

## EXTERNAL ASSURANCE [GRI 2-5][OJK G.1]

The Company has undergone a series of external assurance processes for this sustainability report in line with GRI recommendations. These processes are deemed essential for the company, as they are conducted by independent third parties with high credibility, thereby enhancing the credibility and quality of the report. The selection of an external assurer is based on the approval of the Board of Directors, represented by the Corporate Secretary, and ensures there are no conflicts of interest with any party.

The Company has entrusted CBC Global Indonesia to carry out the quality assurance process in the 2023 Sustainability Report. CBC Global Indonesia is a quality assurance agency that has been certified to international quality assurance standards AA1000AS v3 standard with license number 000-310. The results of the quality assurance report are attached on page 190. [GRI 2-5][OJK G.1]

The Board of Commissioners and Directors have carried out a review to ensure that all material topics have been included in the report and approved and signed this report that can be found on pages 14 and 15. [GRI 2-14]

## FEEDBACK [OJK G.2][OJK G.3]

The Company provides a feedback sheet at the end of this report to build two-way communication with readers and users of the Company's Sustainability Report. Through the sheet, it is hoped that readers and users of this report can provide suggestions, feedback, opinions, etc. that can improve reporting quality in the future. Feedback received by the Company will be processed either by the Corporate Secretary Division or through the Information & Documentation Officer (PPID) to the relevant Division for follow-up. However, during the year 2023, the Company did not receive any responses from stakeholders regarding the previous year's sustainability report.

## REPORT CONTACT [GRI 2-3]

This report is addressed to all stakeholders and can be used as a basis for evaluating the Company's performance. Stakeholders can also evaluate the process of fulfilling the Company's obligations in the environmental, economic and social fields in the business activities carried out. The Company provides the widest possible access to information regarding the Sustainability Report to all stakeholders, investors, and anyone else by contacting:

**PT Bank Tabungan Negara (Persero) Tbk**

**Corporate Secretary Division Head**

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