

Empowering Progress for
Greater Impact

**More inclusive Financial
Future for Indonesians**

2023
Impact Report

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A Note from MDI Ventures



Aligned with MDI Ventures' commitment to a sustainable future, this 2023 Impact Report highlights how our investments reflect our dedication to positive impact. We aim to ensure our portfolio companies make decisions that support sustainable development. By showcasing Cermati's contributions to their industry and communities, we hope to inspire others to adopt similar practices in sustainability. The United Nations Sustainable Development Goals (SDGs) guide both our mission and Cermati's ongoing efforts to drive sustainable progress.

Cermati have a strong on corporate social responsibility, and eco-friendly initiatives further reflect their dedication to aligning the Company with sustainability goals and contributing to a more sustainable future.

We are committed to contributing to a sustainable future by partnering with companies that share this vision. Doing good for the people around us is also a smart business strategy, as sustainability benefits both society and long-term success. By driving positive change in the communities we engage with, we ultimately create value for ourselves.

"Our journey towards sustainability is about making a meaningful difference-growing responsibly for the benefit of people and the planet."

DONALD WIHARDJA,
CEO OF MDI VENTURES

MDI's Priority Focus Areas: United Nation Sustainable Development Goals

Our commitment to the United Nations Sustainable Development Goals (SDGs) is deeply embedded in everything we do, serving as a guiding framework for our actions and the foundation of our impact-driven initiatives. In this report, we outline our efforts to create meaningful digital impact across Indonesia, demonstrating how we leverage technology and innovation to drive positive change. Central to our mission is the belief that education, equality, and social inclusion are not only fundamental human rights but also key pillars for fostering long-term sustainable development. By addressing these critical areas, we aim to empower communities, bridge social gaps, and contribute to a more equitable and prosperous future for all.

Environmental



Social



Governance



Letter from Our Group CEO ^[D.1]

Dear stakeholders,

In 2015, Cermati Fintech Group was established with the goal of helping Indonesians to achieve a more inclusive financial future. We aspire to become one of Indonesia's leading actors in financial inclusion, offering trusted financial products that improve the lives of Indonesians throughout their financial lifecycle. Our journey has been progressive and exceptional, as we established Indodana Paylater as the leading Buy Now Pay Later, Indodana Digital Credit as the leading Financing service and Cermati Protect as the leading embedded insurance platform in Indonesia. More than 8.3 million users have been using our platforms to access credit and protection products.



We aspire to embark on a more sustainable journey and we believe in securing long-term growth through ethical values, environmental preservation consideration and social responsibility.

Therefore, we begin to publish our inaugural impact report to review our Environmental, Social, and Governance (ESG) commitment for the past year.

Our Achievements

In 2023, out of 8.3 million users, more than 3 million were new users who accessed financial and protection products through our platform, an increase of almost 60% since 2022. We are helping more people to have access to credit and protection.

A total of IDR 10 Trillion in financing and 20 millions of protection coverage was distributed to our users. This further demonstrates that we are striving to generate value for our stakeholders while fulfilling our obligations and responsibilities.

Financial Inclusion and Socioeconomic Empowerment [IRIS PI7318]

We strive to address the issue of low financial literacy rates in Indonesia. Only 49.68% of Indonesians are financially literate, especially in the low and moderate income people with limited access to financial products. We continue to contribute to solving this issue by offering both simple financing and protection products for low and moderate income users. We embed our products into a purchase funnel, both in online and offline partners, to make a more seamless and approachable purchasing experience for our users.

We are recognizing the vital contribution of women in the workplace. About 44% of our team members are women, showing our efforts to foster an equal and inclusive workplace. We encourage our team members to take care of their well-being, self and career development through accessible work-related and development facilities such as training, certification, and activities promoting both mental and physical health are sponsored by the Company. Our team members are also contributing to the wellbeing of the local communities. In 2023, we collaborated and engaged with communities and with organizations such as Sahabat Anak Child Protection Organization, Melania Nursing Home, and Yayasan Kasih Anak Kanker Indonesia. These outreach programs aim to help those in need and inspire disadvantaged children.

We are proud of our achievement in 2023, but we recognized that we are still early in our journey to deliver simple and trusted financial products across credit and protection that improve lives. We are committed to balance progress, growth and meeting our sustainability commitments. .

We hope that our dedication and partnership with our stakeholders will continue to drive long-term impact, sustainable and exceptional performance in Indonesia.



Jakarta, September 2024

Andhy Koesnandar

Group Chief Executive Officer

About the Report



Cermati Fintech Group or the Company 2023 Impact Report is the first Impact Report published by the Company. The Report demonstrates our commitment towards our stakeholders, reflecting our accountability to sustained long-term growth, as well as its responsibility towards ESG and sustainability through a holistically integrated, multi-stakeholder approach.

Reporting Principles and External Assurance [C.6][G.1]

This Report has been prepared with references to Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017 and Circular Letter Financial Services Authority (SEOJK) No. 16/SEOJK.04/2021, as well as Impact Reporting and Investing Standards (IRIS). Cermati Fintech Group did not engage external independent assurance services for this Report.

Scope and Reporting Period

The scope of this Impact Report encompasses Cermati Fintech Group's entire operations, with the exception of energy consumption, paper, ink, gasoline, and diesel data. This report features numerical data comparisons for the previous three years, with a reporting period spanning from January 1, 2023, to December 31, 2023.

Limitations

MDI Ventures and Cermati Fintech Group have engaged Grant Thornton Indonesia as an independent consultant to assist us in the preparation of this Impact Report. Grant Thornton Indonesia's responsibility is limited to the preparation of the report based on the data provided by MDI Ventures and its reporting portfolio company. All data, figures, and explanations presented in this Report are the sole responsibility of MDI Ventures and its reporting portfolio company. Thus, Grant Thornton Indonesia shall not be liable for the accuracy or completeness of such data, figures, and explanations. Please note that the work of Grant Thornton Indonesia in this report differs from an audit or review as defined by Indonesian Standards on Auditing or any assurance standards; therefore, no assurance opinion is expressed in this Report.

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Report Feedback ^[G.2]

Cermati Fintech Group is committed to continually enhancing the quality of our Impact Report. We welcome any queries, suggestions, or feedback, which can be directed to:

Cermati Fintech Group Investor Relation

Email: investor@cermati.com



About Cermati Fintech Group

Cermati Fintech Group (CFG) is a group of financial technology companies that was founded in April 2015. Since its establishment, Cermati Fintech Group (CFG) has been at the forefront of driving financial inclusion in Indonesia. CFG has always prioritized providing access to trusted financial products that improve lives. We are addressing the growing needs of access to credit and protection shortfall, as it is an urgent humanitarian priority. Cermati Fintech Group has emerged as a pioneering force in the Indonesian financial technology landscape, driving innovation and positive change. Our innovative solutions, coupled with our commitment to social impact and sustainability, have disrupted traditional financial practices, empowering individuals and businesses alike, and have also positioned us as a leading force in the Indonesian fintech industry.

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Cermati Fintech Group's Profile [C.2][C.3]



Name

Cermati Fintech Group



Operational Area

Indonesia



Products/Services

Buy Now Pay Later (BNPL),
Financing, Insurance and
Investment



Address [C.2]

Plaza Bank Index (Plaza
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cermati
fintech group

Vision and Mission [0.1]

Vision

Achieving more inclusive financial future for Indonesians

Mission

- Delivering more inclusive and accessible financial products for our users
- Fostering environment for our team to grow, innovate and make impacts
- Increasing stakeholder trust and values

Company Core Values



Hunger

We believe that healthy dose of hunger drives people to do more, to gain more, and to achieve more



Care

We trust passionate people shall bring the best out of our products



People Smart

We trust great people to grow their peers by observing other people and being thoughtful of their actions

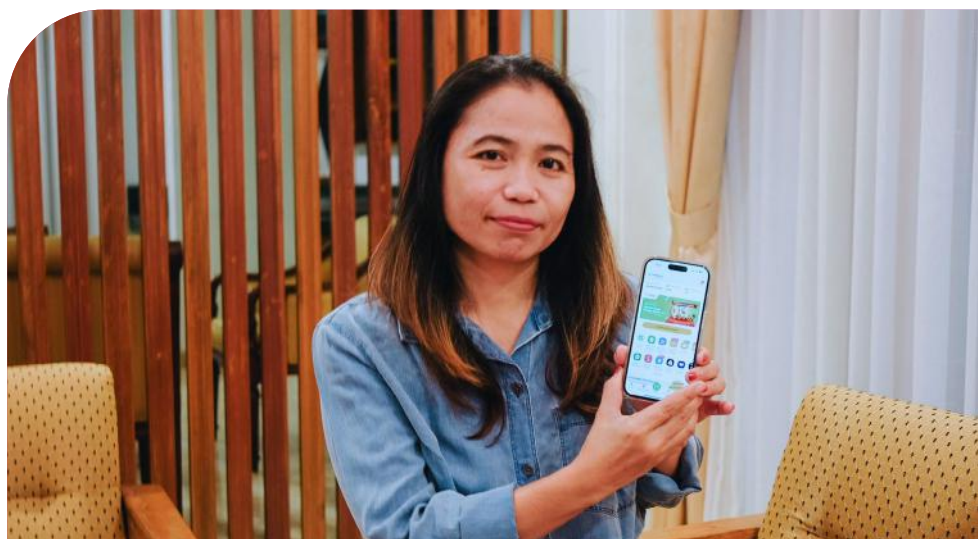


Humility

We believe humility is a key factor to reach excellences both as an individual and as a team

Cermati Fintech Group: Driving Sustainable Change

Cermati Fintech Group is committed to creating a positive impact on society by aligning our business practices with the Sustainable Development Goals (SDGs), with a particular focus on financial inclusion and education. Our commitment to sustainability is evident in our efforts to reduce our environmental footprint and support socially responsible initiatives.



Expanding Financial Access

We have worked tirelessly to extend financial services to all regions and populations. Our innovative products and services cater to the diverse needs of our customers, empowering them to achieve their financial goals.

Empowering Financial Literacy

We believe that financial literacy is essential for sustainable development. To this end, we have launched comprehensive educational initiatives, providing individuals with the knowledge and skills they need to make informed financial decisions.

Building Partnerships for Impact

We have forged strategic partnerships with financial institutions, insurance providers, and investment managers to deliver high-quality financial products and content to expand our reach. Additionally, we have actively engaged with local communities to provide financial education and financial inclusion sessions.

Creating Sustainable Value

By prioritizing financial inclusion and education, we are not only creating value for our customers but also contributing to a more equitable and inclusive society. Our efforts support economic growth and development, making a lasting impact on the communities we serve.

2023 Milestones

Active Users

8.3
million

Yearly Website Visitor

36
million

Financing

IDR10
trillion

Insurance Policies Issued

20
million

We believe financial inclusion and equal access to financial products for the wider community are one of the keys to achieving economic equity in Indonesia. Moreover, Cermati Fintech Group has played a crucial role in promoting financial inclusion, reaching underserved communities and providing them with essential access to financial products. Our commitment to sustainability is evident in our efforts to reduce our environmental footprint and support socially responsible initiatives.

In 2023, we are proud of the positive impact our business operations have made, as well as how our achievements have contributed to significant change. We have successfully reached over 8.3 million users, including a remarkable 3 million new customers in 2023 alone. This rapid expansion demonstrates the strong demand for our services and our ability to meet the evolving needs of Indonesian consumers.

Furthermore, we have disbursed a total of **IDR10 trillion in financing**, empowering individuals and businesses to achieve their financial goals. We also have issued more than **20 million policies**, providing peace of mind to all the policy holders

Analyzing the Indonesian Fintech Landscape: Opportunities for Growth



Indonesia's fintech landscape presents a compelling opportunity for growth fueled by a unique combination of factors. Despite low financial literacy rates, with only 49.8% of Indonesians reaching the basic level according to the 2022 National Financial Literacy and Inclusion Survey, the population boasts high smartphone and internet penetration. This translates to 77% of Indonesians using smartphones and a staggering 97% with internet access.

Furthermore, limited insurance penetration, particularly in rural areas where the literacy rate sits at a mere 40% compared to 50% in urban centers, presents a significant opportunity to bridge the insurance gap. The booming e-commerce market adds another layer of potential, as both merchants and consumers require seamless payment solutions and value-added services.

Low income people in the rural areas where literacy rates are low are the most vulnerable people. Through targeted financial education initiatives, innovative insurance products, and expanded credit access leveraging technology, fintech can empower individuals to make informed financial decisions and participate in the digital economy. We offer solutions for low income users both in financing and protections by embedding into a purchase funnel, both in store and in platforms, making purchases seamless and more approachable.

Moreover, partnerships with e-commerce platforms can ensure efficient and secure payment solutions for online transactions in order to foster a thriving digital marketplace.

Low Financial Literacy

The 2022 National Financial Literacy and Inclusion Survey (SNLIK) held by OJK showed that Indonesia's financial literacy index registered at 49.68%. The financial literacy index consists of knowledge, skills, confidence, attitude, and behavior. Furthermore, literacy in rural areas is lower compared to urban areas at 48% and 50%, respectively

Low Insurance Literacy

In 2022, the literacy rate on insurance among Indonesians reached around 31.72%.

Low Access to Credit

2021 Global Financial Inclusion data showed that 1.6% of Indonesians have a credit card and 35.1% have a debit card, while 50.64% of Indonesians have access to the Internet. It is way lower vs other countries in SEA, as benchmark:

- 7.89% of Malaysian has credit card, 83.25% has debit card, while 87.47% have access to internet.
- 41.74% of Singaporean has credit card, 93.5% has debit card, while 93.81% have access to internet.

Indonesia's financial landscape faces notable challenges, including low financial literacy, limited insurance awareness, and restricted access to credit, which collectively hinder many Indonesians from reaching financial stability. However, with high smartphone and internet penetration and the explosive growth of e-commerce and offline shopping post-COVID-19, the potential for digital solutions is stronger than ever.

High Penetration of Smartphone, Gadget and Internet

According to DataReportal, in 2023, internet users in Indonesia currently make up 77% of the population, with 97.7% of users accessing the internet via smartphone.

The Growth of E-commerce

The Indonesia e-commerce market size is expected to grow from USD52.93 billion in 2023 to USD86.81 billion by 2028 at a CAGR of 10.4% during the forecast period (2023-2028).

The Growth of Offline Shopping After COVID-19

Based on research conducted by Populix, offline shopping activities have more than doubled for consumers who prefer shopping offline instead of online after the pandemic.

Cermati Fintech Group is poised to bridge this gap, offering user-friendly tools that empower Indonesians to better manage their finances, gain essential insurance knowledge, and access credit conveniently through digital platforms. By leveraging the familiarity and reach of online channels, Cermati Fintech Group aims to transform financial literacy and inclusion, enabling Indonesians to make informed financial decisions and seize economic opportunities.

Our Products [C.4][IRIS 015657]



<https://www.cermati.com/>

Cermati.com was launched in 2015 as a Super App Aggregator of financial services by providing digital onboarding with banking and insurance partners. Everyone can learn about personal financial management through financial education content in the Cermati.com application and portal. Cermati has collaborated with different banks to enable wider access to financial services through Open Finance API technology and integration with online and offline partner platforms. This enables the previously unbanked and underserved Indonesian population to be able to access financial products and services through their favorite smartphone apps.


<https://protect.cermati.com/>

A digital insurance platform and brokerage launched in 2019, Cermati Protect makes it easy for users to find and buy the most suitable insurance products for all the needs of both individuals and companies. Through extensive partnerships with innovative insurance companies and serving clients in various industries, Cermati Protect ensures that customers' insurance needs in travel, e-commerce, logistics and personal health, among others, are well served. Additionally, Cermati Protect provides industry-leading claims servicing by leveraging big data and machine learning in handling high volumes of claims through proprietary digital portals, enhancing customer experience throughout their insurance journey.


<https://www.arthainvestateknologi.co.id/>

Cermati Invest offers a one-stop solution for users to find trusted investment products with ease for individuals and companies. Together with investment managers, Cermati Invest provides a wide range of investment products, such as Mutual Fund, Digital Golds, and other investment products. Investments can be made from as low as 1 USD.


<https://www.indodana.id/>

Indodana Buy Now Pay Later by Indodana Multi Finance provides credit limits of up to IDR50 million for users in collaboration thousands of online platforms, online marketplaces, online merchants, and offline merchants using big data and artificial intelligence technology.


<https://www.indodanafintech.co.id/>

Indonesia's leading lending technology platform was launched in 2017 to provide digital credit for all Indonesians that can be accessible anytime and anywhere with simple steps via our mobile application.

Our Performance ^[B.1]

By providing financial services, especially access to credit, Cermati Fintech Group contributes to poverty reduction by increasing access to capital. Cermati Fintech Group's products give choices that empower customers to make decisions that are important to their lives. We also actively engage in financial technology events to foster innovation and remain aligned with industry advancements.

Our platform's reach is not limited to financial transactions; it is also focused on building a thriving society. This positive influence extends to households, where our users demonstrate an improved quality of life, with increased spending on areas like business expansion, education, fulfillment of household needs, home renovation, and healthcare. Cermati Fintech Group, via Indodana Finance and Indodana Fintech, drives financial inclusion and effective financing. In 2023, 28% of our digital credit borrowers use these funds for business expansions.

Our Support for the Sustainable Development Goals (SDGs)

Cermati Fintech Group is dedicated to making a meaningful impact that aligns with the United Nations Sustainable Development Goals (SDGs) particularly in the areas of financial access, insurance access, and financial & business literacy.

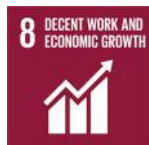
Our SDGs Achievements for Society and User

Our SDGs Achievements for Our Employee and on Internal Business Process

2023 Progress



1. IDR10 trillion were disbursed in 2023.
2. IDR25 trillion were disbursed since the Company's founding
3. Loan Repayment Rate: 98%



1. Issued 20 million insurance policies.
2. Provided healthcare protection for more than 360 thousand people.
3. Flight & train COVID-19 insurance for 160 thousand people from 2021 to 2023.



1. Conducted financial literacy events in partnership with several parties, e.g., AFPI with total participants of 2,000 people from 2021 to 2023.
2. Published more than 3,100 articles and videos of financial literacy through the Cermati University Series.
3. Generated regular financial literacy content through Indodana as our financing entity, reaching 92,000 people in 2023.



Digital loan for business purposes: 28%



1. Provided insurance for more than 2,500 electric vehicles and 50 charging stations.
2. 36,339 trees saved from paperless insurance policy issuance.
3. 1,566 tons paper saved from paperless Insurance policy issuance.



We support financial literacy and inclusivity in Indonesia by fostering partnerships with 21 banks, 15 bank lenders, 51 insurance providers, 16 investment managers, 3 credit bureaus, 13 payment gateway partners, and more than 39,000 online and offline outlets



100% of our employees are paid with regional minimum wage standard or above.



1. Women fill in 33% of senior management positions at Cermati Fintech Group. [\[IRIS 016213\]](#)
2. Cermati Fintech Group's women employees make up 44% of total employees



Cermati Fintech Group's average employee satisfaction survey score reached 4.2 out of 5 in 2023



1. Cermati Fintech Group is in alignment with the regulatory framework of anti-corruption, anti-bribery, and anti-money-laundering.
2. 100% of our employees underwent training of anti-corruption, anti-bribery, and anti-money laundering.

Impact to User and Society [F.25] [IRIS PI7318]

We believe in giving back. It's part of who we are as a company. From the very beginning, we have been committed to making a positive impact on our community (as part of our "Care" core value).

We are dedicated to making our financial products accessible to a diverse range of individuals, regardless of their socioeconomic background. Our mission is to ensure that people from all walks of life, including those in rural areas and low-income households, have the opportunity to secure financial stability for the long term.

Microinsurance is one example of our accessible financial products. Tailored to meet the specific needs of our customers, microinsurance provides affordable protection against unforeseen risks and helps safeguard their assets and liabilities.



1

Financial Inclusion for Low-Income Users

Cermati Fintech Group has significantly expanded access to financial products, particularly for underserved segments like low-income households. These groups often face barriers when trying to access formal financial services, but Cermati Fintech Group's platform breaks down these barriers by providing access to credit and protection solutions that are affordable and accessible. By doing so, Cermati Fintech Group empowers individuals who previously lacked access to essential financial tools, helping them better manage their finances and mitigate risks related to health, accidents, or unemployment.

For example, microinsurance products offered through the platform provide low-income users with coverage for unexpected emergencies, such as medical expenses or accidents, which they would otherwise struggle to manage. This creates a safety net that is crucial for vulnerable populations, who often rely on informal methods of dealing with crises. Access to such services increases financial security helping users avoid debt traps and the long-term economic consequences of any unprecedented financial situation.

2

Economic Empowerment and Resilience

By embedding financial services into familiar purchase funnels, Cermati Fintech Group makes financial solutions less intimidating and more user-friendly. This seamless integration encourages low-income users to take advantage of products like loans and insurance without the usual fear or hesitation, thereby increasing uptake. As more individuals gain access to affordable financing and insurance, they are better equipped to build

long-term assets, save for the future, and handle life's uncertainties.

The positive impact extends beyond individual users to their broader communities, as financially stable households are more likely to invest in education, healthcare, and local businesses. This creates a ripple effect, contributing to overall societal economic growth and reducing the strain on public welfare systems.

3

Improving Trust and Accessibility in Financial Services

Cermati Fintech Group's use of digital platforms has made financial services more accessible and less bureaucratic. By offering financial products in a digital and user-friendly format, Cermati Fintech Group reduces the complexity often associated with banking, which can be a significant barrier for low-income users. The simplicity of the interface and the ability to access services from anywhere with a mobile device makes it easier for users to navigate their options and make informed decisions.

The result is not just an increase in the number of people using financial products, but also a rise in trust and confidence in the formal financial system. By providing clear, accessible, and reliable financial solutions, Cermati Fintech Group fosters a culture of financial literacy and planning, contributing to a more financially aware society.

4

Social Safety Nets for Vulnerable Populations

For emerging consumers, smartphones have become essential, both as a major financial investment and as a gateway to crucial digital services like telemedicine, financial tools, mobility solutions, and job opportunities. Mobile phones are also vital business enablers, with studies showing that a 10% increase in mobile internet penetration can boost GDP by an estimated 2% in low-income countries. Recognizing this, Cermati Protect's device protection policies offer coverage

against theft, damage, and accidents, often bundled with device purchases or financing. These policies are affordably priced at 2-10% of the device's value over 1-2 years, ensuring financial resilience for vulnerable populations by helping them recover quickly from unexpected events.

The Company's approach to simplifying access to finance and protection ensures that more people can build a stable financial future.

Promote Financial Inclusion

To further promote financial inclusion, we have actively participated in industry events and initiatives. In 2023 alone, we organized seminars and webinars in collaboration with the AFPI, attracting approximately 600 participants.

List of Seminar

No.	Date	Activity	Place	Estimation of Participants
1	02/03/2023	Wise Seminar on Understanding the Rights & Obligations of Fintech Consumers in Joint Funding	Atma Jaya University, Jakarta	200 participants
2	14/03/2023	Young Seminar on Understanding Fintech	Sam Ratulangi University, Manado	150 participants
3	17/07/2023	Next-Gen Fintech Seminar: Tips for Understanding the Challenges and Opportunities of Financial Technology in the Digital Era	eLBajo Commodus Polytechnic, Labuan Bajo, NTT	220 participants

Indodana Financial Literacy event in Talkshow: Understanding Contemporary Financial Innovation in the Generation 4.0 Era at Padang State University



Indodana Financial Literacy Event: Thoroughly Exploring the Future of Financial Technology in the Generation 4.0 Era at Tanjungpura University (UNTAN), Pontianak, West Kalimantan

Cermati Fintech Group: A Vision for Continued Growth and Impact

As we look ahead, Cermati Fintech Group remains committed to driving financial inclusion and empowering individuals in Indonesia. We will continue our efforts to promote financial literacy through educational initiatives, ensuring that our users have the knowledge and tools to make informed financial decisions.

Innovation will remain a core focus for Cermati Fintech Group. We will actively seek to expand our product offerings, introducing new and innovative solutions to meet the evolving needs of our customers. Additionally, we will explore opportunities to expand the application of our

BNPL services, making them accessible in more regions across Indonesia.

Sustainability is another key priority for Cermati Fintech Group. We will continue to promote greener ways of working within our organization. Furthermore, we are committed to fostering a diverse and inclusive workplace, empowering women and creating equal opportunities for all. By focusing on these areas, Cermati Fintech Group aims to remain at the forefront of the Indonesian fintech industry, driving positive change and contributing to the sustainable development of the nation.

Our CSR Programs in 2023 ^[F.25]

Our impact is further amplified through Corporate Social Responsibility. One of our primary focuses has been financial literacy education, particularly for children and adolescents. By teaching children essential financial skills such as saving and spending wisely, we aim to encourage them to achieve a brighter future. Subsequently, we have gradually expanded our CSR programs to

include a wider range of beneficiaries such as the elderly. These programs are tailored to meet their specific needs and physical capabilities, as we want to make a real difference in their lives. Through our CSR programs, we aim to make a positive difference in the lives of our customers and the communities we serve.

Cermati Fintech Group Collaborated with Sahabat Anak

Cermati Fintech Group partnered with Sahabat Anak, a child protection organization in Grogol, West Jakarta, to conduct a financial literacy CSR program. We sought to empower the children at Sahabat Anak to leverage our financial literacy curriculum for future initiatives by providing school supplies and piggy banks before conducting interactive sharing sessions for the children. This half-day program hosted 40 participants and helped teach the children how to save and spend.



Sharing with the Elderly at Panti Wredha Melania

Cermati Fintech Group conducted a community outreach initiative to support the elderly residents of Panti Wredha Melania, a foundation dedicated to the care of underprivileged seniors. We aimed to create a meaningful experience beyond tangible donations by organizing simple yet enjoyable activities, such as fun games and storytelling, to entertain and lift their spirits.



Caring for Children of Yayasan Kasih Anak Kanker Indonesia

10 Cermati Fintech Group employees partnered with Yayasan Kasih Anak Kanker Indonesia to provide support and encouragement to 20 children battling cancer between the ages of three and seventeen. We conducted engaging and educational activities such as storytelling and workshops involving arts and crafts before giving donations in the form of tangible goods and keepsakes.



Cermati University

Beyond our internal initiatives, we have leveraged our digital platforms to disseminate financial education to a wider audience. Through our social media channels, website, newsletter, and mobile application, we have shared informative content on financial stability, achieving financial freedom, accessing credit, and effective money management.

In 2023, we launched Cermati University, a dedicated platform offering structured online courses to equip individuals with essential financial skills. Our efforts have reached thousands of individuals, providing them with valuable knowledge about financial products and services.



We also have published thousands of articles and videos on a wide range of financial topics, with a particular focus on financial inclusion and literacy. Our content aims to demystify financial products, provide guidance on wise investing strategies, and highlight the accessibility of credit products. By offering valuable information and resources, we strive to equip our users with the tools they need to make informed financial decisions.

Our Partnerships and Collaborations



Cermati Fintech Group is committed to expanding access to essential financial products and services, fostering improved health outcomes and promoting sustainable development. In 2023 alone, we facilitated the issuance of over 20 million insurance policies. We have successfully connected over 360 thousand users with healthcare coverage in the same year.

We continuously building partnerships with financial institutions and insurance providers. In 2023, we are partnering with 21 banks, 15 bank lenders, 51 insurance providers, 16 investment managers, 3 credit bureaus, 13 payment gateway partners, and more than 39,000 online and offline merchants. We believe that by building partnership, together we can expedite the financial inclusion in Indonesia.

Customer Satisfaction [F.30]

To gauge customer satisfaction and identify areas for improvement, we conduct quarterly Net Promoter Score (NPS) surveys. These surveys are distributed to our users via digital forms, ensuring easy accessibility. Our marketing team meticulously collects and analyzes the survey data, and the results are shared internally quarterly to facilitate timely action.

We take all customer feedback seriously and

follow up diligently to ensure that their concerns are addressed and necessary improvements are implemented. A significant portion of our financing product users express high satisfaction, indicating their willingness to recommend our services to their friends and family. Our NPS scores consistently exceed industry benchmarks, demonstrating our commitment to delivering exceptional customer experiences.



Mrs. Lina

Digital Loan for Business Needs



Mr. Eko Prihatin

Digital Loan for Household Needs



Mr. Agung

Car Insurance Policy Holder

“ I’ve been using Indodana since May 2022, and it has really helped me with funding for my business and my children’s education. After losing my job, I started a small culinary business but needed more capital to grow. Thanks to Indodana’s fast and easy digital credit process, I was able to stock up and open my warung, helping to provide for my family. ”

“ Indodana Paylater has helped me fulfill my family’s needs and desires, from purchasing a refrigerator to planning a family vacation for my first child’s birthday. My experience using Indodana has been very convenient, as it can be used at many merchants and offers installment options. That’s why I continue to use Indodana frequently. ”

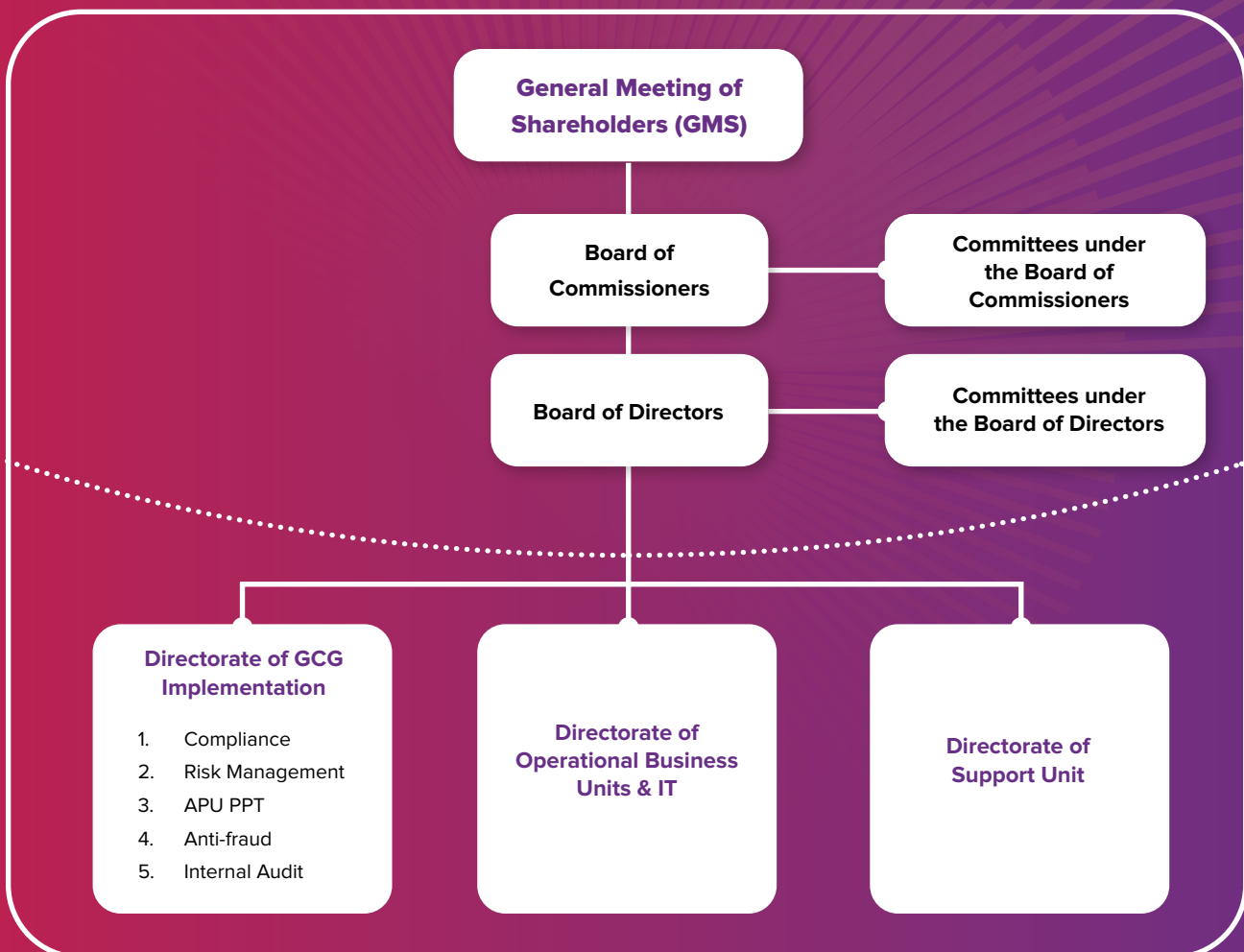
“ I had a great experience with Cermati Protect. Purchasing car insurance was so easy and filing a claim after a minor accident was guided by telesales, and the team handled everything quickly and professionally. I’m impressed with their service and would recommend them to anyone looking for reliable car insurance. ”

Our Governance

Organizational Structure

At Cermati Fintech Group, we uphold a robust two-tier governance structure to maintain the highest standards of integrity and transparency throughout our operations. The Board of Commissioners, as the overseeing body,

meticulously monitors the activities of the Board of Directors. The Board of Directors, in turn, serves as the ultimate decision-making authority, overseeing the three distinct directorates within Cermati Fintech Group.



We convene at the annual General Meeting of Shareholders (GMS) to comprehensively evaluate our performance, including our progress in implementing ESG initiatives. To ensure that ESG principles are deeply ingrained throughout our organization, we have designated a team as the primary driving force for ESG implementation at Cermati Fintech Group.

Anti Fraud and Corruption

Cermati Fintech Group is committed to strong corporate governance, emphasizing integrity and professionalism. Cermati Fintech Group has published policies that cover anti-bribery, anti-corruption, and anti-money laundering. Due to these efforts, no fraud and corruption cases occurred during 2023.

Maintaining Correspondence through Associations [C.5]

Cermati Fintech Group actively participates in associations. This engagement allows us to stay updated on industry trends, enhance our reputation, expand our knowledge, and build valuable connections within the fintech community.



Cultivating Transparent Culture

At Cermati Fintech Group, we are committed to fostering a culture of transparency, honesty, and integrity, as well as being free from bribery, corruption, and fraud. To reinforce this commitment, we have implemented comprehensive Anti-corruption and Anti-fraud policies, including standardized operational procedures (SOPs), as well as targeted training and education programs, which encourage swift and decisive actions to address any breaches of our Code of Conduct. These measures are designed to mitigate the risks associated with our business operations.

In 2023, 100% of our employees from entry-level to management positions, participated in anti-fraud and anti-corruption training and adhered to mandatory onboarding training on company ethics and the Code of Conduct.

Through our robust training programs, we successfully reduced the risk of misconduct violations in 2023. There were zero reported cases of ethical code breaches and fraudulent practices. This demonstrates our unwavering commitment to fostering a culture of integrity and honesty within the Company.

Data Security and Customer Privacy [IRIS 016213]

Data Security

As a fintech company, we prioritize proactive risk management by regularly identifying and addressing potential threats such as malware, phishing, and social engineering attacks. Through ongoing phishing simulations, we enhance employee awareness and bolster our defenses against real-world attacks. Understanding the critical nature of cybersecurity, we implement robust security measures to protect sensitive data and systems. Access controls are strictly enforced, limiting unauthorized access to critical information. Our internal business intelligence team maintains

stringent data access protocols, ensuring that only authorized personnel can access sensitive data. New data points or dashboards require rigorous review and approval to safeguard data integrity.

To effectively respond to and mitigate cyber threats, we have established a dedicated information security team. This team is responsible for handling security incidents, coordinating response efforts, and fostering a culture of cybersecurity awareness among our employees.

Also, our comprehensive Business Continuity Plan outlines strategies for recovering IT systems and data in case of major disruption. We have also conducted thorough security evaluations for 100% of our products and services to ensure our customer data security.



In compliance with POJK 4-2021 on the Implementation of Risk Management in the Use of Information Technology by Non-Bank Financial Institutions, we have also obtained the following data security and privacy certifications:

ISO/IEC 27001:2013 for Information Security of Digital Financial Innovation
for Market Support Covering Web and Mobile Applications

ISO/IEC 27001:2022 for The Management System Applicable to:
The Provision of Information Security Management for Peer-to-Peer Lending Services Based on Information Technology

ISO/IEC 27001:2013 for The Management System Applicable to:
The Provision of Information Security Management for Peer-to-Peer Lending Services Based on Information Technology

Payment Card Industry Data Security Standard (PCI-DSS version 3.2.1) for Provisioning Credit Card Payment Services

We conduct comprehensive penetration testing annually, both internally and externally. Our internal security team utilizes a third-party automated tool for monthly vulnerability assessments, while we also engage an independent third-party vendor for annual penetration testing. The results of these assessments are carefully documented and analyzed to inform our ongoing security efforts.

Customer Privacy

We implement various security measures, including encryption, firewalls, and access controls, to safeguard customer privacy and their personal data. This information is collected when customers register for an account, apply for a credit card, or use the services provided by Cermati Fintech Group. The collected data is used to provide customers with personalized services, such as processing credit card applications.

We also outline a data processing workflow that includes collection, analysis, storage, correction, and deletion. This data is gathered

when customers register, use the app, or interact with us. To ensure its security, we implement multi-layered access controls in our system to safeguard the customer data, with various measures from firewalls and network access rules to prevent unauthorized access to the network, such as public key infrastructure, single sign-on, and user access control solutions for protecting the data from even our own employees. Customers have the right to access and correct their information, as well as withdraw their consent for data processing, according to the Indonesian financial data protection and management laws.

Impact on Human Capital ^[F.25]

Cermati Fintech Group prioritizes employee well-being to foster a productive, creative work environment. From the start, we have ensured financial security through comprehensive insurance and support initiatives for overall health.

Support to Diversity, Equality, and Inclusion ^{[F.18][F.19][F.21]}

Our employees are essential to our business and operations. We are dedicated to creating a diverse, inclusive workplace across our offices in Indonesia, Singapore, and India, where all employees are respected equally, regardless of gender, ethnicity, religion, or race. Discrimination is not tolerated, and we take decisive action against any violations of our ethical standards.

We strictly comply with labor laws, ensuring our operations are free from child and forced labor.

Our commitment to gender equality is reflected in our workforce diversity, with women holding significant roles. In 2023, our team was slightly dominated by male workers (56%) which was consistent with 2022 figures.

Other Benefits for Our Employees

Cermati Fintech Group aligns compensation with job levels and performance for fair pay and complies with labor regulations, setting minimum salaries by regional standards. To support financial well-being, we offer the Employee Credit Limit Program via Indodana Paylater, with personalized credit limits.

We also prioritize employee health with mandatory social security benefits, including BPJS Ketenagakerjaan and BPJS Kesehatan.

Additionally, we provide private health insurance and allowances, including vision care, pre-maternity, delivery, and miscarriage support. Employees can also join our Laptop Ownership and Employee Loan programs, enhancing both their professional and personal growth.

We fully support working mothers with maternity benefits in line with government regulations. In 2023, all employees returned after maternity leave, underscoring our commitment to their well-being.

Supporting Aspiration to Grow and Develop ^{[F.22][IRIS 014229]}

As a startup, we are driven to adapt and innovate alongside technological advancements. To lead our industry, we prioritize developing our human capital by investing in both in-house training and external development opportunities.

We are committed to elevating our human capital. These initiatives equip employees with essential skills to drive our organization's success and empower them to excel in their fields. This strategy nurtures a skilled, engaged workforce aligned with our long-term vision.

Our Training Programs [F.22]

We hold mandatory training programs regularly to keep employees up to date with industry developments and best practices. Training materials are continuously updated to reflect current trends, promoting a culture of continuous learning.

Additionally, we host regular “Brownbag Sessions” to enhance employees’ financial knowledge, offering insights into personal finance planning, health insurance, and investment strategies.



Employee Health and Safety

Physical and Mental Health [F.21]

At Cermati Fintech Group, we recognize the link between physical and mental well-being and its impact on productivity. Although our operations are not hazardous, we prioritize employee health and safety and are dedicated to fostering a supportive mental health environment.

There are four programs that we continually promote to maintain employee well-being such as:

- 1 CermatiFit** – in 2023, there were 72 physical fitness programs conducted.
- 2 Team-bonding Activities** – the Company provides a dedicated allowance for team-bonding activities such as employees events and outings.
- 3 Health Insurance Coverage** – The Company provides comprehensive social health insurance coverage through BPJS Kesehatan Scheme and private health insurance.
- 4 Maintain our Employee Mental Health** – The Company has been partnering with third-party providers in offering professional psychological support for our employees.

Safe Space for Women

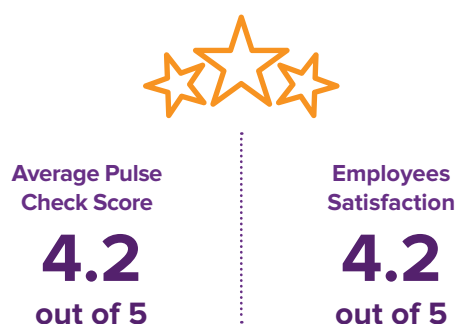
To create an inclusive environment for female employees, we offer additional support measures such as maternity leave and family-care leave. These initiatives demonstrate our dedication to empowering women and promoting work-life balance.

We are pleased to report that in 2023, there were no instances of harassment or intimidation within Cermati Fintech Group.

We are also glad to disclose that our commitment to creating an inclusive workplace has resulted in significant career advancement for our female employees. Notably, 33% of our female employees attained management positions. These achievements demonstrate our success in fostering a supportive and equitable environment for all.

Our Employee Satisfaction

To gauge our employee satisfaction and engagement, we conduct quarterly pulse surveys. We're pleased to report that employee satisfaction remains exceptionally high, which has contributed to our team's record-breaking business performance.



Environmental Performance

We're committed to continuous improvement and environmental responsibility. We recognize that our small actions can have a significant impact on climate change, so we're focused on reducing waste, optimizing energy use, and minimizing emissions. We've started tracking our environmental footprint, including energy consumption, waste generation, and emissions. This ongoing effort is part of our commitment to sustainability and making a positive contribution to the environment.

Mitigating the Risk of Climate Change

Energy and Emission Management [F.6][F.7][F.11][F.12]

To elevate our environmental stewardship, we started calculating our energy use in 2021 until now. Although we have not yet established measurable targets, as well as a baseline of our calculation, we are pleased to disclose our performance so far. We use energy in the form of electricity and gasoline (BBM) to support our

entire operations. In 2023, we used 620,838 kilowatt-hours (kWh) of electricity, increased compared to 2022 which reached 605,768 kWh. We also used 7,066 litres of gasoline and 111 litres of diesel. The increase in the use of electricity and fuel energy is due to the addition of new branches, resulting in higher gasoline consumption. [IRIS 016697]

Energy Consumption and Emission Generated [IRIS 01479][IRIS 014862]

Energy Sources	Unit	2023	2022	2021
Gasoline*	Liters	7,066	4,881	-
	TJ (Terajoules)	0.23	0.16	-
	Metric Tons of CO₂eq	16.00	11.00	-
Diesel**	Liters	111	103	61
	TJ (Terajoules)	0.00	0.00	0.00
	Metric Tons of CO₂eq	0.30	0.28	0.16
Emission Produced (Scope 1)	Metric Tons of CO₂eq	16.30	11.28	0.16
Electricity***	kWh (Kilowatt-Hour)	620,838	605,768	407,429
Emission Produced (Scope 2)	Metric Tons of CO₂eq	424.00	409.00	279.00
Total Emission Produced (Scope 1 & 2)	Metric Tons of CO₂eq	440.30	420.28	279.16
Carbon Intensity from Electricity Generation in Indonesia	CO₂eq/kWh (Kilowatt-Hour)	682	676	684

*Data includes Jakarta, Bandung, Surabaya, Bali, and Jogja.

**Data only for Jakarta (For generators and local business trips).

***Data includes Jakarta, Bandung, Surabaya, Semarang since 2022 and Bali since 2023.

Energy and Emission Reduction

While we have not established specific emission reduction goals, we are taking steps to manage our carbon footprint. These initiatives include:

Switching to LED lamps as office lighting;

Choosing sustainable web-hosting;

Providing reusable tumblers to all employee; and

Regulating sustainable business travel, where we use economy flights;

Encouraging paper, ink, electricity and water conservation;

Putting up 'Save Energy' and 'Save Water' banners to remind and motivate all employees to use less energy and water.

Water Management

Currently, Cermati Fintech Group relies on water supply from the Local Government for our water needs. We have not yet incorporated renewable energy sources, but we aim to transition our operations to a more sustainable model by using renewable or green energy in the future. In 2023, we used 4,846 cubic meters (m³) of water to support our entire operation. Our consumption was growing as the number of employees grew and our operational location also expanded.

To conserve water, we have implemented various initiatives, including regular reminders and educational campaigns among our employees. We have also installed visual cues near water taps to encourage mindful water usage. These efforts have contributed to reducing our overall water consumption and promoting a more sustainable work environment.

Water Consumption [F.8]

2023	2022	2021
4,846	5,337	1,832

*Data include Jakarta, Surabaya, Semarang start from 2022, and Bali start from 2023.

Waste Management [F.13][F.14]

Our business generates a small number of waste, with both hazardous and toxic (B3) waste as well as non-hazardous and toxic (non-B3) waste, like electronic cables and used batteries. To ensure responsible disposal of these items, we partner with third parties to adhere to strict electronic waste disposal standards. This helps to prevent harmful

substances from entering the environment and protects human health. In 2023, we used 607 reams of paper for company purposes and 240 cartridges of printer ink. Compared to the previous year, there was an increase in the usage of both paper and ink, which was driven by our business expansion and operational needs.

Waste Generated

Waste	Unit	2023	2022	2021
B3 Waste				
Printer Ink	Pieces	240	186	141
Non-B3 Waste				
Paper	Reams	607	496	330

We also implemented internal waste reduction measures within our office by repurposing old-printed documents for various purposes, reducing the amount of waste generated and conserving paper resources. Additionally, our environmental initiatives have a positive impact on the Company's profitability.

By implementing recycling and reuse programs, we can reduce our reliance on new materials and minimize waste disposal costs. This not only saves our company money but also demonstrates our commitment to sustainability and CSR.

Providing insurance for Electric Vehicle

Beyond health insurance, we are actively supporting the adoption of low-emission alternatives. By providing Electric Vehicle (EV) insurance through Cermati.com and partnering with businesses, we have insured over 2,500 electric vehicles and 50 charging stations in 2023. We further collaborate with financing institutions to offer embedded

insurance for EV financing, demonstrating our commitment to encouraging and supporting the EV market. Through our comprehensive approach, Cermati Fintech Group addresses these concerns and aims to bridge the digital divide. We are committed to fostering financial inclusion, promoting healthy communities, and driving a sustainable future.



36,339

trees saved from paperless insurance policy issuance.



1,566

tons paper saved from paperless insurance policy issuance.
















Reporting Reference and Index

Financial Services Authority Regulation (POJK) Number 51/POJK.03/2017 and Financial Services Authority Circular Letter (SEOJK) Number 16/SEOJK.04/2021 References ^[G.4]

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2023

Impact Report