

Year	Media Channel			Follow-up			
	Letter/ PO BOX	SMS/HP/ Direct Reporting/ WA	Email/ Website	Closed Reports (not proven)	On Going Reports (Audit process/ Reporting process/ Interdivision process)	Report that were issued with sanctions (including administrative sanction)	Reports forwarded to investigators (Related to Public Crimes or Corruption)
2015	7	3	9	7	0	12	1
2016	5	2	1	0	0	8	0
2017	1	0	4	0	0	5	1
2018	1	0	5	0	0	6	0
2019	5	2	3	0	1	9	0
<b>2020</b>	<b>3</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>12</b>	<b>2</b>	<b>0</b>

### Sanctions/Follow Up on Complaints in 2020

There were 2 (two) reports that had been processed during 2020 and had been sanctioned following the provisions of sanctions and employee discipline.

### Diversity Policy of the Board of Commissioners and Directors

The policy on the diversity of the composition of the Board of Commissioners and the Board of Directors of the Company is regulated in the Articles of Association and Board Manual which stipulates that the Board of Commissioners and the Board of Directors are a mix of professionals who have the knowledge and experience the Company needs to enable an effective, efficient and immediate decision-making process. In determining the members of the Board of Commissioners and Directors of Bank BTN, they always strive to ensure that the composition of the Board of Commissioners and Directors is diverse. The diversity of composition adapts to the needs, level of complexity and the Company's strategic plans so that it is hoped that the development and resolution of a problem can be considered from various perspectives of education, competence and experience.

### Composition Diversity of the Board of Commissioners

The diversity policy for the Board of Commissioners and the Board of Directors has not specifically regulated gender diversity. This is because the Company places more emphasis on professionalism regardless of gender.

The diversity of the composition of the Board of Commissioners based on age, gender, education, work experience and expertise can be seen in the table below.

**Table of Diversity in the Composition of the Board of Commissioners**

Name	Position	Age	Gender	Education	Working experiences	Expertise
Chandra M. Hamzah	President Commissioner / Independent	53 years old	Male	Bachelor of Law	Have work experience in law	Law
Armand Bachtiar Arief	Independent Commissioner	68 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Business Administration</li> <li>Master of Business Administration</li> </ul>	Have work experience in banking	Business Administration
Ahdi Jumhari Luddin	Independent Commissioner	66 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Economics majoring in Accounting</li> <li>Master of Science in Policy Economics</li> </ul>	Have work experience in banking	Accounting, Economics

Name	Position	Age	Gender	Education	Working experiences	Expertise
Eko D. Heripoerwanto	Commissioner	59 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Engineering Planology,</li> <li>Master in City Planning,</li> <li>Doctorate in Natural Resources and Environmental Management</li> </ul>	Have work experience in the government sector	Engineering, Urban Planning
Heru Budi Hartono	Commissioner	55 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Economics majoring in Management</li> <li>Master of Management</li> </ul>	Have work experience in the government sector	Financial management
Andin Hadiyanto	Commissioner	56 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Economics majoring in Development</li> <li>Master of Art</li> <li>Doctor (S3) of Philosophy</li> </ul>	Have work experience in the government sector	Economy

### Diversity Composition of the Board of Directors

The diversity of the composition of the Board of Directors based on age, gender, education, work experience and expertise can be seen in the table below.

**Table of Diversity Composition of the Board of Directors**

Name	Position	Age	Gender	Education	Working experience	Expertise
Pahala Nugraha Mansury*	President Director	50 years old	Male	<ul style="list-style-type: none"> <li>Bachelor Degree in the Faculty of Economics</li> <li>Master MBA Finance</li> </ul>	Have work experience in mining and aviation	Economics, Finance
Nixon L. P. Napitupulu**	Plt. President Director Director of Finance, Planning, and Treasury	51 years old	Male	Bachelor of Economics	Have work experience in banking	Economics
Hirwandi Gafar	Director of Consumer and Commercial Lending	52 years old	Male	Civil engineer	Have work experience in banking	Civil Engineering
Yossi Istanto	Director of Human Capital, Legal, and Compliance	47 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Law</li> <li>Master of Law</li> </ul>	Have work experience in banking	Law
Elisabeth Novie Riswanti	Director of Remedial and Wholesale Risk	53 years old	Female	Bachelor of Law in Civil	Have work experience in banking	Law
Andi Nirwoto	Director of Operation, IT, and Digital Banking	51 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Engineering</li> <li>Master of Finance</li> </ul>	Have work experience in banking	Teknik, Keuangan
Jasmin	Director of Distribution and Retail Funding	55 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Economics/Accounting</li> <li>International Business degree</li> </ul>	Have work experience in banking	Accounting, Business
Setiyo Wibowo	Director of Enterprise Risk Management, Big Data, and Analytics	44 years old	Male	<ul style="list-style-type: none"> <li>Bachelor of Electrical Engineering</li> <li>MBA degree in Finance &amp; Banking</li> </ul>	Have work experience in banking	Engineering, Finance

\* Stop serving as President Director since December 23, 2020.

\*\* Starting to serve as Plt. President Director since December 23, 2020.