

Awards



Alpha – Southeast Asia

Most Consistent Dividend Policy in 2013

AsiaMoney

Corporate Governance Poll 2012

- Best Overall Company in Indonesia for Corporate Governance Poll (2nd Place)
- Best for Responsibilities of Management and the Board of Directors in Indonesia (1st Place)
- Best for Shareholders' Rights and Equitable Treatment in Indonesia (1st Place)
- Best for Disclosure and Transparency in Indonesia (2nd Place)

Cash Management Poll 2012

- Best Local Cash Management Bank in Indonesia (2nd Place)
- Best Overall Domestic (Local) Cash Management Services in Indonesia as Voted by Medium Sized Corporates (2nd Place)

FX Poll 2012

Best Overall Domestic Provider of FX Services in Indonesia (2nd Place)

AsiaMoney

Best Banks 2013

Best Domestic Bank in Indonesia

Cash Management Poll 2013

Best Overall Domestic Cash Management Services in Indonesia as Voted by Small Sized Corporates (2nd Place)

Carre - Center for Customer Satisfaction & Loyalty

9th National Customer Service Championship 2013

BCA as grand champion with a total of 31 awards for the categories:

- Service Star Award
- CRM Talent Award
- Guard Service Star
- CS Cheers Competition

Contact Center World

Contact Center World Awards APAC 2013

- 6 Gold Medal Awards for the categories: Community Spirit, Outbound Campaigns, Customer Loyalty, Direct Response, HR Professional, and Sales Professional
- 8 Silver Medal Awards for the categories: Recruitment Campaign, Green Contact Center, Customer Service, Leadership/Executive, WFP Professional, Sales Professional, Quality Auditor, and Customer Service Professional
- 4 Bronze Medal Awards for the categories: Contact Center Large, Social Media, Customer Service Professional, and IT Professional
- Runner-up for the categories: Help Desks, Contact Center Design, and Trainer

FinanceAsia

Country Awards for Achievement 2013

The Best Bank in Indonesia

FinanceAsia

Asia's Best Managed Companies 2013

Jahja Setiaatmadja - Best CEO Indonesia (3rd Place)

BCA in the categories for:

- Best Managed Company (2nd Place)
- Best Corporate Governance (2nd Place)
- Best Investors Relations (5th Place)
- Most Committed to a Strong Dividend Policy (7th Place)

Forbes Asia

The Forbes Global 2000

BCA ranked 613th in Forbes Global 2000 in 2013

Asia's Fabulous 50

50 Best Asia-Pacific's Biggest Listed Companies out of 1,220 companies with at least \$3 billion in revenue or market capitalization

Frontier Consulting Group & Marketing Magazine

Top Brand Award 2013

In Recognition of Outstanding Achievements in Building the Top Brand for the categories:

- Credit Card (1st Place)
- ATM Card (1st Place)
- Time Deposits (1st Place)
- Internet Banking (1st Place)
- Home Loan (3rd Place)
- Mobile Banking (1st Place)
- Savings Account (1st Place)
- Call Center (1st Place)

Frontier Consulting Group & SWA Magazine

Indonesian Customer Satisfaction Award (ICSA) 2013

The Best in Achieving Total Customer Satisfaction in the categories for:

- Deposit Account
- Savings Account
- Mobile Banking
- Internet Banking
- Credit Card

Harian Bisnis Indonesia (Daily) & Carre - Center for Customer Satisfaction & Loyalty

Excellent Service Experience Award (ESEA) 2013

Best Regular Domestic Banking Based on Mystery Shopping Research ISEI 2013 for Excellent Performance in Delivering Positive Customer Experience

Indonesia Contact Center Association (ICCA)

The Best Contact Center Indonesia 2013

BCA received a total of 30 awards including:

- 1 Grand Champion Award
- 10 Platinum Awards
 - o The Best Contact Center Operations
 - o The Best Business Contribution
 - o The Best HR Retention Program
 - o The Best Contact Center Talent
 - o The Best Telemarketer
 - o The Best Quality Assurance
 - o The Best IT Support
 - o The Best TL Inbound
 - o The Best TL Outbound
 - o The Best Supervisor
- 9 Gold Awards
 - o The Best Technology Innovation
 - o The Best Contact Center Talent
 - o The Best Agent
 - o The Best Customer Service
 - o The Best Telemarketer
 - o The Best Back Office Operation
 - o The Best IT Support
 - o The Best Trainer
 - o The Best Manager
- 7 Silver Awards
 - o The Best Team Work (2 teams)
 - o The Best Agent
 - o The Best Telesales
 - o The Best Back Office Operation
 - o The Best Supervisor
 - o The Best Manager
- 3 Bronze Awards
 - o The Best Quality Assurance
 - o The Best TL Walk In
 - o The Best Trainer

Infobank

Digital Brand of the Year 2012

- Corporate Digital Brand – Conventional Bank (1st Place)
- Product Digital Brand
 - o Vehicle Loan (1st Place)
 - o Debit Card (3rd Place)
 - o Mortgage (3rd Place)
 - o Time Deposit for Conventional Bank (3rd Place)

Infobank Awards 2013

Platinum Award for “Excellent Performance” for 10 consecutive years

Infobank & Markplus Insight

Indonesian Bank Loyalty Award (IBLA) 2013

- Savings Account – Conventional Banking with assets > Rp 75 trillion (1st Place)
- Loyalty Program for Savings Account – Conventional Banking (1st Place)
- Loyalty Program for Credit Card (1st Place)
- Credit Card - Conventional Banking (2nd Place)

Infobank & Marketing Research Indonesia

Banking Service Excellence Awards 2013

- Best Mobile Banking - Conventional Banks
- Best Internet Banking - Conventional Banks

Investor Magazine

Investor Best Bank 2013

The Best Bank in Indonesia in the category for Banks with asset > Rp 100 trillion



Majalah Fortune Indonesia (Magazine) & Hay Group International Indonesia Most Admired Companies (IMAC) 2013

- Most Admired Companies in Banking and Finance Industry (2nd Place)
- Most Admired Companies in Cross Sector Industry (10th Place)

Majalah Global Finance (Magazine) World's Best Emerging Markets Banks 2013 in Asia-Pacific Best Bank in Indonesia

Majalah Investor (Magazine) Investor Awards 2013 - Indonesian Financial Figures Jahja Setiaatmadja - Top National Banker 2013

IICD Conference and Corporate Governance Awards 2013 Best for Disclosure and Transparency

Majalah Marketing (Magazine), Digital Marketing & Survey One

Digital Marketing Awards 2013

In the categories of:

- Website – Banking (1st Place)
- SMS Banking (1st Place)
- Internet Banking (1st Place)
- ATM (1st Place)
- e-Wallet – Flazz Card (2nd Place)

Majalah Property & Bank (Magazine) Indonesia Property & Bank Award 2013

- Jahja Setiaatmadja - Golden CEO Award 2013
- BCA awarded as Pioneer in Modern IT-Based Banking Services in the category for Banks with asset > Rp 200 trillion

Majalah Service Excellence (Magazine) & Carre CCSL

Indonesia Service Quality Award 2013

- Platinum Credit Card (1st Place)
- Regular Banking – Domestic (1st Place)
- Priority Banking (1st Place)
- Regular Credit Card (2nd Place)

Majalah SWA (Magazine)

HR Excellence & Future Leader Award 2013

In the categories:

- Talent Management (2nd Place)
- Training and Development (2nd Place)

Majalah SWA (Magazine)

SWA 100 Best Wealth Creator Award 2013

- Indonesia Best Public Companies for Banks category (1st Place)
- Indonesia Best Overall Public Companies (4th Place)
- ASEAN Best Overall Public Companies for all categories (4th Place)

Based on WAI TM (Wealth Added Index)

Method

SWA Magazine & IICG

Indonesia Most Trusted Companies Award 2013

Most Trusted Company

Based on Corporate Governance Perception Index (CGPI)

Majalah SWA Magazine & invent.ure

Indonesia Middle-Class Brand Champion Consumers' Choice 2013

Indonesia Middle-Class Brand Champion in the categories of:

- Conventional Saving
- Internet Banking

Based on the Middle-Class Consumer Survey in 9 Cities in Indonesia

Indonesia Middle Class Banking Consumers' Choice 2013

Indonesia Middle-Class Brand Champion for the categories of:

- Internet Banking
- Demand Deposit
- Vehicle Loan
- e-Money Card
- Credit Card

Based on the Middle-Class Financial Services Consumer Survey in 6 Cities in Indonesia

SWA Magazine & MARS Research Institute

Indonesia Best Brand Award (IBBA)

Best Brand Platinum for category:

- Savings Accounts
- Credit Card

For the achievement of IBBA for 6 consecutive years (2008 – 2012)

SWA Magazine & Octovate Consulting Group

Net Promoter Customer Loyalty Award 2013

First place in the categories:

- Savings Accounts
- Credit Card

Warta Ekonomi Magazine

Top 20 Indonesia Most Admired CEO 2013

Jahja Setiaatmadja – Most Admired CEO

Warta Ekonomi Magazine

IT Banking Excellence Award 2013

Indonesia Most Admired Companies 2013

25 Most Admired Companies in Indonesia

Marketeers & Markplus Insight

Indonesia's Brand Champion Award 2013

- The Best of Brand Equity Champion (1st Place)
- Most Popular Brand for Conventional Bank with asset > Rp 75 trillion (2nd Place)

Indonesia Most Favorite Youth Brand 2013

Brand Champion in Financial Products in the categories for:

- Most Favorite Regular Savings
- Most Favorite Credit Card

Indonesia Most Favorite Women Brand 2013

Most Favorite Women Brand in the categories:

- Term Deposit
- Credit Card

Indonesia Most Favorite Netizen Brand 2013

Most Favorite Netizen Brand in the categories:

- Savings Accounts
- Internet Banking

Men's Obsession Magazine

The Amazing Stars: Men's Obsession's 9 Tough CEO's 2012-2013

Jahja Setiaatmadja

The Asian Banker

International Excellence in Retail Financial Service Awards 2013

Best Retail Bank in Indonesia

The Asian Banker Lifetime Leadership Achievement Awards 2013

Djohan Emir Setijoso – The William: "Bill" Siedman Award for Achievements in Leadership in the Financial Services Industry

The Asset

The Asset Triple A Country Awards 2012

Southeast Asia

Best Domestic Bank in Indonesia

Tempo Media Group & CRMS

2013 Indonesian Banking Awards (IBA)

- The Best National Private Bank in Indonesia (1st Place)

for its Achievement of Financial Performance and Efficiency in the category for National Private Bank with Asset > Rp 50 trillion