

# Press Release

For immediate release  
July 10, 2024

## **BRI Collaborates with Manulife Indonesia to Drive Insurance Premium Payment Digitalization**

*MoU signed between BRI and Manulife Indonesia July 10, 2024*

*Collaboration aims to help Manulife Indonesia customers pay their insurance premiums through real-time auto-debit registration*

*Collaboration makes the collection process easier and faster*

**JAKARTA** – PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) continues to strengthen digitalization services for its individual customers, in line with the efforts of PT Bank Rakyat Indonesia (Persero) Tbk (BRI) to improve business process services for individual customers in Indonesia. This continues the long-standing working relationship between Manulife Indonesia and BRI.

The collaboration will benefit Manulife Indonesia customers with access to BRI's broad national branch network, including in many rural regions around the country. The digitization will also benefit customers of both BRI and Manulife Indonesia with a faster, more efficient automated process for collecting premiums. This MoU reflects Manulife's efforts to use technology to give wider access to insurance products, enabling families to make decisions that support a more secure financial future.

The collaboration was formalized through the signing of a Memorandum of Understanding (MoU) on the 'Utilization of Banking Services' between Agus Noorsanto, the Director of Institutional and Wholesale Business PT Bank Rakyat Indonesia (Persero) Tbk and Meylindawati Director & Chief Financial Officer Manulife Indonesia, in Jakarta on Wednesday, 10 July 2024. The MoU aims to help Manulife Indonesia's customers pay their insurance premiums through real-time online auto-debit registration.

Agus Noorsanto, Director of Institutional and Wholesale Business BRI stated that, as one of Indonesia's major banks, BRI continues to customize its products to provide optimal customer service. The collaboration with Manulife Indonesia shows BRI's commitment to supporting the digitalization of its customers' business processes. "By combining BRI and Manulife Indonesia's extensive experience in the financial services industry, this collaboration represents our support

for encouraging business process digitalization in the financial services industry. This collaboration is also expected to bring added value for both parties. On the other hand, BRI also offers end-to-end financial transactions management services through the platform Qlola by BRI," said **Agus Noorsanto**.

"Manulife Indonesia welcomes this collaboration with BRI to provide better access for Manulife Indonesia customers to pay their insurance premium through auto-debit, making transactions more effective and efficient. This collaboration aligns with our goal to help make decisions easier and lives better for our customers. Additionally, the collaboration with BRI signifies Manulife Indonesia's commitment to have a broader reach to customers, even in the rural areas," said **Meylindawati, Director & Chief Financial Officer Manulife Indonesia**.

BRI and Manulife's banking service facility support manifests the two corporations' presence in supporting financial inclusion in Indonesia and providing transaction protection and security for customers.

**Keywords:** BRI, BBRI, Qlola by BRI, *BRIAPI Autodebet*, *Manulife Indonesia*, *Banking services*

### **PT Bank Rakyat Indonesia (Persero) Tbk**

BRI is Banking Group company focuses on providing financial services to the Micro, Small [www.bri.co.id](http://www.bri.co.id), and Medium Enterprise (MSME) which founded in 1895. BRI recorded net profit of Q2-2022 Rp24,88 billion with total assets 1.652,84 billion. BRI differentiates itself by becoming the only bank to engage in Social & Economic values to achieve financial Inclusion, enhance economy, and giving value for Indonesia.

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### **Manulife Indonesia 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](http://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](http://www.manulife.co.id).

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