



02

management  
report



Service program for customers is continuously being enhanced in line with the development of technology that is suitable to meet customers' needs.





BTPN Syariah's business that directly relates to inclusive communities, and give real positive impacts to customers through four main access points in realizing digital ecosystem, have been well-run according to Islamic sharia.

**H. Ikhwan Abidin, MA**

Chairman of Sharia  
Supervisory Board





## sharia supervisory board report

***Bismillahirrahmanirrahim***

***Assalamualaikum Warahmatullahi Wabarakatuh***

**Greetings to all of you. All praise to Allah SWT, the Lord of all the worlds.**

**May prayers and greetings always be poured out to our great Prophet Muhammad SAW, His companions and loyal followers.**

For more than two years we have been struggling amidst the COVID-19 pandemic. After all these struggles, thank God now the pandemic has been subsided, and followed by the rise of many elements of the society's life. Last year, the affected inclusive customers got some leniency by the Bank's policies like delay and installments. We see these actions as real implementation of Islamic sharia principles, which is giving ease to those in need. The Islamic teachings fight for welfare and justice. This is fundamental in Islamic sharia objectives. Now, as the condition is starting to look up back to normal, we started to cut back on those policies, considering the better condition of our customers. This is surely a good news that we should be grateful of.

Getting into 2022, BTPN Syariah focus on the current demand related to digitalization and this has been getting good response. We see that the Bank is still put direct human communication

forward, related to the development of digital ecosystem. We need to be aware of the fact that the access to information technology for the inclusive customers are not yet as good as those in the big city. The Bank realize that most MSMEs customers have not had enough digital literacy, even in some areas the access to education, financial institution, and information technology are still uneven. Therefore we appreciate the Bank's effort to make a digital ecosystem infrastructure for the inclusive finance that keeps on expanding. The implementation of the digital ecosystem is run slowly by considering local wisdom, like face-to-face interaction, emotional bond, and direct individual connection. For us, there is a value that can not be digitalized in BTPN Syariah, which is humanity principle, that goes along with Islamic values like togetherness, companionship (*silaturahmi*), and greeting each other. These are the Bank's own strength that should be maintained.

To provide better and more extensive services, the Bank diversify its products by adding a new business model, which is BTPN Syariah Ventura, the first sharia-based Venture Capital in Indonesia, that focused its services in inclusive segment. From the beginning, each product developed and run are being thoroughly reviewed to be within the sharia corridor. This includes when the Bank is diversifying its product, we

reviewed whether this product goes along with sharia principle, meaning does not contain any *riba* (usury), *gharar* (uncertainty), and forbidden element. We advice BTPN Syariah Ventura on their product, services, and SOP to go along with sharia principle. About the two entities existing in this product, BTPN Syariah and their partner with services including buying and selling transaction, we see that this is still within murabaha corridor with variation in the real sector. In its development, we always do discussion and evaluation to see the implementation on the field, correct where there are missing elements, and recheck before the product get launched.

Speaking about sustainability and its impact to the society, we see that the Bank has done a business model that is well-run and giving a positive impact to their customer. BTPN Syariah business directly touch the inclusive customers, and because their business relates with daily needs, when there is an economic shake, they are not significantly affected. When the Bank is able to help increase their customers' welfare up to their surrounding society, we see this as a sustainability concept in the Bank's business model. God willing, with this togetherness we are trying to be consistent (*istiqamah*) running a good business model, correcting what is lacking, and focus on the empowerment of the inclusive customers.

We view the good implementation of the sharia principle in various BTPN Syariah activities are the real proof of the success and commitment of all #bankirpemberdaya that go along with what has become the mutual objective.

When we visit some regions to directly interact with the customers and Community Officers, we found that their knowledge on the sharia aspects of what is done by BTPN Syariah is also getting better. The finding of things to be improved, that we found in previous years are getting reduced in number. The other improvement we saw was the implementation of sharia principle that we felt in many company activities. We saw this as a real proof of the successful hard work of all parties involved so that many things go according to the mutual objectives.

In the future, God willing, we will try to consistently give direction and assistance to all of the Bank's targets and plans to be able to reach the objective while still firmly hold on to the sharia principles. The challenges in the future is something we can not control. The pandemic is not yet over, threat of recession, and the everchanging political condition might affect BTPN Syariah's mission, policy, and target recording. We are here to provide suggestion and supervision to ensure that each step are taken for goodness according to Islamic sharia.

All of the Bank's business success and positive outcome are result of the hard work, collaboration, and consistency of the whole company's elements and stakeholders. In the end, we hope that all services, products, targets, and strategies the Bank have will give the most benefit for their customers and the society in general. May Allah SWT provide His protection and strength so we can all be consistent in spreading goodness to reach the more meaningful society life. *Ameen ya rabbal alamin.*

***Wassalamualaikum Warahmatullahi  
Wabarakatuh***



**H. Ikwan Abidin, MA**

Chairman of Sharia Supervisory Board