration Committee.
- Approved the recommendation by the Nomination and Remuneration Committee in the Minutes of the Meeting of the Company's Nomination and Remuneration Committee Number MOM 002/CIR/KNR/IV/2020 dated 3 April 2020, which was approved by the Board of Commissioners contained in the Circular Decree of the Board of Commissioners Number 003/CIR/DEKOM/IV/2020 dated 3 April 2020, that stipulates the total gross remuneration for members of the Board of Commissioners for 2020, in total not exceeding Rp22,100,000,000, - (twenty two billion one hundred million Rupiah), and gives power and authority to The Board of Commissioners to determine, in a decision of the Board of Commissioners, the distribution of the total amount of remuneration among members of the Board of Commissioners provided that in determining the distribution of the total amount of remuneration, the Board of Commissioners must take into account the recommendations of the Company's Nomination and Remuneration Committee.

Voting	Based on the BAE report at the meeting:
	Agreed : 6,958,809,912 (99.5837955%)
	Disagreed : 29,083,926 (0.4162045%)
	Abstained : 0 or 0.000%
	Total Agreed : 6,958,809,912 (99.5837955%)
	Based on the BAE correction calculation:
Agreed : 7,035,846,912 (99.5883339%)	
Disagreed : 29,083,926 (0.4116661%)	
Abstained : 0 or 0.000%	
Total Agreed : 7,035,846,912 (99.5883339%)	
Resolution	Most votes amounted to 7,035,846,912 (99.5883339%)
Realization/ Follow-up	<ol style="list-style-type: none"> Granted power and authority to the Board of Commissioners, to determine the remuneration of the members of the Board of Directors and members of the Sharia Supervisory Board in 2020 and determine the distribution between the members of the Board of Directors and members of the Sharia Supervisory Board, and determine the remuneration for members of the Board of Commissioners and the distribution among them. the members of the Board of Commissioners have been assigned in accordance with the resolutions of the meeting. Appropriation of remuneration for members of the Board of Directors and members of the Sharia Supervisory Board in 2020 and determine the distribution between members of the Board of Directors and members of the Sharia Supervisory Board and determination of remuneration for members of the Board of Commissioners and the distribution among members of the Board of Commissioners has been given in accordance with a meeting decision, namely by granting power of attorney and authority to the Board of Commissioners as stated in the Circular Decree of the Board of Commissioners Number 003/CIR/DEKOM/IV/2020 dated 3 April 2020 regarding the Board of Commissioners' Approval on the Recommendation of the Nomination and Remuneration Committee regarding Nomination and Remuneration Proposals for the Board of Commissioners, Directors, Sharia Supervisory Board Independent Party Members of the Audit Committee and Risk Monitoring Committee of PT Bank Tabungan Pensiunan Nasional Syariah Tbk for the period 2020-2023 which determines the total gross remuneration for members of the Board of Commissioners for 2020, in total not exceeding Rp22,100,000,000 (twenty two billion one hundred million Rupiah).

Fourth Agenda of the Meeting:

Appointment of a Public Accountant ("AP") and/or a Public Accounting Firm ("KAP") to examine the Company's books for the financial year ended 31 December 2020 and determine the amount of the honorarium and other requirements with respect to the appointment.

Meeting Resolutions

1. Granted full power and authority to the Board of Commissioners to Company to:
 - a) Appoint Public Accountant (AP) and/or Public Accountant Office (KAP) that will examine or audit the books and records of the Company for the financial year ending on 31 December 2020 and determine the amount of the honorarium and other requirements regarding the appointment of the AP and/or KAP by taking into account the recommendations of the Audit Committee and regulations apply;
 - b) Determine the replacement AP and/or KAP in the event that the AP and/or KAP that have been appointed according to the Meeting's decision for any reason cannot complete/carry out an audit of the financial statements on 31 December 2020, including determining the amount of honorarium and other requirements in connection with the appointment of AP and/or The replacement KAP;
2. In selecting and appointing AP and/or KAP, the Company must act in accordance with:
 - a) The appointed AP and/or KAP must be registered as a Capital Market Supporting Professional at the Financial Services Authority (OJK);
 - b) The appointed KAP must be affiliated with the international KAP.

Voting	<p>Based on the BAE report at the meeting:</p> <p>Agreed : 6,528,298,239 (93.4229739 %) Disagreed : 403,888,566 (5.7798326 %) Abstained : 55,707,033 (0.7971935 %) Total Agreed : 6,958,809,912 (99.5837955%)</p> <p>Based on the BAE correction calculation:</p> <p>Agreed : 6,605,335,239 (93.4946908 %) Disagreed : 403,888,566 (5.7168085 %) Abstained : 55,707,033 (0.7885008 %) Total Agreed : 6,661,042,272 (94.2831915 %)</p>
Resolution	The most votes of 6,661,042,272 (94.2831915%) with 55,707,033 remaining Abstain
Realization/ Follow-up	<ol style="list-style-type: none">1. Audit Committee Circular Resolutions as Substitutes for Resolutions Taken at the Board of Commissioners Meeting of PT Bank BTPN Syariah Tbk Number 003/CIR/KA/CSGC/VII/2020 dated 30 July 2020 regarding the Audit Committee's Recommendation regarding the Appointment of a Public Accountant (AP) and/or Public Accounting Firm (KAP) to examine the book of BTPN Syariah ending on 31 December 2019 PT Bank BTPN Syariah Tbk;2. Circular Resolutions of the Board of Commissioners in lieu of decisions taken at the Board of Commissioners Meeting of PT Bank BTPN Syariah Tbk Number 008/CIR/DEKOM/CSGC/VIII/2020 dated 6 August 2020 regarding the Board of Commissioners' Approval regarding the Appointment of a Public Accountant (AP) and/or Public Accounting Firm (KAP) to examine the books of BTPN Syariah which ended on 31 December 2019 PT Bank BTPN Syariah Tbk;3. The Report on the Appointment of a Public Accountant (AP) and/or a Public Accounting Firm (KAP) in the context of an audit of annual historical financial information on 31 December 2019 has been submitted to OJK DPBS through letter number S.313/DIR/CSGC/VIII/2020 dated 19 August 2020, to OJK Capital Market through letter number S.311/DIR/CSGC/VIII/2020 dated 19 August 2020 and to PT Indonesian Stock Exchange through letter number S.312/DIR/CSGC/VIII/2020 dated 19 August 2020.

Fifth Agenda of the Meeting:

Amendments to the Company's Articles of Association

Meeting Resolutions

1. Amendment to the Company's Articles of Association as stipulated in the Amendment Concept of the Articles of Association in the slide presented during the meeting.
2. Granted full power and authority to the Board of Directors, with the right of substitution, to declare resolutions on Meeting agenda and rearrange the whole Company's Articles of Association in a Notarial Deed; and convey to the related divisions for approval and/or announcement of the amendment to the Articles of Association, conduct everything deemed necessary and beneficial for said purposes without exception, including to add and/or change the Articles of Association.

Voting	<p>Based on the BAE report at the meeting:</p> <p>Agreed : 5,513,961,917 (78.9073510 %) Disagreed : 1,413,320,988 (20.2252785 %) Abstained : 60,610,933 (0.8673705 %) Total Agreed : 5,574,572,850 (79.7747215 %)</p> <p>Based on the BAE correction calculation:</p> <p>Agreed : 5,590,998,917 (79.1373482 %) Disagreed : 1,413,320,988 (20.0047392 %) Abstained : 60,610,933 (0.8579126 %) Total Agreed : 5,651,609,850 (79.9952608 %)</p>
Resolution	Most votes amounted to 5,651,609,850 (79.9952608%) with abstain totaling 60,610,933
Realization/ Follow-up	<ol style="list-style-type: none"> 1. Deed of the Summary of Resolutions of of BTPN Syariah Annual General Meeting of Shareholders Number 26 dated 16 April 2020 made by Notary Ashoya Ratam, SH., Mkn, South Jakarta Administrative City, which has been registered with the Ministry of Law and Human Rights of the Republic of Indonesia in accordance with Decree Number AHU-AH.01.03-0214020 dated May 8,2020 and has obtained Approval of Amendment to Articles of Association Number AHU-0034666.AH.01.02.TAHUN 2020 dated 8 May 2020 which has been submitted to the Financial Services Authority (OJK) and PT Indonesian Stock Exchange (BEI) as well as the Indonesian Central Securities Depository (KSEI) through letter Number S.168/DIR/CSGC/V/2020 dated 14 May 2020 and information disclosure has been made on the IDX and OJK websites as well as the BTPN Syariah website; 2. Deed of the Summary of Resolutions of BTPN Syariah Annual General Meeting of Shareholders Number 03 dated 4June 2020 made by Notary Ashoya Ratam, SH., Mkn, South Jakarta Administrative City, which has been registered with the Ministry of Law and Human Rights of the Republic of Indonesia in accordance with Decree Number AHU-AH.01.03-0236605 dated 5 June 2020 which was submitted to the Financial Services Authority (OJK) and PT Indonesian Stock Exchange (BEI) and PT Kustodian Sentral Efek Indonesia (KSEI) through letter Number S.187/DIR/CSGC/VI/2020 dated 5 June 2020 and information disclosure has been made on the IDX and OJK websites as well as the BTPN Syariah website.

Sixth Agenda of the Meeting:

Appointment of the Management of the Company

Meeting Resolutions

1. Appoint new members of the Board of Directors:
 - 1) Hadi Wibowo as President Director
 - 2) Dwiyono Bayu Winantio as Director (*)
 - 3) Fachmy Achmad as Director (*)
2. Reappoint the members of the Board of Directors:
 - 1) M. Gatot Adhi Prasetyo as Director
 - 2) Arief Ismail as Compliance Director
3. Reappoint members of the Board of Commissioners:
 - 1) Kemal Aziz Stamboel as President Commissioner/Independent
 - 2) Dewie Pelitawati as Independent Commissioner
 - 3) Mahdi Syahbuddin as Commissioner
 - 4) Yenny Lim as Commissioner
4. Reappoint the Sharia Supervisory Board:
 - 1) H. Ikhwan Abidin, MA as Chairman of the Sharia Supervisory Board
 - 2) H. Muhamad Faiz, MA as Member of the Sharia Supervisory Board

- The lineup of the Board of Directors, the Board of Commissioners and the Sharia Supervisory Board as of the close of AGMS in 2020 are as follows:

Board of Directors:

- Hadi Wibowo as President Director
- M.Gatot Adhi Prasetyo as Director
- Arief Ismail sebagai Compliance Director
- Dwiyono Bayu Winantio as Director (*)
- Fachmy Achmad as Director (*)

Board of Commissioners:

- Kemal Azis Stamboel as President Commissioner/Independent
- Dewie Pelitawati (listed as Dewi Pelitawati on state ID) as Independent Commissioner
- Mahdi Syahbuddin as Commissioner
- Yenny Lim as Commissioner

Sharia Supervisory Board:

- H. Ikhwan Abidin, MA as Chairman of the Sharia Supervisory Board
- H. Muhamad Faiz, MA as Member of the Sharia Supervisory Board

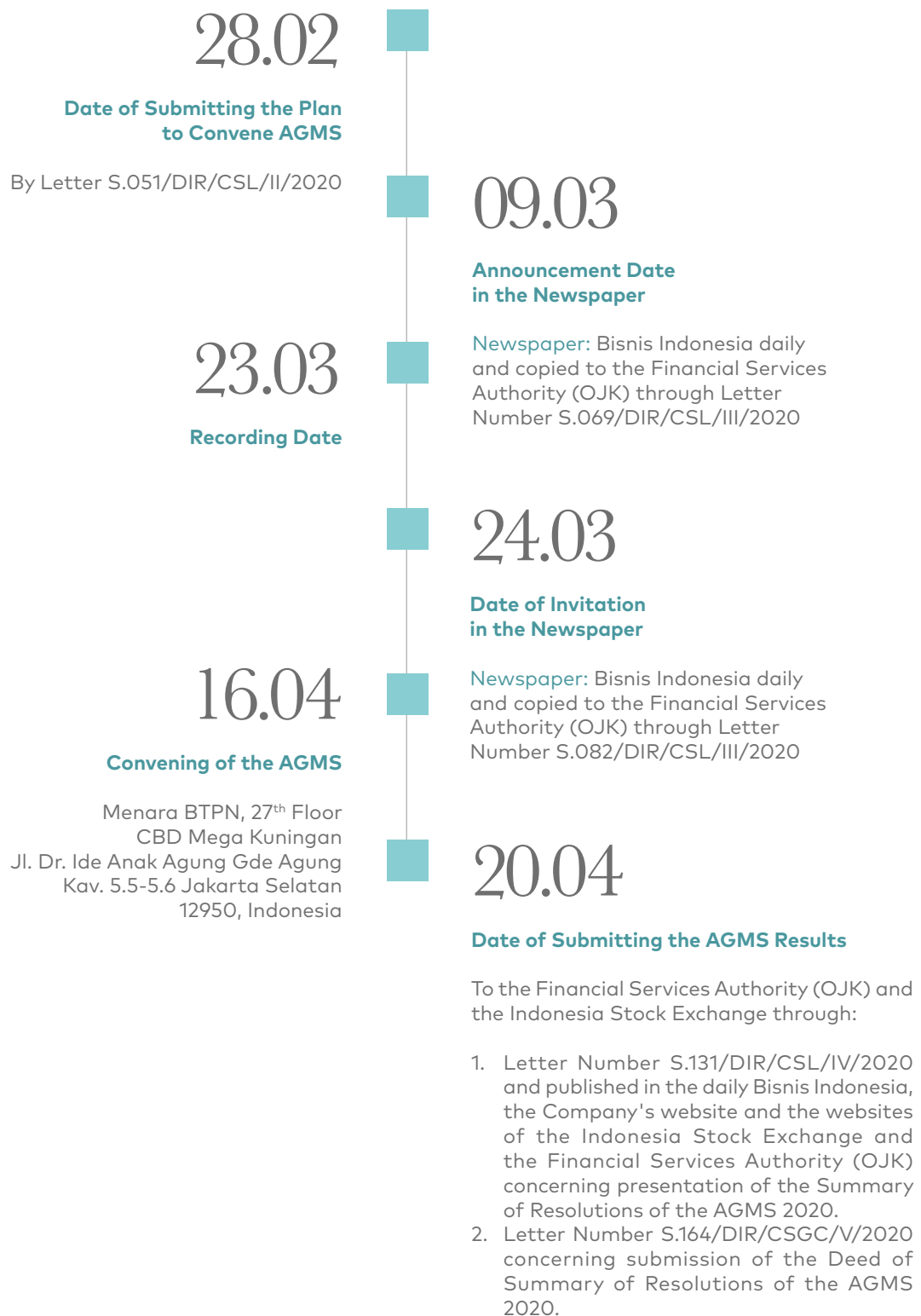
The terms of office of members of the Board of Commissioners, Board of Directors, and Sharia Supervisory Board began at the closure of AGMS in 2020 up until the closure of the third AGMS in 2023, with the conditions that they have passed the Fit and Proper Test from the Financial Services Authority (OJK).

*Appointment effective after the approval of the Financial Services Authority (OJK).

- Granted power and authority to the Board of Directors with substitution rights to declare in a notarial decree the above changes and submit it to the Ministry of Legal and Human Rights of the Republic of Indonesia and to take necessary action in accordance with the prevailing regulations.

Voting	Based on the BAE report at the meeting:
	Agreed : 5,437,196,617 (77.8088040 %) Disagreed : 1,447,506.588 (20.7144903 %) Abstained : 103,190,633 (1.4767058 %) Total Agreed : 5,540,387,250 (79.2855097 %)
Voting	Based on the BAE correction calculation:
	Agreed : 5,514,233,617 (78.0507799 %) Disagreed : 1,447,506,588 (20.4886165 %) Abstained : 103,190,633 (1.4606036 %) Total Agreed : 5,617,424,250 (79.5113835 %)
Resolution	Most votes amounted to 5,617,424,250 (79.5113835%) with abstain totaling 103,190,633
Realization/ Follow-up	<ol style="list-style-type: none"> Deed of the Summary of Resolutions of BTPN Syariah Annual General Meeting of Shareholders Number 26 dated 16 April 2020 made by Notary Ashoya Ratam, SH., Mkn, South Jakarta Administrative City, which has been registered with the Ministry of Law and Human Rights of the Republic of Indonesia in accordance with Decree Number AHU-AH.01.03-0214020 dated May 8, 2020 and has obtained Approval of Amendment to Articles of Association Number AHU-0034666.AH.01.02.TAHUN 2020 dated 8 May 2020 which has been submitted to the Financial Services Authority (OJK) and PT Indonesian Stock Exchange (BEI)) as well as the Indonesian Central Securities Depository (KSEI) through letter Number S.168/DIR/CSGC/V/2020 dated 14 May 2020 and information disclosure has been made on the IDX and OJK websites as well as the BTPN Syariah website; Deed of the Summary of Resolutions of BTPN Syariah Annual General Meeting of Shareholders Number 03 dated 4 June 2020 made by Notary Ashoya Ratam, SH., Mkn, South Jakarta Administrative City, which has been registered with the Ministry of Law and Human Rights of the Republic of Indonesia in accordance with Decree Number AHU-AH.01.03-0236605 dated 5 June 2020 which was submitted to the Financial Services Authority (OJK) and PT Indonesian Stock Exchange (BEI) and PT Kustodian Sentral Efek Indonesia (KSEI) through letter Number S.187/DIR/CSGC/VI/2020 dated 5 June 2020 and information disclosure has been made on the IDX and OJK websites as well as the BTPN Syariah website.

stages in convening the AGMS in 2020



follow-up to resolutions of the GMS in the previous year

BTPN Syariah has implemented the resolutions of the Annual General Meeting of Shareholders and the Extraordinary General Meeting of Shareholders conducted for the financial year ending 31 December 2018 with the following information:

follow-up - annual general meeting of shareholders (14 february 2019)

No	Agenda	Resolutions	Status	Remarks
1	Approval of the Annual Report including the report of the supervisory function performed by the Board of Commissioners and the Sharia Supervisory Board for the financial year ending 31 December 2018 (thirty first of December two thousand eighteen) and to grant full release and discharge (volledig acquit et decharge) to the incumbent members of the Board of Directors, the Board of Commissioners and Sharia Supervisory Board for the management and supervision that had been performed during the financial year ended 31 December 2018 (thirty first of December two thousand eighteen).	<ol style="list-style-type: none"> 1. Approved the Company Annual Report including the report of the supervisory function performed by the Board of Commissioners and the Sharia Supervisory Board for the financial year ended on 31 December 2018 (thirty first of December two thousand eighteen) that is contained in the Annual Report 2018 that had been presented by the Board of Directors of the Company in the meeting. 2. Ratified the Company Financial Statements for the financial year ended on 31 December 2018 (thirty first of December two thousand eighteen) that had been audited by the Public Accounting Firm Tanudiredja, Wibisana, Rintis dan Rekan (a member of PwC Global Network) that is contained in the Annual Report 2018 that had been presented by the Board of Directors of the Company in this meeting. 3. Granted full release and discharged (volledig acquit et decharge) to the incumbent members of the Board of Directors of the Company for the financial year ended 31 December 2018 (thirty first of December two thousand eighteen), for all the deeds of managing the company, and to the incumbent members of the Board of Commissioners and Sharia Supervisory Board for the supervision that had been performed during the financial year ended 31 December 2018 (thirty first of December two thousand eighteen); to the extent that such deeds are recorded in the Annual Report and the Financial Statement of the Company for the financial year ended 31 December 2018 (thirty first of December two thousand eighteen); except in the event of fraud, embezzlement or other criminal deeds. 	Completed	Approved at the AGMS convened on 14 February 2019.

No	Agenda	Resolutions	Status	Remarks
2	Appropriation of net profit for the financial year ended on 31 December 2018 (thirty first of December two thousand eighteen).	1. Approved the use of net profit for the financial year 2018 of Rp965.310.540.948 (nine hundred sixty five billion three hundred ten million five hundred forty thousand nine hundred and forty eight Rupiah) after appropriation for general reserves of Rp20,000,000,000 (twenty billion Rupiah) pursuant to the Law Number 40 of 2007 concerning Limited Liabilities Company, entirely to strengthen the capital position of the Company and shall not be distributed as dividend for the shareholders.	Completed	Appropriation of part of the net profit of BTPN Syariah to add the amount of general reserves had been followed up and had been recorded according to the Resolutions of AGMS 2019.
3	Approval on the amount of remuneration for the members of the Board of Commissioners, the Sharia Supervisory Board and the Board of Directors of the Company in 2019.	1. Granted full power and authority to the Board of Commissioners of the Company to decide the Remuneration for the members of the Board of Directors and the members of the Sharia Supervisory Board in 2019 through Nomination and Remuneration Committee Meeting, and to decide its distribution amongst the members of the Board of Directors and the members of the Sharia Supervisory Board under the condition that in making such decision of the total amount and its distribution to members of the Board of Directors and the members of the Sharia Supervisory Board, the Board of Commissioners is obliged to take into account the recommendation of the Nomination and Remuneration Committee of the Company;	Completed	1. The Minutes of Meeting of the Board of Commissioners Number MOM 002/KOM/ CSL/1/2019 dated 16 January 2019 determined the total gross remuneration for members of the Board of Commissioners for the financial year ending 31 December 2019 (thirty first December two thousand nineteen).

No	Agenda	Resolutions	Status	Remarks
		<p>2. Approved the recommendation of the Nomination and Remuneration Committee stated in the Minutes of Meeting of the Nomination and Remuneration Committee of the Company Number MOM 001/RNC/I/2019 dated 16 January 2019, that was approved by the Board of Commissioners as stated in the Minutes of Meeting of the Board of Commissioners Number MOM 002/KOM/ CSL/I/2019 dated 16 January 2019 that determined the total gross Remuneration for the members of the Board of Commissioners for the year 2019 not exceeding Rp10,200,000,000 (ten billion two hundred million Rupiah), and to grant power and authority to the Board of Commissioners to decide, in a Resolution of the Board of Commissioners, the distribution of the total remuneration to the members of the Board of Commissioners under one condition that in making such decision of the distribution of the total Remuneration, the Board of Commissioners is obliged to take into account the recommendation of the Nomination and Remuneration Committee of the Company.</p>		<p>2. The Minutes of Meeting of the Nomination and Remuneration Committee of the Company Number MOM 001/RNC/I/2019 dated 16 January 2019 about the total gross remuneration for members of the Board of Commissioners for the financial year ending 31 December 2019 (thirty first December two thousand nineteen).</p>

No	Agenda	Resolutions	Status	Remarks
4	Appointment of the Public Accountant to audit the books of the Company for financial year ending 31 December 2019 and the determination of the amount of fees and other conditions of such appointment.	<ol style="list-style-type: none"> Appointed the Public Accountant and/or Public Accounting Firm to audit the books of the Company for the financial year ending 31 December 2019 and determine the amount of fees and other condition of such the appointment of Public Accountant and/ or Public Accounting firm taking into consideration the recommendation of the Audit Committee and the prevailing regulations; Appointed the substitute Public Accountant and/or Public Accounting Firm in the event that Public Accountant or Public Accounting appointed by the Meeting for whatever reasons is not able to complete or perform the auditing for the financial reports for the year ending 31 December 2019 including to determine the amount of fees and other conditions of the appointment of the substitute Public Accountant or Public Accounting Firm. 	Completed	<ol style="list-style-type: none"> Minutes of Meeting of the Board of Commissioners Number003/KOM/CSL/IV/2019 dated 22 April 2019 concerning the Approval of of the Board of Commissioners for the appointment of the Public Accountant and/or Public Accounting Firm to audit the books of BTPN Syariah for the financial year ending 31 December 2019; Minutes of Meeting of Audit Committee Number MOM/KA/02/IV/2019 dated 22 April 2019 concerning KPMG (Public Accounting Firm/Kantor Akuntan Public KAP Shidarta Wijaya & Rekan) and recommendation of Audit Committee dated 22 April 2019 concerning the appointment of the Public Accountant and/or Public Accounting Firm to audit the books of BTPN Syariah for the financial year ending 31 December 2019; Report of the Process of Appointment of Public Accountant and/or Public Accounting Firm to audit the historical financial information for financial year ending 31 December 2019 had been submitted to OJK DPBS through the Letter Number S.154/DIR/CSL/V/2019 dated 6 May 2019, to OJK Capital Market through the Letter Number S.155/DIR/CSL/V/2019 dated 6 May 2019 and to Indonesian Stock Exchange (PT Bursa Efek Indonesia) through the Letter Number S.156/DIR/CSL/V/2019 dated 6 Mei 2019.
5	Accountability report of the utilization of funds acquired from the Initial Public Offering (IPO) of the Company.	There were no specific resolution and the accountability report of the utilization of funds acquired from the Initial Public Offering (IPO) of the Company had been submitted to the Authority and the realization had been entirely completed.	Completed	Accountability of the utilization of funds acquired from the Initial Public Offering (IPO) has been entirely extended for Murabhahah Financing as mandated and according to what had been presented in AGMS 2019 and disclosure of information on this matter had been done according to regulation.

follow-up - extraordinary general meeting of shareholders (2 september 2019)

No	Agenda	Resolutions	Status	Remarks
1	Changes of the composition of the members of the Board of Commissioners of the Company.	<ol style="list-style-type: none"> Approved and accepted the resignation of Maya Kartika as a member of the Company's Board of Commissioners as of the closing of the 2019 EGMS, with gratitude and high appreciation for the services she has provided while serving as a member of the Company's Board of Commissioners. Appointed Yenny Lim as a new member of the Board of Commissioners as of the closing of the 2019 EGMS. Declared that as of the closing of the 2019 EGMS, the composition of the members of the Board of Commissioners, members of the Sharia Supervisory Board and members of the Board of Directors of the Company are as follows: <ul style="list-style-type: none"> Board of Commissioners <ol style="list-style-type: none"> President Commissioner/Independent: Kemal Azis Stamboel Independent Commissioner: Dewie Pelitawati (appears in the Identity Card as Dewi Pelitawati) Commissioner: Mahdi Syahbuddin Commissioner: Yenny Lim Sharia Supervisory Board <ol style="list-style-type: none"> Chairman of the Sharia Supervisory Board: H. Ikhwan Abidin, MA Sharia Supervisory Board Member: H. Muhamad Faiz, MA 	Completed	Deed of the Summary of Resolutions of Extraordinary General Meeting of Shareholders of BTPN Syariah Number 02 dated 2 September 2019 by Notary Ashoya Ratam, SH., Mkn, Administrative City Jakarta Selatan, which has been registered in the Ministry of Legal and Human Rights of the Republic of Indonesia in the Decree Number AHU.AH.01.03-0332927 dated 17 September 2019 and has been reported to the Financial Services Authority in a letter Number S.297/DIR/CSL/IX/2019 dated 19 September 2019 regarding the Submission of Deed of Resolution of the Extraordinary Meeting of the Shareholders 2019 of PT Bank Tabungan Pensiunan Nasional Syariah Tbk.

No	Agenda	Resolutions	Status	Remarks
		<p>Directors</p> <ol style="list-style-type: none"> President Director/Independent: Ratih Rachmawaty Deputy President Director: Mulia Salim Director: Taras Wibawa Siregar (appears in the Identity Card as Taras Wibawa) Director: Gatot Adhi Prasetyo Compliance Director: Arief Ismail <p>Under the condition that the term of office of the new member of the Board of Commissioners is equal to the remaining term of office of the other incumbent members of the Board of Commissioners, that is until the closure of the Annual General Meeting of Shareholders of the Company that will be held in 2020, without disregarding the possible changes that might happen before the end of such the term of office.</p>		
2	The Buyback of Shares of the Company in order to provide variable remuneration according to POJK Number 59/POJK.03/2017	<ol style="list-style-type: none"> Approved the buyback of shares of the Company at the maximum of 0.032% (zero point zero three two percent) of the total shares issued and paid up or at the maximum of 2.500.000 (two million five hundred) shares in the Company. Approved the implementation of the buyback of the shares in order to provide the variable remuneration for the members of the Board of Directors pursuant to POJK Number 30/POJK.04/2017 and will be administered by following and abiding to the prevailing legal regulations. The implementation of the buyback of the shares in order to provide the variable remuneration for the members of the Board of Directors of the Company, as well as the execution of the payment of the variable remuneration shall be made with the written approval of the Board of Commissioner. Granted power and authority to the Board of Directors with substitution rights to take all the necessary actions in connection to Resolution for the Second Agenda Item of Meeting according to the prevailing legal regulations, including its declaration in a Notarial Deed. 	Completed	<ol style="list-style-type: none"> The buyback of shares of BTPN Syariah was fully implemented on 23 October 2019 at 2.500.000 (two million five hundred) shares. The buyback of share of PT BTPN Syariah has been reported to the Financial Services Authority (OJK) in the Letter Number S.360/DIR/CSL/XII/2019 dated 6 December 2019. Information disclosure regarding this matter has been listed on the website of BTPN Syariah, the website of the Indonesian Stock Exchange which is integrated with the website of the Financial Services Authority (OJK).

disclosure of transaction containing conflict of interest

Conflict of interest in BTPN Syariah means the disparity between the economic interest of financial service institution within the financial conglomeration of SMBC group and personal economic interest of the owners, members of the Board of Commissioners, members of the Board of Directors, executives, and/or the parties related to the financial service institution.

BTPN Syariah, as a financial service institution and a member of the financial conglomeration of SMBC, has the policy to identify, mitigate and manage conflict of interests, including those from transactions with affiliated parties and inter-group transactions.

The policy also prohibits members of the Board of Directors and the Board of Commissioners to take action that could inflict losses or reduce the profit of the institution, and they are obliged to disclose any conflict of interest in every decision-making process.

The guide to handle conflict of interest in BTPN Syariah for the implementing organ is referred to the Articles of Association; the Corporate Governance Policy; the Work Guidelines and Rules of Conduct for the Board of Commissioners; the Board of Directors and the Sharia Supervisory Board; and the Bank's Code of Ethics.

BTPN Syariah stipulates the disclosure and transparency of conflict of interest at the Bank in corporate meeting summary and other disclosure of information mediums.

The Board of Commissioners, the Board of Directors, and the Sharia Supervisory Board of BTPN Syariah have acted independently and did not have any conflict of interest that could disrupt their capacity to carry out their tasks professionally and objectively at BTPN Syariah.

In 2020, all transactions at BTPN Syariah are free from conflict of interest and intervention of shareholders or other parties.

disclosure of affiliation transaction

Each member of the Board of Commissioners, the Board of Directors and the Sharia Supervisory Board at BTPN Syariah are not affiliated with the Bank, with other members of the Boards, or with the Bank's major shareholders.

Referring to the Financial Services Authority Regulation (POJK) Number 42/POJK.04/2020 dated 1 July 2020, BTPN Syariah has created internal procedure on the implementation of affiliation transaction and conflict of interest transaction at the Bank.

BTPN Syariah did not have any affiliation transaction in 2020.

board of commissioners, sharia supervisory board and board of directors

fit and proper test of the board of commissioners, sharia supervisory board and board of directors

All members of the Board of Commissioners, the Sharia Supervisory Board and the Board of Directors had fulfilled the fit and proper test by the Financial Services Authority (OJK) as of 31 December 2020.

board of commissioners

According to the Law Number 40/2007 on limited liability firms, the Board of Commissioners is an independent instrument within the organization company that is tasked to conduct general and/or special supervision in accordance to Articles of Association, and to provide advice to the Board of Directors in managing the Bank based on Good Corporate Governance (GCG) principles.

tasks and responsibilities of board of commissioners

The duties and responsibilities of the Board of Commissioners according to latest the Charter of the the Board of Commissioners are, as follows:

1. The Board of Commissioners must ensure the implementation of GCG principles in all of Bank's activities and at all layers of the organization;
2. The Board of Commissioners shall perform supervision to the undertaking of duties and responsibilities by the Board of Directors and provide advices to the Board of Directors;
3. In performing the supervision, the Board of Commissioners shall direct, monitor and evaluate the implementation of the strategic policy of the Bank. For this duty and responsibility the Board of Commissioners is entitled to request the required data and information to the Board of Directors;
4. In performing the supervision, the Board of Commissioners is prohibited from being involved in the decision making of the Bank operation, except:
 - a. Provision of funds to Connected Party as stipulated in the regulations of Bank Indonesia or Financial Services Authority (OJK) regarding Legal Lending Limit or in an amount that is exceeding certain amount that from time to time will be decided by the Board of Commissioners; and
 - b. Matters as decided in the Articles of Association of the Bank or the prevailing legal regulations.
5. Decision making by the Board of Commissioners shall not negate the responsibility of the Board of Directors in the management of the Bank;
6. The Board of Commissioners shall provide sufficient time to perform the the duties and responsibilities in an optimum manner;
7. The Board of Commissioners shall ensure that the Board of Directors follows up the audit findings and recommendation from the Bank Internal Audit Unit, external auditor, and Financial Services Authority (OJK) inspection report and/or the inspections of the other authorities;
8. The Board of Commissioners is obliged to report to Financial Services Authority (OJK) at the latest 7 day since the finding of:
 - a. Violation of Laws and regulations in financial and banking;
 - b. Situation or forecast of situation that could be detrimental for the sustainability of the Bank;

9. The Board of Commissioners shall propose the candidate member of the Sharia Supervisory Board to the Board of Directors, taking into consideration the recommendation of the Nomination and Remuneration Committee for further endorsement from Indonesian Ulama Council and approval from Financial Services Authority (OJK). The General Meeting of Shareholders is entitled to delegate the authority to the Board of Commissioners to appoint the member of the Sharia Supervisory Board.

10. In the undertaking of Internal Audit Function, the Board of Commissioners is responsible for:

- a. Ensure that the Board of Directors develops and maintains internal control system that is adequate, effective and efficient;
- b. Review the effectiveness and efficiency of internal control system based on the information from of Internal Audit Unit at least once a year; and
- c. Appoint independent Quality Assurance from external party to assess the performance of Internal Audit unit, taking into consideration the recommendation from Audit Committee.

11. The Board of Commissioners shall maintain good communication with the Internal Audit Function from the parent company to ensure that Internal Audit Function of the parent company defines the auditing scope and performs the internal audit activities that are adequate for the Bank.

establishment of board of commissioners's committees

According to the Charter of the Board of Commissioners in BTPN Syariah, in order to support the effectiveness in the undertaking of duties and responsibilities, the Board of Commissioners has established the Board of Commissioners' Committees, that consist of:

1. Audit Committee;
2. Risk Monitoring Committee;
3. Nomination and Remuneration Committee;

The Board of Commissioners ensures that all the Committees perform the duties effectively. Each of the Board of Commissioners' Committee in BTPN Syariah has its own Charter.

charter of the board of commissioners

In performing the duties and responsibilities, the members of the Board of Commissioners in BTPN Syariah always refers to the Charter of the Board of Commissioners, that has always been updated and refined on periodic basis according to the prevailing regulations.

In 2020, the Board of Commissioners has reviewed and updated the Charter of the Board of Commissioners as part of the annual review process. The latest Charter of the Board of Commissioners BTPN Syariah is Number 01/PedomanKerja/CSGC/VI/2020 dated 22 June 2020.

The Charter of the Board of Commissioners stipulates:

1. Organization;
2. Independence;
3. Duties and Responsibilities;
4. Establishment of Committees
5. The Function of President Commissioner;
6. Work Ethics;
7. Office Hours;
8. Meetings;
9. Conflict of Interest;
10. Transparency;
11. Terms of Office;
12. Accountability of the Board of Commissioners;
13. Development;
14. Others.

composition of members of the board of commissioners

The Composition and Criteria of Members of Board of Commissioners and Organization as stipulated in the Code of Conduct and Guidance for the Board of BTPN Syariah are:

1. The number of Board of Commissioners comprise at least 3 (three) people and at the most is similar to the number of Directors;
2. At least 1 (one) member of Board of Commissioners should reside in Indonesia;
3. The Board of Commissioner is led by a President Commissioners, who should be an Independent Commissioner;
4. The Board of Commissioners shall have members with expertise in macro economy, sharia banking and finance, law, accountancy and auditing;
5. The Board of Commissioners shall perform its duties and responsibilities independently. To ensure its independence, at least 50 (fifty) percent members of the Board are Independent Commissioners;
6. Those eligible to become members of The Board of Commissioners are those who have met requirements by the time of selection and during terms of office that include:
 - a. Good standing of characters, morals integrity.
 - b. Competency to perform legal acts.
 - c. Within 5 (five) years prior to appointment or during tenure:
 - i. Never declared bankruptcy;
 - ii. Never caused a company to declare bankruptcy while serving as its member of the Board of Directors and/or Board of Commissioners;
7. Any proposals to replace and/or appoint member of the Board of Commissioners to GMS shall take into account recommendation from Nomination and Remuneration Committee;
 - iii. Never been sentenced for committing criminal acts that caused financial losses to the state and/or related financial sectors, and;
 - iv. Never been a member of Board of Directors and/or Commissioners who, during tenure:
 - a.) Has skipped an AGMS;
 - b.) Has had an accountability report as a member of Board of Directors and/or Commissioners rejected by the GMS or has never submitted an accountability report to GMS as a member of Board of Directors and/or Commissioners.
 - c.) Has caused a company which obtains permission, approval or registration from OJK to fail in fulfilling their obligation to submit annual report and/or financial report to the Financial Services Authority (OJK).
 - d.) Committed to comply with existing laws and regulations;
 - e.) Knowledgeable and/or an expert in fields required by the Company;
 - f.) Fulfillment of above requirement must be stated in an official letter and submitted to the Bank;
 - g.) The Bank is obliged to hold a GMS to replace any member of the Board of Commissioners who fail to meet any of the above requirements.

8. Each member of the Board of Commissioners shall pass the Fit and Proper Tests in accordance to regulation by the Financial Services Authority (OJK)/Bank of Indonesia on fit and proper;
9. Member of the Board of Commissioners can hold dual position as:
 - a. Member of the Board of Commissioners, Directors or Executives in 1 (one) non-financial organization/company;
 - b. Member of the Board of Commissioners or Directors who perform supervisory duties in 1 (one) non-sharia bank, financial subsidiary;
 - c. Member of the Board of Commissioners, or Executives at 1 (one) banking company which is also shareholder of the Bank;
 - d. Member of the Board of Commissioners, Directors or Executives in 1 (one) non-banking company which is also shareholder of the Bank; or
 - e. Executive at not more than 3 (three) non-profit organizations. .
10. The majority of the members of the Board of Commissioners are prohibited from having family relationships to second degree with the other members of the Board of Commissioners and/or the members of the Board of Directors.

independency and diversity of members of board of commissioners

independency of members of board of commissioners

BTPN Syariah has complied with the laws concerning the independence of the Board of Commissioners.

As of 31 December 2019, all the members of the Board of Commissioner does not have financial relationship and family relationship with the other members of the Board of Commissioners, Sharia Supervisory Board, the Board of Directors and/or Controlling Shareholders. All members of the Board of Commissioner have performed disclosure of information and have disclosed the relationship and management according to prevailing regulations.

Independency of the Board of Commissioners in BTPN Syariah refers to the Charter of the of the Board of Commissioners that governs as follows:

1. The Board of Commissioners shall perform the duties and responsibilities in an independent manner;
2. Independent Commissioner is the member of the Board of Commissioner who does not have financial relationship, management, shares ownership, and/or family relationship with the other members of the Board of Commissioners, the members of the Board of Directors and/or Controlling Shareholders or other relationship of whatsoever in nature, which may influence his/her ability to act in an independent manner;
3. Former members of the Board of Directors or Executive Officers of the Bank of the parties who have relationship with the Bank, who may influence the ability to act in an independent manner are not eligible to serve as the members of the Board of Commissioners in the respective Bank before taking the cooling off period of 6 (six) months (Reference: PBI 11/33/PBI/2009; that amended in PBI Number 15/13/PBI/2013 about the Amendment to PBI Number 11/3/PBI/2009 concerning sharia bank;

4. This provision, however, does not apply for the former members of the Board of Directors or Executive Officers performing supervisory function;
5. Independent Commissioner must fulfill the following requirements:
 - a. Is not a person who works or has the authority and responsibility to plan, lead, control or supervise the Bank activities during the past past 1 (one) year, except for the reappointment as the Independent Commissioner of the Bank for the subsequent term;
 - b. Does not own the shares, either directly or indirectly, of the Bank;
 - c. Does not have affiliation relationship to the Bank, members of the Board of Commissioner, member of the Board of Directors or the Ultimate Shareholder of the Bank;
 - d. Does not have direct or indirect relationship to the Bank activities.
6. Independent Commissioner who has served for 2 (two) terms of office is eligible for reappointment for the next term as long as the Independent Commissioner declares his independency in the AGMS;
7. The declaration of independency of the Independent Commissioner must be disclosed in the Annual Report;
8. In the event that the Independent Commissioner also serves as the Audit Committee, the respective Independent Commissioner is only eligible for reappointment for next 1 (one) term of office of Audit Committee.
9. Independent Parties within the Company who have held their office for more than 2 (two) periods, in extraordinary circumstances, shall be re-appointed, provided that they declare their independence in a written statement, as required in the Establishment of Audit Committee for public companies and stated in this Annual Report.

In 2020, members of the Board of Commissioners who are also Independent Commissioners and appointed as members of the Audit Committee for more than two periods have declared their independence in a written statement on independence that is well-documented.

Members of the Board of Commissioners at BTPN Syariah who are also Independent Commissioners have met the requirements of independence and have proven him/herself to have no financial, managerial relations, or share ownership and/or family relation with other members of the Board of Commissioners, Directors and/or controlling Shareholders or any other relations, which in nature may affect his/her ability to act independently.

All of the Independent Commissioners in BTPN Syariah are not former members of the Board of Directors or held an executive position in the Bank or parties with relations to the Bank that can affect their ability to remain independent.

independent commissioner

In accordance with the Regulation of Financial Services Authority (OJK) Number 33/POJK.04/2014 on Directors and Board of Commissioners of Public Entity, an Independent Commissioner is a member of the Board of Commissioners who does not work at the Public Entity and has met requirements as Independent Commissioner.

The Independent Commissioner at BTPN Syariah has met the independency requirements according to the regulations.

Aspects of Independence	Independent Commissioner	
	Kemal Azis Stamboel	Dewie Pelitawati
Have no direct or indirect shares of the Bank	√	√
Have no direct or indirect relation related to the Bank's activities	√	√
Have no concurrent position as: Director or Executive with supervisory duties	√	√
Have no family relation up to the second degree with other members of the Board of Commissioners and/or Directors and/or Controlling Shareholders	√	√

diversity of members of board of commissioners

All members of the Board of Commissioners BTPN Syariah are appointed by the General Meeting of Shareholders taking into consideration the recommendation from the Nomination and Remuneration Committee and have passed the requirement of fit and proper test from Financial Services Authority (OJK).

The determination of the Composition of the Board of Commissioners is made by taking into consideration the complexity and the need of the Bank. The composition of the Board of Commissioners is based on the banking knowledge, expertise, professional experience, and background to support the effectiveness of the undertaking of duties of the Board of Commissioners without differentiating gender, ethnicity, race and religion.

At present, the total members of the Board of Commissioners BTPN Syariah is 4 (four) persons, of which 2 (two) members of the Board of Commissioners are women and 2 (two) members of the Board of Commissioners are Independent Commissioners.

All members of the Board of Commissioners BTPN Syariah have fulfilled the number, composition, criteria, and independency according to the prevailing regulations.

the diversity of the board of commissioners

No	Diversity Aspect	Realization
1	Nationality	Indonesian citizen
2	Education	a. Macro Economy b. Law c. Sharia Banking and Finance d. Accounting and Audit
3	Certification	a. Banking Risk Management Certification Level 2 b. Banking Risk Management Certification Level 4 (only for the members of the Board of Commissioners who also sit as executive officers in the parent company) c. Foundation of Sharia Banking Certification
3	Work Experience	a. Public Accountant Office b. The National Board of Information and Technology c. Member of House of Representatives d. Corporate Legal, Governance, Compliance, Corporate Secretary, Risk Management e. Lawfirm Partner f. Indonesia Bank Restructuring Agency (IBRA) g. Director of Human Capital at national bank h. Deputy Chief Financial Officer at national bank i. Executive at a national bank overseeing Corporate Planning, Corporate Performance, General Affairs, Credit Risk, Market Risk, Operational Risk, Financial Planning and Performances, Credit Analyst, and establishment of Risk Management Task Force
4	Gender	2 males 2 females

the composition of the board of commissioners

Based on the resolution by the BTPN Syariah General Meeting of Shareholders in 2020, Shareholders approved the re-appointment of all members of the Board of Commissioners.

The term of office of the current members Board of Commissioners of BTPN Syariah is until the closing of BTPN Syariah General Meeting of Shareholders in 2023, taking into account that changes may occur before the end of the term of office.

There are no changes to the composition of the Board of Commissioners of BTPN Syariah in 2020.

The composition of members of the Board of Commissioners as of 31 December 2020 is as follows:

No.	Name	Position	Authority Approval	Effective Date
1	Kemal Azis Stamboel	President Commissioner/ Independent Commissioner	24 February 2014 (KEP-8/D-03/2014)	22 May 2014
2	Dewie Pelitawati	Independent Commissioner	24 February 2014 (KEP-9/D-03/2014)	22 May 2014
3	Mahdi Syahbuddin	Commissioner	23 December 2014 (KEP-128/D-03/2014)	13 January 2015
4	Yenny Lim	Commissioner	17 July 2019 (KEP-122/D.03/2019)	2 September 2019

All members of the Board of Commissioners at BTPN Syariah have met all the requirements according to the prevailing regulations.

dual position of members of the board of commissioners

With regard to the disclosure of dual position of the Board of Commissioners as of 31 December 2020, the Board of Commissioners of BTPN Syariah do not hold any dual position as the member of Board of Commissioners, Board of Directors and Executive Officers in the other banking institution, company or other institution that are exceeding the maximum limit allowed by the prevailing regulations.

No.	Name	Position	Company	Year
1	Kemal Azis Stamboel	Member of Board of Advisors of WWF Indonesia	WWF Indonesia	1999 - now
		President Commissioner	PT Digital Solusi Pratama	2019 - now
		Member of the Board of Trustees	Universitas Padjadjaran	2020 - 2025
2	Dewie Pelitawati	-	-	-
3	Mahdi Syahbuddin	-	-	-
4	Yenny Lim	Planning & Deputy CFO	PT Bank BTPN Tbk	2019 - now

disclosure of share ownership of the board of commissioners

BTPN Syariah share ownership disclosure by members of the Board of Commissioners as of 31 December 2020

Name	Number of Shares	Share Ownership Percentage	Position
Board of Commissioners			
Kemal Azis Stamboel	0	0.00%	President Commissioner/Independent
Dewie Pelitawati	0	0.00%	Independent Commissioner
Mahdi Syahbuddin	0	0.00%	Commissioner
Yenny Lim	0	0.00%	Commissioner

terms of office of board of commissioners

Members of the Board of Commissioners at BTPN Syariah are appointed by GMS for 3 (three) years of service period, with possible re-appointment.

orientation for the board of commissioners

The President Director shall ensure that all the newly appointed members of the Board of Commissioners have the necessary information related to the Bank in order to fulfill their duties and obligations. The Compliance Director who is in Charge of Corporate Secretary is responsible to provide such information.

In 2020, there was no appointment of new members of the Board of Commissioners.

In addition to the orientation program, all members of the Board of Commissioners and Directors have attended Refreshment Programs in 2020, which included:

1. Refreshment on Risk Management Certification Level 5, attended by Directors on 28 July 2020 in Jakarta;
2. Online discussion entitled "Regulation and the Role of the Board of Commissioners and Directors on Bank's Performance" attended by the Board of Commissioners on 12 August 2020 in Jakarta;
3. Webinar entitled "Crime Profiling and Risks of Money Laundering Terrorism Funding as the Impact of Covid-19" attended by the Board of Directors on 19 August 2020 in Jakarta;

4. Training on Personal Branding & Impactful Communication attended by the Board of Directors on 10 and 17 September 2020 in Jakarta;
5. Refreshment on Risk Awareness attended by the Board of Directors on 5 October 2020 in Jakarta;
6. Webinar Info Bank & Jamkrindo Syariah – The Role of sharia Guarantee in Acceleration National Economic Recovery attended by the Board of Directors on 17 September 2020 in Jakarta;
7. Personal Branding Private Coaching attended by the Board of Directors 18 September 2020 in Jakarta;
8. Refreshment Risk Awareness attended by the Board of Commissioners on 8 October 2020 in Jakarta;
9. Webinar on Corporate Culture attended by the Board of Directors on 19 November 2020 in Jakarta;
10. Training on Basic Treasury Certification attended by the Board of Directors on 28 November 2020 in Jakarta.

the supervision report and recommendation of the board of commissioners

The Board of Commissioners has performed its duties and responsibilities to oversee the management and operations of BTPN Syariah and provided recommendation to the Board of Directors and has ensured the implementation of GCG principles and compliance to sharia principles.

The Board of Commissioners BTPN Syariah has performed direct supervision supported by the Board of Commissioners' Committee that has been established.

In 2020, the Board of Commissioners has carried out its supervisory responsibility by advising, monitoring and evaluating the implementation of strategic policies of the Bank. In order to implement these tasks and responsibilities, the Board of Commissioners may request necessary data and information from the Board of Directors.

The supervisory tasks of the Board of Commissioners during 2020 cover various aspects, including:

1. The Board of Commissioners has ensured that BTPN Syariah supports the Government in the National Economic Program during the Covid-19 pandemic by providing customers various facilities to ease financing during 2020. These programs and policies by BTPN Syariah to its customers are included in the Financial Performance and Business Review in this 2020 Annual Report;
2. The Board of Commissioners has ensured oversight of tasks and responsibilities fulfilled by the Board of Directors, including the mandatory information disclosure by way of Annual Report, Quarterly Financial Report, Annual Financial Report, as well as online consolidation through an online reporting system to the Regulator. The Board of Commissioners has also ensured the Board of Directors implement information disclosure through national newspaper and uploaded the above mentioned reports to the Bank's website as required for public company;
3. The Board Commissioners is monitoring the financial performance of BTPN Syariah through regular Board of Commissioners' meetings, meetings with Directors and meetings with Board of Directors' committees as well as other coordinating meetings conducted from time to time when necessary;

4. The Board of Commissioners has conducted a review and approved proposals from the Board of Directors on the following:
 - a. The Bank's Business Plan (RBB) 2021-2023 and carries out the plan's realization which is submitted as the Report by the Board of Commissioners on the Realization of RBB to the Authority;
 - b. Sustainable Financial Action Plan (RAKB) 2021-2024 and commitment to conduct supervision on the realization of the Sustainable Financial Action Plan with the Directors;
 - c. The plan and covering of the AGMS 2020;
 - d. Annual Work Plan by the Board of Commissioners' Committee, including annual Audit Plan;
 - e. Follow-up resolutions made at the 2020 AGMS on the appointment of Public Accountant (PA) or Public Accountant Office (PAO) by approving the appointment of PA/PAO for financial year ending 31 December 2020;
 - f. Update on the Board Commissioners 2020 Charter;
 - g. Members of the Board of Commissioners who is also members at the Integrated Governance Committee have reviewed and approved update on the Charters of the Integrated Governance Committee 2020, Integrated governance Committee Policy 2020 as well as the Plan and Meeting Schedule of the Integrated Governance Committee 2021;
5. The Board of Commissioners has reviewed the performance of the Board of Commissioners' committee for 2020;
6. The Board of Commissioners has conducted supervisory activities to ensure Directors have followed-up finding from internal and external audits, as well recommendations for Internal Audit from the Audit Committee;
7. The Board of Commissioners has carried out review and provided recommendations on internal audit, risk management and internal controlling system of the Bank;
8. The Board of Commissioners has consistently coordinated with the Board of Sharia Supervisory to synergize strategic planning in accordance with sharia principles;
9. The Board of Commissioners in coordination with the Board of Commissioners' committee has carried out supervisory activities related to the implementation of business plan, GCG and sharia principles at branch and functional offices and the Wisma. During the pandemic, the supervision is carried out through interactive discussions using video teleconference and the recommendations are given to the Board of Directors;
10. The Board of Commissioners conducted supervision to ensure the bank has implemented precautionary principles in product development and finalization, strategic initiative planning in anticipation of business competition and adequate information technology readiness to support business expansions, as well as other recommendations to the Board of Directors related to policies necessary to create but with regards to prevailing regulations;
11. The Board of Commissioners recommended the revision of internal regulation and procedures of the Bank to support business activities that create the best of services to Customers;
12. The Board of Commissioners conducted evaluation of the compliance principles which has been submitted to the President Director with copies sent to Director of Compliance;
13. The Board of Commissioners has conducted supervision on all duties and responsibilities of the Integrated Governance Committee in 2020.
14. The Board of Commissioners has ensured that Directors implement banking synergy and integrated governance.

The Board of Commissioners has received mandate and authority from Shareholders through the General Meeting of Shareholders (GMS) and implemented resolutions by Shareholders in 2020 including:

1. The appointment of Public Accountant Siddharta Widjaja and Partners (an Indonesian partnership and member firm of KPMG network of independent member affiliated with KPMG International Cooperative) as An External Auditor to inspect and audit the books of BTPN Syariah for financial year ending 31 December 2020 as well as the honorarium payment and other requirements related to appointment of the above Public Account and and Public Accountant Office, taking into account recommendations by the Audit Committee of BTPN Syariah;
2. The implementation of remuneration stipulation of members of Directors and the Board of Sharia Supervisory 2020 through the Nomination and Remuneration Committee Meeting, as well as determining the remuneration division among members of the Board of Directors and the Sharia Supervisory Board. In determining the amount of remuneration for members of Directors and the Board of Sharia, the Board of Commissioners should take into account the recommendations from the Committee of Nomination and Remuneration.

meetings of the board of commissioners and meeting of the board of commissioners inviting the board of directors

Meeting of the Board of Commissioners and Meeting of the Board of Commissioners inviting the Board of Directors have been conducted according to regulations. The schedule of the Meetings and the Agenda of the Board of Commissioners in 2020 were approved by the Board of Commissioners in the Memorandum Number M.001/KOM/CSL/XI/2019 dated 27 November 2019.

According to the latest charter of the Board of Commissioners, the Board of Commissioners conducts regular meeting with the Board of Directors as part of the supervisor function to the following aspects: strategic, financial, operational, internal control system, compliance, risk management and corporate governance.

All schedule, materials and minutes of meeting in 2020 have been distributed to all members of the Board of Commissioners and the invitations have been administered well so as to comply with the provisions in the Articles of Association and the Charter of the Board of Commissioners.

Taking into consideration the large scale social distancing during the Covid-19 pandemic, the Board of Commissioners conducted its meetings online throughout 2020, totaling 6 (six) out of the planned 6 (six) offline meetings, and resulting in 12 circular resolutions.

The meetings of Board of Commissioners inviting the Board of Directors throughout 2020 also took place online, totaling 4 (four) out of the planned 4 (four) meetings, without a circular resolution.

While complying to the fulfilment of the GCG, all meetings of the Board of Commissioners

and meetings of the Board of Commissioners inviting the Board of Directors were conducted in accordance with prevailing regulations and were well administered.

The resolutions of the Meetings of the Board of Commissioners were passed by deliberation for mutual consensus.

Throughout 2020 there were no dissenting opinions on all decisions of the meetings and the meeting agenda.

meeting regulation of the board of commissioners

The policy of meetings of the Board of Commissioners according to the latest Charter of the Board of Commissioners are among others:

1. The Board of Commissioners is obliged to convene Meeting at least once every 2 (two) months and prepares the schedule of the regular Board of Commissioners meeting for the following financial year before end of the current financial year;
2. The Meeting of Board of Commissioners must be physically attended by all members of the Board of Commissioners at least twice a year;
3. The Board of Commissioners shall convene meeting with the Board of Directors on periodic basis at least once every 4 (four) months;
4. The Meeting can also be convened at anytime whenever deemed necessary by one or more members of the Board of Commissioners or upon the written request of one or more members of the Board of Directors or upon the written request of 1 (one) shareholder or more that jointly represent 1/10 (one tenth) of the total number of shares with legitimate voting rights;

5. The Meeting of the Board of Commissioners is chaired by the President Commissioner, in the event that the President is not available, the Meeting will be chaired by the other Commissioner appointed in such Meeting;
6. The decision of the Board of Commissioners is made by deliberation for mutual consensus;
7. In the event that the mutual consensus is not achieved, the decision shall be administered through majority votes with agreement votes more than 1/2 (one half) of the total number of votes in the meeting;
8. All decision made legitimately in the Meeting of the Board of Commissioners shall bind all members of the Board of Commissioners;
9. Dissenting opinions occurring the Meeting of the Board of Commissioners shall be recorded clearly in the Minutes of Meeting including the reasons for such dissenting opinion;
10. The result of the meeting is recorded in the minutes of meeting and to be documented well;
11. The minutes of meeting is prepared by Corporate Secretary or the party appointed in the Meeting and to be signed by all Members of the Board of Commissioners attending the Meeting;
12. In a special condition that does not need to be proven to other parties, the limit of time for the preparation of minutes of meeting by parties appointed by the Board of Commissioners can take place in over two days, with the approval of the Board of Commissioners, both in writing and verbally;
13. The Minutes of Meeting is documented by the Corporate Secretary and to be distributed to all members of the Board of Commissioners.

meeting frequency and attendance of the board of commissioners

Name of member of BOC	Number of BOC Meeting	Number of BOC Meeting inviting BOD
Kemal Azis Stamboel	6/6	4/4
Dewie Pelitawati	6/6	4/4
Mahdi Syahbuddin	6/6	4/4
Yenny Lim	6/6	4/4

agenda of the board of commissioners meeting in 2020

No	Number of Minutes of Meeting	Date of Meeting	Meeting Agenda
1	MOM.001A/KOM/CSGC/IV/2020	29 April 2020	Report on the Board of Commissioners' Committee visit in Semester I 2020
2	S.005A/KOM/CSGC/VII/2020	30 July 2020	Evaluation report by the Board of Commissioners on the performance of the Board of Commissioners' Committees (Semester I 2020)
3	MOM.003A/KOM/CSGC/IX/2020	11 September 2020	Report on the Board of Commissioners visit of the Committee in Semester II 2020
4	MOM.004/KOM/CSGC/X/2020	15 October 2020	<ol style="list-style-type: none"> Follow up on the recommendation of the Board of Commissioners from the previous meeting; Update by the Committee of Integrated Governance to the Board of Commissioners' Committees in 2020
5	MOM.006/KOM/CSGC/XI/2020	19 November 2020	<ol style="list-style-type: none"> Follow up on the recommendation of the Board of Commissioners from the previous meeting; Request for Approval from the Board of Commissioners on the following proposals: <ul style="list-style-type: none"> The Board of Commissioners Meeting Agenda 2021 The Board of Commissioners' Committees Meeting Agenda 2021
6	S.002/KOM/CSGC/I/2021	28 January 2021	Evaluation Report from the Board of Commissioners on the performance of the Board of Commissioners' Committee (Semester II 2020)

agenda of the board of commissioners meetings inviting the board of directors

No	Number of Minutes of Meeting	Date of Meeting	Meeting Agenda
1	MOM.001/KOM/CSL/I/2020	28 January 2020	<ol style="list-style-type: none"> Follow up on the recommendation of the Board of Commissioners from the previous meeting; Progress exposure of audit by KPMG to the Board of Commissioners on Financial Report 2019 (Audited) Fraud Updates Report from Director of Compliance to the Board of Commissioners (Semester II 2019)
2	MOM.002/KOM/CSGC/VI/2020	24 June 2020	<ol style="list-style-type: none"> Request of Approval to the Board of Commissioners on Bank's Business Plan Revision 2020 – 2022 Support Functions Update (as of 31 May 2020)
3	MOM.003/KOM/CSGC/VII/2020	23 July 2020	<ol style="list-style-type: none"> Follow up on the recommendation of the Board of Commissioners from the previous meeting; Compliance Director report to the Board of Commissioners (Semester I 2020)
4	MOM.005/KOM/CSGC/XI/2020	19 November 2020	<ol style="list-style-type: none"> Follow up on the recommendation of the Board Commissioners from the previous meeting. Financial Performance & Key Strategic Initiatives Update (As of 30 October 2020) including request for approval from the Board of Commissioners on input by Directors on Directors: <ul style="list-style-type: none"> Bank's Business Plan 2021-2023; Sustainable Finance Action Plan 2021-2024

circular resolution of the board of commissioners

According to the Articles of Association BTPN Syariah and the Charter of the Board of Commissioners can also make legitimate decision without convening the Board of Commissioners Meetings, under the condition that all the incumbent members of the Board of Commissioners are notified in writing and that all incumbent members of the Board of Commissioners grant agreement for the decision by signing for agreement. The decision of the Board of Commissioners taken with such mechanism has the similar legal power with the legitimate decision made in the Meeting of the Board of Commissioners.

During 2020, the Board of Commissioners has issued 12 (twelve) Circular Resolution, as follows:

No	Number of Circular Letter	Date	Subject
1	No.001/CIR/DEKOM/I/2020	16 January 2020	Approval of the Board of Commissioners regarding the Proposal for Management Candidates (2020-2023) to be submitted to the 2020 Annual General Meeting of Shareholders
2	No.002/CIR/DEKOM/II/2020	25 February 2020	Approval of the Board of Commissioners regarding the Planned Annual General Meeting of Shareholders for the Financial Year Ending 31 December 2019
3	No.003/CIR/DEKOM/IV/2020	03 April 2020	Approval of the Board of Commissioners in connection with the Recommendation of the Nomination and Remuneration Committee dated 3 April 2020
4	No.004/CIR/DEKOM/IV/2020	09 April 2020	Approval of the Board of Commissioners for the Supporting Documents for the 2020 Annual General Meeting of Shareholders
5	No.004a/CIR/DEKOM/IV/2020	16 April 2020	Approval of the Board of Commissioners in connection with the Updating of Transaction Limits to the Board of Directors of BTPN Syariah
6	No.005/CIR/DEKOM/IV/2020	30 April 2020	Approval of the Board of Commissioners in connection with the Reappointment of Members of the Audit Committee, Risk Monitoring Committee and the Nomination and Remuneration Committee in 2020
7	No.006/CIR/DEKOM/V/2020	27 May 2020	Approval of the Board of Commissioners in connection with the updating of the Transaction Limit to the Board of Directors
8	No.006A/CIR/DEKOM/VI/2020	04 June 2020	Approval of the Board of Commissioners regarding the appointment of an external party quality controller to review the performance of the internal audit work unit (period 1 April 2017-30 June 2020)
9	No.007/CIR/DEKOM/VI/2020	16 June 2020	Approval of the Board of Commissioners on the plan to nominate candidates for members of the Board of Directors
10	No.008/CIR/DEKOM/VIII/2020	06 August 2020	Approval of the Board of Commissioners in connection with the Appointment of a Public Accountant and Public Accountant Firm for the Financial Year Ended 31 December, 2020
11	No.009/CIR/DEKOM/XI/2020	20 November 2020	Approval of the Board of Commissioners in connection with the Confirmation of the Appointment of Candidates for Members of the Board of Directors
12	No.010/CIR/DEKOM/XII/2020	17 December 2020	Approval of the Board of Commissioners on the Updating of Transaction Limit to the Board of Directors

2021 meetings schedule of the board of commissioners

As stipulated in BTPN Syariah's Articles of Association, the Board of Commissioners is required to schedule the periodic Board of Commissioners Meetings for the following financial year before the end of the current financial year.

Based on the Work Plan and the Meeting Agenda of the Board of Commissioners, the meeting of the Board of Commissioners inviting the Board of Directors has been planned and approved in writing by the Board of Commissioners before the end of current financial year of 2020 and well administered by the Corporate Secretary & General Counsel.

board of commissioners performance evaluation

board of commissioners performance appraisal implementation procedure

The Board of Commissioners performance evaluation in BTPN Syariah is administered according to the predetermined criteria by considering the duties and responsibilities according to the prevailing regulations and the Articles of Association and the internal policies of the Bank.

Performance evaluation is conducted by means of self-assessment every year to assess the performance of the Board of Commissioners on collegial basis.

the criteria of the performance evaluation of the board of commissioners

The self-assessment of the Board of Commissioners performance shall at least include the GCG implementation and the supervision to the duties and responsibilities of the Board of Directors.

performance evaluation

- That the performance evaluation of the Board of Commissioners is performed by the President Commissioner every year based on the duties and responsibilities of the Board of Commissioners;
- The result of the Board of Commissioners Performance Evaluation is taken as one of the consideration for the Nomination and Remuneration Committee in providing the recommendation to the Board of Commissioners to reappoint the member of the Board of Commissioners, as the consideration to develop the remuneration structure for the Board of Commissioners;
- The performance of the Board of Commissioners is reported to the Shareholders in the GMS and presented in the Annual Report.

The Nomination and Remuneration Committee is in charge to provide independent professional opinion to the Board of Commissioners with regards to the information forward by the Board of Directors to the Board of Commissioners and identify the matters requiring the Board of Commissioners attention. The duties and responsibilities of The Nomination and Remuneration Committee is presented in Committee Report of this Annual Report.

the performance evaluation of the board of commissioners' committee

In response to the spread of Covid-19, the Board of Commissioners, assisted by the Board of Commissioners' Committee, has formulated, reviewed, and supervised various efforts and measures for good internal control, monitoring of bank risks, especially operational risks of the spread The Covid-19 virus. This was done to ensure the availability of human capital who are not only physically healthy but also **#resilienttogether** to get through the pandemic, supported by the availability of capable information technology tools to assist the implementation of the target settlement process at BTPN Syariah for 2020.

The implementation of the GCG principles through the Board of Commissioners' Committee continued according to the existing regulation, and with an information technology-based approach that is in line with the Government's directives restricting attendance activities at the head office, branch offices and areas where BTPN Syariah is located throughout Indonesia, where conditions and developments are monitored from time to time, ensuring no violations took place.

The Board of Commissioners views that the Board of Commissioners' Committee has periodically coordinated with members of the Board of Commissioners (who are not members of the Committee), in responding to the oversight of strategic steps taken by the Board of Directors and Management and considers that the delivery of information is evenly accepted by all members of the Committee. and the Board of Commissioners at BTPN Syariah.

In order to comply with POJK 33/POJK.04/2014 concerning the Board of Directors and Board of Commissioners of Issuers or Public Companies, article 28 (paragraph 5) states that the Board of Commissioners is required to evaluate the performance of the committee that assists in carrying out their duties and responsibilities, the Board of Commissioners' Committee has compiled periodic reports and evaluated by the Board of Commissioners. The performance evaluation report of the Board of Commissioners' Committee has been prepared and well administered by the Corporate Secretary & General Counsel.

Complete reports related to the Board of Commissioners' Committee Reports can be found in the GCG Implementation Section of this 2020 Annual Report.

the sharia supervisory board

Referring to Law Number 40 of 2007 dated 16 August 2007 concerning Limited Liability Companies, the Sharia Supervisory Board the Sharia Supervisory Board is the organ of the Company that is tasked to conduct general and/or special supervision in accordance to the Articles of Association, and to provide advice to the Board of Directors in managing the Bank based on sharia principles and Good Corporate Governance (GCG) principles.

The Compliance Division has established routine coordination with the Sharia Supervisory Board about the implementation of Compliance Function with regard to sharia principles.

In the undertaking of the supervisory function, the Sharia Supervisory Board has allocated adequate time to ensure optimum performance of duties and responsibilities.

duties and responsibilities of the sharia supervisory board

The duties and responsibilities of the Sharia Supervisory Board according to the latest Charter of the Sharia Supervisory Board Number 012/Work Guidelines/COMP/VI/2020 dated 18 June 2020 are as follows:

1. To fulfil the duties and responsibilities according to the principles of Good Corporate Governance;
2. To advise the Board of Directors and supervise the Bank activities to ensure its adherence to the sharia principles;
3. To assess and ensure adherence to the sharia principles in the Bank's operating procedures and products and services;
4. To supervise the development of new products of the Bank and ensure its adherence to fatwa of the National Sharia Board (DSN) and Indonesian Ulema Council (MUI);
5. To request fatwa to DSN – MUI for new products for which MUI had not declared any fatwa;
6. To perform periodic assessment to the fulfillment of the sharia principles in the mechanism of acquisitions and provisions of funds and the customer servicing of the Bank; of funding and financing and services of the Bank;
7. To request data and information related to Sharia matters from the Compliance Director and/or the Compliance Unit in performing its duties and responsibilities;
8. In performing the duties and responsibilities, the Sharia Supervisory Board is assisted by the Compliance Unit;
9. The Sharia Supervisory Board is obliged to submit the Supervision Report of Sharia Supervisory Board to the Financial Services Authority (OJK) no later than 2 (two) months upon the end of the reporting period of the semester.

10. In performing the duties and responsibilities, the Sharia Supervisory Board maintains coordination with the Board of Commissioners and the Board of Directors;
11. The Sharia Supervisory Board allocates a sufficient amount of time for performing its duties and responsibilities optimally.

In 2020, the Sharia Supervisory Board has provided sharia-based opinion for the products and services of the Bank through the regular meetings of the Sharia Supervisory Board. The Sharia Supervisory Board has requested clarification of the Bank Officers in the Working Units and reviewed the adherence to the sharia principles and fatwa DSN-MUI.

In coordination with the Compliance Division, the Sharia Supervisory Board in BTPN Syariah has supervised and made regular visits to branch offices in 2020 to ensure that the execution of acquisition of funds and provision of funds and other services of the Bank in the branch offices are always in adherence to the sharia principles.

the charter of the sharia supervisory board

In performing the duties and responsibilities, the Sharia Supervisory Board always refers to the Charter of the Sharia Supervisory Board that has always been updated and refined on a periodic basis according to the prevailing regulations.

The process of periodic updating of the Charter of the Sharia Supervisory Board refers to the prevailing regulations. The latest Charter of the Sharia Supervisory Board is No 012/Pedoman Kerja/COMP/VI/2020 dated 18 June 2020.

The Charter of the Sharia Supervisory Board regulates:

1. Organization;
2. Duties and Responsibilities;
3. Decision Making Process (Circular Meetings and Resolutions);
4. Transparency/Disclosure
5. Work Ethics;

6. Conflict of Interest
7. Access to Information;
8. Others.

composition and criteria of the sharia supervisory board

As the main organ of the Bank, The Sharia Supervisory Board is in equal position with the Board of Commissioners.

The Sharia Supervisory Board is tasked to perform supervision to the Board of Directors and is obliged to report the fulfillment of its duties and responsibilities to the Financial Services Authority (OJK) once every 6 (six) months through the Supervision Report of the Sharia Supervisory Board.

The composition and criteria of the Sharia Supervisory Board is structured to ensure effective and efficient decision making process. The composition and criteria of the Sharia Supervisory Board according to the Charter of the Sharia Supervisory Board BTPN Syariah are, as follows:

1. The minimum number of the members of the Sharia Supervisory Board is 2 (two) and the maximum is 50% of the total number of members of the Board of Directors;
2. The Sharia Supervisory Board is chaired by a Chairman, appointed from one of the members of the Sharia Supervisory Board;
3. Any proposal for replacement and/or appointment of the member of the Sharia Supervisory Board from the Board of Commissioners to the General Meeting of Shareholders shall take into consideration the recommendation of the Nomination and Remuneration Committee;
4. Every member of the Sharia Supervisory Board must pass the fit and proper test according to the Financial Services Authority (OJK) requirement regarding fit and proper test and must have obtained the recommendation from the National Sharia Board and Indonesian Ulema Council (DSN-MUI);

5. The maximum term of office of the the Sharia Supervisory Board is the same as the term of office of the members of the Board of Directors or the Board of Commissioners;
6. The members of the Sharia Supervisory Board are only allowed to hold multiple positions at the maximum of 4 (four) other Sharia financial institutions.

Every member of the Sharia Supervisory Board must abide by the Code of Conduct and other prevailing regulations.

The Chairman of the Sharia Supervisory Board is responsible to coordinate the fulfilment of duties and responsibilities of the Sharia Supervisory Board and ensure that all members has the information necessary to perform its duties and responsibilities.

composition of the sharia supervisory board

The composition of the Sharia Supervisory Board members of BTPN Syariah as of 31 December 2020 is as follows:

No	Name	Position	OJK Approval	Effective date
1	H. Ikhwan Abidin, MA	Chairman of Sharia Supervisory Board	13 June 2017 (SR-25/PB.13/2017)	13 June 2017
2	H. Muhamad Faiz, MA	Member of Sharia Supervisory Board	2 May 2017 (SR-23/PB.13/2017)	2 May 2017

All members of the Sharia Supervisory Board in BTPN Syariah have met the requirements in accordance with the provisions of the Financial Services Authority (OJK) concerning the Fit and Proper Test for Main Parties of Financial Services Institutions, Sharia Supervisory Board provisions for Sharia Banks, and Bank Indonesia Regulations concerning the Implementation of GCG for Sharia Banks and Sharia Business Units.

the independency of the sharia supervisory board

As of 31 December 2020, all members of the Sharia Supervisory Board BTPN Syariah do not have financial and family relationships whatsoever with other members of the Board of Commissioners, the Board of Directors and/or Controlling Shareholders.

dual positions of the sharia supervisory board's members

Name	Position	Name of Company	Term of Office
H. Ikhwan Abidin, MA	Member of SSB	Bank Syariah Bukopin	2000-Present
	Chairman of SSB	PT Bahana Artha Ventura	2008-Present
	Chairman of SSB	PT Radana Finance	2013-Present
	Member of SSB	PT Asanusa Asset Management	2014-Present
H. Muhamad Faiz, MA	Chairman of SSB	UUS PT Bank Permata, Tbk	2008-Present
	Chairman of SSB	PT Indomobil Multifinance Indonesia Syariah (IMFI)	2012-Present

In connection with the disclosure of dual positions, as stipulated in the provision that the Sharia Supervisory Body can only hold concurrent positions as members of the same body at no more than 4 (four) other sharia financial institutions.

All members of the Sharia Supervisory Board have applied the principles of transparency and disclosure with regard to disclosure of relationship and management according to the GCG principles.

diversity of the sharia supervisory board

All members of the Sharia Supervisory Board of BTPN Syariah were appointed by the General Meeting of Shareholders taking into consideration the recommendation of the Sharia National Board/Indonesian Ulama Council and the Nomination and Remuneration Committee and have passed the fit and proper test from Financial Services Authority (OJK).

The establishment of composition of the Sharia Supervisory Board took into consideration the complexity and the needs of the Bank. The composition of the Sharia Supervisory Board includes the knowledge of Sharia banking, expertise, professional experience and background to support the undertaking of duties of the Sharia Supervisory Board.

At present, there are 2 (two) members of the Sharia Supervisory Board of BTPN Syariah, one of whom was appointed as the Chairman of the Sharia Supervisory Board.

All members of the Sharia Supervisory Board of BTPN Syariah have fulfilled the numbers, composition, criteria and independency according to the prevailing regulations.

characteristics of the diversity of the sharia supervisory board

No	Diversity Aspect	Realization
1	Nationality	Indonesian
2	Education	<ul style="list-style-type: none"> • Sharia • Islamic Economy
3	Certification	Certification of Sharia Supervisory Board of sharia bank Level 2
4	Work Experience	<ul style="list-style-type: none"> • Academic • Sharia economic expert • Chairman and member of Sharia Supervisory Board • Chairman and member of the Sharia Supervisory Board at a national-scale bank, securities company, financing company, asset management • Quranic Studies Institution • The Indonesian Council of Ulama • PBNU • Darul Rohman Islamic Boarding School
5	Gender	2 males

disclosure of share ownership of the sharia supervisory board

The disclosure of share ownership of the Sharia Supervisory Board members of BTPN Syariah as of 31 December 2020 are as follows:

Name	Amount of Shares	Percentage of Shares Ownership	Position
Sharia Supervisory Board			
H. Ikhwan Abidin, MA	0	0.00%	Chairman of Sharia Supervisory Board
H. Muhamad Faiz, MA	0	0.00%	Member of Sharia Supervisory Board

term of office of members of sharia supervisory board

the Sharia Supervisory Board members at BTPN Syariah are appointed by the GMS for a period of 3 (three) years, and can be reappointed.

orientation for the sharia supervisory board

The President Director shall ensure that all the newly appointed members of the Sharia Supervisory Board have the necessary information related to the Bank in order to fulfill their duties and obligations. The Compliance Director who is in Charge of Corporate Secretary is responsible to provide such information. In 2020, there were not any new members of the Sharia Supervisory Board taking the orientation program. Management has provided the latest information to the Sharia Supervisory Board regarding the condition of BTPN Syariah in 2020.

To support the undertaking of duties and responsibilities, all members of the Sharia Supervisory Board have attended strategic seminars in 2019, namely the Webinar Workshop for the Pre-Ijtima 'Sanawi (Annual Meeting) of the Sharia Supervisory Board in the field of Islamic Banking on 12 - 13 October 2020.

supervision report and recommendation of the sharia supervisory board

In 2020, the Sharia Supervisory Board has in general fulfilled its Duties and responsibilities by providing advice in the form of Sharia Supervisory Board Opinion and Approval.

The opinions and approvals issued by the Sharia Supervisory Board in 2020 are as follows:

No.	Number	SSB Opinion & Approval
1	No. 89/DPS/ODP/I/2020	Monitoring Methods at MMS/Wisma.
2	No. 90/DPS/ODP/II/2020	PP E-Banking Service
3	No. 91/DPS/ODP/II/2020	Exact Sharia Savings (Student Savings)
4	No. 92/DPS/ODP/II/2020	Use of Conventional Insurance for Agribusiness Financing
5	No. 93/DPS/ODP/III/2020	Changes of the Multi-finance Financing Scheme
6	No. 94/DPS/ODP/IV/2020	Use of Bank Capital to Provide Profit Sharing to Customers of TPF Due to Reduced Bank Revenues Due to Covid-19
7	No. 95/DPS/ODP/V/2020	PMD Financing Restructuring Provisions
8	No. 96/DPS/ODP/VI/2020	Intermediary Activities of Sale of Goods (Last Mile Distribution)
9	No. 97/DPS/ODP/VII/2020	Results of the Study on Sharia Aspects of CBS T24 R19
10	No. 98/DPS/ODP/VII/2020	Renewal of Mapan Syariah (Multipurpose) Financing Facility
11	No. 99/DPS/ODP/VIII/2020	Imposition of Administration Fee for Dormant Account Maintenance
12	No. 100/DPS/ODP/VIII/2020	Sharia Principles Dissemination Material
13	No. 101/DPS/ODP/IX/2020	Tepat Giro Product Program Updates
14	No. 102/DPS/ODP/IX/2020	Tepat Deposito Product Program Updates
15	No. 103/DPS/ODP/IX/2020	Murabahah Financing Bill Discount Reward Program
16	No. 104/DPS/ODP/XI/2020	Financing to refill perfume sellers
17	No. 105/DPS/ODP/XII/2020	Updating PP Sharia Working Capital Financing to Financing Companies

sharia supervisory board meetings

In 2020, the Sharia Supervisory Board held 12 (twelve) meetings with the frequency of attendance of each member as follows:

Names of Members of Sharia Board of Supervisory	Number of Meetings
H. Ikhwan Abidin, MA	12/12
H. Muhamad Faiz, MA	11/12

According to the Sharia Supervisory Board Charter, the meeting is to be held 1 (once) a month. The frequency of meetings by the Sharia Supervisory Board in 2019 were, therefore, in compliance to the regulations.

agenda of the sharia supervisory board meetings

In 2020, the Sharia Supervisory Board (SSB) has conducted meetings with the following Agenda:

No.	Number of Minutes of Meeting	Date of Meeting	Meeting Agenda
1	01/DPS/RR/I/2020	22 January 2020	<ol style="list-style-type: none"> 1. Plan for Implementation of SSB Visit in Q1 2020 2. Discussion on the 2019 Semester II SSB Supervisory Report 3. Request for SSB Opinion on Monitoring Method in MMS/ Wisma. 4. Discussion of the KPMG Auditor with SSB regarding the Implementation of Sharia Principles at BTPN Syariah
2	02/DPS/RR/II/2020	19 February 2020	<ol style="list-style-type: none"> 1. Request for SSB Opinion & Approval on PP E-Banking Services 2. Request for SSB Opinion & Approval regarding Appropriate Sharia Savings (Student Savings) 3. Request for Opinion & Approval of SSB on Agribusiness Financing 4. Discussions & follow-up on BTPN Syariah Business Activity in several Regions 5. Update on Information on Internal Audit Activities for Semester II 2019
3	03/DPS/RR/III/2020	24 March 2020	SSB Opinion & Approval on Changes to the Multi-finance Financing Scheme
4	04/DPS/RR/IV/2020	23 April 2020	<ol style="list-style-type: none"> 1. Update on Supervision Results of SSB on KC Palangka Raya and KFO/MMS Solo Region 2. SSB Opinion & Approval on several matters related to the Covid-19 3. Suggestions from SSB to Management regarding the Implementation of the MMS Team's Duties during the Pandemic
5	05/DPS/RR/V/2020	14 May 2020	SSB Opinion and Approval regarding PMD Financing Restructuring Requirements
6	06/DPS/RR/VI/2020	18 June 2020	<ol style="list-style-type: none"> 1. Ratification of SSB Opinion & Approval of the Scheme of Goods Sales Intermediary Activities 2. Updating the SSB Work Guidelines

No.	Number of Minutes of Meeting	Date of Meeting	Meeting Agenda
7	07/DPS/RR/VII/2020	2 July 2020	<ol style="list-style-type: none"> 1. SSB Opinion & Approval regarding the Results of the Study on Sharia Aspects of CBS T24 R19 2. Follow-up to OJK's Findings regarding Opinion of Multipurpose PMD Financing SSB 3. Report of the Result of the Sharia Supervisory Board's Supervision in Semester 1 2020
8	08/DPS/RR/VIII/2020	19 August 2020	<ol style="list-style-type: none"> 1. Renewal of Life Insurance Benefit Program Extension for Customers of Tepat Tabungan Rencana 2. SSB Opinion & Approval Regarding Dormant Account Maintenance 3. SSB Opinion & Approval regarding Sharia Principles Socialization Material 4. Coordination of Internal Audit Supervision Activities with SSB Semester I 2020
9	09/DPS/RR/IX/2020	16 September 2020	<ol style="list-style-type: none"> 1. Discussion of SSB Supervision Results in the Multi-finance Work Unit 2. SSB Opinion & Approval regarding Updating of Tepat Deposit Account 3. Information Update on the National Economic Recovery Guarantee Program (PEN) 4. SSB Opinion & Approval regarding Murabahah Financing Reward Program
10	10/DPS/RR/X/2020	14 October 2020	<ol style="list-style-type: none"> 1. Update on the results of Supervision of SSB in KC Semarang 2. SSB Opinion & Approval regarding Updating of Corporate Governance Policy
11	11/DPS/RR/XI/2020	18 November 2020	<ol style="list-style-type: none"> 1. Update Development of Product Name Screening sold at Warung Tepat 2. Update LMD Activity Name Change 3. Request for SSB Opinion regarding Financing targets
12	12/DPS/RR/XII/2020	16 December 2020	<ol style="list-style-type: none"> 1. Updating of PP Sharia Working Capital Financing to Financing Companies 2. Update Report on Results of Supervision of SSB in KC Medan 3. Discussion on the SSB Work Plan for 2021

implementation of sharia principles in acquisition and provision of funds and the bank services delivery

The undertaking of acquisition and provision of funds and the bank services delivery and the development of new products of BTPN in general were in compliance with the sharia principles as reported in the Sharia Supervisory Board Supervision Report submitted to the Financial Services Authority (OJK) every semester.

In order to ensure compliance with sharia principles in the implementation of Bank operational activities, all SSB members conduct supervision and make regular visits to Branch Offices to ensure that the implementation of Bank operations at Branch Offices or work units runs according to sharia principles. During 2020, visits were made to the Palangkaraya Branch Office, MMS Solo, MMS Subang, Multi-finance Work Units, Semarang Branch Office and Medan Branch Office.

the board of directors

Based on the latest BTPN Syariah Good Corporate Governance (GCG) Policy, the Board of Directors is the Company's organ appointed and ratified by the GMS by taking into account the recommendations of the Nomination and Remuneration Committee, and whose members must meet the requirements of passing the fit and proper test.

The Board of Directors is fully responsible to execute the management of the Bank that serves the best interest of the Bank in line with the Bank intents and objectives and to represent the Bank in and outside the courts of justice according to the Articles of Association.

All members of the Board of Directors have met the number, composition, criteria and independence in accordance with the applicable regulations.

the duties and responsibilities of the board of directors

According to the latest Charter of the Board of Directors, the duties and responsibilities of the Board are:

1. The Board of Directors is fully responsible for the execution of the management of the Bank;
2. The Board of Directors is obliged to manage the Bank within its scope of responsibilities and authorities as stipulated in the Articles of Association according to prevailing laws and regulations;
3. The Board of Directors is obliged to comply with the GCG principles in the Bank business activities at all levels of the organization;
4. The Board of Directors is obliged to take follow up actions to the result of audit finding and recommendation of Internal Audit Unit, Sharia Supervisory Board, External Audit, and supervision report of Financial Services Authority (OJK)/Bank Indonesia and/or other supervising authorities;
5. In implementing GCG principles, the Board of Directors shall establish, at least the following unit:
 - a. Internal Audit Unit;
 - b. Risk Management Unit;
 - c. Risk Management Committee;
 - d. Compliance Unit;
6. The Board of Directors is obliged to the conduct Annual General Meeting of Shareholders and other GMS as stipulated in the laws and regulations and in the Articles of Association;
7. The Board of Directors shall report its the accountability in fulfilling of Duties and responsibilities to the Shareholders in the General Meeting of Shareholders;
8. The Board of Directors is obliged to disclose the Bank's strategic policy in human capital to the employees;
9. The Board of Directors is prohibited from hiring an individual advisor and/or professional services as a consultant, unless under the following conditions:
 - a. Projects with Specific Characteristics;
 - b. With clear underlying contracts which cover at least the scope of work, responsibilities, time frame and investment;
 - c. Consultant is an independent party and qualified for the undertaking of the above mentioned project with specific characteristics;
10. The Board of Directors is obliged to provide accurate, relevant, and timely data and information to the Board of Commissioners;
11. To support the effectiveness in the undertaking of its duties and responsibilities, the Board of Directors shall establish Committees.
12. With the establishment of the Committee, the the Board of Directors is obliged to evaluate the performance of the Committee at the end of every financial year;

13. With regard to the undertaking of Internal Audit Function, the Board of Directors is responsible to:
 - a. Develop the framework on internal control to identify, measure, monitor and control all risks encountered by the Bank;
 - b. Ensure that Internal Audit Unit has the information related to the latest development, project initiatives, products, operational changes and risks that have been identified and anticipated;
 - c. Ensure that the right corrective actions are taken.
2. To ensure and take preventive action so that all policies, systems and procedures and the decisions taken by the Board of Directors do not deviate from the regulations of the Financial Services Authority (OJK) and the prevailing laws and regulations;
3. To ensure the implementation of GCG Principles at all levels of organization.

director

1. To lead and coordinate the development of Business Funding and Fee-Based; and
2. To ensure the implementation of GCG implementation at all levels of the organization.

director

1. To lead and coordinate strategies in the areas of Finance and Operations; and
2. To ensure the implementation of GCG principles at all levels of the organization.

scope of work and division of duties of the board of directors

The division of duties, authorities and responsibilities of the Board of Directors is specifically stipulated and stated in the latest Board of Directors Decree concerning the Division of Duties, Authorities and Responsibilities of the Board of Directors in the Board of Directors Decree Number SK.006/DIR/CSGC/V/2020 dated 27 May 2020.

president director

1. Coordinate the duties among members of the Board of Directors and is directly responsible for the following functions: Internal Audit, Human Capital, and Information and Technology;
2. Work with other members of the Board of Directors to coordinate, provide strategic policy direction and supervise the respective member of the Board to ensure the effectiveness of the undertaking of their duties and responsibilities;
3. Ensure the implementation of GCG Principles at all levels of the organization.

compliance and risk management director (and director in charge of corporate secretary)

1. To coordinate and lead the policy and strategy development in the areas of Compliance and Risk Management;

charter of the board of directors

In performing the duties and responsibilities, the Board always refers to the Charter of the Board of Directors that has always been updated and refined on a periodic basis according to the prevailing regulations.

In 2020, the Board of Directors has reviewed and updated the Charter of the Board of Directors according to the latest regulations as a public company and in connection with the Bank's new name coming into effect.

The latest Charter of the Board of Directors is Number 09/Guideline/CSGC/XI/2020 dated 9 November 2020.

The Charter of the Board of Directors covers:

1. Organization;
2. Independency;
3. Duties and Responsibilities of the Board of Directors
4. Function of the President Director;

5. Compliance Director;
6. Meetings;
7. Conflict of Interest;
8. Transparency/Disclosure;
9. Term of Office;
10. Report to the Parent Company;
11. Relationship with Stakeholders;
12. Work Ethics;
13. Office Hours;
14. Training;
15. Others.

composition and criteria of the board of directors

The Composition and Criteria of the Members of the Board of Directors according to the Charter of the Board of Directors are, as follows:

1. The Minimum number of members of the Board of Directors is 3 (three);
2. All members of the Board of Directors must reside in Indonesia;
3. The Board of Directors is chaired by a President Director;
4. The person eligible to be appointed as the member of the Board of Directors shall be individual who meets the following criteria at the date of appointment and during his/her term of office:
 - i. Demonstrate good character of moral and integrity;
 - ii. Is capable to perform legal action;
 - iii. During the last 5 (five) years prior to appointment:
 - a.) Had never been declared bankrupt;
 - b.) Had never been the member of the Board of Directors or the member of the Board of Commissioners who have adjudicated to have caused bankruptcy of a Company;
 - c.) Had never been sentenced for a criminal offense that had caused a financial lost to the country and/or related to the financial system;
 - d.) Had never been the Member of the Board of Directors or the member of the Board of Commisioners with the following act during his/her term of office:
 - i.) Had once not had held the Annual General Meeting of Shareholders;
 - ii.) Whose report of accountability as the member of the Board of Directors or the Board of Commissioners had once not been accepted by the General Meeting of Shareholders or had once not submitted report of accountability as the member of the Board of Directors or the Board of Commissioners to the General Meeting of Shareholders; and
 - iii.) Had caused the company – with license, approval or registration from the Financial Services Authority (OJK) – to fail to fulfill the obligation to submit the annual report and/or financial report to the Financial Services Authority (OJK).
5. All members of the Board of Directors are pledged to comply to the prevailing laws and regulations;
6. All members of the Board of Directors shall have knowledge and/or expertise in the areas required by Issuer or Public Company;
7. Compliance with the requirements referred to in points 4 to 6 above must be contained in a Statement Letter and submitted to the Bank;
8. All members of the Board of Directors shall have capability in Banking in general and in particular in at least one of the areas of Sharia Banking and Finance, Economy, Human Capital, Legal, Technology, Accounting or Audit:
 - a. One member of the Board of Directors shall be appointed as the Compliance Director, to be responsible to ensure compliance to the sharia principles, OJK/BI Regulations and other laws and regulations concerning Compliance Director;
 - b. The Compliance Director shall perform compliance function that is independent from the operating unit;

- c. In performing the compliance function, the Director must be supported by people who are knowledgeable and/or capable in Sharia Banking operation.
9. All members of the Board of Directors must have the capability to strategically manage the company in order to develop a strong and respectable Sharia banking;
10. All members of the Board of Directors must have the skills and knowledge in risk management implementation;
11. The Bank is obliged to convene a General Meeting of Shareholders to replace member of the Board of Directors who does not meet the requirement according to the prevailing regulations;
12. Any proposal for replacement and/or appointment of the member of the Board of Directors by the Board of Commissioners to the General Meeting of Shareholders shall take into consideration the recommendation of the Nomination and Remuneration Committee;
13. The majority of the members of Board of Directors must have at least 4 (four) years of experience as the Executive Officer in Banking one of which is as the Executive Officer in Sharia Bank or Sharia Business Units and its changes;
14. Every member of the Board of Directors must meet the requirement to pass the fit and proper test in accordance to the Financial Services Authority (OJK) regulation;
15. The members of the Board of Directors are prohibited to hold multiple positions as the member of the Board of Commissioners, the member of the Board of Directors or Executive Officer in other Bank, company and/ or other institution, except under the following circumstances:
- a. Director who is responsible to oversee the Sharia Bank's placement in subsidiary company by performing functional duties as the member of the Board of Commissioners in the non-bank subsidiary company controlled by the Sharia Bank; and/or
- b. Director holds position in the maximum of 2 (two) non-profit institutions.;
16. The members of the Board of Directors, either individually or jointly, are prohibited from having ownership of more than 25% (twenty five percent) of the paid up capital of the Bank and/or other company;
17. The majority of members of the Board of Directors are prohibited from having a family relationship up the second grade with the other members of the Board of Directors and/or with the members of the Board of Commissioners;
18. The members of the Board of Directors are prohibited from granting power of attorney to other parties that shall escalate transfer of duties and functions of the Board of Directors.

composition of the members of the board of directors

The determination of the composition of the Board of Directors is made by taking into consideration the complexity and the need of the Bank. The composition of the Board of Directors is based on the banking knowledge, expertise, professional experience, and background to support the effectiveness of the undertaking of duties of the Board of Directors.

In 2020, new members of the Board of Directors were appointed to replace members whose terms of office have expired, while some members were reappointed.

composition of the board of directors prior to the AGMS on 16 april 2020

No	Name	Position	Office Term
1	Ratih Rachmawaty	President Director/ Independent	2017 - 2020
2	Mulia Salim	Deputy President Director	2017 - 2020
3	Taras Wibawa Siregar	Director	2017 - 2020
4	Arief Ismail	Director of Compliance	2017 - 2020
5	Gatot Adhi Prasetyo	Director	2017 - 2020

composition of the board of directors after the AGMS on 16 april 2020

No	Name	Position	Office Term
1	Hadi Wibowo	President Director	2020 - 2023
2	Gatot Adhi Prasetyo	Director	2020 - 2023
3	Arief Ismail	Director of Compliance	2020 - 2023
4	Fachmy Achmad	Director	2020 - 2023

Currently, there are 4 (four) members of the Board of Directors at BTPN Syariah. All members of the Board of Directors BTPN Syariah have fulfilled the number, composition, criteria, and independency according to the prevailing regulations.

independency and diversity of the board of directors

independency of the board of directors

BTPN Syariah has complied with the laws concerning the independency of the Board of Directors.

As of 31 December 2020, all members of the Board Directors do not have financial relationship and family relationship with the other members of the Board of Directors, Board of Commissioners, Sharia Supervisory Board, and/or Controlling Shareholders. All members of the Board of Directors have performed disclosure of information and have disclosed the relationship and management according to prevailing regulations.

Independency of the Board of Directors in BTPN Syariah refers to the Charter of the of the Board of Directors that governs as follows:

1. The Board of Directors must be independent as stipulated in the GCG Policy;
2. The President Director must be from a party independent to the Controlling Shareholder;
3. The independency criteria according to Bank Indonesia Regulation concerning GCG Implementation for Sharia Bank is a party who does not:
 - have any financial relationship, management, share ownership and/or family relationship with the controlling shareholder, the other members of the Board of Commissioners, and/or the members of the Board of Directors;
 - Financial relationship and/or relationship of share ownership of Sharia Bank. Diversity of Members of the Board of Directors.

diversity of the board of directors

All members of the Board of Directors BTPN Syariah are appointed by General Meeting of Shareholders taking into consideration the recommendation from the Nomination and Remuneration Committee and have passed the requirement of fit and proper test from Financial Services Authority (OJK).

The determination of the Composition of the Board of Directors is made by taking into consideration the complexity and the need of the Bank. The composition of the Board of Directors is based on the banking knowledge, expertise, professional experience, and background to support the effectiveness of the undertaking of duties of the Board of Commissioners without differentiating gender, ethnicity, race and religion.

diversity characteristics of the board of directors

No	Aspects of Diversity	Realization
1	Nationality	Indonesian
2	Education	<ul style="list-style-type: none"> Sharia Banking and Finance Sector Field of Economics Technology Field Accounting Sector
3	Certification	<ul style="list-style-type: none"> Sharia Banking Basic Principles Certification Risk Management Certification Level 5 Certification of the Director in charge of Treasury Certified Public Accountant
4	Work Experience	<ul style="list-style-type: none"> Director of Operations at a National Bank, Director of MSE Business at a National Bank Member of the Board of Management and Executive Officer in charge of, among others, Process Transformation, Branchless Banking, Mobile Banking, Operations, Distribution and Sales Force Development, Mass Market, E-banking, Cash Management, Electronic Banking, Consumer Banking, President Director of a National Bank; Director of Operations at a National Bank; Executive Officer at a National Bank, in charge of, among others, Human Resource Operations, Business, Operations, Business Development, Personal Line Operations, Individual Director of Risk and Director of New Business Executive Officer at an International Bank in charge of, among others, Retail Banking, Wealth Management, Consumer Credit Risk, Portfolio Management, Consumer Credit Risk, Retail Credit Risk, Consumer Risk, Unsecured Risk Management, Card Center, Credit Policy Auditor and Consultant at an International Public Accounting Firm; Executive Officer at a national bank in charge of, among others, the fields of Accounting, Finance, Investor Relations, Treasury; Member of the Indonesian Sharia Accounting Standards Board
5	Gender	4 males

composition of the members of the board of directors

The composition of the Board of Directors at BTPN Syariah as of 31 December 2020 is as follows:

Name of Director	Position	OJK Approval	Effective Date
Hadi Wibowo	President Director	03 April 2020 with Letter Number KEP-41/D.03/2020	16 April 2020
Gatot Adhi Prasetyo	Director	24 February 2014 with Letter Number KEP-16/D-03/2014	24 February 2014
Arief Ismail	Director of Compliance/ Corporate Secretary	22 August 2017 with Letter number KEP-69/D.03/2017	22 August 2017
Fachmy Achmad	Director	20 May 2020 with Letter Number KEP-58/D.03/2020	27 May 2020

All members of the Board of Directors of BTPN Syariah have passed the requirement of fit and proper test from Financial Services Authority (OJK).

dual positions of the members of the board of directors

With regard to the disclosure of dual position of the Board of Directors as of 31 December 2020, members of the Board of Directors of BTPN Syariah do not hold any dual position as the member of Board of Commissioners, Board of Directors and Executive Officers in the other banking institution, company or other institution that are exceeding the maximum limit allowed by the prevailing regulations.

disclosure of share ownership of the board of directors

Disclosure of share ownership of BTPN Syariah by members of the Board of Directors as of 31 December 2020 is as follows:

Name	Amount of Shares	Percentage of Shares	Position
Board of Directors			
Hadi Wibowo	0	0.00%	President Director
Gatot Adhi Prasetyo	0	0.00%	Director
Arief Ismail	0	0.00%	Director of Compliance
Fachmy Achmad	0	0.00%	Director

orientation for the board of directors

The President Director shall ensure that all the newly appointed members of the Board of Directors have the necessary information related to the Bank in order to fulfill their duties and obligations. The Compliance Director who is in Charge of Corporate Secretary is responsible to provide such information.

In 2020, there are 2 (two) new members of the Board of Directors taking the orientation programs.

In addition to orientation programs and introduction, all members of the Board of Commissioner and members of the Board of Directors have attended the Refreshment Programs in 2019, that includes:

1. Refreshment of Level 5 Risk Management Certification which is attended by members of the Board of Directors on 28 July 2020 in Jakarta;
2. Online Discussion "Regulations and Roles of the Board of Commissioners and Directors Related to Bank's Soundness, which was attended by members of the Board of Commissioners on 12 August 2020 in Jakarta;
3. Webinar on Profiling Crime and Vulnerability of Money Laundering and Funding of Terrorism as the Impact of the Covid-19 Crisis, which was attended by members of the Board of Directors on 19 August 2020 in Jakarta;
4. Personal Branding & Impactful Communication Training attended by members of the Board of Directors on 10 and 17 September 2020 in Jakarta;
5. Refreshment Risk Awareness attended by members of the Board of Directors on 5 October 2020 in Jakarta;
6. Info Bank & Jamkrindo Syariah Webinar - The Role of Sharia Guarantee in the Acceleration of National Economic Recovery which was attended by members of the Board of Directors on 17 September 2020 in Jakarta;

7. Personal Branding Private Coaching attended by members of the Board of Directors on 18 September 2020 in Jakarta;
8. Refreshment Risk Awareness attended by the Board of Commissioners on 8 October 2020 in Jakarta;
9. Corporate Culture Webinar attended by members of the Board of Directors on 19 November 2020 in Jakarta.
10. Briefing Training for Treasury Basic Certification by members of the Board of Directors on 28 November 2020 in Jakarta.

accountability report of the board of directors

The Board of Directors is fully responsible for the management of the Bank. The execution of duties and responsibilities of the Board of Directors BTPN Syariah in 2020 included amongst others:

1. The Board of Directors succeeded in maintaining a positive performance of the Bank and sent BTPN Syariah up the rankings to become BUKU 3 category bank organically;
2. The Board of Directors ensured that BTPN Syariah participated in supporting the Government in the National Economic Recovery Program during the Covid-19 pandemic by providing various facilities to financing customers during 2020 that continued to early 2021. BTPN Syariah's programs and policies for customers can be seen on the Financial Performance and Business Reviews segment of this 2020 Annual Report;
3. The Board of Directors fulfilled the Information Disclosure obligation for the presentation of the Annual Report, Interim Financial Report, Annual and Consolidated Financial Report online through the reporting system to the Regulator, and ensures the disclosed the information to public through newspapers with national circulation, as well as publishing it on the Bank's website as required for a public company;

4. The Board of Directors has prepared and approved the Bank's Business Plan for 2021-2023, the Sustainable Finance Action Plan (RAKB) 2021-2024; and the 2019 Sustainability Report and 2019 Annual Report published in 2020;
 5. The Board of Directors monitored the Bank's performance as well as evaluates the achievement of the Bank's business performance against the set targets and submitted new business initiatives;
 6. The Board of Directors held the 2020 Annual General Meeting of Shareholders (GMS) and followed up on the results of the 2020 GMS resolution and and the previous year's GMS in accordance to prevailing regulations;
 7. The Board of Directors has implemented Shareholders Resolutions at the 2020 Annual General Meeting of Shareholders, including the appointment of a Public Accountant and Public Accountant Firm Sidharta Widjaja dan Rekan (an Indonesian partnership and member firm of KPMG network of independent member affiliated with KPMG International Cooperative as an External Auditor, taking into account the recommendations of the Audit Committee based on the Audit Committee Circular Decree Num. 003/CIR/AK/VII/2020 dated 30 July 2020, and has received approval from the Board of Commissioners, through the Circular Decree of the Board of Commissioners Number 008/CIR/DEKOM/VIII/2020 dated 6 August 2020.
- The Report on the Appointment of a Public Accountant and Public Accountant Firm in the context of an Audit of Annual Historical Financial Information on 31 December 2020, has been submitted by the Bank to the Islamic Banking Supervisory Financial Services Authority (OJK) through letter Number S.313/DIR/CSGC /VIII/2020 dated 19 August 2020, with a copy to the Banking Licensing and Information Department;
8. The Board of Directors held the 2020 Annual Public Expose on the company's financial performance;
 9. The Board of Directors has reviewed the entire Bank's infrastructure in the form of update and refinement of the main policies, namely the GCG Policy and the Bank's operational policies and internal procedures in accordance with the applicable regulations;
 10. The Board of Directors monitored the implementation of risk management, compliance culture and internal control as well as monitoring the implementation of anti money laundering and prevention of terrorist financing through (AML/CFT), anti-fraud through JAGA, as a form of internal monitoring and supervision;
 11. The Board of Directors followed up on audit findings and recommendations from the Bank's internal audit work unit, external auditors, results of supervision by the Financial Services Authority (OJK) and/or results of supervision by other authorities;
 12. The Board of Directors has ensured that Banking Synergy and Implementation of Integrated Governance are implemented in coordination with PT Bank BTPN Tbk as the Parent Company;
 13. The Board of Directors has ensured that the implementation of sustainable governance is assessed on environmental, social and economic aspects;
 14. The Board of Directors evaluated the implementation of training programs and Daya programs for customer empowerment and community assistance programs;
 15. The Board of Directors approved performance bonuses and employee salary adjustments;
 16. The Board of Directors approved training programs for employees and follow-up efforts for their development;
 17. The Board of Directors through the Incident Management Team monitored the pandemic conditions caused by the spread of Covid-19 to all Bank employees and ensured the provision of adequate personal protective equipment for all employees at Head Office, Branch Offices and Wisma throughout Indonesia.

supervision of the board of directors on risk management in BTPN Syariah

In accordance with the Bank's Business Plan, the Board of Directors ensured that supervision was carried out on the implementation of risk management in BTPN Syariah during 2020, in accordance with the Financial Services Authority (OJK) Regulation Number 65/POJK.03/2016 concerning the Implementation of Risk Management for Sharia Banks and Sharia Business Units.

Supervision of the implementation of risk management by the Board of Directors was fully supported by the supervision of the Board of Commissioners and the Sharia Supervisory Board. The Board of Directors ensured that each function in the organization implemented risk management tailored to the conditions of each division and that each part was well consolidated.

As a complement to supporting tools, the Board of Directors ensures the availability of adequate risk management policies and procedures as well as the availability of adequate risk limit implementation. In order to ensure that the risk management process can be carried out in the Bank, BTPN Syariah has a policy that regulates the adequacy of the process of identification, measurement, monitoring and risk control as well as the risk management information system.

The Board of Directors ensured that every employee at BTPN Syariah adopted the principle of internal control in carrying out bank business activities. This means that each employee plays a role in the management plan and development of the Bank's operational activities and human capital.

Supervision of the Board of Directors on internal control is supported by a system that implements 3 (three) lines of defense supported by adequate Quality Assurance according to the conditions and needs of the bank, the availability of a Risk Management Work Unit and an Internal Audit Work Unit.

The implementation of risk management is further elaborated in the description of the Operational Review with the theme of Risk Management in this 2020 Annual Report.

meeting of the board of directors and meeting of the board of directors inviting the board of commissioners

Meeting of the Board of Directors and Meeting of the Board of Directors inviting the Board of Commissioners have been conducted according to regulations. The schedule of the Meetings and the Agenda of the Board of Directors in 2019 were approved by the Board of Directors in the Memorandum Number M.059/CSL/XI/2019 dated 21 November 2019.

According to the latest charter of the Board of Directors, the Board of Directors is obliged to conduct regular meetings with the Board of Commissioners as part of reporting the accountability in the following aspects: strategic, financial, operational, internal control system, compliance, risk management and corporate governance.

All schedule, materials and minutes of meeting in 2020 have been distributed to all members of the Board of Directors and the invitations have been administered well so as to comply with the provisions in the Articles of Association and the Charter of the Board of Directors.

In 2020, in response to the ongoing Covid-19 pandemic following strict health protocols, the Board of Directors Meetings have been held 33 (thirty three) times and Joint Meetings of Directors and Board of Commissioners (Directors inviting the Board of Commissioners) have been held 5 (five) times, with a combination of physical meetings and meetings via video conference.

The resolutions of the Meetings of the Board of Directors was passed by deliberation for mutual consensus.

In 2020, there was no dissenting opinion for all the meeting resolutions nor all the agenda items of the meeting.

the meeting policy of the board of directors

The Policy of the Board of Directors Meeting according to the latest Charter of Board of Directors is, as follows:

1. The Board of Directors shall convene the Board of Directors meeting on periodic basis at least once a month;
2. The Board of Directors can be convened if it is attended and represented by majority of all members of the Board of Directors;
3. The Board of Directors shall convene Board of Directors meeting attended by the Board of Commissioners on periodic basis at least once every 4 (four) months;
4. The Board of Directors shall schedule the meeting for the following year before the end of the financial year;
5. In the meeting that is scheduled as contemplated in point (d), the meeting materials shall be distributed to the meeting participants at the latest 5 (five) days before the date on which the meeting is to be held;
6. In the event that the convening of the meeting is not according to the initial schedule, the meeting materials shall be distributed to the meeting participants at the latest before the meeting is convened;
7. Every policy and strategic decision must be decided through the Board of Directors meeting according to the prevailing regulations;
8. The Board of Directors meeting is chaired by the President Director, or if the President Director is unable to attend, by the other Director appointed in the Board of Directors meeting for which evidence to third party is not required.
9. Decision making in the Board of Directors meeting shall be conducted by deliberation for mutual consensus
10. In the event that deliberation for mutual consensus is not achieved, decision making shall be administered through majority votes.
11. All the decisions made in the meeting bind all members of the Board of Directors.
12. The dissenting opinion occurred in the meeting of the Board of Directors shall be recorded clearly in the Minutes of Meeting including the reason for such dissenting opinion.

frequency and attendance in of the board of directors meetings

Name of Director	Total Attendance of Members of the Board of Directors	Number of Directors and Board of Commissioners Joint Meeting
Hadi Wibowo ^(*)	23/33	2/5
Gatot Adhi Prasetyo	31/33	5/5
Arief Ismail	31/33	5/5
Fachmy Achmad ^(**)	18/33	2/5
Ratih Rachmawaty ^(*)	7/33	3/5
Mulia Salim ^(*)	8/33	3/5
Taras W. Siregar ^(*)	6/33	3/5

Note:

(*) The terms of office of Ratih Rachmawaty, Mulia Salim, and Taras Wibawa Siregar have ended since the closing of the AGMS which was held on 16 April 2020

(**) Hadi Wibowo has effectively served as President Director since the closing of the AGMS which was held on 16 April 2020

(***) Fachmy Achmad has effectively served as Director on 27 May 2020

agenda of the board of directors meetings

No	Minutes of Meeting Number	Date of Meeting	Meeting Agenda
1	MOM.001/DIR/CSL/I/2020	7 January 2020	<ol style="list-style-type: none"> UPPN Update (Semester II 2019) Daya & Communication Quarterly Update (Q4 2019)
2	MOM.002/DIR/CSL/I/2020	20 January 2020	<ol style="list-style-type: none"> Internal Audit Dashboard Update (31 December 2019) Financial Performance & KSI Update (31 December 2019) ALCO Update (31 December 2019) Retail & Wholesale Funding Update (31 December 2019) Risk Management Committee Update (31 December 2019) FMU Quarterly Update (Q4 2019) Operations Dashboard (31 December 2019) Compliance Quarterly Update (Q4 2019) Wow Syariah Update (31 December 2019)
3	MOM.004/DIR/CSL/II/2020	3 February 2020	<ol style="list-style-type: none"> Internal Audit Dashboard (31 January 2020) ICAAP Update (Q4 2019)
4	MOM.005/DIR/CSL/II/2020	10 February 2020	<ol style="list-style-type: none"> Financial Performance & KSI Update (31 January 2020) ALCO Update (31 January 2020) Business Committee Update (31 January 2020) Retail & Wholesale Funding Performance Update (31 January 2020)
5	MOM.006/DIR/CSL/II/2020	17 February 2020	<ol style="list-style-type: none"> Risk Management Committee Update (31 January 2020) HC Dashboard (Including HC Committee) Update (31 January 2020) IT Dashboard (Including IT Steering Committee) Update (31 January 2020)
6	MOM.007/DIR/CSL/III/2020	9 March 2020	<ol style="list-style-type: none"> Financial Performance & KSI Update (29 February 2020) Internal Audit Dashboard (29 February 2020)
7	MOM.008/DIR/CSL/III/2020	16 March 2020	<ol style="list-style-type: none"> ALCO Update (29 February 2020) Business Committee Update (29 February 2020) Retail & Wholesale Funding Performance Update (29 February 2020) Risk Management Committee Update (29 February 2020) HC Dashboard Update (29 February 2020) Operations Dashboard Update (29 February 2020)
8	MOM.011/DIR/CSL/III/2020	31 March 2020	<ol style="list-style-type: none"> Strategic Directions
9	MOM.012/DIR/CSL/IV/2020	6 April 2020	<ol style="list-style-type: none"> Internal Audit Dashboard (31 March 2020) Daya & Communication Quarterly Update (Q1 2020)
10	MOM.014/DIR/CSL/IV/2020	16 April 2020	<ol style="list-style-type: none"> Distribution of Duties and Authorities of the Board of Directors Decree of the Board of Directors regarding the Distribution of Duties and Authorities of the Board of Directors
11	MOM.015/DIR/CSL/IV/2020	20 April 2020	<ol style="list-style-type: none"> ALCO Update (31 March 2020) Business Committee Update (31 March 2020) Retail & Wholesale Funding Performance Update (31 March 2020) Risk Management Committee Update (31 March 2020) Fraud Management Unit Quarterly Update (Q1 2020) Compliance Quarterly Update (Q1 2020)

No	Minutes of Meeting Number	Date of Meeting	Meeting Agenda
12	MOM.016/DIR/CSGC/V/2020	4 May 2020	Internal Audit Dashboard (30 April 2020)
13	MOM.017/DIR/CSGC/V/2020	11 May 2020	<ol style="list-style-type: none"> 1. Financial Performance & KSI Updates (30 April 2020) 2. ALCO Update (30 April 2020) 3. Business Committee Update (30 April 2020) 4. Retail & Wholesale Funding Performance Update (30 April 2020)
14	MOM.018/DIR/CSGC/V/2020	18 May 2020	<ol style="list-style-type: none"> 1. HC Dashboard Update (30 April 2020) 2. Operation Dashboard Update (30 April 2020)
15	MOM.019/DIR/CSGC/V/2020	27 May 2020	<ol style="list-style-type: none"> 1. Distribution of Duties and Authorities of the Board of Directors with the effectiveness of the new members of the Board of Directors 2. Decree of the Board of Directors regarding the Distribution of Duties and Authorities of the Board of Directors
16	MOM.020/DIR/CSGC/VI/2020	8 June 2020	<ol style="list-style-type: none"> 1. Internal Audit Dashboard (31 May 2020) 2. IT Dashboard (Including IT Steering Committee) Update (31 May 2020)
17	MOM.021/DIR/CSGC/VI/2020	15 June 2020	<ol style="list-style-type: none"> 1. Financial Performance & KSI Update (31 May 2020) 2. BOD Approval for RBB Revision (2020-2022) 3. ALCO Update (31 May 2020) 4. Business Committee Update (31 May 2020) 5. Business Update (Non TUR) Update (31 May 2020) 6. Retail & wholesale Funding Performance Update (31 May 2020)
18	MOM.022/DIR/CSGC/VI/2020	22 June 2020	<ol style="list-style-type: none"> 1. Risk Management Committee Update (31 May 2020) 2. HC Dashboard Update (31 May 2020)
19	MOM.023/CSGC/VII/2020	6 July 2020	<ol style="list-style-type: none"> 1. Internal Audit Dashboard Update 2. UPPK Update (Semester I 2020) 3. Daya & Communication Quarterly Update (Q2 2020)
20	MOM.024/DIR/CSGC/VII/2020	20 July 2020	<ol style="list-style-type: none"> 1. Financial Performance & KSI Update (30 June 2020) and BOD Approval for Financial Statement Q2 2020 2. ALCO Update 3. Business Committee Update (30 June 2020) 4. Retail & Wholesale Funding Performance Update (30 June 2020) 5. Risk Management Committee Update (30 June 2020) 6. Anti-Fraud Management Update (Q2 2020) 7. Operations Dashboard Update (30 June 2020) 8. Compliance Quarterly Update (Q2 2020)
21	MOM.026/DIR/CSGC/VIII/2020	10 August 2020	<ol style="list-style-type: none"> 1. Internal Audit Dashboard Update 2. RBBR & ICAAP Update (Semester I 2020)
22	MOM.027/DIR/CSGC/VIII/2020	18 August 2020	<ol style="list-style-type: none"> 1. Financial Performance & KSI Update (30 July 2020) 2. ALCO Update 3. Business Committee Updates (30 July 2020) 4. Retail & Wholesale Funding Performance Updates (30 July 2020)

No	Minutes of Meeting Number	Date of Meeting	Meeting Agenda
23	MOM.028/DIR/CSGC/VIII/2020	24 August 2020	<ol style="list-style-type: none"> 1. Risk Management Committee Updated (30 July 2020) 2. HC Dashboard (Including HC Committee) Update (30 July 2020)
24	MOM.029/DIR/CSGC/IX/2020	7 September 2020	Internal Audit Dashboard Update (30 August 2020)
25	MOM.030/DIR/CSGC/IX/2020	14 September 2020	<ol style="list-style-type: none"> 1. Financial Performance & KSI Update (30 August 2020) 2. ALCO Update (30 August 2020) 3. Business Committee Update (30 August 2020) 4. Retail & Wholesale Funding Performance Update (30 August 2020)
26	MOM.031/DIR/CSGC/IX/2020	21 September 2020	<ol style="list-style-type: none"> 1. Risk Management Committee Update (30 August 2020) 2. HC Dashboard Update (30 August 2020) 3. Operation Dashboard Update (30 August 2020) 4. IT Steering Committee Update (30 August 2020)
27	MOM.032/DIR/CSGC/X/2020	12 October 2020	<ol style="list-style-type: none"> 1. Financial Performance & KSI Update (30 September 2020 (including BOD Approval for FS Q3 2020) 2. Internal Audit Dashboard (30 September 2020) 3. Daya & Communication Quarterly Update (Q3 2020)
28	MOM.034/DIR/CSGC/X/2020	26 October 2020	<ol style="list-style-type: none"> 1. ALCO Update (30 September 2020) 2. Business Committee Update (30 September 2020) 3. Retail & Wholesale Funding Business Performance Update (30 September 2020) 4. Anti-Fraud Management Update (30 September 2020) 5. Compliance Quarterly Update (30 September 2020)
29	MOM.035/DIR/CSGC/XI/2020	9 November 2020	Internal Audit Dashboard (31 October 2020)
30	MOM.036/DIR/CSGC/XI/2020	16 November 2020	<ol style="list-style-type: none"> 1. Financial Performance Update (31 October 2020) 2. BOD Approval for RBB 2021-2021 3. BOD Approval for RAKB 2020-2024 4. ALCO Update (31 October 2020) 5. Business Committee Update (31 October 2020) 6. Retail & Wholesale Funding Business Performance (31 October 2020) 7. HC Dashboard (31 October 2020)
31	MOM.037/DIR/CSGC/XI/2020	23 November 2020	<ol style="list-style-type: none"> 1. IT Dashboard (Including ITSC) Update (31 October 2020) 2. Operations Dashboard (31 October 2020)
32	MOM.038/DIR/CSGC/XII/2020	7 December 2020	<ol style="list-style-type: none"> 1. Internal Audit Dashboard Update (30 November 2020) 2. Persetujuan Direksi atas Usulan Agenda Korporasi Tahun 2021 (Circular)
33	MOM.039/DIR/CSGC/XII/2020	14 December 2020	<ol style="list-style-type: none"> 1. Financial Scorecard & KSI Update (30 November 2020) 2. ALCO Update (30 November 2020) 3. Business Committee Update (30 November 2020) 4. Retail & Wholesale Funding Business Performance Update (30 November 2020) 5. HC Dashboard Update (30 November 2020)

agenda of the meetings of the board of directors inviting the board of commissioners

No	Minutes of Meeting Number	Date	Meeting Agenda
1	MOM.003/DIR/CSL/I/2020	28 January 2020	<ol style="list-style-type: none"> 1. Exposure to the Progress of Audit Examination by KPMG on the 2019 Financial Statements (Audited) to the Board of Directors and the Board of Commissioners 2. Financial Performance December 2019 & KSI Update (as of 31 December 2019) 3. Social Impact Scorecard December 2019
2	MOM.009/DIR/CSL/III/2020	27 March 2020	<ol style="list-style-type: none"> 1. Covid-19 Handling Update 2. Financial Performance Q1 and Q2 2 (Scenario) 3. AGMS Update & AGMS Post Communication 4. Update Liquidity
3	MOM.013/DIR/CSL/IV/2020	13 April 2020	Financial Performance & KSI Updates (31 March 2020) as well as Board of Commissioners Approval on Published Financial Reports (Position 31 March 2020)
4	MOM.025/DIR/CSGC/VII/2020	23 July 2020	<ol style="list-style-type: none"> 1. Briefing to the Board of Directors and the Board of Commissioners regarding Sustainable Finance 2. Request for Board of Commissioners' Approval on the Proposed 2019 Shariah BTPN Sustainability Report 3. Financial Scorecard & KSI Update (30 June 2020) and Request for Approval from the Board of Commissioners for the Proposed Quarterly Financial Statements (Publications) Position 30 June 2020
5	MOM.033/DIRCSGC/X/2020	15 October 2020	<ol style="list-style-type: none"> 1. Financial Scorecard & KSI Update (as of 30 September 2020) and Request for Approval from the Board of Commissioners for the Proposed Quarterly Financial Statements (Publications) Position 30 September 2020 2. Others

According to the Charter of the Board of Directors BTPN Syariah, that the Meeting of the Board of Directors shall be held at least once a month; and that the Board of Directors must convene a meeting with the Board of Commissioners on periodic basis at least once every 4 (four) months.

In 2020 the fulfillment of the number of meetings and the attendance of the Board of Directors in the meeting of Board Directors was in compliance to the regulations.

circular resolution of the board of directors

According to the Articles of Association of BTPN Syariah and the Charter, the Board of Directors can also make legitimate decision without convening the Board of Directors Meetings, under the condition that all the incumbent members of the Board of Directors are notified in writing and that all incumbent members of the Board of Directors grant agreement for the decision by signing for agreement. The decision of the Board of Directors taken with such mechanism has the similar legal power with the legitimate decision made in the Meeting of the Board of Directors.

In 2020, the Board of Directors has issued 13 (thirteen) Circular Resolutions, as follows:

No.	Number	Date	Subject
1	No.001/CIR/DIR/II/2020	18 February 2020	Plan for Implementation of the AGMS for the Financial Year Ending 31 December 2019
2	No.002/CIR/DIR/III/2020	20 March 2020	The Board of Directors' Approval of the Need for an AGMS for the Financial Year ending on 31 December 2019
3	No.003/CIR/DIR/IV/2020	9 April 2020	Board of Directors approval of the proposed supporting documents for the 2020 Annual General Meeting of Shareholders
4	No.004/CIR/DIR/IV/2020	16 April 2020	Reappointment of the Corporate Secretary in 2020
5	No.005/CIR/DIR/IV/2020	16 April 2020	The Board of Directors Transaction Limit Update 2020
6	No.006/CIR/DIR/V/2020	27 May 2020	Submission of Approval of the Board of Commissioners for the Provisions for Granting Transaction Limits to the Board of Directors
7	No.007/CIR/DIR/VI/2020	15 June 2020	Establishment of the BOM
8	No.008/CIR/DIR/VI/2020	16 June 2020	Board of Directors' Committee Members in 2020
9	No.009/CIR/DIR/VII/2020	22 July 2020	Follow-up to the 2020 AGMS Resolutions on the implementation process of the Appointment of a Public Accountant (AP) and/or Public Accountant Firm (KAP) for the Financial Year Ending 31 December 2020
10	No.010/CIR/DIR/VIII/2020	10 August 2020	Approval of the Board of Directors regarding the Composition of the Board of Directors' Committee Members in 2020
11	No.011/CIR/DIR/X/2020	14 October 2020	Board of Directors approval of the recommendations and exposure of the Risk Management Committee (30 September 2020)
12	No.012/CIR/DIR/XI/2020	17 November 2020	Board of Directors Approval on the Recommendation of the Risk Management Committee (31 October 2020)
13	No.013/CIR/DIR/XI/2020	25 November 2020	Board of Directors' approval for the establishment of a Sustainability Task Force

the board of directors meeting schedule for 2021

Referring to the Articles of Association BTPN Syariah, the Board of Directors had fulfilled the requirement stipulated in the Articles of Association and the Charter regarding the preparation of the Agenda of the Board of Directors Meetings and the Agenda of the Board of Directors Meeting inviting the Board of Commissioners in 2021, which had been approved before the end of the current financial year.

performance appraisal of the board of directors

performance appraisal procedure of the board of directors

The Board of Directors' assessment is carried out based on the references set out in the Nomination and Remuneration Committee Charter taking into account the Articles of Association and the Bank's internal policies.

Performance evaluation is conducted by means of self-assessment every year to assess the performance of the Board of Directors on a collegial basis.

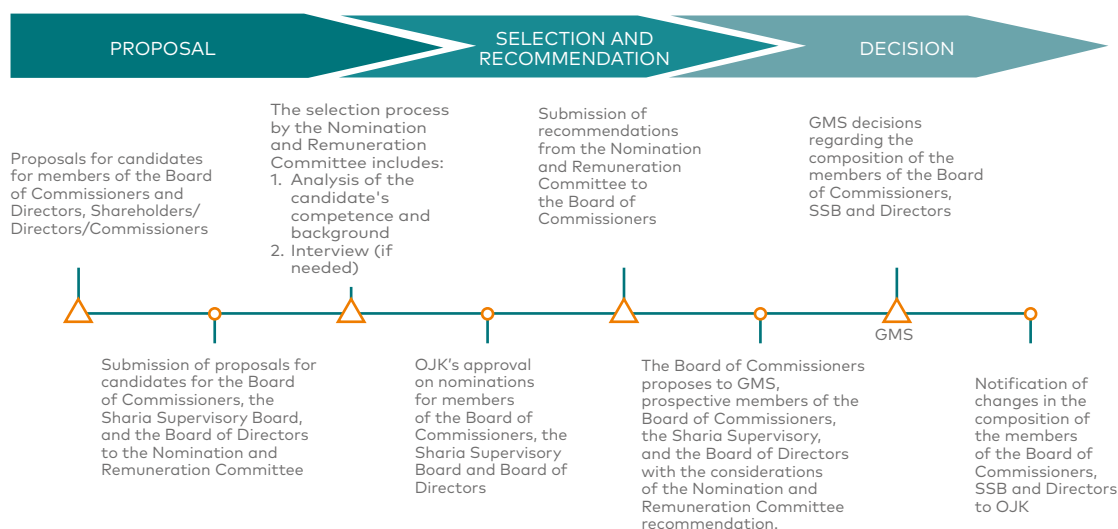
criteria of the performance evaluation of the board of directors

The self-assessment of the Board of Directors performance shall at least include the implementation of overall business strategy and the Bank's Business Plan, the risks of the Bank, good corporate governance implementation and sharia principles implementation in the Bank.

succession of the board of directors

1. The selection process of candidates for the Board of Directors does not discriminate against ethnicity, race, religion, nationality and gender;
2. The selection is based on individual qualifications and organizational needs and on diversity of background expertise and experience;
3. The selection process is carried out by the Nomination and Remuneration Committee through evaluation of qualification fulfillment and interview process;
4. Candidates recommended by the Nomination and Remuneration Committee are submitted to the Board of Commissioners for approval and then submitted to the Financial Services Authority (OJK) for a Fit and Proper Test process;
5. Following approval from the OJK, candidate members of the Board of Directors shall be nominated for approval by the GMS.

The flowchart for the appointment of members of the Board of Directors is as follows:



*) Filing for F&P Test to OJK for the Members of the Board of Commissioners and the Board of Directors can be done after the GMS.

appointment and replacement of directors

1. The recommendation to appoint and/or replace members of the Board of Directors to the General Meeting of Shareholders must take into account the recommendations of the Nomination and Remuneration Committee;
2. In the event that a member of the Nomination and Remuneration Committee has a conflict of interest with a recommended candidate, the conflict of interest must be disclosed in the recommendation;
3. Members of the Board of Directors must meet the requirements of having passed the Fit & Proper Test in accordance with OJK regulations regarding the Fit & Proper Test;
4. The position of a member of the Board of Directors shall automatically end if the member of the Board of Directors:
 - a. Resigned; or
 - b. Passes away; or
 - c. Dismissed in the GMS; or
 - d. No longer meets the requirements of the applicable legislation.
5. Members of the Board of Directors have the right to resign from their positions by notifying the Bank in writing of the said intention. The Bank is obliged to hold a GMS to decide on the request for resignation of a member of the Board of Directors no later than 90 (ninety) days after receipt of the request for resignation;
6. The Bank is required to disclose information to the public and submit to the OJK no later than 2 (two) working days after it:
 - a. Received the request for resignation of the Board of Directors;
 - b. Results of the GMS.

performance evaluation of the board of directors

1. The Board of Directors is obliged to review the performance of the management performed by the Board of Directors for respective financial year and report its to the shareholders at least once a year;
2. As part of the performance evaluation, the Board of Directors shall ensure the fulfillment of composition and qualification regarding the effectiveness of the the Board of Directors function taking into consideration the recommendation and input from the Board of Commissioners;
3. The Board of Directors performance evaluation report is presented to the shareholders in the General Meeting of Shareholders and is presented in the Annual Report;
4. The evaluation of the Board of Directors performance is conducted by the Nomination and Remuneration Committee based on the input from the President Director;
5. The result of the performance evaluation of the member of the Board of Directors is used as one of the reference in the determination of nomination and remuneration for the respective member of the Board of Directors.

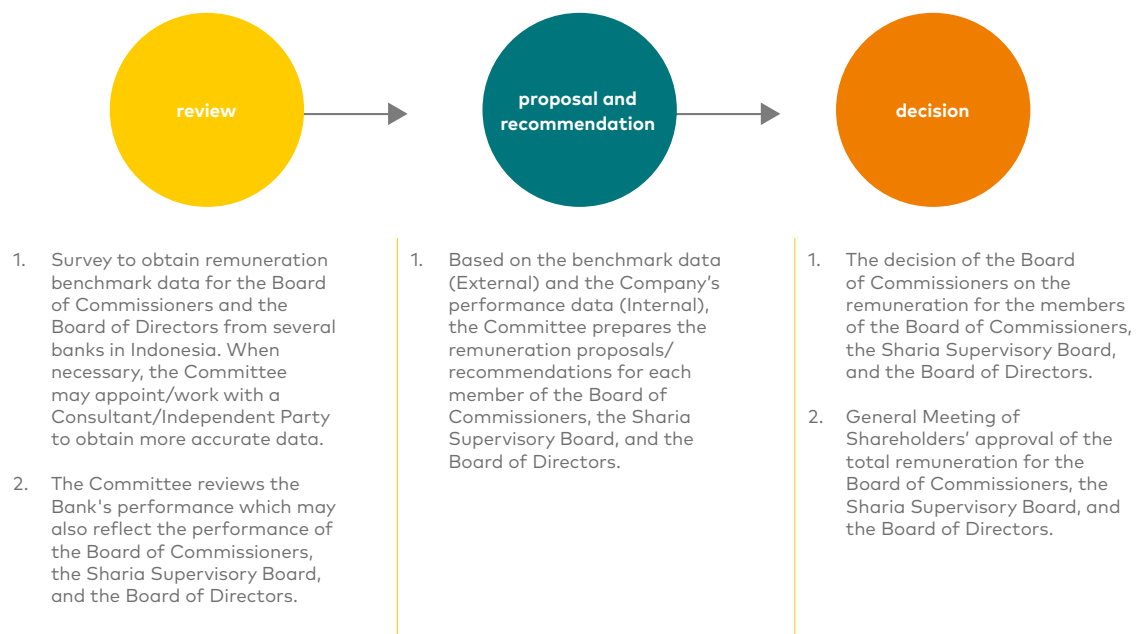
term of office of board of directors members

Members of the Board of Directors at BTPN Syariah are appointed by the GMS for a period of 3 years, and can be reappointed.

remuneration policy for the board of commissioners, the board of sharia supervisors, and the board of directors

The determination of remuneration and other facilities refer to the resolution of shareholders at the General Meeting for Shareholders and consider the recommendations from the Nomination and Remuneration Committee.

In determining the remuneration of each member of the Board of Commissioners, the Sharia Supervisory Board, and the Board of Directors, BTPN Syariah considers the overall performance, the performance evaluation of each member of the Board of Commissioners, the Sharia Supervisory Board, and the Board of Directors, the fairness compared with peer groups within the Bank and in the banking industry, and the Company's capabilities. The Company's performance, which is one of the factors in determining the remuneration of the members of the Board of Commissioners, the Sharia Supervisory Board, and the Board of Directors, is described as follows:



remuneration governance

remuneration policy development process

The Remuneration Policy aims to ensure that remuneration is provided in accordance with applicable regulations/laws, corporate financial performance, individual work performance, fairness with their peer groups and in the banking industry as well as the ability of the Bank.

The remuneration review is conducted annually, including reviews for the remuneration of the Board of Commissioners, Sharia Supervisory Board, Directors and Employees. Remuneration policy reviews are conducted regularly, including fixed and variable remuneration. This review is taking into account aspects such as effective risk management, the Bank's financial stability, the adequacy and strengthening of Bank capital, short-term and long-term liquidity needs, the Bank's potential future income, as well as compliance with sharia principles.

The current Remuneration Policy does not differentiate between the control unit and the work unit that is being supervised. The mechanism implemented to ensure independence between the control unit and the work unit it supervises is through different performance indicators and decision making on remuneration for employees in the control unit that does not involve the work unit it supervises.

the scope of remuneration policy and its implementation

The Remuneration Policy for Employees applies to Employees in all Business Units and regions; and its implementation is implemented and monitored centrally at the Head Office.

performance indicator is linked to remuneration

The Bank adheres to the principle of meritocracy in providing remuneration to Directors and employees, both for fixed and variable remunerations. Individual remuneration reviews are conducted annually and remuneration adjustments are based on individual performance, fairness with peer groups and level of position in the bank and company capabilities.

In the Bank's performance management, each member of the Board of Directors and Employees has individual targets as the basis for their individual performance assessment. The individual target of the Board of Directors which is also the target of the work unit/directorate, is derived from the target of the Bank and then gradually reduced to the target of the smallest work unit and the individual target of employees at the lowest level.

The assessment of Individual performance is based on the realization of individual targets in the category of - Outstanding; Verygood; Good; NeedsImprovement; Poor. The amount of remuneration adjustment is based on individual performance appraisal; in which the management provides guidance on the amount of fixed and variable remuneration adjustments according to individual performance.

external consultant

In obtaining remuneration data from the banking industry, the Bank uses external consultant services. The task of an external consultant is to obtain fixed and variable remuneration data for certain positions from several banks of the same type of business and operation. The data is formulated by the consultant through a remuneration survey.

variable remuneration

Variable remuneration comprises incentives and performance bonuses. Incentives are given based on individual performance and given to employees in sales positions. Incentives are given monthly and semi-annually.

Performance bonuses are given based on performance, business scale, business complexity, peer group, inflation rate, financial condition and capacity, as well as in accordance with existing law/regulations statutory provisions; and encourage prudent risk taking.

remuneration packages and facilities received by the board of commissioners, the sharia supervisory board and the board of directors

in million Rupiah

	2020		2019	
	Headcount	Amount	Headcount	Amount
Board of Directors	5*	56,145**	5	39,522
Board of Commissioners	4	16,576***	5	8,895
Sharia Supervisory Board	2	768	2	683

*) Effective after the closing of the AGMS on 16 April 2020 became four Directors.

***) Compensation for the three Directors who resigned after the closing of the AGMS on 16 April 2020. The decision on the compensation was made in 2019 and was paid in early 2020.

**) Compensation for the three Directors who resigned after the closing of the AGMS on 16 April 2020. The decision on the compensation was made in 2019 and was paid in early 2020.

number of members of the board of commissioners, sharia supervisory board and directors receiving fixed and variable remunerations for 1 (one) year and the total amount of remuneration

Fixed Category

in million Rupiah

	2020		2019	
	Headcount	Amount	Headcount	Amount
Board of Directors	5*	14,008	5	17,047
Board of Commissioners	4	7,632	5	7,096
Sharia Supervisory Board	2	768	2	683

*) Effective after the closing of the AGMS on 16 April 2020 became four Directors.

Variable Category

in million Rupiah

	2020		2019	
	Headcount	Amount	Headcount	Amount
Board of Directors	5*	40,345**	5	20,820
Board of Commissioners	4	8,614***	5	1,200
Sharia Supervisory Board	2	-	2	-
Employee Bonus	-	48,739	-	39,809
Employee Incentive	-	83,111	-	60,438

*) Effective after the closing of the AGMS on 16 April 2020 became four Directors.

***) Compensation for the three Directors who resigned after the closing of the AGMS on 16 April 2020. The decision on the compensation was made in 2019 and was paid in early 2020.

**) Compensation for the three Directors who resigned after the closing of the AGMS on 16 April 2020. The decision on the compensation was made in 2019 and was paid in early 2020.

total amount of deferred variable remuneration

in million Rupiah

	2020		2019	
	Headcount	Amount	Headcount	Amount
Deferred Bonuses (gross)	5*	5,140	5	4,005

*) Effective after the closing of the AGMS on 16 April 2020 became four Directors.

highest and lowest salary ratio

	2020	2019
Rasio	84.5	81.2

remuneration for the board of commissioners, the sharia supervisory board and the board of directors

The Determination of remunerations and other facilities refers to the decision as stipulated in the General Meeting of Shareholders with due observance of the advice given by the Nomination and Remuneration Committee.

in million Rupiah

Type of Remuneration and Other Facilities	Amount of Rupiah Board of Directors received in 1 (One) Year					
	Board of Commissioners		Directors		Sharia Supervisory Board	
	Person	in million Rupiah	Person	in million Rupiah	Person	in million Rupiah
Remuneration (salary, bonus, routine allowance, bonus & other facilities in non-cash form)	4	15,861	5*	51,777	2	765
Other facilities in non-cash form (housing, transportation, health insurance, etc.):						
a. Can be owned	4	685	5*	4,241	2	3.8
b. Cannot be owned	4	30	5*	127	2	0
Total	4	16,576	5*	56,145	2	768

* Effective after the closing of the AGMS on 16 April 2020 became four Directors.

The total number of members of the Board of Commissioners, the Board of Directors and the Sharia Supervisory Board receiving remuneration packages within 1 (one) year are grouped according to income levels, is presented in the table below.

Total remuneration received per person in 1 (One) Year *	Number of Board of Commissioners	Number of Board of Directors	Number of Sharia Board of Supervisory
Over Rp2 billion	3	4	-
Over Rp1 billion up to Rp2 billion	-	1	-
Over Rp500 million up to Rp1 billion	-	-	-
Below Rp500 million	1	-	2

highest and lowest salary ratio

Description	Ratio
Highest and lowest employee salary ratio	84.5
Highest and lowest Director salary ratio	1.4
Highest and lowest Commissioner salary ratio	2.2
Highest Director's salary to highest employee's salary ratio	1.7

long-term remuneration at BTPN Syariah

BTPN Syariah has a remuneration program to keep and motivate its best talents so that they continue to optimally contribute to the progress of the company. The remuneration program for the Board of Directors, Board of Commissioners, SSB and Employees is formulated by taking into account effective risk management, the financial stability of the Bank, adequacy and strengthening of Bank capital, short-term and long-term liquidity needs, the Bank's potential future income, and suitability with sharia principles.

BTPN Syariah already has a Remuneration Policy in accordance with the Financial Services Authority (OJK) Regulation Number 59/POJK.03/2017 on the Implementation of Remuneration Governance for Sharia Banks and Sharia Business Units. In general the remuneration component is divided into two, the fixed and variable remuneration component.

The determination of the fixed remuneration component at the very least takes into account the business scale, business complexity, peer group, inflation rate, financial condition and capacity, as well as complies with the provisions of laws and regulations; and the differences in remuneration between levels of positions.

As for the variable remuneration component, at the very least it takes into account the performance, business scale, business complexity, peer group, inflation rate, financial condition and capacity, as well as complies with the provisions of laws and regulations; and encourages prudent risk taking.

In the implementation of the prudent risk taking principles, the payment for the variable remuneration component for the Board of

Directors has been deferred for a period of 3 (three) years, and since BTPN Syariah has become a public company, this remuneration will be paid in the form of shares. This arrangement has been stipulated in the Remuneration Policy of PT Bank BTPN Syariah, Tbk, in accordance with POJK Number 59/POJK.03/2017. In the process of providing remuneration in the form of shares, BTPN Syariah complies with the applicable Capital Market regulations.

rewards & performance management

rewards management

In an effort to maintain the Bank's remuneration program competitive in the industry according to the company's strategy and direction, BTPN Syariah will conduct benchmarks with peer groups at least once a year with the help of a reputable Independent Consultant.

The remuneration structure has been prepared and determined in such a way according to the applicable employee level/grade.

The Board of Directors ensures that the remuneration policies and strategies applied in the bank are communicated to the Board of Commissioners.

performance management

Employee Performance Appraisal is a means for the Company to measure the work achievement among employees in accordance with the targets and performance targets that have been previously set.

The performance appraisal process at BTPN Syariah is carried out objectively by applying clear key performance indicators that meet SMART elements (specific, measurable, achievable, realistic and timebound).

Affiliation between the Board of Commissioners, the Sharia Board of Supervisory, the Board of Directors and Controlling Shareholders

the board of commissioners

No	Name	Position	Period	Family Relations with			Financial Relations with		
				Board of Commissioners	Board of Directors	Controlling Shareholders	Board of Commissioners	Board of Directors	Controlling Shareholders
1	Kemal Azis Stamboel	President Commissioner /Independent	2014–present	None	None	None	None	None	None
2	Dewie Pelitawati	Independent Commissioner	2014–present	None	None	None	None	None	None
3	Mahdi Syahbuddin	Commissioner	2015–present	None	None	None	None	None	None
4	Yenny Lim	Commissioner	2019–present	None	None	None	None	None	None

the sharia supervisory board

No	Name	Position	Period	Family Relations with			Financial Relations with		
				Board of Commissioners	Board of Directors	Controlling Shareholders	Board of Commissioners	Board of Directors	Controlling Shareholders
1	H. Ikhwan Abidin, MA	Chairman of the Sharia Supervisory Board	2017–present	None	None	None	None	None	None
2	H. Muhamad Faiz, MA	Sharia Supervisory Board Members	2017–present	None	None	None	None	None	None

the board of directors

No	Name	Position	Period	Family Relations with			Financial Relations with		
				Board of Commissioners	Board of Directors	Controlling Shareholders	Board of Commissioners	Board of Directors	Controlling Shareholders
1	Hadi Wibowo	President Director	2020–present	None	None	None	None	None	None
2	Gatot Adhi Prasetyo	Director	2014–present	None	None	None	None	None	None
3	Arief Ismail	Compliance Director	2017–present	None	None	None	None	None	None
4	Fachmy Achmad	Director	2020–present	None	None	None	None	None	None

external audit

In preparation of the 2020 audited Financial Statements, BTPN Syariah Tbk has appointed a Public Accounting Firm registered with the Financial Services Authority (OJK) named Siddharta Widjaja and Rekan, an Indonesia Partnership and member firm of the KPMG Network of Independent Member Firm affiliated with KPMG International Cooperative. The appointment is based on the authority of the Shareholders through the Annual General Meeting of Shareholders to the Board of Commissioners by taking into account the recommendations of the Audit Committee.

The total costs incurred for the 2020 Financial Statement audit is IDR 1,370,000,000 (one billion three hundred seventy million Rupiah) before 10% (ten percent) VAT. The appointment of the Siddharta Widjaja and Rekan Public Accountant Firm began in the 2019 financial year.

During the period of service of the Public Accountant and Public Accounting Firms, there was no conflict of interest with the audit services provided to BTPN Syariah.

The Public Accountant and Public Accountant Firm have completed their duties independently in accordance with the standard guidelines for the public accounting profession and in accordance with the work requirements and the predetermined scope of the audit.

The following are KAPs that have audited BTPN Syariah Financial Statements since 2014:

Financial Year	Public Accountant Firm	KAP Period	Accountant	Accountant Period
2014	Tanudiredja, Wibisana, dan Rekan (a member of PwC Global Network)	5	Albidin, SE, Ak, CPA	1
2015	Tanudiredja, Wibisana, Rintis dan Rekan (a member of PwC Global Network)		Albidin, SE, Ak, CPA	2
2016	Tanudiredja, Wibisana, Rintis dan Rekan (a member of PwC Global Network)		Drs.Muhammad Jusuf Wibisana, M.Ec., CPA	1
2017	Tanudiredja, Wibisana, Rintis dan Rekan (a member of PwC Global Network)		Drs.Muhammad Jusuf Wibisana, M.Ec., CPA	2
2018	Tanudiredja, Wibisana, Rintis dan Rekan (a member of PwC Global Network)		Angelique Dewi Daryanto, SE, CPA	1
2019	Siddharta Widjaja dan Rekan (an Indonesia Partnership and member firm of the KPMG Network of Independent Member Firm affiliated with KPMG International Cooperative)	1	Liana Lim, SE, CPA	1
2020	Siddharta Widjaja dan Rekan (an Indonesia Partnership and member firm of the KPMG Network of Independent Member Firm affiliated with KPMG International Cooperative)		Liana Lim, SE, CPA	2

provision of funds to related parties and large exposures

BTPN Syariah consistently considers capital capacity and distribution/portfolio diversification in lending, and in 2020 there were no violations or exceedances of the Legal Lending Limit.

Provision of funds to Related Parties is carried out in accordance with prevailing regulations. BTPN Syariah ensures that related party transactions are carried out in an independent and arm's length.

The following is a table of Provision of Funds to Related Parties and Large Exposures as of 31 December 2020.

No	Funds Provision	Amount	
		Debtor	Nominal (in millions of Rupiah)
1	To Related Party	1 (BTPN)	25,225
	To Key Debtor		
2	a. Individual	25	10,567
	b. Group	-	-

anti-fraud management

BTPN Syariah is committed to reducing potential fraud problems through various Fraud Awareness programs for all employees.

In 2020, as part of the development of the organization, the Anti-Fraud Management Unit, which was previously under the Risk Management Division became an independent Division directly supervised by the Director of Compliance Director at the Directorate of Risk Management and Compliance.

The Anti-Fraud Management at BTPN Syariah has a systematic and adequate framework to build an anti-fraud culture as well as raise awareness among all employees as early as possible through various approaches and strategies. Starting from the time employees join BTPN Syariah, anti-fraud awareness has been introduced at the Induction

for newcomers' session, through regular refresher training programs, as well as through anti-fraud campaigns and interactive dialogue throughout internal communication media at the bank. These programs are designed for all employees without exception.

In order to mitigate potential fraud, BTPN Syariah implements various policies, one of which is to ensure employee rotation, especially at the Mobile Marketing Sharia level, so that supervision and refreshment activities are well maintained.

The anti-fraud strategy is part of BTPN Syariah's management commitment to preventing fraud by implementing a fraud control system effectively and continuously. This system provides direction for the Bank to control fraud, through the management of four pillars:

1. Prevention;
2. Detection;
3. Investigation, Reporting and Sanctions;
4. Monitoring, Evaluation, and Follow Up.

1. prevention

It is a series of actions taken by the Bank to reduce the potential risk of fraud, including:

- a. Anti-fraud training for all employees such as induction training, refreshment training, training for trainers, carries out various approaches and controls from the HR aspect by recognizing and monitoring the character and behavior of employees. This includes employee rotation/transfer (especially MMS), compulsory leave (block leave) and implementation of employee recognition measures both before and after hiring, such as candidate screening and monitoring of employee behavior or lifestyle.
- b. Increase coordination in internal control, supervision & monitoring practices in the hope of obtaining sustainable improvement processes. The three layers of defense system has been implemented by each party very well. This is evident from the overall Quality Assurance (QA) and Internal Audit (IA) examinations which summarized internal control has been implemented properly. The Bank has also conducted supervision through the implementation of the 4 eyes principle and strengthened the Quality Assurance (QA) function so that potential fraud can be identified more quickly.
- c. The Bank periodically carries out anti-fraud campaigns through the Bank's internal media. Therefore, it is hoped that awareness among staff on the importance of compliance and anti-fraud culture in BTPN Syariah will increase. An anti-fraud campaign for all employees has also been conducted.

d. During the Covid-19 pandemic, the anti-fraud campaign was carried out through online media and interactively through internal communication platforms aimed at all employees.

e. In response to the Covid-19 pandemic as well as part of the regular anti-fraud management, the Bank continues to strive to reduce potential fraud by strengthening the implementation of the Quality Assurance function in collaboration with the Operational Division Team at the Operational Functional Office.

2. detection

It is an action taken by the Bank to detect any fraud incidents as well as the use of various platforms to report suspected fraud, and these include:

- a. **JAGA, a whistle-blowing platform** for employees to report any suspected fraud through hotline, email, and anonymous letters. The Bank guarantees the confidentiality of the reporter's identity and follows up on the report.
- b. The Bank has also provided a **whistle blower** system that can be done easily through anonymous media links that ensure the confidentiality of the reporter's identity
- c. **Regular Quality Assurance (QA) and Internal Audit (IA)** checks on the Bank's processes/activities, especially at vulnerable points that are considered to have greater potential for fraud.
- d. **Establish early detection of transactions, activities,** or other things that indicate fraud.

3. investigation, reporting and sanctions

It is a series of efforts by the Bank in obtaining information, a reporting system, and impose sanctions over fraud incidents, including the following:

a. Investigation

Investigations are undertaken based on reports/findings of fraud indications. An investigation aims to gather evidence related to events suspected of fraudulent. Investigations are conducted by authorized, competent and independent parties.

b. Reporting

Internal and external reports are made and submitted regularly to management, third parties and regulators, in accordance with applicable regulations.

c. Penalty

Based on the investigation report, the Bank imposes sanctions to fraud perpetrators through the Fraud Committee forum. The decisions made are based on the results of investigations and in accordance with company regulations. This is done to provide a deterrent effect to the perpetrator and prevent fraud committed by other employees.

4. monitoring, evaluation, and follow up

This mechanism contains tools to monitor and evaluate frauds as well as the necessary follow-ups based on evaluation results, including:

a. Monitoring

The Bank monitors the follow-ups for frauds, in accordance with internal and external regulations. These follow-up actions include bookkeeping fraud cases, monitoring the imposition of sanctions on fraud perpetrators, monitoring the implementation of the legal process (if any).

b. Evaluation

All data on fraud incidents are documented and an evaluation is undertaken on the processes that are prone to fraud for improvement in the future.

c. Follow-up

The Bank improves weaknesses and strengthens the control system to prevent the recurrence of similar fraud incidents in the future by prioritizing preventive actions in order to minimize/prevent recurring incidents.

The Anti-Fraud Management Division consistently seeks to reduce the number of potential fraud incidents by reinforcing the Quality Assurance function in collaboration with the Operational Division Team at the Office of Operational Function. The initiatives also take into consideration the Covid-19 pandemic situation.

code of ethics

The Code of Ethics of BTPN Syariah serves as guidelines of conduct for the Board of Commissioners, Sharia Supervisory Board, Directors, Independent Parties and all Employees in carrying out their duties, authorities, obligations and responsibilities in making decisions so that they are consistent with the Corporate Values, Mission and Vision of BTPN Syariah and prevailing laws and regulations. This is a standard of behavior that is reasonable, appropriate and trustworthy for all Bank personnel in performing business activities including in interaction with stakeholders.

The guidelines of conduct contained in the Code of Ethics include, among others:

1. Mission, Vision, Corporate Values, Purpose of the Code of Ethics and Scope of the Code of Ethics;
2. Compliance and Risk Management;
3. Conflict of Interest;
4. Creating a Conducive Work Environment (which includes Fair Treatment of All Employees, Anti Discrimination and Harassment, Security at Workplace, Use of Company Facilities, Activities outside the Company, Use of Social Media);
5. Relationships with Customers and Stakeholders (which include Relationships with Customers, Relationships with Vendors, Relations with Regulators, Bribery and Corruption, Gratification, Anti Money Laundering);
6. Enforcement of the Code of Ethics (which includes Roles and Responsibilities, Violation of the Code of Ethics).

code of ethics enforcement

BTPN Syariah is committed to continuously uphold the Code of Ethics as one of the steps in implementing good corporate governance, while at the same time builds ethical employee behavior.

The Code of Ethics is continuously and sustainably materialized through attitudes, actions and commitments that support the creation of a corporate culture. Efforts taken include disseminating the Code of Ethics via email blast to employees who accept and pledge to implement the Code of Ethics as well as possible.

The Code of Ethics is also disseminated through distribution of guidelines of conduct guide book to all Employees and at the Induction Program for Executive Employees and new Employees. Socialization of the Code of Ethics will continue to be conducted regularly to all employees.

The Code of Ethics is updated regularly. All Employees must know, understand and implement the BTPN Syariah Code of Ethics. BTPN Syariah provides strict sanctions for any deviation, abuse and violation of the Code of Ethics.

whistle-blowing system

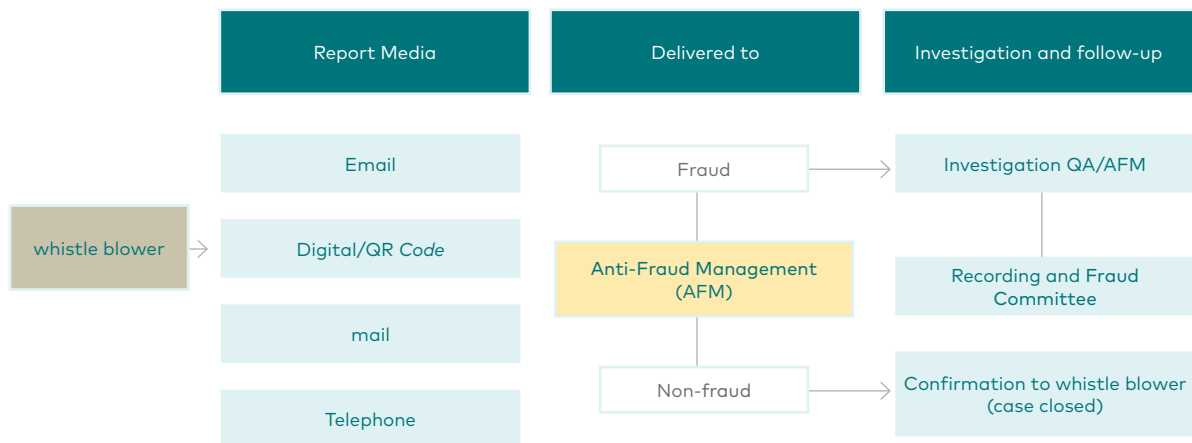
BTPN Syariah is committed to ensuring that the facility is available for any employee or other party to report/inform an alleged fraud through a Whistle-blowing System named "JAGA" (Execute, Monitor & Observe, Uncover, Submit report). Reports regarding fraud allegations could be delivered by way of: email, anonymous; hotline or a letter. The Bank is encouraging employees to report any suspicion of fraud by any of the provided methods and the Bank guarantees identity confidentiality and the security of the informant/s.

This mechanism is regulated in the operational procedure management of Whistle-blowing JAGA. The procedure is reviewed and updated periodically to ensure that it remains relevant to the Bank's condition as well as both internal and external regulations.

whistle-blower's protection

The Bank provides full support and protection to every whistle blower, guarantees identity confidentiality of the informant and the confidentiality of the delivered information.

"JAGA" whistle-blowing escalation process



litigation case

Litigation Case is a Criminal or Civil case followed up by legal proceedings. During 2020, there was no criminal or civil case of any significant impact on BTPN Syariah's financial condition.

conflict of interests

Conflict of interests is a condition where there are disputes between the Bank's economic interest and the personal economic interest of a member of the Board of Commissioners, Board of Directors, Controlling Shareholders, or any Affiliated Parties from the Board of Commissioners, Board of Directors, or Controlling Shareholders.

Throughout 2020, there has been no transaction with conflict of interest in BTPN Syariah.

provision of funds for social activities and revenue of halal and non-halal fund

According to Circular of Bank Indonesia Number 12/13/DPBS dated 30 April 2010 concerning GCG implementation for Sharia Banks and Sharia Business Unit, BTPN Syariah is obligated to disclose non-halal revenue and its utilization in the Sharia Bank in the annual report of GCG implementation.

Non-halal revenue as the source of funds for BTPN Syariah's social activities includes:

1. Revenue from current account services received by the Bank from maintaining a current account in Conventional Bank;
2. Revenue from account closing before maturity.

Report of Source and Utilization of Benevolence Funds BTPN Syariah as of 31 December 2020:

Description	31 December 2020	31 December 2019
Balance of benevolent funds at the beginning of the period	652	443
Source of benevolent funds		
Infaq	-	-
Alms	-	-
Return of productive benevolent funds	-	-
Penalty	-	63
Non-halal revenue	463	542
Others	-	-
Total source	463	605
Utilization of benevolent funds		
Productive benevolent funds	-	-
Donation	-	-
Other utilization for public	942	396
Total utilization	942	396
Increase (decrease) of benevolent funds	(479)	209
Balance of benevolent funds at the end of the period	173	652

internal control system

The framework for risk management and internal control of BTPN Syariah applies three lines of defense approach.

Further elaboration of the risk management and internal control is presented in the Risk Management section of this Annual Report.

access to company's information

BTPN Syariah provides all stakeholders with the ease of access to information related to the Bank through communication media such as press releases, Public Expose, and Analyst Briefing. In addition, BTPN Syariah provides information about its products and services, office network, financial report, annual report, report on Daya's corporate governance implementation and activities, corporate actions, and other information on the website www.btpnsyariah.com.

Information related to BTPN Syariah's website is provided in this Annual Report.

self-assessment report of GCG implementation

Summary of self-assessment composite grading of PT Bank BTPN Syariah Tbk (BTPN Syariah) as of 31 December 2020 on the following table :

	Rating	Rating Definition
Individual	2	Good
Consolidation	-	-

1. General Description of Good Corporate Governance/GCG Implementation

During the Covid-19 pandemic, the implementation of Good Corporate Governance (GCG) principal at BTPN Syariah had been carried out consistently, and efforts to improve the quality as a sharia bank continued to be done and integrated into the financial conglomeration scope within a business unit as well as being sustained within the proper corridors in accordance with the stipulations, both for public company and sharia bank. The implementation is in synched with the Mission and Vision of BTPN Syariah namely "together we create a chance for growth and a more meaningful life and to become the best sharia bank for inclusive finance transforming the lives of millions of Indonesians"

BTPN Syariah highly values the rights of stake holders and sustainably holding BTPN Syariah accountability and transparency by continuously develop trust from the stake holders and investors through the implementation of GCG guidelines. In accordance with the GCG purpose, which is to develop a healthy and solid sharia banking industry to secure stake holder's interests, improve compliance with the prevailing regulations and general banking codes of ethics of the sharia banking industry with regard to the sector and industry as well as proportion and complexity of sharia bank.

In 2020, BTPN Syariah had managed to maintain a good work performance, accompanied by improvements in properly implementing the GCG principals.

2. The Overall GCG Implementation of BTPN Syariah from the governance aspect

a. Governance Structure

Positive factor aspect of the Governance Structure

- 1) The Structure of The Board of Commissioners, The Board of Directors and The Sharia Supervisory Board had been in compliance with the prevailing provisions. All members of The Board of Commissioners and The Sharia Supervisory Board had been reappointed in the AGMS dated 16 April 2020 and where in were appointed 2 (two) new members of The Board of Directors and the reappointment of 2 (two) existing members of The Board of Directors with tenure as from the closing of the meeting up to the closing of The 3rd AGMS of BTPN Syariah which will be held in 2023. All currently residing members of the Board of Commissioners, the Board of Directors and the Sharia Supervisory Board had passed the fit and proper test and had received letters of approval from the Financial Services Authority (OJK);
- 2) BTPN Syariah had formed 3 (three) Commissioners' Committee namely Audit Committee, Risk Monitoring Committee and Nomination and Remuneration Committee based on the prevailing provisions and each Commissioners' Committee had

- been provided with the charter with periodic review;
- 3) Other Commissioners' Committees are Integrated Good Governance Committee which had been formed in regard to the integrated governance implementation for financial conglomeration in collaboration with PT Bank BTPN Tbk as the Parent Company included in a business group, represented by 1 (one) Independent member of The Board of Commissioners and 1 (one) DPS member.
 - 4) BTPN Syariah had formed a Board of Directors' Committee namely Asset & Liabilities Committee (ALCO), Risk Management Committee, Capital Law Committee, Information Technology Directional Committee, Business Committee and Financing Policy Committee. The Committees had delivered reports on their work to The Board of Directors through The Board of Directors Meetings and other strategic meetings and each Board of Directors' Committee had been provided with the Charter with periodic review;
 - 5) BTPN Syariah had formed other Work Units for business development, operational, risk management implementation as well as internal control. The internal Bank's work unit, among others are Internal Audit Task Force (SKAI), Risk Management Work Unit (SKMR), and Compliance Work Unit supported by Financing and Funding Business Team, Operational Team, Information Technology Team, Human Resource, Legal, Finance and Accounting, Treasury, Analytics, Information Security as well as Communication and Daya;
 - 6) In regard to handling of conflict of interest, BTPN Syariah applies a binding policy and procedure for management and employees and during semester II year 2020 there had been no conflict of interest at BTPN Syariah;
 - 7) Compliance Work Unit (SKK) conducts itself independently towards operational work unit. From the effective organizational structure, SKK is separated from the operational work unit and conducts no other task outside of compliance functions and during semester II year 2020, there has been no appointment, dismissal and/or resignation of any Director supervising compliance functions.
 - 8) SKAI Organizational Structure had been in accordance with the provisions, which is accountable directly to The President Director and able to establish direct communication to The Board of Commissioners through Audit Committee, and a communication line with Compliance Director and SKAI had been independent towards operational work unit, as reflected in the Bank's organizational structure;
 - 9) Appointment of Public Accountant Office (KAP) and/or Public Accountant (AP) at BTPN Syariah had been conferred to The Board of Commissioners in the General meeting of shareholders (GMS) and the aforementioned AP appointment and/or KAP for financial year ended on December 31st, 2020, had been followed-up by The Board of Directors with regard to the approval from The Board of Commissioners and the Audit Committee at BTPN Syariah;

- 10) BTPN Syariah had compiled BMPD management procedure (Maximum Fund Tress-hold), Granting of Financing Facility to counterparty of bank and non bank regulating fund provision to related parties and large fund provision, including the monitoring and settlement on the limit of The Board of Directors' authority set by The Board of Commissioners had been stated in the Decree of The Board of Commissioners with regard to the prevailing provisions, best practice at BTPN Syariah and the Articles of Association.
- 11) BTPN Syariah had applied policy and procedure regarding the transparency of the financial and on financial condition and had compiled a report on the implementation of GCG to the Regulator on time accordingly with the provisions.
- 12) As a part of Financial Conglomeration, BTPN Syariah with PT Bank BTPN Tbk (Parent Company) had formed The Integrated Good Governance Committee assigned to evaluate based on internal control adequacy assessment and compliance implementation and integrated governance. Appointment of Committee members and the fulfillment of the Committee's duty and responsibility had been carried out accordingly to the provisions;
- 13) In synced with PT Bank BTPN Tbk as the Parent Company, which is a Commercial Bank, BTPN Syariah had conducted numerous cross-division strategic coordinations in the effort to synchronize the fulfillment of needs stated in the updated Cooperation Agreement and in support of the provision of supporting documents for Banking Synergy Report. Internally, BTPN Syariah had conducted study on the supporting infrastructure conformity namely on internal provisions and procedures at BTPN Syariah synced to the Parent Company and Banking Synergy Report 2020 shall be delivered by BTPN Syariah Compliance Divison to Financial Services Authority (OJK) of Sharia Banking Monitoring with copy to Commercial Bank Supervisor and the Parent Company accordingly;
- 14) In respect to the implementation of POJK Number 51/POJK.03/2017 regarding Sustainable Finance Implementation for Financial Service Institutions, Issuer and Public Commany to reinforce The Bank, BTPN Syariah had formed Task Force assigned to ensure a comprehensive internal coordination and monitoring on the implementation of the bank's plans in accordance with Sustainable Finance Action Plan. The Task Force is fully supported by The Board of Directors involved as council as well as numerous divisions and employees with high concern for environmental conservation, social and good governance. The Board of Commissioners, The Board of Directors and The Sharia Supervisory Board supports the implementation and monitoring of sustainable finance and committed to support adequate provision of supporting infrastructure adjusted to the Bank's condition;
- 15) BTPN Syariah had prepared a Business Plan in line with BTPN Syariah's vision and mission previously reviewed and approved by The Board of Commissioners;

- 16) BTPN Syariah had prepared a Business Continuity Management and Contingency Funding Plan and committed to ensure operational continuity and the Bank's business during an emergency;
- 17) BTPN Syariah had prepared provisions regarding Process Risk and Control and Risk Branding Matrix aimed to identify and assess operational potential on each work unit, as a part of risk management;
- 18) BTPN Syariah had prepared strategic initiatives on other supporting policies and procedures in favor of the operation with periodic review.

Negative factor of Governance Structure aspect at BTPN Syariah

- 1) BTPN Syariah had prepared Sustainability Task Force assigned to ensure a comprehensive internal coordination and monitoring on the implementation of the Bank's plans accordingly to Sustainable Finance Action Plan. The Sustainability Task Force has a strong commitment in improving the quality of the Bank's continuity commitment in order to faster deliver good intentions, preserve not only work environment but also around area. To achieve such purpose, provisioning and training are needed to support the duties and responsibilities of the Task Force, especially in the field of environmental preservation, social and economy;
- 2) The implementation of the Bank's synergy requires sharia banking service availability for those who had yet to know, use and/or receive services sharia banking services. Providing access consequently requires a large fund and careful planning, as well as capable

infrastructure. To reach people in remote areas. Service limitation should hopefully be resolved by collaborating with the Parent Company in various fields of human resource, information technology and office network which would provide an added value to sharia bank and conventional commercial bank.

b. Governance Process

Positive factor of the Governance Process aspect at BTPN Syariah

BTPN Syariah had carried out Good and effective corporate governance implementation process, among which:

- 1) The implementation process of GCG principals has been carried out by The Board of Directors properly as well as the implementation of functions by The Board of Commissioners and The Sharia Supervisory Board had been conducted effectively and independently, among others through the mechanism for corporate meeting. During the Covid-19 pandemic, adjustments made in Meeting preparation remains in compliance with proper GCG in accordance with Guidelines and Work Codes of Conducts, Policies and Procedures of the Bank and the Articles of Association.
- 2) Board of Commissioners' Committees have carried out monitoring through committee meetings held periodically accordingly with the meeting agenda based on provisions and accordingly to the Bank's needs. Each recommendation had been followed-up and there had been no intervention in the implementation of the Committee's tasks at BTPN Syariah;

- 3) There had been no conflict of interests in the implementation of of GCG principals at BTPN Syariah during semester II year 2020;
- 4) Compliance work unit is independent towards operational work unit. It is evident that from the organizational structure, Compliance Work Unit is separated from the operational work unit, and has no other task outside compliance functions. Director supervising compliance function had performed in accordance with the prevailing laws and regulations;
- 5) BTPN Syariah internal audit function implementation is based on the requirements and procedures which are in accordance with OJK's provisions and International Professional Practice Framework (IPPF). SKAI inspection report had been delivered to stake holders at BTPN Syariah and had been followed-up accordingly. SKAI implementation had been reviewed periodically by external auditor every 3 years. The latest esternal auditor's 3-Year review was delivered on May – July 2020 for April 1st 2017 – June 30th, 2020 period;
- 6) Appointment of Public Accountant (AP) process and/or Public Accountant Office (KAP) had been in accordance with the provisions referring to the General meeting of shareholders (GMS) resolutions. The audit process by KAP Shiddharta Widjaja & Partner (a member firm of KPMG) for financial year ending on December 31st, 2020 was carried out in semester II of 2020. KAP Shiddharta Widjaja & Rekan (a member firm of KPMG) asserts its independence and all audit process had been carried out accordingly with the accounting standard and GCG;
- 7) BTPN Syariah had applied updates on policies, system and procedure of BMPD under adequate process to ensure fund availability for related parties, the decision making in fund provisioning had been done independently;
- 8) BTPN Syariah had applied transparency on the financial and non-financial condition to the stakeholders and report compliancy had been carried out with in accordance with the prevailing provisions, for both sharia bank's provisions as well as public company's provisions. Corporate Report Transparency had been made available on the Company website, PT Bursa Efek Indonesia and The Financial Services Authority (OJK);
- 9) BTPN Syariah had ensured that Integrated Governance Implementation for Financial Conglomeration had been carried out in different sectors with the increasing of transaction complexity and interaction between Financial Service Institutions through the Integrated Good Governance Committee. The Committee's duties and responsibilities had been met properly during 2020 and the Integrated Good Governance Committee had compiled a Self Assessment on December 31st, 2020 as well as completed a study and granted approval for the latest Integrated Good Governance Policies, the 2020 Charter and Drafting of Corporate Charter in 2020;

- 10) BTPN Syariah ensures banking synergy with the Parent Company accordingly;
- 11) BTPN Syariah had prepared initial Sustainability Report 2019 (1 year earlier than required for level 2 of Commercial Bank Based on Business Activities - BUKU) and had been delivered on July 29th, 2020 and the transparency on the Sustainability Report had been made available on the website of BTPN Syariah;
- 12) BTPN Syariah's business plan had been prepared realistically, comprehensively, achievable by observing the prudence principles and has been delivered to The Financial Services Authority (OJK). BTPN Syariah had also delivered RBB Revision to anticipate the condition during Covid-19 pandemic by applying numerous adjustments in regard to the business condition, operational activity and target;
- 13) BTPN Syariah has applied a new work procedure for the Bank's system development and talents as a part of the platform development process as well as established new working environment to support the Bank's initiatives.

Negative Factor of the aspect of Governance Process at BTPN Syariah

- 1) With the forming of Sustainability Task Force at BTPN Syariah, supporting elements are required in the form of Drafting of Policies, Work Guidelines as well as adequate Sustainability Task Force Meeting Schedule and several adjustments on internal procedures to support living and social environment.

c. Governance Outcome

Positive factor of the Governance Process aspect at BTPN Syariah

The Board of Commissioners, the Board of Directors and the Sharia Supervisory Board are committed to achieve a sustainable business growth, and consistently improve the implementation of GCG. Every line of organization at BTPN Syariah works in collaboration to ensure the continuity of the commitment in implementing proper GCG, among which :

- 1) During the pandemic in 2020, BTPN Syariah had been in support of the Government Program regarding National Economy Recovery by providing aid program for customers to reduce installment burden which had been properly delivered to the public and made transparent;
- 2) GCG implementation accountability report by the Board of Commissioners, the Sharia Supervisory Board and the Board of Directors along with all supporting elements at the Bank for 2019 has been included in the Annual Report for Financial Year ending on 31 December 2019, delivered during the AGMS on 16 April 2020;
- 3) Business Plan Realization Report by the Board of Commissioners for Semester I, 2020, had been included in Report dated 29 July 2020, and delivered to Authority through letter number S.284/DIR/CPM/VII/2020 whereas the Semester II of 2020 Report will be delivered in January 2021;

- 4) Fulfillment of the corporate report obligation by the Board of Directors, as well as the monitoring function of the Board of Commissioners and the Sharia Supervisory Board in 2020 had been carried out accordingly with the provisions;
- 5) Meeting Resolutions of the Board of Commissioners, the Board of Directors and the Sharia Supervisory Board and Committees had been documented properly and followed-up on time and adequately based on the recommendations delivered in respective meetings;
- 6) Each Board of Commissioner's Committee has carried out its function in accordance with the prevailing regulations.
- 7) Implementation of risk management at Commissioner and Director levels has been carried out through Risk Management Committee and the Risk Monitoring Committee and the aforementioned Committees had carried out active and effective supervision through periodic corporate meetings and Committee reports;
- 8) There has been no conflict of interest in the implementation of GCG principles at BTPN Syariah during the year 2020;
- 9) Fulfillment of obligation for Report and Implementation of the duties of the Director of Compliance had been delivered in accordance with the provisions and on time;
- 10) Supporting structure and infrastructure at the Bank has been adequately and accordingly provided;
- 11) The Board of Directors supports adequate internal audit and follow up on the SKAI audit result and The Board of Directors had also ensured the availability of the Bank's internal audit function implementation report included in the Annual Report. SKAI had been objective in the auditing process accordingly with audit policies and procedures by taking into account the risk facing each work unit and based on the SPFAIB principles.p
- 12) External Audit Implementation in the Audit process by KAP Shiddharta Widjaja & Rekan (a member firm of KPMG) for financial year ending on 31 December 2020 was carried out in semester II of 2020 and the inspection is still on-going and BTPN Syariah will ensure that the audit result and Management letter will illustrate most of the problems the bank is facing as well as recommendations for improvement and audit result coverage shall be adjusted with the audit scope and the auditor is made certain to take an objective approach;
- 13) BTPN Syariah delivered Related Party Report every semester and should there be any revision, the report shall be delivered accordingly from time to time. Report on the provision of fund to related party had been delivered accordingly with the provisions;
- 14) With regard to compliance culture, BTPN Syariah has fulfilled obligation to report to The Financial Services Authority (OJK) and related authorities on time. BTPN Syariah has also complied with the obligation to provide information expose, by providing access to the

Trimester Publication of Financial Report online through reporting system to the Regulator and made a public announcement in national Newspapers and on the Bank's Website as mandated for Public Company, as well as other Information Expose activities and Press releases regarding corporate actions and Financial Performance along with other Corporate activities during Semester II of 2020.

- 15) BTPN Syariah ensured compliance in the obligation for annual report and self assessment every 6 (six) months, as sharia bank and integrated with the parent company;
- 16) Members of the Integrated Good Governance Committee who also reside as Independent Commissioner delivered meeting resolution of the Integrated Good Governance Committee periodically during The Board of Commissioners Meeting;
- 17) BTPN and BTPN Syariah had included Banking Synergy in the Bank's Business Plan (RBB) 2021-2023. Banking Synergy Report shall be carried out in the first Trimester of 2021 accordingly with the target set forth in the RBB report;
- 18) BTPN Syariah had prepared Sustainable Finance Action Plan 2020-2024 and Sustainability Report 2019. To apply the Sustainable Finance Action Plan, BTPN Syariah had formed Sustainability Task Force which supporting infrastructure shall be prepared.
- 19) In line with the Bank's usiness development, BTPN Syariah had consistently carried out Human Resource Development to support GCG principals implementation and sustainably implement programs for induction, training, refreshment and special certification for employees.

Negative Factor of the aspect of outcome at BTPN Syariah

- 1) During the Semester II (Q3) of 2020 period Sharia Financial Services Authority (OJK) has imposed penalty to the Bank due to human error factor, the amount of which was insignificant. BTPN Syariah had and will continue to improve processes and services;
- 2) Preparation for the 2020 Sustainability Report 2020 had become mandatory after BTPN Syariah's rank was moved up to BUKU 3 (Bank Umum berdasarkan Kegiatan Usaha—Commercial Bank Based on Business Activities) Category Bank whereas the preparation for Sustainability Report and Annual Report would be delivered at the same time.

BTPN Syariah continues to improve the overall outcome and implementation of good corporate governance in each of its organizational line so the on going process as well as the outcome remain in accordance with the prevailing provisions and in line with the Bank's vision and mission.

The Board of Commissioners, the Board of Directors and the Sharia Supervisory Board are fully committed to ensure that good corporate governance continued to be implemented.

corporate secretary

profile of corporate secretary

In BTPN Syariah, the role of Corporate Secretary is undertaken by the Director of Compliance, who is responsible for the dissemination of material information related to the performance of BTPN Syariah.

Corporate Secretary's profile is available on the The Board of Directors' Profile page. The Corporate Secretary resides in South Tangerang, Indonesia.

basis of reference

In compliance with the regulation POJK Number 35 and the Decree of the Board of Directors of PT Indonesian Stock Exchange Number Kep-00001/BEI/01-2014 dated 20 January 2014 concerning the Amendment to Regulation Number I-A., BTPN Syariah had reappointed its Director of Compliance, Arief Ismail, as the Corporate Secretary.

The reappointment of the Corporate Secretary was based on the Circular Decree of the Board of Directors Number 004/CIR/DIR/IV/2020 dated 16 April 2020 regarding the Reappointment of the Corporate Secretary of PT Bank Tabungan Pensiunan Nasional Syariah Tbk and stipulated in the Letter of Decree of the Board of Directors Number SK 002/DIR/CSL/IV/2020 dated 16 April 2020 regarding the Appointment of the Corporate Secretary dated 16 April 2020. On this appointment, BTPN Syariah had carried out information disclosure following the stipulation and stated it on the websites of the Indonesia Stock Exchange, the Capital Market, and BTPN Syariah.

The term of office of BTPN Syariah's Corporate Secretary was effective as of the signing of Circular Decree of the Board of Directors Number 004/CIR/DIR/IV/2020 dated 16 April 2020 until the closing of the Annual General Meeting of Shareholders that will be held in 2023 (corresponding to the term of office of the Board of Directors appointed pursuant to the Resolution of the Annual General Meeting of Shareholders dated 16 April 2020).

Brief description about Corporate Secretary in BTPN Syariah:

Name	: Arief Ismail
Address	: Menara BTPN, 12 th Floor CBD Mega Kuningan Jl. DR. Ide Anak Agung Gde Agung Kav. 5.5 – 5.6, South Jakarta 12950
Telephone	: +6221 300 26 400
Facsimile	: +6221 292 72 096
Email	: corsec@btpnsyariah.com

duties and responsibilities of corporate secretary in BTPN Syariah

The Duties and Responsibilities of the Corporate Secretary at BTPN Syariah referred to POJK Number 35/POJK.04/2014 and has been stipulated internally at BTPN Syariah. They include:

1. To follow the development of the Capital Market, particularly the prevailing laws and regulations on the Capital Market;
2. To provide advice to the Board of Directors and the Board of Commissioners of the Issuer or Public Company to abide by the laws and regulations in Capital Market;
3. To assist the Board of Directors and the Board of Commissioners in the implementation of corporate governance, among others:
 - a. Disclosure of information to the public, including providing information on the website of the Issuer or Public Company;
 - b. Timely Report submission to the Financial Services Authority (OJK);
 - c. To convene and document the General Meeting of Shareholders;
 - d. To convene and document the meetings of the Board of Directors and/or the Board of Commissioners; and
 - e. To conduct the Company's orientation program for the Board of Directors and/or the Board of Commissioners.

4. To serve as the liaison between the Issuer or Public Company and the shareholders of the Issuer or Public Company, the Financial Services Authority (OJK), and other stakeholders.

Following the rules and duties and responsibilities of the Corporate Secretary above, in 2020, the Corporate Secretary of BTPN Syariah had carried out activities in accordance with such provisions.

implementation of duties and responsibilities of corporate secretary at BTPN Syariah in 2020

In 2020, the Corporate Secretary at BTPN Syariah has carried out the duties and responsibilities as a realization of commitment to GCG implementation as a public company and as a sharia bank, among others:

1. Has ensured that BTPN Syariah participated in supporting the Government in the National Economy Recovery Program during the Covid-19 Pandemic by providing various conveniences to BTPN Syariah's financing customers in 2020. BTPN Syariah's programs and policies for its customers can be found in the Financial Performance and Business Outlook section of this 2020 Annual Report;
2. Has fulfilled the obligation of Information Disclosure by presenting the Annual Report, the Quarterly Financial Report, the Annual Financial Report, and the online Consolidation through a reporting system to the Regulator and making a public announcement through the national-scale newspapers and the Bank's website as mandated for public company;
3. Has ensured the fulfillment of obligation for Information Disclosure on the Monthly Report of the Shareholders Register or the Changes in Shareholder Structure through online reporting system to the Regulator and published them on the Bank's Website as a form of information disclosure;

4. For the fulfillment of the regulation of the Indonesia Stock Exchange stipulated in the Decree of the Board of Directors PT Indonesian Stock Exchange Number Kep-306/BEJ/07-2004 Regulation Number I-E concerning the Obligation to Provide Information Point V, BTPN Syariah had carried out the commitment for public expose on 25 August 2020 and has delivered the Report on Public Expose Implementation 2020 to the Financial Services Authority (OJK) and the Board of Directors of the Indonesia Stock Exchange (PT Indonesian Stock Exchange) on 28 August 2020 and has performed information disclosure for such purpose;

5. For the fulfillment of PBI Number 11/33/PBI/2009 concerning the Implementation of Good Corporate Governance for Sharia Bank and Sharia Business Unit and SEBI Number 12/13/DPBS concerning The implementation of Good Corporate Governance for Sharia Bank and Sharia Business Unit, PBI Number 15/13/PBI/2013 concerning Amendment to PBI 11/3/PBI/2009 concerning Sharia Bank, and POJK Number 33/POJK.04/2014 concerning the Board of Directors and the Board of Commissioners of Issuer or Public Company, BTPN Syariah had ensured that the overall process of the nomination process, submission, and appointment of the new member of the Board of Directors as per the regulations. All effective members of the Board of Directors, the Board of Commissioners, and the Sharia Supervisory Board have passed the Fit and Proper test by the Financial Services Authority (OJK);
6. For the fulfillment of the Financial Services Authority Regulation (POJK) Number 32/POJK.04/2014 concerning the Plan and Convening of the General Meeting of Shareholders in Public Company, BTPN Syariah had convened 1 (one) General Meeting of Shareholders, namely the AGMS, with mechanism and implementation in accordance with the prevailing regulations;

7. For the fulfillment of POJK Number 34/POJK.04/2014 dated 8 December 2014 concerning the Nomination Committee and Remuneration of Issuer or Public Company, the Board of Commissioners had re-stipulated the membership structure for the Nomination Committee and Remuneration at BTPN Syariah in 2020;
8. For the fulfillment of POJK Number 17/POJK.03/2014 dated 18 November 2014 concerning the Implementation of Integrated Risk Management for Financial Conglomeration and POJK Number 18/POJK.03/2014 dated 18 November 2014 concerning the Implementation of Integrated Governance for Financial Conglomeration, and by considering POJK Number 45/POJK.03/2020 dated 16 October 2020 concerning Financial Conglomeration, BTPN Syariah in coordination with PT Bank BTPN Tbk as the parent company has formed the Committee for Integrated Governance and has obtained its first Corporate Charter in 2020;
9. For the fulfillment of POJK 8/POJK.03/2014 concerning Health Rating Assessment for Sharia Bank and Sharia Business Unit and POJK Number 65/POJK.03/2016 concerning Risk Management Implementation for Sharia Bank and Sharia Business Unit, and by considering SE OJK Number 10/SEOJK.03/2014 concerning Health Assessment for Sharia Bank and Sharia Business Unit, BTPN Syariah has had risk management and internal control standards in place following the three lines of defense principle;
10. With respect to POJK Number 55/POJK.04/2015 concerning the Establishment and the Work Implementation Guidelines of the Audit Committee, the Board of Commissioners had stipulated the amendment to the membership composition of the Audit Committee at BTPN Syariah in 2020;
11. For the fulfillment of POJK Number 8/POJK.04/2015 concerning the Websites of Issuer or Public Company, the Corporate Secretary of BTPN Syariah has ensured periodic updates of the Bank's website and continued the efforts to refine the websites in accordance with the Bank's condition;
12. For the fulfillment of POJK Number 31/POJK.04/2015 concerning Information Disclosure or Material Facts by the Issuer or Public Company, the Corporate Secretary of BTPN Syariah has performed information disclosure, including with regard to the changes in the composition of the Board of Directors, the reappointment of the members of the Board of Commissioners and the Sharia Supervisory Board, amendments to the Articles of Association, changes in the Bank's Name, the Bank's rating improvement to Commercial Bank Business Activity (BUKU) Category 3, etc.;
13. For the fulfillment of POJK Number 29/POJK.04/2016 regarding the Annual Report of Issuer or Public Company, the Corporate Secretary of BTPN Syariah had submitted the Annual Report for the financial year ending on 31 December 2019 and has been approved by the Shareholders at the Annual General Meeting of Shareholders in 2020 and has been reported in accordance with the regulations and the Annual Report has been published on the Bank's Website;
14. For the fulfillment of POJK Number 13/POJK.03/2017 concerning the Engagement of the Services of Public Accountant and Public Accounting Firm in the Financial Services Activities and SE OJK Number 36/SEOJK.03/2017 concerning the Procedures for Engaging of the Services of Public Accountant and Public Accounting Firm in Financial Services Activities, and taking into consideration the limitation of engaging the services to audit the annual historical financial information from the same public accountant for a maximum audit period of 3 (three) consecutive financial years, BTPN Syariah had ensured that the appointment

- of a Public Accountant and/or Public Accounting Firm to audit the bookkeeping for the Bank for the financial year ending on 31 December 2020 was in accordance with the regulations. The Report on such Appointment of Public Accountant and/or Public Accounting Firm has been submitted to the Authority through the letter Number S.311/DIR/CSGC/VIII/2020 to the Executive Head of Capital Market Supervisory S.312/DIR/CSGC/VIII/2020 to the Indonesia Stock Exchange, and S.313/DIR/CSGC/VIII/2020 to the Sharia Bank Supervisory Department (DPBS);
15. For the fulfillment of POJK Number 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Services Institution, Issuer, and Public Company, BTPN Syariah had prepared the Sustainability Report of 2019 and prepared and submitted the Sustainable Financial Action Plan (RAKB) of 2021 to the Financial Services Authority (OJK);
 16. For the fulfillment of POJK Number 7/POJK.04/2018 concerning the Report Submission through Issuer or Public Company's Electronic Report System, BTPN Syariah has submitted the Reports periodically as per the regulations;
 17. For the fulfillment of POJK Number 1/POJK.03/2019 concerning the Implementation of Internal Audit Function in Commercial Bank, BTPN Syariah had ensured that the amendments of the Charter on the duties and responsibilities in the internal audit function implementation was in accordance with the regulations. The amendments of the Charter was made for the Charter of the Board of Commissioners, the Board of Directors, and Audit Committee and, for the Internal Audit Working Unit (SKAI) in particular, for the Audit Charter;
 18. For the fulfillment of POJK Number 28/POJK.03/2019 concerning Banking Synergy, BTPN Syariah has synergized with PT Bank BTPN Tbk as the parent company within single ownership to develop Sharia Banking;
 19. Has ensured that every line of the organization in BTPN Syariah has conducted reviews and updates on the Bank's existing internal regulations and procedures to ensure adherence to the prevailing regulations and the existing conditions, among which was the updates on the Bank's Main Policies, namely the Corporate Governance Policy and other operational policies;
 20. Has ensured that the implementation of the induction program and refreshment program for Executive Officers and Employees regarding the GCG Principles, including information dissemination on GCG Policies, Codes of Ethics, Corporate Regulations, as well as the Bank's Mission & Vision and Values, has been carried out periodically;
 21. Has ensured that the supervision process in Risk Management that comprised of, among others, the quality improvement of the Human Capital and fulfillment of Risk Management Certification and their refreshment programs, including the fulfillment with regard to the Members of the Board of Directors, the Board of Commissioners, and the Sharia Supervisory Board, has been met as per the banking regulations;
 22. Has ensured that BTPN Syariah maintained the commitment to perform self-assessment to create a culture to improve capabilities and compliance in a sustainable and measured manner.

training and certification program attended by BTPN Syariah corporate secretary in 2020

No	Training/Workshop	Organizer	Date
1	Webinar – Issuers Welcome the New Normal	Indonesian Stock Issuer Association	11 June 2020
2	Refreshment Program –Risk Management Certification Level 5 (Online)	EfektifPRO	28 July 2020
3	Socialization and Dissemination regarding Stock Market	Stock Market Financial Services Authority (OJK)	8 September 2020
4	Training – Personal Branding & Impactful Communication	TalkInc	10 September 2020
5	Training – Personal Branding & Impactful Communication	TalkInc	17 September 2020
6.	Refreshment Program - Risk Awareness for Board of Directors and the Management	Pasar Trainer	5 October 2020
7.	Corporate Culture	Indonesia Corporate Secretary Association	19 November 2020
8	CEO Networking Event – Building Resilience to Economic Recovery	Indonesia Stock Exchange	24 November 2020

BTPN Syariah press releases in 2020

No	Date	Description
1	5 March 2020	Financing Growth of 23.7% in 2019, Gaining More from Digitalization
2	16 April 2020	AGMS of BTPN Syariah Appoints Hadi Wibowo as President Director and Distributes First Dividend
3	29 April 2020	Q1 Performance: Encouraging Optimism Among Productive Poor
4	29 July 2020	Q2 Performance: Building Optimism Among Productive Poor Amid the Pandemic
5	25 August 2020	Public Expose 2020: Building Optimism Among Stakeholders Amid Challenges
6	20 October 2020	Q3 Performance: Productive Poor's Rising Optimism Amid the Pandemic

Disclosure of Information Report to DPBS of OJK, Capital Market OJK, Indonesian Stock Exchange, Other Institutions, and Websites PT Bank BTPN Syariah Tbk (As of 31 December 2020)

No.	Letter Number	Letter Date	Website		Subject	Description
1	S.006/DIR/CSL/I/2020	09 January 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 31 December 2019	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
2	S.036/DIR/CSL/II/2020	06 February 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 31 January 2020	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
3	S.051/DIR/CSL/II/2020	28 February 2020	OJK DPBS	√	Plan to Convene and Notification on the Schedule of BTPN Syariah's Annual General Meeting of Shareholders	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	-		
			BTPN Syariah's Website	√		
4	S.056/DIR/CSL/III/2020	05 March 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 28 February 2020	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
5	S.057/DIR/CSL/III/2020	05 March 2020	OJK DPBS	-	Submission of the Financial Statement and Proof of Advertisement on the Published Financial Statement as of 31 December 2019 (Audited) of PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
6	S.058/DIR/CSL/III/2020	05 March 2020	OJK DPBS	√	Submission of the Financial Statement and Proof of Advertisement of the Published Financial Statement as of 31 December 2019 (Audited) of PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
7	S.059/DIR/CSL/III/2020	05 March 2020	OJK DPBS	-	Submission of the Financial Statement and Proof of Advertisement of the Published Financial Statement as of 31 December 2019 (Audited) of PT Bank BTPN Syariah Tbk	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
8	S.065/DIR/CSL/III/2020	05 March 2020	OJK DPBS	√	Information Disclosure that Needs to be Publicly Available – Financing Growth of 23.7% in 2019, Gaining More from Digitalization	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
9	S.067/DIR/CSL/III/2020	06 March 2020	OJK DPBS	-	Explanation on the Implication of PSAK 71,72, and 73 Year 2020 Coming into Effect to PT Bank BTPN Syariah Tbk's Financial Statement	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	-		
			BTPN Syariah's Website	-		
10	S.069/DIR/CSL/III/2020	09 March 2020	OJK DPBS	√	Announcement on the Plan to Conduct BTPN Syariah's Annual General Meeting of Shareholders	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
11	S.079/DIR/CSL/III/2020	13 March 2020	OJK DPBS	√	Explanation on the Schedule for BTPN Syariah's Annual General Meeting of Shareholders	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
12	S.082/DIR/CSL/III/2020	24 March 2020	OJK DPBS	√	Invitation for BTPN Syariah's Annual General Meeting of Shareholders	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
13	S.083/DIR/CSL/III/2020	24 March 2020	OJK DPBS	-	PT BTPN Syariah Tbk's Annual Report 2019	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
14	S.084/DIR/CSL/III/2020	24 March 2020	OJK DPBS	-	PT BTPN Syariah Tbk's Annual Report 2019	
			Capital Market OJK	√		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
15	S.085/DIR/CSL/III/2020	24 March 2020	OJK DPBS	√	PT BTPN Syariah Tbk's Annual Report 2019	
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
16	S.086/DIR/CSL/III/2020	24 March 2020	OJK DPBS	√	Resubmission of Proof of the Published Quarterly Financial Statement as of 31 December 2019 (Audited) of PT Bank BTPN Syariah Tbk	
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
17	S.087/DIR/CSL/III/2020	24 March 2020	OJK DPBS	-	Resubmission of Proof of the Published Quarterly Financial Statement as of 31 December 2019 (Audited) of PT Bank BTPN Syariah Tbk	
			Capital Market OJK	√		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
18	S.088/DIR/CSL/III/2020	24 March 2020	OJK DPBS	-	Resubmission of Proof of the Published Quarterly Financial Statement as of 31 December 2019 (Audited) of PT Bank BTPN Syariah Tbk	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
19	S.114/DIR/CSL/IV/2020	09 April 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 31 March 2020	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
20	S.131/DIR/CSL/IV/2020	20 April 2020	OJK DPBS	√	Summary of Resolutions of the Annual General Meeting of Shareholders and the Schedule and Procedure for The Distribution of the Cash Dividend of BTPN Syariah	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
21	S.132/DIR/CSL/IV/2020	20 April 2020	OJK DPBS	√	Disclosure of Information on the Reappointment of BTPN Syariah's Corporate Secretary	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
22	S.136/DIR/CSL/IV/2020	20 April 2020	OJK DPBS	√	Disclosure of Information on the Changes in the Composition of the Board of Directors, the Board of Commissioners and Sharia Supervisory Board of BTPN Syariah	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange Net	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
23	S.137/DIR/CSL/IV/2020	20 April 2020	OJK DPBS	√	Disclosure of Information that Needs to be Publicly Available – AGMS of BTPN Syariah Appoints Hadi Wibowo as President Director and Distributes First Dividend	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
24	S.143/DIR/CSL/IV/2020	29 April 2020	OJK DPBS	-	Submission of the Financial Statement and Proof of Advertisement on the Published Financial Statement as of 31 March 2020 (Unaudited) PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
25	S.144/DIR/CSL/IV/2020	29 April 2020	OJK DPBS	-	Submission of the Financial Statement and Proof of Advertisement on the Published Financial Statement as of 31 March (Unaudited) PT Bank BTPN Syariah Tbk	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
26	S.145/DIR/CSL/IV/2020	29 April 2020	OJK DPBS	√	Submission of the Financial Statement and Proof of Advertisement on the Published Financial Statement as of 31 March 2020 (Unaudited) PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
27	S.146/DIR/CSGC/IV/2020	29 April 2020	OJK DPBS	√	Disclosure of Information Needs to be Publicly Available – Q1 Performance: Encouraging Optimism Among Productive Poor	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
28	S.148/DIR/CSGC/V/2020	04 May 2020	OJK DPBS	√	Reappointment of Members of the Audit Committee	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	-		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
29	S.151/DIR/CSC/V/2020	08 May 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 30 April 2020	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
30	S.164/DIR/CSGC/V/2020	14 May 2020	OJK DPBS	√	Submission of the Deed of Resolutions of BTPN Syariah's Annual General Meeting of Shareholders	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
31	S.167/DIR/CSGC/V/2020	14 May 2020	OJK DPBS	√	Report of the Changes of the Bank's Articles of Association	
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	-		
32	S.168/DIR/CSGC/V/2020	14 May 2020	OJK DPBS	√	Disclosure of Information of the Changes of BTPN Syariah's Articles of Association	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
33	S.179/DIR/CSGC/VI/2020	29 May 2020	OJK DPBS	√	Disclosure of Information regarding the Impact of the Covid-19 Pandemic for May 2020	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
34	S.185/DIR/CSGC/VI/2020	05 June 2020	OJK DPBS	√	Disclosure of Information of the Changes of The Name of the Bank	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
35	S.187/DIR/CSGC/VI/2020	05 June 2020	OJK DPBS	√	Disclosure of Information of the Change of the Composition of the Board of Directors, the Board of Commissioners and Syariah Supervisory Board (4 Directors)	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
36	S.196/DIR/CSGC/VI/2020	10 June 2020	OJK DPBS	-	Submission of Proof of Newspaper Advertisement concerning the Change of the Name of the Bank and Stipulation for the Use of Bank's Business Permit	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
37	S.202/DIR/CSGC/VI/2020	12 June 2020	OJK DPBS	-	Disclosure of Information Needs to be Publicly Available regarding the Impact of the Covid-19 Pandemic for June 2020	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	-		
38	S.208/DIR/CSGC/VI/2020	18 June 2020	OJK DPBS	-	Submission of the 2019 Annual Report of PT Bank BTPN Syariah Tbk	Among which was The Ministry of Law and Human Rights of the Republic Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		

No.	Letter Number	Letter Date	Website	Subject	Description	
39	S.220/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was the Ministry of Law and Human Rights of the Republic of Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		
40	S.221/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was Indonesian Consumers Foundation (YLKI)
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		
41	S.222/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was PT Bank BTPN Tbk
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		
42	S.223/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was SWA Magazine
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		
43	S.224/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was PT Fitch Ratings Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		
44	S.225/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was Indonesian Bank Association (PERBANAS)
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		

No.	Letter Number	Letter Date	Website	Subject	Description	
45	S.226/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was Institute for Economic and Social Research – Faculty of Economics and Business, University of Indonesia (LPEM-UI)
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		
46	S.227/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was Infobank Magazine
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		
47	S.228/DIR/CSGC/VI/2020	29 June 2020	OJK DPBS	-	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which was Lembaga Pengembangan Perbankan Indonesia (LPPi)
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	√		
			BTPN Syariah's Website	-		
49	S.246/DIR/CSGC/VII/2020	08 July 2020	OJK DPBS	√	Delivery of the 2019 Annual Report Book of PT Bank BTPN Syariah Tbk	Among which were PT Kustodian Sentral Efek Indonesia, PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
50	S.259/DIR/CSGC/VII/2020	13 July 2020	OJK DPBS	√	Disclosure of Information Regarding PT BTPN Syariah Tbk Officially Becoming A Category 3 of the Commercial Bank Business Activity (BUKU)	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
51	S.260/DIR/CSGC/VII/2020	14 July 2020	OJK DPBS	√	Disclosure of Information Needs to be Publicly Available regarding the Impact of Covid-19 Pandemic for July 2020	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
52	S.280/DIR/CSGC/VII/2020	29 July 2020	OJK DPBS	-	Submission of the Quarterly Financial Statement as of 30 June 2020 (Unaudited) of PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
53	S.281/DIR/CSGC/VII/2020	29 July 2020	OJK DPBS	√	Submission of the Quarterly Financial Statement as of 30 June 2020 (Unaudited) of PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
54	S.282/DIR/CSGC/VII/2020	29 July 2020	OJK DPBS	-	Submission of the Quarterly Financial Statement as of 30 June 2020 (Unaudited) of PT Bank BTPN Syariah Tbk	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
55	S.286/DIR/CSGC/VII/2020	29 July 2020	OJK DPBS	√	Submission of the Sustainability Report for the Financial Year of 2019	-
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
56	S.287/DIR/CSGC/VII/2020	29 July 2020	OJK DPBS	-	Submission of the Sustainability Report for the Financial Year of 2019	-
			Capital Market OJK Net	√		
			Indonesian Stock Exchange Net	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
57	S.288/DIR/CSGC/VII/2020	29 July 2020	OJK DPBS	-	Submission of the Sustainability Report for the Financial Year of 2019	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
58	S.290/DIR/CSGC/VII/2020	29 July 2020	OJK DPBS	√	Disclosure of Information Needs to be Publicly Available – Q2 Performance: Building Optimism Among Productive Poor Amid the Pandemic	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
59	S.295/DIR/CSGC/VIII/2020	05 August 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 31 July 2020	Among which were PT Kustodian Sentral Efek Indonesia and PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
60	S.305/DIR/CSGC/VIII/2020	18 August 2020	OJK DPBS	√	Disclosure of Information Needs to be Publicly Available regarding the Impact of the Covid-19 Pandemic for August 2020	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
61	S.306/DIR/CSGC/VIII/2020	18 August 2020	OJK DPBS	√	Submission of the Plan for Public Expose 2020 dated 25 August 2020	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
62	S.307/DIR/CSGC/VIII/2020	18 August 2020	OJK DPBS	√	Submission of the Public Expose 2020 Materials	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
63	S.311/DIR/CSGC/VIII/2020	19 August 2020	OJK DPBS	-	Report on the Appointment of Public Accountant and/or Public Accounting Firm to conduct Audit on the Historical Financial Information on 31 December 2020	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
64	S.312/DIR/CSGC/VIII/2020	19 August 2020	OJK DPBS	-	Report on the Appointment of Public Accountant and/or Public Accounting Firm to conduct Audit on the Historical Financial Information on 31 December 2020	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
65	S.313/DIR/CSGC/VIII/2020	19 August 2020	OJK DPBS	√	Report on the Appointment of Public Accountant and/or Public Accounting Firm to conduct Audit on the Historical Financial Information on 31 December 2020	-
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
66	S.317/DIR/CSGC/VIII/2020	26 August 2020	OJK DPBS	√	Disclosure of Information Needs to be Publicly Available – Building Optimism Among Stakeholders Amid Challenges	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
67	S.322/DIR/CSGC/VIII/2020	28 August 2020	OJK DPBS	√	Report on the Implementation of the Public Expose 2020	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
68	S.327/DIR/CSGC/IX/2020	07 September 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 31 August 2020	Among which were PT Kustodian Sentral Efek Indonesia and PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
69	S.350/DIR/CSGC/X/2020	07 October 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 30 September 2020	Among which were PT Kustodian Sentral Efek Indonesia and PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
70	S.363/DIR/CSGC/X/2020	20 October 2020	OJK DPBS	-	Submission of the Published Quarterly Financial Statement as of 30 September 2020 (Unaudited) of PT Bank BTPN Syariah Tbk	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		
71	S.364/DIR/CSGC/X/2020	20 October 2020	OJK DPBS	-	Submission of the Published Quarterly Financial Statement as of 30 September 2020 (Unaudited) of PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
72	S.365/DIR/CSGC/X/2020	20 October 2020	OJK DPBS	√	Submission of the Published Quarterly Financial Statement as of 30 September 2020 (Unaudited) of PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	-		
			Indonesian Stock Exchange	-		
			Other institutions	-		
			BTPN Syariah's Website	√		
73	S.367/DIR/CSGC/X/2020	20 October 2020	OJK DPBS	√	Disclosure of Information Needs to be Publicly available – Q3 Performance: Productive Poor's Rising Optimism Amid the Pandemic	-
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	-		
			BTPN Syariah's Website	√		

No.	Letter Number	Letter Date	Website	Subject	Description	
74	S.378/DIR/CSGC/XI/2020	09 November 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 31 October 2020	Among which were PT Kustodian Sentral Efek Indonesia and PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	-		
75	S.389/DIR/CSGC/XI/2020	20 November 2020	OJK DPBS	√	Disclosure of Information that Needs to be Publicly Available – PT Fitch Ratings Indonesia ("Fitch") Upgrades PT Bank BTPN Syariah Tbk's Rating as follows: National Long-Term Rating Upgraded to 'AAA(idn)' from 'AA+(idn)'; Outlook Stable	Among which was PT Kustodian Sentral Efek Indonesia
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	-		
76	S.395/DIR/CSGC/XII/2020	03 December 2020	OJK DPBS	-	Information on the Taxpayer Identification Number (NPWP) of PT Bank BTPN Syariah Tbk	-
			Capital Market OJK	-		
			Indonesian Stock Exchange	√		
			Other institutions	-		
			BTPN Syariah's Website	-		
77	S.399/DIR/CSGC/XII/2020	08 December 2020	OJK DPBS	√	Monthly Report on Shareholders Registration as of 30 November 2020	Among which were PT Kustodian Sentral Efek Indonesia and PT Datindo Entrycom
			Capital Market OJK	√		
			Indonesian Stock Exchange	√		
			Other institutions	√		
			BTPN Syariah's Website	√		

internal audit report

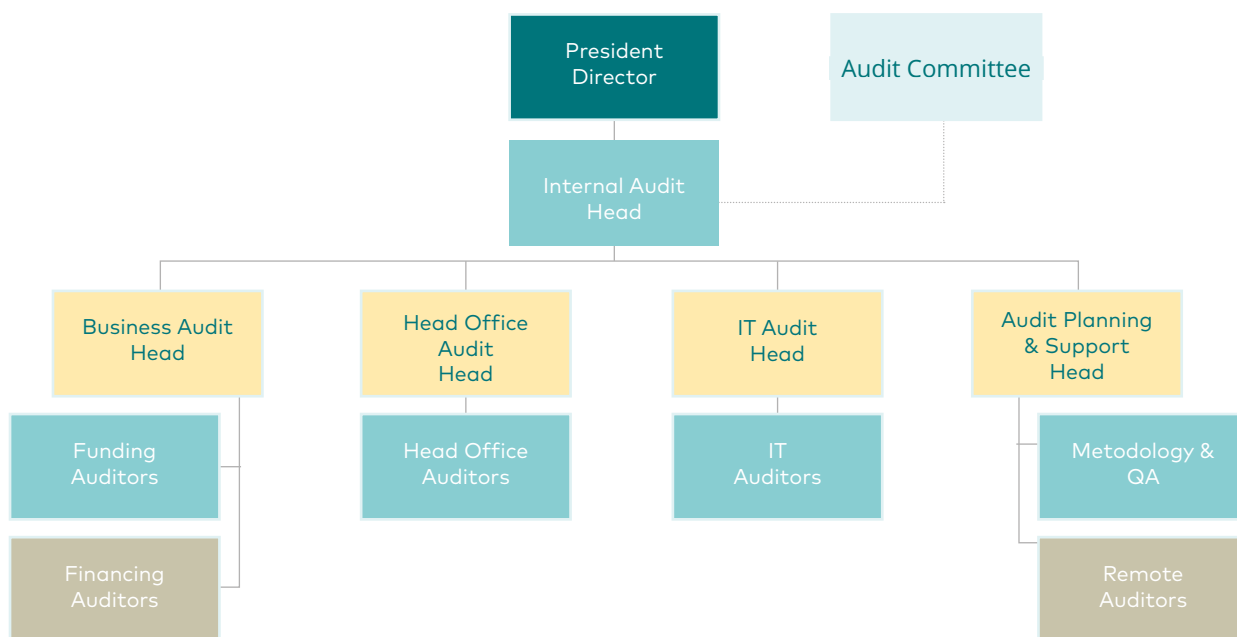
The Internal Audit is an independent task force which is a part of the Internal Control System as a third line of defense. The Internal Audit has an important role in helping the Bank achieve its goals, through independent and objective assurance and consultations, as an added value and to improve performance.

To serve such a function, the Internal Audit is orienting itself towards the Internal Audit Charter, official document number 11/Pedoman Kerja/CSL/IV/2020 containing the scope, responsibility and authority of the Internal Audit. The Charter solidifies the Internal Audit's position in the Bank's organization, its independence as well as work relations with external parties. The Internal Audit Charter also serves as an official confirmation that the Internal Audit is committed to uphold the internal auditor's the codes of ethics in carrying out its duty. The Internal Audit Charter is signed by the Board of Commissioners based on the recommendation of the Audit Committee and stipulated in the Board of Directors' Decree number SK.026/DIR/SKAI/XI/2020 dated 30 November 2020.

In carrying out its activities, the Internal Audit refers to the International Standard of Internal Audit Professional Practices from The Institute of Internal Auditor and Financial Services Authority (OJK) Regulation regarding the Implementation of Internal Audit's Function in Commercial Banks.

As an independent task force, the Internal Audit answers directly to the President Director, coordinates with the Audit Committee and is able to directly communicate with the Board of Commissioners to deliver various information about the audit. Therefore, the Internal Audit of BTPN Syariah has no responsibility nor chain of report to the management or any other parties connected with the operation of the Bank which could influence the result of the audit. Other than that, the independence of the Internal Audit is apparent in the appointment and dismissal of the Internal Audit Head by the President Director with the approval of the Board of Commissioners based on the recommendation of the Audit Committee. The appointment and dismissal of the Internal Audit Head is reported to the Financial Services Authority (OJK).

The Internal Audit organizational structure is as follows:



The Internal Audit Organization consists of 4 parts with functions as follows:

1. **Business Audit**
To conduct audits in the Business area that covers funding and financing businesses as well as to monitor audit result follow-ups.
2. **Head Office Audit**
To carry out audits in the Head Office area, covering the support function serving the Bank in general and to monitor the follow-up of the audit results.
3. **Information Technology Audit**
To carry out audit in the Information Technology area and to monitor the follow-up of the audit results.
4. **Audit Planning & Support**
Responsible for facilitating the process of Annual Audit Plan, the development of the Audit Methodology & Tools, the development of the Auditors, to carry out Audit in Quality Assurance, Remote Audit, Data Support & MIS, and Internal & External Regular Reporting.

Several provisions stipulated to accommodate an independent and objective internal audit function, include that the Internal Auditor is not allowed to have concurrent positions or to remain engaged with other operational activities, is not involved in operational decision making (only to give recommendations), and any duty assigned to the Internal Auditor must be free of Conflict of Interest both actual and potential. Other than that, the Internal Audit applies periodic duty restriction and has the right to determine and implement an audit method that meets the related professional and audit standards.

The Internal Audit refers to the codes of ethics as a guide for all auditors in carrying out their duties, including the obligation to uphold integrity, objectivity, maintain confidentiality, and always improve competence. As a form of commitment in implementation, each Internal Auditor must sign the internal audit codes of ethics every year.

The Internal Audit is led by Gatot Prasetyo who was appointed by the President Director with the approval of the Board of Commissioners in June 2017. The appointed official has more than 20 years' worth of experience in various banking areas, including Banking Operations, Operations Risk and Internal Audit. He also took a Risk Management Certification, Sharia Banking training and attended various Internal Audit seminars/forums held by the Institute of Internal Audit (IIA), the Association of Internal Bank Auditors (IAIB), the Financial Services Authority (OJK) and others. He also underwent different training for soft skill and leadership held by the Bank.

The Internal Audit's main duties are as follow:

- To aid the President Director and Board of Commissioners's monitoring duties by describing operational-wise the planning, implementation, as well as monitoring of the audit results.
- To produce analysis and assessment in the field of finance, accounting, operational, and other activities through audits.
- To identify all possibilities in order to improve and increase efficiency in the use of resources and funds.
- To provide improvement advice and objective information regarding the audited activities at all managerial levels.

To facilitate its activities in fulfilling its duty and function, the Internal Audit holds the following authority:

- To have access on all company's information (all functions in organization, records, employees, resources and funds as well as other Bank's assets) in connection with its duty and function.
- To allocate resources, determine frequency, select subject, and specify the scope of the audit activity needed to achieve the audit's purpose.

- To apply audit methods in accordance with the pertaining professional and audit standards and to make adjustments to match the real condition
- To receive necessary aid from the personnel of the audited unit as well as experts internally from the organization or externally
- Engaged in the audit assigned by the parent company (PT Bank BTPN) as part of the transfer knowledge and staff development
- To directly communicate with the Board of Directors, Board of Commissioners, Audit Committee and Sharia Supervisory Board (SSB) including through personal meetings without the Management's presence and to communicate with the Financial Services Authority (OJK) at the very minimum once every year
- To periodically and incidentally hold meetings with the Board of Directors, Board of Commissioners, and Audit Committee, as well as the Sharia Supervisory Board
- To coordinate with external auditor
- To attend strategic meetings without voting rights
- To ensure sufficient approval should there be a request for extension on the follow-up compliance target

The drafting of an internal audit plan is done using the risk based approach through 3 main stages, namely to identify the bank wide audit universe and group it into audit focus. The second stage is to assess residual risk of each audit focus based on 10 risks and the bank strategic plan and to prioritize it into the audit plan with the inputs from senior management. The audit plan is approved by the President Director and the Board of Commissioners

The large-scale social restriction (PSBB) throughout 2020 has affected the changes in the Bank's work process and risks.

With respect to the changes, in its role as a strategic partner through assurance and consultative services, in 2020, the Internal Audit has adjusted its audit plan. The adjustment of the 2020 audit plan includes the postponement of two thematic audits through remote audit activities (continuous auditing). The audit plan's adjustments have been approved by the President Director and the Board of Commissioners.

The 2020 audit plan's adjustments were an adjunct to the audit methodology's adjustments, especially the audits to the line of distribution by conducting off-site audit through data analytic, assessments using video calls, and confirmation to Customers per telephone. These adjustments to the methodology were conducted following the prevailing audit standards.

In 2020, the Internal Audit carried out audits according to plan :

1. Themed audit with a focus on the Bank's strategic initiative implementation and high risk areas
2. Audit on distribution front (financing area and branch offices)
3. Audit on functional unit
4. Mandatory Audit on Bank Indonesia Payment System and Internal Capital Adequacy Assessment Process (ICAAP).

Audit results have been used as one of the references for evaluation to improve policy, business and operational processes, infrastructure, as well as Human Resource Management. The Internal Audit overviews all follow-ups to the audit results to ensure that each problem had been solved and risks had been managed. To ensure this, each audit result and any follow-up is reported to the Board of Directors and to the Board of Commissioners through the Audit Committee. As of in the end of 2020, follow-ups to make improvements have been carried out according to the previously set schedule.

In order to improve audit quality, the Internal Audit continues to develop audit methodology and improves the audit program to suit existing development in the business process as well as best practices such as The Institute of Internal Auditors (IIA) and Information System Audit and Control Association (ISACA).

In 2020, Internal Audit reviewed the performance of the Internal Audit's function for the three-year term ending on 30 June 2020. The review was carried out by RSM Indonesia in reference to Bank Indonesia Regulation Number 1/6/PBI/1999 regarding the Standard Implementation of the Internal Audit's Function in Commercial Banks (SPFAIB), Bank Indonesia Regulation Number 9/15/PBI/2007, Bank Indonesia Circular Letter Number 9/30/DPNP, Financial Services Authority Regulation (POJK) Number 38/POJK.03/2016, Financial Services Authority (OJK) Circular Letter Number 21/SEOJK.03/2017, Number 13/POJK.03/2020 regarding the Implementation of Risk Management in the Use of Information Technology in Commercial Banks; and Financial Services Authority (OJK) Regulation Number 1/POJK.03/2019 regarding the Implementation of Internal Audit's Function in Commercial Banks. The review summary stated that BTPN Syariah's implementation of its Internal Audit's function from 1 April 2017 to 30 June 2020 had in general been in accordance with the stipulations in SPFAIB and POJK.

The Human Resource Development of the Internal Audit, was conducted by improving the skill and competence of auditors through certification and training programs both internally and externally. Training programs consist of external training (such as : Risk Mgt. & Ctrl. (Risk) Frameworks, Design Thinking, Reinventing modern day audit reports), internal sharing (such as : Three Tips for Better Audit Communications, Write Effective Audit Objectives, and Audit Finding vs Audit Issue.

As of 31 December 2020, the Internal Audit was supported by competent auditors with the following certificates: Certified Information Systems Auditor - CISA (3 People), Certified Bank Internal Audit - CBIA (13 People), Qualified Internal Auditor - QIA (2 People), and Chartered Accountant - CA (3 People). Other Human Resource Development of the Internal Audit was by attending professional audit conferences Held by Ikatan Auditor Intern Bank (IAIB) and Information Systems Audit and Control Association (ISACA).

training and certification program for internal audit in 2020

No	Month	Participant	Title of Training
1	January 2020	Gatot Prasetyo	Advanced Personal Branding & Public Speaking Class Training - Talk Inc: Erwin Parengkuan
		Gerry Taufan	
2	January 2020	Sugianto	Risk Management Certification Level 1 Training - Efektifpro
		Amrie Alfrieza	
		Gerry Taufan	
3	February 2020	Sugianto	Competency Test for Risk Management Certification Level I - LSPP
		Amrie Alfrieza	
		Amrie Alfrieza	
4	February 2020	Satria Bima	Cybersecurity Fundamentals (CSXF) Course - ISACA
		Fachmi Yunanto	
5	May 2020	Fachrur Rozi	"Risk Management & Control (Risk) Frameworks – IIA *)
6	May 2020	Dite C. Pawestri	External Review POJK 1/POJK.03/2019 – IAIB *)
		Agung Imami	
		Sugianto	
7	May 2020	Gerry Taufan	Analytic Data Science - IAIB *)
		Rida Ramdani	
8	May 2020	Fachrur Rozi	Risk Management Certification Refereshment Training Level 1-3*)
		Sri Wulan P . Lestari	
		Sugianto	
9	June 2020	Amrie Alfrieza	Certified Data Privacy Solutions Engineer (CPDSE) *)
		M. Irfan Fachrizal	
		Awan Vianto	
		Agung Imami	
		Samsul Arifin	
		Gerry Taufan	
10	July 2020	Yuniko Bastami	Design Thinking - SSCX *)
		Rida Ramdani	
		M. Radhiansyah	
		Rifky Chaerudin	
		Edy Purwanto	
		Dwinta Chaerani	
11	July 2020	Rida Ramdani	AML Detection - IAIB *)
12	July 2020	Sri Wulan P . Lestari	Reinventing modern day audit reports - Wolters Kluwer *)
		Gerry Taufan	
13	August 2020	Rida Ramdani	Training on Implemented Analytics at Work using Fraud Detection Case Case Fraud Detection - Imron Zuhri
		Mochamad Irfan F	
14	August 2020	Gerry Taufan	Risk Management Certification Training Level 2 *) - Muamalat Institute
		Amrie Alfrieza	
15	August 2020	Gerry Taufan	Competency Test for Risk Management Certification Level 2 - LSPP
		Amrie Alfrieza	

*)conducted online

The Internal Audit is committed to consistently increasing quality through comprehensive assessments with competent human capital and adopting audit profession standards to provide added values to the Bank.

compliance report

As a public company the level of compliance with the prevailing regulations must be improved, not only to comply with the OJK's but also with its regulations on the Capital Market as well as other provisions and regulators. The culture of compliance must be improved to the point where it becomes applicable throughout the entire organization.

In accordance with the plan for 2020, the strategy to improve compliance culture is focused on several areas :

1. Governance

- Supervision by the Board of Commissioners, Board of Directors and Sharia Supervisory Board was carried out both by structural mechanism in scheduled meetings and field survey.
- However, during the Covid-19 pandemic the supervision was conducted off site using available documents at the Bank system and online/virtual communication link through the Bank's communication technology
- The Bank continued to open access to an online portal containing external and internal regulations to provide an easy reference for employees seeking guidance at work.
- Monitoring of the period of provision continued to be carried out effectively, resulting in the internal provisions being synchronized with the prevailing external ones.
- With a work process based on the concept of relationship with the business unit, the internalization process of a regulation could take place faster, effectively and with a better quality.
- In February 2020, the Financial Services Authority (OJK) carried out an inspection and an exit meeting was held in May 2020. The commitment made to the regulator to make

the recommended improvements was properly met, even sooner than previously agreed.

- The compliance risk management process continued to be carried out properly to ensure that compliance risk potentials could be well mitigated, indicating that a culture of compliance had been properly implemented at the Bank.

2. Awareness

- Mandatory training effectively made each employee understand the training materials to allow their implementation on a daily basis.
- Various information to improve the compliance culture are being presented in an appealing and easily understandable manner using various media.
- To help deal with problems in compliance, a platform and helpdesk mechanism had been built, which would allow employees to easily ask and receive a fast and thorough response.
- Sharia Supervisory Board on-site visit, other than to take test samples on the implementation of sharia principles, was also to provide explanations and guidance on existing problems related to sharia principles so that awareness level on these principles could continue to improve.
- During 2020, and before the Covid-19 pandemic, onsite visits to KC and MMS were carried out in several regions and after the outbreak of the Covid-19 pandemic, SSB' supervision was conducted off site by taking samples from several KC and MMS regions. In addition, there had also been a test sample on Multi-finance Financing.

- Other than the sharia principles, awareness had also been promoted by making public all provisions of the POJK, SEOJK, PBI and PADG BI as well as other provisions.
- The socialization process of the APU PPT provision had also become the Bank's priority in order to improve awareness among the Bank's employees. The Bank has implemented a customer profile risk assessment using the most recent Risk Based Approach (RBA).

3. Assessment

- To ensure that the Bank's operations had been implemented in accordance with the regulations, a direct on-site checking mechanism was built for the SSB and other related teams.
- An Assessment was also conducted on the implementation of the APU PPT program to identify customers and the Bank's treatment based on the customer classification. This is to ensure that the Bank is protected from money laundering practices as well as terrorism funding.
- On-site assessments are being conducted so that employees could receive inputs and guidance to improve the existing process.

Other than the above, with regard to the implementation of the APU PPT program, BTPN Syariah implemented a Risk Based Approach (RBA) through the Risk Sectoral Assessment (RSA) method in accordance with the regulations of the Services Authority (OJK) as well as those of the PPAJK. With such an implementation, BTPN Syariah has been able to identify customers based on the available categories of Low, Medium and High. The implementation of the principle of know your customer well would keep BTPN Syariah

healthy and protected against any practice involving money laundering as well as funding of terrorism. A strong Compliance Culture will enable BTPN Syariah to grow rapidly and healthily.

In accordance with the corporate key strategy, to be able to carry out the 2020 work plan, the organizational Structure of the compliance function must be adjusted to existing needs, including to ensure the continued improvement of the Compliance Culture. Other than the Compliance Sharia and Advisory (CSA) functions, Compliance AML & CFT Compliance Development functions had also been developed to improve the tools and various concepts were formulated to facilitate employees' access to the provision portal containing reliable external and internal provisions as basis for their work. Policy and other provision updates continued to be made to ensure that the Bank is keeping up with the latest provisions from the regulator. The system and procedures continued to be improved to support all processes in the Bank so that they can run simply and securely.

With the above strategy implementation, a good Compliance Culture had been gradually shaped because every work unit had a thorough comprehension of all external and internal provisions. Because compliance is actually the responsibility of every part of the organization. The Bank's compliance to the prevailing regulations will reflect good corporate management, as well as become the basis for BTPN Syariah to grow rapidly and healthily.

To contribute, support and expedite such good intentions, the Bank set up a Compliance Helpdesk and established a relationship concept for a faster and more accurate response to accommodate the needs of every work unit with regards to clarification of external and internal provisions. Hopefully, with a fast and accurate information service on the provisions, a Compliance Culture could be applied in all parts of the organization.

Based on the activities, we have been able to deliver the following main achievements in 2020:

1. A Compliance Culture had been implemented in the Bank as shown in the fact that all prudential ratio could be kept at a good level, that there was no significant fine from the regulator and that all parameters for compliance risk profile showed positively that the composite grade was at risk level 1 (low)
2. The internalization of regulator's provisions had been carried out properly as shown by the punctual implementation of external and internal regulations. With the provision portal the Bank could monitor the review period so that it would always be in-sync with what was being stipulated .
3. All Bank commitments to the regulator could be met properly. Improvements on investigation results by the Financial Services Authority (OJK) in 2020 as well as other commitments, such as the implementation of APU PPT program based on a Risk Based Approach (RBA) as well as the implementation stage of GO AML were in line with the prevailing stipulations.
4. In accordance with the Minutes of Meeting of the AGMS, and the deeds of the Ministry of Justice and Human Rights, the name of the Bank was changed from PT Bank Tabungan Pensiunan Nasional Syariah Tbk into PT Bank BTPN Syariah Tbk. The Bank received the approval of the Financial Services Authority (OJK) and Bank Indonesia for the name change. Such an amendment was also reported to LPS, OJK's Capital Market as well as the Indonesian Stock Exchange and had also been made public through an Information Expose Report.

Such achievements were tied to the way the Bank faced challenges in 2020. The challenges in 2020 could be identified as follows :

1. The regulator issued so many regulations for the Bank to comply with. To update the regulations daily and to follow them up accordingly and for the Bank to comply with the prevailing regulations.
2. The large number of employees, spread across various regions, is prone to potential regulation violations. To ensure sufficient internal control and to periodically carry out inspections by the SSB to ensure compliance with the sharia principles, as well as for on-field customers; Other than that, to carry out compliance assessment to ensure that the Bank's operational implementation was in accordance with the prevailing rules, and to conduct a socialization of the regulations through a media communication accessible to all employees.
3. So many Financial Services Authority (OJK)'s reports must be delivered at different points in time, and to deal with this, the Bank was continuing to ensure that a reminder system functioned properly to prevent any delay in preparing the reports.

The Compliance culture must be improved because a good Compliance culture will support the rapid and healthy growth of the Bank. Compliance is the responsibility of every part of the organization. The Bank's compliance to the prevailing regulations will reflect good corporate management, as was shown by the many awards that the Bank had obtained. This serves as an indication that a Compliance culture had been implemented properly in every part of the organization of the Bank.

Entering its 6th year, Bank BTPNS has had a core capital of IDR 5 Trillion, categorizing it as a BUKU 3 category bank, showing the continuous function improvement of the internal Control. The coordination between the Compliance Division, Risk Management Division, and Legal Division had become more evident in supporting the business since the initial period up to the implementation evaluation. The application of Internal Control consolidation was aimed at mitigating compliance risks as well as other risks.

During the ongoing Covid-19 pandemic, the optimization of database use became very important. Even though on-site assessments were not possible, off site assessment could still be carried out. The Bank continues to innovate its simple and secure process as well as establish a better communication line to improve the Compliance culture. The application of Banking Synergy and Integrated Compliance Management with the parent company is a priority for 2021.

Other than concerns over the use of GO AML application as a reporting medium to the PPATK , the bank also had concerns about the implementation of customer risk profile assessment based on RBA using the most recent parameters.

To ensure that the Bank is free from corruption, efforts to socialize the integrity pact and the employees declarations to comply with the regulations and be against bribery will continue.

To follow up on what had been done in the previous year and to fulfill business demand to

develop rapidly and healthily, besides continuing the declared Compliance culture strategy, all services with compliance functions must be delivered in a friendly, fast and comprehensive manner.

By friendly, meaning that the communication and interaction with all work units in delivering the articles of the provisions should be in a language that could be more easily comprehensible to employees and should be accompanied by actual examples, procedures described in the form of flow charts so that they can be made more simple and secure, more socialization materials in different media that employees often use, and compliance test samples in compliance assessment were taken is both on-site and off site.

By fast, meaning that the needs of all work units for information and stipulation reviews could be met faster and with a measurable SLA so as to be reliable.

By complete, meaning that all problems and potential compliance risks could be properly and accurately identified, so that their root cause could be completely resolved to prevent a re-occurrence.

With the above mentioned activities, hopefully a good Compliance culture could be established as. compliance is actually the responsibility of every part of the organization. The Bank's compliance to the prevailing regulations will reflect good corporate management, as well as become the basis for the Bank's rapid and healthy growth.

committee report

board of commissioner's committee

It is undeniable that the pandemic has brought many changes. Various strategic adjustment steps had been taken by BTPN Syariah to deal with the work process and mechanism during the pandemic, without compromising the quality of service, by observing health protocols during every routine meeting and in the process of assisting customers.

From limited operational activity due to the large-scale social restrictions (PSBB) resulting in the temporary closing of many accesses to Wisma and Sentra, a work mechanism which must be adjusted to remote and online monitoring, limited work hours and rolling shift schedule to ensure that employees remain in health and protected from the spread of Covid-19, ensuring human resource availability to fill in pipelines for manpower in critical and remote areas, ensuring that employees exposed to the virus receive support from other employees, and preparing for emergencies both at the Main Office and on the field, directly.

BTPN Syariah's support for the Government's program of the National Economy Recovery (PEN) shows the Bank's high level of concern, as reflected by the issuance of installment break for customers whose business suffered from the pandemic, to give customers a chance to first recover from their situation by participating in an installment shift program as well as other programs offered by the Bank to ensure that the condition of customers would improve so that they may be able to continue their payments on time.

The policy showcases BTPN Syariah's mission of "together we create an opportunity for growth and a more meaningful life" as well as a manifestation of the vision to "establish BTPN Syariah as the best sharia commercial bank for inclusive finance and transform the lives of millions of Indonesians".

The Committee deems that in general, all business and operational activities have been carried out within the appropriate corridor despite the pandemic, and in accordance with proper GCG principles, with the support of infrastructure that provided sufficient provisions and procedures, and were updated periodically.

With regard to the conditions of the Covid-19 Pandemic, The Board of Commissioners, assisted by The Commissioners' Committee, has summarized, studied, and monitored, the various efforts and steps of a solid internal control, monitoring of risks that the Bank was facing, especially the operational risk related to the spread of Covid-19, to ensure the availability of human resource that is not only physically strong but also **#resilienttogether** in facing the pandemic, supported by the availability of up to date information technology equipment to help in achieving BTPN Syariah's targets in 2020.

The adherence to the GCG principles through the Commissioners' Committee continues in accordance with the provisions by taking an approach based on information technology in line with the direction from the government regarding attendance limitation at the main office, branch office and other areas where BTPN Syariah is located across Indonesia, simultaneously monitoring the condition and development to ensure that no violation occurs.

The committee has been coordinating periodically with members of the Board of Commissioners (who are not members of the Committee), in response to the monitoring of the strategic steps taken by the Board of Directors and Management and deemed that information had been delivered thoroughly to the members of the Committee and the Board of Commissioners at BTPN Syariah.

In order to comply with POJK 33/POJK.04/2014 regarding The Board of Directors and The Issuer Board of Commissioners or Public Company, article 28 (paragraph 5) that stated that the

Board of Commissioners must evaluate the performance of the Committee in assisting its duties and responsibilities, the Commissioners' Committee has compiled periodic reports that were evaluated by the Board of Commissioners. The Commissioners' Committee's report for 2020 has been managed properly.

risk monitoring committee

As mandated by Bank Indonesia Regulation Number 11/33/PBI/2009 regarding the Implementation of Good Corporate Governance for Sharia Bank and Syariah Business Unit, BTPN Syariah has formed a Risk Monitoring Committee.

charter of the risk monitoring committee

The Risk Monitoring Committee applies its own Charter in carrying out its duties and responsibilities, which among which regulate: the Organization, Membership Terms, Independence, Duties and Responsibilities, Committee's Authority, Work Ethics Meetings, Minutes of Meetings and Report, Accountability Report, Tenure, and Others.

During 2020, the Risk Monitoring Committee carried out an annual examination and approved Charter updates. The above-mentioned Guidelines has been made available on BTPN Syariah's website.

independency risk monitoring committee

1. An Independent Commissioner is a member of the Board of Commissioners with no financial and managerial ties, share ownership and/or being a member of the same family, with any other member of the Board of Commissioners, the Board of

Directors and/or Controlling Shareholders, or any other relations that may influence the ability to act independently;

2. An Independent Party is a party outside of the Bank with no financial and managerial ties, share ownership and/or being a member of the same family ,with the Board of Commissioners, the Board of Directors and/or Controlling Shareholder or any other relations which may influence the ability to act independently.

The independency of the Risk Monitoring at BTPN Syariah is evident in the appointment of the head of the Committee who is an Independent Commissioner, and there is no member of the Board of Directors who is a member of the Risk Monitoring Committee.

At the moment, the Risk Monitoring Committee of BTPN Syariah is chaired by an Independent Commissioner, 1 (one) Independent Commissioner, 1 Committee member who is also a member of The Board of Commissioners, and 1 (one) member who is an Independent Party.

During 2020, the Risk Monitoring Committee carried out its duties independently and there had been no conflict of interest at BTPN Syariah.

duties and responsibilities of the risk monitoring committee

In accordance with the latest Charter, Number 04/PedomanKerja/CSGC/X/2020 dated October 15, 2020, the Risk Monitoring Committee is assigned to provide and is responsible for providing an independent professional opinion to the Board of Commissioners on reports or other information submitted by the Board of Directors to the Board of Commissioners, as well as to identify points that the Board of Commissioners has to pay close attention to activities such as:

1. Preparing the Committee's annual activity plan, to be submitted to The Board of Commissioners for approval;
2. Providing independent professional opinions to the Board of Commissioners on reports or points related to risk management submitted by the Board of Directors to the Board of Commissioners, as well as identifying points that the Board of Commissioners has to pay close attention to;
3. Evaluating the risk appetite and limit that the Board of Commissioners must approve;
4. Analyzing how effective are the functions of the Risk Management Work Unit and the Risk Management Committee;
5. Evaluating the integrity of the Bank's risk management policy against its implementation;
6. Monitoring and evaluating the work performance of the Risk Management Committee and the Risk Management work unit in order to provide a recommendation to the Board of Commissioners;
7. Evaluating the Bank's risk management policy at least once a year;
8. Evaluating the implementation of the accountability of the Board of Directors's Risk Management Policy at least every three months;
9. Maintaining the confidentiality of all documents, data and information of the Bank;
10. Carrying out and giving the authority to investigate matters within the related duties;
11. Establishing a collaboration with an external consultant, accountant or other external parties that can provide suggestions or guidance to the Committee with regards to an investigation, to seek various related information from employees of parties involved based on the request of the Committee;
12. Other duties not mentioned above, assigned from time to time by the Board of Commissioners to the Committee according to its functions and duties as necessary.

composition of the risk monitoring committee

The most recent Risk Monitoring Committee Membership Structure of BTPN Syariah is based on the stipulation in Letter of Decree of The Board of Directors Number SK.024/DIR/CSGC/X/2020 dated 15 October 2020 regarding The Risk monitoring Committee's Composition.

The most recent composition of the Risk monitoring Committee, as of 31 December 2020 is as follows:

No	Name	Position	Date of Appointment
1	Dewie Pelitawati (Independent Commissioner)	Chairman of Committee and concurrent Member	13 June 2014
2	Kemal Azis Stamboel (President Commissioner/Independent)	Committee Member	17 April 2015
3	Mahdi Syahbuddin (Commissioner)	Committee Member	1 October 2015
4	Tika Arundina (Independent Party)	Committee Member	14 February 2019

Note : Term of office 2020-2023

During 2020, there had been a change in the Risk Monitoring Committee Membership Structure, after one of the independent party resigned due to the end of their tenure. The appointment of the members of the Risk Monitoring Committee for 2020 was approved by the Board of Commissioners.

The forming of membership of the Risk Monitoring Committee was in compliance with and with regard to, the terms and competence in accordance with the GCG principles.

BTPN Syariah engaged in an information expose regarding the structural change in the Risk Monitoring Committee in 2020 in accordance with the prevailing provisions.

authority of the risk monitoring committee

Referring to the latest Charter of The Risk Monitoring Committee, the authority of the Risk Monitoring Committee includes:

- In connection to its duty, the Committee is authorized to gain full, free and unlimited access to information regarding employees, funds, assets and other resources of the Bank;
- In applying its authority, the Committee is under the obligation to collaborate with the Risk Management Task Unit, and/or other units deemed necessary.

term of office of the risk monitoring committee

1. The tenure of a Committee member must not exceed the tenure of the Board of Commissioners, as regulated in the Articles of Associations and a Committee member is eligible for another period of tenure;
2. If a member of the Board of Commissioners who had become Head of The Committee resigned before the end of his tenure as Commissioner of The Bank, the position of Head of the Committee shall be filled by an Independent Commissioner;

3. Should a Committee member's tenure end and based on the provisions, the member would not be eligible for re-appointment, whereas at the same instance, the Board of Commissioners has yet to be granted the right to appoint a new member of the Committee, the existing Committee membership shall be extended until the Board of Commissioners gains the right to appoint a new Committee member.

profiles of the risk monitoring committee's members

The Risk Monitoring Committee Member Profile is available in the profile of the members of the Board of Commissioners and the Independent Party in this Annual Report.

meeting policy of the risk monitoring committee

1. Committee Meetings are carried out periodically as needed by the Bank, the minimum of which is in compliance with the provision regarding the minimum number of meetings of the Board of Commissioners, viz. 6 (six) meetings in 1 (one) year. The Board of Directors and or the Board of Commissioners may determine a higher number of scheduled meetings as necessary and as previously agreed upon;
2. Committee meetings can only be carried out if attended by at least 51% (fifty one per one hundred) of the total number of members, including one Independent Commissioner and one Independent Party;
3. Committee Meeting Decrees are resolved based on deliberation. In the event that deliberation fails to reach a resolution, the decision making shall be done by vote;
4. Committee Meetings are by the Head of the Committee;

5. If the Head of the Committee is not present, one of the attending members of the Committee could be appointed to lead the meeting;
 6. Committee meeting's resolutions shall be recorded in the Minutes of Meeting and be properly documented;
 7. Dissenting opinions in a meeting, must be clearly indicated in the Minutes of Meeting along with the cause;
 8. The Committee may also come up with a legitimate resolution without holding a Committee Meeting, provided that all members of the Committee has been informed in written and each has given their approval regarding the matter proposed in writing, by signing the circular of approval. Such resolution hold the same validity as decisions made legitimately in Committee Meetings.
- As of 31 December 2020, the Risk Monitoring Committee had discussed matters and provided recommendations such as on:
1. The compilation and approval of the plan and work program for 2020 as well as the Charter;
 2. The supervision of the Risk Management Committee's duties and the monitoring of risk exposure arising from the Bank's business activities;
 3. The supervision of the Bank's risk profile, capital adequacy, and the Bank's Health Rating;
 4. The recommendations and suggestions provided provided to improve the Bank's work performance, among which are: to carry out an examination on piloting activities, to pay attention to data security especially during work from home, and completing the tracking of any ongoing legal case.

report of work of the risk monitoring committee

The Risk Monitoring Committee has been actively providing recommendations to the Board of Commissioners. Up to December 31, 2020, the Risk Monitoring Committee had held 6 (six) meetings and there has been no circular resolution. Therefore, during 2020 the Risk Monitoring Committee's meetings had been in compliance.

In carrying out their duties and responsibilities, all members of the Risk Monitoring Committee have been consistent with their supervising task at BTPN Syariah. In accordance with the Government's guidelines regarding meetings and face-to-face activities during the Covid-19 pandemic, the Committee carried out online visits during 2020, covering numerous regions in Surabaya, Garut, Semarang, Banda Aceh, Kediri, Bima Dompu, Bandar Lampung, and Prabumulih in Sumatra.

The Risk Monitoring Committee at BTPN Syariah has complied with all its commitments during 2020 as stated in the Risk Monitoring Committee's periodical reports to the Board of Commissioners.

During the Covid-19 pandemic, and with regard to the Government guidelines regarding Indonesia's large-scale social restrictions (PSBB) and restriction on formal meetings, almost all of the Risk Monitoring Committee's meetings for 2020 has been held online, prioritizing health protocols, and for efficiency for members of the Committee and members of the Board of Commissioners. The functions of the online meetings have remained fundamentally the same and with regard to corporate governance, with Minutes of Meeting and the circular resolution, covering the matter of the Risk Monitoring Committee's work plan for 2020 as well as the follow-ups which had been properly carried by the Risk Monitoring Committee.

audit committee

As mandated by Bank Indonesia Regulation Number 11/33/PBI/2009 regarding the Implementation of Good Corporate Governance for Syariah Bank and Syariah Business Unit, BTPN Syariah has formed an Audit Committee.

As a Public Company, the forming of the Audit Committee along with the fulfillment of its duties and responsibilities at BTPN Syariah had been done with regard to POJK Provision Number 55/POJK.04/2015 dated 23 December 2015 regarding The Forming and Work Implementation Guidelines of Audit Committees.

charter of the audit committee

The Audit Committee applies Charter in the execution of its duties and responsibilities, among which are to regulate: the Organization, terms of membership, independence, duties and responsibilities, the Committee's authorities, work ethics, meetings, Minutes of Meetings, Accountability Report, tenures, and Others.

During 2020, the Audit Committee carried out an annual examination and had given its approval to update the Charter. The above-mentioned Guidelines has been made available on BTPN Syariah's website.

independency of the audit committee

1. An Independent Commissioner is a member of the Board of Commissioners with no financial or, managerial ties,, share ownership and/or being a member of the same family, with other member of the Board of Commissioners, the Board of Directors and/or Controlling Shareholder, or any other relation that may influence the ability to act independently;

2. Independent Party is a party outside of the Bank with no financial or managerial ties, share ownership and/or being a member of the same family, with the Board of Commissioners, the Board of Directors and/or Controlling Shareholder or any other relation which may influence the ability to act independently.

The Audit Committee's independence in BTPN Syariah is evident in the appointment of the Committee Head who is an Independent Commissioner, that there is no member of the Board of Directors who is a member of the Nomination and Remuneration Committee. The Nomination and Remuneration Committee has complied with the provision stating that a member of the Board of Commissioners who is also a member of the Committee must be an Independent Commissioner.

At the moment, the Audit Committee at BTPN Syariah is composed of 2 (two) Committee members who are Independent Commissioners and 1 who is an Independent Party.

During 2020, members of the Independent Audit Committee stated their independence from the Bank as stipulated in the Statement Letter regarding Independence. The aforementioned document was properly managed by the Corporate Secretary.

During 2020, The Audit Committee carried out its duties independently and there had been no conflict of interest at BTPN Syariah.

duties and responsibilities of the audit committee

The Audit Committee, based on the latest Charter Number 02/PedomanKerja/CSGC/VIII/2020 dated 27 August 2020, was assigned to provide independent professional opinions to the Board of Commissioners regarding reports or other matters submitted by the Board of Directors to the Board of Commissioners as well as to identify matters requiring the Board of Commissioners' attention, among which are:

1. Preparing an annual activity plan to be approved by the Board of Commissioners;
2. Helping the Board of Commissioners in ensuring the effectiveness of the Bank's Internal Audit Task Force (SKAI) and the Board of Directors in following up audit revisions;
3. Carrying out financial reviews that the Bank will release such as financial reports, projections and other financial information and to ensure that the financial report is in accordance with the prevailing accounting standard.
4. Analyzing Bank's compliance with stipulations in the capital market and the prevailing regulations;
5. Providing recommendations to the Board of Commissioners on the appointment of a public accountant to be submitted during the General meeting of shareholders (GMS). The recommendations should be based on the independence, scope of assignment, and fee as well as to ensure that the audit by the public accountant is carried out in compliance with the prevailing regulations.
6. Analyzing the objectivity of the Public Accountant Office and that the audit by the Public Accountant Office had been done in accordance with prevailing audit standards;
7. Analyzing the adequacy of the inspection carried out by the Public Accountant Office, to ensure that all of the major risks had been put under consideration;
8. Reviewing and reporting to the Board of Commissioners on claims that may have arisen in connection with the Bank;
9. Reviewing complaints in connection with the process in accounting and reporting of the Bank's finance;
10. Maintaining the confidentiality of all Bank's documents, data and information;
11. Carrying out and granting the authority to carry on an investigation within its duties, as deemed necessary;
12. Establishing cooperation with an external consultant, accountant or other external party that are providing advice to the Committee or members in connection with an investigation, seeking various related information from employees while employees are asked to cooperate and comply with the Committee's requests;
13. Providing independent opinions should there be dissent of opinions between the management and the public accountant regarding the service provided.

composition of the audit committee

The latest composition of Audit Committee of BTPN Syariah is based on a stipulation in Decree Letter of The Board of Directors Number 023/DIR/CSGC/X/2020 dated 15 October 2020 regarding The Audit Committee Structure

The Audit Committee's composition as of 31 December 2020 is as follows:

No	Name	Position	Date of Appointment
1	Kemal Azis Stamboel (President Commissioner/ Independent)	Chairman of Committee and concurrent Member	13 June 2014
2	Dewie Pelitawati (Independent Commissioner)	Committee Member	17 April 2015
3	Tika Arundina (Independent Party)	Committee Member	14 February 2019

Note : Term of office 2020-2023

During 2020, there has been a change in The Audit Committee Membership Structure, where one of the independent party resigned due to the end of his or her tenure. The appointment of the Members of The Audit Committee at BTPN Syariah had been approved by the Board of Commissioners.

The forming of The Audit Committee was in compliance with, and with regard to, the terms and competence in accordance with the GCG principles.

BTPN Syariah conducted an information expose regarding the structural change in The Audit Committee in 2020 in accordance with the prevailing provisions.

authority of the audit committee

Referring to the latest Charter of the Audit Committee, the Audit Committee's authority includes:

1. The Committee is authorized to gain full, free and unlimited access to information regarding employees, funds, assets and other Bank's resources in relation to the implementation of its tasks, including other authorities granted by the Board of Commissioners;

2. In exercising its authority, the Committee will cooperate with SKAI and other units deemed necessary;
3. To involve an independent party outside of the members of the Audit Committee to help complete the task (if deemed necessary).

tenure of the audit committee

1. Committee member's tenure must not exceed that of the Board of Commissioners as regulated in the Articles of Associations and the committee member is eligible for another period:
2. Should the Committee Head or a member of the Audit Committee resign before the end of tenure, an Independent Commissioner shall assume the position.
3. Should the tenure of a member of the Audit Committee, end and that based on the provisions the member is not eligible for re-appointment, whereas at the same instance, the Board of Commissioners had yet to be granted the right to appoint a new member of the Audit Committee, the existing Committee membership shall be extended until the Board of Commissioners appoints a new Committee member

profiles of the audit committee members

The Audit Committee Member Profile is available in the profile of the members of The Board of Commissioners and the Independent Party in this Annual Report.

meeting policy of the audit committee

1. The Committee will hold meetings as necessary or as set forth by the provision, equal to the Board of Commissioners' meetings of 4 (four) meetings in a year. The Board of Commissioners may determine a higher number of scheduled meetings as necessary and as previously agreed upon;
2. Committee meetings can only be carried out if attended by at least 51% (fifty one per one hundred) of the total number of members, including one Independent Commissioner and one Independent Party;
3. Committee Meeting Decrees are resolved based on deliberation. In the event that deliberation fails to reach a resolution, the decision making shall be done by vote;
4. Committee Meetings are led by the Head of the Committee.
5. If the Head of the Committee Head was not present, one of the attending members of The Committee could be appointed to lead the meeting;
6. Committee meeting resolutions are recorded in Minutes of Meetings and should be properly documented;
7. Dissenting opinions in the meeting, must be clearly indicated in the Minutes of Meeting along with the cause;
8. The Committee may also come up with a legitimate resolution without holding

a Committee Meeting provided that all members of the Committee had been informed in written form and each had given their approval regarding the matter proposed in writing by signing the circular approval. Such decisions share the same validity as decisions made legitimately in Committee Meetings.

9. A meeting between the SKAI and the Committee without the management being present is held at the minimum of 1 (one) meeting in a year;
10. A meeting between the Audit Committee and the Compliance Work Unit without the management being present is held at the minimum of 1 (one) meeting in a year;
11. A meeting between the Committee and External Auditor without the management being present is held at the minimum of 1 (once) in a year after the completion of the financial report.

statement regarding the effectiveness of internal control system of the audit committee

The Audit Committee carried out an examination, evaluation, and supervision and deemed that the internal control system at BTPN Syariah had been running effectively and adequately, including control over financial, operational, compliance to the laws and regulations.

report of the audit committee

During 2020, the Audit Committee has carried out supervision tasks on Internal Audit and assisted the supervision of the Board of Commissioners. As of 31 December 2020, the Audit Committee had held 8 (eight) meetings and issued 3 (three) Circular Resolutions. Therefore during 2020 The Audit Committee meetings had been complied with the prevailing regulations.

In completing their duties and responsibilities, all members of The Audit Committee had been consistent with their supervising task at BTPN Syariah. In accordance with the Government's guidelines regarding meetings and face-to-face activities during the Covid-19 pandemic, the Audit Committee carried out online visits during 2020 covering numerous regions in Surabaya, Garut, Semarang, Banda Aceh, Kediri, Bima Dompu, Bandar Lampung and Prabumulih in Sumatera.

During 2020, the Audit Committee had made recommendations to the Board of Commissioners and carried out several things such as:

1. Compiling a work agenda and program of the Audit Committee in 2020;
2. Periodically monitoring and evaluating the Bank's financial performance;
3. Examining the Bank's Financial Report proposal;
4. Providing a recommendation for a Public Accountant Office for 31 December 2020, financial report audit;
5. Providing a recommendation for an external independent quality control to conduct a review on SKAI's work performance from April 2017 to 30 June 2020;
6. Providing a recommendation regarding the result of the review of the Internal Audit Charter;
7. Providing strategic recommendations to support SKAI in carrying out its duties and responsibilities;
8. Providing recommendations for the Audit Plan 2021, based on the review on the aforementioned;
9. Monitoring and evaluating the implementation and inspection by SKAI during 2020 and monitoring the commitment to the follow up of the findings;

10. To monitor the Bank's implementation on compliance with the prevailing regulations;

11. Monitoring actions on and case handling of internal fraud cases;

12. Carrying out examinations of the Charter of the Audit Committee;

13. Monitoring the Bank's strategic steps.

The Audit Committee at BTPN Syariah has complied with all the commitments during 2020 as stated in the periodical Audit Committee Reports to the Board of Commissioners periodically.

During the Covid-19 pandemic, and with regard to the Government guidelines regarding Indonesia's large-scale social restrictions (PSBB) and restriction on formal meetings, almost all of the Audit meetings for 2020 were held online, prioritizing health protocols and for efficiency for members of the Committee and members of the Board of Commissioners, while their functions remained fundamentally the same and with regard to corporate governance, with Minutes of Meeting which had been compiled, complete with a circular resolution, covering matters regarding all of the Audit Committee's work plan for 2020 as well as the follow-ups which had been properly carried out by The Audit Committee.

nomination and remuneration committee

As mandated by Bank Indonesia Regulation Number 11/33/PBI/2009 regarding the Implementation of Good Corporate Governance or Sharia Bank and Sharia Business Unit, BTPN Syariah has formed a Nomination and Remuneration Committee.

As a Public Company, the forming of the Nomination and Remuneration Committee at BTPN Syariah along with the fulfillment of its duties and responsibilities had been done with regard to POJK Provision Number 34/POJK.04/2014 dated 8 December 2014,

regarding The Nomination and Remuneration Committee of Issuer or Public Company.

charter of the nomination and remuneration committee

The Nomination and Remuneration Committee at BTPN Syariah applies its own Charter in carrying out its duties and responsibilities, which among others regulates on: the Organization, Membership Terms, Independence, Duties and Responsibilities, Remuneration Policy of The Board of Commissioners, The Sharia Supervisory Board and The Board of Directors, Committee's Authority, Work Ethics Meetings, Minutes of Meetings, Report Accountability, Tenure, and Others.

independency of the nomination and remuneration committee

- 1. An Independent Commissioner** is a member of The Board of Commissioners with no financial and managerial ties, share ownership and/or being a member of the same family, with other member of the Board of Commissioners, the Board of Directors and/or Controlling Shareholder, or any other relations that may influence the ability to act independently;
- 2. Independent Party** is a party outside of the Bank with no financial and managerial ties, share ownership and/or being a member of the same family, with the Board of Commissioners, the Board of Directors and/or Controlling Shareholder or any other relation which may influence the ability to act independently.

The Nomination and Remuneration Committee's independence at BTPN Syariah is evident in the appointment of the Committee

Head who is an Independent Commissioner, there are no members of the Board of Directors who is a member of the Nomination and Remuneration Committee. The Nomination and Remuneration Committee has complied with the provision stating that members of the Remuneration should as stipulated, consist of 3 (three) people, members of Independent Commissioner must consist of at a minimum of 2 (two) people.

The Nomination and Remuneration Committee at BTPN Syariah at the moment consists of 2 (two) people who are Independent Commissioners, 1 member of The Committee who is a member of the Board of Commissioners, and 1 (one) member who is an Executive Officer supervising the field of human capital.

During 2020, the Nomination and Remuneration Committee had carried out its duties independently and no conflict of interest was found at BTPN Syariah.

duties and responsibilities of the nomination and remuneration committee

The Duties and authority of The Nomination and Remuneration Committee are based on the latest Charter of The Nomination and Remuneration Committee Number 03/PedomanKerja/CSGC/X/2020 dated 15 October 2020.

The committee is assigned to provide independent professional opinion to the Board of Commissioners on reports or other matters submitted by the Board of Directors to the Board of Commissioners as well as to identify points that the Board of Commissioners have to pay close attention to, among which covers activities such as:

1. In connection with remuneration policy:

- a. Evaluating the remuneration policy;
- b. Evaluating the conformity between the remuneration policy and the implementation of the policy;
- c. Providing recommendations to the Board of Commissioners regarding the remuneration policy for the Board of Commissioners, the Board of Directors, the Sharia Supervisory Board;
- d. Carrying out reviews and providing recommendations to the Board of Commissioners regarding employee remuneration strategy in a high level manner by taking into account internal and external factors.

2. In connection with nomination policy:

- a. Providing recommendations to the Board of Commissioners regarding the composition of the members of the Board of Directors and/or the Board of Commissioners;
- b. Compiling and providing recommendations to the Board of Commissioners to be delivered in the General meeting of shareholders (GMS) regarding the system and procedure for appointing and/or replacing members of the Board of Commissioners and the Board of Directors;
- c. Providing recommendations to the Board of Commissioners to be delivered in the General meeting of shareholders (GMS) regarding candidates to become members of the Board of Commissioners, the Board of Directors and the Sharia Supervisory Board;

- d. Providing recommendations to the Board of Commissioners regarding the Independent Party who will become members of the Audit Committee and the Risk Monitoring Committee;
- e. Assisting the Board of Commissioners assess the work performance of the Board of Directors and/or the Board of Commissioners;
- f. Compiling a competence development program for members of the Board of Directors and/or the Board of Commissioners.

3. The Committee must ensure that remuneration policy is at the minimum in accordance with:

- a. The financial performance;
- b. In compliance with Bad Debt Reserves as regulated in prevailing provisions;
- c. Fairness with peer group; and
- d. The Bank's long term aim and strategy considerations.

4. Maintains the confidentiality of all documents, data and information of the Bank;

5. Tasks other than those stated above, assigned from time to time by the Board of Commissioners to the Committee in accordance with its functions, when deemed necessary.

composition of the nomination and remuneration committee

The most recent composition of the Nomination and Remuneration Committee at BTPN Syariah is based on the stipulation in the Board of Directors Decree 025/DIR/CSGC/X/2020 dated 15 October 2020 regarding Member Structure of The Nomination and Remuneration Committee

The most recent composition of the Nomination and Remuneration up to 31 December 2020 is as follows:

No	Name	Position	Date of Appointment
1	Kemal Azis Stamboel (President Commissioner/ Independent)	Chairman of Committee and concurrent Member	13 June 2014
2	Dewie Pelitawati (Independent Commissioner)	Committee Member	13 June 2014
3	Mahdi Syahbuddin (Commissioner)	Committee Member	7 April 2015
4	Yenny Lim (Commissioner)	Committee Member	2 September 2019
5	Sulistyo Yuwono (Human Capital Head)	Committee Member concurrently residing as Committee Secretary	13 March 2017

Note: term of office of 2020-2023

The formation of the Nomination and Remuneration Committee had been in compliance with and with regard to the terms and competence in accordance with GCG principles.

authority of the nomination and remuneration committee

- In connection to its duties, the Committee is authorized to gain full, free and unlimited access to information regarding employees, funds, assets and other Bank's resources;
- In carrying out its authorities, The Committee must collaborate with the Directorate supervising Human Resource and other units, as well as be authorized to appoint a consultant as necessary.
- If a member of the Board of Commissioners who had become the Head of the Committee resigned before the end of his or her tenure as Commissioner of the Bank, the Head of the Committee position shall be assumed by an Independent Commissioner;
- Should the tenure of a member of the Committee, end, and that based on the provisions it was not possible to reappoint, whereas at the same time, the Board of Commissioners is yet to be eligible to appoint a member of the Committee, then the existing Committee membership shall be extended until the Board of Commissioners is eligible to appoint a new member;

tenure of the nomination and remuneration committee

- Committee member's tenure must not exceed that of the Board of Commissioners as regulated in the Articles of Associations and the Committee member is eligible for another period:
- The replacement for Committee members who do not come from the Board of Commissioners must be done at the latest 60 (sixty) days as from the aforementioned member being no longer able to carry out his or her functions.

profiles of the nomination and remuneration committee members

The Nomination and Remuneration Committee Member Profile is available in the profile of the members of the Board of Commissioners and Executive Officer supervising Human Resource in this Annual Report.

meeting policy of the nomination and remuneration committee

1. The Committee holds periodic meetings at a minimum of once every 4 (four) months or based on the Board of Commissioners' request.
2. Committee meetings can only be carried out if attended by at least 51% (fifty one per one hundred) of the total number of members, including one Independent Commissioner and an Executive Official.
3. Committee Meeting Decrees are resolved based on deliberation. In the event that deliberation fails to reach a resolution, the decision making shall be done by vote;
4. Committee Meetings are lead by the Head of the Committee;
5. If the Head of the Committee was not present, one of the attending members of The Committee could be appointed to lead the meeting;
6. Committee meeting resolutions must be recorded in Minutes of Meeting and be properly documented;
7. Dissenting opinions in the meeting, must be clearly indicated in the Minutes of Meeting along with the cause;
8. The Committee may also come up with a legitimate resolution without holding a Committee Meeting provided that all members of the Committee had been informed in written form and each had given their circular approval regarding the

matter proposed in writing by signing the circular approval. Such decisions share the same validity as decisions made legitimately in Committee Meetings.

report of the nomination and remuneration committee

During the Covid-19 pandemic, and with regard to the Government guidelines regarding Indonesia's large-scale social restrictions (PSBB) and restriction on formal meetings, all of the Nomination and Remuneration Committee's Meetings for 2020 had been held online, prioritizing health protocols and for efficiency, for members of the Committee and members of the Board of Commissioners, while their functions remained remaining fundamentally the same and with regard to corporate governance, with Minutes of Meeting which had been compiled and completed with the circular resolution, covering the matter regarding all of the Nomination and Remuneration Committee's work plan for 2020 as well as the follow-ups which had been carried out properly by the Nomination and Remuneration Committee.

Throughout 2020 the Nomination and Remuneration Committee conducted 1 (one) out of the 3 (three) planned physical meetings of the community, resulting in 4 (four) Circular Resolutions of the Nomination and Remuneration Committee with recommendations as follows:

1. Committee Recommendation regarding member nomination of the Board of Directors, the Board of Commissioners and The Sharia Supervisory Board for the 2020 - 2023 period;
2. Committee Recommendation regarding the structure of the Management Board, Board of Supervisors, and The Sharia Supervisory Board, and the total remuneration for 2020 for the Board of Commissioners, the Sharia Supervisory Board and the Board of Directors;

3. Committee Recommendation regarding submission of member candidates for the Board of Directors in OJK's Fit and Proper Test 2020;
4. Committee Recommendation regarding the renomination of the Chief of Financing Business as Director;
5. Committee Recommendation regarding the affirmation of the determination of the recommendation on the renomination of member candidates for the Board of Directors in OJK's Fit and Proper Test 2020.

The Nomination and Remuneration Committee of BTPN Syariah has completed all its commitments during 2020 as stated in the Nomination and Remuneration Committee Report under the acknowledgement of the Board of Commissioners, taking into consideration all members of the Board of Commissioners who are currently in office, as well as members of the Nomination and Remuneration Committee.

meeting of the board of commissioners' committee

During the 2020 Covid-19 pandemic, the meeting frequency, circular resolution, and attendance of the Board of Commissioners' Committee are as follows:

No.	Name	Audit Committee	Risk Monitoring Committee	Nomination & Remuneration Committee
1	Kemal Azis Stamboel	8/6	6/6	1/3
2	Dewie Pelitawati	8/6	6/6	1/3
3	Mahdi Syahbuddin	-	6/6	1/3
4	Yenny Lim	-	-	1/3
5	Lucy Susiana Noor*	2/6	1/6	-
6	Tika Arundina	8/6	6/6	-
7	Sulistyo Yuwono**	-	-	1/3

* Lucy Susiana Noor no longer resides as a member of The Audit Committee and The Risk Monitoring Committee as of 16 April 2020

** Secretary of the Committee

number of circular resolutions of the board of commissioners' committee in 2020

Audit Committee	Risk Monitoring Committee	Nomination and Remuneration Committee	Integrated Governance Committee
3 (three)	No Circular Decree Found	4 (four)	No Circular Decree Found

integrated governance committee

Implementation of Corporate Governance at BTPN Syariah is based on Bank Indonesia Regulation No 11/33/PBI/2009 dated 7 December 2009 regarding the Implementation of Good Corporate Governance for Syariah Bank and Syariah Business Unit, SEBI 12/13/DPBS dated 30 April 2020 regarding the Implementation of Good Corporate Governance for Syariah Bank and Syariah Business Unit as well as PBI Number 15/13/PBI/2013 regarding the Amendment on PBI Number 11/3/PBI/2009 regarding Syariah Bank.

formation of the integrated governance committee

The forming of an Integrated Governance Committee at BTPN Syariah is in accordance with the Otoritas' direction as stated in POJK Number 17/POJK.03/2014 dated 19 November 2014 and POJK Number 18/POJK.03/2014 dated 18 November 2014 regarding Integrated Governance Implementation for Financial Conglomerate and SE OJK Number 15/SEOJK.03/2015 dated 25 May 2015 regarding the Implementation of Integrated Governance for Financial Conglomerate, as well as in respect to POJK Number 45/POJK.03/2020

composition integrated governance committee

The Integrated Governance Committee Membership Structure nominated by BTPN Syariah refers to Letter Number S.241/DIR/LG/V/2017 dated 30 May 2017 addressed to BTPN as the Parent Company regarding nomination of members of the Integrated Governance Committee.

Composition of the Integrated Governance Committee structure up to 31 December 2020 is as follows :

No	Name	Position
1	Irwan Mahjudin Habsjah (Independent Commissioner BTPN)	Chairman and Member
2	Ninik Herlani (Independent Commissioner BTPN)	Member
3	Dewie Pelitawati (Independent Commissioner BTPN Syariah)	Member
4	Muhamad Faiz (Sharia Supervisory Board Members BTPN Syariah)	Member

dated 14 October 2020 regarding Financial Conglomerates.

The main entity, which is the Main Financial Service appointed in the SMBC Group financial conglomerate and Financial Service Institution. Members are as stipulated as of 1 March 2019 and had been reported to the Financial Services Authority (OJK) on 4 March 2019, namely:

1. LJK Main Entity:
PT Bank BTPN Tbk
2. LJK Member Entity:
PT Bank BTPN Syariah Tbk

duties and responsibilities of the integrated governance committee

In accordance with Charter The Integrated Governance Committee's duties and responsibilities are at the least:

1. Evaluating the implementation of an Integrated Governance at the minimum through an adequacy assessment for internal control and the implementation of the integrated compliance functions; and
2. Providing recommendations to the Board of Commissioners of the Parent Company to improve the Integrated Governance Guidelines.

meeting of the integrated governance committee in 2020

During 2020 the Integrated Governance Committee conducted 3 (three) online meetings to respond to the Covid-19 pandemic and the did not issue Circular Resolution.

Discussion highlights and agenda of meetings of the Integrated Governance Committee in 2020 among others include:

No	Dated	Discussion and Meeting Highlights
1	05 February 2020	<ol style="list-style-type: none"> 1 Anti-Fraud Management Update – BTPN and BTPNS 2 Self-Assessment Implementation of Integrated Management Report (as of 31 December 2019) 3 Implementation of Integrated Management Evaluation (as of 31 December 2019) 4 Regularly Updated
2	05 August 2020	<ol style="list-style-type: none"> 1 Fraud Risk Management Update BTPN - BTPNS 2 Evaluation of the Implementation of Integrated Financial Conglomerate SMBC Group 3 Report on the Self-Assessment of Integrated Financial Conglomerate SMBC Group 4 Syariah Banking Synergy
3	10 November 2020	<ol style="list-style-type: none"> 1 Banking Synergy Report Preparation 2 Provision Update : POJK 45/POJK.03/2020 3 2021 Work Plan

report of the integrated governance committee in 2020

During 2020, the Integrated Governance Committee conducted an examination and evaluation in line with its duties and responsibilities, among which are:

1. Evaluating the implementation of an Integrated Governance through an Internal Control Adequacy Assessment, Good Corporate Governance, anti-fraud implementation evaluation, implementation of integrated compliance functions;
2. Conducting Self-Assessment and Implementation of Integrated Governance Implementation Report during Semester I 2020 and Semester II 2020 to be submitted at the beginning of 2021;
3. Reporting activities related to the completion of duties and responsibilities of the Integrated Governance Committee to the Board of Commissioners of the Main Entity;

4. Conducting a study and approving the Charter of The Integrated Governance Committee 2020;

5. Conducting a study and approving the Policy for The Integrated Governance Committee year 2020.

corporate charter 2020

In accordance with POJK Number 45/POJK .03/2020 dated 14 October 2020 regarding Financial Conglomerates (POJK 45) that in order to maintain a healthy financial service industry with high competitive value, financial conglomerate needed to be take steps. This is in accordance with the readjustment of financial service institutions having ownership and/or control in various financial sectors following the issuance of an OJK stipulation on the criteria and scope of financial conglomerates with respect to their impact on the stability of the financial system. The readjustment is aimed at improving the efficiency and effectiveness of risk-based monitoring.

As a form of commitment to the implementation of Good Corporate Governance within Financial Conglomerates, BTPN Syariah with its Main Entity, PT Bank BTPN Tbk, formulated a Corporation Charter for 2020 which included matters as set forth in POJK 45 with regards to Corporate Charters, including on the duties and responsibilities of the governance of Financial Conglomerates between the Main entity and Member Financial Service Institutions of Financial Conglomerates, adjusted to the characteristics and complexity of the business of Financial Conglomerate

Corporate Charter 2020 had been approved and signed by The Board of Directors of PT Bank BTPN Tbk as the Main Entity and The Board of Directors of BTPN Syariah as The Board of Directors of the Financial Service Institution member of Financial Conglomerate.

The Corporate Charter 2020 has been submitted to the Financial Services Authority (OJK) by the Main Entity in line with what is stipulated.

implementation of banking synergy at BTPN Syariah

In reference to Financial Services Authority (OJK) Regulation Number 28/POJK.03/2019 dated 14 November 2019 regarding Banking Synergy under Common Ownership for Sharia Banking Development, that states that in order to improve the efficiency of the national banking industry and the development of sharia banking, a banking synergy was needed in the form of collaborations between Sharia Bank and Commercial Bank sharing ownership by optimizing the Commercial Bank's resources to support the activities of the Sharia Banks which will add value for both the Sharia Bank and for the Commercial Bank.

The Implementation of this Banking Synergy required the availability of Sharia banking services to an unfamiliar public, therefore BTPN Syariah was committed to provide access and consistently remain in compliance with the implementation of the principle of caution in the face of the escalating risk that both banks may face in the process.

To establish a synergy with PT Bank BTPN Tbk as the Parent Company, which is a Commercial Bank, BTPN Syariah has carried out various strategic cross-division coordination in order to synchronize the fulfillment of needs as stated in the updated Cooperation Agreement and in supporting document availability for the preparation of a Banking Synergy Report. Internally, BTPN Syariah has conducted an examination on the compatibility of supporting infrastructure, namely on internal provision and procedure at BTPN Syariah synchronized with the Parent Company.

The Integrated Management Committee, which is a Committee with members from representatives of the Parent Company and BTPN Syariah, bears the responsibility of carrying out the monitoring on the implementation of the Banking Synergy between both entities. The Committee has conducted an examination and gave its approval to the Policy and Charter of the Corporate Governance Committee regarding its duties and responsibilities in the field of Banking Synergy monitoring.

The Banking Synergy Report 2020 shall be submitted to BTPN Syariah's Compliance Division and to the Financial Services Authority (OJK)'s Sharia Banking Supervisor with copies to the Commercial Bank Supervisor and to the Parent Company in line with what is stipulated.

board of directors' committee

With respect to the implementation of good corporate governance/GCG, and to improve the effectiveness of the duties, responsibilities and work quality of the Board of Directors, BTPN Syariah has formed a Directors' Committee.

asset and liabilities committee/ALCO

In accordance with the latest Decree Letter of The Board of Directors Number 018/DIR/CSGC/VIII/2020 dated 10 August 2020 regarding the ALCO Membership Structure in which the Committee membership is ex officio in nature, it should consist at the minimum of:

	Committee Structure	Membership - ex officio
Members with Voting Right	Chairman	President Director
	Committee Secretary	Executive Officer in the field of Treasury and FI appointed by the Board of Directors in the field of Finance & Operations
	Committee Member	Director supervising Funding & Fee Based Business
	Committee Member	Chief of Financing Business
	Committee Member	Director in the field of Finance & Operations
	Committee Member	Executive Officer in the field of Risk Management
	Committee Member	Executive Officer in the field of Business Planning & Assurance
	Committee Member	Executive Officer in the field of Retail & Wholesale Funding
Members without Voting Right	Permanent Invitation	Officer appointed by Executive Officer in the field of Risk Management someone who supervises Liquidity & Market Risk
	Permanent Invitation	Officer appointed by Executive Officer in the field of Treasury and FI, someone who supervises Treasury and FI

The forming of ALCO had been in compliance and with regard to the terms and competence in accordance with GCG principles.

duties and responsibilities of ALCO

The Duties and Responsibilities of the ALCO are based on the latest Charter ALCO Number 06/PedomanKerja/CSGC/VIII/2020 dated 10 August 2020, and are as follows:

1. Developing, examining and implementing a strategy, guidelines and policies of the Asset Liability Management (ALMA);
2. Periodically monitoring the Bank's liquidity position using progress in primary and secondary reserves as references;
3. Periodically monitoring the progress and strategy of third-party funds as well as Financing;
4. Examining the progress and projection of the overall economic condition to formulate a policy;
5. Determining signs/boundaries and guidelines on risk management and control effecting Liquidity Management Market Risk;
6. Evaluating and determining the pricing of Funding and Financing Reward Level and Funds Transfer Price (FTP) or account incentives between offices to optimize fund investments, minimize fund cost, and preserve the Bank's balance sheet structure in accordance with the strategy of ALMA Bank;

7. Evaluating the reward level risk position of the Bank and ALMA strategy to ensure that the Bank's risk taking position had been consistent with the purpose of the reward level risk management;
8. Reviewing the Bank's performance and wealth status and financial obligation in order to examine the impact of the Committee's previous decision against the purpose of the Bank;
9. Evaluating the current result with budget projection or the Bank's business plan;
10. Delivering information to the Board of Directors regarding any progress in related stipulations and regulations which affected the strategy and policy of ALMA.

there was no circular resolution. Meetings were routinely held in the second week of every month. Meetings can be held anytime as deemed necessary with a request from one of the members of the Committee.

The ALCO Committee has discussed and provided recommendations to the Board of Directors among others regarding the macro economic condition, forecast and pricing on funding and financing, fund allocation, indicators of measurement, and liquidity & yield risk monitoring. They included a review on Treasury portfolio threshold/limit, review on threshold/limit of existing liquidity risk which is a part of tools used in liquidity risk control, determine gross yield, management of secondary reserve, development of the money market and fixed income market, discussion on category-based deposit yield composition, and also the socialization of new investment instrument for both money market as well as fixed income instruments, and the socialization of the latest regulations relating to Treasury.

ALCO committee report

During 2020, the ALCO Committee held 12 (twelve) online and offline meeting combined, in accordance with the Charter of ALCO, and

ALCO committee meeting

Name	Position	Number of Meetings
Mulia Salim ^(a)	Chairman of ALCO Committee	3/12
Taras Wibawa Siregar ^(b)	Member of ALCO Committee	2/12
Gatot Adhi Prasetyo	Member of ALCO Committee	11/12
Hadi Wibowo ^(c)	Chairman of ALCO Committee	9/12
Fachmy Achmad	Member of ALCO Committee	12/12
Dharma Putera	Member of ALCO Committee	7/12
Hari Pudjo Santoso	Member of ALCO Committee	8/12
Shita Satyawati Priandani	Member of ALCO Committee	12/12
Dwiyono Bayu Winantio	Member of ALCO Committee	10/12
Antonius Priyadi*	Secretary of ALCO Committee	12/12

Notes:

- (a) Mulia Salim no longer resides as ALCO Committee Head due to end of his tenure as a Member of The Board of Directors as of the closing of the Annual General meeting of shareholders (AGMS) dated 16 April 2020
- (b) Taras Wibawa Siregar no longer resides as a member of Committee ALCO due to end of tenure as a Member of The Board of Directors as of the closing of the Annual General meeting of shareholders (AGMS) dated 16 April 2020
- (c) Hadi Wibowo had been appointed as ALCO Committee Head succeeding Mulia Salim, effective upon appointment as a member of The Board of Directors as of the closing of the Annual General meeting of shareholders (AGMS) dated 16 April 2020

* Committee Secretary

information technology steering committee

In accordance with the latest Decree Letter of The Board of Directors Number 017/DIR/CSGC/VIII/2020 dated 10 August 2020 regarding the establishment of the Information Technology Directional Committee Membership Structure in which Committee membership is ex officio in nature and should at the minimum consists of:

	Committee Structure	Membership - ex officio
Members with Voting Right	Chairman	Director in the field of Information Technology task force
	Committee Secretary	Executive Officer in the field of Information Technology appointed by the Director in the same field.
	Committee Member	Chief of Financing Business
	Committee Member	Director in the field of Funding & Fee Based Business
	Committee Member	Director in the field of Finance & Operations
	Committee Member	Executive Officer in the field of Risk Management
Members without Voting Right	Permanent Invitation	Executive Officer in the field of Human Capital
	Permanent Invitation	Executive Officer in the field of Business Planning & Assurance
	Permanent Invitation	Executive Officer in the field of Business Development
	Permanent Invitation	Executive Officer in the field of Operations

The formation of the Information Technology Directional Committee was in compliance with and with regard to the terms and competence in line with GCG principles.

duties and responsibilities of the information technology steering committee

The duties and responsibilities of the Information Technology Directional Committee are based on the latest Charter Number 07/Pedomankerja/CSGC/VIII/2020 dated 10 August 2020 that states that the Committee is responsible for providing recommendation to the Board of Directors at the minimum regarding:

1. Information Technology Strategic Plan in line with the strategic plan of The Bank's business activities;
2. Developing main policies, standards, and procedures regarding Information Technology;
3. Ensuring the conformity between approved Information Technology projects with the Information Technology Strategic Plan, information management needs and the Bank's business activity needs;
4. Ensuring the Conformity between Information Technology project implementation with the project charter;
5. Effectiveness of steps taken in minimizing risk in Bank's investments in Information Technology sector so that such investments may contribute in achieving The Bank's business purposes;
6. Monitoring of Information Technology's performance and improvement efforts;
7. Efforts to resolve various problems relating to Information Technology which could not be solved by user task force and the Information Technology provider in an effective, efficient and accurate manner;
8. Adequacy and allocation of the Bank's resources.

report of information technology steering committee

During 2020, the Information Technology Steering Committee held 4 (four) online and offline meeting combined, in accordance or in compliance with the stipulation in the Charter of The Information Technology Directional Committee, and there was no circular resolution. The Information Technology Steering Committee discussed and provided recommendations to the Board of Directors, among others on:

1. Starting the year 2020 by implementing initiatives in Information Technology to make improvements in the business process and TUR technology, initiative to upgrade the banking core system which supports Funding business and to develop the organization of data management and information security (CISO);
2. With the change in the organizational structure of the Bank, among which is the Information Technology organization as an effort to establish Sharia Digital Ecosystem for Unbanked and improve Information Technology's performance to support business and operation of The Bank;
3. Improving the Bank's strategic capability by initiating Core Banking System T24 R19 having core banking sharia features which are integrated, having the flexibility for integration with other systems, high performance and ease in switching over to DR;
4. The recovery ability for recovery of the Core Banking System application for T24 and Prospera on full weekdays which had been carried out as an initiative in infrastructure development to support a digital ecosystem and ready to operate in a normal condition or during a disaster.

meeting of information technology steering committee

Name	Position	Number of Meeting
Mulia Salim ^(a)	Chairman of IT Steering Committee	1/4
Ratih Rachmawaty ^(b)	Member of IT Steering Committee	1/4
Taras Wibawa Siregar ^(b)	Member of IT Steering Committee	0/4
Hadi Wibowo ^(c)	Chairman of IT Steering Committee	3/4
Fachmy Achmad ^(d)	Member of IT Steering Committee	3/4
Dwiyono Bayu Winantio	Member of IT Steering Committee	3/4
Gatot Adhi Prasetyo	Member of IT Steering Committee	4/4
Hari Pudjo Santoso	Member of IT Steering Committee	2/4
Dharma Putera	Member of IT Steering Committee	2/4
Robertus J. Hadisurya ^{*(f)}	Secretary of IT Steering Committee	2/4
Yudi Sukendro ^(e)	Secretary of IT Steering Committee	2/4

Notes :

- (a) Mulia Salim no longer resides as Information Technology Steering Committee Head due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020
- (b) Ratih Rachmawaty and Taras Wibawa Siregar no longer reside as members of The Information Technology Steering Committee due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020
- (c) Hadi Wibowo had been appointed as The Information Technology Steering Committee Head succeeding Mulia Salim, effective upon appointment as a member of The Board of Directors as of the closing of the AGMS dated 16 April 2020
- (d) Fachmy Achmad had been appointed as a member of The Information Technology Steering Committee effective upon appointment as a member of The Board of Directors as of the closing of the AGMS dated 16 April 2020
- (e) Yudi Sukendro no longer resides as a member and secretary of The Information Technology Steering Committee as of 10 August 2020 due to resignation;
- (f) Robertus J. Hadisurya was appointed as member of the Information Technology Steering Committee, replacing Yudi Sukendro.

*Committee Secretary

human capital committee

In accordance with the latest Decree Letter of The Board of Directors Number SK.016/DIR/CSGC/VIII/2020 dated 10 August 2020 regarding the establishment of The Human Capital Committee Membership Structure in which Committee membership is ex officio which at the minimum should consist of:

	Committee Structure	Membership - ex officio
Members with Voting Right	Chairman	Director in the field of Human Capital
	Committee Secretary	Executive Officer in the field of Human Capital appointed by Director in the field of Human Capital
	Committee Member	President Director
	Committee Member	Director in the field of Finance & Operations
	Committee Member	Director in the field of Funding & Fee Based Business
Members without Voting Right	Permanent Invitation	Executive Officer in the field of Risk Management
	Permanent Invitation	Chief of Financing Business

The forming of the Human Capital Committee had been in compliance with and with regard to the terms and competence in accordance with the GCG principals.

duties and responsibilities of the human capital committee

The duties and responsibilities of the Human Capital Committee are based on the latest Charter of The Human Capital Committee Number 08/PedomanKerja/CSGC/VIII/2020 dated 10 August 2020 as follows:

1. Establishing policies, strategies and aims which are strategic in nature in the field of Human Capital;
2. Approving the implementation of remuneration program of Human Capital;
3. Approving suggestions beyond the authority of the Division Head and/or the Director in the field of Human Capital

report of the human capital committee

During 2020, the Human Capital Committee held 6 (six) online and offline meeting combined, in accordance and in compliance with the stipulation in the Charter of The Human Capital Committee and The Human Capital Committee issued circular resolution 3 (three) times with matters regarding:

1. The 2019 work performance appraisal, promotional proposal, salary increment and bonus scheme 2020;
2. The Termination of employment for employees proposed as members of The Board of Directors in the Annual General Meeting of Shareholders (AGMS) 2020;
3. The decision to Form The Board of Management (BOM);
4. The stipulation for Long Term Compensation program Q4 2019 – Q3 2020 period as an impact of the Bank's performance during the pandemic;
5. The stipulation for Long-term Compensation program for additional participants for Senior Officer of BTPN Syariah for Q4 2020 – Q3 2021 period;
6. The Mid-year Employee Work Performance Report 2020;
7. Payment approval for Long Term Compensation program Q4 2019 – Q3 2020 period;
8. Approval for Health Insurance vendor along with employee health benefit scheme, effective 1 January 2021;
9. Approval for Life and Permanent Disablement Insurance vendor effective 1 January 2021.

meeting of human capital committee

Name	Position	Number of Meeting
Ratih Rachmawaty ^(a)	Chairman of Human Capital Committee	1/6
Mulia Salim ^(b)	Member of Human Capital Committee	1/6
Taras Wibawa Siregar ^(b)	Member of Human Capital Committee	1/6
Hadi Wibowo ^(c)	Chairman of Human Capital Committee	5/6
Gatot Adhi Prasetyo	Member of Human Capital Committee	5/6
Fachmy Achmad ^(d)	Member of Human Capital Committee	5/6
Sulistyo Yuwono*	Secretary of Human Capital Committee	6/6

Notes :

- (a) Ratih Rachmawaty no longer resides as Human Capital Committee Head due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020;
- (b) Mulia Salim and Taras Wibawa Siregar no longer reside as a member of Human Capital Committee due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020;
- (c) Hadi Wibowo had been appointed as The Human Capital Committee Head, succeeding Ratih Rachmawaty, effective upon appointment as a member of The Board of Directors as of the closing of the AGMS dated 16 April, 2020;
- (d) Fachmy Achmad effectively resides as a member of The Human Capital Committee effective upon appointment as a member of The Board of Directors dated 27 May 2020.

* Secretary of The Committee

risk management committee

In accordance with the latest Decree Letter of The Board of Directors Number 019/DIR/CSGC/VIII/2020 dated 10 August 2020 regarding the establishment of The Risk Management Committee Membership Structure in which the Committee membership is ex officio which at the minimum should consist of:

	Committee Structure	Membership - ex officio
Members with Voting Right	Chairman	Director in the field of Compliance and Risk Management
	Committee Secretary	Executive Officer in the field of Risk Management
	Committee Member	Director in the field of Funding & Fee Based Business
	Committee Member	Chief of Financing Business
	Committee Member	Director in the field of Finance & Operations
	Committee Member	Executive Officer in the field of Corporate Planning & MIS
	Committee Member	Executive Officer in the field of Human Capital
	Committee Member	Executive Officer in the field of Operational
	Committee Member	Executive Officer in the field of Information Technology
Members without Voting Right	Permanent Invitation	Internal Audit Task Force (SKAI) Head
	Permanent Invitation	Executive Officer in the field of Business Risk

The forming of The Risk Management Committee had been in compliance with and with regard to the terms and competence in accordance with GCG principles.

duties and responsibilities of the risk management committee

The Duties and responsibilities of the Risk Management Committee are based on the latest Charter of the Risk Management Committee Number 09/Pedomankerja/CSGC/VIII/2020 dated 10 August 2020 as follows:

1. Compiling policies and risk management strategies as well as risk limits, along with updates, revisions, and or improvements;
2. Evaluating compliance between risk management policy and the implementation;
3. Evaluating and providing recommendations on transaction or activity requiring approval of the Board of Directors;
4. Evaluating and providing recommendations on transaction or activity which is not in accordance with the normal procedure.

report of the risk management committee

In 2020 the Risk Management Committee held 10 (ten) online and offline meeting combined, in accordance and in compliance with the stipulation in the Charter of the Risk Management Committee and there was no circular resolution.

The Risk Management Committee Report discussed monitoring on all risk exposures faced by the Bank, among which was the Bank's effort to assist customers impacted by Covid-19, adjustments to operational activity based on health protocols to prevent Covid-19 and other discussions. In addition, there was also a discussion on how to improve work performance as well as improvement of the Bank's business activity.

Recommendations from the Committee had been submitted to the related work unit and it continuously monitored follow up on the aforementioned recommendations.

In relations to risk monitoring, establishing synergy and integration with PT Bank BTPN Tbk as the Parent Company, BTPN Syariah was obligated to deliver a consolidation report to the Parent Company on 10 (ten) types of Bank risks as well as consolidation report of Risk Profile, RBBR and ICAAP accordingly with Financial Services Authority (OJK)'s stipulations.

risk management committee meeting

Name	Position	Number of Meeting
Arief Ismail	Chairman of The Risk Management Committee	10/10
Gatot Adhi Prasetyo	Member of The Risk Management Committee	9/10
Taras Wibawa Siregar ^(a)	Member of The Risk Management Committee	2/10
Mulia Salim ^(a)	Member of The Risk Management Committee	4/10
Fachmy Achmad ^(b)	Member of The Risk Management Committee	10/10
Sulistyo Yuwono	Member of The Risk Management Committee	10/10
Dewo Triatmoko	Member of The Risk Management Committee	8/10
Yudi Sukendro ^(c)	Member of The Risk Management Committee	6/10
Dwiyono Bayu Winantio	Member of The Risk Management Committee	6/10
Robertus J. Hadisurya ^(d)	Member of The Risk Management Committee	3/10
Hendrianto	Member of The Risk Management Committee	6/10
Dharma Putera ^{*^(e)}	Secretary of The Risk Management Committee	5/10
Hari Pudjo Santoso ^(f)	Secretary of The Risk Management Committee	5/10

Notes :

- (a) Mulia Salim and Taras Wibawa Siregar no longer reside as members of The Risk Management Committee due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020;
- (b) Fachmy Achmad had been appointed as a member of The Risk Management Committee effective upon appointment as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020;
- (c) Yudi Sukendro no longer resides as a Member of The Risk Management Committee concurrently as secretary to The Committee in accordance with the Organizational Structure dated 1 July 2020;
- (d) Robertus J. Hadisurya had been appointed as a member of The Risk Management Committee concurrently as secretary to The Committee, succeeding Hari Pudjo Santoso, in accordance with the Organizational Structure dated 1 July 2020;
- (e) Dharma Putera was appointed as member of the Risk Management Committee concurrently as secretary to The Committee, succeeding Hari Pudjo Santoso in accordance with the Organizational Structure dated 1 July 2020;
- (f) Hari Pudjo Santoso is no longer a member of the Risk Management Committee concurrently as secretary to The Committee in accordance with the Organizational Structure dated 1 July 2020.

* Committee Secretary

business committee

In accordance with the latest Decree Letter of The Board of Directors Number 020/DIR/CSGC/VIII/2020 dated 10 August 2020 regarding the latest establishment of the Business Committee Membership Structure in which Committee membership is ex officio and at the minimum should consist of:

	Committee Structure	Membership - ex officio
Members with Voting Right	Chairman	Chief of Financing Business
	Committee Secretary	Executive Officer in the field of Business Planning & Assurance at Financing Business
	Committee Member	Director in the field of Finance & Operations
	Committee Member	Director in the field of Funding & Fee Based Business
	Committee Member	Executive Officer in the field of Operational
	Committee Member	Executive Officer in the field of Human Capital
	Committee Member	Executive Officer in the field of Information Technology
Members without Voting Right	Permanent Invitation	Executive Officer in the field of Distribution at Financing Business
	Permanent Invitation	Executive Officer in the field of Finance
	Permanent Invitation	Executive Officer in the field of Risk Management
	Permanent Invitation	Executive Officer in the field of Business Development

The forming of The Business Committee was in compliance with and with regard to the terms and competence in accordance with GCG principles.

duties and responsibilities of the business committee

The duties and responsibilities of the Business Committee are based on the latest Charter Number 010/PedomanKerja/CSGC/VIII/2020 dated 10 August 2020 are as follows:

1. Periodically monitoring the development and strategy of Tunas Usaha Rakyat (TUR) Business Financing and Multifinance;
2. Periodically monitoring TUR Business Financial Performance (TUR Business Financial), Business Process, Business Risk and Human Resource and Multifinance Financing;
3. Reviewing each new product or initiative proposal in TUR Business before appealing for approval from The Board of Directors;
4. Developing, examining and determining strategy, guidelines as well as policy for TUR Business Financing and Multifinance financing;

5. Examining the development and projection of the overall economic condition to provide directions as to which policy should be determined.

report of the business committee

During 2020 there were 10 (ten) online and offline meetings combined of the Business Committee. This disclosure is in accordance with and in compliance with the stipulation of the Charter of the Business Committee, and no circular resolutions have been issued. Meetings can be held at any time as deemed necessary in accordance with the internal condition of the Bank, by request of one of the members of the Committee.

There had been discussion in each meeting about financing performing, financing risk, key initiatives and human resource and multi financing. Regarding the Covid-19 pandemic impact in 2020, restructuring portfolio regular monitoring had also been discussed.

business committee meeting

Name	Position	Number of Meeting
Taras Wibawa Siregar ^(a)	Chairman of The Business Committee	2/10
Mulia Salim ^(b)	Member of The Business Committee	3/10
Fachmy Achmad ^(c)	Member of The Business Committee	7/10
Gatot Adhi Prasetyo ^(d)	Chairman of The Business Committee	10/10
Sulistyo Yuwono	Member of The Business Committee	10/10
Yudi Sukendro ^(e)	Member of The Business Committee	4/10
Robertus J. Hadisurya ^(f)	Member of The Business Committee	2/10
Dwiyono Bayu Winantio ^(g)	Chairman of The Business Committee	10/10
Dharma Putera	Member of The Business Committee	4/10
Dewo Triatmoko	Member of The Business Committee	7/10
Dewi Nuzulianti*	Secretary of The Business Committee	9/10

Notes :

- (a) Taras Wibawa no longer resides as The Business Committee Head due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020
- (b) Mulia Salim no longer resides as a member of The Audit Committee due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020
- (c) Fachmy Achmad was appointed as a member of The Business Committee, effective upon appointment as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020;
- (d) Gatot Adhi Prasetyo was appointed as The Business Committee Head dated 16 April 2020 succeeding Taras Wibawa Siregar
- (e) Yudi Sukendro no longer resides as Member and Secretary of the Information Technology Steering Committee since 10 August 2020 following his resignation.
- (f) Robertus J. Hadisurya was appointed as Member and Secretary of the Information Technology Steering Committee since 10 August 2020, succeeding Yudi Sukendro.
- (g) Dwiyono Bayu Winantio was appointed as the Business Committee Head on 10 August 2020, succeeding Gatot Adhi Prasetyo

* Committee Secretary

financing policy committee

In accordance with the latest Decree Letter of The Board of Directors Number 021/DIR/CSGC/VIII/2020 dated 10 August 2020 regarding the establishment of The Financing Policy Committee Membership Structure in which the Committee membership is ex officio and at the minimum should consist of:

	Committee Structure	Membership - ex officio
Members with Voting Right	Chairman	President Director
	Committee Secretary	Executive Officer in the field of Risk Management
	Committee Member	Director in the field of Compliance and Risk Management
	Committee Member	Director in the field of Funding & Fee Based Business
	Committee Member	Chief Of Financing Business
	Committee Member	SKAI Head

The forming of The Financing Policy Committee was in compliance with and with regard to the terms and competence in accordance with GCG principles.

duties and responsibilities of the financing policy committee

The duties and responsibilities of the Financing Policy Committee based on the latest Charter of the Financing Policy Committee Number 014/PedomanKerja/CSGC/VIII/2020 dated 10 August 2020 are as follows:

duties of the financing policy committee

1. Providing inputs to the Board of Directors in compiling Bank Financing Policy ("KPB"), primarily in connection with precautionary principles in financing;
2. Ensuring KPB could be stipulated and implemented consequently and consistently as well as formulating a solution should there be any obstacle in the implementation. The Committee had also conducted periodic examination on KPB and providing advice to the Board of Directors should KPB be in need of adjustment or improvement;
3. Monitoring and evaluation of :
 - a. The development and quality of financing portfolio in general;
 - b. The Validity of implementing the authority to cancel Financing;
 - c. The Validity in the process of granting, development, and quality of Financing given to parties related to the Bank and selected big debtor;
 - d. The Validity in implementing Maximum Credit Limit provision , Maximum Fund Appropriation Limit;
 - e. Compliance with the stipulations and other regulations in the Financing implementation;
 - f. The settlement for problematic Financing as stipulated in KPB;
 - g. The Bank's effort in complying with total adequacy of the provision for financing write-offs; and
 - h. The implementation of sharia principles in the financing process.

responsibilities of the financing policy committee

1. Delivering written reports periodically to the Board of Directors with copy to the Board of Commissioners regarding:
 - a. Supervision result of the application and implementation of KPB; and
 - b. Monitoring and evaluation as stated in the above mentioned duties;
2. Providing improvement steps to the Board of Directors with copy to the Board of Commissioners regarding matters related to the report on point (1.2.a);
3. In the event that there's a discrepancy in the KPB implementation related to the fulfillment of sharia principles, the report shall be delivered to the Sharia Supervisory Board as well.

financing policy committee report

In 2020 the Financing Policy Committee conducted 1 (one) meeting online, and the disclosure of the meeting is in compliance with the Charter of The Financing Policy Committee. There were no circular resolutions produced during the meeting, which discussed matters related to TUR financing performance during the pandemic, non-TUR financing performance, as well as assessment and recommendations.

In general, TUR financing remains in normal growth, quality maintained, in accordance with the Bank's commitment to remain in service for the customers. The Bank had issued several provisions in line with the government and OJK's policies to assist customers impacted by Covid-19, among others by granting leniency, new financing appropriation, and participating in the guarantee program in regard to the National Economy Recovery.

In non TUR financing, the Bank focused on evaluation as a form of precautionary principles. Meeting results had been documented properly in accordance with the guidelines and code of conduct of The Financing Policy Committee.

financing policy committee meeting

Name	Position	Number of Meeting
Ratih Rachmawaty ^(a)	Chairman of The Financing Policy Committee	0/1
Taras Wibawa Siregar ^(b)	Member of The Financing Policy Committee	0/1
Hadi Wibowo ^(c)	Chairman of The Financing Policy Committee	1/1
Arief Ismail	Member of The Financing Policy Committee	1/1
Gatot Adhi Prasetyo	Member of The Financing Policy Committee	1/1
Dwiyono Bayu Winantio ^(d)	Member of The Financing Policy Committee	1/1
Gatot Prasetyo Sedijono	Member of The Financing Policy Committee	1/1
Dharma Putera ^(e)	Secretary of The Financing Policy Committee	1/1
Hari Pudjo Santoso ^(f)	Secretary of The Financing Policy Committee	0/1

Notes:

- (a) Ratih Rachmawaty no longer resides as Financing Policy Committee Head due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 2020;
- (b) Taras Wibawa Siregar no longer resides as a member of The Committee Policy due to end of tenure as a Member of The Board of Directors as of the closing of the AGMS dated 16 April 1 2020;
- (c) Hadi Wibowo had been appointed as Policy and Financing Committee Head, succeeding Ratih Rachmawaty, effective in office as from the appointment as a member of The Board of Directors as of the closing of the AGMS dated 16 April 2020;
- (d) Dwiyono Bayu Winantio had been appointed as a member of The Financing Policy Committee dated 10 August 2020, in accordance with the Organizational Structure;
- (e) Hari Pudjo Santoso no longer resides as Secretary to The Financing Policy Committee in accordance with the Organization Structure dated 1 July 2020
- (f) Dharma Putera had been appointed as a Member concurrently residing as The Secretary of The Financing Policy Committee dated 1 July 2020 succeeding Hari Pudjo Santoso

* Committee Secretary

total circular resolutions of the board of directors' committees in 2020

ALCO	Information Technology Steering Committee	Human Capital Committee	Risk Management Committee	Business Committee	Financing Policy Committee
No Circular Resolution	No Circular Resolution	3 (three)	No Circular Resolution	No Circular Resolution	No Circular Resolution

corporate social responsibility

All activities within the Corporate Social Responsibility have been focused on meeting the interests of the stakeholders as carried out by the Bank within the compliance corridor and in a responsible manner, in accordance with the sharia, With the "Do Good, Do Well" principle, the Bank is determined to always remain in the realm of goodness, by giving back the benefits the Bank had received to all stakeholders.

Corporate Social Responsibility activities are done through Daya, training activities and empowerment which are fully integrated into the Bank's efforts in enhancing financial literacy and inclusion, For the Bank, conducting business is not just about financial achievements but also to be able to thoroughly contribute to a positive and broad social impact for the productive underprivileged customers by involving #bankirpemberdaya (empowering bankers), prosperous customers, as well as Sahabat Daya (Friends of Daya).

Since 2019 Daya has 2 (two) activity groups: Daya Regular Program and Daya Community Program, The difference is aimed at improving the functionality of each grouped activities, while remaining focused and accountable, Through various training and empowerment in Daya, the Bank also wants to give its productive underprivileged customers a chance to grow and improve their quality of life, that they could experience changes and that all of their good intentions could be realized rapidly.

daya regular program

Daya Regular Program activities cover sharing tips during Central Routine Meetings (PRS) on general topics about health and entrepreneurship with a brief and relevant module adjusted to the customer's condition.

daya community program

The focus of Daya Community Program is to respond to the need to improve the proficiency and capacity of customers as well as the community, through more specific and target-oriented materials such as training, workshop and research, conducted in collaboration with partners as well as Sahabat Daya (Friends of Daya).

tepat peduli

The Tepat Peduli Program was launched in 2019 and continued up to the end of Q4 2020, Tepat Peduli is the simultaneous nationwide infrastructure development at more than 1,000 areas where the Bank operates in collaboration with selected partners, and designed specifically to respond to the needs of each local community in the form of facilities for religious, sanitary, health, environment and other affairs.

to establish positive workplace

providing employment and gender equality

In 2020, BTPN Syariah continued to provide employment opportunities which encourage gender equality, By continuing to focus on women's empowerment, the frontline in engaging with customers being mostly competent female bankers or #bankirpemberdaya (empowering bankers) BTPN Syariah supports equal opportunities for employees and prospective employees, and provides equal employment opportunities regardless of identity, race, age, ethnic background, religion and gender, Gender equality is evident at BTPN Syariah, as shown, among others, in the following leadership composition:

employees composition of BTPN Syariah as of 31 december 2020

employees composition based on position

Composition	Total	Female	Male
Board of Directors	4	0	4
Board of Commissioners	4	2	2
Sharia Supervisory Board	2	0	2
Board of Management	5	1	4
Senior Employees (Including Executive Officers)	161	55	106
Supervisors	1,479	1,193	286
Staff	10,244	10,027	217

employees composition based on education level

Education	2019		2020	
	Female	Male	Female	Male
Post-Graduate	18	41	24	39
Graduate	4,550	436	5,055	427
Diploma Graduate	1,020	89	1,024	86
High School Equivalent	5,257	84	5,175	69

employees composition based on employment status

Status	2019		2020	
	Female	Male	Female	Male
Permanent	4,529	580	4,345	558
Non-Permanent	6,316	70	6,933	63

employees composition based on age

Age	Total in 2020	Female	Male
< 25 years of old	5,546	5,512	34
25 - 29	4,115	4,030	85
30 - 34	1,538	1,368	170
35 - 39	395	241	154
40 - 44	153	59	94
45 - 49	96	44	52
50 - 54	44	19	25
55 - 59	10	4	6
> 59 years of old	2	1	1

the use of local workforce

The use of the local workforce is highly advantageous to developing the company and local communities as a stakeholder in the sustainability frame. The local workforce has local understanding and wisdom embedded in their interaction with the Bank's potential and existing customers.

This is especially true considering that our main customers are the underprivileged families in Indonesia, usually referred to as unbankable segment/financial inclusion. Such that it needs solid interpersonal communication for them to absorb our ongoing programs. Hence, we can optimize the Bank and our customers' economic, social, and environmental impacts.

employee rotation and infrastructure reinforcement

BTPN Syariah supports active and relevant organizational dynamics. Employee rotations continue to be carried out as part of the organization's Talent development program. Rotations are aimed at reinforcing exposure to more diverse areas, competence and durability in facing challenges, so that the Talents would be better prepared in becoming resilient Leaders.

Automation in other business and main operational processes are also being formed to make the work process more efficient and effective in order to improve employee's productivity.

occupational health and safety (OHS)

BTPN Syariah consistently puts employee's security and safety as priorities and protects them from accident risk or illness in and around their work area so that a safe and conducive work environment could be established.

The Safety Management Unit under the coordination of the Corporate Services Division regularly delivers information regarding recent safety conditions at work, socializes and provides training on work accident prevention, such as "fire drill" training to anticipate fire emergencies as well as counseling on safety riding for employees in on-field works. Refreshment programs about work safety are also being routinely sent out via email to all employees, containing important tips in keeping safety at work, and other health tips to prevent getting ill.

BTPN Syariah has also formed an Incident Management Team (IMT), led directly by the Board of Directors with members from various relevant Divisions at the Central Office and up to the areas. The IMT Unit is to provide a fast response by taking the necessary steps in the event of a natural disaster and in effort to prevent and handle the impact of the Covid-19 pandemic. Since the pandemic broke out at the beginning of 2020, IMT had formulated a health protocol and routinely socialized it to all employees. Each employee regularly fills in the Self Assessment of Covid-19 Risk form issued by IMT, so that employee conditions can be properly monitored and effective measures can be taken should there be any Covid-19 infection.

BTPN Syariah ensures employees receive their right to health insurance as well as access to medical facilities. BTPN Syariah is registering all employees with the BPJS Kesehatan (Public Healthcare), insurance and with other medical facilities.

work accident rate

BTPN Syariah provides insurance, in line with prevailing company regulations as well as other insurance for employees who passed away or suffered from disability sustained during office hours.

The Bank continues to promote safe driving to its employees.

improving information exposure through social media

As a part of the implementation of Public Company Management Guidelines on the "Principles to Improve Information Exposure Implementation" and as a public company, BTPN Syariah applies information technology widely, besides of the use of the Website to serve as a medium for information exposure, the Bank also utilizes Instagram to deliver employee profiles and inspirational customers and YouTube to deliver information on various corporate activities and the socialization of TEPAT.

Under the supervision of the Communication Division and Daya, BTPN Syariah also routinely provides information updates across its social media to its employees. Bank employees are asked to remain thorough and polite when delivering their aspirations, both personal or during a corporate activity uploaded on social media.

Regarding the internal security in the use of social media, BTPN Syariah has been conducting a corporate socialization program that routinely provides tips about ways to remain safe on social media, including how to prevent the crime of email phishing. Various tips are also being given on how to use Public Spot so as to ensure a communication awareness among employees and protect them from crimes committed by irresponsible parties on social media. Tips and advice delivered include how to avoid downloading anything in a public space, to remain cautious of any pop up advertisement when using a public hotspot and not to carelessly click on ads if unsure of its validity.

Other than improving information exposure on social media, the Communication Division and Daya also run socialization and advice programs via email blast aimed at all employees regarding the importance of maintaining health and establishing a positive and healthy work environment. Various captivating illustrations are presented to deliver information regarding Virus Awareness, Anticipation of Rainy Season, Health Corner Invitation, Love Your Heart, and information about how BTPN Syariah provides three health insurances for all #bankirpemberdaya (Empowering Banker)

BTPN Syariah upholds employees' freedom in using social media provided that it does not pose any risk in terms of copyrights, confidentiality, and the Bank's reputation.

To minimize risk on the company and employees, BTPN Syariah has laid down an internal guideline to provide parameters and clarity about how to behave on social media in accordance with social ethics.

education and training

In line with the Bank's business plan, BTPN Syariah continues to conduct training and development programs, both internally and externally, with the aim of tapping further into the potentials of employees.

The Human Capital (HC) Division is in charge of providing policies, procedures and work etiquettes in support of training of employees so that they could proceed properly and achieve their goals, in accordance with the needs of BTPN Syariah and in compliance with the prevailing laws and regulations.

Collective training programs are also being provided, using e-learning and gamification modules, the approach preferred by millennials, who form the majority of employees.

During the pandemic, the HC Division continues to hold online employee training programs. Although online, the training quality and effectiveness remain maintained. All training facilitators are given special training on how to teach online. The online training reaches more employees at less cost. The online training method will be continued because the result has been quite satisfying.

The employee development program at BTPN Syariah's Leader level includes among others, training to further familiarize them with their inner strength and how to sharpen this to become an effective leader. In collaboration with business schools at prominent universities in Indonesia a Master Degree Scholarship Program is provided to build up the organization's Talents at middle level, so they may develop progressive thinking and be ready to face challenges that the organization may face in the future. Deep assessment programs are also being carried out to develop the future leader's bench-strength.

Other collaborative programs with universities are also being developed. Students are sent to the field to understand the business, the work process and to help customers directly. BTPN Syariah hopes to receive ideas and creative solutions for improvement proposed by the students, so that both parties could benefit from the collaboration.

During 2020, BTPN Syariah through its HC Division held 563 training sessions which were attended by 14,814 participants with a total of 5,521 training hours which would equal 230 days.

remuneration and management of employee's welfare

The Bank grants awards and remunerations to employees based on their performance by remaining observant of incremental values in the industry, internal equality, and indubitably, the Bank's capability. A special award program was initiated in 2020, to acknowledge the resilience of employees in maintaining a high performance despite the difficult conditions caused by the pandemic. An incentive program for frontline MMS employees remains running as a form of appreciation for revenue contributors. These initiatives are efforts to improve staff engagement and suppress MMS employee turnover.

Concerning employee health maintenance programs, education sessions were routinely carried out in 2020 on the prevention and handling of Covid-19 for employees, held in collaboration with a commercial health insurance provider. This is important so that employees can maintain discipline in implementing health protocols. Health articles also continue to be routinely delivered to all employees via email.

mechanism for complaints regarding employment

Even though there is no Workers Union at BTPN Syariah, the Bank is committed to always provide equal treatment and attention to all employees. BTPN Syariah will follow up every employee's complaint regarding work conditions. The direct superior is under the obligation to take follow-up steps on the said complaint, and if the direct superior of the employee was unable to resolve the complaint then, if deemed necessary, the case can be brought up to higher level.

The Industrial Relations Unit at the Human Capital Division is in charge of the follow-up process of complaints regarding employment in accordance with the procedure applied at BTPN Syariah.

work and social balance

In carrying out its corporate social responsibility to create a healthy, dynamic and positive work environment for employees, BTPN Syariah is committed to assure a balance between work and social life for its employees and provides activities for them in the fields of sports, health, as well as joint religious activities.

sports and health

BTPN Syariah provides the resources to ensure a healthy life culture by holding sports activities for cross-division employees through PRISMA Club. The cross-unit synergy building hopefully will not only be able to establish a healthy positive culture at work but also provide room for recreation and achievements in sports. Various sports, such as Running, Futsal, Badminton, are part of the sports activities under PRISMA Club supported by the Bank. The provision of logistics such as the renting of fields and professional trainers should be able to maximize sports activities and allow them to be conducted safely, with the right techniques, so that they would be free from injury.

In 2020, sports activities involving groups have been temporarily halted, because Covid-19 prevention remained the most important priority.

Other than keeping employees' physical health, BTPN Syariah also provides consultation services for them, namely the Employee Assistance Program (EAP). Through the counseling provided by experts in Adult and Children Clinic Psychology, Industrial and Organizational Psychology, Psychologists in Education, Financial consultants and even Certified Career Coaches, employees could receive help in a practical, and positive way and push them to become result-oriented, hopefully allowing an improvement in work productivity while maximizing potentials without giving rise to any trouble.

BTPN Syariah provides three important insurances for #bankirpemberdaya (empowering bankers) namely a Health Insurance, the Public Health Care (BPJS Kesehatan) scheme and the Employees Social Security System (BPJS Ketenagakerjaan). Each come with their own card and e-ID, making it easy for employees to get services and access facilities. These various programs are meant to meet the need of employees for first aid, first level of health facility, insurance for employees needing hospital treatment, including because of accidents, at the hospital provider in accordance with the prevailing provisions, as well as a post-employment social security program.

socio-religious activities

Under the PRISMA Club, BTPN Syariah provides resources through the Islamic Spiritual Service to balance employees' needs, including one provided every Fridays (Jumat Barokah) and other routine activities, one-hour session with Ustadz. Faith strengthening activities are among the methods to prepare future leaders who have a strong character in accordance with the sharia principles.

At BTPN Syariah's Main Office, a prayer room is provided for employees, complete with a locker facility and for wudhu ablution.

Every corporate activity at BTPN Syariah always starts with a prayer, an ongoing habit.

During the Covid-19 pandemic, Religious Social Activities are carried out through IT-based technologies, via online using Microsoft Teams video conference. It is set as part of anticipatory steps to break the spread of the virus.

employee engagements

To expedite the flow of information reaching the employees, BTPN Syariah delivers and packages information about BTPN Syariah and national banking to employees in a brief, light and informative manner via an e-newsletter. The newsletter includes health tips such as on First Aid in case of Vertigo Attack. The Danger of Resistance to Antibiotic, Campaigns to Safeguard Honor and Respect continue to be encouraged, as well as constant reminder about the importance of safe driving, the consequences of fraud and Awareness of Health, Information Security and how to identify and what action to take in case a family member gets infected by Covid-19.

Other approaches to employee engagement initiation at BTPN Syariah include the holding of interactive dialogues and Senior Officers Quarterly Briefings attended by Senior Main Office Employees and a limited audience. For Senior Employees, the involvement of the Board of Directors and Senior Officers in delivering activity updates for each division is done in a more casual atmosphere while retaining interactivity. During the Covid-19 pandemic, the activities were being conducted online.

BTPN Syariah continues to seek to discover talents among employees by opening the opportunity for them to participate in corporate events, such as involvement as volunteers at Selendang Mayang show which is a display activity created by customers, or as members of the committee for Appreciation Night Event, as volunteers at the Granting of Umrah Ticket to Inspirational Customers, as members of the committee for BTPN Syariah's Anniversary, as volunteers for TEPAT Socialization Event in Indonesian cities as well as other corporate activities.

Employee Engagements at BTPN Syariah is also being enforced through "media berbagi" (sharing medium) involving BTPN Syariah Peduli Banjir (Flood Care) or Peduli Gempa (Earthquake Care). Employees are not only trained mentally to continue to share and save a portion of their earnings, but BTPN Syariah is also involved in distributing relief assistance in the form of basic necessities such as used clothes, blankets and medicines and dry foods.

appreciation space for customer's creation

As a form of appreciation for customer's creation, during the Covid-19 pandemic, BTPN Syariah is holding the "Bunga Rampai Online" Exhibition in collaboration with partner and e-commerce sale program. The activity aims to get all employees to know customers closer through their work. All employees can participate and involve themselves by buying the creations. By bringing the opportunity for customers to develop their creations, engagements between employees and customers could be established.

During the Covid-19 pandemic, Selendang Mayang was held online #localsupportlocal via WA Catalogue link in almost 19 regions in Indonesia such as Padang, Malang, Buleleng,

Jember, Semarang, Medan, Pasuruan, Karangasem, Rungkut, Solo, Blora, Banyuwangi, Rembang, Jogja, Lombok, Palembang, Lampung, Tabanan and Member Beso.

By giving an appreciation to customer's creations, employees could get to know them. The creations could also be exposed to other parties visiting BTPN Syariah, providing further added value to BTPN Syariah's customers.

equal treatment for all employees

BTPN Syariah provides equal opportunity to all employees in career and self-development and also apply a fair work performance assessment.

In assessing employees' performance, the company applies clear and measurable key performance indicators that had previously already agreed by both the superiors and their subordinates. Employees' performance assessment is based on competence and not on subjectivity.

usage of company facilities

BTPN Syariah's Main Office provides the Terrace, a common room for employees to carry out mild activities and to rest. Featuring a modern design with a bright color scheme, equipped with several game sets such as futsal, a pool table, and a music studio along with a karaoke room that is available after office hours. A flat screen TV with speakers and other electronic equipment are also made available for group viewings.

BTPN Syariah's office also provides a cafeteria and a pantry for employees. The Main Office area is equipped with a breastfeeding room complete with a refrigerator specifically for the breastfeeding mothers.

new way of working (NWW)

BTPN Syariah has implemented the New Way of Working (NWW) system for its employees. Under the new approach small squads are formed, improving collaboration because they consist of Talents from various related divisions which would complete each other, in order to come up with faster and more accurate results and in line with the user/customer's needs.

The NWW's approach is being continuously adopted and implemented, not only in the digital product development area, but also in other units so that collaboration may develop further and process improvements could be implemented faster.

Training and sharing sessions regarding NWW is being routinely carried out to improve employee's understanding and competence in adopting the new work approach.

anti-corruption and anti-money laundering policy

BTPN Syariah takes a (zero tolerance) approach against any form of bribery (including to and/or from the customers, partners, government officials, employees) as well as corruption. Any violation would be processed as a civil or criminal case in accordance with the prevailing regulations. In 2020, all #bankirpemberdaya (empowering bankers) filled in an Integrity Pact in respect to the Implementation of POJK Number 39/POJK.03/2019 regarding The Implementation of Anti-Fraud Strategy for Commercial Banks. The policy regulation can be found in BTPN Syariah's Code of Ethics.

BTPN Syariah is committed to implement the regulations regarding Anti Money Laundering and Terrorist Funding Prevention (APU PPT) including the implementation of (Know Your Customer/KYC) principles. BTPN Syariah and its employees must act diligently to prevent products and services from being misused for money laundering and or fund terrorists as well as to detect suspicious activities in line with the prevailing regulations.

corporate social responsibility for the environment

BTPN Syariah undertakes maximum effort to manifest and provide positive contribution and synergy both to the environment and the communities. The effort is a reflection of the Bank's concern about the improvement of the quality of life on Earth. Among the many approaches taken, is the responsible use of Natural Resources and to engage in a business that provides protection to its customers.

responsible use of natural resources environmental friendly main office

In conducting its daily operational activities, BTPN Syariah features an environmentally-friendly concept for its main and branch offices in order to minimize environmental impact in the banking industry. The Bank is exposed to the effects of energy sources such as electricity, water and air, as well as other supporting elements that may have a negative effect on the environment, such as plastic and paper. .

energy source management from electricity, water and air

BTPN Syariah officially settled in its new Non-Operational Main Office in accordance with the Approval Letter received from the Financial Services Authority (OJK) Number S-36/PB.13/2017 dated 14 February 2017.

The new main office features an environmentally-friendly building concept that applies some materials nature and its designs use items gathered from nature. The Main Office's concept in managing electricity use is by limiting the use of electricity through the selection of energy-saving light bulbs equipped with a movement sensor to regulate illumination. The management only needed to place light bulbs at several points to illuminate a group of people at the same time and the light would automatically turn itself off when the sensor no longer detects movements.

One of the environmentally-friendly concepts applied in office areas is the pervasive use of glass for office windows, allowing sunlight inside office space and thus reduces the need to use of lighting from light bulbs during the day. BTPN Syariah's office space is equipped with air conditioners for employees' convenience, but their uses are subjected to limitations.

The Main Office at Gedung Menara BTPN has an employee cafeteria with a self-service concept, in which the matter of food waste is being addressed and regulated. The facility is also equipped with food warmers of low electricity consumption. The employee cafeteria provides cutleries to reduce plastic waste and water purifiers that have passed tests by the Health Ministry. Consequently, the consumption of bottled water has gone down, therefore helping to reduce plastic waste from the plastic water bottles.

All of BTPN Syariah's office spaces are smoke-free, so that the air remains clean. In synergy with the parent company, BTPN Syariah provides commuter transport for employees around the Main Office area to reduce the use of vehicles and fuel consumption.

The environmentally-friendly concept is also applied at BTPN Syariah's Branch Offices and its other Functional Offices. The environmentally-friendly building concepts adopted by BTPN Syariah not only cuts down carbon gas emissions from the use of electricity, water and air, but also lowers the office's operation costs in the long run.

paper management

The Management is mostly applying paperless Corporate Meetings. BTPN Syariah manages paper use by promoting the use of emails. Paper management is also being done through the Bank's initiative to improve service by providing platforms in Information Technology, such as electronic access to customer's finance and the use of tablets for employees to support banking transaction processes to replace the excessive use of papers.

BTPN Syariah reuses table calendar distributed to the employees. Each calendar from the previous year is collected and recycled.

plastic material management

Initiation in plastic management is actively being conducted by BTPN Syariah.

Since 2019, BTPN Syariah has been consistently applying the mandatory use of tumblers for

each employee in work areas and meeting rooms. The tumbler policy is part of initiatives to curb plastic waste from bottled water.

environment management in financing

In line with sharia principles, BTPN Syariah is very selective in providing finance to productive underprivileged customers, avoiding customers whose business is bad for the environment and not in accordance with the sharia principles.

customer protection practice

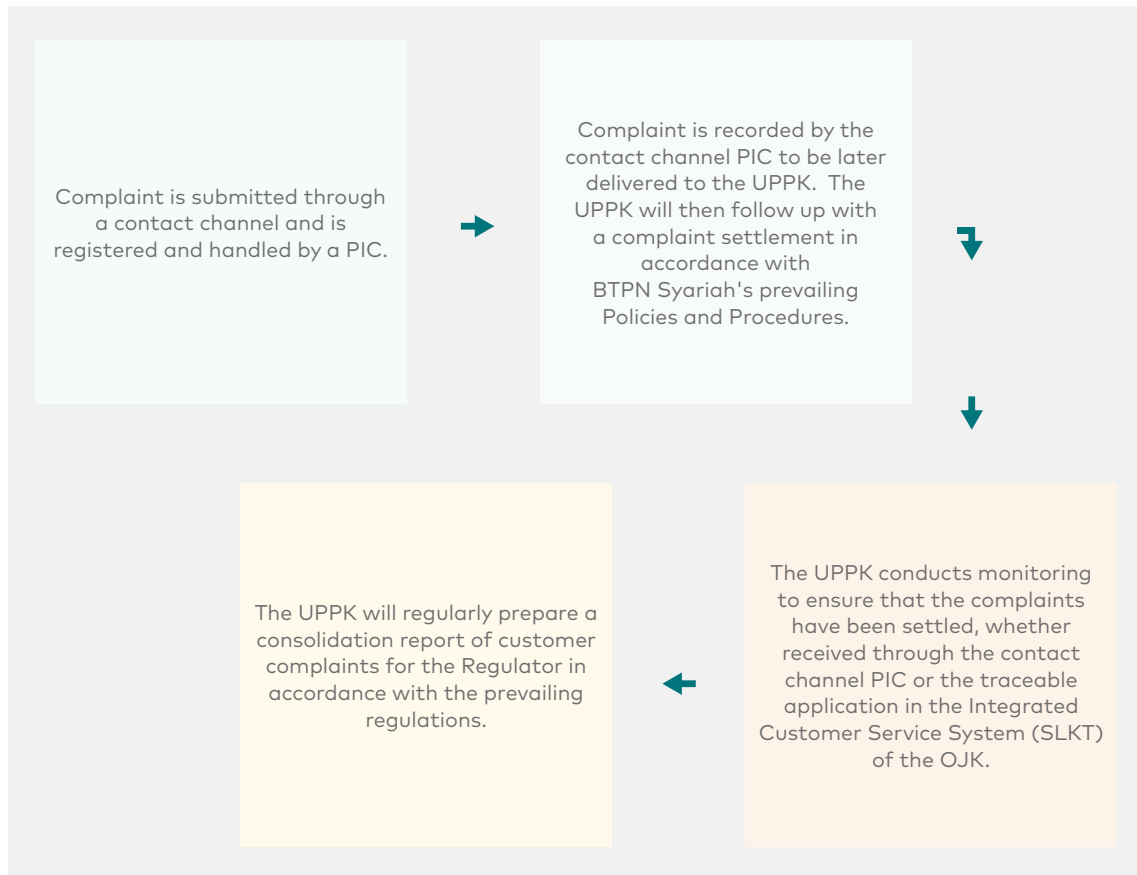
organizational structure

The Customer Complaint Settlement Unit (UPPK) is a work unit under the Operational function of the Directorate for Operation and Finance. The unit was formed by BTPN Syariah to handle and settle complaints forwarded by customers. The unit is equipped with Policies and Procedures regarding the handling, settlement, and submission of customer's complaints.

service mechanism for customer complaint

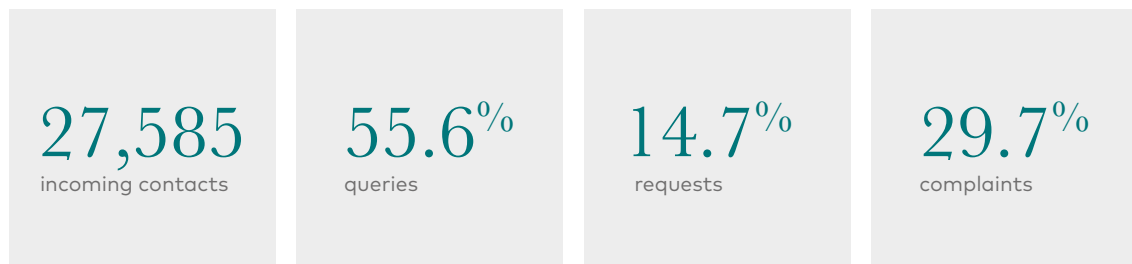
BTPN Syariah has established a service mechanism for customer's complaints. Complaints can be submitted through contact channels at Branch Offices, Sub-Branch Offices and Functional Operational Offices (KFO) across Indonesia and BTPN Syariah's Contact Center at phone number 1-500-300 and Toll Free number 0-800-1500-300.

Complaint submissions by customers and their processing are free of charge at all stages.



number of customers' complaints

- Throughout 2020 BTPN Syariah received 27,585 incoming contacts, 14.7% requests, 55.6% queries and 29.7% complaints.



Customer Complaints Settlement Statistic in 2020:

No	Product and Service	Completed		In Process		Total Complaint
		Total	Percentage	Total	Percentage	
1	BTPN Wow! iB	7,999	99.90%	8	0.10%	8,007
2	Financing	135	96.43%	5	3.57%	140
3	Mobile Banking	23	100.00%	-	-	23
4	ATM	20	86.96%	2	8.70%	22
5	Savings	9	100.00%	-	-	7
6	Time Deposit	2	100.00%	-	-	2
Total		8,188		15		8,203

All customer complaints were resolved in less than 20 work days
(within 10 work days on average)

January – December 2020

BTPN Syariah keeps on improving the whole process of managing customer complaints by continuously enrich the infrastructure and the process in settling customer complaints, as the commitment of the Bank in delivering customer satisfaction.



The products and services of BTPN Syariah always evolve to meet the changing needs of its customers.