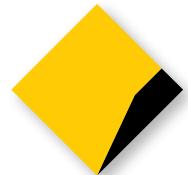


Laporan Tahunan 2011

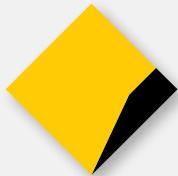
2011 Annual Report



Driving^{the}
Momentum



CommonwealthBank



CommonwealthBank

Tahun 2011 merupakan tahun yang penuh semangat dan momentum bagi Commonwealth Bank Indonesia. Usaha Bank yang terus berkembang dan tumbuh pesat mulai mengakar. Momentum inilah yang mendorong Commonwealth Bank Indonesia selangkah lebih dekat untuk mewujudkan visi menjadi penyedia layanan keuangan terkemuka di Indonesia melalui *customer service excellence*.

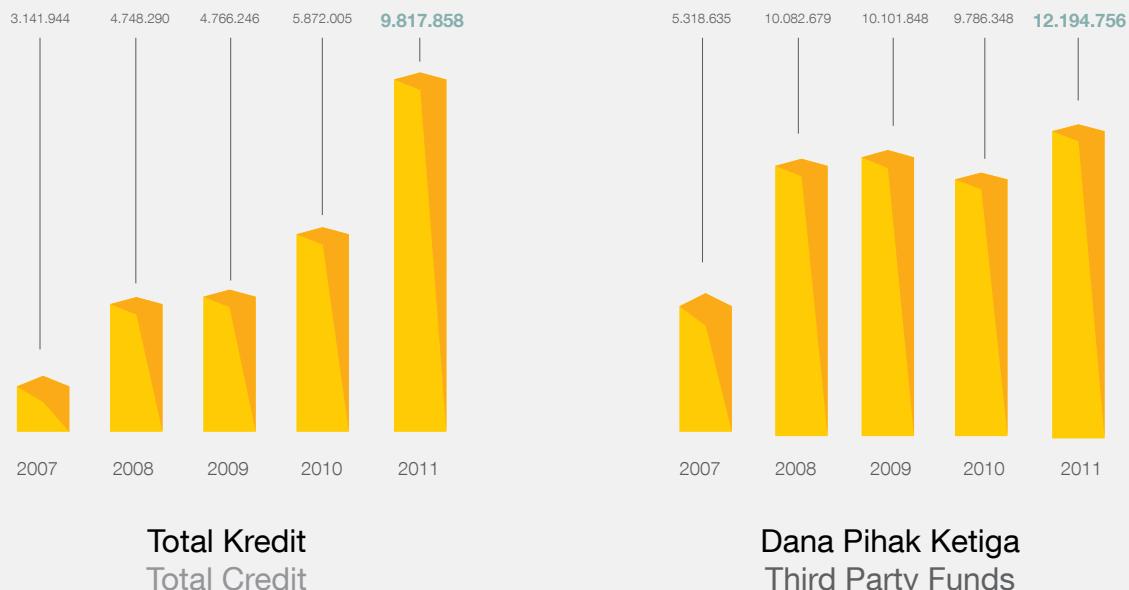
2011 was a year of momentum and energy for Commonwealth Bank Indonesia. The Bank's business expansion and growth acceleration truly took root. This momentum is now driving Commonwealth Bank Indonesia towards realising its vision to being the finest financial services organisation in Indonesia through excelling in customer service.

Performa Utama 2011

2011 Key Performance

Commonwealth Bank Indonesia menutup tahun 2011 dengan pijakan yang kokoh. Pinjaman tumbuh 67%; pendanaan meningkat 25%; laba bersih setelah pajak melonjak 1.052%.

Commonwealth Bank Indonesia closed 2011 on a solid footing. Lending grew by 67%; funding increased by 25%; net profit after tax jumped by 1,052%



Laba Bersih Setelah Pajak

Net Profit after Tax

Rp31,2
miliar

Modal Saham

Shareholder's Equity

Rp1,9
triliun

Total Aktiva

Total Assets

Rp15,2
triliun

Visi

Vision

Menjadi penyedia layanan
keuangan terbaik di
Indonesia melalui *customer
service excellence*

To be the finest financial
service organization in
Indonesia through excelling in
customer service

Sekilas Perusahaan

Company in Brief



Commonwealth Bank Indonesia

Commonwealth Bank Indonesia merupakan anak perusahaan Commonwealth Bank of Australia yang berbasis di Sydney dan merupakan penyedia jasa keuangan terpadu terbesar di Australia.

Kehadiran Commonwealth Bank Indonesia merupakan bagian dari strategi jangka panjang Commonwealth Bank of Australia untuk mengembangkan bisnisnya hingga ke Asia Pasifik, khususnya di Indonesia dan Cina. Di Indonesia sendiri, ditandai dengan dibukanya kantor perwakilan Commonwealth Bank of Australia pada tahun 1990.

Pada tahun 1997 Commonwealth Bank of Australia membentuk perusahaan *joint venture* untuk menyediakan layanan perbankan korporat bagi entitas bisnis Indonesia dan perusahaan lainnya. Pada tahun 2000, perusahaan tersebut menjadi Commonwealth Bank Indonesia, dengan Commonwealth Bank of Australia sebagai pemegang saham utama.

Pada tahun 2007, sebagai bagian dari rencana pengembangan pasar Usaha Kecil Menengah (UKM), Commonwealth Bank Indonesia mengakuisisi saham Bank Artha Niaga Kencana (ANK) yang berbasis di Surabaya dengan penguasaan pasar yang dominan di wilayah Jawa Timur. Akuisisi tersebut telah membantu Commonwealth Bank Indonesia memperkuat bisnis UKM serta membangun jaringan yang lebih luas di Indonesia bagian timur.

Commonwealth Bank Indonesia

Commonwealth Bank Indonesia is a subsidiary of the Sydney based Commonwealth Bank of Australia, the largest integrated financial services provider in Australia.

The development of Commonwealth Bank Indonesia is part of Commonwealth Bank of Australia's long term strategy to expand its business in Asia Pasific, with a focus in Indonesia and China. In Indonesia, this began with the opening of the Commonwealth Bank of Australia's representative office in 1990.

In 1997 the Commonwealth Bank of Australia established a joint venture company to provide corporate banking services to Indonesian business entities. In 2000, the joint venture company became Commonwealth Bank Indonesia, with the Commonwealth Bank of Australia as its majority shareholder.

In 2007, as part of an expansion plan and to develop the Small and Medium Enterprise (SME) market, Commonwealth Bank Indonesia acquired the Surabaya-based Bank Artha Niaga Kencana (ANK), which had a strong presence in the East Java region. In addition to establishing a broader reach across Indonesia's Eastern Region, the acquisition strengthened the Bank's SME business.



Layanan Perbankan yang Lengkap

Commonwealth Bank Indonesia menyediakan layanan perbankan yang lengkap. Dengan kedudukannya sebagai penyedia layanan *Wealth Management* terkemuka, Bank juga mengembangkan fokus usahanya pada layanan *Retail Banking*, UKM dan *Wholesale Banking*, dengan menawarkan solusi keuangan yang dirancang khusus sesuai dengan kebutuhan nasabah.

Commonwealth Bank Indonesia menawarkan produk dan layanan *Retail Banking* yang lengkap, yaitu meliputi produk-produk simpanan dan pinjaman, reksa dana, serta *bancassurance*, yang ditujukan pada empat kelompok nasabah. Salah satunya adalah kalangan kelas menengah Indonesia yang sedang bertumbuh pesat. Tiga kelompok nasabah lain yang sama pentingnya adalah segmen *high net-worth individuals*, UKM, dan *wholesale banking*.

Melayani nasabah melalui 85* kantor cabang di 27 kota besar di Indonesia, Commonwealth Bank Indonesia berkomitmen penuh memperluas jaringan distribusi. Hal ini agar dapat melayani basis nasabah yang terus berkembang sejak beberapa tahun terakhir dan diperkirakan akan semakin berkembang. Commonwealth Bank Indonesia akan terus meningkatkan kehadirannya guna menjangkau segmen kelas menengah di Indonesia. Untuk itu, Bank menambah fasilitas dan layanan bernali-tambah seperti jaringan ATM yang luas serta layanan *Internet Banking* bagi nasabah perorangan maupun korporasi.

Commonwealth Bank Indonesia mengoperasikan lebih dari 133 ATM* dan akan terus ditambah. Selain terkoneksi dengan jaringan ATM global Commonwealth Bank of Australia, layanan ATM Commonwealth Bank Indonesia terhubung juga dengan jaringan ATM terluas di Indonesia yaitu ATM Bersama dan PRIMA/BCA. Seluruh jaringan tersebut memberi akses ke lebih dari 40.000 ATM di seluruh wilayah Indonesia.

* Data as per 31 December 2011

Comprehensive Banking

Commonwealth Bank Indonesia has continued to focus on providing a full range of banking services. The bank is well positioned as a leading provider of Wealth Management services, and has also widened its business focus to include Retail Banking, SME Banking and Wholesale Banking, by offering tailored financial solutions to serve various customer needs.

Commonwealth Bank Indonesia offers comprehensive Retail Banking products and services, which include deposit and lending products, mutual funds, as well as bancassurance products, targeted at four customer or business groups. One is Indonesia's rapidly growing middle class. The other three, of equal importance as the first, are high net-worth individuals, SME and Wholesale Banking segment.

Serving customers through 85* branches in 27 major cities in Indonesia today, Commonwealth Bank Indonesia is committed to expand its distribution network to cater to a customer base that has grown steadily over the past few years and that is expected to grow even more. Commonwealth Bank Indonesia continues to expand its presence to reach the middle class segment in Indonesia, while also improving the Bank's facilities and value-added services to its customers, such as an extensive ATM network that is free-of-charge as well as personal and corporate Internet Banking services.

Commonwealth Bank Indonesia operates more than 133 ATMs* with more planned in the future. In addition to being linked to Commonwealth Bank of Australia's global ATM network, Commonwealth Bank Indonesia is linked within the largest ATM networks in Indonesia, including ATM Bersama and PRIMA/BCA, instantly providing access to more than 40,000 ATMs across Indonesia.

Commonwealth Bank Indonesia juga menawarkan kemudahan berbelanja melalui kerja sama dengan jaringan Debit PRIMA/BCA dan Maestro, yang memungkinkan kartu ATM Commonwealth Bank Indonesia digunakan sebagai kartu debit di lebih dari 100.000 toko atau penjual di Indonesia. Kartu ATM Commonwealth Bank Indonesia didesain sesuai dengan selera segmen pasar kelas menengah.

Selain itu, Commonwealth Bank Indonesia juga memberikan layanan perbankan yang nyaman, andal, mudah dan terjangkau bagi nasabah melalui *Internet Banking* dan *Mobile Banking*. Aplikasi *Mobile Banking* ini merupakan yang pertama di Indonesia dengan fitur investasi yang memudahkan nasabah membeli reksa dana dan menempatkan deposito kapan pun dan dimana pun.

Pelayanan Prima

Sejalan dengan visi Bank menjadi penyedia layanan keuangan terbaik di Indonesia melalui *customer service excellence*, Commonwealth Bank Indonesia menempati peringkat pertama di antara bank-bank asing dan peringkat ketiga di antara seluruh bank di Indonesia dalam segi kualitas pelayanan. Hasil ini berdasarkan survei oleh Synovate, sebuah perusahaan survei independen.

Kokoh dan Percaya Diri

Pada tahun 2010 Fitch Ratings memberikan peringkat "National Long-term AAA with a Stable Outlook" kepada Commonwealth Bank Indonesia, bersama dengan hanya sembilan bank lainnya di Indonesia, yang memperlihatkan secara jelas kondisi keuangan Bank yang stabil. Peringkat ini memberikan kemudahan bagi Commonwealth Bank Indonesia untuk menerbitkan instrumen utang di dalam negeri guna membiayai pertumbuhan di masa depan. Pada tahun 2011, Commonwealth Bank Indonesia berhasil mempertahankan peringkat AAA tersebut.

Sebagai salah satu pasar utama yang menjadi komitmen Commonwealth Bank of Australia di Asia, Indonesia menawarkan peluang pertumbuhan yang menjanjikan di layanan pinjaman, simpanan maupun investasi perbankan.

Commonwealth Bank Indonesia memberikan pelayanan perbankan yang nyaman, dapat dipercaya dan mudah terjangkau kepada nasabahnya.

Commonwealth Bank Indonesia provides customers with convenient, reliable and easy access.

Commonwealth Bank Indonesia also offers the convenience of shopping through the PRIMA/BCA and Maestro Debit network, enabling Commonwealth Bank Indonesia ATM cards to be used as a debit card at more than 100,000 merchants in Indonesia. Our ATM cards are designed to appeal more to the middle class market segment.

In addition, Commonwealth Bank Indonesia provides customers with convenient, reliable and easy access banking through Internet Banking and Mobile Banking. The Commonwealth Bank Indonesia Mobile Banking application is the first in Indonesia to include investment features, enabling customers to buy mutual funds and place deposits anytime from anywhere.

Service Excellence

Aiming to be the finest financial services organization in Indonesia through excelling in customer service, Commonwealth Bank Indonesia is ranked no.1 amongst foreign banks and ranked no.3 amongst all banks in Indonesia in terms of quality service. This is based on a survey conducted by Synovate, an independent survey company.

Strong and Confident

In 2010, Fitch Ratings assigned Commonwealth Bank Indonesia a national long-term rating of 'AAA' with a Stable Outlook. Clearly demonstrating its financial stability, Commonwealth Bank Indonesia shared the AAA rating with only nine other banks in Indonesia. Such a rating enabled Commonwealth Bank Indonesia to issue local debt instruments to fund future growth. In 2011, Commonwealth Bank Indonesia maintained this AAA Rating.

As one of Commonwealth Bank of Australia's core market commitments in Asia, Indonesia offers the opportunity of considerable growth in the bank lending, savings and investment services.



Tentang Commonwealth Bank of Australia

Commonwealth Bank of Australia merupakan penyedia layanan keuangan terpadu terbesar di Australia termasuk *retail banking*, *premium banking*, *business banking*, *institutional banking*, pengelolaan dana, pensiun, asuransi, investasi serta produk dan layanan pialang efek. Commonwealth Bank of Australia merupakan salah satu kelompok usaha terbesar yang terdaftar di Australian Stock Exchange dan masuk dalam Morgan Stanley Capital Global Index.

Pada bulan Agustus 2011, majalah Global Finance menempatkan Commonwealth Bank of Australia pada peringkat 12 sebagai bank teraman di dunia dalam publikasinya yang berjudul "The World's 50 Safest Banks".

Commonwealth Bank of Australia menyediakan layanan perbankan lengkap termasuk KPR, kartu kredit, Kredit Tanpa Angunan (KTA), serta giro dan deposito di bawah payung *brand* Commonwealth Bank of Australia dan Bankwest. Commonwealth Bank of Australia berhasil menguasai pangsa pasar domestik terbesar untuk KPR, KTA, deposito ritel dan *discount stockbroking*, serta merupakan salah satu penerbit kartu kredit terbesar di Australia. Commonwealth Bank of Australia juga menawarkan produk-produk komersil yang lengkap termasuk pinjaman usaha, pembiayaan peralatan dan perdagangan serta produk-produk perbankan untuk kawasan pedesaan dan agribisnis.

About Our Parent Company: Commonwealth Bank of Australia

The Commonwealth Bank of Australia is Australia's leading provider of integrated financial services including retail banking, premium banking, business banking, institutional banking, funds management, superannuation, insurance, investment and stockbroking products and services. Commonwealth Bank of Australia is one of the largest listed companies on the Australian Stock Exchange and is included in the Morgan Stanley Capital Global Index.

In August 2011, the Global Finance magazine rated Commonwealth Bank of Australia as the 12th safest bank in the world in its publication of "The World's 50 Safest Banks".

The Commonwealth Bank of Australia provides a full range of retail banking services including home loans, credit cards, personal loans, transaction accounts, and demand and term deposits through its Commonwealth Bank of Australia and Bankwest brands. The Commonwealth Bank of Australia has leading domestic market shares in home loans, personal loans, retail deposits and discount stockbroking, and is one of Australia's largest credit card issuers. The Commonwealth Bank of Australia also offers a full range of commercial products including business loans, equipment and trade finance, and rural and agribusiness banking products.

Commonwealth Bank of Australia memiliki basis nasabah terbesar di Australia, mengoperasikan jaringan distribusi jasa keuangan terluas dengan akses nasabah terbanyak dan memiliki 1.000 cabang yang tersebar di Australia. Commonwealth Bank of Australia telah membangun bisnisnya di Australia, Selandia Baru, Eropa dan wilayah Asia Pasifik, mempekerjakan 52.000 karyawan di seluruh Commonwealth Bank of Australia. Berkiprah selama satu abad pada tatanan global, Commonwealth Bank of Australia melayani lebih dari 10 juta nasabah di Australia, Selandia Baru, Amerika Serikat, Eropa, Jepang, Indonesia, Cina, Vietnam dan India.

Commonwealth Bank of Australia terus mengembangkan pangsa pasar internasional melalui:

- Bank ritel di Selandia Baru (ASB Bank), Indonesia (Commonwealth Bank Indonesia),
- Investasi perbankan di China (kepemilikan 20% saham di Qilu Bank dan Bank of Hangzhou)
- Anak perusahaan asuransi jiwa yang dimiliki secara penuh di Selandia Baru (Sovereign Insurance) dan dalam skema *joint venture* di Indonesia (Commonwealth Life) dan Cina (BoCommLife)
- Cabang Perbankan di London, New York, Tokyo, Hong Kong, Shanghai, Singapore, Auckland dan Mumbai
- Kantor perwakilan di Beijing dan Hanoi

Berkiprah selama seabad, dan berhasil melewati berbagai kondisi pasar, Commonwealth Bank of Australia memperoleh kepercayaan penuh dari para nasabah. Sebagai bank terbesar di Australia dengan peringkat kredit internasional AA, para nasabah dapat mengandalkan Commonwealth Bank of Australia sepenuhnya dalam kondisi pasar apapun.

Commonwealth Bank of Australia merupakan satu dari segelintir bank di dunia yang tergolong dalam kategori AA. Sejak meluasnya krisis ekonomi di tahun 2008, Commonwealth Bank of Australia telah menambah modal dasarnya selain meningkatkan posisi dana dan likuiditas melalui pengembangan deposito serta pinjaman jangka panjang, sekaligus mengurangi pendanaan jangka pendek dalam jumlah besar.

Dengan reputasi yang kuat dan fondasi keuangan yang kokoh, Commonwealth Bank of Australia berharap Commonwealth Bank Indonesia dapat memainkan peran yang signifikan dalam masa-masa mendatang, serta membawa pengaruh positif pada pengembangan sektor perbankan di Indonesia.

The Commonwealth Bank of Australia has the largest banking customer base in Australia, operating the largest financial services distribution network in the country with the most points of customer access and over 1,000 branches nationally. Commonwealth Bank of Australia has established businesses in Australia, New Zealand, Europe and the Asia-Pacific region with 52,000 people working at the Bank. With a global presence for a century, Commonwealth Bank of Australia serves more than 10 million customers in Australia, New Zealand, the United States, Europe, Japan, Indonesia, China, Vietnam and India.

The Commonwealth Bank of Australia has a growing international presence through:

- Retail banks in New Zealand (ASB) and Indonesia (Commonwealth Bank Indonesia)
- Banking investments in China (20 per cent in both Qilu Bank and Bank of Hangzhou)
- Life insurance operations in New Zealand (Sovereign), Indonesia (Commonwealth Life) and a joint venture in China (BoCommLife)
- Banking branches in London, New York, Tokyo, Hong Kong, Shanghai, Singapore, Auckland and Mumbai
- Representative offices in Beijing and Hanoi.

During the Commonwealth Bank of Australia's 100-year long and secure history, surviving through all types of market conditions, the Commonwealth Bank of Australia has earned customers' trust. As Australia's largest bank with AA international credit rating, customers know they can rely on Commonwealth Bank of Australia during both good days and uncertain times.

Commonwealth Bank of Australia remains one of very few banks globally in the AA category. Since the onset of the financial crisis in 2008, Commonwealth Bank of Australia has increased its capital base and improved its funding and liquidity position by increasing customer deposits and long-term wholesale debt, while reducing the use of short-term wholesale funding.

With its strong reputation and solid financial foundation, Commonwealth Bank of Australia looks forward to seeing Commonwealth Bank Indonesia play a significant role in Indonesia's future, bringing a positive influence to the development of the Indonesian banking sector.

Peristiwa Penting 2011

Event Highlights in 2011

January

- 27** Launch of Mutual Fund Product Batavia USD Balanced Asia
31 Launch Investa Dana Dollar Mandiri

February

- 8** Launch of FSI Money Market Fund
14 Customer gathering for Surabaya area partnering with Mandiri
18 Annual Sales Service Award

March

- 1** Launching ATM Bill Payment
1 Call Centre Award 2011 - The Best Service Excellence
15 Launch of Mutual Fund Product BNP Paribas Pesona Amanah
18 Customer Gathering For Bandung Area Branches Partnering With Danareksa
22 Launch of Mutual Fund Product Batavia Proteksi Prima 6
24 Bancassurance Customer Gathering For Surabaya Area Branches Partnering With Commonwealth Life

April

- 8** Batavia Proteksi 5
13 Launch of Mutual Fund Product Nikko Terproteksi I
14 Launch of Mutual Fund Product Nikko Terproteksi II & III
29 Kompas Investment Workshop

June

- 16** Mobile Banking launch in Jakarta
22 Investment customer gathering for Surabaya area branches partnering with Manulife
23 Mobile Banking launch in Surabaya
28 Launch of Mutual Fund Product Batavia Proteksi Prima 8

July

- 5** Launch of Mutual Fund Product Danareksa Mawar Konsumen 10
6 Launch of Mutual Fund Product Mandiri Investa Ekuitas Dinamis
11 Launch of Mutual Fund Product Batavia Dana Saham Agro
19 Launch of Mutual Fund Product BNP Paribas STAR
13 Launch Batavia Dana Saham Agro (BDSA)
13 Launch Mandiri Investasi Ekuitas Dinamis
20 Launch Danareksa Mawar Consumer 10
25 Internal Staff Roadshow



August

- 8** Jambi Branch opening

September

- 16** Sales and Service Award

- 26** CommWay launch

October

- 8** CSR Habitat Build a home
- 9** PTBC Fun Bike Fun Walk
- 11** Primary Market Launch with Ciputra
Commway campaign Mall Activation



November

- 3-6** Commonwealth Bank Tournament of Champions 2011, Westin, Nusa Dua
- 14** Launch of Mutual Fund Product BNP Paribas Prima Asia USD
- 11-18** Deteksi Convention
- 12** Australian Ambassador visit to Bubutan branch
- 23** Press launch CommWay - Surabaya



December

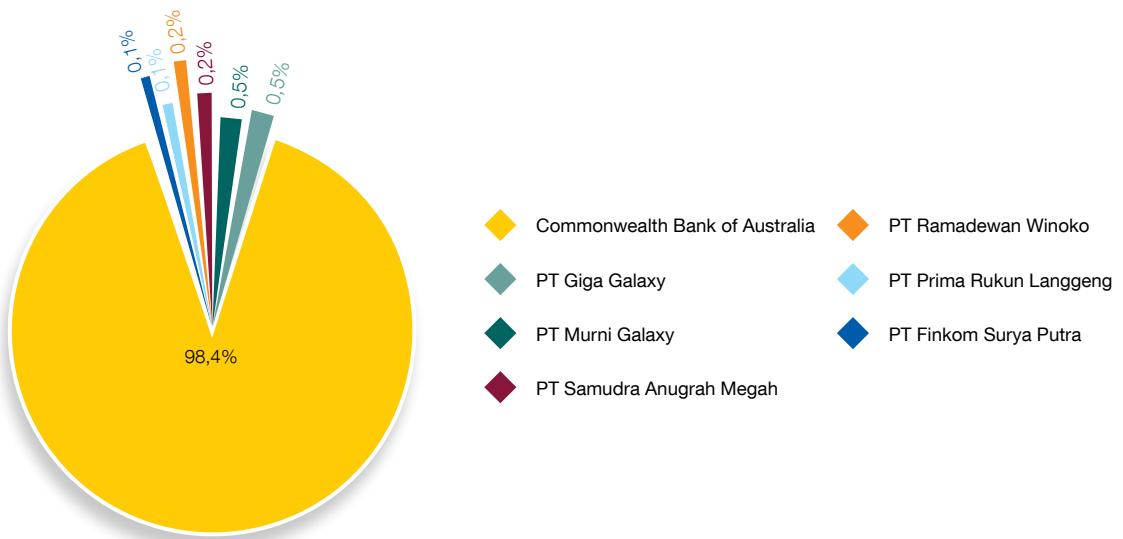
- 15** Press launch CommWay - Makassar
- 19** Winner Announcement - LKJOR (Writing Contest) 2011
- 6** Bancassurance customer gathering for Surabaya area branches with Commonwealth Life
- 9** Investment customer gathering for Semarang branch with Schroders



Struktur Pemegang Saham

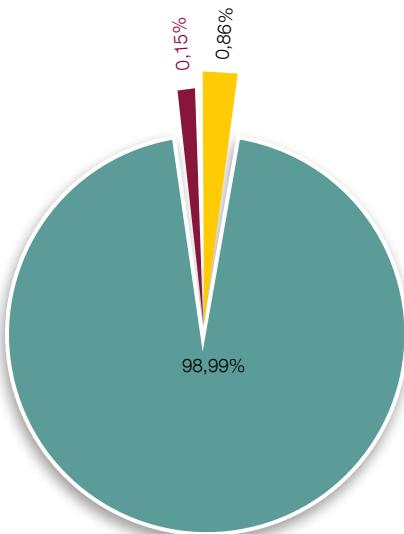
Shareholder Structure

Struktur Pemegang Saham Commonwealth Bank Indonesia Commonwealth Bank Indonesia Shareholder Structure



Struktur Pemegang Saham Commonwealth Bank Indonesia di First State Investment Indonesia

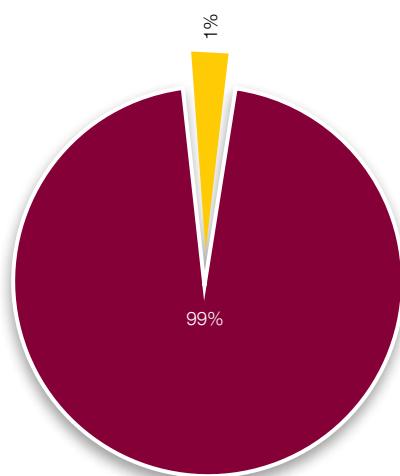
Commonwealth Bank Indonesia Shareholder Structure in First State Investment Indonesia



- ◆ PT Commonwealth Life
- ◆ First State Investment (Hong Kong) Ltd
- ◆ PT Samudra Anugrah Megah

Struktur Pemegang Saham Commonwealth Bank Indonesia di Commonwealth Securities

Commonwealth Bank Indonesia Shareholder Structure in Commonwealth Securities



- ◆ PT Commonwealth Life
- ◆ Commonwealth Bank Indonesia

Laporan Presiden Komisaris

Message from the President Commissioner



Geoffrey David Coates

Presiden Komisaris
President Commissioner

Saya melihat peluang pertumbuhan yang luar biasa bagi Commonwealth Bank Indonesia, bersama dengan perusahaan dan keluarga Indonesia.

I see tremendous opportunities for Commonwealth Bank Indonesia to grow and prosper alongside Indonesian businesses and families.

Para Pemegang Saham yang Terhormat,

Tahun 2011 merupakan tahun penting bagi Commonwealth Bank Indonesia. Tony Costa dan tim manajemen beserta seluruh karyawan Bank berhasil membawa Commonwealth Bank Indonesia dari sebuah bank yang berorientasikan pada layanan *Wealth Management*, menjadi sebuah bank yang menawarkan empat lini usaha strategis, membidik segmen-semen pasar perbankan Indonesia yang tumbuh pesat dewasa ini dan di masa mendatang.

Transformasi bukanlah suatu proses yang mudah. Oleh karena itu, penghargaan patut diberikan atas keberhasilan Bank menggalang kekuatan dan sumber dayanya secara efektif serta fokus pada permasalahan utama maupun sasaran kunci yang diharapkan.

Dewan Komisaris bekerja erat dengan Manajemen menangani beberapa permasalahan tersebut, terutama yang terkait dengan kendali pengawasan seperti pengembangan kebijakan pengelolaan risiko sehubungan dengan pertumbuhan bisnis yang pesat, upaya memastikan kecukupan modal guna menunjang pertumbuhan, serta upaya meningkatkan segi kepatuhan Bank dan tata kelola perusahaan yang baik.

Indonesia kini merupakan pasar yang ideal untuk perbankan, dan diperkirakan akan berlanjut di masa mendatang. Oleh karena itu, Commonwealth Bank of Australia memandang Indonesia sebagai pasar terpenting secara strategis dengan prospek pertumbuhan yang baik.

Kedekatan geografis adalah salah satu alasan mengapa Indonesia sangatlah penting. Alasan lain adalah terus meningkatnya pertukaran sumber daya manusia, barang dan jasa antara Indonesia dan Australia yang terus meningkat.

Dear Shareholders,

The year 2011 was a pivotal one for Commonwealth Bank Indonesia. Tony Costa and his management team, along with the employees of the Bank, accomplished a great deal in transforming Commonwealth Bank Indonesia from a largely Wealth Management services oriented bank to a universal bank that offers four strategic business lines aimed at some of Indonesia's fastest growing banking market segments today, and increasingly in the future.

Transformation is never an easy process. Credit should be given for the way the Bank was able to marshal its forces and resources effectively to focus on the primary issues and key objectives at hand.

The Board of Commissioners worked closely with Management on a number of these issues, mainly those that pertain to supervisory control such as broadening risk management policies in the face of rapid business growth, ensuring capital adequacy in support of growth, and devising measures to enhance statutory compliance and good corporate governance.

Indonesia is currently an ideal market for banking, and is likely to remain so for the foreseeable future. In fact, Commonwealth Bank of Australia regards Indonesia as a strategically important market with excellent growth prospect.

Geographical proximity is only one reason why Indonesia is very important. Another is the growing exchange of people, goods and services between Indonesia and Australia that simply cannot be ignored.

Commonwealth Bank of Australia telah dan akan terus melakukan investasi yang signifikan dalam pertumbuhan jangka panjang Commonwealth Bank Indonesia yang berkesinambungan; membangun kemampuan Bank, sumber daya manusia, infrastruktur, basis nasabah, menyediakan lapangan kerja, dan pada akhirnya turut berkontribusi terhadap peningkatan kesejahteraan masyarakat di sekitar wilayah operasional Bank.

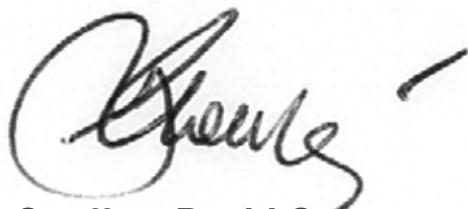
Dengan *business value proposition* yang unik dan unggul pada empat segmen kunci pasar perbankan, saya melihat peluang pertumbuhan yang luar biasa bagi Commonwealth Bank Indonesia, bersama dengan perusahaan dan keluarga Indonesia. Saya percaya bahwa Commonwealth Bank Indonesia memiliki masa depan cerah, dipimpin dan dikelola tim Manajemen yang solid, untuk merealisasikan visi Bank dengan strategi yang tepat.

Sebagai penutup, saya ingin mengucapkan terima kasih terhadap para karyawan yang dengan giat terus berusaha memperhatikan kebutuhan nasabah Commonwealth Bank Indonesia.

Commonwealth Bank of Australia has made significant investments in the sustainable long-term growth of Commonwealth Bank Indonesia; building the Bank, its people, its infrastructure, the client base, providing job opportunities, and ultimately contributing towards the welfare of communities in which the Bank operates.

With unique and winning business value proposition in four key banking market areas, I see tremendous opportunities for Commonwealth Bank Indonesia to grow and prosper alongside Indonesian businesses and families. I am confident of the Bank's extremely bright future, and that it is capably led and managed by a strong Management team that is bent on pursuing an achievable vision, with the right strategy.

Finally, I would like to thank our hard working staff who continue to strive for excellence in looking after the needs of our customer.



Geoffrey David Coates
Presiden Komisaris
President Commissioner

Board of Commissioners



Biografi Dewan Komisaris

Commissioners' Biography



01 Geoffrey David Coates
Presiden Komisaris / President Commissioner

“ Commonwealth Bank of Australia akan terus melakukan investasi dalam pertumbuhan jangka panjang Commonwealth Bank Indonesia.



02 Craig Anthony Carland
Wakil Presiden Komisaris / Vice President Commissioner

“ Indonesia kini merupakan pasar yang ideal untuk perbankan, dan kiranya ini akan terus berlanjut di masa mendatang.

“ Indonesia is currently an ideal market for banking, and is likely to remain so for the foreseeable future.

Memulai karir perbankan di Commonwealth Bank of Australia pada tahun 1975, Geoffrey David Coates menyelesaikan program MBA di Sydney pada tahun 1996. Geoffrey telah menjabati beberapa jabatan eksekutif, terutama di perbankan serta jabatan di bidang *wealth management* dan *life insurance*. Beliau menjabat sebagai Presiden Direksi PT Commonwealth Life (sebelumnya dikenal sebagai PT Astra CMG Life) dari 2002 sampai 2004. Pada tahun 2005, Geoffrey menempati posisi di Sydney sebagai Executive General Manager Business Development di Commonwealth Bank of Australia.

Geoffrey punya keahlian dalam bidang perencanaan strategis, pemasaran serta manajemen bisnis. Beliau menjabat sebagai Presiden Komisaris Commonwealth Bank Indonesia sejak 2010 hingga saat ini.

Starting his banking career at Commonwealth Bank of Australia (Commonwealth Bank of Australia) in 1975, Geoffrey David Coates completed his MBA in Sydney in 1996. Geoffrey has held a number of executive positions in Commonwealth Bank of Australia primarily in banking together with wealth management and life insurance roles and was President Director of PT Commonwealth Life (formerly PT Astra CMG Life) in Indonesia from 2002 to 2004. In 2005, Geoffrey took up a role based in Sydney as Executive General Manager Business Development with Commonwealth Bank of Australia.

Geoffrey has expertise in strategic planning, marketing and business management and was appointed President Commissioner of Commonwealth Bank Indonesia in 2010.

Craig Anthony Carland berpengalaman lebih dari 42 tahun dalam industri perbankan dengan 20 tahun lebih dalam manajemen treasury. Beliau memulai karirnya di ANZ Bank di Australia dan Inggris selama 20 tahun sebelum bergabung dengan Commonwealth Bank of Australia pada tahun 1991. Sejak itu Craig mendapat penugasan untuk menempati beberapa posisi senior dalam kelompok perusahaan Commonwealth Bank of Australia.

Beliau ditunjuk menjadi Komisaris Commonwealth Bank Indonesia sejak 2003 hingga saat ini.

With over 42 years of experience in the banking industry and more than 20 years experience in treasury management, Craig Anthony Carland has spent almost 20 years of his career working for the ANZ Bank in Australia and England, before joining the Commonwealth Bank of Australia in 1991. Craig has since been appointed to hold several senior positions within the Group.

He has been a Commonwealth Bank Indonesia Commissioner from 2003 until the present day.



03 Jeffrey Turangan

Komisaris Independen / Independent Commissioner

“ Tahun 2011 merupakan tahun penting bagi Commonwealth Bank Indonesia, dimana Bank berhasil menanamkan akar di berbagai segmen pasar perbankan Indonesia yang berkembang.

“ 2011 was a pivotal year for Commonwealth Bank Indonesia, as it established solid footholds in key market segments of Indonesia's growing banking sector.

Jeffrey Turangan, yang telah berkecimpung dalam bidang perbankan dan jasa keuangan selama lebih dari 40 tahun, memulai karirnya di Citibank Jakarta. Berperan aktif dalam organisasi perbankan profesional, beliau merupakan Anggota Kehormatan Association Cambsite Indonesia (ACI Indonesia), Chairman Board of Founders pada CWMA (Certified Wealth Manager Association) serta anggota Komite Eksekutif Ikatan Bankir Indonesia.

Sejak ditunjuk pada tahun 2000 Jeffrey menjabat sebagai Komisaris Commonwealth Bank Indonesia hingga saat ini.

Jeffrey Turangan who has been active in the banking and finance sector for more than 40 years, started his career at Citibank Jakarta. Participating actively in banking professional organizations, he is an Honorary Member of Association Cambsite Indonesia (ACI Indonesia), Chairman Board of Founders of the CWMA (Certified Wealth Managers' Association) and member of the Executive Board of the Indonesian Bankers Association.

Since he was appointed in 2000 Jeffrey has served as a Commonwealth Bank Indonesia Commissioner until today.



04 Franciskus Antonius Alijoyo

Komisaris Independen / Independent Commissioner

“ Empat lini usaha strategis Commonwealth Bank Indonesia, diarahkan pada beberapa segmen pasar perbankan di Indonesia yang tumbuh pesat.

“ The four strategic business lines of Commonwealth Bank Indonesia are aimed at some of Indonesia's fastest growing banking market segments.

Franciskus Antonius Alijoyo memulai karir profesionalnya sebagai manager di Unilever Indonesia, dan selama 15 tahun terakhir memberikan konsultasi Tata Kelola Perusahaan dan Manajemen Risiko, serta menjalankan peran sebagai penasihat senior pada beberapa perusahaan besar yang beroperasi di Indonesia.

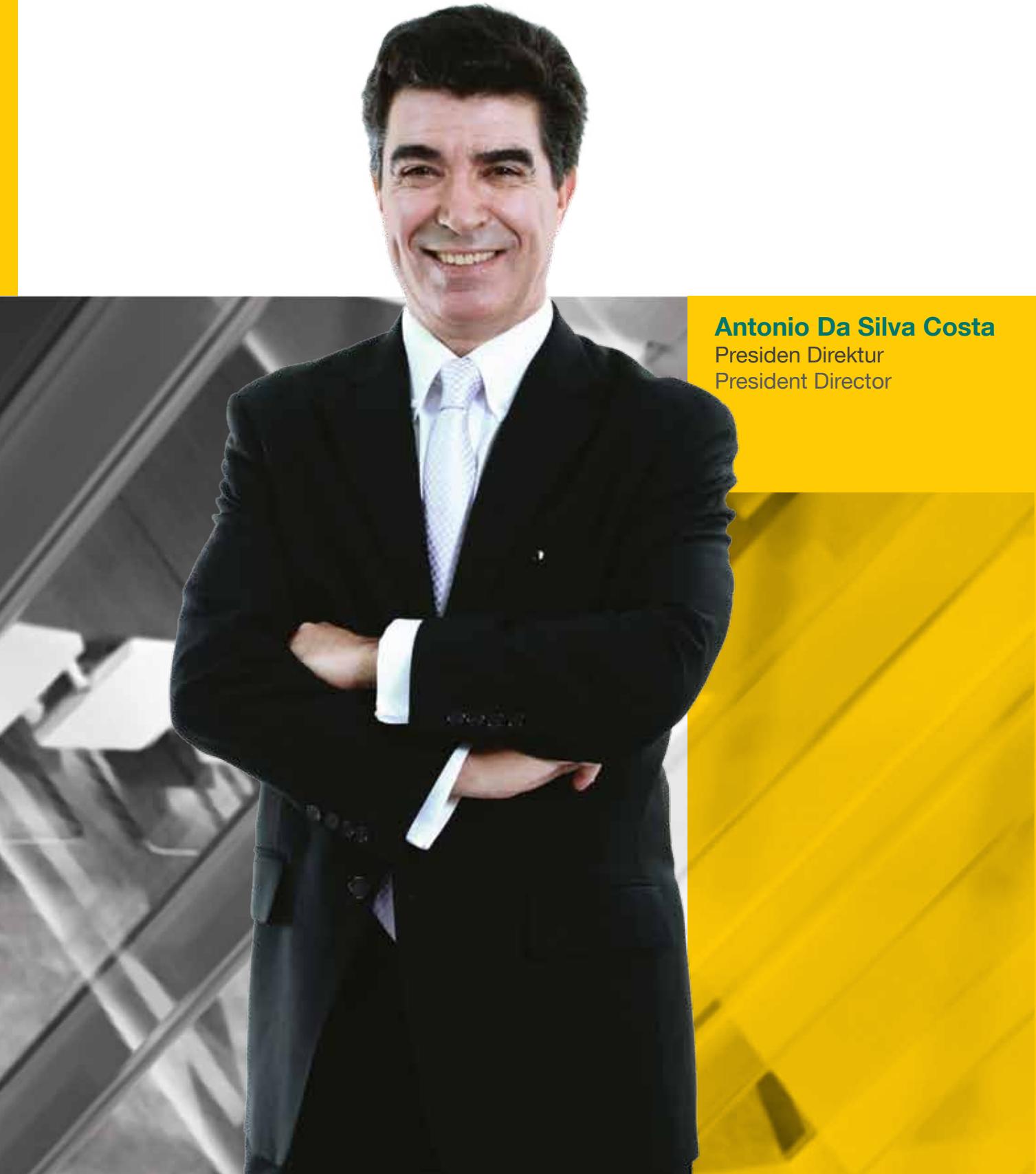
Beliau menjabat sebagai Komisaris Independen di Commonwealth Bank Indonesia sejak tahun 2008 hingga saat ini.

Franciskus Antonius Alijoyo began his professional career as manager in Unilever Indonesia, and has over 15 years promoting Good Corporate Governance practices (GCG) and Risk Management through his consulting and advisory work, while taking up senior advisory roles in a number of major companies operating in Indonesia.

He has held the position of Commonwealth Bank Indonesia's Independent Commissioner from 2008 until today.

Laporan Presiden Direktur

Message from the President Director



Antonio Da Silva Costa

Presiden Direktur
President Director

Setiap personil Commonwealth Bank Indonesia meyakini visi Bank, dan terus mengupayakan pertumbuhan Bank berdasarkan strategi yang tepat, demi kepentingan para stakeholders.

Para Pemegang Saham yang Terhormat,

Dengan determinasi dan komitmen seluruh personil yang bekerja kompeten dan antusias di bawah kepemimpinan yang kuat dari Manajemen, Commonwealth Bank Indonesia berhasil melangkah lebih dekat untuk mewujudkan visi menjadi penyedia layanan keuangan terbaik di Indonesia melalui *customer service excellence*.

Strategi Bank yang fokus pada pengembangan bidang-bidang prioritas membawa hasil yang menggembirakan. Bank kini hadir dalam posisi yang jauh lebih baik guna memetik manfaat dari perekonomian Indonesia yang berkembang pesat.

Sebagai negara berpenduduk sebanyak 240 juta jiwa, dengan pertumbuhan kelompok kelas menengah yang pesat diiringi pendapatan yang meningkat, perekonomian Indonesia mengandalkan pasar domestik yang besar dan konsumsi rumah tangga yang tinggi, dimana keduanya memicu pertumbuhan ekonomi dalam kisaran 6% per tahun selama beberapa tahun terakhir.

Pasar Indonesia menawarkan peluang pertumbuhan yang menjanjikan bagi bisnis perbankan yang terposisikan secara strategis seperti Commonwealth Bank Indonesia. Guna meraih peluang tersebut, Bank telah merumuskan strategi yang disebut Strategi Empat Pilar.

Bank melayani para nasabah melalui empat lini bisnis, yaitu: layanan *Wealth Management, Retail Banking, UKM, dan Wholesale Banking*. Keempat lini bisnis tersebut merupakan landasan dari Strategi Empat Pilar Bank.

Pilar bisnis pertama kami adalah layanan *Wealth Management*, yang dimulai pada tahun 1990, dan sejak itu terus berkembang serta berhasil membangun reputasi sebagai penyedia layanan *Wealth Management* terkemuka di Indonesia.

Everyone at Commonwealth Bank Indonesia is guided by the Bank's vision, and the Bank continues to pursue a clear strategy of growth for the benefit of its stakeholders.

Dear Shareholders,

I am pleased to report that through the determination and commitment of the men and women of Commonwealth Bank Indonesia, working capably and enthusiastically under the strong leadership of the Management, the Bank is a step closer to realising our vision to be the finest financial services organisation in Indonesia through excelling in customer service.

The Bank's strategy that focuses on the development of key market segments has yielded solid returns. The Bank is now in a much stronger position to capitalise on Indonesia's rapidly growing economy.

As a nation with a huge population of some 240 million, and a rapidly expanding middle-class group with growing income, the Indonesian economy relies on its huge domestic market and household consumption, both of which have been fuelling economic growth in the range of 6% per annum over the past several years.

The Indonesian market offers significant growth opportunities for a well-positioned banking franchise such as Commonwealth Bank Indonesia. To pursue this growth, the Bank has laid out a strategy called the Four-Pillars Strategy.

The Bank serves its customers through four business lines: Wealth Management services, Retail Banking, SME Banking, and Wholesale Banking. In fact, these are the foundations of the Bank's four-pillar business strategy.

Our first business pillar was Wealth Management services, which began in 1990, and has since grown and established a strong reputation as a leading Wealth Management services provider in the country.

Mengandalkan keahlian di bidang *Wealth Management*, serta pemahaman yang mendalam mengenai pasar Indonesia, Bank berhasil memperluas fokus bisnis yang kini tumbuh pesat, yaitu segmen UKM dan *wholesale banking*.

Pertumbuhan di kedua segmen tersebut sangat menggembirakan, sehingga memungkinkan Bank mencatat pertumbuhan pendapatan sebesar 31% menjadi Rp1,02 triliun, pertumbuhan aktiva pinjaman sebesar 67% menjadi Rp9,84 triliun, dan pertumbuhan dana pihak ketiga sebesar 25% menjadi Rp12,19 triliun pada tahun 2011. Laba bersih setelah pajak meningkat sebesar 1.052% menjadi Rp 31,2 miliar.

Tahun yang Ditandai oleh Investasi dan Pertumbuhan Usaha yang Meningkat

Pada tahun 2011, Bank memetik hasil dari investasi serta pertumbuhan usaha yang meningkat. Melalui 85 kantor cabang yang tersebar di seluruh Indonesia, Bank hadir di tengah sasaran pasar yaitu kalangan kelas menengah dan bisnis UKM. Pengembangan jaringan kantor cabang ini juga diperkuat oleh layanan *Internet Banking* dan *Mobile Banking* yang mampu menjangkau nasabah dalam cakupan yang lebih luas. Layanan ATM Bank, dengan kartu ATM yang unggul, merupakan salah satu layanan ATM yang paling kompetitif dewasa ini. Pemegang kartu Commonwealth Bank Indonesia memiliki akses bebas biaya di lebih dari 40.000 ATM di seluruh Indonesia.

Melalui CommWay yang diluncurkan pada bulan September 2011, nasabah golongan kelas menengah kami menikmati berbagai manfaat dan kemudahan dari Kredit Pemilikan Rumah (KPR), tabungan dan layanan investasi reksa dana maupun *bancassurance*.

Selain ragam produk dan layanan perbankan yang lengkap, nasabah juga menikmati layanan yang bermutu dari Commonwealth Bank Indonesia yang semakin dikenal luas. Contohnya, dalam sebuah survei yang dilakukan oleh perusahaan survei independen, Synovate, Bank berhasil mempertahankan posisi pertama di antara bank internasional di Indonesia, dan naik satu peringkat menjadi ketiga dalam hal mutu pelayanan, di antara 14 bank terkemuka di Indonesia dewasa ini. Kedua peringkat tersebut mencerminkan kemampuan Bank untuk meningkatkan layanannya sambil terus berupaya mempertahankan posisi teratas.

Leveraging the Bank's expertise in wealth management, and its in-depth knowledge of the Indonesian market, we have developed considerable, fast-growing franchises in the SME and Wholesale Banking

Growth in these two segments were substantial, enabling the Bank to post a 31% growth in total revenues to IDR1.02 trillion, 67% growth in loan assets to IDR9.82 trillion, and a 25% growth in deposit liabilities to IDR12.19 trillion in 2011. Net profit after tax increased year-on-year by 1,052% to IDR31.2 billion.

A Year Marked by Increasing Investments and Business Growth

In 2011, the Bank benefited from both increasing investments and business growth. With 85 branch offices across much of Indonesia's cities and urban centers, the Bank is well represented among our key target markets of SME businesses and young upwardly mobile Indonesians. This growing branch-banking network is augmented by state-of-the-art Internet Banking and Mobile Banking systems that are currently reaching and serving customers in ever growing numbers. The Bank's ATM service, with our versatile ATM Card, is certainly one of the most competitive in the market today, offering card holders the convenience of free access to over 40,000 ATMs throughout Indonesia.

Through CommWay, which we launched in September 2011, our middle class customers benefit greatly from the convenience and promptness offered by our home loans, savings as well as services in investments and *bancassurance* products.

In addition to a comprehensive range of banking products and services, our customers also benefit from the quality of service that Commonwealth Bank Indonesia is increasingly known for. For instance, in a survey by the independent survey company, Synovate, we maintained first position among all international banks in Indonesia, and rose one rank to third overall in service quality, among 14 leading banks in the country, today. These positions reflect our ability to improve the quality of service while constantly striving to maintain our position at the top.

Investasi yang signifikan di bidang teknologi maupun jalur distribusi telah menghasilkan peningkatan jumlah nasabah yang tidak kecil, dengan pertumbuhan basis nasabah *Retail Banking* sebesar 33% menjadi 143.580 rekening hingga akhir tahun 2011, meningkat dari 108.258 rekening dari tahun sebelumnya. Lini bisnis Bank lainnya juga mencatat pertumbuhan yang mengesankan. Ulasan yang lebih lengkap disajikan pada bagian Tinjauan Bisnis dan Tinjauan Operasional pada laporan tahunan ini.

Guna mendanai seluruh investasi tersebut, Bank menerima suntikan modal sebesar Rp683,9 miliar lebih dari perusahaan induk, Commonwealth Bank of Australia, pada tahun 2011. Dalam banyak hal, suntikan modal ini yang merupakan suntikan kedua dalam dua tahun terakhir, menggarisbawahi komitmen Commonwealth Bank of Australia untuk mendukung pertumbuhan Commonwealth Bank Indonesia menjadi sebagai salah satu pelaku utama di sektor perbankan Indonesia.

Commonwealth Bank Indonesia berkomitmen untuk terus mempertajam fokusnya dalam pengembangan produk-produk dan proses kerja serta berinvestasi pada sumber daya manusia guna menunjang pelayanan nasabah yang unggul.

Masa Depan yang Menjanjikan

Keyakinan Commonwealth Bank of Australia akan prospek Commonwealth Bank Indonesia tidak mengherankan. Sektor perbankan Indonesia tengah mengalami masa pertumbuhan yang menggairahkan, tidak terkecuali Commonwealth Bank Indonesia. Segala upaya, pikiran dan waktu yang dicurahkan untuk membangun pondasi pertumbuhan Bank di tahun 2011 yang menggembirakan. Hasil awal yang diperoleh dari segala upaya tersebut pun menggembirakan, dengan peluang pertumbuhan di masa depan yang lebih menjanjikan.

Di segmen UKM, dengan lebih dari 33 juta UKM yang terdaftar saat ini, segmen pasar ini menyimpan potensi yang sangat besar – lebih dari 2/3 jumlah UKM tersebut belum mengenal layanan pembiayaan perbankan hingga saat ini.

Untuk *Retail Banking*, data AC Nielsen menunjukkan bahwa Indonesia memiliki lebih dari 55 juta masyarakat golongan kelas menengah, dengan jumlahnya yang terus bertambah. Bank siap untuk melayani segmen pasar ini, menawarkan jasa dan produk keuangan yang sangat dibutuhkan oleh setiap individu yang sedang tumbuh dan berkembang: yaitu produk-produk tabungan, KPR, investasi dan *bancassurance*.

Significant investments in technology and delivery channels resulted in a major increase of customer acquisition, with a 33% growth in the Retail Banking customer base to 143,580 by year-end 2011, up from 108,258 a year ago. Other growth statistics were equally impressive across the Bank's four business lines. These are presented in more detail in the Business and Operational review sections of this report.

To fund all those investments, the Bank received a capital injection of more than IDR683.9 billion from our parent company, Commonwealth Bank of Australia, in 2011. In many ways, this capital injection, which is the second capital injection in the past two years, underscores the commitment of Commonwealth Bank of Australia to support the growth of Commonwealth Bank Indonesia.

Commonwealth Bank Indonesia is committed to continually sharpening its focus on improving products and processes and investing in our people to excell in customer service.

A Promising Future

Commonwealth Bank of Australia's confidence in the future prospects of Commonwealth Bank Indonesia in the Indonesian banking market is no surprise. These are exciting times for the banking sector in Indonesia, and for Commonwealth Bank Indonesia in particular. The amount of time, thought and effort that were put into building up the Bank's growth foundations in 2011 were commendable. The early results coming out from those efforts were more than justified, with the future holding an even greater promise.

In the SME Banking segment, with over 33 million registered SME businesses, it is still the highest potential banking market in Indonesia today – more than two-thirds of those businesses have never had bank financing of any kind.

For Retail Banking, AC Nielsen's data showed that Indonesia has upwards of 55 million middle-class people today, and the number continues to grow. The Bank stands ready to serve this market segment with the financial products and services that upwardly mobile individuals would need most: savings, home loans, investments and *bancassurance*.

Dalam layanan *Wealth Management*, Bank akan terus melayani nasabah *high net-worth* dengan fokus pada kualitas layanan dan menumbuhkan bisnis *bancassurance* dengan melakukan *cross-selling* dengan target nasabah dari kalangan pemilik usaha dan keluarganya. Bank yakin dapat mempertahankan posisi terdepan dalam layanan *Wealth Management* serta sebagai penyalur produk reksa dana.

Sementara untuk *Wholesale Banking*, Commonwealth Bank Indonesia menyongsong pertumbuhan ekonomi Indonesia yang berkelanjutan, di mana kegiatan investasi, perdagangan dalam negeri, ekspor impor, dan belanja negara maupun swasta semua diperkirakan akan terus meningkat. Peningkatan kegiatan ekonomi memberi landasan *platform* yang semakin luas bagi bisnis *Wholesale Banking* Bank untuk berkembang bersama-sama perusahaan dan institusi di Indonesia.

Di saat Bank terus membangun di atas landasan yang telah diletakkan, saya mengucapkan terima kasih kepada seluruh karyawan Bank atas upayanya yang luar biasa sepanjang tahun; kepada pemegang saham Bank atas kepercayaan dan komitmennya yang terus berlanjut; kepada para nasabah atas loyalitasnya terhadap layanan dan produk Bank; kepada otoritas keuangan dan regulator pasar atas pengarahuannya, serta masyarakat di sekitar kami atas persahabatan dan *goodwill* yang diberikan kepada Commonwealth Bank Indonesia selama ini.

Setiap personil Commonwealth Bank Indonesia meyakini visi Bank, dan terus mengupayakan pertumbuhan Bank berdasarkan strategi yang tepat, demi kepentingan para stakeholders.

In Wealth Management services, Bank continue to serve the high-net worth individuals with a focus on service quality and grow our bancassurance business by cross-selling to business owners and families. The Bank is optimistic it will be able to maintain a leading position in Wealth Management services and as a leading mutual fund product distributor.

Meanwhile in Wholesale Banking, Commonwealth Bank Indonesia looks forward to increased economic activities in Indonesia, in which investments, domestic trade, export-import, and public as well as private consumption are all expected to increase. Increased economic activities provide a growing platform for the Bank's Wholesale Banking business to grow alongside Indonesian corporations and institutions.

As the Bank continues to build on the foundation it has laid, I wish to thank our people for their extraordinary efforts over the past year; our shareholders for their continuing trust and commitment; our customers for believing in our products and services; the monetary authorities and market regulators for their guidance, and the communities in which the Bank operates for their friendship and goodwill towards Commonwealth Bank Indonesia.

Everyone at Commonwealth Bank Indonesia is guided by the Bank's vision, and the Bank continues to pursue a clear strategy of growth for the benefit of its stakeholders.



Antonio Da Silva Costa
Presiden Direktur
President Director

Board of Directors



Biografi Direksi

Directors' Biography



01 Antonio Da Silva Costa

Presiden Direktur / President Director

“ Commonwealth Bank Indonesia telah mengambil langkah agresif namun penuh perhitungan dalam mengupayakan percepatan pertumbuhan... ”

“ Commonwealth Bank Indonesia has assumed a more aggressive but calculated approach towards accelerated growth... ”

Setelah menyelesaikan program MBA di McGill University di Kanada, Antonio Da Silva Costa (Tony Costa) memulai karir perbankannya pada tahun 1979 di Bank of Montreal, dan hingga saat ini beliau tetap aktif mengembangkan karirnya di sektor jasa keuangan. Pada tahun 1989 beliau bergabung dengan Credit Lyonnais (Canada) dan lima tahun kemudian pindah ke Indonesia untuk melanjutkan karir di Credit Lyonnais Indonesia sebagai General Manager/Marketing Director.

Selama 32 tahun berkarir di industri perbankan, termasuk menempati posisi sebagai direktur pada tiga bank internasional yang beroperasi di Indonesia, Tony telah mengembangkan keahlian dan pengalaman khusus pada bidang kebijakan kredit dan restrukturisasi kredit, selain pengalaman sebagai anggota komite kredit.

Pada tahun 1998 beliau bergabung dengan Citibank, mengemban peran sebagai Debt Restructuring Unit Head dan kemudian sebagai Corporate Banking Head. Sebelum bergabung dengan Commonwealth Bank Indonesia, pada tahun 2002 beliau menerima tanggung jawab untuk memimpin Rabobank Indonesia sebagai Presiden Direktur. Tony bergabung dengan Commonwealth Bank Indonesia sebagai Presiden Direktur pada bulan Juni 2010.

After completing his MBA Program in McGill University, Canada, Antonio Da Silva Costa (Tony Costa) began his banking career at the Bank of Montreal in 1979 and has remained active in the financial services industry ever since. In 1989 he joined Credit Lyonnais (Canada) and five years later he moved to Indonesia to continue working for Credit Lyonnais Indonesia as General Manager/Marketing Director.

Throughout his 32 year career in the banking industry, which includes serving as director of three international banks operating in Indonesia, Tony has developed skills and experience specifically in credit policy and credit restructuring as well as by being a member of credit committees.

In 1998 he joined Citibank, assuming the role as Debt Restructuring Unit Head and later as Corporate Banking Head. Prior to joining Commonwealth Bank Indonesia, in 2002 he took up the responsibility of leading Rabobank Indonesia as President Director. Tony joined Commonwealth Bank Indonesia as President Director in June 2010.



02 Andriaan Laoh

Wakil Presiden Direktur / Vice President Director

“ Setiap orang di Commonwealth Bank Indonesia mengacu pada visi Bank, dan terus menjalankan strategi pertumbuhan Bank yang kuat untuk manfaat para pemangku kepentingan.

Setahun setelah menyelesaikan program MBA di Australian Graduate School of Management, Andriaan Laoh memulai karir perbankannya di Citibank Indonesia dengan mengikuti program pengembangan eksekutif. Andriaan terus membangun karirnya di sana, menempati beragam posisi diantaranya di bagian layanan keuangan berbasis-aset, manajemen risiko serta layanan *trade finance*.

Setelah masa jabatan yang singkat sebagai Group Marketing Director pada perusahaan pialang asuransi, Andriaan bergabung dengan Commonwealth Bank Indonesia pada tahun 2001 sebagai Compliance Director (Direktur Kepatuhan), dan selanjutnya ditunjuk sebagai Director of Products, Operations and Technology.

Pada tahun 2005, beliau menempati posisi sebagai Director of Marketing and Strategy, diikuti penugasan sebagai Direktur pada tahun 2007 dan kemudian sebagai Presiden Direktor Ad Interim pada tahun 2009 hingga awal 2010. Saat ini beliau menjabat sebagai Wakil Presiden Direktur Commonwealth Bank Indonesia.

“ Everyone at Commonwealth Bank Indonesia is guided by the Bank’s vision, and the Bank continues to pursue a clear strategy of growth for the benefit of its stakeholders.

One year after earning MBA degree from the Australian Graduate School of Management in 1980, Andriaan Laoh began his banking career at Citibank Indonesia when he joined its Executive Development Program. Andriaan continued to work and advance his career there, filling various positions in asset - based finance, risk management as well as trade finance and services.

Following a brief stint as Group Marketing Director in an insurance brokerage firm, Andriaan joined Commonwealth Bank Indonesia in 2001 as Compliance Director and was then appointed as Director of Products, Operations and Technology.

In 2005 he took the position of Director of Marketing and Strategy, followed by an assignment as Director in 2007 and later as President Director Ad Interim in 2009 until early 2010. He is currently the Vice President Director of the Commonwealth Bank Indonesia.



03 Ian Whitehead
Director of Retail and Business Banking

“ Eksekusi strategi bisnis Commonwealth Bank Indonesia berjalan lancar; Tema utama tahun 2011 telah membangun Bank yang “Lebih Baik, Lebih Cepat, Lebih Kuat,” dan Bank berhasil dalam ketiganya...”

Setelah meraih dua gelar pasca sarjana dalam administrasi bisnis dan pemasaran dari the Royal Melbourne Institute of Technology (RMIT), Australia, Ian Phillip Whitehead (Ian) mengawali karirnya bersama BP Oil Australia Ltd & BP Oil (UK) LIMITED dari 1989 hingga 1994. Pada tahun 1994 Ian bergabung bersama Australian Card Services, yang mengantarkannya ke karir di bidang perbankan dan jasa keuangan hingga kini.

Selain sempat bekerja sebagai Konsultan Manajemen bersama Coles Group dan Sovereign Assurance, Ian menghabiskan lebih dari 18 tahun di industri jasa keuangan, dalam berbagai kapasitas mencakup penjualan, pemasaran dan manajemen bersama Colonial State Bank, Westpac Banking Corporation, E-Loan Pty Ltd, Medibank Private and Auckland Savings Bank (ASB).

Dari ASB, sebuah anak perusahaan Commonwealth Bank of Australia, Ian dipindahkan ke Commonwealth Bank Indonesia pada tahun 2010 sebagai Chief of Retail & Business Banking, bertanggung jawab untuk mengembangkan bisnis *Retail Banking, Wealth Management, Bisnis UKM* dan *Wholesale Banking*. Termasuk juga pemasaran, public affairs, produk dan fungsi e-Channel Bank. Ian bertanggung jawab terhadap pendapatan utama Bank.

Pada bulan Juli 2011, dengan persetujuan Bank Indonesia, Ian ditunjuk sebagai *Director of Retail and Business Banking* Commonwealth Bank Indonesia.

“ The execution of Commonwealth Bank Indonesia’s strategy is strong and focused; The key themes for 2011 has been building a Bank that is “better, stronger, faster” and the Bank delivered on all three...”

After earning two post-graduate degrees in business administration and marketing from the Royal Melbourne Institute of Technology (RMIT), Australia, Ian Phillip Whitehead (Ian) began his career with BP Oil Australia Ltd & BP Oil (UK) LIMITED from 1989 until 1994. In 1994 he joined Australian Card Services, which launched him into a career in banking and the financial services until today.

Except for brief stints as a Management Consultant at Coles Group and Sovereign Assurance, he has spent more than 18 years in the financial services industry, in various sales, marketing and management capacities with Colonial State Bank, Westpac Banking Corporation, E-Loan Pty Ltd, Medibank Private and Auckland Savings Bank (ASB).

From ASB, a subsidiary of the Commonwealth Bank of Australia, Ian was appointed to Commonwealth Bank Indonesia in 2010 as Chief of Retail & Business Banking, responsible for growing the Retail Banking, Wealth Management, SME Business and Wholesale Banking business. This also includes marketing, public affairs, products and e-Channel functions in the bank. Ian is responsible for a core banking revenues in the bank

In July 2011, with the approval of Bank Indonesia, Ian was appointed Director of Retail and Business Banking for Commonwealth Bank Indonesia.



04 Mia Patria
Director of Human Resources

“ Bank berhasil menyelaraskan kegiatan dan inisiatif Sumber Daya Manusia dengan langkah prioritas dan tujuan usaha Commonwealth Bank Indonesia.

“ The Bank has managed to align the initiatives and activities of Human Resources with those of Commonwealth Bank Indonesia's business priorities and goals.

Setelah lulus dari Universitas Indonesia dengan gelar sarjana di bidang psikologi, Mia Patria (Mia) bergabung bersama Citibank N.A. Indonesia, dimana beliau bekerja dari tahun 1988 hingga 1996 dalam berbagai kapasitas mencakup customer service, bank operations dan business strategy. Pada tahun 1996, Mia bergabung bersama Bank Papan Sejahtera, dan melanjutkan karir pada tahun 2000 bersama GE Capital Indonesia.

Pada tahun 2002, Mia meninggalkan sektor perbankan untuk menjadi Direktur di sebuah perusahaan konsultan strategi bisnis, namun kembali ke perbankan pada tahun 2004 sebagai *Senior Vice President* di Bank Danamon bertanggung jawab untuk Service Centre, dan setahun kemudian, bersama HSBC Indonesia, awalnya sebagai *SVP Financial Asset Customer Service* dan selanjutnya diangkat sebagai *Country Director SDM* pada tahun 2006 kemudian ditugaskan sebagai *Country Director* untuk Group Communication and Corporate Sustainability hingga tahun 2009.

Setelah masa jabatan yang singkat sebagai Head of Human Resources di Surya Citra Televisi (SCTV), Mia bergabung bersama Commonwealth Bank Indonesia sebagai *Chief of Human Resources* pada tahun 2010, bertanggung jawab atas upaya transformasi dan penyelarasan sumber daya manusia dengan strategi bisnis Bank. Atas persetujuan Bank Indonesia, Mia ditunjuk sebagai Director of Human Resources Commonwealth Bank Indonesia pada bulan Juni 2011.

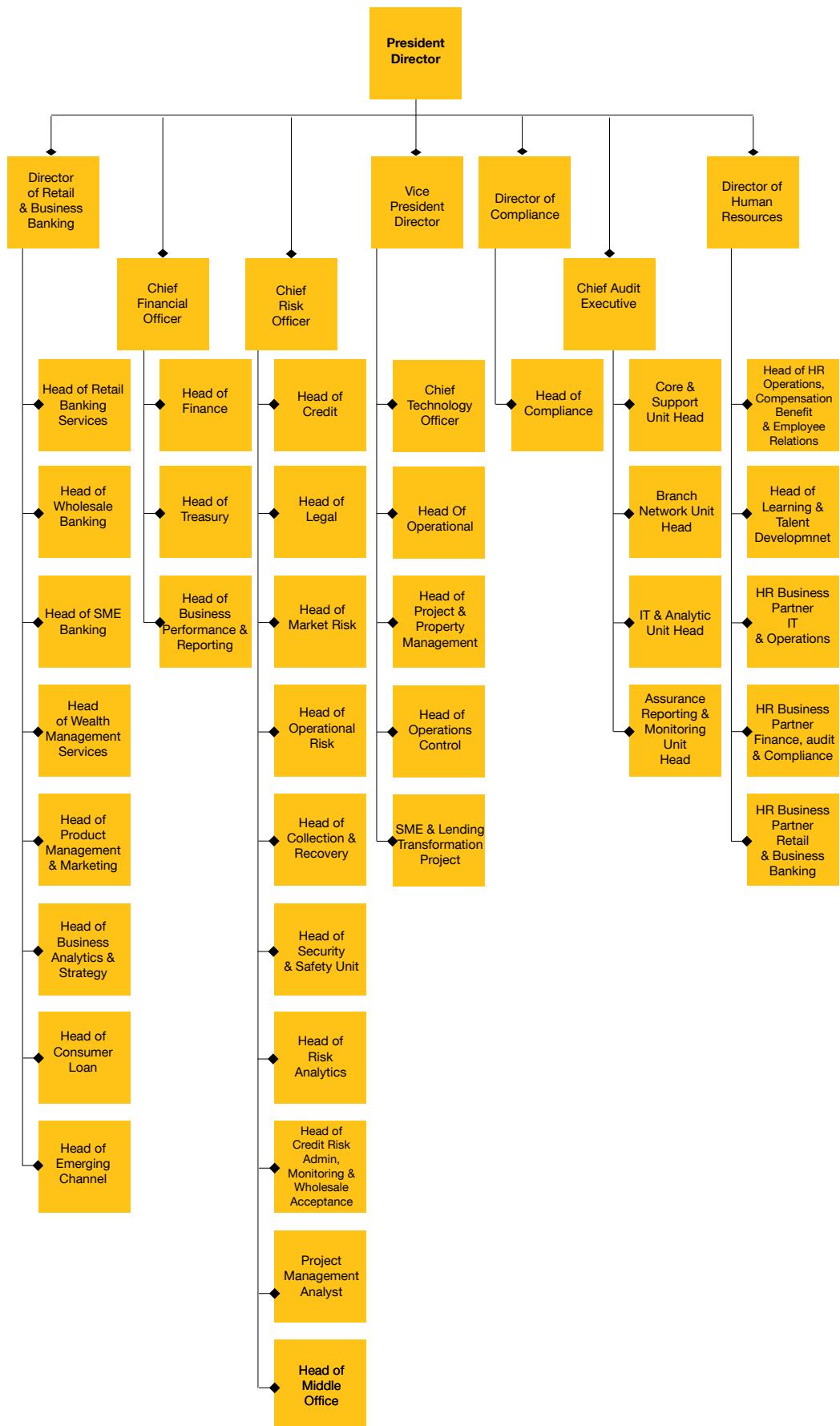
Upon graduating from the University of Indonesia with a degree in psychology, Mia Patria (Mia) joined Citibank N.A. Indonesia, where she served from 1988 until 1996 in various capacities involving customer service, bank operations and business strategy. In 1996, she joined Bank Papan Sejahtera, and in 2000 continued her career at GE Capital Indonesia.

In 2002, She left the banking industry to serve as Director of a strategic business consulting firm, but returned to banking in 2004 as a Senior Vice President with Bank Danamon responsible for the Service Center, and a year later, with HSBC Indonesia, initially as SVP Financial Asset Customer Service and appointed as Human Resource Country Director subsequently as Country Director for Group Communication and Corporate Sustainability until 2009.

Following a brief stint as Head of Human Resources at Surya Citra Televisi (SCTV), Mia joined Commonwealth Bank Indonesia as Chief of Human Resources in 2010, responsible for transforming and aligning human capital with the Bank's business strategy. With the approval of Bank Indonesia, she was appointed Director of Human Resources of Commonwealth Bank Indonesia in June 2011.

Struktur Organisasi Commonwealth Bank Indonesia

Commonwealth Bank Indonesia Organizational Structure



Ikhtisar Bisnis

Business Highlights

Pertumbuhan Eksponensial

Growing Exponentially



Ian Whitehead

Director of Retail and Business Banking

Commonwealth Bank Indonesia berpeluang besar meraih pertumbuhan di Indonesia. Didukung oleh neraca keuangan yang kuat, akses terhadap modal serta keanekaragaman produk, Bank memiliki ruang lingkup bisnis yang leluasa untuk menciptakan nilai di pasar yang berkembang pesat. Berkat fokus untuk menjadi penyedia layanan keuangan di Indonesia melalui *customer service excellence*, Commonwealth Bank Indonesia menganut standard yang tinggi dalam inovasi produk, pelayanan serta kepuasan nasabah.

Commonwealth Bank Indonesia is well positioned in Indonesia to address growth opportunities. Its strong balance sheet, access to capital and well-diversified product range provide the Bank with enormous business scope to create value in a fast-growing market. By focusing on providing the best financial services through excelling in customer service, Commonwealth Bank Indonesia has set the standard in product innovation, delivery and customer satisfaction

Sebuah Organisasi yang Dapat Diandalkan

Pada tahun 2011, kelancaran eksekusi strategi bisnis Bank menghasilkan peningkatan dalam momentum pertumbuhannya. Keberhasilan ini tercermin dalam tema Bank di tahun 2011 yaitu "Lebih Baik, Lebih Cepat, Lebih Kuat."

Pendanaan meningkat sebesar 25% menjadi Rp12,19 triliun, pinjaman meningkat sebesar 67% menjadi Rp9,82 triliun. Pendapatan pun meningkat secara merata di keempat lini bisnis Commonwealth Bank Indonesia, yaitu: layanan *Wealth Management*, *Retail Banking*, *UKM* dan *Wholesale Banking*.

An Organization You Want to Be With

In 2011, the execution of Commonwealth Bank Indonesia's strategy was strong and focused, resulting in an ever increasing momentum of growth. The key themes for the year were "Better, Faster, Stronger," and the Bank delivered on all three themes.

Funding grew by 25% to IDR12.19 trillion, while lending increased by 67% to IDR9.82 trillion. Collectively, revenues grew evenly across the four main business lines of the Bank: Wealth Management, Retail Banking, SME Banking and Wholesale Banking.

Commonwealth Bank Indonesia berkomitmen penuh untuk bertumbuh di Indonesia – sebuah bank milik asing yang berinvestasi secara signifikan di Indonesia, dijalankan secara efektif oleh bangsa Indonesia dengan menganut prinsip kehati-hatian. Perpaduan antara komitmen dan kehati-hatian tersebut menjadi inti dinamika perkembangan Bank, sebagai suatu organisasi yang dapat diandalkan.

Pertumbuhan Pesat di Pasar yang Dinamis

Dengan dinamika dan strategi yang tepat, Commonwealth Bank Indonesia mampu memetik manfaat dari menguatnya perekonomian Indonesia.

PDB Indonesia tumbuh sebesar 6,5% di tahun 2011, lebih tinggi dari 6,1% di tahun 2010. Kebijakan makroekonomi dan kestabilan politik memungkinkan Indonesia untuk terus meningkatkan perekonomiannya di tengah ketidakpastian perekonomian global dewasa ini. Konsumsi domestik Indonesia yang tinggi merupakan faktor kunci di balik kuatnya perekonomian Indonesia. Pertumbuhan yang berkesinambungan selama beberapa tahun terakhir juga mempercepat tumbuhnya masyarakat kelas menengah.

Saat ini terdapat 55 juta jiwa kelas menengah di Indonesia. Ditinjau dari segi demografis, dimana lebih dari setengah populasi Indonesia saat ini berusia di bawah 30 tahun, maka prospek pertumbuhan golongan kelas menengah tersebut semakin besar di masa mendatang.

Sejalan dengan tumbuhnya kelas menengah, jumlah UKM juga mengalami peningkatan yang pesat. Sebagian besar dari kelompok ini belum terlayani oleh perbankan atau institusi keuangan lainnya.

67,2%

Pinjaman meningkat sebesar 67,2% menjadi Rp9,82 triliun

Lending increased by 67.2% to IDR9.82 trillion

Commonwealth Bank Indonesia is fully committed to growing its business in Indonesia – a foreign bank that continues to invest significantly in Indonesia, and is prudently and effectively run and managed by Indonesians. This combination of commitment and prudence is at the core of the dynamic evolution of Commonwealth Bank Indonesia. It is an organization of impressive change and growth. Commonwealth Bank of Indonesia is an organization that you want to be with.

Strong Growth in a Dynamic Market

Commonwealth Bank Indonesia was able to capitalize on Indonesia's robust economic growth, supported by the right dynamics and strategy.

Indonesia's GDP grew by 6.5% in 2011, higher than 6.1% in 2010. Sound macroeconomic policies and political stability have set the stage for the nation's continuing impressive economic growth amid uncertainties in the global economy. Indonesia's strong domestic consumption remains a key factor behind the robust economy, while sustained economic growth over the past several years has accelerated the rise of the middle class.

There are currently 55 million people in Indonesia that can be classified as middle class. Moreover, the strength of Indonesia's growing middle class can be put in a clearer perspective if we consider that, demographically, more than half of Indonesia's population is currently below 30 years of age, with much of their productive income-earning years still ahead of them.

Along with the rise of the middle class, there has been an equally tremendous explosion in the number of small and medium-sized enterprises (SME), of which roughly less than one-third is currently serviced by banks or any other financial institutions.

Rp12,19 triliun

Commonwealth Bank Indonesia mencatat peningkataan pendanaan sebesar 24.6% menjadi Rp12,19 triliun

Commonwealth Bank Indonesia recorded an increase in funding by 24.6% to IDR12.2 trillion

Pada tahun 2011, Jumlah Aset dalam Pengelolaan Commonwealth Bank meningkat sebesar 9% mencapai Rp6,2 triliun pada akhir tahun.

In 2011, the Bank's Assets Under Management (AUM) grew by 9%, amounting to more than IDR6.2 trillion by year's end.

Kondisi tersebut di atas sangat sesuai dengan model bisnis yang dikembangkan oleh Commonwealth Bank Indonesia, dimana sasaran utamanya adalah nasabah individu pada usia produktif selain juga nasabah UKM yang berjumlah besar.

Wealth Management

Layanan *Wealth Management* merupakan produk unggulan Bank sejak pertama kali didirikan di Indonesia. Kini Bank terus mempertahankan posisinya sebagai penyedia layanan *Wealth Management* terdepan serta distributor produk reksa dana terkemuka.

Pada tahun 2011, jumlah Aset dalam Pengelolaan Commonwealth Bank Indonesia meningkat sebesar 9% mencapai IDR6,2 triliun pada akhir tahun. Dengan memberikan perhatian penuh atas kualitas pelayanan serta kepuasan nasabah, Commonwealth Bank Indonesia berhasil memperluas basis pelanggan layanan *Wealth Management* hingga 30,5% dari tahun sebelumnya, dengan jumlah akun mencapai 68.000 hingga akhir tahun 2011, meningkat dari 54.000 akun di tahun lalu.

Sementara itu, bisnis *bancassurance* meningkat bahkan lebih pesat hingga 43%, dengan total polis sebanyak 2,741 yang telah diterbitkan sepanjang tahun 2011. Keberhasilan ini ditopang oleh pemasaran yang kuat dan inisiatif penjualan silang serta mulai dikenalnya *brand* Commonwealth Bank Indonesia di Indonesia.

Retail Banking

Bisnis *Retail Banking* Commonwealth Bank Indonesia juga memiliki sasaran strategis terhadap masyarakat golongan kelas menengah yang tumbuh pesat di Indonesia.

Those statistics bode well for Commonwealth Bank Indonesia's business model in Indonesia, in which most of the Bank's target markets are young and upwardly mobile individuals in their most productive years, as well as small-and-medium-sized businesses numbering in the millions.

Wealth Management

Wealth Management services has long been the mainstay of Commonwealth Bank Indonesia ever since it first opened for business in Indonesia. Today, the Bank continues to maintain its leading position in Wealth Management services as well as being the leading mutual fund product distributor.

In 2011, the Bank's Assets Under Management (AUM) grew by 9%, amounting to more than IDR6.2 trillion by year's end. Intensifying the focus on both service quality and customer satisfaction, the Bank successfully broadened its Wealth Management services customer base by 30.5% over that of the previous year, with over 68,000 accounts in total by the end of 2011, up from 54,000 a year ago.

In the meantime, the bancassurance business has grown even faster at 43%, to a total of 2,741 policies issued throughout 2011. This success is attributable to the strong marketing and cross-selling initiatives as well as to the growing strength of the Commonwealth Bank Indonesia brand.

Retail Banking

Commonwealth Bank Indonesia's Retail Banking franchise is also targeted strategically at the rapidly growing middle class population in Indonesia.

Strategi pertumbuhan tersebut didukung oleh komitmen Bank dalam memberikan layanan *Retail Banking* secara lengkap termasuk tabungan, pinjaman, investasi dan asuransi. Bank terus berupaya memberikan pelayanan terbaik bagi nasabah, termasuk inovasi produk maupun fitur produk secara terus menerus. Berbagai inovasi tersebut antara lain dilakukan pada aplikasi layanan *Mobile Banking*, layanan *Call Center* 24-jam dan *CommWay*, konsep baru Bank untuk memenuhi kebutuhan segmen kelas menengah.

Commonwealth Bank Indonesia juga mengedukasikan generasi muda kelompok kelas menengah, bahwa investasi tidak hanya untuk kelompok berpenghasilan tinggi. Bank juga menjangkau para profesional muda yang ingin mulai membangun kekayaannya dengan memperkenalkan produk-produk yang sesuai pada tahun 2011.

Kiat Bank adalah mendekati dan mendorong generasi muda untuk belajar dan mencoba berinvestasi sejak usia dini melalui akun investasi *unit-linked* yang terstruktur secara sederhana. Melalui Commonwealth Bank Indonesia, mereka dapat berinvestasi dimulai dengan menabung Rp100 ribu setiap bulannya. Dengan jumlah yang relatif kecil ini, mereka dapat mengakses produk investasi Commonwealth Bank Indonesia yang beragam, selain juga layanan yang ramah dan bersahabat.

Pada tahun 2011, Commonwealth Bank Indonesia meluncurkan layanan *Mobile Banking* yang menawarkan kemudahan dan kenyamanan bagi nasabah. Teknologi *Mobile Banking* yang diterapkan merupakan salah satu teknologi terkini di Indonesia dengan dua faktor perlindungan otentifikasi dan tingkat keamanan yang tinggi. Bank juga telah meningkatkan *electronic channel delivery* dengan upgrade jaringan layanan ATM milik sendiri yang mencakup 133 ATM. Pemegang kartu ATM Bank dapat menarik dana di lebih dari 40.000 ATM di Indonesia tanpa dipungut biaya.

Hingga akhir 2011, nasabah ritel juga dilayani melalui 85 cabang di 27 kota di Indonesia.

This growth strategy is fully supported by the Bank's commitment to provide a full range of Retail Banking services that include savings, lending, investment and bancassurance products. It strives to ensure the highest standard of customer service, including continuous product and feature enhancements. Such innovations can be found among other things in the Bank's Mobile Banking application, 24-hour Call Centre service and *CommWay*, Bank's new concept in doing banking catered to meet the needs of middle market segment.

The Bank has also been conveying a powerful message to Indonesia's young middle-class groups, that investment is not only for the rich. The Bank reaches out to young professionals seeking to build their wealth and in 2011 deliver a range of products tailor to meet this segment needs.

Thus, the Bank's winning formula has been to reach out to, and encourage young people to learn and experience first-hand about investing in a simple structured unit-linked investment account with the Bank, in which they can start with a monthly investment of as low as IDR100 thousand. For such a relatively low amount, they will have access to Commonwealth Bank Indonesia's broadly diversified investment product range, and reassuringly friendly and helpful customer service.

In 2011, Commonwealth Bank Indonesia launched its Mobile Banking service that offers greater banking access and round-the-clock convenience to customers. The Bank's Mobile Banking technology is currently one of the most advanced in Indonesia with two factor protection authentications and advance security features. It has also enhanced its electronic channel delivery by upgrading its 133 proprietary ATMs. The Bank's ATM cardholders can withdraw cash from more than 40,000 ATMs across the nation, free of charge.

As at year-end 2011, retail customers are also served through the Bank's 85 branches in 27 cities across Indonesia.

30,5%

Commonwealth Bank Indonesia memperluas basis nasabah *Wealth Management* hingga 30.5% menjadi 68.000 di akhir 2011

Commonwealth Bank Indonesia broadened its *Wealth Management* services customer base by 30.5% with over 68,000 accounts in total by the end of 2011

55%

Jumlah pinjaman untuk segmen UKM meningkat sebesar 55% menjadi Rp1,9 triliun

Lending to the SME segment grew by 55% to IDR1.9 trillion



Usaha Kecil Menengah (UKM)

Bisnis UKM terus berkembang secara pesat. Pada tahun 2011, jumlah kredit untuk segmen UKM meningkat sebesar 55% menjadi Rp1,9 triliun. Bank meyakini fokus terhadap segmen pasar UKM di Indonesia merupakan strategi kunci yang akan menunjang pertumbuhan jangka panjang seiring dengan pertumbuhan ekonomi Indonesia.

Strategi pertumbuhan Commonwealth Bank Indonesia di segmen UKM sangat sederhana dan jelas. Bank memahami kebutuhan UKM akan proses kredit *revolving* yang dapat diproses secara cepat. Untuk itu, Commonwealth Bank Indonesia berhasil mengembangkan proses kredit yang memungkinkan Bank merespon kebutuhan tersebut hanya dalam hitungan hari. *Platform* kredit bagi UKM didukung oleh sistem teknologi yang canggih, tidak hanya dapat melayani secara cepat namun juga mampu memitigasi risiko.

Platform kredit tersebut memungkinkan Bank untuk meningkatkan dan menyempurnakan alur kerja dalam hal proses permohonan kredit, termasuk fungsi pendukung untuk mengawasi kualitas kredit yang diberikan. Kebijakan dan prosedur kredit juga disempurnakan agar selaras dengan kondisi pasar setempat. Selain itu, sistem ini juga memudahkan penanganan volume originasi kredit dalam berbagai skala yang meningkat.

Sementara itu, portofolio meningkat secara signifikan dari investasi-investasi tersebut, NPL dapat dijaga di bawah tingkat industri yaitu 0,9% pada akhir tahun 2011.

SME Banking

The SME Banking franchise continues to grow rapidly. In 2011, lending to the SME segment grew by 55% to IDR1.9 trillion. The Bank believes that its focus on the SME market segment in Indonesia today is of paramount strategic importance and this will fuel long-term growth along with Indonesia's growing economy.

The growth strategy of Commonwealth Bank Indonesia in the SME segment is simple and direct. It understands their need for fast recurring financing. That's why Commonwealth Bank Indonesia has come up with a formula and system that enable it to respond to those needs in just a matter of days. The SME lending platform is supported by a robust technology system that not only delivers fast service, but at the same time mitigates risks as well.

This lending platform enables the Bank to improve and refine work flows in the loan origination process, including support functions that oversee the quality of deals being generated. Credit policy and procedures have also been refined to align with local market conditions. In addition, the system provides a scale platform to handle increasing loan origination volume.

Whilst the portfolio has grown significantly benefiting from these investments, NPL continue to be well below industry levels at 0.9% year end 11



Layanan *Wholesale Banking* meningkatkan pinjaman sebesar 63% dan mencatat jumlah pinjaman sebesar Rp7,2 triliun

Wholesale Banking Service grew its lending business by 63% to post total outstanding credit amounting to IDR7.2 trillion by year's end

Wholesale Banking

Commonwealth Bank Indonesia memiliki sumber daya keuangan yang memadai guna melayani perusahaan besar Indonesia atau perusahaan internasional yang beroperasi di Indonesia

Bank memiliki kemampuan untuk menyalurkan pembiayaan proyek berskala besar, pembiayaan perdagangan, sindikasi pinjaman dalam jumlah besar, dan didukung oleh jaringan internasional, melakukan pembiayaan lintas batas. Commonwealth Bank Indonesia juga melayani nasabahnya dengan jasa penasehat keuangan perusahaan yang meliputi berbagai bidang industri.

Pada tahun 2011, layanan *Wholesale Banking* meningkatkan bisnis pinjaman sebesar 63%, mencapai Rp7,2 triliun di akhir tahun.

Wholesale Banking

Commonwealth Bank Indonesia has the financial resources to provide Wholesale Banking services to major corporations in Indonesia as well as to international corporations doing business with Indonesia.

The Bank is equipped to engage in large project financing, trade financing, major loan syndications, and with its strong international network, cross-border financing. If called upon, the Bank is also in a position to provide its clients with corporate finance advisory services covering a broad range of industries.

In 2011, the Wholesale Banking service grew its lending business by 63% to post total outstanding credit amounting to IDR7.2 trillion by year's end.

Pandangan Ke Depan

Setiap lini usaha Bank memiliki peluang pertumbuhan di tahun 2012. Investasi yang telah dan akan terus dilakukan berhasil memposisikan Bank secara strategis di segmen-segmen perbankan nasional yang tumbuh pesat dewanasa ini dan di masa yang akan datang.

Bagaimana pun, peluang pertumbuhan tersebut tidak datang dengan mudah ataupun murah. Commonwealth Bank Indonesia bekerja keras membangun jaringan pelayanannya. Bank juga berinvestasi besar di bidang SDM, sistem dan operasional bank guna menjadi penyedia layanan keuangan terbaik di Indonesia saat ini dan di masa depan.

Sepanjang tahun 2011 Bank terus berupaya meningkat mutu layanan, sebagaimana terbukti dari hasil survei *Mystery Shopper* oleh perusahaan survei independen menempatkan Commonwealth Bank Indonesia pada posisi pertama di antara bank asing dan ketiga di antara 14 bank utama nasional dan internasional di Indonesia.

Hasil survei terakhir menunjukkan Commonwealth Bank Indonesia mencatat kemajuan berarti dalam beberapa bidang yang penting terhadap layanan nasabah. Bank terus berupaya memberikan layanan yang terbaik bagi nasabah.

Memasuki tahun 2012, kami menyadari adanya beberapa tantangan pada lingkungan perekonomian, peningkatan tantangan likuiditas dan tekanan yang kompetitif pada marjin. Tetap berfokus pada implementasi strategi tahun 2012 akan menjadi krusial bagi bisnis kami. Krisis utang di Eropa yang berkepanjangan menimbulkan ketidakpastian. Sedangkan Amerika Serikat, yang tahun ini mengadakan pemilihan presiden, masih berkuat dengan perekonomian yang tersendat. Sementara di wilayah Asia Pasifik sendiri, bahkan Cina dan India pun sedang mengalami penurunan dalam tingkat pertumbuhan ekonomi.

Semua ini, menuntut Commonwealth Bank Indonesia untuk meningkatkan kewaspadaan, menggandakan upaya dan terus berpegang pada visi dan tujuannya menjadi penyedia layanan keuangan terbaik di Indonesia melalui *customer service excellence*.

Outlook for the Near Future

There will be growth opportunities for all of the Bank's business lines in 2012. The investments that Commonwealth Bank Indonesia has made, and will continue to make, have positioned it strategically in the growth areas of the Indonesian banking sector today, and increasingly in the future.

However, this has not come by cheaply nor easily. The Bank has worked hard to build its service network. It has invested significantly in its people, systems and operations to have one of the best service deliveries in the industry today and in future.

Throughout 2011 we have continued to improve our service quality, as underlined by the result of a *Mystery Shopper* by an independent survey that ranked Commonwealth Bank Indonesia first among foreign banks and third among 14 leading national and international banks in Indonesia.

The most recent survey also indicated that Commonwealth Bank Indonesia made marked improvements in the number of key areas vital to customer service. The Bank continued to exert all efforts to excel in customer service.

As we enter 2012, we also recognise the challenging economic environment, increase liquidity challenges and competitive pressures on margins. Keeping a clear focus on implementation on our strategy in 2012 will be crucial to our business. The debt overhang in Europe continues to cast uncertainties. The United States of America, facing an election year, still grapples with a stalled economy. On the Asia Pacific front, even China and India are experiencing slight economic slowdowns.

What all of this means is that the Bank will have to increase its vigilance, redouble its efforts, and remain steadfast in its vision and goal of being the finest financial services organization in Indonesia through excelling in customer service.

Produk dan Layanan

Product and Services

Mengembangkan Bisnis di Empat Pasar Utama

***Growing our Business in Four
Key Markets***

Operational Overview

Memacu Pertumbuhan

Tahun 2011 ditandai dengan kegiatan dan inisiatif Commonwealth Bank Indonesia dalam meraih pertumbuhan yang agresif di Strategi Empat Pilar. Bank menawarkan produk-produk inovatif dan bernilai tambah disertai pelayanan yang disesuaikan dengan kebutuhan nasabah di keempat segmen pasar.

Wealth Management. Layanan *Wealth Management* telah menjadi pijakan bisnis Commonwealth Bank Indonesia sejak awal didirikan. Oleh karena itu, Commonwealth Bank Indonesia memanfaatkan keahliannya di bidang pengelolaan aset guna membantu mendorong pertumbuhan di layanan *Retail Banking*.

Commonwealth Bank Indonesia menjalin hubungan yang luas dan baik dengan beberapa perusahaan *investment management* kelas dunia untuk memberikan layanan *Wealth Management* yang terbaik dan terpercaya di Indonesia.

Dengan basis nasabah yang kokoh untuk segmen pasar *wealth management* di Indonesia, Commonwealth Bank Indonesia terus menggalang hubungan baik dengan *high net-worth individuals* selain juga kelompok nasabah *middle class*, memanfaatkan pertumbuhan ekonomi yang menjanjikan di Indonesia dan kawasan Asia Pasifik pada umumnya.

Retail Banking. Di segmen *Retail Banking*, Commonwealth Bank Indonesia mencatat pertumbuhan yang signifikan dalam peningkatan Jumlah Rekening Nasabah (CIF) dan jumlah dana pihak ketiga. Keberhasilan ini tidak lepas dari inisiatif CommWay, suatu solusi keuangan komprehensif yang dirancang untuk memenuhi kebutuhan nasabah sasaran.

Berdasarkan hasil survei yang mendalam, Commonwealth Bank Indonesia merancang solusi CommWay untuk pasar sasaran yang sesuai – pada intinya CommWay menawarkan rekening tabungan yang mudah diakses berikut rangkaian produk yang dapat membantu nasabah meningkatkan aset, seperti Kredit Pemilikan Rumah (KPR), investasi reksa dana dan produk-produk *bancassurance*. Commonwealth Bank Indonesia percaya bahwa keempat produk tabungan, KPR, investasi dan asuransi dapat merancang kebutuhan keuangan individu dalam setiap tahapan hidupnya. Nasabah memahami aset mereka dapat ditumbuhkan bersama Commonwealth Bank Indonesia, jika mereka mulai menabung di usia 20an tahun, dan membeli rumah saat mulai membangun keluarga di usia 30an. Selanjutnya mengakumulasi aset melalui investasi, dan akhirnya melindungi aset dan keluarga mereka melalui asuransi. Inilah yang dikenal dengan solusi CommWay.

Gearing Up for Growth

The year 2011 saw increased initiatives and activities in Commonwealth Bank Indonesia's operations in support of its aggressive growth pursuits through the Four-Pillar Strategy. Commonwealth Bank Indonesia offers innovative and value added products and services designed to meet the needs of its customers in four key market segments.

Wealth Management. Wealth Management services has been the cornerstone of Commonwealth Bank Indonesia's business in Indonesia since the very beginning. As such, the Bank is leveraging its expertise in wealth and asset management to secure growth in the Retail Banking service as well.

Commonwealth Bank Indonesia currently enjoys a broad and deep relationship with some of the best investment management firms in the world to provide one of the most reliable Wealth Management services in the country.

With a well established client base in wealth management in Indonesia today, the Bank continues to exert efforts in broadening and deepening its ties with high net-worth individuals as well as the middle-class customer group, capitalizing more on the anticipated robust economic growth of Indonesia and that of Asia Pacific in general.

Retail Banking. In the Retail Banking market segment, Commonwealth Bank Indonesia has made significant strides in growing both the number of customers (CIF) and the amount of Third Party Funding. This success is particularly attributed to the initiative of CommWay, a comprehensive financial services solution that is designed to meet the needs of targeted customers.

On the basis of in-depth survey findings, Commonwealth Bank Indonesia designed the CommWay solution for the appropriate target group - essentially an easy-to-access savings account featuring a full range of products to help customers create their wealth, such as home loans, mutual-fund investments and bancassurance products. Commonwealth Bank Indonesia believes that the four products of savings, home loans, investment and insurance encapsulate all of the financial needs of the individual throughout one's life cycle. Customers understand that they can grow their assets together with Commonwealth Bank Indonesia, whereby they begin to save in their 20s, and then buy a home in their 30s when raising families. They then aim to accumulate assets through investments, and ultimately protect their wealth and families through insurance. This is the way of CommWay.

Untuk layanan KPR, demi menjamin kualitas properti nasabah pembeli rumah, Commonwealth Bank Indonesia telah menjalin kerjasama dengan pengembang terkemuka di Indonesia, termasuk pengembang properti Ciputra Group.

UKM. Commonwealth Bank Indonesia menstrukturisasi *platform* pinjaman UKM. Pertama, mempersingkat proses persetujuan kredit tanpa mengurangi manajemen risiko. Proses yang biasanya memerlukan waktu hingga mingguan kini dapat dituntaskan hanya dalam hitungan hari. Kedua, Commonwealth Bank Indonesia mempermudah persyaratan aplikasi pinjaman, disesuaikan dengan kondisi setempat. Ketiga, Commonwealth Bank Indonesia berupaya memahami dan mendengarkan permintaan dan kebutuhan para nasabah UKM, dan berusaha sebaik mungkin mengakomodasikan kebutuhan tersebut.

Transformasi menyeluruh atas proses pinjaman UKM telah menjadi nilai jual yang unik yang dapat ditawarkan kepada nasabah (UKM), sehingga menjadikan segmen ini salah satu kunci pertumbuhan Commonwealth Bank Indonesia dewasa ini. Karena sektor UKM merupakan salah satu sektor perekonomian Indonesia yang tumbuh pesat, investasi Commonwealth Bank Indonesia di segmen ini diperkirakan mampu menggalang pertumbuhan jangka panjang.

Wholesale Banking. Sebagai anak perusahaan Commonwealth Bank of Australia, Bank terbesar di Australia dalam segi jumlah aset, Commonwealth Bank Indonesia memiliki posisi yang kuat untuk melayani kebutuhan perusahaan dan institusi dalam skala nasional maupun regional. Commonwealth Bank Indonesia terus aktif dalam penyaluran pinjaman korporasi berjumlah besar, pembiayaan perdagangan internasional dan jasa perbankan korporasi lainnya.

Indonesia saat ini sedang membangun berbagai infrastruktur dalam beberapa tahun ke depan. Commonwealth Bank Indonesia siap berpartisipasi dalam pembangunan Indonesia melalui struktur pembiayaan yang kompetitif bagi sektor korporasi.

Transformasi menyeluruh atas proses pinjaman UKM, telah menjadi nilai jual yang unik yang dapat ditawarkan Commonwealth Bank Indonesia

A complete transformation of the SME loan processing, allows the Bank to offer a unique selling proposition to the SME segment

In home loans, Commonwealth Bank Indonesia has started to partner with key developers to match its offer with quality property that home buyers can appreciate. Commonwealth Bank Indonesia has cooperated with the leading property developer, Ciputra Group.

SME Banking, Commonwealth Bank Indonesia restructured its lending platform around the needs of the SME Business. First, it streamlined the turn-around process for credit approval without compromising risk management, in order to deliver loans in a matter of days instead of weeks. Second, the Bank simplified loan application requirements on the part of the SME, making it easier for potential SME customers to apply for their loans. Third, the Bank listened to the demands and needs of the SME customers and worked to accommodate those needs.

In short, a complete transformation of the SME loan processing, allows the Bank to offer a unique proposition to the SME segment, thereby making this segment one of the Bank's growth engines today. As the SME sector is one of the Indonesia's key growth areas, Commonwealth Bank Indonesia's strong investments in the segment are likely to generate growing returns for the Bank in the long term.

Wholesale Banking. As a subsidiary of Commonwealth Bank of Australia, the largest Bank in Australia in terms of asset size, Commonwealth Bank Indonesia is well positioned to meet the needs of corporations and institutions on a national and regional scale. The Bank continues to be active in large-scale corporate lending, international trade finance and other Wholesale Banking services.

As Indonesia prepares to undertake more infrastructure development projects in the coming years, Commonwealth Bank Indonesia stands ready to be involved in the continuing development of the country by providing competitively-structured loans and financing for the corporate sector.



Dukungan dan Sistem Teknologi Informasi

Untuk mendukung sasaran pertumbuhan yang agresif di bisnis UKM dan *Retail Banking*, Commonwealth Bank Indonesia didukung oleh sistem teknologi dan informasi perbankan yang mutakhir.

Untuk itu, Commonwealth Bank Indonesia telah dan akan terus melakukan investasi yang signifikan dalam pengembangan sistem teknologi informasi. Sejauh ini, investasi di bidang ini telah membawa Commonwealth pada pertumbuhan yang pesat dan solid di bisnis UKM serta menyediakan sistem pelayanan *e-Channel* yang dapat meningkatkan pengalaman nasabah bersama Commonwealth Bank Indonesia.

Penerapan aplikasi *Mobile Banking* oleh Commonwealth Bank Indonesia merupakan hal yang unik karena mampu menyediakan jasa keuangan digital komprehensif melalui platform tunggal *Mobile Banking*. Platform ini menawarkan berbagai fitur investasi yang memungkinkan nasabah membeli reksa dana, membuka rekening tabungan dan melakukan hampir semua transaksi perbankan.

Nasabah dapat membeli produk-produk investasi seperti reksa dana hingga Rp1 miliar dengan lebih dari 50 produk investasi yang beragam mulai dari reksa dana saham, reksa dana obligasi maupun reksa dana pasar uang. Nasabah disediakan limit transaksi *Mobile Banking* sebatas Rp200 juta per hari – tertinggi di layanan perbankan Indonesia saat ini. Nasabah juga dapat melakukan pengiriman dana ke bank manapun di dunia dan tanpa harus melalukan *preregister* informasi penerima akun.

Sementara itu, saat ini Bank memiliki jaringan 133 mesin ATM yang terhubung dengan jaringan ATM Bersama dan PRIMA BCA. Dengan begitu, nasabah pemegang kartu ATM Commonwealth Bank Indonesia dapat menggunakan hampir semua unit ATM di seluruh Indonesia – tanpa dipungut biaya.

Dalam layanan *Internet Banking*, Commonwealth Bank Indonesia memimpin dengan fitur-fiturnya yang inovatif serta dari segi perlindungan keamanan.

Museum Rekor Indonesia, MURI, mencatat layanan Mobile Banking Commonwealth Bank Indonesia sebagai layanan serupa pertama di Indonesia yang menawarkan fitur-fitur investasi secara lengkap

MURI, the Indonesian Museum Records, recognized the Commonwealth Bank Indonesia's Mobile Banking service as the first of its kind in Indonesia to offer a fully-fledged investment feature.

Information Technology System and Support

To support its aggressive growth targets in both the SME and Retail Banking businesses, Commonwealth Bank Indonesia relies on a state-of-the-art banking technology and information system.

Consequently the Bank has made and will continue to make significant investments in information technology system development. Thus far, these investments have enabled the Bank to facilitate robust lending growth in the SME Business as well as to provide growing e-Channel delivery systems that have greatly enhanced the customer service experience with Commonwealth Bank Indonesia.

The Mobile Banking application of Commonwealth Bank Indonesia in Indonesia is unique in that it provides a truly comprehensive digital financial services through a single mobile banking platform. This platform offers investment features that enable customers to purchase mutual funds, open a deposit account and undertake just about any banking transaction.

Customers can buy investment products like mutual funds with a limit of up to IDR1 billion with more than 50 products available ranging from equity, fixed income and money market mutual funds. Customers get a daily Mobile Banking transaction limit of IDR200 million – the highest in the Indonesian banking industry. Customers also have the ability to transfer funds to any bank in the world, and can do this transfer without having to preregister beneficiary account information.

Meanwhile, the Bank's current ATM network has 133 proprietary ATM and is linked to the ATM Bersama and PRIMA BCA networks, providing Commonwealth Bank Indonesia ATM cardholders access to virtually all ATM units throughout Indonesia – free of charge.

In Internet Banking Commonwealth Bank Indonesia also leads the way in innovative features and security protection.

Information Technology

Berinvestasi di *Platform* TI Superior untuk Percepatan Pertumbuhan

Commonwealth Bank Indonesia telah memetakan investasi di bidang teknologi yang diselaraskan dengan prioritas strategi bisnisnya. Hal ini mencakup serangkaian investasi yang luas dalam infrastruktur TI (jaringan, server, keamanan TI) guna memastikan *platform* teknologi yang memadai untuk menunjang pertumbuhan basis nasabah Bank. Selain proses otomasi yang lebih luas, agar mampu melayani nasabah dengan produk-produk yang lebih sempurna dan cepat. Commonwealth Bank Indonesia juga telah melakukan investasi signifikan di bidang jalur distribusi elektronik yang memungkinkan nasabah mengakses layanan yang lebih banyak melalui jaringan ATM, *Internet Banking* dan *Mobile Banking* selama 24-jam sehari, 7-hari seminggu.

Aplikasi *Mobile Banking* yang baru diluncurkan di tahun 2011 menawarkan banyak kemudahan termasuk fitur-fitur investasi yang memungkinkan nasabah membuka deposito berjangka serta membeli reksa dana maupun FX dengan rate khusus. Semua kemudahan ini memungkinkan Commonwealth Bank Indonesia untuk senantiasa memberikan pelayanan yang terbaik bagi nasabah serta kemudahan melalui teknologi.

Mobile Banking yang Multifungsi

Applikasi *Mobile Banking* Commonwealth Bank Indonesia dirancang sedemikian rupa bagi pengguna telepon cerdas Blackberry dan iPhone, sehingga menawarkan begitu banyak fungsi dan manfaat, khususnya untuk investasi. *Platform* ini juga merupakan yang pertama diaplikasikan di Indonesia yang menggunakan token, guna meningkatkan fitur keamanan dari sistem tersebut.

Faktor keamanan dijamin baik untuk *Internet Banking* maupun *Mobile Banking* melalui 2FA (2 Factor Authentication) serta transmisi yang diacak. Semua fungsi dan jaminan keamanan ini juga tersedia di *platform* *Internet Banking* Commonwealth Bank Indonesia.

Museum Rekor Indonesia, MURI, mencatat layanan *Mobile Banking* Commonwealth Bank Indonesia sebagai layanan serupa pertama di Indonesia yang menawarkan fitur-fitur investasi secara lengkap.

Investing in Superior IT Platforms for Accelerated Growth

Commonwealth Bank Indonesia has defined a technology investment roadmap that is aligned to the Bank's business strategic priorities. This covers a broad range of investments in IT infrastructure (networks, servers, IT security) to ensure a stable platform for the Bank's growing customer base, and automating more business processes that allow for better products and faster and simpler services to customers. The Bank has also invested significantly in unassisted delivery channels to allow customers to access more services through the Bank's ATM, Internet Banking and Mobile Banking channels on a 24/7 basis.

The Mobile Banking application that was launched in 2011 is rich in functionality, including investment features that allow customers to open term deposits and subscribe to mutual funds, and to buy FX with special rates. These capabilities allow the Bank to provide excellent services to customers, and convenience through technology.

Rich Functionality in Mobile Banking

Commonwealth Bank Indonesia's Mobile Banking applications are designed to be native apps on Blackberry and iPhone smartphones, and are therefore rich in functionality, particularly for investment functions. It is also the first native application in Indonesia that uses a token, greatly enhancing the safety features of the system.

Security is also ensured for both Internet Banking and Mobile Banking through 2FA (2 Factor Authentication) and encrypted transmissions. All of this functionality and security is also available on our Internet Banking platform.

MURI, the Indonesian Museum Records, recognized the Commonwealth Bank Indonesia's Mobile Banking service as the first of its kind in Indonesia to offer a fully-fledged investment feature.

**MobileBanking**

- ◆ DOWNLOAD MOBILE BANKING
- ◆ DEMO MOBILE BANKING
- ◆ F.A.Q MOBILE BANKING

InternetBanking

- ◆ LOGIN INTERNET BANKING
- ◆ DEMO INTERNET BANKING INDIVIDU
- ◆ INTERNET BANKING INDIVIDU
- ◆ INTERNET BANKING KORPORAT

Tahu nggak Anda bisa
lebih maju seperti dia?



Pakai cara

CommWay

Tabungan • Investasi • Asuransi • KPR

Tahu lebih. Lebih maju.

klik di sini ►

**SHORTCUTS**

- Tabel Suku Bunga *new!*
- Tarif dan Biaya *new!*
- Simulasi KPR

Cabang & ATM
— Choose One — **Meningkatkan Sistem Core Banking**

Saat ini Bank tengah dalam proses evaluasi pilihan yang dapat mendukung skala pertumbuhan bisnis yang kini dialami oleh Commonwealth Bank Indonesia. *Platform* baru ini dirancang untuk mengintegrasikan pendistribusian produk maupun jasa melalui jalur distribusi yang berbeda mulai dari *Branch Banking* hingga *Call Centre*, *ATM*, *Internet Banking* dan *Mobile Banking*.

Proses otomasi akan menjadi dominan pada sistem distribusi terpadu Commonwealth Bank Indonesia. Selain dapat lebih memastikan faktor keamanan dan keandalan, juga akan meningkatkan kualitas maupun konsistensi dari produk dan layanan perbankan Commonwealth Bank Indonesia.

Sebagai contoh, dalam bisnis pinjaman, Commonwealth Bank Indonesia telah mulai menerapkan otomasi dalam proses pemberian pinjaman yang telah mengurangi waktu pemerosesan secara signifikan, selain juga memberikan tingkat mutu serta konsistensi yang lebih tinggi dalam pelayanan pinjaman.

Modernising Core Banking System

The Bank is in the process of evaluating options for modernising its core banking system that will support the scale of business growth that Commonwealth Bank Indonesia is experiencing. The new platform will be designed to integrate product and service deliveries across different channels from Branch Banking to Call Centre, ATM, Internet Banking and Mobile Banking.

Automation will feature prominently in the Bank's integrated delivery systems, which in addition to ensuring greater security and reliability, will also enhance the quality and consistency of the Bank's products and services.

For instance, in the lending business, the Bank has begun to automate lending processes and has seen significant reductions in turn around times, as well as provided a greater degree of quality and consistency in the loan service.

Menyelaraskan Teknologi dengan Manusia dan Produk

Bank beserta berikut karyawannya senantiasa fokus terhadap upaya pelayanan yang terbaik bagi semua nasabah. Untuk itu, Bank terus melakukan perampingan, otomasi, dan standardisasi segi operasionalnya. Dalam hal ini, teknologi dan proses kerja dirancang untuk sejalan dengan fokus terhadap manajemen transformasi organisasi.

Bank terus mengevaluasi investasinya di bidang TI guna memastikan bahwa semuanya selaras dengan strategi bisnis, dan mampu memberikan nilai tambah bagi bisnis Bank. Dengan kata lain, Bank senantiasa harus dapat mengikuti perubahan teknologi yang cepat serta terus memahami kebutuhan dan keinginan para nasabah.

Misalnya, Bank belum lama ini memfokuskan investasinya pada pengembangan jalur distribusi elektronis yang memperhatikan kebutuhan nasabah yang *mobile*, efisien terhadap waktu, dan sangat menguasai perkembangan teknologi.

Sumber daya manusia Bank tetap merupakan aset utama yang mendukung eksekusi dari strategi bisnis Bank. Dengan terus bertambahnya jumlah SDM guna mendukung pengembangan basis nasabah serta ragam jasa yang ditawarkan Commonwealth Bank Indonesia semakin mengandalkan pada proses otomasi. Hal ini mencakup proses yang mendukung pelayanan nasabah sekaligus juga proses-proses internal Bank seperti sistem sumber daya manusia.

Kebijakan itu memungkinkan Bank untuk mendayagunakan SDM yang fokus pada nasabah, selain juga terhadap tantangan baru yang memungkinkan Bank untuk terus mengembangkan produk dan jasa yang lebih sempurna bagi nasabah.

Bagaimanapun, Commonwealth Bank Indonesia berupaya untuk menjaga portofolio investasi yang seimbang antara teknologi informasi, proses usaha dan sumber daya manusia.

Bank senantiasa mengikuti perubahan teknologi yang cepat serta terus memahami kebutuhan dan keinginan para nasabah

The Bank must keep abreast of rapidly evolving technologies, and continue to understand customer needs and wants

Aligning Technology with People and Products

The Bank and its staff are focused on providing excellent service to all customers. To that end the Bank continues to streamline, automate, and standardise its operations. Technology and processes are rolled out in conjunction with a focus on organisational change management.

The Bank continually evaluates its IT investments to make sure they are aligned to the business strategy, and continue to deliver business value. In other words, the Bank must keep abreast of rapidly evolving technologies, and continue to understand customer needs and wants.

For example, the Bank has focused recent investments on unassisted channels that recognise the needs of customers who are highly mobile, time poor, and technologically savvy.

The Bank's human resources remain a key asset that support the execution of businesses strategies. As the number of staff grows to support the expanding customer base and the range of services being offered, Commonwealth Bank Indonesia is also automating more of its processes. This includes customer-facing processes as well as the Bank's internal processes like HR systems.

This enables the Bank to keep more people focused on the customer, as well as on new challenges that allow it to continue to develop better offerings and services for the customer.

Ultimately, Commonwealth Bank Indonesia maintains a balanced portfolio of investments across IT, the business, and people.

List of Products

Produk dan Layanan 2011

Produk Simpanan

CommSave

CommSave adalah rekening tabungan dalam mata uang Rupiah bagi nasabah perorangan.

CommCash

CommCash adalah rekening tabungan untuk nasabah perorangan dalam mata uang asing (USD, AUD, SGD, JPY, EUR, GBP, atau NZD)

CommWealth

CommWealth adalah rekening tabungan premium dalam mata uang Rupiah bagi nasabah perorangan yang menawarkan tingkat suku bunga lebih tinggi.

Tabungan Bunga Harian

Tabungan Bunga Harian adalah rekening tabungan dalam mata uang Rupiah bagi nasabah perorangan, dengan Program Point Reward.

AusStudent

AusStudent adalah rekening tabungan yang dirancang khusus untuk membantu orangtua yang putera-puterinya sedang menempuh studi di Australia.

CommPro

CommPro adalah rekening tabungan yang dirancang khusus bagi pemilik bisnis, profesional, atau ekspatriat yang sering melakukan transaksi perbankan dengan rekanan bisnis di Australia dan Selandia Baru.

Rekening Giro

Rekening Giro tersedia bagi nasabah perorangan maupun perusahaan, yang tersedia dalam mata uang IDR, SGD, AUD, NZD, USD, EUR, JPY dan GBP, untuk kenyamanan transaksi sehari-hari.

Deposito Berjangka

Deposito Berjangka tersedia bagi nasabah perorangan dan perusahaan atau institusi dengan berbagai pilihan mata uang (IDR, AUD, USD, SGD, EUR serta JPY) dan bisa dimanfaatkan sebagai jaminan kredit.

Products and Services 2011

Savings Products

CommSave

CommSave is a Rupiah-denominated savings account for individual customers.

CommCash

CommCash is a savings account for individual customers in foreign currencies (USD, AUD, SGD, JPY, EUR, GBP, or NZD).

CommWealth

CommWealth is a Rupiah-denominated premium saving account that offers a higher interest rate than other saving products

Tabungan Bunga Harian

Tabungan Bunga Harian is a Rupiah-denominated savings account with Point Reward Program.

AusStudent

AusStudent is a savings account tailored to assist parents with children studying in Australia.

CommPro

CommPro is a savings account tailored to meet the needs of business owners, professionals or expatriates who carry out frequent banking transactions with business partners in Australia and New Zealand.

Current Accounts

Current Accounts are available for individual and corporate customers in various currencies: IDR, SGD, AUD, NZD, USD, EUR, JPY and GBP, offering convenience for daily transactions.

Time Deposits

Time Deposit is available for individual and corporate or institutional customers in a currency (IDR, AUD, USD, SGD, EUR and JPY) and tenor options to suit your needs (1, 3, 6 and 12 months) and can be used as credit collateral.

Produk Pinjaman

Pinjaman Konsumen

Pinjaman Konsumen disediakan untuk memenuhi kebutuhan nasabah akan pembiayaan konsumsi

1. KPR (Kredit Pemilikan Rumah)

KPR adalah fasilitas pinjaman yang dapat digunakan untuk membeli properti seperti rumah, apartemen, rumah toko, rumah kantor, dan tanah kosong yang kemudian digunakan sebagai agunan untuk pinjaman itu sendiri.

2. KPR Multiguna

Multiguna adalah fasilitas pinjaman dimana peminjam menggunakan pinjaman tersebut untuk tujuan konsumtif seperti biaya pernikahan, biaya sekolah, dll dengan properti sebagai agunan.

3. KPM (Kredit Pemilikan Mobil)

KPM adalah fasilitas pinjaman dimana peminjam dapat menggunakan pinjaman tersebut untuk membeli kendaraan bermotor baru atau bekas yang kemudian digunakan sebagai agunan.

Pinjaman Usaha

Commonwealth Bank Indonesia menyediakan kredit usaha untuk nasabah UKM dan *Business Banking* guna mendukung arus kas perusahaan, selain juga menyediakan modal kerja bagi pertumbuhan usaha melalui struktur kredit yang atraktif dan fleksibel.

1. Overdraft

Fasilitas *overdraft* pada umumnya tersedia sebagai bentuk pinjaman yang fleksibel untuk memenuhi kebutuhan arus kas usaha yang berfluktuasi.

2. Demand Loan

Koran Demand Loan merupakan kontrak antara nasabah (sebagai debitur) dan Bank dimana sejumlah dana, baik dalam rupiah maupun mata uang asing, dipinjamkan kepada debitur selama maksimal satu tahun. Pinjaman tersebut dapat digunakan sebagai modal kerja, investasi jangka pendek atau sebagai Bridging Loan.

3. Term Loan

Term Loan merupakan kontrak antara nasabah (sebagai debitur) dengan Bank, di mana Bank meminjamkan dana, dalam rupiah atau mata uang asing, untuk investasi jangka panjang. Pinjaman dilunasi secara angsuran.

Pinjaman Automotive Value Chain

Pinjaman Automotive Value Chain ditawarkan bagi perusahaan Multi Finance untuk memenuhi kebutuhan pembiayaan jangka pendek maupun jangka panjang mereka.

Loan Products

Consumer Loans

Consumer loans are provided to meet customer needs for consumer financing.

1. KPR CommLoan

KPR CommLoan is a home loan facility with an attractive lending rate for individuals seeking to purchase residential property

2. CommLoan Home Refinancing

Kredit Multiguna is a credit facility for individual customers who want to use their property assets as loan collaterals.

3. KPM CommLoan

KPM CommLoan enables individual customers to purchase a new car from the dealers or showrooms appointed by Commonwealth Bank Indonesia with flexible terms.

Business Loan Products

Commonwealth Bank Indonesia offers business loans for SME & Business Banking customers to support their cash flow, as well as to provide seed capital to grow their businesses through an attractive and flexible loan structure.

1. Overdraft

An Overdraft facility is generally provided as a form of flexible loan to fund a business's fluctuating cash flow needs.

2. Demand Loan

A Demand Loan is a contract between a customer (as borrower) with the bank where a sum of money, either in local or foreign currency, is lent to the borrower for a maximum of one year. The loan may be used for working capital, short-term investment or as a Bridging Loan.

3. Term Loan

A Term Loan is a contract between a customer (as borrower) with the bank, in which the bank provides funds, in local or foreign currency, for long-term investment. The loan is repaid in instalments.

Automotive Value Chain Loans

Automotive Value Chain loans are provided to Multi Finance Companies to meet the short term as well as long term financing needs.

Produk yang ditawarkan meliputi:

1. Joint Financing
2. Asset Buy at Par
3. Asset Buy at Discounted Rate

Produk Investasi

Commonwealth Bank Indonesia menyediakan produk-produk investasi yang lengkap untuk membantu nasabah mengelola dan mengembangkan aset mereka.

CommlInvest

A. Reksa Dana Konvensional

1. Reksa Dana Pasar Uang

Reksa Dana yang menempatkan 100% dananya pada instrument pasar uang, seperti deposito, SBI (Sertifikat Bank Indonesia), atau obligasi (surat utang yang diterbitkan dengan masa jatuh tempo kurang dari setahun sejak tanggal penerbitan).

Karakteristik:

- Bertujuan untuk investasi jangka pendek yang memberikan hasil yang stabil serta menjaga modal / nilai awal investasi
- Memiliki potensi keuntungan sedikit lebih tinggi dari deposito
- Bersifat likuid atau mudah dicairkan
- Tidak ada biaya pembelian dan penjualan
- Risiko relatif lebih kecil dibandingkan jenis reksa dana lainnya

2. Reksa Dana Penghasilan Tetap

Reksa dana yang menempatkan minimum 80% dari dananya pada instrumen obligasi.

Karakteristik

- Cocok untuk tujuan investasi jangka menengah
- Potensi hasil investasi yang diharapkan lebih tinggi dari deposito ataupun reksa dana pasar uang
- Beberapa reksa dana memiliki mekanisme pembagian keuntungan berupa kas atau tambahan unit penyertaan yang dibagikan secara berkala

The products offered include:

1. Joint Financing
2. Asset Buy at Par
3. Asset Buy at Discounted Rate

Investment Products

Commonwealth Bank Indonesia provides a complete range of investment products to help our customers preserve and grow their wealth.

CommlInvest

A. Conventional Mutual Funds

1. Money Market Funds

A mutual funds that invest 100% of its funds in money markets instruments, such as term deposits, SBI (Indonesian Treasury Bills), or short-term bonds (commercial papers issued by companies or government) which have maturity dates in less than one year.

Characteristics:

- Short-term investments that provide stable returns and preservation of principal / initial investment value.
- Money Markets have slightly higher potential return than time deposits.
- Money Markets are liquid investments and easily redeemed.
- Free of subscription and redemption fee
- The risk is relatively small compared to other types of Mutual Funds

2. Fixed Income Funds

A type of mutual fund that invests a minimum of 80% of its funds in bonds.

Characteristics:

- Suitable for medium-term investment objectives
- Fixed Income funds are likely to pay higher returns than term deposits or money market investments.
- Some fixed income funds have a profit sharing mechanism in the form of cash payment or unit addition, distributed to investors on a regular basis.



Kartu ATM serba GRATIS!

- GRATIS transaksi di seluruh jaringan ATM Bersama dan ATM Prima/BCA di Indonesia
- GRATIS transaksi kartu debet di semua merchant Debet Prima/BCA dan Maestro

3. Reksa Dana Campuran

Reksa dana yang menempatkan dananya pada instrumen pasar uang atau obligasi, atau saham dengan komposisi yang fleksibel.

Karakteristik

- Cocok untuk tujuan investasi jangka menengah sampai panjang
- Potensi hasil investasi yang diharapkan lebih tinggi dari reksa dana pendapatan tetap
- Memiliki fleksibilitas dalam alokasi aset sehingga memiliki keuntungan dalam setiap kondisi pasar.

4. Reksa Dana Saham

Reksa Dana yang menempatkan minimum 80% dari dananya pada instrumen saham.

Karakteristik

- Cocok untuk tujuan investasi jangka panjang
- Potensi pertumbuhan nilai investasi yang paling tinggi, sejalan pertumbuhan pasar saham.

5. Reksa Dana Terproteksi

Reksa dana yang menempatkan sebagian besar dananya pada instrumen obligasi sedemikian rupa dapat memberikan perlindungan atas nilai awal investasi pada saat jatuh temponya.

Karakteristik

- Perlindungan 100% pada nilai awal investasi, jika dicairkan sesuai dengan jangka waktu investasi yang ditentukan.
- Memiliki potensi keuntungan sebesar tingkat bunga portofolio obligasi.

Produk Bancassurance

Layanan Bancassurance dari Commonwealth Bank Indonesia menyediakan beragam produk asuransi yang tidak hanya memberikan perlindungan tetapi juga sekaligus investasi untuk memenuhi kebutuhan jangka panjang nasabah. Berbagai tipe produk asuransi dan investasi yang tersedia antara lain:

A. Tradisional

CommCare

CommCare merupakan produk asuransi Commonwealth Life yang menawarkan perlindungan finansial keluarga apabila tertanggung utama terdiagnosa penyakit kritis; juga menyediakan dana manfaat medical check up

Life Privilege

Life Privilege merupakan produk asuransi dengan perlindungan asuransi jiwa selama 10 tahun danjaminan pengembalian premi 100% saat kontrak usai.

3. Balance Funds

A type of mutual fund that invests in a flexible combination of money market, fixed income and equities.

Characteristics:

- Balanced Funds is suitable for medium to long-term investment objectives
- Balanced Funds are likely to pay higher returns than fixed income investments.
- Balanced Funds have the flexibility in asset allocation to produce advantages in any market condition.

4. Equity Funds

A type of mutual fund that invests a minimum of 80% of its funds in stocks.

Characteristics:

- Equity Funds are suitable for long-term investment objectives.
- It has the highest investment growth potential, in line with the growth of the stock market.

5. Protected Funds

A type of mutual fund that invests primarily in bonds in such a way that it provides protection to the initial investment value at maturity.

Characteristics:

- Protected Funds provides 100% protection to the initial investment value, if it is held for the contractual term.
- It has a potential return of the interest rate level of bonds portfolio.

Bancassurance Products

Bancassurance services from Commonwealth Bank Indonesia provide a wide range of insurance products. These not only provide protection but also offer a form of investment to meet customers' long term needs. The various types of insurance and investment products available include:

A. Traditional

CommCare

CommCare is an insurance product that provides financial security for families in the event a main insured is diagnosed with critical illness, also provides medical checkups benefits.

Life Privilege

Life Privilege is an insurance product providing life insurance protection for 10 years and 100% return of premiums guaranteed at contract maturity.

B. Unit Link

CommLink

CommLink merupakan produk asuransi unit-linked premi tunggal yang menggabungkan proteksi dengan peluang investasi di reksa dana pilihan.

CommLink Premier

CommLink Premier merupakan produk asuransi unit-linked yang menggabungkan investasi dan asuransi jiwa dengan kemudahan pembayaran premi secara berkala.

Select Invest Protector

Produk asuransi unit-linked premi tunggal dengan solusi berinvestasi di pasar modal Indonesia dengan potensi pertumbuhan yang attraktif dan dilakukan dengan cara yang mudah, sekaligus merupakan solusi bagi pengelolaan risiko jiwa.

Produk dan Layanan Treasury

Commonwealth Bank Indonesia menawarkan beragam produk *Treasury* yang lengkap dalam memenuhi kebutuhan nasabah untuk melakukan transaksi valuta asing, deposito, investasi pada Surat Utang Negara (SUN).

Layanan *Treasury* yang ditawarkan oleh Commonwealth Bank Indonesia meliputi:

1. Transaksi Valuta Asing

- Today, Tomorrow, dan Spot

Transaksi jual beli valuta asing yang dilakukan pada hari ini, menggunakan nilai tukar saat ini, dengan masa penyerahan (*delivery period*) tidak lebih dari dua hari kerja setelah tanggal transaksi.

- Forward

Transaksi jual beli valuta asing yang dilakukan pada hari ini, menggunakan nilai tukar yang ditentukan saat ini juga, akan tetapi memiliki masa penyerahan (*delivery period*) di masa yang akan datang (melebihi dua hari kerja).

2. Deposito

- Deposito On-Call

Deposito berjangka yang jangka waktunya kurang dari 1 bulan.

- Currency Linked Deposit

Merupakan produk deposito berjangka yang menyediakan fleksibilitas untuk menukar dari satu mata uang ke mata uang lain secara gratis selama jangka waktu deposito tersebut. Setelah konversi, deposito dengan mata uang baru akan memiliki tanggal jatuh tempot baru, sesuai jangka waktu deposito awal.

B. Unit Link

CommLink

CommLink is a unit-linked single-premium insurance product that combines protection and opportunity to invest in a preferred mutual funds.

CommLink Premier

CommLink Premier is a unit-linked product that combines investment and life insurance with the easiness to pay premium regularly.

Select Invest Protector

Select Invest Protector is a single premium unit-linked with investment solution in the Indonesian market with an attractive growth potential. It is also a solution for life risk management.

Treasury Products and Services

Commonwealth Bank Indonesia offers a complete range of Treasury products to meet customer's needs to initiate foreign exchange transactions, deposits, government bonds (SUN).

Treasury services offered by Commonwealth Bank Indonesia include:

1. Foreign Exchange Transactions

- Today, Tomorrow, and Spot

Sale and purchase of foreign exchange transactions conducted on the day using the exchange rate determined at that time, with a delivery period no later than two working days after the date of the transaction.

- Forward

Sale and purchase of foreign exchange transactions conducted on the day, using the exchange rate determined at that time, which have delivery period longer than two working days.

2. Deposit

- On-Call Deposits

Time deposits with tenors less than 1 month

- Currency Linked Deposits (CLD)

A time deposit product that provides flexibility of switching from one currency to another currency without fee during the life of the deposit. Upon the currency conversion, the new deposit would have new maturity date which has the same time period with the original deposit. Services offered by the Commonwealth Bank Indonesia to our customers to assist in purchasing SBI either through auctions or through the secondary market.

3. Surat Utang Negara

Layanan yang ditawarkan oleh Commonwealth Bank Indonesia kepada nasabah dalam pembelian dan penjualan surat utang Negara (SUN) melalui pasar sekunder.

Layanan Trade Finance

Perdagangan internasional menawarkan peluang besar bagi perkembangan usaha nasabah, namun bertransaksi dengan mitra usaha dari luar negeri merupakan suatu tantangan tersendiri. Memahami keadaan ini, kami menawarkan layanan *Trade Finance & Services* untuk memenuhi kebutuhan nasabah tersebut.

Produk-produk yang kami tawarkan mencakup:

1. Documentary Credit
2. Documentary Collection (D/C)
3. Post Import Financing
4. Pre Shipment Financing
5. Post Shipment Financing
6. Trade Advance
7. Standby Letter of Credit (SBLC)

Garansi Bank

Jenis-jenis garansi bank:

1. Bid Bond
2. Performance Bond
3. Advance Payment Bond
4. Custom Bond
5. Shipping Guarantee

Import Tax Payment

Fasilitas

Internet Banking

Commonwealth Bank Indonesia menawarkan fasilitas *Internet Banking* untuk nasabah perorangan maupun perusahaan. *Internet Banking* memberikan akses yang aman dan nyaman keadaan nasabah dari manapun, 24 jam sehari 7 hari seminggu. Nasabah dapat melakukan transaksi perbankan secara online, dengan kendali penuh atas tingkat otorisasi yang berlapis serta batas jumlah transaksi bagi nasabah perusahaan yang dapat ditentukan sendiri. Fasilitas ini diminati oleh nasabah perorangan maupun perusahaan, dengan jumlah yang terus bertambah.

Mobile Banking

Memperkenalkan fasilitas *Mobile Banking* Commonwealth Bank Indonesia sebagai *Mobile Banking* bagi nasabah perorangan yang pertama di Indonesia dengan fitur investasi. *Mobile Banking* memberikan keamanan dan kenyamanan bagi nasabah untuk mengakses akun mereka melalui smartphone (Blackberry dan Iphone), kapanpun di manapun. Nasabah dapat melakukan berbagai macam transaksi perbankan secara online.

3. Government Bonds

Trade Finance Services

Services offered by the Commonwealth Bank Indonesia to customers in the purchase and sale of bonds (SUN) through the secondary market.

Trade Finance Services

International trade offers customers a large opportunity to grow their business, even though doing business with an overseas trading partner can also have its own challenges. Understanding this situation, we offer *Trade Finance & Services* to meet the needs of such customers.

These product offerings include:

1. Documentary Credit
2. Documentary Collection (D/C)
3. Post Import Financing
4. Pre Shipment Financing
5. Post Shipment Financing
6. Trade Advance
7. Standby Letter of Credit (SBLC)

Bank Guarantees

Types of Bank Guarantee

1. Bid Bond
2. Performance Bond
3. Advance Payment Bond
4. Custom Bond
5. Shipping Guarantee

Import Tax Payment

Facilities

Internet Banking

Commonwealth Bank Indonesia offers our Internet Banking facility to both individual and corporate customers. Internet Banking provides customers with highly secure and convenient access to their accounts from anywhere, 24 hours a day, 7 days a week. Customers can carry out the complete range of banking transactions online, with authorization level controls and transaction amount limits for corporate banking customers set by the user. The facility has proved popular with individual and corporate customers, with the number of users increasing exponentially.

Mobile Banking

Introducing Commonwealth Bank Indonesia Mobile Banking facility as the first investment featured Mobile Banking in Indonesia for individual customers. Mobile Banking provides customers with highly secure and convenient access to their accounts from their smart phones (Blackberry and iPhone), anytime and anywhere. Customers can carry out the complete range of banking transactions online.

Layanan Payroll

pada tahun 2010 Commonwealth Bank Indonesia memperkenalkan layanan pemrosesan pembayaran gaji secara online bagi nasabah perusahaan melalui fasilitas. Corporate *Internet Banking* Commonwealth Bank Indonesia. Fasilitas yang dapat dilakukan sendiri oleh nasabah ini nyaman, aman, efisien dari segi biaya, dan sangat mudah digunakan. Nasabah hanya perlu mengunggah file spreadsheet dengan rincian lengkap data karyawan dan rekening mereka sebelum mengotorisasi transaksi pembayaran gaji.

ATM

Jaringan ATM Commonwealth Bank Indonesia terhubung dengan lebih dari 40.000 mesin ATM, termasuk di dalamnya jaringan PRIMA/BCA dan ATM Bersama, dan jaringan ATM Commonwealth Bank terbesar di Australia serta lebih dari 1 juta jaringan MasterCard (Cirrus dan Maestro) di seluruh dunia. Untuk transaksi seperti penarikan uang tunai, transfer antar-bank dan cek saldo melalui jaringan PRIMA/BCA dan ATM Bersama tidak dikenakan biaya.

Untuk kenyamanan nasabah, kartu ATM Commonwealth Bank Indonesia dapat dipergunakan untuk membayar tagihan dan membeli voucher isi ulang pulsa telepon atau BLITZ Megaplex Card di ATM Commonwealth Bank Indonesia.

Kartu ATM Commonwealth Bank Indonesia juga dapat digunakan untuk transaksi belanja di lebih dari 100.000 merchants berlogo Debit Prima/BCA dan Maestro di seluruh dunia.

SMS Alert

SMS Alert merupakan layanan perbankan yang menginformasikan transaksi perbankan tertentu kepada nasabah melalui telepon genggam yang nomornya telah terdaftar dalam sistem.

Commonwealth Bank Indonesia akan mengirimkan pesan ke telepon genggam nasabah untuk setiap transaksi debit maupun kredit yang terjadi pada rekening nasabah, baik yang dilakukan melalui ATM, *Internet Banking*, *Mobile Banking* maupun melalui cabang dengan jumlah transaksi di atas Rp1 juta atau nilai setaranya. Dengan layanan SMS Alert, nasabah dapat memantau transaksi perbankan kapan dan di manapun.

Payroll Service

In 2010, Commonwealth Bank Indonesia introduced online processing of payroll for business customers over the Bank's Internet Banking facility. The self-service facility is convenient, secure, cost-efficient and very easy to use. The customer only needs to upload a spreadsheet with the full details of employees and their account details before authorizing the transaction.

ATM Card

Commonwealth Bank Indonesia ATMs are part of a network of more than 40,000 machines that includes those of the PRIMA/BCA and ATM Bersama networks, the largest Commonwealth Bank Indonesia ATM network in Australia, and over 1 millions of MasterCard (Cirrus and Maestro) around the world. Transactions such as cash withdrawal, inter-bank transfer and account balance inquiry are all free of charge on PRIMA/BCA and ATM Bersama networks.

For customer convenience, Commonwealth Bank Indonesia ATM cards can be used to pay bills and buy top up vouchers for pre-paid cell phone or cinema ticket

Commonwealth Bank Indonesia ATM cards can also be used free of all transaction charges to make purchases at more than 100,000 merchants with either the Debit PRIMA/BCA or Maestro logos around the world.

SMS ALERT

SMS Alert is a service that notifies customers of certain banking transactions via mobile phone.

Commonwealth Bank Indonesia sends the customer a real-time notification message about any transaction, exceeding IDR 1 million or its equivalent in the customer's account, made either through an ATM, Internet Banking, Mobile Banking and branch. Thanks to SMS Alert a customer can easily monitor banking transactions anywhere and at all times.

akses ke lebih dari
access to more than

40.000

ATM

di seluruh across
wilayah Indonesia
Indonesia.





Call Center 5000 30

Commonwealth Bank menyediakan layanan *Call Centre* dengan jam pelayanan yang diperpanjang untuk membantu nasabah. Semua panggilan dijawab oleh operator terlatih. Selain informasi saldo rekening dan mutasi transaksi, nasabah juga dapat menanyakan informasi tentang produk, tingkat suku bunga, kurs valuta asing dan banyak lagi. Di samping itu, nasabah juga dapat mengaktifkan atau memblokir kartu ATM atau akses ke *Internet Banking*.

Safe Deposit Box

Safe Deposit Box adalah fasilitas penyimpanan bagi nasabah untuk menyimpan barang maupun dokumen berharga dengan sistem keamanan yang telah dirancang secara khusus, yang memberikan perlindungan maksimum terhadap barang berharga dan dokumen dari bahaya kebakaran, pencurian dan resiko kehilangan dengan sistem kemanan khusus seperti penyediaan ruangan khusus, pengenalan sidik jari, nomor PIN dan Kunci pengaman ganda.

Keunggulan Safe Deposit Box Commonwealth Bank Indonesia:

- Dilengkapi 2 jenis kunci pengaman, dimana SDB dibuka dengan Master key dan *Customer key* secara bersamaan, dimana 2 buah kunci Master Key disimpan oleh Commonwealth Bank Indonesia dan 2 buah kunci lainnya (*Customer Key*) disimpan oleh nasabah.
- Untuk nasabah perorangan maupun institusi, yang memiliki rekening di Commonwealth Bank Indonesia.
- Jam layanan setiap hari kerja pk. 08.30 - 15.00 WIB dengan maksimum waktu kunjungan 15 menit (bersifat fleksibel).
- Selain itu barang tidak wajib diasuransikan (sesuai kebutuhan nasabah) dan diperkenankan menunjuk maksimal 2 orang kuasa pengguna SDB.

Call Center 5000 30

Commonwealth Bank Indonesia provides a call centre for 24 hours a day, 7 days a week assistance to the Bank's and prospective customers. All calls are answered by trained operators. In addition to account balance and transaction inquiries, customers can also seek product information, interest rate and exchange rate updates and much more. They can block their ATM card and Internet Banking access.

Safe Deposit Box

With our distinctive and latest security system, our customers can store their valuable documents and goods to safe deposit boxes that grant maximum protection against fire, theft, and other losses. This facility is well-equipped with a treasure room, fingerprints identifications, Personal Identification Number (PIN) combinations, and double safety locks.

Benefits of Safe Deposit Box at Commonwealth Bank Indonesia:

- Equipped with two safe locks, where the customer's safe deposit box is opened with a master key and a customer key simultaneously. Two master keys belong to Commonwealth Bank Indonesia, and 2 customer keys belong to the customer.
- Open to individuals and institutions that maintain accounts at Commonwealth Bank Indonesia.
- Hours of operation are business days from 08.30 – 15.00, with a 15-minute maximum allowable time per visit (flexible).
- Stored items do not need to be insured. Up to two people other than the customer may be authorized to open a safe deposit box.

Sekilas Keuangan

Financial Review

Laba Bersih Meningkat Seribu Kali Lipat

***Net Profit Grew by a Thousand
Folds***



Andrew Doyle
Chief Financial Officer

Commonwealth Bank Indonesia menerapkan strategi keuangan yang dirancang guna mendukung tercapainya sasaran Bank secara garis besar, yaitu mencapai pertumbuhan di keempat lini bisnis sebagaimana tercermin pada strategi bisnis Empat Pilar.

Commonwealth Bank Indonesia deploys a financial strategy that is designed to support the overall objectives of the Bank, which is mainly to achieve growth in its four business lines as reflected in its Four-Pillar business strategy.

Modal dan Pendanaan yang Memadai

Strategi keuangan kunci Commonwealth Bank Indonesia adalah memastikan Bank memiliki modal dan dana yang cukup guna mendukung pertumbuhan kredit yang tinggi. Pada tahun 2011, strategi ini diwujudkan melalui suntikan modal sebesar Rp683.9 miliar serta penerbitan Surat Utang Berjangka Menengah (MTN) sebesar Rp500 miliar. Pengamanan modal memastikan Bank memiliki tingkat kecukupan modal yang memadai sejalan dengan peningkatan pemberian kredit. Sedangkan strategi diversifikasi pendanaan Bank untuk mengupayakan jatuh tempo yang lebih panjang dilakukan melalui penerbitan MTN.

Adequate Capital and Funding

The key financial strategy is to ensure that Commonwealth Bank Indonesia secures capital and funding to support strong lending growth. In 2011, this strategy was implemented through a capital injection of IDR683.9 billion and the issuance of a Medium Term Note (MTN) amounting to IDR500 billion. The capital injection ensures the Bank maintains a sufficient Capital Adequacy Ratio (CAR) despite its significant growth in lending. Whereas the issuance of MTN provides the Bank with funding of a longer maturity in line with its funding diversification strategy.

Bank juga mengarahkan sumber dayanya pada investasi yang memberikan tingkat pengembalian tertinggi. Hal ini dipastikan oleh Tim Keuangan yang mengkaji seluruh proyek Bank, dengan pertimbangan dari segi keuangan agar alokasi sumber daya dapat diarahkan secara efektif.

Untuk itu, Bank (i) memastikan bahwa tim keuangan dan treasury memberi dukungan yang diperlukan terhadap strategi pertumbuhan agresif Bank; (ii) memperkenalkan dan menerapkan perangkat keuangan yang disempurnakan untuk menunjang pertumbuhan bisnis, yaitu *Performance Management Framework* yang memperhitungkan konsep *economic value added*; dan (iii) membangun kepercayaan dan respect antara Tim Keuangan dan Treasury yang memberikan wawasan keuangan di satu pihak, dengan pihak lini bisnis yang menjalankan strategi pertumbuhan Bank.

Pertumbuhan Profitabilitas

Commonwealth Bank Indonesia menutup tahun 2011 dengan hasil yang menggembirakan. Kredit yang diberikan meningkat tajam sebesar 67% dari periode yang sama setahun lalu, sementara dana pihak ketiga naik sebesar 25% dalam kurun waktu sama. Hal ini membawa rasio Pinjaman dan Simpanan ke tingkat 80.10% di akhir tahun 2011, meningkat signifikan dari 59.44% setahun yang lalu.

Laba bersih setelah pajak pada tahun 2011 mencapai Rp31,2 miliar atau 1.052% dibanding tahun sebelumnya. Peningkatan ini ditopang oleh bertambahnya pendapatan operasi sebesar 31% menjadi Rp1,02 triliun di tahun 2011 dari Rp0,78 triliun pada tahun 2010.

Pendapatan bunga bersih meningkat sebesar 33,85% atau Rp170 miliar menjadi Rp 673 miliar pada tahun 2011, ditopang oleh pertumbuhan kredit yang kuat. Pendapatan lainnya, yang terutama terdiri atas *fee income* meningkat sebesar 26,48% atau Rp73 miliar menjadi Rp349 miliar pada tahun 2011, mencerminkan strategi Bank untuk mempertahankan keunggulannya dalam layanan *Wealth Management*.

**Pada tahun 2011,
Commonwealth
Bank Indonesia
mencatat perbaikan
rasio BOPO akibat
dari pertumbuhan
pendapatan operasi
yang melebihi
pertumbuhan
beban operasi.**

**In 2011,
Commonwealth Bank
Indonesia delivered
positive JAWS as
growth in revenues
was higher than
operating expenses.**

Another important strategy is to ensure the Bank focuses its resources on the investments that provide it with the highest return. This is carried out by the Finance Team reviewing all projects within the Bank, providing the project owner with financial insights to help direct their resources effectively.

To that end, the Bank (i) ensures that the Finance and Treasury Team adequately supports the strong business growth strategy of the Bank; (ii) introduces and implements new financial tools to help the business grow profitably, such as when Performance Management Framework takes into account economic value added; and (iii) builds strong respect and trust between the Finance and Treasury Team that provides the financial insights, and the line of business that executes the growth strategy.

Growing Profitability

Commonwealth Bank Indonesia closed 2011 on a very good note. Lending increased strongly at 67% compared to the same period last year, while funding increased by 25% year on year. This brought Loan to Deposit Ratio to 80.10% by the end of 2011, a significant improvement from 59.44% a year earlier.

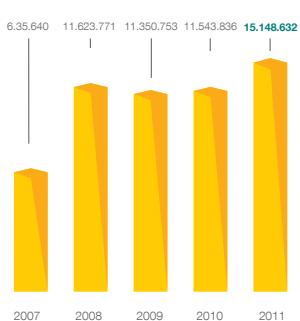
Net profit after tax for 2011 was IDR31.2 billion or 1,052% higher than in prior year. The increase in net profit after tax was supported by strong increase in the operating income by 31% that reached IDR1.02 trillion in 2011 from IDR0.78 trillion in 2010.

Net interest income increased by 33.85% or IDR 170 billion to IDR 673 billion in 2011 on the back of the strong lending growth. Other banking income, which mainly consists of fee income increased by 26.48% or IDR73 billion to IDR349 billion in 2011, reflecting the Bank's strategy to maintain its leadership in wealth management businesses.

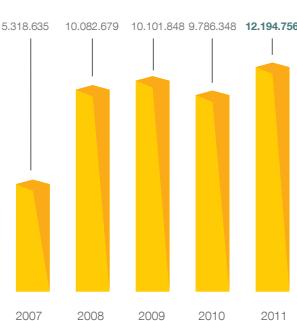
Indikator Keuangan

Financial Indicator

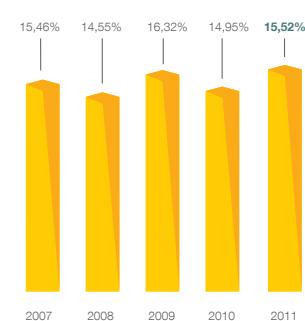
Total Aktiva
Total Assets



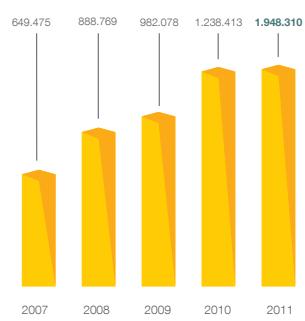
Dana Pihak Ketiga
Third Party Funds



Rasio Kecukupan Modal
Capital Adequacy Ratio



Modal Saham
Shareholders Equity



Pada tahun 2011, Commonwealth Bank Indonesia mencatat perbaikan rasio BOPO akibat dari pertumbuhan pendapatan operasi yang melebihi pertumbuhan beban operasi. Beban operasi meningkat sebesar 21,08% atau Rp167 miliar menjadi Rp959 miliar pada tahun 2011 terutama terkait dengan investasi yang dilakukan Bank dalam rangka menjalankan strategi pertumbuhan jangka panjangnya.

Belanja Modal

Commonwealth Bank Indonesia melakukan belanja modal yang signifikan pada tahun 2011, untuk mendukung percepatan pertumbuhan bisnis. Investasi pada tahun 2011 terutama dilakukan untuk Transformasi Pinjaman UKM, Penyempurnaan Sistem Treasury dan *Business Intelligence Program*.

Transformasi Kredit UKM merupakan pendekatan menyeluruh untuk menawarkan proses kredit yang lebih efektif untuk segmen UKM. Hal ini menjadikan layanan UKM Commonwealth Bank Indonesia lebih bernilai dan unik, dengan melokalisir kebijakan kredit UKM Commonwealth Bank of Australia, pengembangan sistem kredit yang lebih dapat menunjang inisiatif pemasaran maupun program pelatihan kredit.

Proyek Penyempurnaan Treasury meningkatkan kapabilitas Treasury guna menunjang pertumbuhan neraca Bank, sekaligus menawarkan rangkaian produk Treasury yang lebih beragam bagi nasabah *Wealth Management*.

Business Intelligence Program mengembangkan MIS Bank untuk menganalisa data yang lebih kaya serta menyediakan informasi keuangan maupun non-keuangan yang tepat waktu guna pengambilan keputusan yang lebih baik dan lebih dini.

In 2011, Commonwealth Bank Indonesia delivered positive JAWS as the growth in revenues was higher than operating expenses. Operating expenses increased by 21,08% or IDR167 billion to IDR959 billion in 2011 mainly related to investments made by the Bank to deliver its long-term growth strategy.

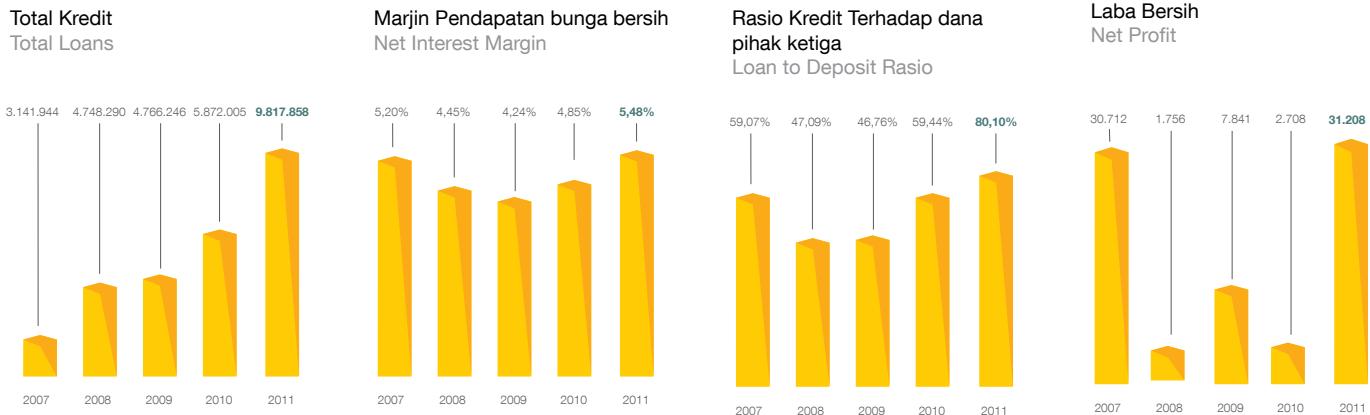
Capital Expenditure

Commonwealth Bank Indonesia invested significantly through capital expenditure in 2011 to help gear up the Commonwealth Bank Indonesia franchise. Significant investments made by the Bank in 2011 were in the SME Lending Transformation, the Treasury Systems Enhancement and the Business Intelligence Program.

The SME Lending transformation is an end-to-end approach to enable Commonwealth Bank Indonesia to offer more effective lending processes to the SME segment. It covers designing Commonwealth Bank Indonesia's value propositions in serving the SME segment, localizing the Commonwealth Bank of Australia's SME credit policy, developing a lending system that supports the initiative, and a sales training program.

The Treasury Enhancement project is to upgrade Commonwealth Bank Indonesia's treasury capabilities to adequately support the Bank's balance sheet growth as well as to enable Commonwealth Bank Indonesia to provide more diverse treasury products to its wealth management customers.

The Business Intelligence Program revamps Commonwealth Bank Indonesia MIS to enable richer analysis and to provide timely financial and non financial information to support the business in making faster and better decisions.



Strategi kunci Commonwealth Bank Indonesia adalah memastikan Bank memiliki modal dan dana yang cukup guna mendukung pertumbuhan kredit yang tinggi.

The key financial strategy aims to ensure that Commonwealth Bank Indonesia secures capital and funding to support strong lending growth.

Neraca Keuangan yang Lebih Kokoh

Pada tanggal 31 Desember 2011, sejumlah 86.04% aset Commonwealth Bank Indonesia merupakan aset produktif, suatu peningkatan yang signifikan bila dibandingkan dengan 86.41% setahun sebelumnya. Penyaluran kredit di akhir tahun 2011 juga lebih beragam, dengan cakupan kredit *multifinance* sebesar 52,11% dari total kredit, berkurang dari 57,52% tahun lalu.

Demikian pula halnya dengan penyebaran kewajiban Commonwealth Bank Indonesia, dengan sejumlah Rp3,958 miliar terdiri atas dana murah (rekening koran dan tabungan) serta Rp500 miliar dalam bentuk MTN dengan tenor yang bahkan lebih panjang.

Rasio-rasio yang Membuat

Dengan membaiknya komposisi aset, *yield* dan marjin bunga bersih Bank juga membaik, masing-masing meningkat menjadi 9,00% dan 5,48% pada tahun 2011, dari 8,50% dan 4,85% pada tahun 2010. Rasio beban operasi terhadap pendapatan operasi membaik dari 101,32% menjadi 97,67% pada tahun 2011, berkat disiplin pengelolaan investasi serta fokus pada pertumbuhan yang berorientasi laba.

Loan to Deposit Ratio (LDR) sebesar 80,10% pada akhir tahun 2011 mencerminkan peningkatan fungsi intermediasi Bank jika dibandingkan dengan 59,44% di akhir tahun 2010.

Strengthened Balance Sheet

On December 31, 2011, 86.04% of Commonwealth Bank Indonesia's assets represented lending assets, a significant improvement from a year earlier where only 86.41% of total assets were lending. The lending as of December 31, 2011 was also more diversified, with multifinance lending representing 52.11% of total lending, down from 57.52% a year earlier.

Commonwealth Bank Indonesia's liabilities were also more diversified with IDR3.958 billion in low cost fund (current accounts and saving accounts) and IDR500 billion in MTN with an even longer tenor.

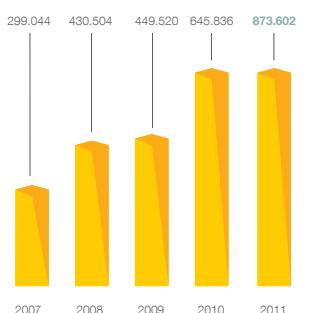
Improved Ratios

Following better asset composition, Commonwealth Bank Indonesia yield and Net Interest Margin (NIM) in 2011 improved to 9.00% and 5.48%, respectively, from 8.50% and 4.85% in 2010. The cost to income ratio improved from 101.32% to 97.67% in 2011, following discipline in managing investments and a focus on profitable growth.

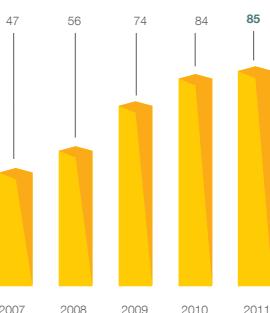
The Loan to Deposit Ratio (LDR) at December 31, 2011, of 80.10% reflected a better intermediation function carried out by Commonwealth Bank Indonesia as compared to 59.44% on December 31, 2010.

Indikator Utama Lainnya Other Key Indicator

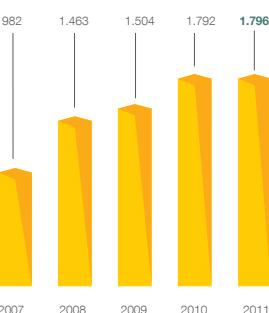
Jumlah Nasabah
Number of Customer



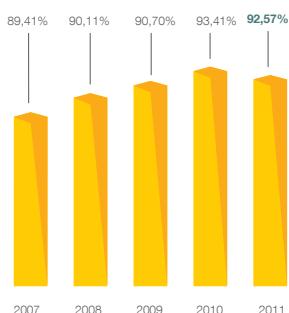
Jumlah Kantor
Number of Branches



Jumlah Tenaga Kerja
Number of Employees



Kinerja Kualitas Pelayanan
Keseluruhan
Service Quality Overall
Performance



CAR sebesar 15,52% pada akhir tahun 2011 berada jauh di atas batas yang ditentukan sebesar 8%.

CAR at 15.52% on December 31, 2011 was well above the minimum regulatory requirement of 8%.

Kepatuhan Pelaporan

Divisi Keuangan dan Treasury memastikan bahwa Commonwealth Bank Indonesia mematuhi segala ketentuan pelaporan keuangan dari pihak regulator. Mulai tahun 2011, Commonwealth Bank Indonesia melakukan proses *closing* lebih cepat agar dapat lebih memastikan pemenuhan jadwal pelaporan bulanan Bank Indonesia dalam hari ke-5 kalender. Commonwealth Bank Indonesia dapat memenuhi ketentuan ini sejak pertama diberlakukan pada bulan Januari 2011.

Reporting Compliance

The Finance and Treasury Division ensures that Commonwealth Bank Indonesia complies with all financial reporting requirements set by the regulators. Starting 2011, Commonwealth Bank Indonesia has implemented a faster closing process to ensure Bank Indonesia's monthly reporting requirement by calendar day 5 is achieved. Commonwealth Bank Indonesia has been in compliance with this challenging requirement since first implemented in January 2011.

Tantangan yang Dihadapi ke Depan

Tantangan utama yang dihadapi Commonwealth Bank Indonesia ke depan adalah mengembangkan dana murah dalam rangka menunjang pertumbuhan kredit. Untuk itu, Bank berinisiatif meningkatkan dana murah melalui CommWay. CommWay merupakan paket penawaran unik produk dan layanan perbankan yang mudah, lengkap, dan terjangkau, berupa tabungan, investasi, KPR, dan asuransi, kapan saja, di mana saja.

The Challenge Going Forward

A major financial challenge for Commonwealth Bank Indonesia going forward is growing lower cost funds to support lending growth. However, Commonwealth Bank Indonesia has started initiatives to increase low-cost funds including the launching of CommWay. CommWay is a unique proposition offering access to affordable, convenient, comprehensive products and services covering savings, investment, mortgage loans, and insurance anywhere, anytime.

Tantangan lainnya adalah bagaimana memastikan agar Bank memiliki modal yang memadai guna menunjang pertumbuhan yang direncanakan dalam jumlah aset berisiko (*risk-weighted*). Untuk itu, Commonwealth Bank Indonesia berkomunikasi erat dengan Commonwealth Bank of Australia, sebagai pemegang saham utama, beserta pemegang saham lainnya, merinci rencana jangka panjang Bank, termasuk kebutuhan permodalannya.

Another challenge will be to ensure Commonwealth Bank Indonesia capital growth to support the planned growth in risk-weighted assets. Commonwealth Bank Indonesia has close communication with Commonwealth Bank of Australia, as its main shareholder, as well as other shareholders detailing Commonwealth Bank Indonesia long-term plans, which include the future capital requirements.

Komunikasi yang intens seperti ini diharapkan dapat membantu pemegang saham merencanakan suntikan modal, sekiranya dan pada saat mana diperlukan.

Such close communication is expected to help the shareholders in planning for capital injection, if and when it is needed.

Sumber Daya Manusia

Human Resources

**Membangun Semangat untuk
Menjadi yang Terbaik**

*Bringing Out the Best in Our
People*



Mia Patria
Director of Human Resources

Sejak tahun 2009, untuk tiga tahun ke depan, Commonwealth Bank Indonesia memutuskan untuk mengembangkan skala bisnis dan operasinya secara signifikan di Indonesia. Untuk itu, Bank mengambil langkah perubahan dan pengembangan besar di bidang sumber daya manusia guna menjawab tantangan pertumbuhan tersebut.

Since Commonwealth Bank Indonesia decided in 2009 to significantly grow its business scale in Indonesia within three years, a massive effort has had to be undertaken to both increase and transform the Bank's human capital in order to cope with the challenges of growth.

Investasi Strategis pada Sumber Daya Manusia

Pada tahun 2011, saat Bank memasuki tahap akhir dari rencana tiga tahun pertumbuhan yang dicanangkan, peran strategis manajemen sumber daya manusia, dalam memberikan nilai tambah bagi bisnis, semakin terlihat dengan nyata. Hal itu tampak dari keberhasilan Bank menyelaraskan inisiatif dan kegiatan manajemen Sumber Daya Manusia dengan prioritas dan target bisnis.

Penyelarasan tersebut memberikan Commonwealth Bank Indonesia kemampuan untuk meningkatkan performa bisnisnya, dan sumber daya manusia yang dibutuhkan guna meraih visi menjadi penyedia layanan keuangan terbaik di Indonesia melalui *customer service excellence*.

Strategic Investment in Our People

In 2011, as the Bank entered the penultimate year of working its three-year objectives, both the role and strategic value of its human capital vis-à-vis its business objective have truly come to the forefront. What was key to that role is that the Bank has succeeded to align the initiatives and activities of Human Resources with those of the business priorities and goals.

Such an alignment has provided Commonwealth Bank Indonesia the ability to enhance its business performance in 2011, and the human capital needed to pursue its vision of being the finest financial services organisation in Indonesia through excelling in customer service.

Sejak tahun 2011, dengan komunikasi yang lebih baik antara manajemen dan karyawan melalui kunjungan berkala oleh manajemen ke kantor-kantor cabang, para karyawan Bank memiliki kejelasan dan pemahaman yang baik tentang strategi empat pilar Bank dalam mencapai percepatan pertumbuhan.

Berikut adalah beberapa inisiatif yang telah dilakukan dalam bidang Sumber Daya Manusia Commonwealth Bank Indonesia di tahun 2011.

Peningkatan Sistem dan Struktur Manajemen Sumber Daya Manusia

Commonwealth Bank Indonesia mengadaptasi sistem manajemen Sumber Daya Manusia yang telah teruji. Sistem yang dimiliki menggabungkan standar internasional ke dalam sistem manajemen sumber daya manusia di sektor perbankan, dan selaras dengan budaya korporasi Bank serta peraturan dan perundang-undangan di Indonesia.

Salah satu tujuan utama dari transformasi sumber daya manusia adalah menanamkan nilai-nilai kinerja di dalam budaya maupun etika kerja Bank.

A key objective of the human capital transformation is to instill the value of performance within the Bank's corporate culture and work ethics.

Since 2011, with better and more intense communication between management and employees through more frequent visits by management to all branches, Commonwealth Bank Indonesia's employees are well briefed and fully aware of the Bank's four-pillar strategy in pursuit of accelerated growth.

The following are some of the initiatives that Commonwealth Bank Indonesia undertook in Human Resources in 2011.

Human Capital System and Structure Enhancement

Commonwealth Bank Indonesia has adopted a modular human capital management system that has been tried and tested at length. The system incorporates international best-practice standards in the development and management of human capital in the banking industry, and is fully aligned with Commonwealth Bank Indonesia's corporate culture as well as local regulatory requirements.

Pada tahun 2011, Commonwealth Bank Indonesia melakukan perubahan besar dalam pengelolaan Sumber Daya Manusia. Melalui implementasi HR Operating Model (HROM) yang lebih efisien, Bank berhasil meningkatkan komunikasi internal dan *employee relations*, selain membuka peluang bagi pengembangan organisasi berbasis kinerja, dimana seluruh karyawan berorientasi pada pencapaian dan keunggulan. HROM yang baru juga terbukti dapat menjawab kebutuhan bisnis dalam pengelolaan sumber daya manusia yang diperlukan untuk mendukung tingkat produktivitas dan kinerja karyawan.

Orientasi Kinerja

Salah satu tujuan utama dari transformasi sumber daya manusia adalah menanamkan nilai-nilai kinerja di dalam budaya maupun etika kerja Bank. Melalui penerapan Key Performance Indicator (KPI) untuk setiap individu maka setiap orang mengetahui apa yang diharapkan dari mereka, sehingga akan meningkatkan keterlibatan terhadap tugasnya masing-masing. Untuk itu sejak tahun 2011, Bank telah mulai melakukan standarisasi terhadap pencatatan KPI dan penilaian kinerja untuk seluruh karyawan.

The year 2011 saw a major transformation in the way Commonwealth Bank Indonesia manages its human capital. Through the implementation of a streamlined HR Operating Model (HROM), the Bank is now able to enhance its internal communications and employee relations significantly, in addition to clearing the way for the cultivation of a performance-based organisation, whose members share the values of achievement and excellence. The new HROM is also able to effectively and proactively attend to Business HR requirements in supporting people productivity and performance.

Performance Oriented

A key objective of the human capital transformation is to instill the value of performance within the Bank's corporate culture and work ethics. Having established the Key Performance Indicator (KPI) for each individual means that everyone knows what is expected of them, and thereby increases their level of engagement in their respective duties. Therefore since 2011, the Bank has standardized the process of KPI recording as well as the method of evaluation of all employees.

Di tahun 2011, Commonwealth Bank merekrut sebanyak 459 karyawan, sehingga jumlah keseluruhan karyawan bank ini mencapai 1.796 hingga akhir tahun

In 2011, the Bank recruited a total 459 people, bringing the total number of employees of Commonwealth Bank to 1,796 as at year's end

Pengembangan dan Pelatihan yang Berkkesinambungan

Commonwealth Bank Indonesia berkomitmen kuat dan memprioritaskan pengembangan sumber daya untuk mewujudkan potensi karyawan secara optimal. Hal ini diwujudkan melalui berbagai pelatihan untuk meningkatkan keterampilan dan kapasitas, serta pembelajaran dan pengembangan yang dilakukan secara berkesinambungan, sesuai dengan bidang pekerjaan masing-masing.

Dengan memanfaatkan pengetahuan Commonwealth Bank of Australia dalam pengembangan sumber daya manusia dan menyesuaikannya dengan kondisi di Indonesia, Commonwealth Bank Indonesia membekali karyawan dengan modul-modul pelatihan yang diwajibkan Pemerintah serta pelatihan bersertifikat dalam layanan jasa keuangan seperti untuk manajer investasi dan analisa keuangan. Pelatihan lainnya termasuk pemahaman akan risiko, *lending culture*, *anti money laundering*, kode etik prilaku, pemasaran, kepemimpinan dan pelatihan khusus. Semua ini mengasah kemampuan karyawan dalam upayanya untuk berkembang dan tumbuh di jalur dan aspirasi karirnya masing-masing.

Menjadi Tempat Bekerja Pilihan

Bank terus berusaha untuk menciptakan kondisi kerja yang ramah, nyaman dan kompetitif bagi karyawannya. Sepanjang 2011, Bank telah meninjau dan meningkatkan beberapa kebijakan remunerasi, seperti fasilitas program dana pensiun (DPLK), meningkatkan fasilitas pinjaman kepemilikan rumah, mobil dan pinjaman karyawan, pengaturan cuti tahunan, pemberian bonus yang kompetitif dan fasilitas program kesehatan rawat jalan. Melalui peningkatan remunerasi dan fasilitas untuk karyawan yang lebih menarik, Bank berusaha untuk meningkatkan loyalitas kerja karyawan. Ditambah dengan prospek pertumbuhan dan pengembangan kesempatan berkarir yang menjanjikan, Commonwealth Bank Indonesia berhasil menempatkan diri sebagai salah satu tempat bekerja pilihan di sektor perbankan Indonesia. Hal ini dapat tercermin dari banyaknya jumlah permintaan informasi seputar pekerjaan yang diterima dari komunitas perbankan, termasuk dari para senior eksekutif perbankan di Indonesia.

Sustainable Learning and Development

Commonwealth Bank Indonesia is strongly committed to, and prioritizes the development of its human capital to realize the full potential of its employees. This is pursued through various personnel enhancement and capacity-building training programs that are carried out continuously in their respective fields.

By capitalizing on the knowledge of Commonwealth Bank of Australia in human resources development, and adapting it to local condition in Indonesia, Commonwealth Bank Indonesia equips its employees with government mandated training modules and certified training in financial services industry skills such as for investment managers and financial analysts. Other trainings include risk awareness, lending culture, anti money laundering, code of conduct, sales, leadership and special training, all of which hone their talents as they continue to evolve and grow along their career paths.

To Be The Employer of Choice

The Bank strives constantly to create a friendly, conducive, and challenging working environment for its employees. Throughout 2011, the Bank has reviewed and improved certain policies on remuneration such as the pension plan; increasing the number of home loans, car loans and personal loans to employees, arrangement of annual leave, provision of competitive bonus schemes, and outpatient healthcare benefits. Through the improvement of the remuneration package and more attractive facilities, the Bank aims to retain and motivate its employees. Combined with the promising prospects of career growth and development, Commonwealth Bank Indonesia has positioned itself as one of the employers of choice in the Indonesian banking sector. This is reflected by the increasing number of job-related inquiries that the Bank has been receiving from the banking community, including queries from senior banking executives in the country.

Dengan menjadi salah satu tempat bekerja pilihan, Bank memiliki daya tarik tersendiri untuk menarung talenta terbaik untuk bergabung dan tetap loyal bekerja pada Bank.

Terus Berinvestasi untuk membentuk Pemimpin Masa Depan

Commonwealth Bank Indonesia terus menanamkan investasinya untuk membentuk dan mengembangkan pemimpin masa depan melalui program yang disebut Managerial Fast Track dalam Graduate Development Programme (GDP). Sebanyak sebelas *management trainees* terpilih di tahun 2011 untuk mengikuti program GDP yang dimulai bulan Januari 2012.

Seluruh peserta merupakan lulusan dari sepuluh universitas terkemuka di Indonesia dan dunia. Melalui program ini, Bank menyediakan eksposur internasional dengan mengirimkan para peserta ke Commonwealth Bank of Australia (CBA) di Sydney. Selain itu, mereka akan menjalani program selama 24 bulan termasuk class training mengenai pengetahuan perbankan secara umum, workshop pengembangan diri, program kepemimpinan dan *on the job training* di unit bisnis maupun fungsi support.

Di akhir program dua tahun ini, para peserta diharapkan dapat menjadi calon pemimpin Commonwealth Bank Indonesia di masa mendatang.

Commonwealth Bank Indonesia merupakan perusahaan yang bersikap adil dan menjunjung tinggi kesetaraan. Di samping itu Bank juga memiliki komitmen yang tinggi untuk memastikan kesejahteraan karyawannya. Manajemen juga sangat memperhatikan potensi pengembangan setiap karyawan secara maksimal, yaitu melalui peningkatan kemampuan dan kapasitas, serta pembelajaran dan pengembangan.

Dengan komunikasi berkesinambungan tentang strategi Bank beserta bidang-bidang yang harus mendapatkan perhatian, karyawan memperoleh penjelasan dan informasi yang terkini dan berkelanjutan mengenai rencana dan tujuan Commonwealth Bank Indonesia. Hal ini dengan sendirinya memotivasi para karyawan agar tetap antusias dan bersemangat meraih pencapaian kinerja individu maupun Bank.

Akhir kata, Commonwealth Bank Indonesia memahami bahwa semakin besar bank berinvestasi di manajemen sumber daya manusianya, semakin baik hasil yang dapat dicapai demi kepentingan para pemangku kepentingan bank secara keseluruhan.

Being an employer of choice, the Bank is ideally positioned to attract the best talents in the industry to join and stay with Commonwealth Bank Indonesia.

Continue to Invest in Emerging Leaders

Commonwealth Bank Indonesia is investing in its future leaders by on the taking a programme called Managerial Fast Track on the Graduate Development Programme (GDP). A total of eleven management trainees were selected in 2011 to join the GDP programme starting in January 2012.

These fast track graduates are from top ten universities in Indonesia and abroad. Through this programme, Commonwealth Bank Indonesia provides global exposure by sending these graduates to Commonwealth Bank of Australia in Sydney. In addition, they will undergo a 24-month programme including class training in general banking knowledge, internal banking products and services knowledge, self development workshops, leadership programmes and on the job training attached to business and support functions.

At the end of the two-year programme, they are expected to be the Bank's Emerging Leaders.

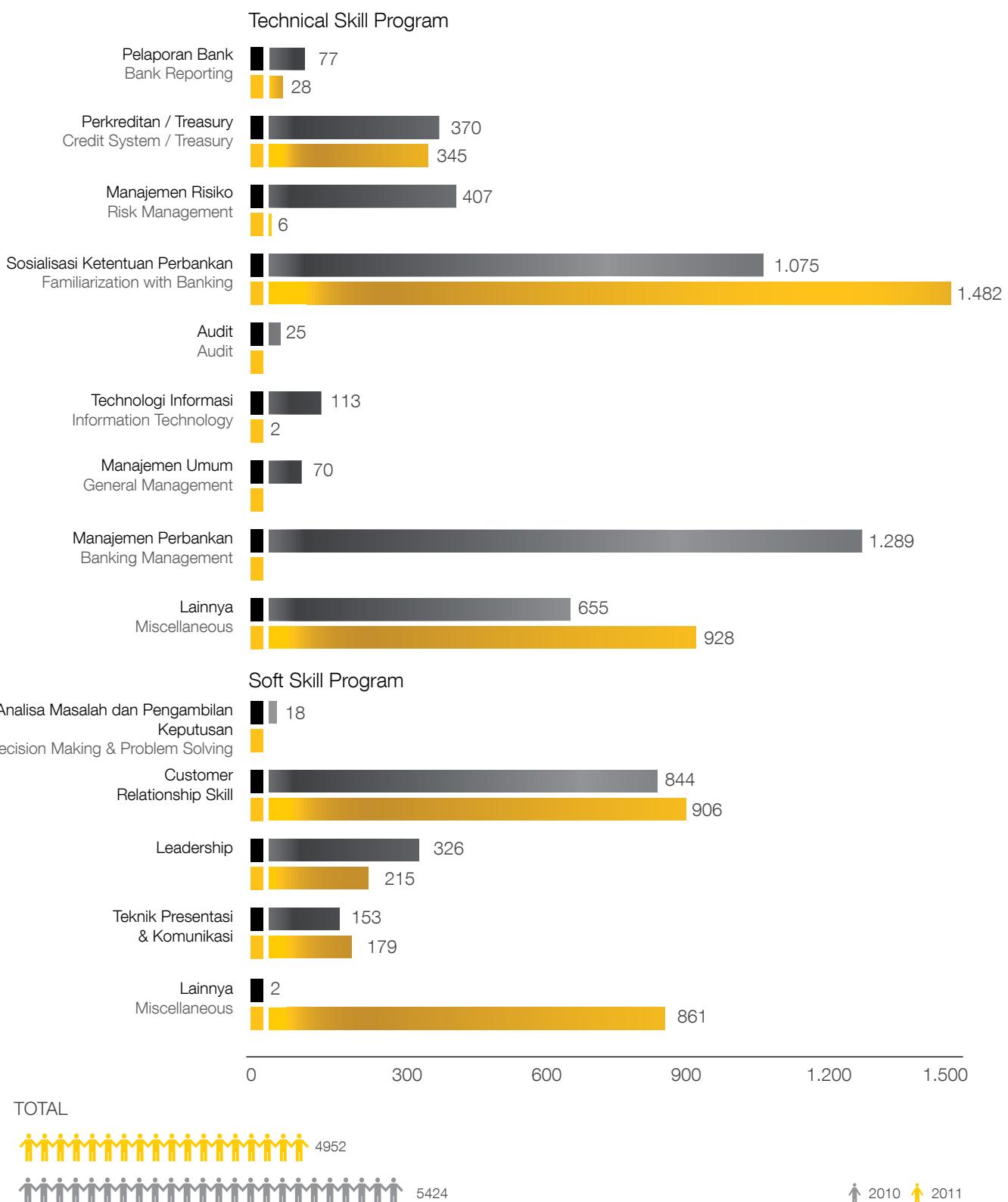
Commonwealth Bank Indonesia believes in being a fair and equal rights employer. In addition, it is also deeply committed to ensuring the wellbeing of its people. Moreover, the Management is keen to realise the full potential of all staff through skill upgrading and capacity building, learning and development.

By sharing the Bank's strategy and the areas that they should focus on, staff are constantly briefed and kept up-to-date with the priorities and objectives of the Bank. This in turn helps motivate them to remain enthusiastic and excited about achieving the Bank's objectives and their own personal growth as well.

The bottom line, Commonwealth Bank Indonesia understands that the more it invests in human capital, the better the results will be for all of the Bank's stakeholders.

◆ 2010 ♦ 2011

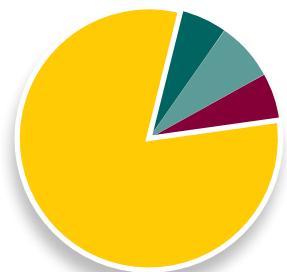
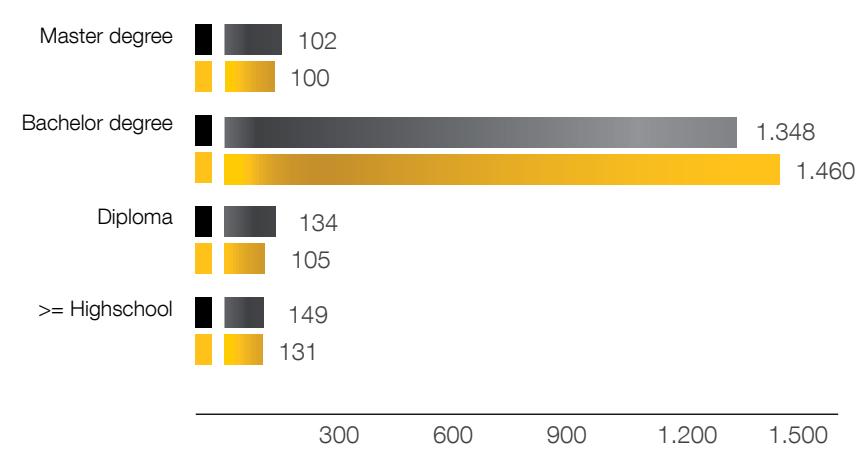
Program Pelatihan Karyawan Employee Training Programs



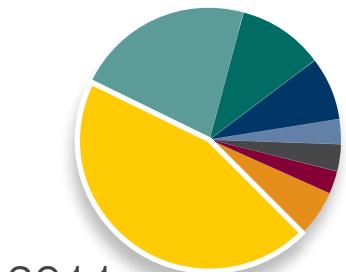
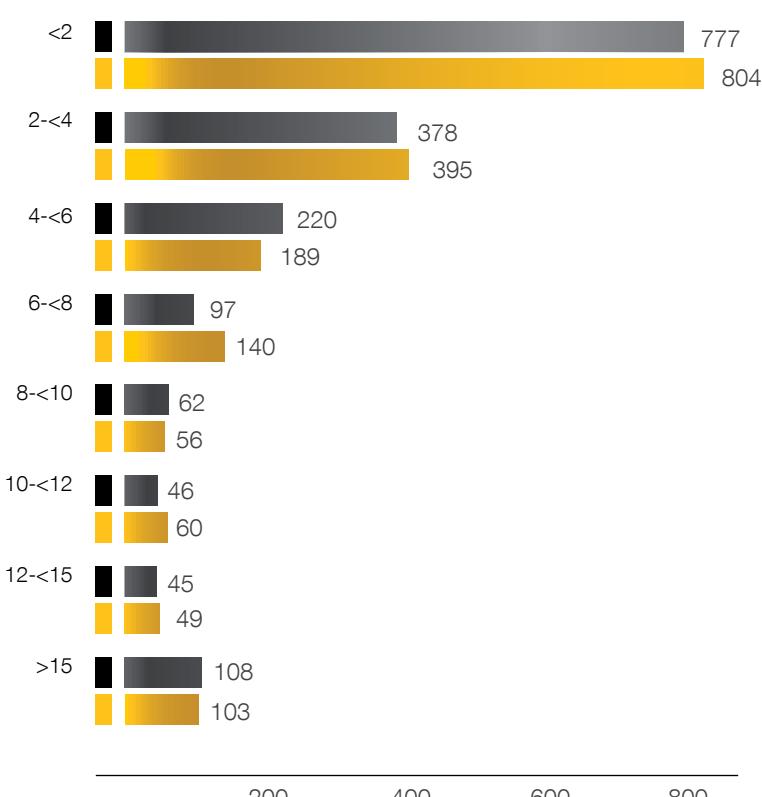
Jumlah peserta pelatihan yang berpartisipasi dalam Program Pelatihan Karyawan
Number of training participants in the Employee Training Program

◆ 2010 ♦ 2011

Karyawan berdasarkan pendidikan
Employees by Education



Karyawan berdasarkan Masa Kerja
Year of Service Category

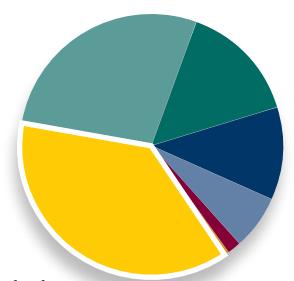
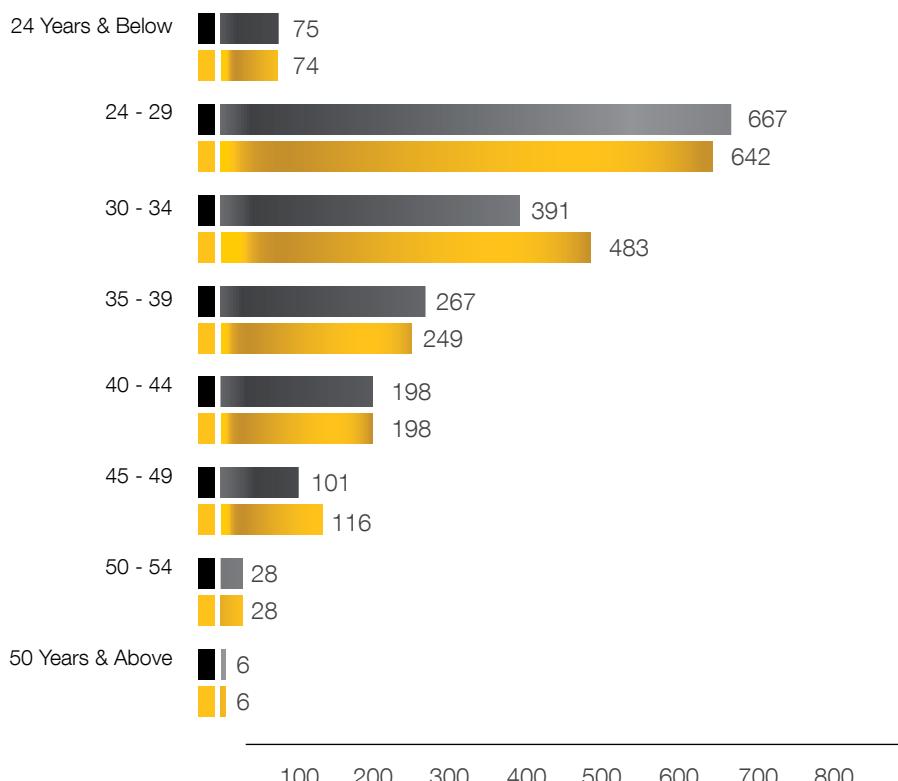


Jumlah Karyawan / Number of Employees

◆ 2010 ♦ 2011

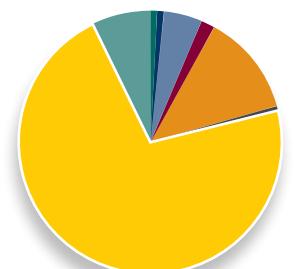
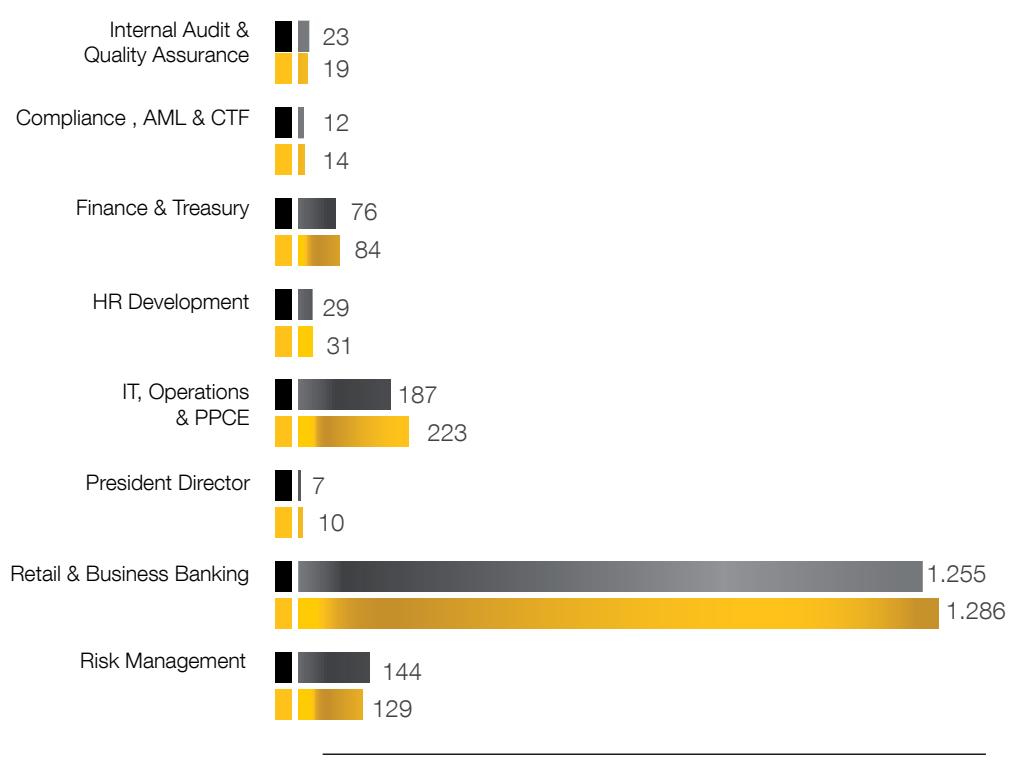
◆ 2010 ♦ 2011

Karyawan berdasarkan usia (Tahun)
Age Category



2011

Karyawan Permanen berdasarkan Direktorat
Permanent Employees by Directorate



2011

Tata Kelola Perusahaan

Corporate Governance

**Beroperasi Secara Terbuka
dan Bertanggung Jawab**

*Operating Transparantly and
Accountably*

Dengan tujuan meningkatkan kinerja usaha dan menciptakan nilai jangka panjang bagi pemegang saham, Commonwealth Bank Indonesia menerapkan prinsip-prinsip Tata Kelola Perusahaan dalam pengelolaan bisnisnya.

Praktik penerapan maupun kebijakan di lingkungan Bank terus diperbaiki, baik dari segi komitmen maupun kepatuhan terhadap penerapan tata kelola perusahaan yang baik.

Aiming to enhance performance and create long-term value for its shareholders, Commonwealth Bank Indonesia implements the principle of Corporate Governance in managing its business.

The implementation and policies within the Bank are continuously improved, in terms of both the commitments and compliance to good corporate governance practices.

Struktur Tata Kelola

Tata kelola perusahaan adalah suatu pedoman dalam mengelola perusahaan yang menerapkan prinsip-prinsip keterbukaan (*transparency*), akuntabilitas (*accountability*), pertanggungjawaban (*responsibility*), independensi (*independency*), dan kewajaran (*fairness*). Hal ini mempengaruhi bagaimana tujuan perusahaan ditetapkan dan dicapai, bagaimana risiko dipantau dan dikaji, dan bagaimana mengoptimalkan kinerja. Tata kelola perusahaan menjadi semakin penting terutama di industri perbankan, dalam setiap keputusan yang diambil memiliki unsur ketidakpastian dan mengandung risiko akan tetapi hal tersebut dapat dikelola melalui pengawasan yang efektif serta pengendalian internal.

Commonwealth Bank Indonesia memahami pentingnya menanamkan budaya kesadaran risiko dan pengendalian internal yang kuat di dalam semua unsur organisasi. Dalam kerangka tata kelola perusahaan, Dewan Komisaris dan Direksi mempunyai fungsi utama seperti mengkaji dan mengarahkan strategi perusahaan, mengevaluasi kebijakan risiko, menetapkan sasaran kinerja, memantau efektifitas dari praktik tata kelola perusahaan dan memastikan bahwa perusahaan mematuhi undang-undang serta peraturan yang berlaku.

Pelaksanaan tata kelola perusahaan di Commonwealth Bank Indonesia ditunjukkan melalui suatu kajian komprehensif tentang peran dan komposisi dari komite-komite dalam upaya memberikan dukungan tata kelola bagi Dewan Komisaris dan Direksi dalam menjalankan tugas dan tanggung jawabnya.

Structure of Corporate Governance

Corporate governance is a guide to operating a business by applying the principles of Transparency, Accountability, Responsibility, Independence, and Fairness. This affects how corporate objectives are set and achieved, how risk is monitored and assessed, and how performance is optimised. Good corporate governance becomes increasingly important, especially in the banking industry, where every decision made has an element of uncertainty and risk; nevertheless, these can be managed through effective oversight and internal controls.

Commonwealth Bank Indonesia understands the importance of instilling a risk awareness culture and strong internal controls throughout all elements of the organization. In line with the framework of corporate governance, the Board of Commissioners and the Board of Directors take up the primary roles of reviewing and directing corporate strategy, evaluating risk policy, setting performance targets, monitoring the effectiveness of corporate governance in practice and ensuring that the company complies with all current laws and regulations.

Implementation of good corporate governance in Commonwealth Bank Indonesia is demonstrated through the Bank's comprehensive assessment of the roles and compositions of the committees that provide governance support to the Boards of Commissioners and Directors in carrying out their duties and responsibilities.

Manajemen Commonwealth Bank Indonesia telah melakukan "Road Show" kepada seluruh karyawan guna mensosialisasikan pencapaian yang dilakukan oleh perusahaan serta target dan strategi perusahaan yang akan dilakukan dimasa mendatang. Hal ini merupakan perwujudan dari keterbukaan dan interaksi antara karyawan dengan Manajemen.

Bank juga melakukan inovasi yang berasal dari internal perusahaan seperti budaya *Speak Up* yang merupakan media bagi karyawan dalam menyampaikan aspirasi serta ide-ide yang konstruktif bagi kemajuan perusahaan. Karyawan dapat menyampaikan *Speak Up* dengan menggunakan saluran media yang disebut IDEA-Lab.

Keterbukaan dan transparansi merupakan unsur penting di dalam tata kelola perusahaan, Commonwealth Bank Indonesia selalu melakukan transparansi sesuai dengan peraturan perundang-undangan yang berlaku dan memastikan pengungkapan secara tepat waktu dan akurat bagi hal-hal yang bersifat material termasuk diantaranya adalah kinerja keuangan, aksi korporasi dan pelaporan tata kelola perusahaan.

Program *Corporate Social Responsibility* (CSR) juga merupakan salah satu kontribusi Commonwealth Bank Indonesia bagi masyarakat dan lingkungan. Kegiatan sosial kami fokuskan pada pengembangan di bidang pendidikan, kesehatan dan konservasi lingkungan hidup di Indonesia.

Dewan Komisaris dan Direksi

Wewenang serta tanggung jawab Dewan Komisaris dan Direksi telah didefinisikan secara jelas sesuai dengan fungsinya masing-masing sebagaimana diatur dalam Anggaran Dasar Commonwealth Bank Indonesia, undang-undang dan peraturan yang berlaku.

Pemantauan tata kelola oleh Dewan Komisaris meliputi kajian secara terus menerus terhadap struktur internal Commonwealth Bank Indonesia dan untuk memastikan kejelasan serta akuntabilitas manajemen disetiap lini organisasi.

**Keterbukaan
dan transparansi
merupakan
unsur penting di
dalam tata kelola
perusahaan
Commonwealth
Bank Indonesia**

**Openness and
transparency
are important
elements in
Commonwealth
Bank Indonesia's
corporate
governance**

Commonwealth Bank Indonesia Management has held numerous road shows to fully familiarize staff with the Bank's achievements and future targets as well as strategies to achieve them. This is an example of the current openness and interactions between employees and management.

The Bank has also adopted innovations that originated internally from within the Bank, such as the 'Speak Up' culture that opens up the way for employees to express their aspirations and constructive ideas for the development of the business. Employees can submit their "Speak Up" ideas via the IDEA-Lab media.

Openness and transparency are important elements in corporate governance; Commonwealth Bank Indonesia has always adopted transparency in accordance with prevailing regulations and ensures that all disclosures of any material are accurately submitted in a timely manner, including the Bank's financial performance, corporate actions and corporate governance reporting.

Commonwealth Bank Indonesia's Corporate Social Responsibility (CSR) program is one of our positive contributions to society and the environment. The Bank's social welfare activities are focused on education, health and environmental conservation programs in Indonesia.

Board Of Commissioners And Board Of Directors

The authorities and responsibilities of the Board of Commissioners and Board of Directors have been clearly defined according to their functions as set out in Commonwealth Bank Indonesia's Articles of Association and regulated by the current legislation.

The monitoring of corporate governance by the Board of Commissioners includes continuous assessment of Commonwealth Bank Indonesia's internal structure and ensures clarity and accountability of management in every line of the organization.

A. Dewan Komisaris

Susunan keanggotaan Dewan Komisaris per 31 Desember 2011

Keanggotaan Dewan Komisaris Commonwealth Bank Indonesia telah sesuai dengan ketentuan Peraturan Bank Indonesia dalam hal Penilaian Kemampuan dan Kepatutan (*Fit & Proper Test*) oleh Bank Indonesia, larangan perangkapan jabatan dan juga keberadaan Komisaris Independen.

Struktur Dewan Komisaris per 31 Desember 2011 adalah sebagai berikut :

No	Dewan Komisaris	Jabatan
1	Geoffrey David Coates	Presiden Komisaris
2	Craig Anthony Carland	Wakil Presiden Komisaris
3	Jeffrey Turangan	Komisaris Independen
4	Franciskus Antonius (Alijoyo)	Komisaris Independen

2. Tugas dan Tanggung jawab Dewan Komisaris Commonwealth Bank Indonesia

a. Dewan Komisaris melakukan pengawasan dan memastikan setiap kegiatan usaha Bank pada seluruh tingkatan atau jenjang organisasi telah melakukan dan menerapkan prinsip-prinsip Good Corporate Governance.

b. Dewan Komisaris secara aktif melaksanakan pengawasan terhadap pelaksanaan tugas dan tanggung jawab Direksi, memberikan nasihat serta mengarahkan, memantau dan mengevaluasi pelaksanaan kebijakan strategis Bank.

c. Dewan Komisaris memastikan bahwa Direksi telah menindaklanjuti temuan audit dan rekomendasi dari Satuan Kerja Audit Intern Bank, Auditor Eksternal, hasil Pengawasan dan hasil audit Bank Indonesia dan/atau pengawasan otoritas lainnya.

d. Dewan Komisaris tidak terlibat dalam pengambilan keputusan kegiatan operasional Bank kecuali penyediaan dana kepada pihak terkait sebagaimana ketentuan Bank Indonesia tentang Batas Maksimum Pemberian Kredit dan hal-hal lain yang ditetapkan dalam Anggaran Dasar Bank atau peraturan perundangan yang berlaku.

A. Board of Commissioners

Board of Commissioners as of 31 December 2011

Members of Commonwealth Bank Indonesia's Board of Commissioners are appointed as stipulated in Bank Indonesia's Regulations on the requirement for Fit & Proper Tests, the prohibition of holding two or more positions concurrently, as well as the inclusion of an Independent Commissioner.

The structure of the Board of Commissioners as of 31 December 2011 is as follows:

No	Board of Commissioners	Position
1	Geoffrey David Coates	President Commissioner
2	Craig Anthony Carland	Vice President Commissioner
3	Jeffrey Turangan	Independent Commissioner
4	Franciskus Antonius (Alijoyo)	Independent Commissioner

2. The Roles and Responsibilities of Commonwealth Bank Indonesia's Board of Commissioners

a. The Board of Commissioners monitors and ensures that every business activity of the Bank at all levels in the organization applies the principles of good corporate governance.

b. The Board of Commissioners actively supervises the Board of Directors' performance, provide advice and guidance as well as to monitor and evaluate the implementation of the Bank's strategic policies.

c. The Board of Commissioners ensures that the Board of Directors has followed up audit findings and recommendations of the Bank's Internal Audit unit, External Auditors, the Supervision results and Bank Indonesia audit results and/or those of other regulatory institutions.

d. The Board of Commissioners is not involved in the Bank's operational decision-making except in the event of providing funds to related parties as stipulated in Bank Indonesia's regulations concerning Legal Lending Limits and any other matters set out in the Bank's Articles of Association, or in applicable legislation.

e. Sesuai Peraturan Bank Indonesia maka Dewan Komisaris wajib membentuk Komite Audit, Komite Pemantau Risiko dan Komite Remunerasi dan Nominasi. Pengangkatan anggota Komite telah dilakukan Direksi berdasarkan keputusan rapat Dewan Komisaris.

3. Rapat Dewan Komisaris

Penyelenggaraan Rapat Dewan Komisaris sepanjang tahun 2011 telah dilaksanakan sebanyak 4 (empat) kali, pengambilan keputusan dalam rapat-rapat tersebut dilakukan berdasarkan musyawarah mufakat. Rapat bersifat mengikat bagi seluruh anggota Dewan Komisaris dan hasil rapat telah dituangkan dalam risalah rapat dan didokumentasikan secara baik.

Dewan Komisaris berperan dalam pelaksanaan prinsip-prinsip GCG dengan menjalankan fungsi pengarahan dan pengawasan secara baik.

4. Komite-Komite

Komite-komite yang telah terbentuk dan melaksanakan tugas dan tanggung jawabnya adalah :

a. Komite Audit

Komite Audit dibentuk dengan tujuan untuk membantu Dewan Komisaris dalam menjalankan tugas dan tanggung jawab pengawasan. Dalam menjalankan tugasnya Komite Audit menjalin hubungan kerja yang efektif dengan Direksi, Manajemen, Auditor Internal serta Auditor Eksternal.

Susunan anggota Komite Audit adalah sebagai berikut :

No	Komite Audit	Jabatan
1	Franciskus Antonius (Alijoyo)	Ketua merangkap anggota (Komisaris Independen)
2	Paul Hamilton	Anggota (Pihak Independen)
3	Craig Anthony Carland	Anggota
4	Jeffrey Turangan	Anggota
5	Lungguk Gultom	Anggota (Pihak Independen)

Tugas dan tanggung jawab Komite Audit sebagai berikut :

1. Komite Audit bertugas untuk melakukan penelaahan atas rencana Satuan Kerja Audit Intern (SKAI), pemantauan dan evaluasi atas perencanaan dan pelaksanaan audit serta tindak lanjut hasil-hasilnya.

e. As stipulated in Bank Indonesia Regulations, the Board of Commissioners is required to establish an Audit Committee, a Risk Monitoring Committee and a Remuneration and Nomination Committee. Members of these Committees have been appointed by the Board of Directors based on the decision made in the Board of Commissioners' Meeting.

3. Board of Commissioners Meetings

The Board of Commissioners held four meetings in 2011, where all decisions made at the meetings were based on consensus agreement. These decisions are legally binding on all Board members; the decisions have been set out and well-documented in the minutes of the meetings.

The Board of Commissioners plays a significant role in the implementation of the principles of Good Corporate Governance by carrying out its guidance and oversight functions well.

4. Committees

The committees that have been formed and carried out their duties and responsibilities are:

a. Audit Committee

The Audit Committee was established with the objective of assisting the Board of Commissioners in performing its supervisory duties and responsibilities. In performing its duties, the Audit Committee has established an effective working relationship with the Board of Directors, Management, Internal and External Auditors.

The members of the Audit Committee are as follows:

No	Audit Committee	Position
1	Franciskus Antonius (Alijoyo)	Chairman and member (Independent Commissioner)
2	Paul Hamilton	Member (Independent Party)
3	Craig Anthony Carland	Member
4	Jeffrey Turangan	Member
5	Lungguk Gultom	Member (Independent Party)

The roles and responsibilities of the Audit Committee are as follows:

1. To be responsible for reviewing the Internal Audit Group's (IAG) work plan, monitoring and evaluating the planning and execution of audits and following up its results.

2. Memberikan masukan secara independen kepada Dewan Komisaris terhadap penerapan Good Corporate Governance dalam kepatuhan terhadap peraturan dan perundangan yang berlaku.
3. Memberikan rekomendasi mengenai penunjukan Akuntan Publik dan Kantor Akuntan Publik kepada Dewan Komisaris untuk disampaikan kepada Rapat Umum Pemegang Saham

b. Komite Pemantau Risiko

Sesuai dengan Peraturan Bank Indonesia mengenai *Good Corporate Governance* (GCG), Komite Pemantau Risiko dibentuk untuk memastikan bahwa kerangka kerja manajemen risiko telah memberikan perlindungan yang memadai terhadap seluruh risiko bank.

Susunan anggota Komite Pemantau Risiko adalah sebagai berikut :

No	Komite Pemantau Risiko	Jabatan
1	Jeffrey Turangan	Ketua merangkap anggota (Komisaris Independen)
2	Paul Hamilton	Anggota (Pihak Independen)
3	Craig Anthony Carland	Anggota
4	Franciskus Antonius (Alijoyo)	Anggota
5	Lungguk Gultom	Anggota (Pihak Independen)

Tugas dan tanggung jawab Komite Pemantau Risiko sebagai berikut :

1. Melakukan penelaahan dan penilaian atas efektifitas dan penerapan kebijakan Manajemen Risiko dengan pelaksanaan kebijakan tersebut.
2. Melakukan pemantauan dan penelaahan pelaksanaan tugas dari Komite Manajemen Risiko dan unit-unit kerja Manajemen Risiko dalam hal memberikan rekomendasi kepada Dewan Komisaris.
3. Memantau perkembangan perkara litigasi yang melibatkan bank serta melakukan penelaahan atas risiko-risiko yang diakibatkan oleh risiko hukum.

c. Komite Remunerasi dan Nominasi

Susunan anggota Komite Remunerasi dan Nominasi adalah sebagai berikut :

No	Remunerasi dan Nominasi	Jabatan
1	Jeffrey Turangan	Ketua merangkap anggota (Komisaris Independen)
2	Craig Anthony Carland	Anggota
3	Bagus Harimawan	Anggota

2. To independently provide input to the Board of Commissioners on the implementation of Good Corporate Governance in complying with the applicable regulations.
3. To provide recommendations to the Board of Commissioners on the appointment of Certified Public Accountants and Public Accounting Firm, of which will be submitted to the General Shareholders' Meeting.

b. Risk Monitoring Committee

In accordance with Bank Indonesia Regulations on *Good Corporate Governance* (GCG), the Risk Monitoring Committee was established to ensure that the management risk framework has provided adequate control against all risks to the bank.

The members of the Risk Monitoring Committee are as follows:

No	Risk Monitoring Committee	Position
1	Jeffrey Turangan	Chairman and member (Independent Commissioner)
2	Paul Hamilton	Member (Independent Party)
3	Craig Anthony Carland	Member
4	Franciskus Antonius (Alijoyo)	Member
5	Lungguk Gultom	Member (Independent Party)

The roles and responsibilities of the Risk Monitoring Committee are as follows:

1. Reviewing and assessing the effectiveness and application of risk management policy in the execution of the policy.
2. Monitoring and reviewing the execution of the roles of the Risk Management Committee and Risk Management units in order to provide recommendations to the Board of Commissioners.
3. Monitoring the progress of any litigation case which involves the Bank as well as reviewing the risks arising from legal judgements.

c. Remuneration and Nomination Committee

The members of the Remuneration and Nomination Committee are as follows:

No	Remuneration and Nomination Committee	Jabatan
1	Jeffrey Turangan	Ketua merangkap anggota (Komisaris Independen)
2	Craig Anthony Carland	Anggota
3	Bagus Harimawan	Anggota

Komite Remunerasi dan Nominasi telah melakukan evaluasi terhadap kebijakan remunerasi dan memberikan rekomendasi kepada Dewan Komisaris mengenai kebijakan remunerasi dan nominasi, dengan mempertimbangkan beberapa faktor antara lain:

1. Kinerja keuangan dan pemenuhan cadangan sebagaimana diatur dalam peraturan perundang-undangan yang berlaku.
2. Prestasi kerja individual.
3. Kewajaran dengan per group.
4. Pertimbangan sasaran dan strategi jangka panjang Bank.

B. Direksi

1. Susunan keanggotaan Direksi per 31 Desember 2011

No	Direksi	Jabatan
1	Antonio Da Silva Costa	Presiden Direktur
2	Andriaan Laoh	Wakil Presiden Direktur
3	Mia Patria	Direktur Sumber Daya Manusia
4	Mia Patria (pejabat sementara)	Direktur Kepatuhan
5	Ian Phillip Whitehead	Direktur Perbankan Ritel dan Bisnis

2. Tugas dan Tanggung Jawab Direksi

- a. Direksi bertanggung jawab penuh atas pelaksanaan kepengurusan Bank dan mengelola usaha sesuai dengan kewenangan dan tanggung jawabnya sebagaimana diatur dalam Anggaran Dasar dan peraturan perundang-undangan yang berlaku.
- b. Direksi bertanggung jawab untuk memastikan penerapan prinsip-prinsip Good Corporate Governance telah dilaksanakan dalam setiap kegiatan usaha Bank pada seluruh tingkatan jenjang organisasi.
- c. Direksi senantiasa menindaklanjuti temuan-temuan audit dan rekomendasi dari Satuan Kerja Audit Intern, Auditor Eksternal, Hasil Pengawasan dan Hasil Audit Bank Indonesia dan/atau Otoritas lainnya.
- d. Direksi mengembangkan dan memastikan penerapan Manajemen Risiko telah dilaksanakan di seluruh jenjang organisasi serta memastikan bahwa fungsi Manajemen Risiko telah beroperasi secara independen.
- e. Mempertanggungjawabkan pelaksanaan tugas dan tanggung jawab Direksi kepada Rapat Umum Pemegang Saham.

The Remuneration and Nomination Committee has evaluated the remuneration policy and made recommendations to the Board of Commissioners on the remuneration and nomination policy, taking into account several factors, including:

1. Financial performance and the minimum reserve requirement as stipulated in applicable legislation
2. Individual's job performance.
3. Fairness to the peer group.
4. Consideration of the Bank's long-term goals and strategies.

B. Directors

1. Board of Directors as of 31 December 2011

No	Directors	Position
1	Antonio Da Silva Costa (Tony Costa)	President Director
2	Andriaan Laoh	Vice President Director
3	Mia Patria	Human Resources Director
4	Mia Patria (ad interim)	Compliance Director
5	Ian Phillip Whitehead	Director of Retail and Business Banking

2. Roles and Responsibilities of Board of Directors

- a. The Board of Directors is fully responsible for running the Bank and managing the business in accordance with its authority and responsibilities as stipulated in the Articles of Association and prevailing laws and regulations.
- b. The Board of Directors is responsible for ensuring that the principles of good corporate governance are applied in every business activity of the Bank, at all levels in the organization.
- c. The Board of Directors always follows up the audit findings and recommendations of the Bank's Internal Audit unit, External Auditors, the Supervision and results of audits by the Bank of Indonesia and/or other authorities.
- d. The Board of Directors develops and ensures Risk Management has been adopted and implemented at all levels of the organization and ensures that the Risk Management function has been operated independently.
- e. The Board of Directors is accountable for its roles and responsibilities to a General Shareholders' Meeting.

Corporate Social Responsibility



Commonwealth Bank Indonesia meyakini bahwa keberhasilan tidak bisa dipisahkan dari tanggung jawab. Keberhasilan keuangan hanya dapat dipertahankan dalam jangka panjang apabila harapan maupun kebutuhan masyarakat yang dilayani dapat terpenuhi. Memastikan bahwa Commonwealth Bank Indonesia beroperasi dan tumbuh bersama-sama para pemangku kepentingan akan turut mewujudkan keberlanjutan keberhasilan tersebut.

Pada tahun 2011 Commonwealth Bank Indonesia melaksanakan beberapa kegiatan Tanggung Jawab Sosial Perusahaan (CSR). Beberapa di antaranya adalah membangun rumah untuk masyarakat di Desa Babakan Madang, Sentul, Bogor bekerjasama dengan Habitat for Humanity. Pada kesempatan ini, Commonwealth Bank Indonesia mendorong karyawannya untuk menyumbangkan waktu dan tenaga, berpartisipasi dalam pembangunan rumah tersebut.

Commonwealth Bank Indonesia believes that it cannot separate success from responsibility. Financial success can only be sustained in the long term if the expectations and needs of the communities that we serve are met. Ensuring that Commonwealth Bank Indonesia operates and grows in tandem with its stakeholders will also manifest in the continuity and sustainability of its financial success.

In 2011 Commonwealth Bank Indonesia undertook a number of Corporate Social Responsibility (CSR) related programs. They include building homes for a community in the Babakan Madang Village, Sentul, Bogor in cooperation with Habitat for Humanity. On this occasion, Commonwealth Bank Indonesia encourages its employees to put in voluntary hours to help build those homes.



Bank juga membantu menggalang dana sosial melalui Canada Cup Golf Tournament dan US Memorial Golf Day Tournament, di mana dana yang terkumpul disumbangkan untuk meningkatkan kesejahteraan anak-anak di perkampungan sekitar. Kegiatan yang terkait dengan golf lainnya dilakukan melalui Commonwealth Bank Institute of Golf, dengan mensponsori program pelatihan delapan pegolf muda Indonesia dibawah usia 18 tahun yang berbakat di bawah bimbingan pegolf profesional.

Selain itu, Commonwealth Bank Indonesia juga berpartisipasi dalam program sosial ANZA (Australia New Zealand Association) yang mendukung pengembangan dan pendidikan anak-anak kurang mampu untuk memperbaiki tingkat kesehatan dan kesejahteraan mereka.



The Bank also helped raise charity funds through the Canada Cup Golf Tournament and the US Memorial Golf Day Tournament, in which funds were raised for children welfare in nearby villages. Another golf-related program was through the Commonwealth Bank Institute of Golf, which provided sponsorship to eight young golf prodigies of Indonesia below 18 years of age to train under professional tutorship.

In addition to the above, Commonwealth Bank Indonesia also participated in the ANZA (Australia New Zealand Association) Social Welfare program that supports the development and education of under privileged children to better their health and welfare.



Data Perusahaan

Corporate Data

List of Executives

Dewan Komisaris	Jabatan
Geoffrey David Coates	Presiden Komisaris / President Commissioner
Craig Anthony Carland	Wakil Presiden Komisaris / Vice President Commissioner
Jeffrey Turangan	Komisaris Independen / Independent Commissioner
Franciskus Antonius (Alijoyo)	Komisaris Independen / Independent Commissioner

Anggota Direksi	Jabatan
Antonio Da Silva Costa (Tony Costa)	Presiden Direktur / President Director
Andriaan Laoh	Wakil Presiden Direktur / Vice President Director
Mia Patria	Direktur Sumber Daya Manusia Human Resources Director
Mia Patria (pejabat sementara)	Direktur Kepatuhan / Compliance Director
Ian Phillip Whitehead	Direktur Perbankan Ritel dan Bisnis / Director of Retail & Business Banking

Pejabat Eksekutif	Jabatan
Liliawati Gunawan	Head of Wealth Management
A.M.Hafid Gautama	Head of Marketing and Communications
Anwar Zaenuddin	Head of Retail Banking Services
Lim Sauw Hua Denny (Denny Lim)	Head of SME Banking
Rian Eriana Kaslan	Head of Product Management & Marketing
R. Indrajana Sofiandi	Head of Compliance
Charles Budiman	Head of Project and Property Management
Tjipta Prawiradirdja	Head of Business Banking
Joanna Deborah Rembeth	Head of Consumer Loan
Silvy Prihadi	Head of Automotive Value Chain
Chairdiana	Head of Operations Control
Andrew Doyle	Chief of Finance Officer
Johmar Gazo	Chief Technology Officer
Bagus Harimawan	Head of HR Operations, Compensations Benefits and Employee Relations

Pejabat Eksekutif	Jabatan
Albert Suhandinata	Head of Operation
Widodo Suryadi	Head of Wholesale Banking
Sariani Sadikun	Head of Credit
Reza Soemadipradja	Chief Audit Executive
Ari Shinta Rukmi	Head of Learning & Talent Development
Robert Tanjani	Branch Manager Bandung
Maya Sari Suwignjo	Branch Manager Semarang
Lisan	Branch Manager Medan
Hartono	Branch Manager Pekanbaru
Rosi Sintiawati	Branch Manager Samarinda
Joshua Caturputra Thio	Branch Manager Banjarmasin
Suwarni	Branch Manager Palembang
Merlina Wijaya	Branch Manager Makasar
Vivi Wulansari	Branch Manager Surabaya
Dharma Sentiko	Branch Manager Kediri
Liliana Kusuma	Branch Manager Solo
Ratna Hartaty	Branch Manager Balikpapan
Harnanto Wibowo Agung	Branch Manager Madiun
Laiwarti Suhono	Branch Manager Pontianak
Ida Ayu Putu Debiyani	Branch Manager Denpasar
Ie Sioe	Branch Manager Jogjakarta
Thedu	Branch Manager Wisma Metropolitan 2 Jakarta
Lienda Tirtawinata (pejabat sementara)	Branch Manager Bogor
Irena Maria Chaidir	Branch Manager Cirebon
FY Gandhi Purdjiono	Branch Manager Malang
Alexander Tan (pejabat sementara)	Branch Manager Batam
Danny Peter Kowanto	Branch Manager Manado
Suwandi Winarko	Branch Manager Mataram
Agus Rianto	Branch Manager Lampung
Neni Juliani	Branch Manager Purwokerto
Kartika Tanto	Branch Manager Padang
Mourinna Tan	Branch Manager Jambi

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