

Press Release

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BNI Collaborates with Manulife Indonesia to Simplify Premium Payment

Jakarta - PT Bank Negara Indonesia (Persero) Tbk ('BNI') and PT Asuransi Jiwa Manulife Indonesia ('Manulife Indonesia') today signed a Memorandum of Understanding (MoU) which will make the insurance premium payment process easier and faster for Indonesians. Through this collaboration, BNI and Manulife Indonesia are committed to strengthening online payment services to facilitate premium payments for individual customers. This collaboration allows Manulife Indonesia customers to pay insurance premiums monthly online, using credit cards with a recurring system or a BNI account auto debit. In addition, customers can also make premium payments through BNI digital services, including BNI Mobile Banking, ATMs, and other e-channels.

This collaboration was confirmed through the signing of the MoU by BNI's Director of Digital and Integrated Transaction Banking, Hussein Paolo Kartadjoemena, and Meylindawati, Director & Chief Financial Officer of Manulife Indonesia, in Jakarta on Tuesday, November 20, 2024.

According to Paolo, as an acquiring bank, BNI can process transactions using credit and debit cards through the Visa, Mastercard, and JCB networks. In the future, BNI will also support the American Express and China Union Pay networks.

"Customers can now enjoy the convenience of premium payments through BNI's integrated digital ecosystem," said Paolo.

BNI's latest application, wondr by BNI, is one of the main innovations supporting this collaboration. This application is designed to provide convenience to customers in accessing various financial services, including insurance premium payments.

"With wondr by BNI, customers can pay premiums anytime and anywhere with flexibility and guaranteed transaction security," added Paolo.

Manulife Indonesia welcomes this collaboration as an important step in providing easier access for our customers to various Manulife insurance services. This collaboration exemplifies Manulife Indonesia's commitment to becoming a Digital Customer Leader, making customers' decisions easier and their lives better, " said Meylindawati, Director and Chief Financial Officer of Manulife Indonesia.

The collaboration between BNI and Manulife Indonesia is expected to significantly expand the use of digital platforms in the banking and insurance sectors, showcasing both companies' commitment to supporting financial inclusion in Indonesia. By leveraging these digital solutions, they aim to provide more accessible and efficient services to a broader audience, including underserved and remote areas. This initiative enhances convenience for customers,

promotes financial literacy, and fosters innovation within the financial sector. Through this partnership, BNI and Manulife Indonesia are taking a crucial step towards creating a more inclusive financial ecosystem in the country.

About Manulife

Manulife Financial Corporation is a leading international financial services provider, helping people make their decisions easier and lives better. With our global headquarters in Toronto, Canada, we provide financial advice and insurance, operating as Manulife across Canada, Asia, and Europe, and primarily as John Hancock in the United States. Through Manulife Investment Management, the global brand for our Global Wealth and Asset Management segment, we serve individuals, institutions, and retirement plan members worldwide. At the end of 2023, we had more than 38,000 employees, over 98,000 agents, and thousands of distribution partners, serving over 35 million customers. We trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges, and under '945' in Hong Kong.

Not all offerings are available in all jurisdictions. For additional information, please visit [manulife.com](https://www.manulife.com).

About Manulife Indonesia

Established in 1985, PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) is part of Manulife Financial Corporation Group, a Canadian financial services group that operates in Asia, Canada and the United States. Manulife Indonesia offers a wide range of financial services, including life insurance, accident and health insurance, investment and pension plans to individual customers and group clients in Indonesia. Through a network of almost 11,000 employees and professional sales forces spread across more than 30 sales offices, Manulife Indonesia serves around 2 million customers in Indonesia.

PT Asuransi Jiwa Manulife Indonesia is registered and supervised by the Otoritas Jasa Keuangan (OJK). To learn more about Manulife Indonesia, follow us on Facebook, Twitter, Instagram, YouTube, or visit www.manulife.co.id.

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